

# ROCKISLAND

## Rock Island Communications Q2 2020 Report

### August 2020 Meeting

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## Executive Summary

Rock Island remains on target in most every category of business YTD for 2020. Our business still is seeing notable impacts to our revenue due to COVID and we still anticipate the fallout of the shutdowns will continue to escalate those impacts in months to come. A successful Q1 laid the groundwork to begin the very long process of weathering the future impacts that COVID was inevitably going to bring to our community and our business. Of the most importance, our staff and their families have remained safe and healthy during the pandemic and the proactive cautions that Rock Island has been taking have been greatly appreciated by all. Additionally, the PPP funds allowed us to keep everyone employed and provide critical services like access to online education, remote work, and tele-medicine in our community.

The positive impacts created by this broadband effort may be washed over by countless health or political topics, but that does not change the fact that remarkable stories and deep appreciations are being expressed every day for what has been done and is continuing to be done. In significant recent news, the county emergency communications project has finally been accepted by council and the contracts for the project have been executed. This will layer on a massive community achievement only made possible by the network we collectively built over the past few years. A successful launch of Access Education via our network has enabled over 150 students to continue receiving education and given schools the tools to keep going.

We have discussed how critically necessary broadband has become, especially now, but it is most evident as hundreds are pouring in to invest in their own sustainability. We continue to see an all-time high in weekly fiber requests and we have been performing on target or above for LTE onboarding with no need to reinforce the existing outreach for sales in the past 3 months.

Our phase 2 upgrades for LTE came at a critical time. While the deployment of the small cells has been furloughed until T-Mobile can procure the materials to complete them, our existing network remains healthy and well balanced at about 45% utilization of the total capacity. Our edge customers who are underserved, to some extent, are beginning to see relief as we deploy 600MHz devices as quickly as we can procure, test and deploy them.

As demand has nearly tripled for bandwidth, the difficulty in scalability on the LTE Fixed Wireless network reminds us of the core mission in our business: build fiber to everyone. The only long term and future proof solution for our customers is to get them onto a network that scales decades into the future without constant overhauls and upgrades. Managements observations of the circumstances our community is facing and the demand for our fiber service, really stresses the need to re-tool our focus to fiber and continue investing as much as is prudently possible into these connections. More importantly, it is what our community is desperately demanding we do.

FTTP will ultimately accelerate us out from merely competing to retain our hard-earned customers base, to over-delivering our services and solidifying Rock Island as the only leading ISP in San Juan County for decades to come. Most importantly, *how* Rock Island invests in its network is critical to cementing our place in the market. That is why we are working hard to stay ahead of the demand, with upgraded transport circuits and redundancy plans to ensure we do not suffer the same fate our incumbent ISP did.

## Q2 2020 Financial Statements

### Quarterly Income Statement

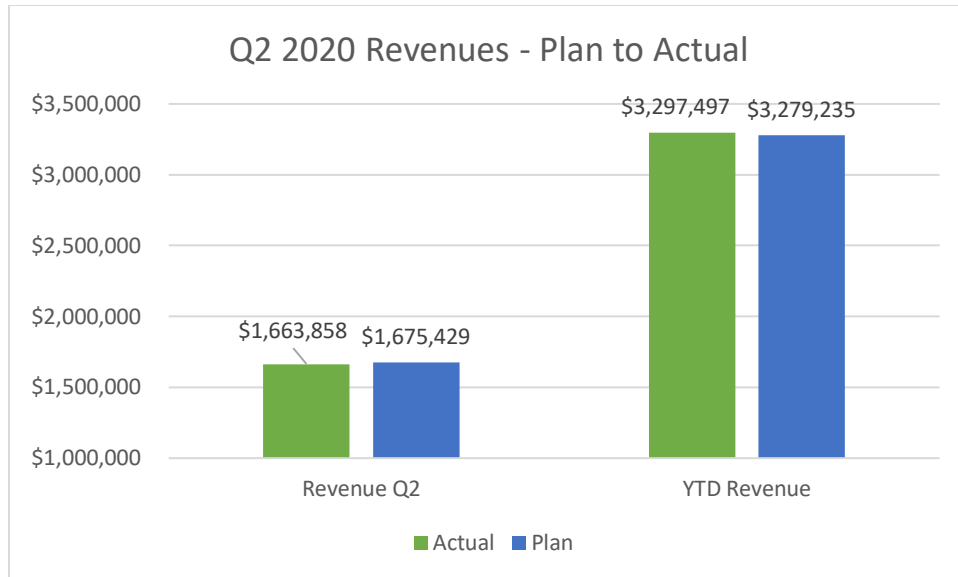
	Quarter To Date 06/30/2020			Year To Date 06/30/2020		
	FY 2019 Actual	Budget	QTD Budget Variance	FY 2019 Actual	Budget	YTD Budget Variance
▶ Operating Revenues	1,663,858.28	1,675,429.00	(11,570.72)	3,297,497.21	3,279,235.00	18,262.21
▶ Cost of Services	259,155.39	226,373.62	32,781.77	499,215.14	454,530.76	44,684.38
Total gross profit	1,404,702.89	1,449,055.38	(44,352.49)	2,798,282.07	2,824,704.24	(26,422.17)
▶ Operating Expense	1,538,666.19	1,536,274.16	2,392.03	3,100,948.45	3,100,891.24	57.21
▶ Non-Operating Expense	318,254.74	340,024.00	(21,769.26)	546,951.03	625,803.00	(78,851.97)
Net Income (loss)	<b>(452,218.04)</b>	<b>(427,242.78)</b>	<b>(24,975.26)</b>	<b>(849,617.41)</b>	<b>(901,990.00)</b>	<b>52,372.59</b>

### Quarterly Balance Sheet

	Quarter Ending 03/31/2020	Quarter To Date 06/30/2020
	Actual	Actual
▶ Current assets	1,452,933.43	1,562,132.00
▶ Property, Plant, & Equipment	16,655,317.96	16,722,114.64
▶ Other Non-Current Assets	212,480.43	204,711.90
<b>Total assets</b>	<b>18,320,731.82</b>	<b>18,488,958.54</b>
▶ Current liabilities	864,471.98	940,721.88
▼ Non-current liabilities		
▶ CoBank Debt	26,680,000.00	27,361,085.00
▶ Other Non-Current Liabilities	2,586,339.02	2,449,448.88
Total non-current liabilities	29,266,339.02	29,810,533.88
Total liabilities	30,130,811.00	30,751,255.76
▶ Equities & Margins	(11,810,079.18)	(12,262,297.22)
<b>Total liabilities &amp; equity</b>	<b>18,320,731.82</b>	<b>18,488,958.54</b>

