

City Council Meeting

Item 7.1

December 16, 2025

Digital Empowerment and Broadband Strategy



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2025 Strategy Overview

*San José positions itself as a national leader in **digital empowerment**.*



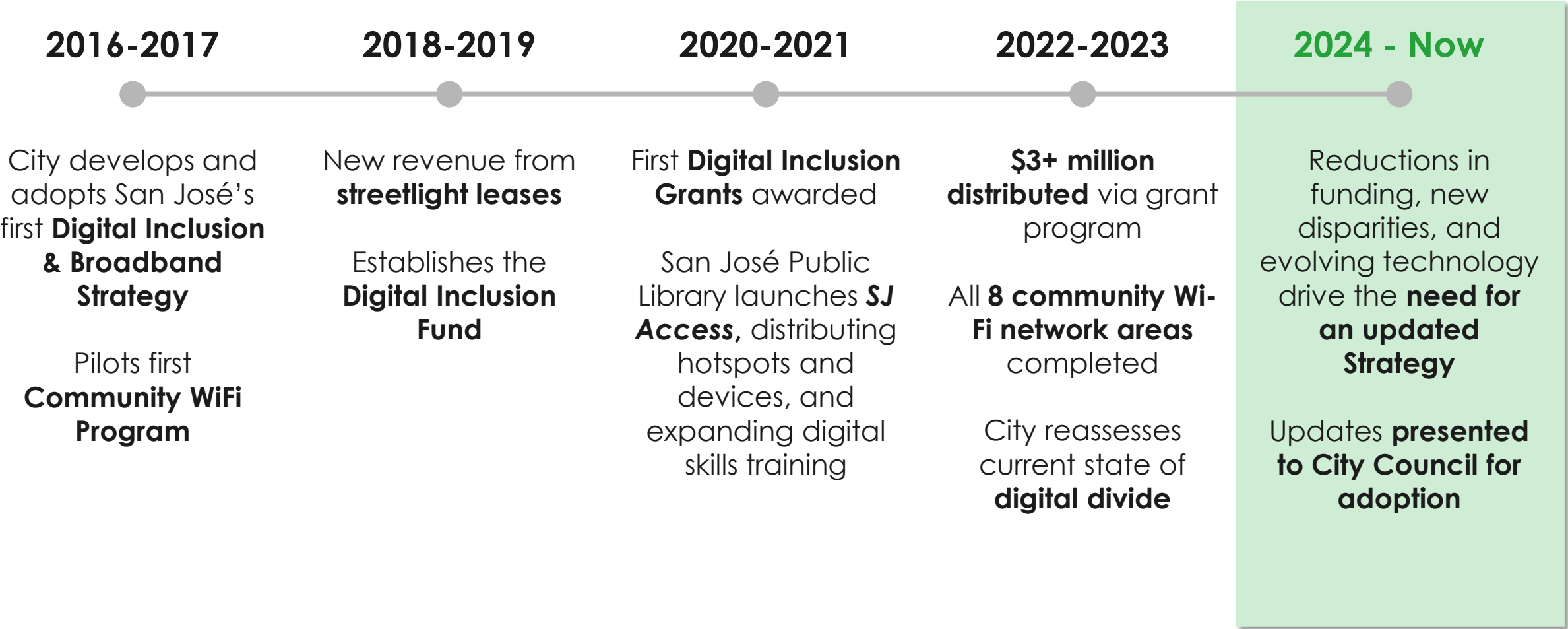
VISION

Our vision is **for all San José residents to be empowered to benefit from and fully participate in the digital economy**. Access to the internet, along with the technology and skills to use it safely and effectively, is essential in today's world. **We call this Digital Empowerment.**

