

Maine Broadband Survey

Spring 2023



The Maine Connectivity Authority is developing a statewide Broadband Action Plan for Maine. The plan will identify **priorities for investment in broadband infrastructure and digital equity** to advance our goal of ensuring that everyone in Maine can benefit from access to affordable, reliable, high-speed internet.

To develop that plan, we are collecting feedback from Maine people, communities, businesses, and organizations to identify areas of need and their priorities for this generational investment in high-speed internet access. Please take the Maine Broadband Survey on the following pages!

- Please share this survey with your friends, family, and communities, and ask them to share their broadband priorities.
- MCA is in the process of developing translations for the survey and will make those available as soon as possible.
- You can help people complete the survey by using it as an individual interview tool: ask them the questions and enter the survey responses for them.
- When you have completed this survey, please return it to a Regional & Tribal Broadband Partner, or to the MCA at:

Maine Connectivity Authority
125 Forest Ave
Suite 817
Portland, ME 04104

Your responses will be kept confidential, and this information will only be used by MCA for planning purposes.

To learn more about additional engagement opportunities like focus groups, community meetings, open office hours, and more, please visit maineconnectivity.org/planning, email bap@maineconnectivity.org, or call (207) 200-4398.

Internet Usage

Q1. Do you regularly use the internet for any of the following? (Select all that apply)

- a. To work or to otherwise make money
- b. To attend school, take continuing education courses, or for other educational purposes
- c. To communicate with doctors and other healthcare professionals
- d. To keep in touch with friends, family, and neighbors, or for other social purposes
- e. To participate in your local community
- f. To access local, state, or federal government services, or to apply for government benefits

Q2. If you are not able to regularly use the internet, what would you use it for if you could? (Select all that apply)

- a. To work or to otherwise make money
- b. To attend school, take continuing education courses, or for other educational purposes
- c. To communicate with doctors and other healthcare professionals
- d. To keep in touch with friends, family, and neighbors, or for other social purposes
- e. To participate in your local community
- f. To access local, state, or federal government services, or to apply for government benefits

Internet Affordability

Q3. Do you or any member of your household have internet service in your home via any of the following? (Select all that apply)

- a. A data plan for a smartphone or other mobile device, such as a hotspot
- b. A cable Internet service
- c. A fiber Internet service
- d. A digital subscriber line (DSL) Internet service
- e. A fixed wireless Internet service
- f. A satellite Internet service
- g. A dial-up Internet service
- h. No Internet service
- i. I don't know

Q4. How much do you pay monthly for Internet service?

\$ _____ Record Answer

Q5. How difficult, if at all, is it for you to fit your monthly internet bill into your household's budget?

- a. Very difficult
- b. Somewhat difficult
- c. Not too difficult
- d. Not at all difficult

Q6. At what monthly price would you consider home internet service to be too expensive? We're looking for a price per month in dollars.

\$ _____ Record Answer

Q7. How satisfied, if at all, are you with the quality of your home internet connection for doing the online activities that are important to you, such as taking classes, doing your job, or using video or streaming applications?

- a. Very satisfied
- b. Somewhat satisfied
- c. Not too satisfied
- d. Not at all satisfied

Devices

Q8. Does your household have enough devices, such as smartphones, tablets, or laptop computers, to meet your needs?

- a. Yes
- b. No

Q9. In the past 6 months, which of the following devices have you used?

- a. Cell phone
- b. Desktop computer
- c. Laptop computer
- d. Tablet (or similar device)
- e. Other type of Internet-connected device (please specify) _____

Q10. In the past 6 months, which of the following devices have failed to work? (Select all that apply)

- a. Cell phone
- b. Desktop computer
- c. Laptop computer
- d. Tablet (or similar device)
- e. Other type of Internet-connected device (please specify) _____

[If "YES" to any of the options in Q10, move on to Q11; if none, skip to Q13]

Q11. If you selected a type of device in the previous question, what was the age of this device?

- a. 0-1 years old
- b. 2-3 years old
- c. 4-5 years old
- d. 5 or more years old

Q12. How did you deal with the problem you encountered? (Select all that apply)

- a. I contacted user support for help
- b. I fixed the problem myself
- c. I fixed the problem with help from friends or family
- d. I was unable to fix one or more of these devices
- e. I found help online
- f. I went to a local computer store
- g. I went to a community institution, such as a school, library, or church

Device Affordability

Q13. In thinking about purchasing a desktop or laptop computer, what would you consider to be too expensive?

- a. \$50
- b. \$100
- c. \$150
- d. \$250
- e. \$500
- f. More than \$1,000

Internet Activities

Q14. Which of the following activities do you feel confident about successfully completing using the internet? (Please circle one)

Searching for jobs	Very confident / Somewhat confident / Not too confident / Not at all
Finding reliable information about a health or medical condition	Very confident / Somewhat confident / Not too confident / Not at all
Taking a course to improve your job skills	Very confident / Somewhat confident / Not too confident / Not at all
Accessing online banking	Very confident / Somewhat confident / Not too confident / Not at all
Accessing or applying for government services	Very confident / Somewhat confident / Not too confident / Not at all
Finding educational information	Very confident / Somewhat confident / Not too confident / Not at all
Using a video application, such as Zoom, for work, school, or telehealth	Very confident / Somewhat confident / Not too confident / Not at all
Using a word processing, such as Google Docs or Microsoft Word, to create a document	Very confident / Somewhat confident / Not too confident / Not at all
Finding tools to protect your personal data	Very confident / Somewhat confident / Not too confident / Not at all
Using email	Very confident / Somewhat confident / Not too confident / Not at all
Using social media	Very confident / Somewhat confident / Not too confident / Not at all
Online shopping	Very confident / Somewhat confident / Not too confident / Not at all

Internet Safety

Q15. How concerned are you about internet safety?

