

# Klickitat-Skamania LTPT

## LOCAL TECHNOLOGY PLANNING TEAM

*A planning project to increase broadband awareness, access and adoption in Klickitat and Skamania counties.*

## Business Broadband Access Survey

Hello,

Through a joint effort between Klickitat County, Skamania County, Skamania County Economic Development Council, Mid-Columbia Economic Development District (MCEDD), WSU-Extension, Community Enrichment for Klickitat County (CEKC), local telecommunications providers and Port of Skamania, our two county collaborative received funding through the Washington State Broadband Planning Office.

These funds allow us to conduct community and business broadband needs assessments to confirm un-served and under-served areas of Klickitat and Skamania counties to support addressing broadband needs in the future.

The information provided in response to this survey will be kept confidential and will only be shared in summary form, unless permission is otherwise granted by the respondent.

Please take about 10 minutes to answer the questions below in order to help us identify the needs in our business community so that we can effectively work with our partners to increased service to your businesses and communities.

Thank you for your time.

Amanda Hoey

Executive Director  
Mid-Columbia Economic Development District

**The Klickitat-Skamania LTPT is supported by:**

**Partners**



**Funders**



## **Basic Information About Your Business**

Q1) What is your company's name? \_\_\_\_\_

Q2) What field/industry is your business in? \_\_\_\_\_

Q3) In what community is your business located? \_\_\_\_\_

*Please identify the business park, town, city or unincorporated area you are located in within Klickitat and Skamania counties.*

Q4) Where around town is your business located?

*This question will help us better understand how service varies around your town.*

- In downtown
- Close to downtown
- Outskirts of town
- Outside of a town

Q5) Counting yourself, how many employees does your company have in Klickitat and Skamania counties (both full and part time)?

- 1-4
- 5-19
- 20-50
- 50+

Q6) Does your business have an online presence?

*Please check all that apply.*

- |                                   |  |
|-----------------------------------|--|
| <input type="checkbox"/> Website  | <input type="checkbox"/> Industry organization website listing |
| <input type="checkbox"/> Facebook | <input type="checkbox"/> Twitter                               |
| <input type="checkbox"/> Google+  | <input type="checkbox"/> Other _____                           |

Q7) If your business does have a website, what is the URL? \_\_\_\_\_

## **Your Internet Service**

Q8) Who is your internet service provider?

- |  |                                      |  |
|--|--------------------------------------|--|
| <input type="checkbox"/> Broadstripe         | <input type="checkbox"/> CenturyLink | <input type="checkbox"/> Eagle Satellite |
| <input type="checkbox"/> Gorge Networks      | <input type="checkbox"/> Hughes Net  | <input type="checkbox"/> Isomedia        |
| <input type="checkbox"/> Satellite Country   | <input type="checkbox"/> SawNet      | <input type="checkbox"/> Sprint          |
| <input type="checkbox"/> Wild Blue Satellite | <input type="checkbox"/> Other _____ |  |

Q9) What type of internet connection do you use?

- |                                  |                                     |                                      |
|----------------------------------|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> Dial Up | <input type="checkbox"/> DSL        | <input type="checkbox"/> Cable       |
| <input type="checkbox"/> Fiber   | <input type="checkbox"/> Satellite  | <input type="checkbox"/> Wireless    |
| <input type="checkbox"/> T1      | <input type="checkbox"/> Don't know | <input type="checkbox"/> Other _____ |

Q10) How much do you pay per month for your internet? \$ \_\_\_\_\_

Q11) What speed of internet do you subscribe to?

- |                                   |  |
|-----------------------------------|--|
| <input type="checkbox"/> 384 KBPS | <input type="checkbox"/> 5.0 MBS         |
| <input type="checkbox"/> 788 KBPS | <input type="checkbox"/> 10MBS or higher |
| <input type="checkbox"/> 1.5 MBS  | <input type="checkbox"/> Don't know      |
| <input type="checkbox"/> 3.0 MBS  | <input type="checkbox"/> Other _____     |

Q12) What actual download speed does your business have? \_\_\_\_\_

*Please go to the Washington State Broadband Office's speed test site to find out your actual internet speed. One of the purposes of this project is to better understand the services actually available in our region. <http://wabroadbandmapping.org/SpeedTest.aspx>*

Q13) What actual upload speed does your business have? \_\_\_\_\_

Q14 ) Compared to your current bandwidth, do you need more, less, or the same?