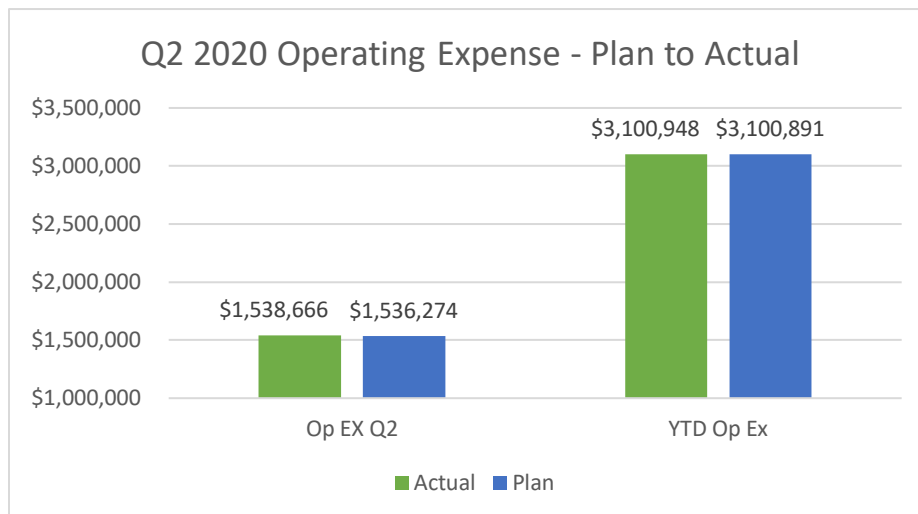
## Q2 2020 Key Performance Indicators

### Total Revenues



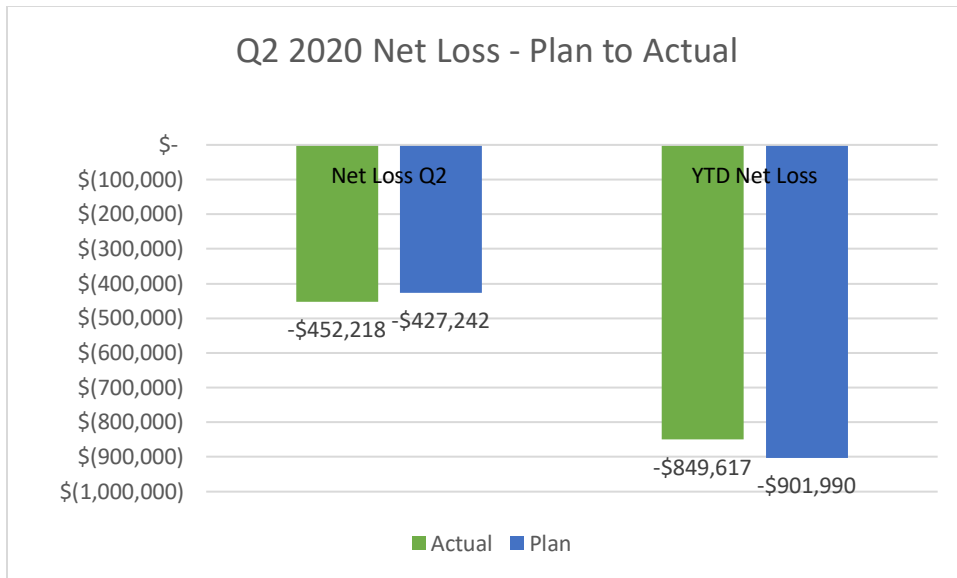
As we had anticipated, impacts from COVID relief and slowdowns in fiber installation onboarding due to Stay-at-Home Orders from the state, began to impact revenues for Q2. Given those impacts, RI remains closely in line with the business plan for the year and overall, ahead of plan in YTD revenue.

### Operating Expenses

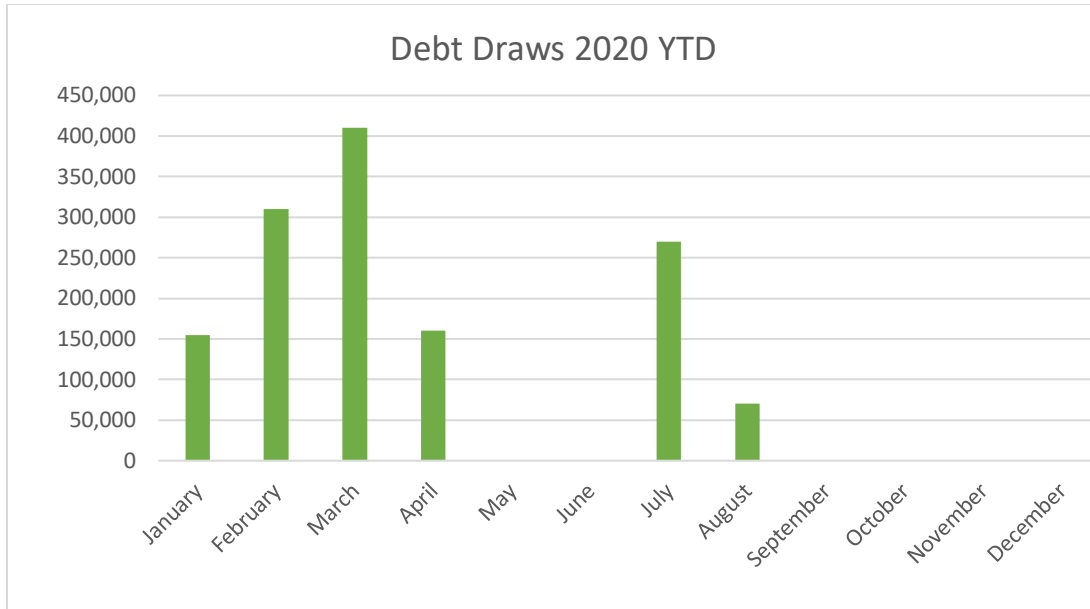


Operating expenses remain tightly disciplined to keep us in line with the 2020 business plan goals.

