Digital Equity Regional Snapshots

As part of the Needs Assessment included in the State Digital Equity plan, the ConnectALL Office processed New York State Internet Access Survey responses by region to produce reports, or “snapshots,” capturing broadband and digital equity findings in the ten distinct regional geographies of New York State: Capital Region, Central New York, Finger Lakes, Long Island, Mid-Hudson, Mohawk Valley, North Country, Southern Tier, and Western New York. Each of New York City’s five boroughs—the Bronx, Brooklyn, Manhattan, Queens, and Staten Island—also has a separate snapshot.

Each snapshot contains the following information:

- Demographic information from the region to help compare regional covered populations to the broader composition of the state.
- Significant findings from focus groups, where applicable, to provide nuance and further depth on challenges affecting covered populations in specific regions.

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1 CAO distributed the New York State Internet Access Survey from May-July 2023 and collected more than 5,7000 responses statewide.
New York State

New York State is home to a diverse population with uneven experiences accessing and using the internet. In surveys and focus groups, residents noted gaps in high-quality broadband options, digital literacy training, and a sense of safety online. New Yorkers statewide celebrated libraries as trusted public stewards of digital equity.

### Digital Equity Act Covered Populations

<table>
<thead>
<tr>
<th>Population</th>
<th>New York State (NYS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans</td>
<td>4%</td>
</tr>
<tr>
<td>Aging Individuals</td>
<td>23%</td>
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<td>20%</td>
</tr>
<tr>
<td>Racial and Ethnic Minorities</td>
<td>45%</td>
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</tbody>
</table>

### New York State Snapshot

- 20.1 million people
- 7.5 million households
- 87% of households have any type of broadband internet (ACS).
- $75,200 median household income.
- Nearly 50% of eligible households enrolled in the Affordable Connectivity Program (1.6m).
- The median household spends $75-90/month on internet, compared to $75-90/month statewide.

### Internet | Broadband Affordability & Availability

In New York, 4% of broadband serviceable locations have internet speeds lower than 100/20 Mbps available (FCC). 13% of households do not have any type of broadband internet (ACS). Among households that do have internet access, surveyed respondents primarily rely on cable.

### Devices | Accessibility of Devices & Device Support

8% of households do not have a computer and 8% only have a smartphone (ACS). 91% of respondents stated everyone in their household has access to the devices they need. When asked what device they used most often for internet at home, respondents most often said smartphones.

### Digital Literacy

Focus groups across the state highlight a need for training around protecting privacy online. New Yorkers were most confident in online banking and applying for jobs online.

### Privacy & Cybersecurity

87% of New Yorkers are concerned or very concerned about digital safety. Survey respondents mention the following concerns:

- Stolen Data (33%)
- Surveillance (24%)
- Scams (25%)
- Harassment (18%)
- Other (2%)

### Accessibility of Public Resources

32% of New Yorkers rated past experiences with online government services as fair or poor. Of all online services, New Yorkers were likeliest to access government services.

CITATIONS: All demographic and telecommunications data was sourced from the NTIA/U.S. Census Digital Equity Act Population Viewer, the U.S. Census American Community Survey (ACS 2017-2021 5-Year Series), and the FCC Broadband database. ACS refers to the following as “broadband at home”: cellular data plan, cable, fiber optic, satellite, or DSL (Table B28002). Unless otherwise noted, other results on internet access come from survey and focus group data and anecdotes sourced from stakeholder engagement efforts conducted in 2023 by the NYS ConnectALL Office.

NOTE: Monthly internet bill data expresses median unbundled plan costs first and bundled (i.e., internet packaged with cable TV) median plan costs second; when the costs are the same, one number is expressed. Under “Internet: Availability & Affordability,” “Other” includes community Wi-Fi, dial-up, DSL, and satellite internet.
The Capital Region

The Capital Region contains a higher share of rural residents than other parts of the state. In surveys and focus groups, residents noted the region generally lacks high-quality broadband options and shared that many residents are not adequately served. Residents reported the lack of satisfactory internet speed hinders them from meeting their needs online.

Digital Equity Act Covered Populations

<table>
<thead>
<tr>
<th>Population</th>
<th>Capital</th>
<th>NYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans</td>
<td>6%</td>
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<td>45%</td>
</tr>
</tbody>
</table>

Capital Region Snapshot

1,105,100 people 451,900 households
87% of households have access to any broadband internet, compared to 87% in NYS (ACS).

$76,100 median household income
30% of households earning under $35k/year do not have internet, while 13% of households earning $35k-75k/year do not have internet, and 5% of households earning over $75k/year do not have internet.

Internet | Broadband Affordability & Availability

In the Capital Region, 5% of broadband serviceable locations have internet speeds lower than 100/20 Mbps available (FCC). 13% of households do not have any type of broadband internet (ACS). Among households that do have internet, surveyed respondents primarily rely on cable.

Data Plan 26% Fixed Wireless 8%
Cable 41% Fiber 10% Other 15%

Devices | Accessibility of Devices & Device Support

7% of households lack a computer and 6% are smartphone-only internet subscribers (ACS). 6% of survey respondents said that their household does not have all the devices it needs. When asked what device they used most often for internet at home, respondents most often said smartphones.

Digital Literacy

Focus groups highlighted challenges navigating websites, since layouts sometimes change over time. Respondents were most confident in learning, online banking, and applying for jobs / making resumes online.

Privacy & Cybersecurity

88% of residents in the Capital Region are concerned or very concerned about digital safety. Focus group participants noted that users of public Wi-Fi felt at higher risk of scams or data theft. Survey respondents noted the following concerns:

Accessibility of Public Resources

31% of Capital Region residents rated past experiences with online government services as fair or poor. Focus group participants found it challenging to find information about services spread across different government websites.

CITATIONS: All demographic and telecommunications data was sourced from the NTIA/U.S. Census Digital Equity Act Population Viewer, the U.S. Census American Community Survey (ACS 2017-2021 5-Year Series), and the FCC Broadband database. ACS refers to the following as "broadband at home": cellular data plan, cable, fiber optic, satellite, or DSL (Table B28002). Unless otherwise noted, other results on internet access come from survey and focus group data and anecdotes sourced from stakeholder engagement efforts conducted in 2023 by the NYS ConnectALL Office.

NOTE: Monthly internet bill data expresses median unbundled plan costs first and bundled (i.e., internet packaged with cable TV) median plan costs second; when the costs are the same, one number is expressed.

Under "Internet: Availability & Affordability," "Other" includes community Wi-Fi, dial-up, DSL, and satellite internet.
Central New York

Central New York has a larger share of rural residents than other regions of the state. Residents in focus groups valued libraries and community centers as valuable places to learn digital skills through trainings, community events, and other programs.

### Digital Equity Act Covered Populations

<table>
<thead>
<tr>
<th>Population</th>
<th>Central NY</th>
<th>NYS</th>
</tr>
</thead>
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<tr>
<td>Veterans</td>
<td>6%</td>
<td>4%</td>
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<tr>
<td>Rural Residents</td>
<td>44%</td>
<td>20%</td>
</tr>
<tr>
<td>Racial and Ethnic Minorities</td>
<td>17%</td>
<td>45%</td>
</tr>
</tbody>
</table>

### Central New York Region Snapshot

- **784,700 people**
- **310,700 households**
- 85% of households have any type of broadband internet, compared to 87% in NYS (ACS).
- **$64,300** median household income
- 32% of households earning under $35k/year do not have internet, while 13% of households earning $35k-75k/year do not have internet, and 5% of households earning over $75k/year do not have internet.
- 50% of eligible households enrolled in the Affordable Connectivity Program (71,200).
- The median household spends $75-$85/month on internet, compared to $75-$90/month statewide.

