



Government Audit and Oversight Committee Board of Supervisors

Mayor's Office of Housing and Community Development &
Department of Technology
March 16, 2023

Closing the Digital Divide & Fiber to Housing Program

Bridging the Digital Divide with High-Speed Internet

- A collaboration between the Department of Technology and the Mayor's Office of Housing and Community Development.
- Fiber to Housing works to reduce the digital divide by bringing free high-speed Internet to residents in affordable housing.
- Currently provide free high-speed Internet to 9,000+ housing units & shelter beds among 75 affordable housing complexes and navigation centers
- All work to design and build done in-house by DT



Digital Equity Plan

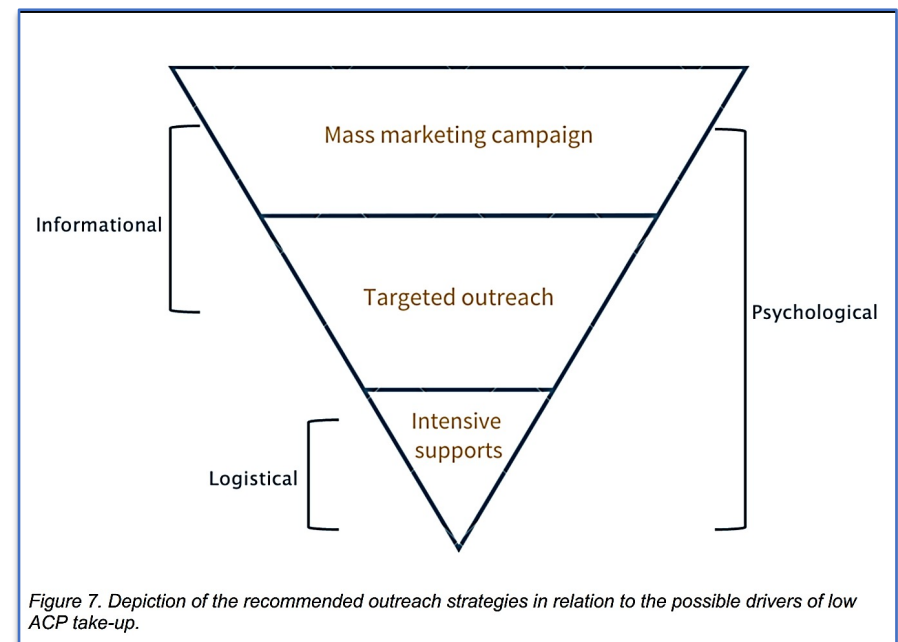
Enacted in 2018 for FY 2019-2024

- Bring affordable connectivity to affordable housing communities
- Create a pipeline for refurbishment and redistribution of quality devices to communities in need
- Launch digital literacy innovation programs to test novel ways to provide technology training
- Digital equity coalition building and creation of accountability for measurable change



Digital Equity Plan: Progress and Outreach

- Partnering with the Affordable Connectivity Program
- Developed and advanced policy analysis report in 2022 to inform our strategy
- Forming strategic partnerships and collaborations with Federal, national and grantee partners
- Leveraging ACP tools that streamline eligibility determination and sign-up process
- Eliminating Barriers to ACP uptake
 - Information Barriers
 - Psychological Barriers
 - Logistical Barriers
- Rethinking survey tools in wake of COVID-19 pandemic and effectiveness of Community Resource Hubs



Fiber to Housing Program

Mayor's Office of Housing and Community Development's Digital Equity Program Collaboration

MOHCD provides critical support to the program:

- Identify affordable housing sites
- Develop and impose inside wiring standards to ensure new construction is ready to deliver broadband to each unit.
- Perform outreach to residents and onboarding new sites and residents.
- Provide first tier of customer service, fielding service related calls from residents.
- Offer complimentary digital skills training through non-profit partners.



