



Evart Broadband Survey

Osceola County
Community Development Office



April 2016

INTRODUCTION

During February through April 2016 the Osceola County Community Development Office, in conjunction with the City of Evert, conducted a survey of residents and businesses in the Evert area in an effort to gather information on the current use and desired availability of Internet services in the Evert area. The goal of the survey was to determine if there were any unmet broadband needs in the area.

Residents and businesses were informed of the survey through three means:

- Articles were written by the three newspapers serving the Evert area.
- Surveys were included in the February water bills of all customers served by the City of Evert.
- The survey was announced on the County website along with a link to a copy of the survey which could be completed online.

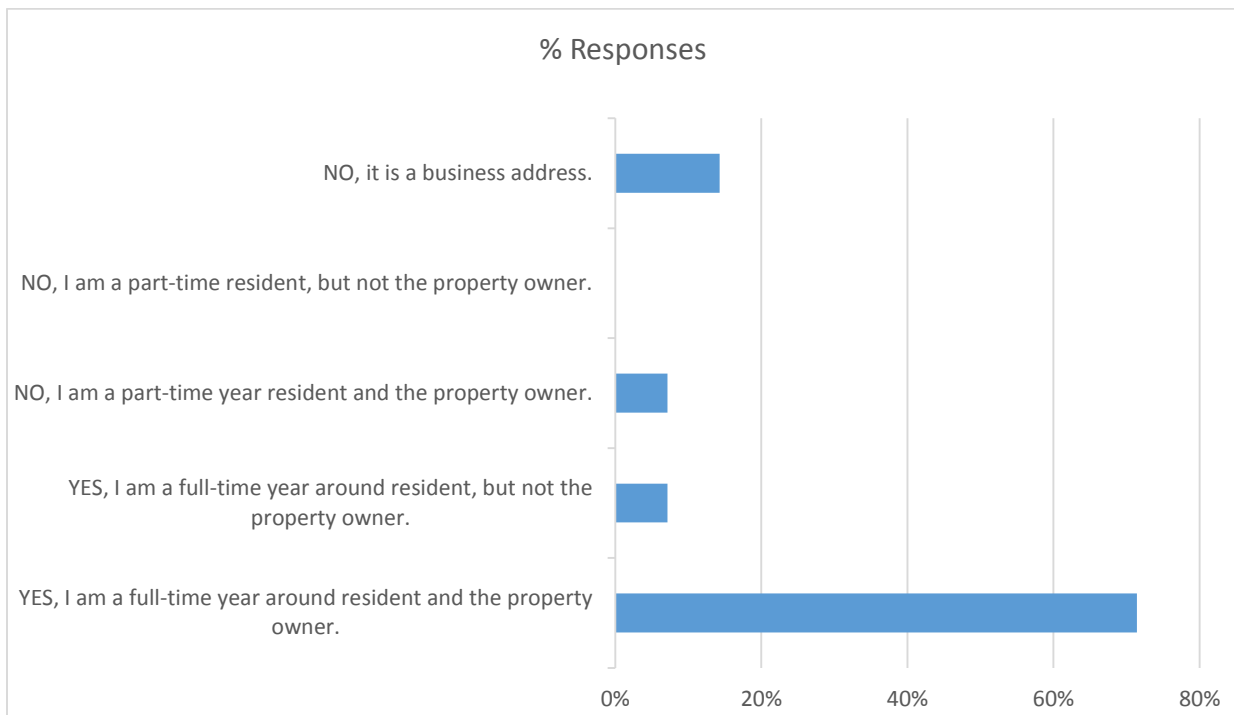
By April 15th a total of 42 surveys (33 paper, 9 electronic) were received. It was hoped to obtain approximately 100-150 responses. As such a follow-up survey may be conducted, especially if requested by a high speed Internet provider.

Included in this report are the results from the 10 questions that comprised the survey.

Question #1: The property for which I'm answering this survey is located at (list street address).

