

# Broadband Internet Project

Survey results – December 2020

# Cover Letter & Survey



## Town of Cross Broadband Internet Survey

### Dear Town of Cross Residents:

Phrases like “Virtual Education” “Telecommuting” and “Telemedicine” have all become common since the pandemic lockdowns. One thing they all have in common is the need for a reliable and fast internet connection. For many of us; however, the internet service in our rural township can often feel like we are driving on a one lane gravel road when the rest of the world is on an eight lane super highway. Right?

Barry and I are members of the Town of Cross Broadband Committee and we need your help! Our group of internet elves are busy assessing providers, broadband project costs, and the feasibility of bringing high speed fiber optic internet service to Town of Cross families in the future. To better understand our residents' needs and to gain the needed data for providers and funding opportunities, we would very much appreciate your participation filling out the attached survey. The survey is short – no more than 5 to 10 minutes of your time and your name will not be used in reporting, protecting your identity.

Please return the survey in the enclosed addressed-stamped envelope **no later than December 14, 2020**. Feel free reach out to either of us with any questions.

Season's greetings to all!

Roy Fried  
[Roy.fried@a-dec.com](mailto:Roy.fried@a-dec.com)  
(612)747-8971

Barry Drazkowski  
[bdrazkow@gmail.com](mailto:bdrazkow@gmail.com)  
(507)458-6642

Broadband Internet Survey 2020

Question 1. Name and preferred email of respondent  
Name \_\_\_\_\_ Email \_\_\_\_\_

Question 2. Town of Cross address (Please do not use a PO Box as the street address)  
Street \_\_\_\_\_  
City \_\_\_\_\_ Zip \_\_\_\_\_

Question 3. Is this your primary address?  
 Yes  
 No

Question 4. Age of oldest adult living in your household?  
 18-33  
 34-49  
 50-65  
 66-81  
 82 or older

Question 5. Number of school age children living in your household?  
 0  
 1  
 2  
 3  
 4 or more

Question 6. Do you currently have internet service at your Town of Cross address?  
 Yes (Please proceed to question 8)  
 No (Please proceed to question 7)

Question 7. If you do NOT have internet service, please check ALL that apply.  
 I don't want or need internet service  
 I don't have a computer, tablet or cell phone  
 The cost of internet service is not in my budget  
 I use my cell phone to access the internet  
 I can use internet services at a public place  
 Available service options are too slow or unreliable  
 Internet service is not available where I live (Proceed to question 11)

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Question 8. Please tell us about your internet speed. (Step 1. Open your internet browser. Step 2. Enter [speedtest.airstreamcomm.net](http://speedtest.airstreamcomm.net). Step 3. Press GO to run the test. Step 4. Enter the results below.)

PING _____ms	DOWNLOAD _____Mbps
JITTER _____ms	UPLOAD _____Mbps

Check here if your home internet speed was too slow to run this test

Question 9. Please check your HOME internet service provider.  
 CenturyLink  
 Cellular Provider Hot Spot  
 Satellite – HBC Air  
 Satellite – DIRECTV  
 Satellite – DISH  
 Satellite – HughesNet  
 Satellite – Viasat (Clark Electric)  
 Satellite – AT&T  
 Other \_\_\_\_\_

Question 10. Is the service you currently receive adequate for you and your family? (Work needs, school, virtual medical appointments, browsing, shopping, research, chat, etc.)  
 Yes  
 No  
 Sometimes – Please explain issues \_\_\_\_\_

Question 11. How important is fast and reliable internet to your family needs?  
 Not important  
 Slightly Important  
 Important  
 Fairly Important  
 Very important

Question 12. If high speed fiber optic internet was made available in the future at a reasonable price, would you sign up for service?  
 Yes  
 No

Please return the survey in the pre-addressed / stamped envelope by December 14.

Thank you for your time!

