

Overcoming Barriers to Technology

Supporting Clients in a Virtual Environment

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Broadband Research Initiative

The screenshot displays the State Broadband Policy Explorer interface. At the top, it features the PEW logo and navigation links for TOPICS, PROJECTS, FEATURES, ABOUT, GET INVOLVED, and a search bar. Below the navigation, the page shows 'Showing 845 of 845' results. A 'Filter results' sidebar on the left includes categories like 'Broadband programs' and 'Competition and regulation'. The main content area lists search results for Alabama, including 'Ala. Act 2019-353' (Establishing an Advanced Small Wireless facilities Deployment Task Force) and 'Ala. Code 11-50B-1 et seq.' (Municipal telecommunications services). Each result includes a brief description, category, and topic.

The report cover features a vibrant image of fiber optic cables with a blue and purple glow against a dark background. The title 'How States Are Expanding Broadband Access' is prominently displayed in large, bold, black font. Below the title, a subtitle reads 'New research identifies tactics for connecting unserved communities'. The top of the cover includes the PEW CHARITABLE TRUSTS logo and the date 'Feb 2020'.

<https://www.pewtrusts.org/en/projects/broadband-research-initiative>

Millions of Americans lack access to broadband

- At least **18.3 million** Americans lack access to broadband at speeds of 25Mbps/3Mbps ([FCC](#))
- As many as **42 million** Americans lack access to broadband at speeds of 25Mbps/3Mbps ([BroadbandNow](#))

There is a rural-urban divide in broadband access

- **5.2 percent** of Americans do not have access to internet at broadband speeds
 - **1.5 percent** of Americans in urban areas
 - **20.7 percent** of rural Americans do not have access to broadband ([FCC](#))

What do these speeds mean?

Activity	Minimum Download Speed (Mbps)
General Usage	
General Browsing and Email	1
Streaming Online Radio	Less than 0.5
VoIP Calls	Less than 0.5
Student	5 - 25
Telecommuting	5 - 25
File Downloading	10
Social Media	1
Watching Video	
Streaming Standard Definition Video	3 - 4
Streaming High Definition (HD) Video	5 - 8
Streaming Ultra HD 4K Video	25

Source: <https://www.fcc.gov/consumers/guides/broadband-speed-guide>

More devices and more intensive applications require higher speeds

	Light Use (Basic functions: email, browsing, basic video, VoIP, Internet radio)	Moderate Use (Basic functions plus <i>one</i> high-demand application: streaming HD video, multiparty video conferencing, online gaming, telecommuting)	High Use (Basic functions plus <i>more than one</i> high-demand application running at the same time)
1 user on 1 device	Basic	Basic	Medium
2 users or devices at a time	Basic	Medium	Medium/Advanced
3 users or devices at a time	Medium	Medium	Advanced
4 users or devices at a time	Medium	Advanced	Advanced

Basic Service = 3 to 8 Mbps*

Medium Service = 12 to 25 Mbps

Advanced Service = More than 25 Mbps

Source: <https://www.fcc.gov/consumers/guides/household-broadband-guide>

Where there is broadband access, not everyone is online

- Nationally, three-quarters of adults have a home broadband subscription ([Pew Research Center](#))



