

CITY OF ST. CLOUD

***SURVEY OF RESIDENTS
REGARDING CABLE SERVICE PROVIDED BY
CHARTER CABLE TV
SPRING 2013***

RESULTS



INTRODUCTION TO REPORT

In preparation for franchise agreement renewal discussions with Charter Cable TV, the City of St. Cloud has conducted a survey of residents regarding their experiences with Charter Cable TV service.

The City of St. Cloud worked with the SCSU Survey at St. Cloud State University to construct the questionnaire. In turn, the SCSU Survey worked with the Statistical Consulting and Research Support Center at St. Cloud State University to host the survey input and host the survey through SurveyMonkey.com.

The City of St. Cloud employed several strategies to reach the citizens of St. Cloud and encourage them to participate in this survey. These efforts include:

1) The City of St. Cloud placed an advertisement in the city newsletter that was delivered to every household in the city within an advertising packet. The newsletter was delivered on or about February 28, 2013.

The text of the ad read as follows:

“The City of St. Cloud is assessing Charter’s Cable Television service as part of our cable television franchise renewal process. Part of this assessment includes gauging consumer opinion of Charter with regard to customer service, programming and overall performance. The City is asking one adult member of your household to complete the online survey regarding Charter’s Cable Television services. The online survey is entitled “City of St. Cloud Charter Cable TV Survey” and may be accessed at the following web address <https://www.surveymonkey.com/s/DP9XWB7>. Your opinion is important to us. Thank you for your participation in the process. If you have any questions please contact City Offices at (320)-255-7201.”

2) Mayor Dave Kleis discussed the survey during his radio programs on WJON on Friday March 26th and Friday April 2nd and on KNSI on Tuesday March 26th and Tuesday April 2nd. He also discussed the survey at the Council Meeting of March 25th.

3) The City of St. Cloud ran a crawler 1 hour before and for 5 hours during and after each Council meeting in the month of March.

This crawl read as follows:

“The City of St. Cloud is assessing Charter’s Cable Television service as part of our cable franchise renewal process.....your opinion is important to us, access the survey online at <https://www.surveymonkey.com/s/DP9XWB7> or contact the city offices at 320-255-7201”

The survey was made available for five weeks. Replies for the survey were collected between Monday, March 4 and Wednesday, April 10.

The survey data was then transferred to SPSS (a statistical analysis software package) in order to conduct analysis. This analysis was conducted by the SCSU Survey.

The results included in this report reflect only the answers of the citizens of St. Cloud who chose to respond to the request. The total number of survey responses was 1,881. Most of the questions in the survey were directed at households that are current subscribers to Charter TV Cable service. As indicated in the survey instrument, those that are not current subscribers received three follow-up questions. Those that are current subscribers received 31 additional questions. Of the 1,881 who responded, 1,502 are current subscribers and 379 are not current subscribers.

This report contains the text of all questions asked. It also contains tables and charts displaying the outcomes for each question. It also includes a section with tables detailing the breakdown by demographic variable to relevant questions.

SURVEY INSTRUMENT

The City of St. Cloud is assessing Charter's Cable Television service as a part of the process to renew its franchise agreements. Part of the assessment will include information about resident's attitudes toward the cable television service in the city. The City is asking one adult member of your household to complete an online survey about Charter's Cable Television services. Please take a few minutes to complete the survey and offer your suggestions and opinions. Your opinions and suggestions are important to the franchise renewal process. Your individual responses are anonymous and will be held strictly confidential. Only summaries derived from all responses will be reported. Thank you very much!

***1. Are you a current Charter Cable TV customer, a telephone customer, an Internet customer or do you bundle two or more services from Charter?**

- ☐ **Cable TV**
- ☐ **Telephone**
- ☐ **Internet**
- ☐ **Bundle, with Cable TV**
- ☐ **Bundle, without Cable TV**
- ☐ **None**
- ☐ **Don't Know**

QUESTIONS 2-31 WERE ANSWERED ONLY BY RESPONDENTS WHO INDICATED THAT THEY CURRENTLY RECEIVE TELEVISION SERVICE THROUGH CHARTER TV

QUESTIONS 32-34 WERE ANSWERED ONLY BY RESPONDENTS WHO INDICATED THAT THEY DO NOT CURRENTLY RECEIVE TELEVISION SERVICE THROUGH CHARTER TV

***2. How long have you subscribed to Charter Cable TV?**

- ☐ **Less than 1 year**
- ☐ **1-2 years**
- ☐ **3-5 years**
- ☐ **6-10 years**
- ☐ **11-15 years**
- ☐ **16-20 years**
- ☐ **Over 20 years**
- ☐ **Don't Know**

***3. Which level of Charter Cable TV service do you purchase?**

- ☐ **Basic Service**
- ☐ **Expanded**
- ☐ **Digital**
- ☐ **HD**
- ☐ **Don't Know**

***4. How important do you feel it is to have the existing Basic Service tier offered with fewer channels of programming at a lower cost?**

- ☐ Very important
- ☐ Somewhat important
- ☐ Not too important
- ☐ Not at all important
- ☐ Don't Know

***5. Are you aware that Charter Cable TV has a customer service office in Waite Park?**

- ☐ Yes
- ☐ No
- ☐ Don't Know

***6. In the past two years, have you visited the Charter Cable TV office in Waite Park?**

- ☐ Yes
- ☐ No
- ☐ Don't Know

***7. Regarding your visit(s) to the Charter TV office during the past two years, what reasons have you visited Charter's office? [check all that apply]**

- ☐ Cable outages/loss of signal
- ☐ Signal quality problems (picture, sound)
- ☐ Billing questions
- ☐ To change type of service subscribed to (add/remove channels)
- ☐ To change number of TV set connected to cable
- ☐ Paying a cable bill
- ☐ Other
- ☐ Have not visited office

***8. When you visited Charter's office for Cable TV services, how satisfied were you with the service received?**

- ☐ Extremely satisfied
- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Not at all satisfied
- ☐ Don't Know/Don't Remember

***9. How important to you is it that Charter maintains a customer service office in the St. Cloud area?**

- ☐ Very important
- ☐ Somewhat important
- ☐ Not too important
- ☐ Not at all important
- ☐ Don't Know

***10. In the past two years, have you contacted Charter Cable TV by telephone?**

- ☐ Yes
- ☐ No
- ☐ Don't Know

***11. When you telephoned the Charter's office for Cable TV services, how satisfied were you with the service?**

- ☐ Extremely satisfied
- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Not at all satisfied
- ☐ Don't Know/Don't Remember

***12. If you were not extremely satisfied or very satisfied, why were you less than very satisfied with the service provided over the phone?**

- ☐ Trouble getting through/ Busy Signal
- ☐ The Length of time you were left on hold
- ☐ The friendliness of the customer service representative
- ☐ The ability of the customer service representative to handle your claim
- ☐ Other
- ☐ I was very satisfied or extremely satisfied

***13. Based on your experience and in comparison with other services you buy, how would you rate Charter's Cable TV customer service?**

- ☐ Much better
- ☐ Somewhat better
- ☐ About the same
- ☐ Somewhat worse
- ☐ Much worse
- ☐ Don't know

***14. In comparison with all the other goods and services you buy, do you feel that the charges you pay for the basic, non-premium, Charter Cable TV service are reasonable, or not?**

- ☐ Reasonable
- ☐ Not reasonable
- ☐ Don't know

***15. When you consider the monthly charge you pay and the quality of Charter Cable TV service you receive, would you rate the general value of the service?**

- ☐ Excellent
- ☐ Good
- ☐ Only Fair
- ☐ Poor
- ☐ Don't Know

***16. Please rate each of the following Cable TV service features:**

The picture quality

- ☐ **Excellent**
- ☐ **Good**
- ☐ **Fair**
- ☐ **Poor**
- ☐ **Don't Know**

The sound quality

- ☐ **Excellent**
- ☐ **Good**
- ☐ **Fair**
- ☐ **Poor**
- ☐ **Don't Know**

The number of channels available

- ☐ **Excellent**
- ☐ **Good**
- ☐ **Fair**
- ☐ **Poor**
- ☐ **Don't Know**

The accuracy of your monthly cable bill

- ☐ **Excellent**
- ☐ **Good**
- ☐ **Fair**
- ☐ **Poor**
- ☐ **Don't Know**

***17. Are you satisfied with the cable converter box in your home provided by Charter?**

- ☐ **Completely satisfied**
- ☐ **Mostly satisfied**
- ☐ **Somewhat satisfied**
- ☐ **Not at all satisfied**
- ☐ **Don't have a converter box in home**

***18. How frequently have you experienced technical problems such as interruption or pixelization of your television viewing?**

- ☐ **Frequently**
- ☐ **Occasionally**
- ☐ **Rarely**
- ☐ **Not at all**
- ☐ **Don't Know**

***19. Number of service outages in past 2 years (if none, enter zero):**

***20. If you have lost cable signal in last two years, did you contact Charter's office to alert them to the outage?**

- ☐ Yes
- ☐ No
- ☐ Don't Remember
- ☐ Didn't lose signal

***21. How satisfied were you with the length of time it took Charter to restore your cable service?**

- ☐ Extremely responsive
- ☐ Very responsive
- ☐ Somewhat responsive
- ☐ Not at all responsive
- ☐ Don't Know/ Don't remember
- ☐ Didn't lose signal

***22. The St. Cloud Government Channel offers programs such as City Council meetings, Planning Commission meetings, Park & Recreation Board meetings, government events, information programs and community calendars and events. How important is it for public, government meetings and events to be broadcast on television?**

- ☐ Very important
- ☐ Somewhat important
- ☐ Not too important
- ☐ Not at all important
- ☐ Don't Know

***23. Currently a \$0.75 fee on your cable bill helps to offset the cost of production and equipment for the government (Channel 19). An increase in this fee would be used to increase programming and improve the production quality of broadcasts. What level of fee increase could you support?**

- ☐ .01-.50
- ☐ .51-.99
- ☐ \$1-\$2
- ☐ Over \$2
- ☐ None
- ☐ Don't Know

***24. How often do you watch the St. Cloud Government Channel 19?**

- ☐ Frequently
- ☐ Occasionally
- ☐ Never
- ☐ Don't Know

***25. Please rate the quality of content and programming on Channel 19.**

The picture quality

- ☐ **Excellent**
- ☐ **Good**
- ☐ **Fair**
- ☐ **Poor**
- ☐ **Don't Know**

The sound quality

- ☐ **Excellent**
- ☐ **Good**
- ☐ **Fair**
- ☐ **Poor**
- ☐ **Don't Know**

The number of programs available

- ☐ **Excellent**
- ☐ **Good**
- ☐ **Fair**
- ☐ **Poor**
- ☐ **Don't Know**

***26. The St. Cloud Education Channel (ISD 742) offers programming that includes school board meetings, school event calendars, lunch menus and other educational programming. How important is it for the school district to sponsor a Channel?**

- ☐ **Very important**
- ☐ **Somewhat important**
- ☐ **Not too important**
- ☐ **Not at all important**
- ☐ **Don't Know**

***27. The Public Access Channel (Channel 12) offers programs that include community civic affairs and religious services. How important is it for the community to have access to important is it for the school district to sponsor a Channel?**

- ☐ **Very important**
- ☐ **Somewhat important**
- ☐ **Not too important**
- ☐ **Not at all important**
- ☐ **Don't Know**

***28. The Higher Education Channel (UTVS) offers programming from St. Cloud State University which includes local news, sport events, community events, etc. How important is it for the important is it for the school district to sponsor a Channel?**

- ☐ **Very important**
- ☐ **Somewhat important**
- ☐ **Not too important**
- ☐ **Not at all important**
- ☐ **Don't Know**

***29. Overall, how would you rate Charter Cable TV service?**

- ☐ **Excellent**
- ☐ **Good**
- ☐ **Fair**
- ☐ **Poor**
- ☐ **Don't Know**

***30. Approximately how many years have you lived in St. Cloud?**

- ☐ **Less than 1 year**
- ☐ **1 – 2 years**
- ☐ **3 – 5 years**
- ☐ **6 – 10 years**
- ☐ **11 – 20 years**
- ☐ **21 -30 years**
- ☐ **Over 30 years**

***31. Do you currently have children under age 18 in your household?**

- ☐ **Yes**
- ☐ **No**

***32. If you are not a current Charter customer, have you been a Charter customer in the past?**

- ☐ **Yes**
- ☐ **No**
- ☐ **Don't Know**

***33. Why are you not currently a Charter Cable TV customer?**

- ☐ **Not available**
- ☐ **Cost**
- ☐ **Prefer other service providers**
- ☐ **Don't want/ Don't watch TV**
- ☐ **Charter's reputation**
- ☐ **Not time to watch TV**
- ☐ **Other**
- ☐ **Don't Know**

***34. How do you currently get television service?**

- ☐ **Satellite**
- ☐ **Antenna**
- ☐ **Internet**
- ☐ **None**
- ☐ **Don't Know**

Thank you for taking time to complete this important survey. Results will be made available by the City of St. Cloud when all survey returns have been collected. If you have additional comments please email them to charterTVcomments@ci.stcloud.mn.us or contact the City of St. Cloud directly.

SCREENING QUESTION

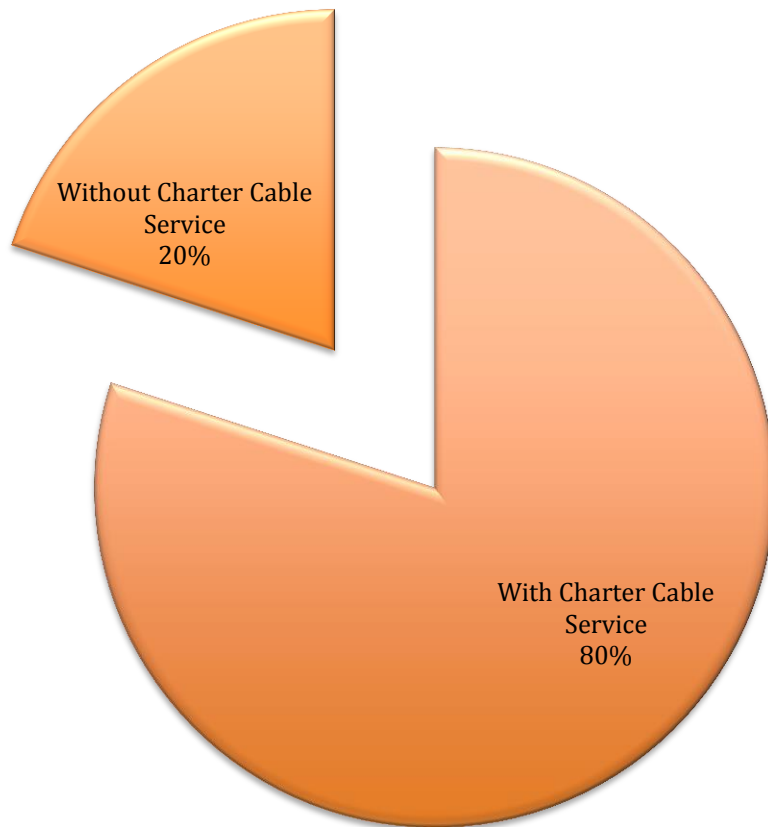
Are you a current Charter Cable TV customer, a telephone customer, an Internet customer, or do you bundle two or more services from Charter?

		Responses		Percent of Responses [multiple response]
		N	Percent of Respondents	
	Cable TV	887	29	48
	Telephone	283	9	15
	Internet	933	30	50
	Bundle, with Cable TV	797	26	42
	Bundle, without Cable TV	21	1	1
	None	155	5	8
	Don't Know	3	<1	<1
Total		3079		

Number of people who took the survey

		Responses	
		N	Percent of Respondents
	Total Number	1881	100
	Total with Cable TV Service	1502	80
	Total without Cable TV Service	379	20

Percent of Respondents with Charter Cable TV Service



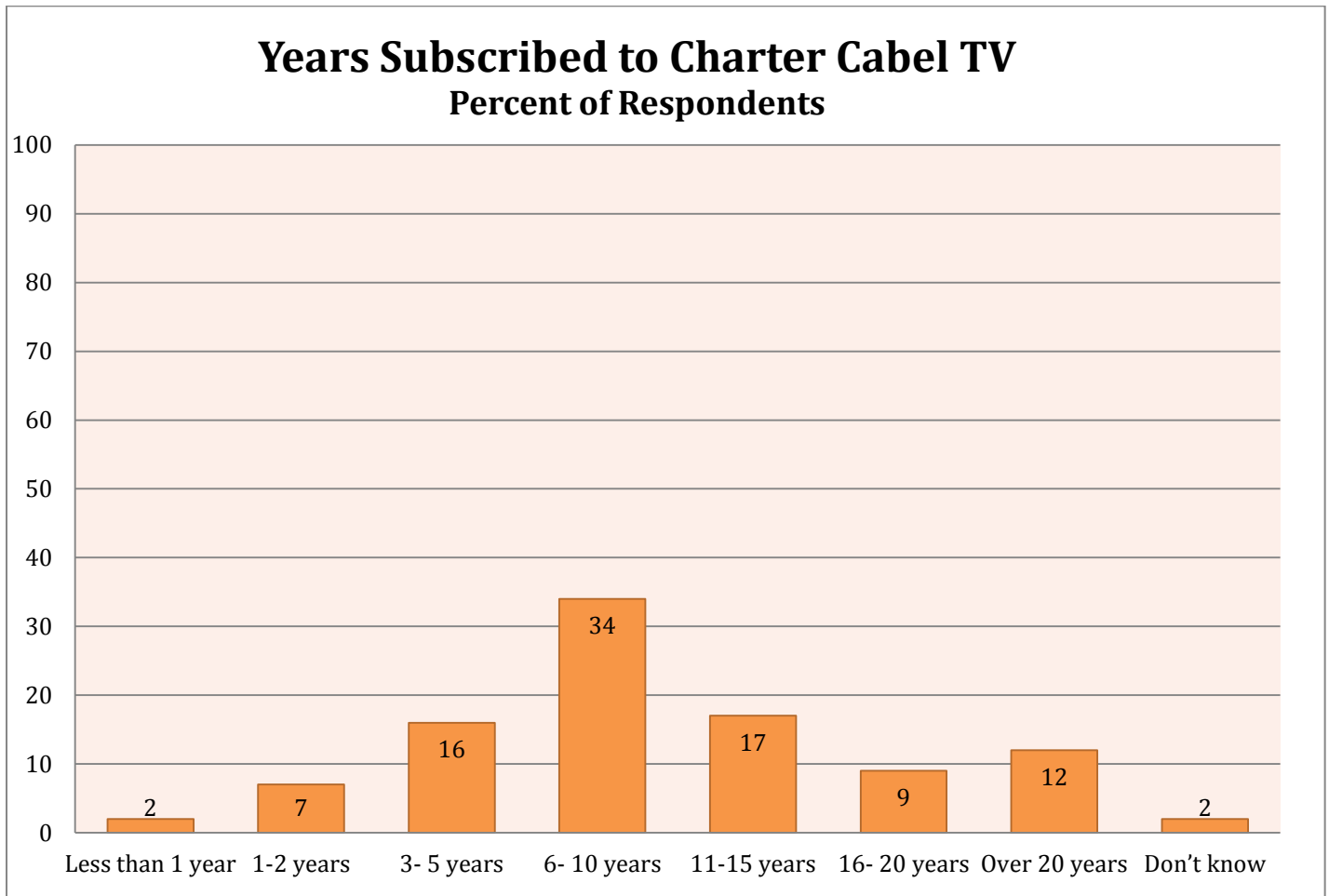
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QUESTIONS 32-34 WERE ANSWERED ONLY BY RESPONDENTS WHO INDICATED THAT THEY DO NOT CURRENTLY RECEIVE TELEVISION SERVICE THROUGH CHARTER TV

SUBSTANTIVE QUESTIONS- THOSE THAT SUBSCRIBE TO CHARTER TV

How long have you subscribed to Charter Cable TV?

	Frequency	Percent ¹
Less than 1 year	35	2
1-2 years	103	7
3- 5 years	230	16
6- 10 years	507	34
11-15 years	252	17
16- 20 years	136	9
Over 20 years	182	12
Don't know	27	2
Total	1472	

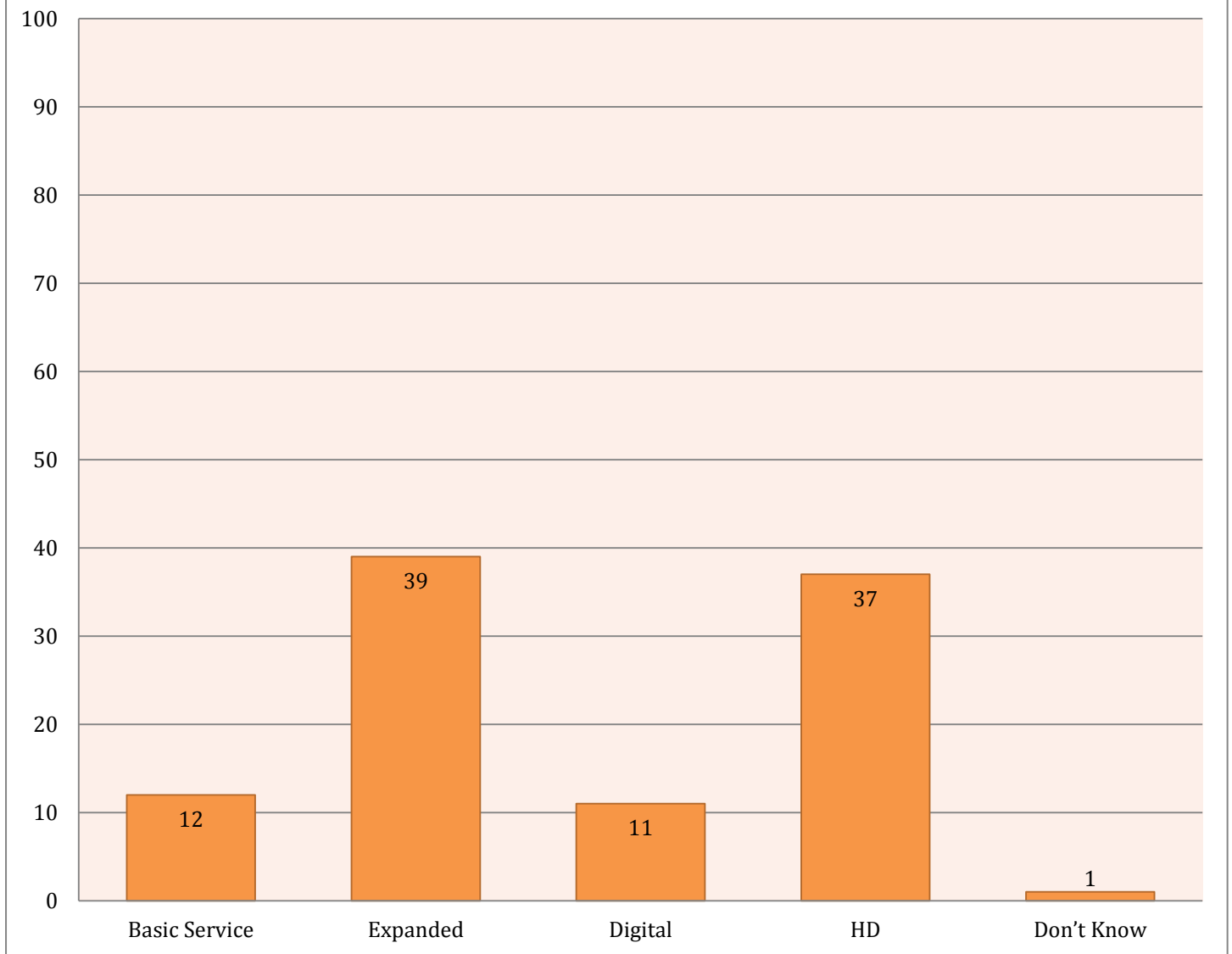


¹ Percentages may not equal 100 due to rounding.

Which level of Charter Cable TV service do you purchase?