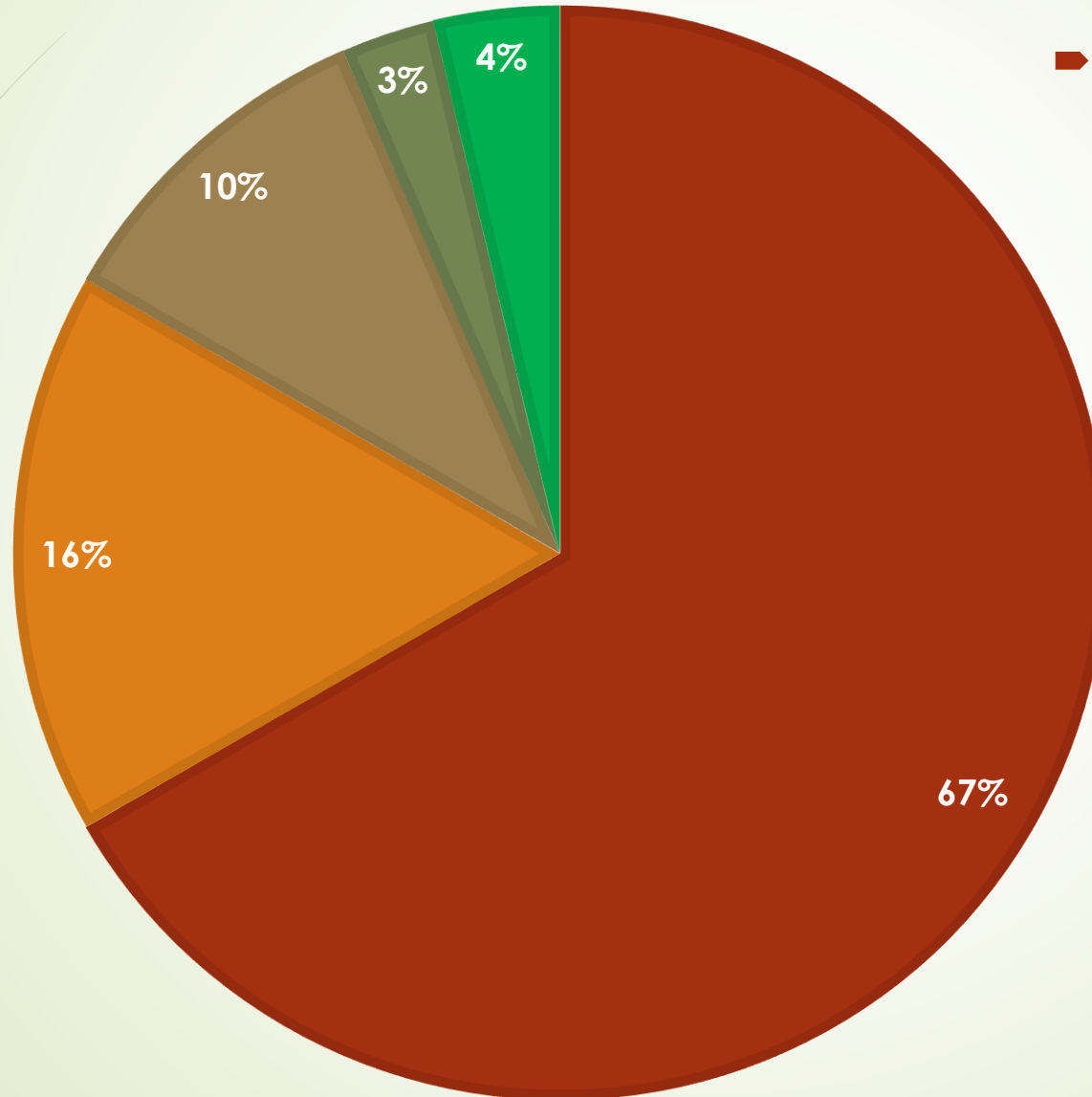
Your participation will provide valuable information to help the Broadband Committee better understand your needs and gain the needed data for providers and funding opportunities.

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➔ In December many of you filled out a survey and the response was outstanding! We received a 70% return rate (124 out of 177 residents). Enclosed in this report are the results and the planned next steps.

