

Wayne County, Indiana

Broadband Data Validation and Demand Aggregation Survey Report



Prepared by:

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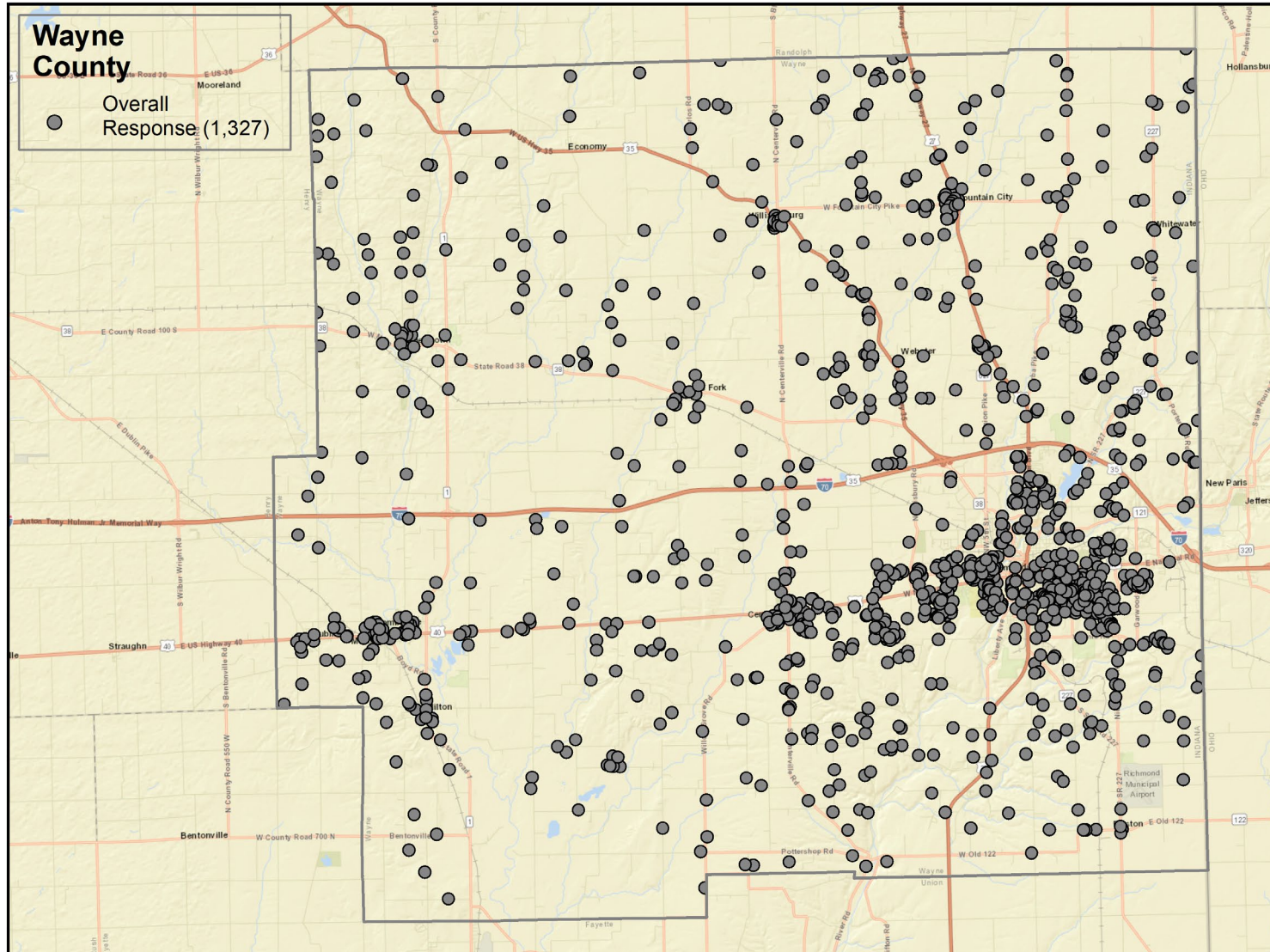
April 2021

Survey Data Gathering

- Validate broadband access and document demand aggregation through a convenient survey sample
- Data was collected online during March 2021
- Survey link was shared via social media and multiple email lists
- 1,536 valid responses were received
- 1,327 were mapped (respondents gave permission and provided a valid address)



Survey responses map

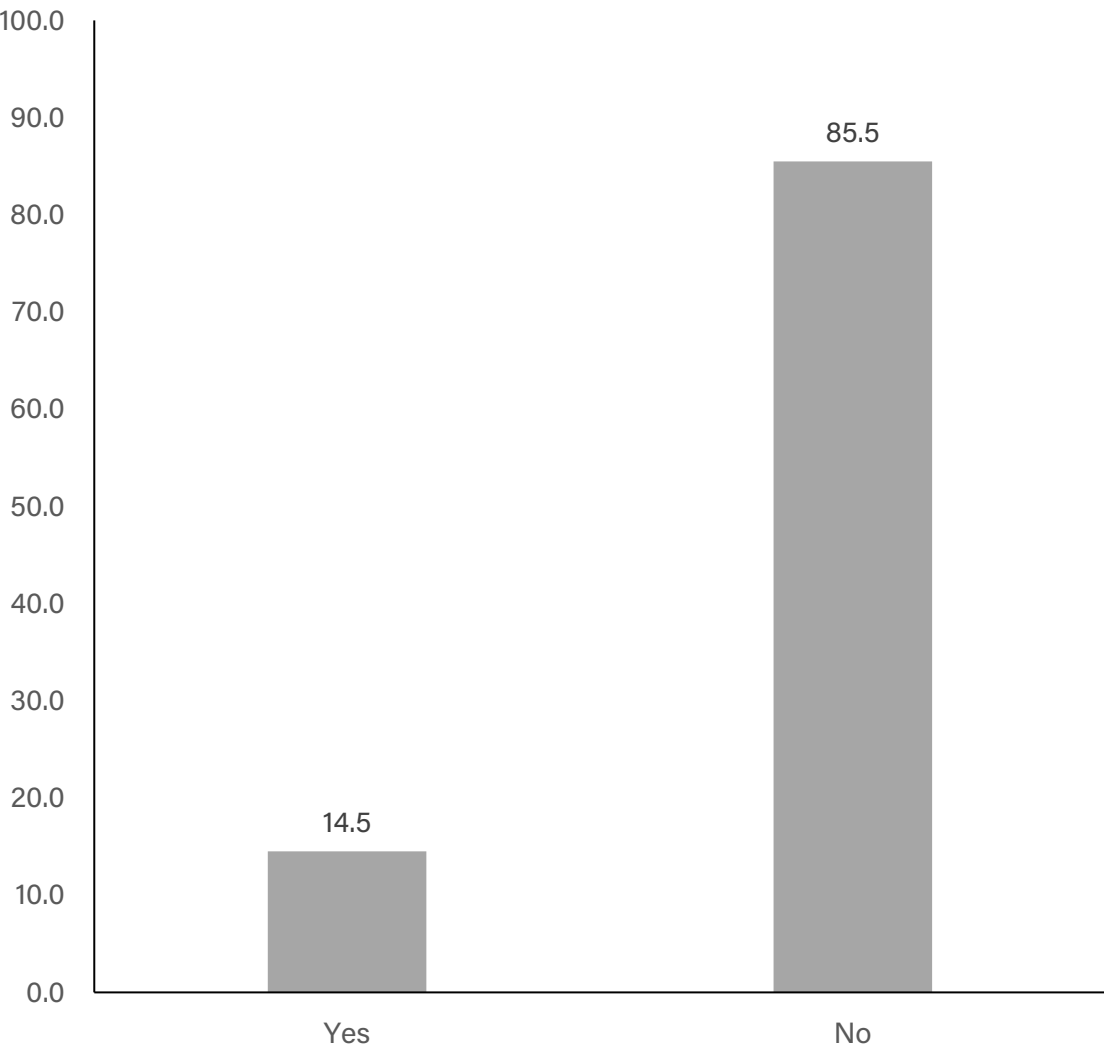


According to the 2015-2019 Census, there were **26,644** occupied housing units in the county.

