

## Request for Decision

<b>Title</b>	<b>Broadband Survey Results and Summary of Discussions with Local Internet Service Providers</b>
<b>Proposed Motion</b>	<ol style="list-style-type: none"> <li>1. That Council receive the results of the 2020 resident and business broadband surveys and summary of discussions with local Internet Service Providers as presented.</li> <li>2. That Council direct Administration to use the resident and business survey responses, speed test data, and learnings from discussions with local Internet Service Providers as an input into the finalization of a recommended business model to advance broadband connectivity in Sturgeon County and in advocacy efforts at the regional, provincial, and federal levels.</li> </ol>
<b>Administrative Recommendation</b>	Administration recommends that Council receive the results of the 2020 resident and business broadband surveys regarding broadband service in the County, speed test data, and the learnings from discussions with local Internet Service Providers and direct Administration to use this information to make recommendations to finalize a recommended business model to advance broadband connectivity for Sturgeon County and as an input into County, regional, provincial, and federal efforts to improve broadband connectivity in the County.
<b>Previous Council Direction</b>	<p><u>June 30, 2020 Regular Council Meeting</u></p> <p>Motion 302/20: That Council direct Administration to initiate a speed test program and resident and business surveys in August and September 2020 to determine broadband capacity in Sturgeon County.</p> <p>Motion 303/20: That Council direct Administration to continue discussions with Internet Service Providers (ISPs) to establish ongoing relationships, gather information on current infrastructure in the region, and identify opportunities and barriers for the private sector.</p> <p>Motion 304/20: That Council direct Administration to establish service standards respecting broadband speeds in the County, and engineering standards for adding fibre infrastructure to public and private sector infrastructure development projects at the time of new construction taking place.</p> <p>Motion 305/20: That Council direct Administration to bring information to the September 22, 2020 Council meeting with the results of the speed test</p>

---

program, a summary of the discussions with Internet Service Providers, and a recommendation on a model to advance broadband connectivity in Sturgeon County.

Motion 306:20: That Council fund efforts to advance Sturgeon County's Broadband Strategy in the amount of \$69,000, to be funded from the Corporate Support Reserve.

---

**Report**

**Background Information**

- Information and communications technology are critical to sustainable economic development and quality of life.
- Recently, with the emergence of COVID-19, the importance of reliable broadband connectivity has been highlighted by the need for residents to work, learn, access health care services, conduct business, and communicate with friends and family virtually while respective physical distancing directives.
- A recent Broadband Situation Analysis Report completed by the Edmonton Metropolitan Region Board (EMRB) identified reliable broadband as a driver for global economic competitiveness, enabling the attraction and retention of businesses and skilled workers, which has a direct impact on the Region's contribution to the GDP. According to EMRB's report, the potential impact of a wider adoption of digital technologies by Canadian industry could boost Alberta's GDP by \$44.3 billion dollars over the next ten years.
- Municipalities need to have clear strategies in place to ensure that reliable broadband can be delivered to local residents and businesses.

**Resident and Business Surveys**

- In 2018, Sturgeon County partnered with the Town of Morinville on an initiative to:
  - Analyze the current state of broadband infrastructure and services;
  - Identify existing gaps based on stakeholder requirements;
  - Identify potential models, rights of way, costs, and funding sources for future network augmentation;
  - Identify economic development impacts of improved broadband services; and
  - Develop recommendations and a long-term action plan.
- At the June 30, 2020 Council meeting, Council directed Administration to refresh the 2018 data collected by surveying residents and businesses on their perspectives on the connectivity and reliability of existing broadband services, the relative importance of broadband to their quality of life or business, and what level of involvement they believe the County should take to improve broadband connectivity.
- A number of other rural municipalities have recently initiated surveys and speed tests, including Strathcona County and Leduc County.
- A condition of the most recent federal grant program was demonstrated community support. By proactively surveying residents and businesses on attitudes towards the expansion of broadband infrastructure, the County is setting itself up well to take advantage of grant opportunities.

- The Canadian Internet Registration Authority (CIRA) is an open-source website that allows residents and business owners to conduct and report on speed tests from their homes and businesses. Upon completing the survey, respondents were asked to complete a speed test by visiting the CIRA website at <https://performance.cira.ca/>.
- Postcards with the purpose of the surveys and information for completing the surveys and speed test were sent by unaddressed airmail to each household within the County and advertised on the County's website and social media.
- The surveys were open between August 17 and September 15, 2020.
- 352 respondents completed the resident survey and 34 business owners completed the business survey. At the conclusion of the resident survey, respondents were invited to also complete the business survey if they were also a business owner within the County.
- The results of the surveys are provided in Attachment 1: Resident Survey Responses and Attachment 2: Business Survey Responses.

#### Resident Survey Analysis

- 97.7% of respondents stated that internet access from the home is either very important or that they can't live without it.
- Respondents use broadband for an array of uses, including a combination of personal, work-related, learning, and hobby/recreational purposes.
- 95% of respondents have at least three devices in their home that use internet, with almost a third of respondents indicating that they have more than 10.
- Broadband services are currently offered by a range of providers, with Telus providing services to almost a third of respondents.
- Almost half of respondents currently pay \$75 to \$100 per month for internet.
- Approximately half of respondents are paying for speeds of 25 Mbps or less (the CRTC standard is 50 Mbps). Almost a third of respondents do not know what speed they are paying for.
- Most respondents are dissatisfied or very dissatisfied with the reliability, speed, and value of their current internet service.
- There is little appetite for respondents to pay more per month to upgrade their home internet to faster speeds. Almost a third of respondents stated that they would not upgrade their services if they have to pay anything extra.
- In response to the question of the level of involvement the County should take in ensuring that Sturgeon County's future internet speed requirements can be met at a reasonable cost:
  - 3% stated that the County should have no involvement;
  - 11% stated that the County should support the private sector but make no direct financial investment;
  - 33% stated that the County should support the private sector and consider making a financial investment; and
  - 53% stated that the County should partner with the private sector and invest as required.

- Administration also asked if there is anything else the County should know about household internet needs in Sturgeon County. The raw data is provided at the end of Attachment 1, and themes include unreliability, lack of choice, and increased reliance on broadband for school or work, with needs being unmet due to poor connectivity.

#### Business Survey Analysis

- Survey responses were received from various sectors, with the highest response rates coming from the construction and professional, scientific and technical services sectors.
- Respondents noted using internet service for a variety of purposes, including website, security, videoconferencing, file management, and financial transactions.
- Respondents use several internet service providers, with Xplornet LTE serving the highest number of survey respondents.
- Approximately 82% of respondents pay between \$65 and \$125 per month on internet service.
- Half of respondents are paying for download speeds of 20 Mbps (CRTC standard is 50 Mbps), with a fifth of respondents not sure what download speeds they are paying for.
- Over a third of respondents are paying for upload speeds of up to 4 Mbps (CRTC standard is 10 Mbps).
- All but one respondent stated that internet access is either very important or crucial to their business.
- Most respondents are either dissatisfied or very dissatisfied with the reliability, speed, and value of internet service to their business.
- With higher internet speeds, respondents stated that they would be able to operate more efficiently (88%), grow their business (44%), and provide improved customer service (56%).
- In response to the question of what speed respondents feel would meet all current requirements, 24% stated 50 Mbps, 40% stated 100 Mbps, 15% stated 1 Gigabit, and 21% did not know.
- In response to the question of the maximum monthly amount respondents would be willing to pay for a high-speed internet connection to their business, 50% of respondents stated \$100, followed by \$150 (32%).
- In response to the question of the level of involvement the County should take in ensuring that Sturgeon County's future internet speed requirements can be met at a reasonable cost, all respondents stated that the County should have some level of involvement. Further:
  - 9% stated that the County should support the private sector but make no direct financial investment;
  - 31% stated that the County should support the private sector and consider making a financial investment; and
  - Almost 60% stated that the County should partner with the private sector and invest as required.
- Administration also asked if there is anything else the County should know about business internet needs in Sturgeon County. The raw data is provided at the end of Attachment 2.

### Speed Test Data

- Upon concluding the survey, respondents were encouraged to complete a speed test. The value of this information is that currently, the CRTC over-reports service speeds within the County, which has made the County ineligible for federal grant funding in the past. Reporting of accurate speeds ensures that the County can take advantage of future grant opportunities.
- The speed test information is publicly reported and can be viewed on the CIRA website at <https://performance.cira.ca/>.
- Upon a preliminary analysis, the data confirms that in many areas of the County, service has not improved since 2018, where it was reported that the average speeds in the County were approximately 10-11 Mbps (well below the CRTC standard of 50 Mbps).

### Summary of Discussions with Local Internet Service Providers

- Administration reached out to the known local Internet Service Providers within the County to gain an understanding of the ISPs' experience doing business in the County, to ask what future expansion plans they may be undertaking, and to understand any barriers to expanding service or increasing infrastructure investments within the County.
- Most ISPs responded that their short-term focus is to resolve congestion issues.
- Many ISPs reported that wireless technology is near its limits without going to 5G and installing hundreds of antennas (e.g. on power poles). There are no plans to move in this direction in rural areas.
- ISPs see Sturgeon County as good to work with, and do not see the County's processes or legislative regime/fees as a barrier to investment.
- ISPs see value in the County assisting residents and businesses with locating ISPs in their area.
- Some ISPs see potential for the County to incentivize expansion into low density areas.
- Some ISPs are considering installing fibre to backhaul their own towers.
- Some ISPs would be interested in partnership with Sturgeon County on fibre projects and/or acting as a service provider for County facilities.
- Many of the ISPs provided data to the County on the current locations of their tower infrastructure within the County. A challenge in trying to address connectivity issues is that the ISPs do not proactively share their data with one another, and therefore broadband investments are made in isolation and not in consideration of the "bigger picture".  
Administration is currently consolidating the data that it received from the ISPs with an intent to accurately plot the locations of existing infrastructure assets which will provide insight on currently under-served areas within the County, and where County investment may be most needed.

### Next Steps

- As the surveys and speed test closed only on September 17, 2020, Administration will continue to analyze and validate the survey and speed test data.

	<ul style="list-style-type: none"> <li>• Work is continuing on finalizing recommended broadband service levels within the County, which is being supported by IBI Group.</li> <li>• Administration will use the data as an input into finalizing recommendations on potential County involvement in improving broadband service within the County as part of the 2021 operating and capital budget deliberations.</li> <li>• The results of the surveys and speed tests can also be used in advocacy efforts at the regional, provincial, and federal levels, where objective data supports advocacy efforts.</li> </ul> <p><u>External Communication</u></p> <ul style="list-style-type: none"> <li>• The results of the surveys are being made public through publication of the Council meeting agenda.</li> <li>• Speed test data is publicly available through the CIRA website.</li> <li>• Administration will continue to have discussions with ISPs to further define opportunities and feasibility of various business models that will be presented to Council for consideration.</li> </ul> <p><u>Relevant Policy/Legislation/Practices:</u></p> <ul style="list-style-type: none"> <li>• 2018 Sturgeon County and Town of Morinville Broadband Analysis</li> <li>• 2020 Edmonton Metropolitan Region Broadband Situation Analysis</li> </ul>
<p><b>Implication of Administrative Recommendation</b></p>	<p><u>Strategic Alignment:</u></p> <p><b>Maintain and Enhance Strong Communities &amp; Strong Local and Regional Governance:</b> Improved broadband connectivity has direct benefits for residential quality of life through additional educational and entertainment opportunities as well as business expansion and competitiveness. According to the EMRB’s Situation Analysis Report, the potential impact of a wider adoption of digital technologies by Canadian industry could boost Alberta’s GDP by \$44.3 billion dollars over the next ten-years.</p> <p><u>Organizational:</u></p> <ul style="list-style-type: none"> <li>• An internal Broadband Working Group has been developed with representation from Information Services, Development Services, Economic Development, and Intergovernmental Relations to provide administrative advice on future broadband opportunities and approaches.</li> </ul> <p><u>Financial:</u></p> <ul style="list-style-type: none"> <li>• Work to date in 2020 has been funded from the Corporate Support Operating Reserve in accordance with Council direction at the June 30, 2020 Council meeting (\$69,000).</li> <li>• Future financial implications will be determined through the 2021 budget deliberations.</li> </ul>
<p><b>Alternatives Considered</b></p>	<p>None.</p>

<b>Implications of Alternatives</b>	<u>Strategic Alignment:</u> <ul style="list-style-type: none"> <li>• None.</li> </ul> <u>Organizational:</u> <ul style="list-style-type: none"> <li>• None.</li> </ul> <u>Financial:</u> <ul style="list-style-type: none"> <li>• None.</li> </ul>
<b>Follow up Action</b>	<ol style="list-style-type: none"> <li>1. Continue to engage Internet Service Providers (ISPs) regarding expansion of future broadband infrastructure within the County (Broadband Working Group, September-October 2020).</li> <li>2. Continue to engage consultants to finalize broadband service standards, engineering standards, business model options, and multi-year financial projections for Council’s consideration as part of the 2021 budget deliberations (Broadband Working Group, September-October 2020).</li> </ol>
<b>Attachment(s)</b>	<ol style="list-style-type: none"> <li>1. Broadband Resident Survey Responses</li> <li>2. Broadband Business Survey Responses</li> </ol>
<b>Report Reviewed by:</b>	<p>Jesse Sopko, Director, Corporate Services</p> <p>Reegan McCullough, County Commissioner – CAO</p>

## Strategic Alignment Checklist

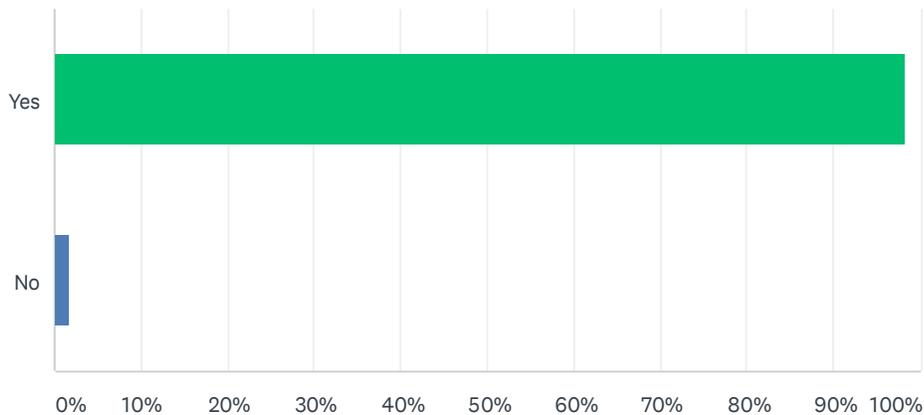
**Vision:** *Sturgeon County: a diverse, active community that pioneers opportunities and promotes initiative while embracing rural lifestyles.*

**Mission:** *Provide quality, cost effective services and infrastructure to meet the diverse needs of the Sturgeon County community, while improving competitiveness and sustainability.*

Focus Areas	Not consistent	N/A	Consistent
<b>Planned Growth and Prosperity</b>			
<i>We encourage varied and integrated enterprises that enhance our strong economic base, while balancing the needs of the community and natural environment. (Strategic Plan and MDP pg. 36)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> <li>• <i>Supports a strong thriving business environment to strengthen our economic foundation</i></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> <li>• <i>Plans for responsible growth through the MDP and regional growth plan.</i></li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>• <i>Manages growth for current and future developments through:               <ul style="list-style-type: none"> <li>○ <i>transparent bylaws, policies and processes to enable responsible land development</i></li> <li>○ <i>targeting growth around existing and identified future growth areas</i></li> </ul> </i></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Maintain and Enhance Strong Communities</b>			
<i>We are committed to a safe and viable community, where our residents are provided with access to opportunities and quality of life. (Strategic Plan and pg. 27 MDP)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> <li>• <i>Provides access to programs and services that have a positive impact on residents' quality of life</i></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> <li>• <i>Provides access to safe and reliable infrastructure assets</i></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> <li>• <i>Supports the safety of people and property</i></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Strong Local and Regional Governance</b>			
<i>We promote consistent and accountable leadership through collaborative and transparent processes (Strategic Plan and pg. 27 MDP)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> <li>• <i>Provides effective leadership and management consistent with Strategic Plan, MDP, master plans, bylaws, policies, community engagement</i></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>• <i>Considers fiscal stability and sustainability</i></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> <li>• <i>Fosters collaborative intergovernmental partnerships</i></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Community Identity &amp; Spirit</b>			
<i>We will build upon our strengths, where together we will create an inclusive, caring community (Strategic Plan and MDP pg. 27)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> <li>• <i>Promotes and/or enhances residents' identification with Sturgeon County</i></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> <li>• <i>Support and/or collaborate with voluntary organizations in the region</i></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Environmental Stewardship</b>			
<i>We foster a healthy environment and minimize our impact on ecosystems. (Strategic Plan and MDP pg. 27)</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>• <i>Plans and partnerships that minimize environmental impact on natural areas</i></li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>• <i>Provides awareness of environmental issues impacting the County</i></li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Do you have an internet connection in your home?