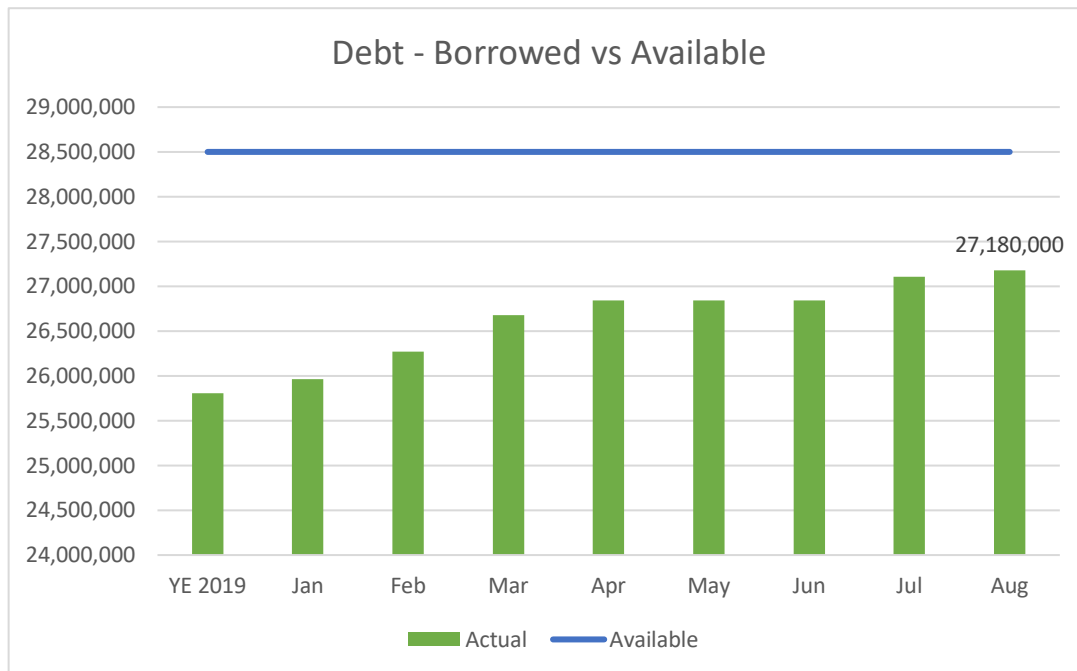
## Net Loss



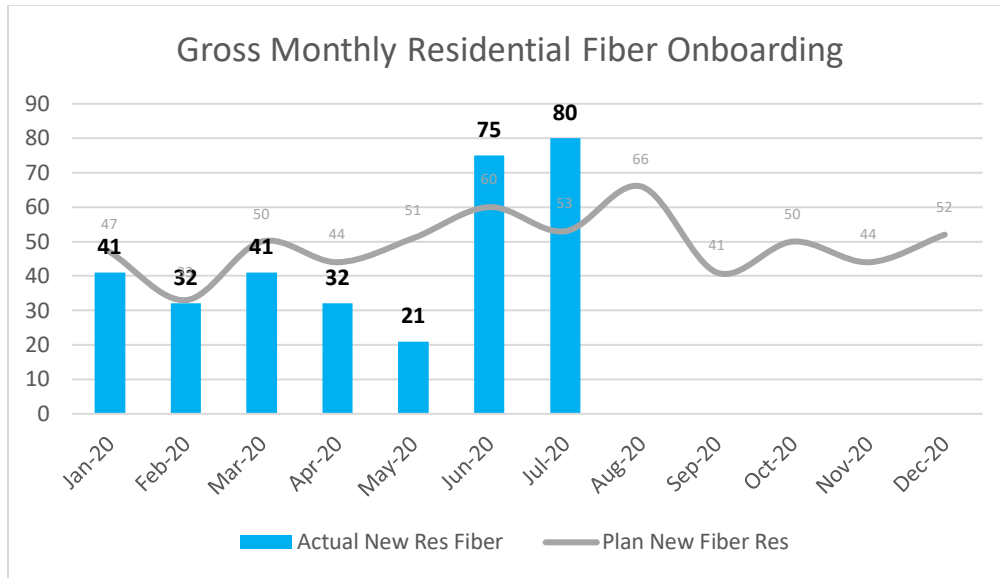
## Debt



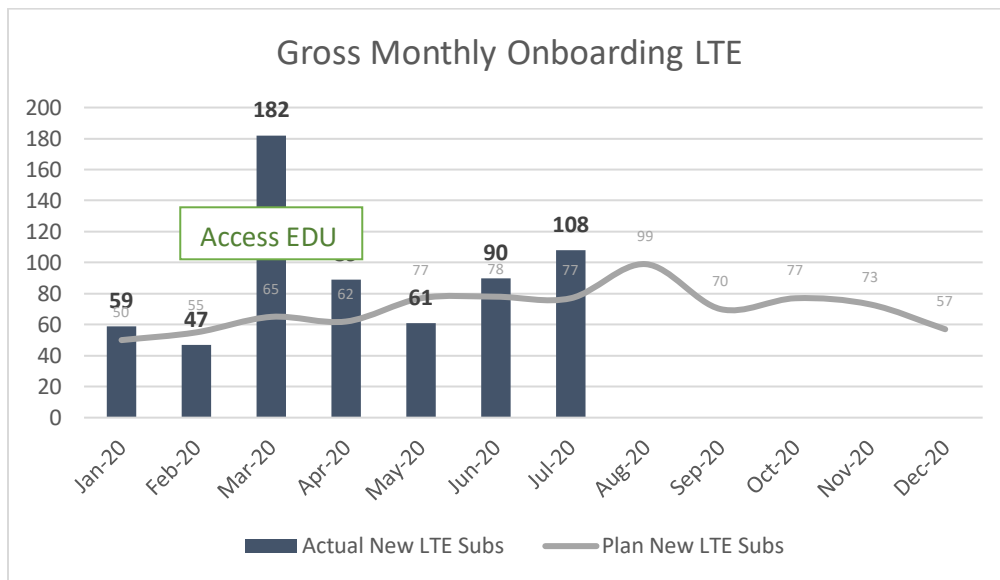
Rock Island remains on track for new debt planned in 2020, with \$1,320,000 in available credit with CoBank.



## 2020 Key Performance YTD

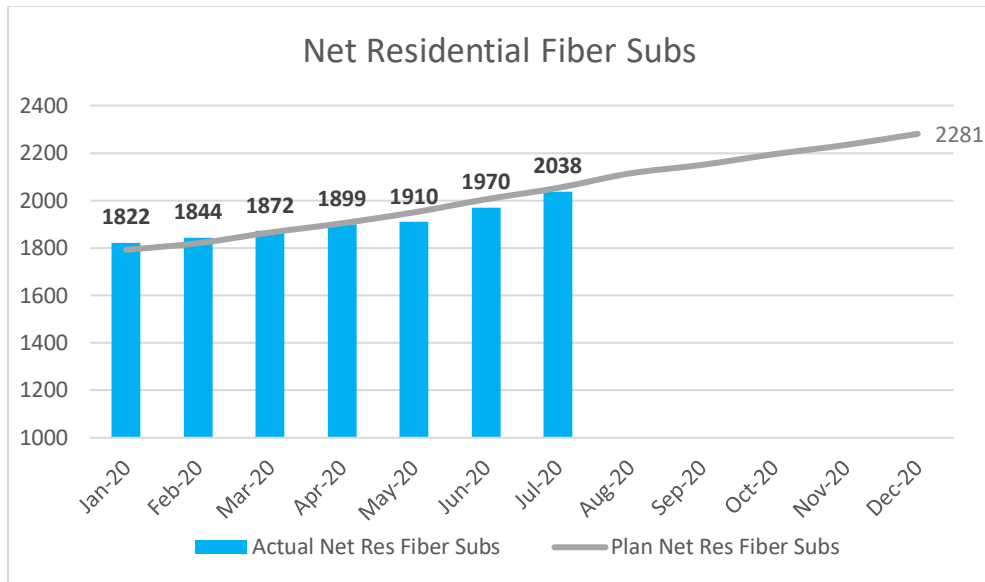


The pace for fiber onboarding continues to make up ground lost during the shutdown months. weeks currently.