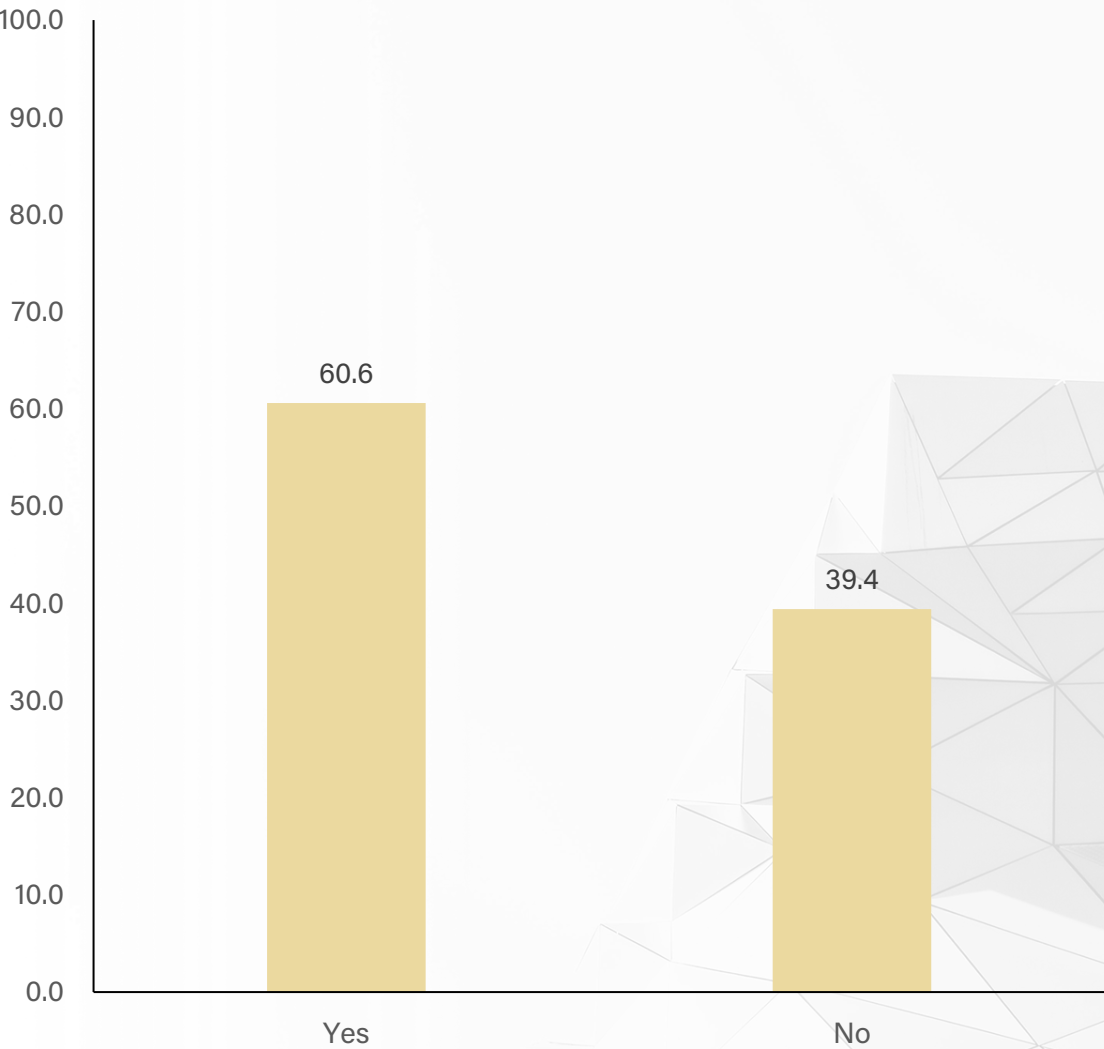
In other words, 5.7% or 1,536 of all occupied housing units were surveyed while 4.9% or 1,327 were mapped.

Home business and work from home, % responses

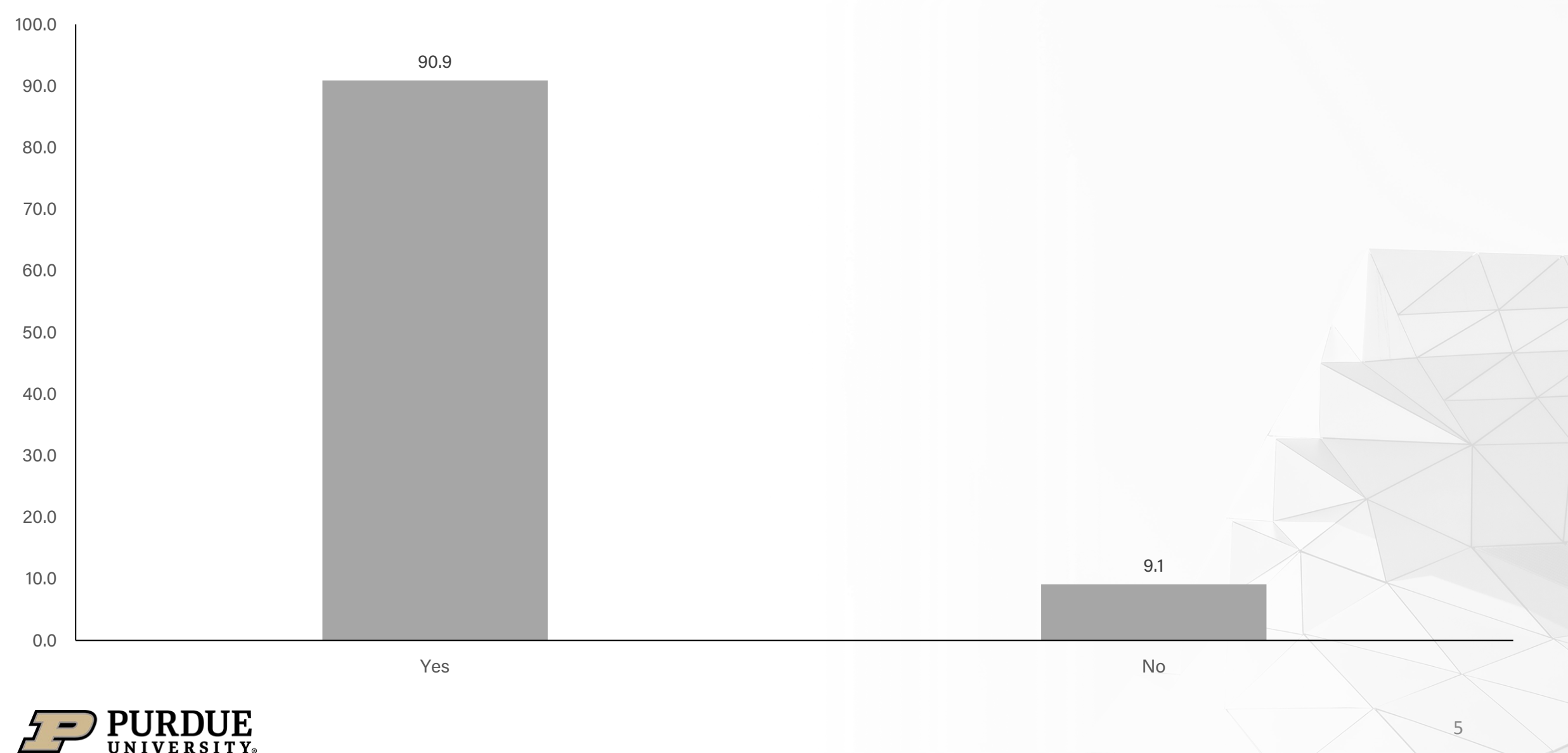
Home-based business? (n = 1,531)



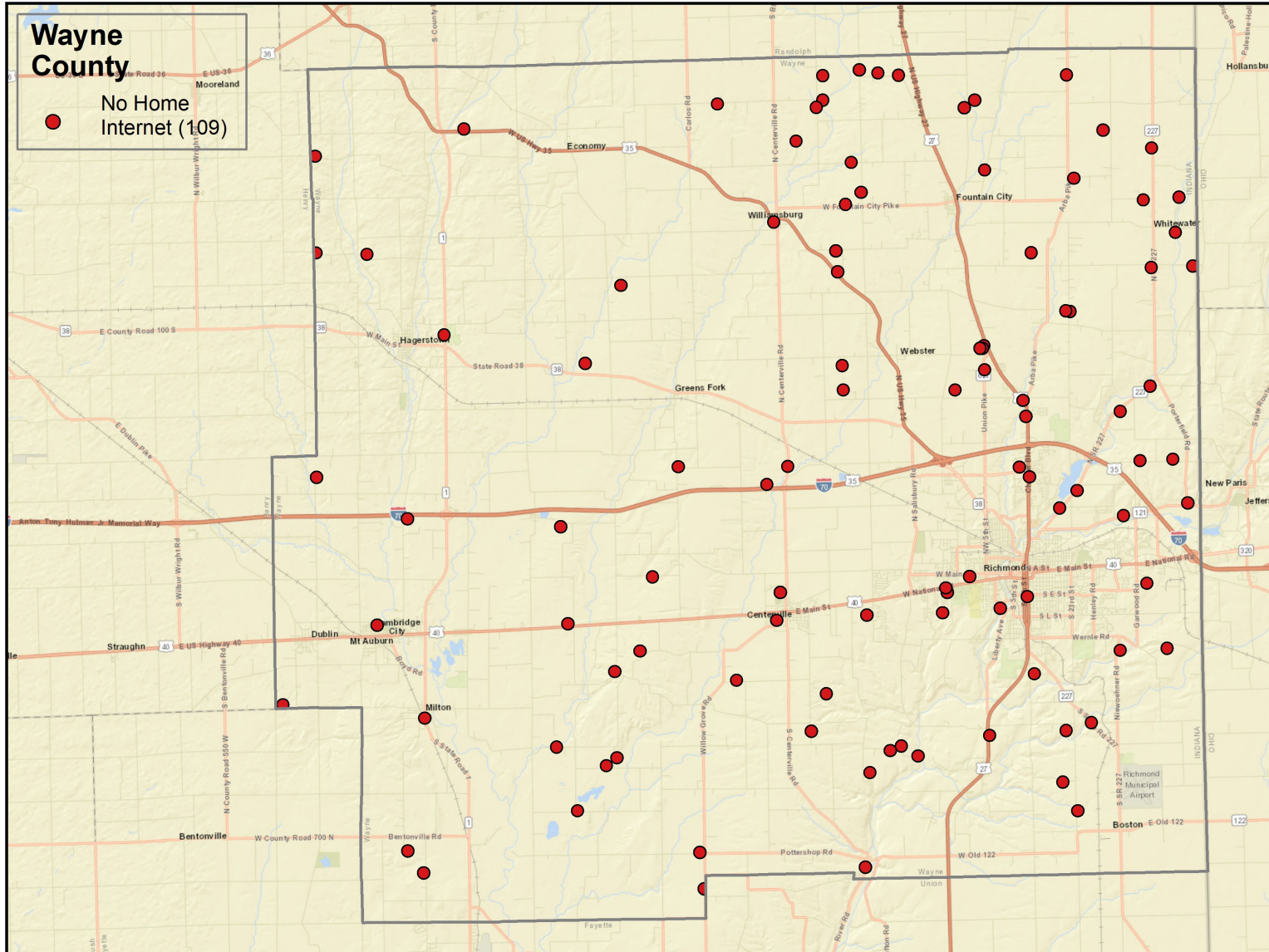
Internet reliable enough to work from home? (n = 1,529)



