

Johnson County Broadband and Digital Access Plan

JOHNSON COUNTY
KANSAS

Introduction

The landscape of broadband and digital access in America has changed dramatically over the last five years. The COVID pandemic ushered in a new appreciation for how broadband can connect people to essential services and the risks associated with being disconnected. While broadband and digital access are not a specific responsibility of local government, they are a critical factor in quality of life. Connection to the internet and the constantly evolving range of technology tools and networks is part of how people live, work, and play within Johnson County. Digital connectivity is also an increasing part of how the County delivers its core services to residents.

This Johnson County Broadband and Digital Access Plan is a first step by the Board of County Commissioners to examine what the County's interest in this area is, how to evaluate that interest on an ongoing basis, and what additional steps, if any, might the County take to help enable the direct service providers to effectively meet the needs of county residents and create a prosperous path for the future.

The past few years have seen unprecedented state and federal allocations for broadband infrastructure of all kinds. Locally, County Commissioners have heard ongoing pleas from residents for better broadband, more consistent service, and the need for quality internet access. Sometimes the local needs and demands match state and federal priorities quite neatly; while in other cases, the state or federal approaches do not quite fit the local needs. By working toward a local-first vision and approach, the County is moving to prepare for a future in which our technology needs and infrastructure are constantly changing.

The Johnson County Board of County Commissioners directed the Planning Department to take the lead on developing this guiding plan for the County. The County Manager's Office, Department of Technology and Innovation, and Public Information Office collaborated in the process, with other department staff engaged as needed. The County worked with KC Digital Drive, a regional civic nonprofit organization committed to making the greater Kansas City region a digital leader, to develop this plan. In this capacity, KC Digital Drive supports both the regional technology, innovation, broadband, and digital inclusion ecosystems with project support and strategy development. The recommendation is that the County Manager's office will manage the implementation of this plan going forward.

Johnson County
Broadband and Digital Access Plan

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Summary of Recommendations

The Johnson County Broadband and Digital Access Plan lays out a strategic approach to advancing broadband and digital inclusion goals in the county. The recommendations in this plan are organized into three distinct categories that reflect both an implementation timeline and the level of county involvement:

- Short-Term Action Items – Actionable items that can be implemented in 2025 with existing resources;
- Mid-Term Goal Ideas for Evaluation – Potential initiatives requiring further analysis and engagement for possible implementation in 2026 and beyond;
- Long-Term Vision – Aspirational goals for the county's digital future that will require further evaluation and sustained collaboration with multiple stakeholders.

This tiered approach allows the County to begin taking immediate action while maintaining flexibility to adapt to changing technologies, emerging opportunities, and evolving community needs.

The recommendation is that the Johnson County Broadband and Digital Access plan should have ownership within the County Manager's Office. The assigned staff representative will begin work on short-term action items upon completion, with an expectation of a six-month and one-year report of activity based upon the plan, including recommended timing for an updated or revised version of the plan.

Short-Term Action Items

Defining Staff Roles and Responsibilities

1. Assign department and staff responsibility for the Broadband and Digital Access Plan;
2. Create a process for internet service providers (ISPs) to engage with the County as they look to expand broadband access, accounting for the State of Kansas' Broadband Ready Community guidelines;
3. Engage in conversations facilitated by KC Digital Drive with city governments within the county, community anchor institutions, and community organizations concerning broadband and digital access;
4. Review the County device decommissioning policy to identify opportunities to better meet community device needs;
5. Explore the development of a strategy for understanding and responding to resident concerns about broadband quality and digital access;

Data Gathering and Analysis

6. Guide county residents to a web form to collect information as part of a regional initiative to identify service gaps in the county for fixed and mobile broadband;
7. Gather data on broadband availability in the county and publish maps showing broadband service data for all residences and businesses;
8. Maintain an inventory of city policies related to broadband network construction;

9. Help distribute a survey for city governments and community anchor institutions to understand their broadband needs and assess their public-computing capacity and utilization;

Communications

10. Publish a web page outlining the County's work on broadband and digital inclusion and linking to resources for residents as appropriate;
11. Share online and print versions of a broadband and digital access guide with community resources that assist with digital inclusion;

Kansas Broadband Ready Community Certification

12. Transition to electronic filing systems for applications related to broadband projects;
13. Ensure all applications for broadband projects are acted on within 30 days of submission;
14. Formalize a prohibition on discrimination in permitting procedures;
15. Ensure reasonable filing fees for broadband project applications;
16. Become a certified Broadband Ready Community;

Mid-Term Goals and Ideas for Evaluation

Defining Staff Roles and Responsibilities

Applying largely to the human services side of County operations and especially how it supports vulnerable populations:

17. Integrate digital inclusion needs screening into client onboarding processes for the County's human service agencies;
18. Institute a process for referring clients to County and community-based resources to address their digital inclusion needs;
19. Host two device donation drives per year to allow residents to drop off old devices for recycling or refurbishing;
20. Explore whether County facilities might be used as drop-off locations for a device refurbisher partner, where residents can bring devices for donation and distribution to County residents in need of a device;
21. Use public computer access as a factor in planning future public transit routes;
22. Conduct annual review of Broadband and Digital Access Plan progress;

Data Gathering and Analysis

Additional primary research to better understand the infrastructure and access situation of the County:

23. Survey multi-dwelling and public-housing units in the county to assess broadband quality;
24. Establish a process for gathering improved cellular broadband data for the County;
25. Regularly gather information from community anchor institutions to understand broadband and public-computing capacity and needs;

26. Review the client engagement touchpoints of the County's human service agencies to determine whether it is appropriate and feasible to improve assessment of digital inclusion needs for the client population;
27. Develop a county-wide survey instrument to assess broadband access and digital inclusion needs;

Communications

Move from making information available to more proactive and responsive communications:

28. Develop a communications strategy of how best to help county residents and businesses identify and/or address broadband and digital access gaps;

Funding

Explore use of County funds to support broadband network capacity and digital access. Some possible areas the County may choose to invest in the future include:

29. Matching fund or incentives for infrastructure providers;
30. Broadband subsidies for low-income households;
31. Funding support for multi-dwelling unit infrastructure improvement;
32. Funding for city governments or community anchors to support public-computing spaces;
33. County grant program for broadband and digital access or contributions to KC Digital Inclusion Fund;

Policy Review & Development

Potential changes to County policies, regulations, or permitting processes easing the burden of expanding broadband infrastructure, such as:

34. Look at opportunities to collaborate with other county governments for shared regional investment and policy alignment to support regional infrastructure improvement;
35. Consider adopting regulations that encourage broadband deployment in new residential and commercial developments;
36. Consider adopting regulations that encourage broadband expansion by streamlining the rights-of-way permitting process and implementing dig-once policies;
37. Work with city officials to encourage the county-wide adoption of streamlined procedures for managing broadband expansion;

Long-Term Vision

38. Every Johnson County residence and business will have access to a fiber broadband network;
39. Every Johnson County residence and business will have access to at least two internet service providers (ISPs) offering fiber-based broadband service;
40. Residential and commercial broadband access will be comparably affordable compared to regional and national benchmarks;
41. Low-cost, acceptable quality service plans are available for low-income households;

42. Every multiple-dwelling unit in Johnson County will have adequate wiring to deliver high-speed broadband to all units;
43. Quality broadband service on par or exceeding regional and national benchmarks;
44. All regions of Johnson County will have 5G coverage with median speeds, latency, and jitter equal to or better than the U.S. national median;
45. All residents in Johnson County who rely on public devices and internet access have accessible public-computing infrastructure available to them at facilities like libraries or community centers;
46. The client populations of Johnson County Aging and Human Services, Mental Health Services, and Developmental Supports will have levels of internet, device, and digital service access equivalent to the broader population;
47. All Johnson County residents who desire one will have a device in their home they can use to access the internet.

Background

The digital transformation of society has fundamentally changed how people live, work, learn, and interact. Access to reliable, high-speed internet and the tools to use it effectively have become as essential as traditional utilities like electricity and water. This transformation has accelerated dramatically in recent years, with the COVID-19 pandemic highlighting both the critical importance of digital access and the consequences of digital divides within our communities.

This Broadband and Digital Access Plan represents Johnson County's strategic approach to addressing these challenges. The plan recognizes that meaningful progress requires looking beyond just infrastructure to consider the full spectrum of digital inclusion, including computer access, digital skills, and the ability to use technology for economic and social benefit.

The timing of this plan is particularly significant as it coincides with unprecedented federal investment in broadband infrastructure and digital equity through programs like the Broadband Equity, Access, and Deployment (BEAD) Program and the Digital Equity Act. These programs create opportunities for the County to accelerate progress toward its digital access goals.

Plan Development Process

This plan was developed through a structured six-month process from summer 2024 to early-2025, involving extensive collaboration between County departments and engagement with community stakeholders. The process included:

- Internal assessment of current county resources and capabilities;
- Analysis of existing broadband coverage and digital access data;
- Engagement with internet service providers operating in the region;
- Consultation with city governments within the county;
- Outreach to community anchor institutions and organizations;
- Review of successful digital inclusion initiatives in peer communities;
- Alignment with state and federal broadband programs and funding opportunities.

This process also included three community meetings to learn more about the challenges county residents face. Key takeaways included:

- Residents in rural Johnson County struggle with poor or unreliable internet service. In addition to home broadband, rural residents also reported poor-quality cell service.
- Many rural households reported the speeds and quality of their home broadband made it difficult or impossible to participate in video calls, access streaming services, use cloud-based business software, and even complete basic tasks like online banking or accessing healthcare accounts.
- Broadband costs are high in rural areas. Households often only have access to a single provider, forcing them to accept whatever cost and service is offered.
- Federal and state data and mapping programs, and the funding solutions that rely on them, offer partial but incomplete relief given the reality of resident experience.

Framework for Digital Transformation

This plan is informed by a framework developed by KC Digital Drive to help guide digital transformation efforts across the Kansas City metro area.[1] This framework consists of five dimensions, integrating questions of broadband, digital inclusion, and economic development to provide a common vocabulary for advancing digital equity at a systems level. By supplementing the traditional "three legs of the stool" for digital inclusion (broadband access, computing devices, and digital literacy), this framework highlights the full diversity of barriers contributing to the digital divide in the region.

1. **Network Capacity** – the The first requirement of digital inclusion is that internet providers must be able to deliver internet service to every household. Robust physical infrastructure is a foundational requirement for a connected community. This includes not only wireline and wireless networks, but also assets like dark fiber and data center resources.
2. **Access to the Network** – Ensuring the availability of broadband infrastructure is only the first step in connecting a household. Technology users must also be able to connect to the network in order to take advantage of that infrastructure. This access is dependent on the affordability of broadband options, the ability of residents to select and sign up for an internet plan, and the availability of public-computing resources like computer labs and public Wi-Fi for those who need them.
3. **Quality of Network Access** – Once a household has access to the internet, members of that household should be able to get online without service quality being a barrier. Service quality can be affected by home networking setups, the internal wiring of a building, and the type and quality of the devices being used.
4. **Participation in Digital Life** – To take advantage of access to digital devices and a high-quality network, individuals must have the skills and comfort to confidently navigate the internet and engage in digital life. Some individuals may need instruction in basic digital skills to begin participating in digital life. This assistance may come in the form of digital literacy classes or through the aid of a digital navigator. Others may need more advanced instruction in workplace skills or resources to help them understand how to navigate specific digital services like online banking, telehealth, or remote education.
5. **Excellence, Innovation, and Growth** – Finally, communities must have a robust innovation ecosystem that provides economic opportunity to residents and an engine for driving the improvement of government services. Communities must ensure the benefits and opportunities provided by technology are shared by all residents.

