Results of ECC Broadband Availability and Adoption Toolset (BAAT) Program for Lycoming County, PA

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1. Introduction

ECC Technologies worked with Lycoming County Pennsylvania to develop and deploy ECC's Broadband Availability and Assessment Toolkit in the County. This report summarizes the program and the results of the program.

1.1 Demand Aggregation and Assessment

ECC's Broadband Availability and Adoption Toolset (BAAT) is a web-based application that allowed documentation of demand for broadband services within Lycoming County, with marketing component, data, and mapped responses all captured within one portal.
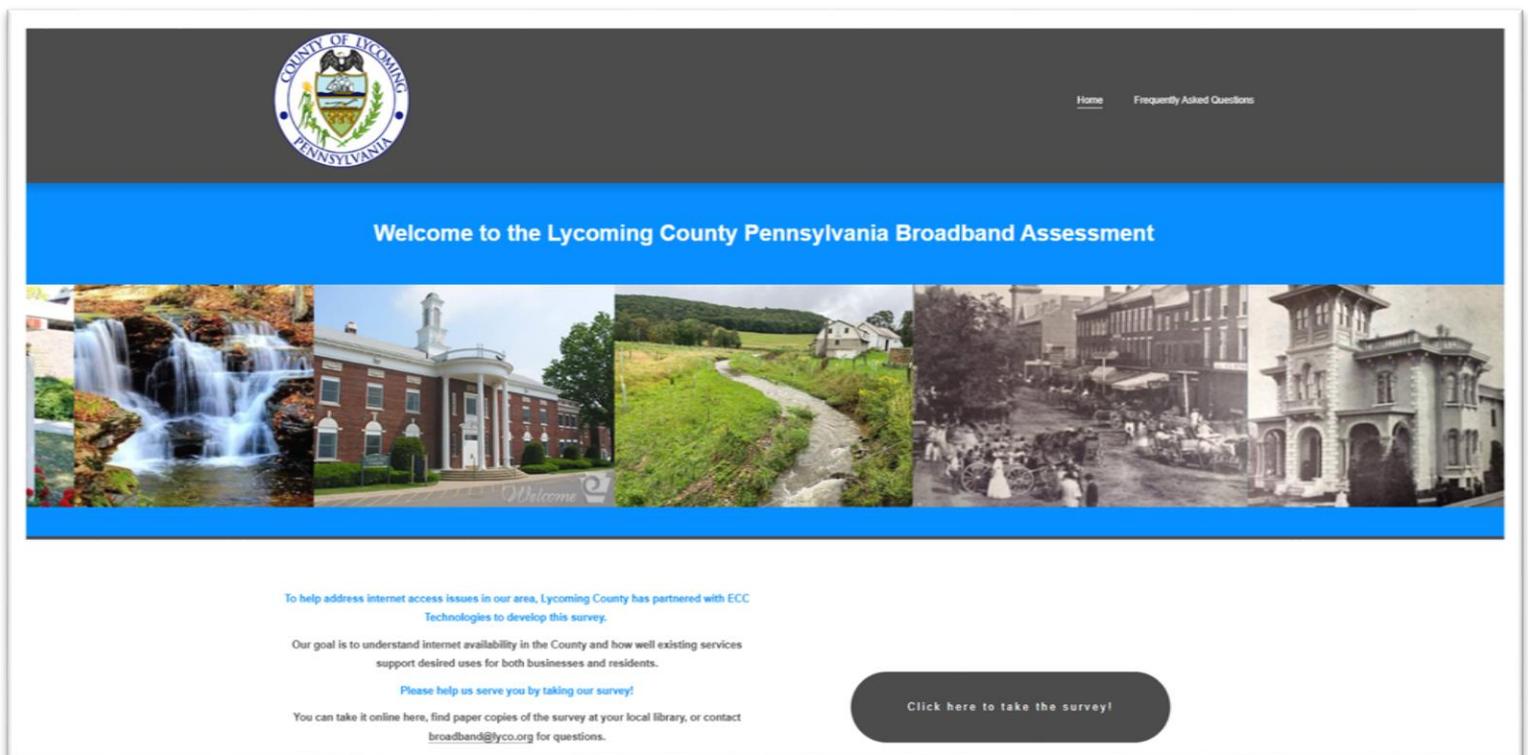
FIGURE 1 - LYCOMING BAAT WEBSITE IMAGE

The BAAT program allows customized questions in the assessment section for both residential and business respondents, as well as respondents with service vs. those without. The BAAT allows for near real-time reporting to be produced on survey responses, including geographic locations. Marketing included linking various Lycoming County Websites to the BAAT website, social media push, and direct outreach to townships. For those unable to fill out the survey online, a provision to complete a paper survey was made available.

2. Highlights

The initial question on the survey assessment is a required component and requests the physical address of the respondent. This is required because it allows for the ECC team to geolocate and map the responses. While any response can be mapped, the key purpose of mapping during the BAAT program is to evaluate the physical location of responses to ensure input from all locations within the County.

2.1 Overall Response Counts

Over the course of the BAAT program, there were an average of about 3.94 responses per day totaling 379 responses over the course of the campaign. Most of the responses – 94.46% - were from residential respondents with the small remainder from commercial and other non-residential entities.

Through this survey, residents had a variety of methods with which to communicate with ECC or with the County including direct email, a "Contact Us" from on the site, and a phone number. Contained within the questionnaire is the capability for a respondent to input criteria into the survey form.

Section 4 includes direct feedback from respondents to the Lycoming County BAAT campaign and contains nearly 181 comments.

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FIGURE 2 GEOGRAPHIC SEGMENTATION OF RESPONSES

2.2 Internet Access without Broadband

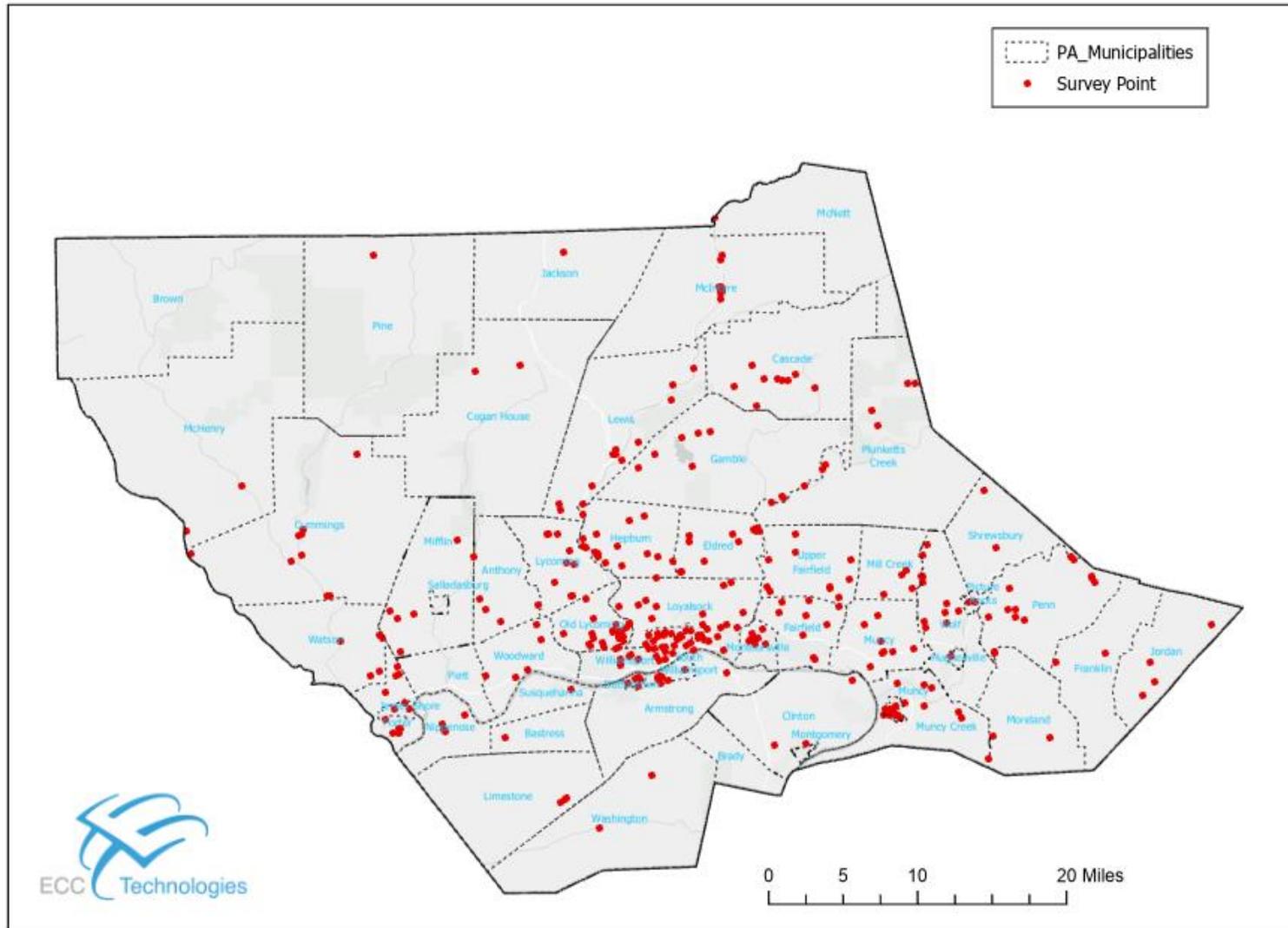The responses in this section include those who do not have Internet access, who utilize DSL, dialup, cellular hotspot, fixed wireless, or satellite services.

A total of **19 respondents or 5%** reported having no access to broadband, DSL, or dialup services. This number increases if internet access via DSL, dialup, and cellular hot spot are added, as they are not considered broadband. The total jumps to **82 or about 25%** of the respondents. As a percentage of responses, Digital Subscriber Line/DSL is one of the higher recorded percentages in comparison to other county level assessments at 11.6% of responses. For both residential and non-residential, ECC does not consider fixed wireless services as broadband.

Adoption of Internet access often hinges on affordability for a user. In Lycoming County, more than half of respondents are paying **more than $75** per month for access to the internet with 30% or 117 respondents reporting subscription rates of more than $100 per month.

A total of 101 households or about 26.6% of respondents reported being unable to purchase the speed they required while another 11.6% or 44 respondents, indicated they did not know if they could purchase the throughput they required. The percentage of respondents who cannot purchase the speed they require is on par with ECCs standard results for this question.

There were 32 responses to the question asking why the respondents had no internet access. More than half **– 59% of the responses – reported that broadband was simply unavailable**.

For those where availability was not the issue, we begin to consider issues related to adoption. The monthly cost for the service, or they use their cell phone was the primary reason cited households.

The County did a good job of publicizing alternative methods to access the survey. The Libraries played a critical role in providing those without current internet access a way to complete the survey. These responses were completed via paper surveys or utilizing a publicly accessible computer at the library. As can be seen further in the report, there was a strong level of participation via the use of desktop and mobile devices to participate in the assessment. Therefore, lack of internet access at a given address would not have precluded a respondent from providing their input during this project.

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2.3 Key Uses of Broadband

Three questions were asked relating to personal uses of broadband: who the primary users are, were there issues relating to working from home, and what do you use the internet for today.

With regards to primary users of the internet nearly 23% were school age children. This is on par with the national average. In addition, Lycoming County was different than other results on the next two questions: when examining working from home, about 49% of the respondents said that no one in the household worked from home, this was much higher than other results. Of the remaining group, **4% of the total reported having trouble completing work from home** – due to Internet access issues. This was lower than other survey results. This brings about a few observations or causes for these types of results. First, a large population of the sample size reported not subscribing to either Coax or fiber, meaning they may not have the speeds necessary to complete work from home positions and therefore do not participate in work from home opportunities. Additionally, when analyzing the comments section against the total number of responses to the question "trouble completing work from home" we can add an additional 30 or so responses bringing the total percentage up to 12% which is on par with other survey results. It must be noted that the question regarding "trouble completing work from home" was skipped by a large percentage of respondents.

A multi-tiered question asked respondents to express how they use broadband/ internet service today. Of those responses for the utilization of broadband/ internet service, three major statistics stand out: (1) 36.9% of respondents said they use it for homework or education; (2) 28.2% of respondents said they use it for online courses; and (3) 39.5% of respondents said they use it for working from home. The final statistic can be weighed against the 49% of respondents who indicated that no one in the household works from home 20 or more hours per week. It would be implied that work from home is still an important option for households but may not be a true hybrid type of role. This question helps us validate the true statistic.

2.4 Value of Broadband

A multi-tiered question asked respondents to express their perception of the value of the Internet access to different parts of their life. The highest responses from those who do not currently have broadband– **over 76%** - responded that Internet Access was *Very Important* to **stay in touch** and to **stay informed**. **Quality of life value of Internet access was more than 60%**, and questions about **healthcare, livelihood all registered above 46%**. When adding in the category of *Somewhat Important* **all categories exceeded 60%** apart from the question including education.

When considering that specific question, over 33% said the importance of Internet Access to pursue an education was Not Important or Not Applicable. When reviewing this question more closely, an extremely high level of respondents reported having a minimum of a high school education. **Over 90% of the respondents have a two-year college degree or higher.**

When comparing these numbers to other standard demographic reporting, the respondents to the assessment do not represent a controlled sample. Deviations between the demographics of the BAAT respondents vs. the Lycoming County population as a whole are to be expected.

2.5 Service Provider Opportunities

The ability to recruit new providers into the County is enhanced by the results of the BAAT campaign. **Over 81%** of those who responded indicated that it is Important or Very important to have **a choice of providers**. While universal access is a fundamental objective, expansion of opportunities for end users is equally important on a going forward basis.

Additional providers represent potential opportunities for improved services, more competitive rates, and more access options for residential and commercial customers. **94.72% of these respondents said that internet service is essential**. These response rates are consistent with other counties in which we have worked with.

These numbers, when extrapolated across all areas of the County with limited Internet access, help a service provider in developing an economic model to determine if they can offer these services in a profitable and sustainable manner.

The offset? One question specifically asked the reporting member of the households how much they would be willing to pay for new or improved service. There is a strong contrast between what households are paying today for service, which is NOT broadband, vs. what they perceived as a reasonable price to pay for new or improved service.

Respondents requested better service than what they are currently receiving. With this improvement in service satisfaction and bandwidth speeds, **8% of respondents indicated they would pay up to $10 more per month, 7.65% would pay $20 more per month, and an additional 10% would pay up to $30 or more per month.** This number is on par with ECC's average response to this question and might reflect the higher-than-average subscription rates being charged in the County with corresponding limited price elasticity available to adjust subscription rates. Anecdotal responses in the comments sections seem to mirror this with numerous references to expensive monthly and installation charges.

2.6 Access to the BAAT Program

The success of any BAAT campaign ultimately rests with the client. The high percentage of responses from those with limited or no Internet access attests to the hard work of the team from Lycoming County.

Many BAAT campaigns have high recognizance rates from activities in churches, schools, and libraries. Unlike most surveys, a larger percentage **– more than 32%** - of this group found the notification about the survey through **Facebook and social media**. Offsetting that however: **77% participated in the survey** through direct entry of the URL into their browser. This most likely stems from the push to get flyers out in the public that had the QR code on it for direct browser entry.

Immediately following pushes from County staff, we realized jumps in survey response.

2.7 Summary

When combined with the Lycoming County infrastructure inventory which includes additional analysis related to the FCC assessment of broadband availability and other metrics, the results of the BAAT survey produce a compelling picture. The response maps do not indicate geographic disparity in responses and appear to accommodate towns and villages as well as the rural parts of the County.

The high percentage of completed responses from all groups indicate a strong interest in broadband as an issue within the County. Significant value will be gained as the population learns more about the advantages of broadband in supporting health care and improved access to community services.

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3. Responses

3.1 Questions and aggregate responses

1. Is internet service currently available at this location? All Responses.

The response is binary and is interpreted as "Yes" service is available or "no" service is not available.
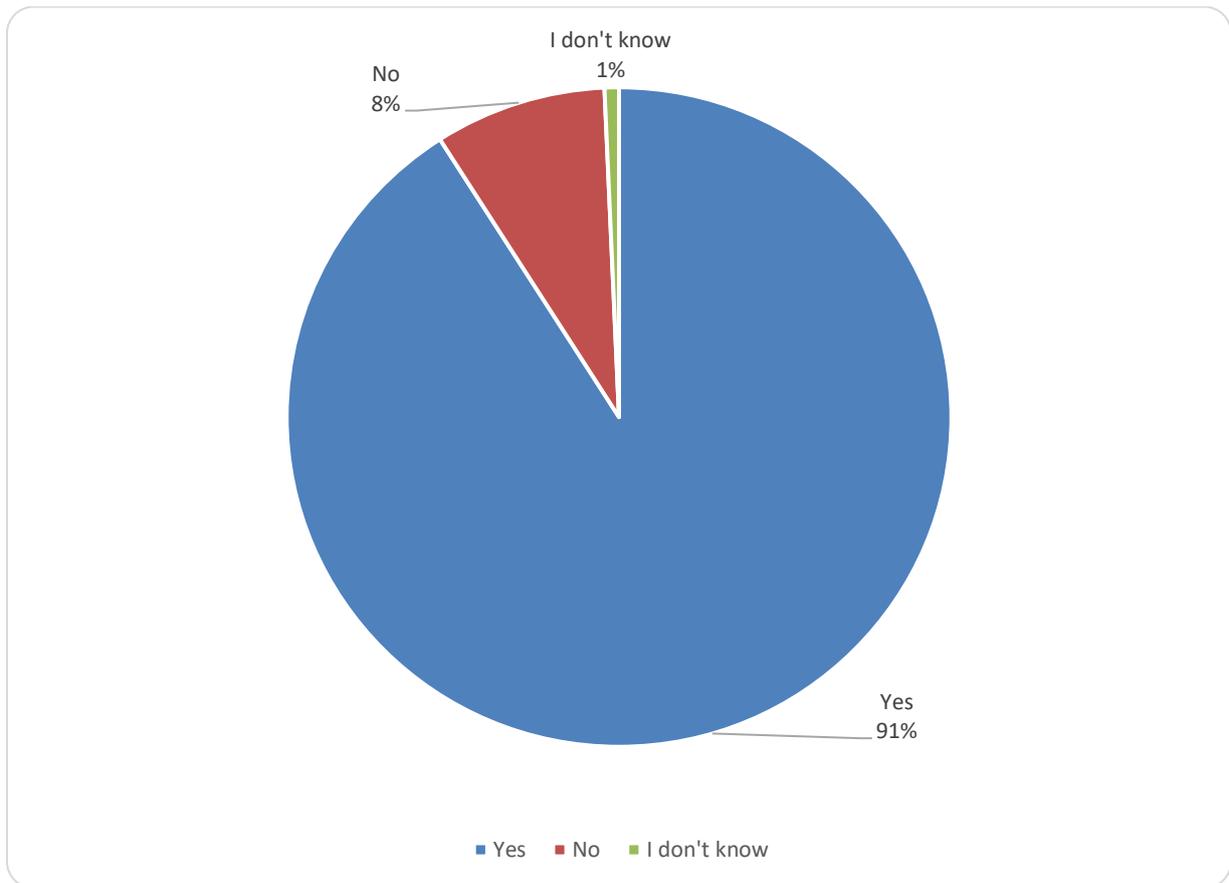
Value	Percent	Count
Yes	90.86%	348
No	8.35%	32
I don't know	0.7%	3
	Totals	**383**

2. Who is your current internet service provider?
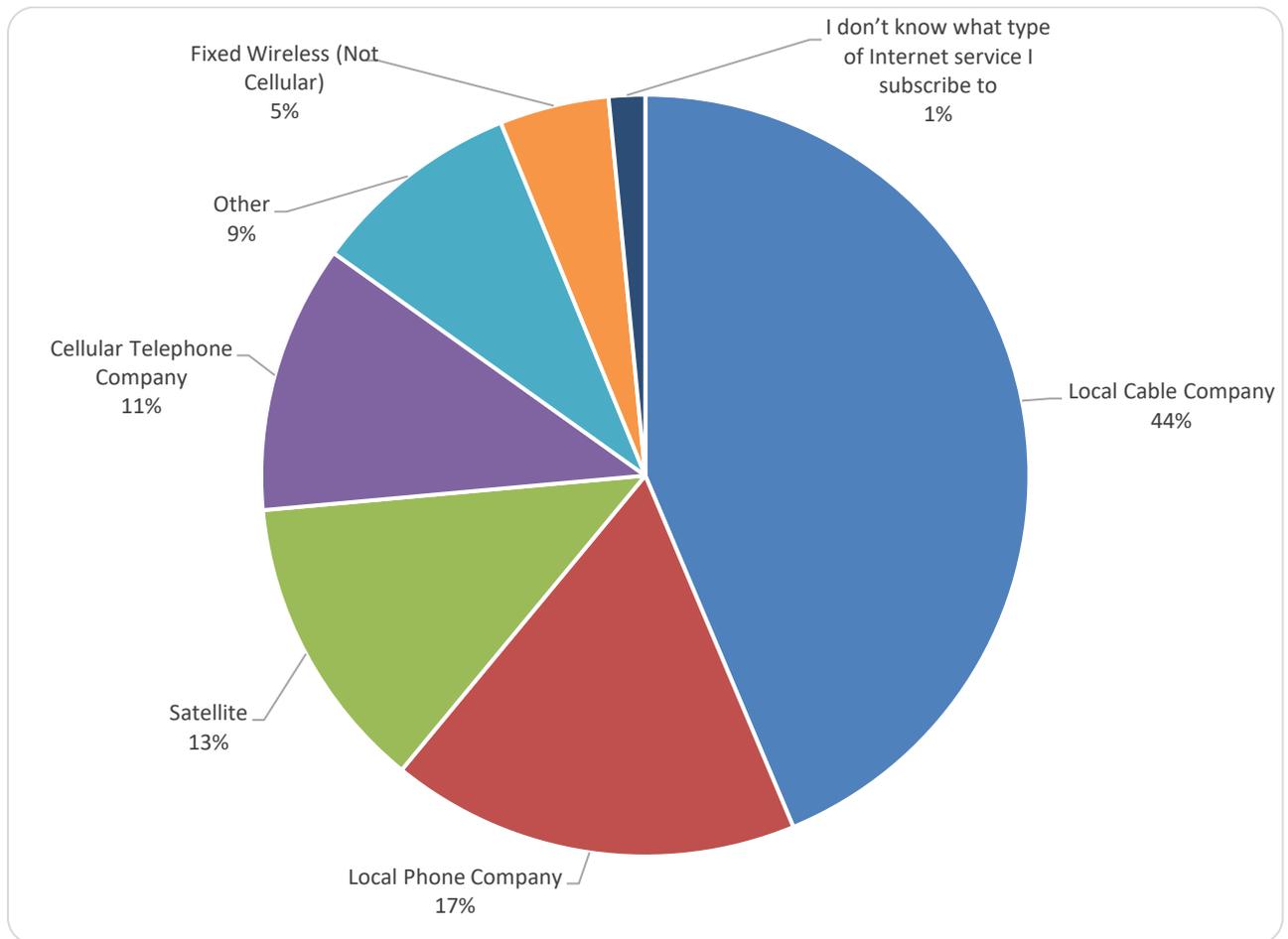
Value	Percent	Count
Local Cable Company	43.69%	142
Local Phone Company	17.23%	56
Satellite	12.61%	41
Cellular Telephone Company	11.38%	37
Other	8.92%	29
Fixed Wireless (Not cellular)	4.61%	15
I don't know	1.53%	5
	Totals	**325**
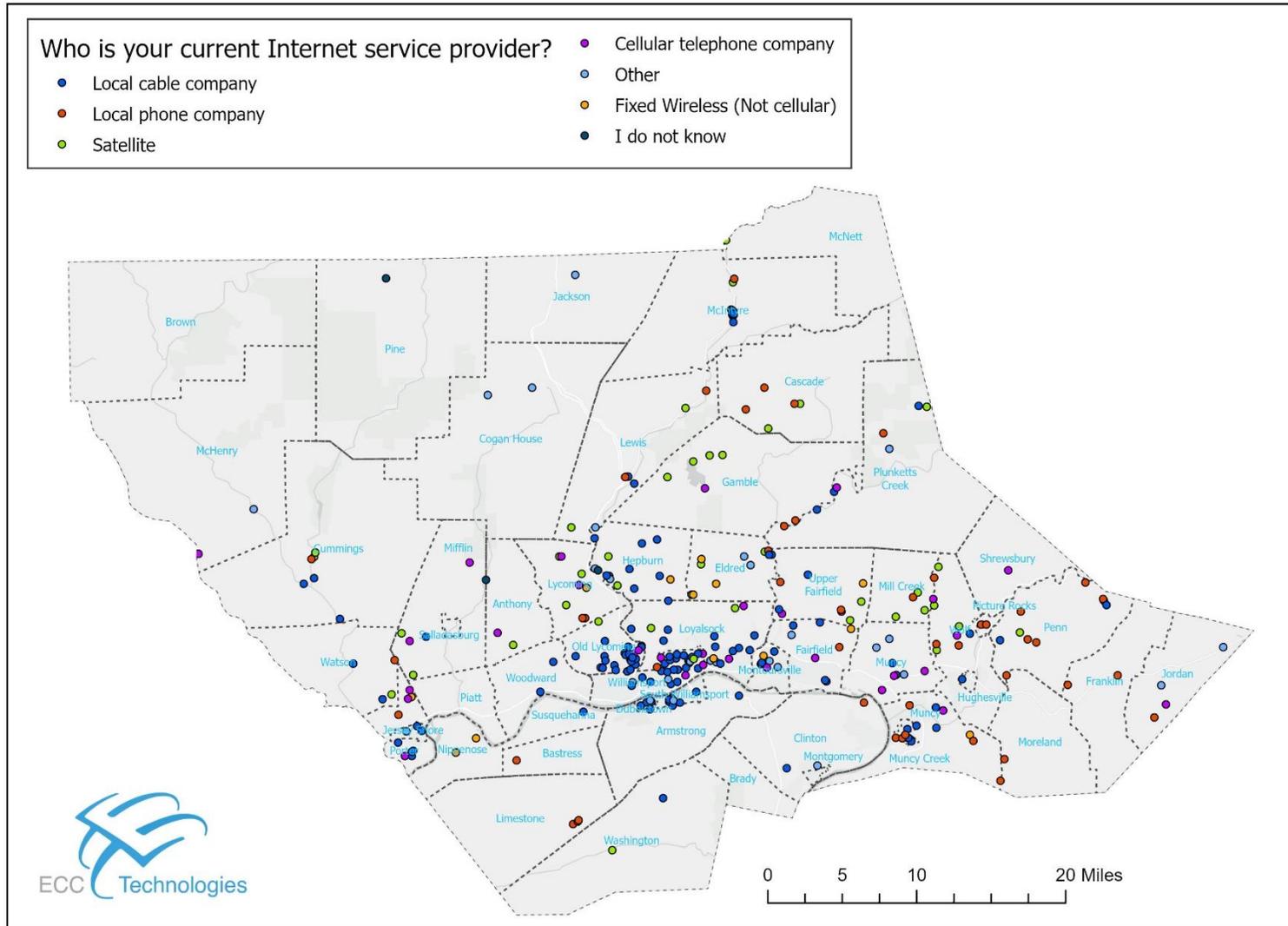
FIGURE 3 - WHAT TYPE OF INTERNET SERVICE DO YOU SUBSCRIBE TO