Internet service at home, % responses (n = 1,531)



No Internet service at home map

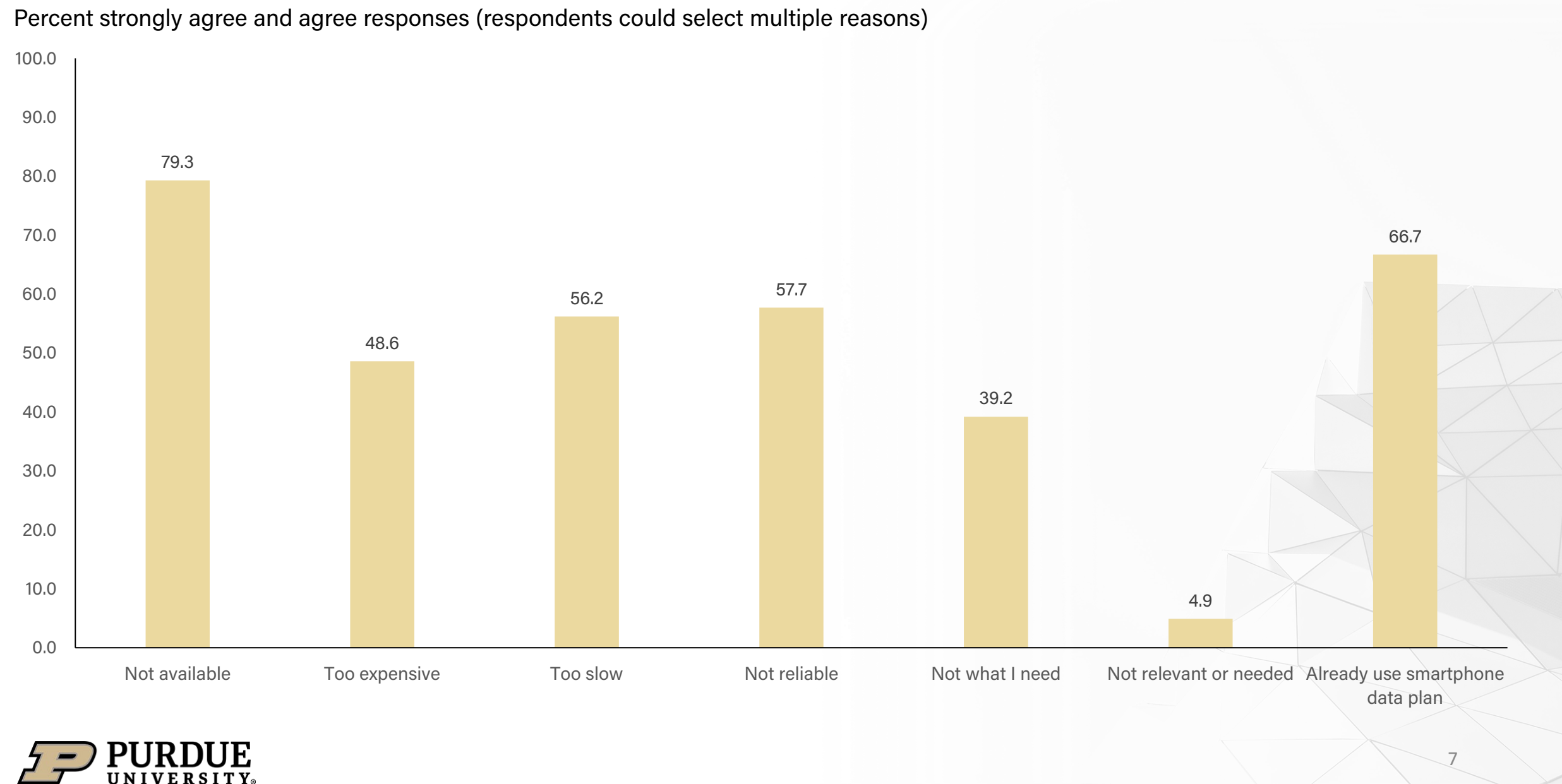


There is no clear spatial pattern regarding homes with no internet.

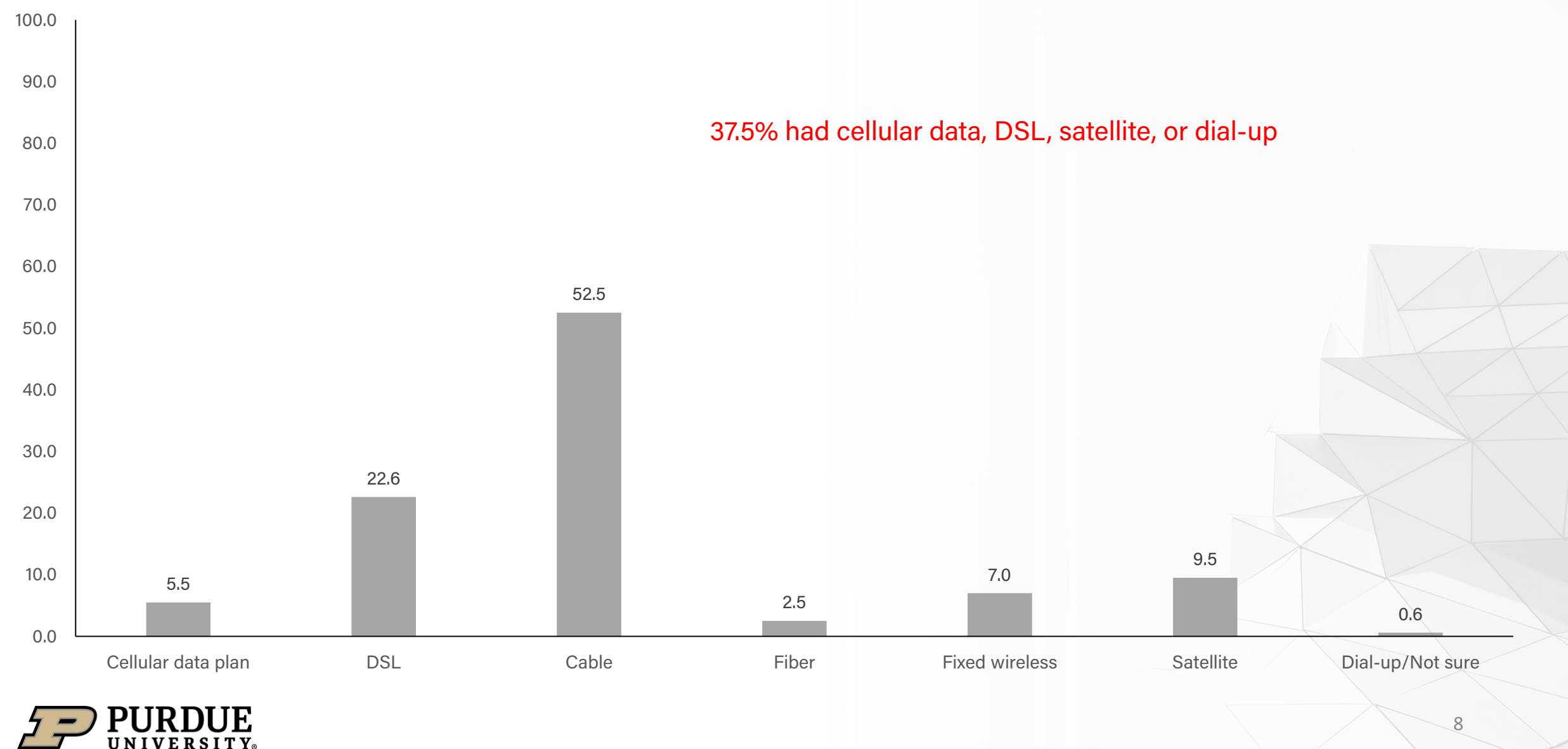
However, notice the cluster in the north, northeastern part of the county. Nearby homes had mostly DSL service.

DSL service may not be available to them or they chose not to use this technology.

