

# IMB Customer Satisfaction Survey



SUMMARY → DESIGN SURVEY → PREVIEW & SCORE → COLLECT RESPONSES →

ANALYZE RESULTS → PRESENT RESULTS

**RULES** ⓘ

+ FILTER + COMPARE + SHOW

**No rules applied** ⓘ

Rules allow you to **FILTER**, **COMPARE** and **SHOW** results to see trends and patterns.

[Learn more »](#)

RESPONDENTS: 165 of 165

QUESTION SUMMARIES **INSIGHTS AND DATA TRENDS** NEW! INDIVIDUAL RESP

All Pages ▼

## Insights NEW!

TOTAL RESPONSES

165

COMPLETION RATE ⓘ

95%

TYPICAL TIME SPENT ⓘ

5m:

Is this useful?



Is this useful?

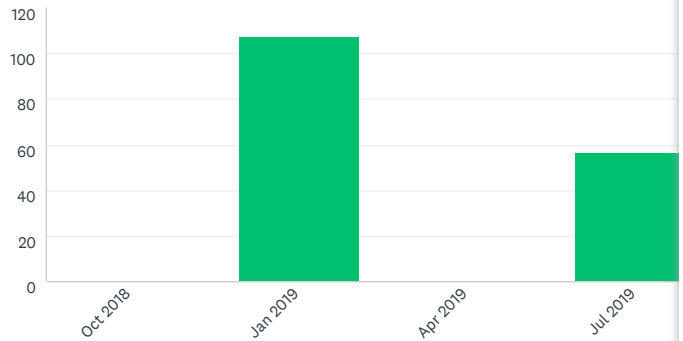


## Trends

### Responses (by quarter)

Chart Type ▼

First: 1/22/2019 Zoom: Oct 2018 to Jul 2019



Quarterly (Starting on the date)

Page 1: Community demographics

### Q1 (by quarter)

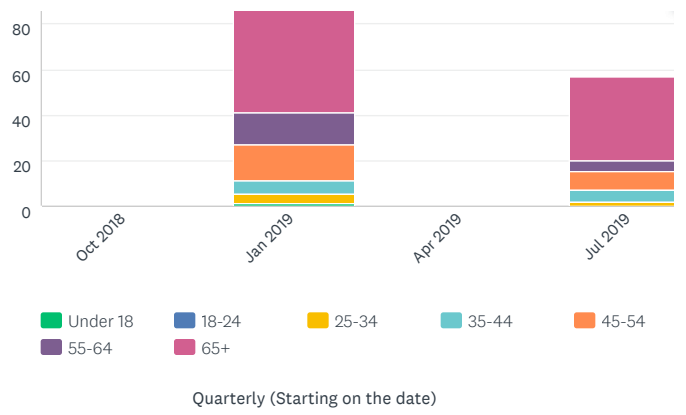
Chart Type ▼

Display Options ▼

Please select your age range.

Answered: 165 Skipped: 0 First: 1/22/2019 Zoom: Oct 2018 to Jul 2019





**Q2**

How many members are in your immediate family, including yo

Data Trends do not apply to this question

**Q3**

Of these immediate family members, how many are children w/ technology (e.g., tablets, smartphones, computers, etc.)

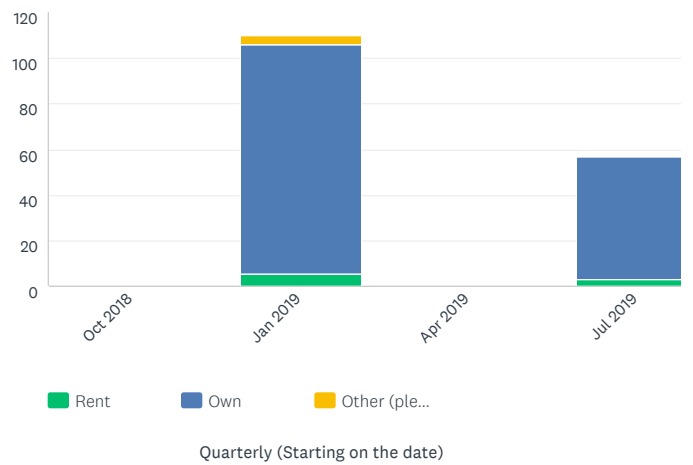
Data Trends do not apply to this question

**Q4 (by quarter)**

Chart Type ▼ Display Options ▼

Do you rent or own your home?