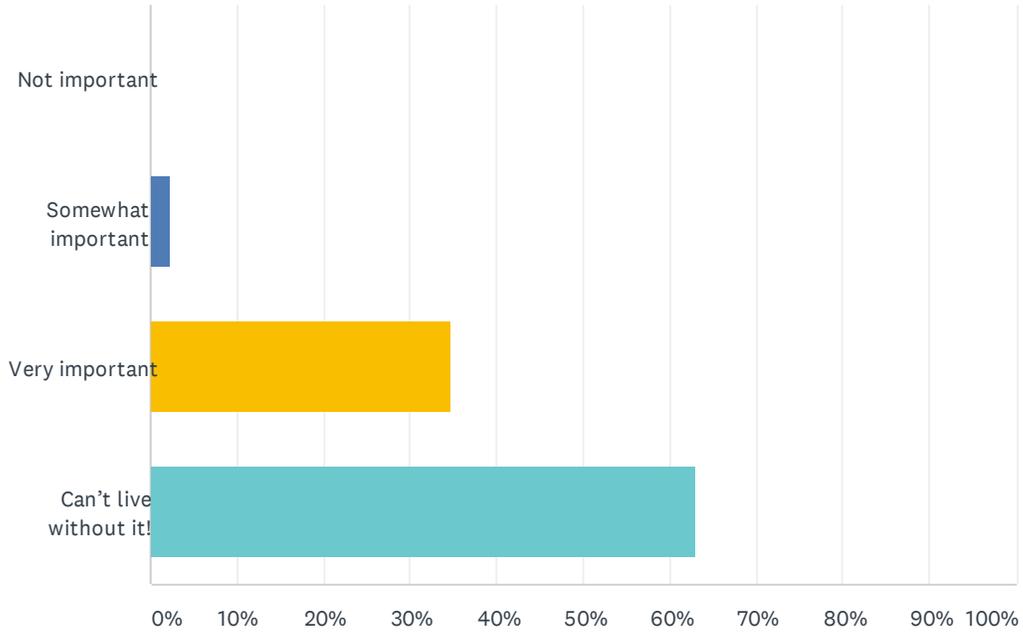
Answered: 346 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	98.27%	340
No	1.73%	6
TOTAL		346

## How important to you is internet access from your home?

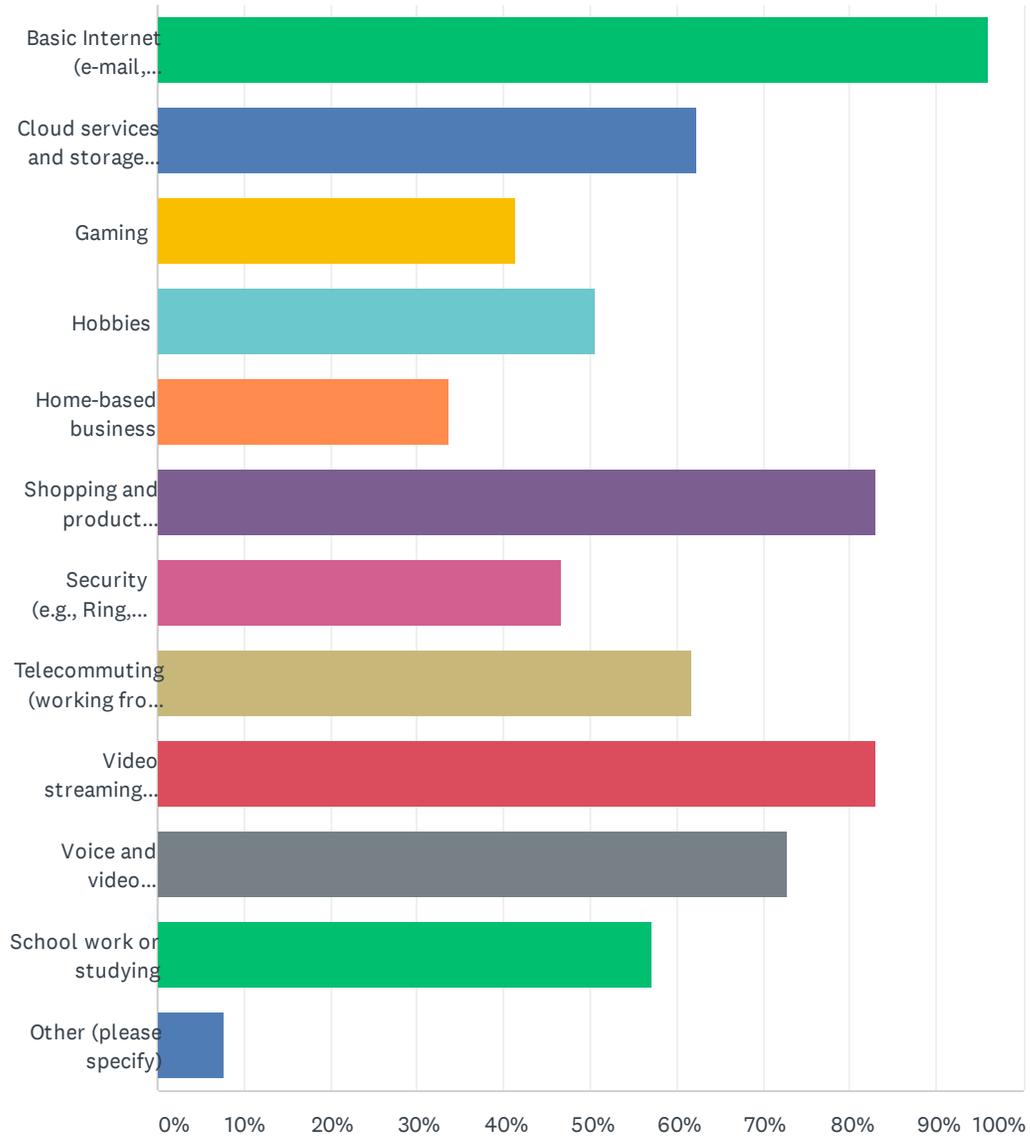
Answered: 348 Skipped: 4



ANSWER CHOICES	RESPONSES	
Not important	0.00%	0
Somewhat important	2.30%	8
Very important	34.77%	121
Can't live without it!	62.93%	219
<b>TOTAL</b>		<b>348</b>

# What do you use your home internet for? (Select all that apply)

Answered: 348 Skipped: 4



## Sturgeon County Internet Connectivity: Resident Survey

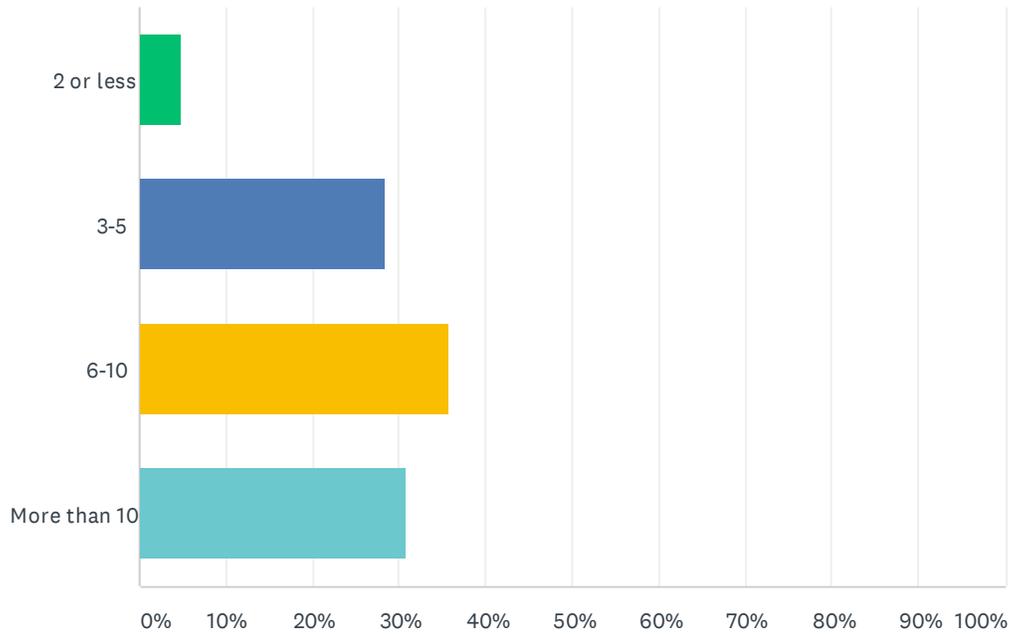
ANSWER CHOICES	RESPONSES	
Basic Internet (e-mail, browsing (including Facebook, Twitter, etc.))	95.98%	334
Cloud services and storage (iCloud, OneDrive, Google Drive, etc.)	62.36%	217
Gaming	41.38%	144
Hobbies	50.57%	176
Home-based business	33.62%	117
Shopping and product research	83.05%	289
Security (e.g., Ring, video cameras)	46.55%	162
Telecommuting (working from home)	61.78%	215
Video streaming (Apple TV, Netflix, Crave, YouTube, etc.)	83.05%	289
Voice and video (FaceTime, Zoom, Skype, WhatsApp etc.)	72.70%	253
School work or studying	57.18%	199
Other (please specify)	7.76%	27
Total Respondents: 348		

## Sturgeon County Internet Connectivity: Resident Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	Banking, VPN work from home	9/13/2020 10:54 AM
2	Accessing vital government information...EVERYTHING is online nowadays	9/11/2020 9:18 AM
3	Remote access to telemetry controls	9/7/2020 10:59 AM
4	I work from home and need the ability to log in to my servers remotely	9/4/2020 3:47 PM
5	Streaming NHL live	9/1/2020 8:32 AM
6	work research	8/30/2020 6:14 PM
7	School is a very important one for me. Have had instances with online tests where I needed to drive into a library cause of inconsistent internet and risk of failing an exam.	8/28/2020 12:32 PM
8	Checking the weather	8/26/2020 6:47 PM
9	international news, technical research	8/26/2020 11:47 AM
10	Banking	8/25/2020 4:31 PM
11	Teaching online	8/25/2020 11:15 AM
12	need it for working from home	8/25/2020 7:37 AM
13	Virtual meetings	8/25/2020 7:24 AM
14	Receive magazines subscribed to (no hard copies), manage my web page, audio streaming (Tune-in)	8/24/2020 9:56 PM
15	Music	8/24/2020 7:03 PM
16	travel	8/24/2020 12:00 PM
17	phone service is also internet	8/24/2020 11:24 AM
18	You-tube for DIY	8/24/2020 9:29 AM
19	Using only Firestick no satellite	8/22/2020 8:44 PM
20	Banking	8/22/2020 2:32 PM
21	doing work related courses online	8/21/2020 5:49 PM
22	Banking	8/21/2020 9:43 AM
23	Would love to use for security purposes, but bandwidth doesn't permit it.	8/20/2020 9:13 PM
24	Work from home	8/20/2020 7:08 PM
25	banking	8/20/2020 7:47 AM
26	Online school	8/18/2020 10:42 PM
27	Printer connection	8/18/2020 12:24 PM

How many devices do you have in your home that use the internet? For example, computers, laptops, tablets, Alexa, Google Home/Mini, Smart TVs, doorbells, thermostats, VOIP telephones, smart phones, etc.

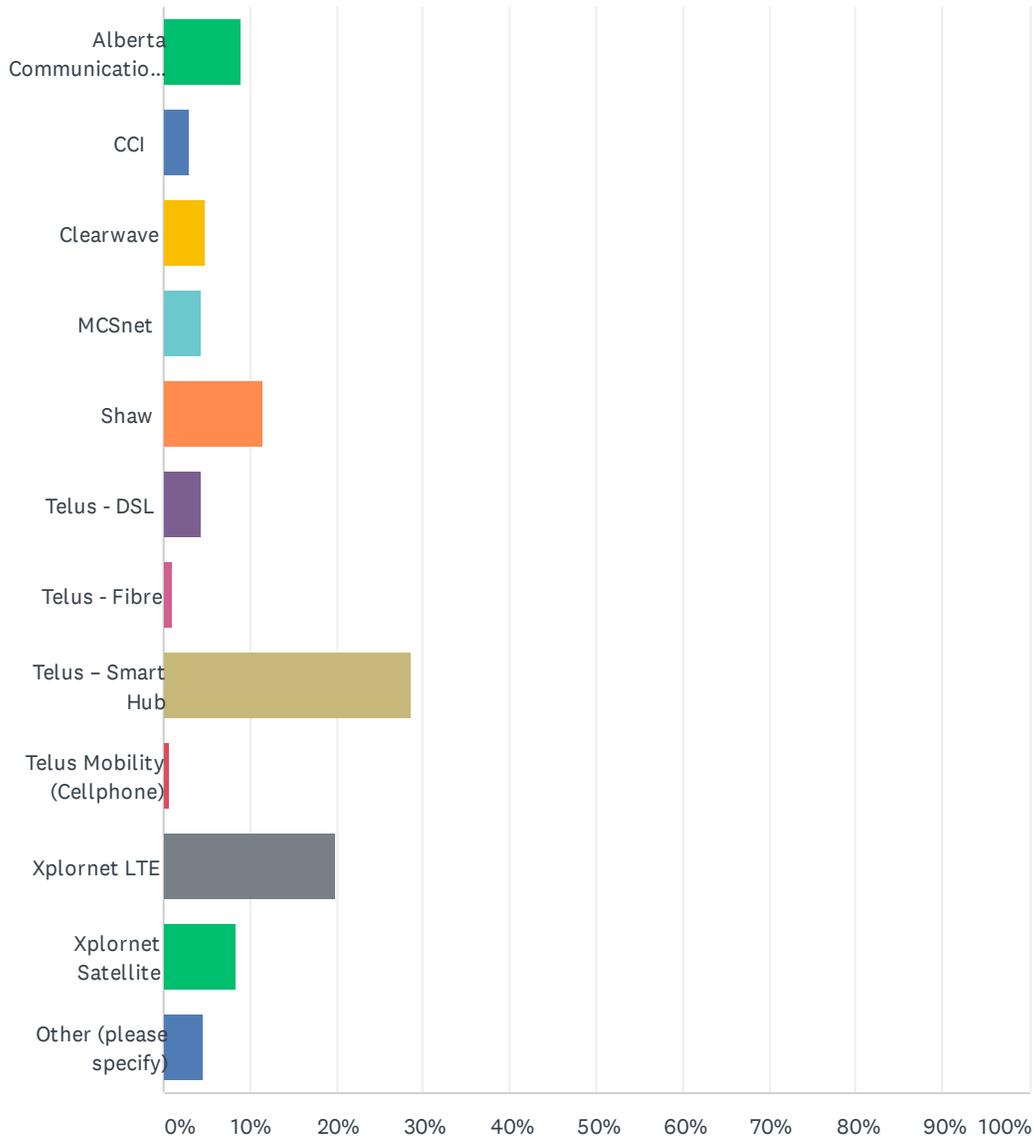
Answered: 347 Skipped: 5



ANSWER CHOICES	RESPONSES
2 or less	4.90% 17
3-5	28.53% 99
6-10	35.73% 124
More than 10	30.84% 107
TOTAL	347