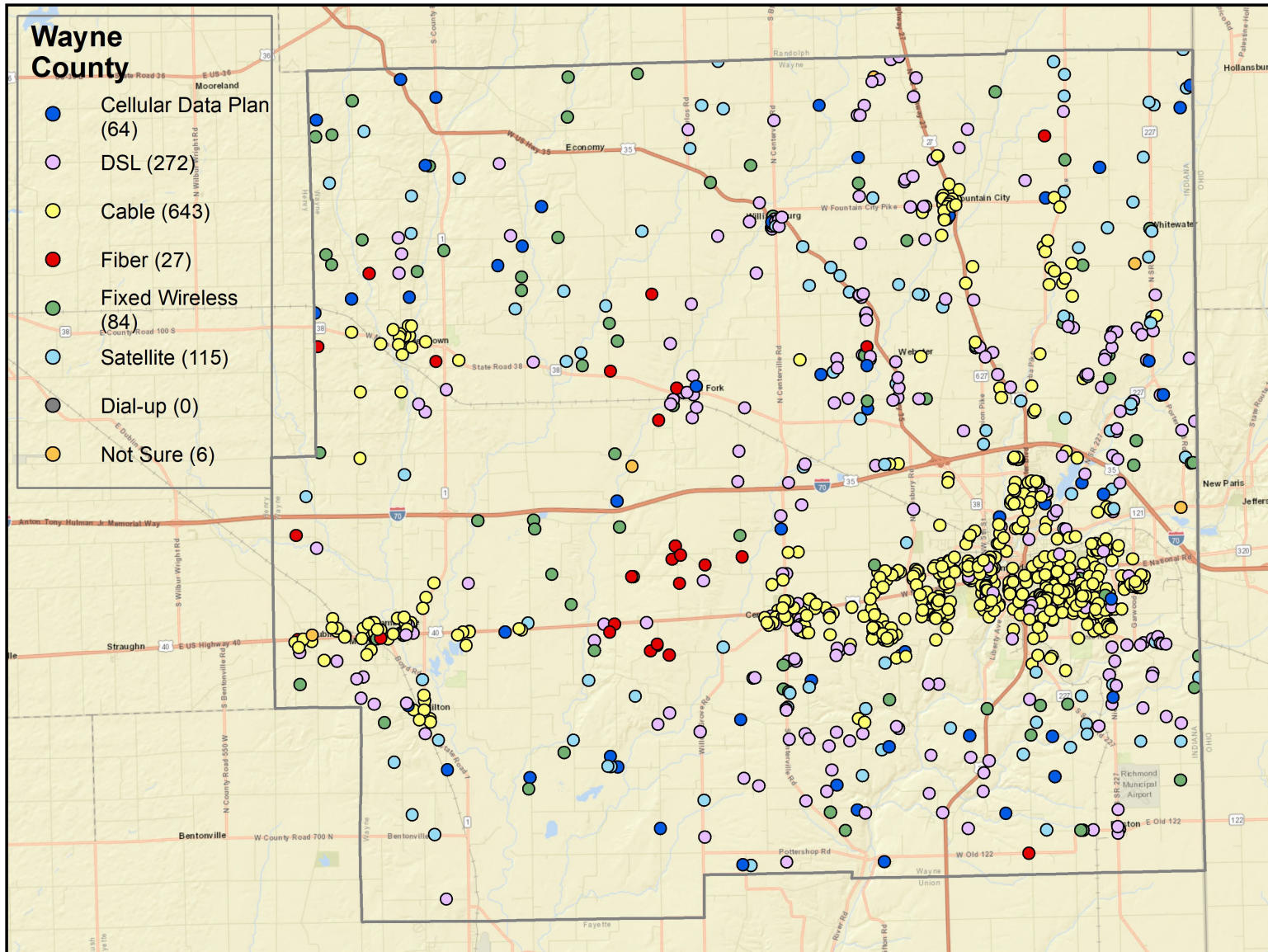
Reasons for no internet service at home, % responses (n = 116)



Broadband technology at home, % responses (n = 1,374)



Broadband technology at home map

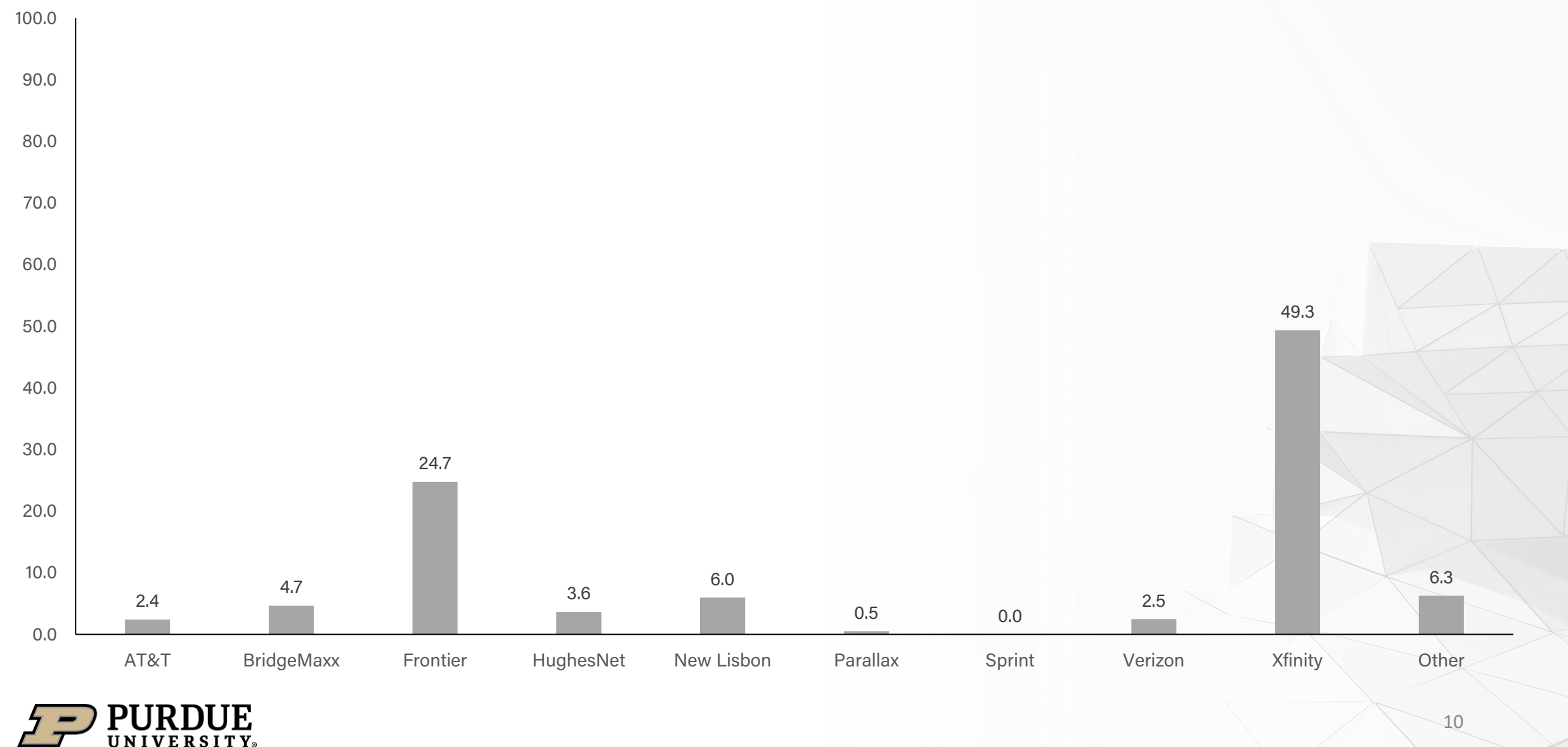


Cities in the county were mostly served by cable.

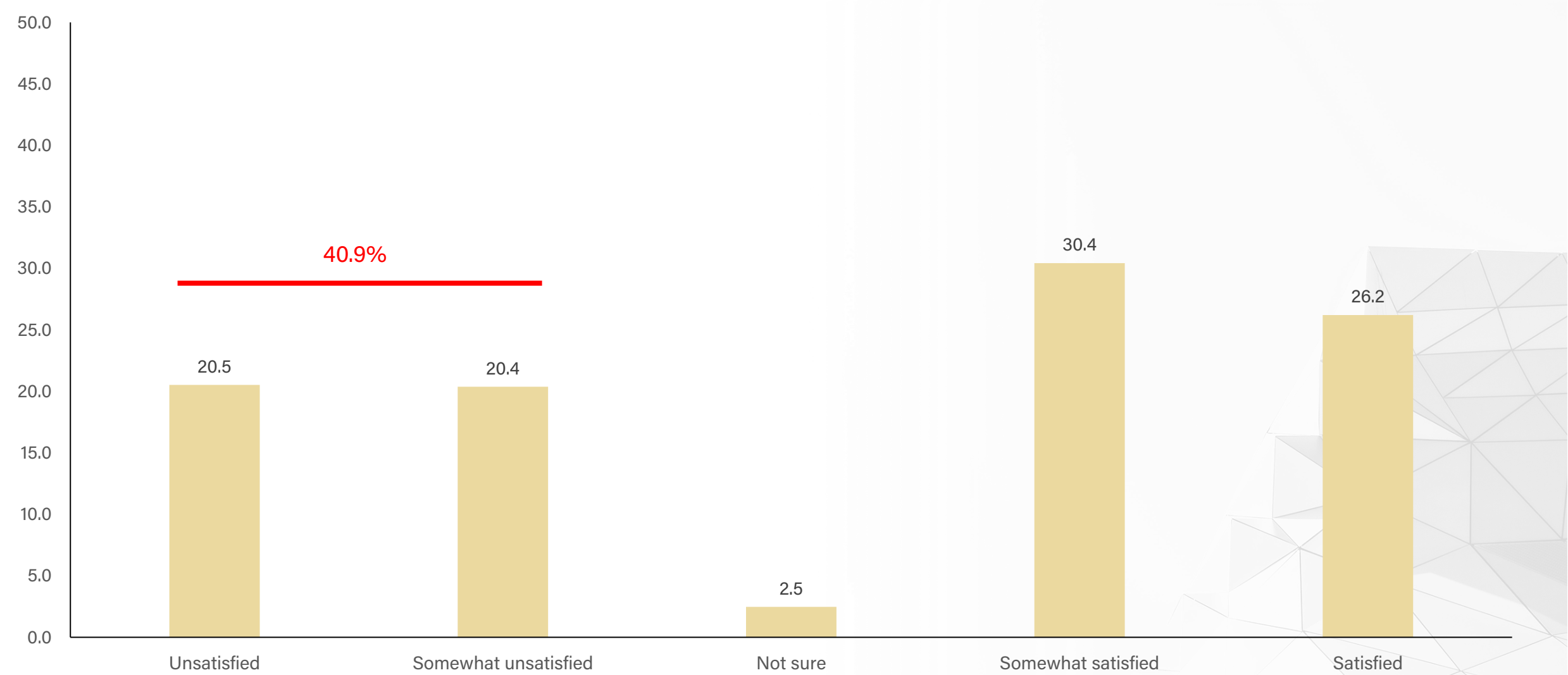
Outlying areas were mostly served by DSL, cellular, and satellite.

