

# Chisago Lakes Area BBC Registration Survey

*Updated 6/19/20 (responses 1-8 added)*

*Updated 6/18/20 (responses 1-7 added)*

*Updated 6/17/20 (responses 1-11 added)*

*Updated 6/15/20*

**Please describe how your home or business Internet connection supports or hinders your online world.**

1. We used to have Frontier and this was not good at all. We have Midcontinent now and it is still a struggle with 6 people in our house. We lose connection quite often, but it is better than Frontier. We are on-line quite often, but continue to look at ways to cut back and go lower tech when we have so many at home. School based internet is very good.
2. Good connections
3. NA
4. I have Facebook social media to help me communicate with members of my community
5. slow speed, long latency, and inconsistent connectivity make VPN, video conferencing, large file transfers, and gaming difficult or impossible.
6. Representing the library, we have good internet connections. Personally, as a resident of the area, our service with Frontier is substandard. Working from home during the pandemic could be challenging at times due to my home service.
- 7.
8. Need faster rates to complete work tasks.
9. internet here at work is great, at home, in Franconia tnsnp not so great
10. As a healthcare organization at our Lindstrom Clinic we could use a secondary connection for redundancy or a line to route all of our patient traffic out and/or a higher bandwidth for our current point to point connection which both of these would allow us to be able to utilize telemedicine more. It will also be very helpful to get those without internet, internet so they can have access to services like telemedicine.
11. Our records system utilizes internet connection and would be directly impacted by an outage or poor connectivity.
12. I have Midco and been very happy with it.
13. Home - weak signal to medium signal always. Made remote work, especially video calls tough.
14. Several family members work at home part time.
15. Frontier is our only option and it never has been an acceptable service, it just too slow.
16. The school uses the internet on a daily basis for our everyday operations.
17. Our connection at school helps with our instruction. Many of our student's connections at home hinder their online instruction.
18. I have Midco 150 service and have no issues and almost 100% uptime. I have no issues with teleconferencing, streaming, downloading or uploading. It is very reliable and does everything I

need it to. That being said, we've had a number of employees on Frontier's service that have a lot of issues while trying to work from home which was compounded by their children's distance learning efforts.

19. Everyone uses internet to communicate, shop, zoom and research. We do not work much from home.
20. Low connectivity is difficult
21. I do not have any internet issues at home or at work.
22. Both my home and business Internet is critical to how I communicate and collaborate .
23. Limits availability for ecommerce, start-up business and on-line learning
24. We are a higher education institution and could better meet the vision and mission of the region by providing more remote programming. Our organization is hindered by the reality that many of students have limited to no high speed internet.
25. Home internet is slow. Do not have satellite or cable so would like to stream some programs. Almost impossible to do that. Continuously spooling.
26. At this time using MIDCO has not hindered my online world
27. We currently are forced to use a cellular connection as the DSL speeds available are less then 1 MB. We consistently run out of bandwidth when our entire family is home (6 people). I was also not able to work from home during COVID-19 and needed to go in to the office.
28. W have frontier. Poor service. Slow don't work all of the time poor customer service
29. There are daily interruptions to connectivity that makes my home security system non-functional and I am deaf. Ended up having to leave my work from home job due numerous issues with the constant dropping. I am on SSDI and this part time income helped supplement my income so I could afford to pay for essentials more easily. I am forced to keep and pay for a landline because wireless and cell phone service does not work effectively and properly.
30. I am currently working from home and internet is down, slow etc making it difficult to do my job. From a personal standpoint go online to pay bills, or watch Netflix etc and it is frequently down. Smart TVs not usable.
31. terrible
32. At this time using MIDCO has not hindered my online world
33. As a retired person, my home internet connection is essential to my contact with the world. In this age of Covid 19 I use it to order items to be delivered to my home, to keep abreast of constantly changing world and local events, to keep in touch with family and friends, to receive information from my church, financial consultants, health care providers and the organizations I belong to and support. My internet is essential to me, but unfortunately my current internet connection through Frontier is interrupted numerous times throughout the day and often needs to be rebooted. I am also constantly having to reconnect and reboot my wireless printer as a result. My internet service is very slow in "coming up." I have never tallied the total minutes I wait each day for my computer to "come alive" each time this happens but I'm certain it's upwards of 30 minutes or more total a day. I noticed the service became even slower when all the children on my street were attending school online this spring.

