

# San Antonio and Greater Bexar County Community Digital Equity Plan and Roadmap

Population Segments: Veterans

August 2021

# Disclaimer:

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The information found in this portal is intended for public use. It reflects work produced and provided by the SA Digital Connects team and community members starting in January 2021 to the present.

Some information will reflect the moment in time when the work was done. Data, funding, maps and assumptions may fluctuate in the everchanging digital ecosystem.

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# Initiative Details

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# Population Segments

# Closing the Digital Divide | Veterans

## Challenges

- One of the pressing issues facing Veterans in rural communities is the lack of **fast, reliable internet service**, or any internet service at all
- According to VHA's Office of Rural Health, **42%** of rural Veterans enrolled in VA do not have internet access that would support their use of VA telehealth and other online services

## Organizations already involved

**Walmart and Philips:** Set up remote clinics—known as Atlas sites—for Veterans to access telehealth services closer to their homes as well as lending iPads to Veterans without home internet

**T-Mobile:** Connected Veterans to their health care providers on a secure line from any location on all devices with free T-Mobile service that used up none of their data

## Solutions



### Mapping

- Undertake detailed mapping effort of available broadband in rural areas to develop an accurate data set of resources that can be dedicated to unserved communities where the need is greatest



### Satellite technology

- Invest in **satellite internet connectivity** for rural areas that either have little to no available broadband or are cost prohibitive regarding potential buildout of fiber networks



### Fixed wireless solutions

- Deploy **fixed wireless technologies** to cover the last mile to the customer where specific features of surrounding landscape or terrain (e.g., miles of wilderness or farmland) make deploying fiber prohibitive



### Deliver low-cost connected devices

- **Wireless providers could offer bundling services** that would offer low-income subscribers connected devices with embedded Wi-Fi/other connectivity options at no additional cost
- **Business and community partners can be encouraged to help provide devices** for residents to connect to the internet



Thank You