

Survey Summary: Manchester Township

Manchester Township distributed a survey with the summer tax bill to all property owners regarding sentiments around broadband service in the community. The survey focused on: 1) perceived importance of broadband, 2) current services available, 3) support of the Township to conduct a feasibility study. The feasibility study would be used to understand implementation costs and financial viability of a broadband solution for all area residents.

Number of Responses

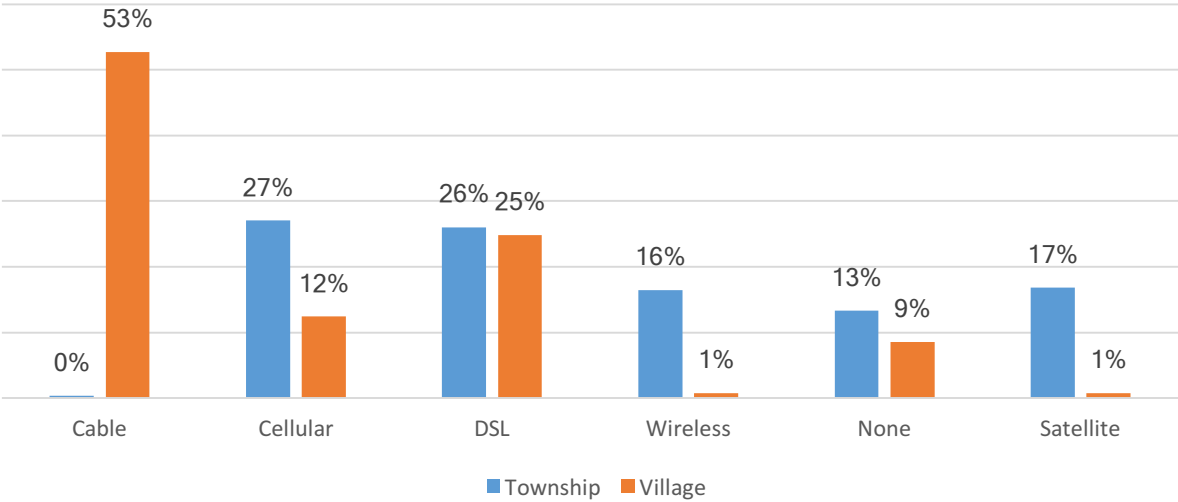
448 total responses were received both by electronic submission and paper copy. The respondents broke down to 67% in the Township, 29% within the Village, and 4% in other Townships. Of the respondents from the Township that completed the survey 94% are registered voters. The responses from residents outside Manchester have been excluded, leaving 426 responses. Assuming a total population of around 4,850, this gives a margin of error of +/- 5% at 95% confidence for the survey.

What kind of internet service do you use at your residence?

When asked “What internet service do you use at your residence”, the village and township combined showed 16% Cable, 23% Cellular, 26% DSL, 12% Fixed Wireless, 12% None, 12% Satellite.

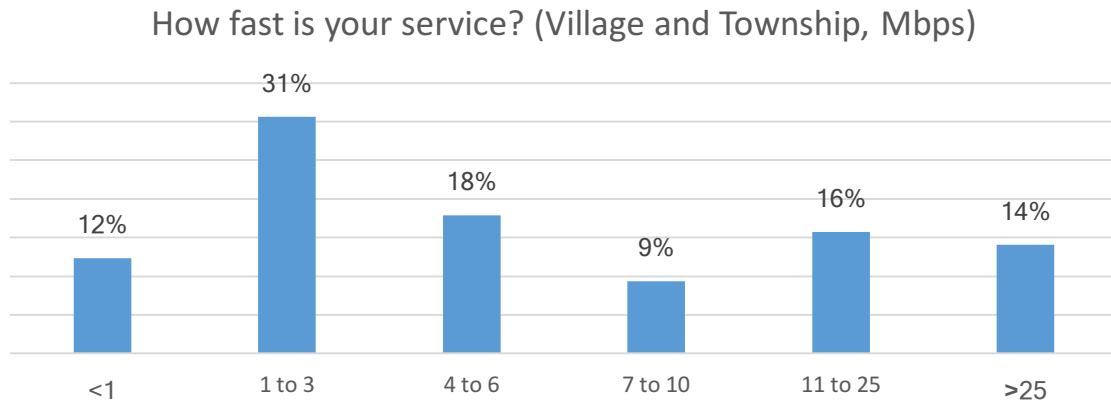
However, when comparing township and village responses, we can see that cable coverage is contained almost exclusively in the village. Services utilized within the township see significantly higher usage of cellular, fixed wireless, and satellite options.

