STURGEON COUNTY INTERNET CONNECTIVITY
BUSINESS SURVEY

In 2020, Sturgeon County conducted two separate surveys regarding internet access: one for businesses located within the county and another for all County residents. The survey results clearly show high-speed internet access is increasingly important in everyday life but residents and businesses may not have access to the internet speeds required to meet their needs.

What do you use your business internet for?

72% Download/viewing of videos

66% Video and voice communication

66% Access and/or provide cloud services

63% Managing online business/website

59% Large file transfers

53% Security

38% Credit card processing

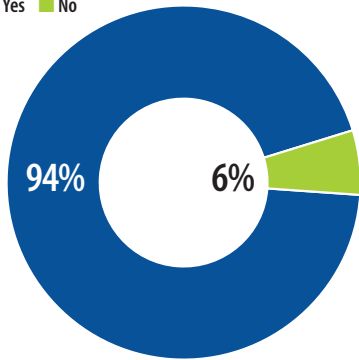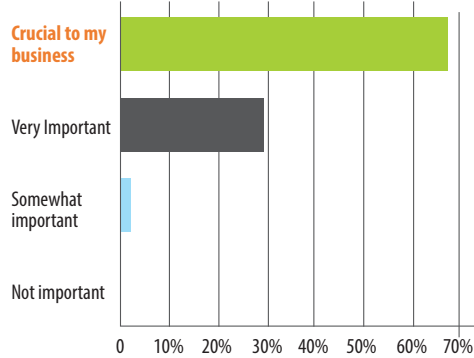**28%** Corporate VPN

If you are a home-based business, do you utilize your internet service for personal use as well?
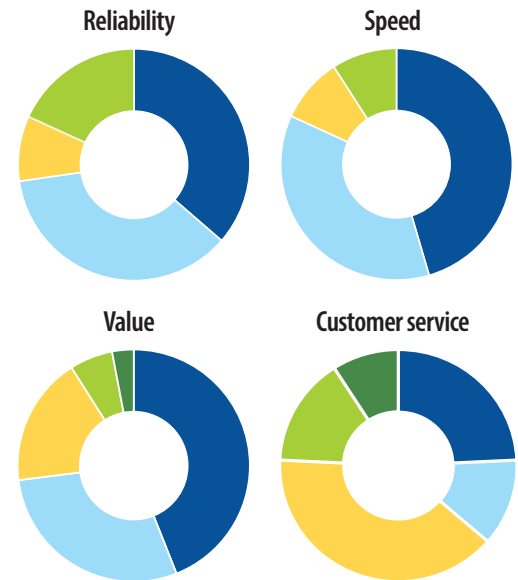
■ Yes ■ No

94% **6%**

How important is access to the internet for your business?

■ Yes ■ No

Crucial to my business
Very Important
Somewhat important
Not important

0 10% 20% 30% 40% 50% 60% 70%

Satisfaction level with your current internet service in the following areas:

■ Very satisfied
■ Satisfied
■ Neutral
■ Dissatisfied
■ Very dissatisfied

Reliability

Speed

Value

Customer service

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?

None (the County has no involvement in Sturgeon County internet needs)

Low (County encourages and/or supports the private sector, no County investment)

Medium (County encourages and/or supports the private sector, possible County investment)

High (County partners with the private sector and/or invests as required)

0 10% 20% 30% 40% 50% 60% 70%

Sturgeon County