



Digital Accessibility Plan for
Lexington, KY-**Draft 10-23-2025**

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1 Vision & Goals



Get Connected Lex Vision

- **Get Connected Lex is an initiative driven by the Lexington's Digital Accessibility Workgroup**



Contributors

- LFUCG Officials and staff
- Business and nonprofit partners in technology, workforce and economic development
- Educational institutions
- Area internet service providers
- Community members



Approach

- Survey the community to identify gaps, needs, and resources
- Partner with local organizations, businesses, and government agencies to provide broadband, devices, and training
- Use collaborative planning to target underserved demographics



Impact Areas

- Economic opportunities
- Health outcomes through telehealth access
- Broadband access for all community members
- Educational outcomes with digital learning tools

Get Connected Lex Vision

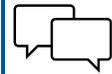
Collaborative Plan to Close Lexington's Digital Divide

Our Vision

A thriving Lexington where every resident, regardless of age, background, or location, has access to affordable broadband, reliable devices, and the skills to navigate the digital world.

By leveraging technology and collaborative partnerships, we aim to unlock new economic opportunities, improve health outcomes and enhance educational experiences.

Workgroup Goals



Organize outreach efforts to identify current providers and available services.



Identify service gaps and match potential contributors to corresponding opportunity areas



Gather community feedback to determine the efficacy of services and messaging.



Create and publish an online inventory of Digital Accessibility resources in Fayette County.



Cultivate collaboration among partners to broaden reach and improve access to funding.



Develop a Digital Accessibility Plan for Lexington.

2 Why is digital accessibility important?



Thriving in a Digital Economy

Digital Accessibility is Essential

- **Promotes fair access:** Lack of connectivity or digital skills may exclude residents from essential services, economic opportunity, and educational experiences.
- **Drives economic growth:** Broadband availability provides a competitive advantage in economic development efforts.
- **Empowers job seekers:** Digital skills training can open new career pathways for individuals and create work-ready talent pipelines for employers.
- **Boosts health outcomes:** Access to online health resources can increase access to care and promote health information and social connection.
- **Provides 24/7 convenience:** Online platforms are available all hours, which improves access to services.

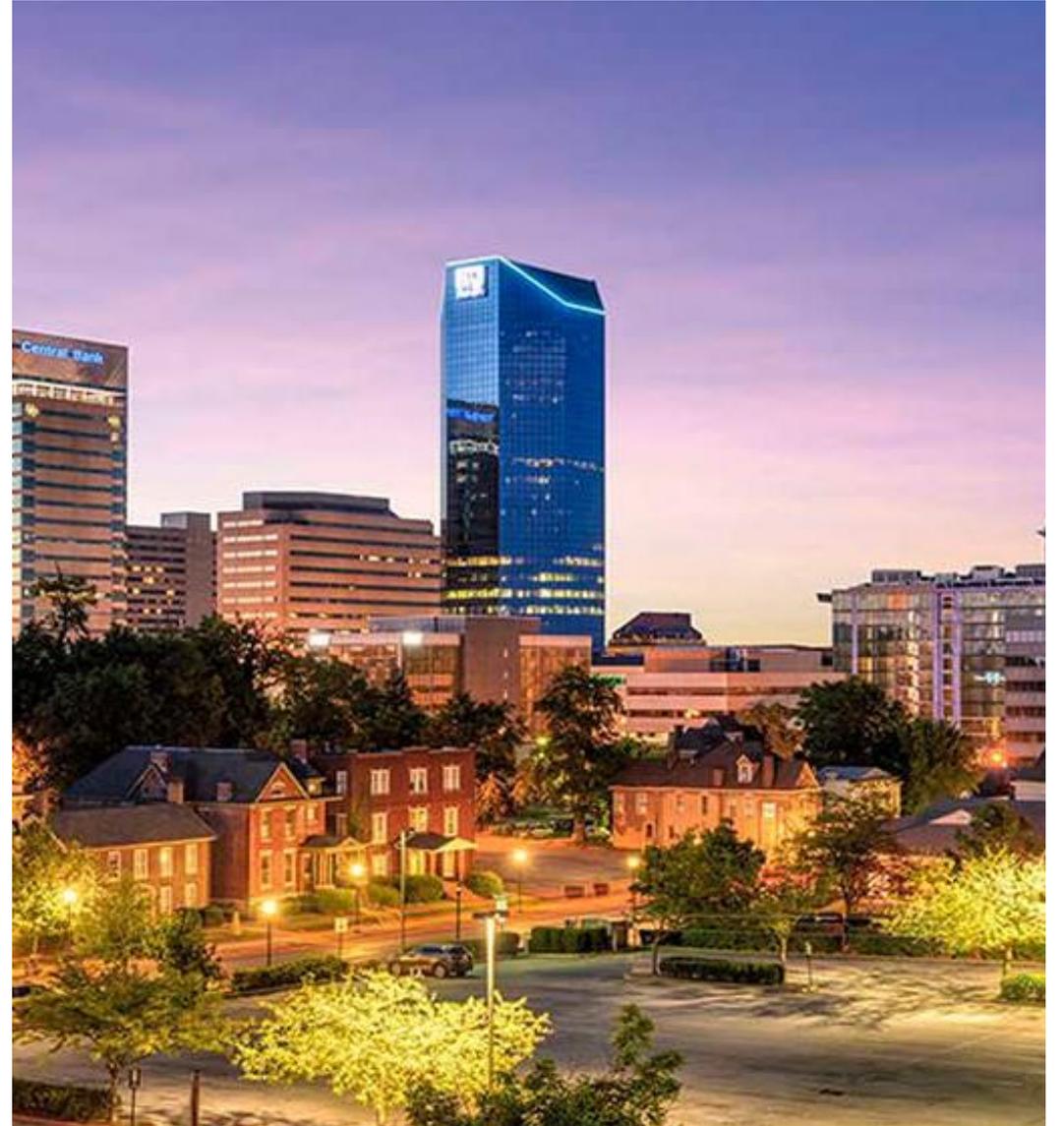
Digital Accessibility Drivers:

- **65%** of rural residents have home internet access, compared to **73%** of urban residents
- **54%** of households with incomes below \$25,000 have internet access at home, compared to **82%** of those earning \$100,000 or more
- **92%** of employers require foundation digital skills while **one third** of workers in the US lack them

Key Performance Indicators to Measure:

- Broadband availability and adoption rates
- Device ownership levels
- Digital skills proficiency
- Workforce alignment with in-demand skills
- User satisfaction and feedback for online services

3 Approach & Data Gathering



Approach & Data Gathering

Formation of the Working Group: Established the Lexington Digital Accessibility Working Group, bringing together city leaders, community organizations, and industry partners to guide planning and explore barriers to digital accessibility and strategic priorities.

