



**BROADBAND  
FOR ALL**

# Statewide Digital Equity Planning Group Meeting

October 25, 2023



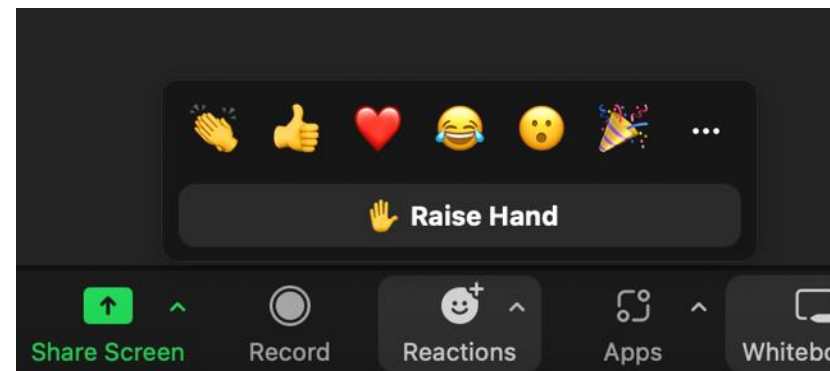
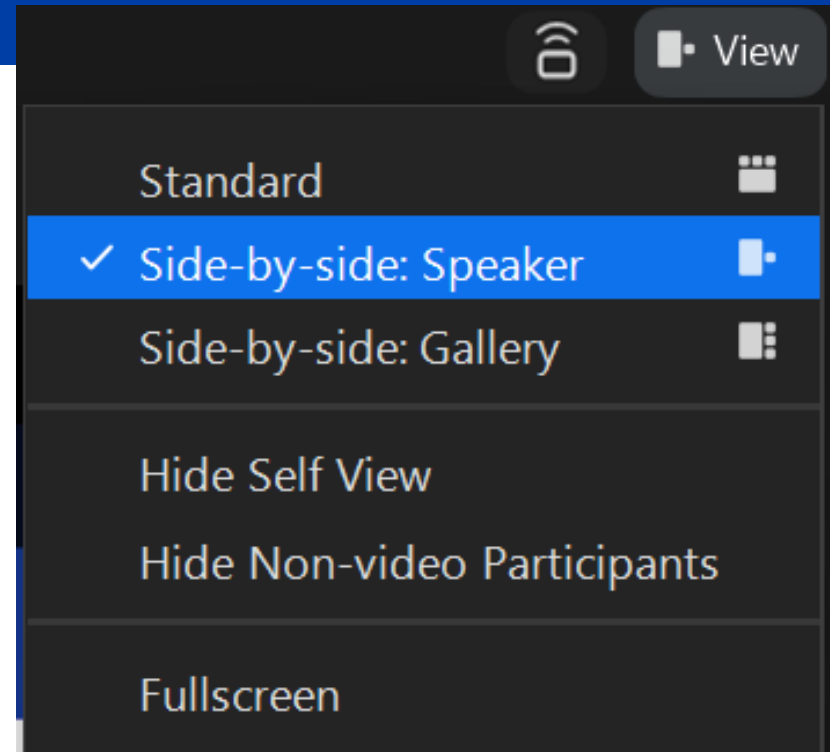
# Housekeeping

**Select Side-by-Side: Speakers Mode** for the best viewing experience and visibility of the ASL interpreter.

**Closed Captions** English closed captions are available. Choose "CC closed caption" on your toolbar and select "show subtitle".

**Q&A** There will be time at the end for Question and Answer on Agenda Items for members of the public. Please add your questions in the Q&A box.

**Reactions** Raise Hand feature or \*9 if you are calling into Zoom by Phone.





# Welcome

**Liana Bailey-Crimmins**

State Chief Information Officer and Director

**California Department of Technology**



**BROADBAND  
FOR ALL**



# AGENDA

- Welcome
- General Digital Equity Plan and BEAD Plan Updates
- NTIA Update
- Draft Digital Equity Plan
- Public Comment Process
- BEAD Plan Update
- Question & Answer

# Statewide Planning Group

**The Statewide Planning Group advises the CDT on execution of the State Digital Equity Plan (SDEP) across the following plan components:**

- Statewide Planning Group
- Outcome Area Working Groups
- California Digital Equity Survey and Asset Inventory
- Regional Planning Workshops
- Statewide Public Engagement





