



# TOWN OF PALM BEACH

Town Manager's Office

## **FOR IMMEDIATE RELEASE**

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MEDIA CONTACT: Jay Boodheshwar, Deputy Town Manager  
Phone: 561-838-5410, Email: [jboodheshwar@townofpalmbeach.com](mailto:jboodheshwar@townofpalmbeach.com)

### **Town-wide Broadband Survey for Residents and Businesses**

**Palm Beach, FL** - The Town of Palm Beach has embarked on the development of a Fiber-Optic Feasibility Study to examine how we are currently served with broadband infrastructure, particularly focused on the services available to our community residents, businesses, and key Town services such as public safety. An essential objective is to confirm that Town residents, and businesses have access to the services they need and that they are competitively priced through a town-wide survey. In addition, the project will examine the types of broadband and wireless services our community will require in the future and develop a broadband plan that provides guiding principles to meet those needs. Over 1,000 communities nationwide have gone through a similar process and many have been able to greatly improve the quality of life for their residents, through better delivery of Town services, increased competition, reduced and stable pricing for services, while reducing the overall cost of service delivery by the Town.

Magellan Advisors, an international broadband and telecommunications planning firm, is conducting the Fiber Feasibility Study. Affordable, high-speed broadband services provide invaluable benefits to our community. Your participation is key in making sure we continue to be a world class leading community today and well into the future.

Please click on the relevant link below to complete the survey.

RESIDENTS: <https://www.surveymonkey.com/r/PalmBeachRES>

BUSINESSES: <https://www.surveymonkey.com/r/PalmBeachBiz>

If you choose not to complete the survey online but would like to participate, you can complete the attached survey of choice and return it to the Town Manager's Office.

-ends-

## **Residential Survey**

**\*\* Thank you for taking time to participate in the following Broadband Internet survey. This survey should take approximately 10 minutes to complete. Please provide as much information as possible for the greatest benefit of the project. \*\***

**The purpose of this survey is to inform the Town of Palm Beach of current Internet usage and needs in the area.**

**Please mail the completed survey to:**

**Town of Palm Beach  
Town Manager's Office  
PO Box 2029  
Palm Beach, FL 33480**

**Or fax to:**

**Attention: Jay Boodheshwar, Deputy Town Manager  
561-838-5411**

## Residential Information

\* 1. Do you currently have Internet service in your home?

Yes

No

## Current Internet Information

\* 2. What type of Internet service do you have at home? (check all that apply)

- Cable
- Dial-up
- Digital Subscriber Line (DSL)
- Fiber-Optic
- Fixed Wireless
- Mobile Wireless (Cellular)
- Satellite
- Provided by Landlord/building Owner
- Not sure
- Other (please specify)

\* 3. What is the best estimate of the cost of your home Internet connection per month?( Not including bundled services such as cable and telephone)

Less than \$20.00	\$20.00 to \$29.99	\$30.00 to \$49.99	\$50.00 to \$74.99	\$75.00 to \$99.99	\$100.00 to \$124.99	\$125.00 to \$149.99	\$150.00 to \$199.99	\$200.00+
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If more than \$200.00 per month, please specify how much:

If unknown please provide your ISP and the service package you subscribe to and we will try to estimate it

\* 4. Who is your Internet Provider(s)?

5. What is your contracted speed in Mbps. (Example 10Mbps/2Mbps)

Download:

Upload:

\* 6. Which services do you subscribe to with your current provider?

- Internet
- Telephone
- Cable TV
- Other (please specify)

\* 7. Please take at least one of the speed tests below and report the results from each one. Let the speed tests run for a few moments and then fill in the requested information.

SpeedOf.Me

OPTIONAL

Speedtest

SpeedOf.Me Upload Speed (Mbps):

SpeedOf.Me Download Speed (Mbps):

Speedtest Upload Speed (Mbps):

Speedtest Download Speed (Mbps):

\* 8. How many devices do you have in your home that connect to the Internet such as computers, iPads, tablets, cell phones, Kindles, iPods, TiVo, Xbox, PlayStation, etc.?

	1	2	3	4	5	6	7	8	9	10+
Number of Devices	<input type="radio"/>									

\* 9. Do you or any members of your household have a home based business?

- Yes
- No

\* 10. Do you or any members of your household telecommute? (occasionally or frequently work from home for an outside employer via the Internet)

- Yes
- No

\* 11. Do you or any members of your household perform schoolwork or training tasks at home via the Internet?

Yes

No

\* 12. How many times per month do you experience disruptions with your Internet? (ex: tried to get online but it wouldn't work, Internet page not loading or loading too slow...)

No disruption (0 times per month)

1-2 times per month

3-10 times per month

11-20 times per month

21 or more times per month

Other (please specify)

\* 13. Do storms disrupt your Internet connections?

