



Litchfield Internet Survey Results

Select Board Meeting - September 13, 2021

Broadband Committee

Larry Bell - Chair

Joline Bell

Cheri Cooledge

Tom Wood

Judy Bullimer

Dick Cutliffe

John Upham



Litchfield Internet Survey

Survey taken over three weeks: 08/18 - 09/08

2,500 surveys mailed to Litchfield households & businesses

Posted on Facebook (3 different groups)

Published in September Sodalite (front page)

Signs posted - Town Hall, Gowell's, USPS, Transfer Station

356 responses received (14% response rate)



1. If you use the internet in Litchfield, please check the ONE option that you use most of the time (even if you use more than one).

Charter Spectrum:	66% (230)
Consolidated Communications:	15% (52)
HughesNet & Viasat (Satellite):	2% (6)
TK Networks:	5% (17)
Cellular Hotspots:	6% (22)
None:	7% (23)



2. *How many people in your household use the internet?*

None:	4% (14)
1 - 2	70% (244)
3 - 5	22% (78)
6 +	4% (14)



3. If you have internet service in Litchfield, are you satisfied with it?

Very satisfied: 26% (82)

Somewhat satisfied: 49% (152)

Somewhat dissatisfied: 15% (46)

Very dissatisfied: 10% (32)



4. *If you are dissatisfied, what is your biggest issue? (Check only ONE)*

Cost: 45% (105)

Speed : 20% (47)

Quality / reliability: 27% (64)

Customer service: 3% (8)

Available options: 4% (10)



5. What do you use the internet for? (Check all applicable)

News, weather, etc.:	88% (312)	Work from home:	47% (166)
Email:	91% (324)	Telehealth:	22% (77)
Social Media:	65% (232)	Schoolwork:	21% (74)
Music/podcasts:	49% (176)	Games/Gaming:	22% (79)
TV/Video streaming:	66% (235)	None:	1% (4)
Video meetings:	47% (167)		



6. Which speed of reliable internet service is important to you for your household's use?

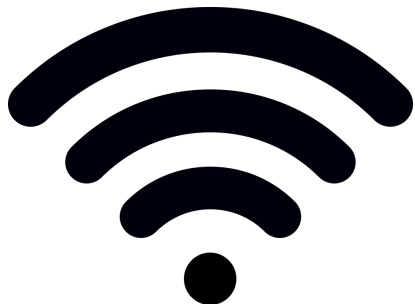
Enough speed for 1 - 2 devices at a time:	20% (69)
Enough speed for 3 or more devices at once:	49% (170)
The fastest possible internet speeds:	28% (96)
Internet service speed is not important:	3% (9)



7. Which of these elements of internet service in Litchfield are important to you for your own household use?

(Please check as many choices as you wish).

Reliability of service:	87% (309)
Widespread availability in town:	56% (200)
Low cost internet (affordability):	50% (177)
The highest possible speeds:	45% (160)
High speeds for uploads:	31% (112)



8. Please rate your household level of computer technology knowledge:

Very limited except for basic tasks:	10% (34)
Handle most tasks with some help:	34% (115)
Computer technology-savvy:	44% (152)
Supports friends and neighbors:	12% (41)



9. Would you support the creation of a town-owned and controlled internet entity? (This may entail a 20 year bond to finance infrastructure improvements with Fiber-To-The-Home (FTTH) service to every household. The bond would be paid back entirely by subscribers without a tax increase).

Yes - this will keep control within community: 20% (70)

Possibly, but need much more information: 53% (183)

No - we have too much debt already: 7% (24)

No - we don't need a town owned infrastructure: 20% (68)



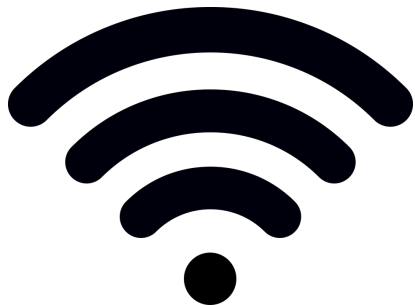
10. Alternatively, would you rather support the town having a private internet provider for all residences and businesses? (The town would be billed by the provider 'in bulk', and would be responsible for collecting fees from subscribers. The more subscribers that are enrolled, the lower the monthly subscriber costs).