Answered: 165 Skipped: 0 First: 1/22/2019 Zoom: Oct 2018 to Jul 2019

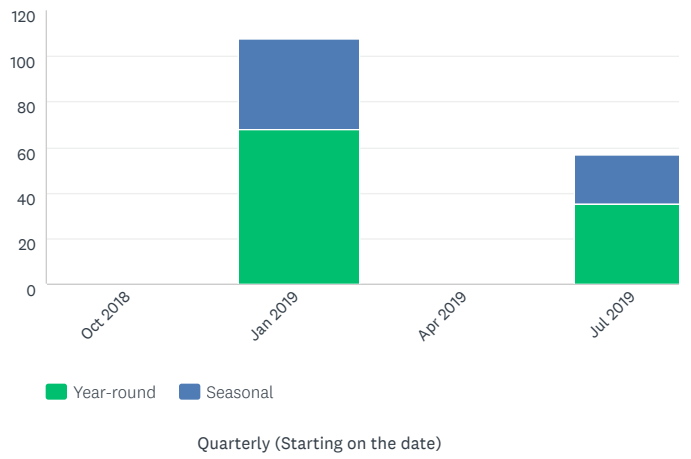


**Q5 (by quarter)**

Chart Type ▼ Display Options ▼

Are you a year-round or seasonal resident?

Answered: 165 Skipped: 0 First: 1/22/2019 Zoom: Oct 2018 to Jul 2019



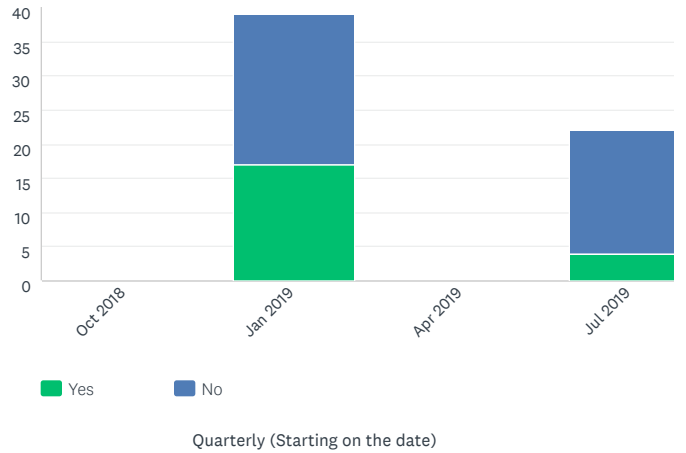
Page 2: Seasonal residents

Q6 (by quarter)

Chart Type Display Options

As a seasonal resident, do you shut the power off to your home away?

Answered: 61 Skipped: 104 First: 1/22/2019 Zoom: Oct 2018 to Jul 2019



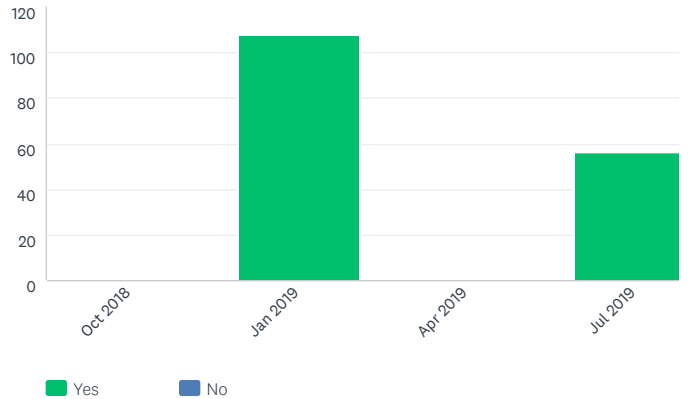
Page 3: Subscriber status

Q7 (by quarter)

Chart Type Display Options

Are you a subscriber of the Islesboro Municipal Broadband serv

Answered: 165 Skipped: 0 First: 1/22/2019 Zoom: Oct 2018 to Jul 2019



Page 4: Non-subscribers

Q8

Why have you decided not to subscribe to IMB internet service?

Data Trends do not apply to this question

Q9

Any other comments or questions to share with us?

Data Trends do not apply to this question

Page 5: Subscriber basics

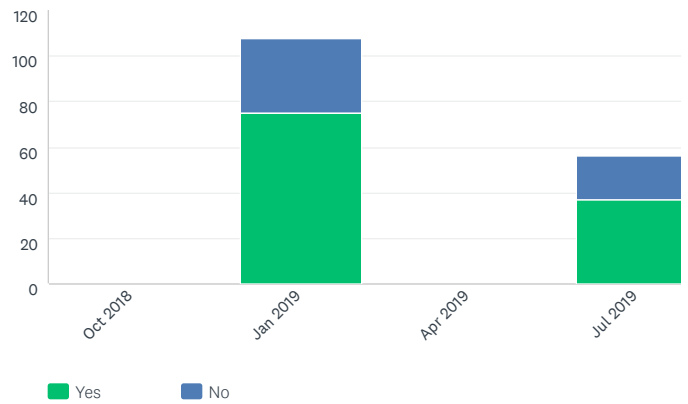
Q10 (by quarter)

Chart Type ▼

Display Options ▼

Do you rely on the internet for your day to day work?

