Crawford County Broadband Household Survey Results

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PURDUE UNIVERSITY | Center for Regional Development | Extension

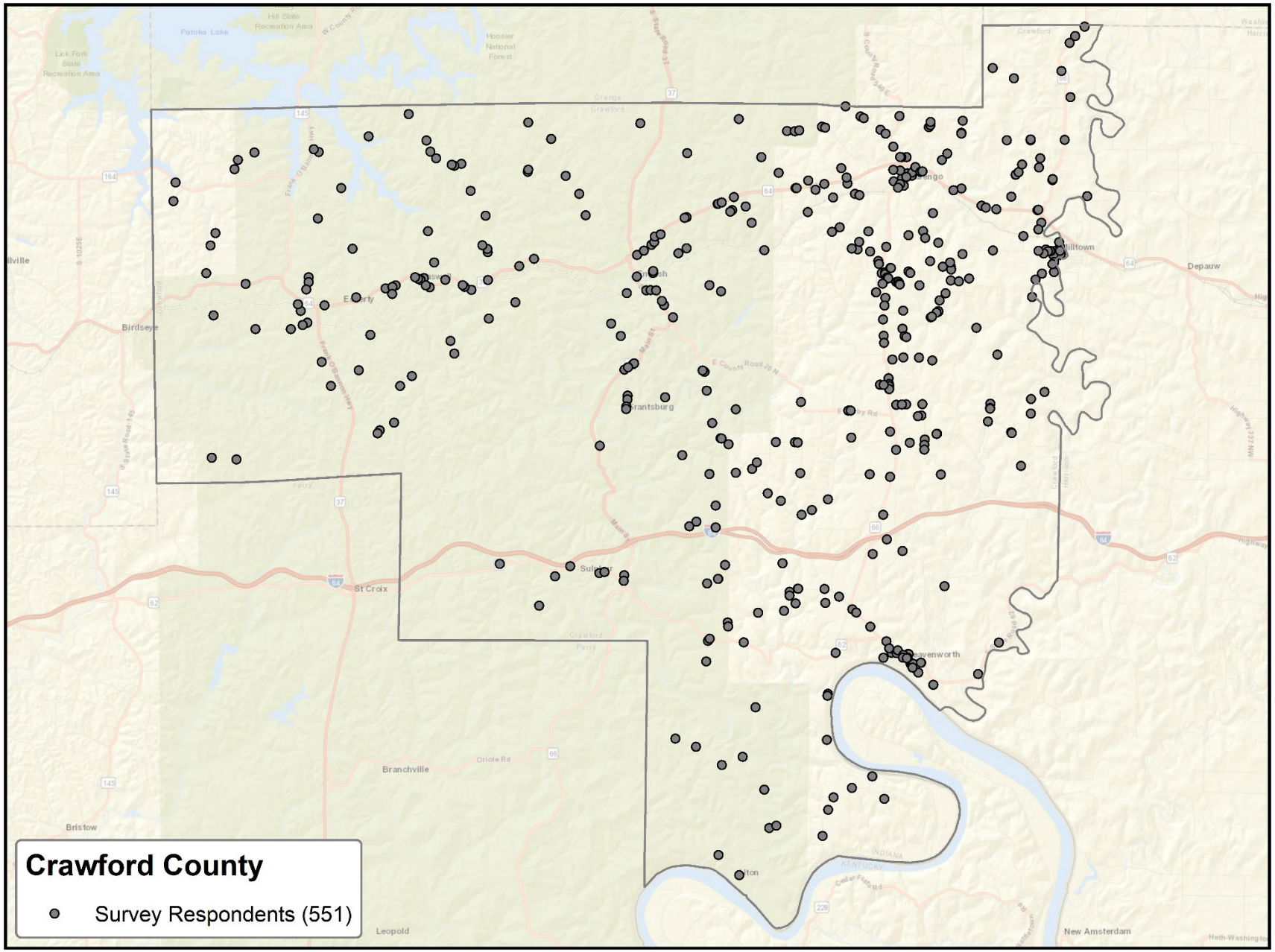
Survey Data Gathering

- Validate broadband access and document demand aggregation
- Data was collected during October-November 2019
- Survey available online

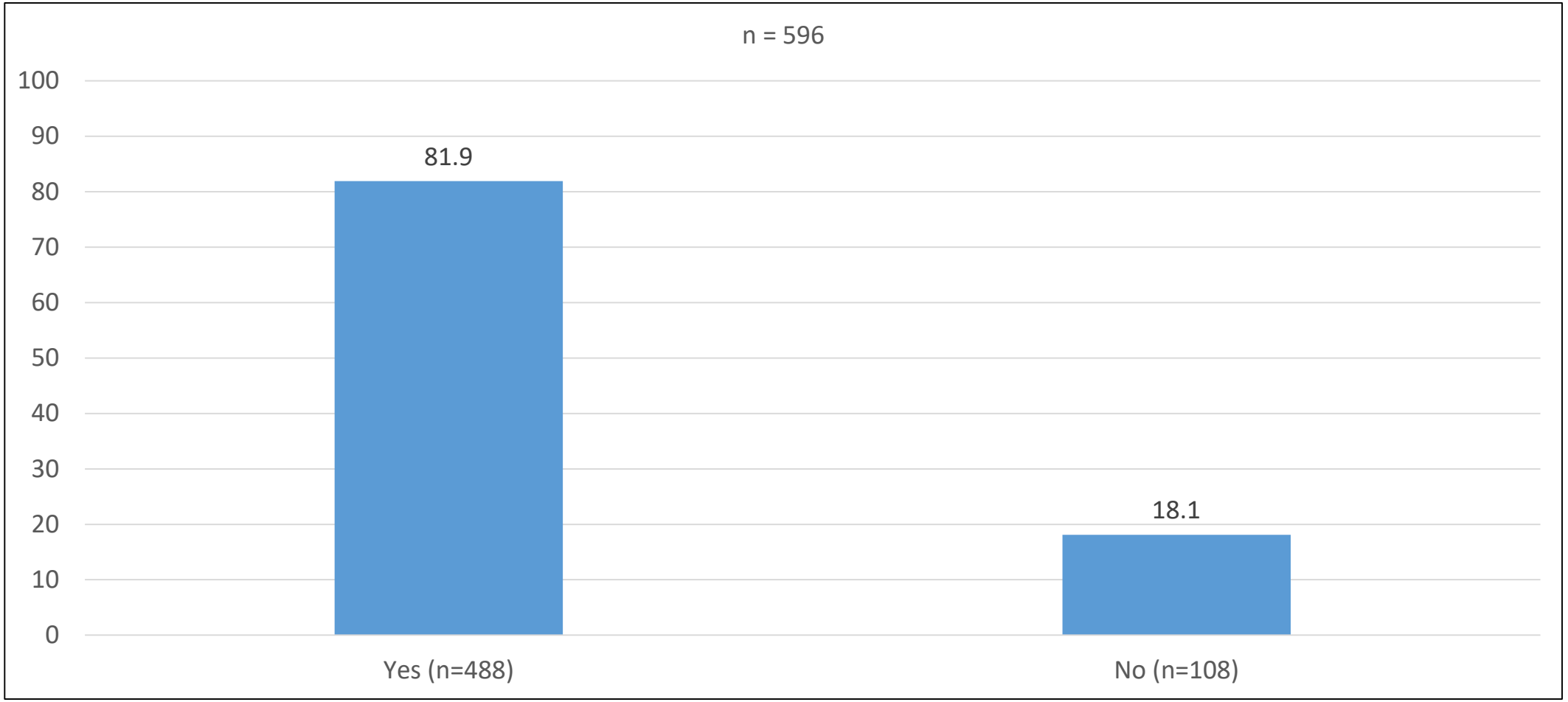
Results

- 597 surveys received overall (no paper copies)
- 551 mapped (46 did not give permission or did not answer)

