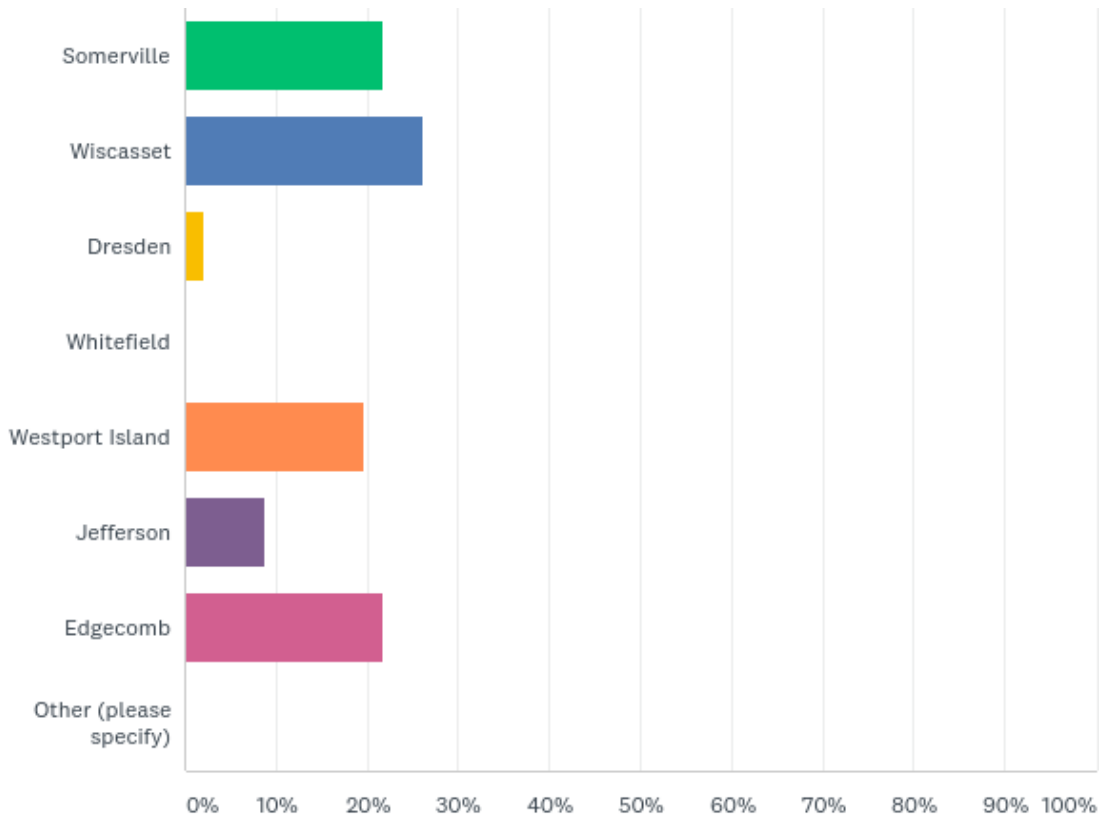




Memo

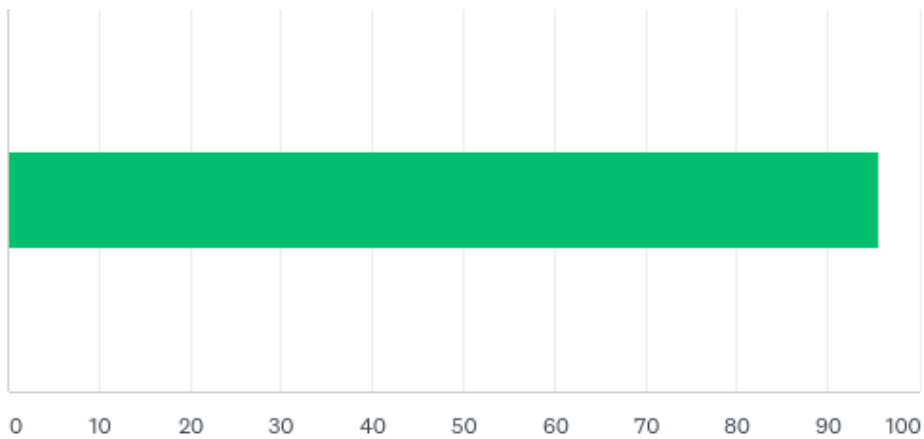
To: Lincoln County BB Committee
Fr: Mark Ouellette, Axiom
Date: January 30, 2019
Re: Business Surveys

