



# Orleans Digital Equity Plan

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## **Municipal Digital Equity Plan Town of Orleans: Community Workshop**

April 9<sup>th</sup> at 5:30-7:30pm  
Orleans Senior Center

### **MEETING SUMMARY**

#### **Welcome, Introductions & Project Overview**

Cape Cod Commission (Commission) staff and Town of Orleans staff welcomed participants to the meeting and provided an outline of the evening's agenda. Commission staff shared an overview of the project, providing background for broadband and digital equity work within a national, statewide, and local context. Commission staff highlighted the role of the Cape Cod Commission and municipal digital equity planning within this space.

Commission staff described that the project's purpose and intention is to provide a greater understanding of a municipality's digital equity landscape, to prepare the municipality for potential future funding opportunities, and to encourage equitable implementation of future investment. Commission staff shared the typical elements of a digital equity plan. Commission staff shared the project timeline and steps completed to date within the community engagement process.

#### **Defining Key Terms: What is Digital Equity?**

Commission staff shared key definitions related to digital equity planning, including: the digital divide, digital equity, components of digital equity, and covered populations to ensure a common baseline understanding for the remainder of the workshop.

#### **Existing Conditions Data**

As part of the planning activity, Commission staff explored datasets related to the town's population composition and demographics as well as the town's internet connectivity. Commission staff shared a list of data sources utilized through this process and shared a high-level overview of key findings. Findings shared included those related to general demographics by census tract, covered population data, school-based data, and internet coverage data.

#### **Asset Mapping Exercise**

Commission staff facilitated a group asset mapping activity, the purpose of which was for the group to identify individuals, groups/organizations, programs, and municipal efforts that are already working to advance digital equity and inclusion within the community. Participants were able to walk around the room with sticky notes and share their thoughts on relevant boards. Examples of assets identified by participants through this exercise include:

Individuals: reference librarians, tech support volunteers at the COA, community educators, local students, and the Orleans broadband ad-hoc committee.

Programs/Initiatives: free public internet access at the senior center, COA Swipe & Sip café (1-to-1 support) and other courses, Comcast Internet Essentials program, and programming at Snow public library.

Organizations: Nauset Newcomers, local housing boards/associations, human services nonprofits, Homeless Prevention Council (for case managers), Snow Library, Orleans Senior Center, Cape Cod Community College, Mobile Mac Doctors, PC Mobile Doctors, schools.

Other: local business presence for larger companies like Staples, Comcast, and Verizon, Cape Tech students, Cape Cod Technology Council.

### **Barriers & Opportunities Exercise**

Participants broke up into two groups for a facilitated conversation on digital equity barriers and opportunities. During this exercise, Commission staff shared prompting questions related to the main components of digital equity (connectivity, devices, and skills) and captured participant feedback on flipcharts to inform recommendations and implementation opportunities.

Example barriers to experiencing digital equity identified by participants include:

#### *Connection*

- Inadequate download speeds and capabilities – downloading problems
- Problems with wi-fi and router sharing
- Barrier understanding Xfinity/Comcast packages and services
- Connectivity security concerns
- Forced shared access
- Internet service provider monopoly
- Barriers created to confuse customers or overcomplicate service options.
- Current need to “figure it out” yourself
- Transparency around and overcomplication of internet service
- Lacking adequate internet service infrastructure across the region
- Poor ISP customer service – wait times, barriers to speaking to an actual representative
- Dark zones and other spots across town where mobile and cellular coverage is not present
- Safety concerns created as a result of poor coverage
- Slow internet speeds at home
- Slow internet speeds at key locations and public services (for example, Tonset Woods)
- Challenges uploading via internet
- Affordability of service – service is overly expensive

#### *Devices*

- Necessity of having a smart phone to fully participate in society – not everyone has a smart phone
- Affordability of devices – devices are overly expensive and built in obsolescence
- Devices are updated all of the time and people cannot keep up with changes
- Lack of community awareness around which devices are appropriate for which activities
- Devices are needed for economic participation, but there are barriers to purchasing the right device and an affordable device

#### *Literacy and Skills*

- Privacy concerns

- Feeling of risk using social media – do not feel safe
- Difficulty discerning scams and phony websites
- Onerous and 1-sided terms of service for internet and technology
- Inadequate support services from current providers
- Skill development – people (especially covered populations) are left behind as the digital world advances
- Scams, particularly those that gain personal information like social security, are a significant concern for local residents
- Security and safety threats that target seniors
- Influence of AI in increasing security and safety threats
- Gap between language used to describe technology across generations
- Not knowing who to ask to get skills support
- Need for classes or workshops that teach technology and computer education basics

#### *Community*

- Need for an organization to help build networks across digital equity spaces.
- Cell phone applications taking customer service support that would be typically provided by humans across the board – this applies to ISP and technology services as well as banks, grocery stores, and other institutions.
- Intersection between digital skills challenges and access to resources, like food, banks, healthcare.