- Very concerned
- Somewhat concerned
- Not very concerned
- Not at all concerned

Q16. How familiar are you with maintaining your internet safety online (e.g., knowing how to determine whether emails from trusted institutions like banks are real, or how to judge whether a free program you found online should be installed)?

- a. Very familiar
- b. Somewhat familiar
- c. Not very familiar
- d. Not at all familiar

Accessing Government Services Online

Q17. In the past year, have you used the internet to do any of the following? (Select all that apply)

- a. Find information about government services or resources (i.e., voter registration, DMV, property information/building permits)
- b. Search for official government statistics or documents
- c. Access recreational or tourist information
- d. Find information about public health issues
- e. Apply for or manage government benefits (e.g., SNAP, TANF, Social Security)
- f. Enroll in Internet subsidy programs (Affordable Connectivity Program)

Q18. How accessible were these online public resources for you?

- a. Very accessible
- b. Somewhat accessible
- c. Not very accessible
- d. Not at all accessible

Q19. How well did your internet search for government information meet your needs?

- a. Very well
- b. Somewhat well
- c. Not too well
- d. Not at all well

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Tell Us About Yourself

All survey responses will be anonymous. MCA requests information about respondents so that the Broadband Action Plan can address specific needs the survey may identify.

Q20. What is your age?

- a. Under 18
- b. 18 to 24
- c. 25 to 34
- d. 35 to 44
- e. 5 to 54
- f. 55 to 64
- g. 65 to 74
- h. 75 or older
- i. Prefer not to answer

Q21. What is your zip code? _____

Q22. Please select the county where you primarily live.

- a. Androscoggin
- b. Aroostook
- c. Cumberland
- d. Franklin
- e. Hancock
- f. Kennebec
- g. Knox
- h. Lincoln
- i. Oxford
- j. Penobscot
- k. Piscataquis
- l. Sagadahoc
- m. Somerset
- n. Waldo
- o. Washington
- p. York

Q23. What is your gender identity?

- a. Female
- b. Male
- c. Non-binary person
- d. Prefer not to answer

Q24. How many children, under age 18, currently live in your household?

- a. 0
- b. 1
- c. 2
- d. 3
- e. 4
- f. 5 or more
- g. Prefer not to answer

Q25. What is the highest level of school you have completed or the highest degree?

- a. Less than high school (Grades 1-8 or no formal schooling)
- b. High school incomplete (Grades 9-11 or Grade 12 with NO diploma)
- c. High school graduate (Grade 12 with diploma or GED certificate)
- d. Some college, no degree (includes some community college)
- e. Two-year associate degree from a college or university
- f. Four-year college or university degree/Bachelor's degree (e.g., BS, BA, AB)
- g. Some postgraduate or professional schooling, no postgraduate degree
- h. Postgraduate or professional degree, including master's, doctorate, medical or law degree (e.g., MA, MS, PhD, MD, JD)
- i. Prefer not to answer

Q26. Are you of Hispanic, Latino, or Spanish origin, such as Mexican, Puerto Rican, or Cuban?

- a. Yes
- b. No
- c. Prefer not to answer

Q27. Which of the following best describes your race? (Select all that apply)

- a. White or Caucasian
- b. Black or African-American
- c. Asian or Asian-American
- d. Native American/American Indian/Alaska Native
 - a. Houlton Band of Maliseets
 - b. Mi'kmaq Nation
 - c. Passamaquoddy - Indian Township
 - d. Passamaquoddy - Pleasant Point/Sipayik
 - e. Penobscot Nation
- e. Pacific Islander/Native Hawaiian
- f. Some other race (please specify)
- g. Prefer not to answer

Q28. Did you or do you still serve on active duty? If Yes, please select one or more of the following:

- a. Persian Gulf War
- b. Gulf War
- c. Operation Enduring Freedom
- d. Operation Iraqi Freedom
- e. Operation New Dawn
- f. Other service periods (all other time periods)
- g. Still serving in the U.S. Military
- h. Maine Army or Air National Guard

Q29. What is your total annual household income from all sources, and before taxes?

- a. Less than \$15,000
- b. \$15,000 to less than \$20,000
- c. \$20,000 to less than \$25,000
- d. \$25,000 to less than \$30,000
- e. \$30,000 to less than \$40,000
- f. \$40,000 to less than \$50,000
- g. \$50,000 to less than \$75,000
- h. \$75,000 to less than \$100,000
- i. \$100,000 and over
- j. Prefer not to answer

Q30. Do you identify as a person with a disability?

- a. Yes
- b. No
- c. Prefer not to answer

Q31. Do you have difficulty in any of the following areas? (Select all that apply)

- a. Seeing even if wearing glasses
- b. Hearing even if using a hearing aid
- c. Walking or climbing steps
- d. Remembering or concentrating
- e. Self-care such as washing all over or dressing
- f. Communicating, for example understanding or being understood
- g. Prefer not to answer

Q32. Which of the following best describes the place where you now live?

- h. A large city
- i. A suburb near a large city
- j. A small city or town
- k. A rural area
- l. A tribal area