

Knox County, Indiana

Broadband Data Validation and Demand Aggregation Survey Report



Prepared by:

Purdue Center for Regional
Development & Purdue Extension

June 2021

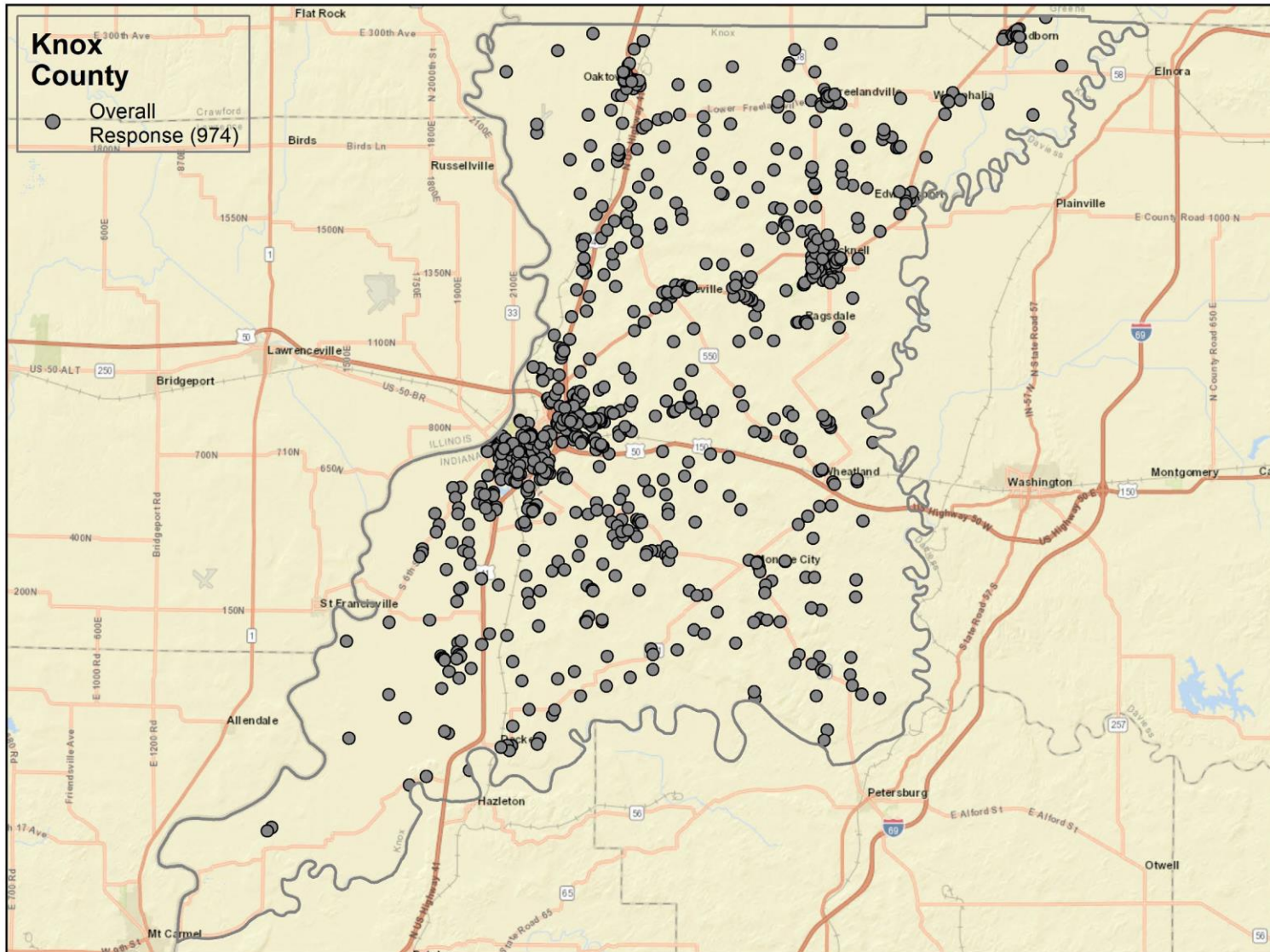


Thank You to all our community influencers and supporters on getting survey pushed out to our county residents

Thanks to the following for helping sponsor this initiative



Survey responses map



1,046 Survey Responses

According to the 2015-2019 Census, there were **15,038** occupied housing units in the county.