Answered: 164 Skipped: 1 First: 1/22/2019 Zoom: Oct 2018 to Jul 2019



Quarterly (Starting on the date)

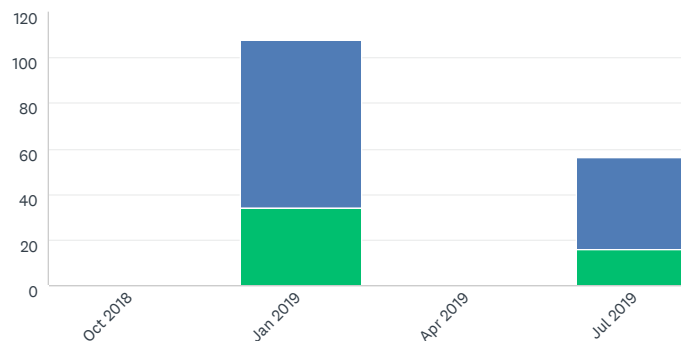
Q11 (by quarter)

Chart Type ▼

Display Options ▼

Do you operate a business from Islesboro?

Answered: 164 Skipped: 1 First: 1/22/2019 Zoom: Oct 2018 to Jul 2019



Yes No

Quarterly (Starting on the date)

Page 6: Business owners

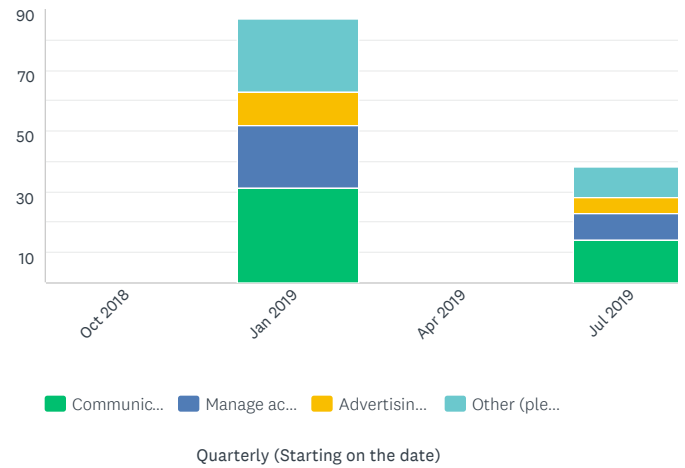
Q12 (by quarter)

Chart Type

Display Options

Please select the ways in which your business relies on the internet that apply.

Answered: 50 Skipped: 115 First: 1/22/2019 Zoom: Oct 2018 to Jul 2019



Quarterly (Starting on the date)

Page 7: Overall feedback

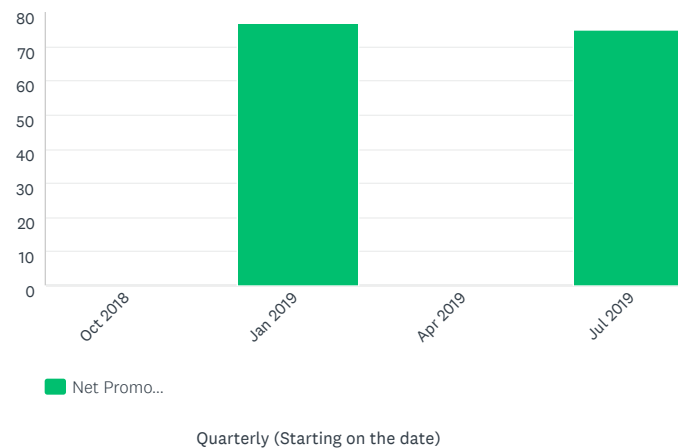
Q13 (by quarter)

Chart Type

Display Options

How likely is it that you would recommend our internet service colleague?

Answered: 158 Skipped: 7 First: 1/22/2019 Zoom: Oct 2018 to Jul 2019



Quarterly (Starting on the date)

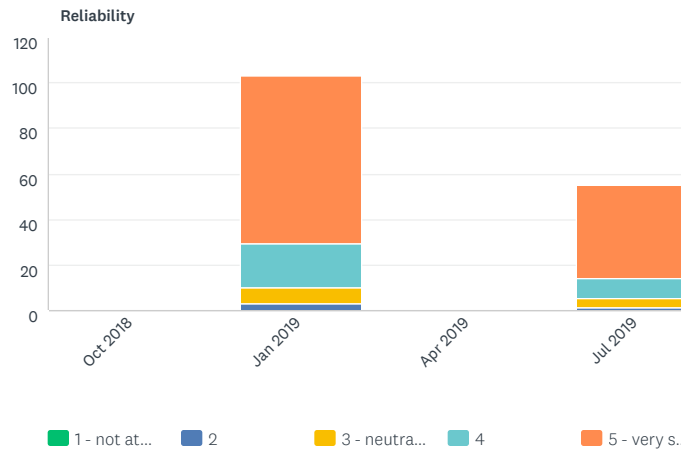
Q14 (by quarter)

Chart Type

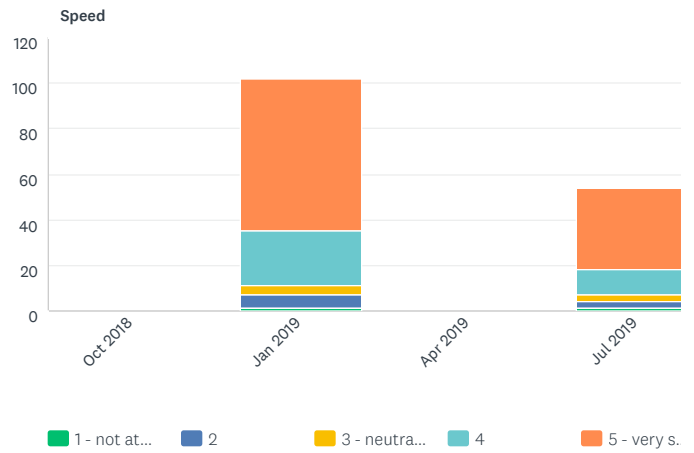
Display Options

How satisfied are you with the following elements of IMB?

