



Pike Lake Community Association

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RESULTS

Cellular Phone & Internet Service Coverage Survey

June 15, 2020

Executive Summary

Survey results indicate the need for action to address the inadequate levels of cellular phone and internet service coverage in and around Pike Lake. The results of this survey will be shared with the Lake Networking Group (LNG), Tay Valley Township, Township of Rideau Lakes, Lanark County, MP Scott Reid, MPP Randy Hillier, the Eastern Ontario Regional Network (EORN), CSPs (Bell, Rogers and Telus), ISPs (Storm, Xplornet and Rogers).

Background

In an effort to identify gaps in cellular phone and internet service coverage in and around Pike Lake, the Pike Lake Community Association (PLCA) sent an on-line survey to 130 members of the Pike Lake community who are on the PLCA email distribution list. Survey participants were asked to answer 10 questions related to the level of cellular phone and internet service coverage at their lake property.

The individuals who were sent the survey represent 123 (53.5%) of 230 properties in and around Pike Lake (excludes Crown land and small islands with unknown ownership status). Eighty-four (84) individuals responded to the survey. These individuals represent 72 unique properties. The survey {property} response rate is 58.5% (72/123).

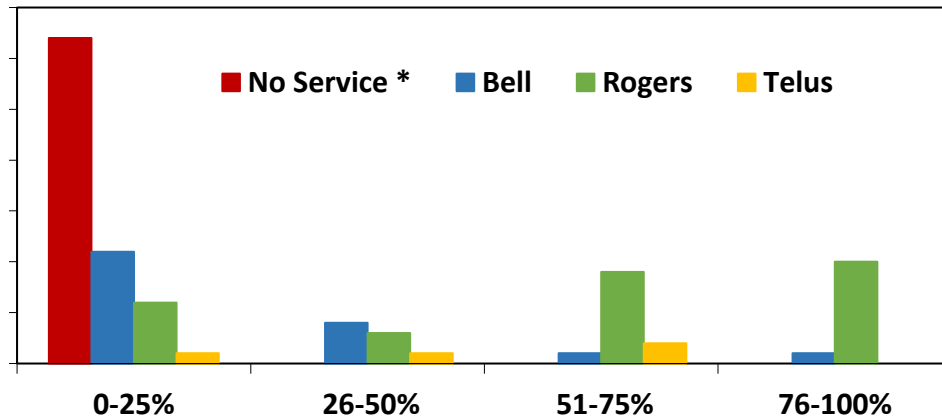
The PLCA wishes to thank all 84 individuals for their participation in this important survey.

Survey Highlights

More than half of the survey participants (51.4%) reported they do not use a traditional telephone land line (Bell/WTC) at their lake property. A handful of participants (9.7%) reported they utilize an internet-based (VOIP) telephone line. Thirty-nine survey participants (46.4%) stated they telecommute (work from home) from their lake property.

Cellular Phone Service Coverage

Fifty (59.5%) survey participants reported having the ability to use their cellular phone at their lake property. The top three cellular phone service providers (CSP) reported to be utilized by these cellular phone users are Rogers (56.0%), Bell (34.0%) and Telus (8.0%). An additional 32 (38.1%) survey participants reported they do not use their cellular phone because of service coverage limitations. Of the survey participants who do use their cellular phone, 28 (56.0%) reported having adequate cellular phone service no more than 50% of the time. The top three CSPs with reported service coverage less than 50% of the time are Bell (53.6%), Rogers (32.1%) and Telus (7.1%).



Cellular Phone Service Coverage

** do not use because of service coverage limitations.*

Over half (60.0%) of cellular phone users reported they telecommute (work from home) from their lake property. Fourteen (28.0%) cellular phone users reported installing a signal booster to receive or improve their signal but only 6 (42.9%) of these users reported having adequate service more than 50% of the time. Two (4.0%) cellular phone users reported they installed a tower to receive or improve their service. These users reported having adequate service more than 50% of the time. An additional 2 individuals reported they installed a tower to receive or improve their cellular phone signal but could not use their cellular phone due to service coverage limitations.

Eleven cellular phone users (22.0%) reported the need to call 911 from their cell phone. Seven of these users (63.6%) reported they were unsuccessful in reaching 911. Their reported CSPs are Bell, Rogers and Telus.