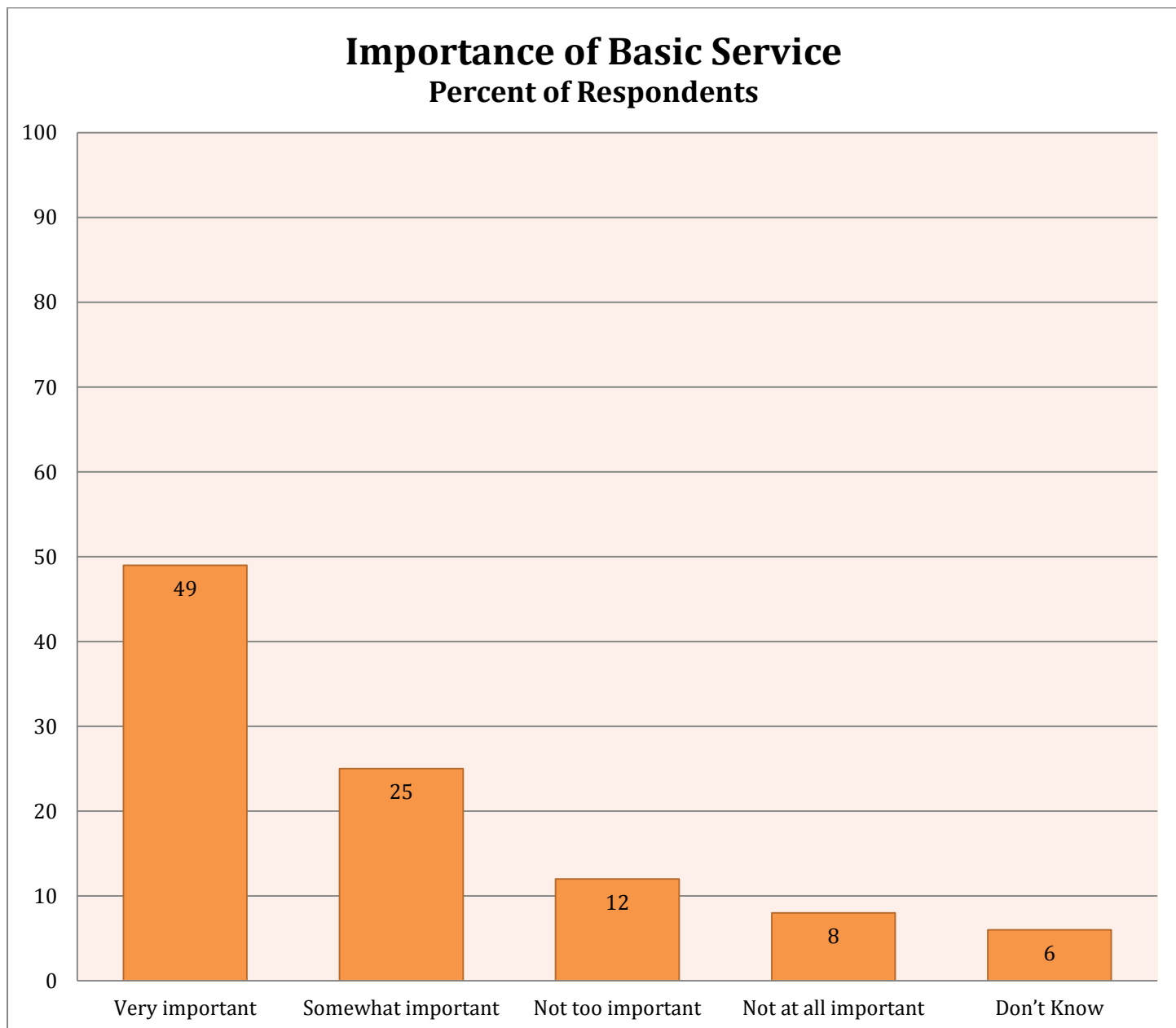
		Frequency	Percent
	Basic Service	182	12
	Expanded	569	39
	Digital	163	11
	HD	540	37
	Don't Know	18	1
Total		1472	

Level of Charter Cable TV Service Percent of Respondents



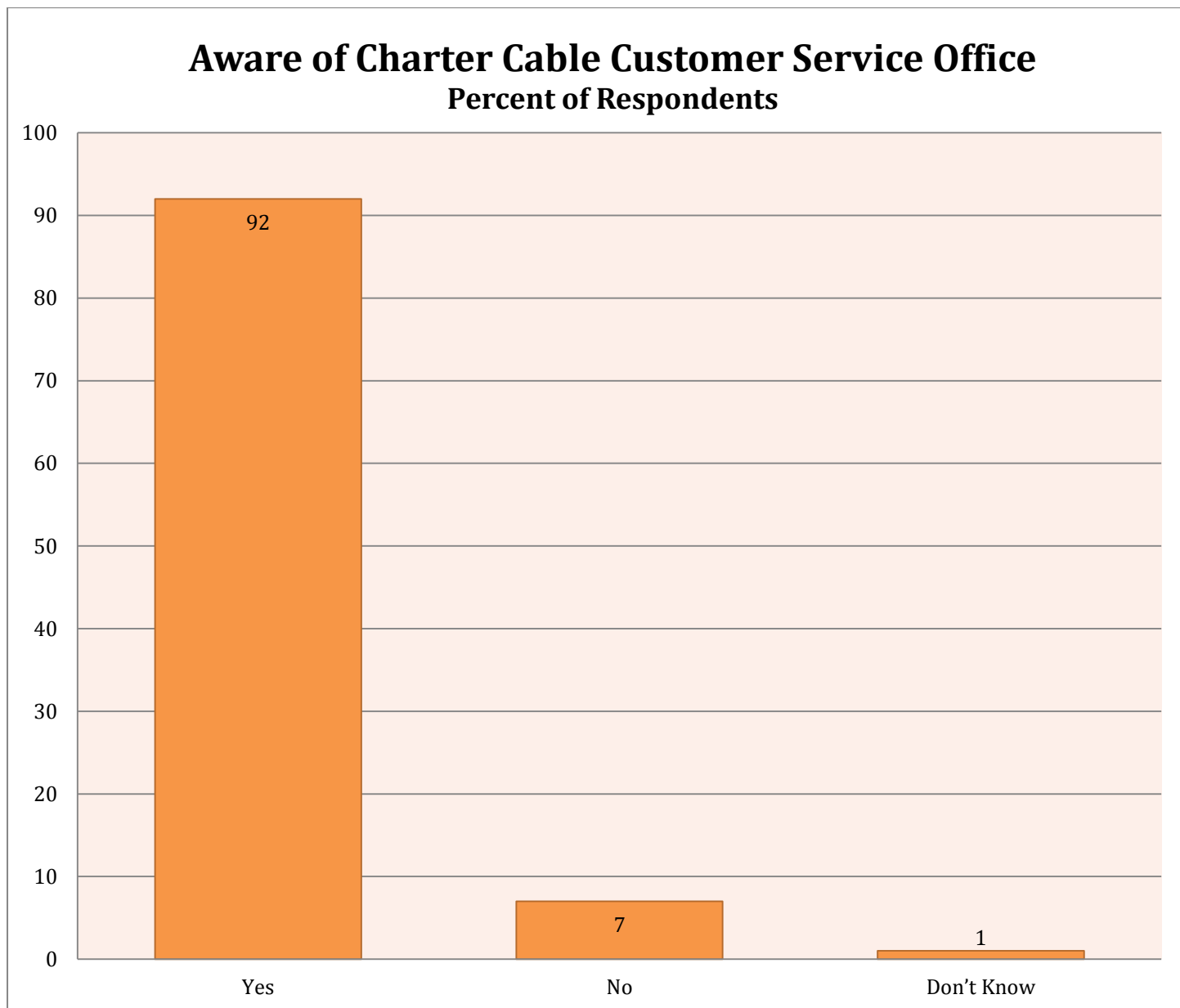
How important do you feel it is to have the existing Basic Service tier offered with fewer channels of programming at a lower cost?

		Frequency	Percent
	Very important	721	49
	Somewhat important	368	25
	Not too important	169	12
	Not at all important	123	8
	Don't Know	91	6
Total		1472	



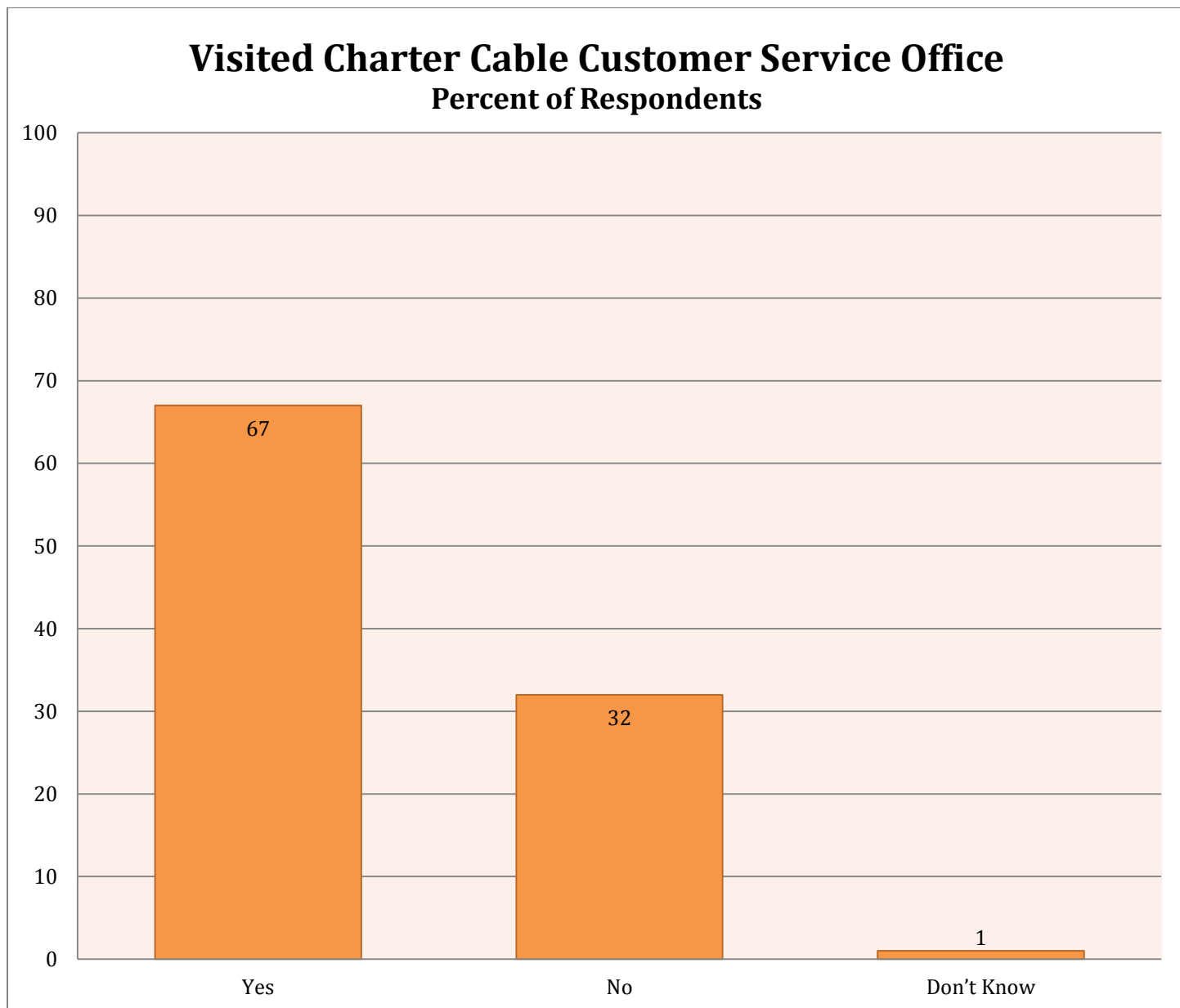
**Are you aware that Charter Cable TV has a customer service office
in Waite Park?**

		Frequency	Percent
	Yes	1357	92
	No	104	7
	Don't Know	11	1
Total		1472	



In the past two years, have you visited the Charter Cable TV office in Waite Park?

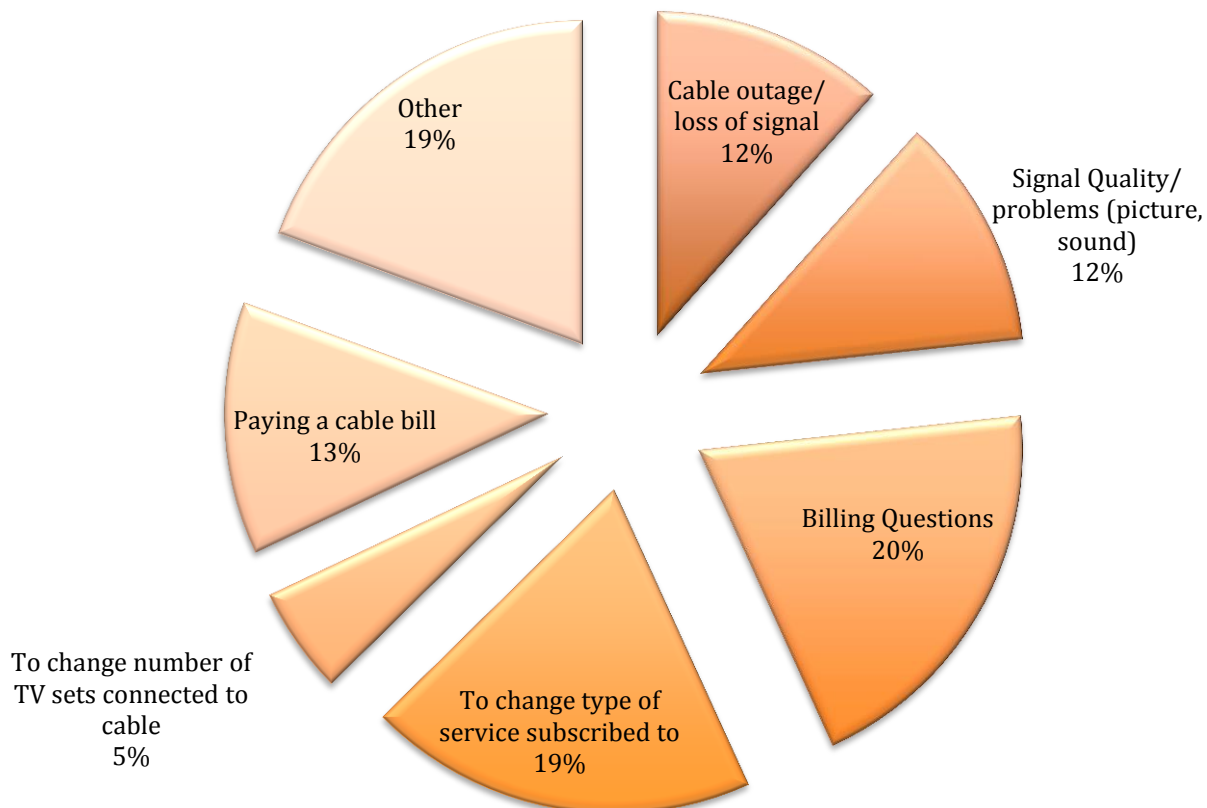
		Frequency	Percent
	Yes	992	67
	No	474	32
	Don't Know	6	<1
Total		1472	



Regarding your visit(s) to the Charter TV office during the past two years, what reasons have you visited Charter's office? [check all that apply]

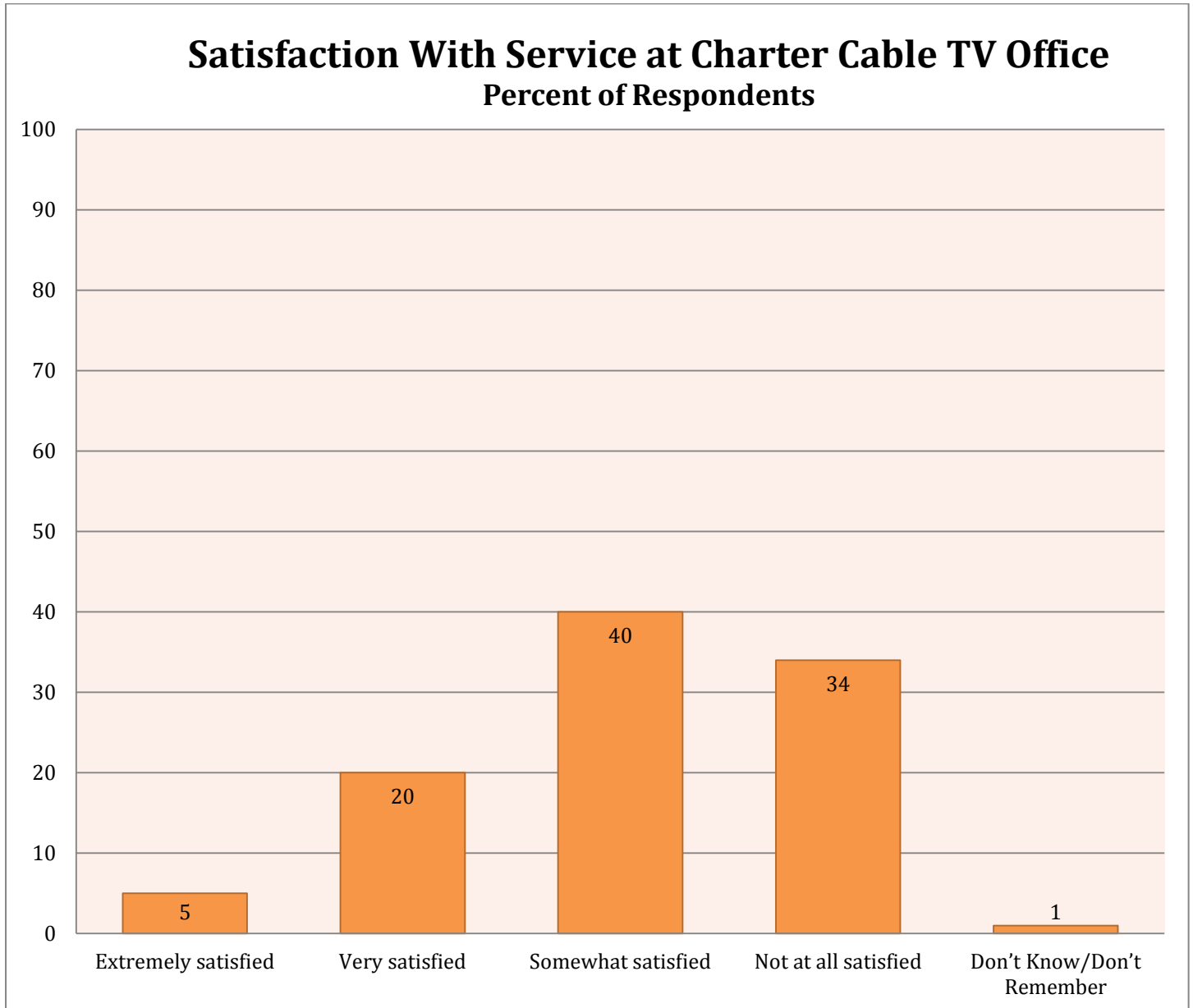
		Responses		Percent of Cases [multiple response]
		N	Percent of Respondents	
	Cable outage/ loss of signal	234	12	24
	Signal Quality/ problems (picture, sound)	235	12	24
	Billing Questions	401	20	41
	To change type of service subscribed to	395	20	40
	To change number of TV sets connected to cable	111	6	11
	Paying a cable bill	257	13	26
	Other	392	19	40
	Have not visited the office	4	<1	<1
Total		2029	100.0%	205.2%

Reasons Visited Charter Cable TV Office
Percent of Responses



**When you visited Charter's office for Cable TV services,
how satisfied were you with the service received?**

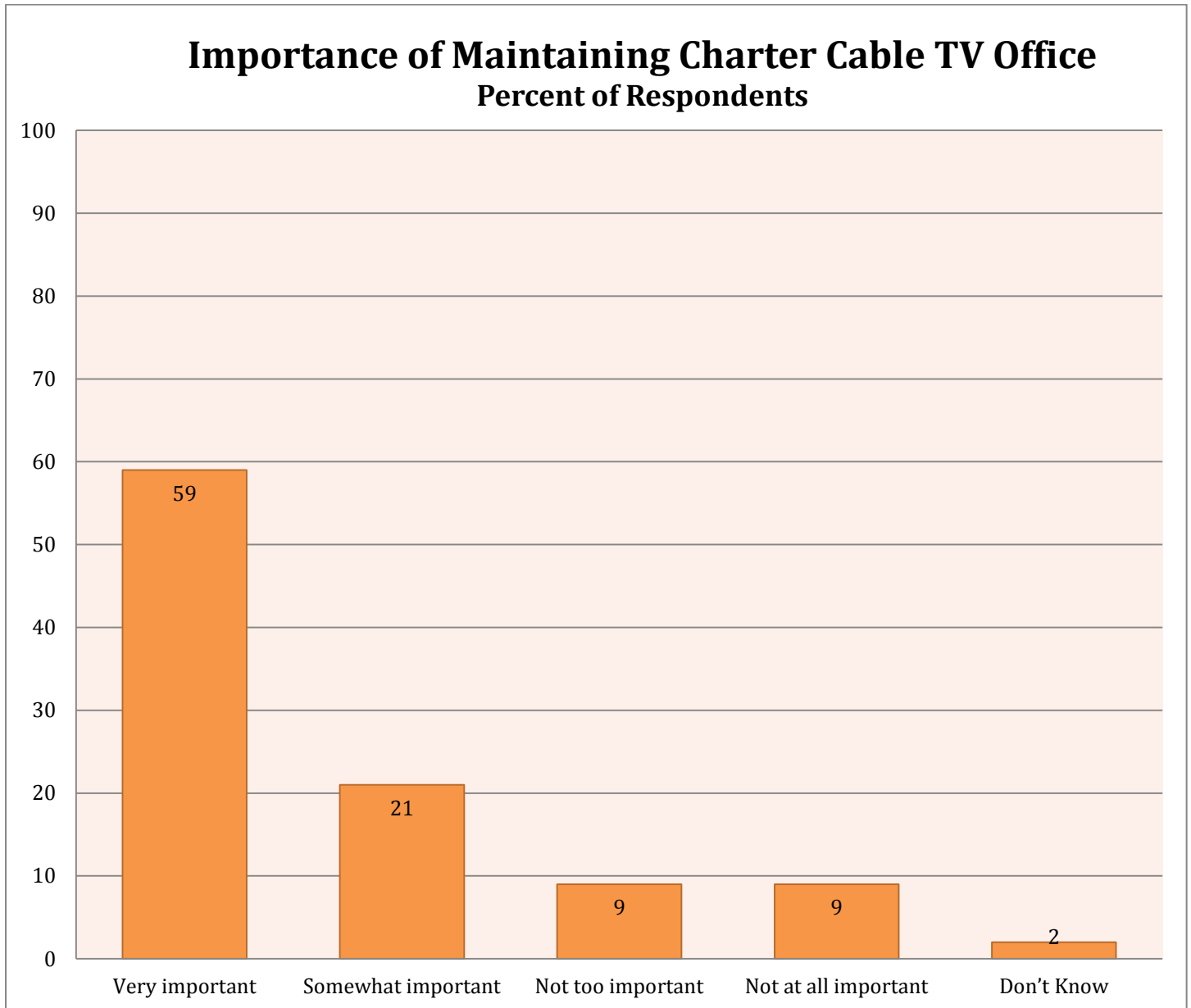
		Frequency	Percent
	Extremely satisfied	50	5
	Very satisfied	194	20
	Somewhat satisfied	395	40
	Not at all satisfied	340	34
	Don't Know/Don't Remember	10	1
Total		989 ²	



² Number who indicated in previous question that they had visited the Charter Cable TV office in Waite Park.