3. What is the download speed that you currently subscribe to?
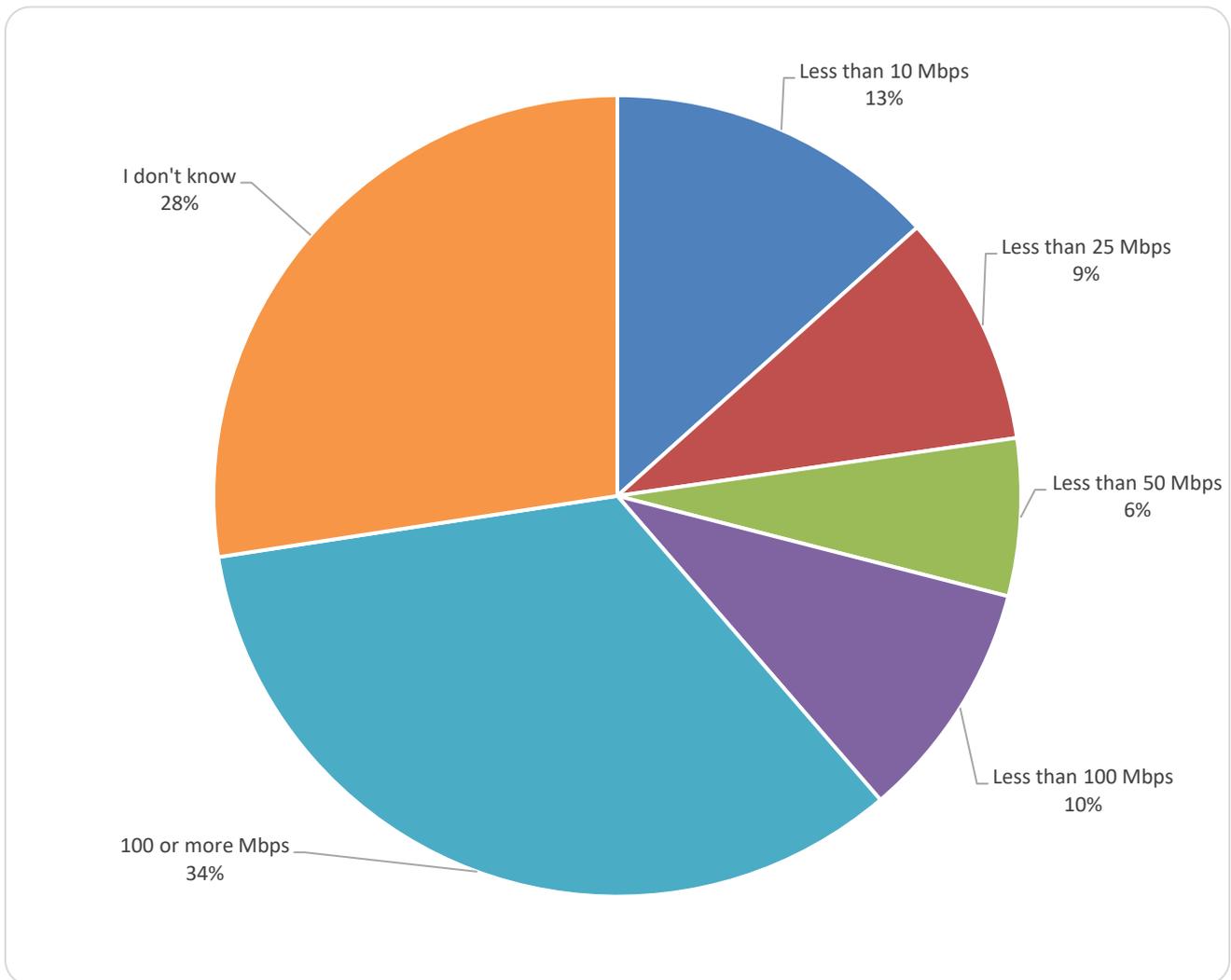
Value	Percent	Count
Less than 10 Mbps	13.29%	44
Less than 25 Mbps	9.36%	31
Less than 50 Mbps	6.34%	21
Less than 100 Mbps	9.66%	32
100 or more Mbps	33.8%	112
I don't know	27.4%	91
	Totals	331
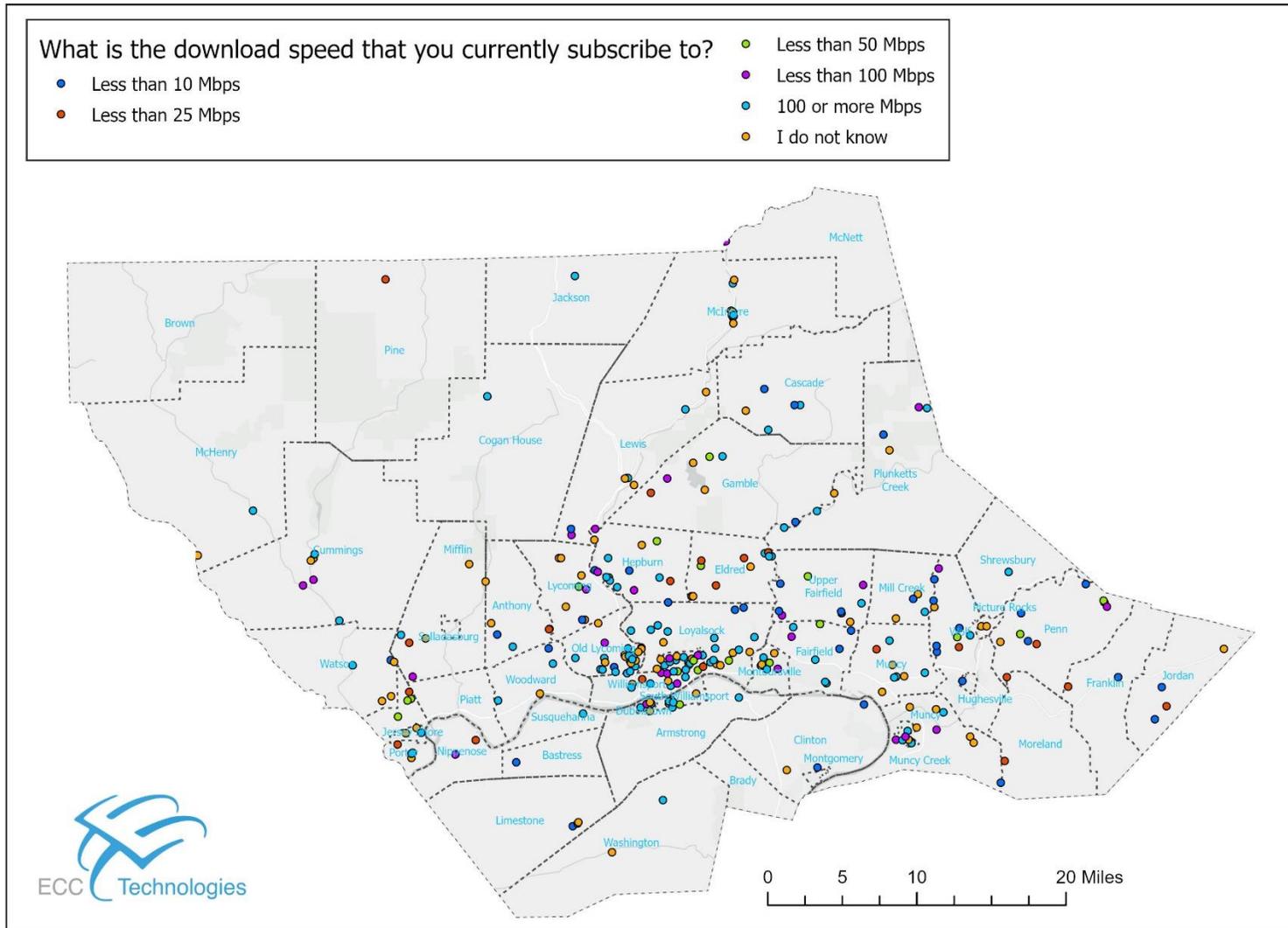
FIGURE 4 - WHAT IS THE DOWNLOAD SPEED THAT YOU CURRENTLY SUBSCRIBE TO?

4. How much do you currently pay per month for Internet service only?
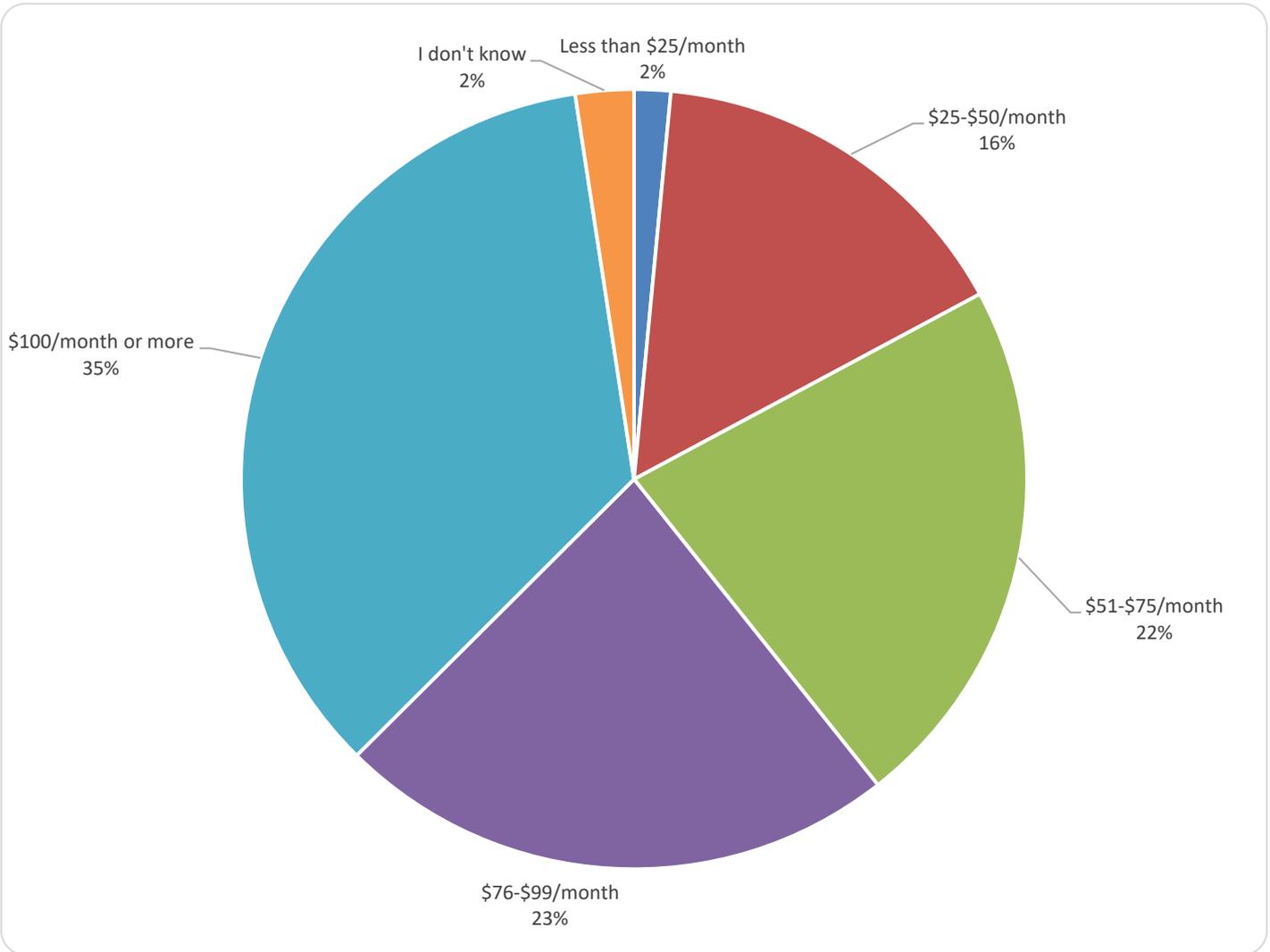
Value	Percent	Count
Less than $25/month	1.5%	5
$25-$50/month	15.62%	52
$51-$75/month	22.22%	74
$76-$99/month	23.12%	77
$100/month or more	35.13%	117
I don't know	2.4%	8
	Totals	**333**
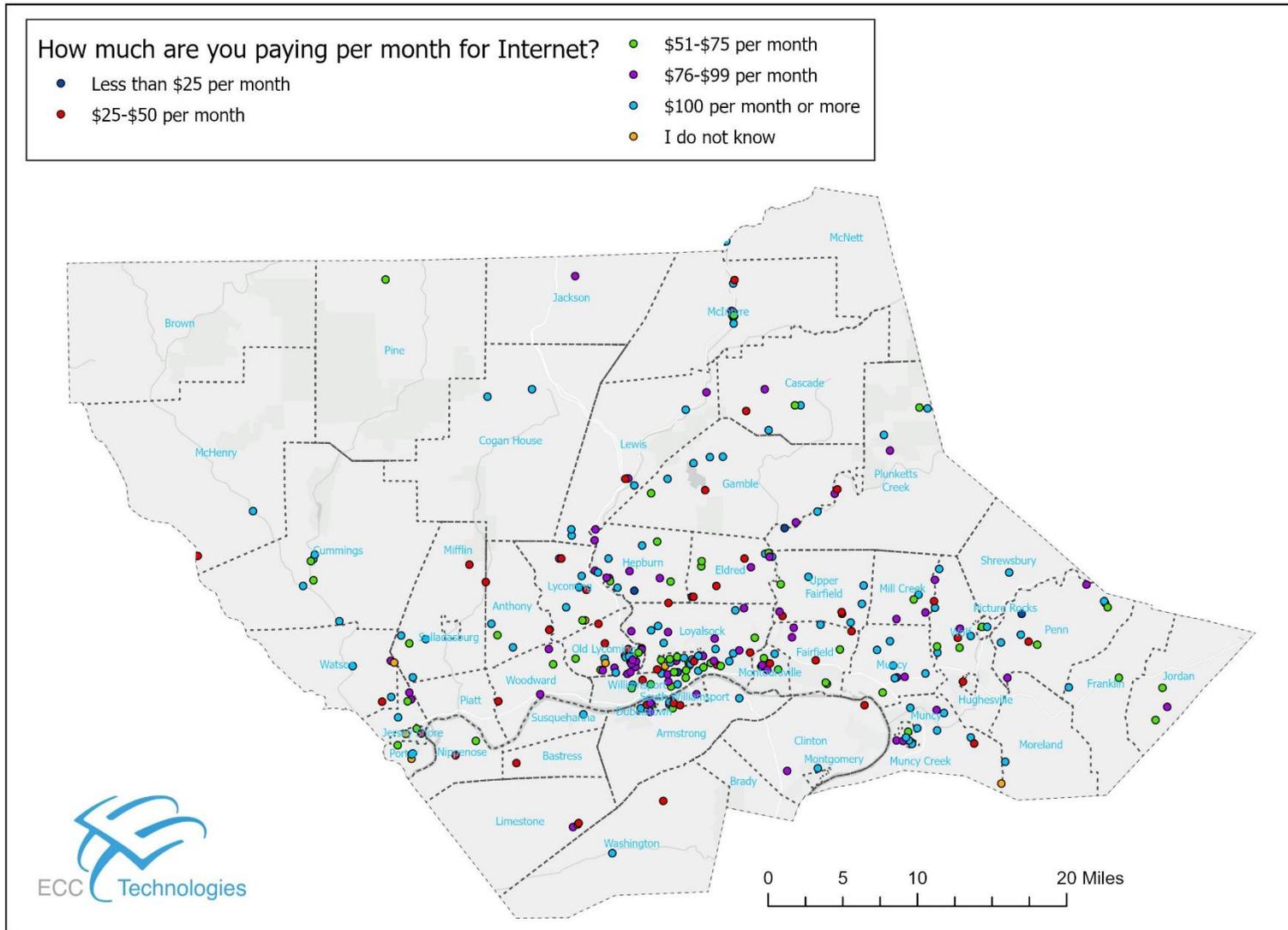
FIGURE 5 - HOW MUCH DO YOU CURRENTLY PAY PER MONTH FOR INTERNET SERVICES ONLY?

