Village of Spring Lake

Summary Report on the Village of Spring Lake Internet Infrastructure Survey

1. Satisfaction with Current Internet Service:
   - Respondents expressed a range of satisfaction levels from very satisfied to very dissatisfied.
   - Common issues included slow internet speeds, unreliable connections, high costs, and limited-service options.

2. Interest in Improved Internet Infrastructure:
   - Responses were mixed, with some respondents showing interest in improved infrastructure and others opposing it.
   - Several respondents indicated that the cost of new infrastructure should be reasonable or covered by existing taxes.

3. Willingness to Contribute Financially:
   - Willingness to contribute varied, with many respondents preferring to pay $0- $50 per month.
   - A few were willing to pay up to $100 per month, but many stressed the need for cost-effective solutions.

4. Internet Usage and Providers:
   - Many respondents used the internet for home-based businesses or remote work.
   - Common internet providers included Starlink, Telus, Xplornet, and Clearwave.

5. Average Internet Speeds and Device Usage:
   - Reported internet speeds varied widely, from as low as 3 Mbps to over 200 Mbps.
   - The number of devices per household ranged from 1-2 to over 10.

6. Additional Concerns and Suggestions:
   - Some respondents mentioned the need for better customer service and the importance of focusing on other community needs like water and sewer infrastructure.
   - There were concerns about the high costs of current internet services and the preference for private solutions like Starlink over communal internet projects.

General Observations

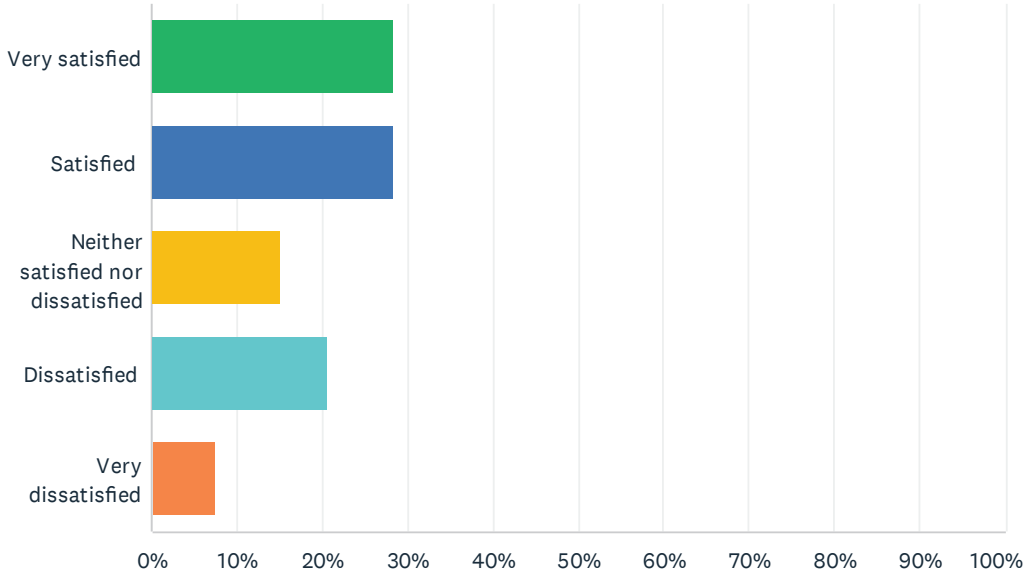
- Diverse Opinions: There is no consensus among residents about the need for improved internet infrastructure or the willingness to pay for it. Responses highlight both support and opposition.
- Cost Sensitivity: Many residents are concerned about the costs associated with new internet infrastructure, preferring minimal to no additional financial burden.
- Varied Internet Speeds and Providers: The quality and speed of internet service vary significantly among residents, with different experiences reported for various service providers.

Conclusion

The survey results indicate a clear divide among residents regarding satisfaction with current internet services. While many are satisfied or very satisfied, a significant number are dissatisfied, primarily due to slow speeds, unreliability, and high costs. There is a strong interest in improving the internet infrastructure, with a majority of residents willing to contribute financially to some extent. However, there are also concerns about additional costs and a preference for using existing funds or taxes to cover these improvements.

Q1 How satisfied are you with your current internet service in Spring Lake?

