



The Alliance for Digital Equity



The Digital Divide and Challenges to Digital Equity

IN HAMPDEN,
HAMPSHIRE, AND
FRANKLIN COUNTIES,
MASSACHUSETTS

MAY 2021

The following organizations have contributed to the development of this report. Contributions include participation in meetings of the Alliance for Digital Equity, funding of Alliance activities, and the provision of information and expertise.

Key Funders

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Community Foundation of
Western Massachusetts

Alliance Participants

American International College

Baystate Health

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Educare Springfield

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Franklin Regional Council
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Pioneer Valley Planning Commission

Report designed by

Transit Authority Figures

4 INTRODUCTION AND PURPOSE

5 ABOUT THE ALLIANCE

6 METHODOLOGY

7 DEFINITIONS

9 OVERVIEW OF OUR VALLEY

SECTION 1

13 **The Problem of the Digital Divide**

SECTION 2

17 **Barriers to Digital Equity**

SECTION 3

33 **Impacts of the Digital Divide**

SECTION 4

40 **A Framework for Taking Action**

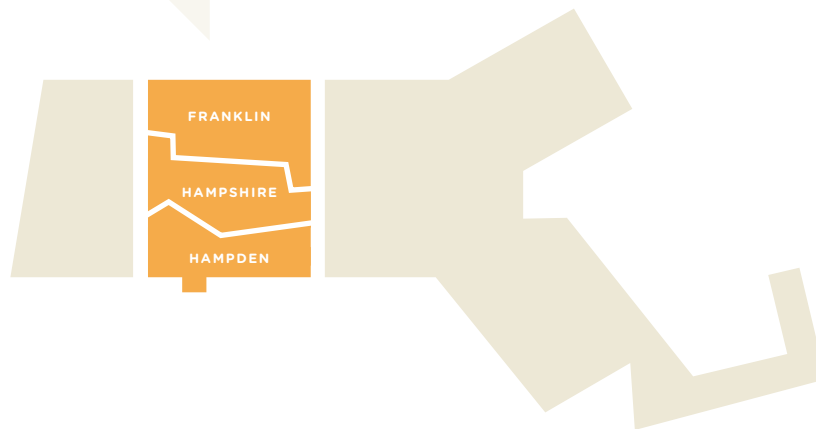
SECTION 5

46 **Initiatives, Opportunities,
and a Call to Action**

51 APPENDIX

INTRODUCTION AND PURPOSE

Quality, affordable broadband should be as readily available and easy to use in our homes and communities as drinking water and electricity.



Over the past two decades, digital technology has gone from being a novel entity to being a vital part of our society. We use it to engage with each other, to teach and to learn, to access health records and to look for housing, to apply for jobs and to shop for billions of items. Literally all parts of modern society are impacted by (and made more convenient through) advancements in technology.

Yet as our reliance on technology increases, so does the divide between people who have access to technology and people who do not.

The inequities in access to digital technologies—not having computing devices, inadequate broadband, or not having proficient knowledge of how to use technologies—mirror other societal inequities: those of race, income, education, and healthcare.

Through this report, we aim to shed light on the digital divide that exists in our three-county region in Western Massachusetts. This technology gap has always existed, but has been exposed and widened because of the pandemic. While some people can move on to the “next normal,” many other people may feel the effects of the gap for generations.

This is not inevitable. By developing thoughtful solutions and putting them into action we can shrink the gap, helping ensure that all people have equal access to and use of the benefits digital technology provides.

ABOUT THE ALLIANCE

The Alliance for Digital Equity (the Alliance) emerged from a broad community engagement and conversation process led by Baystate Health’s Vice President for Community Health, Frank Robinson, in summer 2020. The conversations involved over 150 individuals from Hampden, Hampshire, and Franklin counties, gathering online during the course of three meetings. The focus of the project was to frame an understanding of the digital divide in Hampden, Hampshire, and Franklin counties of Western Massachusetts. In fall 2020, a group of approximately 30 individuals, representing a breadth of organizations, followed up with the goal of bringing attention and action to the digital equity issues that were highlighted from the summer conversations (see contributor list for details). Up to date information about the Alliance activities can be found at www.AllianceForDigitalEquity.com.

METHODOLOGY

This report is based primarily on local survey data gathered from intermediaries in the community—people working directly with community members—who have a perspective on what is being experienced by end users. The report also incorporates U.S. Census data.

The **Alliance for Digital Equity** undertook a regional assessment of the causes, impacts and local solutions to the digital divide and digital equity in Hampden, Hampshire, and Franklin counties of western Massachusetts. This work occurred between December 2020 and February 2021.

In December 2020, the **United Way of Pioneer Valley** (Hampden county), the **United Way of Hampshire County**, and the **United Way of Franklin County**, partnered with the Alliance to distribute an online survey to their networks. A total of 164 responses were received from individuals representing 100 unique organizational entities throughout the region. 40% of respondents represented groups based in Franklin County; 31% from Hampshire County, and 28% from Hampden County. The organizations that responded represented various nonprofit sectors and public services such as education, health care, workforce development, and served a range of population groups such as immigrants, low-income households, children and youth, and older adults. The respondents were individuals with various roles in their organizations. The survey sought to assess regional perspectives on the digital divide as well as some population-based concerns.

In February 2021, the Alliance for Digital Equity sent a follow-up online survey to the same 164 respondents to the United Way survey as well as the 31 active participants of the Alliance. A total of 75 responses were received. This follow-up survey focused specifically on the primary causes and

underlying dynamics of the digital divide for 10 population groups:

- People who are children and youths
- People who are Black, Indigenous and people of color (BIPOC)
- People without homes
- People with physical disabilities
- People who are English Language Learners
- People who are recent immigrants
- People who live in rural areas
- People with mental, intellectual, and developmental disabilities
- People who are older adults
- People with low income

The data was collected by **Michael DeChiara**, a consultant working to coordinate the Alliance. Review and analysis of the data was conducted by Mr. DeChiara and an Assessment Workgroup, consisting of eight Alliance participants with a breadth of perspective and experience with analysis.

To complement the community-provided data, the Alliance partnered with the **Pioneer Valley Planning Commission** (PVPC) in Springfield and the **Franklin Regional Council of Governments** (FRCOG) in Greenfield, the region's two regional planning agencies to provide census and local broadband status data. The census data is based primarily on American Community Survey (ACS) data from 2014-2019. The broadband status data is based on information collected from ongoing work with the Massachusetts Broadband Institute and the organizations' involvement with the Last Mile project. This data is current as of January 2021.

The Alliance anticipates subsequent efforts that will include surveying end users in communities.

DEFINITIONS

Digital Divide:

The digital divide is the disparity in access to digital technologies. The term “digital divide” refers to the gap between people who are able to benefit from digital technologies and those who cannot. The digital divide creates economic, educational, and social inequalities.

The digital divide has impacts that cut across all aspects of life and our society.

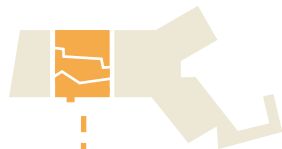
DEFINITIONS

Digital Equity:

Digital equity is the ideal in which all people and communities have equal access to digital equipment and access to the internet via broadband or Wi-Fi—as well as digital proficiency. Digital equity ensures that all people have the opportunity and capacity to participate fully in our society, economy, and democracy.

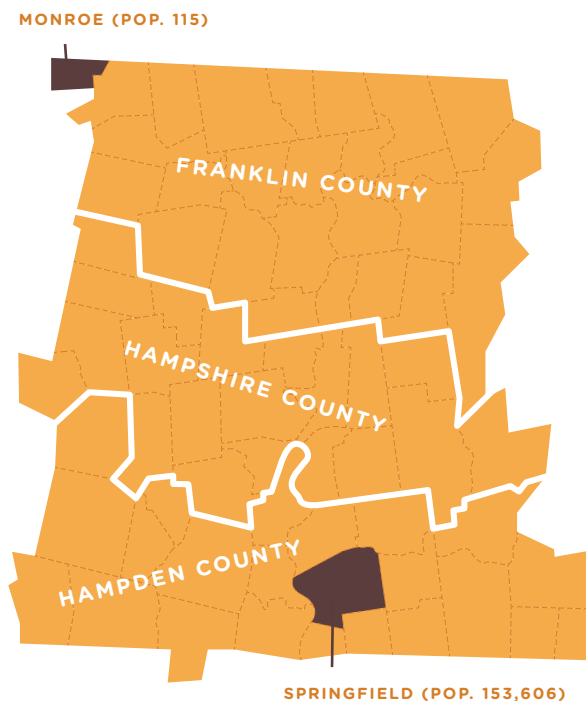
Digital equity is necessary for civic and cultural participation, employment, lifelong learning, and access to essential services.

HAMPDEN, HAMPSHIRE, AND FRANKLIN COUNTIES, MASSACHUSETTS OVERVIEW OF OUR VALLEY



The Region includes 69 cities and towns in three counties: Hampden, Hampshire, and Franklin. Although each county includes cities and rural communities, Hampden County is more urban and has the largest population. Franklin County is more rural and has the smallest population. This ranges from **Monroe's** (Franklin) 115 residents in 2019 to **Springfield's** (Hampden) 153,606. Hampden County has the greatest racial and cultural diversity in the region; Franklin is the least diverse of the three counties.

In terms of digital connectivity, Hampden and Hampshire counties are primarily connected to the internet via cable services. Franklin County has been historically unserved or underserved by Internet Service Providers (ISPs); recent state and municipal funded projects have increased connectivity with service provided by fiber and cable.

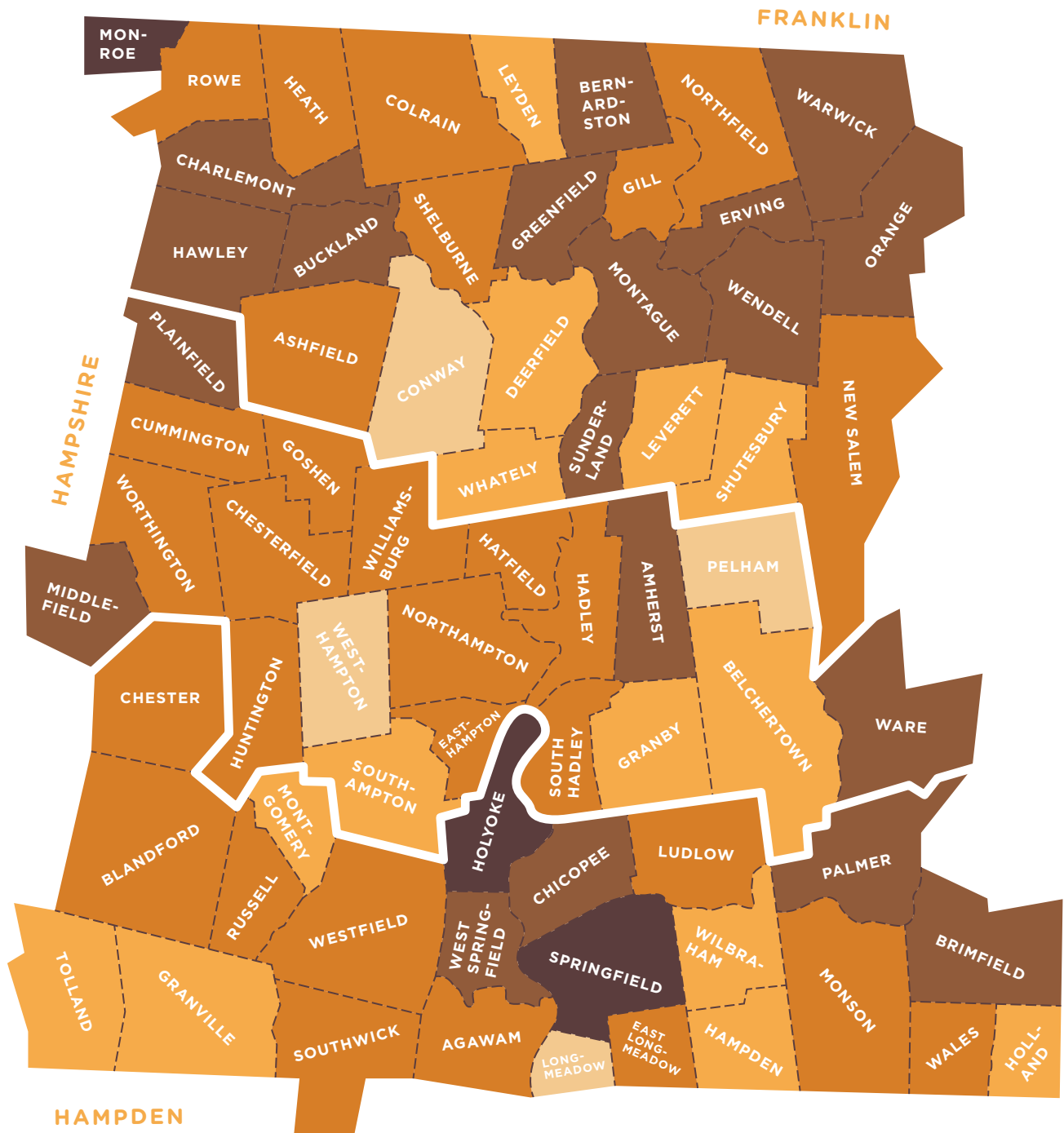


HAMPDEN, HAMPSHIRE, AND FRANKLIN COUNTIES, MASSACHUSETTS

INCOME BELOW LIVING WAGE

A living wage is defined as the minimum income necessary for a household to meet their basic needs. Many households in our region do not earn a living wage. The threshold for this map is set at \$50,000, which is the approximate living wage for a two-person household in each of the three counties represented. Please see the appendix for income data for the individual municipalities.

- 50% or greater
- 40-49%
- 30-39%
- 20-29%
- 15-19%



Sources: 2014-2019 United States Census Data
[MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

SECTION 1

The Problem of the Digital Divide

Different people
experience the
digital divide
differently.

**The digital divide
causes people
who are already
impacted to be
impacted more.**

People who are
**children and
youths**

People who are
**Black, Indigenous, and
people of color (BIPOC)**

People without
homes

People with
physical disabilities

People who are
**English Language
Learners**

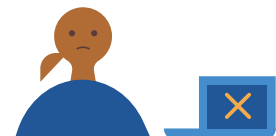
People who are
recent immigrants

People who live in
rural areas

People with
**mental, intellectual, and
developmental disabilities**

People who are
older adults

People with
low income



The digital divide existed before the pandemic and has only widened since.

Disparities will continue to grow as we enter the next normal—**unless action is taken.**

SECTION 2

Barriers to Digital Equity

These three barriers intensify existing disparities in the digital divide resulting in even **greater inequity**.

BARRIER #1

Lack of Connectivity

BARRIER #2

Lack of Equipment

BARRIER #3

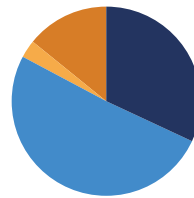
Lack of Digital Literacy

Cutting across these three barriers is a lack of **adequate policies** on multiple levels including organizational, legislative, and systems designs.

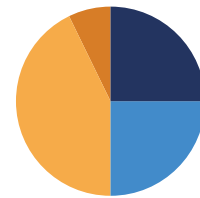
Which barrier to digital equity is most encountered by each impacted group?

Source:
2021 Alliance for Digital
Equity regional assessment

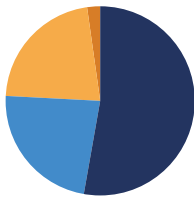
- Lack of Connectivity
- Lack of Equipment
- Lack of Digital Literacy
- Lack of Adequate Policies



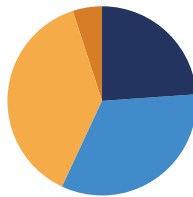
People without homes



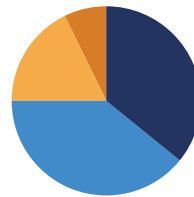
People with **mental, intellectual, and developmental disabilities**



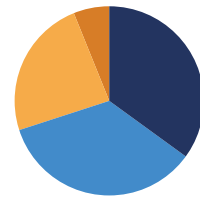
People with **low income**



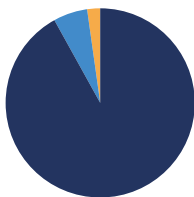
People who are **English Language Learners**



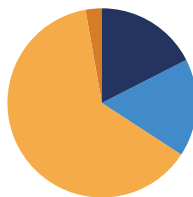
People with **physical disabilities**



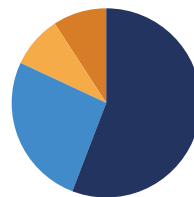
People who are **recent immigrants**



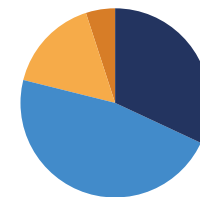
People who live in **rural areas**



People who are **older adults**



People who are **children and youths**



People who are **Black, Indigenous, and people of color (BIPOC)**

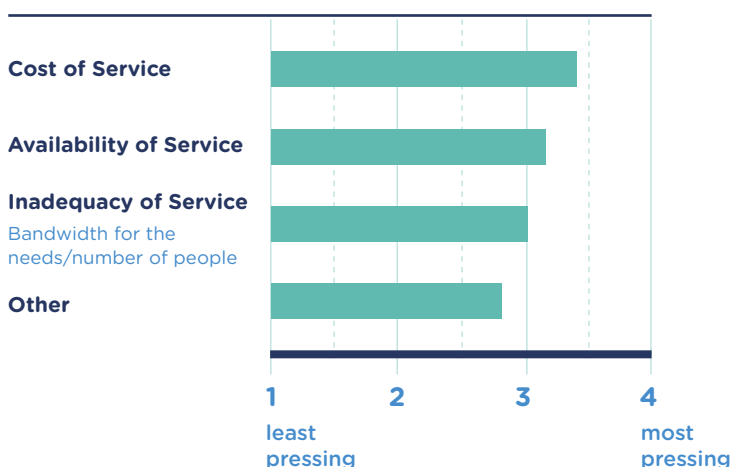
BARRIER #1

Lack of Connectivity

Cost and affordability is a significant cross-cutting cause of connectivity barriers for many people.

The lack of internet infrastructure that connects communities to the internet leaves many rural and some urban users without viable home-based connectivity, regardless of equipment and digital literacy issues.