34. WE ARE SO MAD AT FRONTIER. We have called in HUNDREDS of complaints. It drops, doesn't work, doesn't work, HUNDREDS OF HOURS ON HOLD/CUSTOMER SERVICE, doesn't work, doesn't work....
35. Our home Internet connection through Midco supports our online accessibility and participation to our family needs. We are able to have multiple devices active at the same time with limited throttling. However, there are times when our connection is interrupted.
36. Immensely! Many places in the area lack basic functional internet that hinders the ability for our older generation to make connections with friends and family around the country via internet. I operate a nonprofit that functions mainly on internet functioning for communication purposes.
37. I work from home for Target. Frontier Speeds are very unreliable, as are the connections, hindering my work
38. I am fortunate to work from home. It is in a rural area. There are multiple times that the internet connection is lost and I loose access to my work. This has been especially noticeable with more people working from home during recent social distancing. Have had connection issues with webinars and virtual meetings. Regarding working in the office, this is not in the Chisago County area. Although, the connection is much better, there are times that the internet goes out and effects not only computer but also phone work.
39. I support IT systems for a global company that provides critical equipment for food and medical transport, as well as climate and air quality control systems.
40. Our only internet option is Frontier and it hinders both my home and business as I work from home. We have contacted Midco, Century Link, etc. to try and get better service but because there are only 6 homes in our neighborhood they won't provide service as it doesn't meet their threshold.
41. I live in rural Franconia Township and my wife and I work from home while my son goes to school online. There are many times where our connection is to slow or stops working completely.
42. We have Midco in North Branch it is good.
43. NA
44. Pleasant Valley Orchard - we do not have internet at our place of business. We are unable to take credit card sales in real time.
45. I absolutely need it for my master's degree that is online due to COVID-19. I need the internet to be connected to my workplace to answer calls, texts, emails, etc. I need the internet to stay connected with my friends overseas that have no other way of contacting me. When the internet goes down or is so unbelievable slow, I am at a severe disadvantage at my work and my education.
46. My wife transitioned permanently to Work from home, service speed is to slow and hinders efficiency. I also work from home for at least 6 months every day, will still be 1/2 time permanently. Large data files for work, remoting into other computers globally is also required, need good speed up and down. Currently have both Satellite and Frontier double DSL speed at about 15 mps max download.
47. Here at City Hall we have Midco

48. Supports us finding customers
49. I'm fortunate to have high speed, quality internet both at home and at work. That said, I'm often working with those who aren't as fortunate and it impacts our communication and ability to work closely together.

**Please share your thoughts on how the Chisago Lakes area is positioned to provide the high-quality workforce.**

1. We are in a prime location for working remotely or attending work in -person to the Twin Cities area. Both are equally important today. Also, I hope we can attract more businesses to this area to improve the tax base.
- 2.
3. NA
4. Great school system and transportation infrastructure as well as high speed internet
- 5.
6. Committed individuals and a strong emphasis on building a healthy and growing community. Good school system
- 7.
8. The need for higher speed and consistent access to high speed internet.
9. we are positioned very well. our close proximity to the Metro makes this area a high demand 'suburb'.
- 10.
11. Our schools are top notch and the area is rich which outdoor recreational opportunities both of which bring people to the area to live, work, and play.
12. With the broadband grant rec'd they will be able to expand the areas that need it which will bring in more business and home owners.
13. The quality of the populace is incredible. Chisago Lakes is filled with hard working, creative, determined people. Our school program is quality with programming for students with varying interests. We position graduates to head into the workforce right away or to pursue post-secondary schooling.
14. Easy commute to access.
15. Until it can provide an internet service that is dependable, it is in no position.
16. We have Midco and Frontier. Both have made great steps in providing quality internet. We have to work with our existing providers and work to get other quality ISP's in our area so we can continue to grow.
17. With the changes from COVID many more people are working from home and students receiving instruction from home.
18. It's quite possible that with the pandemic and current social issues that you will see more people migrate to the suburbs and areas like Chisago Lakes. With work from home becoming the norm rather than the exception, high speed reliable broadband will be a necessity for the area. My

gut tells me Frontier will go out of business. Midco is very reliable but there are high costs in expanding their network. If I had to put my money on any solution, it would be Elon Musk and his Starlink network that he is creating. They launched several rockets full of satellites last week and hope to have service available to the northern US and Canada later this year. This will disrupt the telecommunications industry and I feel it's the future. I wouldn't try to partner with any company but rather wait until this becomes available as any other system could become obsolete very quickly. As a thought...Perhaps focus on more of a public network that includes local restaurants, public buildings and other local public places that is easy to access. It is very frustrating to go into a restaurant or coffee shop that has unreliable internet or you need to ask for the password. Perhaps a public network could be created where it wouldn't matter if I'm at Northwoods, City Hall, The Loon or in a park. I could open up my laptop and get on the same public network with ease. Work from home shouldn't mean I have to be constrained to my house all day because its the only place I have a reliable internet connection.

