

File No. 221284

Committee Item No. 2

Board Item No. 25

## COMMITTEE/BOARD OF SUPERVISORS

### AGENDA PACKET CONTENTS LIST

Committee: Government Audit and Oversight

Date: March 16, 2023

Board of Supervisors Meeting:

Date: April 4, 2023

#### Cmte Board

<input type="checkbox"/>	<input type="checkbox"/>	Motion
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Resolution
<input type="checkbox"/>	<input type="checkbox"/>	Ordinance
<input type="checkbox"/>	<input type="checkbox"/>	Legislative Digest
<input type="checkbox"/>	<input type="checkbox"/>	Budget and Legislative Analyst Report
<input type="checkbox"/>	<input type="checkbox"/>	Youth Commission Report
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Introduction Form
<input type="checkbox"/>	<input type="checkbox"/>	Department/Agency Cover Letter and/or Report
<input type="checkbox"/>	<input type="checkbox"/>	MOU - FY2022-2024 - Clean
<input type="checkbox"/>	<input type="checkbox"/>	MOU - FY2022-2024 - Redline
<input type="checkbox"/>	<input type="checkbox"/>	Grant Information Form
<input type="checkbox"/>	<input type="checkbox"/>	Grant Budget
<input type="checkbox"/>	<input type="checkbox"/>	Subcontract Budget
<input type="checkbox"/>	<input type="checkbox"/>	Contract / DRAFT Mills Act Agreement
<input type="checkbox"/>	<input type="checkbox"/>	Form 126 – Ethics Commission
<input type="checkbox"/>	<input type="checkbox"/>	Award Letter
<input type="checkbox"/>	<input type="checkbox"/>	Application
<input type="checkbox"/>	<input type="checkbox"/>	Public Correspondence

#### OTHER

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<u>FYI REFERRAL 121922</u>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<u>FYI REFERRAL 2 121922</u>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>SDA PPT 031623</u>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>AT&amp;T PPT 031623</u>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>COMCAST PPT 031623</u>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>Verizon PPT 031623</u>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>MOHCD DT 031623</u>

Prepared by: Stephanie Cabrera

Date: March 9, 2023

Prepared by: Stephanie Cabrera

Date: March 22, 2023

Prepared by: \_\_\_\_\_

Date: \_\_\_\_\_

1 [Urging Internet Service Providers to Provide Truly Affordable Internet for Senior and Disabled  
2 San Franciscans]

3 **Resolution urging internet service providers, such as AT&T, Verizon, Comcast, and**  
4 **similar companies to provide affordable internet connections to seniors and people**  
5 **with disabilities in San Francisco.**

6  
7 WHEREAS, Quality internet connection is inaccessible for many seniors and people  
8 with disabilities in San Francisco, and this impact is more severe for low-income, Black and  
9 brown people and immigrants; and

10 WHEREAS, With the shift to virtual programming at the beginning of the pandemic, and  
11 the isolation faced by many older people and disabled people, staying connected to the  
12 internet is essential for survival - applying for housing, accessing medical care, searching for  
13 services, and accessing social and educational activities; and

14 WHEREAS, The 2021 Empowered San Francisco Technology Needs Assessment of  
15 disabled and senior residents reports that 64% of survey respondents find lack of access to  
16 internet and digital technology as a barrier in accessing necessary public and COVID-related  
17 services; and 28% and 27% indicate unaffordable internet and unaffordable devices,  
18 respectively, as the top two barriers in getting connected; and

19 WHEREAS, Digital redlining in low-income housing and Black and brown  
20 neighborhoods restricts access to quality internet due to infrastructural barriers—which include  
21 outdated or lacking cables, limited digital exposure and training, as well as high cost and slow  
22 speed of broadband service; and

23 WHEREAS, U.S. Secretary of Commerce Gina Raimondo stated regarding the Biden-  
24 Harris Administration’s Internet for All Initiative on July 13, 2022, that, “meaningful internet use  
25 and [providing] people with tools,” must be provided along with basic access; and

1 WHEREAS, Governor Newsom stated in May 20, 2022, that California's success  
2 depends on broadband delivery and access to internet can make a difference between  
3 employment and unemployment; and

4 WHEREAS, California Emerging Technology Fund and the over 4,500 sponsors of the  
5 Digital Equity Bill of Rights declare that "Digital access is a 21st Century Civil Right," and must  
6 be a cornerstone of national, state and regional legislation and regulations to advance  
7 economic justice and prosperity for all; and

8 WHEREAS, Private corporations such as AT&T, Comcast, Verizon, and others hold a  
9 monopoly on the market and fail to adequately provide fast-speed and low-cost internet  
10 service options for senior and disabled people living in affordable housing and Black,  
11 Indigenous, and People of Color (BIPOC) neighborhoods; and

12 WHEREAS, Big network providers benefited from the promotion of online activities at  
13 the start of the pandemic, while such shifts exacerbated the impact of the digital divide in  
14 senior and disabled communities; and

15 WHEREAS, These network corporations rely on federal and state subsidy programs in  
16 order to provide poor-quality, albeit, discounted service for seniors and people with  
17 disabilities, which does not address the need of low-income communities in San Francisco,  
18 where low income, due to vast economic disparities, is designated as living under 80% AMI;  
19 now, therefore, be it

20 RESOLVED, That the City and County of San Francisco call on big broadband  
21 providers such as AT&T, Comcast, Verizon, and similar companies to provide access to high-  
22 speed Wi-Fi services to seniors and people with disabilities at all low-income housing and  
23 BIPOC neighborhoods by expanding eligibility and adjusting costs for their low-income  
24 programs based on 80% of Area Median Income (AMI) to reflect needs in San Francisco; and,  
25 be it

1           FURTHER RESOLVED, That the City and County of San Francisco call on big  
2   broadband providers such as AT&T, Comcast, Verizon, and similar companies to end  
3   practices of digital redlining and increase the base speed for internet connection, by providing  
4   quality routers, extenders, and upgrading cables to meet fiber optic standards when  
5   appropriate; and, be it

6           FURTHER RESOLVED, That That the City and County of San Francisco call on large  
7   broadband providers such as AT&T, Comcast, Verizon, and similar companies to provide  
8   simplified, quick enrollment accessible by phone, text, and online, as well as in person  
9   installment support for the discount programs for senior and disabled residents in a broad  
10  range of languages; and be it

11          FURTHER RESOLVED, That the Clerk of the Board of Supervisors of the City and  
12  County of San Francisco transmit a copy of this Resolution to the AT&T, Verizon Wireless and  
13  Comcast Regional Offices, the San Francisco Field Office of the Federal Communication  
14  Commission, and the California Public Utilities Commission.



# Spearheading Digital Inclusion

## Calling ISPs to Action



March 2023

# How We Got Here

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- Spring 2020 and on: the pandemic exacerbates the digital divide → digital equity becomes a top advocacy issue for SDA
- How can large ISPs, with their tremendous resources and expertise, work to ensure access to quality internet for all?



# In the room today: the biggest providers

## ➤ Total Broadband Subscribers:

In the US, **Comcast**, **AT&T**, and **Verizon** are **1, 3, and 4**, respectively.

## ➤ Providers of all sizes have a role to play, though!

*Charter (Spectrum), the company with the 2nd highest total of subscribers, does not serve San Francisco.*

Broadband Providers	Subscribers at end of 4Q 2019	Net Adds in 2019
<b>Cable Companies</b>		
Comcast	28,629,000	1,407,000
Charter	26,664,000	1,405,000
Cox*	5,170,000	110,000
Altice	4,187,300	71,900
Mediacom	1,328,000	64,000
WOW (WideOpenWest)	781,500	21,900
Cable One**	773,000	39,000
Atlantic Broadband	451,463	25,857
<b>Total Top Cable</b>	<b>67,984,263</b>	<b>3,144,657</b>
<b>Wireline Phone Companies</b>		
AT&T	15,389,000	(312,000)
Verizon	6,956,000	(5,000)
CenturyLink	4,678,000	(134,000)
Frontier^	3,500,000	(235,000)
Windstream	1,049,300	28,300
Consolidated	784,165	5,195
TDS^^	455,200	31,800
Cincinnati Bell	426,700	1,100
<b>Total Top Telco</b>	<b>33,238,365</b>	<b>(619,605)</b>
<b>Total Top Broadband</b>	<b>101,222,628</b>	<b>2,525,052</b>

Sources: The Companies and Leichtman Research Group, Inc.

