



Final Report

Project: Northern Santa Barbara County MOBILE HOME PARK BROADBAND ASSESSMENT

Broadband Consortium Pacific Coast Project
Agreement #EDC-BCPC-10
Economic Development Collaborative, Ventura CA

Contractor

The Economic Alliance Foundation (EconAlliance)

2024

Introduction/Background

Project partners in the *Northern Santa Barbara County Mobile Home Park Broadband Assessment* project (MHPBB Project) include the Broadband Consortium Pacific Coast, through The Economic Development Collaborative of Ventura County as well as The Economic Alliance Foundation (EconAlliance).

The Economic Development Collaborative of Ventura County is a Public Benefit Nonprofit, and one of its initiatives is the Broadband Consortium Pacific Coast (BCPC), which serves to promote broadband in the California counties of San Luis Obispo, Santa Barbara and Ventura. BCPC served as lead consultant to the Santa Barbara Association of Governments (SBCAG) and the County of Santa Barbara in development of the Santa Barbara County Broadband Strategy.

To advance efforts to close the digital divide across the tri-county region, the Broadband Consortium Pacific Coast (BCPC) recommends investment across the spectrum of digital equity:

- Infrastructure that increases capacity to deliver high-speed internet to all residents and businesses.
- Access in the form of connections when and where they are needed (residences, facilities, businesses) and digital devices to connect.
- Adoption of internet use across all socioeconomic groups to improve access to opportunities in education, workforce, business, telehealth and social connection.
- Digital Literacy programming that is multilingual and culturally responsive and progresses according to need and improved capacity.

EconAlliance is a 501c3 nonprofit organization with a mission to “build awareness, advocacy, support and appreciation” for Northern Santa Barbara County (NSBC) industries and communities.” The organization has been promoting broadband and high-speed internet in Northern Santa Barbara County since 2013, for several years a sub-contractor to the BCPC/The Economic Development Collaborative. The organization served as a partner in the development of the Santa Barbara County Strategic Plan and also attracted and managed a federally-funded ~\$500 thousand broadband grant for articulation of two potential fiber routes for the NSBC fiber ring.

Project Overview

Purpose

The purpose of the MHPBB Project was to

- Clarify status of connectivity at Northern Santa Barbara County mobile home parks in targeted socio-economic challenged or disadvantaged neighborhoods across the region (CPUC-identified as Priority Eligible or Eligible, Santa Barbara County environmental justice locations for CASF Infrastructure, and/or 2020 Census blocks identified as disadvantaged (<25 MBPS down/3MBPS up)
- Identify barriers to deployment
- review high-capacity technologies that would serve the needs of targeted mobile home park residents

Funding

Funding for the MHPBB Project is provided EconAlliance by The Economic Development Collaborative for the Broadband Consortium Pacific Coast, who manages a tri-county broadband contract funded by the California Public Utilities Commission (CPUC).

Deliverables

Deliverable #1

Project Plan that can be used both for the MHPBB Project in NSBC, and for a similar effort in the Santa Barbara County South Coast.

Deliverable #2

A list of contacts for MHPBB Project targeted NSBC Mobile Home Parks

Deliverable #3

Connectivity status of target Mobile Home Parks

Deliverable #4

Synthesis of findings, status, barriers, possible options for target mobile home park s
(Survey information to be included in appendix)

Project Plan – Deliverable #1

The purpose of the MHPBB Project Plan was to lay out a project strategy for the Northern Santa Barbara County target Mobile Home Parks that could be duplicated for the target Santa Barbara County South Coast Mobile Home Parks.

The MHPBB Project Plan (see *Appendix A*) included several elements, including:

- Project Stakeholders
- Stakeholder Roles
- Project Personnel
- Project Deliverables
- Performance Period
- Performance Timeline
- Project Scope of Work
- Project Goals

While some elements of the Project Plan could support a South Coast Mobile Home Park Broadband Assessment effort, much of the Project Plan conceptualized would need revision, due to the barriers and obstacles encountered in achieving some of the deliverables and goals. (See Synthesis of findings – Deliverable #4 for detail)

Contacts, MHPBB Project Target Mobile Home Parks – Deliverable #2

The list of contacts developed for the MHPBB Project (Deliverable #2) can be found by viewing *Appendix B*.

Connectivity Status - Target Mobile Home Parks – Deliverable #3

Connectivity status for the target population in the MHPBB Project was first researched in a desktop analysis through the California Interactive Broadband Map (<https://www.broadbandmap.ca.gov/>) “Address Search” function, using the 16 target mobile home park addresses. Also included in desktop research was a search of providers in <https://www.highspeedinternet.com/>, supplemented with provider website searches.

Confirmation of connectivity status with Mobile Home Parks and their residents was problematic, due to the obstacles and barriers described in “Findings” below.

Synthesis of Findings – Deliverable #4

Project Plan Obstacles

While the Project Plan developed for the MHPBB Project was initially viewed as very realistic, first contact with Project’s Mobile Home Park Management proved otherwise. Nearly all Project metrics and resolutions to expected challenges identified in the Project

Plan depended upon target Mobile Home Park management interest, engagement, and cooperation. While most managers were friendly, with one or two exceptions, management support for outreach to residents was not sufficient for ease of contact.

Lack of Park management support unfolded in two ways:

- Denial of access to Park residents in person
- Denial of access to Park residents through a management-supplied resident contact list

In addition, Park resident interest was low in engaging in an activity (survey) to support better information for those seeking to improve target Mobile Home Park broadband. Management warned Project liaisons about this before contractor mailings, mentioning that residents were often “too old for internet”, “can’t afford it”, “don’t care about it”. This was verified by the very low survey response.

A primary assumption of the Project was that Park management would see value in the MHPBB Project to their residents and be eager to support efforts to survey, interview and/or meet with residents. This assumption was false. First, most of the Parks were owned by corporations with multiple properties outside the area, so had limited contact with actual residents, only managers, often mostly remotely. Secondly, it is apparently an industry best-practice for management to deny all access to Park residents, no matter how valuable a project might be to those residents. In all cases, Park management cited company protocols and policies restricting “solicitors”, which seems to include anyone wanting to enter the Park for contact with residents.

Bypassing the manager was not an option. In one case a manager recounted an incident where a salesman denied Park access went around the office protocol to knock on doors anyway and police were called.

Once there was a realization that Park entry for individual Park resident contact was not feasible, Project liaisons often asked managers about coordinating a Park meeting to introduce the survey, or at least a small group “listening” meeting to learn more about Park resident broadband status and needs. There was an aversion to “getting involved” in this assessment, seemingly due to the fact that Mobile Home Park ownership wants no responsibility for internet coverage or services.

This refusal of Park management to engage in supporting the broadband assessment of its residents made everything about the Project more difficult.

Assuming access to residents through door-to-door contact or at least phone interviews or small group meetings, Project contractor had not included mailing costs or mailing activities in the Project’s assessment activity.

Once denied in-person access to Park residents, Project contractor resorted to a survey mailing strategy, but this strategy also encountered an obstacle. Not able to obtain Park resident contact lists, contractor mailed to “resident”, often encountering address issues. Sampling of issues resulting in returned mail or lack of response:

- USPS requirement for “Current” to be included in addressing “Resident”
- USPS protocols for Mobile Home Park space numbers
- In at least once instance management with centralized mail infrastructure apparently refused all mail addressed to “Current Resident”
- Due to costs, SASE was not included in survey mailed to approximately 2000 Project Park residents. Residents were offered a phone number to call as an option for those not wishing to pay a stamp to return the survey.
- While no Park managers indicated a need for resident surveys in Spanish, there was no way of knowing if there actually was a need (this was addressed in a postcard outreach 2.0 effort following initial mailing)

Contractor made every effort to gather Park resident input and feedback:

- utilizing Spanish-speaking outreach personnel, offering Spanish survey translation
- delivering hard copy surveys to few sites willing to provide surveys on site
- re-addressing returned mail with corrected information and re-sending, etc.
- providing a phone number for survey participation to save residents’ cost of stamp
- doing a second mailing to all target Park residents - a Postcard with an abbreviated survey and request for a Speed Test, done in both English and Spanish (see *Appendix H*)
- partnering w/local United Way to reach out to Park ag worker residents by text in Spanish with abbreviated survey, request for SpeedTest (~120 target Park ag worker residents were texted, with only 3 responses. United Way personnel mentioned that probable reason was that in their project work with these ag workers, they found that, while the workers could speak a very little bit of Spanish, they were almost all Oaxacan or Mixtecan, so probably could not read the Spanish text)

The unexpected Project obstacles of being denied Park resident access either individually or in groups, plus mailing/other contact issues made reaching Project goals very difficult.

Key Barriers to Coverage

Despite the Project Plan implementation obstacles identified above, the Project work was valuable and yielded some good information for future follow-on efforts.

While the managers’ survey (*Appendix D*) garnered only 4 (25%) responses from the sixteen, feedback was nonetheless interesting. Fifty percent of the four were owned by corporations with multiple properties, fifty percent were owned by a stand-alone company with just the one property.

1. For some parks, NO internet service is currently available (per desktop research and 2 of 3 managers responding to this question) This may be true but may also reflect lack of awareness of available options. If true, the cause is probably due to lack of perceived customer interest/lack of profitability to serve, which may not be surmountable as a barrier without subsidies.
2. Potential customer access challenges. Four of the four managers responding to the survey stated that their parks do not (at this time) offer any support for residents who desire internet. This also reflects conversations with managers during outreach phase. Managers did not see enhancement of internet service provision as a Park responsibility. Coupled with the Parks' "best-practice" of not supporting solicitation, this fact makes service offerings very difficult to promote, let alone sell.

Management conversations around barriers or challenges to providing high speed internet to their Parks included the following:

3. Not enough customers in the geographical area
4. Too out of the way
5. Not enough Park residents care about internet to pay for it (see similar response below in resident survey feedback)
6. Not enough Park residents use technology, so they wouldn't buy it
7. Too expensive for residents (see similar response below in resident survey feedback)

Two of the four managers responding to the survey indicated that the following were barriers or challenges to providing faster, more reliable internet to their Park residents

8. Disruption of development
9. Interruption of internet service
10. Cost to build

Additional comment mentioned by one manager was "No plans to do this".

While the Mobile Home Park Managers' survey garnered a 25% response (still under metric desired), the Resident survey response was not statistically significant, as that survey was sent to nearly 2000 residents and yielded only 31 surveys. Still, there was some good input that can be valuable for future broadband planning.

From Park resident survey input, the following challenges to providing broadband can be identified:

11. 31% of the 31 Resident survey respondents claimed to be either in the category of understanding nothing about internet use (14%) or having a basic understanding but not being comfortable with it (17%), with another 7% being only "somewhat comfortable" using it. If it is assumed that this percentage might

be similar across residents in all Parks, it means that two-thirds of the potential broadband market is not currently in play.

Note: Computer comfort levels are surprisingly similar to internet comfort levels (30% with little or no understanding, only 14% being comfortable using it). Digital literacy for 30% of this population is definitely indicated.

Reasons for those not having internet listed by the 5 of residents responding to that question include two of the same reasons mentioned by managers - not interested in it (2 respondees) and cannot afford it (2 respondees).

12. Cost of internet for many (especially senior) Mobile Home Park residents must be borne by the one person living in the unit (of the 24 residents responding to the survey, 63% claimed only one person in the household used the internet)
13. Market expansion to ensure customers/profitability hampered by age and/or language of many target Mobile Home residents. 94% of survey respondents were over 60 years old, and United Way professionals that partnered to text abbreviated survey questions suggested that nearly all of the 120 Project text surveyees were probably Oaxacan or Mixtecan.
14. Middle mile proximity. Many of the target Mobile Home Parks are not near proposed Northern Santa Barbara County route of the State's Middle Mile Initiative, with even those closer being possibly years away from fiber.

Other Findings

One of the purposes of the MHPBB Project was to confirm connectivity status, determining whether the actual speeds received by MHPBB Project residents and Mobile Home Parks were at or near those promised or reported by the providers. Two questions on the survey explored that (request for respondent to take a speed test at www.Speedtest.net and also to provide the provider-promised speed from their bill or contract). Only three survey respondents (one manager, two residents) replied to both questions, so the responses are not statistically significant, but interesting. The manager responding stated that the down/up speeds received were 61.53 and 41.81, but those promised were 948.71 and 41.81. The two residents responding seemed to have service speeds near their promised speeds (952.25/23.92 to 899.2/22.2 and 6.63/7.1 to 7.1/.768).

Speed is probably a more significant issue than represented above, as of the seven survey respondents replying about dissatisfaction with their internet (one manager, six residents) five called out "too slow" as one reason, with five citing "not reliable", as well.