In other words, 6.9% or 1,046 of all occupied housing units were surveyed while 6.4% or 974 were mapped.

Responses were obtained from all over the county and not only from cities or towns.

Key findings

- 1) While close to 90% of survey respondents had internet access at home, almost half were not satisfied because it was too slow or unreliable. Almost 43% paid \$75 or more per month while 38% is willing to pay between \$50 and \$74.99 per month for adequate, reliable internet. Home internet dissatisfaction was strongly correlated with technology type.
- 2) A little more than one-third of respondents had technologies that struggle to offer faster, symmetrical speeds (e.g., DSL, satellite) or relied on cellular data plans that may be subject to data limits. In fact, the average number of internet uses was highest among cable and fiber users compared to other technologies.
- 3) Half of seniors and 44% of elementary-age children living in households that responded the survey had no home internet or connected through satellite, DSL, or cellular.
- 4) About 53% of speed tests conducted failed to meet the 25/3 Mbps FCC broadband threshold. These speed tests were located all over the county with no clear spatial pattern or localized issue.

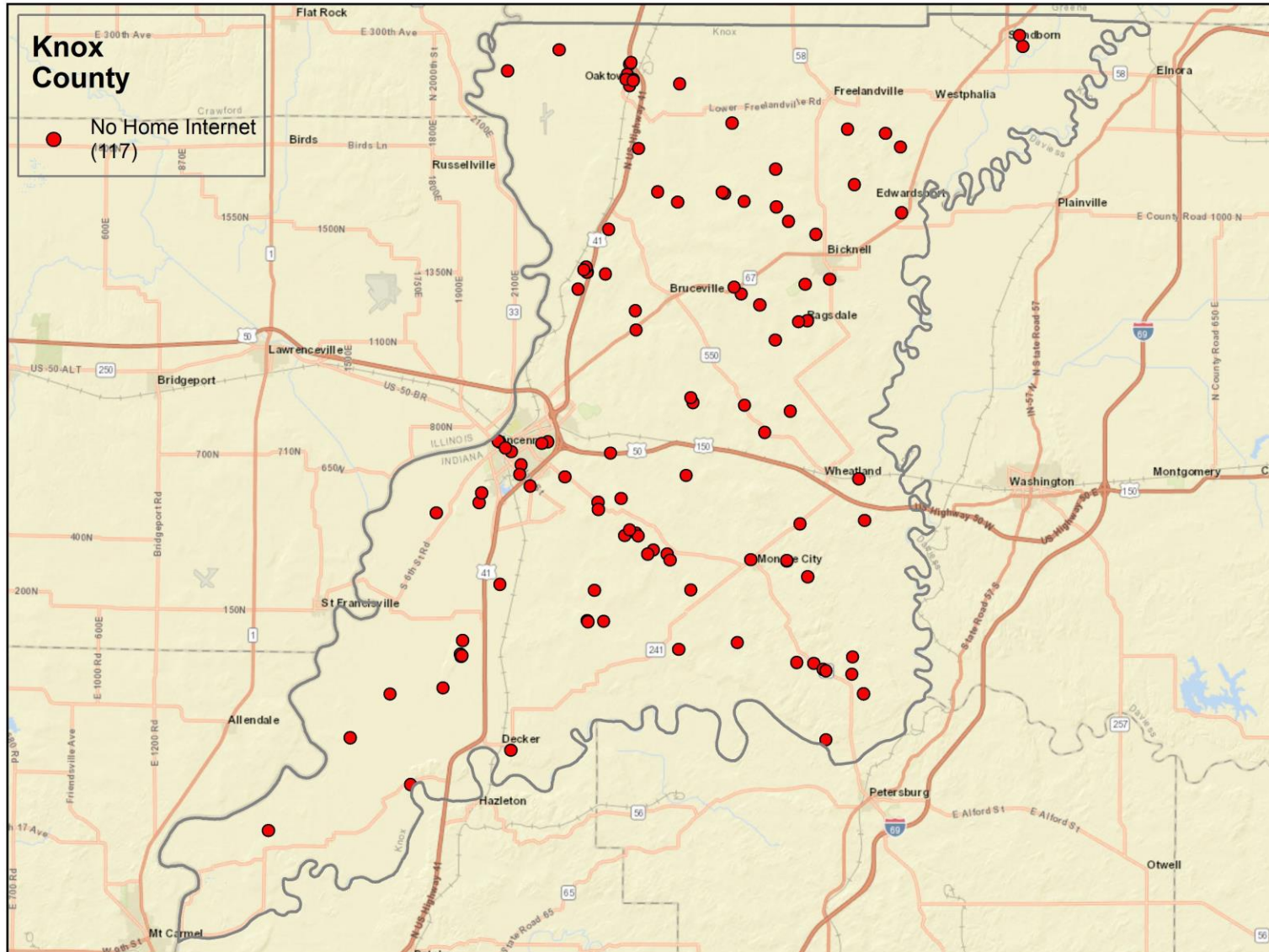


Key findings (cont'd)

- 5) About 55% of respondents had five or more devices at home, implying the need for faster broadband to accommodate all devices. Roughly 31% of respondents had school-aged children at home (pre-K to high school) and an additional 9.5% had college age household members (19-25 years).
- 6) A little more than 12% of respondents were a home business while a little more than half (51.3%) reported not being able to remote work due to their home connection.
- 7) Although the highest share of respondents used the internet to stream movies or shows (almost 18%), collectively, a little more than two-thirds used the internet in productive ways (e-learning, videoconferencing, online banking, remote work, or telehealth).
- 8) Regarding self-perceived digital skills, one-fifth of respondents reported having poor or very poor skills when changing software/device settings followed by 19.2% using spreadsheet software. Respondents considered themselves highly skilled when composing/sending emails or using social networks.



