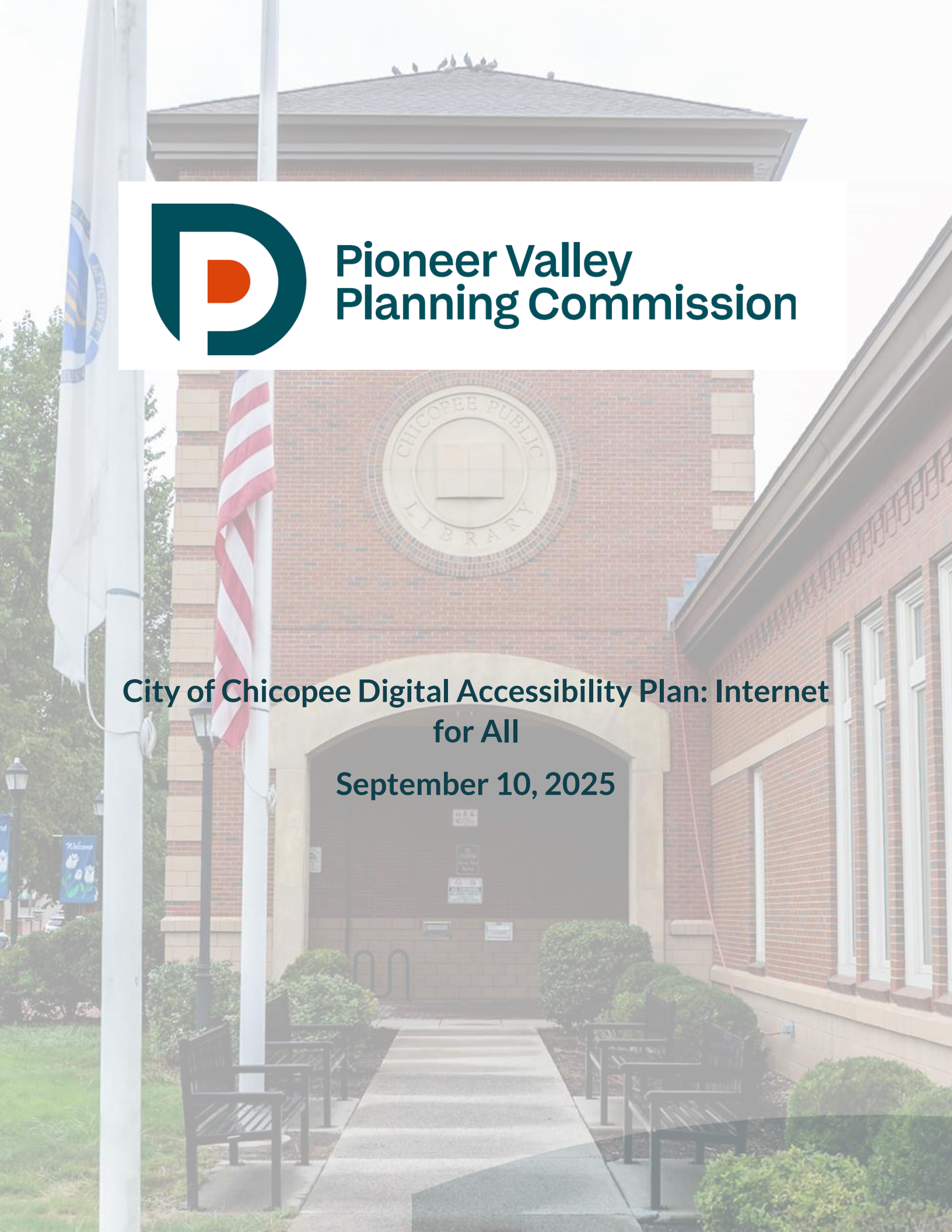


Pioneer Valley Planning Commission

# City of Chicopee Digital Accessibility Plan: Internet for All

September 10, 2025


This project was funded by the Massachusetts Broadband Institute at the MassTech Collaborative under the Municipal Digital Equity Planning Program. These resources were provided by Massachusetts ARPA State Fiscal Recovery Funds.

# Acknowledgements

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**Chicopee Core Planning Team**

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Laura Bovee, Chicopee Public Library

Sherry Manyak, Chicopee Council on Aging

Steve Huntley, Valley Opportunity Council

Patrick Collins, City of Chicopee

Nick Kiser, City of Chicopee

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## Executive Summary of High Priority Recommendations

PVPC recognizes that to make tangible progress towards digital equity in Chicopee, the city needs a focused approach. The need for action is essential to improve the lives of residents. To this end, the PVPC makes the following recommendations for action.

Below are the recommendations that the PVPC makes for the City of Chicopee to effectively advance digital accessibility for its residents, followed by a table showing recommendations and corresponding cost estimates that will form the basis for the City of Chicopee's Municipal Digital Equity Implementation Program application.

1. **Create a permanent Digital Accessibility Working Group for the city.** *Creating an ongoing working group to guide the implementation of recommendations below, consisting of residents and key stakeholders, will be critical for providing a conduit for input and guidance to inform the city's digital equity efforts.*
2. **Assign responsibility to a city employee to coordinate the ongoing implementation of the Chicopee Internet for All plan.**
3. **Expand hotspot lending program.** *Hotspots are available at approximately $120/month (based on Verizon and T-Mobile vendors). This involves purchasing the unit and a required annual subscription. Libraries and schools in Chicopee have experience lending hotspots.*
4. **Support ongoing efforts by local ISP providers to expand fiber coverage throughout multi-dwelling units (MDUs)**, *including units operated by Chicopee Housing Authority to increase connectivity city-wide.*
5. **Pursue a phased-in deployment of publicly available Wi-Fi installations** *including both public buildings and public spaces such as public parks.*
6. **Establish a fund to support distribution of computer devices (loaned, discounted, or free).** *Many residents lack devices appropriate for connecting to the internet. Devices such as laptops, desktop computers, tablets or Chromebooks could be distributed through intermediary organizations.*
7. **Coordinate city-wide with existing programs to provide digital skills training and tech support.** T*here are currently many organizations offering formal digital equity training and support in Chicopee and others that more informally provide these services, as needed. Additional funding to coordinate, support and formalize these efforts could create a more systematic approach to providing residents with digital skills. Expanding Tech Foundry's Tech Hub model into Chicopee would provide support for residents struggling with their computing devices.*

## Summary of Recommendations and Cost Estimates

### Summary of Recommendations and Cost Estimates, totaling $78,344

| Action Steps | Notes | Total Cost | Timeline | Responsible Party |
|---|---|---|---|---|
| 1. Create Permanent Digital Accessibility **Working Group** | No cost | $ - | 8/31/2025 | Director of Planning & Development |
| 2. **Public Space Internet**; Phase-in provision of **Wi-Fi** in public buildings and public spaces (such as parks). | Work with Crossroads Fiber to install; prioritize areas with lower rates of accessibility | $ 23,544 | Phased Approach | Chicopee Electric Light, DPW, Parks & Recreation |
| 3. **PVPC** Implementation Technical Assistance | Manage grant implementation efforts | $ 13,980 | Ongoing | PVPC |
| 4. Conduct **Outreach to Support Digital Education and Literacy** | Coordinate and expand existing programs for digital skills training and tech support. Support digital accessibility training available through the RiverMills Senior Center; potentially fund Tech Foundry to serve Chicopee residents through the Tech Hub in Holyoke.* | $ 22,385 | Ongoing | Senior Center/Tech Foundry |
| 5. **Device Distribution:** Expand Hot Spot program; Support distribution of computer devices (laptops, tablets, Chromebooks) through expanded Chicopee Public Library distribution program. | Supplements current programs.<br><br>$120/unit/yr (75 units) + administration/maintenance through COA and/or Chicopee Public Library | $ 18,435 | 12/31/2025 | Chicopee Public Library & Chicopee Public Schools |
| | | | | |
| | **Total Estimated Costs** | **$ 78,344** | | |

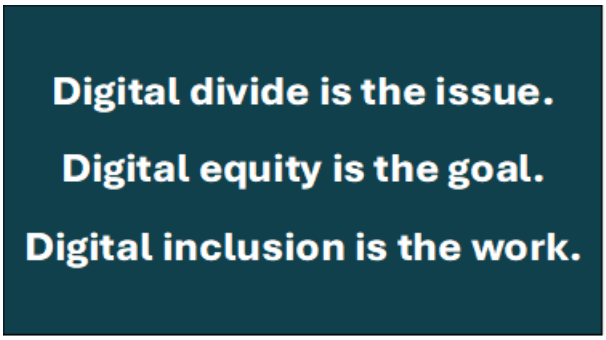
The City of Chicopee eligible for up to $100,000 from MBI's Municipal Digital Equity Implementation Program.
*While creation of a Chicopee Tech Hub would be preferable, and should remain a longer-term objective, given Tech Foundry's current budget constraints, contributing to the viability of Holyoke's Tech Hub with the expectation that Chicopee residents could also access services is advisable at this time.

# Part 1: INTRODUCTION AND BACKGROUND

## *Introduction*

This plan addresses digital access for Chicopee residents and particularly the "Digital Divide," which is the gap between those who have affordable access, skills and support to effectively engage online and those who do not. Digital equity is a condition in which all individuals and communities have the information technology capacity needed for full participation in our society, democracy, and economy. *(National Digital Inclusion Alliance, https://www.digitalinclusion.org/definitions/.)*

To address this critical issue of the digital divide and to further digital equity at the municipal level, the Massachusetts Broadband Institute (MBI) created the Municipal Digital Equity Planning Grant program to help communities explore the local conditions related to the digital divide and come up with community-based solutions on how to best to create digital equity.




This report results from public engagement outreach sessions, and collaboration and engagement with the City of Chicopee's digital equity core workgroup, as well as meetings held with Chicopee Electric Light, the municipal utility providing electricity, internet (through subsidiary Crossroads Fiber), and energy efficiency services to Chicopee residents and businesses. Based on both quantitative and qualitative data and input, the following programmatic and process strategies are recommended for implementation to ensure further progress towards digital equity in Chicopee.

## *Purpose of Study*

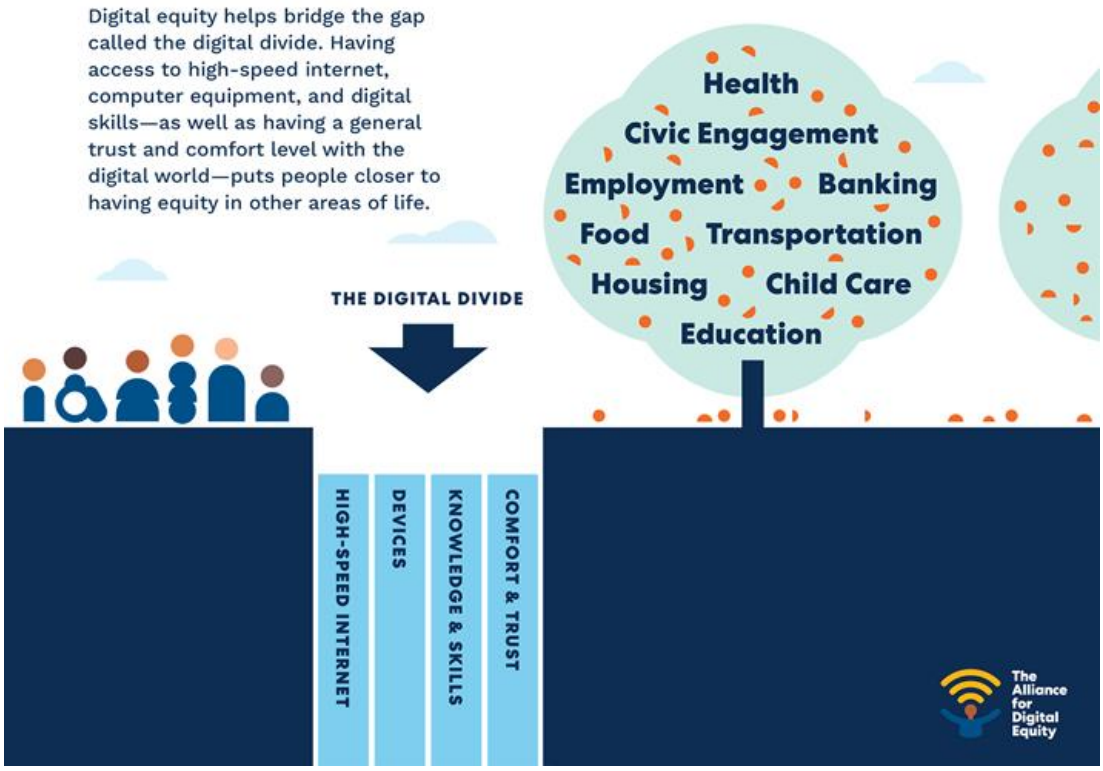
The purpose of this report is to provide the City of Chicopee with a digital equity roadmap to help guide the city in its efforts to overcome the digital divide which now exists. With this plan, the city will be well-positioned to compete for funds to support broadband infrastructure and digital equity programs.

## *The Importance of Bridging the Digital Divide*

Technology and the internet show up in every part of our daily lives: connecting with family and friends, employment, finding housing, connecting with services and health providers, education, and much more. However, as the use of technology grows, so does the digital equity divide.[1]

Inequitable access to digital technologies creates multiple barriers to equity across several dimensions of our lives, including health, education, employment, and government services. The flip side of that coin is that by removing those barriers to digital equity, we are able to accelerate efforts to achieve equity across those many dimensions.

The image below, prepared by the Baystate Health-based Alliance for Digital Equity, graphically illustrates both the challenges posed by a lack of digital equity and the




potential benefits resulting from successfully bridging the digital divide. Existing barriers to digital equity include lack of access to high-speed internet, lack of devices, lack of necessary knowledge and skills, and absence of comfort and trust. These barriers impede the ability of residents to access services increasingly available online, such as health care, education, and civic engagement. As we remove each type of barrier, access becomes more equitable.

[1] As described earlier in this report, the Digital Divide is the disparity in access to digital technologies - limited access to devices, unaffordable or unreliable broadband, limited technology knowledge, as defined by Baystate Medical Center, *2022 Community Health Needs Assessment*, p. 87. https://www.baystatehealth.org/about-us/community-programs/community-health-needs-assessments

## *Partnering with MBI to Bridge the Digital Divide*

The Massachusetts Broadband Institute (MBI), a division of Massachusetts Technology Collaborative (MassTech) has been the primary conduit channeling federal funds into the Commonwealth of Massachusetts for the purpose of expanding digital equity and eliminating the digital divide. The Municipal Digital Equity Planning Grant program was designed to help communities explore the local conditions related to the digital divide and come up with community-based solutions on how best to create digital equity.