Lastly, an important data point from the survey for residents was the desire for training. Of the sixteen respondents answering the question of what type of training they would be interested in "if offered you conveniently", the feedback was as follows:

- Basic email and internet usage (62.5%)

- Basic computer/laptop usage (56.25%)
- Cell phone features and usage, e.g. texting, emailing, Facebook, Instagram, etc. (56.25%)
- Basic social media usage (25%)

Recommendations

For follow-on efforts to support targeted Mobile Home Park broadband, the following recommendations may be helpful:

- Repeat a short survey/ mailing to “Current Resident”, using correct USPS protocol, in both Spanish and English, with a tear-off reply mail feature, allowing potential respondents to provide feedback without paying return postage
- Solicit further partnership with United Way, engaging Oaxacan and Mixtecan speakers as trusted sources for phone (rather than text) outreach to the organization’s ag worker list regarding broadband service and/or training. Also with United Way, leverage the organization’s VITA free tax-prep program to reach other potential English and/or Spanish-speaking target Mobile Home Park residents with survey questions (EconAlliance successfully did this with non-Mobile Home Park residents for a previous broadband-related project)
- Engage a County supervisor or mayor to offer a Mobile Home Park “townhall” updating residents on local issues, encouraging managers/owners to provide meeting space onsite and advertise the event. Leverage the event to include a survey/discussion on broadband status, service and training needs.
- Explore resident subsidy or low-cost programs of wireless providers such as Advanced Wireless, satellite providers such as Hughesnet, Starlink, etc. for marketing to Mobile Home Parks
- Explore models for providers to offer at least target Mobile Home Park community center high-speed internet as philanthropic or demonstration opportunities, enabling engagement of senior Park residents to experience internet and see its value
- Explore feasibility of “Kwikbit Fiber to the Park”, advocated by the Fiber Broadband Association, tailored to mobile home and RV Parks
- Advocate that Phase II of the California Middle Mile Initiative more seriously consider needs of Mobile Home Park proximity to middle mile fiber.

Appendices

Appendix A – Project Plan

Appendix B – List of Contacts

Appendix C – California Broadband Interactive Map-Provider-Stated Coverage,
Provider-Stated Coverage

Appendix D – Survey - Target Mobile Home Park Managers

Appendix E – Survey Results – Target Mobile Home Park Managers

Appendix F – Survey - Target Mobile Home Park Residents

Appendix G – Survey Results – Target Mobile Home Park Residents

Appendix H - Postcard

Appendix A – Project Plan

Project Plan

Mobile Home Park (Broadband Assessment Project)

Project Contractor: The Economic Alliance Foundation (EconAlliance)
Project Lead: Victoria Conner, Initiatives Director, EconAlliance

Project Plan Introduction

A project plan provides a framework for the structure and roll-out of a project. In the Mobile Home Assessment project, the Project Plan is to help guide not only the execution of this project, which addresses target Northern Santa Barbara County Mobile Home Parks, but also inform future efforts to assess Mobile Home Park communities/MHP broadband status and needs on Santa Barbara County’s south coast.

Purpose of the Mobile Home Park (Broadband) Assessment

The purpose of the Mobile Home Park (MHP) Assessment is to support the Economic Development Collaborative (EDC)* in completing Objective 1, Activity 4 of the EDC Work Plan activities approved by the California Public Utilities Commission (CPUC).

**The Economic Development Collaborative is a 501 (c)(3) non-profit corporation established for the purpose of providing economic pathways to business growth, economic prosperity and high-quality of life primarily in Ventura and Santa Barbara Counties, with its programs benefiting even adjacent regions. The Broadband Consortium Pacific Coast (BCPC) is a program of the EDC, serving as technical assistance lead and support to Ventura, Santa Barbara and San Luis Obispo Counties.*

Project Stakeholders

Stakeholder (Direct)	Description	Area	Nature of Stake	Notes
Economic Development Collaborative (EDC)	Non-profit for reg’l economic growth, prosperity, quality of life	Counties of Ventura, Santa Barbara primarily, others as well	Issuing entity of project contract	Parent org of BCPC broadband program
The Economic Alliance Foundation (EconAlliance)	501(c)(3) nonprofit Mission: To Build Awareness, Advocacy, Support & Appreciation for No SBCo industries & communities	Northern Santa Barbara County (NSBC)	Project Contractor	Broadband enhancement is a key activity for EconAlliance
Target Northern Santa Barbara County Mobile Home Parks (see list below, this doc)	<i>(from contract)</i> Target MH Parks part of disadvantaged or socio-	Northern Santa Barbara County	Fast, reliable connectivity for MH Park	Information perhaps useful for funding requests

	economically challenged blocks			
Residents of NSBC project target MHParks	Individuals living in project target MHParks	Northern Santa Barbara County	Fast, reliable connectivity for residents of target MHParks	Information perhaps useful for funding requests
Stakeholder (Indirect)	Description	Area	Nature of Stake	Notes
Central Coast (CC)	Regional area of Central Coast counties	Santa Barbara, Ventura, San Luis Obispo, other Counties	Connectivity status regionally	Infrastructure impacts across CC
County of Santa Barbara	County jurisdiction	SB County area	Support for Co Broadband Strategy implementation	County infrastructure, County Broadband Strategy support
Santa Barbara County Assn of Governments (SBCAG)	Regional planning agency, a voluntary council comprised of countywide jurisdictions (Co & 8 independent cities)	Santa Barbara County	Support for Co Broadband Strategy implementation	County infrastructure, County and community Broadband Strategy support
Rural County Representatives of California (RCRC)	40-member county service organization championing California's rural counties	40-member consortium area	Support for SBCo Broadband Strategy implementation	(RCRC has MOU w/SBCAG for broadband infrastructure enhancement)
NSBC municipalities	Buellton, Guadalupe, Lompoc, Santa Maria & Solvang	Northern Santa Barbara Counties	Support for cities' economically challenged communities	Information perhaps useful for funding requests
SB County's south coast municipalities	Carpinteria, Goleta, Santa Barbara	SB Co's South Coast	Support for SBCo Broadband Strategy implementation	Project to serve as model for South Coast MHParks
Santa Ynez Chumash	Federally-recognized local tribe	Santa Ynez (tribal lands), other areas (tribal	Support for community broadband enhancement	Information perhaps useful for funding requests

		enterprises, employees)		
Non-Project target NSBC residents	Residents outside of MH Parks	Northern SB County	Area-wide infrastructure	Information perhaps useful for relevant funding requests
California Public Utilities Commission (CPUC)	Regulatory agency for broadband	Statewide	Mission support	Project funded by CPUC
State of California	State	Statewide	Infrastructure, Initiative support	Project funding through State agency

Stakeholder Roles

Economic Development Collaborative	Project Funder, advisory support (survey, etc.)
EconAlliance	Project Contractor executing the project
Target Northern Santa Barbara County Mobile Home Parks	Project Participants (possibly interviews, surveys, survey distribution to MHP residents)
Residents of NSBC project target MHParks	Project Participants (surveys)
InDirect Stakeholders	Beneficiaries of project conclusions/data/needs assessment

Project Personnel – Economic Development Collaborative (EDC)

Name	Title	Affiliation	Role
Bruce Stenslie	President & CEO	EDC	Project Administration Official EDC
Shelby Arthur	Regional Lead/Collaborative Coordinator	Broadband Consortium Pacific Coast/EDC	Contract Administration Official EDC
Molika Oum	Collaborative Coordinator	EDC	Contract Administration Official EDC
Kelly Noble	Office Manager	EDC	Financial Administration Official EDC

Project Personnel – The Economic Alliance Foundation (EconAlliance)

Name	Title	Affiliation	Role
Sam Cohen	Board President	EconAlliance	Contract Signer - EconAlliance
Lisa Reynolds CPA	Finance Director	EconAlliance	Administration/Finance Official - EconAlliance
Victoria Conner	Initiatives Director	EconAlliance	Program Management Lead/Contact: --Liaison to Contract Funder --Program Management Duties --Project Plan Development --Survey Development --MHP research

			--Reports and Final Report
Ana Ramirez	Project/Events Coordinator	EconAlliance	--Outreach to MH Parks --Translation/Interpretation as needed --Survey distribution and follow-up
Terri Lee Coleman	Project Specialist	EconAlliance	--MH Park contact research --MH Park outreach support
Possible Volunteers	TBD	TBD, e.g. EconAlliance Board, partner or member organizations, etc.,	--Broadband expert --Admin or outreach support (project related) --Document review/recommendations

Project Deliverables

Project Plan	Create a blueprint for project implementation that can be duplicated in the South Coast
List of Target MHPs NSBCo/Contacts	For the 16 Northern Santa Barbara County target Mobile Home Parks (MPHs), research general and on-site contacts for stakeholder engagement efforts.
Connectivity Status 16 Target MHPs	Determine the connectivity status of the 16 MPH locations through surveying, interviewing, desktop research and analysis
Final Report	Provide documentation of findings

Project Performance Period

Project Start	March 31, 2024
Project End	July 31, 2024

Project Timeline

Deliverable	Due April	Due May	Due June	Due July
Project Plan	April 15, 2024			
List of Target MHPs NSBCo/Contacts		May 15, 2024		
Connectivity Status 16 Target MHPs			June 30, 2024	
Final Report				July 30, 2024

Project Scope of Work

Project Plan	<p>Create a blueprint for project implementation that can be duplicated in the South Coast</p> <ul style="list-style-type: none"> • Collect all contract and Scope of Work-related data • Determine project approach • Articulate process • Identify potential project challenges or barriers • Develop project plan
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List of Target MHPs NSBCo/Contacts	For the 16 Northern Santa Barbara County target Mobile Home Parks (MHPs), research general and on-site contacts for stakeholder engagement efforts. <ul style="list-style-type: none"> • Start with the California Community Housing & Development MHP “Operated by” data (data includes addresses only) • Research contacts found by address for emails and phone numbers • Call or email to verify contact name, or mail (Eng/Spanish) if necessary requesting contact • As a last resort, visit the MHP office in person, or a resident to request MHP contact information
Connectivity Status 16 Target MHPs	Determine the connectivity status of the 16 MPH locations through surveying, interviewing, desktop research and analysis <ul style="list-style-type: none"> • Review State/Federal public data (CPUC, FCC respectively) re MHP neighborhood coverage • Develop MHP contact survey and connect w/MHP contact, requesting survey response regarding local available internet service (Spanish translation if necessary for Park contacts) • Develop MHP resident survey regarding internet service, usage, applications, number of users in HH, etc. Distribute resident survey through MHP contact if feasible (Spanish translation for MHP resident survey) • Follow up with MHP contacts and MHP residents for survey completion • Interview park residents and/or MHP contacts in cases of special interest (largest and smallest parks, least served, lowest income, etc. • Connect with providers of record re MHP data as necessary • Address process challenges as appropriate
Final Report	Provide documentation of findings <ul style="list-style-type: none"> • Analyze survey response data for inclusion in final report • Develop draft final report, documenting State/Federal desktop research findings, conversations with providers, and interviews, well as survey data • Share draft with EDC for review and comment prior to finalization • Make revisions as needed • Create FINAL REPORT

Project Goals

Deliverable	Goal
Project Plan	<ul style="list-style-type: none"> • Inclusion of the following elements in Project Plan <ul style="list-style-type: none"> ○ Purpose of the MHP (Broadband) Assessment ○ Project Stakeholders (Direct/Indirect) ○ Stakeholder Roles ○ Project Personnel – EDC ○ Project Personnel – EconAlliance ○ Project Deliverables ○ Project Performance Period ○ Project Timeline ○ Scope of Work

	<ul style="list-style-type: none"> ○ Project Goals ○ Barriers/Challenges ○ Milestones ○ Metrics <ul style="list-style-type: none"> ● Completion of the Project Plan by April 15, 2024
List of Target MHPs NSBCo/Contacts	<ul style="list-style-type: none"> ● A contact for every MHP of the 16 target Parks on the contract list ● Completion of the List of Target MHP Contacts by May 15, 2024
Connectivity Status 16 Target MHPs	<ul style="list-style-type: none"> ● Development of both a MHP survey (Spanish translation if necessary) for the 16 MHP contacts and a separate MHP resident survey (in Spanish and English) ● Responses from at least 90% of the MHP contact surveys ● Responses from at least 3% of resident surveys distributed ● 8 interviews and/or group meetings to further gather/interpret inputs ● At least 50 speed tests from the 16 MHP locations (Assumption: Speed Test subscription obtained by EDC, link shared with EconAlliance) ● Completion of the connectivity status research by June 30, 2024
Final Report	<ul style="list-style-type: none"> ● Draft final report ready for review by EDC by July 25, 2024 ● Completion of the Final Report by July 30, 2024