## Who is your current internet service provider (ISP)?

Answered: 348 Skipped: 4



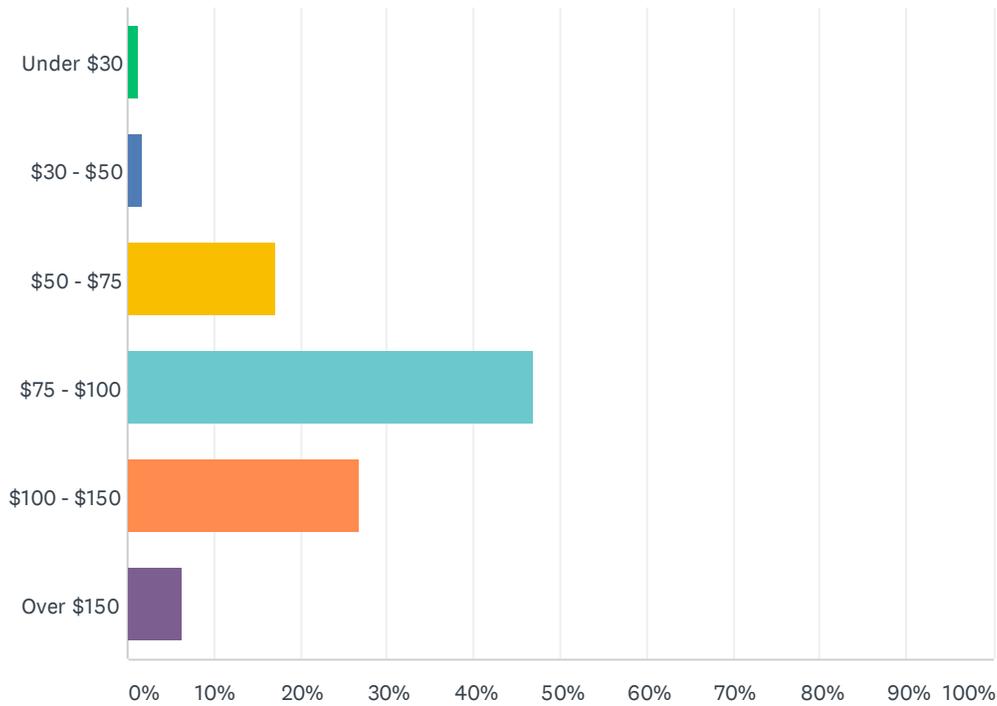
## Sturgeon County Internet Connectivity: Resident Survey

ANSWER CHOICES	RESPONSES	
Alberta Communication Cable Services (Albertacom)	8.91%	31
CCI	2.87%	10
Clearwave	4.89%	17
MCSnet	4.31%	15
Shaw	11.49%	40
Telus - DSL	4.31%	15
Telus - Fibre	1.15%	4
Telus – Smart Hub	28.74%	100
Telus Mobility (Cellphone)	0.57%	2
Xplornet LTE	19.83%	69
Xplornet Satellite	8.33%	29
Other (please specify)	4.60%	16
<b>TOTAL</b>		<b>348</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Xplornet WiMAX	9/14/2020 10:58 PM
2	hughes.net	9/14/2020 1:36 PM
3	Rogers data hub	9/7/2020 4:41 PM
4	None. Cat get in Cameron park	9/6/2020 10:23 AM
5	Can't get internet. No providers can get signal	9/2/2020 11:16 AM
6	Telus smart hub and xplornet	9/1/2020 1:53 PM
7	Rogers	8/31/2020 9:30 PM
8	Bell	8/31/2020 8:56 AM
9	Alberta communications	8/30/2020 6:30 PM
10	Teksavvy	8/30/2020 11:56 AM
11	Telus Optik	8/25/2020 2:17 PM
12	Rural canada wireless	8/23/2020 6:00 PM
13	telus internet key	8/21/2020 9:08 AM
14	Arrow Technology	8/19/2020 1:34 PM
15	Telus stick	8/17/2020 5:32 PM
16	None at the moment as the service is not good	8/17/2020 3:17 PM

## How much a month are you currently paying for your existing internet service (including overage charges)?

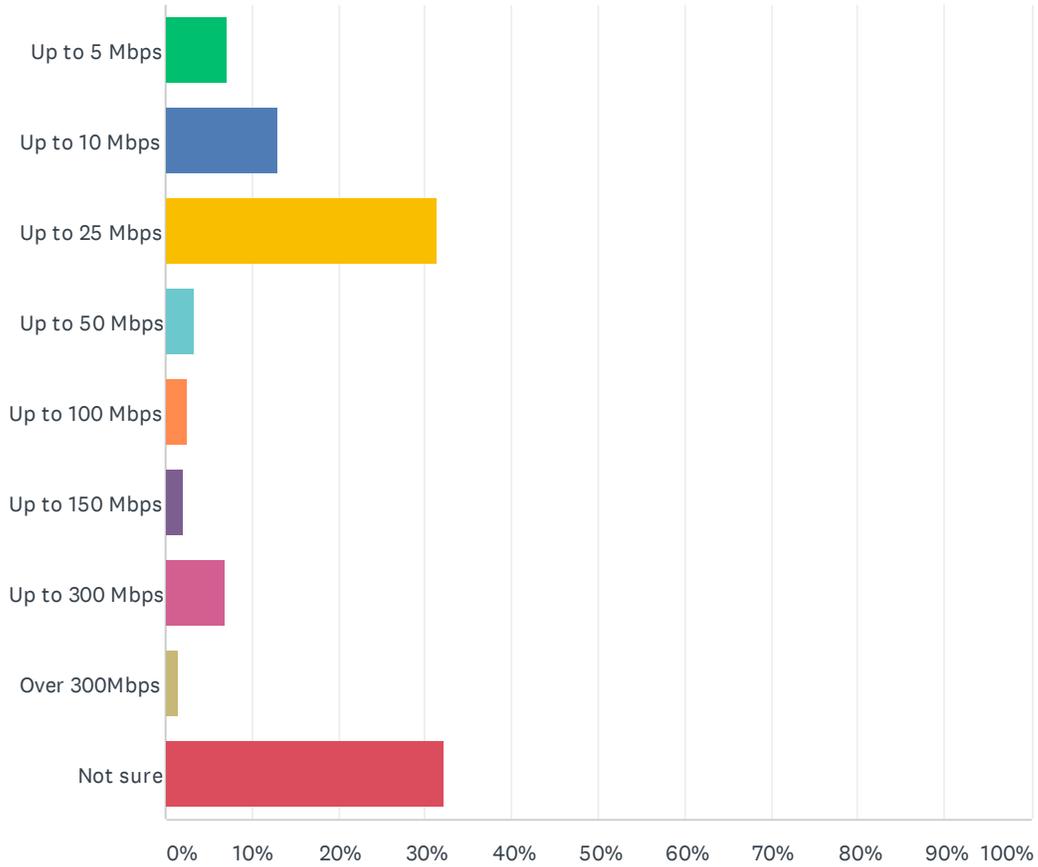
Answered: 346 Skipped: 6



ANSWER CHOICES	RESPONSES	
Under \$30	1.16%	4
\$30 - \$50	1.73%	6
\$50 - \$75	17.05%	59
\$75 - \$100	46.82%	162
\$100 - \$150	26.88%	93
Over \$150	6.36%	22
<b>TOTAL</b>		<b>346</b>

## What download speeds are you paying for?

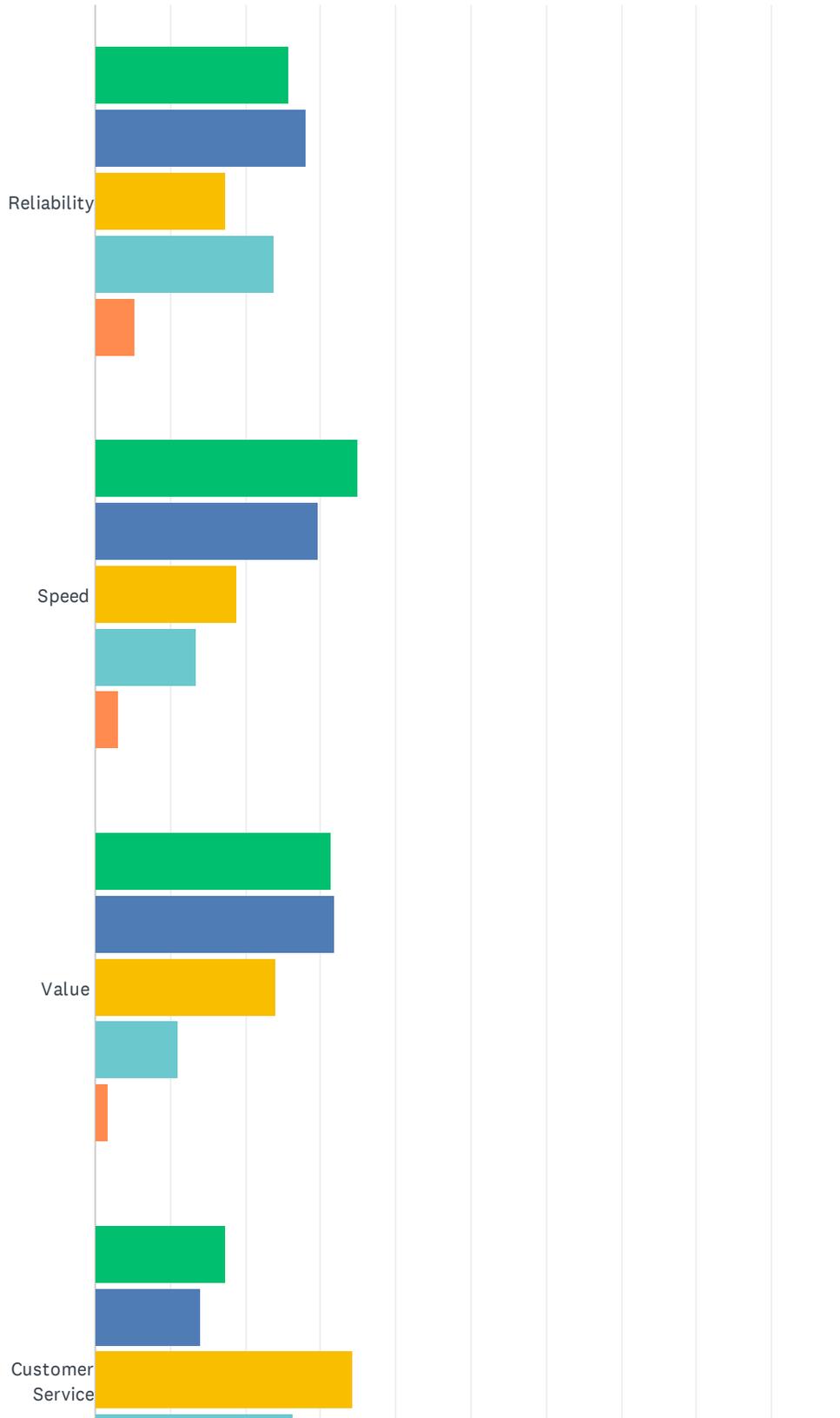
Answered: 348 Skipped: 4



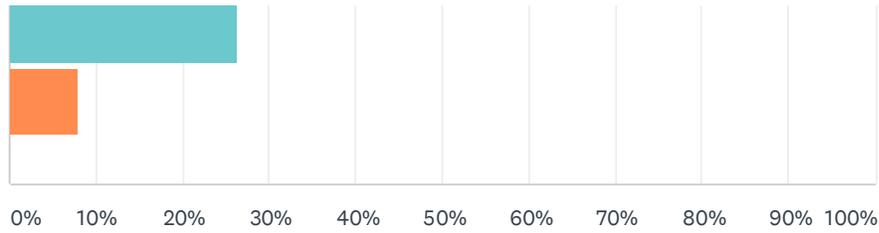
ANSWER CHOICES	RESPONSES	
Up to 5 Mbps	7.18%	25
Up to 10 Mbps	12.93%	45
Up to 25 Mbps	31.32%	109
Up to 50 Mbps	3.45%	12
Up to 100 Mbps	2.59%	9
Up to 150 Mbps	2.01%	7
Up to 300 Mbps	6.90%	24
Over 300Mbps	1.44%	5
Not sure	32.18%	112
<b>TOTAL</b>		<b>348</b>

# Please rate your satisfaction level with your current internet service for the following areas:

Answered: 347 Skipped: 5



## Sturgeon County Internet Connectivity: Resident Survey

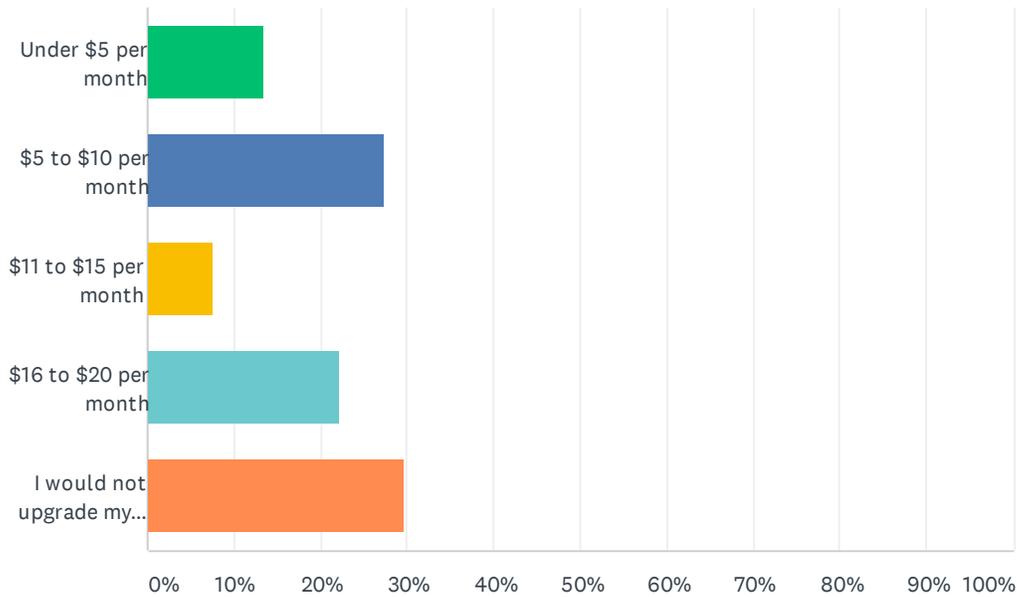


■ Very Dissatisfied  
 ■ Dissatisfied  
 ■ Neutral  
 ■ Satisfied  
■ Very Satisfied

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
Reliability	25.65% 89	27.95% 97	17.29% 60	23.92% 83	5.19% 18	347	2.55
Speed	34.97% 121	29.77% 103	18.79% 65	13.29% 46	3.18% 11	346	2.20
Value	31.30% 108	31.88% 110	24.06% 83	11.01% 38	1.74% 6	345	2.20
Customer Service	17.44% 60	13.95% 48	34.30% 118	26.45% 91	7.85% 27	344	2.93

## If it was available, how much extra per month would you be willing to pay to upgrade your home internet to faster speeds?