Image: ConnectME Authority

AGE

RACE

GENDER

INCOME

EDUCATION

COMMUNITY

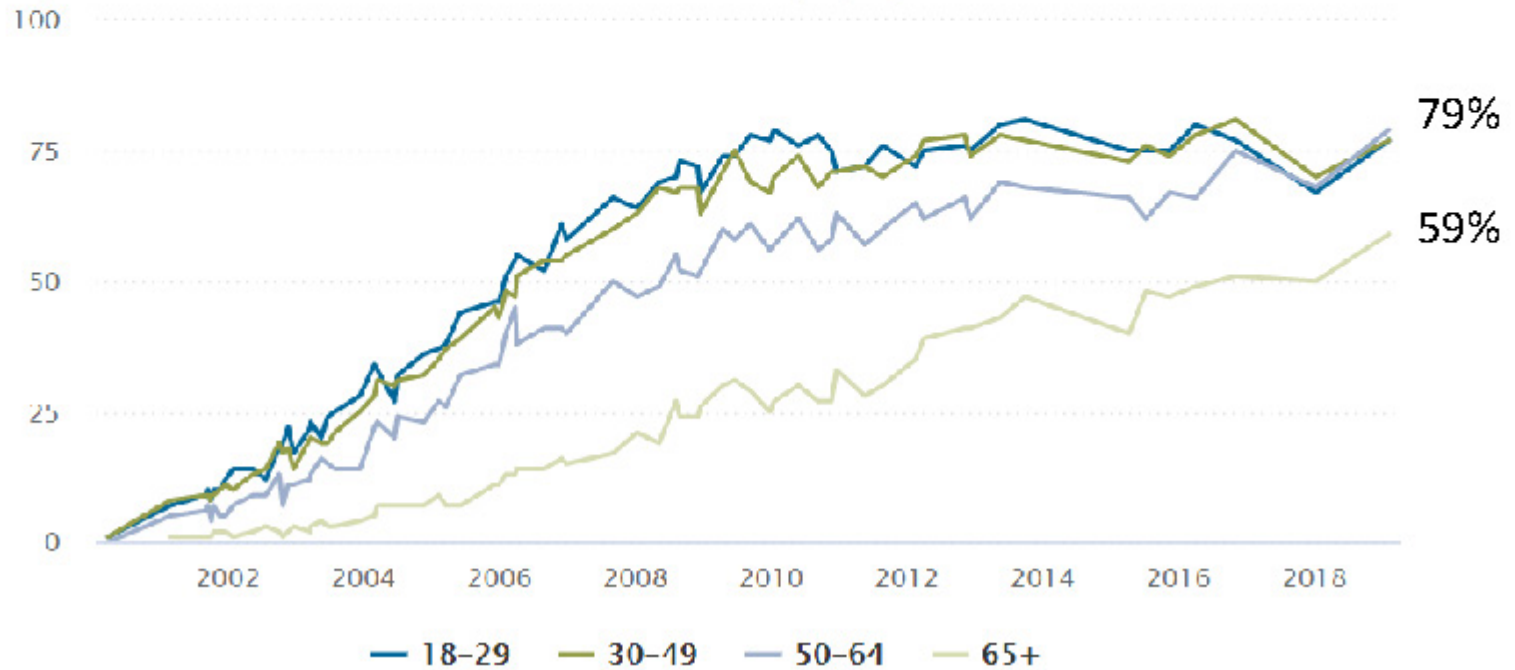
Chart

Data

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% of U.S. adults who are home broadband users, by age



