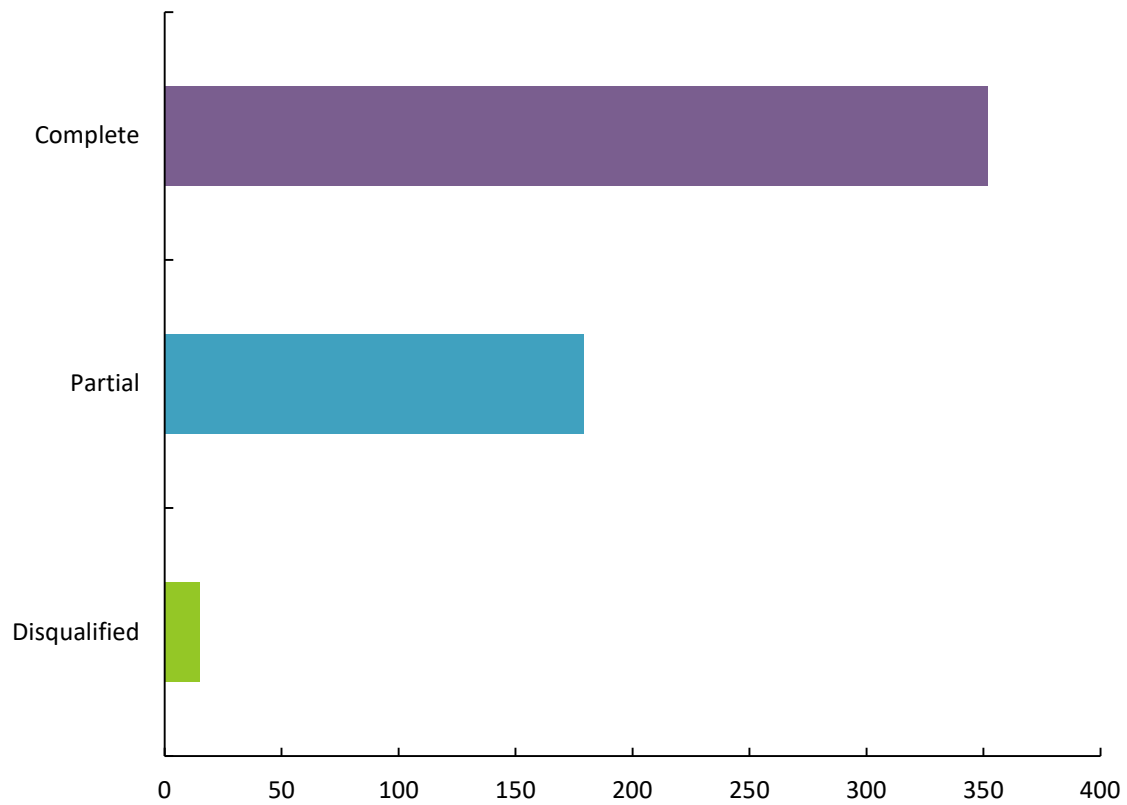


Report for City of Hidden Hills Residential Internet Survey

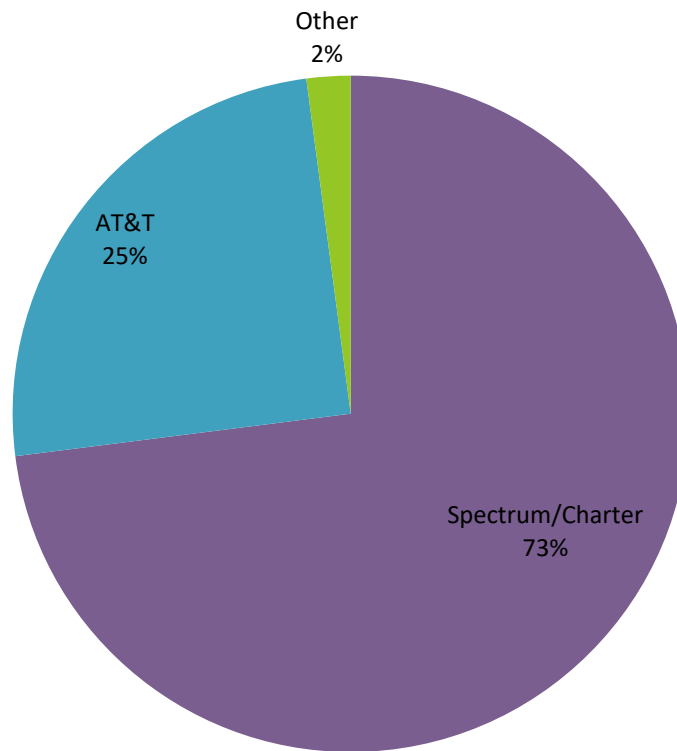
City of Hidden Hills Residential Internet Survey