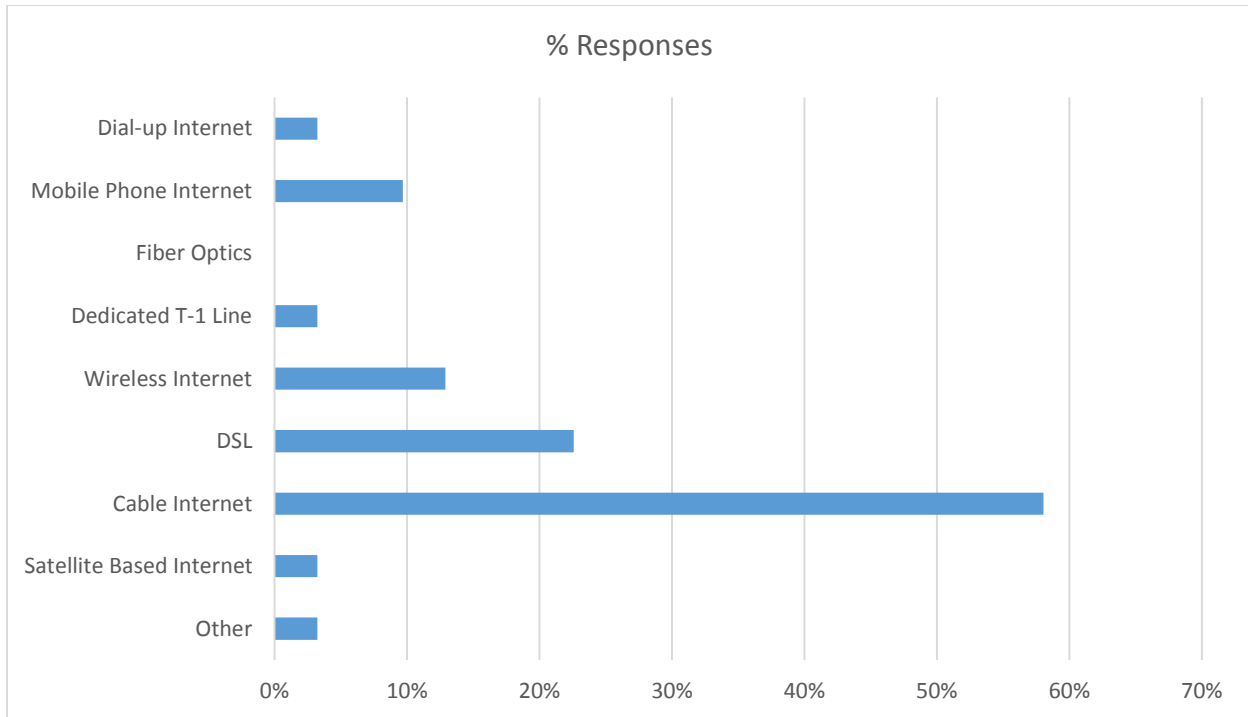
Surveys were received from forty-two (42) different addresses. The addresses are not included in this report.

Question #2: Was the survey sent to your year-around residence?