BARRIERS TO CONNECTIVITY



Source:
2021 Alliance for Digital
Equity regional assessment

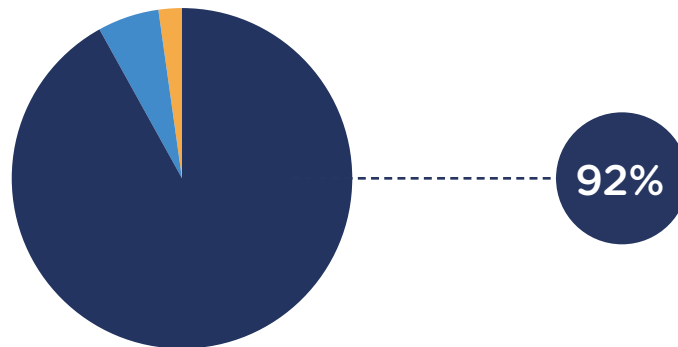
BARRIER #1

Groups whose primary barrier to digital equity is lack of connectivity

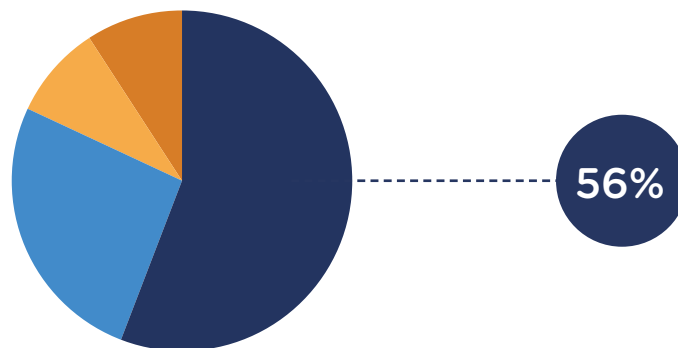
- Lack of Connectivity
- Lack of Equipment
- Lack of Digital Literacy
- Lack of Adequate Policies

Source:
2021 Alliance for Digital
Equity regional assessment

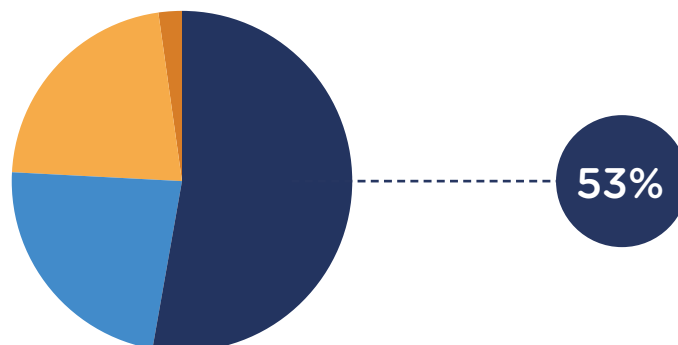
People who live in rural areas



People who are children and youths



People with low income



BARRIER #1

Lack of Connectivity: Survey Responses

“When you can’t even pay 30% of your income for rent, **how can you pay for the internet?**”

SPRINGFIELD



“Unavailable connectivity is by far our major problem and not one we can fix. We can provide computers but **if the internet does not reach people at home, we are unable to teach them in our remote classes.**”

GREENFIELD

“We live in a rural area that doesn’t offer any type of Wi-Fi. This is huge problem. It’s hard to survive today without internet. **So many companies have gone paperless and fully remote.**”

CHARLEMONT

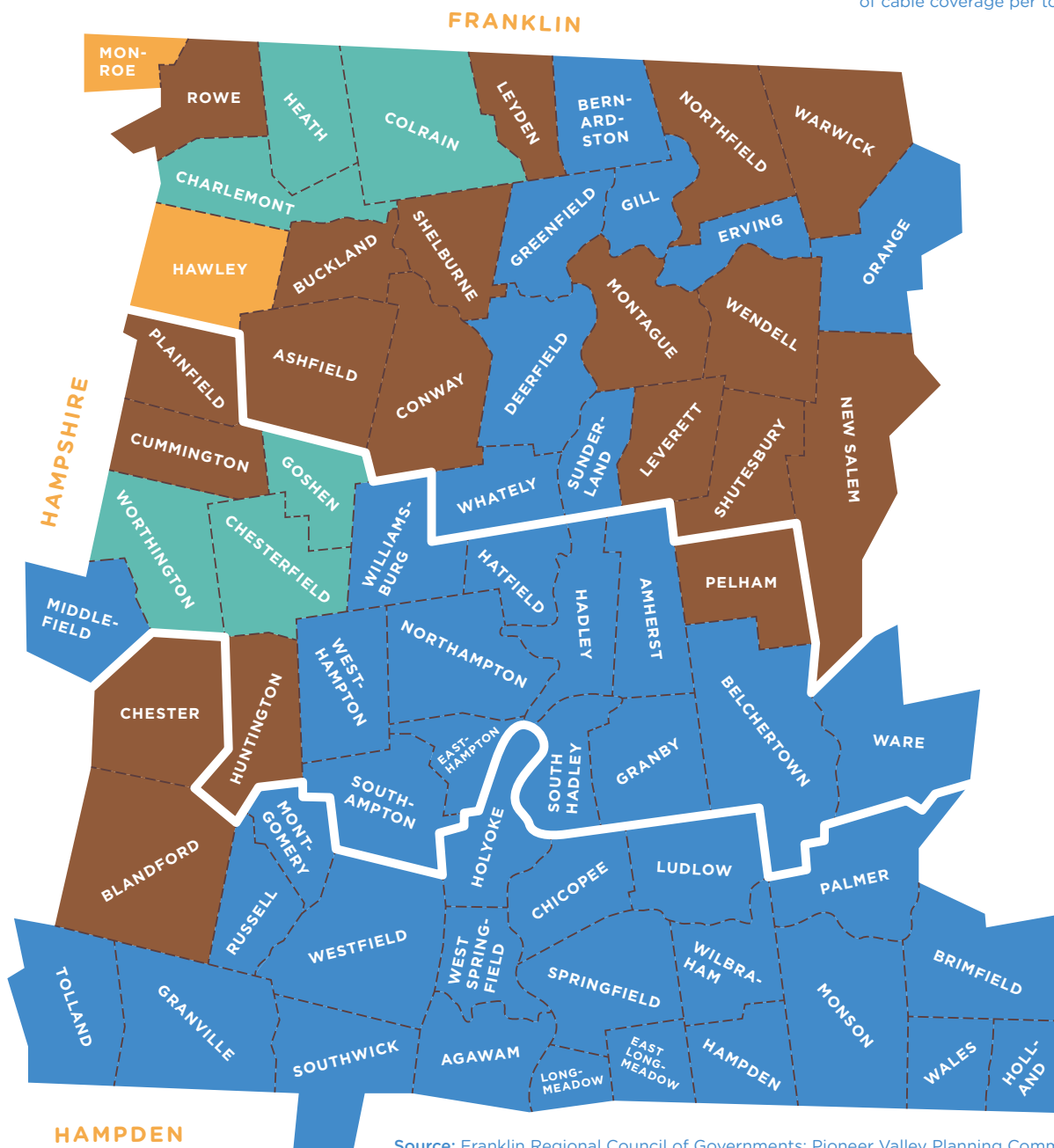
BARRIER #1

Lack of Connectivity: Broadband Infrastructure

Progress has been made over the past two decades to bring broadband infrastructure (fiber and cable) to underserved areas, but many end users still lack connectivity. The situation is dynamic and changing. It is difficult to provide a clear coverage picture, as private cable providers are not required by federal or state regulations to publicly disclose their coverage data, as providers consider it proprietary information. As a result, gaps in their service areas are not easily identified and the broadband infrastructure coverage area is not known.

**BROADBAND COVERAGE
(AS OF JANUARY 2021):**

- Coverage widely available
96% or greater
- Coverage less than 90%
- Coverage pending/
under construction
Dynamic status can be 0-96%
- Data not available/
proprietary
Coverage data proprietary to
service provider (statewide average
of cable coverage per town is 96%)

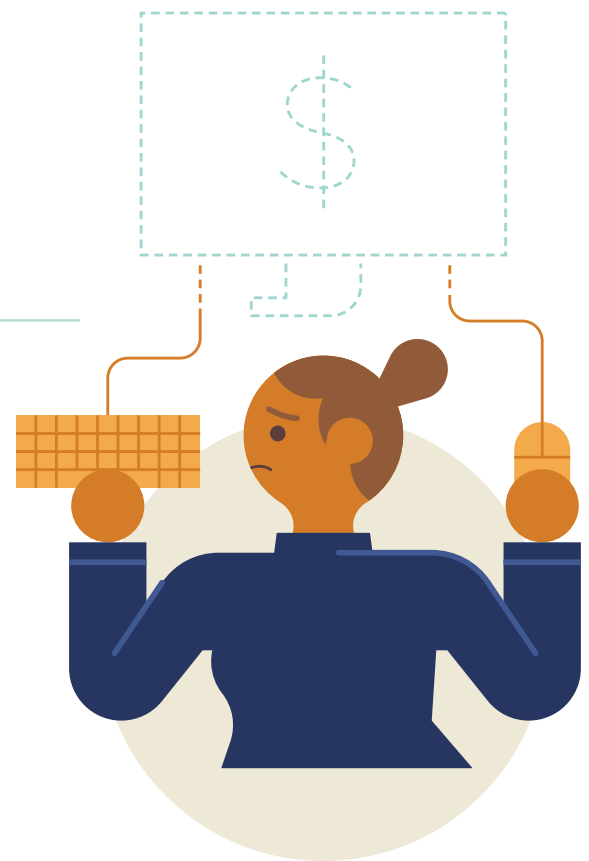


Source: Franklin Regional Council of Governments; Pioneer Valley Planning Commission

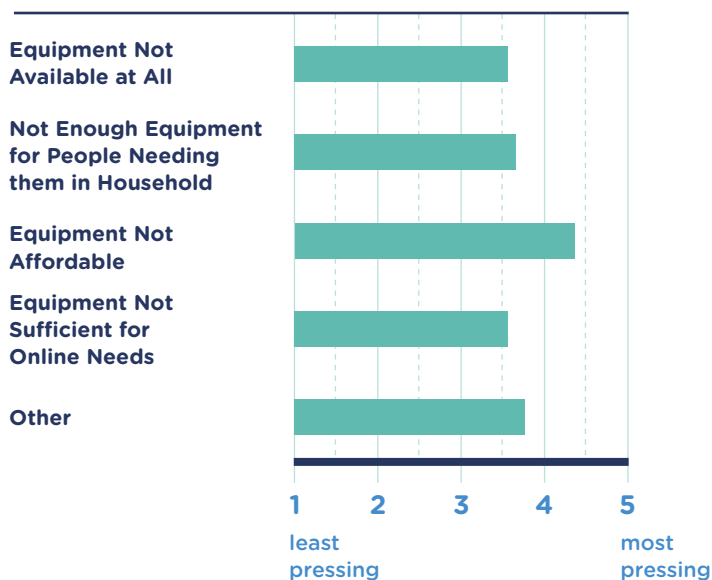
BARRIER #2

Lack of Equipment

Cost and affordability is a significant cause of equipment barriers for many people.



BARRIERS TO EQUIPMENT



Source:
2021 Alliance for Digital
Equity regional assessment

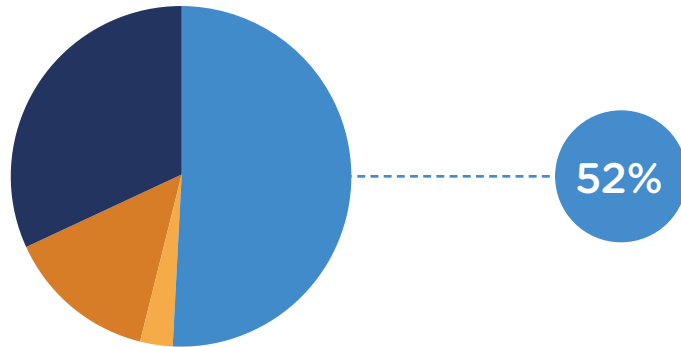
BARRIER #2

Groups whose primary barrier to digital equity is lack of equipment

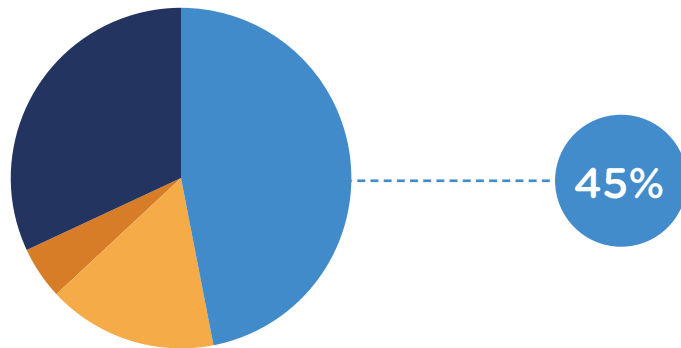
- Lack of Connectivity
- Lack of Equipment
- Lack of Digital Literacy
- Lack of Adequate Policies

Source:
2021 Alliance for Digital
Equity regional assessment

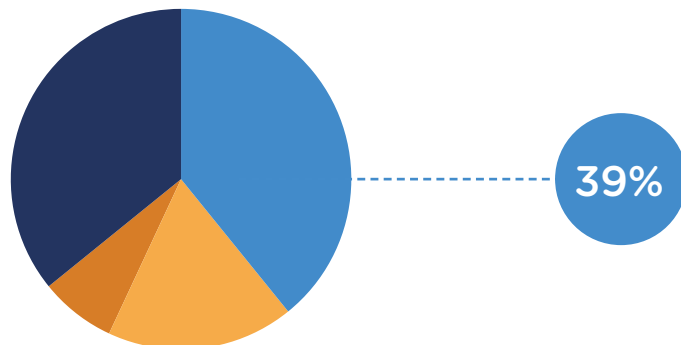
People without homes



People with physical disabilities



People who are Black, Indigenous and people of color (BIPOC)



BARRIER #2

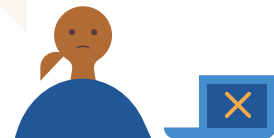
Lack of Equipment: Survey Responses

“Cost seems to be the number one reason for all ages to be prevented from having both the equipment and access to the internet to use that equipment.”

MONSON

“The digital divide is yet another example of how **the poor and low wealth populations are being excluded** and discriminated against.”

GREENFIELD





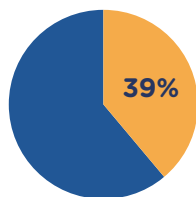
“Having a computer and internet is only part of the story. There are also printing needs, access to software and then keeping everything up to date and working.”

NORTHAMPTON

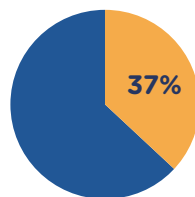
BARRIER #2

Lack of Equipment: Towns with the Greatest Equipment Disparity

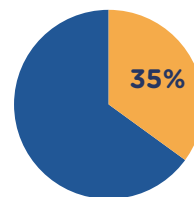
-  % of households with **NO** desktop or laptop computer
-  % of households with at least one desktop or laptop computer



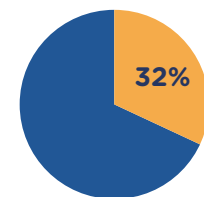
SPRINGFIELD



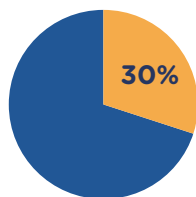
HOLYOKE



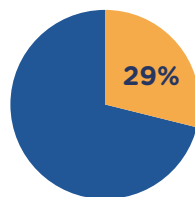
MONROE



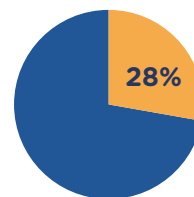
WENDELL



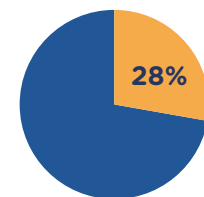
WEST SPRINGFIELD



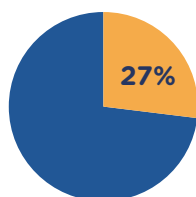
CHICOPEE



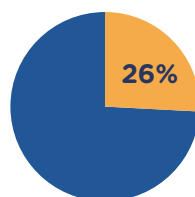
BLANDFORD



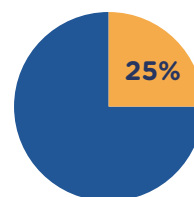
MONTAGUE



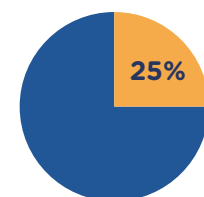
DEERFIELD



BUCKLAND



HATFIELD



HAWLEY

Source: Pioneer Valley Planning Commission; Franklin Regional Council of Governments
Data is pre-pandemic. Distribution of equipment has likely increased numbers of households with equipment.

BARRIER #3

Lack of Digital Literacy

Effective internet use by certain populations, even when service is available, is often undermined by a lack of appropriately designed or delivered technology **training**; individual/household **support services**; and **social or personal discomfort**.

BARRIERS TO DIGITAL LITERACY



Source:
2021 Alliance for
Digital Equity
regional assessment

BARRIER #3

Lack of Digital Literacy

Digital literacy is the ability to find, evaluate, use, share, and create digital content using information technologies and the internet, using computing devices and network connections, and requiring both cognitive and technical skills.

Digital literacy means having the skills you need to live, learn, and work in a society where communication and access to information is increasingly through digital technologies and internet connected devices. Digital literacy has three components: 1) finding and consuming digital content; 2) creating digital content; and 3) communicating or sharing it.

Definitions inspired by

Cornell University, Western Sydney University, North Carolina State University (Prof. Hiller Spire) and the American Library Association

BARRIER #3

Examples of frequently asked questions revealing **lack of digital literacy**

What is Wi-Fi?

How do I connect to Wi-Fi?

How do I restart my computer?

How do I set up my wireless router?

How do I connect to a hot spot?

How do I change the password on my wireless router?

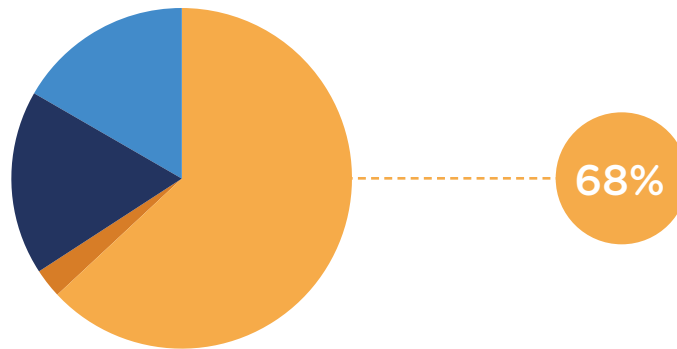
BARRIER #3

Groups whose primary barrier to digital equity is **lack of digital literacy**

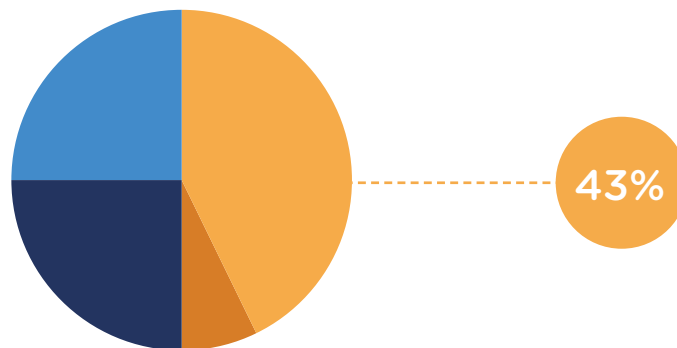
- Lack of Connectivity
- Lack of Equipment
- Lack of Digital Literacy
- Lack of Adequate Policies

Source:
2021 Alliance for Digital
Equity regional assessment

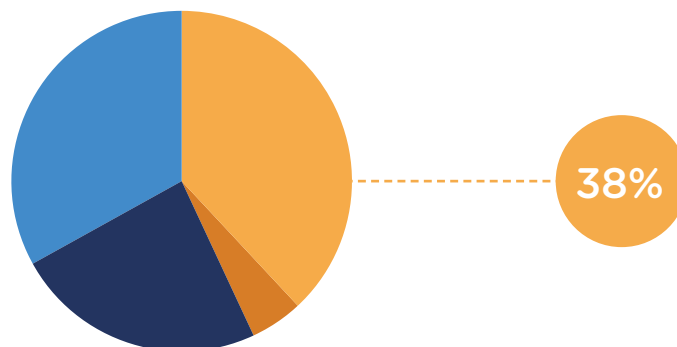
People
who are
older adults



People with
mental,
intellectual, and
developmental
disabilities



People
who are
**English
Language
Learners**



BARRIER #3

Lack of Digital Literacy: Survey Responses

“There is a serious reluctance amongst many of the older adults to embrace digital technology. **For many it is a cause of anxiety.**”

SPRINGFIELD

“People in our programs are **not able to communicate electronically.** They have no access or knowledge of how to utilize the web for information; no ability to apply for jobs or other online benefits; no knowledge of email etiquette or how to set up basic folders and initiate or respond to emails.”

NORTHAMPTON

“I have some adult learners whose literacy level isn’t high enough to be able to navigate online platforms.”

GREENFIELD

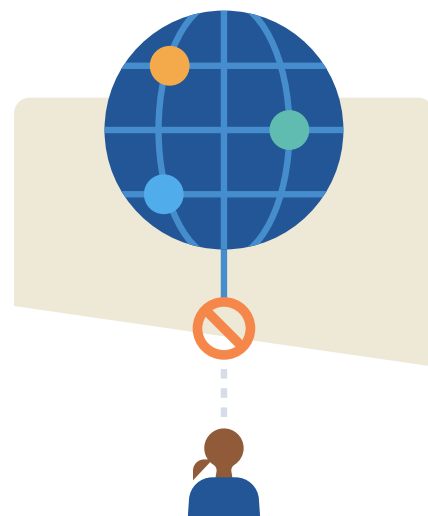
“Instruction in other languages **[is needed]** when addressing the divide between ESL folks and English-based cultural expectations.”

WARE



SECTION 3

Impacts of the Digital Divide



IMPACT #1

The digital divide results in **greater personal suffering** due to:

- ▶ Increased **isolation**
- ▶ Risk of unaddressed mental and physical **health and safety**
- ▶ More **financial strain** due to reduced access to work, employment opportunities, or supportive benefits.