Example opportunities for achieving greater digital equity into the future include:

#### *Connection*

- Comcast/Xfinity office in Orleans has previously been very helpful, better than calling into remote customer service representatives.
- Would be beneficial to have satellite locations or services for other technology providers.
- Opportunities to share information across the community that would resolve connectivity barriers – like better understanding internet packages, ISP options, and ways to come together to advocate for increased competition.
- Need to advocate for connectivity solutions that meet expectations of today's society.
- Encourage competition through collective action – ads, public awareness.

#### *Devices*

- Programs that recycle, reuse, or repurpose older devices that would otherwise get discarded – a local refurbishment program. Building on this to then offer devices for donation or lending at for free or at a low/accessible cost.
- Opportunity to re-establish a device for seniors program.
- More take home devices are offered through COA or library.
- Upgrading technology available across public spaces in Orleans.
- Printing options at library is an essential service – community education around where to print.

### *Literacy and Skills*

- Help desks could be staffed by local students, hosted at the COA, library, school, or other convenient location.
- Opportunities to make sure that public information that is provided in a digital format is also provided in hard copy – efforts that link both communication styles to reach all audiences.
- Creative skills programs that would bridge generations. Previously, programs where students and seniors were matched without guidance were not successful. Could pilot a program where students received volunteer hours for working with seniors, but they were well trained in advance to ensure that 1-to-1 support is needs-responsive. Programs could include digital language, education, and relationship-building components.
- Opportunities to introduce digital navigator models across the community.
- Building on assets identified through asset mapping activities and Lower Cape TV to support community education and solutions development.

### *Community*

- The digital world offers tremendous opportunity for folks to build connections with one another (both online via social media, Zoom meetings/programs, forums and by providing more widespread information about in-person programming).
- Need folks in the community who can connect the dots between services and programs.
- Solutions for streamlined and agile funding is necessary.
- Community organizations and municipalities need support to access grant funding, such as what language to use, how to build an adequate proposal, how to connect across service providers for a stronger proposal.
- Increasing community awareness of digital equity barriers.
- Regional advocacy is needed around digital equity, particularly connectivity, and there seem to be opportunities and momentum for this.

### **Visioning and Goals Exercise**

Commission staff facilitated two exercises to inform the vision and goals for the digital equity plan. Participants were first asked to share words or brief statements that resonated in terms of their vision for achieving the four main pillars of digital equity. Responses included:

#### *Connectivity*

- ISP responsiveness
- Everyone
- Universal coverage and protection
- Nonprofit
- A right
- Privacy
- Accessible
- Affordable
- Consistent
- Options
- Reliable
- Accurate
- Ease of use
- Secure
- Supportive set-up

#### *Devices*

- Affordable
- Accessible
- Available
- Support

- Options
- Age appropriate
- Ease of use
- Tutorials and lessons
- Evergreen
- Progressive support

- Simplicity
- Lower costs
- Needs responsive.
- Less complexity
- Advantages of Zoom

#### *Skills and Literacy*

- Education
- Information on safety
- Positive potential of new technology (like AI)
- Self-assessment
- Support
- Individual and group learning offerings that are complementary.

- Teacher patience
- Accessibility
- Options
- Instruction
- Vocabulary
- Responsive to learning styles.
- Supports access to essential services (like healthcare)

#### *Community*

- Funding
- Awareness
- Free Wi-Fi
- Accommodating
- Options
- Support
- Prioritize
- Connection
- Communication
- Peer groups
- Inclusion
- Intersectionality
- Worldwide connection
- Transparency (esp. for providers)
- Trust
- Middle ground where options are available for all skills levels

Participants were then asked to respond to a series of four questions related to vision and goal setting as follows:

*What would Orleans look like if it was digitally equitable?*

- People would have equal access to the internet and technology which would include affordability.
- Broadband access will be treated like any other essential utility (water, electricity).
- Digital equity will be a priority and integrated into all aspects of personal and community life.
- Wi-Fi would be available across town in public places like parking lots, parks, outdoor areas of schools. Town government and services will have access to and promote universally strong internet service.

*How will this vision be achieved?*

- Everyone would contribute to digital equity solutions and this work will be ongoing into the future.
- Problems would be identified before they exist – we will be forward thinking with solutions development.
- There will be recourse when providers or others violate rules or rights.
- Customers will have more power when dealing with providers.

