Chesterfield Broadband Survey

Survey Results

Question

01 Physical Address or GPS location (Mandatory, since we need to map service to

location in town) For GPS address, enter it in address line 1 and 2. (*Mandatory*)

Answers

175

100%

Skips

0

Question

02 How many different Internet providers do you have? Consider cell phone service

only if you use it as a "hotspot" at your home or business. (*Mandatory*)

Answers

175

100%

Skips

0

0%

0% 42.5% 85% COUNT PERCENT

1 148 85%

2 21 12%

more than 2 5 3%

0, I need some service 1 1%

Question

03 Who is your Broadband provider for this survey? Please fill out separate surveys

for each provider. (*Mandatory*)

Answers

175

100%

Skips

0

0%

0% 34.5% 69% COUNT PERCENT

Fairpoint 119 68%

Argent 31 18%

Other Option 9 5%

Verizon Wireless 6 3%

Comcast 3 2%

US Cellular 2 1%

HughesNet 2 1%

I only use free internet hotspots 1 1%

AT&T 1 1%

WiValley 1 1%

Sprint 0 0%

I don't know 0 0%

Question

04 How satisfied are you with this provider in terms of cost, performance, and

reliability of service? (*Mandatory*)

Answers

175

100%

Skips

0

0%

0% 23.5% 47% COUNT PERCENT

Not Satisfield 81 46%

Somewhat Satisfied 62 35%

Satisfied 22 13%

Very Satisfied 10 6%

Question

05 What is your max internet download speed (claimed by vendor)? (*Mandatory*)

Answers

175

100%

Skips

0

0%

0% 12% 24% COUNT PERCENT

Don't know 41 23%

2.1 to 4 Mbps 35 20%

7.1 to 10 Mbps 26 15%

10.1 to 15 Mbps 26 15%

4.1 to 7 Mbps 20 11%

0 to 2 Mbps 17 10%

15.1 to 20 Mbps 5 3%

25.1 to 30 Mbps 3 2%

greater than 30 Mbps 2 1%

20.1 to 25 Mbps 0 0%

Question

06 What is your download speed for this provider from the state survey?

Answers

166

95%

Skips

9

5%

0% 13.5% 27% COUNT PERCENT

0 to 2 Mbps 44 27%

2.1 to 4 Mbps 41 25%

5.1 to 10 Mbps 29 17%

10.1 to 15 Mbps 21 13%

Didn't do test 12 7%

4.1 to 5 Mbps 10 6%

15.1 to 20 Mbps 4 2%

greater than 30 Mbps 3 2%

25.1 to 30 Mbps 2 1%

20.1 to 25 Mbps 0 0%

Question

07 What is your upload speed for this provider from the state survey?

Answers

166

95%

Skips

9

5%

0% 29.5% 59% COUNT PERCENT

0 to 1 Mbps 97 58%

1.1 to 2 Mbps 17 10%

3.1 to 5 Mbps 13 8%

5.1 to 10 Mbps 12 7%

2.1 to 3 Mbps 11 7%

Didn't do test. 11 7%

greater than 10 Mbps 5 3%

Question

08 Does this provider have a data quota per month or some other time frame?

(*Mandatory*)

Answers

175

100%

Skips

0

0%

0% 29% 58% COUNT PERCENT

No 100 57%

Don't Know 64 37%

Yes 11 6%

Question

09 If you have a data quota, does this cause problems for you for some applications?

Answers

137

78%

Skips

38

22%

0% 38% 76% COUNT PERCENT

Not Applicable 104 76%

No 17 12%

Yes 16 12%

Question

10 How much are you currently spending with this provider per month for

broadband service?

Answers

169

97%

Skips

6

3%

0% 11.5% 23% COUNT PERCENT

$41 to $50 38 22%

$31 to $40 35 21%

$21 to $30 24 14%

$51 to $60 23 14%

$71 to $90 15 9%

Don't Know 8 5%

$91 to $120 7 4%

$121 to $150 7 4%

$61 to $70 6 4%

$0 to $20 4 2%

More than $300 1 1%

$151 to $200 1 1%

$201 to $300 0 0%

Question

11 Are you satisfied with the VALUE (cost relative to performance) of your current

Internet access with this provider? (*Mandatory*)

Answers

175

100%

Skips

0

0%

0% 27% 54% COUNT PERCENT

Not Satisfield 93 53%

Somewhat Satisfied 53 30%

Satisfied 23 13%

Very Satisfied 6 3%

Question

12 Are you satisfied with your current LEVEL of Internet access (speed) from this

provider? (*Mandatory*)

Answers

175

100%

Skips

0

0%

0% 33.5% 67% COUNT PERCENT

Not Satisfied 117 67%

Somewhat Satisfied 34 19%

Satisfied 21 12%

Very Satisfied 3 2%

Question

13

The chart bellow privides montly rates for internet (unlimited downloads) from

various existing providers and estimated charges for improved service. Based on

this, If we are able to get improved Broadband performance in Chesterfield, how

much are you willing to pay per month for each speed listed below?