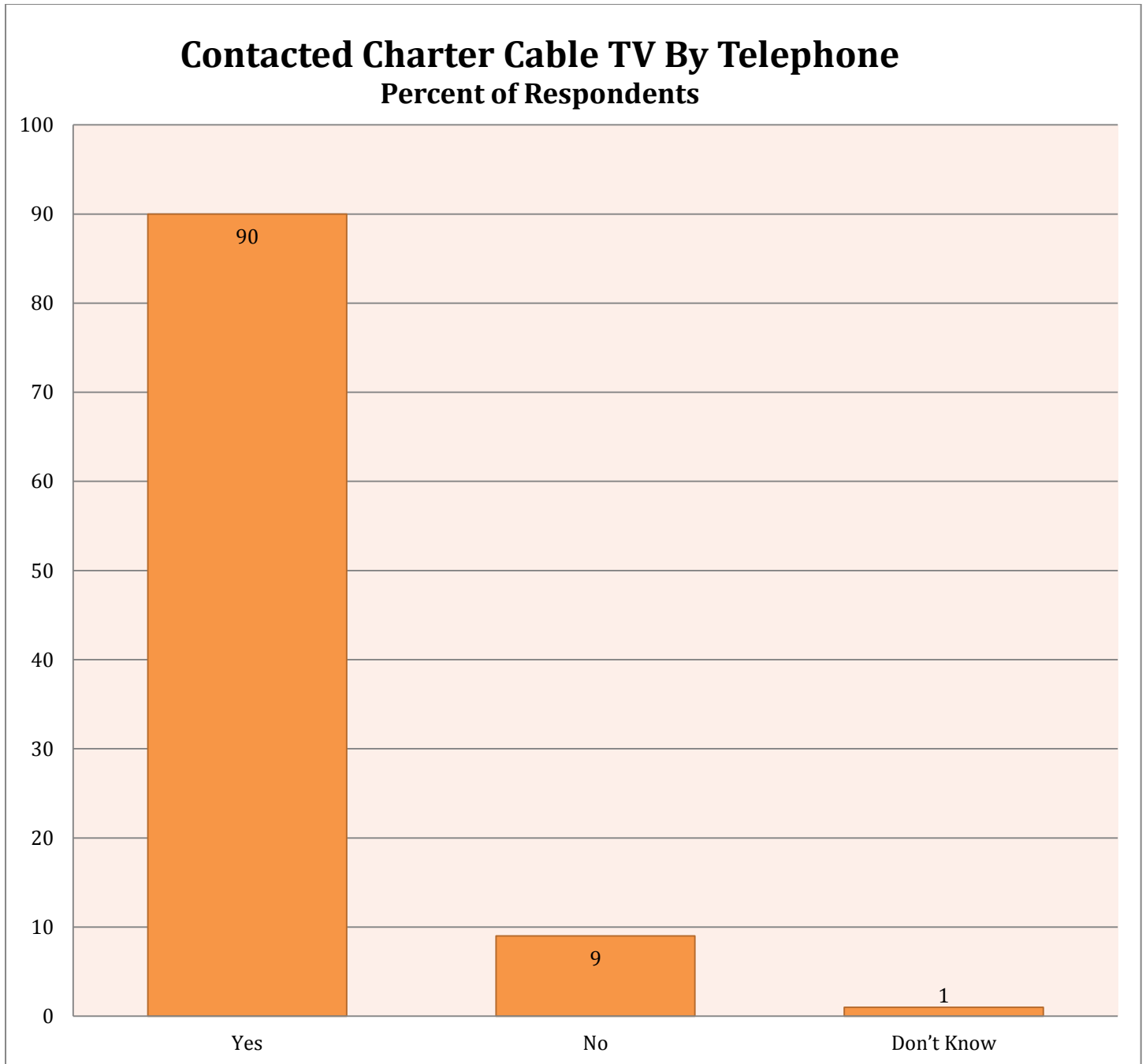
How important to you is it that Charter maintains a customer service office in the St. Cloud area?

		Frequency	Percent
	Very important	866	59
	Somewhat important	306	21
	Not too important	137	9
	Not at all important	125	9
	Don't Know	35	2
Total		1469	



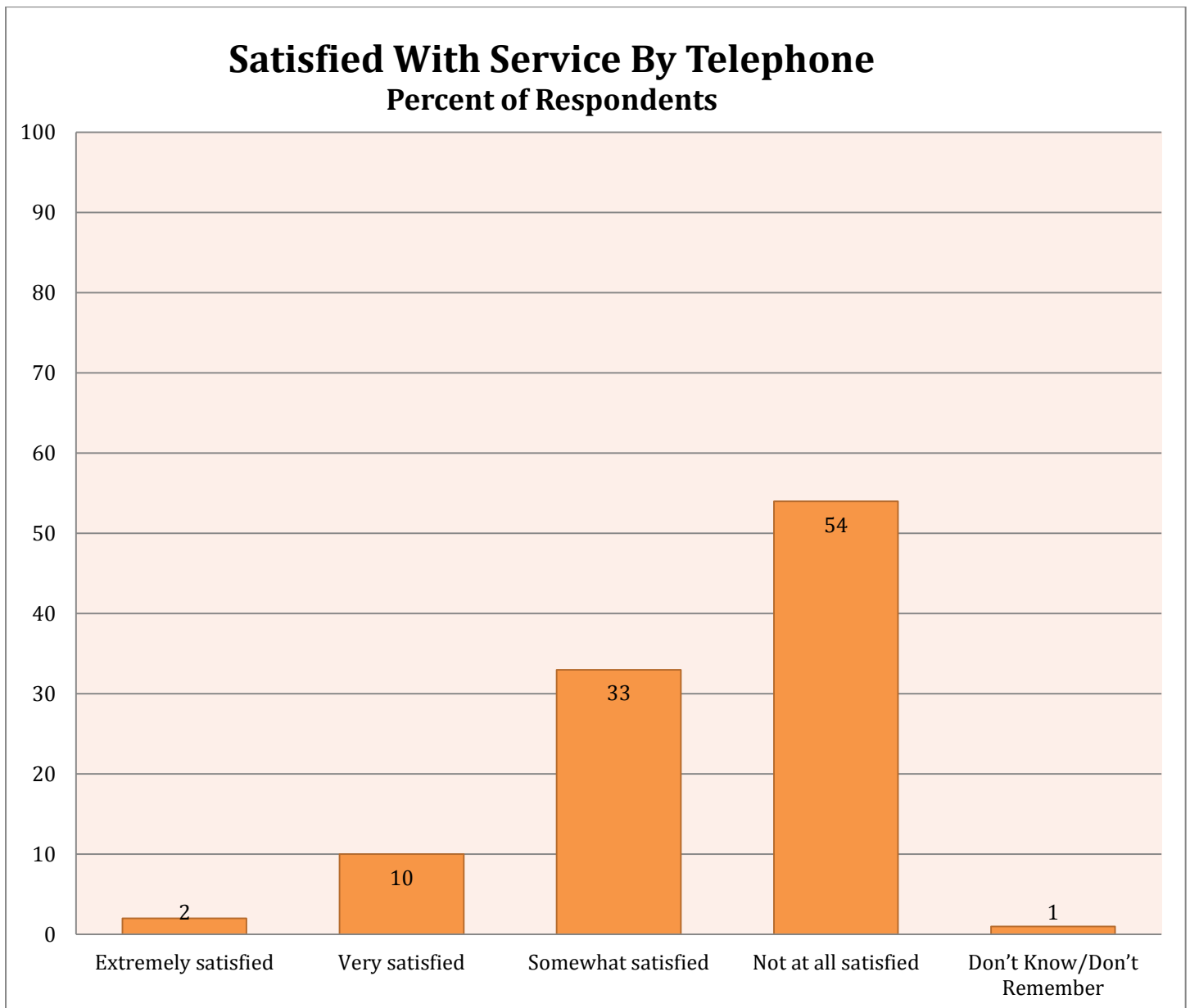
In the past two years, have you contacted Charter Cable TV by telephone?

		Frequency	Percent
	Yes	1322	90
	No	132	9
	Don't Know	14	1
Total		1468	



When you telephoned the Charter's office for Cable TV services, how satisfied were you with the service?

		Frequency	Percent
	Extremely satisfied	27	2
	Very satisfied	134	10
	Somewhat satisfied	440	33
	Not at all satisfied	704	54
	Don't Know/Don't Remember	12	1
Total		1317 ³	

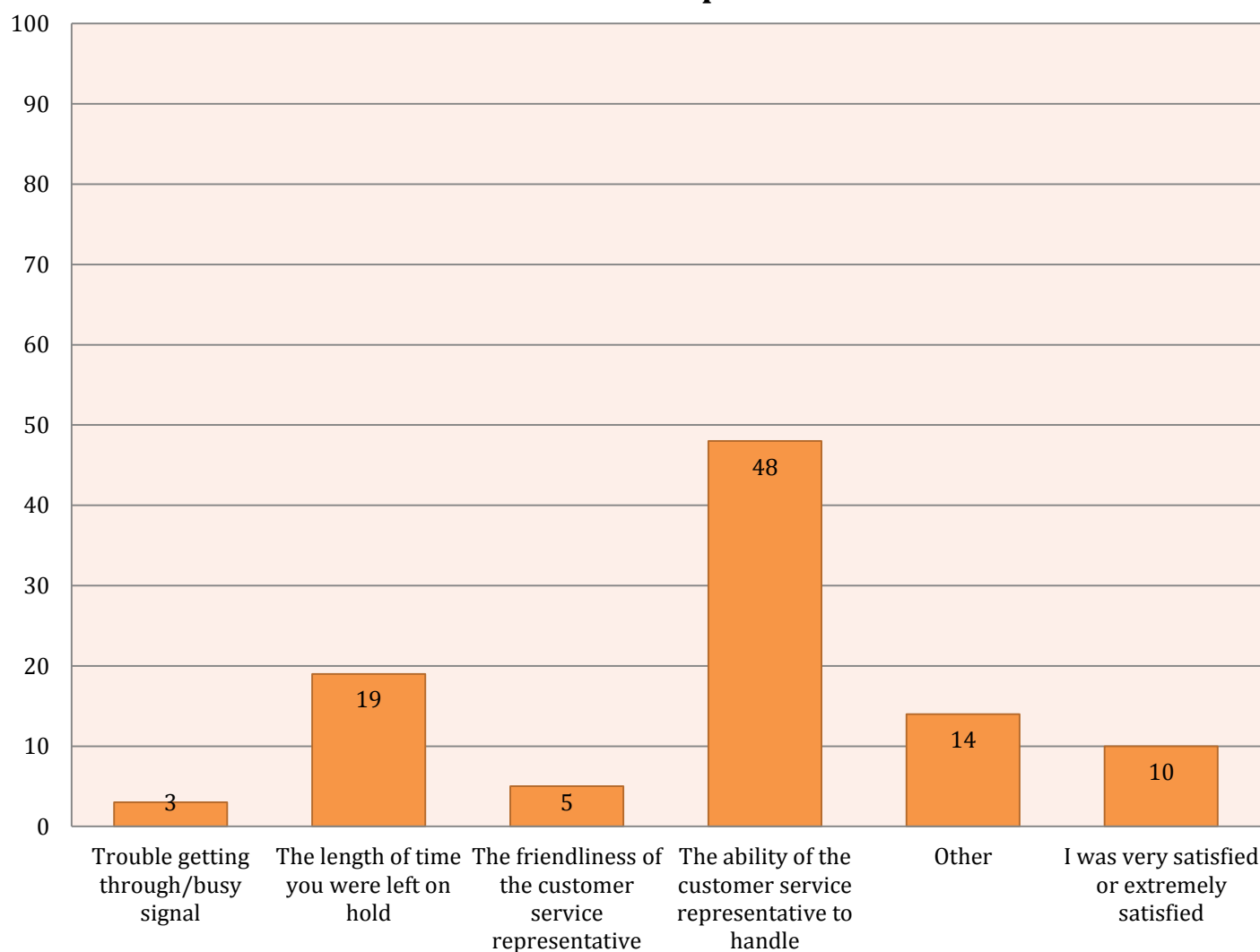


³ Number who indicated in previous question that they had telephoned Charter's office for Cable TV service.

**If you were not extremely satisfied or very satisfied,
why were you less than very satisfied with the service provided over the phone?**

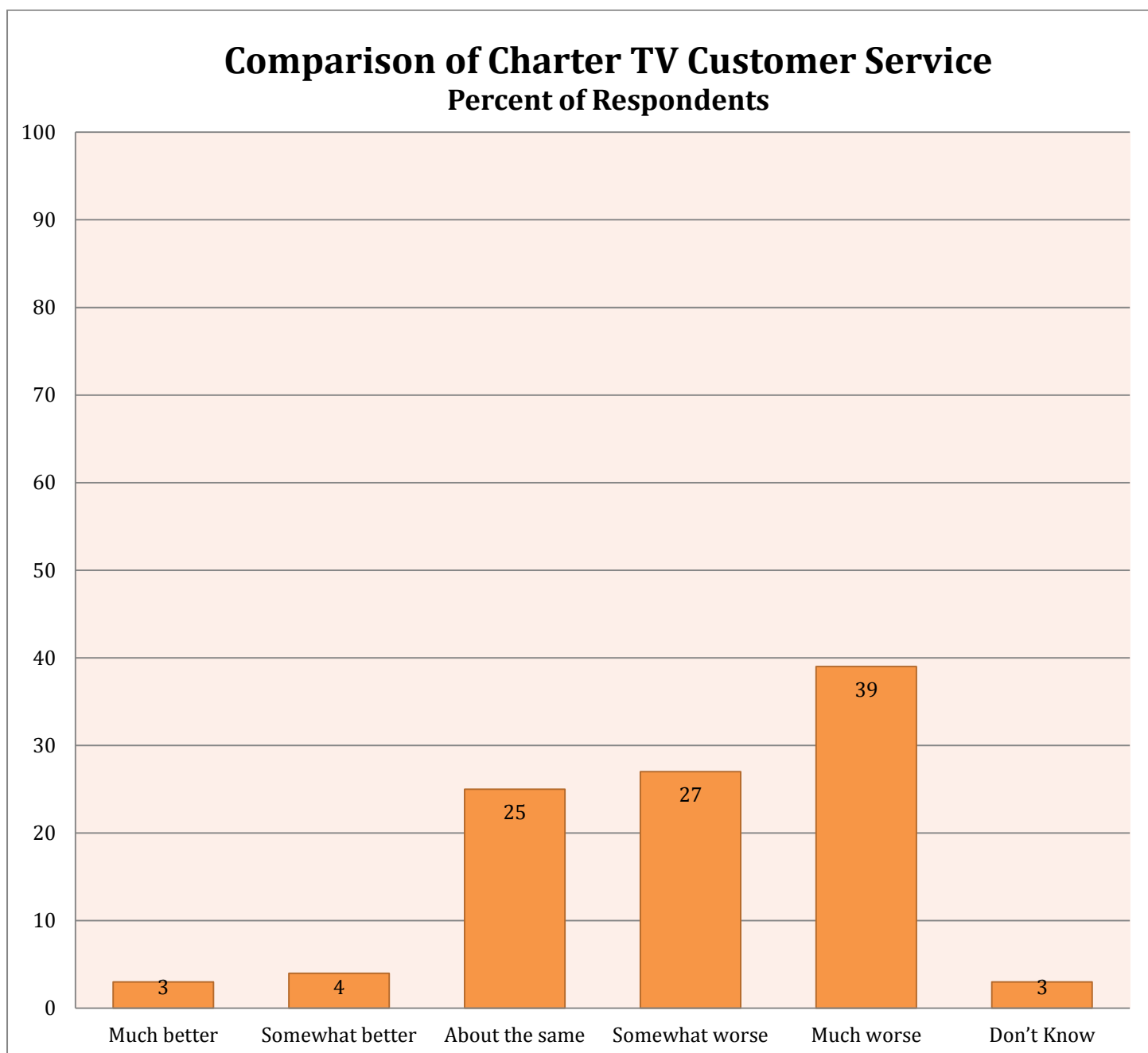
		Frequency	Percent
	Trouble getting through/busy signal	43	3
	The length of time you were left on hold	254	19
	The friendliness of the customer service representative	67	5
	The ability of the customer service representative to handle	632	48
	Other	184	14
	I was very satisfied or extremely satisfied	137	10
Total		1317	

Reason for Not Being Satisfied With Service
Percent of Respondents



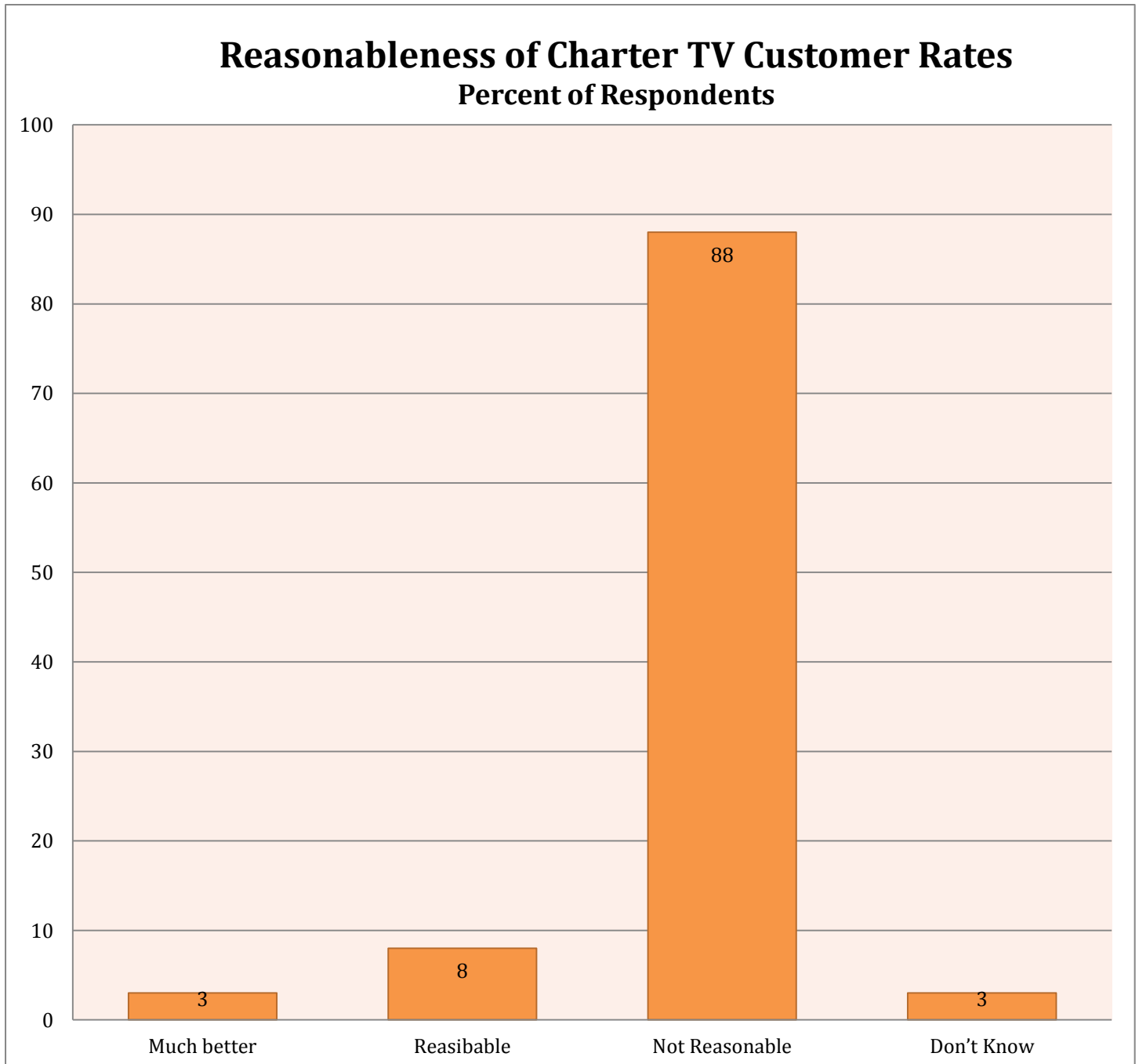
**Based on your experience and in comparison with other services you buy,
how would you rate Charter's Cable TV customer service?**

		Frequency	Percent
	Much better	36	3
	Somewhat better	50	4
	About the same	368	25
	Somewhat worse	390	27
	Much worse	560	39
	Don't Know	42	3
Total		1446	



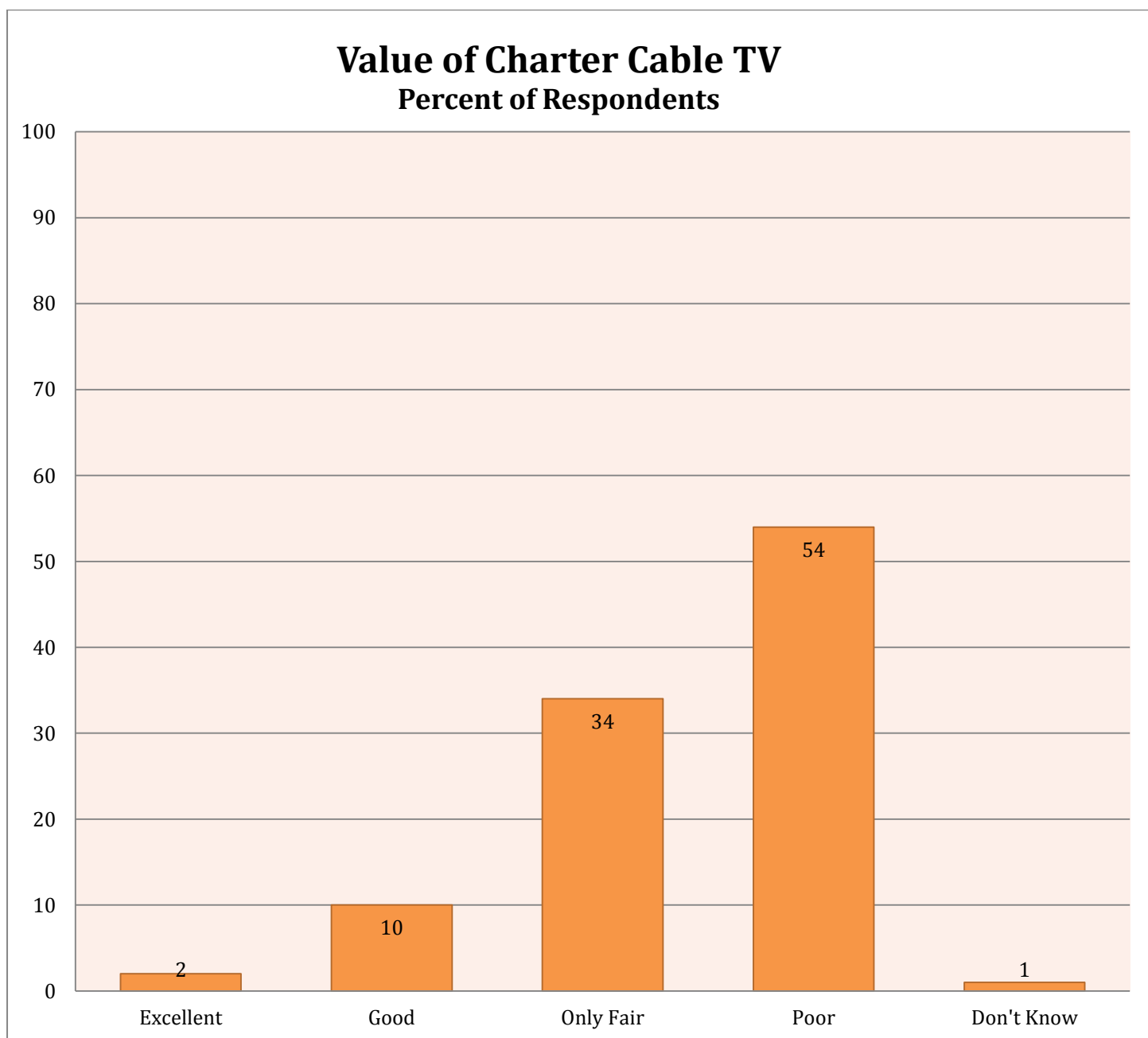
**In comparison with all the other goods and services you buy,
do you feel that the charges you pay for the basic, non-premium,
Charter Cable TV service are reasonable, or not?**

