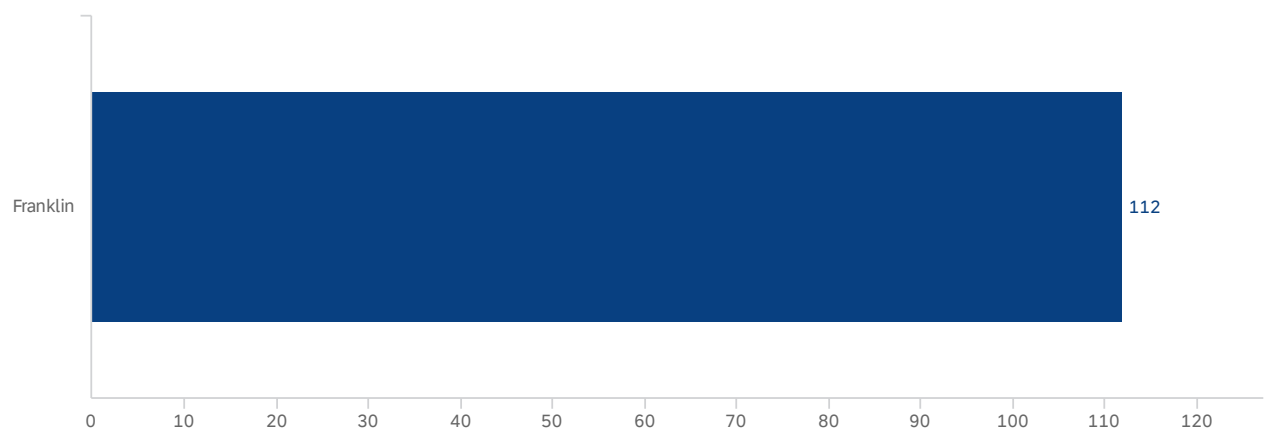


# Franklin

NC ODEL DE Survey-Spring 2023

June 18, 2025 11:27 AM EDT

Q2.1 - In which county do you live?



#	Field	Choice Count	
35	Franklin	100.00%	112

Showing rows 1 - 1 of 1

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	In which county do you live?	35	35	35	0	0	112



## Q2.2 - What is your 5-digit Zip Code?

What is your 5-digit Zip Code?

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27882

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What is your 5-digit Zip Code?

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27882

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What is your 5-digit Zip Code?

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What is your 5-digit Zip Code?

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What is your 5-digit Zip Code?

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What is your 5-digit Zip Code?

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27549

27525



What is your 5-digit Zip Code?

27596

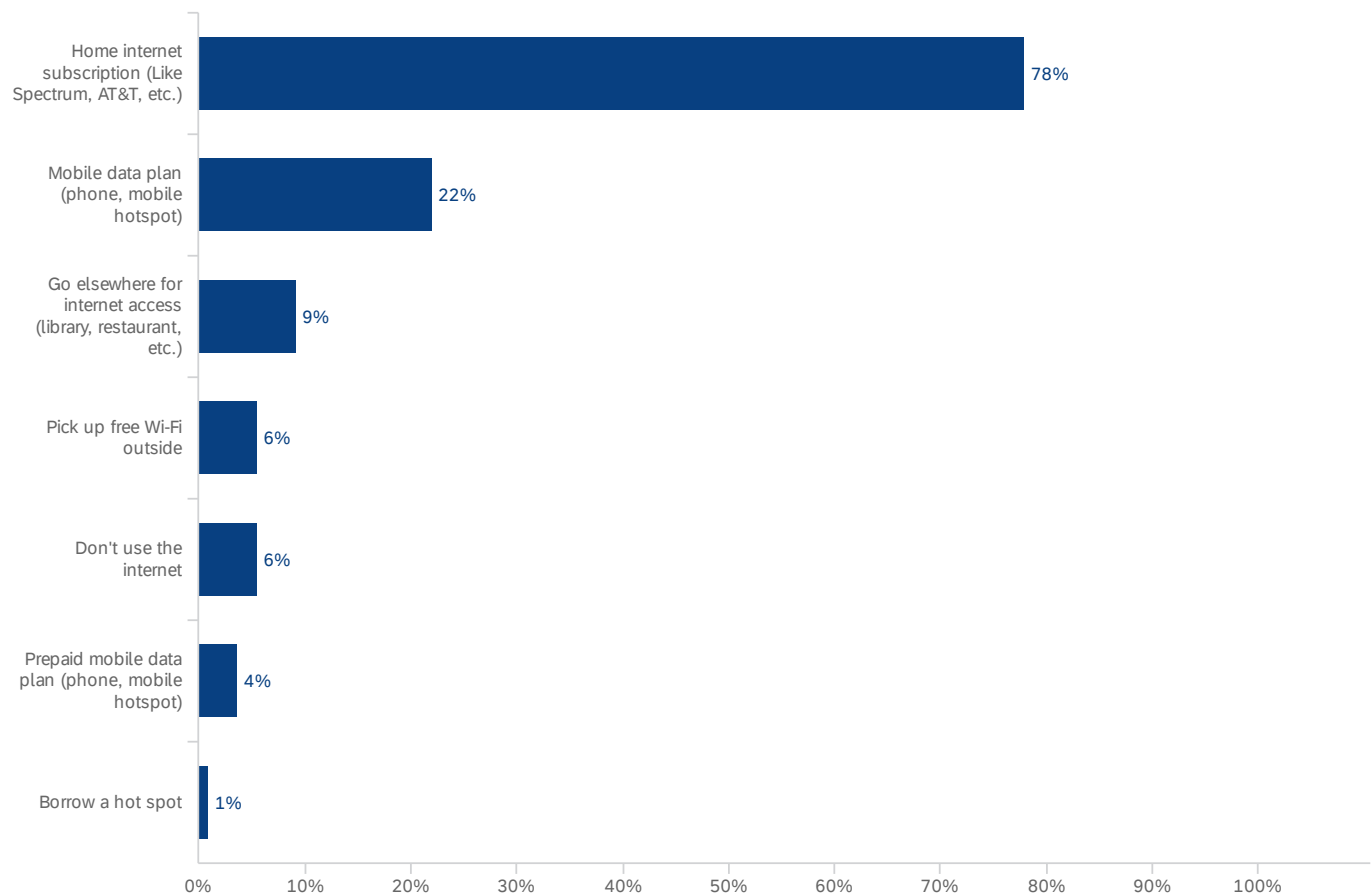
27425

27597

28734

27596

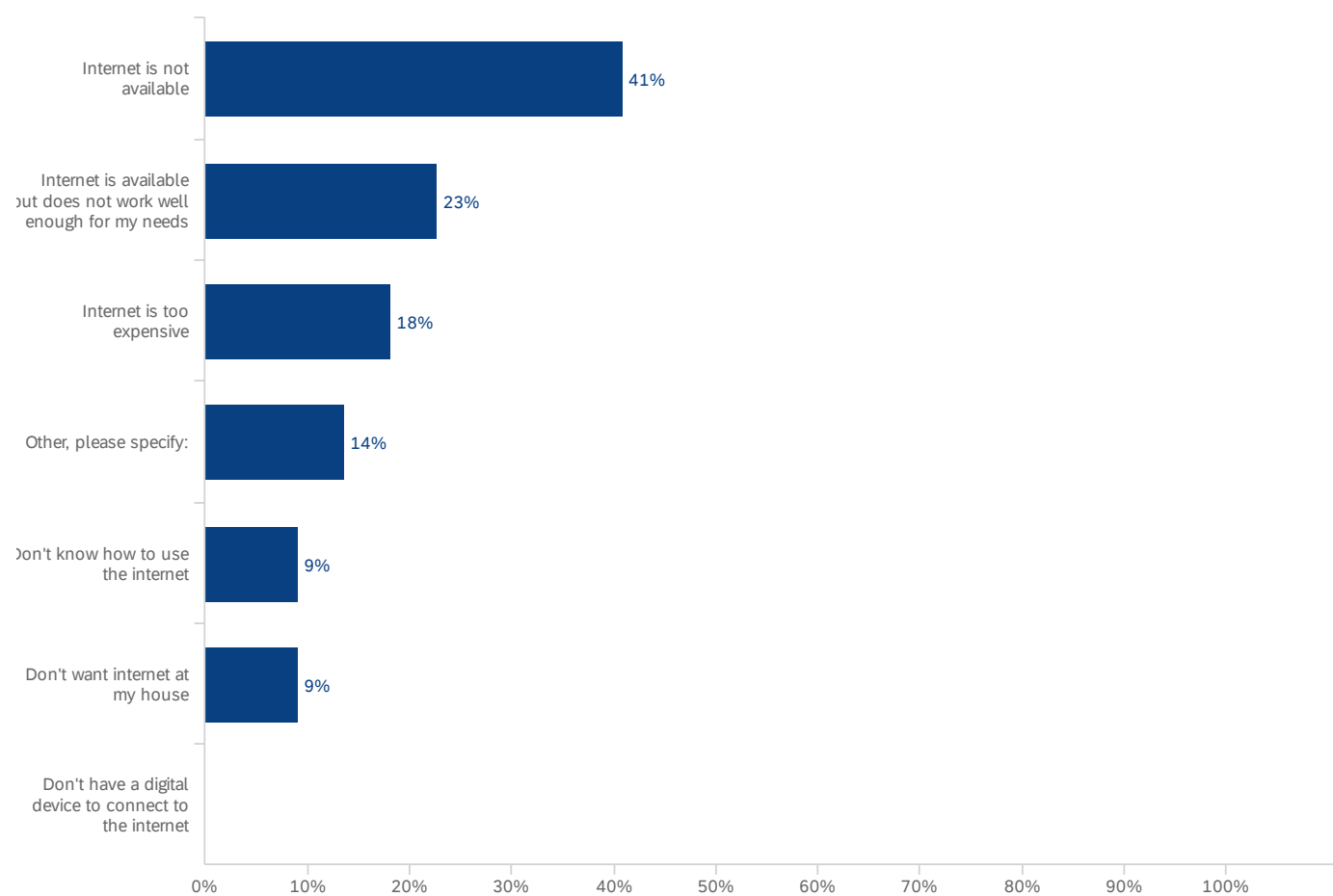
Q3.1 - How do you and other members of your household primarily connect to the internet in your home? (Select all that apply)



Field	Choice Count	
Home internet subscription (Like Spectrum, AT&T, etc.)	63%	85
Pick up free Wi-Fi outside	4%	6
Mobile data plan (phone, mobile hotspot)	18%	24
Prepaid mobile data plan (phone, mobile hotspot)	3%	4
Borrow a hot spot	1%	1
Go elsewhere for internet access (library, restaurant, etc.)	7%	10
Don't use the internet	4%	6
		136

Showing rows 1 - 8 of 8

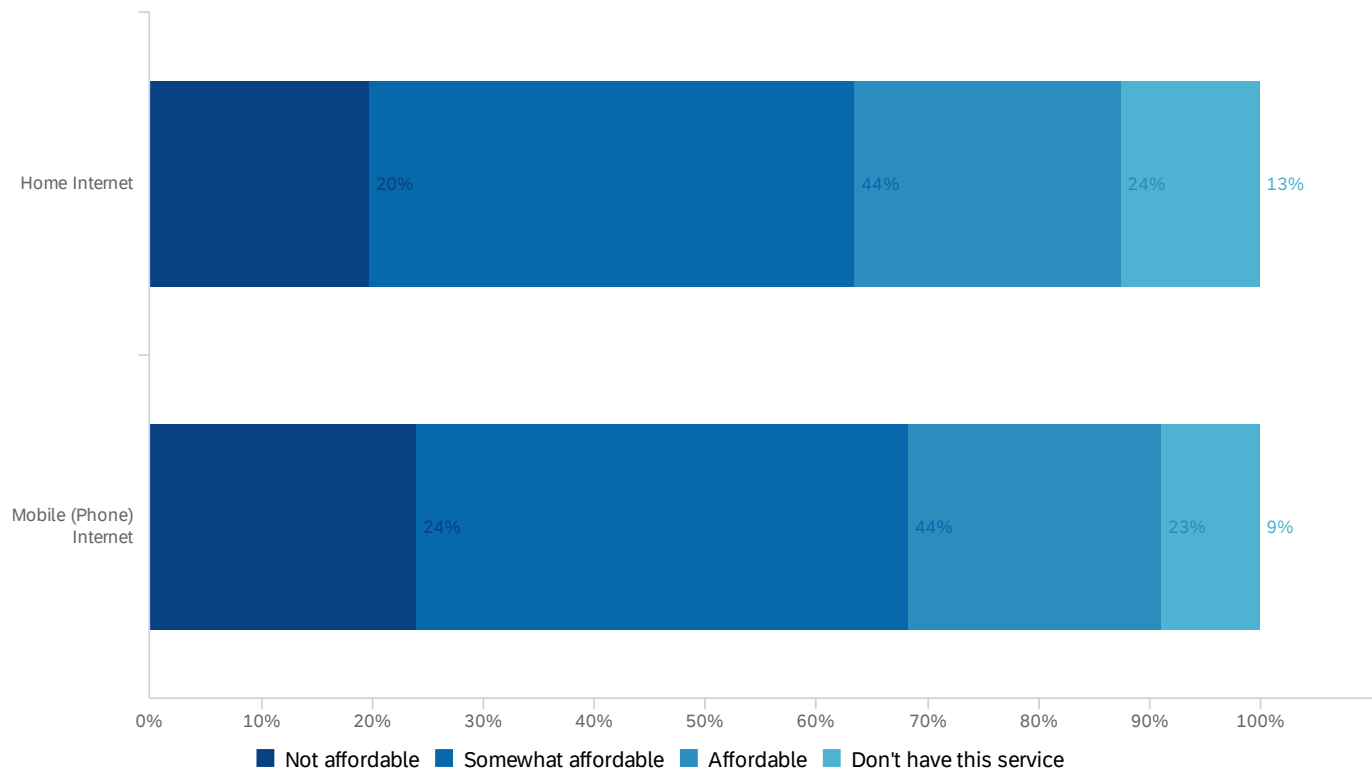
Q3.2 - What is preventing you from accessing the internet in your home?