Response Statistics



	Count	Percent
Complete	352	64.5
Partial	179	32.8
Disqualified (Test Responses – Not included in Analysis)	15	2.7
Totals	546	

Which broadband service do you have? Pick the provider from the list below.



Value	Percent	Count
Spectrum/Charter	73.0%	279
AT&T	24.9%	95
Other	2.1%	8
	Totals	382

What are your current contracted speeds? You may skip this question if you are unsure.

	Download	Upload
Contracted Speed		
Max	1000	1000
Min	1.8	1
Average	223.6952	50.93604
Median	100	20
Actual Speed		
Max	841.63	685.56
Min	0.481	0.456
Average	121.2541	17.39688
Median	76.985	10.88

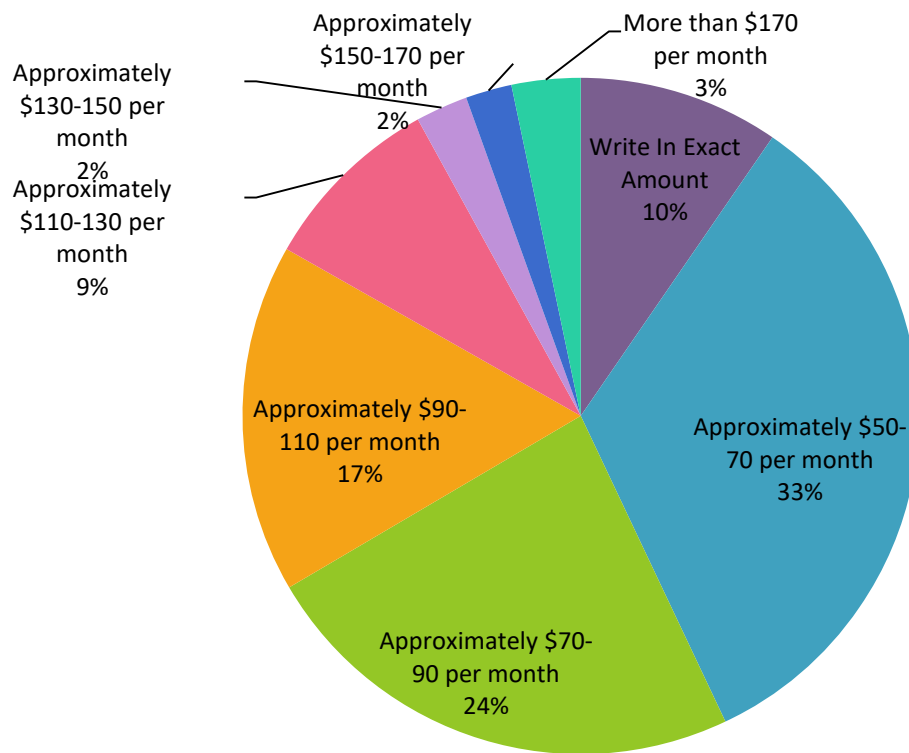
What is your actual internet connection speed?

(see previous chart)

How does your current broadband internet service work for you?