		Frequency	Percent
	Reasonable	108	8
	Not reasonable	1275	88
	Don't Know	63	4
Total		1446	



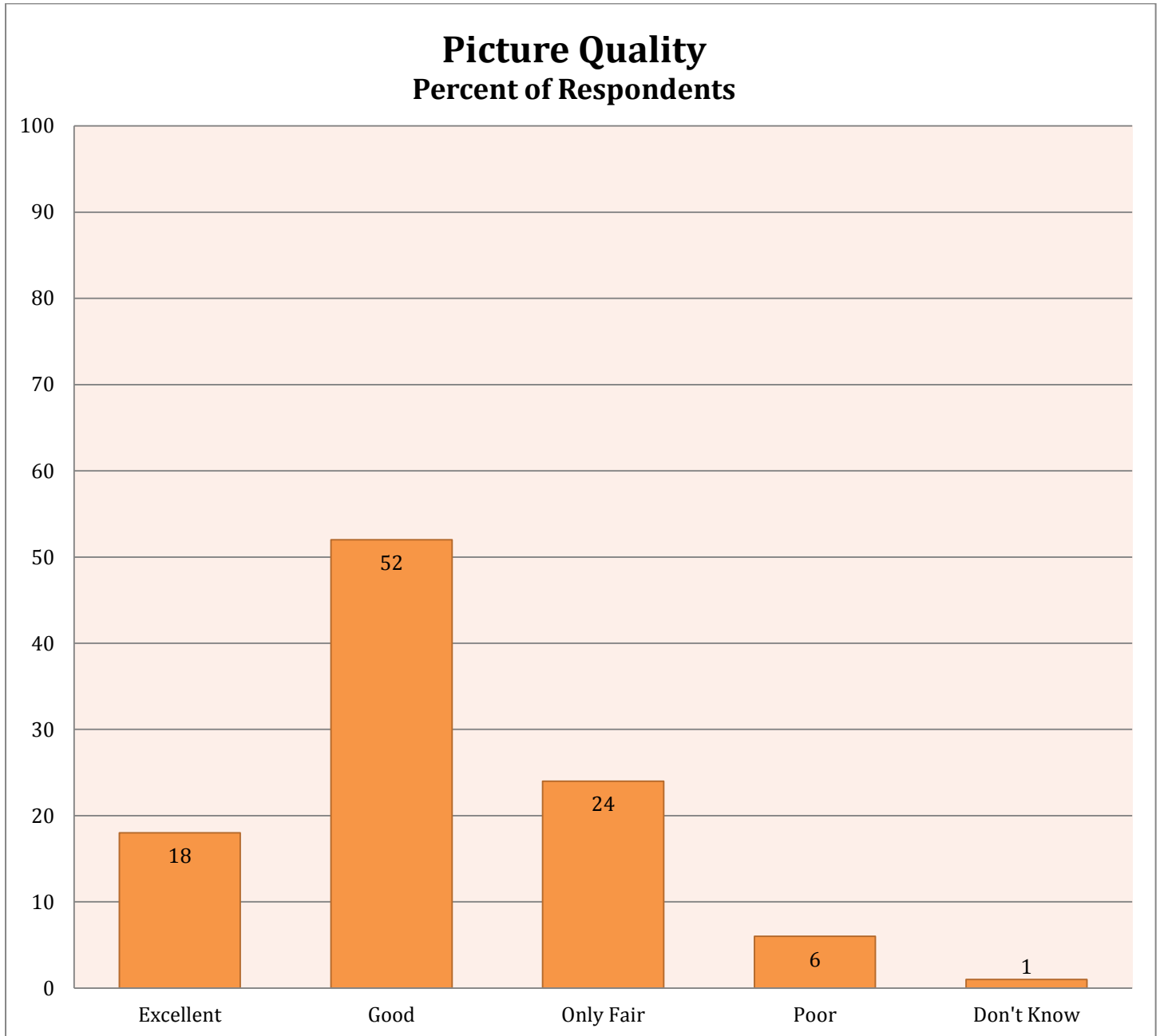
When you consider the monthly charge you pay and the quality of Charter Cable TV service you receive, would you rate the general value of the service?

		Frequency	Percent
	Excellent	24	2
	Good	141	10
	Only Fair	495	34
	Poor	784	54
	Don't Know	2	<1
Total		1446	



**Please rate the following Cable TV service features:
The Picture Quality**

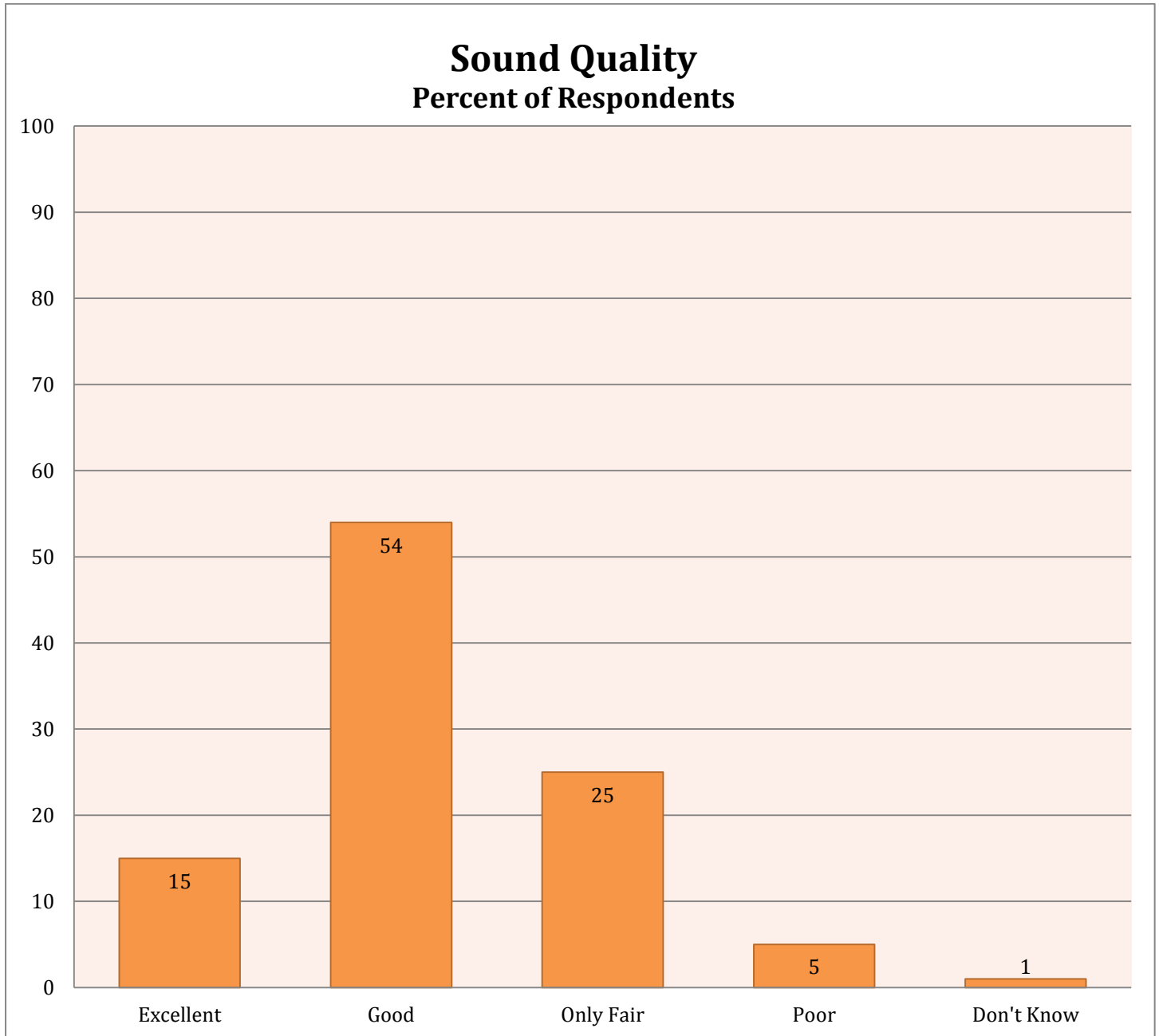
		Frequency	Percent
	Excellent	254	18
	Good	753	52
	Fair	348	24
	Poor	86	6
	Don't Know	4	<1
Total		1445	



Please rate the following Cable TV service features:

The Sound Quality

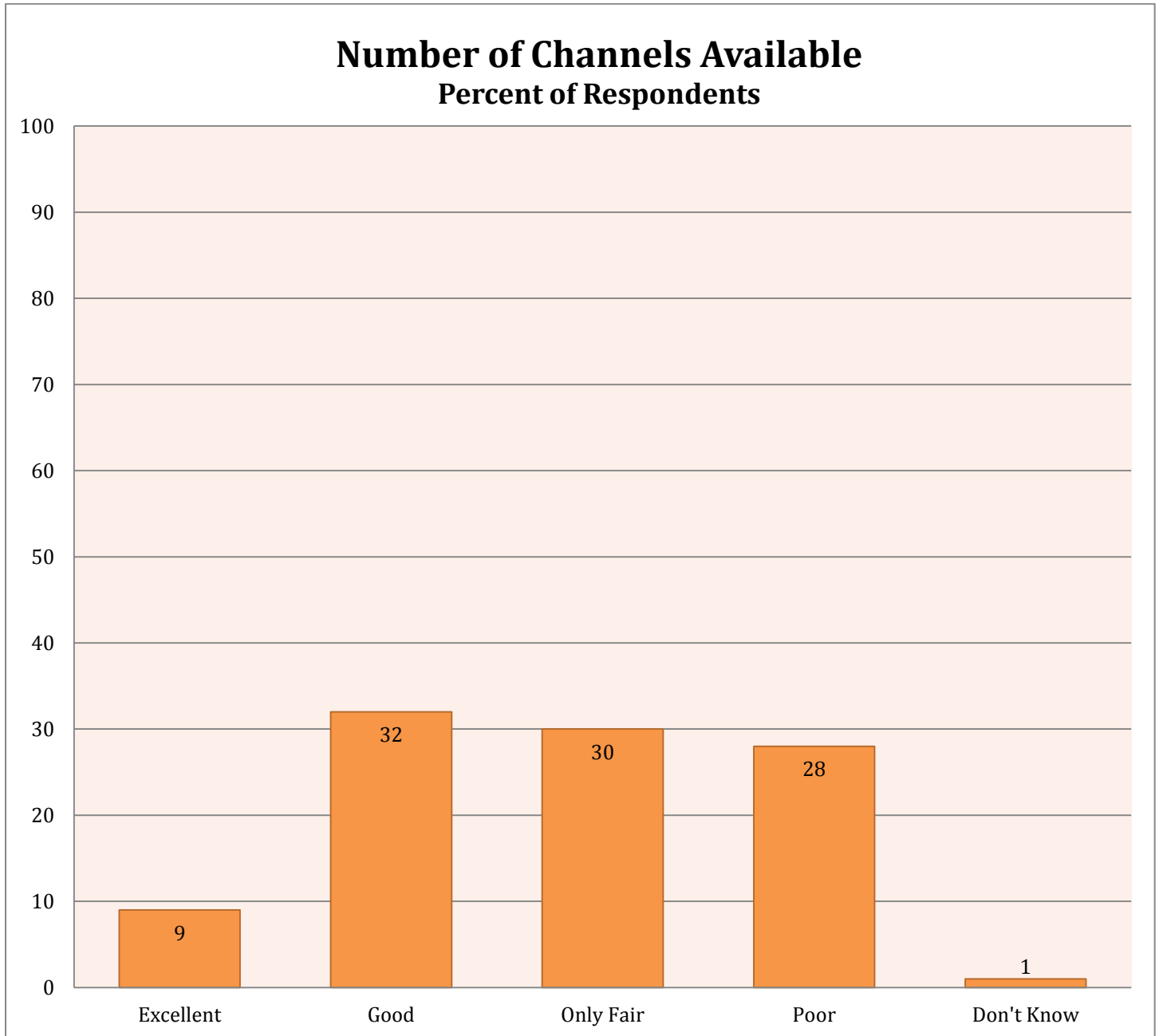
		Frequency	Percent
	Excellent	215	15
	Good	776	54
	Fair	364	25
	Poor	80	5
	Don't Know	7	1
Total		1442	



Please rate the following Cable TV service features:

The Number of Channels Available

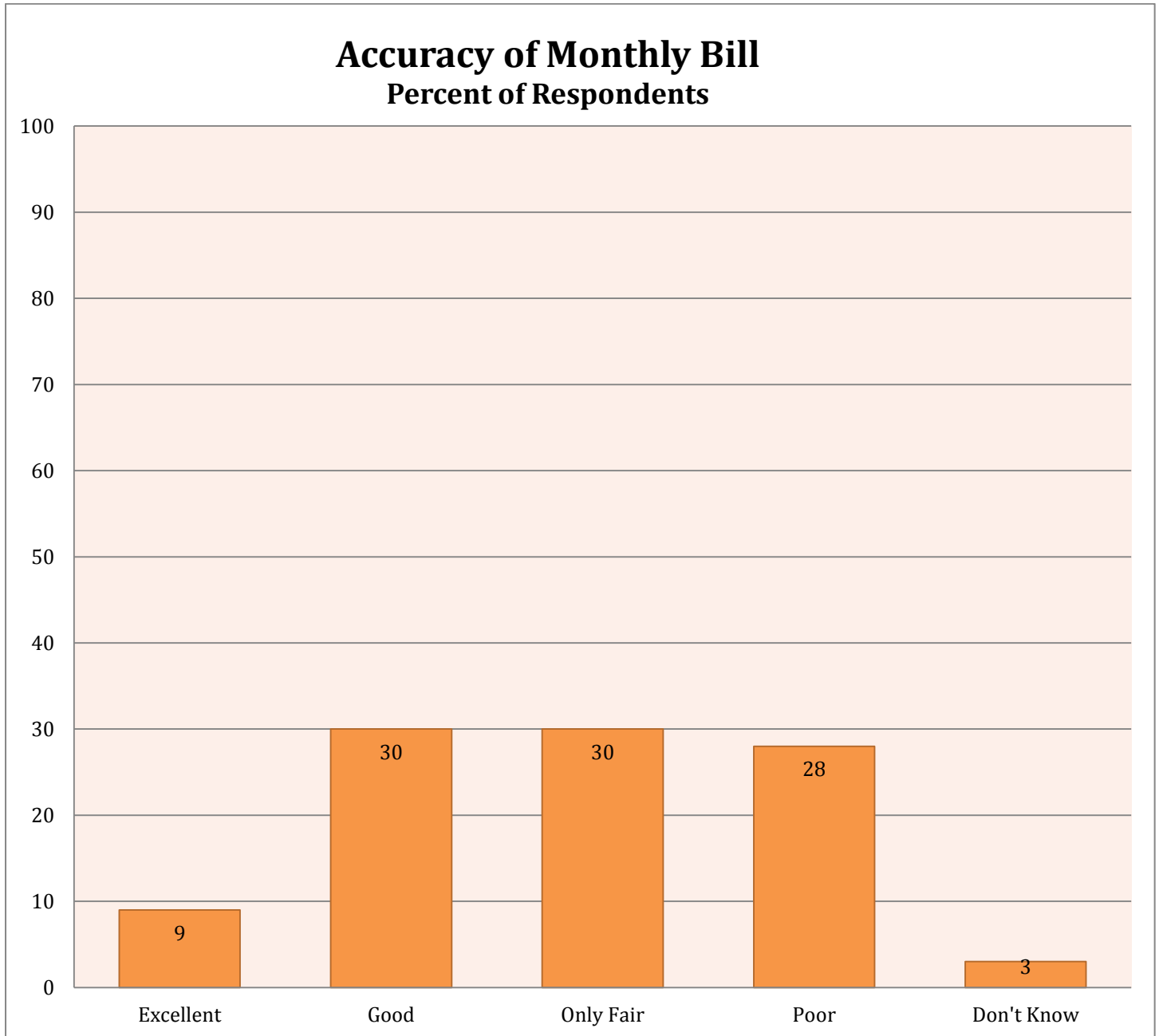
		Frequency	Percent
	Excellent	133	9
	Good	456	32
	Fair	434	30
	Poor	409	28
	Don't Know	11	1
Total		1443	



Please rate the following Cable TV service features:

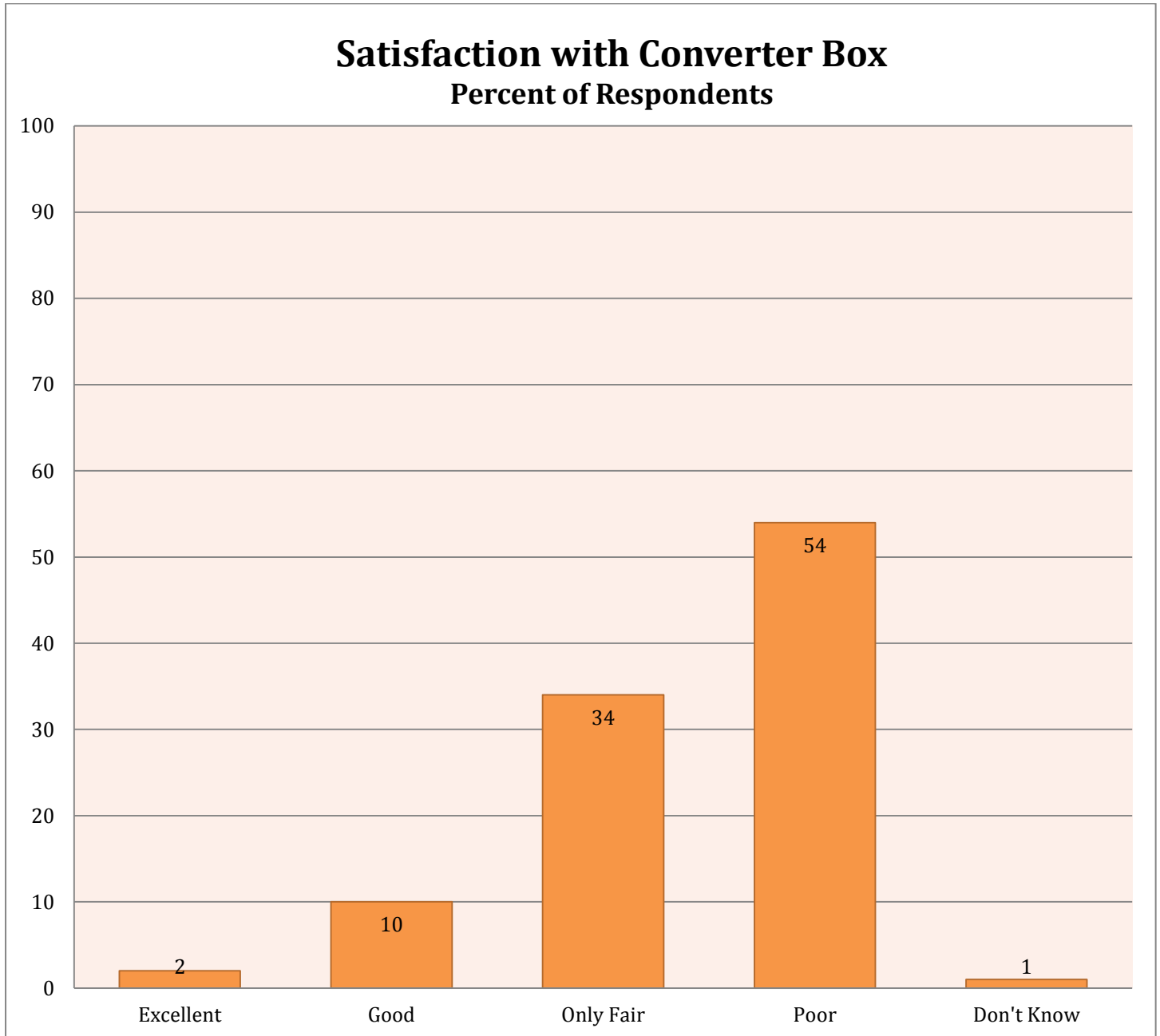
The Accuracy of Your Monthly Cable Bill

		Frequency	Percent
	Excellent	127	9
	Good	438	30
	Fair	432	30
	Poor	399	28
	Don't Know	43	3
Total		1439	



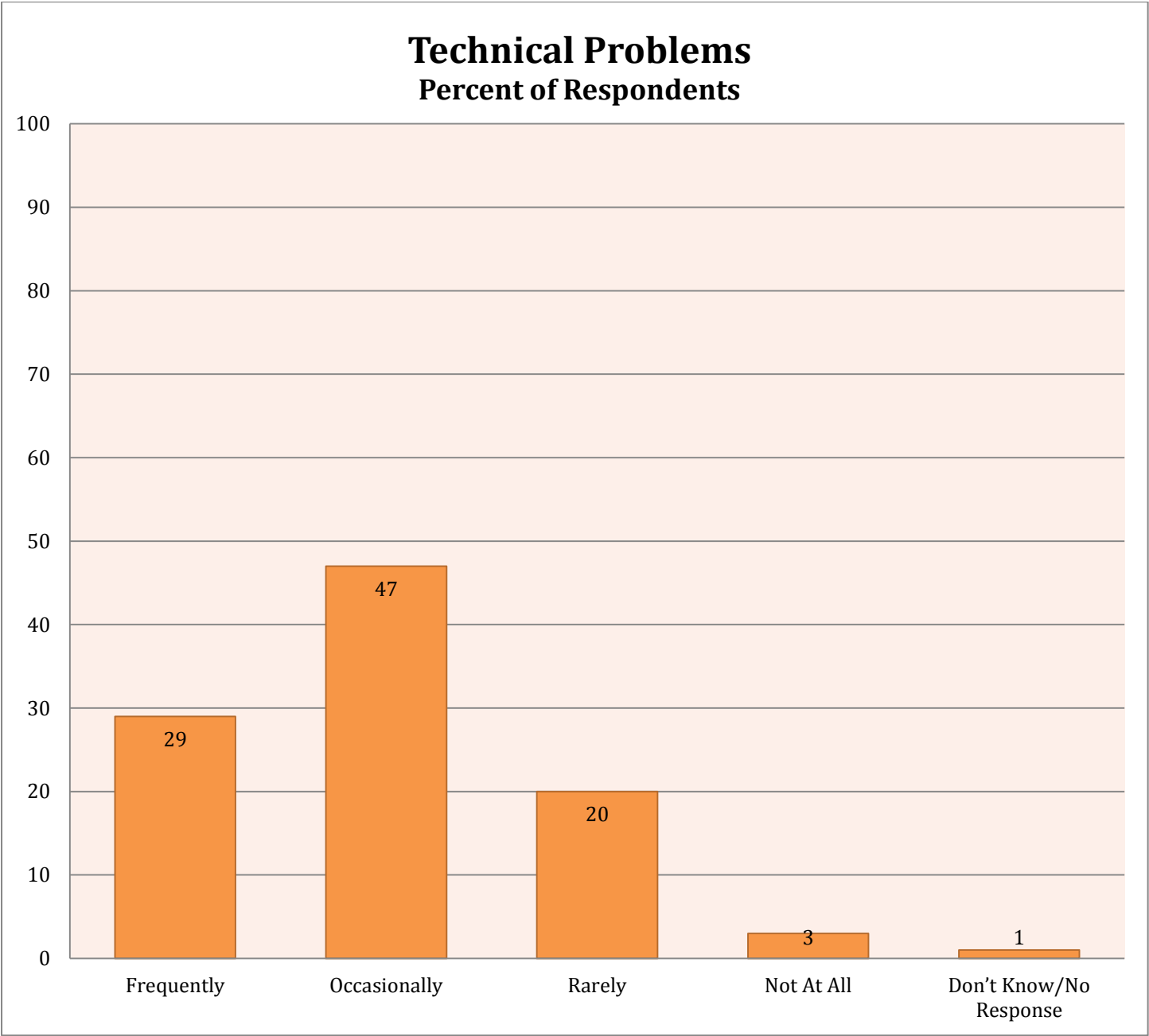
**Are you satisfied with the cable converter box in your home
provided by Charter?**

		Frequency	Percent
	Completely satisfied	73	5
	Mostly satisfied	376	26
	Somewhat satisfied	462	32
	Not at all satisfied	279	19
	Don't have a converter box in home	256	18
Total		1446	



How frequently have you experienced technical problems such as interruption or pixelization of your television viewing?

