

Public Service Department Student and Telehealth Data Collection

The results to date, including the PSD online survey, data input from Vermonters who reached out to CAPI and the tables collected from schools, show responses relating to 1569 locations. There are actually 1698 submissions, but some locations have multiple submissions, or are included in both a school list and the online survey.

Two maps are attached: one showing all locations, and a second showing locations where K-12 students reside. Also included is a table that lists the quantity of locations by town, broken out by reported broadband deployment at the location.

Of these 1569 locations, 391 are Unserved, meaning that no provider reported service of at least 4/1 Mbps. These locations are spread over 99 towns. 714 reporting locations have physical access to broadband of at least 25/3 Mbps or better.

1102 locations reported having a K-12 aged child in the home. Of these locations, 265 are Unserved. These locations are spread over 80 towns. 548 reporting locations have physical access to broadband of at least 25/3. Nine school districts reported on behalf of students.

14 consumers mention needs as patients in their survey responses, 13 as providers. Several respondents making complaints to CAPI report Internet access as an issue for remote work and many were teachers.

Survey results are being shared with providers.

To collect this data the Department has taken the following steps:

1. Created a survey available at our website where consumers can report broadband need: <https://publicservice.vermont.gov/content/interactive-broadband-map>
2. Began logging survey responses through CAPI. Consumers can call PSD's 1-800 number.
3. Sent data requests directly to schools:
 - a. PSD sent data requests to supervisory unions and schools.
 - b. AoE sent notifications to all schools and followed up by personal outreach to superintendents.
 - c. House members sent the same data request to schools within their districts
 - d. Press release, April 17, 2020
 - e. AOE is including the data request in its annual tech survey of schools.