No Internet service at home map

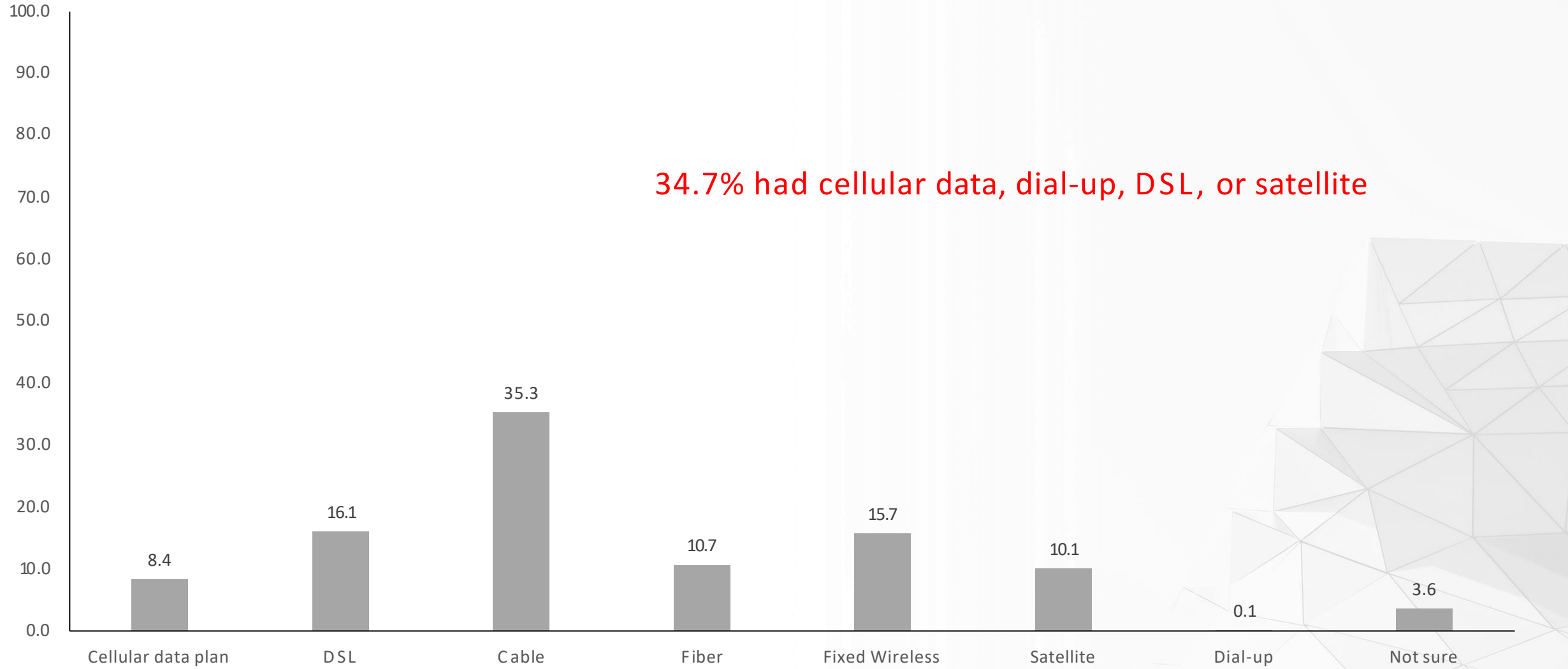


Notice there is no clear spatial pattern regarding homes with no internet.