Project Milestones

Milestones

List of Target Mobile Home Park Contacts

Survey for MHPs Distributed

Survey for Residents Distributed

MHP Survey Results Analyzed

Resident Survey Results Analyzed

Potential Barriers and Challenges/Resolution Strategies

Challenges	Resolution Strategies
MHP Contacts are non-English speakers	If contact's primary language is Spanish, communicate with contact through EconAlliance Project (bi-lingual) Coordinator
No official local contact for a MHP	Communicate with contact by phone or email, or substitute an unofficial (resident) contact for the MHP itself
MHP Contact not willing to distribute or make introductions or share any resident contact information	Make door to door visits if possible or if not allowed, use desktop research methods potentially to locate and gather data from MHP residents
Speed test subscription not forthcoming during contract performance period	Conduct informal speed tests on site as feasible
Residents shy about individual interviews	Conduct small group meeting with a park's residents

Surveys not forthcoming	Conduct additional interviews and/or small group meetings
Project Metrics	
90% of 16 Target MHP Surveys Completed	
3% of Resident Surveys Completed	
8 Interviews and/or Group Meetings Conducted	
50 Speed Tests Conducted in Target Mobile Home Parks	

Appendix B - List of Contacts

Mobile Home Park	First Name	Last Name	Title	Address	City	State Zip	Phone #	Total Lots	Type	Email
Rivergrove Mobile Home Park	Kathy Wayne	Welker Bergland	Park Mgr Mgmt Co Liaison	80 Zaca St.	Buellton	CA 93427	(805) 688-4816 (Welker) Les Frame mgmt co 310-798-1102 (Bergland)	76 Lots	55+	Rivegrove MHP@yahoo.com (Welker) Wayne@LFMgmt.com (Bergland)
Ranch Club Mobile Home Estates	Debbie	Dameron	Park Mgr	330 W. Highway 246 #144	Buellton	CA 93427-9429	805-688-3600	232 Lots	55+	rcme330@verizon.net
Continental Mobile Home Park	Michelle	Escher	Manager	816 North O St.	Lompoc	CA 93436	(805) 736-2630	102 Lots	All Ages	not sharing email
Willow's Mobile Home Park	Gus	Escobedo	Manager	1317 N V St.	Lompoc	CA 93436-3133	(805) 736-2111	224 Lots	All Ages	thewillows@newportpacific.com
Del Norte Mobile Estates	Raquel	Gonzalez	Manager	321 W North Ave.	Lompoc	CA 93436-4045	No # Listed	179 Lots	All Ages	delnortemhp@gmail.com
Mountain View Mobile Estates	Wanda	Wilson	Manager	610 E. Pine Ave.	Lompoc	CA 93436-4140	No # Listed	184 Lots	55+	cwilson@communityam.com
Lompoc Mobile Manor	Jenny	Garcia	Manager	403 1/2 N M St.	Lompoc	CA 93456-5880	(805) 736-3212	86 Lots	All Ages	lompocmm@vmapm.com
Casa Grande Sr. Mobile Estates	Pam	Stone	Manager	519 W. Taylor St.	Santa Maria	CA 93458-1021	(805) 922-4888	420 Lots	55+	office@casagrandemobilehome.com
Rancho Buena Vista Estates Mobile Home Park	Donna	Geary	Manager	2135 N. Railroad Ave.	Santa Maria	CA 93458-1022	(805) 349-2275	209 Lots	55+	ranchoest@outlook.com
Del Cielo Mobile Estates				3210 Santa Maria Way	Santa Maria	CA 93455-2426	No # Listed	185 Lots	55+	Currently without a manager, researching owner contact
Airport (formerly Village) Mobile Home Park	Jenny	declined to state	Manager	4000 S. Blosser Rd.	Santa Maria	CA 93455-2872	(805) 937-1248	96 Lots	All Ages	jennykvhoa@gmail.com
Sunnyhills Mobile Home Estates	Denise	Hasset	Manager	1650 E. Clark Ave. #276	Santa Maria	CA 93455-7523	(805) 934-1626	166 Lots	55+	Vacation until 5/28 - Declined Email
La Maria Mobile Home Park	Anita	Luis	Manager	1701 S. Thornburg St.	Santa Maria	CA 93458-7411	No # Listed	152 Lots	55+	lamariamhp@gmail.com
El Capitan Village	Barbara	Cohen	Manager	1900 S. Lincoln St.	Santa Maria	CA 93458-7436	(805) 922-1992	152 Lots	All Ages	barbara@elcapitanvillage.com
Trailerancho	Verna	Martino	Manager	1095 W. McCoy Ln.	Santa Maria	CA 93455-1141	(805) 925-8518	100 Lots	55+	trailerancho@lfmgmt.com
Valley Gardens (formerly Foss) Mobile Home Park				2950 Mission Dr.	Solvang	CA 93463		42 Lots	All Ages	No Manager - Leasing managed by Central Coast Real Estate Inc. 228 W. Carillo St., Ste. C, Santa Barbara, CA 93101 805-699-7100, team@ccremangement.com

Appendix C - California Interactive Broadband Map - Provider Coverage Target Areas

Sources: Broadbandmap.ca.gov (latest data 2021)

Note: Figures represent advertised available not necessarily actual

City	Park	Advanced Wireless	Comcast	Frontier	Satellite Hughesnet Starlink ViaSat Ranch Wifi	T-Mobile	Verizon	Xfinity
Buellton	Ranch Club 330 W. Hwy 246	No providers found						
	Rivergrove 80 Zaca St	No providers found						
Lompoc	Continental 816 N. O St	--	Comcast Cable 1200 down/35 up (max advertised)	Fixed Brdband Asymm xDSL 35down/2up	Not shown as served	Not shown as served	Not currently served	Not shown
	Del Norte 321 W. North	No providers found						
	Lompoc Mobile Manor 403 ½ N. M St	--	Comcast Cable 1200 down/35 up (max advertised)	Not shown	Not shown as served	Not shown as served	Not currently served	Not shown
	Mt. View 610 E. Pine	No providers found						
	Willow's 1317 N. V St.	No providers found						
	Santa Maria	Airport 4000 S. Blosser (93455)	--	--	\$65/mo Fiber	\$50/mo up to 50 Mbps Hughes	\$50/mo	\$50/mo up to 100 Mbps

Casa Grande 519 W. Taylor (93458)	No providers found						
Del Cielo 3210 Santa Maria Way (93455)	--	Comcast Cable 1200 down/35 up (max advertised)	Fixed Brdband Asymm xDSL 12 down/1 up	Not shown as served	Not shown as served	Not served	Not shown
El Capitan 1900 S. Lincoln (93458)	--	Comcast Cable 1200 down/35 up (max advertised)	Fixed Brdband Asymm xDSL 12 down/1 up	Not shown as served	Not shown as served	Not served	Not shown
La Maria 1701 S. Thornburg (93458) Note: Impulse Internet xDSL 35/3 also shown as provider	--	Comcast Cable 1200 down/35 up (max advertised)	Fixed Brdband Asymm xDSL 35 down/2 up	Not shown as served	Not shown as served	Not served	Not shown
Sunny Hills 1650 S. Clark (Orcutt93455)	--	Comcast Cable 1200 down/35 up (max advertised)	Not shown as served	Not shown as served	Not shown as served	Terrestrial Fixed Wireless 50 down/4 up	Not shown
Rancho Buena Vista 2135 N. Railroad (93458)	--	Comcast Cable 1200 down/35 up	Fixed Brdband Asymm xDSL 6 down/1 up	Not shown as served	Not Served	Not served	Not shown

			(max advertised)					
	Trailerancho 1095 W. McCoy (93455)	--	Comcast Cable 1200 down/35 up (max advertised)	Fixed Brdband Asymm xDSL 3 down/0 up	Not shown as served	Not served	Not served	Not shown
Solvang	Valley Garden 2950 Mission Note: Wave Div Holdings 1G/1G also shown	--	Comcast Cable 1200 down/35 up (max advertised)	Fixed Brdband Asymm xDSL 18 down/1 up	Not shown as served	Not Served	Not Served	Not shown

Appendix C - Provider Coverage Target Areas

Sources: HighspeedInternet.com, Provider Websites

Note: Dollar amounts represent lowest cost plan shown available

City	Park	Advanced Wireless Services	Comcast No service listed in target zips, but could be embedded in Xfinity Cable	Frontier- DSL or Fiber Availability:	Satellite: Hughesnet \$50/mo Up to 50Mbps Starlink ? up to 187Mbps ViaSat \$99/mo up to 150Mbps, but average 32Mbps unrealistic Ranch Wifi	T-Mobile 5G Availability:	Verizon-up to 5G Availability:	Xfinity - Cable 150- 200Mbps Availability:
		Buellton, Lompoc, Santa Maria and Solvang, but internet services not detailed online		99% Buellton, Solvang(?) ¹ DSL; 99% Lompoc, Santa Maria		53% Buellton 18% Lompoc 70% Santa Maria 52% Solvang	99% Buellton Unverifiable for Lompoc, Santa Maria 17% Solvang	Availability: 99% Buellton 99% Lompoc 99% Sta Maria 99% Solvang

					Call 4 Quote Availability: Most to All areas			
Buellton	Ranch Club 330 W. Hwy 246	--	--	(?)	\$50/mo up to 50 Mbps	\$50/mo	\$50/mo up to 100 Mbps	\$20/mo 150 Mbps
	Rivergrove 80 Zaca St	--	--	(?)	\$50/mo up to 50 Mbps	\$50/mo	Not currently available	\$20/mo 150 Mbps
Lompoc	Continental 816 N. O St	--	--	\$65/mo Fiber	\$50/mo up to 50 Mbps	Not Served	Not currently served	\$35/mo 300 Mbps
	Del Norte 321 W. North	--	--	\$65/mo Fiber	\$50/mo up to 50 Mbps	Not Served	Not currently served	\$35/mo 300 Mbps
	Lompoc Mobile Manor 403 ½ N. M St	--	--	\$65/mo Fiber	\$50/mo up to 50 Mbps	Not Served	Not currently served	\$35/mo 300 Mbps
	Mt. View 610 E. Pine Ave.	--	--	\$65/mo Fiber	\$50/mo up to 50 Mbps	Not Served	\$50/mo up to 100 Mbps	\$35/mo 300 Mbps
	Willow's 1317 N. V St.	--	--	\$65/mo Fiber	\$50/mo up to 50 Mbps	Not Served	Not currently served	\$35/mo 300 Mbps
Santa Maria	Airport 4000 S. Blosser (93455)	--	--	\$65/mo Fiber	\$50/mo up to 50 Mbps Hughes	\$50/mo	\$50/mo up to 100 Mbps	\$35/mo 300Mbps
	Casa Grande 519 W. Taylor (93458)	--	--	\$65/mo Fiber	\$50/mo up to 50 Mbps	Not Served	Not currently served	\$35/mo 300 Mbps

	Del Cielo 3210 Santa Maria Way (93455)	--	--	\$65/mo Fiber	\$50/mo up to 50 Mbps	\$50/mo	Service not currently available	\$35/mo 300 Mbps
	El Capitan 1900 S. Lincoln (93458)	--	--	\$65/mo Fiber	\$50/mo up to 50 Mbps	\$50/mo	Not currently served	\$35/mo 300 Mbps
	La Maria 1701 S. Thornburg (93458)	--	--	\$65/mo Fiber	\$50/mo up to 50 Mbps	\$50/mo	Not currently served	\$35/mo 300 Mbps
	Sunny Hills 1650 S. Clark (Orcutt93455)	--	--	\$65/mo Fiber	\$50/mo up to 50 Mbps	\$50/mo	\$50/mo up to 100 Mbps	\$35/mo 300 Mbps
	Rancho Buena Vista 2135 N. Railroad (93458)	--	--	\$65/mo Fiber	\$50/mo up to 50 Mbps	Not Served	\$50/mo up to 100 Mbps	\$35/mo 300 Mbps
	Trailerancho 1095 W. McCoy (93455)	--	--	\$65/mo Fiber	\$50/mo up to 50 Mbps	\$50/mo	\$50/mo up to 100 Mbps	\$35/mo 300 Mbps
Solvang	Valley Garden 2950 Mission	--	--	(?) DSL shown, but ¹ reportedly fiber now in Solvang		Not Served	Not Served	\$20/mo 150 Mbps

Appendix D – Survey - Target Mobile Home Park Managers



Broadband Needs Assessment Questions – Mobile Home Park MOBILE HOME PARK MANAGEMENT SURVEY

EconAlliance is a nonprofit organization supporting Northern Santa Barbara County communities and industries. It is currently partnering with the Broadband Consortium Pacific Coast to assess the internet status and needs of North County mobile home park residents. We hope that results of this survey will support efforts to sustain and/or improve internet infrastructure and service delivery to North County mobile home park residents. We thank you in advance for helping in this effort by completing the Mobile Home Park Management survey. Please use this link: <https://www.surveymonkey.com/r/Mobile-Park-Managers> or print out and complete the survey and contact us for pick-up of the survey

1. Is your Mobile Home Park:

- a stand alone company
- one of numerous mobile home park properties of an owner

2. Is there internet service available to your Mobile Home Park and its residents?

- Yes
- No

3. If YES to #2, from what internet companies is it available?

4. From which internet service provider does the Park management get its internet?

5. What is the average monthly charge for your current internet program?

6. Does your Park offer any support for residents desiring internet?

Not at this time

Yes

7. If YES to #6, what type of support is offered?

Informational Park meetings with potential internet providers

Materials regarding potential internet service to residents

Help in signing up for internet service or affordable programs

Other (please specify)

8. How many people in your office use the internet?

9. How many devices in your office might be using the internet simultaneously? Don't forget "smart" devices: phones, TVs, thermostats, Ring Doorbell, etc.