## *Plan Process*

The PVPC, as funded by the Massachusetts Broadband Institute, has for the past two years been providing Municipal Digital Equity Planning services to the City of Chicopee. PVPC staff has collaborated closely with the identified municipal contacts to strategize on how the community should best be engaged in this planning process. This effort is locally focused, and we identified specific community needs related to digital access, literacy, devices, connectivity, and affordability.

Specifically, the PVPC has:

1. Conducted asset mapping by researching the existing municipal digital equity status and needs and engaged with the identified municipal contacts and community groups to determine the baseline for community digital equity.
2. Provided qualitative data research for a needs assessment, including working with local contacts to identify the most effective outreach methods (including work already completed by the city).
3. Worked with a core planning team that provides guidance throughout the planning process.
4. Created outreach materials for use city wide.
5. Facilitated, in collaboration with city officials, stakeholders, and other resource partners, community engagement activities to learn of challenges faced by Chicopee residents in connecting with and fully utilizing the internet across a broad range of applications and services.

The PVPC collected as much data as possible concerning internet services available in the City of Chicopee. The challenges are significant, but accurate information is key to moving the process ahead in the proper fashion.

## *Outreach and Community Engagement*

Guided by the Chicopee Digital Equity Working Group, PVPC conducted community outreach during 2024-2025. Working group members included the following:

Patrick Collins, City of Chicopee
Nick Kiser, City of Chicopee
Michelle Santerre, City of Chicopee
Lee Pouliot, City of Chicopee
Daniel Faille, Crossroads Fiber
Laura Bovee, Chicopee Public Library
Sherry Manyak, Chicopee Council on Aging
Steve Huntley, Valley Opportunity Council

The Working Group met regularly to discuss project progress, review the draft document, and plan community outreach efforts.

The PVPC and City of Chicopee staff set up a booth at the Chicopee National Night Out on August 7th, 2024 at Sarah Jane Sherman Park. Crossroads Fiber was also on location, and the partners were able to answer a number of questions posed by attendees and let them know about digital equity resources available to them.


2024 Chicopee National Night Out

The event provided the opportunity for residents to see the work being done by the Digital Equity Working Group and the progress being made by Crossroads Fiber to reach all neighborhoods in the City of Chicopee. City staff were on hand to answer questions and provide hard-copy handouts and souvenirs, and also to direct residents to more information available via QR code if they were able to access that method.

Several months later, the Chicopee Planning Department held an Open House to engage the public on three major city projects, including the MBI Digital Equity Plan, a Hazard Mitigation Plan and a Downtown Streetscapes Project.
The Open House was held Thursday, February 27, 2025 at the Portuguese American Club, and provided an opportunity for attendees to learn about these projects and provide input to help complete them. The goal of the event was to seek stakeholder input from members of the community, to better analyze current conditions and priorities, and to implement initiatives to foster a more efficient and economically resilient Chicopee.

# PART 2: CURRENT CONDITIONS AND FINDINGS

## *Impediments to Digital Equity*

The National Telecommunications and Information Association (NTIA) has identified the following areas of concern in relation to digital access:

- Broadband Affordability & Availability
- Accessibility of Devices and Device Support
- Digital Literacy
- Privacy & Cybersecurity
- Accessibility & Inclusivity of Public Resources[2]

The research undertaken in the preparation of this report has confirmed that the impediments to digital equity in the City of Chicopee are broadly consistent with those facing residents both state- and nation-wide. As we will see, affordability and privacy/security are two areas in particular that have captured the attention of municipal residents. Other impediments may be of less urgent concern to residents.

[2] The statewide digital equity plan prepared by the Massachusetts Broadband Institute (MBI) addresses measurable objectives to overcome barriers relating to these areas. The Executive Summary of the statewide plan can be found in the Appendix.

## *Review of Current Digital Accessibility Landscape*

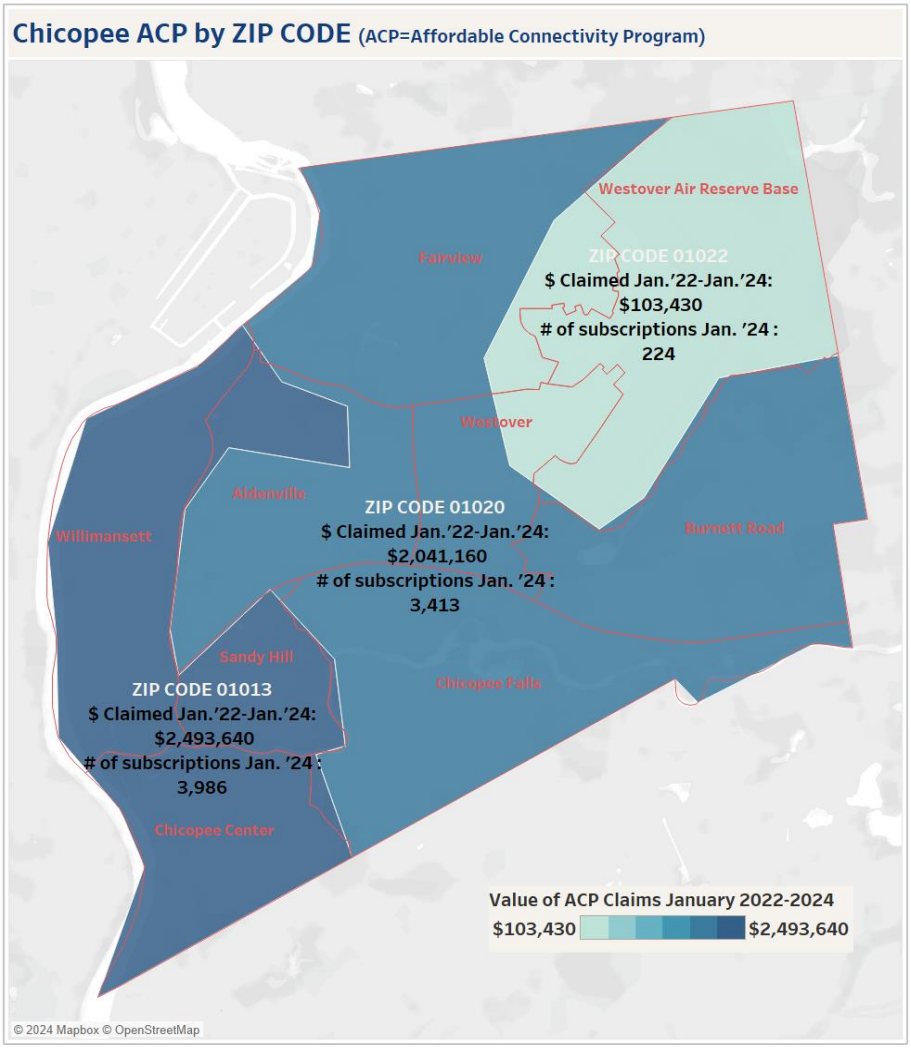
A number of changes have taken place over the last two years that have affected access to broadband, computer devices, and computer technology training.

### *Demise of the Affordable Connectivity Program*

The Affordable Connectivity Program was a component of the Bipartisan Infrastructure Bill signed into law in late 2021, replacing the previous EBB Program (Emergency Broadband Benefit). Unfortunately, it was discontinued in May 2024.

Across Massachusetts, prior to the discontinuation of the program, the ACP helped 368,000 households to access affordable internet access and, in some cases, also devices. In the City of Chicopee, the program helped more than 7,500 households to cross the digital divide, accessing the internet for prices that were much more affordable than market rates.

From the program's inception at the beginning of 2022, ACP claimants in Chicopee were able to access $4.6 million in ACP benefits, helping those families while also freeing up household income for other needs. The chart at right shows that the zip code with the largest number of ACP participants—a little over half of the total—was 01013, covering the Willimansett, Sandy Hill, and Chicopee Center neighborhoods.




With the failure of Congress to approve a funding extension for the program, it ceased operating in 2024, leaving the program's 7,500 participants in Chicopee without this critically needed assistance.

## *Recent Changes in Funding*

In early 2025, with the transition from the Biden to Trump administration, several additional changes have occurred that impact the path forward. On May 8, 2025, President Trump announced the cancellation of the federal Digital Equity Act, under which states were to receive funds to improve access to the internet, including $2.5B to implement state plans to address the digital divide.

On May 16, 2025, in response to the Trump Administration's announcement, Massachusetts Governor Maura Healey announced that several Massachusetts programs were being suspended indefinitely:

> *"The termination of the DEA Capacity Grant Program will suspend the Massachusetts Broadband Institute (MBI) at Massachusetts Technology Collaborative's (MassTech's) Launchpad Program and the expansion of Municipal Digital Equity Planning and Municipal Digital Equity Implementation Programs. As a result, the programs will be forced to suspend efforts to advance digital skills training, expand access to digital devices, and assist local governments with digital equity planning activities across Massachusetts."*[3]

**Trump Administration Halts $14.1 Million in Funding to Increase Internet Access in Massachusetts**

Programs were Aimed at Expanding Internet Access and Adoption for Veterans, Rural Communities and Individuals with Disabilities

MEDIA CONTACT:

Karissa Hand
Press Secretary
617-725-4025

**May 16, 2025**

*Source: Mass.gov*

**Boston** — The Healey-Driscoll Administration is raising the alarm about the Trump Administration's recent action to terminate $14.1 million in federal funding to expand internet access for veterans, rural communities and individuals with disabilities in Massachusetts. The previously awarded funding from the Digital Equity Act (DEA) Capacity Grant Program would have provided communities with the tools, skills and resources to expand the adoption and use of high-speed internet service.

"Everyone deserves access to the internet. It's essential for being able to participate in our economy and utilize the resources and services that so many of us rely on," said **Governor Maura Healey**. "It's terrible that the Trump Administration is blocking our efforts to bring internet access to veterans, rural communities and individuals with disabilities across the state."

"The Trump Administration continues to gut programs that connect people with essential services, training opportunities, and tools needed to achieve upward mobility," said **Lieutenant Governor Kim Driscoll.** "While the federal government is busy rolling back efforts to expand internet access, Massachusetts will keep building on our progress toward internet for all, ensuring everyone has the ability to participate in the digital economy."

The termination of the DEA Capacity Grant Program will suspend the Massachusetts Broadband Institute (MBI) at Massachusetts Technology Collaborative's (MassTech's) **Launchpad Program** and the expansion of **Municipal Digital Equity Planning** and **Municipal Digital Equity Implementation Programs**. As a result, the programs will be forced to suspend efforts to advance digital skills training, expand access to digital devices, and assist local governments with digital equity planning activities across Massachusetts.

On June 4, 2025, U.S. Secretary of Commerce, Howard Lutnick, indicated in testimony before the U.S. Senate Appropriations Committee that changes would be coming to the BEAD (Broadband Equity, Access and Deployment) program. On June 6, the Trump Administration announced the "Benefit of the Bargain BEAD Program," a new set of

[3] https://www.mass.gov/news/trump-administration-halts-141-million-in-funding-to-increase-internet-access-in-massachusetts.

guidelines substantially altering the conditions under which states will be eligible for funding: "After careful review, NTIA announces reforms that will remove rules favoring particular technologies and eliminate unnecessary regulatory burdens."[4] On July 11, MBI issued a solicitation for new funding requests under the revised "Benefit of the Bargain" (B.O.B) BEAD program, leaving open the door for ISPs not already approved under BEAD 1.0 to reconsider seeking funding under B.O.B.[5]

## *Digital Equity Assets in the City of Chicopee*

The city already has entities working to expand broadband availability and increase access. Several of these are described below.

### *Chicopee Electric Light District – Crossroads Fiber*

Chicopee Electric Light (CEL) is working to build out Crossroads Fiber to deliver broadband internet services to Chicopee residents and businesses. Chicopee Electric Light has already connected the city's municipal buildings, schools and libraries to the regional fiber backbone running through the city. Following that, they collaborated with another area service provider to offer broadband internet services to some business customers in Chicopee.


As a municipal utility, Crossroads Fiber is committed to delivering high-speed internet service via fiber optic broadband, at fairly priced rates, in locations throughout the city. To this end, they are building out and offering internet service in phases, driven by customer demand. This demand-based build ensures that they avoid any impact on electric rates.

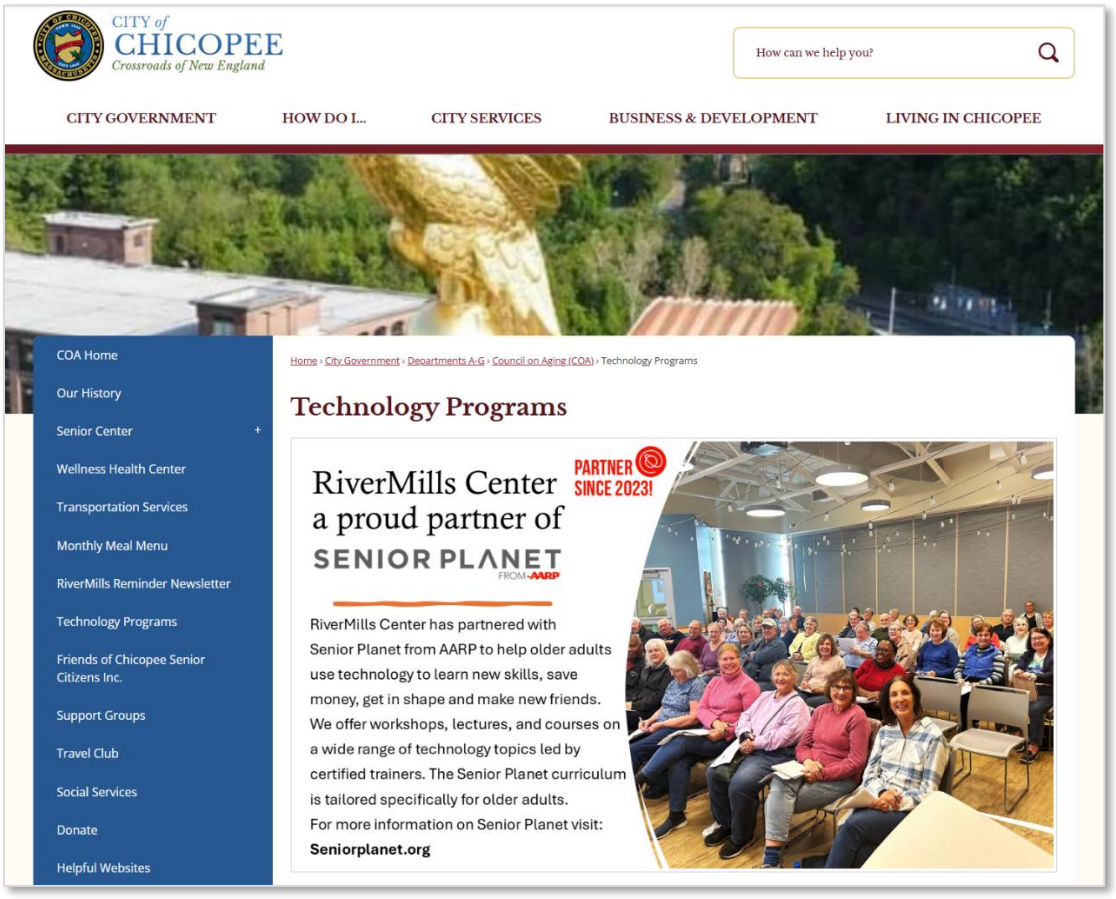
### *Chicopee Council on Aging at RiverMills Center*

The Council on Aging provides a variety of technology programs at the RiverMills Center, a community space for residents 55 years and older. The Council on Aging has been a "Senior Planet" partner through AARP's Older Adults Technology Services (OATS) initiative since 2023. The center has partnered with Senior Planet to help older adults use technology to learn new skills, save money, get in shape, and make new friends. They offer

[4] NTIA *Press Release*, June 6, 2025. "Trump Administration Announces the Benefit of the Bargain BEAD Program that Removes Regulatory Burdens, Lowers Costs and Expands Use of All Technologies". https://www.ntia.gov/press-release/2025/trump-administration-announces-benefit-bargain-bead-program-removes-regulatory-burdens-lowers-costs.