# General Digital Equity and BEAD Plan Update

**Scott Adams**

Deputy Director, Office of Broadband and Digital Literacy

California Department of Technology

**Commissioner Darcie Houck**

California Public Utilities Commission

# Scope Of Engagement

Fall BB4All Summit  
Participants

**842**

Outcome Area Working  
Group Participants

**2,651**

January, April & July SPG  
Meeting Participants

**535**

DEEM Tool Respondents

**472**

Telephone Survey Responses

**3,560**

Online Survey Responses

**43,432**

Participants of Regional  
Planning Workshops and  
Consultations

**2,296**

Meetings, listening sessions

**385+**

# DIGITAL EQUITY PLAN NO-COST EXTENSION

**51 states and territories  
applied for  
no-cost extension**

**Increased public comment  
period to 45-days**

**MORE INFO**



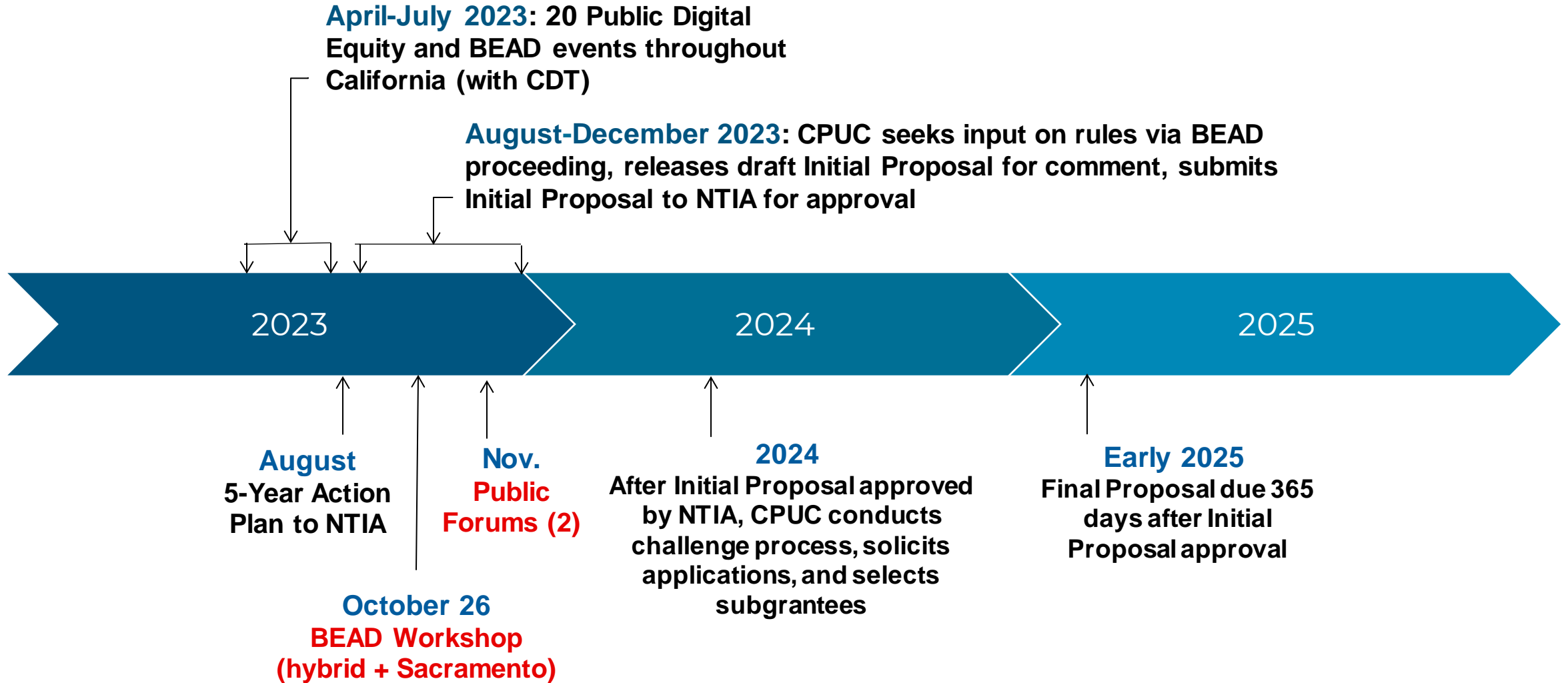


# BROADBAND EQUITY, ACCESS AND DEPLOYMENT (BEAD)

- **\$1.86 Billion Allocated to California For Last-Mile Broadband Access**
- **CPUC Rulemaking R.23-02-016 to:**
  - Establish program rules in an Initial Proposal
  - Conduct a challenge process for eligibility map
  - Run a grant application process and propose subgrantees
  - Submit Final Proposal
- **All actions subject to NTIA review and approval**
- **Primary goal: [deploy last-mile service to all unserved locations](#)**
  - Unserved locations with speeds less than 25/3 Mbps
  - Funds “reliable” technology first, then other options available
- **[More information](#) and [subscribe to updates](#)**

# BROADBAND EQUITY, ACCESS AND DEPLOYMENT (BEAD)

## BEAD Timeline





# National Telecommunications Information Administration (NTIA) Update

**Gladys Palpallatoc**

Federal Program Officer California  
US Department of Commerce, NTIA



# Draft Digital Equity Plan

**Scott Adams**

Deputy Director

Office of Broadband & Digital Literacy

California Department of Technology



**BROADBAND  
FOR ALL**



# Planning and Implementation

## Digital Equity Plan

- Vision, Goals and Objectives
- Measurable Objectives
- Process and Engagement
- Stakeholder / Asset Inventory
- Needs Assessment
- Barriers for Covered Populations
- Implementation Strategies and Key Activities

## Potential Uses of Capacity Grants\*

- Broadband Adoption efforts
- Digital Literacy Training
- Digital Navigation
- Device Distribution
- Workforce Training

\*Further specificity on allowable uses, rules and requirements of Digital Equity Capacity Grants will be outlined in NOFO released by NTIA in 2024.

# Statewide Digital Equity Plan Foundation

QUALITATIVE AND QUANTITATIVE DATA

**Specific measurable objectives informed by:**

**Statewide Planning Group**

**Outcome Area Working Groups**

**California Digital Equity Survey(s)**

**Regional & Local Planning Workshops**

**Statewide Public Engagement**



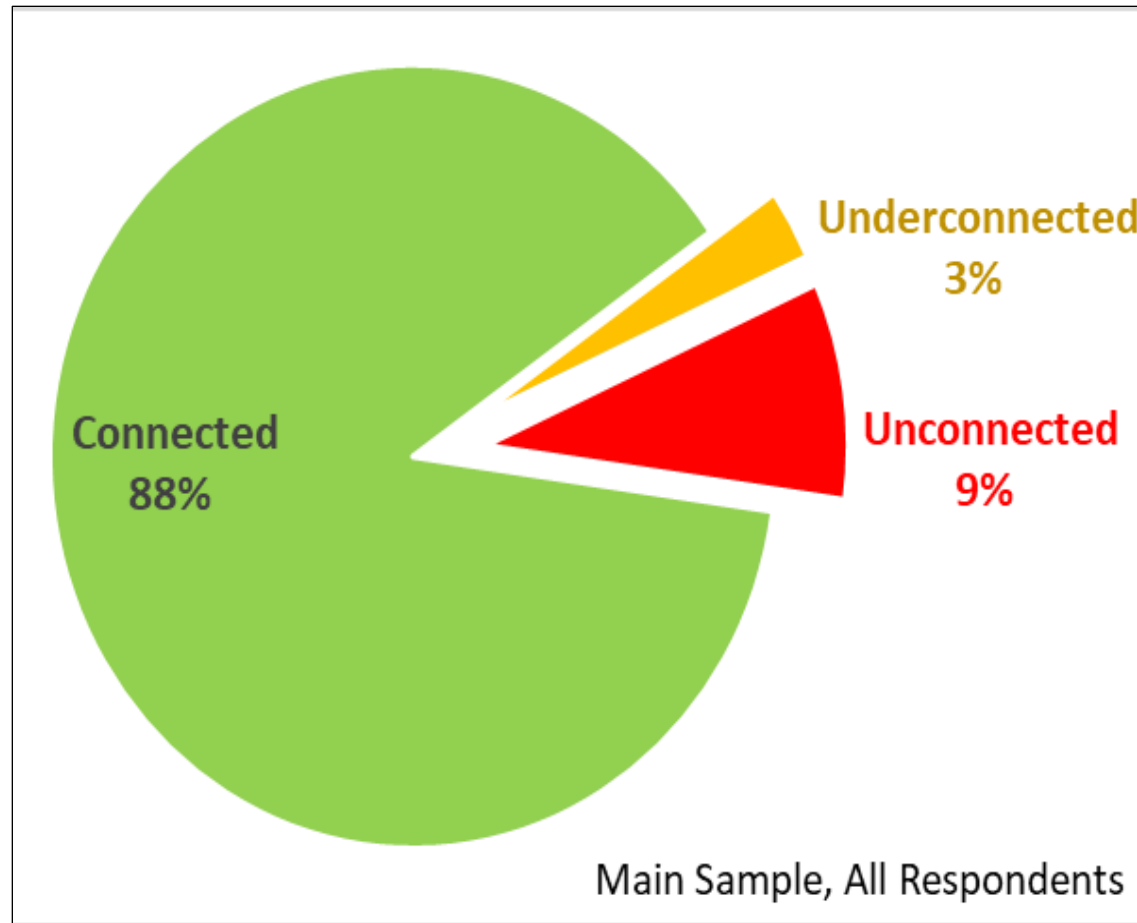
# Statewide Digital Equity Surveys



**BROADBAND  
FOR ALL**

# STATEWIDE DIGITAL EQUITY TELEPHONE SURVEY

**2023 Connected Households (HHs) remains 91% (same as 2021), but Underconnected is cut in half, from 6% in 2021 to 3% in 2023.**

