



City of Portland Broadband Planning Committee

Zoom Video Conference, August 30, 2021 at 8:00 AM

1. ZOOM INFO:
 - a. Please click the link below to join the webinar:
<https://us02web.zoom.us/j/86835862649?pwd=dWtsU1pqMWIMUVpTOXpKd2Zrd1FPZz09>
Passcode: 204305
Or One tap mobile :
US: +13126266799,,86835862649#,,, *204305# or
+19292056099,,86835862649#,,, *204305#
Or Telephone:
Dial(for higher quality, dial a number based on your current location):
US: +1 312 626 6799 or +1 929 205 6099 or +1 301 715 8592 or +1 346 248 7799 or +1 669 900 6833 or +1 253 215 8782
Webinar ID: 868 3586 2649
Passcode: 204305
International numbers available: <https://us02web.zoom.us/j/86835862649?pwd=dWtsU1pqMWIMUVpTOXpKd2Zrd1FPZz09>
2. Welcome
3. Presentation: Island Internet Survey Results
 - a. Draft Survey Results
4. Feedback, questions from Committee members
5. Sharing with Island Communities
6. Other Business
7. Next Meeting: September 27, 2021
8. Adjournment

Island Broadband Survey

July 2021



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Island Broadband Planning Committee

DRAFT

The City of Portland's Island Broadband Planning Committee was established in 2021 to:

- Learn about existing broadband services on Cliff Island, Cushing Island, Great Diamond Island, Little Diamond Island, and Peaks Island,
- Research opportunities and strategies to enhance broadband services, and
- Start to develop community feedback and consensus about priorities and needs.

The Committee includes representatives from each island community, as well as staff from the City's Public Works, Housing & Economic Development, and Executive departments.



Island Internet Survey

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In July 2021, the Committee distributed a survey to all island residents (residential properties) to collect information about broadband services, reliability, usage, and desire for improvement.

This survey was distributed to approximately 1,300 residential property owners. All received a paper copy. Committee members also shared the digital survey with local distribution lists, and the City promoted the digital survey on Nextdoor.

As of August 4, 2021, 463 responses had been received, representing a nearly 36% return rate.



CITY OF PORTLAND**WWW.PORTLANDMAINE.GOV**

Island Internet Survey

The purpose of this survey is to better understand internet needs and services on Cliff Island, Cushing Island, Great Diamond Island, Little Diamond Island, and Peaks Island.

It is brought to you by the City of Portland's Broadband Planning Committee, established to determine gaps in service and explore possible solutions. The Committee meets on the last Monday of each month, and the public is welcome to join.

For more information, visit portlandmaine.gov/broadband or email citymanager@portlandmaine.gov

* Required

Who Answered the Survey?

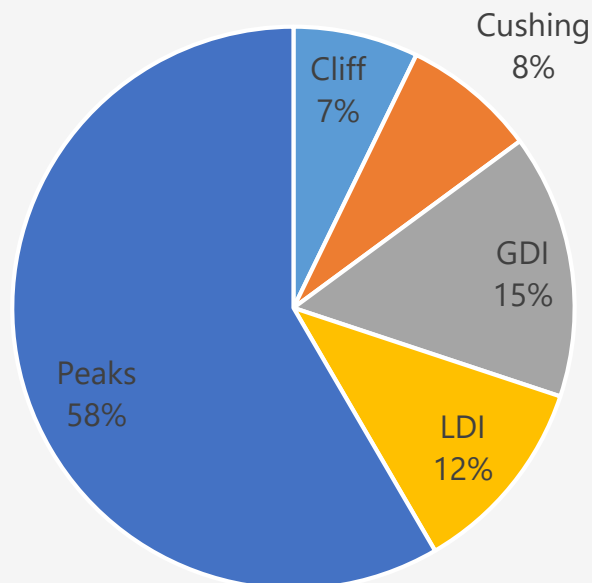
DRAFT

The "Respondents" chart depicts the percent of total responses received from each island.

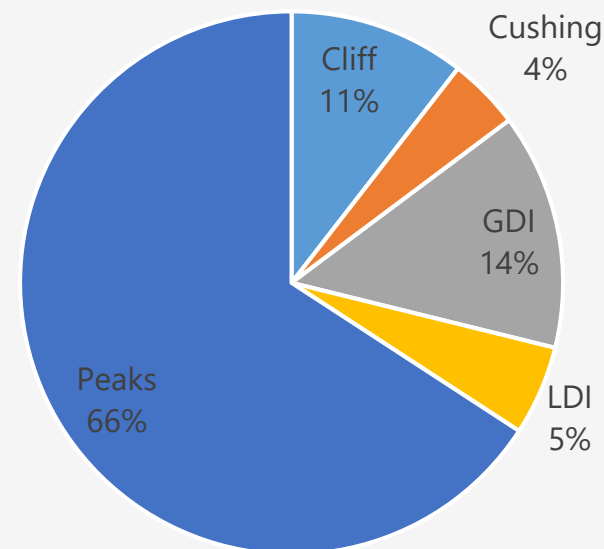
The "Total Properties" chart depicts what percentage of total island properties are located on each island.

In comparing these charts, although Cliff and Peaks may be slightly underrepresented, staff are satisfied overall with how each island is represented in the total number of responses received.

Respondents



Total Properties

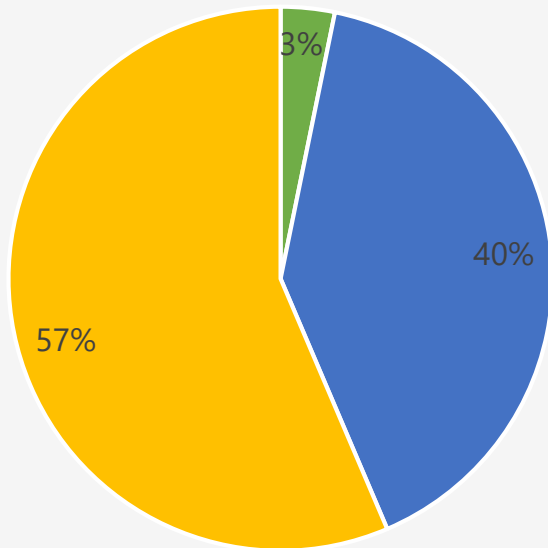


What Type of Island Property Do Respondents Own?

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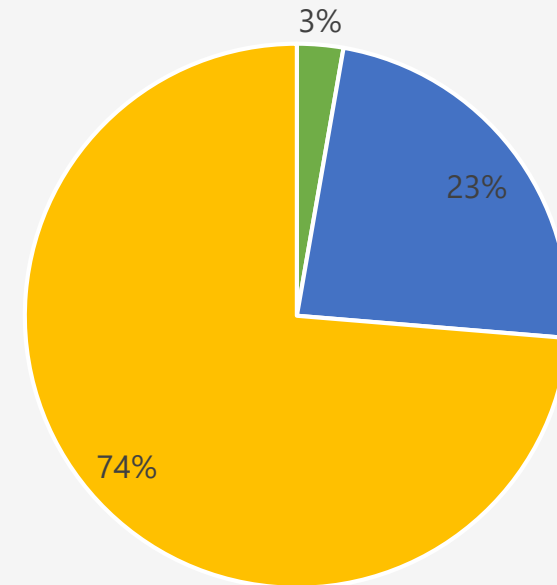
All Islands

■ Rental ■ Primary Home ■ Seasonal Home



Cliff, Cushing, GDI, and LDI*

■ Rental ■ Primary Home ■ Seasonal Home



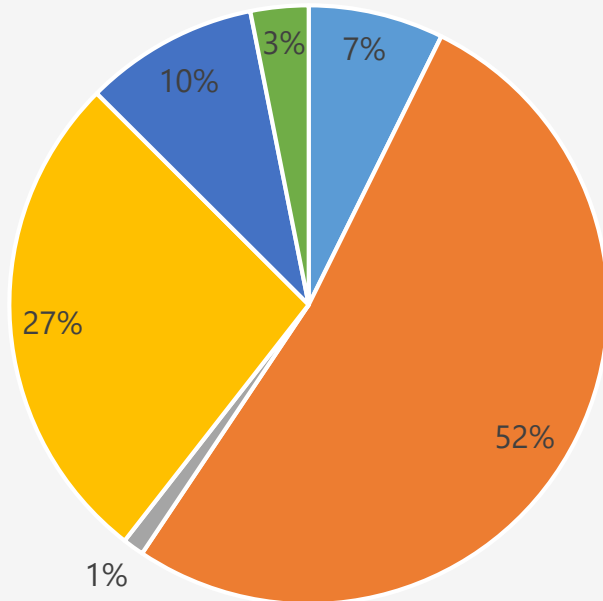
* Data omitting Peaks Island is included throughout to control for the Island's relatively strong internet service.

Who Are Their Current Internet Providers?

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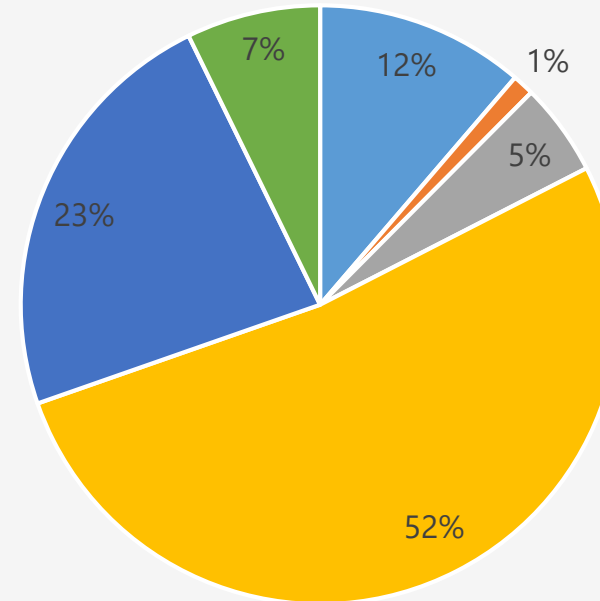
Current ISP

