

# Scandia Internet Survey Results



OCTOBER 18, 2019

# Background

In January of 2016, the Federal Communications Commission adopted the definition of “unserved”. Unserved means having no access to the internet or, having access to services with download speeds of less than 25 Mbps and upload speeds of less than 3 Mbps. A very large portion of Scandia is considered “unserved”.

On social media posts, some residents have expressed frustration over very slow speeds (less than 3 Mbps). Additionally, concerns have been raised about the cost and quality of service from some of the Internet Service Providers in Scandia. Results from the Comprehensive Plan also indicate portions of the City have no access the internet.

# Background

Lack of reliable and affordable internet service is a very real concern in Scandia!

So, in February of 2018, a group of neighbors in Scandia formed an Internet Focus Group. With support from the Economic Development Authority, they are exploring internet services in our community. The Focus Group launched a community survey this summer with help from the Blandin Foundation.

The following slides present the findings from that survey.

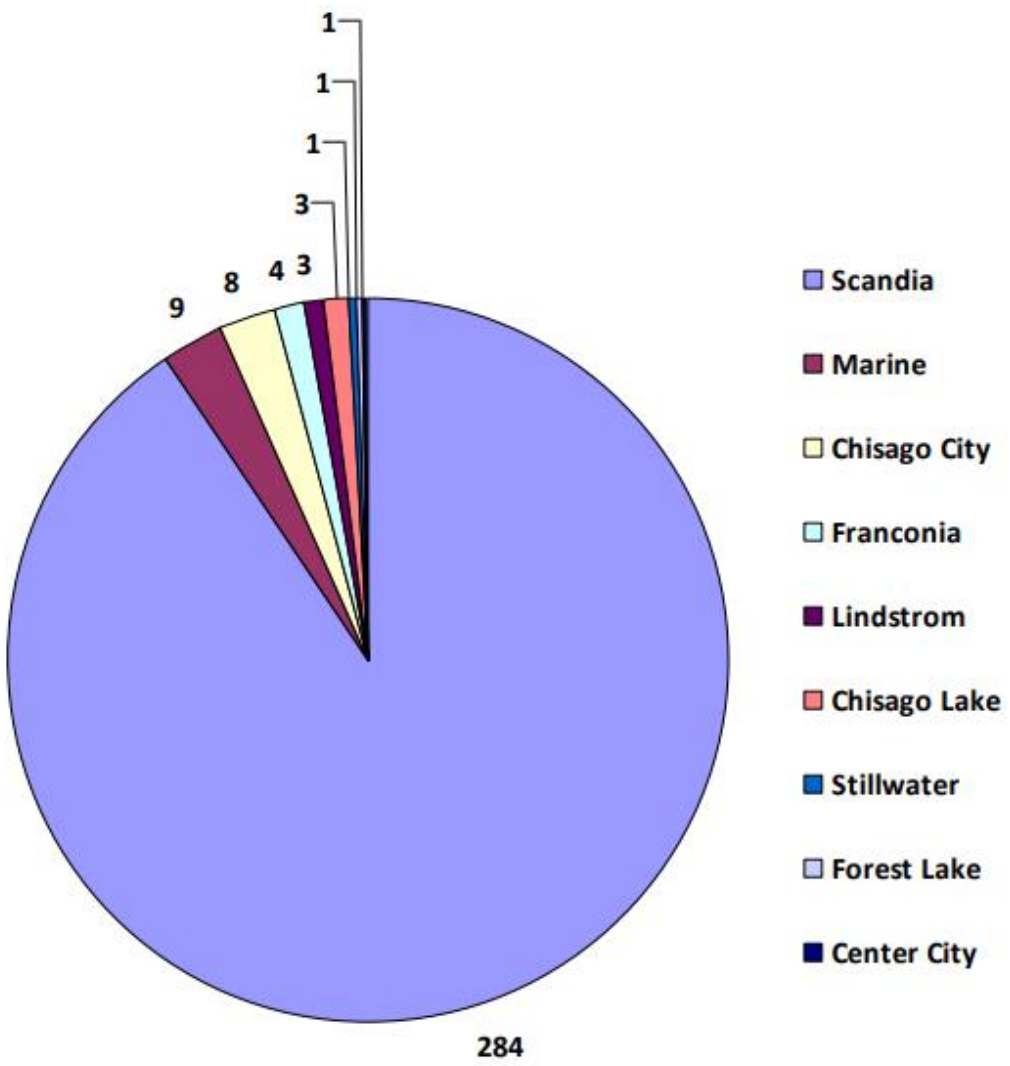
# Process Description

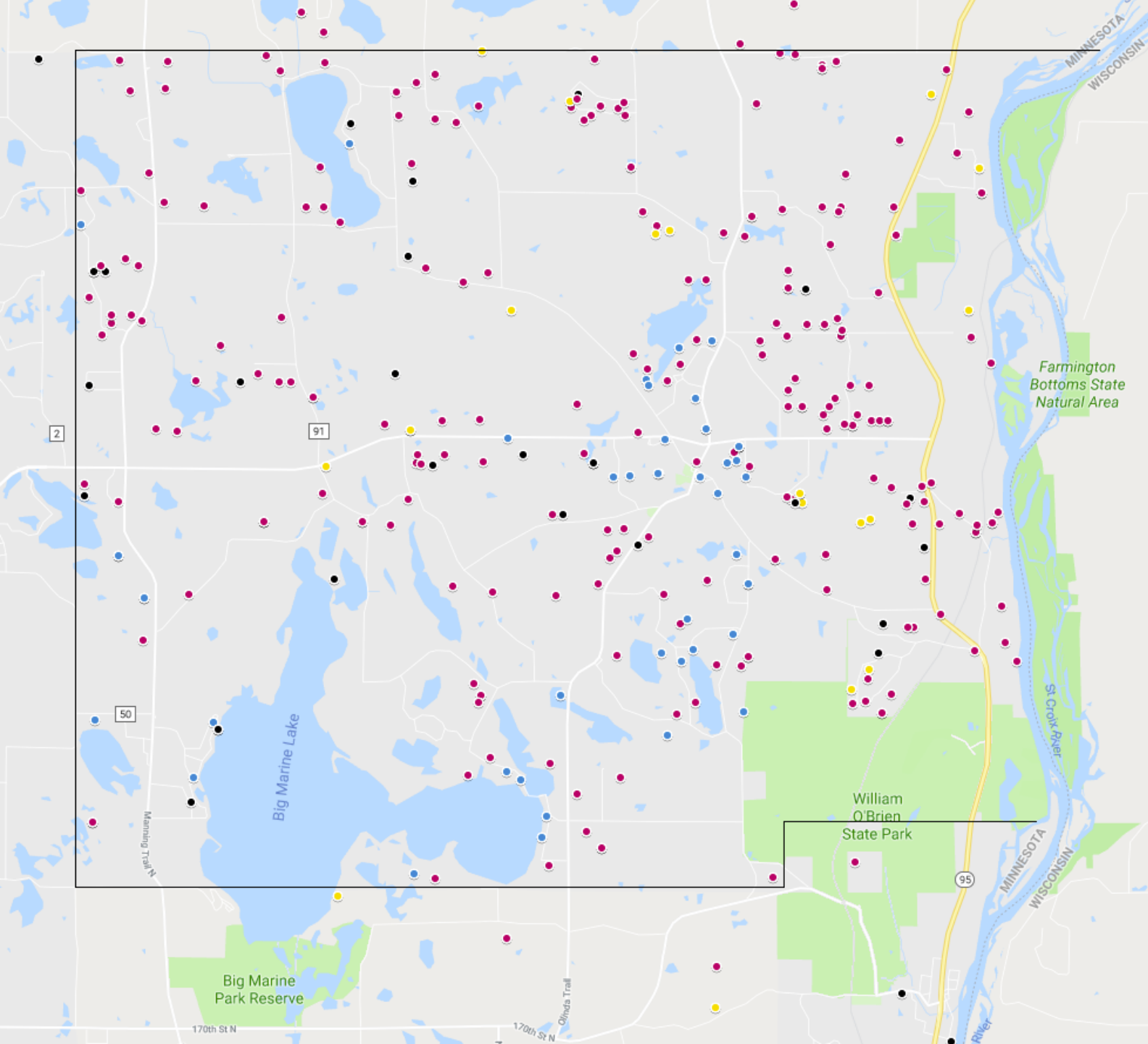
- ▶ Survey questions were drafted by the Internet Focus Group.
- ▶ The survey was published on July 25, 2018 using Survey Monkey by the Blandin Foundation.
- ▶ A link to the survey was posted on ScandiaInternet.com and City websites, Scandia NextDoor, Scandia Then and Now Facebook site, and in articles in Country Messenger and City Newsletter.
- ▶ Lawn signs were placed around town publicizing the ScandiaInternet.com website.
- ▶ The Focus Group occupied a booth at Taco Daze handing out paper copies of the survey and encouraging residents to complete the survey.