IMPACT #1

Greater Personal Suffering: Survey Responses

“People are **missing out on opportunities** to meet virtually with family members, day program staff, and healthcare providers”

SPRINGFIELD

“Residents feel more isolated if they **cannot access social activities or programs** online.”

TURNERS FALLS

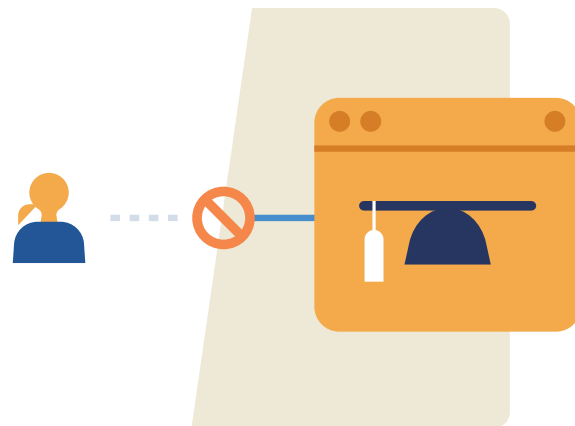


“It is difficult for clients to connect with the outside world. Especially for those who are home bound, **it can create feelings of isolation and depression**, and worsen already existing mental health issues.”

BELCHERTOWN

“It limits their **access to communicating** with their child’s **school and doctors.**”

NORTHAMPTON



IMPACT #2

The digital divide negatively impacts the education of students—including adult learners—and widens pre-existing **educational disparities.**

A study done by the Pew Research Center in the spring of 2020 found that **43% of lower-income parents with children whose schools shut down say it is very or somewhat likely their children will have to do schoolwork on their cellphones**; 40% report the same likelihood of their child having to use public Wi-Fi to finish schoolwork because there is not a reliable internet connection at home, and about one-third (36%) say it is at least somewhat likely their children will not be able to complete schoolwork because they do not have access to a computer at home.

IMPACT #2

Educational Disparities: Survey Responses

“Without internet connection or the appropriate devices, residents **cannot succeed in college classes** or do not even apply in the first place.

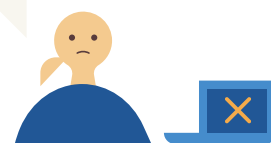
HOLYOKE

“In very many cases grandparents are taking care of children and **do not have the technical knowledge** to help with virtual classes.”

EASTHAMPTON

“It becomes **incredibly frustrating** for everyone when some people are constantly freezing, having audio delays and sound choppy.”

BUCKLAND



“**Children are attending school from cars sitting in parking lots.** Some families have more than one child so they are competing to be heard in the car.”

CHARLEMONT



IMPACT #3

People's inability to connect online is resulting in **reduced enrollment and participation** in community programs and services. The quality of these programs and services, offered by organizations and systems designed to support people, may be impacted as well.

IMPACT #3

Reduced Enrollment and Participation: Survey Responses

“The Early Childhood Department curtailed its offerings for parents and children due to low attendance to online events.”

NORTHAMPTON

“Low enrollment will be further exacerbated if remote learners are not given freedom of the use of the internet”

HOLYOKE

“Support groups that are currently conducted virtually have been challenging for survivors.”

HOLYOKE

“Conducting trials or mediation on a cell phone puts litigants at a disadvantage over other parties with laptop or desktop units.”

SPRINGFIELD

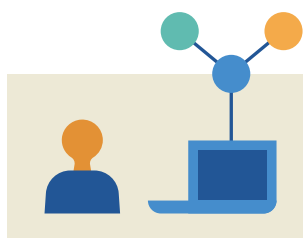


SECTION 4

A Framework for Taking Action

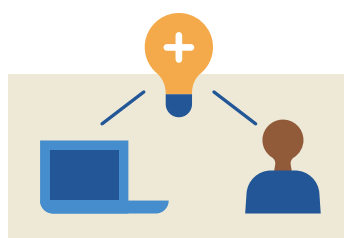
We know **what gets in the way** of everyone being able to use the internet for work, school, community service, health care, and more. Here's a framework and guiding principles to help us **take action to remove those barriers.**

The Alliance for Digital Equity’s framework focuses on three categories of action that organizations and communities can take to help everyone use the internet.



1. Access

- ▶ Available
- ▶ Affordable
- ▶ Designed for Inclusion



2. Adoption

- ▶ It Matters to Community Members
- ▶ They Know How to Use It
- ▶ They Feel Safe and Comfortable Using it



3. Application

- ▶ Equitable Design Centered on Users

This framework is informed by *[Building Digital Communities: A Framework for Action](https://www.imls.gov/publications/building-digital-communities-framework-action)*^{*}, a report which was jointly produced in 2012 by the Institute of Museum and Library Services, The Technology and Social Change Group, University of Washington, and Leaders at the Core of Better Communities.

^{*}<https://www.imls.gov/publications/building-digital-communities-framework-action>

1. Access

ONLINE ACCESS NEEDS TO BE:

► Available

A reliable communications infrastructure includes ways for everyone in the community to connect with enough bandwidth speed to participate fully in all online activity.

► Affordable

Access to the internet needs to be affordable for everyone in the community. Government, non-profit organizations, and businesses may need to partner to lower the overall cost of digital access and to help those who cannot afford the full cost of home access. Affordability also includes consumer protection efforts to make sure community members understand options available to them. Pricing structures and support systems must enable businesses, institutions, and households to afford access to the internet.

► Designed for Inclusion

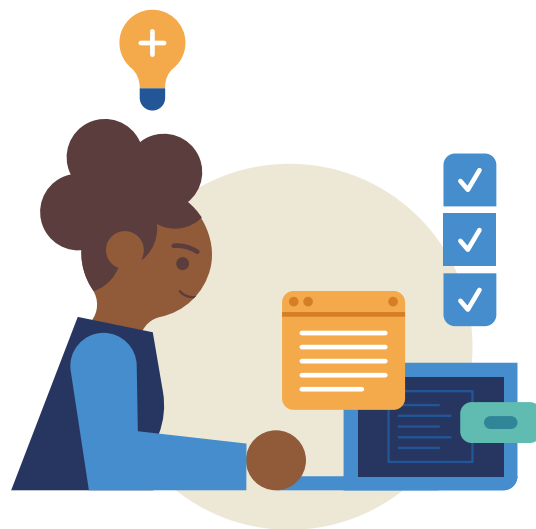
Internet access for everyone means internet designed to be used by people of all ages and people living with disabilities, and to be considerate of differences in language, literacy, or culture.



2. Adoption

Adoption focuses on the individual experience of a user.

PEOPLE AND ORGANIZATIONS USE THE INTERNET WHEN:



► It Matters to Them

Community members, businesses, and institutions use the internet to achieve their educational, economic, civic, health, and social goals. Awareness of those potential benefits motivates people to develop the skills needed to use this tool.

► They Know How to Use It

Being able to find, evaluate, and use information on the internet is a necessary pathway to digital equity. Communities need effective, responsive, and adaptive training to make sure everyone knows how to use the internet and devices to access the internet.

► They Feel Safe and Comfortable Using It

Individuals need accurate information on how to safely use the internet. Everyone needs to know how to protect themselves against online threats and limit unwanted access to their personal information. Government and community organizations need systems to educate and help individuals and to enforce safety standards.

3. Application

Application focuses on the equitable design of systems.

EQUITABLE DESIGN CENTERS THE NEEDS AND CONCERNS OF THE USER AND INCLUDES:



- ▶ Language that is understandable by everyday people (especially instructions)
- ▶ Phone or in-person help
- ▶ Options for use in many languages
- ▶ Options to customize the look and sound of web pages or programs
- ▶ Security of user information and confidentiality of user experience
- ▶ Options to use the resource with lower bandwidth connection while maintaining quality of experience

SECTION 5

Initiatives, Opportunities, and a Call to Action

What's Already Being Done

The 2020 pandemic forced community organizations throughout the region to quickly improvise and problem-solve to continue to provide services for people in their communities. These organizations were often not well prepared but rose to the occasion with determination and innovation despite the lack of resources and systematic supports. Initiatives occurred across sectors—health, education, workforce development, family supports, etc., in all three counties.

All these efforts were laudable and can serve as inspiration. The Alliance recognizes that the following examples are not comprehensive and may be limited in regards to the Framework for Action presented.

The Alliance believes that the systematic goal should be that quality, affordable broadband should be as readily available and easy to use in our homes and communities as drinking water and electricity.

ACCESS

The Springfield Public Schools provided a fully functional laptop computer (Windows 10) or iPad to every student in the school district who didn't have a computing device they could use daily for school; providing either a 4G hot spot or a sponsored code for Comcast Internet Essentials to any household of an SPS student without at-home internet connectivity. There were no limitations placed on other household members or students using the devices for non-educational purposes. [\[Hampden County\]](#)

Numerous school districts throughout the region provided free Chromebooks to students, helped students get access to affordable internet service (Comcast, Spectrum, GCET), and offered a range of digital literacy support as part of the curriculum.

The Age Friendly City Project in Springfield developed a Technology Program that provides equipment, digital literacy and limited connectivity to some older adults with unmet needs. [\[Hampden County\]](#)

Holyoke Community College (HCC) created a lending library which allowed students to check out laptops, chrome books, hot spots and other needed items for

both credit and non-credit classes. HCC also created an emergency fund for students' basic needs including tech for school. It facilitated enrollment into Internet Essentials classes (complemented by offering free Digital Literacy classes to support retention). [\[Hampden County\]](#)

The Literacy Project in Greenfield pursued donations to provide adult learner students with Chromebooks in order to pursue their studies. [\[Franklin County\]](#)

Mohawk Trail Regional School District worked with every family to troubleshoot connectivity issues—access/device/otherwise. [\[Franklin County\]](#)

The Girl Scouts of Central and Western Massachusetts' national organization negotiated an agreement with Zoom to allow its staff and volunteers to purchase one-year, full-service accounts for \$40, which made this application available for program delivery and training.

The Northampton Senior Center loaned iPads and Chromebooks to seniors who needed a device to connect with their digital programs and/or loved ones. Provided one on one training on the use of the device and provide resources to the seniors who wanted to purchase their own device or need internet service installed. [\[Hampshire County\]](#)

The Northampton Senior Center worked with **Community Action's YouthWorks** to assist with the development of tutorials and technical support solutions. [\[Hampshire County\]](#)

The River Mills Senior Center in Chicopee provided tablets and training. [\[Hampden County\]](#)

Franklin County Technical School provided every student with a Chromebook, training in programs and applications, worked to provide hotspots for connectivity and helped both staff and students who live in internet deserts. [\[Franklin County\]](#)

Councils on Aging purchased tablets to permanently give to older adults, prioritizing those in need. Particular outreach occurred to those living in a low-income senior facility. Staff also offered to help people over the phone, to connect them with students, the computer teacher from in-person workshops, and local librarian.

Using CARES Act funding and donations from the Mary Lyons Foundation, the **Mohawk Trail Regional School district** created internet hubs in its school buildings. [\[Franklin County\]](#)

Community health workers helped people apply for services, entering information for patients/clients. [\[region-wide\]](#)

Comcast Internet Essentials was promoted by a range of community organizations and outreach staff to help close gaps for low-income households.

ADOPTION

Cutchins Programs for Children and Families began rewriting policies and consents to reflect telehealth. They also checked in with clients/families regarding need, providing a variety of options for sessions including phone and video. [\[Hampden County\]](#)

LifePath, serving older adults, offered free equipment and coaching support for its participants who needed the assistance due to isolation and the inability to participate in programming. [\[Franklin County\]](#)

Springfield Public Schools provided live streaming trainings, video trainings, and documentation on how to use SPS hardware and software, as well as basics of things like connecting to the internet. [\[Hampden County\]](#)

Safe Passage, a domestic violence organization, provided tech safety planning to help survivors understand how to secure their own tech and use it without increasing risk of danger from an abusive partner. It expanded the use of their technology to provide services, ensuring that it met VAWA standards for confidentiality. [\[Hampshire County\]](#)

RSVP of Pioneer Valley recruited volunteers who coached others to use technology. [\[region-wide\]](#)

Franklin Regional Council of Government (FRCOG) has been involved in infrastructure-based broadband deployment and broadband access policy for 25 years, including the formation of the Mass. Broadband Institute (MBI) and the seed funding for the MB123 middle mile network. [\[Franklin County\]](#)

The Forbes Library in Northampton offered one-on-one tech appointments for people. [\[Hampshire County\]](#)

The Mass. Commission for the Blind helped people with an emergent issue such as saving a job/health and safety, to find a referral agency that could go in person to meet and train the person. [\[region-wide\]](#)

The Literacy Project integrated digital literacy into its adult basic education classes. [\[Franklin County\]](#)

Hilltown CDC offered classes through its small business program to teach people and small business owners how to use digital products. [\[region-wide\]](#)

Dress for Success helped provide equipment and developed a digital literacy/mentoring program. [\[Hampden County\]](#)

MassHire's Department of Career Services, along with the **MassHire Career Centers**, will be teaming up with the **Massachusetts Broadband Institute** to make internet service and equipment available to its career center customers. [\[region-wide\]](#)

What We Heard

Respondents to the survey were asked to identify one solution that is reasonably achievable that would have big impact—locally or regionally. The following is a partial list:

ACCESS

“Make Broadband a public utility and extend it to every home in America.”

“We need the infrastructure so every house in our town can get connected to internet.”

“Internet as a public utility. Connectivity is the first step.”

“Loaning or gifting of QUALITY laptops to families with kids. Not cheap Chromebooks.”

“I would love to see a central referral system, where as soon as a need is identified, the individual/job seeker/family can be referred to that central referral system, and that central referral system manages a network of solutions, and connects the individual/job seeker/family accordingly.”

“The Last Mile program partially implemented by the Baker administration needs to be followed through and completed.”

“Provide free iPad/Notebook/Smartphone to individuals who can demonstrate financial hardship, along with universal basic internet access.”

“Create free wifi throughout cities and towns”

“The internet Essentials by Comcast is good in areas where Comcast is at \$10 a month. Spectrum, in neighboring towns charges \$44+ a month for their internet to the disadvantaged. This needs to change.”

“Establish a computer loaner bank.”

“Establish regional technology fund to provide grants/equipment to underserved population.”

“Hot Spots and Chromebooks that work in rural areas to lend out at the Library”

“Have one screening location/individual folks could go with ANY and ALL tech issues—including the need for a device or service. One resource for all tech needs divided by county, who could then streamline the process for

assistance, having resources reach out to them, not the other way around.”

“Outside of the Commonwealth of MA making good on their promise to provide broadband to rural regions, I would recommend a two-fold strategy: 1) To advocate for the permanent placement of free Wifi Hotspots after the pandemic ends; and 2) To create a pool of resources where smartphones/Chromebooks with reasonable monthly costs can be made widely available to households.”

ADOPTION

Create a “volunteer corps to train and support digital literacy.”

“Hire more CHWs in the communities with proper equipment to help the population to connect with needed services”

“A comprehensive digital literacy program for use by school districts, community action organizations, and regional business technical assistance organizations (such as Franklin County CDC, Common Capital) would be very helpful.”

“Create a multi-language self-study manual using basic/common terms or an alternative example of what the term means. A cheat sheet.”

“Digital technology training specifically aimed at seniors with no experience at all. Training that not only teaches how to do it, but why it is useful.”

APPLICATION

“A public-private partnership needs to be framed as investing in the economic development of the region and of the state. When workers are more educated and students complete their educations, and people are able to access needed health and other services online, the state saves money on social programs and businesses gain a stronger employment and consumer base.”

A Call to Action

The lack of digital equity in our region, in our state, and in our nation is a problem for all of us. We all suffer no matter whether we are a parent, student, business owner, government official, retired older adult, recent immigrant, educator, or community leader—digital equity concerns us all. In 2021, being able to effectively use the internet—whatever the reason—is a requirement for participating in society. Otherwise people get left behind. There are digital haves and have nots.

This report documents the digital reality for our region. Now is the time for all of us to act. Together we can make sure everyone in our community can use the internet to meet their needs.

Appendix

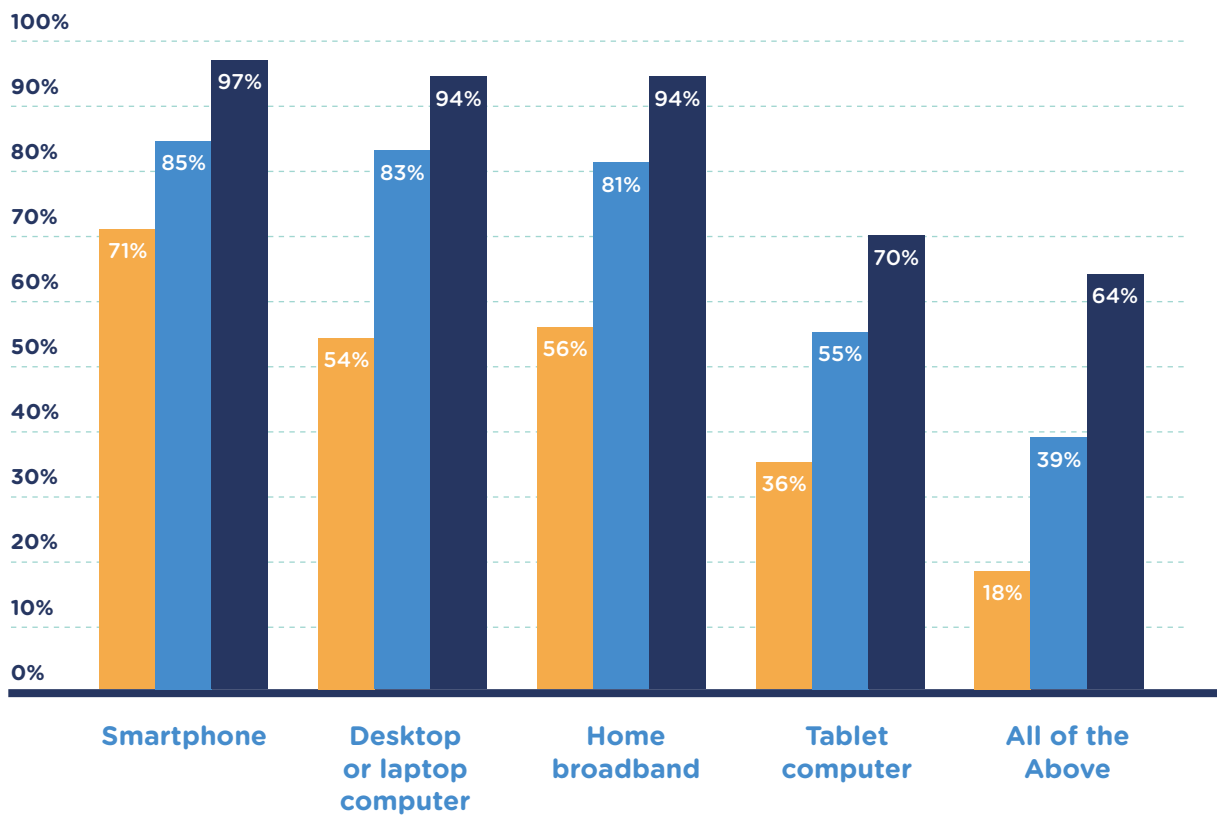
- ▶ National Data
- ▶ Survey Responses
- ▶ Town and City Data

2019 PEW RESEARCH CENTER*

Lower-income Americans
have lower levels of
technology adoption.