19. People do not want the hour commute to the Cities but have made the commitment to raise children or retire in the outer suburbs. We have many professionals and highly educated people in our area.
20. Great place to live and work
- 21.
22. Chisago Lakes has amazing communities. Students leaving high school have many of the skills necessary to succeed in the competitive workplace, both locally and globally.
23. We are a community of creative, highly motivated entrepreneurs who are most productive when working from their home base
24. Growing population and strong K-12 partnerships in the area. Higher Education access short distance away and easy commute north
25. My husband has done some work from home. Now that he is retired, we don't depend on that. However, I understand how important it is for those that have the opportunity to do so. It is evident thru this Coronavirus pandemic that working from home is a viable option and may help clean the atmosphere also - a win/win.
26. Our location near a large Metro has many talented people moving out to or currently living in our area or have businesses in our area. With current restrictions many have a need to work from home, many have found it difficult with poor broadband availability.
27. Dependable Internet bandwidth and redundancy is critical to business today, without that infrastructure businesses will look to setup office elsewhere!
28. Anything is better than frontier
29. I think there are many people like myself who desire and need to work from home
30. We are in close proximity to the Twin Cities.
31. it is not based on the current internet options
32. Our location near a large Metro has many talented people moving out to or currently living in our area or have businesses in our area. With current restrictions many have a need to work from home, many have found it difficult with poor broadband availability.

33. I find this question a bit vague. That said, the Chisago Lakes Area is populated by an extremely engaged, highly motivated and multi-talented workforce, ranging from highly skilled "blue collar" workers in the construction trades to well educated men and women of all ages who historically have had to commute to the Twin Cities area to find good-paying jobs. Many of these people would be delighted to be able to find work right here in Chisago County, Also since the Corona epidemic, I think many of their Twin City employers may be finding that these workers could be doing much of their work from home given adequate internet services in this area. Young people in our community increasingly want to stay here or return here to live after high school and college and yearn to find good paying jobs here in this community which is one of the most beautiful places to live in this country. We also have a base of entrepreneurs working hard to operate "main street" businesses and survive amid the Corona 19 crisis. We have an excellent school system producing excellent graduates but our community does not offer the jobs they need, other than in the area of health care (two local health systems and Hazelden-Betty Ford Center) and education (local school systems). We do offer several small manufacturing opportunities in the area.
34. YES - if my company could grow "even just a little more" we would hire some more staff. THIS IS A GREAT COMMUNITY!
35. In my opinion, Chisago Lakes area is not currently positioned well to provide a high-quality workforce. Since we're so far from the metro, the only way that we can provide consistent high-quality workforce is to improve our broadband infrastructure.
36. The area is primed to provide many jobs. Many businesses are able to support online business however are limited immensely with internet services. With Covid being a hindrance our community has suffered. Many have left the area for inner city manufacturing jobs that were allowed to stay open. Allowing the community access to reliable internet would not only allow businesses to rebuild, it would provide the ability to thrive in a high paced environment and provide a higher quality workforce.
37. I work from home.
38. With Chisago county being closer to the metro area, having high quality workforce would not only recruit workforce outside of the area it may retain those that live in the area. I work with programs that work with older adults. We are seeing more older adults work longer. I recently learned the fastest growing age group in the workforce is 75-79 years old. Offering high quality access to jobs and broadband, will provide opportunities for individuals and families to remain in the area.
39. The poor quality internet service here hinders a connected workforce and is a key decision factor forcing companies to locate their facilities elsewhere.
40. Chisago Lakes is an amazing community. I think the location is both close enough and far enough from the metropolitan areas to please people who either want to be within 40 minutes of Mpls or St. Paul, and also those who don't want to be too close and like the 'up north' feel. I think if our community boasted fiber optic internet it would expand building, and business because more people would want to live here. I think it's a catalyst that could grow our community.
41. There has been a lot of work done to bring fiber to the home. These efforts attract businesses and support working from home.
42. Yes, there is a high quality workforce, they just all leave the community.

43. NA
44. We have highly educated professionals who commute to the Twin Cities for employment. But with the onset of COVID, many of these people work from home. This is likely going to continue. These professionals need high speed internet/broadband to do their jobs.
45. It is hard to be serious about providing a high-quality workforce when we struggle with the internet, and this primarily affects youth trying to get schooling.
46. HI level of skilled and educated residents as this area is close enough to commute to the cities.
47. Unfortunately because Frontier is in most areas of the County. Because of their poor service this will affect people working from home
48. Great place to live-amazing supports-great business environment
49. We live in an area that attracts residents due to our proximity to the cities. That said, we'd love to move towards a population of commuters to a population of people who live and work in our community. Our schools offer education on trade skills. And with the recent pandemic, we have a lot of people doing just that - working and living in Chisago Lakes. Our broadband network needs to be up the task and right now it isn't universally so for all residents.

**How do you think businesses and industries in the Chisago Lakes area are using technology in an innovative way?**

1. Not really sure.
- 2.
3. NA
4. Unknown
- 5.
- 6.
- 7.
8. To support the needed workforce while needing to work form home.
9. we are all using technology to run our business. Without it, things would be halted. Especially during this time of COVID
10. We are using it for telehealth services. We would also like to start using it for class/workshop live streaming, but are unable since it can take away from patient care due to limited bandwidth
11. Everyone is always looking for more efficient and effective ways to market to and engage consumers. Whether through social media or currency apps etc
12. With better broadband they can to sell there products and reach social media to advertise.
13. I don't know specifically, but cannot imagine many businesses in today's economy not relying heavily upon technology. If at the very least for communication and marketing.
14. Free WiFi hotspots in downtown area.
15. They are not, frontier phone and internet, is slowing them down.