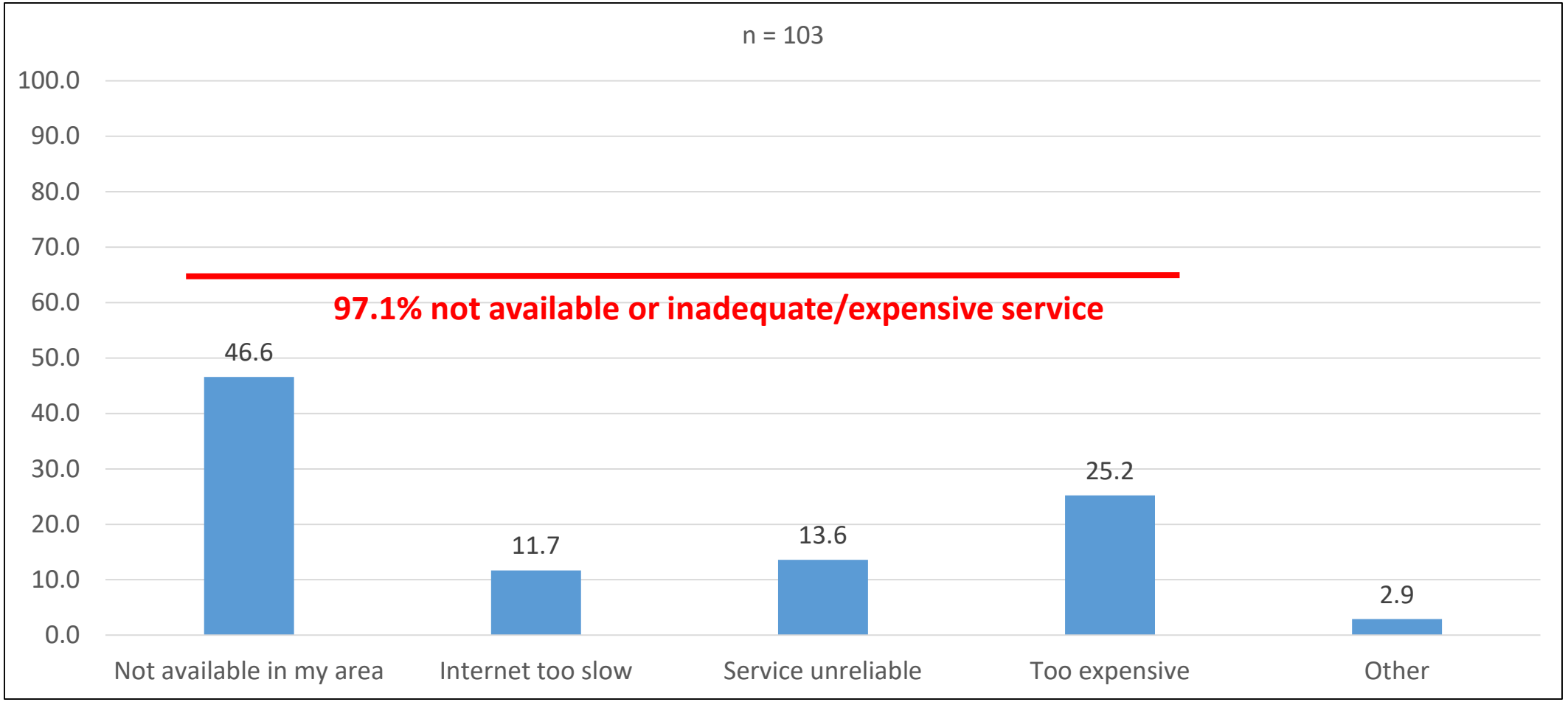
Survey Responses



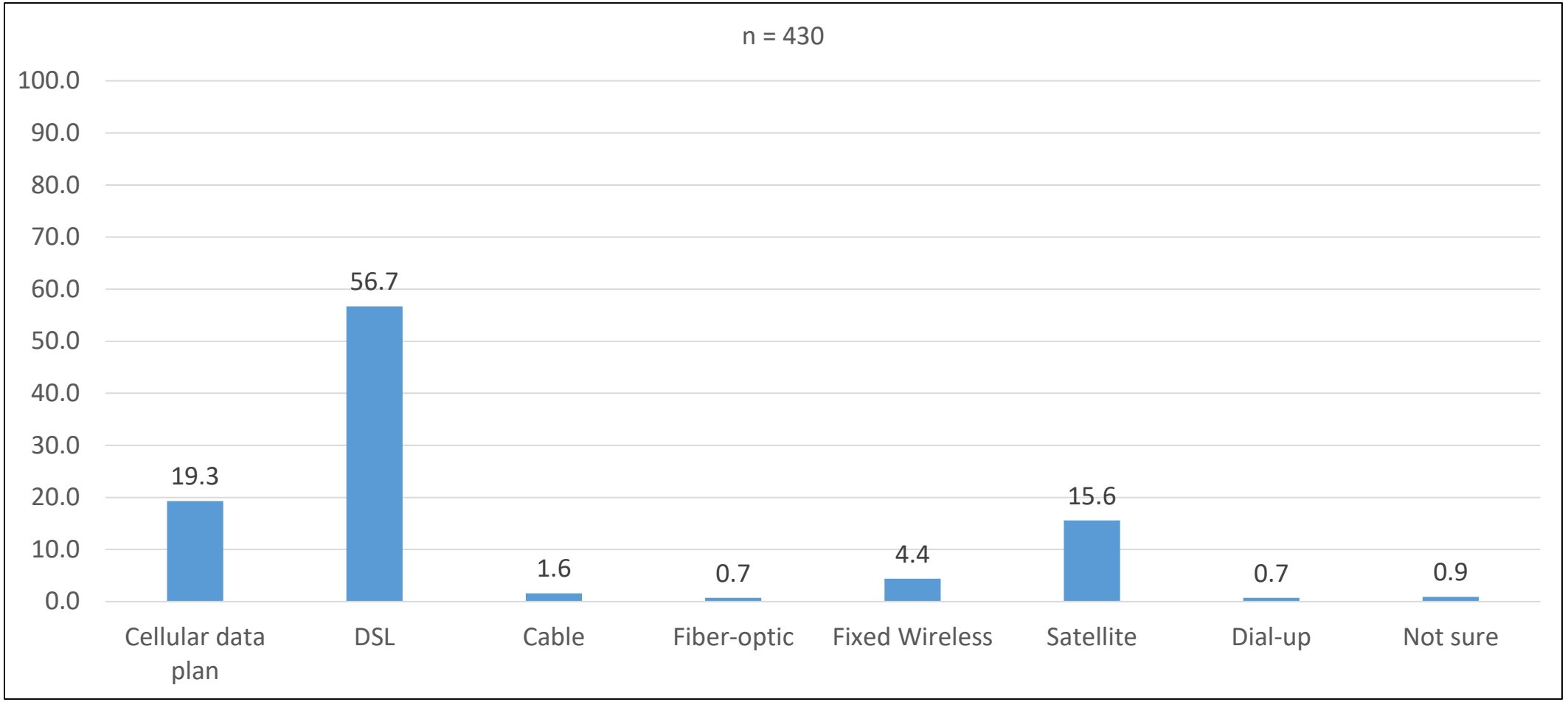
Have internet access at home?



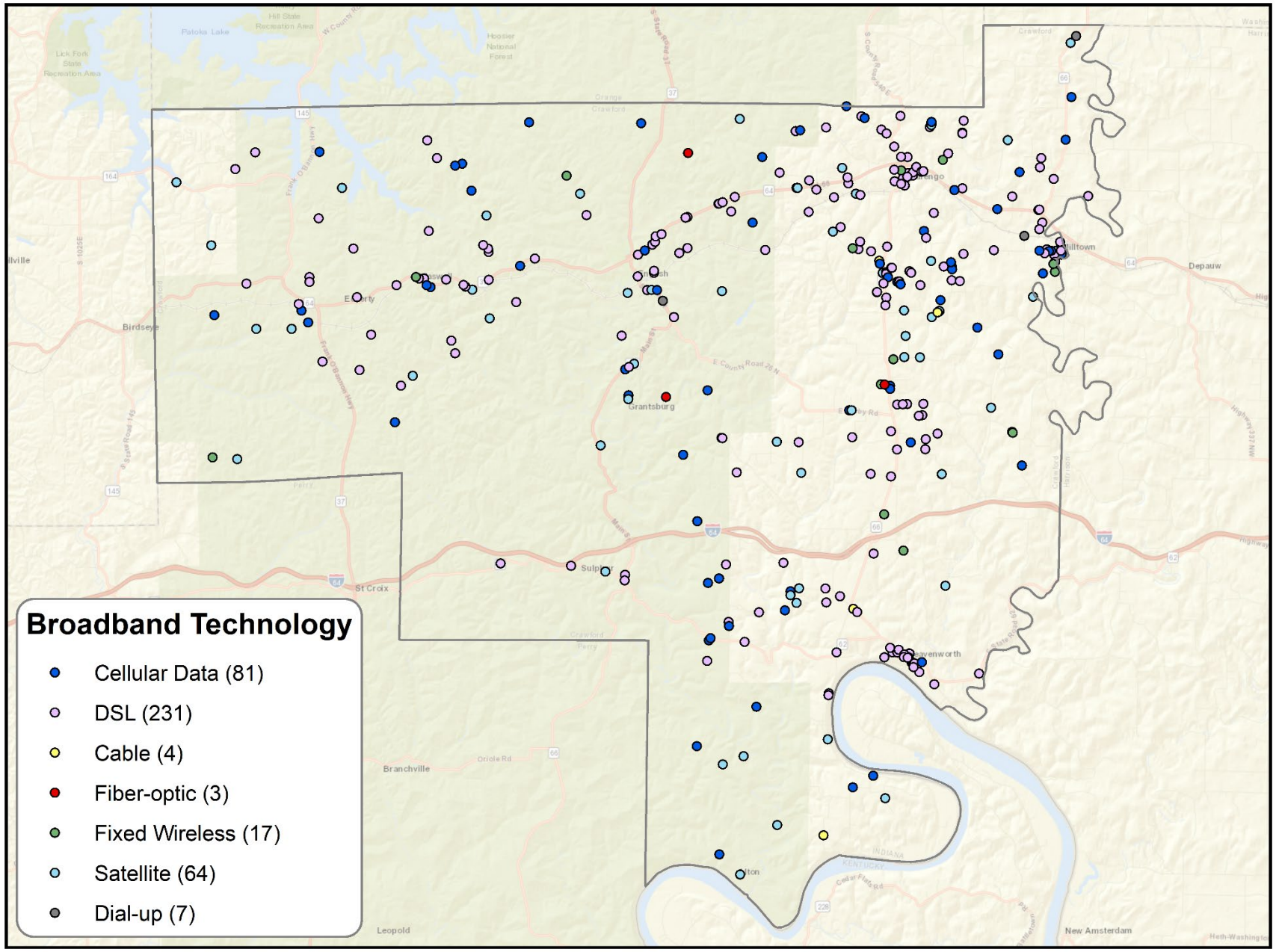
Main reason no internet access at home



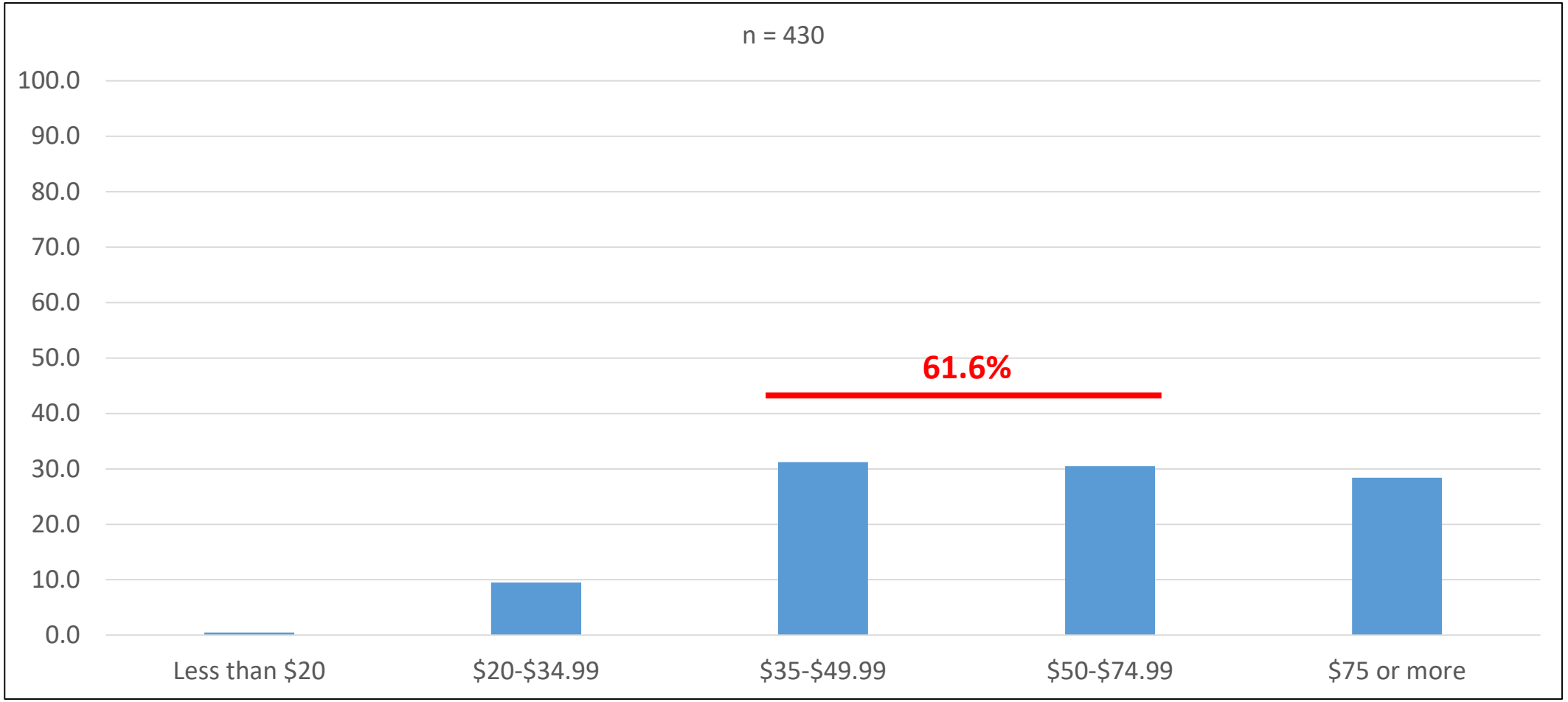
How do you access the internet?