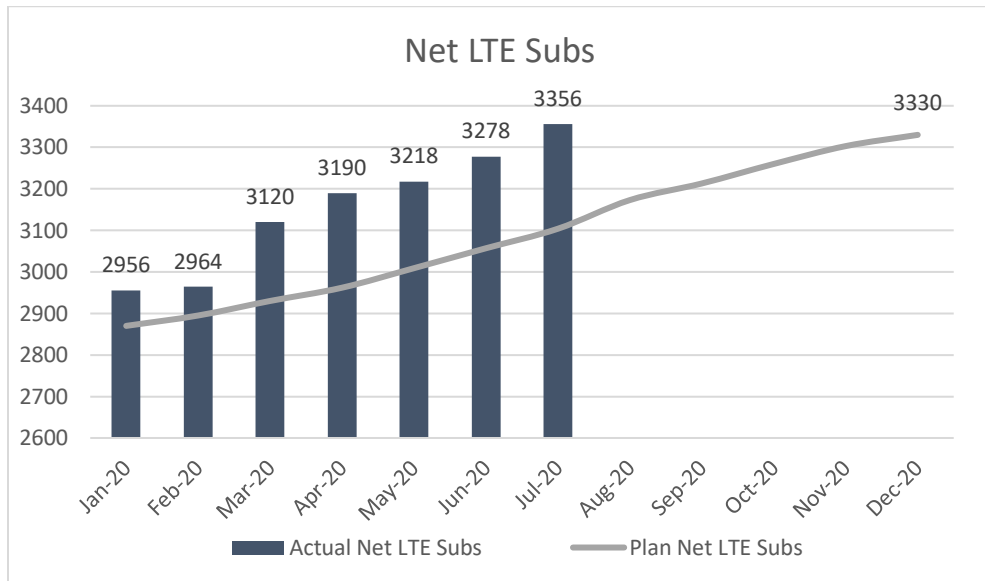




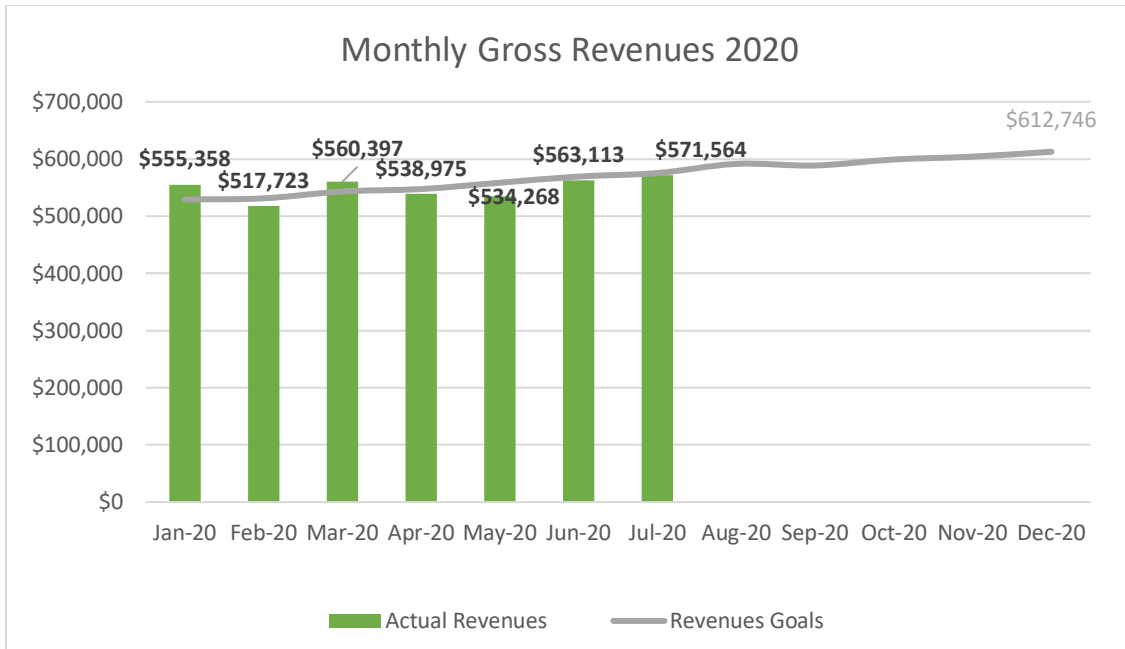
## Net Subscriptions



As depicted, we are quickly making up ground on the net sub number for fiber, steering back on track as of August close.



LTE totals for net remain high while incorporating the Access EDU services. 104 services remain on the Access EDU program to begin the school year. Even if removed from this metric, Rock Island is surpassing its business gal for LTE net subscribers YTD.



\*July is not closed out so revenue numbers will continue to increase as they are closed.

## Special Projects Update

### SJC Emergency Radio Project – Green Light

The Council voted to approve the various scopes of work, bonds and contracts needed to begin the construction and operation of a first responder radio communication system. This project utilizes the existing Rock Island and OPALCO LTE and Fiber infrastructure to provide a comprehensive coverage and interoperability plan for each agency in SJC. For the first time, this will enable all agencies to communicate affectively in the field and creates a single, county-wide channel, for disaster recovery situations.

Rock Island has been sole-sourced by the County to install all the radio equipment that they have purchased through a vendor named Codan. We will also provide monitoring services of the network once it is integrated by the radio vendor. Rock Island will execute a lease and backhaul service agreement for each site that is constructed and brought online in addition to the monitoring services agreement. The scope of the project design is currently 20 Sites, including 1 on Lummi Island. The installation will begin in late November and should be complete by Mar 2021.

### DLT Grant Application

Staff is still waiting to receive a determination from the USDA on a potential award for a distance learning grant we applied for in April. Obtaining this grant would enable Rock Island to install remote learning equipment in every middle school and high school classroom in the county. Expectations are that we should receive awarding results in mid-fall 2020.

### Access EDU Update

Rock Island is pleased to report that we are continuing the Access EDU program through the 2020-21 school year for all households that qualify for remote education assistance. Working closely with the schools, we have been able to assist them in making their tele-schooling decisions by providing technology and services. Rock Island has developed close, strong ties with our educational organizations during this pandemic and we look forward to expanding the role we play in the future for our community's educational needs. As expressed in many of the comments in the appendix, this program was a critical component to making it through the school year.