We have received 46 business surveys from across the region, including 10 from Whitefield that were obtained separately. The results in Whitefield were similar to the results described here.



ANSWER CHOICES	RESPONSES	
Somerville	21.74%	10
Wiscasset	26.09%	12
Dresden	2.17%	1
Whitefield	0.00%	0
Westport Island	19.57%	9
Jefferson	8.70%	4
Edgecomb	21.74%	10
Other (please specify)	0.00%	0
TOTAL		46

Q2: How important is the internet to your business?

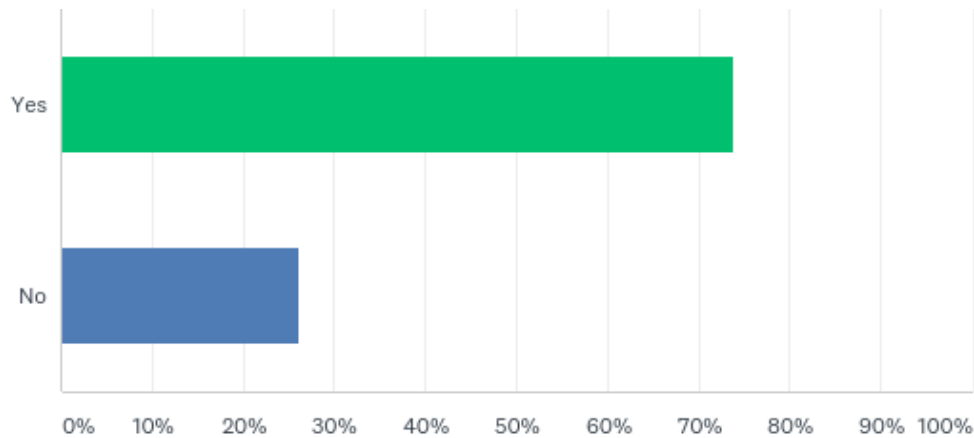


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	96	4,306	45
Total Respondents: 45			

Q4: I would increase my business revenue if...

ANSWER CHOICES	RESPONSES	
I could work or sell more efficiently online	69.77%	30
My employees were better trained	13.95%	6
I understood and could implement the latest online tools	27.91%	12
I had updated computer software	30.23%	13
The pool of skilled employees increased	13.95%	6
I'm not sure	18.60%	8
Total Respondents: 43		

Q6: Do you have a website?



12 respondents do not have a website.

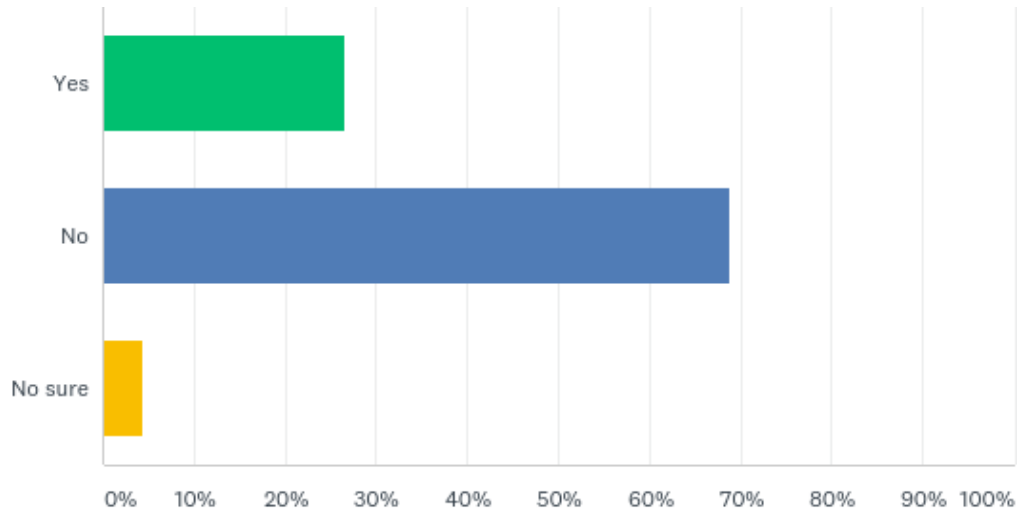
Q12: What does your business use the internet for?

