

# Report on Community Broadband Survey Results and Engagement Forums

Building the Business Case for Broadband Deployment to Unserved and Underserved  
Rural Areas of Tompkins County



September 2012

Tompkins County Special Committee on Broadband  
*"Keeping Our Community Connected"*

Pat L. Pryor, Committee Chair  
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## Introduction: Closing the Rural Broadband Gap in Tompkins County

The Internet plays a vital role in contemporary life globally and is the technical foundation for a vibrant and competitive future in Tompkins County. An international information economy requires access to broadband Internet for commerce, education, political participation, and cultural development of the community.

The Federal Communications Commission (FCC) National Broadband Plan calls broadband *the* great infrastructure challenge of the early 21st century. The Plan states:

*“Today, high-speed Internet is transforming the landscape of America more rapidly and more pervasively than earlier infrastructure networks. Like railroads and highways, broadband accelerates the velocity of commerce, reducing the costs of distance. Like electricity, it creates a platform for America’s creativity to lead in developing better ways to solve old problems. Like the telephone and broadcasting, it expands our ability to communicate, inform and entertain.”*

The FCC Plan cautions that the benefits of broadband have not yet reached enough businesses, communities, and workers across the country, and it identifies the extension of broadband services as critical to the future of this country. Current statistics show that nearly 14 million Americans, many of them residing in the nation’s rural areas, lack essential access to broadband infrastructure—a coverage gap stemming from market-driven forces, where areas not seen as commercially profitable tend to have poorer and less affordable access.

This nationwide challenge is also faced in Tompkins County, where the current state of the County’s infrastructure for broadband access serves the community unevenly and is insufficient to meet needs throughout the county. Both the cost for commercial providers and the price for individual subscribers are too great to support extension of the infrastructure into the less densely populated, more rural areas of our community.

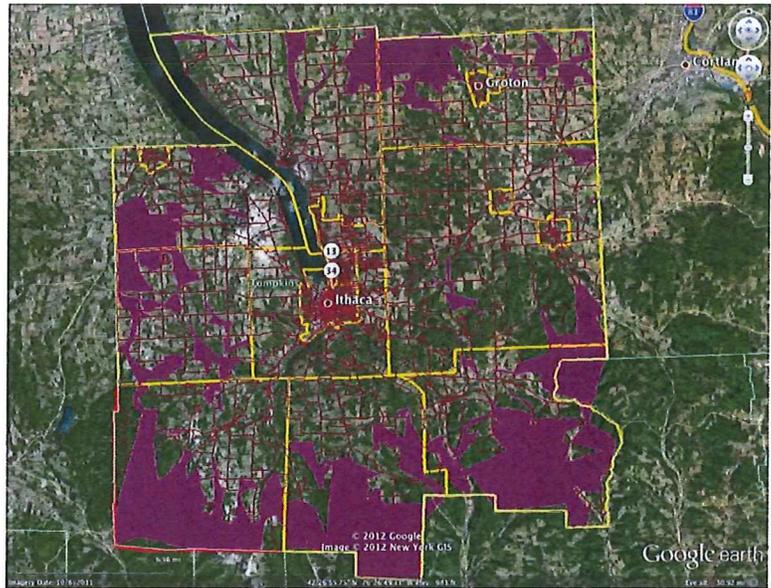
Two years ago, the Tompkins County Legislature noted that certain county residents were unable to participate in the rapidly growing number of services available only to those with broadband access, either because they lived in rural areas where broadband was not available, or because they could not afford it. Seeking to expand broadband access throughout the county, the Legislature established the Special Committee on Broadband (SCB)<sup>1</sup>, made up of eighteen community volunteers and two members of the County Legislature supported by County staff, to address issues surrounding broadband access.

The Committee was charged to “...advise the Tompkins County Legislature on how to best promote broadband technology countywide, to address the needs of unserved and underserved residents, foster public-private innovation, enhance existing capabilities, and support good governance.”

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<sup>1</sup> Initially formed as the “Tompkins County Broadband Committee,” the Committee as of the beginning of 2012 was designated as a special committee of the Legislature: “the Special Committee on Broadband.”

The Committee's report to the Legislature, presented in January 2012 after more than a year of extensive study, noted that as of that time more than a quarter of Tompkins County's geographic area, located in various rural communities, lacked broadband Internet service—the Committee's internal research documenting a greater unserved area than shown on the State's map of broadband coverage. The interim report examined alternative technology solutions that could be employed to extend high-speed Internet access, as well as potential governance models and funding mechanisms that could be used to support development and implementation of broadband infrastructure.



This graphic notes the geographic location of areas of Tompkins County without reliable broadband access as of July 2012. The purple shading identifies the unserved area, and the heavy yellow lines denote municipal borders.

As part of its work, the Committee identified the need to obtain first-hand information concerning broadband access needs and perceived benefits of such service from those living in areas that currently lack adequate broadband service. Data would be collected through a two-pronged approach: an end-user ascertainment telephone survey and a complementary series of community engagement forums, held to discuss broadband access and to gauge the needs and interests of those in underserved areas of the county. The practical information concerning end-user broadband demand would be used as the basis for developing a business plan to guide future broadband deployment in the county.

We are grateful to the Park Foundation for its support in developing and implementing an ascertainment study of end-user broadband demand, as well as a complementary series of seven community engagement forums held throughout the county—which have enabled the Committee to gain further insight into the needs of residents, businesses, and institutions concerning broadband Internet access and affordability.

## Telephone Survey of Unserved and Underserved Areas of the County

### *About the Task*

In early April 2012, Tompkins County, on behalf of the Special Committee on Broadband, contracted with The Survey Research Institute (SRI) at Cornell University to conduct a telephone survey of residents and businesses in the County previously identified as being completely without broadband service or being significantly underserved. Prior to the survey, the Committee had only anecdotal information about the access needs of these groups. This ascertainment study of end-user broadband connectivity and demand would provide the

Committee with the empirical data required to develop a business plan for guiding decisions about further broadband deployment in the County. The survey focused on broadband accessibility, the affordability of service, and the probability and frequency of use if service were made available.

SRI was selected to coordinate the survey effort based on the organization's years of experience designing and implementing survey research, data collection and analysis services for a wide-range of academic, non-profit, governmental, and corporate clientele. Since 1996, under the leadership of Yasamin Miller, M.Sc., SRI has conducted a variety of public opinion polls and surveys on residential needs at the national and state level, and has conducted other surveys specific to Tompkins County. Given SRI's overall corporate qualifications and its past experience as a community partner, the Institute was determined to be the best collaborator for this task.

Paula E.F. Younger, Deputy County Administrator, served as Principal Investigator for the project. She currently serves as the administration liaison to the Committee, bringing to the table over 20 years of program planning and development expertise, along with extensive contract management experience. Ms. Younger worked with SRI and Committee members in designing and testing the survey instrument, and had lead oversight of the project through to completion.

#### *About the Survey Instrument and Implementation*

The Committee developed the survey content, with assistance from the Principal Investigator and technical guidance from SRI. The survey instrument (see Appendix A) was comprised of 30 items, including three open-end questions. Survey questions focused on the following:

- Level and quality of Internet access;
- General awareness of the Internet;
- Frequency of Internet use and the reasons for use; and
- Service affordability, that is, how many unserved residents and businesses would avail themselves of the opportunity based on acceptable price points.

In addition to these key areas, there were also questions regarding respondent demographics, which queried the following:

- Age;
- Gender;
- Race/ethnicity;
- Years in the community;
- Household income (above or below the County average of \$50,000);
- Education;
- Number of school-age (k-12) children in the home.

The survey was structured to accommodate a no more than 10-minute telephone interview with a random sampling of 200 residents and businesses residing in the unserved/under-served areas of the County, those areas being the most rural communities. Data collection began on May 16, 2012 and was completed within ten business days.

## About the Results

The purpose of this survey was to garner solid, practical data about broadband needs in our rural communities and to gain a better understanding of the impact on those rural residents and businesses that lack quality connectivity. A couple of years ago when the White House began pushing universal broadband for all U.S. citizens as part of its national agenda, the National Telecommunications and Information Administration (NTIA) in collaboration with the Census Bureau conducted a survey of more than 100,000 people in more than 50,000 households across the U.S. The survey revealed that 40% reported no broadband or high-speed access to the Internet, while 30% said they have no Internet access at all. Most of those interviewed said they found the service to be too expensive, but many of those in rural areas reported that broadband is simply not available.

Our survey results—albeit on a much smaller scale—revealed that many of the statistics collected by the NTIA in 2010 still ring true two years later for the rural sections of Tompkins County. Of the 200 residents and small businesses interviewed in our survey, 50% indicated they do not have broadband access, and a little over 14% said they have no Internet access at all. Most respondents said that the reason for lack of access was that broadband is simply not available and believe that making it available would be cost prohibitive. What is consistent throughout many of the survey comments is that our rural communities are keenly aware of what they are missing because of this disturbingly persistent digital divide.

For more on the survey results, see the *Recurring Themes: Understanding Community Impact* section of this report. Additionally, see *Appendix B* for all respondent data.

## Community Engagement Forums

As part of its work, the SCB, through its Education, Awareness and Marketing Subcommittee, conducted seven Community Engagement Forums throughout the county to inform residents, particularly those in areas lacking adequate broadband coverage, about the work of the Committee, and to discuss broadband access— why it is needed and the benefits it would provide. The Forums were designed as open, informal discussions, giving participants the opportunity to share their connectivity experiences and needs. At each session, attendees also were asked to complete a brief questionnaire, which was designed to complement the more formal and validated telephone survey.

1.	Lansing	February 28, 2012
2.	Danby	March 5, 2012
3.	Caroline	March 28, 2012
4.	Ulysses	April 19, 2012
5.	Groton	March 14, 2012
6.	Newfield	May 9, 2012
7.	Enfield	June 11, 2012

(The telephone survey is described beginning on Page 4, with respondent data from that survey contained in *Appendix B*.)

## *Planning Elements*

Committee members collaborated with town supervisors, members of the County Legislature, other community leaders, and the County's Public Information Officer to schedule the seven community engagement forums. Key planning objectives for the Forums included the following:

- To raise awareness of the Committee's charge and goals.
- To promote awareness of the need and importance of broadband access, particularly for very rural areas of the county.
- To determine the level of awareness about connectivity issues, and what connectivity residents would like to have.
- To assess the importance of access to the Internet and the effects on businesses and schoolwork.
- To determine the perception of availability and affordability.
- To determine the extent to which handheld devices are being used in these areas, including mobile WiFi options, and quality of use.
- To examine how the service already provided by current Internet providers can be leveraged so that broadband is more widely available—what is do-able and affordable?
- To learn if the New York State coverage map is accurate.

### ***Getting Started . . .***

As part of its effort to seek input from throughout the community, the SCB invited members of the public on July 25, 2011 to hear a presentation from Ithaca City School Superintendent Dr. Luvelle Brown on "Technology in K-12 Education." The audience then moved into small groups to discuss broadband issues, particularly the impact on school-age children without access and others unable to afford service. These discussions shaped the design of the Community Engagement Forums.

The July 25<sup>th</sup> group included local business owners, parents, community leaders, and other residents very interested in sharing their thinking about the need for access in all areas of the county.

## *Getting Out the Message*

Public awareness of the SCB's work, committee meetings and the Community Engagement Forums was built primarily through news releases and other targeted information issued on behalf of the Committee through the Tompkins County Public Information Office. (The County Public Information Officer serves as an ex-officio member of the marketing subcommittee.) This information, distributed to 100+ local and regional contacts, generated public service awareness announcements through media outlets including newspapers, postings on County and community websites, and electronic mailing lists.

As an example, in January 2012, a news release was issued about the Committee's formal report and recommendations to the County Legislature for expanding access to unserved and underserved rural areas. (See *Representative News Releases: Appendix C.*)

News releases were issued in advance of each of the seven community engagement forums, and special information prepared for publications such as the *Danby News* and other community publications and municipal web sites. Promotional fliers were also produced and distributed to municipalities to use to help build community awareness regarding the upcoming forums.

A number of newspaper articles were published outlining the work of the committee, information about presentations and the forums themselves. Some examples follow:

- The *Ithaca Journal's* article, “Broadband Access in Tompkins County at Issue”, (Lawyer, Liz. *The Ithaca Journal* [Ithaca, N.Y] 26 Apr 2011), concerned the presentation by William F. Johnson, Deputy Director, Office of Cyber Security, NYS Division of Homeland Security & Emergency Services and David Salway, Director Broadband Program Office, New York State.
- On March 2, 2012, *The Lansing Star* published an article, “Lansing Learns County-wide Internet Recommendations” about the Lansing Community Engagement Forum.
- On May 29, 2012, Committee Chair and County Legislator, Pat Pryor and Committee member Mike Pliss were interviewed on WHCU Radio: <http://whcu870.com/All-Things-Equal-Podcasts/3425883>
- Following the Newfield community forum on May 9, 2012 WENY-TV did a live report, “Rural Broadband an Issue in Tompkins County”. <http://www.weny.com/news/local-news/broadband-for-tompkins-county-5912>.

### *Forum Program and Comments*

Each session introduced residents to the work of the SCB, then outlined the Committee’s research and findings to date in greater detail, supported by a Power Point presentation. There was ample opportunity for attendees to make comments and ask questions—both during the presentation and in the question-and-answer session that followed. Several SCB members played an active role in each of the forums—as moderator, discussion facilitator, note-taker, or to help answer questions that arose.

