



Lewis County Judge / Executive

Anthony T. Ruckel

Lewis County Courthouse



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Connected Nation Technology Assessment Residential Broadband and Technology (High-Speed Internet) Survey

In an effort to improve broadband (high-speed internet) access, adoption, and use, our county is participating in Connected Nation's residential broadband and technology survey.

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 Lewis County. This information will then be used to develop action plans to improve technology and internet service in our area.

Please answer the following questions for only one 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 less than 10 minutes to complete.

If you have access to the internet, we strongly encourage you to take this survey online at:
<https://www.myconnectedcommunity.org/>

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

1. Property Address:
 - a. Street Address, City: _____
 - b. ZIP Code: _____

2. Does your household have a traditional landline telephone connection?

Yes No

3. Do you currently subscribe to internet service at this location?

Yes (continue to question #4) No (skip to question #13)

4. To which type of internet service do you subscribe? (select only one, primary service)

<input type="checkbox"/> Cable	<input type="checkbox"/> Satellite
<input type="checkbox"/> Dial-Up	<input type="checkbox"/> T1
<input type="checkbox"/> DSL (over the phone lines)	<input type="checkbox"/> Wireless internet (tower-based, not cellular or wi-fi)
<input type="checkbox"/> Fiber	<input type="checkbox"/> Unsure
<input type="checkbox"/> Mobile or cellular phone connection only	<input type="checkbox"/> Other: _____

5. Please select the speed tier that best reflects the internet service to which you subscribe. ***If you do not know your speed, you can visit <http://www.speedtest.net/> and run a quick speed test. This speed can also often be found on your billing statement. Download speed is expressed as kilobits (Kbps) or megabits (Mbps) per second.***

<input type="checkbox"/> Dial-up	<input type="checkbox"/> 10 Mbps to 24.99 Mbps	<input type="checkbox"/> 100 Mbps to 499.99 Mbps
<input type="checkbox"/> Less than 3 Mbps	<input type="checkbox"/> 25 Mbps to 49.99 Mbps	<input type="checkbox"/> 500 Mbps or Faster
<input type="checkbox"/> 3 Mbps to 9.99 Mbps	<input type="checkbox"/> 50 Mbps to 99.99 Mbps	<input type="checkbox"/> Unsure

6. How much do you pay for internet service monthly? *If you bundle your internet service with other services, such as TV or phone, please indicate only the cost of your internet service.*

<input type="checkbox"/> Less than \$15 per month	<input type="checkbox"/> \$35 to \$49.99	<input type="checkbox"/> \$100 to \$149.99
<input type="checkbox"/> \$15 to \$24.99	<input type="checkbox"/> \$50 to \$74.99	<input type="checkbox"/> \$150 or more per month
<input type="checkbox"/> \$25 to \$34.99	<input type="checkbox"/> \$75 to \$99.99	<input type="checkbox"/> Unsure

7. Who is your current internet service provider? _____

8. Which factor(s) contributed to you choosing that provider? Please choose all that apply.
- Download speeds offered
 - The cost per month for the service
 - The ability to bundle the internet with other services like phone or television
 - The provider's reputation for service and/or reliability
 - Recommendations from friends and family
 - The cost of set-up and installation
 - Upload speeds offered
 - The type of service offered (cable, DSL, etc.)
 - They were the only service available
 - Other (please specify): _____
9. In addition to internet service, do you subscribe to any other service (such as telephone or television) through this same provider? This is often called "bundling."
- Yes (continue to question #10) No (skip to question #11) Unsure (skip to question #11)
10. What service(s) do you subscribe to (in addition to internet service) through this same provider? Please choose all that apply.
- Home landline telephone Television
 - Mobile telephone service Electricity
 - Other (please specify): _____
11. Does your current internet service meet your needs?
- Yes (skip to question #14) No (continue to question #12)
12. Please describe why your current internet service does not meet your needs (please choose all that apply).
- Speed is too slow Customer service is poor
 - Price is too high Data caps limit my ability to use the internet
 - My connection is unreliable Other: _____
- Please skip to question #14*
13. What is the primary reason that 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 elsewhere (e.g., work, school, library, etc.)
 - I/we do not know enough about the internet to feel comfortable using it Other: _____
 - Internet service is not available at my address
14. From which other location do you access the internet? (select all that apply)
- Place of employment A mobile device or smartphone
 - Library I do not access the internet
 - School A friend or family member's home
 - Coffee shop or restaurant Hotels
 - Religious facility Other: _____
15. Are you interested in having improved or additional choices for internet service at your home address?
- Yes No
16. Does anyone in your household subscribe to a mobile internet service that allows you to go online using a smartphone or similar device?
- Yes (please continue to question #17) No (please skip to question #18)
17. Which of these options best describes how your household uses that mobile internet connection at home? Please choose one:
- Mobile internet service is our primary home internet service; we use it to connect other household devices to the internet
 - Mobile internet service is our primary home internet source; we use only our smartphones to go online
 - Mobile internet service is a secondary connection; we mostly use a fixed internet connection to go online from home
 - We subscribe to mobile internet service but we don't use it at home
 - Unsure
 - Other (please specify): _____
18. How many of each of these devices do you have at home? Please provide a number for each, even if it is zero (0).
- Desktop computers Laptop computers
 - Smartphones Internet-connected gaming consoles
 - Internet-connected televisions Internet-connected "smart home" devices
 - Tablets Other devices connected to the internet via home or mobile internet connection