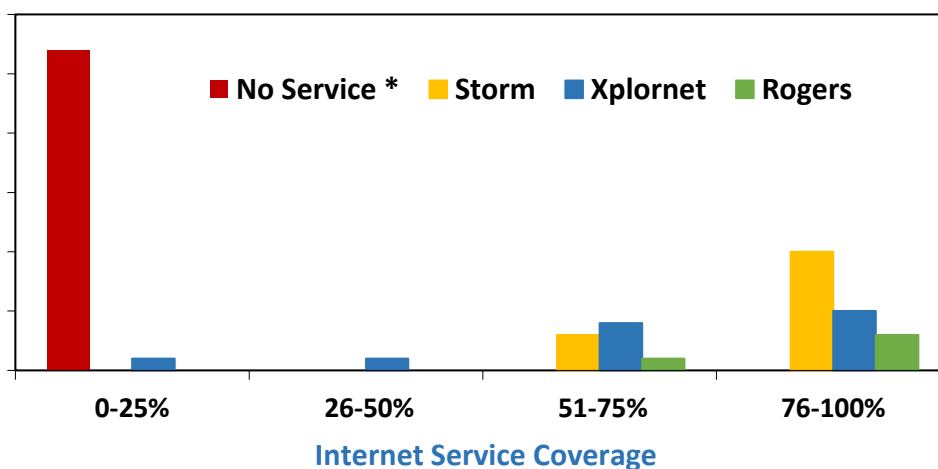
Three cellular phone users (6.0%) reported utilizing a USA-based CSP, all of which reported having a Canadian home address.

Internet Service Coverage

Twenty-nine properties (40.3%) reported having internet service at their lake property. Of these, the top three internet service providers (ISP) utilized at lake properties are Storm (44.8%), Xplornet (37.9%) and Rogers (13.8%). An additional twenty-seven properties (37.5%) reported they do not utilize internet service because of service coverage limitations.

The three types of internet service utilized by lake properties are fixed wireless (44.8%), satellite (41.4%) and turbo/rocket hub (13.8%).

Of the 29 properties utilizing the internet, 11 (37.9%) reported having adequate internet service less than 75% of the time. Over half (65.5%) of the properties utilizing the internet reported having 1 or more individuals telecommuting (work from home) from their lake property. Over half (52.6%) of these properties reported having adequate internet service less than 75% of the time. An additional 11 telecommuters (36.7%) reported not using the internet due to service coverage limitations.



** do not use because of service coverage limitations.*

Nine properties utilizing the internet (31.0%) reported they installed a tower in order to receive or improve their internet signal. Two (22.2%) of these properties reported adequate internet service less than 75% of the time.

Almost half (45.8%) of lake properties reported they would consider saying yes if asked by a CSP or ISP for their permission to allow them to install a tower on their property that would provide cellular and/or internet service to one or more properties around the lake.

Survey questions and corresponding participant response details are provided on the following pages. Also available for viewing and/or downloading are property-specific colour-coded cellular phone and internet service coverage distribution maps for Pike Lake. We have also

provided a list containing comments and service coverage issues reported by survey participants (identifying information removed).

Conclusion

Clearly, these results indicate the need for action to address the inadequate levels of cellular phone and internet service coverage in and around Pike Lake.

As mentioned above, the results of this survey will be shared with the Lake Networking Group (LNG), Tay Valley Township, Township of Rideau Lakes, Lanark County, MP Scott Reid, MPP Randy Hillier, the Eastern Ontario Regional Network (EORN), CSPs (Bell, Rogers and Telus), ISPs (Storm, Xplornet and Rogers).

Should you have any questions or concerns, please contact me at info@pikelake.ca

Regards,
Naomi Fowlie, President
Pike Lake Community Association

Survey Questions and Responses

Questions 1 to 3. Name, email address and phone number of the person completing this form.

84 individual survey participants self-identified and provided their email address and phone number.

Question 4. What is the civic address at your lake property (include your blue/white PIN# and Lane/Road name)? This will help us map coverage in your area.

Civic addresses were provided for **72 unique properties** whose lake property is located on the Lane/Road names provided below.