16. During the Covid crisis the students and parents have a better understanding of how vital quality internet is to our daily lives. The business that have gone to a internet based delivery system are able to grow their business and it should expand once we are able to have people come back to the stores at 100%
17. Our schools use Interactive Video Conferencing to connect with programs that would not be available locally.
18. I'm not aware of any use cases.
19. After ABC most seem to have a web presence and are on google maps. I am not sure if much retail sales happen from our area. (svens) I imagine local industry uses innovative technology.
20. Social media
- 21.
- 22.
23. Some retailers have on-line sales to their business. Much more use of video conferencing for meetings and workshops
24. 1
25. Brinks Market went to online shopping with delivery or pickup options and is providing a valuable service for The community. Businesses with adequate internet speed are able to process credit card sales quickly and efficiently. Offering the capability for communication between teachers, students, and parents is invaluable.
26. Speaking from the educational side, we have found it a necessity to have good technology and training. All of our distance learning has driven us even more to using technology in an innovative way. The promotion of our CE program and registration process has developed to a point that almost all of our marketing and PR is now all online. Even developing online youth and adult programs has taken hold.
27. Chisago County Government Center
28. Better internet better education. Better research for business
29. I am not aware of their issues or usage, you will have to ask them.
30. Unknown
- 31.
32. Speaking from the educational side, we have found it a necessity to have good technology and training. All of our distance learning has driven us even more to using technology in an innovative way. The promotion of our CE program and registration process has developed to a point that almost all of our marketing and PR is now all online. Even developing online youth and adult programs has taken hold.
33. I am not qualified to answer this question in the area of industrial use. I do know that, for example, teachers in the local school system used their 3D printers to generate materials for Corona Virus PPE (face shields I believe). The epidemic also inspired local businesses to offer information about their products and services online. I know that our organization, Chisago Age Well (which is a community service organization, not a business) recently conducted our

quarterly educational seminar for older adults and their caregivers (formerly held at local library meeting rooms) completely online using digital technology.

34. My company - just filed another patent! We are growing. BUT WE NEED SOLID INTERNET.
35. I think that businesses in the Chisago Lakes area are using technology innovatively during this pandemic time. Small businesses are becoming more efficient with their use of social media to promote their businesses and get customers to continue to invest in their products and services. Restaurants are relying on their social media presence to continue to meet customers needs.
36. The utilization of social media outlets is key to promoting businesses in today's environment. Utilizing Facebook groups, snapchat, and other platforms is the new norm for our younger generations to communicate. Adding that to a business repertoire is essential in keeping up. Our area has significantly increased their online presence in recent years to incorporate the needs of those in our area. Our chamber has also utilized Zoom to help members communicate.
37. na
38. Regarding my work with agencies that work with older adults and family caregivers. Providers are using technology to offer virtual one on one and group meetings. We've seen the use of I pads to keep caregivers connected to each other and their professional support staff. In addition, we have seen an increase with agencies and individuals offering virtual programs/classes via different platforms- ZOOM, GoToMeetings. etc.... An example is the Chisago Age Well Coalition, this is a partnership of community agencies and individuals whose mission is to To increase awareness of, access to, and satisfaction with, existing services and health resources in the community. To strengthen the relationships between senior community members, service providers, and health systems to benefit older adults and their caregivers. Through collaboration with AARP MN, North Branch Community Ed and other coalition members, were able to transition Dine & Discover events to a virtual platform.
39. I would like to learn more about this topic. I would imagine that many facilities have an off-line strategy because they cannot presume to have high-quality, high-speed connectivity.
40. I don't have a ton of examples but recently we booked a patio table at the Northern and because they care about customers and don't want to kick anyone out, they texted us when our table was ready. It made it easy for us to get a delicious meal outside and let another customer enjoy theirs for as long as they wanted :)
41. Some communities who have already upgraded to Fiber have attracted new business's to move into the area.
42. Marketing, remote working, zoom meetings, automation, security.
43. NA
44. The libraries are offering hot spots.
45. Email, text, video calls, and other forms of internet usage that makes the workplace more efficient.
46. not sure about other businesses. Speed is required for significant work. I work for a large global company of 60000 plus people, need fast connections for daily work.

47. By having more zoom meetings when possible and by allowing employees to work from home when possible
48. Social media-In the Moment and others used live streams to live throughout COIVD and did it seamlessly
- 49.