## Appendix

### Rock Island Customer Survey

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*“Your internet connection has allowed us to make the best out of a bad situation.”*

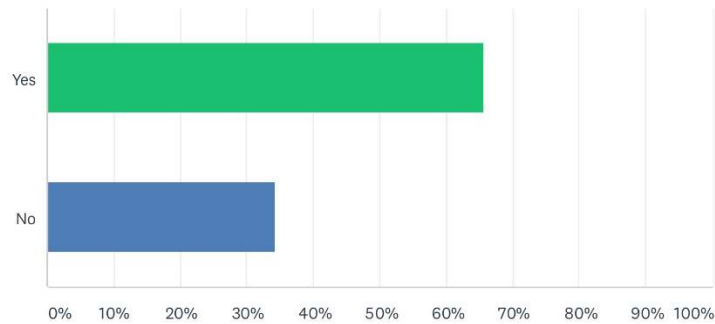
*- Fiber Customer, Friday Harbor,*

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In a recent survey, Rock Island engaged our contacts to see how broadband access has benefited them during COVID. We are always so pleased at to number of responses we receive back. In less than an hour we had over 400 surveys completed. Please enjoy the following survey results:

#### Q1 Did your Rock Island internet connection make it possible for you to work from home during the shelter in place order this year?

Answered: 1,236 Skipped: 13



ANSWER CHOICES	RESPONSES	
Yes	65.78%	813
No	34.22%	423
TOTAL		1,236

#### Survey Question #2

***Did your Rock Island internet connection make it possible for you to work from home during the shelter in place order this year, and if so, how did your internet connection play a part?***

- IT WAS KEY TO EVERYTHING.
- Could not work without it!
- Critical component. Without RI, we would not have been able to have been on Orcas since March. Thank you!
- I am a feature writer for the web site of fresh produce company, it is CRITICAL to my profession.
- I am a licensed mental health counselor and we were mandated by the state to develop a HIPPA compliant telehealth platform to do our counseling work. I could not do this without a good internet connection.
- I am a mechanical engineering consultant doing design work for a company in Nevada. I transmit data and drawings to my client and receive correspondence from them and others.
- I am a music teacher, both private lessons and for Shaw Island School District. While my internet is not very strong or fast and there have been plenty of problematic sessions, it is better than nothing and the only way I could continue at all. Sure wish it was better, though - honestly some lessons have had to end early because it is so rough and spotty.
- I am a teacher and I need reliable internet to communicate with my students. My son had to move home for his final term of college and reliable internet was the key to him being able to successfully complete his courses and GRADUATE! We are very grateful for Rockisland making this stressful time a successful time.
- I am a teacher, need I say more?
- I am a trader, so internet is critical.
- I am an engineer working for The Boeing Company My work involves making and reviewing drawings, using WebEx, Zoom or other higher bandwidth software for virtual meetings My fiber optic connection allowed me to remain productive with no to little downtime
- I work remotely as a consultant to the World Bank. A solid Rock Island fiber connection allowed me to help the World Bank's Energy Access practice to develop a strategy to rapidly mobilize installation solar hybrid systems across client countries to power oxygen concentrators and other essential medical equipment as part of the client country's COVID19 response. For the past two months I have been in daily contact via WebEx with colleagues in Haiti, Washington DC and Germany working with the World Bank and United Nations to rapidly deploy \$7 million of solar electric equipment for designated COVID19 hospitals in Haiti. The internet connection has been instrumental for my kids as they transitioned quickly to online learning at Lopez School. It also allowed me and fellow school board members to carry on essential school board meetings over Zoom.
- I am on several Boards and I was able to attend meetings remotely.
- Allowed me to finish patient notes/charts, send med refills, place orders, work via telemedicine.
- Always worked and if family was here it always worked beautifully for everyone!
- As a free-lance commercial artist/print brokerage, my internet connection is critically important to the operation of my self-employed business. Located on a remote island in the San Juan Islands, I view Rock Island as an essential to my survival as a professional.

- As a graphic designer, it is critical to not only be able to communicate with clients but also send hefty files when necessary.
- As a teacher in the SJISD, it allowed me to serve my students from the safety of my home.
- As an educator, connectivity was essential to be able to work from home.
- Both of my daughters were able to work from home without a problem
- Cannot work without it
- Definitely. Our previous provider had many days of lost connection which was the main reason for upgrading to Rock Island.
- did not have to go to the library parking lot!
- Duh! =)
- Email and internet essential to do my job!
- Excellent, reliable service
- Extremely important to conduct work and for socializing afar.
- far faster than my connection at my office in town
- Fast broadband internet was essential to my ability to continue my role as board member in three nonprofit organizations on Orcas Island.
- Fiber is reliable. Enables other to move here :-)
- Fiber Optic makes it possible.
- Gave me confidence that I could get work done, though speed was very unreliable
- Have fiber optic, It was/ is perfect
- Having fiber made all the difference
- Having high speed internet was a requirement for moving to SJI. Near Seattle, I could only get 768K DSL which was not enough to work from home.
- Having reasonable speeds is critical for me to be able to work remotely.
- High speed reliable internet is vital for me to work from home.
- I already work from home but can't do it without my fiber connection.
- I could have not led my online classroom without the superior connection I got from Rock Island.
- I could not do it without good internet
- I could not have done it without fiber.
- I have a fiber connection at home and Silver set up my home laptop to remote into my work desktop. Works perfectly
- I kept my job.
- I moved to a location on island without other wired connectivity, so it was vital. Started off as an augmentation of bandwidth for myself for work, and my two children who were both schooling online, and then has continued to be a vital connection when we moved in May.
- I was able to sell my business and be in contact with my accountant and all DocuSign stuff I needed
- I was teaching my SJISD middle school students online and did not have an internet connection. Rock Island allowed me to continue teaching uninterrupted.
- I work 100% on telemedicine from home
- I work for Amazon, everything is online
- I work full time from home. Having a fast, reliable connection for video conferences, screen shares, file transfers, VoIP calls is extremely important for me.
- I work remotely full time (even before the pandemic) and fast internet is a requirement for my job.