10. How would you describe the management's current internet service speed and dependability?

Unsatisfactory internet service

Satisfactory internet service

Good

11. If you answered "Unsatisfactory internet service" to #10, please indicate why:

- Too slow
- Not adequate for download/upload applications desired
- Video distortion
- Audio distortion
- Not reliable
- Other (please specify)

12. If you answered "Satisfactory internet service" to #10, please comment:

13. If you answered "Good" to #10, please indicate what makes it good:

14. What is the office's actual internet speed? To find out, go to www.Speedtest.net, hit "Go", and it should give you a download and an upload speed.

Download Speed

Upload Speed

15. Sometimes the speed the company claims to provide is different from your internet speedtest results. If you find a promised internet speed on your bill, please share it:

Download Speed

Upload Speed

16. Check all internet applications currently used by your office and the level they are needed at different time periods:

	Daytime M-F: Light	Daytime M-F: Heavy	Evening M- F: Light	Evening M- F: Heavy	Weekends: Light	Weekends: Heavy	Always-On: Light	Always-On: Heavy
Basic Internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business Office Applications (e.g. MS Office)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video Meetings (e.g. Zoom, other apps)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online Banking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online Shopping/Payment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video on Demand (e.g. Netflix)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video Streaming (e.g. movies)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security (alarms, sprinklers, Lighting)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Webcasting / Podcasting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Special Applications (e.g. online meetings or classes >50, Gaming, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

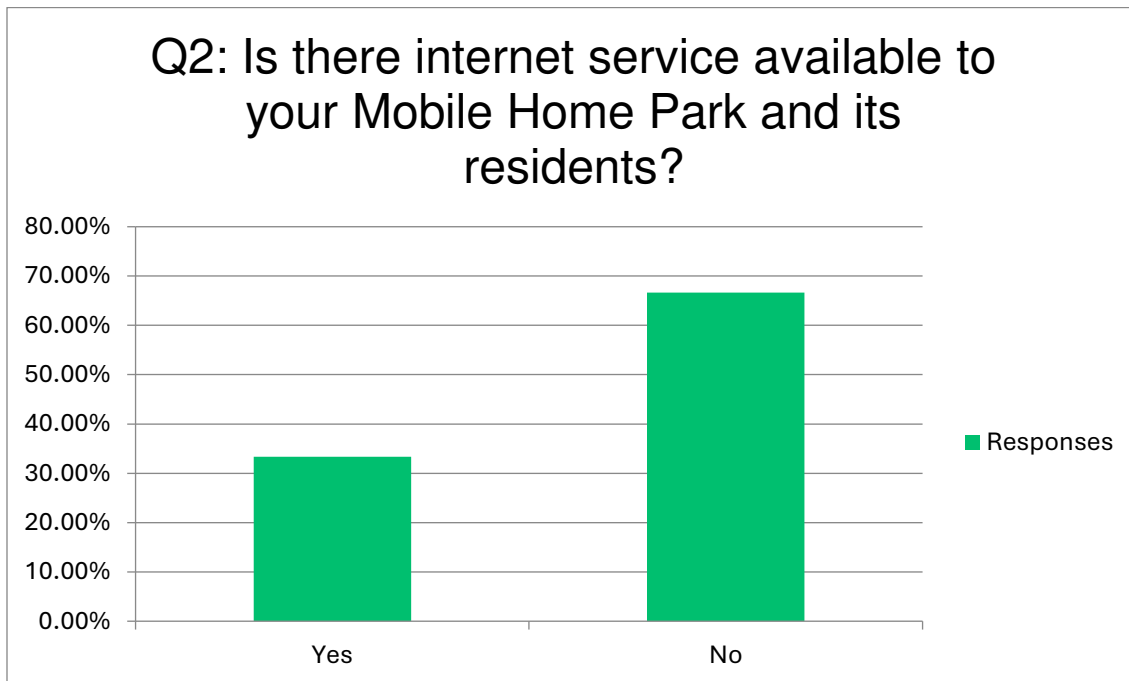
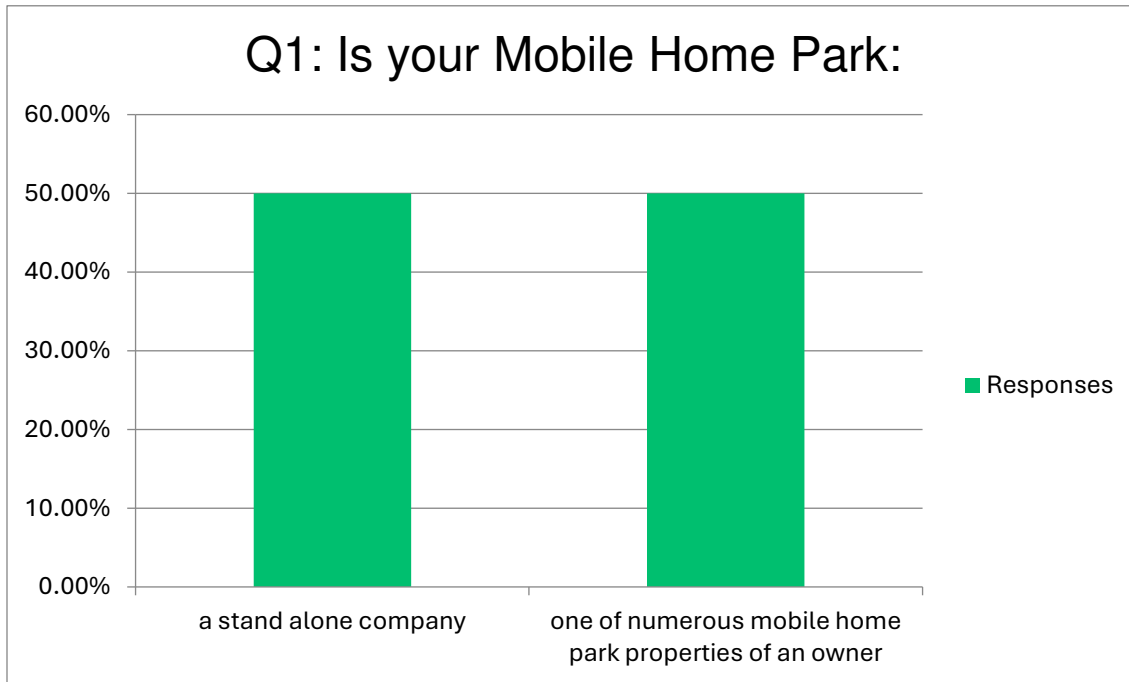
Other (please specify)

17. What do you see as barriers or challenges to providing broadband (faster, more reliable internet) to your Mobile Home Park and its residents (if any):

- Disruption of development
- Trouble engaging with internet providers
- Interruption of internet service
- Geographical Location
- Cost to build
- Other (please specify)

18. Is there any additional information you believe would be helpful in planning for the broadband needs of your Mobile Home Park for the foreseeable future? If so, please explain:

Appendix E – Survey Results – Target Mobile Home Park Managers



Q3: If YES to #2, from what internet companies is it available?

1. Xfinity

Q4: From which internet service provider does the Park management get its internet?

Xfinity (2)

Comcast (1)

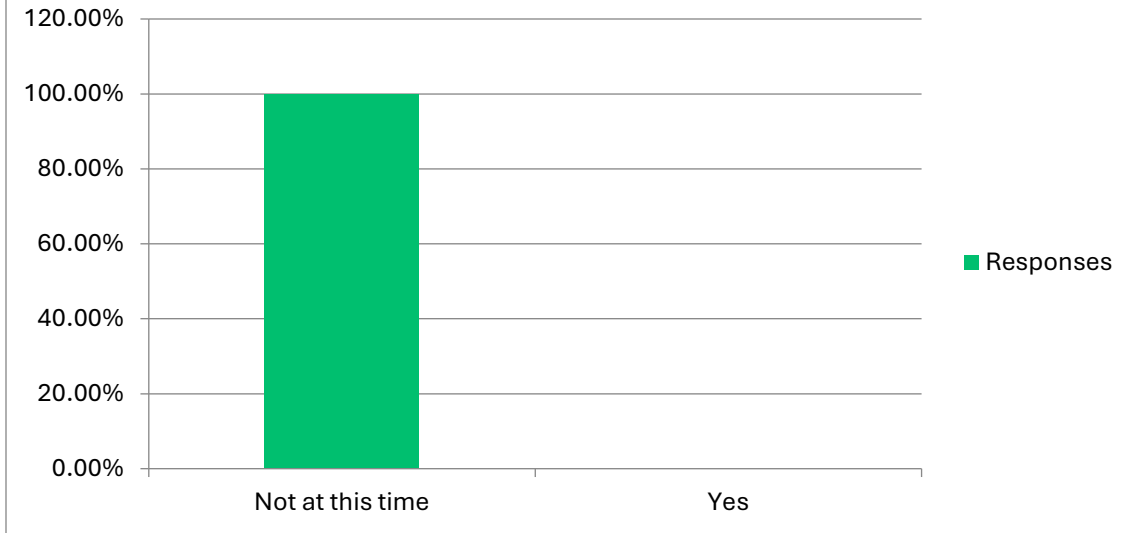
Q5: What is the average monthly charge for your current internet program?

\$74

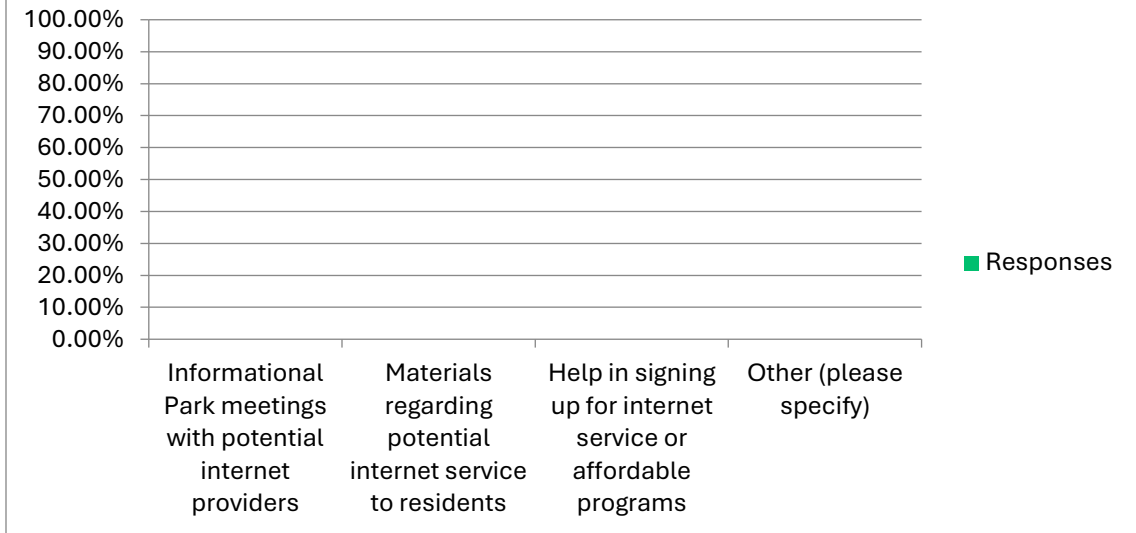
\$55/month

n/a

Q6: Does your Park offer any support for residents desiring internet?



Q7: If YES to #6, what type of support is offered?



Q8: How many people in your office use the internet?

1

2

1

1

Q9: How many devices in your office might be using the internet simultaneously? Don't forget "smart" devices: phones, TVs, thermostats, Ring Doorbell, etc.