INCOME LEVEL

- Under \$30K
- \$30K-\$99,999
- \$100K and above

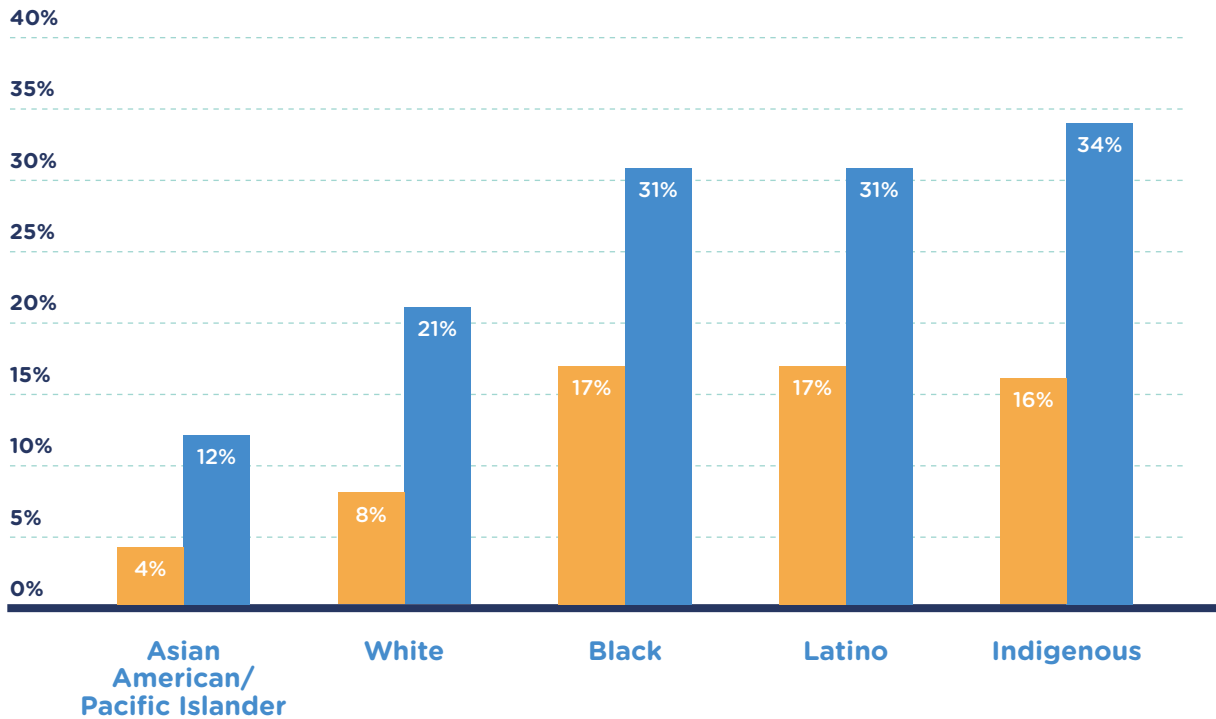


* <https://www.pewresearch.org/fact-tank/2019/05/07/digital-divide-persists-even-as-lower-income-americans-make-gains-in-tech-adoption/>

2018 AMERICAN COMMUNITY SURVEY*

Among different racial groups, BIPOC households are the most likely not to have internet services at home.

- % of households without high-speed home internet
- % of households without a computer



* <https://tcf.org/content/report/disconnected-digital-divide-harms-workers-can/?session=1&agreed=1>

SURVEY RESPONSES

“Equity is the biggest [challenge]. It leaves those behind who for whatever reason don’t have access to the internet.”

TURNERS FALLS

“It is vital that all existing broadband access efforts—at state, regional and local scale—are in communication and align.”

GREENFIELD

“Technology is a basic need. Any barriers to technology means barriers to services and community engagement: school, work, shopping, interaction with government entities, housing search, etc.”

NORTHAMPTON

Lack of Connectivity

“When you can’t even pay 30% of your income for rent, how can you pay for the internet?”

SPRINGFIELD

“Unavailable connectivity is by far our major problem and not one we can fix. We can provide computers but if the internet does not reach people at home, we are unable to teach them in our remote classes.”

GREENFIELD

“The infrastructure doesn’t exist in a way that allows every home access to internet. We just don’t have the service available in every house, even if the family wants it and can afford it, it doesn’t exist everywhere we serve.”

COLRAIN

“Often disabled people need services for connectivity that most ISP providers are not publicly offering so they don’t know that assistance is available, hence they do not even try to get it.”

SPRINGFIELD

“Where I teach, the issue is connectivity. I have students who are trying to learn remotely with multiple household members on DSL.”

BUCKLAND

“The Hilltowns still have many locations with no access beyond satellite or dial up. Towns have had huge financial challenges with build options.”

HUNTINGTON

“We live in a rural area that doesn’t offer any type of wifi. This is huge problem. It’s hard to survive today without internet. So many companies have gone paperless and fully remote.”

CHARLEMONT

“I often wonder why digital access policy isn’t considered in the same light as other utilities. Other utilities are not allowed to exclude rural areas, why is it that digital providers are allowed to ignore rural needs?”

COLRAIN

Lack of Equipment

“Cost seems to be the number one reason for all ages to be prevented from having both the equipment and access to the internet to use that equipment.”

MONSON

“The digital divide is yet another example of how the poor and low wealth populations are being excluded and discriminated against.”

GREENFIELD

“Many of our clients do not have enough money to feed themselves let alone purchase internet access or equipment.”

GREENFIELD

“A major issue for people with physical disabilities is that if there is “complimentary” equipment available to them, it’s often not equipped with the right assistive technology, and therefore is often left unusable. Complimentary equipment being given out, may also not meet the system requirements that a remote work position calls for.”

NORTHAMPTON

“As a school district we were able to loan chrome books to our students, but their parents and guardians often don’t have their own equipment, often because of financial restrictions, and there are few resources available for this purpose.”

MONTAGUE

“Having a computer and internet is only part of the story. There is also printing needs, access to software and then keeping everything up to date and working.”

NORTHAMPTON

“Major challenges ... involve not having enough computers in the house due to the demand for remote school and remote work.”

SOUTH DEERFIELD

Lack of Digital Literacy

“I have some adult learners whose literacy level isn’t high enough to be able to navigate online platforms.”

GREENFIELD

“Some folks have never owned a laptop before. Starting from ground zero on skills”

GREENFIELD

“Trainings need to be geared to the person using the services. Often much of what is offered is not what is needed.”

SPRINGFIELD

“Instruction in other languages [is needed] when addressing the divide between ESL folks and English-based cultural expectations.”

GREENFIELD

“There is a serious reluctance amongst many of the seniors to embrace digital technology. For many it is a cause of anxiety.”

WARE

“Older adults need help with set up and problem solving challenges”

TURNERS FALLS

“We need training in Spanish, Haitian Creole, and Khmer”

NORTHAMPTON

“We have never had sufficient digital literacy training in our region.”

GREENFIELD

“Trainings need to be geared to the person using the services. Often much of what is offered is not what is needed by the people using them.”

SPRINGFIELD

“Need low tech training using non-technical terms.”

SPRINGFIELD

“Even if residents have computers and internet, their ability to understand technical languages used during trainings are difficult to follow when you do not understand.”

SPRINGFIELD

“People in our programs are not able to access or communicate electronically; no access or knowledge of how to utilize the web for information; no ability to apply for jobs or other online benefits; no knowledge of email etiquette or how to set up basic folders and initiate or respond to emails.”

NORTHAMPTON

Greater Personal Suffering

“People are missing out on opportunities to meet virtually with family members, day program staff, and healthcare providers”

SPRINGFIELD

“Older adults are impacted by loneliness and isolation which was already a challenge.”

NORTHAMPTON

“It limits their access to communicating with their child’s school and doctors.”

NORTHAMPTON

“Residents feel more isolated if they cannot access social activities or programs online.”

TURNERS FALLS

“The challenges further existing disparities - racism, economic instability, physical and mental health problems, social isolation, etc. Any of these challenges increases the risk of relapse for people in recovery.”

GREENFIELD

“It keeps people from getting certain jobs or being able to further their education. It also keeps them disconnected from providers and friends and family.”

SPRINGFIELD

“The lack of internet prevents individuals from getting employment, fully participating in healthcare, pursuing further training or education. Difficulty applying for public benefits and unemployment.”

SPRINGFIELD

“Job seekers are not able to interview via virtual interviews. Depending on the residential situation, equipment is shared amongst all residents, this can be a complicating factor when trying to schedule interviews for work, doctor appts., etc. Some job seekers have the skill set, but not the equipment and/or program required by the employer to be able to do the remote work.”

SPRINGFIELD

“Our residents are at a disadvantage to other communities where access is not an issue. Much of today’s world is digital. Our educational and economic advancement is often tied to digital access and literacy. Lack of access limits our access to the pursuit of a better life!”

COLRAIN

“The challenges associated with the digital divide as it relates to the communities we serve has a significant impact on our ability to stay connected to students and families. This in-turn impacts students’ school performance, mental health and connectivity to educational programming and supports.”

CHARLEMONT

“So many challenges... isolation, employment, inability to file required forms of all kinds, lack of access to educational opportunities and recreational opportunities...”

NORTHAMPTON

“Vulnerable families can feel overwhelmed by the multitude of on-line offerings and supports while also suffering from a lack of internet connectivity and insufficient devices.”

GREENFIELD

“Difficult for clients to connect with the outside world, especially those are home bound, can create feelings of isolation and depression, and worsen already existing mental health issues.”

BELCHERTOWN

“Isolation and loneliness for folks 60+ years old”

NORTHAMPTON

Educational Disparities

“Low income students often have worse wi-fi and participate less in class.”

CHARLEMONT

“It becomes incredibly frustrating for everyone when some people are constantly freezing, having audio delays and sound choppy.”

BUCKLAND

“Children are attending school from cars sitting in parking lots. Some families have more than one child so they are competing to be heard in the car.”

CHARLEMONT

“In very many cases grandparents are taking care of children and do not have the technical knowledge to help with virtual classes.”

EASTHAMPTON

“Remote learning is difficult for many students due to the lack of broadband in our district.”

CHARLEMONT

“Without internet connection or the appropriate devices, residents cannot succeed in college classes or do not even apply in the first place.”

HOLYOKE

“It impacts their meaningful access to resources on a daily basis; and leaves their children further and further behind in terms of digital literacy.”

CHARLEMONT

“They have inadequate internet to fully participate in remote learning. It becomes incredibly frustrating for everyone when some people are constantly freezing, having audio delays and sound choppy. It is especially hard for the kids and families experiencing these technical difficulties.”

GREENFIELD

“Many students are booted from meetings continually, can’t turn on their cameras, can’t load websites, etc. because of their connections. It makes online learning difficult.”

COLRAIN

“Many report that their children have to take turns with online schooling because their wi-fi cannot support multiple people on at the same time.”

NORTHAMPTON

Reduced Program Enrollment and Participation

“The Early Childhood Department curtailed its offerings for parents and children due to low attendance to online events.”

NORTHAMPTON

“Support groups that are currently conducted virtually have been challenging for survivors.”

HOLYOKE

“Immigrants cannot connect to classes unless we purchase computers and hotspots for them.”

NORTHAMPTON

“Conducting trials or mediation on a cell phone puts litigants at a disadvantage over other parties with laptop or desktop units.”

SPRINGFIELD

“Low enrollment will be further exacerbated if remote learners are not given freedom of the use of the internet.”

HOLYOKE

“People do not have access to telehealth medical appointments without wifi or a device.”

NORTHAMPTON

“Clients without access to adequate coverage and those who are uncomfortable/unfamiliar with technology do not have full access to our services.”

NORTHAMPTON

“People are missing out on opportunities to meet virtually with family members, day program staff, healthcare providers, etc. because of lack of digital literacy (I believe most of our folks could become literate) and lack of devices.”

SPRINGFIELD

Agawam

HAMPDEN COUNTY



POPULATION

Population 2019 estimate	28,613
Population density Per square mile	1,231
% Children Age 18 and under	19%
% Older adults Age 65 and over	21%
% Black, Indigenous, people of color	11%
% with disabilities Physical, mental, intellectual and developmental	13%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	4%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments



COMPUTING DEVICES

% Households with no computer Desktop or laptop	18%
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$68,944
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	16%
Household income less than \$35,000	22% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	34% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	11,829
% Occupied housing	97%
% Renter-occupied	24%
% Owner occupied	76%

High rate of occurrence (20% and higher) 

Amherst

HAMPSHIRE COUNTY



POPULATION

Population 2019 estimate	39,924
Population density Per square mile	1,440
% Children Age 18 and under	9%
% Older adults Age 65 and over	9%
% Black, Indigenous, people of color	31%
% with disabilities Physical, mental, intellectual and developmental	7%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	6%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments




COMPUTING DEVICES

% Households with no computer Desktop or laptop	9%
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$56,905
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	23% 
Household income less than \$35,000	33% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	46% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	9,162
% Occupied housing	89%
% Renter-occupied	53%
% Owner occupied	47%

High rate of occurrence (20% and higher) 

Ashfield

FRANKLIN COUNTY



POPULATION

Population 2019 estimate	1,717
Population density Per square mile	43
% Children Age 18 and under	12%
% Older adults Age 65 and over	25%
% Black, Indigenous, people of color	6%
% with disabilities Physical, mental, intellectual and developmental	13%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	0%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments


COMPUTING DEVICES

% Households with no computer Desktop or laptop	17%
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BROADBAND

Coverage status As of January 2021	96% or greater
Service type(s)	Fiber

INCOME

Median household income	\$70,978
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	10%
Household income less than \$35,000	16%
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	33% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

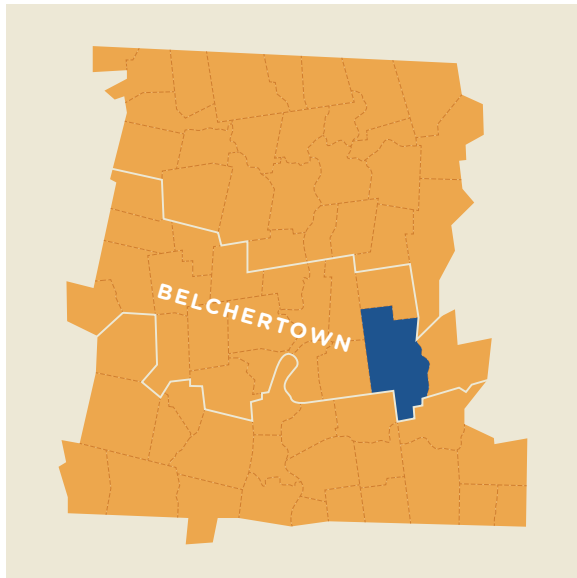
HOUSING

Total housing units	660
% Occupied housing	80%
% Renter-occupied	18%
% Owner occupied	82%

High rate of occurrence (20% and higher) 

Belchertown

HAMPSHIRE COUNTY



POPULATION

Population 2019 estimate	15,098
Population density Per square mile	286
% Children Age 18 and under	23%
% Older adults Age 65 and over	15%
% Black, Indigenous, people of color	8%
% with disabilities Physical, mental, intellectual and developmental	9%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	3%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments


COMPUTING DEVICES

% Households with no computer Desktop or laptop	9%
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$91,191
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	9%
Household income less than \$35,000	17%
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	24% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

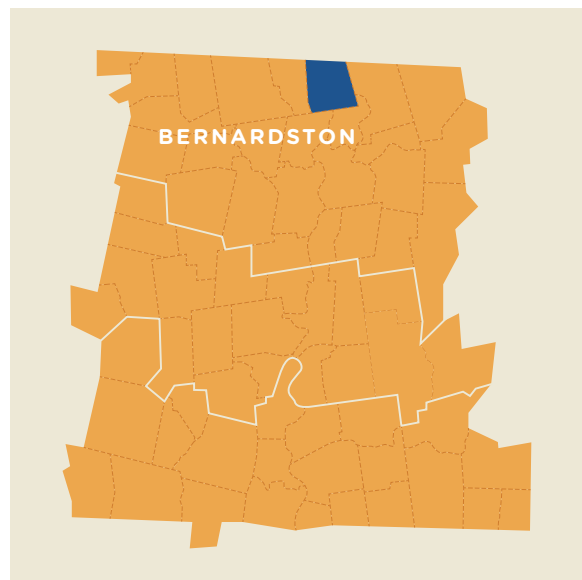
HOUSING

Total housing units	5,563
% Occupied housing	93%
% Renter-occupied	19%
% Owner occupied	81%

High rate of occurrence (20% and higher) 

Bernardston

FRANKLIN COUNTY



POPULATION

Population 2019 estimate	2,090
Population density Per square mile	89
% Children Age 18 and under	22%
% Older adults Age 65 and over	22%
% Black, Indigenous, people of color	1%
% with disabilities Physical, mental, intellectual and developmental	20%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	1%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments



COMPUTING DEVICES

% Households with no computer Desktop or laptop	24%	
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$61,607
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	16%
Household income less than \$35,000	28% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	44% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)

<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	891
% Occupied housing	89%
% Renter-occupied	22%
% Owner occupied	78%

High rate of occurrence (20% and higher) 

Blandford

HAMPDEN COUNTY



POPULATION

Population 2019 estimate	1,252
Population density Per square mile	24
% Children Age 18 and under	11%
% Older adults Age 65 and over	25%
% Black, Indigenous, people of color	3%
% with disabilities Physical, mental, intellectual and developmental	11%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	1%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments

COMPUTING DEVICES

% Households with no computer Desktop or laptop	28%	⚠
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BROADBAND

Coverage status As of January 2021	96% or greater
Service type(s)	Fiber

INCOME

Median household income	\$76,083	
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	10%	
Household income less than \$35,000	21%	⚠
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	31%	⚠

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

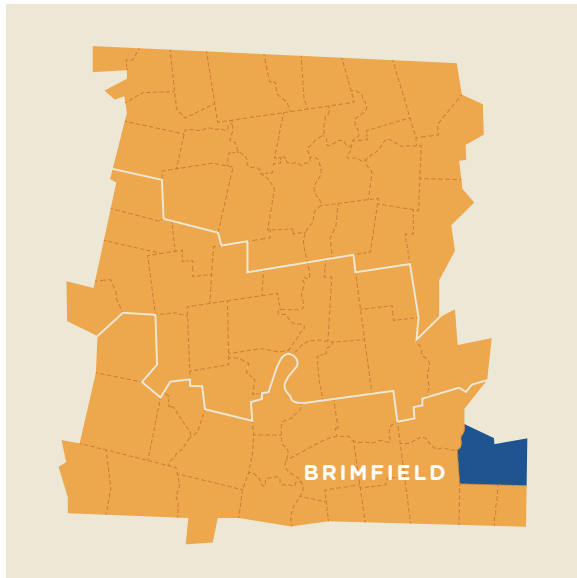
HOUSING

Total housing units	481
% Occupied housing	79%
% Renter-occupied	5%
% Owner occupied	95%

High rate of occurrence (20% and higher) ⚠

Brimfield

HAMPDEN COUNTY



POPULATION

Population 2019 estimate	3,680
Population density Per square mile	106
% Children Age 18 and under	21%
% Older adults Age 65 and over	20%
% Black, Indigenous, people of color	8%
% with disabilities Physical, mental, intellectual and developmental	14%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	0%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments




COMPUTING DEVICES

% Households with no computer Desktop or laptop	18%
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$70,063
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	21% 
Household income less than \$35,000	28% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	41% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

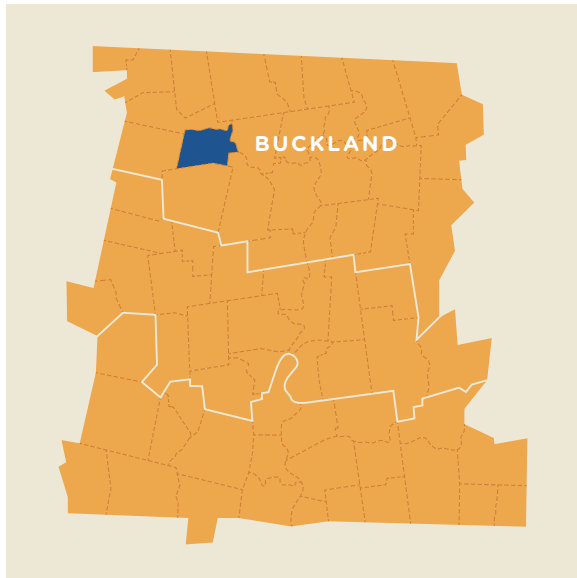
HOUSING

Total housing units	1,447
% Occupied housing	86%
% Renter-occupied	12%
% Owner occupied	88%

High rate of occurrence (20% and higher) 

Buckland

FRANKLIN COUNTY



POPULATION

Population 2019 estimate	1,850
Population density Per square mile	95
% Children Age 18 and under	19%
% Older adults Age 65 and over	22%
% Black, Indigenous, people of color	10%
% with disabilities Physical, mental, intellectual and developmental	14%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	1%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments




COMPUTING DEVICES

% Households with no computer Desktop or laptop	26%	
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BROADBAND