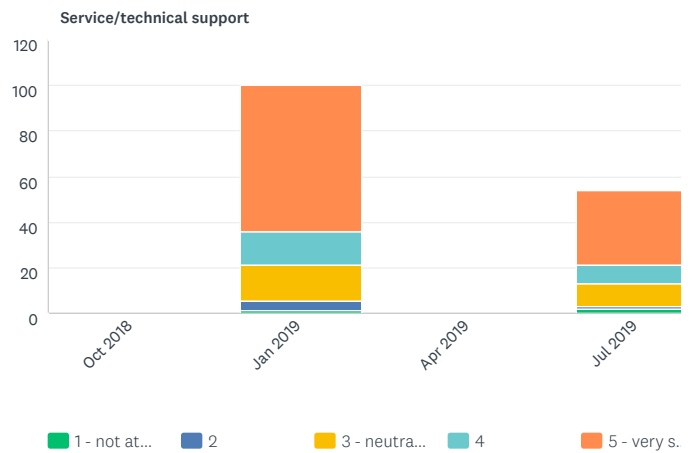
Answered: 158 Skipped: 7 First: 1/22/2019 Zoom: Oct 2018 to Jul 2019



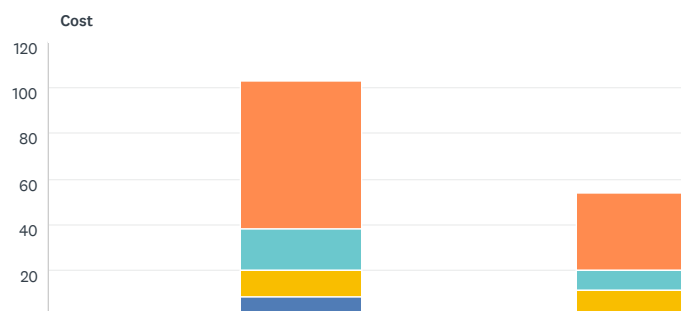
Quarterly (Starting on the date)

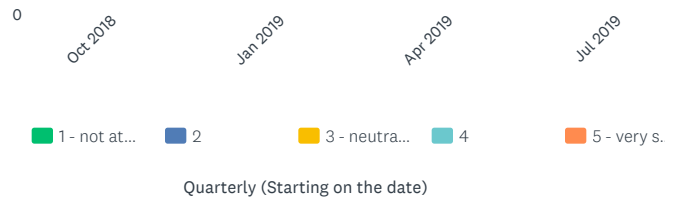


Quarterly (Starting on the date)



Quarterly (Starting on the date)





Q15

Do you have any additional comments you'd like to share about satisfaction ratings?

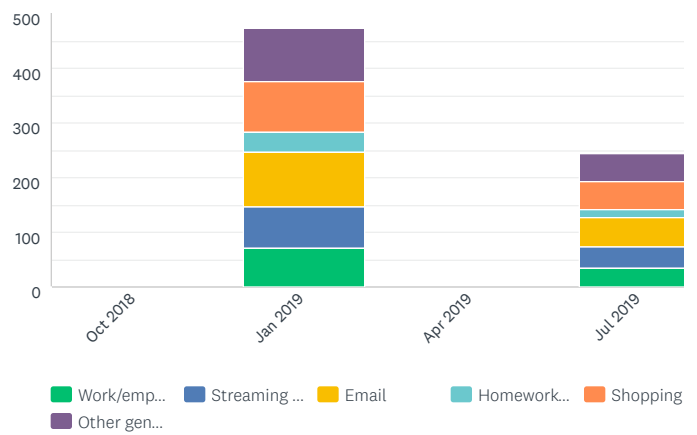
Data Trends do not apply to this question

Q16 (by quarter)

Chart Type Display Options

Please indicate for which purposes you use the IMB service. Check all that apply.