ANSWER CHOICES	RESPONSES	
On-line sales	71.74%	33
On-line purchasing of inventory	71.74%	33
Webinars, Skype, Video	69.57%	32
File or data sharing (outside of your internal network)	71.74%	33
Data management, back-up or data storage	63.04%	29
Operations in the Cloud (Accounting, Sales, Project Management, Inventory, etc.)	34.78%	16
Hosting your own server(s)	19.57%	9
Social Media (FaceBook, Twitter, Instagram)	71.74%	33
Other (please specify)	23.91%	11
Total Respondents: 46		

Q13: How important is improved internet service to your business now?

ANSWER CHOICES	RESPONSES	
Not important, current service meets our needs	13.04%	6
Important, we don't have everything we want, but we can make do	32.61%	15
Critically important, current internet does not meet our needs	43.48%	20
We don't know and would like to learn more	2.17%	1
Other (please specify)	8.70%	4
TOTAL		46

Q15: Over the past few years have internet speeds kept up with your business needs?



ANSWER CHOICES	RESPONSES	
Yes	26.67%	12
No	68.89%	31
No sure	4.44%	2
TOTAL		45

Q17: What type of Broadband does your business have?

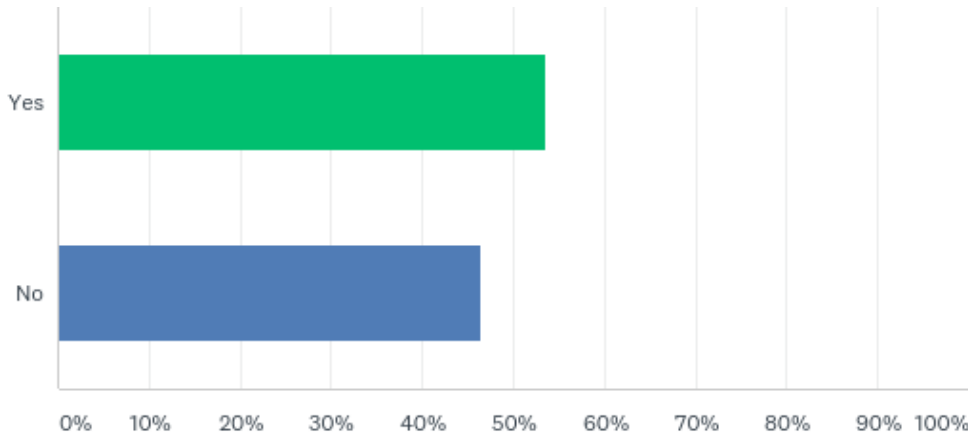
ANSWER CHOICES	RESPONSES	
Fiber	13.33%	6
DSL	35.56%	16
T1	2.22%	1
Cable	24.44%	11
Wireless	8.89%	4
Satellite	8.89%	4
Celular	2.22%	1
Other (please specify)	4.44%	2
TOTAL		45

Those that have fiber are happy, those with satellite, cellular and wireless are unhappy. And those with a cable connection or DSL have individual responses, typically based on reliability or cost.

Q18: Who is your provider?