Notice a cluster of fiber-served homes (red dots) in the central southern part of the county. Interestingly, neighboring homes indicate DSL service.

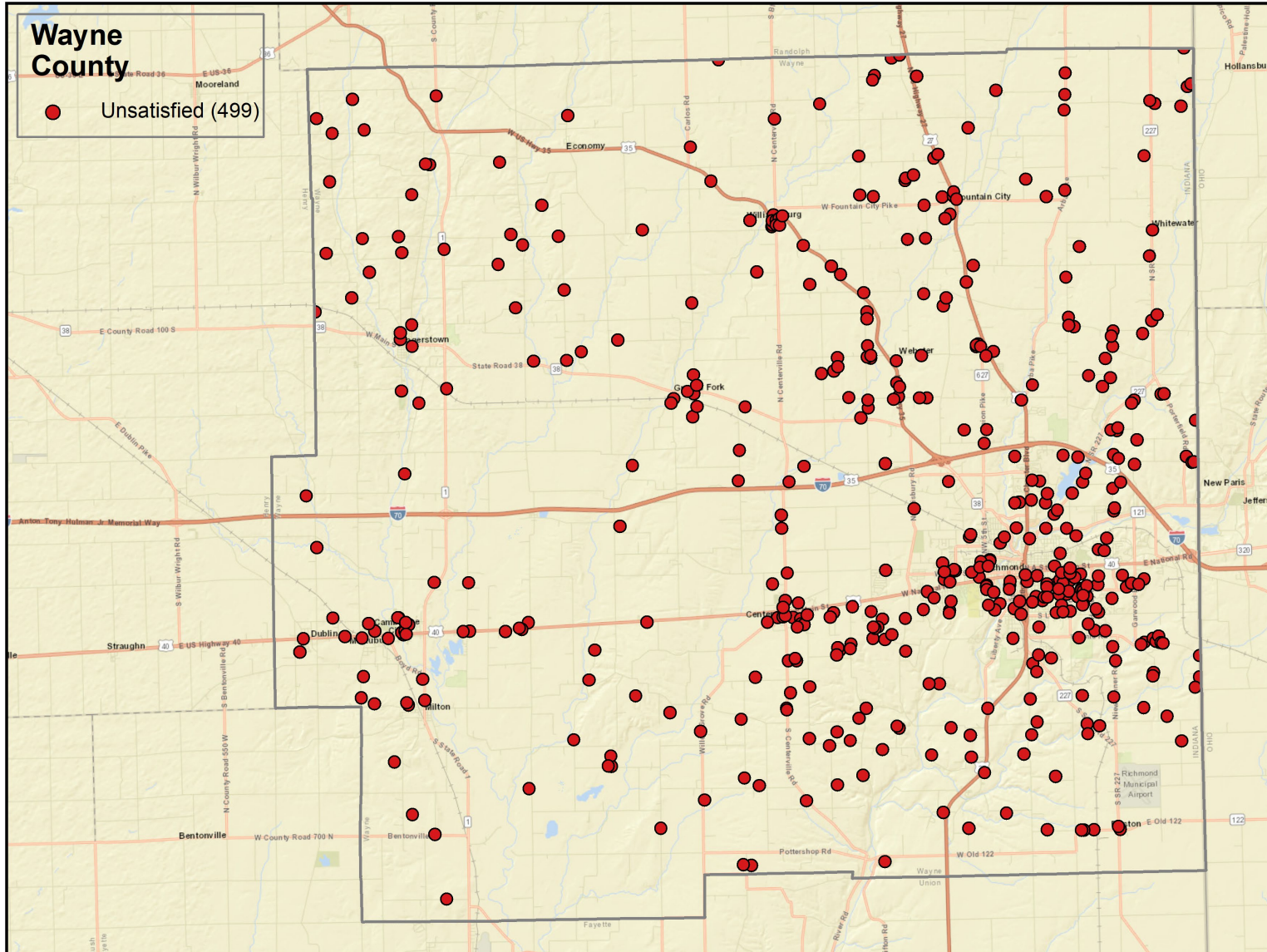
Home internet provider, % responses (n = 1,374)



Satisfaction with home internet service, % responses (n = 1,374)



Home internet service satisfaction map

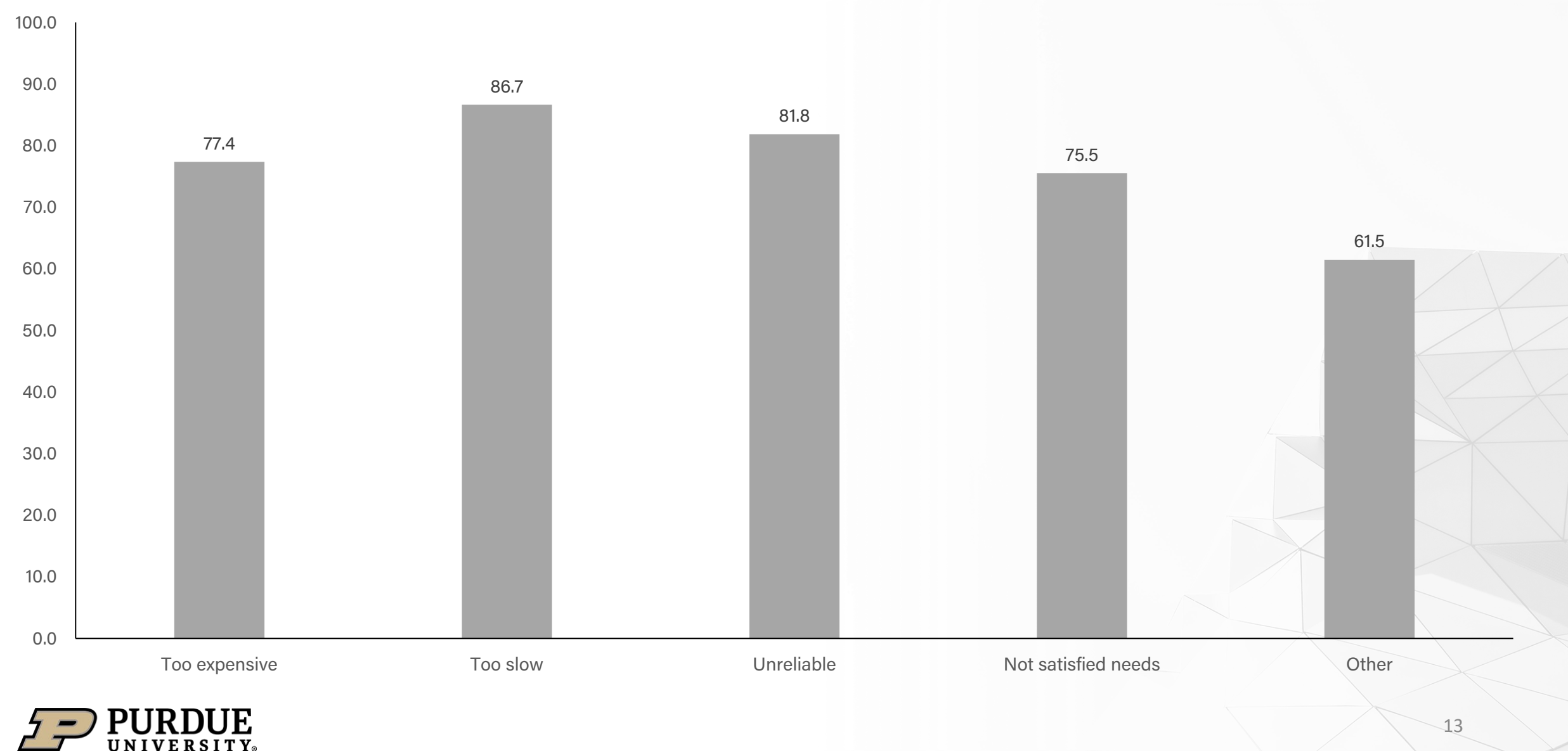


Unsatisfied share includes somewhat unsatisfied responses.