[5] Massachusetts Broadband Institute, July 11, 2025. https://broadband.masstech.org/benefit-of-the-bargain-grant-solicitation.

workshops, lectures, and courses on a wide range of technology topics led by certified trainers.[6]




Additionally, the RiverMills Center Tablet Lending Program has tablets available for Chicopee seniors who need an updated device, or if they are thinking of buying a new tablet but are not sure what to get. They can borrow an iPad for up to 3 weeks. These tablets can be used to get online, play games, or join video conferencing programs. The tablets also have charging and typing accessories, as well as a user's guide.

The Alexa Program for Homebound Seniors is also available at the center. The program helps to connect older adults with their loved ones and the internet, along with assisting them with daily tasks and offering some level of companionship. Alexa is a voice-activated virtual assistant that works through the Amazon smart speaker Echo Show 10. This program is funded by a grant from the Massachusetts Council on Aging and is completely free of charge. RiverMills Center will provide set-up assistance by phone. The center will provide a PDF guide on how to use Alexa, and if needed, a tablet to use along with the Amazon Echo device.

[6] www.Seniorplanet.org

The RiverMills Center has Program Tech Office Hours on Mondays, Wednesdays, and Fridays from 10:00 a.m.– 12:00 p.m. for those who may need assistance with their phones, tablets or laptops. One-on-one meetings are available by reservation.

### *Way Finders*

Way Finders promotes digital equity in Chicopee through its Community Building and Engagement team via several complementary channels: "We are focused on engaging directly with residents and inspiring them to act as peer mentors, ready to help others overcome technological fears and barriers. We are focused on advocacy, and on exploring both the policies that have contributed to the digital divide and the local and national efforts to eliminate it. We also work in partnership; Way Finders is a core partner of the Alliance for Digital Equity, a regional task force working to enact policies and systemic changes to benefit underserved urban and rural communities in western Massachusetts."[7]


### *Tech Foundry and Tech Hub*

Tech Foundry has been serving Western Massachusetts for ten years. Tech Foundry's Mission is "to help people realize economic stability through equitable, accessible, and inclusive opportunities in the tech workforce." Prioritizing participants who "represent the diversity lacking in IT, including women, people of color, LGBTQA+ people and those from non-traditional educational backgrounds," Tech Foundry offers intensive education and training that builds upon a set of IT fundamentals. Students engage in 14 weeks of coursework, followed by a four-week internship. The course format allows students to accelerate through several stages of digital literacy, allowing students to overcome barriers to digital equity and instead use their newfound expertise in IT to build a strong foundation for a more prosperous future.

[7] Way Finders, https://www.wayfinders.org/western-ma/digital-equity/.

In 2023, Tech Foundry created "Tech Hub," located in the City of Holyoke and available to all residents of the region. Tech Hub offers free virtual and in-person tech support and digital literacy classes. Appointments are required for either Help Desk or Device Assistance. Tech Hub has also partnered with Comcast to provide a limited quantity of computer devices to qualified individuals throughout Western Massachusetts. Unfortunately, recent federal budget cuts have presented challenges to the sustainability of Tech Hub. Business West reports that "[b]eginning on Aug. 7, Tech Hub Holyoke…will offer limited workshops" and that "community workshops [that Tech Hub has been offering] in Hampden, Hampshire, and Franklin counties will be suspended until additional funding is secured."[8]


## *Revitalize CDC*

With funding provided by the Public Health Institute of Western Massachusetts (PHI), Revitalize CDC has a full-time digital navigator working to provide a range of digital equity services to residents of the four counties of Western Massachusetts. To date, they have served 60 people with one-on-one home visits for digital skills training, device support and free wifi access. They have distributed 15 computers and 3 hotspots to area residents in need, and they maintain a waiting list for laptop computers. Revitalize CDC has conducted eight digital equity workshops focusing on


[8] BusinessWest staff, June 16, 2025, "Tech Hub in Holyoke to Drastically Cut Services Due to Funding Shortfall", https://businesswest.com/blog/tech-hub-in-holyoke-to-drastically-cut-services-due-to-funding-shortfall/.

computer literacy and basic device usage and have many more planned for the rest of the year.

### *The Alliance for Digital Equity*

The Alliance for Digital Equity ("The Alliance") has been coordinating extensive efforts throughout western Massachusetts to advance digital equity since 2020. Founded by Baystate Health and the Community Foundation for Western Massachusetts, the Alliance "is an evolving coalition of organizations and individual stakeholders committed to addressing the Digital Divide."

The Alliance recognizes the importance of building upon existing strengths, embodying the belief that the "whole" we create in alliance with like-minded organizations can be stronger than the sum of its parts. While the Alliance itself does not offer direct services, it plays a critical role in connecting the many organizations and agencies offering various digital equity programs and services. The Alliance believes that by bringing existing community resources together, the Alliance can accelerate the path towards digital equity.


The goal of the Alliance is "to get people the access they need—to the equipment, to the infrastructure, and to the knowledge and skills—that will allow them to fully participate in the digital world. The Alliance works to develop big picture solutions as well as the routes that lead to them."[9]

## *Existing Broadband Affordability and Accessibility*

### *Devices in Use by Chicopee Residents*

During the early phase of the COVID-19 pandemic, we quickly learned that the range of devices in use at residents' homes was quite broad and varied by community and within communities.

[9] The Alliance for Digital Equity, https://alliancefordigitalequity.org/about-the-alliance/.

In Figure 1, we see that the share of households with desktop or laptop computers – certainly the "gold standard" for computing devices – was 71% in the City of Chicopee, which compares to 72% across Hampden County, and 83% for Massachusetts.

For other types of computer devices, Chicopee has also tracked very closely to the county-wide rates, with 82% of Chicopee households using smartphones, 55% using tablets, and 9% having no computer. Digital equity will not be achieved until ALL households have computer devices with access to the internet.

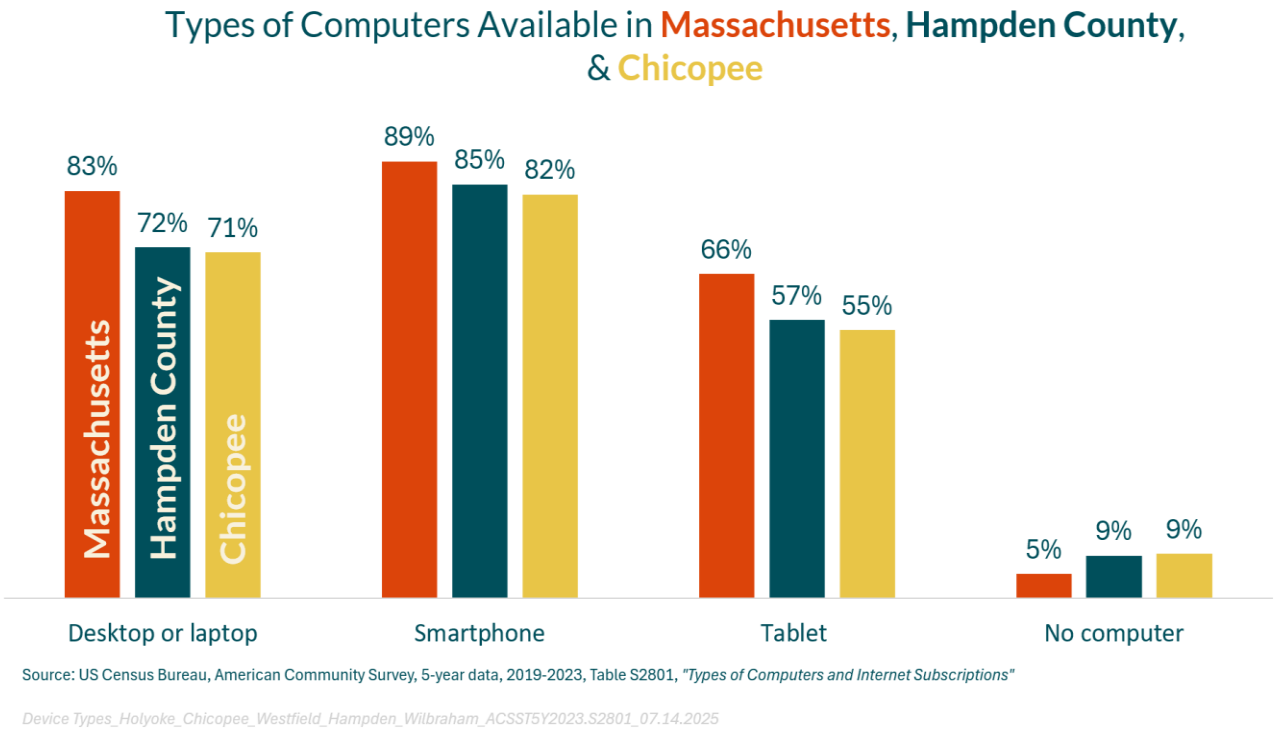



***Figure 1: Types of Computers in Use***

As seen in Figure 2 on the next page, there is a strong relationship between median household incomes and the percent of homes across the communities of Hampden and Hampshire Counties relying on smartphones as their only available computer device. Note that this link between income and digital resources can also be seen when looking at the relationship between household income and rates of internet subscription. Appendix 2 graphs this relationship for all communities in Hampden County.

As can be seen below, as median household incomes go up, the percent of households reliant on smartphones at their only computer device declines. In the City of Chicopee, 11% of households rely on smartphones as their only computer device.

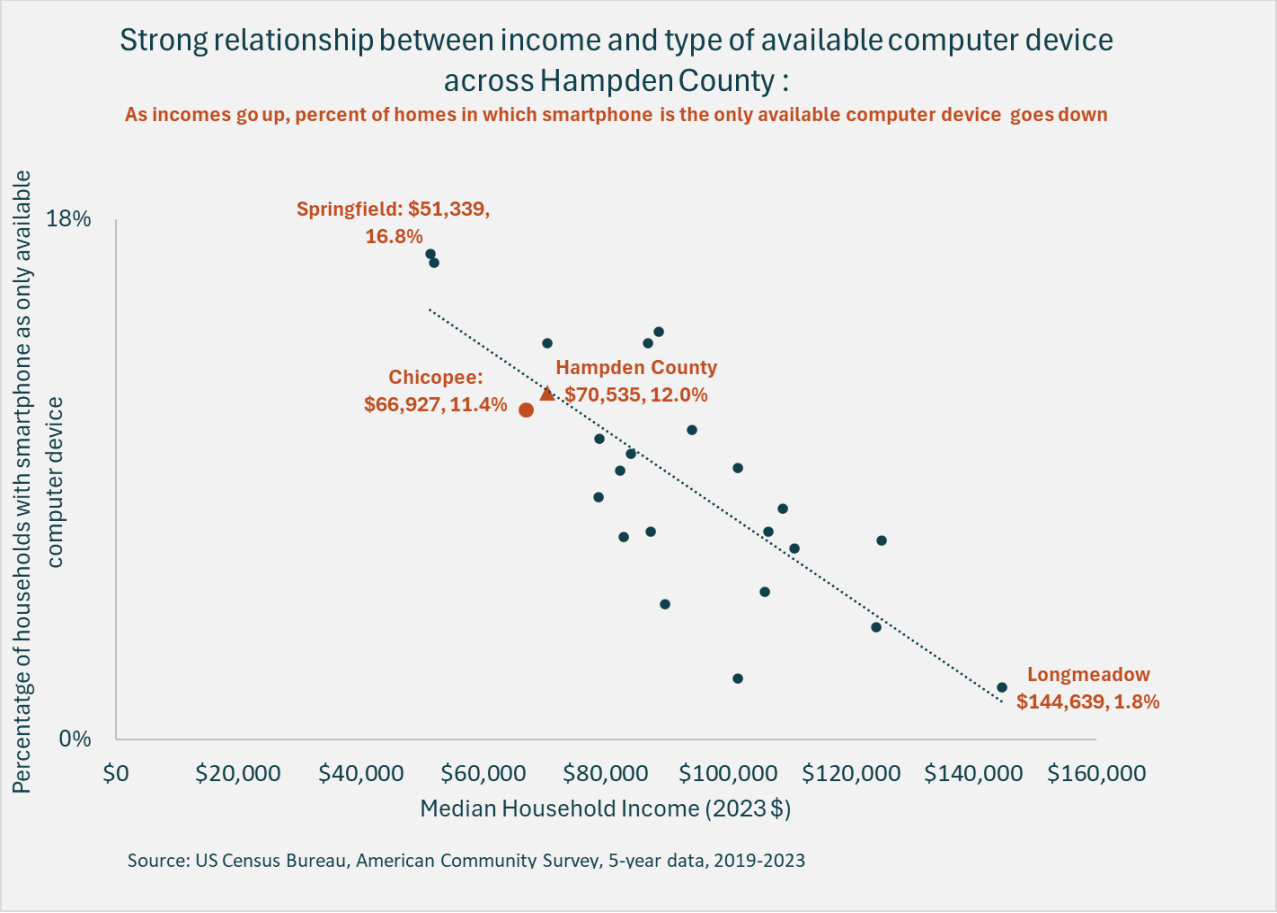



***Figure 2***

In Figure 3 we see the variation in share of households relying on only a cellphone as the only computer device across Chicopee. In Census Tract 8106.02 in the southeast quadrant of the city only 3% of households have only a cellphone, while in Census Tract 8109.01, 20% of households—one in five—have only a cellphone.