■ None ■ Spectrum ■ Axiom ■ Consolidated ■ Redzone ■ Other



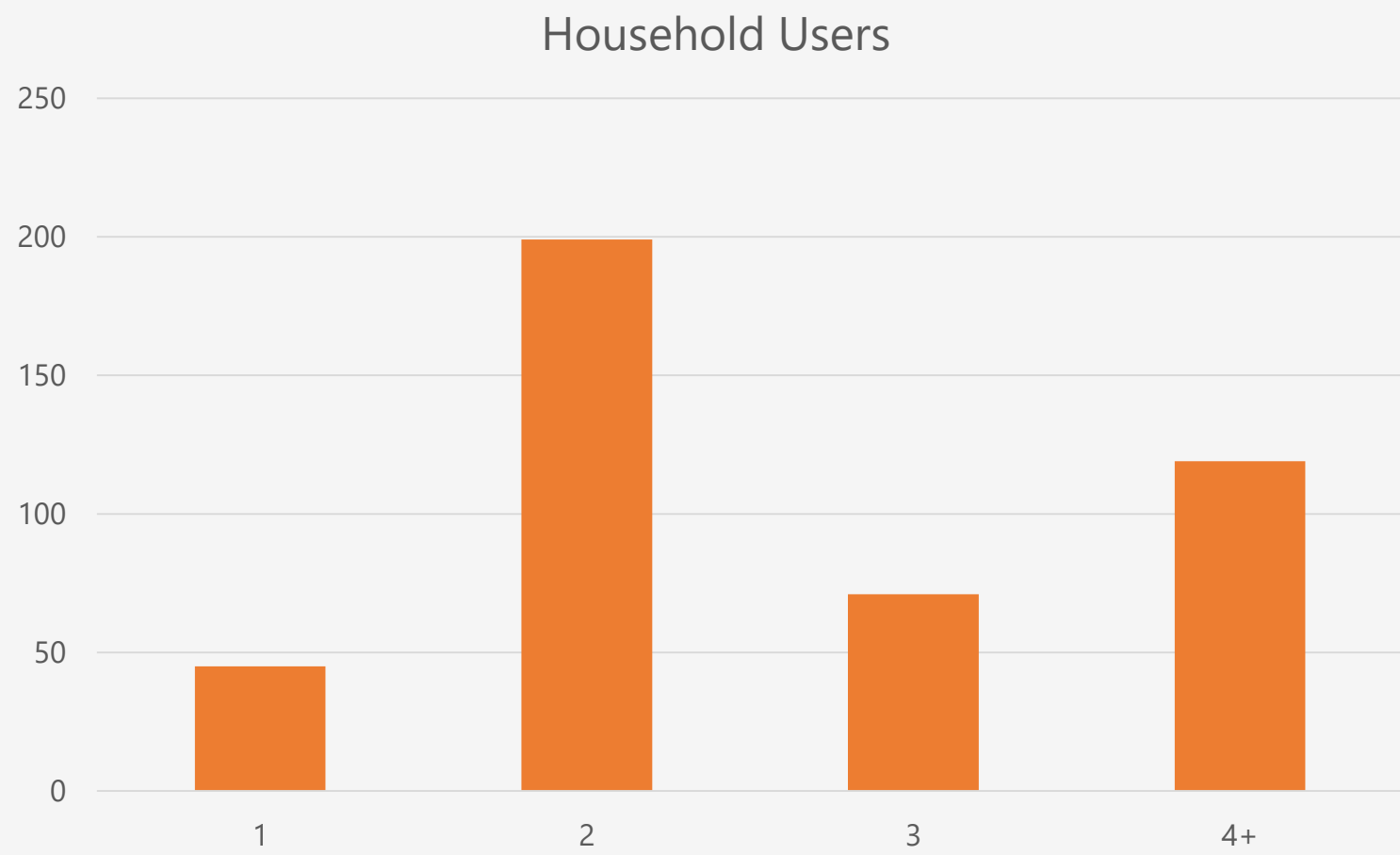
Cliff, Cushing, GDI, and LDI*

■ None ■ Spectrum ■ Axiom ■ Consolidated ■ Redzone ■ Other



* Data omitting Peaks Island is included throughout to control for the Island's relatively strong internet service.

How Many Members of Your Household Use the Internet Regularly? **DRAFT**

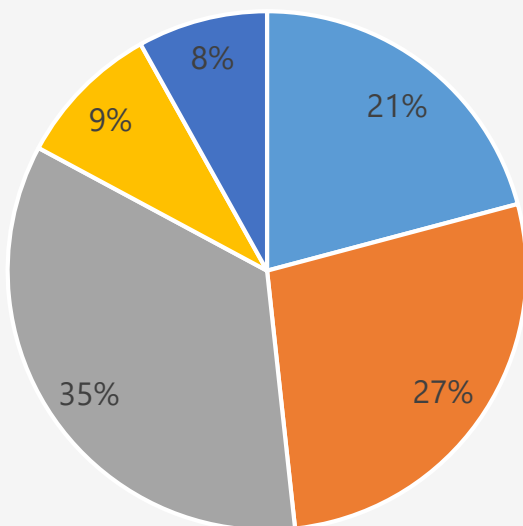


How Do Island Households Use the Internet?

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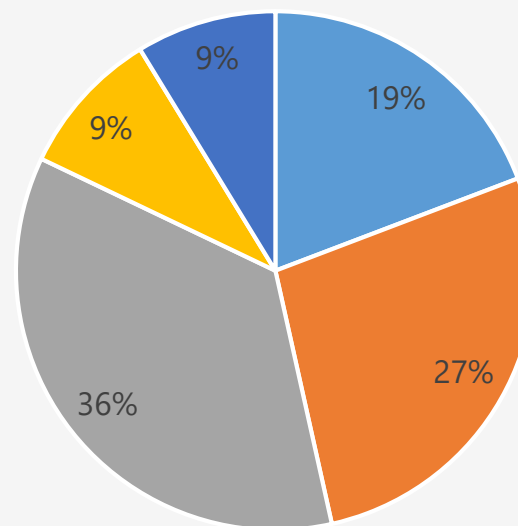
All Islands

■ Telehealth ■ Remote Work ■ Leisure ■ School ■ Homework



Cliff, Cushing, GDI, and LDI*

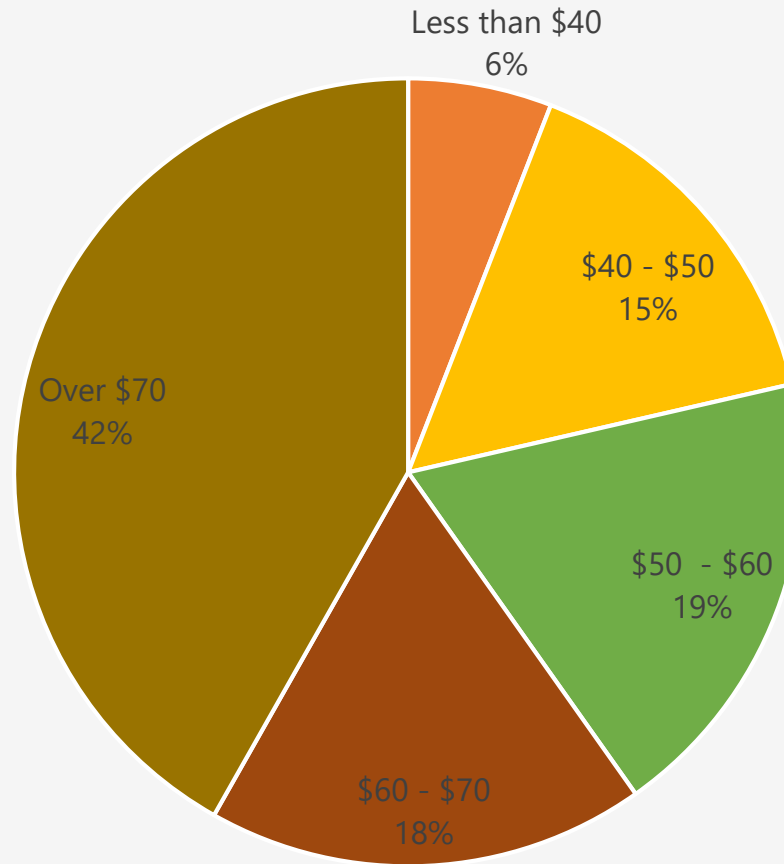
■ Telehealth ■ Remote Work ■ Leisure ■ School ■ Homework



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What Is the Monthly Cost of Your Internet Service?

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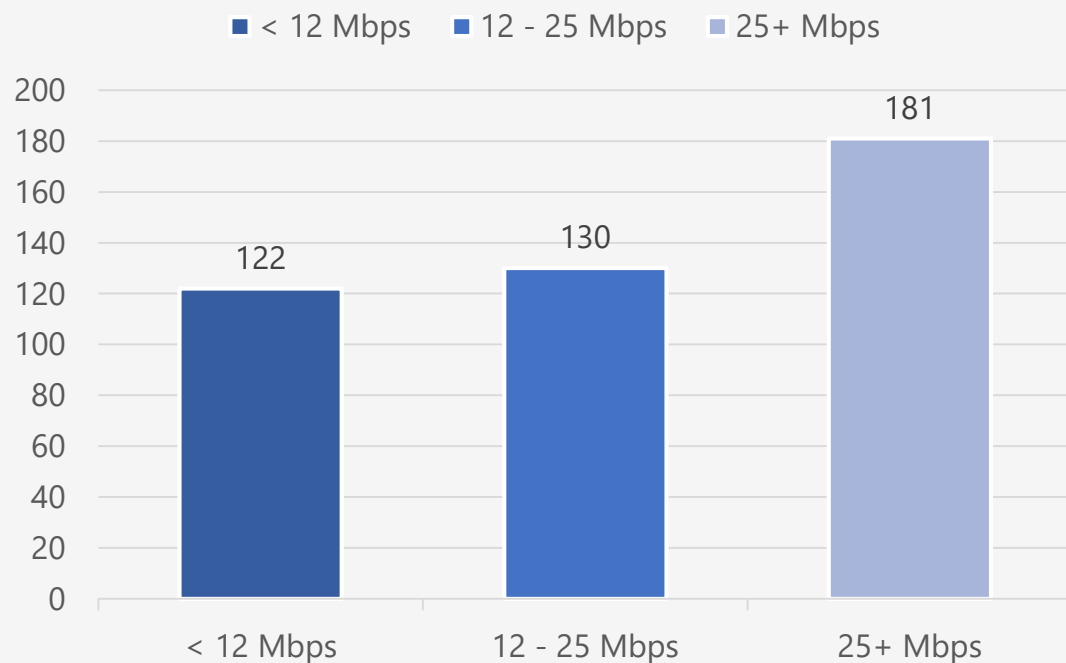


What Are Your Current Download Speeds?

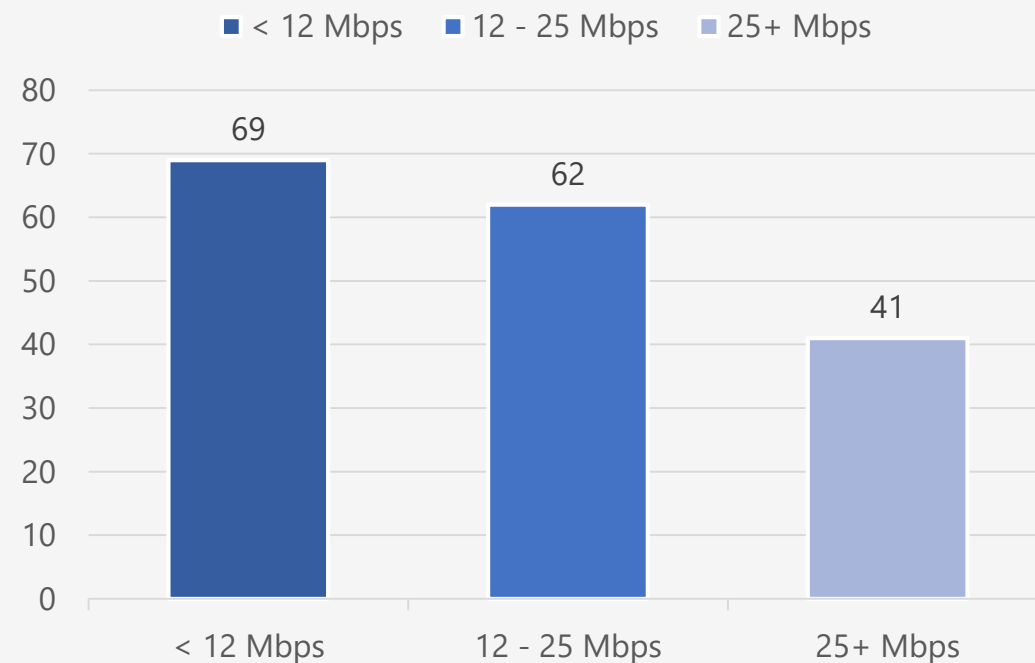
DRAFT

The broadband standard varies by organization. For example, ConnectME designates areas unserved by broadband as those that have internet speeds below 50 Mbps for download and 10 Mbps for upload. The FCC defines the minimum standard for broadband as 25 Mbps download and 3 Mbps upload.

