



## BeHeardCVA Broadband Internet Survey 2019

### Summary Tables

Do you regularly use the internet at home?

	N	Percent
Yes	299	98
No	6	2

Which of the following internet access options are used at your home address (check all that apply)?

	N	Percent
No access	1	0
Dial Up	3	1
Cable	102	34
Fiber optic	32	11
Mobile phone hotspot	39	13
DSL (Digital Subscriber Line)	63	21
Wireless/home wi-fi	208	70
Satellite/Dish	19	6
Other(please specify)	14	5
Not sure	6	2

How reliable do you find your internet connection ?

	N	Percent
Very reliable, the connection never drops	92	31
Speed varies from time to time, but the connection never drops	135	46
Speed varies considerably and the connection regularly drops	63	21
Very poor connection, which drops out all the time	5	2

How would you rate the speed of your current internet connection?

	N	Percent
Excellent	66	22
Good	135	45
Acceptable	67	22
Slow	24	8
Terrible	3	1
No answer	4	1

Do you perceive a shortage of high-speed internet providers at your location?

	N	Percent
Yes	164	55
No	101	34
Don't Know	30	10
No answer	4	1

How much do you currently pay for your internet each month (check one)? Note: If part of a bundle of services estimate the portion of your monthly bill that is for Internet service.

	N	Percent
\$0-\$25	16	5
\$26-\$50	88	29
\$51-\$100	135	45
\$101-\$150	24	8
\$151 or more	8	3
Not sure	23	8
No answer	5	2



For which of the following activities at your home address do you use, or would you like to use, internet (check all that apply)?

	N	Percent
Communication (email, Skype, etc.)	284	95
Using social media	227	76
Work from home for an employer (telework)	139	46
Work from home (home-based business)	78	26
Shopping, other personal business and transactions	277	93
Gaming	79	26
Other entertainment	231	77
Taking online courses/distance learning	108	36
General information/research	277	93
Other	15	5

Does your current internet service limit the way in which you use the internet?

	N	Percent
No, it does not restrict the way in which I use the internet	234	78
Yes, it restricts my ability to use some internet applications and services	56	19
Yes, it restricts my ability to use the internet for basic functions	4	1

If a new or alternative high-speed internet service were available to your home, would you be interested in acquiring it?

	N	Percent
Yes	4	50
No	4	50

What is the highest amount you would be willing to pay monthly for high-speed, reliable internet access at home (check one)?

	N	Percent
\$0-\$25	1	25
\$26-\$50	3	75
\$51-\$100	0	0
\$101-\$150	0	0
\$151 or more	0	0
Not Sure	0	0
No Answer	0	0

What are the main reasons that you do not want to use high speed internet at home? (check all that apply)

	N	Percent
I can get high speed internet at work or another location	0	0
Cannot afford high speed internet	1	25
Satellite is my only option, but installation and monthly service costs are too high	0	0
Cannot afford a computer	0	0
Do not know how to use a computer	1	25
Do not have a reason to use a computer	1	25
Dial-up access meets my current needs	0	0
Access using my smartphone meets my needs	0	0
Other	1	25

Do you have a landline phone in your house?

	N	Percent
Yes	146	49
No	148	50
No answer	5	2



As far as you know, is the number listed in the current telephone book?

	N	Percent
<b>Yes</b>	122	83
<b>No</b>	25	17

Do you foresee dropping your landline phone (check one)?

	N	Percent
<b>No</b>	74	50
<b>Yes, in 1-6 months</b>	11	7
<b>Yes, in 6 months -1 year</b>	13	9
<b>Yes, in 1-2 years</b>	13	9
<b>Yes, in 2+ years</b>	8	5
<b>Don't Know</b>	29	20

Do you have a cell or mobile phone?

	N	Percent
<b>Yes</b>	296	99
<b>No</b>	4	1

Some cell phones are called "smart phones" because of certain features they have. Is your cell phone a smartphone, such as an iPhone or Android?

	N	Percent
<b>Yes, smartphone</b>	284	96
<b>No, not a smartphone</b>	11	4
<b>Not sure</b>	1	0

How many hours a weekday would you say you watch TV (check one)?