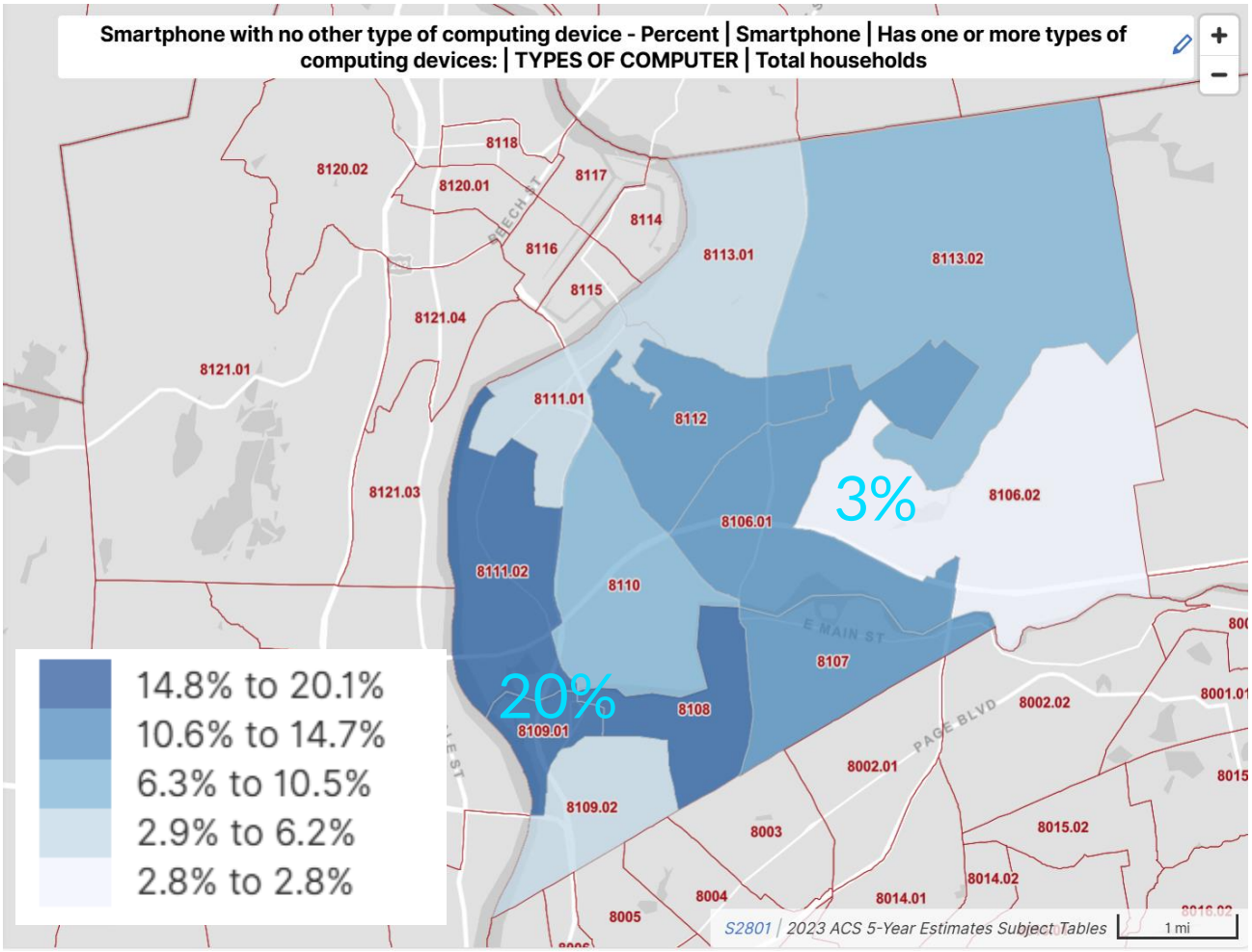



*Figure 3: Share of households in which smartphones are the only available computer device*

## *Digital Accessibility by Age*

Across Chicopee, Hampden County, and Massachusetts, we see a substantial gap in access to a computer for senior citizens (those 65 years or older). In Chicopee, one in every five seniors lives in a household lacking a computer, a number ten times greater than for those under 18 years of age. This disparity likely reflects a combination of factors – lack of affordability, lack of comfort with the technology, and/or a preference for analog processes (such as paying a bill by check rather than online).

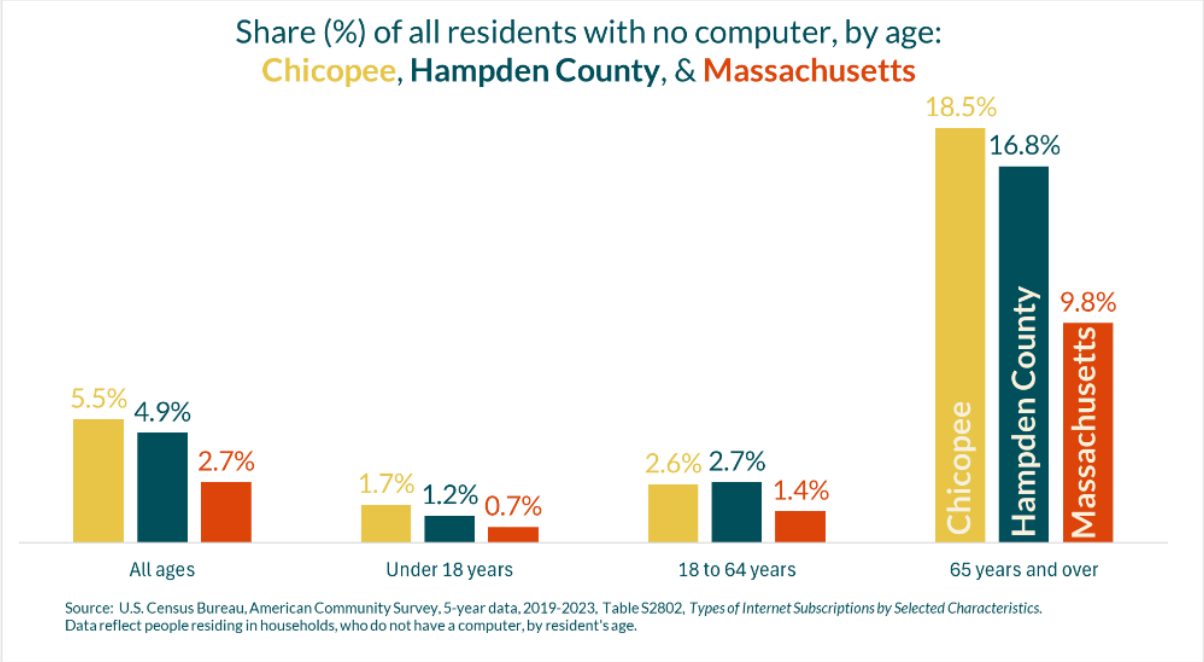



*Figure 4a: No computer by age*

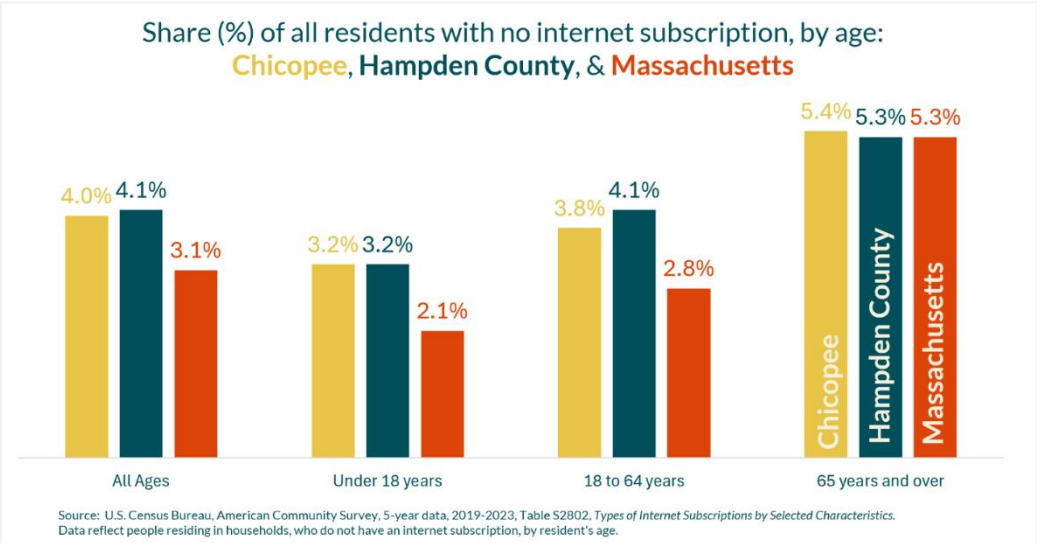
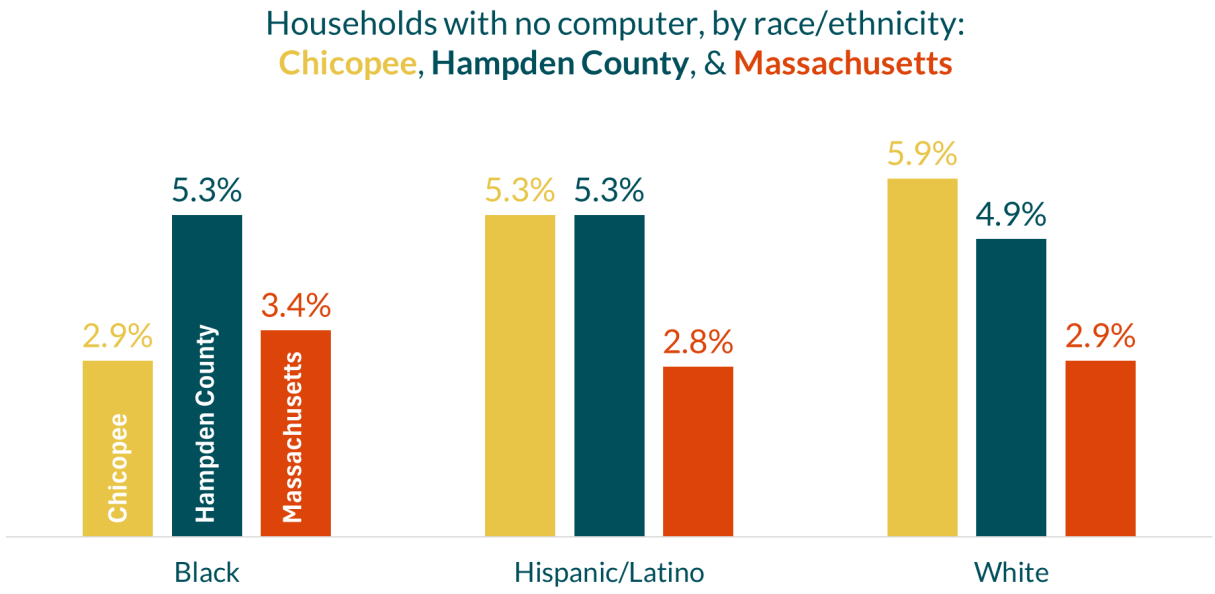



*Figure 4b: No internet subscription, by age*

The share of residents lacking an internet subscription, evident in Figure 4b, above, shows a much less dramatic disparity by age of residents, though older residents across all three geographies lack an internet subscription at higher rates. Also noteworthy, when comparing those lacking a computer and those lacking an internet subscription, is that the shares lacking internet in Chicopee, Hampden County, and Massachusetts are nearly identical, which was not the case for those lacking a computer.

## *Digital [In]Equity by Race and Ethnicity*

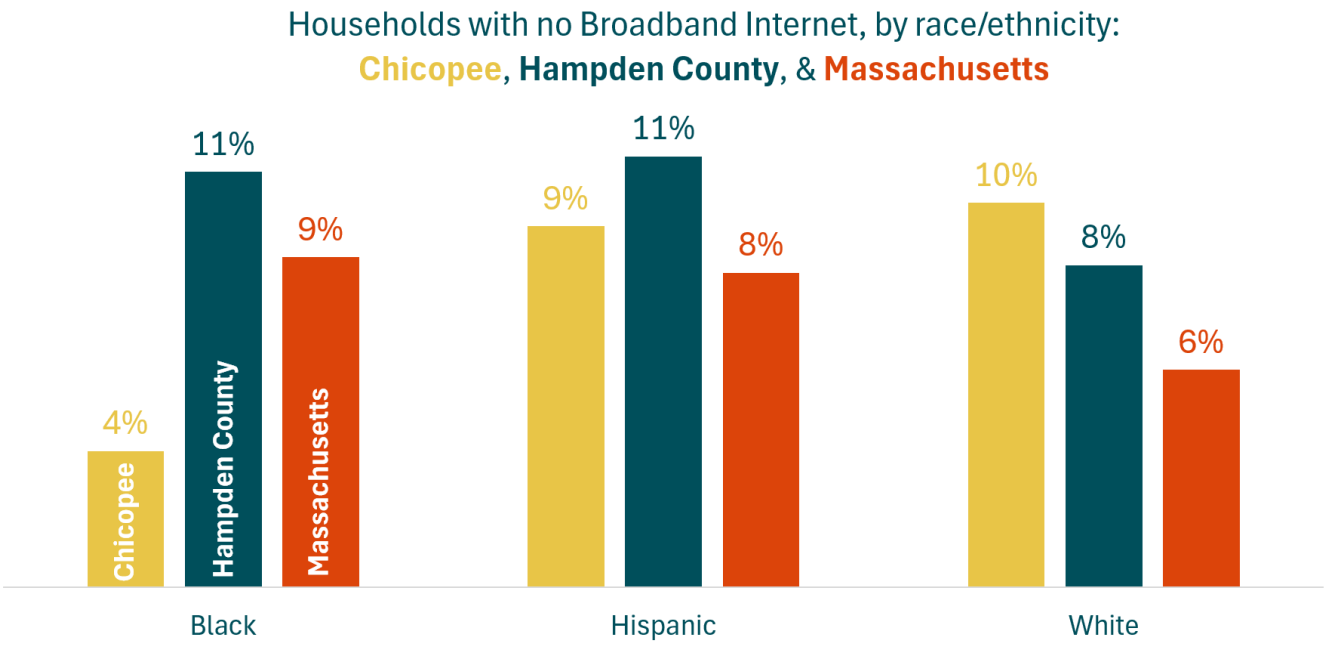



Source: U.S. Census Bureau, American Community Survey, 5-year data, 2019-2023, Table S2802, *Types of Internet Subscriptions by Selected Characteristics. White residents do not include white and Hispanic residents. Hispanic residents can be of any race.*

***Figure 5: No computer by race/ethnicity***

Chicopee's data for access to computers by race and ethnicity show 2.9% of Black residents living in households without a computer, compared with 5.3% of those who are Hispanic or Latino, and 5.9% of white residents. Compared with county-wide rates, a smaller share of Black residents in Chicopee lack a computer; the same share of Hispanic or Latino residents lack a computer; and a larger share of non-Hispanic white residents lack a computer.