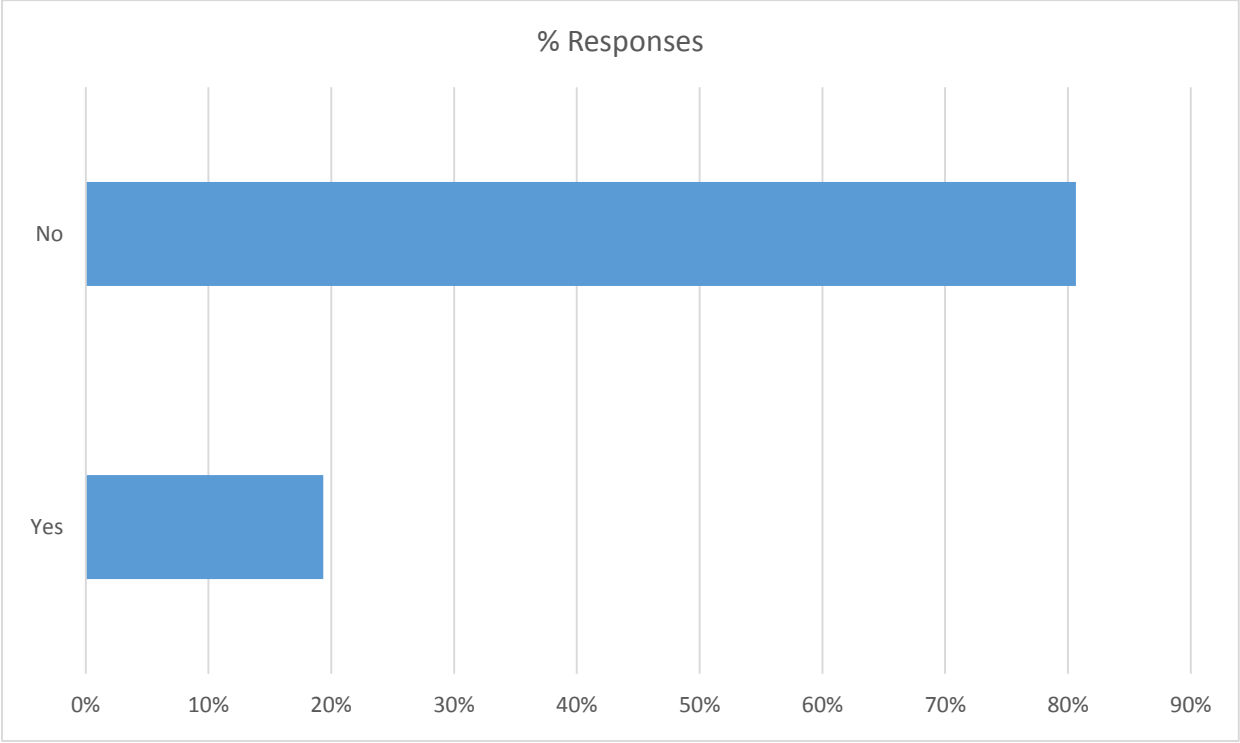
Answer Choices	# Responses	% Responses
YES, I am a full-time year around resident and the property owner.	30	71.43%
YES, I am a full-time year around resident, but not the property owner.	3	7.14%
NO, I am a part-time year resident and the property owner.	3	7.14%
NO, I am a part-time resident, but not the property owner.	0	0.00%
NO, it is a business address.	6	14.29%
TOTAL	42	

Question #3: If you do subscribe to an Internet service at this address, what type of service is it? Check all that apply. If you DO NOT subscribe to an Internet service go to Question #8.