OVERVIEW

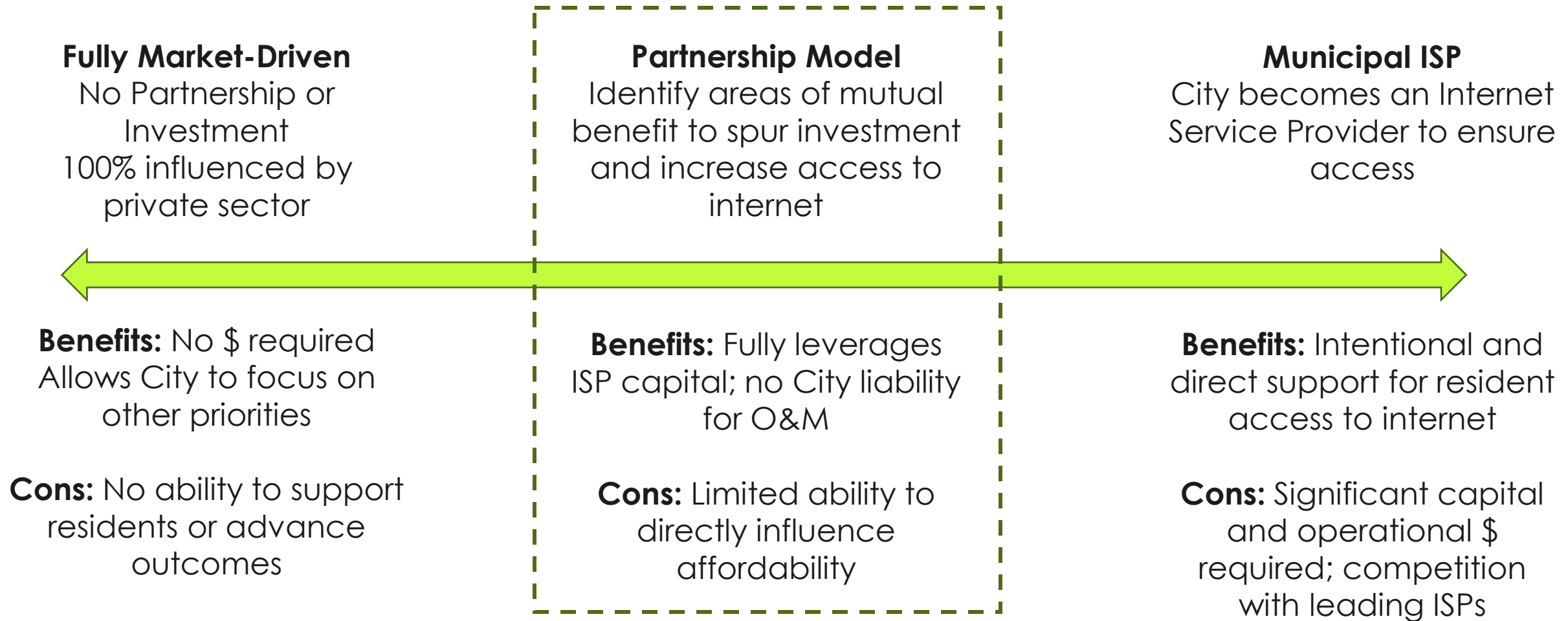
The **2025 Digital Empowerment and Broadband Strategy** outlines the City's roadmap for addressing the **persistent digital divide**, while embracing technological advancement and equitable access. It builds on past successes, with a renewed focus on universal connectivity, affordability, and digital skill-building.