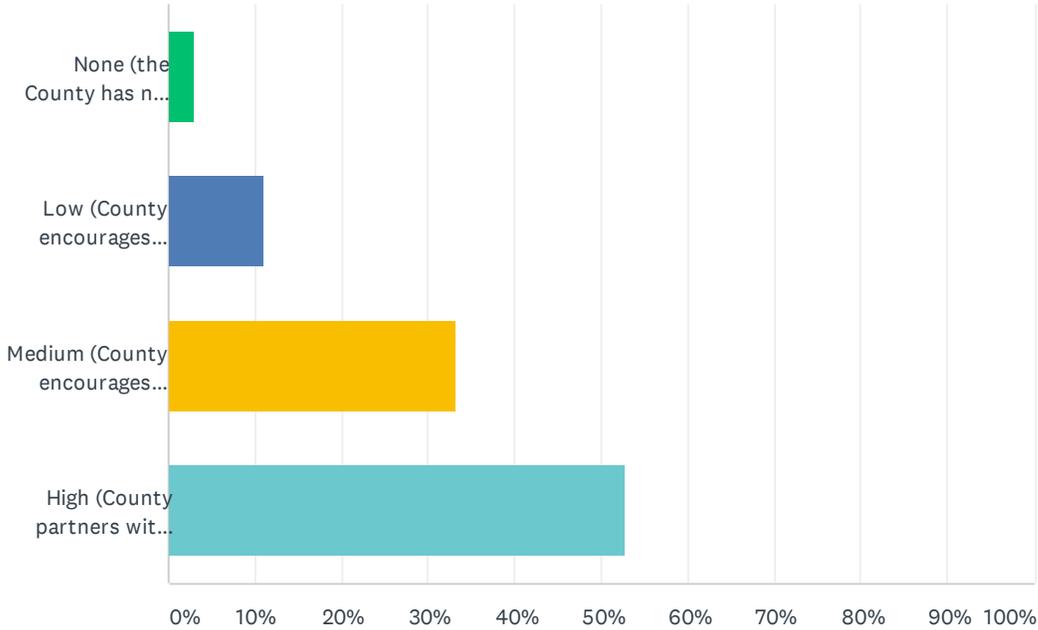
Answered: 344 Skipped: 8



ANSWER CHOICES	RESPONSES	
Under \$5 per month	13.37%	46
\$5 to \$10 per month	27.33%	94
\$11 to \$15 per month	7.56%	26
\$16 to \$20 per month	22.09%	76
I would not upgrade my services if I had to pay extra	29.65%	102
<b>TOTAL</b>		<b>344</b>

Internet Service Providers (ISPs) have challenges serving rural areas with relatively few customers. Sturgeon County investment can encourage ISPs to deliver faster speeds and increase availability. What level of involvement should Sturgeon County take in ensuring that Sturgeon County’s future internet speed requirements can be met at a reasonable cost?

Answered: 345 Skipped: 7



ANSWER CHOICES	RESPONSES	
None (the County has no involvement in Sturgeon County internet needs)	2.90%	10
Low (County encourages and/or supports the private sector, no County investment)	11.01%	38
Medium (County encourages and/or supports the private sector, possible County investment)	33.33%	115
High (County partners with the private sector and/or invests as required)	52.75%	182
<b>TOTAL</b>		<b>345</b>

What else about your household's internet needs do you think  
Sturgeon County should know?

Answered: 209 Skipped: 143

## Sturgeon County Internet Connectivity: Resident Survey

#	RESPONSES	DATE
1	Hubs good but concerned towers would become overloaded if everyone was on it, would prefer to see fibre county wide	9/15/2020 8:42 PM
2	We live in a fairly dense subdivision (Fairhaven East & West) and are close to another subdivision (Silverchief) and are minutes outside of St. Albert. The internet options available to these areas are very limited and virtually no one in those neighborhoods is satisfied with the service options. If available, almost everyone in the area would sign up for a faster service. With the new reality of many people learning, working and shopping from home, a better internet service option is that much more of a priority for people considering to live outside of the cities. I really love the property that we live on in Sturgeon County, but I don't have really great things to say about the internet out here. And I am worried that moving forward that would be a major deterrent from people considering living out here.	9/14/2020 10:58 PM
3	This day in age and especially with what's taken place with the Covid scenario the county needs to invest in a better viable option for internet than the service that is currently provided! Going forward the internet will become more and more required as it has been for the last several years! I believe there can be way more none to improve things than have been done in the past!	9/14/2020 10:18 PM
4	internet always crashes around 4pm and again at 9 pm	9/14/2020 10:12 PM
5	This day in age and especially with what's taken place with the Covid scenario the county needs to invest in a better viable option for internet than the service that is currently provided! Going forward the internet will become more and more required as it has been for the last several years! I believe there can be way more none to improve things than have been done in the past!	9/14/2020 9:20 PM
6	reliability is key. we have lost our connection every day recently, for hours at a time.	9/14/2020 6:18 PM
7	n/a	9/14/2020 5:55 PM
8	Investment should come from the ISP, not the county doing the investing	9/14/2020 1:36 PM
9	We need our speed increased! Get Telus to get us fibre ASAP and stop putting it off!	9/14/2020 12:24 PM
10	There is no internet service provided to residence of Cameron park. This is only 4 km North of the city limits but because of the geographical location, cell phone signal is very weak and often there is no service at all To function in today's society, it is imperative to have a proper internet service.	9/14/2020 11:14 AM
11	?	9/12/2020 2:51 PM
12	i have tried telus, CCI, and Xplornet. All services are below anything that should be considered acceptable. all providers are oversold so using internet during the day or evening is useless. make them put up more towers.	9/12/2020 1:21 PM
13	It has been completely unreliable since the start of the pandemic. We use to be able to load web browsers such as google and do basic read watch. Only works between the hours of 11 pm and 6 am. Won't even load Facebook or send iMessages during the day.	9/11/2020 9:08 PM
14	I'm up on a bit of a hill, so have a lot better internet connection than some of my neighbors, who are in walking distance. I feel bad that they have almost no options for service.	9/11/2020 10:43 AM
15	none	9/11/2020 9:57 AM
16	My spouse is high risk for Covid. I'm an insurance CSR who can work from home EXCEPT I live in Sturgeon County so with less than par internet service, I CANNOT successfully work from home like my city co-workers. Is this fair? My life choices are dependent on my internet access...my life is just as important as city living Albertans. There can be every internet site/apps/podcasts/on & on in this world to help people with life, finance, mental illness, etc but if they cannot access it, its not being utilized. What a waste! Am I expected to move from the house I've lived/paid taxes for 20 years because infrastructure never kept up with the times? Unimaginable stress this has caused me & my family.	9/11/2020 9:18 AM
17	No hard wire or Fibre only line of sight available at this location. Only 1 supplier available	9/10/2020 3:03 PM
18	fiber optic cable is on sec. hwy 633,but no one will run it into Villeneuve!!!!	9/8/2020 10:22 PM

## Sturgeon County Internet Connectivity: Resident Survey

19	Use it for security too.	9/8/2020 9:47 AM
20	Xplornet Internet was so horrible because of slow speeds and poor access to oversold towers we had to switch to using data from a Rogers hub in order to work from home.	9/7/2020 4:41 PM
21	We understand that between the many trees and hills and valleys, Internet can be hard to come by in the rural communities... but that being said it's also increasingly needed to match or at least compete with the town and city areas. We understand the difficulties faced but would really like to see some higher speeds (we pay for 25 Mbps but only get 10 on a good day...) or at least some plans to better improve the LTE service in our area. I can hardly get a phone call out of my home in an emergency setting and I live 5 minutes from stony plain.	9/7/2020 1:11 PM
22	In our neighborhood, we have no choice of internet provider, only Shaw cable can be the provider, it seems a monopoly for this cable provider, it is missing the main competitor Telus company. We are living here in this house for 5 years now.	9/7/2020 9:21 AM
23	explornet wants to up their price again but there service gets worse all the time	9/7/2020 9:19 AM
24	Rural areas should receive funding or better internet rates than urban areas due to isolation and need.	9/6/2020 6:25 PM
25	due to the increase of people working from home or taking online courses the internet needs to increase reliability and availability to all users at reasonable prices.	9/6/2020 4:37 PM
26	We have problems getting a signal and maintaining a signal. All we have at the moment are our cell phones, which, under two different providers, has gotten to be extremely unreliable as well. Very frustrating in this time.	9/6/2020 10:23 AM
27	The speed is fine, we lose connectivity on a regular basis.	9/5/2020 9:20 AM
28	I live 5 minutes from the city and it seems unreasonable that I can't work from home without getting booted out of my server multiple times per day. I would understand if I was in the middle of nowhere but that is not even close to the case. I pay just as much as I did in the city for a fraction of the quality and it is capped and we go over all the time, costing us even more for poor internet. There were no limits before and we had uninterrupted service.	9/4/2020 3:47 PM
29	There are times recently that I have had to drive to another location to get a solid internet connection. That's not acceptable. I took the speed test. Upload 1.5 Mbps, Download 7.7 Mbps, Latency 25ms	9/4/2020 1:41 PM
30	It's far too expensive for what we get, and it's slow	9/3/2020 6:53 PM
31	Internet is an essential services like water. People working / studying from home due to pandemic need this essential service.	9/3/2020 2:02 PM
32	Seems like if more people are on system slows right down. Can't have zoom meetings without delay, too frustrating	9/3/2020 11:51 AM
33	N/A	9/3/2020 9:46 AM
34	No comment	9/3/2020 6:31 AM
35	NA	9/2/2020 8:33 PM
36	Our current internet service is frequently disrupted or interrupted creating lost productivity, quantifiable downtime and vulnerabilities. With such high reliance on the internet (which should be deemed an essential service) for work, school and security as primary requirements, followed by entertainment, social and hobby - consumer expectations need to be high.	9/2/2020 6:42 PM
37	none, it would be nice for f telus would be available out here so we have options	9/2/2020 6:23 PM
38	Our needs are fairly modest and we would be generally satisfied with our service except that it slows down to barely useable or frequently unusable speeds at peak times, usually in the evening. Paying for a faster service with the same supplier would unlikely solve this problem, if they can't deliver 10 or even 5 or 3 or 1, mbs download speeds at times how would they deliver 25? (50 is not even offered). Unfortunately there are no other suppliers to our location as far as I know but I am considering trying Telus hub service but I think it would suffer from the same issue. This after paying to upgrade the receiver on our roof last year, trying to improve our service seems to be a bit of a money pit.	9/2/2020 3:11 PM
39	We have never had great service. We have switched providers numerous times. It's very	9/2/2020 1:26 PM

## Sturgeon County Internet Connectivity: Resident Survey

frustrating. And now with Covid trying to do school work is even more frustrating.

40	I am actually very happy with my provider. They are working hard at getting me the best service they can but they had to move to a different tower which used to be close to Morinville. Now that the tower is 26km away we are running into channel and frequency issues. I recently had a complete system upgrade at no charge and the speed is fantastic but now dealing with these tower issues. I feel like providers hands are somewhat tied. The county should step up and provide its taxpayers what is needed whether that is the infrastructure needed or fibre optics to get us into the next century. My kids need to be able to do their homework and my husband needs to be able to do his invoicing. The county needs to evolve.	9/2/2020 11:43 AM
41	Can not get internet due to lack of access in my area	9/2/2020 11:16 AM
42	n/a	9/2/2020 10:35 AM
43	Cell phone coverage could also be boosted - we cannot make or keep phone calls in certain areas of our house. We often cannot send text messages either and often loose service altogether.	9/1/2020 7:56 PM
44	EVERYTHING in the world now require good wifi. Ours is horrible and has been since we moved here 7 years ago. Even our cell service cuts out in our location. It has been our biggest problem since moving here and now worse than ever. Literally our kids have to leave to get school work done as so unreliable at our house. this is a hug problem that needs to be addressed by the county. It would be a huge reason why we would move.	9/1/2020 1:53 PM
45	As the world in changing as relies on the internet to speak to people the country needs to be able to reach its residents. Bills and surveys are all online so the county needs to ensure that its residents have that access.	9/1/2020 10:03 AM
46	Need fibre throughout the county	9/1/2020 8:32 AM
47	Nothing	9/1/2020 8:06 AM
48	Despite living within 7 km of St. Albert city limits, we're unable to do any video streaming with our current or previous provider. I encourage Sturgeon County to consider future and current needs regarding Internet service, as well as for emergency planning. For many reasons, reliable service is a need not "a want". Consider what providers charge in other countries for service. The rates in Canada are excessive, yet government, private industry, residents, students and children use it more and more. I'm not convinced Canadians are getting what we pay for.	8/31/2020 9:30 PM
49	When the internet is good, it's pretty good; however, we'd like to see better reliability.	8/31/2020 10:44 AM
50	It is difficult to continue with my present internet provider because trees presents a problem with line of sight to Providers tower.	8/31/2020 9:59 AM
51	Other than it's very slow and intermittent? I think that covers it. I'm paying for a 300 service and am getting about 10.....	8/31/2020 9:16 AM
52	My internet speeds are sufficient when my service is working - the bigger issue seems to be repeated/frequent outages where I can't use the home internet at all and have to use the data on my cell phone.	8/30/2020 11:22 PM
53	Get Cell towers ASAP. without cell reception how do you expect good internet? I bought a 5G phone any barely get 2 bars of service inside or around the house ever since covid happened. We used to be able to make phone calls from anywhere, even the basement. Now without the booster that we paid over 500\$, we can't even get a call out... sometimes even with the booster.	8/30/2020 6:14 PM
54	Nothing	8/30/2020 3:23 PM
55	Households within 6 mile radius of Morinville can't get high speed Internet from Telus cause they won't upgrade there system. If you go to a hub from any provider you are back on data package. And no internet provider wants to upgrade in small towns or rural areas. We are on bottom of totem pole. And when they are ready to do are area they is new system out and we get left out again. So we never get upgrades and never well according to service providers.	8/30/2020 1:35 PM
56	Due to current times, internet service is like the old phone (hardline) service in the past. Internet is part of everyone's life these days and ensuring adequate towers and availability in all areas of rural Alberta is necessary. Everyone should receive the same level of upload and	8/30/2020 12:08 PM

## Sturgeon County Internet Connectivity: Resident Survey

download speeds. More towers likely will help with this, but allowing all companies to share these towers to provide an open market for competitive pricing. I feel we pay too much for phone and internet service. Someone is making large amounts of money, I do not support this. Fees and whom is profiting needs to be better regulated to allow everyone to have an affordable service. We all are sacrificing something due to COVID - 19, so should these companies that are profiting on the urgent need that everyone who know requires the internet for schooling, work and entertainment to help us through this time of our lives. Fair value is not being considered and ensuring the best of service for everyone is treated equal.

