

New York City, NY

Most Promising New Plan

The goal of Queensbridge Connected is to improve the quality of life for the residents of the Queensbridge Houses through universal broadband. This program is a key part of the administration's commitment to provide universal, affordable, high-speed internet to all New Yorkers by 2025. It serves as a model for a fully and equitably connected city.

Population targeted

Queensbridge Connected will serve the approximately 7,000 low- and moderate-income residents of New York City Housing Authority's (NYCHA) Queensbridge North and Queensbridge South Houses, which together are the largest public housing development in the nation. This program is part of an initiative to deliver free broadband service to 21,000 public housing residents across the city.

Key metrics

To ensure resident participation in the program, Queensbridge Connected will monitor key indicators of participation in partnership with local organizations including Spot On and Older Adults Technology Services (OATS). Spot On reports aggregate, anonymous usage statistics. OATS tracks attendance and attrition from its program. Queensbridge Connected can view anonymous traffic analytics and share project updates with residents through the splash page.

City's role

Queensbridge Connected is the first collaboration between the City's Department of Information Technology and Telecommunications and its public housing authority, and the first retrofit of a NYCHA property for managed Wi-Fi. Queensbridge Connected is free for all residents of Queensbridge Houses. The program is fully funded by the City of New York.

Advice to other cities

Community engagement is the core theme of Queensbridge Connected. The Mayor's Office and NYCHA selected Queensbridge Houses as the site of this program based on both its size and the strength of its relationship with the Queensbridge Tenant Association. Spot On hired residents to support the installation of the Wi-Fi service. The Mayor's Office conducted focus groups and user testing sessions with community members to develop the project brand identity and objectives. OATS designed its curriculum based on a door-to-door survey of seniors in the community.



**photo credit: NYCHA Photo Unit*