



pennsylvania

DEPARTMENT OF COMMUNITY & ECONOMIC DEVELOPMENT

Pennsylvania Statewide Broadband Connectivity and Digital Access Survey

Dear Pennsylvania Resident:

As the Commonwealth of Pennsylvania seeks to expand and invest in improved broadband connectivity and digital access, your input as a Pennsylvania resident will provide vital support to the Commonwealth's strategies to close the digital divide.

Your input will inform the 5-Year Action Plan and Digital Equity Plans, being prepared in 2023 by the Pennsylvania Broadband Development Authority (Authority). By completing this survey, you are providing critical information that will help the Commonwealth qualify for over \$1 billion in federal funding to invest in our communities.

Participation in this survey is voluntary. Your services will not be impacted in any way if you do not complete the survey. The survey is private and confidential, meaning that we will never ask you to identify yourself, and we will never try to identify you. There are no foreseeable or anticipated risks for completing this study. If you have any questions about this study, please contact pabroadbandauthority@pa.gov.

We appreciate you taking this 10–15-minute survey!

1. In which county do you live?

2. What is your zip code?

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Access and Subscriptions

3. Do you have a device to access the internet? (*BRANCHING*)

- yes
- no

4. Does your household currently have access to home internet? (*BRANCHING*)

- Yes (Quick tip: if you have a modem or router, check this option.)
- No, but I have a cellular data plan.
- No, I have no internet access at all in my home.

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If Yes...

5. Which of the following internet subscriptions do you have at home?

- cable internet
- dial-up
- DSL
- fiber optic
- satellite
- don't have own subscription (i.e., use Wi-Fi from neighbors, etc.)
- not sure
- other (please specify)

6. What company is your internet service provider?

7. What is the speed of your internet subscription? Speed is measured in Megabits per second (Mbps). Select the response that is most applicable.

- less than 25 Mbps download speed
- 25 to 100 Mbps download speed
- more than 100 Mbps download speed
- I don't know, but it's fine.
- I don't know, but it's slow.
- I know my exact speed. (Please specify upload and download speeds).

If No, but have a cellular data plan...

5. What type of cellular data plan do you have? If you do not have a cellular plan, go to question 9.

a limit or cap on the amount of data that can be used per month for a set price

unlimited access to data for a set price

pay-as-you-go data

not sure

If No, I have no internet access...

5. How often do you use the internet at the following places?

Never A Few Days Some Days Most Days Every Day

at home with my own internet
subscription

at a library or community
center

at friend's or families' homes

at school

at work

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Internet Use

6. How frequently does anyone in your household use the internet for each of these activities?

Never A Few Days Some Days Most Days Every Day

adult training or education classes

email communication

entertainment (movies, games, etc...)

household finance (paying bills, online banking)

read about news/current events

school work for children in the household

search for jobs

shop online

social media

telehealth appointments

use government services (DMV, Social Security, Medicaid, etc...)

video calls (i.e., Zoom, Skype, Teams, etc.)

work from home

7. What best describes your current situation? Check all that apply. (*BRANCHING*)

- employed full time
- employed part time
- self-employed
- student
- unemployed or between jobs
- not seeking work (homemaker or retired)
- not working or attending school
- not sure
- other (please specify)

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8. Which best describes your location of work or study? (*BRANCHING*)

- work or study from home most or all of the time (4 or 5 days per week)
- work or study from home sometimes on a hybrid schedule (2 or 3 days per week)
- work or study from home occasionally (1 day per week or only when needed)
- never work or study from home

9. Could you work from home if you had internet or improved internet speed?

- yes
- no
- not applicable

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10. Do you think your internet connection is adequate for the number of people living in your home?

- yes
- no

11. Which of the following devices does your household use at home? Check all that apply.

- desktop or laptop
- smartphone
- smart TV
- tablet or other portable wireless computer
- some other type of device (please specify)

12. Thinking about all the members of your household, how many of these devices does your household use at home?

13. Does everyone in your household have access to a computer whenever they need it?

- yes
- no

14. If you have challenges using the internet, which of the following apply? Select all that apply.

- The cost is too expensive.
- I'm worried about late payments and fines.
- Services is unreliable or has frequent outages.
- I don't like the available service providers.
- Service is not available at my residence.
- I don't need or want broadband to the home.
- I'm concerned about my security and privacy.
- I don't own any device or computer to access the internet.
- I have a phone, computer, or tablet but I don't know how to use it.
- I have a phone, computer, or tablet but it isn't good enough to accomplish what I need.
- Other (please specify)

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15. Please confirm whether or not you have internet?