Coverage status As of January 2021	96% or greater
Service type(s)	Cable

INCOME

Median household income	\$57,292
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	21% 
Household income less than \$35,000	30% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	42% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

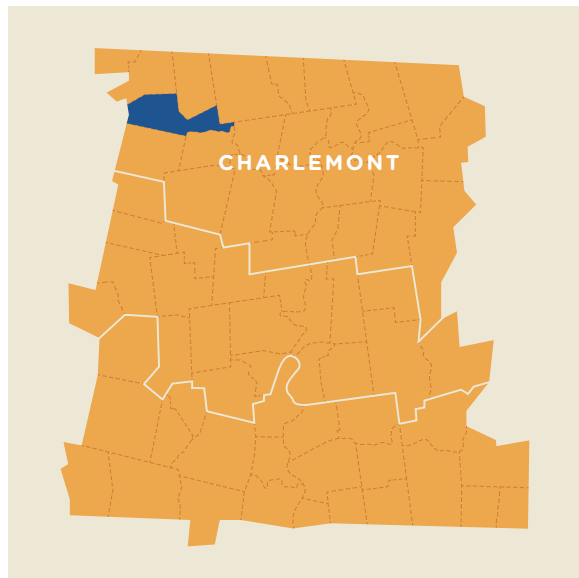
HOUSING

Total housing units	876
% Occupied housing	90%
% Renter-occupied	26%
% Owner occupied	74%

High rate of occurrence (20% and higher) 

Charlemont

FRANKLIN COUNTY



POPULATION

Population 2019 estimate	1,233
Population density Per square mile	47
% Children Age 18 and under	18%
% Older adults Age 65 and over	24%
% Black, Indigenous, people of color	8%
% with disabilities Physical, mental, intellectual and developmental	22%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	1%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments



COMPUTING DEVICES

% Households with no computer Desktop or laptop	20%	
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BROADBAND

Coverage status As of January 2021	Pending
Service type(s)	Fiber

INCOME

Median household income	\$62,794
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	17%
Household income less than \$35,000	26% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	43% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

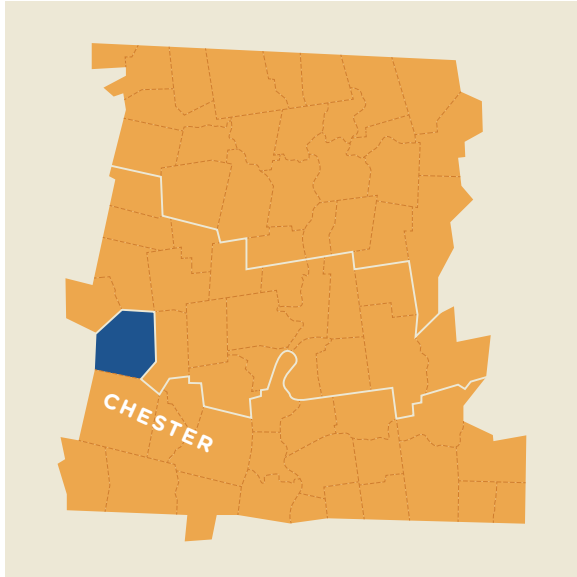
HOUSING

Total housing units	442
% Occupied housing	74%
% Renter-occupied	22%
% Owner occupied	78%

High rate of occurrence (20% and higher) 

Chester

HAMPDEN COUNTY



POPULATION

Population 2019 estimate	1,369
Population density Per square mile	37
% Children Age 18 and under	17%
% Older adults Age 65 and over	20%
% Black, Indigenous, people of color	1%
% with disabilities Physical, mental, intellectual and developmental	16%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	0%

COMPUTING DEVICES

% Households with no computer Desktop or laptop	20%	
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BROADBAND

Coverage status As of January 2021	96% or greater
Service type(s)	Cable

INCOME

Median household income	\$80,074	
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	16%	
Household income less than \$35,000	24%	
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	33%	

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	583
% Occupied housing	86%
% Renter-occupied	19%
% Owner occupied	81%

Sources: 2014-2019 United States Census Data; 2020 Franklin Regional Council of Governments

High rate of occurrence (20% and higher)

Chesterfield

HAMPSHIRE COUNTY



POPULATION

Population 2019 estimate	1,249
Population density Per square mile	40
% Children Age 18 and under	16%
% Older adults Age 65 and over	23%
% Black, Indigenous, people of color	3%
% with disabilities Physical, mental, intellectual and developmental	12%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	0%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments



COMPUTING DEVICES

% Households with no computer Desktop or laptop	14%
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BROADBAND

Coverage status As of January 2021	Pending
Service type(s)	Fiber

INCOME

Median household income	\$74,353
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	16%
Household income less than \$35,000	21% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	34% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	537
% Occupied housing	81%
% Renter-occupied	10%
% Owner occupied	90%

High rate of occurrence (20% and higher) 

Chicopee

HAMPDEN COUNTY



POPULATION

Population 2019 estimate	55,126
Population density Per square mile	2,410
% Children Age 18 and under	20%
% Older adults Age 65 and over	18%
% Black, Indigenous, people of color	29%
% with disabilities Physical, mental, intellectual and developmental	16%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	6%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments

COMPUTING DEVICES

% Households with no computer Desktop or laptop	29%	⚠️
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$53,225
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	24% ⚠️
Household income less than \$35,000	34% ⚠️
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	48% ⚠️

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

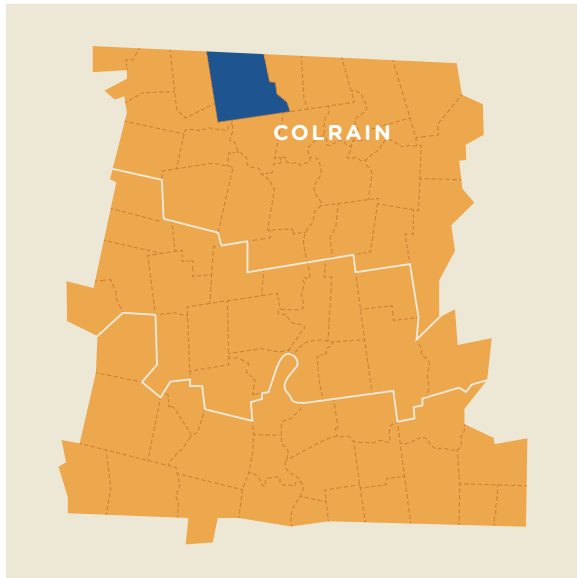
HOUSING

Total housing units	23,090
% Occupied housing	93%
% Renter-occupied	41%
% Owner occupied	59%

High rate of occurrence (20% and higher) ⚠️

Colrain

FRANKLIN COUNTY



POPULATION

Population 2019 estimate	1,661
Population density Per square mile	38
% Children Age 18 and under	16%
% Older adults Age 65 and over	25%
% Black, Indigenous, people of color	3%
% with disabilities Physical, mental, intellectual and developmental	10%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	0%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments



COMPUTING DEVICES

% Households with no computer Desktop or laptop	17%
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BROADBAND

Coverage status As of January 2021	Pending
Service type(s)	Fiber

INCOME

Median household income	\$62,689
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	11%
Household income less than \$35,000	23% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	34% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

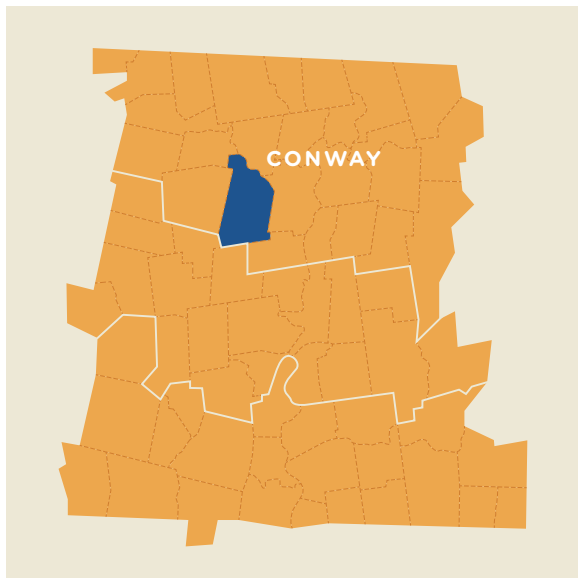
HOUSING

Total housing units	751
% Occupied housing	82%
% Renter-occupied	17%
% Owner occupied	83%

High rate of occurrence (20% and higher) 

Conway

FRANKLIN COUNTY



POPULATION

Population 2019 estimate	1,873
Population density Per square mile	50
% Children Age 18 and under	21%
% Older adults Age 65 and over	24%
% Black, Indigenous, people of color	3%
% with disabilities Physical, mental, intellectual and developmental	10%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	0%

COMPUTING DEVICES

% Households with no computer Desktop or laptop	11%
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BROADBAND

Coverage status As of January 2021	96% or greater
Service type(s)	Cable

INCOME

Median household income	\$95,781
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	4%
Household income less than \$35,000	10%
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	17%

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	800
% Occupied housing	87%
% Renter-occupied	15%
% Owner occupied	85%

Sources: 2014-2019 United States Census Data; 2020 Franklin Regional Council of Governments

High rate of occurrence (20% and higher) 

Cummington

HAMPSHIRE COUNTY



POPULATION

Population 2019 estimate	874
Population density Per square mile	38
% Children Age 18 and under	18%
% Older adults Age 65 and over	26%
% Black, Indigenous, people of color	4%
% with disabilities Physical, mental, intellectual and developmental	14%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	1%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments

COMPUTING DEVICES

% Households with no computer Desktop or laptop	23%	⚠️
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BROADBAND

Coverage status As of January 2021	96% or greater
Service type(s)	Fiber

INCOME

Median household income	\$60,833
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	23% ⚠️
Household income less than \$35,000	31% ⚠️
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	40% ⚠️

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

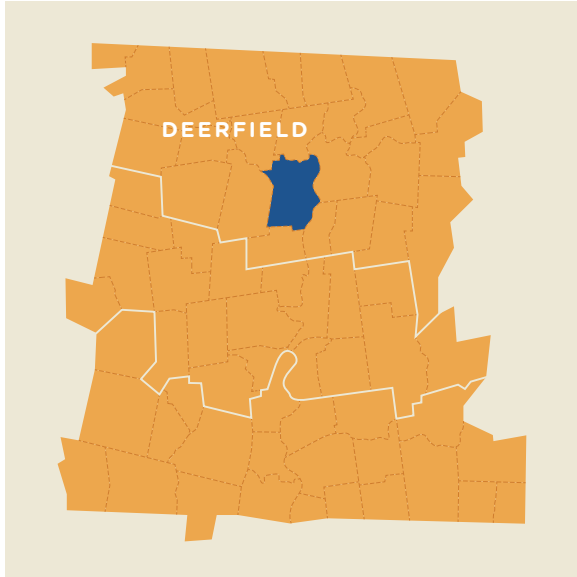
HOUSING

Total housing units	422
% Occupied housing	85%
% Renter-occupied	23%
% Owner occupied	77%

High rate of occurrence (20% and higher) ⚠️

Deerfield

FRANKLIN COUNTY



POPULATION

Population 2019 estimate	4,991
Population density Per square mile	155
% Children Age 18 and under	19%
% Older adults Age 65 and over	21%
% Black, Indigenous, people of color	10%
% with disabilities Physical, mental, intellectual and developmental	12%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	1%


COMPUTING DEVICES

% Households with no computer Desktop or laptop	27%	
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BROADBAND

Coverage status As of January 2021	Unavailable/Proprietary
Service type(s)	Cable

INCOME

Median household income	\$83,295	
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	14%	
Household income less than \$35,000	17%	
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	24%	

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	1,960
% Occupied housing	96%
% Renter-occupied	22%
% Owner occupied	78%

Sources: 2014-2019 United States Census Data; 2020 Franklin Regional Council of Governments

High rate of occurrence (20% and higher) 

East Longmeadow

HAMPDEN COUNTY



POPULATION

Population 2019 estimate	16,192
Population density Per square mile	1,248
% Children Age 18 and under	22%
% Older adults Age 65 and over	22%
% Black, Indigenous, people of color	15%
% with disabilities Physical, mental, intellectual and developmental	13%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	2%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments



COMPUTING DEVICES

% Households with no computer Desktop or laptop	19%
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$87,748
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	13%
Household income less than \$35,000	20% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	31% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	5,958
% Occupied housing	95%
% Renter-occupied	17%
% Owner occupied	83%

High rate of occurrence (20% and higher) 

Easthampton

HAMPSHIRE COUNTY



POPULATION

Population 2019 estimate	15,829
Population density Per square mile	1,180
% Children Age 18 and under	15%
% Older adults Age 65 and over	19%
% Black, Indigenous, people of color	11%
% with disabilities Physical, mental, intellectual and developmental	13%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	2%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments



COMPUTING DEVICES

% Households with no computer Desktop or laptop	13%
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$63,507
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	14%
Household income less than \$35,000	25% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	37% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	7,209
% Occupied housing	94%
% Renter-occupied	39%
% Owner occupied	61%

High rate of occurrence (20% and higher) 

Erving

FRANKLIN COUNTY



POPULATION

Population 2019 estimate	1,750
Population density Per square mile	126
% Children Age 18 and under	22%
% Older adults Age 65 and over	19%
% Black, Indigenous, people of color	7%
% with disabilities Physical, mental, intellectual and developmental	14%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	0%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments

COMPUTING DEVICES

% Households with no computer Desktop or laptop	24%	
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$63,600
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	22%
Household income less than \$35,000	29%
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	42%

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

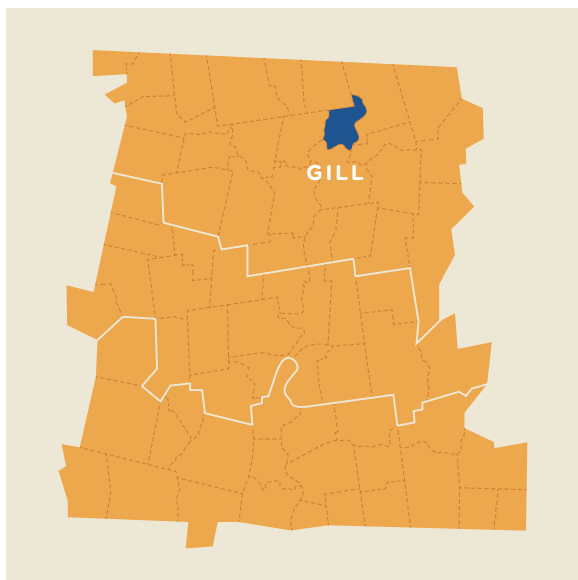
HOUSING

Total housing units	670
% Occupied housing	87%
% Renter-occupied	18%
% Owner occupied	82%

High rate of occurrence (20% and higher)

Gill

FRANKLIN COUNTY



POPULATION

Population 2019 estimate	1,465
Population density Per square mile	105
% Children Age 18 and under	14%
% Older adults Age 65 and over	20%
% Black, Indigenous, people of color	10%
% with disabilities Physical, mental, intellectual and developmental	11%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	2%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments



COMPUTING DEVICES

% Households with no computer Desktop or laptop	17%
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$67,917
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	11%
Household income less than \$35,000	21% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	35% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	579
% Occupied housing	93%
% Renter-occupied	18%
% Owner occupied	82%

High rate of occurrence (20% and higher) 

Goshen

HAMPSHIRE COUNTY



POPULATION

Population 2019 estimate	1,059
Population density Per square mile	61
% Children Age 18 and under	12%
% Older adults Age 65 and over	17%
% Black, Indigenous, people of color	6%
% with disabilities Physical, mental, intellectual and developmental	8%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	0%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments



COMPUTING DEVICES

% Households with no computer Desktop or laptop	8%
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BROADBAND

Coverage status As of January 2021	Pending
Service type(s)	Fiber

INCOME

Median household income	\$84,583
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	12%
Household income less than \$35,000	23% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	34% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

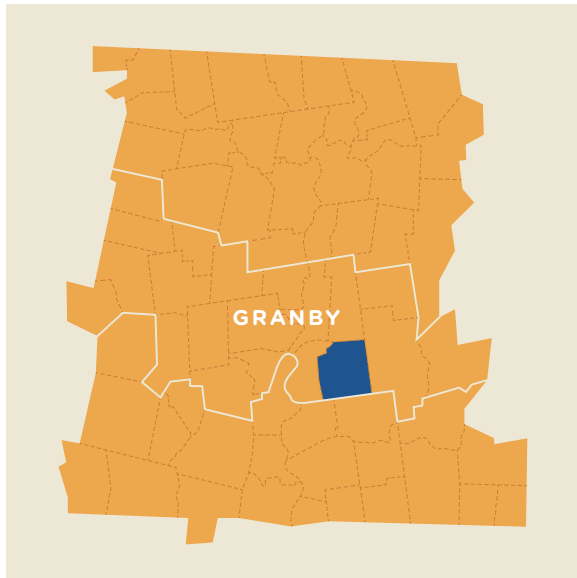
HOUSING

Total housing units	413
% Occupied housing	63%
% Renter-occupied	12%
% Owner occupied	88%

High rate of occurrence (20% and higher) 

Granby

HAMPSHIRE COUNTY



POPULATION

Population 2019 estimate	6,291
Population density Per square mile	226
% Children Age 18 and under	17%
% Older adults Age 65 and over	19%
% Black, Indigenous, people of color	8%
% with disabilities Physical, mental, intellectual and developmental	9%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	2%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments


COMPUTING DEVICES

% Households with no computer Desktop or laptop	16%
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$96,979
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	14%
Household income less than \$35,000	18%
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	29% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	2,603
% Occupied housing	96%
% Renter-occupied	13%
% Owner occupied	87%

High rate of occurrence (20% and higher) 

Granville

HAMPDEN COUNTY



POPULATION

Population 2019 estimate	1,611
Population density Per square mile	38
% Children Age 18 and under	22%
% Older adults Age 65 and over	17%
% Black, Indigenous, people of color	4%
% with disabilities Physical, mental, intellectual and developmental	9%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	1%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments


COMPUTING DEVICES

% Households with no computer Desktop or laptop	8%
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$82,885
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	13%
Household income less than \$35,000	16%
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	24% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

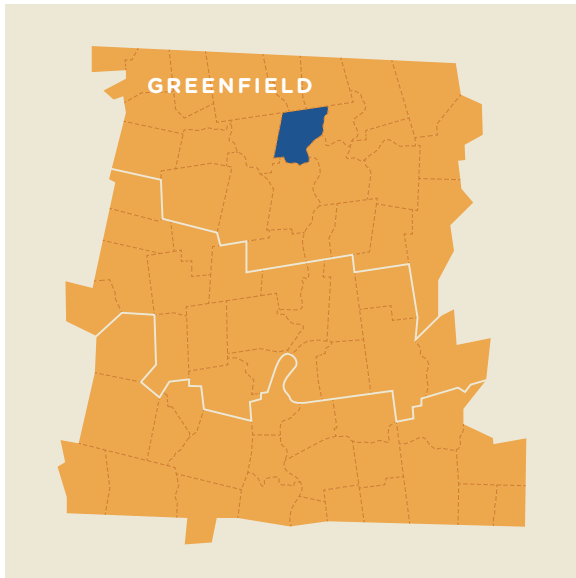
HOUSING

Total housing units	622
% Occupied housing	89%
% Renter-occupied	6%
% Owner occupied	94%

High rate of occurrence (20% and higher) 

Greenfield

FRANKLIN COUNTY



POPULATION

Population 2019 estimate	17,258
Population density Per square mile	794
% Children Age 18 and under	17%
% Older adults Age 65 and over	21%
% Black, Indigenous, people of color	13%
% with disabilities Physical, mental, intellectual and developmental	17%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	4%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments




COMPUTING DEVICES

% Households with no computer Desktop or laptop	22%	
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$50,478
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	25% 
Household income less than \$35,000	35% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	50% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

