

City of Bangor, ME

Broadband Strategic Plan and Roadmap

Addendum 1

August 12, 2020

During the current pandemic, Mission Broadband created an additional survey for the purpose of measuring broadband services during this social distancing period of time. With more residents remote working from home, educating at home, receiving tele-health services at home as well as social interaction through a variety of conference platforms and social media outlets, the timing of the survey was intended to provide updated data from the previous broadband survey outlined in the Broadband Strategic Plan and Roadmap, dated March, 13, 2020.

The results of the survey emphasized the struggle residents encounter with not having adequate broadband service, making it difficult to perform the additional functions placed on their home internet service. The survey also identified a group of users who did respond their broadband was adequate.

From a professional consulting view, Mission Broadband has spoken to individuals who noticed a slowdown in their normal broadband functions during this period of social distancing. This is to be expected within the current residential designed service provider networks. These networks are designed on a best effort scenario, which means on a normal day with normal usage, the networks would perform to the agreed upon bandwidth, such as 25/3 or 10/10 with reasonable reliability. With many more home-based users utilizing the local best effort networks, service levels will diminish due to the natural volume of usage placed on the broadband network with all the above-mentioned functions being performed though an extended period of time during the day. These cause and effect factors resulted in a diminished broadband experience.

These findings do not necessitate any changes to the roadmap outlined in the original Plan. The next steps of engineering research and identifying potential ownership and operational models will bring the city of Bangor clarity on how to deploy a ubiquitous robust broadband network for all residents and businesses.