

2020 Town of Long Island Broadband Survey

With Tally Numbers and Summarized Comments

Note that with multiple choice questions the total number of responses will often exceed the total number of returned surveys.

The purpose of this confidential survey is to assist us in gauging interest in moving forward to connect all of our residents equally with broadband speed Internet and related services. Hopefully you will read the cover letter before taking this survey.

Check multiple items for each question if needed.

1. Which communication services do you currently subscribe to?

- a 117 Telephone (home or business landline – not cell)
- b 150 Internet
- c 62 TV (satellite)
- d 165 Cell Phone
- e ____ Other. Please list ____ Netflix;Hulu;YouTube;AppleTV;Disney

2. When you use the Internet, what kind of activities do you typically do online?

- a 174 E-mail friends/family/business
- b 173 Make purchases online (books, music, electronics, travel, etc.)
- c 114 Read the news/blogs
- d 62 Play games
- e 53 Make long distance or international calls (Skype, Vonage, Magic Jack,etc.)
- f 108 Gather financial information/make transactions
- g 92 Gather health information
- h 122 Stream TV (YouTube, Netflix, Amazon, Hulu, PBS Passport, etc.)
- I 90 Work from Home
- j 28 Home Security Monitoring (Nest, Ring, etc.)
- k 33 Island business activity (home or remote)
- l 181 Social networking (Facebook, Twitter, etc.)
- m 9 Telemedicine
- n 4 Do NOT use
- o ____ Other. _____

3. Does anyone in your household need to use the Internet to complete school or job training course work or professional development?

- 51 Yes
- 38 Not at this time, but maybe in the future
- 92 No

4. **Is your island property used as rental property all or part of the year?**

_31 Yes

_152 No

5. **How would you describe your residency?**

119 Seasonal **64%**

66 Year round **35%**

6. **Do you purchase a "bundled" service (i.e., Phone, Internet, and/or DirecTV all from Consolidated)?**

95 No

77 Yes - If yes, what is the total monthly cost? \$ _____

What services are included? _____ Telephone; _____ Internet; _____ DirecTV

7. **If you ONLY have TELEPHONE from Consolidated, what is a typical monthly bill?** **\$30 to \$140** **Typical \$35-\$45_**

8. **How do you get TV?**

a **170** I have an antenna and only watch the local channels

b **165** I have a satellite dish (DirecTV, Dish) and pay \$ _____ per month

c **170** stream TV via the Internet (examples: Roku, Apple TV, Hulu etc.)

d ____ Other **Firestick; No TV; streaming; cell;**

9. **If you do NOT currently have Internet access at your home, please tell us why? (You may then skip to question #15, if no Internet)**

a **8_** Cost

b **8** Not interested

c **9** Poor DSL availability

d **19** Other _____

10. **Who is your current Internet provider?**

a **160** Consolidated (formerly Fairpoint)

b **2** Hughes net

c **2** Red zone

d **4** Cellular hotspot (Verizon, AT&T, T-Mobile, etc.)

e **1** Other **school** _____

11. What would you like to be able to do online that you can't with your current connection? (Check all that apply) approx.. half counted. These numbers are doubled

- a 70 Nothing - my current connection meets my needs
- b 62 Work from home
- c 14 Seek work at home opportunities
- d 40 Online education and courses
- e 66 Voice/video communication
- f 70 Transmit larger data files
- g 30 Healthcare communications/monitoring
- h 32 Online classes
- i 72 Upload pictures quickly
- j 22 Run an Island based business
- k 102 Better movie and entertainment options
- l 66 Less expensive TV options
- m ___ Other

many comments focused on better reliability; faster speeds; multiple users; work from home; need for renters

12. Please share your satisfaction with your present Internet connectivity on the island.

- A 14 Very satisfied
- B 24 Somewhat satisfied
- C 43 Satisfied
- D 52 Somewhat Unsatisfied
- e_21 Very Unsatisfied

13. If you ONLY have Internet service from Consolidated, what is your monthly bill? \$_____

14. What Internet speed are you subscribed to?

- a ___ 3/1 Mb/s
- b ___ 7/1
- c ___ 15/1
- d ___ 25/2
- e ___ Other _____
- f ___ Do not know

15. If the Town were to install its own broadband service providing much higher Internet access speeds and services than currently available, would you subscribe?

- a 65 Yes, I know I need faster speeds and would pay a bit more than I pay now.
- b 90 Yes, I know the Community needs faster speeds and would pay a bit more than I pay now
- c 34 Yes, but only if the cost is the same or less than what I pay now
- d 15 No, what I have now is good enough
- e 25 I need more information to answer this

16. Open question – Is there anything you would like to add for the Broadband Committee to consider?

Thank you for taking the time to assist us with this survey. If you have additional information for the Committee and/or wish to participate further, please contact us or leave a contact on this survey in question 16.

Please mail or return this no later than Feb. 29. (The sooner you mail this back, the sooner we can add your input to our data)