



Lawrence County office of Planning and Community Development is conducting a Broadband Expansion Study to learn about your access to high-speed, affordable internet. This survey will help identify gap areas in the county for future broadband expansion and digital inclusion. We need your help to ensure all parts of the county are verified. **Survey closes on April 28, 2023.**

Please enter your physical address:

Name (optional): _____
Address 1: _____
Address 2: _____
City: _____
State: _____ Date: _____ Age: _____ What municipality do you reside in?: _____
Zip: _____ Email (for mailing list): _____

1. Is the address above a household, business, or community anchor institution?

Check one:
 Household Community Anchor Institution
 Business (i.e., school, library, church, police, fire, etc.)
 Both Household & Business
 Other

If both household and business, please specify:

If other, please specify:

If a business, do you offer free public Wi-Fi? Yes No
If Community Anchor Institution, please provide the name:

2. Do you have Internet service at the above address?

Yes No
a. If yes, who is your Internet service provider?

b. What type of service do you have? Please select one.
 Cable DSL (Digital Subscriber Line)
 Fiber Fixed Antenna Wireless
 Satellite Mobile Hotspot
 Mobile Phone Plan I Don't Know
 Other (Please specify)
c. If you answered 'No,' why? Please select one.
 Too Expensive No Service Available In My Area
 I Don't Need/Want I Don't Know How to Use It
 Other (Please specify)

3. Do you travel to a different location to use public Wi-Fi?

Yes No If yes, please check all that apply:
 Place of Work Community/Rec Center
 Library Church
 School/College Coffee Shop
 Relative/Friend Home Dining Establishment
 Other (Please specify)

4. Approximately what download speed do you subscribe to?

Note: You may need to review your monthly Internet bill to assist in answering this question.

Less Than 25 Mbps 25 - 50 Mbps
 51-100 Mbps 101 Mbps - 1 Gbps
 More Than 1 Gbps I Don't Know

5. Approximately what upload speed do you subscribe to?

Note: You may need to review your monthly Internet bill to assist in answering this question.

Less Than 3 Mbps 4 - 20 Mbps
 21 - 100 Mbps 101 Mbps - 1 Gbps
 More Than 1 Gbps I Don't Know

6. What devices do you use to connect to the Internet?

(Select all that apply)

Smart Phone Gaming Computer/Consoles
 Tablet Smart TV (Roku, Firestick)
 Laptop Computer Other smart devices (e.g. security devices, voice assistants, thermostats, etc.)
 Desktop Computer
 Other (Please specify)

7. Overall, how satisfied are you with the performance of the internet you primarily use at your home or business?

Very Satisfied Neither Satisfied nor Dissatisfied
 Satisfied Dissatisfied

8. What is the reason you/your household connect to the Internet? Please rank the order of importance.

(1-9 with 1 being most important to you)

___ Education ___ Shopping/Product Information
___ Work/Business ___ Communication with Others
___ Healthcare ___ Internet Browsing
___ Finance/Banking ___ Emergency/Evacuation/
___ Entertainment Public Safety Information
___ Other _____

9. Which situations below currently apply to members of your household for work or school? (Select all that apply)

Fully virtual (at home every day)
 Hybrid (in-person some days, at home some days)
 Fully in-person
 Nobody in the household does this

Survey Continued on Back...

10. In a typical day, about how many hours are members of your household accessing the internet? Including hours used for work, school, streaming music or TV content, or other uses.

- 0
 5-8 Hours
 1-4 Hours
 More than 8 Hours

AFFORDABILITY

11. Approximately how much does your household or business pay PER MONTH for your Internet service (not including cellular, cable TV, or landline phone service)?

Note: You may need to review your monthly Internet bill to assist in answering this question.

- Free
 \$1 to \$20
 \$21 to \$40
 \$41 to \$60
 \$61 to \$80
 \$81 to \$100
 More than \$100
 I dont know

12. How do you currently pay for the internet service you primarily use when at home? Select the option that best describes you.

- I have a regular subscription
 I pay for service as needed ("Pay as you go")
 Other (Please specify)

13. Would you be willing to pay more for faster, more reliable home internet service if it were available to you?

- Yes No

If 'No': Why would you not be willing to pay more for a faster, more reliable home internet service if it were available to you? Select all that apply.

- My current level of internet service fits my needs
 I cannot afford to pay more
 I don't think faster internet is worth paying more money for
 I'm worried about losing the value of my bundled services
 Internet service is not very important to me
 Other (Please specify)

If 'Yes': How much more per month would you expect to pay for a faster internet service that meets your needs? Select the option that most closely matches your expectation.

- \$5 more
 \$10 more
 \$25 more
 \$50 more
 \$75 more
 \$100 more
 More than \$100

BARRIERS TO CONNECTIVITY

14. What barriers exist for upgrading internet service?
(Select all that apply)

- I can't get a faster connection at my home/business
 I can't afford a faster connection at my home/business
 No barriers exist
 Other (Please specify)

COMMUNICATION PREFERENCES

15. How do you most often get local news and community information? *(Select all that apply)*

- Radio
 Local TV
 National TV
 Websites (Other than social media sites)
 Social media
 Print media (e.g., Newspapers)

16. Do you have children under 18 in your household?

- Yes No Prefer not to answer

17. Do you have adults over 65 in your household?

- Yes No Prefer not to answer

18. How many people currently reside in your household?

- 1 2 3 4 5 or more

19. Does any disability, handicap, or chronic disease keep you from participating fully in using the internet?

- Yes No

20. What is your current housing situation?

- Own a Home
 Rent a Home
 Rent an Apartment
 Retirement Community/Home
 Unhoused or no Fixed Address
 Other (Please specify)

21. Which of the following best describes your 2022 household income?

- Less than \$25,000
 \$25,000 to \$49,999
 \$50,000 to \$74,999
 \$75,000 to \$99,999
 \$100,000 or more
 Prefer not to answer

22. How do you identify yourself? Select all that apply.

- American Indian or Alaska Native
 Black or African American
 Native Hawaiian or Pacific Islander
 Prefer not to answer
 Asian
 Hispanic/Latino/a/x
 Middle Eastern or North African
 White
 Other (Please specify)

THANK YOU FOR TAKING THE TIME TO COMPLETE THE SURVEY

For questions or comments, please contact us at feedback@linkuplawrence.com or call 724-495-4302.

COMMENTS

Please drop off or mail completed surveys to:

Lawrence County
 Planning Department
 430 Court Street
 New Castle, PA 16101