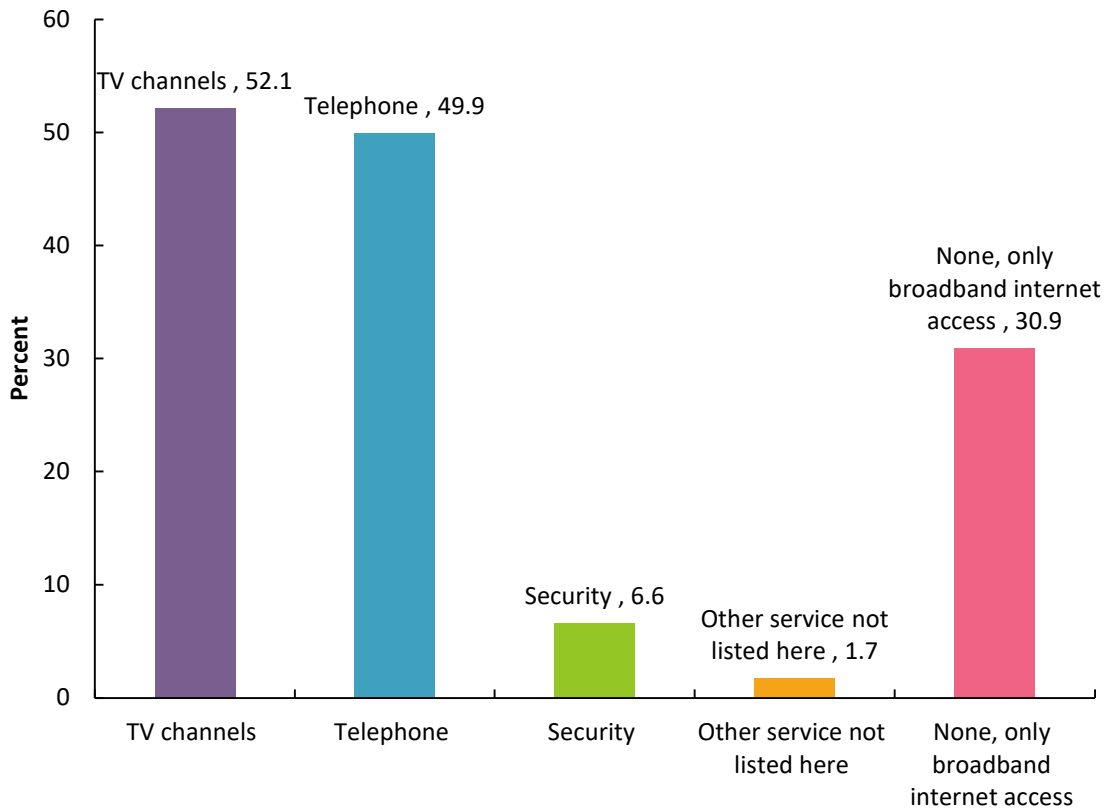


How much do you pay for internet access ONLY (do not include TV, phone, or other services) each month? If you're not sure, a guess is fine.



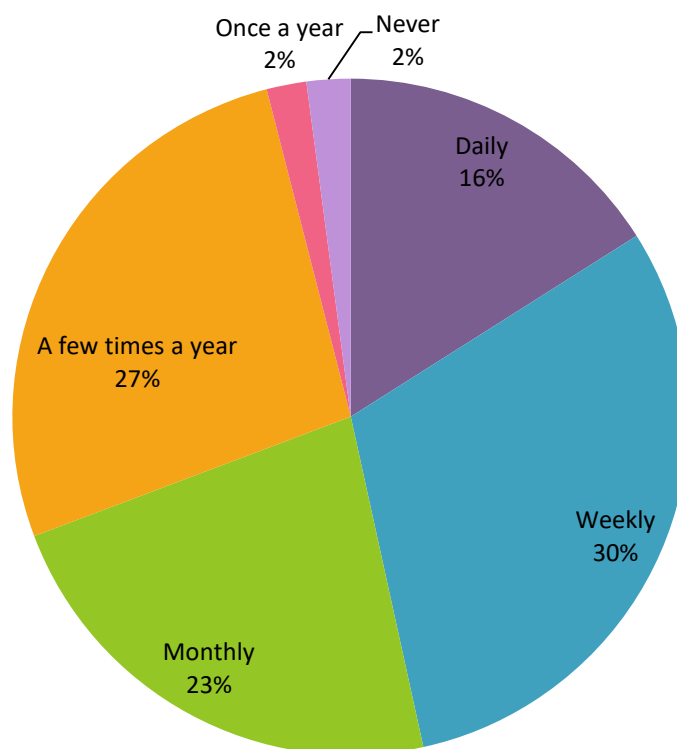
Write In Average: \$73/month

Do you get any other services?