Answered: 158 Skipped: 7 First: 1/22/2019 Zoom: Oct 2018 to Jul 2019



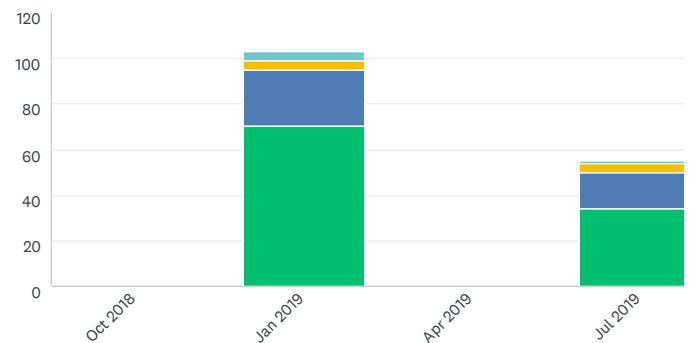
Quarterly (Starting on the date)

Q17 (by quarter)

Chart Type Display Options

On average, how many internet connected devices are you using in your household on a given day (e.g., computer, phones, tablets, tvs, etc.)?

Answered: 158 Skipped: 7 First: 1/22/2019 Zoom: Oct 2018 to Jul 2019



0 - 5    6 - 10    10 - 15    15 or more

Quarterly (Starting on the date)

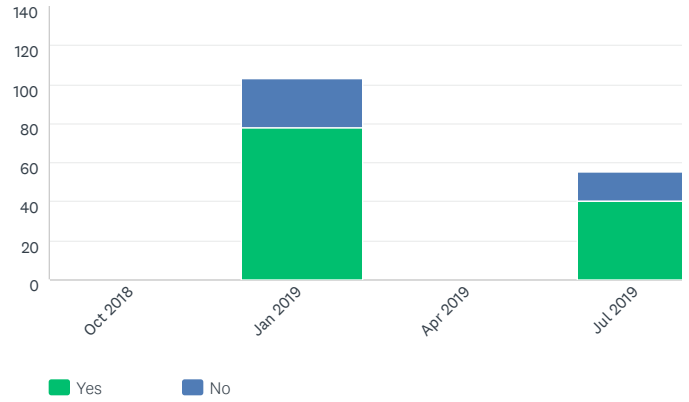
Q18 (by quarter)

Chart Type

Display Options

Do you feel like you are getting the most you can out of the IME

Answered: 158    Skipped: 7    First: 1/22/2019    Zoom: Oct 2018 to Jul 2019



Quarterly (Starting on the date)

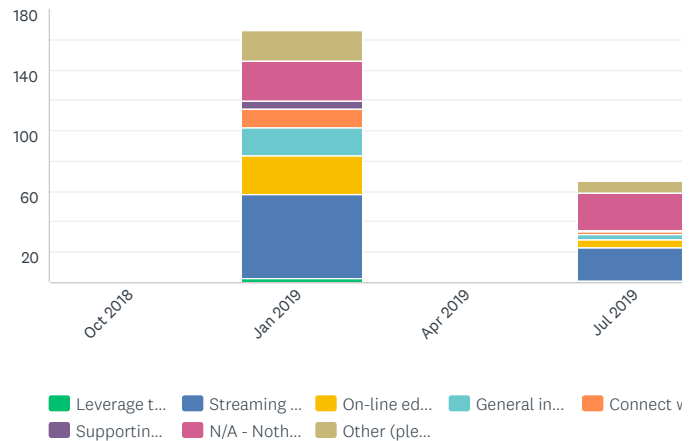
Q19 (by quarter)

Chart Type

Display Options

What would you like to do more of and/or learn more about?

Answered: 152    Skipped: 13    First: 1/22/2019    Zoom: Oct 2018 to Jul 2019



Quarterly (Starting on the date)

Page 8: Children

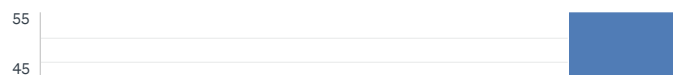
Q20 (by quarter)

Chart Type

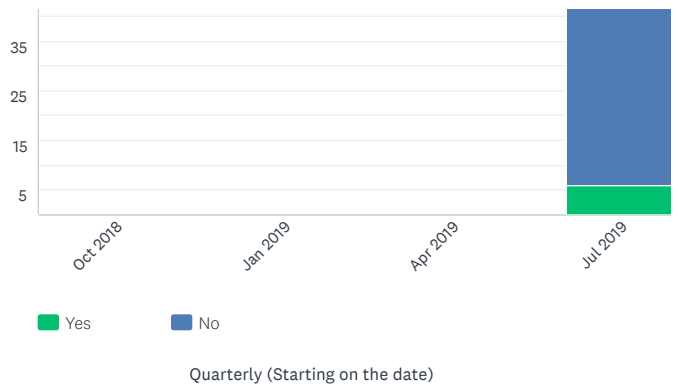
Display Options

Do you have any children in your household below high school the internet via IMB?