### Internet | Broadband Affordability & Availability

In Central New York, 4% of broadband serviceable locations have internet speeds lower than 100/20 Mbps available (FCC). 15% of households do not have any type of broadband internet (ACS). Among households that do have internet access, surveyed respondents primarily rely on cable.

- **Data Plan 24%**
- **Fixed Wireless 10%**
- **Cable 44%**
- **Fiber 12%**
- **Other 10%**

### Devices | Accessibility of Devices & Device Support

- 9% of households lack a computer and 7% are smartphone-only internet subscribers (ACS). 5% of survey respondents said that their household does not have all the devices it needs. When asked what device they used most often for internet at home, respondents most often said smartphones.

- **Desktop 10%**
- **Smartphone 36%**
- **Laptop 30%**
- **Tablet 21%**
- **Other 3%**

### Digital Literacy

Focus groups highlighted that compared to other activities, they used the internet less for government services. Respondents were most confident in learning and banking online.

- **Take a course or learn**
  - **63%** Completely Confident
  - **31%** Fairly Confident
- **Find health or medical info**
  - **42%** Completely Confident
  - **41%** Fairly Confident
- **Online banking**
  - **71%** Completely Confident
  - **20%** Fairly Confident
- **Protect privacy**
  - **23%** Completely Confident
  - **40%** Fairly Confident
- **Apply for jobs, make resumes**
  - **66%** Completely Confident
  - **24%** Fairly Confident
- **Use government services**
  - **44%** Completely Confident
  - **29%** Fairly Confident

### Privacy & Cybersecurity

90% of residents in Central New York are concerned or very concerned about digital safety. Focus group participants noted theft of banking information online. Survey respondents mentioned the following concerns:

- **Stolen Data 33%**
- **Scams 24%**
- **Surveillance 25%**
- **Harassment 17%**
- **Other 2%**

### Accessibility of Public Resources

- **32%** of Central New York residents rated past experiences with online government services as fair or poor. Focus groups highlighted that many websites are not easy to translate or navigate.

**In the last year, residents used the internet to:**

- **Access benefits**
  - **Central New York 8%**
  - **New York State 26%**
- **Access gov. services**
  - **Central New York 18%**
  - **New York State 18%**
- **Find gov. documents or statistics**
  - **Central New York 24%**
  - **New York State 26%**
- **Apply for internet subsidies**
  - **Central New York 17%**
  - **New York State 4%**
- **Find public health info**
  - **Central New York 29%**
  - **New York State 19%**
- **Find recreation or tourism info**
  - **Central New York 19%**
  - **New York State 24%**

### Citations

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- Monthly internet bill data expresses median unbundled plan costs first and bundled (i.e., internet packaged with cable TV) median plan costs second; when the costs are the same, one number is expressed.
- Under “Internet: Availability & Affordability,” “Other” includes community Wi-Fi, dial-up, DSL, and satellite internet.
The Finger Lakes

The Finger Lakes has a larger share of rural residents than other regions of the state. In focus groups, residents felt that local government needed to build more awareness of digital literacy services available. Libraries with digital skills programming could be expanded and better advertised to residents.

Digital Equity Act Covered Populations

<table>
<thead>
<tr>
<th>Population</th>
<th>Finger Lakes</th>
<th>NYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans</td>
<td>5%</td>
<td>4%</td>
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<tr>
<td>Aging Individuals</td>
<td>24%</td>
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<td>22%</td>
<td>45%</td>
</tr>
</tbody>
</table>

Finger Lakes Region Snapshot

- 1,221,300 people
- 499,000 households
- 87% of households have any type of broadband internet, compared to 87% in NYS (ACS).
- $65,400 median household income
- 29% of households earning under $35k/year do not have internet, while 12% of households earning $35k-75k/year do not have internet, and 4% of households earning over $75k/year do not have internet.

Internet | Broadband Affordability & Availability

In the Finger Lakes, 4% have internet speeds lower than 100/20 Mbps available (FCC). 13% of households do not have any type of broadband internet (ACS). Among households that do have internet access, surveyed respondents primarily rely on cable.

Digital Literacy

Focus groups celebrating existing programming at libraries on digital literacy while requesting more trainings overall. Respondents were most confident in applying for jobs and online banking.

Privacy & Cybersecurity

87% of residents in the Finger Lakes are concerned or very concerned about digital safety. Focus group participants noted experiences with identity and credit card theft. Survey respondents mention the following concerns:

Accessibility of Public Resources

29% of Finger Lakes residents rated past experiences with online government services as fair or poor. Focus groups highlighted language barriers and challenges navigating services that transitioned online during the pandemic.

CITATIONS: All demographic and telecommunications data was sourced from the NTIA/U.S. Census Digital Equity Act Population Viewer, the U.S. Census American Community Survey (ACS 2017-2021 5-Year Series), and the FCC Broadband database. ACS refers to the following as “broadband at home”: cellular data plan, cable, fiber optic, satellite, or DSL (Table B28002). Unless otherwise noted, other results on internet access come from survey and focus group data and anecdotes sourced from stakeholder engagement efforts conducted in 2023 by the NYS ConnectALL Office.

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Long Island

The Long Island region has the highest median household income of any region in the state. In surveys and focus groups, residents shared concerns about their privacy and cybersecurity online and expressed that service quality varies greatly across eastern Suffolk County.

### Digital Equity Act Covered Populations

<table>
<thead>
<tr>
<th>Population</th>
<th>Long Island</th>
<th>NYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veteras</td>
<td>4%</td>
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<tr>
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<tr>
<td>Rural Residents</td>
<td>2%</td>
<td>20%</td>
</tr>
<tr>
<td>Racial and Ethnic Minorities</td>
<td>36%</td>
<td>45%</td>
</tr>
</tbody>
</table>

### Long Island Region Snapshot

- **Population**: 2,914,700 people, 959,100 households
- **Median Household Income**: $118,700
- **Internet Access**: 91% of households have any type of broadband internet, compared to 87% in NYS (ACS).
- **Affordability**: 29% of eligible households enrolled in the Affordable Connectivity Program (60,400).
- **Cost**: The median household spends $90-$100/month on internet, compared to $75-$90/month statewide.

### Internet | Broadband Affordability & Availability

On Long Island, 3% of broadband-serviceable locations have internet speeds of at least 100/20 Mbps available (FCC). 9% of households do not have any type of broadband internet (ACS). Among households that do have internet access, surveyed respondents primarily rely on cable.

#### Devices | Accessibility of Devices & Device Support

5% of households lack a computer and 4% are smartphone-only internet subscribers (ACS). 5% of survey respondents said that their household does not have all the devices it needs. Residents used a variety of devices to access the internet at home at comparable rates.

### Digital Literacy

Focus groups highlighted public computer labs in libraries and community centers as very helpful to digital literacy. Respondents were most confident in banking, learning, and applying for jobs online.

### Privacy & Cybersecurity

92% of residents on Long Island are concerned or very concerned about digital safety. Focus group participants noted that online scams were getting harder to identify. Survey respondents mentioned the following concerns:

### Accessibility of Public Resources

28% of Long Island residents rated past experiences with online government services as fair or poor. Focus groups highlighted that local and NYS government online resources should be standardized for better accessibility.