*Note: image shows 2019 data. Rankings hold true through 4Q 2022 (see notes).*

# ACP - benefits and limits

- 1/3 of SF households are eligible for ACP, yet under 25% are enrolled. Outreach focus on existing customers?

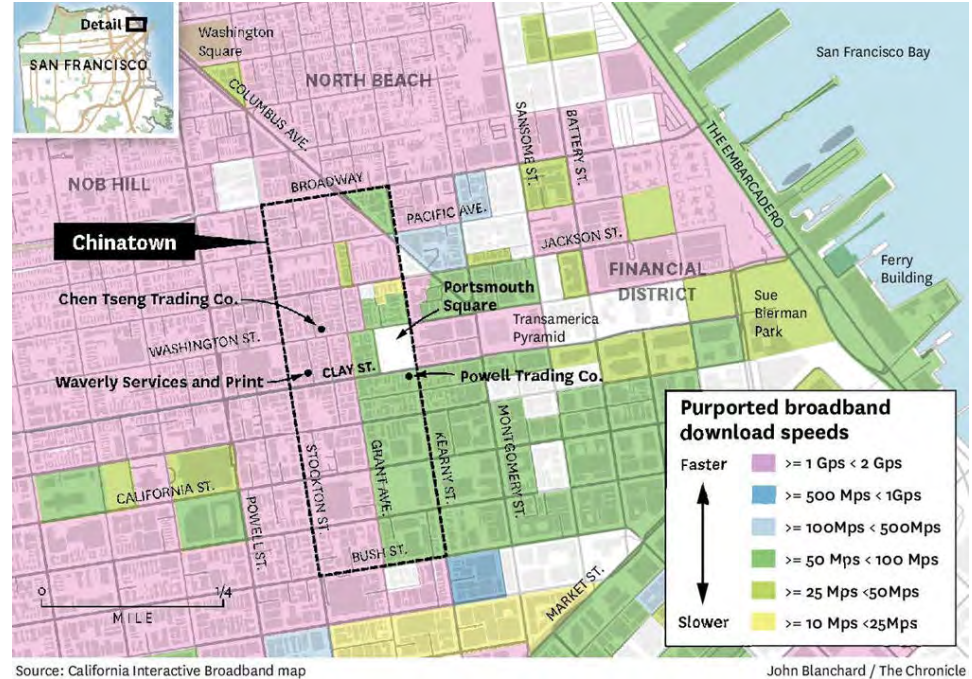
Name of county	Total households	Eligible households	Eligible households percentage	Enrolled households	Enrolled households percentage
San Francisco	362,353	126,186	35%	29,240	23%

- The Affordable Connectivity Program (ACP) is a federal, taxpayer funded program. Eligibility:
  - under 200% of the Federal Poverty Level (~\$27,000)
  - or participants in SNAP, Medicaid, Lifeline, or other programs)
- HUD & SFMTA define “Low Income” in San Francisco as 80% of AMI
- What could ISPs do to close that gap?



# Digital Redlining in San Francisco

- Legacy of under-investments in communities of color and low-income communities. Notably, Chinatown the Bayview and the Tenderloin.
  - (Not just SF - 2022 study of 38 US cities)
- Why is SF Chinatown's Internet So Bad? It's Racism, Says the Person Trying to Fix It (SF Chronicle, 2022)
- Barriers\*:
  - outdated cables
  - housing infrastructure, complications with landlords
  - unreliable or insufficient data on NTIA broadband maps (see map at right)



\*Often overlooked are for-profit, smaller private landlord-owned affordable housing buildings!

# Accessibility features and language barrier

- Four groups: low-income, seniors, limited English proficiency, disabled people
  - DEI report 2022: “zip codes with the highest rates of limited English proficiency show relatively low [ACP] take-up rates, including 94104, 94108, and 94133”
- Language and access support could be simple!
  - AT&T, Comcast, Verizon - websites are unavailable in Chinese
  - Add Chinese call options
  - Text and Text telephone device for tech support
- Tech support and customer service needed for installment and troubleshooting, not just enrollment



# Total Operating Revenue



Between \$100 and \$171 billion per year

	Total Operating Revenue		
Year	AT&T	Verizon	Comcast
2020	\$171,000,000,000	\$128,292,000,000	\$103,600,000,000
2021	\$168,900,000,000	\$133,613,000,000	\$116,400,000,000
2022	\$120,700,000,000	\$136,835,000,000	\$121,400,000,000
<b>Total Operating Revenue, 2020-2022</b>	<b>\$460,600,000,000</b>	<b>\$398,740,000,000</b>	<b>\$341,400,000,000</b>

# Stock Dividends and Buybacks



	Dividends Paid By Company		
Year	AT&T	Verizon	Comcast
2019	\$14,888,000,000	\$10,016,000,000	\$3,735,000,000
2020	\$15,068,000,000	\$10,232,000,000	\$4,140,000,000
2021	\$14,956,000,000	\$10,445,000,000	\$4,532,000,000
2022	\$9,859,000,000	\$10,805,000,000	\$4,741,000,000
<b>Total Dividends Paid</b>	<b>\$54,771,000,000</b>	<b>\$41,498,000,000</b>	<b>\$17,148,000,000</b>

	Stock Buybacks By Company		
Timeframe	AT&T	Verizon	Comcast
Since March 31, 2021	\$979,700,000	\$0	\$0
Since January 1, 2013	<b>\$23,500,000,000</b>	<b>\$16,000,000,000</b>	<b>\$39,500,000,000</b>

# Corporate & Philanthropic Giving



<i>AT&amp;T</i>			<i>Comcast</i>	
Year	Total amount of giving	Donations vs Dividends paid (as percentage)	Total amount of giving	Donations vs Dividends paid (as percentage)
2019	\$173,500,000	<1.2%	\$426,000,000	<11.5%
2020	\$314,800,000	<2.1%	\$493,000,000	<12%
2021	\$222,950,000	<1.5%	\$503,000,000	<11.1%

# Key Calls to Action for ISPs



- End digital redlining:
  - make targeted infrastructure investments
  - partner with each other and the City
- Expand eligibility to the affordable internet programs that are currently available to only ACP-eligible persons. Subsidize costs for those programs for those earning up to 80% AMI
- Invest in providing ongoing, culturally competent, in-house language support

# What might this cost?



- **\$40,000** per building
  - **\$35 million** total to connect the city's SROs and affordable housing buildings
- **\$2 million to \$3 million/month** to fund \$30/month subsidies for those below 80% AMI who are not eligible for the ACP



**Together, what can we do?**



# AT&T Affordable Broadband Offerings

**AT&T External Affairs**

03/ 16/ 2023

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# Our Commitment to Help Bridge the Digital Divide

AT&T is investing \$2 billion from 2021 -2023 to address the digital divide through our low-cost broadband offers, participation in the ACP and charitable contributions through the AT&T Connected Learning Program.

## AT&T Offers

**Access from AT&T** : Qualifying households can take advantage of AT&T's latest Access from AT&T internet service offer, designed to complement the ACP by offering the maximum speed available at your address up to 100 Mbps and unlimited data, all for **\$30 per month.\***

**Affordable Connectivity Program (ACP)** : The ACP is a federal government program that provides a benefit on internet service for eligible households, decreasing your bill by up to **\$30 per month** , or up to **\$75 per month** off your bill if you reside on qualifying Tribal lands.

**By combining this latest low -cost Access from AT&T program with the ACP's \$30 benefit, eligible households can reduce their monthly cost for internet to \$0.\*\***

\*You'll receive the maximum speed available at your address. \$30 Access plan includes unlimited data for households with speeds up to 100Mbps.

\*\* Limited availability/areas. Terms, conditions, & restrictions apply.

## Doing Our Part for Our Communities

- 1 Through **AT&T Connected Learning** , we are investing in digital inclusion, literacy and learning to help connect today's learners with skills, resources, and opportunities for success – in and out of the classroom.
- 2 **Summer Learning Support** – We provided **\$3 million** to Khan Academy to support personalized student learning, including free virtual summer camps for students in preschool through twelfth grade.
- 3 **Digital Literacy Courses** – Together with the Public Library Association (PLA), we offer a collection of digital literacy courses to help families navigate remote learning and build digital skills.