# Process Description

- ▶ The survey was taken down on September 15, 2018.
- ▶ Routine data transformation and cleansing was completed.
- ▶ The transformation and cleansing processes were reviewed on September 26, 2018.
- ▶ Results were unveiled at the October EDA Breakfast meeting.
  
- ▶ Response Volumes:
  - ▶ 284 Surveys from Scandia addresses
  - ▶ 30 Surveys from Non-Scandia addresses

# Who Responded?

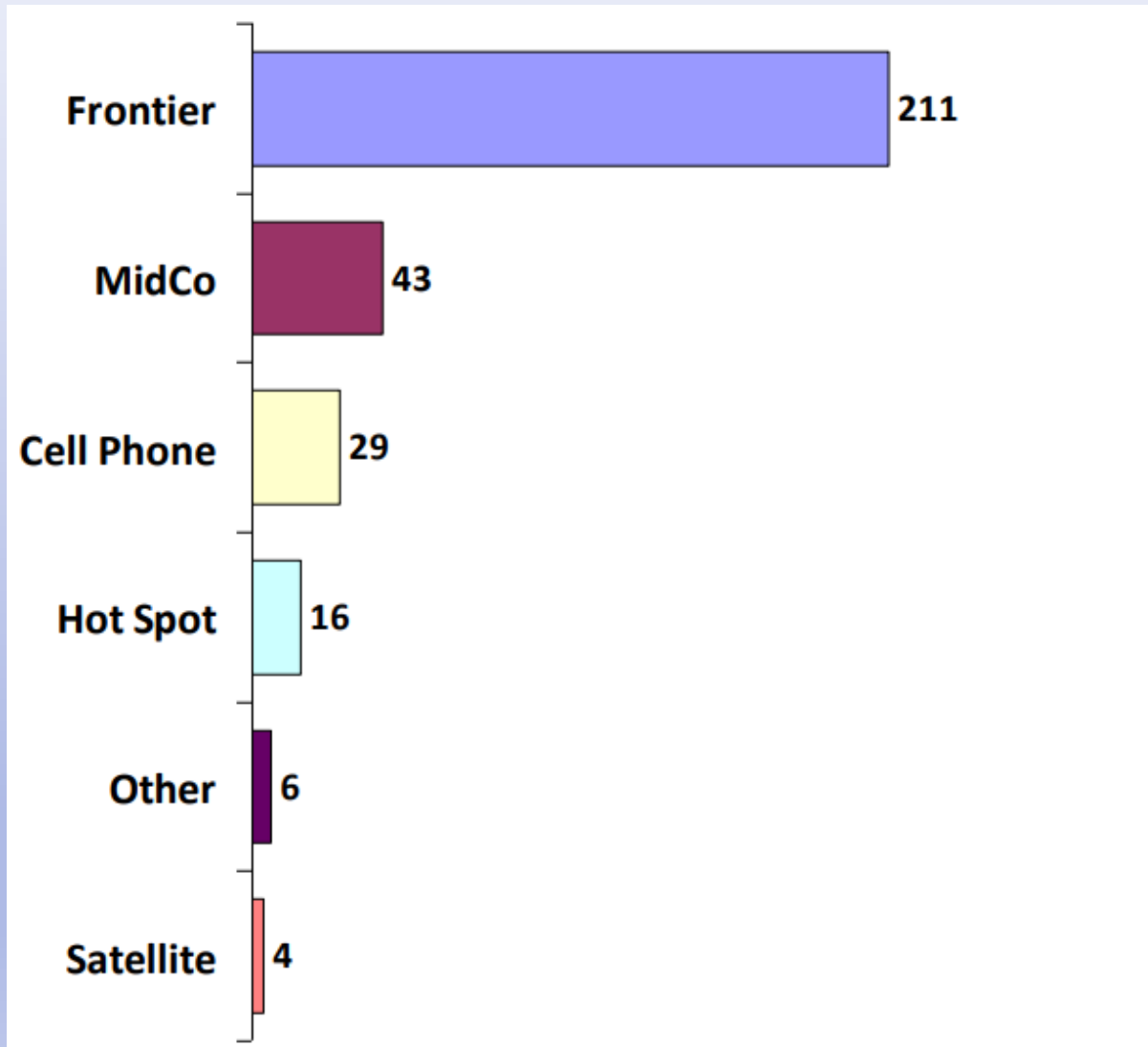