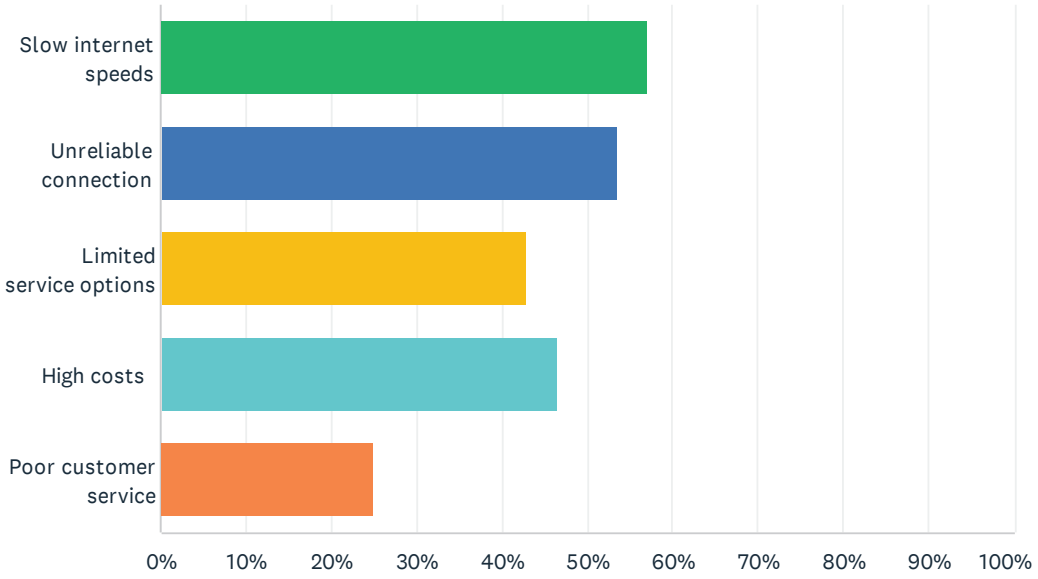
Answered: 53 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	28.30%	15
Satisfied	28.30%	15
Neither satisfied nor dissatisfied	15.09%	8
Dissatisfied	20.75%	11
Very dissatisfied	7.55%	4
TOTAL		53

Q2 If you are not satisfied, what are the main issues you experience with your current internet service? (Check all that apply)

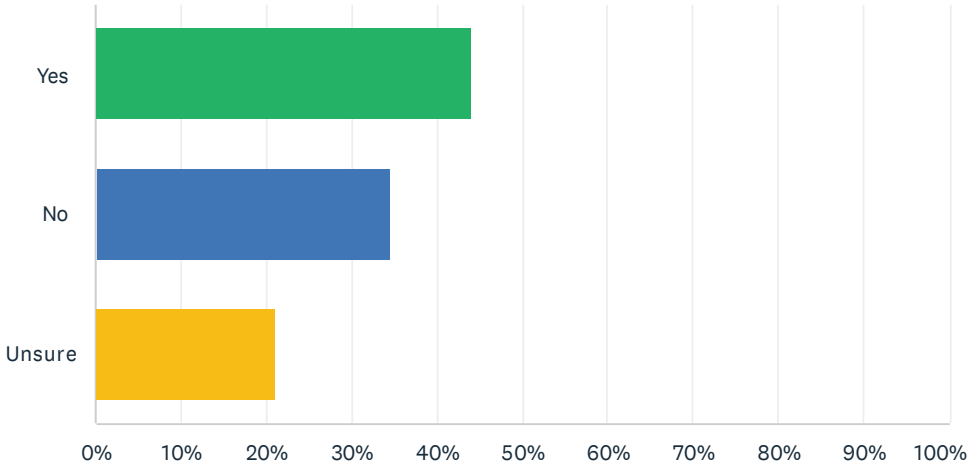
Answered: 28 Skipped: 25



ANSWER CHOICES	RESPONSES	
Slow internet speeds	57.14%	16
Unreliable connection	53.57%	15
Limited service options	42.86%	12
High costs	46.43%	13
Poor customer service	25.00%	7
Total Respondents: 28		

Q3 Would you be interested in having improved internet infrastructure in Spring Lake?