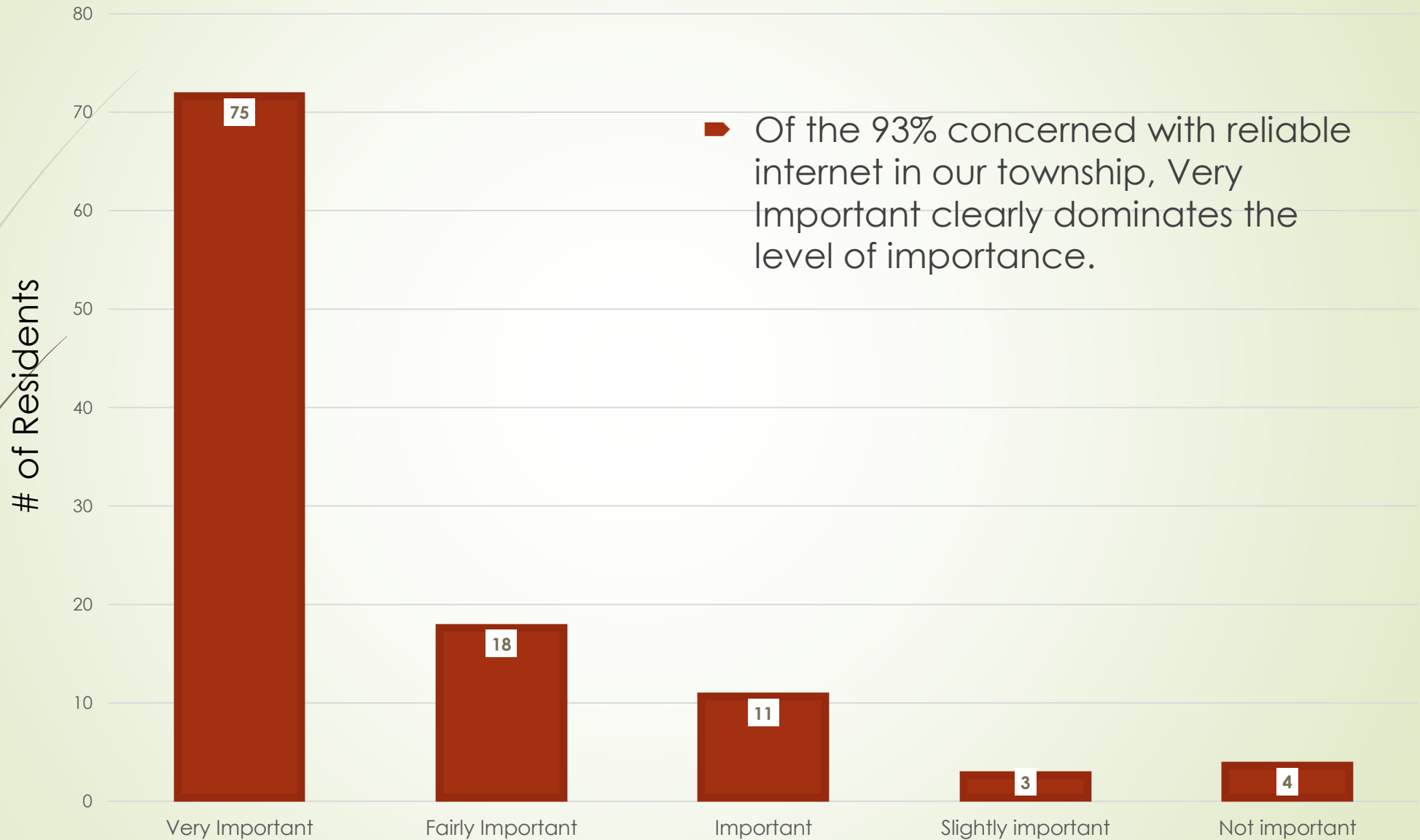
## HOW IMPORTANT IS RELIABLE INTERNET?

■ Very Important ■ Fairly Important ■ Important ■ Slightly important ■ Not important