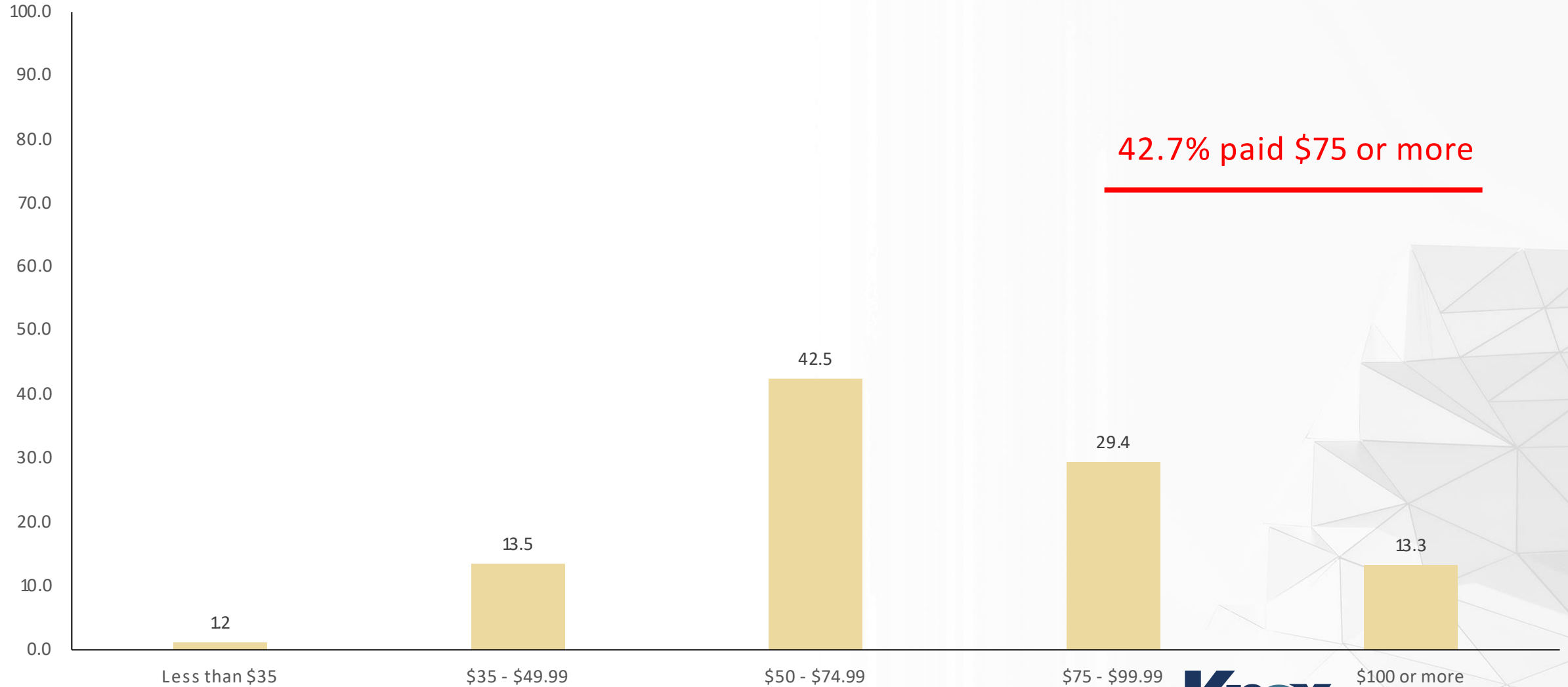
There are some “clusters” visible. For example, in between Vincennes and Monroe City (along highway 61) as well as in Oaktown.