[1] See: Kansas City Digital Inclusion Funding Landscape, KC Digital Drive, February 2024

Broadband Availability in Johnson County

There are several reasons why a household may not have a broadband connection. One is a lack of internet providers offering service to that location. The current federal standard for broadband internet requires speeds of at least 100 Mbps download and 20 Mbps upload. According to data from the Kansas Office of Broadband Development, 1,021 Johnson County households currently lack access to any provider offering service meeting this standard.[2]

Delivering service to these households is the aim of the Broadband Equity Access and Deployment (BEAD) Program, a $42.5 billion initiative launched by Congress in 2021 to fund the construction of broadband infrastructure to unconnected locations across the country. Through this program, each state is responsible for organizing a competitive grant process to fund the construction of broadband infrastructure to locations that lack access.

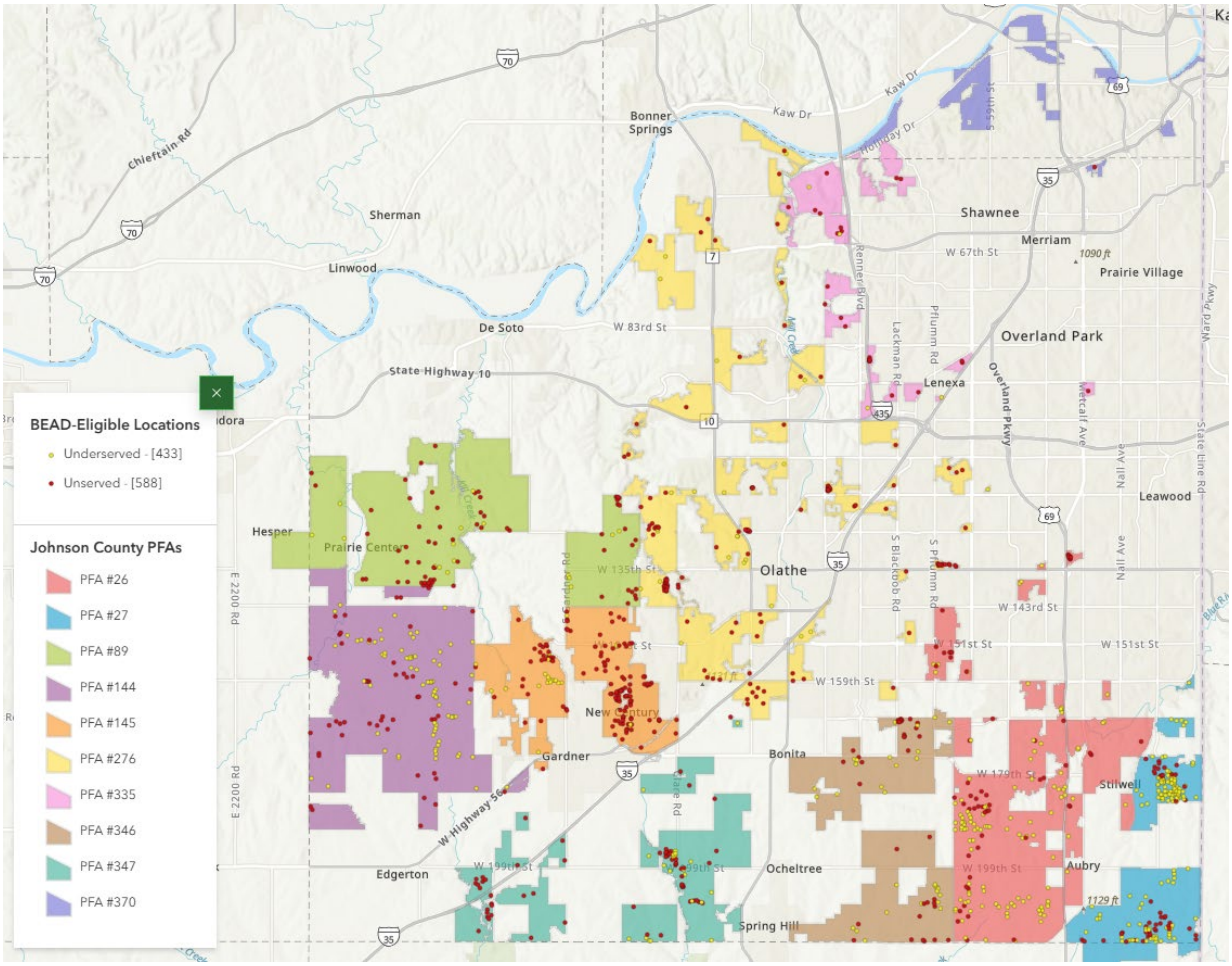
As of February 2025, the state of Kansas is reviewing the first round of BEAD applications. The state has organized unserved and underserved locations into project funding areas (PFAs). Internet providers submit proposals committing to serve all locations within a PFA that currently lack adequate service. This includes both:

- Unserved locations: Those addresses lacking access to speeds of at least 25/3 Mbps
- Underserved locations: Those addresses lacking access to speeds of at least 100/20 Mbps

Any PFAs that do not receive an application during the first round of the grant program will be eligible for applications during the second round. The goal of the Kansas Office of Broadband Development is to ensure every project funding area has a broadband provider committed to serving it by the end of the grant process. Once these grants are awarded, the recipients will be able to start construction, with the first networks likely to come online in 2026.

[2] Final Approved Kansas Broadband Serviceable Locations, Kansas Office of Broadband Development, September 26, 2024

BEAD-Eligible Households in Johnson County



Source: [Final Approved Kansas Broadband Serviceable Locations](), Kansas Office of Broadband Development, September 26, 2024

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Broadband Adoption in Johnson County

According to the most recent data available from the U.S. Census Bureau, 87% of Johnson County residents have a wired broadband subscription.[3] This is higher than subscription rates in the Kansas City metro area (79%) as well as Kansas as a whole (75%).

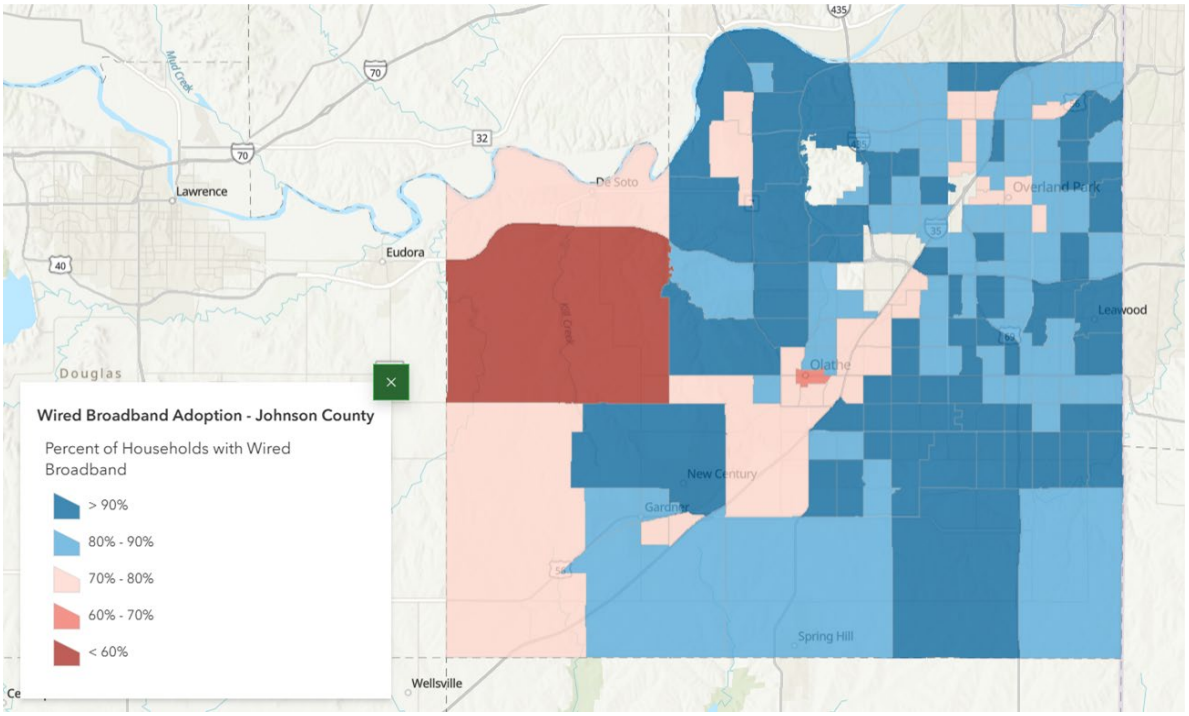
However, broadband adoption in Johnson County is heavily influenced by a number of individual and household factors, such as age, disability status, and English-speaking ability. Of Johnson County residents 65 years or older, only 82% have wired broadband, compared to

[3] Households with "broadband such as cable, fiber optic, or DSL," S2801 | Types of Computers and Internet Subscriptions , U.S. Census Bureau, American Community Survey 2023 1-Year Estimates Subject Table

91% of those younger than 65.[4] Among those with a disability, only 76% have a broadband connection,[5] while just 72% of those who speak English less than "very well" are connected.[6]

Broadband adoption also varies depending on geography. The more rural western portions of Johnson County have significantly lower broadband adoption rates than more urban regions. The least-connected census tract in the county lies south of De Soto, where fewer than 50% of residents have a wired broadband connection. These adoption patterns highlight the need for targeted strategies that address both geographic and demographic barriers to broadband adoption in Johnson County.

Wired Broadband Adoption Rates in Johnson County



Source: S2801 | Types of Computers and Internet Subscriptions, U.S. Census Bureau, American Community Survey 2023 5-Year Estimates Subject Table

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[4] U.S. Census Bureau, 2023 American Community Survey 1-Year Public Use Microdata Sample, HISPEED & AGEP recode, Johnson County Northeast, Northwest, Southeast, and Southwest PUMAs (VACS = 0, NP > 0)

[5] U.S. Census Bureau, 2023 American Community Survey 1-Year Public Use Microdata Sample, HISPEED & AGEP recode, Johnson County Northeast, Northwest, Southeast, and Southwest PUMAs (VACS = 0, NP > 0)

[6] U.S. Census Bureau, 2023 American Community Survey 1-Year Public Use Microdata Sample, HISPEED & ENG recode, Johnson County Northeast, Northwest, Southeast, and Southwest PUMAs (VACS = 0, NP > 0)

Broadband Service Quality in Johnson County

Broadband service quality can vary significantly based on the underlying technology used to deliver it. Fiber-to-the-home represents the gold standard for broadband infrastructure, offering superior speed, reliability, and future-proof capacity. Johnson County is well positioned in this regard, with 92% of addresses served by at least one fiber provider according to the latest FCC data.[7]

Wired broadband can also be offered over cable. Cable broadband infrastructure, while capable of delivering gigabit download speeds, typically offers much slower upload speeds–often 1/10th or less of the download speed. This asymmetry can impact common activities like video conferencing, where upload speed determines the quality of the video shared with others. Cable networks also tend to experience more congestion during peak usage times and are more susceptible to weather-related disruptions than fiber networks.

