



The City of Northampton is conducting a broadband feasibility study to determine the best path to a faster and better broadband network in our community.

Ayúdanos a Mejorar el Internet en Northampton

La Ciudad de Northampton está realizando una encuesta para evaluar las necesidades actuales de servicios de Internet de banda ancha.

La meta es desarrollar una serie de estrategias exhaustivas para brindar servicios de alto desempeño en servicios de Internet de banda ancha para todos los residentes y negocios de Northampton.

Su participación en esta encuesta nos ayudará a entender como conectar cada hogar, escuela, negocio, oficina medica y agencia gubernamental a una red de alta velocidad para nuestra Ciudad.

Los resultados ayudarán a la Ciudad a determinar donde se encuentran las mayores necesidades y guiará a cómo asegurarnos que todos los residentes y negocios tengan acceso adecuado y asequible de los servicios de Internet de banda ancha.

¡Necesitamos su respuesta!

Complete la encuesta en menos de 10 minutos en:

<https://projects.designnine.com/survey/northampton-residential-spanish>

O regrese la encuesta en persona o por correo a la siguiente dirección:

Information Technology Services
James House
42 Gothic Street
Northampton, MA 01060

¡Necesitamos su respuesta!

¡Gracias por su participación!

Para más información o si desea hacer alguna pregunta, envíenos un email a mbs-survey@northamptonma.gov

**Help Us Improve
Northampton's Internet!**

RETURN BY April 28th

The City of Northampton is conducting a Broadband Survey to assess your current broadband service and needs. The goal is to develop a comprehensive set of strategies to bring high performance broadband and Internet services to all residents and businesses.

Your participation in this survey will help us understand how to connect every home, school, business, doctor's office, and government agency to a high-speed network for our City.

The results will help the City to determine where the need is greatest and help guide us on how to ensure that all citizens and businesses have affordable and adequate access to broadband services.

We need your response!

Take the survey online in less than 10 minutes at

<https://projects.designnine.com/survey/northampton-residential>

Or return this survey in person or by mail to the following address:

Information Technology Services
James House
42 Gothic Street
Northampton, MA 01060

We need your response!

We thank you for your participation!

For more information or if you want to ask a question, send us an email: survey@northamptonma.gov

If you are a business - Please complete the business survey
at <https://projects.designnine.com/survey/northampton-business>

Street Address: _____

Please supply full street address with street or road number.

City/State/Zip: _____

Name (optional): _____

1. Check the items you agree with below:

- I need better landline telephone service
- I need better cellular telephone service
- I need better Internet/data service
- I need better Internet for Covid-19 work from home
- I need free WiFi while visiting downtown
- I am satisfied with all of my services

2. Total number in household :

- a) Adults _____ b) K-12 Students _____
- c) College Students _____ d) Internet users _____

3. How important is Internet access to you or your household?

- Very important Somewhat important Not that important
- Not at all important No Opinion

4. What service package do you have from your internet service provider?

- Internet only Internet plus cable
- Internet plus cable plus landline telephone

5. How much do you pay now for at home Internet access each month?

- No Internet I only use free hotspots
- Under \$49 \$50-\$99 \$100-\$149
- \$150-\$199 More than \$200 I don't know

6. What type of Internet connection do you have at home?

- Dial-up DSL line Fiber Cable modem
- Satellite Cellular Wireless Wireless ISP
- Other _____ No Internet I don't know

7. Based on the type of Internet connection you selected above, why do you still have it? (check all that apply)

- Too expensive to change Not interested in changing
- Best price available No other options
- Most reliable service available Limited other options
- Still in contract

8. How many devices (for example computers, cellphones, smart speaker, smart TVs) connect to the Internet in your household?

