

Internet Survey Report

City Council Meeting
July 13, 2022



Count of Responses by Date and Status

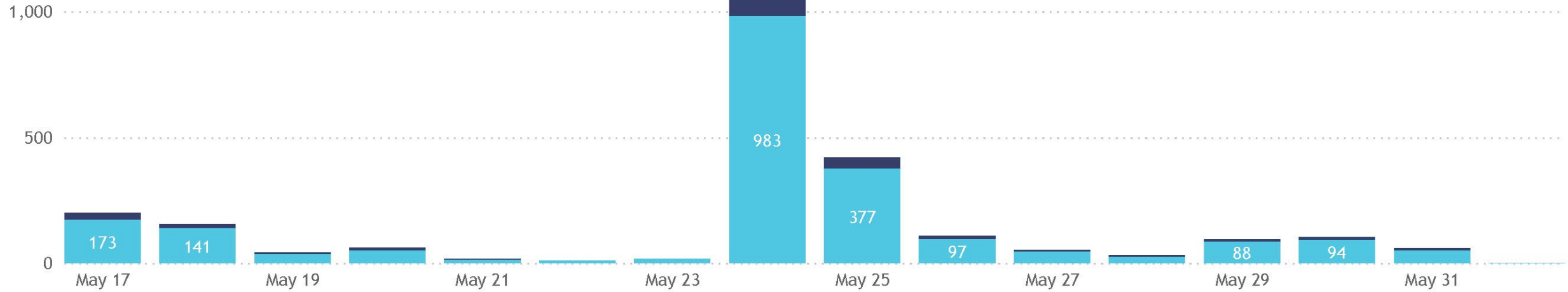
Status ● Complete ● Partial

2211

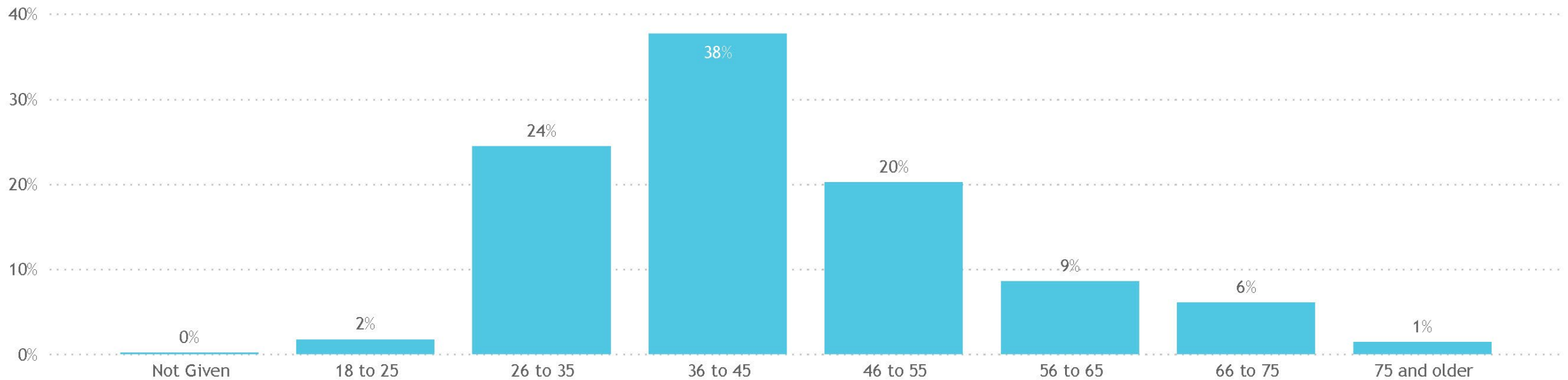