*What core principles should guide the plan?*

- Internet and technology is a basic right for everyone and every household.
- A number of options should always be available around the internet and technology.
- Community owned or driven is preferable.
- Accountability for ISPs
- Serve the underserved.
- Expectations around equity are stated
- Equitable to all and accessible
- Affordable
- Intersectionality between digital equity and other essential services
- Intersectionality between broadband access and technology with public housing
- New constructions should have upgraded and sustainable technology.
- Safety (especially in important public spaces, like beaches)

*How do we know we are making progress or achieving our goals?*

- More community members are connected.
- Service is lower cost across the board so more people can access.
- Less people will require help with technology and the internet, but people will also know where they need to go when problems arise.
- Language around the internet and technology will be uniform and normalized.
- Service will be consistent.
- There will be a higher quality of internet service in public buildings and other public sites.
- Expectations around digital inclusivity will be met.
- Devices will be available for folks to take advantage of across our community.

**Wrap Up**

Commission staff shared the next steps with attendees, which include data synthesis and the development of the digital equity plan, which will be available for public comment after it is drafted by Commission staff.

*Attendees included 18 community participants in addition to Cape Cod Commission staff.*



# Orleans Municipal Digital Equity Media Toolkit

## How to use this toolkit

The following resources are intended to support outreach and publicity efforts for the Town of Orleans Municipal Digital Equity Plan. Share the text and graphics in your newsletters, on your website, or social media accounts.

## NEWSLETTER

What is your internet like? Is it reliable and affordable? Do you have the skills you need to use your iPhone or computer? What would improve your online experiences?

The Town of Orleans is working with the Cape Cod Commission to create a municipal digital equity plan. The goal of this project is to better understand challenges that community members face with the internet and technology and to identify solutions that ensure all have access to the information technology needed to fully participate in our community. Learn more about the project [here](#).

Input from community members is essential – your thoughts and ideas will shape the plan! Community members are encouraged to consider affordability, availability, and quality of internet service; access to necessary technology and devices; and skill-based challenges that may impact participation in civic, social, and economic life.

You can participate by:

- Completing the [Massachusetts Statewide Digital Equity Survey](#). Paper surveys in multiple languages are available at the library, community building, and other locations across town.
- Attending the Orleans Digital Equity Community Workshop on Tuesday, April 9, 2024, from 5:30 to 7:30 PM at the Orleans Senior Center, 150 Rock Harbor Road, Orleans.

Your ideas on how the Town of Orleans can foster a more inclusive digital future are vital to the plan's success. Ultimately, the plan will serve as a resource to guide decision-making and investment and a tool to access further funding. Together, we can bridge the digital divide, creating a fair and inclusive future for all.

## Social Media

### Version A

In today's interconnected world, access to technology and the internet isn't a luxury – it's a necessity. You can help the Town of Orleans identify opportunities to ensure that all community members have the connectivity, devices, and skills needed to thrive. Join us at a community workshop on April 9th at 5:30 PM at the Orleans Senior Center. Learn more: [cccom.link/orleansDE](https://cccom.link/orleansDE)



[Download Graphic](#)

### Version B

Help advance digital equity in Orleans. Join the Town of Bourne and the Cape Cod Commission at a community workshop to identify opportunities to bridge the digital divide.

Digital Equity Community Workshop  
April 9, 2024 at 5:30 PM  
Orleans Senior Center  
150 Rock Harbor Road, Orleans, MA



[Download Graphic](#)

## Flyer



The flyer features a header with a blue background and white text: "Together, we can bridge the digital divide, creating a fair and inclusive future for all." Below this is the main title "Orleans Digital Equity Plan" in a large, bold, dark blue font. Underneath the title is a subtitle: "The Town of Orleans is working with the Cape Cod Commission to form a municipal digital equity plan." The flyer is divided into three columns, each with an icon and text. The first column has a house icon with a signal tower, titled "Connection", with the text "Affordable, fast, reliable, accessible." The second column has a person icon with a laptop, titled "Devices", with the text "Adequate, needs-appropriate, affordable, accessible." The third column has a laptop icon, titled "Literacy/Skills", with the text "Ability to use technology, functionality, trust, privacy concerns." Below these columns is a call to action: "Join us at a community workshop to help identify opportunities to advance digital equity in Orleans." This is accompanied by a blue icon of a hand pointing to a network of nodes. At the bottom, there is a dark blue box with white text: "Orleans Digital Equity Community Workshop", "April 9, 2024 | 5:30 - 7:30 PM", "Orleans Senior Center", "150 Rock Harbor Road, Orleans MA, 02653". To the right of this text is a QR code. Below the QR code is the text "For details, scan this code or visit [www.townoforleansma.org](http://www.townoforleansma.org)". At the very bottom, there are logos for the Town of Orleans, Cape Cod Commission, and MBI (Massachusetts Broadband Institute), along with a small text block: "This project was funded by the Massachusetts Broadband Institute at the MassTech Collaborative under the Municipal Digital Equity Planning Program. Funding was provided by Massachusetts ABPA State Fiscal Recovery Funds."