Source: <https://www.pewresearch.org/internet/fact-sheet/internet-broadband/>

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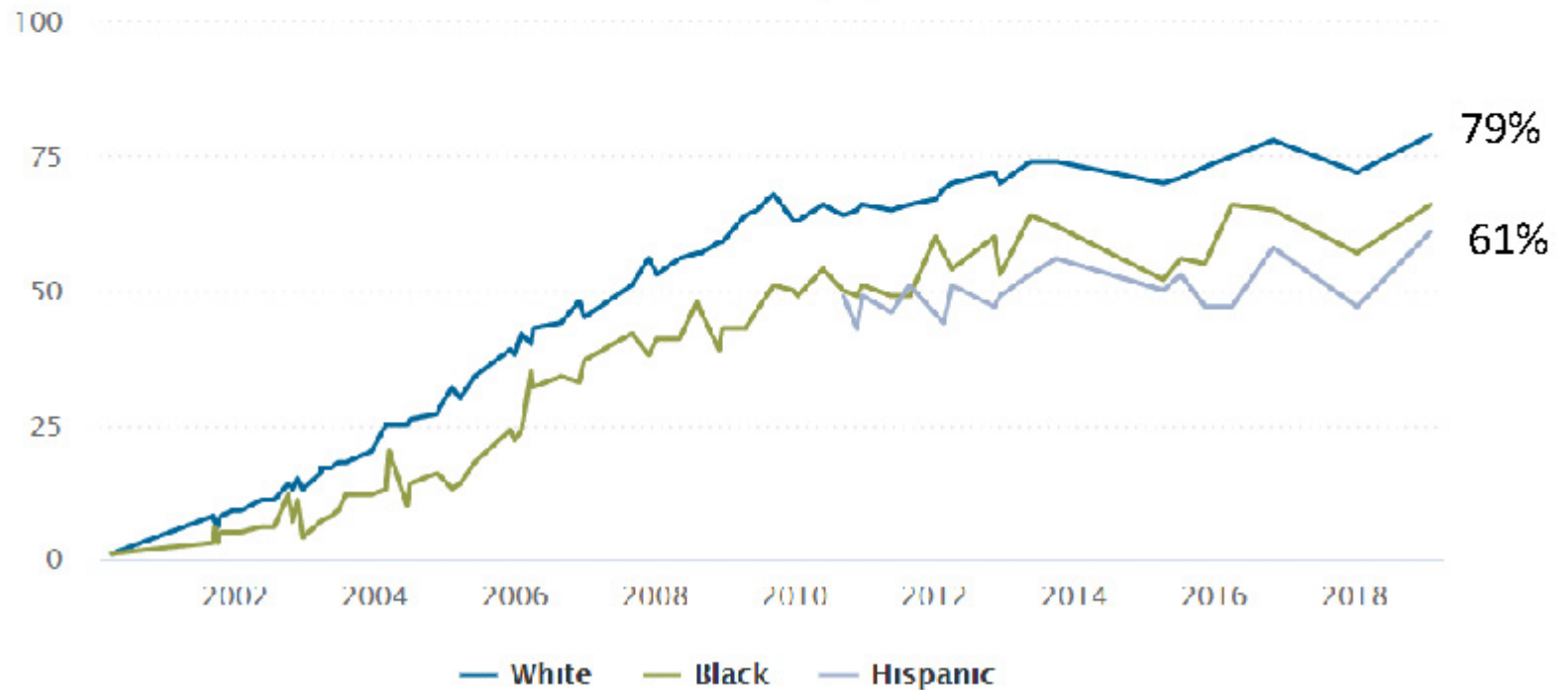
Chart

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% of U.S. adults who are home broadband users, by race