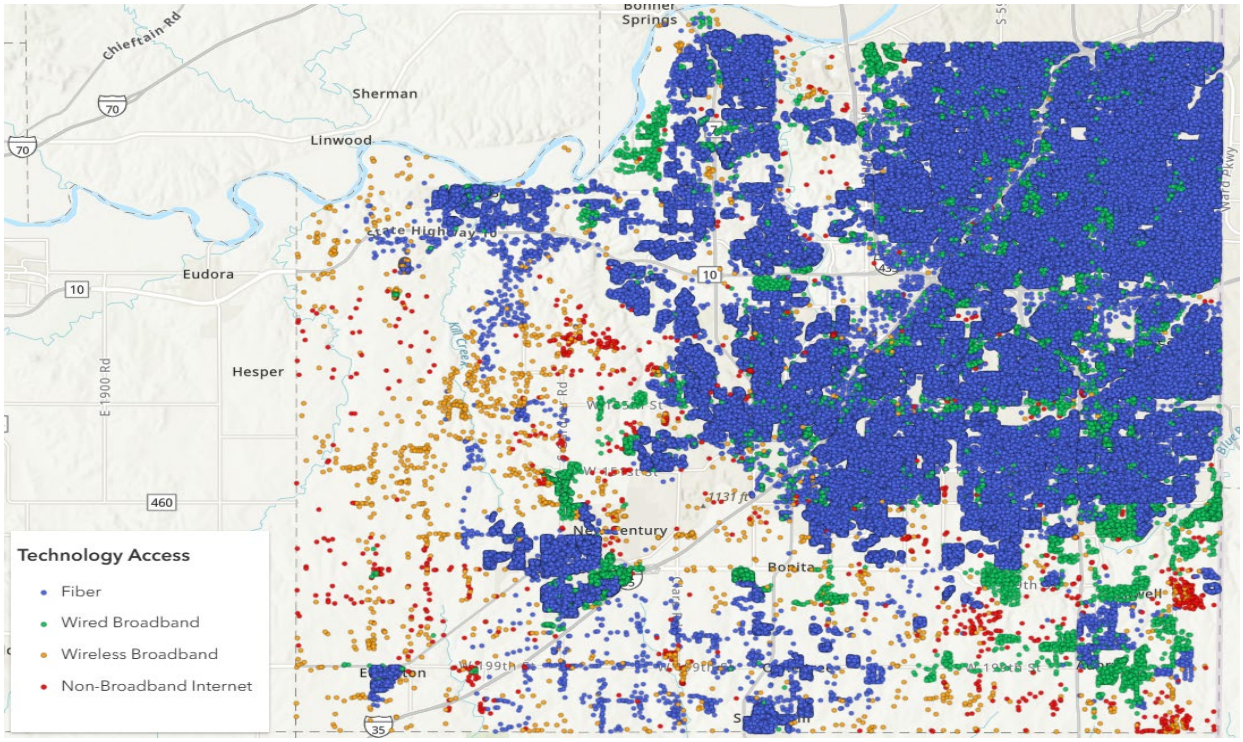
Households without access to wired broadband through a fiber or cable provider can still access the internet using wireless or satellite providers, but these services can often be highly unreliable due to the effects of weather, tree cover, and congestion. While wireless and satellite broadband can sometimes be a more economical way to serve households in rural areas with low population density, in general, these services tend to provide a lower quality of service to subscribers.

As shown in the maps below, there is a clear relationship between technology availability and service quality in Johnson County. The first map shows all residences and businesses in the county according to the highest level of broadband technology available at their location. Notably, households with access to fiber (blue) or cable broadband service (green) are primarily concentrated in the northern and eastern portions of the county. In contrast, the southern and western regions of the county contain many locations that only have access to broadband through fixed wireless providers (orange) or through non-broadband dial-up or satellite service options (red).

The second map shows the aggregated results of internet speed tests collected by Ookla. Census block groups are shaded according to the percentage of speed tests conducted in that block showing speeds of less than 100/20 Mbps. Areas with a higher concentration of wireless and non-broadband locations can be seen to experience significantly slower speeds.

[7] Fixed Broadband Availability Data (June 30, 2024), National Broadband Map, Federal Communications Commission

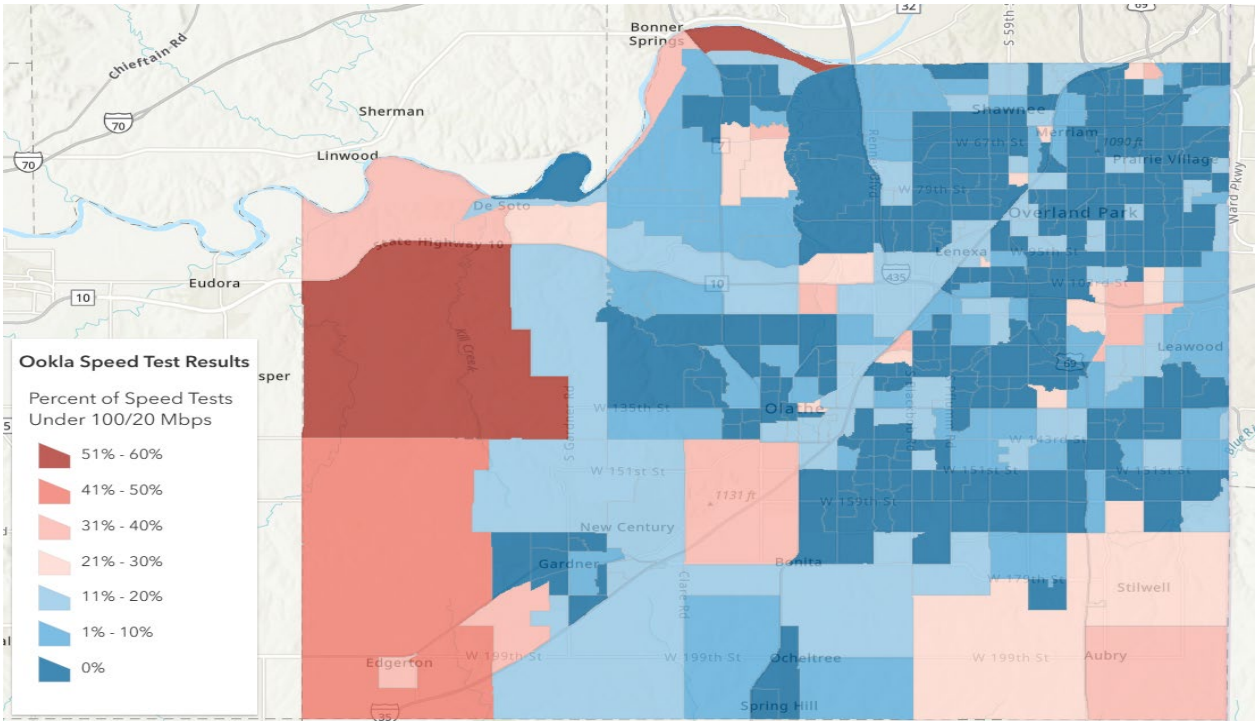
Broadband Technology Access in Johnson County



Source: [Fixed Broadband Availability Data (June 30, 2024)](), National Broadband Map, Federal Communications Commission

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Internet Speed Test Results in Johnson County



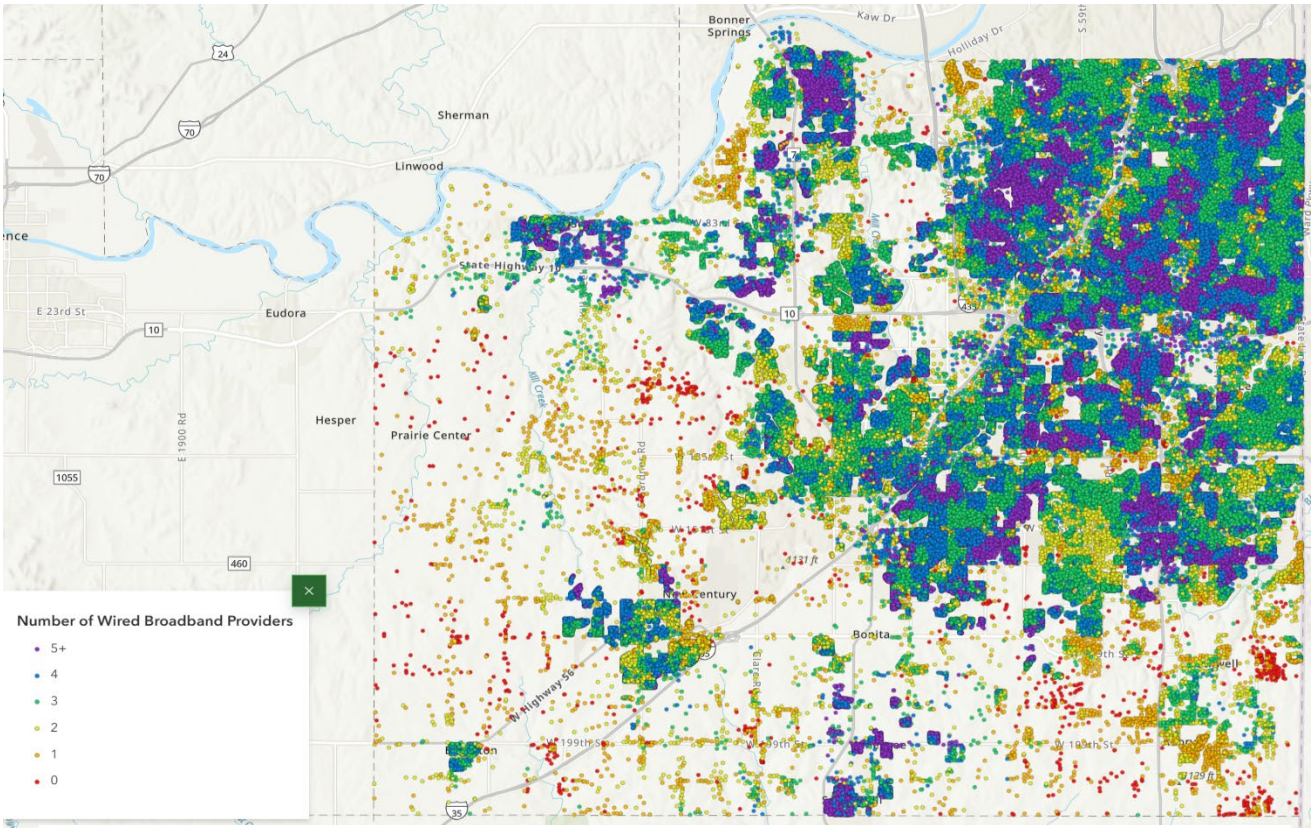
Source: [Global Fixed and Mobile Network Performance Map](), Speedtest by Ookla, Q2 2024

Broadband Competition in Johnson County

While ensuring universal broadband availability is critical, it is also important to promote competition among service providers. According to surveys conducted by the KU Institute for Policy & Social Research, less than 45% of respondents were satisfied with their broadband speeds when they had only one provider option, compared to approximately 70% satisfaction among those with multiple providers to choose from.[8] Ensuring households have multiple broadband options to choose from helps preserve consumer choice while incentivizing broadband providers to keep prices low and continue to invest in their networks.