[Download Flyer - PDF](#)

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# Town of Orleans Results

## Massachusetts Statewide Digital Equity Survey



The Massachusetts Broadband Institute (MBI) created a statewide survey as part of its Statewide Digital Equity Planning efforts. This survey was required to be used as part of individual municipal digital equity planning activities funded through MBI.

The summary below tallies the 111 total responses from the Town of Orleans through April 5, 2024. Respondents were not required to answer each question, and not all who started the survey completed it. Total responses for each question are indicated after "N" in the top line.

<b>Question*</b>	<b>Response</b>
<b>5 Do you have internet service in your home?</b>	<b>N 111</b>
Yes 110	
No 1	
<b>7 Who is your internet service provider?</b>	<b>N 108</b>
Comcast.....	96
Verizon.....	7
AT&T.....	2
Spectrum.....	2
T-Mobile.....	3
<b>8 What kind of internet service do you have at home?</b>	<b>N 109</b>
Home wireline connection (cable, fiber, DSL, etc.).....	83
Fixed wireless internet.....	22
A data plan for a smartphone, hotspot, or tablet.....	40
I don't know.....	2
No internet service of any kind.....	2
<b>9 How well does your home internet service work?</b>	<b>N 107</b>
Not good enough to meet my household's needs.....	26
Good enough to meet my household's needs.....	78
I don't know.....	3
<b>10 Is your home internet service bundled with other services such as telephone or tv?</b>	<b>N 107</b>
Yes 61	
No 46	
<b>11a How much do you pay for the internet every month (bundle)?</b>	<i>Average \$144</i>
<b>11b How much do you pay for the internet every month?</b>	<i>Average \$111</i>

# Town of Orleans Results

## Massachusetts Statewide Digital Equity Survey



<b>12</b>	<b>How hard is it for you to pay your internet bill?</b>	<b>N 103</b>
	Not at all hard .....	24
	Not too hard.....	44
	Somewhat hard .....	28
	Very Hard.....	7
<b>13</b>	<b>Have you heard about the Affordable Connectivity Program (ACP) that provides discounted internet service for low income households?</b>	<b>N 101</b>
	Yes 35	
	No 63	
	I don't know.....	3
<b>14</b>	<b>If you do not have internet service in your home, what is the reason?</b>	<b>N 1</b>
	Service is too expensive	
<b>15</b>	<b>If you do not have internet at home, where do you go to use the internet?</b>	<b>N 1</b>
	A friend or family member's home; library or community center .....	1
<b>16</b>	<b>Does everyone in your household have access to the computer devices they need to meet their everyday needs for internet use, computers, smartphones, tablets, or other internet enabled devices?</b>	<b>N 104</b>
	Yes 100	
	No 4	
<b>17</b>	<b>Which of the following devices do you use most of the time to connect to the internet? (all that apply)</b>	<b>N 103</b>
	Cellphone .....	85
	Desktop computer .....	31
	Laptop computer.....	76
	Tablet (or similar device) .....	54
	Other .....	10
	TV/Streaming .....	9
	Other .....	1
<b>18</b>	<b>How much would you be able to pay for a laptop or desktop computer?</b>	<b>N 100</b>
	\$0-50 .....	3
	\$50-100.....	5

# Town of Orleans Results

## Massachusetts Statewide Digital Equity Survey



\$100-150.....	5
\$150-250.....	8
\$250-500.....	20
\$500-1,000.....	36
More than \$1,000.....	23

**19 Are you able to regularly use the internet for online activities? N 100**

Yes 98  
No 2

**20 Please rank the level of difficulty for what you use the internet for:**

<b>Searching and applying for a job</b>	<b>N 70</b>
Easy .....	59
Not easy.....	11
Hard.....	0

<b>Health care or telehealth services</b>	<b>N 89</b>
Easy .....	62
Not easy.....	26
Hard.....	1

<b>Participating in your local community</b>	<b>N 88</b>
Easy .....	64
Not easy.....	20
Hard.....	4

<b>General internet searching</b>	<b>N 91</b>
Easy .....	83
Not easy.....	8
Hard.....	0

<b>Transportation information</b>	<b>N 81</b>
Easy .....	57
Not easy.....	19
Hard.....	5

<b>Searching and/or applying for benefits or resources for you or your family</b>	<b>N 84</b>
Easy .....	48
Not easy.....	27
Hard.....	9