- I work remotely regardless of the pandemic and having internet access is a requirement for my work.
- I worked essential the whole time, but my tv and internet work together at the same time. Awesome service
- I worked from home already. I increased our fiber bandwidth to accommodate my children and my wife, who also was forced to work from home. I also added an LTE modem to my in laws' house so that I could continue to work from there while family sheltered there. I have been a Rock Island customer for years and was very pleased that there was no disruption in service during the shelter in place order.
- I worked full time from SJI using multiple video-enabled applications. If I did not have the quality, consistent internet connectivity provided by Rock Island I would not have been able to do so.
- I am a coordinator; my job was already heavily reliant upon communicating via email and zoom. Once COVID hit our region I started working from home and my communication with others is now exclusively virtual.
- I am a special education teacher and needed to visually (zoom) teach my students daily through their schooling.
- I have been relying on web sales. Could not do it without great connectivity.
- If I did not have it, I would not have been able to work at home.
- Imperative for professional, personal, and volunteer work.
- Internet connection is everything.
- It allowed our family to do remote learning. My wife and I also were able to manage our two respective businesses remotely.
- It is dependable and fast. I am glad to have fiber.
- it is essential even before this.
- It let me download Adobe Creative Cloud and Related Tools. then gave access to upload and email them to clients. Love you guys and your epic internet.
- It made it entirely possible for us to utilize our home on Orcas Island as a better place to shelter during the height of the pandemic.
- It was essential. Thank you!
- It was assumed the internet would be available at all times, and it was. No issues. Even with five devices connected.
- It was critical to my being able to work remotely.
- It was dependable and steady.
- it was essential
- It was vital. Could not have done it without
- It is 100% critical for us being able to work remotely
- It is everything. Without it, I could not work.
- It is vital to our work and distance learning for the kids.
- Live Saver...Rock Island's Fiber Rocks!
- Meetings: several each day. Installed a second line so family member who moved here due to covid was able to continue teaching. Entertainment: streaming series some nights. Thank you!
- My job is a work-from-home gig; having the internet connection is crucial to my work as a software developer.
- Online sales coming in. YES!!!

- Our internet connection at Doe Bay Resort is crucial to our operations. We had a small administrative staff that relied on internet to continue with guest communications which was higher than normal via email and VoIP.
- Rock Island is based at our business which we were not using for several months. When we are open - it works great.
- Rock Island was essential for our family for Tele-School in both FHES and FHMS. Thank you!!
- Son and family now living with us. He works remotely and four adults have cell phone internet connection. Hi speed w/bandwidth is great.
- The internet connection made it possible for me to accompany my family on a two-week stay at our family home in mid-June, because it allowed me to work remotely.
- The office in the Seattle area was closed, so when I tried to work remotely from Lopez, the IT dept was able to establish links to my files. I thus was able to work safely until my retirement at the end of April.
- The Rock Island Access EDU program has allowed many students and staff in our district to continue online schooling during the pandemic. This has been essential for providing equity for our students. Even before the pandemic, Rock Island provided LTE service to our students who could not afford it.
- Vital!!
- Vital. Could not work without it.
- Was the difference between being able to be in the San Juan's full time versus not at all.
- We have a second home here and my daughter HAD to move here to finish school as the internet is better here. My second daughter is moving up here in a few weeks to do the same.
- We could continue to work and take zoom calls and move data as well as watch important presentations. Children were also able to participate in school because of our access.
- We have a home-based bookkeeping business that could not have operated without a good internet connection.
- We have fiber and as a graphic designer I was able to work more efficiently due to the high speed and wicked fast download times. I work more efficiently than I did in the office in downtown Bellevue!!
- We were able to have 3 kids in remote school and 2 adults working from home on video calls for 6-8 hours per day. Outstanding
- With a solid, fast internet connection at home I would have had to return to the workplace, or some location with a connection, daily.
- Without internet I would not have been able to attend my classes, without it I would have failed school.
- Without it I would not have had internet and working from home would have been impossible.
- Without the bandwidth, I would not have been able to work from home.
- Without Zoom every day, I cannot work.
- Work remotely for NASAs premier planetary science center where exchange of large data files and on-line teamwork is central.
- A strong connection is a necessity!
- Absolutely necessary for high level GIS cartography work via remote server connection.
- Critical. Could not have worked from home without it.
- I taught the mandatory online classes in Germany after the university was closed and I was 'sent home' after the first day of classes by the German Educational Ministry's COVID-19 protection response to protect students and communities. Without the streaming quality of Rock Island, I wouldn't have been able to support the University for senior seminars, Global Leadership for



International Student Community (including 27 countries around the world) in their Business School and the Master's Program in International Management Intercultural Behavior initial class. Your services allowed me, through Zoom, to conduct highly personalized soft-skills classes for nearly 100 students - countries from Azerbaijan to China to USA to Mexico, Brazil, Ecuador, Spain, Germany, Netherlands, Czech Republic, Russia, Turkey and more... And now, they all know how progressive, caring and globally interested San Juan County in the State of Washington is :) Thank you!

- Ability to converse with customers
- Able to broadcast live streaming online classes to students around the world
- Able to do Zoom meetings
- Able to meet. Able to share large files and quickly upload videos.
- Able to participate in video conference calls and access documents
- Adequate speed and reliability allowed SKYPE type work
- All my work takes place via email and zoom.
- All my paperwork as a real estate broker is done via email over the internet.
- All my work is done with email and internet
- All the programs I use for my jobs are online.
- All work is done on a computer connected to my company.
- All work is done through electronic files - all meetings via Cisco WebEx, Zoom, etc.
- Allowed connection to remote server. Made virtual team meetings possible
- Allowed family members to live temporarily at our island home and work there.
- Allowed me to connect to the corporate VPN and allowed me to attend voice and video conference calls.
- Allowed me to continue to perform work duties remotely.
- Allowed me to keep working on phone for internet tech support with a local five-star ISP
- Allowed me to stay connected to work, meetings, and email.
- Allowed me to work from our cabin on Lopez.
- Allowed my wife to continue her graphic design classes which were moved to online
- Allowed to conduct business from our home location. (There are connectivity issues yet to be resolved.)
- Allowed us to consult, complete the editing of a book, etc.
- Allowed us to remotely continue to administer website, answer emails, and coordinate marketing
- Almost totally, either through research or Zoom programs etc.
- Bandpass allowed for video meetings and transmission of large files without delays.
- better speed and reliability than the office
- By allowing me to continue to communicate with customers online
- connection speed very good, lots of video conferences which work very well for me, not so good for others with different connections
- Connectivity with my office in Seattle and my clients.
- Continue research, project management and grant writing.
- Could work as usual
- Could not not have worked from home without a fast connection.
- Critical to daily tasks
- Critical to my industry (tech)
- Critical to online meetings and communications.