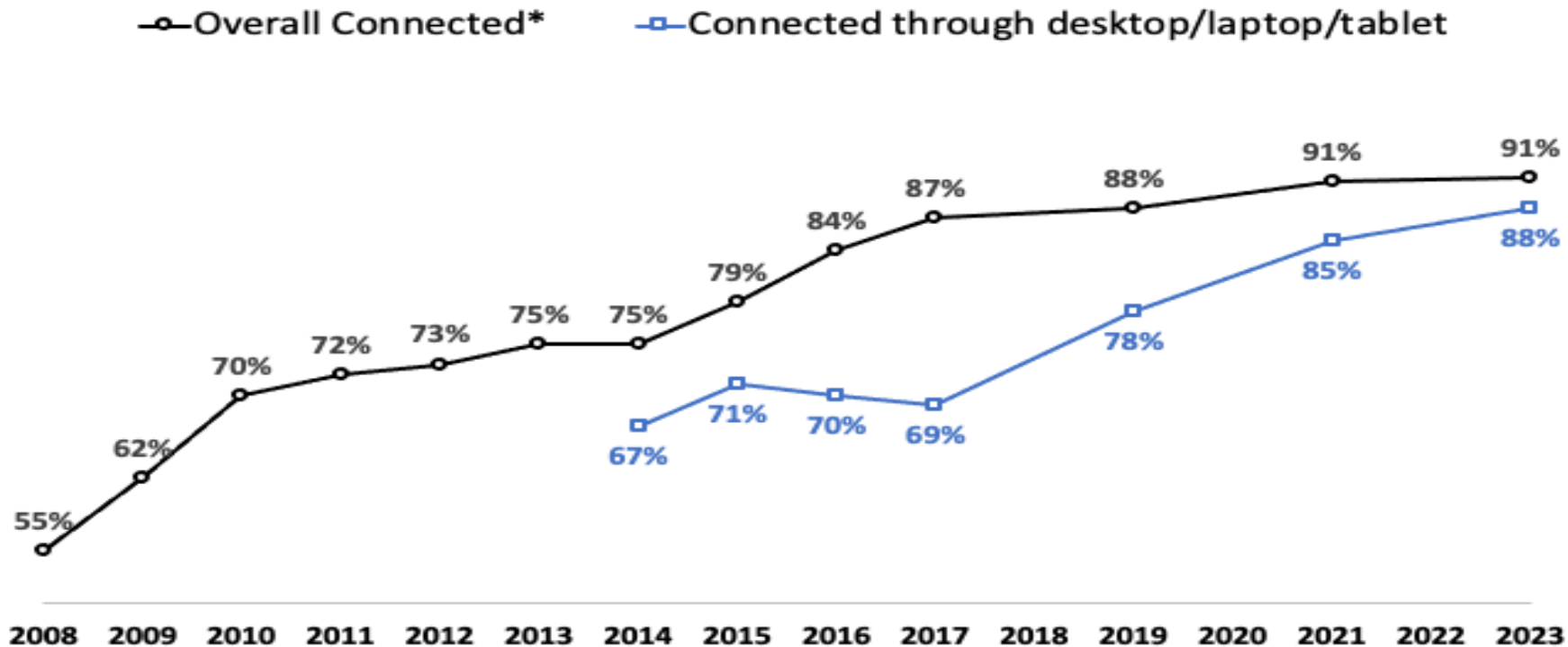




# STATEWIDE DIGITAL EQUITY TELEPHONE SURVEY

Significant progress has been made in closing the Digital Divide in California.

## Broadband Adoption in California (2008-2023)



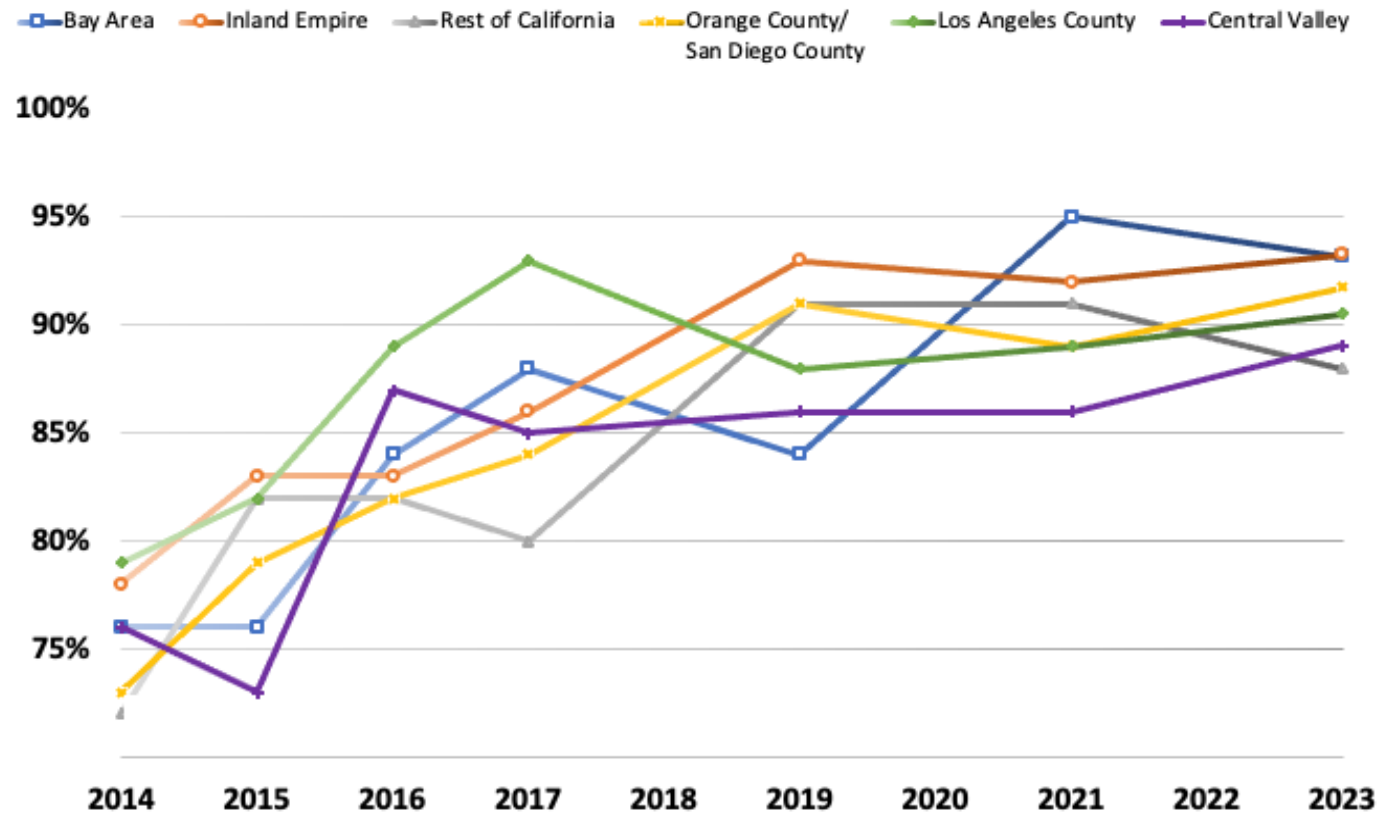
Source: 2021/23 from USC; 2017/2019 from Berkeley IGS Poll; 2014 to 2016 from The Field Poll; 2008 to 2013 from PPIC.

\*Includes those who can connect to the Internet either through a desktop, laptop, tablet computer, or smartphone.

# STATEWIDE DIGITAL EQUITY TELEPHONE SURVEY

Progress has been made in all regions for Broadband Adoption.

