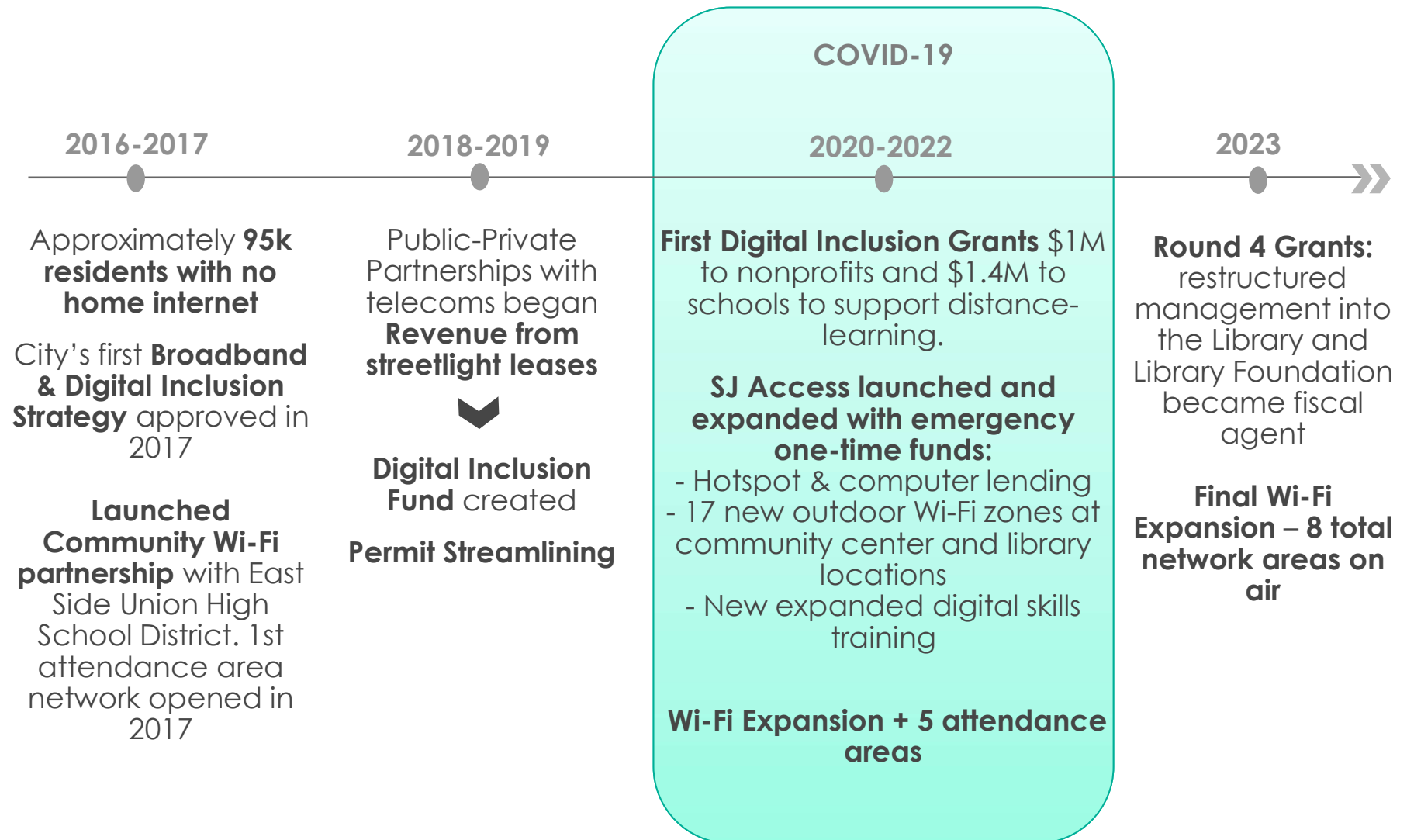


DIGITAL EQUITY ASSESSMENT REPORT

Neighborhood Services & Education Committee
February 13th, 2025

Jill Bourne, Ann Grabowski, Abigail Shull, and Uarporn Nopmongcol

SAN JOSÉ'S COMMITMENT TO DIGITAL EQUITY



SAN JOSÉ'S DIGITAL DIVIDE - THEN AND NOW

2017

Broadband

- **San José in bottom 25%** for wired and mobile internet performance among cities
- **Very low fiber access** - 1% of census blocks
- **Limited choice** for home internet, mostly AT&T or Comcast

Digital Exclusion

- **49,000 households** without reliable in-home internet access
- **Barriers to internet use:** cost of internet plans and devices, online safety, and contracts

