



# City of San Antonio

## Agenda Memorandum

**File Number:**  
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**Agenda Item Number:** 3

**Agenda Date:** October 31, 2023

**In Control:** Economic and Workforce Development Committee Meeting

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**DEPARTMENT:** Office of Innovation

**DEPARTMENT HEAD:** Brian Dillard

**COUNCIL DISTRICTS IMPACTED:** Citywide

**SUBJECT:**

2023 Digital Inclusion Survey and Assessment

**SUMMARY:**

The purpose of this item is to provide the Economic Workforce and Development Committee with an overview of the Office of Innovation's Digital Inclusion Survey and Assessment 2023 initiative.

**BACKGROUND INFORMATION:**

In 2020 the original Digital Inclusion Survey and Assessment was conducted in an effort to further understand the digital divide across San Antonio and Bexar County. Findings indicated that approximately 20% of residents across the city and county did not have access to fast, reliable internet. Three years later, the second iteration of the Digital Inclusion Survey and Assessment (DISA 2023) has concluded.

Results of the 7,804 survey responses show that 440,000 San Antonio households are now

connected to broadband internet, almost 11,000 more than in 2020. Access to fast, reliable internet has been a priority across the City and County; increased connectivity, especially in unserved or underserved areas shows positive, intentional impact. Additionally, this second round of surveying offered the opportunity to collect data on any potential impacts of the pandemic on two key populations generally at greater risk for digital inequities, older adults and small businesses.

**ISSUE:**

Briefing on the Office of Innovation's Digital Inclusion Survey and Assessment (DISA 2023).

**FISCAL IMPACT:**

This item is for briefing purposes only.

**ALTERNATIVES:**

This item is for briefing purposes only.

**RECOMMENDATION:**

This item is for briefing purposes only.