**How do you see **unequal access [digital equity]** to technology and the internet creating a divide in the Chisago Lakes area? If you have an example either from your family or someone you know, please share it.**

1. With distance learning in the CL schools the limited or no access to the internet really causes a disparity between families and students. This was a major issue this spring.
- 2.
3. NA
4. Township areas are lagging behind urban areas
5. I live down a long driveway and MIDCO won't even quote service to me.
6. Those who have poor connectivity or expensive service struggle especially as more and more of the world has gone virtual
- 7.
8. Students and their families that have unequal access creates and further widen the gaps in education.
9. I have only heard from others who have struggled, mostly shop owners having issues processing payments etc
10. Unequal access leads to an increase in health disparities. It also decreases quality of life (using example of person A being able to work from home, whereas, person B, has to drive to the metro for work)
11. I have seen low income families that are not able to utilize technology.
12. Working from home is hard. Home schooling kids is maybe not possible for some families.
13. For me personally, it was challenging to connect with meetings on Zoom or Hangout. To miss portions of conversations inhibited communication and understanding. For our communities, I imagine it's hard to compete in today's marketplace if you have wasted time due to technology issues.
14. I hear from friends and neighbors the frustration of repeatedly 'being dropped' while on line.
15. Cell phone service varies on location.
16. I don't see it as an unequal issue. If someone wants to live in a rural area so they can have horses or a 5 to 10 acre plot, there will be trade offs. If you don't want neighbors the density will be less in a given area. If the density is too low, a ISP will not put in their internet service in a traditional format. The cost will be too high. There are wireless options that continue to grow. This will be the option that will have to be pushed in our rural areas with lower population numbers.

17. During the recent Distance Learning we found many of our students either had poor internet service or none at all.
18. I'm not aware of any use cases.
19. I have heard that a large percentage of kids did little or nothing for some classes during covid. Maybe 20% of a class.
20. Students in school
21. Homeless students, students on Free and Reduced lunches do not always have the same access to computers or internet as other students.
22. Students with access to technology and broadband at home have an advantage with the resources available to them. This provides more time and information to students to connect with peers, as well as their teachers.
23. Some local residents are unable to access internet on constant basis and go use the library parking lot wifi to do office work
24. Many students are not able to use both video and audio at same time in meetings and not able to watch videos in efficient manner (slow and disruptive). Those that can solve challenge with investments have an advantage. Those with limited flexibility will have access limitations.
25. I have only heard of families struggling with students completing assignments due to lack of dependable internet. Coffee shops can become an expensive Alternative as we experienced during an 8-day outage. I could not justify using their service without purchasing something as that is why they are in business.
26. Good access means you can and will be able to access online programming, further skill development, and during times like we are experiencing, being safe at home doing your job.
27. I have friends that moved in about 2 miles away and their development has fiber.
28. If you have poor internet you can't learn from home it hinders learning
29. Being that I am disabled due to a genetic condition which puts me at greater risk of disease and viruses. Even though society is opening up, I will need to continue to shelter in place until there is a vaccine or treatment for COVID-19. It is very important for me to maintain my family and social relationships. The way things are now, I am not able to effectively do that which causes further isolation.
30. We have all kinds of problems with our provider which is only one we can get. We need another choice. We are paying for high speed and not getting it.
- 31.
32. Good access means you can and will be able to access online programming, further skill development, and during times like we are experiencing, being safe at home doing your job.
33. I happen to live in Lindstrom and have access to the internet (albeit slow and often unreliable). I hear from many others who live outside of municipalities throughout the county that their service ranges from unreliable to nonexistent. This became particularly problematic when the schools were closed this spring due to Covid 19 and children were expected to "attend" school via computer from their homes. (And in some instances their parents may have been expected

to also work from home at the same time...impossible without adequate internet service). These children fell behind in school and some adults were forced into unemployment. From the perspective of an older adult, I would also like to address the issue of cost of internet service. This is a barrier for many senior citizens. I myself question the fact that my internet provider in the past has sent marketing materials to me offering to increase my internet speed and capabilities if I'm willing to pay an increased fee. To my way of thinking, they either provide high speed internet, or they don't. I personally believe that at present, they don't, so I'm not willing to pay more for something that I don't believe actually exists for our area. Many seniors can't afford the fee at all, and yet internet services have become increasingly essential, especially since local doctors and clinics have turned to using "virtual visits" as people shelter in place. It has become increasingly desirable to help older adults remain in their homes whenever possible (especially during this Covid epidemic). Lack of reliable and affordable internet service in many parts of our community is a barrier to their ongoing health and well-being. Along with affordable internet service, there is also a need to help older adults (and sometimes their caregivers) obtain the necessary "equipment" to take advantage of advances in technology, and the training to help them use it.

