Washtenaw County Broadband Initiative

Residential Survey Review Meeting

Sylvan Township Hall
March 14, 2014

Agenda

I.   New Introductions

II.   Summary of residential survey results

III. Broadband Maps by municipality

IV. Next Steps

Washtenaw County Residential Broadband Survey Sources of Survey Responses

Ann Arbor

Bridgewater Township

Chelsea

Dexter

Dexter Township

Freedom Township

Grass Lake

Gregory

Lima Township

Lodi Township

Lyndon Township

Manchester

Northfield Township

Pittsfield Township

Saline

Scio Township

Sharon Township

Sylvan Township

Webster Township

Whitmore Lake

York Township

2709 Surveys Completed!

What type of residence do you have?

The address listed above in question 1 is a:		
Answer Options	Response Percent	Response Count
Residence	90.2%	2388
Residence with an in-home business	8.7%	230
Business	1.1%	28
answered question		2646
skipped question		63

If you don't subscribe to broadband, why not?

If you DO NOT currently subscribe to an internet service at this address, why not? Check all that apply		
Answer Options	Response Percent	Response Count
Have no desire or see no value to using the internet	11.1%	49
Have adequate access to the internet somwhere else	13.4%	59
Broadband internet service is not available at this	52.4%	231
Broadband service at this address is too slow or too	36.7%	162
Other (please specify)		110
answered question		441
skipped question		2268

What type of broadband service do you have?

If you subscribe to broadband internet service for this address, what type of service is it?		
Answer Options	Response Percent	Response Count
Cable internet	40.1%	932
DSL internet	13.7%	319
Wireless internet (tower connection - not cell phone	12.5%	290
Cell phone-based internet (3G/4G mobile service or	19.2%	446
Satellite-based internet	11.1%	257
Dedicated T-1 line	0.9%	22
Dial-up internet	2.5%	59
Other (please specify)		107
answered question		2325
skipped question		384

Are your broadband needs being met?

If you subscribe to broadband internet service at this address, does that service meet your needs?		
Answer Options	Response Percent	Response Count
Yes	51.8%	1118
No	48.2%	1042
answered question		2160
skipped question		549

Are you interested in having alternative choices for internet service for this address (whether or not you currently subscribe to broadband internet		
Answer Options	Response Percent	Response Count
Yes	92.2%	2358
No	7.8%	199
answered question		2557
skipped question		152

How much are you willing to pay for broadband?

How much per month are you willing to pay for high speed internet service at this address?		
Answer Options	Response Percent	Response Count
$20-$30	21.4%	522
$31-$40	18.3%	446
$41-$50	23.8%	582
$51-$60	16.5%	402
$61-$80	11.9%	291
$81-$100	8.1%	199
answered question		2442
skipped question		267

Additional Demographic Information

Do you have students that attend school in your household?

Answer Options	Response Percent	Response Count
Yes	44.2%	1155
No	55.8%	1457
answered question		2612
skipped question		97

If you DO NOT have high speed internet, where do you go for internet access?

Answer Options	Response Percent	Response Count
Library	90.8%	246
Coffee Shop	36.9%	100
Community Center	4.4%	12
Other (please specify)		324
answered question		271
skipped question		2438

How important is high speed internet to you?

On a scale of 1 to 5 (1 being the least and 5 being the most) how important is high speed internet to you?				
1	2	3	4	5
99	28	147	500	1852

Rating Average	Response Count
4.51	2626

Some Sample Comments

- I would love to be able to work from home, but am unable.

- We would certainly appreciate having high speed internet. Life is quite difficult without and I feel it lowers property value as a result!

- It is extremely stressful to not have high speed internet at your house. Trying to do homework for school or downloading something and your internet not working is stressful. It has been incredibly hard to do anything internet related for the past 11 years. Please Help us!

- I considered not purchasing my home due to the lack of sufficient internet service. I can't stress enough how much improved internet is desired in this area.

- Please bring faster internet to Washtenaw. We need more choices as well! The US is falling very far behind and innovation will suffer without widespread, fast, and affordable internet.

Some Sample Comments

- I would like to have a choice of providers

- I cannot effectively run a business from my house. Others in the area have internet service. We need central internet service for everyone.

- Children are disadvantaged because many school assignments are now internet based

- Had I known how bad internet was here, I may not have purchased this home. I need internet for work and have to go to the Library.

- I am so happy to hear this is actually a concern for others! I am self employed and could do so much more with a high speed option. We could actually save money...thank you

- This is very important to me. Without high speed internet it lowers my personality

Washtenaw County Broadband Survey "Need for Service" and Current Use Maps

- The following maps developed for municipalities with significant survey responses

- Each municipality should review neighboring community maps for broader perspective

- Two maps for each municipality
  - Broadband Unavailable or Too Slow/Too Expensive
  - Technology used by current adopters

- All maps can be accessed online via link
  - Ability to zoom in and out
 - Hover or click on marker to display address

# Sylvan Township – Need for Service

Sylvan Township survey results 3/14/2014 5:15:21 AM

Icon Key
- Broadband Unavailable
- Too slow / Too expensive

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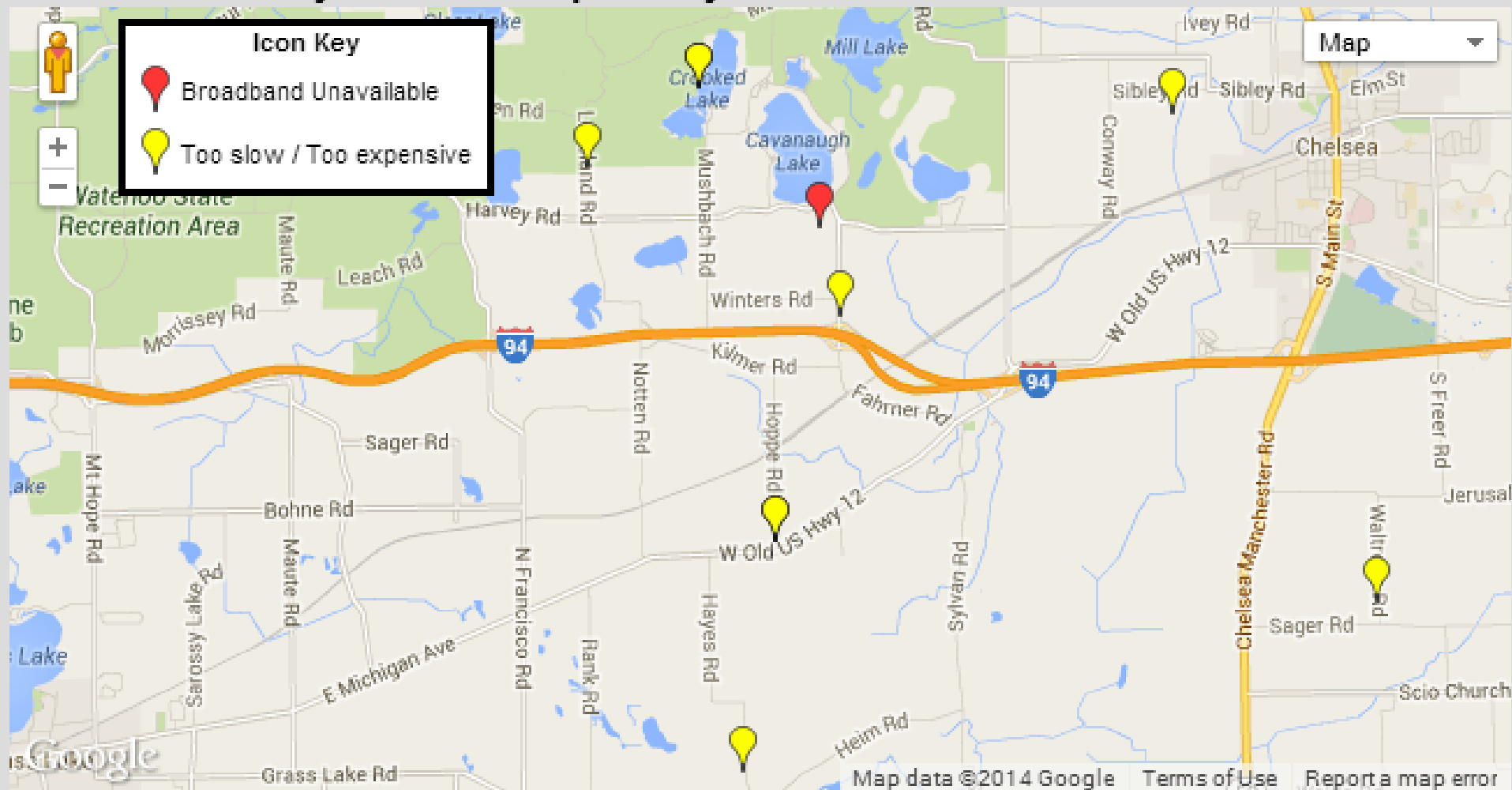
Sylvan Township – Technology Type

Sylvan Township survey results 3/14/2014 5:21:27 AM

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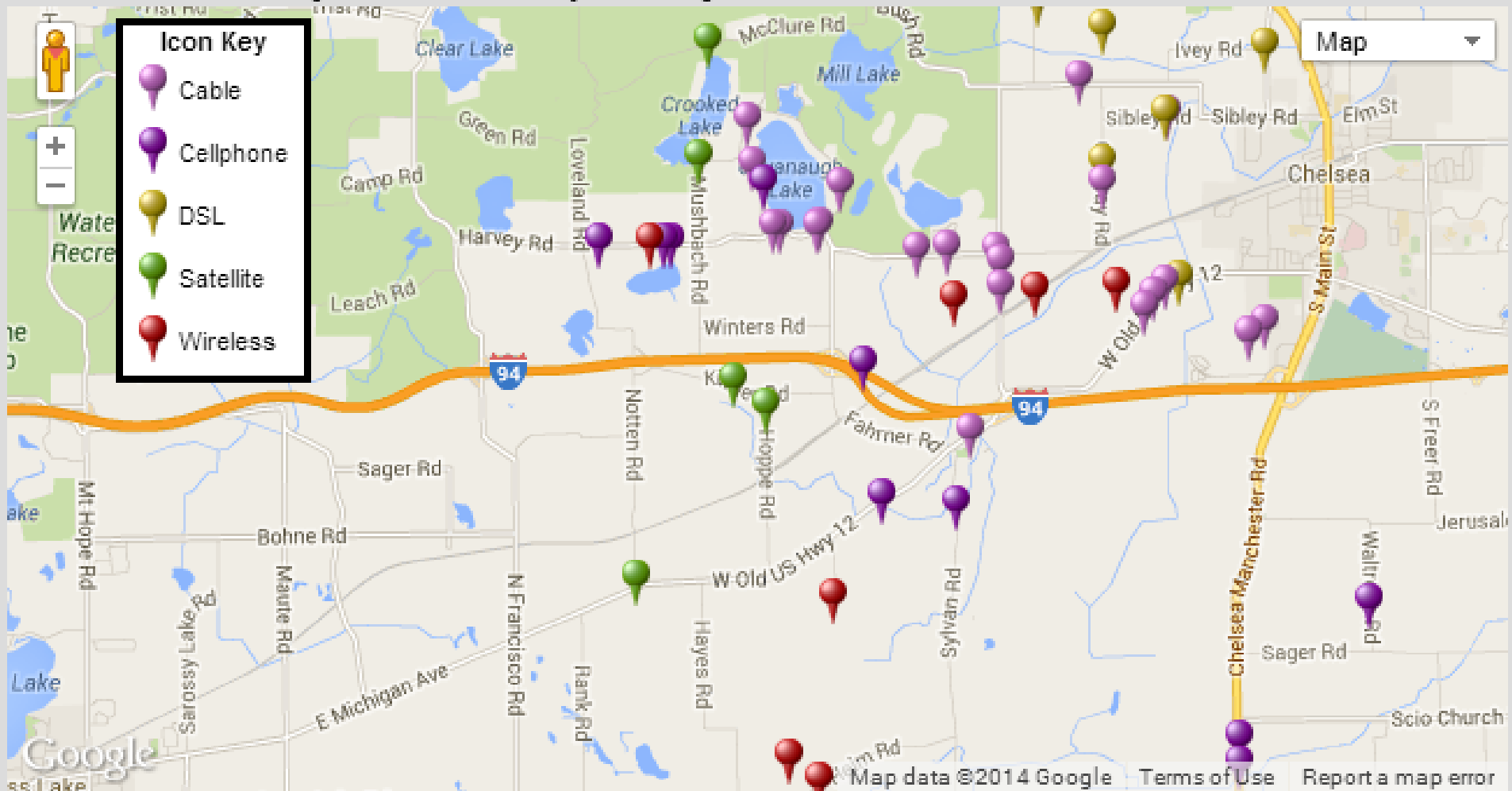
Chelsea Area

Chelsea survey results 3/14/2014 1:00:48 AM

Icon Key
- Broadband Unavailable
- Too slow / Too expensive

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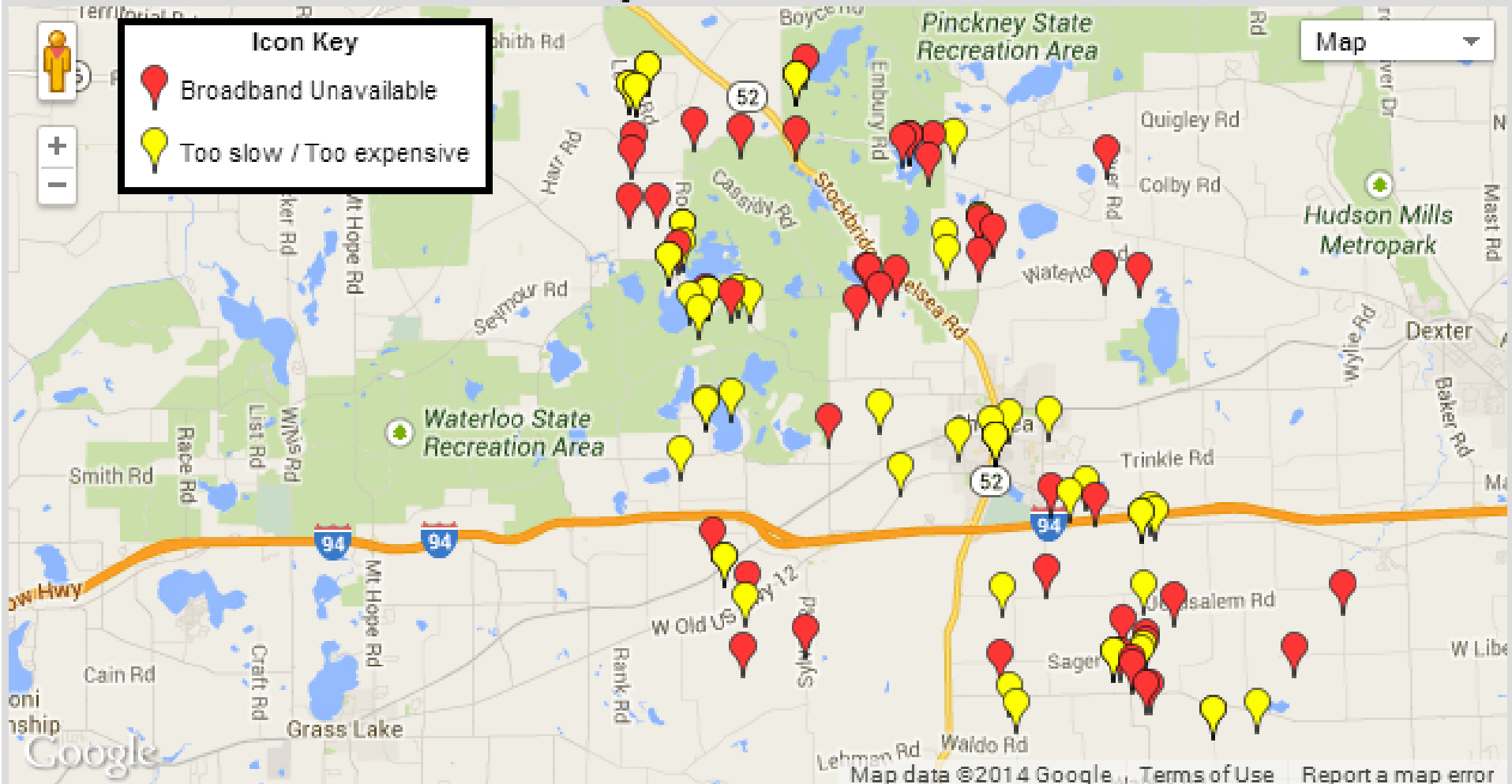
Chelsea Area