Field	Choice	Count
Internet is too expensive	16%	4
Internet is not available	36%	9
Internet is available but does not work well enough for my needs	20%	5
Don't know how to use the internet	8%	2
Don't want internet at my house	8%	2
Don't have a digital device to connect to the internet	0%	0
Other, please specify:	12%	3
		25

Showing rows 1 - 8 of 8

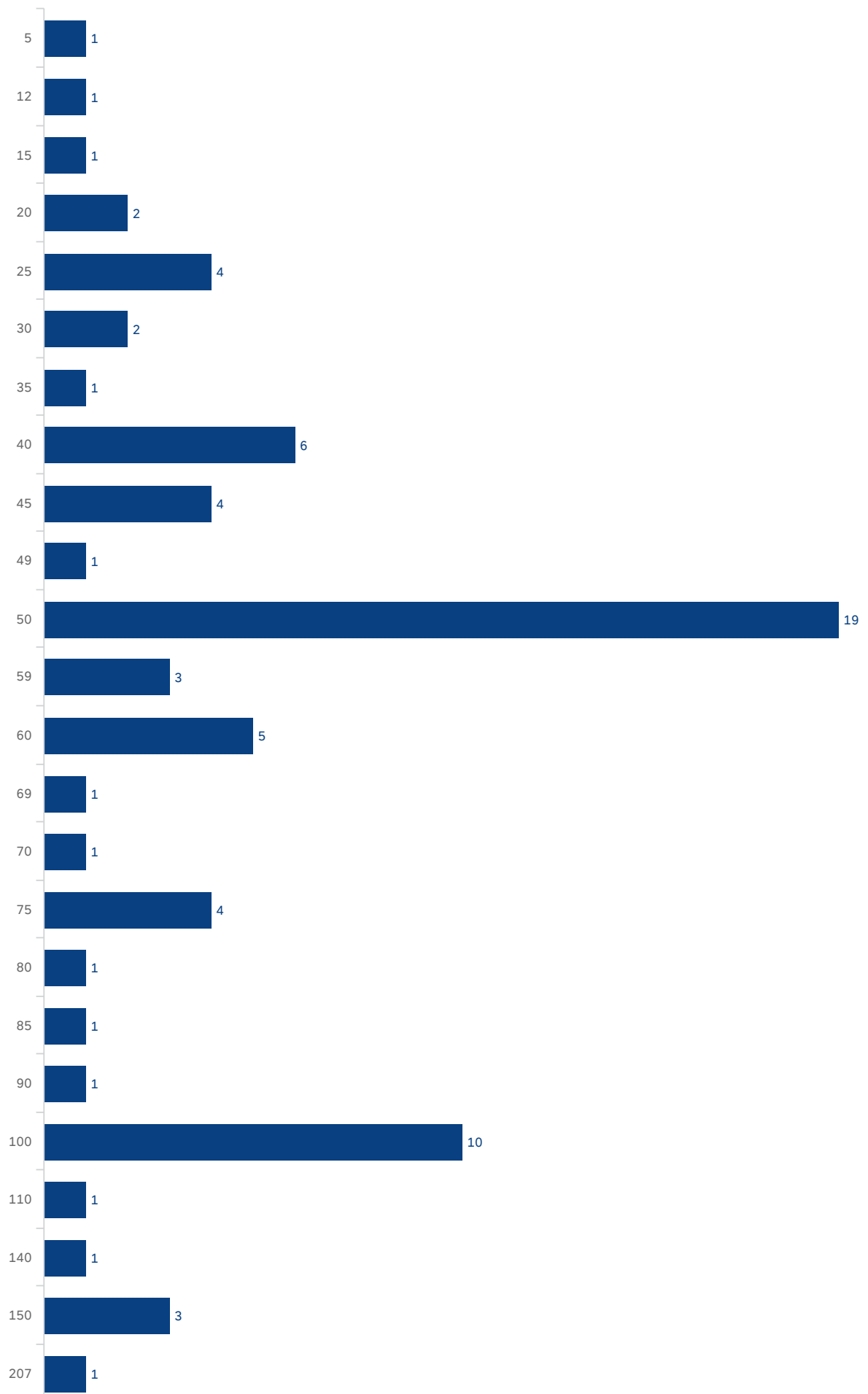
Q4.1 - How affordable is your monthly internet bill?



#	Field	Not affordable		Somewhat affordable		Affordable		Don't have this service		Total
1	Home Internet	19.79%	19	43.75%	42	23.96%	23	12.50%	12	96
2	Mobile (Phone) Internet	24.05%	19	44.30%	35	22.78%	18	8.86%	7	79

Showing rows 1 - 2 of 2

Q4.2 - What is the highest price per month you would consider a subscription for home internet to be affordable? (Please enter only numbers)







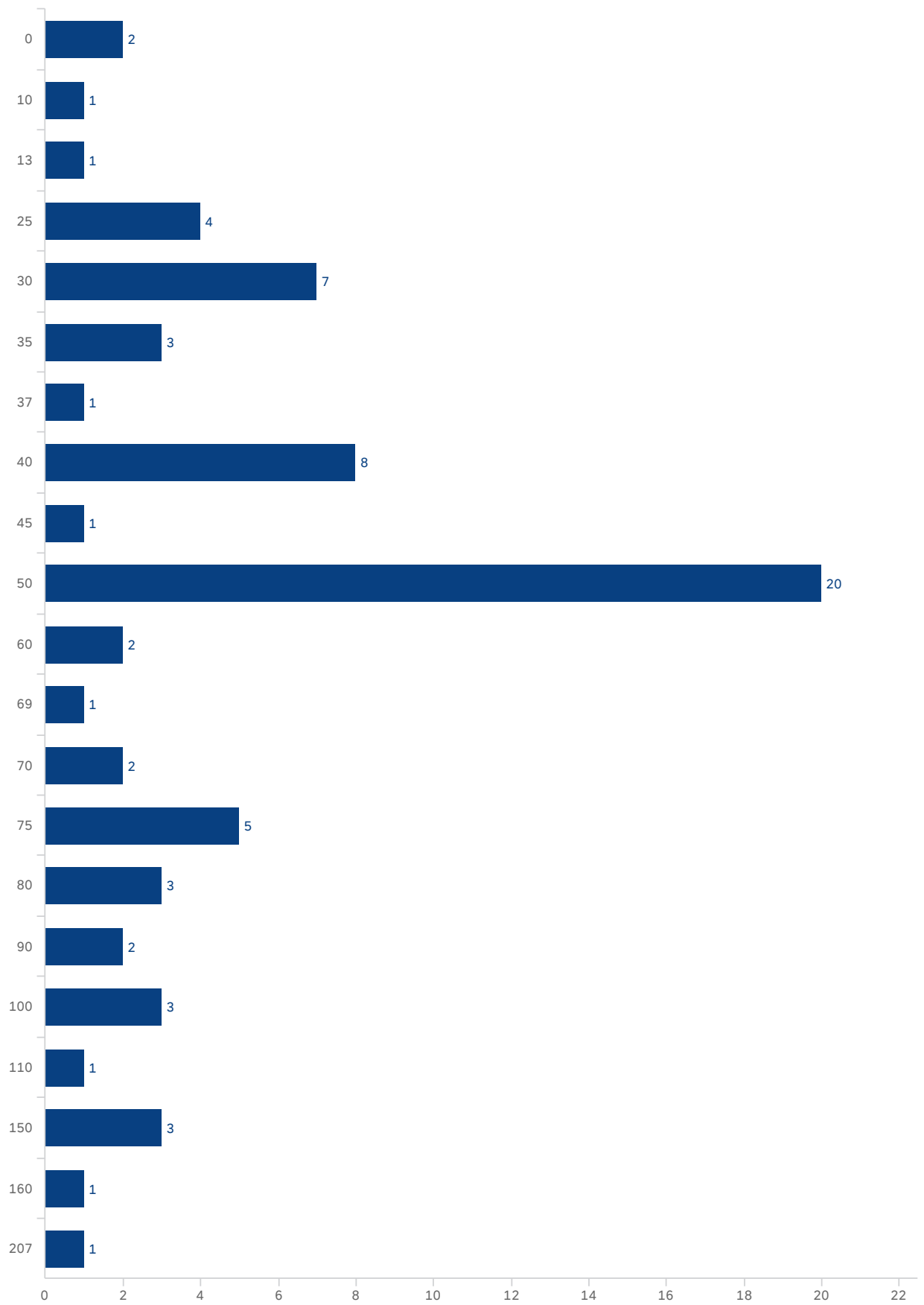
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is the highest price per month you would consider a subscription for home internet to be affordable? (Please enter only numbers)	5	207	64	36	1281	75

#	Field	Choice Count
5	5	1% 1
12	12	1% 1
15	15	1% 1
20	20	3% 2
25	25	5% 4
30	30	3% 2
35	35	1% 1
40	40	8% 6
45	45	5% 4
49	49	1% 1
50	50	25% 19
59	59	4% 3
60	60	7% 5
69	69	1% 1

#	Field	Choice	Count
70	70	1%	1
75	75	5%	4
80	80	1%	1
85	85	1%	1
90	90	1%	1
100	100	13%	10
110	110	1%	1
140	140	1%	1
150	150	4%	3
207	207	1%	1
			75

Showing rows 1 - 25 of 25

Q4.3 - What is the highest price per month you would consider a subscription for mobile internet to be affordable? (Please enter only numbers)



