

# North St. Paul Survey

377 Surveys

## Cable TV

1. Do you currently subscribe to cable TV service?

	<u>Number</u>	<u>Percent</u>
Yes	302	80%
No	75	20%

2. If yes, who is Cable TV Provider?

	<u>Number</u>	<u>Percent</u>
Comcast	228	75%
Satellite	73	25%
Apartment Complex Provides	1	0%

3. How many televisions are used in your home?

	<u>Number</u>	<u>Percent</u>
0	1	0%
1	41	11%
2	102	27%
3	98	26%
4+	135	36%

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

	<u>Number</u>	<u>Percent</u>
Under \$40	56	19%
\$40 - \$59	54	18%
\$60 - \$79	96	32%
\$80 - \$99	12	4%
\$100	34	11%
Bundled	31	10%
Don't know	18	6%
Won't answer	1	0%

5. Would it be important to you for the cable TV company to have a local business office in town?

	<u>Number</u>	<u>Percent</u>
Yes	93	25%
No	261	69%
Maybe	15	4%
No answer	8	2%

6. How important do you feel it is 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	55	15%
Important	104	28%
Not Important	198	53%
No Opinion	11	3%
No answer	9	2%

7. Would you buy Cable TV from the City if you could save you 15% from your current bill?

	<u>Number</u>	<u>Percent</u>
Yes	241	64%
No	42	11%
Maybe	90	24%
No answer	4	1%

### High Speed Internet

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

	<u>Number</u>	<u>Percent</u>
DSL	104	28%
Cable modem	136	36%
Satellite	4	1%
Dial-up	43	11%
None	90	24%

9. If no Internet, why don't you have service?

	<u>Number</u>	<u>Percent</u>
No computer	13	14%
No need	30	33%
Not interested	28	31%
Too old	9	10%
Use at work	7	8%
Use free sites	1	1%
Can't afford	1	1%
Don't want to be monitored by the government	1	1%

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

	<u>Number</u>	<u>Percent</u>
Yes	35	81%
No	5	12%
Maybe	3	7%

11. Is the Internet service in your house used primarily for:

	<u>Number</u>	<u>Percent</u>
Education	24	6%
Leisure	102	27%
Work	13	3%
Education & leisure	42	11%
Work and leisure	18	5%
Work and education	2	1%
Not much	3	1%
Other	1	0%
All of the above	81	21%
No answer	91	24%

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

	<u>Number</u>	<u>Percent</u>
\$20 or Less	38	10%
\$21 - \$30	76	20%
\$31 - \$40	53	14%
\$41 - \$50	38	10%
\$51 - \$60	9	2%
More than \$60	7	2%
Don't Know	11	3%
Bundled	56	15%
No answer	89	24%

13. Please indicate if you agree or disagree with the following statements where one is 'strongly disagree' and five is 'strongly agree'

The competitive marketplace currently offers high-speed Internet at prices that everyone can afford.

	<u>Number</u>	<u>Percent</u>
Strongly disagree	52	14%
Disagree	82	22%
Neutral	114	30%
Agree	49	13%
Strongly agree	17	5%
Don't know	22	6%
No answer	41	11%

High-speed Internet is (or will soon be) as essential as water, sewer and electricity.

	<u>Number</u>	<u>Percent</u>
Strongly disagree	46	12%
Disagree	47	12%
Neutral	71	19%
Agree	89	24%

Strongly agree	82	22%
Don't know	4	1%
No answer	38	10%

In the near future most people won't be able to enjoy a high quality of life unless they have high-speed Internet access.

	<u>Number</u>	<u>Percent</u>
Strongly disagree	91	24%
Disagree	56	15%
Neutral	61	16%
Agree	79	21%
Strongly agree	51	14%
Don't know	1	0%
No answer	38	10%

The City should take a role to insure that all students have access to low cost Internet access for educational purposes.

	<u>Number</u>	<u>Percent</u>
Strongly disagree	13	3%
Disagree	17	5%
Neutral	56	15%
Agree	79	21%
Strongly agree	175	46%
Don't know	0	0%
No answer	37	10%

The City should take a role to insure that all households have access to low cost Internet access for educational purposes.