**In the last year, residents used the internet to...**

<table>
<thead>
<tr>
<th>Task</th>
<th>Long Island</th>
<th>New York State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access benefits</td>
<td>9%</td>
<td>27%</td>
</tr>
<tr>
<td>Access gov. services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Find gov. documents or statistics</td>
<td>16%</td>
<td>27%</td>
</tr>
<tr>
<td>Apply for internet subsidies</td>
<td>2%</td>
<td>22%</td>
</tr>
<tr>
<td>Find public health info</td>
<td>22%</td>
<td>24%</td>
</tr>
<tr>
<td>Find recreation or tourism info</td>
<td></td>
<td></td>
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**Footnotes**

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**Mid-Hudson**

The Mid-Hudson region has a larger share of rural residents than other regions. In focus groups, residents said they needed more reliable, affordable internet service options, and they requested an increase in the number and variety of community organizations offering free or low-cost digital literacy training and Wi-Fi.

**Digital Equity Act Covered Populations**

<table>
<thead>
<tr>
<th>Population</th>
<th>Mid-Hudson</th>
<th>NYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans</td>
<td>4%</td>
<td>4%</td>
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</table>

**Mid-Hudson Region Snapshot**

- 1,388,800 people
- 481,400 households
- 88% of households have any type of broadband internet, compared to 87% in NYS (ACS).
- $87,300 median household income
- 28% of households earning under $35k/year do not have internet, while 14% of households earning $35k-75k/year do not have internet, and 4% of households earning over $75k/year do not have internet.
- 42% of eligible households enrolled in the Affordable Connectivity Program (72,800).
- The median household spends $80-85/month on internet, compared to $75-90/month statewide.

**Internet | Broadband Affordability & Availability**

In Mid-Hudson, 5% of broadband serviceable locations have internet speeds lower than 100/20 Mbps available (FCC). 12% of households do not have any type of broadband internet (ACS). Among households that do have internet access, surveyed respondents primarily rely on cable.

**Devices | Accessibility of Devices & Device Support**

8% of households lack a computer and 6% are smartphone-only internet subscribers (ACS). 7% of survey respondents said that their household does not have all the devices it needs. When asked what device they used most often for internet at home, respondents most often said smartphones.

**Digital Literacy**

Focus groups highlighted that training should be free and tailored to meet the needs of specific audiences. Residents were most confident in banking, learning, and applying for jobs online.

- Completely Confident
- Fairly Confident

**Privacy & Cybersecurity**

90% of residents in Mid-Hudson are concerned or very concerned about digital safety. Focus group participants noted that more trainings for online safety are needed. Survey respondents mentioned the following concerns:

- Harassment 33%
- Stolen Data 17%
- Scams 24%
- Surveillance 2%
- Other 24%

**Accessibility of Public Resources**

36% of Mid-Hudson residents rated past experiences with online government services as fair or poor. Focus groups highlighted that public resources on phone applications were more user-friendly than websites on desktop computers.

In the last year, residents used the internet to:

- Access benefits
- Access gov. services
- Find gov. documents or statistics
- Apply for internet subsidies
- Find public health info
- Find recreation or tourism info
Mohawk Valley

Mohawk Valley has larger shares of rural residents and aging individuals than other regions of the state. In focus groups, residents noted that internet options, especially bundled services, were too expensive. They recommended that discounts be offered to apartment-dwelling households.

Digital Equity Act Covered Populations

<table>
<thead>
<tr>
<th>Population</th>
<th>Mohawk Valley</th>
<th>NYS</th>
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<tbody>
<tr>
<td>Veterans</td>
<td>4%</td>
<td>4%</td>
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Mohawk Valley Region Snapshot

- **Population:** 484,600 people, 190,500 households
- **Households with internet access:** 84% of households have any type of broadband internet, compared to 87% in NYS (ACS).
- **Median Household Income:** $60,000
- **Affordable Connectivity Program Enrollment:** 57% of eligible households enrolled in the Affordable Connectivity Program (62,900). The median household spends $80-90/month on internet, compared to $75-90/month statewide.

Internet | Broadband Affordability & Availability

In the Mohawk Valley, 7% of broadband serviceable locations have internet speeds lower than 100/20 Mbps available (FCC). 16% of households do not have any type of broadband internet (ACS). Among households that do have internet access, surveyed respondents primarily rely on cable.

Devices | Accessibility of Devices & Device Support

10% of households lack a computer and 8% are smartphone-only internet subscribers (ACS). 8% of survey respondents said that their household does not have all the devices it needs. When asked what device they used most often for internet at home, respondents most often said smartphones.

Digital Literacy

Focus group participants wanted training to help them combat online scams. Respondents were most confident in learning, using government services, and banking online.

Privacy & Cybersecurity

86% of residents in the Mohawk Valley are concerned or very concerned about digital safety. Focus group participants expressed a desire for the government to protect the public from online scams. Survey respondents mentioned the following concerns:

- Harassment: 34%
- Stolen Data: 18%
- Surveillance: 24%
- Scams: 23%
- Other: 2%

Accessibility of Public Resources

34% of Mohawk Valley residents rated past experiences with online government services as fair or poor. Focus groups highlighted they had issues navigating and understanding government websites. In the last year, residents used the internet to:

- Access benefits: 9%
- Access government services: 26%
- Find government documents or statistics: 18%
- Apply for internet subsidies: 2%
- Find public health information: 21%
- Find recreation or tourism information: 25%

CITATIONS: All demographic and telecommunications data was sourced from the NTIA/U.S. Census Digital Equity Act Population Viewer, the U.S. Census American Community Survey (ACS 2017-2021 5-Year Series), and the FCC Broadband database. ACS refers to the following as "broadband at home": cellular data plan, cable, fiber optic, satellite, or DSL (Table B28002). Unless otherwise noted, other results on internet access come from survey and focus group data and anecdotes sourced from stakeholder engagement efforts conducted in 2023 by the NYS ConnectALL Office.

NOTE: Monthly internet bill data expresses median unbundled plan costs first and bundled (i.e., internet packaged with cable TV) median plan costs second; when the costs are the same, one number is expressed. Under "Internet: Availability & Affordability," "Other" includes community Wi-Fi, dial-up, DSL, and satellite internet.
North Country

North Country has larger shares of rural residents, veterans, and aging individuals than other regions of the state. Focus groups expressed the need for centralizing online services and information and better targeting these resources to those with basic digital literacy. Residents also desired more affordable service provider options.

### Digital Equity Act Covered Populations

<table>
<thead>
<tr>
<th>Population</th>
<th>North Country</th>
<th>NYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans</td>
<td>8%</td>
<td>4%</td>
</tr>
<tr>
<td>Aging Individuals</td>
<td>23%</td>
<td>23%</td>
</tr>
<tr>
<td>Low-Income Households</td>
<td>23%</td>
<td>20%</td>
</tr>
<tr>
<td>Individuals with Language Barriers</td>
<td>16%</td>
<td>26%</td>
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<tr>
<td>Individuals with Disabilities</td>
<td>17%</td>
<td>12%</td>
</tr>
<tr>
<td>Rural Residents</td>
<td>95%</td>
<td>20%</td>
</tr>
<tr>
<td>Racial and Ethnic Minorities</td>
<td>12%</td>
<td>45%</td>
</tr>
</tbody>
</table>

### North Country Region Snapshot

- **Population:**
  - People: 423,800
  - Households: 165,300

- **Median Household Income:** $58,200

- **Internet Access:**
  - 85% of households have any type of broadband internet, compared to 87% in NYS (ACS).
  - 20% of households earning under $35k/year do not have internet, while 14% of households earning $35k-75k/year do not have internet, and 5% of households earning over $75k/year do not have internet.