ANSWER CHOICES	RESPONSES	
Consolidated Communications (formerly FairPoint)	41.30%	19
Spectrum (formally Time Warner Cable)	23.91%	11
GWl	2.17%	1
LCI	6.52%	3
Otelco (formally OT&T)	0.00%	0
TDS	0.00%	0
UniTel	0.00%	0
Premium Choice	0.00%	0
Red Zone	2.17%	1
HughesNet (satellite service)	4.35%	2
Wi-Fi HotSpot (using your cellular phone)	2.17%	1
Other	0.00%	0
Other (please specify)	17.39%	8
TOTAL		46

Q20: Does your business allow employees to telecommute?



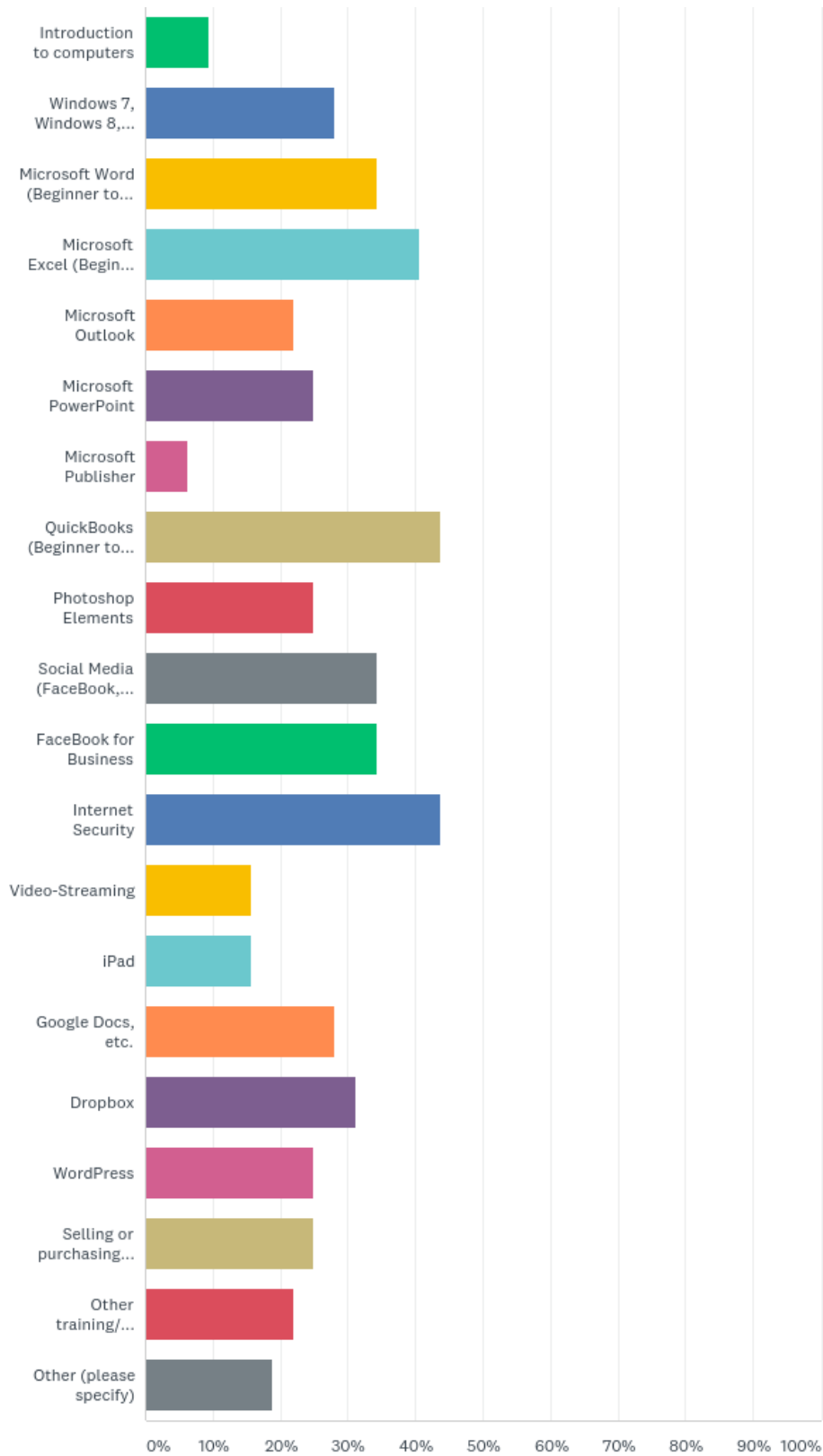
Speaks to importance of residential connection in our modern society, where employees can increasingly live and work in different places because of internet connectivity.