While comments made at each of the seven engagement forums were not identical, many fell into similar categories, related to the issues of access and accountability, and questions about technical and financial aspects of broadband service development. A summary of representative comments regarding each of these areas is included as *Appendix D*. A few highlights follow from participant verbal comments at the forums:

#### Access:

- Broadband access is required for rural businesses to survive.
- Rural students face “a huge educational gap” without high-speed access.
- Access is “essential to education, to work, and to all aspects of daily life.”

“In my opinion, and based on my personal experience and circumstances, accessible and affordable broadband service is an essential component for economic development throughout Tompkins County, including in its rural communities. Without the broadband service we need, this county and its rural residents and businesses run the risk for being left in the digital dust.

The extension of broadband to rural areas should be given **top priority** by this county. If not, rural residents and rural businesses stand to forfeit the competitive advantages this community should otherwise provide them.”

Robert A. Lynch, Town of Enfield  
Attended Community Engagement Forum  
May 9, 2012

Accountability:

- Greater accountability is needed from providers.
- Problem of high service costs and low-speed results.
- It is hard to get good information about service.

Technical:

- Many questions about the Dryden system and how it was funded.
- What are the potential technical solutions, implementation timeframe, and program scope?
- How will the infrastructure deal with our hilly terrain?

Financial:

- Financial investment required, and what would be the monthly fee?
- Who will own the infrastructure?
- Can the County tap into the Universal Service Fee charged cell phone users?

Forum attendees were also asked to complete the brief questionnaire. A total of 92 print questionnaires were received at the meetings, with a few returned by mail or downloaded from the SCB web page on the County's website.

More than half of those who responded to the questionnaire have some Broadband access but are not satisfied. Of the responses to questions about type of access, 26% have dial-up access and 31% have some type of service other than dialup or full service (e.g., HughesNet, Haefele, Lightlink, Verizon tethering, satellite, or MiFi). Here are a few examples of respondents' feedback:

1. All questionnaire responders want the full range of internet access for school work, email, access to information, entertainment, social networking, shopping, family connections, web-conferencing, etc. More than 75% of responders want to have access several times a day. The variety of individuals commenting about the need for access covers the range from academicians to small business owners to parents and children needing access for education.
2. More than 50% use either a laptop or tablet to connect to the internet and 41% use office computers. About 33% use smart-phones as a means of accessing the internet.
3. Half of the responders access the internet at work. Another 26% access the internet at local libraries and 43% access the internet at the home of family or friend or at school or an educational setting.
4. Many community participants offered comments about the need for access to medical and health information.
5. There were numerous descriptions of needs, issues and concerns, especially how lack of access affects education needs of children. Other concerns included cost, inability to work at home, and the effect on small business, as well as lack of access for banking, shopping, and everyday information seeking.

## Recurring Themes: Understanding Community Impact

In considering the results of the telephone survey and community forums it is apparent that broadband Internet connectivity is seen by respondents as an important tool for both community development and rural economic development. The themes that emerged speak to a high percentage of unserved households and rural businesses that are eagerly waiting for the availability of high quality Internet service.

Survey responses bear out the importance of the “Four A’s” identified by the Special Committee on Broadband as important to address in any plan to expand broadband Internet service to unserved areas of the county: “Access,” “Affordability,” “Awareness,” and “Adoption.”

Themes that emerged from the phone survey correspond to these four areas and closely parallel the summary findings from the Community Engagement Forums as reflected in the following:

1. *Tompkins County is a computer-savvy community.* 79% of respondents commented that the primary reason for not having a broadband Internet connection at home is that it is not available where they live. 78% indicated that they would “Very likely” sign up for it if available. (Another 12% indicated that they would “Somewhat likely” sign up for it if available.)
2. *Many of those who lack broadband Internet service are keenly aware of what they are missing.* 83% of respondents indicated that broadband Internet access is “Very important” to all residents and local businesses. (Another 14% indicated that it is “Somewhat important.”) 86% of respondents were able to cite examples of ways that broadband Internet helps the community, such as telecommuting, educational uses, shopping and paying bills, research, accessing government services, etc.

*Although many researchers concede that the ability of broadband to spur economic development in rural areas is difficult to quantify, here are a few potential economic benefits of last mile investment that are hard to ignore:*

- **E-Commerce Solutions.** An estimated 60 million Americans go online every day to find a product or service. For rural-based businesses, E-commerce solutions eliminate geographic barriers to getting a business’s message out and for expanding market reach to a broad audience. Some rural retailers use the Internet to satisfy supplier requirements. A pioneer in rural Internet use, the farm sector, increasingly uses broadband for keeping abreast of current best practices, conducting farming-related research and development, managing operations, purchasing inputs, and making sales online.
- **Entrepreneurial Development.** Broadband allows individuals in dispersed or rural areas (where high-growth entrepreneurs may be an untapped resource) to access entrepreneurial development resources through tools such as online collaboration software, knowledge sharing, online mentoring communities, webinar platforms and videoconferencing.
- **Employment.** Deployment of wireless broadband in rural areas offers the potential for new job creation and the preservation of jobs as a result of both economic growth and the added capabilities that workers would develop as a result of gaining access to broadband. Most employment growth in the U.S. over the last several decades has been in the service sector, some aspects of which (call centers, for example) require broadband access.
- **Telework and Virtual Offices.** Sixty-two percent of American workers rely on the Internet to perform job-related tasks, whether in the office or at home. One survey estimates that 14% of retirees, 31% of homemakers and 29% of adults with disabilities would be willing to join the workforce if given the option to telework.

3. *Businesses located in rural areas play a significant role in rural communities and those businesses sometimes lack the basic infrastructure needed to compete in today's business environment.* 22.5% of respondents are owners of a rural business. Of that 22.5%, or 45 individual business owners, 35% lack broadband Internet service. (Anecdotal information from the Community Engagement Forums indicates that some business owners feel that they will be forced out of business by lack of broadband Internet service.)
4. *While 86% of respondents access the Internet at home, for those who lack access at home, schools, public libraries and work settings are important resources.* 91.5% of those without home access use the Internet at work, school or the library, in ascending order of frequency.
5. *Broadband Internet access is seen by a majority of respondents as being similar to other technological and engineering advancements of the past, such as telephone service and the development of an interstate highway system, which received government support to ensure universal access.* A majority of respondents, 69%, indicated that government should be involved in ensuring that broadband Internet service is available to everyone.
6. *Despite the high percentage of broadband Internet-savvy respondents, there remains a percentage of residents who are either unaware of, lack interest in, or actively reject the need for connection.* 2.5% indicated that broadband Internet service is not important to the community. 3% did not indicate any ways that it helps the community. 6.5% would not be likely to sign up for it if available. 3.5% never use the Internet.
7. *There is a continuing need for outreach and education aimed to those mentioned in #5 above.* 98% of respondents have school-age (grades k-12) children living in the home. Some of those children likely live in homes without broadband Internet access and without the intent to seek access. To the degree that broadband Internet connection is a requirement for participation in today's classroom, children in homes without broadband Internet service are limited in their ability to fully access educational opportunities.

# APPENDICES

Appendix A: Telephone Survey Instrument

Appendix B: Telephone Survey Respondent Data

Appendix C: Representative News Releases

Appendix D: Summary of Representative Comments from the Forums

# **APPENDIX A**

## **TELEPHONE SURVEY INSTRUMENT**

# Tompkins County Special Committee on Broadband, Survey of Unserved and Underserved Constituents Questionnaire

TOMPKINS COUNTY SPECIAL COMMITTEE ON BROADBAND  
*Keeping Our Community Connected*

## Community Engagement Telephone Survey Questions

**Goal – Defining our digital disparity in Tompkins County: Who has broadband Internet access, how often do they use the Internet, and if offered broadband Internet would they buy it.**

*The "Keeping Our Community Connected" Broadband Survey is designed to give everyone living in Tompkins County—and in particular our rural residents and businesses—a chance to share their internet experience.*

*Across Tompkins County there are people who do not have access to broadband Internet service, or if they do have access, the service is patchy.*

*In order to help us identify where the telecommunications provision is weakest, we are undertaking this important survey to gauge local demand and clarify where internet services are currently slow or even unacceptable.*

*Information gathered will be collated to help assess the extent of the problem across the county and to show the aggregated demand for broadband provision in any particular area. This will assist in planning for the future roll-out of broadband Internet in Tompkins County.*

*Please be assured that all the information you provide will be kept strictly confidential*

### ACCESS

**Note: "broadband" means "high speed."** This term "broadband" includes a wide range of technologies, all of which [provide high data rate access to the Internet](#). Broadband provides a continuous connection; there is no dial-up/in process required and it does not interrupt phone lines.

1. Do you have broadband Internet access at home?
  - Yes
  - No
  
2. If you are a local business owner, do you have broadband Internet access at your business?
  - Yes
  - No
  - NA/Not a local business owner
  
3. If you indicated that you do not have broadband Internet access, either at your local business or at home, what is the reason for not have access? \_\_\_\_\_
  
4. How important do you think it is to our community to have high-speed Internet access available to all residents and local business?
  - Very Important
  - Somewhat Important
  - Not Important
  - Don't Know

## Tompkins County Special Committee on Broadband, Survey of Unserved and Underserved Constituents Questionnaire

5. If you think high speed Internet access is somewhat important or very important, can you tell us how high speed Internet access might help the community? \_\_\_\_\_
6. What is the primary type of Internet connection **used by your household**? [Asked of all respondents, whether they have broadband or not]
- No internet connection at home
  - Cable (such as with Time Warner "Road Runner" service)
  - DSL (landline telephone line service)
  - Cellular (cell phone)
  - Fixed wireless (if they have this service type they will know)
  - Satellite (if they have this service type they will know)
  - Dial-up internet
7. If you have a private business, what is the primary type of Internet connection **used to support your business**?  
**[If answered "NA/Not a local business owner" in q2, skip to q8]**
- No internet connection at local business
  - Cable (such as with Time Warner "Road Runner" service)
  - DSL (landline telephone line service)
  - Cellular (cell phone)
  - Fixed wireless (if they have this service type they will know)
  - Satellite (if they have this service type they will know)
  - Dial-up internet

### Use

8. [If have broadband] Suppose you didn't have broadband Internet access but it were available, how likely would you be to sign up for a broadband Internet?  
[If do not have broadband] If you do not have broadband Internet access and if it were to be made available to you, how likely would you be to sign up for a broadband Internet?
- Very likely
  - Somewhat likely
  - Not likely
  - Don't Know/It Depends
9. How often do you use the Internet?
- Constantly; I'm always online
  - A few times a day
  - A few times a week
  - Once a month
  - Less than once a month
  - Never **[Skip to q13]**

## Tompkins County Special Committee on Broadband, Survey of Unserved and Underserved Constituents Questionnaire

10. How often do you use email?
- Constantly throughout the day
  - A few times a day
  - A few times a week
  - Once a month
  - Less than once a month
  - Never/Don't have email
11. If you use the Internet, in which settings do you most often access the Internet? [Select all that apply]
- Library
  - Café with wireless access or cyber café
  - [Skip if answered "No connection at home" in q6]** Your home
  - Home of a friend or family
  - School or educational setting
  - Work
  - [Skip if answered "No connection at business" in q7]** My own local business
12. The following is a list of activities for which you might use the Internet. Please tell me whether or not you have used the Internet for these purposes within the last 7 days. When you answer, please keep in mind that this could include Internet from any location (school, work, home, etc.)

**Note:** This question is intended to get an idea of frequency of use as well as to determine the various ways an individual looks to the Internet as a resource. The theory is the greater the *frequency of use* along with the *variety of reasons for use* will help determine willingness to subscribe to high-speed Internet service.]

**Within the last 7 days** you have used the Internet for . . .

- Keeping in touch with family and friends
- Researching retail product information or to purchase goods and services
- Online banking
- Getting local news
- Retrieving medical information
- Working from home (telecommuting)
- Education (e.g., doing homework, taking an online class, research, etc.)
- Visiting a federal, state or local government Website
- Entertainment (e.g., playing video games, watching television, YouTube, etc.)
- Contributing to a website, blog or other online forum
- [Skip if answered "NA/Not a local business owner" in q2]** Supporting my local business (e.g., research, marketing, communicating with customers, etc.)
- Making telephone calls

**Tompkins County Special Committee on Broadband, Survey of Unserved and Underserved Constituents  
Questionnaire**

13. In general, how would you prefer to access government services?

- On the Web or via E-mail
- In Person
- By Telephone
- By Letter
- Other: \_\_\_\_\_

14. Do you think that County government should be involved in ensuring that broadband Internet service is available to everyone?

- Yes
- No

15. If you have a concern about local government involvement in expanding broadband Internet access, which of the following statements best describes your concern:

- Overall cost to install and potential tax burden
- Not the business of local government
- Service should be paid for by users only; I don't have it because I don't want it and don't care to spend my money that way
- The government doesn't move quickly enough for Broadband; technology changes by the day!
- No concern. Do it! Make it happen! Need it!