57	the internet speed is very slow in our area	8/30/2020 12:01 PM
58	TELUS should be encouraged, by the county, to offer their services in Tuscany Hills. As it is, only Shaw provides any meaningful services. TELUS advertises big on their Fibre services, but they're not available, and we are a relatively close area (to major metro), with financial means to buy the services. I'd welcome the county taking steps to engage TELUS on our behalf.	8/30/2020 11:56 AM
59	very slow , sometimes not able to connect at all	8/30/2020 11:31 AM
60	I am an online teacher unable to do my job successfully since the internet is so spotty. I talk to the internet company weekly and no results. I keep increasing my internet as it gets worse and no solution. My students are unhappy because I am constantly losing connection. I also take courses online in order to better myself and have failed tests just because the internet is always going down. I have heard so many excuses about why the internet is so bad from the company and they have no solutions. I have had them out here and spent so much money upgrading this and that, that they continue to tell me to change and it NEVER GETS ANY BETTER!	8/30/2020 11:28 AM
61	I have already paid for a Eero mesh system upgrade to be installed by a tech guy. When my neighbour moved in my Wifi was spotty especially in the garage where my husband has to use for his Tesla.	8/30/2020 10:40 AM
62	If the gap between municipal and rural internet services continues to grow, it may become infeasible to stay where we are (unless we accept the life of modern day hermits)!	8/29/2020 5:01 PM
63	We are unable to even load a webpage during peak periods.	8/29/2020 2:19 PM
64	security monitoring in some of the high crime areas	8/29/2020 1:29 PM
65	I don't have school age children and I relatively close to Edmonton. Internet connectivity is critical for students.	8/29/2020 1:29 PM
66	How to address high traffic times when the internet is not available	8/29/2020 11:29 AM
67	disruption during storms	8/29/2020 10:12 AM
68	Poor cell reception in a lot of areas here too, so often not worth the savings of bundling your services (eg. Telus - internet, phone, mobile, tv) Low internet speeds make working from home difficult	8/29/2020 9:42 AM
69	Get on the train or miss the ride	8/28/2020 10:29 PM
70	Its hard to find a reliable internet that lasts. For the past 8 months ours has been horrible but still had to pay as there are not many provider for certain areas. For example I am with Xplornet and will be cancelling it. I called MCS and they dont do my area in Sturgeon County, but they do my aunts.	8/28/2020 8:31 PM
71	I pay a lot for the service i get, and sometimes i can't even get on. The new service would have to be great before i pay more.	8/28/2020 8:14 PM
72	None	8/28/2020 8:13 PM
73	Reliable internet is what is important. They say up to 25mbs, but it is usually 1-10 mbs. Please help in fixing this big problem. If possible, please suggest having high speeds like 50-100 mbs as well. Thank you for your cooperation and services.	8/28/2020 5:45 PM
74	We would be prepared to pay the current market price for true high speed internet. It is exhausting constantly researching to find my "next new" high speed internet provider. The speed test cannot find me on a map. Yippee	8/28/2020 4:25 PM

## Sturgeon County Internet Connectivity: Resident Survey

75	It really is a requirement for day to day life, especially for students and persons telecommuting now.	8/28/2020 3:50 PM
76	It's very slow and unreliable; it makes working from home during Covid and non-Covid times difficult.	8/28/2020 1:47 PM
77	Used Albertacom for many years. Absolutely horrible service and would get worse in spring once leaves fill out on trees. Clearwave cannot service our house. Xplorenet was also servicing our residents at one point but it could not maintain 5 mbit up and down.	8/28/2020 12:32 PM
78	N/A	8/28/2020 11:16 AM
79	Stay with Shaw , Telus others are a waste f time i have tried them all	8/28/2020 10:22 AM
80	Using a smart hub gave us excellent internet, but it meant that we no longer have a unique IP address, which is useful to have in some applications. It would be nice to have a unique address, or at least to have customers made aware of this factor.	8/27/2020 9:30 PM
81	Pay for 25 mbps download speed and get on average 2-3 mbps. Can tell there are busy times as the internet slows right down. Pandemic with school and work being at home you couldn't even stream a workout video. We pay all this money for internet and the subscription services and they don't work very well.	8/27/2020 8:18 PM
82	Our internet often breaks, which is very inconvenient as we have kids who are soon starting online classes. It's also difficult to have more than 3 people on the internet at a time without lagging.	8/27/2020 6:39 PM
83	Reliable high speed internet would lead to a better quality of life and give access to streaming content that is intermittent if available at all with current ISP speeds.	8/27/2020 4:54 PM
84	nothing further at this time	8/27/2020 12:34 PM
85	nothing	8/27/2020 9:45 AM
86	very unreliable especially in the evening.	8/26/2020 8:16 PM
87	There are very few internet service providers, it would be better to have more selection. We'd also love for the county to think about encouraging hard wired/fibre connections to all homes.	8/26/2020 7:10 PM
88	As shown by the current pandemic, high speed internet is an essential service that EVERYONE should have access to.	8/26/2020 6:47 PM
89	We have signed up for updates from Starlink.	8/26/2020 5:16 PM
90	needs to be faster, its pathedic that living a few Kms from st albert and all we can get is crappy telus hub that is way to slow	8/26/2020 4:50 PM
91	Hi price for poor reliably/ consistently have to restart router because of dropped signal. works ok when running but not reliable.. download speed varies drastically	8/26/2020 3:37 PM
92	connectivity is very intermittent. sometimes a signal is hard to obtain. Speed slows down especially in the evenings when neighbors are all home. It makes it harder to stream tv shows in the evenings.	8/26/2020 2:55 PM
93	Its pretty terrible, we should have telus over here	8/26/2020 2:52 PM
94	N/a	8/26/2020 2:24 PM
95	nothing	8/26/2020 2:08 PM
96	N/A	8/26/2020 2:07 PM
97	Our internet is very important for our son's university studies, and the work we do with volunteer duties. Our entire household is asking for faster and less costly internet services with unlimited data.	8/26/2020 1:23 PM
98	This is the year 2020, rural homes should have the same exact internet that is offered in larger centres. Absolutely everything we do is based off of the internet - communication, programs, television, etc. It is ridiculous that an internet connection in a home is not working have of the time. I could not run the speed test because my internet is not working properly today. It seems to have an average download speed of 3.74 Mbps	8/26/2020 12:17 PM

## Sturgeon County Internet Connectivity: Resident Survey

99	The service is completely unreliable and slow, that the ISP has reduced the cost to reflect the lack of service. Not in a low spot, no luck with other ISP including Telus previously. *could not complete speed test due to lack of internet speed.	8/26/2020 11:47 AM
100	THIS has been an ongoing problem since internet has come out over 10 years ago. I have faster speeds on my cell than i do in my home	8/26/2020 10:11 AM
101	Nothing	8/26/2020 5:35 AM
102	I want internet fibre/DSL to be available in Carbondale. We use smarthub which does not allow for us to get Telus Optik TV or any other TV streaming. Telus has phased out satellite TV, communication companies can not do anything reception wise because of the valley. So very hard to watch regular TV.	8/25/2020 11:51 PM
103	Never get the speed we pay for, its unreliable	8/25/2020 10:03 PM
104	There has to be a way to lower the cost.	8/25/2020 8:58 PM
105	All the neighborhoods around Skyglen (54231 Range Road 250) have faster internet. It's absurd that we have to pay as much as we do for shoddy internet.	8/25/2020 7:06 PM
106	quite satisfied as seniors with no business problems. Do enjoy the service we have with MCSnet. Only use email, facebook etc. Google occasionally.	8/25/2020 6:30 PM
107	Tower access.	8/25/2020 4:31 PM
108	Need Shaw or Telus fiber in close to st Albert Sturgeon county neighbourhoods	8/25/2020 4:01 PM
109	It needs to be steady. I find it very intermittent. Which is frustrating	8/25/2020 2:17 PM
110	Zero trust security policy, multi factor authentication offers, better customer service from isps vs. the typical answer of you service level is normal for your area	8/25/2020 12:46 PM
111	Xplornet defrauds it's customers by charging for services they do not supply	8/25/2020 12:40 PM
112	Rural internet is sketchy, and we have few choices. It's expensive, and unreliable. It's difficult for working from home and for students in school. It's unfair that rural access to internet is so shoddy.	8/25/2020 12:39 PM
113	Please encourage installation of fiber optic so that we can get rid of the satellite component of the internet	8/25/2020 12:03 PM
114	We had difficulty obtaining the Telus HUB initially because Telus had difficulty differentiating our location as rural vs. located in a subdivision	8/25/2020 12:00 PM
115	We teach high school from home. Even not covid times the internet is very important to this. And we are let down with reliability very often. To the point of driving elsewhere just to complete work.	8/25/2020 11:15 AM
116	Likely working from home office full time so need quick, reliable service	8/25/2020 10:57 AM
117	Telus promised fiber optic 25 years ago. Subdivisions have lots of people who need fiber optic internet. This crappy cell tower stuff is terrible. Heck we still have AGT boxes and AGT was sold to Telus in 1991, yet the only upgrade in service since the 1970s was when we finally got rid of our party line.	8/25/2020 10:15 AM
118	Non Peak Times it is acceptable. High Peak times it is unusable.	8/25/2020 10:01 AM
119	Speed varies during the day. Decent in AM but can be very slow in evening	8/25/2020 9:24 AM
120	We are both teachers and all three of our children are in junior high or high school. We had great difficulties meeting our professional obligations during quarantine even though we upgraded our service to 20MBps during that time. We had five of us on computers all day and often our service would slow down or drop completely. My husband teaches grade 12 diploma courses and I had live meets scheduled with elementary school families. This needs to be as big a priority as roads and drainage. (Except that hopefully something actually can happen unlike how long we have waited for proper drainage on crows nest road) Our professional obligations (income) and our children's education depend on quality internet service.	8/25/2020 9:18 AM
121	Until this fall when Telus Smarthub rates became more affordable, we have had no high speed	8/25/2020 8:50 AM

## Sturgeon County Internet Connectivity: Resident Survey

internet for the past 10 years. This is despite the fact that the lands we own are designated future urban expansion. From a technical standpoint, the rural broadband systems "line of sight" systems are ineffective due to the variable topography in the area (we are located in a densely populated valley, which is not eligible for rural line of sight service).

122	n/a	8/25/2020 8:40 AM
123	coverage areas are very poor	8/25/2020 8:11 AM
124	Nothing	8/25/2020 7:42 AM
125	working from home is now a requirement for a lot of people. for rural people (4 miles from gibbons) this is a huge issue	8/25/2020 7:37 AM
126	Often get notes accross the screen that internet is unstable	8/25/2020 7:24 AM
127	Telus smart hub is my only available option other then Xplornet and that was horrendous	8/24/2020 10:38 PM
128	Speed seems to vary by time of day (e.g. faster after midnight, slower during prime time)	8/24/2020 9:56 PM
129	-	8/24/2020 9:29 PM
130	Most evenings we don't have internet	8/24/2020 7:19 PM
131	With the current state of the country. Reliable internet is a must when working from home, online education, ordering essentials, entertainment to avoid general public, to keep up with the state of the coutry and world. Modern society needs reliability from an isp. I have two children that will be doing online education and hope that my internet connection will be fast and stable enough to keep them home in a safe environment.	8/24/2020 7:05 PM
132	N/a	8/24/2020 7:04 PM
133	We have a grandson with type one diabetes and his dexcom uses internet to let us know his glucose numbers	8/24/2020 7:03 PM
134	Cell phone service is equally important and current coverage is dismally poor.	8/24/2020 6:25 PM
135	With being located so close to towns (Town of Morinville, Cardiff, St, Albert) it is ridiculous that my internet is so horrible. I can see Morinville and Cardiff from my window yet I have to rely on a smart hub (mobility service) for my internet connection.	8/24/2020 6:23 PM
136	companies should pay for the upgraded service	8/24/2020 6:08 PM
137	Speed is variable, depending on time of day (evenings and when school is from home causes slowdowns), weather (cloudy, cool, wet, snow, etc. pushes people indoors and internet use rises) and extreme climate (heavy rain, snow or hail causes loss of signal).	8/24/2020 5:36 PM
138	Possibility of more towers if you're doing non-cabled internet connection.	8/24/2020 4:33 PM
139	With covid we have to use it a lot more now and it's super slow unreliable and costs a fortune. Not to mention shaw has 1gbps line where they service the subdivision 1km away and they should service up until the highway cut off but refuse to even though they have a line that far up due to lower population density for the next 10km passed the sub division but many people live in that little deadzone area so it's kind of a rip off especially since they have lines there... also I believe theyve been subsidized to service our area before as if you look at our postal code on the alberta isp page it says they should be servicing our little deadzone but shaw wont service us if you phone them and ask for a package they say they dont have a line there which is a lie as we have seen the line in the ditch when doing renovations before.	8/24/2020 4:26 PM
140	It goes down quite a lot with no explanation...super slow when lots of people are on it. Was told that the tower is full	8/24/2020 4:08 PM
141	None	8/24/2020 3:51 PM
142	With Covid, both my wife and I have been working from home since March. High speed internet is important for all residents. We are lucky, SHAW is very fast and reliable.	8/24/2020 3:40 PM
143	I would be able to have security cameras if I had reliable internet. I would also be able to use the data I am paying for and cannot use, basically throwing money away at this point. This includes cell phone data.	8/24/2020 2:23 PM
144	We have many occasions called Telud to inquire on upgrades for our area. Their response has	8/24/2020 2:05 PM

## Sturgeon County Internet Connectivity: Resident Survey

been NO UPGRADES are scheduled for this area. I have contacted them annually for the 10 yrs as resident here in Tuscany Hills, I am beyond frustrated as many are .

145	With more at home demands due to Covid, the importance of reliable highspeed internet is also higher. Investments by current providers in Sturgeon County needs to be a priority before upgrades to other areas already well served. Speed tests run over the past two weeks have seen download speeds of 1.2, 3.5 and one brief instance of 10.5 mbps - none adequate for our needs.	8/24/2020 1:34 PM
146	n/a	8/24/2020 1:07 PM
147	We rarely get our promised speeds, the internet is throttled at night, Xplornet lies and oversubscribes their towers.	8/24/2020 1:07 PM
148	Consistent service, not dropped or slow at many times during the day.	8/24/2020 12:01 PM
149	nothing	8/24/2020 12:00 PM
150	I don't think anything	8/24/2020 11:56 AM
151	Internet service in rural areas (not serviced by cable) is very expensive compared to service available in large centres. Faster service (but not up to suggested federal gov't standards) is available, but very expensive.	8/24/2020 10:39 AM
152	We only just got internet this month due to projected ongoing COVID isolation.	8/24/2020 9:29 AM
153	Need fiberoptic	8/24/2020 9:28 AM
154	n/a	8/23/2020 9:11 PM
155	Where I'm located, very few isp are available. I will never spend a penny on xplornet as they are crooks and won't ever see a penny of my hard earned money. You guys need to start offering more internet providers for ALL AREAS OF STURGEON County. Your website lists many Internet providers, but only one of available in my area! This is pathetic!	8/23/2020 6:00 PM
156	Rainy days equal more people on their internet, so it makes it even more difficult to work from home as the internet will barely work for an email, let alone anything else. We were told by other internet companies that trees block the signal as well so a satellite on the roof still would not help. If there were more towers, it would be more efficient to support all in the area using the internet.	8/23/2020 1:59 PM
157	I service the IT industry and there is a woeful lack of decent internet in Sturgeon County. Xplornet has a traffic management policy that throttles people all times of the day so they are false advertising their true speed. TELUS has not managed the amount of smart hubs in the area with the ability to handle the traffic as their back haul is grossly under sized for the traffic. The WiMax providers do not provide the speeds necessary to support a household of people. We have worse internet than some 3rd world countries and thats being nice.	8/22/2020 10:22 PM
158	Have an internet provider that also provides them with cable would be ideal. Paying to two individual companies both, over \$100 gets expensive. Currently paying \$136 for the fastest internet (25 /5) as we are using just a fire stick, and cannot be on our phones or have any other device open as it will make the tv lag. It's just ridiculous. We live not even 10 minutes from Fort Saskatchewan. Our internet is actually down right now so it will not allow me to do the speed test.	8/22/2020 8:44 PM
159	Security systems and VOIP require fast and reliable internet service.	8/22/2020 6:34 PM
160	We are very satisfied with the internet provider and speed.	8/22/2020 5:56 PM
161	Very unreliable and costs way to much money just because we live in the county	8/22/2020 5:28 PM
162	Reliability is way more important than speed. I can do without watching movies on my internet but I cannot do without internet for basic services like banking.	8/22/2020 2:32 PM
163	It would be nice to get cable tv or fiber optic. In Lamoureux under the highway 15 bridge is a fibre optic Internet junction box	8/22/2020 1:54 PM
164	It is all good where I live in Sturgeon County	8/22/2020 1:38 PM
165	The tower does not have line of site for optimum speed.	8/22/2020 12:23 PM

