



Residential Broadband and Technology (High-Speed Internet) Survey

To improve broadband (high-speed internet) access, adoption, and usage, Jefferson County is participating in Connected Nation Texas' "Connected Community" program. This project will assess the current status of broadband access, adoption, and usage in our county so we can develop a plan to improve the quality of life and economic potential in our community by getting more households connected to broadband.

Your answers to the following questions are critical and will be combined with others to identify the current need for improved internet access and support in our community. This information will then be used to develop an action plan with local broadband providers and other contributing organizations to improve technology and internet service and support in our community.

Please answer the following questions for an address where you have a residence (either owned or rented). Only one survey per household, please. Survey respondents should be at least 18 years of age and be the primary or a co-decision maker for the household. The survey should take approximately 15 minutes to complete.

If you have access to the internet, we strongly encourage you to take this survey online at: <https://www.myconnectedcommunity.org/jefferson-county/>

If you take this survey in printed form below, please return your completed survey to:
Fred Jackson
1149 Pearl, 4th floor
Beaumont, Texas 77701

Thank you in advance for your participation in this important survey!

1. Property Address:
 - a. Street Address, City: _____
 - b. ZIP Code: _____

2. Does your household have a traditional landline telephone connection?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
------------------------------	-----------------------------

3. Do you currently subscribe to internet service at this location?

<input type="checkbox"/> Yes (continue to question #4)	<input type="checkbox"/> No (skip to question #14)
--	--

4. To which type of internet service do you subscribe? (select only one, primary service)
 - Cable
 - Dial-Up
 - DSL (over the phone lines)
 - Fiber
 - Mobile or cellular phone connection only
 - Satellite
 - T1
 - Wireless internet (tower-based, not cellular or wi-fi)
 - Unsure
 - Other: _____

5. Please select the speed tier that best reflects the internet service to which you subscribe. If you do not know your speed, you can visit <http://www.speedtest.net/> and run a quick speed test. This speed can also often be found on your billing statement. Download speed is expressed as kilobits (Kbps) or megabits (Mbps) per second.

<input type="checkbox"/> Dial-up	<input type="checkbox"/> 10 Mbps to 24.99 Mbps	<input type="checkbox"/> 100 Mbps to 499.99 Mbps
<input type="checkbox"/> Less than 3 Mbps	<input type="checkbox"/> 25 Mbps to 49.99 Mbps	<input type="checkbox"/> 500 Mbps or Faster
<input type="checkbox"/> 3 Mbps to 9.99 Mbps	<input type="checkbox"/> 50 Mbps to 99.99 Mbps	<input type="checkbox"/> Unsure

6. How much do you pay for internet service monthly? *If you bundle your internet service with other services, such as TV or phone, please indicate only the cost of your internet service.*

<input type="checkbox"/> Less than \$15 per month	<input type="checkbox"/> \$35 to \$49.99	<input type="checkbox"/> \$100 to \$149.99
<input type="checkbox"/> \$15 to \$24.99	<input type="checkbox"/> \$50 to \$74.99	<input type="checkbox"/> \$150 or more per month
<input type="checkbox"/> \$25 to \$34.99	<input type="checkbox"/> \$75 to \$99.99	<input type="checkbox"/> Unsure

7. Who is your current internet service provider? _____
8. To the best of your knowledge, how many provider choices do you have at your address for home internet service?
 One Two Three Four or more Unsure
9. Which factor(s) contributed to you choosing that provider? Please choose all that apply.
 Download speeds offered
 The cost per month for the service
 The ability to bundle the internet with other services like phone or television
 The provider's reputation for service and/or reliability
 Recommendations from friends and family
 The cost of set-up and installation
 Upload speeds offered
 The type of service offered (cable, DSL, etc.)
 They were the only service available
 Other (please specify): _____
10. In addition to internet service, do you subscribe to any other service (such as telephone or television) through this same provider?
This is often called "bundling."
 Yes (continue to question #11) No (skip to question #12) Unsure (skip to question #12)
11. What service(s) do you subscribe to (in addition to internet service) through this same provider? Please choose all that apply.
 Home landline telephone Television
 Mobile telephone service Electricity
 Other (please specify): _____
12. Does your current internet service meet your needs?
 Yes (skip to question #15) No (continue to question #13)
13. Please describe why your current internet service does not meet your needs (please choose all that apply).
 Speed is too slow Customer service is poor
 Price is too high Data caps limit my ability to use the internet
 Connection is unreliable Other: _____
- Please skip to question #15
14. What is the primary reason you do not have an internet connection at home?
 I/we do not own a computer Internet service is too expensive
 I/we do not need the internet I/we have access to the internet elsewhere (e.g., work, school, library, etc.)
 I/we do not know enough about the internet to feel comfortable using it Other: _____
 Internet service is not available at my address
15. From which other location(s) do you access the internet? (select all that apply)
 My place of employment A mobile device or smartphone
 Library I do not access the internet
 School A friend or family member's home
 Coffee shop or restaurant Hotels
 Religious facility Other: _____
16. Are you interested in having improved or additional choices for internet service at your home address?
 Yes No
17. Does anyone in your household subscribe to a mobile internet service that allows you to go online using a smartphone or similar device?
 Yes (please continue to question #18) No (please skip to question #19)
18. Which of these options best describes how your household uses that mobile internet connection at home? Please choose one:
 Mobile internet service is our primary home internet service; we use it to connect other household devices to the internet
 Mobile internet service is our primary home internet source; we use only our smartphones to go online
 Mobile internet service is a secondary connection; we mostly use a fixed internet connection to go online from home
 We subscribe to mobile internet service but we don't use it at home
 Unsure
 Other (please specify): _____