Chelsea survey results 3/14/2014 6:07:14 AM

Icon Key
- Cable
- Cellphone
- DSL
- Satellite
- Wireless

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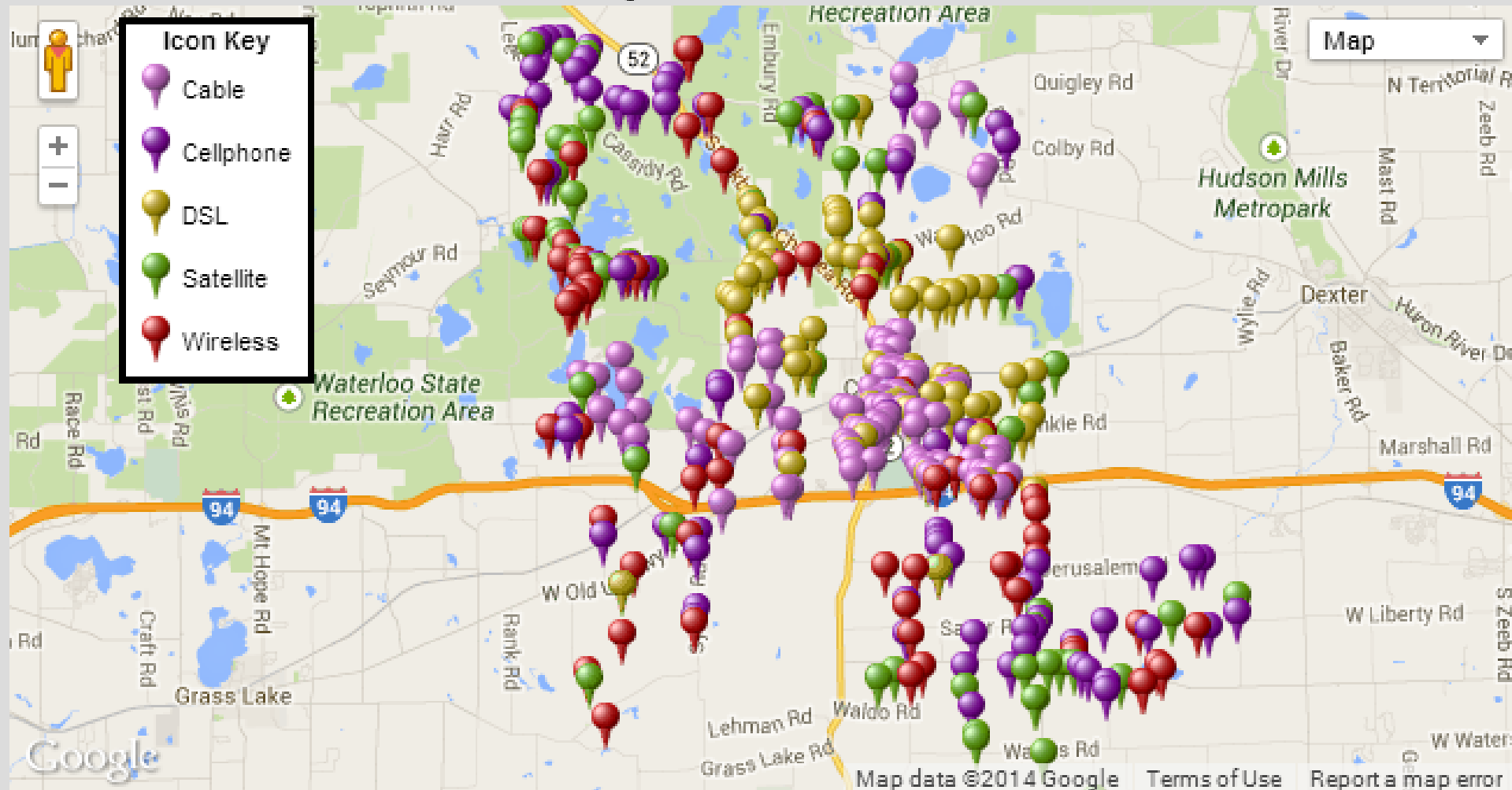
Webster Township

Webster Township survey results mapinput(1) 3/13/2014 6:26:04 PM

Icon Key
- Broadband Unavailable
- Too slow / Too expensive

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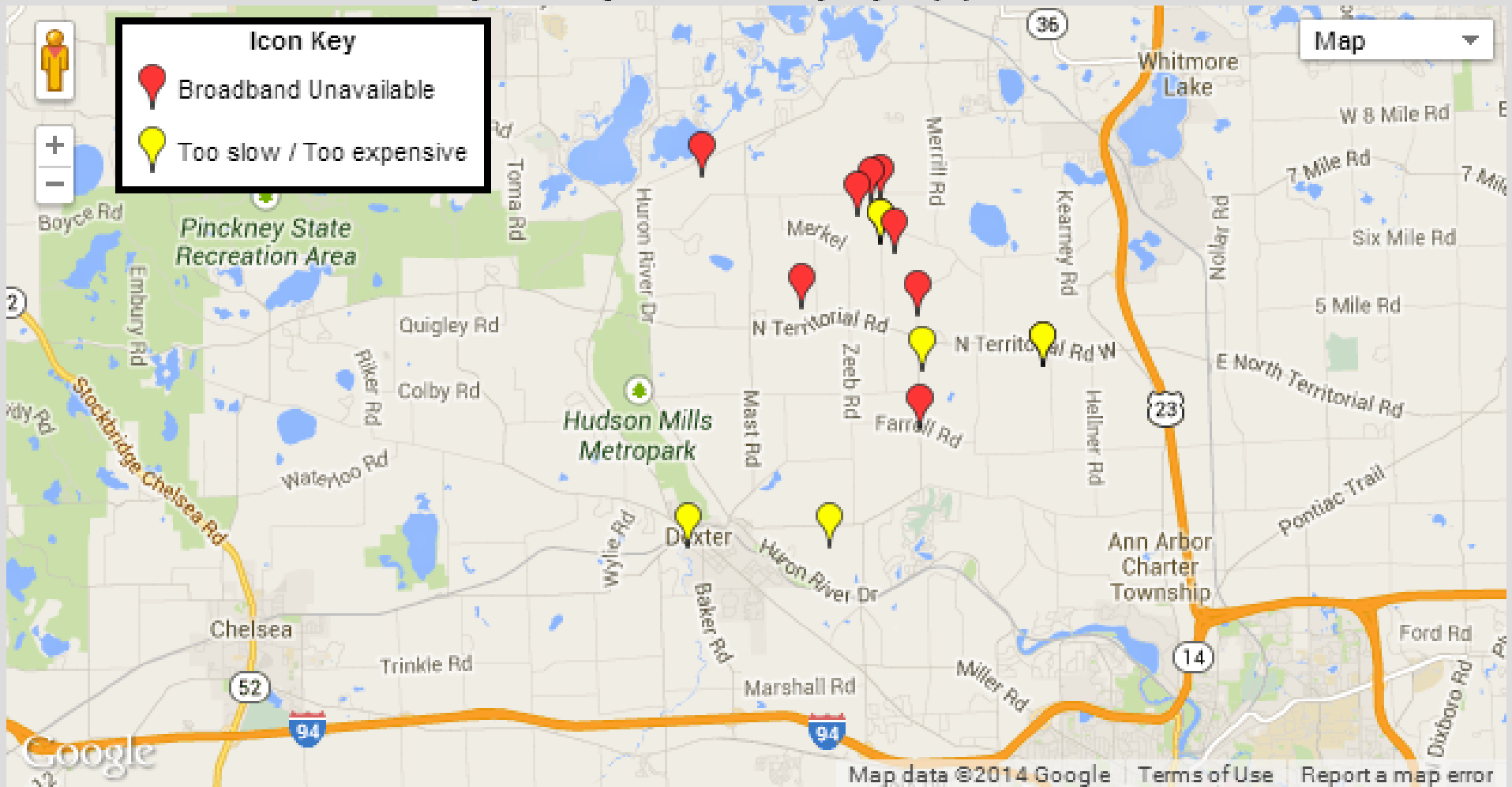
Webster Township

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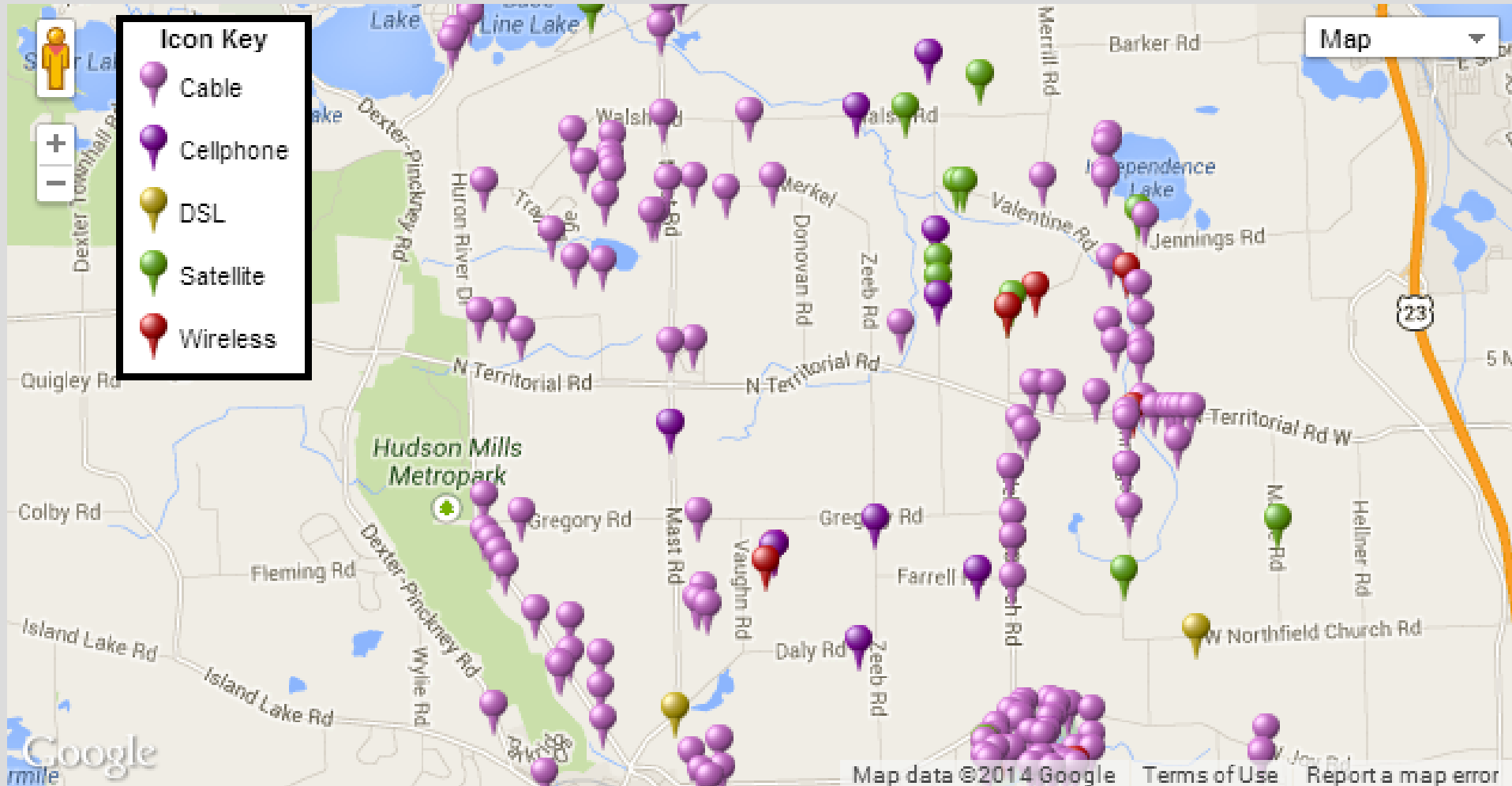
Ann Arbor Township

62 records

Ann Arbor survey results 3/13/2014 6:46:38 PM
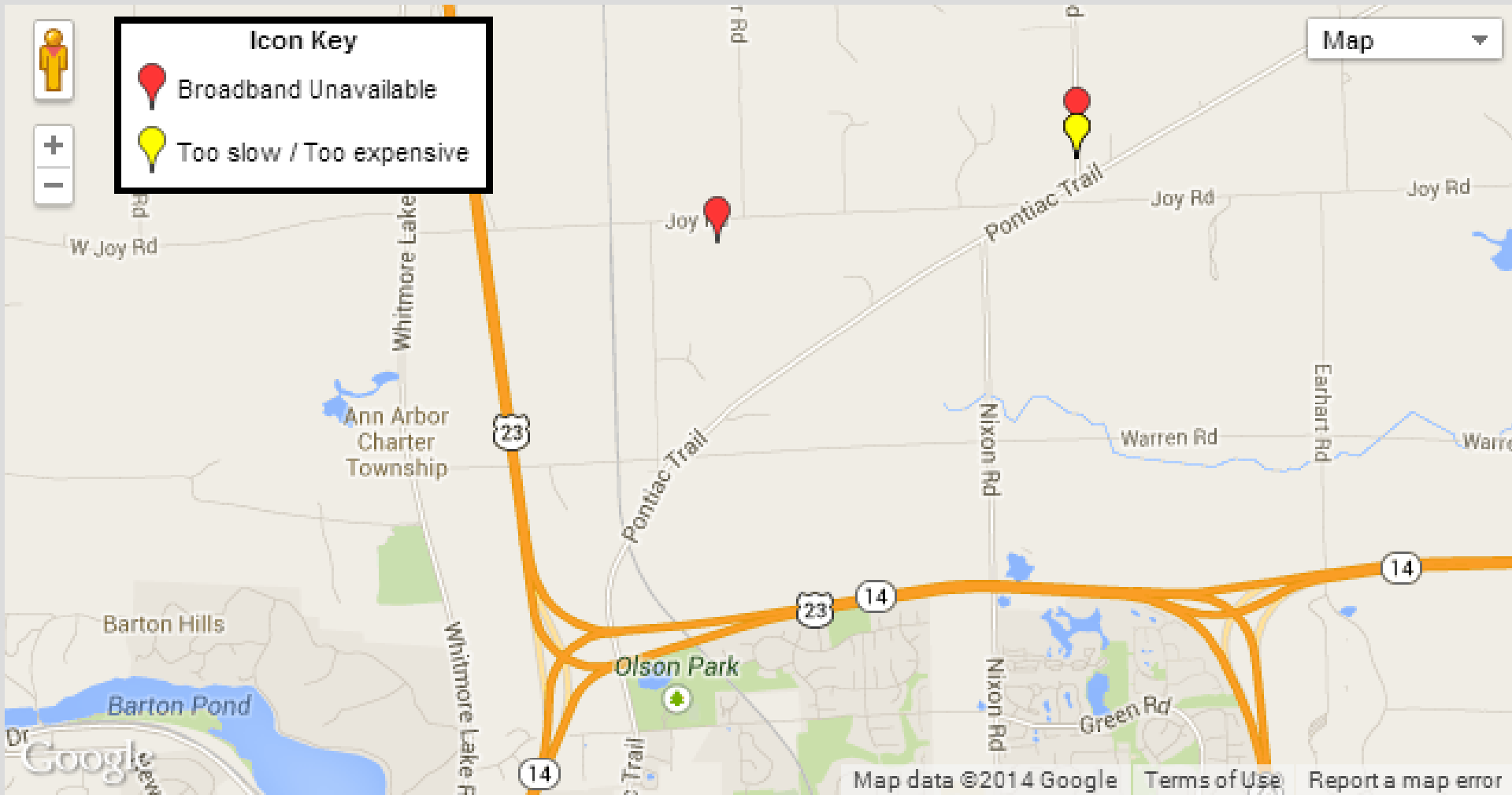
Icon Key
- Broadband Unavailable
- Too slow / Too expensive