Frequency		Percent
	Frequently	425
	Occasionally	674
	Rarely	288
	Not at all	45
	Don't Know	14
Total		1446

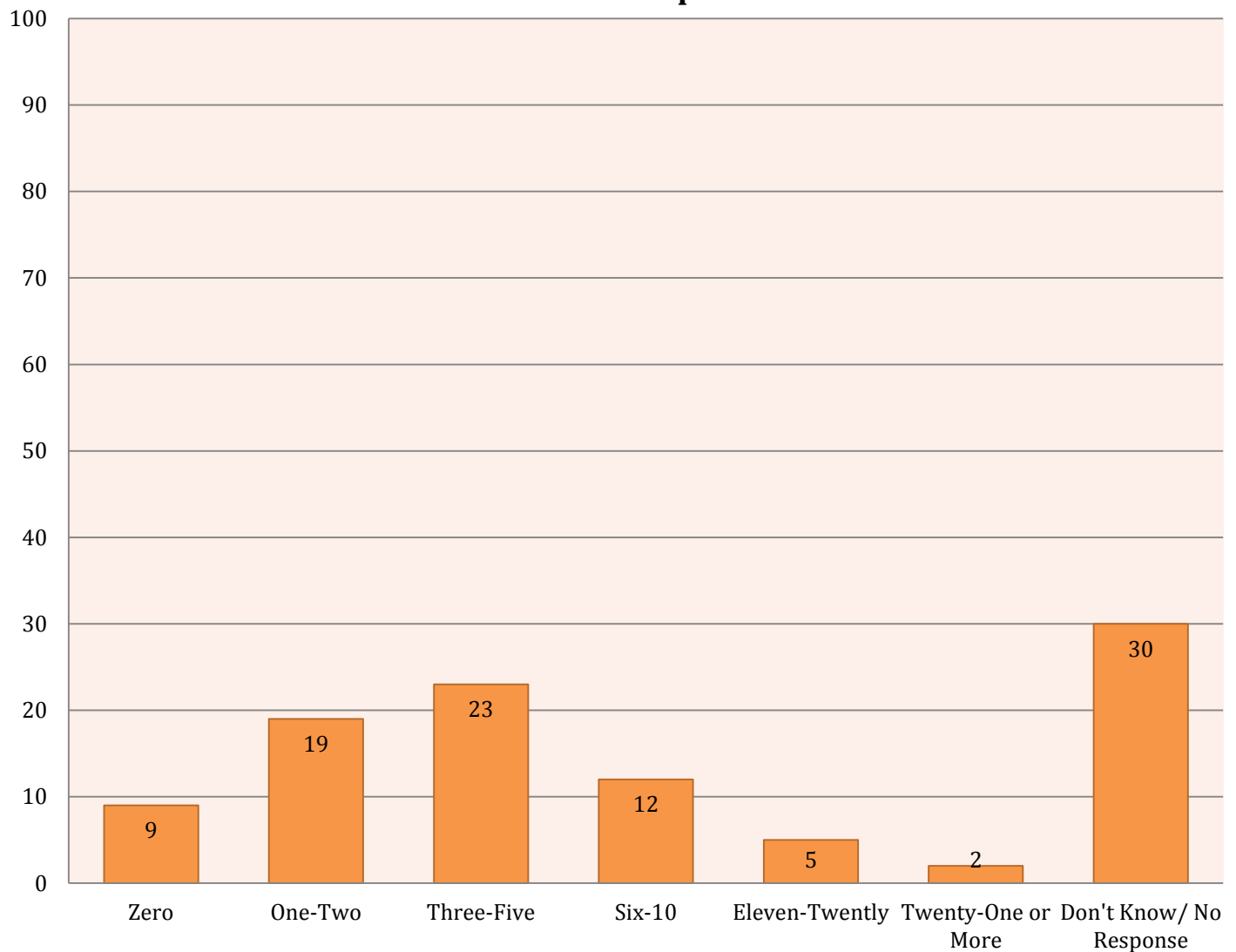


Number of service outages in past 2 years

		Frequency	Percent
	0	167	9
	1-2	359	19
	3-5	439	23
	6-10	230	12
	11-20	84	5
	21 or More	32	2
	Don't Know/No Response	570	30
Total		1881	

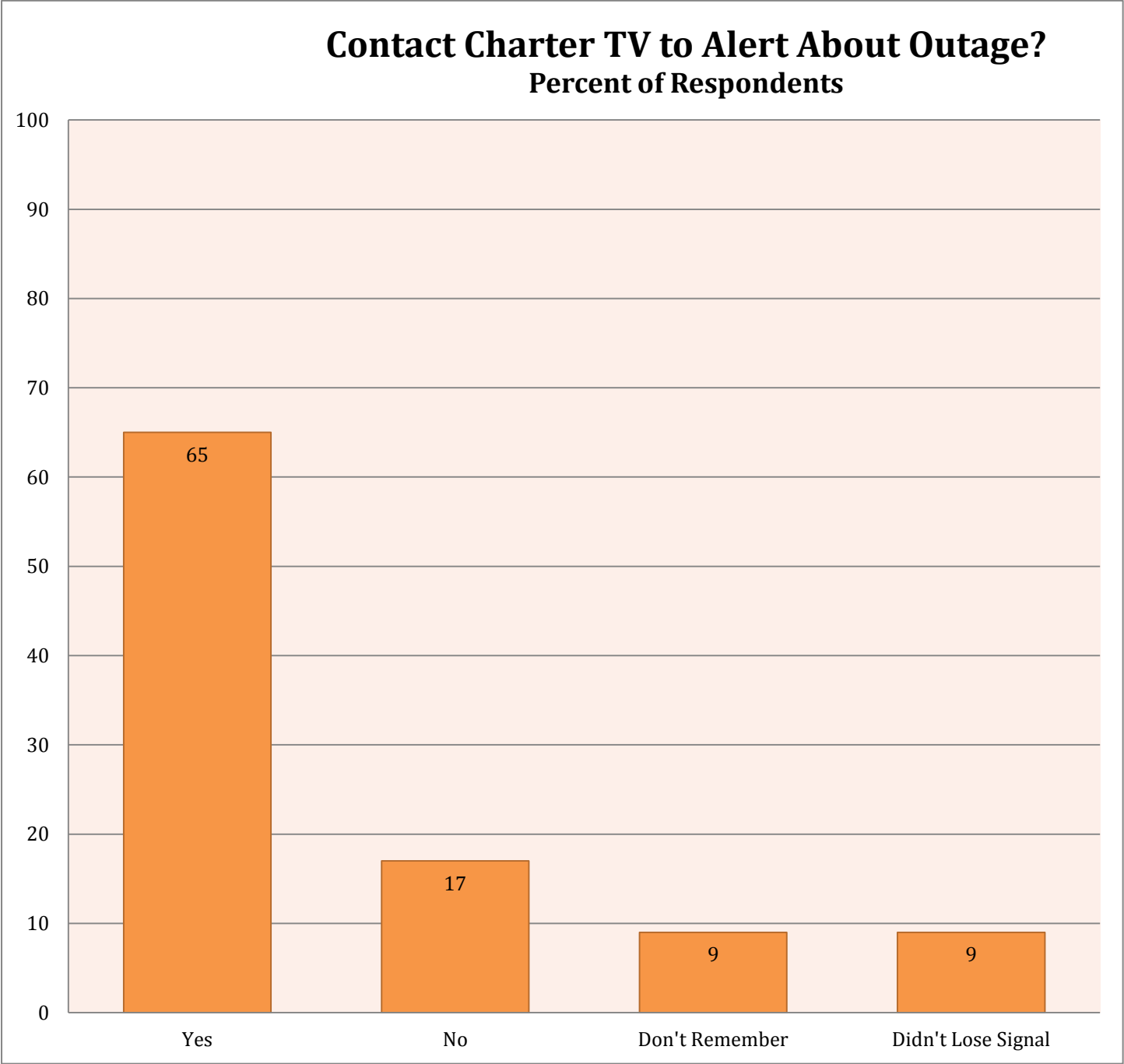
Number of Service Outages in Past Two Years (Estimated)

Percent of Respondents



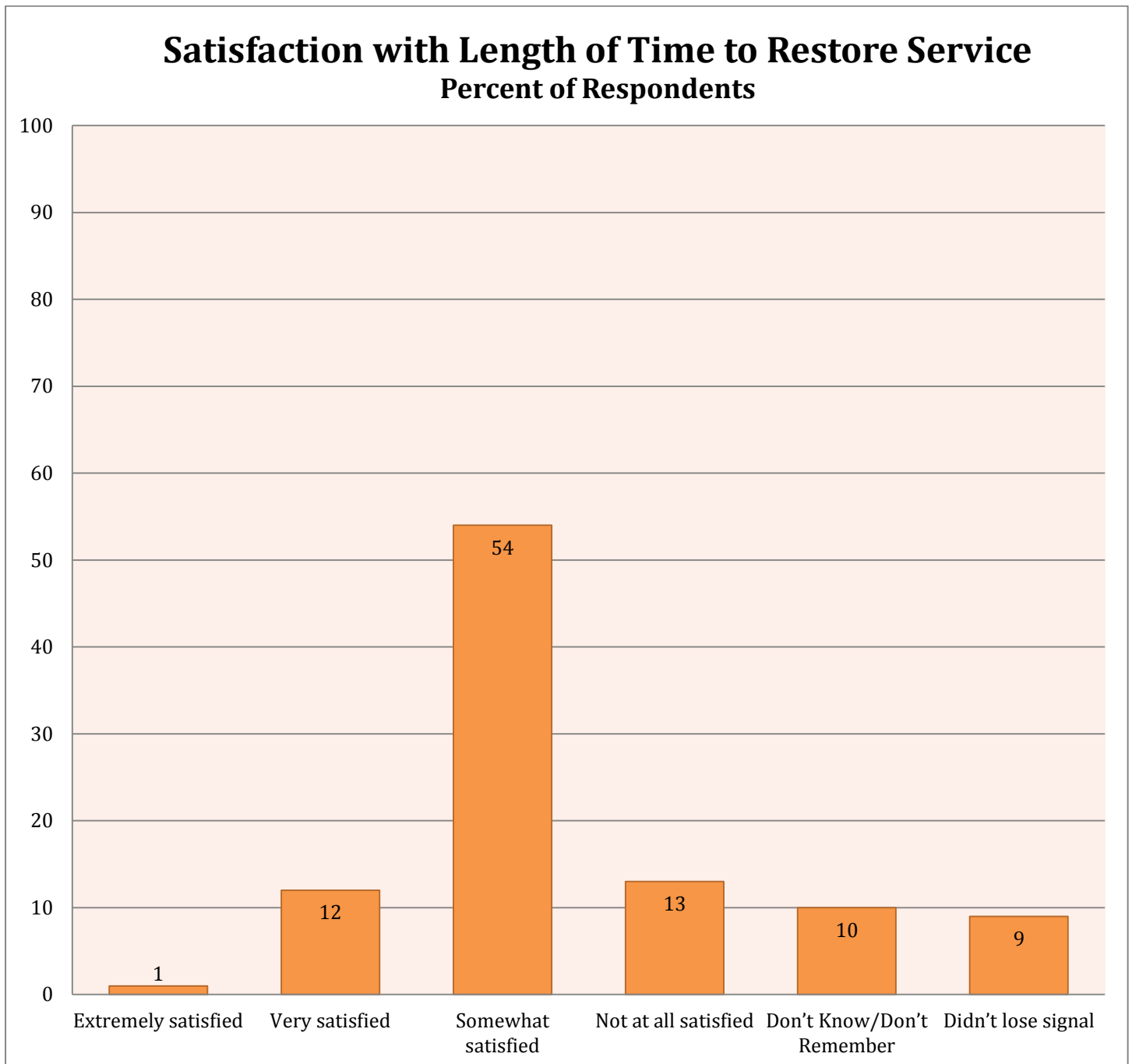
If you have lost cable signal in last two years, did you contact Charter’s office to alert them to the outage?

		Frequency	Percent
	Yes	923	65
	No	249	17
	Don't Remember	128	9
	Didn't Lose Signal	131	9
Total		1431	



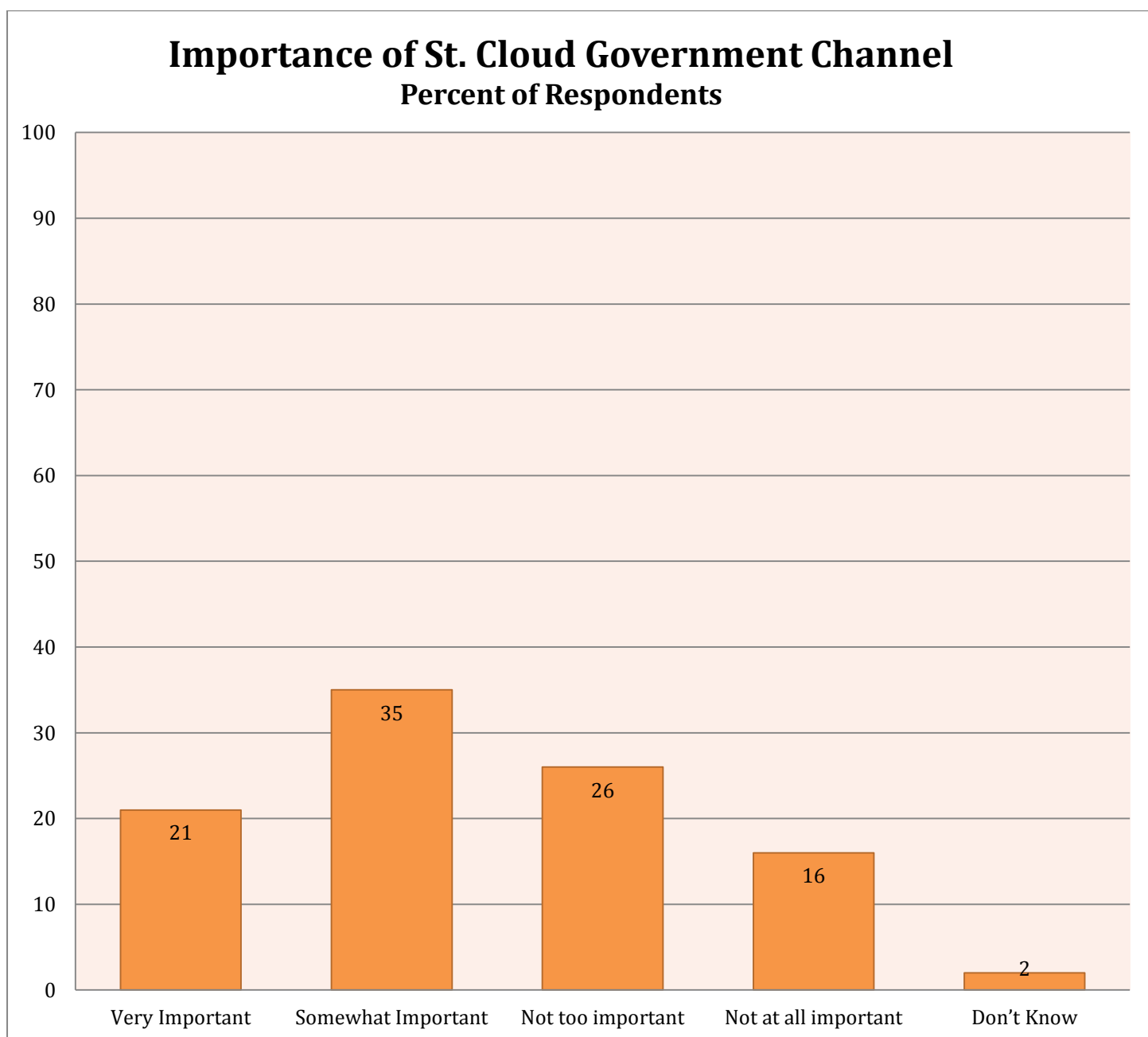
**How satisfied where you with the length of time it took Charter
to restore your cable service?**

		Frequency	Percent
	Extremely satisfied	19	1
	Very satisfied	177	12
	Somewhat satisfied	766	54
	Not at all satisfied	189	13
	Don't Know/Don't Remember	146	10
	Didn't lose signal	134	9
Total		1431	



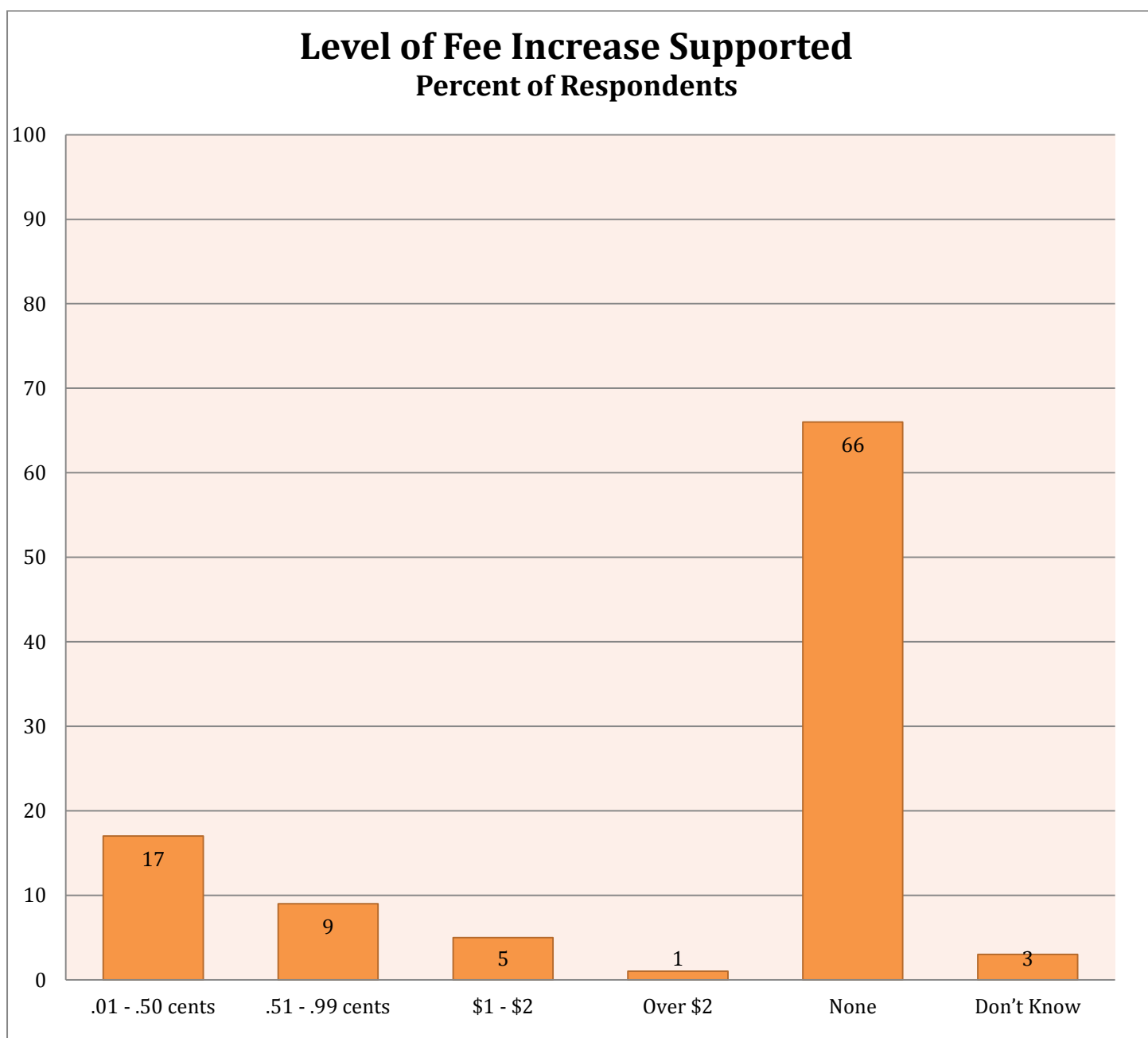
The St. Cloud Government Channel offers programs such as City Council meetings, Planning Commission meetings, Park & Recreation Board meetings, government events, information programs and community calendars and events. How important is it for public, government meetings and events to be broadcast on television?

		Frequency	Percent
	Very important	304	21
	Somewhat important	496	35
	Not too important	371	26
	Not at all important	229	16
	Don't Know	31	2
Total		1431	



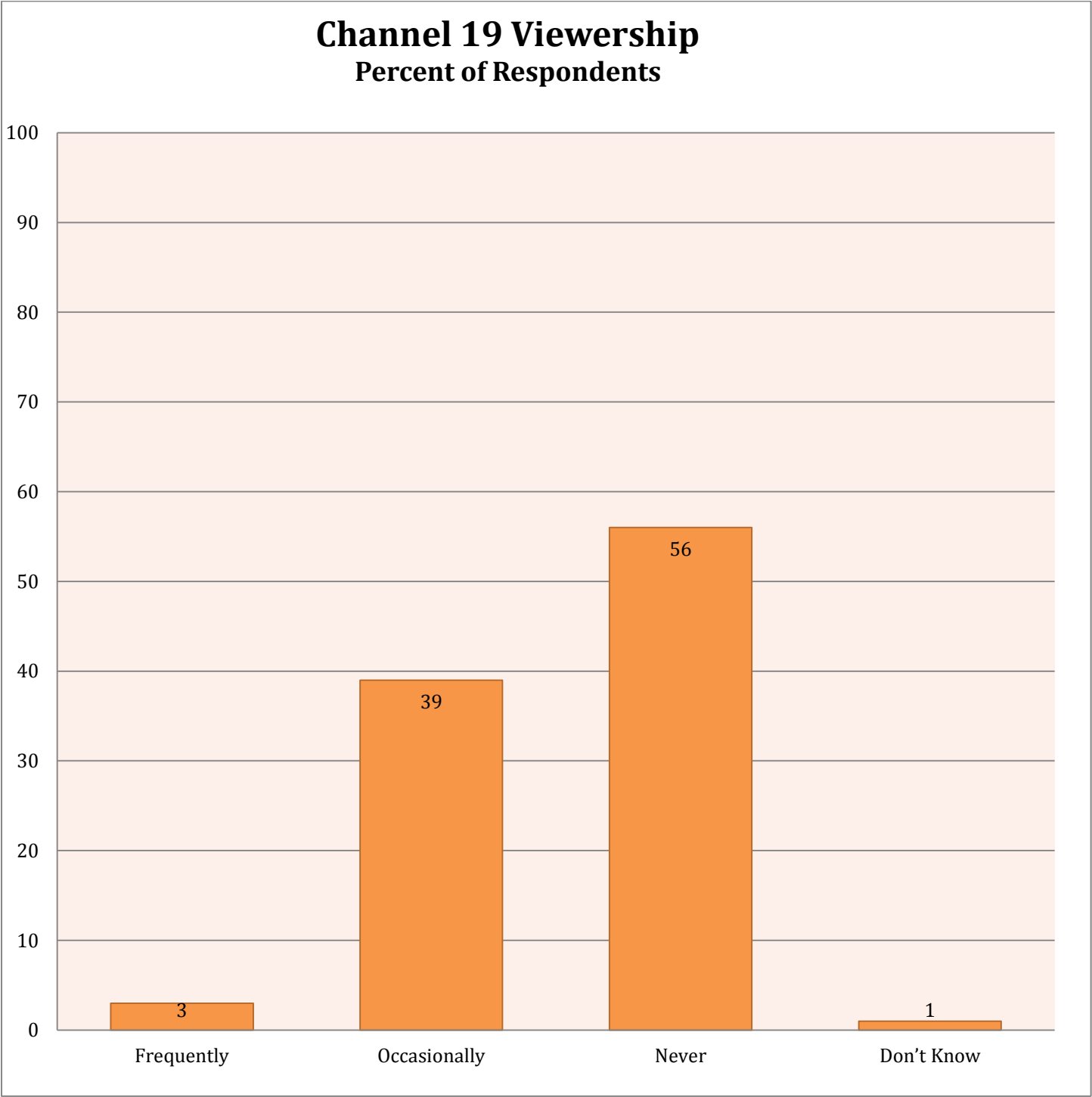
Currently a \$0.75 fee on your cable bill helps to offset the cost of production and equipment for the government (Channel 19). An increase in this fee would be used to increase programming and improve the production quality of broadcasts. What level of fee increase could you support?