Roughly 41% of those with home internet were unsatisfied.

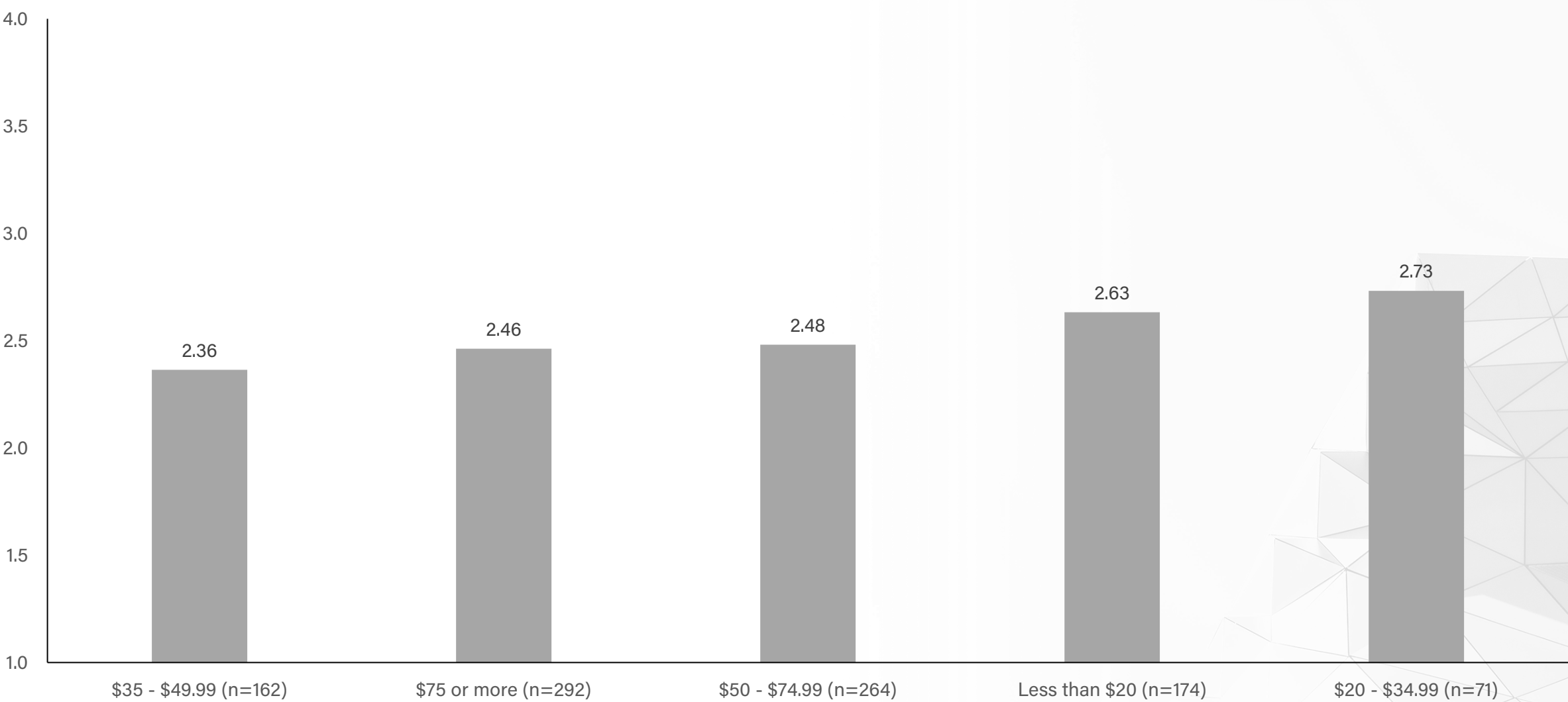
Home internet unsatisfaction reasons, % responses (n = 477)

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



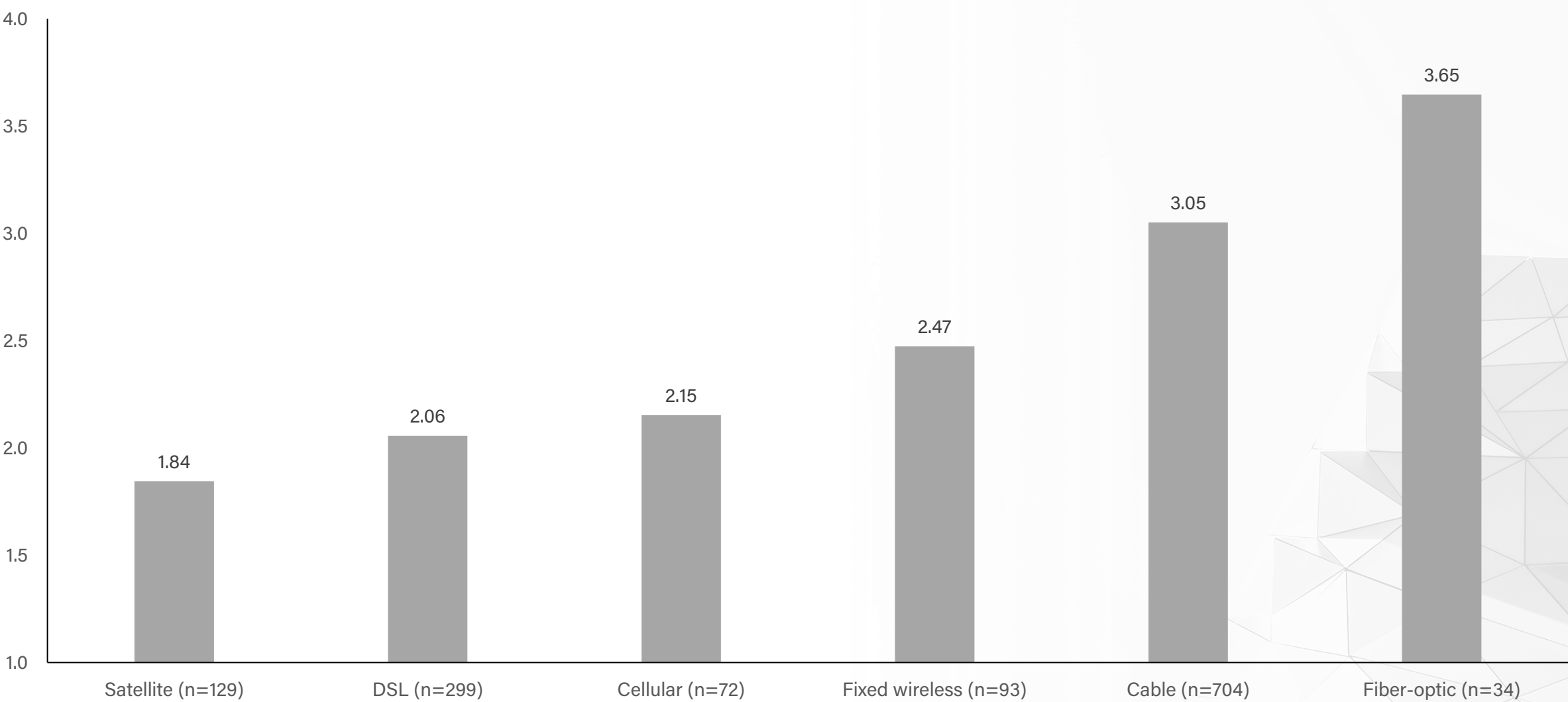
Satisfaction by monthly cost, avg. responses

Scale includes unsatisfied (1), somewhat unsatisfied (2), somewhat satisfied (3), and satisfied (4)



Satisfaction by home technology, avg. responses

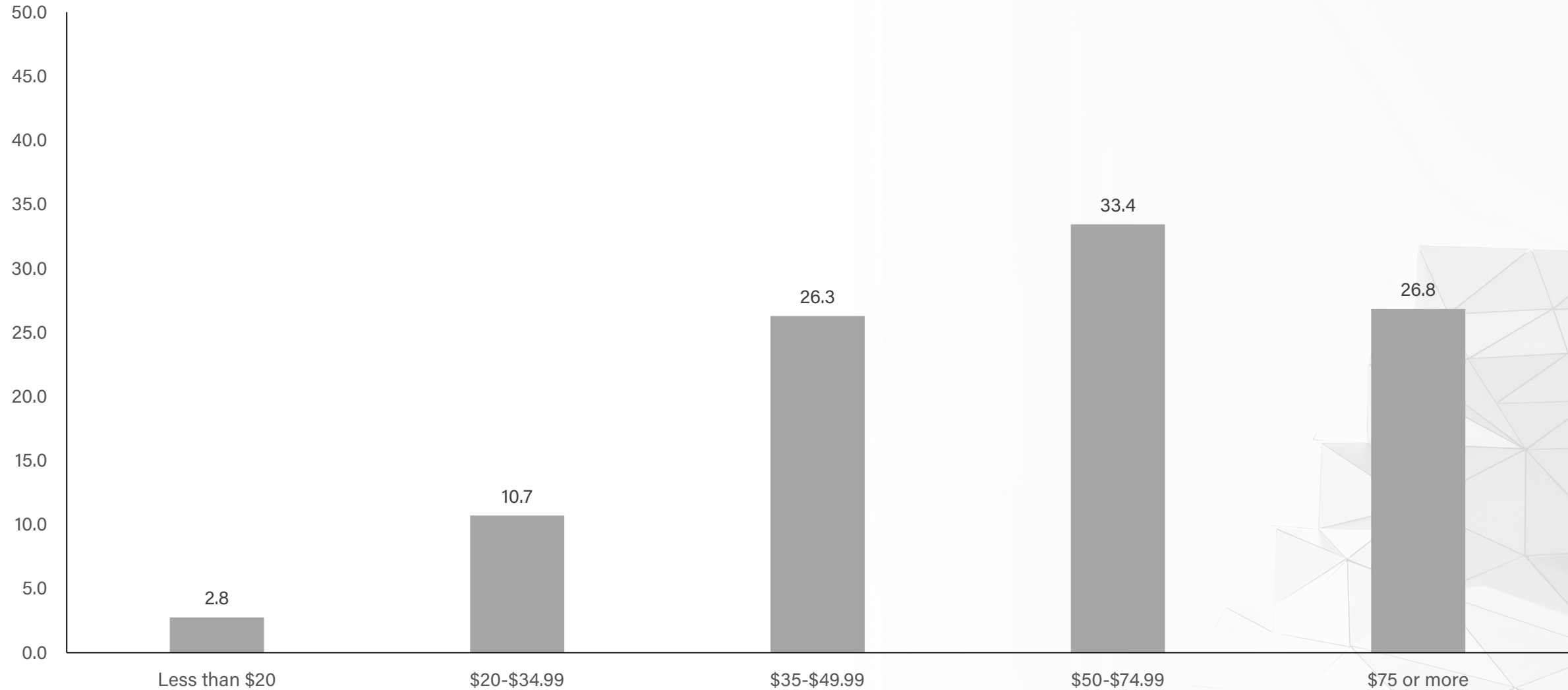
Scale includes unsatisfied (1), somewhat unsatisfied (2), somewhat satisfied (3), and satisfied (4)