San José's Commitment to Digital Empowerment



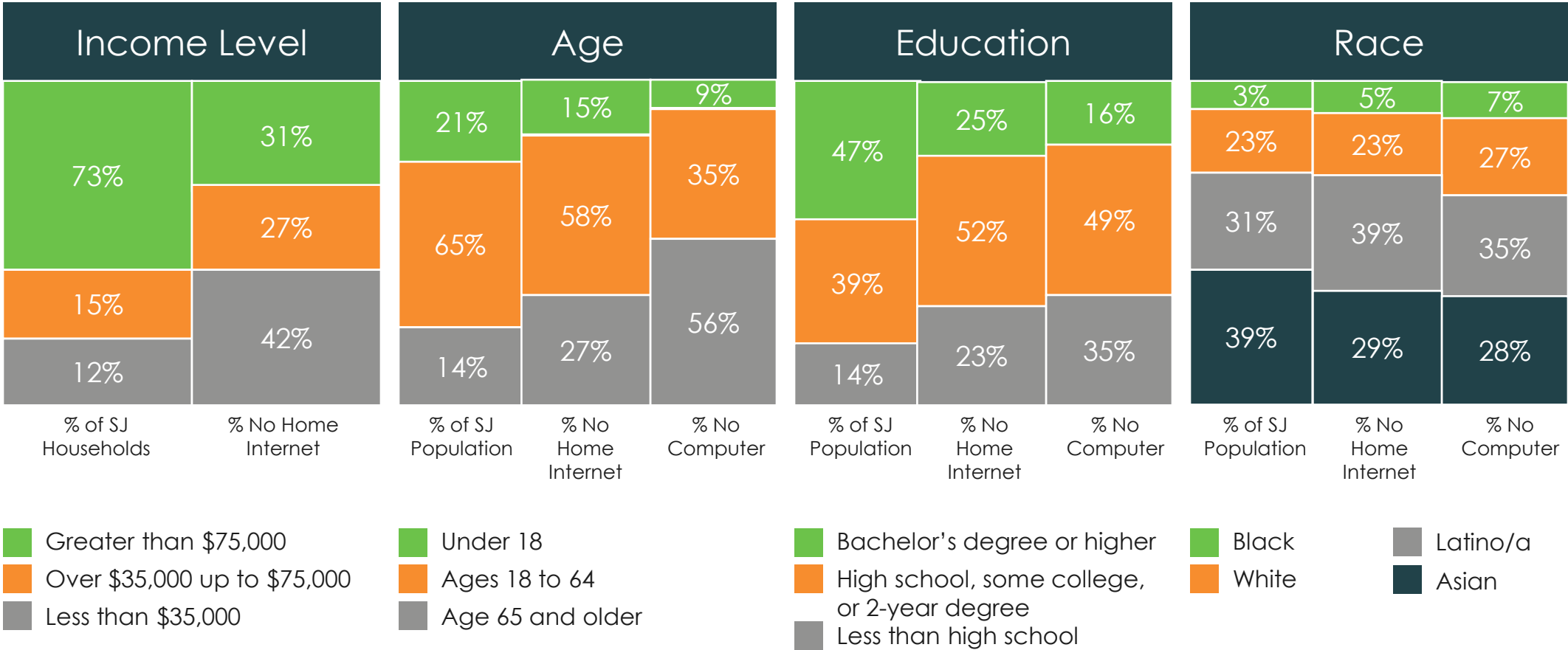
San José's Unique Partnership Structure

The 2017 City Council Direction to leverage Public-Private Partnerships has created significant investment and advancement toward closing the digital divide



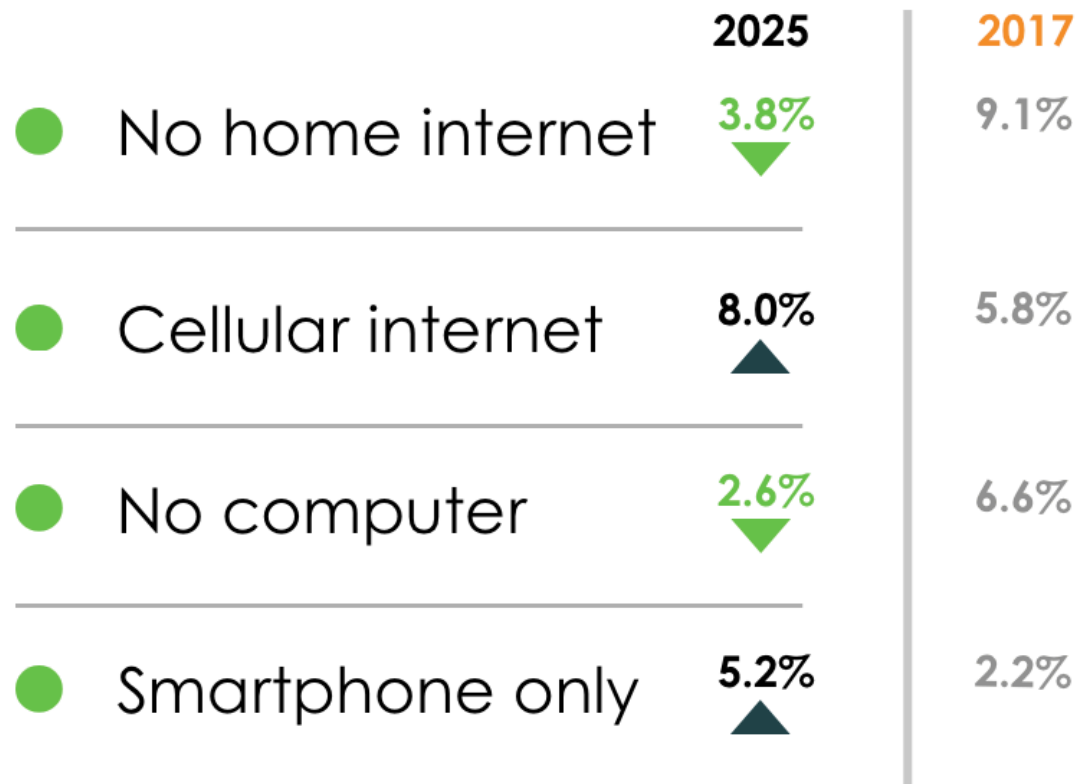
San José's Digital Divide Demographics

People with lower incomes or education, seniors, and Black and Hispanic/Latino residents are the most affected by the digital divide.