![ECC Technologies logo]

5. Is this address for your home (permanent or seasonal) or is this address non-residential (business, non-profit, government or other)?
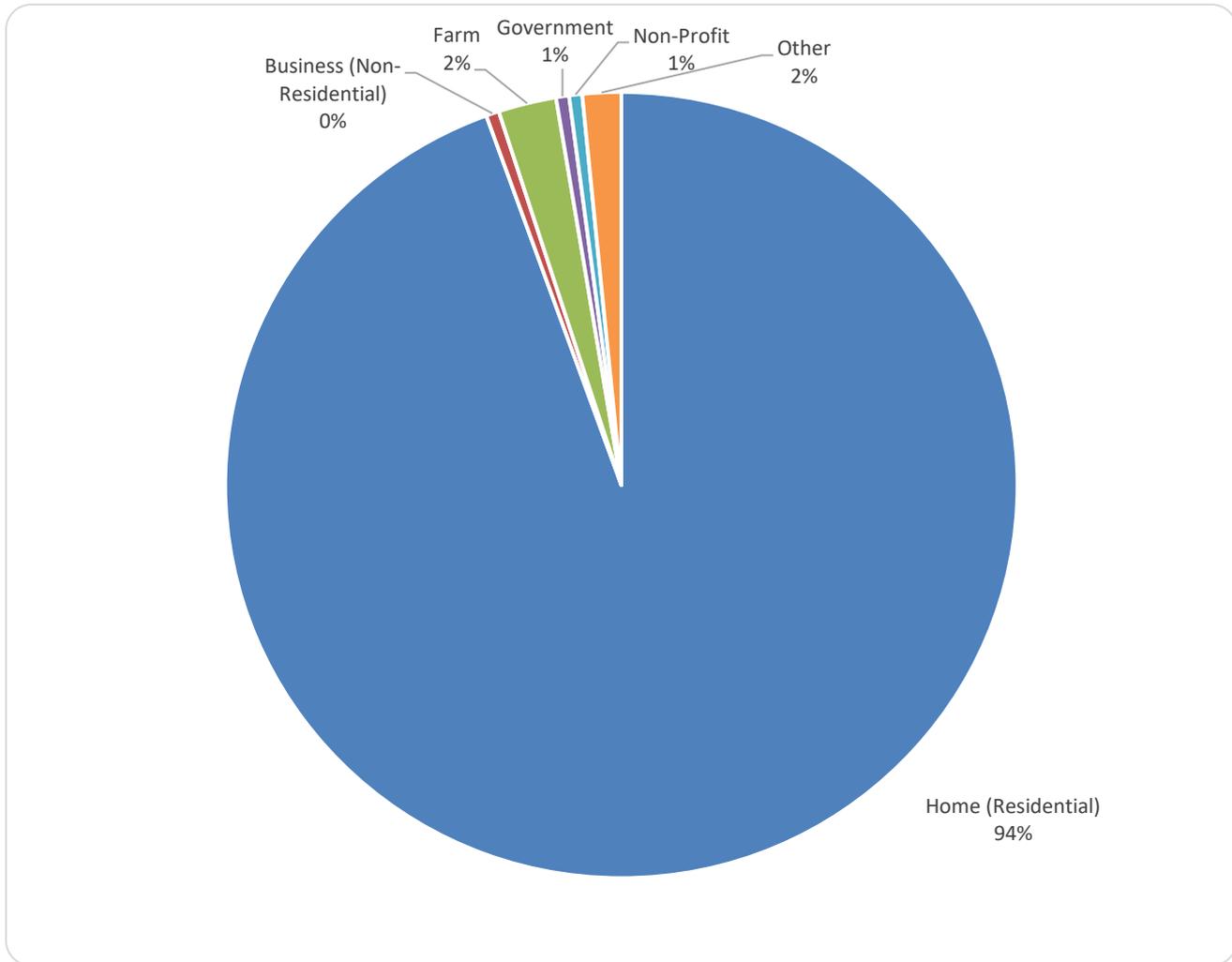
Value	Percent	Count
Home (Residential)	94.46%	358
Business (Non-Residential)	0.53%	2
Farm	2.37%	9
Government	0.53%	2
Non-Profit	0.53%	2
Other	1.58%	6
	Totals	379

6.What type of residence is this?
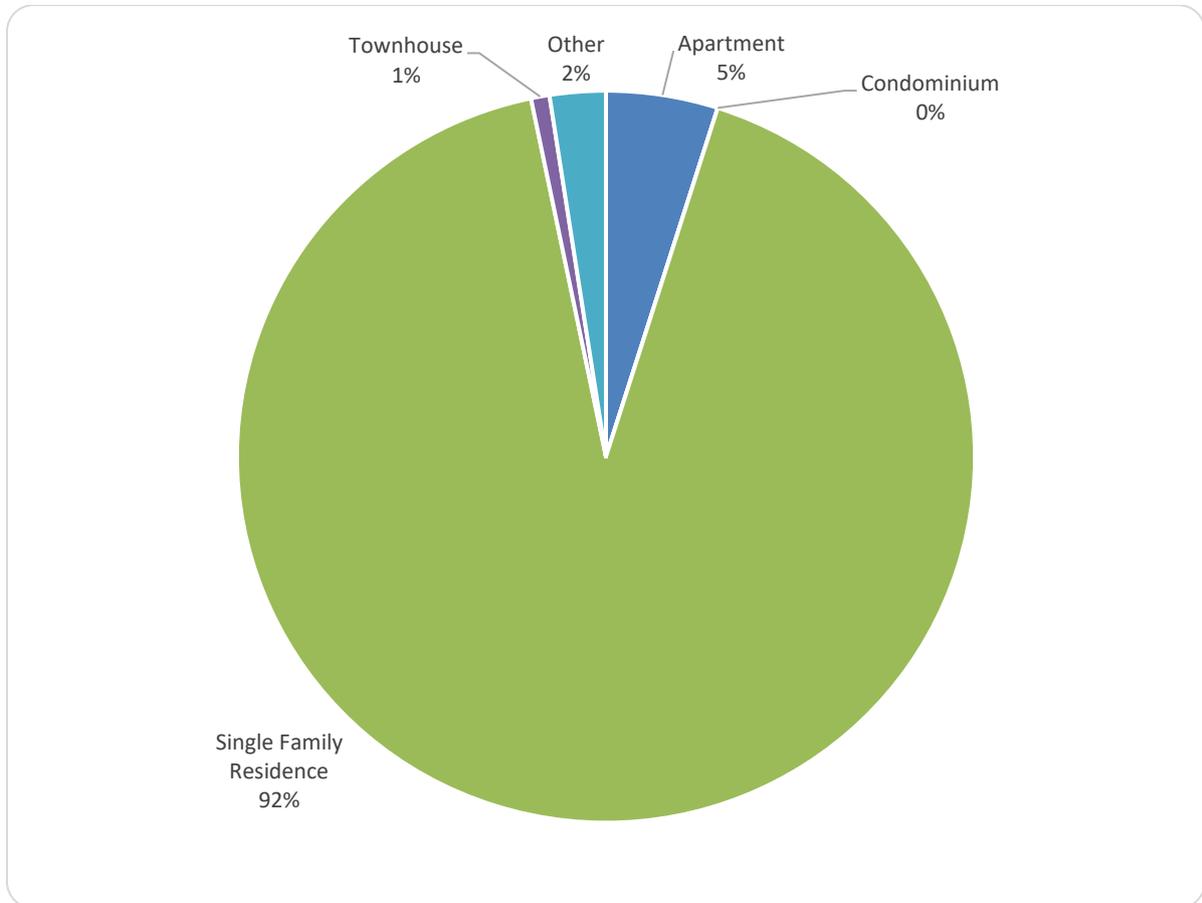
Value	Percent	Count
Apartment	4.9%	18
Condominium	0%	0
Single Family Residence	91.82%	337
Townhouse	0.81%	3
Other	2.45%	9
	Totals	**367**

![ECC Technologies logo]

7.Do you own or rent / lease this property?
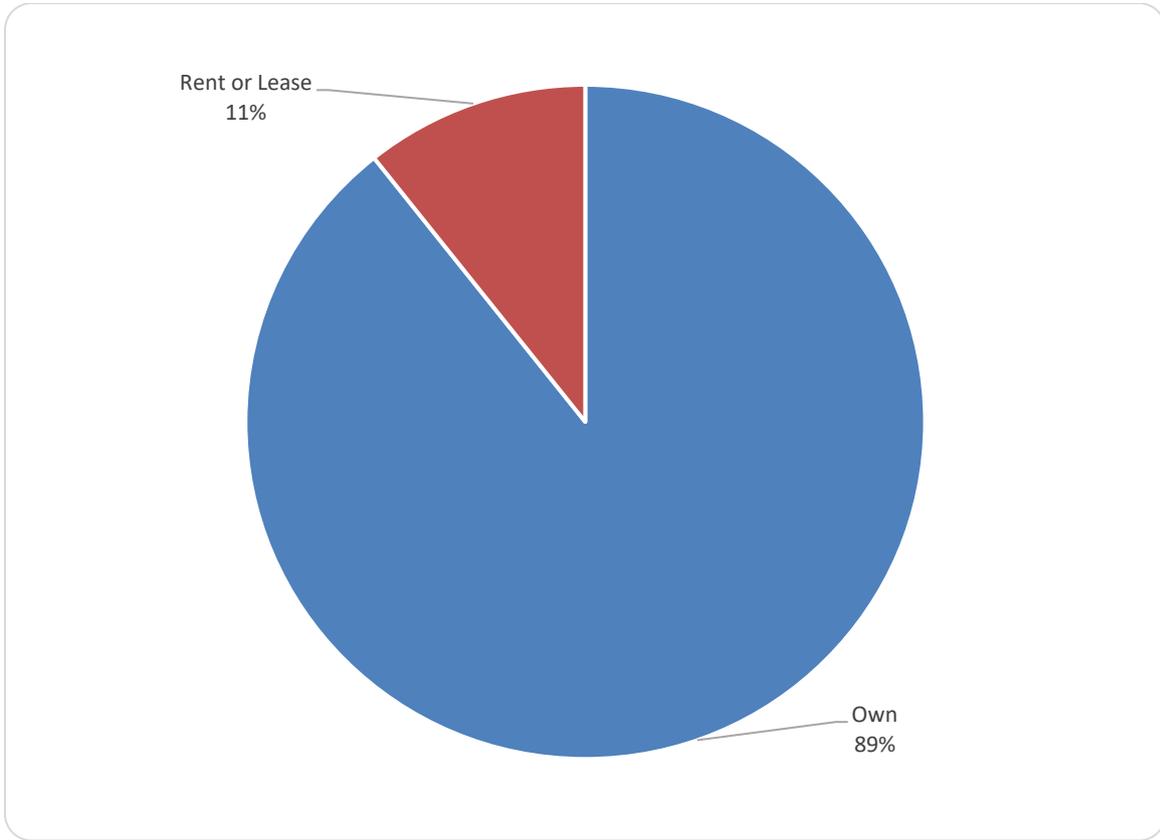
Value	Percent	Count
Own	89.31%	326
Rent or Lease	10.68%	39
	Totals	**365**

![ECC Technologies logo]

8. How many people are in this household?
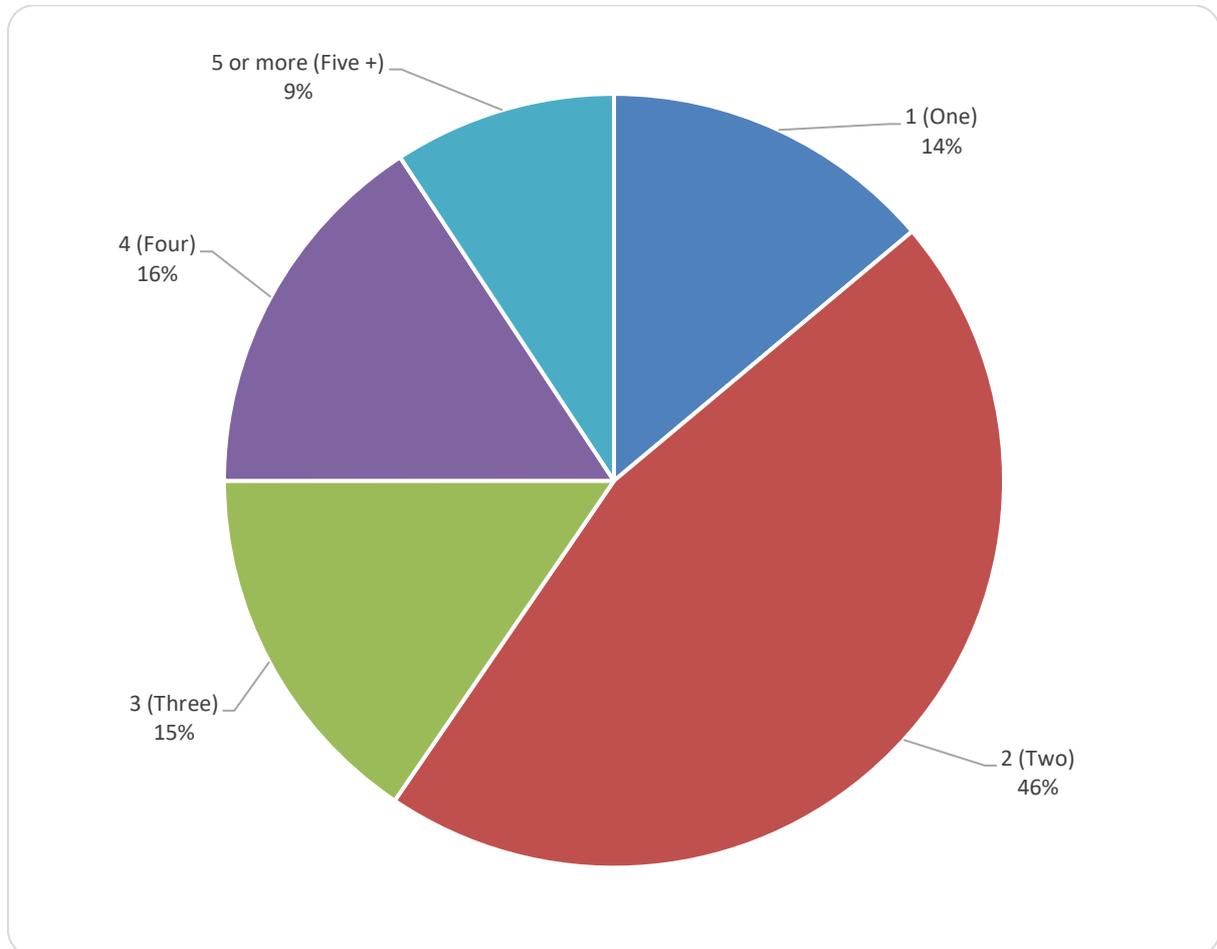
Value	Percent	Count
1 (One)	13.85%	51
2 (Two)	45.65%	168
3 (Three)	15.49%	57
4 (Four)	15.76%	58
5 or more (Five +)	9.24%	34
	Totals	**368**

![ECC Technologies logo]

9.Who are, or would be, the primary users of Internet at your address?
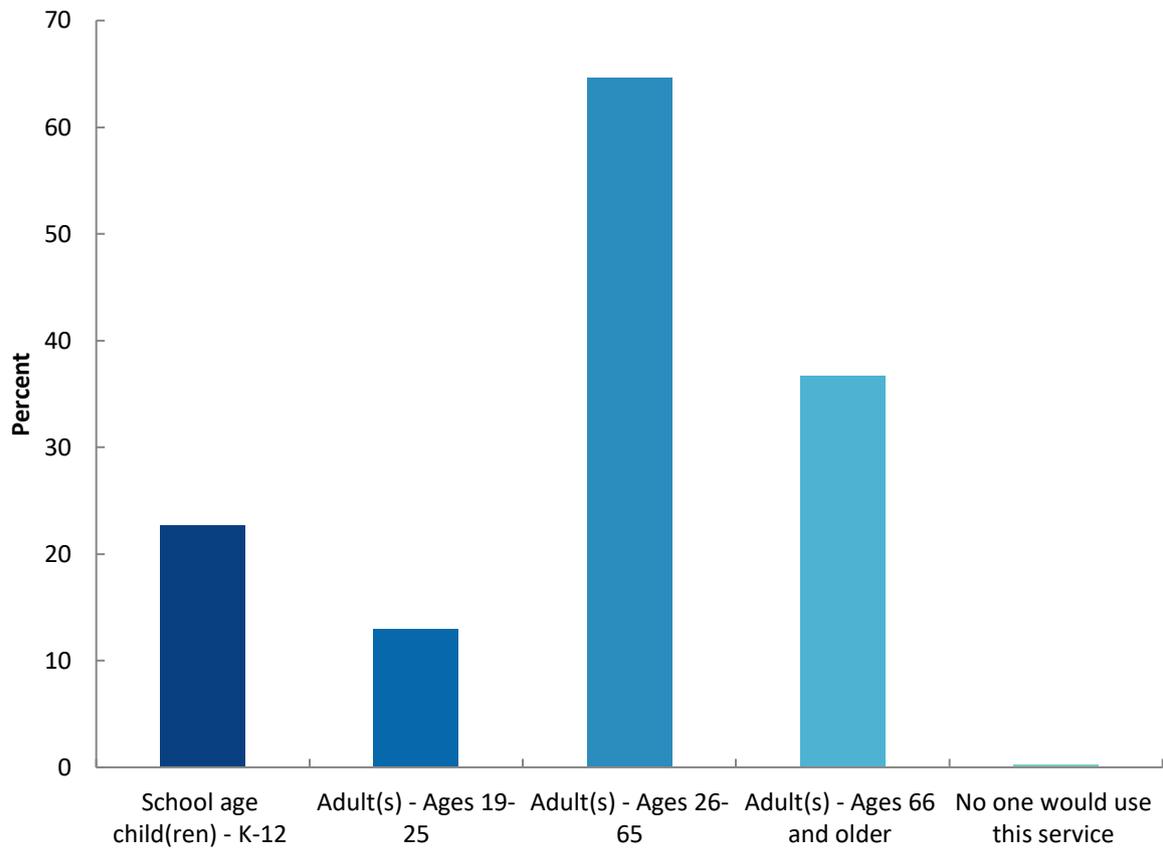
Value	Percent	Count
School age child(ren) - K-12	22.69%	86
Adult(s) - Ages 19-25	12.93%	49
Adult(s) - Ages 26-65	64.64%	245
Adult(s) - Ages 66 and older	36.68%	139
No one would use this service	0.26%	1

10. What is the highest level of education obtained by any one person in this household?
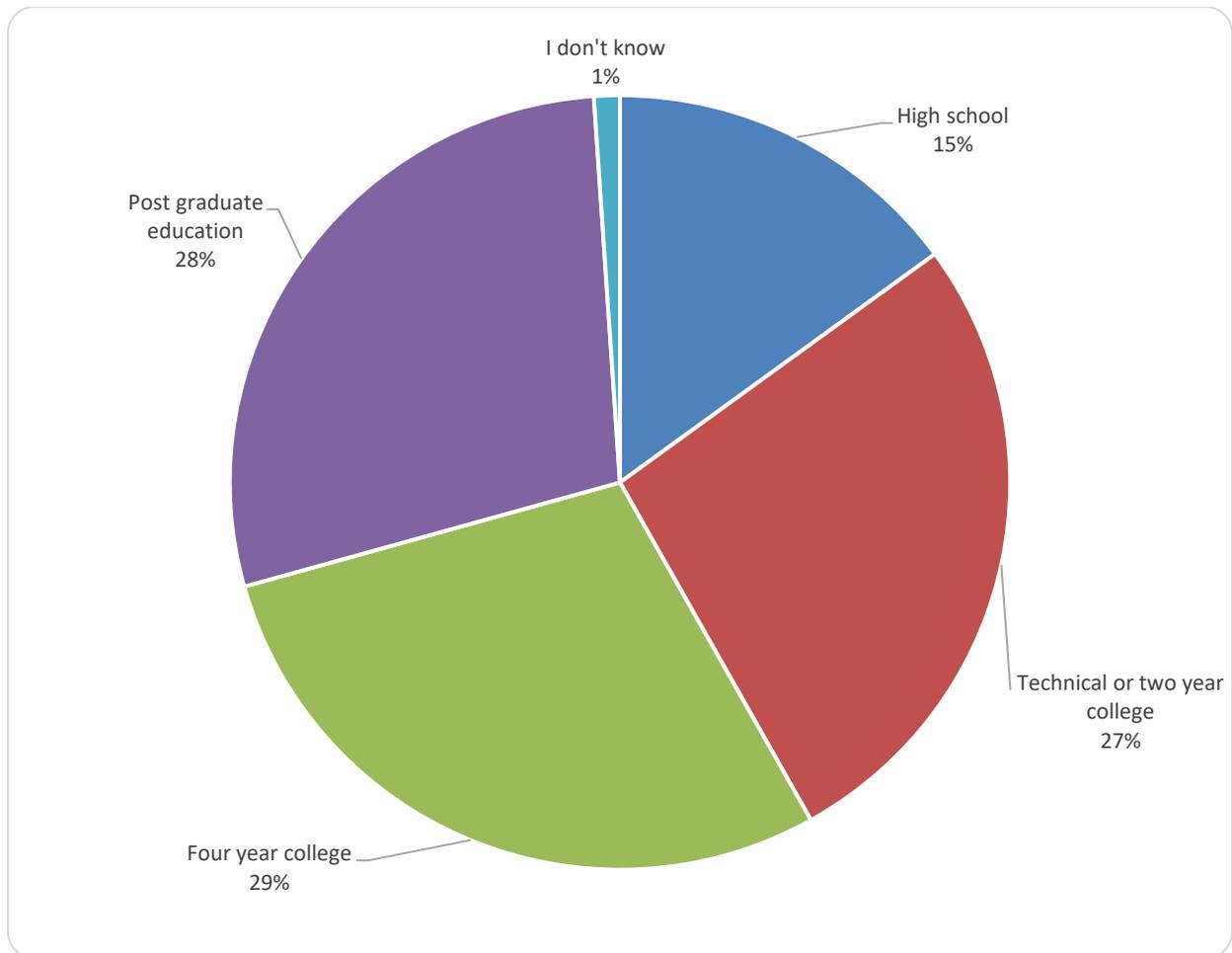
Value	Percent	Count
High school	14.95%	55
Technical or two-year college	26.9%	99
Four-year college	28.80%	106
Post graduate education	28.26%	104
I don't know	1.07%	4
	Totals	**368**

![ECC Technologies logo]

11. What is your approximate household income?
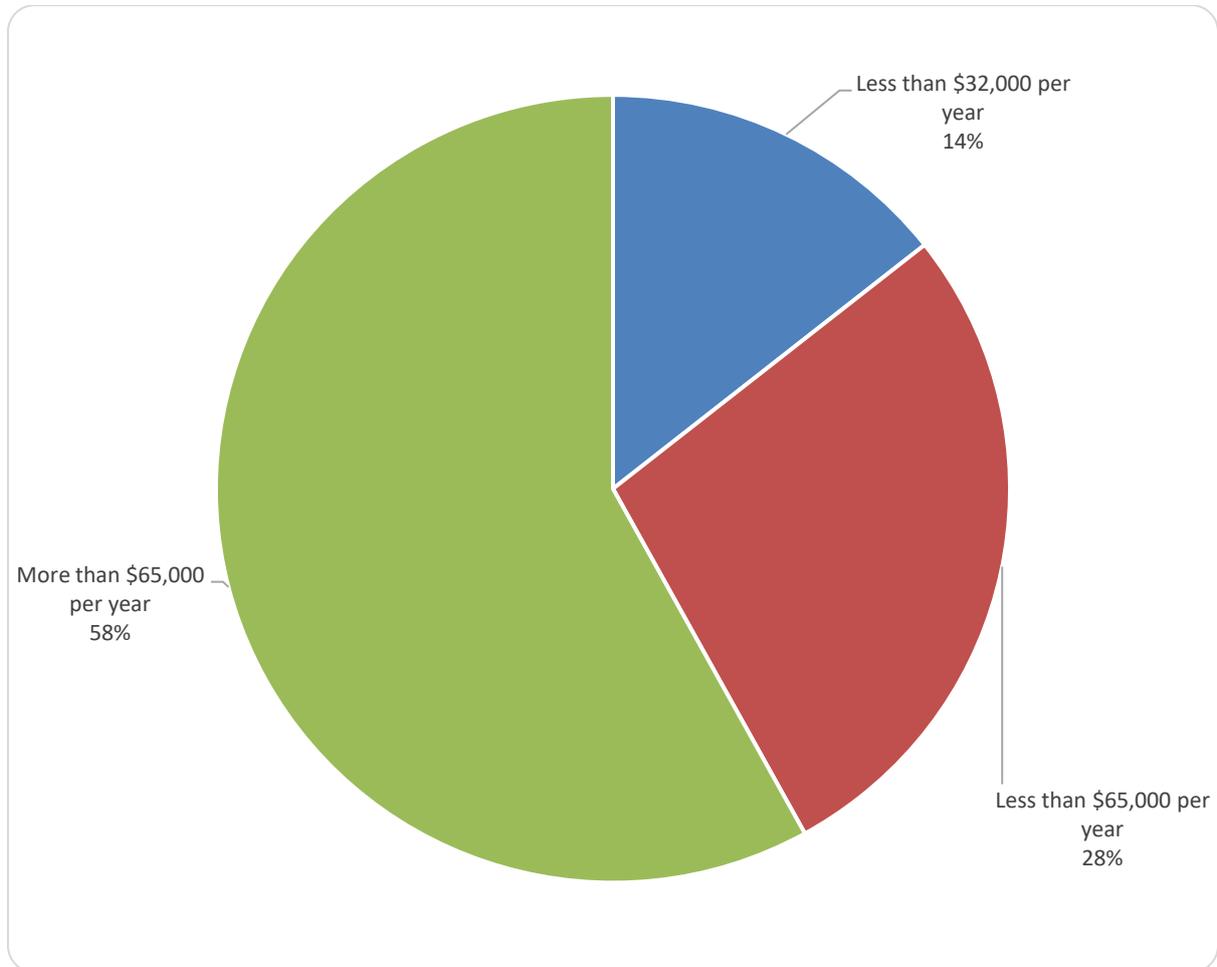
Value	Percent	Count
Less than $32,000 per year	14.37%	51
Less than $65,000 per year	27.6%	98
More than $65,000 per year	58.03%	206
	Totals	**355**

![ECC Technologies logo]

