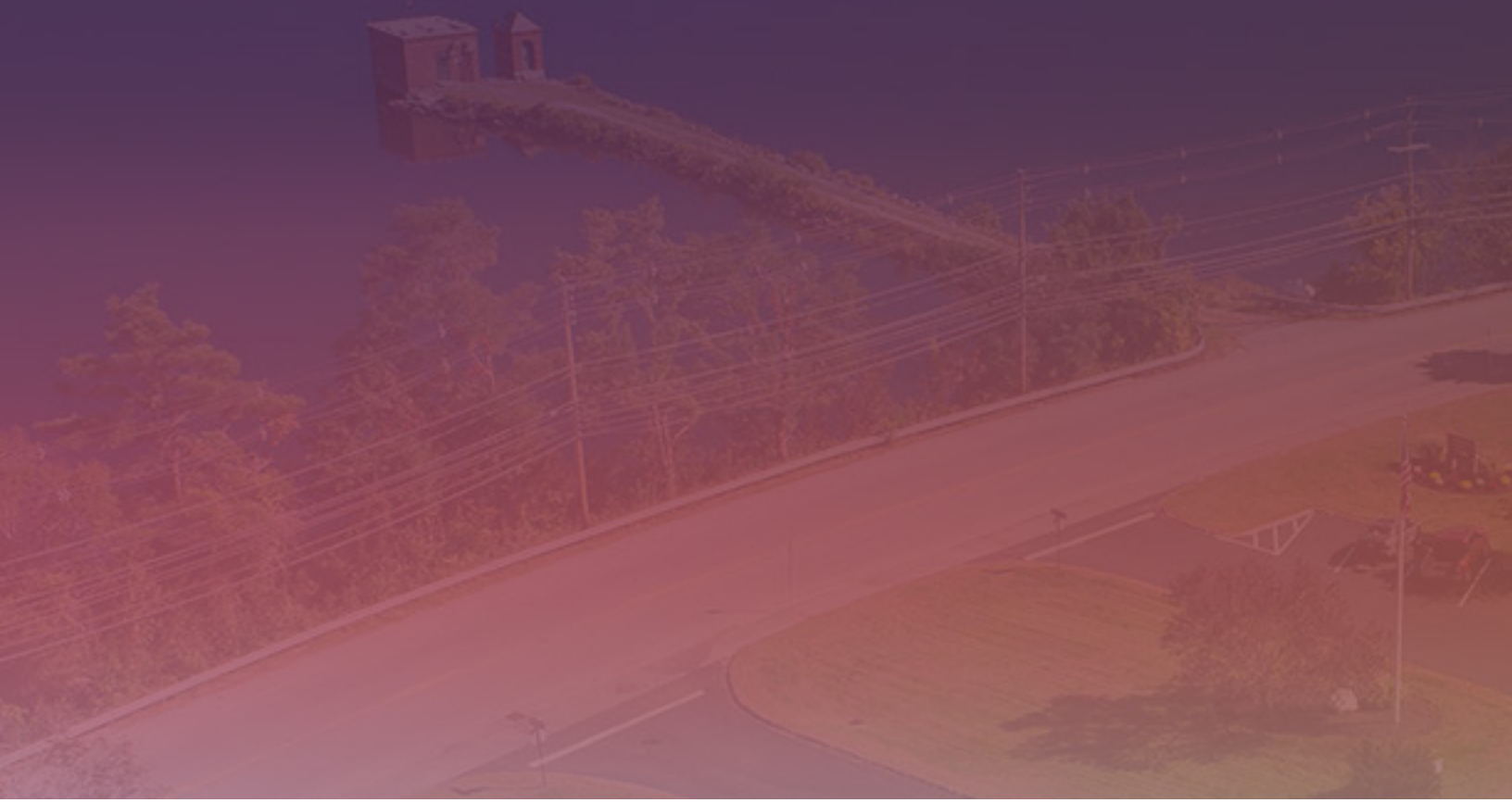
Plymouth County Digital Equity Plan

Middleborough • Lakeville • Carver



MBI MASSACHUSETTS BROADBAND INSTITUTE | at the MassTech Collaborative

SRPEDD Southeastern Regional Planning & Economic Development District

LAKEVILLE PLYMOUTH COUNTY, MASS

MIDDLEBOROUGH

TOWN OF CARVER MASSACHUSETTS

Table of Contents

Acknowledgements 5

SRPEDD Consultant Team 5

Why are three towns in Plymouth County creating a Regional Digital Equity Plan? 6

Introduction to Digital Equity 7

What is digital equity? 8

What is a digital equity plan? 9

Digital Equity Gap Impacts 12

Plymouth County Regional Digital Equity Plan Goals 14

Community Snapshot 16

Connectivity & Affordability 23

Connectivity 23

Affordability 39

Device Access 45

Digital Equity Assets 48

Community Anchor Institutions 49

Public Institutions and Programs 50

Community Needs and Vulnerable Populations 60

Aging Individuals 61

Veterans 63

Public Outreach and Engagement Process 66

Survey 71

Key Findings 72

Recommendations 74

Conclusion 83

Appendix 84

Glossary 84

Additional Reading 86

Charette Boards 87

Department Head Questionnaire 100

Acknowledgements

The Plymouth County (Middleborough, Lakeville, and Carver) Regional Digital Equity Plan was made possible thanks to the Massachusetts Broadband Institute's (MBI) Municipal Digital Equity Planning Program. This project was fully funded by MBI, which is a part of the MassTech Collaborative, through the Massachusetts American Rescue Plan Act (ARPA) State Fiscal Recovery Funds.

SRPEDD Consultant Team

Kaitlin Whalen, Comprehensive Planner

Maria Jones, Senior Public Engagement and Communications Planner

Joseph Osborne, Homeland Security Planner, Geospatial

Taylor Perez, Director of Housing and Research

Grant King, Deputy Directory and Comprehensive Planning Manager

Why are three towns in Plymouth County creating a Regional Digital Equity Plan?

Three towns in Plymouth County – Middleborough, Lakeville, and Carver – have partnered with Southeastern Regional Planning and Economic Development District (SRPEDD) and the Massachusetts Broadband Institute (MBI) to increase digital equity and internet access. SRPEDD established its partnership with MBI in 2023, when SRPEDD staff helped identify over 120 digital equity assets across the region, including digital equity programming, digital skills classes, and plans or documents related to digital equity.

In 2025, MBI announced a new round of funding for Digital Equity Plans focused on regional coordination and rural communities. SRPEDD, in partnership with the Towns of Middleborough, Lakeville, and Carver, applied for and successfully received funding to develop this regional digital equity plan.

Plan Timeline

This plan officially kicked off with a group of relevant community stakeholders on January 16th, 2026. Throughout the spring and summer staff conducted public engagement for the plan, advertised the plan survey, held the charette, and collected relevant existing conditions data. Staff spent the summer and fall analyzing all feedback and data, writing the plan, and creating goals and strategies. A detailed timeline is provided below:

Image 2. Plan Timeline Graphic

January 2026

Stakeholder kickoff, project branding, steering committee formation, and charette planning.

Spring 2026

Promotional events, digital equity charettes, and existing conditions analysis

Summer 2026

Digital equity plan writing and open houses.

Fall 2026

Finalize plan, submit to MBI, and make any necessary presentations.

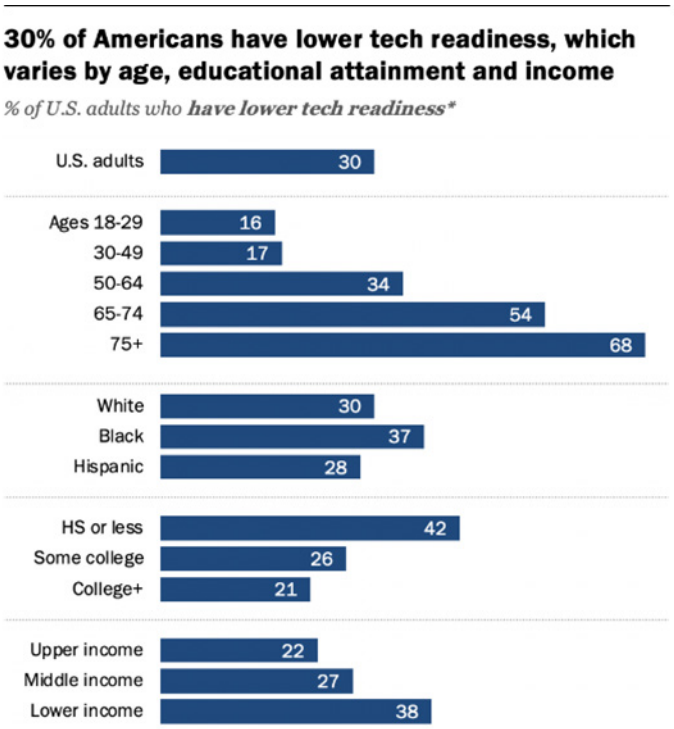
Introduction to Digital Equity

How would you live your life without an internet connection in 2026? Would you be able to do your job? Pay your bills? Find a doctor? What if you had a connection but it kept cutting out? Or what if your computer was broken? Would you be able to fully participate in your social, professional life or even manage your personal affairs? Society has moved online since the introduction of personal computers in the late 1980s and early 1990s; The Covid-19 pandemic exposed how lack of internet access, tech skills, or reliable equipment have left several underserved communities across the United States behind – unable to fully particulate in working, learning, and socializing.

According to a 2021 article by the Pew Research Center, 30% of Americans possess lower "tech readiness" skills – meaning 30% of Americans lack the skills necessary to operate a computer, smartphone, tablet, or other device. This percentage grows higher with age, with 54% of Americans ages 65-74, and 68% of Americans aged 75 or older having lower tech readiness[1]. In an increasingly digital world, this means that the need for digital literacy and digital skills classes will become even more important for this group of Americans. Furthermore, rising costs of internet plans and devices or unreliable connections due to inadequate infrastructure in rural areas also continue to illuminate why the need for digital equity plans and programs is more important now than ever before.

1 Pew Research Center, "The Internet and the Pandemic", 2021, https://www.pewresearch.org/internet/2021/09/01/the-internet-and-the-pandemic/

Figure 2. Percent of US Adults who have lower tech readiness, Pew Research Center



What is digital equity?

"Digital equity" is the condition in which all individuals and communities have the information technology capacity needed for full participation in society, democracy, and the economy. It means ensuring that everyone has access the proper device, the ability to afford a fast and stable connection, and the skills necessary to navigate and troubleshoot their technology. Achieving digital equity is essential for civic and cultural participation, employment, lifelong learning, and access to community services.

The digital divide is created when everyone does not have equal access to these things. This gap affects social connectivity, healthcare access, workforce preparedness, educational opportunities, civic participation, and financial resources and blocks vulnerable populations from participating in everyday life.

What is a digital equity plan?

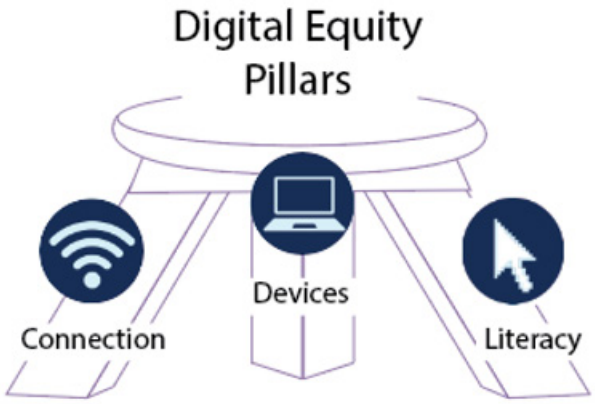
A digital equity plan aims to guide municipal decision-making related to services and infrastructure that aim to close digital gaps in underserved communities.[2] This plan analyzes the current state of internet access and digital equity, ultimately providing goals and recommendations to address key concerns identified throughout the planning process.

Staff collected key findings through data analysis, research, and outreach to the public and stakeholders. Throughout the project, residents are given the opportunity to think about their own community and determine who is most affected by the lack of broadband access and digital literacy skills. The intent is to then utilize the plan to prepare grant proposals for existing or forthcoming state or federal programs that support digital equity activities; these include community partnerships and coordination support between towns, providing residents with more internet options, and assisting covered populations with safely navigating the internet. These implementation recommendations, as well as funding guidance, are discussed in the Recommendations section of this plan.

There are three main ways to understand digital equity and barriers to digital access: connection, devices, and literacy. These are known as the "three pillars" of digital equity.

Think of these pillars like a stool – in order for it to stand and be supportive, all three legs of the stool must be present. To achieve digital equity, a community's residents must have adequate access to a stable internet connection, an appropriate device, and the digital literacy skills necessary to use the internet and their devices.

Figure 3. Digital Equity Pillars



2 https://broadband.masstech.org/municipal

1. **Connection: A fast, affordable, and stable connection to the internet.**

- A foundational aspect of digital equity is access to a fast, affordable, and stable internet connection in their home. The reliability, speed, and affordability of a home internet connection may vary based on an individual's everyday needs including the ability for an individual to freely access to an internet connection outside the home.

2. **Devices: The portal or hardware that lets you navigate the internet.**

- In today's ever evolving digital world, a proper internet-enabled device is needed for participation in education, career development, socialization opportunities, and more. Fulfillment of this digital equity pillar means everyone in a community has access to a computer, hand-held devices, wireless router or other physical devices to enable an internet connection.

3. **Literacy: The capability to evaluate online information and maintain devices.**

- Full digital literacy includes an individual's ability to maintain devices, evaluate online information and security risks, and navigate the internet to meet one's needs. Communities may work to support digital literacy through scam awareness campaigns or computer classes at local community anchor institutions.

Figure 4. Digital Equity Barriers

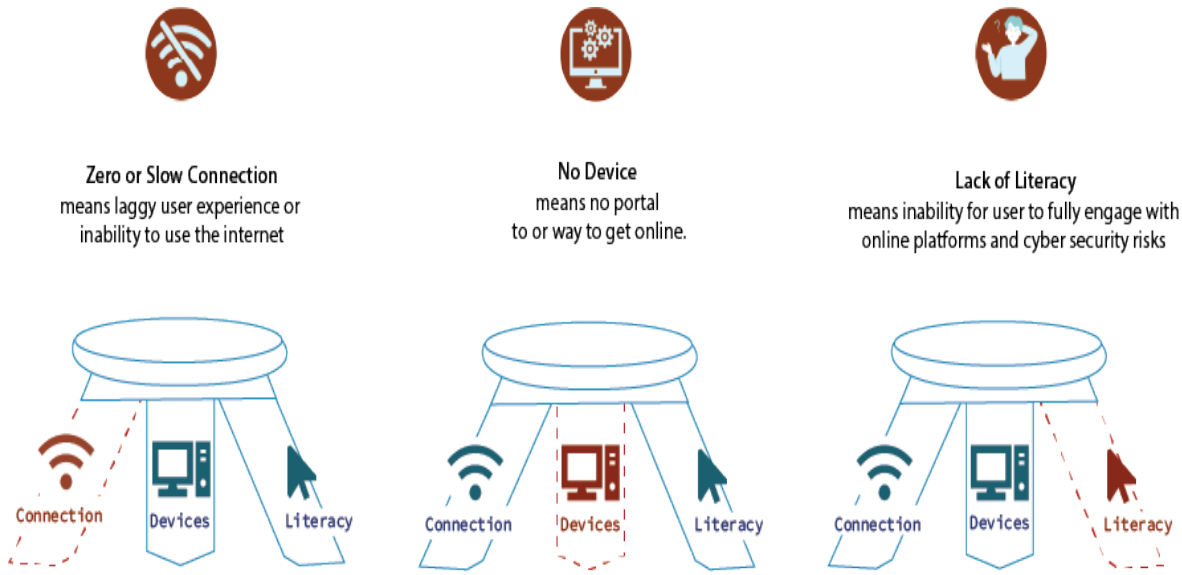


Table 2. Digital Equity Barriers

Zero or Slow Connection means laggy user experience or inability to use the internet	No Device means no portal to or way to get online.	Lack of Literacy means inability for user to fully engage with online platforms and cyber security risks
Barriers can include connectivity interruptions, digital redlining, or the inability to afford or access services	**Barriers** can include having outdated software or lack of an affordable device.	**Barriers** can include limited digital skills, fear or shame in asking for help to use the internet, or inaccessible digital literacy or skills classes.

Digital Equity Gap Impacts

What happens when digital gaps are present in an individual's life? How may lack of internet access impact the way underserved populations live day-to-day life? Internet access is no longer a luxury in the United States, but a necessity to full participation in modern society. Understanding the facets of life that are impacted by digital inequities can help a community develop targeted solutions.

Figure 5. Digital Equity Gap Impacts



Table 3. Digital Equity Gap Impacts

	Pre-Internet Expectation	Current 'Information Age' Expectations	Digital Inequity Impact
Social Connectivity: The ways in which people regularly communicate and interact with friends, family, and general community.	Writing Letters	Being active on social media platforms such as Facebook or Instagram Understanding how to navigate an email account	Social isolation
Health Care Access: Seeking medical help/communicating with medical professionals.	Calling the Doctor	Signing up or logging on to a patient portal or insurance portal to access testing results or medical records Using a two-factor authentication	Negative health impacts, potential cost impacts

Financial Resources: Managing money or accessing assistance.	Visiting the Bank in Person	Using mobile banking apps to move money or pay bills Discernment for safely managing personal resources	Susceptibility to online scams
Workforce Preparedness: Having skills or access to personal equipment to complete work tasks.	'Pounding the pavement' or other workforce training	Navigating online application platforms Access to stable internet connections to complete work at home Advanced tech skills	Lack of personal fulfillment and financial gain
Educational Opportunities: Completing assignments or seeking new opportunities.	Paper homework or in-person meetings	Navigating online enrollment Access to stable internet connection to complete work at home	Shame or inability to fully participate in educational opportunities
Civic Participation: Awareness of civic opportunities and public meeting accessibility.	Reading the local paper	Ability to navigate online video conferencing such as Zoom Managing and updating online voter registration information	Less engaged citizenry

Plymouth County Regional Digital Equity Plan Goals

Each of the following Goals will be discussed in more detail in the pages that follow. The project team will also provide supporting implementation strategies, case studies, and other information to help communities prioritize and achieve these goals.

Goal 1: Ensure successful plan implementation by leveraging and supporting community partnerships.

- Identify an existing group or form a new committee to oversee this plan and its corresponding implementation.
- Prioritize annual or bi-annual implementation review at standing meetings or in annual reports.
- Towns should continue recognizing the importance of digital equity in their communities and ensure that digital equity stays within the conversation in town.

Goal 2: Increase availability and knowledge of affordable internet options.

- Consider implementing a “dig once” policy.
- Advertise and increase awareness of individual (vs. bundled) internet plans.
- Stay up-to-date with and support affordable internet efforts as they arise.

Goal 3: Provide residents with increased options for device access in the community.

- Purchase additional devices to be available for checkout at the library or other community anchor institutions.
- Upgrade computers and other devices at libraries and other relevant community anchor institutions.
- Acquire additional public or municipal spaces to create additional computer labs in these communities.
- Explore options for creating outdoor public Wi-Fi networks, where practicable.

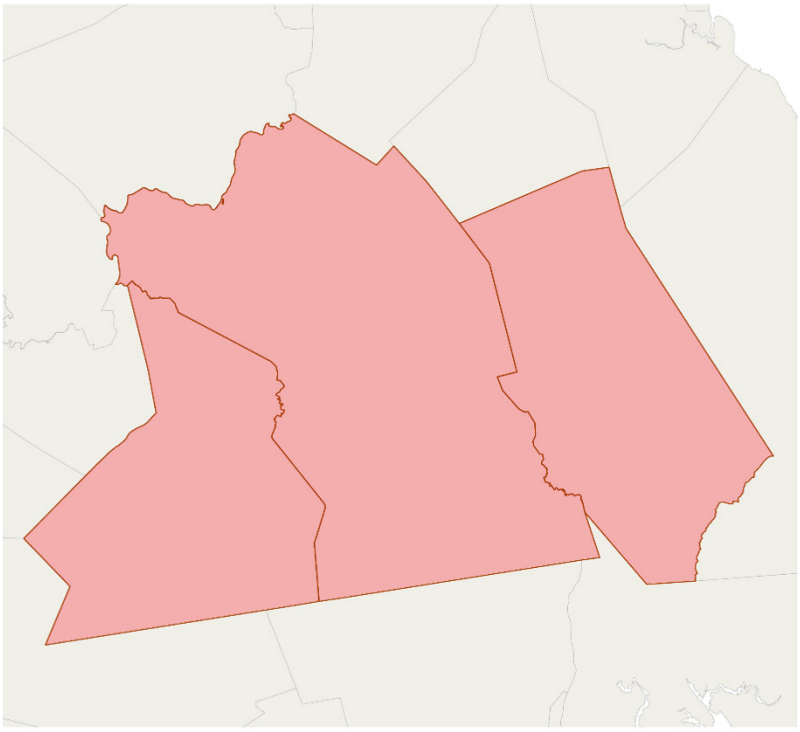
Goal 4: Assist vulnerable and underserved populations in safely and effectively navigating the internet and provide resources for troubleshooting digital devices and the internet.

- Provide more digital literacy classes at community anchor institutions, such as Councils on Aging, and other additional opportunities for advanced learners.
- Acquire and organize volunteer help from high school students to provide digital skills help to senior residents.
- Identify a regional contact who can help with residents' digital equity and digital literacy needs.
- Ensure that residents have the tools and skills necessary to protect themselves against phishing and other online scams.

Community Snapshot

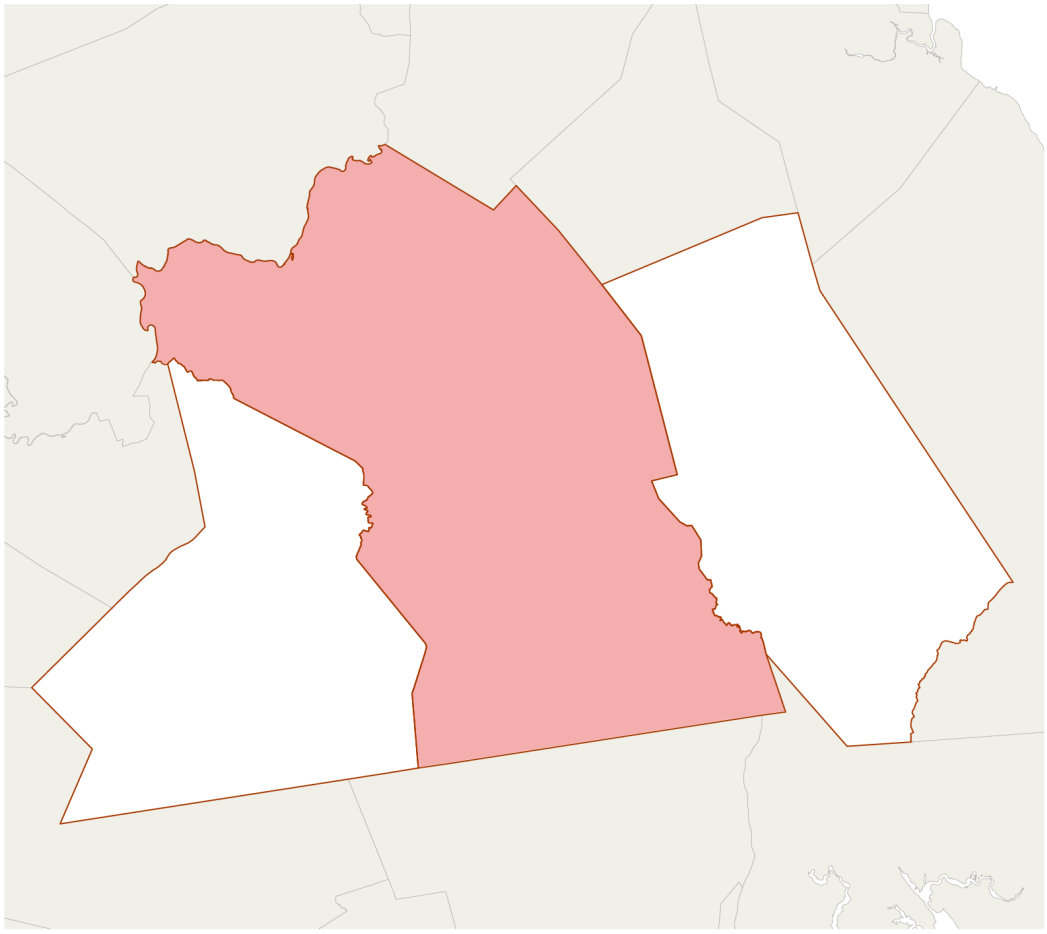
The plan area of the Plymouth County Regional Digital Equity Plan consists of the Towns of Middleborough, Lakeville, and Carver, Massachusetts.

