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2019 River Valley Broadband Initiative – General Survey Findings

- **30% increase in responses over 2014.** 12% increase in number of respondents answering from home, and there was a doubling of the percentage answering on a mobile device.
- 40% of respondents indicated they had some problems getting online and the **largest challenge was the ability to stay connected at a productive speed.** Issues with reliability and repair were cited for both Windstream and Mediacom
- Changes in respondent uses were most pronounced for home usage. **Most home users now shop online and many pay bills and track finances online.** There has been a noticeable increase in home users accessing news through the internet and social media usage. Top business uses remained the same: email, research and uploading of documents and photos.

2019 USAGE AT HOME:	2014 USAGE AT HOME
1.SHOPPING	1.EMAIL
2.SOCIAL MEDIA	2.SHOPPING
3.NEWS	3.RESOURCE - ENCYCLOPEDIA/DICTIONARY
4.EMAIL	4.MAPS
5.PAY BILLS/ ONLINE BANKING	5.SOCIAL MEDIA
6.MAPS	6.NEWS
7.UPLOAD DOCS/PHOTOS	7.PAY BILLS/ONLINE BANKING
8.LOOK UP PHONE NUMBERS	8.TRACK USAGE OF FINANCE/PHONE
9.RESEARCH	9.RESEARCH
10.TRACK FINANCES/ PHONE USAGE	10. UPLOADING DOCS/PHOTOS

- Many respondents indicated they were confident in their ability to use the technology available to them, with **seniors expressing the most hesitancy about their ability.** Respondents generally indicated interest in ongoing technical education and specifically called out **website design, financial analysis tools, excel and other data analytics assessments.**
- **Almost 20% of the respondents do not know what type of internet service they have.** In both 2014 and 2019 7% indicate they are served by fiber. More than 40% of respondents are accessing the internet using DSL and the incumbent phone providers.
- The largest number of responses came from Cuthbert (61), Montezuma (19), Oglethorpe (12), Fort Gains (11), Richland (10), Americus (8), Lumpkin (8) and Shellman (8)
- **More than 55% of the respondents were over 60 in 2019.** In 2014 60% of the respondents were under 60

“No internet except super slow and very spotty HughesNet for two largest businesses in the county.” – survey respondent

- Respondents general survey comments said they are **choosing not to live in places where there is no highspeed internet, that the ability to efficiently manage or expand their business is being impacted, that local promotion is difficult if there are no local websites, that the region has to be connected to lift the area out of poverty, that patients and medical professionals are having a hard time ensuring quality healthcare in places that are not well connected, young families with children and parents pursuing continuing education are struggling to maximize their education opportunities with limited speeds and access.**