	N	Percent
<b>Less than 3 hours</b>	126	41
<b>3 - 6 hours</b>	84	27

How many hours a weekday would you say you watch TV (check one)?

	N	Percent
<b>6 - 9 hours</b>	38	12
<b>9 hours or more</b>	32	10
<b>I do not watch TV</b>	20	7
<b>No answer</b>	7	2

How do you watch television? (Check all that apply)

	N	Percent
<b>Cable</b>	111	39
<b>Direct TV/ Dish network/ Satellite</b>	75	26
<b>Online Streaming Subscription</b>	172	60
<b>Online free</b>	46	16
<b>Antenna</b>	70	24

Please rank how much you watch each of these options. Antenna TV

	N	Percent
<b>All I watch</b>	146	61
<b>Watch often</b>	32	13
<b>Sometimes watch</b>	28	12
<b>Rarely watch</b>	23	10
<b>Never watch</b>	11	5

Please rank how much you watch each of these options. Cable/Satellite TV

	N	Percent
<b>All I watch</b>	71	27
<b>Watch often</b>	17	6
<b>Sometimes watch</b>	26	10
<b>Rarely watch</b>	71	27
<b>Never watch</b>	78	30



Please rank how much you watch each of these options. Free online TV

	<b>N</b>	<b>Percent</b>
All I watch	127	55
Watch often	39	17
Sometimes watch	34	15
Rarely watch	27	12
Never watch	3	1

Please rank how much you watch each of these options. Free online TV

	<b>N</b>	<b>Percent</b>
All I watch	47	18
Watch often	23	9
Sometimes watch	62	23
Rarely watch	116	44
Never watch	16	6

Do you foresee you will be watching TV exclusively online (free streaming OR subscription streaming) within the next (check one):

	<b>N</b>	<b>Percent</b>
No	136	47
Yes, in 1-6 months	32	11
Yes, in 6 months - 1 year	10	3
Yes, in 1-2 years	31	11
Yes, in 2+ years	12	4
I don't know	56	20
No answer	10	3

### Demographic Tables

Distribution by Respondent Age Group

	<b>N</b>	<b>Percent</b>
Under 35 yrs	37	12
35-64 yrs	147	48
65 yrs or older	123	40

Distribution by Respondent Gender

	<b>N</b>	<b>Percent</b>
Male	120	39
Female	186	61
Owndescription	1	0

Distribution by Respondent Location

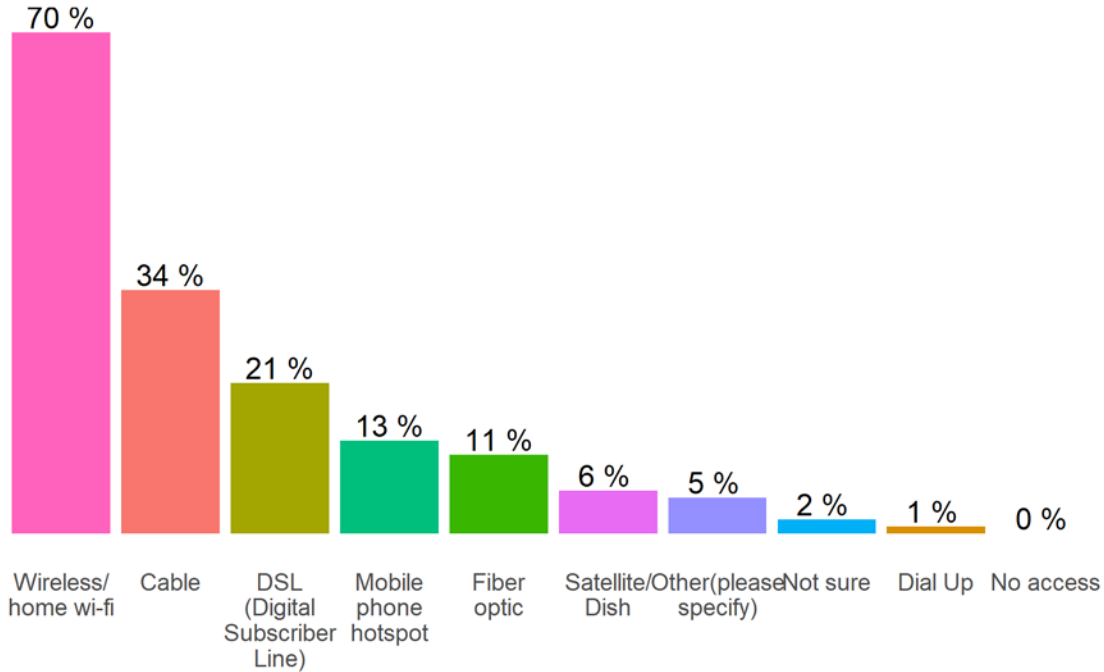
	<b>N</b>	<b>Percent</b>
Outlying areas	64	21
Albemarle	148	48
Charlottesville	95	31