Complete Responses

218

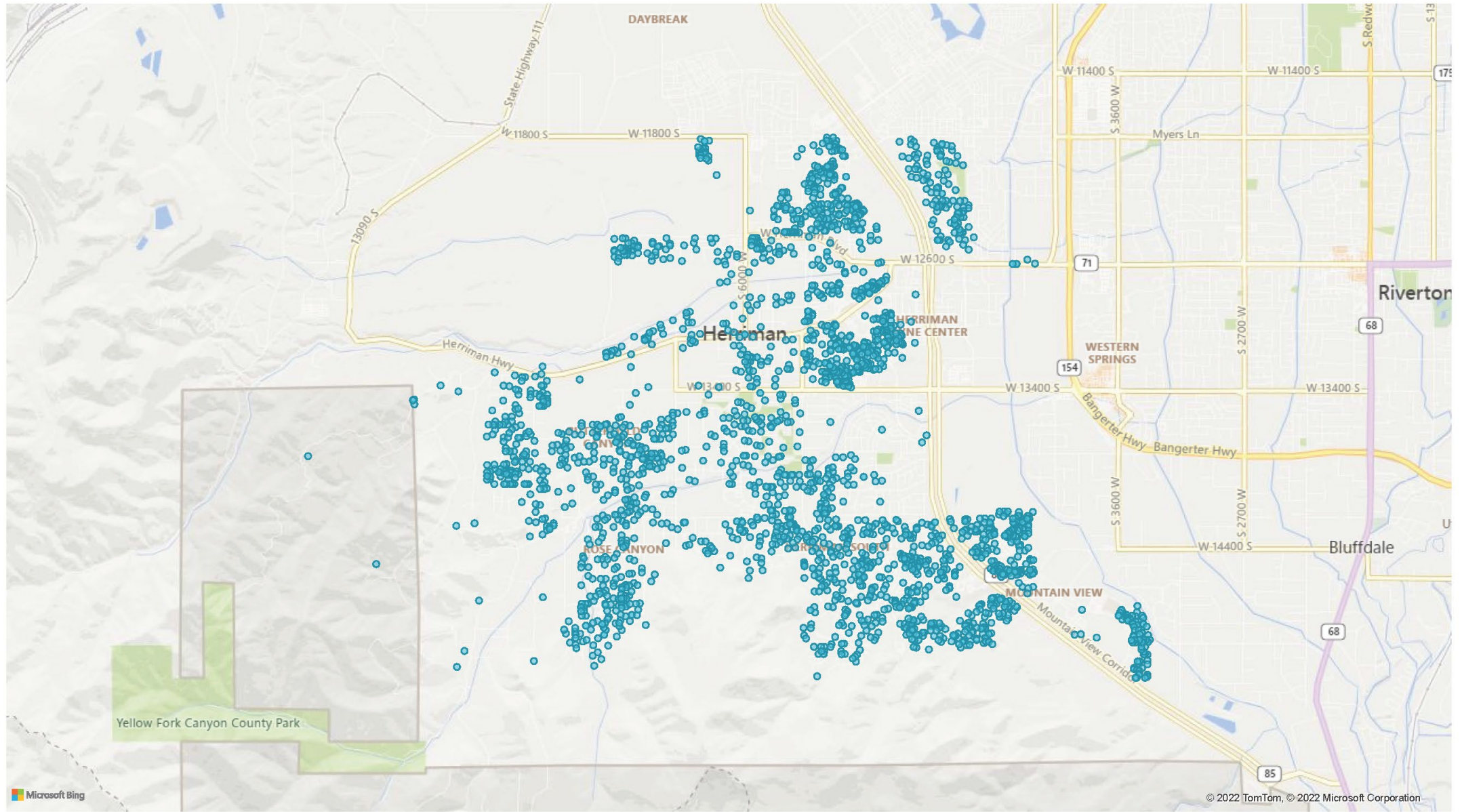
Partial Responses



Responses by Age Group



Geographic Distribution or Responses

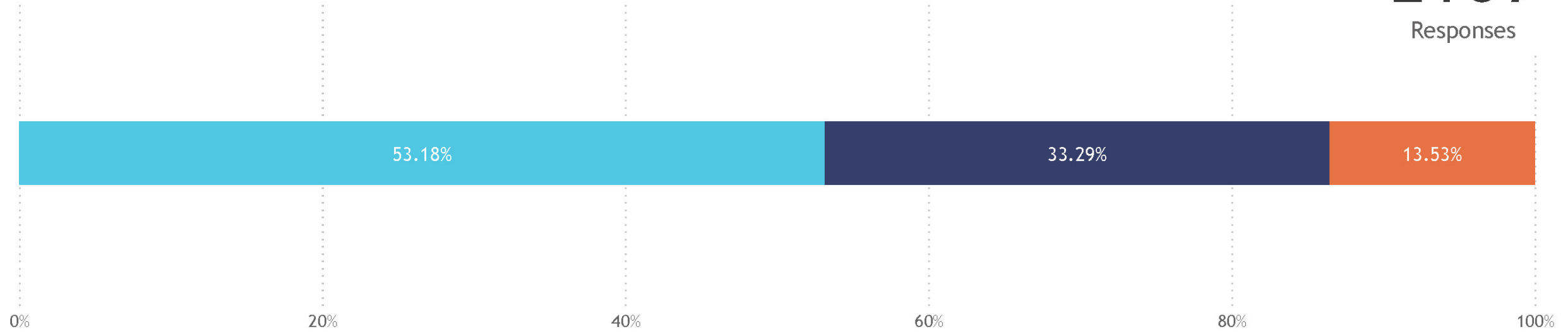


Do you use the internet to work from home?