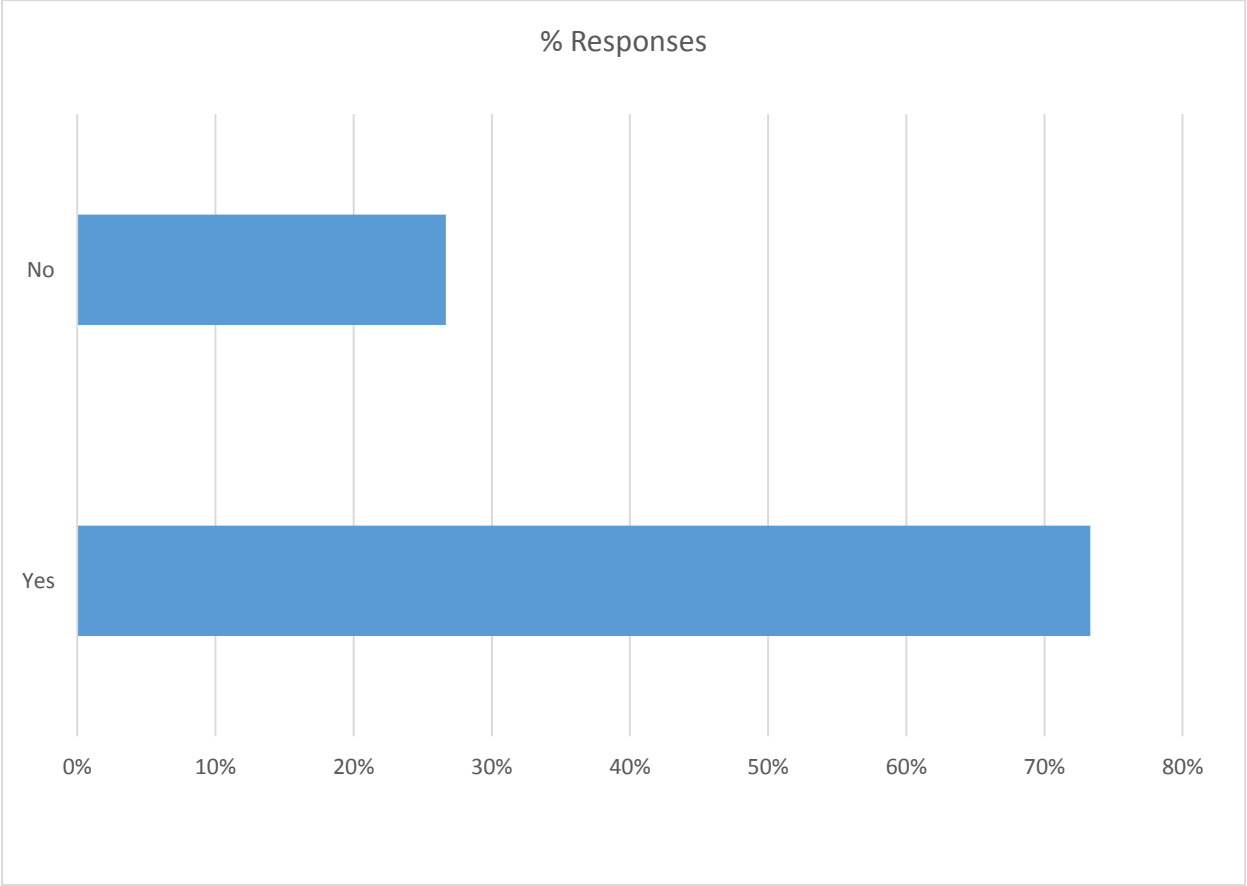
Answer Choices	# Responses	% Responses
Dial-up Internet	1	3.23%
Satellite Based Internet	1	3.23%
Cable Internet	18	58.06%
DSL	7	22.58%
Wireless Internet	4	12.90%
Dedicated T-1 Line	1	3.23%
Fiber Optics	0	0.00%
Mobile Phone Internet	3	9.68%
Other (please specify)	1	3.23%
TOTAL RESPONDANTS	31	

Question #4: If you do subscribe to an Internet service do you telework (work full or part-time) from this address?



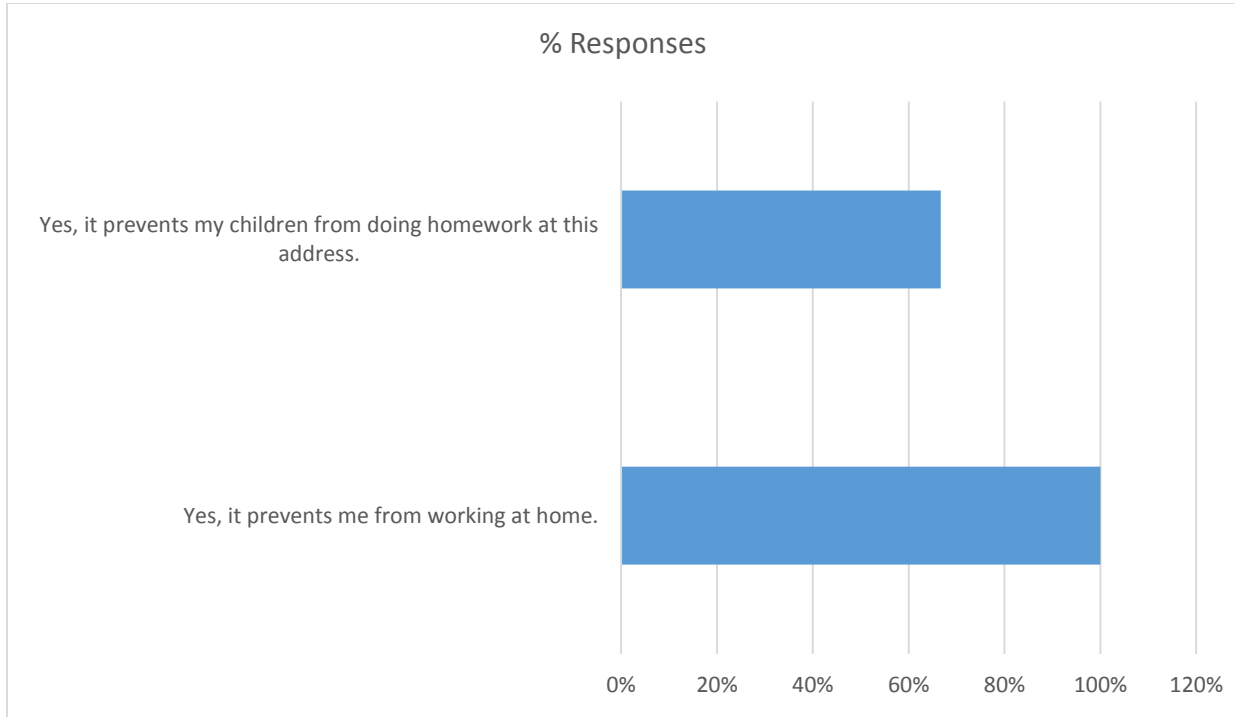
Answer Choices	# Responses	% Responses
Yes	6	19.35%
No	25	80.65%
Total	31	