**AWARENESS**

16. **[Skip if answered "No connection at home" in q6]** How long has your household been using the Internet?  
\_\_\_\_\_

17. **[Skip if answered "NA/Not a local business owner" in q2 or if answered "No connection at business" in q7]** If you have a local business, how long have you used the Internet in your business? \_\_\_\_\_

18. On a scale of 1 to 5 (1= novice, and 5=expert), how would you rate your knowledge of computers and the Internet? \_\_\_\_\_

19. I'm going to read a list of devices. Please tell me which of these you use on a regular basis:

- Smart phone
- Laptop computer or Netbook
- Tablet
- Desktop computer
- eBook reader

**AFFORDABILITY**

20. **[Skip if no broadband access at home/work]** If you currently have broadband Internet access, how much per month are you paying for it? \_\_\_\_\_

## Tompkins County Special Committee on Broadband, Survey of Unserved and Underserved Constituents Questionnaire

21. [If have broadband] Suppose you didn't have broadband Internet access, how much would you be willing to pay per month to obtain it?  
[If do not have broadband] If you do not have broadband Internet access how much would you be willing to pay per month to obtain it?
- \$30-50
  - \$50-70
  - \$70-100
  - More than \$100

### RESPONDENT DEMOGRAPHICS

In order to know that we have a representative sample of residents, we'd appreciate your response to the following questions. Please be assured that your specific responses will remain anonymous.

22. Are you:
- Female
  - Male
23. How old were you on your last birthday?
- 18-29
  - 30-49
  - 50-64
  - 65+
24. What is your race/ethnicity?
- African-American or Black
  - American Indian or Alaskan Native
  - Asian
  - Hispanic or Latino
  - Native Hawaiian or Other Pacific Islander
  - White
25. Do you own or rent your home?
- Own
  - Rent
26. How long have you lived in this community? \_\_\_\_\_
27. Is your estimated annual household income above or below \$50,000?
- Above \$50,000
  - Below \$50,000

**Tompkins County Special Committee on Broadband, Survey of Unserved and Underserved Constituents Questionnaire**

28. What is the highest grade/degree level completed in your household?

- Did not finish high school
- High School/GED
- Some College
- College+
- Doctorate

29. How many school-age (grades k-12) children do you have in your home? \_\_\_\_\_

30. To conclude this conversation, do you wish to offer a closing statement that best summarizes your thoughts about expanding broadband Internet in Tompkins County?

[Note that this question was dropped part way through the survey to shorten the interviews.]

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# **APPENDIX B**

## **TELEPHONE SURVEY RESPONDENT DATA**

# **CODEBOOK**

## **Tompkins County Special Committee on Broadband Survey of Un-served and Underserved Constituents 200 Cases**

June 6, 2012

Prepared by:

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## INTRODUCTION

The Survey Research Institute at Cornell University (SRI) was contracted to conduct telephone surveys with residents or businesses in areas of Tompkins County previously identified as being either un-served or underserved with broadband internet service. The survey aims to understand the perceived availability of and need for broadband services among end-users that live or do business in areas of the county with inadequate Internet service.

A sample of 3,201 addresses within the study region was provided by Tompkins County Information Technology Services. The sample covered three groups – single family homes, multi-family homes, and other structures. Marketing Systems Group identified phone numbers for 1,702 of these addresses and a random selection of 754 records formed the sample for this study.

Data collection began on May 16, 2012 and was completed on May 23, 2012. A total of 200 interviews were completed.

N = 200

filename = alldata.dat

file type = fixed-format ASCII

logical record length = 783

## DEFINITIONS

INPUT LOCATION	= Location of variable within data set. In card-image format, this would be “card/column” location.
VALUE	= Numeric value given to each discrete response category. May also reflect the quantitative value of a continuous variable.
NUMBER (N)	= Frequency of response.
PERCENT (PCT)	= Percentage of response.
MISSING DATA (MD)	= Code value given to any question which was unanswered or refused by the respondent.
VALUE = -1 or blank	= The variable field is blank in the data set because the question does not apply. Typically, these are questions embedded within a skip pattern.

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**CASEID: Case identification number (assigned by SRI)**

200 cases (Range of valid codes: 2,009-5,160)

Min	=	2,009	Mean	=	2,957.650
Max	=	5,160	Std Dev	=	930.784
Median	=	2,740.5	Variance	=	866,359.445

(Based on 200 valid cases)

Data type: numeric  
 Missing-data codes: -2,-1  
 Record/columns: 1/1-4

**CITY: City (provided by PI)**

City (provided by PI)

%	N	VALUE	LABEL
14.0	28	CAROLINE	
10.5	21	DANBY	
5.5	11	DRYDEN	
17.5	35	ENFIELD	
15.5	31	GROTON	
0.5	1	ITHACA	
10.0	20	LANSING	
15.5	31	NEWFIELD	
11.0	22	ULYSSES	

-----  
 100.0 200 cases

Data type: character  
 Record/columns: 1/65-84

**STATE: State (provided by PI)**

State (provided by PI)

%	N	VALUE	LABEL
100.0	200	NY	

-----  
 100.0 200 cases

Data type: character  
 Record/columns: 1/85-86

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### ZIP: ZIP code (provided by PI as PHYSICALZI)

ZIP code (provided by PI)

%	N	VALUE	LABEL
2.0	4	13045	
1.0	2	13053	
2.0	4	13068	
20.5	41	13073	
2.0	4	13092	
1.5	3	13736	
13.0	26	14817	
16.5	33	14850	
19.0	38	14867	
2.5	5	14882	
8.0	16	14883	
12.0	24	14886	
-----	----		
100.0	200	cases	

Data type: character  
Record/columns: 1/87-91

### CITYCD: City code (provided by PI)

City code (provided by PI)

%	N	VALUE	LABEL
13.0	26	BR	
1.5	3	BS	
2.0	4	CO	
1.0	2	DR	
2.0	4	FR	
20.5	41	GR	
16.5	33	IT	
2.5	5	LA	
2.0	4	LO	
19.0	38	NF	
8.0	16	SP	
12.0	24	TR	
-----	----		
100.0	200	cases	

Data type: character  
Record/columns: 1/202-203

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**samptype: Sample type (provided by PI)**

Phone (provided by PI)

%	N	VALUE	LABEL
7.5	15	MultiFam	
6.5	13	Other	
86.0	172	SingleFam	
-----	----		
100.0	200	cases	

Data type: character  
Record/columns: 1/5-14

**DATE: Survey completion date (MMDDYYYY)**

Survey completion date (MMDDYYYY)

%	N	VALUE	LABEL
8.5	17	05162012	
17.0	34	05172012	
1.5	3	05182012	
14.5	29	05192012	
22.5	45	05202012	
6.0	12	05212012	
20.5	41	05222012	
9.5	19	05232012	
-----	----		
100.0	200	cases	

Data type: character  
Record/columns: 1/674-681

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q1: Home - have broadband

Do you have broadband Internet access at home?

Interviewer: "broadband" means "high speed". This term "broadband" includes a wide range of technologies, all of which provide high data rate access to the Internet. Broadband provides a continuous connection; there is no dial-up/in process required and it does not interrupt phone lines.

%	%	N	VALUE	LABEL
VALID	ALL			
42.5	42.5	85	0	No
57.5	57.5	115	1	Yes
	0.0	0	-1	Refused
-----	-----	----		
100.0	100.0	200	cases	
Min	= 0		Mean	= .575
Max	= 1		Std Dev	= .496
Median	= 1		Variance	= .246

(Based on 200 valid cases)

Data type: numeric  
Minimum code defined as valid: 0  
Missing-data codes: -2,-1  
Record/columns: 1/682-683

q2: Local business - have broadband

If you are a local business owner, do you have broadband Internet access at your local business?

%	%	N	VALUE	LABEL
VALID	ALL			
8.0	8.0	16	0	No
14.5	14.5	29	1	Yes
77.5	77.5	155	2	NA - Not a local business owner
	0.0	0	-1	Refused
-----	-----	----		
100.0	100.0	200	cases	
Min	= 0		Mean	= 1.695
Max	= 2		Std Dev	= .611
Median	= 2		Variance	= .374

(Based on 200 valid cases)

Data type: numeric  
Minimum code defined as valid: 0  
Missing-data codes: -2,-1  
Record/columns: 1/684-685

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**q3: Why not have broadband**

If you do not have broadband Internet access, either at work or at home, what is the reason for not having access (at either or both of these locations)?

%	%	N	VALUE	LABEL
VALID	ALL			
100.0	43.5	87	1	Gives answer
	2.0	4	-1	Refused
	54.5	109	.	(No Data)
-----	-----	---		
100.0	100.0	200	cases	
Min	= 1		Mean	= 1.000
Max	= 1		Std Dev	= .000
Median	= 1		Variance	= .000

(Based on 87 valid cases)

Data type: numeric  
 Minimum code defined as valid: 1  
 Missing-data codes: -2,-1  
 Record/columns: 1/686-687

**q4: Broadband's importance to community**

How important do you think it is to our community to have high-speed Internet access available to all residents and local business?

%	%	N	VALUE	LABEL
VALID	ALL			
83.4	83.0	166	1	Very Important
14.1	14.0	28	2	Somewhat Important
2.5	2.5	5	3	Not Important
	0.0	0	-2	Do not know
	0.5	1	-1	Refused
-----	-----	---		
100.0	100.0	200	cases	

Min	= 1		Mean	= 1.191
Max	= 3		Std Dev	= .454
Median	= 1		Variance	= .206

(Based on 199 valid cases)

Data type: numeric  
 Minimum code defined as valid: 1  
 Missing-data codes: -2,-1  
 Record/columns: 1/688-689

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**q5: How broadband helps community**

If you think high speed Internet access is somewhat important or very important, can you tell us how high speed Internet access might help the community?

%	%	N	VALUE	LABEL
VALID	ALL			
100.0	86.5	173	1	Gives answer
	10.5	21	-1	Refused
	3.0	6	.	(No Data)
-----	-----	---		
100.0	100.0	200	cases	
Min	= 1		Mean	= 1.000
Max	= 1		Std Dev	= .000
Median	= 1		Variance	= .000

(Based on 173 valid cases)

Data type: numeric  
 Minimum code defined as valid: 1  
 Missing-data codes: -2,-1  
 Record/columns: 1/690-691

**q6: Home Internet connection type**

What is the primary type of Internet connection used by your household?

Interviewer: Note that an earlier question (q1) asked about broadband Internet access at home -- this asks about a home Internet connection in general, not just broadband.

%	%	N	VALUE	LABEL
VALID	ALL			
11.7	11.5	23	0	No Internet connection at home
13.3	13.0	26	1	Cable (such as with Time Warner "Road Runner" service)
32.1	31.5	63	2	DSL (landline telephone line service)
7.1	7.0	14	3	Cellular (cell phone)
9.2	9.0	18	4	Fixed wireless (if they have this service type they will know)
13.3	13.0	26	5	Satellite (if they have this service type they will know)
13.3	13.0	26	6	Dial-up internet
	1.0	2	-2	Do not know
	1.0	2	-1	Refused
-----	-----	---		
100.0	100.0	200	cases	
Min	= 0		Mean	= 2.816
Max	= 6		Std Dev	= 1.926
Median	= 2		Variance	= 3.710

(Based on 196 valid cases)

Data type: numeric  
 Minimum code defined as valid: 0  
 Missing-data codes: -2,-1  
 Record/columns: 1/692-693

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**q7: Business Internet connection type**

If you have a local business, what is the primary type of Internet connection used to support your business?

Interviewer: Note that an earlier question (q2) asked about broadband Internet access at a local business -- this asks about a local business Internet connection in general, not just broadband.

%	%	N	VALUE	LABEL
VALID	ALL			
15.4	3.0	6	0	No Internet connection at local business
12.8	2.5	5	1	Cable (such as with Time Warner "Road Runner" service)
46.2	9.0	18	2	DSL (landline telephone line service)
2.6	0.5	1	3	Cellular (cell phone)
7.7	1.5	3	4	Fixed wireless (if they have this service type they will know)
12.8	2.5	5	5	Satellite (if they have this service type they will know)
2.6	0.5	1	6	Dial-up internet
	1.5	3	-2	Do not know
	1.5	3	-1	Refused
	77.5	155	.	(No Data)
-----	-----	----		
100.0	100.0	200 cases		
Min	= 0		Mean	= 2.231
Max	= 6		Std Dev	= 1.630
Median	= 2		Variance	= 2.656

(Based on 39 valid cases)

Data type: numeric  
 Minimum code defined as valid: 0  
 Missing-data codes: -2,-1  
 Record/columns: 1/694-695

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q8: Likelihood sign up for broadband

[If have broadband] Suppose you didn't have broadband Internet access [if no broadband] If you do not have broadband Internet access [endif] and if it were to be made available to you how likely would you be to sign up for broadband Internet?

%	%	N	VALUE	LABEL
VALID	ALL			
80.8	78.0	156	1	Very likely
12.4	12.0	24	2	Somewhat likely
6.7	6.5	13	3	Not likely
	3.5	7	-2	Don't know/It depends
	0.0	0	-1	Refused

-----  
 100.0 100.0 200 cases

Min = 1                                    Mean = 1.259  
 Max = 3                                    Std Dev = .573  
 Median = 1                                Variance = .328

(Based on 193 valid cases)

Data type: numeric  
 Minimum code defined as valid: 1  
 Missing-data codes: -2,-1  
 Record/columns: 1/696-697

q9: Use internet - how often

How often do you use the Internet?