34. My daughter is doing a masters/phd online program in OSLO, NORWAY. She NEEDS internet. My businesses (I have 4 of them) NEEDS internet. My husband (engineer) now works from home 3 days a week/covid - NEEDS internet. My son - really does love gaming/social media - he WANTS good internet. EVERYONE NEEDS GREAT INTERNET!
35. People without access to strong internet don't have the same level of access to broadband infrastructure and thus cannot contribute at an equal level as those who do have this access. This inhibits workforce contractors from being able to work from the Chisago Lakes area, families to provide distance-learning to their children, and business owners from expanding their customer base.
36. Our elderly and veterans in the community have been affected the most. Many are limited, based on their residence, with a dependable company to provide high speed internet that works. I personally have changed because the Frontier account we had would require resetting the router numerous times every day. Sometimes no connection would be available and waiting hours to reconnect when homework assignments and deadlines are due for high school and college work becomes frustrating. Those that are limited on choices are stuck with unreliable or no internet.
37. My neighbors have trouble doing school work. I sometimes have trouble accomplishing my work.
38. For those that live outside of city limits it can be difficult or even impossible at times to access services/connections through the internet. An example is the recent transition to virtual meetings/appointments. Some individuals in rural areas have not been able to access services.
39. There is a major financial discrepancy between the 'bedroom community' workers who commute to the city for good jobs and those who work in the local agriculture or service industries. This directly impacts their children and the technology available.
40. There are people who have very little internet options which prevents them from doing a lot of things we are now able to do because of the internet - business, education, etc. I think that keeps people who don't have access in the dark in a sense and doesn't allow them the same opportunities others might have with access to technology and the internet.

41. Some people live closer to towns in condensed areas and they get access to better broadband. Rural areas are trying to fund these higher speed connections thru taxes and the people who have better broadband do not want to pay for the rural people to have the same access.
42. Students that cannot do work from home lose time and opportunity. Seniors may not be able to stay home.
43. NA
44. Students across all age groups are affected. Those without access to technology either can't do their home work or they have to drive somewhere, which costs time and opportunity. Other divides are lack of access in some areas limits business opportunities or costs businesses in terms of time and resources. As I mentioned, our family business has direct impacts and limitations because we do not have highspeed internet.
45. I am at a disadvantage in my schooling and education. I graduated from TRIO Wolf Creek and online school, and it was hard to upload assignments or watch videos for class. Sometimes I would lose assignments because the internet was so slow it couldn't do it. I will be attending my first semester of my Master's program online due to COVID-19, and if I can't be connected to my University, I won't be able to attend class or talk with professors or other students. I often did not return home from my Undergraduate at Hamline University because I could not use the internet at home to study. I couldn't return home because of the internet.
46. not all can accomplish education including on-line college if limited speed/ unreliable service
- 47.
48. Student access during virtual learning was difficult to see from an educator perspective-some rural areas have little choice and poor connectivity or families can't afford it-how can we help-create hubs maybe in town
49. The digital divide is REAL here! We have many residents who are able to connect without issue and many who have little to no internet access on a regular basis.

**What assets should we emphasize in our [advocacy] efforts to attract people and investment to the area? What else should we be doing to strengthen the Chisago Lakes area to make it more attractive for development and to improve the quality of life?**

1. The distance from the cities. Beauty of the area. Access to lakes, water trail and walk friendly area and towns.
- 2.
3. NA
4. Continue to improve quality of life Fiber optic communications
5. Fiber. Fiber everywhere.
6. Better internet service and a choice of providers
- 7.
8. Rural high speed internet.
9. ?
- 10.

11. Outdoor recreation is a strength of our area. Keep adding opportunities. Safety, education, and opportunity are what people look for in a community.
12. Improving broadband would promote the for more business to move here. People would by homes knowing they would have good broadband.
13. I think it's been said, but Chisago Lakes is a great place to work and play. A great place to raise a family. Our proximity to the metro while living in small, "rural feel" communities is the best of both worlds.
14. This community is very much involved in outdoor activities. It needs more. For example, there are so many opportunities for more trails surrounding the three cities, as well as bike trails. All summer there are bike riders on the highway and they have no option other than to ride on the road.
15. Better cell phone and internet service.
16. We have to create a workforce that has the ability to work from home, have a good transportation system available if they want to work in the Twin Cities and commute daily. We need incentives to the companies that open up business in our area.
17. The opportunity to have high speed internet service would be a plus for any business looking to locate in our area.
18. Compare and Contrast life in the cities versus Chisago Lakes! schools, lakes, recreation, Wild Mountain, breweries, wineries, affordable housing ( when compared to the cities/suburbs). The Highway 8 reconstruction will be essential to draw people/businesses to the area and make it much more convenient to get to the cities when needed. Sell the simple life with an area that lends itself well to work/life balance that also has easy access to the cities.
19. We do need to attract businesses to our area and they need reliable internet. Many are choosing to leave the volatile, unsupportive inner city and relocate. They should relocate here. As far as attracting residential growth that will take care of itself. We need a business tax base.
20. Close to the cities
21. We should emphasize the strong sense of community.
- 22.
23. We have some negative issues that need to be addressed - lack of broadband, extra sales tax add-ons, poor/lack of open relationship between cities and townships. lack of affordable housing for youth and service industry workers
24. Developing a educational portal to allow remote learning. Space with access to online and ITV academic programming
25. I firmly believe that this area has much to offer, both to businesses and families. The area is blessed with wonderful outdoor areas, walking trails, concerts in the parks, swimming, boating, fishing and just enjoying nature. There are snowmobile trails, cross country skiing, downhill skiing, tubing, and ice fishing options. Businesses can find many talented and qualified employee options here as more people move out to enjoy the country and would prefer not to travel far for employment.