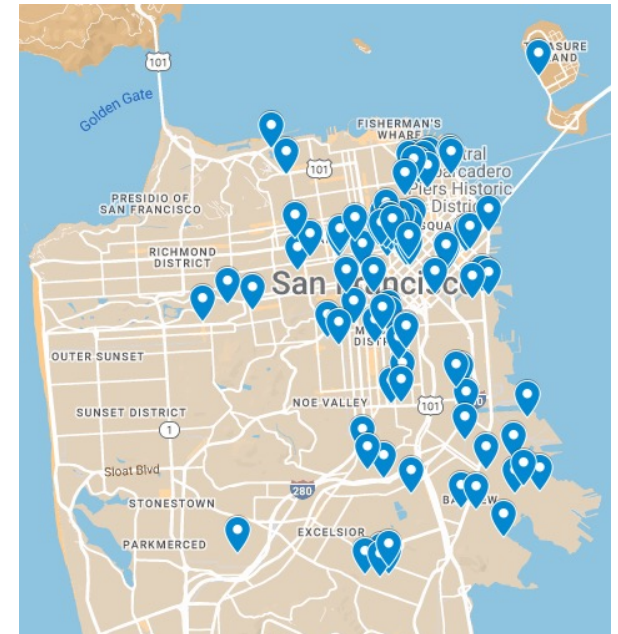
Fiber to Housing Program

Bridging the Digital Divide with High-Speed Internet

Locations Served

Some of the 75 housing sites served:

- Ping Yuen North
- Sunnydale
- Potrero Hill Terrace
- Maceo May (Treasure Island)
- Dr. Davis Senior Housing
- Eddy-Taylor Apartments
- Robert B. Pitts Apartments
- Holly Courts Apartments
- Hunters Point East & West
- Westbrook Apartments
- Potrero Block X
- Casala Apartments
- Rosa Parks Apartments
- Willie B Kennedy Apartments
- Abigail Hotel
- Sala Burton Manor
- Casa Adelante
- Casa de la Misión
- Alemany Housing
- Bernal Dwellings
- Chinatown SROs



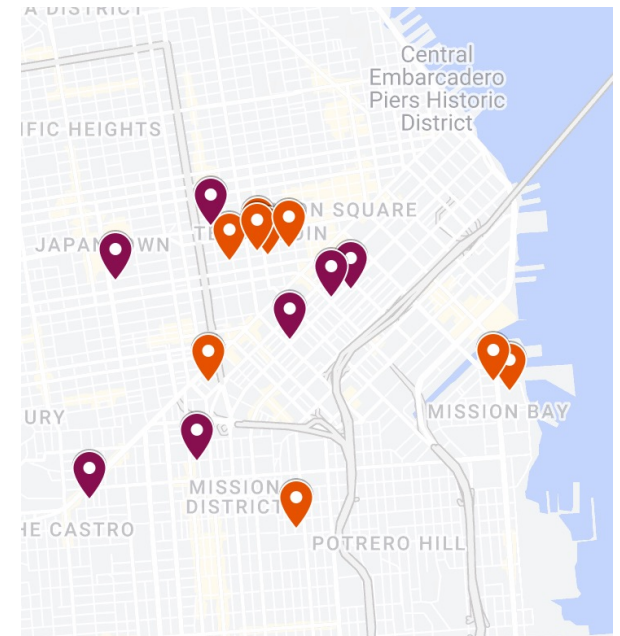
Fiber to Housing Property Locations



Fiber to Housing Program

Current Work Program: *Locations Served by Fiber Network Rings 1 & 2*

Address	Name
519 Ellis St	Senator Residence
440 Eddy	Jefferson Hotel
238 Eddy St	Windsor Hotel
1150 3rd St	Edwin M Lee Apartments
385 Eddy	Hamlin Hotel
410 China Basin	Mission Bay Block 9
53 Colton	Jazzie Collins Apartments
555 Larkin	
681 Florida St	
1357-1371 Eddy St	
363 Noe	
921 Howard	
1661 15th Street	
1190 Howard	SOMA Apartments
1001 Polk St	Next Door Shelter
988 Howard	Plaza Apartments