19. How many of each of these devices do you have at home? Please provide a number for each, even if it is zero (0).
- | | |
|------------------------------------|--|
| ___ Desktop computers | ___ Laptop computers |
| ___ Smartphones | ___ Internet-connected gaming consoles |
| ___ Internet-connected televisions | ___ Internet-connected "smart home" devices |
| ___ Tablets | ___ Other devices connected to the internet via home or mobile internet connection |

20. How often do you typically access online information from or interact electronically with the following sectors? Please place a check in the appropriate box. *Types of interactions could include, but are not limited to, visiting a website, commenting on social media, text messaging, etc.*

Sector	At least once a day	At least once a week	At least once a month	Less than once a month	Never
Local government (city, township, village, etc.)					
County government					
State government					
Federal government					
Local businesses (within 50 miles)					
Non-local businesses					
Agriculture					
Community organizations					
Healthcare					
Higher education or continuing education					
K-12 schools					
Library					
Public safety					
Travel and tourism					

21. If you made online purchases from LOCAL businesses (less than 50 miles away from your household) in the past 12 months, about how much did you spend (in total dollars spent) on those purchases? _____
22. If you made online purchases from NON-LOCAL businesses (located more than 50 miles away from your household) in the past 12 months, about how much did you spend (in total dollars spent) on those purchases? _____
23. In the table below, please select the appropriate box to rate your skill related to each hardware device.

Hardware	I need to learn	I know a little	I'm comfortable with it	I could teach this	Not interested
Desktop computer					
Laptop computer					
Tablet					
Smartphone					
Mouse and keyboard					
Wearable technology (e.g. FitBit, smartwatch, etc.)					
Internet TV devices (e.g. Slingbox, AppleTV, etc.)					
Printers					
Internet-connected "smart home" devices (e.g. smart thermostats, home automation, wireless door locks or lighting, etc.)					
External storage devices					

24. In the table below, please select the appropriate box to rate your skill related to each software application.

Software	I need to learn	I know a little	I'm comfortable with it	I could teach this	Not interested
Operating systems (e.g., Windows, Apple OS, etc.)					
Word processing (e.g., Microsoft Word)					
Spreadsheet tools (e.g., Microsoft Excel)					
Internet browsers (e.g., Internet Explorer, Chrome, Firefox, etc.)					
Presentation tools (e.g., Microsoft PowerPoint, Prezi, etc.)					
Multimedia recording, manipulating, or editing software					
3D modeling (e.g., Sketch-up, AutoDesk, etc.)					

25. In the table below, please select the appropriate box to rate your skill related to each communication tool.

Communication Tool	I need to learn	I know a little	I'm comfortable with it	I could teach this	Not interested
E-mail					
Facebook					
Twitter					
Instagram					
Snapchat					
Other social media (e.g. Flickr, Reddit, TikTok, Pinterest, etc.)					
VoIP applications (e.g., Skype, Discord, etc.)					
Text messaging					

26. In the table below, please select the appropriate box to rate your skill related to each online activity.

Online Activity	I need to learn	I know a little	I'm comfortable with it	I could teach this	Not interested
Buying and selling (e.g. Craigslist, Etsy, etc.)					
Online bill payment, e-banking or similar activities					
Conducting an online job search					
Mobile applications					
Online research and similar activities					
Cybersecurity (keeping personal information safe online)					
Online educational classes					

27. Please indicate the response below that best describes your current employment status

- | | |
|---|--|
| <input type="checkbox"/> Full-time employed, but not self-employed | <input type="checkbox"/> Full-time volunteer |
| <input type="checkbox"/> Part-time employed, but not self-employed | <input type="checkbox"/> Student |
| <input type="checkbox"/> Self-employed | <input type="checkbox"/> Military |
| <input type="checkbox"/> Out of work and looking for work | <input type="checkbox"/> Retired |
| <input type="checkbox"/> Out of work but not currently looking for work | <input type="checkbox"/> Disabled and unable to work |
| <input type="checkbox"/> Homemaker | <input type="checkbox"/> Other: _____ |

If you are currently employed or self-employed, full-time or part-time, continue to question #28; otherwise skip to question #40.