%	%	N	VALUE	LABEL
VALID	ALL			
39.0	39.0	78	1	Constantly; I'm always online
40.0	40.0	80	2	A few times a day
15.0	15.0	30	3	A few times a week
2.0	2.0	4	4	Once a month
0.5	0.5	1	5	Less than once a month
3.5	3.5	7	6	Never
	0.0	0	-1	Refused

-----  
 100.0 100.0 200 cases

Min = 1                                    Mean = 1.955  
 Max = 6                                    Std Dev = 1.109  
 Median = 2                                Variance = 1.229

(Based on 200 valid cases)

Data type: numeric  
 Minimum code defined as valid: 1  
 Missing-data codes: -2,-1  
 Record/columns: 1/698-699

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**q10: Use email - how often**

How often do you use email?

%	%	N	VALUE	LABEL
VALID	ALL			
39.9	38.5	77	1	Constantly throughout the day
39.9	38.5	77	2	A few times a day
15.0	14.5	29	3	A few times a week
1.6	1.5	3	4	Once a month
1.0	1.0	2	5	Less than once a month
2.6	2.5	5	6	Never/Don't have email
	0.0	0	-1	Refused
	3.5	7	.	(No Data)

-----  
 100.0 100.0 200 cases

Min = 1                      Mean = 1.917  
 Max = 6                      Std Dev = 1.057  
 Median = 2                    Variance = 1.118

(Based on 193 valid cases)

Data type: numeric  
 Minimum code defined as valid: 1  
 Missing-data codes: -2,-1  
 Record/columns: 1/700-701

**q11@lib: Library - Internet setting**

If you use the Internet, in which settings do you most often access the Internet?

Library

%	%	N	VALUE	LABEL
VALID	ALL			
81.9	79.0	158	0	No
18.1	17.5	35	1	Yes
	0.0	0	-1	Refused
	3.5	7	.	(No Data)

-----  
 100.0 100.0 200 cases

Min = 0                      Mean = .181  
 Max = 1                      Std Dev = .386  
 Median = 0                    Variance = .149

(Based on 193 valid cases)

Data type: numeric  
 Minimum code defined as valid: 0  
 Missing-data codes: -2,-1  
 Record/columns: 1/702-703

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q11@cafe: Cafe - Internet setting

If you use the Internet, in which settings do you most often access the Internet?

Cafe with wireless access or cyber cafe

	%	%	N	VALUE	LABEL
VALID		ALL			
	83.4	80.5	161	0	No
	16.6	16.0	32	1	Yes
		0.0	0	-1	Refused
		3.5	7	.	(No Data)
-----	-----	----			
100.0	100.0	200	cases		
Min	= 0			Mean	= .166
Max	= 1			Std Dev	= .373
Median	= 0			Variance	= .139

(Based on 193 valid cases)

Data type: numeric  
Minimum code defined as valid: 0  
Missing-data codes: -2,-1  
Record/columns: 1/704-705

q11@home: Home - Internet setting

If you use the Internet, in which settings do you most often access the Internet?

Home

	%	%	N	VALUE	LABEL
VALID		ALL			
	2.8	2.5	5	0	No
	97.2	86.0	172	1	Yes
		0.0	0	-1	Refused
		11.5	23	.	(No Data)
-----	-----	----			
100.0	100.0	200	cases		
Min	= 0			Mean	= .972
Max	= 1			Std Dev	= .166
Median	= 1			Variance	= .028

(Based on 177 valid cases)

Data type: numeric  
Minimum code defined as valid: 0  
Missing-data codes: -2,-1  
Record/columns: 1/706-707

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**q11@ffam: Friend/Family home - Internet setting**

If you use the Internet, in which settings do you most often access the Internet?

Home of a friend or family

VALID	%	ALL	%	N	VALUE	LABEL
75.6	73.0	146		0	No	
24.4	23.5	47		1	Yes	
	0.0	0		-1	Refused	
	3.5	7		.	(No Data)	
-----	-----	----				
100.0	100.0	200			cases	
Min	=	0		Mean	= .244	
Max	=	1		Std Dev	= .430	
Median	=	0		Variance	= .185	

(Based on 193 valid cases)

Data type: numeric  
 Minimum code defined as valid: 0  
 Missing-data codes: -2,-1  
 Record/columns: 1/708-709

**q11@edu: School/Educational - Internet setting**

If you use the Internet, in which settings do you most often access the Internet?

School or educational setting

VALID	%	ALL	%	N	VALUE	LABEL
80.3	77.5	155		0	No	
19.7	19.0	38		1	Yes	
	0.0	0		-1	Refused	
	3.5	7		.	(No Data)	
-----	-----	----				
100.0	100.0	200			cases	
Min	=	0		Mean	= .197	
Max	=	1		Std Dev	= .399	
Median	=	0		Variance	= .159	

(Based on 193 valid cases)

Data type: numeric  
 Minimum code defined as valid: 0  
 Missing-data codes: -2,-1  
 Record/columns: 1/710-711

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q11@work: Work - Internet setting

If you use the Internet, in which settings do you most often access the Internet?

Work

%	%	N	VALUE	LABEL
VALID	ALL			
42.5	41.0	82	0	No
57.5	55.5	111	1	Yes
	0.0	0	-1	Refused
	3.5	7	.	(No Data)
-----	-----	---		
100.0	100.0	200	cases	
Min	= 0		Mean	= .575
Max	= 1		Std Dev	= .496
Median	= 1		Variance	= .246

(Based on 193 valid cases)

Data type: numeric  
Minimum code defined as valid: 0  
Missing-data codes: -2,-1  
Record/columns: 1/712-713

q11@bus: Local business - Internet setting

If you use the Internet, in which settings do you most often access the Internet?

My own local business

%	%	N	VALUE	LABEL
VALID	ALL			
53.1	21.5	43	0	No
46.9	19.0	38	1	Yes
	0.0	0	-1	Refused
	59.5	119	.	(No Data)
-----	-----	---		
100.0	100.0	200	cases	
Min	= 0		Mean	= .469
Max	= 1		Std Dev	= .502
Median	= 0		Variance	= .252

(Based on 81 valid cases)

Data type: numeric  
Minimum code defined as valid: 0  
Missing-data codes: -2,-1  
Record/columns: 1/714-715

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**q12@a: Keeping in touch - Internet last 7 days**

The following is a list of activities for which you might use the Internet.  
Please tell me whether or not you have used the Internet for these purposes within the last 7 days. When you answer, please keep in mind that this could include Internet from any location (school, work, home, etc.)

Within the last 7 days have you have used the Internet for ...

Keeping in touch with family and friends

%	%	N	VALUE	LABEL
VALID	ALL			
15.0	14.5	29	0	No
85.0	82.0	164	1	Yes
	0.0	0	-1	Refused
	3.5	7	.	(No Data)

-----  
100.0 100.0 200 cases

Min	= 0	Mean	= .850
Max	= 1	Std Dev	= .358
Median	= 1	Variance	= .128

(Based on 193 valid cases)

Data type: numeric  
Minimum code defined as valid: 0  
Missing-data codes: -2,-1  
Record/columns: 1/716-717

**q12@b: Retail product research - Internet last 7 days**

Within the last 7 days have you have used the Internet for ...

Researching retail product information or to purchase goods and services

%	%	N	VALUE	LABEL
VALID	ALL			
21.2	20.5	41	0	No
78.8	76.0	152	1	Yes
	0.0	0	-1	Refused
	3.5	7	.	(No Data)

-----  
100.0 100.0 200 cases

Min	= 0	Mean	= .788
Max	= 1	Std Dev	= .410
Median	= 1	Variance	= .168

(Based on 193 valid cases)

Data type: numeric  
Minimum code defined as valid: 0  
Missing-data codes: -2,-1  
Record/columns: 1/718-719

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**q12@g: Education - Internet last 7 days**

Within the last 7 days have you have used the Internet for ...

Education (e.g., doing homework, taking an online class, research, etc.)

%	%	N	VALUE	LABEL
VALID	ALL			
66.3	64.0	128	0	No
33.7	32.5	65	1	Yes
	0.0	0	-1	Refused
	3.5	7	.	(No Data)
-----	-----	----		
100.0	100.0	200	cases	
Min	= 0		Mean	= .337
Max	= 1		Std Dev	= .474
Median	= 0		Variance	= .225

(Based on 193 valid cases)

Data type: numeric  
 Minimum code defined as valid: 0  
 Missing-data codes: -2,-1  
 Record/columns: 1/728-729

**q12@h: Government website - Internet last 7 days**

Within the last 7 days have you have used the Internet for ...

Visiting a federal, state or local government website

%	%	N	VALUE	LABEL
VALID	ALL			
50.8	49.0	98	0	No
49.2	47.5	95	1	Yes
	0.0	0	-1	Refused
	3.5	7	.	(No Data)
-----	-----	----		
100.0	100.0	200	cases	
Min	= 0		Mean	= .492
Max	= 1		Std Dev	= .501
Median	= 0		Variance	= .251

(Based on 193 valid cases)

Data type: numeric  
 Minimum code defined as valid: 0  
 Missing-data codes: -2,-1  
 Record/columns: 1/730-731

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**q12@i: Entertainment - Internet last 7 days**

Within the last 7 days have you have used the Internet for ...

Entertainment (e.g., playing video games, watching television, YouTube, etc.)

%	%	N	VALUE	LABEL
VALID	ALL			
43.5	42.0	84	0	No
56.5	54.5	109	1	Yes
	0.0	0	-1	Refused
	3.5	7	.	(No Data)
-----	-----	----		
100.0	100.0	200	cases	
Min	= 0		Mean	= .565
Max	= 1		Std Dev	= .497
Median	= 1		Variance	= .247

(Based on 193 valid cases)

Data type: numeric  
 Minimum code defined as valid: 0  
 Missing-data codes: -2,-1  
 Record/columns: 1/732-733

**q12@j: Blog or forum - Internet last 7 days**

Within the last 7 days have you have used the Internet for ...

Contributing to a website, blog or other online forum

%	%	N	VALUE	LABEL
VALID	ALL			
73.6	71.0	142	0	No
26.4	25.5	51	1	Yes
	0.0	0	-1	Refused
	3.5	7	.	(No Data)
-----	-----	----		
100.0	100.0	200	cases	
Min	= 0		Mean	= .264
Max	= 1		Std Dev	= .442
Median	= 0		Variance	= .195

(Based on 193 valid cases)

Data type: numeric  
 Minimum code defined as valid: 0  
 Missing-data codes: -2,-1  
 Record/columns: 1/734-735

June 7, 2012









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**q17: Local business Internet use (years)**

If you have a local business, how long have you used the Internet in your business?

	%	%	N	VALUE	LABEL
VALID	ALL				
5.4	1.0	2	0	Less than 1 year	
2.7	0.5	1	1		
8.1	1.5	3	2		
8.1	1.5	3	3		
2.7	0.5	1	5		
5.4	1.0	2	6		
5.4	1.0	2	7		
2.7	0.5	1	8		
24.3	4.5	9	10		
5.4	1.0	2	11		
2.7	0.5	1	12		
2.7	0.5	1	14		
10.8	2.0	4	15		
2.7	0.5	1	19		
2.7	0.5	1	20		
2.7	0.5	1	23		
2.7	0.5	1	25		
2.7	0.5	1	30		
	1.0	2	-1	Refused	
	80.5	161	.	(No Data)	
-----	-----	----			
100.0	100.0	200	cases		
Min	=	0	Mean	= 10.000	
Max	=	30	Std Dev	= 7.063	
Median	=	10	Variance	= 49.889	

(Based on 37 valid cases)

Data type: numeric  
 Minimum code defined as valid: 0  
 Missing-data codes: -2,-1  
 Record/columns: 1/748-749

June 7, 2012

**q18: Knowledge rating for computers/Internet**

On a scale of 1 to 5, where 1 is novice and 5 is expert, how would you rate your knowledge of computers and the Internet?