Community Engagement: Hosted the Digital Accessibility Expo to raise awareness, foster dialogue, and launch the citywide Digital Accessibility Community Survey, inviting residents to share experiences and shape Lexington's digital accessibility priorities.

Community Survey: Collected input from 219 residents across all 12 council districts through the Get Connected Lex Survey, identifying barriers to internet access, device ownership, and digital-skills development.

Stakeholder Collaboration: Engaged libraries, workforce partners, schools, nonprofits, and ISPs to align resources, reduce duplication, and inform the city's coordinated digital empowerment strategy.

Case Study Analysis: Collected and analyzed data from comparable U.S. cities that have carried out efforts to address digital disparities.



Case Studies Analysis



Common Gaps:

- Low digital literacy in underserved neighborhoods
- Inconsistent broadband access in low-income and public housing areas
- Limited device access among older adults and low-income households
- Under-coordination across stakeholders (gov't, schools, libraries)



Common Solutions:

- Digital navigators/ambassadors (neighborhood-based, trusted support)
- Library-led programs offering devices, Wi-Fi, and digital training
- Public-private partnerships with ISPs for discounted internet
- Device distribution via nonprofits and housing programs
- Cross-sector coalitions to coordinate digital inclusion efforts



Major Trends:

- Localized digital navigator programs (KC, Oakland, Cleveland)
- Library systems as digital hubs (Cleveland, Louisville, Raleigh)
- Housing-focused strategies to close access gaps (Oakland, Minneapolis)
- Coalitions driving coordination across sectors (Raleigh, Louisville)
- Cities investing in fiber infrastructure (Minneapolis)



Things to Consider Moving Forward:

- Formalize and fund coalitions to avoid siloed efforts
- Expand navigator programs city-wide for one-on-one support
- Align infrastructure and adoption efforts (tech access ≠ tech use)
- Sustain efforts post-grant funding (ensure long-term capacity)



4 Lexington Today



Overview of Current Digital Landscape

01

Availability

- ✓ Lexington is covered at 99%, with 91% of households subscribed
- ✓ Only 63.5% of survey respondents reported having reliable and affordable service

02

Affordability

- ✓ Affordability of high-speed internet and devices are the leading barriers to broadband adoption
- ✓ Individuals and households must often prioritize necessities over the cost of broadband subscription, due to limited financial resources

03

Digital Skills

- ✓ Lexingtonians expressed strong interest in learning basic computer and productivity skills, along with how to protect their privacy and avoid scams
- ✓ Most respondents (58%) expressed interest or openness to digital training opportunities