12. Do you have active access to the internet in your home from more than one provider including cellular?

Yes - More than 1 provider currently 33%

No - Only one provider currently 67%
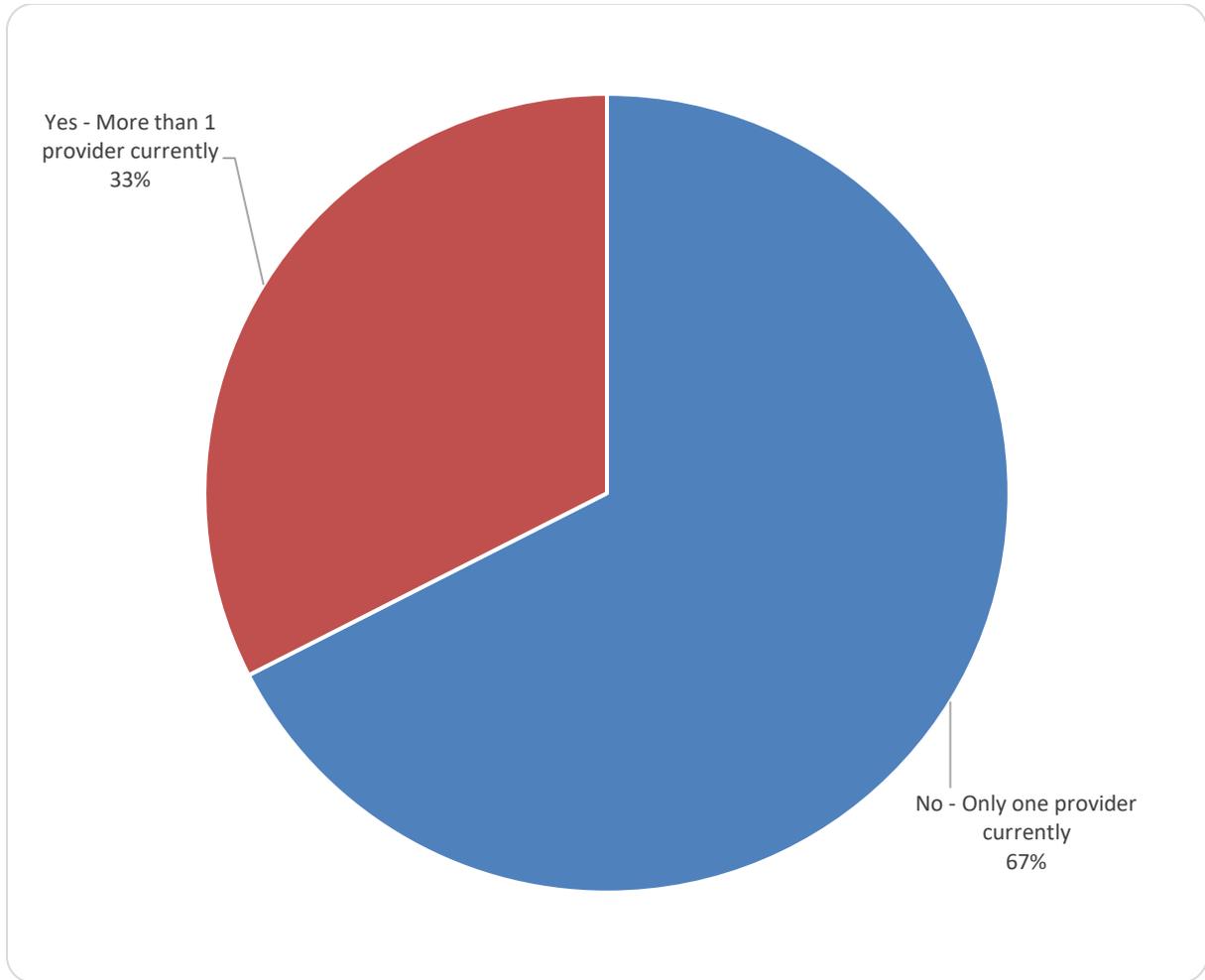
Value	Percent	Count
No – Only one provider currently	67.47%	224
Yes – More than 1 provider currently	32.53%	108
	Totals	**3**32

FIGURE 6 - DO YOU HAVE ACTIVE ACCESS TO THE INTERNET IN YOUR HOME FROM MORE THAN ONE PROVIDER INCLUDING CELLULAR?

13. Who is the primary provider of Internet service in your home (either a service provider or a cellular phone provider)?

Response	Count
Xfinity	30
Comcast	14
Windstream/ Kinetic	12
Zito Media	9
Starlink	8
River Valley Internet	7
Verizon	3
TMobile	2
Hughesnet	4
Hometown Internet	2
Tri County Electric	2
AT&T	1
Fastbridge	1

14. Did you have to pay an additional cost to the provider to extend Internet access to your home?
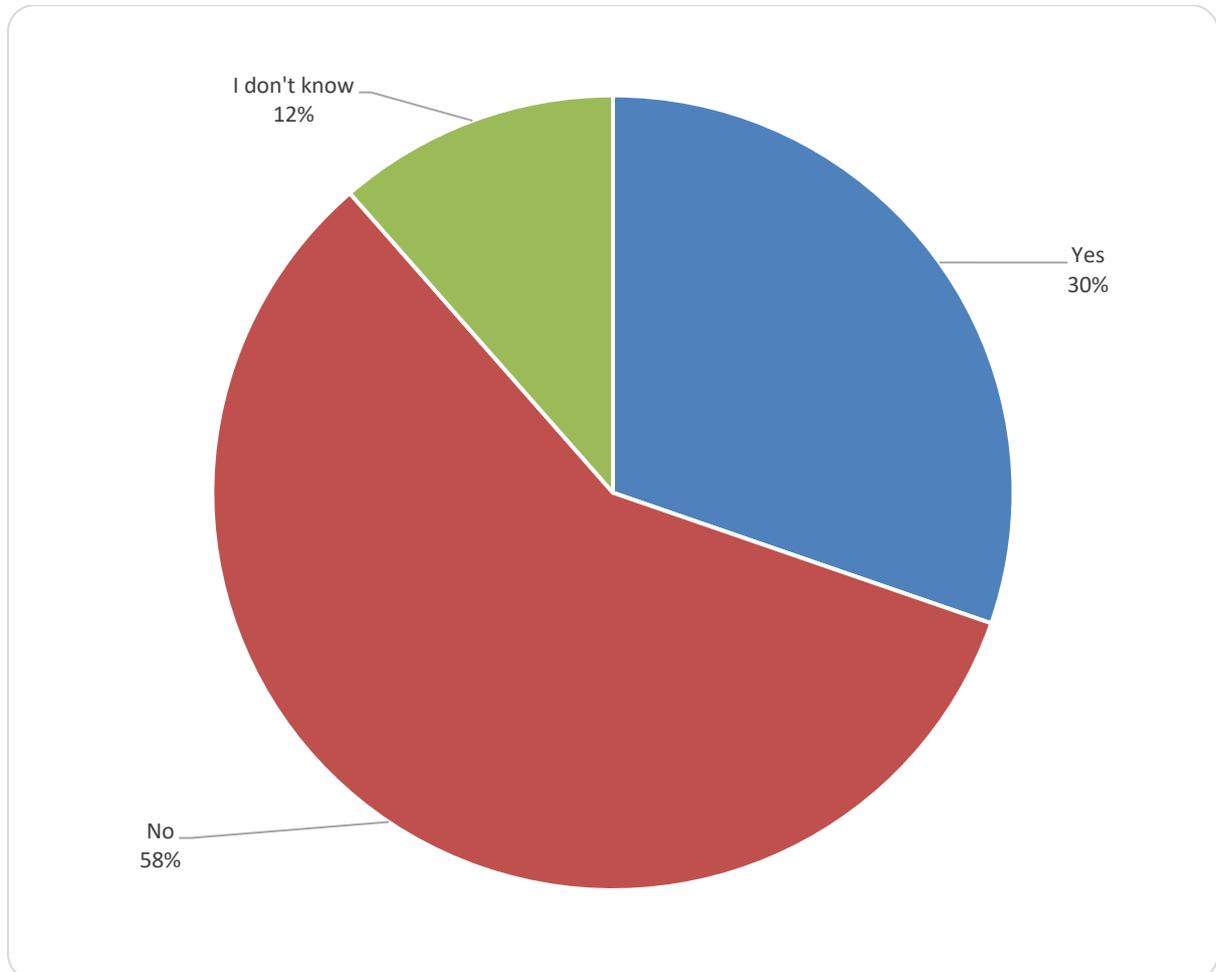
Value	Percent	Count
Yes	30.33%	101
No	58.26%	194
I don't know	11.41%	38
	Totals	**333**
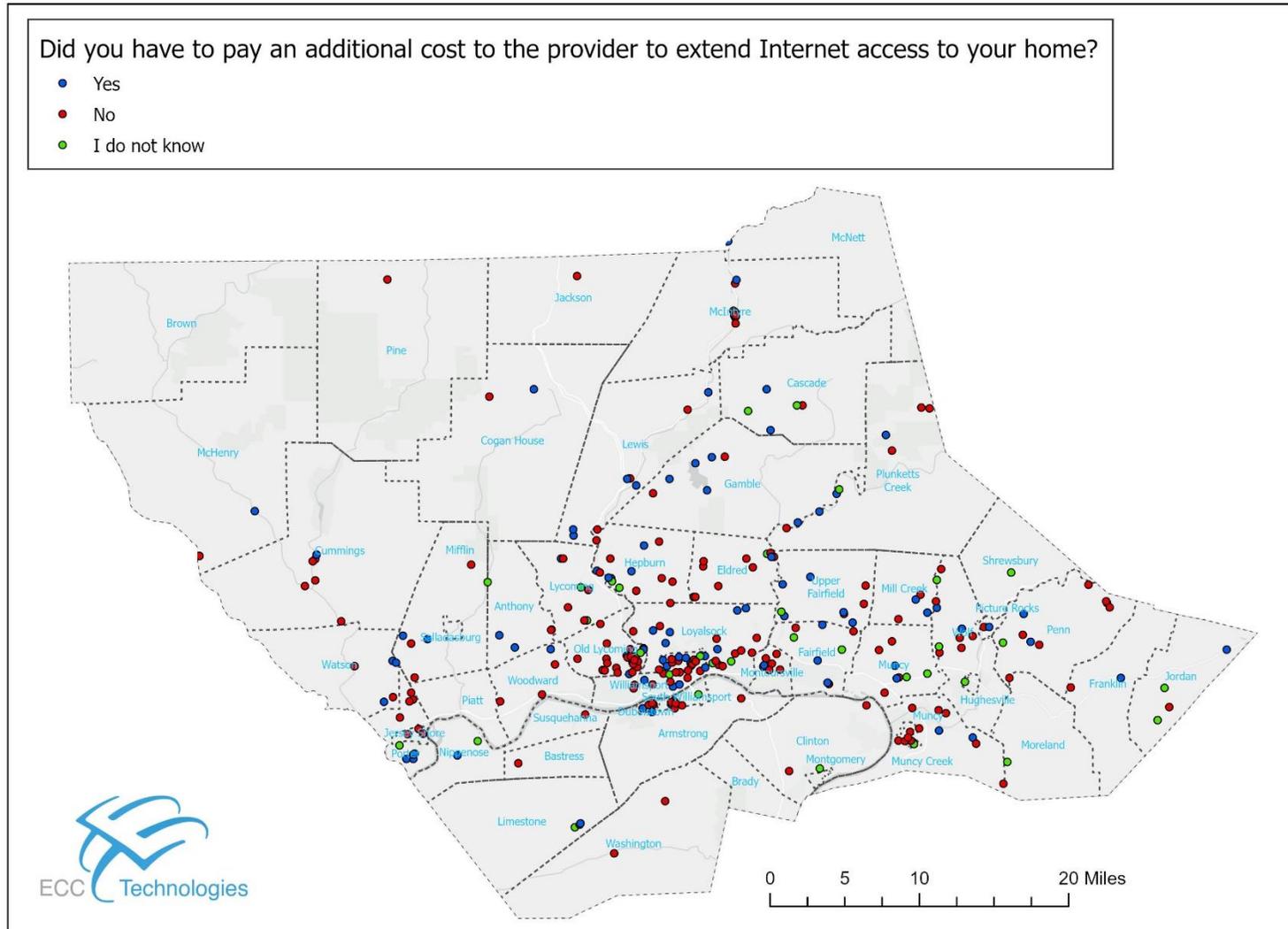
FIGURE 7 - DID YOU HAVE TO PAY AN ADDITIONAL COST TO THE PROVIDER TO EXTEND INTERNET ACCESS TO YOUR HOME?

15. Are you able to purchase the speed of broadband service that you need?
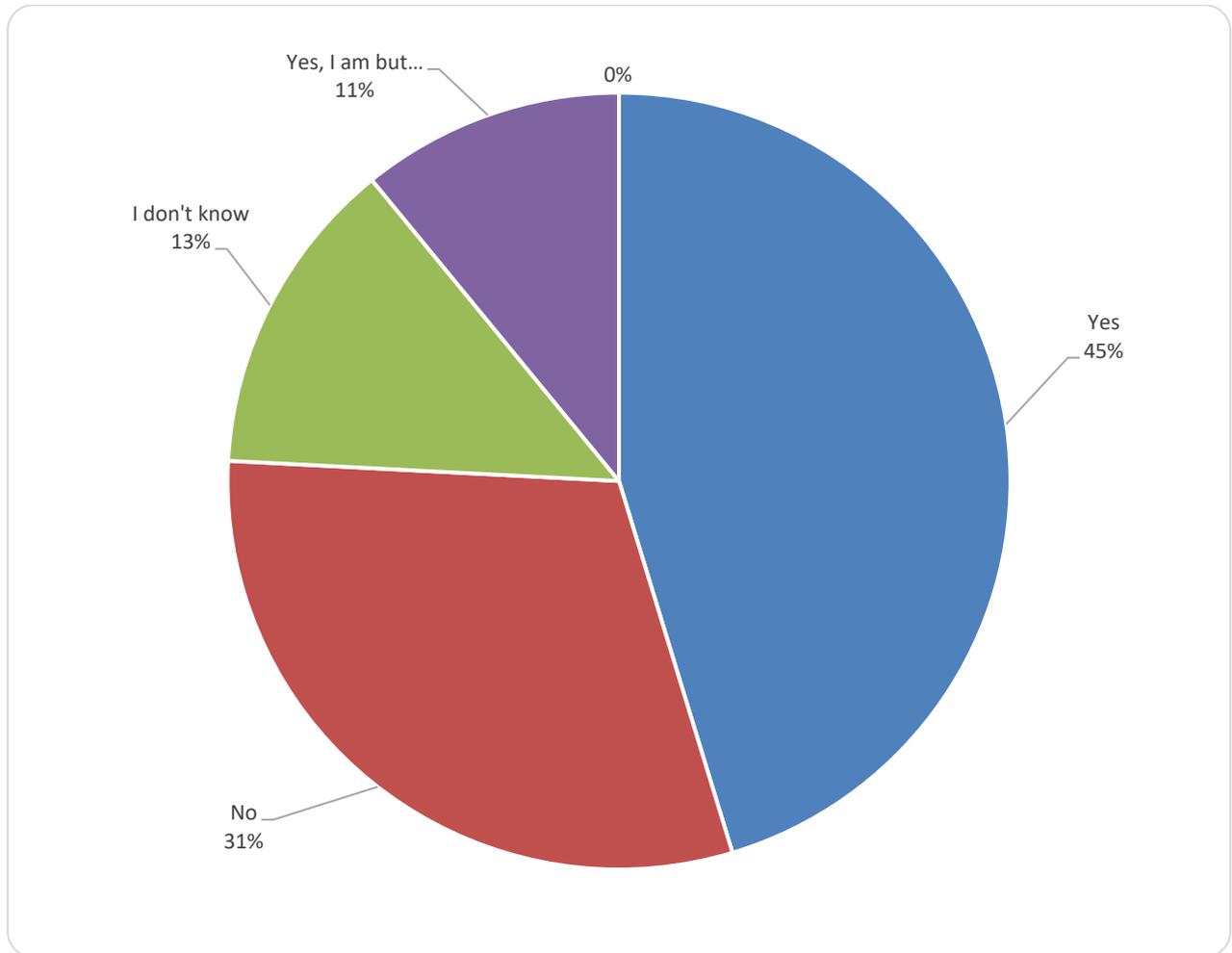
Value	Percent	Count
Yes	45.32%	150
No	30.51%	101
I don't know	13.29%	44
Yes, I am but…	10.88%	36
	Totals	**331**

FIGURE 8 - ARE YOU ABLE TO PURCHASE THE SPEED OF BROADBAND SERVICE THAT YOU NEED?

Responses to the open ended "Yes, I am but…"

Too expensive	3
it is too expensive	2
Way too expensive and never gets high speeds anyway	1
Too expensive and Comcast is the ONLY option for a fast connection. Would love to see more competition from fiber and satellite to keep Comcast honest, because they are taking advantage of everyone knowing they are the only game in town.	1
There are no wired options available, only wireless which is unreliable.	1
The upload is too slow as is typical of cable based internet	1
The starlink service I have is really bare minumum speed for my families use and my job.	1
Service is unreliable, very intermittent at times.	1
Service is expensive and have frequent outages.	1
Satellite with Starlink is the only option here besides Verizon which is 3mbps. If Starlink would end or fees become too high to continue we don't have an adequate Internet service available.	1
Only because it was a portion. When the promotion period ends we will need to downgrade services.	1
Local Internet access is to expensive as is most internet access across the US. Many developed nations and ever third world nations offer less expensive internet and cell phone access. The US has the highest cost internet access in the world. Then add on modem rental, and addition fees which need to be made illegal, and the cost increases. It does not cost the internet provider one cent more to provide high speed internet compared to lower speed access. It is just a added cost to make more profits. Most fees have no basis in fact other than to increase profits. Who ever gets these contracts will just add a lot of increased cost later on.	1
It's expensive and is down quite often.	1
It's too expensive	1
It's so expensive	1
it isn't always at the speed advertised and the price continually goes up	1
It is very expensive, and I am on a fixed income.	1
It is too expensive and constantly down. We need more options available for high speed internet access like 5G.	1
It is over priced and poorly maintained most times speed is unreliable and not close to what is paid for.	1
It is not worth the expense. Even if we were to pay for higher speed, if a lot of people are home in my neighborhood, and online, it will slow down regardless of the higher speed package.	1
It is expensive. The package I would like to have is $125 a month. My son that lives close by has to pay that as he only has the internet. There is no cellular phone service that connects in his area.	1
It is expensive and I had to remove trees to get it to work	1
It doesn't work well all of the time. In the past 30 days we have had multiple days/hours with limited or no usefor part of the day	1
It doesn't always run to the speed it claims or I pay for	1
it cuts in and out. I'd like fiberoptic and that is not available here	1
It cost alot to get it out in and I had to pay for neighbors in order to get it... Zito media also needs kicked out ...they are worthless....many people forced to use and they dont keep up or provide constant service and almost always down.	1

It can get bogged down	1
Id love to have fiber here. Cable can be unreliable	1
I would like other options than Comcast given their track record of price increases and other questionable practices.	1
I pay alot now for just internet in my home and to add more mgp's would mean more money	1
I have only one service provider I can use for high speed internet and you have no bargaining for better deals. They know they're the only provider for our whole development and take advantage of not having any competition in the market.	1
I have had regular outages lasting 2-24 hours, and 1 outage for nearly 2 weeks	1
although we pay a higher rate, rarely do we get that speed!	1

FIGURE 9 - ARE YOU ABLE TO PURCHASE THE SPEED OF BROADBAND SERVICE THAT YOU NEED?

16. How do you use your Internet service today? (Please check all that apply.)
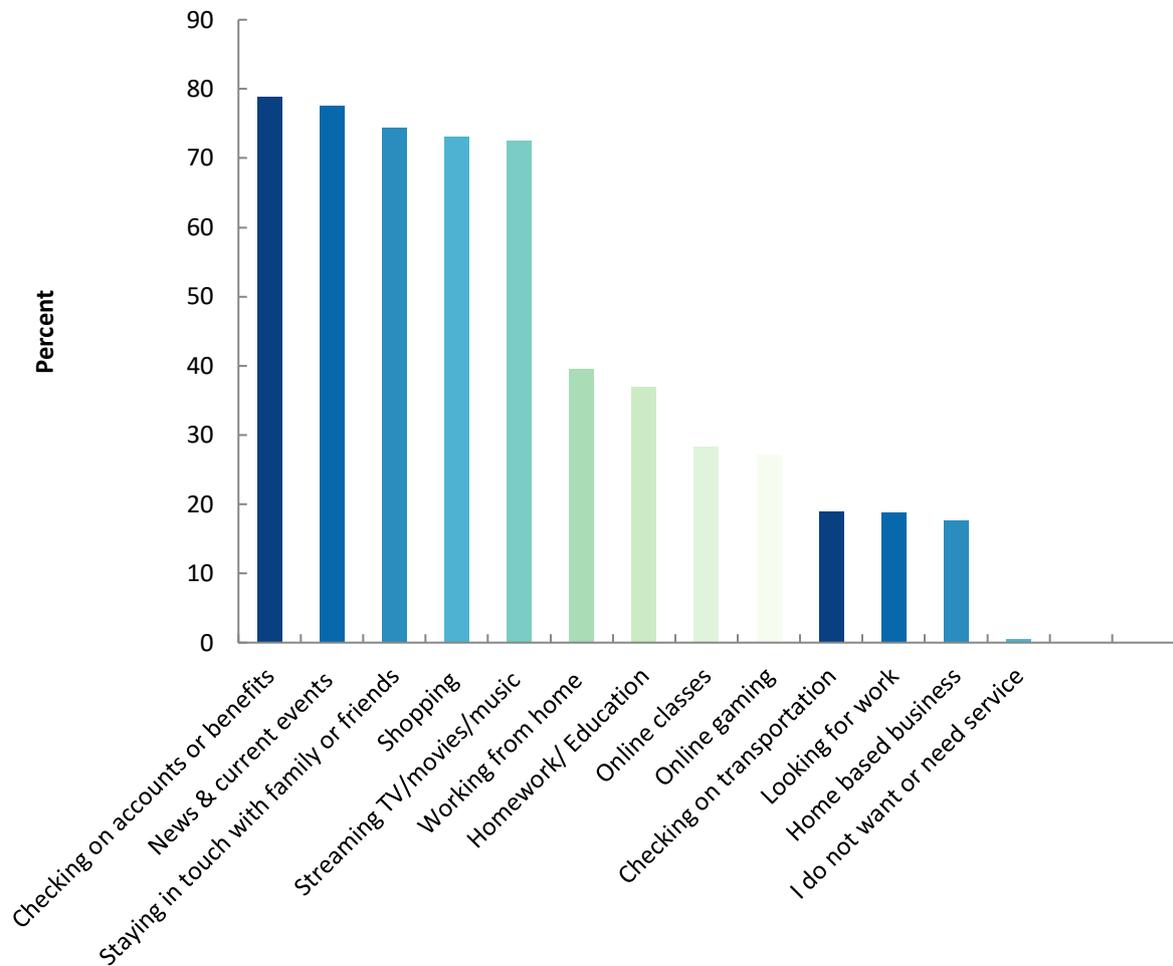
Value	Percent	Count
Checking on accounts or benefits	78.89%	299
News and Current Events	77.57%	294
Staying in touch with family or friends	74.41%	282
Shopping	73.09%	277
Streaming TV/movies/music	72.56%	275
Working from home	39.58%	150
Homework / Education	36.94%	140
Online classes	28.23%	107
Online gaming	27.18%	103
Checking on transportation	19%	72
Looking for work	18.73%	71
Home Based Business	17.68%	67
I do not want or need service	0.53%	2