		Frequency	Percent
	.01 - .50 cents	237	17
	.51 - .99 cents	124	9
	\$1 - \$2	67	5
	Over \$2	10	1
	None	950	66
	Don't Know	43	3
Total		1431	



How often do you watch the St. Cloud Government Channel 19?

Frequency		Valid Percent
	Frequently	49
	Occasionally	39
	Never	56
	Don't Know	1
Total		1431

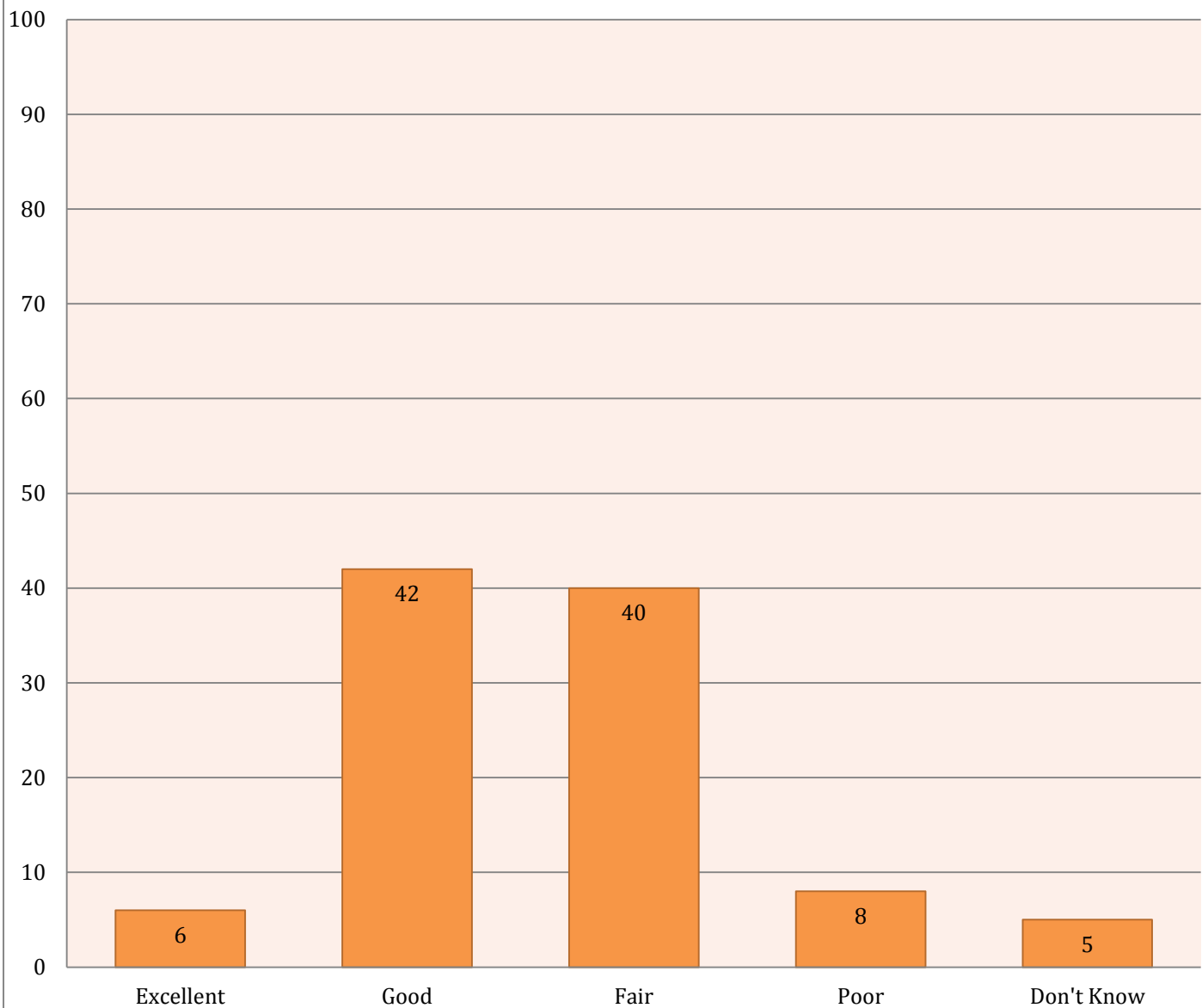


Please rate the quality of content and programming on Channel 19:

The picture quality

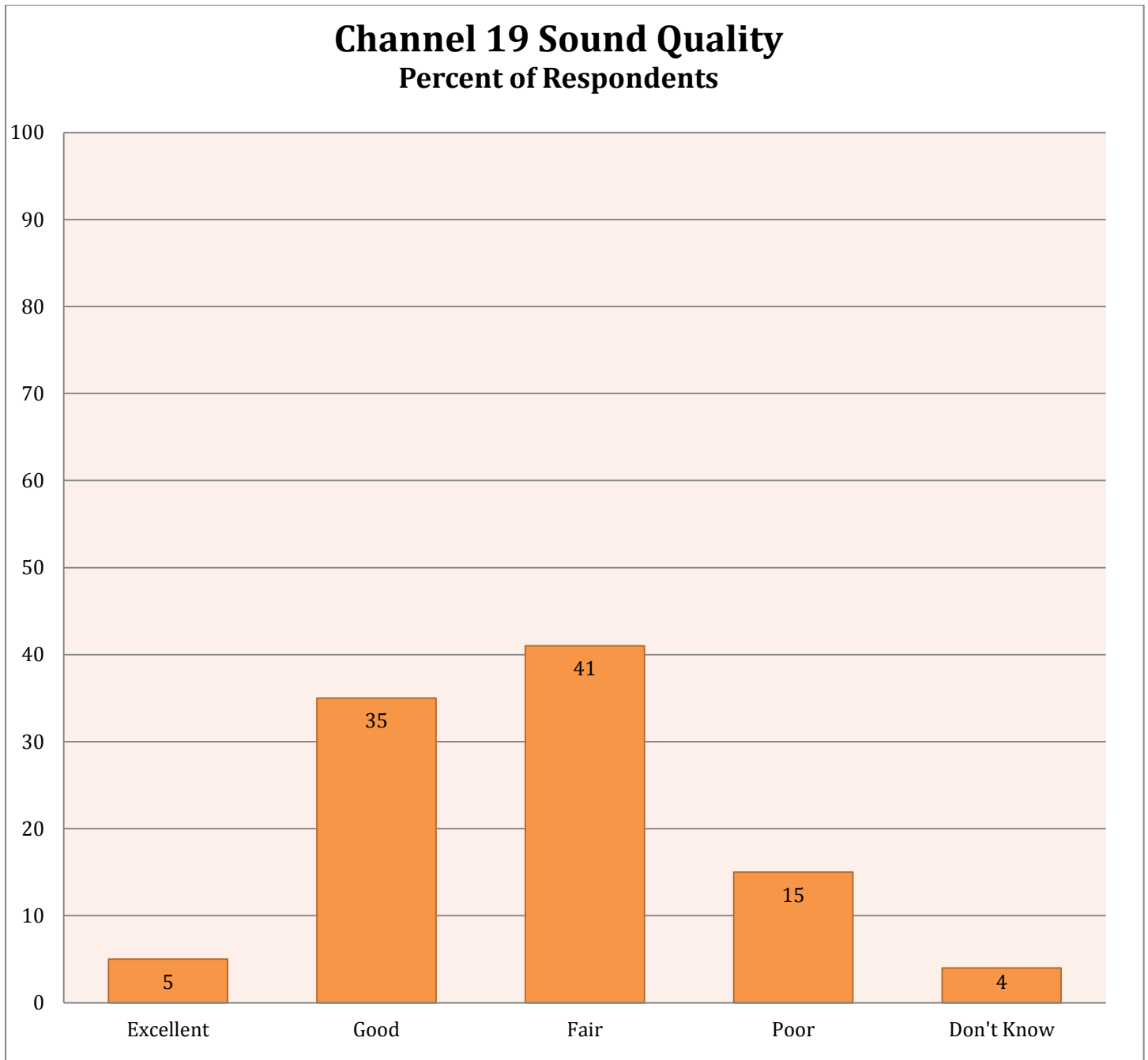
		Frequency	Percent
	Excellent	36	6
	Good	259	42
	Fair	243	40
	Poor	47	8
	Don't Know	28	5
Total		613	

Channel 19 Picture Quality
Percent of Respondents



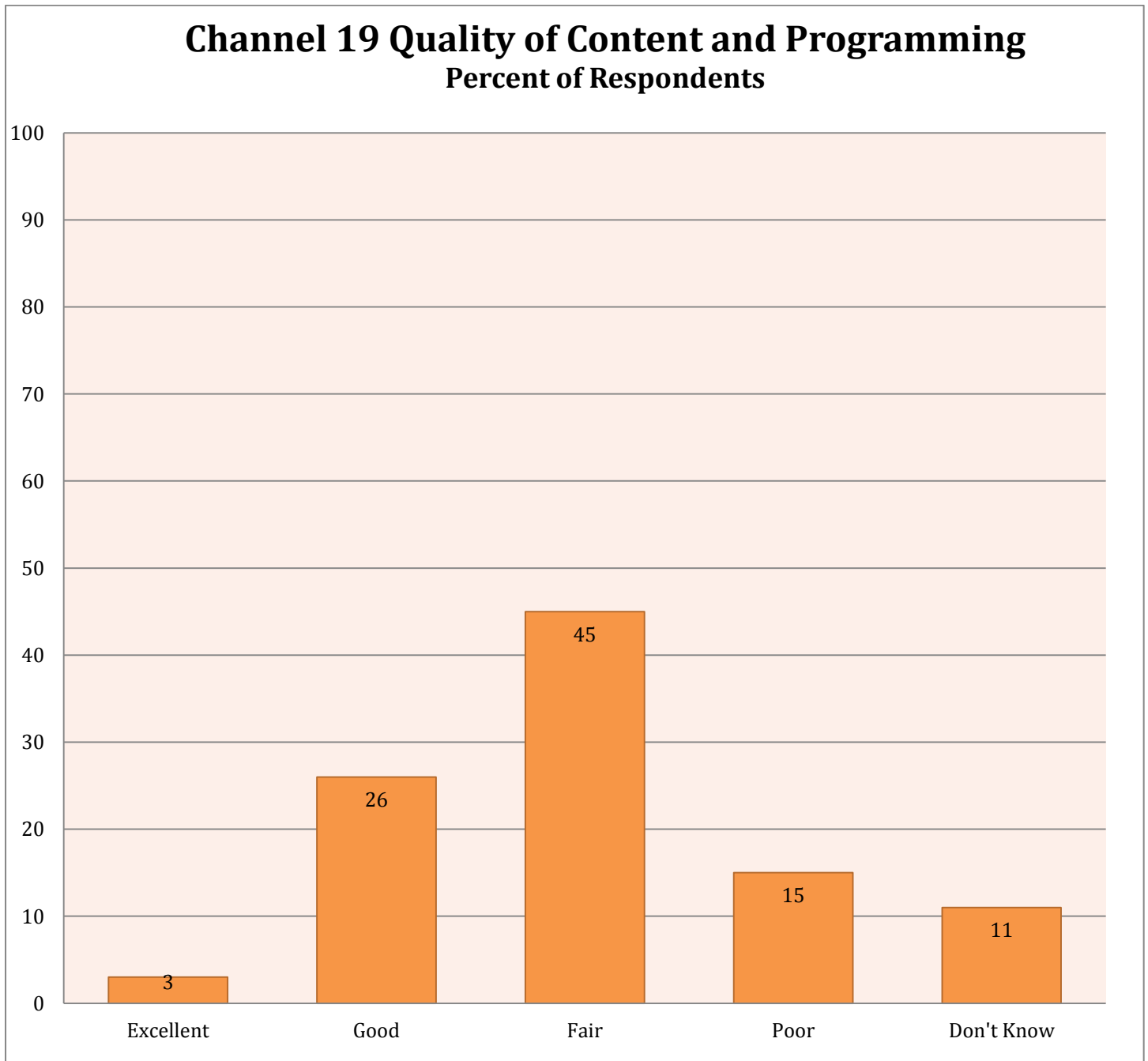
Please rate the quality of content and programming on Channel 19:
The sound quality

		Frequency	Percent
	Excellent	30	5
	Good	212	35
	Fair	252	41
	Poor	93	15
	Don't Know	26	4
Total		613	



**Please rate the quality of content and programming on Channel 19:
The number of programs available**

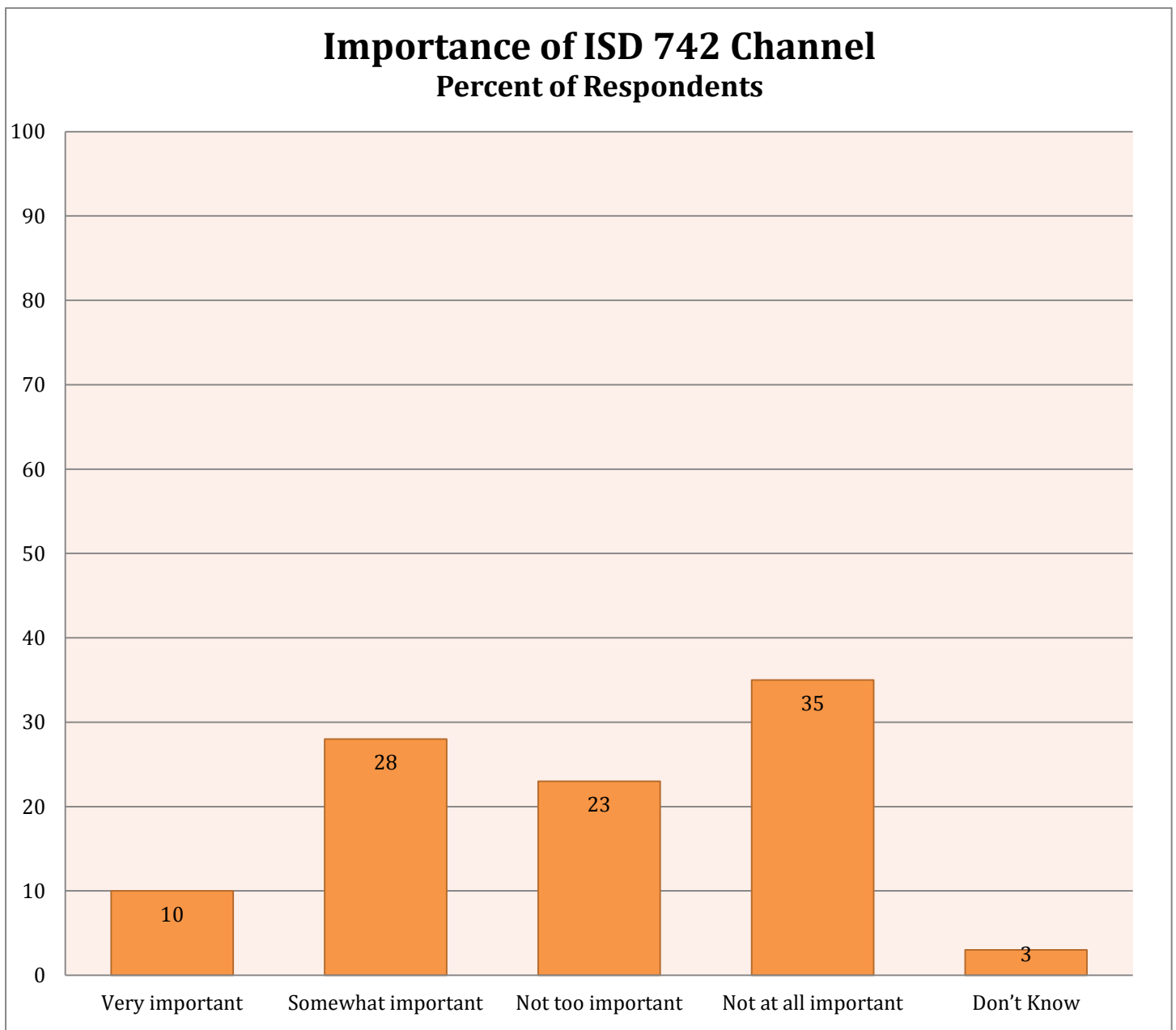
		Frequency	Percent
	Excellent	19	3
	Good	155	26
	Fair	273	45
	Poor	93	15
	Don't Know	68	11
Total		608	



The St. Cloud Education Channel (ISD 742) offers programming that includes school board meetings, school event calendars, lunch menus and other educational programming.

How important is it for the school district to sponsor a Channel?

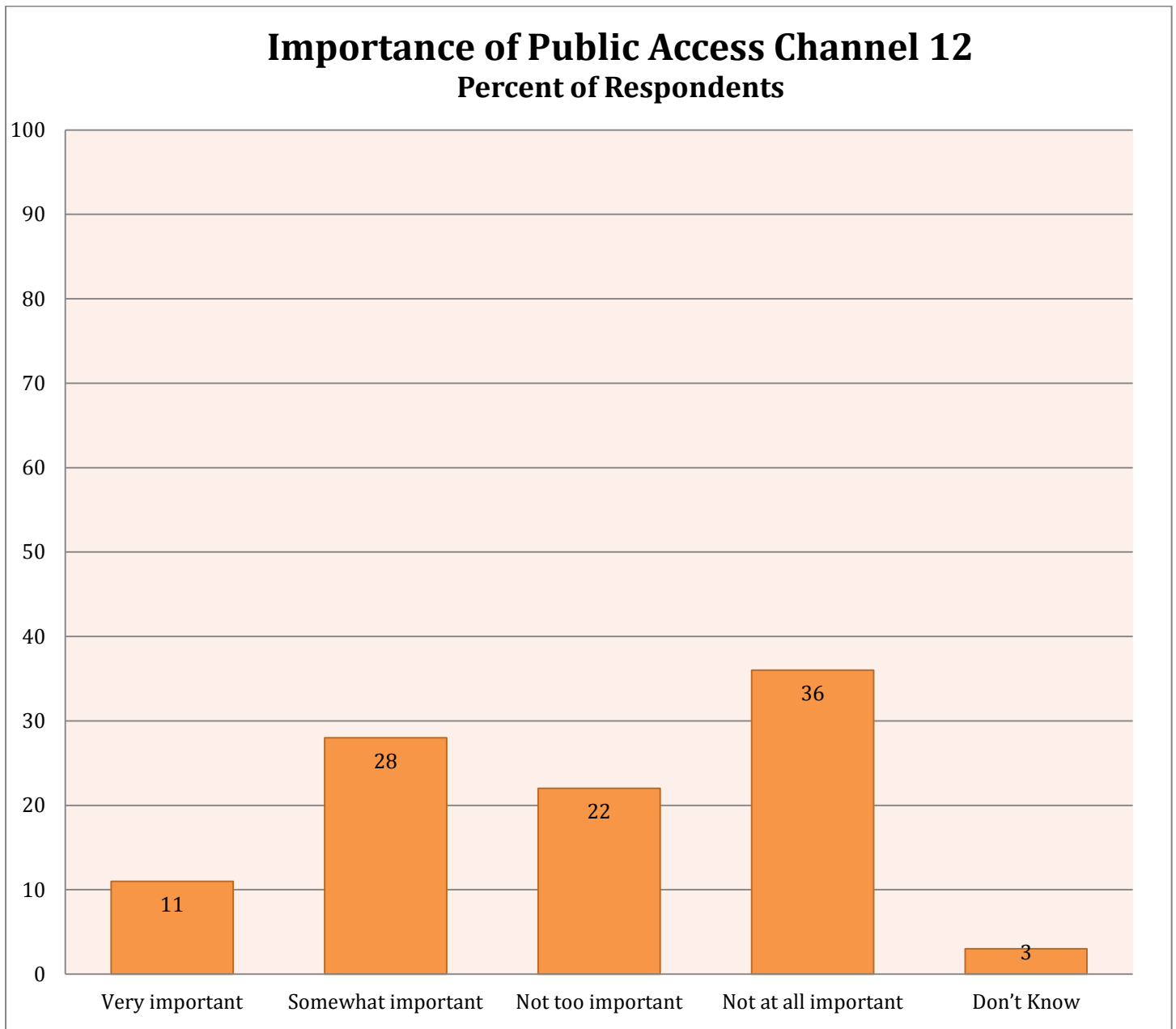
		Frequency	Percent
	Very important	151	10
	Somewhat important	395	28
	Not too important	331	23
	Not at all important	501	35
	Don't Know	40	3
Total		1418	



The Public Access Channel (Channel 12) offers programs that include community civic affairs and religious services.

How important is it for the community to have access to Channel 12?

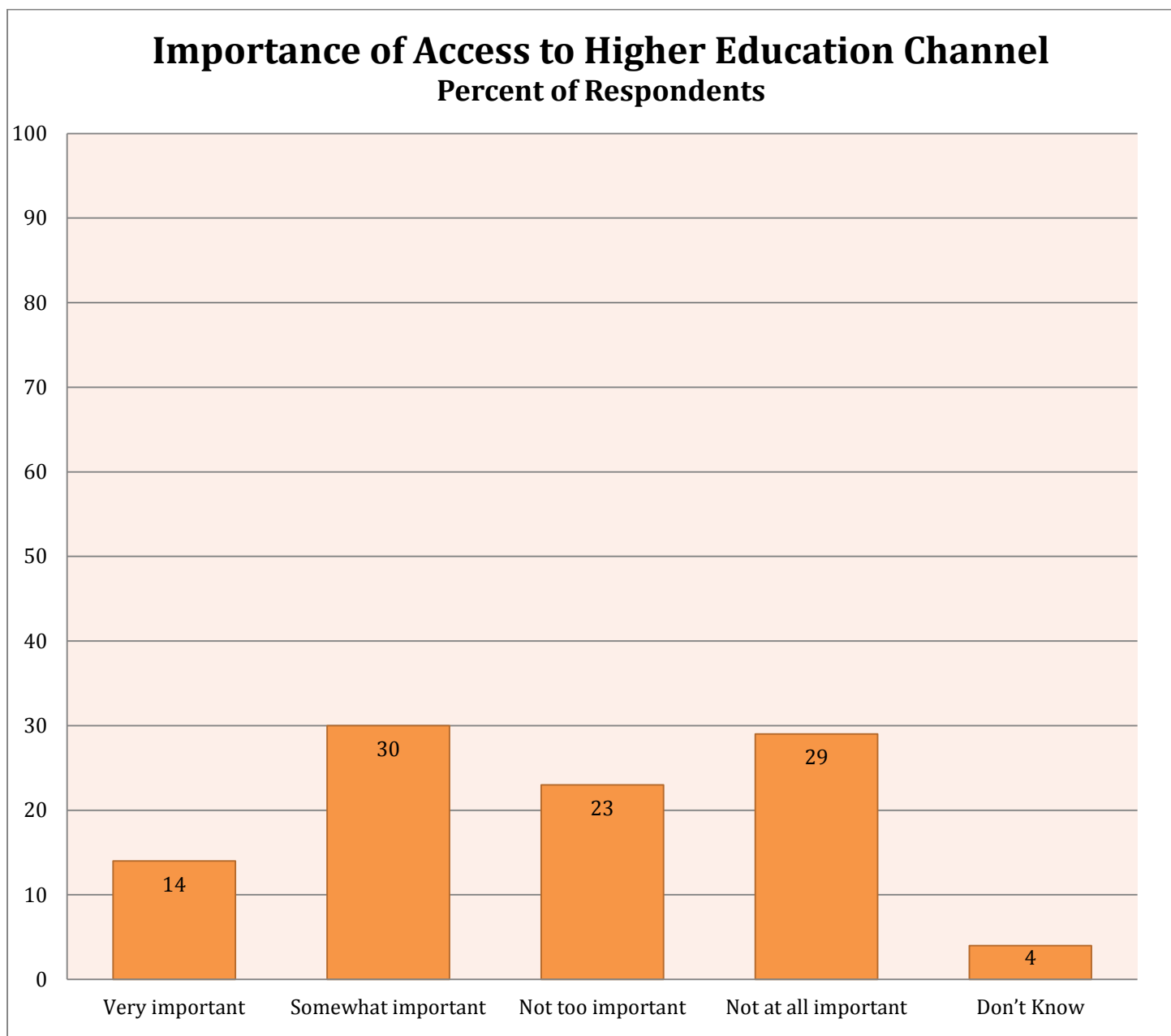
		Frequency	Percent
	Very important	147	11
	Somewhat important	397	28
	Not too important	317	22
	Not at all important	513	36
	Don't Know	44	3
Total		1418	



The Higher Education Channel (UTVS) offers programming from St. Cloud State University, which includes local news, sport events, community events, etc.