● Yes, full time ● Yes, part time ● No

2187

Responses

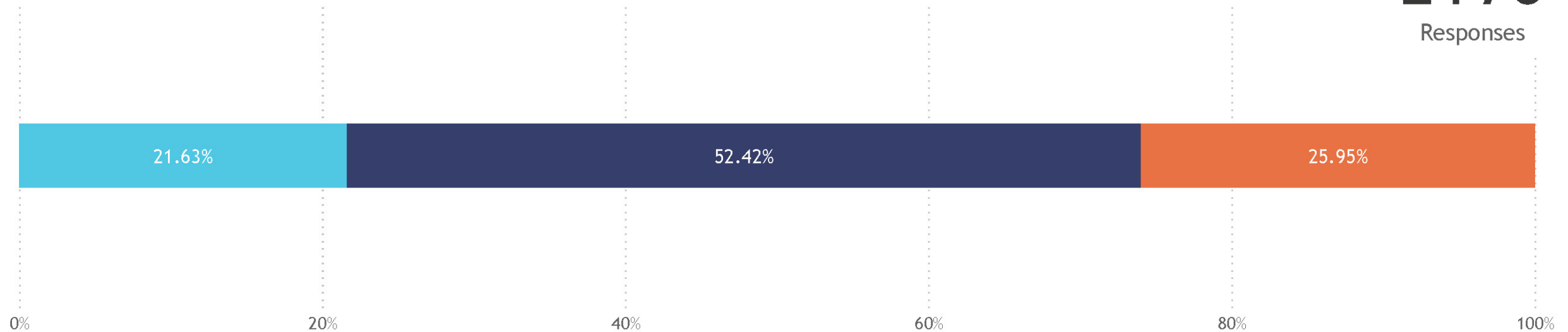


Do you use the internet to learn or do school work from home?