- **Affordability:**
  - 45% of eligible households enrolled in the Affordable Connectivity Program (29,200).

- **Cost:** The median household spends $80-90/month on internet, compared to $75-90/month statewide.

- **Devices:**
  - 89% of residents in North Country have internet access. 9% of households lack a computer, and 7% are smartphone-only internet subscribers (ACS).

### Internet | Broadband Affordability & Availability

- 12% of broadband serviceable locations have internet speeds lower than 100/20 Mbps available (FCC).
- 15% of households do not have any type of broadband internet (ACS). Among households that do have internet access, surveyed respondents primarily rely on cable.

- **Data Plan Distribution**:
  - Cable 40%
  - Fixed Wireless 10%

### Devices | Accessibility of Devices & Device Support

- 9% of households lack a computer, and 7% are smartphone-only internet subscribers (ACS).
- 4% of survey respondents said that their household does not have all the devices it needs.

- **Device Distribution**:
  - Desktop 11%
  - Smartphone 36%
  - Laptop 30%
  - Tablet 18%

### Digital Literacy

- Focus group participants noted fear of scams during certain activities. Respondents were most confident in learning and banking online.

- **Confidence Levels**:
  -完全确定 (Completely Confident):
    - Take a course or learn: 63%
    - Find health or medical info: 49%
    - Online banking: 63%
    - Protect privacy: 34%
    - Apply for jobs, make resumes: 63%
    - Use government services: 44%
  - 非常确定 (Fairly Confident):
    - Stolen Data: 29%
    - Find gov. documents or statistics: 34%
    - Apply for internet subsidies: 28%
    - Find public health info: 30%
    - Find recreation or tourism info: 25%

### Privacy & Cybersecurity

- 89% of residents in North Country are concerned or very concerned about digital safety. Focus group participants noted that centrally-located trainings for online safety would be helpful. Survey respondents mentioned the following concerns:

- **Concerns**:
  - Harassment (34%)
  - Stolen Data (25%)
  - Scams (23%)
  - Surveillance (17%)
  - Other (1%)

### Accessibility of Public Resources

- 33% of North Country residents rated past experiences with online government services as fair or poor. Focus groups highlighted issues with fake government websites and a lack of website accessibility.

- **Accessibility**:
  - North Country: 7%
  - New York State: 25%

CITATIONS: All demographic and telecommunications data was sourced from the NTIA/U.S. Census Digital Equity Act Population Viewer, the U.S. Census American Community Survey (ACS 2017-2021 5-Year Series), and the FCC Broadband database. ACS refers to the following as “broadband at home”: cellular data plan, cable, fiber optic, satellite, or DSL (Table B28002). Unless otherwise noted, other results on internet access come from survey and focus group data and anecdotes sourced from stakeholder engagement efforts conducted in 2023 by the NYS ConnectALL Office.

NOTE: Monthly internet bill data expresses median unbundled plan costs first and bundled (i.e., internet packaged with cable TV) median plan costs second; when the costs are the same, one number is expressed.

Under “Internet: Availability & Affordability,” “Other” includes community Wi-Fi, dial-up, DSL, and satellite internet.
New York City

New York City has the largest share of racial and ethnic minorities, low-income households, and individuals with language barriers of any region. Focus groups expressed that internet and devices are unaffordable and that home internet can be too unreliable and slow to meet everyday needs. Individuals with language barriers shared challenges they have accessing online public services.

Digital Equity Act Covered Populations

<table>
<thead>
<tr>
<th>Population</th>
<th>The Bronx</th>
<th>NYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans</td>
<td>2%</td>
<td>4%</td>
</tr>
<tr>
<td>Aging Individuals</td>
<td>20%</td>
<td>23%</td>
</tr>
<tr>
<td>Low-Income Households</td>
<td>27%</td>
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<td>37%</td>
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<tr>
<td>Individuals with Disabilities</td>
<td>11%</td>
<td>12%</td>
</tr>
<tr>
<td>Rural Residents</td>
<td>0%</td>
<td>20%</td>
</tr>
<tr>
<td>Racial and Ethnic Minorities</td>
<td>69%</td>
<td>45%</td>
</tr>
</tbody>
</table>

NYC Region Snapshot

- **8.7 million people**: 3.26 million households
- **86%** of households have any type of broadband internet, compared to **87%** in NYS (ACS).
- **$74,100** median household income
- **$35k/year** do not have internet, while **13%** of households earning **$35k-$75k/year** do not have internet, and **5%** of households earning over **$75k/year** do not have internet.
- **41%** of eligible households enrolled in the Affordable Connectivity Program (76K).
- **The median household spends $65-99/month on internet, compared to $75-90/month statewide.**

Internet | Broadband Affordability & Availability

In New York City, 1% of broadband serviceable locations have internet speeds lower than 100/20 Mbps available (FCC). 14% of households do not have any type of broadband internet (ACS). Among households that do have internet access, surveyed respondents primarily rely on cable.

Devices | Accessibility of Devices & Device Support

8% of households lack a computer and 9% are smartphone-only internet subscribers (ACS). 13% of survey respondents said that their household does not have all the devices it needs. When asked what device they used most often for internet at home, respondents most often said smartphones.

Digital Literacy

Focus groups noted a lack of digital literacy resources that serve English language learners and minorities. They highlighted libraries as helpful resources and desired more training on accessing services that went online during the pandemic.

Privacy & Cybersecurity

84% of residents in New York City are concerned or very concerned about digital safety. Focus groups demonstrated a lack of digital skills drives fear of scams. Survey respondents mention the following concerns:

- **32%** Stolen Data
- **18%** Harassment
- **24%** Scams
- **25%** Surveillance
- **1%** Other

Accessibility of Public Resources

36% of residents rated past experiences with online government services as fair or poor. Focus groups highlighted challenges navigating online services, especially for aging individuals and individuals with disabilities or language barriers.

In the last year, residents used the internet to....

- **New York City**
  - Access benefits: 14%
  - Access gov. services: 14%
  - Find gov. documents or statistics: 14%
  - Apply for internet subsidies: 7%
  - Find public health info: 19%
  - Find recreation or tourism info: 20%

- **New York State**
  - Access benefits: 25%
  - Access gov. services: 25%
  - Find gov. documents or statistics: 25%
  - Apply for internet subsidies: 25%
  - Find public health info: 19%
  - Find recreation or tourism info: 20%
NYC | The Bronx

The Bronx has the largest share of racial or ethnic minorities of any region, and it contains greater shares of low-income households and individuals with language barriers. Focus groups were concerned about the affordability and quality of internet and devices, with existing options both unaffordable or of insufficient quality for everyday needs.

Digital Equity Act Covered Populations

<table>
<thead>
<tr>
<th>Population</th>
<th>The Bronx</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Veterans</td>
<td>2%</td>
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</tr>
<tr>
<td>Rural Residents</td>
<td>0%</td>
<td>20%</td>
</tr>
<tr>
<td>Racial and Ethnic Minorities</td>
<td>92%</td>
<td>45%</td>
</tr>
</tbody>
</table>

The Bronx Region Snapshot

- 1,468,300 people
- 521,300 households
- 82% of households have any type of broadband internet, compared to 87% in NYS (ACS).
- $43,700 median household income
- 30% of households earning under $35k/year do not have internet, while 12% of households earning $35k-75k/year do not have internet, and 5% of households earning over $75k/year do not have internet.