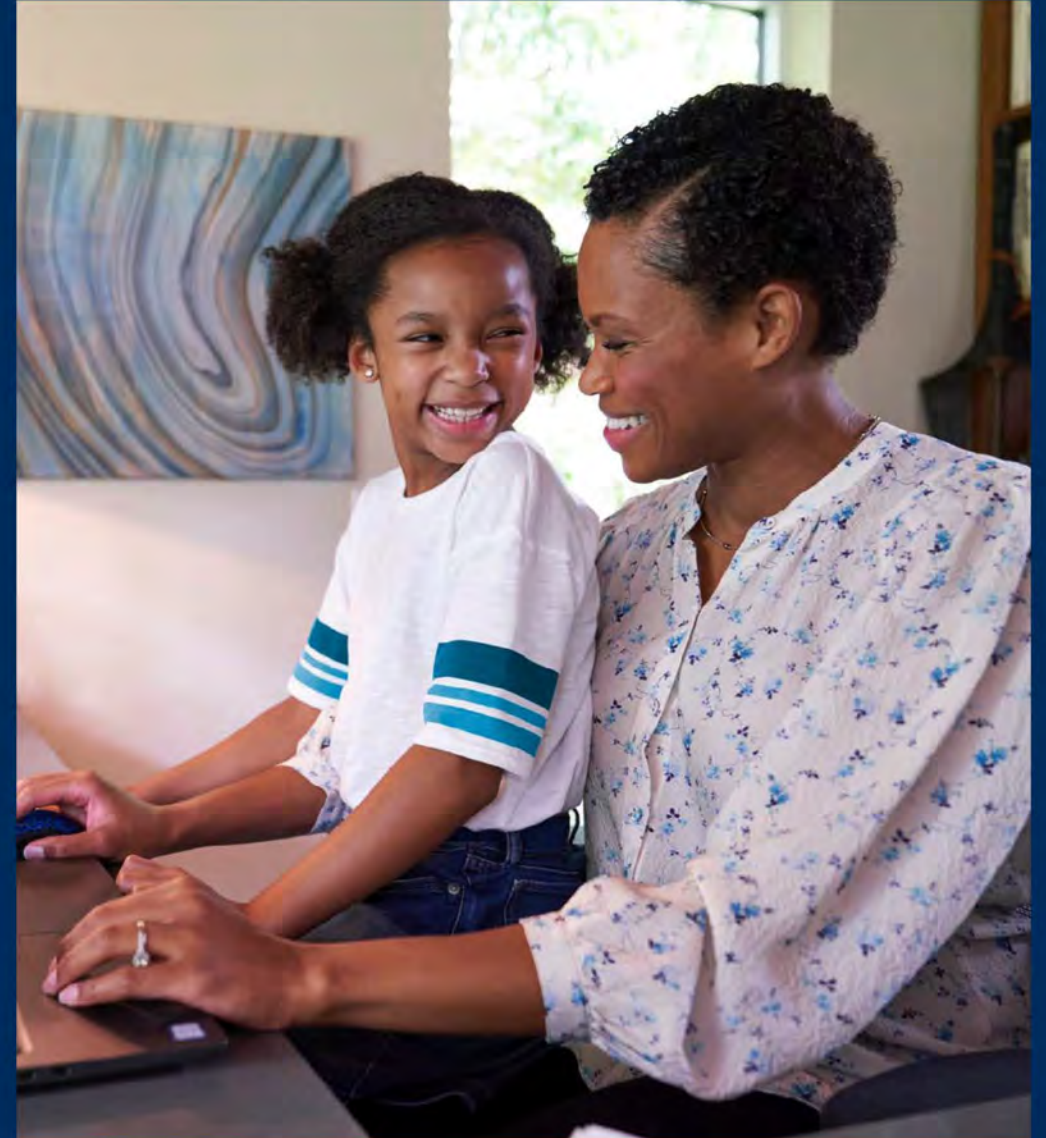
# FCC Affordable Connectivity Program

## AFFORDABLE CONNECTIVITY PROGRAM

Ensuring eligible households can afford the broadband they need.

The ACP is a federal government program that provides a benefit on broadband service for eligible households.

- Bills can be decreased by up to **\$30/month**.
- Eligible households residing on qualifying Tribal lands can save up to **\$75/month**.
- Eligible households can also receive a one-time discount of up to **\$100** to purchase a laptop, desktop computer, or tablet from participating providers.





# Affordable Connectivity Program Eligibility

## WHO IS ELIGIBLE FOR THE AFFORDABLE CONNECTIVITY PROGRAM?

A household is eligible if a member of the household meets at least one of the following criteria:

- Has an income that is at or below **200%** of the federal poverty guidelines; or
- Participates in certain **assistance programs**, such as SNAP, Medicaid, Federal Public Housing Assistance, SSI, WIC, or Lifeline;
- Participates in **Tribal specific assistance programs**;
- Is approved to receive benefits under the **free and reduced-price school lunch program** or the school breakfast program, including through the USDA Community Eligibility Provision in the 2019-2020, 2020-2021, or 2021-2022 school year;
- **Received a Federal Pell Grant** during the current award year; or
- Meets the **eligibility criteria for a participating provider's** existing low-income program.

# ACP Enrollment

Join the nearly 16 million Americans and 1.8 million Californians that have enrolled in the federal Affordable Connectivity Program.

Step 1 – Apply to for ACP eligibility at [ACPBenefit.org](https://www.acpbenefit.org)

Step 2 – Once approved, [call AT&T at \(855\) 220-5211](tel:8552205211) – we'll verify ACP approval and add \$30 benefit to your plan.





# ACP Outreach



Collaborated with Community Technology Network to conduct several different ACP enrollment events.

Provided materials in multiple languages.

Held at local centers in the following communities:

Tenderloin: Downtown Senior Center

Ingle side: OMI Senior Center

Western Addition: Rosa Parks Senior Center

Mission District: Centro Latino

Oceanview: IT Bookman Community Center

Civic Center: SF Public Library

# San Francisco ACP Enrollment

County	Total Households	Eligible Households	Percentage	Enrolled Households	Percentage
San Francisco	362,353	126,186	35%	29,240	23%
Alameda	577,177	209,926	36%	40,226	19%
Contra Costa	394,766	134,342	34%	22,618	17%
Marin	105,431	28,904	27%	3,060	11%
Napa	48,705	17,253	35%	1,788	10%
San Mateo	263,542	75,900	29%	8,487	11%
Santa Clara	640,216	204,684	32%	37,300	18%
Solano	149,865	60,760	41%	11,855	20%
Sonoma	189,374	71,600	38%	8,891	12%

**Source:** California Broadband for All

<https://broadbandforall.cdt.ca.gov/affordable-connectivity-program/acp-enrollment/>

# Access from AT&T: AT&T's Low -Income Internet Service

AT&T offers Access to qualifying households for \$10 or \$30 month .

- Available to limited income households who participate in the Affordable Connectivity Program, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI) for California residents only, National School Lunch, or with a household income below 200% of federal poverty guidelines.
- All households that qualify and enroll with AT&T for ACP will also qualify for Access
- **No application fee** , deposit, or contract commitment required to sign -up.





1

Access from AT&T  
provides eligible  
households with  
**up to 100 MB  
internet speed  
at \$30 a month.**

2

The ACP offers  
enrollees  
**up to \$30 a  
month towards  
broadband  
service.**

3

**\$30**  
-  
**\$30**  

---

**\$0**

# San Francisco Internet Providers

Internet Provider	Speed Range	Price Range
AT&T	25 Mbps - 5 Gbps	\$30-\$180 per month
Comcast Xfinity	50 Mbps - 6 Gbps	\$24.99-\$299.95 per month
T-Mobile 5G Home Internet	33-182 Mbps	\$50 per month
Astound Broadband Powered by Wave	Up to 1.2 Gbps	\$19.95 to \$50 per month
Google Fiber Webpass	Up to 1 Gig	\$70 per month
Monkeybrains	300 Mbps	\$35 per month
Starry	200 Mbps	Starting at \$30 per month
Etheric Networks	3 Mbps-38 Mbps	Starting at \$99 per month
Sonic	Up to 10 Gbps	Starting at \$49.99 per month

**Source:** San Francisco Chronicle

<https://www.sfgate.com/realestate/article/internet-providers-san-francisco-ca-17431868.php>

# AT&T Connected Learning

Through **AT&T Connected Learning**, we are investing in digital inclusion, literacy and learning to help connect today's learners with skills, resources, and opportunities for success – in and out of the classroom.