### Color Key

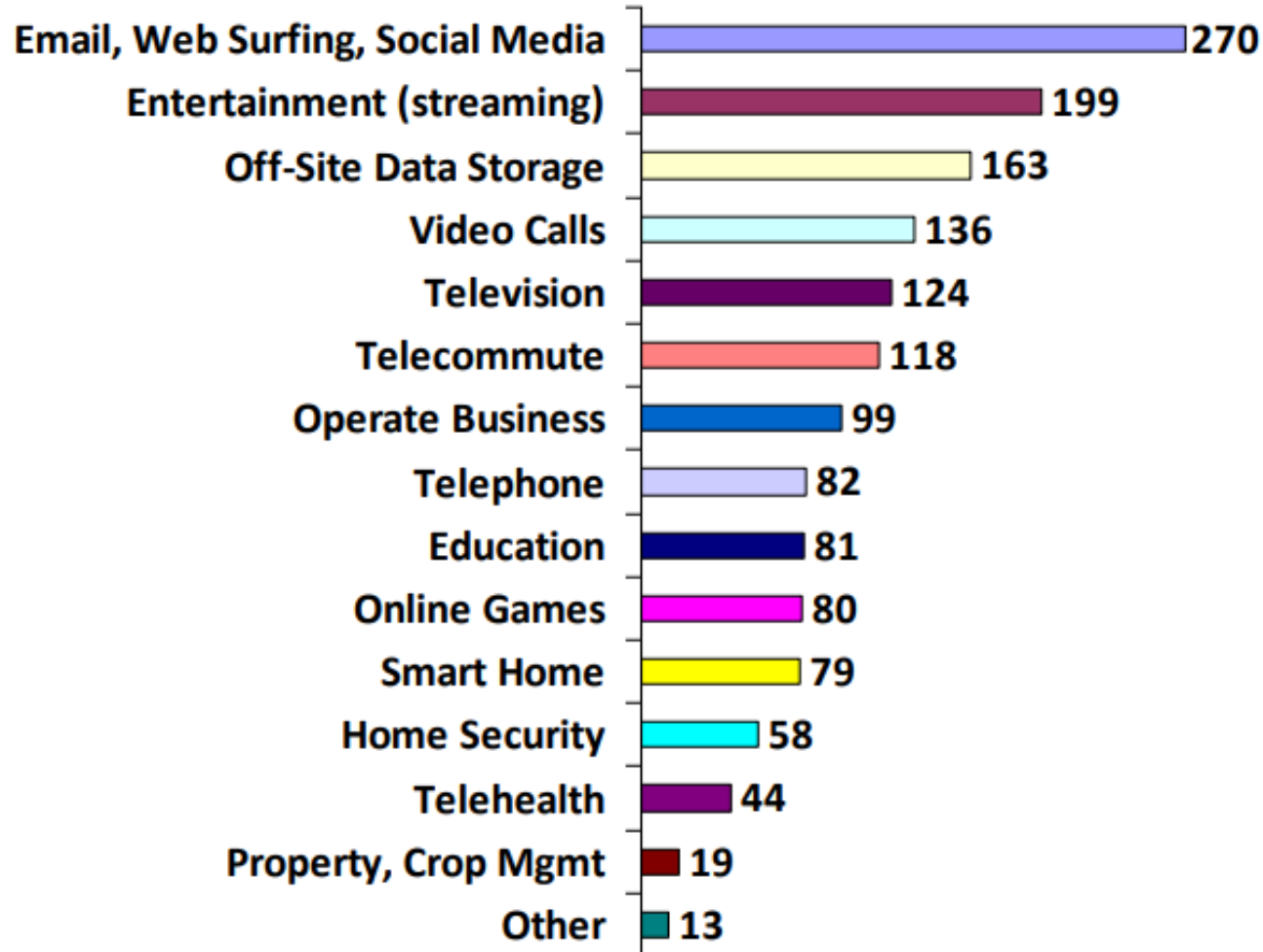
- Frontier
- MidCo
- Other
- None

# Internet Providers

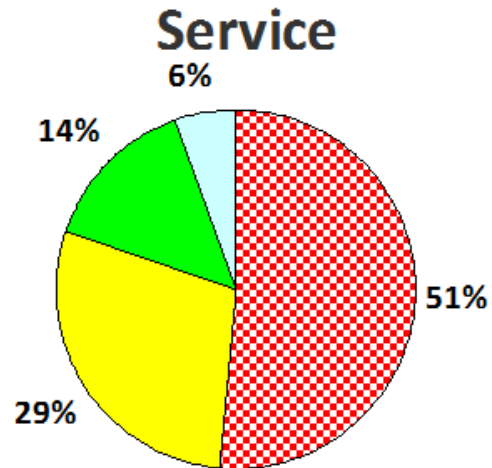
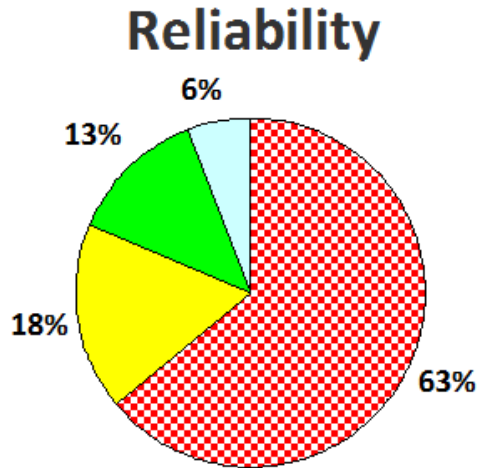
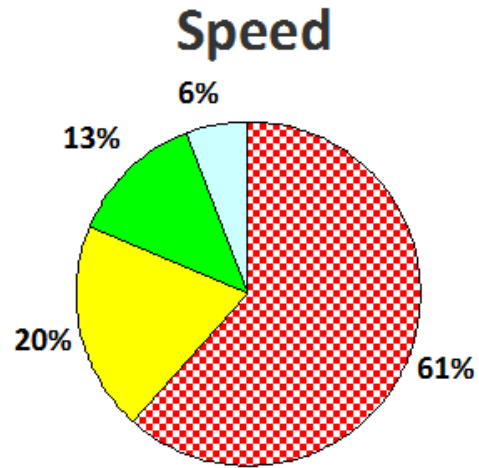
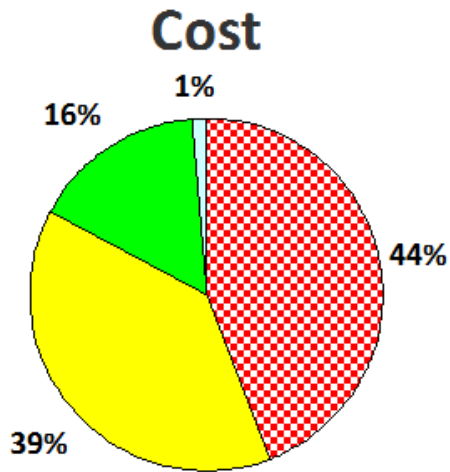




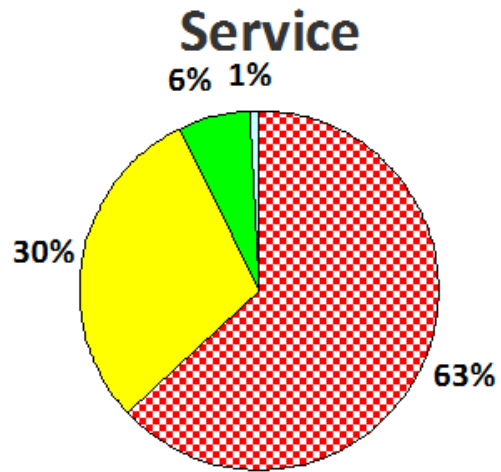
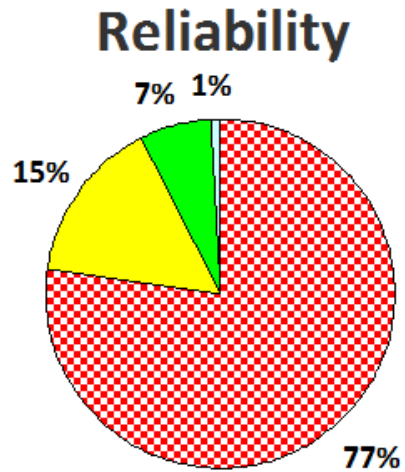
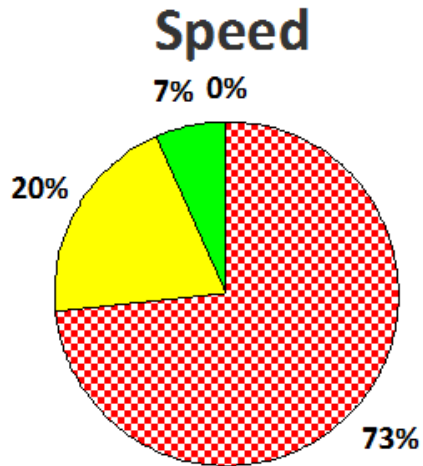
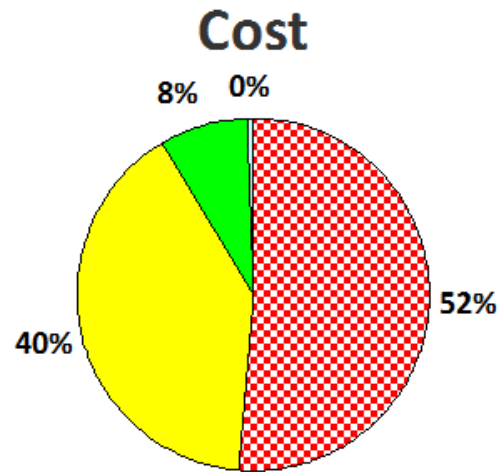
# Internet Uses