Map 2. Zoom in of the plan area in the SRPEDD Region



Middleborough

Map 3. Middleborough Community Snapshot Map



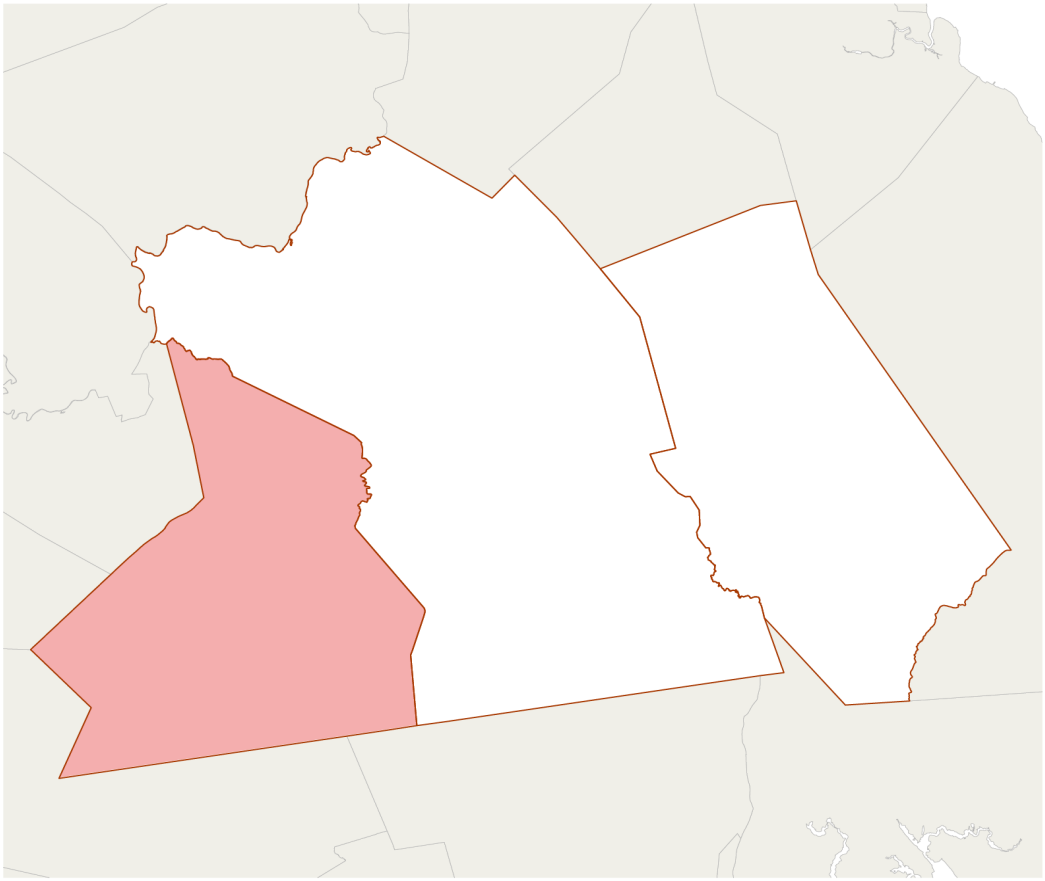
The following table is a data overview of existing conditions in Middleborough, including population, income, housing, and broadband data.

Table 4. Middleborough Data Snapshot

Population	
Total Population	24,505
% Children (18 and under)	18.8%
% Older Adults (65 and over)	20.9%
Median Age	43.4
% Black, Indigenous, People of Color	8.8%
% With a Disability	12.7%
% Limited English Speaking Households	6.2%
% Veterans	7.7%
Income	
Median Household Income	$91,914
Median income less than $25,000	9.5%
Median income less than $50,000	26.9%
Housing	
Total Housing Units	10,233
% occupied housing	96.4%
% owner-ossupied	77%
% renter-occupied	23%
Computers	
% households with no computing device	4.6%
Broadband	
% households without an internet subscription	6.4%
% of people using only a cellular data plan	8.2%

Lakeville

Map 4. Lakeville Community Snapshot Map



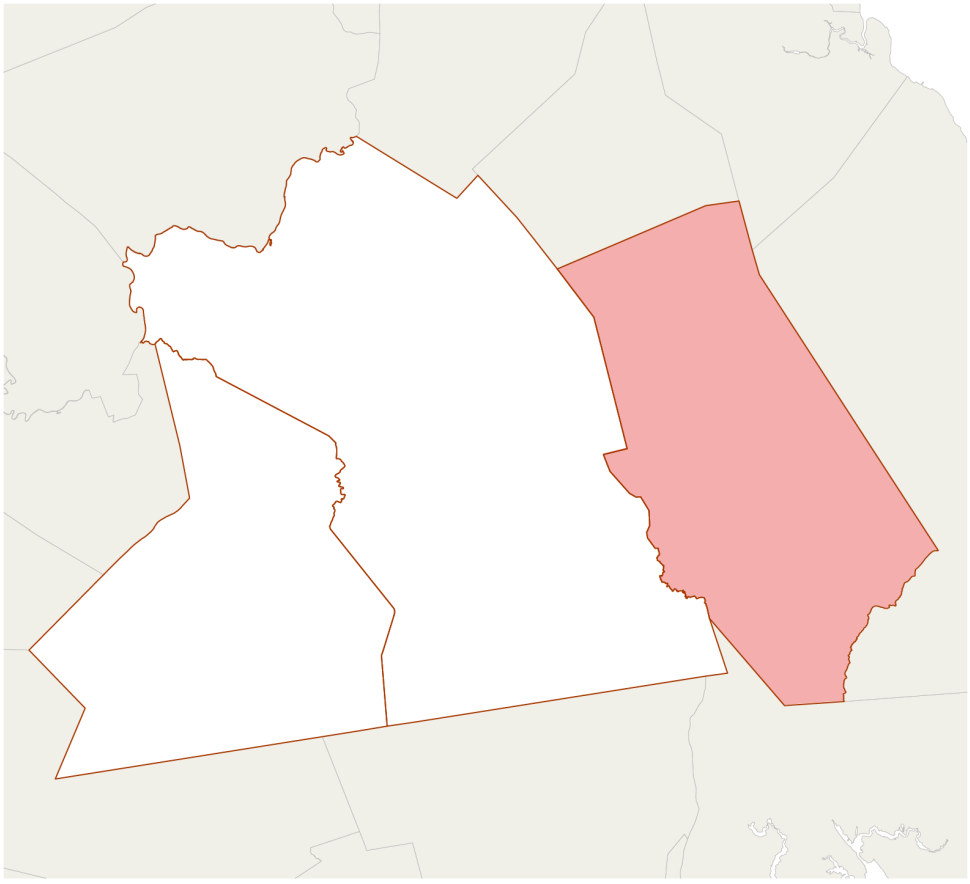
The following table is a data overview of existing conditions in Lakeville, including population, income, housing, and broadband data.

Table 5. Lakeville Data Snapshot

Population	
Total Population	11,944
% Children (18 and under)	20.2%
% Older Adults (65 and over)	15.9%
Median Age	43.8
% Black, Indigenous, People of Color	4.7%
% With a Disability	12.1%
% Limited English Speaking Households	5.7%
% Veterans	3.7%
Income	
Median Household Income	$126,182
Median income less than $25,000	7.4%
Median income less than $50,000	16.8%
Housing	
Total Housing Units	4,452
% occupied housing	94.7%
% owner-ossupied	81.5%
% renter-occupied	18.5%
Computers	
% households with no computing device	3.8%
Broadband	
% households without an internet subscription	5.3%
% of people using only a cellular data plan	4.3%

Carver

Table 6. Carver Community Snapshot Map



The following table is a data overview of existing conditions in Carver, including population, income, housing, and broadband data.

Table 7. Carver Data Snapshot

Population	
Total Population	11,712
% Children (18 and under)	16.9%
% Older Adults (65 and over)	22%
Median Age	45.9
% Black, Indigenous, People of Color	12.2%
% With a Disability	14.6%
% Limited English Speaking Households	4.4%
% Veterans	11.3%
Income	
Median Household Income	$78,955
Median income less than $25,000	12.4%
Median income less than $50,000	28.7%
Housing	
Total Housing Units	5,064
% occupied housing	92.9%
% owner-ossupied	88.7%
% renter-occupied	11.3%
Computers	
% households with no computing device	4%
Broadband	
% households without an internet subscription	7.4%
% of people using only a cellular data plan	8%

Connectivity & Affordability

Connectivity

Background

Internet Infrastructure: The 'Information Highway'

The "internet" is how we refer to the transfer of information from one server to another. Broadband infrastructure can be thought of as the path or "highway" along which this information travels. When the internet was first introduced to American households in the late 80s and early 90s, it was referred to as the "information superhighway" and, since then, public and private investments have enabled the expansion of this utility to connect Americans to one another and the world. The term "information highway" may feel outdated in 2026, but like highways, the infrastructure enables both individuals and communities to fully participate in modern society.

Broadband: The Standard for Speed

Broadband is colloquially referred to as "high-speed internet," but it is technically defined by the Federal Communications Commission (FCC) as internet with speeds of at least 100/20 Mbps – meaning that it has an upload speed of 100 Mbps (megabits per second) and a download speed of 20 Mbps. The term broadband in this case refers to the standard for high-speed internet – in other words, any type of internet you receive that can download information at 100 Megabits per second (Mbps) and upload at 20 Mbps is considered "broadband." To put this into perspective, streaming content can take up to 25 Mbps and playing online video games can take up to 100 Mbps. General web browsing and email sending takes between 1 and 5 Mbps. A 100/20 Mbps speed is typically enough to support the needs of up to four internet users at once. In comparison, the laggy dial up internet many households were first introduced to in the 1990s downloaded information at 0.056 Mbps. The infrastructure that enables modern-day broadband speeds can take on many different forms. service. Dial-up internet introduced the 'information highway' into many homes. This technology connected households to internet service by allowing households to essentially connect to their internet service by calling into a specific phone number of the ISP. When this call was answered, the computer would then be connected to the internet for the duration of

the call. As internet has evolved, easier methods to connect to the internet have expanded, and the need to manually connect to the internet has been eliminated, with most devices constantly connected to internet now, via Wi-Fi. In 2026, the gold standard for internet is fiber, which allows for the fastest and most reliable internet. Still, there are other infrastructure types utilized for internet, such as satellite, cable, and fixed wireless.

Broadband in Plymouth County

In Middleborough, 6.4% of households do not have a broadband internet subscription, which is similar to 5.3% of households in Lakeville and 7.4% of households in Carver who also do not have a broadband internet subscription. In comparison, 9% of households in Plymouth County and 9.3% of households in Massachusetts do not have a broadband internet subscription. While these percentages are slightly lower for the plan area, this is not the only metric by which digital equity is measured.

Figure 6. Households with and without a Broadband Internet Subscription

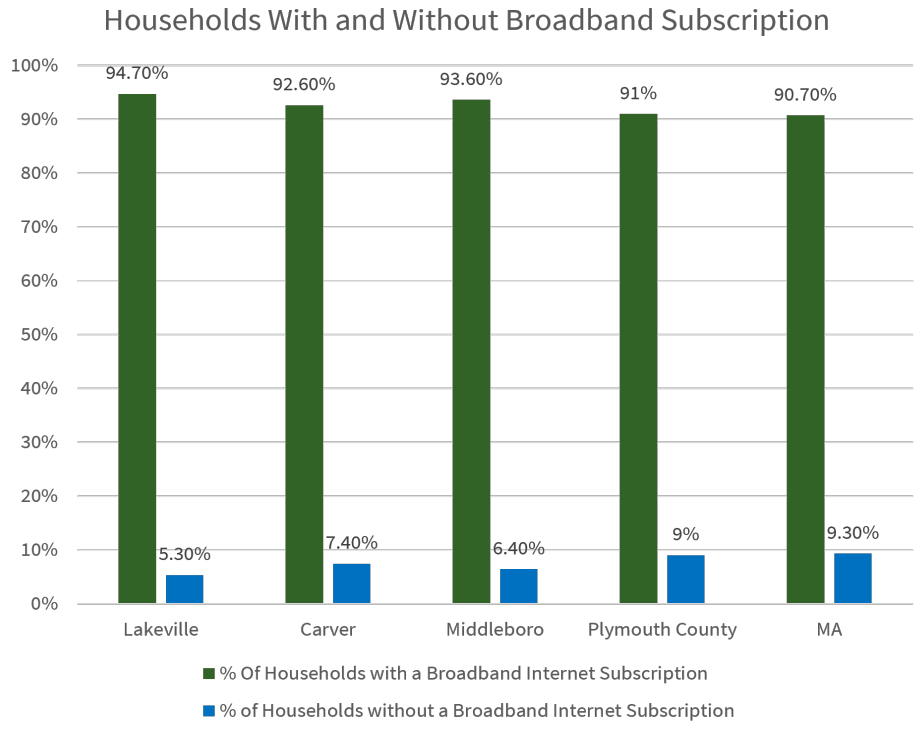


Table 8 below shows the speed test data for 3,270 speed tests in Middleborough, 1,740 tests in Lakeville, and 1,529 tests in Carver. The speed test data shows the jitter, latency, and speed of the internet at each of the test sites. The jitter measures the irregularity in the time it takes for a data packet to travel from its source to its destination, potentially leading to disruptions and inconsistencies in the flow of data. The latency is a measure of network performance that refers to the time it takes for a data packet to travel from the source to the destination.

Table 8. Speed Test Data

	Middleborough	Lakeville	Carver
Total Tests	3270	1740	1529
Unique ID Tests	680	327	302
Jitter > 50	141	58	94
Latency > 100 ms	11	4	8
Speeds > 500 ms	1	0	2
Speeds < 25 x 3 Mbps	48	9	25
Speeds < 50 x 10 Mbps	181	77	120
Speeds < 100 x 20 Mbps	503	191	381
Speeds at least 25 x 3 Mbps	2982	1613	1387
Speeds at least 50 x 10 Mbps	2589	1446	1149
Speeds at least 100 x 20 Mbps	1839	1061	478
Speeds at least 100 x 100 Mbps	907	679	2

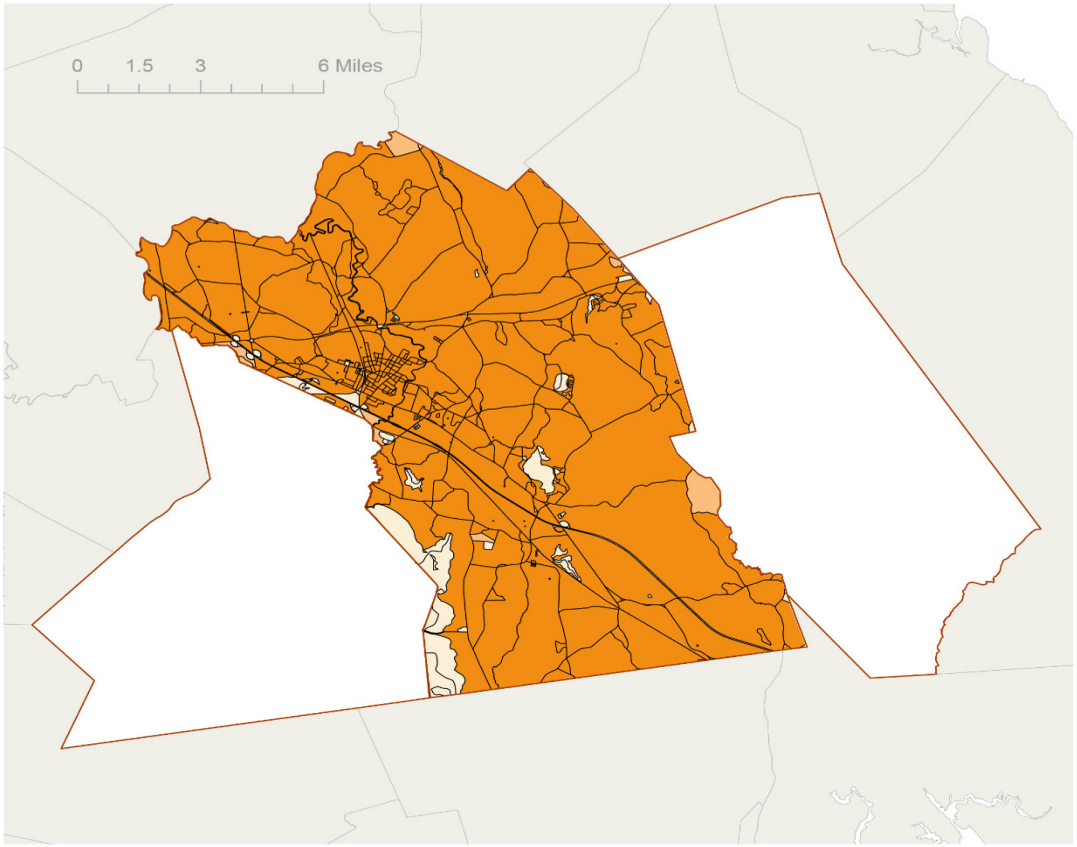
Table 9 below shows the maximum speeds available at broadband serviceable locations throughout the region.

Table 16. Maximum Speeds

	Max Speed 25/3 Mbps	Max Speed 100/20 Mbps	Max Speed 100/100 Mbps	Max Speed 1000/1000 Mbps
Middleborough	0.00%	7.96%	91.88%	0.00%
Lakeville	0.00%	12.89%	86.86%	0.24%
Carver	0.00%	99.66%	0.02%	0.00%

The following maps show the maximum upload and download speeds of internet throughout Middleborough, Lakeville, and Carver.