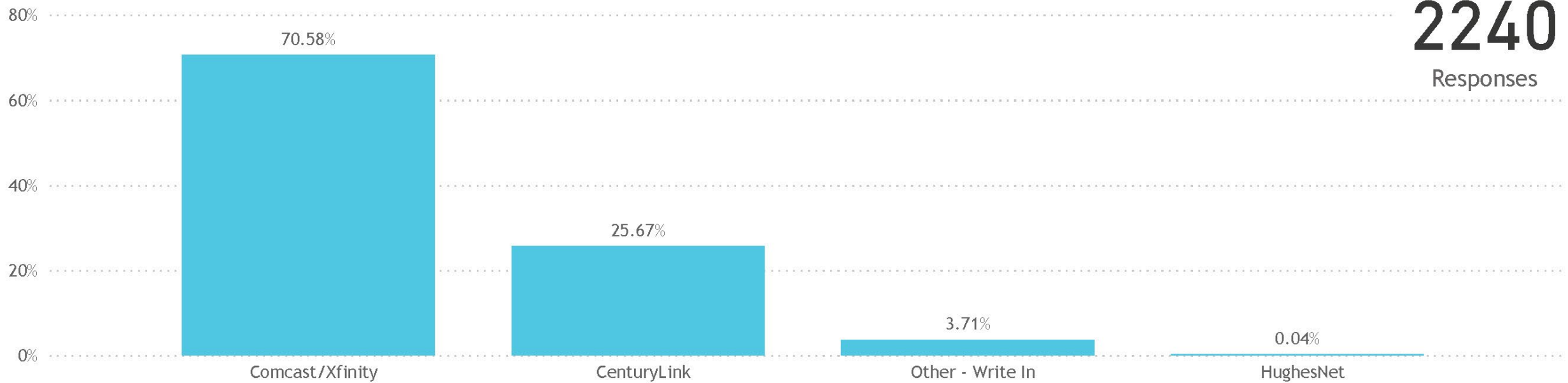
● Yes, full time ● Yes, part time ● No

2173

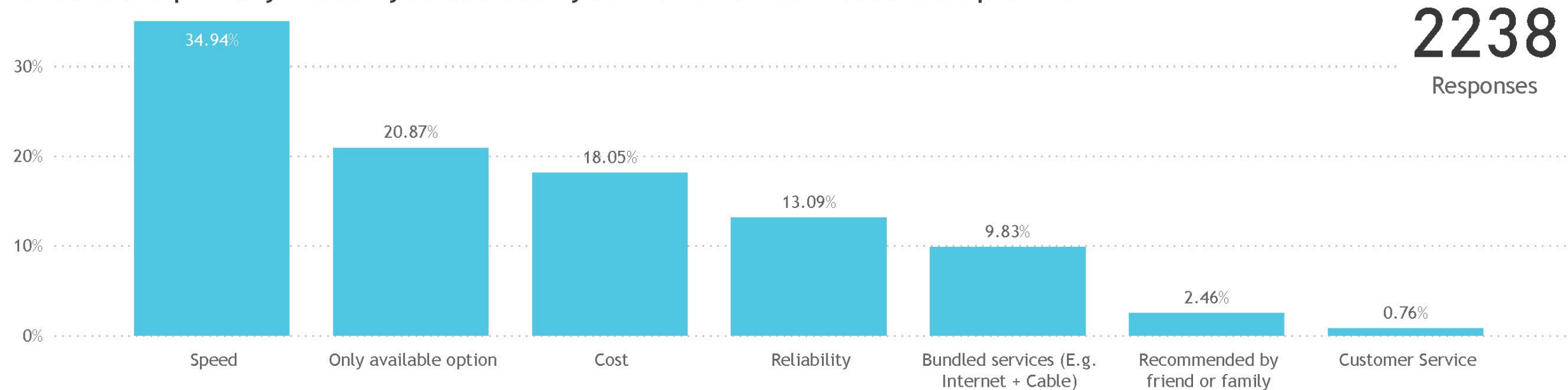
Responses



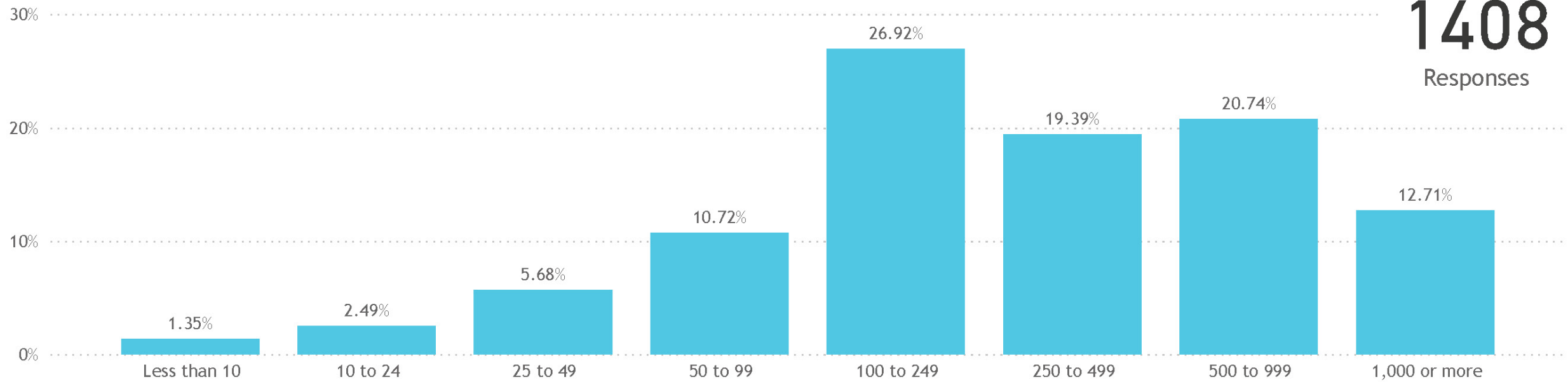
Who is your current internet service provider?



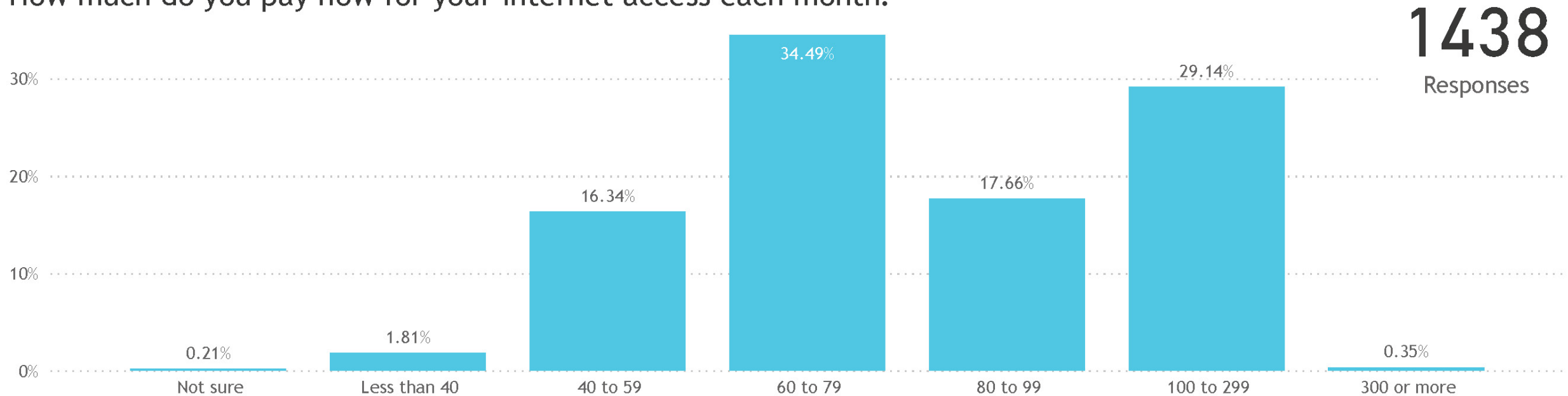
What is the primary reason you selected your current internet service provider?