Internet | Broadband Affordability & Availability

In the Bronx, 3% of broadband serviceable locations have internet speeds lower than 100/20 Mbps available (FCC). 18% of households do not have any type of broadband internet (ACS). Among households that do have internet access, surveyed respondents primarily rely on cable.

- 41% Data Plan
- 18% Other
- 5% Fixed Wireless

Devices | Accessibility of Devices & Device Support

9% of households lack a computer and 17% are smartphone-only internet subscribers (ACS). 18% of survey respondents said that their household does not have all the devices it needs. When asked what device they used most often for internet at home, respondents most often said smartphones.

- 9% Desktop
- 27% Laptop
- 40% Smartphone
- 21% Tablet

Privacy & Cybersecurity

82% of residents in the Bronx are concerned or very concerned about digital safety. Focus groups expressed concerns with a variety of cybersecurity issues, but especially with respect to the vulnerability of older adults. Survey respondents mention the following concerns:

- Harassment: 31%
- Stolen Data: 20%
- Scams: 26%
- Surveillance: 22%
- Other: 1%

Accessibility of Public Resources

34% of Bronx residents rated past experiences with online government services as fair or poor. Focus groups highlighted accessibility concerns with websites providing critical services, especially for seniors and individuals with disabilities.

- 17% Access benefits
- 26% Access gov. services
- 13% Find gov. documents or statistics
- 9% Apply for internet subsidies
- 18% Find public health info
- 18% Find recreation or tourism info

Digital Literacy

Focus groups expressed desire for expanded training on online activities that began during the pandemic. Respondents were most confident in learning and applying for jobs/making resumes online.

- 48% Totally confident
- 33% Fairly confident

- 44% Take a course or learn
- 44% Find health or medical info
- 50% Online banking
- 35% Protect privacy
- 51% Apply for jobs, make resumes
- 47% Use government services

CITATIONS: All demographic and telecommunications data was sourced from the NTIA/U.S. Census Digital Equity Act Populaion Viewer, the U.S. Census American Community Survey (ACS 2017-2021 5-Year Series), and the FCC broadband database. ACS refers to the following as "broadband at home": cellular data plan, cable, fiber optic, satellite, or DSL (Table B28002). Unless otherwise noted, other results on internet access come from survey and focus group data and anecdotes sourced from stakeholder engagement efforts conducted in 2023 by the NYS ConnectALL Office.

NOTE: Monthly internet bill data expresses median unbundled plan costs first and bundled (i.e., internet packaged with cable TV) median plan costs second; when the costs are the same, one number is expressed. Under "Internet: Availability & Affordability," "Other" includes community Wi-Fi, dial-up, DSL, and satellite internet.
NYC | Brooklyn

Brooklyn has larger shares of racial or ethnic minorities, low-income households, and individuals with language barriers than other regions. Focus groups expressed a desire for better and more affordable internet service at home, particularly in neighborhoods perceived to be at risk of being left out of infrastructure deployment.

Digital Equity Act Covered Populations

<table>
<thead>
<tr>
<th>Population</th>
<th>Brooklyn</th>
<th>NYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans</td>
<td>1%</td>
<td>4%</td>
</tr>
<tr>
<td>Aging Individuals</td>
<td>19%</td>
<td>23%</td>
</tr>
<tr>
<td>Low-Income Households</td>
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<td>10%</td>
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<tr>
<td>Rural Residents</td>
<td>0%</td>
<td>20%</td>
</tr>
<tr>
<td>Racial and Ethnic Minorities</td>
<td>64%</td>
<td>45%</td>
</tr>
</tbody>
</table>

Brooklyn Region Snapshot

- 2,712,400 people
- 985,100 households
- 85% of households have any type of broadband internet, compared to 87% in NYS (ACS).
- $67,800 median household income
- 31% of households earning under $35k/year do not have internet, while 14% of households earning $35k-75k/year do not have internet, and 5% of households earning over $75k/year do not have internet.
- 42% of eligible households enrolled in the Affordable Connectivity Program (224,000).

The median household spends $70-90/month on internet, compared to $75-90/month statewide.

Internet | Broadband Affordability & Availability

In Brooklyn, 1.5% of broadband serviceable locations have internet speeds below 100/20 Mbps available (FCC). 15% of households do not have any type of broadband internet (ACS). Among households that do have internet access, surveyed respondents primarily rely on cable.

Devices | Accessibility of Devices & Device Support

10% of households lack a computer and 8% are smartphone-only internet subscribers (ACS). 9% of survey respondents said that their household does not have all the devices it needs. When asked what device they used most often for internet at home, respondents most often said smartphones.

Digital Literacy

Focus groups described uneven experiences with digital literacy, especially for those with limited English skills. Respondents were most confident in online banking and applying for jobs / making resumes.

Privacy & Cybersecurity

88% of residents in Brooklyn are concerned or very concerned about digital safety. Focus groups were concerned about the security risks that older adults face online, noting a need for more training. Survey respondents mention the following concerns:

- Harassment: 33%
- Stolen Data: 18%
- Scams: 25%
- Surveillance: 23%
- Other: 1%

Accessibility of Public Resources

36% of Brooklyn residents rated past experiences with online government services as fair or poor. Focus groups expressed that government sites are difficult to navigate, particularly for those with limited English skills.

In the last year, residents used the internet to:

- Brooklyn
  - Access benefits
  - Access gov. services
  - Find gov. documents or statistics
  - Apply for internet subsidies
  - Find public health info
  - Find recreation or tourism info

- New York State
  - 13%
  - 26%
  - 14%
  - 6%
  - 19%
  - 20%

CITATIONS: All demographic and telecommunications data was sourced from the NTIA/U.S. Census Digital Equity Act Population Viewer, the U.S. Census American Community Survey (ACS 2017-2021 5-Year Series), and the FCC Broadband database. ACS refers to the following as “broadband at home”: cellular data plan, cable, fiber optic, satellite, or DSL (Table B28002). Unless otherwise noted, other results on internet access come from survey and focus group data and anecdotes sourced from stakeholder engagement efforts conducted in 2023 by the NYS ConnectALL Office.

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NYC | Manhattan

Manhattan has larger shares of racial or ethnic minorities and low-income households than other regions of the state. Focus groups expressed concerns about the inconsistency of internet service quality and training programs across the city, especially for those struggling to afford service or with language barriers.

Digital Equity Act Covered Populations

<table>
<thead>
<tr>
<th>Population</th>
<th>Manhattan</th>
<th>NYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans</td>
<td>2%</td>
<td>4%</td>
</tr>
<tr>
<td>Aging Individuals</td>
<td>22%</td>
<td>23%</td>
</tr>
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<td>0%</td>
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</tr>
<tr>
<td>Racial and Ethnic Minorities</td>
<td>53%</td>
<td>45%</td>
</tr>
</tbody>
</table>

Manhattan Region Snapshot

- 1,669,100 people
- 767,200 households
- 89% of households have any type of broadband internet, compared to 87% in NYS (ACS).
- $94,000 median household income
- 28% of households earning under $35k/year do not have internet,
  while 12% of households earning $35k-75k/year do not have internet,
  and 3% of households earning over $75k/year do not have internet.
- 55% of eligible households enrolled in the Affordable Connectivity Program (167,200).
- The median household spends $65-80/month on internet, compared to $75-90/month statewide.