Kind of Service (Comparison)

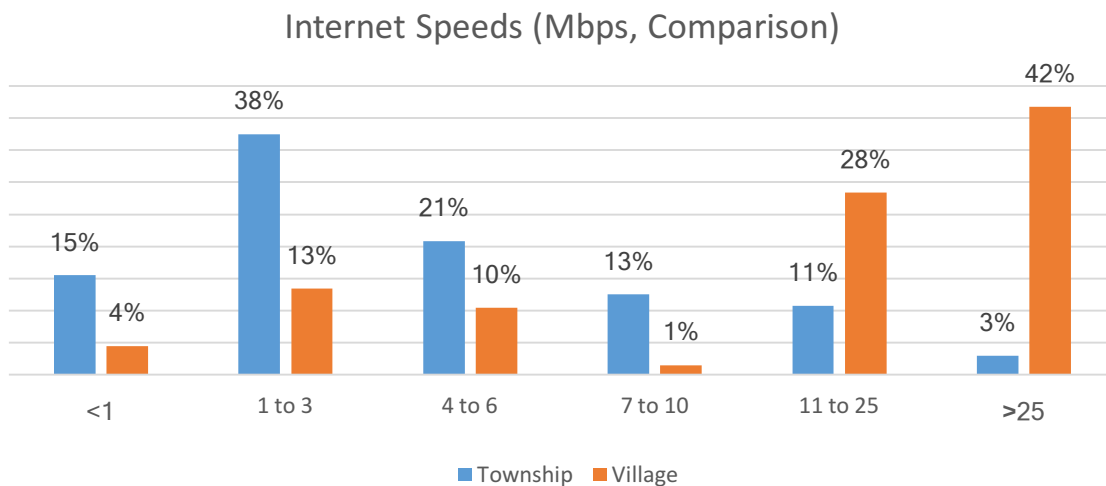


How fast is your internet service?

Residents were asked “how fast is your internet service?” with aggregate results from both the village and township below.

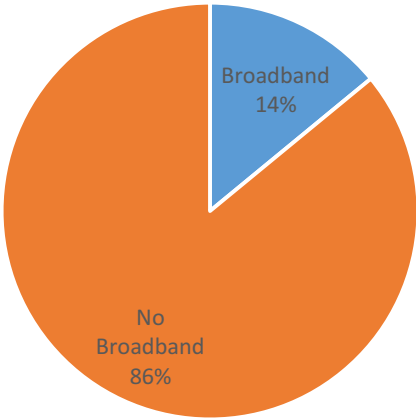


When comparing village and township responses, we can see that most faster speeds (11-25 Mbps and >25Mbps) are in the village, while most slower speeds are in the township.



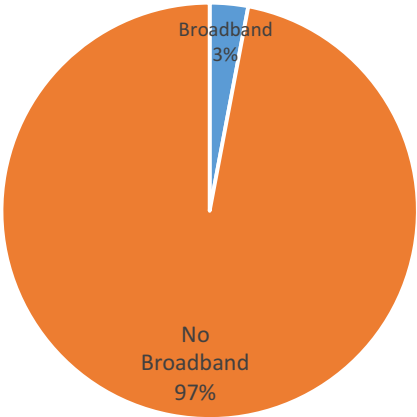
From the speed data, we can understand how many households have access to “Broadband” which is defined by the FCC as download speeds of 25 Mbps or greater. In total, 14% of responding residents have broadband, while 86% do not.

Broadband? (Total)

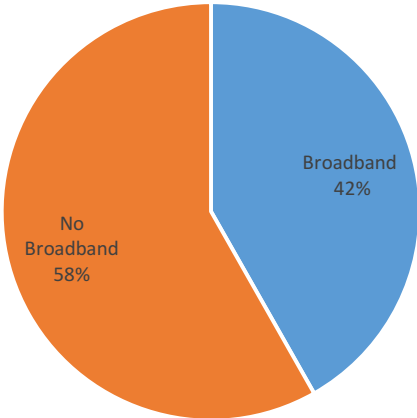


When separating township and village results, we see that 42% of village residents have broadband while only 3% of residents in the township have broadband.

Broadband? (Township)

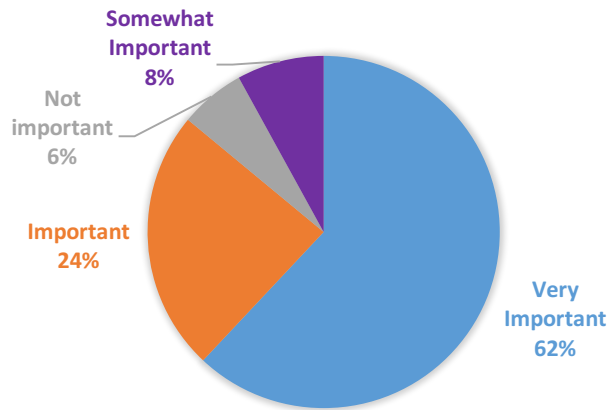


Broadband? (Village)



How important is broadband?