This implies the issue is found all over the county.

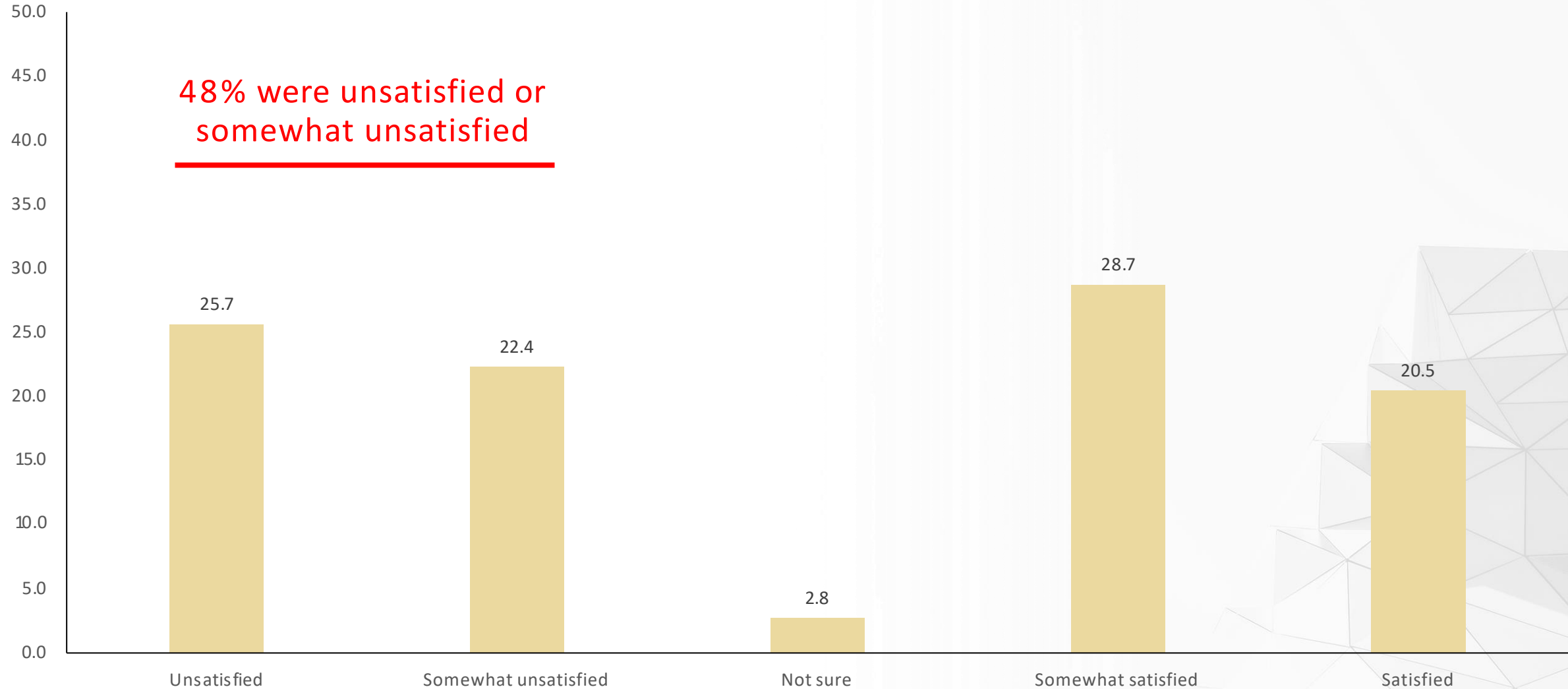
Broadband technology at home, % responses (n = 909)