Map 5. Maximum Upload Speeds in Middleborough



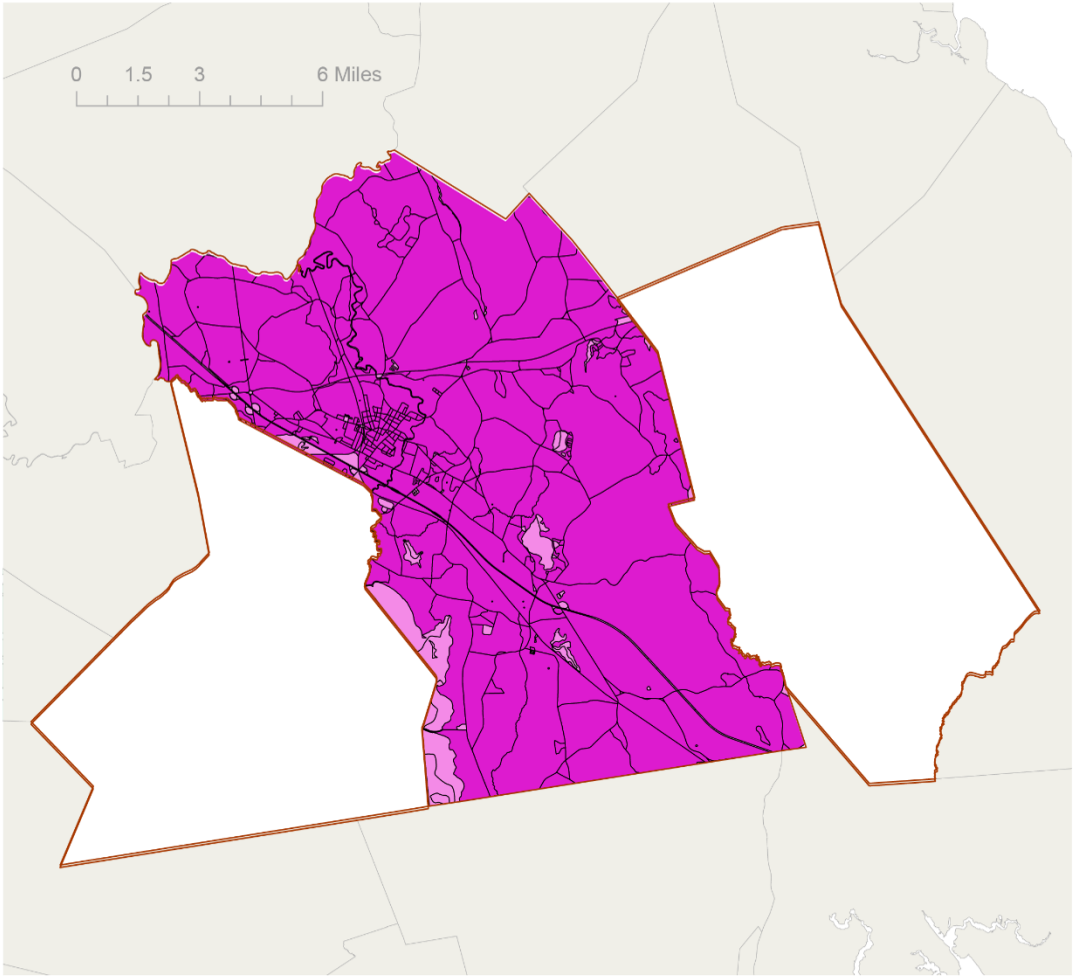
Download Speeds

- 35
- 35.000001 - 100
- 100.000001 - 1200

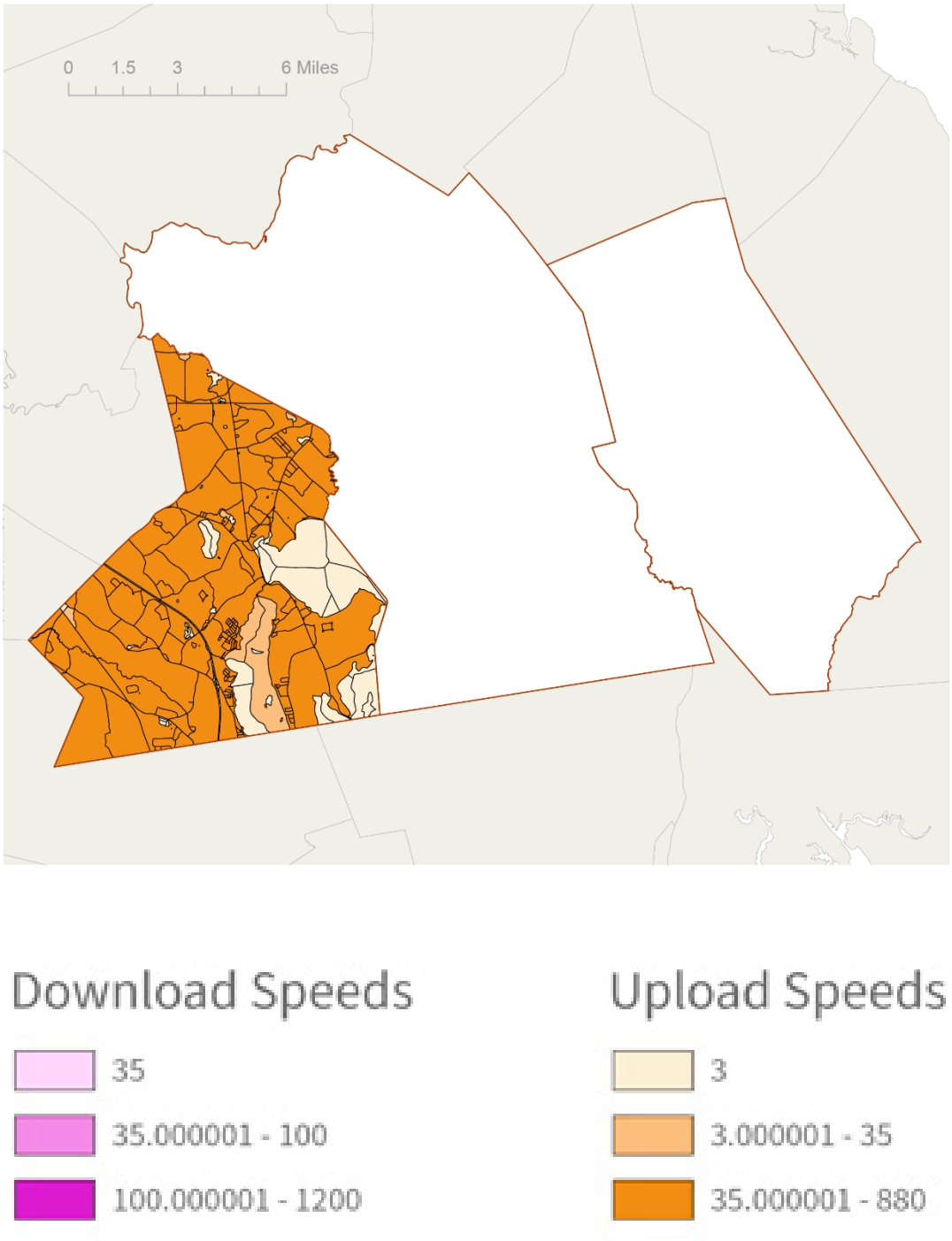
Upload Speeds

- 3
- 3.000001 - 35
- 35.000001 - 880

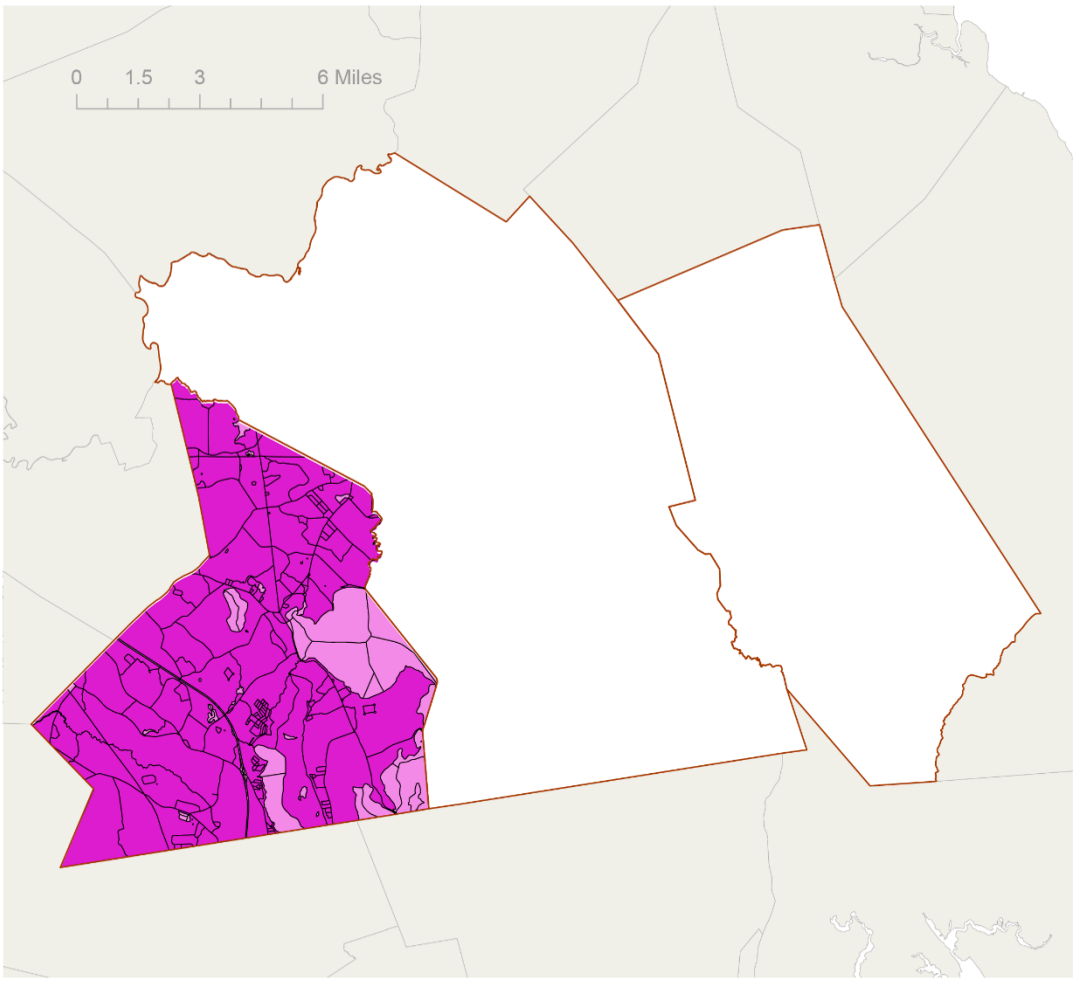
Map 6. Maximum Download Speeds in Middleborough



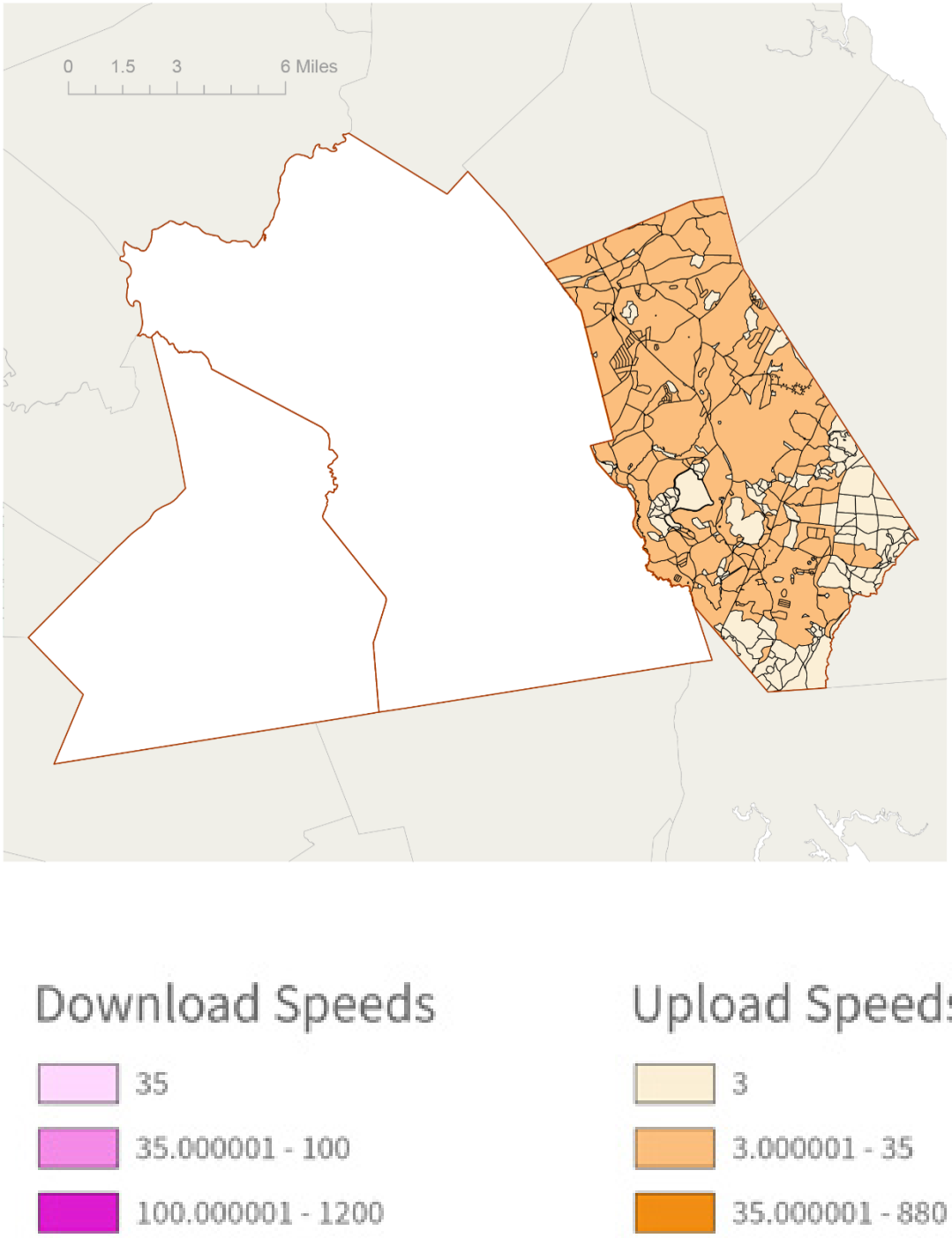
Map 7. Maximum Upload Speeds in Lakeville



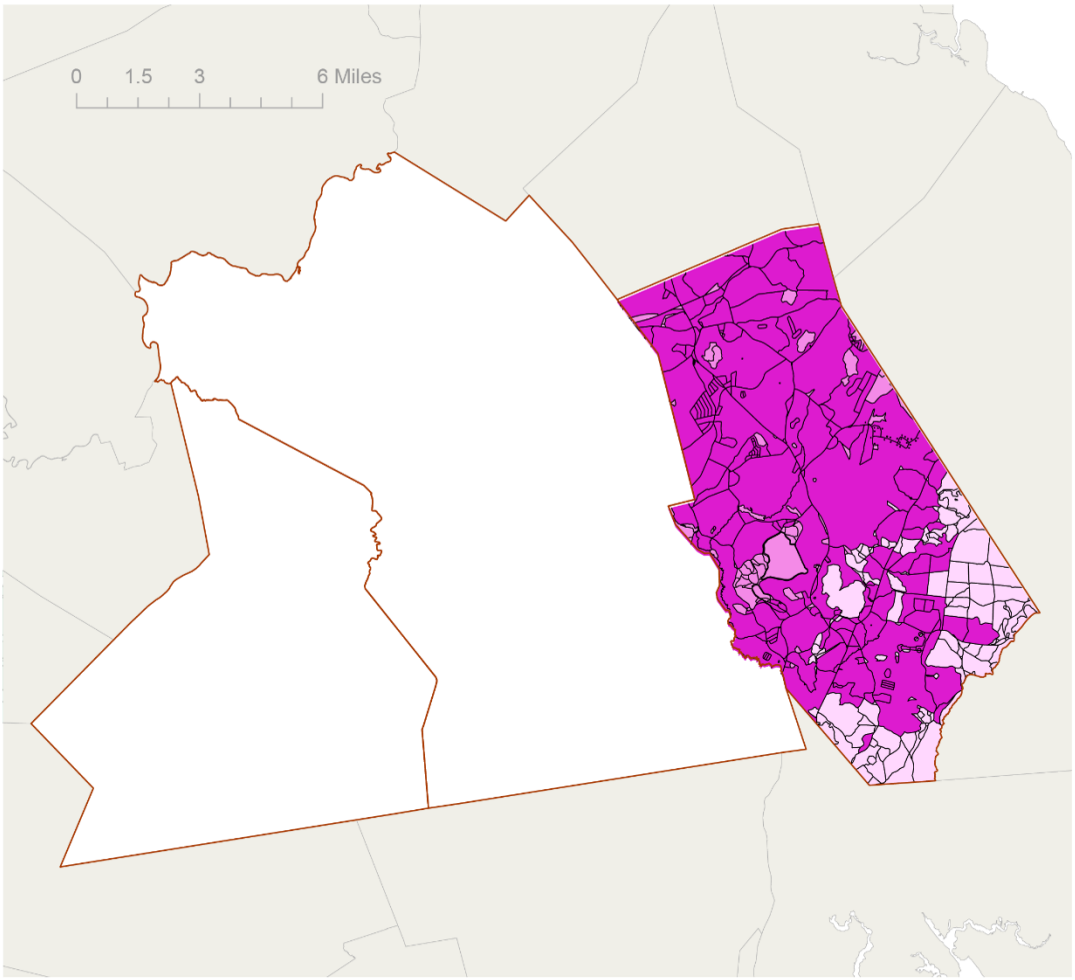
Map 8. Maximum Download Speeds in Lakeville



Map 9. Maximum Upload Speeds in Carver



Map 10. Maximum Download Speeds in Carver



Internet Service Providers

Internet Service Providers (ISPs) are the entities that manage the provision of internet to households and businesses. In the United States, most internet services and broadband infrastructure are managed by private entities, though publicly-owned ISPs, such as the Taunton Municipal Lighting Service (TMLP), exist as well. The tables below show ISPs actively offering internet services in Middleborough, Lakeville, and Carver.

The Massachusetts Broadband Institute (MBI) acknowledges service coverage from Comcast, T-Mobile, and Verizon in Middleborough, Carver, and Lakeville. Portions of Lakeville are also serviced TMLP.

Table 9. Internet Service Providers in Middleborough

Provider Name	Technology	Max Advertised Download Speed (Mbps)	Max Advertised Upload Speed (Mbps)	# of BSLs with Service Available	% of BSLs with Service Available
Comcast Cable Comm-unications, LLC	Cable	1200	35	8,664	99.93%
T-Mobile USA, Inc.	Fixed Wireless	25	3	2,361	27.23%
T-Mobile USA, Inc.	Fixed Wireless	100	20	1,085	12.51%
Verizon Communica-tions Inc., dba Verizon New England inc.	Fiber	940	880	7,975	91.98%

Table 10. Internet Service Providers in Lakeville

Provider Name	Technology	Max Advertised Download Speed (Mbps)	Max Advertised Upload Speed (Mbps)	# of BSLs with Service Available	% of BSLs with Service Available
Comcast Cable Comm-unications, LLC	Cable	1200	35	4,632	99.98%
T-Mobile USA, Inc.	Fixed Wireless	100	20	784	16.92%
T-Mobile USA, Inc.	Fixed Wireless	25	3	1,355	29.25%
Taunton Municipal Lighting Plant	Fiber	1000	1000	11	0.24%
Verizon Communica-tions Inc., dba Verizon New England inc.	Fiber	940	880	4,034	87.07%
Verizon Communica-tions Inc., dba Verizon New England inc.	Fiber	100	100	1	0.02%

Table 11. Internet Service Providers in Carver

Provider Name	Technology	Max Advertised Download Speed (Mbps)	Max Advertised Upload Speed (Mbps)	# of BSLs with Service Available	% of BSLs with Service Available
Comcast Cable Comm-unications, LLC	Cable	1200	35	5,047	99.68%
T-Mobile USA, Inc.	Fixed Wireless	100	20	680	13.43%
T-Mobile USA, Inc.	Fixed Wireless	25	3	1,294	25.56%
Verizon Communica-tions Inc., dba Verizon New England inc.	Fiber	940	880	1	0.02%

The figure below shows responses to the survey question, "Who is your internet service provider?" Most respondents to the survey (56%) answered that they have Verizon as their ISP, followed by 35% of respondents who have Comcast (Xfinity) as their ISP. The following charts break down ISPs in each town. In Carver, all survey respondents who have internet access in their home have Xfinity as their ISP. In Lakeville and Middleborough, most respondents have Verizon as their ISP.

Figure 7. Who is your internet service provider?

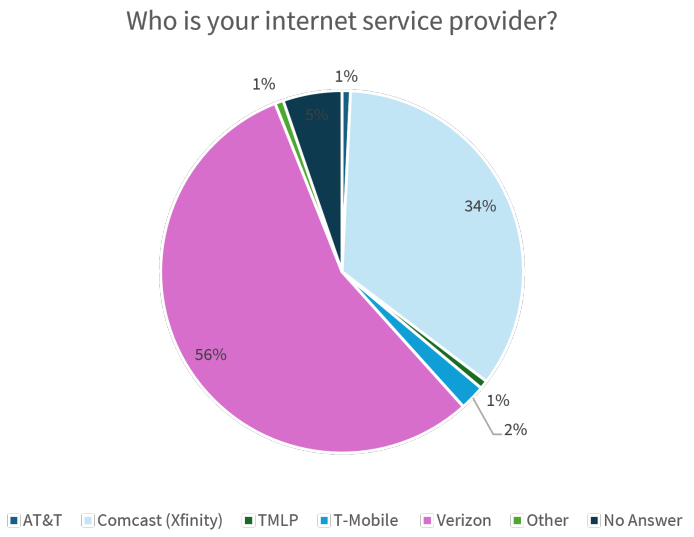


Figure 8. Who is your internet service provider? Lakeville Responses

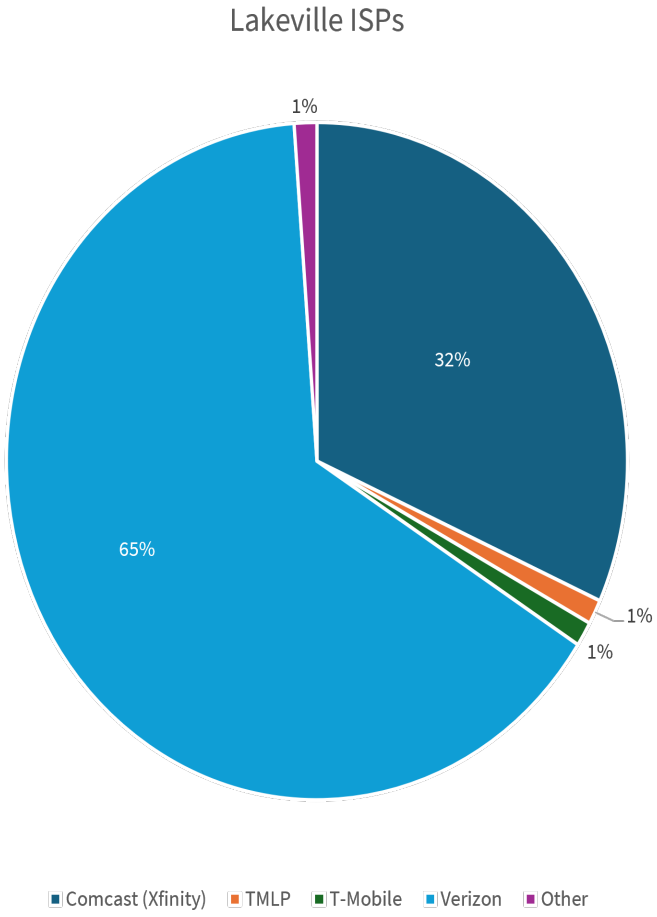


Figure 9. Who is your internet service provider? Carver Responses

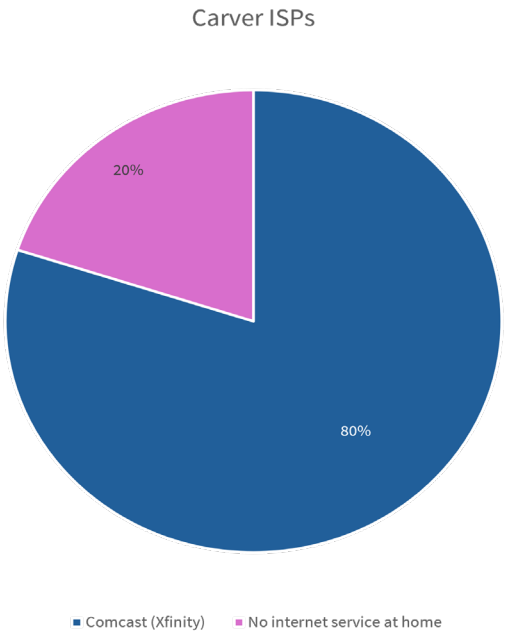
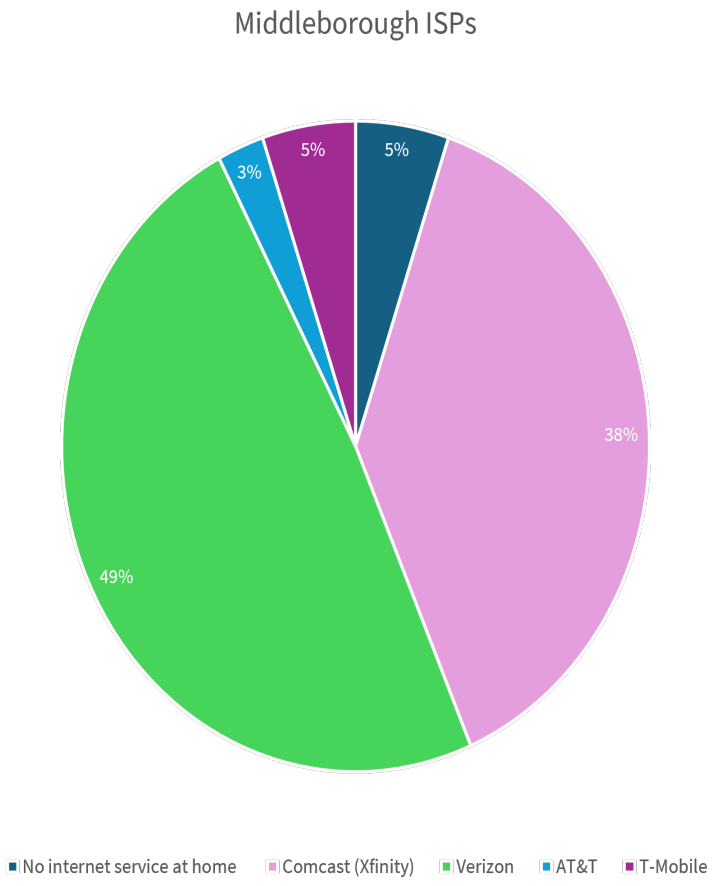


Figure 10. Who is your internet service provider? Middleborough Responses



Tables 12 on the following page show coverage and competition of ISPs in Middleborough, Lakeville, and Carver. Most households in these towns have access to service coverage of at least 100/20 Mbps from 1 provider, but these numbers begin to decrease when we look at the percentage of households that have service coverage of at least 100/20 Mbps from 2 or more providers. Fewer ISP options may drive up prices leading to higher internet costs than necessary.

Carver has the least access to multiple providers, with a mere 0.02% of households having service coverage of at least 100/20 Mbps from 2 or more providers. This disparity was evident throughout the public engagement process; many Carver residents expressed that they only had one option for an ISP in their home, Comcast (Xfinity). We can compare this to Lakeville and Middleborough where, respectively, 87.09% and 91.97% of households have service coverage of at least 100/20 Mbps from 2 or more providers and costs for high-speed internet are lower.[3] Bridging the digital divide means addressing the lack of ISPs in communities such as Carver, since limited options may put financial strain on low-income residents or residents with fixed incomes.