**22 If you do not have regular access to the internet, what would most like to do? N 2**

General internet searching ..... 1

# Town of Orleans Results

## Massachusetts Statewide Digital Equity Survey



Transportation information .....	1
<b>23 What kind of digital skills support would you be most interested in?</b>	<b>N 80</b>
In person classes .....	11
In person support from a friend or instructor .....	13
A do-it-yourself training module .....	38
Online classes .....	18
<b>24 How concerned are you about internet safety?</b>	<b>N 92</b>
Very concerned .....	42
Not very concerned .....	3
Somewhat concerned .....	47
<b>25 What are you most concerned about? (Select all that apply)</b>	<b>N 88</b>
That my data could get stolen or used without my consent .....	85
That I or a loved one could get scammed or tricked .....	57
That I could be tracked or surveilled .....	51
That I or a loved one could be harassed or abused online .....	33
<b>26 Are you aware of tools or resources you can use to stay safe online?</b>	<b>N 60</b>
No, I don't know of any tools or resources to stay safe online .....	13
Yes, I have tools and resources I use stay safe online .....	40
Other .....	7
<b>27 How accessible are online government services like benefits portals, RMV services, or paying for permits or tickets to you?</b>	<b>N 92</b>
Very accessible .....	46
Somewhat accessible .....	39
Not very accessible .....	7
<b>28 When you have used online government services like benefits portals, RMV services, or paying for permits or tickets how well did they work for you?</b>	<b>N 92</b>
Very well .....	33
Somewhat well .....	49
Not too well .....	10

# Town of Orleans Results

## Massachusetts Statewide Digital Equity Survey



**29 What is your age? N 91**

25 to 34 .....	3
35 to 44 .....	9
45 to 59 .....	13
60 to 74 .....	45
75 and older .....	18
Prefer not to answer .....	3

**30 What is your gender identity? N 91**

Man .....	36
Woman.....	47
Prefer not to answer .....	8

**31 How many people, including yourself, currently live in your household? N 89**

*NOTE: A household is defined as all the people who currently occupy the housing unit where you live*

1    17	
2    42	
3    10	
4    15	
5    3	
6    2	
Prefer not to answer: 2	

**32 How many children under age 18, currently live in your household N 87**

*NOTE: A household is defined as all the people who currently occupy the housing unit where you live*

0    63	
1    9	
2    8	
3    4	
4    1	
Prefer not to answer .....	2

**33 What is the highest level of school you have completed or the highest degree N 91**

High school graduate (Grade 12 with diploma or GED certificate).....	10
Two-year associate degree from a college or university .....	1
Four-year college or university degree/Bachelor's degree (e.g., BS, BA, AB) .....	29
Postgraduate or professional degree, including master's, doctorate, medical or law degree (e.g., MA, MS, PhD, MD, JD).....	48



# Town of Orleans Results

## Massachusetts Statewide Digital Equity Survey



Prefer not to answer .....	3
<b>34 Are you of Hispanic, Latino or Spanish origin such as Mexican, Puerto Rican or Cuban?</b>	<b>N 91</b>
No	81
Yes	2
Prefer not to answer .....	8
<b>35 Which of the following best describes your race? (Select all that apply)</b>	<b>N 90</b>
White or Caucasian .....	81
Prefer not to answer .....	8
White or Caucasian ,Black or African-American .....	1
<b>36 Do you belong to a North American Indigenous, Native, or Tribal group?</b>	<b>N 91</b>
No	84
Prefer not to answer .....	7
<b>37 What is your total annual household income from all sources, and before tax...</b>	<b>N 91</b>
Less than \$22,000 .....	1
\$22,000 to \$29,999 .....	2
\$30,000 to \$36,999 .....	4
\$37,000 to \$44,999 .....	2
\$45,000 to \$52,999 .....	2
\$53,000 to \$59,999 .....	1
\$60,000 or more .....	54
Prefer not to answer .....	25
<b>38 Do you identify as a person with a disability?</b>	<b>N 91</b>
<i>NOTE: Disability is defined as physical emotional or mental health conditions that result in limitations of activities or restrictions to full participation at school at work at home or in the community</i>	
No	75
Yes	9
Prefer not to answer .....	7

# Town of Orleans Results

## Massachusetts Statewide Digital Equity Survey



**39 If you identify as a person with a disability, do you have difficulty in any of the following areas? Select all that apply** **N 65**