Most households in Johnson County benefit from broadband competition. More than 96% of addresses have at least two internet service providers offering wired broadband service, and more than half of addresses have four or more providers available; however, some gaps remain. The map below shows addresses in Johnson County color-coded by the number of broadband providers offering service, highlighting areas where additional competition could improve service quality and customer satisfaction.

Wired Broadband Competition in Johnson County

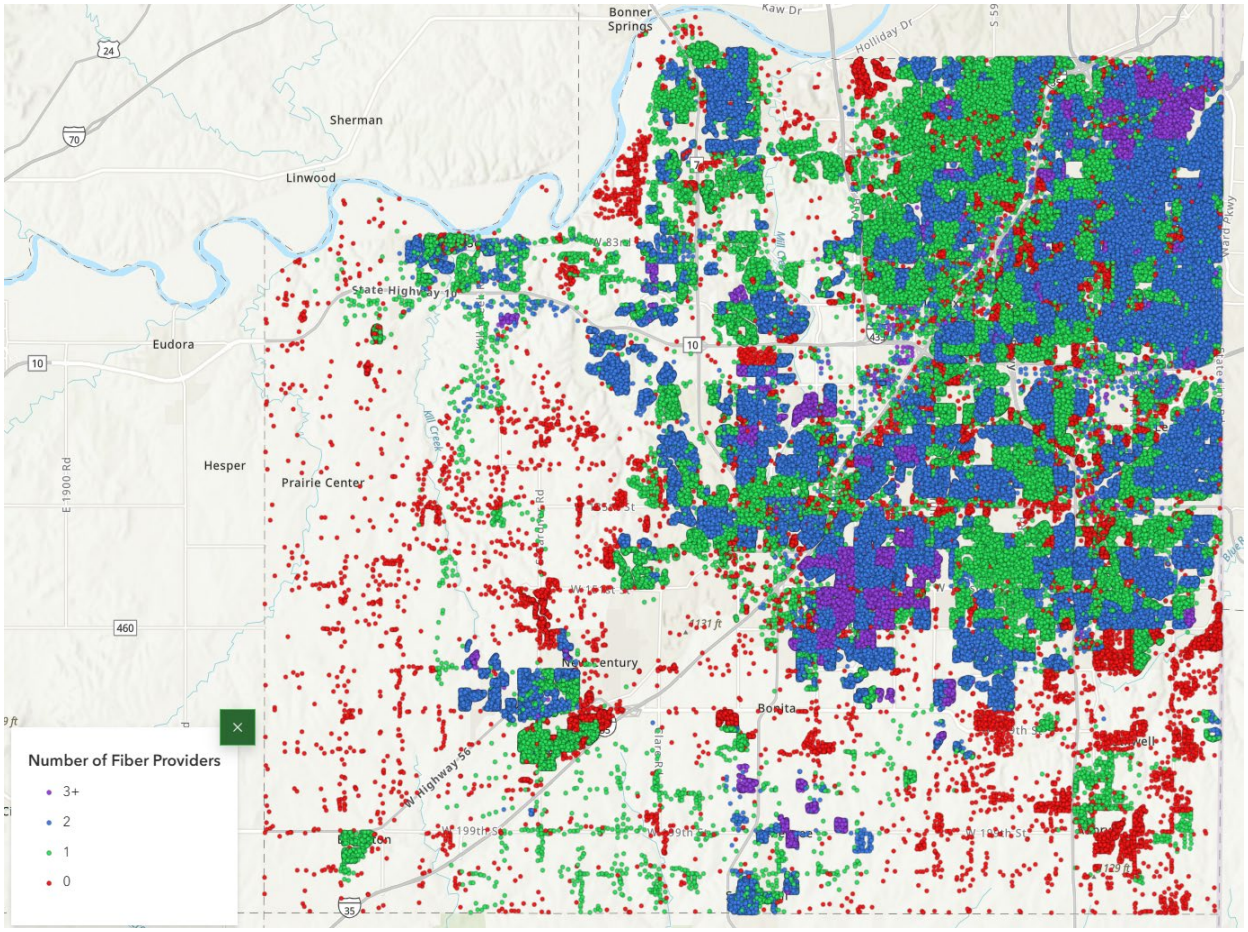


Source: [Fixed Broadband Availability Data (June 30, 2024)], National Broadband Map, Federal Communications Commission

[8] Donna Ginther et al., [Broadband in Kansas: The Challenges of Digital Access and Affordability], University of Kansas Institute for Policy & Social Research, March 2023

Currently, 92% of Johnson County households have access to at least one fiber provider, while 58% have access to at least two, and 8% have access to three or more.

Fiber Broadband Competition in Johnson County



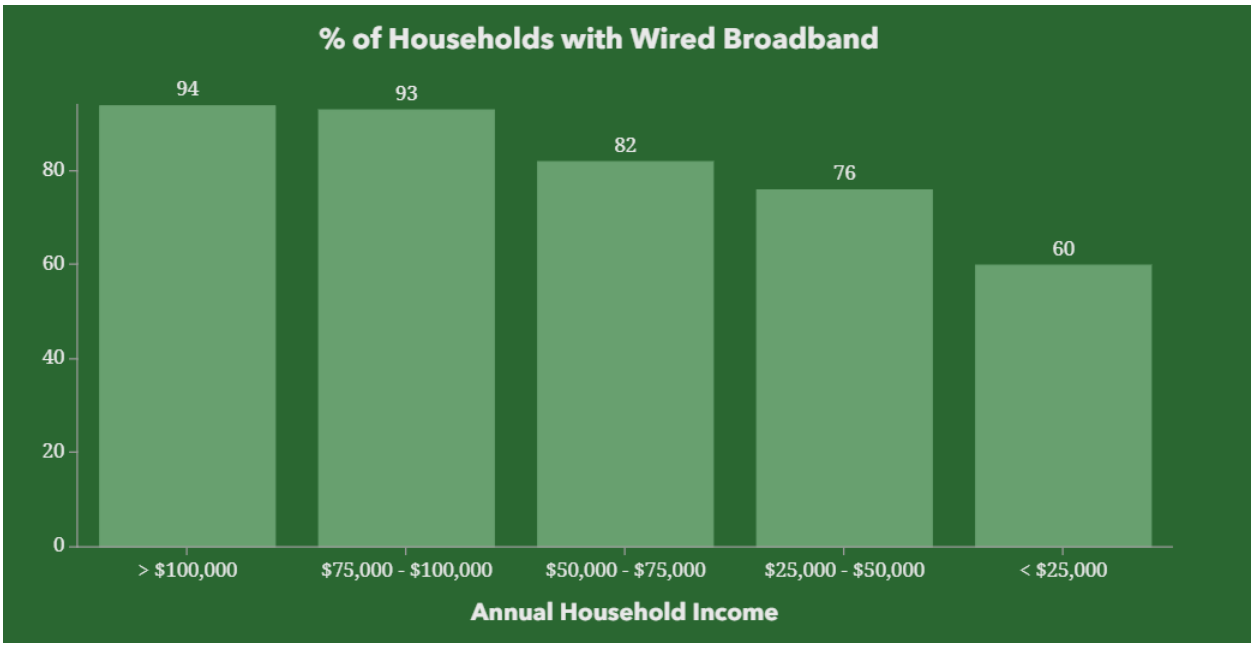
Source: [Fixed Broadband Availability Data (June 30, 2024)], National Broadband Map, Federal Communications Commission

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Broadband Affordability in Johnson County

Household income is strongly associated with broadband access. Of households in Johnson County with an annual income of $100,000 per year or more, 94% have a wired broadband subscription.[9] For households earning less than $25,000 per year, two out of five lack a wired broadband subscription.

[9] U.S. Census Bureau, 2023 American Community Survey 1-Year Public Use Microdata Sample, HISPEED & HINCP recode, Johnson County Northeast, Northwest, Southeast, and Southwest PUMAs (VACS = 0, NP > 0)



Of households in Johnson County without an internet subscription, the Census Bureau has found 15% cite cost as a reason for not having a broadband connection.[10]

Even for subscribed households, the ongoing costs of a broadband plan can be a major financial burden. The Benton Institute has found 43% of low-income households are subscription vulnerable, meaning they face significant concerns about being able to afford their broadband subscription on a month-to-month basis.[11] In Johnson County, a 2023 Census Bureau survey found that 2.4% of households (approximately 4,800 in total) had lost internet at some point during the previous six months due to not being able to pay their broadband bill.[12]

The scale of need in the county can also be measured by participation in the Affordable Connectivity Program, a federal broadband subsidy program that operated from 2022 through June 2024, providing eligible households with $30 per month for their internet subscription. By the end of the program, 12,223 households in Johnson County had signed up.[13]

Surveys of ACP recipients before the end of the program found that as many as 15% of recipients may have lost service after the benefit expired.[14] This is aligned with findings from the KU Institute for Policy & Social Research, which found that 11% of Kansas households would

[10] U.S. Census Bureau, Nov 2023 CPS Computer and Internet Use Supplement Public Use Microdata Sample, HENOHM2, Johnson County
[11] John Horrigan, Leaving Money on the Table: The ACP's Expiration Means Billions in Lost Savings, Benton Institute, July 24, 2024
[12] U.S. Census Bureau, Nov 2023 CPS Computer and Internet Use Supplement Public Use Microdata Sample, HEHNETST, Johnson County
[13] ACP Enrollment and Claims Tracker, Universal Service Administrative Company, February 8, 2024
[14] ACP Consumer Survey, FCC, February 29, 2024; John Horrigan, Leaving Money on the Table: The ACP's Expiration Means Billions in Lost Savings, Benton Institute for Broadband & Society, July 2024

cancel their broadband service if they experienced a price increase of $20.[15] This implies that more than 1,800 households in the county may have lost broadband service this year due to the expiration of affordability programs.