# Satisfaction - All

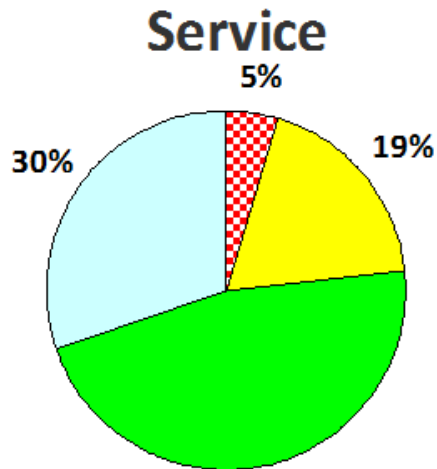
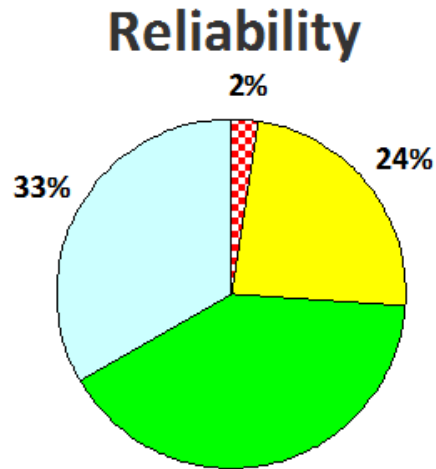
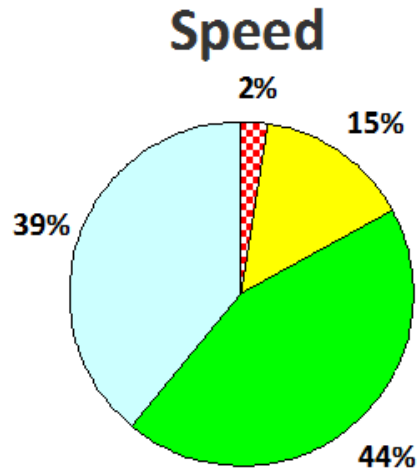
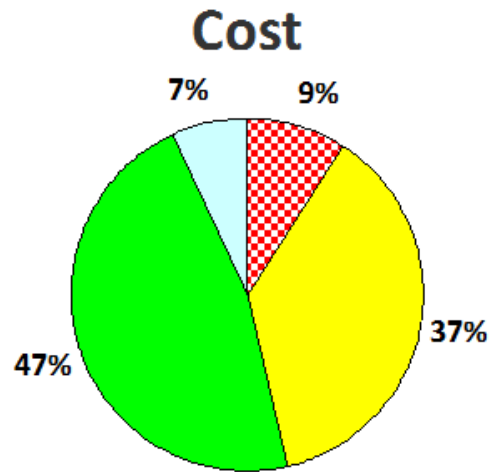


# Satisfaction - Frontier



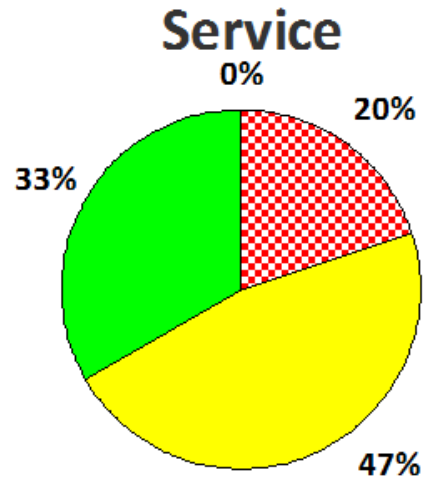
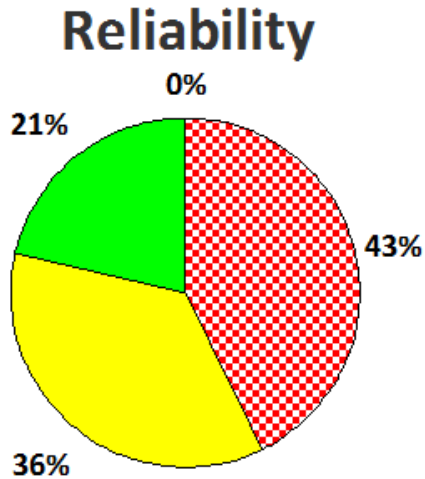
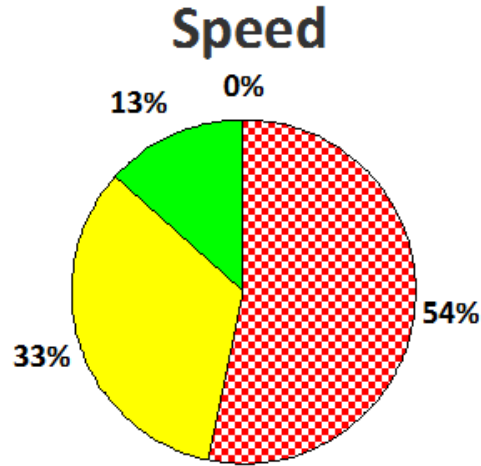
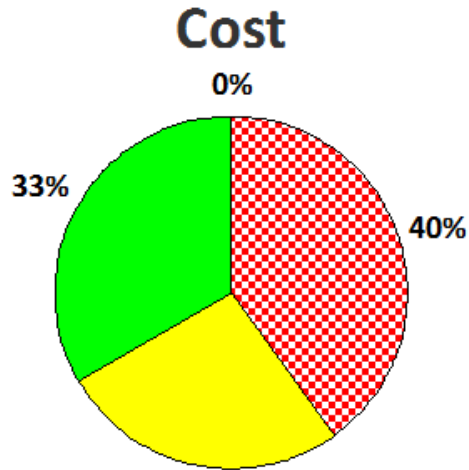
 Poor     Fair     Good     Excellent