San José's Changing Digital Divide

Barriers to using the internet continue to be high costs, safety concerns, and restrictive contracts.



Loss of Federal subsidies affected nearly 40,000 San José households.



Key Barrier: \$84 Monthly Cost for Home Internet (CA Average)

Digital Empowerment

Since launch, SJ Access has supported 80,000+ residents through digital skills and STEM programs.



Coding and Computer Science

- **18,000+** youth and young adults served
- In-person and virtual

Digital Skill Building

- **15,000** residents served
- 70+ courses in English, Spanish, and Vietnamese
- New introductory AI course
- In-person and virtual

Tech Hubs powered by SJ Access Grants

- Over 5,000 visits at 6 community-centered Tech Hubs operated by community-based organizations offering computer labs, classes, internet/device support, bilingual help

Resilience Corps Workforce Development

- Pilot cohort of four launched in January 2025
- Industry-recognized coding certifications and IT training

Artificial Intelligence

Taking a comprehensive approach so that no one gets left behind



AI For All - San José

AI for All - San José is a collaborative program designed for the residents of San José, to offer high quality AI Literacy Training, free of charge for all. As the program launches, stay tuned for additional live training offerings and events, both in person with the San José Public Library and virtual.

[Learn More](#)

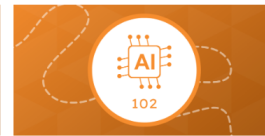
Get Started Online with AI

We have eResources to help you explore AI.



Intro to Artificial Intelligence (AI) 101

In this lesson, you will learn the basics about what Artificial Intelligence is, some examples of current AI uses and how to use it safely.



Intro to Artificial Intelligence (AI) 102

Dive a little deeper and be introduced to some of the major ideas and concepts related to AI.



LinkedIn Learning: AI

LinkedIn Learning has over 120 courses exploring many topics in AI.



Economic Development

- Nation-leading AI **incentive program**
- Plug and Play **AI Center of Excellence** in Downtown

Digital Skill-building for Residents

- Over **3,500 residents** engaged in AI 101 and AI 102 classes
- Launched **AI for All**
- Industry-recognized coding certifications and IT training

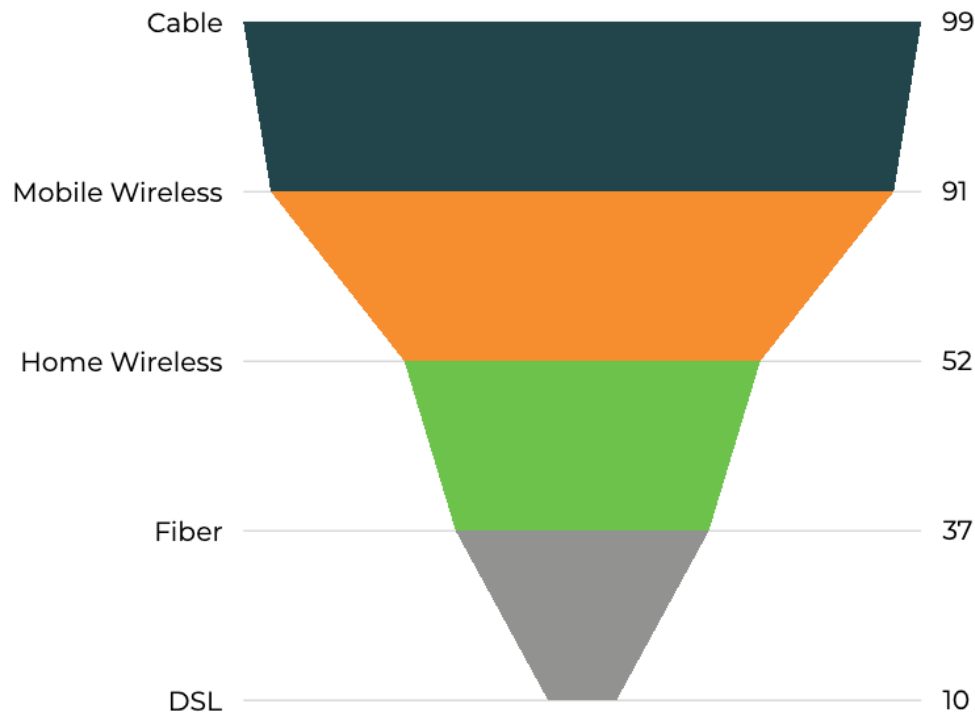
Upskilling for City employees

- Over **50 City staff** have participated in multi-session AI Upskilling course
- Over **400 City staff** have completed 1-hour Intro to AI