Value	Percent	Count
TV channels	52.1%	189
Telephone	49.9%	181
Security	6.6%	24
Other service not listed here	1.7%	6
None, only broadband internet access	30.9%	112

How often do you have internet problems?

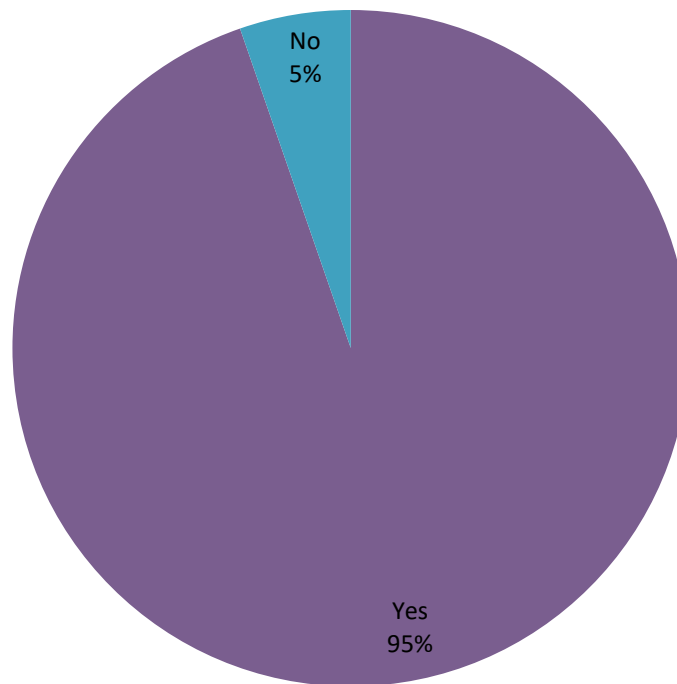


Value	Percent	Count
Daily	16.0%	60
Weekly	30.5%	114
Monthly	22.7%	85
A few times a year	26.7%	100
Once a year	1.9%	7
Never	2.1%	8
	Totals	374

Please rate the following factors when choosing an internet provider.

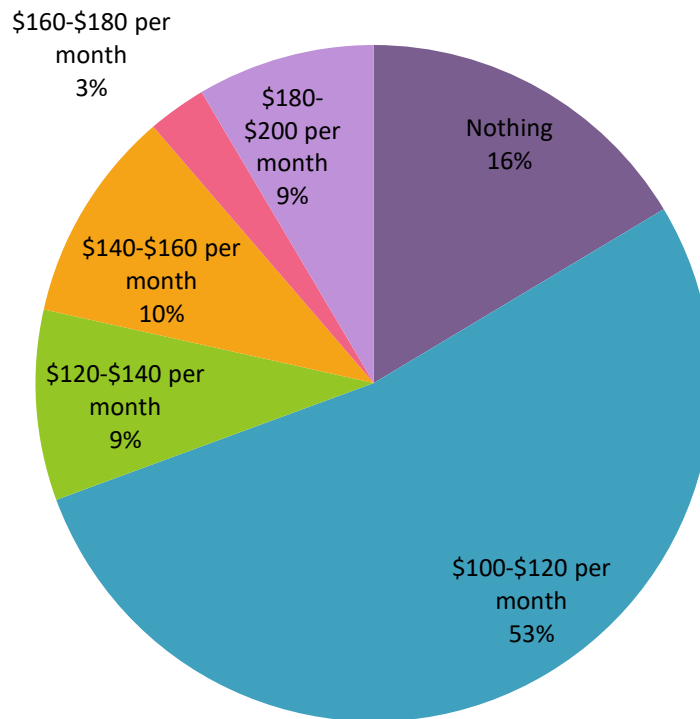
	1 - Not Important		2		3		4		5 - Most Important		Responses
	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	
Speed	0.3%	1	1.7%	6	7.8%	28	30.0%	107	60.2%	215	357
Reliability	0.0%	0	0.3%	1	0.6%	2	12.1%	43	87.0%	309	355
Price	10.1%	36	10.6%	38	38.9%	139	21.0%	75	19.3%	69	357
Support	1.1%	4	11.9%	42	21.2%	75	30.2%	107	35.6%	126	354
Totals						1423					

Would your household subscribe to a City-owned fiber system and internet services provided by a contracted provider that delivers high-speed (1gb symmetrical) broadband internet service for all residents of Hidden Hills?