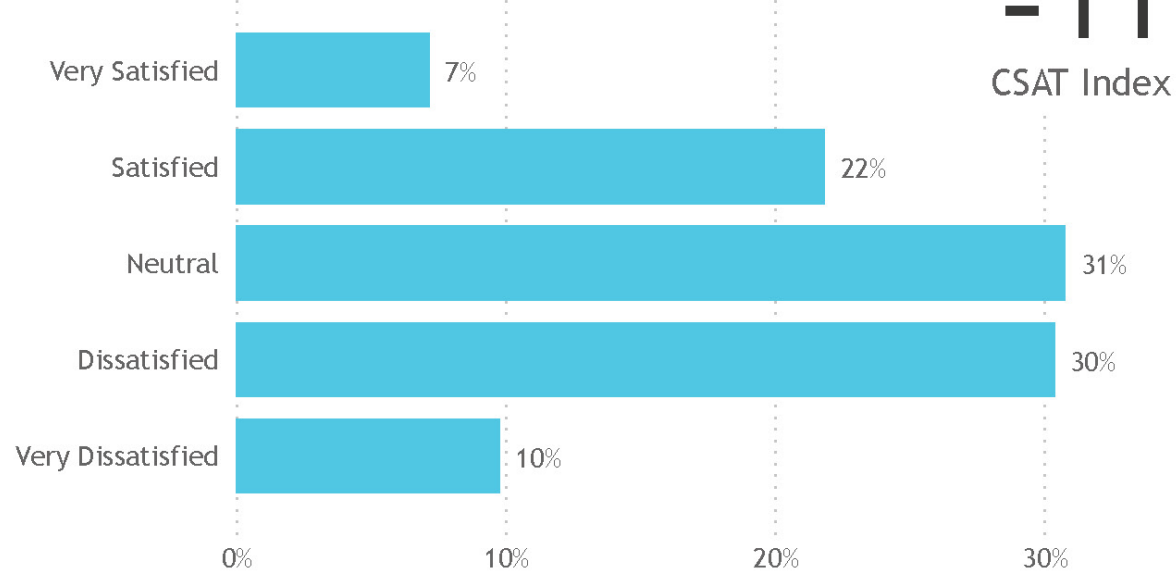
What is the download speed of your internet connection, in megabits per second (Mbps)?



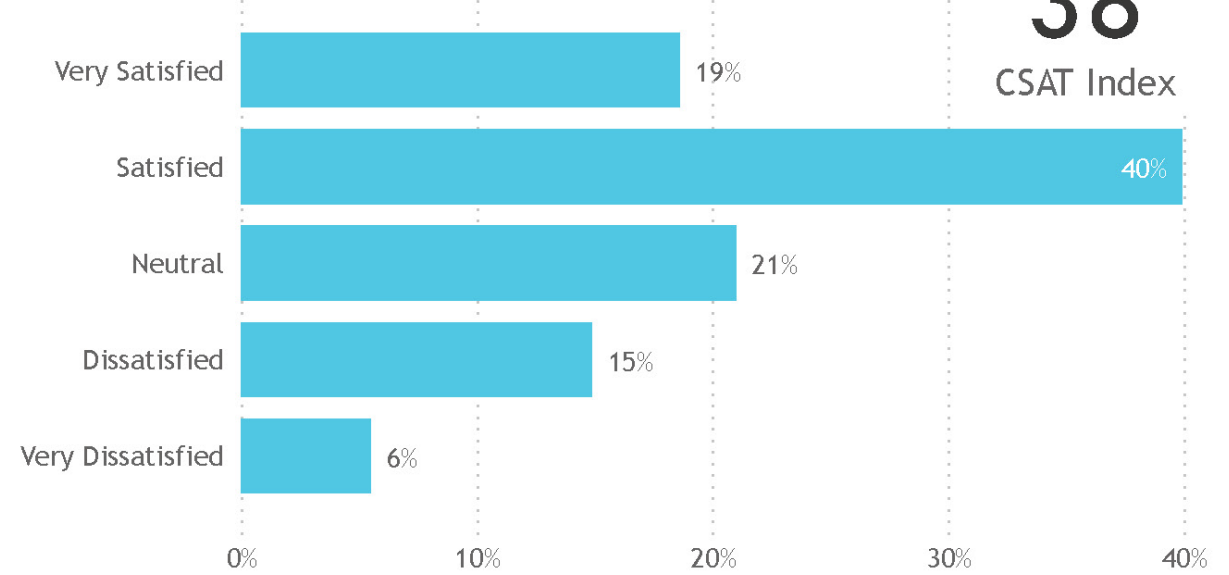
How much do you pay now for your internet access each month?



