

## Sibley County / Fairfax Residential Survey Summary

### Total Surveys - 388

1. Do you live in Sibley County or in Renville County?

|          | <u>Number</u> | <u>Percent</u> |
|----------|---------------|----------------|
| Sibley   | 342           | 88%            |
| Renville | 46            | 12%            |

2. What is your zip code?

|                  | <u>Number</u> | <u>Percent</u> |
|------------------|---------------|----------------|
| <u>Renville:</u> |               |                |
| 55332            | 26            | 7%             |
| 55335            | 20            | 5%             |
| <u>Sibley:</u>   |               |                |
| 55307            | 70            | 18%            |
| 55334            | 99            | 26%            |
| 55335            | 22            | 6%             |
| 55338            | 48            | 12%            |
| 55366            | 15            | 4%             |
| 55396            | 43            | 11%            |
| 56044            | 45            | 12%            |

3. What town do you live in?

|                  | <u>Number</u> | <u>Percent</u> |
|------------------|---------------|----------------|
| <u>Renville:</u> |               |                |
| Fairfax          | 46            | 12%            |
| <u>Sibley:</u>   |               |                |
| Arlington        | 61            | 16%            |
| Gaylord          | 97            | 25%            |
| Gibbon           | 22            | 6%             |
| Green Isle       | 43            | 11%            |
| Henderson        | 45            | 12%            |
| Kelso            | 9             | 2%             |
| New Auburn       | 15            | 4%             |
| Washington Lake  | 5             | 1%             |
| Winthrop         | 45            | 12%            |

### High Speed Internet

4. If you have access to the Internet at home, what kind of service do you have?

|                           | <u>Number</u> | <u>Percent</u> |
|---------------------------|---------------|----------------|
| Don't have Internet       | 118           | 30%            |
| Dial-up                   | 6             | 2%             |
| Cable Modem from MediaCom | 96            | 25%            |
| Cable Modem from US Cable | 3             | 1%             |
| DSL from Qwest            | 3             | 1%             |

|                                 |    |     |
|---------------------------------|----|-----|
| DSL from Frontier               | 73 | 19% |
| DSL from Winthrop Telephone     | 10 | 3%  |
| DSL from CenturyLink            | 27 | 7%  |
| Wireless from Verizon/Clearwave | 35 | 9%  |
| Satellite                       | 12 | 3%  |
| No Answer                       | 2  | 1%  |
| Other ( <i>Please list</i> )    | 3  | 1%  |
| • McCloud Power,                |    |     |
| • Midwest wireless              |    |     |
| • All-Tell                      |    |     |

5. If you use dial-up Internet access today, have you considered changing to high-speed Internet access?

|     | <u>Number</u> | <u>Percent</u> |
|-----|---------------|----------------|
| Yes | 6             | 100%           |

6. How much do you pay for Internet service each month?

|                | <u>Number</u> | <u>Percent</u> |
|----------------|---------------|----------------|
| Under \$15     | 3             | 1%             |
| \$15 - \$25    | 18            | 7%             |
| \$25 - \$35    | 71            | 26%            |
| \$35 - \$50    | 98            | 36%            |
| More than \$50 | 36            | 13%            |
| Bundle         | 22            | 8%             |
| Don't Know     | 21            | 8%             |
| No Answer      | 3             | 1%             |

7. Please rate your Internet service provider regarding the following from 1 to 5, where one is 'extremely dissatisfied' and five is 'extremely satisfied'

Amount of time it takes to get problems fixed

|           | <u>Number</u> | <u>Percent</u> |
|-----------|---------------|----------------|
| 1         | 5             | 2%             |
| 2         | 22            | 8%             |
| 3         | 71            | 26%            |
| 4         | 78            | 29%            |
| 5         | 93            | 34%            |
| No Answer | 3             | 1%             |

Download Speed

|           | <u>Number</u> | <u>Percent</u> |
|-----------|---------------|----------------|
| 1         | 5             | 2%             |
| 2         | 24            | 9%             |
| 3         | 90            | 33%            |
| 4         | 96            | 35%            |
| 5         | 54            | 20%            |
| No Answer | 3             | 1%             |