## Sturgeon County Internet Connectivity: Resident Survey

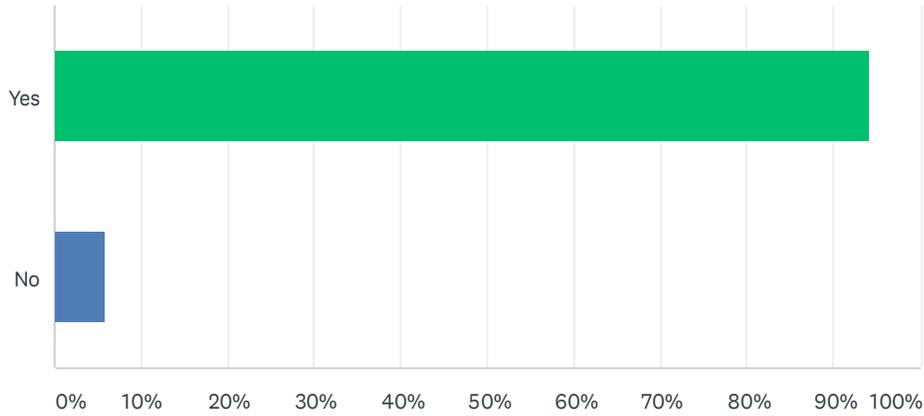
166	nothing	8/22/2020 11:54 AM
167	Telus was good and reliable for a few years. Since the start of Covid it has become slow and unreliable at any time of day. Not just during "peak hours".	8/22/2020 10:49 AM
168	The timing of this survey will not fully reflect the actual demand which rises dramatically during the winter months when people are indoors longer and use their devices more for entertainment, and school demands due to COVID.	8/22/2020 10:28 AM
169	With the virus there is now 2 individuals working from home making significant use of online video meetings and one college student with these requirements. This is proving almost impossible with the service we get.	8/22/2020 10:00 AM
170	In areas where higher speeds are available, the least expensive package offered by Xplornet includes higher speed AND unlimited data for less than what I am paying for abysmal speed and 50 G limit.	8/21/2020 9:29 PM
171	Been having issues for six months were our connection is extremely slow and drops repeatedly. It started in March, but we held off because of Covid and figured it was just usage going up. In May I put in two complaints, they said they knew about the issue and they were going to investigate. In August I called again, was informed that they know... and that they're going to investigate. Every time the people indicated that I should seek another service provider, and the last one admitted if I got everybody in the area to call in with complaints they might actually put in some effort to find out what's causing the problem.	8/21/2020 8:26 PM
172	I would like to know if a true (end-to-end) fiber-optic network will ever become a reality outside the large population centers.	8/21/2020 7:54 PM
173	Those who live on the fringes on the county deserve the same decent services as those who live in towns.	8/21/2020 5:15 PM
174	speeds are all over the place, can be good on occasion but poor the majority of the time, need more towers in the area of calahoo/ villeneau or better provider	8/21/2020 4:41 PM
175	We moved from a MORE rural area (Smoky Lake County) to Sturgeon County and the internet service/availability plummeted. The Telus Hub was our only option... was better when first signed up but not anymore. Telus said it was increased competition on their towers - more people at home... kind of like a first come first serve basis.	8/21/2020 3:14 PM
176	With the high possibility that I will be homeschooling if there is another shutdown it is essential that we have access to reliable high speed internet.	8/21/2020 2:39 PM
177	COVID has proven that we need reliable internet for work/school	8/21/2020 12:54 PM
178	Upload speeds are as important as download speeds. Cloud storage, remote work VPN, video conferencing all require high upload speeds. Please ephasise the need for high upload speeds when discussing with industry.	8/21/2020 12:50 PM
179	With COVID my internet needs have increased as I am needing to work from home. This will be an on-going option for me so having the unlimited data is also important. I chose my provider because they provide unlimited data.	8/21/2020 11:23 AM
180	Rural areas require outside antenna and cabling. Upgrades were completed recently to increase speed. Continue upgrades to replace obsolete equipment and with new technology.	8/21/2020 9:43 AM
181	nothing	8/21/2020 9:08 AM
182	Cell phone reception is extremely poor as well. Only being 10 min from Edmonton and Morinville and a cell phone hardly works is shocking!	8/20/2020 10:06 PM
183	Our Telus Hub worked fine for two years, now its really slow	8/20/2020 9:43 PM
184	Truth is that the current ISPs can only deliver remotely close to their advertised Up/Down speeds at the lowest possible demand times. During peak hours, even those paying for "LTE 25" (25 Mbps) are only getting less than 2 Mbps. As a result, I can't have access to most mainstream video security systems, which would certainly help with deterrence as rural property crime rates are really high. Beyond this, let's be honest, Internet is an essential service. I'm sure that power (and gas) companies disliked lining up a couple miles of cables to energize a couple of homes, but it got done. There should be no reasons, in 2020, as to why ISPs are not challenged to provide the essential service.	8/20/2020 9:13 PM

## Sturgeon County Internet Connectivity: Resident Survey

185	Switched from Xplornet satellite because of the terrible speeds and inconsistency. Found love with the Telus smart hub at first but I think the same thing happened to a lot of people and we are finding the same thing is now happening with slow speeds and inconsistency.	8/20/2020 7:36 PM
186	living on hwy 28 south of hwy642 there are only 2 cell towers. the one to the north is located by Bon Accord and according to Telus it has reached capacity	8/20/2020 7:24 PM
187	We live out of town but we still need internet. The world is moving on without us and there is nothing we can do to help it. We need better internet. Cable or fibre. Something reliable and something faster than our absolutely terrible wireless internet	8/20/2020 5:50 PM
188	Our speeds are so low we couldn't even accurately represent ourselves in this survey. We need something better	8/20/2020 5:42 PM
189	n/a	8/20/2020 1:35 PM
190	absolutely need consistent faster speeds. Fiber. Lived in Grandview Heights for 38 years, last upgrade to hardwired infrastructure was when Don Getty got rid of party lines. County needs to step up and get rural residential clusters into the 2020s	8/20/2020 7:47 AM
191	Telus has told us directly that they over sold their tower and that is why our speed is so bad.	8/20/2020 7:00 AM
192	It cuts out a million times a day so many time that you can't even fill out a form online	8/19/2020 6:42 PM
193	Nothing	8/19/2020 6:24 PM
194	Initially when we first started with Clearwave it was very fast, however they indicated some hardware went down and have to piggy back off of Bell and since then its dropped significantly	8/19/2020 5:01 PM
195	n/a	8/19/2020 4:06 PM
196	more competition equals lower cost	8/19/2020 2:45 PM
197	With the amount of taxes I pay a year and the very limited services I get for them, they should be investing in proper internet for rural residents - especially since working/school from home is part of living in these times. Can't pay bills if you can't work from home and need internet	8/19/2020 7:12 AM
198	If the schools close it's next to impossible for kids to learn online	8/18/2020 10:42 PM
199	I'd like to see everyone have a constant connection available in the county	8/18/2020 8:41 PM
200	the signal is good but the bandwidth is painfully slow to the point where we don't have internet during portions of the day due to to many people on the same tower.	8/18/2020 1:59 PM
201	You have to have internet now to do anything because that is how the world is going. Some places are not open because COVID and might never open again because the internet and being able to work remotely.	8/18/2020 12:55 PM
202	Cell phone service is also terrible with dropped calls everyday	8/18/2020 9:36 AM
203	NA	8/18/2020 9:18 AM
204	Telus has identified this area as a problem area and openly says so, but has not indicated any plans for improvement and continues to charge the same amount for unreliable slow service.	8/18/2020 9:07 AM
205	The service that telus provided a couple years ago was good. The county should have more of a voice with ISP service.	8/17/2020 9:35 PM
206	Landmarks that seem to make it apparently difficult such as hills requires high towers etc	8/17/2020 9:09 PM
207	Nothing, work on roads	8/17/2020 5:32 PM
208	nothing	8/17/2020 3:26 PM
209	Need better service and cheaper	8/17/2020 3:17 PM

## If you are a home-based business, do you utilize your internet service for personal use as well?

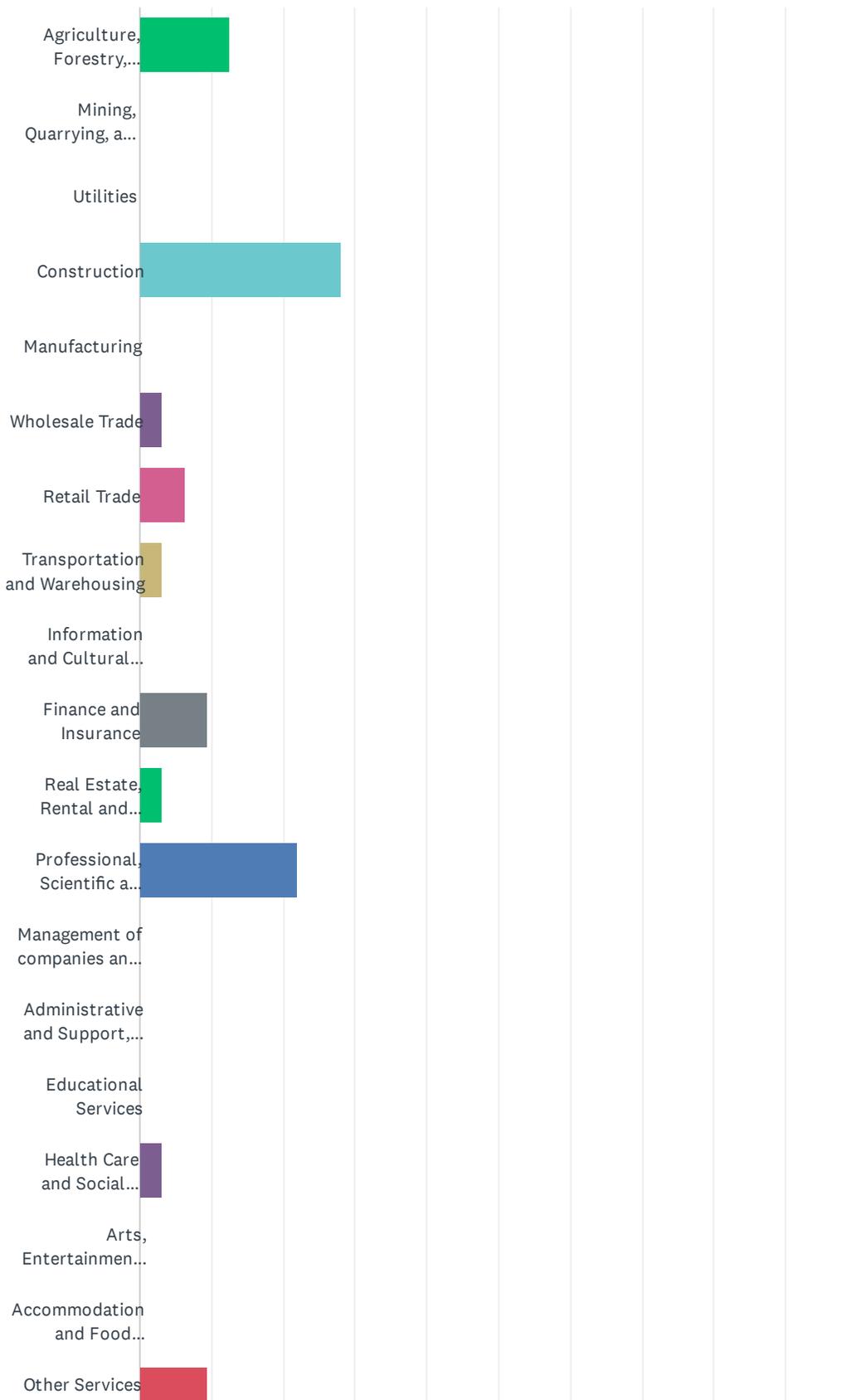
Answered: 34 Skipped: 0



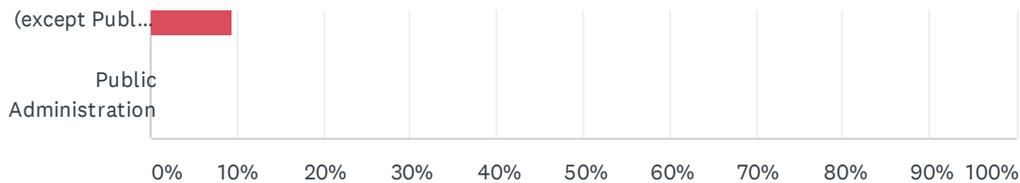
ANSWER CHOICES	RESPONSES	
Yes	94.12%	32
No	5.88%	2
TOTAL		34

### Q3 Which NAICS Category does your business fall into?

Answered: 32 Skipped: 2



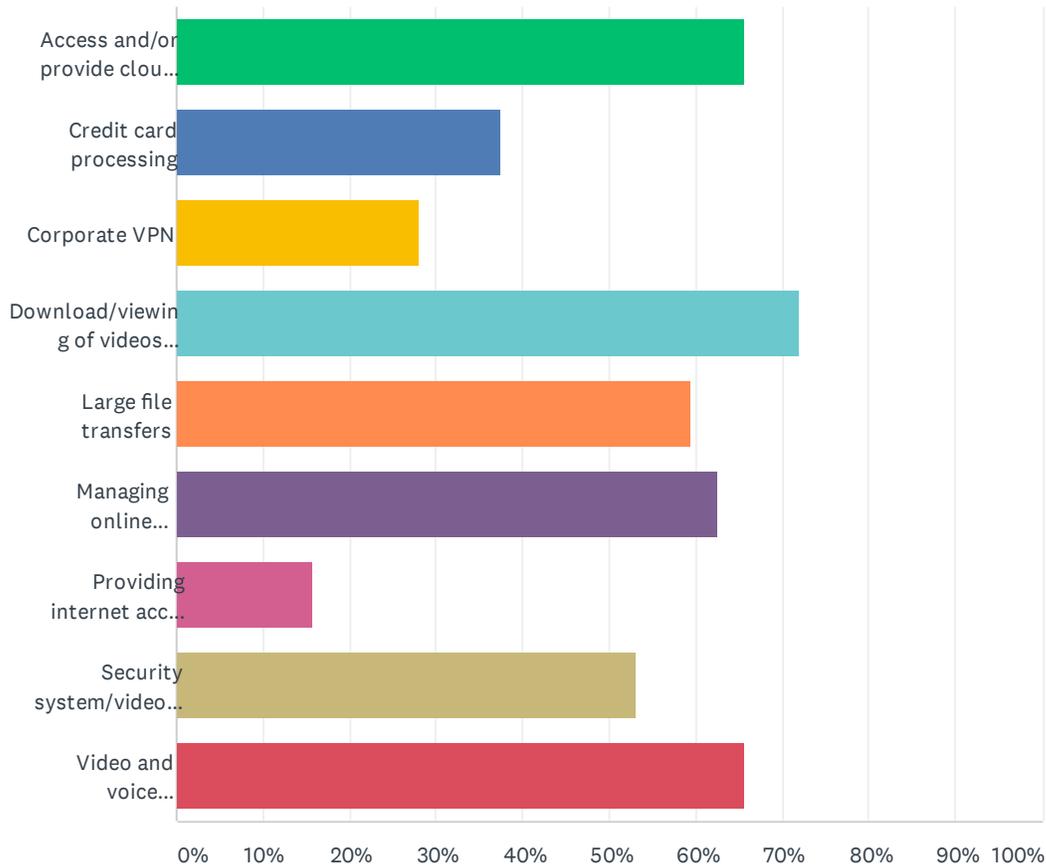
## Sturgeon County Internet Connectivity: Business Survey



ANSWER CHOICES	RESPONSES	
Agriculture, Forestry, Fishing and Hunting	12.50%	4
Mining, Quarrying, and Oil and Gas Extraction	0.00%	0
Utilities	0.00%	0
Construction	28.13%	9
Manufacturing	0.00%	0
Wholesale Trade	3.13%	1
Retail Trade	6.25%	2
Transportation and Warehousing	3.13%	1
Information and Cultural Industries	0.00%	0
Finance and Insurance	9.38%	3
Real Estate, Rental and Leasing	3.13%	1
Professional, Scientific and Technical Services	21.88%	7
Management of companies and enterprises	0.00%	0
Administrative and Support, Waste Management and Remediation Services	0.00%	0
Educational Services	0.00%	0
Health Care and Social Assistance	3.13%	1
Arts, Entertainments, and Recreation	0.00%	0
Accommodation and Food Services	0.00%	0
Other Services (except Public Administration)	9.38%	3
Public Administration	0.00%	0
<b>TOTAL</b>		<b>32</b>