26. We need to make sure as developments occur that broadband or fiber is installed just like other utilities, at the time of development. Not after the fact.
27. Internet is critical to business as well as homes, as content is moving more & more to streaming services. Being able to work from home is now being able to work from home. We have a customer that setup an office in Nisswa, MN because of their Fiber infrastructure and the lake country. They love it there! That type of thing could bring new businesses to the Chisago Lakes Area.
28. Consistently
29. Internet and wireless services need to be dramatically improved for everyone in the area.
30. We need good internet service and housing.
- 31.
32. We need to make sure as developments occur that broadband or fiber is installed just like other utilities, at the time of development. Not after the fact.
33. The assets of the Chisago Lakes Area are it's beauty, it's strong sense of community, its excellent schools, churches and health care services, its friendly and caring people, its lakes and parks, and its proximity to the wider services available in the Twin Cities area. To strengthen the area and make it more attractive to developers: Relax our zoning ordinances to allow for secondary housing units/mother-in-law type apartments within single family homes, above garages, on the same residential lots, etc. These could be utilized both by "parents" who need someone living close by to assist them and also by young people who are just starting out in the work force and can't afford our area's high rental costs. For older adults we need to help/support/subsidize through tax increment financing those developers who will construct affordable, single-level, handicapped accessible homes on small lots to meet the needs of our growing senior population. People age 65 and over will constitute more than 20 percent of Chisago County's population in the very near future and up to 25 percent by 2030, according to the most recent demographic projections. Finding ways to keep them living in the community rather than in extremely expensive (and often at the public expense) skilled nursing facilities must be a priority. Also essential to future development of our community and improvement of its quality of life, is the need for a user-friendly, reliable and affordable public transportation system.
34. We have a beautiful house. It would totally help resale values (and people wanting to build/grow) in the community. Obviously things too - like medical & safety.
35. We need to prioritize fiber internet, public access WiFi within city limits, and more cell phone towers in the Chisago Lakes area.
36. Recreational venues for families, water park, better options for internet, affordable housing (not an overpriced rental property). Eqau access to amenities amongst the residents of the entire area. Whether it be affordable options or reliable services that are sought out.
37. broadband is an essential for business. We don't have it. This makes it hard to attract people and business
38. From my experience, Chisago County and cities within it, is known to be a community that works together to get things done. A great example is Chisago Age Well, through the coalition members and their connections to the community, great work has been done in a short few

years. Areas to strengthen, in addition to Broadband, other needs we've seen is expanded and user friendly bus/transportation services, affordable housing and food access- such as more grocery stores. One Area to look at is the Age Friendly initiative. This provides communities a format to look at the top 8 domains for making our communities a place for all ages.

39. High-speed, high-quality broadband service needs to be readily available throughout the area.
40. Boasting Fiber in some communities is something that I think will attract more people. Additionally, I think the schools here are great and that is something to be proud of. Finally the community vibe throughout the Chisago Lakes Area, with the beautiful lakes and Main Street feel in Lindstrom make this a unique community. I truly believe expanding the technology in this community will expand economic growth. It's today's world high speed internet is a necessity for business. If we can start encouraging businesses like Midco and Century Link to expand their services more developments will take place and more businesses may want to locate here.
41. We have quick access to the Twin Cities via HWY 8 or I-35.
42. lakes, rivers and recreation. The people. The fun businesses. Available land. Good health care and schools.
43. NA
44. Education to residents about the economic opportunities provided by access to high speed internet. Training to businesses on technology options. Advocating with technology companies on behalf of residents for access. Support for BTB grant applications for townships Community wide forum on why its still important and needed
45. More attention to the schools (Not for sports).
46. provide high speed internet via Fiber.
- 47.
48. Great people-lakes-community feel-safety-love
49. Our proximity to the cities is great. Accessibility to universal broadband is not. Strengthening that network would make Chisago Lakes more attractive not only for those looking to relocate their families, but also to those looking to establish a place of business.

**Sustainability initiatives strive to meet the needs of the present without compromising the ability of future generations to meet their own needs. They can also help businesses become more competitive as they use materials, water and energy more efficiently in their production cycle. How are people and organizations in the Chisago Lakes area adopting sustainable practices in their operations? What barriers to sustainable practices exist?**

1. We have good use of solar resources, but more is needed
- 2.
3. NA
4. Education of the public on the importance of renewable energy
- 5.
- 6.