	%	%	N	VALUE	LABEL
VALID	ALL				
12.0	12.0	24	1	Novice	
15.5	15.5	31	2		
39.0	39.0	78	3		
22.5	22.5	45	4		
11.0	11.0	22	5	Expert	
	0.0	0	-1	Refused	

-----  
 100.0 100.0 200 cases

Min = 1                                      Mean = 3.050  
 Max = 5                                      Std Dev = 1.142  
 Median = 3                                    Variance = 1.304

(Based on 200 valid cases)

Data type: numeric  
 Minimum code defined as valid: 1  
 Missing-data codes: -2,-1  
 Record/columns: 1/750-751

**q19@a: Smart phone - use regularly**

I'm going to read a list of devices. Please tell me which of these you use on a regular basis:

Smart phone

	%	%	N	VALUE	LABEL
VALID	ALL				
68.5	68.5	137	0	No	
31.5	31.5	63	1	Yes	
	0.0	0	-1	Refused	

-----  
 100.0 100.0 200 cases

Min = 0                                      Mean = .315  
 Max = 1                                      Std Dev = .466  
 Median = 0                                    Variance = .217

(Based on 200 valid cases)

Data type: numeric  
 Minimum code defined as valid: 0  
 Missing-data codes: -2,-1  
 Record/columns: 1/752-753

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**q19@b: Laptop/Netbook - use regularly**

I'm going to read a list of devices. Please tell me which of these you use on a regular basis:

Laptop computer or netbook

	%	%	N	VALUE	LABEL
VALID		ALL			
28.0	28.0		56	0	No
72.0	72.0		144	1	Yes
		0.0	0	-1	Refused
-----	-----	----			
100.0	100.0		200	cases	
Min	=			Mean	= .720
Max	=			Std Dev	= .450
Median	=			Variance	= .203

(Based on 200 valid cases)

Data type: numeric  
 Minimum code defined as valid: 0  
 Missing-data codes: -2,-1  
 Record/columns: 1/754-755

**q19@c: Tablet - use regularly**

I'm going to read a list of devices. Please tell me which of these you use on a regular basis:

Tablet

	%	%	N	VALUE	LABEL
VALID		ALL			
73.5	73.5		147	0	No
26.5	26.5		53	1	Yes
		0.0	0	-1	Refused
-----	-----	----			
100.0	100.0		200	cases	
Min	=			Mean	= .265
Max	=			Std Dev	= .442
Median	=			Variance	= .196

(Based on 200 valid cases)

Data type: numeric  
 Minimum code defined as valid: 0  
 Missing-data codes: -2,-1  
 Record/columns: 1/756-757

June 7, 2012

**q19@d: Desktop computer - use regularly**

I'm going to read a list of devices. Please tell me which of these you use on a regular basis:

Desktop computer

%	%	N	VALUE	LABEL
VALID	ALL			
23.0	23.0	46	0	No
77.0	77.0	154	1	Yes
	0.0	0	-1	Refused
-----	-----	---		
100.0	100.0	200	cases	

Min	= 0	Mean	= .770
Max	= 1	Std Dev	= .422
Median	= 1	Variance	= .178

(Based on 200 valid cases)

Data type: numeric  
 Minimum code defined as valid: 0  
 Missing-data codes: -2,-1  
 Record/columns: 1/758-759

**q19@e: eBook reader - use regularly**

I'm going to read a list of devices. Please tell me which of these you use on a regular basis:

eBook reader

%	%	N	VALUE	LABEL
VALID	ALL			
80.5	80.5	161	0	No
19.5	19.5	39	1	Yes
	0.0	0	-1	Refused
-----	-----	---		
100.0	100.0	200	cases	

Min	= 0	Mean	= .195
Max	= 1	Std Dev	= .397
Median	= 0	Variance	= .158

(Based on 200 valid cases)

Data type: numeric  
 Minimum code defined as valid: 0  
 Missing-data codes: -2,-1  
 Record/columns: 1/760-761

June 7, 2012

**q20: Current \$/month for broadband**

If you currently have broadband Internet access, how much per month are you paying for it?

%	%	N	VALUE	LABEL
VALID	ALL			
0.0	0.0	0	0	Less than 10 dollars per month (please explain ...)
0.9	0.5	1	18	
1.8	1.0	2	20	
0.9	0.5	1	22	
1.8	1.0	2	25	
6.2	3.5	7	30	
0.9	0.5	1	33	
5.3	3.0	6	35	
13.3	7.5	15	40	
1.8	1.0	2	43	
8.8	5.0	10	45	
0.9	0.5	1	49	
16.8	9.5	19	50	
2.7	1.5	3	55	
15.0	8.5	17	60	
0.9	0.5	1	63	
0.9	0.5	1	69	
7.1	4.0	8	70	
0.9	0.5	1	72	
4.4	2.5	5	80	
1.8	1.0	2	89	
0.9	0.5	1	90	
4.4	2.5	5	100	
0.9	0.5	1	120	
0.9	0.5	1	170	
	2.5	5	-1	Refused
	41.0	82	.	(No Data)

-----  
 100.0 100.0 200 cases

Min	=	18	Mean	=	54.204
Max	=	170	Std Dev	=	22.377
Median	=	50	Variance	=	500.717

(Based on 113 valid cases)

Data type: numeric  
 Minimum code defined as valid: 0  
 Missing-data codes: -2,-1  
 Record/columns: 1/762-764

June 7, 2012

**q21: Willing to pay \$/month for broadband**

[If have broadband] Suppose you did not have broadband Internet access [if no broadband] If you do not have broadband Internet access [endif], how much would you be willing to pay per month to obtain it?

%	%	N	VALUE	LABEL
VALID	ALL			
49.2	48.0	96	1	\$30 - 50 per month
33.3	32.5	65	2	\$50 - 70 per month
13.3	13.0	26	3	\$70 - 100 per month
4.1	4.0	8	4	More than \$100 per month
	2.5	5	-2	Do not know
	0.0	0	-1	Refused
-----	-----	----		
100.0	100.0	200	cases	

Min	= 1	Mean	= 1.723
Max	= 4	Std Dev	= .847
Median	= 2	Variance	= .717

(Based on 195 valid cases)

Data type: numeric  
 Minimum code defined as valid: 1  
 Missing-data codes: -2,-1  
 Record/columns: 1/765-766

**q22: Gender**

Interviewer: Record the respondent's gender but don't read this statement or the options.

%	%	N	VALUE	LABEL
VALID	ALL			
44.0	44.0	88	1	Male
56.0	56.0	112	2	Female
-----	-----	----		
100.0	100.0	200	cases	

Min	= 1	Mean	= 1.560
Max	= 2	Std Dev	= .498
Median	= 2	Variance	= .248

(Based on 200 valid cases)

Data type: numeric  
 Minimum code defined as valid: 1  
 Missing-data codes: -2,-1  
 Record/column: 1/767

June 7, 2012



**q25: Rent or own home**

Do you own or rent your home?

	%	%	N	VALUE	LABEL
VALID		ALL			
	94.5	94.5	189	1	Own
	5.5	5.5	11	2	Rent
		0.0	0	-1	Refused

-----  
100.0 100.0 200 cases

Min	= 1	Mean	= 1.055
Max	= 2	Std Dev	= .229
Median	= 1	Variance	= .052

(Based on 200 valid cases)

Data type: numeric  
Minimum code defined as valid: 1  
Missing-data codes: -2,-1  
Record/columns: 1/772-773

**q26: Years in community**

How long have you lived in this community?

200 cases (Range of valid codes: 0-80)

Min	= 0	Mean	= 32.195
Max	= 80	Std Dev	= 17.363
Median	= 32.5	Variance	= 301.474

(Based on 200 valid cases)

Data type: numeric  
Minimum code defined as valid: 0  
Missing-data codes: -2,-1  
Record/columns: 1/774-775

June 7, 2012

**q27: Household income**

Is your estimated annual household income above or below \$50,000?

	%	%	N	VALUE	LABEL
VALID		ALL			
	57.4	56.5	113	1	Above \$50,000
	42.6	42.0	84	2	Below \$50,000
		1.5	3	-1	Refused
-----	-----	-----	---		
100.0	100.0		200		cases
Min	= 1			Mean	= 1.426
Max	= 2			Std Dev	= .496
Median	= 1			Variance	= .246

(Based on 197 valid cases)

Data type: numeric  
 Minimum code defined as valid: 1  
 Missing-data codes: -2,-1  
 Record/columns: 1/776-777

**q28: Highest education level in household**

What is the highest grade/degree level completed in your household?

	%	%	N	VALUE	LABEL
VALID		ALL			
	0.5	0.5	1	1	Did not finish high school
	22.0	22.0	44	2	High school/GED
	25.5	25.5	51	3	Some college
	42.5	42.5	85	4	College+
	9.5	9.5	19	5	Doctorate
		0.0	0	-1	Refused
-----	-----	-----	---		
100.0	100.0		200		cases
Min	= 1			Mean	= 3.385
Max	= 5			Std Dev	= .949
Median	= 4			Variance	= .901

(Based on 200 valid cases)

Data type: numeric  
 Minimum code defined as valid: 1  
 Missing-data codes: -2,-1  
 Record/columns: 1/778-779

June 7, 2012

**q29: # school-age children**

How many school-age (grades k-12) children do you have in your home?

	%	%	N	VALUE	LABEL
VALID		ALL			
	73.4	73.0	146	0	
	11.1	11.0	22	1	
	12.1	12.0	24	2	
	2.0	2.0	4	3	
	0.5	0.5	1	4	
	0.5	0.5	1	5	
	0.5	0.5	1	6	
		0.5	1	-1	Refused
-----	-----	---			
100.0	100.0		200	cases	
Min	= 0			Mean	= .487
Max	= 6			Std Dev	= .963
Median	= 0			Variance	= .928

(Based on 199 valid cases)

Data type: numeric  
 Minimum code defined as valid: 0  
 Missing-data codes: -2,-1  
 Record/columns: 1/780-781

**q30: Closing statement about broadband expanding**

To conclude this conversation, do you wish to offer a closing statement that best summarizes your thoughts about expanding broadband Internet in Tompkins County?

	%	%	N	VALUE	LABEL
VALID		ALL			
	41.1	29.0	58	0	No statement offered
	58.9	41.5	83	1	Gives statement
		0.0	0	-1	Refused
		29.5	59	.	(No Data)
-----	-----	---			
100.0	100.0		200	cases	
Min	= 0			Mean	= .589
Max	= 1			Std Dev	= .494
Median	= 1			Variance	= .244

(Based on 141 valid cases)

Data type: numeric  
 Minimum code defined as valid: 0  
 Missing-data codes: -2,-1  
 Record/columns: 1/782-783

June 7, 2012

### OPEN-ENDED SURVEY QUESTION #3

If you do not have broadband Internet access, either at work or at home, what is the reason for not having access (at either or both of these locations)?

I would have to pay to have the line installed.
Broadband Internet access is not available because our neighborhood is not dense enough to support it.
No companies will come out here to give us broadband. We don't even have access to satellite.
They don't offer it where I live.
It's not available.
I don't currently have access to broadband.
The phone line access suits our needs for now.
We're unable to get anything besides dial-up where we are.
The cable doesn't reach here. Satellite and DSL are too expensive for our purposes.
We live so far away from things.
The only option we have out here is dial-up.
It costs money and we are not into that kind of thing.
They say they offer broadband but that's a lie. We barely get cell phone service out here.
They don't offer broadband where we live so we can't get it even if we want to.
The only option here is through Frontier; there's no cable access.
Satellite is too expensive, so is Verizon DSL. And the monthly download quotas are too low. I would exceed that quota in a week.
It is just not available.
We're pretty isolated when it comes to that kind of connection.
They don't offer any kind of internet where we live (certainly not broadband).
It's not available in this area.
They don't have it out here.
Broadband isn't available here.
It's not available.
It is not available.
I use Clarity connect and there's still not a good signal.
It's not available.
I don't have access to it.
We live out in the country; it's not available.
No other service is available.
I had a computer back when the kids were here, but they've moved out. Now I don't have much use for the computer.
It's not available.
We're 10 miles from nearest service; it's not available.
It doesn't run out to our house.
It's not available here.
I can't get it in this area.
I don't have a computer.
It's not available here.
I don't have access to the internet due to being in the country.
Not available in our area.
It's not available.
It's not available.
I don't use the internet.
DSL is the only option I have where I am.

### OPEN-ENDED SURVEY QUESTION #3

It's not available here.
Not available to me.
I don't get broadband because we don't have the option where I live.
We can't get internet in Enfield where I live. They have it about a mile away, but it won't run out here.
We cannot get it where we live.
Don't have access to it.
The only service available here is dial-up which is too slow.
It's not available in this area; all we have is a radio link.
It's not available here.
I don't have access to anything else.
It's not available and satellite is too expensive.
Not available out here.
I live in a remote part of the county and it's not available in this area.
It just too expensive. We don't really have the option to get any kind of service out here.
There's no cable and it's not available here.
It's not available on my road.
None of that is available.
Because we're out in the country and it's too expensive.
I live too far out; it's not available.
It's not available around here.
I'm in Newfield and the only option is dial-up. Nothing else is available.
There's no access to any form of broadband: no DSL, no cell phone, no hot spots or cable connections.
It's not available. There's no signals.
This is the best we can get (fixed wireless).
Not available.
It's too expensive and there's no access.
It's outrageously expensive because there's only one provider.
I don't want internet access at home.
I think they did come out with it out here through Frontier, but we don't have a computer.
Not available.
It's not available.
I don't really use the computer.
Don't have access.
As far as I know, it's not available.
I have enough of computers while at work.
I used to have the broadband, but it's way too expensive.
I haven't looked into it, but I think it's pretty expensive.
It is not available to me at home.
They don't offer broadband where we live: our only options are satellite or dial up. We've been able to get faster satellite recently, but it goes down in bad weather so it's not super reliable.
Empire Telephone does not provide that service.
I'm a woodworker and there's too much dust for computers.
Cable is not available where we live.
There is no internet access to my household. I live 1.5 miles away from the cable.
It's not available in my area.

## OPEN-ENDED SURVEY QUESTION #5

If you think high speed Internet access is somewhat important or very important, can you tell us how high speed Internet access might help the community?