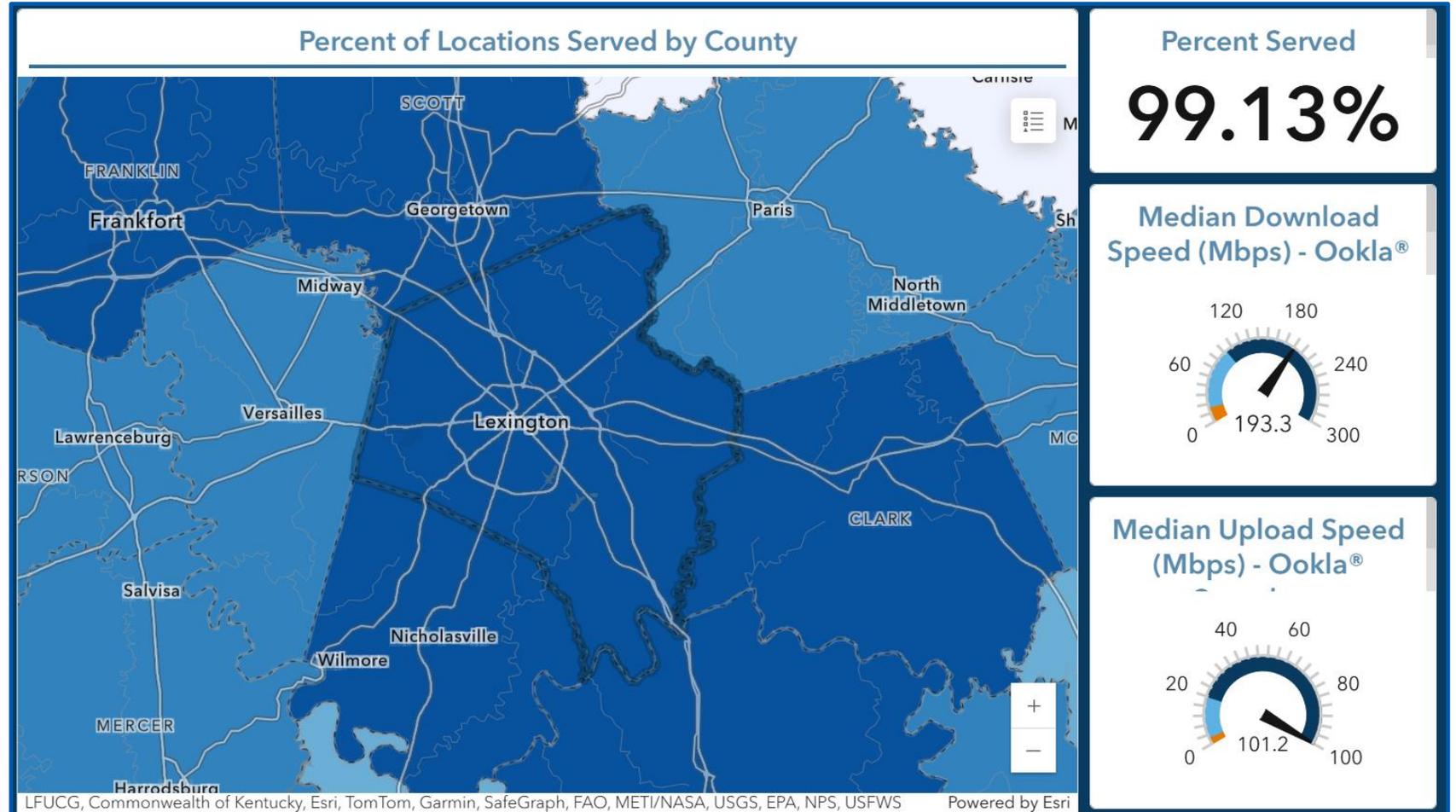


01. Availability of Broadband Internet

Availability of Broadband (high-speed internet) service is not a significant barrier

According to the Kentucky Office of Broadband Development, high-speed internet is available at **99.13%** of serviceable locations in Fayette County

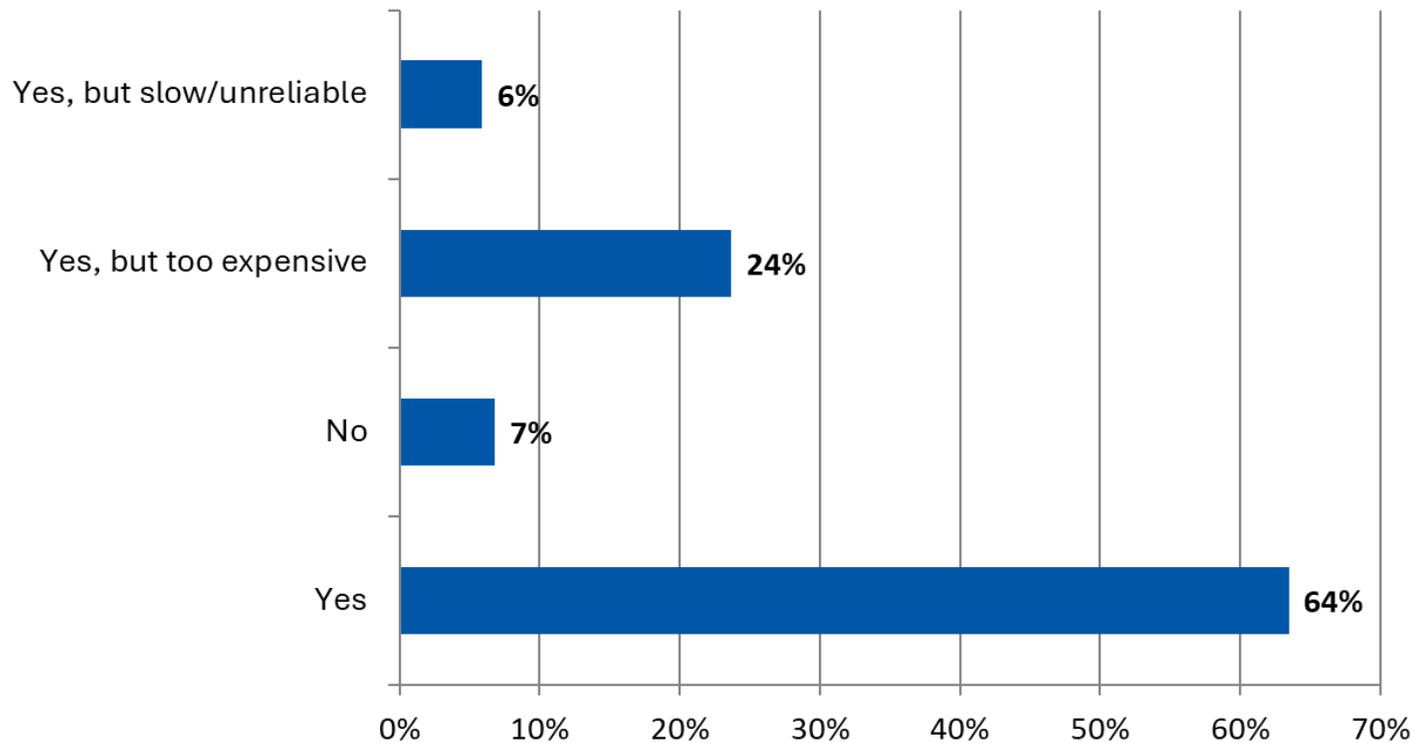
Source: [KY Office of Broadband Development](#)



The FCC defines broadband as internet service with speeds of at least 100 megabits per second for downloads and 20 megabits per second for uploads. This level of service is usually provided by fiber, cable, fixed wireless, and some new satellite connections.

01. Gap Between Availability and Adoption

Do you currently have access to reliable and affordable high-speed internet in your home?



While 99% of households have access to high-speed internet, only 64% of survey participants reported reliable and affordable high-speed internet. 13% indicated they had no access or it was slow and unreliable.



Findings are based on Lexington's 'Get Connected Lex' community survey (April 2024 – September 2025). Results are self-reported and unscientific, intended to provide directional community insights rather than statistically representative data.