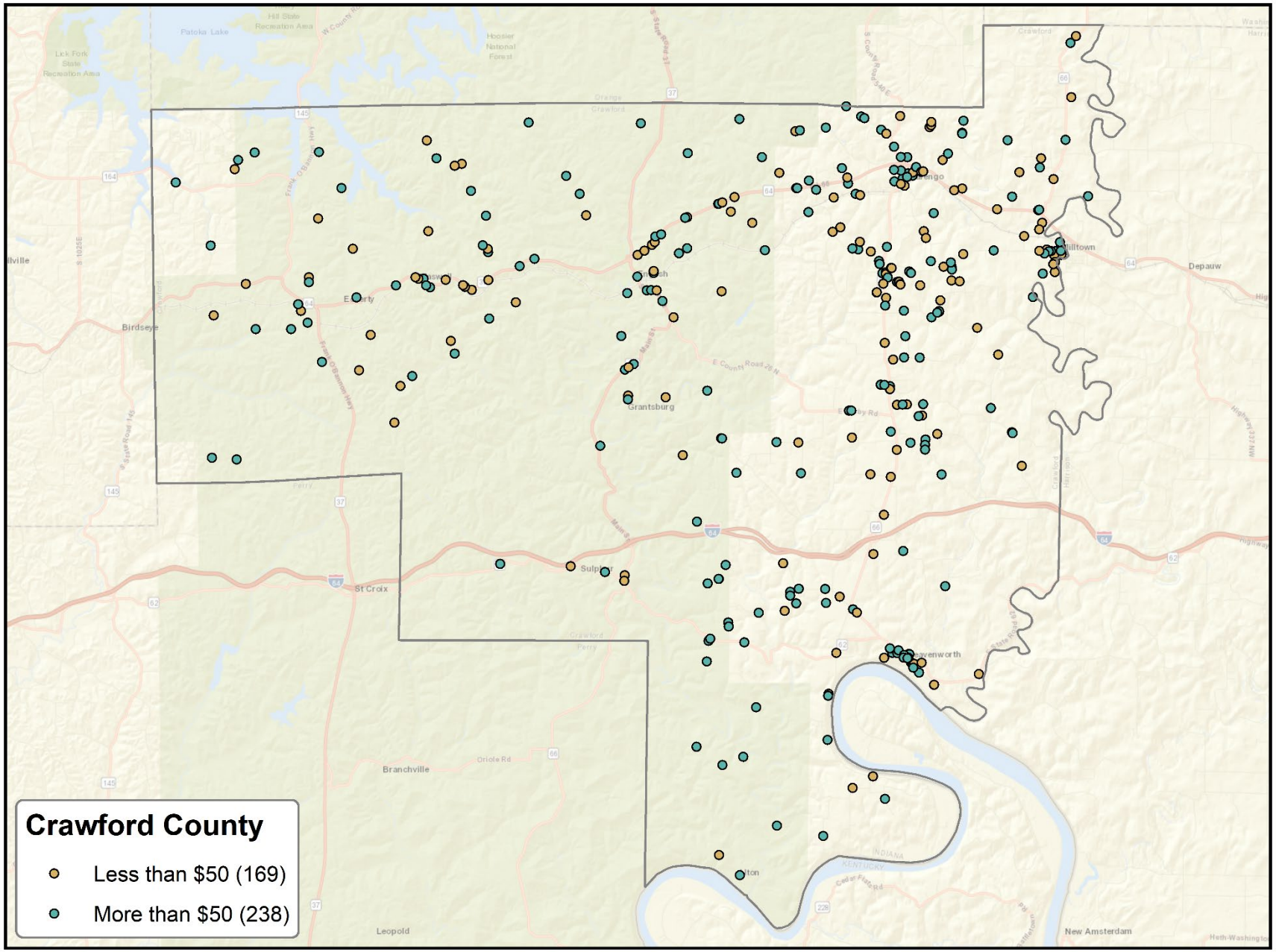
Broadband Technology



How much do you pay?