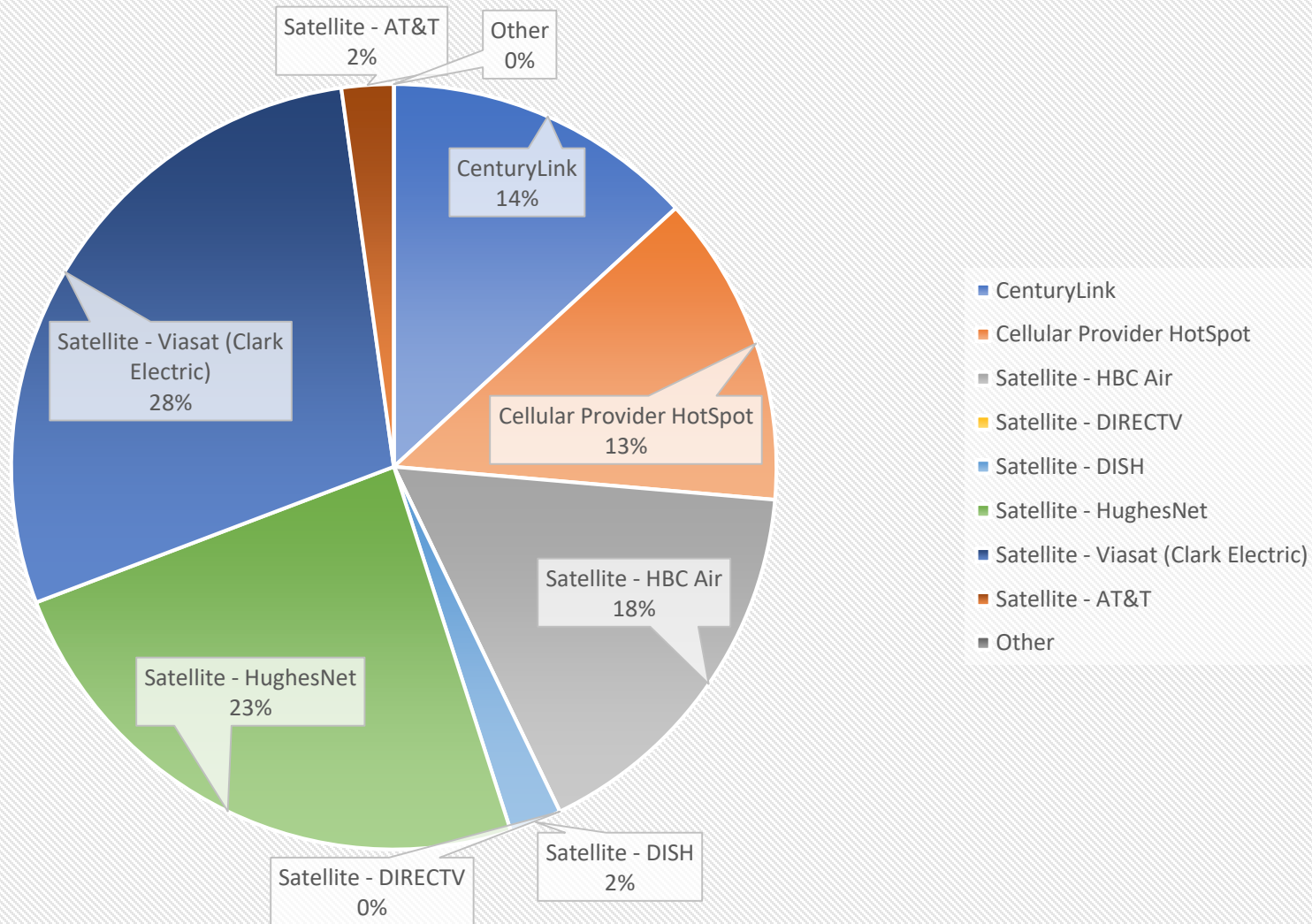
➤ Of the 124 surveys that were returned, 111 people completed this question. 93% of those surveyed stated reliable internet is: Very Important, Fairly Important, or Important.