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Ann Arbor Township

62 records

Ann Arbor survey results 3/14/2014 5:51:02 AM

Icon Key
- Cable
- Cellphone
- DSL
- Satellite
- Wireless

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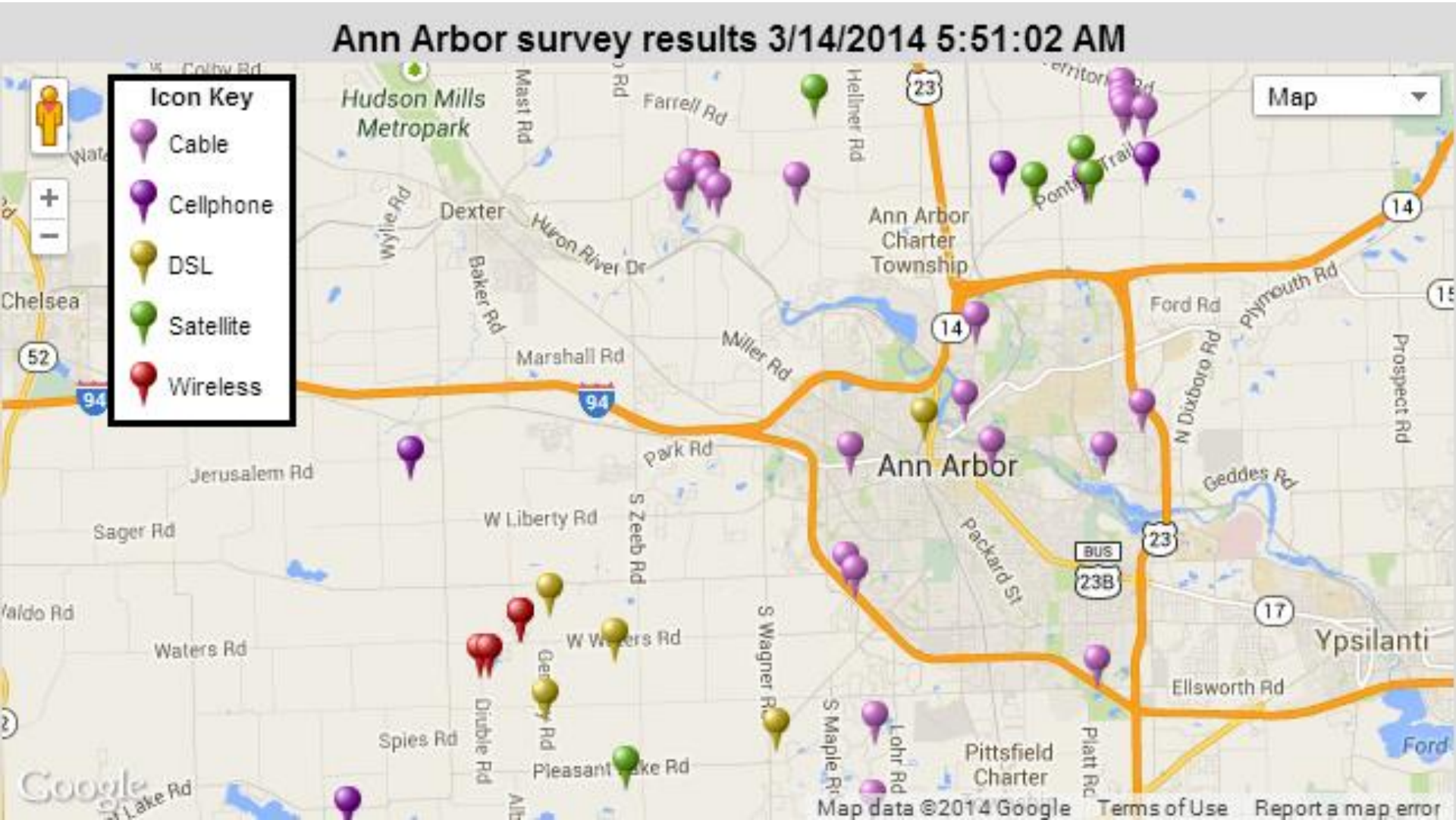
Bridgewater Township

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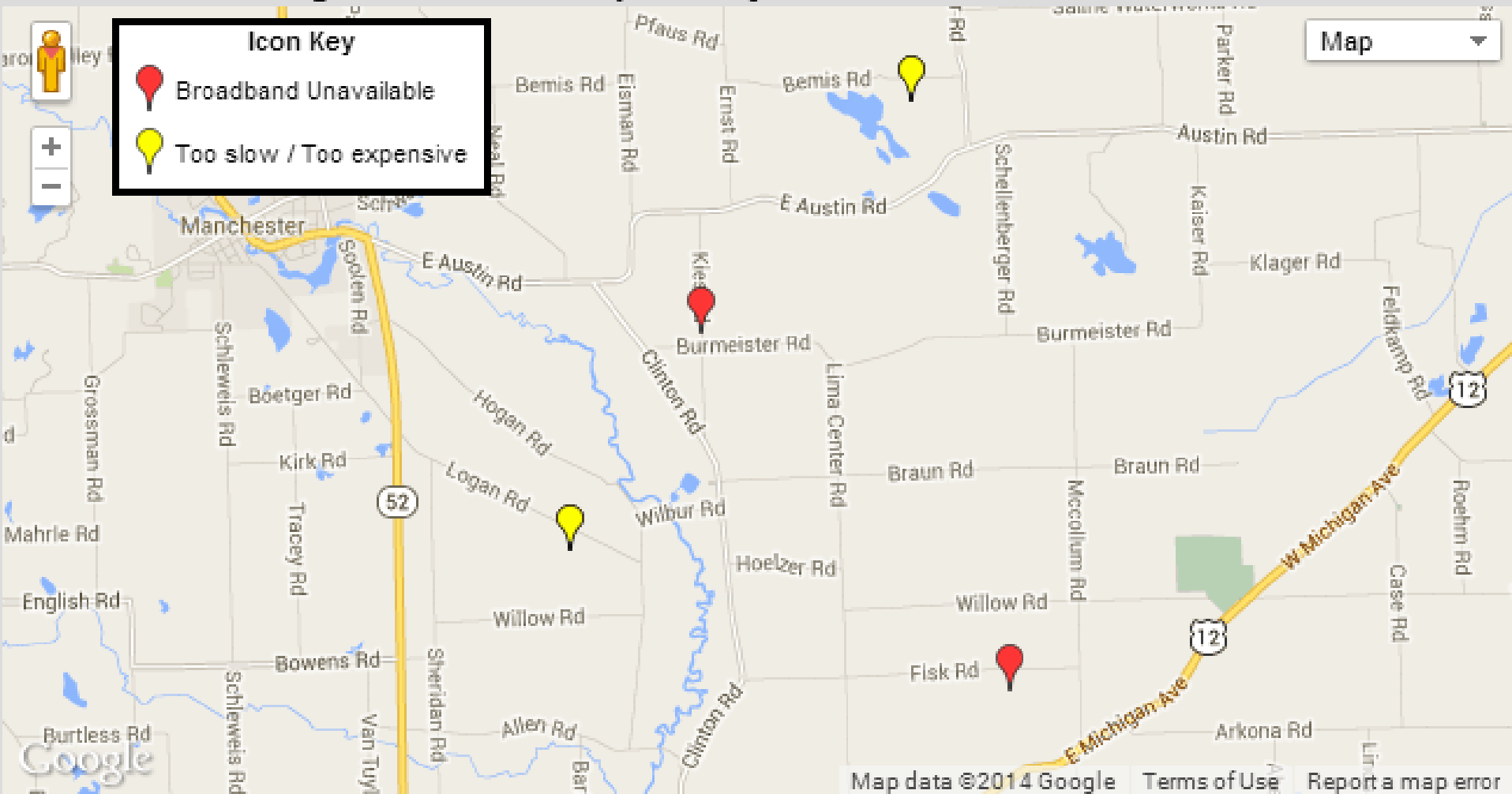
Icon Key
- 🔴 Broadband Unavailable
- 🟡 Too slow / Too expensive

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Bridgewater Township

Bridgewater Township survey results 3/14/2014 5:57:27 AM

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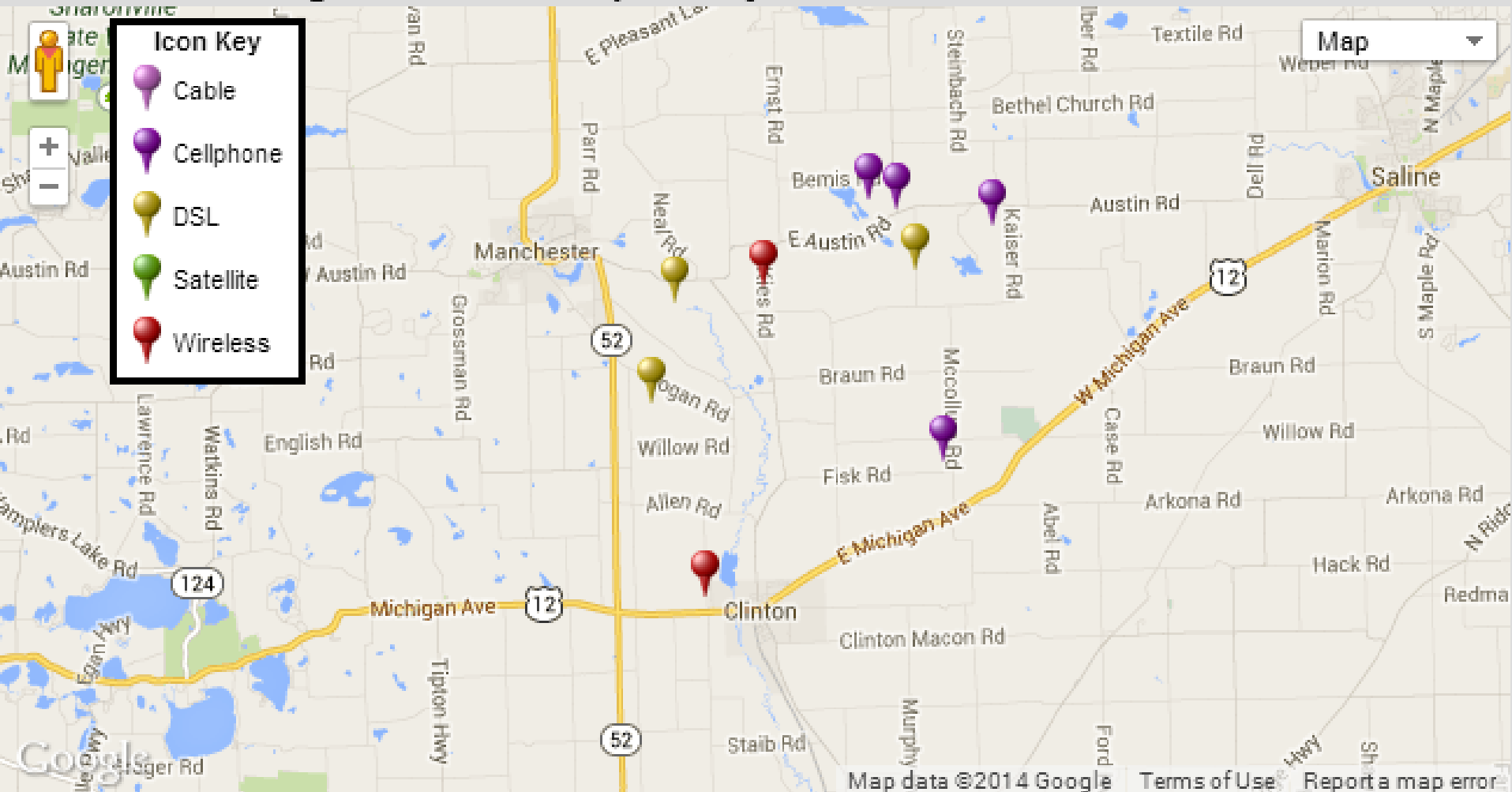
Clinton Township

Clinton survey results 3/14/2014

Icon Key
- Broadband Unavailable
- Cable
- Cellphone
- DSL
- Satellite
- Wireless (tower)

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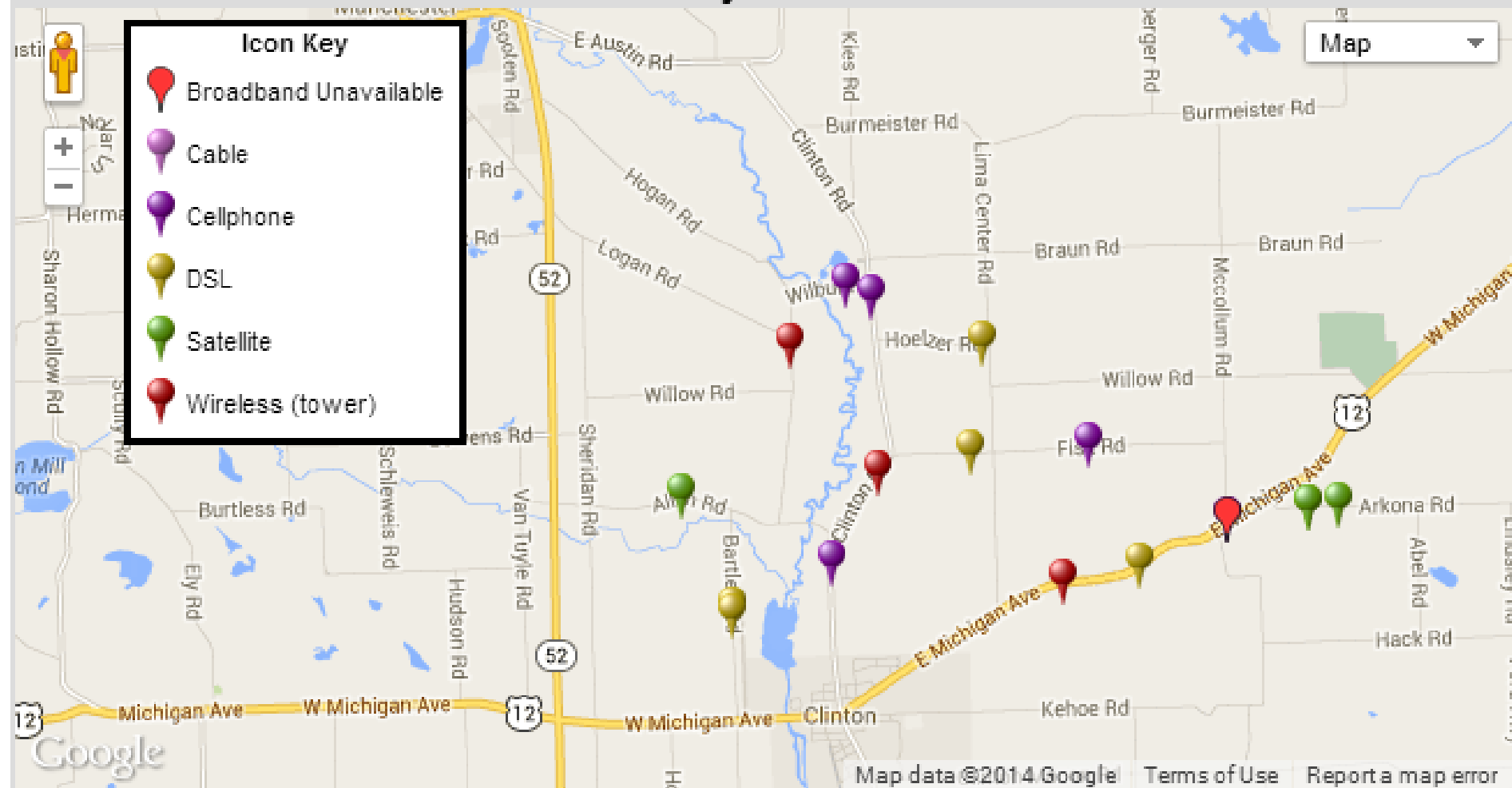
Dexter Area