All Islands



Cliff, Cushing, GDI, and LDI



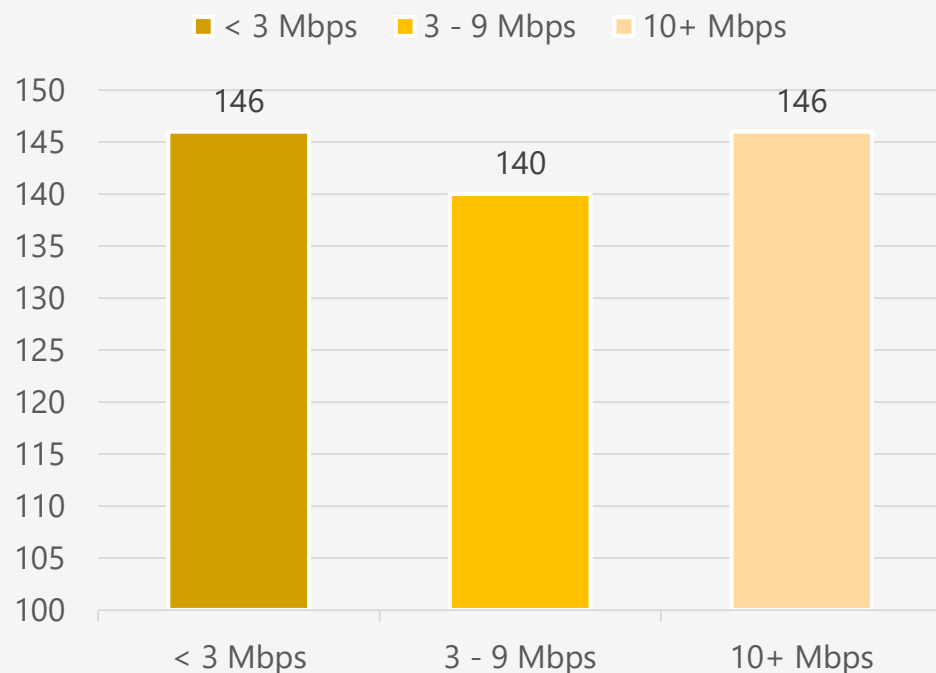
* Data omitting Peaks Island is included throughout to control for the Island's relatively strong internet service.

Current Upload Speeds

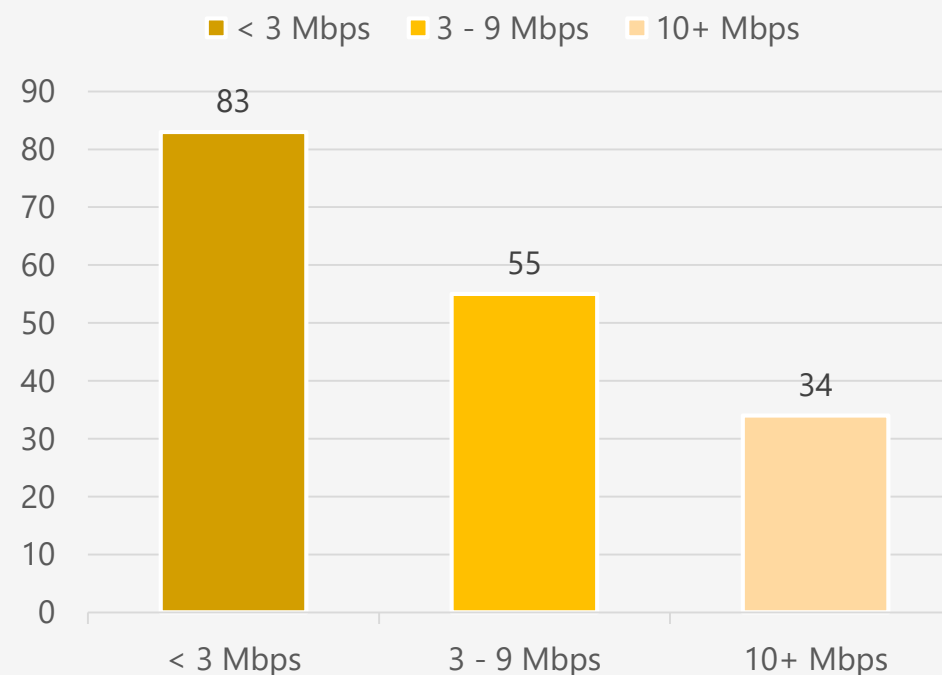
DRAFT

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All Islands



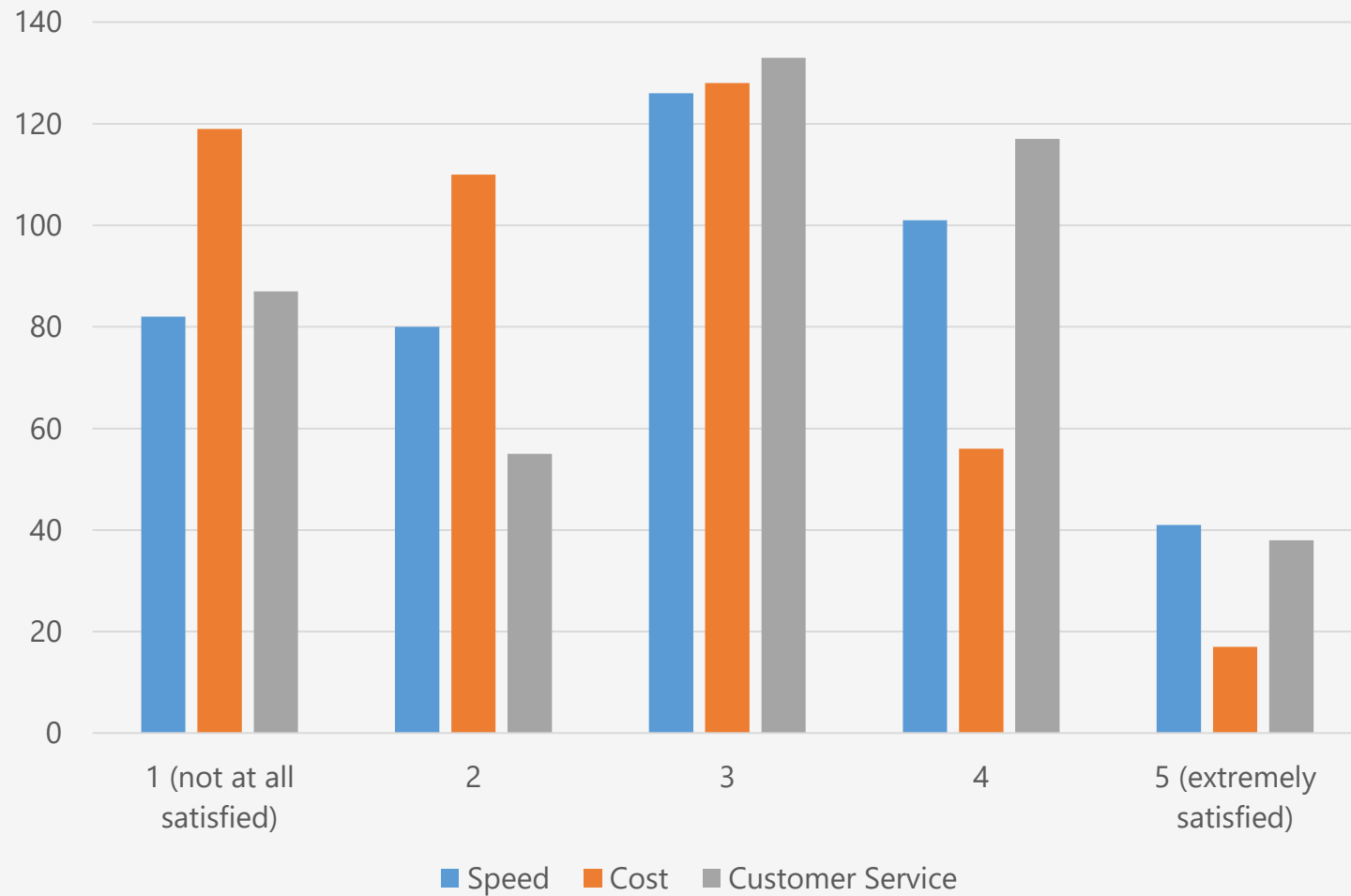
Cliff, Cushing, GDI and LDI*



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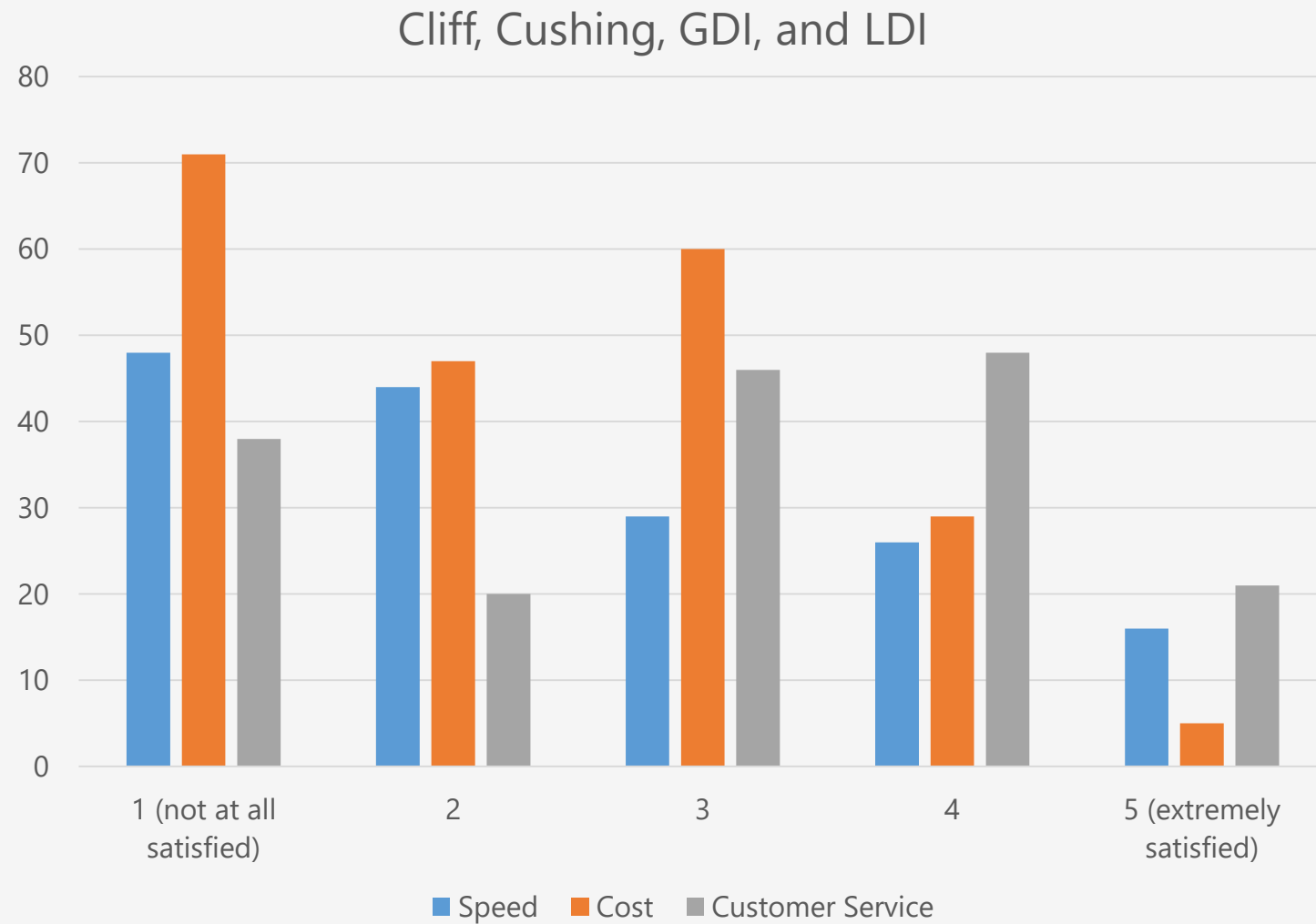
Internet Service Providers: Are Residents Satisfied?