01. Availability of Public Wi-Fi

Public Wi-Fi is limited and varies in reliability



Commercial and Campus Hotspots

- **Coverage Area:** guest Wi-Fi at university campuses, coffee shops, and restaurants
- **Access Details:** Guest or public Wi-Fi
- **Quality & Reliability** varies in quality; informal access with limited support



Lexington Public Library System

- **Coverage Area:** Wi-Fi access available across all 6 branches
- **Access Details:** free Wi-Fi is provided and can be accessed using the password provided at the front desk of the library
- **Quality & Reliability:** reliable; uniform across the system



Parks and Public Spaces

- **Coverage Area:** Wi-Fi is provided by the City or partners at many parks and public spaces
- **Access Details:** free Wi-Fi available park-wide or in designated areas
- **Quality & Reliability** varies in reach and reliability; Gatton Park provides high-quality Wi-Fi throughout to park visitors

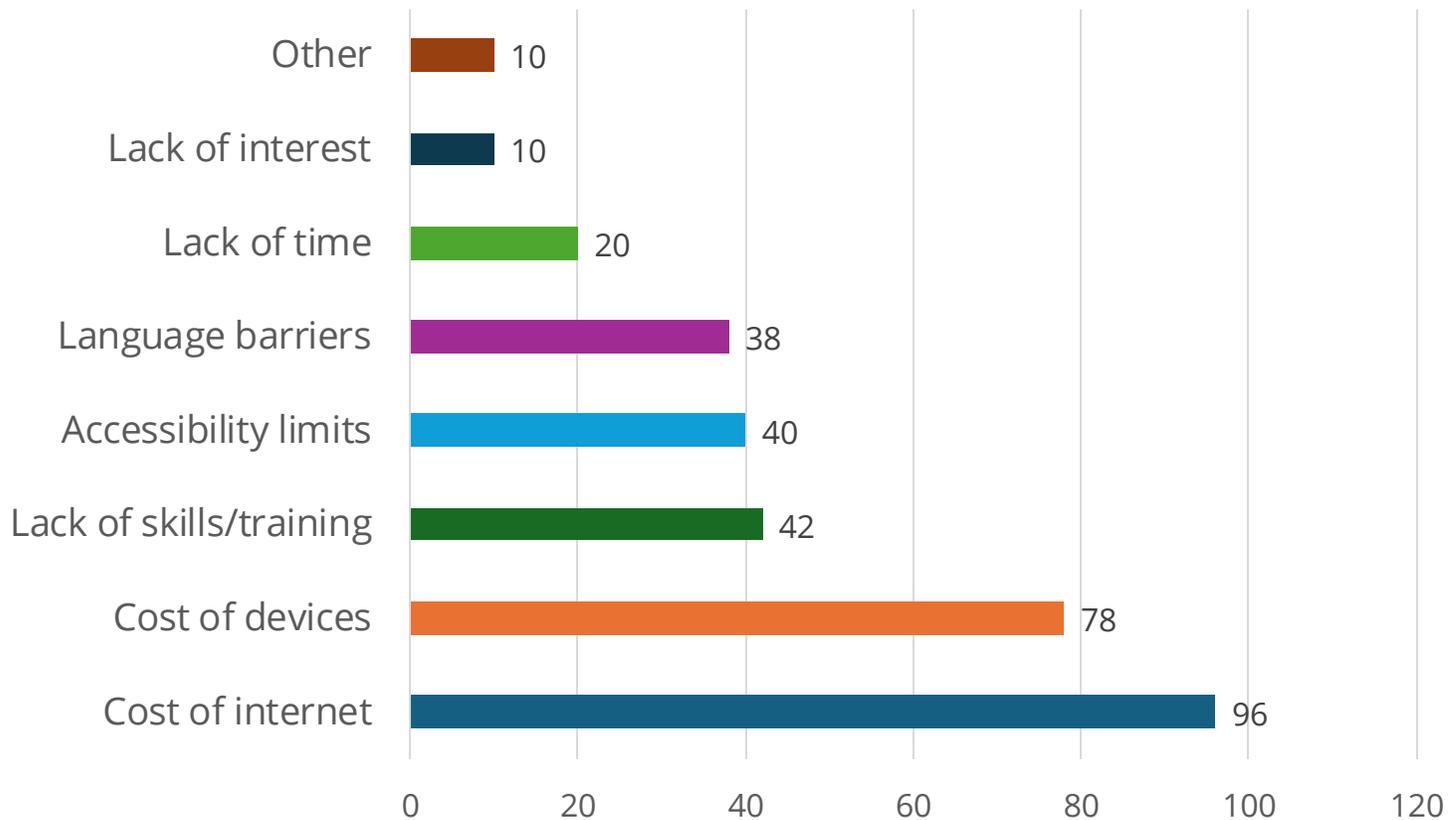


01. Profile of Internet Service Providers (ISPs)

Provider	Service Type	Coverage	High-Speed Plans ≥100Mbps downstream	Low-Cost Plan ≤\$30/month
 Fiber built by metronet	Fiber Broadband	90.2%	Y	N
 Spectrum	Fiber & Cable Broadband	95.2%	Y	Y
 kinetic by windstream	Fiber Broadband & DSL	95.0%	Y	Y
 HOME INTERNET	Fixed Wireless	94.1%	Y	Y
 EarthLink	Fixed Wireless	53.3%	Y	
 AT&T	Fixed Wireless	53.3%	Y	Y
 verizon	Fixed Wireless	54.4%	Y	Y
 BRIDGEMAXX A service of Altius Broadband	Fixed Wireless	24.3%	Y	
 HughesNet	Satellite	100%	N	
 STARLINK	Satellite	100%	Y	
 Viasat	Satellite	100%	Y	