Source: <https://www.pewresearch.org/internet/fact-sheet/internet-broadband/>

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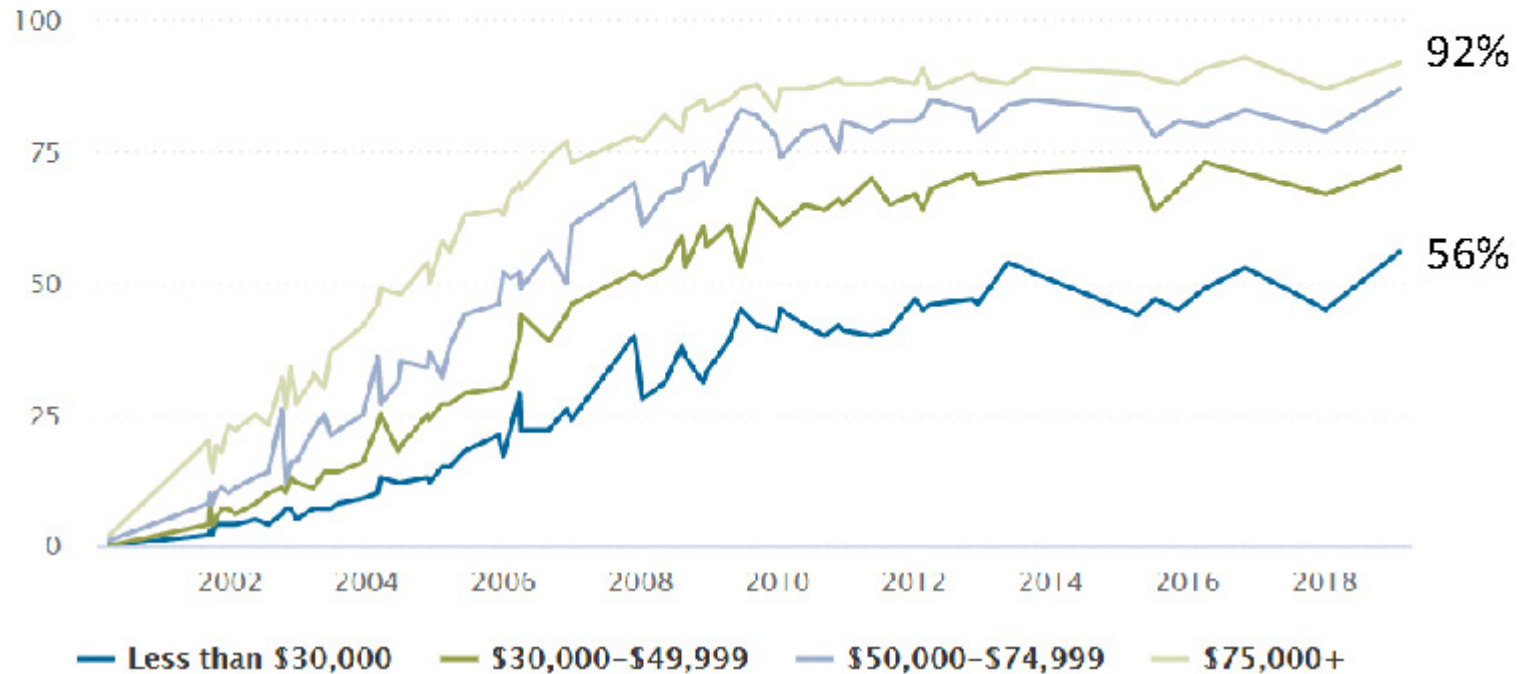
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% of U.S. adults who are home broadband users, by income