## HOW IMPORTANT IS FAST AND RELIABLE INTERNET?



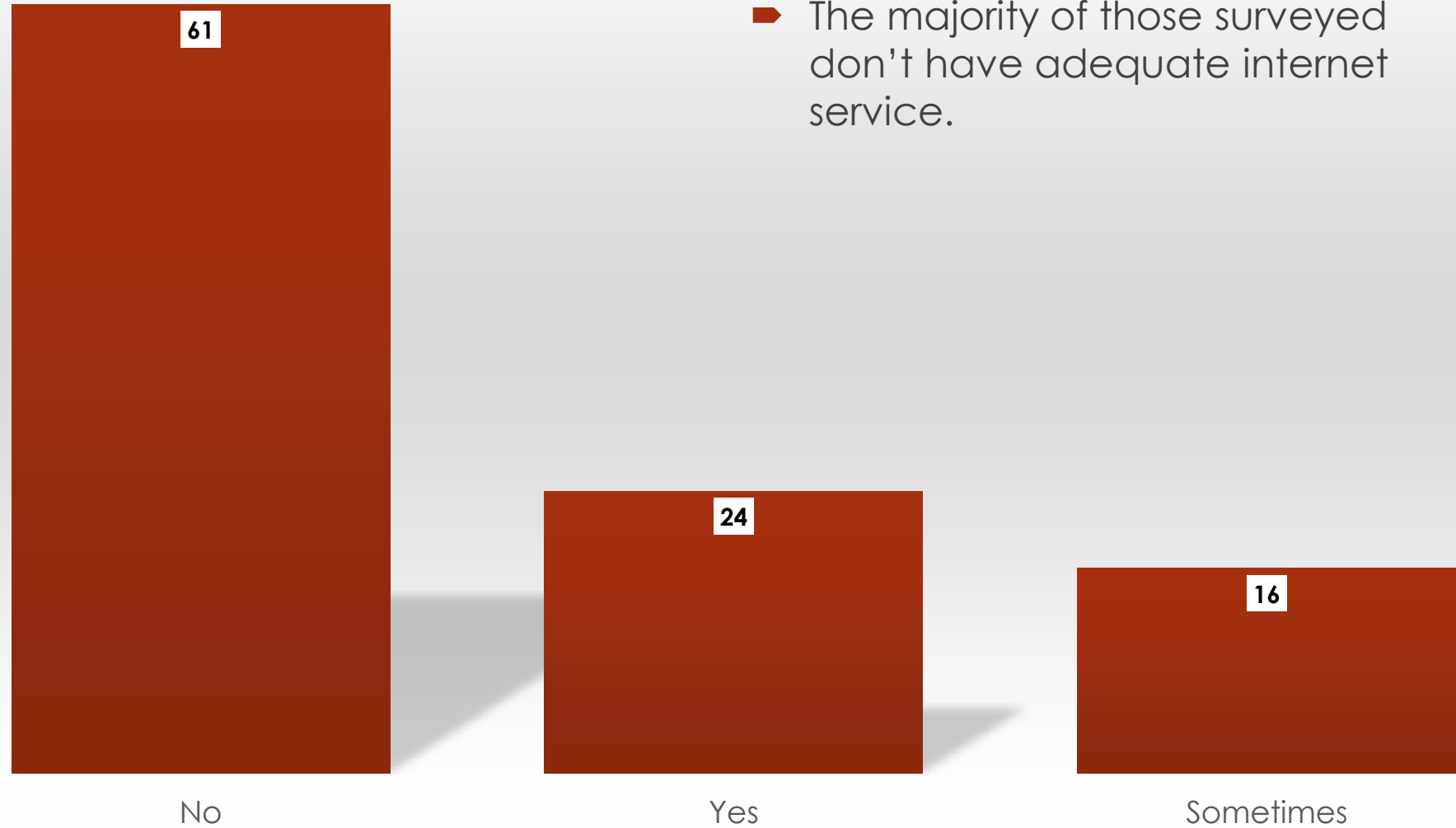
# Current Internet Providers

Who provides your home internet?



Although there are choices in our area for internet services, there are no Providers that offer high speed internet to all addresses. Only 17 addresses are utilizing HBC air.

