



DIGITAL EQUITY = CITY INFRASTRUCTURE

Access • Affordability • Skills • Trust

WHY DIGITAL EQUITY MATTERS



Equity

An opportunity for every household



Resilience

Essential everyday and during crisis



Infrastructure

As fundamental as Utilities

Utility Stack

Broadband

Water

Power

Connectivity, devices, and skills: the new public works of San Francisco.

THE DIGITAL DIVIDE IN SAN FRANCISCO

≈ 1 in 10

lack high-speed home
internet

40–50%

without broadband in
some neighborhoods

LEP ↑

multilingual access
needs rising

≈ 1 in 10 lack high-speed home internet

Some neighborhoods: 40–50% without broadband

LEP growth → multilingual support needs

WHO IS MOST IMPACTED

Older adults, low-income households, LEP residents, youth

Barriers: cost, device quality, skills, trusted support

- YOUTH

"Some 15% of U.S. households with school-age children do not have a high-speed internet connection at home."

- LOW INCOME

California (PPIC / Broadband for All lens): "Only 77% of low-income California households have high-speed broadband at home; about 5% have no internet at all."

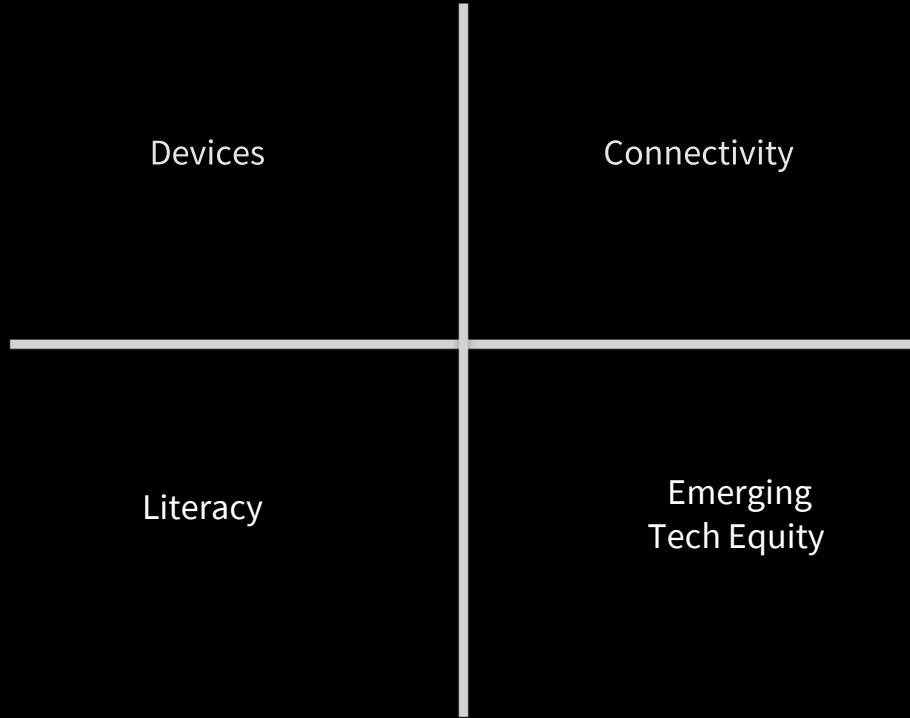
- LEP HOUSEHOLDS

"English remains the dominant language on the internet, and those with limited English-language proficiency face additional barriers in using the internet."

- OLDER ADULTS

"Only 58 percent of Americans age 65 or older have wireline broadband internet service at home."

STRATEGIC PRIORITIES (2025-2030)



Devices: reliable hardware in the home

Connectivity: affordable broadband + community Wi-Fi

Literacy: skills → services → jobs

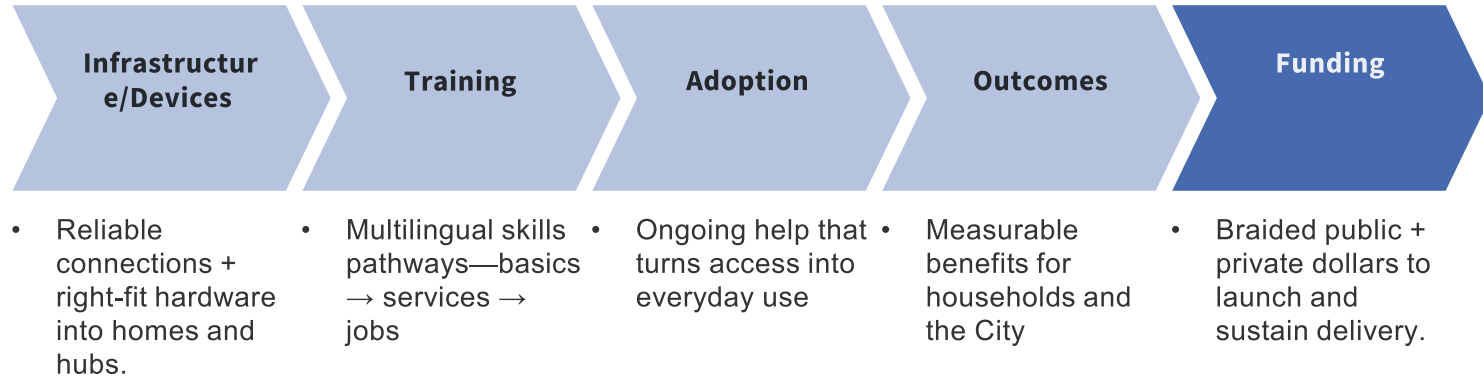
Emerging Tech Equity: AI literacy, trust & accountability

PARTNERSHIP ENGINE (HOW WE DELIVER)

City: DT, MOHCD, SFPL, OEWD, DAS, SFUSD

Community: MEDA, Dev/Mission, Tech Exchange, PRC, others

Governance fit: aligns to COIT ICT goals (accessibility, integration, resilience)



WHAT'S NEXT?

● Approval and Launch

Finalize the 2025–2030 framework, publish the public-facing roadmap & shared metrics.

Stand up project governance (MOHCD–DT–SFPL–CBOs), data cadence, and comms kit.

● Scale Skill Pathways

Multilingual digital literacy tracks: basics → services (telehealth, benefits, school) → jobs (certs, AI basics).

Train-the-trainer + neighborhood help desks; embed safety/AI literacy.

● Scale and Infrastructure Devices

Expand Fiber-to-Housing/Wi-Fi footprints; standardize installs and in-unit verification.

Secure device pipelines (refurb + new), imaging, and distribution schedules.

● Measure and Improve

Monthly dashboards on access, speed, usage, adoption, satisfaction, and outcomes.

Continuous improvement: adjust outreach, courses, and support where metrics lag

“”HOW CAN COIT HELP?””



ACTIONABLE NEXT STEPS...

- Embed an equity screen in major ICT investments
- Co-fund enablers: fiber/Wi-Fi, devices, multilingual help
- Standards & data: Dig Once, shared metrics, language-by-design
- Ongoing partnership: designate COIT liaisons

APPENDIX SOURCES/SOURCES (ABBREV.)



DT

Fiber-to-Housing updates

SFPL

Digital Literacy & device programs

STATE

Broadband for All (CA)

COIT

5-Year ICT Plan (FY26–30)



**"WE DON'T MEASURE
SUCCESS BY MILES OF
FIBER, BUT BY LIVES
CONNECTED.."**



**SAN FRANCISCO
DIGITAL EQUITY**