Internet | Broadband Affordability & Availability

In Manhattan, all broadband serviceable locations have internet speeds above 100/20 Mbps available (FCC). 11% of households do not have any type of broadband internet (ACS). Among households that do have internet access, surveyed respondents primarily rely on cable.

Devices | Accessibility of Devices & Device Support

- 7% of households lack a computer and 6% are smartphone-only internet subscribers (ACS).
- 14% of survey respondents said that their household does not have all the devices it needs. When asked what device they used most often for internet at home, respondents most often said smartphones.

Digital Literacy

Focus group participants expressed concerns over the availability of resources for English learners and people of color. Respondents were most confident in online banking and applying for jobs / making resumes.

Privacy & Cybersecurity

88% of residents in the Manhattan are concerned or very concerned about digital safety. Focus groups noted a lack of confidence in digital skills driving fear of scams and limiting usage of the internet. Survey respondents mention the following concerns:

Accessibility of Public Resources

- 39% of Manhattan residents rated past experiences with online government services as fair or poor. Focus groups were concerned about unequal access to resources, with vulnerable communities unaware of resources in their area.
- In the last year, residents used the internet to:
  - Apply for internet subsidies: 6%
  - Find public health info: 19%
  - Find recreation or tourism info: 20%
  - Access government services: 16%
  - Find government documents or statistics: 16%
  - Access benefits: 13%
  - New York State: 26%
NYC | Queens

Queens has larger shares of racial or ethnic minorities and individuals with language barriers than other regions of the state. Focus groups highlighted barriers to using the internet, including high prices for unreliable home internet service and website accessibility concerns for older adults and people with language barriers.

Digital Equity Act Covered Populations

<table>
<thead>
<tr>
<th>Population</th>
<th>Queens</th>
<th>NYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans</td>
<td>2%</td>
<td>4%</td>
</tr>
<tr>
<td>Aging Individuals</td>
<td>22%</td>
<td>23%</td>
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<tr>
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<td>Individuals with Language Barriers</td>
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<tr>
<td>Individuals with Disabilities</td>
<td>10%</td>
<td>12%</td>
</tr>
<tr>
<td>Rural Residents</td>
<td>0%</td>
<td>20%</td>
</tr>
<tr>
<td>Racial and Ethnic Minorities</td>
<td>76%</td>
<td>45%</td>
</tr>
</tbody>
</table>

Queens Region Snapshot

2,393,100 people, 807,500 households. 88% of households have any type of broadband internet, compared to 87% in NYS (ACS).

- $75,900 median household income
- 28% of households earning under $35k/year do not have internet, while 12% of households earning $35k-
  75k/year do not have internet, and 5% of households earning over $75k/year do not have internet.
- 53% of eligible households enrolled in the Affordable Connectivity Program (187,200).
- The median household spends $60-90/month on internet, compared to $75-90/month statewide.

Internet | Broadband Affordability & Availability

In Queens, nearly all broadband serviceable locations have internet speeds of at least 100/20 Mbps available (FCC). 12% of households do not have any type of broadband internet (ACS). Among households that do have internet access, surveyed respondents primarily rely on cable.

Devices | Accessibility of Devices & Device Support

7% of households lack a computer and 10% are smartphone-only internet subscribers (ACS). 16% of survey respondents said that their household does not have all the devices it needs. When asked what device they used most often for internet at home, respondents most often said smartphones.

Digital Literacy

Focus groups noted libraries as good resources for learning computer skills. Respondents were most confident in learning online and least confident in protecting their privacy online.

Privacy & Cybersecurity

80% of residents in Queens are concerned or very concerned about digital safety. Focus groups were concerned about online safety skills among both older adults and young people. Survey respondents mention the following concerns:

Accessibility of Public Resources

34% of Queens residents rated past experiences with online government services as fair or poor. Focus groups highlighted inconsistent navigability of government websites, particularly for individuals with disabilities or limited English skills.

In the last year, residents used the internet to:

Footnotes

CITATIONS: All demographic and telecommunications data was sourced from the NTIA/U.S. Census Digital Equity Act Population Viewer, the U.S. Census American Community Survey (ACS 2017-2021 5-Year Series), and the FCC Broadband database. ACS refers to the following as “broadband at home”: cellular data plan, cable, fiber optic, satellite, or DSL (Table B28002). Unless otherwise noted, other results on internet access come from survey and focus group data and anecdotes sourced from stakeholder engagement efforts conducted in 2023 by the NYS ConnectALL Office.

NOTE: Monthly internet bill data expresses median unbundled plan costs first and bundled (i.e., internet packaged with cable TV) median plan costs second; when the costs are the same, one number is expressed.

Under “Internet: Availability & Affordability,” “Other” includes community Wi-Fi, dial-up, DSL, and satellite internet.
NYC | Staten Island

Staten Island has smaller shares of covered populations than other regions. Low-income households within the region have a lower rate of adoption of internet than households with comparable incomes in other parts of the state. Survey respondents noted significant concerns over privacy and safety online.

<table>
<thead>
<tr>
<th>Digital Equity Act Covered Populations</th>
<th>Staten Island</th>
<th>NYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>Aging Individuals</td>
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<td>23%</td>
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<td>39%</td>
<td>45%</td>
</tr>
</tbody>
</table>

**Staten Island Region Snapshot**

- 493,200 people
- 169,500 households
- 86% of households have any type of broadband internet, compared to 87% in NYS (ACS).
- $89,400 median household income
- 35% of households earning under $35k/year do not have internet, while 16% of households earning $35k-75k/year do not have internet, and 5% of households earning over $75k/year do not have internet.

- 56% of eligible households enrolled in the Affordable Connectivity Program (32,400).
- The median household spends $60-120/month on internet, compared to $75-90/month statewide.

**Internet | Broadband Affordability & Availability**

On Staten Island, nearly all broadband serviceable locations have internet speeds of at least 100/20 Mbps available (FCC). 14% of households do not have any type of broadband internet (ACS). Among households that do have internet access, surveyed respondents primarily rely on cable.

**Devices | Accessibility of Devices & Device Support**

7% of households lack a computer and 6% are smartphone-only internet subscribers (ACS). 9% of survey respondents said that their household does not have all the devices it needs. When asked what device they used most often for internet at home, respondents most often said smartphones.

**Digital Literacy**

Respondents were most confident in online banking and least confident in protecting their privacy.

**Privacy & Cybersecurity**

83% of residents in Staten Island are concerned or very concerned about digital safety. Survey respondents mention the following concerns:

**Accessibility of Public Resources**

37% of Staten Island residents rated past experiences with online government services as fair or poor.

<table>
<thead>
<tr>
<th>Completely Confident</th>
<th>Fairly Confident</th>
</tr>
</thead>
<tbody>
<tr>
<td>Take a course or learn</td>
<td>45%</td>
</tr>
<tr>
<td>Find health or medical info</td>
<td>31%</td>
</tr>
<tr>
<td>Online banking</td>
<td>53%</td>
</tr>
<tr>
<td>Protect privacy</td>
<td>27%</td>
</tr>
<tr>
<td>Apply for jobs, make resumes</td>
<td>42%</td>
</tr>
<tr>
<td>Use government services</td>
<td>36%</td>
</tr>
</tbody>
</table>

**CITATIONS:** All demographic and telecommunications data was sourced from the NTIA/U.S. Census Digital Equity Act Population Viewer, the U.S. Census American Community Survey (ACS 2017-2021 5-Year Series), and the FCC Broadband database. ACS refers to the following as “broadband at home”: cellular data plan, cable, fiber optic, satellite, or DSL (Table B28002). Unless otherwise noted, other results on internet access come from survey and focus group data and anecdotes sourced from stakeholder engagement efforts conducted in 2023 by the NYS ConnectALL Office.