02. Gaps in Internet Affordability

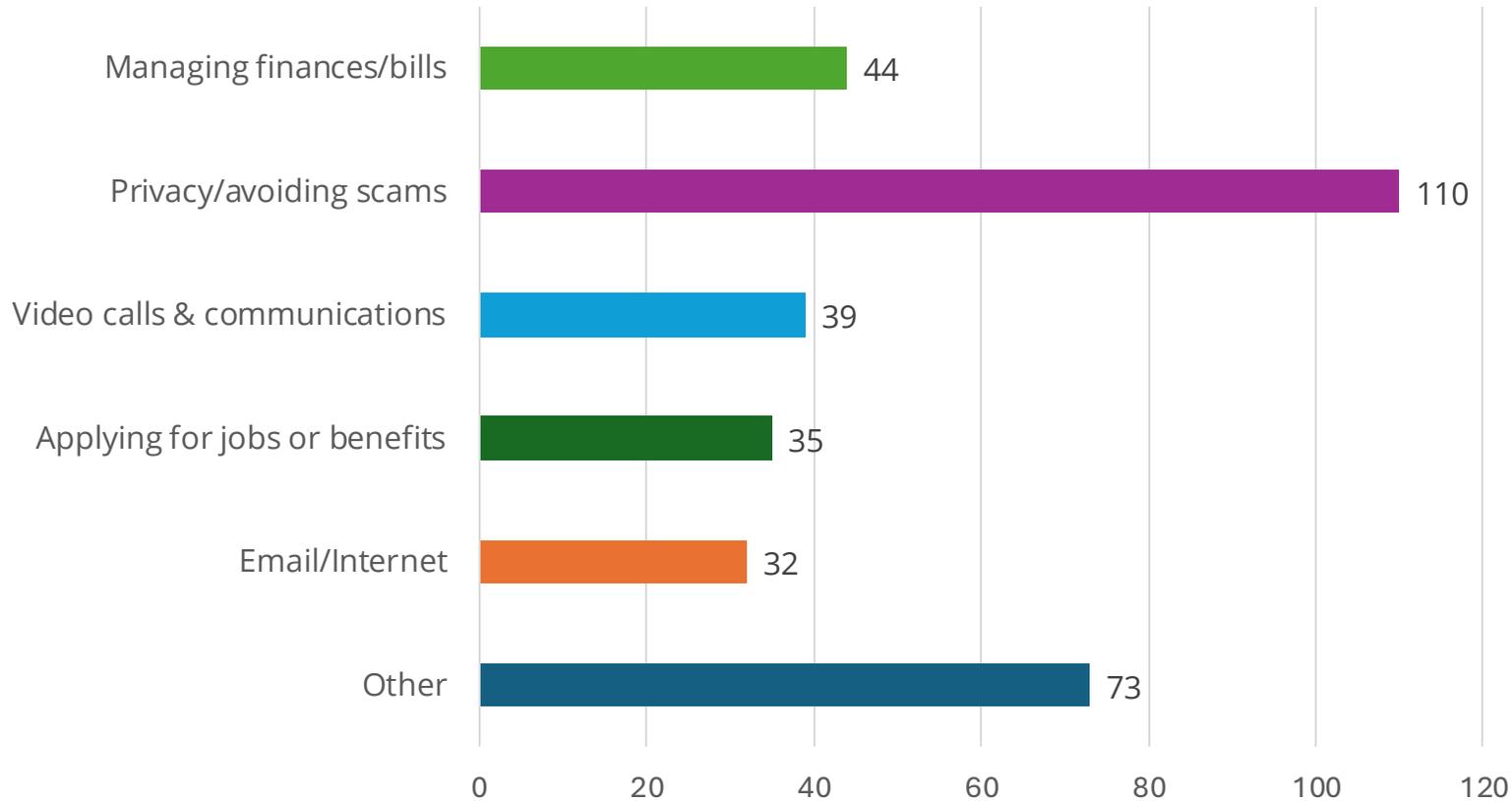
Affordability is a Key Digital Accessibility Gap



- Individuals and households must **prioritize necessities** over the cost of broadband subscription, due to limited financial resources.
- A **lack of information** and understanding of affordable programs furthers the reluctance of adoption.
- The **cost of broadband** was cited as a barrier by **96%** of our survey respondents.
- **78%** cited the **cost of internet-capable devices** as a barrier to accessibility.

03. Community Feedback on Digital Skills

Digital Skills Topics of Interest



The majority (58%) of survey respondents expressed interest or openness in digital skills training.

Residents were most interested in learning how to protect their privacy and avoid scams.



Findings are based on Lexington's 'Get Connected Lex' community survey (April 2024 – September 2025). Results are self-reported and unscientific, intended to provide directional community insights rather than statistically representative data.

03. Community Feedback on Digital Skills

Key themes emerged from open-ended responses to the Get Connected Lex survey:

- **Basic Computer & Software Skills:** Broad interest in **learning the basics** of business productivity tools like Microsoft Excel and other software.
- **Digital Navigation:** Many seek **practical guidance** for understanding how to use QR codes, share files, navigate websites, and use other popular apps.
- **Privacy & Security:** Several emphasized **online safety**, data privacy, and maintaining secure systems.
- **Advanced Technical Topics:** Some interest in learning coding, website building, programming languages, and IT management, with a few **references to specialized tools** for AI, GIS/mapping, etc.
- **Access Barriers or Connectivity Issues:** A few respondents mentioned unreliable or unaffordable internet as a **barrier to participation** in online training.

Overall Takeaway

Strong interest in basic computer and productivity skills, with some curiosity about advanced tech and privacy. Many feel no further training is needed, indicating outreach and awareness should target those still facing skill gaps or barriers.

03. Demographics Affected by a Lack of Digital Skills

Certain groups face greater challenges due to limited digital skills.

- **Aging Population:** With 13.5% of Lexington's population aged 65 and older, key findings indicate that the leading barrier to broadband adoption among aging populations is **digital literacy**.
- **Justice-Involved Individuals:** Incarcerated individuals often face significant digital skill gaps due to limited access to technology and digital education during their incarceration.
- **Veterans:** Many veterans cannot take advantage of the benefits the internet offers due to limited skills.
- **Non-English speakers:** Key concerns for those facing language barriers include limited native-language services and a digital skills gap.
- **Low- income individuals:** The main barrier for this group is the high monthly service cost, followed closely by lack of a computer with internet access.
- **Individuals with disabilities:** Key findings indicate that a lack of reliable internet and accessibility tools limits access to telehealth services or remote jobs.