That's the way everything works today. If you don't have computer skills and information, you don't get anywhere.
I work in a school; schools need Internet access. Not just the students, but also the teachers both in the classroom and at home.
I think it would put us in touch with businesses and information. You feel like you are living in the dark ages when you don't have the internet.
In the world today, it is expected that everyone have Internet access. "You should be able to read it on our website" is something you hear more and more. It comes up in meetings all the time. In education today, even in grade school, kids need to have Internet access to complete their homework. They need this at home. When it comes to business, businesses need to be on the web, that's just the way it is. It's necessary for the economy.
It allows people to work from home.
I think that people need quick access to everything online.
Increased access to information.
It's helpful when you are researching things like making big purchasing decisions.
It will help connect people and let everybody know what's going on.
It's important for students (middle school and up) and adult students continuing their education.
Paying bills. banking online, reducing paper.
For educational needs. I have to try to get to the library to use the internet now.
Keeping in touch with family all over the country. Downloading entertainment. Getting involved – I'm actually registering online with a sleep study.
It will help us be connected and not take up a phone line.
It seems like access to the internet is very important for anyone who's currently in school.
I take online courses to get my nursing degree. I also use it for online banking. It's a lot easier for me.
It is so easy these days to learn things so quickly.
I'm a 66 year old man and I don't know a lot about this stuff. But I think it's important for everyone. I used the Internet to do my taxes (Turbo-Tax).
It would allow companies to do more online versus the phone.
I just got Internet access six months ago, so my high school daughter could do her homework. She didn't have time or the ability to go to the library.
It's helpful for work. I can connect to my computer at work from my computer at home.
It will allow us to not waste time.
People use computers every day and it's a necessity.
I like being able to look up health issues. I use WebMD.
I do a lot of research and I hate waiting for it to download.
The news media are transitioning to the internet. People need more methods of "pulling" information. I rely on internet news and opinion websites.
I guess anyone in school needs it. It is important to have this access for social and business reasons.
My neighbors have kids who need better internet for school, so that'd be helpful for them.
Makes it easier to retrieve information. A lot of things are done strictly online now (like NY taxes).
Social activities. I have to tell people to stop sending me pictures, I just don't have the bandwidth. And there's online banking, it takes a few minutes per page on dial-up. And I want to take some online courses, can't even consider it with dial-up. Broadband is almost as important today as having a telephone.
Access to information is vital to everyone. Detailed info is online. Government services are online. With dial-up, it just takes too long.
There's a lot of information out there. Parents need to get info from the school.

## OPEN-ENDED SURVEY QUESTION #5

A lot of business is now done through email. It's easier to communicate that way.
It's important for kids to have access to the internet to do their schoolwork.
Access to online purchasing, banking, etc. These tasks are extremely difficult with dial up.
I think it's necessary; this is the 21st century now – you need internet.
I'd like to be able to watch news clips without constant buffering.
It would connect me to the outside world.
Medical services require real time data using the internet to provide services to patients. Banking online would be easier and more productive if the service was much faster.
It makes it easier for individuals to communicate with each other.
In this day and age, it's vitally important to kids in school.
It allows people to work from home, allows access to information, and allows shopping when the weather is terrible.
People would have more information at their fingertips.
Everyone should have access to the internet by this day and age.
It'd be quicker to go online and pay for things.
I think it's important for students because schools are relying more and more in the internet. It's also useful for communicating with other people.
It would make people more productive as they would have access to a lot more information.
It's helpful for people to be able to stay connected.
Equality of access is most important.
It's easier to pay bills, shop, and research online. If you don't have access, you can't help your kids with their schoolwork.
It would help my kids with their homework.
My kids (kindergarten and 2nd grade) need access to the internet for research purposes.
It's easier to obtain information.
It levels the playing field because there's a disadvantage to having a slower connection. Also, for education my daughter needs to access the internet and it's not fair for her to do her online schoolwork on a really slow connection. It hurts the youth and the small business owners, primarily.
It gives you the opportunity to look up different things like what's best or cheapest. There's so much to find online.
My kids and I are students and we need it for educational purposes.
Most people live here and work someplace else, and Ithaca and Tompkins County are the kind of place people would prefer to be in. I'd still be living in Washington DC if I didn't have Internet.
It makes things easier for email and for finding out specific info. High speed access makes things more efficient.
It will connect us to the rest of the world. It will take this community out of the dark ages and bring us to modern times.
I think in society today everyone wants to be connected to the high-speed internet. No one wants to wait for slow connections.
It will improve communication.
I am considering a home consulting business that hasn't begun yet and it's essential that I have it. I'm in Enfield Falls and there is no access to broadband or cable TV near my household. There is no desire shown to extend the cable down here. The only option is dial up and that is unsatisfactory.
It's helpful. By being able to get information more easily.
Better access to current events information would help make better economic decisions.
I'm a student and would benefit greatly from this service.
People would have access to information.
It gives everyone access to information.
It would help us be more connected to everything.
Get us connected to the full world.

## OPEN-ENDED SURVEY QUESTION #5

<p>There are a lot of people and businesses who would be reluctant to locate somewhere that didn't have high speed access. It's a critical equity issue. We all hear about the inequities in educational outcome surrounding people of different ethnic groups, but the same shortfall is seen in rural areas. If those kids go into schools without comparable internet access, they are just falling farther behind.</p>
<p>It would help us stay better connected.</p>
<p>Mostly for students to have similar access to any and all information.</p>
<p>It's a good way to advertise and it's a good way to check on news and anything going on in community. The younger generation aren't using print, they go on Google.</p>
<p>For people who run businesses, they would be able to get more customers. It's also useful for educational purposes.</p>
<p>We have international customers so it really helps.</p>
<p>I don't think I'm the right person to answer that question. What we have, 5MB per second I think, is perfectly adequate.</p>
<p>I consider it to be an essential tool for keeping in touch with my community and every place else around the world.</p>
<p>It would be great to have so that people will be connected to each other.</p>
<p>I may be biased because I worked for computer services for years. I worked with the guy who developed Skype, etc. I struggle to make sure that I keep internet as a disabled person because otherwise I'd be disconnected from the world.</p>
<p>Better goods and services.</p>
<p>It would help us with education, social opportunities, shopping and entertainment.</p>
<p>In order to be able to access anything, one needs the internet.</p>
<p>I think it's all about being left behind if you don't have the access to information. So much of our social functionality has shifted to the Internet that you risk being deprived of all kinds of resources if you don't have it.</p>
<p>I think it would be nice to pay bills online. Kids can do homework research better.</p>
<p>I use it to stay connected at home and at work. Everybody needs to be electronically connected in this electronic age.</p>
<p>It would connect us all and make it easier to get information.</p>
<p>I think it's good for kids in school.</p>
<p>Internet access is a public good and should be available to everyone. It should be available to everyone and should be one of the most important priorities of county government.</p>
<p>It certainly helps me if I want to find out about a local business or how to get somewhere. I can always jump on the company website to get hours and contact information; it's easier.</p>
<p>Local businesses would be a lot more productive and efficient.</p>
<p>A lot of children need it for school.</p>
<p>I think for education and business high-speed internet access is extremely important.</p>
<p>It will help people look for jobs and to work remotely through the internet.</p>
<p>In order to be able to communicate with each other. Any sort of business needs internet in order to function in today's economy.</p>
<p>Everything is online and it's becoming a necessity in our society.</p>
<p>People can research things online and become more informed. People use it for everything these days, so I think it's important.</p>
<p>It will keep us better connected to everything.</p>
<p>Encourages people to start businesses at home.</p>
<p>It makes everything easier and quicker by access to information.</p>
<p>Allows them to access news and keep up to date on various things without having to use a vehicle.</p>
<p>I think that it can broaden horizons and get us up to date. Get with the times! Also, if you're looking at it from the standpoint of business, it takes too long for me to sell things [if I didn't have the internet].</p>
<p>Information is empowering and more access to it will give people more opportunities.</p>
<p>I think for everyone to have it, it'll be good for the kids. A lot of small business would benefit as well.</p>
<p>It makes property more valuable and increases the ability for people to work from their own homes.</p>

## OPEN-ENDED SURVEY QUESTION #5

It would be most helpful for small businesses and children in school. So much is online these days that it's kind of hard to get by without it, even though that's what I prefer to do.
Educational purposes and people who are shut in could have entertainment.
It would help businesses, education, and residents stay connected to the rest of the world.
It would help my daughter because she does most of her business online.
It will give us all more information and that's crucial.
Much more of our world is online and so for any sort of business or education it is almost a necessity.
It has become a custom in the United States to have high-speed internet. Just because we choose a rural place does not mean we should be treated like second-class citizens. Ithaca City School District requires students to use the internet, so they'd be at a disadvantage without it.
It's essential; kids in school have to have internet for education.
For families that have kids in high school - they need it.
It levels the playing field a bit. I don't think people in rural areas should be at a disadvantage.
Improves communication and access to information.
I think it's much easier to use the internet than rely on paper for anything anymore
It would help people connect to everyone.
It could only help the community. It's no good to be so disconnected these days, it's like people are being left behind.
It affords a level playing field for anyone to have a home business, social interaction, all the things available for online retail or just doing family things (putting pictures up, online banking, etc.). I work all day on computers, but cannot work from home.
The ability to gain information quickly is a positive thing.
Being a business owner, I can do business on the internet. As a homeowner, it gives me more access to information.
It's good for getting customers. Good advertising.
For the community to be informed.
Just the passing of information. Out here, it's the stone age where you wait for a phone call or snail mail.
We'd have more information and make it a level playing field with other counties.
It gets everybody connected.
It would be helpful for my grandkids, so they're able to do their homework.
Kids need it for projects and to access available services in the area.
It would help with the education of rural areas. Social networking helps people connect with others and it'd also help with online banking and bill paying.
It would be helpful for everyone to be connected to the internet. So many things are related to being online that it's really a problem to not be connected. One of my sons is in college and it was very difficult for him to do his work with bad internet.
Provides better access to general information.
Allows people to be better informed and in turn, make better decisions.
Any increased access to educational materials is good as well as having access to news for people who live out in the country.
I think people would have an easier time finding jobs and educational opportunities.
Using it for working internationally from home.
Kids will be able to access educational resources. People will more easily retrieve information and business owners can connect better with their customers.
We have a lot of students and a lot of businesses that could use it and would use it. People offer work from home now or take work home.
People would be able to get information more easily.
It's really important for college studies.
Better communication.

## OPEN-ENDED SURVEY QUESTION #5

Would allow us to save time and paper and pay our bills online.
Just about everything we do now asks for some kind of internet connection-- banking, taxes, medical. We can do everything over the internet and it's important that it's available.
It would tremendously help, especially with sharing information.
It is the modern world; we need it.
I think having affordable internet is incredibly important for multiple reasons.
There are very large shared files on fracking and you cannot view this information or data without high speed internet. I also research on owls both at work and at home—this would not be possible without broadband. My wife is an artist and cannot share images of her art without broadband.
I'm involved with non-profit organizations. We struggle with getting the word out. The Internet is an important way for us to connect to the community.
Keeps people more informed.
It'd be extremely helpful for my kids. They've had problems with needing to do homework, but the internet is down so they can't complete their work. We'd love to be able to stream Netflix or play online computer games, but we can't load anything due to the slow speed.
It'll help the kids and businesses.
Access to information.
As a retiree, a lot of information about health is online.
It would improve communication between people and allow them to access information.
For research of any type, it's a necessity.
It couldn't do anything but help. Everyone should have internet regardless, it's too difficult to do anything without the internet these days.
I'm a business owner, so I think the delivery of information relative to services available for people or the ability to communicate quickly and effectively is crucial.
For me, it would increase efficiency with my customers. Instead of me going to look at something, we can discuss it back and forth on the computer and that helps a lot.
It's difficult to access the internet here and I need it to communicate.
My internet access is so slow that I can't file my tax returns online, so logistically my business would be much more successful if it had broadband.
It helps school kids learn more because they have more educational resources and it connects people with news.
It would provide an opportunity to more rapidly connect with different organizations.
All my relatives are on Facebook, I feel left out.
More availability of the services around.
Having the internet as a method of communication and a source for information is essential.
It would be very helpful for business owners to have reliable and higher speed internet because it makes your business run more smoothly. My wife runs a small business from home sometimes, but it's difficult to get online at times.
The internet is useful for everything: job listings, health information, and staying connected to family members.
Anyone who has a small business needs access to internet for their business.
It would help small businesses.
All information is now on the internet; we should all have the opportunity to access that information.
It can help with communication and exposing businesses.
I think it's beneficial for families with children who need to access the internet. Being able to pay on bills online and help the environment is great too.
Provides better communication to the outside world—we'd be better educated.
I think it is helpful for access for education classes online. The problem I have now is I can't stream video education classes online and it is extremely frustrating.

## OPEN-ENDED SURVEY QUESTION #30

To conclude this conversation, do you wish to offer a closing statement that best summarizes your thoughts about expanding broadband Internet in Tompkins County?