Byrnes Road	3	4.17%
Country Road	1	1.39%
Grants Creek Road	5	6.94%
Pike Lake Route 1	10	13.89%
Pike Lake Route 1 A	6	8.33%
Pike Lake Route 1 C	2	2.78%
Pike Lake Route 1 E	3	4.17%
Pike Lake Route 5	1	1.39%
Pike Lake Route 6	2	2.78%
Pike Lake Route 7	1	1.39%
Pike Lake Route 9	5	6.94%
Pike Lake Route 11	2	2.78%
Pike Lake Route 11 A	1	1.39%
Pike Lake Route 12	2	2.78%
Pike Lake Route 12 A	2	2.78%
Pike Lake Route 13 A	1	1.39%
Pike Lake Route 16	6	8.33%

Pike Lake Route 16 A	3	4.17%
Pike Lake Route 16 C	2	2.78%
Pike Lake Route 17	5	6.94%
Pike Lake Route 17 A	4	5.56%
Pike Lake Route 17 C	2	2.78%
Scotch Line Road	2	2.78%
Sumac Hill	1	1.39%
Total	72	100.00%

Question 4(a). Is your lake property located on an island (or water access only)?

No	72	100.00%
Total	72	100.00%

Question 5. Do you have a telephone land line at your lake property such as Bell or Westport Telephone?

No	37	51.39%
Yes	35	48.61%
Total	72	100.00%

Question 6. Do you have an internet-based (VOIP) telephone line at your lake property?

No	65	90.28%
Yes	7	9.72%
Total	72	100.00%

Question 7. Do you ever telecommute (work from home) at your lake property?

No	45	53.57%
Yes	39	46.43%
Total	84	100.00%

Cellular Phone Service Coverage Questions and Responses

Question 8. Do you use a cellular phone at your lake property?

No because of service coverage limitations	32	38.10%
No by choice	2	2.38%
Yes	50	59.52%
Total	84	100.00%

Q8(d). WHO IS YOUR CELLULAR PHONE {NETWORK} SERVICE PROVIDER?	Q8. Do you use a cellular phone at your lake property?			Total
	No because of service coverage limitations	No by choice	Yes	
Bell	12	0	15	27
Row%	44.44%	0.00%	55.56%	100.00%
Col%	37.50%	0.00%	30.00%	32.14%
Bell + Rogers	0	0	2	2
Row%	0.00%	0.00%	100.00%	100.00%
Col%	0.00%	0.00%	4.00%	2.38%
Bell + Telus	1	0	0	1
Row%	100.00%	0.00%	0.00%	100.00%
Col%	3.13%	0.00%	0.00%	1.19%
Primus	0	0	1	1
Row%	0.00%	0.00%	100.00%	100.00%
Col%	0.00%	0.00%	2.00%	1.19%
Rogers	13	0	26	39
Row%	33.33%	0.00%	66.67%	100.00%
Col%	40.63%	0.00%	52.00%	46.43%
Shaw	1	0	0	1
Row%	100.00%	0.00%	0.00%	100.00%
Col%	3.13%	0.00%	0.00%	1.19%
T Mobile	0	0	1	1
Row%	0.00%	0.00%	100.00%	100.00%
Col%	0.00%	0.00%	2.00%	1.19%
Telus	5	0	4	9
Row%	55.56%	0.00%	44.44%	100.00%
Col%	15.63%	0.00%	8.00%	10.71%
Videotron	0	0	1	1
Row%	0.00%	0.00%	100.00%	100.00%

Col%	0.00%	0.00%	2.00%	1.19%
N/A	0	2	0	2
Row%	0.00%	100.00%	0.00%	100.00%
Col%	0.00%	100.00%	0.00%	2.38%
TOTAL	32	2	50	84
Row%	38.10%	2.38%	59.52%	100.00%
Col%	100.00%	100.00%	100.00%	100.00%

Question 8(a). What percentage of the time do you have adequate cellular phone service at your lake property?

0 - 25%	18	21.95%
26 - 50%	10	12.20%
51 - 75%	11	13.41%
76 - 100%	11	13.41%
NO SERVICE	32	39.02%
Total	82	100.00%

Q8(a). WHAT PERCENTAGE OF THE TIME DO YOU HAVE ADEQUATE CELLULAR PHONE SERVICE AT YOUR LAKE PROPERTY?	Q7. Do you ever telecommute (work from home) at your lake property?		
	No	Yes	Total
0 - 25%	6	12	18
Row%	33.33%	66.67%	100.00%
Col%	13.95%	30.77%	21.95%
26 - 50%	4	6	10
Row%	40.00%	60.00%	100.00%
Col%	9.30%	15.38%	12.20%
51 - 75%	4	7	11
Row%	36.36%	63.64%	100.00%
Col%	9.30%	17.95%	13.41%
76 - 100%	6	5	11
Row%	54.55%	45.45%	100.00%
Col%	13.95%	12.82%	13.41%
NO SERVICE	23	9	32
Row%	71.88%	28.13%	100.00%
Col%	53.49%	23.08%	39.02%
TOTAL	43	39	82
Row%	52.44%	47.56%	100.00%
Col%	100.00%	100.00%	100.00%

Question 8(b). Did you install a cellular phone signal booster to receive or improve your cellular phone signal?