03. Organizations Providing Skills Training

Many programs focus on employment-related skills training



Public Institutions

- **Focus:** basic computer skills, internet navigation, digital creativity
- **Format:** in-person workshops, self-directed learning, device access



Educational Institutions

- **Focus:** digital literacy certification, general IT competencies, resume building, Microsoft Office, and workplace technological skills
- **Format:** classroom and online courses



Nonprofit Organizations

- **Focus:** integration of digital skills into employment pathways (resume writing, basic tech use, job searching)
- **Format:** drop-in or cohort-based development programs at centers



Community Initiatives

- **Focus:** peer-to-peer digital education for older adults, including internet basics and scams/phishing awareness
- **Format:** churches, senior centers, and community events

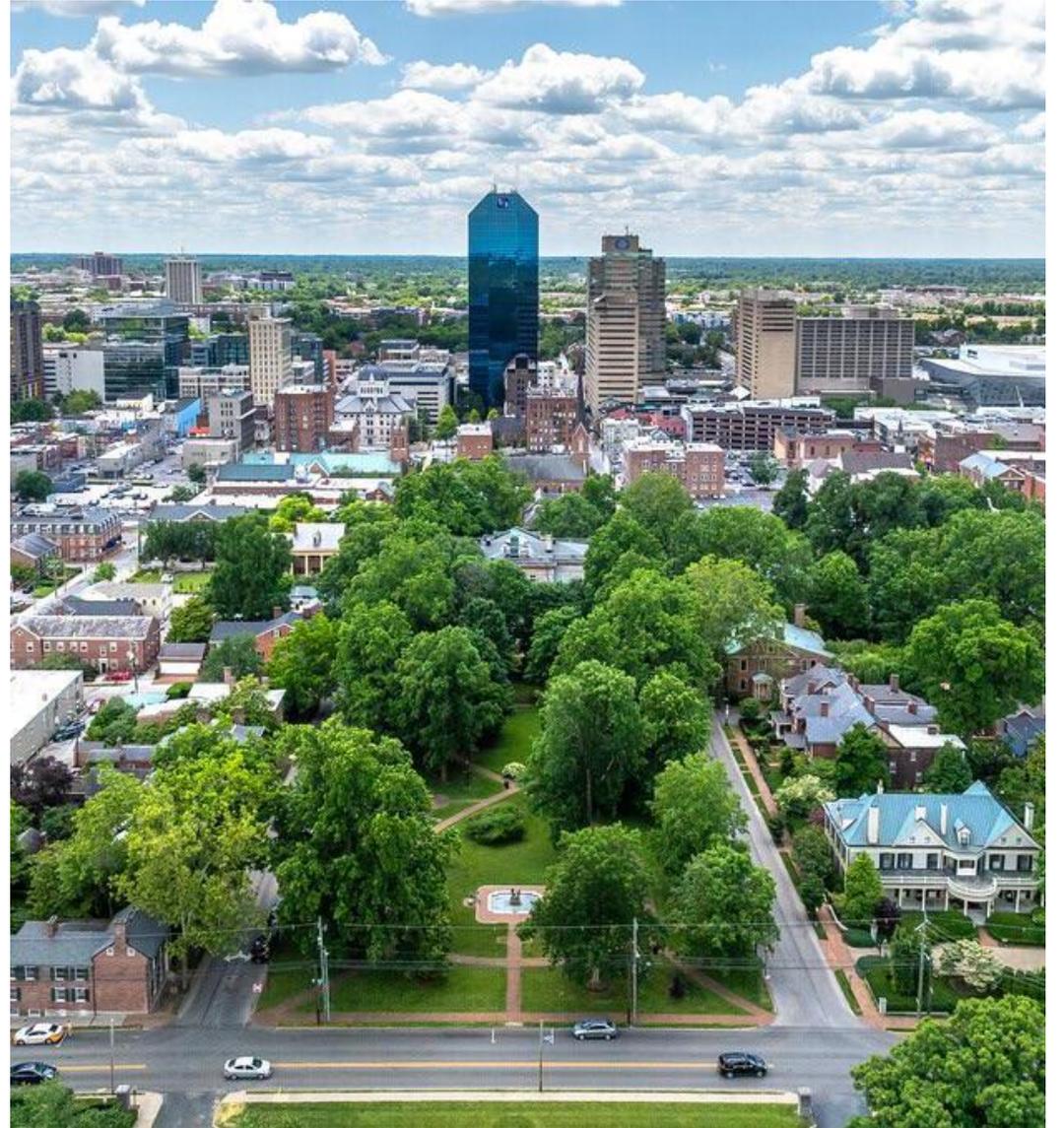


University Extension Programs

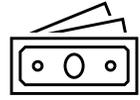
- **Focus:** public education on being connected, using internet-accessible tools, and how to effectively go online
- **Format:** workshops

Note: service region does not cover Lexington

5 Digital Accessibility Strategies



Aligning desired outcomes with goals and strategies

	Goals	Strategies	Key Contributors*
 <p>Reliable internet community-wide</p>	<ul style="list-style-type: none"> Fiber optic broadband available throughout Fayette County Adoption of alternative broadband technologies 	<ul style="list-style-type: none"> Oversee completion of fiber construction projects and report progress to residents Engage with additional providers (fixed wireless, satellite) to expand consumer choice Map locations providing free public Wi-Fi 	<ul style="list-style-type: none"> LFUCG Service providers FCPS, businesses, nonprofits State broadband office
 <p>Affordable devices and service plans</p>	<ul style="list-style-type: none"> Community awareness of lower-cost service plan options Financial assistance for qualifying individuals or families Device re-use or donation pipelines 	<ul style="list-style-type: none"> Promote lower-cost plan options across websites, social media, other channels Connect qualifying individuals/families with existing resources for financial assistance Establish means for area businesses to donate decommissioned devices 	<ul style="list-style-type: none"> Service providers LFUCG Nonprofits and Nonprofit networks Area business operators
 <p>Digitally empowered residents</p>	<ul style="list-style-type: none"> Awareness of digital skills resources Programming targeted to specific populations (ESL, Veterans, etc.) Digital Navigator programs pairing residents with knowledgeable guides Digital accessibility resources for local businesses 	<ul style="list-style-type: none"> Consolidate and publish catalog of area digital skills training providers and their programming Work with providers to develop new programming to fill digital skills gaps Create models for Digital Navigator programs Develop training or resource kits to help local businesses create accessible online experiences 	<ul style="list-style-type: none"> Lexington Public Library Fayette County Public Schools LFUCG Community anchor institutions