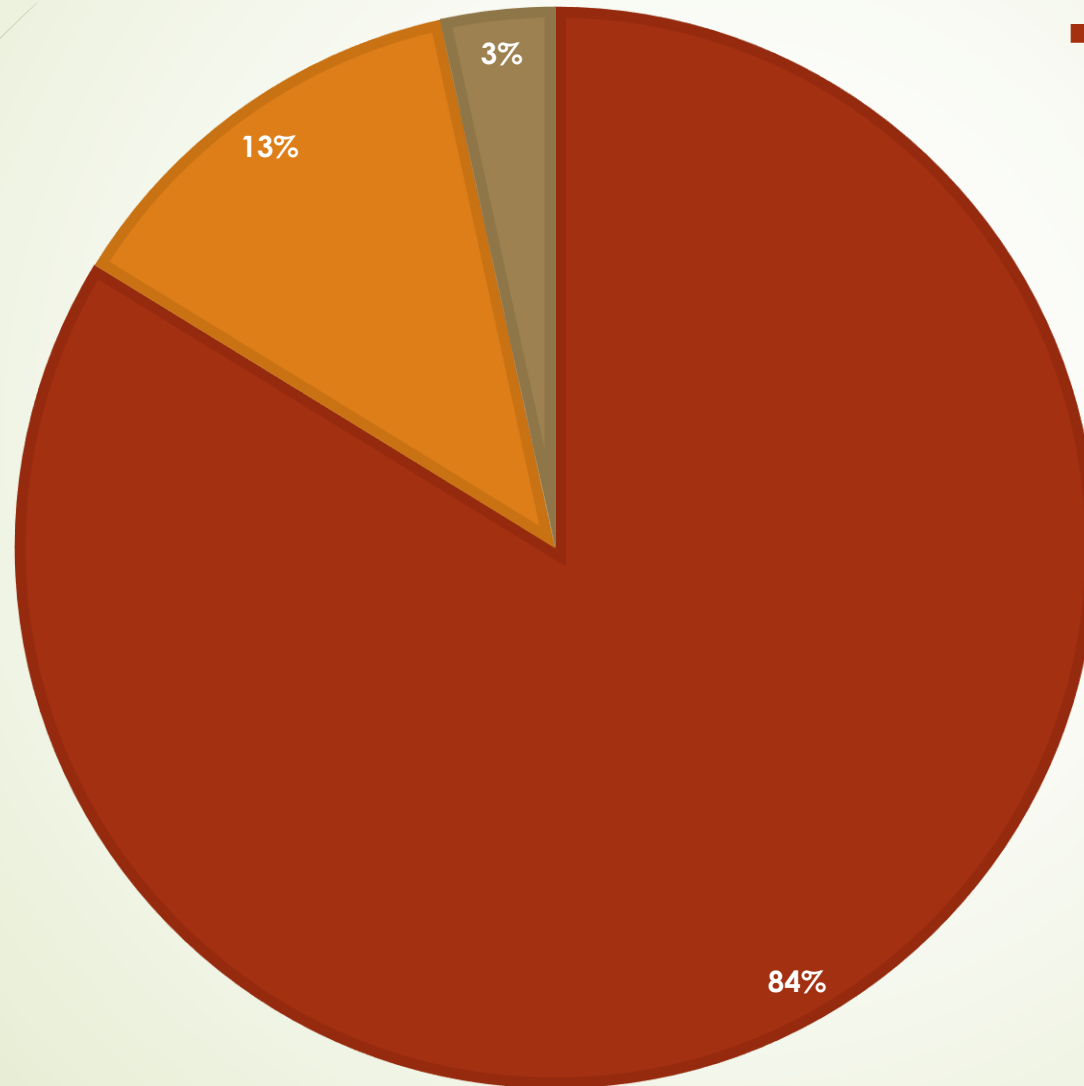
## Is the service you receive adequate?



- The majority of those surveyed don't have adequate internet service.