Question #5: If you DO subscribe to an Internet service at this address, does the service meet your needs? If the Internet service meets your needs go to Question #9.



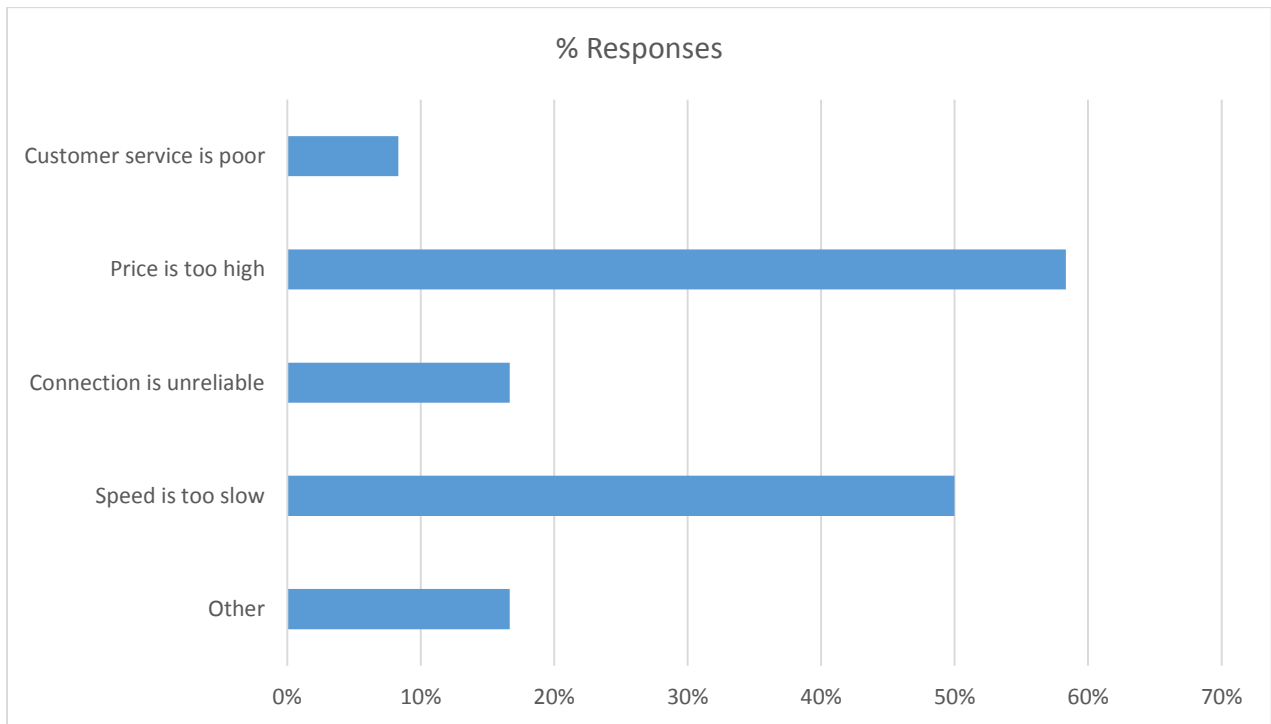
Answer Choices	# Responses	% Responses
Yes	22	73.33%
No	8	26.67%
Total	30	

Question #6: If you answered “No” to question #5 does the inadequate service either prevent you from working at home or prevent school children from doing homework at this address? Check all that apply.