No	68	82.93%
Yes	14	17.07%
Total	82	100.00%

Q8(a). WHAT PERCENTAGE OF THE TIME DO YOU HAVE ADEQUATE CELLULAR PHONE SERVICE AT YOUR LAKE PROPERTY?	Q8(b). Did you install a cellular phone signal booster to receive or improve your cellular phone signal?		
	No	Yes	Total
0 - 25%	14	4	18
Row%	77.78%	22.22%	100.00%
Col%	20.59%	28.57%	21.95%
26 - 50%	8	2	10
Row%	80.00%	20.00%	100.00%
Col%	11.76%	14.29%	12.20%
51 - 75%	7	4	11
Row%	63.64%	36.36%	100.00%
Col%	10.29%	28.57%	13.41%
76 - 100%	9	2	11
Row%	81.82%	18.18%	100.00%
Col%	13.24%	14.29%	13.41%
NO SERVICE	30	2	32
Row%	93.75%	6.25%	100.00%
Col%	44.12%	14.29%	39.02%
TOTAL	68	14	82
Row%	82.93%	17.07%	100.00%
Col%	100.00%	100.00%	100.00%

Question 8(c). Did you install a tower in order to receive or improve your cellular phone signal?

No	78	95.12%
Yes	4	4.88%
Total	82	100.00%

Q8(a). WHAT PERCENTAGE OF THE TIME DO YOU HAVE ADEQUATE CELLULAR PHONE SERVICE AT YOUR LAKE PROPERTY?	Q8(c). Did you install a tower in order to receive or improve your cellular phone signal?		
	No	Yes	Total
0 - 25%	18	0	18
Row%	100.00%	0.00%	100.00%
Col%	23.08%	0.00%	21.95%
26 - 50%	10	0	10
Row%	100.00%	0.00%	100.00%
Col%	12.82%	0.00%	12.20%
51 - 75%	10	1	11
Row%	90.91%	9.09%	100.00%
Col%	12.82%	25.00%	13.41%
76 - 100%	10	1	11
Row%	90.91%	9.09%	100.00%
Col%	12.82%	25.00%	13.41%
NO SERVICE	30	2	32
Row%	93.75%	6.25%	100.00%
Col%	38.46%	50.00%	39.02%
TOTAL	78	4	82
Row%	95.12%	4.88%	100.00%
Col%	100.00%	100.00%	100.00%

Question 8(d). Who is your Cellular Phone {Network} Service Provider?

Bell	27	32.93%
Bell + Rogers	2	2.44%
Bell + Telus	1	1.22%
Primus	1	1.22%
Rogers	39	47.56%
Shaw	1	1.22%
T Mobile	1	1.22%
Telus	9	10.98%
Videotron	1	1.22%
Total	82	100.00%

Q8(d). WHO IS YOUR CELLULAR PHONE {NETWORK} SERVICE PROVIDER?	Q8(a). What percentage of the time do you have adequate cellular phone service at your lake property?					Total
	0 - 25%	26 - 50%	51 - 75%	76 - 100%	NO SERVICE	
Bell	10	4	0	1	12	27
Row%	37.04%	14.81%	0.00%	3.70%	44.44%	100.00%
Col%	55.56%	40.00%	0.00%	9.09%	37.50%	32.93%
Bell + Rogers	1	0	1	0	0	2
Row%	50.00%	0.00%	50.00%	0.00%	0.00%	100.00%
Col%	5.56%	0.00%	9.09%	0.00%	0.00%	2.44%
Bell + Telus	0	0	0	0	1	1
Row%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%
Col%	0.00%	0.00%	0.00%	0.00%	3.13%	1.22%
Primus	0	1	0	0	0	1
Row%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%
Col%	0.00%	10.00%	0.00%	0.00%	0.00%	1.22%
Rogers	5	3	8	10	13	39