Device Access in Johnson County

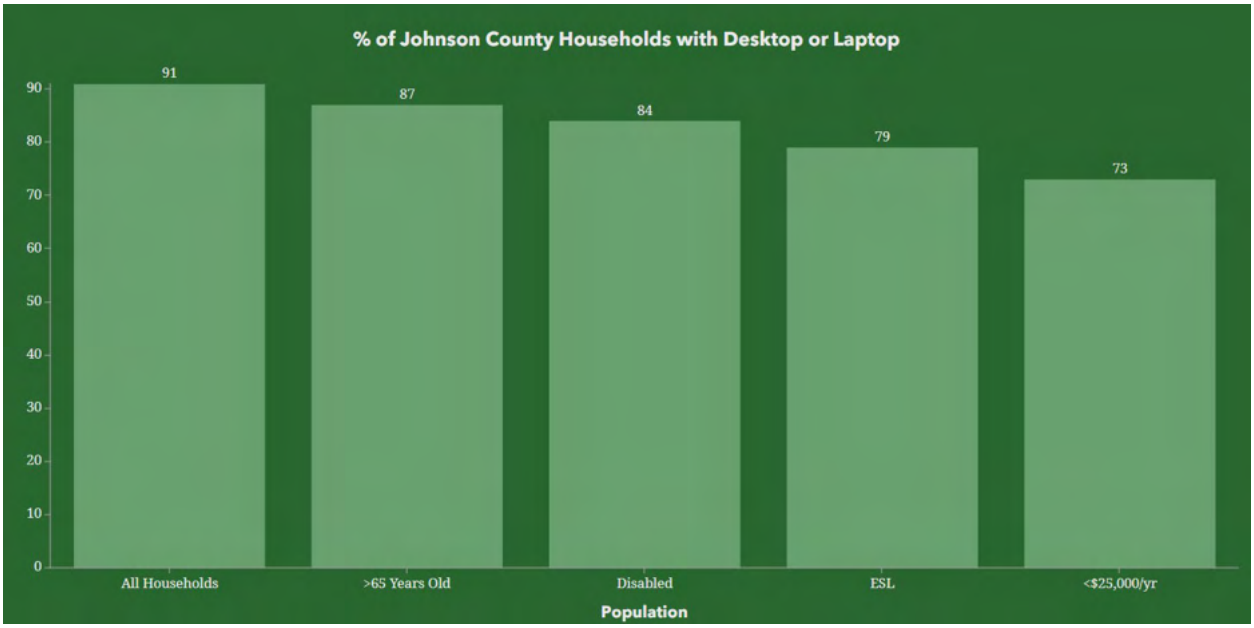
Even if a household has access to the internet, they cannot take advantage of it unless they possess a device to go online with. According to the most recent data available from the U.S. Census Bureau, 91% of Johnson County households have a desktop or laptop, while 4% have only a smartphone and 2% have no device of any kind.[16] This compares favorably to rates of device access in the KC metro as well as the state of Kansas.

% of Households with:	Johnson County	KC Metro	Kansas
Desktop or Laptop	91%	82%	79%
Only Smartphone	4%	9%	10%
No Computer	2%	3%	4%

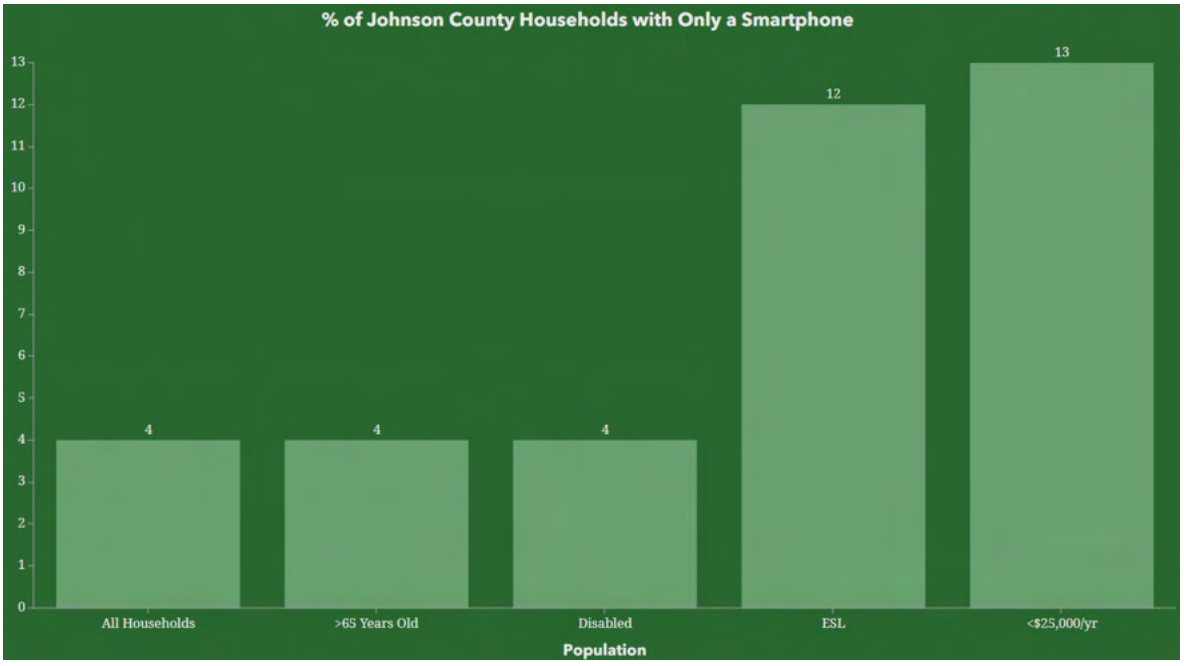
However, as with broadband adoption, device access is highly dependent on factors like income, age, disability, and English language ability.[17]

Many digital activities, like remote work or remote education, are extremely difficult without a desktop or laptop. While over 90% of Johnson County households have a desktop or laptop, one in four households with an income under $25,000 per year and one in five households with an individual who speaks English less than “very well” have no desktop or laptop to use.

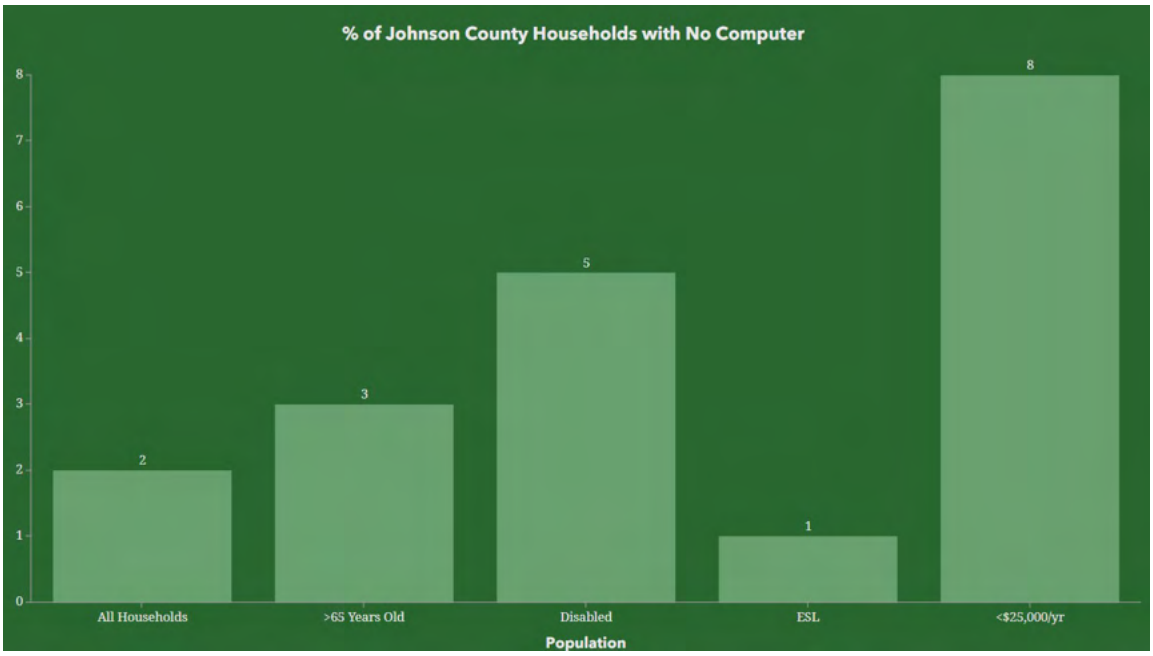
[15] Donna Ginther et al., Broadband in Kansas: The Challenges of Digital Access and Affordability, University of Kansas Institute for Policy & Social Research, March 2023
[16] Households with desktop or laptop, S2801 | Types of Computers and Internet Subscriptions, U.S. Census Bureau, American Community Survey 2023 1-Year Estimates Subject Table
[17] U.S. Census Bureau, 2023 American Community Survey 1-Year Public Use Microdata Sample, LAPTOP, TABLET, SMARTPHONE, & COMPOTHX, disaggregated by ENG recode, AGEP recode, HINCP recode, and DIS, Johnson County Northeast, Northwest, Southeast, and Southwest PUMAs (VACS = 0, NP > 0)



For households without desktop or laptop computers, smartphones may be the only way to access digital services. This "smartphone-only" status is particularly common among low-income households and households where some or all members do not speak English.

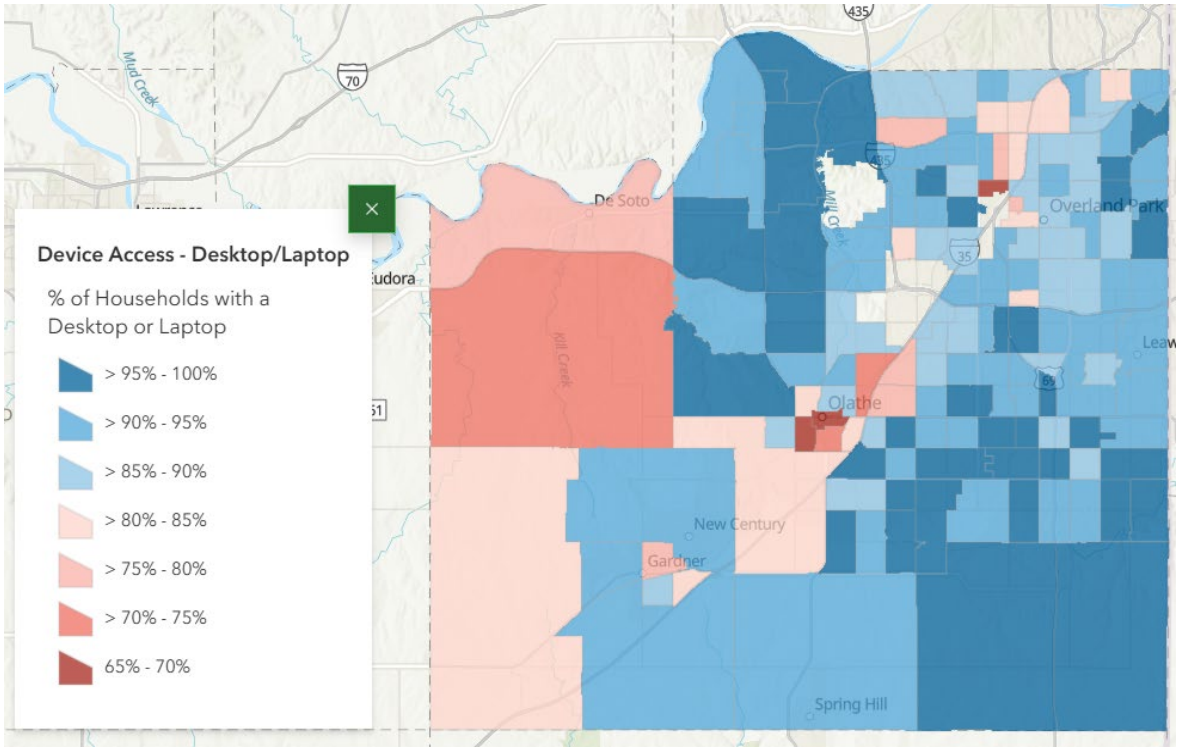


Some households lack any computing device at all. In particular, low-income households and households with individuals who have a disability are significantly more likely to not have access to a device.