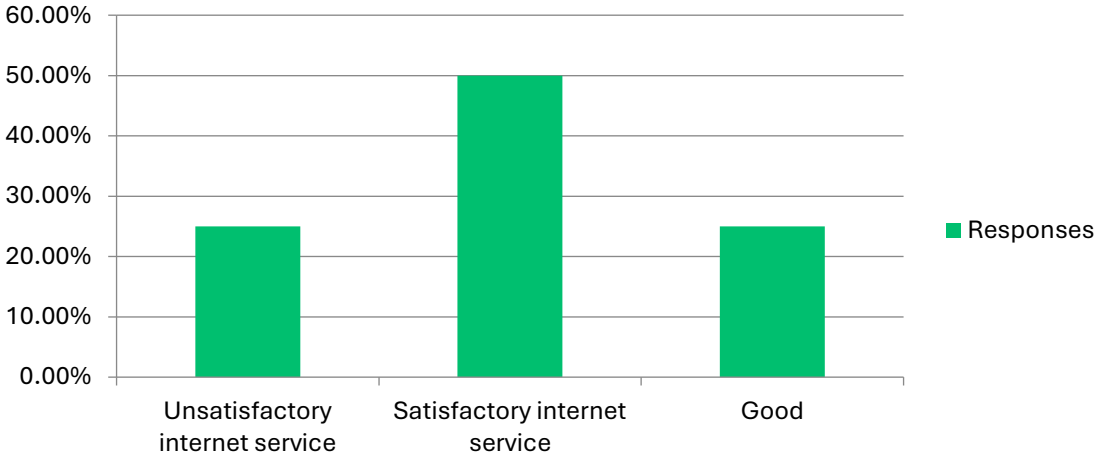
2

6

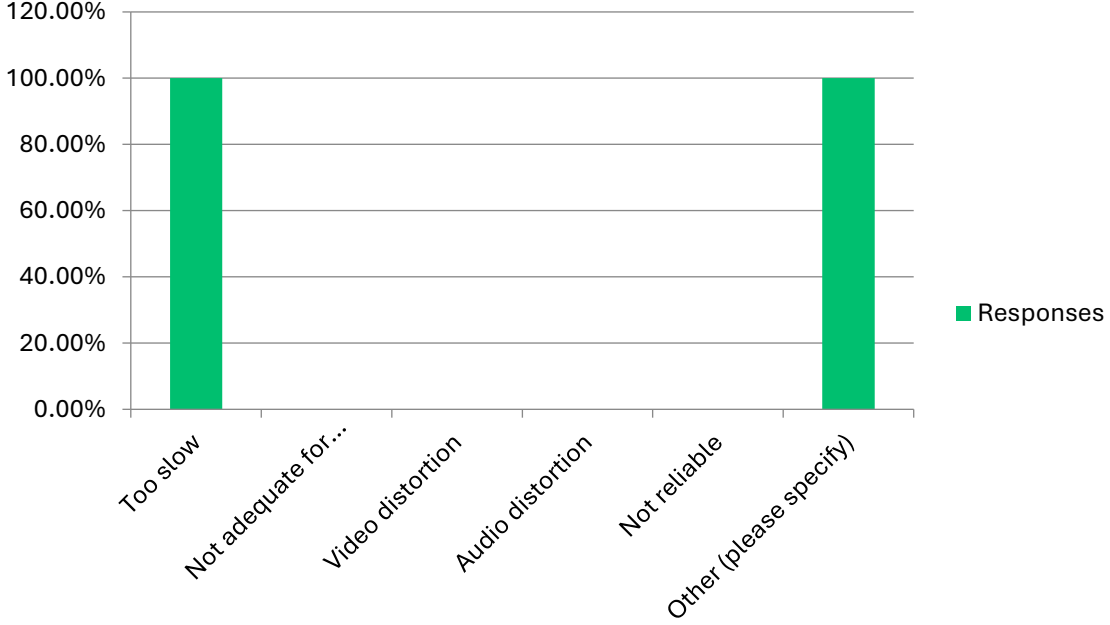
5+

3

Q10: How would you describe the management's current internet service speed and dependability?



Q11: If you answered "Unsatisfactory internet service" to #10, please indicate why:



Q12: If you answered "Satisfactory internet service" to #10, please comment:

No problems with the service. i also have at my home

Q13: If you answered "Good" to #10, please indicate what makes it good:

No problem

upload + download excellent/fast- supports my surveillance system adequately most of the time.

Q14: What is the office's actual internet speed? To find out, go to www.Speedtest.net, hit "Go", and it should give you a download and an upload speed.

45.5 / 16.2

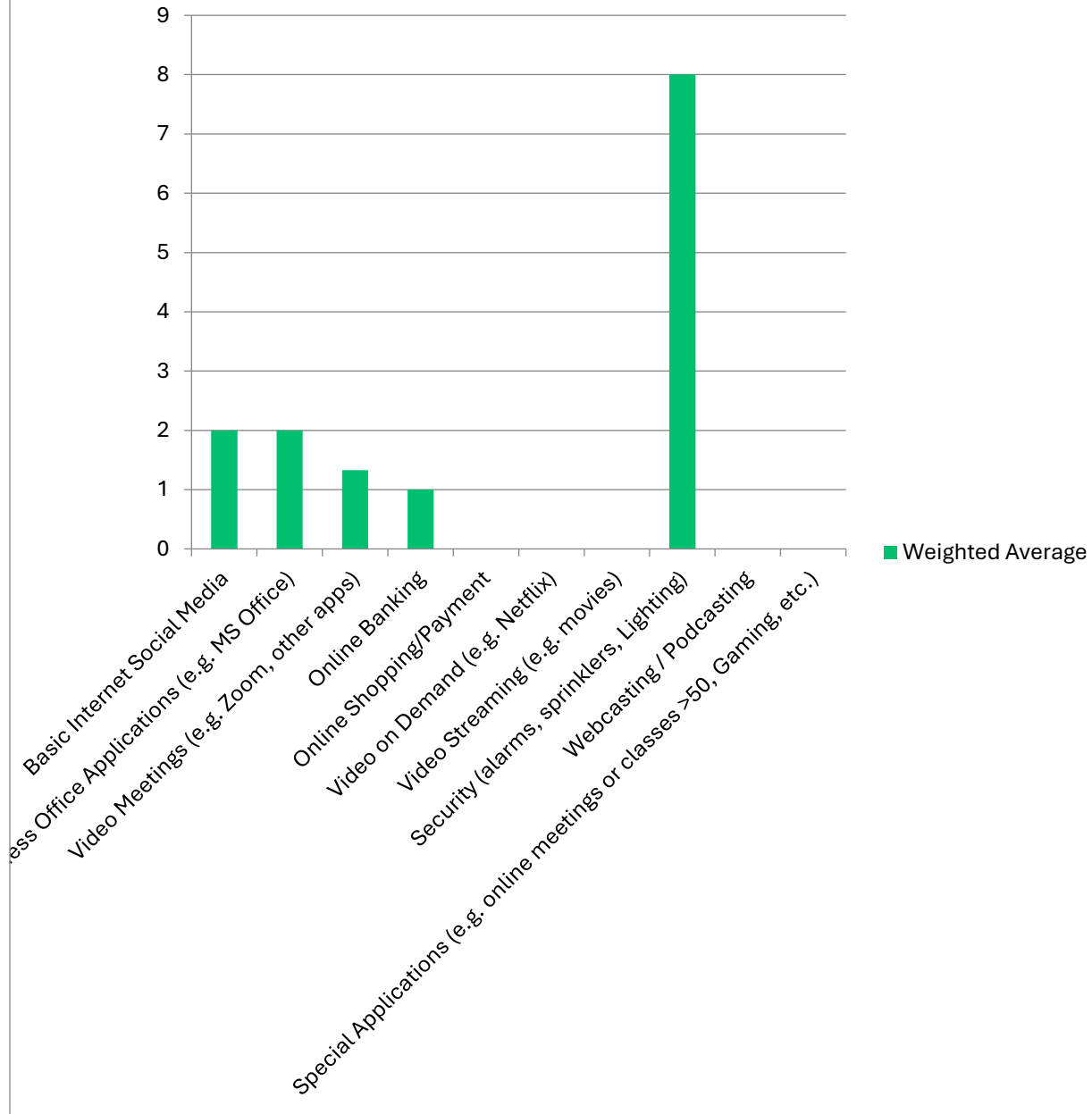
61.53 mbps / 41.64 mbps

1.6 mbps

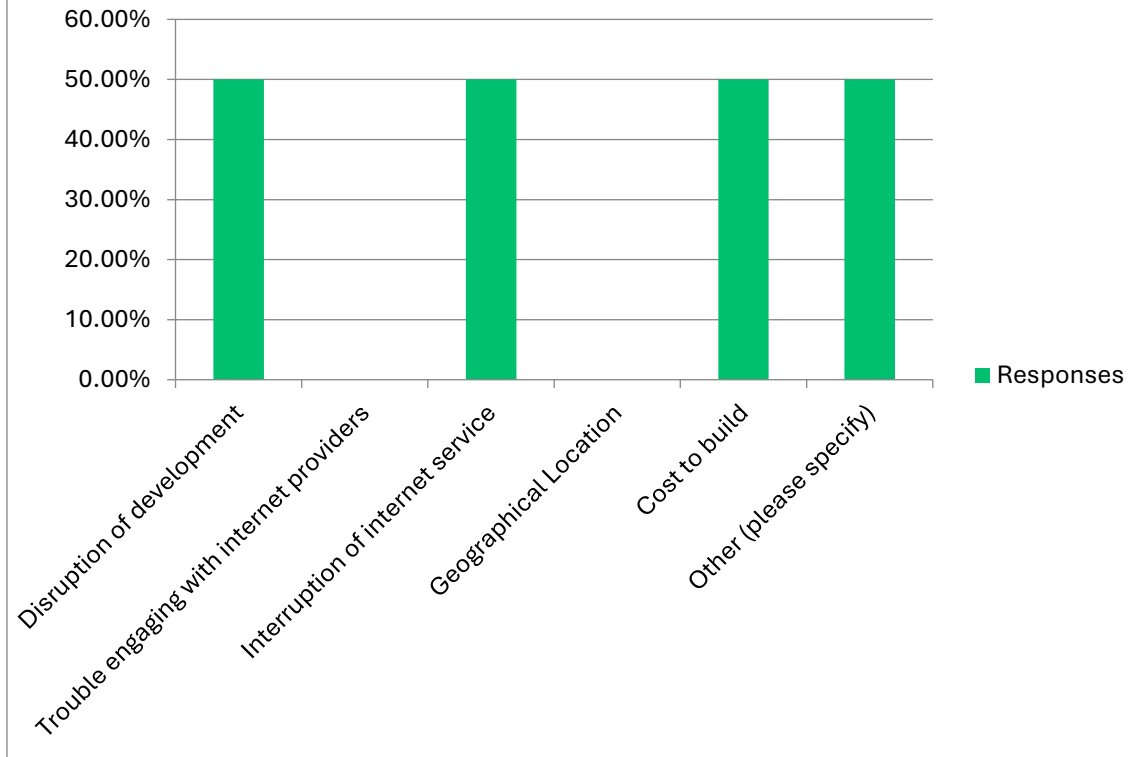
Q15: Sometimes the speed the company claims to provide is different from your internet speedtest results. If you find a promised internet speed on your bill, please share it:

948.72 mbps / 41.81 mbps

Q16: Check all internet applications currently used by your office and the level they are needed at different time periods:



Q17: What do you see as barriers or challenges to providing broadband (faster, more reliable internet) to your Mobile Home Park and its residents (if any):



Comment: No plans to do this.

Q18: Is there any additional information you believe would be helpful in planning for the broadband needs of your Mobile Home Park for the foreseeable future? If so, please explain:

(none)

Appendix F – Survey - Target Mobile Home Park Residents



Broadband/Internet Mobile Home Park Survey - Park Residents Introduction

EconAlliance is a nonprofit organization supporting Northern Santa Barbara County communities and industries. It is currently partnering with the Broadband Consortium Pacific Coast to assess the internet status and needs of North County mobile home park residents. Results of this survey will help support efforts to sustain and/or improve internet infrastructure and service delivery to North County mobile home park residents. We thank you in advance for helping in this effort by completing the Mobile Home Park Resident survey by August 20. To complete the survey online, use this link: <https://www.surveymonkey.com/r/Internet-MHPkResidents>. Or print, complete, and send back your survey to: EconAlliance, 540 E. Betteravia Rd #D234, Santa Maria, CA 93454.

1. How would you rate your level of comfort or knowledge in using the internet?

I have no understanding of how to use the Internet	I have a basic understanding of how to use the internet, but am not yet comfortable using it	I am somewhat comfortable using the Internet	I am fairly comfortable using the Internet	I am completely comfortable using the Internet
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. How would you rate your level of comfort or knowledge using a computer?

I have no understanding of how to use a computer	I have a basic understanding of how to use a computer, but I am not comfortable using it	I am somewhat comfortable using a computer	I am fairly comfortable using a computer	I am completely comfortable using a computer
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Do you currently have internet service at your mobile home?

- Yes
- No

4. If you answered "no" to Question #3, please select one of the following reasons for not having internet and then skip down to Question #12.

- I don't want internet, don't care to have it
- I can't afford it
- The price went up when government subsidies expired
- It is not available at my Mobile Home Park
- It is not reliable enough in my area
- Other (please specify)

5. If you answered "yes" to Question #3, please answer this question and all questions to follow. What is the name of the company that bills you for your internet?