I do not identify as a person with a disability .....	46
Walking or climbing steps .....	7
Prefer not to answer .....	8
Multiple Selections .....	4
<i>Hearing even if using a hearing aid</i> .....	2
<i>Remembering or concentrating</i> .....	4
<i>Communicating, for example understanding or being understood</i> .....	3
<i>Seeing even if wearing glasses</i> .....	2
<i>Self-care</i> .....	1
<i>Communicating, for example understanding or being understood</i> .....	1

**40 Do you identify as a member of the LGBTQIA+ community?** **N 91**

No	75
Yes	7
Prefer not to answer .....	9

**41 Did you serve on active duty in the U.S. Armed Forces?** **N 91**

No	81
Prefer not to answer .....	5
Yes	5

**42 Do you live in affordable housing?** **N 90**

*NOTE: Affordable housing is defined as housing subsidized by a housing authority paid for through a voucher or in a building run by a private developer*

No	85
Prefer not to answer .....	5

**43 Where did you hear about this survey? (all that apply)** **N 80**

From a community meeting, community anchor such as a library or school, or other local institution .....	18
From a friend, colleague, or acquaintance .....	5
From a government website, email list, flyer, or other outreach .....	35
From an organization's website, email list, flyer, or other outreach .....	18
Other (Please specify) .....	4

Town of Orleans:

## **Data Sources Reviewed for Existing Conditions**

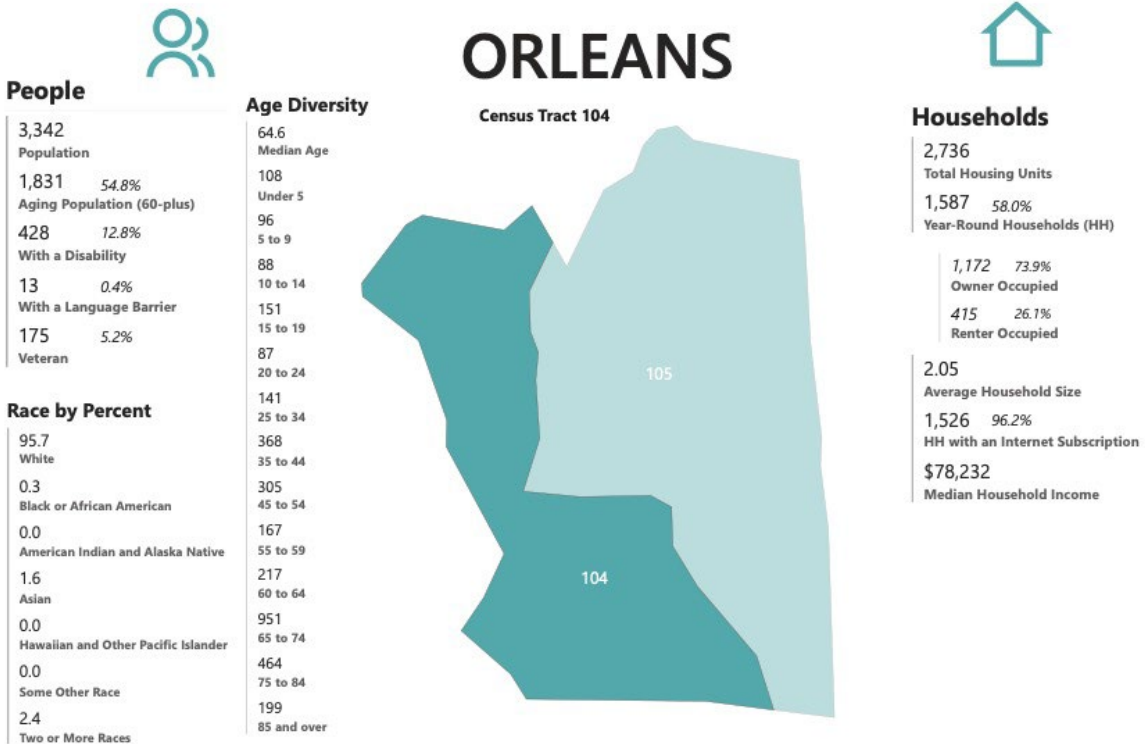
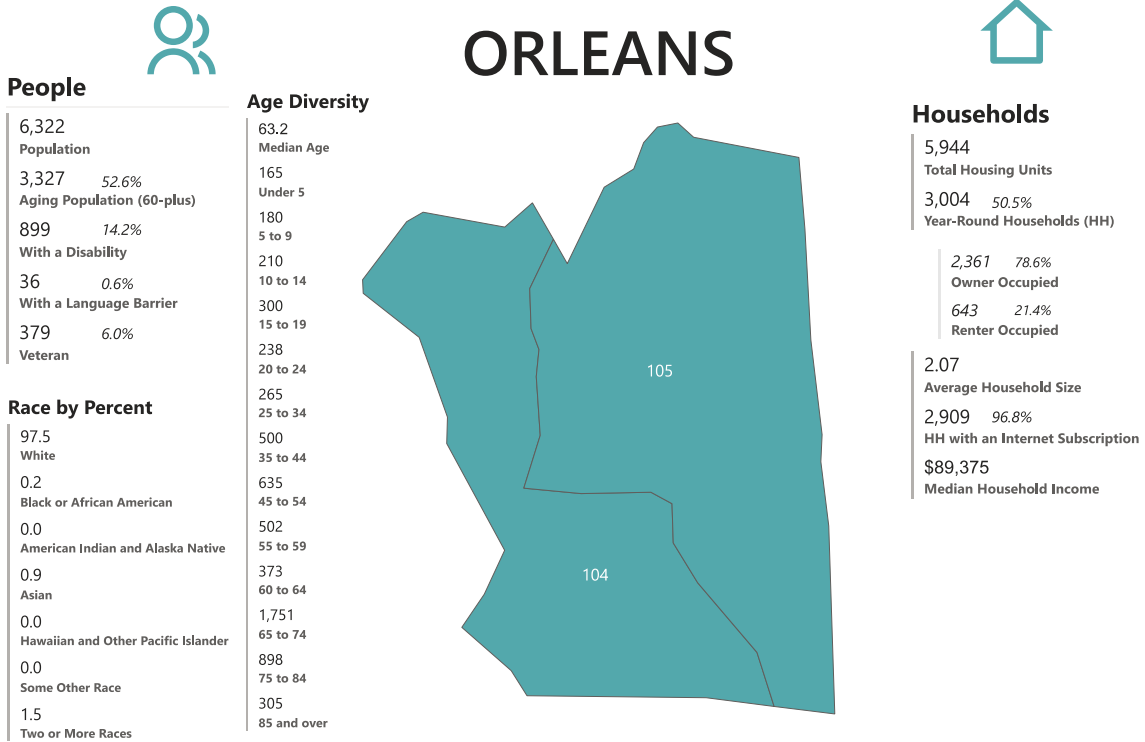
### **American Community Survey, 2022 5-year Estimate Tables**