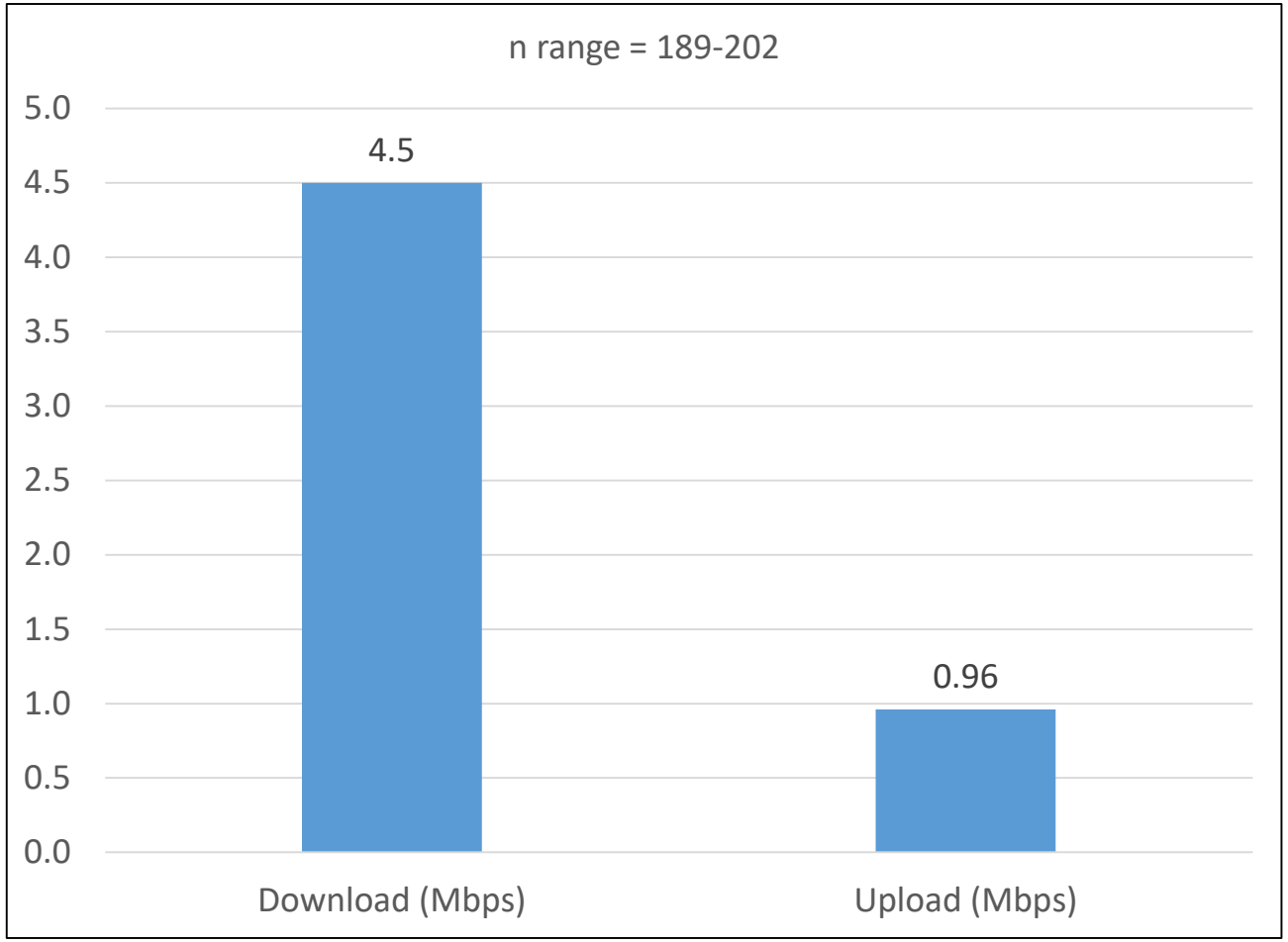


Monthly cost

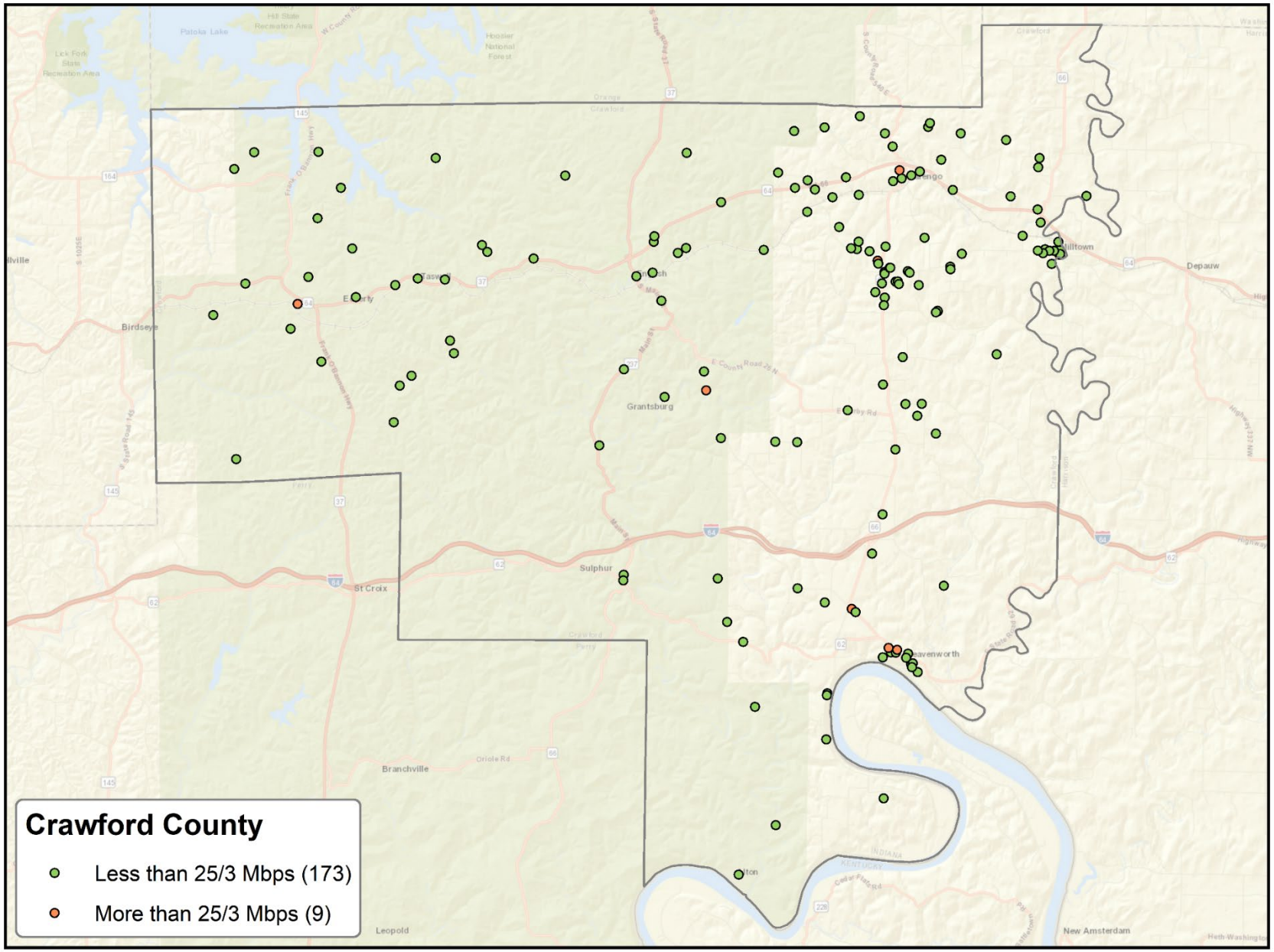


Median Download/Upload Speeds

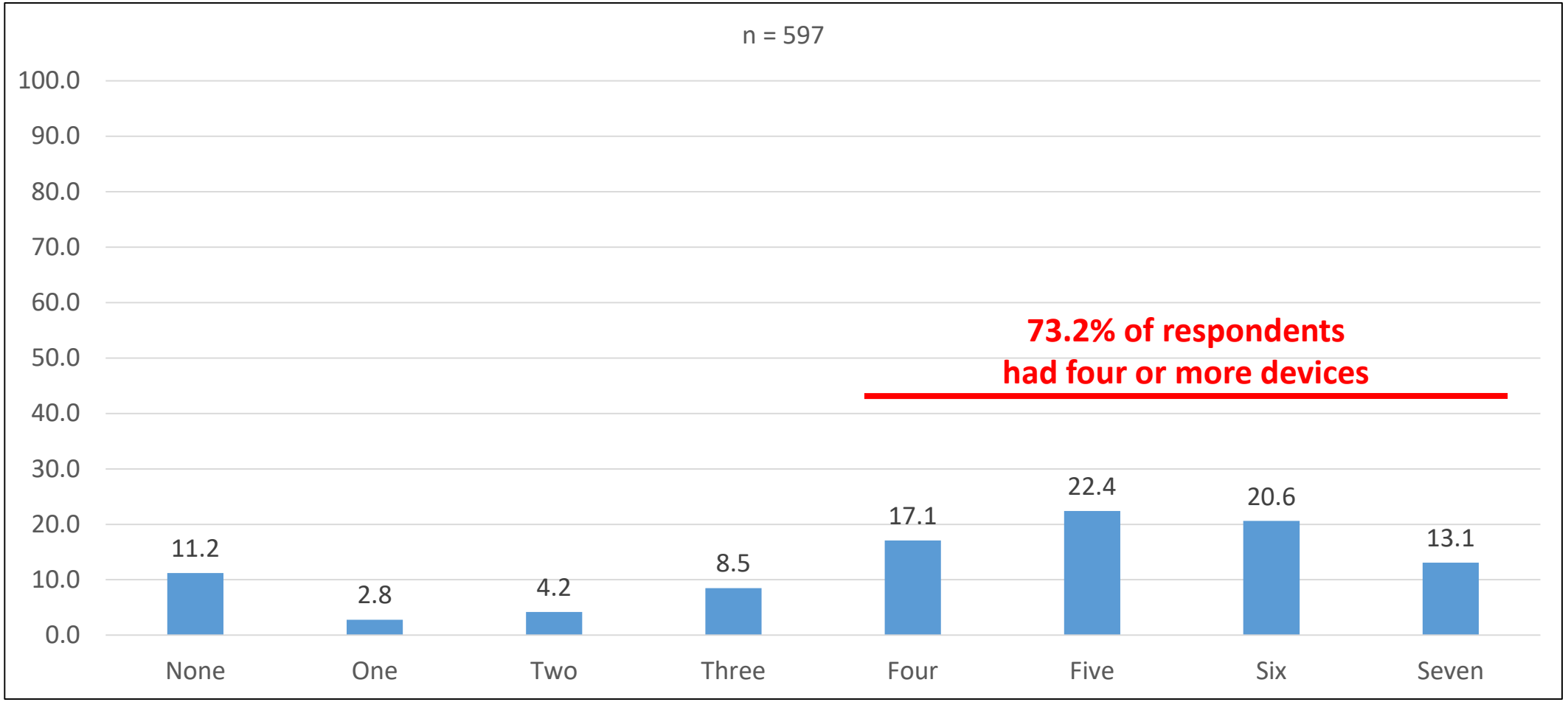
	Download (Mbps)	Upload (Mbps)
Average	8.97	2.75
Median	4.50	0.96
Minimum	0.05	0.01
Maximum	90.00	98.00
n	202	189