6. What is your average monthly charge for internet services?

- Less than \$75 a month
- Between \$75 and \$100 a month
- Between \$101 and \$150 a month
- Between \$151 and \$200 a month

Other (please specify)

7. How many people in your household use the internet?

- One
- Two
- Three
- Four
- Other (please specify)

8. How many people in your household may be using the internet at the same time?

- One
- Two
- Three
- Four
- Other (please specify)

9. How would you describe your household's **current** internet speed and dependability?

- Unsatisfactory
- Satisfactory
- Good
- Excellent

If you answered Good or Excellent, please describe why:

10. If you answered "Unsatisfactory" to Question #9, please MARK ALL REASONS that apply:

- Too slow
- Not adequate for downloading or uploading information
- Video distortion
- Audio distortion
- Not reliable
- Other (please specify)

11. What is your actual internet speed? To find out, please go to www.Speedtest.net, hit "Go", and it should give you a download and an upload speed.

Download speed

Upload speed

12. Sometimes the speed your internet company promises is different from your internet speed test. If you find a promised speed on your internet bill, please share it:

Download
promised speed
from internet
services company:

Upload promised
speed from
internet services
company

13. Check all the internet applications currently used by you or members of your household

- Basic Internet and Social Media
- Home Office or Business Office applications (e.g. MicroSoft Office)
- Video meetings or Webinars (e.g. Zoom)
- Online Banking
- Online Shopping and Payment
- Video on Demand (e.g. Netflix)
- Video Streaming (e.g. movies)
- Home Security (alarms, Ring doorbell, lighting)
- Webcasting or Podcasting
- Special Applications (e.g. teaching online classes of >50 people; gaming, etc.)
- Other (please specify)

14. Please indicate any of the following training options that you might be interested in if they were offered you conveniently:

- Basic computer/laptop usage
- Basic email and internet usage
- Basic social media usage
- Cell phone features and usage (e.g. texting, emailing, Facebook, Instagram, etc.)
- Other (please specify)

15. Is there any additional information you believe would be helpful for the broadband (high speed internet) needs of your household for the future? If so, please explain:

16. Information about our respondents can help us better understand internet service and digital training needs of the residents of mobile home parks in Northern Santa Barbara County. This and the following questions are optional, but will be very helpful. What is your age?

- Under 40
- 41-59
- 60-75
- 76 or older

17. Optional but helpful: What is your preferred language?

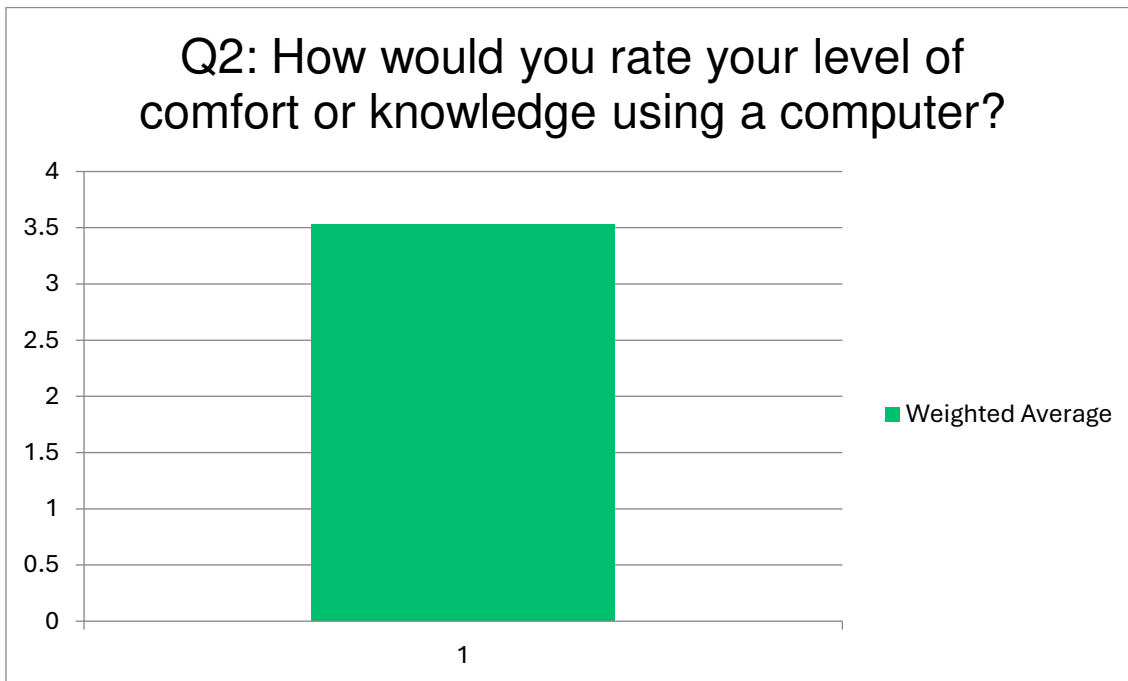
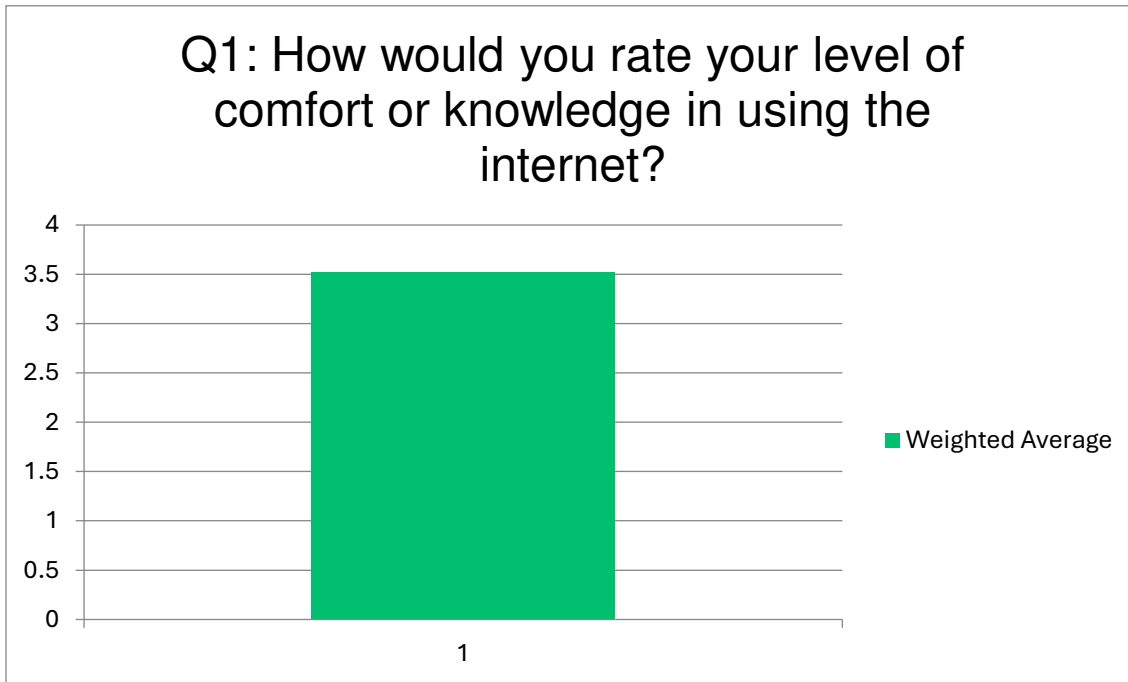
- English
- Spanish

18. Optional but helpful: Please check all answers that apply to you

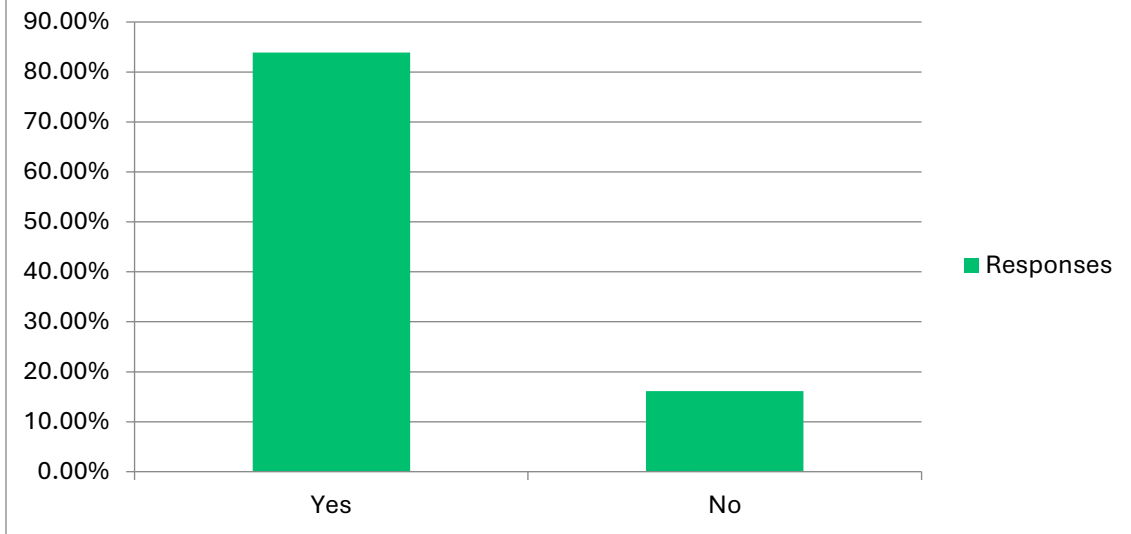
- I have a high school diploma
- I have a bachelors degree
- I have a master's degree
- I have or had before retiring a vocational certification
- Other (please specify vocational certification received or other information regarding the choices above)

- None of the above

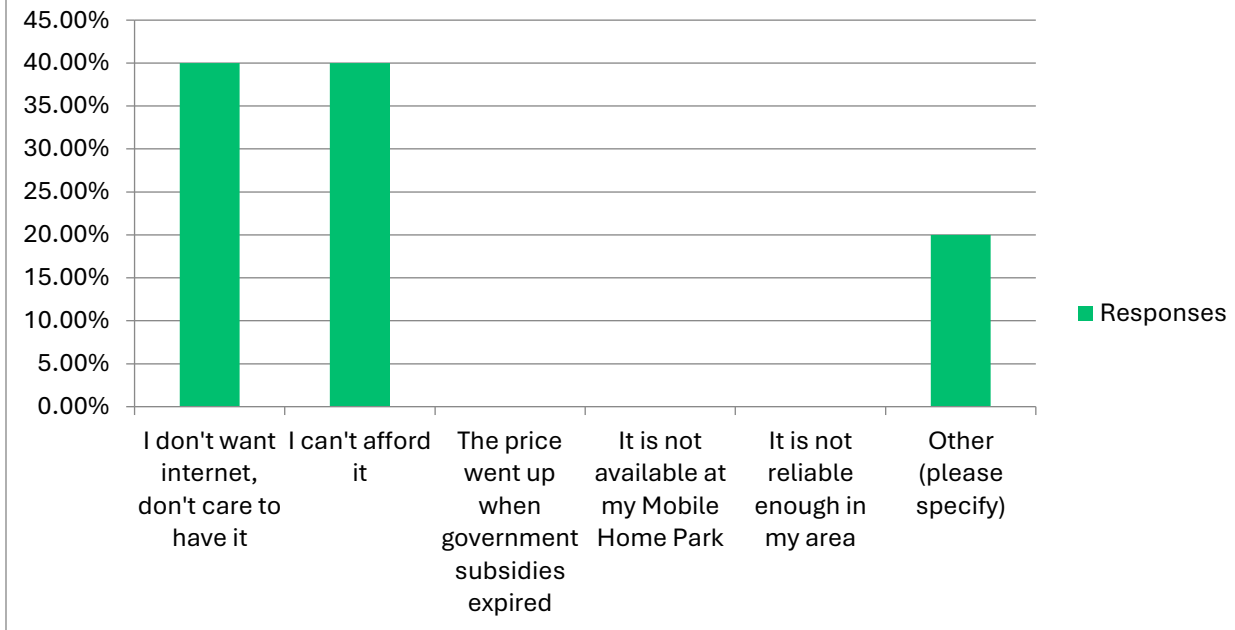
Appendix G – Survey Results – Target Mobile Home Park Residents



Q3: Do you currently have internet service at your mobile home?



Q4: If you answered "no" to Question #3, please select one of the following reasons for not having internet and then skip down to Question #12.