## Connectivity

In 2021, we began opening the first of more than 20 AT&T Connected Learning Centers in under-resourced areas across the country. Each center is housed within a local community organizations and provides students with high-speed AT&T Fiber internet, Wi-Fi, computers and technical resources.

## Devices

Millions of students don't have access to a connected computer at home. To advance digital inclusion, AT&T is working with organizations like [Digitunity](#) to provide refurbished devices, tech support, and skills training.

## Digital Literacy

We're [helping newly connected caregivers](#) build skills and confidence needed to help children navigate distance learning and participate effectively in today's digital world. We're also [sharing tips and tools to help families](#) make safe and positive connections on all screens.

## Digital Learning

We launched [The Achievery](#), a free digital learning platform designed to make distance learning more engaging, entertaining, and inspiring for K-12 students - where education is powered by entertainment and students are empowered to achieve.





# Connected Learning Center in Visitation Valley

- Located at Asian Pacific American Community Center (APACC).
- Provides high -speed AT&T Fiber internet and Wi -Fi, new computers, as well as education and digital literacy content from Khan Academy.
- Provide students and families with free access to high-speed internet and computers, as well as education and mentoring resources all under one roof.







# San Francisco Laptop Donations

- In October 2022, AT&T and Human-I-T donated 500 Laptops to BAYCAT and 826 Valencia.
- Laptops provided to students in the media education program at BAYCAT.
- Laptops also provided to students and families who participate in programs across all three of 826 Valencia's Writing Centers in the Mission, Mission Bay, and Tenderloin.



# AT&T Supports Digital Inclusion in San Francisco

AT&T supports the San Francisco community by providing funding to local community organizations tackle the digital divide, including organizations that works with seniors, youth, and underrepresented communities.

- 826 Valencia
- Black Girls Code
- Boys and Girls Clubs of San Francisco
- Dev/ Mission
- Chinatown Community Development Center
- Community Tech Network
- Girls Who Code
- Jewish Vocational Services
- Khan Academy
- Larkin Street Youth Services
- Mission Economic Development Agency
- Positive Resource Center
- Self Help for the Elderly
- SPARKSF
- Vets in Tech





# Need help? Get it here.

## Get in Touch

- Customers can contact ***AT&T's National Center for Customers with Disabilities*** to get answers to questions regarding equipment, accessories, features and services.
- Contact ***AT&T's National Center for Customers with Disabilities*** : For voice calls, (866) 241-6568, or for TTY calls, (866) 241-6567, Monday through Friday, 7 a.m. to 7 p.m. PST.
- Wire (or LAN) line customers can contact ***AT&T's Disability and Aging Center*** for help, including answers to questions about your account and information on discounts for directory assistance or local toll calls.
- We offer a new online resource for our home phone services at [att.com/Cainfo](http://att.com/Cainfo). Bulletins are available in Chinese, English, Japanese, Korean, Polski, Russian, Spanish, Tagalog, and Vietnamese.
- Contact ***AT&T's Disability and Aging Center*** : (800) 772-3140, Monday through Friday, 6 a.m. to 6 p.m. PST, and 8 a.m. to 5 p.m. PT on Saturday.







# Digital Equity GAO Committee Hearing

March 16, 2023

# Affordable Connectivity Program (ACP)

Comcast is proud to participate in the Affordable Connectivity Program (ACP), a \$14.2 billion federal government program that extends and modifies the Emergency Broadband Benefit (EBB) program.

ACP applies to monthly charges for Internet service and mobile data usage and service fees. Qualified households will receive a total credit of up to \$30/month toward Xfinity Internet service, including Internet Essentials.

Visit [xfinity.com/acp](https://xfinity.com/acp) to learn more.

## Resources:

An ACP Partner Awareness Flyer, available in multiple languages, explaining the EBB to ACP transition in detail is available for download on our Partner Portal at [partner.InternetEssentials.com](https://partner.InternetEssentials.com)

## ACP PARTNER AWARENESS FLYER



Affordable Connectivity Program (ACP)

customers: Inge & Eleanor

**What is the Affordable Connectivity Program?**

The Affordable Connectivity Program (ACP) is a \$14.2 billion government program that extends and modifies the Emergency Broadband Benefit Program (EBB), and continues its aim to help low-income households connect and stay connected to the Internet with a monthly credit. Comcast has been participating in the EBB program since its inception in May 2021, and is proud to continue participating through ACP. All tiers of Xfinity Internet service, including Internet Essentials, will continue to be available to those who qualify for the benefit.

**What changes in the transition from EBB to ACP?**

- Existing Comcast customers who enrolled in EBB before December 31, 2021 and who continue into ACP will see their maximum \$50/month credit decrease to a maximum \$30/month credit after a 60-day transition period
- Internet Essentials customers currently enrolled in EBB and who continue into ACP will continue to have the full cost of their service covered
- New customers who apply for ACP after December 30, 2021 may be eligible for up to \$30/month credit toward their Internet bill
- A maximum \$75/month benefit remains available for customers in Tribal Lands

FROM	TO
<b>Name:</b> Emergency Broadband Benefit (EBB)	<b>Name:</b> Affordable Connectivity Program (ACP)
<b>Credit:</b> Up to \$50/month; \$75/month for customers in Tribal Lands	<b>Credit:</b> Up to \$30/month; \$75/month for customers in Tribal Lands

**Must meet one of the qualifying criteria:**

- Current Internet Essentials customer
- Income at or below 135% of the federal poverty guidelines
- Eligible for National School Lunch Program, SNAP, Medicaid, Federal Public Housing Assistance, Lifeline, Federal Pell Grants, or other benefit programs
- Substantial loss of income since February 29, 2020

**Must meet one of the qualifying criteria:**

- For those using income to qualify, households can now make up to 200% of the federal poverty guidelines and receive the benefit
- National School Lunch Program, SNAP, Medicaid, Federal Public Housing Assistance, Lifeline, Federal Pell Grants, and other benefit program recipients are still eligible; WIC recipients are now also eligible
- ACP removes the substantial loss of income component of EBB eligibility; customers who qualified for EBB due to loss of income will be notified and have the opportunity to reapply under the updated criteria

**internet essentials** Internet Essentials 1-855-8-INTERNET

**xfinity** Xfinity 1-800-XFINITY

**How do I receive my credit?**

It's in step one, so two and check.

[xfinity.com/essentials](https://xfinity.com/essentials) or call

Internet Essentials Verifier form at

receive your credit. For customers who received from the National [xfinity.com/acp](https://xfinity.com/acp) to start your

customer: Tommy

**Mobile service and mobile data usage and service fees.** Qualified households will receive a total credit of up to \$30/month toward Xfinity Internet service, including Internet Essentials. Qualified households within Tribal lands will receive the rate for the services that a customer chooses.

**Mobile service, the ACP benefit will first be applied to** Xfinity Mobile services. If a customer only has service from Xfinity, they can call 844-359-4661 to enroll in ACP for Xfinity Mobile service.

**It impact lives?**

section. That is why we recently announced the program and community center in their own homes and help. It's a commitment to advance digital equity.

**\$1B** Commitment to advance digital equity

**with outreach?**

currently in development. Check our Partner Portal at [partner.InternetEssentials.com](https://partner.InternetEssentials.com) for more information. We hope to make it today's increasingly digital world, and we hope to make it government benefit.