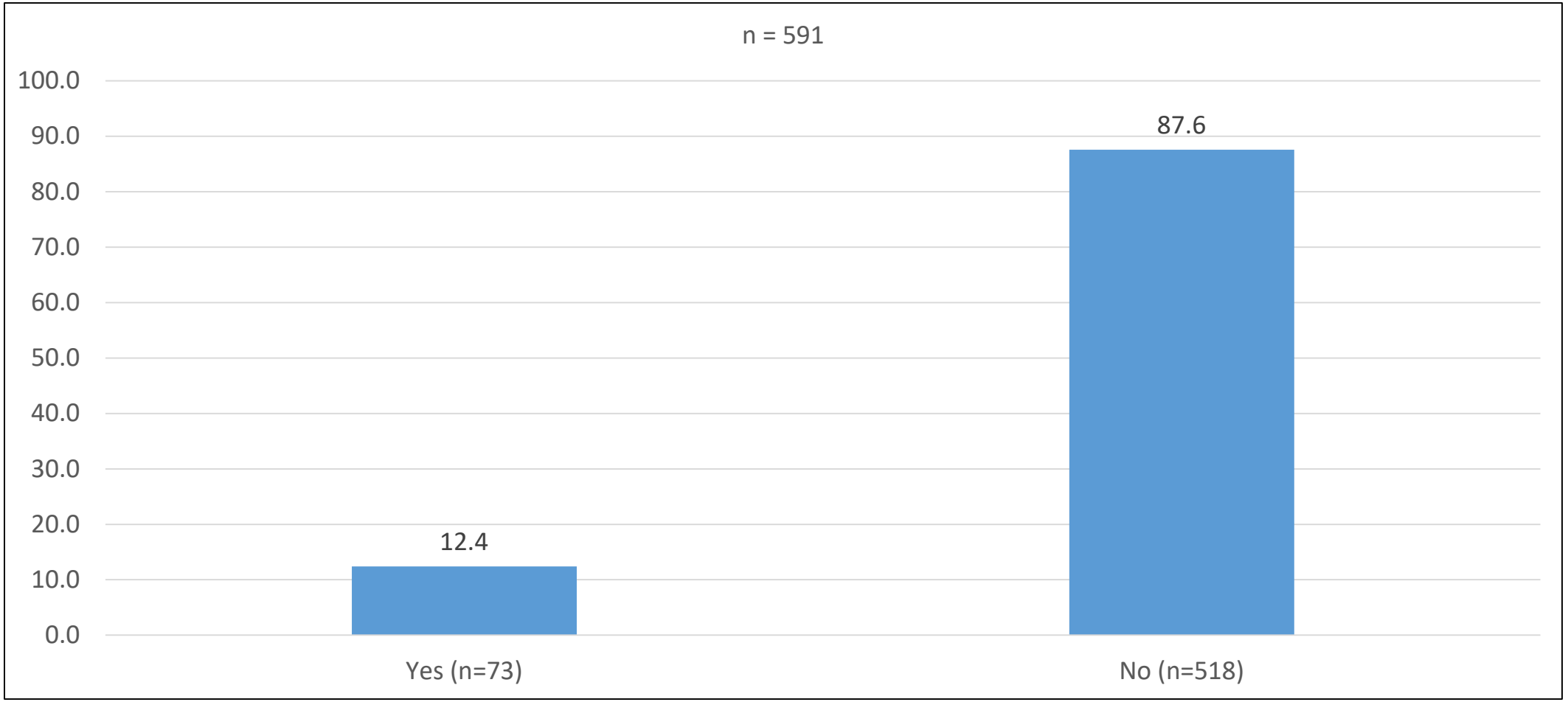
Met 25/3 FCC criteria



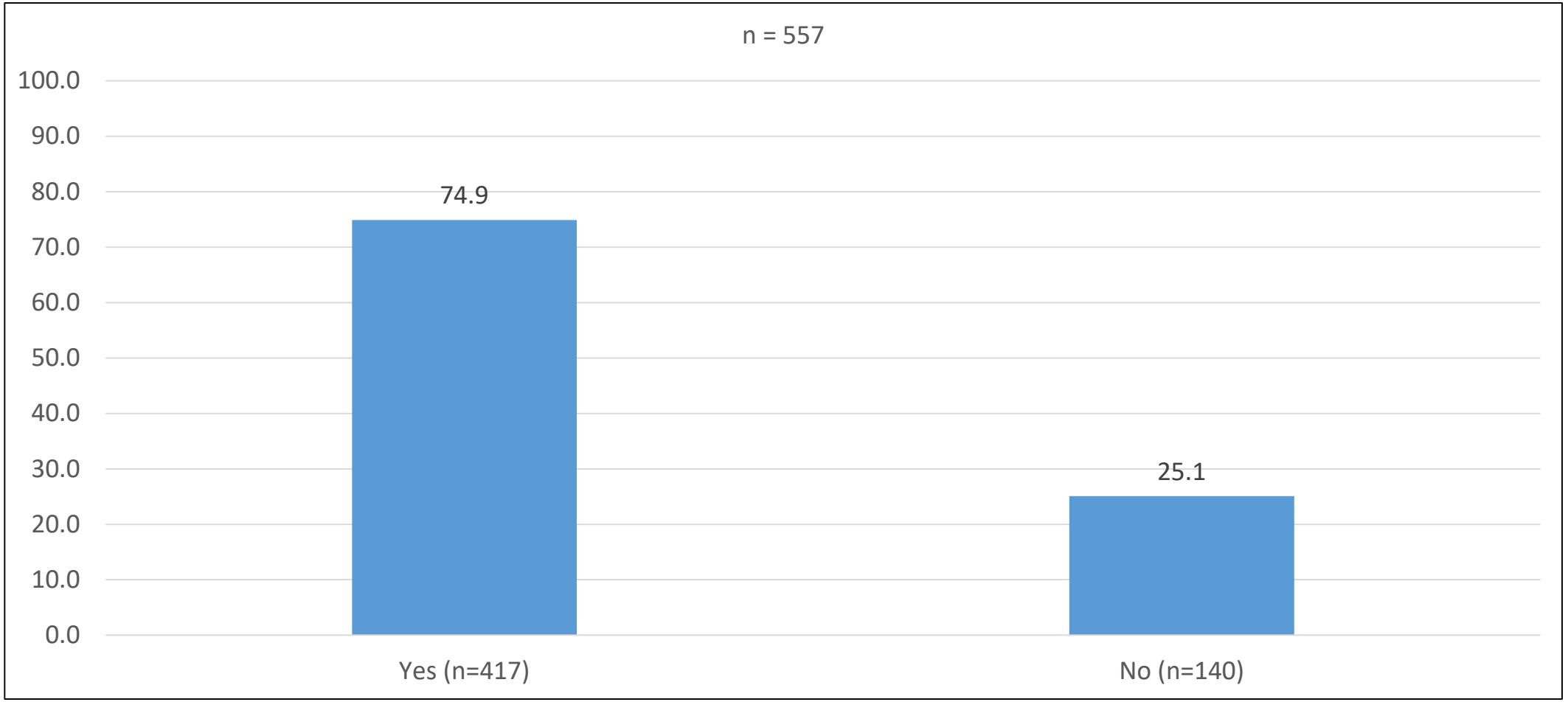
Number of devices at home



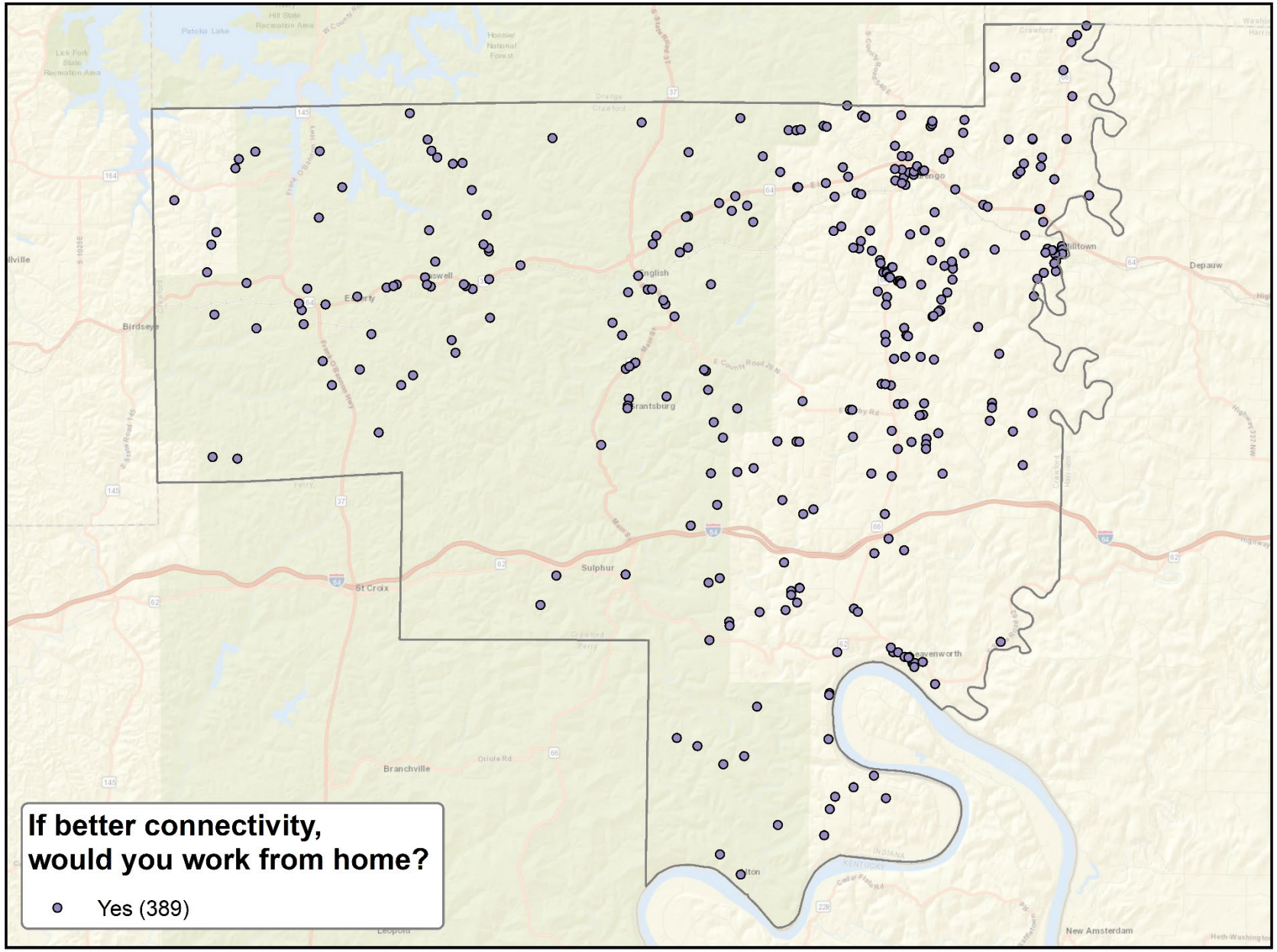
Is this a home-based business?



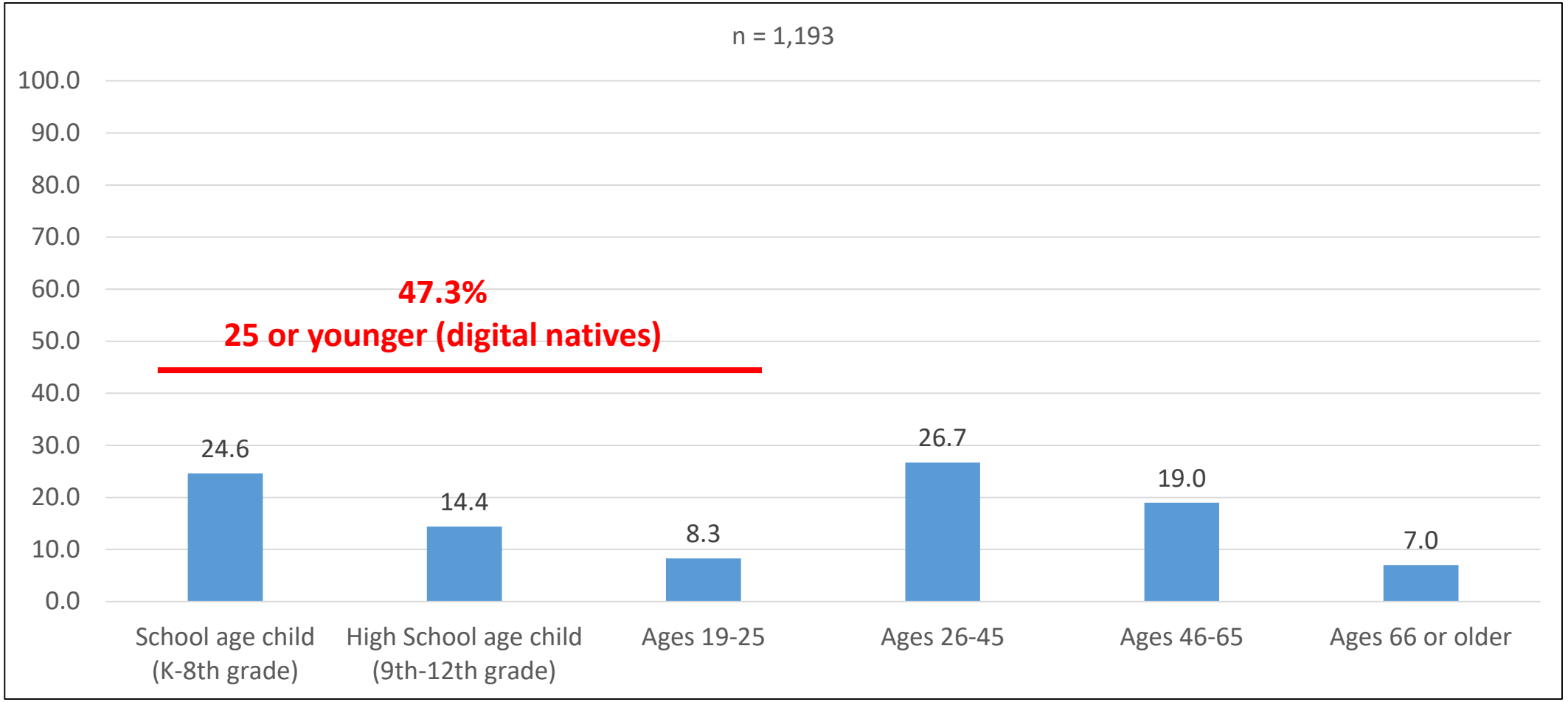
Work from home if better connected?



