



## Greene County, NY BAAT Questionnaire

1. Please enter your Greene County address for your home, business or other property.\*

Street Address: \_\_\_\_\_

Town: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

2. Is this address in Greene for your home (permanent or seasonal) or business?\*

- Home - *Go to Question #3*
- Business - *Go to Question #4*
- Nonprofit - *Go to Question #4*
- Government - *Go to Question #4*
- Other - *Go to Question #4*

### HOME INTERNET SERVICE

3. What type of internet access do you have at this home or seasonal address in Greene County?\*

- No internet access at this location - *Go to Question #9*
- Cable (e.g. Mid Hudson, Spectrum) - *Go to Question #5*
- Cellular Hotspot - *Go to Question #5*
- Dialup - *Go to Question #5*
- DSL (e.g. Verizon) - *Go to Question #5*
- Fiber - *Go to Question #5*
- Satellite (e.g. Hughesnet, Viasat) - *Go to Question #5*
- Wireless [not cellular] - *Go to Question #5*
- Do not know - *Go to Question #5*

### BUSINESS INTERNET SERVICE

4. What type of internet access do you have at this non-residential address in Greene County?\*

- No internet access at this location - *Go to Question #25*
- Cable (e.g. Mid-Hudson, Spectrum) - *Go to Question #21*
- Cellular hotspot - *Go to Question #21*
- Dialup - *Go to Question #21*
- DSL (e.g. Verizon) - *Go to Question #21*
- Satellite (e.g. Hughesnet, Viasat) - *Go to Question #21*
- Fixed Wireless [not cellular] - *Go to Question #21*
- Do not know - *Go to Question #21*

### ACTIVE HOME INTERNET SERVICE

5. Who is your current internet service provider?

- Local phone company (e.g. State Telephone, Margaretville Telephone, Verizon)
- Local cable company (e.g. Spectrum or Mid Hudson)
- Cellular Hotspot
- Dialup
- DSL (e.g. Verizon)
- Fiber
- Satellite (e.g. HughesNet or Viasat)
- Fixed Wireless (not cellular)
- Do not know

6. How much are you paying per month for internet access only?  
*Please do not include additional bundled services (cable TV, home phone, etc.). If you have a bundled, or "all in one" plan, please estimate the rate.*
- Less than \$25/month
  - \$25-\$50/month
  - \$51-\$75/month
  - \$75-\$99/month
  - \$100/month or more
  - Do not know
7. Are you able to purchase the speed of broadband service that you need?
- Yes    No    Do not know
8. How much more would you be willing to pay, per month, for significantly improved service?
- No more
  - 10% more
  - 25% more
  - 50% more
  - Do not know
- Go to [Question #29](#)

### NO HOME INTERNET SERVICE

9. Please tell us the main reason you do not have internet access at your Greene County address.
- Internet not available
  - Lack of skills/knowledge to use it
  - Lack of a computer or device
  - Not relevant or needed
  - Too expensive
  - Other reason not listed
10. If too expensive, what is the reason?
- The monthly charges are too expensive
  - The cost of installation was too expensive
  - The cost of extending cables to my house was too expensive
  - Other reason
11. What is the other reason you do not have internet access?
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12. If you have problems getting medical care for yourself or your family would you consider telemedicine?  
*We ask this question due to the increasing availability of telemedicine - video visits with your physician using a secure broadband connection. These visits may be more convenient or less expensive than in-person visits.*
- Yes    No    Do not know
13. Does anyone in your household have trouble completing work associated with their job [working from home] due to a lack of Internet access?
- Yes    No    No one in my household works from home
14. Does anyone in your household have trouble completing school work [either homework or attending virtual school] due to a lack of internet access?
- Yes    No    No one in my household is in school
15. Is the lack of suitable broadband at this address a detriment to you in starting a small or home-based business?
- Yes    No

17. For what uses would you subscribe to a broadband service? (Please check all that apply.)

- Completing homework
- Home-based business
- Online classes
- Online gaming
- Shopping
- Staying in touch with family/friends
- Streaming TV/movies/music
- Telemedicine/healthcare
- Working from home
- I don't want/need service
- Other

18. What are other ways in which you might use internet access?

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19. How much would you be willing to pay for new internet/broadband service?