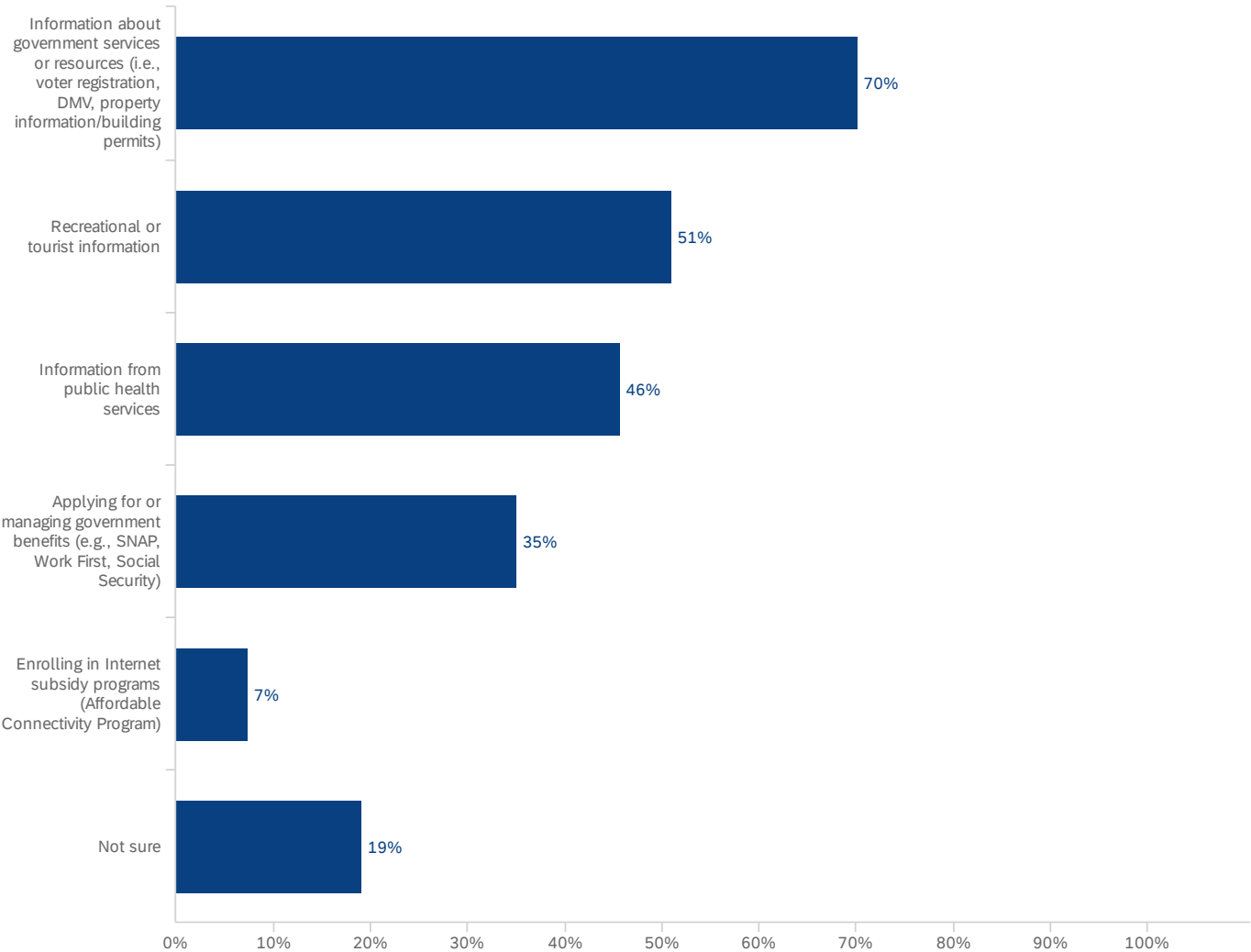
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is the highest price per month you would consider a subscription for mobile internet to be affordable? (Please enter only numbers)	0	207	58	37	1366	72

#	Field	Choice Count
0	0	3% 2
10	10	1% 1
13	13	1% 1
25	25	6% 4
30	30	10% 7
35	35	4% 3
37	37	1% 1
40	40	11% 8
45	45	1% 1
50	50	28% 20
60	60	3% 2
69	69	1% 1
70	70	3% 2
75	75	7% 5
80	80	4% 3
90	90	3% 2
100	100	4% 3

#	Field	Choice Count
110	110	1% 1
150	150	4% 3
160	160	1% 1
207	207	1% 1
		72

Showing rows 1 - 22 of 22

Q5.1 - In the past year, have you used the internet to search for any of the following public resources or services? (Select all that apply)



Field	Choice Count	
Information about government services or resources (i.e., voter registration, DMV, property information/building permits)	31%	66
Recreational or tourist information	22%	48
Information from public health services	20%	43
Applying for or managing government benefits (e.g., SNAP, Work First, Social Security)	15%	33
Enrolling in Internet subsidy programs (Affordable Connectivity Program)	3%	7
Not sure	8%	18

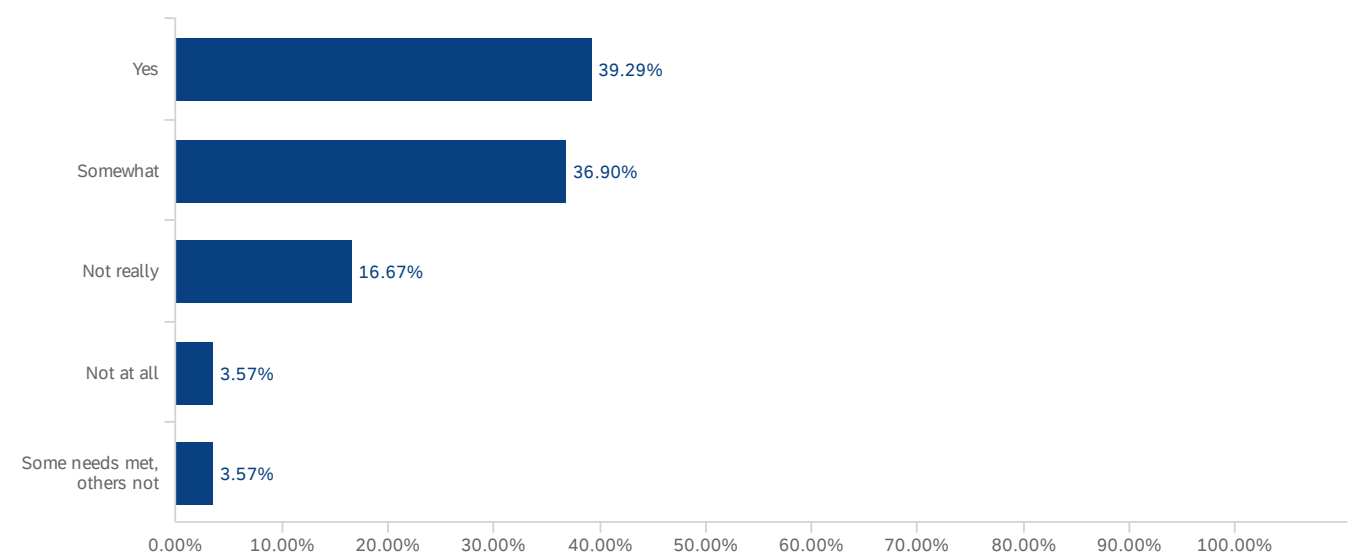
Field

Showing rows 1 - 7 of 7

Choice  
Count



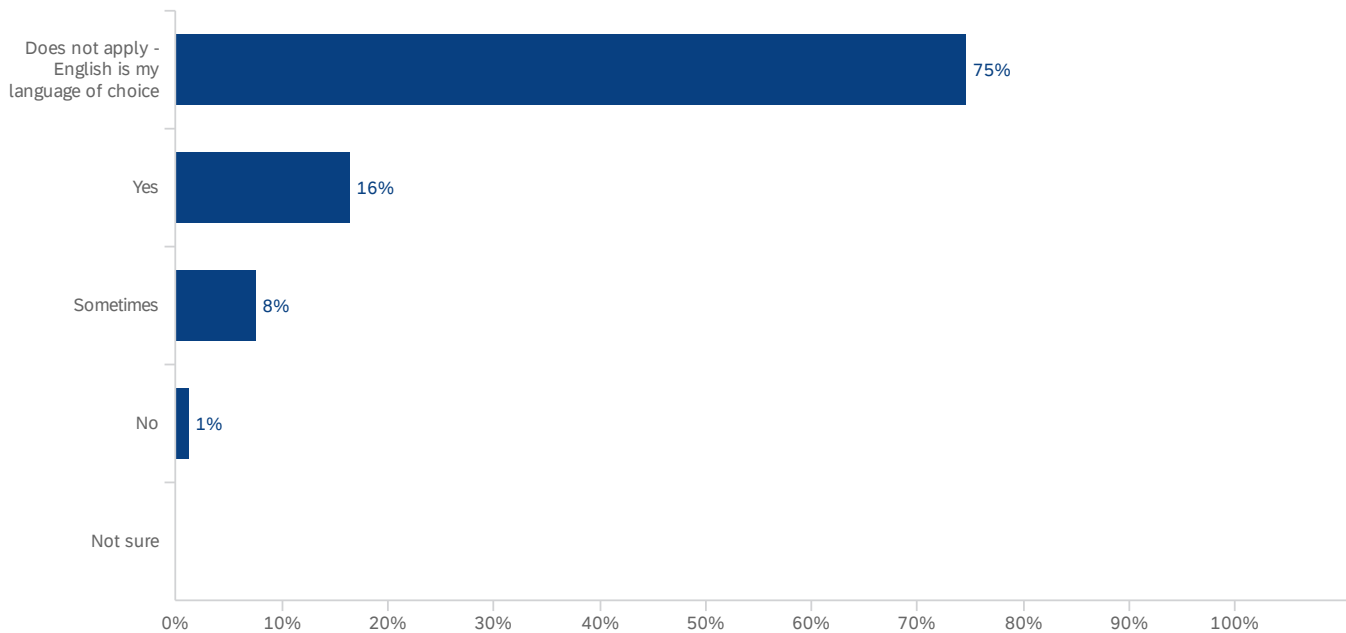
Q5.2 - Did your internet searches for public resources or services meet your needs?



#	Field	Choice	Count
1	Yes	39.29%	33
2	Somewhat	36.90%	31
3	Not really	16.67%	14
4	Not at all	3.57%	3
5	Some needs met, others not	3.57%	3
			84

Showing rows 1 - 6 of 6

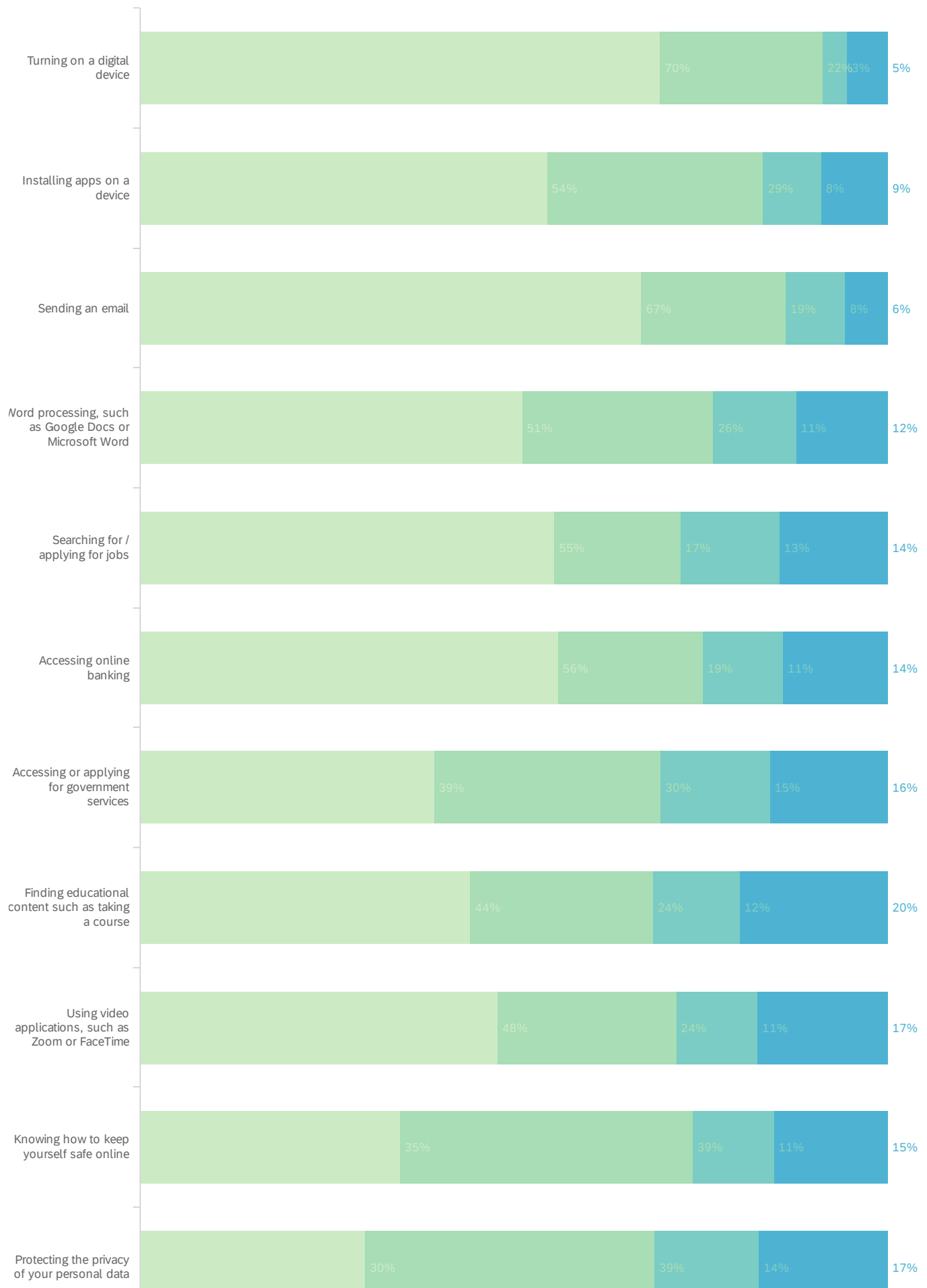
Q5.3 - If English is not your primary language, were you able to access these public resources in your language of choice?