VS

2025

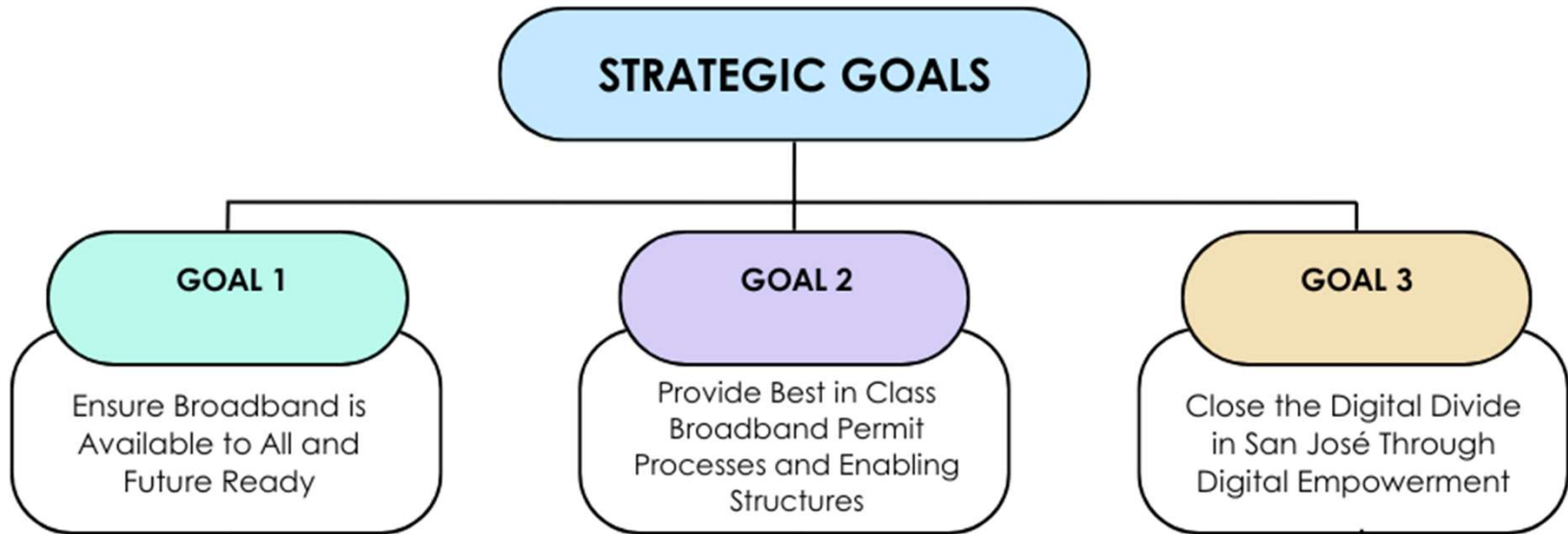
Broadband

- **San José wired internet rose to middle range**, wireless still **bottom 25%**
- **Fiber access is growing**, now 37% availability
- **Choice is growing**, Home Wireless now available to 52% of city

Digital Exclusion

- **Improved access**, households without reliable in-home internet access dropped to 39,000
- **Barriers to internet use remain the same**

2025 STRATEGY UPDATE



BROADBAND SERVICES

99%

Basic Speed
100/20 Mbps

--lacking at many
mobile homes
& multifamily
housing

36%

Aspirational
1000/500 Mbps

1%

37%
Fiber

0%

52%
**Home
Wireless**

90%

68%
**Only 1-2
providers**

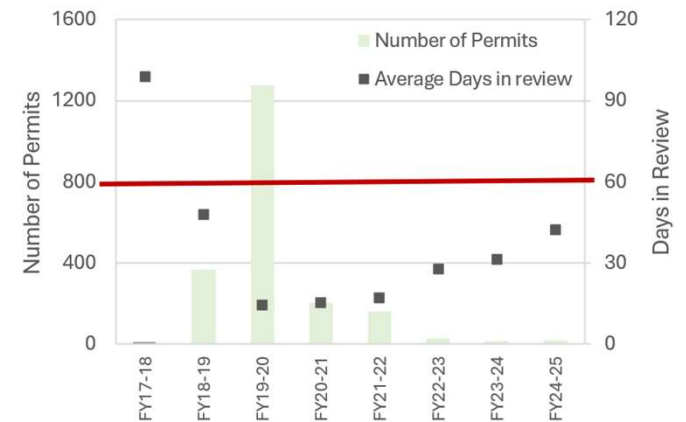


Public-private partnerships


- 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


\$68/mo
Avg.

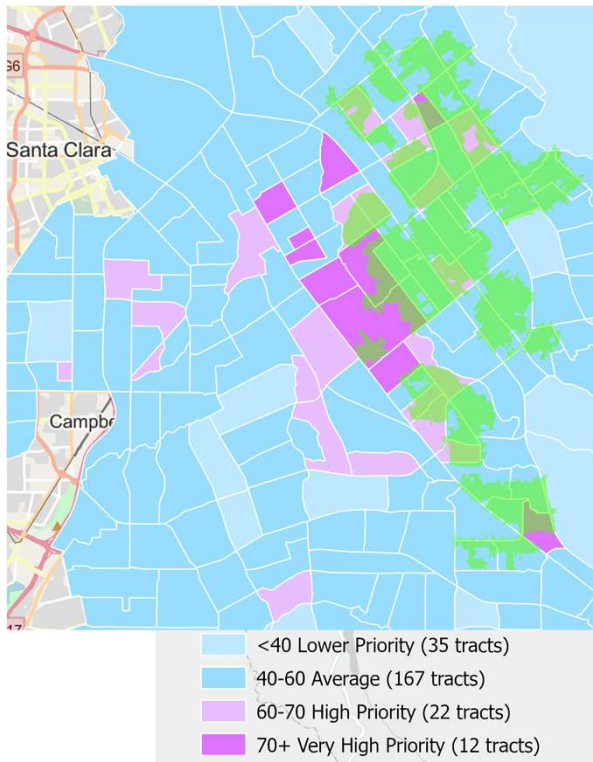
9%

4%
Unconnected

6%

8%
Cellular only

7%

3%
No Device

2%

5%
Smart Phone Only

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

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

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



16 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?