3 See 'Figure X: Average Cost of Monthly Internet Bill Breakdown by Town'

Table 12. Number of Internet Service Providers

	0 Providers	1 Provider	2 Providers	3 Providers	4 or More Providers
Carver	0.24%	60.83%	38.93%	0.00%	0.00%
Lakeville	0.02%	9.52%	47.53%	42.82%	0.11%
Middleborough	0.06%	6.02%	56.12%	37.80%	0.00%

Affordability

What can ACP Enrollment Tell Us?

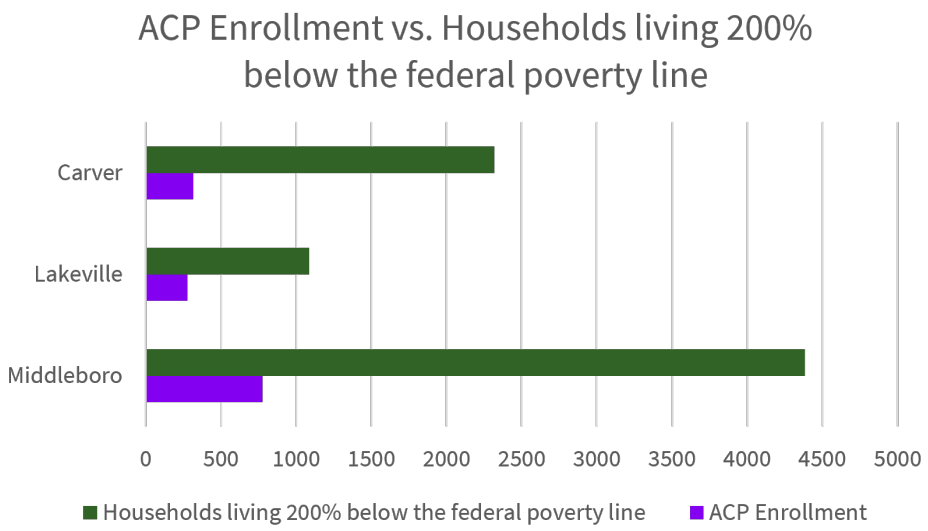
The **Affordable Connectivity Program (ACP)** was a federal program created during the Covid-19 Pandemic aimed at alleviating the monthly price of internet for cost burdened households. Families who were living at or below 200% of the federal poverty line were eligible to participate in the ACP. Other factors that constituted eligibility included having at least one member in the household who received a Federal Pell Grant that year, or if they were already enrolled in an assistance program, such as SNAP or Medicaid. The program provided households with a $30 credit off their monthly internet bill, and a $100 credit towards a device, or $75 off their monthly internet bill if they were living on tribal lands. The program ended in May 2024 due to a lack of funding at the federal level.

Image 3. ACP Has Ended for Now Website Banner



Figure 11 below shows the number of families living at or below 200% of the federal poverty line versus enrollment in the ACP in Middleborough, Lakeville, and Carver. The Town of Middleborough had the highest rate of ACP adoption out of the plan area. While a number of households in each of these towns did take advantage of the ACP, enrollment in this program was not fully utilized. This can be for a variety of reasons, including lack of program awareness and benefits - issues which staff often heard during this plan's public engagement process.

Figure 11. ACP Enrollment vs. Families Living 200% Below the Federal Poverty Line



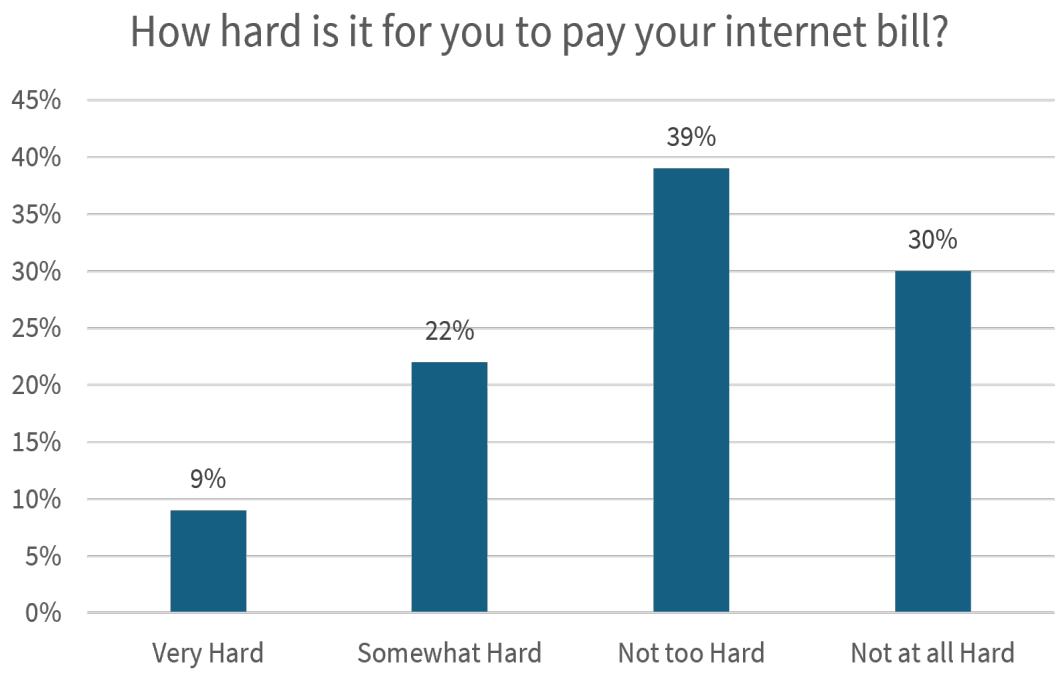
Despite the end of the ACP, there are other lesser-known options that residents can utilize to obtain cheaper internet prices. The Comcast Internet Essentials Program offers 50 Mbps for $9.95 a month or 100 Mbps for $29.95 a month (Internet Essentials Plus). To participate in this program, people must qualify by currently participating in certain assistance programs.[4] Additionally, the Universal Service Administrative Company's (USAC) Lifeline Program provides a discount of $9.25 a month off phone, internet, or bundled services for qualified participants. Participants can qualify via income or participating in another government assistance program.[5] While these programs both provide some relief in the price of a monthly internet bill, neither are a true replacement for the ACP.

4 Xfinity, Internet Essentials Webpage
5 USAC Lifeline Support Webpage

Affordability in Plymouth County

Figure 12 shows survey responses to the question, “How hard is it for you to pay your internet bill?” While most survey respondents indicated that it was either “not too hard” or “not at all hard” for them to pay their internet bill, 8% of respondents replied that it is “very hard” for them to pay their internet bill and 19% of respondents say it is “somewhat hard” for them to pay their internet bill.

Figure 12. Survey Q 12, “How hard is it for you to pay your internet bill?”



The tables below show the cost of each internet service plan available at a sample address in each Middleborough, Lakeville, and Carver. The average cost of an internet plan in Middleborough was $78.64, and the same was true for Lakeville. In Carver, the average price was $81.25. These graphs and prices do not consider any affordable internet programs such as the Comcast Internet Essentials program, as not all residents qualify.

Table 13. Internet Service Packages Available at a Sample Address in Middleborough[6]

Company	Plan	Speed	Price (Per Month)	Sale Price
Xfinity	Xfinity NOW Prepaid	100 Mbps	$30	-
Xfinity	-	300 Mbps	$80	$40
Xfinity	-	500 Mbps	$95	$45
Xfinity	-	1 Gig	$110	$50
Xfinity	-	2 Gig	$140	$100
T-Mobile	Rely Home Internet	Up to 318 Mbps	$55	$50
T-Mobile	Amplified Home Internet	Up to 498 Mbps (5G)	$65	$60
T-Mobile	All-In Home Internet	Up to 498 Mbps (5G)	$75	$70
Verizon	-	300 Mbps	$50	$35
Verizon	-	500 Mbps	$75	$60
Verizon	-	1 Gig	$90	$75

Table 14. Internet Service Packages Available at a Sample Address in Lakeville

Xfinity	Xfinity NOW Prepaid	100 Mbps	$30	-
Xfinity	-	300 Mbps	$80	$40
Xfinity	-	500 Mbps	$95	$45
Xfinity	-	1 Gig	$110	$50
Xfinity	-	2 Gig	$140	$100
T-Mobile	Rely Home Internet	Up to 318 Mbps	$55	$50

6 Please note that at the time of this plan, Xfinity was advertising these sale prices if you locked in for a five-year contract, signed up for autopay, and went paperless. Likewise, T-Mobile was offering a $5 autopay discount, and Verizon was offering a 3-year price lock guarantee. These prices are reflected in the final column of the table, and is the same for the following tables for Carver and Lakeville as well.

T-Mobile	Amplified Home Internet	Up to 498 Mbps (5 Gig)	$65	$60
T-Mobile	All-in Home Internet	Up to 498 Mbps (5 Gig)	$75	$70
Verizon	-	300 Mbps	$50	$35
Verizon	-	500 Mbps	$75	$60
Verizon	-	1 Gig	$90	$75

Table 15. Internet Service Packages Available at a Sample Address in Carver

Xfinity	Xfinity NOW Prepaid	100 Mbps	$30	-
Xfinity	-	300 Mbps	$80	$40
Xfinity	-	500 Mbps	$95	$45
Xfinity	-	1 Gig	$110	$50
Xfinity	-	1.2 Gig	$140	$100
T-Mobile	Rely Home Internet	Up to 318 Mbps	$55	$50
T-Mobile	Amplified Home Internet	Up to 498 Mbps (5G)	$65	$60
T-Mobile	All-In Home Internet	Up to 498 Mbps (5G)	$75	$70

According to survey results, the average cost of a monthly internet bill in the region is $122.07. This further breaks down to $142.50 in Carver, $122.46 in Lakeville, and $119.93 in Middleborough. Figure 13 shows the average cost of a monthly internet bill broken down by each town in accordance with survey results. Figure 14 shows a breakdown of answers by price category.

Figure 13. Average Cost of Monthly Internet Bill Breakdown by Town

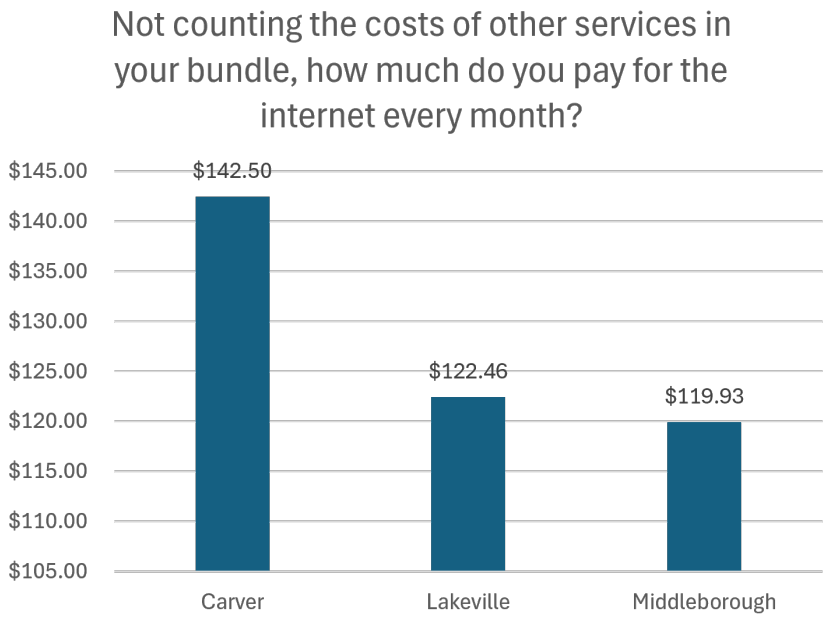
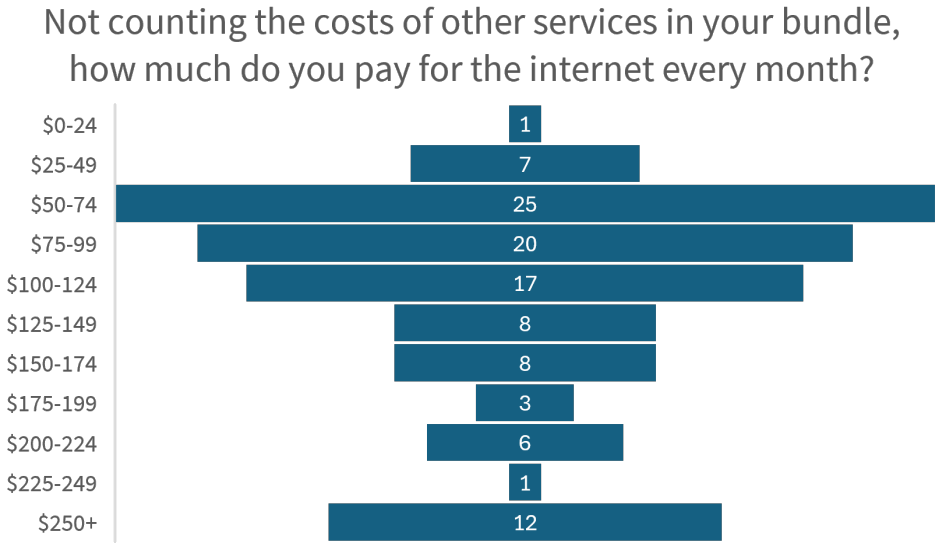


Figure 14. Average Cost of Monthly Internet Bill by Price Category[7]



7 Please note, that while the survey question asked respondents specifically to state the price they pay for the internet every month, not including other services in their bundle, it is possible that people answered with the total price of their bundle, which often also includes phone and television.

Device Access

As previously stated, device access is one of the three pillars of digital equity. Ensuring that all residents in Middleborough, Lakeville, and Carver have access to an adequate device is vital in ensuring digital equity.

Most households within this Plan's study area have access to a computer. According to US Census data, 4.6% of Middleborough households, 3.8% of Lakeville households, and 4% of Carver households do not have a computer in their home. These numbers are slightly lower than those of the county and the state, where 5% of Plymouth County and 5.7% of the state do not have a computer in their household. Despite these numbers being relatively low, there is still a percentage of households in need.

Figure 15. Households With and Without a Computer

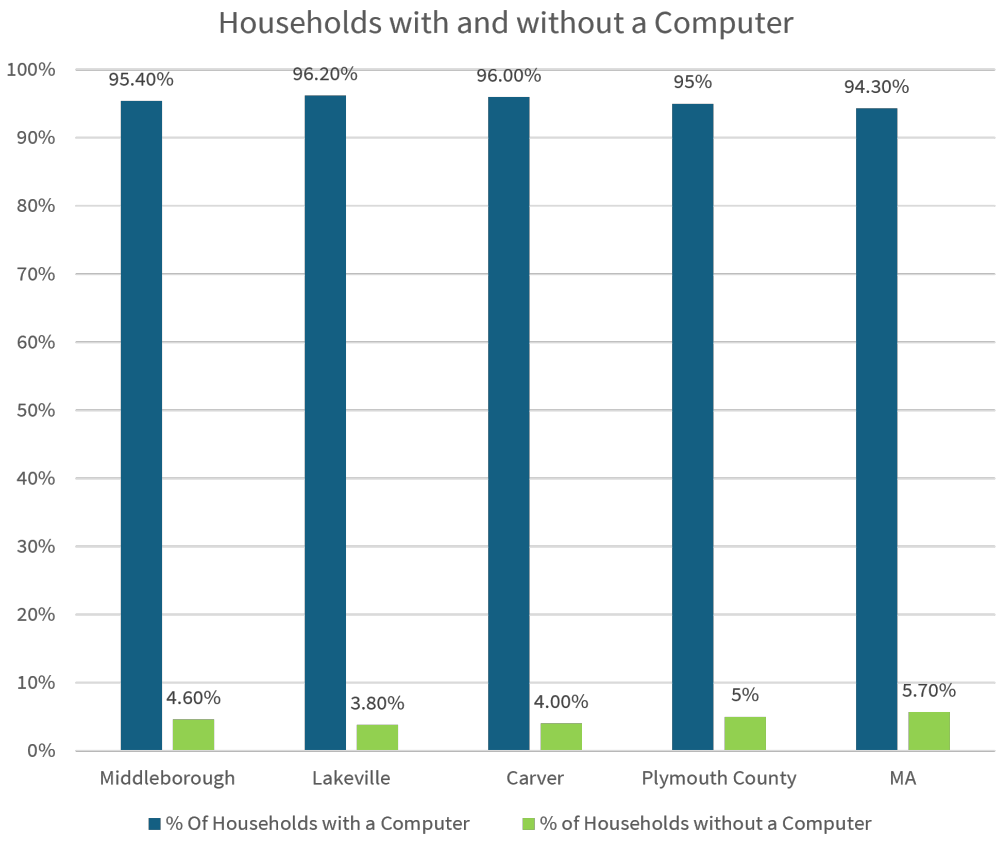
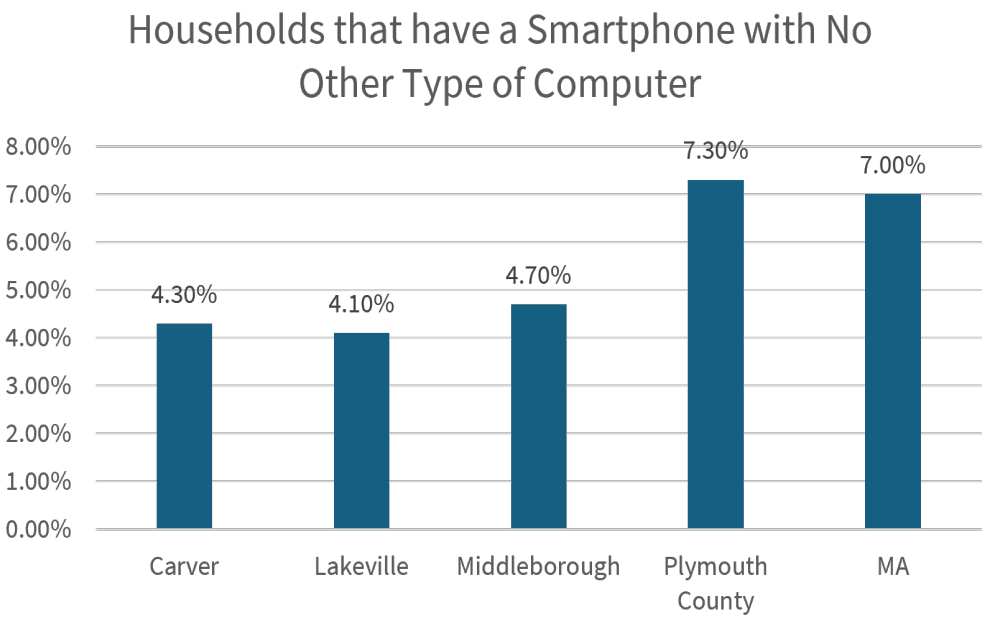


Figure 16 below shows the percentage of households that have only a smartphone and no other type of computer device. In Carver, 4.3% of households have a smartphone and no other computer, similar to 4.1% of Lakeville households and 4.7% of Middleborough households. To compare, 7.3% of Plymouth County households and 7% of Massachusetts households have a smartphone with no other type of computer in their household. Though many Americans are shifting to rely more on smartphones to access the internet (this is notable among the 65+ population), certain websites and software limit what can be done on a smartphone, and in some cases, only work properly on a laptop or tablet.[8] Access to a computer can open opportunities to an adult learner who wants to pursue higher education, or to an elderly person who lacks access to transportation and therefore cannot visit or interact with their healthcare provider in person.

Figure 16. Households that Have a Smartphone with No Other Type of Computer

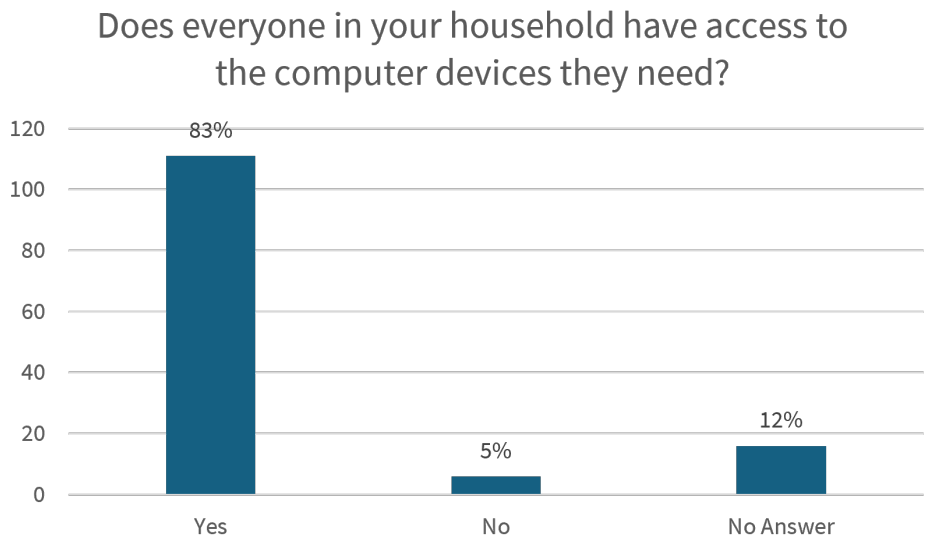


8 Pew Research Center, "Mobile Fact Sheet", https://www.pewresearch.org/internet/fact-sheet/mobile/

According to survey results, the devices that residents in the region use most frequently to access the internet include laptop computers, cellphones, and tablets. Respondents also noted using desktop computers, televisions, e-readers, various streaming devices, and smart watches to access the internet.

Figure 17 shows responses to the survey question, “Does everyone in your household have access to the computer devices they need to meet their everyday needs for internet use?” Many respondents answered “yes,” indicating that everyone in their household does have access to the computer devices they need. However, 5% of respondents answered that they do not have the access they need to devices at home. This is a leading cause of digital inequity, as not having a proper computer device at home makes it harder for people to access a variety of resources, including telehealth services, financial resources, and educational opportunities.