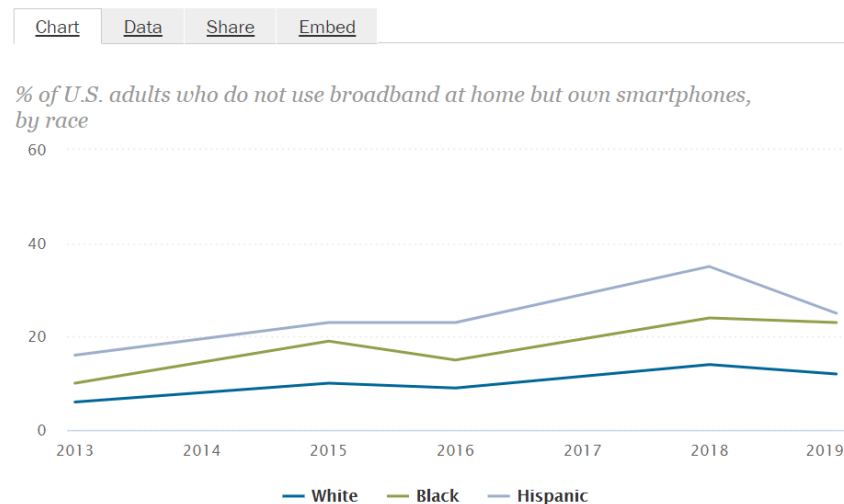


Source: <https://www.pewresearch.org/internet/fact-sheet/internet-broadband/>

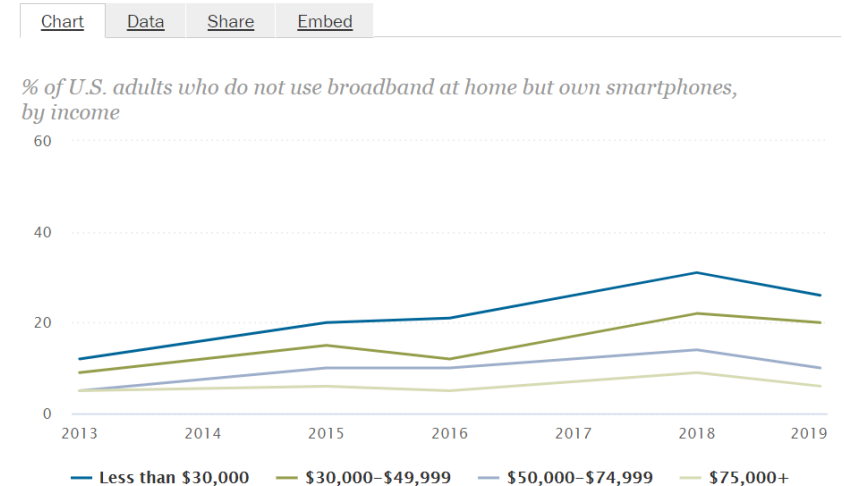
Smartphones for broadband access

- Non-white and low-income Americans are more likely to depend on a smartphone for broadband access

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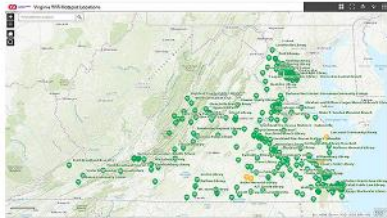


Source: <https://www.pewresearch.org/internet/fact-sheet/internet-broadband/>

Students and teachers lack access

- School closures highlighted the digital divide: **15-16 million students** lack access to either an internet connection, a broadband enabled device, or both. Nationally, **300,000-400,000 teachers** lack access to an internet connection necessary to teach from home ([Common Sense Media](#))

State broadband programs provide resources



Virginia Public Wi-Fi Hotspots

Right now, connectivity is more important than ever. In an effort to serve Virginia residents, many localities and service providers are offering Wi-Fi access locations to the public. Here is an interactive map of known public Wi-Fi hotspots in Virginia, which will be continually updated.

[Click here for Wi-Fi Map](#)

Wi-Fi Locations List

Use the table below to filter Wi-Fi access locations by county, city or location.

Search:

County	City	Location
Alamance	Burlington	May Memorial Library, 342 S. Spring St.
Alamance	Burlington	North Park Library, 849 Sharpe Road
Alamance	Graham	Graham Public Library, 211 S. Main St.
Alamance	Mebane	Mebane Public Library, 101 S. First St.
Alamance		Alamance Public Libraries Mobile Internet Cafe
Alexander	Taylorsville	Alexander Courthouse, 29 W. Main Ave.
Alleghany	Wilkesboro	Wilkes Community College, Wilkes Campus, 1328 S. Collegiate Drive

Internet Resources for Wisconsin Residents during Public Health Emergency

Traducción de Español

PSC Internet & Phone Helpline - 608-267-3595

The PSC has established their Internet & Phone helpline for Wisconsin consumers. Please dial 608-267-3595 to speak with dedicated PSC staff or leave a voicemail.

Phone: 608-267-3595



Wisconsin Public WiFi Locations Map

This mapping tool displays public WiFi locations that have been self-reported by entities and individuals to the PSC. The map displays hundreds of locations where citizens can go to use WiFi when it is not available at home while also maintaining social distancing during the COVID-19 public health emergency.

New locations are being added as they become available. Charter and Comcast/Xfinity also have mapping tools displaying their own WiFi locations in Wisconsin communities.

[Wisconsin Public WiFi Locations Map Website](#)

Broadband Access and Device Resources

- [California's Emergency Response Website for COVID-19](#)
- [California Public Utilities Commission \(CPUC\) Essential Critical Infrastructure Workers designation](#)
- [California Public Utilities Commission \(CPUC\) Website Listing Consumer Protections and Affordable Plans](#)
- [California Public Utilities Commission \(CPUC\) Affordable Offerings Searchable Website](#)
- [California Emerging Technology Fund \(CETF\) Free Internet Offers in Response to COVID-19](#)
- [California Emerging Technology Fund \(CETF\) Affordable Internet and Device Offers](#)
- [Corporation for Education Network Initiatives in California \(CENIC\) Access Strategies in Response to COVID-19](#)
- [California Forward \(CAFwd\) General Resources by Region in Response to COVID-19](#)

Questions?

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