28. Do you ever use a computer for your work?

- Yes No

29. Do you ever use the internet for your work?

- Yes No

30. Do you ever use the internet to work from home or some other location instead of commuting to your normal workplace during normal business hours? This is often called "teleworking" or "telecommuting."
 Yes (continue to question #31)
 No (skip to question #37)
 I am not currently employed (skip to question #40)

31. How frequently do you typically telework or telecommute? By teleworking, we mean using the internet to work from home or some other location.
 Every day
 Several days per week
 Once per week
 Several days per month, but less than once per week
 Once per month
 Less than once per month

32. Would you telework more frequently if allowed by your employer?
 Yes
 No
 Unsure

33. What equipment are you provided by your employer to facilitate teleworking?
 Laptop computer
 Tablet computer
 Smart phone
 I provide my own equipment
 Other: _____

34. From which locations do you telework (choose all that apply)?
 Coffee shop or restaurant
 Co-working or shared office space
 Home
 Library
 In my vehicle
 Remote work site(s)
 Other: _____

35. If you don't currently, would you consider using a shared office space or co-working office if it were available?
 Yes
 No
 I currently use such a space
 Unsure

36. When you commute to your central or "normal" workplace, how far of a commute would that be for you?
 0 miles (I work exclusively from home)
 5 miles or less
 6 to 10 miles
 11 to 20 miles
 21 to 35 miles
 36 to 50 miles
 More than 50 miles
 I do not have a central or "normal" workplace

Skip to question #40

37. Would you telework or telecommute if allowed by your employer?
 Yes
 No
 Unsure

38. Does your employer allow teleworking, or have a telework policy in place for any of its employees?
 Yes
 No
 Unsure
 I am not currently employed

39. How difficult would it be to perform your work duties via teleworking?
 Very difficult
 Somewhat difficult
 Unsure
 Somewhat easy
 Very easy
 I am not currently employed

Demographic information will only be analyzed in aggregate in order to further broadband and technology research efforts locally and nationally. Your responses will not in any way be associated with your address or identity.

40. Are there any US military veterans (active-duty or retired) living in your household?
 Yes
 No

41. What is your age?
 Under 18
 18 to 24
 25 to 34
 35 to 44
 45 to 54
 55 to 64
 65 to 79
 80 or older

42. Are there any children between the ages of 5 and 17 who live in your household?
 Yes
 No

43. Do you, or does anyone in this household, own or operate a business out of this home?
 Yes
 No
 Unsure
 I'd rather not answer

44. Are you, yourself, Hispanic, Latino, or Spanish origin or descent?

Yes No I'd rather not answer

45. Which race (or races) do you consider yourself to be? Choose all that apply:

White Native Hawaiian or Other Pacific Islander
 Black or African American Other: _____
 American Indian or Alaska Native I'd rather not answer
 Asian

46. What is your gross annual household income?

Less than \$20,000 \$75,000 to \$99,999
 \$20,000 to \$34,999 \$100,000 or More
 \$35,000 to \$49,999 I'd rather not answer
 \$50,000 to \$74,999

47. Are you, yourself, Hispanic, Latino, or Spanish origin or descent?

Yes No Unsure I'd rather not answer

48. Please indicate your highest level of educational attainment.

Some high school Bachelor's degree
 High school diploma or equivalent Some graduate study (no graduate degree)
 Some college (no degree) Master's degree or equivalent
 Associate's degree Ph.D. or equivalent

49. Are you a full-time or part-time resident of the community?

Full-time resident (you reside in the community for at least 6 months of the year)
 Part-time resident (you reside in the community for less than 6 months of the year)

50. Are you interested in being informed of high-speed internet developments in your community or the results of this survey? If yes, please provide your e-mail address: _____

If you choose to share your email address, Connected Nation Texas may share that information with local organizations, including your community broadband planning team, to keep you up to date on developments affecting broadband access, adoption, and use in your area.

Additional Comments:

Thank you for participating in the survey!