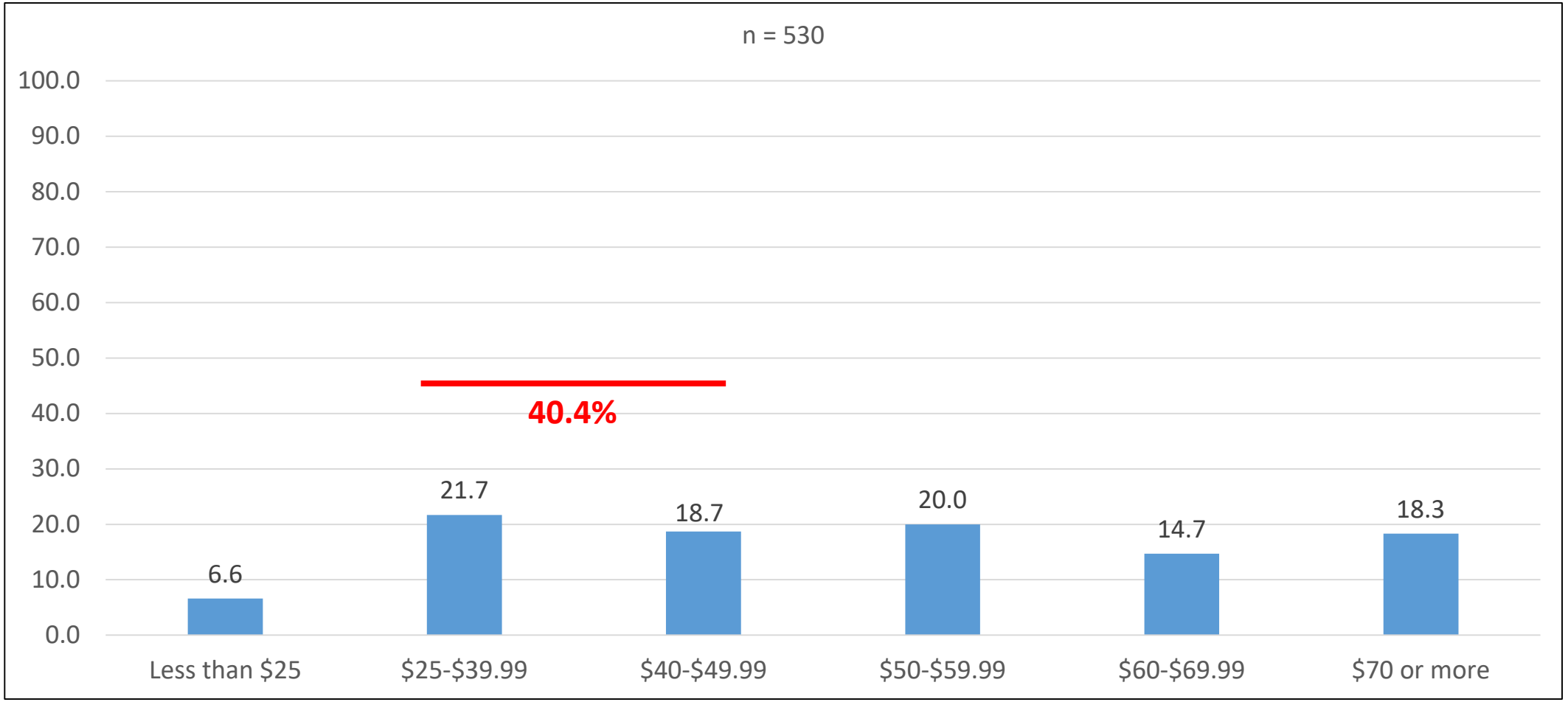
Work from home



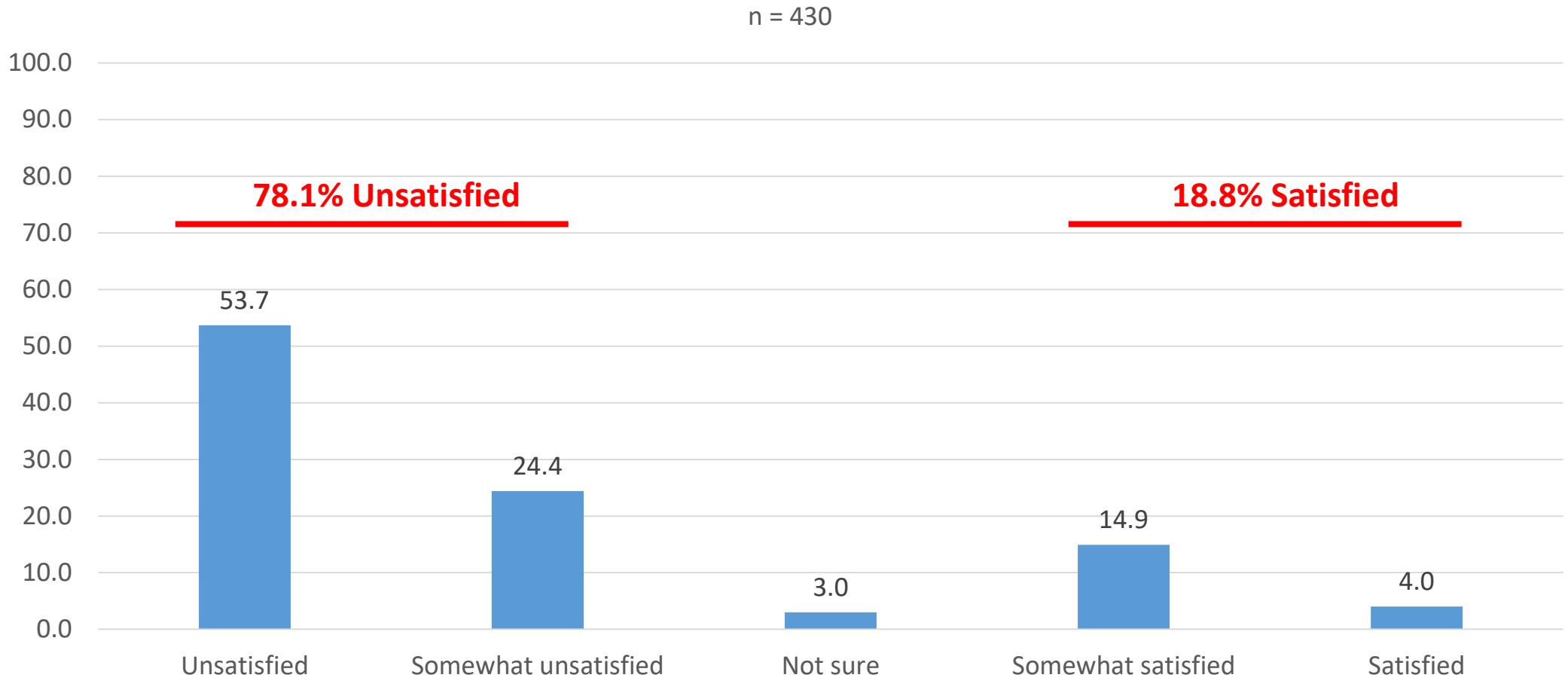
Age of potential users at home



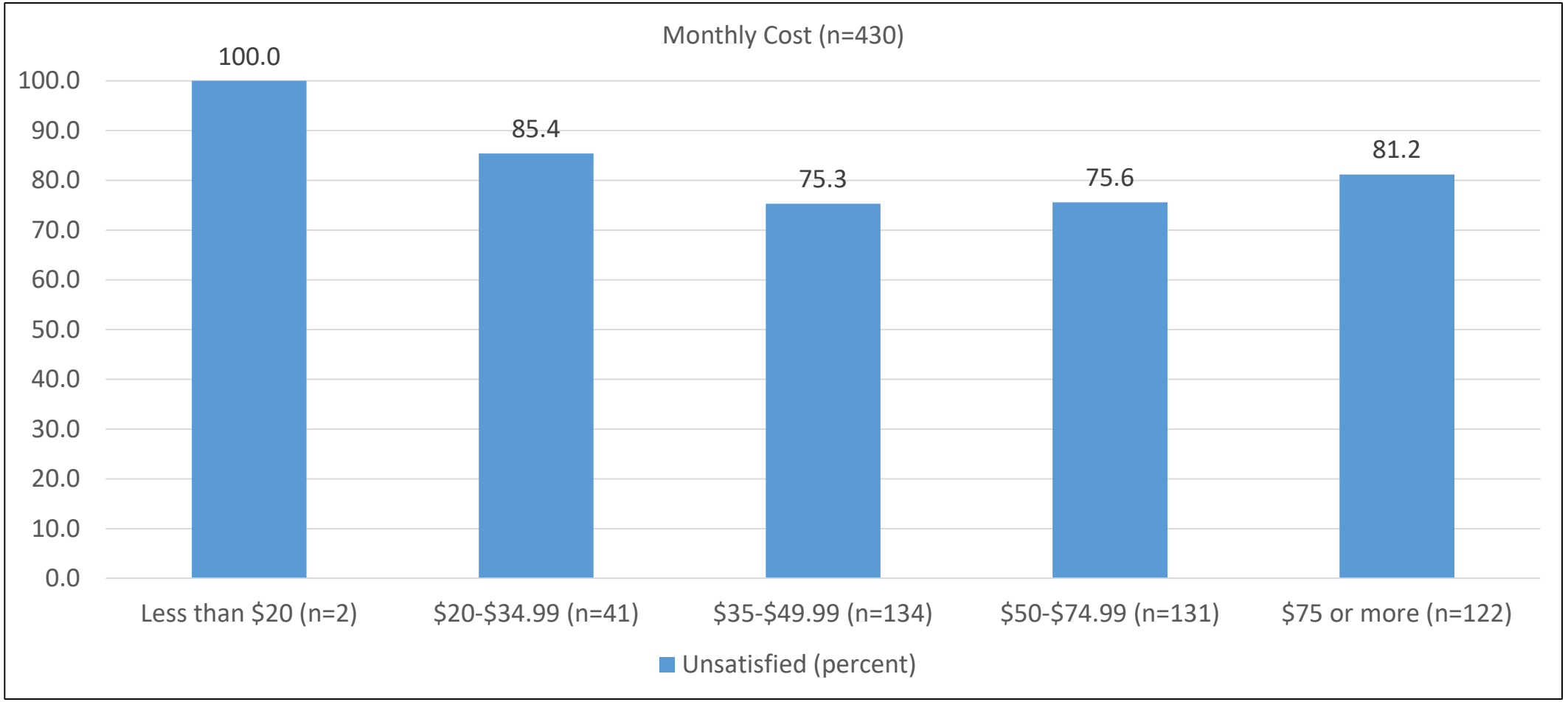
Maximum willing to pay?



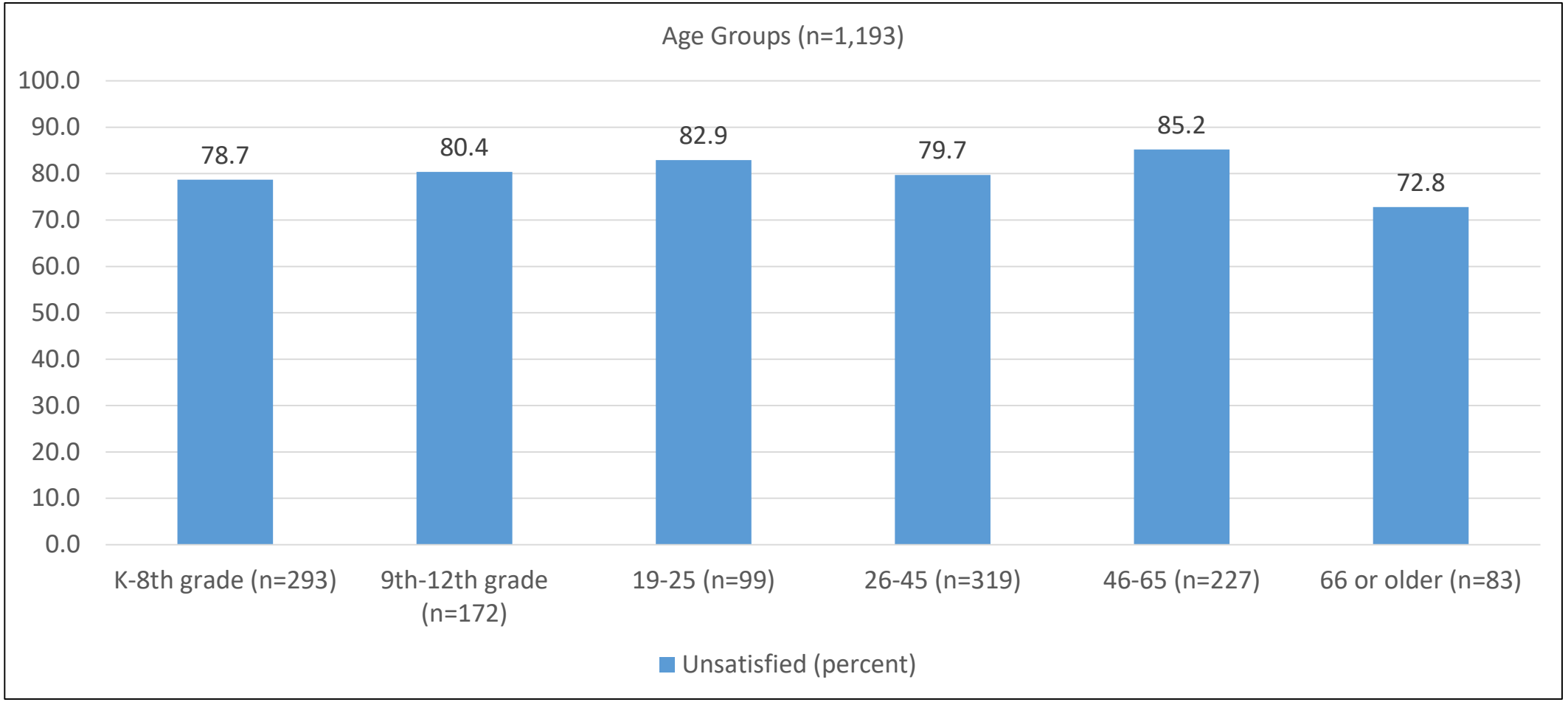
How satisfied are you with service?