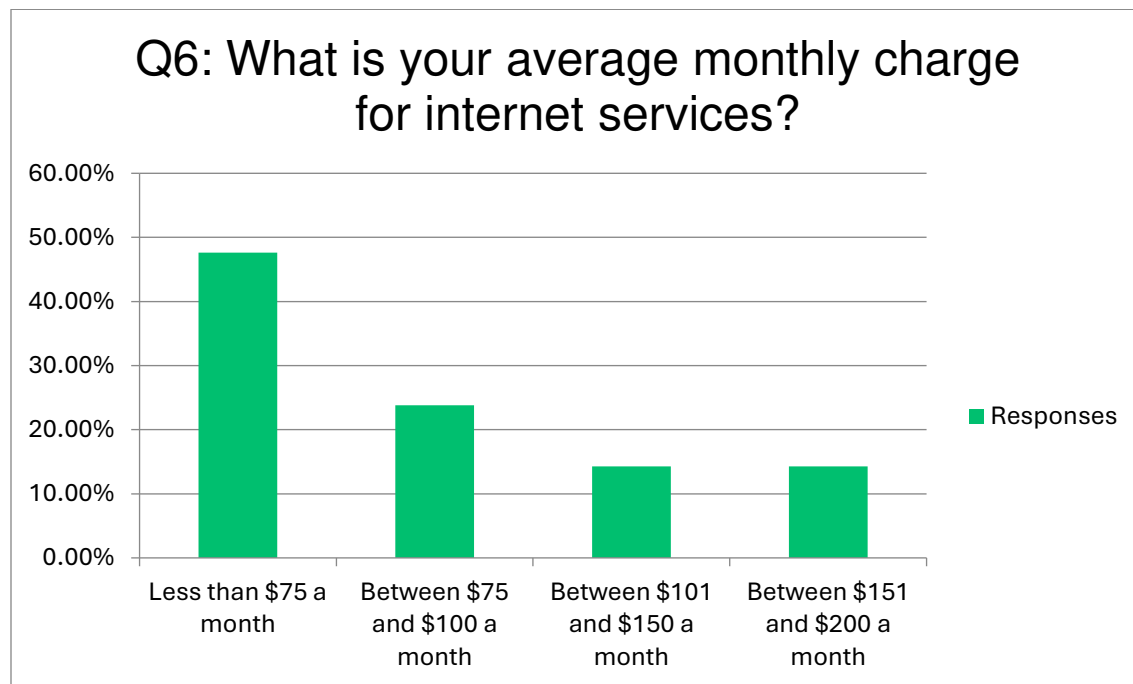


Q5: If you answered "yes" to Question #3, please answer this question and all questions to follow. What is the name of the company that bills you for your internet?

Comcast (4)

Frontier (2)

Xfinity (15)

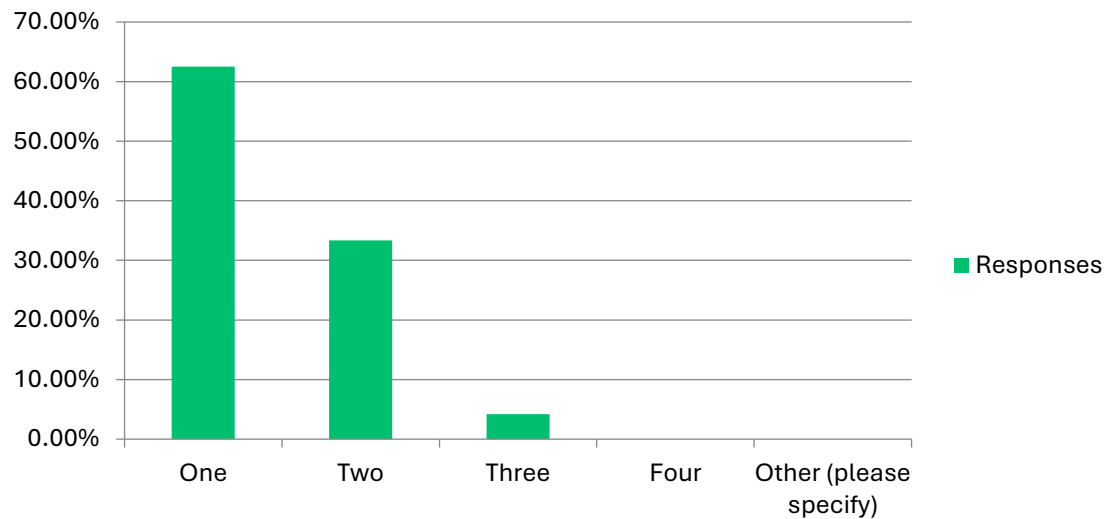


Comments:

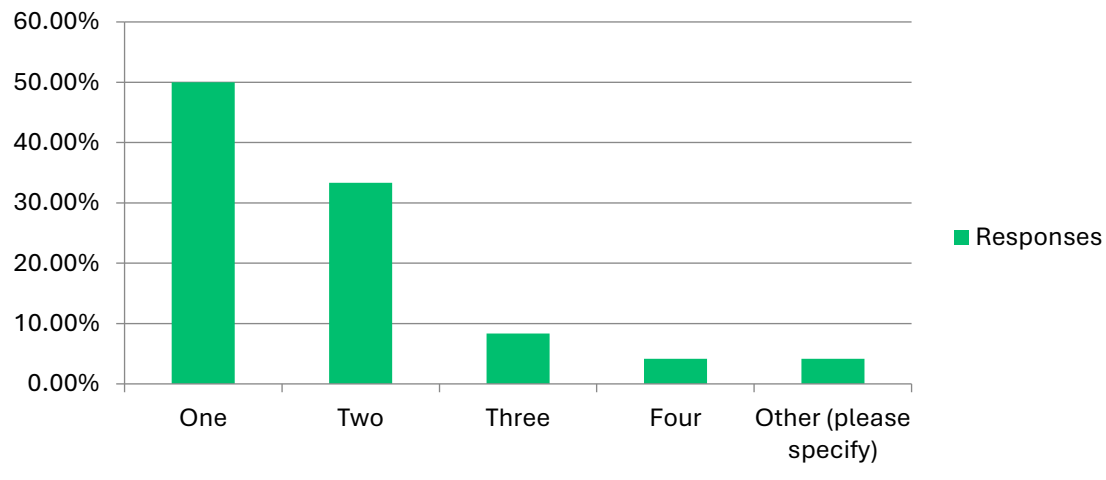
\$155 with TV - don't like Comcast

\$50 a month

Q7: How many people in your household use the internet?



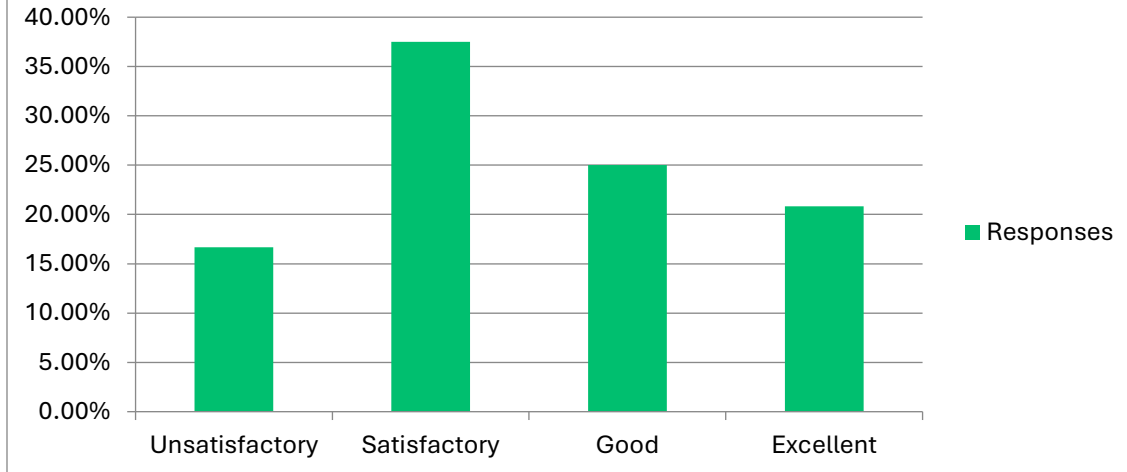
Q8: How many people in your household may be using the internet at the same time?



Comment:

visitors/family

Q9: How would you describe your household's current internet speed and dependability?



Comments:

Don't use

Very fast

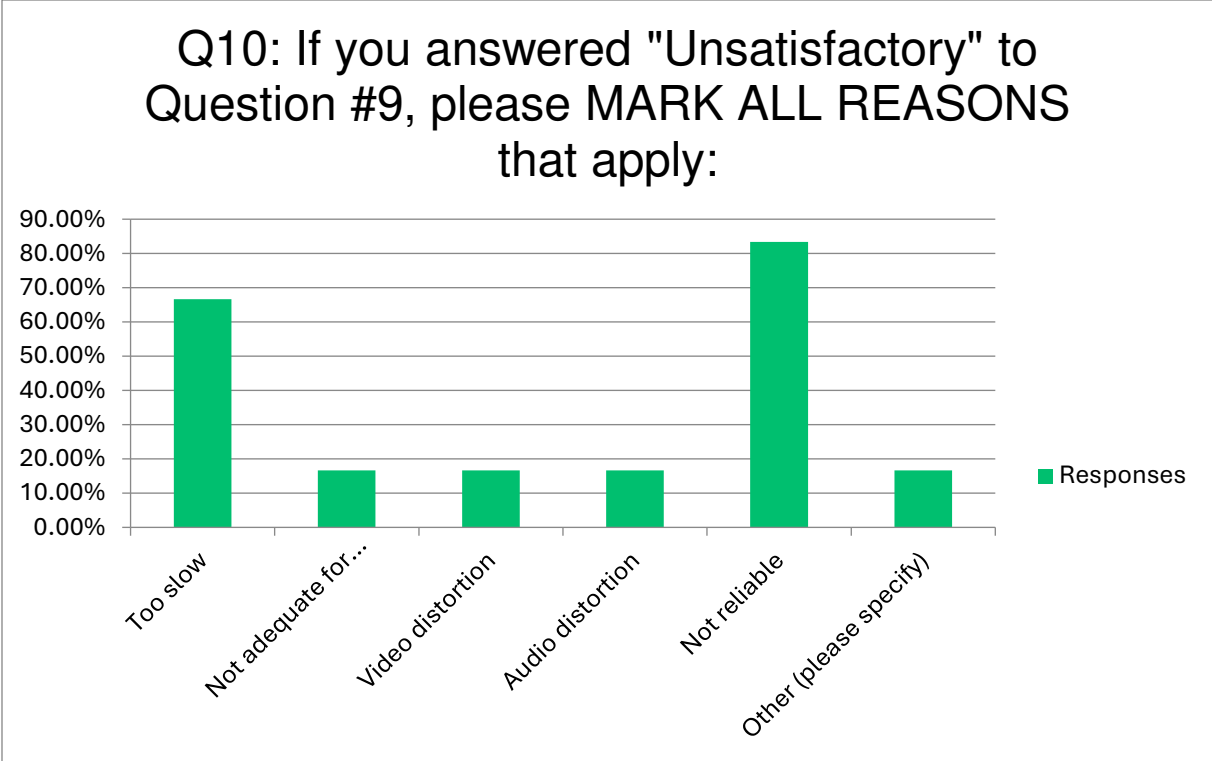
home office depends on it

varies between unsatisfactory and satisfactory

comes in relatively fast

no dropped connection and reasonable speed

fast and reliable



Q11: What is your actual internet speed? To find out, please go to www.Speedtest.net, hit "Go", and it should give you a download and an upload speed.