When asked “How important is it to have high speed internet service at your residence?”, of the 426 respondents, 62% said very important, 24% important, 8% somewhat important, and 6% not important. It is notable that the clear majority of residents (86%) consider broadband “Important” or “Very important”.



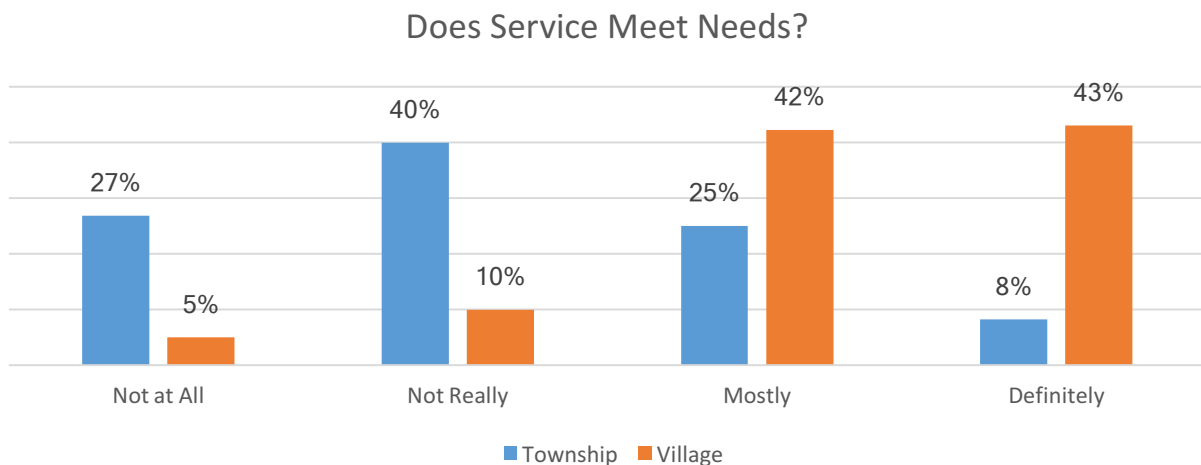
How long is your driveway?

The average length of driveway is 229ft. This will be useful if the feasibility study is conducted for understanding how much fiber would be needed.

Does your internet service meet your needs?

When asked “Does your internet service meet your needs”, the aggregate results show an even split between “definitely/mostly” and “not really/not at all”.

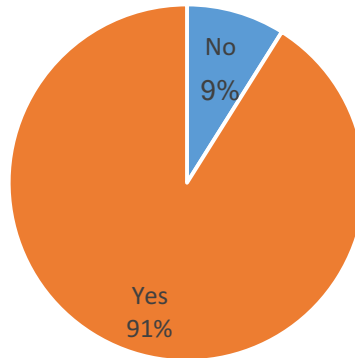
When comparing results between the village and the township, we can see that more people in the village feel their internet service meets their needs, while more people in the township feel it does not.



Would you support the Manchester Township board in conducting a feasibility study to explore options for expanding broadband in Manchester?

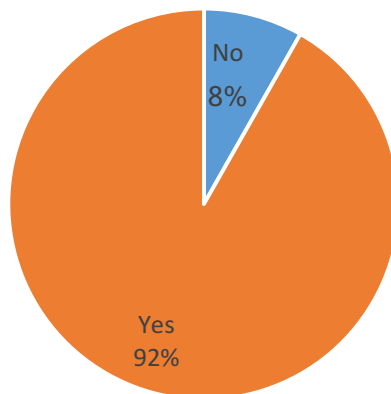
When asked “Would you support the Manchester Township board in conducting a feasibility study to explore options for expanding broadband in Manchester?”, the Village and Township response was 91% yes, 9% no.

Support Feasibility Study? (Total)

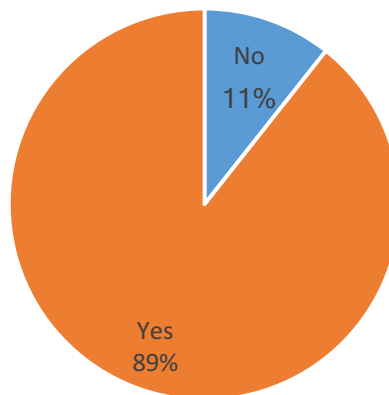


When comparing the village and township responses it is notable that they are very similar – both village and township resident overwhelmingly support a broadband feasibility study.

Support Feasibility Study? (Township)



Support Feasibility Study? (Village)



Conclusion of survey for feasibility study interest,

Based on survey results, majority of township and village respondents are interested in moving forward with a feasibility study for expanding broadband options in the area.