	<u>Number</u>	<u>Percent</u>
Strongly disagree	12	3%
Disagree	31	8%
Neutral	105	28%
Agree	78	21%
Strongly agree	112	30%
Don't know	3	1%
No answer	36	10%

The City should take a role to insure that all small and medium businesses have access to low cost Internet access

	<u>Number</u>	<u>Percent</u>
Strongly disagree	49	13%
Disagree	61	16%
Neutral	99	26%
Agree	51	14%
Strongly agree	80	21%
Don't know	1	0%
No answer	36	10%

14. Would you buy high-speed Internet from the City if it could get much faster upload and download speeds in the range of \$30 per month?

	<u>Number</u>	<u>Percent</u>
Yes	217	58%
No	54	14%
Maybe	66	18%
Don't know	3	1%
No answer	37	10%

### Telephone Service

15. Do you currently subscribe to local telephone service?

	<u>Number</u>	<u>Percent</u>
Yes	373	99%
No	3	1%
No answer	1	0%

16. How many telephones do you have in your home?

	<u>Number</u>	<u>Percent</u>
0	1	0%
1	32	8%
2	77	20%
3	118	31%
4 or more	148	39%
No answer	1	0%

17. How many cell phones do you have in your home?

	<u>Number</u>	<u>Percent</u>
0	55	15%
1	82	22%
2	137	36%
3	68	18%
4 or more	34	9%
No answer	1	0%

18. Would you buy telephone service from the City if they could save you at least \$5 per month?

	<u>Number</u>	<u>Percent</u>
Yes	224	59%
No	35	9%
Maybe	117	31%
No answer	1	0%

**General Questions**

19. Do you think the City should offer cable TV, telephone and data services in town?

	<u>Number</u>	<u>Percent</u>
Yes	292	77%
No	36	10%
Maybe	39	10%
Don't know	9	2%
No answer	1	0%

20. Would you switch your cable, phone and data services to the City if they offered each service at a lower rate than you pay today?

	<u>Number</u>	<u>Percent</u>
Yes	225	60%
No	44	12%
Maybe	103	27%
Don't know	2	1%
No answer	3	1%

21. Consider a different scenario. The City would build a fiber network and then invite in one or more new competitors to town to compete against Qwest and Comcast. Would you buy service from a new competitor operating on a City-owned network?

	<u>Number</u>	<u>Percent</u>
Yes	246	65%
No	30	8%
Maybe	94	25%
Don't know	3	1%
No answer	4	1%

22. Which of the following best describes your preference:

	<u>Number</u>	<u>Percent</u>
The City builds a network and sells services to citizens just like they sell electricity and water.	86	23%
The City builds a fiber network and then invites one or more competitors to use the network to compete with Qwest and Comcast.	123	33%
The City should not get into competition with commercial providers.	27	7%
No preference.	132	35%
Other	3	1%
No answer	6	2%

23. Please give your overall perception of the following organizations in terms of how much you like and trust them, ranking your response from 1 to 5, where one is 'don't like or trust them at all' and five is 'completely like and trust them'

	<u>Number</u>	<u>Percent</u>
Comcast		
Don't like or trust	53	14%
Distrust a little	29	8%
Neutral	112	30%
Like a little	102	27%
Like and trust	46	12%
Don't know	8	2%
No Answer	27	7%

Qwest		
Don't like or trust	16	4%
Distrust a little	33	9%
Neutral	110	29%
Like a little	107	28%
Like and trust	101	27%
Don't know	3	1%
No Answer	7	2%

The City		
Don't like or trust	11	3%
Distrust a little	12	3%
Neutral	78	21%
Like a little	122	32%
Like and trust	140	37%
Don't know	2	1%
No Answer	12	3%

24. What City Park is closest to your home?

	<u>Number</u>	<u>Percent</u>
Cannon	13	3%
Casey Lake	70	19%
Colby Hills	10	3%
Country Club	1	0%
Dorothy	17	5%
Hause	41	11%
Hazelwood	4	1%
Keller	1	0%
McNight	12	3%
Northwood	58	15%
Polar	18	5%
Rotary	11	3%
Silver Lake	32	8%
Southwood	41	11%

Tower Park

15

4%