DIGITAL EQUITY ASSESSMENT REPORT

Neighborhood Services & Education Committee February 13th, 2025

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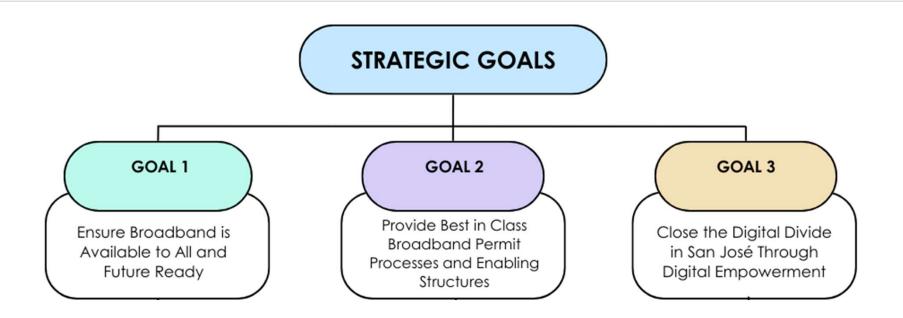
SAN JOSÉ'S COMMITMENT TO DIGITAL EQUITY

COVID-19 2016-2017 2023 2018-2019 2020-2022 Approximately 95k Public-Private First Digital Inclusion Grants \$1M **Round 4 Grants:** to nonprofits and \$1.4M to residents with no Partnerships with restructured home internet telecoms began schools to support distancemanagement into Revenue from learning. the Library and City's first **Broadband** streetlight leases Library Foundation & Digital Inclusion SJ Access launched and became fiscal **Strategy** approved in expanded with emergency agent 2017 one-time funds: **Digital Inclusion** - Hotspot & computer lending Final Wi-Fi **Fund** created Launched - 17 new outdoor Wi-Fi zones at Expansion – 8 total Community Wi-Fi community center and library **Permit Streamlining** network areas on partnership with East locations air Side Union High - New expanded digital skills School District, 1st trainina attendance area network opened in Wi-Fi Expansion + 5 attendance 2017 areas

SAN JOSÉ'S DIGITAL DIVIDE - THEN AND NOW

2017 2025 **Broadband Broadband** San José in bottom 25% for San José wired internet wired and mobile internet rose to middle range, wireless still bottom 25% performance among cities • Very low fiber access - 1% Fiber access is growing, of census blocks now 37% availability • Limited choice for Choice is growing, home internet, mostly Home Wireless now AT&T or Comcast VS available to 52% of city **Digital Exclusion Digital Exclusion** 49,000 households Improved access, without reliable inhouseholds without home internet access reliable in-home internet access dropped to 39,000 Barriers to internet use: cost of internet plans Barriers to internet use and devices, online remain the same safety, and contracts

2025 STRATEGY UPDATE



BROADBAND SERVICES

99%
Basic Speed
100/20 Mbps

36% Aspirational 1000/500 Mbps 1% **37%**

Fiber

0% **★**52%
Home

Wireless

68% Only 1-2 providers

90%

--lacking at many mobile homes & multifamily housing

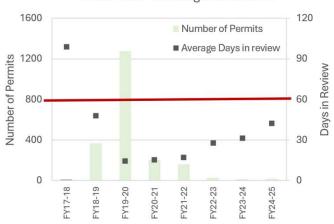


Public-private partnerships

- 4G/5G small cell and macro deployment
- Fiber installation pilot
- Airport cellular coverage
- Lift Zones
- Smart City and Internet of Things pilots
- STEM and digital inclusion program sponsorship

Infrastructure enabled by **permit streamlining via PPP**

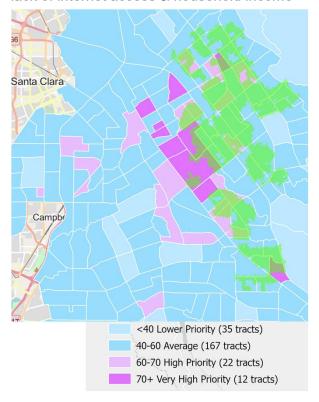
Small Cell Permitting Performance



SAN JOSÉ'S DIGITAL DIVIDE



Digital Inclusion Priority Index lack of internet access & household income



Elimination of Federal Subsidies (ACP, EBB)

- Impacted 40K San Jose Households
- Eliminated \$1.1M in monthly subsidies
- Approx. 16% of Households cancelled internet

Community Wi-Fi Safety Net to 200k+ residents

- 8 neighborhood networks
- Average Monthly Use by 76,800 people
 Outdoor Wi-Fi at Civic buildings,
 7 community centers, 9 libraries, 8 parks

San José Public Library

SJ ACCESS - NEW DIGITAL EMPOWERMENT PROGRAMS



Coding + Computer Science

over 18,000 youth and young adults in-person and virtual

Digital Skill Building

15,000 residents in-person and virtual

Resilience Corps IT & CS Pathway

Workforce development program Pilot Cohort January 2025 4 Resilience Corps Associates

c Library

DIGITAL INCLUSION GRANT PROGRAM

City Digital Inclusion Fund Grant Program

2020-2025



\$3,823,565 granted



13,549 residents



2025 Model: Tech Hubs



6 Community Spaces



20+ hours/week



Digital Skills, Internet, **Device Access**



3,000 residents

Federal Digital Equity Act Grant **Prospective Award**

2025-2029



\$11.6M



6 Tech Hubs



35,300 Residents

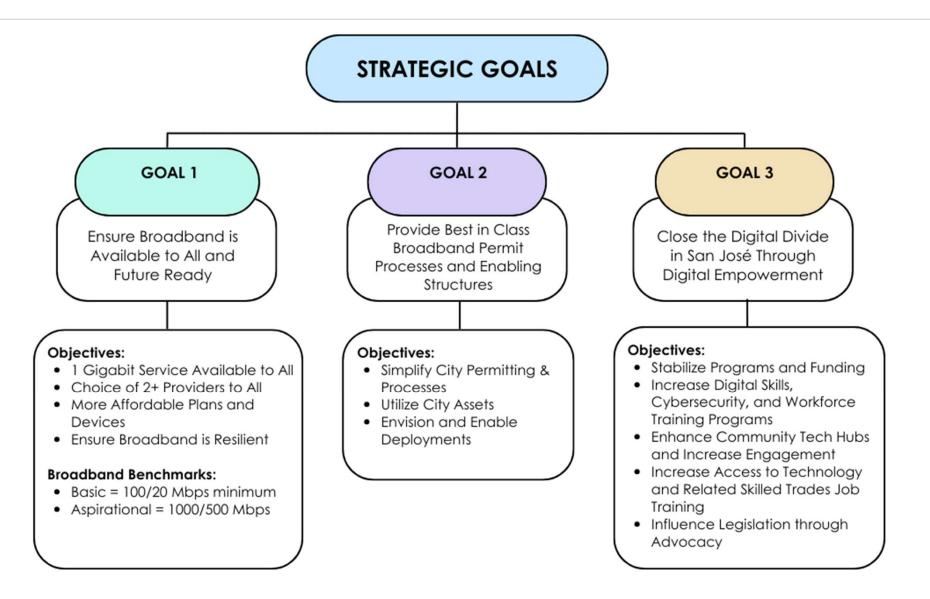


8 CBOs



San Jose Santa Clara County **San Mateo County**

FUTURE ACTIONS



Report to full Council in Spring 2025

QUESTIONS?

San José Public Library