- S0101, Age And Sex
- S0501, Selected Characteristics Of The Native And Foreign-born Populations
- S1602, Limited English Speaking Households
- S1701, Poverty Status In The Past 12 Months
- S1810, Disability Characteristics
- S1901, Income In The Past 12 Months (In 2021 Inflation-adjusted Dollars)
- S2101, Veteran Status
- S2801, Types Of Computers And Internet Subscriptions
- B16003, Age By Language Spoken At Home For The Population 5 Years And Over In Limited English Speaking Households
- DP02, Selected Social Characteristics
- DP03, Selected Economic Characteristics
- DP04, Selected Housing Characteristics
- DP05, ACS Demographic and Housing Estimates
- B06009, Place Of Birth By Educational Attainment In The United States
- B11013, Subfamily Type By Presence Of Own Children Under 18 Years
- B16005, Nativity By Language Spoken At Home By Ability To Speak English For The Population 5 Years And Over

### **Other Sources**

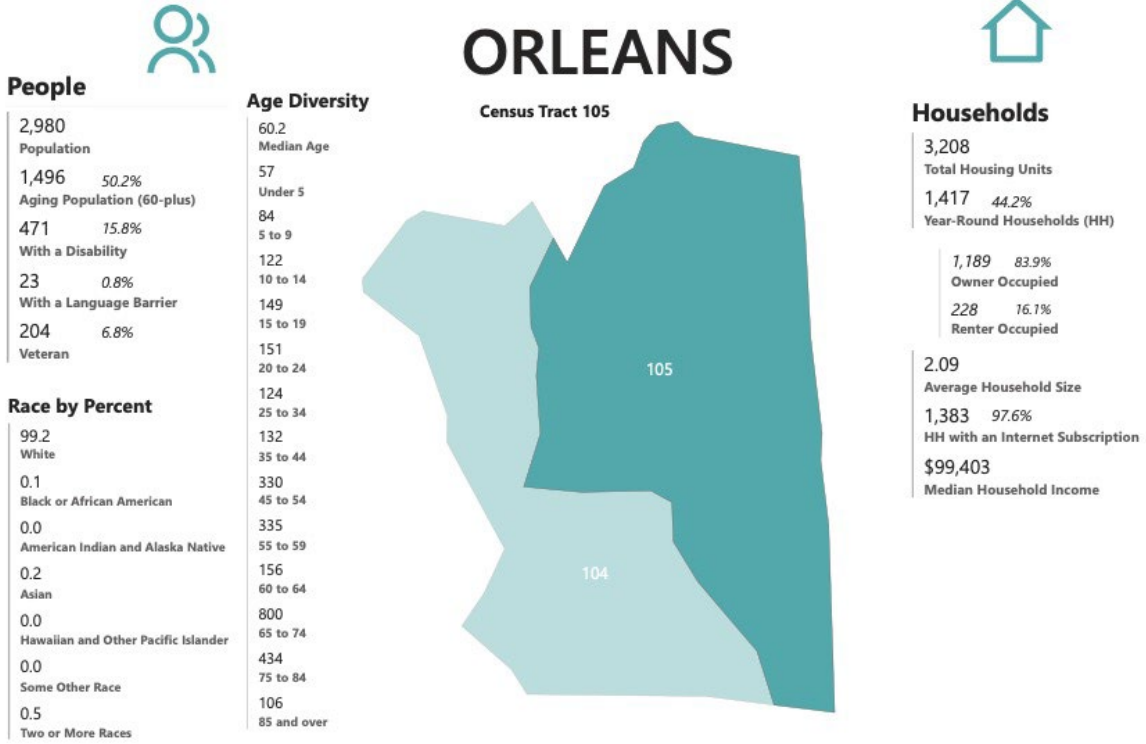
- 2020 Decennial Census Tables
- Centers For Disease Control 2020 Social Vulnerability Index (SVI), Massachusetts And National Data
- Affordable Connectivity Program Enrollments And Claims, Through December 2023
- Microsoft Broadband Usage, October 2020, Zip Code Level
- MassGIS Data: 2020 Environmental Justice Populations
- Massachusetts Broadband Institute Digital Equity Survey, Bourne Results
- Massachusetts Broadband Institute Broadband Map
- FCC National Broadband Map Data

Appendix 5: **Town of Orleans: Detail Maps and Data**



SOURCE: American Community Survey, 2022 5-Year Estimates

Appendix 5: **Town of Orleans: Detail Maps and Data**



SOURCE: American Community Survey, 2022 5-Year Estimates