Answered: 55    Skipped: 110    First: 1/22/2019    Zoom: Oct 2018 to Jul 2019







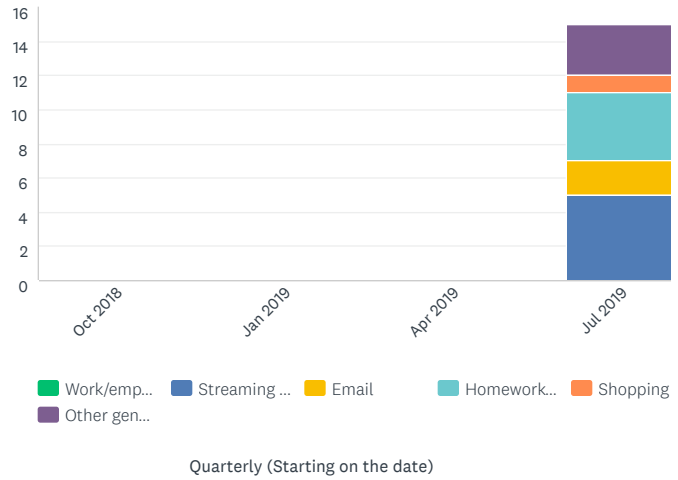
Page 9: Children's use of IMB

Q21 (by quarter)

Chart Type Display Options

For those children, please answer on their behalf (or ask them to answer). For which purposes do you use the IMB service? Check all that apply.

Answered: 6 Skipped: 159 First: 1/22/2019 Zoom: Oct 2018 to Jul 2019



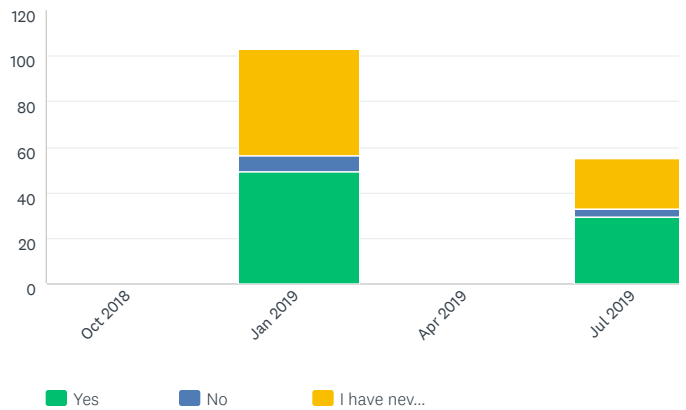
Page 10: Town website inquiry

Q22 (by quarter)

Chart Type Display Options

Do you find the town website for IMB helpful?

Answered: 158 Skipped: 7 First: 1/22/2019 Zoom: Oct 2018 to Jul 2019



Q23

What additional information would make the town's IMB website helpful for you?

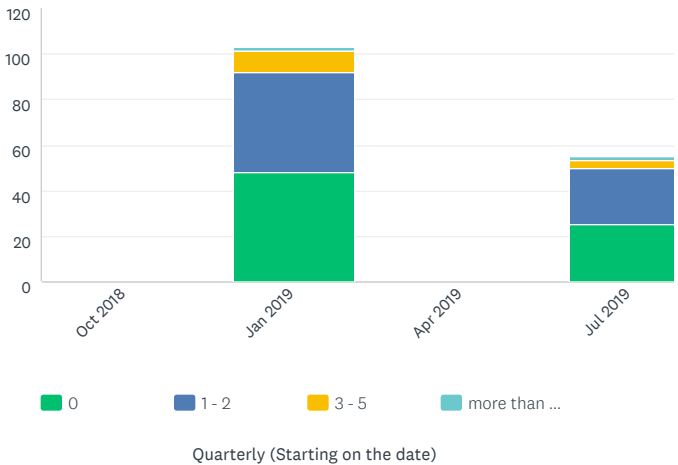
Data Trends do not apply to this question

Q24 (by quarter)

Chart Type Display Options

How many times have you called the GWI tele-service center for...

