

Project Sponsored by Washington County

WASHCONNECT



We Need Faster, Reliable Internet.



Disappointed by your Internet speed? Trouble streaming your favorite shows? Washington County is asking for your help!

Complete our quick survey to help us find problem areas. Information will be used to advocate for grants and funding where service is needed most.

If You Have Internet:

Visit washingtoncountybroadband.com and complete a quick survey and a speed test.

If You Don't Have Internet:

Visit washingtoncountybroadband.com or scan the QR code to complete a quick survey.



Need Help Completing the Survey? Give Us a Call at 518.746.2290



Washington County, NY Broadband Questionnaire



Please return this survey by July 31, 2021 to:
Washington County Planning
383 Broadway, Fort Edward, NY 12828

1) Please enter your Washington County address for your home, farm, business, or other property.

Street Address [or Tax ID Number]: _____

City: _____

State: _____

Zip: _____

2) Is this address in Washington County for your home (permanent or seasonal) or business?

Home Business Farm Nonprofit Government Other

HOME INTERNET SERVICE

3) What type of Internet access do you have at this home or seasonal address in Washington County?

- | | |
|--|---|
| <input type="checkbox"/> No Internet Access at this Location | <input type="checkbox"/> Fiber (e.g. Verizon Fios or SLIC) |
| <input type="checkbox"/> Cable (e.g. Spectrum) | <input type="checkbox"/> Satellite (e.g. Hughesnet) |
| <input type="checkbox"/> Cellular Hotspot | <input type="checkbox"/> Wireless [Not Cellular]
(e.g. Hudson Valley Wireless) |
| <input type="checkbox"/> Dialup | <input type="checkbox"/> Do Not Know |
| <input type="checkbox"/> DSL (e.g. Verizon) | |

NO HOME INTERNET SERVICE; *DO NOT HAVE INTERNET*

4) Please tell us the main reason you do not have Internet access at your Washington County address?

- | | |
|---|--|
| <input type="checkbox"/> Internet Not Available | <input type="checkbox"/> Not Relevant or Needed |
| <input type="checkbox"/> Lack of Skills/Knowledge to Use It | <input type="checkbox"/> Too Expensive |
| <input type="checkbox"/> Lack of a Computer or Device | <input type="checkbox"/> Other Reason Not Listed |

5) Do you have problems getting medical care for yourself or your family based on location or cost?

We ask this question due to the increasing availability of telemedicine - video visits with your physician using a secure broadband connection.

Yes No Do Not Know

6) Does anyone in your household have trouble completing work associated with their job [working from home] due to a lack of Internet access?

Yes No No One In My Household Works From Home

7) Does anyone in your household have trouble completing schoolwork

[either homework or attending virtual school] due to a lack of Internet access?

Yes No No One In My Household Is In School

8) For what uses would you subscribe to a broadband service? (Please check all that apply.)

- | | |
|---|---|
| <input type="checkbox"/> Agriculture-based business | <input type="checkbox"/> Shopping |
| <input type="checkbox"/> Completing homework | <input type="checkbox"/> Staying in touch with family/friends |
| <input type="checkbox"/> Online classes | <input type="checkbox"/> Telemedicine / health care |
| <input type="checkbox"/> Online gaming | <input type="checkbox"/> Video meetings with family or for work |
| <input type="checkbox"/> Home-based business | <input type="checkbox"/> Working from home |
| <input type="checkbox"/> Streaming TV/movies/music | <input type="checkbox"/> I don't want/ need service |

9) How much would you be willing to pay for new Internet/broadband service?

- | | |
|--|--|
| <input type="checkbox"/> \$25-\$50/month | <input type="checkbox"/> \$100/month or more |
| <input type="checkbox"/> \$51-\$75/month | <input type="checkbox"/> I don't want/need service |
| <input type="checkbox"/> \$76-\$99/month | |

10) How many devices would you possibly connect to the Internet?

Consider devices such as personal computers, laptops, tablets, gaming consoles, DVR's, Roku and streaming video devices, Smart televisions, personal assistants such as Alexa, Smart thermostats, and even phone service and cellular connections (in home if you select the option to use your wi-fi in your cellular phone settings).

1 _____ [] _____ 10

RESIDENTIAL INTERNET SERVICE NEEDS

11) How important is it to you to have a choice in providers?

Very important Important Neutral Not important I do not want/need service

12) Please check the services you would be interested in purchasing from a new service provider.

Internet TV Home phone

ABOUT OUR HOUSEHOLD

13) How important is Internet access

	Very important	Somewhat important	Neutral	Not important	Not Applicable
to stay informed?	()	()	()	()	()
for your healthcare?	()	()	()	()	()
for your quality of life?	()	()	()	()	()
for your ability to earn a living?	()	()	()	()	()
for your ability to pursue an education?	()	()	()	()	()

14) How many people are in this household?

- 1
- 2
- 3
- 4
- 5 or more

15) Who are, or would be, the primary users of Internet at your address? (Please check all that apply.)

- School age child(ren) - K-12
- Adult(s) - Ages 19-25
- Adult(s) - Ages 26-65
- Adult(s) - Ages 66 and older
- No one would use this service

16) What is the highest level of education obtained by any one person in this household?

- High school
- Technical or two-year college
- Four-year college
- Post graduate work
- Military service
- Do Not Know

17) What is the estimated annual income of your household?

- Less than \$32,000 per year
- \$32,000 to \$65,000 per year
- More than \$65,000 per year
- Prefer not to say
- Other

COMMENTS

18) Are there any other comments you wish to share with Washington County regarding broadband service or Internet access?

Please feel free to share your thoughts on the value and importance of broadband, and what you believe the role of the County should be in improving broadband access.

19) How did you hear about this survey?

- | | |
|--|---|
| <input type="checkbox"/> Facebook/Other social media | <input type="checkbox"/> Religious organization |
| <input type="checkbox"/> Flyer posted in public location | <input type="checkbox"/> Television |
| <input type="checkbox"/> Through a non-profit organization | <input type="checkbox"/> Word of mouth |
| <input type="checkbox"/> Newspaper article | <input type="checkbox"/> Other |
| <input type="checkbox"/> Notification from Washington County | |

COMPLETE ASSESSMENT

20) Would you be willing to be a *champion for improved Internet access in Washington County?

*Being a champion can take many forms - sending emails to your neighbors, encouraging friends to take the survey, etc.. If you answer "Yes" or "Tell me more" please leave contact information below so we can get in touch with you!

- Yes No Tell me more