## Broadband Adoption by Region (2014 - 2023)

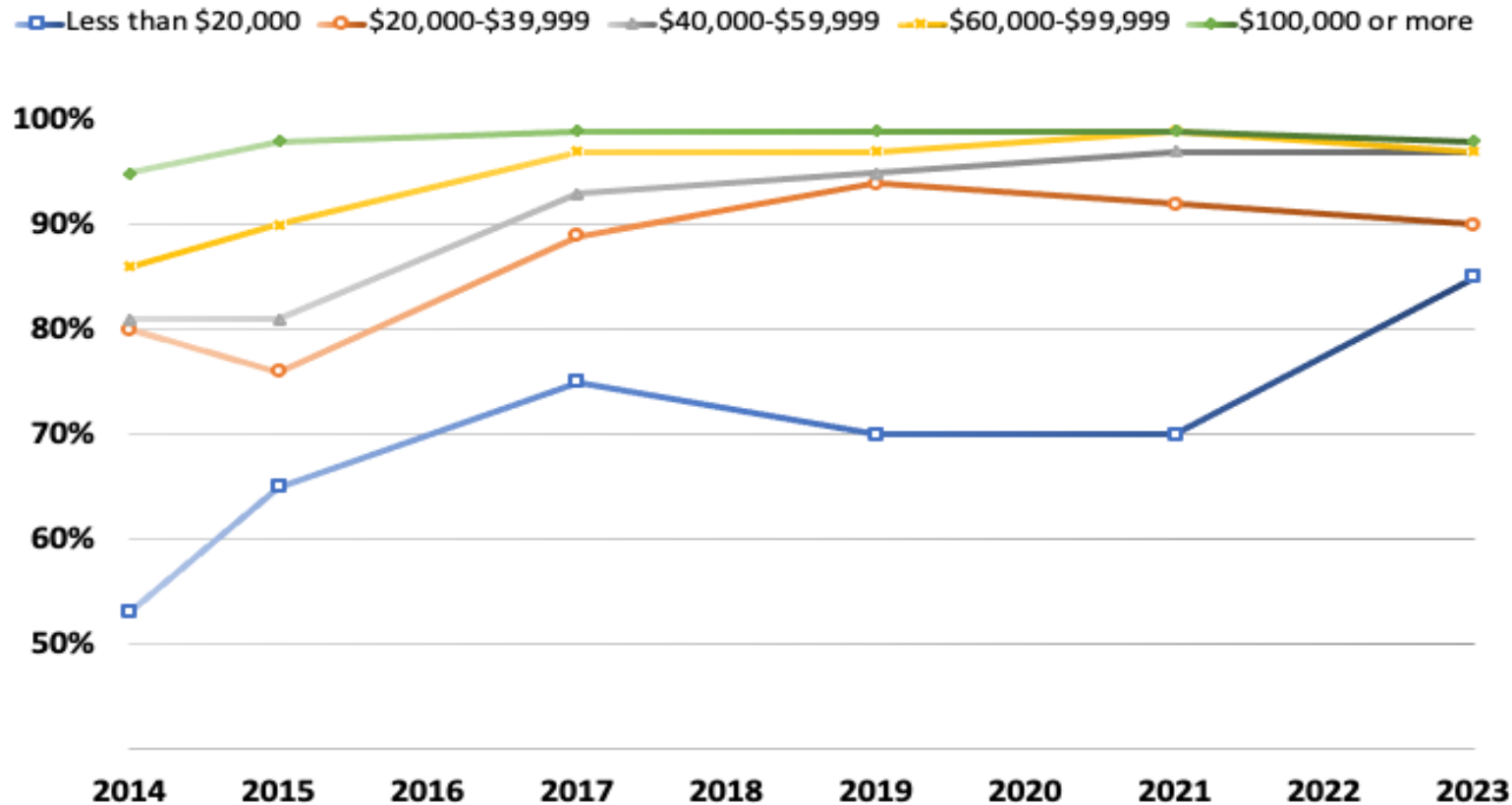


Source: 2021/23 from USC; 2017-2019 from Berkeley IGS Poll; 2014 to 2016 from The Field Poll.

# STATEWIDE DIGITAL EQUITY TELEPHONE SURVEY

**Broadband Adoption has increased significantly among Low-Income Households.**

**Broadband Adoption by Household Income (2014 - 2023)**



Source: 2021/23 from USC; 2017-2019 from Berkeley IGS Poll; 2014 to 2016 from The Field Poll.

# STATEWIDE DIGITAL EQUITY TELEPHONE SURVEY

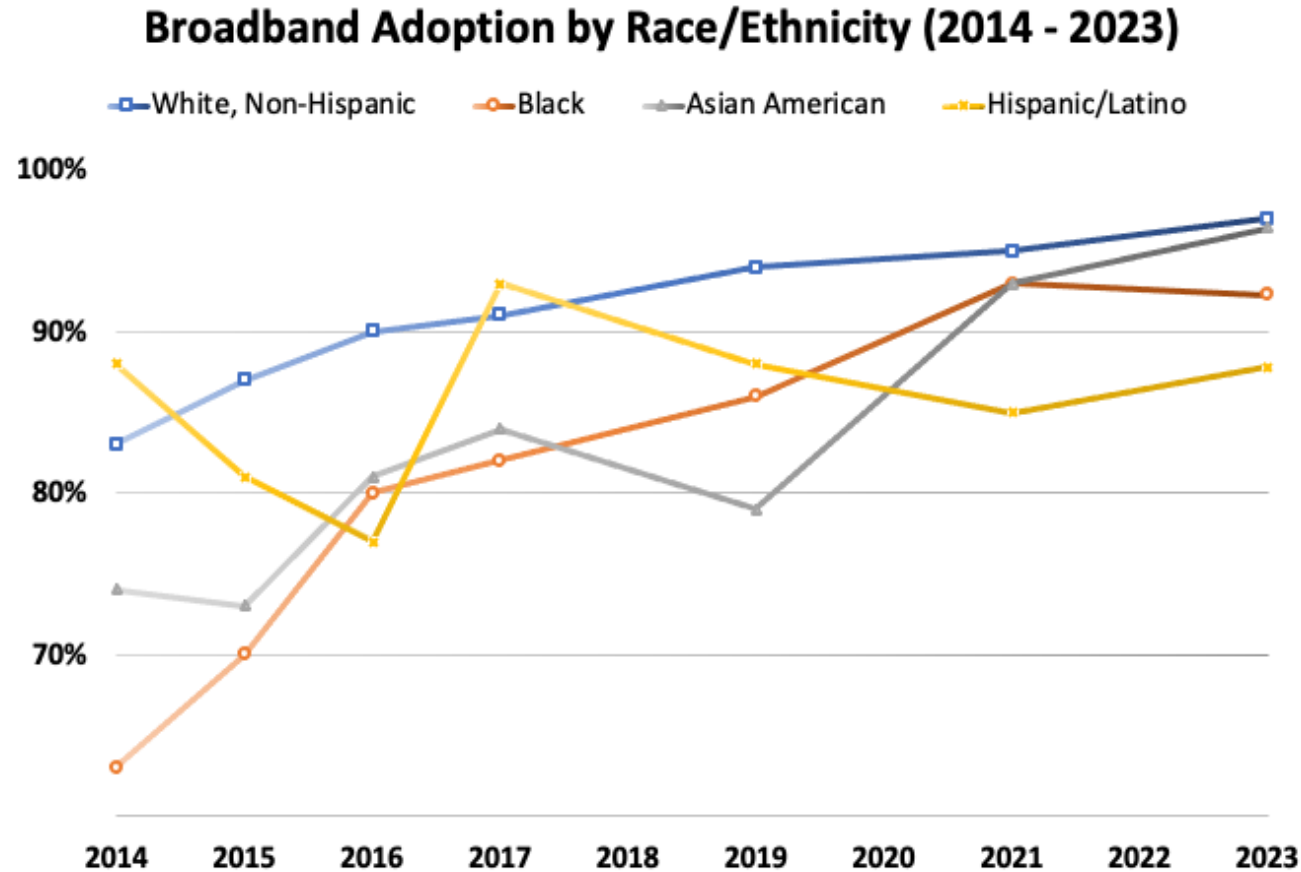
**Lack of connectivity is associated with concentrated poverty.**

	Main Sample	# Low-Income HHs in Sample
	% Low-Income	
Overall Population	32.4%	428
Language Barrier *	50.2%	240
Households with Disabilities	44.1%	124
Racial and Ethnic Minorities	42.2%	332
Women	38.1%	203
LGBTQIA+	34.9%	29
Lives in Rural Area	33.3%	65
Aging Individuals (60+)	29.1%	121
Veteran Households	26.1%	60

	Percentage of Digitally-Disadvantaged Who Are Low-Income	# low-Income HHs in Sample
Overall Population	69.6%	78
Language Barrier*	81.7%	49
Households with Disabilities	75.8%	25
Racial and Ethnic Minorities	77.7%	66
Women	73.9%	34
LGBTQIA+	62.5%	5
Lives in Rural Area	58.3%	14
Aging Individuals (60+)	69.2%	36
Veteran Households	57.7%	15

# STATEWIDE DIGITAL EQUITY TELEPHONE SURVEY

There has been an overall increase in Broadband Adoption among all Racial and Ethnic Groups, although the historical trends have had lots of variation.