Yes - one provider is acceptable: 8% (27)

Possibly, but need much more information: 59% (196)

No - we need competition: 26% (86)

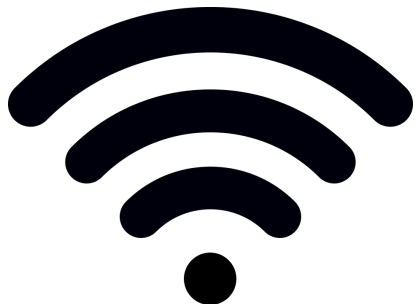
No - the town should own the infrastructure: 7% (22)



Appendix



Whatever the decision it should go out to a vote
I like having choices for price and service
No phone no electric - just peace and quiet - keep it simple
We are not full time residents - our cellular hotspot works well enough for us
We don't have internet at camp - would like it
We also need a telephone access as there is not good cell service
We wish we had the option to have any internet at all
Who / where is skill set to install and maintain service - no competition or motivation
Will this internet project support fire road homes or summer camps?
Interested in cost - could you keep current service if not what you want
Seasonal service for camp please!
Competition improves pricing
The town should not manage service or payments
Not worth admin costs
We should have one privately owned provider that handles infrastructure and billing
I don't think the town should be providing internet at the cost of other residences - too much government
What is anticipated cost per household
What about all the federal funds? Fiber to the home for all - subsidized with state and federal funds
None of this applies to me as I do not have a computer and do not plan to get one
Better cell service would also be helpful - many dead spots
Would I be able to keep my phone through Spectrum?
I have Spectrum at my office and prefer that. What are the contract costs of the options?



I don't think taxpayers should be paying for this service. If you want internet, pay for it yourself. The internet is a luxury that people do not need to survive. I live on a fixed income - can't afford internet. I have a hard time paying the rising cost of everything else.

Most important to me is fast, high quality internet. I would not want to sacrifice that for cost
We have a camp on Woodbury. Just changed from CCI to TK - a great improvement! Highly recommended!

Which option would provide the best quality at a reasonable and constant price. Who would be responsible for maintenance and repair? How would that affect monthly billing
Nothing like HughesNet

We are very satisfied with TK Networks but would like affordable options for TV

The town will never keep up with technology...as the world moves to 5G networks and beyond, the town needs competition, not an alternative to private industry

After 19 years with lousy Fairpoint, we are happy with Spectrum but bill has just gone up. A lower bill would be nice

Recently switched from CCI due to speed but 9 or 10 acceptable - 9 preferred

Prefer signing a discount contract with Spectrum. Not good for town to be responsible for collecting fees. Town Hall should be a positive place. One provider providing complete services.

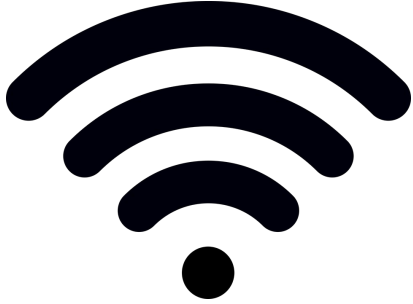
We would need service for four months and not pay for entire year

Partnership seems like the best option. Town would not have the expertise or resources to administer other options. Axiom Tech seems to get bad reviews.

Will it be run to every household? Who pays to have it run to those of us who don't have it now?

Which will cost less to subscribers - 9 or 10?

Internet for seasonal camp in Litchfield



How many of the 240 that don't have it want it? HughesNet satellite available to everyone (most).

You have no idea what you are getting into. \$\$\$.

Cost is a key factor

Spectrum internet is ok but we need better tv provider. Spectrum is horrid

Internet is ok but Spectrum TV is terrible

This is a bad idea. Stop wasting our money. Stay out of the internet business

Cost involved for subscribers?

I don't think we need high speed internet. People will take advantage of it.

Would like better cell reception

The town should not pay for any internet access for any household

Will lines be run to every home? Who pays to have lines run?

I don't wish for my taxes to pay for internet for those in need