Distribution by Respondent Ethnicity

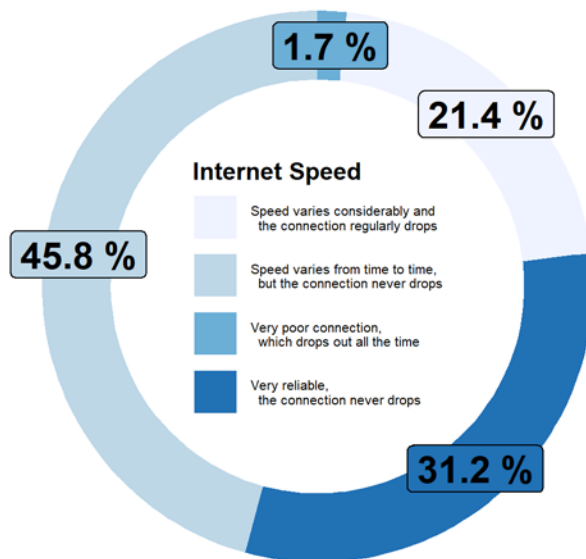
	<b>N</b>	<b>Percent</b>
Asian/Pacific Islander	2	1
Black/African-American	13	4
White/Caucasian	280	91
Other	12	4

**Selected Graphics**

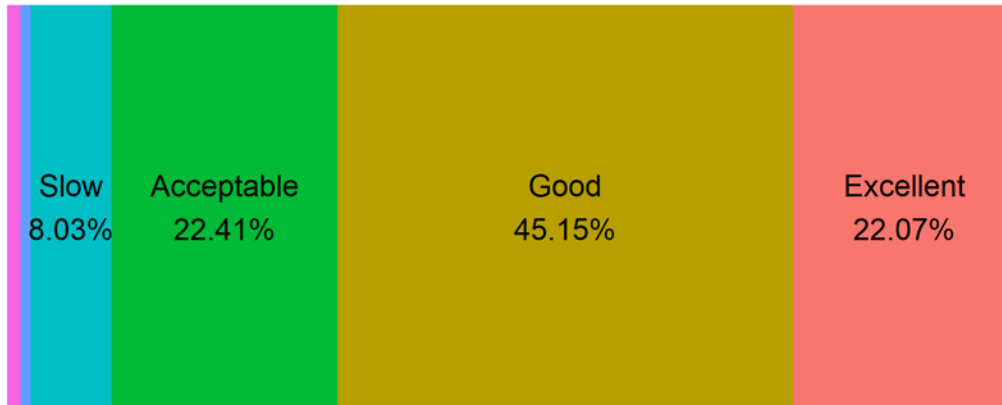
**Which of the following internet access options are used at your home address (check all that apply)?**