# Internet Essentials Addresses Three Barriers to Adoption



## Low-Cost High-Speed Internet at Home

- Speeds of up to 50/10 Mbps with **Internet Essentials** for \$9.95/month
- Speeds of up to 100/20 Mbps with **Internet Essentials Plus** for \$29.95/month
- No tax, no credit check, no term contract, no cancellation fees
- Equipment included at no additional cost
- In-Home WiFi, access to Xfinity WiFi Hotspots, and xFi Parental Controls & Advanced Security are all included.
- For more information, visit [InternetEssentials.com/Apply](https://InternetEssentials.com/Apply)



## Low-Cost Computers

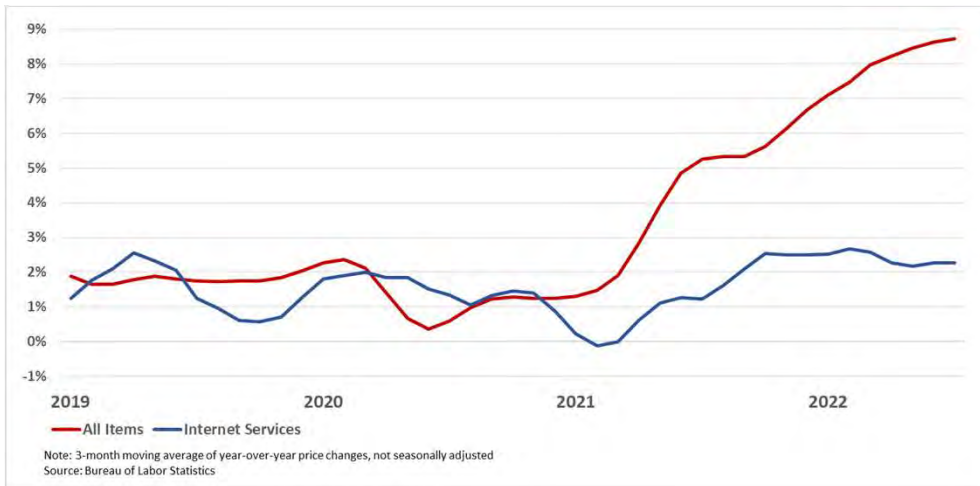
- Customers can purchase a new, Internet-ready laptop with a 1-year mail-in warranty for \$149.99
- For more information, visit [InternetEssentials.com/Low-cost-computer](https://InternetEssentials.com/Low-cost-computer)



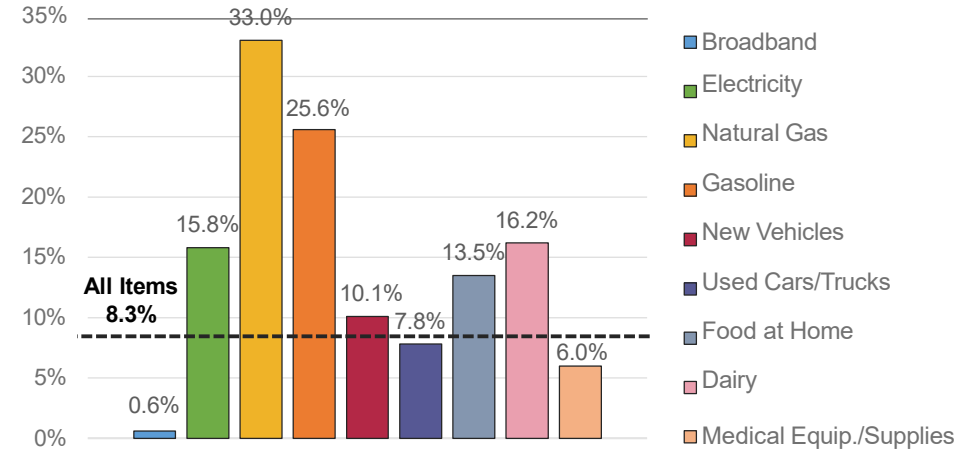
## Digital Skills Training

- Households may also participate in free digital skills training to better understand the Internet and the many ways it can benefit them
- Free training available online, in person, and in print
- More information available at [InternetEssentials.com/Learning](https://InternetEssentials.com/Learning)

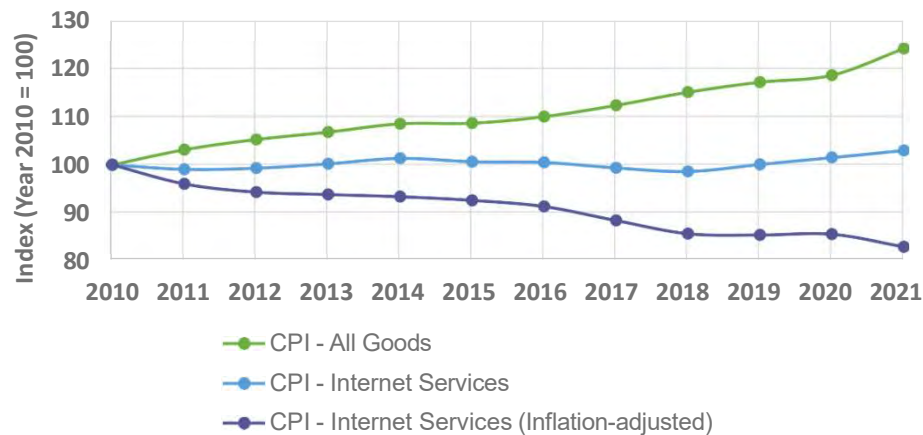
# Tremendous Value for Consumers



## CPI-U Unadjusted Percentage Change Aug. 2021 – Aug. 2022



## CPI for Internet Services vs. CPI for All Services



Source: Bureau of Labor Statistics

## Avg. Monthly Cost Per Household (\$)



Source: Consumer Expenditure Survey, 2020

## Our Impact Over More than a Decade

More than  
**10M**

low-income Americans connected to Internet Essentials cumulatively since the launch of the program in 2011. **1,720,000** of them have been right here in California.

**80%**

of Internet Essentials customers did not have broadband Internet prior to signing up for the program



**41%**



of Internet Essentials customers say that without Internet Essentials they would only have an Internet connection over their mobile phone and...

**23%**



say they wouldn't have Internet at all

**200k**



devices subsidized or donated since 2011, including...

**35k**  
**Laptops**  
**Donated**

during the pandemic alone

## Home internet adoption changes lives.

Internet Essentials has a causal effect on employment and income for the adults in households who adopt. This research shows that when we connect households to do homework, the **whole family benefits**.

40%

**Reduction in the overall income-based digital divide** for households with school-age children

8%

**Increase in employment rates** for households with Internet Essentials

\$1,385

**Increase in annual income** for Internet Essentials customers

Our expansions, enhancements, and investments lead to significant positives outcomes for our customers.

90%+

**of parents** surveyed say the service has a positive impact on their child's grades.

78%

**of households** that experienced lost wages due to COVID-19, believe Internet Essentials has helped to reduce that loss.

76%

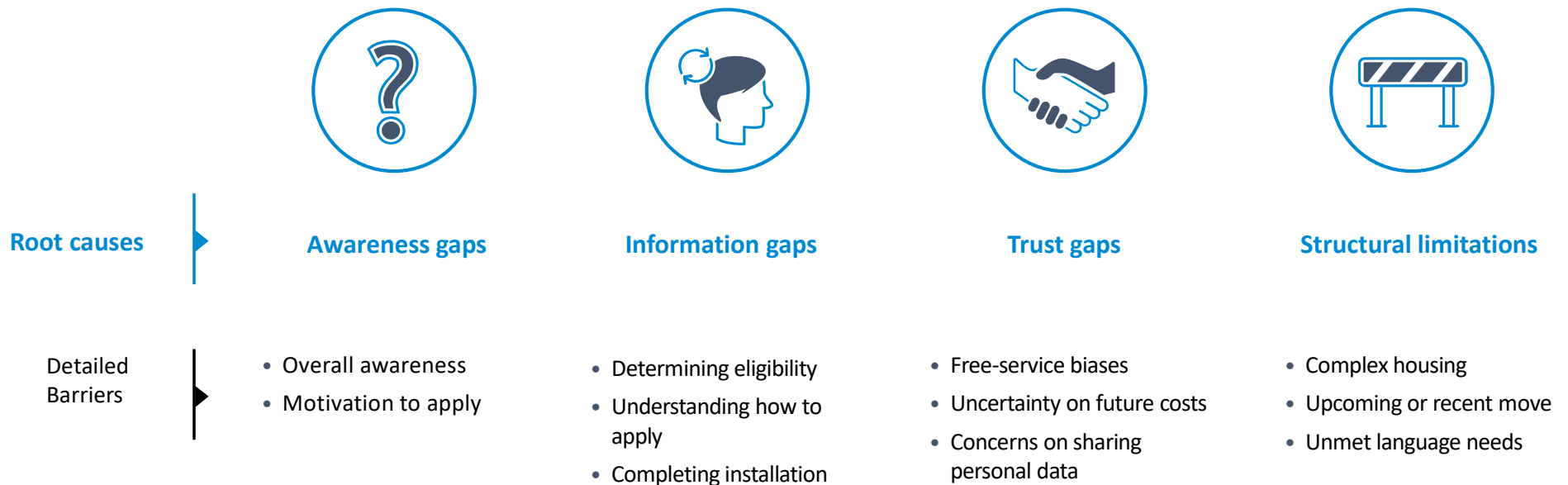
**of customers** said the service has helped someone in their household locate or obtain employment.

