

Local
Postal Customer

WESTPORT ISLAND BROADBAND/INTERNET SURVEY
September 2020

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Dear Community Member:

The Westport Broadband and Cable Committee is conducting this survey to collect information about the town's current internet status and future requirements for broadband service. It was developed in preparation for the possibility of applying for state and/or federal grants to help bring broadband internet to the entire island. Community input is critical to a successful application. Please take a few minutes to complete the survey questions, and then **return completed surveys to: WESTPORT ISLAND TOWN OFFICE, 6 FOWLES POINT ROAD, WESTPORT ISLAND, ME 04578**. Alternatively, you can take the survey online at: <https://www.surveymonkey.com/r/T62J2GP>

Notes:

- The Committee requests that the survey be completed by October 15, 2020
- The physical address of your residence is required to identify the current internet status by location.
- Providing your contact information is optional - however, we encourage you to provide it so that the Broadband Committee can contact you for additional information and to clarify your responses if necessary.

1. Name & contact info (optional): _____

2. Primary Westport Address (required): _____
If you own or occupy multiple premises in Westport, please complete a separate survey for each address.

3. Which of the following best describes this location? (Check all that apply)

- Residential – Primary Home
- Residential – Rental Home
- Residential – Vacation or second home
- Commercial – Business

4. Do you have Spectrum internet service at this address? Yes / No
If no, please answer question #5. If yes, skip to question #6.

5. If you do not currently have Spectrum internet at this address, please check all the reasons why:

- It is too expensive or not worth the cost to me.
- It is not available at my location.
- I use a different internet service provider.
- I don't need to use the internet.
- Other (please specify): _____

6. If applicable, what type of internet connection do you use? (Circle all that apply)

I don't have any Fiber Optic/Cable DSL Cellular/Mobile Hotspot Satellite Other/don't know

7. If applicable, what is the standard (not discounted) monthly cost of your internet/bundled service? \$_____ /month

8. (Optional) What download/upload speeds do you currently get?

To check your internet speeds, make sure you're connected to your internet network, then go to the website www.speedtest.net and click "Go". When the test is complete, enter results:

Ping: _____ms Download: _____Mbps Upload: _____Mbps

9. Do you or anyone in your household use the internet to work from home? Yes / No
(i.e. telecommute, run a business, or do work for your job)

10. If members of your household use the internet for homework or education, please indicate age(s) of the member(s) by circling all that apply: Pre-K - 8th grade Grade 9-12 Adult student

11. Would you like training on how to use the internet? Yes / No If yes, check the topics that most interest you:
- Basic skills for computers and the internet (*Setting up a device, protecting identity online, etc.*)
 - Connecting to family and friends (*using programs like Zoom, Skype, facetime, WiFi calling, etc.*)
 - Using social media (*Facebook, Twitter, Instagram, etc*)
 - Using tools to make you more productive in your home or business (*Word, Excel, PowerPoint, Photo management, Quickbooks accounting, etc.*)
 - Using the internet to promote your business (*Website creation, marketing tools, etc.*)
 - Streaming videos online in addition to or instead of watching through a TV service (*Netflix, Hulu, Amazon Prime*)
 - Not interested
 - Other: _____

12. Are you satisfied with your current internet service? Yes / No

13. Please tell us why you are satisfied or not satisfied with your internet service:

Community Support for Expanding Broadband Coverage to All of Westport Island

The following questions refer to two options developed by the Broadband Committee (as briefed during recent Community Forums) to expand the availability of broadband internet service. The goal is for every premise on Westport Island to have access to fast, reliable, and reasonably priced internet service. We need to demonstrate support for either from residents.

Option 1 is to partner with Spectrum and apply for a ConnectME grant to extend their broadband service to all of Westport.

Option 2 is to apply for a grant and/or loan to develop a Westport Town-owned fiber-optic network and, through a bidding process, select an ISP to provide total island coverage.

14. Do you support the efforts of the Town to apply for a ConnectME grant and loan/bond to help make Spectrum's broadband internet service available to every household on Westport Island?

- Yes
- No (If no, please explain: _____)

15. Do you think you would subscribe to Spectrum's broadband service when it is available to your address?

Note: This is not a formal commitment.

- Yes, I plan to subscribe or am already a Spectrum customer
- No, I do not plan to subscribe

16. Do you support the efforts of the Town to apply for a grant and/or loan to develop a town-owned fiber-optic network and competitively select an ISP to offer broadband service to all of Westport Island?

- Yes
- No (If no, please explain: _____)

17. Do you think you would subscribe to competitively priced new broadband service using the town's fiber-optic network when it is available to your address? *Note: This is not a formal commitment.*

- Yes, I plan to subscribe
- No, I do not plan to subscribe

18. If you have other properties in Westport, please list those addresses here and, if applicable, please fill out additional copies of this survey for each separate address.

19. Other Questions/Comments? Please share any other comments or priorities regarding Westport's internet service. Your answers are confidential and will provide input to the Broadband Committee.

Thank you for taking the time to complete this survey!