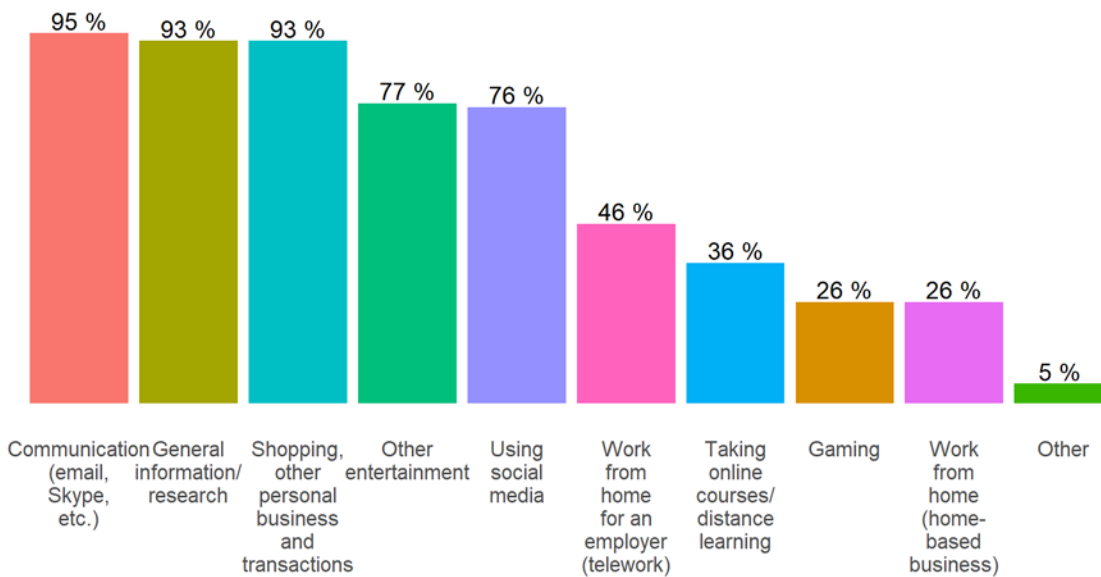
**How reliable do you find your internet connection ?**



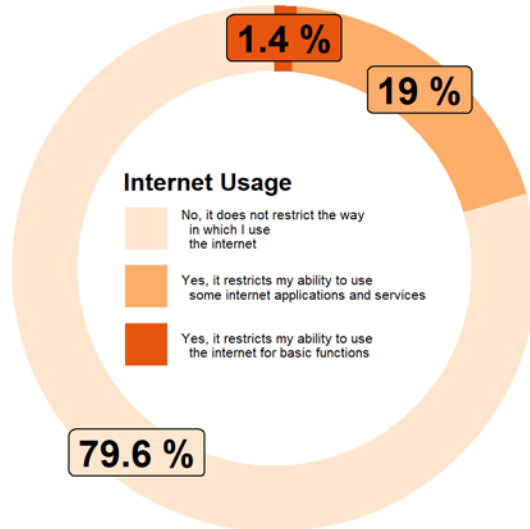
**How would you rate the speed of your current internet connection?**



**For which of the following activities at your home address do you use, or would you like to use, internet (check all that apply)?**