There are also geographic inequalities in device access, with census tracts in the west of the county and around the center of Olathe, Shawnee, and Overland Park seeing consistently lower rates of device ownership.

Desktop/Laptop Access in Johnson County



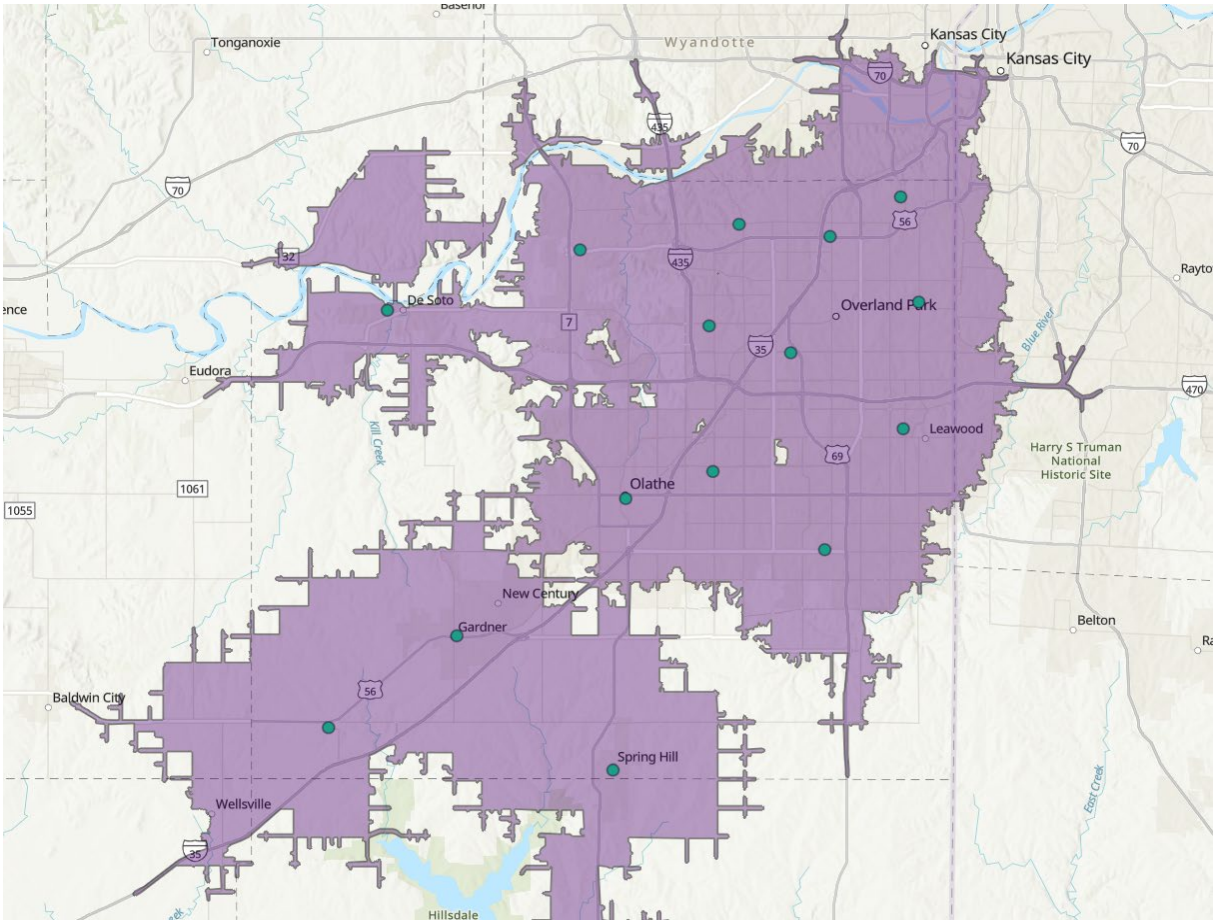
Source: [S2801 | Types of Computers and Internet Subscriptions](), U.S. Census Bureau, American Community Survey 2023 5-Year Estimates Subject Table

Public-Computing Infrastructure in Johnson County

For residents who lack internet access or computing devices at home, public-computing stations serve as a critical digital lifeline. Public libraries in particular play an essential role in bridging the digital divide by providing free access to computers, internet connectivity, and technical support. These public-computing resources enable residents to apply for jobs, access government services, complete schoolwork, connect with family, and participate in an increasingly digital society. They are especially important for low-income households, seniors, and others who may face barriers to home internet and device access. Even for residents with home internet service, public-computing stations can provide a backup option when their home service is unreliable or when they need access to specific software or printing services.

The map below shows an overlay of library branches in the county along with a shaded region indicating the areas within a ten-minute drive of a branch. While most county households are located very close to one or more library branches, neighborhoods in the southeast corner of the county and those lying in between De Soto and Gardner in the west are more removed from these resources.

Areas within 10 min of a Library Branch in Johnson County



Source: [Community Anchor Institution List,](#) Kansas Office of Broadband Development, December 2023

Broadband & Digital Access Recommendations

The proposed Johnson County Broadband and Digital Access Plan includes three categories of recommendations for the Board of County Commissioners to consider:

- Short-Term Action Items
- Mid-Term Goals and Ideas for Evaluation
- Long-Term Objectives

These categories are distinguished not just by how far in the future they might be realized, but also by the amount of information or work needed to move forward and by the specific role of County elected officials and staff. This proposed Plan serves as a first step for Johnson County into an area of critical importance for the residents and businesses in the County but also in a domain that does not necessarily fall within the scope of the County's direct responsibilities.

Short-Term Action Items

Short-term action items are efforts the County can implement upon adoption of the County plan and can be accomplished in 2025, which require only modest investments of staff time and generally fall within the kinds of work and activities already implemented by County staff and partners. The four categories of work align well with the County's current operations: definition of roles and responsibilities, data gathering and analysis, communication with County residents and stakeholders, and policy review. By organizing these activities around broadband and digital access, the County positions itself for accelerated growth and intentional resource commitments for an increasingly digital future.

Mid-Term Goals and Ideas for Evaluation

Mid-term goals and ideas are actions the County may decide to undertake at some point, but where there is likely more information, dialogue, community engagement, and learning needed to make informed decisions. While most of these goals and considerations are of a similar nature to the near-term commitments (role definition, data gathering, communication, policy), they may involve a more significant investment or expansion of scope. The tasks in the short-term action items section will help inform how the County acts regarding these mid-term goals and ideas. Mid-term goals and ideas may become more defined action items in 2026 or beyond; they may need future consideration; or they may be considered and rejected or put on hold.

Long-Term Vision

The long-term vision is not about what actions the County might take but what the future looks like for those who live, work, and play here. The County does not currently possess a specific vision for broadband and digital access, nor does it currently have a robust toolkit for realizing any such vision. But, as technology and technology infrastructure become increasingly important elements supporting a high quality of life, it is worthwhile for the County to explore

both what a successful future looks like and what the County might do to support it. The long-term vision is not necessarily bound by date and will change as technology changes. The categories here include the quality of infrastructure, network capacity, residential and commercial access to broadband, accessibility of specific tools and technologies, and digital engagement with County services. This Plan represents a starting point for the County to consider what objectives may be appropriate and meaningful for its stakeholders.

Short-Term Action Items

Items the County can implement in 2025.

Defining Staff Roles and Responsibilities

1. Assign department and staff responsibility for the Broadband and Digital Access Plan.

   Johnson County will create a list of staff positions to be responsible for stewarding this plan and assign tasks to the identified staff members. This will also include assigning responsibilities for regularly reviewing the status of plan elements and reporting to the County Board of Commissioners on progress.

2. Create a process for internet service providers (ISPs) to engage with the County as they look to expand broadband access, accounting for the State of Kansas' Broadband Ready Community guidelines.

   Johnson County will formally designate a point of contact among County staff for ISPs and cellular providers to address issues of broadband and mobile network expansion and begin a regular consultation process with providers offering service in the county. This consultation process will focus on gathering information about service providers' plans for network expansion, identifying opportunities for the County to offer support or remove barriers to upcoming projects, and developing strategies for addressing service quality issues raised by residents or gaps in the availability of affordable plans. The County will also develop a formal process for providing letters of support to providers seeking state or federal grant funding for projects in the county.

3. Engage in outreach, facilitated by KC Digital Drive, with city governments within the county, community anchor institutions, and community organizations concerning broadband and digital access.

   Johnson County will participate in conversations with city staff, community organizations, and community anchor institutions (such as library branches, community centers, adult care facilities, and public-housing complexes) to identify opportunities to provide digital skills classes, one-on-one digital navigation, and other resources to residents. This may be facilitated through County participation in the Digital Life Exchange (DLX) network of digital inclusion service providers in the Kansas City Metro.

4. Review County device decommissioning policy to identify opportunities to better meet community device needs.

   Johnson County should update its device decommissioning policy to redirect a larger portion of the County's digital devices to refurbishers to repurpose the devices and make them available to low-income residents.

5. Develop a strategy for understanding and responding to resident concerns about broadband quality and digital access.

   Johnson County will work with KC Digital Drive and its regional network of stakeholders to develop a process for resident feedback through public engagement meetings or the local county or municipality websites. While the County is not responsible for broadband service delivery, residents appeal to elected officials for help when service is insufficient. The County should be proactive about resident engagement on the issue.

Data Gathering and Analysis

6. Collect information from county residents via a web form as part of a regional initiative to identify service gaps in the county for fixed and mobile broadband.

   Johnson County will work with KC Digital Drive to publish a web form allowing residents to submit information about broadband or cellular service at their address. which will be compiled in a centralized database and used by the County to engage with ISPs about expansion and remediation plans. The County will also create and publish maps showing the extent of broadband penetration and the footprint of ISPs that serve the area.

7. Gather data on broadband availability and publish maps showing broadband service data for all county residences and businesses.

   Johnson County will gather data on broadband and cellular availability across the county to inform internal planning and be made available to residents. This will include gathering information about the technologies, speeds, prices, and number of providers available at each location, as well as internet quality information gathered by speed test services.

