

Blank copies of the two surveys that were distributed to approximately 6000 Washington County households and 500 businesses follow.



# Washington County Cellular Telephone Accessibility Survey

The Washington County Council of Governments (WCCOG), along with other private and public partners, is preparing an assessment of telecommunications infrastructure in Washington County. We know that cellular telephone service in Washington County is inadequate. Our own experience tells us so and we hear it from businesses, emergency services personnel and individuals every day. To address the gaps in service we need to document the extent of the problem. WCCOG is preparing a Telecommunications Infrastructure Assessment to map the gaps in service and interview industry representatives to find out how to obtain improvements in service. The study will also identify the infrastructure needed to address the gaps, some regulatory and fee structures that will help municipalities site new structures, and the latest in antenna facilities that will not scar the landscape or historic structures.

However, only problems that are well described and needs that are clearly identified can be fixed. **Please help us document the status of cellular telephone service as it affects you and your business so that we can move forward toward solutions.**

Please complete a separate form for each home or business you own /rent in Washington County. There is an online equivalent to this printed form at: <http://www.emdc.org/gis/phonesurvey/survey.cfm>

## PART I – GENERAL INFORMATION AND DEMOGRAPHICS

- I am responding to this survey on behalf of a (please check only one):  
household   business   home-based business
- The house or business in which I am located is: rented   owned
- I am between the ages of: under 19   20-24   25-34   35-44   45-54   55-59   60-64   65+
- My household income is: less than \$10,000   \$10,000-14,999   \$15,000-24,999   \$25,000-34,999   \$35,000-49,999  
\$50,000-\$74,999   \$75,000-\$99,999   \$100,000+
- I am: male   female
- The # of people in my household is: \_\_\_\_\_ # of school age children: \_\_\_\_\_ # of adults: \_\_\_\_\_
- I live in the town/city/unorganized territory of: \_\_\_\_\_ (required)
- Please rate your present level of knowledge and expertise in computers or information technology:  
Expert   Professional   Average   Beginner   Novice

## PART II – CELLULAR TELEPHONE ACCESSIBILITY

- Have you ever used cellular telephone service in Washington County? Yes   No
- If you do NOT use cellular telephone service in Washington County please tell us why:  
coverage   cost   reliability issues   technical support   customer service   all of these  
other (specify: \_\_\_\_\_) and then proceed to question 15.
- If you use cellular telephone service in Washington County which Cellular Telephone Company do you currently use?  
US Cellular   AT&T Wireless   Unicell   Verizon   Sprint   None   Don't know  
Other (specify: \_\_\_\_\_)

Please turn over...

12. How satisfied are you with your present cellular telephone service in Washington County? (choose only one; if you have no Cellular telephone service, leave blank.)

Very Dissatisfied  Somewhat Dissatisfied  Neutral/Unsure  Somewhat Satisfied  Very Satisfied

12a. If you are either "somewhat dissatisfied" or "very dissatisfied," what is/are the reason(s) for your dissatisfaction (check all that apply)?

coverage  cost  reliability issues  technical support  customer service  all of these

other (specify: \_\_\_\_\_)

13. Please rate the reliability of your cellular telephone service?

Very Unreliable  Somewhat Unreliable  Neutral/Unsure  Reliable  Very Reliable

14. How would you characterize the level of your cellular telephone service given what you pay for it?

Unacceptable  Marginal  Tolerable  Neutral/Unsure  Acceptable

15. Please tell us your opinion. To what extent do you agree or disagree with the following statements (a–e):

I believe that improving cellular telephone access in Washington County would ...

a) ... save money for me and/or for my business or employer

Strongly Disagree  Disagree  Neutral/Unsure  Agree  Strongly Agree

b) ... improve personal safety

Strongly Disagree  Disagree  Neutral/Unsure  Agree  Strongly Agree

c) ... improve efficiency at my workplace

Strongly Disagree  Disagree  Neutral/Unsure  Agree  Strongly Agree

d) ... make it easier for me to buy and/or sell products and services

Strongly Disagree  Disagree  Neutral/Unsure  Agree  Strongly Agree

e) ... increase my inclination to open a business in my community

Strongly Disagree  Disagree  Neutral/Unsure  Agree  Strongly Agree

16. Please indicate the importance of different types of improvements in cellular telephone service in Washington County:

Service within the largest Population Centers (Calais, Machias, Eastport, Milbridge)

Not Essential  Neutral/Unsure  Important  Very Important  Essential for purchase or expanding purchase

Service along Major Transportation Corridors (Routes 1, 9, 191, 192, 193, 6)

Not Essential  Neutral/Unsure  Important  Very Important  Essential for purchase or expanding purchase

County – wide coverage

Not Essential  Neutral/Unsure  Important  Very Important  Essential for purchase or expanding purchase

17. Finally, please provide any additional comments on cellular telephone access issues in the space below:

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Thank you for taking our survey! **Important:** Please return your completed survey in the enclosed envelope or on-line at: <http://www.emdc.org/gis/phonesurvey/survey.cfm>



# Washington County High Speed (Broadband) Accessibility Survey

The Washington County Council of Governments (WCCOG), along with other private and public partners, is preparing an assessment of telecommunications infrastructure in Washington County. We know that high-speed Internet service in Washington County is inadequate. Our own experience tells us so and we hear it from businesses and individuals every day. To address the gaps in service we need to document the extent of the problem. WCCOG is preparing a Telecommunications Infrastructure Assessment to map the gaps in service and interview industry representatives to find out how to obtain improvements in service. The study will also identify the infrastructure needed to address the gaps, some regulatory and fee structures that will help municipalities site new structures, and the latest in antenna facilities that will not scar the landscape or historic structures.