Dexter survey results 3/14/2014 2:05:56 AM

Icon Key
- Broadband Unavailable
- Too slow / Too expensive

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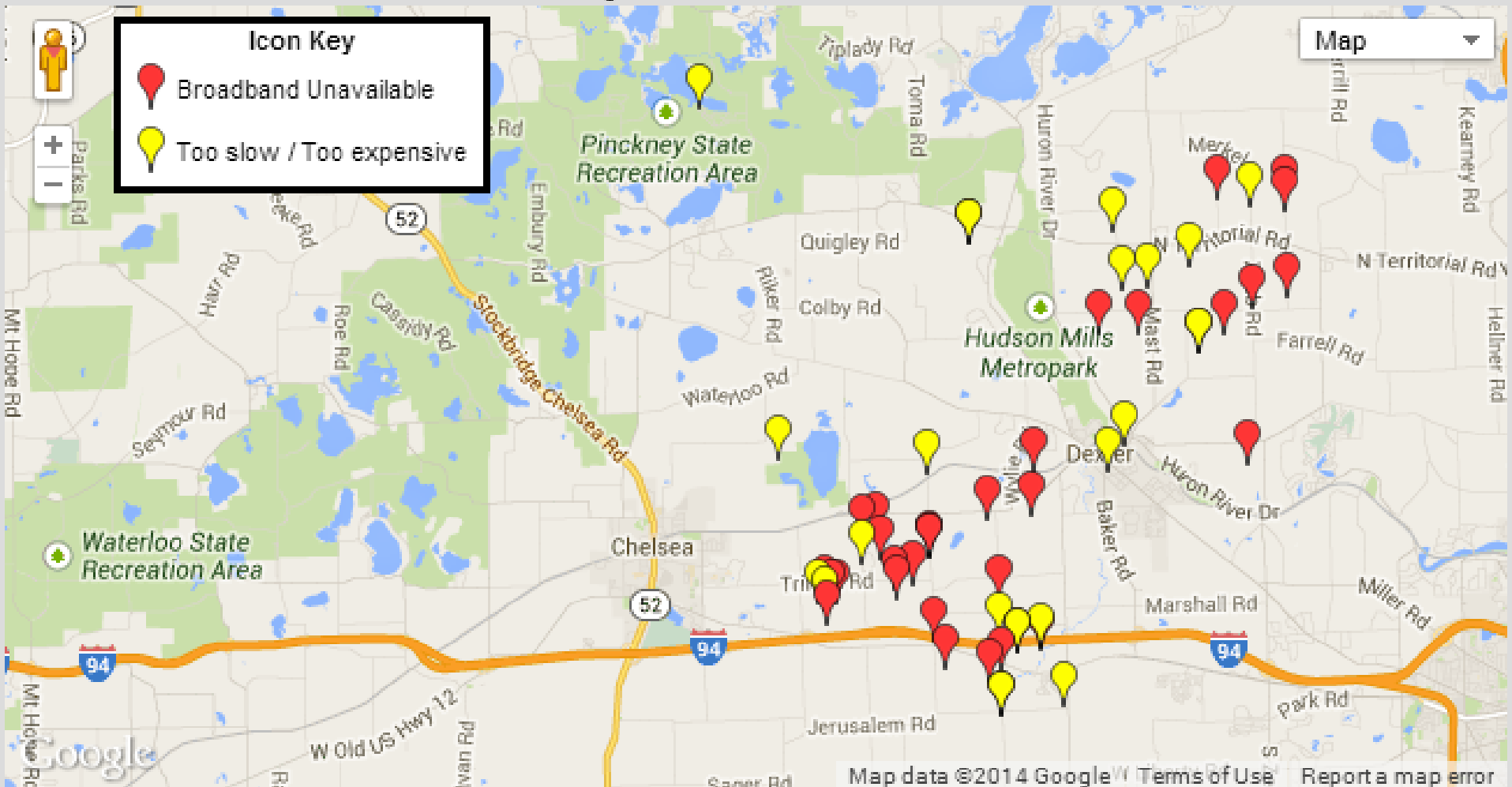
Dexter Area

Dexter survey results 3/14/2014 1:53:24 AM

Icon Key
- Cable
- Cellphone
- DSL
- Satellite
- Wireless

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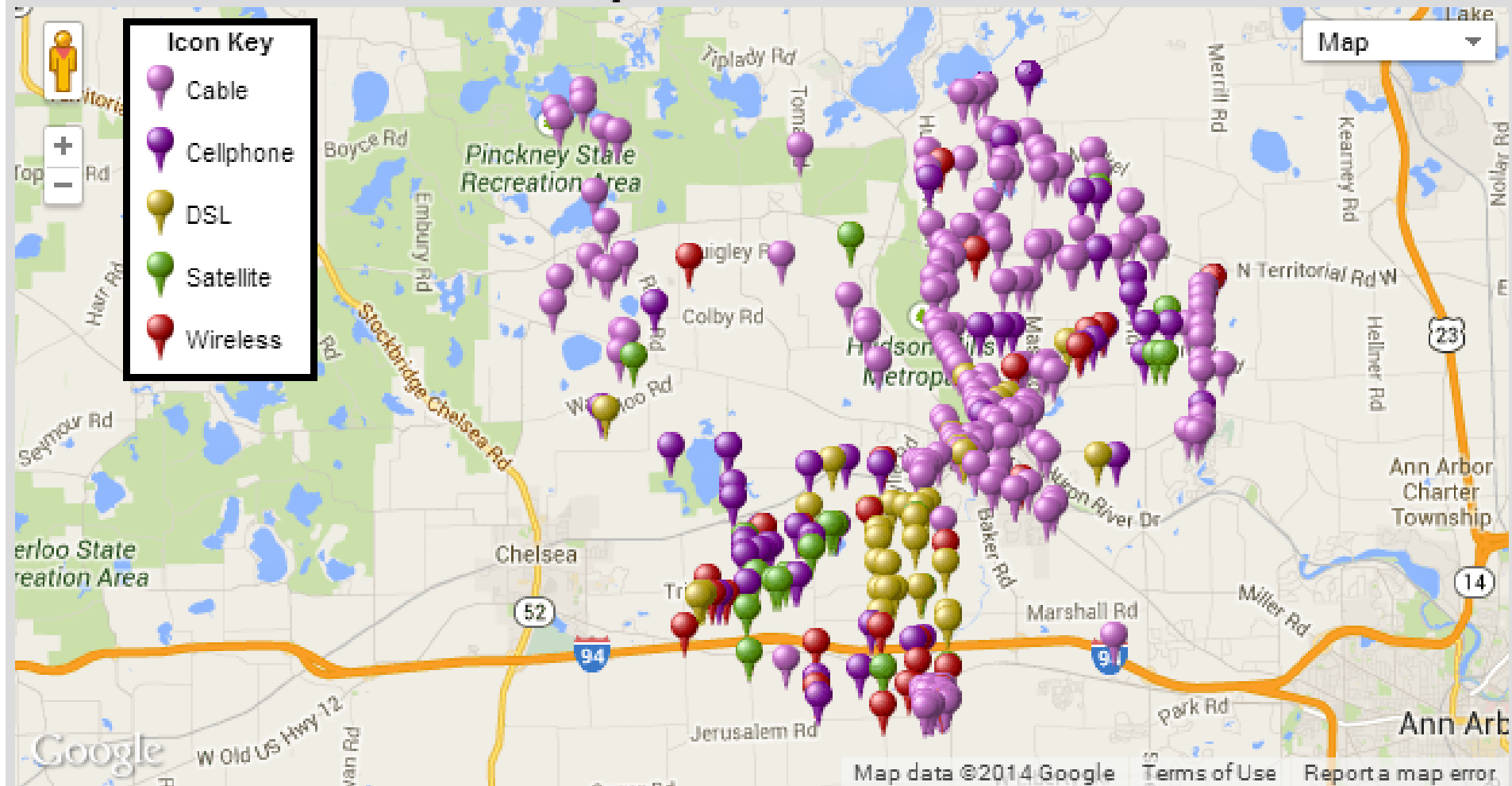
Freedom Township

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Freedom Township

Freedom Township survey results 3/14/2014 2:59:12 AM

Icon Key
Cable
Cellphone
DSL
Satellite
Wireless

http://mapalist.com/Public/pm.aspx?mapid=429377

Grass Lake Area

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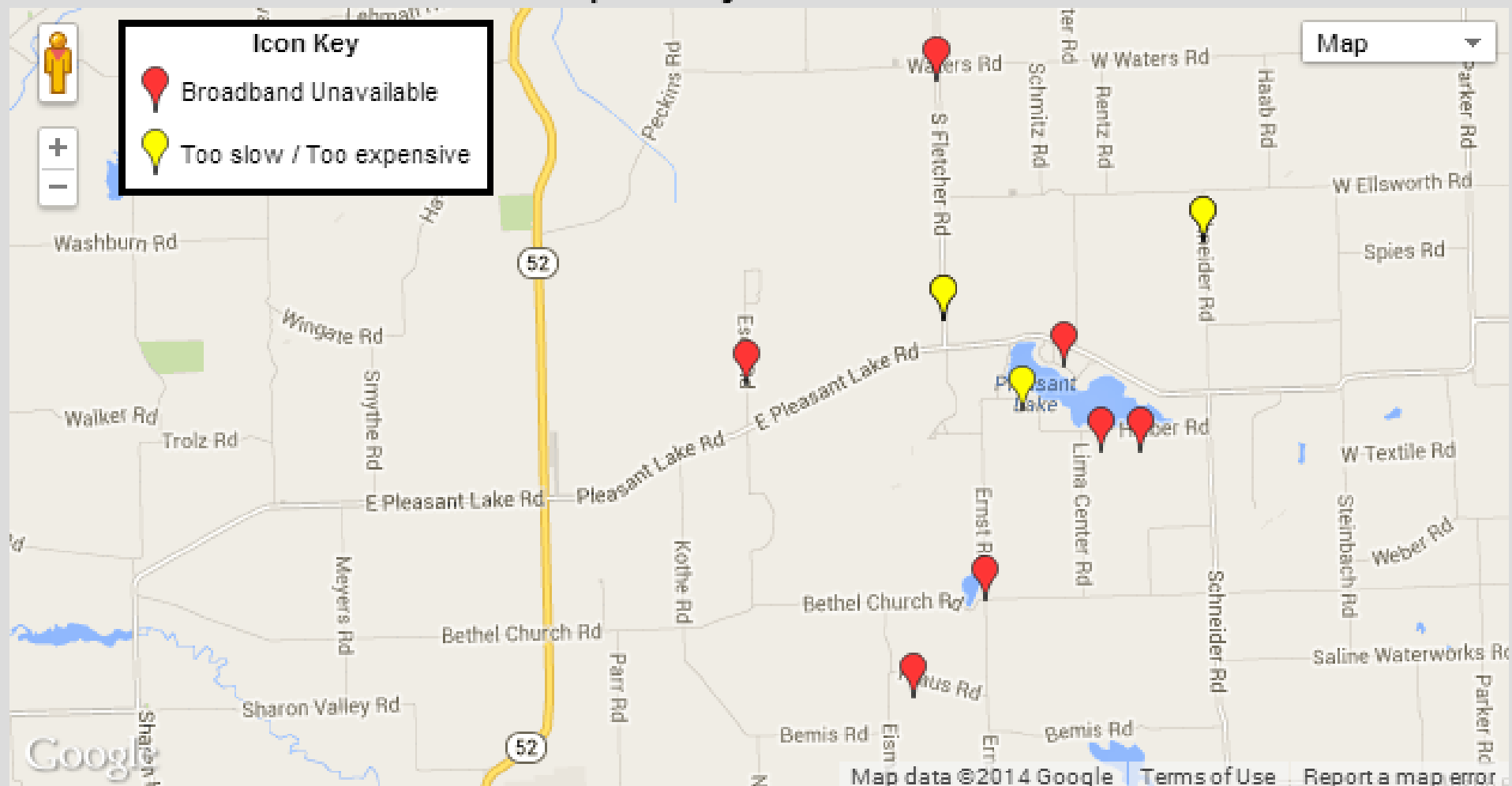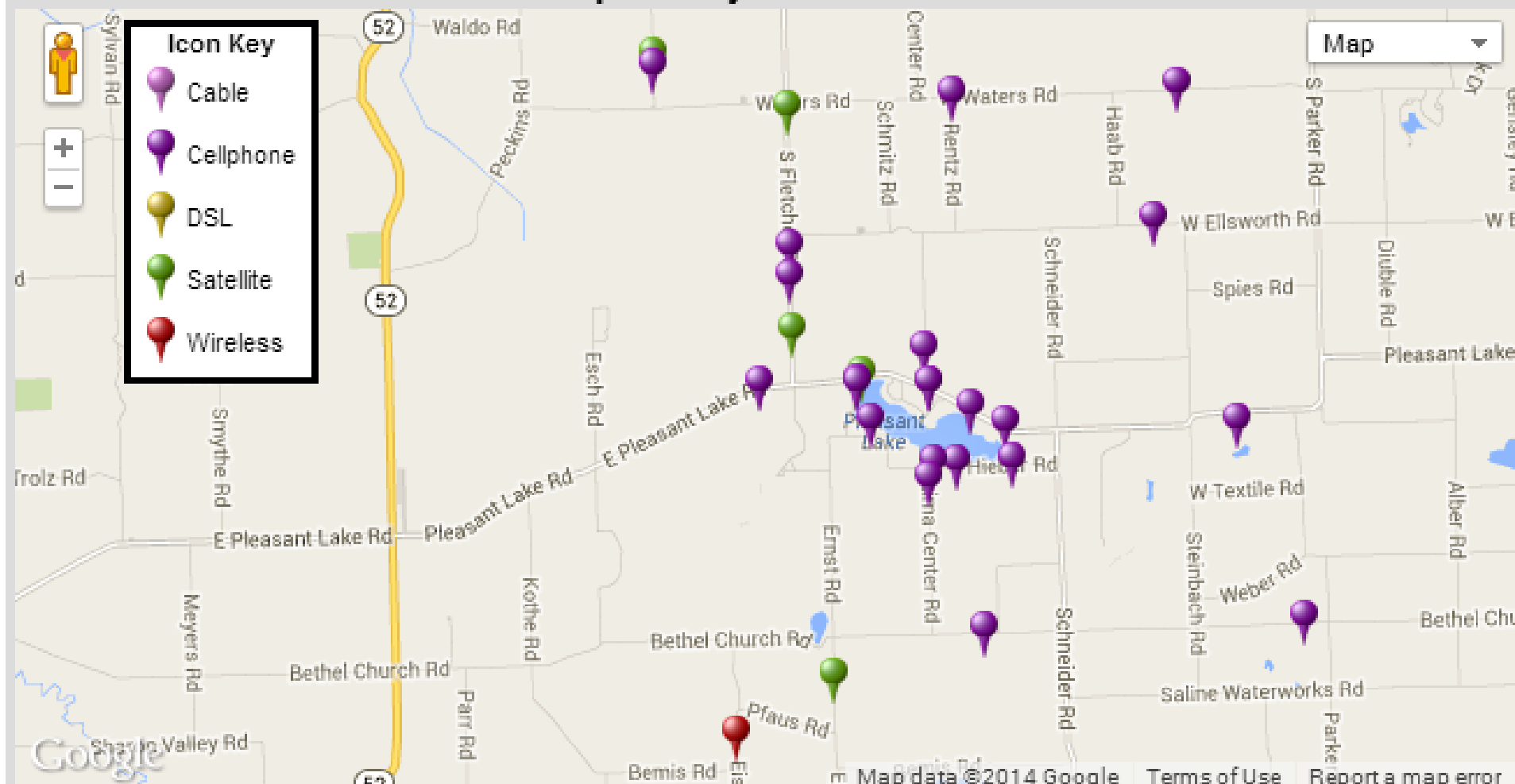
Grass Lake Area

Grass Lake survey results 3/14/2014 2:51:57 AM

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Gregory – Lyndon Township area