# Satisfaction - MidCo



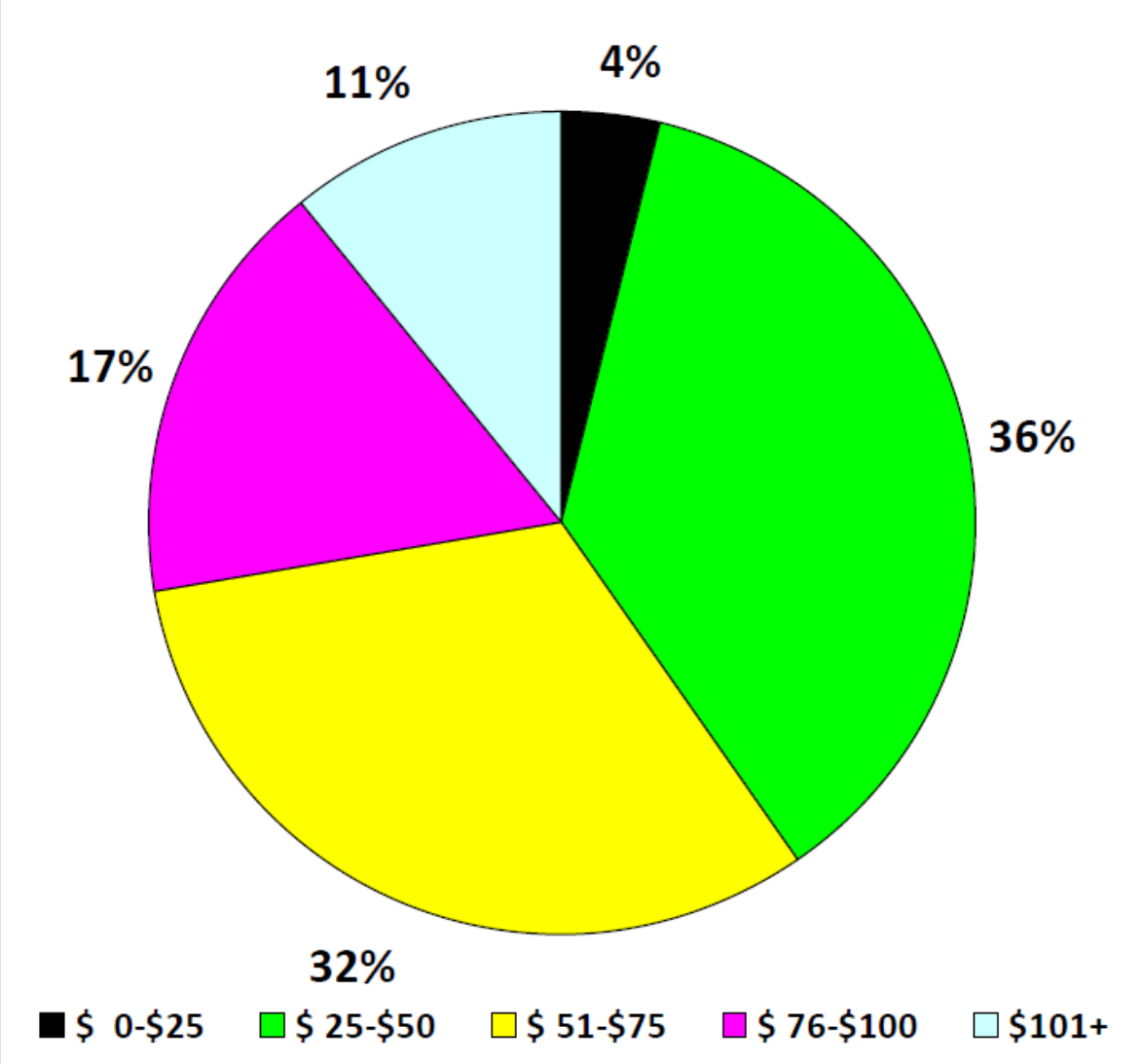
 Poor     Fair     Good     Excellent

# Satisfaction - Other

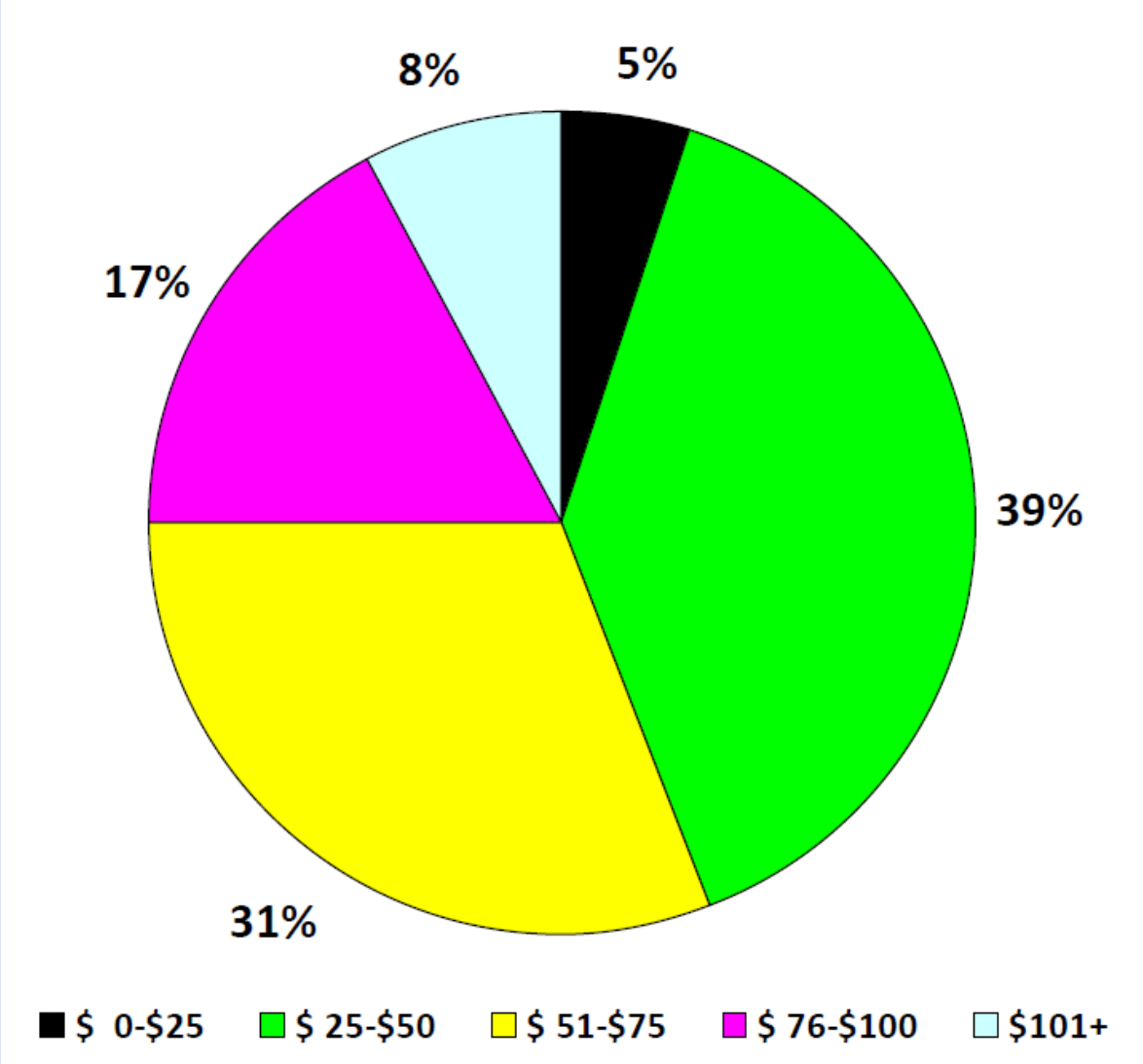


 Poor     Fair     Good     Excellent

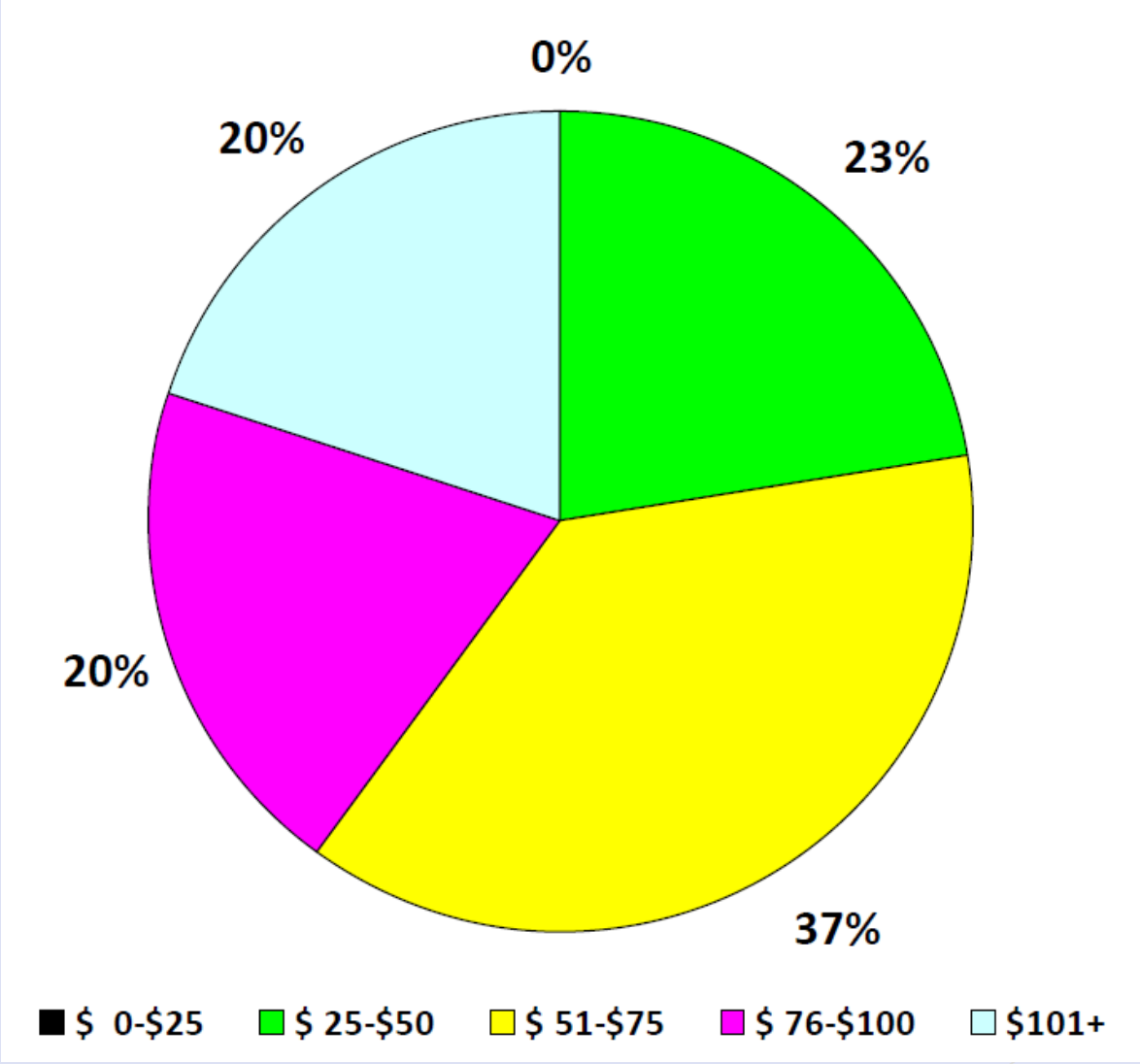
# Monthly Costs - All



# Monthly Costs - Frontier

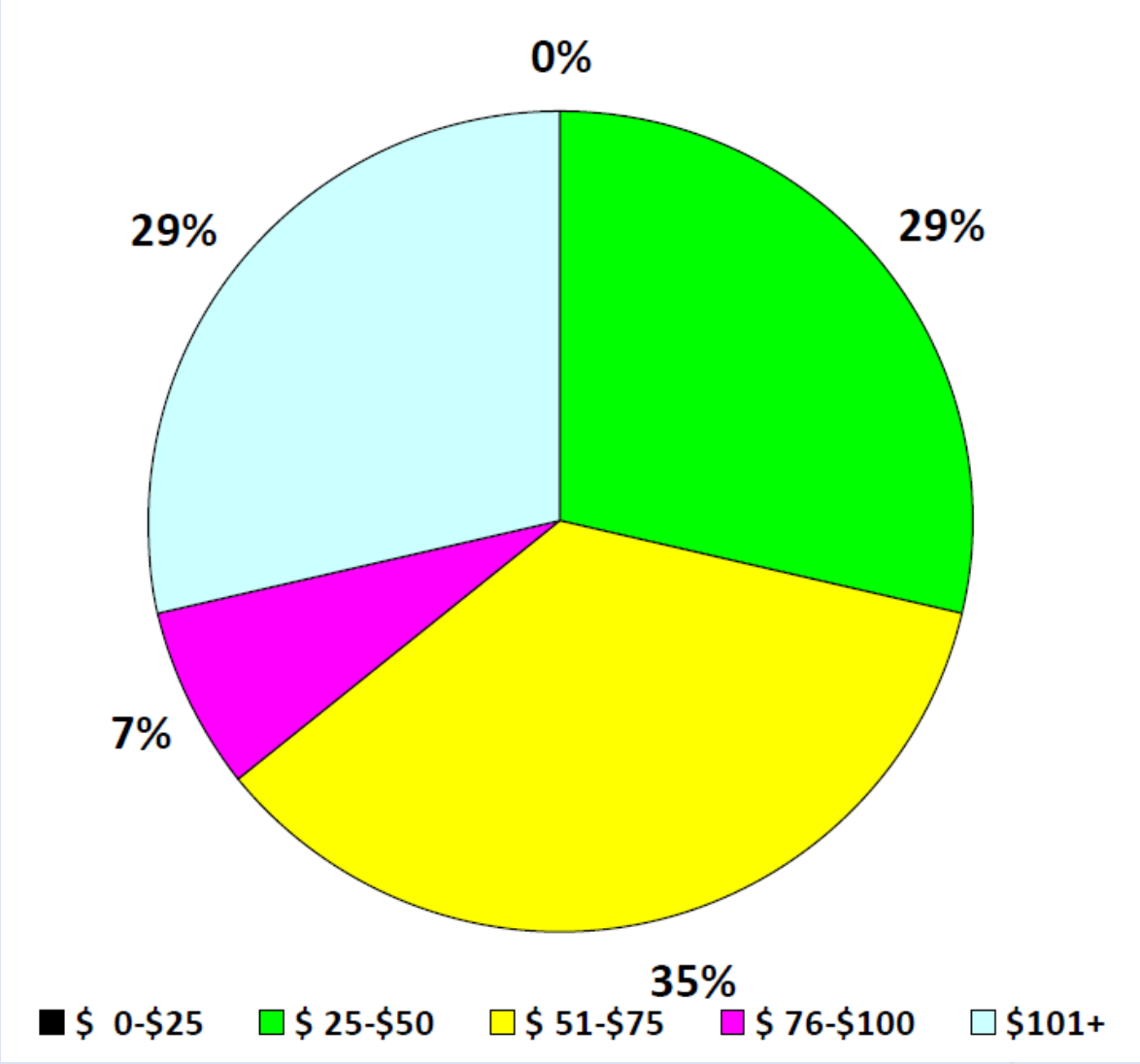