Appendix 6: **Compiled Ookla Speed Test Data for Barnstable County**, December 2021-November 2022

*Provided by the Massachusetts Broadband Institute.*

<b>Municipality</b>	<b>Total Tests</b>	<b>Unique ID Tests</b>	<b>Jitter &gt; 50 ms</b>	<b>Latency &gt; 100 ms</b>	<b>Latency &gt; 500 ms</b>	<b>Speeds &lt; 25/3 Mbps</b>	<b>Speeds &lt; 50/10 Mbps</b>	<b>Speeds &lt; 100/20 Mbps</b>	<b>Speeds at least 25/3 Mbps</b>	<b>Speeds at least 50/10 Mbps</b>	<b>Speeds at least 100/20 Mbps</b>	<b>Speeds at least 100/100 Mbps</b>
<b>Barnstable</b>	13,834	2,876	816	60	8	436	1,431	4,070	12,008	9,715	5,171	51
<b>Bourne</b>	4,095	846	195	13	1	144	404	1,053	3,638	2,961	1,439	45
<b>Brewster</b>	6,440	1,389	420	18	2	133	533	1,728	5,630	4,562	2,433	40
<b>Chatham</b>	3,568	871	197	25	0	100	355	1,103	3,108	2,490	1,265	0
<b>Dennis</b>	6,607	1,378	338	30	4	148	534	1,604	5,874	4,885	2,555	5
<b>Eastham</b>	3,257	934	196	18	4	148	430	1,145	2,738	2,148	983	5
<b>Falmouth</b>	11,817	2,311	802	132	83	636	1,382	3,342	9,952	8,031	4,147	195
<b>Harwich</b>	5,724	1,185	230	13	0	109	405	1,271	5,209	4,379	1,997	1
<b>Mashpee</b>	5,749	1,221	365	22	2	176	513	1,628	5,114	4,091	1,849	6
<b>Orleans</b>	3,663	756	209	13	1	82	329	923	3,250	2,722	1,627	21
<b>Provincetown</b>	2,404	782	170	17	2	128	416	904	1,948	1,484	617	3
<b>Sandwich</b>	6,164	1,124	310	21	5	115	551	1,471	5,591	4,559	2,364	8
<b>Truro</b>	1,560	394	102	16	10	74	200	519	1,324	1,018	397	2
<b>Wellfleet</b>	1,848	504	160	44	28	125	268	628	1,585	1,180	492	0
<b>Yarmouth</b>	7,668	1,823	474	48	5	277	754	1,988	6,740	5,408	2,647	5
<b>County</b>	84,398	18,394	4,984	490	155	2,831	8,505	23,377	73,709	59,633	29,983	387