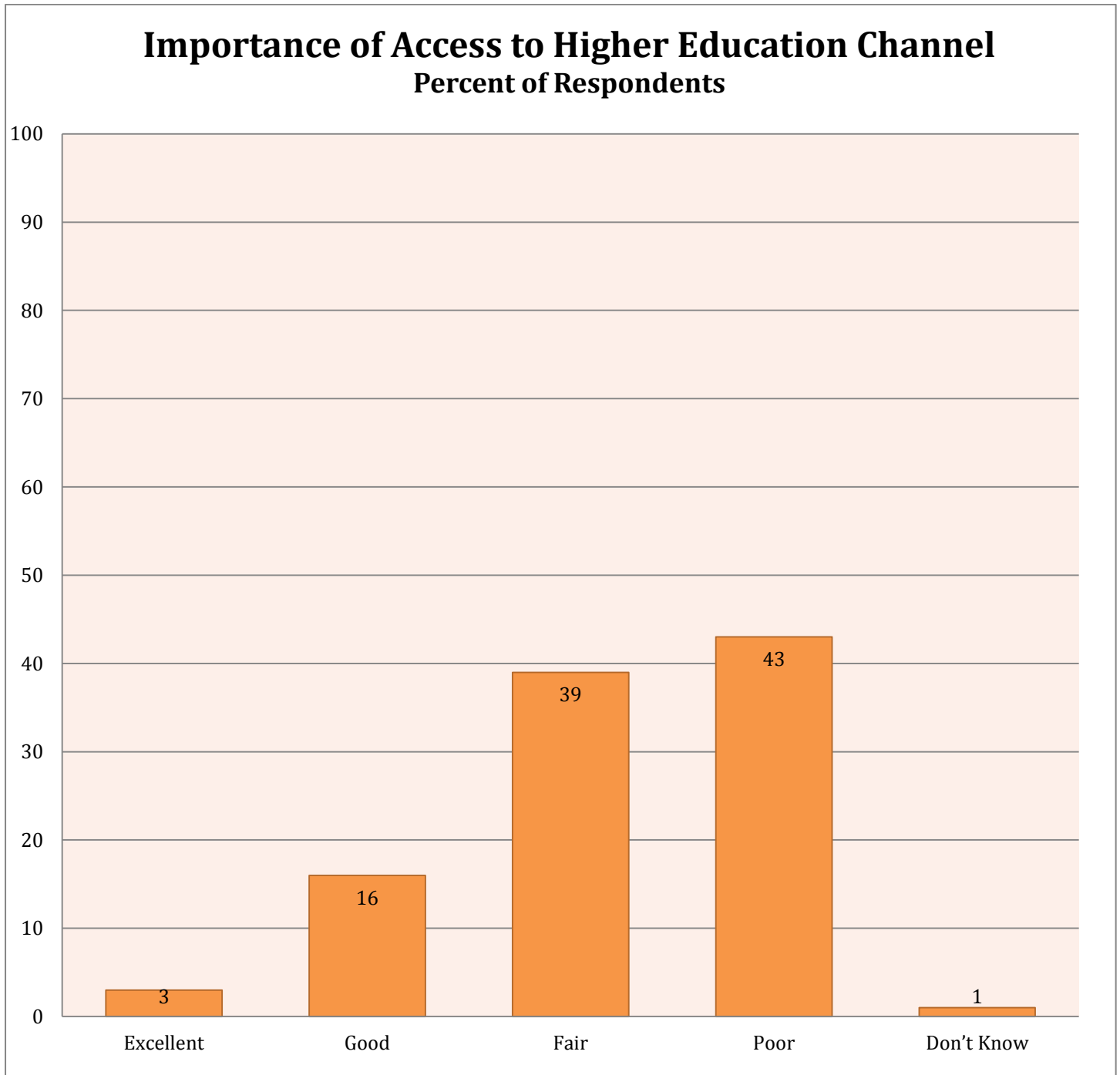
How important is it for the university to have access to Channel 21?

		Frequency	Percent
	Very important	194	14
	Somewhat important	430	30
	Not too important	325	23
	Not at all important	408	29
	Don't Know	61	4
Total		1418	



Overall, how would you rate Charter Cable TV service?

		Frequency	Percent
	Excellent	38	3
	Good	225	16
	Fair	548	39
	Poor	605	43
	Don't Know	2	<1
Total		1418	

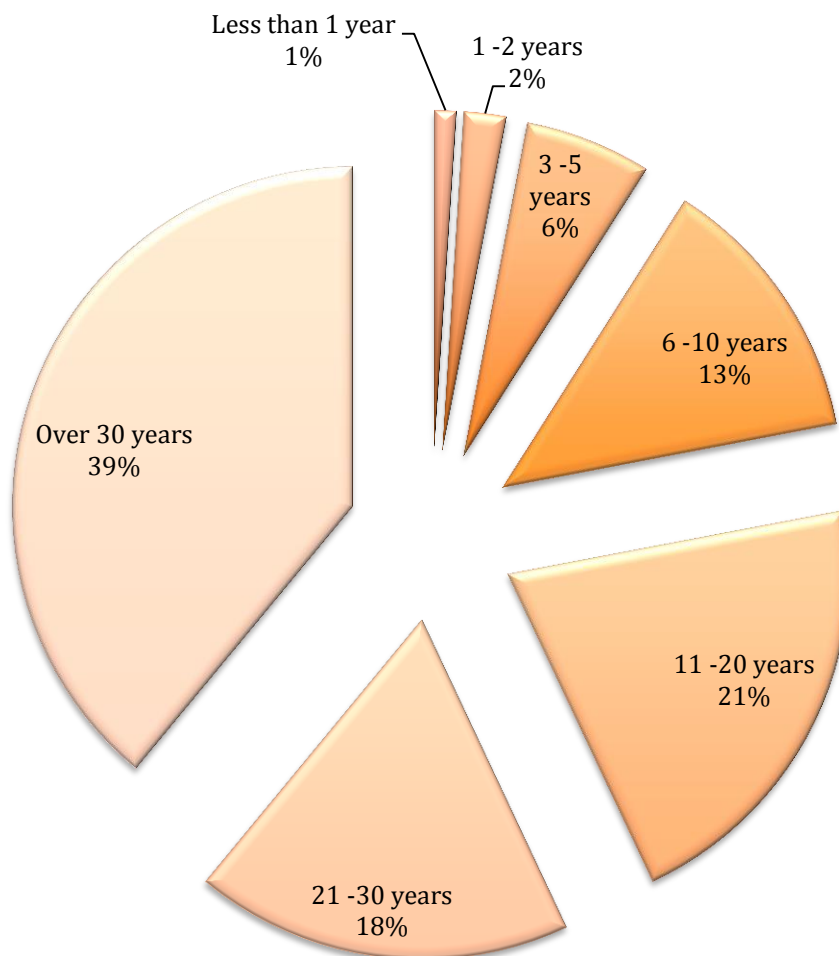


DEMOGRAPHIC QUESTIONS

Approximately how many years have you lived in St. Cloud?

	Frequency	Percent
Less than 1 year	16	1
1 -2 years	30	2
3 -5 years	79	6
6 -10 years	182	13
11 -20 years	296	21
21 -30 years	263	18
Over 30 years	552	39
Total	1418	

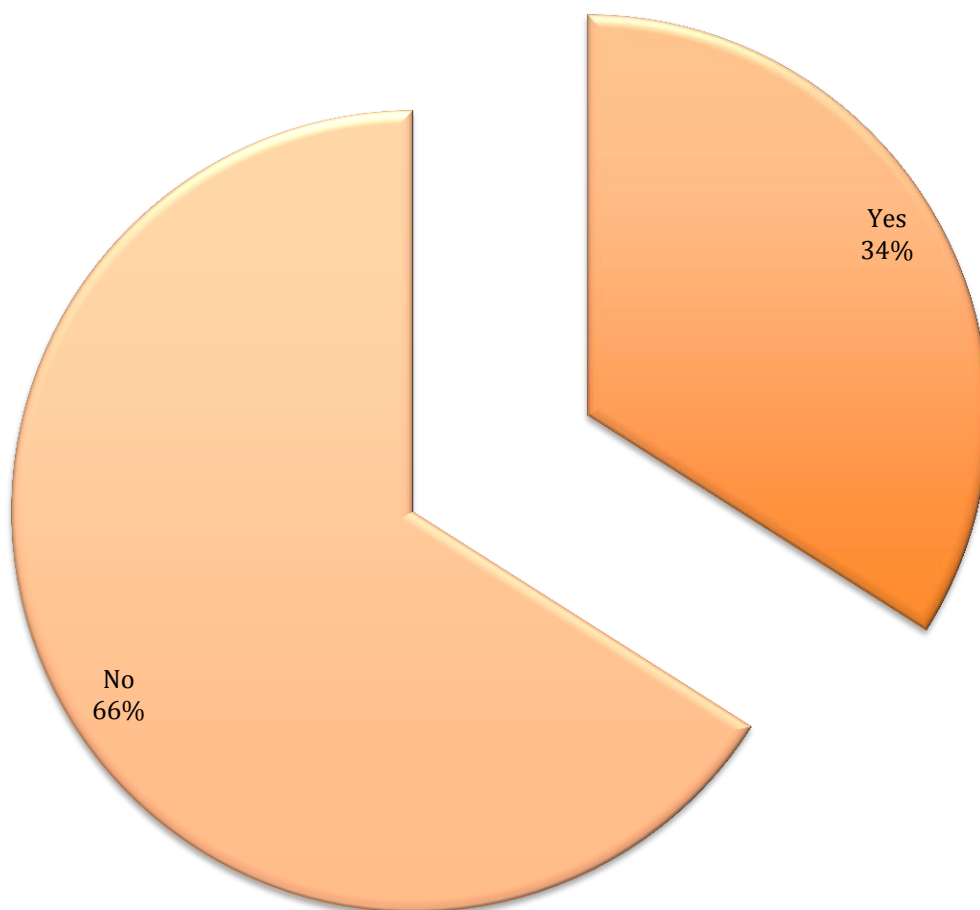
Live In St. Cloud Percent of Responses



Do you currently have children under age 18 in your household?

		Frequency	Percent
	Yes	475	34
	No	943	66
Total		1418	

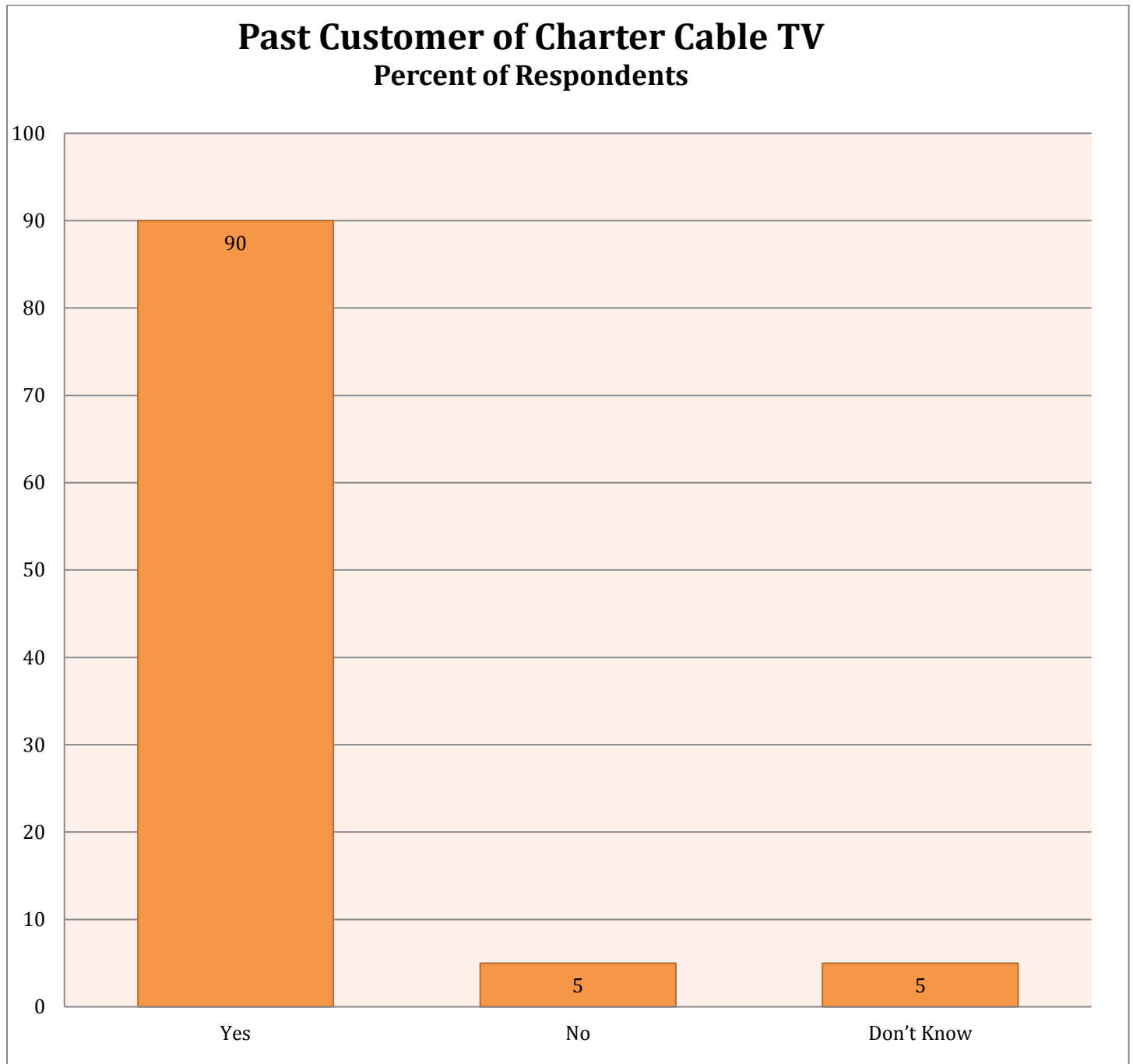
Children Living In Household Percent of Responses



SUBSTANTIVE QUESTIONS- DO NOT SUBSCRIBE TO CHARTER TV

If you are not a current Charter TV customer,
have you been a Charter customer in the past?

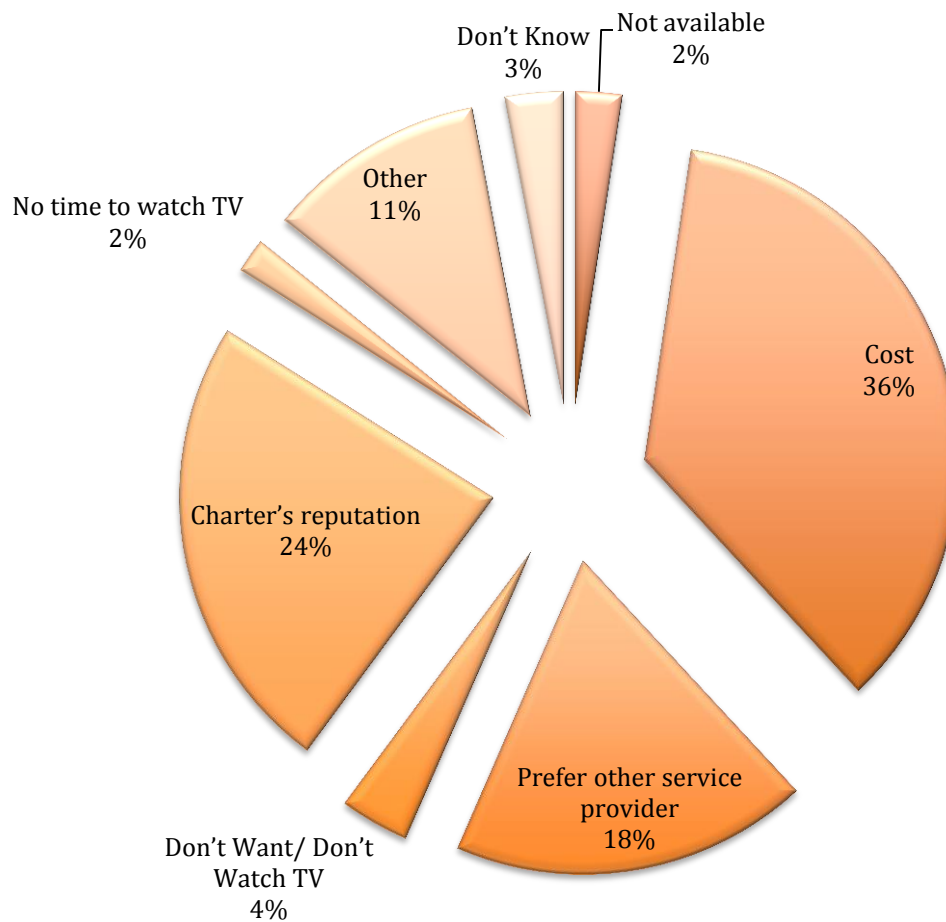
		Frequency	Percent
	Yes	342	90
	No	17	5
	Don't Know	20	5
Total		379	



Why are you not currently a Charter Cable TV customer?

		Responses		Percent of Cases [multiple response]
		N	Percent	
	Not available	14	2	4
	Cost	229	36	60
	Prefer other service provider	118	19	31
	Don't Want/ Don't Watch TV	24	4	6
	Charter's reputation	153	24	40
	No time to watch TV	10	2	3
	Other	71	11	19
	Don't Know	17	3	5
Total		636		

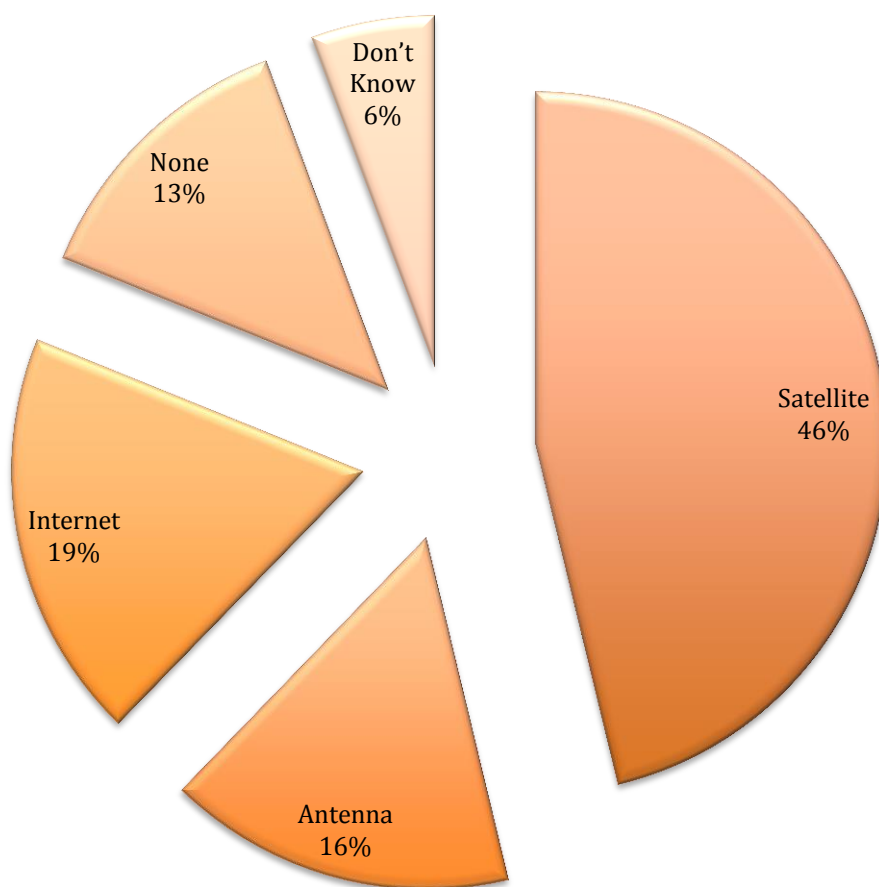
Television Service Percent of Responses



How do you currently get television service?

		Responses		Percent of Cases
		N	Percent	[multiple response]
	Satellite	185	46	49
	Antenna	63	16	17
	Internet	74	19	20
	None	54	14	14
	Don't Know	24	6	6
Total		400		

Television Service Percent of Responses



**How important do you feel it is to have the existing Basic Service tier
offered with fewer channels of programming at a lower cost?**

			Very important	Somewhat important	Not too important	Not at all important	Don't Know	
How long have you subscribed to Charter Cable TV?	Less than 1 year	Count	17	11	4	2	1	35
		%	48.6%	31.4%	11.4%	5.7%	2.9%	100.0%
	1 -2 years	Count	45	28	13	6	11	103
		%	43.7%	27.2%	12.6%	5.8%	10.7%	100.0%
	3 -5 years	Count	109	67	28	17	9	230
		%	47.4%	29.1%	12.2%	7.4%	3.9%	100.0%
	6 -10 years	Count	250	128	62	38	29	507
		%	49.3%	25.2%	12.2%	7.5%	5.7%	100.0%
	11 -15 years	Count	136	55	24	22	15	252
		%	54.0%	21.8%	9.5%	8.7%	6.0%	100.0%
	16 -20 years	Count	68	30	14	14	10	136
		%	50.0%	22.1%	10.3%	10.3%	7.4%	100.0%
	Over 20 years	Count	89	40	21	21	11	182
		%	48.9%	22.0%	11.5%	11.5%	6.0%	100.0%
	Don't Know	Count	7	9	3	3	5	27
		%	25.9%	33.3%	11.1%	11.1%	18.5%	100.0%
Total		Count	721	368	169	123	91	1472
		%	49.0%	25.0%	11.5%	8.4%	6.2%	100.0%

How important do you feel it is to have the existing Basic Service tier offered with fewer channels of programming at a lower cost?

			Very important	Somewhat important	Not too important	Not at all important	Don't Know	
Approximately how many years have you lived in St. Cloud?	Less than 1 year	Count	4	7	4	1	0	16
		%	25.0%	43.8%	25.0%	6.3%	.0%	100.0%
	1 – 2 years	Count	13	9	5	3	0	30
		%	43.3%	30.0%	16.7%	10.0%	.0%	100.0%
	3 – 5 years	Count	32	29	4	8	6	79
		%	40.5%	36.7%	5.1%	10.1%	7.6%	100.0%
	6 – 10 years	Count	90	48	24	9	11	182
		%	49.5%	26.4%	13.2%	4.9%	6.0%	100.0%
	11 – 20 years	Count	142	70	37	31	16	296
		%	48.0%	23.6%	12.5%	10.5%	5.4%	100.0%
	21 – 30 years	Count	123	63	35	22	20	263
		%	46.8%	24.0%	13.3%	8.4%	7.6%	100.0%
	Over 30 years	Count	294	124	53	47	34	552
		%	53.3%	22.5%	9.6%	8.5%	6.2%	100.0%
Total		Count	698	350	162	121	87	1418
		%	49.2%	24.7%	11.4%	8.5%	6.1%	100.0%

How important do you feel it is to have the existing Basic Service tier offered with fewer channels of programming at a lower cost?

