Wayne County, Indiana

Broadband Data Validation and Demand Aggregation Survey Report

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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)
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)

- Yes: 14.5%
- No: 85.5%

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

- Yes: 60.6%
- No: 39.4%
Internet service at home, % responses (n = 1,531)

- Yes: 90.9%
- No: 9.1%
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)

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

- Not available: 79.3%
- Too expensive: 48.6%
- Too slow: 56.2%
- Not reliable: 57.7%
- Not what I need: 39.2%
- Not relevant or needed: 4.9%
- Already use smartphone data plan: 66.7%
<table>
<thead>
<tr>
<th>Broadband Technology</th>
<th>% Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cellular data plan</td>
<td>5.5</td>
</tr>
<tr>
<td>DSL</td>
<td>22.6</td>
</tr>
<tr>
<td>Cable</td>
<td>52.5</td>
</tr>
<tr>
<td>Fiber</td>
<td>2.5</td>
</tr>
<tr>
<td>Fixed wireless</td>
<td>7.0</td>
</tr>
<tr>
<td>Satellite</td>
<td>9.5</td>
</tr>
<tr>
<td>Dial-up/Not sure</td>
<td>0.6</td>
</tr>
</tbody>
</table>

37.5% had cellular data, DSL, satellite, or dial-up
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)

- Unsatisfied: 20.5%
- Somewhat unsatisfied: 20.4%
- Not sure: 2.5%
- Somewhat satisfied: 30.4%
- Satisfied: 26.2%

40.9%
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)

- Too expensive: 77.4%
- Too slow: 86.7%
- Unreliable: 81.8%
- Not satisfied needs: 75.5%
- Other: 61.5%
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)

<table>
<thead>
<tr>
<th></th>
<th>Download</th>
<th>Upload</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speed tests</td>
<td>752</td>
<td>622</td>
</tr>
<tr>
<td>Average</td>
<td>89.932</td>
<td>20.667</td>
</tr>
<tr>
<td>Median</td>
<td>25.000</td>
<td>5.570</td>
</tr>
<tr>
<td>Minimum</td>
<td>0.050</td>
<td>0.002</td>
</tr>
<tr>
<td>Maximum</td>
<td>1,038.000</td>
<td>1,000.00</td>
</tr>
</tbody>
</table>

37.3 62.7

Percent speed tests meeting FCC 25/3 criteria
Number of devices used at home, % responses (n = 1,285)

77.7% used 4 or more devices
Age group of home internet users, % responses (n = 2,518)

Respondents could select multiple age groups

<table>
<thead>
<tr>
<th>Age group</th>
<th>% Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>School age child (Pre-K-8th grade)</td>
<td>19.6</td>
</tr>
<tr>
<td>High School age child (9th-12th grade)</td>
<td>12.8</td>
</tr>
<tr>
<td>Ages 19-25</td>
<td>8.1</td>
</tr>
<tr>
<td>Ages 26-45</td>
<td>23.5</td>
</tr>
<tr>
<td>Ages 46-64</td>
<td>24.0</td>
</tr>
<tr>
<td>Ages 65 or older</td>
<td>11.8</td>
</tr>
</tbody>
</table>
Internet use at home, % responses (n range = 123-1,165)

- Streaming shows or movies: 90.8%
- Banking/personal finance: 86.7%
- Videoconferencing: 83.8%
- Doctor's appointment/telehealth: 67.2%
- Remote work (full or part time): 64.7%
- E-learning/schooling: 60.6%
- Gaming: 48.5%
- Job search (including filing unemployment or weekly vouchers): 24.7%
- Other: 9.6%
Internet uses, % responses (n = 1,283)