Value	Percent	Count
Yes	94.7%	337
No	5.3%	19
	Totals	356

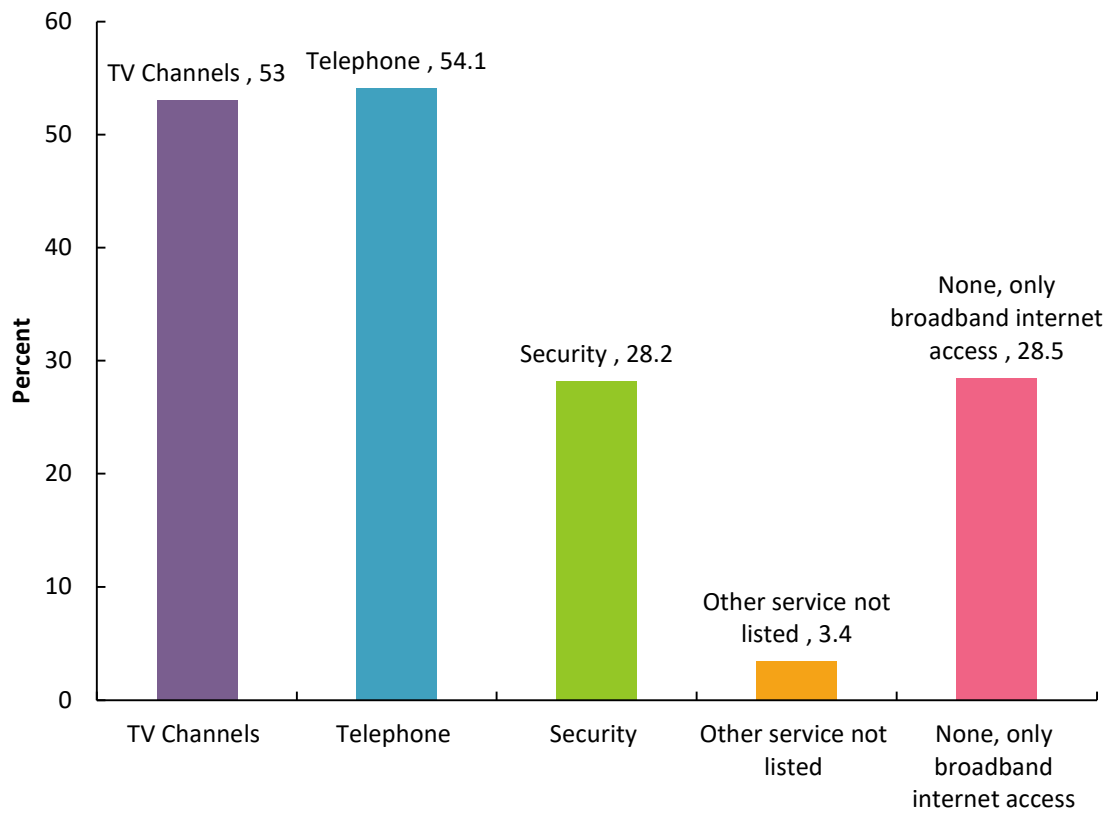
About how much would you be able and willing to spend on high-speed (1gb symmetrical) broadband internet service ONLY? (Does not include costs for additional services such as TV channels and telephone)



Value	Percent	Count
Nothing	16.4%	58
\$100-\$120 per month	53.0%	187
\$120-\$140 per month	9.1%	32
\$140-\$160 per month	10.2%	36
\$160-\$180 per month	2.8%	10
\$180-\$200 per month	8.5%	30

	Totals	353
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Which add-on services would you subscribe to if offered by the City's contracted provider?