- Yes, I have internet
- No, I do not have internet

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Affordability and Satisfaction

16. How much do you pay monthly for your household's internet subscription?

- \$0 – I have a subscription with a discount applied that costs me \$0.
- Less than \$25/month
- Less than \$50/month
- Less than \$75/month
- Less than \$100/month
- \$100 or more/month

17. Does this price include services other than internet access, like Cable TV or landline telephone service? Check all that apply.

- cable television
- landline phone
- no other services included
- not sure
- Other services (please specify)

18. How difficult is it for you to pay your monthly internet bill (whether bundled with other services or stand-alone)?

- | | | |
|--|--|--------------------------------------|
| <input type="radio"/> not difficult at all | <input type="radio"/> somewhat difficult | <input type="radio"/> very difficult |
|--|--|--------------------------------------|

19. Did you have a choice of providers when choosing internet services?

- yes
- no
- not sure

20. Are you familiar with the Affordability Connectivity Program (ACP), the federal government's subsidy program (to assist qualified households with paying for internet access), or any other subsidy program?

Additional information on programs and resources will be available at the end of the survey.

- yes
- no

21. Are you participating in the Affordability Connectivity Program?

- yes
- no

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22. Please rate your agreement with each of the following statements.

strongly disagree somewhat disagree somewhat agree strongly agree

My internet service is reliable.

My internet service is affordable.

My internet service is fast enough to meet my needs.

I am satisfied with my choices when it comes to providers and plans for internet service.

I would choose a different type of internet subscription if more choices were available.

I would pay for faster internet service if it were available where I live.

I have the right devices (computer, tablet, smartphone) to meet my needs.

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Digital Skills

23. How comfortable are you with using the internet for the following?

not comfortable limited comfortable fairly comfortable very comfortable

saving and sharing files

online banking and financial management

online payments, including personal shopping

searching for and finding the information I want

seeking medical care or telehealth consultations

social media (Facebook Twitter, Instagram, etc.)

filing official documents (tax filing, passport renewal, etc.)

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24. How familiar are you with these internet security and privacy concepts?

	not at all	limited familiarity	fairly familiar	very familiar
updating software				
computer privacy settings				
avoiding computer scams or phishing				
protecting data on a computer or device				
keeping strong (hard to guess) passwords				
multi-factor authentication for logging into a website				
safely storing documents containing sensitive or private information				

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Demographics

25. What gender do you identify with?

- male
- female
- Prefer to self describe (please specify)

26. Are you a member of the LGBTQIA+ community?

- yes
- no

27. Please identify how many people live in your household, including yourself, on the first line. Also, please identify how many people in your household are under 18 or over 60 (including yourself).

Total	<input type="text"/>
Under 18	<input type="text"/>
Over 60	<input type="text"/>

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28. What is your age?

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

29. What was your approximate 2022 household income?

- \$25,000 or less
- \$26,000-50,000
- \$51,000-100,000
- More than \$100,000

30. How do you identify? Select all that apply.

- White
- Black or African American
- Hispanic or Latino
- Asian or Asian American
- American Indian or Alaska Native
- Native Hawaiian or other Pacific Islander
- Other (please specify)

31. Please specify any disability, handicap, or chronic disease that keeps you from participating fully in using the internet, whether at home or elsewhere.

- seeing even if wearing glasses
- hearing even if using a hearing aid
- difficulty typing and using my hands
- walking or leaving my home (It's hard to get to places that have internet service or support.)
- None of these keep me from using the internet.

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32. Are you a U.S. military servicemember or veteran?

- yes
- no

33. Is any member of your household a U.S. military servicemember or veteran?

- yes
- no

34. In what type of housing do you live?

- single-family home
- townhome or attached home
- apartment or condo
- mobile home
- Other (please specify)

35. What is your highest level of education?

- less than high school
- high school graduate
- some college
- two-year degree
- four-year degree
- professional/master's or doctoral degree

36. Are you aware of post-high school job skills or training programs that you would like to complete?

- yes
- no

If yes, what program/field?

37. If there is any other feedback you'd like to share, please do so here.

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Thank you for taking this survey and helping with this important effort!

To learn more, visit:

Internet for All: Connecting the Commonwealth [insert link to PBDA project webpage once established]

[Affordable Connectivity Program](#)

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