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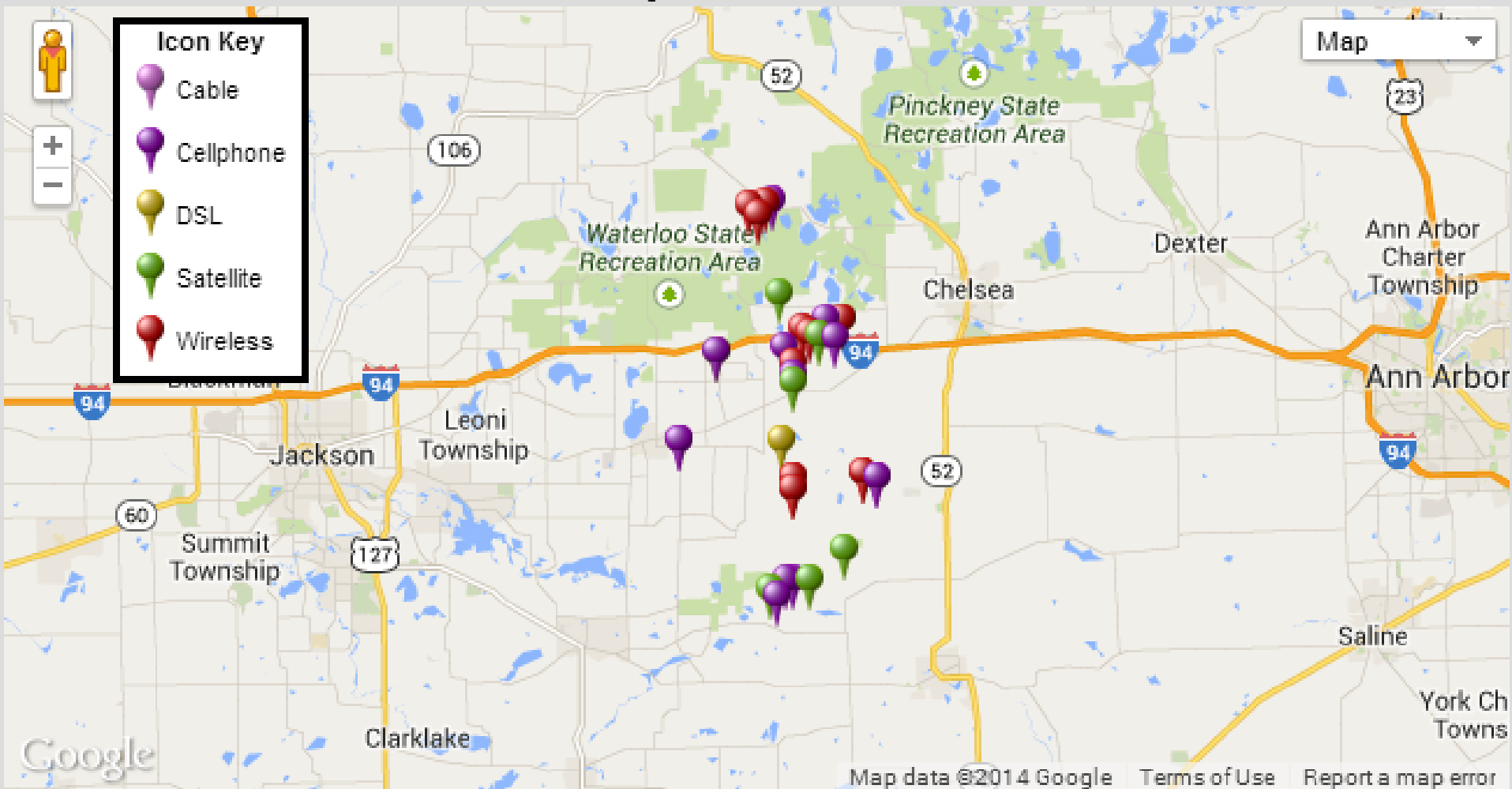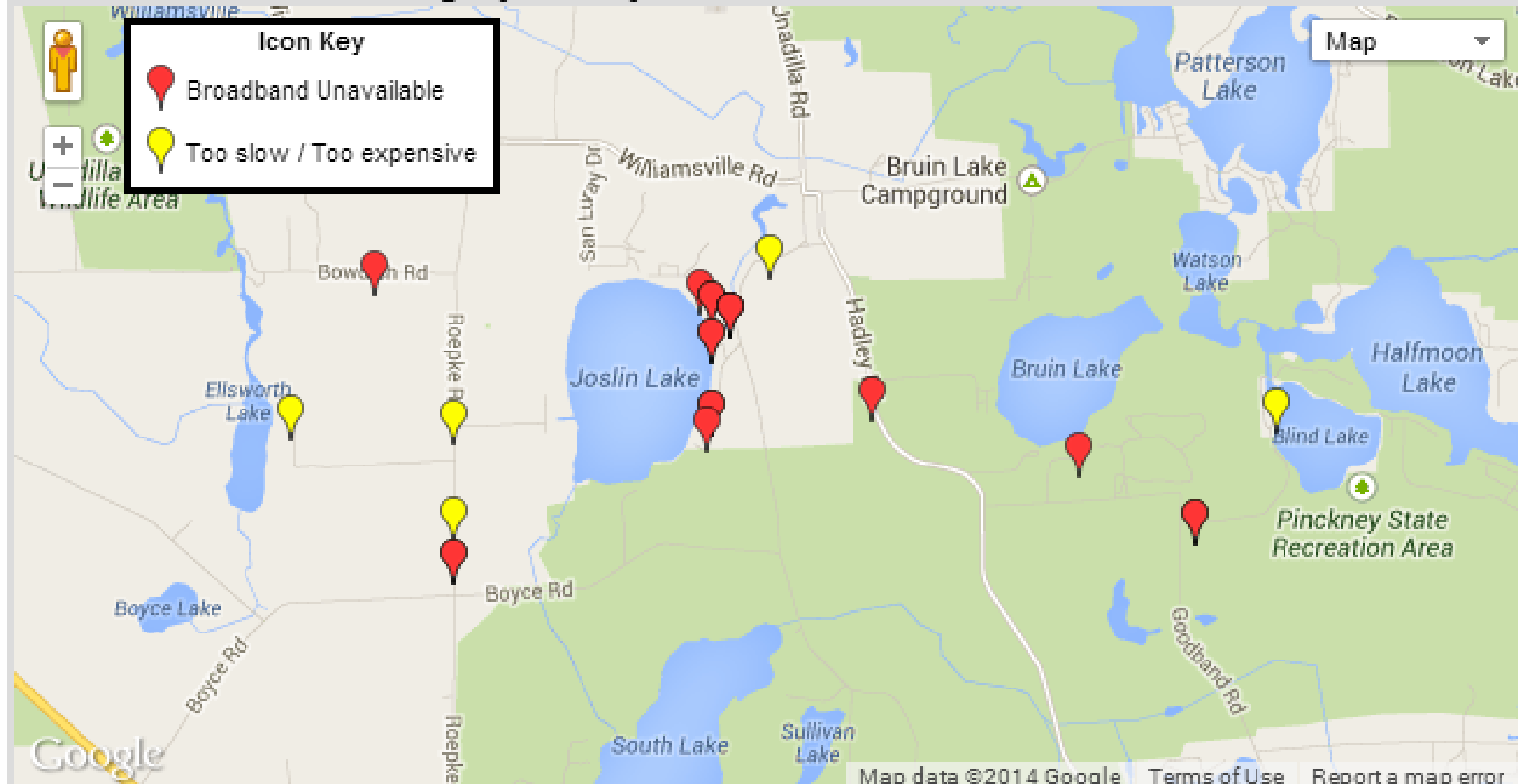
Gregory – Lyndon Township area

Gregory survey results 3/14/2014 3:18:46 AM

Icon Key
- Cable
- Cellphone
- DSL
- Satellite
- Wireless

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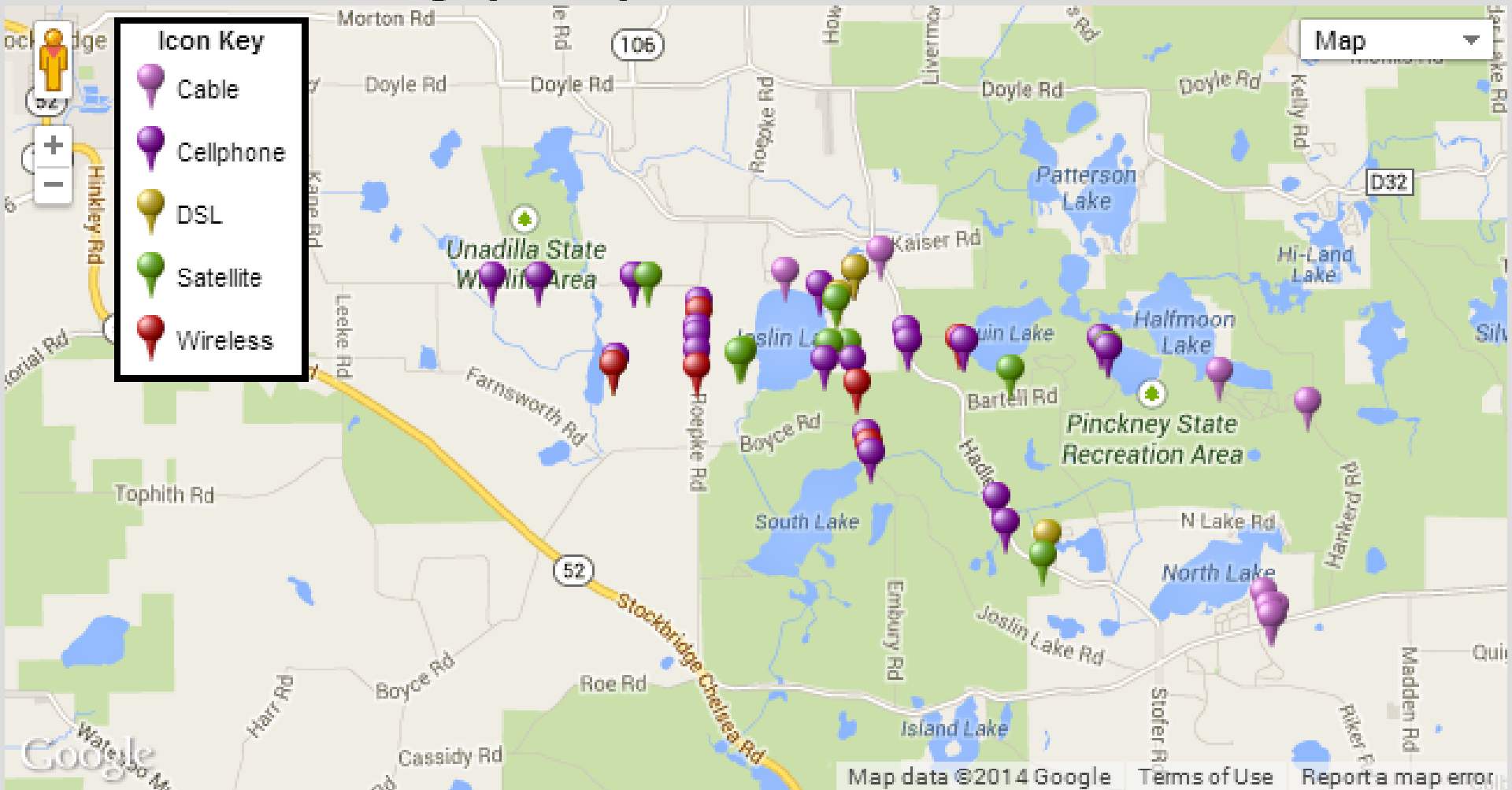
Lima Township

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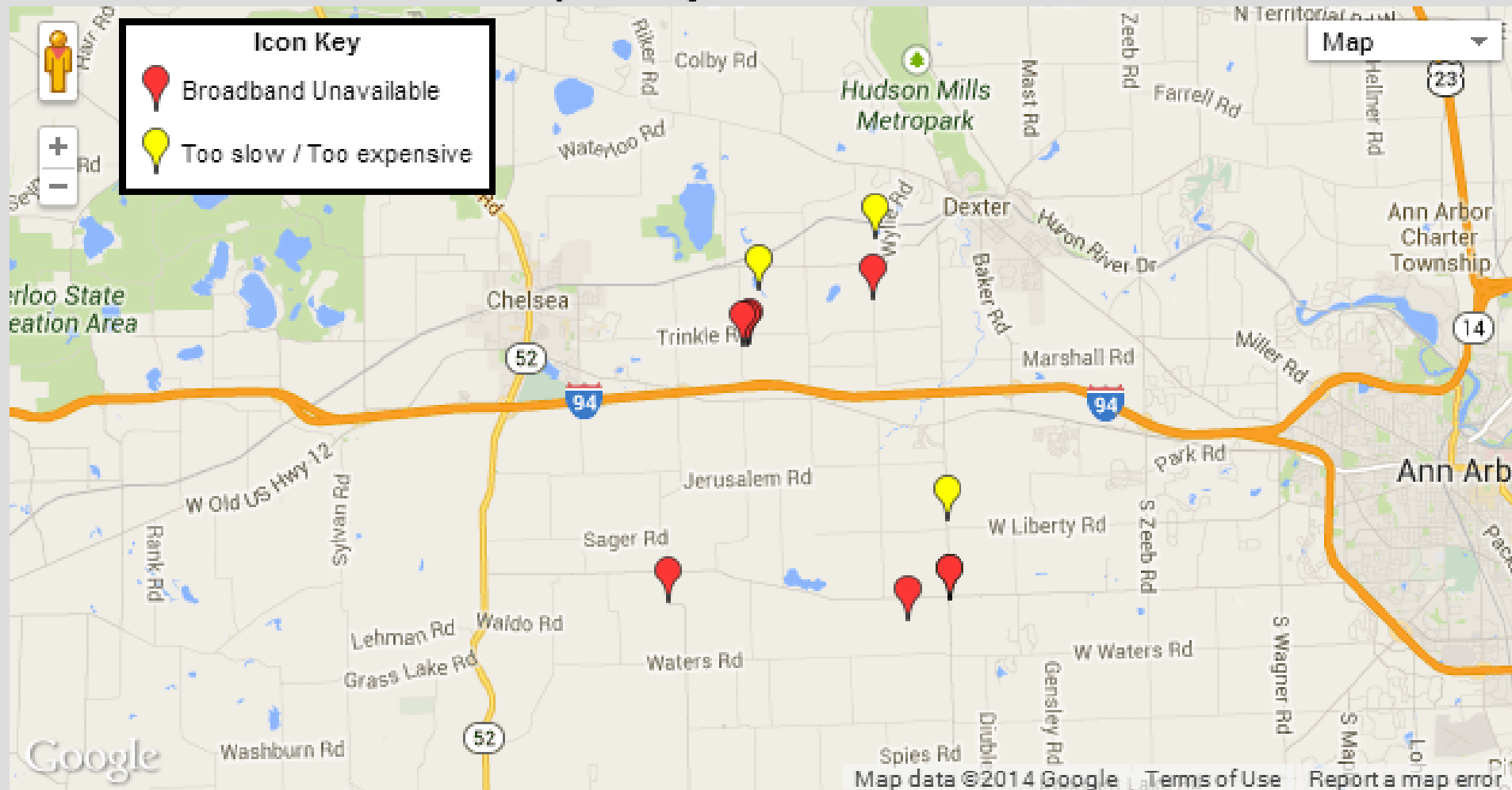
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Lima Township

Lima Township survey results 3/14/2014 5:27:36 AM

Icon Key
- Cable
- Cellphone
- DSL
- Satellite
- Wireless

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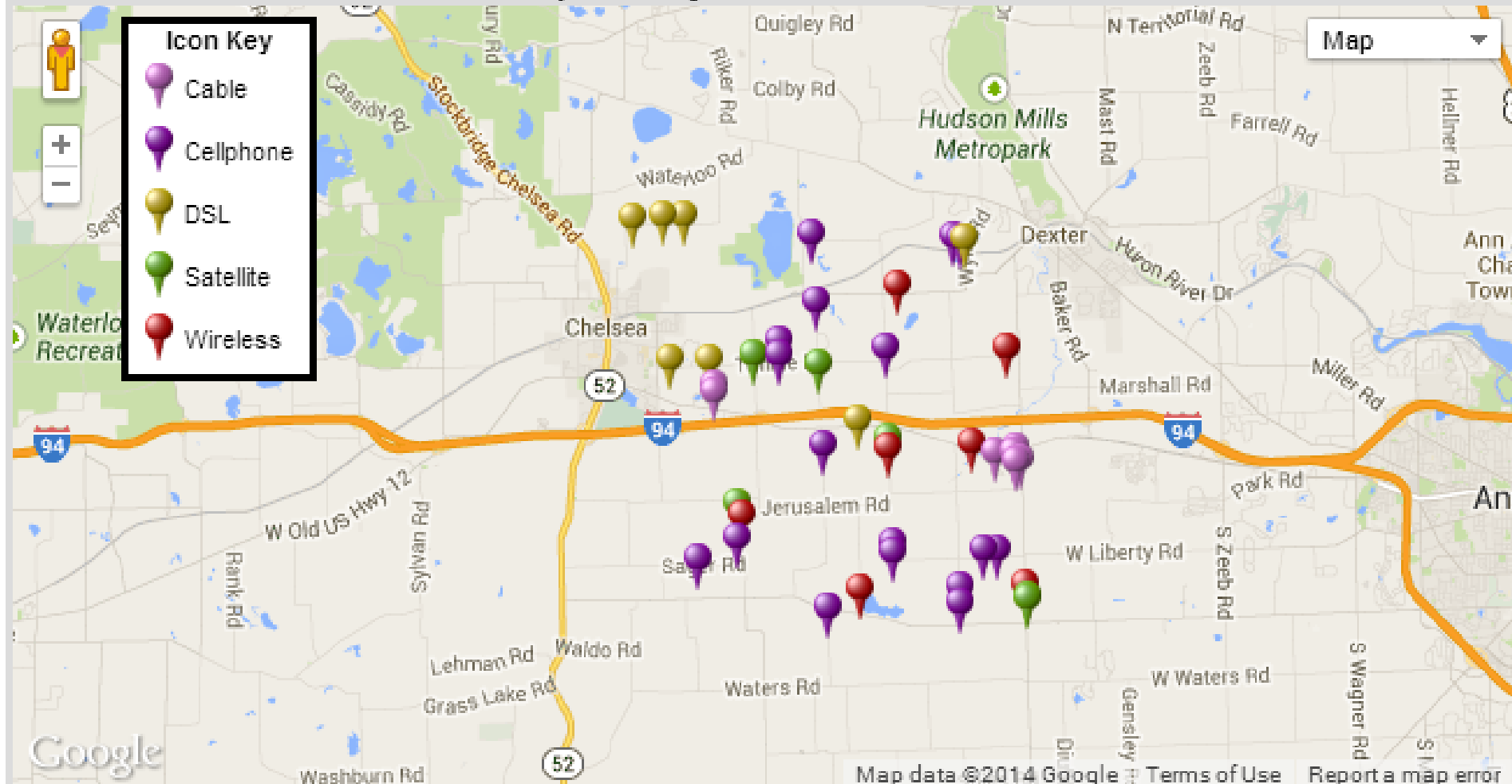
Lodi Township