Answered: 158 Skipped: 7 First: 1/22/2019 Zoom: Oct 2018 to Jul 2019

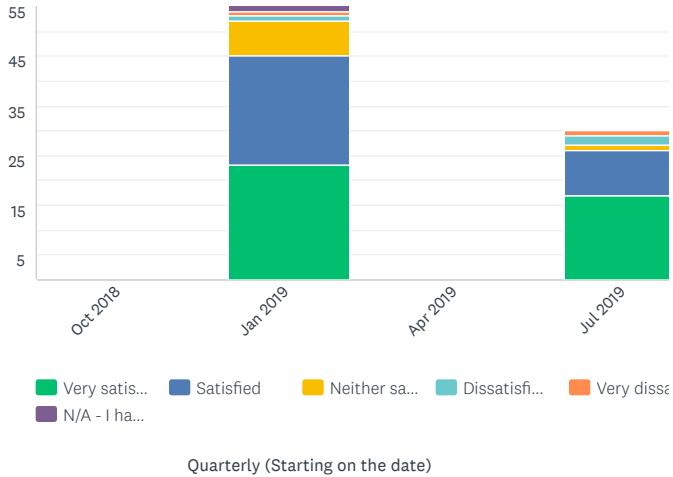


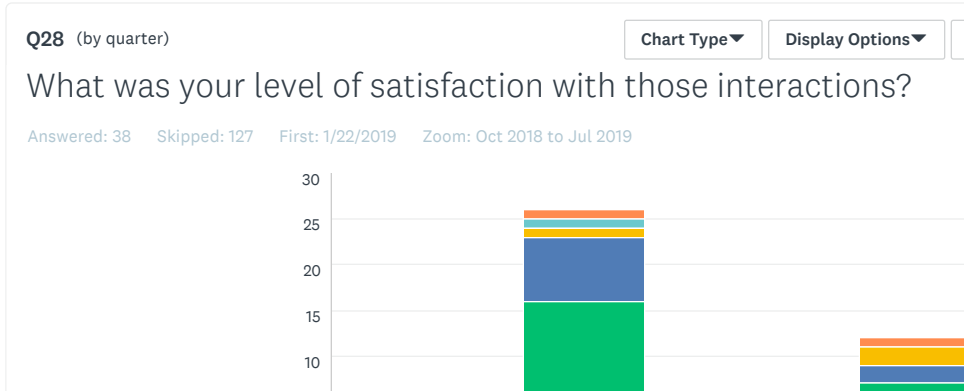
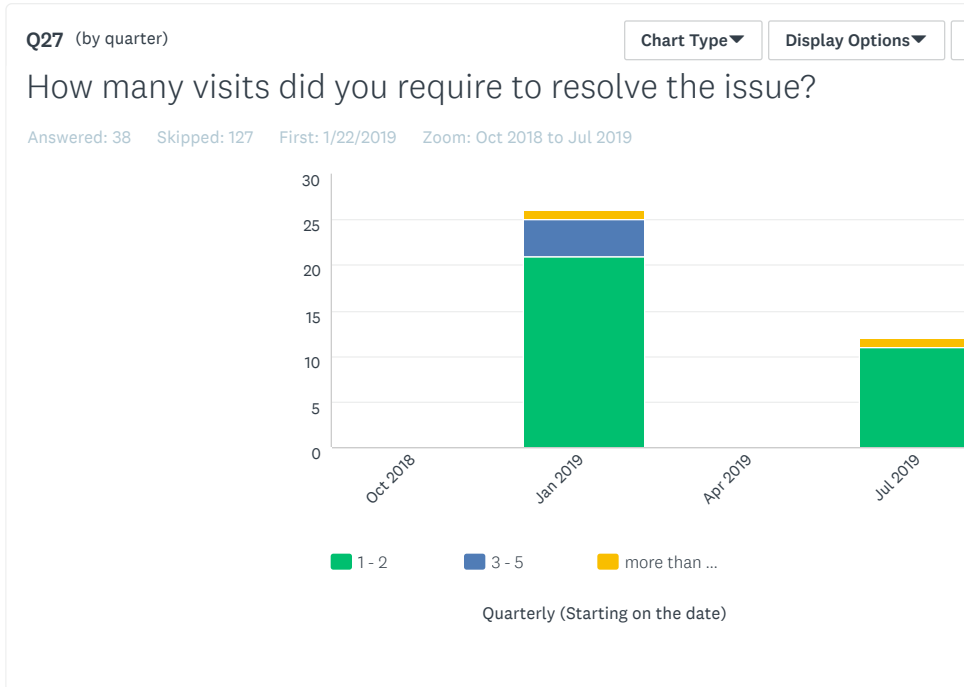
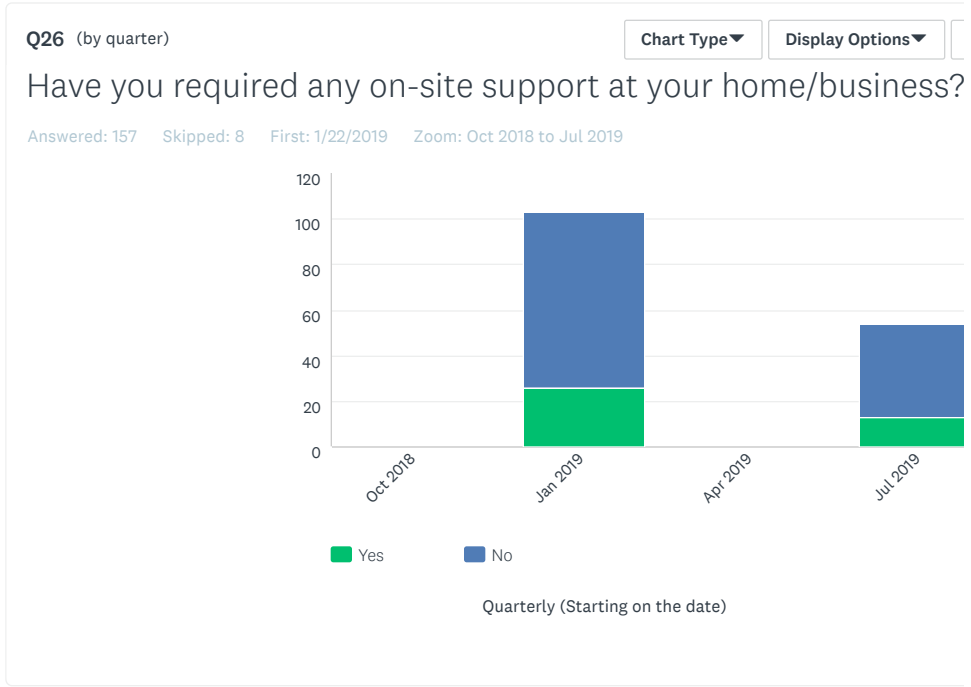
Q25 (by quarter)