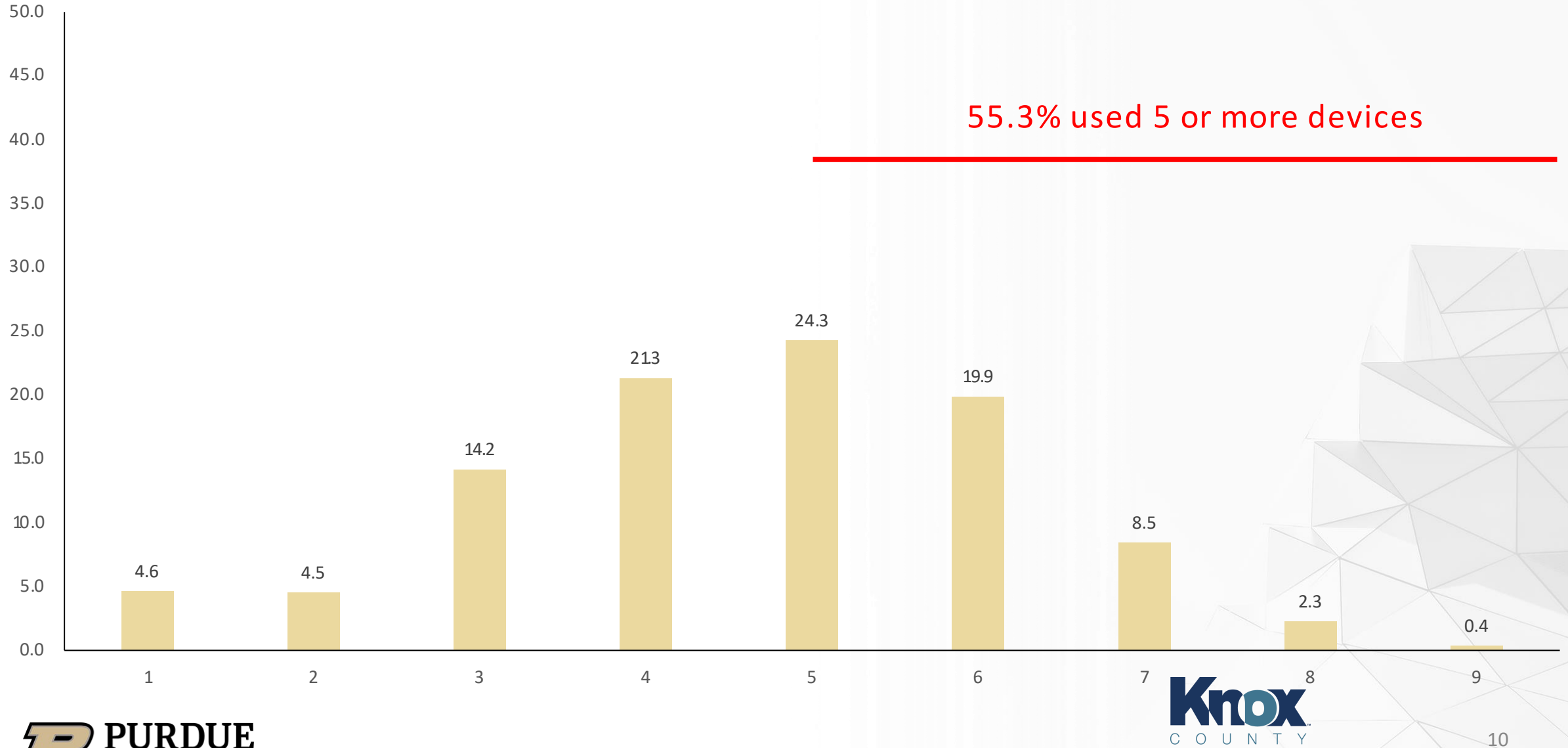
Home internet monthly cost, only internet no bundle (n = 510)



