

Residential Broadband (High Speed Internet) Survey

Through the leadership of the Muskegon County Broadband Initiative, the support of the county's Infrastructure and Economic Development Committee, the Muskegon Area Intermediate School District, local municipality leaders and many other organizations, our community is participating in Connect Michigan's "Connected Community" program. This project will assess the current status of broadband access, adoption, and use in our area in so we can develop a Broadband Technology Action Plan to improve the quality of life and economic potential across Muskegon County.

Your answers to the following questions are critical and will be combined with others to identify the current need for improved internet access and support in our municipality. This information will then be used to develop the most effective action plans with local broadband providers and other contributing organizations to improve technology and internet service and support in our community.

Please answer the following questions for only one Muskegon County address where you have a residence (either owned or rented). Survey respondents should be at least 18 years of age and be the primary or a co-decision maker for the household. The survey should take approximately 10 minutes to complete.

If you have access to the internet, we strongly encourage you to take this survey online at: http://connectmycommunity.org/muskegon-county-residential-survey

If you take this survey in printed form below, please return your completed survey by Friday, January 29, 2016 to: *** replace with address of your local municipal coordinator ***

Thank you in advance for your participation in this important survey!

1. Property Address:

- a. Street Address, City: ______
- b. Zip Code: _____ c. Township:

2. Do you currently subscribe to Internet service at this location? ____ Yes (continue to question #3) ____ No (skip to question #9)

- 3. To which type of Internet service do you subscribe? (select only one, primary)
- Cable Internet
- Dial-Up Internet
- __ DSL Internet (over the phone lines)
- Fiber-to-the-Home (FTTH)
- ____ Wireless Internet (tower-based) Other:
- Mobile or cellular phone connection only
- 1

____ Satellite Internet

T1 Internet

4.	Please select the speed tier that best reflects the Internet service to which you subscribe. If you do not know you speed, you can visit <u>http://www.speedtest.net/</u> and run a quick speed test. This speed can also often be found your billing statement. Download speed is expressed as kilobytes (Kbps) or megabytes (Mbps) per second. Dial ways	on		
	Dial-up11 Mbps to 25.99 Mbps101 Mbps to 500.99	Mbps		
	3.99 Mbps or Less26 Mbps to 50.99 Mbps501 Mbps or Faster			
4 Mbps or 10.99 Mbps51 Mbps to 100.99 Mbps Unsure				
5.	5. How much do you pay for Internet service monthly? If you bundle your Internet service with other services, such TV or phone, please indicate only the cost of your Internet service. \$14.99 or Less \$36 to \$50.99 \$101 to \$150.99 \$15 to \$25.99 \$51 to \$75.99 \$151 or per month \$26 to \$35.99 \$76 to \$100.99 Unsure	:h as		
6.	5. Who is your current Internet service provider?			
7.	7. Does your current Internet service meet your needs?			
	Yes (skip to question #9) No (continue to question #8)			
8.	8. Please describe why your current Internet service does not meet your needs.			
-	Speed is too slow Customer service is poor			
	Price is too high			
	Connection is unreliable			
Ple	Please skip to question #11			
9.	What is the primary reason you do not have an Internet connection at home?			
	I/we do not own a computer Internet service is too expensive			
	I/we do not need the Internet I/we have access to the Internet elsewher	e		
	I/we do not know enough about the Internet to (e.g., work, school, library, etc.)			
	feel comfortable using it Other:			
	Internet service is not available at my address			
10.	.0. From which other location do you access the Internet? (select all that apply) Place of employment Religious facility			
	Library I only access the Internet from a mobile devic	e		
	School I do not access the Internet	-		
	Coffee shop or restaurant Other:			
11.	1. Are you interested in having improved or additional choices for Internet service at your home address?			
	YesNo			
12.	.2. Are there children in your household between the ages of 5 and 18?			
	YesNo			
13.	.3. How often do you access the Internet? Constantly during the day Several times weekly Never Several times daily Once monthly Never Once daily Less than once monthly			

- 14. Some communities have locations specifically designed for providing Internet access for children to complete their homework. Would you or your children use such a facility if it was available in your community?
 ____ Yes
 ____ No
 ____ Unsure
- 15. Do you have any comments or thoughts on such homework hotspots or similar facilities?
- 16. How often do you access online information or interact electronically with the following sectors? Please place a check in the appropriate box. Types of interactions could include, but are not limited to, visiting a website, commenting on social media, text messaging, etc.

Activity	Several times daily	Once daily	Several times weekly	Once weekly	Several times monthly	Once monthly	Less than once monthly	Never
Local government								
(city, town, village, etc.)								
County government								
State Government								
Federal government								
Local businesses								
Non-local businesses								
Agriculture								
Community Organizations								
Healthcare								
Higher education or continuing education								
K-12 schools								
Library								
Public safety								
Travel and tourism								

17. In the table below, please place a check in the appropriate box rating your skill related to each technology hardware item on a scale of zero to three. 0 = No Experience ("I need to learn."); 1 = Basic Skill ("I know a little about this technology."); 2 = Intermediate Skill ("I'm very comfortable using this technology."); 3 = Advanced Skill ("I could teach this technology to someone else."); and N/I = Not Interested ("I'm not interested in this technology.")