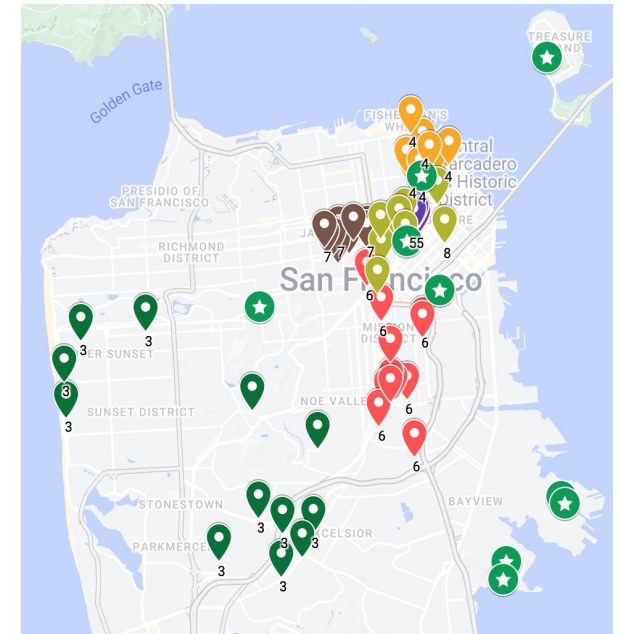
Fiber to Housing Property Locations



Fiber to Housing Program

FY23/24 Work Program: *Locations to be Served by Rings 3-8*

Ring	Sites	Units	Timeframe
3	9	798	Apr/Jun 2023
4	11	550	Jun/Aug 2023
5	13	1,035	Aug/Oct 2023
6	12	816	Oct/Dec 2023
7	10	981	Jan/Mar 2024
8	10	942	Apr/Jun 2024
Totals	65	5,122	



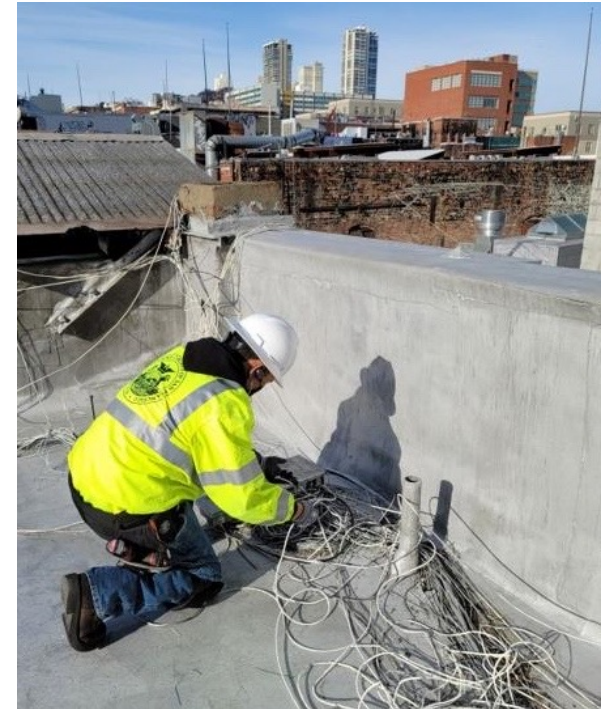
Fiber to Housing Property Locations



Fiber to Housing Program

Chinatown SRO Pilot

- Expands FTH to 5 site of Single Room Occupancy Hotels in Chinatown
 - 1351 Stockton—60 units, 1466 Powell--84 units
 - 833 Kearney – 50 units, Swiss American Hotel, 77 units
 - Clayton Hotel, 657 Clay, 81 units
- Buildings had no access to fixed high speed internet service
 - Lack of internet service meant families were cut off from remote learning, remote work, telemedicine during pandemic
- Challenges:
 - No inside wiring and not close to City fiber
 - Predominantly small scale, private landlords
- Separately funded through ad-back
- Currently undertaking study for serving additional SROs



Fiber to Housing Program

DT Program Funding

- The project is now fully staffed and has adopted a new network design, that will allow the program to more quickly bring on new buildings.
- DT has requested \$5.0 million through the Capital Budget over the next 2 fiscal years.
- Continue the planned pace of 5,100 units by the end of FY 23/24 and 4,500 in FY 24/25.
- Monitor emerging State and Federal broadband funding programs for opportunities

"We're really happy that [Fiber-to-Housing] came in and helped provide the internet. The building was so old, so it just wasn't possible to provide internet to the entire building by the older methods. They solved a big problem."

