Cariboo Regional District

Residential

Connectivity Survey

This survey can be completed online at:

https://www.cariboord.ca/en/business-and-development/broadband-connectivity-survey.aspx

Purpose: The Cariboo Regional District (CRD) together with TANEx Engineering Corporation (www.tanexengineering.com), is conducting a survey of residents, businesses, organizations and institutions to obtain information and feedback about existing internet and cellular services in the CRD to assist with future planning and strategy development intended to improve high speed internet service in rural areas.

Please complete this survey if you are a RESIDENT of the CRD.

If you run a business, organization or institution in the CRD, **please also complete** the Business/Organization/Institutional Connectivity Survey at www.cariboord.ca

This survey is very valuable and will be used to document the existing state of connectivity within the Regional District and to identify gaps between existing services and where services are needed.

Wide participation in this survey is a critical piece to improving the state of connectivity in the CRD.

Please answer as many questions as you can. The entire survey should take no more than 5 or 10 minutes to complete. To make it easier, we recommend that if you have internet service, you have your internet service bill in front of you before you begin.

You may pickup and return this survey at the local library or Cariboo Regional District office.

We greatly appreciate your time and input.

All information collected is kept confidential. Thank you for your time.

---- Demographic Questions ----

1. **Do you live within a municipality in the CRD?**

   ☐ Yes   ☐ No

2. **If yes, select the municipality below.**

   ☐ 100 Mile House   ☐ Quesnel   ☐ Wells   ☐ Williams Lake

3. **If you do not live within a municipality, what community do you live in?**

   Community: _____

4. **What type of residency do you maintain as a resident?**

   ☐ Full Time   ☐ Part-Time/Seasonal

5. **Please select your age group.**

   ☐ 17 years and   ☐ 18 – 25 years   ☐ 26 – 49 years   ☐ 50 – 64 years   ☐ 65 years +
   younger

6. **Please select your employment status.**

   ☐ Full Time   ☐ Part Time/Seasonal   ☐ Retired   ☐ Semi-Retired
   ☐ Full time caregiver for ☐ Person with disability ☐ Student   ☐ Unemployed
   children or family members

7. **If you are employed which of the following best describes your place of employment?**

   ☐ Work at home   ☐ Employed outside the home within CRD   ☐ Work outside CRD

8. **Do you have children at home that are receiving home schooling and need internet connectivity for their education either normally or during COVID-19?**

   ☐ Yes   ☐ No

9. **Does anyone in your home have a need for tele-health services either normally or during COVID-19?**

   ☐ Yes   ☐ No

10. **Is anyone in your home a member of a vulnerable population for COVID-19?**

   ☐ Yes   ☐ No   ☐ Don't Know

---- Questions About Your Internet ----

11. How important is internet service to you?

Not Important	Somewhat Unimportant	Somewhat Important	Very Important	Critical
☐	☐	☐	☐	☐

12. Do you have internet access at your home?

☐ Yes   ☐ No

13. If you <u>do not</u> have internet at your home, why not? (please check any that apply).

☐ Cost   ☐ Don't want it   ☐ Poor Quality   ☐ Not available   ☐ Other_____

14. If you do not have internet at your home, please skip to question 33, otherwise, who is your current internet service provider (ISP)?

☐ ABC   ☐ CP Electronics   ☐ Shaw   ☐ Tatlayoko   ☐ Telus
                                                                                 Think Tank

☐ Galaxy   ☐ Xplornet

☐ Other_____

15. What type of home internet service do you have?

☐ Optical Fibre   ☐ Cable/CATV   ☐ Wireless   ☐ DSL   ☐ Cellular   ☐ Satellite   ☐ Dial-up

☐ Don't Know   Other (Please specify) _____

16. What do you use the internet for? (check all that apply)?

☐ General Communication   ☐ Education   ☐ Financial   ☐ Healthcare
  (e.g. Email)

☐ Employment   ☐ Accessing   ☐ Entertainment ☐ Other_____
                                       Information

17. What is the average cost of your internet per month over the last 6 months?

☐ $0 - $49   ☐ $50 - $99   ☐ $100 - $149   ☐ $150+   ☐ Don't know

18. Is your internet service bundled with other services?

☐ Yes   ☐ No

19. If you answered Yes to the previous question, which services are bundled?

☐ Cable TV   ☐ Phone   Other (Please specify): _____

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20. Does your internet plan have a usage limit after which you pay additional charges?

☐ Yes   ☐ No   ☐ Don't Know   Specify Limit (if known) _____

21. During the past year, how many months have you had to pay overage charges?

☐ 0   ☐ 1 - 3   ☐ 4 - 6   ☐ 7 - 9   ☐ 10 - 12

22. What are your average overage charges <u>per month</u> in the last year?

☐ $0 - $49   ☐ $50 - $99   ☐ $100 - $149   ☐ $150+   ☐ Don't know

23. What is your internet service speed? To test your internet speed, you can go to https://performance.cira.ca/cariboord. Please run a test and provide the results below.

	Don't Know	Less than 1Mbps	1–5Mbps	5-20Mbps	20-50Mbps	50+Mbps
Download	☐	☐	☐	☐	☐	☐
Upload	☐	☐	☐	☐	☐	☐

24. If your speed is less than you require, why?

☐ Higher Speeds Not Available   ☐ Too Expensive   ☐ Poor Quality

☐ Other _____

---- Opinions About Your Internet ----

25. How would you rate the overall quality of your internet service?

Poor	Fair	Good	Very Good	Excellent
☐	☐	☐	☐	☐

The next 5 questions ask about your satisfaction level with your internet service.

Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied

26. Choice of internet service providers.

☐   ☐   ☐   ☐   ☐

27. Internet service speed.

☐   ☐   ☐   ☐   ☐

28. Overall cost / value.

☐   ☐   ☐   ☐   ☐

29. Reliability of service.

☐   ☐   ☐   ☐   ☐

30. Customer service.

☐   ☐   ☐   ☐   ☐

31. How likely are you to switch to an internet service with higher <u>SPEEDS</u> for an extra cost of:

	Very Unlikely	Somewhat Unlikely	Neutral	Somewhat Likely	Very Likely
$50 / month	☐	☐	☐	☐	☐
$100 / month	☐	☐	☐	☐	☐
$100+ / month	☐	☐	☐	☐	☐

32.   How likely are you to switch to an internet service with higher <u>LIMITS</u> for an extra cost of:

	Very Unlikely	Somewhat Unlikely	Neutral	Somewhat Likely	Very Likely
$50 / month	☐	☐	☐	☐	☐
$100 / month	☐	☐	☐	☐	☐
$100+ / month	☐	☐	☐	☐	☐

33. Do you have a choice of internet service providers in your area?

☐ Yes   ☐ No   ☐ Don't Know

34. I would use the internet, or I would use it more, if it (please check all that apply)

☐ Was more reliable   ☐ Was faster   ☐ Was less expensive   ☐ Nothing would change my usage

Other (Please specify)   _____

For the next 5 questions, we would like your views on internet service in the region. Please rate your level of agreement with the following statements.

Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree

35. Internet service is an essential service.

☐	☐	☐	☐	☐

36. There is a need to improve internet service in the CRD.

☐	☐	☐	☐	☐

37. Improved internet will make CRD more attractive to potential residents and businesses.

☐	☐	☐	☐	☐

38. Improved internet will result in greater economic activity in the region.

☐	☐	☐	☐	☐

39. There will be significant benefits to improved connectivity in the region.

☐	☐	☐	☐	☐

40. Would you benefit from faster internet speeds, higher data limits or more reliable internet? (check all that apply)

☐ Faster speeds   ☐ Higher limits   ☐ More reliable service

---- Cellular Service ----

In this next series of questions, we would like more information about cellular services to help us understand where cellular services need improvement.

41. How concerned are you about safety due to lack or quality of cellular service?

Very Concerned	Somewhat Concerned	Neutral	Somewhat Unconcerned	Not Concerned
☐	☐	☐	☐	☐

42. Do you currently have cellular/mobile service?

☐ Yes   ☐ No

43. If you do not currently have cellular/mobile service, why not? (select one) If you do not have cellular service, after answering this question, please go to question 51.

☐ Unavailable   ☐ Cost   ☐ Not desired   ☐ Poor Quality   ☐ N/A

Other (Please Specify) _____

44. If you do have cellular/mobile service, which cellular service(s) do you use (check all that apply)?

☐ Cellphone   ☐ USB Laptop Device (eg. Rocketstick)   ☐ Internet Hub (eg. Smarthub)

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Other (Please
Specify) _____

45. If you do have cellular/mobile service, what is your data allocation (GB per month)?

☐ Up to 10GB   ☐ 10 – 20GB   ☐ 20 – 50GB   ☐ 50 – 100GB   ☐ 100GB+

For the next 4 questions, we would like to determine your level of satisfaction with cellular service in the region.

	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied
46. Cellular coverage.	☐	☐	☐	☐	☐
47. Reliability of cellular service?	☐	☐	☐	☐	☐
48. Cost of cellular service?	☐	☐	☐	☐	☐
49. Level of customer service.	☐	☐	☐	☐	☐

50. What do you generally use cell service for? (check all that apply)

☐ Phone calls   ☐ Employment   ☐ Safety   ☐ Mobile internet   ☐ Messaging
Other (Please Specify) _____

51. Would you support additional cellular sites or towers in your community?

☐ Yes   ☐ No

52. If you do not support additional cellular towers, why not (check all that apply)?

☐ Too many already   ☐ RF Safety Concerns   ☐ Visual Appearance
Other (Please Specify) _____

53. Have you ever found yourself in an emergency situation without the ability to call for help due to a lack of cell phone coverage?

☐ Yes   ☐ No

---- Final Questions ----

54. Providing internet service in remote and rural areas can be costly and does not generally make business sense for an ISP and often requires government funding. This question seeks your input on how internet service to these areas should be paid for and what sources of funding are appropriate.

I support CRD pursuing improved internet service through: (check all that apply):

☐ Internet service provider (like Telus) builds the infrastructure to provide service and owns it. CRD provides non-monetary support only. All control and future responsibilities are the responsibility of the provider. (Keep in mind that this may mean some areas don't get service.)

☐ CRD provides support to the service provider and subsidizes the cost (through federal grants, ie. gas tax or other). The service provider still owns the infrastructure, and all control and future responsibilities are the responsibility of the provider.

☐ CRD provides service by building, owning and maintaining an internet utility. Costs would be covered through a combination of sources like federal and provincial grants, CRD contributions, ie. gas tax or other). A new ongoing taxpayer funded CRD service would be established and control and future responsibilities are the responsibility of CRD.

☐ CRD partners with private industry partners to get service provided and shares costs, control and responsibility.

☐ Other _____

55. OPTIONAL

If you would like to discuss this initiative further, please send an email to kthomas@tanexengineering.com.

COMMENTS:

Please feel free to include any additional comments:

_____
_____
_____
_____
_____

You have now completed the survey. Thank you for taking the time.