Value	Percent	Count
TV Channels	53.0%	186
Telephone	54.1%	190
Security	28.2%	99
Other service not listed	3.4%	12
None, only broadband internet access	28.5%	100

Would you be willing to make a non-binding commitment to subscribe to a City-owned, fiber-based broadband network offering high-speed internet services to all residents of Hidden Hills through a contracted provider? If so, please provide your name and contact information.

256 Names & Emails Given

What questions, comments, or concerns do you have about subscribing to a new fiber-based high-speed internet service offering?

ResponseID	Response
11	none
17	none
20	do you have a lower cost offering? I do not require a 1G service at over \$100 per month
21	There's a big difference between \$100 and \$200 for the service. Also, what would the other services cost (TV and Phone)? Expensive? Could we continue to get TV and Phone from Charter/Spectrum?
24	Dependability is going to be really important. I have to have ATT as a backup for spectrum because it goes down so often.
25	Can this be undergrounded ? Would like to see all the overhead wires and cables disappear!!
32	Thank you for doing this! This is long, long overdue
33	What would be the additional costs of connecting from the house to the street?
34	my current pricing is estimated, i'd like some time to confirm the comparison and resubmit if possible.
39	Price is a key issue. Spectrum works well and costs only \$40/month right now
46	How soon?
55	It's all going to come down to cost.

56	The reliability and support are of paramount importance. Elliott
58	Get it done!!! Thanks
61	Reliability and service are critical
65	What type of equipment would be needed?
69	Obviously the answer to #12 isn't unconditional (i.e. depends on pricing, service package, etc.). Thanks for taking this on!
72	Main concern is up front price and continued service cost.
81	How soon can we get this? My internet is a joke - and I spend half the time it goes out trying to figure out if it is just my house.
83	I would like to see a proposal that details the physical, financial and human resources of the contractor and more specifically, the actual fiber, electro/optical interconnect, how it is laid, installed at homes, supported and maintained.
85	Would need to involve our IT professionals in making a final assessment based on company/services provided.
95	Hard to commit when there are no costs or prices listed. Sure I want more reliable and faster internet, but it's a cost benefit analysis, like anything. Would like to see cost estimates before deciding
99	Cost
105	I do not really need faster internet speed than what I have currently. I cannot make a decision without more info.
106	Would need A LOT more information and detailed description of the service. I responded yes bc I'm curious to know additional aspects of this service and how it would be implemented. But... I have a very healthy wait and see attitude right now. Thanks!

108	Please, please, please make this happen. We need a reliable system for work and home. With reasonable upload speeds.
115	What is the timing?
119	Will reception be better in all areas of Hidden Hills?
123	None
125	price
128	Health issues, if they are the same as 5G. We do not want 5G.
136	cost
137	What is the cost?
139	I would subscribe if it wasn't ridiculously expensive and was faster and more reliable than ATT.
145	I would be concerned about cost and reliability
146	Since I am going to work from home more often even after the pandemic, I prefer reliable service
147	Please please please bring underground fiber optics to the neighborhood!
150	Already answered
156	I am concerned about the cost and about being required to contract with the city if I don't want to.
160	What will the back up be?
161	many things in the house run over the internet now , so fast reliable internet is very important

166	How long before it can be installed in Hidden Hills? How would it come into the home? Any challenges installing in older homes?
177	Need to have more information, especially price and reliability.
198	What is a realistic timeframe to install/be up and running?
203	what is hook up cost ?
206	It would have to match or be below our pricing of \$60 a month - not more than this.
212	If a symmetrical 1GB connection was offered at a competitive price, it would be a slam-dunk!
219	I thought improving cellphone service was the most sought after need of HH residents. Has it improved or has it just gone away?
235	Concern would be Reliability and Coverage - inside the house and throughout the community.
237	Question #10 is difficult to answer..it doesn't provide any option below \$100/month... I assume that question #12 ties into question#10 and that broadband service can't be made available for less that \$100/month
242	what's the cost? When is it being done? How do I sign up?
245	1. Not sure how your link calculates Internet speed, but it seems inaccurate. I ran two different online speed tests: Cable/Spectrum = 83.5/11.5 Mbps and Speedtest.net = 85.35/11.53 Mbps. Yours reported 54.75/11.13 Mbps. 2. Is it not economically feasible to provide Gigabit Internet access to the entire HH community for less than \$ 100/month? I think that my current Spectrum charge of ~ \$80/month is too high for the quality of service and support I'm getting. There are many competitors out there offering a better value proposition but are unwilling to pay the City of HH franchise fees. 3. Is this ISP willing to guarantee a contracted QoS for a certain share of the HH households subscriber base? 4.