## What do you use your home internet for? (Select all that apply)

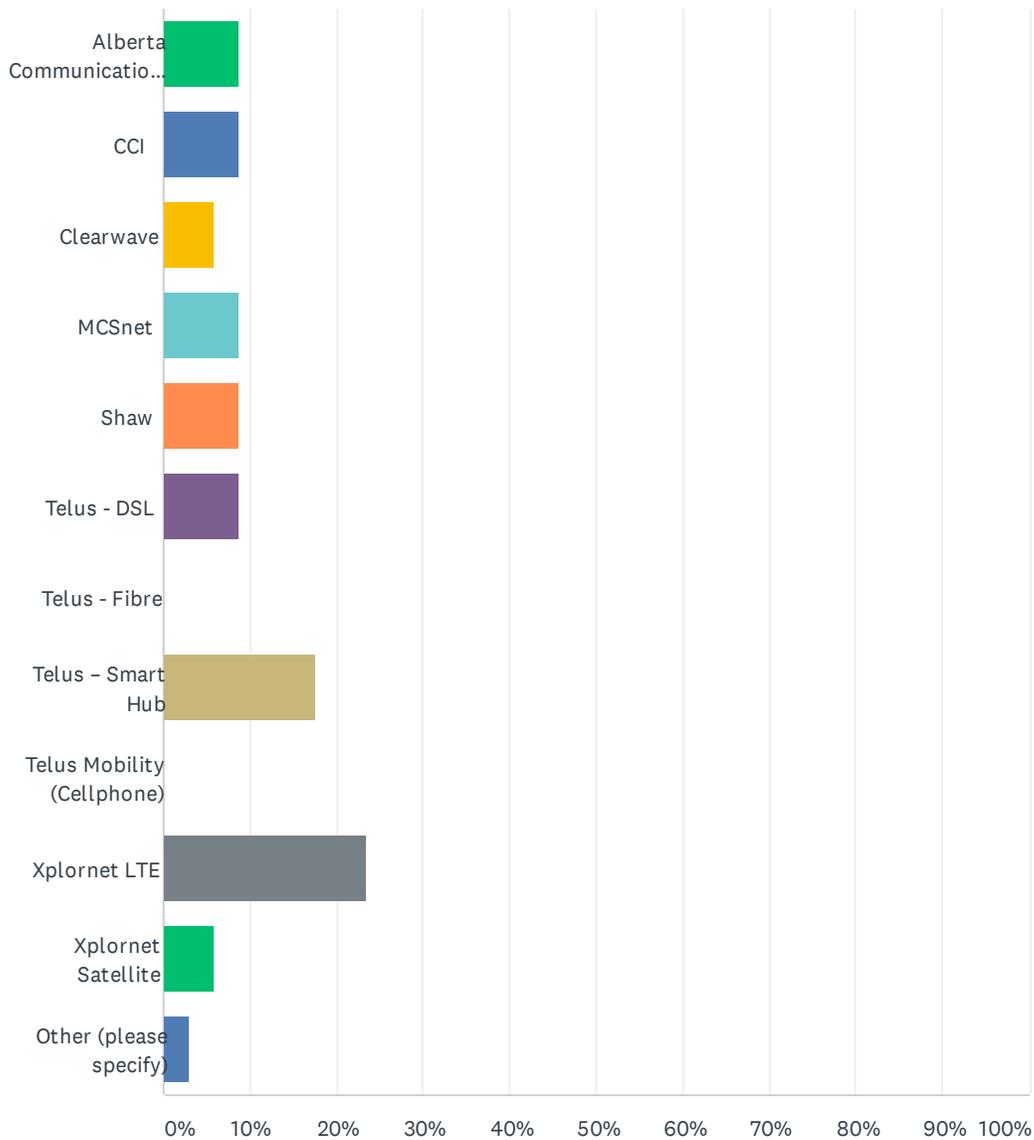
Answered: 32 Skipped: 2



ANSWER CHOICES	RESPONSES	
Access and/or provide cloud services	65.63%	21
Credit card processing	37.50%	12
Corporate VPN	28.13%	9
Download/viewing of videos (e.g., training/education for staff)	71.88%	23
Large file transfers	59.38%	19
Managing online business/website	62.50%	20
Providing internet access (Wi-fi) to customers and staff	15.63%	5
Security system/video camera monitoring of business and/or remote locations	53.13%	17
Video and voice communication (e.g., Skype, video conferencing or other VOIP services)	65.63%	21
Total Respondents: 32		

# Who is your current internet service provider (ISP)?

Answered: 34 Skipped: 0

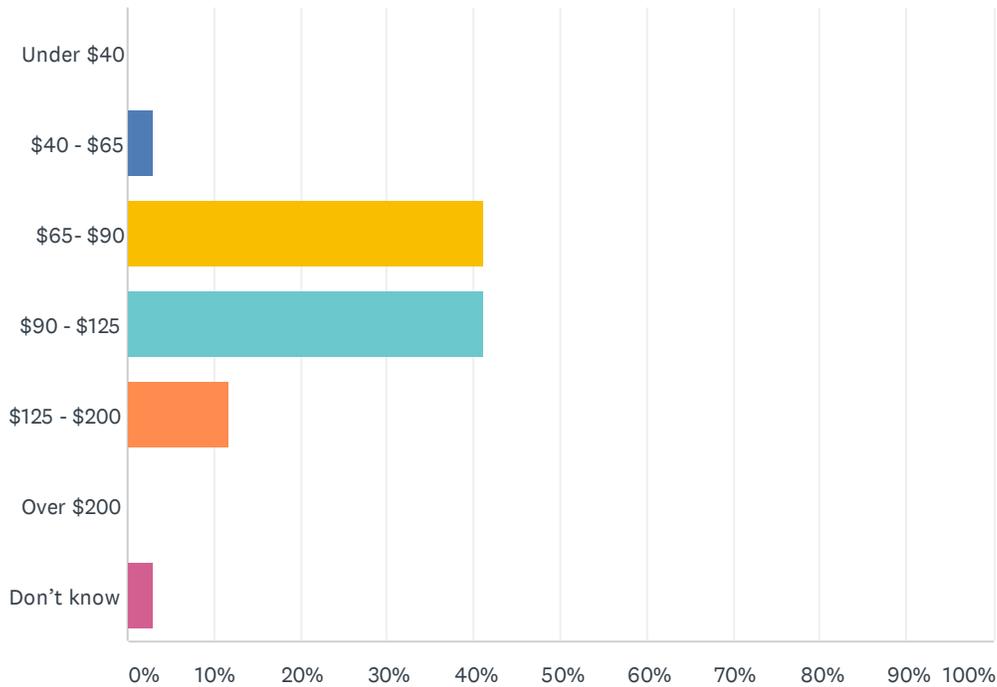


## Sturgeon County Internet Connectivity: Business Survey

ANSWER CHOICES	RESPONSES	
Alberta Communication Cable Services (Albertacom)	8.82%	3
CCI	8.82%	3
Clearwave	5.88%	2
MCSnet	8.82%	3
Shaw	8.82%	3
Telus - DSL	8.82%	3
Telus - Fibre	0.00%	0
Telus – Smart Hub	17.65%	6
Telus Mobility (Cellphone)	0.00%	0
Xplornet LTE	23.53%	8
Xplornet Satellite	5.88%	2
Other (please specify)	2.94%	1
<b>TOTAL</b>		<b>34</b>

## How much a month are you currently paying for your existing internet service (including overage charges?)

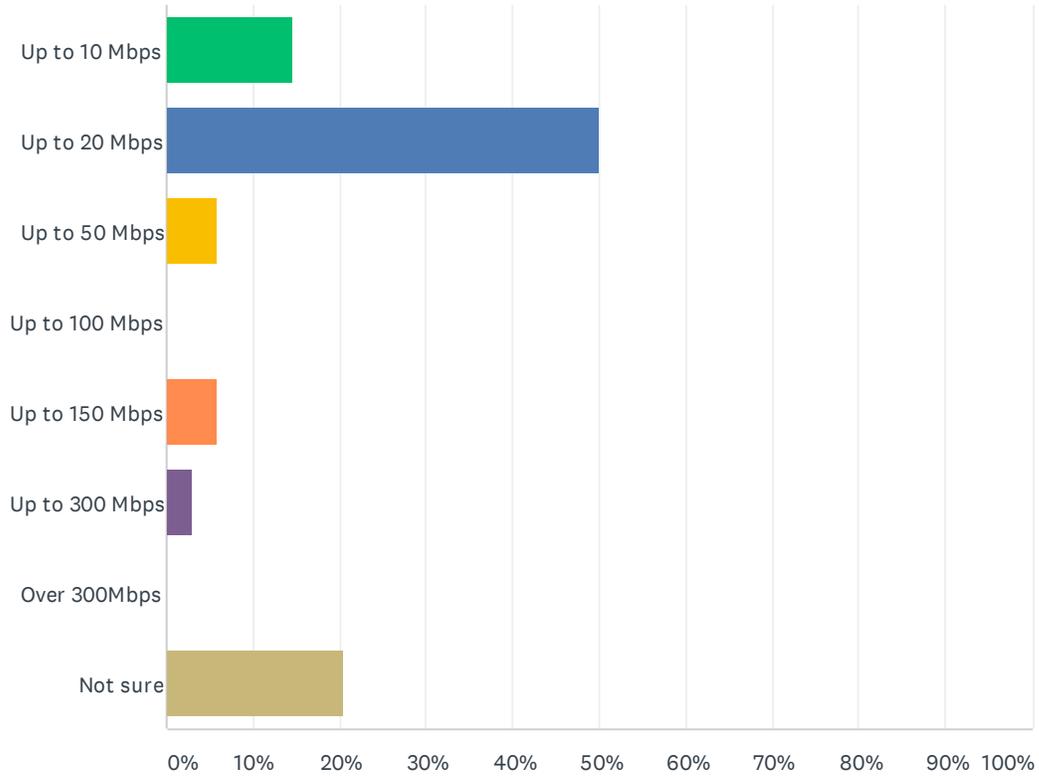
Answered: 34 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under \$40	0.00%	0
\$40 - \$65	2.94%	1
\$65 - \$90	41.18%	14
\$90 - \$125	41.18%	14
\$125 - \$200	11.76%	4
Over \$200	0.00%	0
Don't know	2.94%	1
<b>TOTAL</b>		<b>34</b>

## What download speeds are you paying for?

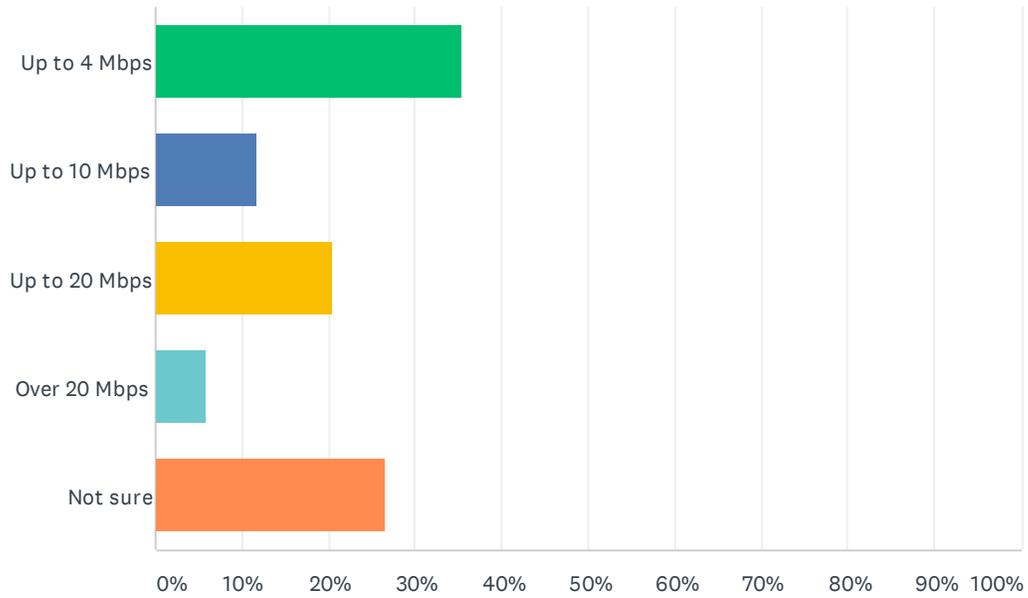
Answered: 34 Skipped: 0



ANSWER CHOICES	RESPONSES	
Up to 10 Mbps	14.71%	5
Up to 20 Mbps	50.00%	17
Up to 50 Mbps	5.88%	2
Up to 100 Mbps	0.00%	0
Up to 150 Mbps	5.88%	2
Up to 300 Mbps	2.94%	1
Over 300Mbps	0.00%	0
Not sure	20.59%	7
<b>TOTAL</b>		<b>34</b>

## What upload speeds are you paying for?

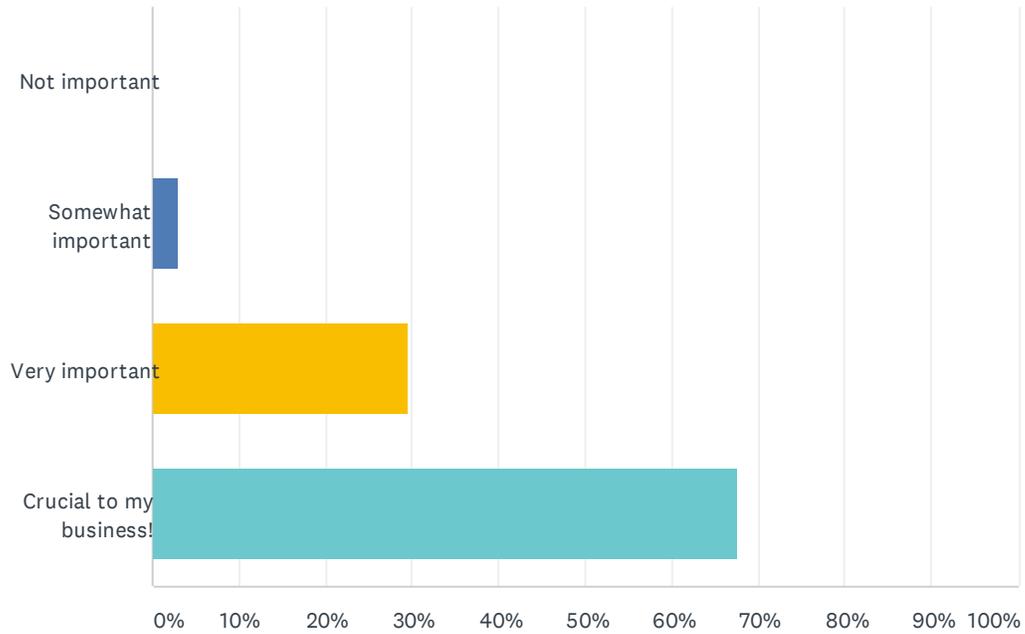
Answered: 34 Skipped: 0



ANSWER CHOICES	RESPONSES	
Up to 4 Mbps	35.29%	12
Up to 10 Mbps	11.76%	4
Up to 20 Mbps	20.59%	7
Over 20 Mbps	5.88%	2
Not sure	26.47%	9
<b>TOTAL</b>		<b>34</b>

