



Age-Friendly Digital Access Tip Sheet

Age-friendly digital access means bridging the digital divide through affordable devices, high-speed internet and lifelong learning opportunities. Everyone deserves access to technology.

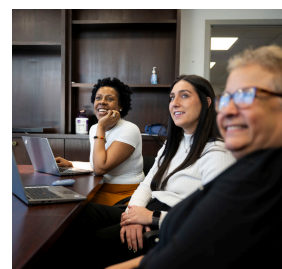
Why It Matters

Being online is a necessity.

The digital divide prevents equal opportunity.

Older adults and people with disabilities are often left out of literacy efforts.

- 90% of U.S. adults say the internet was essential during COVID.
- 79% of job seekers use online resources in their searches.
- More than 15% of households in the United States—over 18 million people total—lack high speed internet.
- Nationally, only 33% of Medicaid recipients own a computer.
- In Southwestern Pennsylvania, more than 36,000 households have download speeds of less than 50 Mbps.
- In Allegheny County, over 4,200 homes lack home internet access. Over 77,000 homes have slow internet speeds, with the Mon Valley having more uneven coverage.
- In Pittsburgh, 10% of households lack a computer and 13% lack home internet access. In some communities of color, 16% of households lack computers and 21% lack home internet access.
- Over half of Americans ages 65-74—and over two-thirds of people ages 75+—lack confidence in their ability to use digital devices.
- In Allegheny County, 29% of white residents 65+ and 14% of Black residents 65+ rate their tech skills as “excellent” or “very good.”
- The average website has over 50 accessibility errors. Nearly 90% of pages use low-contrast text. Over 26% of images are missing alt text.



Where did we source this information?

This tip sheet draws on data and information from National Digital Inclusion Alliance, Pew Research Center, Southwestern Pennsylvania Commission, the Journal of Racial and Ethnic Health Disparities, Neighborhood Allies, WebAIM and ADA.gov.

Who is Age-Friendly Greater Pittsburgh?

Age-Friendly Greater Pittsburgh is dedicated to making our region more inclusive and respectful of all ages. We bring generations together to reimagine how our communities are built, and to advance equity through advocacy, education and innovation.

What Age-Friendly Progress Looks Like

In our homes and browsers

- Low-cost, high-speed internet (at least 100 Mbps download speed), with financial assistance that's easy to find and initiate
- Affordable devices with accessibility features, like voice-activation, screen-reading and automatic subtitling and translation services
- High-contrast text and larger font sizes (at least 12pt)
- Websites and apps that meet accessibility regulations (WCAG 2.1 Level AA)—captions on videos, alt text for images, font that can be resized to 200%, etc.

In our communities

- Broadband treated like a utility, with investments in digital equity—for people of all ages
- No-cost WiFi in community centers, libraries, parks and other public spaces, especially in overburdened, under-resourced neighborhoods
- One-on-one learning opportunities, offered in a variety of languages and settings
- A community help desk(s), offering free tech support for all ages
- Virtual options in addition to—not instead of—telephone and in-person options

Get Involved

Want to be
an age-friendly
champion?
Get in touch!

Visit agefriendlypgh.org to:

- Sign up for our newsletter
- Download Photo Bank images
- Update your stats and facts at our Learning Hub
- Schedule a focus group or speaker

Not sure where to start?

Email info@agefriendlypgh.org or call 412-532-7144 and we'll take it from there.

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