79%

**of customers** said the service has helped them find health and/or medical information.

## Understanding Barriers to Adoption: Our Partnership with BCG

Our 2021 study with Boston Consulting Group aimed to reconceptualize barriers to adoption outside of relevance and cost. Drawing from a national survey among all households eligible to receive any type of sponsored internet service, this work created a more nuanced and relevant way to think about adoption barriers.



What do successful programs have in common? A human approach.

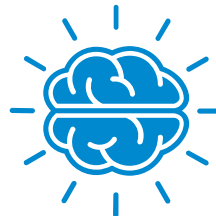


## Users Report a Community Partner Helped Them in Several Critical Areas



### Overcame adoption barriers

**66%** now have an internet connection or a computer or tablet at home



### Strengthened digital skills

**86%** have used more technology, including for jobs, health care, and benefits



### Improved digital comfort

**80%** feel more confident or safer using technology

Sources: BCG and Comcast National Survey on Digital Navigators, January 2022; BCG analysis.  
Note: N=1,507 Unweighted

## Community Partners: A Powerful, Proven Tool To Aid Adoption

Community partners assist community members to advance digital adoption (obtaining Internet/devices), usage (building digital skills like email), and comfort (staying safe, troubleshooting).



### Who is a community partner?

- Volunteers or staff from community-based organizations, faith-based organizations, libraries, social service agencies
- Leverages support from community members with local knowledge, including helping English language learners overcome language barriers



### How does a partnership work?

- Train staff and volunteers to facilitate adoption
- New users work with designated staff who can provide services such as structured training, on-demand tech support, information on social programs, and access to devices or network connectivity.

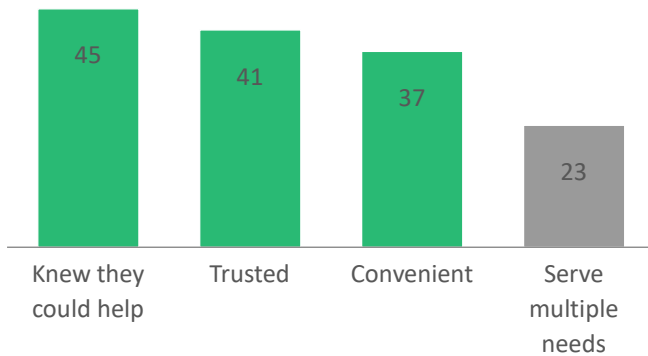


### Why does it work?

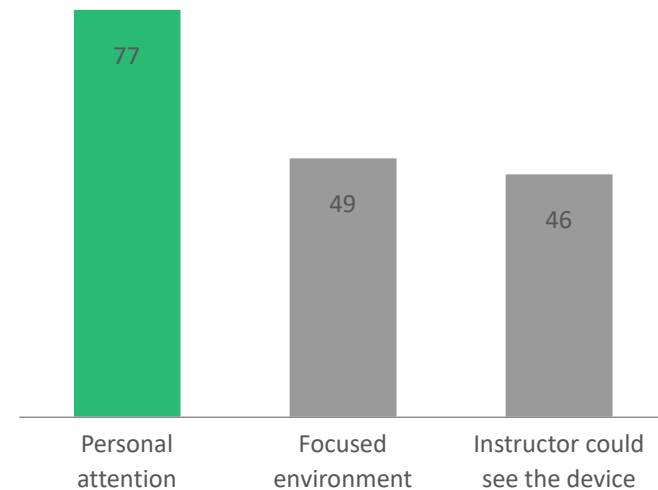
- Continual, one-on-one contact with trusted community members ensures an individual's needs will be met
- The framework centralizes support to identify and solve gaps in digital understanding
- Program connects participants to greater support ecosystem

## Community Partners Build Trust and Offer Personalized Attention

Community Partner users who indicated each factor led them to go to the partner (%)<sup>1</sup>



Why Community Partner users preferred the in-person, one-on-one format (%)<sup>2</sup>



Sources: BCG and Comcast National Survey on Digital Navigators, January 2022; BCG analysis.

# Community Partner: Self-Help for the Elderly

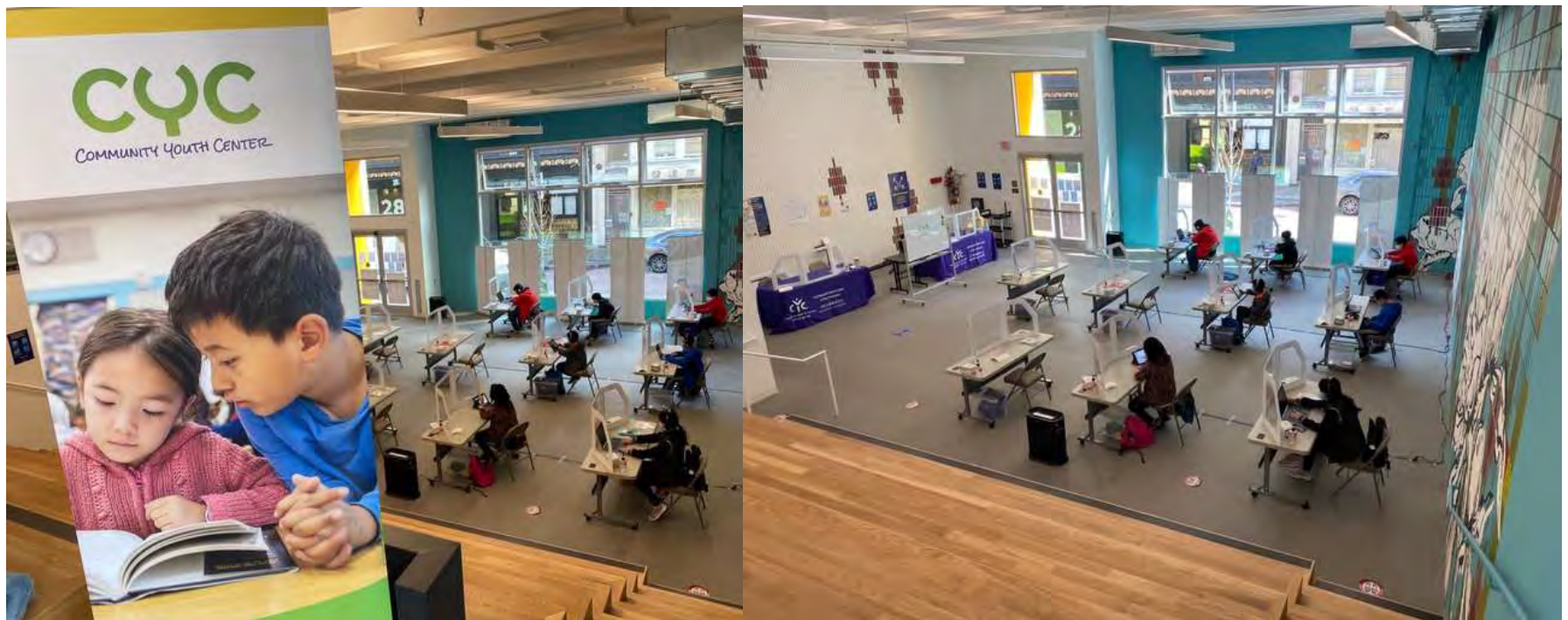
Self-Help for the Elderly and Comcast partnered and created an intergenerational digital inclusion and digital literacy program where high school students learn software, hardware and application skills and then they teach, provide tech support for seniors





# SF Community Hubs

Willie “Woo Woo” Wong Clubhouse powered by Comcast’s free, high-speed internet Lift Zones program



# SF Digital Equity Summit

Comcast gathered over 100 community leaders and key stakeholders from around the Bay Area to share best practices in closing the digital divide and creating digital equity last year at this summit in SF



Thank You!

# Bridging the Digital Divide

Government Audit and Oversight Committee  
Thursday, March 16, 2023

✓ Sophia Garcia



# Accelerating America



## Affordability

Making high-quality internet affordable for more people and working with policy makers to create lasting solutions for broadband inclusion.

- Affordably Connectivity Program
- Verizon Forward
- Digital Inclusion Program



## Adoption

Helping ensure that more people have the skills to thrive in a digital world.