Lodi Township survey results 3/14/2014 3:27:03 AM

Icon Key
- Broadband Unavailable
- Too slow / Too expensive

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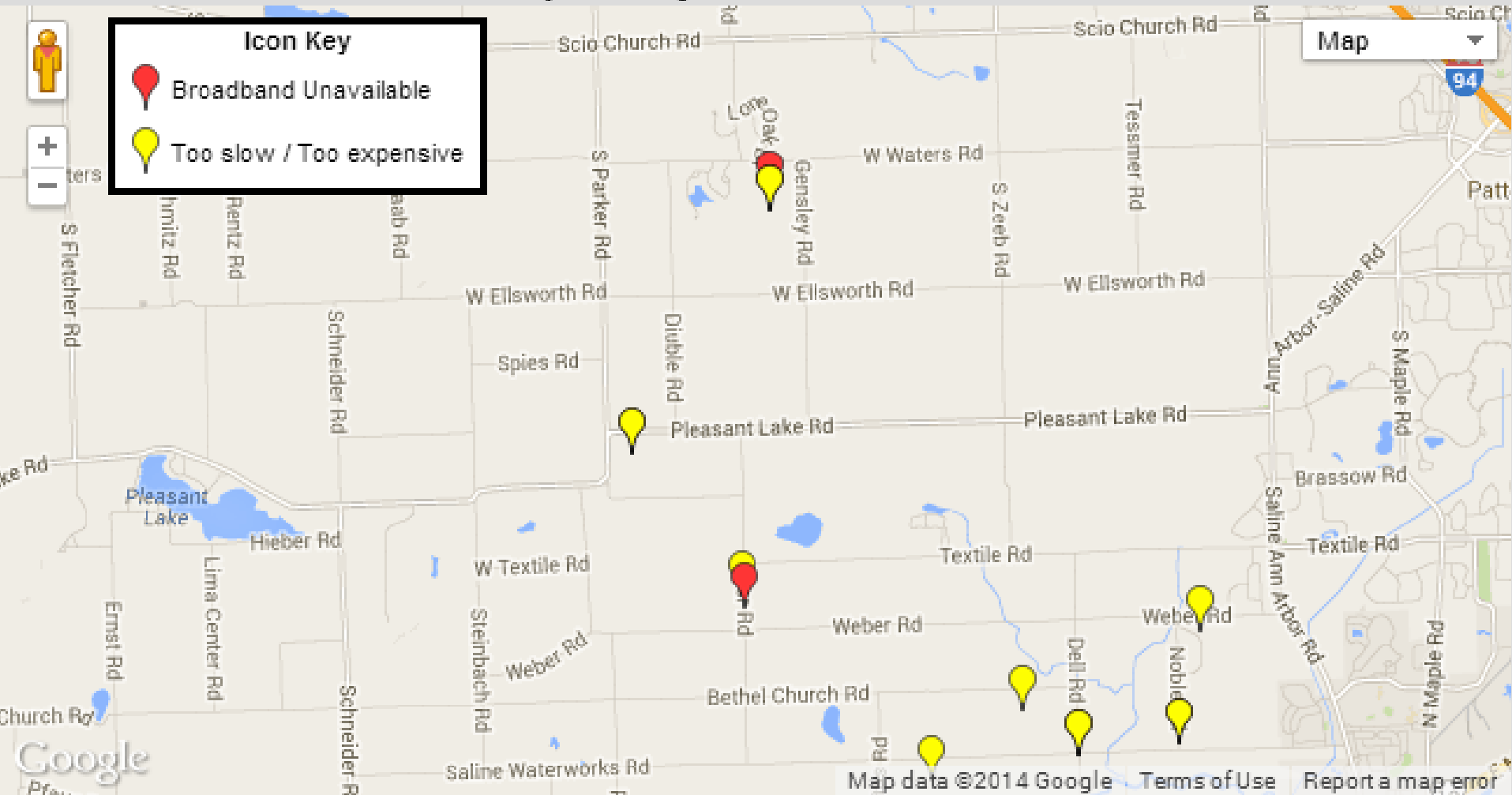
Lodi Township

Lodi Township survey results 3/14/2014 3:36:05 AM

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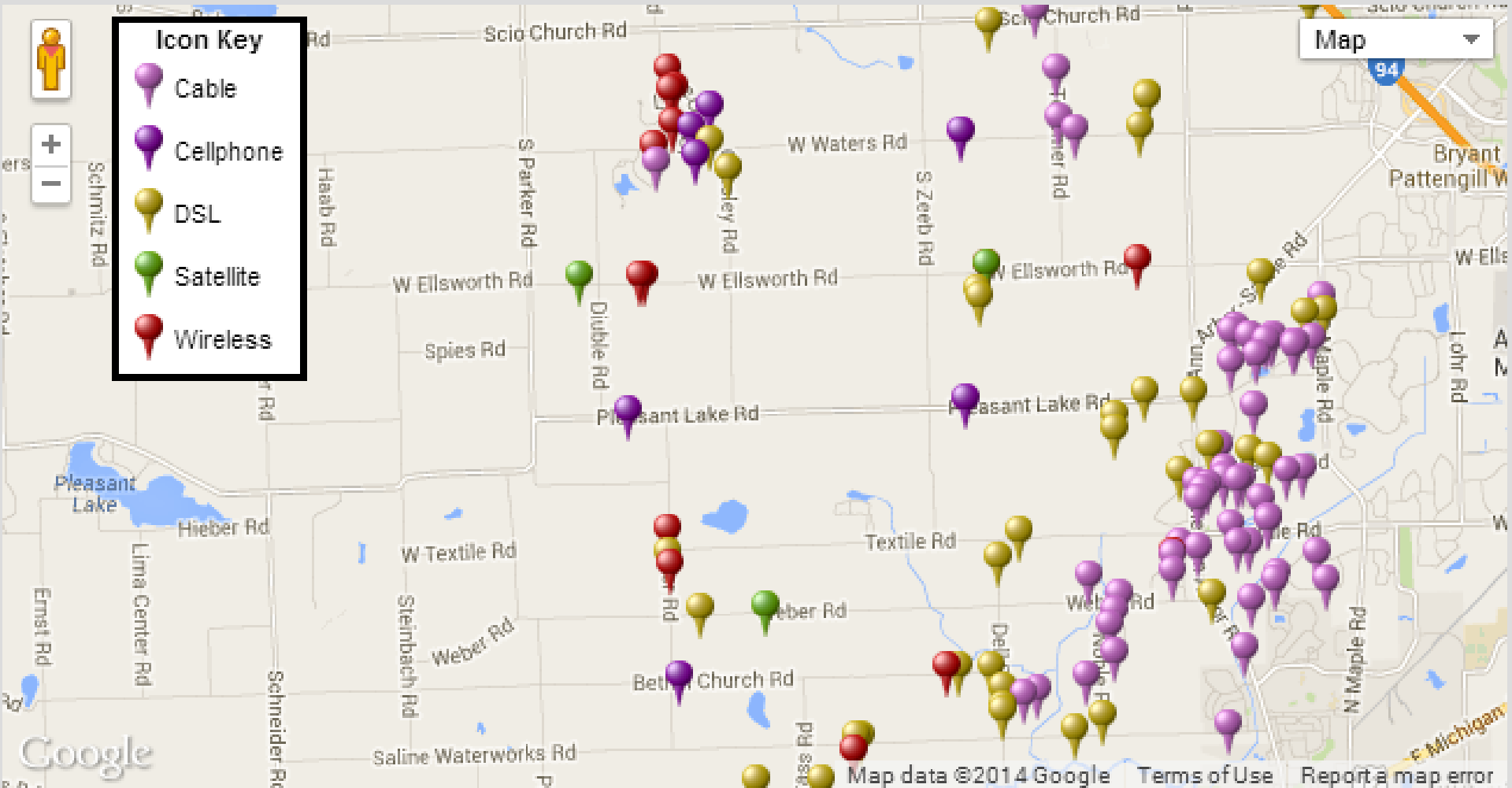
Lyndon Township

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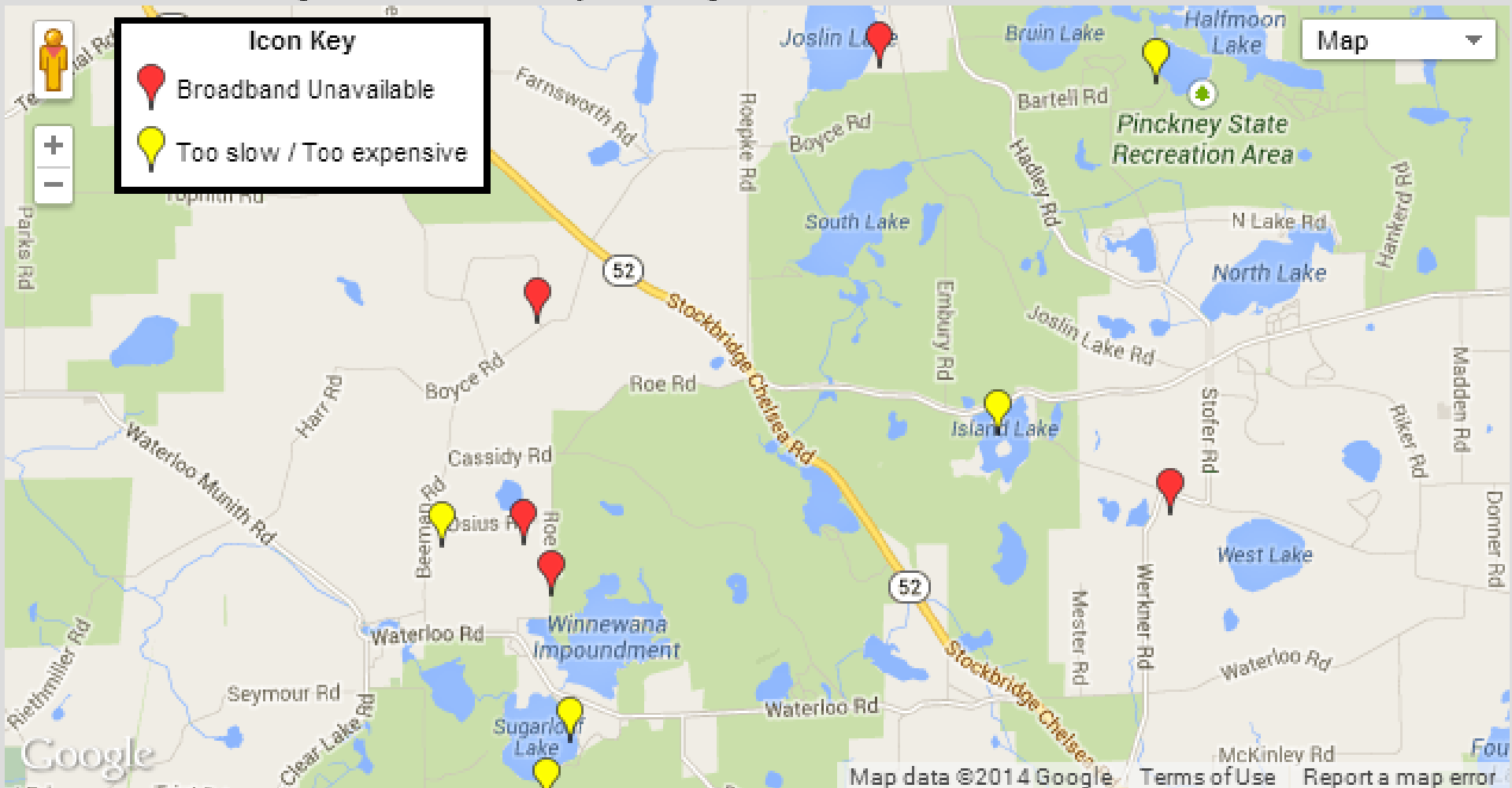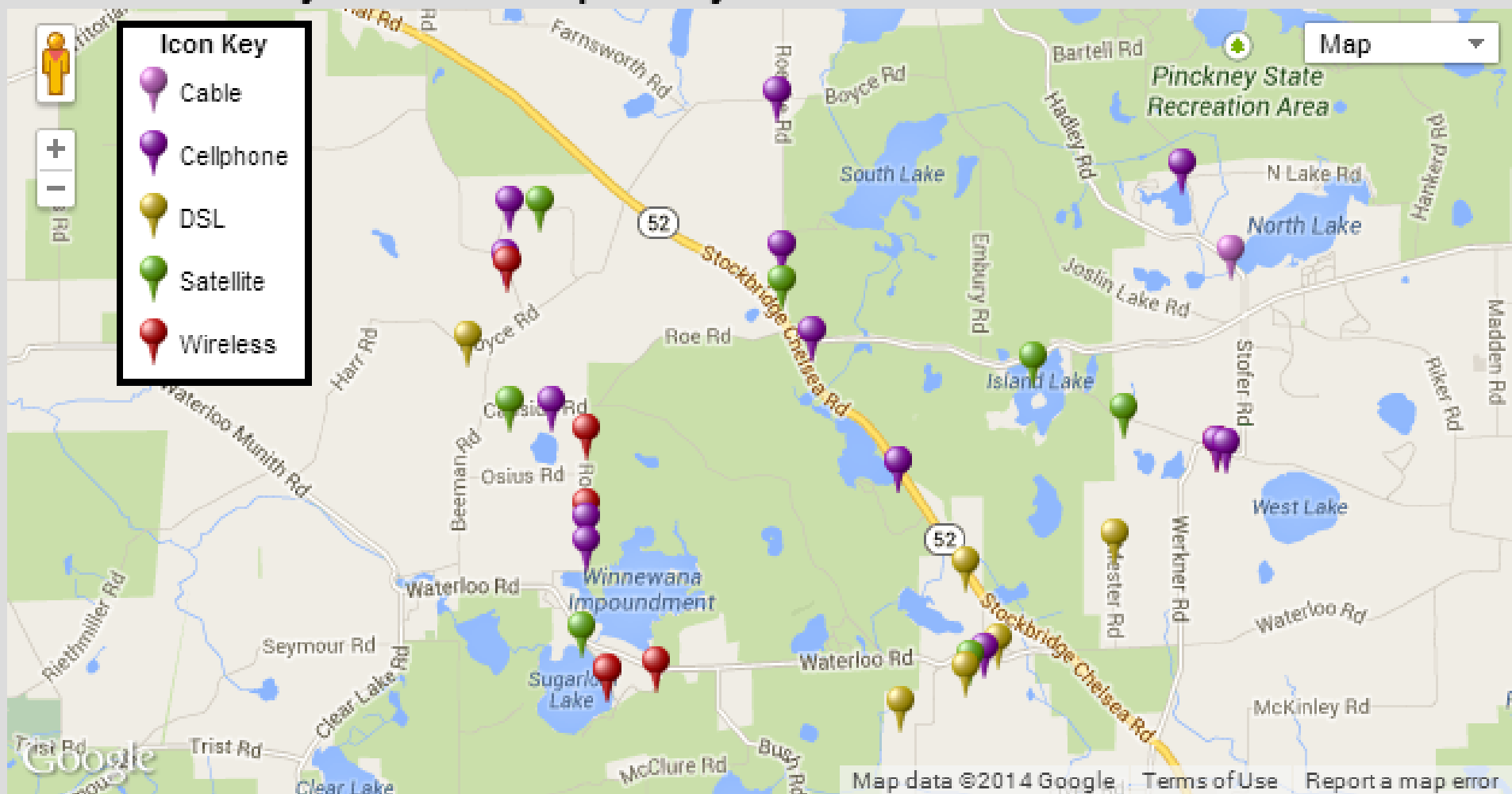
Icon Key
Broadband Unavailable
Too slow / Too expensive