Upload Speed

|           | <u>Number</u> | <u>Percent</u> |
|-----------|---------------|----------------|
| 1         | 7             | 3%             |
| 2         | 21            | 8%             |
| 3         | 89            | 32%            |
| 4         | 98            | 36%            |
| 5         | 54            | 20%            |
| No Answer | 3             | 1%             |

The value I get compared to the price I pay

|           | <u>Number</u> | <u>Percent</u> |
|-----------|---------------|----------------|
| 1         | 10            | 4%             |
| 2         | 27            | 10%            |
| 3         | 126           | 46%            |
| 4         | 68            | 25%            |
| 5         | 38            | 14%            |
| No Answer | 3             | 1%             |

8. Would you buy high-speed Internet if the local government can help to bring a competitive solution that will bring you faster upload and download speeds at a lower cost?

|       | <u>Number</u> | <u>Percent</u> |
|-------|---------------|----------------|
| Yes   | 250           | 64%            |
| Maybe | 28            | 7%             |
| No    | 110           | 28%            |

### Cable TV

9. Do you currently subscribe to cable TV service?

|     | <u>Number</u> | <u>Percent</u> |
|-----|---------------|----------------|
| Yes | 319           | 82%            |
| No  | 69            | 18%            |

10. If yes, who is Cable TV Provider?

|                | <u>Number</u> | <u>Percent</u> |
|----------------|---------------|----------------|
| Mediacom       | 131           | 41%            |
| US Cable       | 4             | 1%             |
| Satellite Dish | 181           | 57%            |
| Other          | 3             | 1%             |

11. How many televisions are used in your home?

|           | <u>Number</u> | <u>Percent</u> |
|-----------|---------------|----------------|
| 0         | 1             | 0%             |
| 1         | 93            | 24%            |
| 2         | 150           | 39%            |
| 3         | 86            | 22%            |
| 4 or more | 58            | 15%            |

12. How much do you pay for cable TV service each month?

|              | <u>Number</u> | <u>Percent</u> |
|--------------|---------------|----------------|
| \$0          | 67            | 17%            |
| \$15 - \$29  | 14            | 4%             |
| \$30 - \$49  | 59            | 15%            |
| \$50 - \$69  | 115           | 30%            |
| \$70 - \$89  | 56            | 14%            |
| \$90 or more | 33            | 9%             |
| Don't Know   | 24            | 6%             |
| Bundle       | 20            | 5%             |

13. Is it important to you for the cable TV company to have a local business office in the area?

|     | <u>Number</u> | <u>Percent</u> |
|-----|---------------|----------------|
| Yes | 137           | 35%            |
| No  | 251           | 65%            |

14. How important is it to have a cable TV channel with local programming about local schools, local sports events, community organizations, local government and community events?

|                | <u>Number</u> | <u>Percent</u> |
|----------------|---------------|----------------|
| Very Important | 24            | 6%             |
| Important      | 151           | 39%            |
| Not Important  | 200           | 52%            |
| No Opinion     | 13            | 3%             |

15. Would you buy cable TV service if the local government can help bring you better picture quality at a lower cost?

|            | <u>Number</u> | <u>Percent</u> |
|------------|---------------|----------------|
| Yes        | 270           | 70%            |
| Maybe      | 29            | 7%             |
| No         | 87            | 22%            |
| Don't Know | 2             | 1%             |

### **Telephone Service**

16. Who provides your telephone service?

|                    | <u>Number</u> | <u>Percent</u> |
|--------------------|---------------|----------------|
| CenturyLink        | 63            | 16%            |
| Frontier           | 161           | 41%            |
| Mediacom           | 46            | 12%            |
| Qwest              | 84            | 22%            |
| Winthrop Telephone | 30            | 8%             |
| Other              | 4             | 1%             |