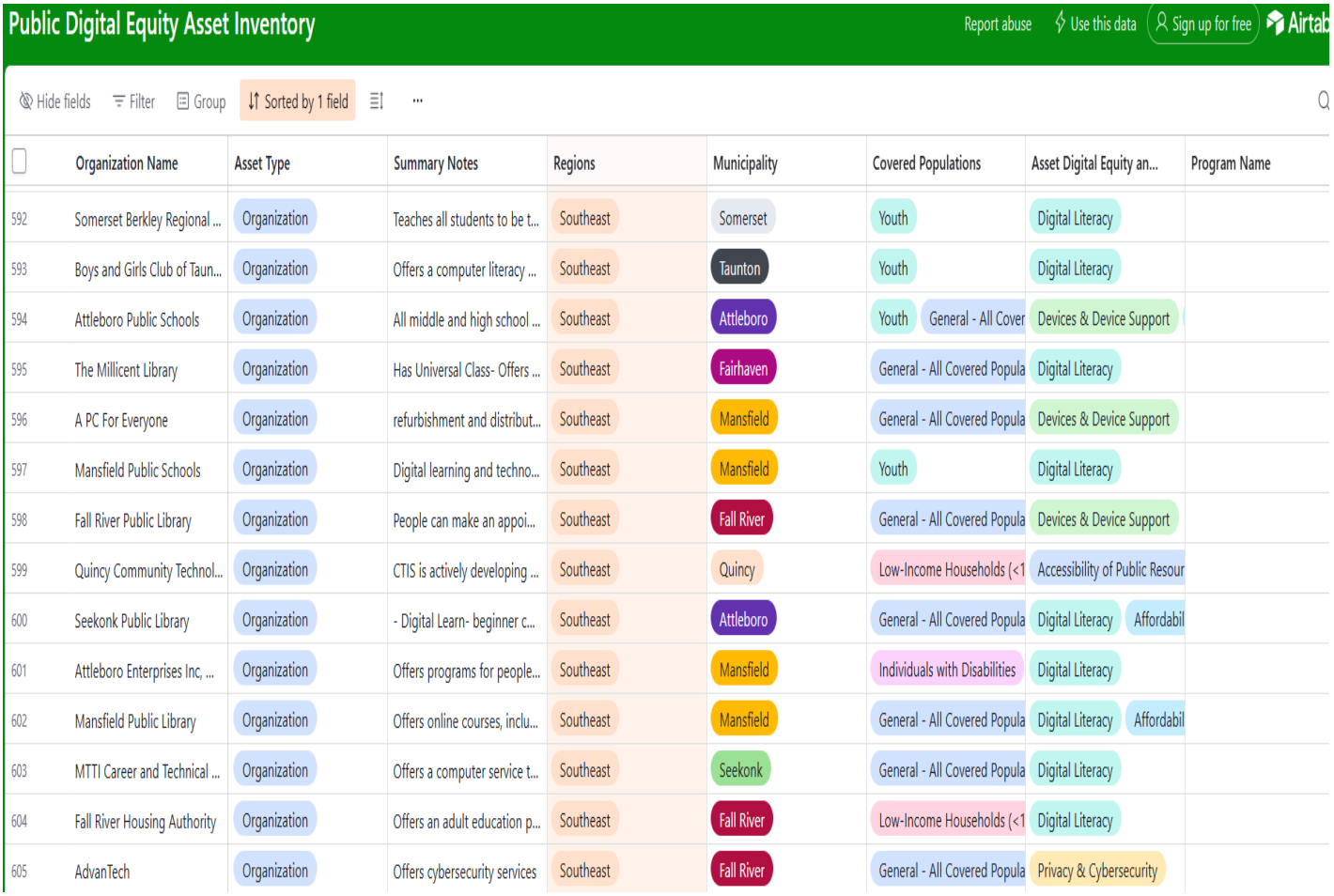
Figure 17. Survey Q16: Does everyone in your household have access to the computer devices they need to meet their everyday needs for internet use?



Digital Equity Assets

A “digital equity asset” is any program or initiative that supports or promotes digital equity. These can include things such as public computer labs or laptop lending libraries, digital navigators, relevant planning documents, or other programs aimed at bridging the digital divide. Tracking digital equity assets is also useful way to assess the status of digital literacy in a community. As stated previously, SRPEDD has been tracking the region’s digital equity assets since the Fall of 2023 as part of the agency’s partnership with MBI and shared mission to make a public resource of these assets.

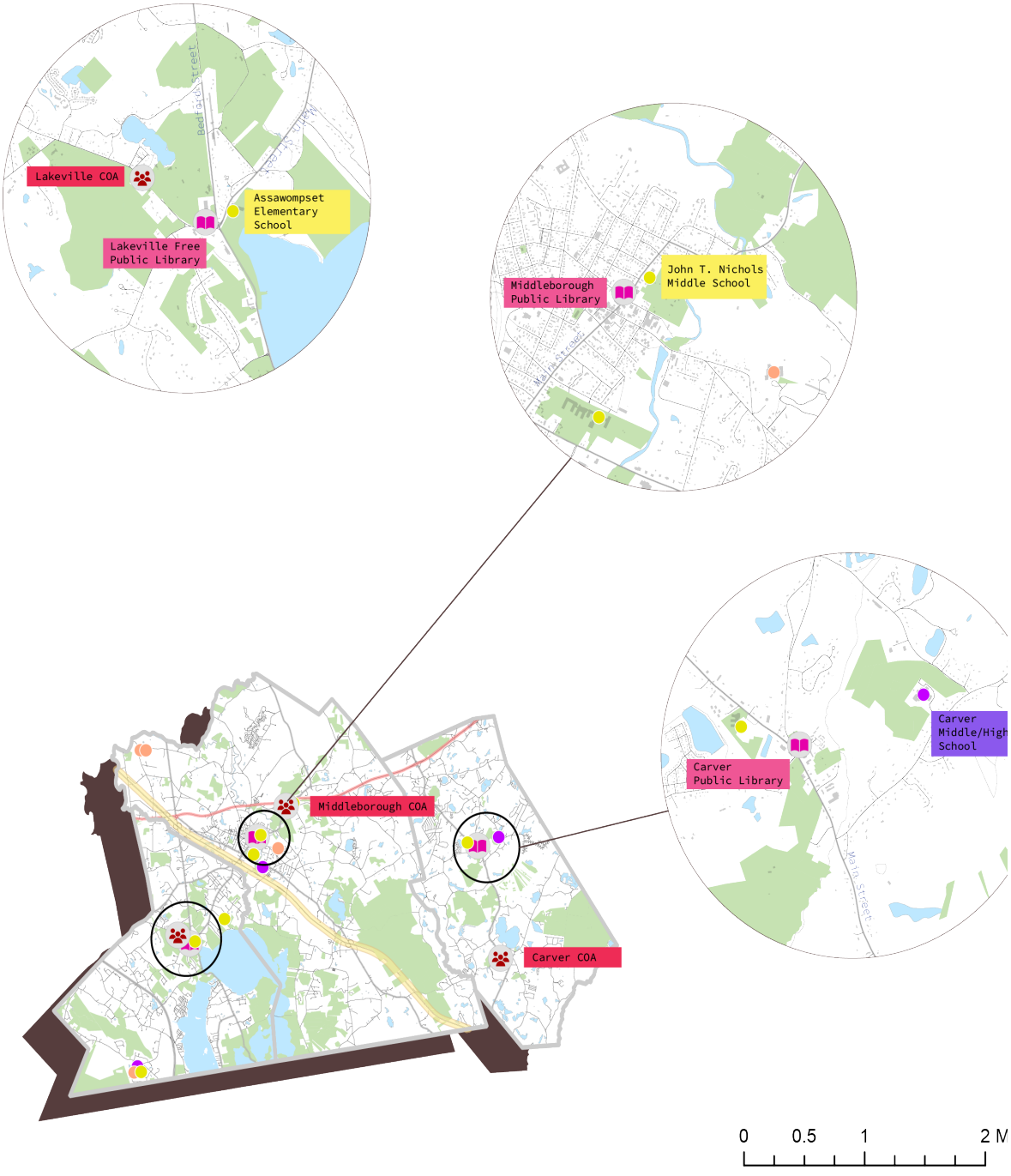
Image 4. Screenshot of the MBI Digital Equity Asset Inventory



	Organization Name	Asset Type	Summary Notes	Regions	Municipality	Covered Populations	Asset Digital Equity an...	Program Name
592	Somerset Berkley Regional ...	Organization	Teaches all students to be t...	Southeast	Somerset	Youth	Digital Literacy	
593	Boys and Girls Club of Taun...	Organization	Offers a computer literacy ...	Southeast	Taunton	Youth	Digital Literacy	
594	Attleboro Public Schools	Organization	All middle and high school ...	Southeast	Attleboro	Youth, General - All Cover	Devices & Device Support	
595	The Millicent Library	Organization	Has Universal Class- Offers ...	Southeast	Fairhaven	General - All Covered Popula	Digital Literacy	
596	A PC For Everyone	Organization	refurbishment and distribut...	Southeast	Mansfield	General - All Covered Popula	Devices & Device Support	
597	Mansfield Public Schools	Organization	Digital learning and techno...	Southeast	Mansfield	Youth	Digital Literacy	
598	Fall River Public Library	Organization	People can make an appoi...	Southeast	Fall River	General - All Covered Popula	Devices & Device Support	
599	Quincy Community Technol...	Organization	CTIS is actively developing ...	Southeast	Quincy	Low-Income Households (<1	Accessibility of Public Resour	
600	Seekonk Public Library	Organization	- Digital Learn- beginner c...	Southeast	Attleboro	General - All Covered Popula	Digital Literacy, Affordabil	
601	Attleboro Enterprises Inc, ...	Organization	Offers programs for people...	Southeast	Mansfield	Individuals with Disabilities	Digital Literacy	
602	Mansfield Public Library	Organization	Offers online courses, inclu...	Southeast	Mansfield	General - All Covered Popula	Digital Literacy, Affordabil	
603	MTTI Career and Technical ...	Organization	Offers a computer service t...	Southeast	Seekonk	General - All Covered Popula	Digital Literacy	
604	Fall River Housing Authority	Organization	Offers an adult education p...	Southeast	Fall River	Low-Income Households (<1	Digital Literacy	
605	AdvanTech	Organization	Offers cybersecurity services	Southeast	Fall River	General - All Covered Popula	Privacy & Cybersecurity	

Community Anchor Institutions

Map 11. Community Anchor Institutions in Middleborough, Lakeville, and Carver



Public Institutions and Programs

Town-Owned Community Institutions

Middleborough Public Library

The Middleborough Public Library currently has laptops available for people to use while in the library (pictured below), however they do not have any laptops or hotspots available for people to check out for home use. They also do not have structured digital literacy or computer skills help at the moment, but they do offer one-on-one technology help on an as-needed basis. This library serves as a hub for members of many communities, including residents from Carver and Lakeville who prefer this library over their home library.

Image 5. Middleborough Public Library



Image 6. Middleborough Public Library Computer Area



Middleborough Council on Aging

The Middleborough Council on Aging serves as a hub for seniors in town. There is no dedicated computer lab and while there have been digital literacy classes in the past, recent budget cuts have made it difficult for staff to host digital literacy programming. Staff hope to collaborate with the local library to offer these classes and see opportunities for other programming expansions given the demand and success of previous digital equity initiatives.

Image 7. Middleborough Council on Aging







Lakeville Public Library

The Lakeville Public Library was a key partner for this plan. Staff conducted a stakeholder interview with the library director and hosted the main workshop for the plan at the library (information about which can be found in later sections of this plan). They are a recipient of MBI's Connected and Online Grant, in partnership with the Wareham Council on Aging, and, as a result, will receive a total of twelve new laptops. Three of these laptops will be available in-house for adults, and three will be available in-house for children. The additional six laptops will be available for patrons to check out and use outside of the library. The library staff stated that they currently have enough staffing to deal with one-on-one digital equity concerns as they arise, but would love to be able to host an ongoing Tech Tuesday or have part-time person on staff for people's technology needs. They also have five hotspots available to check out that are popular amongst patrons and consistently all checked out.

Image 8. Lakeville Public Library



Lakeville Council on Aging

The Lakeville Council on Aging serves as the main community gathering point for seniors in Lakeville. While they do have a computer lab available for residents to use, staff say that residents are more likely to go to the library to use a computer or receive technology help. The Council on Aging is not currently offering any computer skills programming; however, in the past the COA offered computer classes that seniors could pay $10 to attend six sessions.

Image 9. Lakeville Council on Aging



Carver Public Library

The Carver Public Library serves as a community space for many Carver residents, and is centrally located near the Carver Town Hall. Their space is fully accessible and they have public computers available for use in the library, as well as hotspots for patrons to check out and utilize at home.

Image 10. Carver Public Library



Carver Council on Aging

The Carver Council on Aging is a central community point for seniors in the town of Carver. Seniors have had access to computer classes at the COA for a while, and Coastline Elderly have also offered computer classes for seniors in the past.[9] As of August of 2026, a new space dedicated to computers was being developed since seniors do seem to take advantage of the services offered, but local staff mentioned that there were always opportunities for increased participation and program expansion.

Image 11. Carver Council on Aging



9 Classes were hosted from 2022 - 2024 according to Coastline Eldery's Website: https://coastlinenb.org/computer-training-classes/.

Other Related Entities

BoroBot, Middleborough

BoroBot is a Makerspace and Innovation Incubator situated in Middleborough's downtown, in a space shared with a phone/computer repair shop. BoroBot mainly focuses on developing tech skills for 3D printing or other manufacturing technologies. While these are not basic skills that fall under the digital equity umbrella, it does serve as a community center where Middleborough residents from various underserved communities (including the abutting environmental justice community and seniors) can be exposed to a variety of technologies. This also helps develop workforce preparedness and support local and regional economies.

Image 12. Borobot Image #1



Image 13. Borobot Image #2



Image 14. Borobot Image #3



Image 15. Borobot Image #4



Community Needs and Vulnerable Populations

MBI and the National Telecommunications and Information Administration (NTIA) recognize the eight groups listed below as covered populations regarding digital equity:



Persons who are 60 years of age or older



Veterans



Members of a racial or ethnic minority group



Individuals with a language barrier



Persons with disabilities



Rural residents



Low Income Households



Incarcerated individuals

By endeavoring to serve these populations first, communities can ensure equal and meaningful distribution of digital equity assets to fulfill specific needs. The following section details the covered populations that are present within Middleborough, Lakeville, and Carver.

Aging Individuals

Populations are aging across the entire SRPEDD region – and Middleborough, Lakeville, and Carver are no exception. Currently, 22% of the population in Carver, 15.9% of the population in Lakeville, and 20.9% of Middleborough's population are over the age of 65. These percentages are consistent with what's seen across the county and state, with 20% of Plymouth County and 18.1% of Massachusetts residents being over the age of 65.

Figure 18. Population 65+ in Middleborough, Lakeville, and Carver

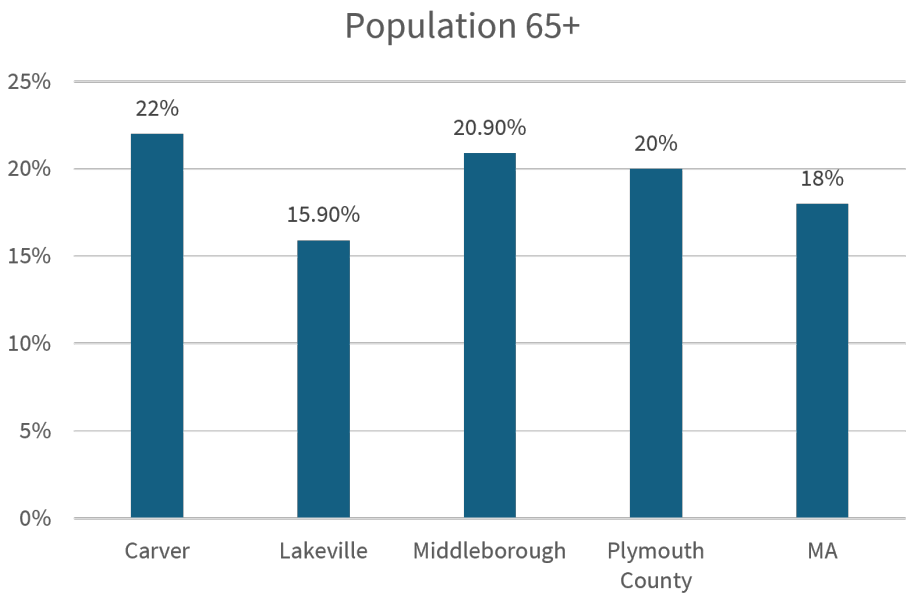


Figure 19 below shows how technology access declines as populations age. This graph reflects what we see in the region, as people age, they are less likely to stay up to date with technology advances and are likely to remain utilizing the technology that they are already familiar with. This is why, for example, there are less seniors using laptops or computers as they age.

Figure 19. Technology Access Declines As We Age[10]

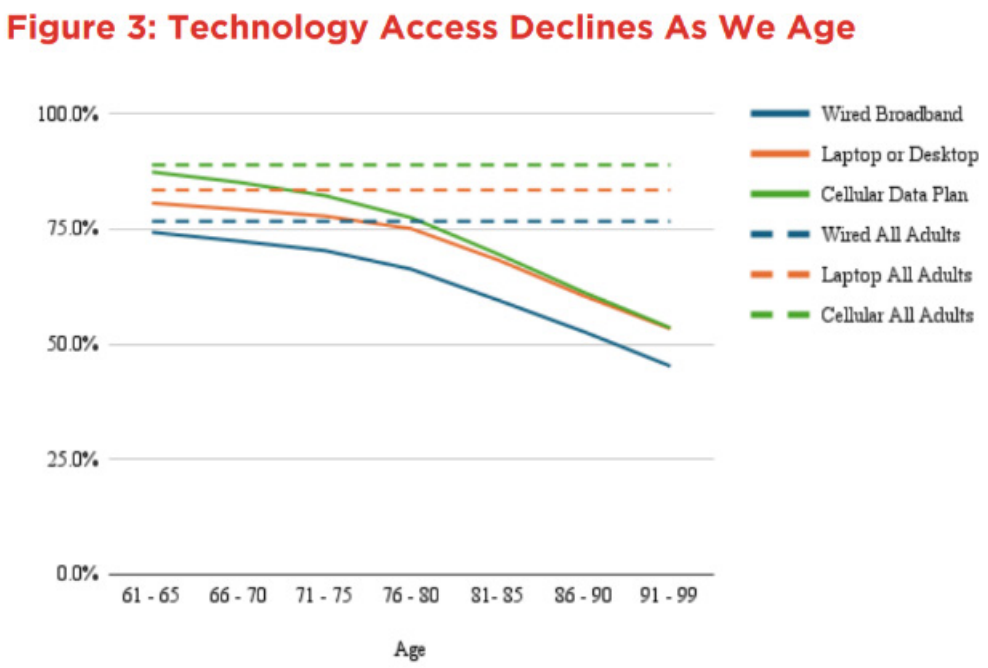
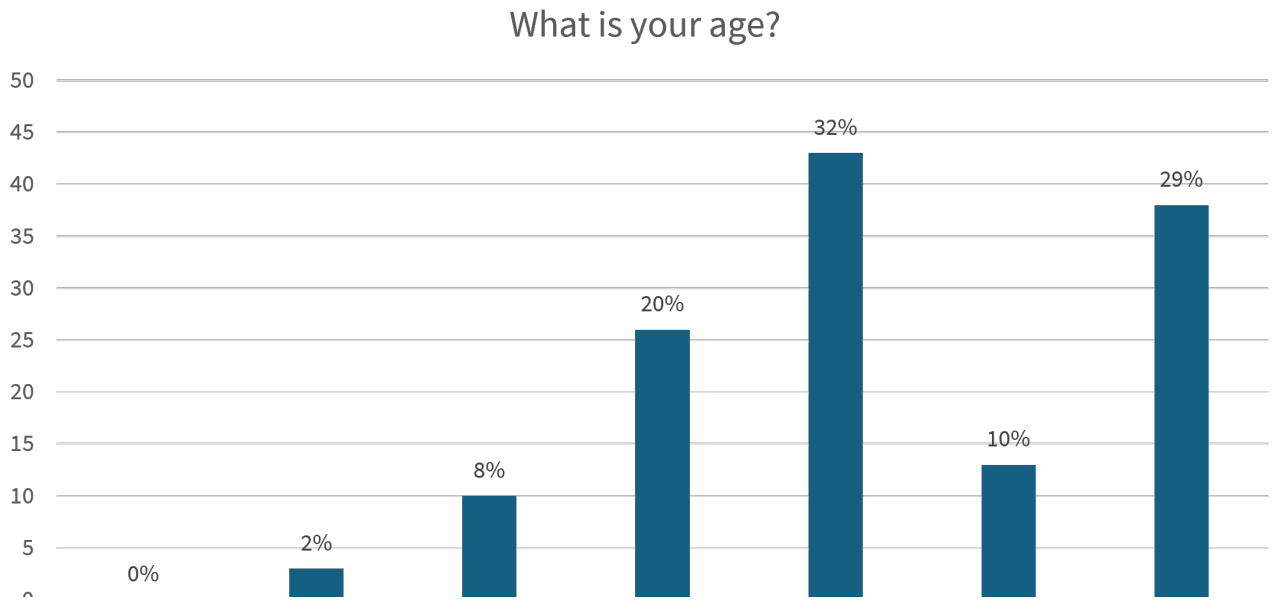


Figure 20 shows responses to the survey question "What is your age?" Forty-three survey respondents were between the ages of 60 and 74, and 13 survey respondents were over the age of 75.

Figure 20. Survey Q 29 What is your age?

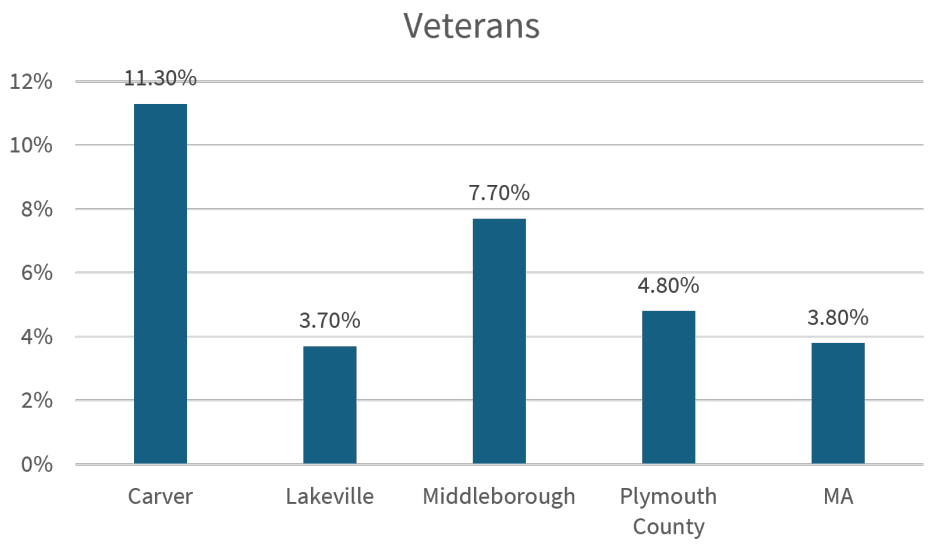


10 "Older Adults Online: Measuring Internet Access and Use," the Benton Institute for Broadband and Society

Veterans

In Carver, 11.3% of the population identifies as a veteran, which is the highest out of the three towns in the plan region. This number compares to 3.7% of the Lakeville population and 7.7% of the Middleborough population. These percentages compare to 4.8% of the Plymouth County population and 3.8% of the Massachusetts population.