http://mapalist.com/Public/pm.aspx?mapid=429385

Lyndon Township

Lyndon Township survey results 3/14/2014 3:50:36 AM

http://mapalist.com/Public/pm.aspx?mapid=429386

Manchester

Manchester survey results 3/14/2014 3:57:42 AM

Icon Key
- Broadband Unavailable
- Too slow / Too expensive
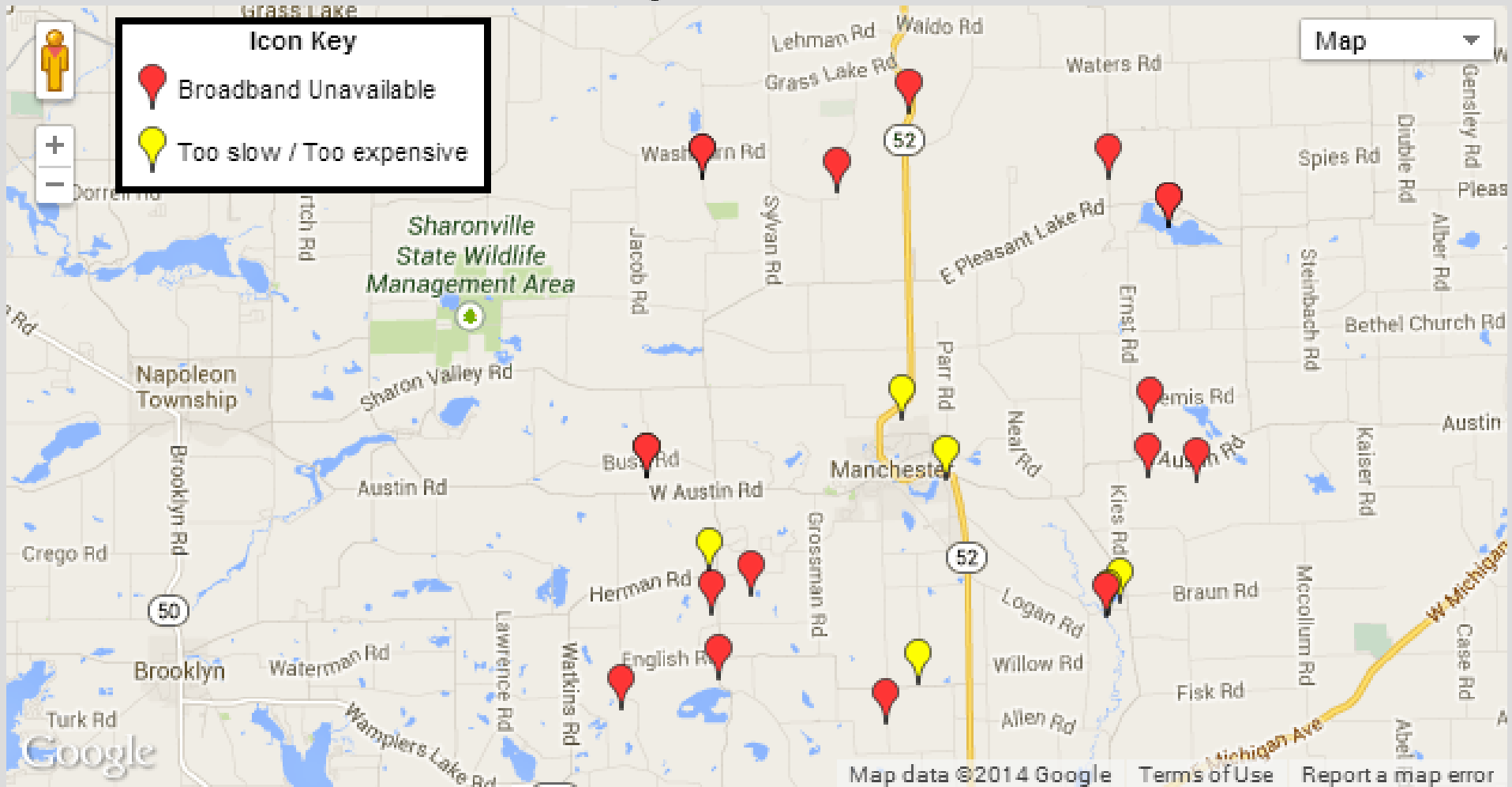
Manchester

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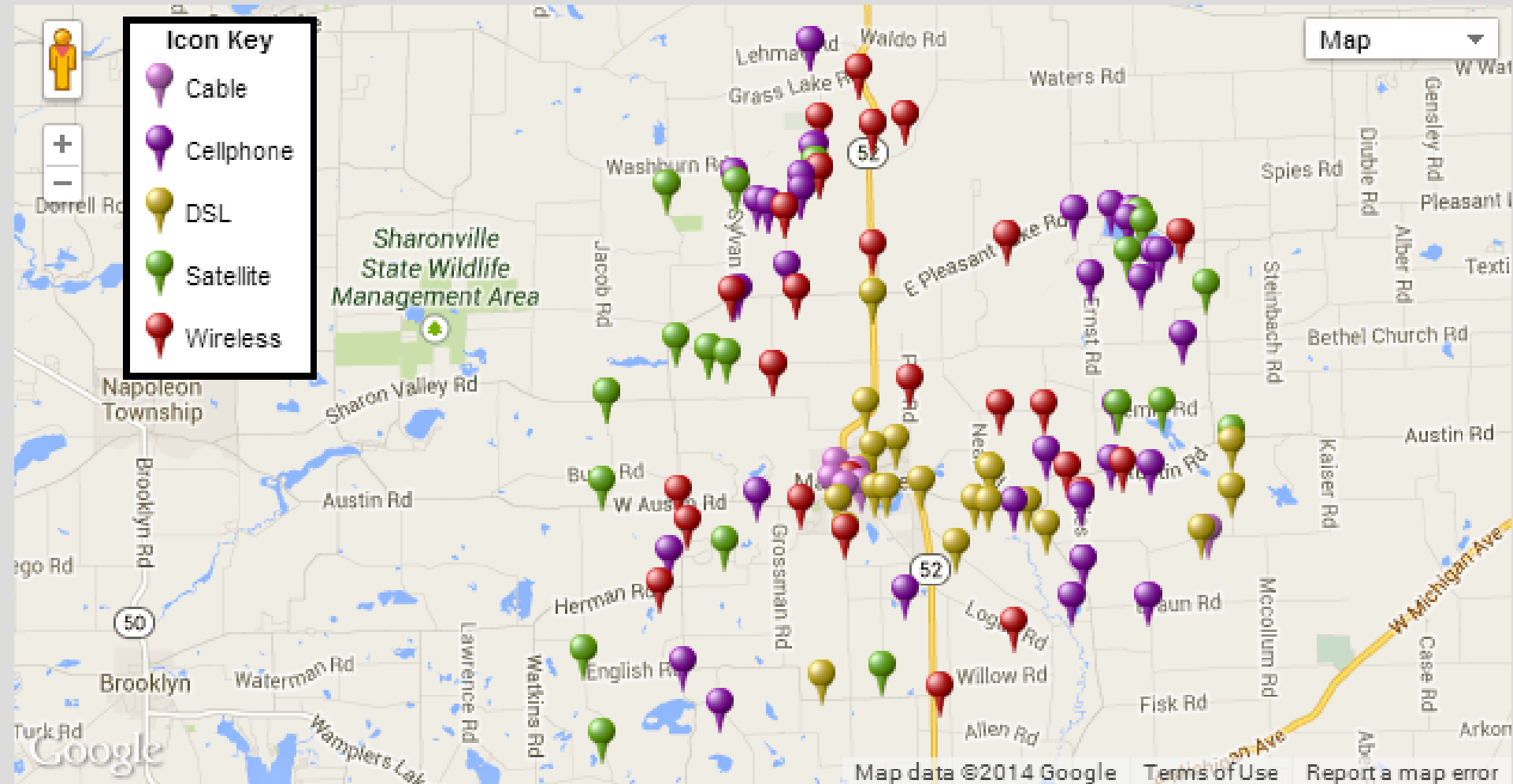
Northfield Township

Northfield Township survey results 3/14/2014 4:18:59 AM

Icon Key
🔴 Broadband Unavailable
🟡 Too slow / Too expensive

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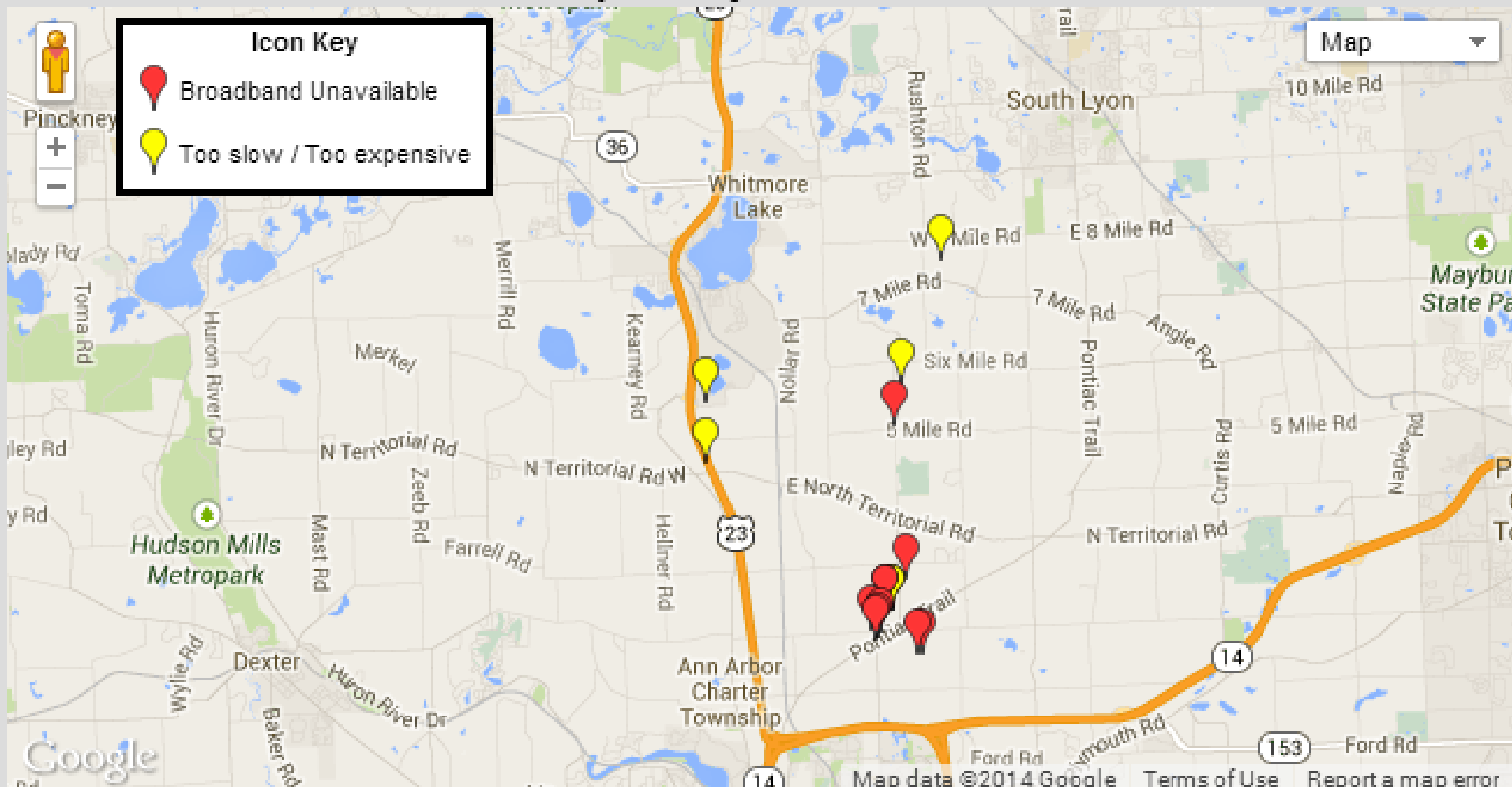
Northfield Township

Northfield Township survey results 3/14/2014 4:27:08 AM

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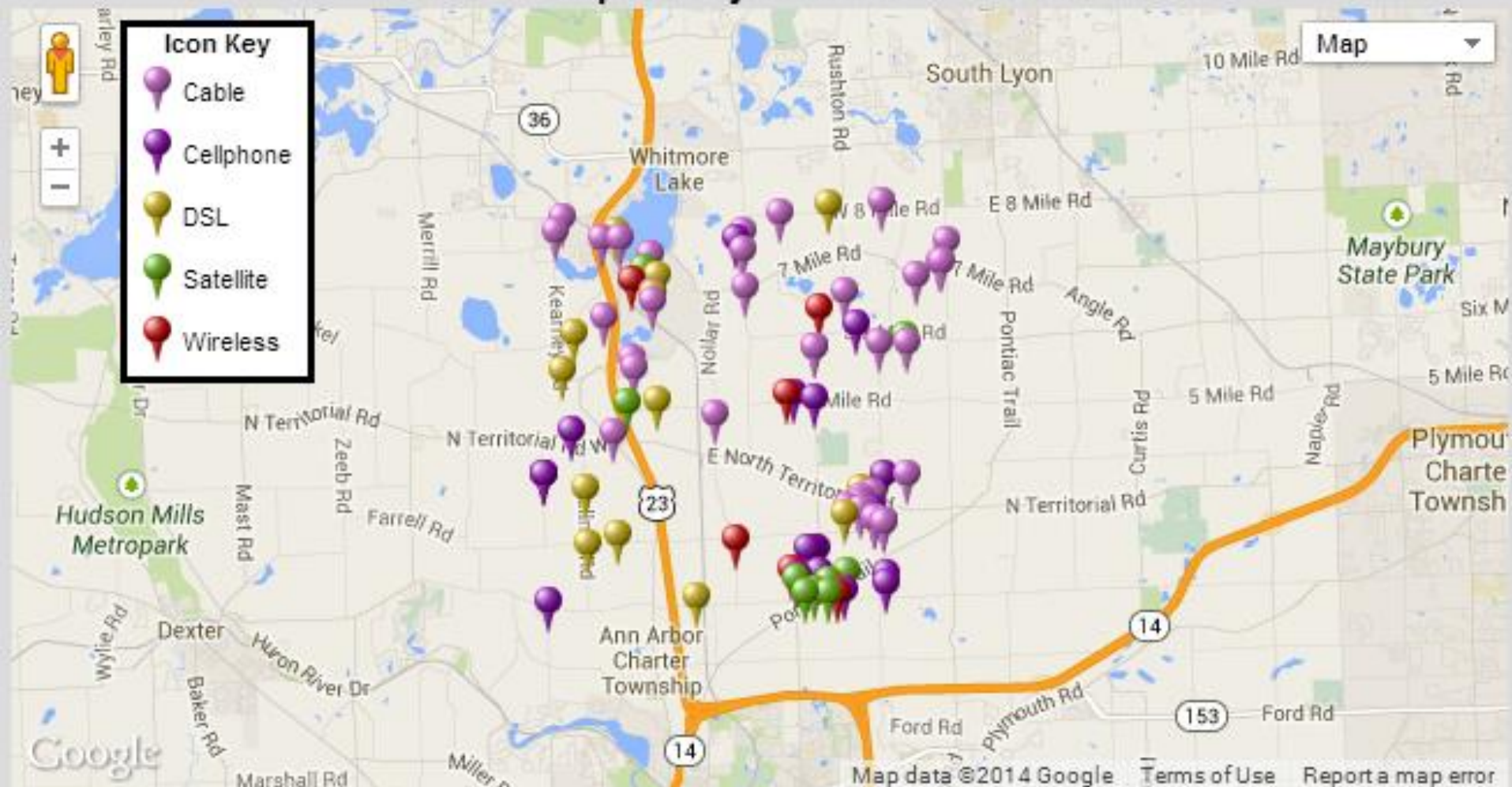
Saline

