

Internet Usage & Satisfaction Survey Report

Lubec



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Prepared by:

Sunrise County Economic Council
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Lubec

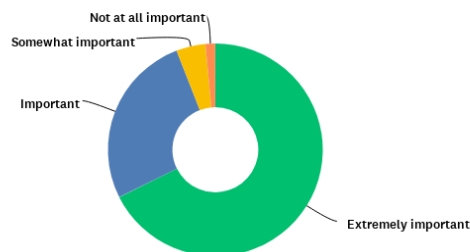
Lubec, a peninsular community, is located approximately 11 miles from U.S. Route 1. A welcoming and forward leaning community of approximately 1,584 residents, the Town and the Lubec Broadband Committee requested a community-wide survey of internet usage and satisfaction. The survey was conducted through May and June 2022, concurrently with the community-wide Comprehensive Plan Survey.

WORKING REMOTELY

Lubec received 157 individual responses, accounting for approximately 10 percent of the community population.

- Over 43% of respondents report using the internet for remote work either regularly (64.71%) or occasionally (35.29%)
- Nearly 67% of those who work remotely are year-round residents and over 24% are seasonal residents
- Almost 93% of remote workers own their home in Lubec
- 40% are “Dissatisfied” or “Very “Dissatisfied” with the capacity of the internet service for business use or working remotely
- 97.83% report experiencing latency issues “All the time,” “Daily,” or “Occasionally”
- 63.63% state they have school aged children at home while over 86% have an adult learner in the home
- Almost 97% of remote workers feel it is “Extremely” or “Very” important for Lubec to have reliable internet service

Q47 For you personally, how important is having fast reliable internet access at your home? (Reliable internet service means it doesn't cut out and you can rely on the connection being there for typical activities. For example, you can complete transactions without interruption, update websites or upload files without failure, complete tasks without having to reload webpages or come back later.



Community Voices...

“Broadband availability [is needed] for remote families, especially those with kids. Don't let them fall behind.”

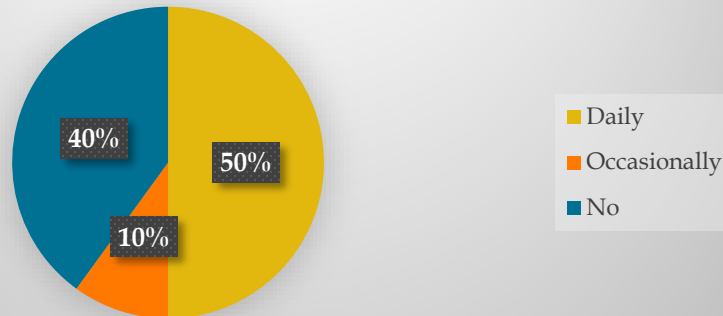
- When respondents were asked how important reliable internet is to them *personally*, over **90%** stated it is “Extremely Important” (56.52%) or “Important” (33.91%).
- When respondents were asked how important reliable internet is *for Lubec*, nearly **92%** stated it is “Extremely Important” (67.21%) or “Important” (24.59%). Of these respondents, 6.31% don't have internet access at home but believe in the importance of reliable internet for Lubec. For those without internet access at home, 42.86% reported that internet access is not available at their address.
- Respondents who reported that reliable internet is extremely important or important for the community, over 73% are 60 – 90+ years of age.

“Teaching children, teens, young adults to dream and make it happen. Internet access.”

- Over 29% of total survey respondents report having school aged children or adult learners in the home.
- For households with school aged children, 50% reported they experience slow internet speeds “Daily “with 80% of those respondents stating that the time of day does not make a difference when experiencing speed issues.

“Broadband would allow remote work [and Lubec needs] residents to move in. Attracting younger people (really all of Maine needs this too)...”

Do you experience speed issues? Households with school aged children



The Covid 19 pandemic brought to light the disparities and inequities of internet access across rural Maine. In 2022, Sunrise County Economic Council conducted a county-wide Young Adult Internet Survey wherein the youth across the county reveal how they utilize the internet and their future as residents in Washington County. For more information, please contact Elaine Abbott, eabbott@sunrisecounty.org.

This /s Inside Your Wheelhouse

The community-wide survey concentrated on internet usage and the economic future of Lubec. The focused data within this report will assist with grant opportunities as the town moves forward with the community supported fiber buildout.

Sunrise County Economic Council is available to provide support to all communities in Washington County.

Should Lubec desire additional data from the survey, please contact Elaine Abbott, eabbott@sunrisecounty.org

**The Lubec Internet
Usage and
Satisfaction Survey
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