8. Maintain an inventory of city policies related to broadband network construction.

   Johnson County will create an inventory of policies from jurisdictions within the county relating to broadband network construction. This will include permitting policies, zoning and subdivision regulations, dig-once provisions, pole attachment and make ready requirements, and all other policies affecting an ISP's ability to quickly and cheaply undertake broadband network expansion projects. KC Digital Drive can support this work as part of the broader local government engagement strategy.

9. Help distribute a survey for city governments and community anchor institutions to understand their broadband needs and assess their public-computing capacity and utilization.

   Johnson County will work with KC Digital Drive to gather information from cities within the county as well as community anchor institutions, such as library branches, community centers, adult care facilities, and public-housing complexes, to understand their broadband needs as well as the extent to which each makes computer resources available to their patrons, clients, residents, or the broader public.

Communications

10. Publish a web page outlining the County's work on broadband and digital inclusion and linking to resources for residents as appropriate.

    Johnson County will include information on its website outlining the County's activities in the broadband and digital inclusion space, including this plan and other information and resources regarding digital access. This may include, for example, links to web forms allowing residents to report issues with broadband or cellular access, maps of broadband coverage in the county, maps or lists of public-computing locations, information about upcoming expansion projects approved by the County or through federal grant programs like BEAD or RDOF, resources helping residents find and apply to broadband subsidy programs and low-cost broadband plans, information about where to purchase a low-cost device, and a guide listing digital inclusion service providers in the county. The County will work with KC Digital Drive to best maintain and highlight this information in newsletters, social media posts, and other resident communication channels.

11. Share online and print versions of a broadband and digital access guide with community resources that assist with digital inclusion needs.

    Johnson County will highlight resources available to communities and individuals looking to overcome barriers to access. This may include an online guide to digital inclusion service providers or printed information about resources for low-income households about how to access internet service, low-cost devices, public-computing centers, technical support, digital navigation, and digital skills training.

Kansas Broadband Ready Community Certification

12. Transition to electronic filing systems for applications related to broadband projects.

    Johnson County will begin transitioning to an electronic filing system for all forms, requests, and documentation related to broadband project applications to improve efficiency and align the County with the Kansas Broadband Ready Communities

program requirements. An example of a model resolution incorporating this objective is included in the Appendix

13. Ensure all applications for broadband projects are acted on within 30 days of submission.

    Johnson County will ensure that all applications from internet providers for permits and other approvals related to broadband projects will be approved or rejected within 30 business days of submission, in accordance with Kansas Broadband Ready Communities program requirements. An example of a model resolution incorporating this objective is included in the Appendix.

14. Formalize a prohibition on discrimination in permitting procedures.

    Johnson County will formalize the requirement not to discriminate among broadband, telecommunications, utilities, or cable service providers with respect to granting access to public rights-of-way, infrastructure, poles access, or any other physical assets owned or controlled by the County, in accordance with Kansas Broadband Ready Communities program requirements. An example of a model resolution incorporating this objective is included in the Appendix.

15. Ensure reasonable filing fees for broadband project applications.

    Johnson County will formalize the requirement that it shall not impose fees for application review or permit issuance beyond what is permissible in K.S.A. 17-1902, in accordance with Kansas Broadband Ready Communities program requirements. An example of a model resolution incorporating this objective is included in the Appendix.

16. Become a certified Kansas Broadband Ready Community.

    Johnson County will seek certification as a Kansas Broadband Ready Community once it has adopted all necessary requirements for program participation. The County will re-certify its adherence to program requirements every three years.

Mid-Term Goals and Ideas for Evaluation

Items to evaluate in 2025, which may be decided and adopted, included in 2026 plan, or set aside.

Defining Staff Roles and Responsibilities
Applying largely to the human services side of County operations and especially how the County supports vulnerable populations:

17. Integrate digital inclusion needs screening into client onboarding processes for the County's human service agencies.

    Johnson County Aging and Human Services, Mental Health Services, and Developmental Supports will expand their client onboarding processes to involve an initial assessment of digital inclusion needs. Case managers will be trained on how to conduct this assessment and how to identify client needs during ongoing interactions.

18. Institute a process for referring clients to County and community-based resources to address their digital inclusion needs.

    Johnson County Aging and Human Services, Mental Health Services, and Developmental Supports will develop processes to refer clients to County resource providers such as the Johnson County Library and other community organizations that can provide digital inclusion services. This coordination may take the form of participation in the Digital Life Exchange (DLX) network of digital inclusion service providers in the Kansas City Metro. The County will study how digital navigators provided through the County or community partners may be able to address the needs of agency clients and assist them in accessing digital inclusion resources.

19. Host two device donation drives per year to allow residents to drop off their old devices for recycling or refurbishing.

    Johnson County will partner with community refurbishers and recycling organizations to host device drives where residents can give away their old devices. Devices meeting refurbishers' standards can be resold as low-cost devices, while others can be recycled.

20. Explore whether County facilities might be used as drop-off locations for a device refurbisher partner, where residents can bring devices for donation and distribution to County residents in need of a device.

    Johnson County will designate County facilities that will continuously accept device drop-offs from residents and funnel those devices to a partner who can refurbish or recycle the device as needed.

21. Use public computer access as a factor in planning future public transit routes.

    Johnson County will consider how to leverage its public transit infrastructure to support the goal of ensuring all residents have a public-computing station located within a 20-minute drive of their location. The County will study how new lines or modification of existing lines could help to connect residents who currently lack convenient access to public-computing stations via public transit.

22. Conduct annual review of Broadband and Digital Access Plan progress.

Johnson County staff will conduct an annual review of the Broadband and Digital Access Plan to assess progress toward the goals included in this plan, highlight obstacles to future goals, and identify new opportunities and priorities for the County.

Data Gathering and Analysis

Additional primary research to better understand the infrastructure and access situation of the county.

23. Survey multi-dwelling and public-housing units in the county to assess broadband quality.

    Johnson County will assemble a list of all MDUs in the county and consider methods to survey the quality of in-unit broadband for residents. County staff will coordinate with engineers at cities within the county to study the feasibility of conducting on-premises broadband speed and quality testing for all multiple-dwelling and public-housing units in the county.

24. Establish a process for gathering improved cellular broadband data for the county.

    Johnson County will explore ways to gather improved cellular coverage data for the county to augment the information publicly reported by cellular providers. This may include installing cellular monitoring devices on County or city vehicles or conducting regular tests in association with concurrent County operations in different regions of the county.

25. Regularly gather information from community anchor institutions to understand their broadband and public-computing capacity and needs.

    Johnson County will consider how to regularly gather information from community anchor institutions to track progress toward County broadband and digital inclusion goals. This will include understanding the current capacity, utilization, and needs for public-computing infrastructure across the county.

26. Review the client engagement touchpoints of the County's human service agencies to determine whether it is appropriate and feasible to improve assessment of digital inclusion needs for the client population.

    Johnson County Aging and Human Services, Mental Health Services, and Developmental Supports will undertake a digital inclusion needs assessment of their client populations to understand their current status and needs for broadband access, service quality, devices, technical assistance, and digital skills. These assessments will be developed in such a way as to allow the agencies to regularly reassess their populations to measure progress and identify emerging needs.

27. Develop a county-wide survey instrument to assess broadband access and digital inclusion needs.

    Johnson County will design and undertake a survey of residents to understand their connectivity and digital inclusion needs. This survey may be incorporated into existing County survey instruments or implemented independently. Beyond assessing respondents' connectivity and digital inclusion situation, the County will consider whether and how to use the survey to also gather information about respondents' digital life and what participation in digital activities means beyond usual focus areas like employment, education, and essential services. The County will consider how to conduct this survey regularly to measure progress toward closing the digital divide in the county and highlight the changing needs of residents.

Communications
Move from making information available to more proactive and responsive communications.

28. Develop a communications strategy of how best to help county residents and businesses identify and/or address broadband and digital access gaps.

    Johnson County will study how to use its existing communications channels with residents to raise awareness of resources and programs that may help residents address their connectivity needs. This may include affordability programs like Lifeline or low-cost ISP plans, digital skills training offered by the library or other community organizations, technical support and digital navigation resources, and options for obtaining low-cost devices through digital inclusion programs and service providers.

Funding
Study use of County budget dollars to support broadband network capacity and digital access. The following are examples of ways that cities and counties across the country have chosen to financially support broadband and digital access. They can be examined within the context of the needs and resources of the County.

29. Matching funds or incentives for infrastructure providers.

    Johnson County will study the feasibility of providing matching funds or other incentives to encourage broadband and cellular providers to expand their network in the county. This mechanism may be focused on supporting providers in pursuing state and federal grant funding or incentivizing providers to pursue new developments outside of grant-funding cycles.

30. Broadband subsidies for low-income households.

    Johnson County will study the feasibility of providing limited broadband subsidies to low-income households in the county. The County may consider creating a new vehicle for

administering this subsidy or utilizing mechanisms such as the Internet Access Support Program, which originated with Johnson County CARES Act funding.

31. Funding support for multi-dwelling unit infrastructure improvement.

    Johnson County will study the feasibility of funding building renovation programs aimed at upgrading the wiring in old apartment buildings and public-housing units to improve the speed and quality of broadband available to residents. The County may also consider creating a resource for the owners of public-housing and other multiple-dwelling units to guide them in planning their rewiring projects, including a list of vetted companies that provide the service.

32. Funding for city governments or community anchors to support public-computing spaces.

    Johnson County will study the feasibility of providing funds to community anchor institutions or city governments seeking to establish or expand public-computing resources for their clients or the public.

33. County grant program for broadband and digital access or contributions to KC Digital Inclusion Fund.

    Johnson County will study the feasibility of providing financial support to the Kansas City Digital Inclusion Fund, which provides grants to community organizations in the KC metro region that provide devices, IT support, or digital skills training to their clients.

Policy Review & Development
Study opportunities to collaborate with other local municipalities and implement policies to encourage broadband expansion throughout the county.

34. Identify opportunities to collaborate with other county governments for shared regional investment and policy alignment to support regional infrastructure improvement.

    As other regional local governments develop their own broadband and digital access plans, Johnson County should be mindful of opportunities for collaborative funding, communications, administrative, or policy opportunities that support better broadband infrastructure and digital access. There may be opportunities as well for direct infrastructure sharing outside of County-owned assets that enable the expansion of more robust broadband networks.

35. Consider adopting regulations that encourage broadband deployment in new residential and commercial developments.

Johnson County will study whether to amend the County's zoning and subdivision regulations to encourage the deployment of broadband service to new developments in the county.

36. Consider adopting regulations that encourage broadband expansion by streamlining the rights-of-way permitting process and implementing dig-once policies.

    Johnson County will study whether to amend the County's zoning and subdivision regulations to encourage the deployment of broadband service to new developments in the county. The County will also study options for formalizing its permitting process to align with the Kansas Broadband Ready Communities standard along with model policies developed by the FCC and the National League of Cities. This may include instituting "dig-once" policies to encourage the efficient and cost-effective deployment of future broadband infrastructure.

37. Work with city officials to encourage the county-wide adoption of streamlined procedures for managing broadband expansion.