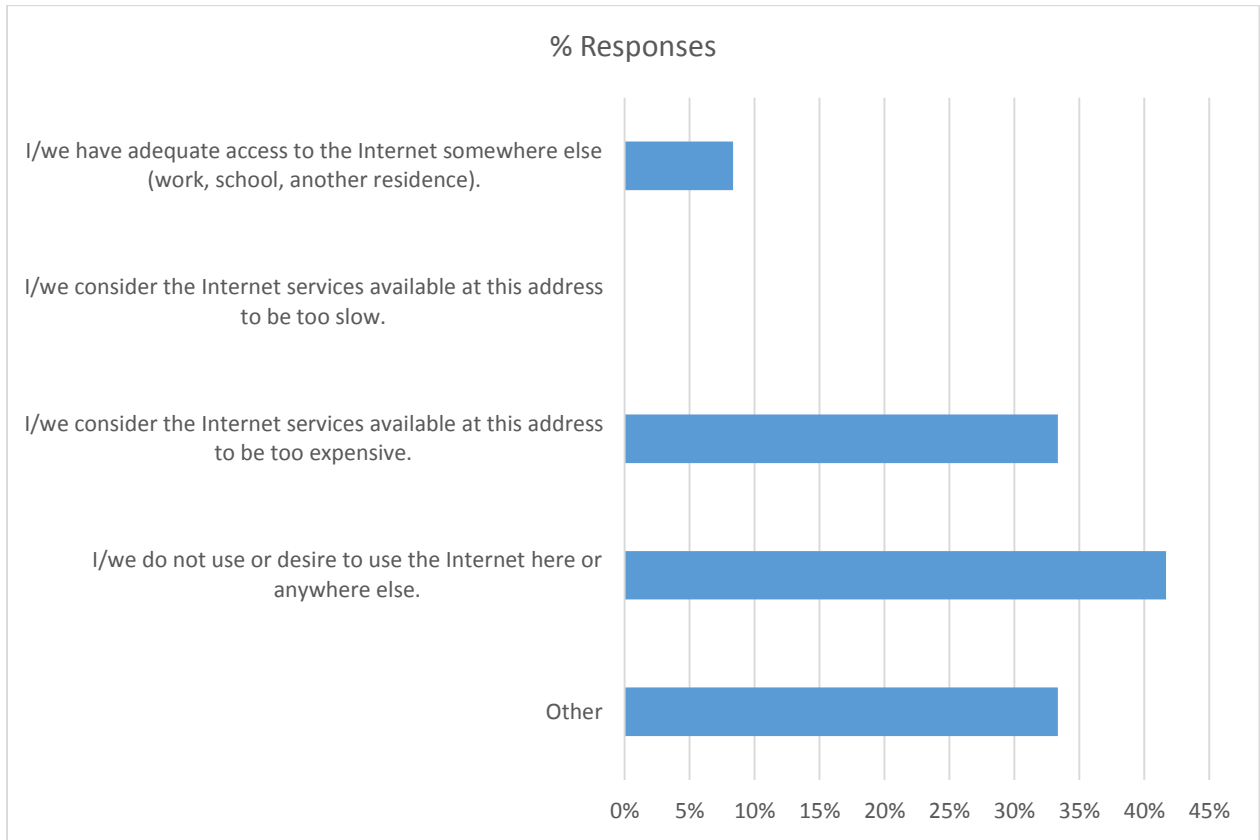
Answer Choices	# Responses	% Responses
Yes, it prevents me from working at home.	3	100.00%
Yes, it prevents my children from doing homework at this address.	2	66.67%
TOTAL RESPONDENTS	3	

Question #7: If you answered “No” to question 5, please describe why your current service is not meeting your needs. Check all that apply.



