

NORTH STAR TOWNSHIP
2023 BROADBAND SURVEY
Summary of Results

220 surveys mailed to property owners of year-round residences and second homes/cabins;
addresses provided by St Louis County
6 mailings were returned for delivery issues (wrong names, wrong addresses)

79 responses returned 79/214 = 36% overall
41 responses from year-round residents (41/85 = 48% of residences)
38 responses from second home/cabin owners (38/129=30% of second homes/cabins)

RESIDENT RESPONSES (41)

Source of internet at the North Star Township property

ATT Hotspot	6 15%	Hughesnet	2 5%
Cellphone (no internet subscription)	7 17%	Starlink	20 49%
Viasat	5 12%	Dish	1 2%

Satisfaction with Internet Service

Very Satisfied	8 20%	Not Satisfied	10 24%
Somewhat Satisfied	15 37%	Very Dissatisfied	7 17%
No answer	1 2%		

Willingness to consider a 1-time township levy to support n internet providers' grant application for fiber optic in North Star based on the 2024 approved levy amount.

Agree – could be up to 20% 1-time levy	18 44%
OK but no more than 10% 1-time levy	15 36%
No property tax increase for broadband	8 20%

Cellphone service

ATT	31 76%	Consumer Cellular	5 12%
Verizon	1 2%	Others	3 7%
T-Mobile	1 2%		

Satisfaction with Cellphone Service

Very Satisfied	4 10%	Calls drop often	6 15%
It's OK	15 36%	Very Dissatisfied	14 34%
Poor sound quality	2 5%		

SECOND HOME/CABIN OWNERS RESPONSES (38)

Source of internet at the North Star Township property

ATT Hotspot	6	16%	T-Mobile	3	8%
Cellphone (no internet subscription)	13	34%	Starlink	3	8%
Viasat	1	2%	No internet	12	32%

Satisfaction with Internet Service

Very Satisfied	3	8%	Not Satisfied	4	10%
Somewhat Satisfied	8	21%	Very Dissatisfied	9	24%
No answer	14	37%			

Willingness to consider a 1-time township levy to support a providers grant application for fiber optic in North Star based on the 2024 approved levy amount.

Agree – could be up to 20% 1-time levy	15	39%
OK but no more than 10% 1-time levy	9	24%
No property tax increase for broadband	11	29%
No answer	3	8%

Cellphone service

ATT	25	66%			
Verizon	6	16%	No cell service	4	11%
T-Mobile	2	5%			

Satisfaction with Cellphone Service

Very Satisfied	6	16%	Calls drop often	9	24%
It's OK	11	29%	Very Dissatisfied	8	21%
Poor sound quality	1	2%	No answer	3	8%

ALL RESPONSES

How would you use the internet if you had better, faster service?
 Answers from both residents and second-home owners included:

Stream Video, Work from Home/Cabin, Video Gaming, Email, Education Classes, Get Medical Advice, Security Monitoring, On-line Research, On-line Meetings, Banking, Shopping, Wifi Calling, Operate a Business