Black residents of Chicopee are more likely to have broadband internet than their countywide or statewide counterparts; only 4% lack broadband vs. 11% and 9% respectively. A similar share of white and Hispanic or Latino residents lack broadband internet in Chicopee (9% and 10% respectively).




Source: U.S. Census Bureau, American Community Survey, 5-year data, 2019-2023, Table S2802, *Types of Internet Subscriptions by Selected Characteristics. White residents do not include white and Hispanic residents. Hispanic residents can be of any race.*

***Figure 6: No internet subscription, by race/ethnicity***

## *Digital Divide Reflects/Exacerbates Existing Socio-Economic Disparities*

We consistently see that disparities in digital equity mirror other socio-economic disparities, such as median household income, educational attainment, race and/or ethnicity, and language spoken at home. Table 1 compares a higher income and a lower income census tract[10]:

**The Digital (and every other type of) Divide**

| Census Bureau Data Points | Census Tract 8109.01 (Chicopee Center) | Census Tract 8110 (Sandy Hill/ Aldenville) |
|---|---|---|
| **No internet connection** | **21%** | **14%** |
| Median Household Income | $36,862 | $70,688 |
| Educational Attainment: Bachelor's Degree or Higher | 20% | 20% |
| Hispanic or Latino | 51% | 14% |
| Black | 8% | 2% |
| Language other than English spoken at home | 34% | 13% |
| **Below Federal Poverty Rate** | **21%** | **14%** |

Source: U.S. Census Bureau, American Community Survey, 5-year data, 2018-2022. Population, Hispanic or Latino, & Black counts from 2020 Decennial Census.

***Table 1***

Notably, the digital divide exacerbates the impact on families of the other disparities they face, while closing the digital divide allows families to improve their economic situation.

### *Digital Equity and Education*

It also has been recognized that access to online learning helps achieve digital equity by ensuring that all our children and young adults have access to the education and information needed to achieve their full academic potential. In the past, digital skills were something that a comparatively small share of students would acquire, through discrete courses such as computer science. Today, every subject area has content that can be delivered digitally (remotely, via access to the internet), or that requires and builds upon a base of knowledge of various digital skills.

[10] These two tracts were chosen because they have, respectively, the highest and lowest federal poverty rates.

## *Digital Equity in Our Rapidly Evolving Economy*

Achieving digital equity is important not only for the individuals and families living in our communities, but also for the overall economy, as the proportion of jobs requiring digital literacy grows. The increased share of workers working from home is one example of the type of shifts in our economy that can happen in a short period of time.

The share of workers in Chicopee working from home has increased in recent years, as it has across most of Hampden County. Census data shows that the share of Chicopee workers age 16 or older working from home has tripled in the most recent five-year window (2019-2023 inclusive) compared with the previous period: from 2.1% to 7.5%.

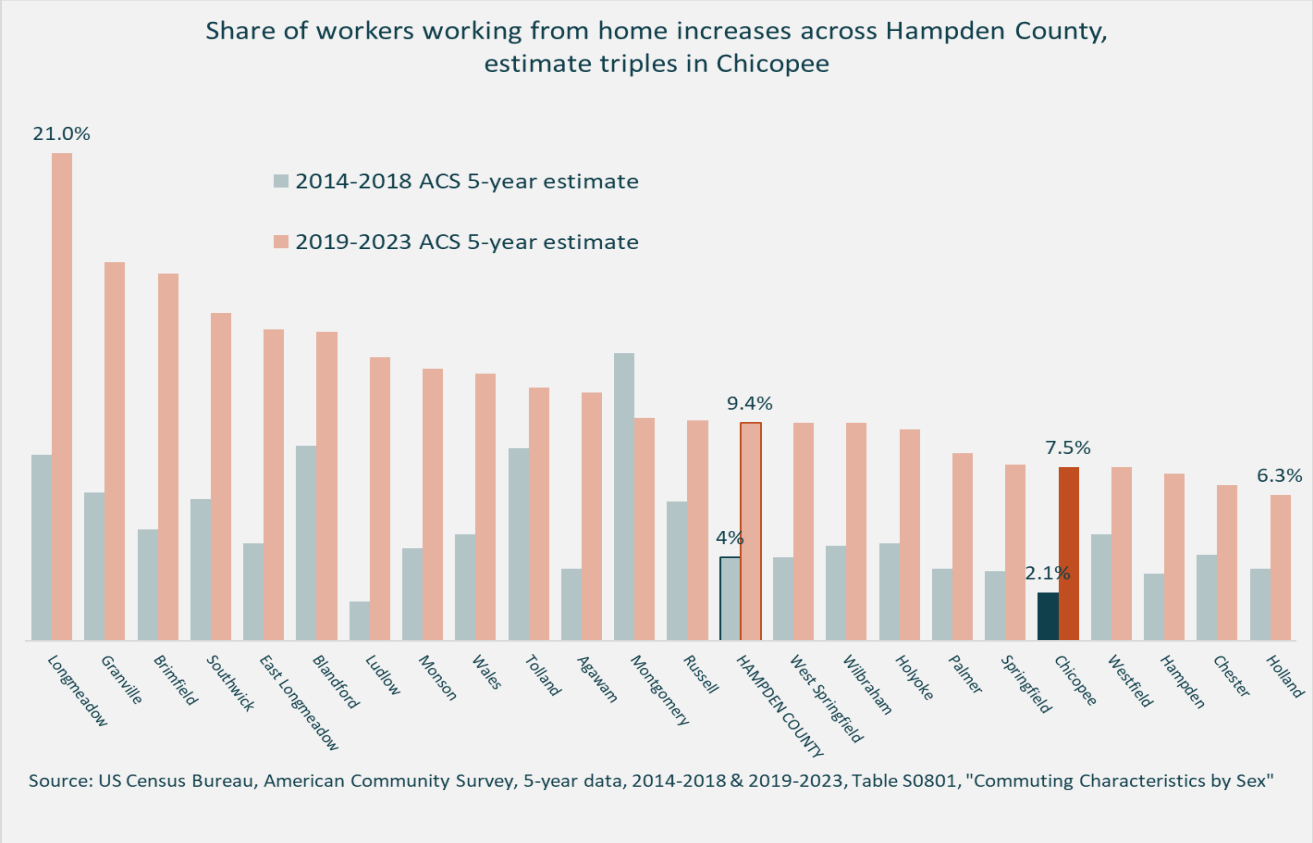



***Figure 7***

Within the city, the share of workers working from home ranges from 3.5% in one of the Chicopee Falls census tracts to 21.2% in the neighboring Burnett Road census tract (8106.02).

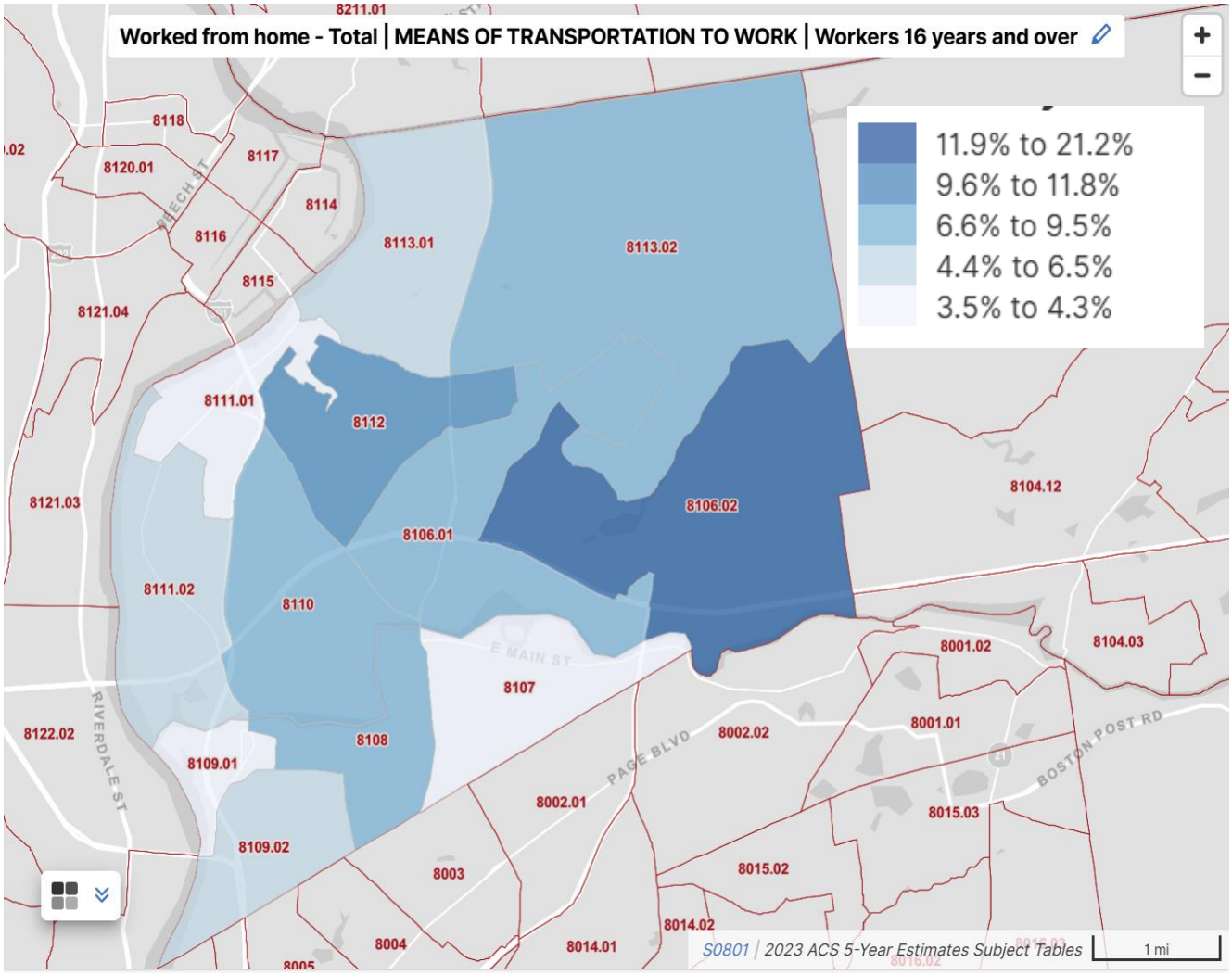



*Figure 8*

## *Digital Equity and Health*

There is a strong relationship between digital equity and access to health care, including the use of "telehealth." The renowned Mayo Clinic explains what telehealth is:

> *"Telehealth is the use of digital information and communication technologies to access health care services remotely and manage your health care. Technologies can include computers and mobile devices, such as tablets and smartphones."*[11]

As such, while telehealth options can serve as great convenience for people who might otherwise lack the ability to access health care in person (due to time constraints, physical disabilities, or lack of transportation), it can also exacerbate existing disparities in health care access. A 2020 report prepared by the Office of (then) Attorney-General Maura Healey notes that "[t]telehealth eliminates the time and cost of travel and allows those with limited mobility to access care more easily…," however, "[a]although telehealth is an opportunity to increase access to care, government entities and health systems must ensure that the expansion of telehealth does not worsen existing health disparities by leaving behind low-income, older, rural, and non-English speaking residents."[12]

Although "telehealth" has been available in various forms for years, reliance on telehealth emerged as a key tool for people in need of health care during the peak period of the COVID-19 pandemic. In order to access such health care services, patients need both a reliable remote connection, and access to or ownership of appropriate devices such as outlined above.

In a November 2020 webinar, Healey reflected on the longstanding existence of health disparities, noting the role that COVID-19 played in shining light on them:

> *"Now these inequities are heartbreaking, and they're not new, of course. I think what COVID-19 did was just amplify, reveal, certainly exacerbate, the healthcare disparities that have existed in our society…from the beginning."*[13]

Achieving health equity that includes equitable access to the multiple dimensions of telehealth requires building upon a foundation of digital equity. Moreover, in the absence of bold measures to address the digital divide, people will get left even further behind as technological change progresses at exponential rates. Baystate Health's most recent federally mandated Community Health Needs Assessment (CHNA) drives this point home: "[A]s technology grows, so does the digital equity divide (the disparity in access to digital technologies – limited access to devices, unaffordable or unreliable broadband, limited technology knowledge).[14]

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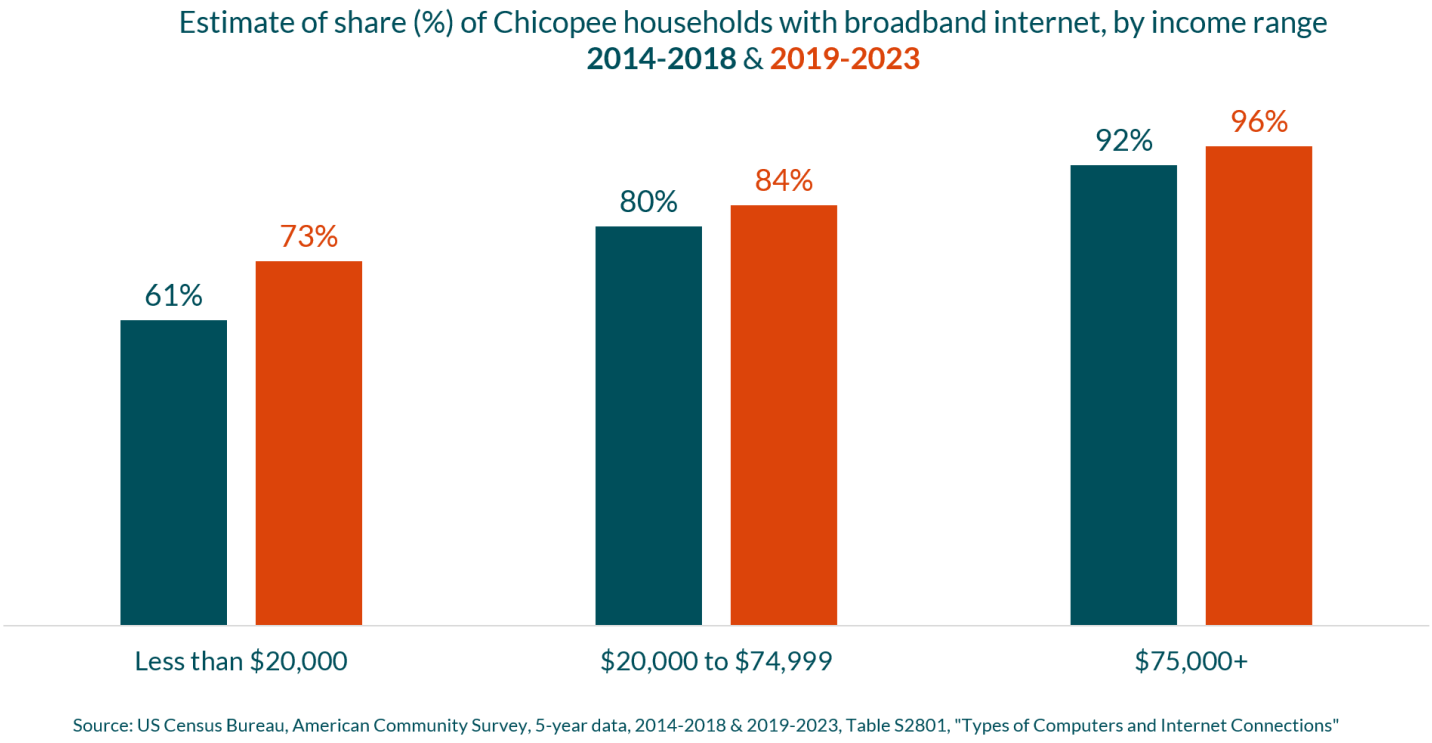
[11] Mayo Clinic Staff, "Telehealth: Technology meets health care." https://www.mayoclinic.org/healthy-lifestyle/consumer-health/in-depth/telehealth/art-20044878. Accessed 12/17/2024, 11:15am.
[12] Office of the Attorney General, Commonwealth of Massachusetts, 2020. *Building Toward Racial Justice and Equity in Health: A Call to Action*, https://www.mass.gov/info-details/building-toward-racial-justice-and-equity-in-health-a-call-to-action. Accessed 12/17/2024, 11:36 am.
[13] Attorney General Maura Healey, November 16, 2020. "Building Toward Racial Justice and Equity in Health: A Call to Action", https://www.youtube.com/watch?v=w8WlS6LXM0U.
[14] Baystate Medical Center, 2022 Community Health Needs Assessment, p. 87.