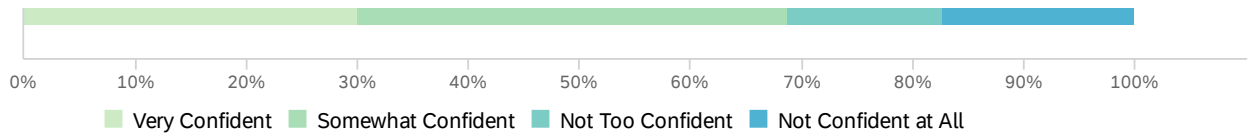


Field	Choice Count	
Does not apply - English is my language of choice	75%	59
Yes	16%	13
Sometimes	8%	6
No	1%	1
Not sure	0%	0
		79

Showing rows 1 - 6 of 6

Q6.1 - How confident are you in your abilities for each of the following tasks or skills?

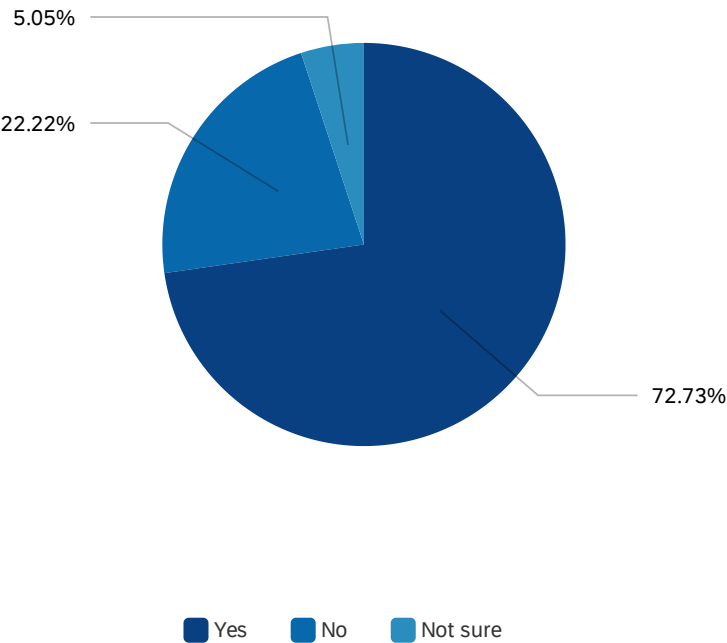




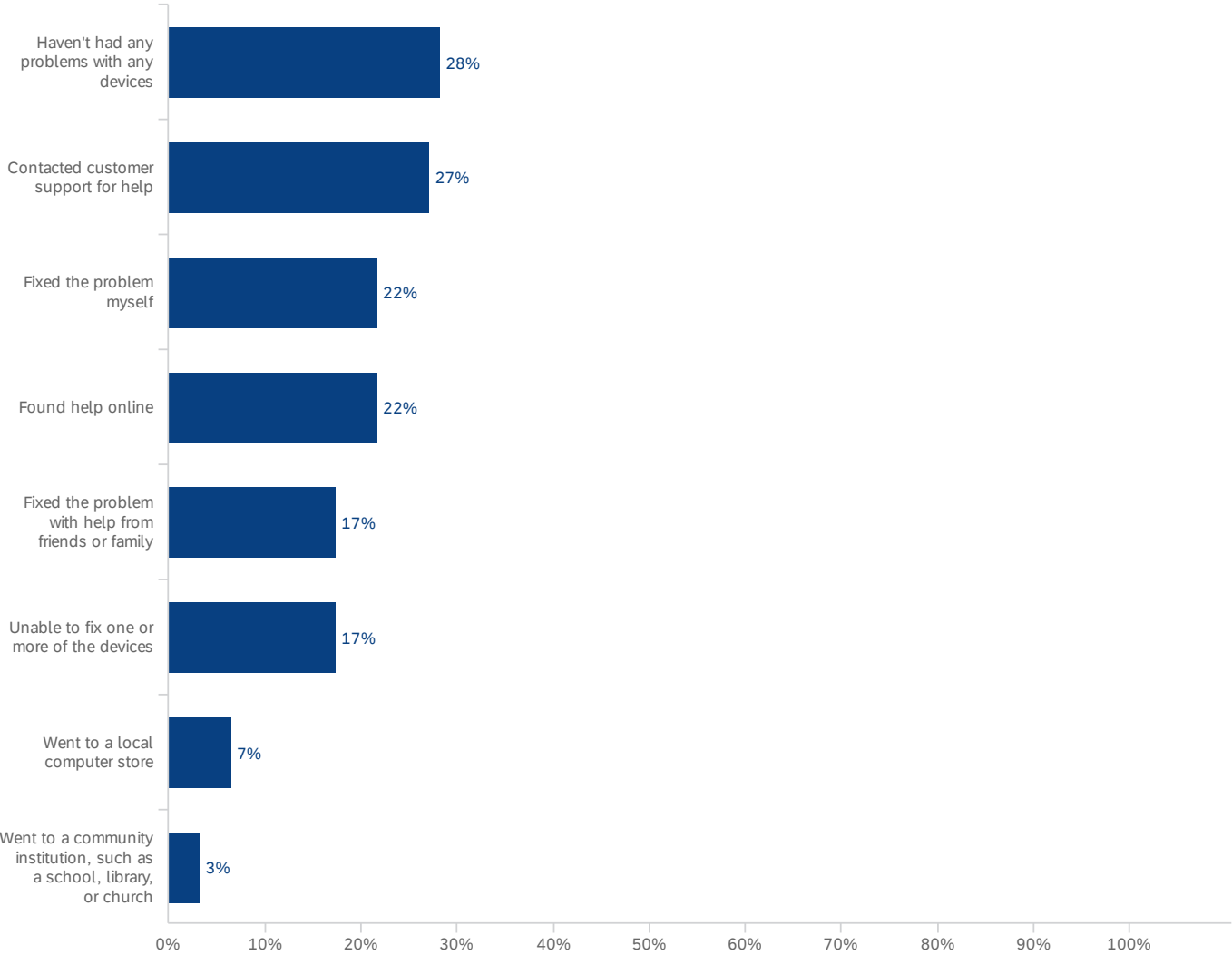
Field	Not at all confident		Not too confident		Somewhat confident		Very confident		Total
Turning on a digital device	5.43%	5	3.26%	3	21.74%	20	69.57%	64	92
Sending an email	5.68%	5	7.95%	7	19.32%	17	67.05%	59	88
Accessing online banking	13.98%	13	10.75%	10	19.35%	18	55.91%	52	93
Searching for / applying for jobs	14.46%	12	13.25%	11	16.87%	14	55.42%	46	83
Installing apps on a device	8.89%	8	7.78%	7	28.89%	26	54.44%	49	90
Word processing, such as Google Docs or Microsoft Word	12.22%	11	11.11%	10	25.56%	23	51.11%	46	90
Using video applications, such as Zoom or FaceTime	17.39%	16	10.87%	10	23.91%	22	47.83%	44	92
Finding educational content such as taking a course	19.77%	17	11.63%	10	24.42%	21	44.19%	38	86
Accessing or applying for government services	15.73%	14	14.61%	13	30.34%	27	39.33%	35	89
Knowing how to keep yourself safe online	15.22%	14	10.87%	10	39.13%	36	34.78%	32	92
Protecting the privacy of your personal data	17.20%	16	13.98%	13	38.71%	36	30.11%	28	93

Showing rows 1 - 11 of 11

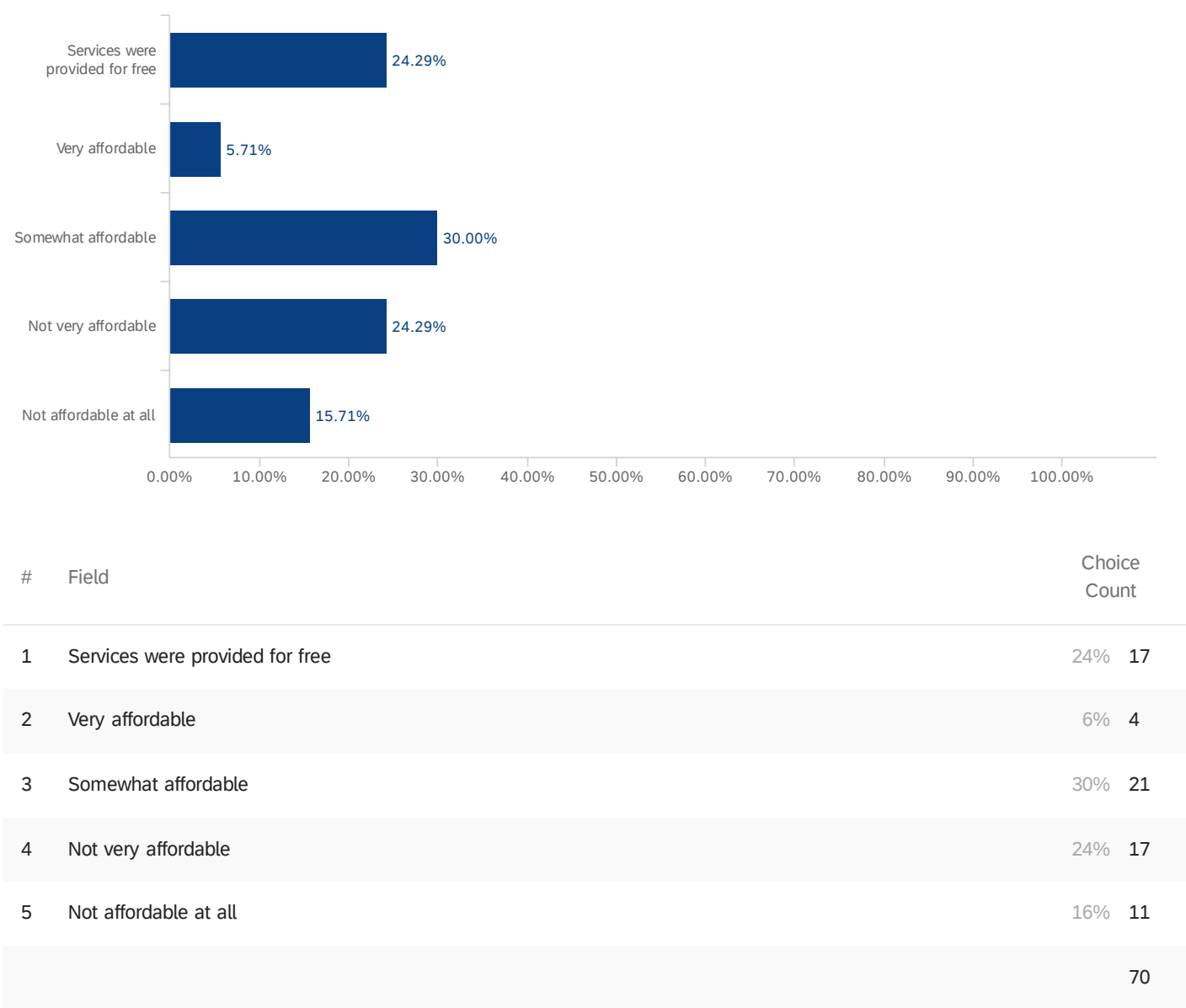
Q7.1 - Does your household have enough working digital devices (computers, smart phones, tablets) available to meet the needs of everyone living in this home?