Never

Occasionally

Often

Always

\* 14. Are your current Internet services fulfilling all of your needs?

Yes

No

Not Sure

If yes, how are they meeting your needs?

## Unsatisfactory Internet Reasons

\* 15. In what way is your Internet insufficient? (check all that apply)

- Not fast enough
- Unreliable
- Availability of options
- Price too high for received services
- Access to customer/technical support
- Lack of alternative Internet service if current Internet service has issues

Other (please describe)

\* 16. Are there any particular issues keeping you from improving your current Internet services? (check all that apply)

- Don't know who else can provide service in my area
- Don't have the technical skills necessary for upgrade
- Needed services not available
- Price for needed services too high or not competitive

Other (please describe)

## Ratings

\* 17. Please rate your current Internet services

	Poor	Fair	Good	Very Good	Excellent
Internet service only	<input type="radio"/>				
Other products and services	<input type="radio"/>				
Customer / Technical Support	<input type="radio"/>				
Price	<input type="radio"/>				
Reliability	<input type="radio"/>				
Speed	<input type="radio"/>				

## Why No Internet Service

\* 18. If you do not have Internet service at home, what is the NUMBER ONE reason why?

- Too expensive
- Slow connection in my area
- Not available in my area
- Don't know much about technology
- I have Internet at work, school, library, etc., and don't need it at home
- Other (please specify)

\* 19. If you use wireless devices, how important is having wireless services available in the Town for Palm Beach?

- Not important
- Somewhat important
- Moderately important
- Very important
- Extremely important

## Importance of Internet

\* 20. Do you consider high-speed Internet to be an essential service just as water and electricity are today?

- Yes
- No
- Not Sure

\* 21. On a scale from 1 to 5, how important is high speed Internet to you and members of your household?  
[1]=Unnecessary; [5]=Couldn't live without it

1	2	3	4	5
<input type="radio"/>				

\* 22. Having choices of multiple Internet providers is

- Not Important
- Somewhat Important
- Moderately Important
- Very Important
- Extremely Important

\* 23. How important is having bundled Triple-Play services from your Internet provider. ( Includes phone, cable television and Internet)

- Extremely important
- Very important
- Moderately important
- Somewhat important
- Not important

\* 24. Rank the following factors in order of importance when selecting an ISP (1=most important to 5=least important)

<input type="text"/>	Speed
<input type="text"/>	Customer/Technical Support
<input type="text"/>	Price
<input type="text"/>	Reliability
<input type="text"/>	Service Options (i.e. various speed levels, other services and products)

\* 25. If you were to move, how important is having high speed Internet available in the community or neighborhood of your choice?

- Not important
- Somewhat important
- Moderately important
- Very important
- Extremely important

## Additional Comments

26. What are your future anticipated needs for Internet services?

27. Please provide the physical address of your home even if you do not currently have Internet service (this information will not be publicized or sold to third parties or distribution lists).

Street Address:

City:

Zip Code:

28. Please share any additional comments regarding your Internet service that you feel are relevant.

## **Business Survey**

**\*\* Thank you for taking time to participate in the following Broadband Internet survey. This survey should take approximately 10 minutes to complete. Please provide as much information as possible for the greatest benefit of the project. \*\***

**The purpose of this survey is to inform the Town of Palm Beach of current Internet usage and needs in the area.**

**Please mail the completed survey to:**

**Town of Palm Beach  
Town Manager's Office  
PO Box 2029  
Palm Beach, FL 33480**

**Or fax to:**

**Attention: Jay Boodheshwar, Deputy Town Manager  
561-838-5411**

## Business Information

\* 1. Under which industry would you classify your business? (check all that apply)

- |  |   |
|--|---|
| <input type="checkbox"/> Agricultural and Farming            | <input type="checkbox"/> Hospitality / Food Services                      |
| <input type="checkbox"/> Arts, Entertainment, and Recreation | <input type="checkbox"/> Manufacturing                                    |
| <input type="checkbox"/> Construction                        | <input type="checkbox"/> Professional, Scientific, and Technical Services |
| <input type="checkbox"/> Educational Services                | <input type="checkbox"/> Real Estate, Rental and Leasing                  |
| <input type="checkbox"/> Finance and Insurance               | <input type="checkbox"/> Retail Trade                                     |
| <input type="checkbox"/> Healthcare / Social Assistance      | <input type="checkbox"/> Transportation and Warehousing                   |
| <input type="checkbox"/>                                     |   |

Other (please specify)

\* 2. Do you currently have Internet service at your place of business?

- Yes  
 No

\* 3. How many employees does your business have? (Town of Palm Beach locations ONLY)

1-10     11-25     26-50     51-75     76-100     More than 100

Employees

If more than 100 employees, please indicate number

4. If your business has locations beyond Palm Beach, what is your total employment?

1-10     11-25     26-50     51-75     76-100

Employees

If greater than 100, please specify.