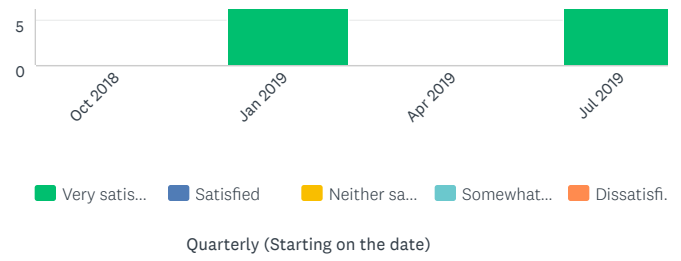
Chart Type Display Options

Were you satisfied with the level of service you received?

Answered: 85 Skipped: 80 First: 1/22/2019 Zoom: Oct 2018 to Jul 2019







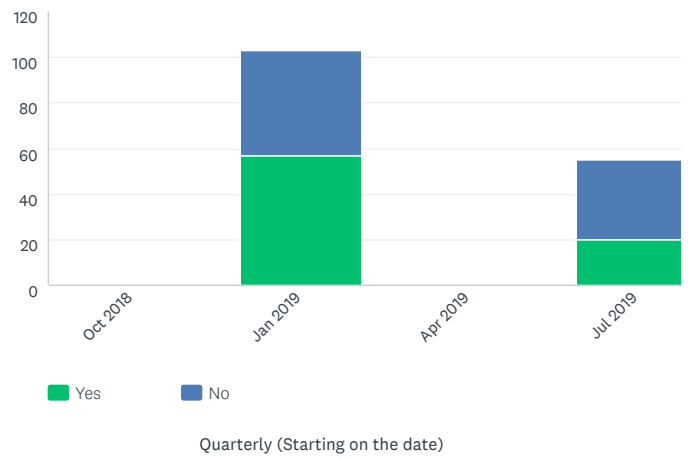
Page 16: Town office support

Q29 (by quarter)

Chart Type Display Options

Have you interacted with the staff at our Town Office for any IM questions or support?

Answered: 158 Skipped: 7 First: 1/22/2019 Zoom: Oct 2018 to Jul 2019



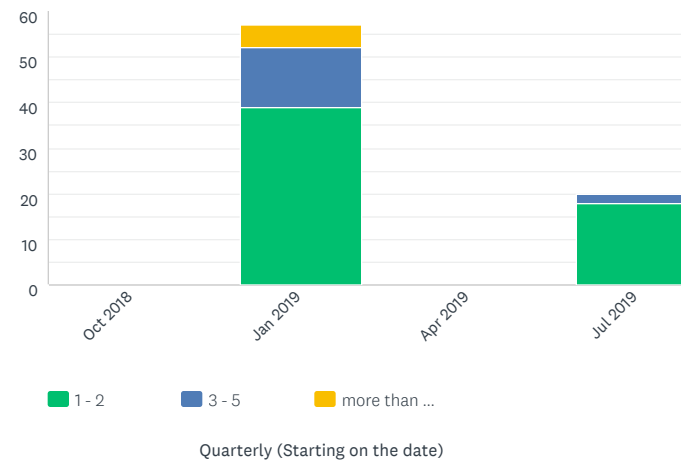
Page 17: Town office details

Q30 (by quarter)

Chart Type Display Options

How many times have you interacted with the town office staff topics?

Answered: 77 Skipped: 88 First: 1/22/2019 Zoom: Oct 2018 to Jul 2019



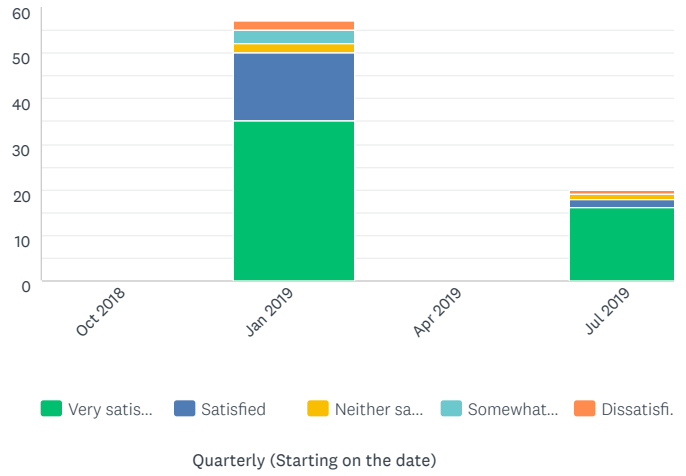
Q31 (by quarter)

Chart Type

Display Options

# What was your level of satisfaction with those interactions?

Answered: 77 Skipped: 88 First: 1/22/2019 Zoom: Oct 2018 to Jul 2019



ENGLISH