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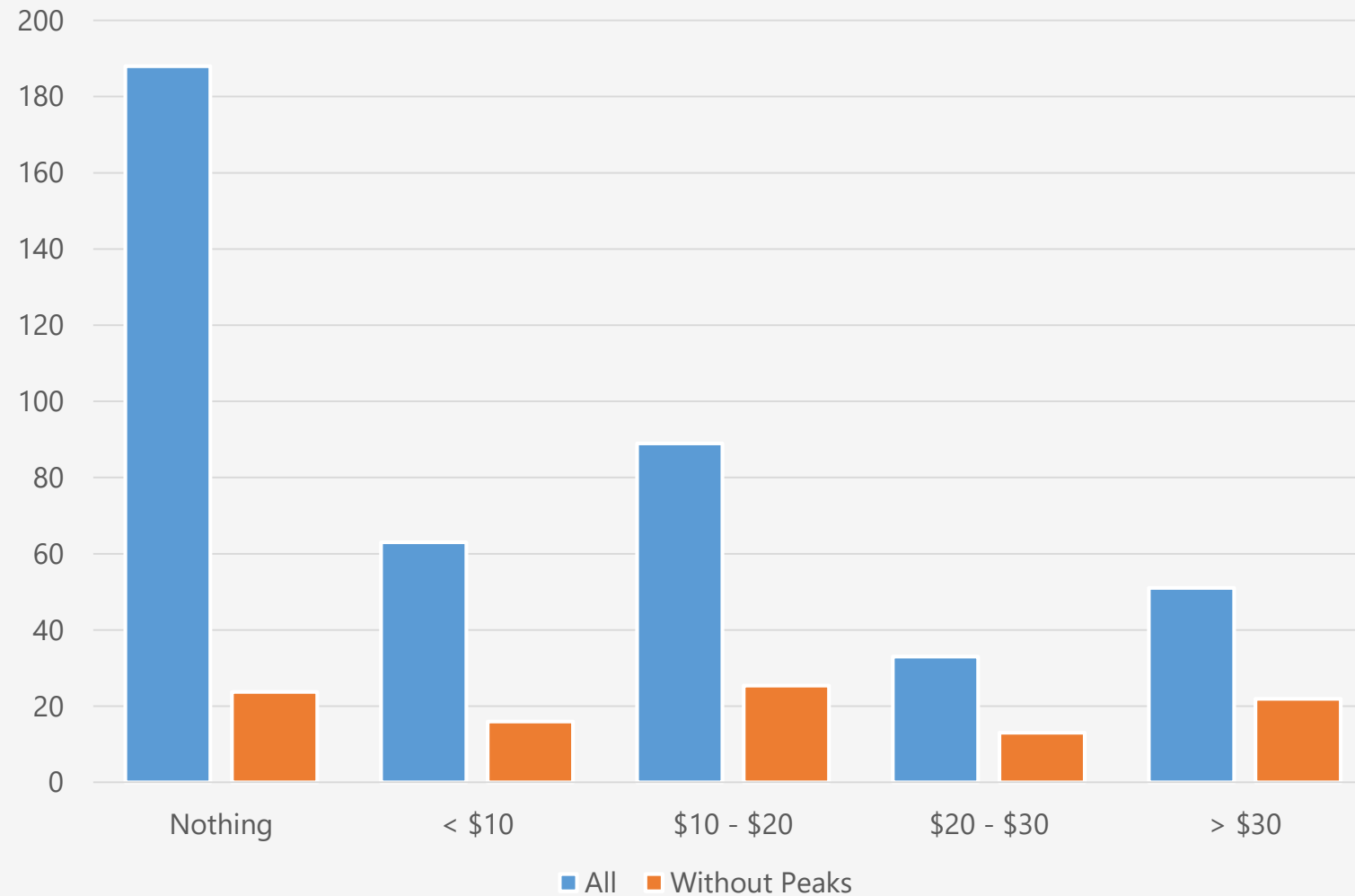
Internet Service Providers: Are Residents Satisfied? (continued)

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How Much More Would You Pay for Better Service?

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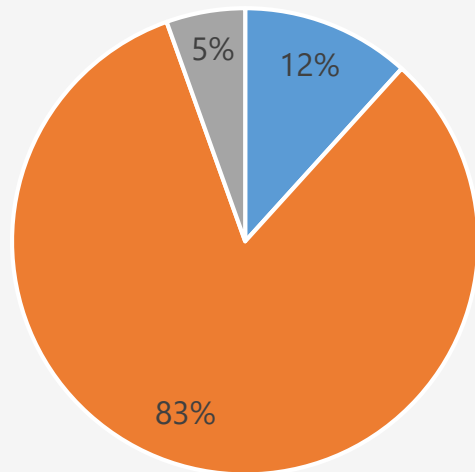


Island by Island: Cliff Island*

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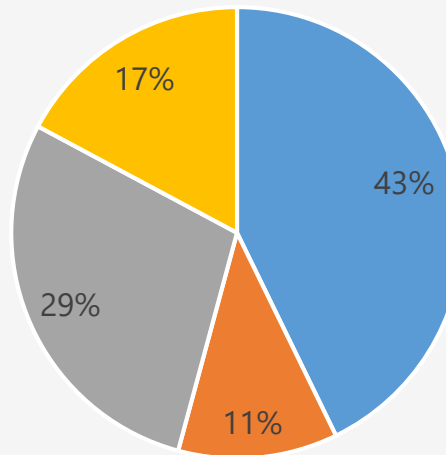
Property Type

■ Rental ■ Primary ■ Seasonal



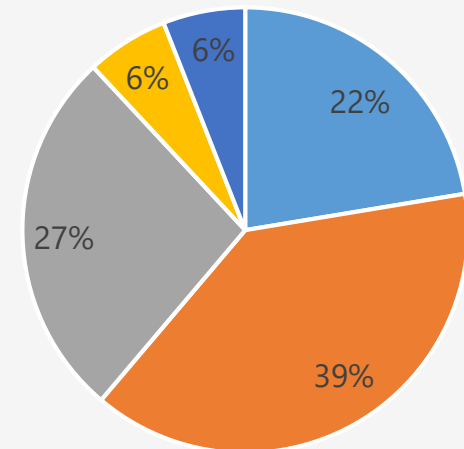
ISP

■ Axiom ■ Consolidated ■ Other ■ None



Usage

■ Doctor ■ Leisure ■ Remote Work
■ Remote School ■ Homework

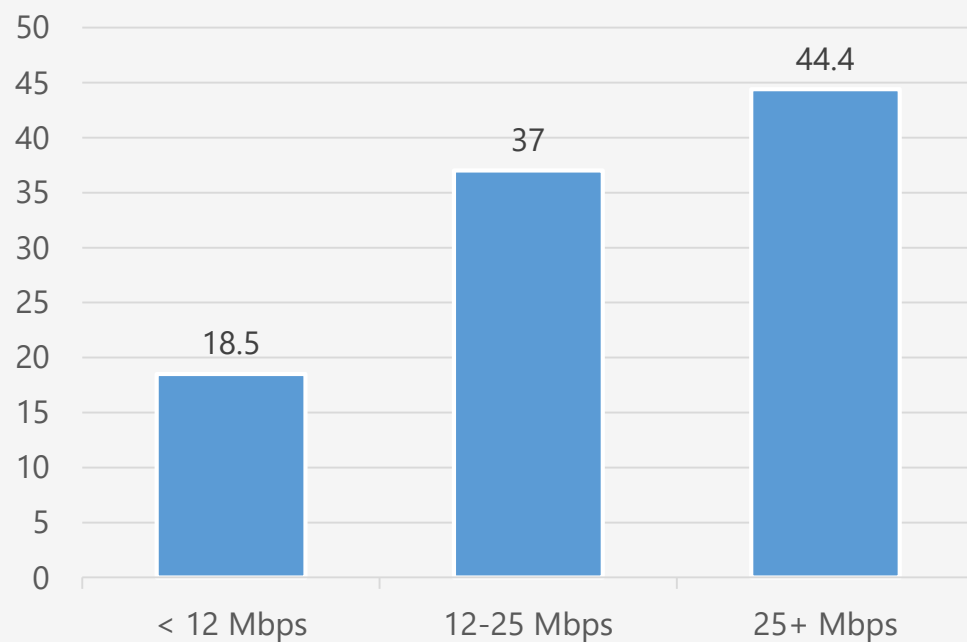


*33 Cliff Island residents responded to the survey, representing 7% of total respondents.

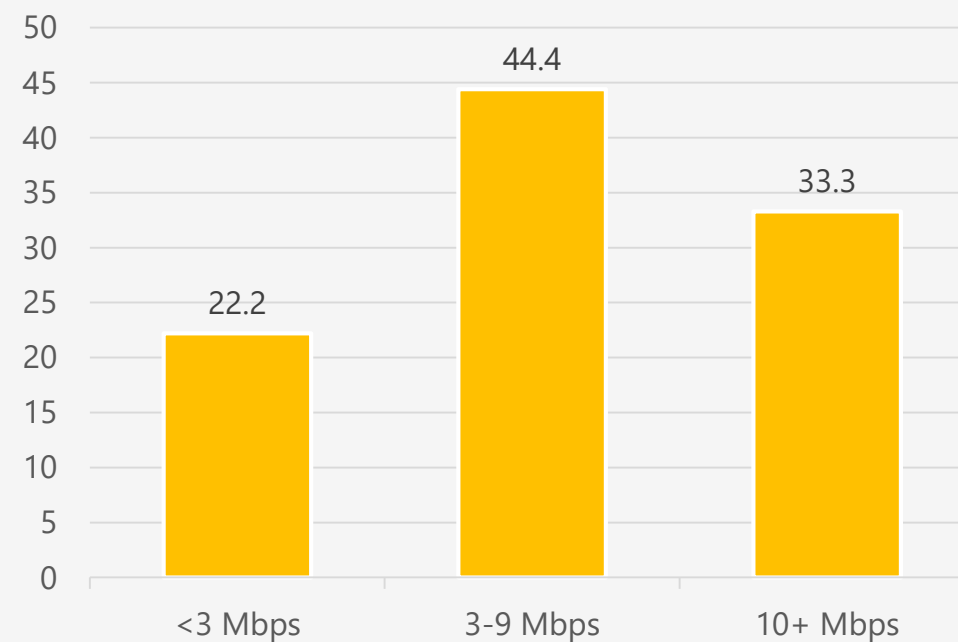
Island by Island: Cliff Island (continued)

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Download Speed



Upload Speed



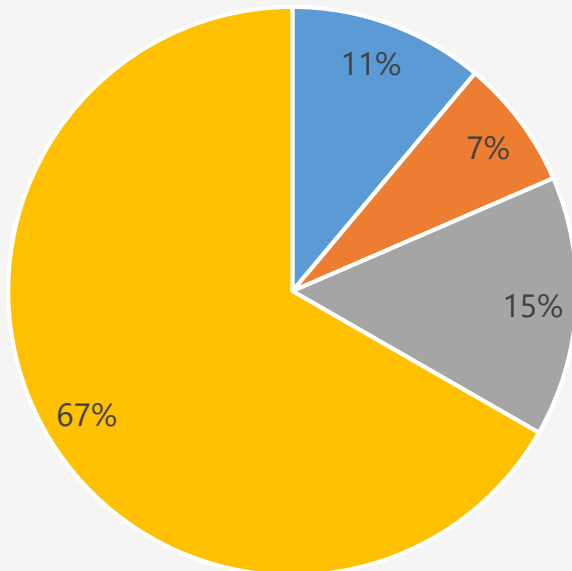
The broadband standard varies by organization. For example, ConnectME designates areas unserved by broadband as those that have internet speeds below 50 Mbps for download and 10 Mbps for upload. The FCC defines the minimum standard for broadband as 25 Mbps download and 3 Mbps upload.