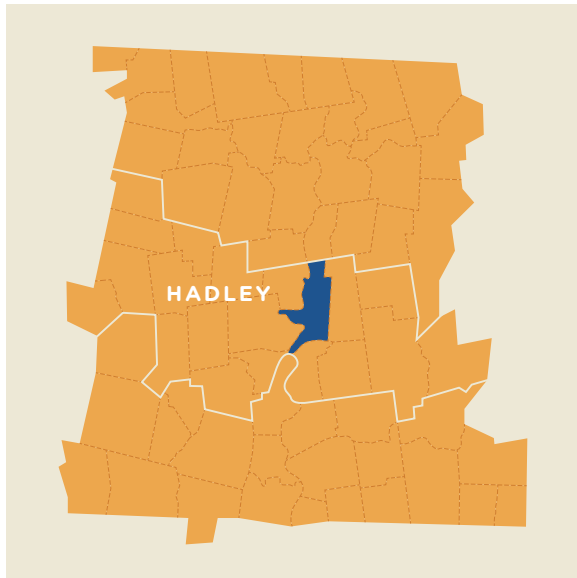
HOUSING

Total housing units	8,063
% Occupied housing	95%
% Renter-occupied	44%
% Owner occupied	56%

High rate of occurrence (20% and higher) 

Hadley

HAMPSHIRE COUNTY



POPULATION

Population 2019 estimate	5,342
Population density Per square mile	229
% Children Age 18 and under	16%
% Older adults Age 65 and over	24%
% Black, Indigenous, people of color	15%
% with disabilities Physical, mental, intellectual and developmental	9%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	2%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments



COMPUTING DEVICES

% Households with no computer Desktop or laptop	12%
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$74,364
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	12%
Household income less than \$35,000	24% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	32% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

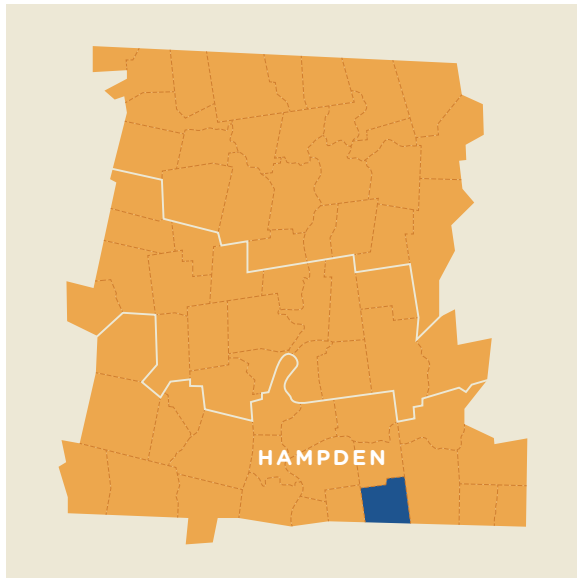
HOUSING

Total housing units	2,294
% Occupied housing	97%
% Renter-occupied	22%
% Owner occupied	78%

High rate of occurrence (20% and higher) 

Hampden

HAMPDEN COUNTY



POPULATION

Population 2019 estimate	5,177
Population density Per square mile	264
% Children Age 18 and under	16%
% Older adults Age 65 and over	25%
% Black, Indigenous, people of color	6%
% with disabilities Physical, mental, intellectual and developmental	14%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	1%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments


COMPUTING DEVICES

% Households with no computer Desktop or laptop	13%
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$91,646
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	10%
Household income less than \$35,000	17%
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	22% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

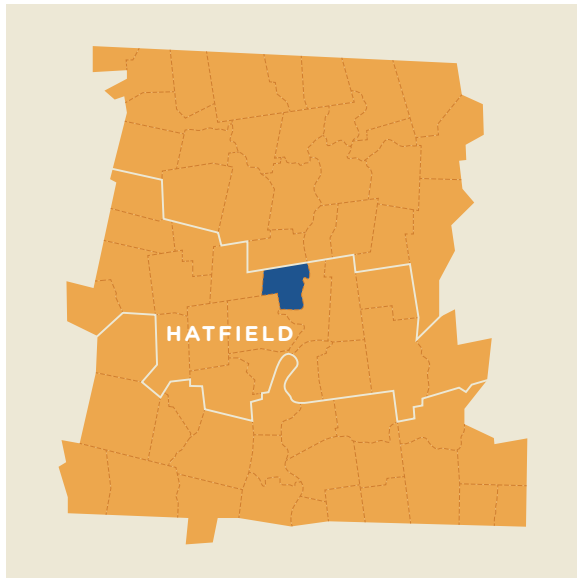
HOUSING

Total housing units	2,000
% Occupied housing	94%
% Renter-occupied	9%
% Owner occupied	91%

High rate of occurrence (20% and higher) 

Hatfield

HAMPSHIRE COUNTY



POPULATION

Population 2019 estimate	3,251
Population density Per square mile	203
% Children Age 18 and under	16%
% Older adults Age 65 and over	22%
% Black, Indigenous, people of color	5%
% with disabilities Physical, mental, intellectual and developmental	12%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	1%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments



COMPUTING DEVICES

% Households with no computer Desktop or laptop	25%	
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$66,929
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	14%
Household income less than \$35,000	27% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	37% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

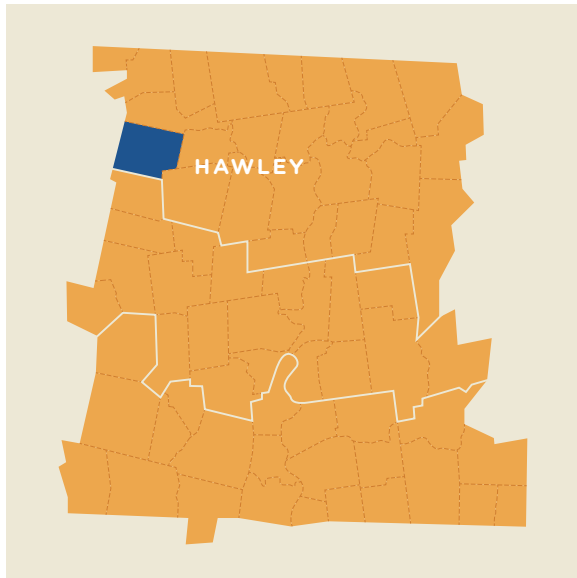
HOUSING

Total housing units	1,493
% Occupied housing	90%
% Renter-occupied	28%
% Owner occupied	72%

High rate of occurrence (20% and higher) 

Hawley

FRANKLIN COUNTY



POPULATION

Population 2019 estimate	334
Population density Per square mile	11
% Children Age 18 and under	15%
% Older adults Age 65 and over	26%
% Black, Indigenous, people of color	8%
% with disabilities Physical, mental, intellectual and developmental	17%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	4%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments

COMPUTING DEVICES

% Households with no computer Desktop or laptop	25%	
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BROADBAND

Coverage status As of January 2021	Less than 90%
Service type(s)	Wireless

INCOME

Median household income	\$60,833	
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	18%	
Household income less than \$35,000	23%	
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	43%	

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

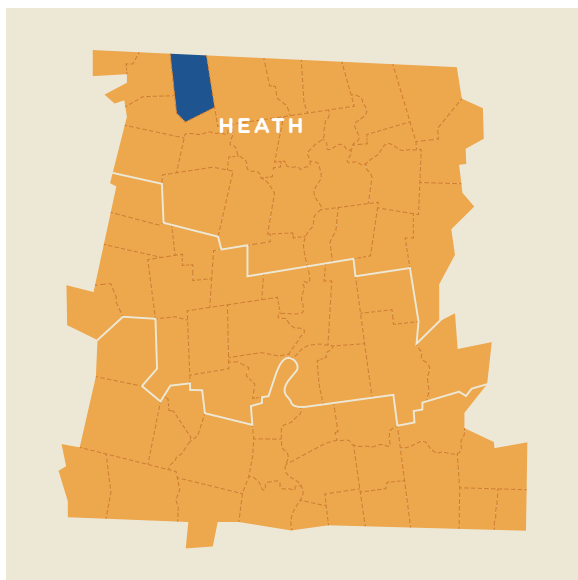
HOUSING

Total housing units	136
% Occupied housing	77%
% Renter-occupied	7%
% Owner occupied	93%

High rate of occurrence (20% and higher)

Heath

FRANKLIN COUNTY



POPULATION

Population 2019 estimate	695
Population density Per square mile	28
% Children Age 18 and under	25%
% Older adults Age 65 and over	28%
% Black, Indigenous, people of color	5%
% with disabilities Physical, mental, intellectual and developmental	16%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	0%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments



COMPUTING DEVICES

% Households with no computer Desktop or laptop	23%	
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BROADBAND

Coverage status As of January 2021	Pending
Service type(s)	Fiber

INCOME

Median household income	\$64,722
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	18%
Household income less than \$35,000	28% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	38% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	262
% Occupied housing	47%
% Renter-occupied	2%
% Owner occupied	98%

High rate of occurrence (20% and higher) 

Holland

HAMPDEN COUNTY



POPULATION

Population 2019 estimate	2,482
Population density Per square mile	200
% Children Age 18 and under	22%
% Older adults Age 65 and over	18%
% Black, Indigenous, people of color	4%
% with disabilities Physical, mental, intellectual and developmental	11%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	1%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments


COMPUTING DEVICES

% Households with no computer Desktop or laptop	15%
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$82,179
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	8%
Household income less than \$35,000	12%
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	24% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

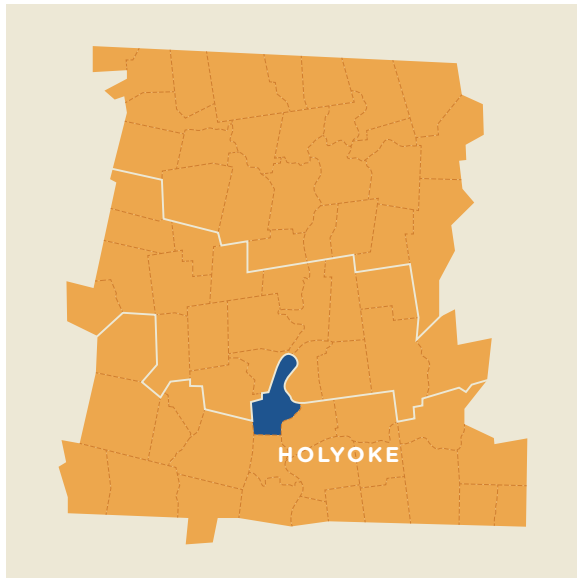
HOUSING

Total housing units	1,006
% Occupied housing	72%
% Renter-occupied	13%
% Owner occupied	87%

High rate of occurrence (20% and higher) 

Holyoke

HAMPDEN COUNTY



POPULATION

Population 2019 estimate	40,117
Population density Per square mile	1,885
% Children Age 18 and under	24%
% Older adults Age 65 and over	14%
% Black, Indigenous, people of color	59%
% with disabilities Physical, mental, intellectual and developmental	17%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	17%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments




COMPUTING DEVICES

% Households with no computer Desktop or laptop	37%	
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$40,769
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	36% 
Household income less than \$35,000	46% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	58% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	15,278
% Occupied housing	90%
% Renter-occupied	59%
% Owner occupied	41%

High rate of occurrence (20% and higher) 

Huntington

HAMPSHIRE COUNTY



POPULATION

Population 2019 estimate	2,169
Population density Per square mile	81
% Children Age 18 and under	16%
% Older adults Age 65 and over	18%
% Black, Indigenous, people of color	4%
% with disabilities Physical, mental, intellectual and developmental	13%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	1%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments




COMPUTING DEVICES

% Households with no computer Desktop or laptop	15%
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BROADBAND

Coverage status As of January 2021	96% or greater
Service type(s)	Cable

INCOME

Median household income	\$63,618
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	20% 
Household income less than \$35,000	23% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	39% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)

<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	921
% Occupied housing	83%
% Renter-occupied	18%
% Owner occupied	82%

High rate of occurrence (20% and higher) 

Leverett

FRANKLIN COUNTY



POPULATION

Population 2019 estimate	1,837
Population density Per square mile	80
% Children Age 18 and under	21%
% Older adults Age 65 and over	26%
% Black, Indigenous, people of color	5%
% with disabilities Physical, mental, intellectual and developmental	9%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	1%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments


COMPUTING DEVICES

% Households with no computer Desktop or laptop	7%
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BROADBAND

Coverage status As of January 2021	96% or greater
Service type(s)	Fiber

INCOME

Median household income	\$90,978
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	8%
Household income less than \$35,000	14%
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	24% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	766
% Occupied housing	96%
% Renter-occupied	11%
% Owner occupied	89%

High rate of occurrence (20% and higher) 

Leyden

FRANKLIN COUNTY



POPULATION

Population 2019 estimate	715
Population density Per square mile	40
% Children Age 18 and under	16%
% Older adults Age 65 and over	21%
% Black, Indigenous, people of color	1%
% with disabilities Physical, mental, intellectual and developmental	14%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	1%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments


COMPUTING DEVICES

% Households with no computer Desktop or laptop	12%
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BROADBAND

Coverage status As of January 2021	96% or greater
Service type(s)	Fiber

INCOME

Median household income	\$79,886
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	10%
Household income less than \$35,000	14%
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	20% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	283
% Occupied housing	86%
% Renter-occupied	6%
% Owner occupied	94%

High rate of occurrence (20% and higher) 

Longmeadow

HAMPDEN COUNTY



POPULATION

Population 2019 estimate	15,705
Population density Per square mile	1,741
% Children Age 18 and under	24%
% Older adults Age 65 and over	21%
% Black, Indigenous, people of color	16%
% with disabilities Physical, mental, intellectual and developmental	8%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	4%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments

COMPUTING DEVICES

% Households with no computer Desktop or laptop	9%
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$122,035
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	7%
Household income less than \$35,000	10%
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	16%

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

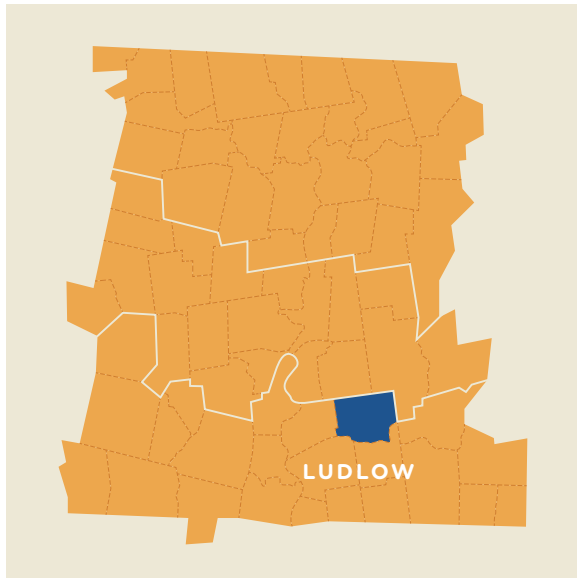
HOUSING

Total housing units	5,609
% Occupied housing	98%
% Renter-occupied	10%
% Owner occupied	90%

High rate of occurrence (20% and higher) 

Ludlow

HAMPDEN COUNTY



POPULATION

Population 2019 estimate	21,233
Population density Per square mile	782
% Children Age 18 and under	19%
% Older adults Age 65 and over	19%
% Black, Indigenous, people of color	13%
% with disabilities Physical, mental, intellectual and developmental	15%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	9%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments



COMPUTING DEVICES

% Households with no computer Desktop or laptop	24%	
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$73,458
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	16%
Household income less than \$35,000	23% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	33% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

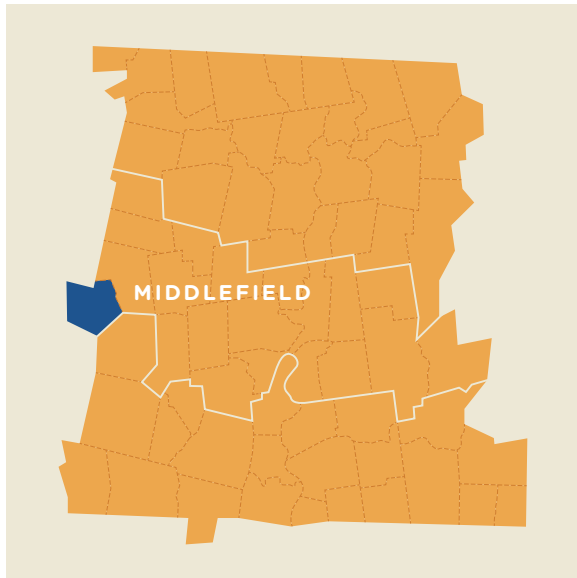
HOUSING

Total housing units	7,925
% Occupied housing	94%
% Renter-occupied	27%
% Owner occupied	73%

High rate of occurrence (20% and higher) 

Middlefield

HAMPSHIRE COUNTY



POPULATION

Population 2019 estimate	534
Population density Per square mile	22
% Children Age 18 and under	4%
% Older adults Age 65 and over	21%
% Black, Indigenous, people of color	6%
% with disabilities Physical, mental, intellectual and developmental	15%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	0%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments




COMPUTING DEVICES

% Households with no computer Desktop or laptop	9%
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$62,969
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	20% 
Household income less than \$35,000	33% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	45% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

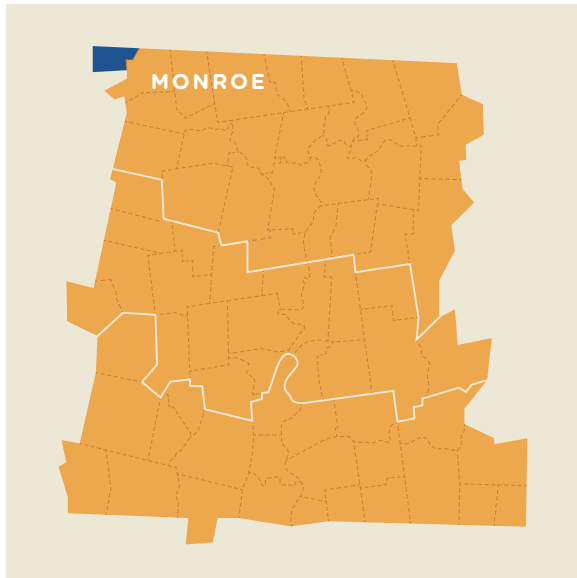
HOUSING

Total housing units	199
% Occupied housing	70%
% Renter-occupied	3%
% Owner occupied	97%

High rate of occurrence (20% and higher) 

Monroe

FRANKLIN COUNTY



POPULATION

Population 2019 estimate	115
Population density Per square mile	11
% Children Age 18 and under	21%
% Older adults Age 65 and over	21%
% Black, Indigenous, people of color	0%
% with disabilities Physical, mental, intellectual and developmental	31%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	1%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments

COMPUTING DEVICES

% Households with no computer Desktop or laptop	35%	
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BROADBAND

Coverage status As of January 2021	Less than 90%
Service type(s)	Wireless

INCOME

Median household income	\$28,750
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	35%
Household income less than \$35,000	59%
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	78%

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

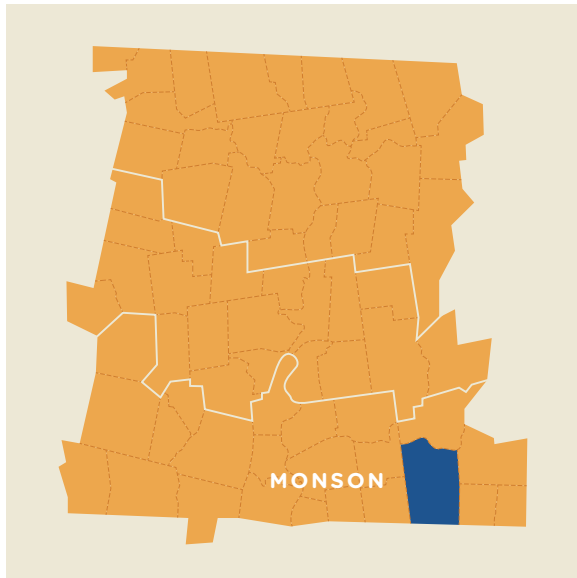
HOUSING

Total housing units	49
% Occupied housing	70%
% Renter-occupied	27%
% Owner occupied	73%

High rate of occurrence (20% and higher)

Monson

HAMPDEN COUNTY



POPULATION

Population 2019 estimate	8,787
Population density Per square mile	198
% Children Age 18 and under	18%
% Older adults Age 65 and over	20%
% Black, Indigenous, people of color	4%
% with disabilities Physical, mental, intellectual and developmental	12%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	1%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments


COMPUTING DEVICES

% Households with no computer Desktop or laptop	18%
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$83,413
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	11%
Household income less than \$35,000	19%
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	31% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	3,472
% Occupied housing	95%
% Renter-occupied	18%
% Owner occupied	82%

High rate of occurrence (20% and higher) 

Montague

FRANKLIN COUNTY



POPULATION

Population 2019 estimate	8,212
Population density Per square mile	270
% Children Age 18 and under	16%
% Older adults Age 65 and over	20%
% Black, Indigenous, people of color	11%
% with disabilities Physical, mental, intellectual and developmental	17%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	2%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments




COMPUTING DEVICES

% Households with no computer Desktop or laptop	28%	
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BROADBAND

Coverage status As of January 2021	96% or greater
Service type(s)	Cable

INCOME

Median household income	\$54,430
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	25% 
Household income less than \$35,000	33% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	46% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	3,804
% Occupied housing	93%
% Renter-occupied	42%
% Owner occupied	58%

High rate of occurrence (20% and higher) 

Montgomery

HAMPDEN COUNTY



POPULATION

Population 2019 estimate	866
Population density Per square mile	58
% Children Age 18 and under	17%
% Older adults Age 65 and over	18%
% Black, Indigenous, people of color	5%
% with disabilities Physical, mental, intellectual and developmental	9%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	1%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments


COMPUTING DEVICES

% Households with no computer Desktop or laptop	13%
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$83,750
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	7%
Household income less than \$35,000	14%
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	21% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

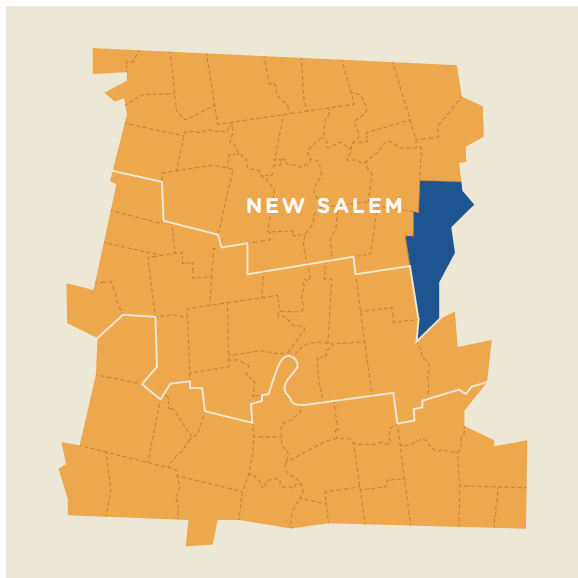
HOUSING

Total housing units	330
% Occupied housing	89%
% Renter-occupied	2%
% Owner occupied	98%

High rate of occurrence (20% and higher) 

New Salem

FRANKLIN COUNTY



POPULATION

Population 2019 estimate	1,021
Population density Per square mile	23
% Children Age 18 and under	17%
% Older adults Age 65 and over	24%
% Black, Indigenous, people of color	8%
% with disabilities Physical, mental, intellectual and developmental	14%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	0%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments



COMPUTING DEVICES

% Households with no computer Desktop or laptop	22%	
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BROADBAND

Coverage status As of January 2021	96% or greater
Service type(s)	Fiber

INCOME

Median household income	\$66,063	
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	14%	
Household income less than \$35,000	21%	
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	38%	

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

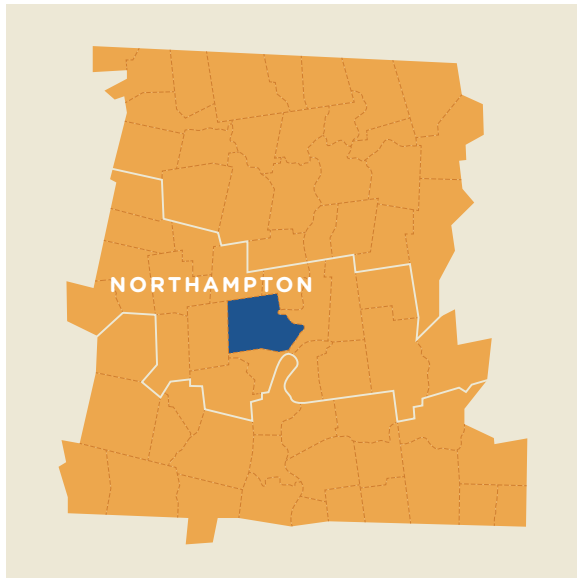
HOUSING

Total housing units	441
% Occupied housing	88%
% Renter-occupied	14%
% Owner occupied	86%

High rate of occurrence (20% and higher) 

Northampton

HAMPSHIRE COUNTY



POPULATION

Population 2019 estimate	28,451
Population density Per square mile	826
% Children Age 18 and under	16%
% Older adults Age 65 and over	18%
% Black, Indigenous, people of color	18%
% with disabilities Physical, mental, intellectual and developmental	12%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	3%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments




COMPUTING DEVICES

% Households with no computer Desktop or laptop	14%
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$66,522
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	21% 
Household income less than \$35,000	30% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	39% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)

<https://livingwage.mit.edu/states/25/locations>

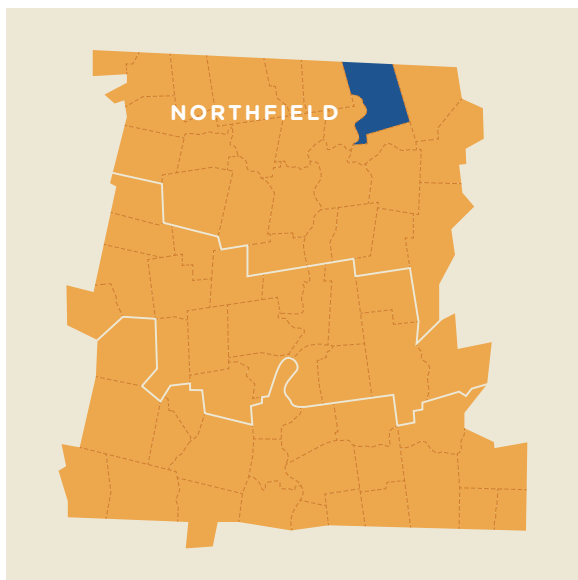
HOUSING

Total housing units	11,292
% Occupied housing	94%
% Renter-occupied	45%
% Owner occupied	55%

High rate of occurrence (20% and higher) 

Northfield

FRANKLIN COUNTY



POPULATION

Population 2019 estimate	2,958
Population density Per square mile	86
% Children Age 18 and under	19%
% Older adults Age 65 and over	20%
% Black, Indigenous, people of color	5%
% with disabilities Physical, mental, intellectual and developmental	22%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	2%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments


COMPUTING DEVICES

% Households with no computer Desktop or laptop	17%
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BROADBAND

Coverage status As of January 2021	96% or greater
Service type(s)	Cable

INCOME

Median household income	\$75,875
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	12%
Household income less than \$35,000	18%
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	31% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

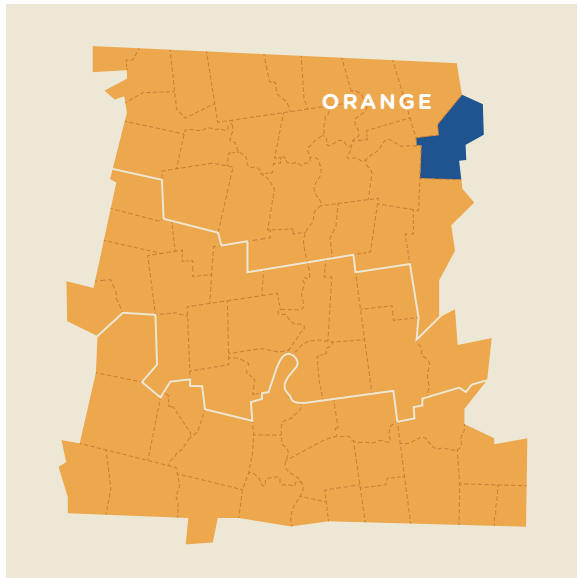
HOUSING

Total housing units	1,225
% Occupied housing	85%
% Renter-occupied	16%
% Owner occupied	84%

High rate of occurrence (20% and higher) 

Orange

FRANKLIN COUNTY



POPULATION

Population 2019 estimate	7,582
Population density Per square mile	214
% Children Age 18 and under	19%
% Older adults Age 65 and over	18%
% Black, Indigenous, people of color	5%
% with disabilities Physical, mental, intellectual and developmental	20%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	1%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments




COMPUTING DEVICES

% Households with no computer Desktop or laptop	24%	
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$50,795
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	22% 
Household income less than \$35,000	34% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	49% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

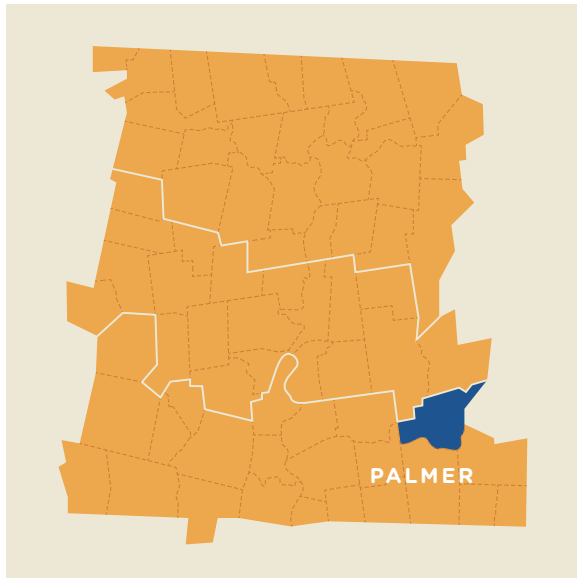
HOUSING

Total housing units	3,102
% Occupied housing	89%
% Renter-occupied	30%
% Owner occupied	70%

High rate of occurrence (20% and higher) 

Palmer

HAMPDEN COUNTY



POPULATION

Population 2019 estimate	12,232
Population density Per square mile	388
% Children Age 18 and under	19%
% Older adults Age 65 and over	16%
% Black, Indigenous, people of color	13%
% with disabilities Physical, mental, intellectual and developmental	15%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	3%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments

COMPUTING DEVICES

% Households with no computer Desktop or laptop	22%	⚠️
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$64,651
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	20% ⚠️
Household income less than \$35,000	28% ⚠️
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	41% ⚠️

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	4,884
% Occupied housing	91%
% Renter-occupied	28%
% Owner occupied	72%

High rate of occurrence (20% and higher) ⚠️

Pelham

HAMPSHIRE COUNTY



POPULATION

Population 2019 estimate	1,313
Population density Per square mile	52
% Children Age 18 and under	17%
% Older adults Age 65 and over	26%
% Black, Indigenous, people of color	11%
% with disabilities Physical, mental, intellectual and developmental	8%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	0%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments


COMPUTING DEVICES

% Households with no computer Desktop or laptop	9%
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BROADBAND

Coverage status As of January 2021	96% or greater
Service type(s)	Cable

INCOME

Median household income	\$94,479
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	5%
Household income less than \$35,000	13%
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	20% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

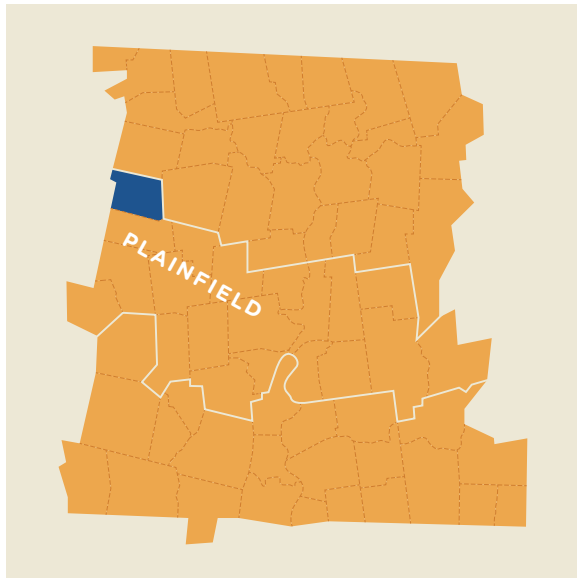
HOUSING

Total housing units	571
% Occupied housing	90%
% Renter-occupied	27%
% Owner occupied	73%

High rate of occurrence (20% and higher) 

Plainfield

HAMPSHIRE COUNTY



POPULATION

Population 2019 estimate	661
Population density Per square mile	31
% Children Age 18 and under	13%
% Older adults Age 65 and over	29%
% Black, Indigenous, people of color	8%
% with disabilities Physical, mental, intellectual and developmental	11%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	1%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments



COMPUTING DEVICES

% Households with no computer Desktop or laptop	14%
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BROADBAND

Coverage status As of January 2021	96% or greater
Service type(s)	Fiber

INCOME

Median household income	\$59,375
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	15%
Household income less than \$35,000	26% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	44% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)

<https://livingwage.mit.edu/states/25/locations>

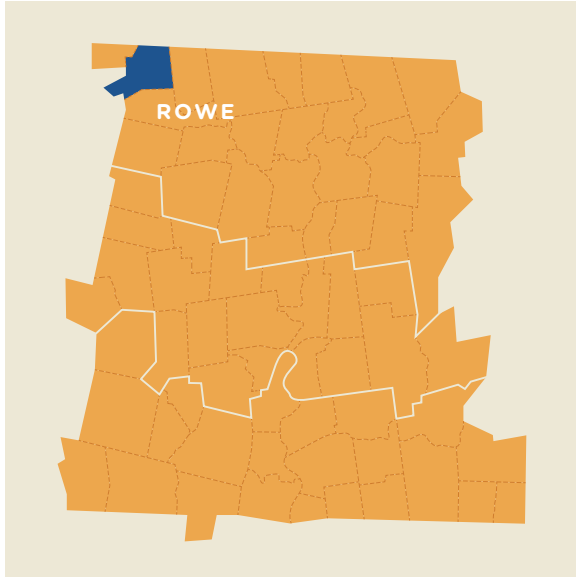
HOUSING

Total housing units	302
% Occupied housing	83%
% Renter-occupied	18%
% Owner occupied	82%

High rate of occurrence (20% and higher) 

Rowe

FRANKLIN COUNTY



POPULATION

Population 2019 estimate	389
Population density Per square mile	17
% Children Age 18 and under	15%
% Older adults Age 65 and over	27%
% Black, Indigenous, people of color	3%
% with disabilities Physical, mental, intellectual and developmental	12%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	0%



COMPUTING DEVICES

% Households with no computer Desktop or laptop	19%
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BROADBAND

Coverage status As of January 2021	96% or greater
Service type(s)	Fiber

INCOME

Median household income	\$63,750
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	15%
Household income less than \$35,000	31% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	40% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

HOUSING

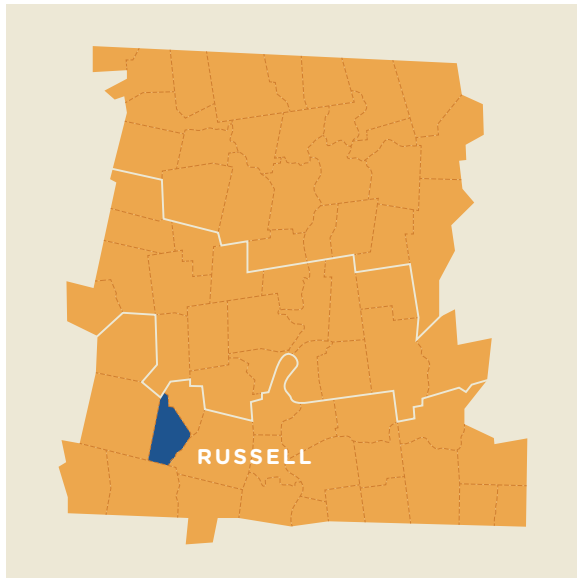
Total housing units	191
% Occupied housing	73%
% Renter-occupied	9%
% Owner occupied	91%

Sources: 2014-2019 United States Census Data; 2020 Franklin Regional Council of Governments

High rate of occurrence (20% and higher) 

Russell

HAMPDEN COUNTY



POPULATION

Population 2019 estimate	1,792
Population density Per square mile	102
% Children Age 18 and under	22%
% Older adults Age 65 and over	15%
% Black, Indigenous, people of color	10%
% with disabilities Physical, mental, intellectual and developmental	11%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	0%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments


COMPUTING DEVICES

% Households with no computer Desktop or laptop	13%
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$73,125
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	10%
Household income less than \$35,000	16%
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	35% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	568
% Occupied housing	91%
% Renter-occupied	14%
% Owner occupied	86%

High rate of occurrence (20% and higher) 

Shelburne

FRANKLIN COUNTY



POPULATION

Population 2019 estimate	1,837
Population density Per square mile	79
% Children Age 18 and under	11%
% Older adults Age 65 and over	31%
% Black, Indigenous, people of color	4%
% with disabilities Physical, mental, intellectual and developmental	16%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	1%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments

COMPUTING DEVICES

% Households with no computer Desktop or laptop	15%
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BROADBAND

Coverage status As of January 2021	96% or greater
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Service type(s)	Cable
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INCOME

Median household income	\$66,417
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Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	18%
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Household income less than \$35,000	26%	
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Household income less than \$50,000 Less than approximate living wage for household with two or more people*	36%	
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* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)

<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	829
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% Occupied housing	87%
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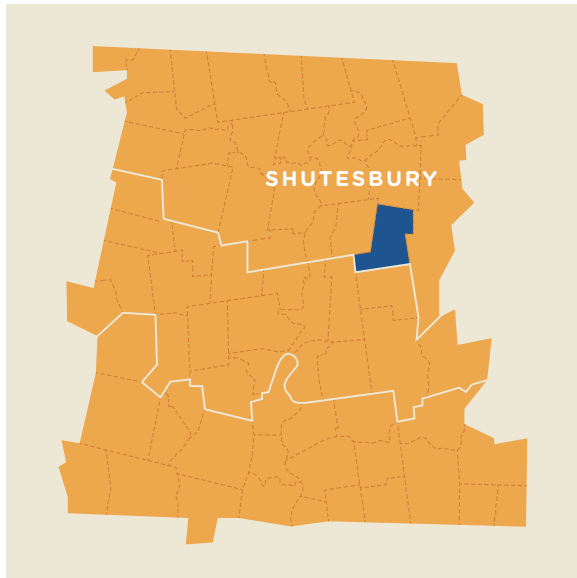
% Renter-occupied	36%
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% Owner occupied	64%
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High rate of occurrence (20% and higher) 

Shutesbury

FRANKLIN COUNTY



POPULATION

Population 2019 estimate	1,754
Population density Per square mile	66
% Children Age 18 and under	17%
% Older adults Age 65 and over	19%
% Black, Indigenous, people of color	12%
% with disabilities Physical, mental, intellectual and developmental	12%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	1%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments



COMPUTING DEVICES

% Households with no computer Desktop or laptop	14%
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BROADBAND

Coverage status As of January 2021	96% or greater
Service type(s)	Fiber

INCOME

Median household income	\$85,114
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	12%
Household income less than \$35,000	20% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	28% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

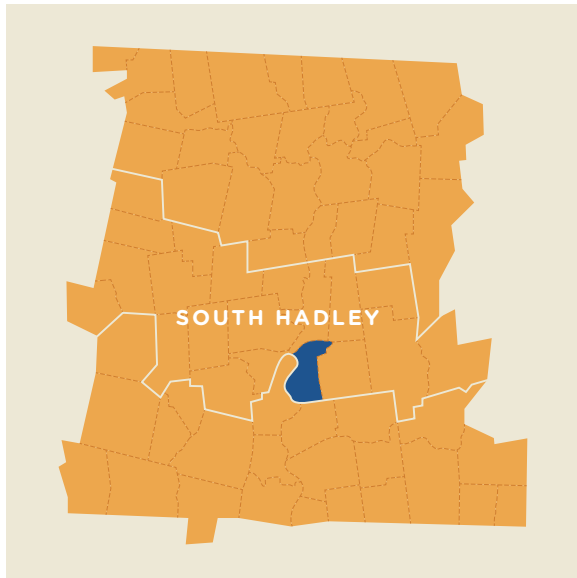
HOUSING

Total housing units	740
% Occupied housing	82%
% Renter-occupied	10%
% Owner occupied	90%

High rate of occurrence (20% and higher) 