Answer Choices	# Responses	% Responses
Speed is too slow	6	50.00%
Connection is unreliable	2	16.67%
Price is too high	7	58.33%
Customer Service is poor	1	8.33%
Other (please specify)	2	16.67%
TOTAL RESPONDENTS	12	

Question #8: If you DO NOT currently subscribe to an Internet service at this address, why not? Check all that apply.

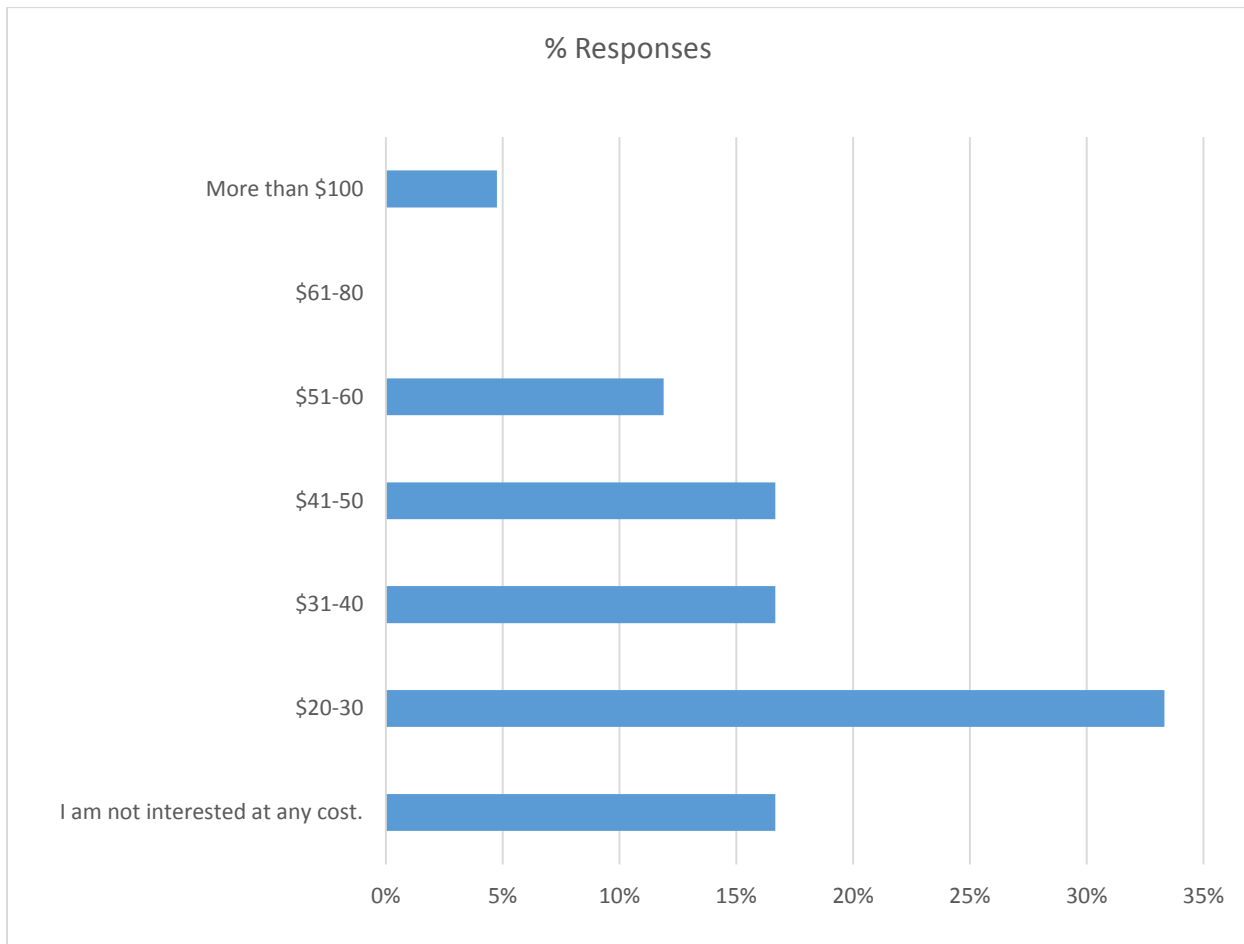


Answer Choices

Responses % Responses

I/we have adequate access to the Internet somewhere else (work, school, another residence, etc.).	1	8.33%
I/we do not use or desire to use the Internet here or anywhere else.	5	41.67%
I/we consider the Internet services available at this address to be too expensive.	4	33.33%
I/we consider the Internet services available at this address to be too slow.	0	0.00%
Other (please specify)	4	33.33%
TOTAL RESPONDENTS	12	

Question #9: How much are you willing to pay for high speed Internet service at this address?