However, only problems that are well described and needs that are clearly identified can be fixed. **Please help us document the status of high-speed Internet service as it affects you and your business so that we can move forward toward solutions.**

Please complete a separate form for each home or business you own /rent in Washington County. There is an online equivalent to this printed form at: <http://www.emdc.org/gis/internetsurvey/survey.cfm>.

### PART I – GENERAL INFORMATION AND DEMOGRAPHICS

2. I am responding to this survey on behalf of a (please check only one):  
household    business    home-based business
2. The house or business in which I am located is: rented    owned
3. I am between the ages of: under 19    20-24    25-34    35-44    45-54    55-59    60-64    65+
4. My household income is: less than \$10,000    \$10,000-14,999    \$15,000-24,999    \$25,000-34,999    \$35,000-49,999  
 \$50,000-\$74,999    \$75,000-\$99,999    \$100,000+
5. I am:  male    female
8. The # of people in my household is: \_\_\_\_\_ # of school age children: \_\_\_\_\_ # of adults: \_\_\_\_\_
9. I live in the town/city/unorganized territory of: \_\_\_\_\_ (required)
8. Please rate your present level of knowledge and expertise in computers or information technology:  
Expert    Professional    Average    Beginner    Novice

### PART II – HIGH SPEED (BROADBAND) INTERNET ACCESSIBILITY

9. Have you ever used high-speed (or “broadband”) Internet service at this location? Yes     No

10. What type(s) of Internet access is/are available or in use at this location?  
 (Check the box in only one of the four columns in each of the following rows [a–g] of the table below):

	<i>Technological Means of Delivery</i>	<i>Using Now</i>	<i>Available But Unused</i>	<i>Not Available</i>	<i>Don't Know</i>
a)	Dialup (via telephone line)				
b)	Digital Subscriber Line (DSL)				
c)	Cable				
d)	T-1 and its variants				
e)	Fixed Wireless				
f)	Satellite				
g)	Other (specify):				

11. Do you currently use a separate phone line for Internet access? Yes    No    Don't know    Please turn over...

12. Which Internet Service Provider (ISP) do you currently use?

- Great Works Internet (GWI) Adelphia America Online (AOL) Verizon Earthlink  
CCPWireless Midmaine Acadianet Mainline Pinetree Cable Localnet Rivahnet None Don't know  
Other (please specify: \_\_\_\_\_)

13. How satisfied are you with your present Internet service? (choose one; if you have no Internet service, leave blank.)

- Very Dissatisfied Somewhat Dissatisfied Neutral/Unsure Somewhat Satisfied Very Satisfied

13 a. If you are either "somewhat dissatisfied" or "very dissatisfied," what is/are the reason(s) for your dissatisfaction (check all that apply)?

- speed cost reliability issues technical support customer service all of these  
other (specify: \_\_\_\_\_)

13 b. Would you be willing to pay more than you presently pay for high-speed (or "broadband") Internet access?

- Very Unwilling Fairly Unwilling Neutral/Unsure Willing Very Willing

14. At this location, do you presently use any of the following Internet services or technologies? (Check all that apply.)

- Videoconferencing Research Shopping Sales (products or services) E-mail Homework or distance learning  
Website development Online marketing Online gaming/entertainment Don't know  
Others (specify: \_\_\_\_\_)

15. Please tell us your opinion. To what extent do you agree or disagree with the following statements (a–e):

I believe that acquiring or having high-speed (or "broadband") Internet access would ...

a) ... save money for me and/or for my business or employer

- Strongly Disagree Disagree Neutral/Unsure Agree Strongly Agree

b) ... enhance overall enjoyment of the Internet

- Strongly Disagree Disagree Neutral/Unsure Agree Strongly Agree

c) ... improve efficiency at my workplace

- Strongly Disagree Disagree Neutral/Unsure Agree Strongly Agree

d) ... make it easier for me to buy and/or sell products and services

- Strongly Disagree Disagree Neutral/Unsure Agree Strongly Agree

e) ... add positively to the educational experience of students in my family (or for myself)

- Strongly Disagree Disagree Neutral/Unsure Agree Strongly Agree

f) ... increase my inclination to open a business in my community

- Strongly Disagree Disagree Neutral/Unsure Agree Strongly Agree

16. If high-speed Internet access were available at your location, how soon do you think you would order it?

- Never More than six months from now Unsure Less than six months from now Right away

17. Finally, please provide any additional comments on High Speed Internet access issues in the space below:

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Thank you for taking our survey! **Important:** Please return your completed survey in the enclosed envelope or on-line at: <http://www.emdc.org/gis/internetsurvey/survey.cfm>.