## *Trends in Broadband Availability*

### *Disparities are Diminishing*

Figure 7 provides a clear picture of the digital divide that this report has been addressing, while at the same time offering some hopeful trends in access to broadband for residents of Chicopee. Across all three household income ranges shown (<$20k, $20k-75k, $75k+), a growing share of homes had acquired a broadband subscription by 2023, with the lowest income earners making the largest strides, gaining broadband access to 12 percentage points more homes in 2023 than in 2018 (from 61% in 2018 to 73% in 2023). To the extent that this change was facilitated by the Affordable Connectivity Program, some of these gains may be reversed, but it is the work of this project to prevent or minimize that.




Source: US Census Bureau, American Community Survey, 5-year data, 2014-2018 & 2019-2023, Table S2801, "Types of Computers and Internet Connections"

***Figure 9: Share of Chicopee households with broadband internet, by income range***

Another way to look at disparities within the city is to compare data for individual census tracts, as shown in Figure 8 below. The share of homes lacking an internet subscription ranges from 7% in tract 8109.02 to 30% in tract 8109.01, both of which are in Chicopee Center in the south-west quadrant of the city. However, as will be discussed further, the available services are robust and growing. They will also become more affordable as Crossroads Fiber, the city-owned broadband service, expands.

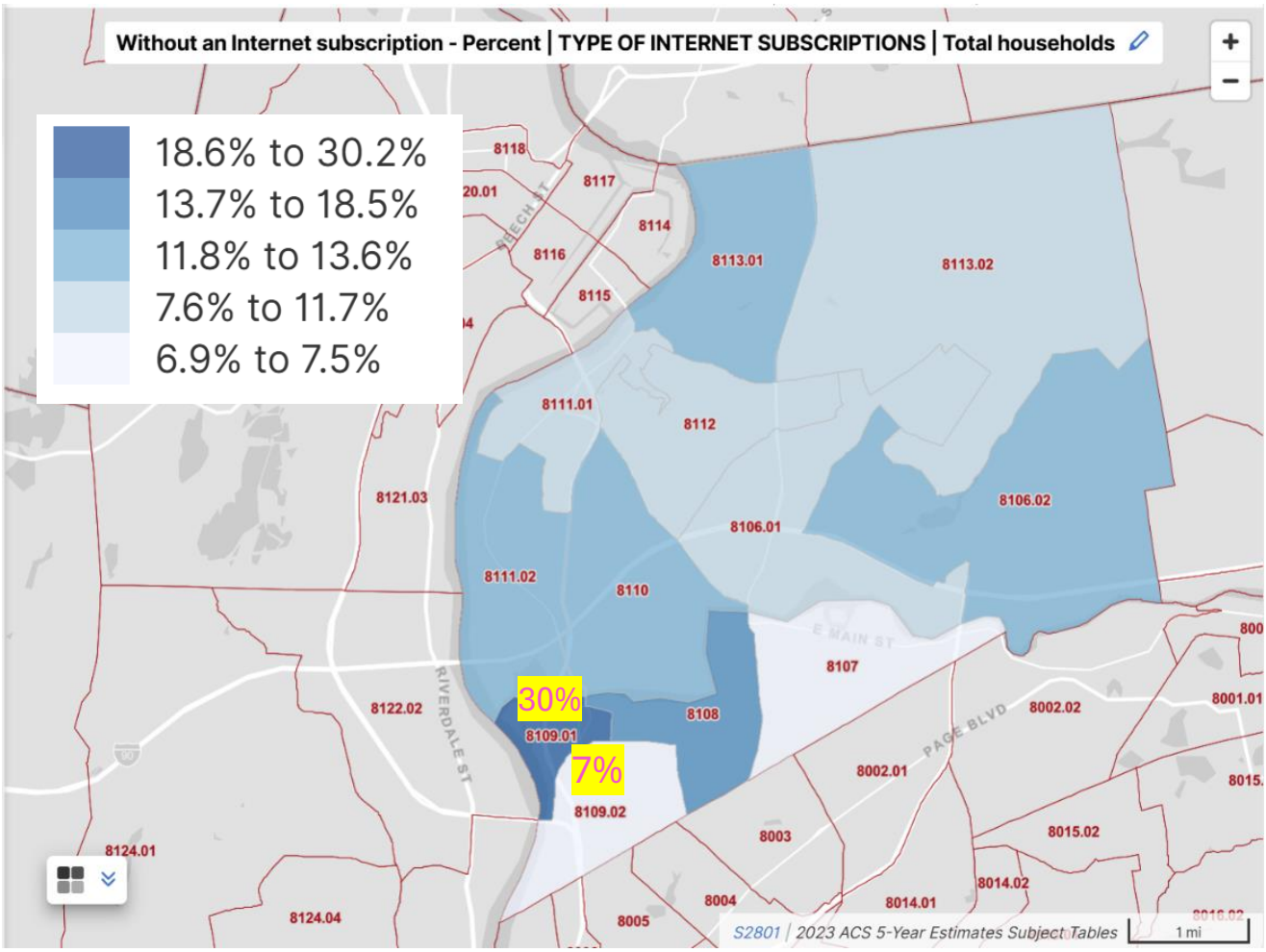
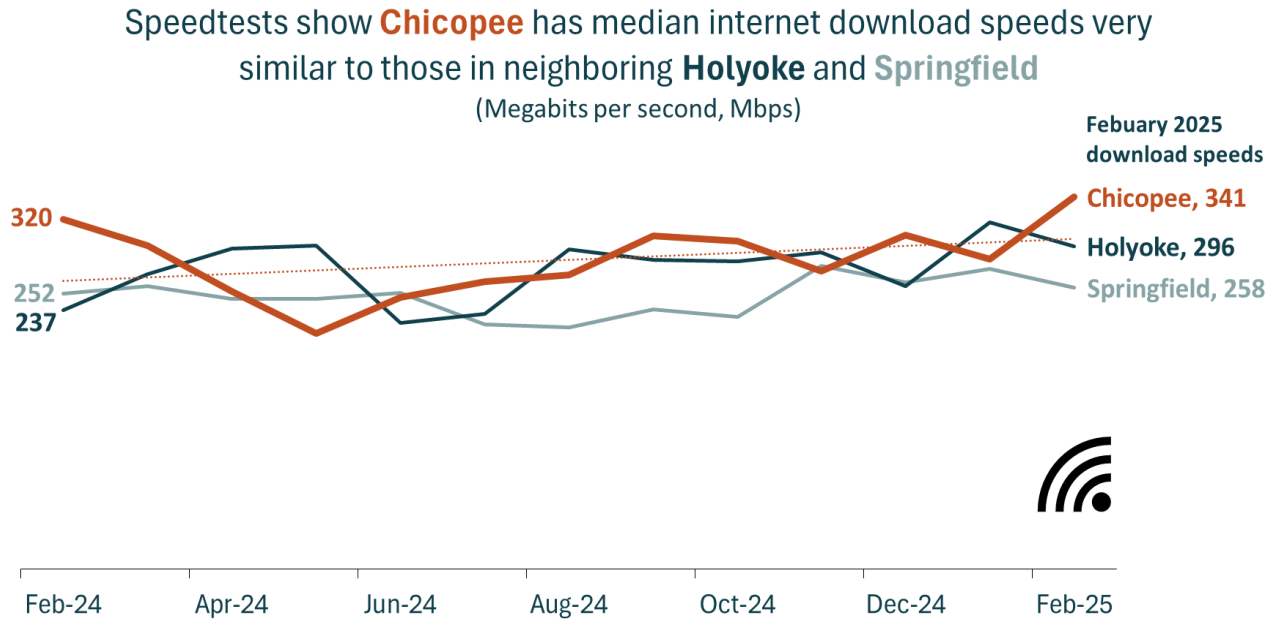



*Figure 10: Percent of homes lacking an internet subscription*

## *Download Speeds are Robust*

As indicated by the dotted trendline in the figure below, download speeds in Chicopee have increased year over year, as they also have in Springfield and Holyoke.

When individual households test their internet download speeds, those measurements are tracked via Speedtest by Ookla[15]. Where the number of tests passes a necessary threshold, Speedtest provides monthly data tracking median download speeds for cities and towns. As seen in Figure 9, Chicopee's download speeds were broadly similar to those in neighboring Springfield and Holyoke over the 13-month period from February 2024-February 2025.




Source: Speedtest by Ookla, "Best Internet Providers in Massachusetts for 2024, https://www.speedtest.net/performance/united-states/massachusetts, accessed 01/08/2025
(Dotted line is 13 month trendline for City of Chicopee)

***Figure 11***

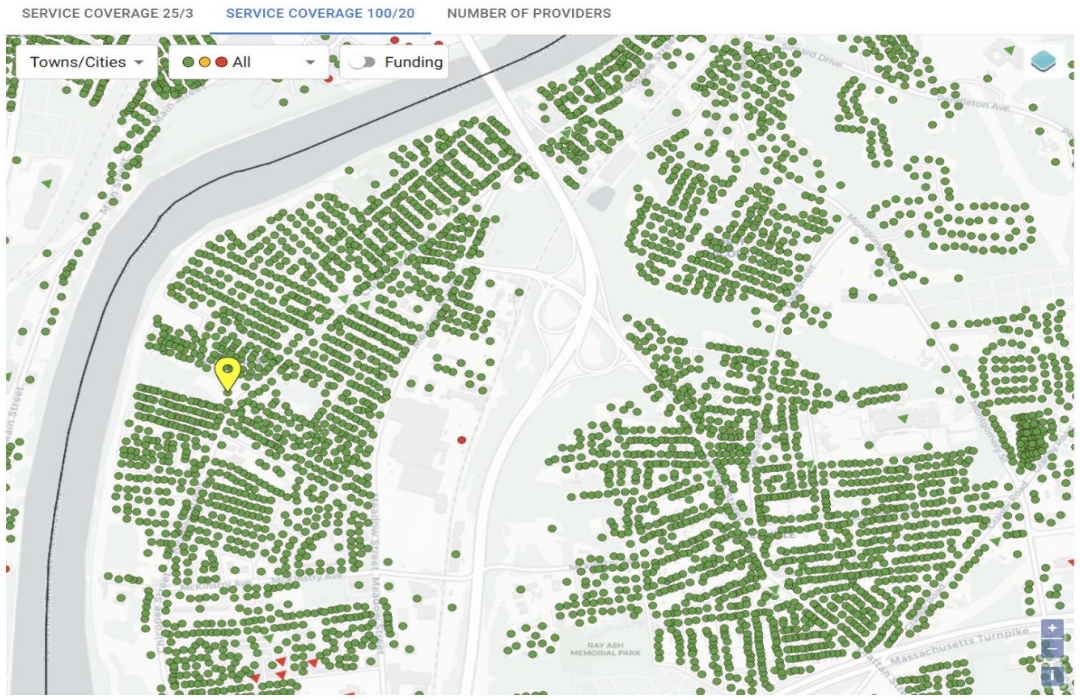
If we were to calculate a 13-month *average*, we see that Chicopee's speeds are slightly faster: 283 Mbps, compared to 275 Mbps in Holyoke and 250 Mbps in Springfield. February 2025 speeds were ranked the same: Chicopee at 341 Mbps, Holyoke at 296 Mbps, and Springfield at 258 Mbps.

[15] https://www.speedtest.net/performance/united-states/massachusetts

## *MBI Service Maps Show Consistent Coverage*

Figure 10 provides quite granular detail for coverage available at each Broadband Serviceable Location (BSL) in one section of Chicopee.

Per the National Telecommunications and Information Administration a BSL can be broken down into three categories, served locations (100Mbps download and 20Mbps upload), underserved (at least 25Mbps download and 3Mbps upload but under 100/20Mbps), and unserved (no internet service or under 25/3Mbps). We see from this map that virtually every BSL has service at the 100/20 level (100Mbps download, and 20 Mbps upload). We also see that the randomly selected location, 472 Chicopee Street East, can choose between Spectrum (cable) and Crossroads Fiber, both of which offer download speeds 10x the 100/20 standard. Notably, the Crossroads Fiber option offers "symmetrical" service, with both upload and download speeds at 1000 Mbps.




**472 CHICOPEE ST, CHICOPEE 01013**
Residential

SERVED

| Provider | Technology | Speed | Business/Residential |
|---|---|---|---|
| Spectrum | Cable | 1000/35 Mbps | Residential |
| CROSSROADS FIBER | Fiber | 1000/1000 Mbps | Mixed |
| T-Mobile | Licensed Fixed Wireless | 0.2/0.2 Mbps | Mixed |

*Figure 12*

Coverage is quite broad but not universal: from the citywide view seen in Figure 11 we see that 99.9% of Chicopee's BSLs have 100/20 service available, with 16,616 of the city's 16,626 BSLs served, 1 BSL "underserved", and 9 unserved.