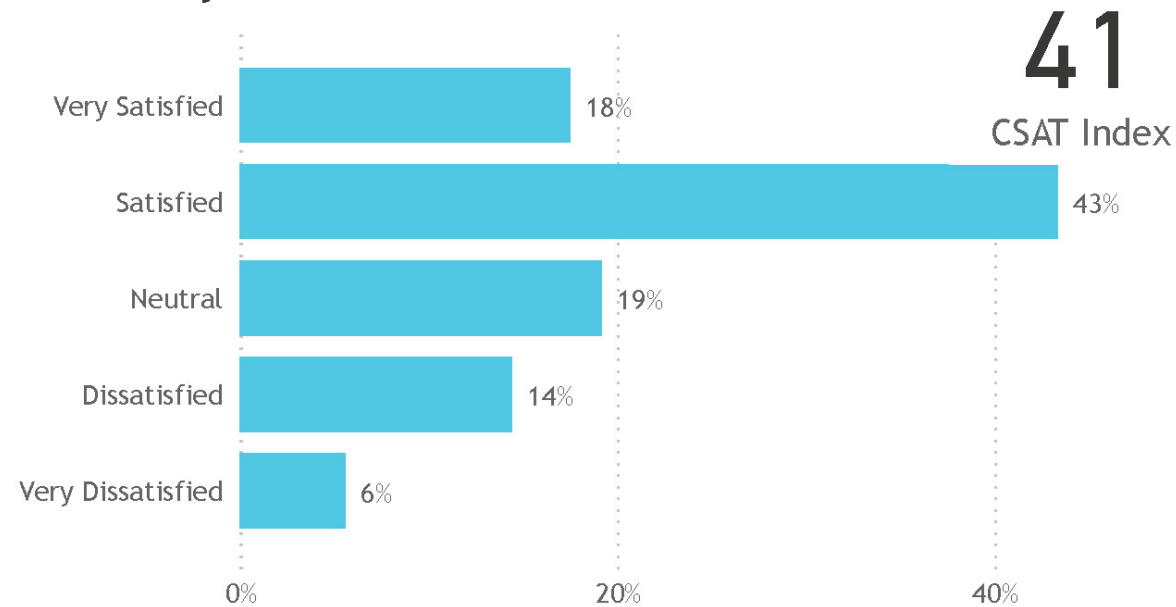
Cost Satisfaction



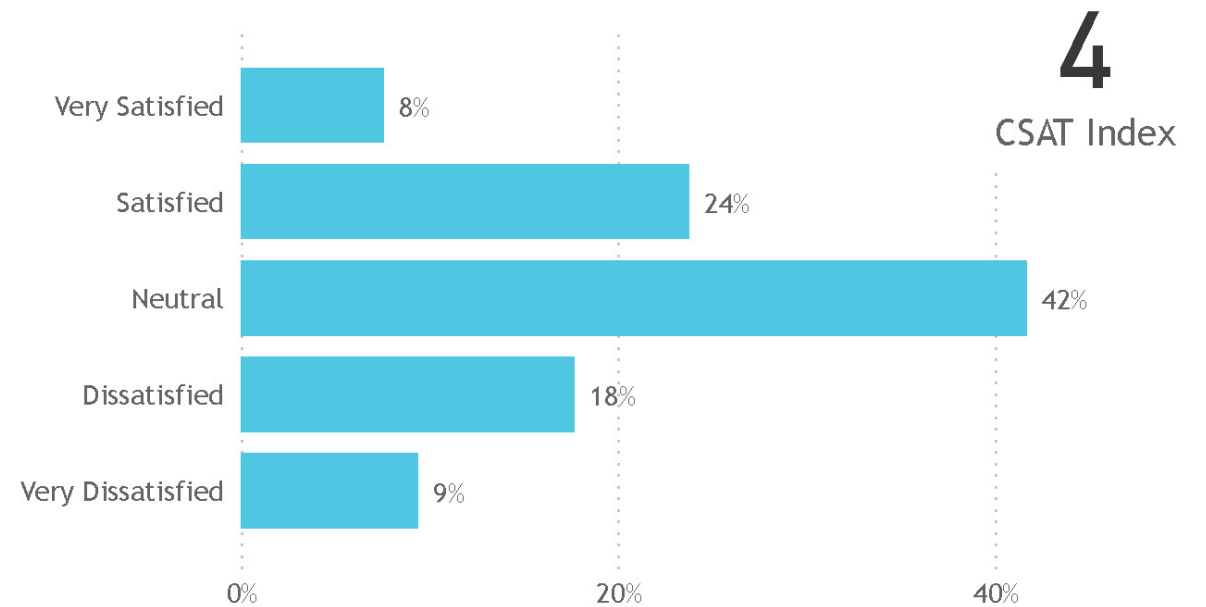
Speed Satisfaction



Reliability Satisfaction

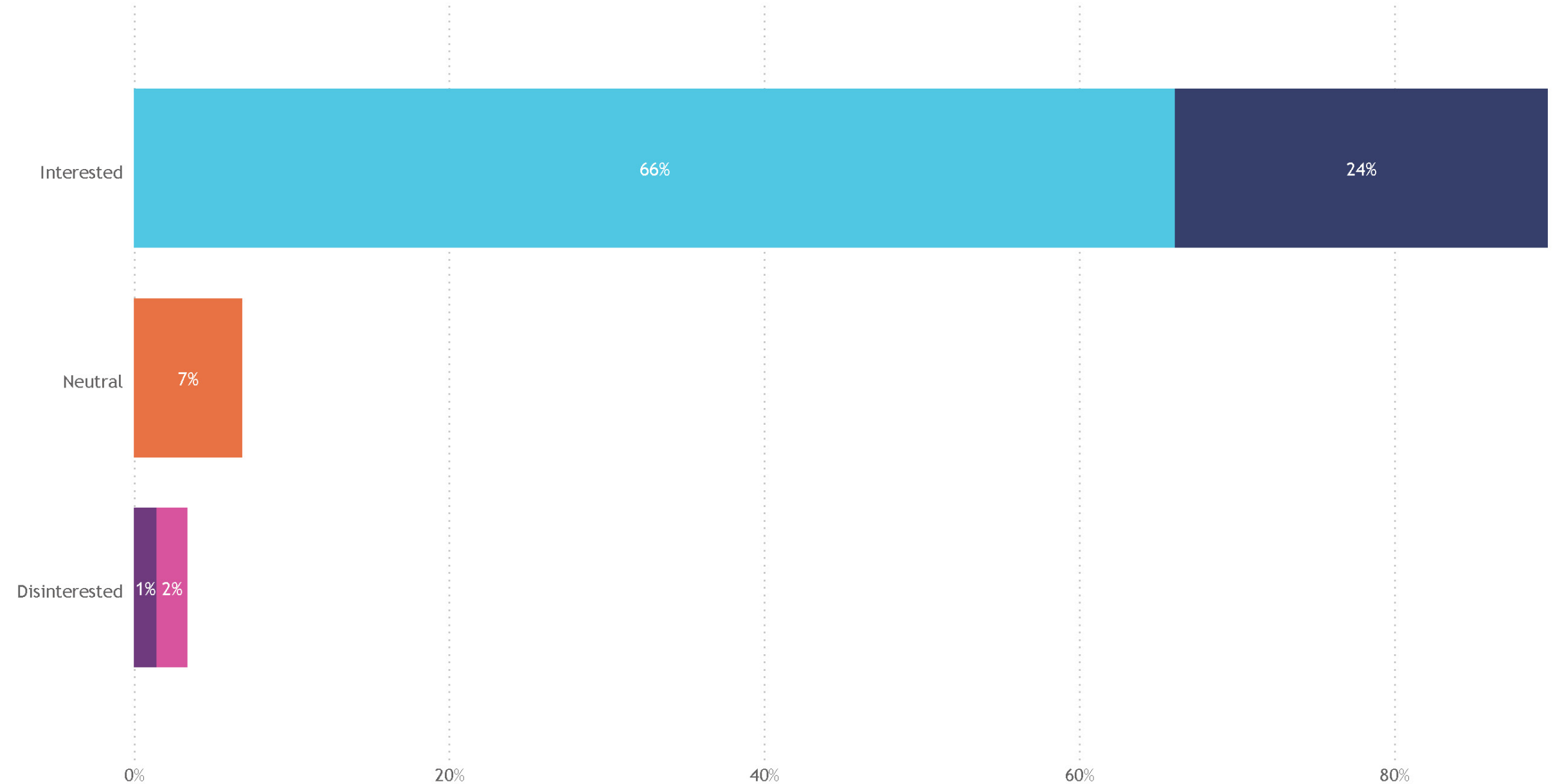


Customer Service Satisfaction



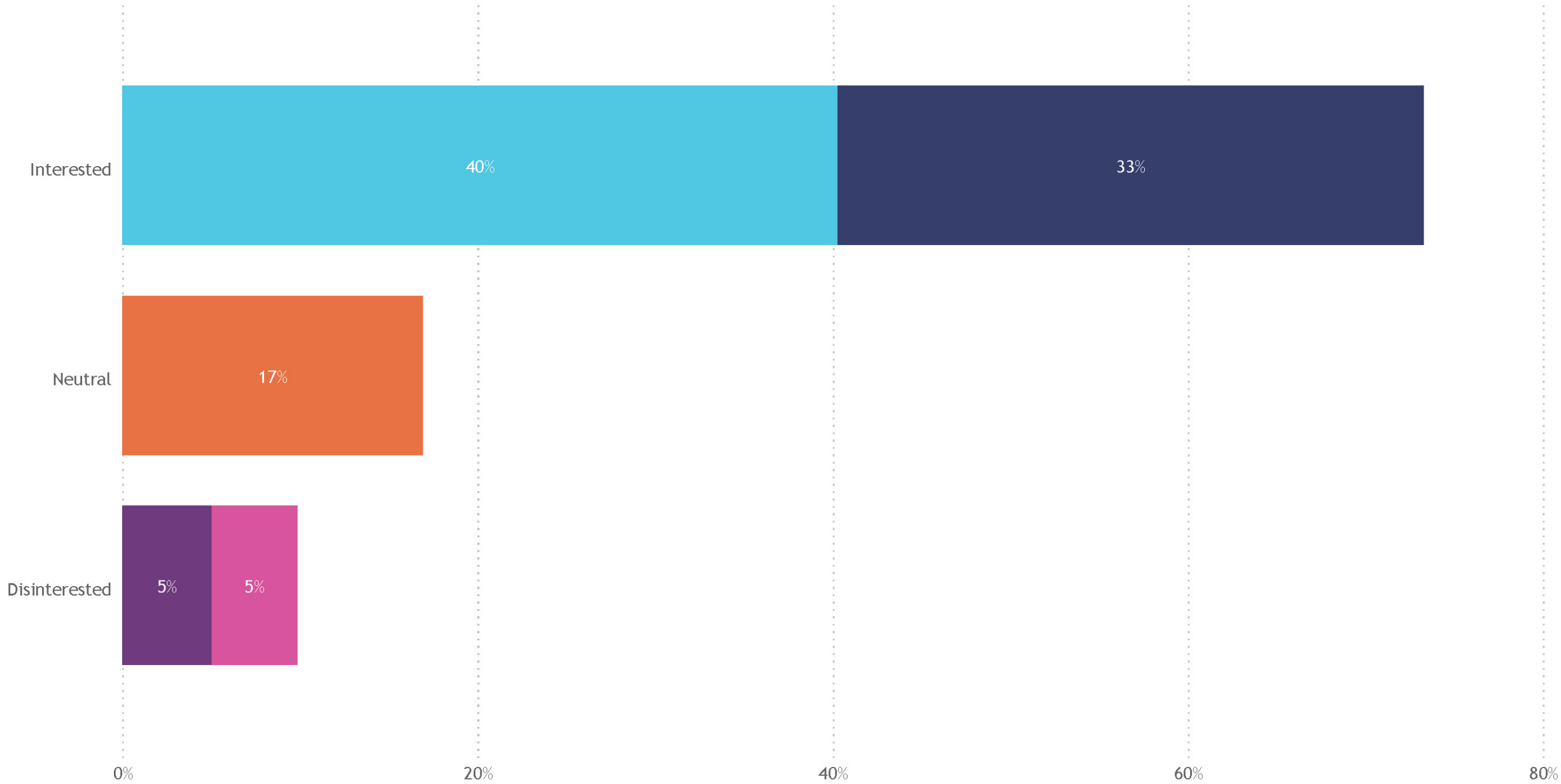
How interested are you in subscribing to internet services on a city owned open access fiber network?

Interest Level ● Very Interested ● Somewhat interested ● Neutral ● Somewhat disinterested ● Extremely disinterested



How interested are you in a utility model open access network that provides ubiquitous internet access?

Interest Level ● Very Interested ● Somewhat interested ● Neutral ● Somewhat disinterested ● Extremely disinterested



Summary of Comments

- The overwhelmingly strong interest in an open access network is reflected in the comments as many understand the critical nature of reliable broadband access.
- Specific details about prices and speeds are desired, among those who indicated interest and those who opposed.
- Among those who indicated disinterest in the project, a lack of understanding around how the project will be funded and that it will actually promote competition and choice.
- Customer education can likely further interest and support.

Supportive Comment Highlights

- Great idea! Would love faster speeds for internet. With many companies going work from home full time, it would allow a lot more residents to open up their job search to more opportunities.
- Full support. This should be the standard for 1st world communities. Anything less is ridiculous.
- In todays society for business, school, and entertainment we need fast and affordable internet service. Our community could only improve with better communication, connectivity, and civic involvement due to better internet accessibility. Comcast has a monopoly on our system and outside competition can only help to provide more reasonable service and cost savings.

Detractor Comment Highlights

- I don't like the idea of city/government controlling internet access. Give us more options from the private sector. Get google to lay fiber lines and let the market compete on prices and service.
- Don't want a city specific internet provider.
- I do not believe internet should be a utility owned by the city or any other municipality. Keep it a free market access.