Skill Level	0	1	2	3	N/I
Desktop computer					
Laptop computer					
Tablet					
Smart phone					
Analog mobile phone					
Mouse and keyboard					
Touchscreen					
Wearable technology (e.g. FitBit, smartwatch, etc.)					
Gaming consoles (e.g. Xbox, Playstation, Wii, etc.)					
Internet TV devices (e.g. Slingbox, AppleTV, etc.)					
Printers					
External storage devices					

18. In the table below, please place a check in the appropriate box rating your skill related to each software application on a scale of zero to three. 0 = No Experience ("I need to learn."); 1 = Basic Skill ("I know a little about this technology."); 2 = Intermediate Skill ("I'm very comfortable using this technology."); 3 = Advanced Skill ("I could teach this technology to someone else."); and N/I = Not Interested ("I'm not interested in this technology.")

Skill Level	0	1	2	3	N/I
Operating system (e.g., Windows, Apple OS, etc.)					
Word processing (e.g., Microsoft Word)					
Spreadsheets (e.g., Microsoft Excel)					
Internet browser (e.g., Internet Explorer, Chrome, Firefox, etc.)					
Presentations (e.g., Microsoft PowerPoint, Prezi, etc.)					
Photo or image manipulation (e.g., Photoshop, Google Photos, etc.)					
3D modeling (e.g., Sketch-up, AutoDesk, etc.)					
Music listening applications (e.g., iTunes, Spotify, etc.)					
Video viewing applications					
(e.g., Windows Media Player, Quicktime, etc.)					
Audio recording, manipulation, and editing					
Video recording, manipulation, and editing					
Offline gaming					

19. In the table below, please place a check in the appropriate box rating your skill related to each communications/online activity item on a scale of zero to three. 0 = No Experience ("I need to learn."); 1 = Basic Skill ("I know a little about this technology."); 2 = Intermediate Skill ("I'm very comfortable using this technology."); 3 = Advanced Skill ("I could teach this technology to someone else."); and N/I = Not Interested ("I'm not interested in this technology.")

Communication/Online Activity	0	1	2	3	N/I
Email					
Browsing the Internet					
Facebook					
Twitter					
Other social media (e.g., YouTube, Pinterest, Snapchat, etc.)					
Buying and selling (e.g., Craigslist, Etsy, etc.)					
VoIP applications (e.g., Skype, gChat, etc.)					
Online bill payment, e-banking, and similar activities					
Conducting an online job search					
Mobile applications					
Online research and similar activities					
Online gaming					
Cybersecurity					
Online educational classes					

- 20. Do you currently telework or telecommute in any capacity for your job? Teleworking or telecommuting is defined as working outside the regular office environment and communicating with that office over a telecommunications network.
 - ____ Yes (continue to question #21)

____ I am not currently employed (skip to question #27)

____ No (skip to question #25)

21. How frequently do you telework or telecommute?	
Every day	Several days per month, but less than once per
Several days per week	week
Once per week	Once per month
	Less than once per month
22. Would you telework more frequently if allowed by yo	our employer?
YesNo	Unsure
100	
23. What equipment are you provided by your employer	• to facilitate teleworking?
Laptop computer	I provide my own equipment
Tablet computer	Other:
Smart phone	•
24. From where do you telework?	
Coffee shop	Library
Co-working or shared office space	Other:
Home office	
Please skip to question #27	
25 Mondal control of the second	
25. Would you telework or telecommute if allowed by yo	
Yes	No
26 If you don't currently would you consider using a ch	ared office charge or so working office if it were available?
	ared office space or co-working office if it were available?
YesNo	Unsure
Demographic information will only be analyzed in aggree	gate in order to further broadband and technology research
efforts locally and nationally. Your responses will not in a	
	ing way be associated with your address of racinity.
27. Please indicate your current employment status	
Full-time employed	Student
Part-time employed	Military
Self-employed	Retired
Out of work and looking for work	Unable to work
Out of work but not currently looking for work	Other:
Out of work but not currently looking for work	Other
28. Are there any US military veterans (active-duty or ref	tired) living in your household?
YesNo	
29. What is your age?	
Under 1835 to 39	55 to 59 75 to 79
18 to 24 40 to 44	60 to 64 80 or older
25 to 29 45 to 49	65 to 69
30 to 34 50 to 54	70 to 74

\$100,000 to \$149,999
\$150,000 to \$250,000
Greater than \$250,000
,
Bachelor's degree
Some graduate study (no graduate degree)
Master's degree or equivalent
Ph.D. or equivalent

Thank you for participating in the survey!