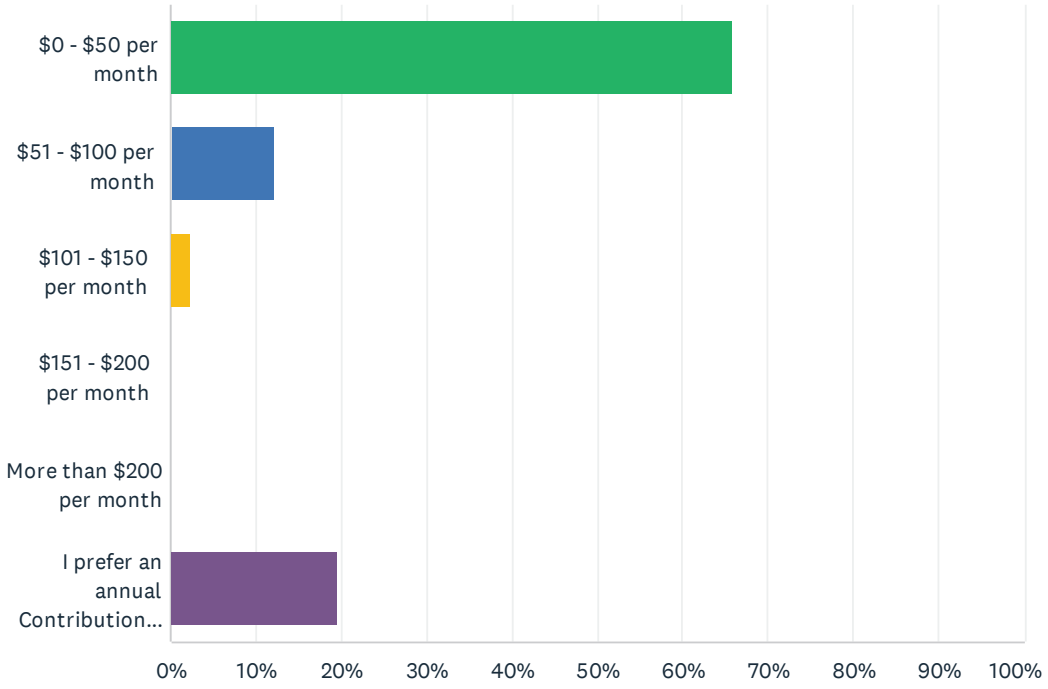
Answered: 52 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	44.23%	23
No	34.62%	18
Unsure	21.15%	11
TOTAL		52

Q4 If yes, how much would you be willing to contribute towards bringing this infrastructure into the municipality?

Answered: 41 Skipped: 12



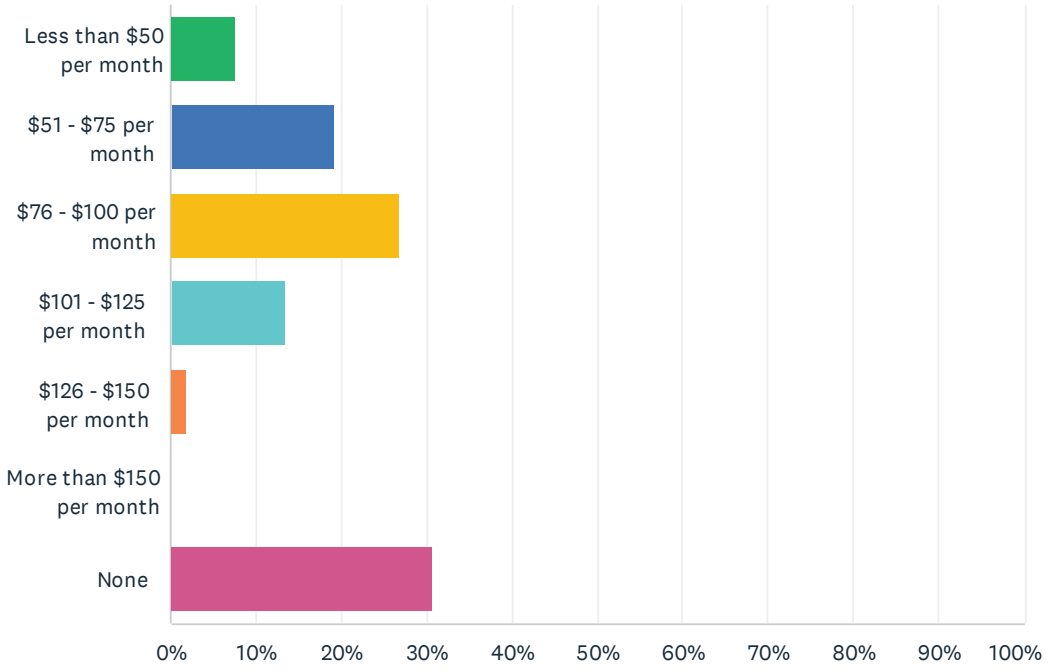
ANSWER CHOICES	RESPONSES	
$0 - $50 per month	65.85%	27
$51 - $100 per month	12.20%	5
$101 - $150 per month	2.44%	1
$151 - $200 per month	0.00%	0
More than $200 per month	0.00%	0
I prefer an annual Contribution of (please specify amount)	19.51%	8
TOTAL		41

Q5 What is your average internet Speed? Please go to www.speedtest.net to find your internet speed.