17. How much more would you be willing to pay, per month, for significantly improved service?
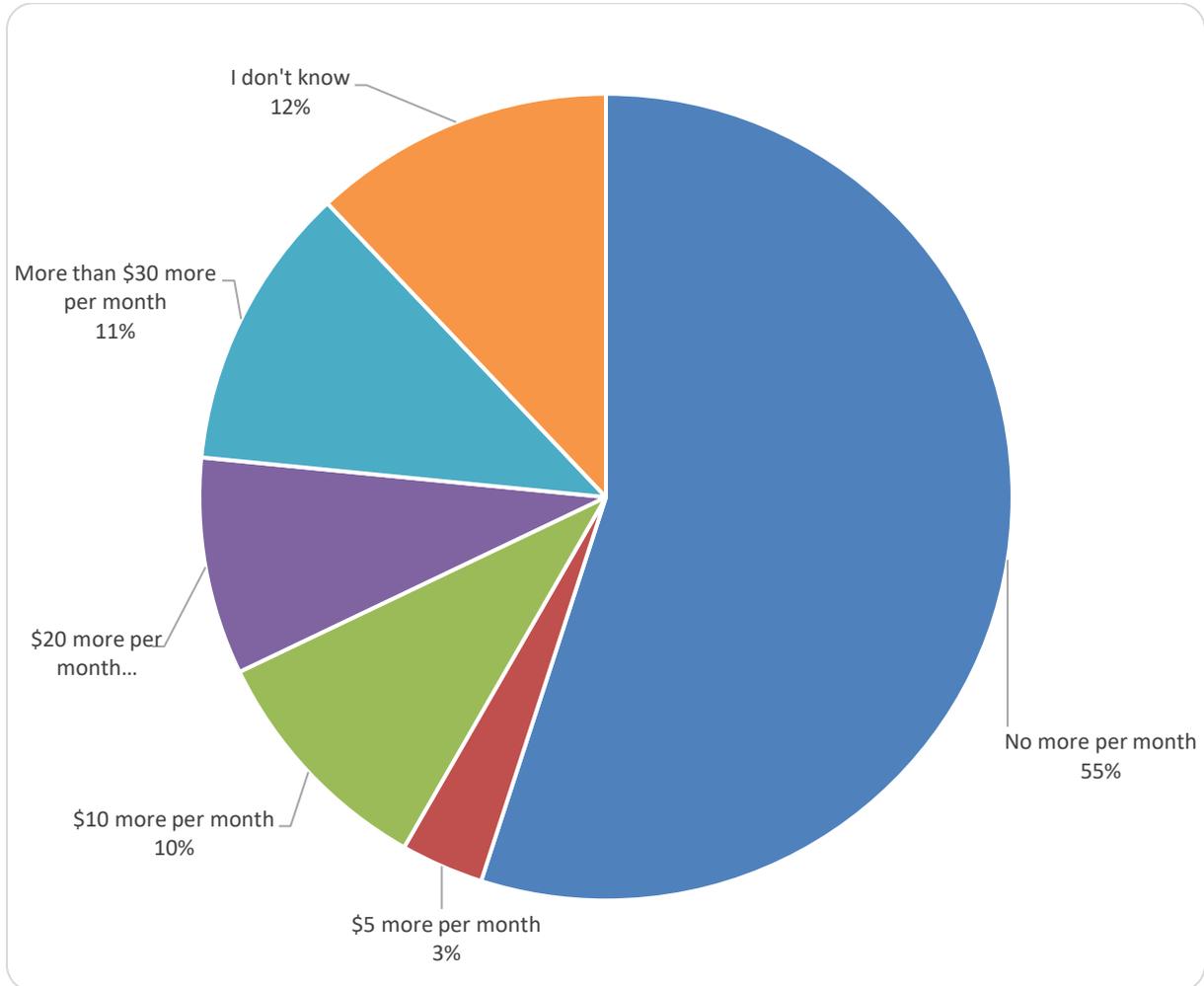
Value	Percent	Count
No more per month	54.95%	183
$5 more per month	3.3%	11
$10 more per month	9.6%	32
$20 more per month	8.7%	29
More than $30 more per month	11.41%	38
I don't know	12.01%	40
	Totals	**333**
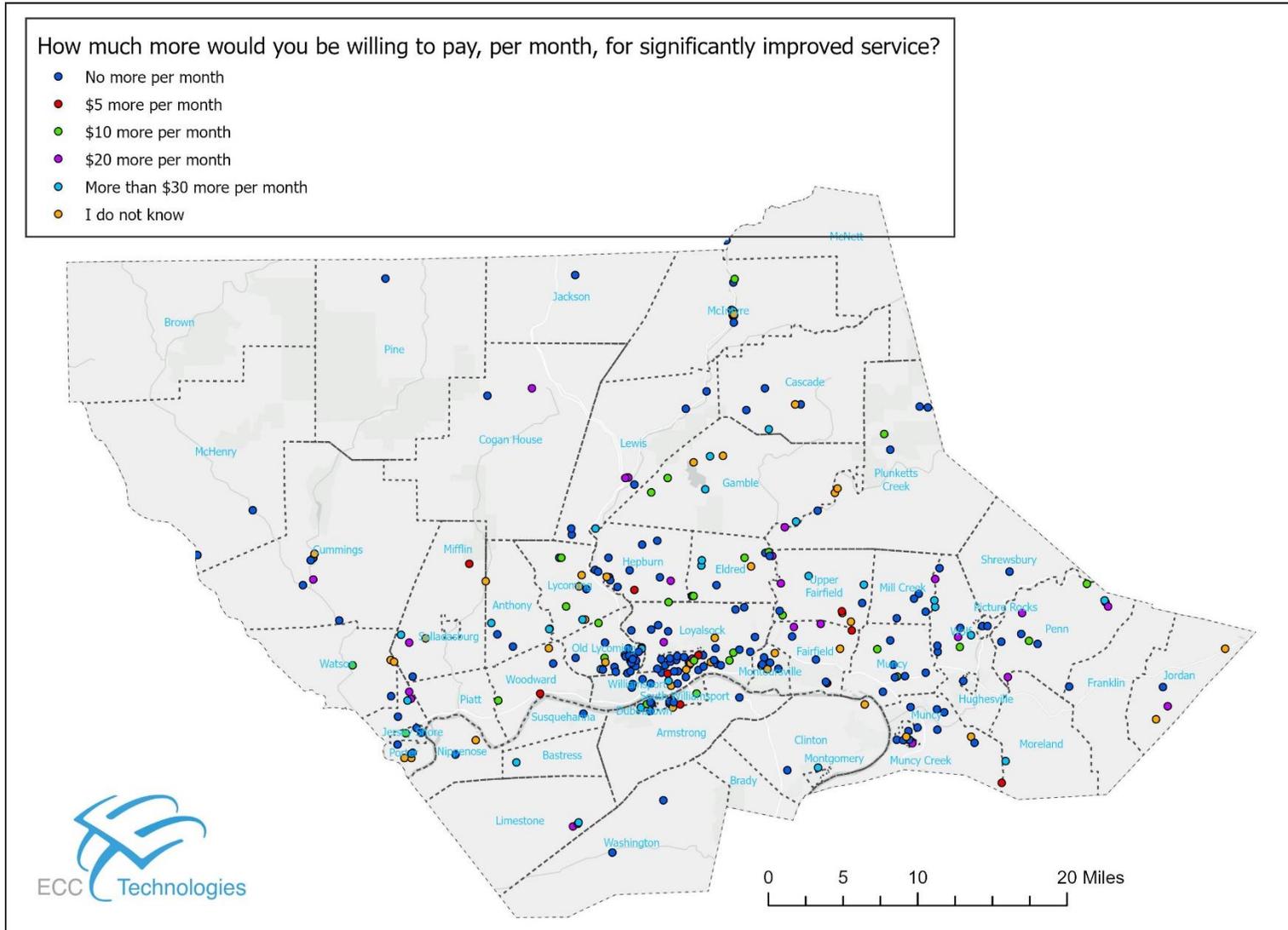
FIGURE 10 - HOW MUCH MORE WOULD YOU BE WILLING TO PAY, PER MONTH, FOR SIGNIFICANTLY IMPROVED SERVICE?

18. Please tell us the main reason you do not have Internet access at your address in your community?
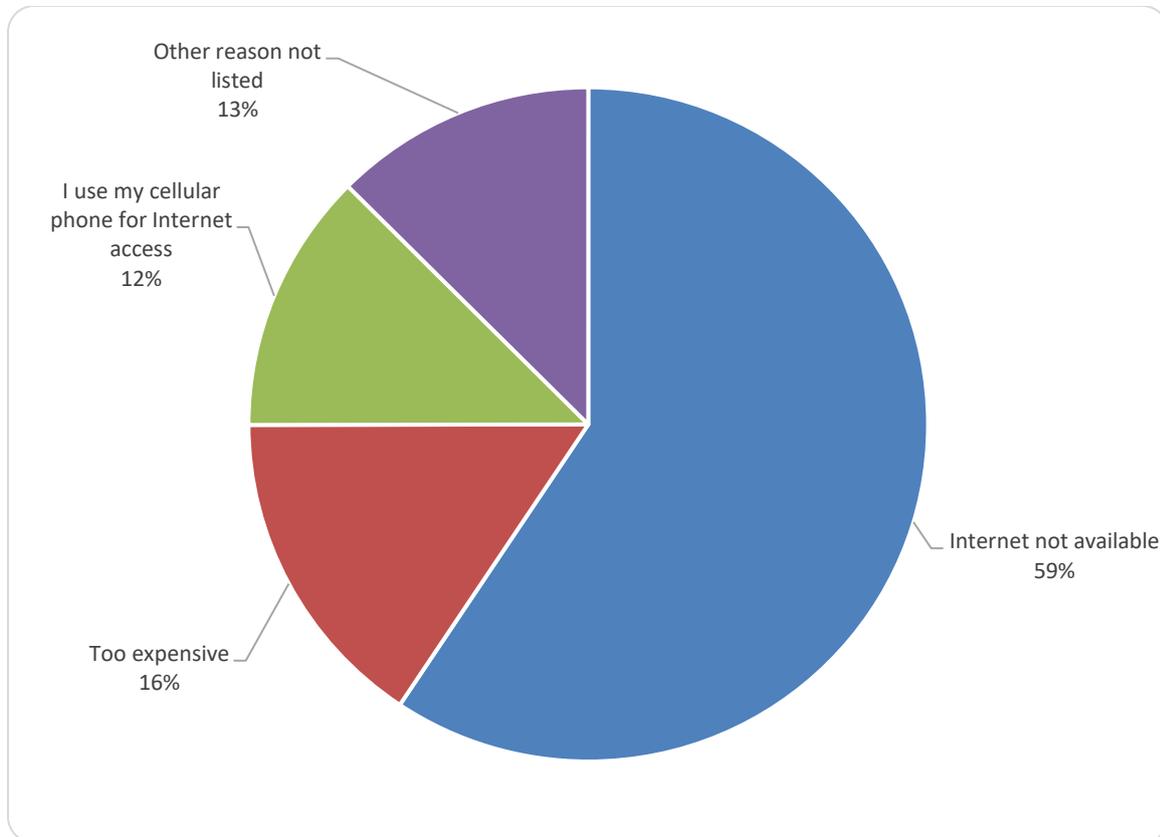
Value	Percent	Count
Internet not available	59.3%	19
Too expensive	15.6%	5
I use my cellular phone for Internet access	12.5%	4
Other reason not listed	12.5%	4
	Totals	**32**
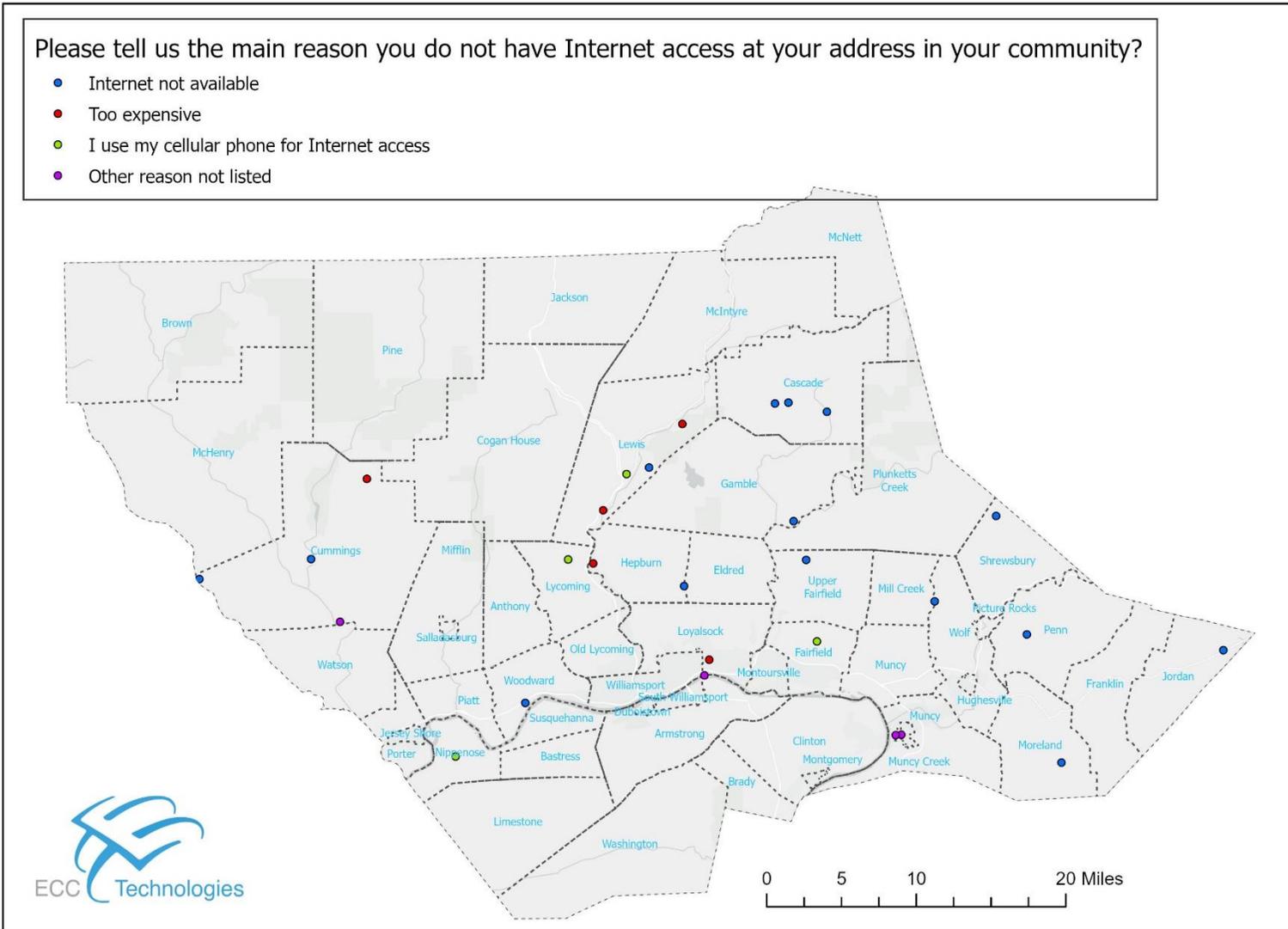
FIGURE 11 - WHAT IS THE MAIN REASON YOU DO NOT HAVE INTERNET ACCESS AT YOUR ADDRESS IN YOUR COMMUNITY?

![ECC Technologies logo]

19.Does anyone in your household have trouble completing work associated with their job (working from home) due to a lack of Internet access?
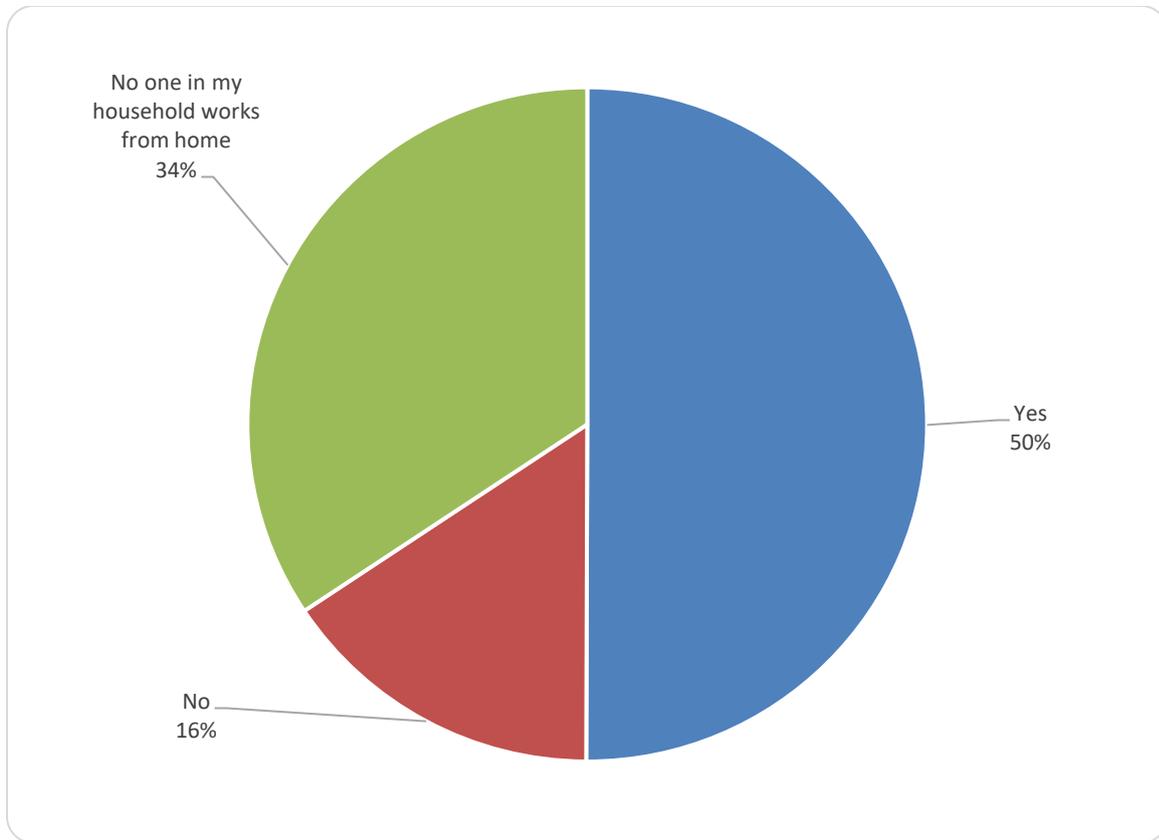
Value	Percent	Count
Yes	50%	16
No	15.6%	5
No one in my household works from home	34.3%	11
	Totals	**32**
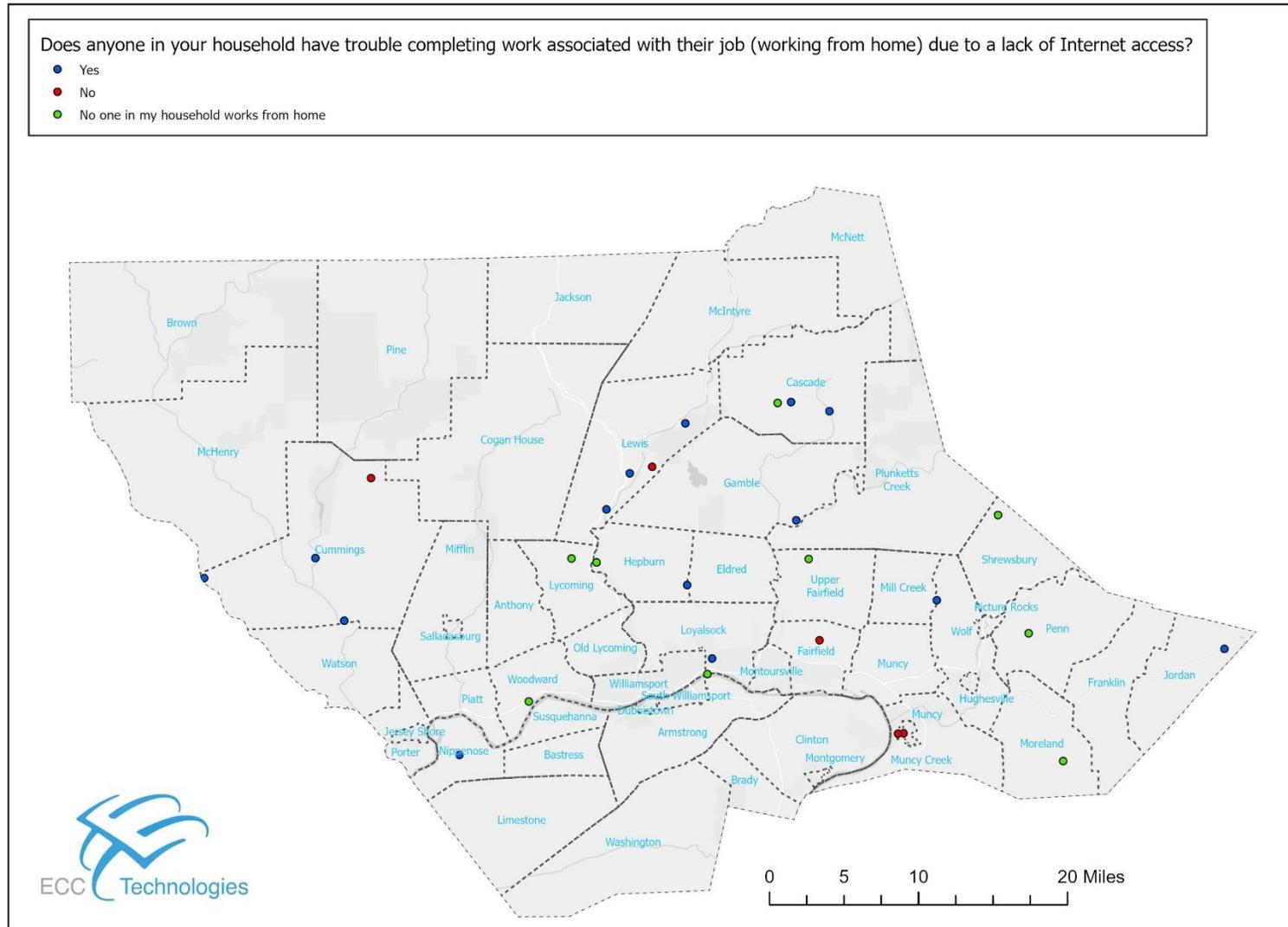
FIGURE 12 - DOES ANYONE IN YOUR HOUSEHOLD HAVE TROUBLE COMPLETING WORK ASSOCIATED WITH THEIR JOB (WORKING FROM HOME) DUE TO LACK OF INTERNET ACCESS?