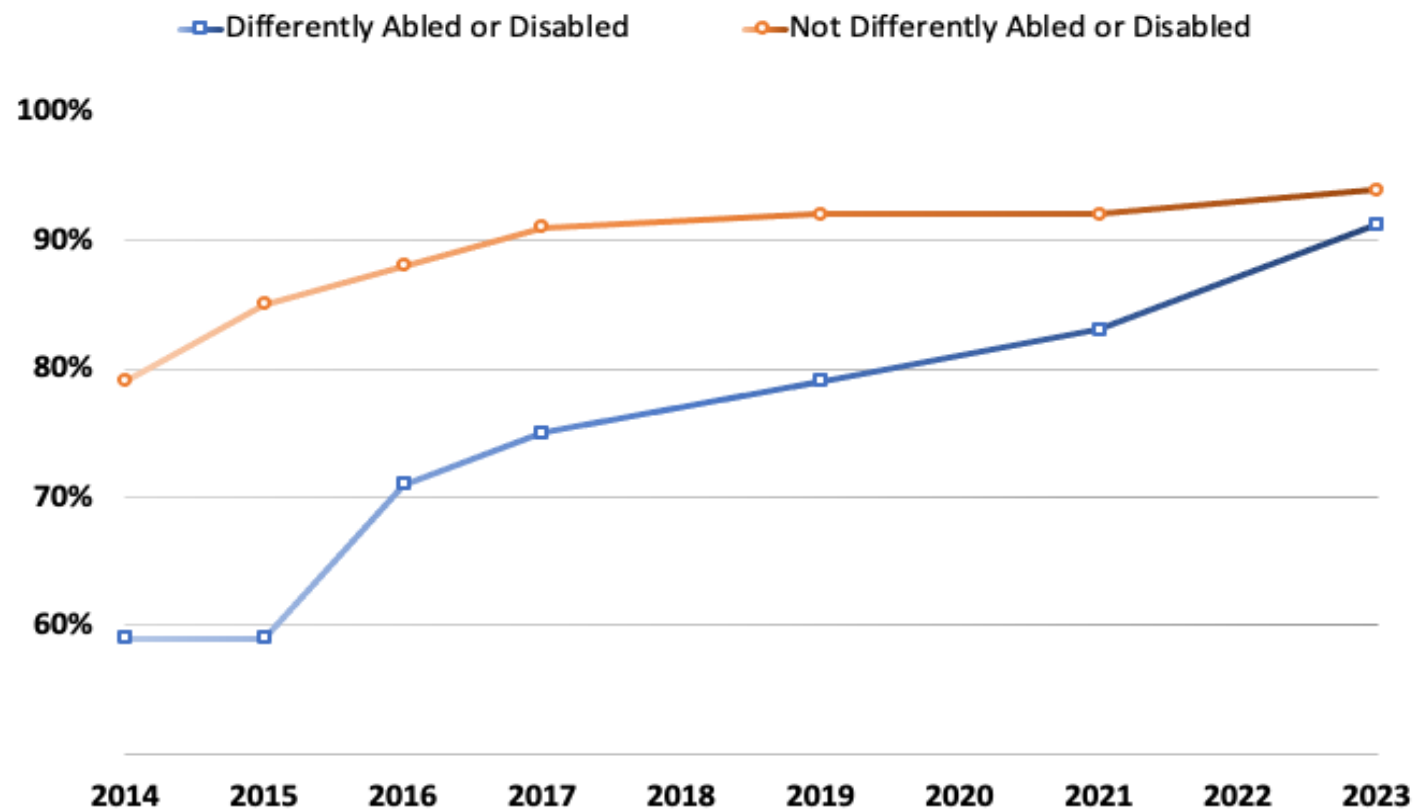


Source: 2021/23 from USC; 2017-2019 from Berkeley IGS Poll; 2014 to 2016 from The Field Poll.

# STATEWIDE DIGITAL EQUITY TELEPHONE SURVEY

**Broadband Adoption among People with Disabilities has increased significantly.**

**Broadband Adoption by Disability Status (2014 - 2023)**

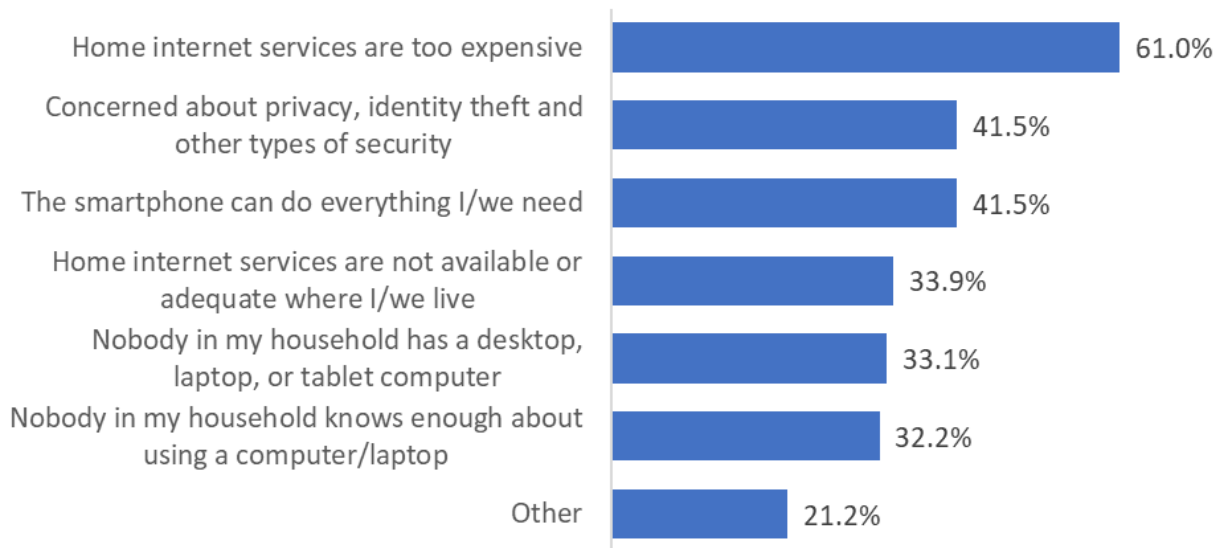


Source: 2021/23 from USC; 2017-2019 from Berkeley IGS Poll; 2014 to 2016 from The Field Poll.

# STATEWIDE DIGITAL EQUITY TELEPHONE SURVEY

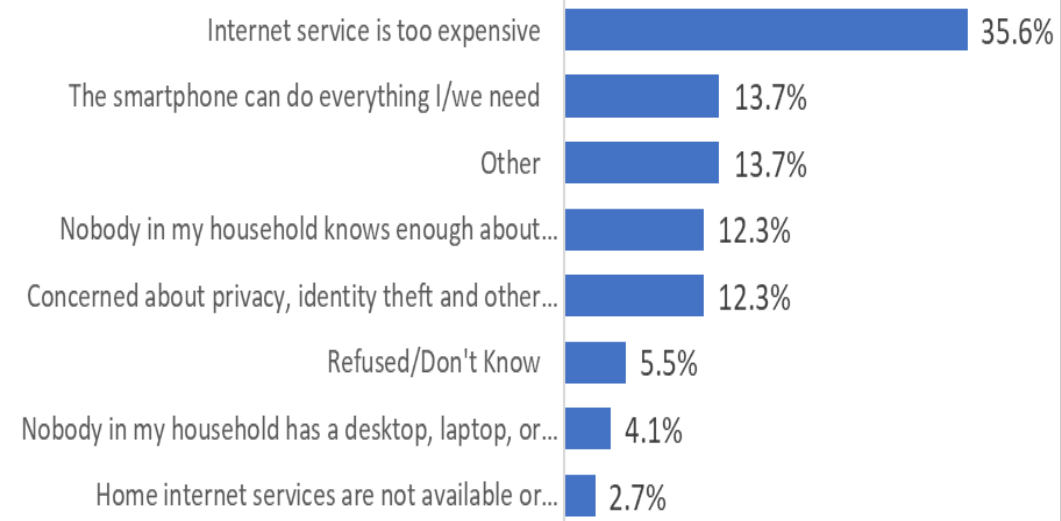
**The cost of home internet service remains the top reason for not being connected. The relative importance of available adequate internet service drops as the single reason.**

Reasons for Not Having Internet (Multiple Answers)



Main Sample; Unconnected and Underconnected Respondents ; Valid Responses n= 118

Top Reason Why not Connected (Single Response)