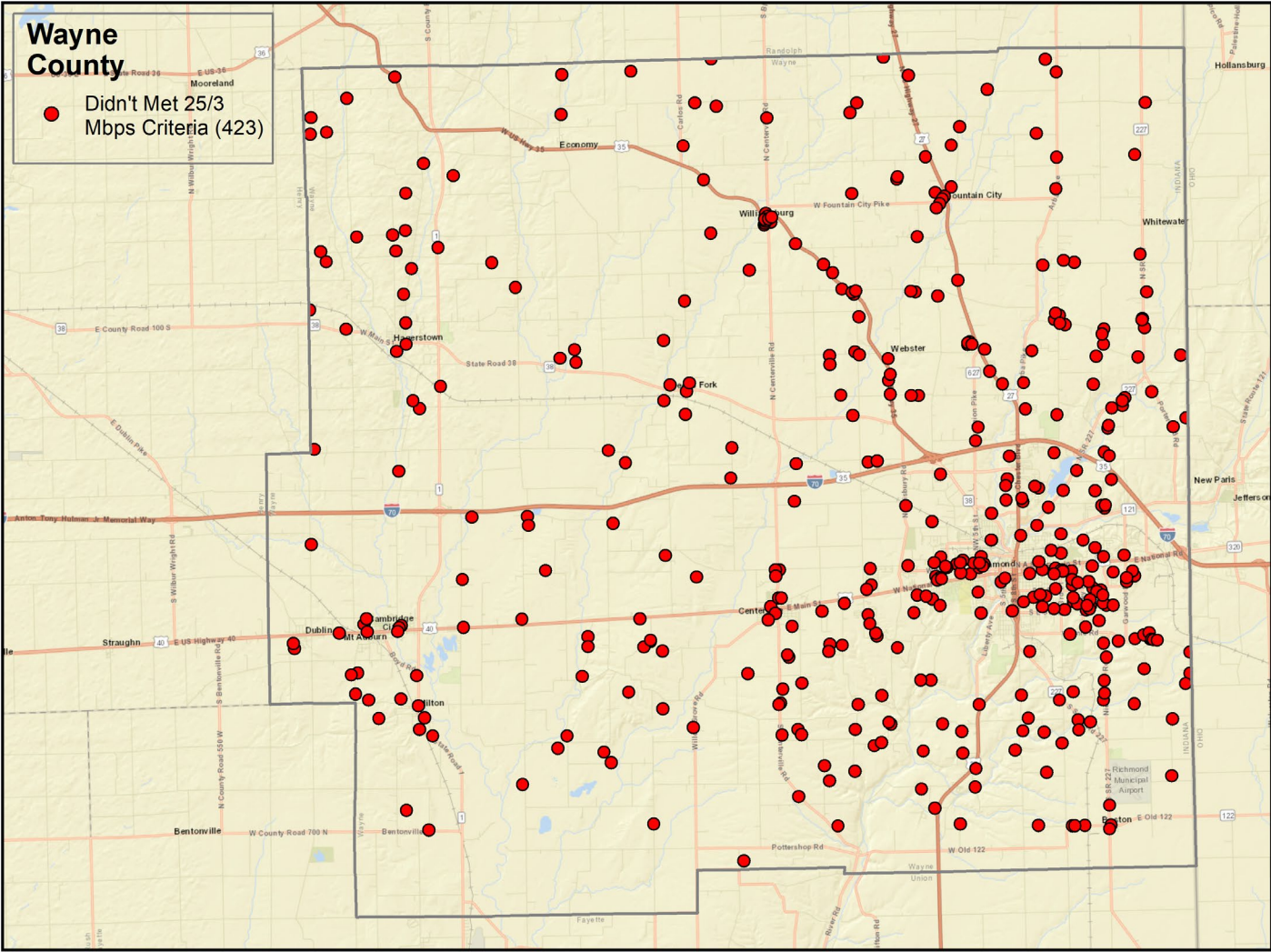
Home internet monthly cost, only internet no bundle (n = 983)



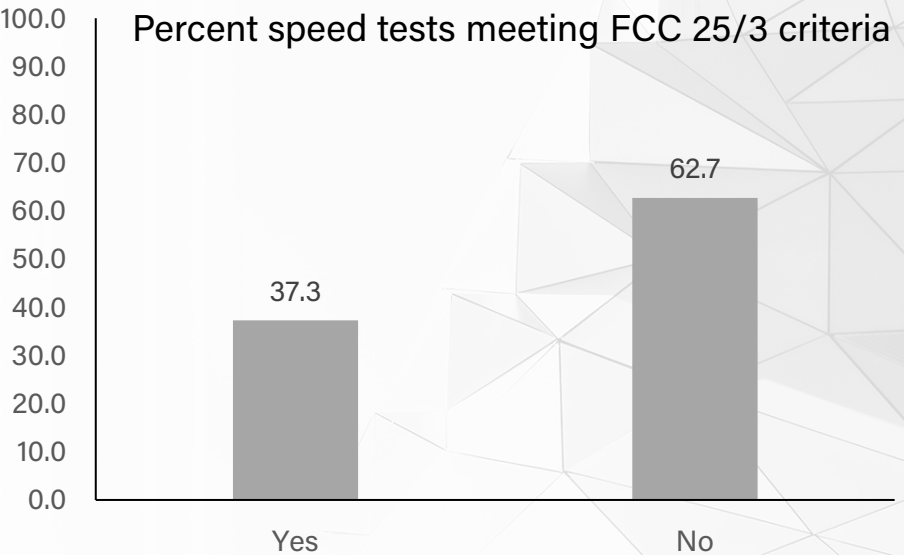
Willingness to pay, % responses (n = 1,271)



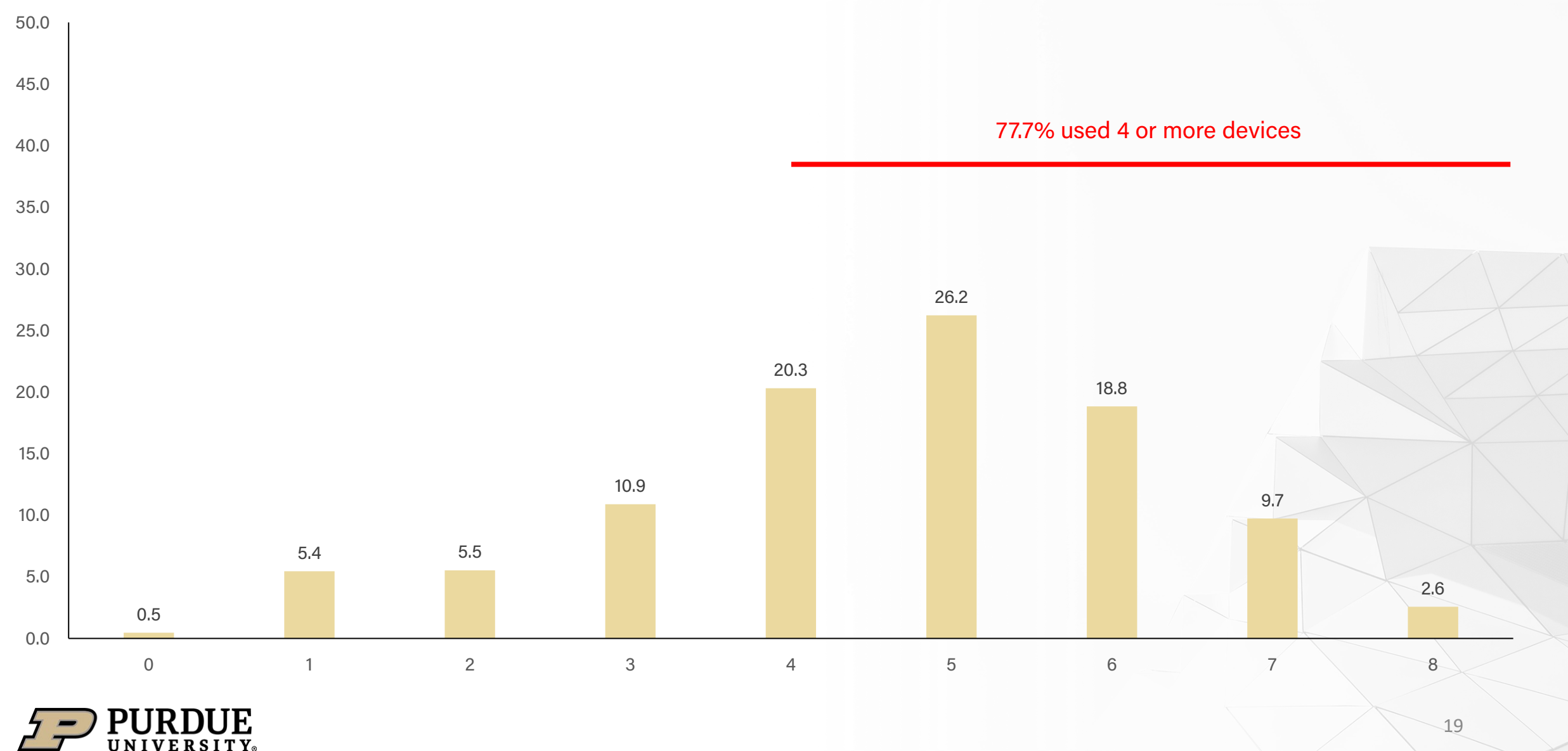
Speed test results (n = 622-752)