<p>I would have switched to broadband, but what Time Warner Cable was going to charge was absolutely ridiculous.</p>
<p>We would like to have high-speed Internet in this house. And we intend to sell the house in a year or so. Not having Internet access is not a selling point. This is a big deal for us, and for property values.</p>
<p>We are outside the range of cable and we wish they would service our community. I think county government should influence the cable company here.</p>
<p>I'd be really interested in having wireless access. I'm currently stuck to my computer and it'd be nice to be able to move around. Also, I'd be interested in being able to combine my broadband with my cable and other services in a bundle, I currently pay for it all separately.</p>
<p>I think there are more important things to worry about in Tompkins County, such as roads. We live on one of the crappiest roads in Tompkins County. We live on a TC road which is unpaved, and it's awful. Nobody listens when I call to complain about it. Tompkins County and Danby both point fingers at each other when it comes to taking care of this road. What with car repairs, it costs me money to drive on this road.</p>
<p>I'm particularly concerned about the ability of people in school to do well when they don't have reliable internet access. Both my mom and I are currently in college and it's very frustrating to try to work out of our home since we only have dial up. My mom's registration is all online, but the webpage won't even load because it wasn't designed for dial up. We can't watch or load any movies or even short videos because it goes so slowly and uses up all of our monthly internet. We've spoken with Time Warner several times, but their lines stop just short of where we live (near the Tompkins and Cayuga County line) and they've refused to extend their lines because it's not financially worth it for them.</p>
<p>I attended a meeting about broadband last week and at the meeting they mentioned the possibility that households with children on the free lunch program could qualify for internet access (I think specifically the broadband internet, but I can't remember) for \$9.25 per month. While I think that program would be very helpful, I'd like for that to be expanded to senior citizens and those with disabilities since having internet access is one of the only ways many of these people interact with the outside world. I don't know how it would work but I want to try to help residents who don't have the option to interact with people to have some access to the outside world.</p>
<p>I think it's very important that people who live in rural areas have the same opportunities for internet access that the people who live in town have.</p>
<p>I want better cell phone service! The Town of Caroline has really spotty coverage. If you're going to address the internet issue, you might as well tack on cell service too!</p>
<p>I think this is incredibly important. I home school my kids, as well as tutor out of my home, and it makes it very difficult to teach when I'm so limited by dial-up internet. I can't show any videos or stream hardly anything because it A) goes over the megabyte limit and B) won't load even if we could download the whole thing. It's difficult to even quickly look up topics we're interested in researching because we don't have reliable access. It seems like the majority of people who don't have internet access or who have poor access are people with lower socio-economic status and I find that very troubling. There are these rural pockets where technology isn't even a possibility and I'm very worried that we're leaving these people behind. Access to internet for all people is a huge issue both across the country and for my family personally.</p>
<p>I'm really glad Time Warner expanded Road Runner to this neighborhood. It makes a big difference.</p>
<p>I think that internet access is very important especially for education. It's opening up so many more opportunities for schooling that weren't available even ten years ago. Having more access can only be a good thing.</p>
<p>I hope everyone can get access. We are signed up with the only provider that serves this area. I'd like to see marketplace. As for local government, I don't want government dictating terms of who can be in the marketplace and who can't.</p>
<p>I think that there is a lot of poverty and kids that can use this to get a more equal footing and I will pay taxes to make it happen.</p>

### OPEN-ENDED SURVEY QUESTION #30

I think that education is the most important reason to have internet access. It's nearly impossible for kids to be able to do their work without having access to the internet. Even for adults, doing work and even getting jobs it's so essential to have internet access to be able to effectively do their jobs. I think it's just a huge problem in this area and I'm glad that the county is finally doing something about it.

I feel uninformed about all this stuff. I would like to have a brief and unbiased primer on this subject. I'm thinking a mailer, something that I could read. I don't have time to go to any meetings or anything like that. I'd like to know who is proposing what, what the costs are, and how much we're going to have to pay.

How exactly can Tompkins County make things better? What can they actually do? I don't think they are business minded. They don't know how to do some things well, and I don't know why. They seem to be well educated.

The only way I would use broadband is for my business at a bed and breakfast. I would use it to help other people with respect to my business, but only if it is affordable.

Frankly, I'd be happy with any internet dial-up or better. I currently use DirecTV for cable but the only internet I can get is through my iPhone, so I end up spending \$250 per month between the two and it's pretty outrageous. I'd be very interested in being able to bundle my internet and cable. I have a laptop but I've never been able to use it since I don't get any internet. We've talked with the internet companies around here but they're not willing to extend their cables so we've just been out of luck for years and years. I'd love for the county to finally take us into the 21st century!

I really don't care. If the government is going to do it, it is just going to cost more.

The only options we have here is the dial-up internet and it's crazy expensive. We've talked with Time Warner and they tell us to come back with \$12,000 to extend the cable down the road by three houses. I can't afford that! It's ridiculous that the end of my street gets broadband, and in theory I'm supposed to, but there's nothing here. I don't care who's involved at this point, we need to bring our town into the 21st century. I'm also very concerned about having accessible internet for senior citizens, particularly folks on fixed incomes who can't afford to spend upwards of 10% of their monthly budget just on internet. This is a huge problem and I'm glad that the county is finally trying to do something about it.

I just think it should be an option available especially in rural areas, especially with all the technology we have.

The internet needs to transcend economic boundaries. It needs to be available to everyone. It is no longer a luxury. It's that important.

I think it should be available to everyone.

I really just want to have an option to have high speed internet. I can only get the dial up now and even though I don't have a lot of money to spend on internet access (I'm on social security), it would be nice to have an option.

I think the community has an obligation to expand it, it's important to have access to information. It's important for our democracy that everyone has broadband internet.

Bringing broadband to everyone will improve the economy, employment, and tax revenue. I think it would pay for itself, I don't think taxes would have to go up, except may be in the short term. Real estate values would go up. I have neighbors who say, "If I knew this neighborhood didn't have broadband, I wouldn't have moved here." As for me, I knew the Internet would be a big deal, I just assumed it would reach me where I bought this house.

It is just impossible to exist in the modern society without the internet. It is the nature of the rural country that they need to be incentivized to get it as the telephone was years ago.

I worked in Pennsylvania for a while and Philly was supposed to get it for many places. We should be able to learn from them and make it happen here.

Some kinds of broadband are very expensive, but kids need it.

It would probably be a great service, but I don't know how many people would want it. Some might, some might not—we're not all the same. The people on this road are well educated, but around the corner, I doubt they are interested.

It's really important to me to have affordable internet access. We can't even get cable tv where we live so we certainly can't get high speed internet. The only time we've been able to afford anything was dial up just while my daughter was in school since it was essential for her to do her work, but even dial up was unusable.

### OPEN-ENDED SURVEY QUESTION #30

<p>It's just ridiculous that we don't have internet access beyond dial up. Luckily I work for Cornell and I'm able to use the computer for personal reasons, otherwise I wouldn't have any internet access because dial up is too frustrating to use.</p>
<p>We feel discriminated against, not having real broadband in these rural areas. The best service we can get is lousy, and overpriced.</p>
<p>I'm glad the county is seeing this as a priority and that they are taking the necessary steps to research the options and needs because it is a very important topic.</p>
<p>I think it is not for the government to do and beyond that I do not have anything to add.</p>
<p>Government takes too long to make decisions. This is not just a problem of local government, though.</p>
<p>I have broadband, but it is way too expensive and very unreliable. Also the usage is limited. High-speed internet access is now expected in society, and those without it are at a great disadvantage. Especially in educational settings and local businesses, it's very hard for youth in school to compete and local business with bad internet access to compete with people who do have those things. Not having high-speed access is an unfair disadvantage and the playing field needs to be leveled by making it available.</p>
<p>The schools are moving ahead with technology. If schools are going to require that students have access to the Internet, which they pretty much need just to do their homework, then it should be available for everyone. My first grader comes home from school and says, "Momma, I need to do research on the Internet."</p>
<p>I think it's more valuable to the medical community than me. It wouldn't make a difference if I had it, I would only be interested if it were cheaper than the satellite internet we have now.</p>
<p>I think it should one of the county's highest priorities.</p>
<p>I think it's important because it seems like internet access is relative to one's economic status, but we could all benefit from a better flow of information and access to local government information. Then we're able to make informed decisions.</p>
<p>I think this is a really important thing, and was really surprised to see broadband internet access wasn't available even six miles from Cornell's campus. Major issue.</p>
<p>People who don't have high speed internet access are going to great lengths to obtain access and it is becoming vital for the world we live in.</p>
<p>It would be nice to have a reliable source of it. Out where we are, it's basically only Verizon that comes out here and it's getting better as they build more towers but it's inconsistent.</p>
<p>I'm 90 years old and the internet is not important for me to have, but I do think it ought to be available for all residents in Tompkins County.</p>
<p>Danby, my township, has been working on this and I approve of what they are doing. I think it's good for business, and also for political involvement. I think internet access is important for staying up to date on national and international news issues. This is important for democracy. The Arab Spring happened basically because of the internet. I think free speech is a good thing.</p>
<p>I think they should. There should be federal funds for that to happen. That has to do with politics.</p>
<p>Tompkins County needs to move into this century. We're stuck in the stone ages.</p>
<p>I currently use a Verizon plug in that pays for my phone bill and gives me internet access on my laptop, desktop and tablet but it costs \$140 per month. Most of my neighbors are able to pay for satellite dishes, but that's way out of my price range. I'd be very interest in broadband if it was cheaper than what I'm currently paying but I'm not sure if it would be.</p>
<p>I'd just like internet already! I would be super happy to give you my opinions or any information. Regardless of whether if there's enough people or not who request it, it's been 21 years now they've been trying and it's time.</p>
<p>I think this is a really important opportunity for the community to all have high-speed internet access.</p>
<p>It'd be great, but I don't think it's the government's job to do it.</p>
<p>I think expanding broadband is vital to the community and needs to be done as soon as possible.</p>

### OPEN-ENDED SURVEY QUESTION #30

I know about government, I work in the highway department. Government is very short-sighted. They never look down the road. I'm worried that whatever they do, it will be obsolete in six months. I've never seen any industry where things get antiquated so quickly.
Stay away from power line feeds for broadband when it's installed.
If I had high speed internet access I would be able to get a lot more done online as the connection would be much faster. Also, when I am online I cannot receive phone calls which has been a problem in the past.
I think it's something that should be available to everyone given the technology today. The county is somewhat responsible to ensure that everyone is provided this technology and it helps the county in turn by promoting business growth.
It would be nice to have.
We'd love to have broadband.
I think high speed internet is a very important thing for every community and it should be made available to every resident. We don't have cable access where I live, so I'm not confident that we'll ever be able to get high speed internet, but it would be incredibly useful.
Please make this available. It's just ridiculous to be cut off from resources and society in this day and age.
I think there should be an expectation put on the companies to expand each year, especially if they have a monopoly (also, should not subsidize for a company with a monopoly). We need a 2-3 hour training session with strategies on how to move forward with the progress of expanding broadband internet.
The way Internet is currently set up here, it is up to the individual companies like Time Warner whether or not to extend service to certain areas. Since they have a monopoly in most cases, in the areas they service, they can simply decide it's too expensive to expand their services. I can appreciate the difficulty in doing that from a business standpoint, but if you have a monopoly in a given area, then you should have a certain responsibility to make sure high-speed Internet services are made available to everyone. I think that municipalities should be involved in helping to make this happen because it can really hold kids back in school (not having Internet access).
A lot of people are really conservative and that might affect it.
In a democracy, access to information is critical.
Hurry up!
I just want to make sure that the county realizes that while this is a really important issue, I don't want this to end up as court mandate that receives no funding. Also, internet is important for people's health; it's crucial to be able to connect with your community.
I just think it's a good idea.
I just think it's a necessity with the way everything's moving. I think it's very much needed in our community.
We need more internet options in my area. We can either pay astronomical amounts of money for broadband or satellite or you can't have anything. I know that dial up is slower but many people around me can't afford to spend \$100 a month on internet because they're already spending that much on cable and it's just too much. I'd really like the county to be involved in helping us find a solution. (I live in Lansing near Groton).
A community has to operate on an informational basis and I feel broadband is the best way to share complicated information.
The "high-speed" internet service I have is poor quality; it's slow. We're buying the highest speed available at the moment. It's barely good enough for our needs.
It's almost a requirement for everyone, especially for school-age kids. I would just be concerned about any potential cost to taxpayers if county government gets involved.
I think it's important but I don't think that the cost should in any way be on the back of taxpayers. Am I opposed to a private organization undertaking an effort to make it happen? No. Not at all, but I just don't think there should be any government involved.

### OPEN-ENDED SURVEY QUESTION #30

I'm currently paying a premium for sub-par satellite internet service. I'd happily continue to pay my high monthly price of nearly \$75 if I felt I was getting my money's worth—meaning a fast and reliable connection.

Sometimes it's good and sometimes it's bad; kids now have tablets in school and can take them home. There's pros and cons.

The libraries provide a valuable resource, Tompkins County should not turn its back on funding the library's Internet services.

Even though I have internet access through Frontier which is DSL, infrastructure is important and my internet speed (which I check) is closer to dial up levels.

It's very important for Tompkins County residents to have high speed internet access and if it won't be provided by the private market, it should be provided by government.

It'd be wonderful if Time Warner Cable delivered to households in the Town of Danby. Apparently they require a minimum of ten households in a certain radius to deliver their services. We don't have ten households, but we do have a couple apartment complexes which in my opinion is 15+ "households", but Time Warner counts the complex as one building/home.

Time Warner started building a line towards us on Sebring Road about 12 years ago and then completely stopped. Our area was underdeveloped then, but now there's plenty of houses. If Time Warner spent a little bit of time and money to finish that line, they'd be in great business. We've signed a petition and everything, but no luck yet.

I just think that if you want access, you should be able to have it. We have to struggle sometimes by going to friends' houses in town to use it.

# **APPENDIX C**

## **REPRESENTATIVE NEWS RELEASES**



Inclusion Through Diversity

Marcia E. Lynch, Public Information Officer  
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April 25, 2011  
TWO PAGES

## **FOR IMMEDIATE RELEASE**

### **State Officials Advise County Committee on Broadband Initiatives**

Two state experts provided a community briefing today on programs at the state and federal level related to the development of broadband service, invited by the County's Broadband Committee to assist as the committee works to help shape future County policy regarding the extension of high-speed internet access to all parts of Tompkins County.

David Salway, director of the Enterprise Program and Performance Management Office and the Broadband Program Management Office for the office of New York State Chief Information Officer and Office for Technology, and William F. Johnson, Deputy Director for the New York State Office of Cyber Security, offered information and answered questions, at a special community meeting sponsored by the Broadband Committee.

The special committee, established last year, by Legislature Chair Martha Robertson, is charged with exploring issues and advising the Legislature on how to best promote broadband technology countywide, addressing the needs of unserved and underserved residents, fostering public-private innovation, enhancing existing capabilities, and supporting good governance.