Main Sample; Underconnected and Unconnected Respondents; Valid Responses: n=73

# Digital Equity Online Survey

## Responses by county and language

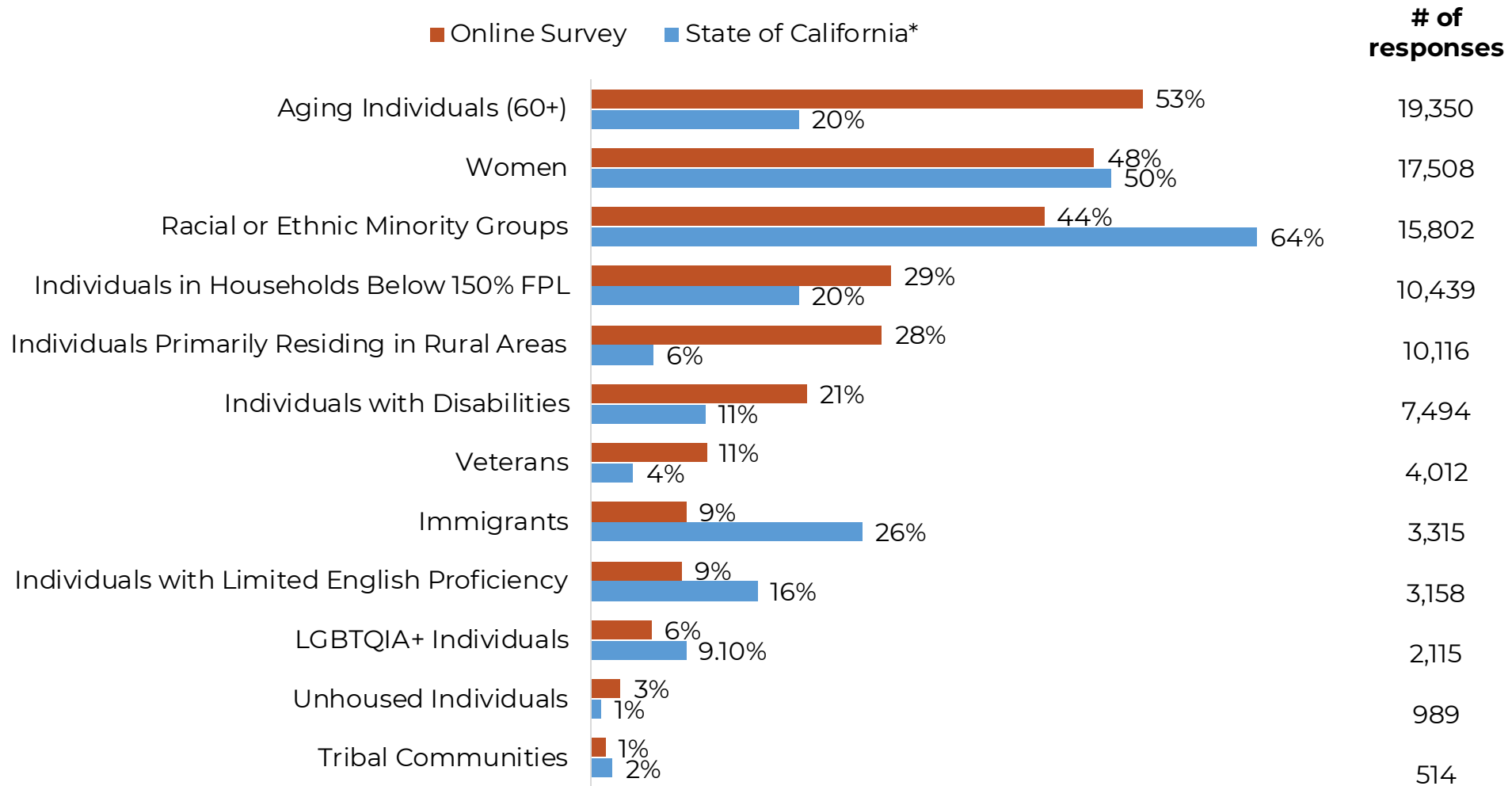


Language of Submission	Number of Responses
English	33,127
Spanish	1,866
Simplified Chinese	623
Traditional Chinese	268
Arabic	78
Vietnamese	73
Korean	53
Russian	49
Persian	44
Tagalog	42
Japanese	33
Punjabi	9
Khmer	7
Armenian	1



# Digital Equity Online Survey

## Responses by covered population



\* From U.S. Census Bureau's ACS 2021 5-year estimates, 2020 Decennial Census (for rural population), Household Pulse Survey 2021 (for LGBTQIA+ individuals), and .California Senate Housing Committee 2020 Fact Sheet.

# Barriers for Covered Populations

## **Aging Individuals:** Lack of comfort with basic digital skills

- A greater share of aging individuals feel less than comfortable when performing basic digital skills, especially connecting a computer or a Smartphone to a Wi-Fi network. (26% vs. 20% overall).

## **Households below 150% of FPL:** Cost is a primary barrier, in addition to lack of affordable necessary device.

- 77% of lower-income online public survey respondents cited that they do not subscribe because the Internet is too expensive.
- 23% of respondents from covered households use a smartphone only to access the internet, compared to 10% of overall respondents.

## **Individuals Residing in Primarily Rural Areas:** Lack of infrastructure and lack of competition limit resident's options

- 48% described their Internet service at home, in terms of speed and reliability, as not adequate (compared to 31% of all respondents)

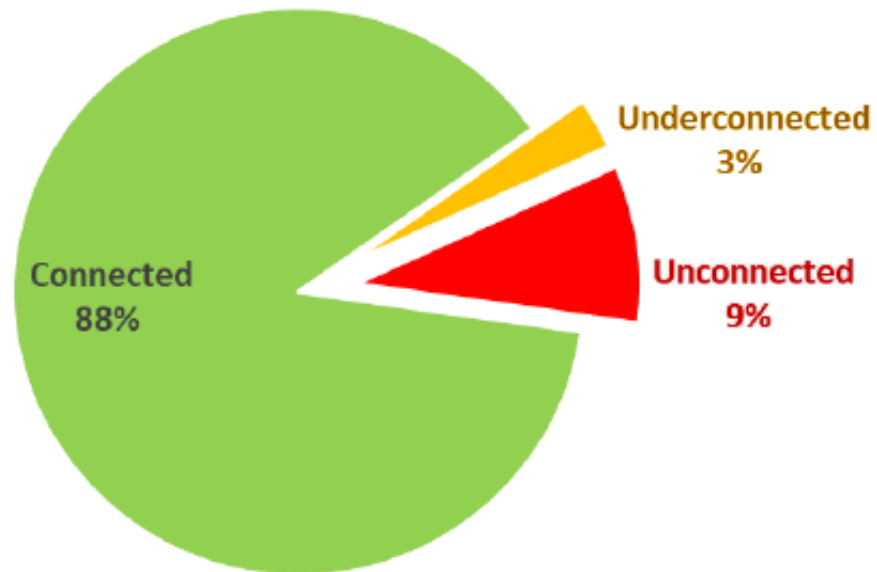
## **Individuals with Disabilities:** Cost is a primary barrier; along with lack of comfort with basic digital literacy

- 76% of individuals with disabilities that do not subscribe to home internet cite the cost as a reason, six percentage points higher than overall survey respondents (70%)

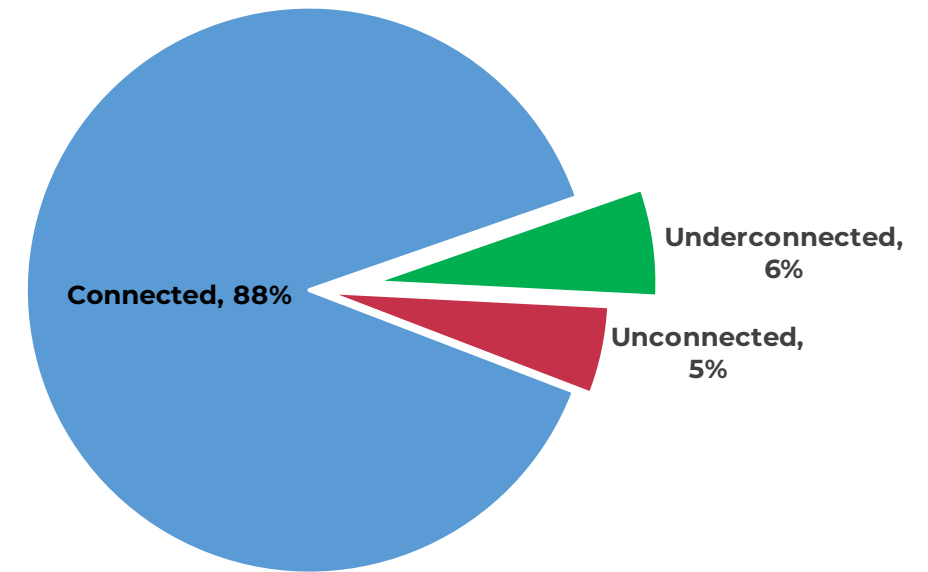
# Broadband Access & Affordability

The telephone survey captured responses from a relatively larger share of Unconnected respondents compared to the online survey. On the other hand, the online survey consists of a larger share of Underconnected respondents than the telephone survey. The share of Connected respondents remains the same for both the surveys.