20. Have you requested Internet service from a provider but been told you cannot get it?
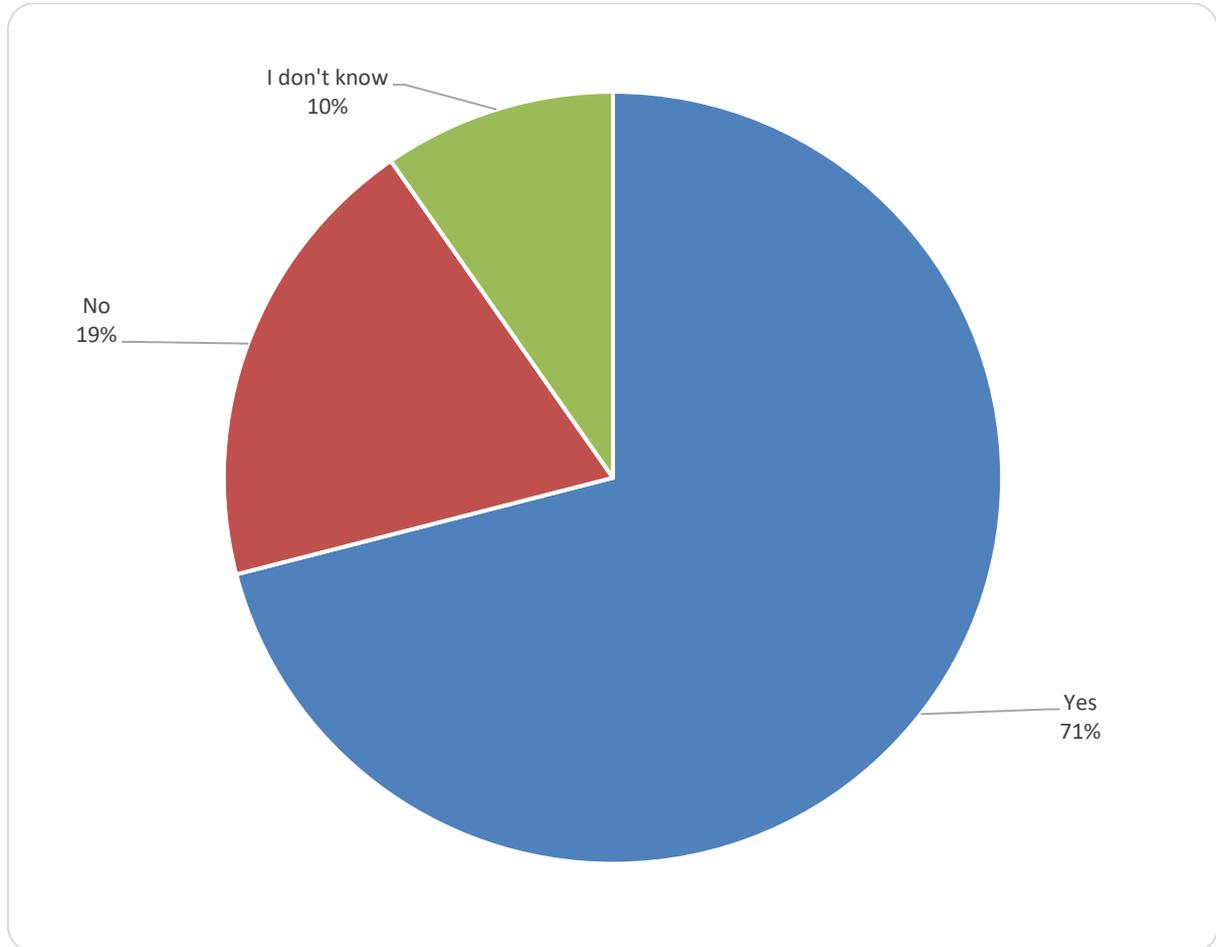
Value	Percent	Count
Yes	70.96%	22
No	19.35%	6
I don't know	9.67%	3
	Totals	**31**
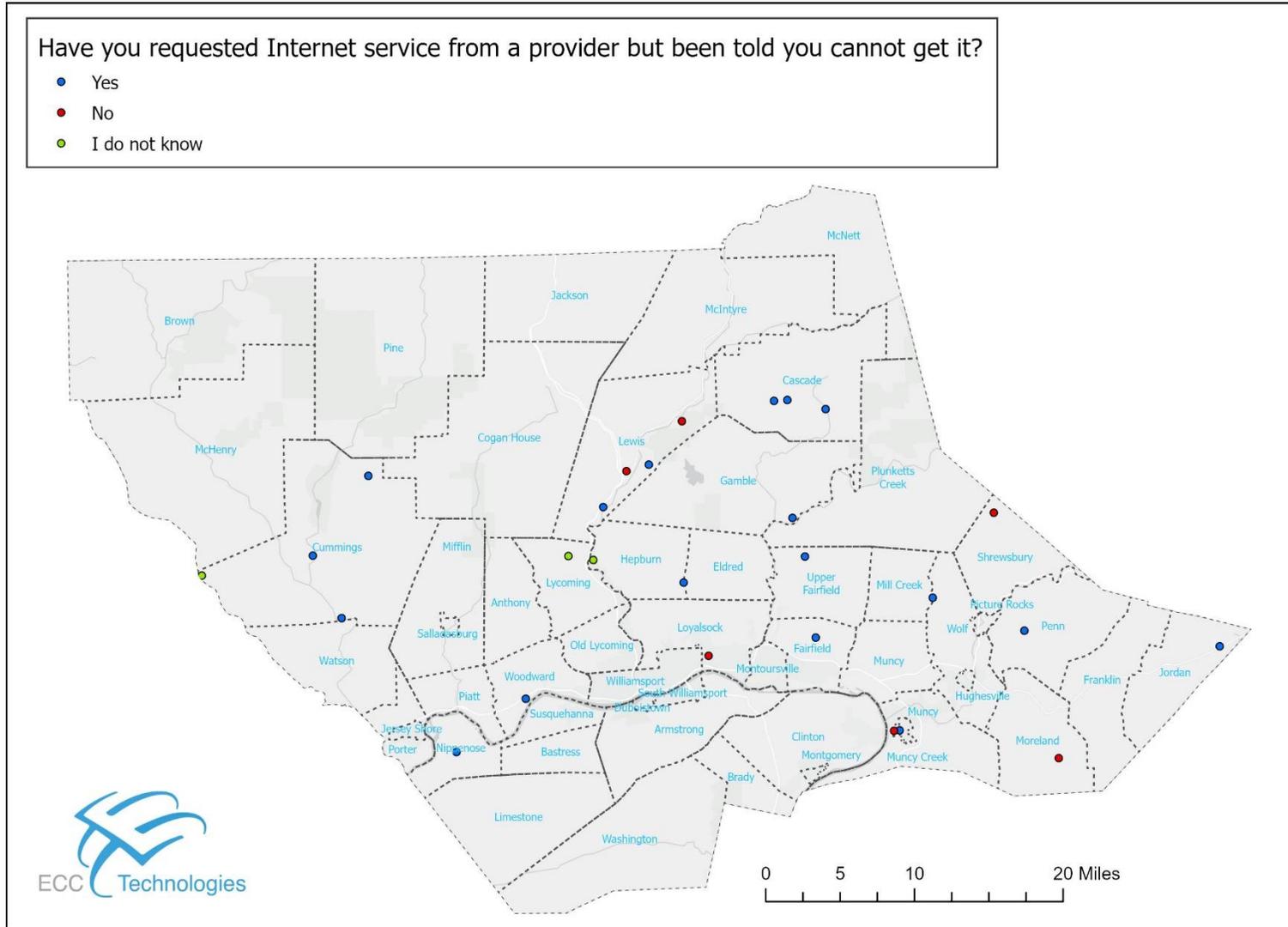
FIGURE 13 - HAVE YOU REQUESTED INTERNET SERVICE FROM A PROVIDER BUT BEEN TOLD YOU CANNOT GET IT?

21. How important is it to you to have a choice in providers?
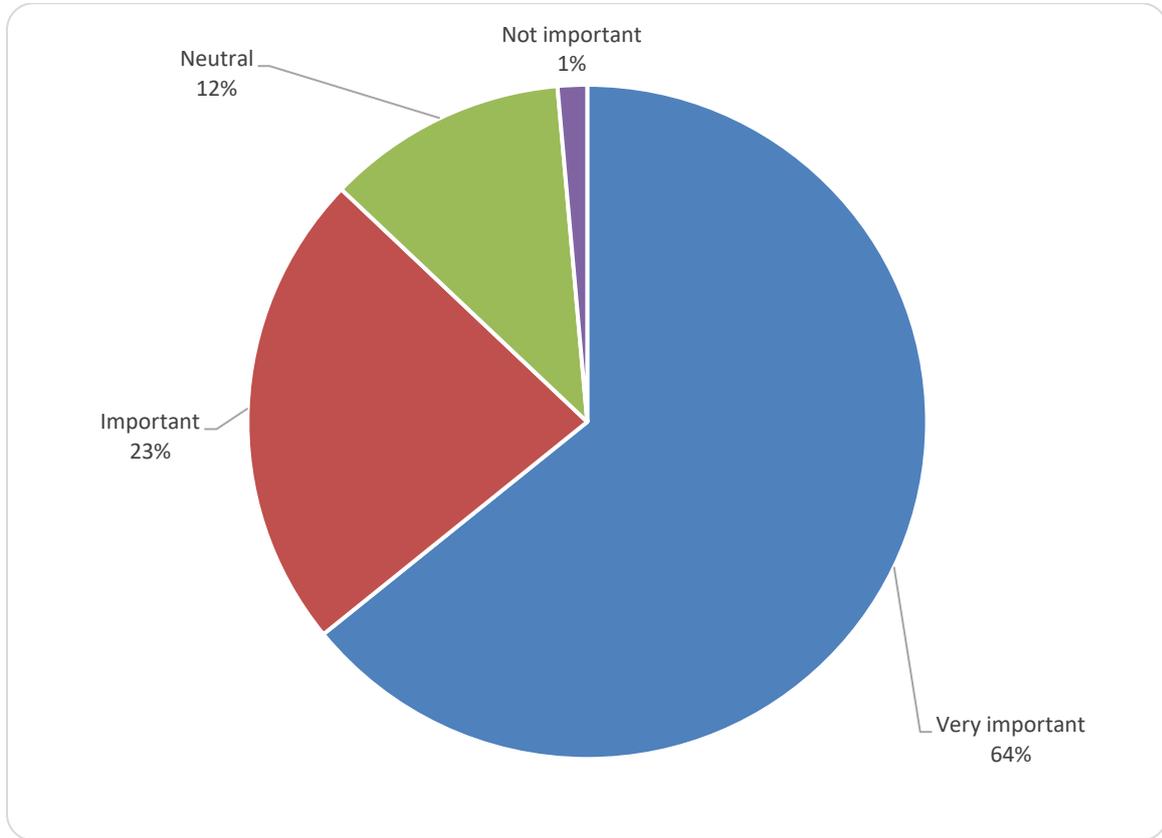
Value	Percent	Count
Very important	64.14%	229
Important	22.96%	82
Neutral	11.48%	41
Not important	1.4%	5
	Totals	**357**
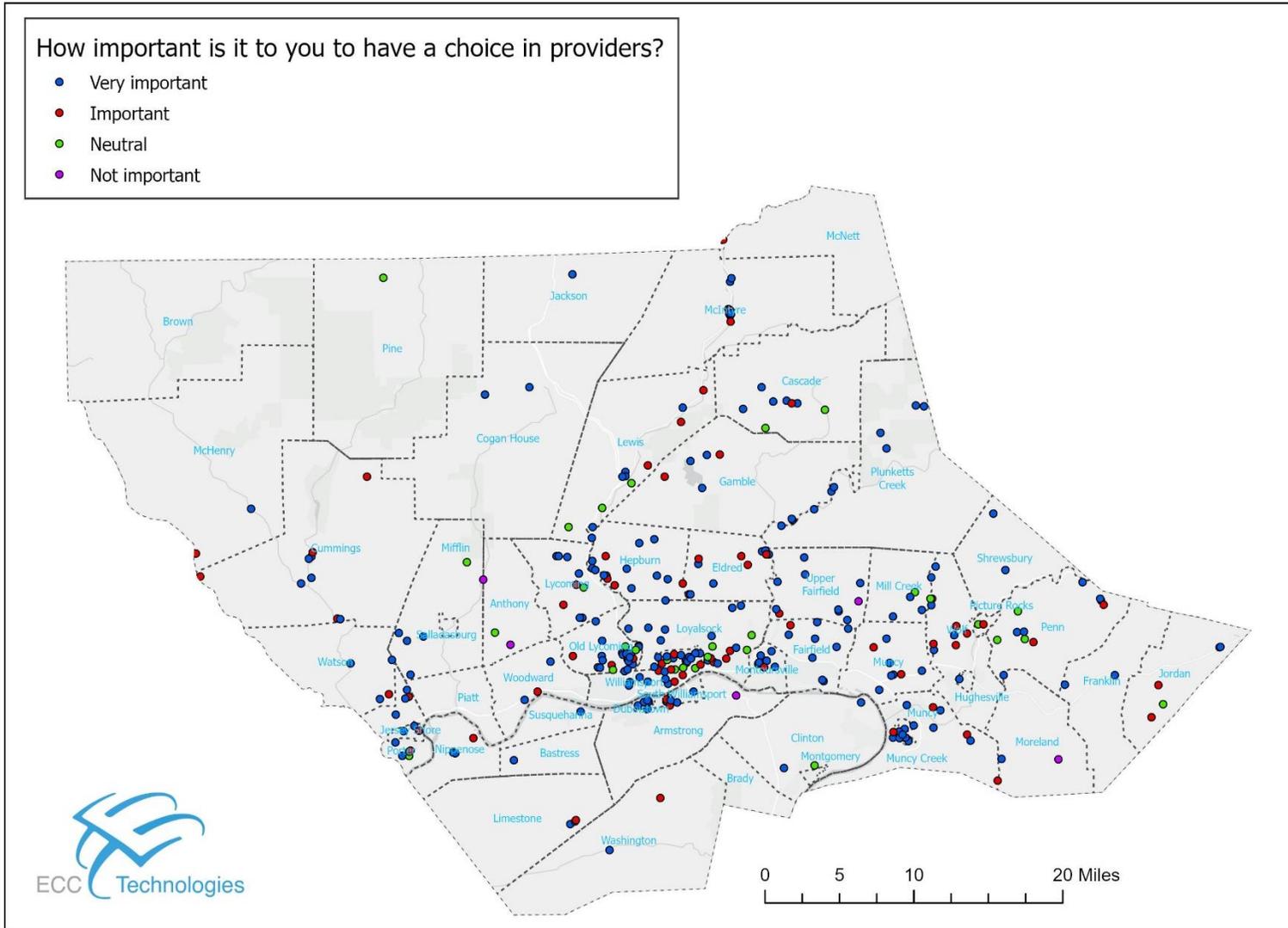
FIGURE 14 - HOW IMPORTANT IS IT TO YOU TO HAVE A CHOICE IN PROVIDERS?

![ECC Technologies logo]

22.How important is Internet access…

	Very important		Somewhat important		Neutral		Not important		Not applicable		Responses
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count
to stay in touch?	301	82.9%	45	12.4%	17	4.7%	0	0%	0	0%	363
to stay informed?	310	85.2%	44	12.08%	10	2.7%	0	0%	0	0%	364
for your healthcare?	187	51.8%	113	31.3%	48	13.3%	9	2.5%	4	0.11%	361
to your quality of life?	241	66.5%	81	22.3%	36	9.9%	3	0.8%	2	0.5%	363
to your ability to earn a living?	166	46.6%	54	15.1%	62	17.4%	24	6.7%	50	14%	356
to your ability to pursue an education?	128	36.5%	42	11.9%	72	20.5%	32	9.1%	77	2.2%	351

23. Do you consider access to broadband as essential?
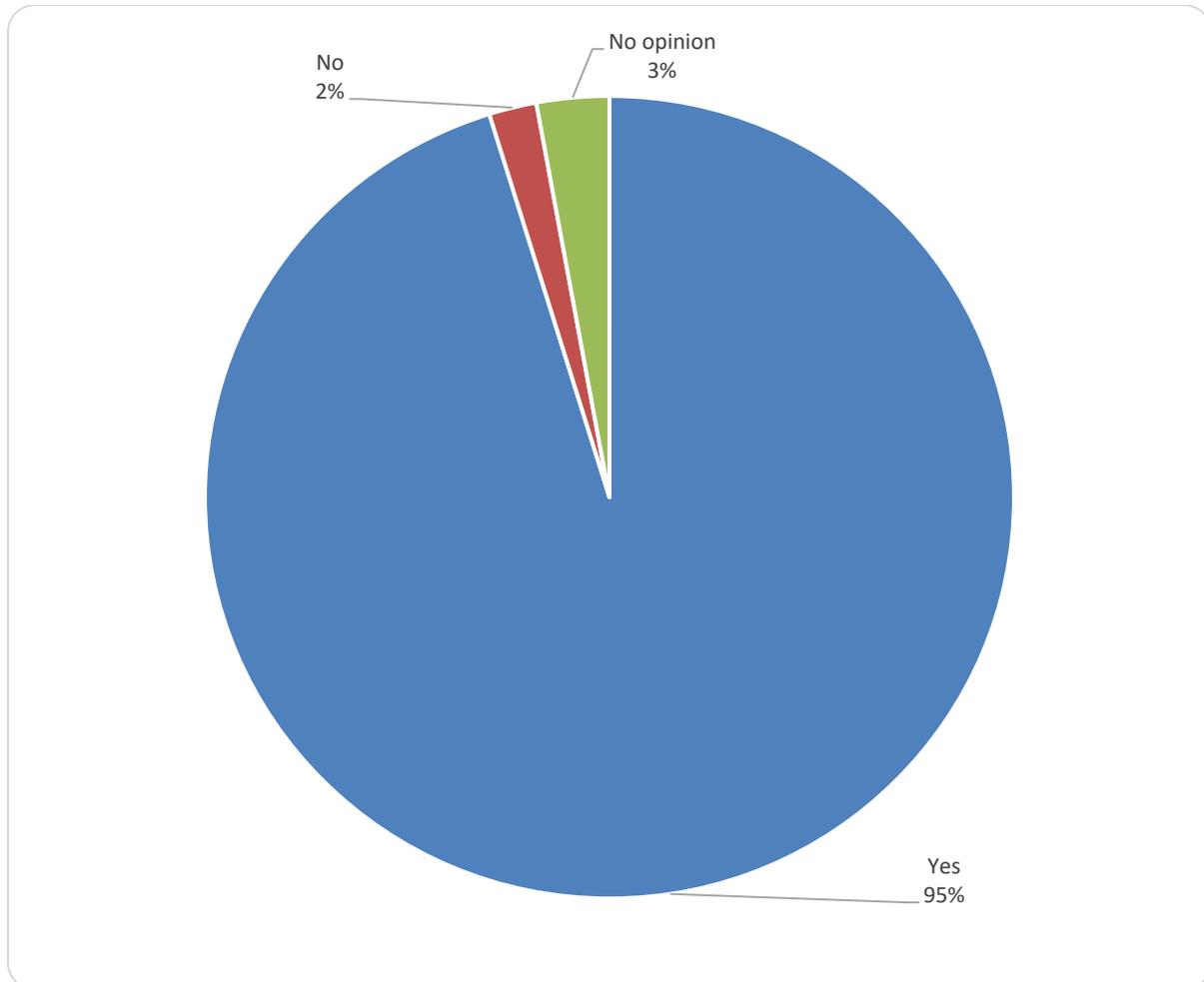
Value	Percent	Count
Yes	95.2%	359
No	1.9%	7
No opinion	2.9%	11
	Totals	**377**

24.Are there any other comments you wish to share regarding broadband service or Internet access at your home or business?

Zito is HORRIBLE. Service is marginal and customer service non-existent

Yes, I've been at this location for 35 years and we've never had access to what at any point would be considered modern telephone, TV, or internet. The ONLY was this can be remedied is by running fiber to Every home. Tri County Rural Elec in Northern tier is doing it and the results are excellent, Not sure what the problem or holdup in this area is. Appreciate the survey but we all know there us really one option, RUN FIBER.

Xfinity monopoly is extremely expensive. Verizon DSL is slow and Fios is not available.

Would tender options for a different ISP. Comcast has become greedy

Would love to see fiber optics installed in our area, Xfinity is very overpriced and not very reliable.

Would be nice to have better Wi-Fi in the area, but with no cell phone coverage it is impossible.

Windstream has provided there Kinetic internet on Keehn Lane right up the road from me, I called and talked to them about plans to come further down Strawbridge Hill Road and was informed that there currently was no plan. My provider is Frontier Communications. I only have 5 megabits download speed and pay 85.00 dollars a month. You can't get any answers from them on future plans for running fiber in my area.

When the local county government gets involved. the project will be half assed. use outdated technology, totally wipe out radio communications from the radio frequency noise created. going backwards than forwards is the motto

We were never provided fiber at our home, but others in our service area has. Phone company ran out of mone

We only have two choices for internet, even though we are less than 7 miles from the center of Montoursville. Zito or satellite internet. We would have preferred to use neither, given the cost and poor service.

We need reliable and affordable cost for high speed internet access. The only current option, Zito Media, is not meeting these needs.

We need other reliable services than Xfinity. They are the worst.

We need more options in our area.

We need more affordable providers than Comcast

We need higher speed internet in my area. Some of my neighbors have little if any options for low-speed internet, not to mention high-speed.

We need fiber here, there is about 50 homes up here. Some using cell service for internet, some on Zito media. Their cable internet is completely useless, I pay over 100 per month for it. The speeds are terrible and the latency is a joke. Ping is over 90

We need better phone service. We have no landline available and poor cell service. Our internet service is not great and we are unable to do voice over internet. When on the phone with health care providers our phone frequently cuts out. We often need to travel to a family member's house to use the internet because our service in not sufficient. We need dependable communication due to health concerns.

We live three miles outside of Jersey Shore. There is no cell service where we live. Our only option when we moved here in 2021 was satellite through Hughes Net. It was terrible service - no ability to work remote, stream, etc. Basic texting and email was it. In 2022 I subscribed to T-Mobile as a backup so paid for two services. In 2023 - thank God Starlink became available. It's like we are out of the dark ages.

We live in the greatest country in the world, yet internet access for those on senior budgets seems just excruciatingly high, especially in rural areas.

We live in an area where cell-service is in & out depending on where you are even inside our home. We have never had access to cable tv, or reliable, fairly priced high speed internet. With reliable cell & internet we could eliminate our landline & feel confident we could contact emergency services if needed. More and more banking, bill paying, customer service, shopping, home security, & even church services are conducted on line. We are retired & try to make the best budget choices. We chose the fast, reliable Starlink satellite, which allowed us to eliminate Dish, & Verizon internet. We are happy with this, but it is expensive.

We live 5 minutes from downtown Williamsport yet we can't get hi speed internet. Why?? I have called numerous ISPs including Verizon hoping to get fios or some kind of high speed internet and was told it's unavailable at our address. Have signed up for any updates on availability for fios, no updates in years. Why?? We have no options for tv other than satellite. It would be great if we(and our many neighbors) could get some help from our congressman on this issue. Thank you.

we have very slow and very poor service. we would use it more if we had faster service. typically i use my work computer instead of my home computer due to the poor service in our section of Loyalsock Township

We have Starlink, but due to our location and tree coverage, it is VERY glitchy and extremely costly. It drops approximately every 2 minutes, which makes attending work or school Zoom sessions very difficult and streaming TV is also very limited. The only other Internet that is available on our road is DSL. To participate in online education/meetings, I've had to gain access to our local firehouse and log-in to their public Wi-Fi. It's frustrating that Xfinity has service up 44, but refuses to come down our road due to our limited residents. We attempted to get on board with Tri-County, who subsequently provides internet on the English Center side of our road, but because we have West Penn Power, we are ineligible for their fiber optic. With how everything in our world today relying on Internet connections, it is time for our government to treat it as a necessary utility and not as a commodity. It needs to be affordable and accessible to EVERYONE, just as it is for phone and electric.

We have been trying for years to get quality service, but there is only one provider in our area and it's pitiful.

We do not have cell service at our home therefore we need internet to have our cell phones work. When our power goes out, which is multiple times a year, we are without internet therefore we cannot use our cell phones. We need to have cell service in our area. We must be in our house to use cell phones, cannot use cells phones outside our house.

We do believe the community should help provide better access to services. We have very outdated cable infrastructure that would be beneficial if updated to current standards.