Download speed	Upload speed
952.25Mbps	23.92Mbps
53	5.9
58.91	11.73
565.10	23.61
641.48	119.53
220	23.9
420.16	22.55
55.08	5.79
176.59	23.19
800.90	23.32
91.16	23.83
6.63	0.71
63.11	23.57
361.98	23.77

Q12: Sometimes the speed your internet company promises is different from your internet speed test. If you find a promised speed on your internet bill, please share it:

Download promised speed

899.2Mbps

1.26

7.1

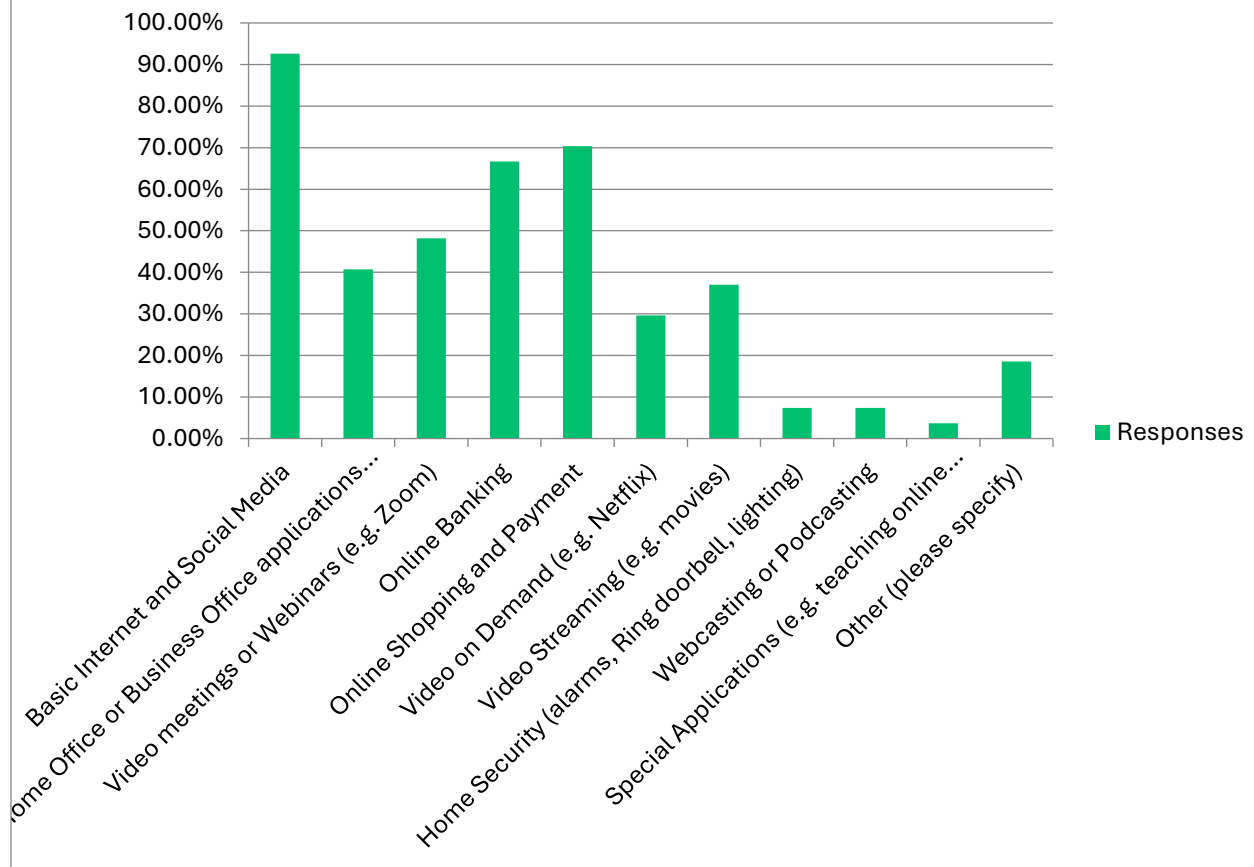
Upload promised speed

22.2Mbps

19.12

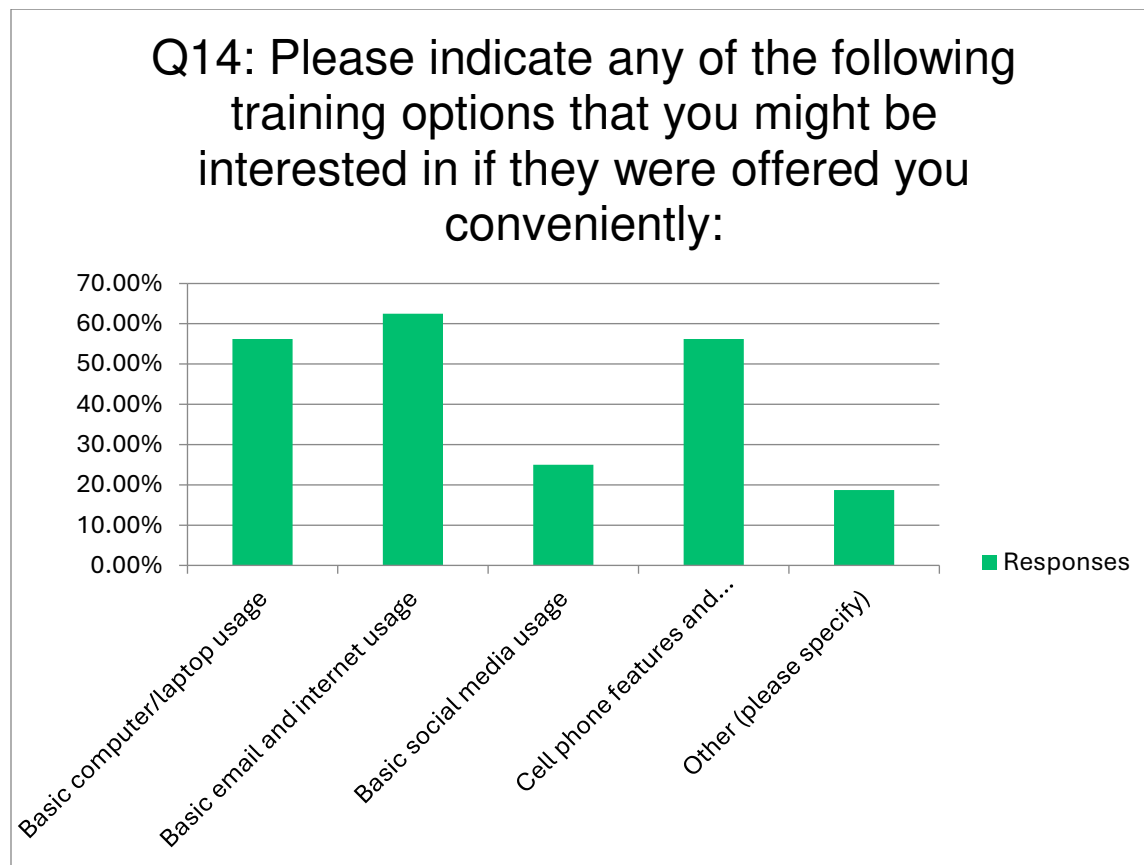
0.768

Q13: Check all the internet applications currently used by you or members of your household



Q13 (cont.) Comments:

Lots of online shopping
games
gaming only
Heart Monitor
nothing applies



Comments:

cloud vs hard drive storage, eop. photos
Microsoft 365 for windows 11

Q15: Is there any additional information you believe would be helpful for the broadband (high speed internet) needs of your household for the future? If so, please explain:

not at this time

"lower cost

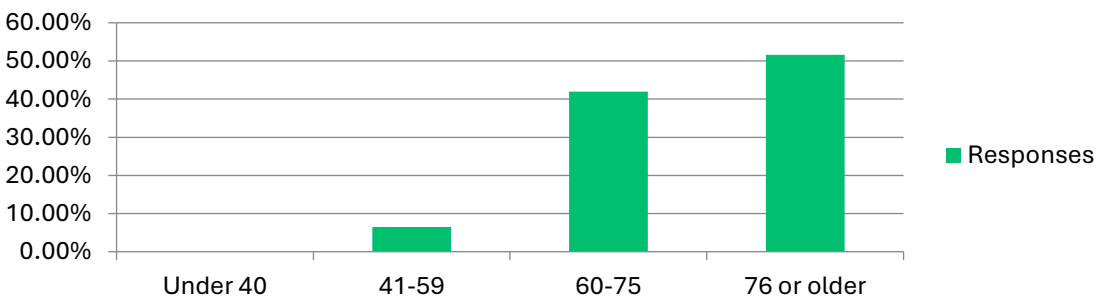
increased reliability"

"Less Cost

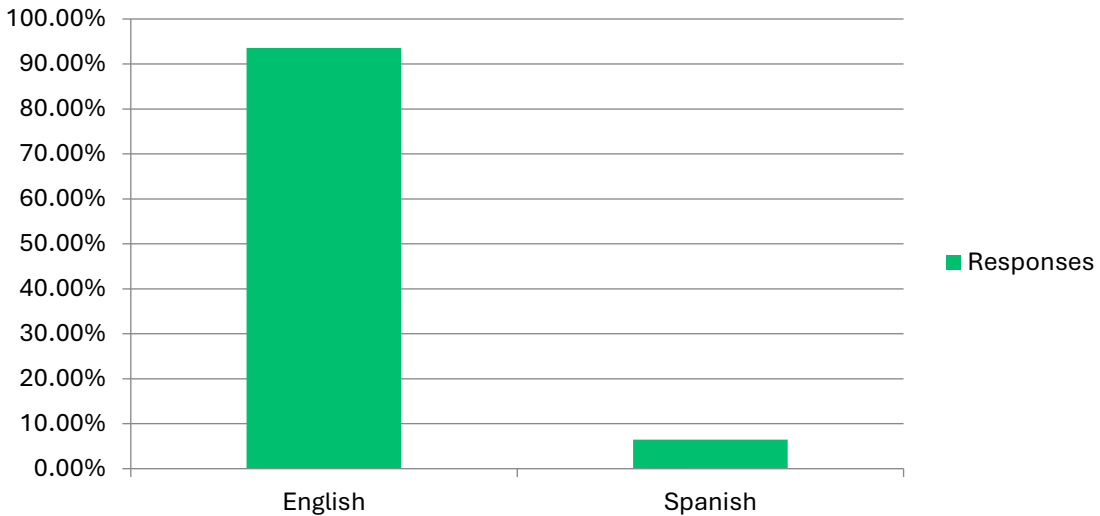
Good Service"

Anything less expensive and faster and dependable

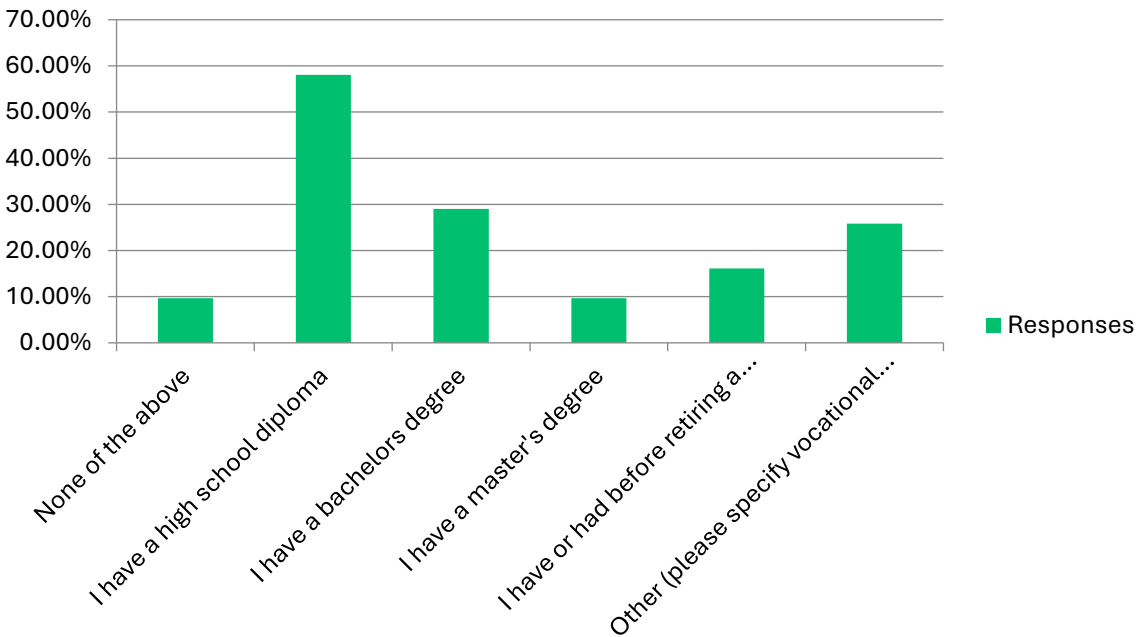
Q16: Information about our respondents can help us better understand internet service and digital training needs of the residents of mobile home parks in Northern Santa Barbara County. This and the following questions are optional,...



Q17: Optional but helpful: What is your preferred language?



Q18: Optional but helpful: Please check all answers that apply to you



Q18 (cont.) Comments:

Post graduate degree

Pharmacy Technician Certification, and also Bachelor of Science will be completed Fall 2024

teaching credential

California Elementary Teaching Credential
credential

i have an MBA & Certificate

RVT

College degree

Appendix H – Postcard

Can you help us by emailing (initiative@econalliance.org), texting (805) 345-7595 with your answers to these questions? EconAlliance is a nonprofit supporting Northern Santa Barbara County. ¿Puedes ayudarnos enviando un correo electrónico? (initiatives@econalliance.org), Un texto al 805-345-0688 o llamando al (805) 268-7595 con sus respuestas a estas preguntas? EconAlliance es una organización sin fines de lucro que apoya el norte del condado de Santa Bárbara.

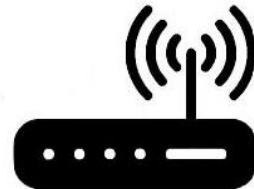
What is the name of your Mobile Home Park? ¿Cómo se llama su parque de casas móviles?



Do you have internet? yes or no
Tienes internet si o no

If you have internet, are you happy with the service? Si tienes internet, ¿estás contento con el servicio? _____

If you are not happy with the service, why not (too slow, too expensive, etc.) ---Si no está satisfecho con el servicio, ¿por qué no? (demasiado lento, demasiado caro, etc.) _____



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Do you know what your internet speed is? FIND OUT!

www.speedtest.net

¿Sabes cuál es tu velocidad de Internet?

¡DESCUBRELO!



www.speedtest.net