	<p>What will the cost of hardware and installation be for FTTH for me? Is the City willing to subsidize this cost to the residents? 5. How does this project impact the city's efforts to underground utilities?</p>
248	<p>My only issue is if it were a residents company and conflict of interest</p>
251	<p>What do they guarantee in terms of fixing problems/outages when they occur? Will there be communication when outages occur/ Will this help with ATT and Verizon cell service?</p>
254	<p>Seems expensive, I have DirectV in addition to all the other services. I would prefer the money be spent to put all Telephone and power lines under ground</p>
255	<p>We don't need a faster internet speed. What we need is a more reliable company than Spectrum.</p>
257	<p>None. Please give us better internet. This is brutal. Sometimes we have no phone no internet, nothing. It's like living in the wilderness</p>
258	<p>The City should not subsidize or take the financial risk of building or operating the system.</p>
261	<p>The level of service, how quickly problems can be fixed.</p>
262	<p>The internet speed test taken in this survey was quite slower than the speedtest.net or the spectrum speedtest. In other words, the speeds were not as bad as this survey made it look, however still needs improvement. Speeds were extra slow due to using wifi on a computer with VPN.</p>
265	<p>Are there any health issues connected to close proximity?</p>
275	<p>We already have fiber internet for several years that we paid over \$27k to have brought to the property. Charter brought a 392 strand line to Hidden Hills, 10 strands to our property, 4 stands into house. Charter should consider refunding some of the costs to us for being able to sell subscriptions to others.</p>

283	If you can bundle internet, phone and full TV services for under \$240 you have a winner
284	Would rather pay less than \$100 a month if possible, but if it covers the whole house better than what we have now—I'm interested.
288	Let's get this as soon as possible. Spectrum is terrible
297	TOTAL Monthly Cost include taxes etc.
298	cost might be too high
299	Would love it!!
301	We have a terrific monthly rate for AT&T bundled service (telephone and internet). We have never had internet trouble with AT&T (although we know others have had trouble). We're not looking to triple or quadruple the monthly rate we currently have when we've had no trouble with our existing service. However, the FIBER option is a great one for so many of our Hidden Hills residents.
304	Need reliable connection. Wifi only works when I am in the same room as my router. I cannot walk around the house and talk on my phone.
306	Contract length and timeframe for this to begin
311	If Fiber is approved by HH When would it be available.
315	Net price will be critical factor - final decision
316	Concern would be we still I'll have other options . I want choices. Also we should have better cell service in HH it's horrible especially at CC and Burbank Gate. Also don't want the City or anyone on any committee to be able know my data...
319	How long will it take for fiber optic cable to be installed throughout hidden hills?

325	I would like to make sure there are no data caps on the upload/download or bandwidth throttling on the services.
327	Non
331	Are there any safety/health concerns?
336	Cost, effectiveness and support?
340	How would service work (when there are issues with service)? How quickly will we be able to get service fixed?
342	How long does it take to install fiber? Does fiber use a modem? Do I need to upgrade my router?
347	yes, as long as it is not AT&T. they are a horrible company
353	I welcome this with open arms. The service from Charter is terrible--and depressing bc its way below what we should expect. This has been going on for a long time there is no hope that they will ever improve this--and I have no confidence in their system or their service. -- and Im very please with the City's efforts to improve this for the community 👍
356	First of all this is being handled completely wrong. The test is not testing internet speed. It is testing the capability of their wifi network. Use of AP's etc.. people who get this new service will be unhappy because it won't fix their problem. Most have a network problem, not a provider problem.
362	How stable will the monthly rates be over time?
368	I hope you will not go through with this project. Let's stick to capitalism, it's a better system.
369	Monthly Cost Cost of Add ons I'm sure you have services and taxes you have not informed us about.