Island by Island: Cliff Island (continued)

DRAFT

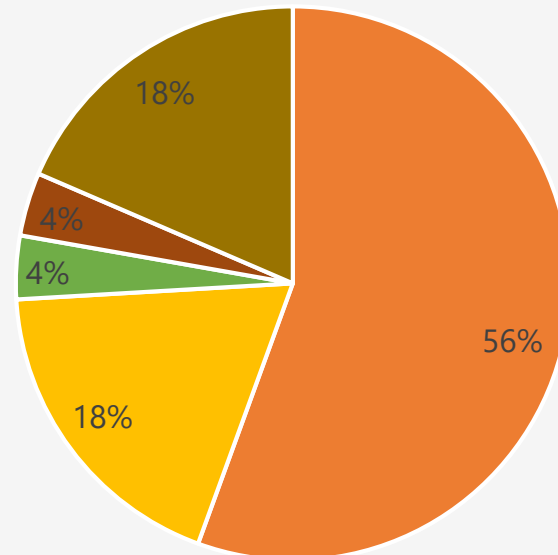
Cost of Internet Service

■ Under \$40 ■ \$50 - \$60 ■ \$60 - \$70 ■ Over \$70



How Much More are Residents Willing to Spend?

■ \$0 ■ < \$10 ■ \$10 - \$20 ■ \$20 - \$30 ■ > \$30

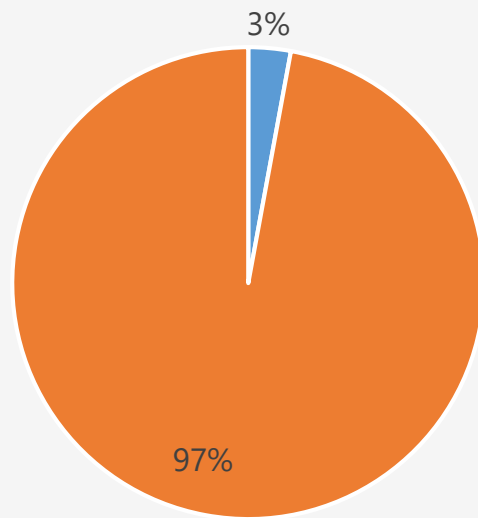


Island by Island: Cushing Island*

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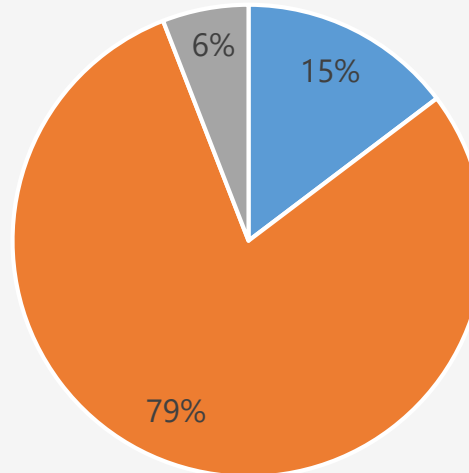
Property Type

■ Rental ■ Seasonal



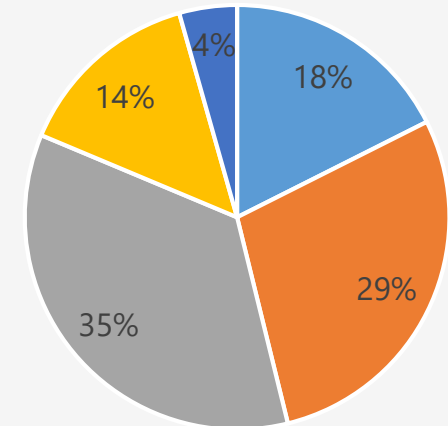
ISP

■ Redzone ■ Consolidated ■ None



Usage

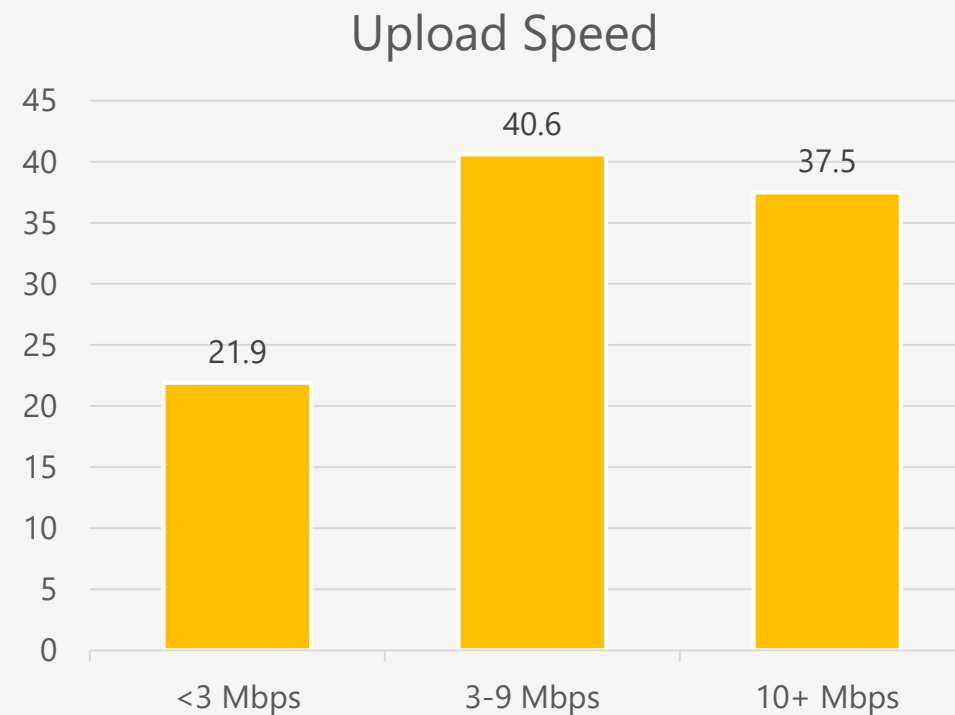
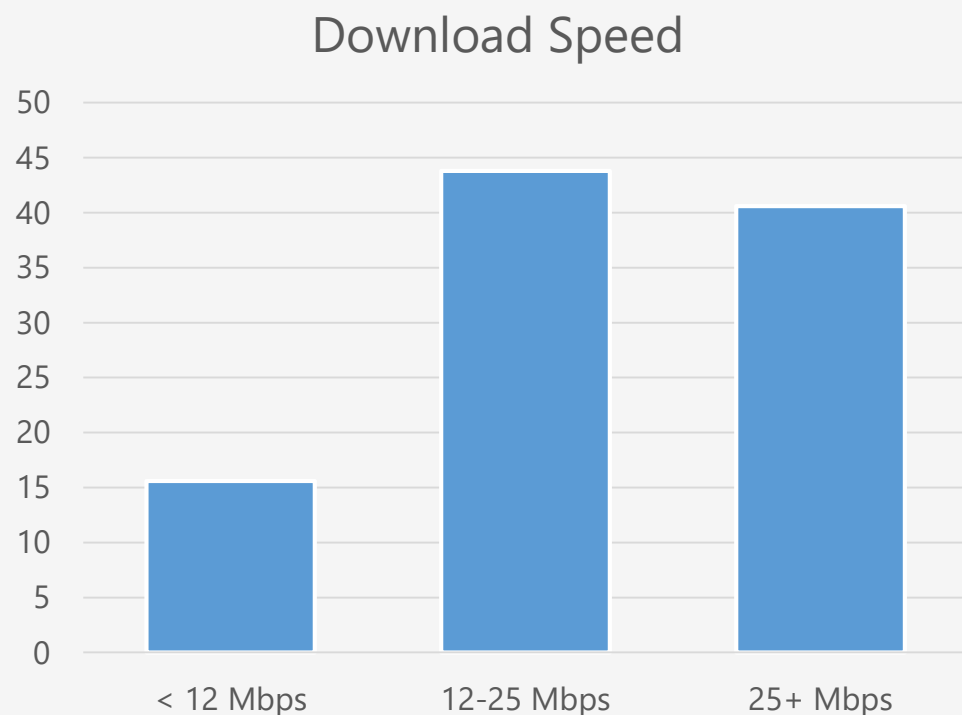
■ Doctor ■ Leisure ■ Remote Work
■ Remote School ■ Homework



*34 Cushing Island residents responded to the survey, representing 8% of total respondents.

Island by Island: Cushing Island (continued)