Q7.2 - In the past 6 months, if one of your digital devices failed to function, broke, or stopped working properly how did you deal with the problem you encountered? (Select all that apply)



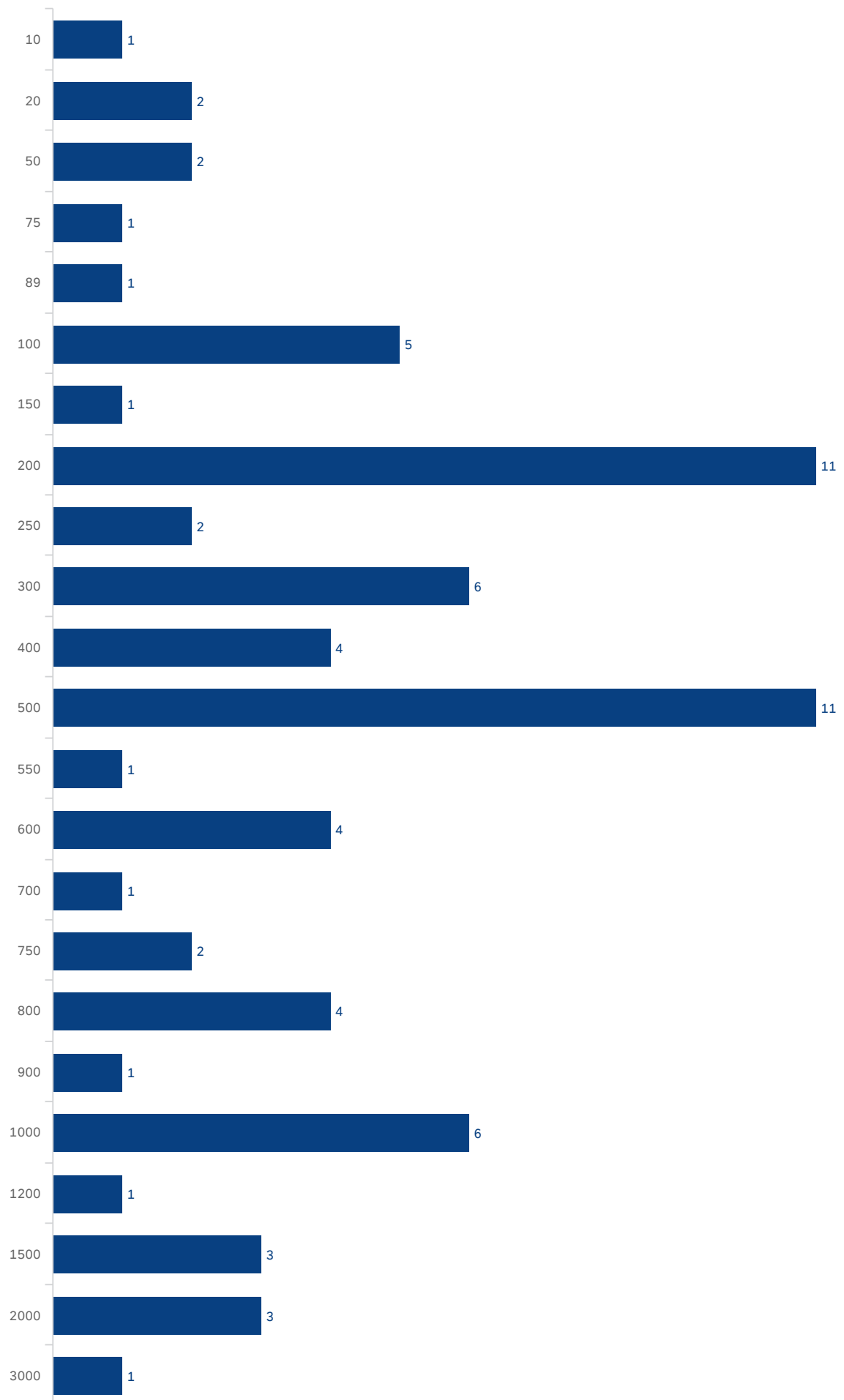
Q7.3 - How would you rate the affordability of the services you received?



Showing rows 1 - 6 of 6



Q7.4 - In thinking about purchasing a computer or tablet that meets your needs, what is the highest price you would consider to be affordable? (Please enter only numbers)





#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	In thinking about purchasing a computer or tablet that meets your needs, what is the highest price you would consider to be affordable? (Please enter only numbers)	10	3000	575	546	298373	74

Q7.5 - If there anything else you would like to tell us about how you access and use the internet and digital devices, please enter it here. Please do not provide any personal information such as health conditions, address, or phone number.

If there is anything else you would like to tell us about how you access an...

The DSL goes in and out ! Constantly my reboot modem , constantly receive messages Att is unavailable .when storm comes its worse

Hughes Net is very disappointing. WiFi is very bad.

We need speedy service since we work from home.

With DSL and us at the very end of a line it is not adequate and occasionally drops our both phone and internet leaving us unable to reach the outside world in an emergency.

I have HughesNet but it is spotty. They say trees across the road block satellite. I also pay for satellite, mobile and cable and I am on a fixed income and could use some relief

When I signed on to T-Mobile I was told it would be \$25 for life and unlimited. NOT so, bait and switch. It is now much higher and I don't get unlimited as it isn't available here, even though the T-Mobile guy said he checked and it was. Goes out with storms.

Fiber Internet is wanted in this area but not available. Internet connection here relies on coaxial cable and there's little to no competition only spectrum.

Spectrum is too high

Internet services need to be more available and more affordable

We have service but not very good because of the area we're in, service is spotty

starlink satellite is affected by weather. need fiber connection

We use data capped internet through hotspots because it's the only viable option. Completely hinders our business for long enough.

Starlink is the bomb!

If there is anything else you would like to tell us about how you access an...

Out internet connections are a joke. We have DSL from Brightspeed -- and it is little better than dial up. We get continued promises of improvement but nothing has improved in years -- and it goes out every morning like clockwork and may be out three to four hours. Their service tech just shrugs and goes on to the next customer. They are ripping off the government and customers alike!

Due to lack of population density, higher speed internet is not available, at an affordable rate. Company wants you to bundle other services which drives the price up.

High speed Internet access!!! And no monopolies. We only have Spectrum as an option. We have Verizon for cell phones but not high speed access.

Our internet provider advertises much faster speeds than we are actually offered. I think prices should have gone down without all this bundling.

I used satellite internet for years till hard wire came to my area. Satellite is outrageous expensive and you get terrible service.

AARP does nothing for the disable

Lack of internet costs LOTS of extra miles each month.

While I use the internet daily and will continue to use Spectrum cable, there are limited options. Satellite internet is also costly and interrupted by severe weather (when internet access can be life-saving with alerts) and cell service is weak in this rural area. Spectrum requires packages that exceed my needs, increasing cost.

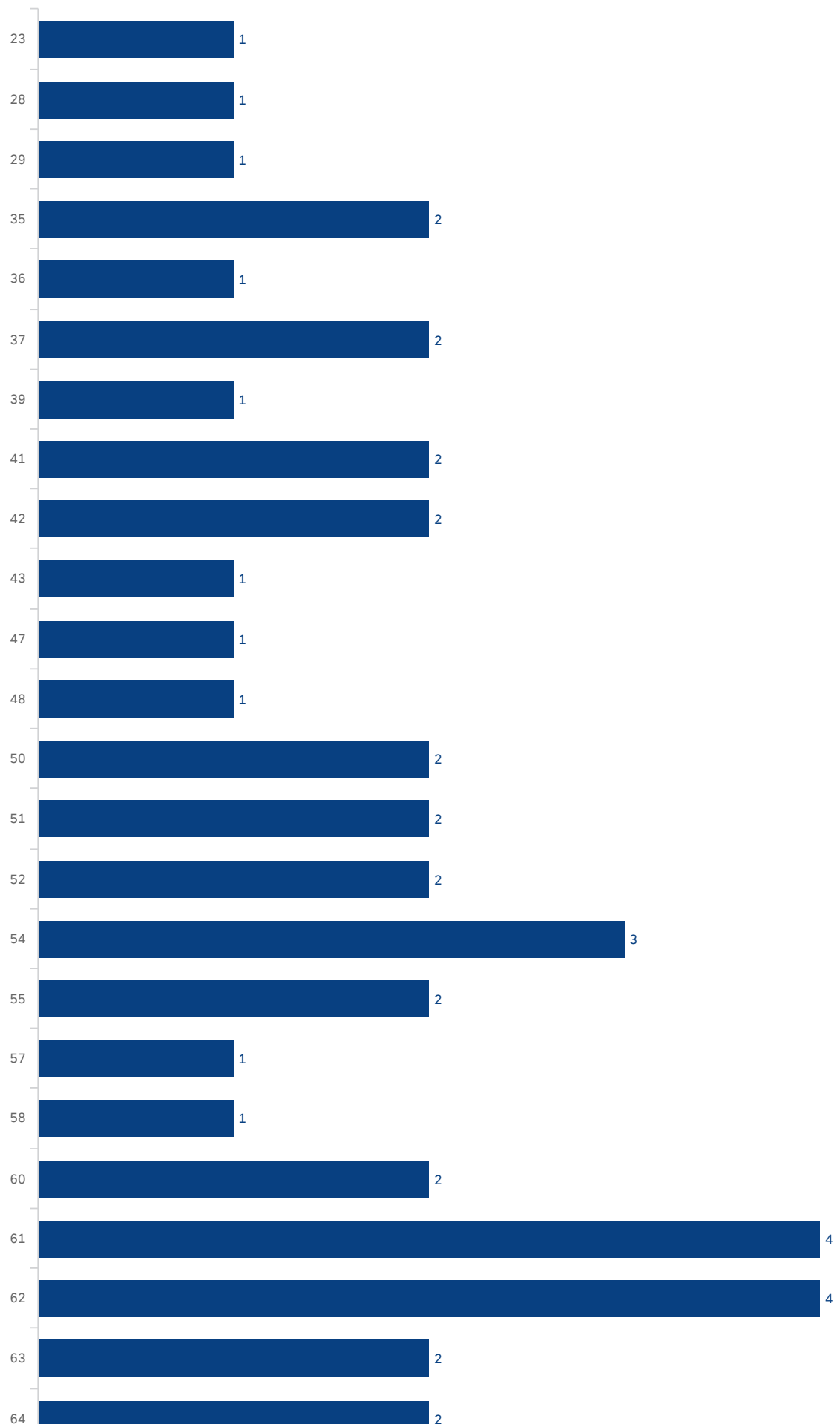
Nope just need better broadband

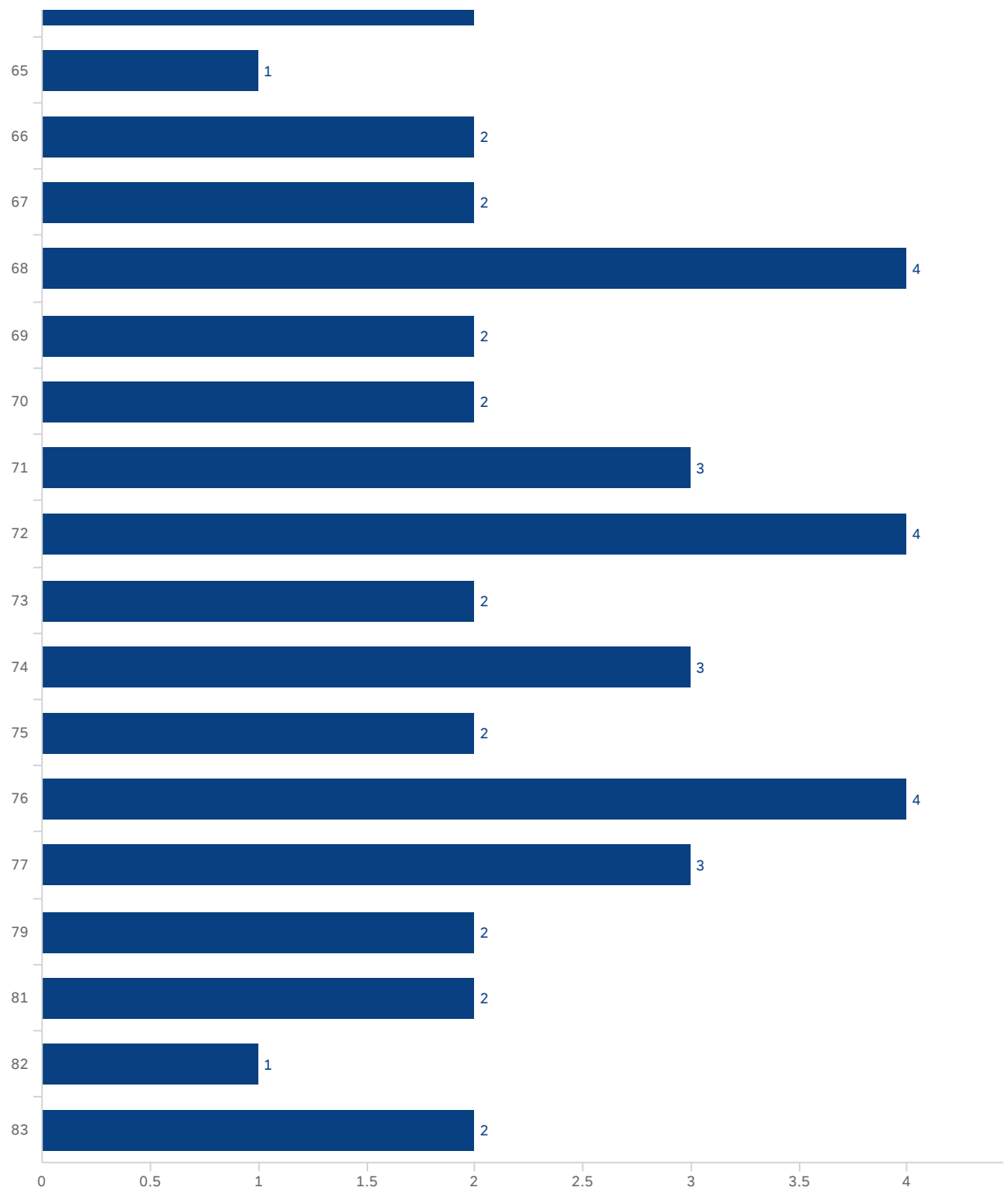
I purchased a refurbished Think Pad from the Kramden Institute. I paid 70.00.