- Critically important
- Crucial
- Crucial for web-based system development.
- Did multiple video-based multi-person meetings
- Direct, reliable video/audio and email service allowed my consultant work to continue without interruption while keeping me safe
- Distance learning at home with kids and working from home. Thank you!
- Document upload/download, online research, virtual/video meetings.
- Downloaded files necessary for my work. Connect with colleagues via WebEx.
- Essential for business. Nice to have for Netflix.
- Essential for remote meetings, Orcas Fire/Rescue training, medical appointments, and social meetings.
- Essential for working from home as a Bookkeeper and Non-profit administration, and as an online student
- Essential to work from home.
- Facilitated continuous zoom calls and normal email
- facilitated phone calls and email with co-workers
- Family members could come on vacation with others since they had reliable service.
- Fast reliable internet enables quick response times.
- Fast reliable internet good.
- Fast, reliable
- fast, reliable
- Fast, reliable internet made video conferencing possible.
- For the most part, it kept me doing Zoom lessons 3-5 hours daily with only a few glitches.
- Fundamental
- gave me ability to reach out to whom or what I needed.
- good connection we did not have before
- great connection to work network.
- Great connectivity and speed.
- Handled lots of Zoom video calls and all things related to email etc.
- High enough bandwidth for Zoom & MS Teams video conferencing.
- Home office provided fine for my real estate business
- I already worked remotely, and occasionally work from home, but couldn't do that without Rock Island.
- I am a high school teacher. I taught from home. The internet was reliable.
- I am retired but active as a board member in an organization which has many meetings. Now doing that by Zoom. Staying connected with family via emails and photos. i do not do social media, do not have cell phone. and turn it off when not using it to reduce EMFs
- I am retired but on the board of a non-profit. We moved to online board meetings.
- I do most of my work over the Web. Our phone system also uses our internet connection.
- I earn most of my living by online writing.
- I had some things I could do at home. Without the internet that would have been impossible.
- I have a home-based business which involves website design, development, and maintenance so I am online 24/7.
- I have always been able to work from home via my rock Island connection.

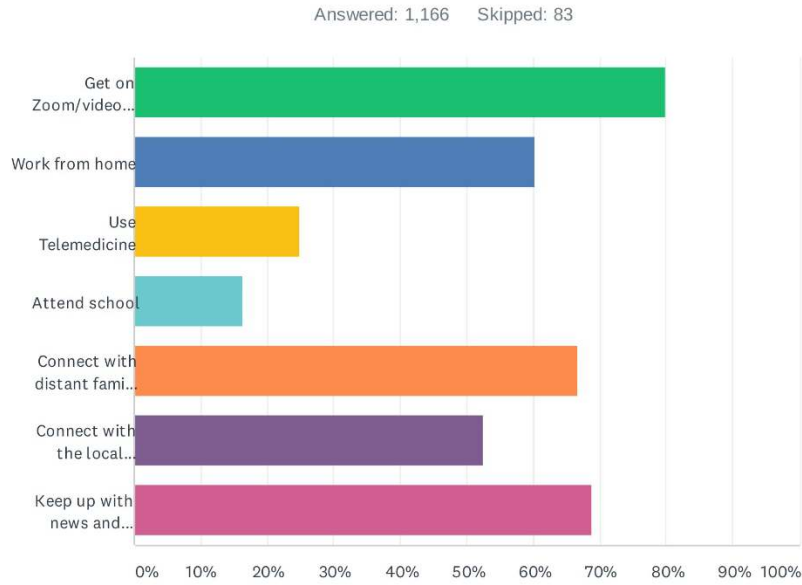
- I have been able to connect by VPN to our home office in Seattle and conduct zoom meetings/training, which is allowed me to stay in touch with my staff who I manage remotely.
- I have been able to undertake both paid and volunteer work because of my internet connection, and I have also been able to stay abreast of local, national, and international developments related to COVID-19 through the internet connection.
- I have worked from home for at least 8 years. Your internet connection works faster which is great
- I have worked remotely since moving to Lopez Island in 2018. My family chose to purchase a house that was already wired for fiber optic internet; this is a large part of what enabled us to make the move to Lopez.
- I maintain a home office and downtown office regularly anyway. Internet is critical for my business.
- I manage our online presence, which includes a shopping site. Company email access
- I moved to the islands 3 years ago and have worked remotely since then. I have fiber at my residence, and it allows me to primarily work from the islands and periodically go to the city for work.
- I relied on it completely
- I run a small technology company from my house with Rock Island fiber.
- I sell online.
- I taught and my husband managed his people
- I teach a fitness class through Zoom
- I teach college online so fundamental.
- I teach internationally via Zoom and meet with students and co-organizers.
- I use QB online to do bookkeeping job
- I was able to continue my volunteer work on various Boards. Internet allowed for the San Juan Islands Food Hub to be started. The Food Hub allows for San Juan County residents to buy from local farmers and producers. [sjifh.com](http://sjifh.com)
- I was able to keep over half my clients going with their workouts, plus attend meetings and classes as usual
- I was able to stay connected to my colleagues.
- I was able to teach all my math classes from home.
- I was able to telecommute
- I was able to work from my Cabin with access to Zoom and video calls.
- I was connected to work with 2 computers while family was connected to online via 2 TVs.
- I was online constantly in our remote desktop application, had several Zoom meetings a week, and continued all normal internet use, as well.
- I was teaching from home and online all day.
- I work from home and high-speed broadband allows me to work more efficiently with my customers with downloads and uploads, Zoom etc.
- I work in a sales capacity for GE in the electric utility control system sector. All of my customer utilities, as well as GE, have implemented strict no-onsite-meetings protocol to protect utility critical infrastructure in the pandemic. Before the pandemic I was travelling to customer utilities 2-3 weeks/month, now I work completely from home through MS Teams meetings internal to GE and external with customers (Zoom is forbidden by GE). The LTE connection has been adequate.
- I work remotely to office in Woodinville.
- I worked from home and my two kids used the internet for tele school

- I am a Real Estate Broker and was able to conduct my business handling searches and sending and receiving documents
- I am a retired teacher writing at home. Internet enables research at home.
- I am a teacher and was able to connect with students who were able to connect (Rock Island helped there).
- I am retired, but I am involved in many organizations. I was able to do Zoom meetings, email exchanges, etc. while at our Decatur "vacation" cabin.
- I am a remote software developer - push and pull code and files all day in between Zoom calls.
- I am a teacher and my internet connection allowed me to teach my students remotely.
- I am a therapist and could provide virtual therapy.
- I am on several Boards. No face-face meetings except by Zoom.
- I have always worked from home and need very high throughput to do so. I search huge legal databases and they simply do not work if I have got slow internet. Rock Island's 500 GB service makes it possible for me to do my job at all.
- I have always worked remotely from home. We have fiber.
- I have worked from home for the last three years so this was not new but with frequent video calls and work emails, etc. having reliable and fast internet is essential
- Internet access enabled teleworking.
- it allowed me to do my work
- It allowed me to do Zoom and Hangout connections with my coworkers and students, as well as access email and google Classroom.
- It allowed me to stay connected through ZOOM meetings
- It allowed me to stream and upload content.
- it allowed me to work at home by connecting to work
- It allowed me to work from home during the time when my son was not in school.
- It allowed us to have connection. I teach over the Internet and use it daily with students internationally.
- It also gave our family better access to more entertainment.
- It connected me to the people I work with.
- It has allowed my husband to spend a whole week here as he can work from here. Before, he had to use the library's Wi-Fi.
- It is completely critical. I work from home normally, so this is not new.
- It made it possible for me to have multiple daily Zoom conferences and have zero-delay access to a remote system I use every day.
- It made it possible for me to move here 2 years ago and work full time remotely from home - prior to COVID/shelter in place.
- It made it possible for me to work from home.
- It made it possible to continue working remotely as I have done for 13 years.
- It makes my WFH job possible year-round.
- It replaced Century Link.
- It was consistent and strong.
- It was fast enough to allow 2 people at once to be on two separate zoom calls.
- It was key.
- It was reliable!
- It is how I work - right now, my job is entirely remote. VC, email, Dropbox, Google Docs, browser.