*TBD



Appendix



Definitions

	Meaning	Examples	Real-life Application
Availability	Whether the city is actively expanding or improving internet and broadband availability.	<ul style="list-style-type: none"> • Building infrastructure (fiber, free public Wi-Fi, city networks) • Partnering with ISPs to improve coverage • Providing public computer labs or tech hubs 	Oakland has free Wi-Fi through OakWiFi and broadband investments
Affordability	Whether the city is addressing the cost of internet or devices for residents.	<ul style="list-style-type: none"> • Discounted internet programs (via providers or government subsidies) • Free or low-cost laptops/tablets • Helping residents sign up for federal programs like ACP (Affordable Connectivity Program) 	Cleveland has digital navigators who help people sign up for internet subsidies and device access
Digital Skills	Whether the city provides training or education to improve digital literacy and confidence.	<ul style="list-style-type: none"> • Workshops or classes (basic computing, job skills) • Targeted training for seniors, youth, incarcerated/formerly incarcerated populations • Mentorship programs like “digital navigators” or “ambassadors” 	Raleigh has its Digital Ambassadors program that trains people to help others learn
Partnerships	Whether the city works with external organizations to deliver digital inclusion services	<ul style="list-style-type: none"> • Collaborations with libraries, nonprofits, schools, housing authorities, or private companies • Multi-agency or multi-sector alliances • Public-private partnerships for funding, staffing, or outreach 	Table Text Kansas City partners with nonprofits and libraries



Comparative Case Studies

City	Discount internet via private ISPs	Neighborhood-based digital navigators	Strong Partnership with public libraries	Focus on residents in public/subsidized housing	Explicit broadband infrastructure investment by city	Centralized cross-sector digital inclusion coalition	Target Populations
Kansas City		✓	✓		✓	✓	Low income, Seniors
Oakland	✓		✓				Low-income neighborhoods
Atlanta	✓	✓		✓	✓	✓	Marginalized communities
Raleigh	✓		✓		✓		Seniors, Youth
Cleveland	✓		✓	✓		✓	All ages, urban
Minneapolis	✓	✓	✓	✓	✓	✓	BIPOC and Immigrants
Louisville	✓	✓	✓	✓	✓	✓	Low-income households, Seniors



**All 7 cities have access, affordability, digital skills, and partnership initiatives.*

Kansas City, Mo

- Kansas City's Digital Equity Strategic Plan focuses on building **sustainable** digital access and participation across income and racial lines. It promotes **neighborhood-based digital navigators**, supports **free public Wi-Fi networks**, and coordinates with public libraries and nonprofits. The plan also integrates digital equity into the city's Smart City initiatives and promotes **open civic data access** for residents.



The City's Gap

- Disparities in internet access and device availability in low-income and minority neighborhoods.
- Lack of digital literacy among older adults and underserved communities.



Solutions

- Digital Equity Strategic Plan (2022) established a roadmap focused on affordability, accessibility, and training.
- Partnerships with libraries and nonprofits to provide training and device access.
- GIS mapping to target the most underserved neighborhoods.
- Public-private partnerships to encourage ISP participation in low-cost plans.



Things to consider

- Form a Digital Equity Task Force to oversee equity planning.
- Partner with libraries and community organizations for tech support desks and device lending.
- Use data to map internet access disparities.
- Promote and help residents enroll in low-cost internet programs (e.g., ACP).

Cleveland, OH

- Cleveland's digital inclusion initiative is a **collaborative effort** between the **city, nonprofit partners, and local internet service providers**. The program prioritizes residents in public housing, establishing broadband access in those buildings and offering training sessions on digital skills. The city uses **Digital Navigators** to assist residents in signing up for subsidies and learning **basic tech skills**, making it a **national model** for holistic urban digital inclusion.



The City's Gap

- Cleveland has one of the lowest broadband adoption rates among large U.S. cities.
- Many residents live in digital deserts with no ISP competition or infrastructure.



Solutions

- Funded Digital Navigators to work directly with residents.
- Hosted community events to enroll people in ACP (Affordable Connectivity Program).
- Built out public-private infrastructure with nonprofits and housing authorities.
- Digital skill training tied to workforce development and job placement.



Things to consider

- Embed Digital Navigators in community housing, libraries, and job centers.
- Run large-scale ACP enrollment drives at schools and community events.
- Partner with ISPs and nonprofits to lay last-mile broadband infrastructure.
- Offer skills-based digital literacy focused on job readiness.

Louisville, KY

- Louisville **does not have** a city-specific digital equity plan, but the state of Kentucky has published a comprehensive strategy that includes Louisville. The plan prioritizes **collaboration with local governments**, addresses affordability through subsidies and partnerships, and includes initiatives for workforce training and device access. Although the city's local efforts are not fully detailed, the state's involvement offers a **framework for digital inclusion** in Louisville.



The City's Gap

- No city-specific digital equity plan.
- Limited public awareness of available resources.
- Device ownership and digital literacy gaps persist in low-income and rural populations



Solutions

- Statewide Digital Equity Plan includes strategies that apply to Louisville.
- Emphasis on affordable connectivity, workforce development, and digital literacy.
- Partnerships with community colleges, libraries, and nonprofits.



Things to consider

- Replicate state-local coordination model for broader digital access.
- Use community colleges and public libraries as training hubs.
- Leverage state funding streams for affordable internet and devices.

Source: [Kentucky Digital Equity Plan \(March 2024\)](#)

[Kentucky Digital Equity Plan \(Jan 2024\)](#)

[Resource Hub](#)

Oakland, CA

- Oakland's plan is rooted in equity-focused broadband expansion. The city uses digital equity **heat maps to identify underserved neighborhoods**, coordinates with telecom partners to build infrastructure, and provides **free access** through the **OakWiFi initiative**. The plan prioritizes connecting marginalized communities and emphasizes **cross-departmental data sharing** and transparency. Its structure includes measurable outcomes and ties into long-term housing and economic development efforts.



The City's Gap

- Major disparities in broadband adoption, particularly in Black and Latino communities.
- High housing insecurity complicating long-term connectivity.



Solutions

- Citywide OakWiFi initiative offering free public Wi-Fi in priority areas.
- Digital Navigators to provide individualized tech support.
- Broadband infrastructure improvements in partnership with schools and ISPs.
- Tech distribution campaigns and multilingual digital literacy training



Things to consider

- Consider pilot public Wi-Fi zones in parks, transit hubs, or public housing.
- Fund a Digital Navigator program embedded in community hubs.
- Build a centralized digital resource portal to guide residents to training, devices, and internet options.
- Integrate equity and housing justice into broadband planning.