Answers

162

93%

Skips

13

7%

$30 $40 $50 $60 $70 $80 $90 $100 $110 NOT

NEEDED

10Mbps

download 44 29 23 5 1 3 0 1 2 17

20Mbps

download 20 33 32 12 8 3 0 1 2 18

25Mbps

download 8 23 40 24 5 7 1 1 2 21

30Mbps

download 6 15 20 30 10 6 6 2 2 31

50Mbps

download 6 4 11 21 14 15 5 7 2 43

100Mbps

download 4 4 3 11 6 17 5 12 11 53

Question

14

What do you currently use the Internet to do and what services do you want to

use, but don’t currently (perhaps because your internet connection is too slow)?

(check all that apply):

Answers

173

99%

Skips

2

1%

CURRENTLY USE

WOULD LIKE TO

USE IN THE

FUTURE…

DO NOT NEED

E-Mail 168 2 0

Video calls (for example Skype/Facetime) 93 50 17

Phone calls from your computer/smartphone/tablet 63 40 48

Shopping 163 2 4

Online multiplayer games 40 27 77

Streaming Media (Watching Movies or TV though your computer/phone/tablet) 109 49 7

VPN into other networks (often used by people who telecommute) 57 28 61

Education 86 32 37

Telemedicine 9 52 75

Manage a business/Telecommute 63 36 48

Connect parts of your home/business to the internet to manage them remotely (e.g. garage

door opener, dishwasher, lights – also known as the “internet of Things”) 28 79 40

Question

15 Are you a resident or business proprietor (check all that apply): (*Mandatory*)

Answers

175

100%

Skips

0

0%

0% 41% 82% COUNT PERCENT

Resident 142 81%

Home Business 28 16%

Business 5 3%

Question

16 How often do you use the Internet? (*Mandatory*)

Answers

175

100%

Skips

0

0%

0% 49.5% 99% COUNT PERCENT

Daily 173 99%

2-3 time a week 2 1%

Don't use the internet 0 0%

weekly 0 0%

Monthly 0 0%

Question

17 Do you ever telecommute from home? If yes, about how many times per week do

you do some work at home? (*Mandatory*)

Answers

175

100%

Skips

0

0%

0% 25% 50% COUNT PERCENT

No 87 50%

Yes, 4 or more times per week 43 25%

Yes, 3 times per week 18 10%

Yes, 1 time per week 14 8%

Yes, 2 times per week 13 7%

Question

18 If you were to buy, sell, or rent a home, would Internet access be a factor in your

decision making? (*Mandatory*)

Answers

175

100%

Skips

0

0%

0% 37.5% 75% COUNT PERCENT

Strongly Influence 130 74%

Some Influence 39 22%

No Influence 4 2%

Neutral 2 1%

Question

19 How would you describe our community today? (check all that apply): (*Mandatory*)

Answers

175

100%

Skips

0

0%

0% 31% 62% COUNT PERCENT

A bedroom community 147 62%

A community trying to expand small business 59 25%

A tourism community 28 12%

A community seeking large business expansion 5 2%

Question

20 How would you like our community to be described in the future? (check all that

apply): (*Mandatory*)

Answers

175

100%

Skips

0

0%

0% 22% 44% COUNT PERCENT

A community trying to expand small business 112 43%

A bedroom community 103 40%

A tourism community 27 10%

A community seeking large business expansion 17 7%

Question

21 Number of people in Household:

Answers

175

100%

Skips

0

0%

0% 25.5% 51% COUNT PERCENT

2 89 51%

4 33 19%

3 28 16%

1 17 10%

5 8 5%

6 or more 0 0%

Question

22 How many members of this household attend the regional school system or local

colleges:

Answers

175

100%

Skips

0

0%

0% 35.5% 71% COUNT PERCENT

0 123 70%

1 28 16%

2 20 11%

3 3 2%

4 or more 1 1%

Question

23 How long have you resided/done business in town:

Answers

174

99%

Skips

1

1%

0% 30% 60% COUNT PERCENT

more than 10 years 104 60%

5-10 years 28 16%

2-3 years 25 14%

Less than 1 year 9 5%

3-5 years 8 5%

Question

24 Do you own or rent your residence?

Answers

175

100%

Skips

0

0%

0% 48% 96% COUNT PERCENT

Own 167 95%

Rent 8 5%

Question

25 Age (optional)

Answers

145

83%

Skips

30

17%

0% 16.5% 33% COUNT PERCENT

51-60 47 32%

61-70 41 28%

41-50 22 15%

31-40 19 13%

over 70 10 7%

21-30 5 3%

19-20 1 1%

12-18 0 0%

Question

26 Male/Female (optional)

Answers

139

79%

Skips

36

21%

0% 31.5% 63% COUNT PERCENT

Male 87 63%

Female 52 37%

Question

27 Name (optional)

Answers

105

60%

Skips

70

40%

28 Email address (optional)

Answers

105

60%

Skips

70

40%

Question

29 Any Other Comments?

Answers

67

38%

Skips

108

62%