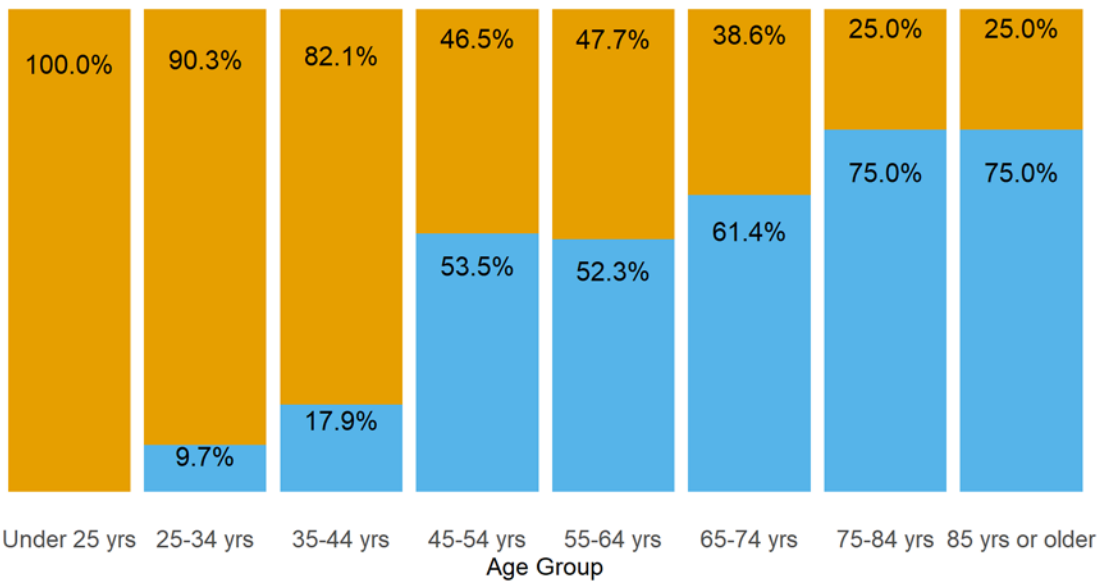


**Does your current internet service limit the way in which you use internet?**

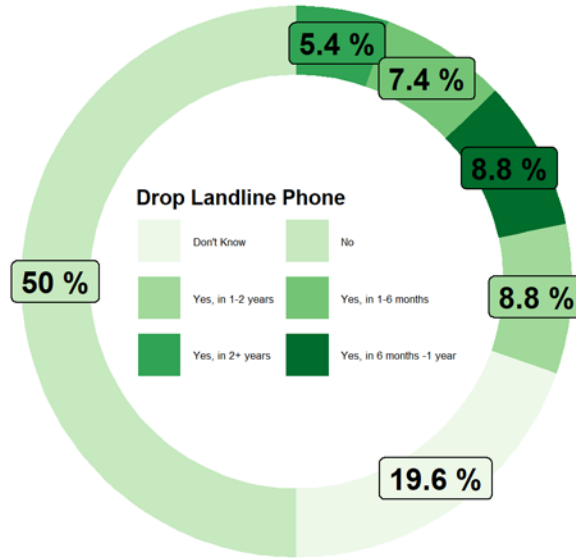


**Do you have a landline phone in your house?**

Yes No

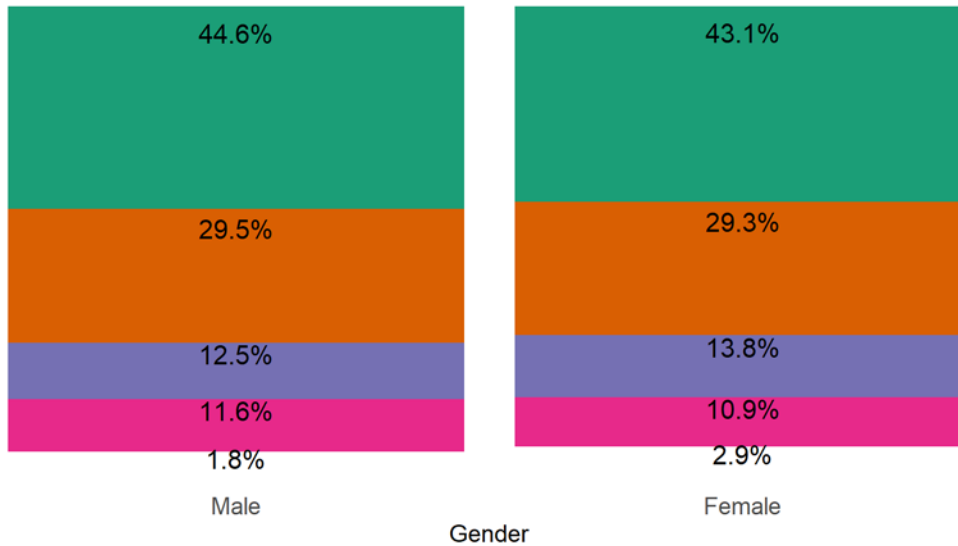


**Do you foresee dropping your landline phone (check one)?**



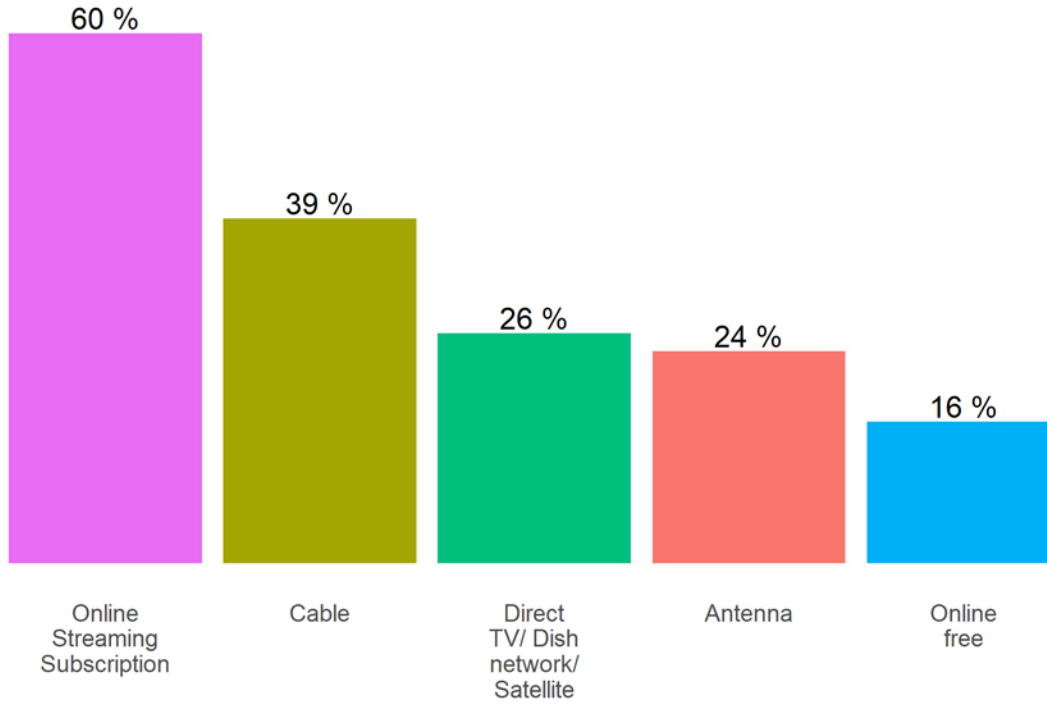