Figure 21. Veterans in Middleborough, Lakeville, and Carver

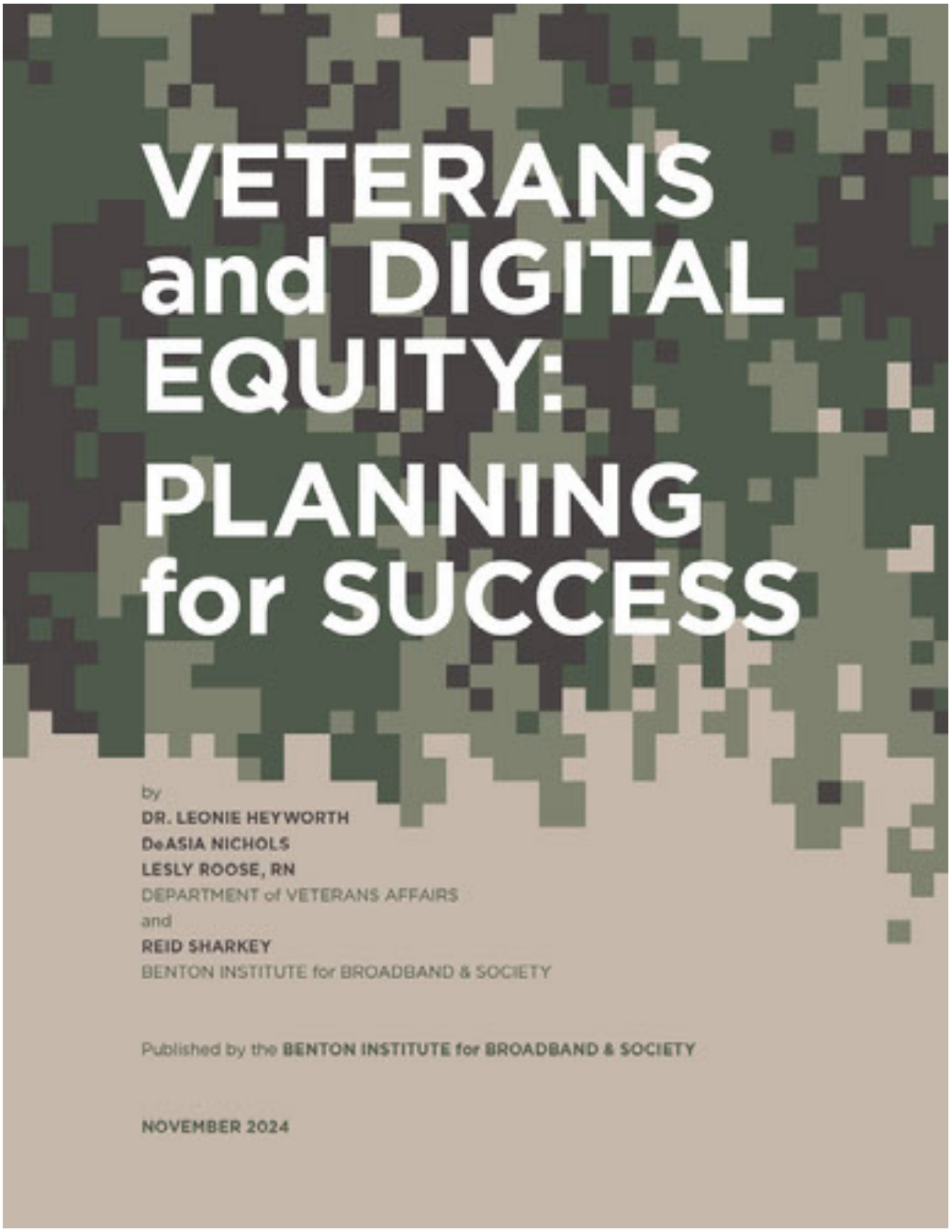


According to the Department of Veterans Affairs, 15% of veterans nationwide do not have an internet connection at home. Lacking an internet connection prohibits veterans from accessing online tools that are meant to help them thrive. For example, veterans who utilize the Veterans Administration (VA) for healthcare have access to HealtheVet, an online patient portal that allows veterans to refill prescriptions, message their care team, manage their appointments, and download their health information. For veterans who need help utilizing these services, they can visit one of the VA's Virtual Health Resource Centers (VHRCs). These centers teach veterans and their families how to use these virtual health care tools. Unfortunately, there are only four VHRCs in Massachusetts – two in Boston, one in Brockton, and one in Lowell.[11] This means that the Towns should prioritize providing veterans in the area with the digital skills training necessary so they can utilize tools like these to the best of their ability. The towns can work towards making veterans more aware of the VHRC in Brockton that is available for their use.

11 Telehealth.va.gov/virtual-health-resource-centers

The report “Veterans and Digital Equity: Planning for Success,” published by the Benton Institute for Broadband & Society outlines various challenges that veterans face when it comes to accessing the internet. Below is an overview of some of the main challenges faced by veterans in the United States that is outlined in this report.

Image 16. Cover of Veterans and Digital Equity: Planning for Success



Digital Access Barriers Veterans Face

• Rural Residency: A quarter of veterans across the United States live in a rural area, and veterans are more likely to live in a rural area than individuals who are not veterans. Due to this, many veterans are lacking fast and reliable broadband infrastructure because rural areas often do not have as many options for internet service providers, or any option at all.
• Device Access: More veterans than non-veterans say that their biggest barrier in not having internet service in their home is because they do not have a computer, or they only have an inadequate computer.
• Affordability: While affordability is an issue for all low-income households, it is especially an interest for low-income veteran households, which causes many to go without an internet subscription in their home.
• Age: Most veterans are over the age of 65, and veterans of the Korean and Vietnam wars are more likely to be lacking digital skills.
• Healthcare Access: Due to the percentage of disabled veterans, and veterans living in a rural area, telehealth is very important for veterans to be able to access healthcare, making it extremely important that veterans have access to a device and internet in their home.
• Employment Barriers: Some veterans struggle to find employment after leaving the military, even though they have strong work experience and skills. Because so many jobs require digital skills, and looking for a job also often requires the internet today, many veterans without these skills struggle to find employment.
• Physical Challenges: Many veterans, particularly older veterans, struggle with physical disabilities and challenges, such as poor vision and hearing, and dexterity issues that affect how a person can use technology. As of 2022, 30% of veterans across the United States had a disability related to their military service, and individuals with disabilities are also a covered population. [12]

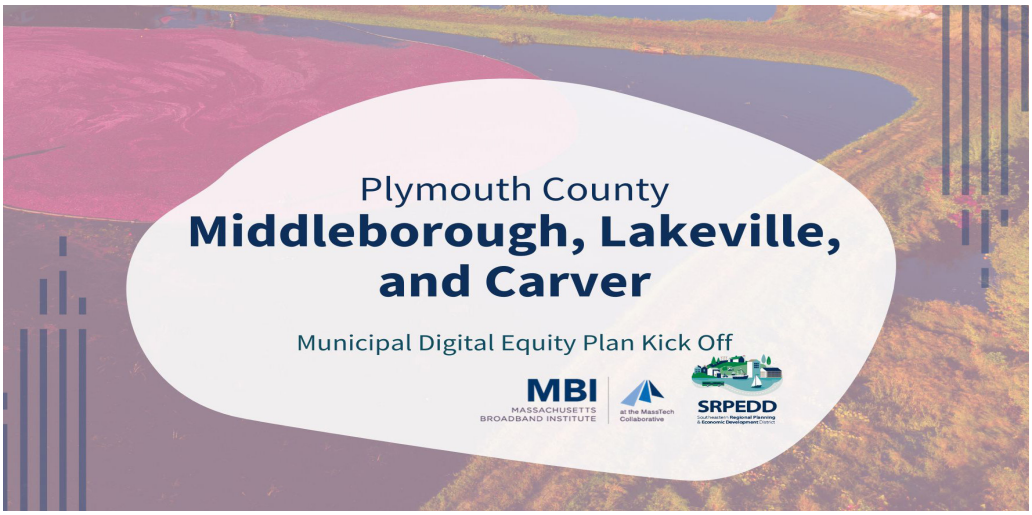
12 Benton Institute for Broadband & Society, "Veterans and Digital Equity: Planning for Success"

Public Outreach and Engagement Process

Project Kick Off

SRPEDD staff kick off the Plymouth County Regional Digital Equity Plan with relevant Town staff and community stakeholders on January 16th, 2026.

Image 17. Plymouth County MDEP Plan Kick Off Presentation Cover



Stakeholder Interviews

One of the most beneficial forms of community feedback we receive comes from conducting stakeholder interviews with relevant stakeholders in the plan area. This section outlines the interviews that staff conducted for this plan.

Jennifer Jones, Lakeville Public Library Director

SRPEDD staff met with the Lakeville Public Library Director, Jennifer Jones to discuss the plan and get her feedback on the state of digital equity in the region. The Lakeville Public Library was an important partner throughout the planning process, hosting the plan charette and also helping to advertise the digital equity survey. She informed us that the populations the library sees most frequently are seniors and families with young children. They often provide

one-on-one technology help to seniors, either in person or over the phone, but at the moment they do not have any dedicated digital literacy or computer classes. The biggest barriers she sees to digital equity is the price of internet being too high and seniors often have outdated equipment either because they do not know that they should update it or they cannot afford to.

Karen Foye, Town of Middleborough Director of Media Technology and Cable Access

Staff also met with Karen Foye, who works as the Director of Media Technology and Cable Access in the Town of Middleborough. Their office in Middleborough has a studio, podcast, and conference room that are all open to the public. They also work with high school students in the town to teach them TV production skills. Additionally, they produce programming for the Council on Aging and record many of their events to share with the community. She mentioned that in the past they have had old computers that were still good and wanted to donate to the COA to use, but unfortunately the COA did not have anyone on staff that would be available to upkeep the equipment or offer seniors help to use it. She let us know that they do their best to advertise the Comcast Internet Essentials Program because the biggest issue in town is internet being unaffordable, followed by people not having the skills necessary to utilize computers or the internet in general.

Sean Lewis, Carver Town Planner

The Town of Carver hired a new Town Planner during the planning process, so staff met with him to discuss the ongoing plan and get his feedback.

Richard Oakley, BoroBot

Staff interviewed Richard ‘Rich’ Oakley in September of 2026 during one of the many ongoing 3D printing lessons at their space in downtown Middleborough. Staff learned about Borobot’s origins and mission including the various ways the non-profit contributes to developing manufacturing skills through creativity expression and collaboration. Staff also learned how several businesses exist in the same space including Central Square Computer Repair.

Community Pop-Ups

Digital Equity Charette

The Digital Equity Charette was held on May 19th at the Lakeville Public Library. Materials from this event can be found in the plan appendix.

Tabling at Elliot Farm, July 20th, 2026

On July 20th staff tabled at Elliot Farm in Lakeville where residents were given a chance to learn more about the plan, take the plan survey, and give feedback on draft goals and strategies for the plan.

Image 18. Tabling at Elliot Farm



Tabling at Carver COA, July 29th, 2026

On July 29th, staff tabled at the Carver COA during a craft morning and informed attendees of ongoing digital equity planning initiatives in town and the region. SRPEDD staff were able to discuss ongoing digital equity initiatives and general accessibility with COA staff.

Tabling at Carver National Night Out, August 6th, 2026

On August 6th, staff tabled at Carver's National Night Out at Carver High School. Residents expressed concern about the lack of internet service providers in town, the price of their internet being too high, and their overall dissatisfaction with Comcast.

Image 19. State Police Helicopter Landing at National Night Out



Tour and Conversation at BoroBot, September 3rd, 2026

On September 3rd, staff met with Rich Oakley at BoroBot in Middleborough's downtown. After conduction a stakeholder interview, staff were able to see how the community space functions as it prepared to host a Blender class.

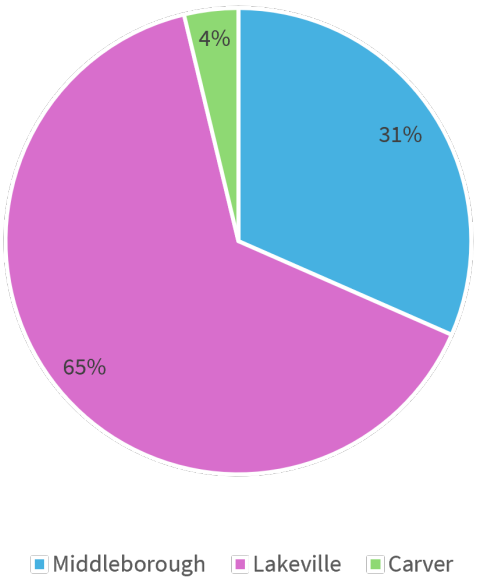
Tabling at Middleborough Council on Aging, September 23rd, 2026

On September 23rd, tabled at the Middleborough Council on Aging during an exercise class and their regular lunch service. Staff spoke with several members of the community about the plan's goals and strategies and had the opportunity to speak with staff at the COA about ongoing digital equity initiatives.

Survey

The digital equity survey was distributed through September 8th, 2026 and received a total of 133 responses. Figure 22 below shows the breakdown of survey responses per town.

Figure 22. Which Massachusetts municipality do you live in?



Key Findings

The following section outlines key findings shaped by the engagement process and data review. These findings informed the recommendations outlined in the following section.

Lack of Options

The main issue that arose during the public engagement process – and that was reinforced by the survey results and data – was the lack of options for ISPs. Many residents told staff that their only option is either Comcast or Verizon in their home, and most people do not have more than two options available at their home for broadband internet access.

High Cost Relative to Service Quality

The high cost of internet is largely influenced by the lack of options. While many respondents to the digital equity survey noted that it was not hard for them to pay their monthly internet bill, it is still an issue for some. During the public engagement process, residents often expressed concern to staff members that they feel they pay too much money for their monthly internet bill in comparison to the service they receive. Others expressed how fixed incomes make it difficult to budget as prices fluctuate or plans/contracts expire.

Geographic Size

The vast open space and rural aspects of Lakeville, Middleborough, and Carver are valued greatly by community members (and visitors). Swaths of farmland, cranberry bogs, and suburban neighborhoods are fundamental to the Plymouth County identity. Large amount of space between homes or business, however, can lead to a unique set of challenges for both traditional and digital infrastructure service. Infrastructure expansion is made more difficult when homes and business are spread further apart because it takes more physical infrastructure, manpower, and costs to connect these places. In a more urban area where homes and businesses are located close together, fewer resources are needed to link these places to infrastructure, including broadband infrastructure.

Access to Programming

In Lakeville, a more suburban community, a lack of well-defined town center leads to reduced access or difficult access to key anchor institutions. Middleborough benefits from having a

walkable and active town center and those that live in the abutting an Environmental Justice community can readily access community resources, such as the Town Library or Borobot. Residents of South Middleboro however may struggle to engage in community programming. Carver has a 'municipal' center where the Town Hall and Library are situated. The town's Council on Aging may be better suited in a larger building closer to the town's center.

Infrastructure Expansion

Geographic size also affects infrastructure expansions. Staff briefly spoke with Middleborough's Gas Energy Department (MGED) and asked two questions: 1) If MGED intended to offer internet services in the future and 2) if they would ever consider partnering with other communities to create a regional partnership like the Taunton Municipal Lighting Plant (TMLP). While there is interest, both projects would seem immediately infeasible due to high startup costs and existing staffing constraints. For many smaller or more local ISPs, startup costs may be too high to be justifiable, even when there is a desire for it to be built. As stated above, the cost of infrastructure expansion is higher when buildings are located further apart, which can make it more difficult for smaller ISPs to justify building out new infrastructure in areas such as this.

Strains on Community Programming

Throughout several digital equity planning processes in the region, staff across the board have mentioned needing support for 1:1 help and awareness of programming. In some cases, funding for these needs has been supplemented by community programming grants from the federal government; in other instances, non-profits have taken the lead in providing semi-regular tech classes at an existing community anchor institution. For example, the town of Middleborough faced staff cuts, increasing the burden and workload for existing staff.

Recommendations

Goal 1: Ensure successful plan implementation by leveraging and supporting community partnerships.

Strategies:

1. Identify an existing group or form a new committee to oversee this plan and its corresponding implementation.

- **ACTION:** To decrease staff and community burnout, plan implementation should be overseen by an existing group, such as the Council on Aging staff, the Library Trustees, or the School Boards. Town staff who participated in this planning process may also choose to spearhead this going forward, or serve as advocates for the plan in their respective departments.
- **LEAD:** Towns
- **PARTIES INVOLVED:** Local Resident Champions, Libraries, COAs
- **TIMELINE:** Immediate
- **SUCCESS STORY:** Westport, MA Internet Advisory Committee: A coalition of volunteers that created a Digital Access Master Plan and successfully lobbied Town Meeting to pass significant measures to create Town owned internet.

2. Prioritize annual or bi-annual implementation review at standing meetings or in annual reports.

- **ACTION:** The Towns could consider adding an agenda item to regional check-ins and assess the implementation of this digital equity plan. Towns may also consider adding a status report of the digital equity plan implementation into their respective annual reports.
- **LEAD:** Towns
- **TIMELINE:** Long Term

3. Promote and explain findings of digital equity plan to align goals with existing and ongoing planning.

- **ACTION:** Middleborough, Lakeville, and Carver should review the digital equity plan findings and convey the goals and strategies to community partners, such as Councils on Aging and Libraries, to gather more community input and ensure plan implementation and prioritizations of digital equity.
- **LEAD:** Town Administrations, Boards of Selectmen, Community Anchor Institutions
- **TIMELINE:** Immediate, ongoing
- **ACTION:** Include digital equity findings in future Master Plans' Services and Facilities Chapter and institutional strategic and financial planning.
- **LEAD:** Boards of Selectmen, Town Planner and Planning Boards, Planning Consultants
- **TIMELINE:** Master Plan Updates – Lakeville (2020), Middleborough (2026), Carver (2017)

Goal 2: Increase availability and knowledge of affordable internet options.

Strategies:

1. Consider implementing a "dig once" policy.

- **ACTION:** The Towns should each implement a "dig once" policy to permit the installation of new broadband infrastructure during already scheduled future road construction or repairs. A study done by the University of Massachusetts Amherst found that utilizing a dig once approach and replacing multiple utilities at once was 40% more cost effective than replacing them separately[13]. Implementing a "dig once" policy will allow Towns to save money by installing or repairing multiple utilities at once, rather than doing them separately.
- **LEAD:** Towns
- **PARTIES INVOLVED:** Zoning Board of Appeals, Planning Board, Internet Service Providers, SRPEDD
- **TIMELINE:** Intermediate
- **IMPLEMENTATION TOOLS:** District Local Technical Assistance (DLTA)
- **SUCCESS STORY:** Shrewsbury, MA: UMASS Amherst used the Town of Shrewsbury as a case study for utilizing a dig once policy to co-underground their utility lines. In the case study, the town would dig their roads up only once to place all utility lines underground. This would cost the Town $45.4 million over the course of 40 years, but it would ultimately help them avoid $55.1 million in outages.

2. Advertise and increase awareness of individual internet plans.

- **ACTION:** The Towns should lead efforts to increase residents' knowledge of individual internet plans, rather than paying for a bundle of internet, cable television, and telephone services. The Towns could explore the option of utilizing a joint

13 https://www.umass.edu/news/article/new-study-suggests-simultaneously-burying-broadband-and-electricity-could-be-worth

public communications campaign via social media and traditional media methods to increase knowledge of purchasing a non-bundled internet plan. Another method the communities can employ is hosting “Cut the Cord” workshops at the are councils on aging or libraries to empower people to cancel their cable services and replace them with streaming services, leading to a decrease in their monthly bill and allowing people to purchase an individual internet plan, rather than having a bundled option.

- **LEAD:** Council on Aging Outreach Coordinators
- **PARTIES INVOLVED:** Libraries, Schools, Town Administrators, ISPs, Middleborough Community Cable Access Media (MCCAM)
- **TIMELINE:** Intermediate
- **SUCCESS STORY:** Hingham Public Library – The Hingham, Massachusetts Public Library held a “Cutting the Cord” workshop that explained to people how to get rid of their cable television and choose specific streaming services that not only save them money but also better meet their television needs.

Image 20. Image X: Hingham Public Library Cut the Cord Workshop Flyer



3. Stay up to date with and support affordable internet efforts as they arise.

- **ACTION:** Since the end of the Affordable Connectivity Program (ACP), there have been statewide affordable internet programs introduced into the legislature. These Towns should aim to keep up to date with these efforts as they arise in the legislature, and provide support when necessary.
- **LEAD:** Towns
- **SUCCESS STORY:** New Mexico Senate Bill 152- New Mexico recently signed Senate Bill 152, "The Low-Income Telecommunications Assistance Program (LITAP)" into law. This will allow eligible low-income households to receive a discount of up to $30 a month on their internet bill, and up to $70 if they reside on Tribal lands.

Goal 3: Provide residents with increased options for device access in the community.

Strategies:

1. Purchase additional devices to be available for checkout at the library or other community anchor institutions.

- **ACTION:** Additional hotspots, laptops, tablets, and other related items should be purchased to be available at the libraries and/or councils on aging in these three communities. Hotspots are an important tool for residents to utilize when they find themselves without adequate internet access in their home.
- **PARTIES INVOLVED:** Libraries, Councils on Aging
- **TIMELINE:** Intermediate
- **SUCCESS STORY:** Bridging the Digital Divide: Wi-Fi Hot Spots as a Means of Digital Equity – This academic paper details the success of the Montana State University's Library Hot Spot Lending Program.

2. Upgrade computers and other devices at libraries and other relevant community anchor institutions.

- **ACTION:** The Towns should identify out-of-date computers and other digital devices at libraries, councils on aging, and other community anchor institutions and seek funding to obtain newer devices for these spaces.
- **LEAD:** Towns
- **PARTIES INVOLVED:** Libraries, Councils on Aging
- **TIMELINE:** Intermediate
- **SUCCESS STORY:** New Bedford COA Computer Lab – The New Bedford Council on Aging opened a new computer lab in an effort to offer more technology classes for the area's seniors.

3. Acquire additional public or municipal spaces to create additional computer labs in these communities.

- **ACTION:** These towns may seek out additional public spaces to increase the areas where residents can utilize public computers, free Wi-Fi, and other internet-enabled devices. Town staff expressed concern that current town facilities do not have the space or staff capacity to host more computers for residents or teach digital literacy courses.
- **LEAD:** Towns, Libraries, Councils on Aging
- **TIMELINE:** Intermediate

Goal 4: Assist vulnerable and underserved populations in safely and effectively navigating the internet and provide resources for troubleshooting digital devices and the internet.

Strategies:

1. Provide more digital literacy classes at community anchor institutions and offer additional opportunities for advanced learners.

- **ACTION:** The Towns should work to increase the number of digital literacy classes available at community anchor institutions and offer more advanced digital literacy and digital skills courses. The libraries and COAs in the region can work together to pursue this and share curriculum amongst one another.
- **PARTIES INVOLVED:** Libraries, COAs, Schools
- **TIMELINE:** Intermediate

2. Acquire help from high schools students to provide digital skills help to senior residents.

- **ACTION:** The COAs or libraries in the can explore coordinating with the local high schools to create service opportunities for high schoolers to facilitate digital literacy education for seniors.
- **PARTIES INVOLVED:** COAs, Libraries, High Schools
- **TIMELINE:** Intermediate
- **SUCCESS STORY:** Carson, Nevada - The Interact Club, which is affiliated with the Rotary Club of Carson City and focused on community service, launched in January 2024 and has hosted events to offer seniors 1:1 tech help.

3. Identify a regional contact who can help with residents' digital equity and digital literacy needs.

- **ACTION:** The towns should work together to identify or hire a shared individual who can serve as the main point of contact for residents' digital equity, digital literacy, and general internet related needs. Since the Middleborough Public Library currently unofficially serves as a core location where residents of all three communities go when they need help, this would be a prime location to house a digital navigator, but the towns can work together to explore the best location or locations for this individual to work.
- **LEAD:** Towns
- **TIMELINE:** Intermediate
- **IMPLEMENTATION TOOLS:** NDIA Digital Navigator Model
- **SUCCESS STORY:** Connecticut State Library: In Connecticut, eight libraries received a $250,000 grant to split to create a regional digital navigator sharing plan.

4. Ensure that residents have the tools and skills necessary to protect themselves against phishing and other online scams.

- **ACTION:** As AI continues to grow and scams evolve alongside it, Middleborough, Lakeville, and Carver should work to ensure that residents have the skills to protect themselves against these skills. This can happen via a coordinated media campaign and AI literacy and cybersecurity classes. This is equally important for town staff as well as residents.
- **PARTIES INVOLVED:** COA, Libraries, Town staff
- **TIMELINE:** Intermediate

Conclusion

Thanks to the collaboration and willingness of Town staff and residents, the project team was able to development meaningful goals and strategies. Taking action to fulfil these goals will help put Middleborough, Lakeville, and Carver closer to providing affordable, fast internet and devices, alongside the digital literacy skills necessary to utilize the internet properly, for all residents, especially those who are members of a covered population.