i use the internet in a home based business. the service is very slow and has degraded since centurylink sold to brightspeed. it is the only option available and again is very slow. i'm willing to upgrade but that is not an option.

hvgchfh

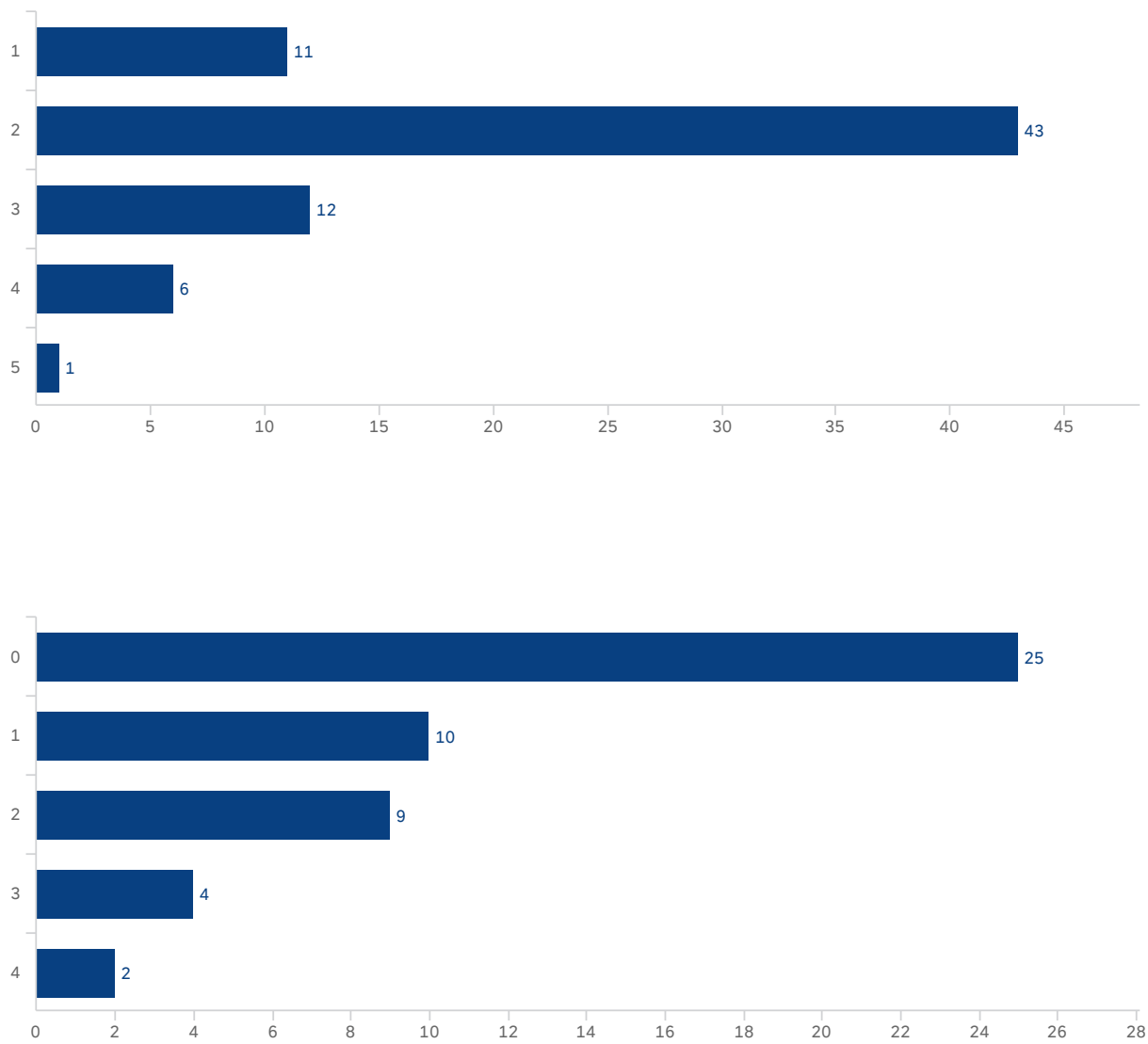
Q8.1 - What is your age? (Please enter only numbers)







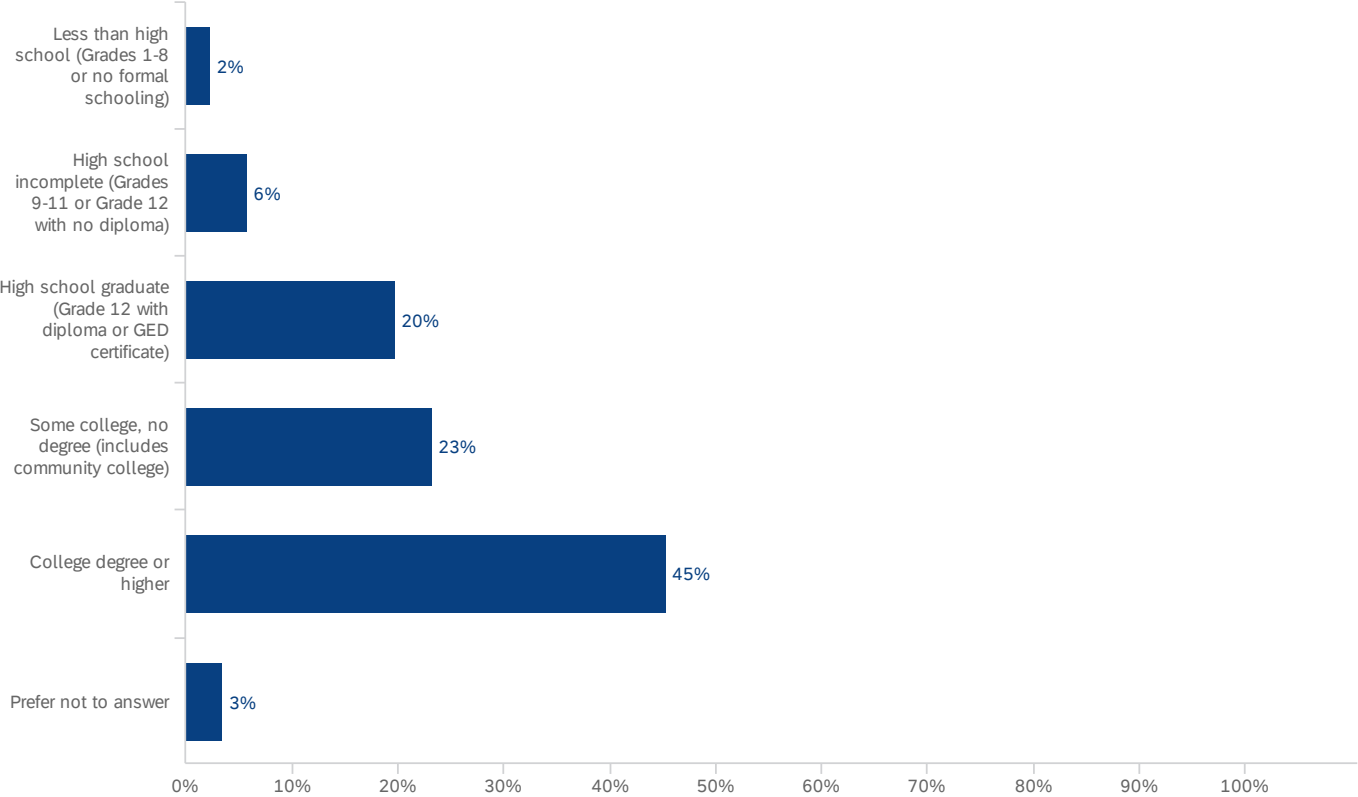
Q8.2 - How many people currently live in your household, including yourself?



The first bar chart indicates the number of adults living in the household. The second bar chart indicates the number of minors (<18) living in the household.



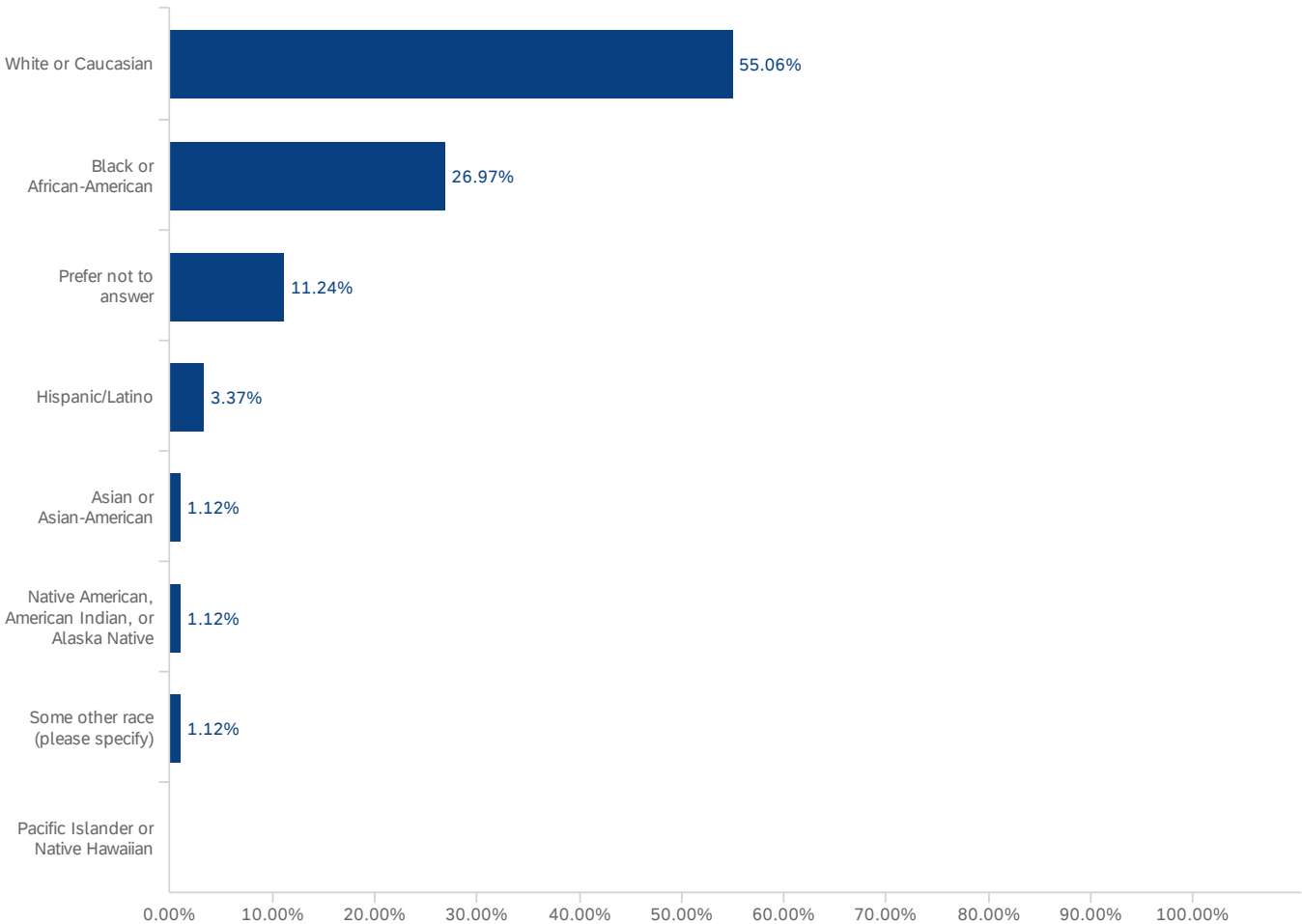
Q8.3 - What is the highest level of school you have completed?