374	I'm up for this if it is reliable, fast and about the same price as my current service (Spectrum), but not double the cost. The upload speed is not as important as the download speed. The problem with phone and internet from the same provider can mean if the internet goes down so does the phone -- so all communication is lost. Add to this the lousy cell phone signal in our area.. This means that in a crisis, it's possible that all communication might be lost.
376	I'd like to know more about why/how Fiber will be different/better than my current. I paid for huge upgrades to my speed and they still don't function well here
377	Let's do it!!! Definitely willing to do whatever is needed to help make this happen!
383	None
385	Mainly price.
388	I hate changing and then subscribing and unsubscribing. I stick with the one that works.
390	how fast can it be done?
395	If it is better and cheaper than what I am already using, why would someone not subscribe to this service?
397	One of my questions is how much construction in our parkways or on the trails will it entail to bring in fiber and how long would the construction take?
398	We would participate, but would not want to pay more than the current \$75.
401	We don't need Fiber Internet. We like our community just the way it is.
402	History of provider; financial stability of provider; service
408	None - just get it done.

422	Might not need TV (likely to "cut cable anyway"), but would definitely like more reliable internet service.
425	Is the connection between the street and the home underground? If so, is the cost born by the internet service?
426	Will it be possible to add tv and phone , and how good will it be.
428	Would prefer Starlink
432	I would need to know more about the service before committing. And i would hope the price would be competitive to what we have now. Finally i would need to be guaranteed of reliability. What we have now is just not reliable.
433	Can we somehow tie in WiFi for the entire community based on the fiber network? Cell coverage here is just a real problem with no hope in sight. WiFi cell calling can make all the difference and boost property values!
438	Are we the first to try this out or has it been in effect in other communities and if so how long?
439	Please don't put 5G in this neighborhood. This technology hurts people and fast internet is no excuse to hurt people. Please do the research. Thank you.
440	Lets please do this, we have a lot of issues of our internet and I know many neighbors and friends that complain about this problem as well! Thank you
443	How will this affect the poor phone service in Hidden Hills?
444	The internet is fast enough and good enough for us. Not great but good enough. And if the price is double or more I'm not interested in changing.
448	People are paying \$10 million and more for homes here. And we have crappy Internet... Give me a break. This is value added at a very low cost that enhances the value of all of our homes.

453	This should not be a cost to the residents as it is an investment in the community that should have been done a long time ago
461	We have Spectrum for \$70 per month and it is fine (decent performance), with the exception of outages which seem to go in spurts. Would be willing to pay in the same price range, but can't justify paying \$100+ for it.
466	When can we get it installed.
474	Cost Length of obligation
476	I am not committing to anything at this point, but my main concern is consistent internet service. the service is inconsistent currently and the only solution is to wait, which is unacceptable. I would need to know how much more and the reason for an increase in price.
479	Cost is much higher than current service
480	How soon could we anticipate the availability of this service assuming it is approved?
481	Is this a PON system? What is installations cost?
482	Price
489	How will this affect the poor phone service in Hidden Hills?
491	None, if an excellent service is offered.
496	People are paying \$10 million and more for homes here. And we have crappy Internet... Give me a break. This is value added at a very low cost that enhances the value of all of our homes.
499	Reliability

507	We have Spectrum for \$70 per month and it is fine (decent performance), with the exception of outages which seem to go in spurts. Would be willing to pay in the same price range, but can't justify paying \$100 for it.
512	When can we get it installed.
518	It all depends on how much it would cost per month. Would it require underground infrastructure, etc?
520	I would need to know the details. Reliability and customer service is really important to me.
525	Community wide wifi would be a big motivator
527	How can you make a decision without knowing the cost?
532	It all depends on pricing, I am not willing to spend \$100 on internet alone when I am currently only paying \$40.
541	Price for internet, what is involved in cancelling current service, price of other options (telephone, cable, etc.)
542	I think the price point might be too high for me although I love the idea
543	Not smart enough to know, but want SPEED
546	Main concern would be the cost.