



If you would like to fill out the survey on your phone, scan this QR code.

Help Shape the Future of Internet Access in Montgomery County

Montgomery County is working to improve access to reliable and affordable internet for all residents. We want to hear directly from you about your experiences, challenges, and needs. Your responses will help:

- Guide public investments and programs,
- Inform efforts to bring more choices and lower costs, and
- Ensure every household and business can get the internet service they need.

This survey is **anonymous**. It should take about **6-8 minutes** to complete. Please return the survey to The Montgomery County Business Development Center, 113 Park Dr., Fultonville, NY 12072. Thank you for taking the time to share your experiences!

Internet Access at Your Residence

1. Do you currently have internet access? (Check all that apply)
 - ☐ Yes, at home
 - ☐ Yes, on my phone
 - ☐ Yes, at work/school
 - ☐ Yes, at a library or community center
 - ☐ Yes, at another public place (coffee shop, etc.)
 - ☐ No, I don't have internet access
2. If you have internet at home, what type(s) of internet service do you use? (*Check all that apply*)
 - ☐ Cable (internet through your TV cable, like Spectrum)
 - ☐ Internet through a phone line (sometimes called DSL)
 - ☐ Fiber (very high-speed service, like Fios or Greenlight)
 - ☐ Internet from a small antenna on your house (sometimes called fixed wireless)
 - ☐ Satellite internet (like Starlink, HughesNet, or Viasat)
 - ☐ I use my cell phone or a mobile hotspot for internet
 - ☐ I'm not sure
 - ☐ Other: _____
3. How well does your internet meet your household's needs?
 - ☐ Always fast and reliable enough
 - ☐ Sometimes too slow or unreliable
 - ☐ Often too slow or unreliable
 - ☐ I don't know



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4. How much do you pay for home internet service per month?
- ☐ \$0 (I do not pay)
 - ☐ Less than \$30
 - ☐ \$30–49
 - ☐ \$50–69
 - ☐ \$70 or more
 - ☐ I don't know

Devices and Digital Skills

5. What working devices do you have at home? *(Check all that apply)*
- ☐ Desktop computer
 - ☐ Laptop
 - ☐ Tablet
 - ☐ Smartphone
 - ☐ None
6. What do you or members of your household use the internet for? *(Check all that apply)*
- ☐ School / homework
 - ☐ Work / business
 - ☐ Healthcare (telehealth, records, info)
 - ☐ Applying for jobs / benefits
 - ☐ Paying bills / banking
 - ☐ Watching videos / streaming
 - ☐ Gaming
 - ☐ Staying in touch with family
 - ☐ Reading news / staying informed
 - ☐ Shopping
 - ☐ Other: _____



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7. How proficient do you feel about your skills using the internet for the following?

(Please choose one answer for each row)

	Not at all comfortable	Somewhat comfortable	Very comfortable
Basic use (email, browsing websites, watching videos)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work or school use (video meetings, online forms, job or school applications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creating or sharing content (posting on social media, making videos, creating documents)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Barriers and Opportunities

8. People in our community face different challenges when it comes to using the internet. Please rank how important each of the following is for improving internet access in your household and community.

	Not important	Somewhat Important	Very Important
More choices of internet providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Faster or more reliable internet service in my area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monthly internet service is too expensive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is hard to get help in my language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Someone in my household needs accessibility tools (for vision, hearing, or mobility)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Concerns about privacy or cybersecurity online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Free or low-cost classes to learn internet skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help getting affordable devices (like computers, tablets, or routers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Free public Wi-Fi in community spaces (like parks, libraries, or downtown)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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9. How has internet access (or lack of access) affected your household? For example, have you missed opportunities because of poor service, or would better/more affordable internet make a difference for you? Please share any stories or experiences you'd like the County to know.

Demographics About Your Household

10. What area do you live in? *(Select nearest one)*

- ☐ City of Amsterdam
- ☐ Town of Amsterdam
- ☐ Town of Canajoharie
- ☐ Town of Charleston
- ☐ Town of Florida
- ☐ Town of Glen
- ☐ Town of Minden
- ☐ Town of Mohawk
- ☐ Town of Palatine
- ☐ Town of Root
- ☐ Town of St. Johnsville
- ☐ Other: _____

11. How many people live in your household?

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 or more

12. Are there school-aged children (Pre-K–12) in the household?

- ☐ Yes ☐ No

13. Are there adults enrolled in virtual learning or college?

- ☐ Yes ☐ No

14. Does anyone in your household have a disability or health condition where internet access helps with daily life?

- ☐ Yes ☐ No

If yes, please describe (optional): _____



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15. What is your age group?

- ☐ Under 18
- ☐ 18–24
- ☐ 25–44
- ☐ 45–64
- ☐ 65 or older
- ☐ Prefer not to say

(Optional) Stay Involved

Would you like to receive information and updates about:

- ☐ Broadband efforts in your area
- ☐ Opportunities to provide more input and participate in a follow-up interview
- ☐ Digital skilling resources
- ☐ Low-cost options for internet service or computers

If so, please leave your email or phone (optional):