Bartholomew County

Broadband Data Validation and Demand Aggregation Survey Report

Prepared by:
Purdue Center for Regional Development & Purdue Extension
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Survey Data Gathering

- Validate broadband access and document demand aggregation through a convenient survey sample
- Data was collected online during December 2020 using an English and a Spanish version
- Survey link was shared via social media and multiple email lists
- 2,108 valid responses were received
- 1,774 were mapped (respondents gave permission and provided a valid address)
Survey Responses
Home business and work from home

Home-based business? (n = 2,098)

- Yes: 16.4%
- No: 83.6%

Internet reliable enough to work from home? (n = 2,095)

- Yes: 40.1%
- No: 59.9%
Internet service at home? (n = 2,103)
Internet service at home map

Bartholomew County

Home Internet
- Availability (1,367)
- Without Home
- Internet Availability (409)
Reasons for no internet service at home (n = 1,477)

Percent strongly agree and agree responses (respondents could select multiple reasons)

- Not available: 25.5%
- Too expensive: 13.1%
- Too slow: 15.0%
- Not reliable: 15.8%
- Not what I need: 12.1%
- Not relevant or needed: 1.1%
- Already use smartphone data plan: 17.5%
Broadband technology at home
Satisfaction with home internet service (n = 1,581)

- Unsatisfied: 35.8%
- Somewhat unsatisfied: 22.5%
- Not sure: 2.1%
- Somewhat satisfied: 23.6%
- Satisfied: 16.1%

58.3%
Home internet service satisfaction

Bartholomew County
- Unsatisfied (488)
- Somewhat Unsatisfied (288)
- Not Sure (22)
- Somewhat Satisfied (322)
- Satisfied (223)
Home internet unsatisfaction reasons (n = 2,766)

Percent strongly agree and agree responses (respondents could select multiple reasons)

- Too expensive: 22.1%
- Too slow: 25.6%
- Unreliable: 24.3%
- Not satisfied needs: 23.0%
- Other: 5.1%
Home internet monthly cost, only internet no bundle (n = 1,279)

- Less than $20: 17.7%
- $20-$34.99: 7.6%
- $35-$49.99: 11.8%
- $50-$74.99: 31.0%
- $75 or more: 31.9%

62.9%
Willingness to pay (n = 1,815)
Speed test results (n = 712-869)

<table>
<thead>
<tr>
<th>Speed tests</th>
<th>Download</th>
<th>Upload</th>
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</thead>
<tbody>
<tr>
<td>Speed tests</td>
<td>869</td>
<td>712</td>
</tr>
<tr>
<td>Average</td>
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<td>16.622</td>
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<tr>
<td>Median</td>
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<tr>
<td>Minimum</td>
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<td>0.012</td>
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<tr>
<td>Maximum</td>
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<td>1,000,000</td>
</tr>
</tbody>
</table>

Percent speed tests meeting FCC 25/3 criteria

- Yes: 38.8%
- No: 61.2%
Number of devices used at home (n = 2,108)

- None: 13.6%
- 1-4: 38.9%
- 5-6: 34.9%
- 7 or more: 12.6%
Age group of home internet users (n = 3,625)

Respondents could select multiple age groups

- School age child (K-8th grade): 20.8%
- High school age child (9th-12th grade): 11.2%
- Ages 19-25: 9.5%
- Ages 26-45: 25.0%
- Ages 46-65: 23.7%
- Ages 66 or older: 9.8%