Current Broadband Availability & Speed Options

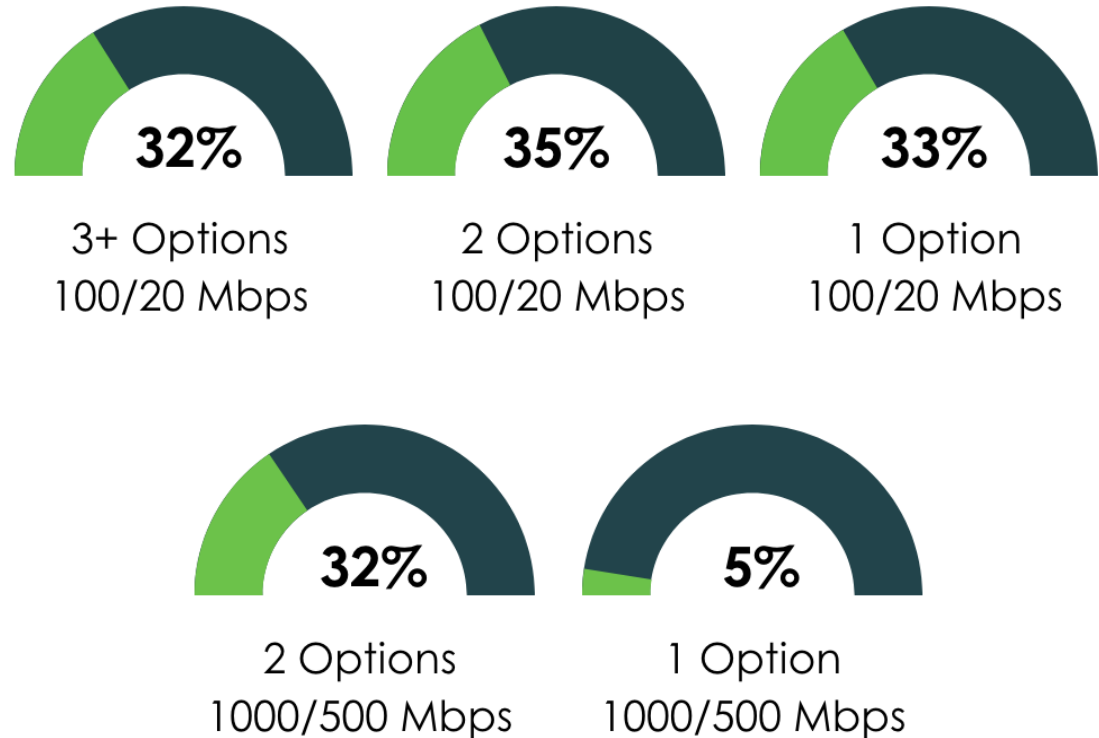
99% availability of

FCC Basic Speed of 100/20 Mbps

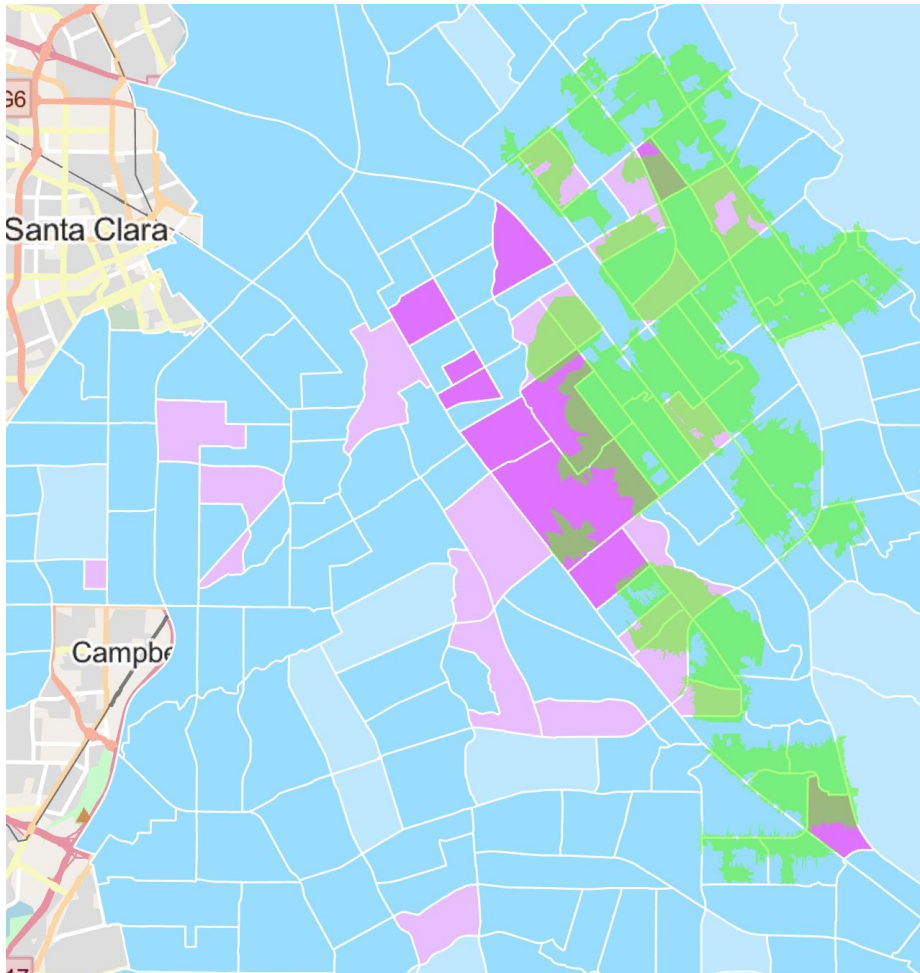


37% availability of

Aspirational Speed of 1000/500 Mbps



Community Wi-Fi



Outdoor Internet to **200k+** residents

8 neighborhood networks through Public-Public Partnership with East Side Union High School District

76,800 Monthly Users (Average)

Additional outdoor Wi-Fi available at Civic buildings, 7 community centers, 9 libraries, 8 parks

Digital Inclusion Priority Index identifies areas most in need based on lack of internet access and household income

Digital Inclusion Priority Index

- <40 Lower Priority (35 tracts)
- 40-60 Average (167 tracts)
- 60-70 High Priority (22 tracts)
- 70+ Very High Priority (12 tracts)

Community Wi-Fi Network Area

Goals and Objectives

GOALS

GOAL 1.

Close the Digital Divide in San José Through Digital Empowerment

GOAL 2.

Ensure Universal Broadband Availability and Future-Ready Connectivity

GOAL 3.

Provide Best-in-Class Broadband Permitting Processes and Enablement Structures

OBJECTIVES

- 1 Stabilize programs and funding
- 2 Increase digital skills, cybersecurity, and workforce training programs
- 3 Enhance community tech hubs and increase engagement
- 4 Increase skill-building and hiring in technology and related trades jobs
- 5 Promote and advocate for internet and device affordability

- 1 Achieve universal 1 Gigabit service availability for all residents by 2030