**NOTE:** Monthly internet bill data expresses median unbundled plan costs first and bundled (i.e., internet packaged with cable TV) median plan costs second; when the costs are the same, one number is expressed. Under “Internet: Availability & Affordability,” “Other” includes community Wi-Fi, dial-up, DSL, and satellite internet.
Southern Tier

The Southern Tier has larger shares of rural residents and individuals with disabilities than other regions of the state. Residents in focus groups desired more internet service provider options in the region. They recommended that public housing residents should have free internet.

### Digital Equity Act Covered Populations

<table>
<thead>
<tr>
<th>Population</th>
<th>Southern Tier</th>
<th>NYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans</td>
<td>7%</td>
<td>4%</td>
</tr>
<tr>
<td>Aging Individuals</td>
<td>26%</td>
<td>23%</td>
</tr>
<tr>
<td>Low-Income Households</td>
<td>23%</td>
<td>20%</td>
</tr>
<tr>
<td>Individuals with Language Barriers</td>
<td>15%</td>
<td>26%</td>
</tr>
<tr>
<td>Individuals with Disabilities</td>
<td>16%</td>
<td>12%</td>
</tr>
<tr>
<td>Rural Residents</td>
<td>85%</td>
<td>20%</td>
</tr>
<tr>
<td>Racial and Ethnic Minorities</td>
<td>13%</td>
<td>45%</td>
</tr>
</tbody>
</table>

### Southern Tier Region Snapshot

- **641,400 people**
- **262,900 households**
- **85% of households have any type of broadband internet, compared to 87% in NYS (ACS).**
- **$57,900 median household income**
- **29% of households earning under $35k/year do not have internet,** while **13% of households earning $35k-75k/year do not have internet,** and **5% of households earning over $75k/year do not have internet.**
- **42% of eligible households enrolled in the Affordable Connectivity Program (56,900).**

The median household spends **$75-80/month** on internet, compared to **$75-90/month** statewide.

### Digital Literacy

Focus groups highlighted turning to public libraries and resources for help learning digital skills. Respondents were most confident in banking and applying for jobs online.

- **Completely Confident**
- **Fairly Confident**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Southern Tier</th>
<th>NYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Take a course or learn</td>
<td>60%</td>
<td>28%</td>
</tr>
<tr>
<td>Find health or medical info</td>
<td>51%</td>
<td>35%</td>
</tr>
<tr>
<td>Online banking</td>
<td>70%</td>
<td>22%</td>
</tr>
<tr>
<td>Protect privacy</td>
<td>34%</td>
<td>33%</td>
</tr>
<tr>
<td>Apply for jobs, make resumes</td>
<td>67%</td>
<td>23%</td>
</tr>
<tr>
<td>Use government services</td>
<td>47%</td>
<td>38%</td>
</tr>
</tbody>
</table>

### Privacy & Cybersecurity

88% of residents in the Southern Tier are concerned or very concerned about digital safety. Focus group participants noted discomfort entering their financial information online. Survey respondents mentioned the following concerns:

- **Harassment**
- **Data Stolen**
- **Scams**
- **Surveillance**
- **Other**

### Accessibility of Public Resources

33% of Southern Tier residents rated past experiences with online government services as fair or poor. Focus groups highlighted challenges completing forms on smartphones and understanding language and jargon used online.

In the last year, residents used the internet to...

- **Access benefits**
- **Access gov. services**
- **Find gov. documents or statistics**
- **Apply for internet subsidies**
- **Find public health info**
- **Find recreation or tourism info**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Southern Tier</th>
<th>NYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access benefits</td>
<td>9%</td>
<td>25%</td>
</tr>
<tr>
<td>Access gov. services</td>
<td>25%</td>
<td>17%</td>
</tr>
<tr>
<td>Find gov. documents or statistics</td>
<td>3%</td>
<td>21%</td>
</tr>
<tr>
<td>Apply for internet subsidies</td>
<td>25%</td>
<td>21%</td>
</tr>
<tr>
<td>Find public health info</td>
<td>25%</td>
<td>25%</td>
</tr>
</tbody>
</table>

### Internet | Broadband Affordability & Availability

In the Southern Tier, 8% have internet speeds lower than 100/20 Mbps available (FCC). 15% of households do not have any type of broadband internet (ACS). Among households that do have internet access, surveyed respondents primarily rely on cable.

- **Data Plan 24%**
- **Fixed Wireless 6%**
- **Cable 36%**
- **Fiber 15%**
- **Other 19%**

### Devices | Accessibility of Devices & Device Support

9% of households lack a computer and 7% are smartphone-only internet subscribers (ACS). 9% of survey respondents said that their household does not have all the devices it needs. When asked what device they used most often for internet at home, respondents most often said smartphones.

- **Desktop 11%**
- **Smartphone 37%**
- **Laptop 30%**
- **Tablet 19%**
- **Other 3%**

---

CITATIONS: All demographic and telecommunications data was sourced from the NTIA/U.S. Census Digital Equity Act Population Viewer, the U.S. Census American Community Survey (ACS 2017-2021 5-Year Series), and the FCC Broadband database. ACS refers to the following as “broadband at home”: cellular data plan, cable, fiber optic, satellite, or DSL (Table B28002). Unless otherwise noted, other results on internet access come from survey and focus group data and anecdotes sourced from stakeholder engagement efforts conducted in 2023 by the NYS ConnectALL Office.

NOTE: Monthly internet bill data expresses median unbundled plan costs first and bundled (i.e., internet packaged with cable TV) median plan costs second; when the costs are the same, one number is expressed.

Under “Internet: Availability & Affordability,” “Other” includes community Wi-Fi, dial-up, DSL, and satellite internet.
Westchester County

Westchester County has the second highest median income in the state. In focus groups, residents wanted more internet service providers as well as service options that better support households where multiple people use the internet at once. Residents noted that awareness of ACP needed to increase.

Digital Equity Act Covered Populations

<table>
<thead>
<tr>
<th>Population</th>
<th>Westchester</th>
<th>NYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>Aging Individuals</td>
<td>23%</td>
<td>23%</td>
</tr>
<tr>
<td>Low-Income Households</td>
<td>14%</td>
<td>20%</td>
</tr>
<tr>
<td>Individuals with Language Barriers</td>
<td>24%</td>
<td>26%</td>
</tr>
<tr>
<td>Individuals with Disabilities</td>
<td>10%</td>
<td>12%</td>
</tr>
<tr>
<td>Rural Residents</td>
<td>3%</td>
<td>20%</td>
</tr>
<tr>
<td>Racial and Ethnic Minorities</td>
<td>47%</td>
<td>45%</td>
</tr>
</tbody>
</table>

Westchester County Region Snapshot

999,700 people  364,400 households
90% of households have any type of broadband internet, compared to 87% in NYS (ACS).

$105,400 median household income

28% of households earning under $35k/year do not have internet, while 14% of households earning $35k-75k/year do not have internet, and 4% of households earning over $75k/year do not have internet.

90% of households have any type of broadband internet, compared to 87% in NYS (ACS).

34% of eligible households enrolled in the Affordable Connectivity Program (36,000).

The median household spends $80-100/month on internet, compared to $75-90/month statewide.