Interview with an SRO Contact

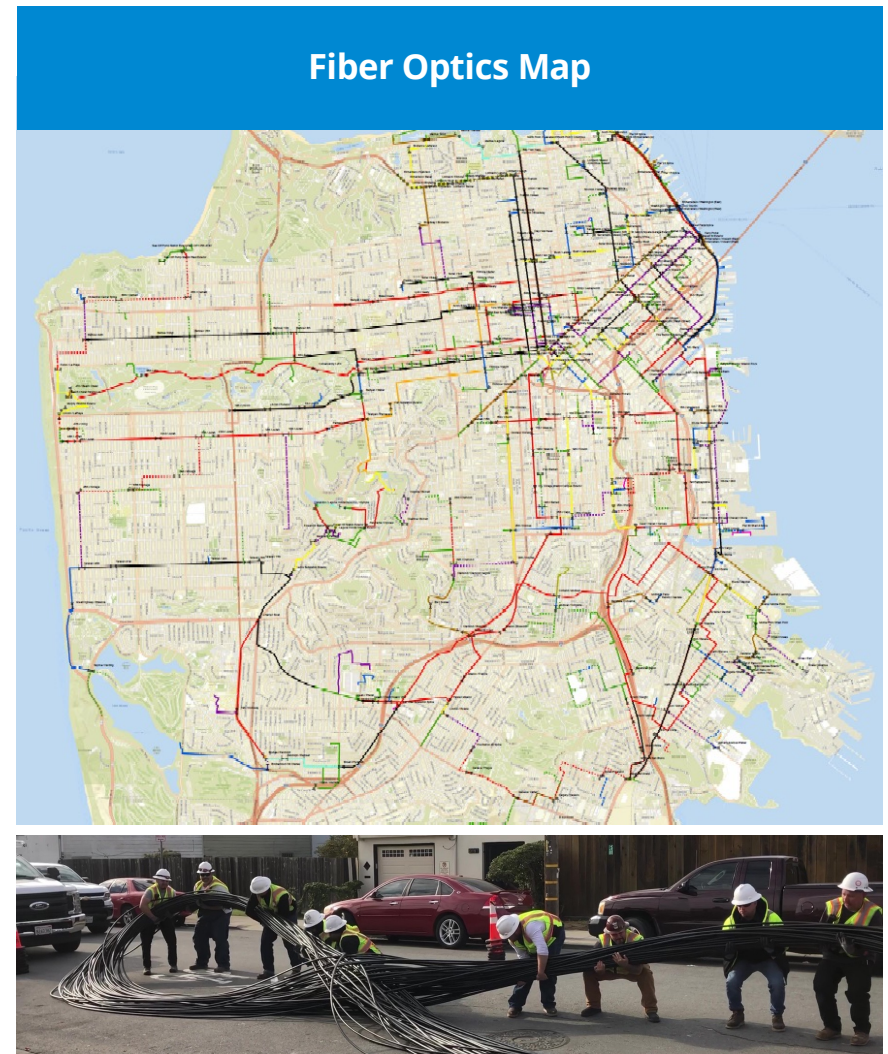


Fiber to Housing Program

Bridging the Digital Divide with High-Speed Internet

What's Next?

- Continue the roll-out of free Internet service to newly constructed, renovated, and existing affordable housing with a goal connecting 50 sites and 4500 units annually
- Meet support service levels with rapid response and continued operational excellence
- Partner with the MOHCD Digital Equity team to help residents get the most out of their City-provided internet service



THANK YOU!

Questions & Comments