## Internet Information

\* 5. What type of Internet service do you have at your business? (check all that apply)

- Cable
- Dial-up
- Digital Subscriber Line (DSL)
- Fiber-Optic
- Fixed Wireless
- Mobile Wireless (cellular)
- Satellite
- Provided by Landlord/Building Owner
- Not Sure
- Other (please specify)

6. What do you currently pay for your total Internet service per month? (not including bundled services such as cable and telephone)

	Less than \$50	\$50 - \$99	\$100 - \$249	\$250 - \$499	\$500 - \$999	\$1000- \$2999	\$3000- \$4999	More than \$5000
Internet cost per month	<input type="radio"/>							

If more than \$5000.00, please specify amount

\* 7. Who is your Internet Service Provider(s)? (list all providers separated by commas)

## Speed Test

8. What is your contracted speed in Mbps - Download/Upload (Example 10Mbps/2Mbps)

Download:

Upload:

\* 9. Please take at least one of the speed tests below and report the results from each one. Let the speed tests run for a few moments and then fill in the requested information.

SpeedOf.Me

OPTIONAL

Speedtest

SpeedOf.Me Upload Speed (Mbps):

SpeedOf.Me Download Speed (Mbps):

Speedtest Upload Speed (Mbps):

Speedtest Download Speed (Mbps):

\* 10. Which services do you subscribe to with your current provider?

Internet

Telephone

Cable TV

Other (please specify)

## Internet Service

\* 11. How many times per month do you experience disruptions with your Internet service? (ex: Tried to get online but it wouldn't work, Internet pages not loading or loading too slowly...)

- No Disruption
- 1-3 times per month
- 3-10 times per month
- 11-20 times per month
- 21 times or more per month

Other (please explain)

\* 12. Do storms disrupt your Internet connections?

- Never
- Occasionally
- Often
- Always

13. If your business is experiencing daily disruptions, please indicate your business hours, what hours your service is being affected, the average time your service is being affected, the nature of the disruption, your attempts to resolve the problem (i.e., contacting your ISP, switching to other ISPs, etc.) and any other information you care to share regarding the disruptions, their effects, costs, etc.

\* 14. Are your current Internet services fulfilling all of your business needs?

Yes

No

Not Sure

Other (please specify)

## Reasons Internet May Be Insufficient

\* 15. In what way is your Internet insufficient? (check all that apply)

- Not Fast Enough
- Unreliable
- Availability Of Options (e.g. Services, Bandwidth, Speed)
- Price Too High For Received Services
- Access To Customer/Technical Support
- Lack of alternative Internet service if current Internet service has issues
- Redundancy
- Latency

Other (please explain)

\* 16. Are there any particular issues keeping you from improving your current Internet services? (check all that apply)

- Don't know who else can provide service in my area
- Don't have the technical skills necessary for upgrade
- Impact on business in changing providers not worth it
- Needed services not available
- Price for needed services too high or not competitive

Other (please explain)

## Ratings

\* 17. Please rate your current Internet services

	Poor	Fair	Good	Very Good	Excellent
Internet Services Only	<input type="radio"/>				
Other Products and Services	<input type="radio"/>				
Customer / Technical Support	<input type="radio"/>				
Price	<input type="radio"/>				
Reliability	<input type="radio"/>				
Speed	<input type="radio"/>				

## View of Internet Need

\* 18. Do you consider high-speed Internet to be an essential service just as water and electricity are today?

Yes

No

Not Sure

Other (please specify)

\* 19. How important is it for your business to have multiple choices of Internet providers?

Not important

Somewhat important

Moderately important

Very important

Extremely important

\* 20. Rank the following factors in order of importance when selecting an ISP (1=most important to 5=least important)

<input type="text"/>	Speed
<input type="text"/>	Customer/Technical Support
<input type="text"/>	Price
<input type="text"/>	Reliability
<input type="text"/>	Service Options (i.e. various speed levels, other services and products)

21. If you use wireless devices, how important is having wireless services available in the Town of Palm Beach?

- Not important
- Somewhat important
- Moderately important
- Very important
- Extremely important

\* 22. If contemplating whether to relocate to an area or expand your current business, how important is having high speed Internet?

- Not important
- Somewhat important
- Moderately important
- Very important
- Extremely important

23. Do you have any future anticipated Internet needs for your business? If so, please explain.

24. Please share any additional comments regarding your Internet service that you feel are relevant.

## End of Survey

25. Please provide the physical address of your business even if you do not currently have Internet service (this information will not be publicized or sold to third parties or distribution lists). This information will solely be used to determine the availability of broadband in Palm Beach.

Business Name

Street Address

Suite/Room

City

Zip Code