Internet | Broadband Affordability & Availability

In Westchester, 6% of broadband serviceable locations have internet speeds lower than 100/20 Mbps available (FCC). 10% of households do not have any type of broadband internet (ACS). Among households that do have internet access, surveyed respondents primarily rely on cable.

Devices | Accessibility of Devices & Device Support

6% of households lack a computer and 6% are smartphone-only internet subscribers (ACS). 6% of survey respondents said that their household does not have all the devices it needs. When asked what device they used most often for internet at home, respondents most often said smartphones.

Digital Literacy

Residents were most confident in banking and applying for jobs / making resumes online. Westchester survey respondents were more confident in online banking than other parts of the state.

Privacy & Cybersecurity

87% of residents in the Westchester are concerned or very concerned about digital safety. However, focus group participants said they were generally able to identify email scams. Survey respondents noted the following concerns:

Accessibility of Public Resources

29% of Westchester residents rated past experiences with online government services as fair or poor. Focus groups highlighted how easy it is to find information about restaurants or things to do, while some struggled with language barriers.

In the last year, residents used the internet to:...
Western New York

Western New York has a larger share of individuals with disabilities than other regions. In focus groups, residents needed more alternatives to DSL and satellite, which they said tend to be expensive. They reported periodic increases to internet prices and advertising that prioritizes expensive, bundled service options.

Digital Equity Act Covered Populations

<table>
<thead>
<tr>
<th>Population</th>
<th>Western NY</th>
<th>NYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans</td>
<td>6%</td>
<td>4%</td>
</tr>
<tr>
<td>Aging Individuals</td>
<td>25%</td>
<td>23%</td>
</tr>
<tr>
<td>Low-Income Households</td>
<td>22%</td>
<td>20%</td>
</tr>
<tr>
<td>Individuals with language barriers</td>
<td>16%</td>
<td>26%</td>
</tr>
<tr>
<td>Individuals with Disabilities</td>
<td>14%</td>
<td>12%</td>
</tr>
<tr>
<td>Rural Residents</td>
<td>29%</td>
<td>20%</td>
</tr>
<tr>
<td>Racial and Ethnic Minorities</td>
<td>20%</td>
<td>45%</td>
</tr>
</tbody>
</table>

Western New York Region Snapshot

1,414,400 people
594,100 households
85% of households have any type of broadband internet, compared to 87% in NYS (ACS).

$60,500 median household income
31% of households earning under $35k/year do not have internet, while 13% of households earning $35k-75k/year do not have internet, and 5% of households earning over $75k/year do not have internet.

50% of eligible households enrolled in the Affordable Connectivity Program (138,800).

The median household spends $75-93/month on internet, compared to $75-90/month statewide.

Internet | Broadband Affordability & Availability

In Western New York, 3% of broadband serviceable locations have internet speeds lower than 100/20 Mbps available (FCC). 15% of households do not have any type of broadband internet (ACS). Among households that do have internet access, surveyed respondents primarily rely on cable.

Devices | Accessibility of Devices & Device Support

10% of households lack a computer and 8% are smartphone-only internet subscribers (ACS). 5% of survey respondents said that their household does not have all the devices it needs. When asked what device they used most often for internet at home, respondents most often said smartphones.

Digital Literacy

Focus groups highlighted the need for more training in online safety. Respondents were most confident in banking and applying for jobs/making resumes online.

Privacy & Cybersecurity

88% of residents in Western New York are concerned about digital safety. Focus group participants felt that more training would be helpful for maintaining their safety online. Survey respondents mentioned the following concerns:

Accessibility of Public Resources

37% of Western New York residents rated past experiences with online government services as fair or poor. Focus groups highlighted challenges with online services like social security, health insurance, and public health information.

In the last year, residents used the internet to:

- Western New York
  - Access benefits 11%
  - Find gov. documents or statistics 18%
  - Apply for internet subsidies 3%
  - Find public health info 21%
  - Find recreation or tourism info 22%

- New York State
  - Access benefits 25%
  - Find gov. documents or statistics 18%
  - Apply for internet subsidies 3%
  - Find public health info 21%
  - Find recreation or tourism info 22%

CITATIONS: All demographic and telecommunications data was sourced from the NTIA/U.S. Census Digital Equity Act Population Viewer, the U.S. Census American Community Survey (ACS 2017-2021 5-Year Series), and the FCC Broadband database. ACS refers to the following as “broadband at home”: cellular data plan, cable, fiber optic, satellite, or DSL (Table B28002). Unless otherwise noted, other results on internet access come from survey and focus group data and anecdotes sourced from stakeholder engagement efforts conducted in 2023 by the NYS ConnectALL Office.

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Digital Equity Regional Snapshots: Methodology Notes

Sources
- All demographic and telecommunications data was sourced from the NTIA/U.S. Census Digital Equity Act Population Viewer, the U.S. Census American Community Survey (ACS 2017-2021 5-Year Series), and the FCC Broadband database.
- ACP data for statewide enrollment current as of October 30, 2023; ACP data on enrollment by county current as of August 2023. ACP data is from Universal Service Administrative Co. (USAC).
- ACS refers to the following as “broadband at home”: cellular data plan, cable, fiber optic, satellite, or DSL (Table B28002).
- Unless otherwise noted, other results on internet access come from survey and focus group data and anecdotes sourced from stakeholder engagement efforts conducted in 2023 by the NYS ConnectALL Office.

Notes
- Monthly internet bill data states median unbundled plan costs first and bundled (i.e., internet packaged with cable TV) median plan costs second; when the costs are the same, one number is expressed. Monthly internet bill data comes from the survey.
- Under “Internet: Availability & Affordability,” “Other” includes community Wi-Fi, dial-up, DSL, and satellite internet.

Survey Questions

Internet | Broadband Availability and Affordability
If you have internet service in your home, what kind is it? (Select all that apply)
- A data plan for a smartphone, hotspot, or tablet
- Cable internet
- Fiber optic internet
- DSL internet
- Fixed wireless internet
- Satellite internet
- Dial-up internet
- Community Wi-Fi (such as free Wi-Fi provided by a community organization)
- I don’t know

Internet | Devices
Which of the following devices do you use most of the time to connect to the internet? (Select all that apply)
- Cell phone
- Desktop computer
- Laptop computer
- Tablet (or similar device)
- I don’t know
- I don’t have a device that can connect to the internet
- Other (please specify) __________

Digital Confidence
How confident do you feel with doing the following activities online? (Completely confident / Fairly confident / Slightly confident / Not confident)
- Search for and apply for jobs, including creating and submitting a resume
- Find trustworthy information about a health or medical question
- Take a course or find learning materials
- Access online banking or financial services
- Access or apply for government services
- Use a video chat service, such as Zoom, for work, school, or telehealth
- Use a word processing application, such as Google Docs or Microsoft Word, to create a document
- Find ways to protect the privacy of your personal data
- Use email
- Use social media
- Online shopping

Online Privacy & Security
What are you most concerned about? (Select all that apply)
- That my data could get stolen or used without my consent
- That I or a loved one could get scammed or tricked
- That I could be tracked or surveilled
- That I or a loved one could be harassed or abused online
- Other (please specify)

Use of Online Public Benefits
In the past year, have you used the internet to do any of the following? (Select all that apply)
- Find information about government services or resources (e.g., voter registration, DMV, property information/building permits)
- Search for government statistics or documents
- Access recreational or tourist information (e.g., information about visiting state parks or cities)
- Find information about public health issues
- Apply for or manage government benefits (e.g., SNAP, TANF, Social Security)
- Enroll in Internet subsidy programs (e.g., Affordable Connectivity Program)