- It is my entire work.
- It is the only internet connection that I tend to ignore... because it is always there. It always works.
- It is the whole part
- Kept me connected to friends. Allowed dialogue and communication critical to humanity and the exchange of ideas.
- Kids visiting were able to continue to telecommute from here.
- Life in Zoom would have been completely infeasible with my old DSL connection
- Logged in remotely to connect to email, teleconference meetings, and company applications.
- It allowed me to conduct both commercial and governmental business
- LTE allowed me to relocate to a home office
- Made it possible to attend meetings by Zoom and to teach remotely.
- Made it so that more than one family member could work from home
- Major part - I am a web developer
- Microsoft Teams meetings, running Citrix based programs, email, network drives, etc.
- Most of my work is online -- audio and video conferences, software development, tests. I had to deal with frequent connection breakage, but despite that it did work.
- Mostly video conferencing
- Much of my work is over a computer network, internet allowed me to reach that network remotely.
- My daughter was able to visit because she was working from home
- My husband's work was able to bring him a laptop and phone set up for him to mirror his usual desktop here at home. Our college freshman son and High School freshman daughter both attended schools online as well. This included Zoom meetings as well as online content.
- My wife and I both taught courses at UW last quarter on Zoom.
- My wife did telemedicine
- my work is entirely online
- my work is on the internet
- My work requires fast reliable internet for upload and download of large files, and regular Zoom meetings.
- Need access to financial information from various news outlets
- Needed internet. Rock Island gave it to me.
- Needed it to keep clients connected
- New LTE router helped a lot. Looking into fiber now.
- One of my children was tele schooling and we had no issues with connectivity. I had occasional work and we were able to simultaneously be involved in zoom meetings.
- Online meetings and general connectivity
- Online teaching and online school
- Online with my workplace to continue working. Hulu and Netflix streamed on Smart TV. X-Box One for my son's gaming with friends. Internet for family phones, tablet, Kindle, Dell, Chromebooks. Son was able to do on-line high school with FHHS.
- Our daughter stayed with us for several weeks, she used the connection to work remotely with her employer in the Midwest
- Our Daughter used it for all her online learning. Worked just fine!
- Our internet connects not reliable and while it made it possible, it was spotty when trying to simultaneously have two kids doing school and me working from home.

- Our Orcas house is a second home for us, but the excellent connection allows my husband to consult and complete all work on the island just as at home. Your service is so much better than the Comcast we have in Sammamish.
- Primarily in holding zoom meetings, but also having lightning fast access to all my work files made it so that I was able to work at the same pace as before shelter in place.
- Primary means of communication
- Prior Century Link DSL connection was too unreliable
- Quick, uninterrupted, and seamless internet connection means no hassle working from home.
- Reliable and fast
- Reliable high-speed internet for remote meetings.
- Retired, but depend on the Internet to stay in contact with the world. (communication, news, financial, investing, Netflix, etc.)
- RI Fiber gives me the consistent bandwidth needed for both myself and my wife. I needed to be able to work remotely because of the pandemic, and the affordable fiber connection has made it possible to do it.
- Screaming fast
- Stable, fast connection. No disruptions in video conferencing or d/u speeds.
- The faster the better in my audio and video-intensive work, and my 1Gig connection that usually gave me between 300 and 400 mbps made all the difference in the world.
- To be fair, I was a remote worker before the pandemic, but I am grateful to be able to work from home. I teach remote English courses for three universities/colleges.
- Univ. grandchildren could attend classes (1 in NY City), 1 in (Western Wash.)
- Using it 10 hours a day to work, through video conferences for 2 adults.
- Was able to work remotely by connecting to company VPN and running MS Team meetings.
- We have been working from home since mid-March. We have a local business and my husband is a county councilman for San Juan County and has done all his county business via the internet since mid-March.
- Wi-Fi was crucial to remote working.
- Working from home and made it possible for my kids to school from home
- Working from home was glitch-free, including all of the zoom meetings.
- Would not have been able to work from home without it
- Would not have being possible without.
- ZOOM MEETING, COMMUNICATIONS WITH NEIGHBORS, TALKING WITH LONG DISTANCE FAMILY, INFORMATION, COORDINATING ON- ISLAND RESOURCES AND WILL USE FOR ONLINE BUSINESS TRADE STARTING UP SOON.

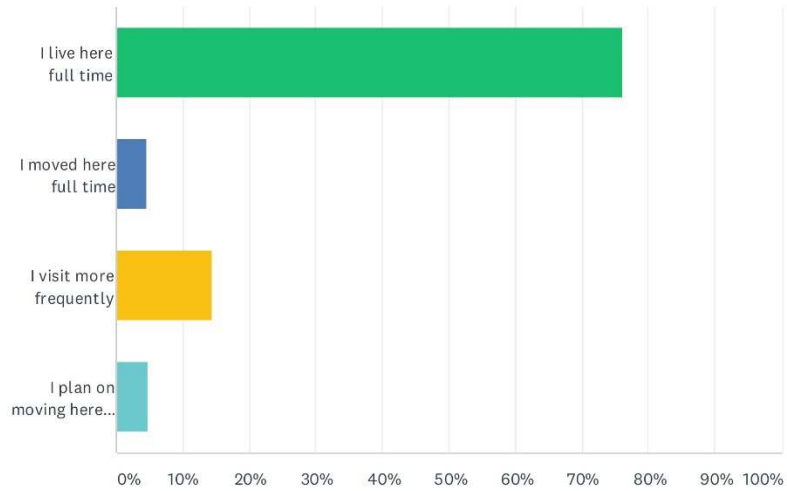
Q3 How has Rock Island’s Fiber/LTE Fixed Wireless infrastructure project allowed you to do the following (select all that apply):



ANSWER CHOICES	RESPONSES	
Get on Zoom/video calls and meetings	80.02%	933
Work from home	60.29%	703
Use Telemedicine	24.87%	290
Attend school	16.30%	190
Connect with distant family members and friends	66.64%	777
Connect with the local community	52.57%	613
Keep up with news and important pandemic information	68.78%	802
Total Respondents: 1,166		

### Q4 Do you spend more time in San Juan County as a result of a better internet connection?

Answered: 1,149 Skipped: 100



ANSWER CHOICES	RESPONSES	COUNT
I live here full time	76.15%	875
I moved here full time	4.61%	53
I visit more frequently	14.36%	165
I plan on moving here full time	4.87%	56
TOTAL		1,149