Q8.4 - Which of the following best describes your race/ethnicity? (Select all that apply)

Q8.4\_5\_TEXT - Some other race (please specify)

Some other race (please specify)

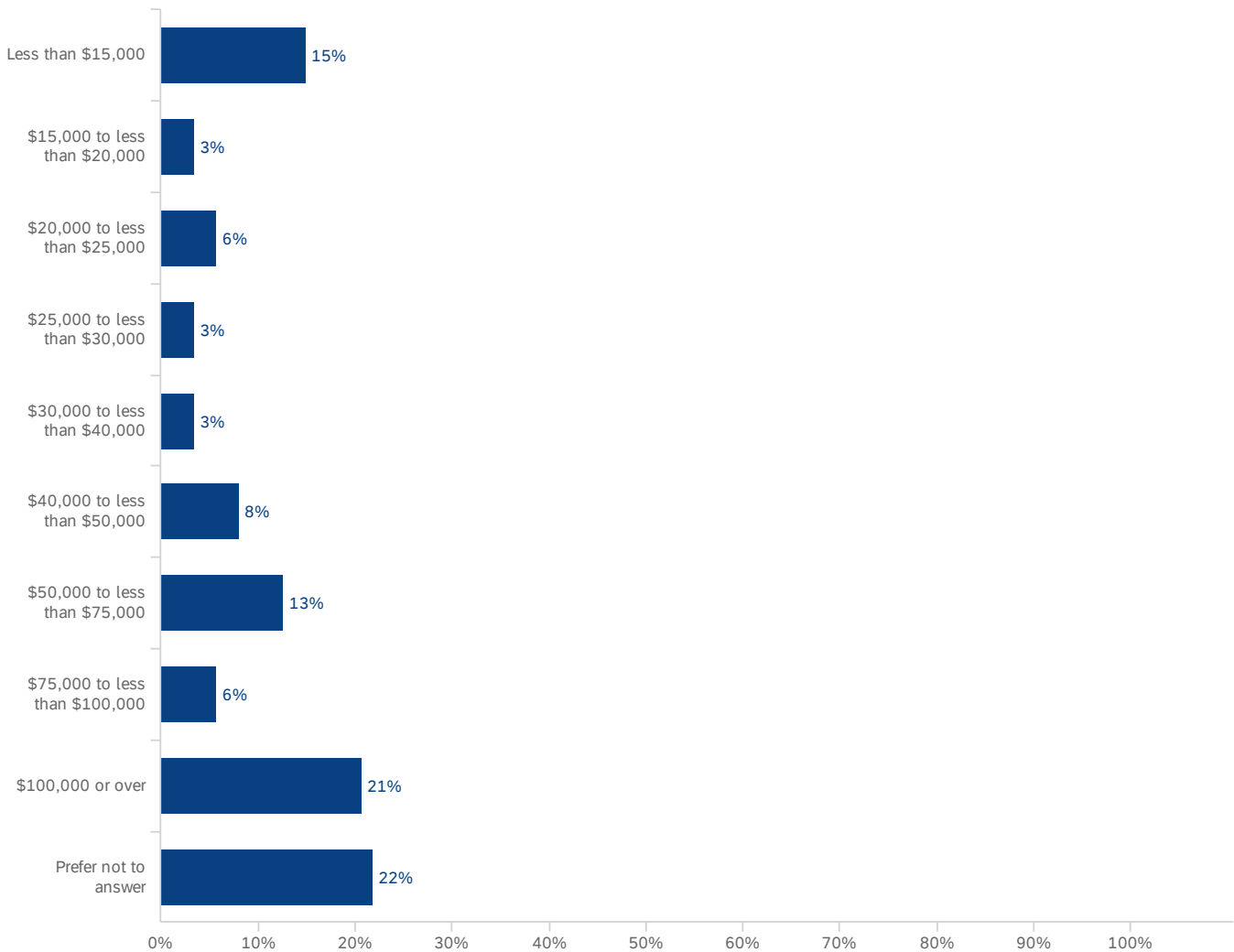


#	Field	Choice Count
1	Asian or Asian-American	1.12% 1

#	Field	Choice Count
2	Black or African-American	26.97% 24
3	Native American, American Indian, or Alaska Native	1.12% 1
4	Pacific Islander or Native Hawaiian	0.00% 0
5	White or Caucasian	55.06% 49
6	Some other race (please specify)	1.12% 1
7	Prefer not to answer	11.24% 10
8	Hispanic/Latino	3.37% 3
		89

Showing rows 1 - 9 of 9

Q8.5 - What is your total annual household income from all sources, and before taxes?

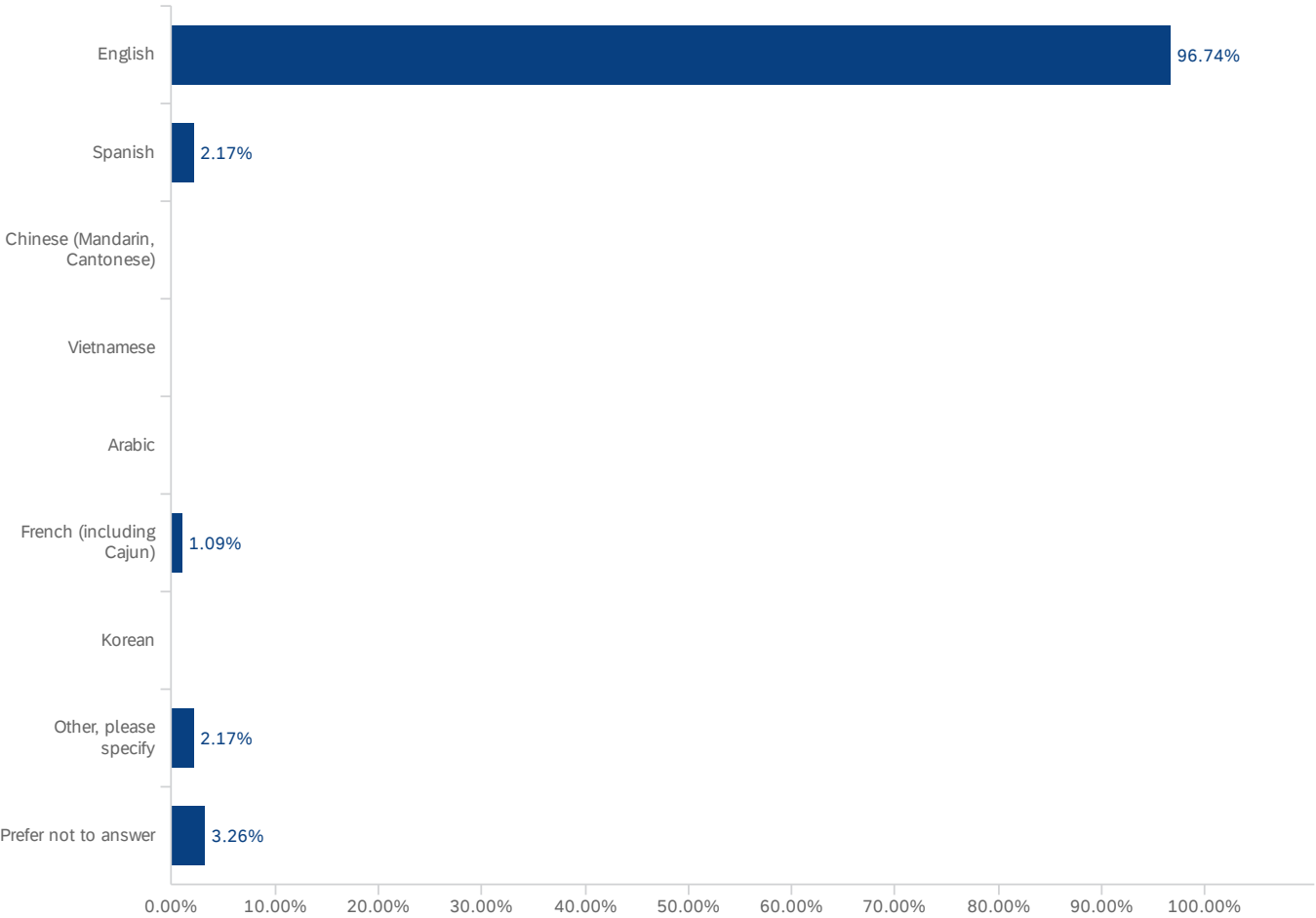


#	Field	Choice Count
1	Less than \$15,000	15% 13
2	\$15,000 to less than \$20,000	3% 3
3	\$20,000 to less than \$25,000	6% 5
4	\$25,000 to less than \$30,000	3% 3
5	\$30,000 to less than \$40,000	3% 3
6	\$40,000 to less than \$50,000	8% 7
7	\$50,000 to less than \$75,000	13% 11

#	Field	Choice Count
8	\$75,000 to less than \$100,000	6% 5
9	\$100,000 or over	21% 18
10	Prefer not to answer	22% 19
		87

Showing rows 1 - 11 of 11

Q9.1 - What language(s) do you speak at home? (Select all that apply)



Field	Choice Count	
English	91.75%	89
Spanish	2.06%	2
Chinese (Mandarin, Cantonese)	0.00%	0
Vietnamese	0.00%	0
Arabic	0.00%	0
French (including Cajun)	1.03%	1
Korean	0.00%	0
Other, please specify	2.06%	2
Prefer not to answer	3.09%	3



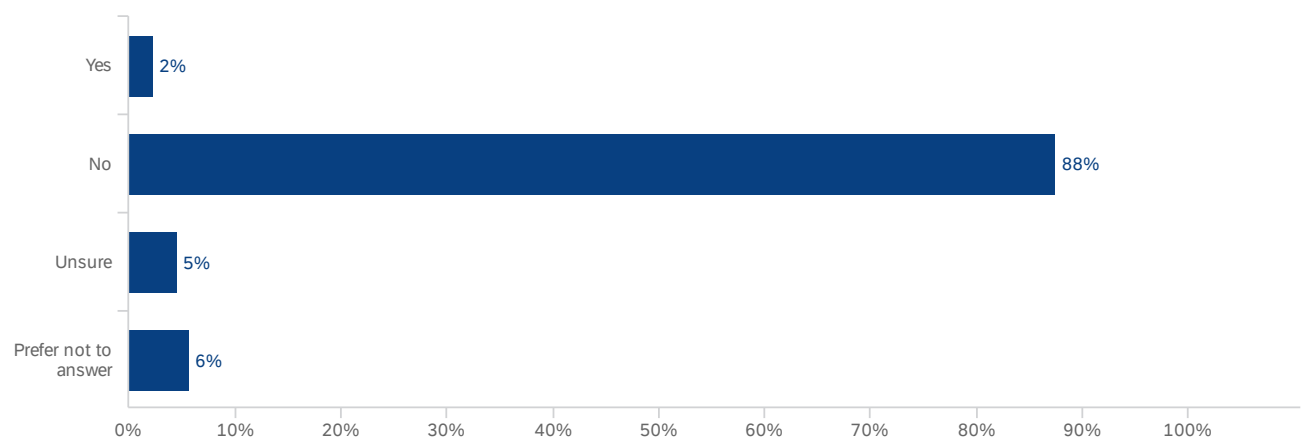
Field	Choice Count
	97

Showing rows 1 - 10 of 10

Field	Count
What language(s) do you speak at home? (Select all that apply) - Selected Choice	92

Showing rows 1 - 1 of 1

Q9.2 - Do you identify as a member of the LGBTQIA+ community?