Saline survey results 3/14/2014 4:36:02 AM

Icon Key
- 🔴 Broadband Unavailable
- 🟡 Too slow / Too expensive

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Saline

Saline survey results 3/14/2014 4:41:16 AM

Icon Key
- Cable
- Cellphone
- DSL
- Satellite
- Wireless

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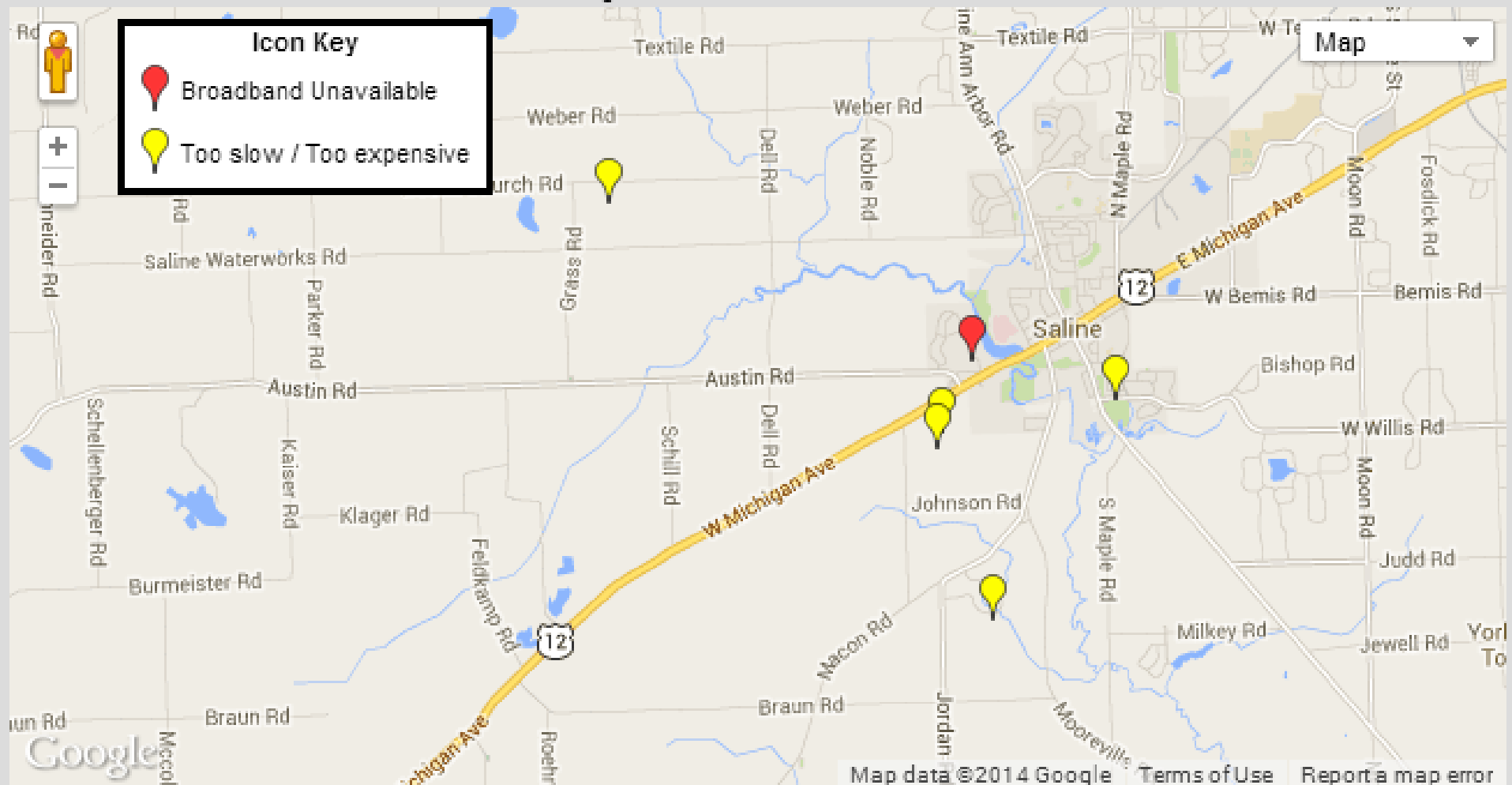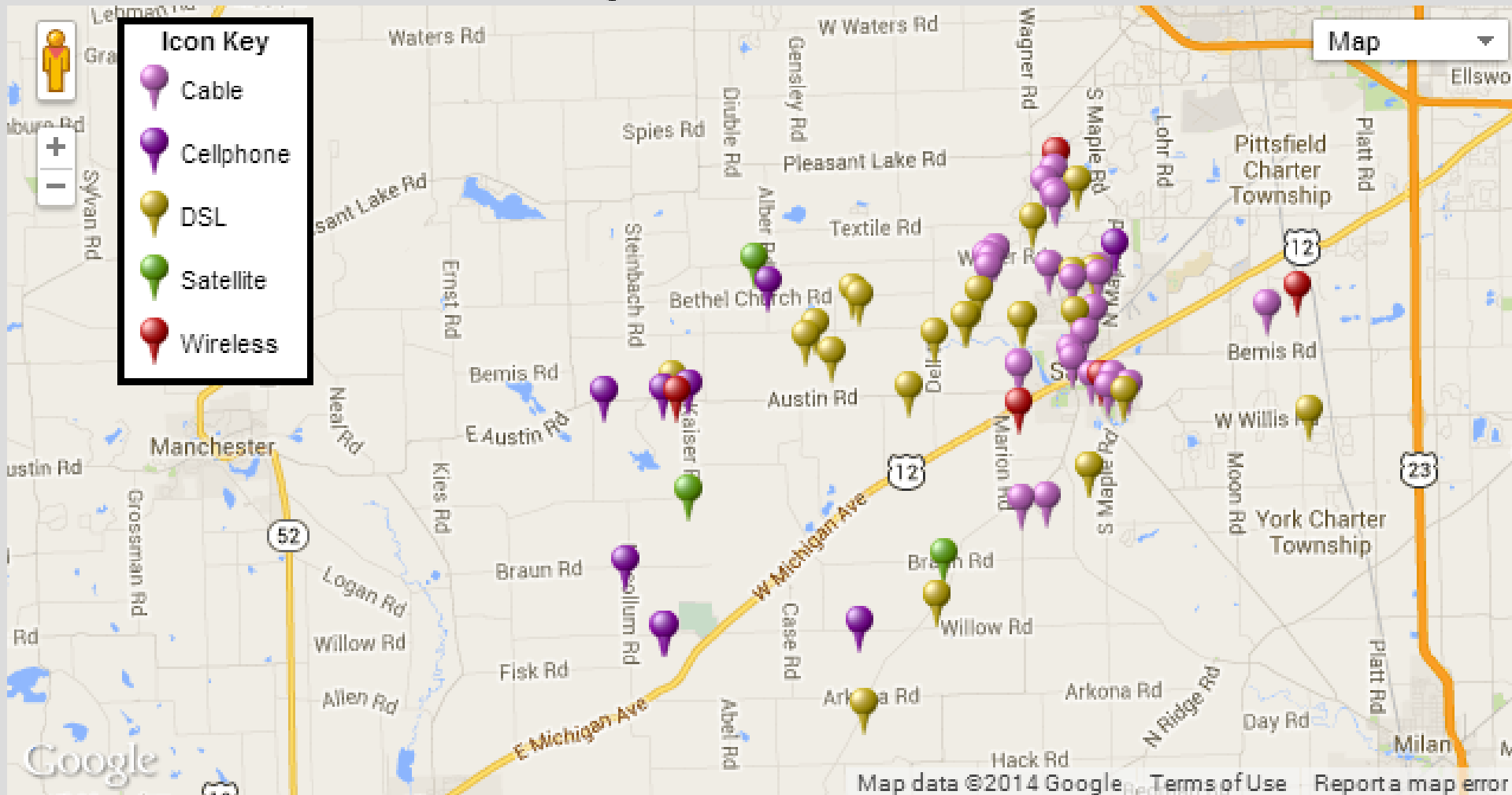
Scio Township

Scio Township survey results 3/14/2014 4:49:24 AM

Icon Key
- Cable
- Cellphone
- DSL
- Satellite
- Wireless
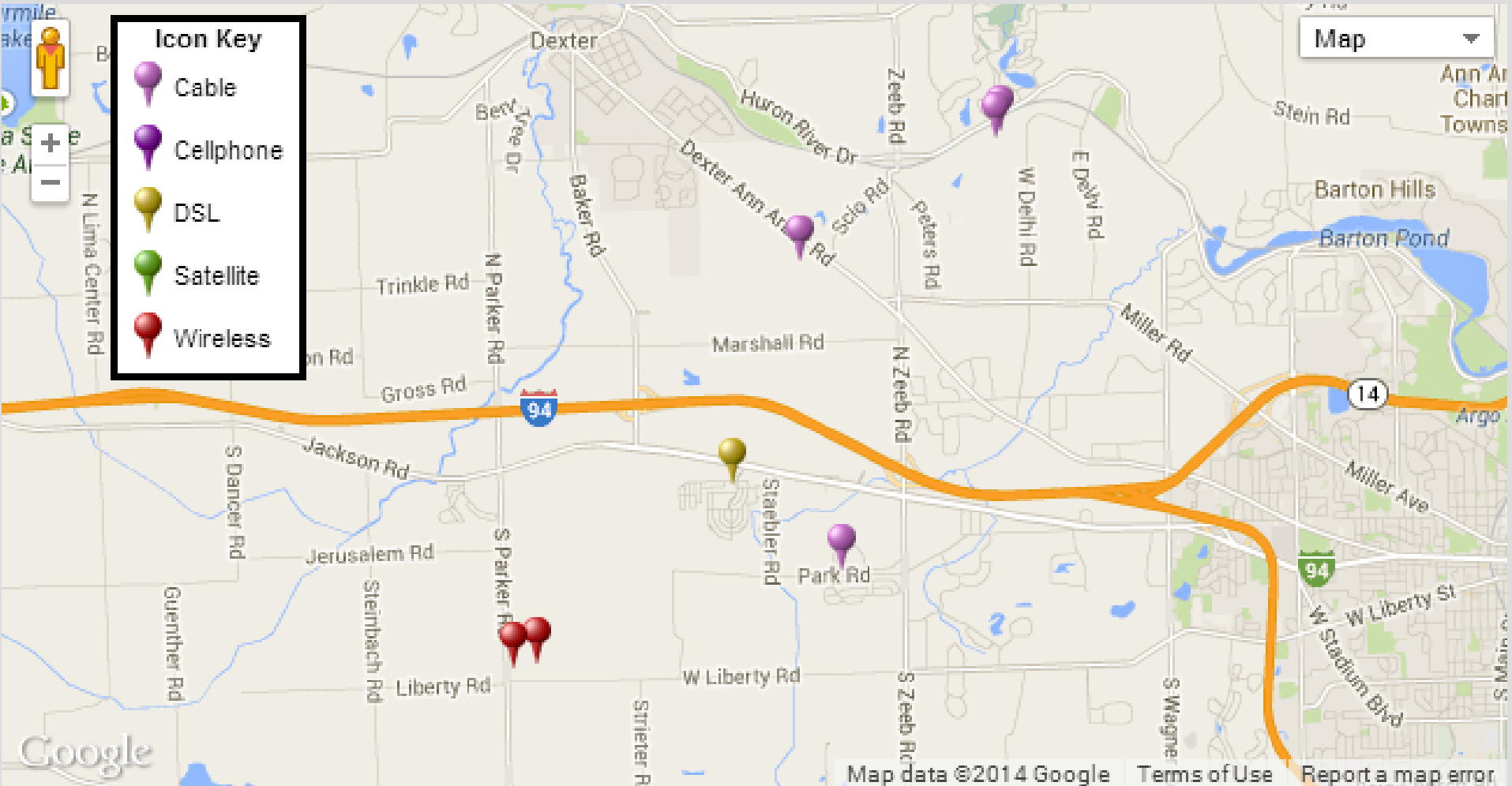
Sharon Township

Sharon Township survey results 3/14/2014 4:56:41 AM

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Sharon Township

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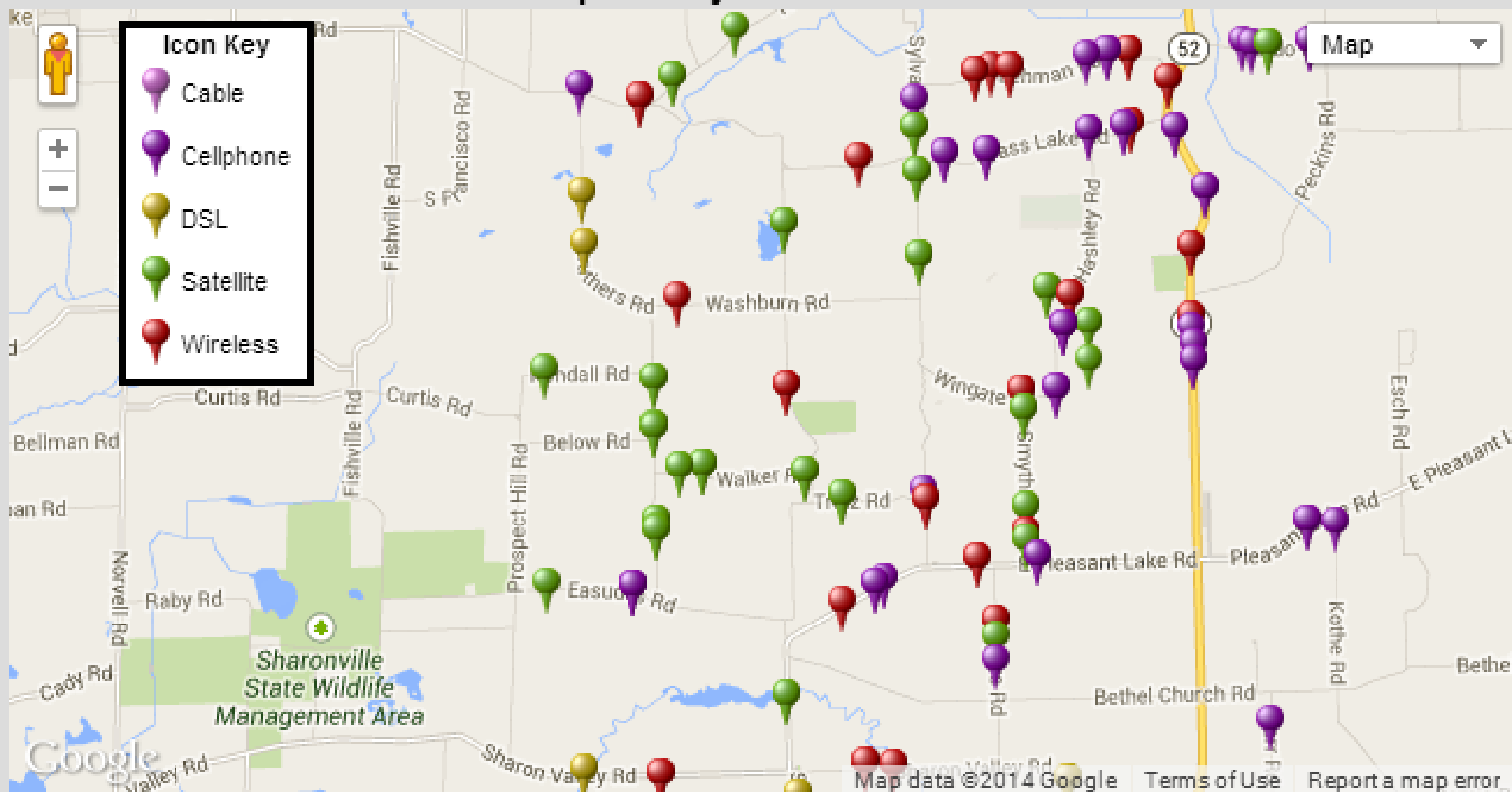
✓ Collect all hardcopy survey responses in each participating township/village/library/school - **Done**

✓ Transfer survey responses to spreadsheet for summarizing and analysis – need to identify a resource to do this - **Done**

✓ Develop survey summaries and "need for service" maps for distribution to broadband providers to solicit service - **Done**

✓ Package and deliver survey information and expression of local needs to broadband providers

✓ Update Connect Michigan maps with local survey data (Dan)

✓ Communicate survey results and action plan to local residents

✓ Additional actions / ideas?

✓ Set next meeting date