Row%	12.82%	7.69%	20.51%	25.64%	33.33%	100.00%
Col%	27.78%	30.00%	72.73%	90.91%	40.63%	47.56%
Shaw	0	0	0	0	1	1
Row%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%
Col%	0.00%	0.00%	0.00%	0.00%	3.13%	1.22%
T Mobile	1	0	0	0	0	1
Row%	100.00%	0.00%	0.00%	0.00%	0.00%	100.00%
Col%	5.56%	0.00%	0.00%	0.00%	0.00%	1.22%
Telus	1	1	2	0	5	9
Row%	11.11%	11.11%	22.22%	0.00%	55.56%	100.00%
Col%	5.56%	10.00%	18.18%	0.00%	15.63%	10.98%
Videotron	0	1	0	0	0	1
Row%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%
Col%	0.00%	10.00%	0.00%	0.00%	0.00%	1.22%
TOTAL	18	10	11	11	32	82
Row%	21.95%	12.20%	13.41%	13.41%	39.02%	100.00%
Col%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Question 8(e). Have you ever had the need to call 911 from your cellular phone at your lake property?

No	71	86.59%
Yes	11	13.41%
Total	82	100.00%

Question 8(e)i. Were you successful in reaching 911 from your cellular phone at your lake property?

No	7	63.64%
Yes	4	36.36%
Total	11	100.00%

Q8(d). WHO IS YOUR CELLULAR PHONE {NETWORK} SERVICE PROVIDER?	Q8(e)i. Were you successful in reaching 911 from your cellular phone at your lake property?		Total
	No	Yes	
Bell	1	1	2
Row%	50.00%	50.00%	100.00%
Col%	14.29%	25.00%	18.18%
Bell + Rogers	1	0	1
Row%	100.00%	0.00%	100.00%
Col%	14.29%	0.00%	9.09%
Rogers	2	3	5
Row%	40.00%	60.00%	100.00%
Col%	28.57%	75.00%	45.45%
Telus	3	0	3
Row%	100.00%	0.00%	100.00%
Col%	42.86%	0.00%	27.27%
TOTAL	7	4	11
Row%	63.64%	36.36%	100.00%
Col%	100.00%	100.00%	100.00%

Question 8(f). Do you utilize a USA-based Cellular Phone Service Provider while at your lake property?

No	79	96.34%
Yes	3	3.66%
Total	82	100.00%

Question 8(g). Do you have a Canadian home address?

Q8(f). DO YOU UTILIZE A USA-BASED CELLULAR PHONE SERVICE PROVIDER WHILE AT YOUR LAKE PROPERTY?	Q8(g). Do you have a Canadian home address?		
	No	Yes	Total
No	1	78	79
Row%	1.27%	98.73%	100.00%
Col%	100.00%	96.30%	96.34%
Yes	0	3	3
Row%	0.00%	100.00%	100.00%
Col%	0.00%	3.70%	3.66%
TOTAL	1	81	82
Row%	1.22%	98.78%	100.00%
Col%	100.00%	100.00%	100.00%

Internet Service Coverage Questions and Responses

Question 9. Do you have internet service at your lake property?

No because of service coverage limitations	27	37.50%
No by choice	16	22.22%
Yes	29	40.28%
Total	72	100.00%

Question 9(a). What percentage of the time do you have adequate internet service at your lake property?

0 - 25%	1	1.79%
26 - 50%	2	3.57%
51 - 75%	8	14.29%
76 - 100%	18	32.14%
NO SERVICE	27	48.21%
Total	56	100.00%

Q9(a). WHAT PERCENTAGE OF THE TIME DO YOU HAVE ADEQUATE INTERNET SERVICE AT YOUR LAKE PROPERTY?	Q7. Do you ever telecommute (work from home) at your lake property?		
	No	Yes	Total
0 - 25%	0	1	1
Row%	0.00%	100.00%	100.00%
Col%	0.00%	3.33%	1.79%
26 - 50%	0	2	2
Row%	0.00%	100.00%	100.00%
Col%	0.00%	6.67%	3.57%
51 - 75%	1	7	8
Row%	12.50%	87.50%	100.00%
Col%	3.85%	23.33%	14.29%
76 - 100%	9	9	18
Row%	50.00%	50.00%	100.00%
Col%	34.62%	30.00%	32.14%
NO SERVICE	16	11	27
Row%	59.26%	40.74%	100.00%
Col%	61.54%	36.67%	48.21%
TOTAL	26	30	56
Row%	46.43%	53.57%	100.00%
Col%	100.00%	100.00%	100.00%

Question 9(b). Who is your Internet Service Provider at your lake property?