Connected Type – Telephone Survey



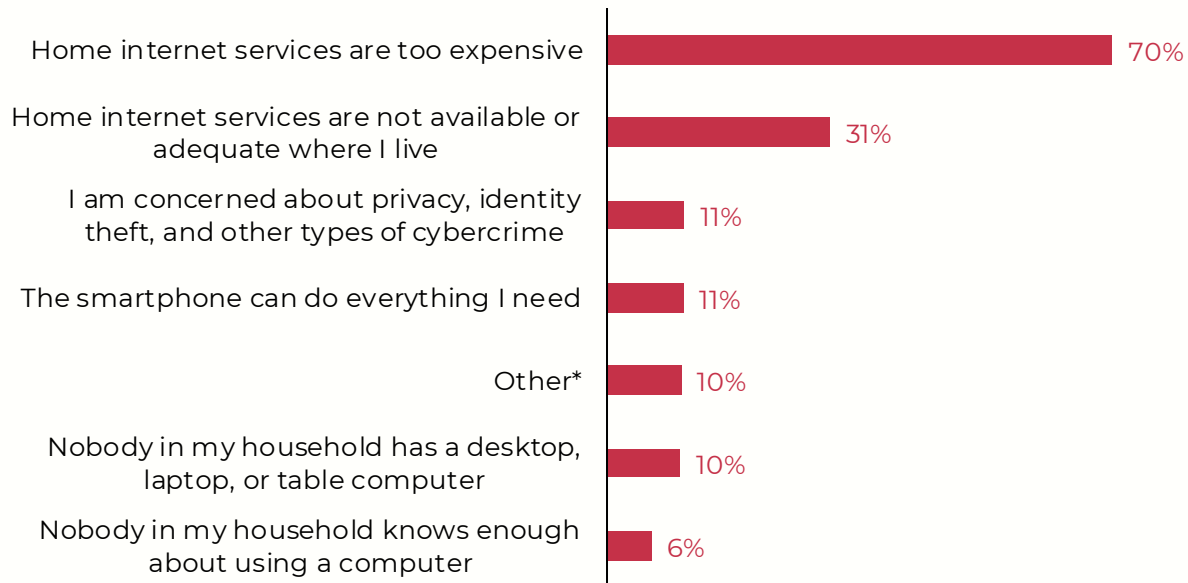
Connected Type – Online Survey



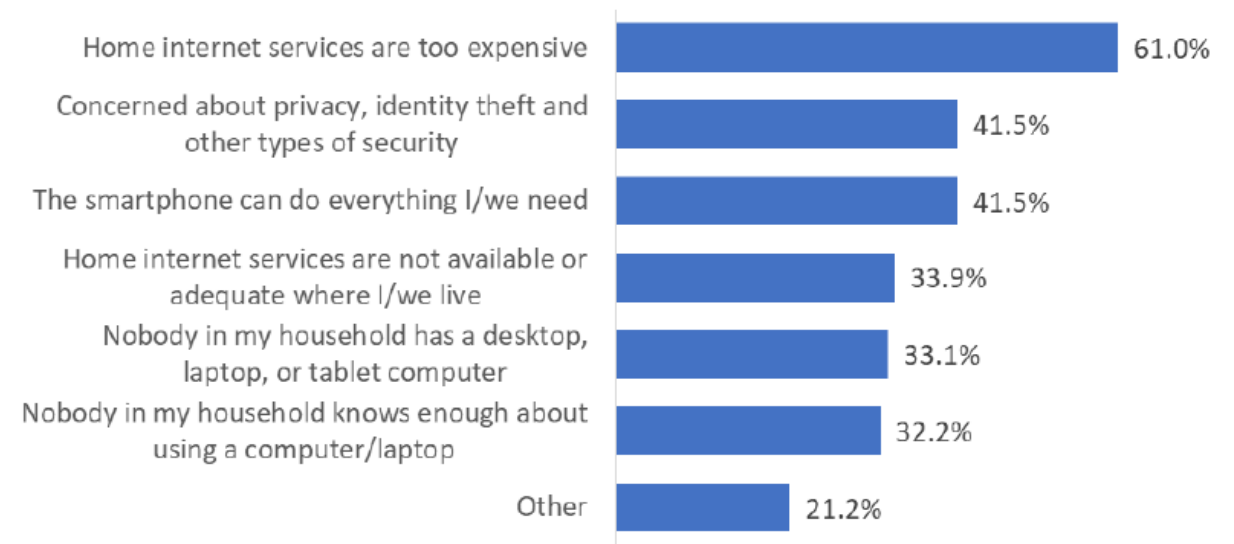
# Broadband Availability & Affordability

While both surveys demonstrate that the cost of internet service is the biggest reason for not having home internet access, the online survey reports a higher share. The second most popular reason on the online survey is that internet service is not available or adequate where respondents live, while for the telephone survey, respondents indicated it is their concern about privacy, identity theft and other types of security.

**Reasons for Not Having Internet**  
*Online Survey*



**Reason for Not Having Internet**  
*Telephone Survey*



\* Includes being unhoused/homeless and lack of digital/tech skills.



# Digital Equity Ecosystem Mapping

More than 470 organizations and programs



**447**

Community Anchor  
Institutions



**261**

Government and Public  
Organizations



**256**

Private Sector and Non-  
Governmental  
Organizations



# Barriers Impacting Organizations

## Key themes include:

- General lack of funding availability
- Lack of staff and organizational capacity
- Managing layered funding streams
- Increased program costs with little to no accompanying increase in funding.

One notable theme from respondents relates to the **hesitancy or reluctance to enroll or participate in offered programs**, either due to lack of trust, skepticism or general lack of interest or awareness.

*“Many of our residents don't qualify or won't accept or apply for statewide services such as CalFresh, WIC, and more. This makes qualifying or enrolling in ACP more difficult.”*

*“Many older adults are just not interested or not capable of learning new tech skills such as navigating the internet or using a Chromebook. It's also harder to do outreach in more remote communities.”*

*“Device distribution, if done right, can be very staff intensive and requires on-going tech support and guidance.”*

*“The communities we serve are often affected by trauma, so we need to work closely with partners to engage reluctant learners.”*

# Implementation Strategy and Key Activities

1. Expedite and complete existing Broadband for All infrastructure efforts;
2. Convene digital equity stakeholders to strengthen collaboration;
3. Evolve broadband and digital equity data and maps;
4. Launch the California Connect Corps and digital equity grant program to expand community-based digital navigation and digital inclusion programs;
5. Fund and expand existing State-managed digital inclusion programs;
6. Develop and promote digital inclusion tools and best practices; and
7. Secure consumer subsidy program sustainability.



# Digital Equity Plan Public Comment Process

**Scott Adams**

Deputy Director

Office of Broadband and Digital Literacy

California Department of Technology



**BROADBAND  
FOR ALL**



# PUBLIC COMMENT PROCESS

**1. Post Draft Plan on Broadband for All Portal**

An orange rounded rectangular box containing the text "1. Post Draft Plan on Broadband for All Portal". A light red arrow points downwards from the bottom right corner of the box to the top right corner of the next box.