19. Please indicate the response below that best describes your current employment status
- | | |
|---|--|
| <input type="checkbox"/> Full-time employed, but not self-employed | <input type="checkbox"/> Full-time volunteer |
| <input type="checkbox"/> Part-time employed, but not self-employed | <input type="checkbox"/> Student |
| <input type="checkbox"/> Self-employed | <input type="checkbox"/> Military |
| <input type="checkbox"/> Out of work and looking for work | <input type="checkbox"/> Retired |
| <input type="checkbox"/> Out of work but not currently looking for work | <input type="checkbox"/> Disabled and unable to work |
| <input type="checkbox"/> Homemaker | <input type="checkbox"/> Other: _____ |
20. If you are employed or self-employed (full-time or part-time), when you commute to your central or "normal" workplace, how far of a commute is that for you?
- | | |
|---|--|
| <input type="checkbox"/> 0 miles (I work exclusively from home) | <input type="checkbox"/> 21 to 35 miles |
| <input type="checkbox"/> 5 miles or less | <input type="checkbox"/> 36 to 50 miles |
| <input type="checkbox"/> 6 to 10 miles | <input type="checkbox"/> More than 50 miles |
| <input type="checkbox"/> 11 to 20 miles | <input type="checkbox"/> I do not have a central or "normal" workplace |
21. Do you ever use the internet to work from home or some other location instead of commuting to your normal workplace during normal business hours? This is often called "teleworking" or "telecommuting."
- Yes No I am not currently employed
22. If you do not currently telework or telecommute, would you do so if allowed by your employer?
- Yes No Unsure
23. Are there any US military veterans (active-duty or retired) living in your household?
- Yes No
24. What is your age?
- | | | | |
|-----------------------------------|-----------------------------------|-----------------------------------|--------------------------------------|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 25 to 34 | <input type="checkbox"/> 45 to 54 | <input type="checkbox"/> 65 to 79 |
| <input type="checkbox"/> 18 to 24 | <input type="checkbox"/> 35 to 44 | <input type="checkbox"/> 55 to 64 | <input type="checkbox"/> 80 or older |
25. Are there any children between the ages of 5 and 17 who live in your household?
- Yes No
26. Are you, yourself, Hispanic, Latino, or Spanish origin or descent?
- Yes No I'd rather not answer
27. Which race (or races) do you consider yourself to be? Choose all that apply:
- | | |
|---|--|
| <input type="checkbox"/> White | <input type="checkbox"/> Asian |
| <input type="checkbox"/> Black or African American | <input type="checkbox"/> Native Hawaiian or Other Pacific Islander |
| <input type="checkbox"/> American Indian or Alaska Native | <input type="checkbox"/> Other: _____ |
| | <input type="checkbox"/> I'd rather not answer |
28. What is your gross annual household income?
- | | |
|---|--|
| <input type="checkbox"/> Less than \$20,000 | <input type="checkbox"/> \$75,000 to \$99,999 |
| <input type="checkbox"/> \$20,000 to \$34,999 | <input type="checkbox"/> \$100,000 or More |
| <input type="checkbox"/> \$35,000 to \$49,999 | <input type="checkbox"/> I'd rather not answer |
| <input type="checkbox"/> \$50,000 to \$74,999 | |
29. Please indicate your highest level of educational attainment.
- | | |
|--|---|
| <input type="checkbox"/> Some high school | <input type="checkbox"/> Bachelor's degree |
| <input type="checkbox"/> High school diploma or equivalent | <input type="checkbox"/> Some graduate study (no graduate degree) |
| <input type="checkbox"/> Some college (no degree) | <input type="checkbox"/> Master's degree or equivalent |
| <input type="checkbox"/> Associate's degree | <input type="checkbox"/> Ph.D. or equivalent |
30. Are you interested in being informed of high-speed internet developments in your community or the results of this survey? If yes, please provide your e-mail address: _____

If you choose to share your e-mail address, Connected Nation may share that information with local organizations, including your community broadband planning team, to keep you up to date on developments affecting broadband access, adoption, and use in your area.

Additional Comments:

Thank you in advance for your participation in this important survey. If you have chosen to take this survey in printed form, you may return the completed survey to any of these nearby locations:

112 Second St, Room 201
ATTN: Todd Ruckel, Lewis County Judge Executive
Vanceburg, KY 41179

The Electric Plant Board of the City of Vanceburg
191 Front Street
Vanceburg, KY 41179

Lewis County Schools Superintendent's Office
65 Central Avenue
Vanceburg, KY 41179

Vanceburg Post Office
15 3rd Street
Vanceburg, KY 41179

Tollesboro Post Office
3900 W KY-10
Tollesboro, KY 41189

You may return your survey in person or you can mail it to any of the addresses above.

If you choose to mail your completed survey, it must be postmarked on or before January 17, 2020.

Thank you again for participating in this important survey!