DRAFT

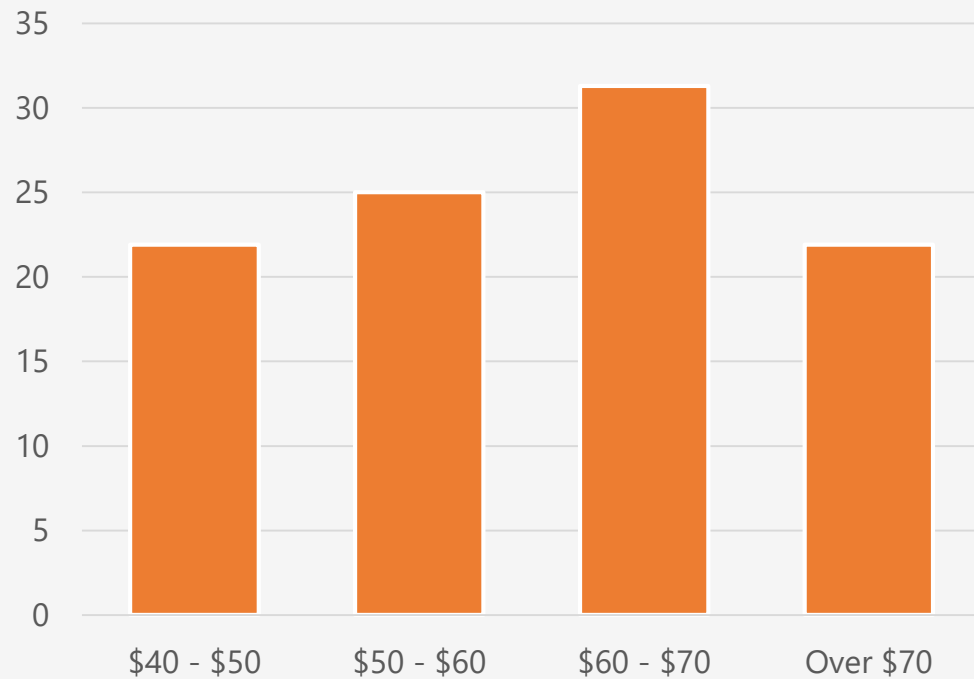


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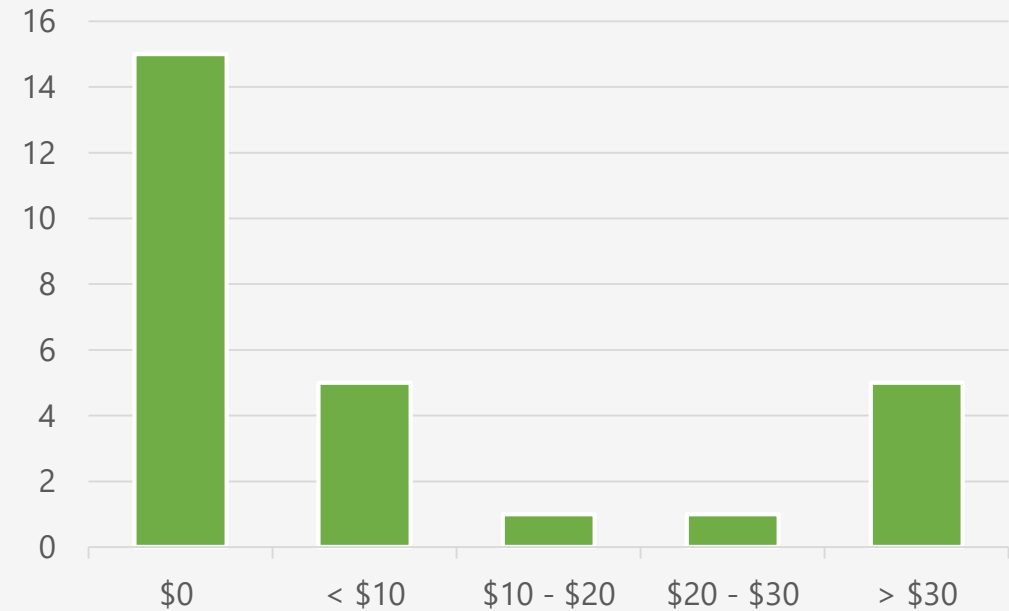
Island by Island: Cushing Island (continued)

DRAFT

Cost of Internet Service



How Much More are Residents Willing to Spend?

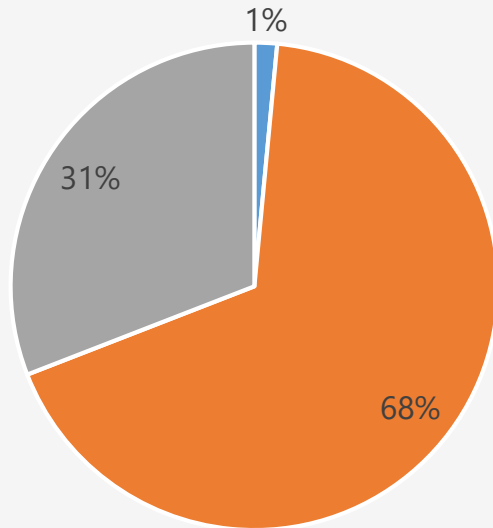


Island by Island: Great Diamond Island*

DRAFT

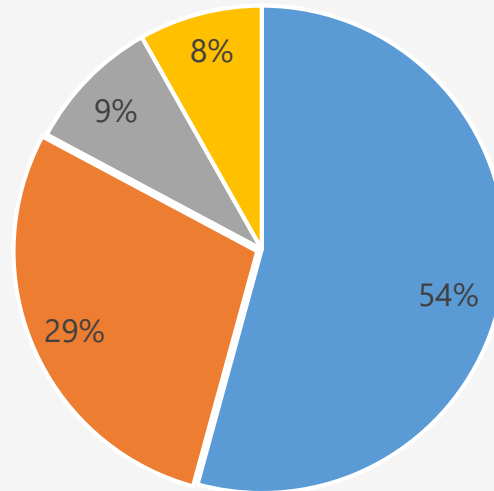
Property Type

■ Rental ■ Seasonal ■ Primary



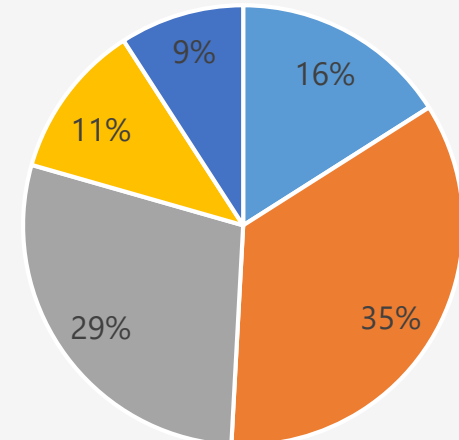
ISP

■ Redzone ■ Consolidated ■ None ■ Other



Usage

■ Doctor ■ Leisure ■ Remote Work
■ Remote School ■ Homework

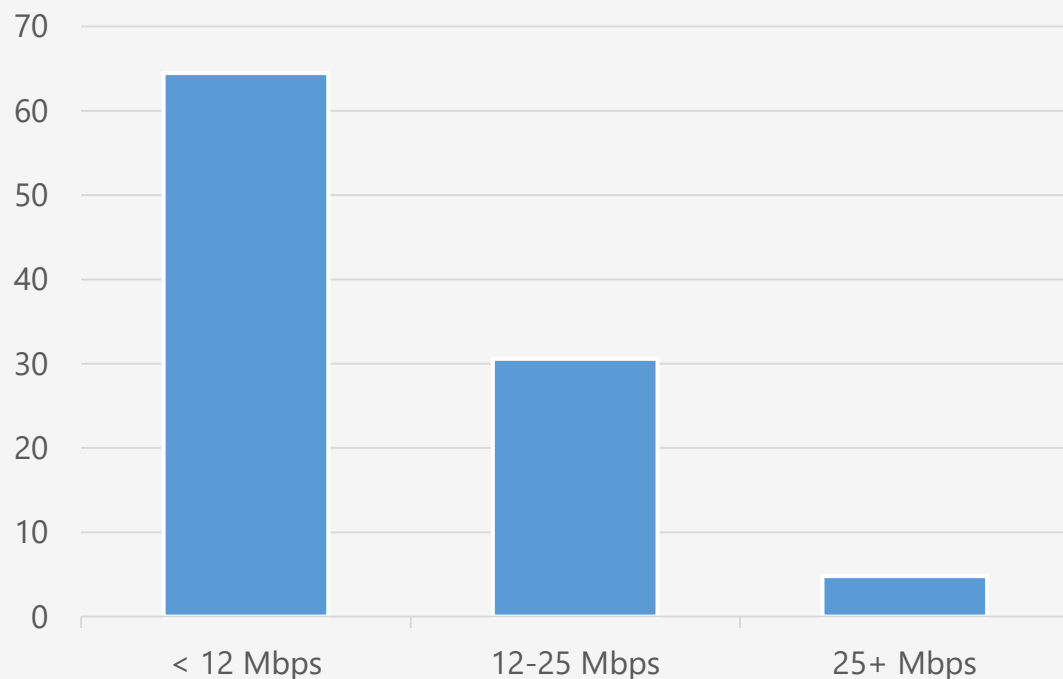


*71 Great Diamond Island residents responded to the survey, representing 15% of total respondents. Approximately 40% of respondents own property on the public side of GDI; 60% own property on the private side.

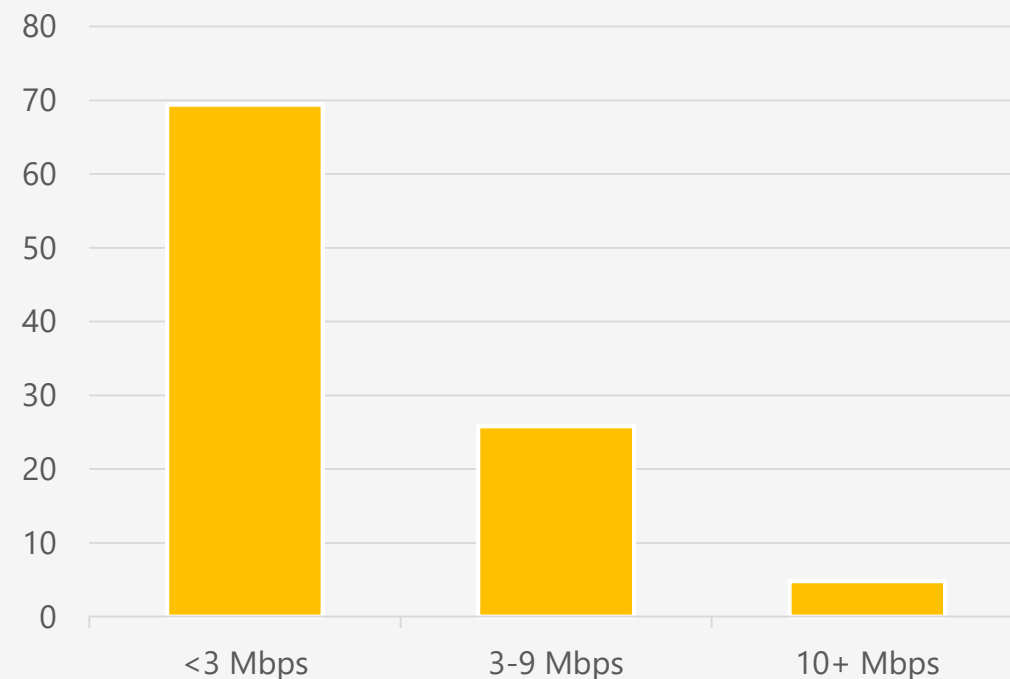
Island by Island: Great Diamond Island (continued)

