

March 30, 2023

## Hidalgo County Broadband Improvement Study | Public Engagement Overview

Dear Hidalgo County Judge and Commissioners,

CobbFendley and its partners, along with input from County officials, developed a public survey and speed test to be distributed throughout the community and gain key insights regarding internet availability in Hidalgo County. The data collected in this survey will be utilized in the Broadband Feasibility Study to contextualize the need for improving access to affordable, reliable high-speed internet in Hidalgo County.

The survey will be hosted through an online survey platform called Survey123. The QR code links directly to the survey platform and it will also be posted on the County's website. In order to help spread the word about the survey, flyers (see attached) will be distributed throughout the community. The consultant team will also be conducting door-to-door surveys in sample areas to have a robust and diverse survey set.

If approved, the survey will be made available from April 5, 2023 – June 4, 2023. The findings of the survey will be summarized in the report and any relevant data will also be submitted to the state as they work to refine the State Broadband Availability Maps in Fall 2023.

Thank you and we look forward to engaging in this effort on behalf of Hidalgo County.

Sincerely,

Melissa Beaudry

**MELISSA BEAUDRY**

Project Manager

 **CobbFendley**

**We Collaborate. We Commit. We Build Communities.**

Flyer to be distributed (English/Spanish on each side)



HELP HIDALGO COUNTY BRING

# RELIABLE & AFFORDABLE INTERNET

TO YOUR COMMUNITY

MAKE SURE YOUR VOICE IS HEARD!

 SCHOOL  TELEHEALTH  WORK



DEADLINE: JUNE 4



[tinyurl.com/HidalgoInternet](https://tinyurl.com/HidalgoInternet)

SCAN THE QR CODE WITH YOUR PHONE TO TAKE THE SURVEY

 CobbFendley  
 BROWNSTONE CONSULTANTS

## Hidalgo County Internet Survey Questions (English/Spanish translations available)

### Location Details

- 1) What is your home address? \*Please include city, state, and zip code
- 2) Do you have a home internet connection?
  - Yes (moves to Question 3)
  - NoWhy do you not have a home internet connection with a local service provider?
  - Not Affordable
    - For more information and to see if you qualify for a monthly rebate to help with your internet bill through the Affordable Connectivity Program please visit:  
[Home - ACP - Universal Service Administrative Company \(affordableconnectivity.gov\)](https://affordableconnectivity.gov)
  - Not Available
  - Other
- 3) Who is your current internet service provider (ISP)?  
(drop down with known providers and fill in the blank)

- 4) How much do you pay per month for internet?
- 0-25,
  - 25-50,
  - 50-75,
  - 75-100,
  - 100-125,
  - 125+
- 5) Do you participate in the Affordable Connectivity Program? For more information visit: [Home - ACP - Universal Service Administrative Company \(affordableconnectivity.gov\)](#)
- Yes
  - No
- 6) How many people on average use the internet at this address on a daily basis?
- 1-2,
  - 3-5,
  - 6 or more
- 7) How do you currently use the internet at home? (Check all that apply)
- Remote Work (employed or self-employed)
  - Tele-Health for healthcare needs
  - Entertainment (Streaming, social media, etc.)
  - Education/School
  - Other (Please specify)
  - None of the Above
- 8) Do you work remotely from home full-time, hybrid / as-needed?
- No
  - Yes, Full-time
  - Yes, Hybrid
  - Yes, As-Needed
- 9) How would you rate the following factors related to internet connectivity in your area?
- Internet Provider Options. Very Poor, Poor, Neutral, Good, Excellent, N/A
  - Internet Availability & Coverage. Very Poor, Poor, Neutral, Good, Excellent, N/A
  - Internet Pricing. Very Poor, Poor, Neutral, Good, Excellent, N/A
  - Internet Reliability. Very Poor, Poor, Neutral, Good, Excellent, N/A
  - Internet Speed. Very Poor, Poor, Neutral, Good, Excellent, N/A
- 10) Are you currently connected to your home internet connection on this device?
- Yes
  - No

*If yes, take to Speed Test page*

*If no, take to email page (look into text messaging capabilities)*

## **Speed Test**

Click the link below and press the "GO" button on the screen. Once the speed test is complete, it will generate Download, Upload and Ping speeds. Enter the values shown, rounding up to the nearest whole number, into the corresponding box for each data point."

- 11) What is your current internet download speed (Mbps)? \*Check your download speed at <https://www.speedtest.net>
- 12) What is your current internet upload speed (Mbps)? \*Check your upload speed at <https://www.speedtest.net>
- 13) What is your current ping reaction time (ms)? \*Check your ping time at <https://www.speedtest.net>