- 1-4 5-8 9-11 12-15 16+

9. What is the speed of your Internet connection?

- Dial-up or any service less than 1 Mbps download
- Less than 10 Mbps download
- Between 10 Mbps and 25 Mbps download
- Between 25 Mbps and 100 Mbps download
- Greater than 100 Mbps download
- I don't know

10. Do you have data limits (caps) on your current Internet service?

- Yes No

11. If you have data limits, have you exceeded those limits?

- Yes No I don't know

12. Check all items you use the Internet for now:

- Email
- Access news and current events
- Learn about Covid-19 pandemic issues and information
- Homework / Schoolwork / Distance learning
- Work from home during Covid-19 pandemic
- Download or listen to music or audio books online
- VoIP Internet phone (Vonage, Skype, FaceTime, etc.)
- Online Backup (files, photos, music)
- Telemedicine, telehealth
- Online gaming
- Social media and social networking (e.g. Facebook, Instagram, etc)
- Shopping
- Online banking
- Home security (e.g. video doorbells, security cameras, etc.)
- Smart speakers (e.g. Alexa, Echo Dot, Google Assistant, Homepod)
- TV and Streaming video (e.g. Netflix, Hulu, Amazon, Disney, etc.)
- Other

13. Access to high speed, affordable Internet influences where you choose to live.

- True False

14. Does anyone in your household use / need the Internet to complete school assignments, distance learning, or job training course work?

- Yes, several times a week
- Yes, at least once a week
- Yes, at least once a month
- No

15. Do you work from home?

- I am self employed and work part time from home
- I am self employed and work full time from home
- I work part time at home for my employer
- I work full time at home for my employer
- I need nights and weekends access for my job
- I never work from home
- I would if I had better Internet at home
- I am retired and do not work from home

16. Check the items you agree with below:

- I have trouble loading pictures to my social media account(s)
 I have trouble viewing online videos/lectures/movies/tv shows
 I have trouble using the Internet when other users are using it
 I have trouble using FaceTime, Skype, or other video chats
 I do not have trouble performing any of these activities

17. Who is your Internet service provider?

- Frontier Comcast/Xfinity Crocker Comm
 DISH Network Earthlink HughesNet
 ViaSat Wireless Internet Cellphone hot-spot
 Satellite Internet Other

18. Overall, how satisfied are you with the internet services received from your provider?

- Very Dissatisfied Dissatisfied Neutral
 Satisfied Very satisfied

19. I am interested in high speed fiber cable delivered Internet service.

- Yes No

20. Should the city government facilitate better broadband services and more affordable services?

- Yes No

21. How Likely would you be to switch your internet service to a faster and more affordable City government developed broadband network?

- Very Unlikely Somewhat Unlikely Neutral
 Somewhat Likely Very Likely

22. What are your opinions on the following privacy and net neutrality concerns

a) Do you agree with an internet provider limiting users access to certain internet content and/or promoting access to the provider's preferred content?

- Strongly Agree Somewhat Agree Neutral
 Somewhat Disagree Strongly Disagree

b) Do you agree with an internet provider monitoring household internet usage?

- Strongly Agree. Somewhat Agree Neutral
 Somewhat Disagree Strongly Disagree

c) Do you agree with an internet provider giving your households internet usage history to third parties?

- Strongly Agree. Somewhat Agree Neutral
 Somewhat Disagree Strongly Disagree

d) Do you agree that an internet provider should be able to block your access to certain internet content?

- Strongly Agree. Somewhat Agree Neutral
 Somewhat Disagree Strongly Disagree

23. What are your opinions on the following Community network service offerings

a) How important is it for you to have a choice of competitive internet service providers for your household?

- Not Important Low Importance Neutral
 Very Important Extremely Important

b) Should a community network provide telephone services?

- Not Important Low Importance Neutral
 Very Important Extremely Important

c) How important is it that a community network discount internet services for households near or below the poverty line

- Not Important Low Importance Neutral
 Very Important Extremely Important

Please answer the following demographic questions about you and your household

24. What is the yearly income of your household?

- Less than \$25,000 a year
 \$25,000 - \$50,000 a year
 \$50,001 - \$75,000 a year
 \$75,001 - \$100,000 a year
 More than \$100,000 a year

25. What is the highest grade or level of school that you have completed?

- 8th grade or less
 Some high school, but did not graduate
 High school graduate or GED
 Some college or a 2-year degree
 4-year college graduate
 More than 4-year college degree

26. What age range are you in?

- 0 to 18 years old
 19 - 45 years old
 46 - 65 years old
 65+ years old

27. Do you make decisions on internet service for your household?

- Yes No

28. What is your racial or ethnic background?

- Black or African American
 American Indian and Alaska Native
 Asian
 Native Hawaiian and other Pacific Islander
 Hispanic or Latino
 White - Not Hispanic or Latino

29. Any other comments?