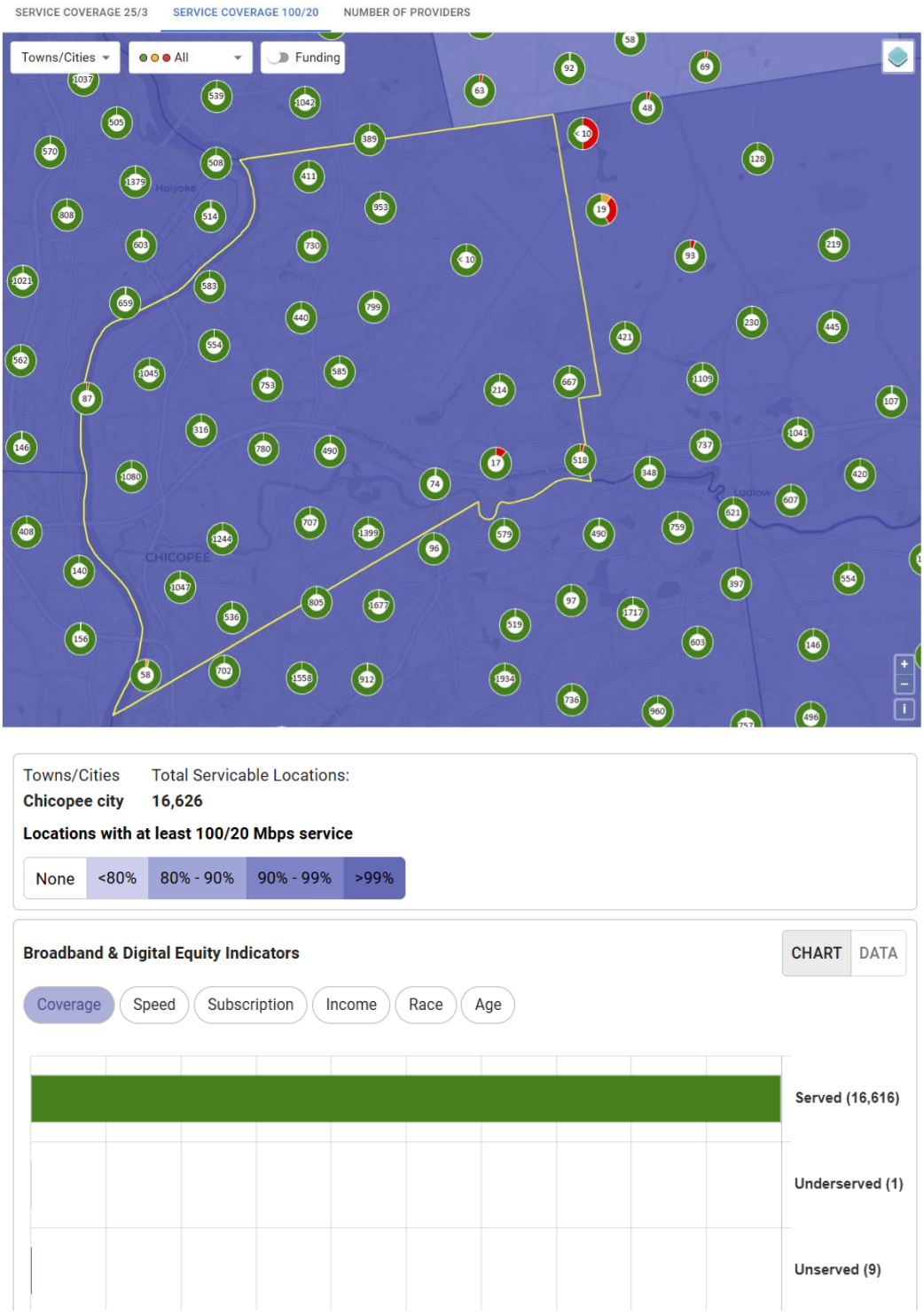
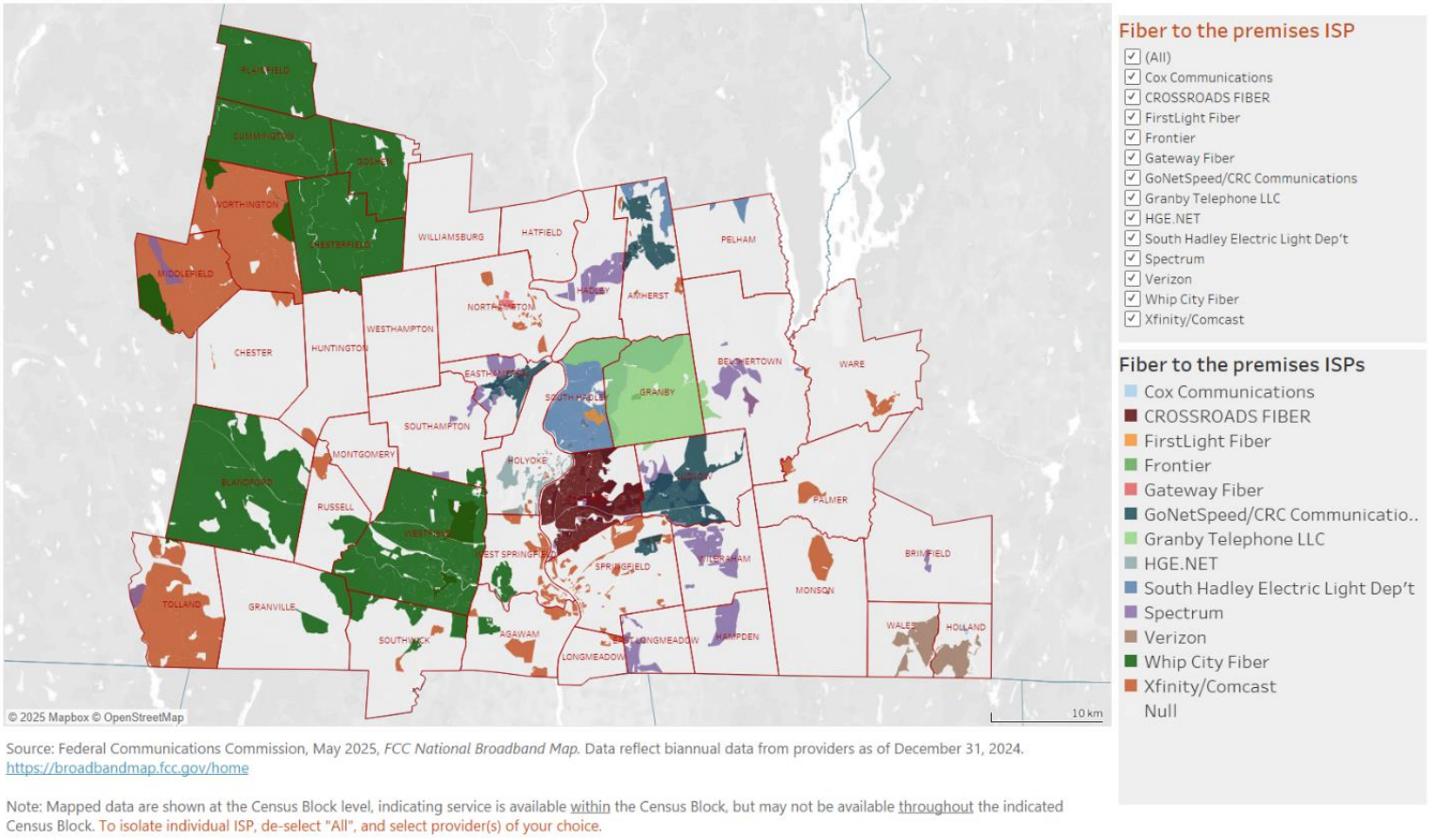



*Figure 13*

## *Crossroads Fiber Increases Competition for Consumers*

The expansion of fiber-optic cable throughout most of Chicopee has introduced a level of competition that will increase the likelihood of competitive pricing for consumers, while also laying a strong foundation for future economic opportunities that fiber to the premises/fiber to the home (FTTH) is uniquely positioned to offer. The speed of fiber is unrivaled, but perhaps as important is that fiber offers symmetrical upload and download speeds that makes it a particularly attractive option for several industries and applications.

As seen in Figure 12 below, the region has seen substantial growth in the areas now served by fiber to the premises.




Source: Federal Communications Commission, May 2025, *FCC National Broadband Map*. Data reflect biannual data from providers as of December 31, 2024. https://broadbandmap.fcc.gov/home

Note: Mapped data are shown at the Census Block level, indicating service is available within the Census Block, but may not be available throughout the indicated Census Block. To isolate individual ISP, de-select "All", and select provider(s) of your choice.

***Figure 14***

# PART 3: CONCLUSION AND RECOMMENDATIONS

Recommendations for Chicopee are listed below and have been summarized on pages 7-8 of this document, with a set of cost estimates.

One of the most significant steps that is interwoven with all of the recommendations is the implementation of robust community engagement.

## *The Importance of Community Champions*

One of the biggest challenges encountered in this digital equity planning effort was the difficulty of engaging residents in the process. There can be many reasons for this, including lack of trust, travel difficulties, and lack of awareness of the opportunities to participate.

One of the ways to address this challenge is to have a designated organization or group of committed individuals to champion the pursuit of digital equity. In some communities in the region, this need is served by Way Finders, Tech Hub, or community action agencies. In others, a working group is formed with members of a variety of involved organizations. Strong partnerships can also take some of the burden off a single organization and help reduce burnout while bringing a fresh outside perspective.

The private sector can be a valuable partner for communities as well. This could be for-profit broadband companies, collaborating with local governments to provide internet access in areas of low digital access, or private employers who are eager to see more job applicants with basic digital skills. Also, many companies need clients and customers to be more digitally competent. Many banks are conscious that their online banking strategies are inaccessible to customers who lack digital connections and skills. Hospitals want more patients to use their online patient portals and scheduling, prescription, and telehealth applications. Utilities want customers to use smart meters. It may be possible to find corporate leadership that is very supportive of local initiatives that promise to address these issues.[16]

## *Recruiting Community Champions*

It is helpful to begin by finding the people in the community who are already engaged in efforts to help disadvantaged, under-connected residents gain digital access and skills. In addition to the groups mentioned above, these can include leadership and staff at the public library, senior center, other neighborhood centers and organizations, the public housing authority, other nonprofit housing groups, workforce training agencies, faith-based social services, Goodwill Industries, the public schools, and so on. It would also make sense to look for any nonprofit computer refurbishers and for individuals or groups engaged in "community wi-fi" projects. Also reach out to community relations staff at local employers.

[16] Digital Equity and Public Engagement - ELGL

## Successful Engagement

While it is fairly straightforward to work with a group of stakeholders or actively engaged citizens, reaching beyond the most accessible groups can take some special efforts and best practices. Recent research on the subject can provide a number of suggestions.[17]

### Identify and communicate purpose and roles

Before engaging the public, it is critical to articulate the purpose of the engagement clearly. People need to know why their participation matters and what role they play in the process. Are they being consulted for their opinions, actively involved in shaping decisions, or empowered to co-create solutions? Setting clear expectations not only enhances participation but also builds credibility and trust.

Inform participants upfront about how their input will be used, which encourages them to fully invest in the process.

### Build relationships

Once you've identified the right people, arrange some casual meetings with them. This takes time and will involve connecting with a wide range of community groups. However, this is the front-end work that results in the success of the project. Having strong relationships with key community leaders is critical to the success of digital access efforts.

Find out from these folks the best ways to communicate and advertise within their communities. Is it a community newspaper or radio? Through social networks and word-of-mouth? Find out what concerns that community has and how they intersect with your work. Are the impacted communities particularly interested in getting devices, just having nearby access (like the library), learning to navigate the digital world, or perhaps something local officials haven't thought of yet?

### Create feedback loops

Transparency is key to building trust. Share updates regularly and be clear about how public input is being used. If certain suggestions cannot be implemented, explain why. Demonstrating accountability helps participants feel that their time and effort are valued.

- Show how community input is used.
- Explain when and why suggestions can't be implemented.

[17] Many of these ideas and suggestions came from the following sources: www.strongtowns.org guide: The Ultimate Guide to Better Public Engagement; the IBM Center for The Business of Government: How to Best Communicate with the Public | IBM Center for The Business of Government; the Institute for Local Government Inclusive Public Engagement - Institute for Local Government; and Engaging Local Government Leaders (ELGL): Digital Equity and Public Engagement - ELGL

Create a standalone website to house reports, newsletters, and other materials that document the project's progress. This transparency allows participants to see how their input is shaping the project and ensures accountability of all stakeholders.

### *Ask all the questions*

Good systems for collecting the answers to your questions are also vital. A variety of methods to gain feedback can be used before, during, and after project implementation. These include phone calls, door knocking, online surveys and on-site comment cards. This thorough feedback creates not just a better final product but also a community that feels more ownership over the project.

Create opportunities for engagement through channels and events both within and outside of the public agency. Offer multiple opportunities for the public to communicate back to the agency (surveys, online forums and meetings) to reflect that different individuals and groups will have different preferences in terms of communications channels. Show progress, new information or actions as proactively and quickly as possible. Follow up on commitments made (for example, to get answers to questions) and (when possible) immediately ask for feedback about the agency's communications and engagement efforts. Recognize and thank partners and collaborating stakeholders for their efforts during the engagement process.

### *Be sure to circle back*

As with any relationship, maintaining communication after an engagement effort has been completed will ensure that audiences and stakeholders stay informed – making them more likely to participate in future efforts. Share findings and lessons learned from debriefing and performance assessments. Circle back to stakeholders with information that shows how their efforts made a difference. Thank them for their involvement. Use existing venues (governing body meetings, public events) and resources (website, e-mail newsletters) to celebrate new approaches, new relationships or specific successful outcomes that highlight partners or collaborating stakeholders. Create an ongoing network for information sharing with stakeholders and community groups. Look for ways to support or connect with stakeholders during the periods between major engagement efforts.

### *Meet people where they are*

If you're hoping to change or improve something in a neighborhood, you need to meet residents where they are, in a way that works for them, in order to get their input. Most communities take these steps, but they bear repeating:

Choose Neutral, Accessible Spaces

- Avoid locations that are hard to reach.
- Use familiar, welcoming venues like libraries or parks.

Foster informal, welcoming environments.

- Use food, art, and interactive tools like models to gather input.
- Design meetings to accommodate parents and children.
- Include child-friendly spaces or activities.

Ensure Language Accessibility

- Provide materials and staff in multiple languages.
- Make translation services visible and proactive.

In summary, for engagement events, provide childcare and food when possible, ensure that materials and presentations are offered in the language(s) of the residents, and locate meetings in spaces that are familiar and accessible to residents (like churches, community centers, schools and restaurants).

### *Provide assistance and incentives*

Residents can also be provided with a small stipend to host neighborhood events where input and feedback can be gathered for the project. Residents could use the stipend to host any event they wanted that would get neighbors to show up. These include church suppers, basketball tournaments, and more. Meeting residents in spaces where they feel comfortable and giving them the tools to fully participate ensures that their input will be fully accounted for in any city or neighborhood project.