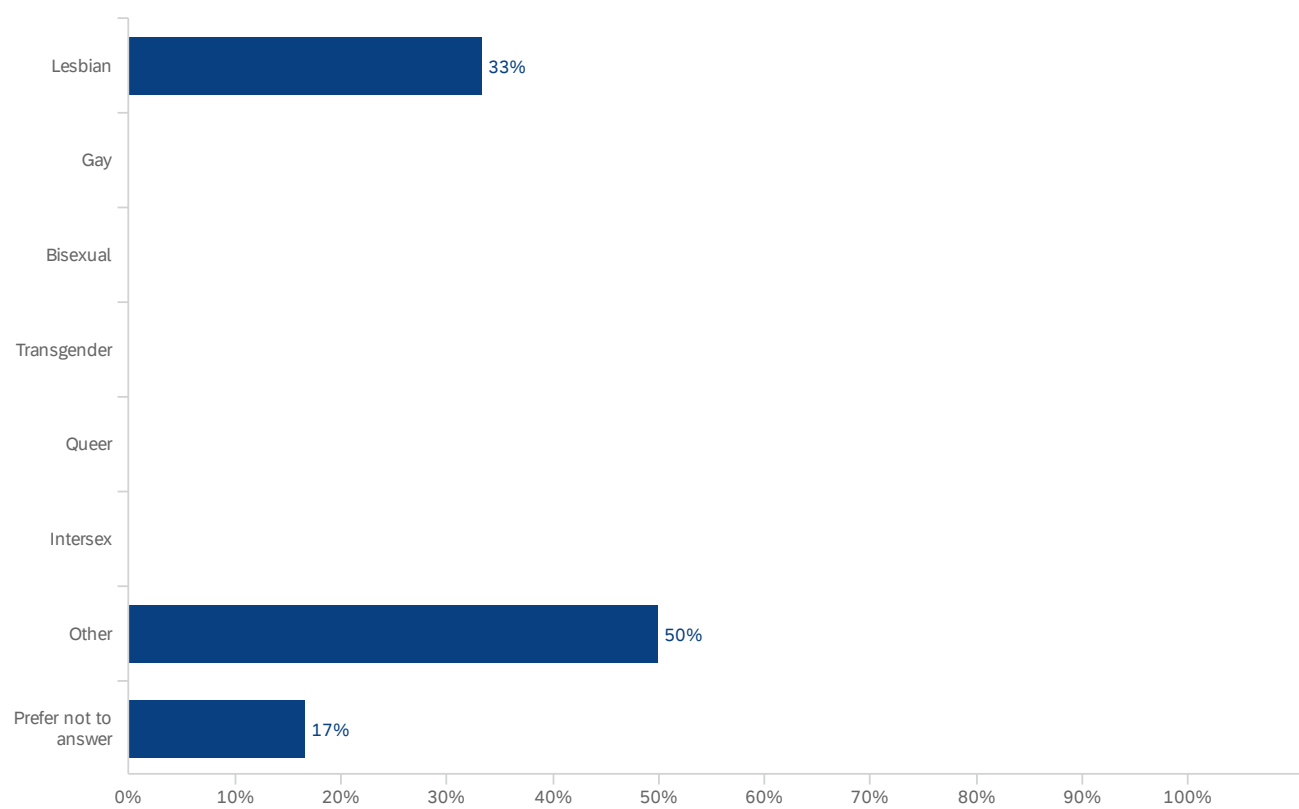


Field	Choice Count	
Yes	2%	2
No	88%	77
Unsure	5%	4
Prefer not to answer	6%	5

88

Showing rows 1 - 5 of 5

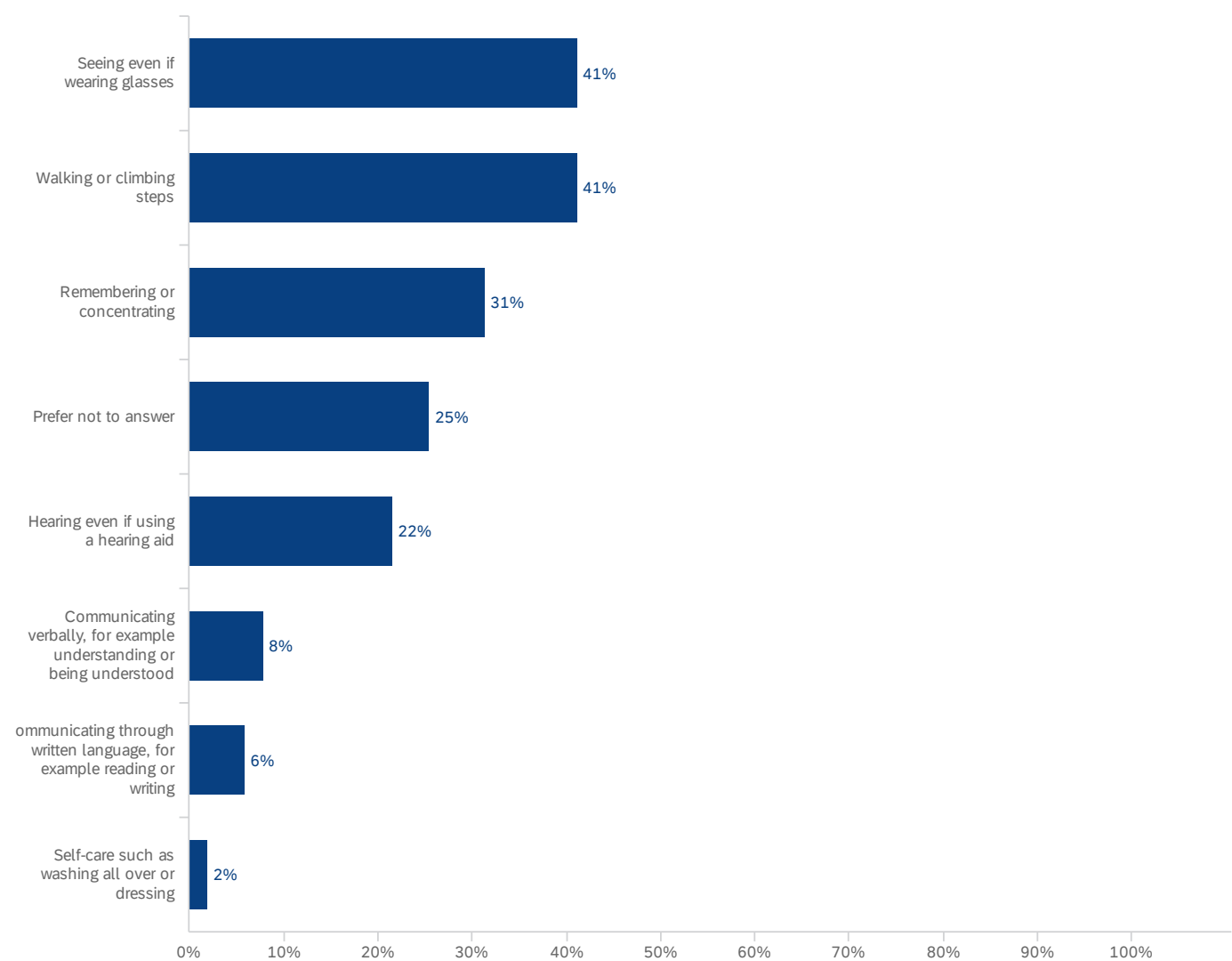
Q9.3 - Which of the following do you identify as? (Select all that apply)



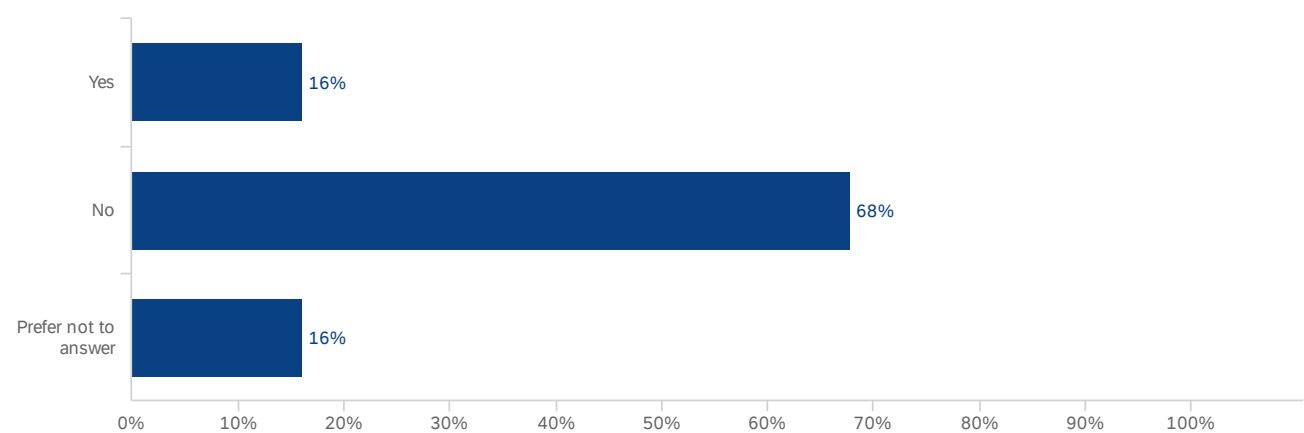
Field	Choice Count	
Lesbian	33%	2
Gay	0%	0
Bisexual	0%	0
Transgender	0%	0
Queer	0%	0
Intersex	0%	0
Other	50%	3
Prefer not to answer	17%	1

6

Q9.4 - Do you have difficulty in any of the following areas? (Select all that apply)



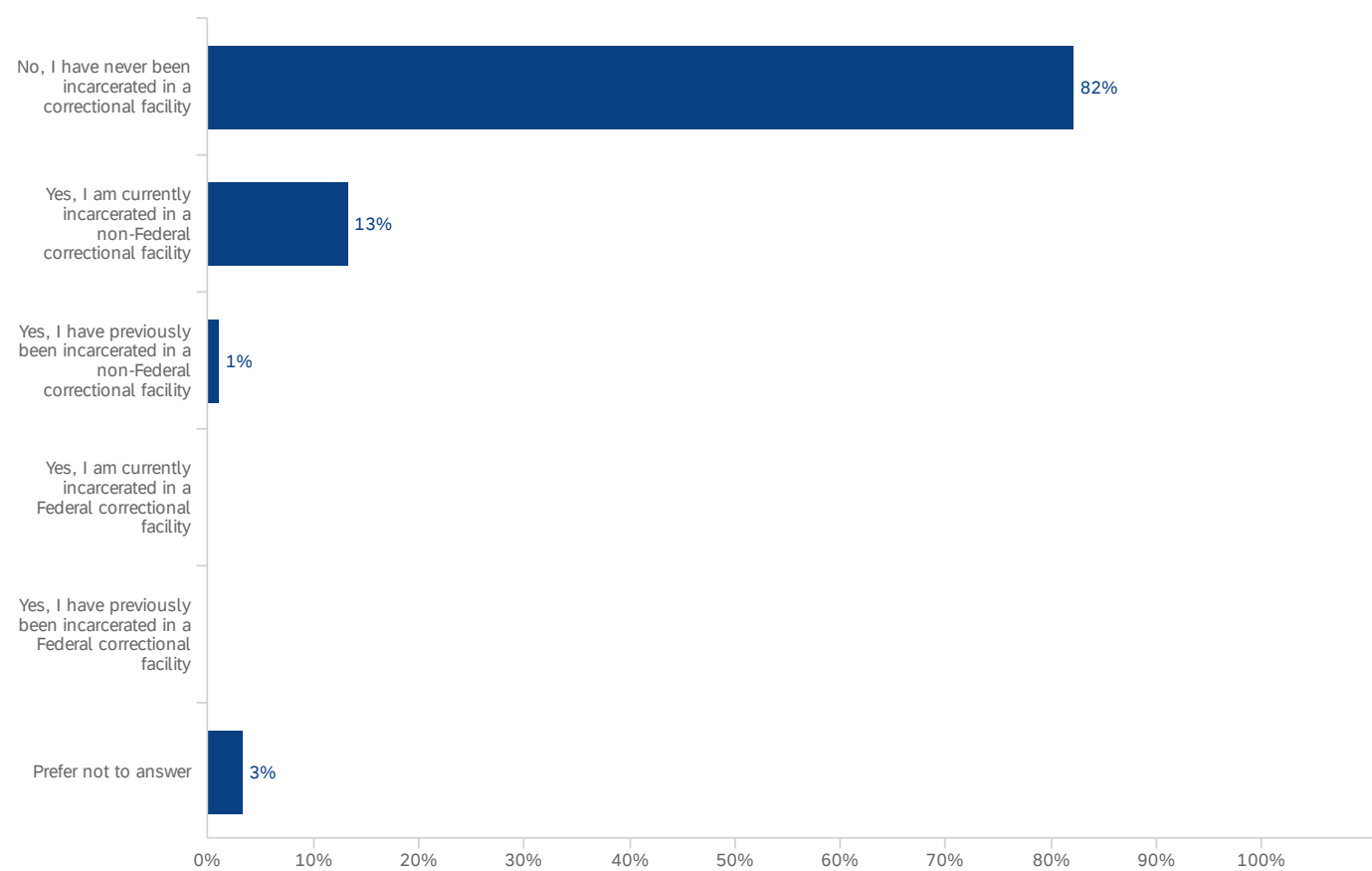
Q9.5 - Are you a veteran of the US Armed forces, Reserves or National Guard?



#	Field	Choice	Count
1	Yes	16%	14
2	No	68%	59
3	Prefer not to answer	16%	14
			87

Showing rows 1 - 4 of 4

Q9.6 - Have you been or are you currently incarcerated in a correctional facility?



#	Field	Choice Count
1	No, I have never been incarcerated in a correctional facility	82% 74
2	Yes, I am currently incarcerated in a non-Federal correctional facility	13% 12
3	Yes, I have previously been incarcerated in a non-Federal correctional facility	1% 1
4	Yes, I am currently incarcerated in a Federal correctional facility	0% 0
5	Yes, I have previously been incarcerated in a Federal correctional facility	0% 0
6	Prefer not to answer	3% 3

90

Showing rows 1 - 7 of 7

End of Report