Q22: Do you see a training need for computer skills in your business?

ANSWER CHOICES	RESPONSES	
Yes	39.13%	18
No	60.87%	28
TOTAL		46

There are a series of questions about how your employees learn best, do you offer training now, and how would you rate the skill level around computers. These would be clues to how a Digital Literacy program might reach businesses in the region.

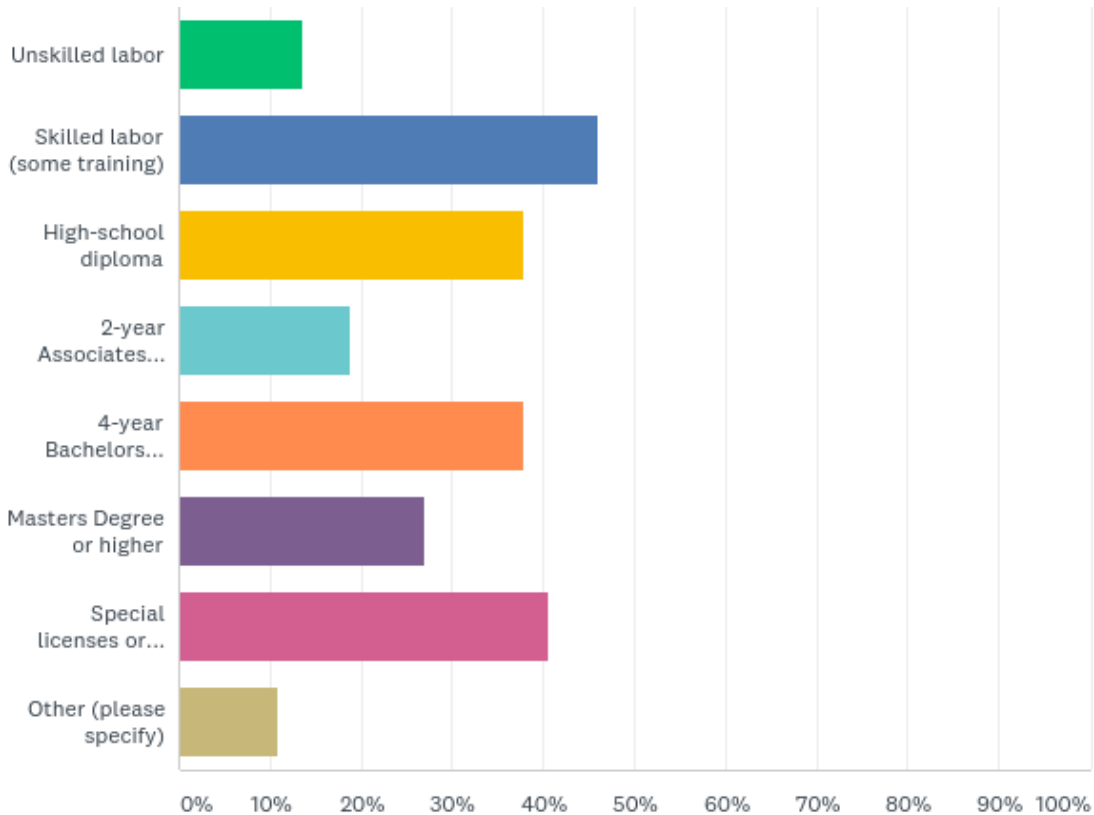
Q29: What classes would be of interest to your staff?