## *Chicopee Recommendations Compared with those of other Massachusetts Cities*

While our recommendations address the specific needs of the City of Chicopee, many other communities across the Commonwealth have similar recommendations for advancing internet for all. These similarities are illustrated in the table below. [A more comprehensive list of recommendations can be found in Appendix A3: Recommendations for Advancing Digital Equity in Comparison Communities: Worcester, Somerville, New Bedford, Greenfield, Easthampton, Brockton, Lynn].

| Recommendations | Spring-field | Worces-ter | Somerville | New Bedford | Green-field | Easthamp-ton | Brockton | Lynn |
|---|---|---|---|---|---|---|---|---|
| 1. Create Permanent Digital Equity Working Group | x | x | | | x | x | | |
| 2. Create Digital Equity Coordinator Position | x | x | x | | | | | |
| 3.Expand Hot Spot Program | x | | x | | x | | | |
| 4. Phase in provision of Wi-Fi in public buildings and strategic public spaces such as parks | x | | x | | x | | | |
| 5. Work with internet provider(s) & MDU landlords to increase connectivity city-wide | x | | x | x | | | x | x |
| 6. Support distribution of computer devices; assistance for residents in arrears on payments to provider | x | | x | x | x | | x | |
| 7. Coordinate city-wide provision of digital skills training, digital navigator/mentor efforts for residents with other City entities (libraries, Councils on Aging, Housing Authority) and community based groups. | x | x | x | x | x | | | |
| **Other potential initiatives considered** | | | | | | | | |
| Work to replace Affordable Connectivity Program | | x | x | | x | | | x |
| Undertake a feasibility study for development of a Mesh area network(s) for unserved areas | | | | | | | | |

## *Conclusion*

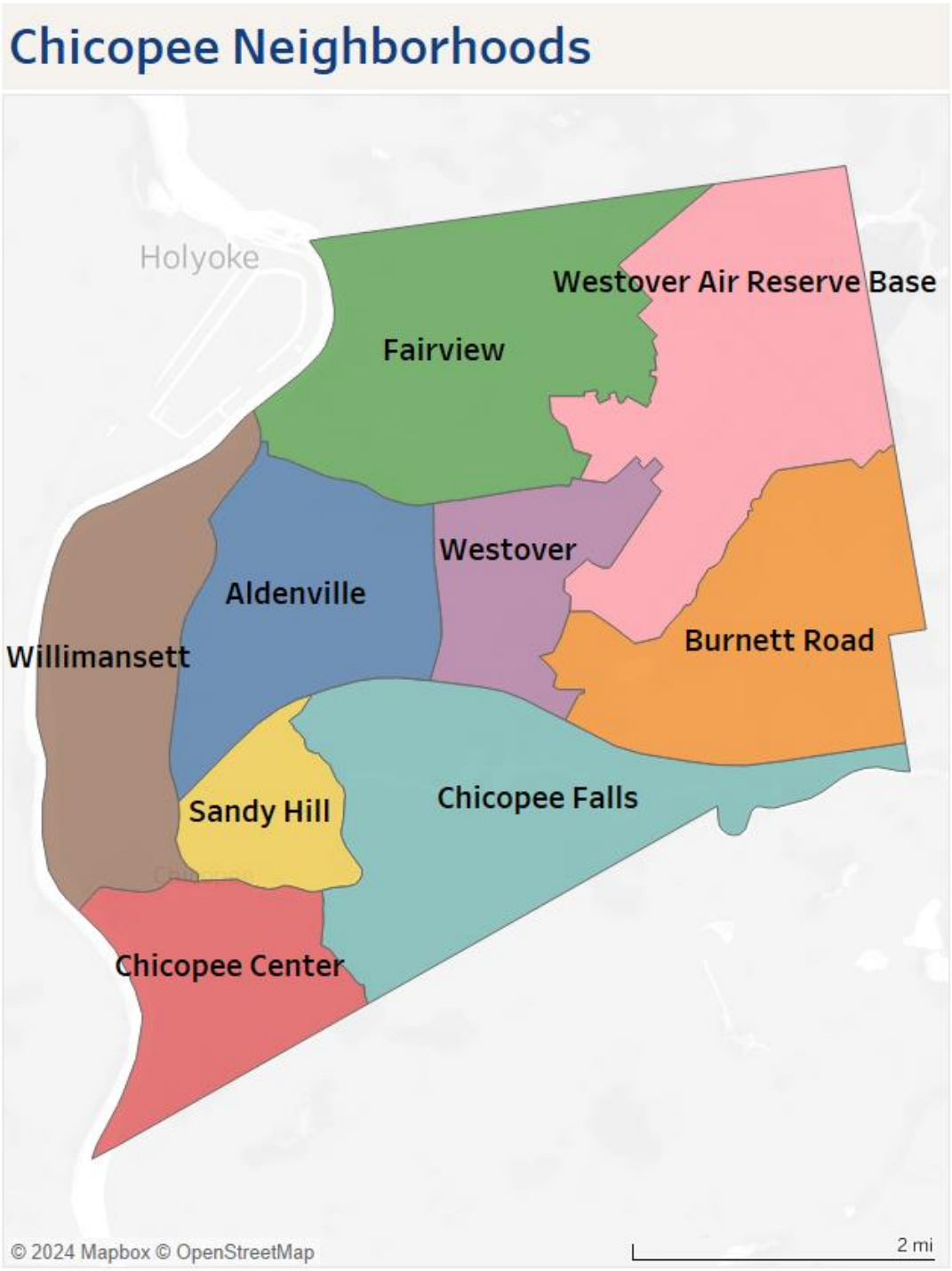
With this report, the City of Chicopee is well positioned to begin an organized and intentional effort to expand digital accessibility for its residents and businesses. PVPC's recommendations address all three legs of the "digital equity stool": access to the internet, access to devices, and attainment of digital skills. They also address the important element connecting each of the legs—affordability—recognizing that socio-economic status is a powerful factor contributing to the digital divide.

The challenge for Chicopee will be to pursue this work with an eye to the future, recognizing that the opportunity to move Chicopee towards innovation and prosperity will be largely shaped by the quality of the digital infrastructure available to local residents and businesses. In this context, sustainability means thinking about how city resources, both funding and personnel, are deployed so they are integrated in all that the city does and supports. Similarly, the commitment to digital equity must be sustained in the context of ever-changing technology; while technology will evolve and the expectations of how people use technology will similarly shift, the commitment to digital equity should remain solid. If nothing else, this report should leave the city asking the

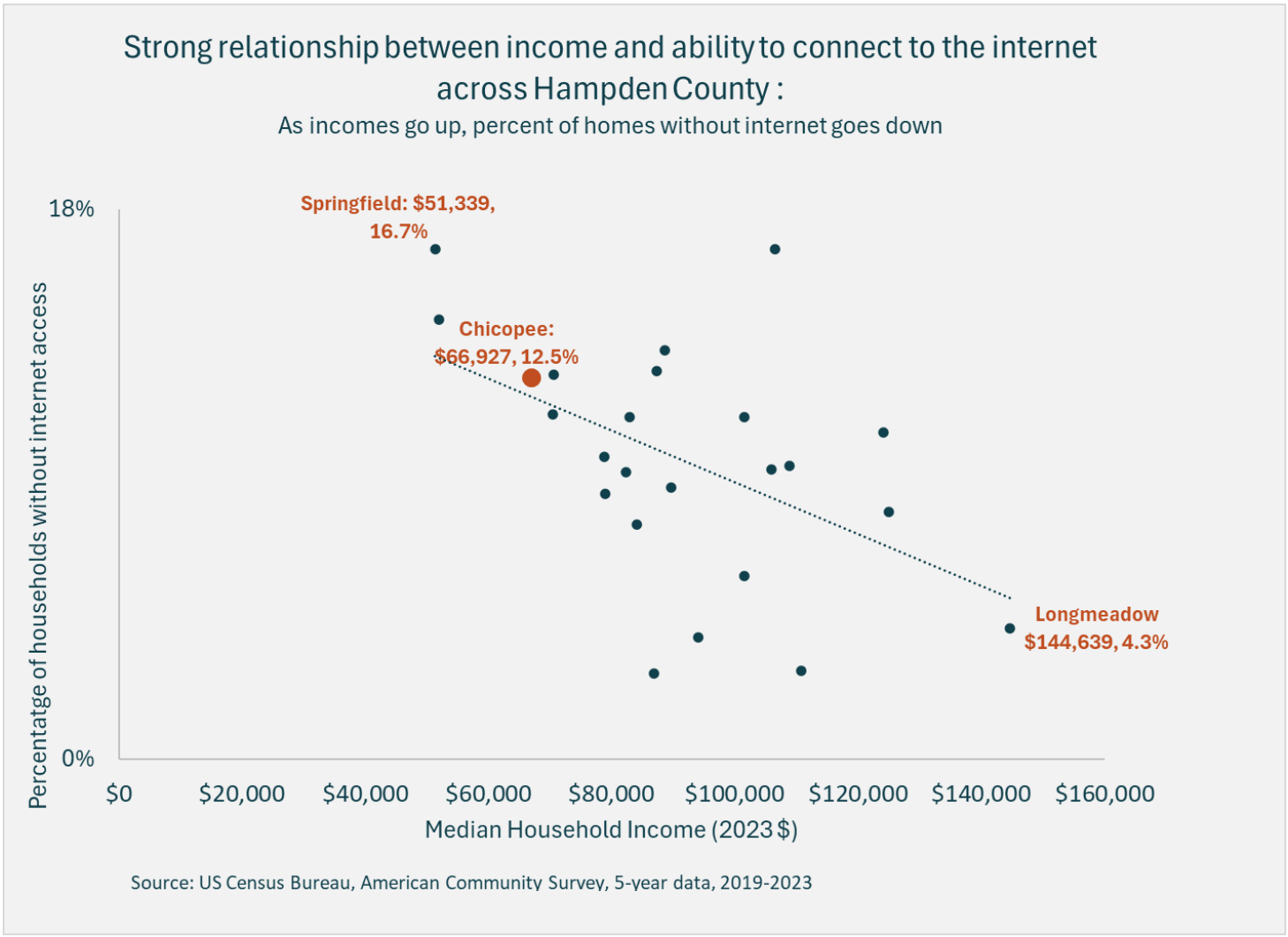
question, “How do we support digital equity internally for city government and externally with our community in all that we do?” Doing so will not only close existing digital equity gaps, it will lay a strong foundation for the future prosperity of the city. This is the shift that the Chicopee Digital Equity report seeks to catalyze.

# APPENDICES

## *Appendix A1: City of Chicopee Neighborhoods*



## *Appendix A2: Relationship Between Household Income and Computer Device*



## *Appendix A3: Recommendations for Advancing Digital Equity in Comparison Communities:*

**Worcester, Somerville, New Bedford, Greenfield, Easthampton, Brockton, Lynn**

| CITY | RECOMMENDATIONS |
|---|---|
| **Worcester** | Create Digital Equity Coalition |
| | Create Digital Navigator position |
| | Create a DE manager position |
| | ACP replacement grant program |
| | Support digital skills training through library |
| | Partner with educational institutions to enhance learning and resources |
| | Targeted digital skills on cyber security |
| | Support healthy use of digital by youth |
| | Create device refurbishment program |
| | Explore expanding of ISP providers |
| **Somerville** | Build asset map to create Directory for residents |
| | Create digital navigator program |
| | Create multi-lingual educational resources for residents |
| | Create multi-lingual education materials on cyber security and safety |
| | Create free public wifi |
| | Expand Hotspot distribution |
| | Expand device distribution/lending |
| | Organize device donation drives |
| | Fund computer labs in CBOs |
| | Funding to CBOs for device refurbishment and distribution programs |
| | Convene a community of practice for CBOs doing digital equity work |
| | Collaborate with anchor institutions to coordinate and expand services |
| | Dig Once policy - adding fiber when roadwork is done |
| | Engage ISPs to encourage more competition |
| | Consider consumer advocacy and protection policies |
| | Provide direct financial support to household given loss of ACP |
| | Consier open fiber infrastructure |
| | Regional partnerships with neighboring municipalities |
| | Improve connectivity in residental units |
| | Create permanent Digital Equity position in City |
| | Incorporate digital equity funding requests in other city grant proposals |
| | Continue digital equity discovery of needs |
| | Coordinate among city departments for shared digital equity goals |
| **New Bedford** | Convene a digital equity coalition with annual meetings |
| | Unspecified grant program ($50K) |
| | Hire two digital navigators for schools |
| | Seek funding for digital navigators at library |
| | Seek funding for COA computer lab |
| | Explore partnerships to establish device distribution |
| | Improve connectivity in residental units |
| | Explore cyber security programs |
| | Seek funding for digital skills at Charter school |

| CITY | RECOMMENDATIONS |
|---|---|
| Greenfield | Apply for MBI funds to expand local wifi ISP (GCET) |
| | Explore ways to fund an ACP replacement program |
| | Expand public wifi |
| | Continue hotspot lending thru library |
| | Adopt a city digital equity policy |
| | Continue funding library's computer lab |
| | Expand device distribution/lending |
| | Create Steering Committee to coordinate digital equity activities |
| | Continue funding library's digital navigator |
| | Seek funding to continue digital skills training thru library and GCC |
| | Support CBOs providing digital equity services |
| Easthampton | Be an active member of the Western Massachusetts Alliance for Digital Equity |
| | Apply to NDIA Trailblazer program for recognition and ideas |
| | Assess business needs through Chamber of Commerce |
| | Support legislation for "one touch" to promote installation of fiber |
| | Work with neighboring municipalities for improved reliability of broadband networks |
| | Create a digital equity coalition to advance the digital equity plan |
| | Create an asset map that can be used to assist residents with DE needs |
| | Create and maintain fiber and cable maps and providers |
| | Encourage anchor institutions to expand DE involvement and resources |
| Brockton | Create a digital equity coalition to advance the digital equity plan |
| | Assign city employee to coordinate digital equity activities |
| | Establish goals and identify data to establish benchmark progress |
| | Outreach for ACP |
| | Improve connectivity in residental units |
| | Increase eligiblity for federal infrastructure funding |
| | Monitor ISPs for improved performance |
| | Expand device distribution/lending |
| | Establish a device refurbishment program |
| | Support digital navigation at CBOs |
| | Build national and state partnerships for digital skills |
| Lynn | Convene a digital equity coalition with annual meetings |
| | Create city grant funding to support ACP replacement or digital skills |
| | Explore funding for public TV to do digital skills |
| | Explore funding for digitgal navigators |
| | Explore funding for CBO digital skills training including Tech Goes Home |
| | Explore funding for support specialist at the community college |
| | Improve connectivity in residental units |
| | Support CBOs for device purchases (for distribution?) |
| | Explore cyber security programs |

## *Appendix A4: Executive Summary of Massachusetts Digital Equity for All Plan*