Mr. Salway outlined the New York State Broadband Plan and the National Broadband Plan. Both programs seek to document and analyze where broadband service is available and also consider the adoption rate—that is, where such service is available, what proportion of potential users takes advantage of it. Among the long-term goals of the national plan is to make broadband service available for all U.S. residents and to increase the adoption rate from the current 65% to 90%. (The charge for the County Broadband Committee was drafted using the outline of the National Broadband Plan.) Mr. Johnson described the State's broadband mapping program (which may be accessed online at [www.broadbandmap.ny.gov](http://www.broadbandmap.ny.gov)) and its results so far.

Legislator Pat Pryor, who chairs the Broadband Committee noted that the committee's investigation of unmet needs for high speed access includes many factors—where there is no coverage, where coverage is unreliable, slow, or unaffordable, and where broadband is available what other needs exist. Over the past five months, the committee has been gathering information and working toward recommendations in the areas of the level and quality of current access; funding (including possible partnerships or collaborations); and how to increase awareness regarding broadband service issues. She noted that today's presentations were important to help the committee, and the community, “stay abreast of the latest developments in broadband service.”

Mr. Johnson reported the mapping in general shows a high level of broadband availability in the state, but conceded there could be a bit of inflation in the data, since the information is organized by U.S. Census blocks. He also said, while the data for Tompkins County shows widespread availability, there are areas not served, and that adoption rate factors such as affordability are yet documented.

Asked what the County might do to assist and prepare to be well positioned for competition for future broadband funding, the speakers suggested the committee review and validate the available data; assess community needs for broadband service including the type of support that would be helpful; and examine the broadband map and alert the State about any data adjustments that might be needed.

*Contact: Legislator Pat Pryor, Chair of the Tompkins County Broadband Committee, 319-0507.*

**- END -**



Inclusion Through Diversity

Marcia E. Lynch, Public Information Officer  
607-274-5555, Office  
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January 17, 2012

*From Highlights of the Meeting of the Tompkins County Legislature, January 17, 2012:*

**FOR IMMEDIATE RELEASE**

**Committee Issues Recommendations to Achieve Universal Broadband Service**

After more than a year of research and deliberation, the Tompkins County Broadband Committee presented its recommendations to the County Legislature regarding how to best extend broadband Internet service to all in Tompkins County. The Committee was charged to “advise the Tompkins County Legislature on how to best promote broadband technology countywide, to address the needs of unserved and underserved residents, foster public-private innovation, enhance existing capabilities, and support good governance.”

Noting that quality Internet access is a necessity for daily communications and transactions for every citizen, the Report documents that, according to a “gap map” recently prepared by the Committee, more than 4,700 households and businesses in the County’s rural areas lack reliable broadband access (a greater number that state and federal sources identify). Although broadband technology exists, the Report notes that the cost for commercial providers and the price for individual subscribers are too great to extend the infrastructure into the County’s less densely populated areas.

Based on its analysis of the options available, the Committee recommends that the County, in collaboration with other stakeholders, proceed to implement universal broadband Internet access in Tompkins County, using “fixed wireless” technology. In the “fixed wireless” approach, a broadband signal is relayed from a central office to a distribution point, such as a cell tower or telephone pole; the distribution point then sends the signal wirelessly to a fixed end point (receiver) on the home. The Committee recommends this technology as the most cost-effective option for meeting current requirements, with a projected capital cost of from \$300 to \$800 per household. The Report states the technology could be easily deployed through local companies and could be easily enhanced in the future.

“Implementation of a Fixed Wireless option now will allow us to accomplish the goal of universal broadband Internet access at a moderate cost, while preserving options for future upgrades,” the Report states. “We are confident that this approach will serve the citizens of Tompkins County well, enabling the County to address both current and future needs.” Among other recommendations, the Committee calls for drafting of a business plan, so that the County is prepared to respond rapidly to future funding opportunities, and that the County have substantial funding available and be ready to commit matching funds, should such opportunities become available.

The Report is available for review and download on the Legislature's website: <http://www.tompkins-co.org/legislature/>. A paper copy may be obtained from the Legislature Office, located on the second floor of the County Courthouse, 320 N. Tioga Street, Ithaca.

*Contact: Legislator Patricia Pryor, Chair of the Tompkins County Broadband Committee, 319-0507.*



Inclusion Through Diversity

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March 23, 2012  
ONE PAGE

## **FOR IMMEDIATE RELEASE**

### **County Broadband Forums Continue March 28 in Caroline**

On Wednesday, March 28, the County Legislature's Special Committee on Broadband will conduct another in its series of Community Engagement Forums, as it asks residents to assist in its work to determine how high-speed internet access can be achieved for all county residents.

The forum will be held at Caroline's Historic Town Hall, 2670 Slaterville Road (Route 79) in Slaterville Springs, beginning at 7:00 p.m. The forum will provide residents the opportunity to learn more about the work of the Broadband Committee, talk about their specific broadband Internet access needs, and share their ideas on how expanded high-speed Internet access can benefit the community.

While the session is held in Caroline, it is not limited to Caroline residents. Anyone from throughout the county is invited to attend.

The Committee is charged with advising the Legislature on "how to best promote broadband technology countywide, to address the needs of unserved and underserved residents, foster public-private innovation, enhance existing capabilities, and support good governance." It has been working on the issue for over a year, and handed up its initial recommendations to the Legislature in January.

Copies of the Committee's report will be available at the meeting, and may be reviewed online at the Legislature's web site at <http://www.tompkins-co.org/legislature/Broadband%20Full%20Report.pdf>.

Future Community Engagement Forums are scheduled on Thursday, April 19 at the Ulysses Town Hall (focus: Ulysses/Enfield); and Wednesday, May 9 at the Newfield Town Hall (focus: Enfield/Newfield). Forums have been held previously in the Towns of Lansing, Danby, and Groton.

For more information about the March 28 forum in Caroline, contact Legislator Pryor at 319-0507.

*Contact: Legislator Patricia Pryor, 319-0507, Chair, Special Committee on Broadband.*

**- END -**

# **APPENDIX D**

## **SUMMARY OF REPRESENTATIVE COMMENTS FROM THE FORUMS**

REPRESENTATIVE COMMENTS FROM BROADBAND COMMUNITY ENGAGEMENT FORUMS, 2012

FORUM	ACCESS	ACCOUNTABILITY	TECHNICAL	FINANCIAL	OTHER
Lansing 2/28/12 Attendance: 21	<p>Internet access required for rural businesses to survive—had to pay exorbitant fees to extend service to his business.</p> <p>Business may be lost if internet is not available.</p> <p>Lack of internet access handicaps students.</p>	<p>Greater accountability needed from providers.</p> <p>Can the school system be an advocate?</p> <p>Need a bigger buy-in to effect change.</p> <p>There is value in competition among multiple providers.</p>	<p>Numerous questions about the Dryden system; how it was funded?</p> <p>System between Seneca &amp; Cayuga Lakes ("Air Access")?</p> <p>What about the County's Public Safety Communications system?</p> <p>Implementation timetable if funds were available?</p>	<p>Don't rely on grants—may not come and, if they do, service will not be immediate.</p>	<p>A unified system (throughout the county) is needed.</p> <p>Lansing needs to take a leadership role.</p>
Danby 3/5/12 Attendance: 32	<p>Impact on property values with lack of internet access.</p> <p>Better broadband access in SE Asia than in Central New York.</p> <p>"Thank you on behalf of students"—huge educational gap for rural students without high speed internet access.</p> <p>Broadband access also important for medical care and records access.</p> <p>"True broadband access is essential to education, to work, and to all of the transactions of daily life...the route to an educated and informed citizenry (and) essential to Democracy. Especially important that broadband access be easily available to all regardless of geographic, economic, or social circumstance."</p>	<p>Much discussion of denial of service through Time Warner – appropriate use of franchise agreements?</p> <p>Many stories of high service costs and low speed results.</p>	<p>Need to update the NYS "coverage map" – how can that be done?</p> <p>Need to fund build-out to the "last mile."</p> <p>Asked about potential technical solutions: use of 9-1-1 towers; tower/poles; neighborhood relays?</p>	<p>Initial investment required?</p>	<p>Names of Internet Service Providers in/near Tompkins County?</p> <p>This is a national problem. Is anyone working on it at this level?</p>

FORUM	ACCESS	ACCOUNTABILITY	TECHNICAL	FINANCIAL	OTHER
<p>Groton 3/14/12 Attendance: 9</p>	<p>TC3 students living in rural areas affected—many can't afford broadband at home. Must return to TC3 to use their services.</p> <p>Impact on real estate values from lack of broadband access.</p> <p>"Two-boost" &amp; WiFi provides marginal access, not ideal. Business has DSL, but gets slower and slower.</p> <p>Business is limited in what it can do with lack of Internet access. "Internet has to exist, be available for this Town to thrive."</p> <p>Telemedicine important, esp. for seniors.</p> <p>Knows people getting online degrees.</p> <p>TVs going to streaming, so regular TV may not be available.</p> <p>HughesNet – speed can be less than dial-up. Charges for &gt;250MB.</p>		<p>How will infrastructure deal with hills and valleys?</p>	<p>How can we finance it?</p> <p>Any opportunity for the homeowners who can afford it to pay the \$300-800 (referenced in the report)?</p> <p>Need to "search and destroy" to get funding, and need the "political will to move forward."</p> <p>Non-profit model: would it be tax-deductible?</p> <p>Need tax credits as incentive. This needs to be a priority.</p>	<p>Asked to distribute names of attendees to each other for interaction.</p>
<p>Caroline 3/28/12 Attendance: 10</p>	<p>"My dream is that broadband is a public utility and would be available to everybody without having to depend on a private company."</p> <p>Concern about potentially losing DSL, if this happens.</p>	<p>Hard to get good information about service—what's involved, what's not, business standard. Beyond general conclusions, can we get more information about these things?</p> <p>Presume there will be competition if this happens.</p>	<p>What are transmitters connected to?</p> <p>Timeframe?</p> <p>What is the effect of adding customers on available bandwidth?</p> <p>Directional or non-directional antenna?</p> <p>Health effects of this</p>	<p>Taxpayer money spent—who will actually own the infrastructure?</p> <p>Financing &amp; governance: Will the business model be affected by what money is available? How to determine the most effective funding model?</p>	<p>How to access information the Committee has generated?</p> <p>Anything that individuals or towns can do to help with the project?</p>

FORUM	ACCESS	ACCOUNTABILITY	TECHNICAL	FINANCIAL	OTHER
			<p>technology—field strengths involved? Effects of long-term exposure to radiation from these systems?</p> <p>Scope of the program: is it just to fill the gaps?</p> <p>Dryden project: Do two Dryden towers cover southern Dryden? Trying to get a sense of how many towers could cover the Town of Caroline.</p>		
<p>Ulysses 4/19/12 Attendance: 5</p>	<p>Areas in Ulysses that are not covered by broadband, though not as many as in some other places in the county.</p> <p>Although some don't recognize the need for broadband, it's coming in via the school system, so people will be changing by default.</p> <p>Related to essential access for businesses, desire by the Town to foster home-based businesses.</p> <p>Had broadband access living in the forest in Schuyler County; surprised to find it unavailable here.</p>		<p>Is the goal complete coverage or reduced rates? Must find a way to make it affordable, or we won't actually be providing the coverage.</p> <p>Some skepticism re: idea of multiple providers for Fixed Wireless technology.</p>	<p>What is anticipated in terms of a monthly fee?</p> <p>Believes Town government would be willing to contribute, with sufficient notice. (Potential matching funds?)</p> <p>What would a county initiative cost? (Est. at \$2-4M).</p>	
<p>Newfield 5/9/12 Attendance: 18</p>	<p>"Kids here need to be able to go online"—access is required.</p> <p>Had to give up a job because of inadequate access for upload/download/video-conferencing.</p>		<p>What could be considered "affordable" &amp; the appropriate speed?</p> <p>How to provide service in this terrain?</p> <p>Will service have enough capacity to meet demand?</p>	<p>Where does the figure "\$300-800 per household" (in the report) come from?</p> <p>Cost to connect all properties countywide?</p> <p>Target for usage fee?</p>	<p>Anything we can do to help this important project move forward?</p>

FORUM	ACCESS	ACCOUNTABILITY	TECHNICAL	FINANCIAL	OTHER
	<p>Even agriculture needs high-speed access more and more.            Important from economic development standpoint: Lack of high-speed Internet will prevent start-up and operation of a home-based broadcast engineering business.</p>		<p>Comparison of Fixed Wireless and Hughes.net or WiFi?</p>		
<p>Enfield            6/11/12            Attendance: 15</p>	<p>Haefle is available for some areas of Enfield.            One person said she does not even have access to landline telephone service.</p>	<p>Thought the Town gave permission for these companies to operate (franchise agreements). Why doesn't the Town put more pressure on these companies?</p>	<p>Satellite monthly charge is expensive, but speed of connection not fast enough and can be as slow as dial-up.            Cell phone limitations in tethering—service and cost. Cell phone coverage spotty.            Will there be pockets of the county with no coverage?            Verizon FiOs reportedly extends to just beyond the Schuyler County line.            Discussion about having same model as Dryden project.            What about Public Safety Communications System towers?            More towers are needed.</p>	<p>Can County tap into the Universal Service Fee charged cell phone users?            Level of funding that will be required?</p>	