Q30: Number of employees?

ANSWER CHOICES	RESPONSES	
Self, it's only me!	29.55%	13
2-5	47.73%	21
5-10	11.36%	5
10-25	2.27%	1
Over 25	9.09%	4
TOTAL		44

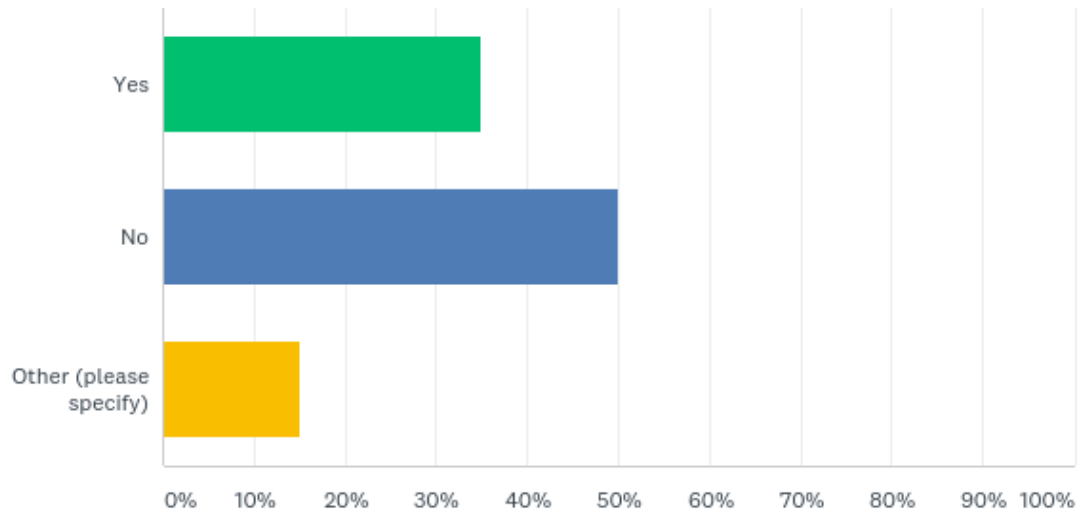
Q32: Skill levels required in your business?



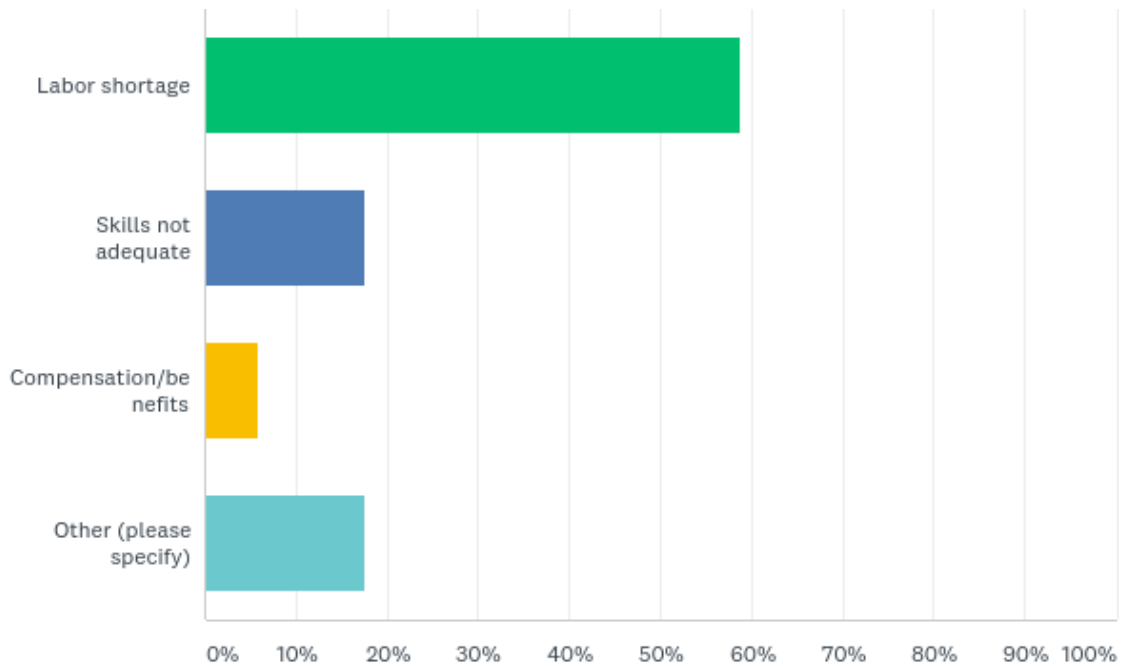
Q33: Do you expect training will be needed for your new and existing employees over the next year?