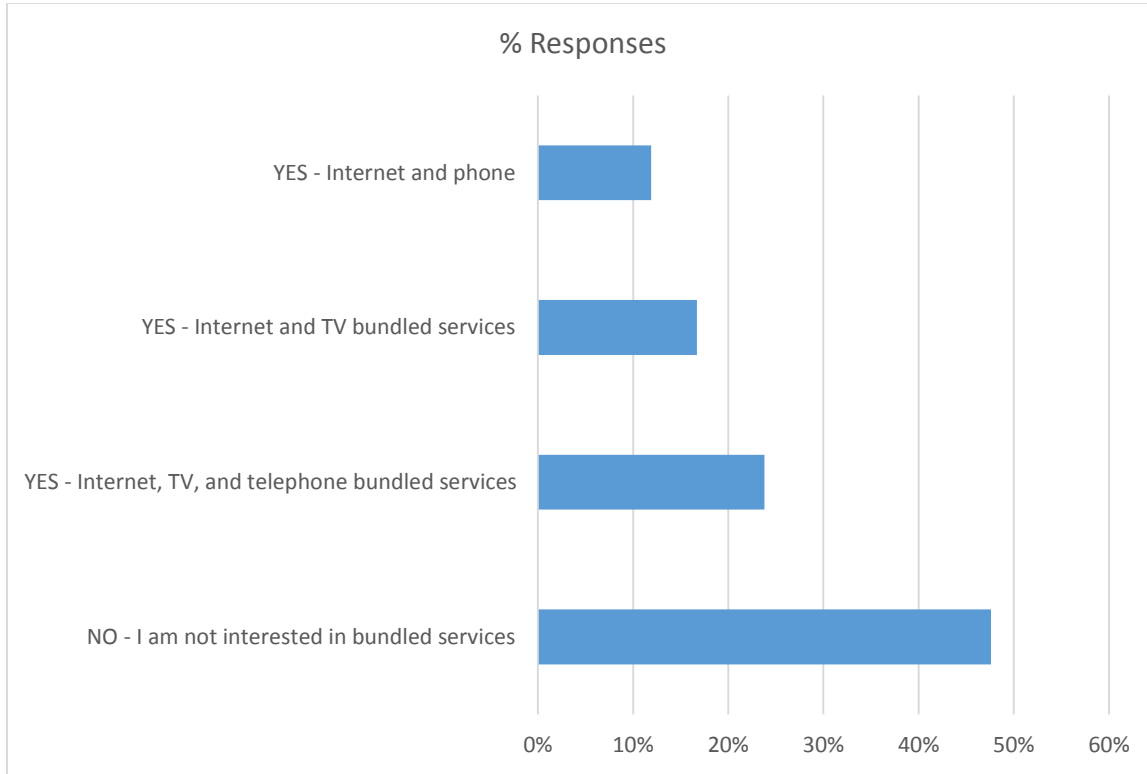


Answer Choices

Responses % Responses

I am not interested at any cost.	7	16.67%
\$20-30	14	33.33%
\$31-40	7	16.67%
\$41-50	7	16.67%
\$51-60	5	11.90%
\$61-80	0	0.00%
\$81-100	2	4.76%
TOTAL	42	

Question #10: Some providers offer a “bundled group of services, such as TV, Internet, and landline telephone as a package, usually at a reduced rate. Would you be interested in this kind of service?



Answer Choices	# Responses	% Responses
NO – I am not interested in bundled services	20	47.62%
YES – Internet, TV, and telephone bundled services	10	23.81%
YES – Internet and TV bundled services	7	16.67%
YES – Internet and telephone bundled services	5	11.90%
TOTAL	42	