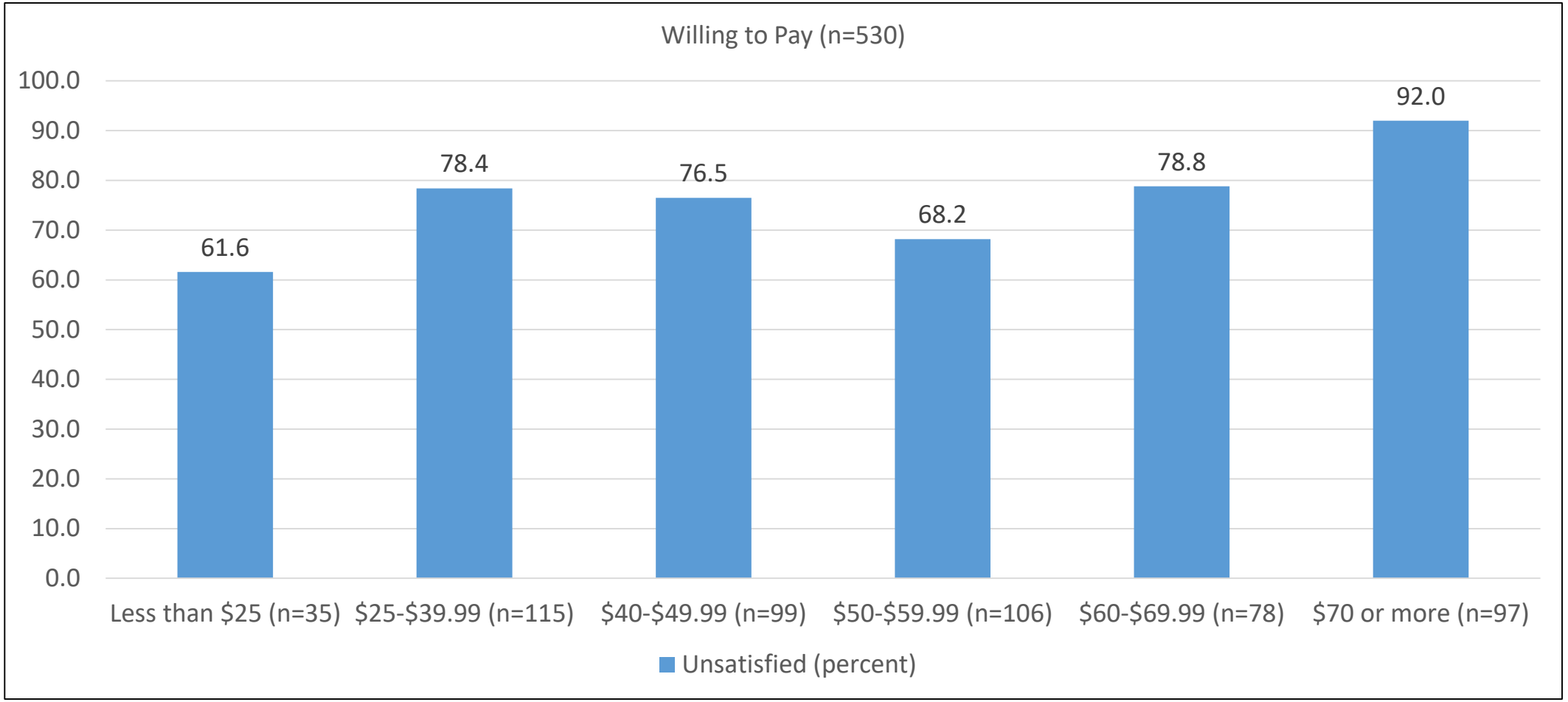
Who is unsatisfied? Cost?



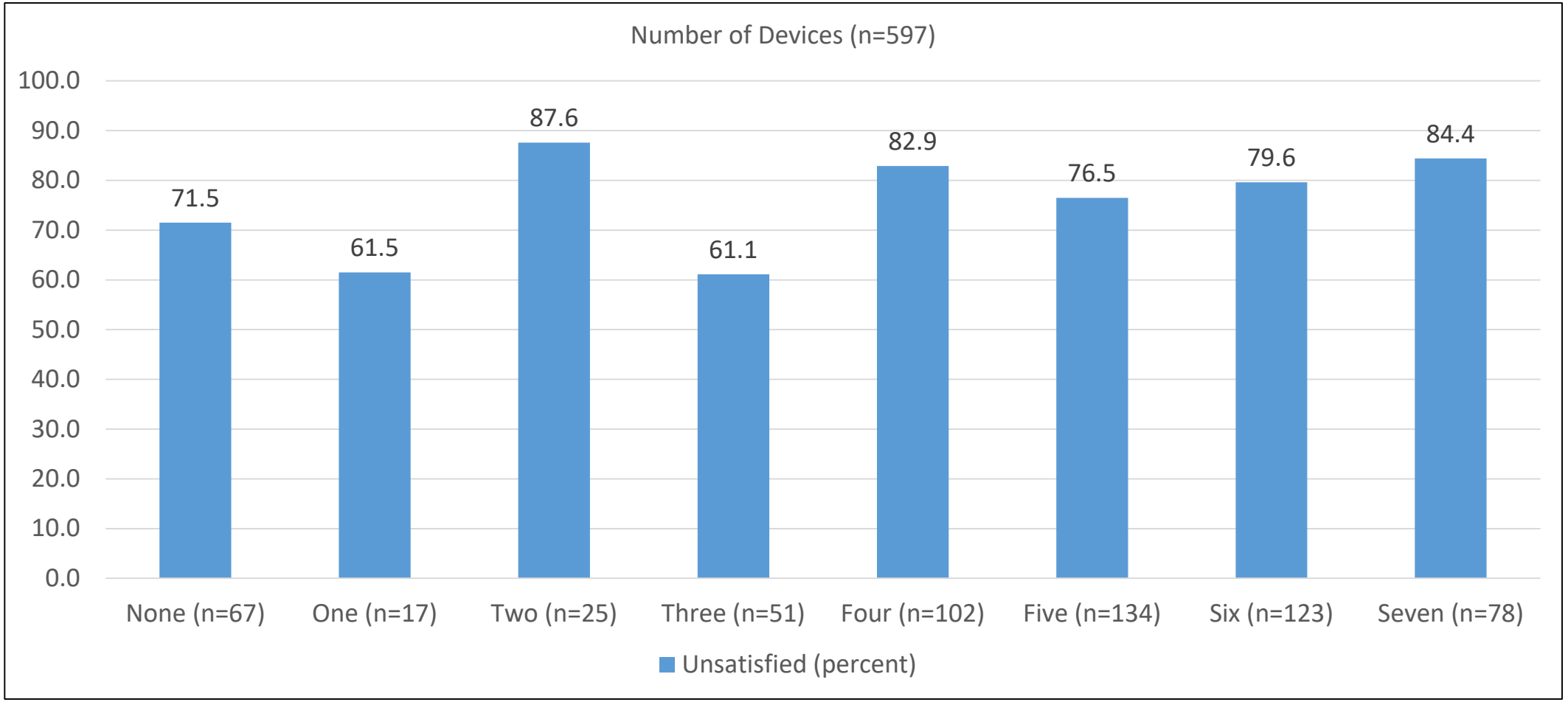
Who is unsatisfied? Age?



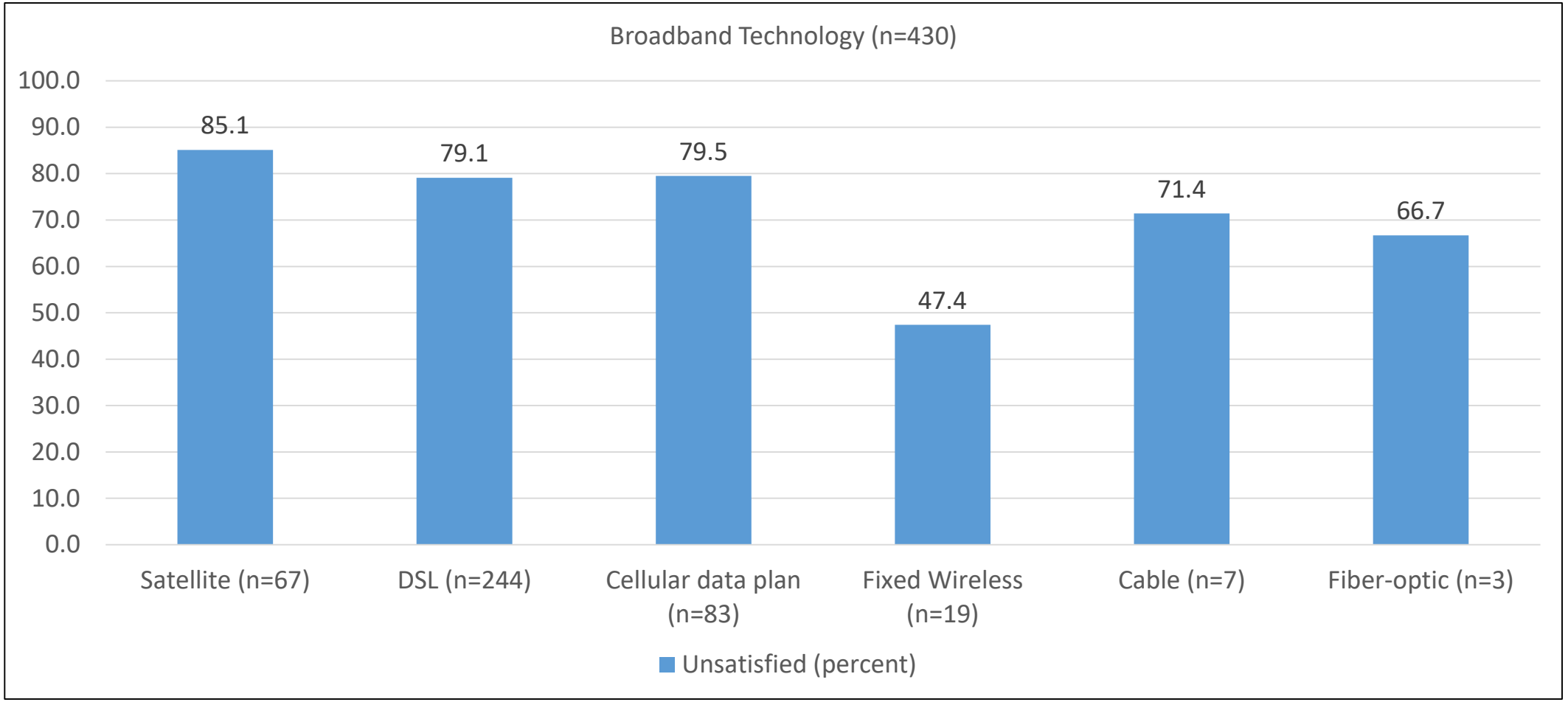
Who is unsatisfied? Willingness to pay?