ANSWER CHOICES	RESPONSES	
Yes	47.50%	19
No	32.50%	13
Not Sure	20.00%	8
TOTAL		40

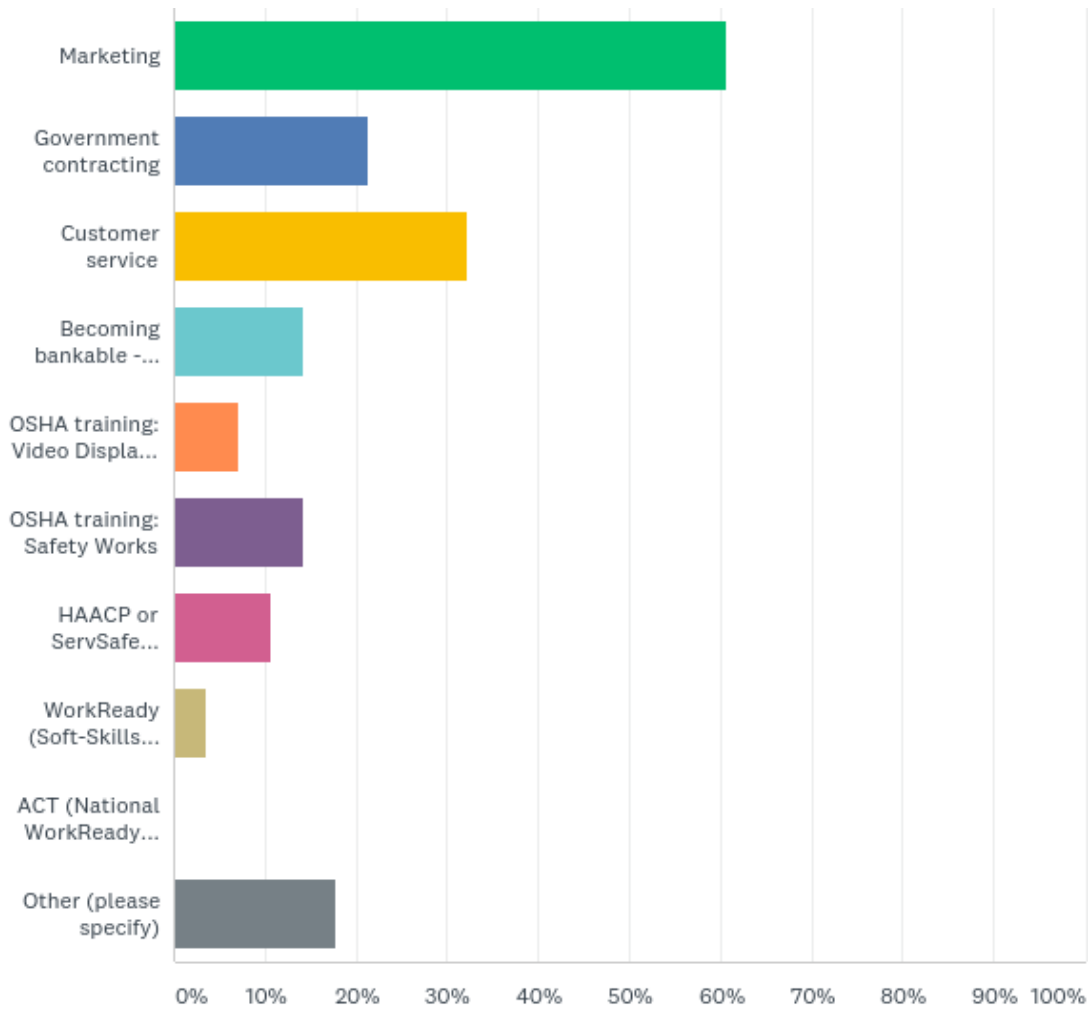
Q34: Do you have difficulty recruiting new employees?