	Download	Upload
Speed tests	752	622
Average	89.932	20.667
Median	25.000	5.570
Minimum	0.050	0.002
Maximum	1,038.000	1,000.00

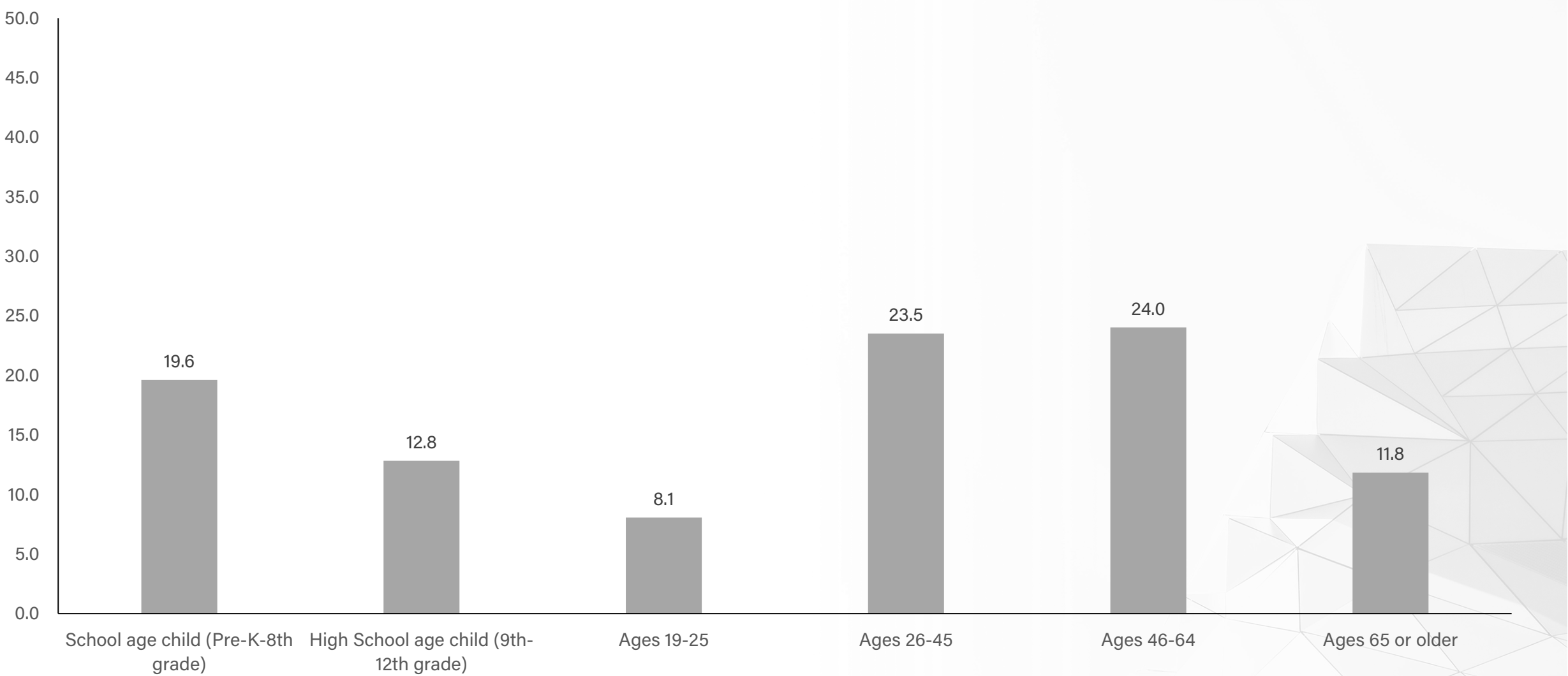


Number of devices used at home, % responses (n = 1,285)

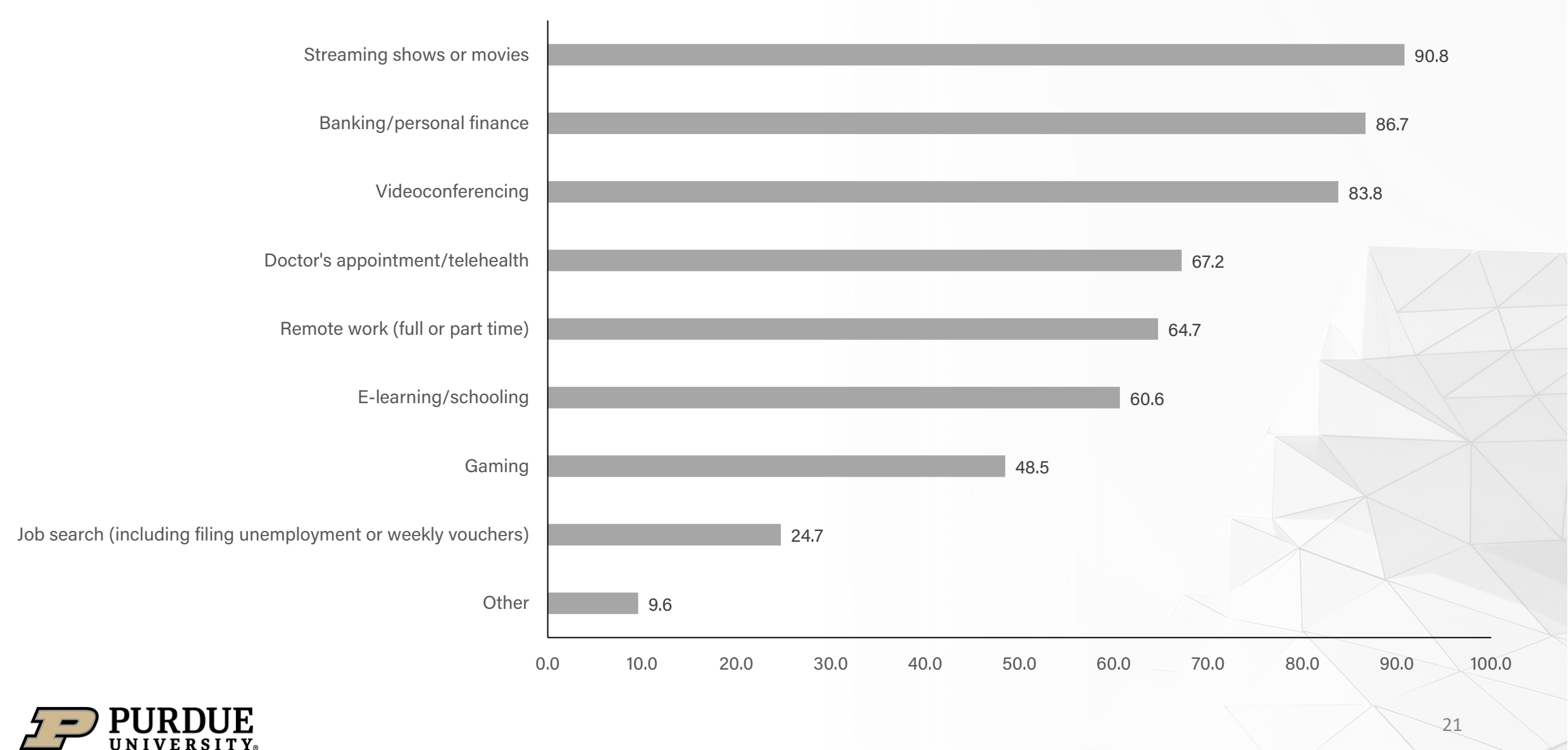


Age group of home internet users, % responses (n = 2,518)

Respondents could select multiple age groups



Internet use at home, % responses (n range = 123-1,165)



Internet uses, % responses (n = 1,283)

