



SANDAG

GET CONNECTED

FREQUENTLY ASKED QUESTIONS

1. What is Get Connected?

SANDAG's Get Connected program is connecting people and communities by raising awareness of available resources to access affordable high-speed internet. It aims to overcome digital barriers by linking people to a one-stop shop of community resources that can help people connect to the internet through discounted internet subscriptions and electronic devices. The Get Connected program is part of SANDAG's Regional Digital Equity Strategy and Action Plan, which serves as a roadmap to expand high-speed internet access and adoption in the San Diego region and bridge the digital divide.

2. How is the Get Connected program being implemented?

The Get Connected program is focused on highlighting educational resources to community members. SANDAG is focusing on outreach efforts across the region and partnering with 211 San Diego, the region's trusted source for information and connections to community, health, and disaster resources, to make sure everyone in the San Diego region can get connected with reliable and affordable internet. The Get Connected partnership also includes community-based organizations and local community leadership to assist in guiding the program forward and distributing outreach materials.

3. What is 211 San Diego?

211 San Diego is a local nonprofit organization that helps provide more than 6,000 community connections to information, health and disaster resources in more than 200 languages through a free, 24-hour confidential phone service and searchable internet database. 211's database is updated in real time, allowing Community Connectors to provide San Diegans with the most up to date and accurate information available.

4. What are the benefits of reliable internet access?

The COVID-19 pandemic showed us the importance of having reliable access to the internet, as many activities have now transitioned to a virtual or hybrid model. The sudden need to facilitate jobs, education, and other services like healthcare online left many San Diego region residents in the dark. Internet access helps people connect to job opportunities, education, community resources, banking, transportation services, and healthcare appointments, as well as family and friends.

5. What resources are available to me?

There are many resources available to help you get online, including discounted internet rates from the Affordable Connectivity Program, access to public Wi-Fi at hundreds of locations across San Diego County, laptop rental access at local libraries, and the San Diego Futures Foundation's low cost-computer and digital training program. With SANDAG's Get Connected program, residents can learn more about the resources that are currently available within their community and how to access them.

These resources and more can be found by visiting [SANDAG.org/GetConnected](https://www.sandag.org/GetConnected) or calling **2-1-1**.

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6. What is the Affordable Connectivity Program?

The Affordable Connectivity Program is a program by the U.S. Federal Communications Commission (FCC) that provides discounted internet service for eligible households, including low-income households and households on qualifying Tribal lands. It is one of the primary programs featured in SANDAG's Get Connected program. The Affordable Connectivity Program has been funded by the federal government with \$14B, and is expected to be a long-standing public benefit.

7. How do I determine my eligibility for the Affordable Connectivity Program?

Eligibility information is available at www.fcc.gov/acp. You can also see if you qualify by contacting your internet provider and asking if they participate in the Affordable Connectivity Program.

8. What is the San Diego Futures Foundation?

The San Diego Futures Foundation is an organization that aims to increase digital literacy in the San Diego region. Their programs include providing digital trainings and offering low-cost computers, which can help qualifying individuals and families learn more about the digital resources available to them. You can visit their website at sdfutures.org or contact your local library to learn more about the San Diego Futures Foundation's offerings.

9. How can I get more information on getting connected to high-speed internet?

You can learn about any of the resources mentioned above, as well as health and social services, by calling 2-1-1 or visiting 211sandiego.org. To learn more about Get Connected, visit SANDAG.org/GetConnected.

10. What role does SANDAG play in social equity?

SANDAG has an obligation to eliminate disparities and ensure that safe, healthy, accessible, and inclusive opportunities are available to everyone. SANDAG is committed to preserving and enhancing the quality of life for everyone in the region and does so through several projects and programs, guided by the 2021 Regional Plan. As part of this effort, SANDAG leads the Regional Digital Divide Taskforce to bring reliable, affordable, high-speed internet to everyone in the San Diego region. SANDAG is committed to ensuring everyone has access to high quality internet connection and the tools and skills needed to use technology to improve their lives.

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