- Verizon Innovative Learning Schools
- Small Business Digital Ready Platform



## Access

Advocacy for a citywide deployment.

- Fixed Wireless Access
- Supporting wireless and fiber deployment needs



# Affordable Connectivity Program (ACP) + Verizon Forward Program

The ACP program was created by Congress and implemented by the Federal Communications Commission to assist low income households pay for internet service and connected devices like a laptop, tablet or desktop.

Customers approved for ACP can get free 5G Home with the Verizon Forward Program discount.

## Ways to qualify for ACP

- Based on household income
- Anyone in the household that participates in government assistance programs such as SNAP, WIC, Medicaid, SSI or other programs
- A dependent attending a Community Eligibility Provision school or participates in the Free or Reduced Price School Lunch Program
- Anyone in the household already receives a Lifeline benefit
- Anyone in the household receives a Pell Grant in the current award year
- Anyone who receives Federal Public Housing Assistance or Project-Based Rental Assistance
- Anyone who receives Veterans Pension and Survivor Benefits



No upfront fees  
or installation  
charges.

No annual  
contracts or  
hidden fees.

No equipment  
charges or  
data caps.

Switch and get up  
to \$500 for early  
termination fees. Ⓢ

[verizon.com/verizonforwardprogram](https://verizon.com/verizonforwardprogram)



# Digital inclusion through the ACP

## Potential Barriers



Awareness



Trust



Complex  
process

## VZ Addressing Barriers

1

Built cross-sector ecosystem of partners (City, CBO's, housing communities) trusted by the community.

2

Developed messaging and customized campaigns tailored to the unique needs of the community.

3

Accommodate tech and language barriers for the community.



# Verizon Digital Inclusion Program

Verizon is partnering with government agencies and nonprofits to support underserved communities with hotspots and mobile devices to access wireless broadband and voice services

- Devices and data plans for Mobile Broadband, Basic and Smartphones
- Optional features like Private Network, Mobile Device Management and security software
- Unlimited/25GB Premium LTE\*



- Members of low -income households (as determined by Federal Poverty Guidelines 135% of guidelines)
- Pell Grant recipients
- Participants in the National School Lunch program



**Verizon is committed to economic and social advancement so all people can affordably participate in the digital economy**

\*Data speeds will be limited if 25GB of usage is exceeded within a billing cycle



# Robust Networks Benefit San Francisco



Helps underserved communities with access to high -speed broadband



Supplies a transformative high -speed wireless experience that will drive innovation and spawn new businesses



Provides the enabling infrastructure for traffic congestion improvements , pedestrian safety, autonomous vehicles



Helps speed the economic recovery for small business, by enabling business transformation and cost reduction



Facilitates enhanced remote healthcare (e.g. home health, mobile diagnostics)



Enables new life saving solutions for first responders and new, immersive learning experiences

Verizon uses a balanced approach to engineering the best possible network given the community's needs



# Needs to Accelerate a Citywide Build



## Critical Step: Update MLA

- Amending the SFPUC and MTA Master License Agreements will allow for a robust deployment



## Streamline Permit Processing

- Timely review and approval of permits and applications
- Cross-departmental working group to manage permit and construction progress efficiently
- City approval of a standard wood pole design
- Work with the city and our vendors to create standard pre-approve permit package
- Blanket permit approval to reduce number of required permits (e.g. temp occupancy)



## Waive Overly Burdensome Requirements and Support Cost Reducing Methods

- ADA curb ramp replacement only when Verizon work disrupts the curb (vs. when Verizon passes curb)
- Allow for 3 ft. T-Cap vs. full lane repaving on trenching
- Allow for the option of narrow band trenching (16" -26" depth) in areas where feasible









# **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

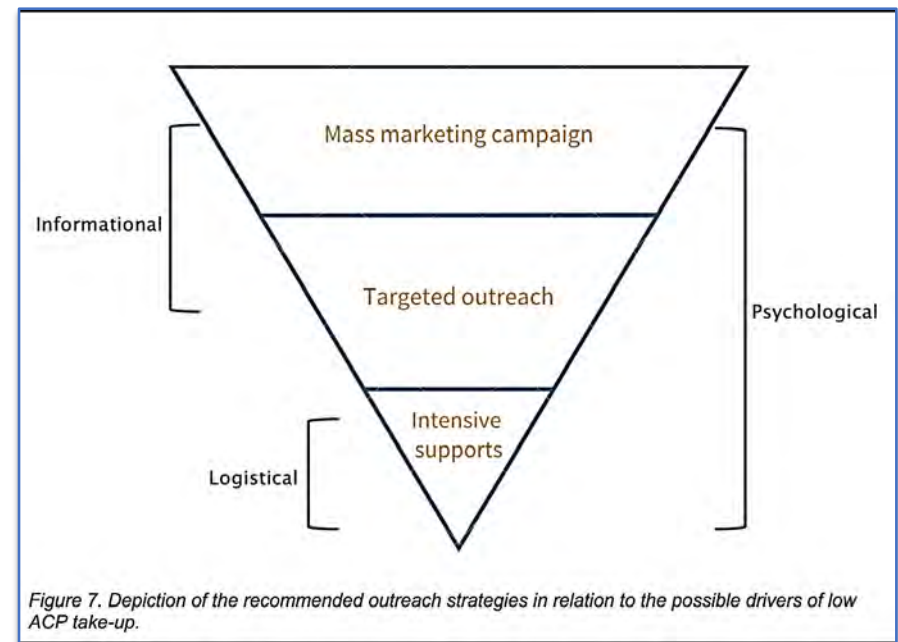
*Enacted in 2018 for FY 2019-2024*

- 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.