## WOULD YOU SIGN UP FOR HIGH SPEED FIBER OPTIC SERVICE?

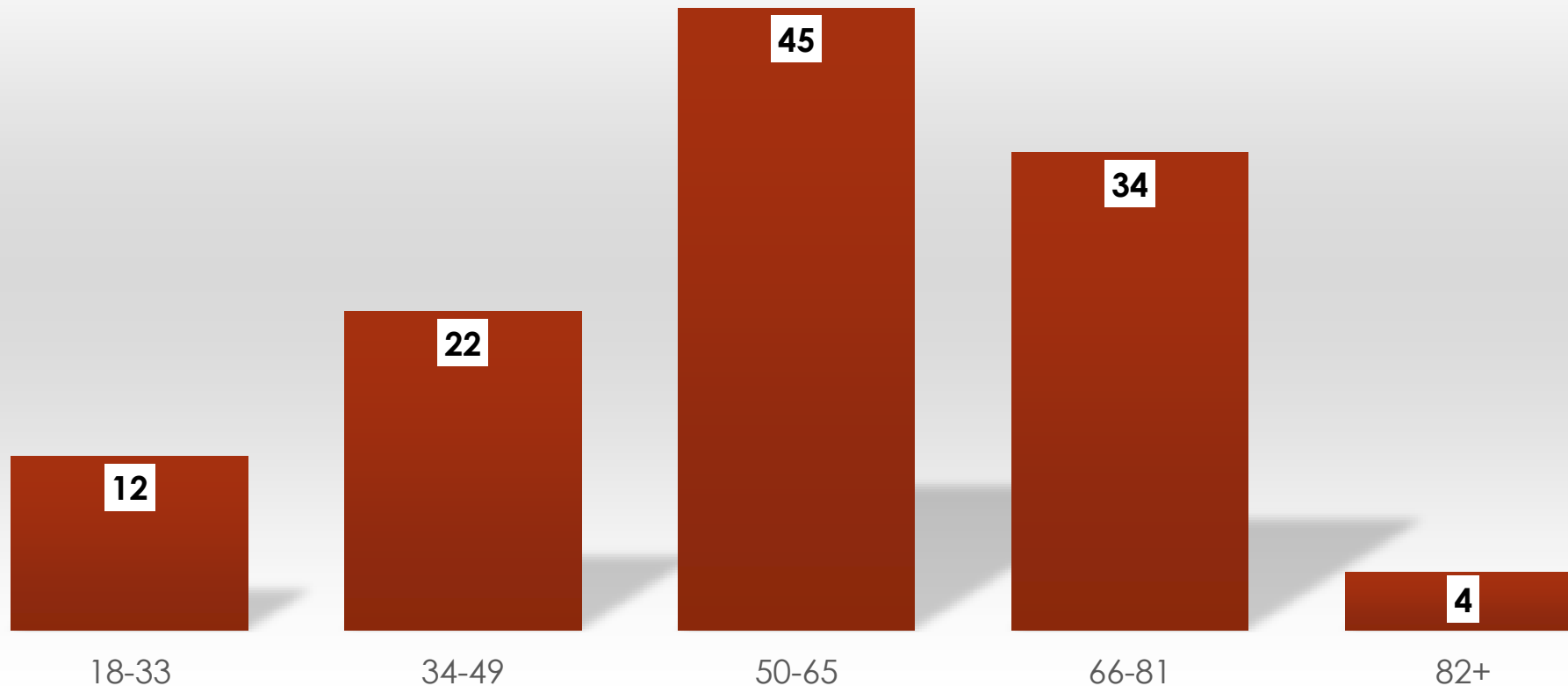
■ Yes ■ No ■ Maybe



- The majority of township residents report they will sign up for high speed internet when available. Only 3% of those surveyed indicated they would not sign up for high speed fiber optic service.