DRAFT

Download Speed



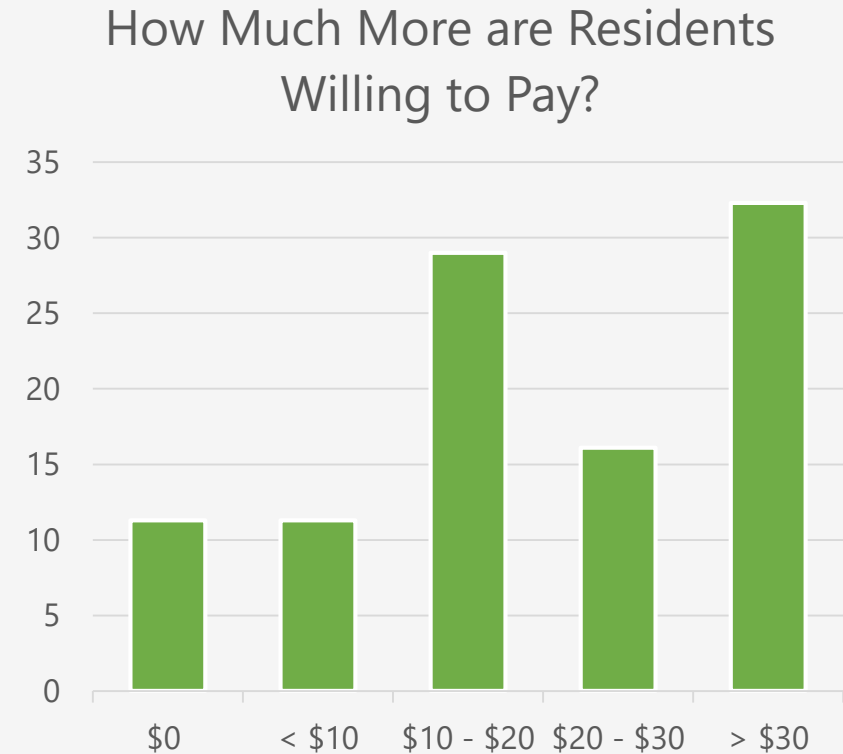
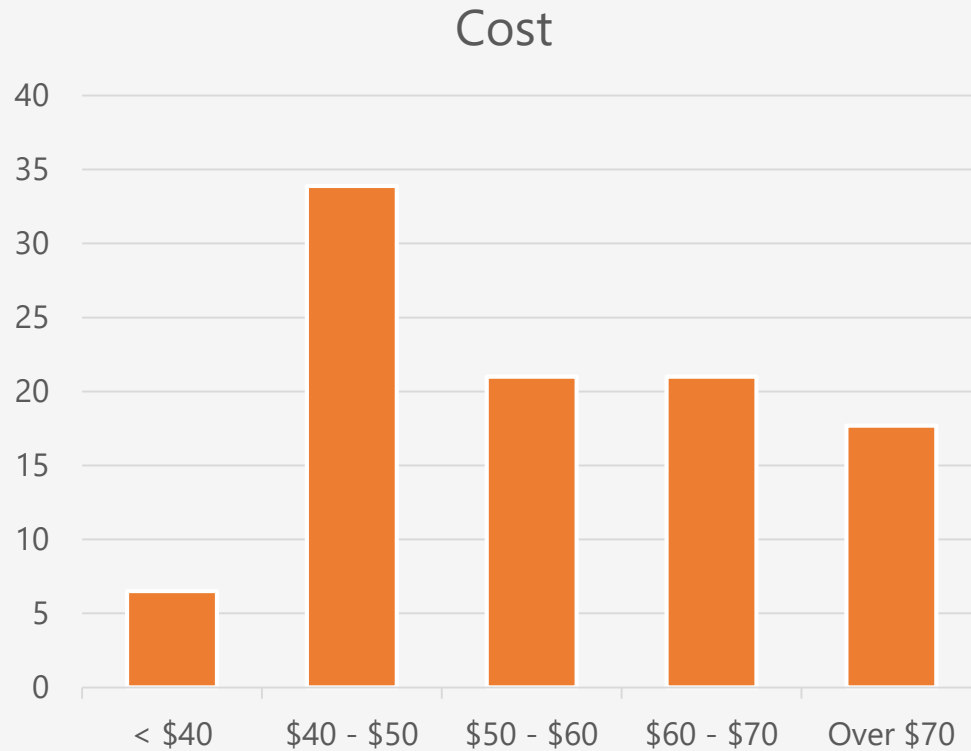
Upload Speed



The broadband standard varies by organization. For example, ConnectME designates areas unserved by broadband as those that have internet speeds below 50 Mbps for download and 10 Mbps for upload. The FCC defines the minimum standard for broadband as 25 Mbps download and 3 Mbps upload.

Island by Island: Great Diamond Island (continued)

DRAFT

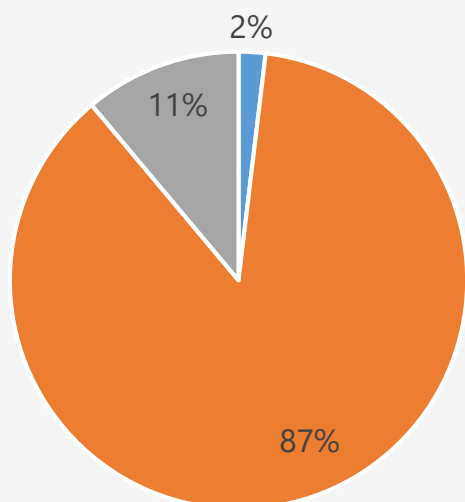


Island by Island: Little Diamond Island*

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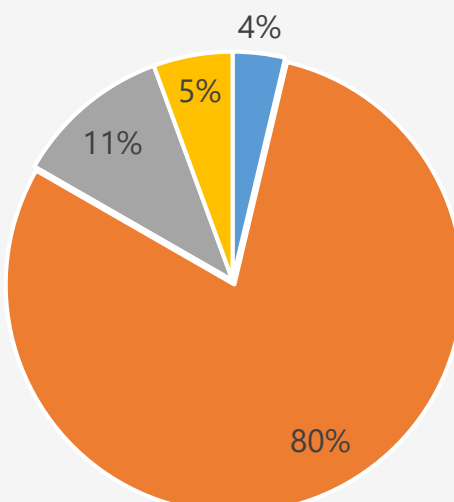
Property Type

■ Rental ■ Seasonal ■ Primary



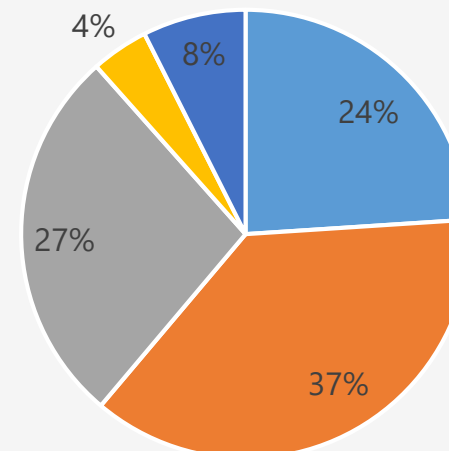
ISP

■ Spectrum ■ Consolidated ■ None ■ Other



Usage

■ Doctor ■ Leisure ■ Remote Work
■ Remote School ■ Homework

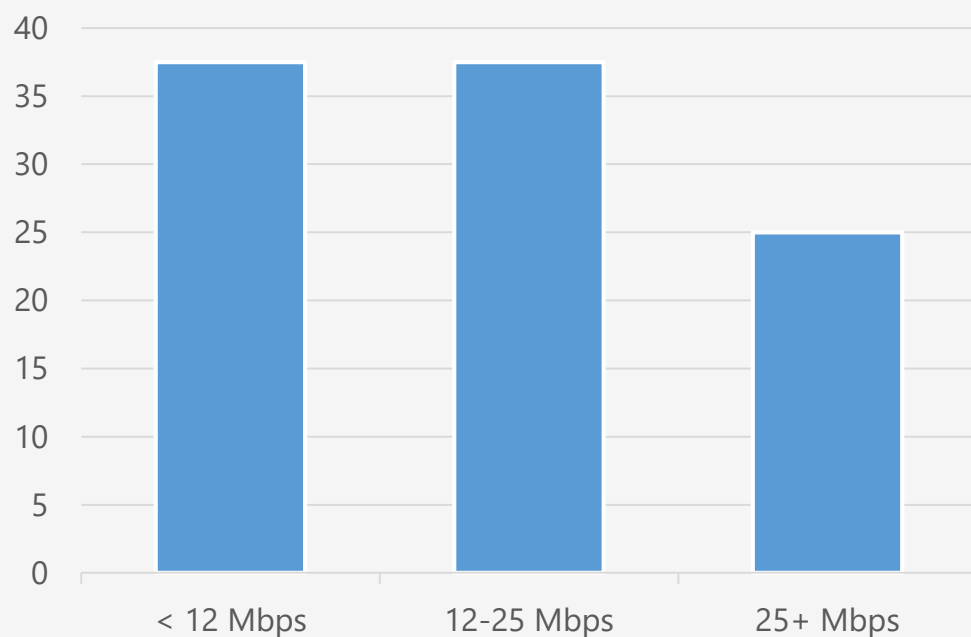


*56 Long Diamond Island residents responded to the survey, representing 12% of total respondents.

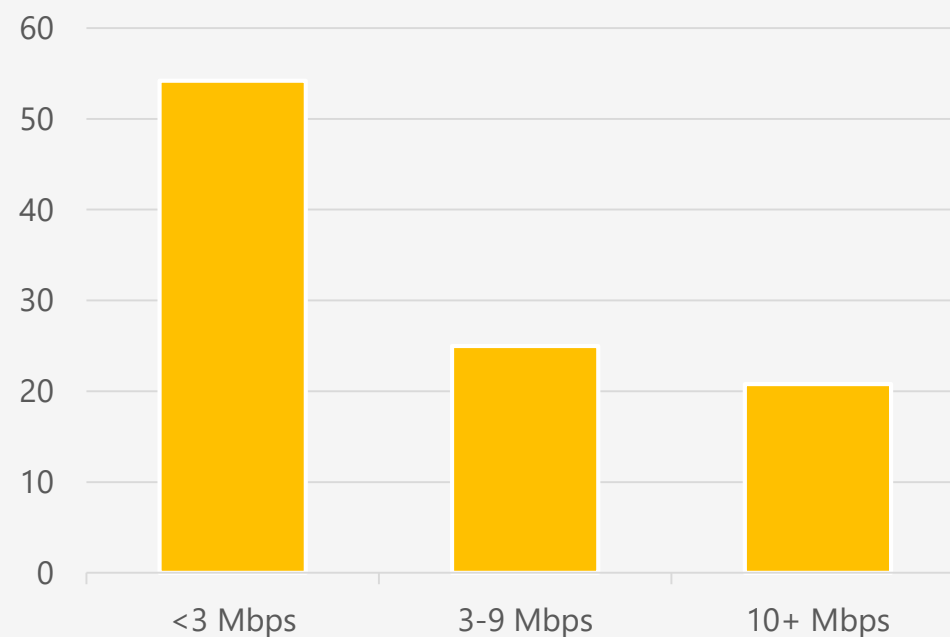
Island by Island: Little Diamond Island (continued)

DRAFT

Download Speed



Upload Speed

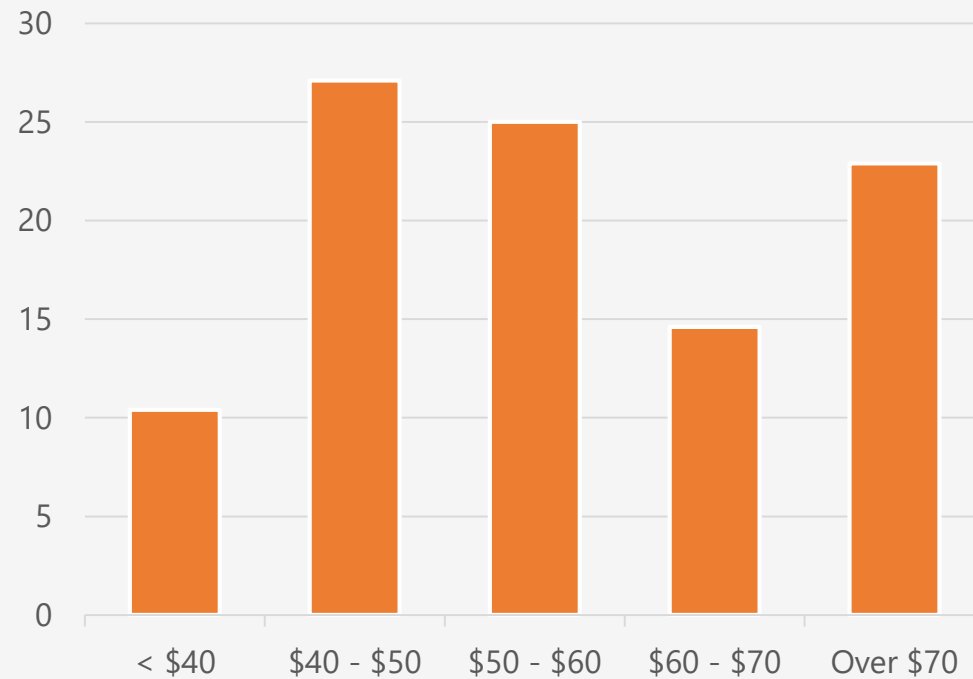


The broadband standard varies by organization. For example, ConnectME designates areas unserved by broadband as those that have internet speeds below 50 Mbps for download and 10 Mbps for upload. The FCC defines the minimum standard for broadband as 25 Mbps download and 3 Mbps upload.