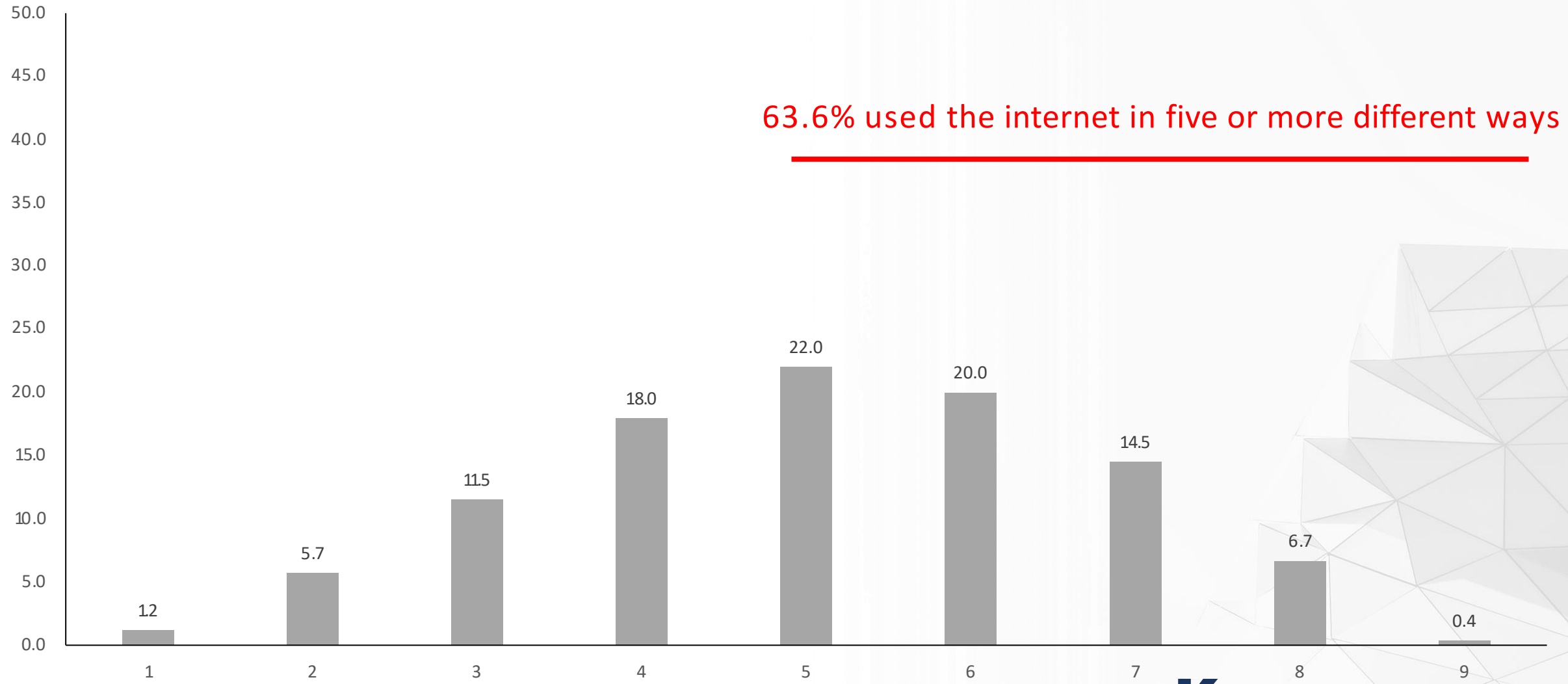
Satisfaction with home internet service, % responses (n = 908)



Number of devices used at home, % responses (n = 839)



No. of different internet uses, % responses (n = 840)



63.6% used the internet in five or more different ways

% with no home internet, satellite, DSL or cellular by age group