    Johnson County staff will engage with their counterparts at cities within the county to discuss how to encourage the adoption of policies and practices that encourage the expansion of fiber and broadband networks throughout the county.

Long-Term Vision

The prospective items in a long-term vision are beyond the scope of the County to deliver directly, and they are not specific goals intended for adoption at this time. These are examples of forward-looking objectives the County might encourage providers to work toward through policy and future planning.

38. Every Johnson County residence and business will have access to a fiber broadband network.

    Universal fiber broadband access represents the gold standard for reliable, high-speed internet connectivity capable of meeting both current and future digital needs. Fiber infrastructure provides the fastest symmetrical speeds, lowest latency, and greatest capacity for future upgrades, making it essential infrastructure for supporting remote work, distance learning, telehealth, and emerging applications that will drive the digital economy.

39. Every Johnson County residence and business will have access to at least two internet service providers (ISPs) offering fiber-based broadband service.

    Having multiple fiber providers for each location creates genuine market competition that benefits residents and businesses through better service quality, more innovative

offerings, and competitive pricing. When customers have real choice in their internet service provider, it creates natural market pressure for continual network investment and customer service improvements while reducing the risk of monopolistic pricing.

40. Residential and commercial broadband access will be comparably affordable compared to regional and national benchmarks.

    Regionally competitive broadband pricing is crucial for maintaining Johnson County's economic competitiveness and quality of life. When broadband costs are aligned with or better than regional and national benchmarks, it helps attract and retain businesses, supports economic development, and ensures households can afford the connectivity they need for work, education, and daily life.

41. Low-cost, acceptable quality service plans are available for low-income households.

    Quality low-cost internet plans for low-income households are essential for preventing a digital divide based on economic status. When affordable options are widely available and accessible, it ensures that all residents can participate in the digital economy, access online education and job opportunities, and benefit from digital government services regardless of their income level.

42. Every multi-dwelling unit in Johnson County will have adequate wiring to deliver high-speed broadband to all units.

    Modern in-building wiring in multi-dwelling units is critical infrastructure that determines whether apartment and condo residents can access high-quality broadband service. Without adequate internal wiring even the best fiber network outside the building cannot deliver its full capabilities to individual units, creating an unnecessary barrier to broadband adoption for residents in multi-dwelling housing.

43. Quality of broadband service on par or exceeding regional and national benchmarks.

    High-quality broadband service that meets or exceeds broader benchmarks for metrics like latency, jitter, and downtime is increasingly essential for everything from remote work to streaming entertainment. When service quality lags behind regional or national standards, it can affect economic development, reduce property values, and impact quality of life for residents who depend on reliable internet connectivity.

44. All regions of Johnson County will have 5G coverage with median speeds, latency, and jitter equal to or better than the U.S. national median.

    In addition to high-quality broadband capable of serving the needs of residents in their homes and businesses, it is also essential for Johnson County to achieve high-quality mobile coverage to ensure reliable connectivity for mobile phone service.

Comprehensive 5G coverage with strong performance metrics ensures that Johnson County residents and businesses can take full advantage of next-generation mobile technologies. As applications increasingly rely on high-speed mobile connectivity, having robust 5G infrastructure throughout the county will support innovation, enhance public safety, and enable new mobile services and applications.

45. All residents in Johnson County who rely on public devices and internet access have accessible public-computing infrastructure available to them at facilities like libraries or community centers.

    Having public-computing centers within a reasonable drive ensures all residents have access to digital resources even if they lack home internet or devices. These facilities serve as crucial digital lifelines for job searching, education, government services, and other essential online activities, while also providing spaces for digital literacy training and community support.

46. The client populations of Johnson County Aging and Human Services, Mental Health Services, and Developmental Supports will have levels of internet, device, and digital service access equivalent to the broader population.

    Digital equity for County services clients represents a crucial element of effective service delivery and support for vulnerable populations. When these populations have equivalent levels of digital access and literacy as the broader community, it enhances their ability to access services, maintain independence, and participate fully in community life.

47. All Johnson County residents who desire one will have a device in their home that they can use to access the internet.

    Universal device access removes a fundamental barrier to digital participation and recognizes internet access alone is insufficient without the means to use it. When every interested household has a capable computing device, it enables full participation in the digital economy, access to online education and job opportunities, and the ability to benefit from digital government services and telehealth.

Glossary

Broadband Adoption - Broadband adoption has traditionally been defined as residential subscribership to high-speed Internet access. But for those in the field working to increase the digital capacity of communities, broadband adoption is daily access to the Internet:

- At speeds, quality and capacity necessary to accomplish common tasks,
- With the digital skills necessary to participate online, and
- On a personal device and secure, convenient network.

Digital Navigators - Trusted guides who assist community members in internet adoption and the use of computing devices.

Digital Literacy - Digital Literacy is the ability to use information and communication technologies to find, evaluate, create, and communicate information, requiring both cognitive and technical skills. A person with digital literacy skills:

- Possesses the variety of skills – technical and cognitive – required to find, understand, evaluate, create, and communicate digital information in a wide variety of formats;
- Is able to use diverse technologies appropriately and effectively to retrieve information, interpret results, and judge the quality of that information;
- Understands the relationship between technology, life-long learning, personal privacy, and stewardship of information;
- Uses these skills and the appropriate technology to communicate and collaborate with peers, colleagues, family, and on occasion, the general public; and
- Uses these skills to actively participate in civic society and contribute to a vibrant, informed, and engaged community.

Digital Divide - The digital divide is the gap between those who have affordable access, skills, and support to effectively engage online and those who do not. As technology constantly evolves, the digital divide prevents equal participation and opportunity in all parts of life, disproportionately affecting people of color, Indigenous peoples, households with low incomes, people with disabilities, people in rural areas, and older adults.

Digital Inclusion - Digital Inclusion refers to the activities necessary to ensure that all individuals and communities, including the most disadvantaged, have access to and use of Information and Communication Technologies (ICTs). This includes 5 elements: 1) affordable, robust broadband internet service; 2) internet-enabled devices that meet the needs of the user; 3) access to digital literacy training; 4) quality technical support; and 5) applications and online content designed to enable and encourage self-sufficiency, participation and collaboration. Digital Inclusion must evolve as technology advances. Digital Inclusion requires intentional strategies and investments to reduce and eliminate historical, institutional and structural barriers to access and use technology.

Internet Speed - The rate of data transmission for connection to the Internet. These are typically referenced with Mbps, or Megabits per second. It measures how many bits (units of digital information) can be transferred each second. You will normally see speeds ranging from 10–1,000 Mbps advertised for home internet plans.

Broadband Connectivity - According to the Federal Communications Commission (FCC), broadband connectivity commonly refers to high-speed Internet access that is always on and faster than the traditional dial-up access and typically at speeds at or higher than 100 Mbps download and 20 Mbps upload. These technologies include:

> **Cable Modem Service** - Cable modem service enables cable operators to provide broadband using the same coaxial cables that deliver pictures and sound to your TV.
>
> **Fiber** - Fiber optic technology converts electrical signals carrying data to light and sends the light through transparent glass fibers about the diameter of a human hair. Fiber transmits data at speeds far exceeding current DSL or cable modem speeds, typically by tens or even hundreds of Mbps.
>
> **Fixed Wireless** - Fixed wireless broadband connects a home or business to the internet using a radio link between equipment at the customer's location and the service provider's facility.
>
> **Satellite** - A form of wireless broadband connecting the customer's home or business with satellites orbiting the earth.
>
> **Broadband over Power line (BPL)** - Uses existing low- and medium-voltage electrical power distribution networks to deliver Internet connectivity equivalent to DSL or Cable Modem speeds.

Appendix: Model Resolution for the Kansas Broadband Ready Communities Program

The model resolution presented below has been provided by the Kansas Office of Broadband Development as an example for communities seeking to align their policies with the requirements of the Kansas Broadband Ready Community Program. The provisions included in this model resolution may be adopted as-written (see: Sedgwick County Resolution 036-2024) or integrated into a more comprehensive reform of county permitting policies. More information about the program can be found on the website of the Kansas Office of Broadband Development.

RESOLUTION NO. XX

AN RESOLUTION FOR A BROADBAND READY COMMUNITY

Whereas, **(City/County Name)**, Kansas finds that broadband internet availability in the **(City/County Name)** is of critical importance to all people living, visiting, and doing business in **(City/County Name),** Kansas, and

Whereas, the Kansas Office of Broadband Development recently created the ability for Kansas communities to be designated as "Kansas Broadband Ready Communities", and

Whereas, **(City/County Name)**, Kansas seeks to promote private investment in broadband infrastructure, and

Whereas, **(City/County Name)**, Kansas seeks to be designated as a Kansas Broadband Ready Community

NOW THEREFORE, BE IT ENACTED BY THE GOVERNING BODY OF THE **(City/County Name)** OF KANSAS, THAT:

1. As used in this resolution, “permit” means any local permit, license, certificate approval, registration, or similar form of approval required by policy, administrative rule, regulation, resolution, or resolution with respect to a broadband network project.
2. As used in this resolution, "project" means the construction or deployment of wireline or wireless communications facilities to provide communications services in a unit.
3. Notwithstanding any other provision of **(City/County Name)** regulations, the following shall apply:
    a. **(City/County Name)**, Kansas shall appoint a single point of contact for all matters related to a broadband network project:
        i. The single point of contact documentation shall include:

            1. Position & Title

2. Name (first, last)

3. Organization (municipality, county, or authority with participating entities involved in the **(City/County Name)** requesting designation)

4. Phone Number(s) (work and mobile if applicable)

5. Email(s)

6. Website URL to Contacts Page (required if applicable/available)

ii. The single point of contact shall be available for matters related to a broadband network project or a related liaison who may direct such inquiry in real time, with general scope and responsibilities to include permitting and right-of-way; and

iii. The single point of contact information must be current to maintain designation, by updating with such change in contact information on web pages and associated sources, within 15 calendar days of change.

b. **(City/County Name)** shall,

i. Establish procedures to allow all forms, applications, and documentation related to a project be reviewed and either approved or denied within thirty (30) business days after the application is submitted; and to allow the project to be filed or submitted and signed by electronic means, where possible.

c. **(City/County Name)** shall not,

i. Impose a fee for reviewing an application or issuing a permit for a project beyond what is permissible in K.S.A. 17-1902;

ii. Discriminate among broadband, telecommunications, utilities, or cable service providers with respect to granting access to public rights-of-way, infrastructure, poles access, or any other physical assets owned or controlled by **(City/County Name)**

4. **(City/County Name)** acknowledges that:

a. A Kansas certified Broadband Ready Community has an affirmative duty to notify the Kansas Office of Broadband Development of any changes to the information submitted as part of its application; and failure to notify the Kansas Office of Broadband Development of changes may result in revocation of **(City/County Name)***'s* Broadband Ready Certification, should the certification be granted.

5. This resolution shall take effect and be in force from and after its passage and publication in the official **(City/County Name)** newspaper.

Adopted by the governing body of the **CITY/COUNTY NAME this DATE**.