**How many hours a weekday would you say you watch TV (check one)?**

■ Less than 3 hours  
 ■ 3 - 6 hours  
 ■ 6 - 9 hours  
 ■ 9 hours or more  
 I do not watch TV

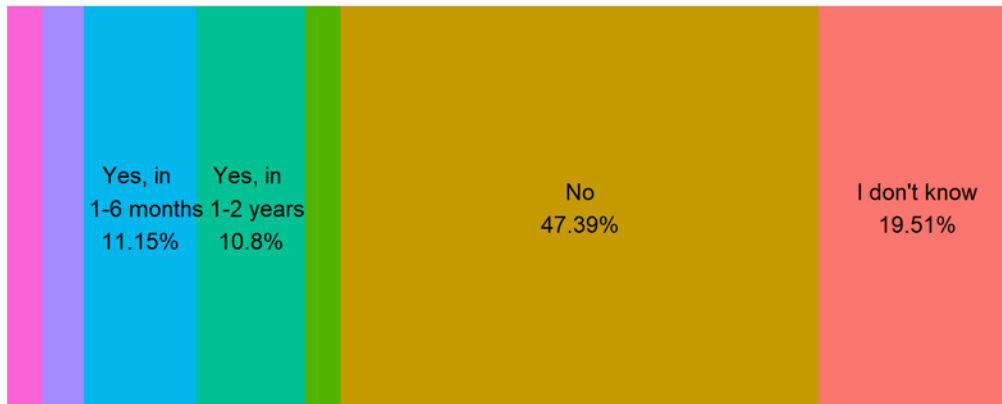




**How do you watch television? (Check all that apply)**



**Do you foresee you will be watching TV exclusively online ?**



**Do you perceive a shortage of high-speed internet providers at your location?**

■ Yes   
 ■ No   
 ■ Don't Know