By utilizing a regional approach, the plan aims to result in an effective communication strategy to ensure resources are delivered to those who need it. SRPEDD will continue to work in its capacity as the area's Regional Planning Agency to support ongoing and future projects related to bridging the digital divide in the Middleborough, Lakeville, and Carver area.

Readers are encouraged to look through the glossary and appendix for additional information related to this plan.

Appendix

Glossary

Affordable Connectivity Program (ACP)- A program created during the pandemic to ensure that everyone had access to broadband in their households. The program provided households with a $30 credit off their monthly internet bill, and a $100 credit towards a device, or $75 off their monthly internet bill if they were living on tribal lands. This program ended in May 2024.

Broadband- Internet that has speeds of at least 100/20 Mbps.

Broadband Serviceable Location (BSL)- A residential location or business where internet can be installed.

Covered Populations- The Massachusetts Broadband Institute (MBI) and the National Telecommunications and Information Administration (NTIA) recognizes the eight groups below as covered populations regarding digital equity: Low Income Households, Aging Individuals, Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with a Language Barrier, Individuals who are members of a racial or ethnic minority group, Individuals who live in a rural area

Digital Equity- The condition in which all individuals and communities have the information technology capacity needed for full participation in our society, democracy, and economy

Digital Equity Asset- any services, programs, documents, organizations, etc. that support or promote digital equity. For example, device distribution programs, digital navigators, and relevant planning documents are digital equity assets.

Digital Literacy- the skills necessary to use technology and navigate the internet, such as the ability to maintain devices, communicate effectively online and evaluate online information and security risks.

Digital Redlining- according to the Boston University School of Public Health, digital redlining is “discriminatory disinvestment in broadband infrastructure that disproportionately affects people of color, low-income communities, and rural populations, worsening disparities in access to healthcare, social services, education, and employment for these populations.”[14]

Hotspot- Intel defines a hotspot as “a physical location where people can access the Internet,

14 https://www.bu.edu/sph/news/articles/2024/combating-digital-redlining-is-imperative-for-advancing-health-equity/

typically using Wi-Fi, via a wireless local area network (WLAN) with a router connected to an Internet service provider." [15]

Jitter- A measure of network performance that refers to the irregularity in the time it takes for a data packet to travel from its source to its destination, potentially leading to disruptions and inconsistencies in the flow of data.[16]

Latency- A measure of network performance referring to the time it takes for a data packet to travel from its source it its destination.[17]

Speed Test- Measures the speed at which data transfers back and forth from a web server to a device via a router in megabits per second (Mbps).[18] On March 14th, 2024 the Federal Communications Commission raised "the Commission's benchmark for high-speed fixed broadband to download speeds of 100 megabits per second and upload speeds of 20 megabits per second."[19]

15 https://www.intel.com/content/www/us/en/tech-tips-and-tricks/what-is-a-hotspot.html#:~:text=Hotspot%3A%20A%20hotspot%20is%20a,to%20an%20Internet%20service%20provider.
16 https://www.liveaction.com/resources/blog-post/jitter-vs-latency-unraveling-the-nuances-in-network-performance/
17 Ibid.
18 https://www.forbes.com/home-improvement/home/all-about-internet-speed/
19 https://docs.fcc.gov/public/attachments/DOC-401205A1.pdf

Additional Reading

"Large-Screen Computer Ownership: A Call to Action, Insights from the American Community Survey Census Data" by Teodora Mihaylova and Brian Whitacra, PhD

Press Release: Connect New Mexico, PRC proposes rules for broadband affordability program

American Society on Aging, "The Telehealth Revolution that Can't Reach Everyone" by Sean Gonsalves

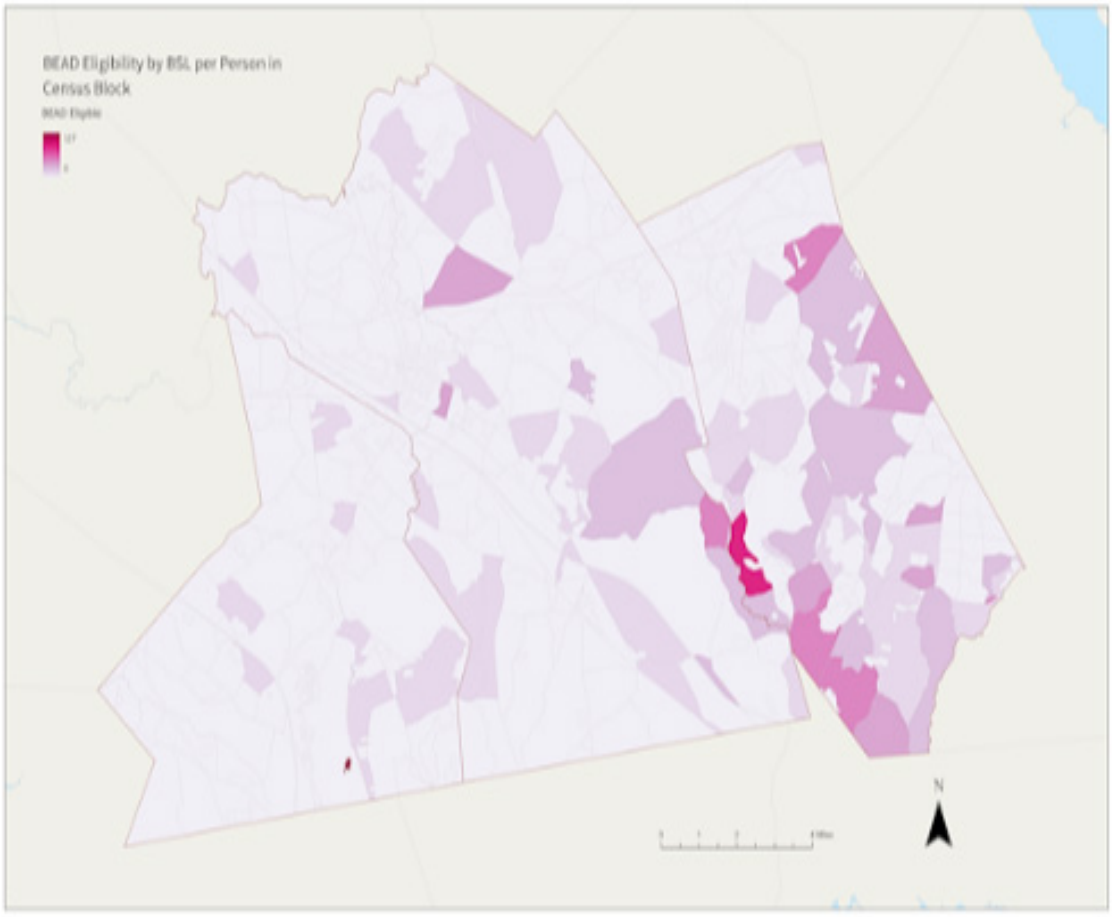
Pew Research Center, "The Web at 25 in the U.S." by Savannah Fox and Lee Rainie

The Minimum Digital Living Standard

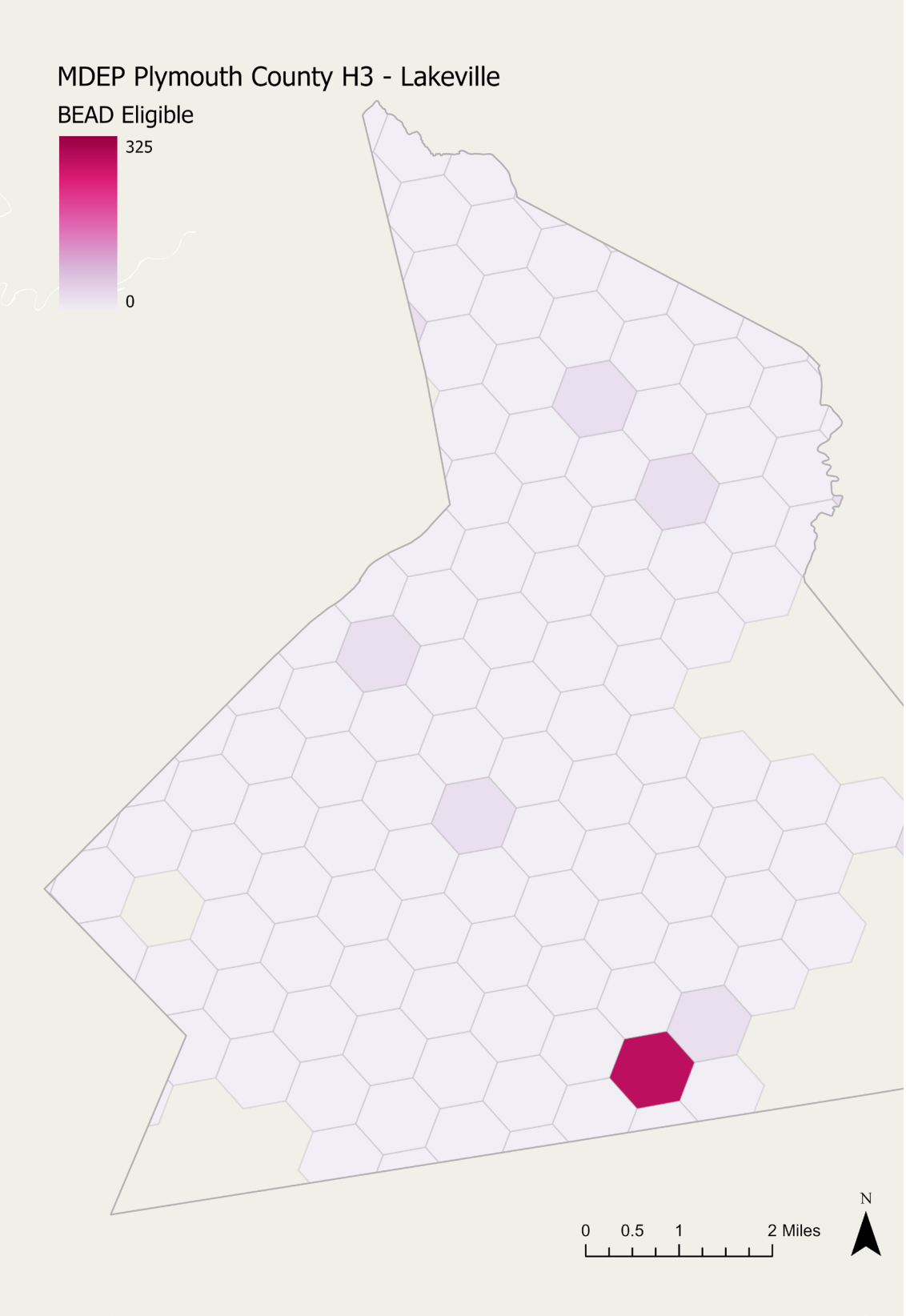
The Benton Institute, "Veterans and Digital Equity: Planning for Success" by Dr. Leonie Heyworth, DeAsia Nichols, Lesley Roose, RN, and Reid Sharkey

Additional Maps

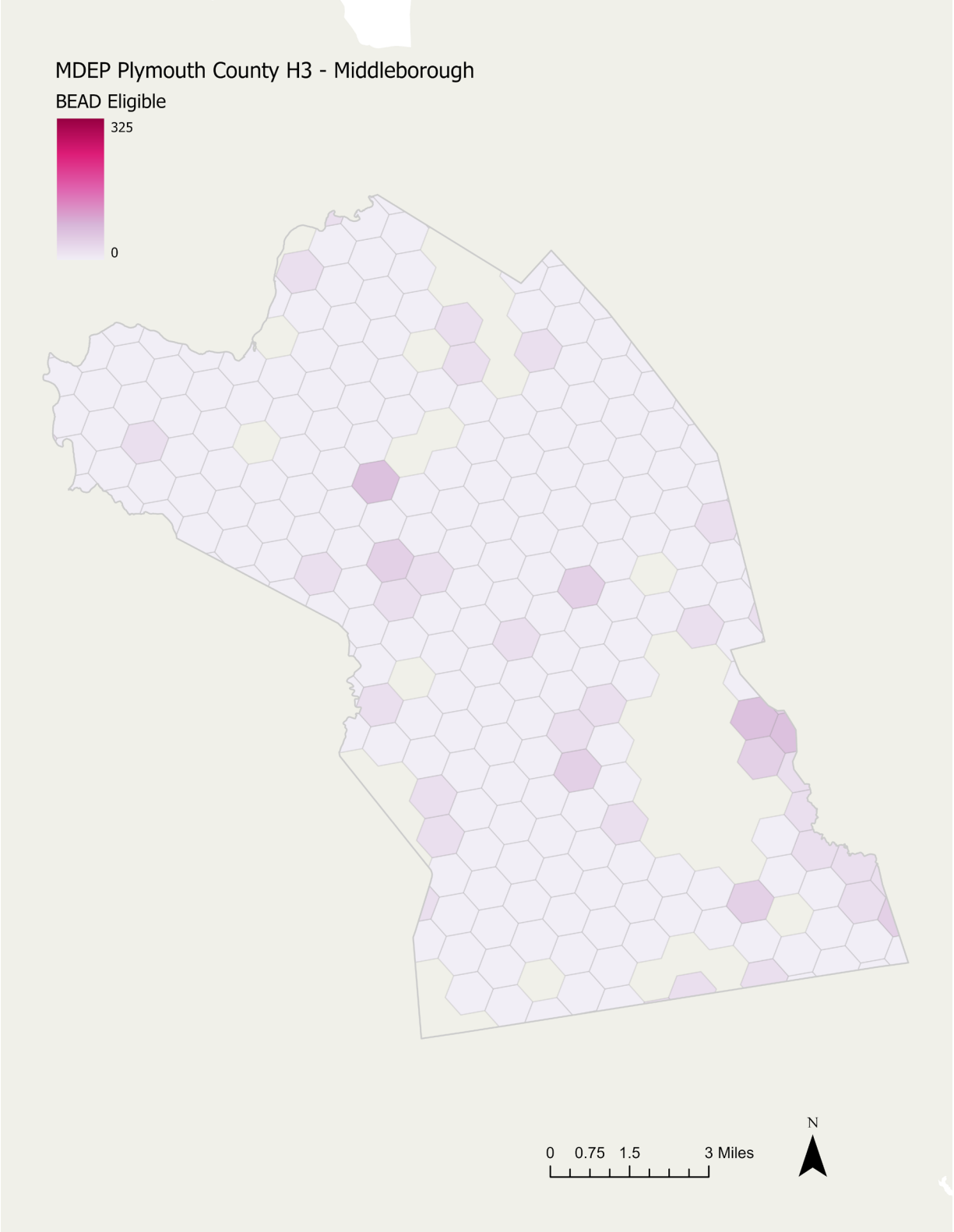
Map 12. Plymouth County BEAD Eligibility Map



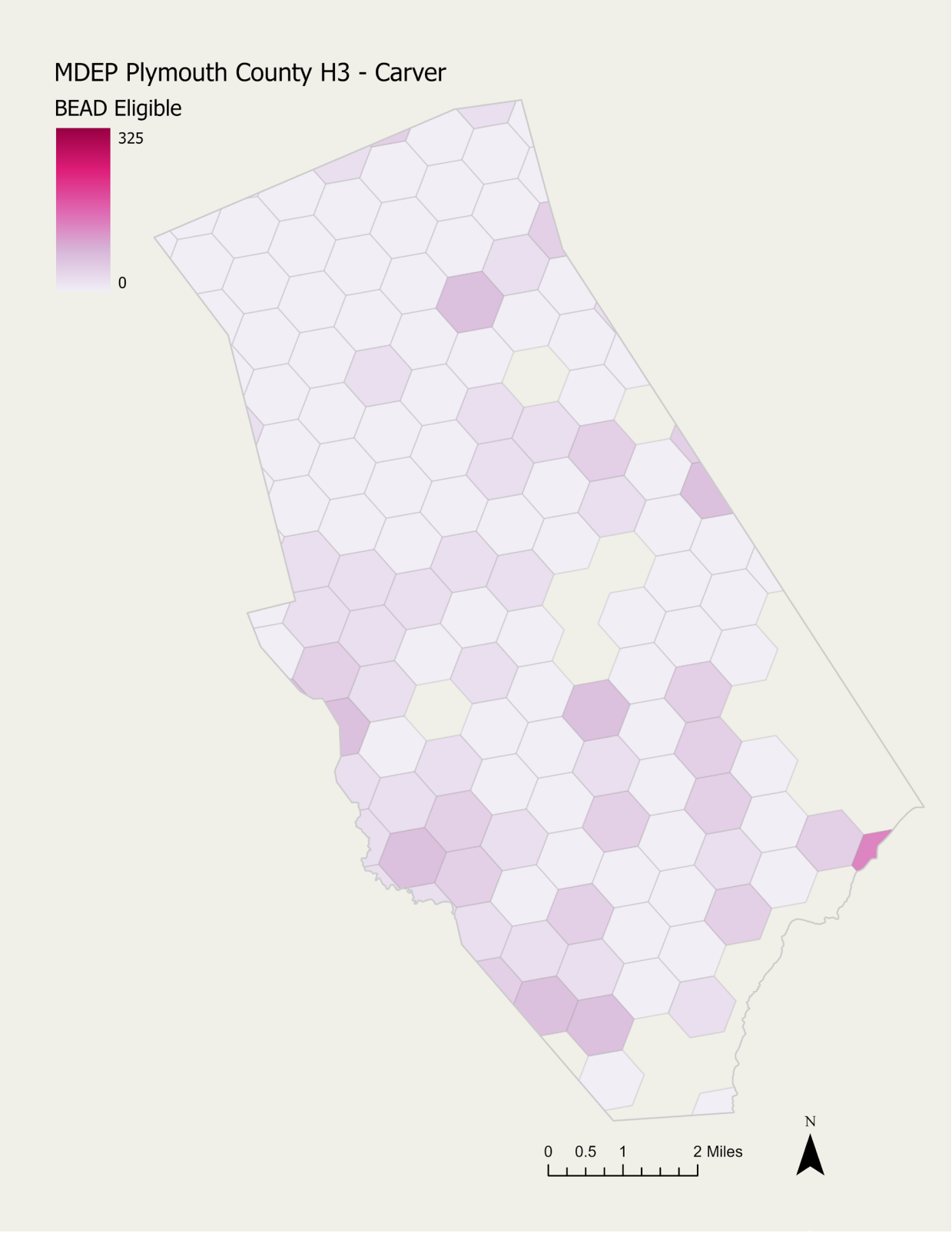
Map 13. Lakeville BEAD Eligible Locations

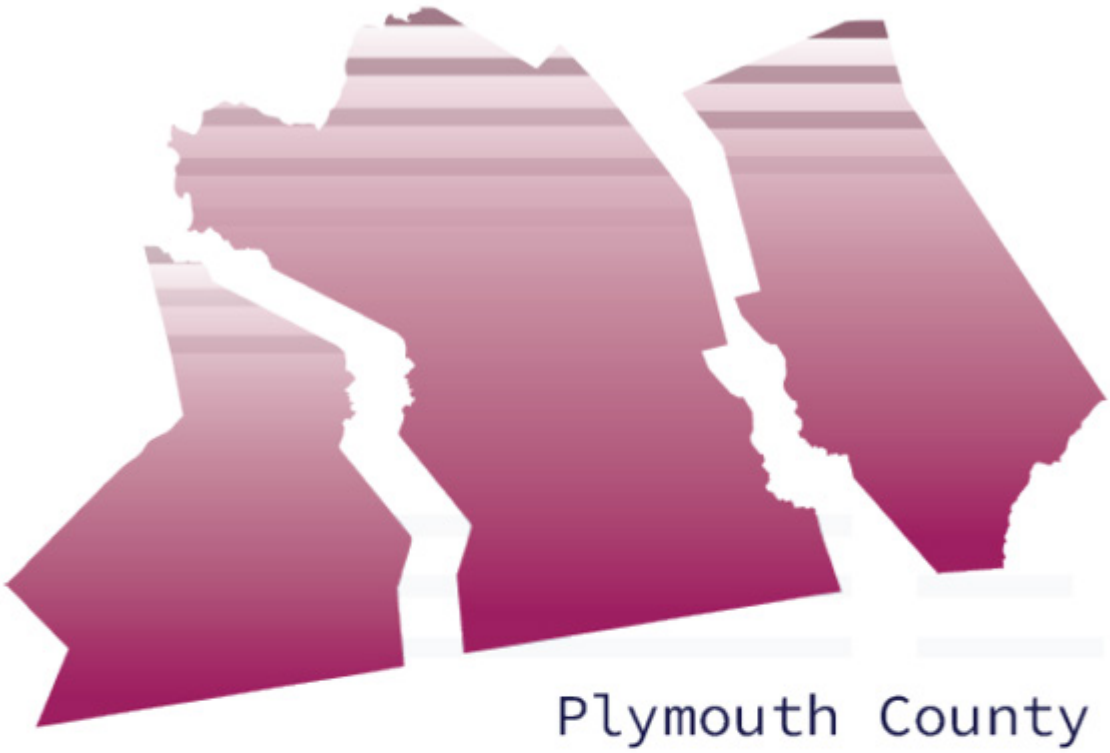


Map 14. Middleborough BEAD Eligible Locations



Map 15. Carver BEAD Eligible Locations





Plymouth County

Digital Equity Plan

Lakeville • Middleboro • Carver

Your feedback can help us make internet affordable and accessible for all!

SRPEDD

Visit srpedd.org/digital-equity for more information.

MBI MASSACHUSETTS BROADBAND INSTITUTE

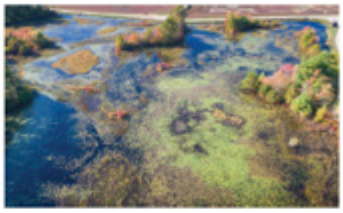
This project was funded by the Massachusetts Broadband Institute at the MassTech Collaborative under the Municipal Digital Equity Planning Program. Funding was provided by Massachusetts ARPA State Fiscal Recovery Fund.

What is a Digital Equity Plan?

Middleborough, Lakeville, and Carver are creating a Municipal Digital Equity Plan to study the state of internet access, connection, affordability, and programming in the region.







Together, the towns will work to understand if everyone has a functioning computer/ device, a steady connection and an affordable internet bill, and the tech skills to navigate day-to-day tasks online.

Why Plan For Digital Equity?

The internet is no longer a luxury!

Communities are working to address a modern problem some may take for granted.

A chance to reflect.

On overlooked inequities in your community and help those affected by the digital divide.

May help increase eligibility...

For future infrastructure improvements and community programming

Example: Tri-Town Digital Equity Plan



Here's how digital equity planing helped towns allocate implementation funding from 2025 MBI Funding Cycle:

Marion recieved $20,000 and will...

- Purchase hot spots to lend through the COA
- Engage a contractor to deliver digital skills classes at the COA and library

Mattapoisett received $17,600 and will...

- Establish a device lending program at the library and Council on Aging, which will make laptops, hot spots and adaptive equipment available to residents.
- Purchase a digital literacy curriculum to distribute through the library and Council on Aging

Rochester received $17,010 and will...

- Expand the library's hot spot lending supply
- Purchase and train library staff to provide a digital literacy curriculum,
- Provide one-on-one device support and technical assistance to residents.

Defining Digital Equity

Getting online requires all access to all three.



Connection:

A fast, affordable, and stable connection to the internet.

Examples

Affordable Wi-Fi or Data Plans, Efficient and reliable Broadband Infrastructure.



Devices:

The portal or hardware that lets you navigate the internet.

Examples

Desktops or Laptops, Routers, Tablets, and Smart Phones.



Literacy:

The capability to maintain devices and evaluate online information.

Examples

Internet Skills, Cyber Security Awareness, Trouble Shooting.