We are very dependent upon our connection and twice within the past 4 months we have needed emergency health and an ambulance and we were very lucky the internet was working at that time period because very often we have no reliable service from Verizon. We have lost phone/ internet service 6 times in the last 8 months lasting on two occasions for more than 4 days: we were totally isolated and frightened that if we needed help we would be unable to access it. Verizon has been very unreliable and unresponsive when er have begged for service and we have no other option.

We are supposed to have an unlimited data plan, but if we use 150 gigabytes our speed drops to 600 megabytes. In reality that is not an unlimited plan. Thank you for this survey.

We are subscribed to the highest DSL speed we can get through Kinetic, and it is nowhere near the speed we pay for. The phone company says that it's the fastest we can get through them at this time. Kinetic has a monopoly on traditional high speed internet in our area of the county, and it's terrible. I've begged and even filed BBB and PUC complaints to try to get some other options, but to no avail.

We are currently using starlink which is great except for the price. We currently had dsl service through Verizon. The service was horrible and very unreliable. We paid for a 3mb package which was all the higher we had available, but it would not work half the the time and when I would do a speed test it would show we were getting .7 of a meg. This is where the performance was probably 90% of the time. So with that being said if we wanted something that worked...we got starlink.

We are 76 and 75. Are service for phones and internet are unreliable. We can't get dr. Visits on line, never know if our cell phone or house phone will work in case of an emergency. Can't get a job online because our internet is unreliable. Need good service.

Very slow internet here in Clinton Two. Montgomery Pa. 17753

Very limited internet service at this location. Broadband providers are also limited.

Verizon service is awful

Verizon service has gone down over time and my kids are furthering education online. They usually have to go somewhere else to connect with a stable connection! At this point it shouldn't be worse it should be better!

Verizon has fiber optic line that runs through my property that i cannot access.

Verizon advertises they are bringing Broadband to our location but they do not know when it be available.

Using a cellphone connection is spotty. Service is best on weekdays in the morning, and worst on weekends. Different parts of the house connect better than others--the difference can be a matter of a few feet. Our current service provider, T-Mobile, is faster and more reliable than our previous one, VerizonWireless.

Unfortunately, in this day and age internet access is extremely important for pretty much everything in life!

Two cable companies very close by, neither will provide service because my home and all houses in the area have underground utilities. What I pay for wireless internet service is more than cable and fiber charges for 10 to 20 times faster download. Cell phone service is spotty and Verizon, ATT and T-Mobile will not provide wireless internet service . Crazy since my location is less than 10 minutes to center city Williamsport.

TV, internet, and phone are becoming too expensive these days.

Though we have good internet service, I know my mother, who lives 20 minutes from me, struggles to maintain signal/service through her provider. Her options are VERY limited where she lives. I appreciate you taking the time in finding out your community's needs, as they very significantly.

This area of Plunketts Creek Township and neighboring Hillsgrove Township (Sullivan County) has NO cellular phone service. AT&T has a tower in Barbours but since Hoppestown Road is located on the other side of a mountain, no signal permeates the valley. If AT&T would put up a tower on Camp Mountain, a large area of northeastern Lycoming County would be served by cellular service and provide a valuable broadband option. A tower on Camp Mountain would most likely provide service to not only Hoppestown Road but to Cascade and Rose Valley areas, Hillsgrove, and large distances on Route 87 between Barbours and Forksville.

think it is important for community to be aware of Internet Provider practices and get involved. Moved to this community from down south where provider had a cap and charged you for going over. I was in low cost program for school aged children where internet required for school. First month charged $80 overage, 2nd month $100 over kept climbing though our usage was minimal and non changing last month $300 over though service had been accidentally disconnected by the provider for the month. Did not get it reconnected. Same thing happening to others.

There is only one superbly viable rural internet provider- Starlink! We don't need cable or fiber optic in this day and age. Starlink is all one needs anywhere in the world!

There is only one provider to use at my address that's not great.

There is no option for higher speed DSL or fiber optic

The positive trend over the past few years in alternative options and choices for internet service providers has been a benefit to the area. For myself, I would like to see continued investment in infrastructure; specifically, fiber-optic options made more widely available in consumer service plans.

The only viable internet we've found is Starlink. Local cable company wasn't willing to run lines to our home even if wanted to pay, not that it is very good. Zito Cable internet is often down according to many users I know who have it. Verizon, AT&T, nor T-Mobile have good enough cell signal to use cellular service for home internet, I had to put cell booster on my home to achieve a usable signal for our Verizon cell phones. Something changed after we moved in that dropped our Verizon signal strength from 3-4 bars to about 1 at our home. We'd love to be able to get a fiber based 1GB internet like other rural areas have received.

The need is real. No high speed internet available. I would pay less if more mainstream options were available at our address. Even through our current provider it should be cheaper. 5G, fiber optic, cable, highspeed all declined or thousands of dollars.

The main problem I have with current internet offerings is the upstream side on speed tiers. Having symmetric bandwidth options is what I have been waiting for for years.

The location is within the Williamsport area just outside of town. Virtual school is not accessible to the student in the house. Being within a 10-mile radius of the Williamsport urban area and not having access to broadband in the age of technology (for virtual education) is bordering antiquated. There are plenty of residences' and home business' who would benefit from this access. Has there ever been a feasibility study done in the region?

The Internet access we have is very spotty and goes in and out with any change in weather - rain, wind, storms, etc. We are unable to rely on it or use it for streaming so we must pay for either cable or direct TV. We are 3 miles from an ATT tower but due to the mountain configuration we rarely get a signal. Sometimes calls and text messages get through and other times not, mostly not. In this day and age we need to be able to access reliable internet services. All the above answers are dependent upon if we have a signal or not.

The business is my husband's. Our house phone is also through the cable company. There is no cell service here without wifi. We would like to consider Fiber Optic service but so far there is no fiber optics here. We have also tried to contact cell service providers to offer ground for a cellular tower but did not receive a reply.

Thank you for taking the time to make internet possible for everybody

State and Federal government entities have been collecting taxes and fees for broadband expansion for decades. Nothing ever comes from all those fees. Cellular companies promise services that never live up to the promises. Where is our representation?

Starlink is the only acceptable option here. If Starlink went away and there was no other option we would need to consider moving. 3mbps is not enough for work, school and basic needs.

Starlink is expensive, but it is worth every penny. Great service and not one issue. I'm sure a cable provider would be cheaper, but it's not available in our rural area.

Starlink is a viable alternative to expensive infrastructure. If senior citizens or low income families need a small subsidy to afford it, that seems more economical than laying cables. Maybe Starlink would launch a satellite just for Lycoming County? Thanks for asking.

Stable and reliable Internet especially in my area is the only way to have phone service, there are 3 providers starlink, frontier, and zito media(completely unreliable, and borderline criminal company to say the least).

Son unable to live with us and work from home or attend college online courses. Concerned for the school-aged children in our community who cannot access quality internet and are left behind when remote learning required.

So internet service here is poor and not a very good variety. Verizon offered DSL 2.7 MB/S, Zito (cable) couldn't connect to house. So I went with Starlink (Satellite) service. Excellent coverage/speed and no interruptions. Only issue is cost.

Several of the residents of ALmost Coutry Road have very poor internet service. I have mine fomr Verizon over 50+ year copper lines. I leave .6 miles from the FIOS line, but Verizon WILL NOT replace the old, brittle, overly spliced copper lines with FIOS for Almost Country Road residents. We have very poor landline phone service as well. Cellular service is spotty.

service at our home is very poor and we need Broadband as a better option

Second provider has promised for over two years and has not delivered

Residence is seasonal. Verizon cable is either not reliable, low bandwidth, or too expensive for seasonal living. Cell service is currently not available at my location. If it was with reasonable capacity, it could provide all of the needed service. I currently have to drive 5 miles to get cell service to make long distance calls, receive emails, conduct business, and receive the news. Satellite service is cost prohibitive. Verizon has told me I am at the end of the service line and a connection is not available and would also be cost prohibitive. I do have Verizon local phone service for emergency communications. No TV.

Reliable internet in our area is excessively priced- $150 or more plus equipment and other outrageous monthly fees.

Recent expansion of local fiber optic service has dramatically improved quality of available service in the area

ran speed test 3 times download speed and upload speed 10.02/1.01 6.67/.9 10.73/1.04 Verizon is our cellular provider, and I currently have 1 bar while sitting in my kitchen! Our calls whether we use Wi-Fi or cellular are continuously dropped, not completed, cut in and out, or we can't be heard at all. Between the cellular and Windstream bills be pay well over $300/month for horrible unreliable service. Buffering is a way of life. So sad.

Present internet provider Zito has many outages and interruptions. Cell connection is poor. Verizon.

Please bring fast internet to our corner of the county. We've tried everything, including satellite, but we can't get anywhere near the speeds we need for our internet dependent home.

Personally, internet access is essential for multiple reasons. At a basic level it provides the ability to remain in communication and monitor the safety and security of my property. Having better access would allow me to spend more time (and money!) in Lycoming County because it would enable remote work from that location. From a community point of view, I also think it is essential. There are so many services that are either easier online or only possible online. As a significant example of this is the recent move by SSA to either submit online or come into an office -- phone options are being eliminated. The challenges of providing rural broadband access at reasonable price are large. Other than incentivizing companies to provide access, it is unclear to me what reasonable steps local government can take.

PA Telephone Company is only provider available.

Out here where we live there is no TV cable or cable internet. Previous internet provider through the phone line was extremely bad. There are not a lot of choices when it comes to internet providers.

Our provider has been Windstream[Kinetic now] for over 50 years we have lived here and hasn't improved or invested in new technology. We live right on a major east west highway, and have to rely on Windstream wifi for our cell phones. Calls get dropped, and internet on the computers is so slow.

Our internet speed out here is really really slow.

Our internet ability is very hit and miss. We currently have no way of having broadband band and that would help our area tremendously. We all use cell hot spots.

Our current provider is UNRELIABLE and EXTREMELY SLOW

Our bill says 10 -15 mbps which is pathetic, but a speed test run 3 times showed 7.92 mbps download, 1.04 mbps upload 10.57 mbps download, 1.03 mbps upload 10.40 mbps download, 1.05 mbps upload I ran it more times and logged several more in the 7 mbps range. Not getting what pay for and this is the fastest windstream offers to our location. And other than satellite is the only provider. Our cellular internet is even worse at our home, and we supposedly have the best provider for our location. Our bill for landline and internet is over $122. That is outrageous for so little speed!!!

Only provider for me is Windstream unless I want to get satellite internet which is more expensive, slower, and weather effects it a lot. They are also the only phone provider because cell service when the leaves are on the trees is 1 bar maybe 2 if your really lucky. Plus line maintenance is not a high priority so there are lines drooping and tied to telephone poles with baler twine because trees fell on the lines and stretched the lines out.

Nothing more

None

No options for good high speed internet at our home

No cell phone service without internet connection. No cell phone towers close enough to us.

No

Need to get fiber to the rural area's. Satellite TV is to expensive. Landline's are becoming a thing of the past. No cell signal so need to be able to connect phone via wifi. Everybody want's everything done on the internet schoolwork, work, banking, payment's, etc. Internet need's to be reliable in the rural area's.

Need to expand fiber optic service in the county to provide high speed internet to more locations. Having only 1 cable provider and multiple other lesser technologies limits competition and raises prices. Options are important and fiber service tends to be cheaper for higher levels of service than current providers. Please continue building out our network options.

Need to bring in more providers with high speed internet compared to current providers to build some market competition

Need 5G

N/a

my service is too slow 2.4 mbs. Would be nice if the speed was at least 10 mbs

My internet service (via the Verizon tower in Trout Run) is HORRIBLE! I have a jetpack for a booster, but it works minimally. During daytime hours, I cannot get on at all. To pay bills or get any kind of account information, I have to work late at night. I can drive to Rose Valley Lake and get more bars, but it's inconvenient. Verizon is currently my only option. I've checked with other companies, but they say there isn't enough clearance for their satellites. I frequently don't get mobile phone calls. Sometimes texts come through a day after they were sent, or not at all. Bad weather increases the problems.

My husband and I are both adjuncts at a local college so having reliable internet is essential for us to work on our classes.

My home address only has Verizon as a true affordable option - however it is never truly reliable as there have been times it has been out for up to 1 or 2 weeks due to various issues. Having the option for broadband service in rural areas like Huntersville is essential for the growing community.

My cost for cable and internet (bundled) has nearly doubled in past four years. My cell phone service (same cable company provided) has increased approximately one third. If I cancel cable tv, Internet will still be over $100, which when factoring in cost of streaming services, will be nearly equal to current internet/cable cost of $214. If I change internet provider, then I would have to change phone ($24/month) also. While recognizing that I have decent service now, the cost increases over the past 4 years are unjustifiable and, while I do not like over-regulation of any industry, something needs to be done - especially in areas where there is no competition that would help to keep prices more affordable.

Lower Rates for tv and internet.

Live in an area of Cogan Station that is rural and mountainous. Cell service is challenging along with internet. Several families adjacent have the same issue. Relatively long distance from buildings (residences) to road-based utilities with these nearby properties, so broadband provider in the area either refuses service or will provide service only for a large fee to install ($26K by Tri-County 1 1/2 miles away. Others closer won't provide at all, even one, Verizon, who has a broadband fiber line buried across our farm fields. Starlink is now a recent and very expensive option at $120/month, and only if you have enough clear sky to point the satellite dish they provide. We have neighbors contiguous to our farm paying $50/month for internet service by a company who won't due the same for us due to distance.

Jail

I've been told broadband will NEVER be offered at my location. We're too rural. I doubt I will see it offered in my lifetime. Not optimistic.

Ive been charged for high speed internet for years,like 20, by Verizon and my speed has been terrible averaging .04.This is unexceptable and I should recieve a refund or free internet.

It would benefit the younger kids with schooling and work. Help with cell service

It would be nice to have an internet service that would be faster than what we currently have, so that when I am on the computer, we can also stream on the TV at the same time.

It would be nice to have a choice of internet providers.

It would be great to consistently receive the speeds we pay for instead of hearing 40 to 60% of what we pay for is normal.

It just keeps going up. I'm going to sing an old song now… I'm retired and on a FIXED income. I've seen everything go up and up - food is at premium! and my meager SS no longer keeps in pace with 'cost of living!' My BASIC cable/internet jumped $7 in 6 months and another $7 in the Next 6 months- $14 in a year! It's outrageous. I'm about to cut cable but not internet! That's a lifeline for a 70 yo retired lady. I am just over the amount to apply for free access to internet. I wish I could receive it.

It is my belief that the limited selection of internet service providers in Lycoming County is a crime. The providers currently available charge outrageous prices, their offering of services is abysmal, they fail to keep their lines & equipment in good working order and they have no interest in expanding dependable service to areas with poor, little, or no internet if the investment comes out of their pocket. I personally reached out to Xfinity to extend their services from the 600 block of Ruben Kehrer Rd. approximately 1000 ft to the end of the road, I was told it would cost $41,000 and they weren't willing to do it. This is despite the fact that I told them I had canvassed the 14 homes they could pick up as customers. We currently have Verizon DSL at most times less than 1 mbp or Zito Media that is frequently off line & their customer service is abysmal at best.

it is frustrating to have only a local cable company(Zito) which is for the most part very inadequate keeping us and our neighbors (which some are permanent residents) with inadequate cable tv and internet services...frequently breaking down for sometimes hours/days at a time.

it is essential in this world today. VERY IMPORTANT

Internet service, for us, here in Ralston SUCKS

Internet is too expensive in this area because Comcast is the ONLY option for a fast connection. We want to see encouragement of competition from fiber and satellite providers to keep Comcast honest, because they are taking advantage of everyone knowing they are the only game in town. More importantly, strong internet options is how you attract younger people with families to move here and reverse population decline. If they hold up their phone and find too few reception bars, or they see limited options and speed for fixed internet, they are not buying a house and staying here.

Internet is constantly slow or disruption in service.

Internet helps senior citizens. The cost is getting more each year and will soon be out of reach for us on Social Security. I've already stopped eating out, turned heat back and refused medications that were doctor recommended. The cost is a big factor!!!

internet at our home is very slow and we need broad band please!!!

Internet access is a must these days. From banking to doctor visits. But just the monthly fee puts a major hurt on a fixed income budget. I didn't plan for these fees now that I'm in my retirement years.

In today's world, a high-speed, reliable connection to the Internet is critical to development. Without it, children fall behind in classes and social capabilities, it is hard to convince families to move into the area, and it is difficult to conduct what is now normal day-to-day operations such as shopping. A competitive market for fast Internet is the only way to continue to drive network expansion and keep price points adorable. My community should support a growth of a competitive Internet services to better serve the constituents.

In our Rural area, internet is slow and sometimes non existant.

In order to work from home for most jobs you need reliable internet and they have guidelines you have to meet with your internet which is currently not available where I live.

In my current residence, I originally had river valley internet but because of poor reception, I had to change to fastb ridge when it became available in my area. I have had it a total of 9 months and it has went out for more than an 8 hour period 3 times because of wind/weather. Where I live(in town), cell service is very bad as well so when I don't have WiFi at my home, I have very little cell service as well. I have Verizon cellular and it is shocking how bad cell service is on my street.

If starling can make internet readily available to any location, than it should be made affordable to everyone. Living in the country shouldn't mean in the summer when the leaves are on the trees you loose most of your service. Or if you go around and turn you loose your cell connection, or if you have this company you get service here but not with that company....

If I'm lucky, I get one or two bars of service with my smartphone or tablet. Both are 5G capable, but are not living up to their potential here in the agro- residential area i live in. It's a different story when we are on the road traveling 3- 5 months of the year.

If I had a faster internet I could have virtual doctor appointments and communicate with family. I am physically disabled and depend on others to take me to appointments and groceries.

I'd like a choice in internet providers.

I would want to have FIOS.

I would love to have an internet that is NOT satellite. Thank you for this survey!

I would like to see more option for providers, I think everyone is tired of comcast being the only option for high speeds and completely ripping people off. I would greatly like to see fiber optic internet brought to the area much like most major cities are switching to currently as it is more reliable and will provide the much needed competition for companies to have good prices and better service.

I would like to have more affordable options for internet.

I would like to get internet in my home in Upper Fairfield township.

I use the hotspot because I do not have internet at home

I use Tele- medicine when I'm in the local VA Clinic to see my Primary Provider in the VA Health Care, Wilkes Barre. The only access I have to internet is through my smartphone and that is if I can get enough bars. The phone is 5G capable but I usually only get one or two bars of service, eventhough I live between two towers that are about 4 miles apart & weather doesn't interfere. I cannot wifi or stream anything currently. As a result I cannot use a printer with my laptop, or wifi dependent devices like door locks, nest thermostat, timed lighting, or medical reporting from my COPD equipment.

I use a software that nearly requires an internet connection to fully function.

I think that it is assumed that poverty means people are not trying. The internet brings opportunity and levels the playing field somewhat for all people not just the fortunate few.

I think it's crazy how fast service is in town and zero for rural communities.

I steal wifi from my Neighbor because for some reason our bill randomly changed for xfinity

I live in a rural area with fairly expensive but limited internet access ($50/month for 25 Mbps). However, I am only 7 miles from center city Williamsport, PA. With respect to any rural internet access initiatives, my concern is that people like me who live on the fringe of urban areas may be left out of consideration for rural expansion of internet access. In other words, future initiatives may not consider locations like mine "rural enough" for consideration even though we suffer from the same limits as people further removed from urban areas.

i live 1 mile from town in a dip towers around me cant get signal most the time sad paying 200-300 a monthy for internet

I have fast & reliable internet where I currently live, but I grew up in a rural area of Lycoming County (zip 17728), & we didn't have reliable internet connection until 2020, while I was in college. We were lucky, too - we were only able to get the internet we have now because we were barely within range of River Valley Internet's tower. Other homes close to ours still couldn't access their service at that time. It was difficult & frustrating for our neighbors to use the internet at their homes, so many of them came to ours to use our internet - to complete homework, take online classes, & complete college applications. The world is relying more on internet access with each passing day, and it's vital that rural areas can have the same quality internet that urban areas do, especially in a county that covers just a vast range of urban/rural areas - people who work or go to school in an urban area but live in a rural area need quality internet to do what needs done while at home.

I have Comcast because it is the most convenient, but it is woefully expensive; never offers long-time customer rewards; unexpectedly and inexplicably raises prices; has horrible customer service by incomprehensible representatives from another planet; and bills charges for items I NEVER use (sports fees, same programs on 10 different channels, etc.). If Comcast is a utility, I'd like its prices to be regulated via a governmental agency and its menu of services to be more discernible and less confusing. Lastly, why does Loyalsock Township receive a kickback from Comcast for which I pay??

I have been hearing about broadband access in our area for the past 20 years involving grants to improve service. What has been the result of these grants and who has benefited from them? Why is this still an issue with all the money that has been given to providers?

I had an open ticket with Zito for 4 years to run a cable 60 yards from the road to my house. I even offered to pay for the install completely. They came out once, looked, then never called me back and never had an update when I called them.

I feel that is it not fair that if you live in a rural area you are not provided the same services as the cities. If anything we need them more as we live away from services. My grandchildren could not even home school decently during Covid. They worry about 5g in the city and not everyone even has internet in some areas of Pennsylvania or it is very costly. Just in the last year we were able to get more reliable service. Prior to that we were at the mercy of Frontier Internet for years that took advantage of people in the area. Selling us internet we could not even receive that speed not fixing service for weeks and not showing up for appointments they had scheduled.

I feel it's a monopoly in our area and it's way too expensive

I feel having more than one high speed internet provider is very important for keeping prices in check. I feel that we are forced to grossly overpay for services due to a lack of high speed internet providers.

I feel as though we should have the option to have a fiber internet line. Comcast created a monopoly on the coaxial cable market. We should have the choice if we want to run on coaxial or fiber. We have no choice other than satellite or WiFi where the speeds are not as fast as fiber internet.

I don't have the option of fiber here in an urban area despite my rural neighbors to the north having fiber.

I contacted xfinity to get service and they want me to pay 44,000 to expand service to my area. We currently have TMobile and its awful.

I cannot make phone calls without WiFi so it's necessary

I believe that fiber cables were laid on the roads around my location and even on a portion of my road, but not through the section I and 8 other homes exist.

I am looking for alternative high-speed internet options

I am grateful to have reliable internet where I am! I am 30 mins from Williamsport and have great internet, but my parents who are 10 mins from Williamsport are stuck with poor internet and very few options to improve. I feel that there are so many areas that need improvement!

I also use Internet for Government ?Business as I am the Muncy Creek Township Planning Commission Chairman. The ISP (xfinity) has recently raised the rate from 39.99 to about 106 per month due to their grip on the market with no noticeable difference in speed. If anything, the speed decreased with the increase in price. Windstream also offers service but their speed is not even close to Xfinity so that leaves us only 1 ISP in the area.

High speed Internet is a must these days. I work from home full time and my children will be returning to cyber school full time. We don't have cable and rely on streaming services for entertainment. Our cellphones drop cell service often and we rely on WiFi calling and texting to keep in touch with everyone.

Good Cell tower reception would help solve our problem

Friends who live in Bradford and Tioga counties have fiber internet available through an electric cooperative. My farm is located six miles from W Fourth Street and I cannot access broadband internet. The disparity does not make sense.

Fiber would be very nice to have an option of wired high speed.

Fiber internet is a must have for everything online these days. Anything less can not keep up with the technology needs and advances for everyday life. If you do not have fiber internet, you will never operate without problems. With that being said, most of williamsport, Montoursville, south williamsport and Montoursville does not have access to fiber internet. Companies like kinetic business by Windstream build fiber internet networks that are affordable and accessible in the muncy, hughesville, and Montgomery locations. Having them come into williamsport and surrounding areas, would be a great benefit to households, education, government, and businesses. The rdof grant helps companies like Windstream build this technology through grants. Please look at this and make moves to provide more appropriate connectivity options to our community.