# Monthly Costs - MidCo

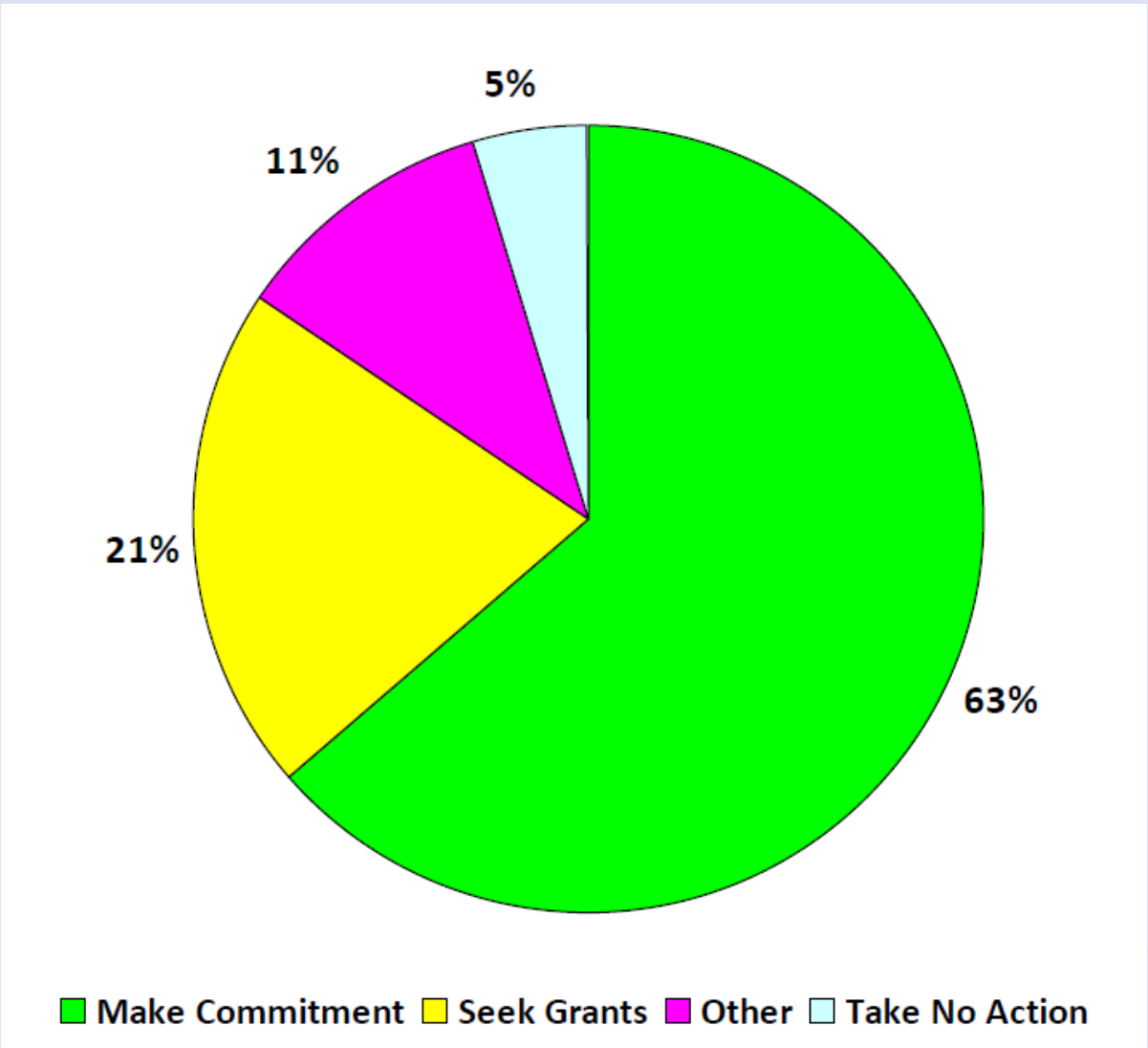




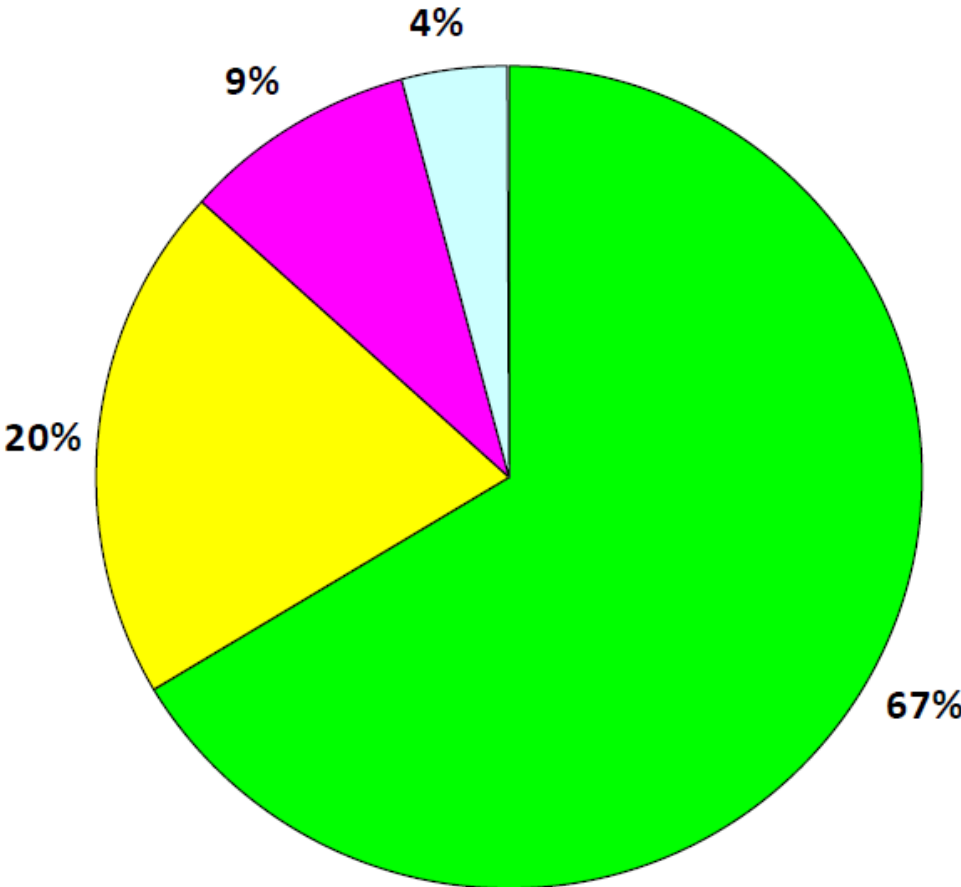
# Monthly Costs - Other



# What Needs to be Done - All?

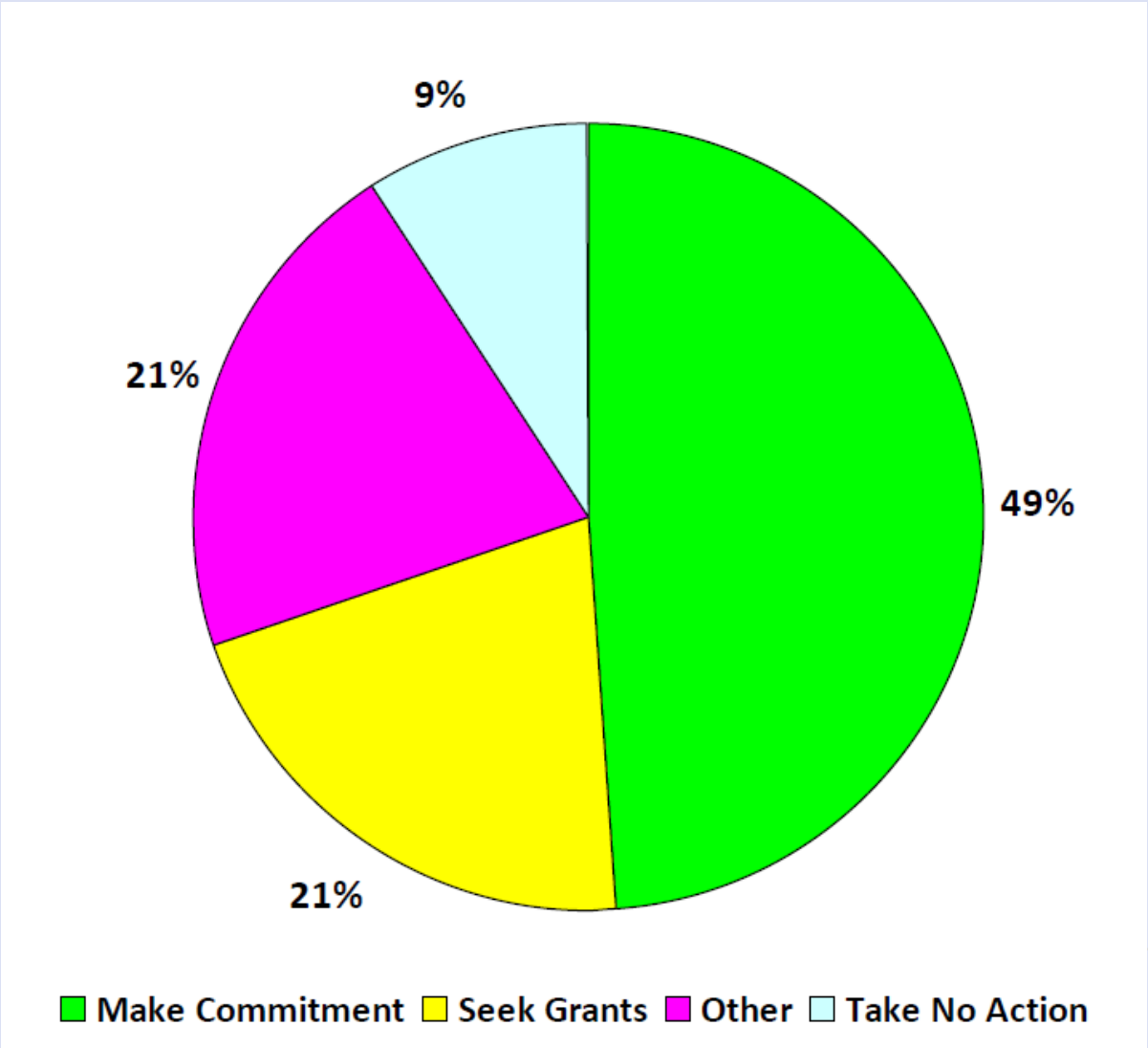


# What Needs to be Done - Frontier?

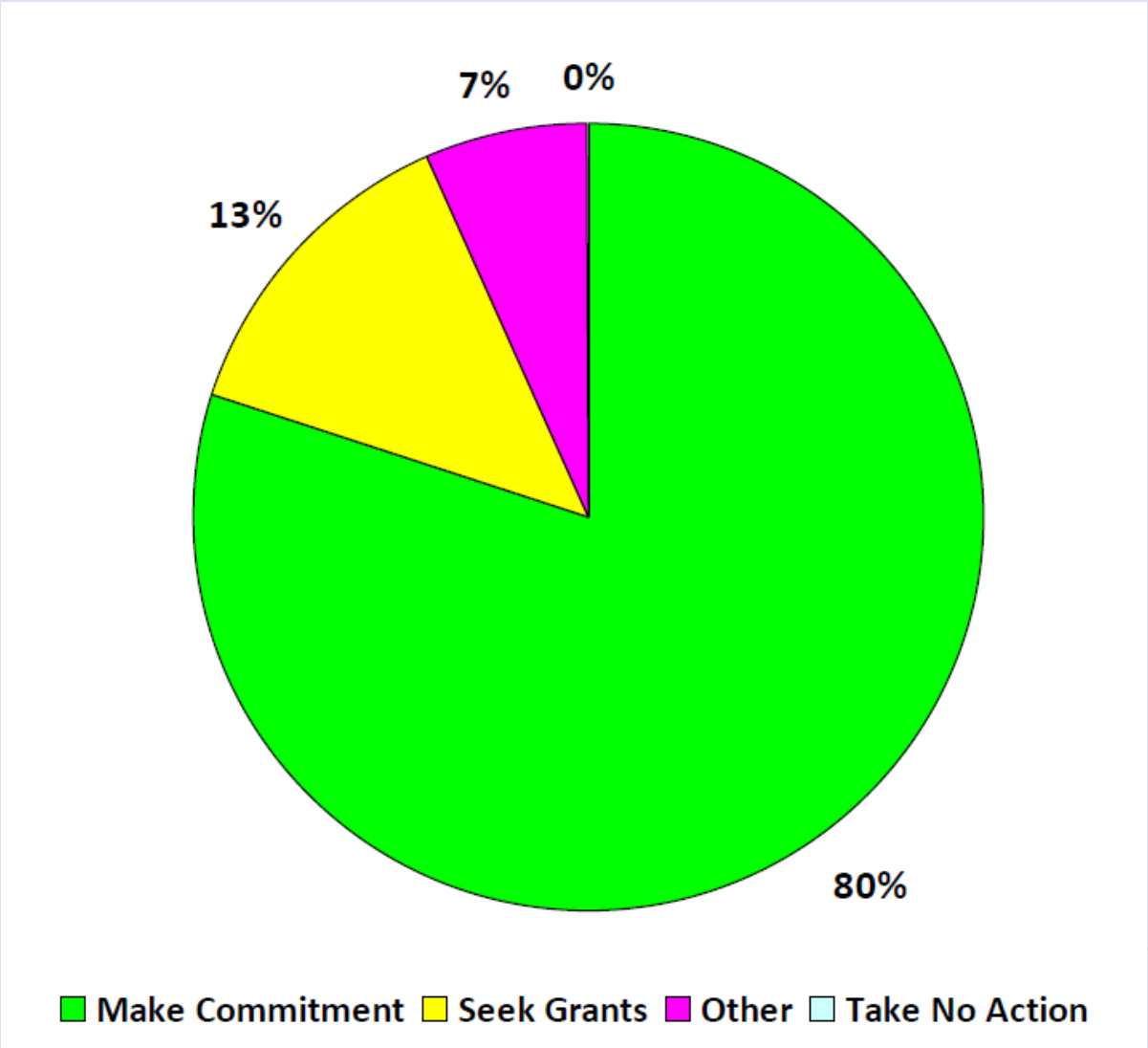


■ Make Commitment ■ Seek Grants ■ Other ■ Take No Action

# What Needs to be Done - MidCo?



# What Needs to be Done - Other?



# Next Steps

- ▶ **Publish Survey Results**
- ▶ **Explore Alternative Solutions**
- ▶ **Explore Alternative Funding Sources**
- ▶ **Present Recommendations to the City**
- ▶ **Educate the Public about Current Choices**

# Focus Group Members

- ▶ Andy Brogan
- ▶ Chris Frymire
- ▶ Christopher Johnson
- ▶ Steve Kronmiller
- ▶ Aron Larson
- ▶ Beth Mohr
- ▶ Eric Mohr
- ▶ Rajean Moone
- ▶ Kristen Novak
- ▶ Jesse Pereboom
- ▶ Travis Waite

# Thank You for Your Support!

- ▶ **Everyone who Responded to the Survey**
- ▶ **Scandia Economic Development Authority**
- ▶ **Scandia City Council**
- ▶ **Blandin Foundation**
- ▶ **Frontier Communications**
- ▶ **Midcontinent Communications**
- ▶ **Consolidated Telecommunications Company**