Imagine losing access to one or more of these digital equity pillars, what part of your life would be most impacted?

Work Or School

Social Life or Community Participation

Personal Administration
(Finances, Healthcare)

The Digital Divide

Most of us can't imagine a life with out an internet connection, some on the other side of this divide still struggle accessing digital tools.

Populations that have historically struggled getting online include:

- Persons who are 60 years of age or older
- Veterans
- Persons with disabilities
- Rural residents
- Members of a racial or ethnic minority group
- Individuals with a language barrier
- Low Income Households
- Incarcerated individuals

Why do digital equity plans focus on these populations?

In the Digital Equity Act of 2021, The National Telecommunications and Information Administration (NTIA) identifies 8 covered populations that have historically experienced lower rates of computer and internet use.

In the Plymouth County project region, covered populations mainly include rural residents and persons over 60 years old.

Barriers to Internet Access



- Connectivity interruptions,
- Digital redlining
- Inability to afford or access services.



- Outdated Software,
- Device not matching a users needs,
- Lack of affordability.



- Limited skills,
- Fear or shame
- Inaccessible trainings

Source: NTIA, ACS

Use a sticker to indicate if you experience any of the following:

Internet bill is too high

Nowhere near me has public WiFi

Computers are too expensive and confusing

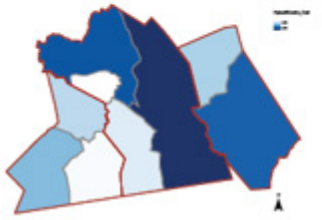
My device has limited features

My kids usually help me with everything online

I'm nervous about giving out my information

Digital Equity Demographics in Plymouth County

In 2019, when the NTIA began collecting data for Broadband Deployment, a majority of the reisieents in the project area belonged to covered poulation.



Rural residents

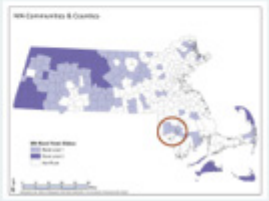
(As defined by the Digital Equity Act of 2021) represent the largest covered population in all three communities.

Defining Rural

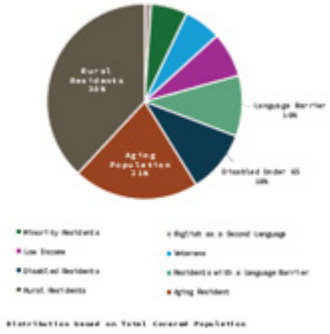
There is no single definition of 'rural' across government entities. Different classifications are used for different purposes.

For the purposes of digital equity planning, rural communities populations at risk of experiencing digital inequities due to their low population densities and lack or access to infrastructure and community resources .

All three communities are also classified as Level 1 Rural by the MA Office of Rural Health in 2024.



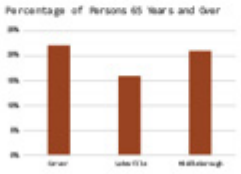
2019 NTIA Plymouth County Covered Populations Distribution



Other Covered Populations

Aging Individuals

Almost 1/4th of residents in the project region are 65 years or older.



Persons With Disabilities

Almost 1/5th of residents in the project region experiance a disability.

Who beyond members of the NTIA's Covered Populations may also experience digital inequities?

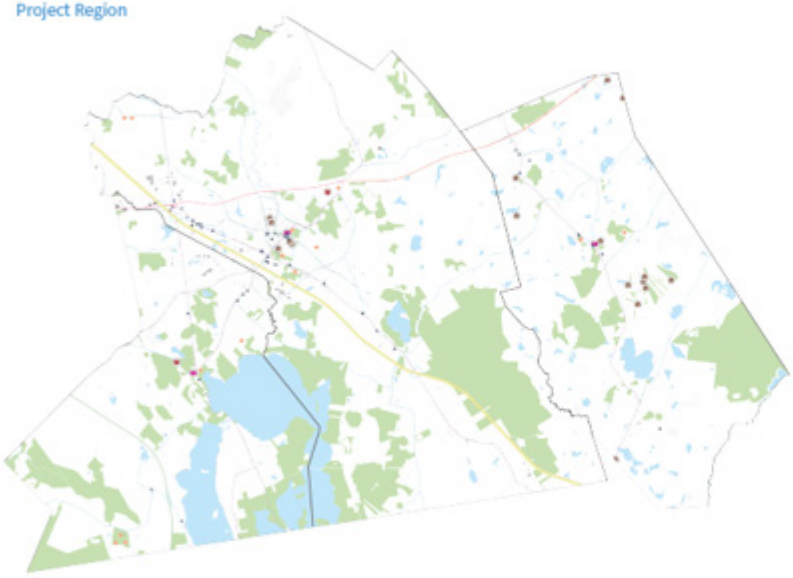
What public institutions or agencies might also benefit from expanded or improved digital infrastructure and services?



Source: 2019 NTIA Covered Populations, ACS, MA Office of Rural Health

Plymouth County Digital Equity Plan

Project Region



Lakeville, MA
Population: 11,968

Middleborough, MA
Population: 24,504

Carver, MA
Population: 11,675

Where would you like to see improvements to internet access?

Plan Timeline

Jan 2026:
Stakeholder kickoff, Project branding, steering committee formation, and charrette planning

Spring 2026:
Existing Conditions Analysis, Survey and Event Promotion (Tabling/Fliers), and Stakeholder Interviews

Summer 2026:
Plan Writing and Engagement Follow Ups

Fall 2026:
Finalize Plan

Who should we talk to learn more?

Community Anchor Institutions

Spaces like libraries, schools, or COAs are vital community resources and play an important part in providing high speed internet, access to devices, and programming to expand resident's digital literacy skills.

Map of Community Anchor Institution Clusters in Plymouth County Project Region



Where is the first place you would go if you couldn't access the internet?

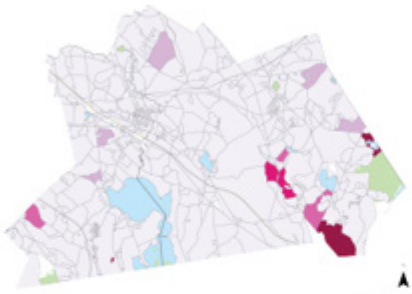
Use a community sticker below!



Service Availability

Unserved Broadband Serviceable Locations

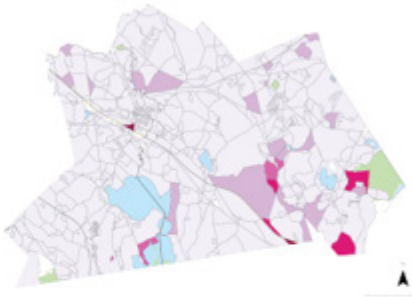
Density of BSLs in a Census Block that recieve slow or unserviced internet.



The **darker** the census block show higher number of **Unserviced BSLs (Locations with very slow Internet Service)** based on the Total Number of BSLs.

Underserved Broadband Serviceable Locations

Density of BSLs that are served but have slow connections.



The **darker** the census block show higher number of **Underserved BSLs (Locations with sigaificantly slow Internet Service)** based on the Total Number of BSLs.

Does you internet run fast enough to meet your needs?

Place a community sticker to indicate how fast you feel your home internet runs.

Super Slow



It's Ok

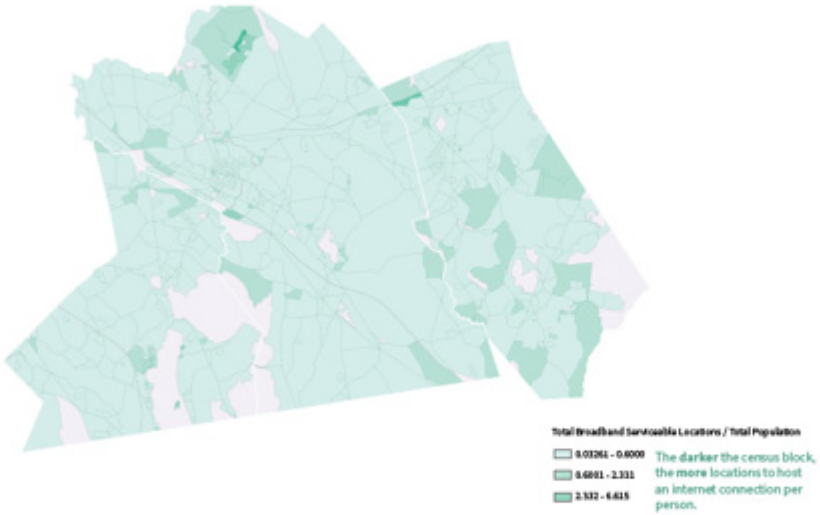


Speedy Fast



Broadband Serviceable Locations (BSLs)

Available Places to 'Host' an Internet Connection



What does this map tell us?

Every census block in the study area has at least one location that can host internet.

Why is this important?

Provides overview of available resources based on the number of people in a given area and shows the rural character of the region.

Where is this information from?

All maps in this series are from The Federal Broadband Commission (FCC) 20240 National Broadband Map.

Remember!

- 1 BSL can serve multiple addresses.
- Rural Character of region means smaller census block population = BSLs will be more spread out

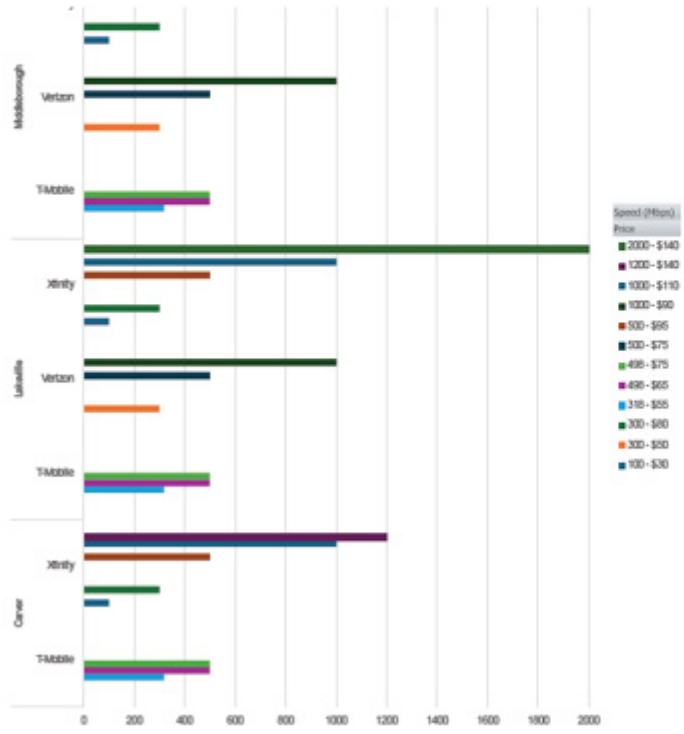
Do you know how you get your internet?

Source: 2024 FCC Broadband Data Collection Map

Affordability

A monthly Internet bill is a cost most americans have to factor into their monthly utility bills. Is the average cost of internet burdonsome to some households?

Price and Speed of Internet Service Packages Available at Sample Address in Region



Do you feel like you overpay for your internet?

Use a community sticker below!

$$
Too High

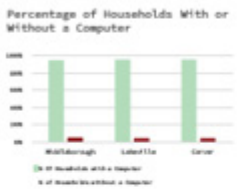
Just Right

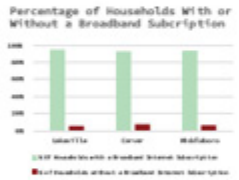
I would pay more for better service

Source: 2024 FCC Broadband Data Collection Map, Xfinity, Verizon

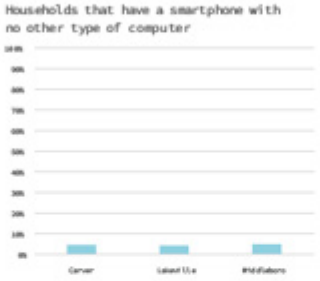
Device Preferences

Most households in the region have a computer at home as well as an active broadband subscription.



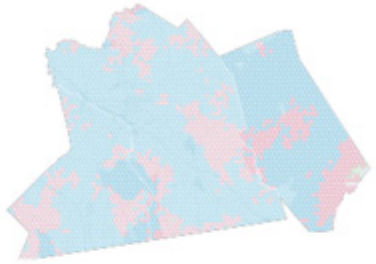


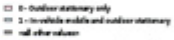
However, a significant minority of households may rely on smartphones or tablets with a data plan to access the internet.



How can the towns can cater to residents that may use devices beyond a traditional computer?

Looking at mobile data coverage or on hot spots, can help us begin to look at where gaps for those that rely on a mobile data plan exist.





The Blue Hexagons show where cell phone data in a car or other mobile situations.

The Red Hexagons Show where cell phone data is available in stationary environments

Do you preform everyday tasks (outside work):

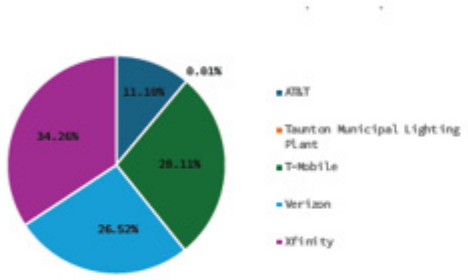
On your phone?

Or at a stationary computer?

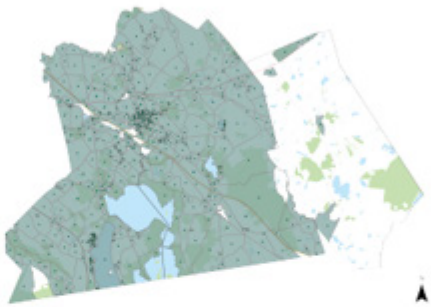
Source: 2024 FCC Broadband Data Collection Map, ACS

Internet Service Providers (ISPs)

Distribution of Internet Services Providers (ISPs)



Map of Census Blocks with Unique Fiber Providers



TMLP
Taunton Municipal Lighting Plant

The Taunton Municipal Lighting Plant provides internet at low rates to residents in Berkley, Lakeville, Taunton, Raynham. It's governance structure allows for community participation and control yielding to better service an innovate ways to deliver quality internet to residents.

What would you prefer?
Use a community sticker!

Sticking with your current provider

More providers and different internet types

Source: 2024 FCC Broadband Data Collection Map, TMLP

Digital Skills - What are your needs?

Below are digital skill programming offered at COAs. Is there programming we're missing? Are there any community groups outside the region that assist with tech skills? Are there ways to collaborate to expand programming reach?

Lakeville

Middleborough

Carver

Beyond the Basics



A new generation of aging adults is emerging. Born in the late 1960s, adults currently in their late 50s came of age during the advent of personal computing. As technology continues to advance its important that digital literacy programming stays up to date as unique technological needs continue to evolve.

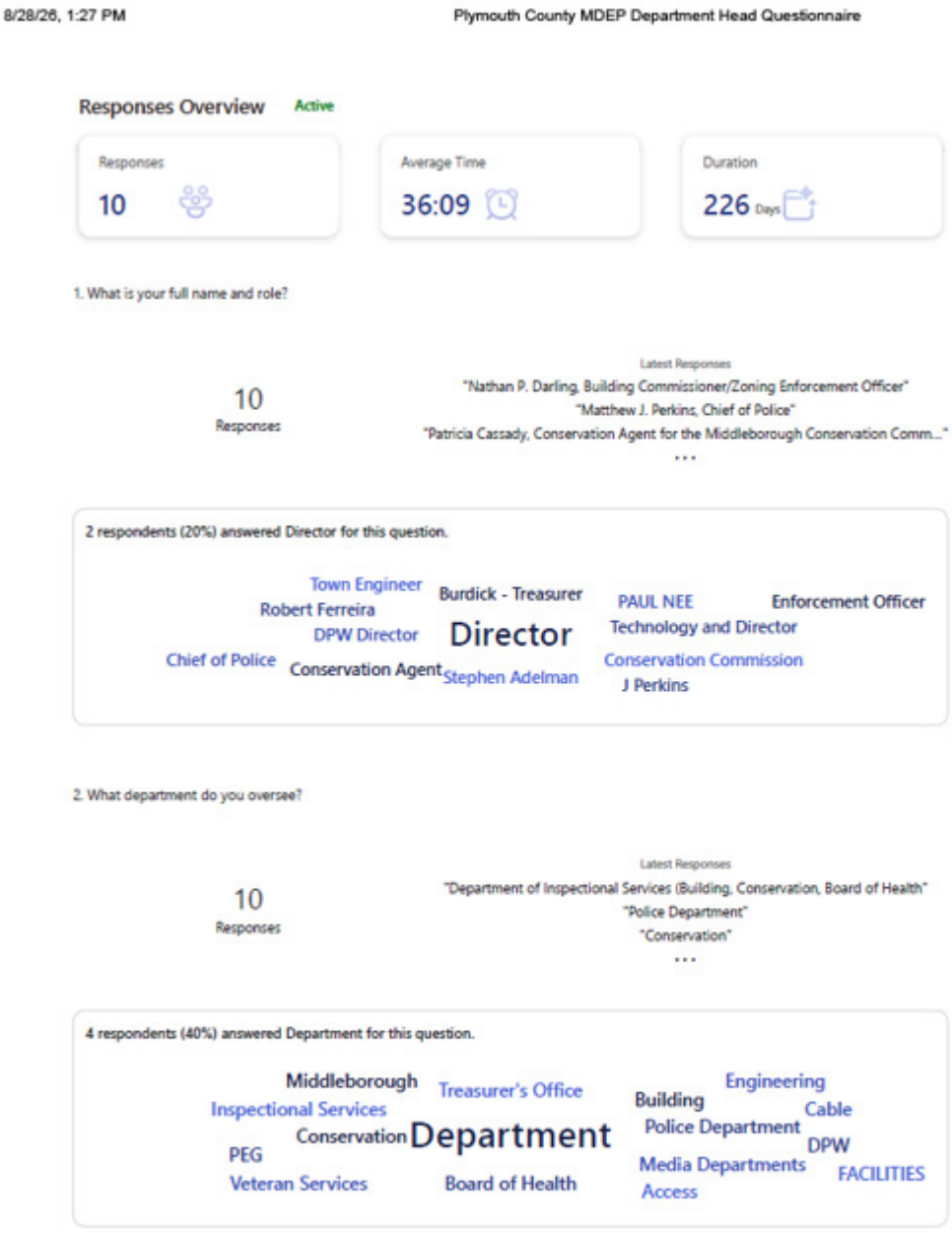
What should technology or technology tools are you interested in learning more about?

Let’s Play Digital Literacy Jeopardy!

There are no national standards for Digital Literacy competency - we want to learn how confident the Plymouth County Communities feel in their digital literacy Skills.

Cyber Safety	Search Strategies	Digital Footprint	Copyright and Fair Use	Social Networks
100	100	100	100	100
200	200	200	200	200
300	300	300	300	300
400	400	400	400	400
500	500	500	500	500

Department Head Questionnaire



8/28/26, 1:27 PM Plymouth County MDEP Department Head Questionnaire

Responses Overview Active

Responses 10

Average Time 36:09

Duration 226 Days

1. What is your full name and role?

10 Responses

Latest Responses
"Nathan P. Darling, Building Commissioner/Zoning Enforcement Officer"
"Matthew J. Perkins, Chief of Police"
"Patricia Cassady, Conservation Agent for the Middleborough Conservation Comm..."

2 respondents (20%) answered Director for this question.

Town Engineer, Robert Ferreira, Burdick - Treasurer, PAUL NEE, Enforcement Officer, DPW Director, Director, Technology and Director, Chief of Police, Conservation Agent, Stephen Adelman, Conservation Commission, J Perkins

2. What department do you oversee?

10 Responses

Latest Responses
"Department of Inspectional Services (Building, Conservation, Board of Health"
"Police Department"
"Conservation"

4 respondents (40%) answered Department for this question.

Middleborough, Treasurer's Office, Engineering, Building, Cable, Inspectional Services, Conservation, Department, Police Department, DPW, PEG, Media Departments, FACILITIES, Veteran Services, Board of Health, Access

Plymouth County MDEP Department Head Questionnaire

you consider your department a Community Anchor Institutuon (CAI)?

unity Anchor Institution = Community support organizations and agencies that provide outreach, access, equipment, and suppor
es to facilitate greater use of broadband service by vulnerable populations, including low-income, the unemployed, and the aged.

Yes	3
No	5
Maybe	0
Other	0



is your department located?

10
Responses

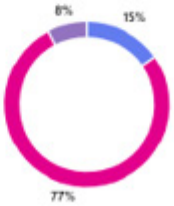
Latest Responses
"241 Main Street, Lakeville, MA 02347"
"323 Bedford Street Lakeville Massachusetts"
"Middleborough Town Hall Annex, 20 Centre Street, 2nd Floor, Middleborough, M... "

ndents (70%) answered MA for this question.



elect all the ways your deaprtment accesses the internet.

Data plan for hotspot, tablet, or smartphone	2
Wireline connection (cable, fiber, DSL, etc)	10
Dial-Up Internet	0
Satellite Internet	1



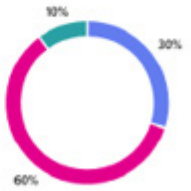
6. How well does your department's internet service work?

Good enought to meet my department's needs	10
Not good enought to meet my department's needs	0
I don't know	0



7. Is there any concern about the privacy or safety of your department's data?

Yes	3
No	6
I don't know	1



8. Do residents need to interface with an online portal or other web-based tools to access your department's services?

9
Responses

Latest Responses
"Yes (Online Permit Platform)"
"Yes, website"
"No, not really, however, the online mapping under the Assessor's office or state ..."
• • •

4 respondents (44%) answered online for this question.



9. Do residents need help navigating online portals or other web-based tools when accessing your department's services?



10. Do you or your staff have the capacity to help residents navigate online portals or web-based tools?



11. Which of the following target populations does your department interface with regularly?
The following are covered populations and underrepresented communities that are disproportionally impacted by digital inequity according to the National Telecommunications and Information Administration. Please select all that apply.



12. Are there specific or general geographic locations in Middleborough, Lakeville, or Carver that you feel lack adequate internet access?

List any applicable locations below.

8
Responses

Latest Responses
"No"
"no"
"Cellular Phone access can be tough in some of the more remote locations in tow..."

3 respondents (38%) answered internet for this question.

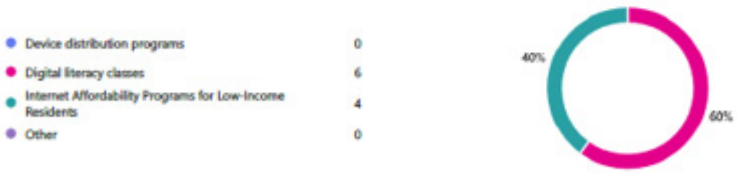


13. Which of the following factors needed for digital equity are residents in Middleborough, Lakeville, and Carver in the greatest need of?

Rank the following by greatest need.



14. What types of digital equity programs/initiatives do you think Middleborough, Lakeville, and Carver residents could benefit from?



15. Does your department currently host or facilitate any digital equity programs/initiatives?

(Example: Access to free devices, Digital Skills Classes, Dedicated Digital Navigators) - If yes, please explain.

9
Responses

Latest Responses
"No"
"no"
"No, we don't at this time."
...

7 respondents (78%) answered No for this question.



16. Is there anyone in the broader community who you think should be included in the discussion of digital equity in Middleborough, Lakeville, or Carver?

8
Responses

Latest Responses
"No"
"Places of worship/Churches, Any local shelters, residential communities with agin... "
...

2 respondents (25%) answered not sure for this question.