Rogers	4	7.15%
Storm	13	23.21%
WTC Communications	1	1.79%
Xplornet	11	19.64%
N/A	27	48.21%
Total	56	100.00%

Q9(b). WHO IS YOUR INTERNET SERVICE PROVIDER AT YOUR LAKE PROPERTY?	Q9(a). What percentage of the time do you have adequate internet service at your lake property?					Total
	0 - 25%	26 - 50%	51 - 75%	76 - 100%	NO SERVICE	
Rogers	0	0	1	3	0	4
Row%	0.00%	0.00%	25.00%	75.00%	0.00%	100.00%
Col%	0.00%	0.00%	12.50%	16.67%	0.00%	7.15%
Storm	0	0	3	10	0	13
Row%	0.00%	0.00%	23.08%	76.92%	0.00%	100.00%
Col%	0.00%	0.00%	37.50%	55.56%	0.00%	23.21%
WTC Communications	0	1	0	0	0	1
Row%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%
Col%	0.00%	50.00%	0.00%	0.00%	0.00%	1.79%
Xplornet	1	1	4	5	0	11
Row%	9.09%	9.09%	36.36%	45.45%	0.00%	100.00%
Col%	100.00%	50.00%	50.00%	27.78%	0.00%	19.64%
N/A	0	0	0	0	27	27
Row%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%
Col%	0.00%	0.00%	0.00%	0.00%	100.00%	48.21%
TOTAL	1	2	8	18	27	56
Row%	1.79%	3.57%	14.29%	32.14%	48.21%	100.00%
Col%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Question 9(c). What type of internet do you have at your lake property?

Q9(b). WHO IS YOUR INTERNET SERVICE PROVIDER AT YOUR LAKE PROPERTY?	Q9(c). What type of internet do you have at your lake property?				
	Fixed Wireless	Satellite	Turbo / Rocket Hub	N/A	Total
Rogers	0	0	4	0	4
Row%	0.00%	0.00%	100.00%	0.00%	100.00%
Col%	0.00%	0.00%	100.00%	0.00%	7.14%
Storm	11	2	0	0	13
Row%	84.62%	15.38%	0.00%	0.00%	100.00%
Col%	84.62%	16.67%	0.00%	0.00%	23.21%
WTC Communications	1	0	0	0	1
Row%	100.00%	0.00%	0.00%	0.00%	100.00%
Col%	7.69%	0.00%	0.00%	0.00%	1.79%
Xplornet	1	10	0	0	11
Row%	9.09%	90.91%	0.00%	0.00%	100.00%
Col%	7.69%	83.33%	0.00%	0.00%	19.64%
N/A	0	0	0	27	27
Row%	0.00%	0.00%	0.00%	100.00%	100.00%
Col%	0.00%	0.00%	0.00%	100.00%	48.21%
TOTAL	13	12	4	27	56
Row%	23.21%	21.43%	7.14%	48.21%	100.00%
Col%	100.00%	100.00%	100.00%	100.00%	100.00%

Question 9(d). Did you install a tower in order to receive or improve your internet signal?

No	47	83.93%
Yes	9	16.07%
Total	56	100.00%

Q9(a). WHAT PERCENTAGE OF THE TIME DO YOU HAVE ADEQUATE INTERNET SERVICE AT YOUR LAKE PROPERTY?	Q9(d). Did you install a tower in order to receive or improve your internet service?		Total
	No	Yes	
0 - 25%	1	0	1
Row%	100.00%	0.00%	100.00%
Col%	2.13%	0.00%	1.79%
26 - 50%	2	0	2
Row%	100.00%	0.00%	100.00%
Col%	4.26%	0.00%	3.57%
51 - 75%	6	2	8
Row%	75.00%	25.00%	100.00%
Col%	12.77%	22.22%	14.29%
76 - 100%	11	7	18
Row%	61.11%	38.89%	100.00%
Col%	23.40%	77.78%	32.14%
NO SERVICE	27	0	27
Row%	100.00%	0.00%	100.00%
Col%	57.45%	0.00%	48.21%
TOTAL	47	9	56
Row%	83.93%	16.07%	100.00%
Col%	100.00%	100.00%	100.00%

Question 10. If you were asked by a Cellular Phone or Internet Service Provider for your permission to allow them to install a tower on your property that would provide cellular and/or internet service to one or more properties around the lake, would you consider saying yes?

No	39	54.17%
Yes	32	44.44%
Yes + No *	1	1.39%
Total	72	100.00%

** 2 members of the same property each gave a different answer.*