- \$25-\$50/month
- \$51-\$75/month
- \$76-\$99/month
- \$100/month or more
- I don't want/need service

20. How many devices would you possibly connect to the internet?

1   2   3   4   5   6   7   8   9   10+

*Please go to Question #29 under Residential Internet Service Needs*

### **ACTIVE BUSINESS INTERNET SERVICE**

21. Who is your current Internet service provider?

- Local phone company (e.g. State Telephone, Margaretville Telephone, Verizon)
- Local cable company (e.g. Mid Hudson, Spectrum)
- Other local provider
- Other regional or national provider
- Satellite (e.g.. HughesNet or Viasat)
- Cellular phone carrier
- Do not know
- Other

22. What is the current download speed or throughput at your location?

- 10 Mbps or less
- 10-49 Mbps
- 50-99 Mbps
- 100-999 Mbps
- 1 Gigabit or more
- Do not know

23. What services do you receive from your provider? [Please check all that apply.]

- Email
- Hosting
- Internet
- Managed backup
- Managed services
- Network Security
- Phone
- TV

24. Please rate the quality of support from your provider.

- Excellent
- Good
- Fair
- Poor
- No response

*Please go to Question #39 under Business Profile*

### **NO BUSINESS INTERNET**

25. Why do you not have Internet access at your business location in Greene County today?

- Not available
- No need for internet access
- Poor service quality
- Too expensive
- Other

26. Do you access the Internet for business use at another location?

- Yes  No

27. What would be the primary uses of broadband in your business? (Please check all that apply.)

- Control equipment
- Credit card and payment processing
- Email services
- Manage online presence
- Marketing & promotion
- Place or receive orders
- Security/video
- Send and receive large files
- Use remote applications (Google Docs, Office Online, etc.)
- Other

28. Would broadband access enable you to be more competitive in your business?

- Yes  No  Do not know

*Please go to Question #39 under Business Profile*

### **RESIDENTIAL INTERNET SERVICE NEEDS**

29. How important is it to you to have a choice in providers?

- Very important
- Important
- Neutral
- Not important
- I do not want/need service

30. Please check the services you would be interested in purchasing from a new service provider.  
 Internet    TV    Home phone
31. Have you purchased a new residence within Greene County in the past two years?  
 Yes    No
32. Did the availability (or lack thereof) of broadband influence your home decision?  
 Yes    No

### ABOUT OUR HOUSEHOLD

33. How important is internet access...
- |   | Very important           | Somewhat important       | Neutral                  | Not important            | Not applicable           |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| to stay in touch?                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| to stay informed?                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| for your healthcare?                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| to your quality of life?                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| to your ability to earn a living?       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| to your ability to pursue an education? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
34. How many people are in this household?  
 1    2    3    4    5 or more
35. Who are, or would be, the primary users of internet at your address? (Please check all that apply.)  
 School age child(ren) - K-12  
 Adult(s) - Ages 19-25  
 Adult(s) - Ages 26-65  
 Adult(s) - Ages 66 and older  
 No one would use this service
36. What is the highest level of education obtained by any one person in this household?  
 High school  
 Technical or two year college  
 Four year college  
 Post graduate work  
 Military service  
 Do not know
37. Please specify your ethnicity.  
 African-American  
 Asian-American  
 Caucasian  
 Latino or Hispanic  
 Native American  
 Native Hawaiian or Pacific Islander  
 Other / Unknown  
 Prefer not to answer.
38. What is the estimated annual income of your household?  
 Less than \$32,000 per year  
 \$32,000 to \$65,000 per year  
 More than \$65,000 per year  
 Prefer not to say

*Please go to Question #44*

## BUSINESS PROFILE

39. What is your position with the company?

- Employee
- Manager
- Officer (President, VP, CEO, etc.)
- Owner
- Other

40. If you are a business owner, please provide the name of your business.

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41. How many people does your company employ?

- Myself only
- 2-4
- 5-9
- 10-19
- 20-49
- 50 or more

42. What is the primary line of business at your location in Greene County?

- Agriculture
- Automobiles (Sales or Repairs)
- Business Services
- Commercial Construction
- Education
- Electronic Commerce
- Local Government
- Manufacturing
- Medical
- Professional (Law, Accounting, etc.)
- Real Estate
- Residential Construction
- Retail
- Tourism / Hospitality
- Trades (Electrician, Plumbing, other)
- Other

43. How important is broadband access to...

	Critical	Very important	Somewhat important	Neutral	Not important
your vendor satisfaction?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
your business profitability?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
efficiency in your operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
your customer/client satisfaction?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## COMMENTS

44. Are there any other comments you wish to share with Greene County regarding broadband service or Internet access?  
*Please feel free to share your thoughts on the value and importance of broadband, and what you believe the role of the County should be in improving broadband access.*

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45. What is the primary way in which you learned about this survey?

- Facebook/Other social media
- Flyer posted in public location
- Through a non-profit organization
- Newspaper article
- Notification from Greene County
- Religious organization
- Television
- Word of mouth
- Other

*Thank you!*