## How important is access to the internet for your business?

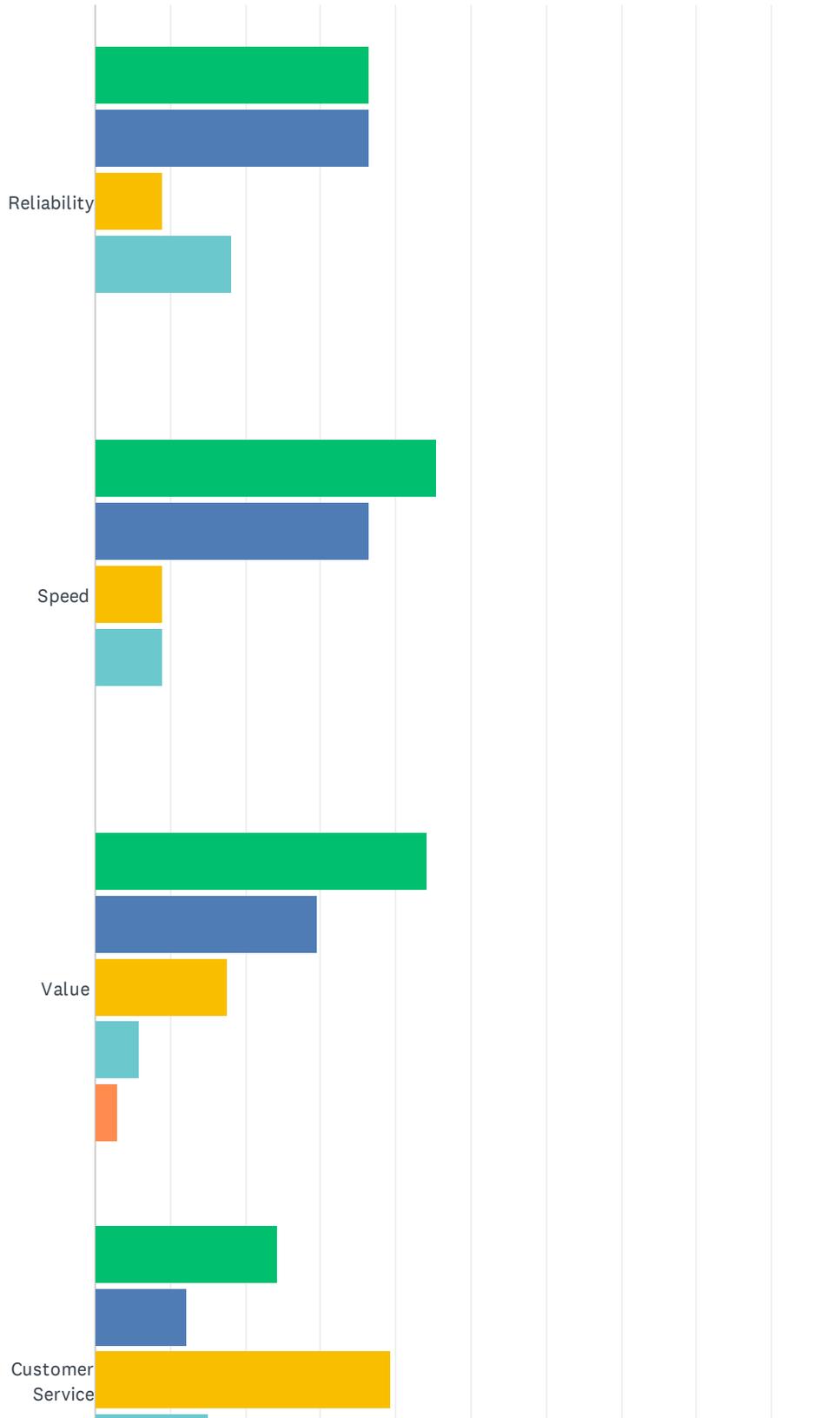
Answered: 34 Skipped: 0



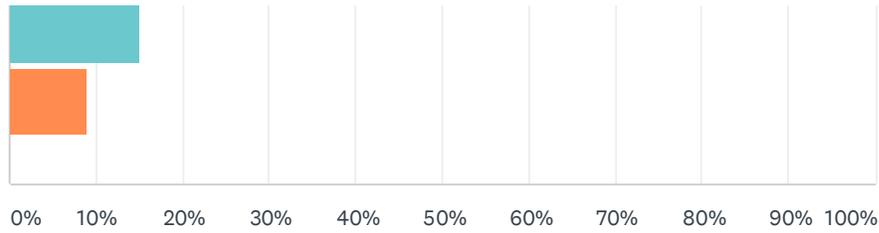
ANSWER CHOICES	RESPONSES	
Not important	0.00%	0
Somewhat important	2.94%	1
Very important	29.41%	10
Crucial to my business!	67.65%	23
<b>TOTAL</b>		<b>34</b>

# Please rate your satisfaction level with your current internet service for the following areas:

Answered: 34 Skipped: 0



## Sturgeon County Internet Connectivity: Business Survey

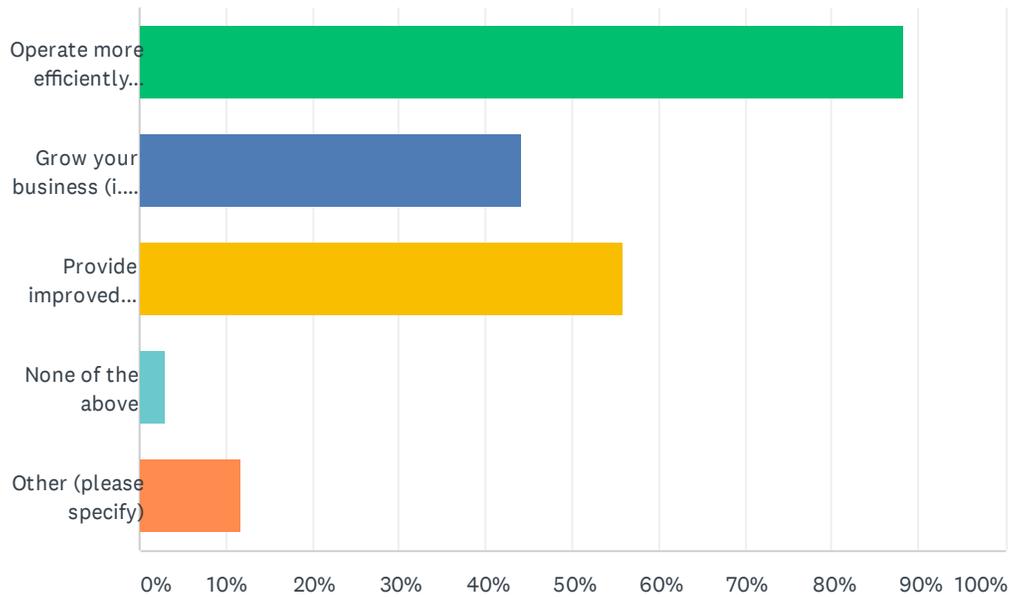


■ Very Dissatisfied   
 ■ Dissatisfied   
 ■ Neutral   
 ■ Satisfied  
■ Very Satisfied

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
Reliability	36.36% 12	36.36% 12	9.09% 3	18.18% 6	0.00% 0	33	2.09
Speed	45.45% 15	36.36% 12	9.09% 3	9.09% 3	0.00% 0	33	1.82
Value	44.12% 15	29.41% 10	17.65% 6	5.88% 2	2.94% 1	34	1.94
Customer Service	24.24% 8	12.12% 4	39.39% 13	15.15% 5	9.09% 3	33	2.73

## If you had access to a higher speed (e.g., 100 Mbps or greater) reliable internet connection, would it allow you to:

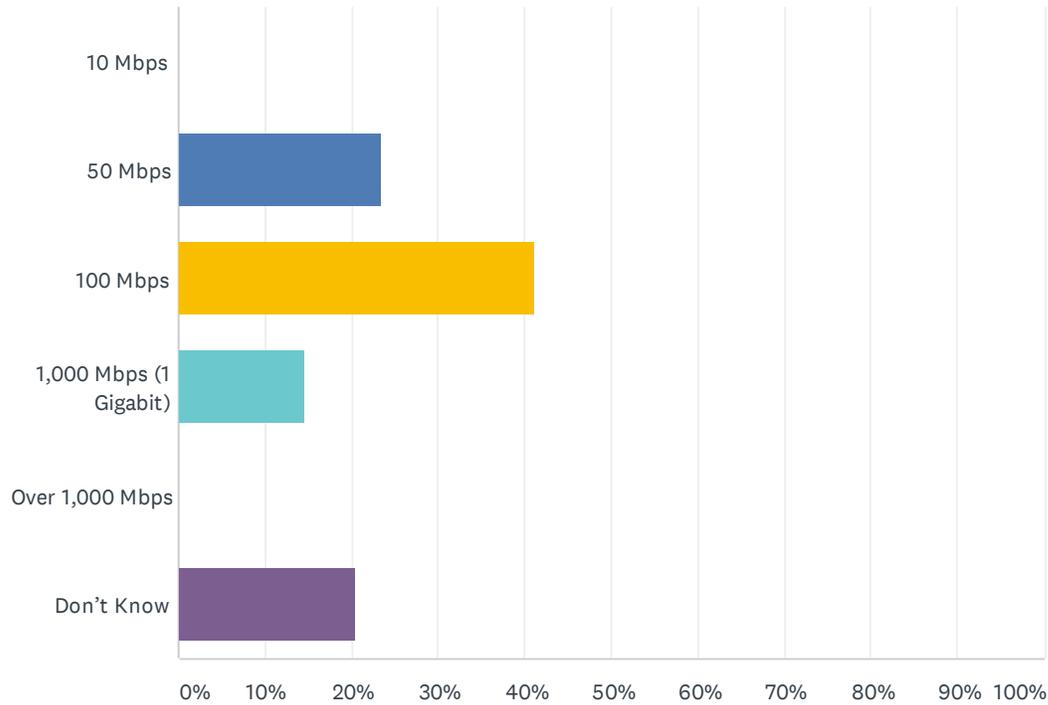
Answered: 34 Skipped: 0



ANSWER CHOICES	RESPONSES	
Operate more efficiently (i.e., lower costs)	88.24%	30
Grow your business (i.e., increase revenue)	44.12%	15
Provide improved customer service	55.88%	19
None of the above	2.94%	1
Other (please specify)	11.76%	4
Total Respondents: 34		

## What speed do you feel would meet all of your current requirements?

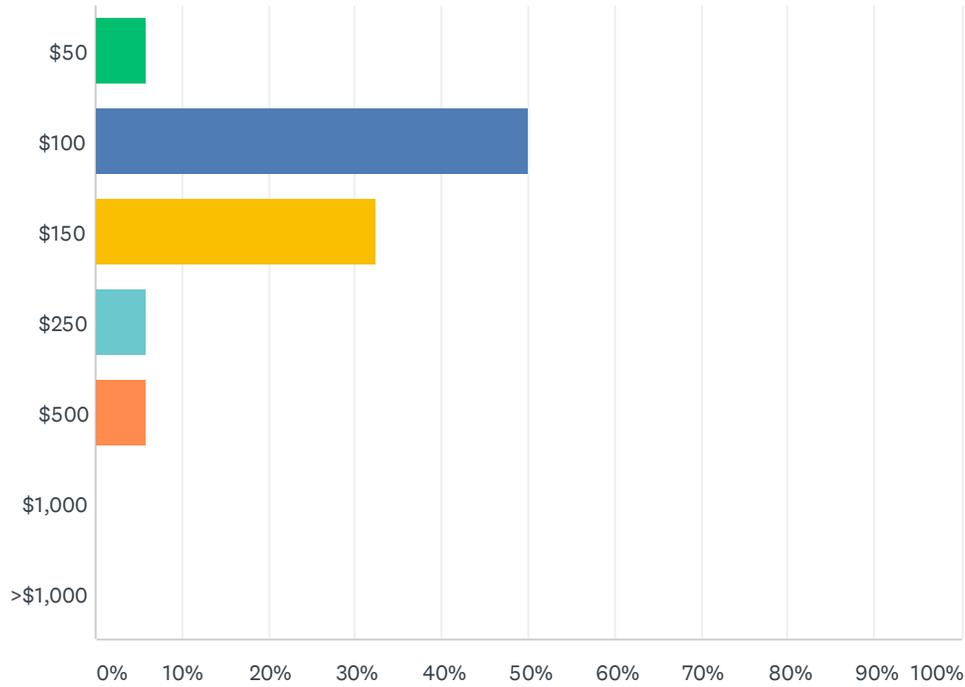
Answered: 34 Skipped: 0



ANSWER CHOICES	RESPONSES	
10 Mbps	0.00%	0
50 Mbps	23.53%	8
100 Mbps	41.18%	14
1,000 Mbps (1 Gigabit)	14.71%	5
Over 1,000 Mbps	0.00%	0
Don't Know	20.59%	7
<b>TOTAL</b>		<b>34</b>

## What is the maximum monthly amount you would be willing to pay for a high speed internet connection for your business?

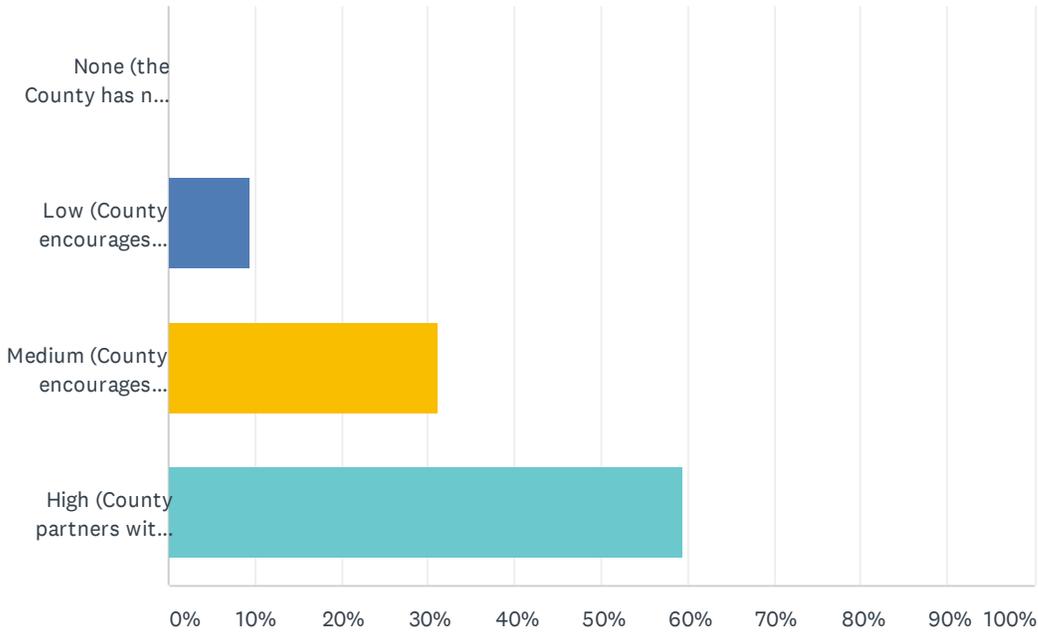
Answered: 34 Skipped: 0



ANSWER CHOICES	RESPONSES
\$50	5.88% 2
\$100	50.00% 17
\$150	32.35% 11
\$250	5.88% 2
\$500	5.88% 2
\$1,000	0.00% 0
>\$1,000	0.00% 0
<b>TOTAL</b>	<b>34</b>

Internet Service Providers (ISPs) have challenges serving rural areas with relatively few customers. Sturgeon County investment can encourage ISPs to deliver faster speeds and increase availability. What level of involvement should Sturgeon County take in ensuring that Sturgeon County’s future internet speed requirements can be met at a reasonable cost?

Answered: 32 Skipped: 2



ANSWER CHOICES	RESPONSES	
None (the County has no involvement in Sturgeon County internet needs)	0.00%	0
Low (County encourages and/or supports the private sector, no County investment)	9.38%	3
Medium (County encourages and/or supports the private sector, possible County investment)	31.25%	10
High (County partners with the private sector and/or invests as required)	59.38%	19
<b>TOTAL</b>		<b>32</b>

## Q15 What else about your business's internet needs do you think Sturgeon County should know?

Answered: 11 Skipped: 23

#	RESPONSES	DATE
1	n/a	8/31/2020 10:41 AM
2	no comment	8/31/2020 6:09 AM
3	I asked about upgrading to a CCI business plan and was told it could cost up to \$25,000 to get the service setup at my home.	8/29/2020 4:46 PM
4	nothing	8/27/2020 11:51 AM
5	The internet in rural areas is a joke compared to whats offered in the city or even from a cell phone	8/26/2020 10:11 AM
6	This has long been on our radar, and our concerns have fallen on deaf ears. Time for Sturgeon to advocate for its citizens if it wishes to grow & diversify its business base, attract & retain highly trained workers/young people/residents. (In other words, think beyond heavy industry).	8/25/2020 9:06 AM
7	Internet message often says internet is unstable	8/25/2020 7:28 AM
8	Tried to do this survey a few times, terrible internet kicked me out, that's how bad it is and how crucial a solution is needed.	8/24/2020 7:19 PM
9	We need better. We need Sturgeon County to do better. We have been struggling these past few years because we can't keep up. We need a fast, wired connection.	8/20/2020 5:52 PM
10	We need more and better. We're stuck in the 1990's just because we live 10 minutes out of town? People increasingly need the internet. We are people too!	8/20/2020 5:46 PM
11	Cell service is crap	8/18/2020 10:54 PM