Q35: If so, what are the factors?



Q36: What workshops would be beneficial?



ANSWER CHOICES	RESPONSES	
Marketing	60.71%	17
Government contracting	21.43%	6
Customer service	32.14%	9
Becoming bankable - basic recordkeeping	14.29%	4
OSHA training: Video Display Terminals	7.14%	2
OSHA training: Safety Works	14.29%	4
HAACP or ServSafe training	10.71%	3
WorkReady (Soft-Skills) (Maine Certification)	3.57%	1
ACT (National WorkReady Certification)	0.00%	0
Other (please specify)	17.86%	5
Total Respondents: 28		

A Few Comments:

We need support with basic computer skills and IT Security training for employees and others in the labor force that may work for us in the future. - Moinlycke in Wiscasset

We need Westport Wired!!! Satellite internet is terrible. - Northeast Photographic, Westport Island

I get all the training I need through my company- Westport Island resident telecommuting for TERC (based in Cambridge, MA)

High speed is available already. What are you up to? This is not a government job!- ECHO Inc. Wiscasset

We have fiber, which is fine. - Cod Cove Inn, Edgecomb

Businesses who left their contact info:

Cod Cove Inn, Edgecomb
William Joyce, Edgecomb
Mid-Maine Millwork, Edgecomb
Jefferson Fire and Rescue, Jefferson
NC Hunt, Inc., Jefferson
Henry McInnis, Creditscore.com, Somerville
Reishus Consulting, LLC, Somerville
Karl Olson and Associates, Wiscasset
AK Energy Consultants, Somerville
Dresden Consulting Group, Dresden
Snowsquall Inn, Wiscasset
South Somerville Baptist Church, Somerville
ECHO Inc., Wiscasset
Briggs Farm, Somerville
California Contract Company, California- Russel Gates, Somerville
RN Heinlein Consulting, LLC, Jefferson
Deborah Myers- Self employed
Chesterfield Associates, Westport Island
Flutter Focus Photography, Westport Island
Sasanoa Brewing Company, Westport Island
Glidden Point Oyster, Edgecomb
Scully's Oyster & Lobster Market, Edgecomb
Violet Vaughn/Sugarloaf Publishing, Westport Island
Donna Curry, TERC (Cambridge,MA), Westport Island
Sweeney Ridge Studios, Edgecomb
Central Maine Pyrotechnics, Farmingdale
RJ Associates, LLC, Westport Island
Orff Realty, Jefferson
The Blueberry Moose, Westport Island
Northeast Photographic, Westport Island
Dan's Auto, Somerville
Plante's Lobster Vents, Somerville
James Kochan Fine Arts & Antiques, Wiscasset

Business Survey Takeaways

- Business focused training should be strongly considered
 - The businesses that responded were generally open to training, and welcomed it
- Almost half of respondents say that the internet is not keeping up with their needs
- There are limited fiber assets available in some locations
- Spectrum- Costly and drops at high use times of day
- Consolidated- Frustratingly unreliable and suffer from slow speeds
- Satellite, wireless- Responders would choose other service if it was available