# Median age of township residents

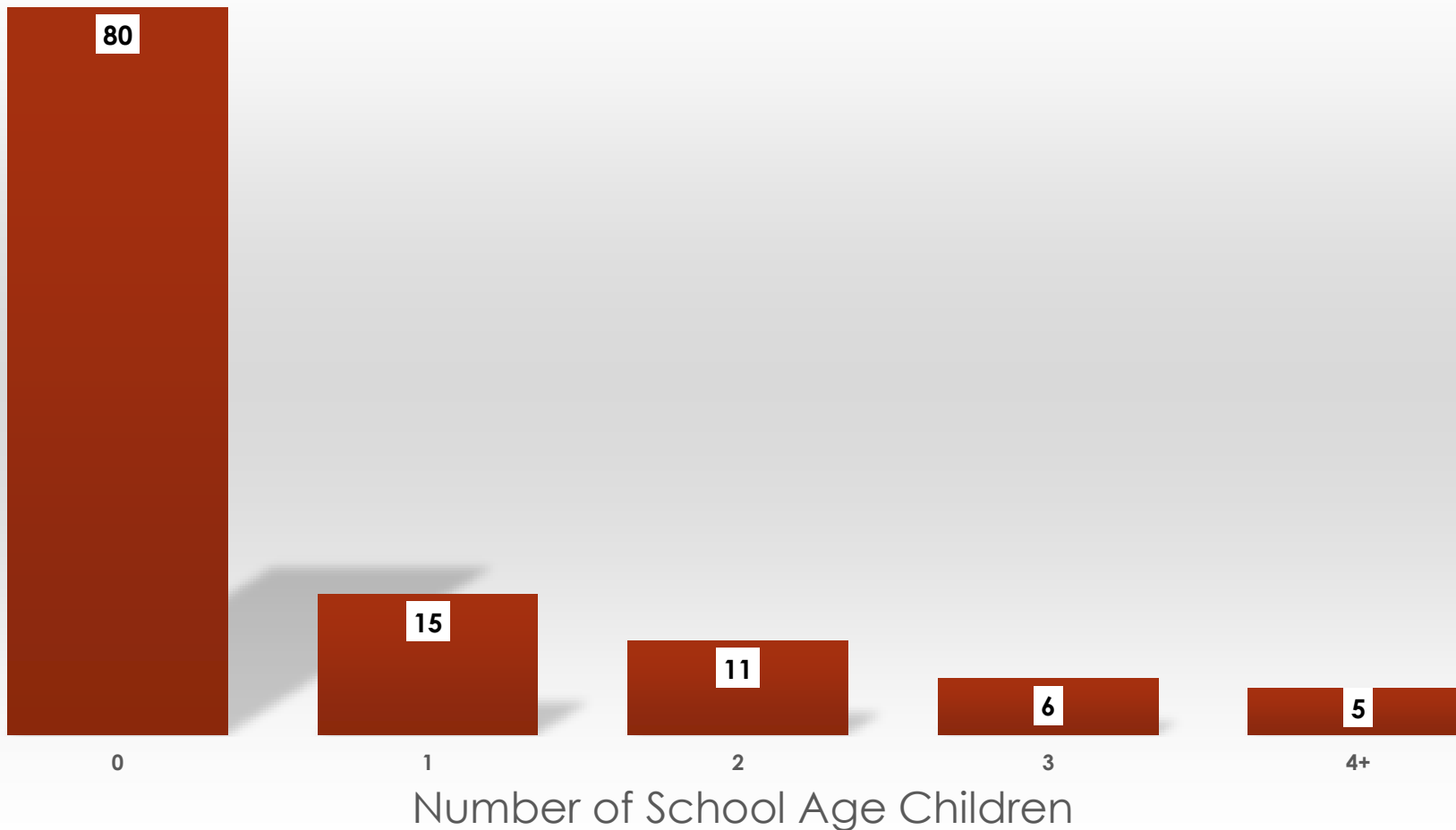
Age of oldest adult



- ▶ The township is comprised of a broad mix of age groups all calling for high speed internet as it has become essential in our everyday lives regardless of age.



# Paving the way for the future



- There is a large number of respondents (80) that do not have any school age children. Without high speed internet, attracting families to the township of Cross is a major detraction.

# Summary

- ▶ The response to the survey was outstanding - 70% return rate – thank you!
- ▶ The Township of Cross Board has motioned in support of the Committee taking the next steps.
  - ▶ Reference minutes from the 12/21/20 board meeting <https://townofcross.com/agendas-minutes/>
- ▶ The information from the survey will be used for future steps:
  - ▶ Sharing with potential Providers of broadband offerings.
  - ▶ Obtaining quotes outlining development plans and costs.
  - ▶ Obtain funding and applying for grants.
- ▶ An overwhelming amount of residents define current state internet offerings as undesirable, it's simply too slow! Some examples from the Survey are as follows:
  - ▶ Students cannot stay connected to a virtual lesson plan, employed residents cannot efficiently work from home, streaming video is constantly paused if capable at all.
- ▶ There is currently only one Provider that offers high speed internet to our area (HBC), however, it is an air signal that can only be obtained if your residence is within line of sight of the HBC equipment. This only equates to 17 respondents. Again, there are no Providers that offer high speed internet to the majority of the town of Cross residents.
- ▶ The majority of residents would sign up with a Provider of high speed internet.
- ▶ The future state of high speed reliable internet has become a table stake and we must take the next steps to ensure the township of Cross has exhausted all avenues to obtain high speed internet services.