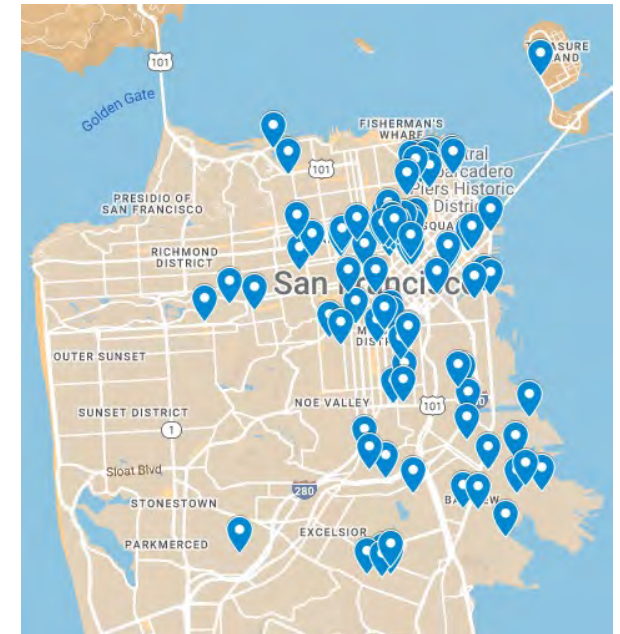
# Fiber to Housing Program

*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**

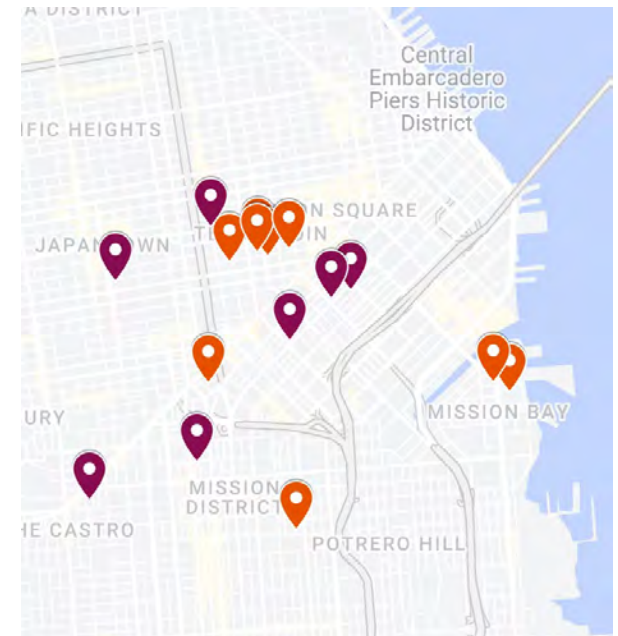




# Fiber to Housing Program

**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



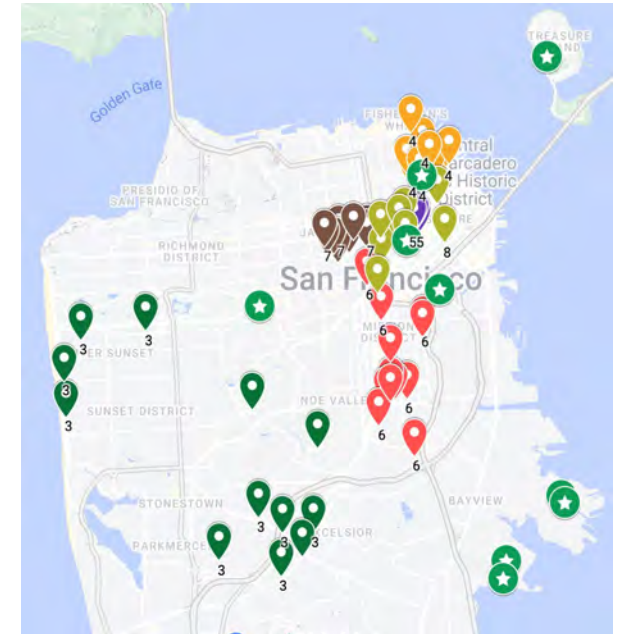
**Fiber to Housing Property Locations**



# 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	



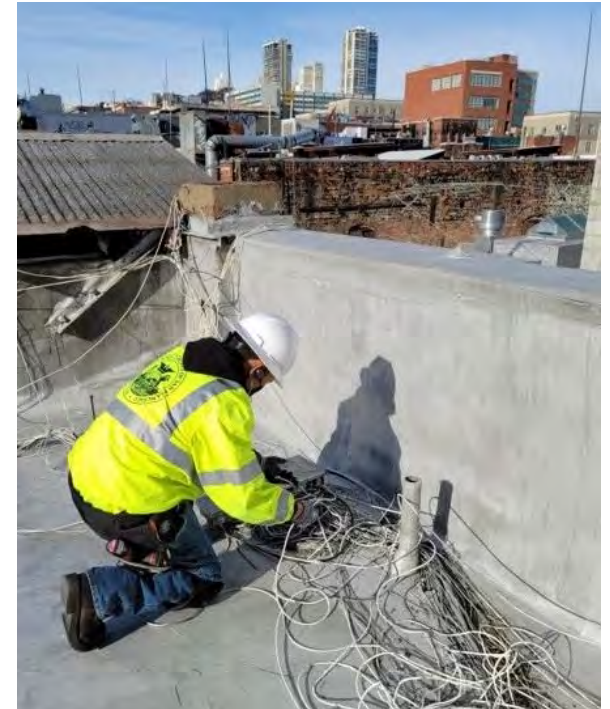
**Fiber to Housing Property Locations**



# 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*



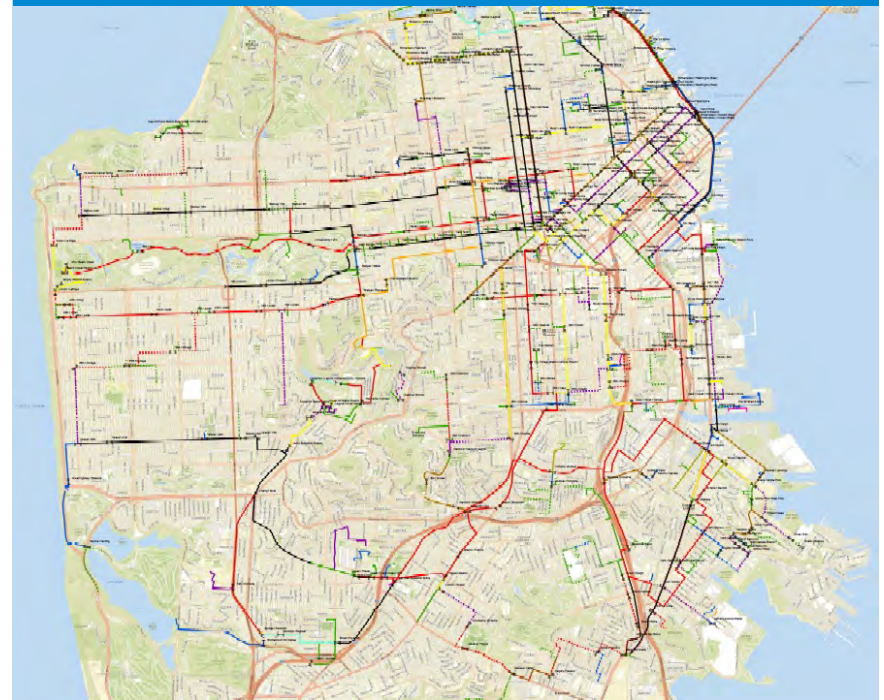
# Fiber to Housing Program

*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

Fiber Optics Map





# THANK YOU!

Questions & Comments

BOARD of SUPERVISORS



City Hall  
1 Dr. Carlton B. Goodlett Place, Room 244  
San Francisco, CA 94102-4689  
Tel. No. (415) 554-5184  
Fax No. (415) 554-5163  
TDD/TTY No. (415) 554-5227

## MEMORANDUM

TO: Dennis Herrera, General Manager, San Francisco Public Utilities Commission

FROM: Stephanie Cabrera, Assistant Clerk, Government Audit and Oversight Committee, Board of Supervisors

DATE: December 19, 2022

SUBJECT: LEGISLATION INTRODUCED

---

The Board of Supervisors' Government Audit and Oversight Committee has received the following proposed legislation, introduced by Supervisor Preston on December 13, 2022:

**File No. 221284**

**Resolution urging internet service providers, such as AT&T, Verizon, Comcast, and similar companies to provide affordable internet connections to seniors and people with disabilities in San Francisco.**

If you have any additional comments or reports to be included with the file, please forward them to me at the Board of Supervisors, City Hall, Room 244, 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102 or by email at: [Stephanie.Cabrera@sfgov.org](mailto:Stephanie.Cabrera@sfgov.org).

cc: Masood Ordikhani, San Francisco Public Utilities Commission  
Jeremy Spitz, San Francisco Public Utilities Commission  
Donna Hood, San Francisco Public Utilities Commission

BOARD of SUPERVISORS



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## MEMORANDUM

TO: Kelly Dearman, Executive Director, Department of Disability and Aging Services

FROM: Stephanie Cabrera, Assistant Clerk, Government Audit and Oversight Committee, Board of Supervisors

DATE: December 19, 2022

SUBJECT: LEGISLATION INTRODUCED

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## Introduction Form

(by a Member of the Board of Supervisors or the Mayor)

I hereby submit the following item for introduction (select only one):

- ☒ 1. For reference to Committee (Ordinance, Resolution, Motion or Charter Amendment)
- ☐ 2. Request for next printed agenda (For Adoption Without Committee Reference)  
(Routine, non-controversial and/or commendatory matters only)
- ☐ 3. Request for Hearing on a subject matter at Committee
- ☐ 4. Request for Letter beginning with "Supervisor  inquires..."
- ☐ 5. City Attorney Request
- ☐ 6. Call File No.  from Committee.
- ☐ 7. Budget and Legislative Analyst Request (attached written Motion)
- ☐ 8. Substitute Legislation File No.
- ☐ 9. Reactivate File No.
- ☐ 10. Topic submitted for Mayoral Appearance before the Board on

The proposed legislation should be forwarded to the following (please check all appropriate boxes):

- ☐ Small Business Commission      ☐ Youth Commission      ☐ Ethics Commission
- ☐ Planning Commission      ☐ Building Inspection Commission      ☐ Human Resources Department

General Plan Referral sent to the Planning Department (proposed legislation subject to Charter 4.105 & Admin 2A.53):

- ☐ Yes      ☐ No

(Note: For Imperative Agenda items (a Resolution not on the printed agenda), use the Imperative Agenda Form.)

Sponsor(s):

Supervisor Preston, Walton, Chan, Melgar, Mar and Ronen

Subject:

Urging Internet Service Providers to Provide Truly Affordable Internet for Senior and Disabled San Franciscans

Long Title or text listed:

Resolution urging internet service providers such as AT&T, Verizon, Comcast, and the like to provide affordable internet connections to seniors and people with disabilities in San Francisco.

Signature of Sponsoring Supervisor: