

St. Johns County Community Broadband Survey Report
December 2022

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1. Introduction

This St. Johns County Community Broadband Survey Report was prepared as part of the Local Technology Planning Team process being undertaken by the St. Johns County Department of Economic Development, in accordance with State of Florida Department of Economic Opportunity guidelines that were developed to enhance the understanding of current broadband availability and identify unserved businesses and residents. This report provides overall response data for 12 questions that were presented in an online survey, which was open to all public participants from November 25th to December 7th of 2022. For additional information please contact David Kiernan at dkiernan@sjcfl.us.

2. Respondent Location

There were 124 responses to this question including one (1) from outside St. Johns County. The top response was 32145 - Hastings and Flagler Estates (29 responses, 23.4%). Zip Code 32084 (St. Augustine), Zip Code 32259 (Fruit Cove), and Zip Code 32092 (Northwest St. Johns, South of Fruit Cove) each accounted for between 12% and 13% of responses.

Table 1. Respondent Location

Zip Code	Location	Number of Respondents	% of Respondents
32145	Hastings/Flagler Estates	29	23.4%
32084	St. Augustine	16	12.9%
32259	Fruit Cove	16	12.9%
32092	Northwest St. Johns, South of Fruit Cove	15	12.1%
32086	Matanzas Area	12	9.7%
32080	Anastasia Island	11	8.9%
32082	Ponte Vedra Beach	9	7.3%
32095	North St. Augustine	7	5.6%
32033	Elkton	4	3.2%
32081	Nocatee	4	3.2%
32223	Mandarin (Duval County)	1	0.8%

3. Question 7: How do you access the internet at home?

There were 127 respondents to this question. The top response was Cable Modem (50 responses, 39.7%) and Cellular Data Plan was second (45 responses, 35.4%). Fiber-optic also had a high response rate (28 responses, 22%). Three (3) responses indicated that there was no internet access at home.

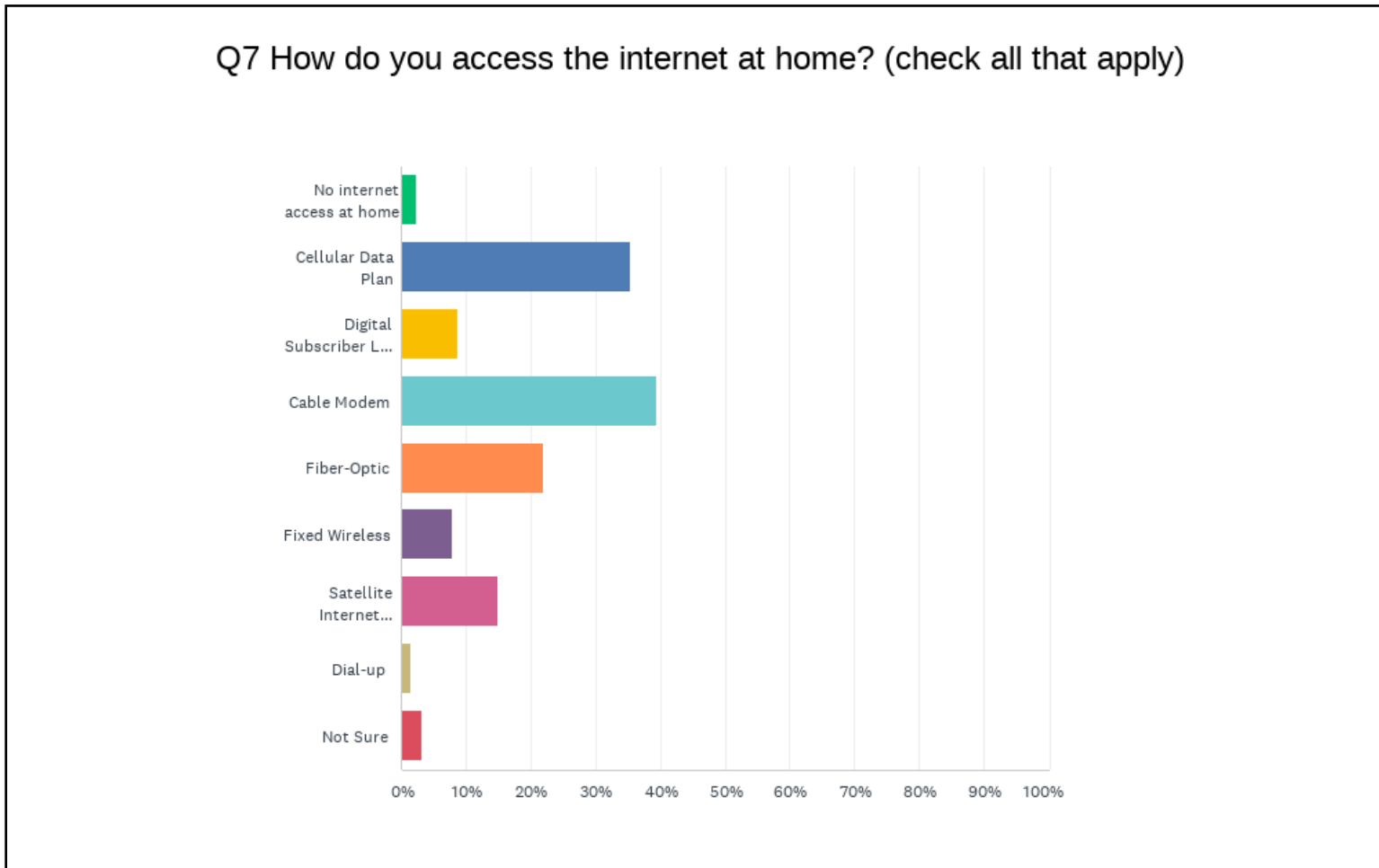


Figure 1. Accessing the Internet

4. Question 8: If you do not have internet access at home, what is the main reason for that?

There were 16 responses to this question. The top response was Not Available in My Area (10 responses, 62.5%) and Too Expensive was second (5 responses, 31.3%). Internet Too Slow was the only other response (3 responses, 18.8%).

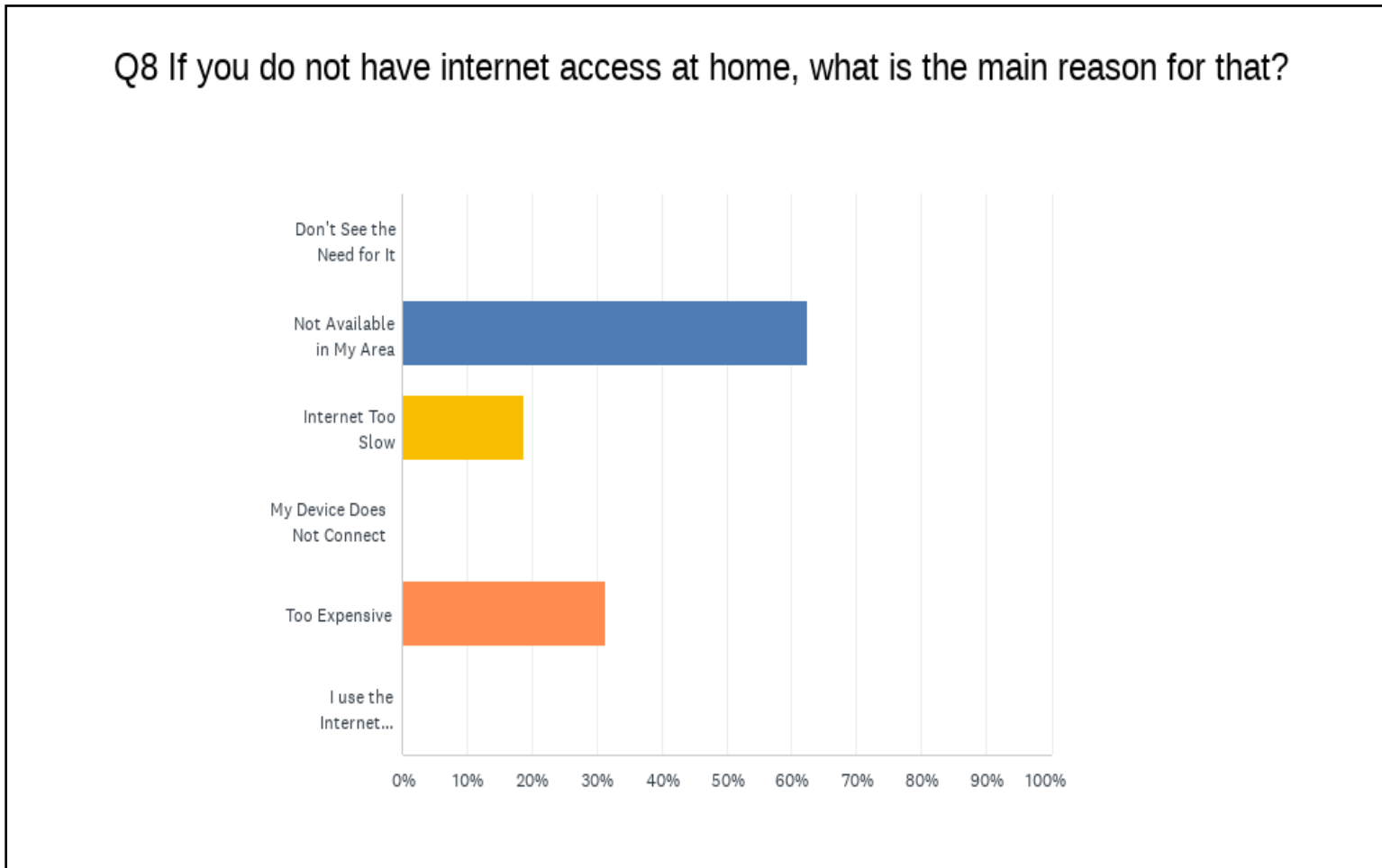


Figure 2. Reasons for Lack of Internet Service

5. Question 9: Which company do you purchase internet service from, at your home?

There were 101 responses to this question. The top response was Xfinity by Comcast (49 responses, 48.5%) and AT&T Internet was second (43 responses, 42.6%). Other responses included Kinetic by Windstream (6 responses, 5.9%) and Verizon (3.0%).

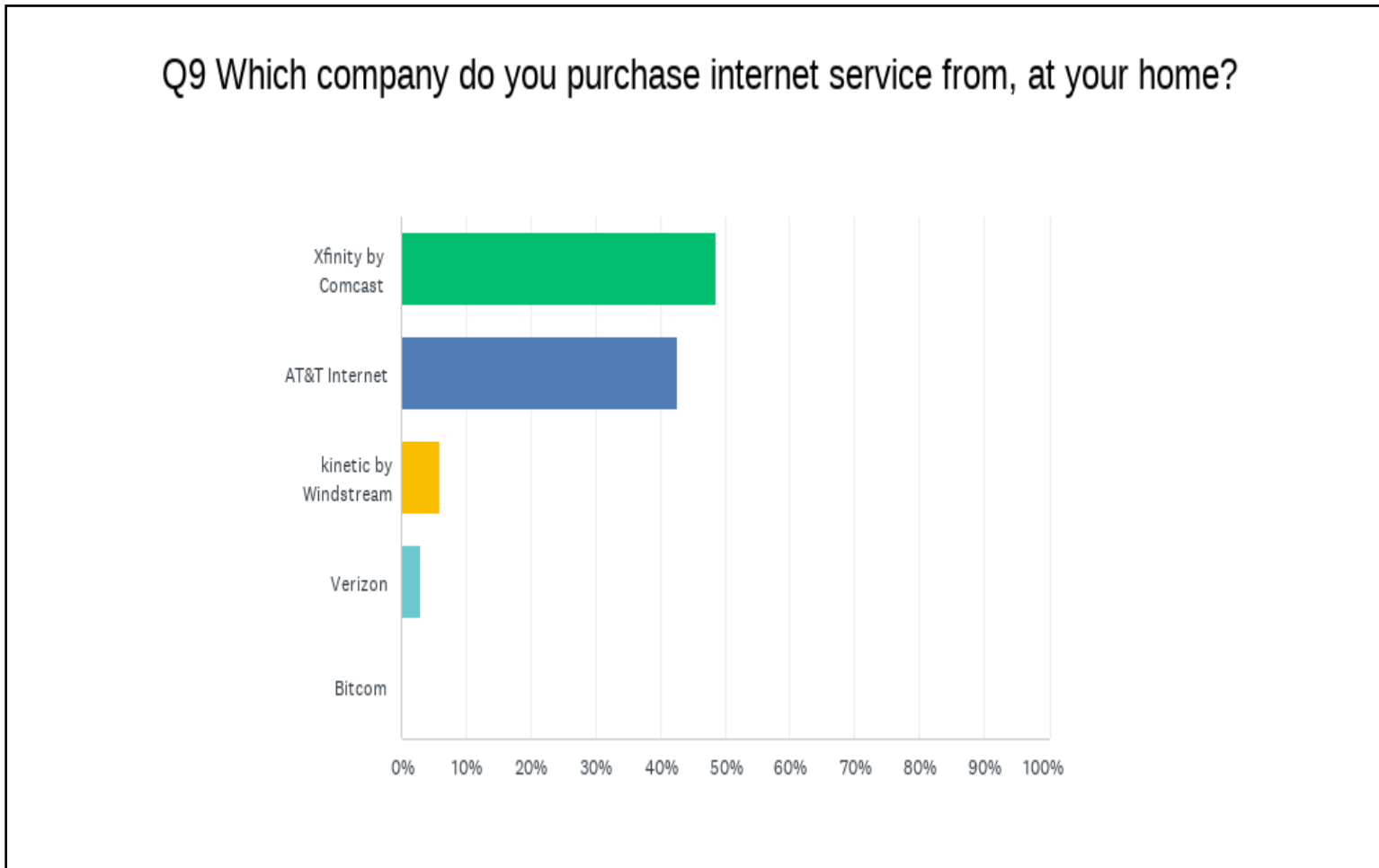


Figure 3. Service Provider

6. Question 10: How satisfied are you with your current internet access?

There were 126 responses to this question. The top response was Satisfied (32 responses, 25.4%) and Somewhat Satisfied was second (28 responses, 22.2%). Very Dissatisfied (18 responses, 14.3%), Somewhat Dissatisfied (16 responses, 12.7%), and Very Satisfied (14 responses, 11.1%) also had high response rates.

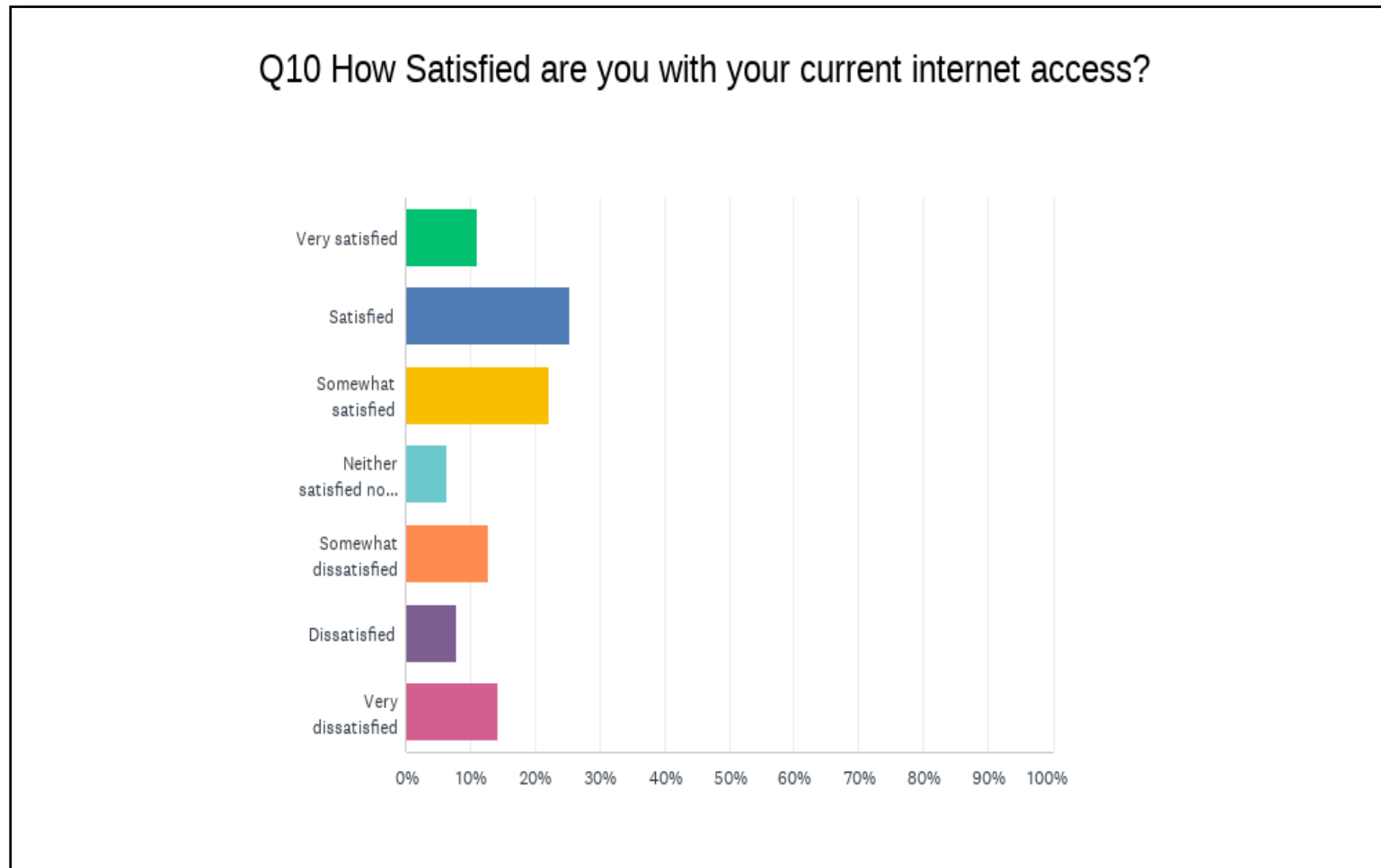


Figure 4. Internet Access Satisfaction

7. Question 11: Please identify the digital devices you could use to access the internet from your home.

There were 126 respondents to this question. The top response was Smart Phone (123 responses, 97.6%) and Laptop was second (110 responses, 87.3%). Tablet-E-reader (96 responses, 76.2%), Smart TV (96 responses, 76.2%), Streaming Device (74 responses, 58.7%), and Desktop (63 responses, 50.0%) also had high response rates.

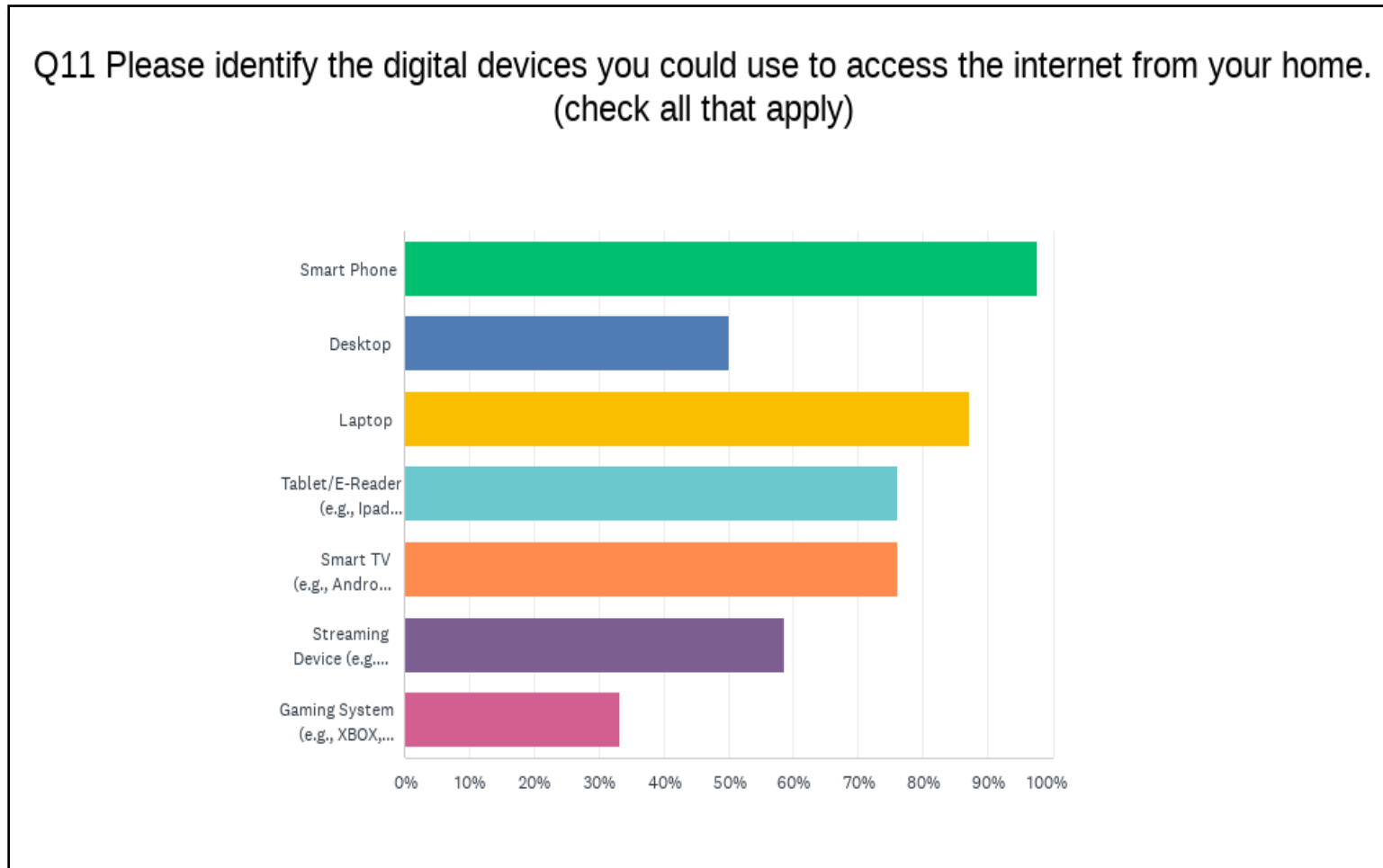


Figure 5. Digital Devices for Internet Access

8. Question 12: What do you pay monthly for your service?

There were 126 responses to this question. The top response was Between \$101 and \$150/month (34 responses, 27.0%) and Between \$50 and \$75/month was second (32 responses, 25.4%). Between \$76 and \$100/month (25 responses, 19.8%), Less Than \$50/month (13 responses, 10.3%), and Between \$151 and \$200/month (12 responses, 9.5%) also had high response rates.

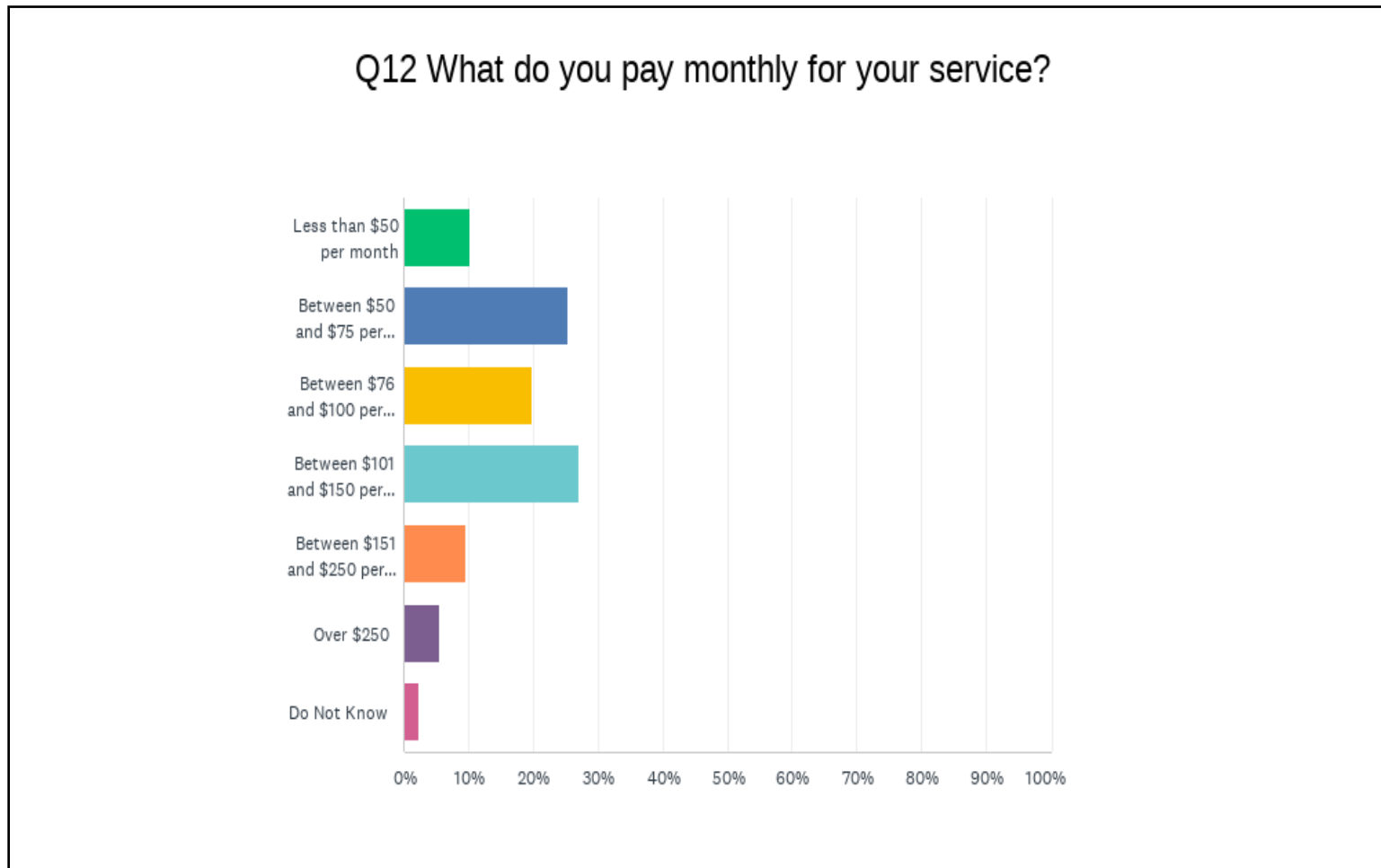


Figure 6. Cost of Internet Service

9. Question 13: What download speed do you purchase from your internet service provider?

There were 124 responses to this question. The top response was 100+ Mbps (44 responses, 35.5%) and Do Not Know was second (32 responses, 25.8%).

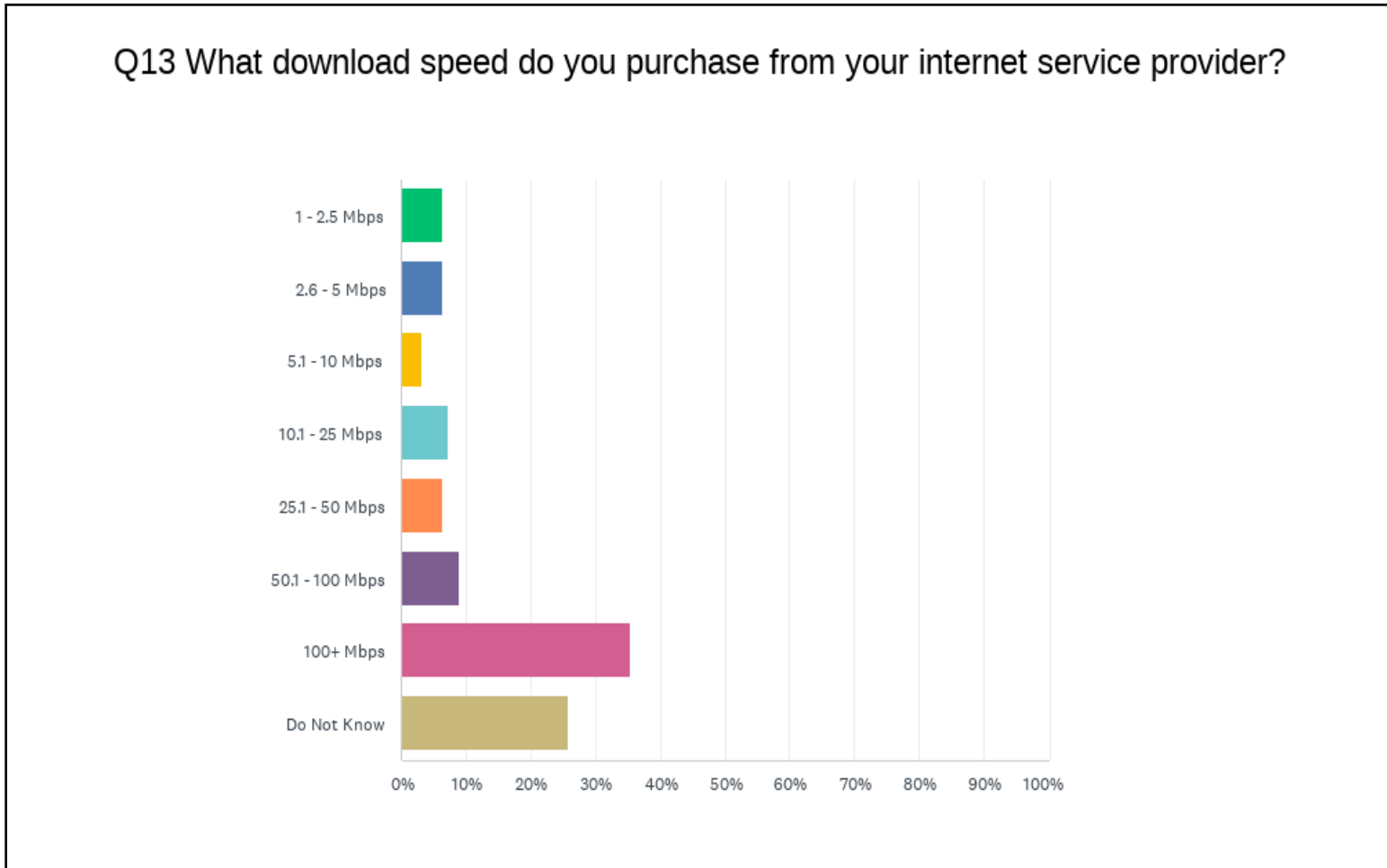


Figure 7. Download Speeds Purchased

10. Question 14: Please indicate the age range of primary users of internet service at your home.

There were 127 respondents to this question. The top response was 65+ Years (51 responses, 40.2%) and Between 41-54 Years was second (37 responses, 29.1%). Between 55-64 Years (33 responses, 26.0%), School Aged Children (K-8th grade) (26 responses, 20.5%), and Between 26-40 Years (26 responses, 20.5%) also had high response rates.

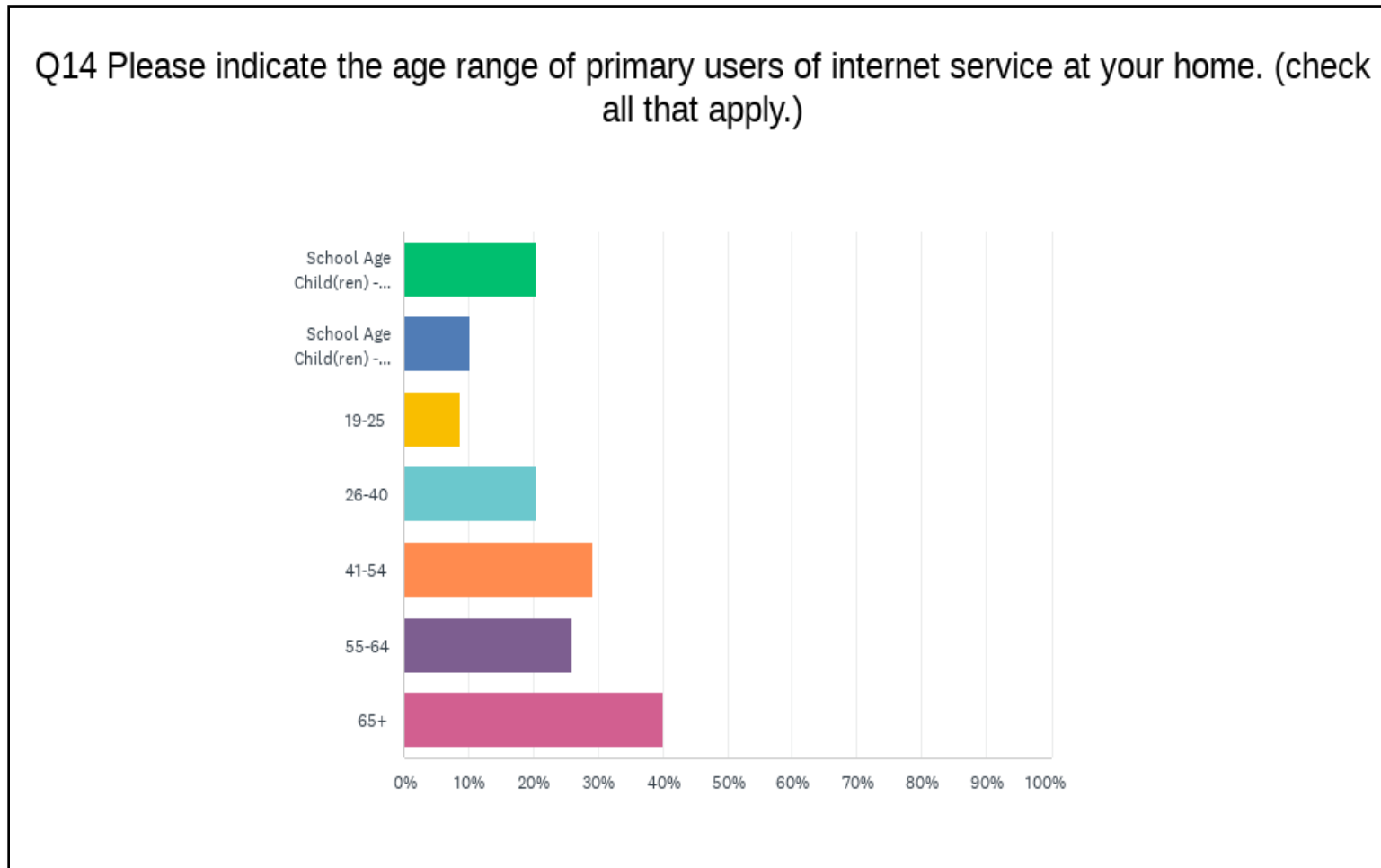


Figure 8. Age of Primary Users

11. Question 15: Would a member or members of this residence take online classes if sufficient high-speed internet service were available and affordable?

There were 124 responses to this question. Most responses (72, 58%) indicated that a member of the residence would take online classes if sufficient high-speed internet service were available, while 52 responses (42%) indicated they would not.

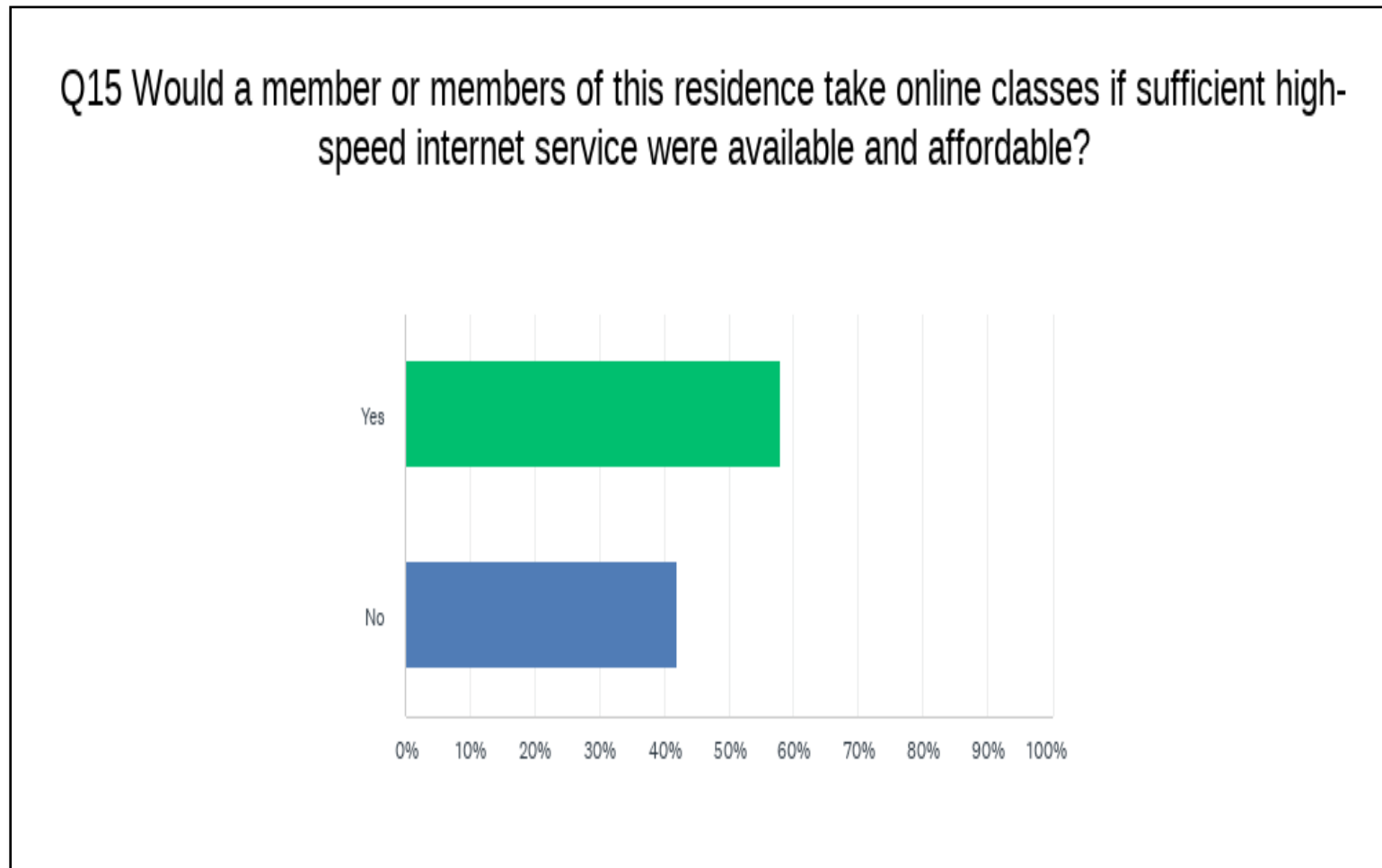


Figure 9. Online Courses

12. Question 16: Please indicate what you use the internet for at home.

There were 126 respondents to this question. The top response was Basic Email and Web Browsing (121 responses, 96.0%) and Streaming Video was second (113 responses, 89.7%). Downloading Video (78 responses, 61.9%), Complex Telecommuting (62 responses, 49.2%), and Online Gaming (42 responses, 33.3%) also had high response rates.

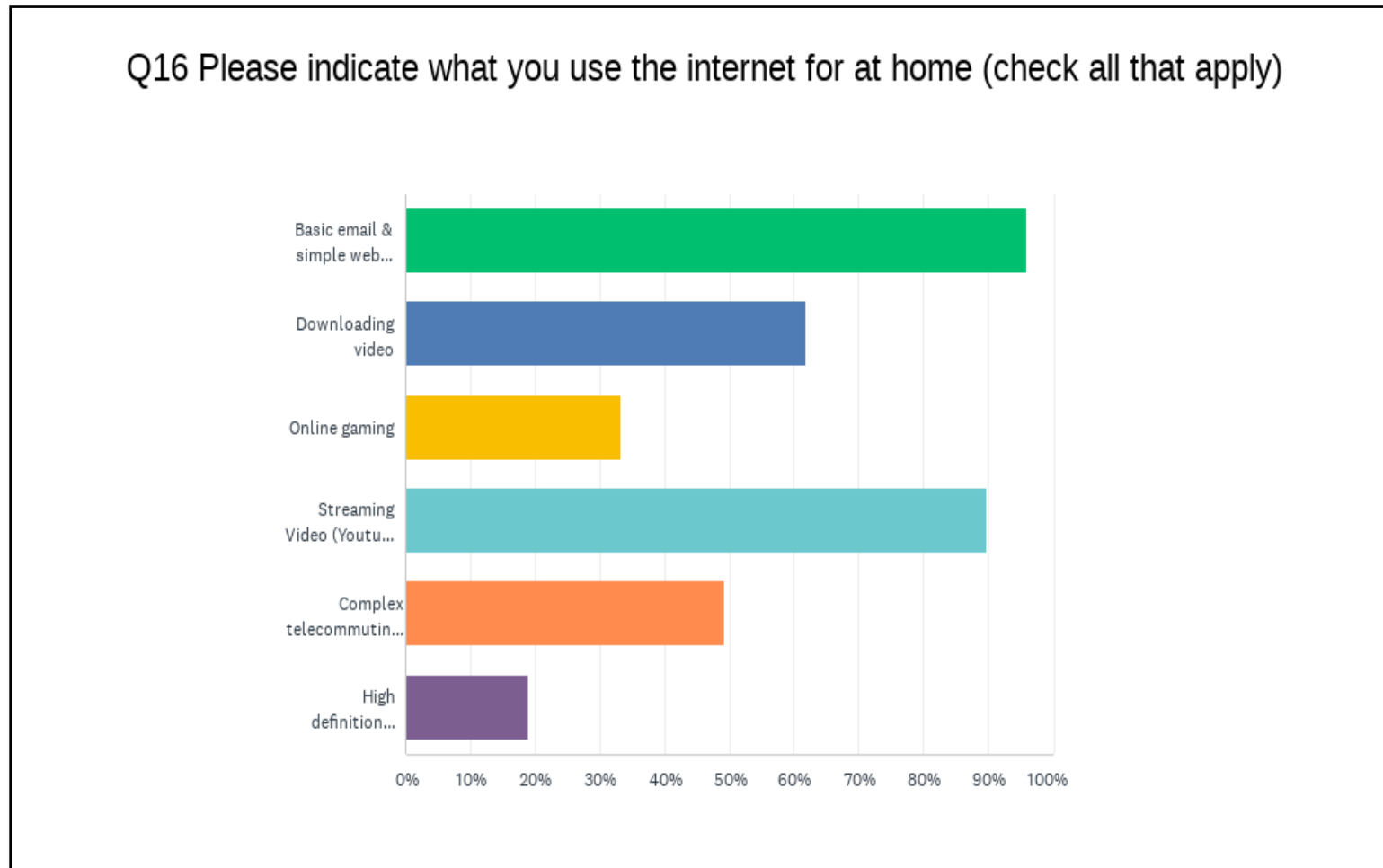


Figure 10. Purpose of Internet Use

Q17 Please add any additional information that you would like to share on this topic.

Answered: 39 Skipped: 88

#	RESPONSES	DATE
1	We would love to have better internet in our area. Our unlimited data from Viasat runs out in 2 to 3 weeks and we only watch a few TV shows and look at our I pads. We are not too happy for the price. Starlink has a waiting list and costs \$600. Not a good option.	11/6/2022 4:57 PM
2	Hughes Net is the only available service on our road. Waiting for Starlink to be available, so far the wait has been 5 months and was told it would be available sometime in 2023. My student can't do work online in a timely manner as Hughes net is so slow, the next package available is out of our price range, and reports from others with the next package up say it is still too slow.	11/2/2022 2:56 PM
3	Community HOA has a contract with vendor & our cost is included in monthly HOA fee.	11/2/2022 11:24 AM
4	I think St Johns County should invest in a community owned fiber-optic network. Companies like ATT, Verizon, and Xfinity are way too greedy with their prices for what is essentially a necessity in the modern, connected era. Other communities have public broadband and have been wildly successful, such as Chattanooga, Tennessee. Current providers essentially have a monopoly on the connectivity in the area, and this limits the choices consumers have. Proposing a community broadband network is going to get serious pushback from these companies, as it cuts into their profits, but has shown to be more affordable and often loved by their communities. This would drive investment, and provide more options for residents to choose from, forcing competition from established companies and ultimately being a win for consumers!	10/31/2022 2:27 PM
5	Internet providers should not be allowed to monitor activity of their customers. Xfinity does this and should don't be allowed to do it. My VPN will not activate as a result of the monitoring that Xfinity does. Due to the limited number of providers in the area, Xfinity operates like a utility and rules/laws should be imposed to prohibit monitoring of their customers.	10/30/2022 9:33 AM
6	Very unhappy with comcast	10/27/2022 5:24 PM
7	We need internet in Flagler Estates!! Stop Neglecting SW St. Johns county, our taxes are going up and we do not even have internet or paved roads. We have to get our ducts cleaned very month from DUST from people driving too fast on dirt roads. Everything in 2022 is done on the internet, we have no access to the modern world, satellite is too slow to do anything on it!!	10/27/2022 2:17 PM
8	Hughes is better than att, but not much!	10/27/2022 7:43 AM
9	Internet is too expensive and monopolized	10/26/2022 9:06 PM
10	Needs more internet service's on the areas	10/26/2022 4:13 PM
11	I am enrolled in online schooling and my Xfinity)Comcast service keeps timing out. I have to go to the library or a cafe to be able to get uninterrupted service. Called Xfinity about it and all they want to do is sales not actually help with the service we have.	10/26/2022 4:03 PM
12	Internet ok but cuts in/out off and on. ♀	10/26/2022 2:45 PM
13	Remote access with employer	10/26/2022 11:22 AM
14	Comcast is the only provider available in my area. I would like to see more options for internet.	10/26/2022 11:04 AM
15	I would like to see more options such as Xfinity here for cable TV and high speed internet packages which have the option to include cell phone plans. High speed internet wiring has been put out here but that's it.	10/26/2022 10:51 AM
16	Cell service is not reliable at my address.	10/26/2022 10:26 AM

17	I wish we could have fiber optic internet	10/26/2022 10:03 AM
18	We need internet in our area!	10/26/2022 9:44 AM
19	We need more isps in the area	10/26/2022 8:25 AM
20	We are waiting for ATT fiber. They are installing Comcast fiber in our neighborhood.....so we wait. :-)	10/26/2022 8:21 AM
21	The cost I selected encompasses both Xfinity (\$121) and T-Mobile (\$50)	10/26/2022 8:18 AM
22	tried several sat alite companies and they were all inferior. Star Link is the best, but expensive. Flagler Estates needs cable.	10/26/2022 7:52 AM
23	Download speeds on Anastasia Island are appalling. We pay the same cost as people on the other side of the bridges for *significantly* slower download.	10/26/2022 7:04 AM
24	I work full time from home office and high speed internet is essential.	10/26/2022 5:39 AM
25	The horrible internet available in our area makes it difficult for kids to do distance learning	10/26/2022 4:39 AM
26	More wireless ISP's (i.e. Starlink) would be nice. Right now we only have two choices. That being said, I would not want to see any infrastructure disruptions just to add a third wired provider.	10/26/2022 12:39 AM
27	AT&T needs to add fiber to our area.	10/25/2022 9:31 PM
28	I have to have an internet connection to monitor cameras and digital thermostat as I work out of state and have cats. This is my only option for internet and it is too expensive, way too expensive. Before I got this job, I just used my phone's hot spot for my tablet and made due because of the price, not I have no choice. We need competitive companies so we don't have to overpay a monopoly.	10/25/2022 7:49 PM
29	We are currently using dish for tv and Verizon mifi for internet. It's slow and not consistent.	10/25/2022 7:27 PM
30	I use it for business, it's ridiculously slow and can jeopardize my employment. We need fiber optic in this area . I pay way to much for simple dial up	10/25/2022 7:26 PM
31	Need more competition from the big internet companies.	10/25/2022 6:45 PM
32	Work from home, ie architectural and rendering softwares, and data analytics software	10/25/2022 6:28 PM
33	The service is spotty, off and on many times a day. There are places along A1A north highway that there is zero service.	10/25/2022 6:15 PM
34	In 2022 no one should be without internet. The way times are you can not access forms, get help or anything without having access.	10/25/2022 4:29 PM
35	Permanent work from home	10/25/2022 4:27 PM
36	Satellite service is not currently a viable option; cable is not high speed and Xfinity is not available in our area. Regular cellular service is limited and spotty. Cellular companies have been unresponsive to requests to upgrade the service in our area despite multiple requests for years.	10/25/2022 4:19 PM
37	It would be nice to have some competition in our neighborhood. Only AT&T is available.	10/25/2022 4:18 PM
38	AT&T says fiber is coming to area but still haven't seen it. Also use internet for sending and receiving work assignments and products	10/25/2022 2:58 PM
39	Would like to be able to have more options that just AT@T	10/25/2022 2:56 PM