Island by Island: Little Diamond Island (continued)

DRAFT

Cost of Internet Service



How Much More are Residents Willing to Pay

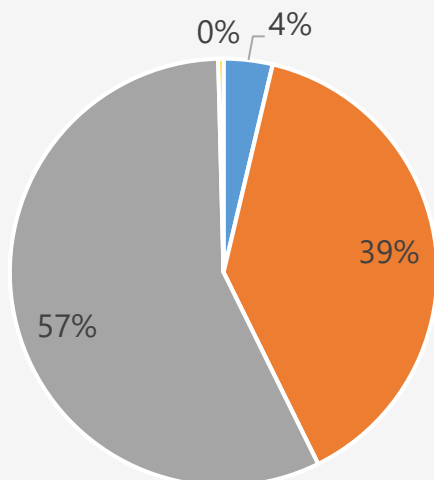


Island by Island: Peaks Island

DRAFT

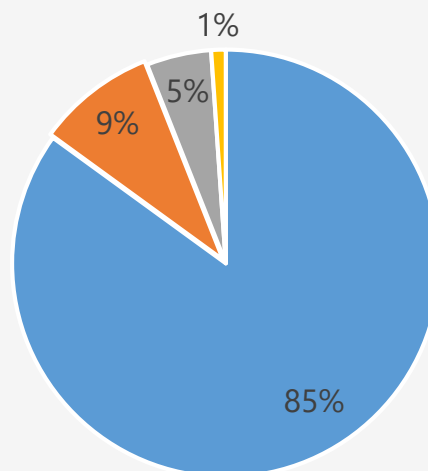
Property Type

■ Rental ■ Seasonal ■ Primary ■ Commercial



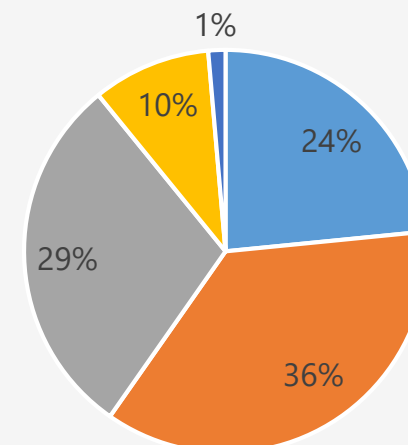
ISP

■ Spectrum ■ Consolidated ■ None ■ Other



Usage

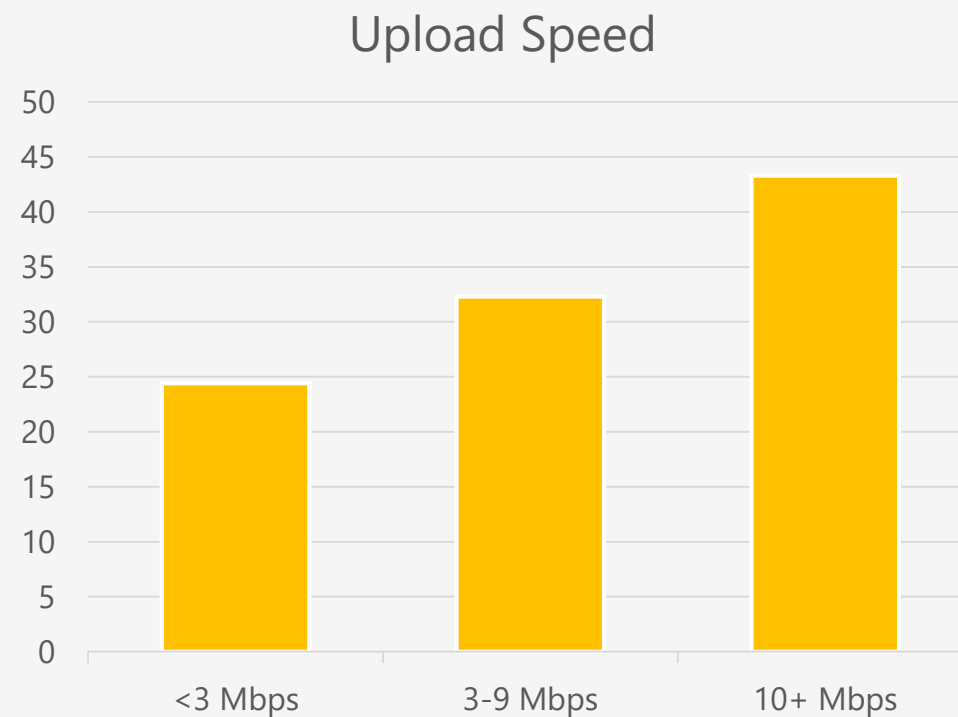
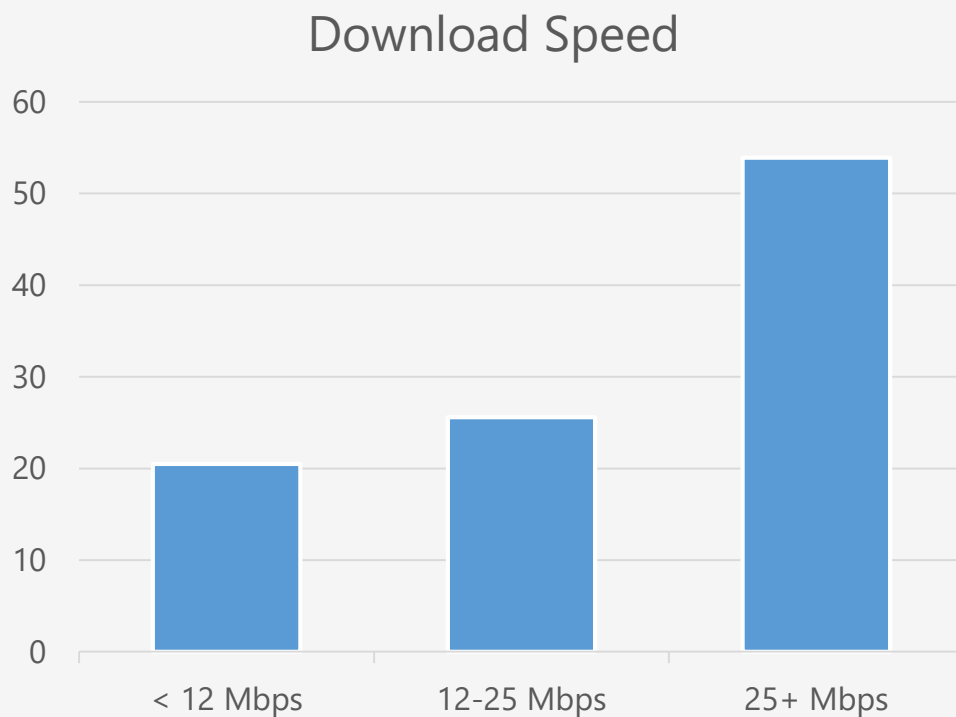
■ Doctor ■ Leisure ■ Remote Work
■ Remote School ■ Homework



*274 Peaks Island residents responded to the survey, representing 58% of total respondents.

Island by Island: Peaks Island (continued)

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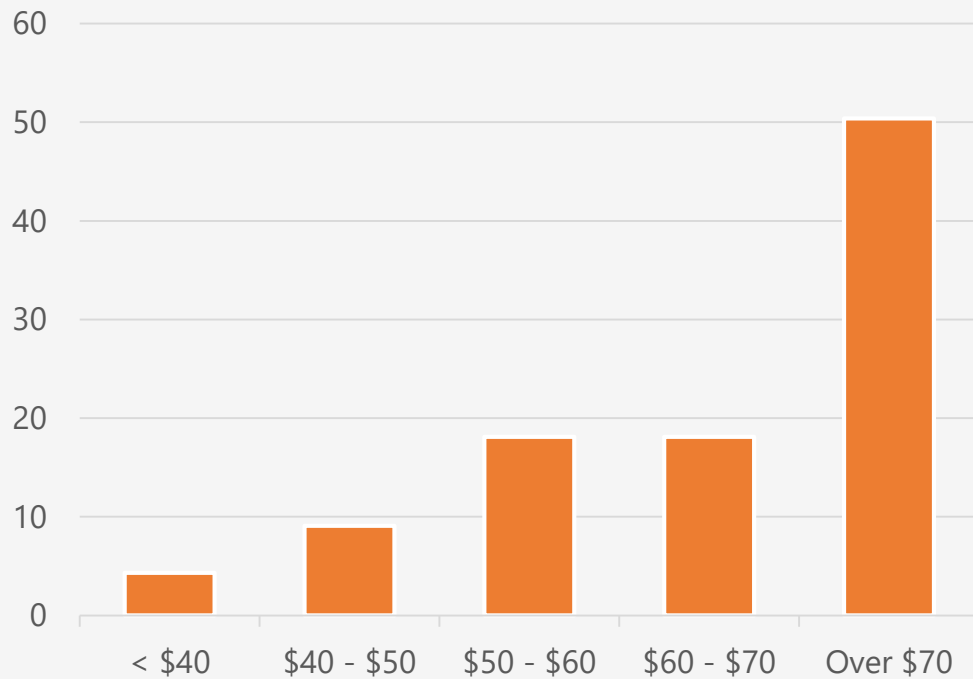


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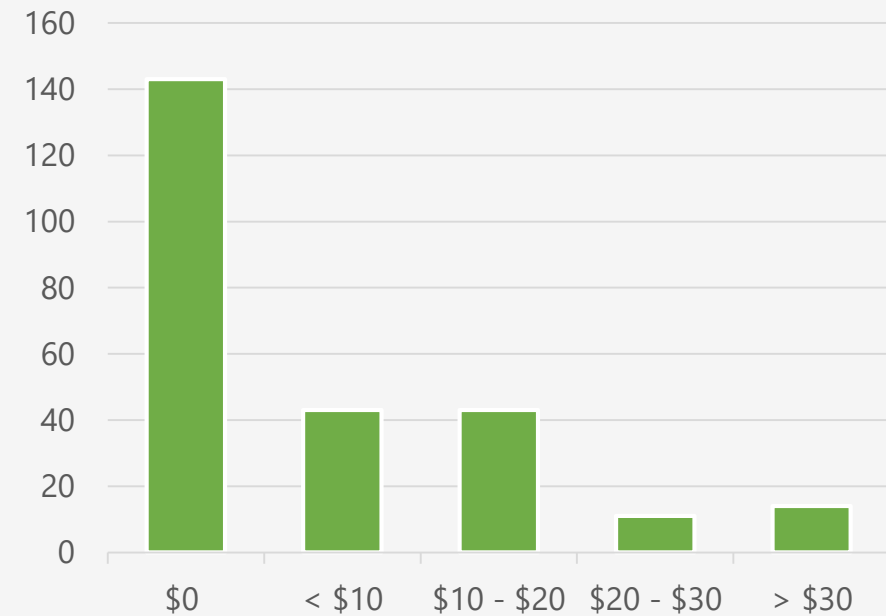
Island by Island: Peaks Island (continued)

DRAFT

Cost of Internet Service



How Much More are Residents Willing to Pay?



Island by Island: ISP Satisfaction*

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	Cliff Island	Cushing Island	Long Diamond Island	Great Diamond Island	Peaks Island	Avg.
Customer Service	3.7	3.0	2.7	2.9	2.9	3.0
Speed	3.7	3.0	2.2	2.0	3.1	2.8
Cost	3.3	3.1	3.4	3.5	3.8	3.4



*Respondents rated customer service, speed, and cost on a scale of 1 (not at all satisfied) to 5 (extremely satisfied).

