

COUNTY OF ULSTER
OFFICE OF ECONOMIC DEVELOPMENT
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KINGSTON, NEW YORK 12402

MICHAEL P. HEIN
County Executive

SUZANNE HOLT
Director



Telephone: 845-340-3556

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October 27, 2016

Re: Ulster County Broadband Survey

Dear Ulster County Resident/Business Owner,

County Executive Hein is working to ensure that Ulster County residents and business owners have sufficient internet to accomplish necessary tasks. It is our understanding that internet services vary widely throughout the County. The purpose of this survey is to gain knowledge and insight into the internet service issues you are facing, so that we can determine how we may be able to help.

The link below is to a 10 – 15 minute online survey that will enable us to better understand your individual broadband needs. To complete this survey with our staff or if you have questions while completing the survey, please call Chris Fury at (845) 802-7945 or email cfur@co.ulster.ny.us. If you would prefer to complete it yourself, click on this link - <https://goo.gl/forms/i3AV6NI4fId26Jz22>.

Please note that any responses received through the online survey are considered confidential and will be used only in aggregate form. Your individual responses will not be shared with any third party.

Thank you for your time.

Sincerely,

Suzanne Holt

Survey Instructions:

To access the survey, click on the following link or copy and paste it into your internet browser:

<https://goo.gl/forms/i3AV6NI4fld26Jz22>

Step 1 – The first page requires some basic contact information. Questions with a red asterisk (*) require a response.

NOTE: The first page asks for your address. Please enter the address of the location for which you are providing responses, which may be different from the location where you are while filling out the form.

Understanding Broadband Access in Ulster County

We all understand that high-speed internet access is a necessary tool for individuals and businesses to participate in our economy and our society. In Ulster County, there remain many locations without adequate access to broadband. Kindly take a few moments to complete this survey to share your needs and preferences.

If you wish to provide additional comments or feedback, please send an email to ced@co.ulster.ny.us or call Chris Fury at 845-802-7945.

* Required

Your first name *

Your answer

Your last name *

Your answer

Your phone number

Click “Next” at the bottom of each screen to proceed to the next set of questions.

Step 2 – The next page asks whether or not you currently have internet service. Depending on the answer you will be directed to a new page with a series of questions.

- If you **currently have no internet service**, you will then be asked about your internet service needs. Please fill this section out to the best of your knowledge.
- If you **do currently have internet service** you will be asked to provide details about your current service.

Step 3 - If you are unaware what your current download and upload speeds are, please go to <http://www.speedtest.net/?r=f> to obtain the necessary information.

On the speed test page, click “Begin Test”.

You may have to wait a few minutes for the results but they will eventually be displayed as you see in the screenshot here, in the upper right hand corner:

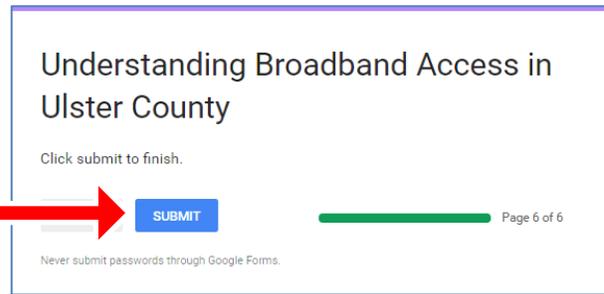
In this example, the download speed is 68.05 Mbps and upload speed is 68.21 Mbps. This is only an example; please enter the results of your speed test in the survey.

Step 4 – The remaining questions ask about your desired internet speeds and some of the issues you may be having with your service. Please provide us with enough detail to fully understand your issues.



Step 5 - Please continue to the end of the survey and click "Submit".

NOTE: Your responses will not be transmitted to us unless you click "Submit" on the final page of the survey.



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Click submit to finish.

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Never submit passwords through Google Forms.