17. How much do you pay for telephone service each month?

|                | <u>Number</u> | <u>Percent</u> |
|----------------|---------------|----------------|
| \$15 - \$25    | 89            | 23%            |
| \$25 - \$35    | 119           | 31%            |
| \$35 - \$45    | 62            | 16%            |
| More than \$45 | 97            | 25%            |
| Don't Know     | 21            | 5%             |

18. In the next year, do you plan to drop your land line and use only cellular service?

|            | <u>Number</u> | <u>Percent</u> |
|------------|---------------|----------------|
| Yes        | 17            | 4%             |
| No         | 356           | 92%            |
| Don't Know | 15            | 4%             |

19. Would you buy telephone service if the local government can help bring telephone service at a lower price?

|       | <u>Number</u> | <u>Percent</u> |
|-------|---------------|----------------|
| Yes   | 285           | 73%            |
| Maybe | 27            | 7%             |
| No    | 76            | 20%            |

### Cell Phone Service

20. Do you currently subscribe to cell phone service?

|     | <u>Number</u> | <u>Percent</u> |
|-----|---------------|----------------|
| Yes | 305           | 79%            |
| No  | 83            | 21%            |

21. If yes, who is your cell phone Provider?

|           | <u>Number</u> | <u>Percent</u> |
|-----------|---------------|----------------|
| AllTel    | 12            | 4%             |
| AT&T      | 23            | 8%             |
| Sprint    | 28            | 9%             |
| T-Mobile  | 55            | 18%            |
| Verizon   | 167           | 55%            |
| Other     | 20            | 6%             |
| No Answer | 1             | 0%             |

22. How many cell phones are used in your home?

|           | <u>Number</u> | <u>Percent</u> |
|-----------|---------------|----------------|
| 0         | 83            | 21%            |
| 1         | 80            | 21%            |
| 2         | 134           | 35%            |
| 3         | 68            | 18%            |
| 4 or more | 23            | 6%             |

23. Would you buy cell phone service if the local government can help bring service at a lower price?

|            | <u>Number</u> | <u>Percent</u> |
|------------|---------------|----------------|
| Yes        | 246           | 63%            |
| No         | 125           | 32%            |
| Don't Know | 17            | 4%             |

### General Questions

24. Do you work at home?

|              | <u>Number</u> | <u>Percent</u> |
|--------------|---------------|----------------|
| Occasionally | 29            | 7%             |
| Often        | 12            | 3%             |
| Always       | 5             | 1%             |
| Never        | 342           | 88%            |

25. If you had faster Internet access at home would you work at home more often?

|     | <u>Number</u> | <u>Percent</u> |
|-----|---------------|----------------|
| Yes | 6             | 2%             |
| No  | 382           | 98%            |

26. Should the local governments partner with a commercial provider to offer cable TV, telephone and data service?

|            | <u>Number</u> | <u>Percent</u> |
|------------|---------------|----------------|
| Yes        | 272           | 70%            |
| No         | 61            | 16%            |
| Don't Know | 55            | 14%            |

27. If not, why not?

- Government should not get involved
- Don't use services often
- Don't want anything to do with government
- Likes present providers
- Won't provide good service
- Government needs to focus on government issues
- Government needs to say out of private sector
- Needs more information

28. Should the local governments consider directly offering cable TV, telephone and data service to households and businesses?

|            | <u>Number</u> | <u>Percent</u> |
|------------|---------------|----------------|
| Yes        | 245           | 63%            |
| No         | 89            | 23%            |
| Don't Know | 54            | 14%            |

29. If not, why not?

- Government needs to stay out of private sector
- Government should not be able to run it
- Taxes will increase
- Do not trust government
- Government should not be involved
- Government has too much control
- Government should focus on government issues
- Happy with how things are now
- No need for competition
- Needs more information
- Government will charge more

30. How do feel about the possibility of the local government constructing a fiber network to go to every home and business?

|            | <u>Number</u> | <u>Percent</u> |
|------------|---------------|----------------|
| For it     | 260           | 67%            |
| Against it | 56            | 14%            |
| Don't know | 72            | 19%            |