- 2 Increase the number of service provider options available so each household has 2+ choices
- 3 Improve broadband infrastructure to ensure long-term resilience
- 4 Upgrade City broadband infrastructure

- 1 Streamline City permitting processes and regulatory alignment
- 2 Utilize City-owned assets and leverage existing infrastructure
- 3 Increase coordination to enable more efficient planning and deployment

Staff Recommendation

- Accept the status report on the Digital Equity Assessment and recommendations to renew the City's 2017 Broadband and Digital Inclusion Strategy.
- Adopt the Digital Empowerment and Broadband Strategy, affirming and continuing the City's hybrid approach to telecommunications partnerships.
- Adopt a Resolution to formally incorporate the Federal Communications Commission's broadband speed definition of 100/20 Mbps and aspirational future speed goal of 1 Gbps/500 Mbps.
- Direct staff to implement the Digital Empowerment and Broadband Strategy Work Plan and return to the City Council in 2027 with a status update.

Continuing Leadership & Award-Winning Programs

San José is a nationally recognized digital empowerment leader



National Digital Inclusion Alliance:
San José awarded Visionary Digital Inclusion Trailblazer in 2023 and 2024



National Association of Telecommunications Officers and Advisors:
SJ Access awarded 2025 Digital Equity Project of the Year





Agilent



ANTHROPIC



San José Unified School District