**2. Public Provides Comments Through Form on Broadband For All Portal**

A grey rounded rectangular box containing the text "2. Public Provides Comments Through Form on Broadband For All Portal". A light grey arrow points downwards from the bottom right corner of the box to the top right corner of the next box.

**3. CDT Acknowledges Receipt of Public Comments**

A yellow rounded rectangular box containing the text "3. CDT Acknowledges Receipt of Public Comments". A light orange arrow points downwards from the bottom right corner of the box to the top right corner of the next box.

**4. CDT to Consider Comments and Revise Plan, as appropriate**

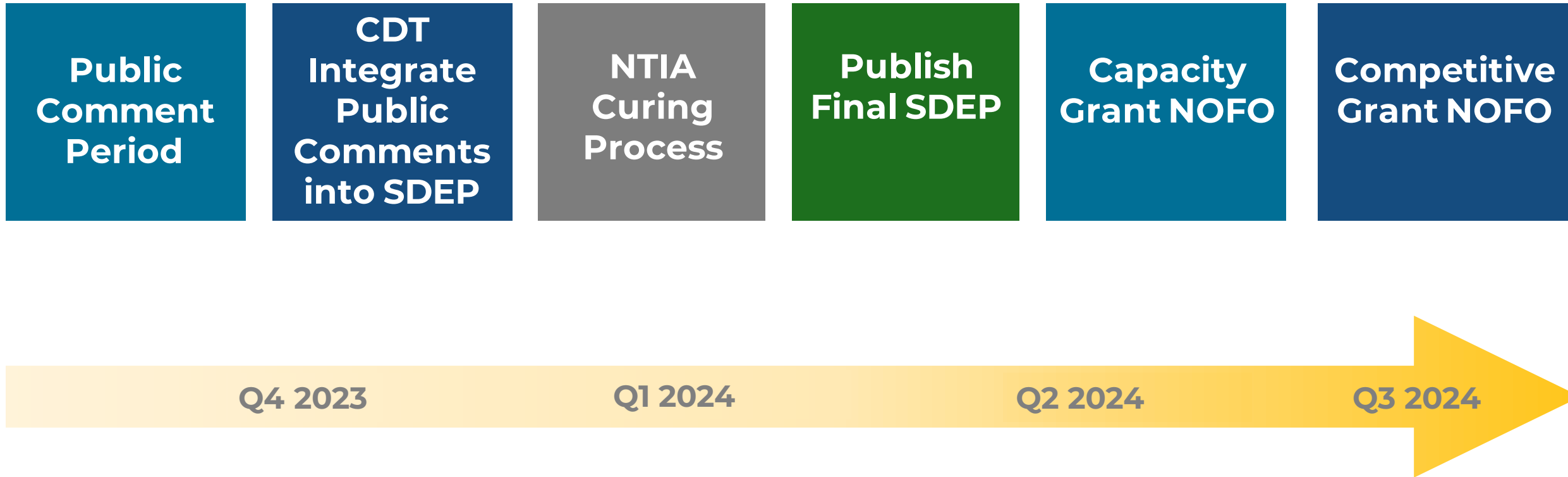
A blue rounded rectangular box containing the text "4. CDT to Consider Comments and Revise Plan, as appropriate". A light blue arrow points downwards from the bottom right corner of the box to the top right corner of the next box.

**5. CDT Catalogs Integration of Input into final SDEP**

A green rounded rectangular box containing the text "5. CDT Catalogs Integration of Input into final SDEP". A light green arrow points downwards from the bottom right corner of the box to the top right corner of the next box.

# STATE DIGITAL EQUITY PLAN (SDEP)

## TIMELINE





# BEAD Plan Process Update

**Rob Osborn**

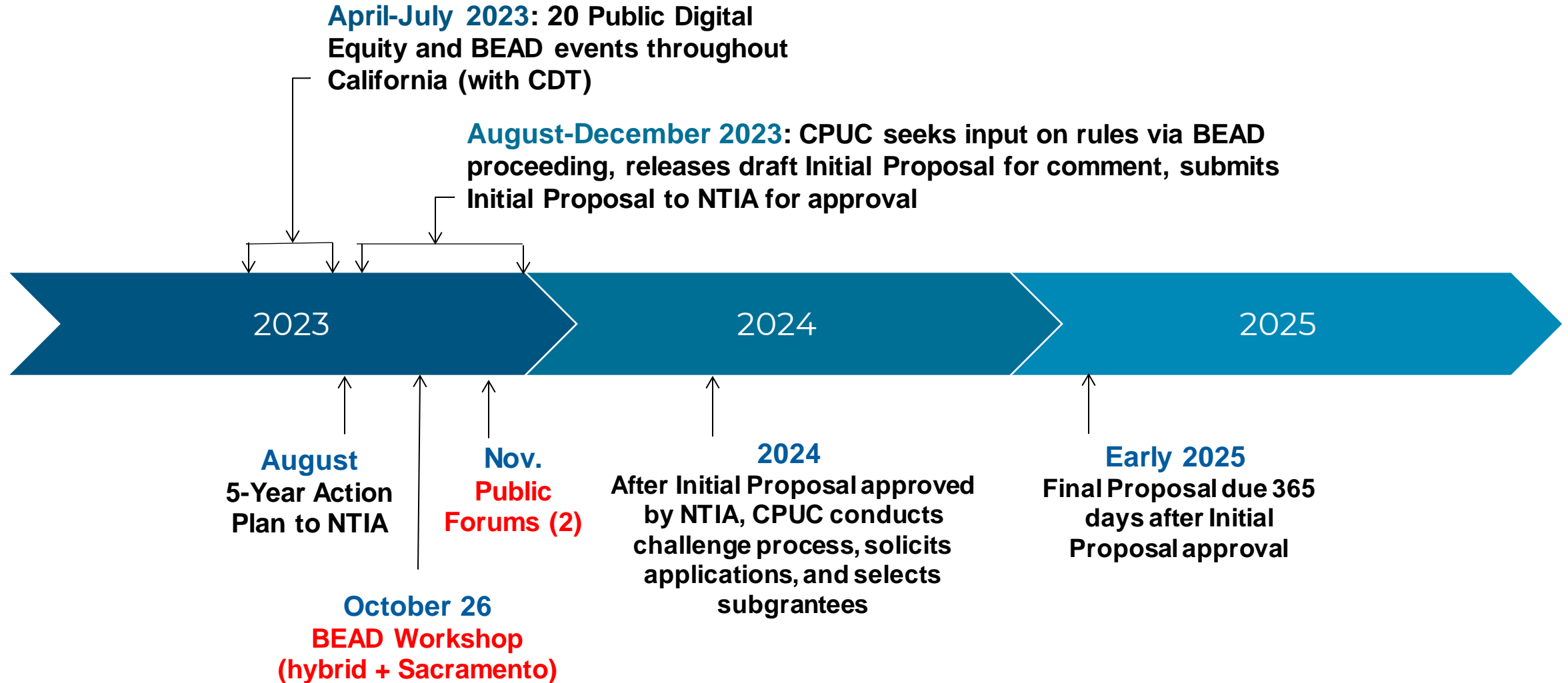
Director, Communication Division  
California Public Utilities Commission



**BROADBAND  
FOR ALL**

# BROADBAND EQUITY, ACCESS AND DEPLOYMENT (BEAD)

## BEAD Timeline





- Please use Zoom Hand Raise to be spotlighted and unmuted
- Please add your questions in the Q&A or email [digitalequity@state.ca.gov](mailto:digitalequity@state.ca.gov)
- More information about the State Digital Equity Plan can be found here: [broadbandforall.cdt.ca.gov/state-digital-equity-plan](https://broadbandforall.cdt.ca.gov/state-digital-equity-plan) **or** by scanning the QR code below



**THANK YOU!**



**BROADBAND  
FOR ALL**