

# Lewis County Broadband Survey

Prefer to complete this survey online?  
<https://tinyurl.com/4fhu9wab>





Buffalo Trace Area Development District, in partnership with the Lewis County Fiscal Court, is conducting a survey of Lewis County residents to help identify what barriers prevent people from accessing and/or using the internet. Funds have been made possible by Connect Humanity to conduct this study. Information collected will be useful in determining what actions can be taken to assist residents with accessing and using the internet. If you have questions about this survey, you can contact Sierra at 606-564-6894.

**Survey responses must be received by Friday, May 24<sup>th</sup>. Responses received after that date may not be recorded.**

1. My house zip code is: \_\_\_\_\_
2. Including yourself, what age ranges are represented in your household? (*Check all that apply.*)
  - Under 20
  - 20-29
  - 30-39
  - 40-49
  - 50-59
  - 60-69
  - 70-79
  - 80 and above
3. Do you currently have internet at your house?
  - a. Yes (**proceed to question #11**)
  - b. No
4. What are the reasons you don't currently have internet at your home? (*Check all that apply.*)
  - Internet service is not available
  - Internet service is too expensive per month
  - Purchasing a device to access the internet is too expensive (smartphone, computer, etc.)
  - Current internet service options are unreliable (service is intermittent)
  - Current internet service options have speeds that are too slow for my needs/desires
  - Current internet service providers have low data caps
  - I can access the internet at places other than my home
  - I use my cellphone data to access the internet
  - I'm afraid of getting scammed, or other cybersecurity threats, on the internet
  - I'm unsure of how to get internet at my home
  - I do not know how to use the internet
  - I do not need to use the internet
  - Other: \_\_\_\_\_
5. Where do you currently access the internet? (*Check all that apply.*)
  - I don't access the internet
  - At school
  - At work
  - At friend's or family's houses
  - At the public library
  - At the senior center
  - At my local community center
  - I use a hotspot through my cell phone provider
  - Other: \_\_\_\_\_
6. How confident do you feel about using the internet? (*Circle one option.*)
  - a. Very confident
  - b. Somewhat confident
  - c. Not confident
7. At what monthly cost would internet service be too expensive for you? \$ \_\_\_\_\_
8. If you had internet at your home, what would you use it for? (*Check all that apply.*)
  - Shopping
  - Education
  - Tele-health
  - Social media
  - Viewing the news
  - Job searching
  - Other: \_\_\_\_\_
9. If free technical support was offered in your County, would you use it?
  - a. Yes
  - b. No
10. If free classes were offered to teach you digital skills, would you attend?
  - a. Yes (**proceed to question #19**)
  - b. No (**proceed to question #19**)

11. What types of activities do you, or others in your household, currently do online? (*Check all that apply.*)
- Shopping
  - Education
  - Tele-health
  - Social media
  - Viewing the news
  - Job searching
  - Other: \_\_\_\_\_
12. How would you describe your current home internet service? (*Circle one option.*)
- a. Satisfactory
  - b. Somewhat satisfactory
  - c. Unsatisfactory
13. What factors negatively influenced your rating (if any) in the previous question regarding your current internet service? (*Check all that apply.*)
- Internet service is too expensive per month
  - Purchasing a device to access the internet is too expensive (smartphone, computer, etc.)
  - My current internet service is unreliable (service is intermittent)
  - My internet service has speeds that are too slow for my needs/desires
  - My current internet service plan has data caps that are too low for my needs/desires
  - I do not know how to use the internet
  - I feel like I do not need the internet
  - I am satisfied with my current internet service
  - Other: \_\_\_\_\_
14. How confident do you feel about using the internet? (*Circle one option.*)
- a. Very confident
  - b. Somewhat confident
  - c. Not confident
15. How much do you currently pay per month for internet? (*Circle one option.*)
- a. Under \$50/month
  - b. \$51-\$75/month
  - c. \$76-\$100/month
  - d. \$101-\$125/month
  - e. Over \$125/month
16. At what monthly cost would internet service be too expensive for you? \$ \_\_\_\_\_
17. If free technical support was offered in your County, would you use it?
- a. Yes
  - b. No
18. If free classes were offered to teach you digital skills, would you attend?
- a. Yes
  - b. No
19. OPTIONAL: If you consent to possibly being contacted to provide additional feedback or to get additional information about any broadband changes/opportunities, please provide...
- a. Your name: \_\_\_\_\_
  - b. Your phone number: \_\_\_\_\_
  - c. Your email: \_\_\_\_\_
20. OPTIONAL: Please provide any additional comments:
- \_\_\_\_\_
- \_\_\_\_\_

Thank you for your participation in this survey! Options to submit your paper survey:	
Mail-In	Drop-Off After Hours
	
112 Second Street Room 201 Vanceburg, KY 41179	Circuit Clerk drop box located outside the Justice Center at: 94 Second Street Vanceburg, KY 41179

For more information, visit the KY Office of Broadband at <https://broadband.ky.gov/Pages/index.aspx> and the KY Broadband Availability Map at <https://tinyurl.com/4srjduc6>.