TRIANGLE REGION DIGITAL OPPORTUNITY

WAKE COUNTY

RESOURCES

Wake County is bolstering digital opportunity in their community by providing a variety of digital services and resources to their citizens.

- Free computer & WIFI access - Wake County Libraries
- Technology Troubleshooting - Wake County Libraries
- One-on-One Librarian Appointments - Wake County Libraries

STATISTICS

- 99% of residents have access to broadband.
- 84.5% of residents have a subscription.
- Over 21,000 households do not have a broadband subscription.
- ~8,800 residents do not have an internet-enabled device.
- ~24,000 residents only have a smartphone to access the internet.
- 8% of residents live below the poverty line; 13% are low income.
- 32% of non-English-primary residents aged 5+ have limited English proficiency.
- 18.5% of residents are ages 60+.

CHALLENGES

Although Wake County has a comparatively strong foundation in digital opportunity, several challenges remain, as outlined below.

- There is a lack of competition among of ISPs in certain areas
- Homelessness is an ongoing issue, with Wake seeing a ~27% increase from 2024 to 2025.
- While 99% of the county has access to Broadband, only 84.5% have adopted broadband, signaling potential affordability or accessibility issues.

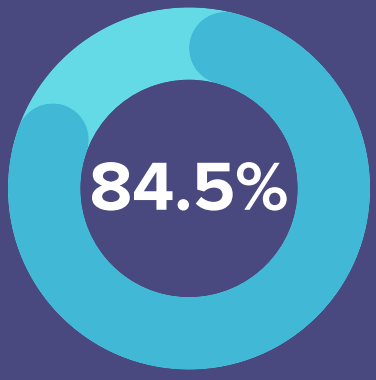
COUNTY SPOTLIGHT

WAKE CO BROADBAND ACCESS



NCDIT

PERCENTAGE OF RESIDENTS WITH A BROADBAND SUBSCRIPTION



NCDIT

CENTRAL PINES REGIONAL COUNCIL

TRIANGLE REGION DIGITAL OPPORTUNITY

WAKE COUNTY



WAKE COUNTY DIGITAL INCLUSION PROJECT

DIGITAL INCLUSION PLAN SUMMARY

Wake County's Digital Inclusion Plan lays out a thoughtful, data-informed approach to helping all residents access reliable internet, affordable service, devices, and the skills to use them. Shaped by community input, it highlights key gaps and outlines practical steps to expand digital access and literacy, especially for those who have been historically underserved. Through partnerships and targeted investments, the plan aims to make it easier for everyone to participate in education, employment, healthcare, and daily life.

GOALS & STRATEGIES

BROADBAND ACCESSIBILITY & AFFORDABILITY

- Require ISPs to participate in low-cost programs like the Lifeline Program to benefit from County-funded broadband projects
- Create an affordability resource page
- Increase affordability by promoting affordability programs and partnerships

DEVICE ACCESSIBILITY & INCLUSIVITY OF RESOURCES

- Bolster device access by promoting device drives and refurbishment programs
- Leverage funding and resources to provide devices to qualifying households
- Educate County staff and partner organizations on Universal Design

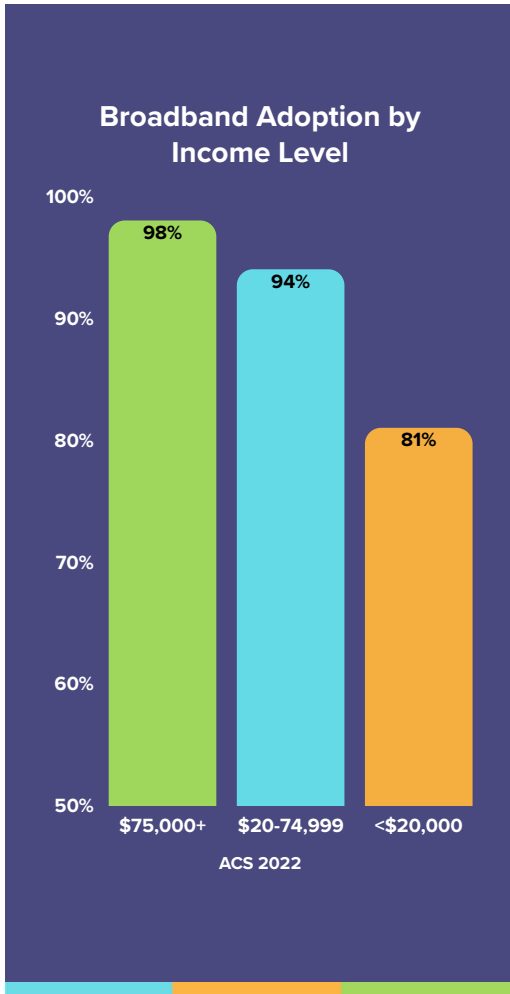
ADOPTION & DIGITAL FLUENCY

- Increase digital fluence skill offerings
- Utilize marketing and other resources to increase broadband adoption
- Offer technical support services to residents and support organizations
- Promote the Lifeline Program and subsidized services to increase adoption

SUSTAINABLE DIGITAL EQUITY

- Establish a Digital Equity and Inclusion Collaborative
- Advocate and strategically invest to increase staff capacity and sustain digital inclusion efforts
- Participate in public-private partnerships to further the digital inclusion cause

COUNTY SPOTLIGHT



CENTRAL PINES REGIONAL COUNCIL