Atlanta, GA

- Atlanta addresses digital equity through an equity-driven lens, combining municipal initiatives with the state's Let's Connect Georgia plan. The city's programs focus on **expanding affordable high-speed internet access** in low-income areas, increasing access to devices, and **embedding digital training** in workforce development and education systems. Their strategic approach includes **data dashboards** to measure impact across racial and geographic lines.



The City's Gap

- Many residents lacked reliable broadband and computing devices.
- Disconnection disproportionately impacted Black and Latino residents.
- Lack of digital skills limited job and school access



Solutions

- Free community Wi-Fi zones and targeted device distribution in underserved neighborhoods.
- Digital literacy programs tailored for youth, seniors, and formerly incarcerated individuals.
- Partnership with universities and nonprofits to fund broadband infrastructure and digital training.



Things to consider

- Expand device distribution programs through schools and senior services.
- Leverage higher-ed partnerships for digital training and research.
- Create a tech skills program for justice-involved populations.
- Set outcome-based benchmarks for internet adoption and skill growth.

Raleigh, NC

- Raleigh's Digital Impact Programs deploy **Digital Connectors** and **Ambassadors** who serve as **peer educators** in underserved communities. The city has expanded access to technology labs in public housing and offers **skill-building classes** targeting seniors, low-income residents, and youth. With strong partnerships between libraries, housing authorities, and local nonprofits, Raleigh's programs focus on **long-term empowerment** through skills, device access, and mentorship.



The City's Gap

- Broadband was available in many areas but unaffordable or underused in low-income communities.
- Seniors and rural residents lacked digital literacy and support.



Solutions

- Digital Ambassador Program trains community leaders to teach digital skills.
- Broadband expansion funded by ARPA and city investment.
- Libraries offer free Chromebook and hotspot lending.
- Partnered with senior centers and churches to reach vulnerable populations.



Things to consider

- Start a Digital Ambassadors initiative using local youth or neighborhood leaders.
- Use ARPA or local funding to fill broadband gaps left by ISPs.
- Build a mobile tech lending library through public libraries or nonprofits.
- Develop senior-centered digital training using trusted community spaces.

Minneapolis, MN

- Minneapolis has an established digital equity program that offers **public Wi-Fi hotspots**, low-cost broadband options, and **digital literacy training**. The program leverages **partnerships** with Hennepin County, schools, and nonprofit organizations to expand device access and digital education. The city's plan is **integrated** with Minnesota's statewide **Digital Opportunity Plan**, which provides additional resources and guidance.



The City's Gap

- Low-income residents and seniors face significant access and skills barriers.
- Disparities in access to digital education tools among students.



Solutions

- City provides free Wi-Fi hotspots and affordable broadband access.
- Partners with local schools, libraries, and nonprofits to offer digital skills training.
- Statewide plan aligns with local efforts, including funding and metrics.



Things to consider

- Adopt multi-level government partnerships to extend reach.
- Utilize existing community infrastructure for public Wi-Fi.
- Support digital inclusion through public schools and senior centers.

Source: [Minneapolis Digital Inclusion Program](#)

[Minnesota Digital Opportunity Plan](#)

[Minnesota Department of Education Digital Inclusion](#)

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Chattanooga, TN

- Chattanooga's digital inclusion efforts are driven by **partnerships** between EPB (the city's municipal fiber provider), The Enterprise Center, and local schools. Flagship initiatives like Tech Goes Home and HCS EdConnect combine **free or low-cost gigabit internet** with **training, devices, and community engagement**. The city has positioned digital equity as both an education strategy and an economic development tool, leveraging its high-speed network to ensure universal access for students and families.



The City's Gap

- Connectivity barriers for low-income households without internet or devices.
- Lack of digital skills training in underserved neighborhoods.



Solutions

- Free gigabit internet for eligible students (HCS EdConnect).
- Tech Goes Home training + device program.
- Digital Access & Equity Committee coordinates citywide efforts.



Things to consider

- Expand programs beyond student-focused households.
- Strengthen outreach for non-English-speaking residents.

Madison, WI

- Madison addresses digital equity through a mix of city-led initiatives, **partnerships** with the **public library system**, and **targeted outreach** to seniors, low-income households, and historically underserved communities. The city's Digital Inclusion Task Force has laid out strategic recommendations, while events like Digital Inclusion Week raise awareness. Libraries play a central role in **device lending, skills workshops, and providing public internet access**.



The City's Gap

- Affordability barriers for low-income households.
- Limited digital literacy resources for older adults and marginalized communities.



Solutions

- Free public internet and device lending via libraries.
- Grants for senior digital literacy programs.
- Citywide awareness campaigns (Digital Inclusion Week).



Things to consider

- Expand affordable broadband programs in partnership with ISPs.
- Increase bilingual training and outreach.

Pittsburgh, PA

- Pittsburgh is tackling digital equity through the **Pittsburgh Digital Equity Coalition**, uniting city agencies, nonprofits, libraries, universities, and community groups to expand broadband access, device availability, and digital skills training. Initiatives like **refurbished device distribution via Computer Reach, library tech programs, and resources for underserved communities through United Way of Southwestern PA** aim to close gaps in affordability, literacy, and connectivity by 2030.



The City's Gap

- Affordability of broadband remains a core issue, where prices are often beyond what many households can reasonably pay
- Device access & supply is limited: about 1 in 5 households lack home internet access, and 10 % don't own a computer
- Digital literacy and a lack of skills or support prevents effective use even when access exists



Solutions

- Pittsburgh Digital Equity Coalition (PDEC) is a formal multi-sector partnership, led by city, county, and organizations like the Greater Pittsburgh Digital Inclusion Alliance, Computer Reach, University of Pittsburgh, and Community Internet Solutions, formed to close the digital divide by 2030



Things to consider

- Build a formal digital equity coalition to coordinate city, nonprofit, library, and university efforts.
- Use libraries as central hubs for device lending, Wi-Fi access, and digital skills training.
- Pilot free community Wi-Fi and digital navigator programs to expand access and one-on-one support.