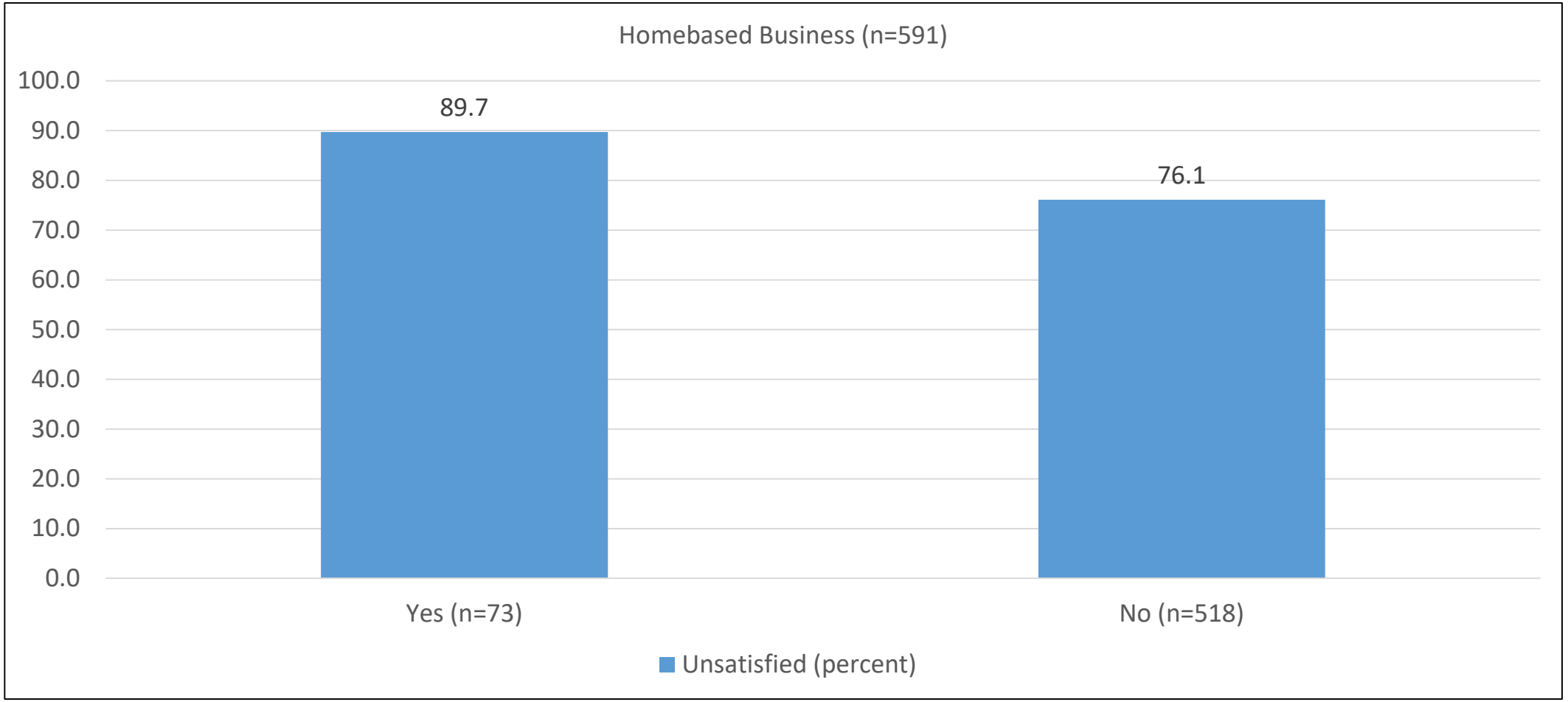
Who is unsatisfied? Number of devices?



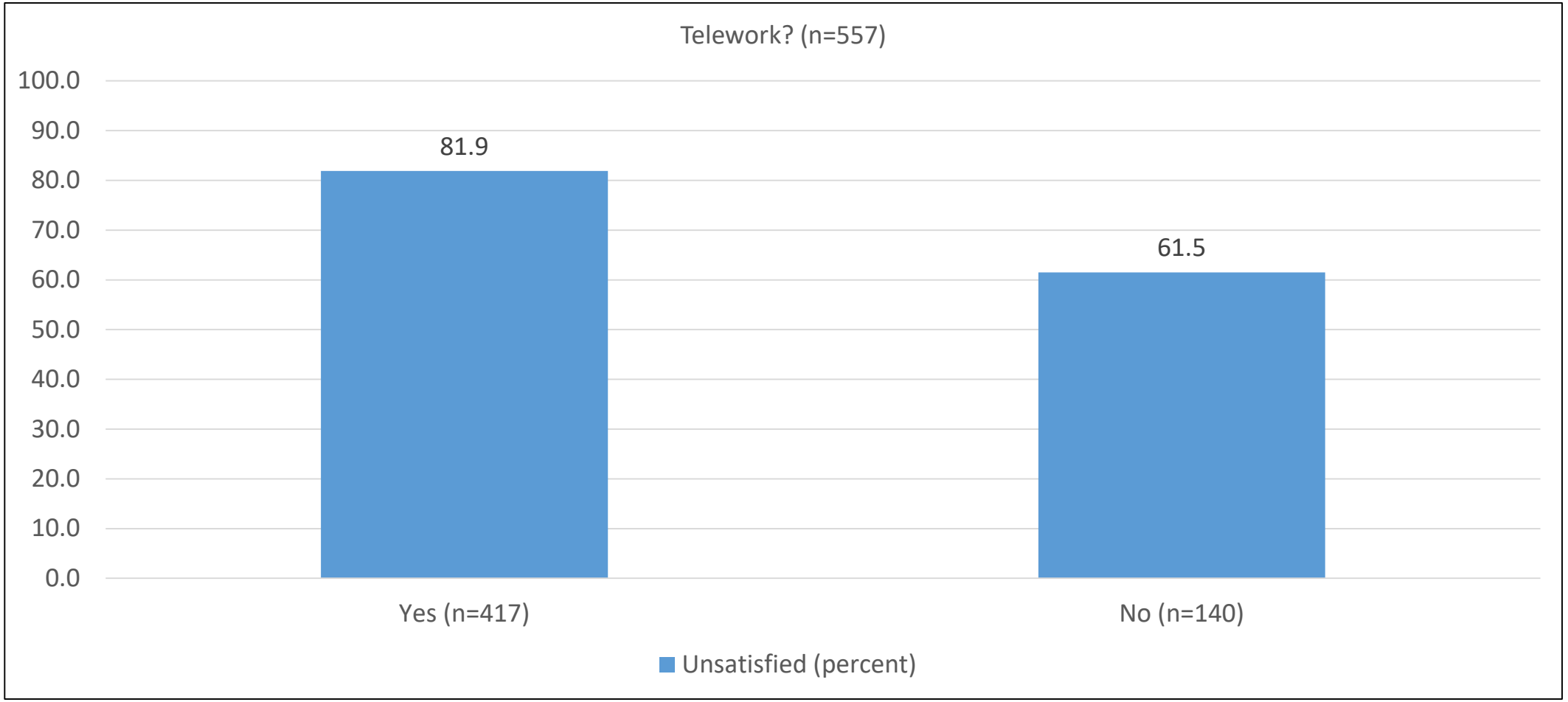
Who is unsatisfied? Broadband Technology?



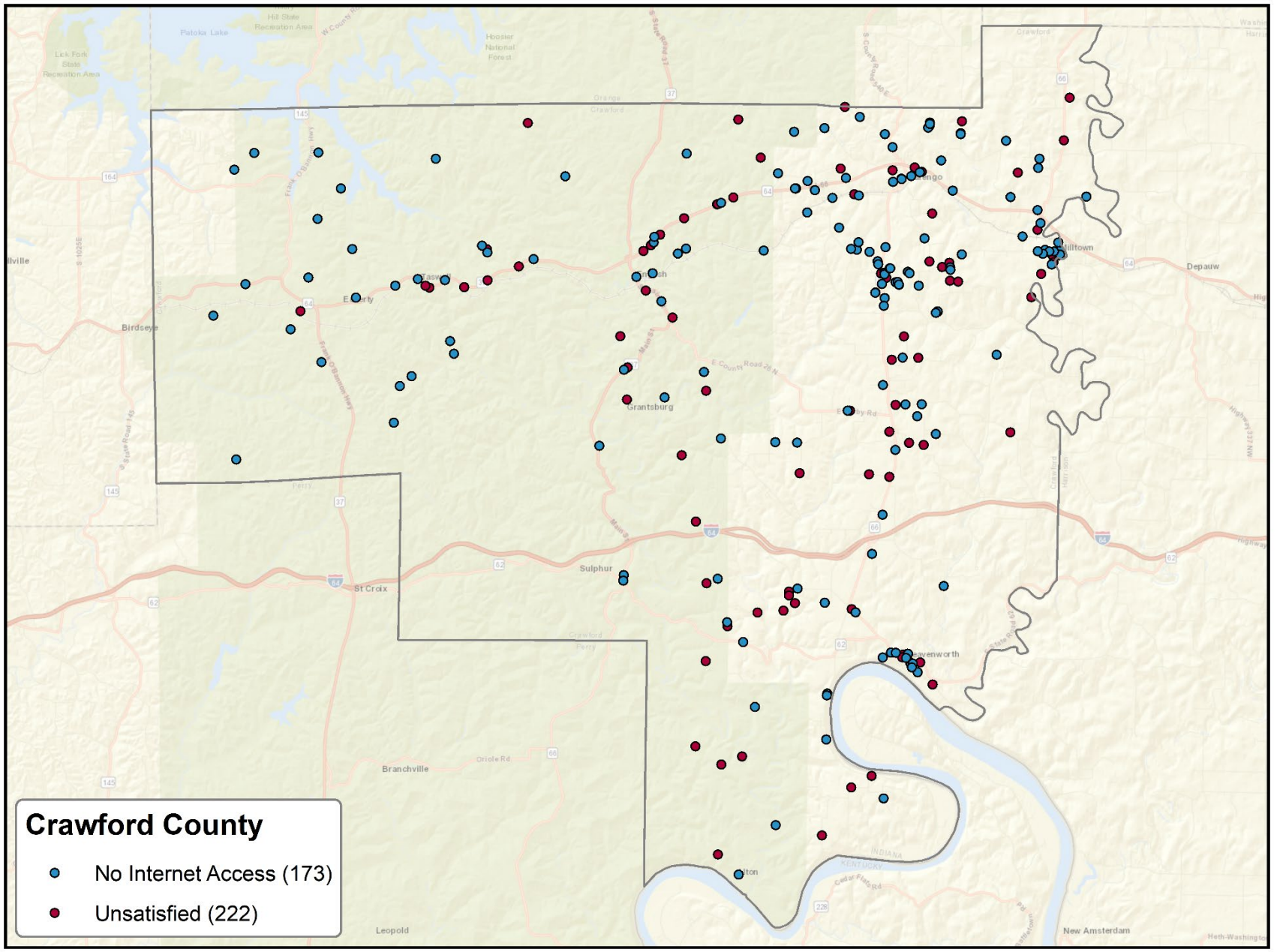
Who is unsatisfied? Homebased businesses?



Who is unsatisfied? Ability to telework?



No access + unsatisfied



Main takeaways …

- Majority of homes surveyed had access
- Quality of service issue
- Current users: close to 80% unsatisfied
- Non adopters: due to slow/unreliable/expensive service
- Demand potential exists (number of devices, work from home, & age)
- Mismatch between how much it costs (higher) and how much they are willing to pay for adequate service (lower).

Contact Information

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