- 7.
8. Educational access of high speed internet in homes is a requirement to any and all organizations for sustained workforce improvements.
9. ...
- 10.
11. We are more paperless then ever. More fuel efficient vehicles.
12. We have the largest solar array in the Midwest. This reduces pollution from coal plants. We have park systems which allow people to be more active outside. Teaching people the good things that are helping the community.
13. One aspect of sustainability is consistency. To have people come to Chisago Lakes and stay, is crucial to our success. I think a sustainable practice is to offer a great income and a quality of life that encourages people to stay here for a lifetime.
14. Not sure.
15. Not sure.
16. We have LID in our area that is working with homeowners and city leaders to make sure our water is clean and that the people that live around the lakes can connect to city water and sewer. We are creating policies that allow our citizens to have solar options and we have subsidies for the citizens to have rain barrels and rain gardens in their yards to protect our lakes.
17. I'm not sure?
18. I'm not sure what this has to due with broadband but I would not attempt to address this issue with broadband as the vision will get lost. The only thing I will mention about sustainability and wanting to attract a new generation to the area is the need to look at getting a Tesla/electric vehicle charging stations brought to the area. Whether it be people moving to the area or just make a day trip, more and more are making the switch to electric vehicles and the two nearest Tesla charging stations are Wild Mountain and Blaine. Getting on the Tesla charging map helps attract people to the area....even if its just a day trip. You never know, they might like what they see and want to move here.
19. Not sure
20. Funds
- 21.
- 22.
23. excellent question - I don't have any good answers
24. 1
25. Solar energy is a viable option. A perfect example is the installation at Chisago Lakes High School.
- 26.
27. I am only aware of recycling

28. Allowing better service for everyone
29. Unsure
- 30.
- 31.
- 32.
33. I can speak to this only from my knowledge as a former employee of Fairview Health Services (now M Health Fairview) that they (and many other larger employers in the community) have worked hard and made significant investments in the recent past to convert their lighting and other energy use systems to least energy and become as "green" as possible. Solar energy has been widely embrace in Chisago County. Others will be better informed on how manufacturers are utilizing energy savings in their production cycles.
34. Working from home - saved my husband 3 trips a week from Chisago to Maple Grove, Mn. (42 miles EACH way - 84 miles SAVED x 3.)
35. People and organizations in the Chisago Lakes area are committed to sustainable practices through our prioritization of solar energy throughout the area. In this area we are also committed to protecting our greatest assets, our lakes, and continue to work with other entities to protect all our local resources, environment, and wildlife. A barrier that exists to accessing more sustainable practices is lack of infrastructure in the area regarding cell towers and broadband infrastructure.
36. One of the organizations I oversee is looking to start investments to make our funds more sustainable long term. Rather than teaching out to businesses for donations we can become self sustainable and start putting the money back into the community. Some sustainable operations our business owners are doing are finding more efficient electrical equipment, reusing/recycling water through purification processes, and using energy efficient appliances and lighting. There are also many solar fields being utilized by our service entities like fire departments and alw enforcement to allow kickbacks in savings on tax money to put back into the community. Some barriers are affordable upgrades/services, access to competitive industry leading technologies, and small business support services like plumbing, heating and cooling, refrigeration for commercial businesses, and reliable internet services for online sales and marketing.
37. na
38. Central MN Council on aging works with communities to fill gaps in services areas as it pertains to older adults and caregivers. We offer technical assistance and guidance in obtaining funds to support the mission and work. The grant funding process can be very competitive and detailed. One thing that I have noticed is smaller agencies competing against each other for funds. If there is more collaboration/partnerships the funds may go further in helping the community. Our agency has been gathering information and educational materials to offer guidance for agencies to think beyond a grant cycle and look at longer term sustainability.
39. I work for a global manufacturing firm. Our technology assets have enabled us to create both global and local imperatives for sustainability. Monthly reporting of the initiatives tied to each imperative has provided for global tracking and a dashboard that is available to everyone in the firm. Chisago Lakes should have an equivalent opportunity to join together with others in promotion, execution and reporting of sustainability objectives.

40. I don't have great insight into business sustainability practices, but from a personal perspective I see barriers in being more sustainable from an education perspective. For example, there are a lot of households in this area that have a septic system. You cannot have a garbage disposal with a septic system. Where does food waste go? In the garbage, which rots in landfills emitting greenhouse gasses. If the county implemented a compost program that might help reduce something that harms our environment.
41. Don't know
42. Many are using renewable energy or LED for sustainability and cost savings. Equipment to preserve water.
43. NA
44. People have been very creative in meeting the COVID19 economic situation. A significant barrier continues to be lack of access to high speed internet; and training on technology and Best Practices.
45. I think to encourage more recycling practices, more education and pressure to not utilize single-use plastics, and teaching the citizens about how to ensure that future generations of Chisago County will have the same or even more opportunity to thrive.
46. The only issue I constantly see is the lack of high speed internet.
- 47.
48. NA
49. Sustainable options have been present here for quite some time. We have a number of businesses and residents in our area who have adopted solar energy. We are also home to many solar fields. Community gardens and butterfly gardens are also common throughout our area.