Fees for access keep going up and up with no additional benefits.

Expansion of fiber in rural areas is becoming essential. I work from home and I must also keep other expensive wireless options available such as Starlink (not as stable for VPN) or AT&T (more expensive with with bandwidth used). DSL is an outdated technology, yet fiber comes to a termination less than 1 mile away, but not to the 80 homes nearby in the sub-division.

Everyone should be able to access at reasonable cost

Due to the fact there's no cell service in the area Internet and wifi calling is extremely important

Do not recommend River Valley

Do have limited Cell service on clear days while using a cell phone signal booster. Would be happy with a strong Cell signal. Don't need hard wired access. (We have used Star link Satellite service but it is too expensive)

currently we can only get internet through the local phone company. It is extremely slow .We do not have access to cable where we live.

Currently using Starlink, but by no means ideal, as it is satellite. I'm a fully remote worker and my job depends on internet stability in my home.

Currently our internet service is poor. We are looking for alternatives but currently are unable to locate anything new that is available for us. We will NOT use Starlink.

Current service is of very poor quality and function.

Cost and connectivity are important with ease of use.

Comcast service is OK but Support and costs per month are out of line.

comcast provides me with excellent service. Very expensive tho.

Comcast needs competition

Choice of providers is important. Where we live, there's no practical choice... satellite is more expensive, so impractical.

Can't do anything without Internet access including bill pay, bank statements, employment applications!?

Broadbank should be available to all, provided by the government.

Broadband in Northern Lycoming County is essential to not only the quality of life of residents but also economic development and tourism! Prior to Tri-County Rural Electric Company installing internet access, the only option we had was dial-up, which was terribly slow!

Billing for internet access should contain no hidden additional fees. If a business can not just bill a flat rate then they do not deserve to be in business. If a client has had access to the internet through the same provider for a set period of time, after a set period of time the customer should owe no additional rental fees. Why should customers keep paying for a modem more than once just to increase profits from internet providers. PLUS no internet provider should be allowed to sponsor sports teams or advertise at sporting events, Pay to name a stadium, have names on race cars and sponsor race teams. Why should customers pay such high fees to just to allow companies to waste it on things the customer will never see or use. This has gotten completely out of hand across the country. That problem extends to other areas of the country and different kinds of businesses like banks and needs to stop.

Been waiting on fiber optic to come in my area

At this point, lack of appropriate Internet speed influences daily life. Having only one ISP available in an area creates a very specific monopoly to a localized area. The fact that this is even an issue that is still attempting to be solved is ridiculous and embarrassing. If Internet service can reach the moon, there is no excuse as to why there are humans who live on Earth and lack appropriate Internet speed.

Are internet is not consistent. Very spotty, it goes out, no internet. Or it is searching

Antiquated dial up is the only option, and its is not functional in today's internet space. Cell service is too poor to maintain a consistent connection, and the landscape prevents Starlink service.
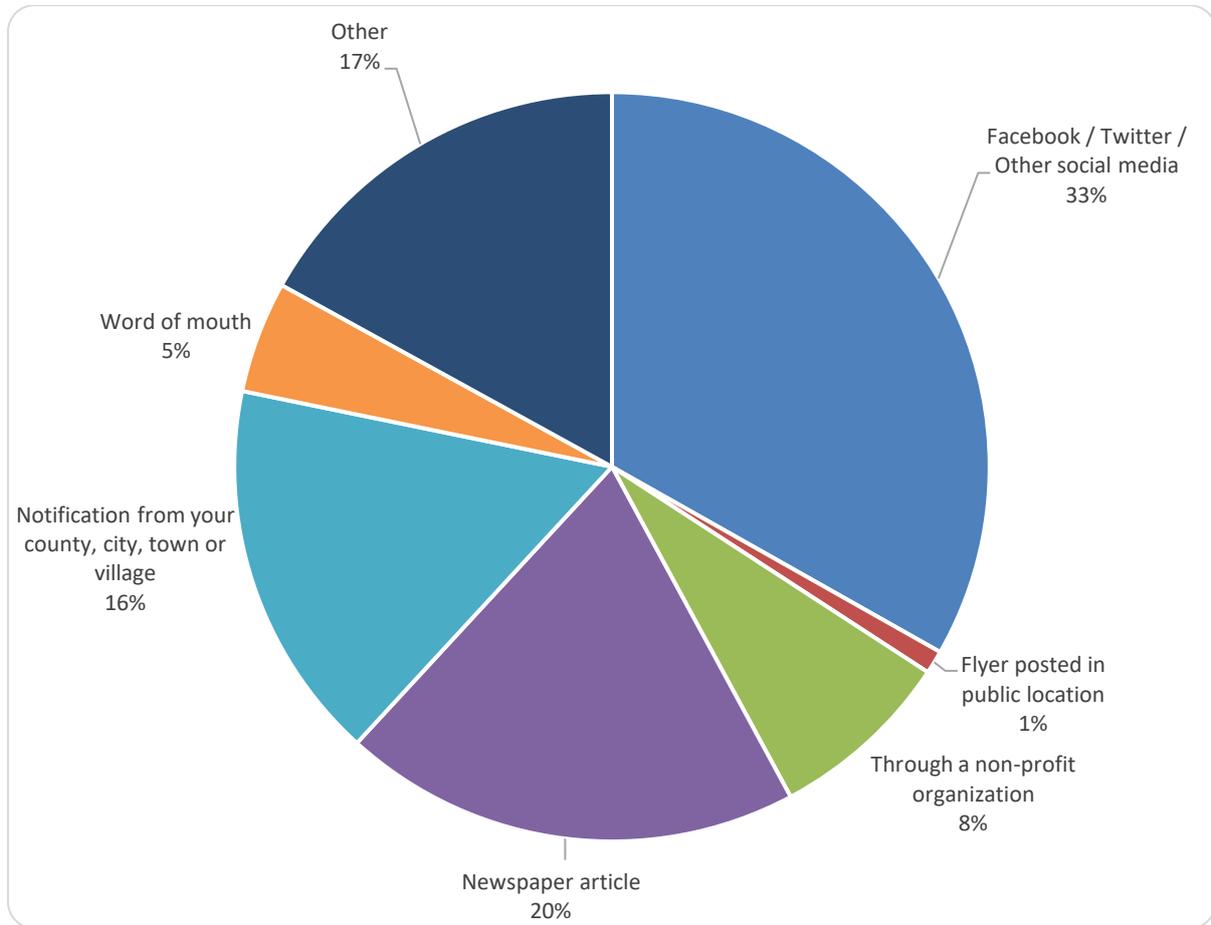
Affordability is most important. Also having multiple providers to choose from.

Access to internet needs to be competitive! Current provider overcharges with no competition!

A basic need in a modern competitive worldwide economy.

[The remainder of this page intentionally blank.]

25.How did you hear about this survey?

Value	Percent	Count
Facebook / Twitter / Other social media	33.15%	125
Flyer posted in public location	1.0%	4
Through a non-profit organization	7.9%	30
Newspaper article	19.6%	74
Notification from your county, city, town or village	16.4%	62
Word of mouth	4.8%	18
Other	16.9%	64
	Totals	**377**

Section 4. Unique Lycoming County Site Analytics

There are multiple statistical components for analysis in the BAAT program. More specifically, ECC can identify the ISP server and its latitude / longitude. Additionally, respondent data can also be analyzed including device operating system, type of device, browser, and overall site visits to name a few. We will include this information, from the direct survey, in the raw data delivered to the County.

4.1 Time on Page.

Time on page is directly impacted by the number of visits to the page and the status of the work completed on each page. Some assessments take slightly longer than others, while some respondents may choose to skip questions.

On average, ECC BAAT assessments require between 4:45 and 5:45 to complete taking into account the points made in the previous paragraph. The target completion time for Lycoming County was between 3 – 5 minutes.

Page	Time
Home	5:53
Survey	4:18
FAQ	2:53

FIGURE 15 WEBSITE TIME ON PAGE STATISTICS

The next figure shows the number of site visits, per day, to the BAAT site for Lycoming County. There were a total of 4.6K visits to the site completed by 1.6K unique visitors. The site featured more than 6,900 page views over the period of the BAAT.
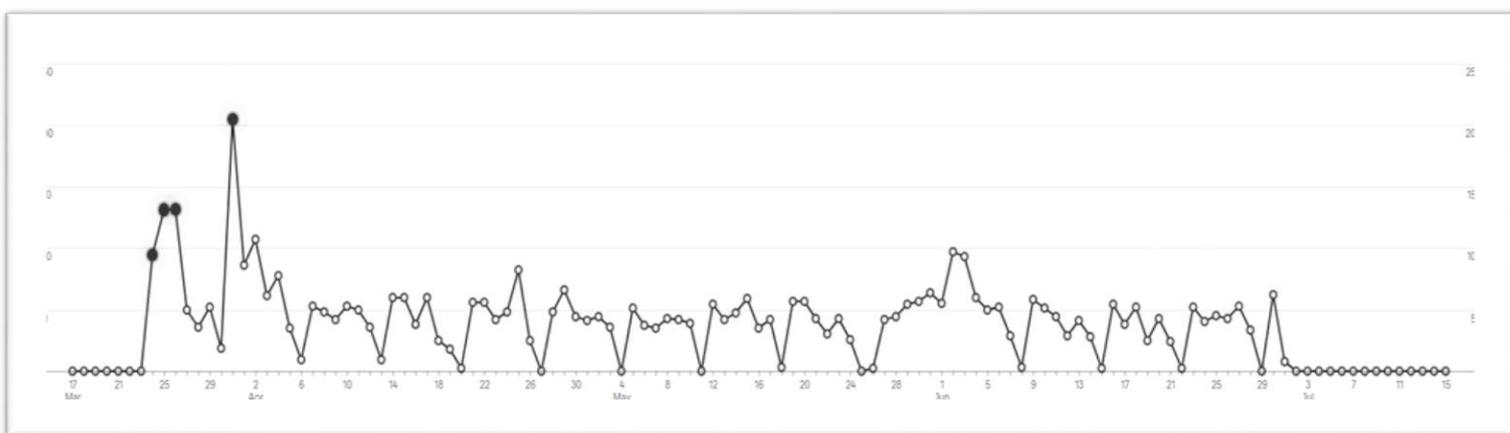

FIGURE 16 LYCOMING COUNTY DAILY SITE VISITS

The chart to the right indicated a higher than normal participation rate using desktop devices. These numbers are evaluated during the site access and survey assessment activities while a respondent is on the site.

The average for BAAT programs for ECC clients historically is about 48% mobile and desktop and 4% tablets. The charts below show the statistics for browser and operating system respectively.
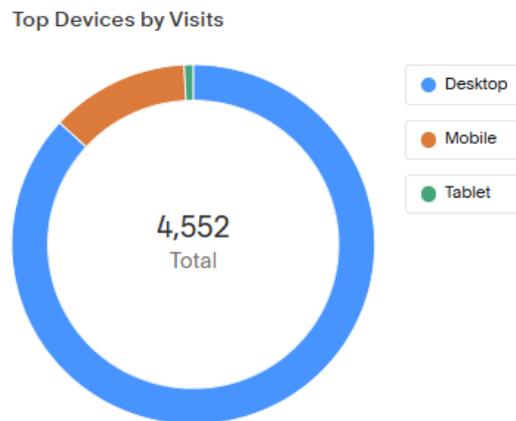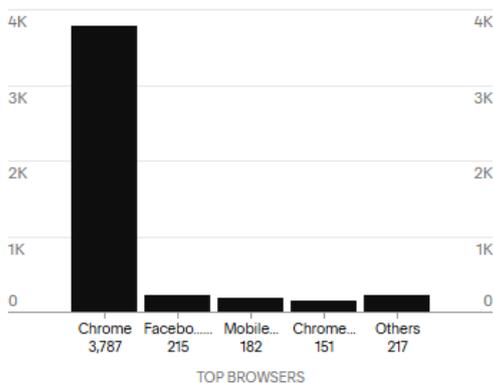
Top Devices by Visits

- Desktop
- Mobile
- Tablet

4,552
Total

FIGURE 17 LYCOMING COUNTY DEVICES USED

Top Browsers by Visits

Chrome	Facebo......	Mobile...	Chrome...	Others
3,787	215	182	151	217

TOP BROWSERS

Top Operating Systems by Visits

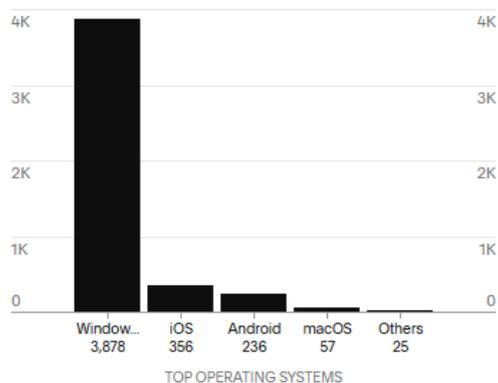| Window...	iOS	Android	macOS	Others
3,878	356	236	57	25

TOP OPERATING SYSTEMS

FIGURE 18 LYCOMING COUNTY BROWSERS AND OPERATING SYSTEMS

The graph to the right indicates primary traffic sources for the BAAT program.

The chart below indicates the daily access to the system by traffic type.

Direct indicates a respondent entered the URL into their browser directly or clicked a link on an email (though this would exclude commercially generated email programs such as Constant Contact or Mailchimp).

As can be seen, direct entry was the primary method used, followed by Facebook, and northcentralpa.com.

Top Sources by Visits VIEW SOURCES

Direct	Facebo...	northce...	Google	Others
4,228	152	97	52	23

TOP SOURCES
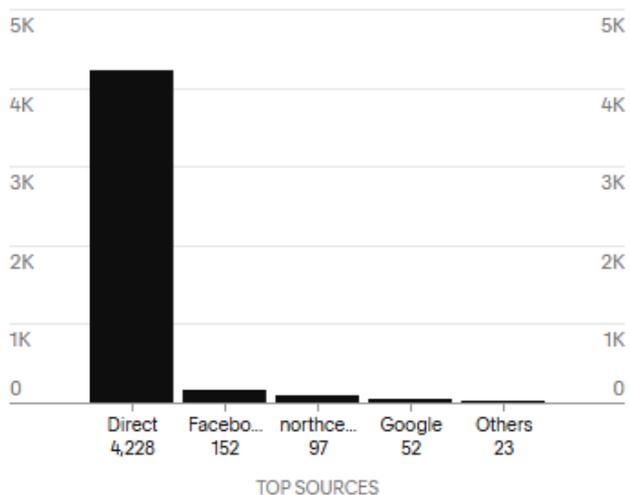
FIGURE 19 LYCOMING COUNTY SITE TRAFFIC SOURCES
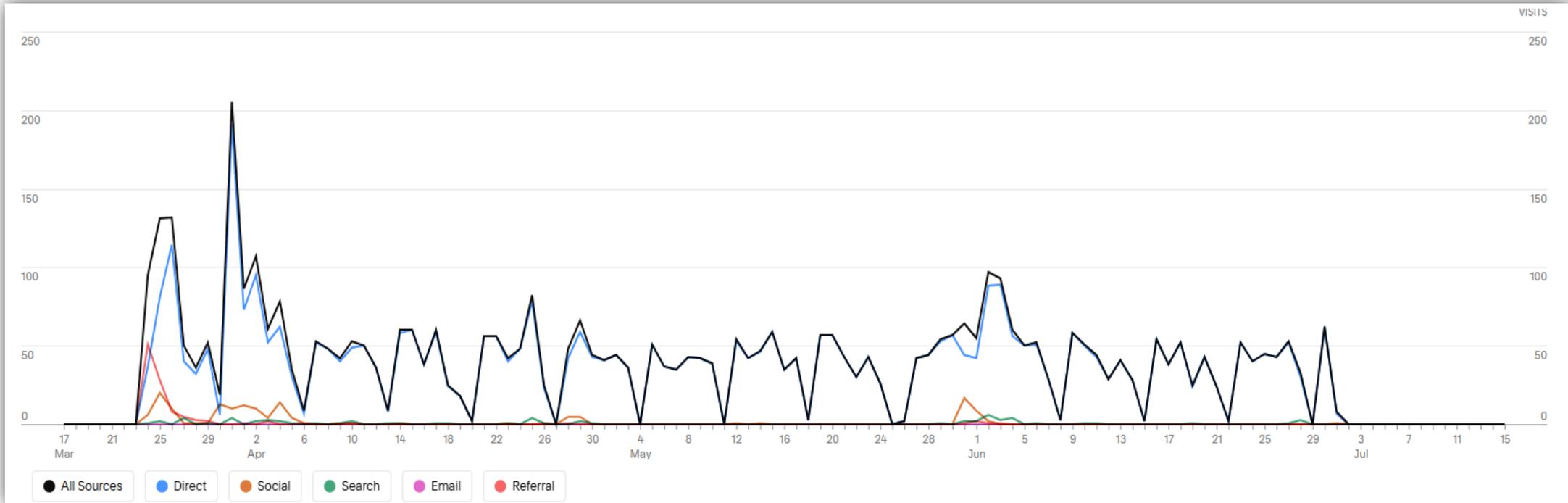
FIGURE 20 LYCOMING COUNTY DAILY SITE TRAFFIC BY REFERRAL

Entity	Count
Direct	4,228
Facebook	152
Northcentralpa.com	97
Google	52
Bing	12
DuckDuckGo	4
Links.pahousenews.com	2
Yahoo!	2

FIGURE 21 LYCOMING COUNTY PA TRAFFIC SOURCES

APPENDIX A. Glossary

BACKBONE. Backbone, in the context of networking, refers to the highest speed and widest bandwidth point of a communications circuit or path. In most cases, all information central to the users is connected to the backbone (e.g., shared databases or servers).

BANDWIDTH. Bandwidth is the amount of data that can be carried by a circuit between two points of a network. Bandwidth is typically measured in Hertz (cycles per second), bits per second or kilobits per second (shortened to Bps or Kbps). The top speed of today's modems is 56,000Bps or 56Kbps.

The wire connecting a private home to the telephone company carries up to 128,000Bps while one strand of fiber optics can carry 20,000,000,000 (20 Gigabits). A 20Gbps fiber optic strand can interconnect 357,000 telephone calls.

8 bits equal one byte of data – a byte is generally the same as one character – for example the letter "a" consumes a single byte. In binary code, the letter "a" is expressed as 01000001

BROADBAND. Broadband is a descriptive term for evolving digital technologies that provide consumers a signal switched facility offering integrated access to voice, high-speed data service, video-demand services, and interactive delivery services.

CATV (Cable Television System). A broadband communications system capable of delivering multiple channels of programming from a set of centralized satellite and off-air antennae, generally by coaxial cable, to a community. Many cable-television designs integrate fiber-optic and microwave links.

A service through which subscribers pay to have local television stations and additional programs brought into their homes from an antenna via a coaxial cable.

CENTRAL OFFICE (CO). A CO is a major equipment center designed to serve the communications traffic of a specific geographic area. CO coordinates are used in mileage calculations for local and interexchange service rates. A Central Office usually has less than 100,000 telephone lines within its wire boundary. COs are usually owned and operated by LECs.

CLEC (Competitive Local Exchange Carrier). A CLEC is a telephone company that competes with the incumbent telephone company. The formation of these organizations is a direct result of the

Telecommunications Act of 1996.

COAXIAL CABLE. A type of cable used for broadband data and cable systems. Also known as "coax." Coaxial cable is composed of an insulated central conducting wire wrapped in another cylindrical conducting wire. It is usually wrapped in another layer and an outer protective layer and has the capacity to carry great quantities of information.

DARK FIBER. Dark Fiber is fiber optic cable, typically between end user locations, that the end user owns, lights, and operates.

DSL (Digital Subscriber Line). DSL is technology that allows for the simultaneous transmission of voice and Internet data over a single telephone line. Central Offices that have DSL technology can support DSL services to customers within approximately 18,000 feet of the Central Office.

DSL is delivered either asymmetrically (ADSL) or symmetrically (SDSL). ADSL lines have download transmission rates higher than upload rates and are typical for residential or business users that receive much more Internet content than they send. SDSL are for businesses that generate and receive large amounts of Internet data.

DOWNLOAD SPEED. The rate at which data is transferred from the Internet to the user's computer is termed download speed. This speed is typically stated in Megabits (1,000,000 bits) per second or Gigabits (1,000 Megabits) per second.

FIBER OPTICS. The technology of guiding and projecting light for use as a communications medium. Hair- thin glass fibers that allow light beams to be bent and reflected with low levels of loss and interference are known as "glass optical wave guides" or simply "optical fibers."

This cable comes in two types, single mode and multimode, each with its own unique place in communications. Single mode FO cable is typically used where long distances and very high speeds are required, while multimode is used for intra-building communications and places where lower bandwidths are required.

FIBER-OPTIC CABLE. A cable containing one or more optical fibers.

INCUMBENT LOCAL EXCHANGE CARRIER (ILEC). An ILEC is the local telephone company that provides service to business, organizations, and residences within the LATA. The ILEC is responsible for the development, maintenance, and support of cabling infrastructure necessary to provide telecommunications services within the LATA.

INTERNET. A widely used public computer network, initially developed by the U.S. military that links smaller computer networks and allows users on different electronic-mail systems to communicate with one another on a global scale.

INTERNET PROTOCOL (IP). In TCP/IP, a connection Internet layer protocol that provides a best-efforts datagram delivery service. Note the functional layer (TCP/IP) corresponds to the OSI model network layer. The Internet layer provides routing and relaying functions that are used when data must be passed from a host to some other network in the Internet. It operates in the source and destination hosts and in all the routers along the path between the hosts.

ISP (Internet Service Provider). A company that provides access to the Internet to individuals or companies. Some ISPs lease connections from Internet backbone providers.

LANDLINE. Traditional wired phone service.

LAST-MILE. Last Mile is used to describe the final connection to a building, as differentiated from the high capacity circuits extending across a city or County. The connection from the cable television trunk cable to your house is considered a "last-mile" connection.

NETWORK. Any connection of two or more computers that enables them to communicate. Networks may include transmission devices, servers, cables, routers, and satellites. The phone network is the total infrastructure for transmitting phone messages.

RF (Radio Frequency). RF refers to the electromagnetic waves operating between 10KHz and 3MHz propagated without guide (wire or cable) in free space.

RIGHT-OF-WAY. Right of Way (ROW) refers to a designated space alongside a street or other access (such as a railroad line). An entity wishing to install fiber optic cable between various sites/locations must first obtain the rights to a path along those routes. As the cable may be installed underground or on poles, right-of-way access may be granted by a city, a private landowner, or the owner of poles such a cable company, a telephone company or power company. Cities typically require written permits— usually for a fee.

SERVICE PROVIDER.   A telecommunications provider that owns circuit switching equipment.

UPLOAD SPEED. The rate at which data is transferred from the user's computer to the Internet is termed upload speed. This speed is typically stated in Megabits (1,000,000 bits) per second or Gigabits (1,000 Megabits) per second.

WAN (Wide Area Network. WAN is used to extend LAN connectivity beyond a city or County, usually through common carrier facilities.

WIRELESS. Wireless describes a means of sending signals (voice, video or data) "over the air" rather than using cables. To date, wireless bandwidth rates (capacities) are significantly lower than wire rates. There are significant new developments in wireless, many of which will come to market in 2014 and beyond.