South Hadley

HAMPSHIRE COUNTY



POPULATION

Population 2019 estimate	17,625
Population density Per square mile	995
% Children Age 18 and under	14%
% Older adults Age 65 and over	19%
% Black, Indigenous, people of color	15%
% with disabilities Physical, mental, intellectual and developmental	13%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	2%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments



COMPUTING DEVICES

% Households with no computer Desktop or laptop	15%
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Fiber/Cable

INCOME

Median household income	\$69,346
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	17%
Household income less than \$35,000	23% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	36% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

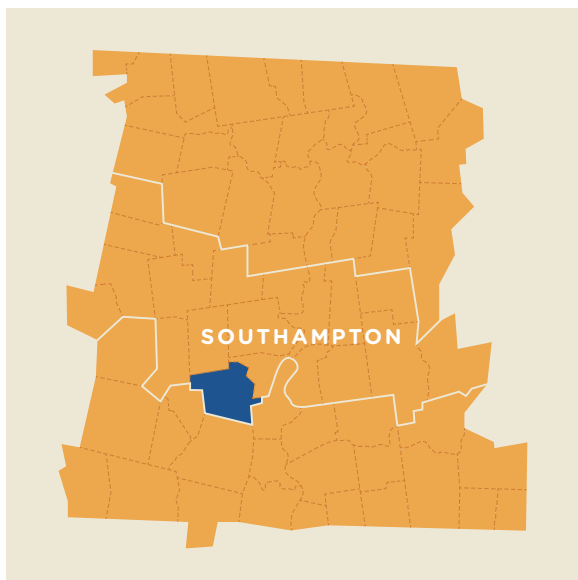
HOUSING

Total housing units	6,616
% Occupied housing	97%
% Renter-occupied	27%
% Owner occupied	73%

High rate of occurrence (20% and higher) 

Southampton

HAMPSHIRE COUNTY



POPULATION

Population 2019 estimate	6,171
Population density Per square mile	219
% Children Age 18 and under	17%
% Older adults Age 65 and over	19%
% Black, Indigenous, people of color	4%
% with disabilities Physical, mental, intellectual and developmental	10%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	8%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments


COMPUTING DEVICES

% Households with no computer Desktop or laptop	11%
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$104,577
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	9%
Household income less than \$35,000	17%
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	21% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

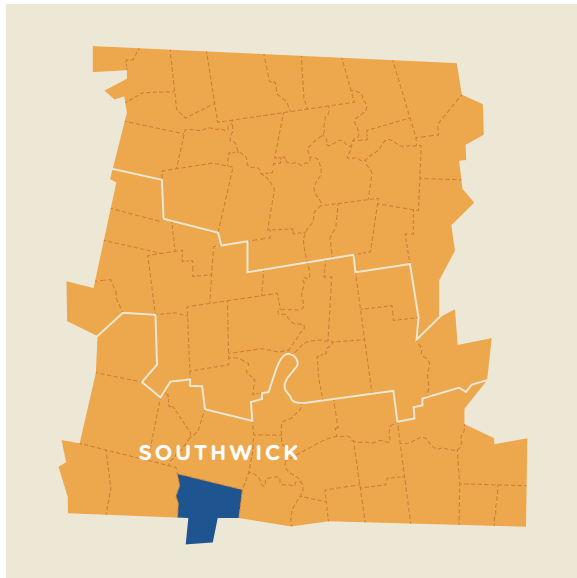
HOUSING

Total housing units	2,406
% Occupied housing	100%
% Renter-occupied	9%
% Owner occupied	91%

High rate of occurrence (20% and higher) 

Southwick

HAMPDEN COUNTY



POPULATION

Population 2019 estimate	9,740
Population density Per square mile	315
% Children Age 18 and under	20%
% Older adults Age 65 and over	22%
% Black, Indigenous, people of color	7%
% with disabilities Physical, mental, intellectual and developmental	16%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	2%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments

COMPUTING DEVICES

% Households with no computer Desktop or laptop	24%	⚠️
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$73,776	
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	13%	
Household income less than \$35,000	24%	⚠️
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	38%	⚠️

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

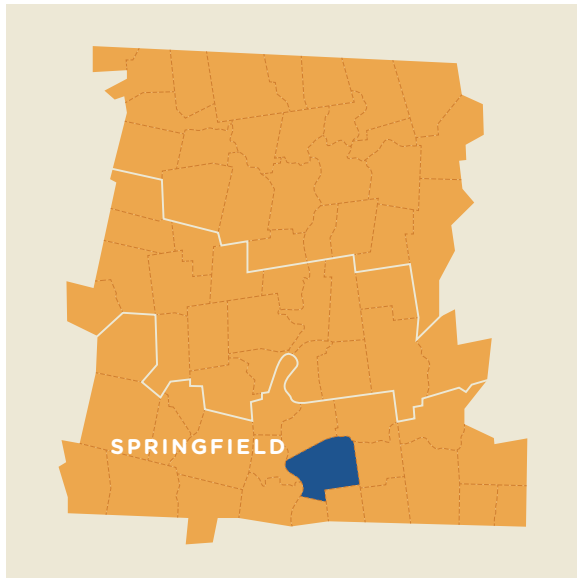
HOUSING

Total housing units	3,804
% Occupied housing	94%
% Renter-occupied	19%
% Owner occupied	81%

High rate of occurrence (20% and higher) ⚠️

Springfield

HAMPDEN COUNTY



POPULATION

Population 2019 estimate	153,606
Population density Per square mile	4,785
% Children Age 18 and under	25%
% Older adults Age 65 and over	13%
% Black, Indigenous, people of color	69%
% with disabilities Physical, mental, intellectual and developmental	19%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	15%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments

COMPUTING DEVICES

% Households with no computer Desktop or laptop	39%	⚠️
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$39,432
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	35% ⚠️
Household income less than \$35,000	46% ⚠️
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	59% ⚠️

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	56,358
% Occupied housing	91%
% Renter-occupied	53%
% Owner occupied	47%

High rate of occurrence (20% and higher) ⚠️

Sunderland

FRANKLIN COUNTY



POPULATION

Population 2019 estimate	3,629
Population density Per square mile	252
% Children Age 18 and under	13%
% Older adults Age 65 and over	16%
% Black, Indigenous, people of color	20%
% with disabilities Physical, mental, intellectual and developmental	8%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	3%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments




COMPUTING DEVICES

% Households with no computer Desktop or laptop	7%
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$55,625
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	23% 
Household income less than \$35,000	35% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	44% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	1,677
% Occupied housing	94%
% Renter-occupied	60%
% Owner occupied	40%

High rate of occurrence (20% and higher) 

Tolland

HAMPDEN COUNTY



POPULATION

Population 2019 estimate	508
Population density Per square mile	16
% Children Age 18 and under	11%
% Older adults Age 65 and over	28%
% Black, Indigenous, people of color	5%
% with disabilities Physical, mental, intellectual and developmental	12%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	1%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments


COMPUTING DEVICES

% Households with no computer Desktop or laptop	17%
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$105,357
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	14%
Household income less than \$35,000	19%
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	27% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

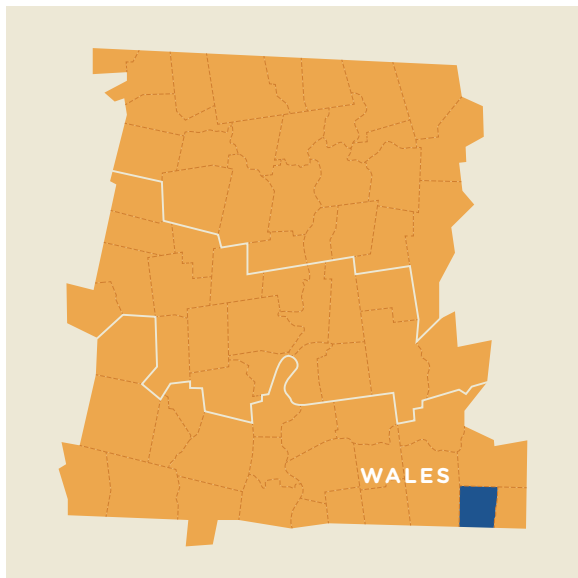
HOUSING

Total housing units	242
% Occupied housing	44%
% Renter-occupied	11%
% Owner occupied	89%

High rate of occurrence (20% and higher) 

Wales

HAMPDEN COUNTY



POPULATION

Population 2019 estimate	1,874
Population density Per square mile	119
% Children Age 18 and under	24%
% Older adults Age 65 and over	15%
% Black, Indigenous, people of color	7%
% with disabilities Physical, mental, intellectual and developmental	10%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	2%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments



COMPUTING DEVICES

% Households with no computer Desktop or laptop	16%
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$69,250
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	17%
Household income less than \$35,000	24% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	37% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	844
% Occupied housing	86%
% Renter-occupied	18%
% Owner occupied	82%

High rate of occurrence (20% and higher) 

Ware

HAMPSHIRE COUNTY



POPULATION

Population 2019 estimate	9,711
Population density Per square mile	282
% Children Age 18 and under	20%
% Older adults Age 65 and over	21%
% Black, Indigenous, people of color	11%
% with disabilities Physical, mental, intellectual and developmental	16%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	3%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments




COMPUTING DEVICES

% Households with no computer Desktop or laptop	23%	
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$54,446
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	23% 
Household income less than \$35,000	29% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	46% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	4,351
% Occupied housing	88%
% Renter-occupied	33%
% Owner occupied	67%

High rate of occurrence (20% and higher) 

Warwick

FRANKLIN COUNTY



POPULATION

Population 2019 estimate	769
Population density Per square mile	21
% Children Age 18 and under	16%
% Older adults Age 65 and over	20%
% Black, Indigenous, people of color	5%
% with disabilities Physical, mental, intellectual and developmental	16%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	2%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments



COMPUTING DEVICES

% Households with no computer Desktop or laptop	20%	
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BROADBAND

Coverage status As of January 2021	96% or greater
Service type(s)	Mixed

INCOME

Median household income	\$59,167	
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	13%	
Household income less than \$35,000	27%	
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	41%	

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

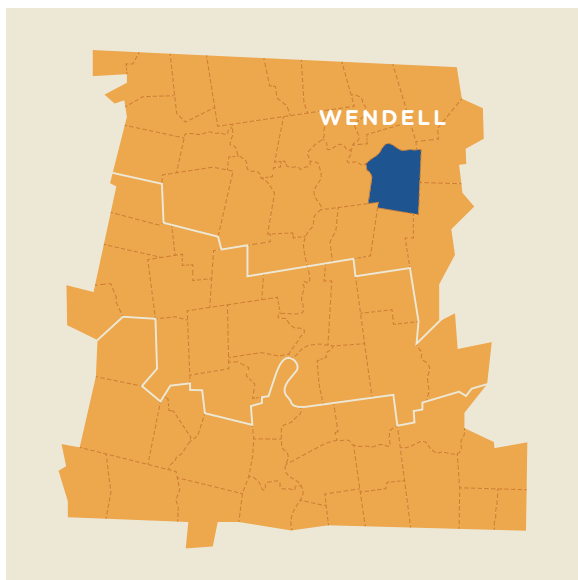
HOUSING

Total housing units	348
% Occupied housing	77%
% Renter-occupied	7%
% Owner occupied	93%

High rate of occurrence (20% and higher) 

Wendell

FRANKLIN COUNTY



POPULATION

Population 2019 estimate	878
Population density Per square mile	27
% Children Age 18 and under	17%
% Older adults Age 65 and over	23%
% Black, Indigenous, people of color	12%
% with disabilities Physical, mental, intellectual and developmental	13%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	1%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments

COMPUTING DEVICES

% Households with no computer Desktop or laptop	32%	⚠️
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BROADBAND

Coverage status As of January 2021	96% or greater
Service type(s)	Fiber

INCOME

Median household income	\$53,875
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	27% ⚠️
Household income less than \$35,000	33% ⚠️
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	48% ⚠️

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

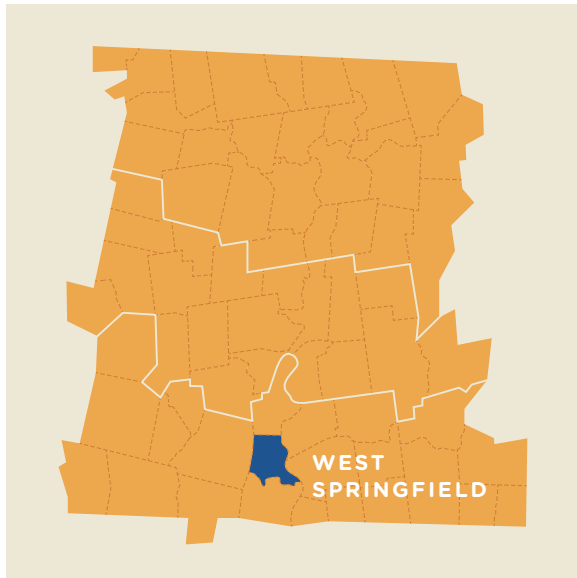
HOUSING

Total housing units	383
% Occupied housing	88%
% Renter-occupied	21%
% Owner occupied	79%

High rate of occurrence (20% and higher) ⚠️

West Springfield

HAMPDEN COUNTY



POPULATION

Population 2019 estimate	28,517
Population density Per square mile	1,703
% Children Age 18 and under	20%
% Older adults Age 65 and over	16%
% Black, Indigenous, people of color	20%
% with disabilities Physical, mental, intellectual and developmental	14%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	7%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments




COMPUTING DEVICES

% Households with no computer Desktop or laptop	30%	
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$53,053
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	22% 
Household income less than \$35,000	34% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	47% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)

<https://livingwage.mit.edu/states/25/locations>

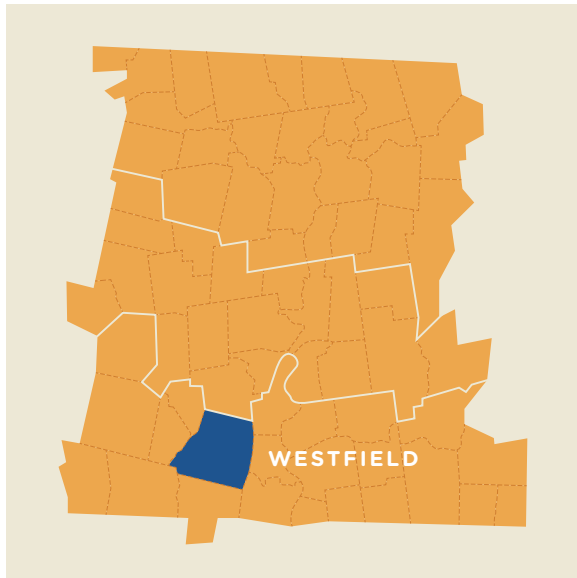
HOUSING

Total housing units	12,605
% Occupied housing	98%
% Renter-occupied	41%
% Owner occupied	59%

High rate of occurrence (20% and higher) 

Westfield

HAMPDEN COUNTY



POPULATION

Population 2019 estimate	41,204
Population density Per square mile	885
% Children Age 18 and under	18%
% Older adults Age 65 and over	17%
% Black, Indigenous, people of color	15%
% with disabilities Physical, mental, intellectual and developmental	15%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	8%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments



COMPUTING DEVICES

% Households with no computer Desktop or laptop	20%	
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Fiber/Cable

INCOME

Median household income	\$67,862
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	16%
Household income less than \$35,000	24% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	38% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	15,271
% Occupied housing	95%
% Renter-occupied	33%
% Owner occupied	67%

High rate of occurrence (20% and higher) 

Westhampton

HAMPSHIRE COUNTY



POPULATION

Population 2019 estimate	1,637
Population density Per square mile	60
% Children Age 18 and under	17%
% Older adults Age 65 and over	18%
% Black, Indigenous, people of color	3%
% with disabilities Physical, mental, intellectual and developmental	10%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	0%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments

COMPUTING DEVICES

% Households with no computer Desktop or laptop	11%
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$88,313
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	3%
Household income less than \$35,000	7%
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	15%

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	719
% Occupied housing	90%
% Renter-occupied	9%
% Owner occupied	91%

High rate of occurrence (20% and higher) 

Whately

FRANKLIN COUNTY



POPULATION

Population 2019 estimate	1,567
Population density Per square mile	78
% Children Age 18 and under	16%
% Older adults Age 65 and over	21%
% Black, Indigenous, people of color	5%
% with disabilities Physical, mental, intellectual and developmental	13%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	1%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments


COMPUTING DEVICES

% Households with no computer Desktop or laptop	16%
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$74,688
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	8%
Household income less than \$35,000	14%
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	25% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

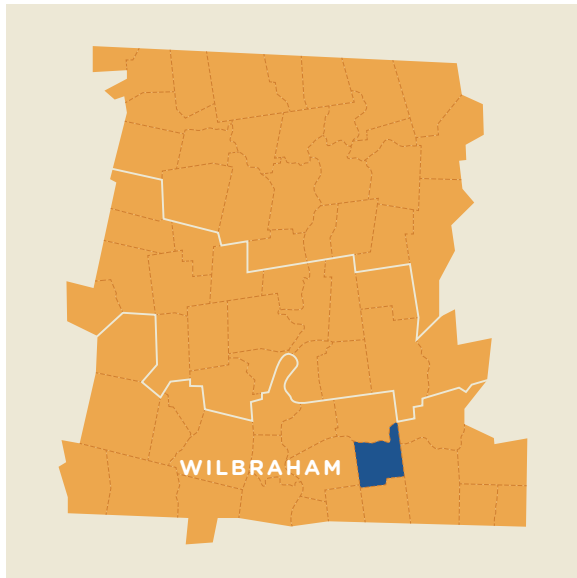
HOUSING

Total housing units	641
% Occupied housing	93%
% Renter-occupied	17%
% Owner occupied	83%

High rate of occurrence (20% and higher) 

Wilbraham

HAMPDEN COUNTY



POPULATION

Population 2019 estimate	14,689
Population density Per square mile	661
% Children Age 18 and under	21%
% Older adults Age 65 and over	21%
% Black, Indigenous, people of color	15%
% with disabilities Physical, mental, intellectual and developmental	12%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	4%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments


COMPUTING DEVICES

% Households with no computer Desktop or laptop	15%
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$109,191
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	10%
Household income less than \$35,000	14%
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	23% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	5,217
% Occupied housing	98%
% Renter-occupied	12%
% Owner occupied	88%

High rate of occurrence (20% and higher) 

Williamsburg

HAMPSHIRE COUNTY



POPULATION

Population 2019 estimate	2,466
Population density Per square mile	96
% Children Age 18 and under	16%
% Older adults Age 65 and over	24%
% Black, Indigenous, people of color	3%
% with disabilities Physical, mental, intellectual and developmental	14%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	0%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments


COMPUTING DEVICES

% Households with no computer Desktop or laptop	9%
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BROADBAND

Coverage status As of January 2021	Unavailable/ Proprietary
Service type(s)	Cable

INCOME

Median household income	\$83,902
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	13%
Household income less than \$35,000	19%
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	33% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	1,161
% Occupied housing	91%
% Renter-occupied	28%
% Owner occupied	72%

High rate of occurrence (20% and higher) 

Worthington

HAMPSHIRE COUNTY



POPULATION

Population 2019 estimate	1,175
Population density Per square mile	37
% Children Age 18 and under	17%
% Older adults Age 65 and over	24%
% Black, Indigenous, people of color	2%
% with disabilities Physical, mental, intellectual and developmental	11%
% ESOL English to Speakers of Other Languages who speak English less than "very well" for population 5 years and over	0%

Sources: 2014-2019 United States Census Data;
2020 Franklin Regional Council of Governments



COMPUTING DEVICES

% Households with no computer Desktop or laptop	19%
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BROADBAND

Coverage status As of January 2021	Pending
Service type(s)	Cable

INCOME

Median household income	\$76,250
Household income less than \$25,000 Adjusted full-time salary for MA minimum wage	13%
Household income less than \$35,000	21% 
Household income less than \$50,000 Less than approximate living wage for household with two or more people*	33% 

* [MIT Living Wage Calculator](https://livingwage.mit.edu/states/25/locations)
<https://livingwage.mit.edu/states/25/locations>

HOUSING

Total housing units	604
% Occupied housing	87%
% Renter-occupied	12%
% Owner occupied	88%

High rate of occurrence (20% and higher) 



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