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Appendix G: Reading Level Improvements & Consolidated Questions

2nd June 2018

Reading Level: 11.4

Word Count: 941

Estimated Reading Time: 4 minutes

Module 07: Provider Engagement

This section of the assessment explores four themes:

- **Broadband & Mobile Access:** What wired broadband services are available in your area? What mobile service is available in your area?
- **Provider Engagement:** Are there opportunities to strengthen partnerships with service providers?
- **Public Assets:** How do policies support the public interest and the use of public assets?
- **Policy Environment:** Are there regulations that impact local planning and investment?

Local assessment of provider coverage data

Referring back to the service provider information from the FCC 477 data (Broadband & Mobile Access Module), do these tables represent a comprehensive and accurate view of the service providers in your area?

1 = Not at all 5 = To a large extent N/A or Don't Know

1 2 3 4 5 N/A

Local commentary on provider coverage data

If you have comments on how the tables represent the service providers in your area, please explain:
Please describe:

Communications with ISPs – scale

Do local leaders and service providers in your area communicate with each other?

1 = Not at all 5 = To a large extent N/A or Don't Know

1 2 3 4 5 N/A

Communications with ISPs – scope

Do local leaders and service providers in your area communicate with each other ?

Please check all that apply:

- ☐ We've reviewed the list of residential providers that serve our community.
- ☐ We've reviewed the list of business providers that serve our community.
- ☐ We have a point person we know how to contact at each residential service provider.
- ☐ We have a point person we know how to contact at each business service provider.
- ☐ We've met with some of the residential providers that serve our community.
- ☐ We've met with some of the business providers that serve our community.
- ☐ We've met with most of the residential providers that serve our community.
- ☐ We've met with most of the business providers that serve our community.
- ☐ We have regular communication with at least one residential provider.
- ☐ We have regular communication with at least one business provider.
- ☐ Providers have confirmed or clarified their residential coverage, including technology types, advertised upload and download speeds, and blocks or homes served.
- ☐ Providers have confirmed or clarified their business coverage, including technology types, advertised upload and download speeds, and blocks or businesses served.
- ☐ We meet with with non-traditional providers such as research and education networks, nonprofit networks, and energy co-ops.
- ☐ I don't know.
- ☐ Other (please specify)

Demand aggregation – scale

Do leaders consider current and future broadband needs and communicate those needs to providers?

1 = Not at all 5 = To a large extent N/A or Don't Know

1 2 3 4 5 N/A

Demand aggregation – scope

Do leaders consider current and future broadband needs and communicate those needs to providers?
Please check all that apply:

- ☐ We have a multi-year telecommunications plan that covers government agencies and functions.
- ☐ We've tabulated the telecommunications costs and projections across government agencies.
- ☐ We have a multi-year telecommunications plan that explains broadband demand across government agencies or departments.
- ☐ We have a multi-year telecommunications plan that aggregates broadband demand across government agencies or departments.
- ☐ We have some awareness of the current and future needs for broadband in our business community.
- ☐ We've documented the current and future broadband needs of businesses.
- ☐ We have some awareness of the current and future needs for broadband in our community anchor institutions.
- ☐ We've documented the current and future broadband needs of community anchor institutions.
- ☐ We have some awareness of the current and future broadband needs for residents and people considering moving here.
- ☐ We've documented the current and future broadband needs of residents.
- ☐ We have a multi-year telecommunications plan that aggregates broadband demand across sectors of the community.
- ☐ We request input from the public in order to understand current issues, gaps, and future needs.
- ☐ I don't know.
- ☐ Other (please specify)

ISP deployment plans and challenges – scale

Do local leaders work with providers to understand deployment plans, projections, and challenges?
1 = Not at all 5 = To a large extent N/A or Don't Know

1 2 3 4 5 N/A

ISP deployment plans and challenges – scope

Do local leaders work with providers to understand deployment plans, projections, and challenges?
Please check all that apply:

- ☐ Our leadership has told providers what services, speeds, and coverage is needed in our community.
- ☐ Residential providers have shared deployment plans and timelines.
- ☐ Business providers have shared deployment plans and timelines.

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- ☐ Middle mile or backhaul providers have shared deployment plans and timelines.
 - ☐ For providers in our community that receive e-Rate funding, we understand their service contracts and upgrade plans.
 - ☐ For providers in our community that receive Connect America Funding, we understand their deployment commitments and timeframes.
 - ☐ For providers in our community that receive Rural Utilities Service funding, we understand their deployment commitments and timeframes.
 - ☐ If census blocks in our region are eligible for additional Connect America Fund support, we solicit support and interest from providers.
 - ☐ If applicable, Research and Education Network providers are included in provider discussions, especially those that impact community anchor institutions.
 - ☐ If local providers have identified deployment barriers, government officials are aware of those barriers and work to fix them.
 - ☐ I don't know.
 - ☐ Other (please specify)

Assessment of service provider engagement

How would you rate the efficacy of communications, agreements, and partnerships with service providers?

1 = Poor 5 = Extraordinary N/A or Don't Know

1 2 3 4 5 N/A

Aspirations for service provider engagement

What changes would you like to see in the next one to two years in the way that your community works with service providers?

Please describe:

Links to local resources

Links to resources that you'd like to record in your plan.

Resource name and URL
