

The City of Columbus is actively working to improve access to high-speed Internet. To quantitate the extent and locations of our Internet access problem, we need to hear from the source, YOU! With this information we can work with the various service providers and granting agencies to formulate a plan that will ultimately provide service to the entire city at a speed that is commensurate with your service expectations and at a cost that is reasonable.

With that goal in mind, we are asking that you complete this survey, by whichever method is most convenient for you (online or on paper) by April 16th. The online version of this survey is available at: <https://www.surveymonkey.com/r/DZBSKYB>. Alternately, you may complete this printed survey and mail it back to us (City Hall address is printed on other side of survey, just add a stamp) or simply drop it off at City Hall in the drop box located in the foyer.

If you have any questions about this survey or the work the city is doing to improve Internet access, please feel free to email Ben Gutknecht, Associate Planner at [planningtech@ci.columbus.mn.us](mailto:planningtech@ci.columbus.mn.us) or phone 651-464-3120, ext. 1008. Thank you in advance for your assistance with this project.

1. Do you currently subscribe to high-speed Internet service?  Yes (Go to question 3.)  No (Go to question 2.)
2. If you do not subscribe to high-speed Internet, but it IS available in your area, what is the reason you do not subscribe?
 

<input type="radio"/> No interest	<input type="radio"/> Need a different option to fit my hardware/home location
<input type="radio"/> Price of service	<input type="radio"/> Other: _____
<input type="radio"/> Limitation of service	<input type="radio"/> N/A (Internet is not available in my area)

(If you do not subscribe to high-speed Internet, please skip to question 11.)
3. What form of Internet Service do you have?
 

<input type="radio"/> DSL or Higher Wired Service	<input type="radio"/> Fixed Antennae Wireless
<input type="radio"/> High Speed Cable	<input type="radio"/> Cellular Wireless (Smartphone, Mobile Laptop Card)
<input type="radio"/> Satellite	<input type="radio"/> Other: _____
4. Who is your current Internet Provider?
 

<input type="radio"/> CenturyLink (DSL)	<input type="radio"/> ViaSat, Inc (Satellite)
<input type="radio"/> Midcontinent Communications (Midco-Cable/FiberOptic)	<input type="radio"/> Cellular Carrier:
<input type="radio"/> HughesNet (Satellite)	<input type="radio"/> Other: _____
5. What is your current download Internet speed? If you are not sure, please use the following link to determine Internet speed: Speedtest by Ookla ([www.speedtest.net](http://www.speedtest.net)). Click on the "Go" button in the middle of the screen. Alternately, you may enter the words "Internet Speed Test" in your web browser search bar and click on the "Run Speed Test" Button
 

<input type="radio"/> Under 10 Mbps	<input type="radio"/> 51-75 Mbps	<input type="radio"/> 151-300 Mbps	<input type="radio"/> I don't know
<input type="radio"/> 10-25 Mbps	<input type="radio"/> 76-100 Mbps	<input type="radio"/> 301-500 Mbps	
<input type="radio"/> 26-50 Mbps	<input type="radio"/> 101-150 Mbps	<input type="radio"/> 501-1,000 Mbps	
6. Does your provider meet the Internet speed you desire?
 

<input type="radio"/> Yes	<input type="radio"/> No	What is the optimal speed you wish to purchase? _____
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7. How likely are you to consider switching your Internet services — on a scale of 1-5 with 5 being most likely to change?
 

<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
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8. Please provide insight why you would or would not consider switching Internet services? \_\_\_\_\_
9. What is your current satisfaction with your current provider — on a scale of 1-5 with 5 being the most satisfied?
 

<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
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10. How do you use your Internet connection? Select all that apply.
 

<input type="radio"/> Online learning	<input type="radio"/> Browse the Internet/shop
<input type="radio"/> Work from home (Home-based Business)	<input type="radio"/> Video chat
<input type="radio"/> Work from home for an employer (Telework)	<input type="radio"/> Teleconference meetings (e.g., Zoom)
<input type="radio"/> Stream shows or movies	<input type="radio"/> Telemedicine appointments
<input type="radio"/> Stream music	<input type="radio"/> Watch online videos (e.g. YouTube)
<input type="radio"/> Play video games	<input type="radio"/> Other: _____
<input type="radio"/> Check email	
11. Are you supportive of the city actively pursuing additional broadband options for our community?
 

<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Other: _____
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12. Other Comments: \_\_\_\_\_

So that we may map out areas of service in Columbus and to keep you informed of our progress as we pursue options for expanding Internet access, we are asking for your contact information. Providing this information is extremely helpful, but is optional.

Name: \_\_\_\_\_  
 Street: \_\_\_\_\_  
 Zip: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Phone: \_\_\_\_\_

Your contact information is considered private data and will only be used by the city for the purposes you specify. You may opt out of the notification at any time.

Thank you for your help with this survey!

We hear from residents that they don't often know what is happening in our city. If you'd like the city to use your contact information to inform you of other city business that you may be interested in, please indicate that here  and select which items you are interested in (choose all that apply) and the method in which you wish to receive the information (email or US Mail).

- Public Notices (including but not limited to all meeting notices, public hearings, calendar & ordinance amendments)
 

<input type="checkbox"/> email	<input type="checkbox"/> US mail
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- City Council Minutes  email  US mail
- Planning Commission Minutes  email  US mail
- Employment Opportunities  email  US mail
- Volunteer Opportunities  email  US mail
- Community Events  email  US mail
- Opinion Surveys  email  US mail
- Newsletter  email  US mail
- Council Corner/Mayor's Message  email  US mail
- Committee/Board Opportunities  email  US mail

# Columbus Residents Internet Survey

**City of Columbus**  
16319 Kettle River Blvd NE  
Columbus, MN 55025



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Postage  
Required

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