- |                               |                                     |
|-------------------------------|-------------------------------------|
| <input type="checkbox"/> More | <input type="checkbox"/> The same   |
| <input type="checkbox"/> Less | <input type="checkbox"/> Don't know |

Q15) How satisfied are you with your current internet service?

	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied
Price	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16) If you or your employees utilize home internet connections for work as well, in general what is the level of satisfaction with these connections?

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

## Your Internet Use

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Q17) Does your business use the following bandwidth intensive uses?

*Please check all that apply.*

- Stream video
- Online learning/training
- Upload large files
- Download large files
- Video conferencing
- Cloud computing
- Online collaboration
- Other \_\_\_\_\_

Q18) For those broadband intensive uses you do use, how easy or difficult are they for you to complete based on your internet speed and reliability?

	Very Easy	Somewhat Easy	Neutral	Somewhat Difficult	Very Difficult
Streaming video	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online learning/training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uploading large files	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Downloading large files	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Video conferencing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cloud computing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online collaboration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19) If you had more bandwidth, your use of broadband intensive applications would...

- Increase
- Stay the same
- Decrease
- Don't know

Q20) How frequently does slow internet speed make it difficult to do business or work for you or your employees?

- Never
- Very rarely
- Rarely
- Occasionally
- Frequently
- Very frequently
- Always
- Don't know

Q21) Do you, or would you like to, share data between office locations, if you have multiple locations?

- Yes, through a shared connection
- Yes, through a dedicated connection
- Yes, through a dedicated connection with additional security
- No

Q22) How often does your business utilize e-commerce?

- Never
- Very rarely
- Rarely
- Occasionally
- Frequently
- Very frequently
- Always
- Don't know

Q23) If you utilize e-commerce, how does this effect your business?

*Please check all that apply.*

- |   |  |
|---|--|
| <input type="checkbox"/> Increases access to markets            | <input type="checkbox"/> Able to gather more data from web contacts    |
| <input type="checkbox"/> More efficient supply chain management | <input type="checkbox"/> Increases ability to reach consumers directly |
| <input type="checkbox"/> Reduces the cost of doing business     | <input type="checkbox"/> Streamlines operations internally             |
| <input type="checkbox"/> No effect                              | <input type="checkbox"/> Other: _____                                  |

Q24) What type of broadband training programs would enable you to utilize the internet more effectively for your business?

*Please check all that your business would be interested in attending.*

- |  |   |
|--|---|
| <input type="checkbox"/> Online marketing                  | <input type="checkbox"/> How to use social media to support your business |
| <input type="checkbox"/> Teleworking/Telecommuting         | <input type="checkbox"/> Specific software training                       |
| <input type="checkbox"/> Website development               | <input type="checkbox"/> Cloud computing                                  |
| <input type="checkbox"/> Using web analytics               | <input type="checkbox"/> E-Commerce in general                            |
| <input type="checkbox"/> Conducting market research online | <input type="checkbox"/> Other _____                                      |

Q25) Would improved broadband access help your business grow?

- Yes                       No

Q26) If you answered yes or no to the above question, why?

## **Additional Comments**

Q27) Please feel free to share any other comments with us below.

Q28) If you would like to continue receiving information about this broadband planning project please include your name and email address below.

Name: \_\_\_\_\_ Email: \_\_\_\_\_

**Thank you for taking the time to fill out this survey!**

For more information on the Klickitat-Skamania Technology Planning Committee please visit:

[www.mcedd.org/LTPT/LTPHome](http://www.mcedd.org/LTPT/LTPHome)