Answered: 40 Skipped: 13

Q6 What would you consider a reasonable monthly cost for internet services in Spring Lake municipal owned areas

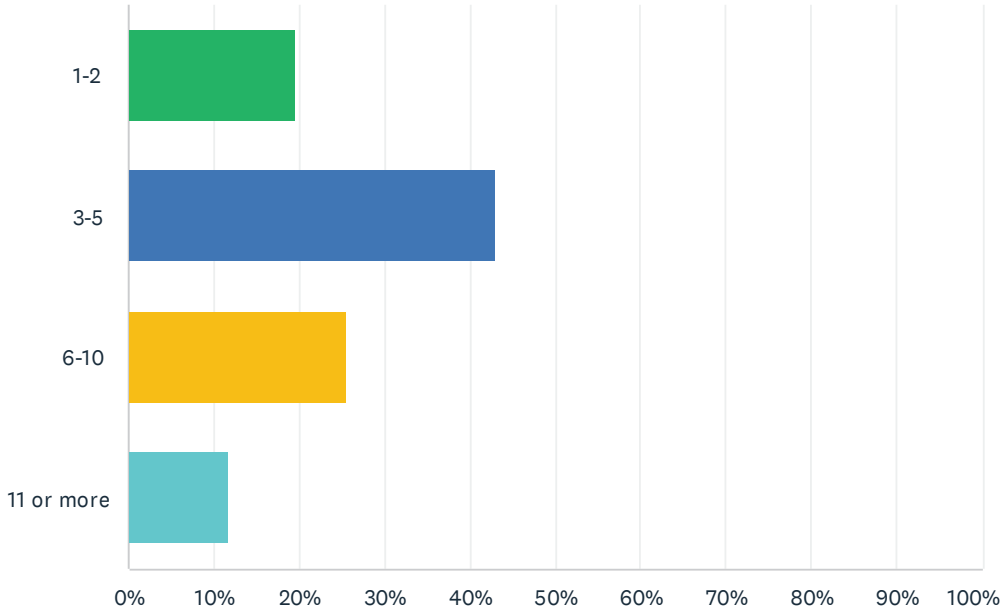
Answered: 52 Skipped: 1



ANSWER CHOICES	RESPONSES	
Less than $50 per month	7.69%	4
$51 - $75 per month	19.23%	10
$76 - $100 per month	26.92%	14
$101 - $125 per month	13.46%	7
$126 - $150 per month	1.92%	1
More than $150 per month	0.00%	0
None	30.77%	16
TOTAL		52

Q7 On average how many devices are using the internet in your home at one time

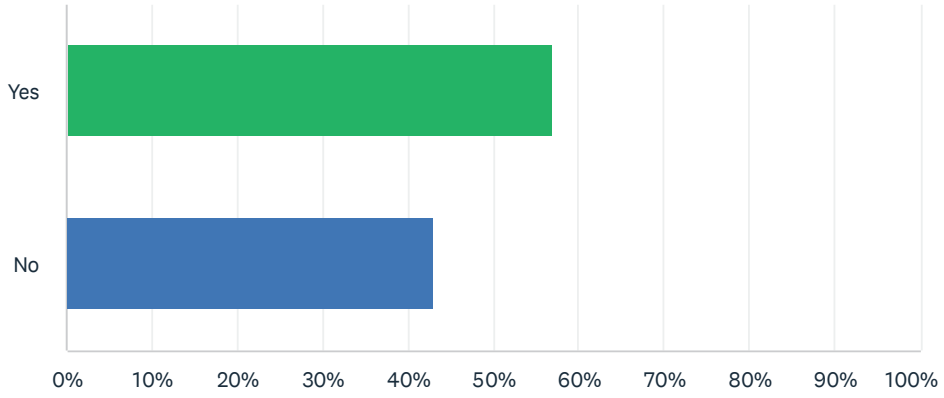
Answered: 51 Skipped: 2



ANSWER CHOICES	RESPONSES	
1-2	19.61%	10
3-5	43.14%	22
6-10	25.49%	13
11 or more	11.76%	6
TOTAL		51

Q8 Do you use the internet for your home-based business or work from home?

Answered: 51 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	56.86%	29
No	43.14%	22
TOTAL		51

Q9 Do you currently have any concerns or suggestions regarding the internet services in Spring Lake that you would like to share

Answered: 29 Skipped: 24

Q10 Please provide us with your current internet provider

Answered: 46 Skipped: 7