			Very important	Somewhat important	Not too important	Not at all important	Don't Know	
Do you currently have children under age 18 in your household?	Yes	Count	228	126	60	40	21	475
		%	48.0%	26.5%	12.6%	8.4%	4.4%	100.0 %
	No	Count	470	224	102	81	66	943
		%	49.8%	23.8%	10.8%	8.6%	7.0%	100.0 %
Total		Count	698	350	162	121	87	1418
		%	49.2%	24.7%	11.4%	8.5%	6.1%	100.0 %

			In comparison with all the other goods and services you buy, do you feel that the charges you pay for the basic, non-premium, Charter Cable TV service are reasonable, or not?			
			Reasonable	Not reasonable	Don't Know	
How long have you subscribed to Charter Cable TV?	Less than 1 year	Count	5	29	1	35
		%	14.3%	82.9%	2.9%	100.0%
	1 -2 years	Count	7	87	5	99
		%	7.1%	87.9%	5.1%	100.0%
	3- 5 years	Count	11	203	15	229
		%	4.8%	88.6%	6.6%	100.0%
	6 -10 years	Count	32	446	19	497
		%	6.4%	89.7%	3.8%	100.0%
	11-15 years	Count	21	217	10	248
		%	8.5%	87.5%	4.0%	100.0%
	16 – 20 years	Count	10	117	8	135
		%	7.4%	86.7%	5.9%	100.0%
	Over 20 years	Count	20	153	4	177
		%	11.3%	86.4%	2.3%	100.0%
	Don't Know	Count	2	23	1	26
		%	7.7%	88.5%	3.8%	100.0%
Total		Count	108	1275	63	1446
		%	7.5%	88.2%	4.4%	100.0%

**In comparison with all the other goods and services you buy, do you
feel that the charges you pay for the basic, non-premium, Charter
Cable TV service are reasonable, or not?**

			Reasonable	Not reasonable	Don't Know	
Approximately how many years have you lived in St. Cloud?	Less than 1 year	Count	3	10	3	16
		%?	18.8%	62.5%	18.8%	100.0%
	1 -2 years	Count	4	25	1	30
		%	13.3%	83.3%	3.3%	100.0%
	3 -5 years	Count	5	69	5	79
		%	6.3%	87.3%	6.3%	100.0%
	6 -10 years	Count	12	162	8	182
		%	6.6%	89.0%	4.4%	100.0%
	11- 20 years	Count	27	255	14	296
		%	9.1%	86.1%	4.7%	100.0%
	21 -30 years	Count	23	233	7	263
		%	8.7%	88.6%	2.7%	100.0%
	Over 30 years	Count	30	500	22	552
		%	5.4%	90.6%	4.0%	100.0%
Total		Count	104	1254	60	1418
		%	7.3%	88.4%	4.2%	100.0%

**In comparison with all the other goods and services you buy, do you
feel that the charges you pay for the basic, non-premium, Charter Cable
TV service are reasonable, or not?**

			Reasonable	Not reasonable	Don't Know	
Do you currently have children under age 18 in your household?	Yes	Count	45	409	21	475
		%	9.5%	86.1%	4.4%	100.0%
	No	Count	59	845	39	943
		%	6.3%	89.6%	4.1%	100.0%
Total		Count	104	1254	60	1418
		%	7.3%	88.4%	4.2%	100.0%

When you consider the monthly charge you pay and the quality of Charter Cable TV service you receive, would you rate the general value of the service?

			Excellent	Good	Only Fair	Poor	Don't Know	
How long have you subscribed to Charter Cable TV?	Less than 1 year	Count	1	2	9	23	0	35
		%	2.9%	5.7%	25.7%	65.7%	.0%	100.0%
	1 -2 years	Count	1	14	30	53	1	99
		%	1.0%	14.1%	30.3%	53.5%	1.0%	100.0%
	3- 5 years	Count	1	20	69	138	1	229
		%	.4%	8.7%	30.1%	60.3%	.4%	100.0%
	6 -10 years	Count	6	38	180	273	0	497
		%	1.2%	7.6%	36.2%	54.9%	.0%	100.0%
	11 -15 years	Count	5	33	81	129	0	248
		%	2.0%	13.3%	32.7%	52.0%	.0%	100.0%
	16 -20 years	Count	3	11	52	69	0	135
		%	2.2%	8.1%	38.5%	51.1%	.0%	100.0%
	Over 20 years	Count	7	19	66	85	0	177
		%	4.0%	10.7%	37.3%	48.0%	.0%	100.0%
	Don't Know	Count	0	4	8	14	0	26
		%	.0%	15.4%	30.8%	53.8%	.0%	100.0%
Total		Count	24	141	495	784	2	1446
		%?	1.7%	9.8%	34.2%	54.2%	.1%	100.0%

When you consider the monthly charge you pay and the quality of Charter Cable TV service you receive, would you rate the general value of the service?

			Excellent	Good	Only Fair	Poor	Don't Know	
Approximately how many years have you lived in St. Cloud?	Less than 1 year	Count	2	5	1	7	1	16
		%	12.5%	31.3%	6.3%	43.8%	6.3%	100.0%
	1 -2 years	Count	0	8	7	15	0	30
		%?	.0%	26.7%	23.3%	50.0%	.0%	100.0%
	3- 5 years	Count	0	9	30	40	0	79
		%	.0%	11.4%	38.0%	50.6%	.0%	100.0%
	6 -10 years	Count	4	15	68	95	0	182
		%	2.2%	8.2%	37.4%	52.2%	.0%	100.0%
	11 -20 years	Count	4	27	88	176	1	296
		%	1.4%	9.1%	29.7%	59.5%	.3%	100.0%
	21 -30 years	Count	10	17	90	146	0	263
		%	3.8%	6.5%	34.2%	55.5%	.0%	100.0%
Total		Count	24	135	487	770	2	1418
		%	1.7%	9.5%	34.3%	54.3%	.1%	100.0%

**When you consider the monthly charge you pay and the quality of
Charter Cable TV service you receive, would you rate the general value
of the service?**

			Excellent	Good	Only Fair	Poor	Don't Know	
Do you currently have children under age 18 in your household?	Yes	Count	12	39	139	284	1	475
		%	2.5%	8.2%	29.3%	59.8%	.2%	100.0%
	No	Count	12	96	348	486	1	943
		%	1.3%	10.2%	36.9%	51.5%	.1%	100.0%
Total		Count	24	135	487	770	2	1418
		%	1.7%	9.5%	34.3%	54.3%	.1%	100.0%

Currently a \$0.75 fee on your cable bill helps to offset the cost of production and equipment for the government (Channel 19). An increase in this fee would be used to increase programming and improve the production quality of broadcasts. What level of

			.01 - .50 cents	.51 - .99 cents	\$1 - \$2	Over \$2	None	Don't Know	
How long have you subscribed to Charter Cable TV?	Less than 1 year	Count	5	4	0	0	24	1	34
		%	14.7%	11.8%	.0%	.0%	70.6%	2.9%	100.0%
	1-2 years	Count	19	9	7	0	54	8	97
		%	19.6%	9.3%	7.2%	.0%	55.7%	8.2%	100.0%
	3 -5 years	Count	42	18	17	2	140	8	227
		%	18.5%	7.9%	7.5%	.9%	61.7%	3.5%	100.0%
	6 -10 years	Count	76	45	20	2	339	8	490
		%	15.5%	9.2%	4.1%	.4%	69.2%	1.6%	100.0%
	11 -15 years	Count	42	22	10	1	161	9	245
		%	17.1%	9.0%	4.1%	.4%	65.7%	3.7%	100.0%
	16 -20 years	Count	26	6	3	2	95	3	135
		%	19.3%	4.4%	2.2%	1.5%	70.4%	2.2%	100.0%
	Over 20 years	Count	24	18	7	2	121	5	177
		%	13.6%	10.2%	4.0%	1.1%	68.4%	2.8%	100.0%
	Don't Know	Count	3	2	3	1	16	1	26
		%	11.5%	7.7%	11.5%	3.8%	61.5%	3.8%	100.0%
Total		Count	237	124	67	10	950	43	1431
		%	16.6%	8.7%	4.7%	.7%	66.4%	3.0%	100.0%

Currently a \$0.75 fee on your cable bill helps to offset the cost of production and equipment for the government (Channel 19). An increase in this fee would be used to increase programming and improve the production quality of broadcasts. What level of

			.01 - .50 cents	.51 - .99 cents	\$1 - \$2	Over \$2	None	Don't Know	
Approximately how many years have you lived in St. Cloud?	Less than 1 year	Count	4	1	0	0	10	1	16
		%	25.0%	6.3%	.0%	.0%	62.5%	6.3%	100.0%
	1 – 2 years	Count	7	4	3	0	13	3	30
		%	23.3%	13.3%	10.0%	.0%	43.3%	10.0%	100.0%
	3 – 5 years	Count	18	5	6	1	47	2	79
		%	22.8%	6.3%	7.6%	1.3%	59.5%	2.5%	100.0%
	6 – 10 years	Count	33	15	5	2	121	6	182
		%	18.1%	8.2%	2.7%	1.1%	66.5%	3.3%	100.0%
	11 – 20 years	Count	49	25	16	2	197	7	296
		%	16.6%	8.4%	5.4%	.7%	66.6%	2.4%	100.0%
	21 – 30 years	Count	40	29	13	4	170	7	263
		%	15.2%	11.0%	4.9%	1.5%	64.6%	2.7%	100.0%
	Over 30 years	Count	84	45	24	1	384	14	552
		%	15.2%	8.2%	4.3%	.2%	69.6%	2.5%	100.0%
Total		Count	235	124	67	10	942	40	1418
		%	16.6%	8.7%	4.7%	.7%	66.4%	2.8%	100.0%

Currently a \$0.75 fee on your cable bill helps to offset the cost of production and equipment for the government (Channel 19). An increase in this fee would be used to increase programming and improve the production quality of broadcasts. What level of

			.01 - .50 cents	.51 - .99 cents	\$1 - \$2	Over \$2	None	Don't Know	
Do you currently have children under age 18 in your household?	Yes	Count	82	43	22	3	315	10	475
		%	17.3%	9.1%	4.6%	.6%	66.3%	2.1%	100.0%
	No	Count	153	81	45	7	627	30	943
		%	16.2%	8.6%	4.8%	.7%	66.5%	3.2%	100.0%
Total		Count	235	124	67	10	942	40	1418
		%	16.6%	8.7%	4.7%	.7%	66.4%	2.8%	100.0%

How often do you watch the St. Cloud Government Channel 19?							
			Frequently	Occasionally	Never	Don't Know	
How long have you subscribed to Charter Cable TV?	Less than 1 year	Count	2	10	21	1	34
		%	5.9%	29.4%	61.8%	2.9%	100.0%
	1 -2 years	Count	2	27	66	2	97
		%	2.1%	27.8%	68.0%	2.1%	100.0%
	3 -5 years	Count	3	83	136	5	227
		%	1.3%	36.6%	59.9%	2.2%	100.0%
	6-10 years	Count	20	184	281	5	490
		%	4.1%	37.6%	57.3%	1.0%	100.0%
	11 -15 years	Count	6	102	135	2	245
		%	2.4%	41.6%	55.1%	.8%	100.0%
	16 -20 years	Count	3	58	71	3	135
		%	2.2%	43.0%	52.6%	2.2%	100.0%
	Over 20 years	Count	12	87	77	1	177
		%	6.8%	49.2%	43.5%	.6%	100.0%
	Don't Know	Count	1	12	13	0	26
		%	3.8%	46.2%	50.0%	.0%	100.0%
Total		Count	49	563	800	19	1431
		%	3.4%	39.3%	55.9%	1.3%	100.0%

			How often do you watch the St. Cloud Government Channel 19?				Total
			Frequently	Occasionally	Never	Don't Know	
Approximately how many years have you lived in St. Cloud?	Less than 1 year	Count	1	2	12	1	16
		%	6.3%	12.5%	75.0%	6.3%	100.0%
	1 -2 years	Count	1	7	21	1	30
		%	3.3%	23.3%	70.0%	3.3%	100.0%
	3- 5 years	Count	2	25	50	2	79
		%	2.5%	31.6%	63.3%	2.5%	100.0%
	6 -10 years	Count	5	52	123	2	182
		%	2.7%	28.6%	67.6%	1.1%	100.0%
	11- 20 years	Count	5	116	173	2	296
		%	1.7%	39.2%	58.4%	.7%	100.0%
	21- 30 years	Count	9	116	136	2	263
		%	3.4%	44.1%	51.7%	.8%	100.0%
Over 30 years	Count	26	242	276	8	552	
	%	4.7%	43.8%	50.0%	1.4%	100.0%	
Total		Count	49	560	791	18	1418
		%	3.5%	39.5%	55.8%	1.3%	100.0%

How often do you watch the St. Cloud Government Channel 19?							
			Frequently	Occasionally	Never	Don't Know	
Do you currently have children under age 18 in your household?	Yes	Count	9	173	287	6	475
		%	1.9%	36.4%	60.4%	1.3%	100.0%
	No	Count	40	387	504	12	943
		%	4.2%	41.0%	53.4%	1.3%	100.0%
Total		Count	49	560	791	18	1418
		%	3.5%	39.5%	55.8%	1.3%	100.0%

The St. Cloud Education Channel (ISD 742) offers programming that includes school board meetings, school event calendars, lunch menus and other educational programming. How important is it for the school district to sponsor a Channel?

			Very important	Somewhat important	Not too important	Not at all important	Don't Know	
How long have you subscribed to Charter Cable TV?	Less than 1 year	Count	3	12	8	10	1	34
		%	8.8%	35.3%	23.5%	29.4%	2.9%	100.0%
	1 -2 years	Count	5	23	22	36	8	94
		%	5.3%	24.5%	23.4%	38.3%	8.5%	100.0%
	3- 5 years	Count	17	58	57	84	8	224
		%	7.6%	25.9%	25.4%	37.5%	3.6%	100.0%
	6 -10 years	Count	50	140	108	181	8	487
		%	10.3%	28.7%	22.2%	37.2%	1.6%	100.0%
	11- 15 years	Count	27	71	56	84	4	242
		%	11.2%	29.3%	23.1%	34.7%	1.7%	100.0%
	16- 20 years	Count	17	37	34	39	7	134
		%	12.7%	27.6%	25.4%	29.1%	5.2%	100.0%
	Over 20 years	Count	27	44	43	59	4	177
		%	15.3%	24.9%	24.3%	33.3%	2.3%	100.0%
Don't Know	Count	5	10	3	8	0	26	
	%	19.2%	38.5%	11.5%	30.8%	.0%	100.0%	
Total		Count	151	395	331	501	40	1418
		%	10.6%	27.9%	23.3%	35.3%	2.8%	100.0%

The St. Cloud Education Channel (ISD 742) offers programming that includes school board meetings, school event calendars, lunch menus and other educational programming. How important is it for the school district to sponsor a Channel?

			Very important	Somewhat important	Not too important	Not at all important	Don't Know	
Approximately how many years have you lived in St. Cloud?	Less than 1 year	Count	1	5	4	5	1	16
		%	6.3%	31.3%	25.0%	31.3%	6.3%	100.0%
	1-2 years	Count	1	6	9	12	2	30
		%	3.3%	20.0%	30.0%	40.0%	6.7%	100.0%
	3 -5 years	Count	4	19	23	31	2	79
		%	5.1%	24.1%	29.1%	39.2%	2.5%	100.0%
	6-10 years	Count	18	49	46	63	6	182
		%	9.9%	26.9%	25.3%	34.6%	3.3%	100.0%
	11- 20 years	Count	30	85	74	98	9	296
		%	10.1%	28.7%	25.0%	33.1%	3.0%	100.0%
Total		Count	151	395	331	501	40	1418
		%	10.6%	27.9%	23.3%	35.3%	2.8%	100.0%

The St. Cloud Education Channel (ISD 742) offers programming that includes school board meetings, school event calendars, lunch menus and other educational programming. How important is it for the school district to sponsor a Channel?

			Very important	Somewhat important	Not too important	Not at all important	Don't Know	
Do you currently have children under age 18 in your household?	Yes	Count	53	135	113	160	14	475
		%	11.2%	28.4%	23.8%	33.7%	2.9%	100.0%
	No	Count	98	260	218	341	26	943
		%	10.4%	27.6%	23.1%	36.2%	2.8%	100.0%
Total		Count	151	395	331	501	40	1418
		%	10.6%	27.9%	23.3%	35.3%	2.8%	100.0%

The Public Access Channel (Channel 12) offers programs that include community civic affairs and religious services. How important is it for the community to have access to Channel 12?

			Very important	Somewhat important	Not too important	Not at all important	Don't Know	
How long have you subscribed to Charter Cable TV?	Less than 1 year	Count	3	10	7	13	1	34
		%	8.8%	29.4%	20.6%	38.2%	2.9%	100.0%
	1-2 years	Count	4	24	19	38	9	94
		%	4.3%	25.5%	20.2%	40.4%	9.6%	100.0%
	3-5 years	Count	17	49	63	88	7	224
		%	7.6%	21.9%	28.1%	39.3%	3.1%	100.0%
	6 -10 years	Count	43	143	104	186	11	487
		%	8.8%	29.4%	21.4%	38.2%	2.3%	100.0%
	11 -15 years	Count	29	77	52	78	6	242
		%	12.0%	31.8%	21.5%	32.2%	2.5%	100.0%
	16 -20 years	Count	17	44	23	44	6	134
		%	12.7%	32.8%	17.2%	32.8%	4.5%	100.0%
	Over 20 years	Count	30	40	45	58	4	177
		%	16.9%	22.6%	25.4%	32.8%	2.3%	100.0%
	Don't Know	Count	4	10	4	8	0	26
		%	15.4%	38.5%	15.4%	30.8%	.0%	100.0%
Total		Count	147	397	317	513	44	1418
		%	10.4%	28.0%	22.4%	36.2%	3.1%	100.0%

The Public Access Channel (Channel 12) offers programs that include community civic affairs and religious services. How important is it for the community to have access to Channel 12?

			Very important	Somewhat important	Not too important	Not at all important	Don't Know	
Approximately how many years have you lived in St. Cloud?	Less than 1 year	Count	1	5	4	5	1	16
		%	6.3%	31.3%	25.0%	31.3%	6.3%	100.0%
	1 -2 years	Count	1	7	7	13	2	30
		%	3.3%	23.3%	23.3%	43.3%	6.7%	100.0%
	3- 5 years	Count	6	12	26	32	3	79
		%	7.6%	15.2%	32.9%	40.5%	3.8%	100.0%
	6 -10 years	Count	14	48	45	68	7	182
		%	7.7%	26.4%	24.7%	37.4%	3.8%	100.0%
	11- 20 years	Count	24	86	61	114	11	296
		%	8.1%	29.1%	20.6%	38.5%	3.7%	100.0%
	21-30 years	Count	27	74	58	95	9	263
		%	10.3%	28.1%	22.1%	36.1%	3.4%	100.0%
	Over 30 years	Count	74	165	116	186	11	552
		%	13.4%	29.9%	21.0%	33.7%	2.0%	100.0%
Total		Count	147	397	317	513	44	1418
		%	10.4%	28.0%	22.4%	36.2%	3.1%	100.0%

The Public Access Channel (Channel 12) offers programs that include community civic affairs and religious services. How important is it for the community to have access to Channel 12?

			Very important	Somewhat important	Not too important	Not at all important	Don't Know	
Do you currently have children under age 18 in your household?	Yes	Count	35	108	124	189	19	475
		%	7.4%	22.7%	26.1%	39.8%	4.0%	100.0%
	No	Count	112	289	193	324	25	943
		%	11.9%	30.6%	20.5%	34.4%	2.7%	100.0%
Total		Count	147	397	317	513	44	1418
		%	10.4%	28.0%	22.4%	36.2%	3.1%	100.0%

The Higher Education Channel (UTVS) offers programming from St. Cloud State University, which includes local news, sport events, community events, etc. How important is it for the university to have access to Channel 21?

			Very important	Somewhat important	Not too important	Not at all important	Don't Know	
How long have you subscribed to Charter Cable TV?	Less than 1 year	Count	3	12	8	10	1	34
		%	8.8%	35.3%	23.5%	29.4%	2.9%	100.0%
	1 -2 years	Count	17	28	16	26	7	94
		%	18.1%	29.8%	17.0%	27.7%	7.4%	100.0%
	3 -5 years	Count	27	76	54	58	9	224
		%	12.1%	33.9%	24.1%	25.9%	4.0%	100.0%
	6 -10 years	Count	73	137	115	147	15	487
		%	15.0%	28.1%	23.6%	30.2%	3.1%	100.0%
	11 -15 years	Count	30	72	50	78	12	242
		%	12.4%	29.8%	20.7%	32.2%	5.0%	100.0%
	16 -20 years	Count	19	42	31	34	8	134
		%	14.2%	31.3%	23.1%	25.4%	6.0%	100.0%
	Over 20 years	Count	23	53	47	50	4	177
		%	13.0%	29.9%	26.6%	28.2%	2.3%	100.0%
	Don't Know	Count	2	10	4	5	5	26
		%	7.7%	38.5%	15.4%	19.2%	19.2%	100.0%
Total		Count	194	430	325	408	61	1418
		%	13.7%	30.3%	22.9%	28.8%	4.3%	100.0%

The Higher Education Channel (UTVS) offers programming from St. Cloud State University, which includes local news, sport events, community events, etc. How important is it for the university to have access to Channel 21?

			Very important	Somewhat important	Not too important	Not at all important	Don't Know	
Approximately how many years have you lived in St. Cloud?	Less than 1 year	Count	1	6	4	3	2	16
		%	6.3%	37.5%	25.0%	18.8%	12.5%	100.0%
	1 -2 years	Count	4	7	7	10	2	30
		%	13.3%	23.3%	23.3%	33.3%	6.7%	100.0%
	3 -5 years	Count	11	18	21	26	3	79
		%	13.9%	22.8%	26.6%	32.9%	3.8%	100.0%
	6-10 years	Count	27	56	42	50	7	182
		%	14.8%	30.8%	23.1%	27.5%	3.8%	100.0%
	11 -20 years	Count	52	94	62	76	12	296
		%	17.6%	31.8%	20.9%	25.7%	4.1%	100.0%
	21 -30 years	Count	36	89	53	73	12	263
		%	13.7%	33.8%	20.2%	27.8%	4.6%	100.0%
Over 30 years	Count	63	160	136	170	23	552	
	%	11.4%	29.0%	24.6%	30.8%	4.2%	100.0%	
Total		Count	194	430	325	408	61	1418
		%	13.7%	30.3%	22.9%	28.8%	4.3%	100.0%

The Higher Education Channel (UTVS) offers programming from St. Cloud State University, which includes local news, sport events, community events, etc. How important is it for the university to have access to Channel 21?

			Very important	Somewhat important	Not too important	Not at all important	Don't Know	
Do you currently have children under age 18 in your household?	Yes	Count	72	135	112	136	20	475
		%	15.2%	28.4%	23.6%	28.6%	4.2%	100.0%
	No	Count	122	295	213	272	41	943
		%	12.9%	31.3%	22.6%	28.8%	4.3%	100.0%
Total		Count	194	430	325	408	61	1418
		%	13.7%	30.3%	22.9%	28.8%	4.3%	100.0%

Overall, how would you rate Charter Cable TV service?								
			Excellent	Good	Fair	Poor	Don't Know	
How long have you subscribed to Charter Cable TV?	Less than 1 year	Count	1	3	20	10	0	34
		%	2.9%	8.8%	58.8%	29.4%	.0%	100.0%
	1- 2 years	Count	0	18	25	51	0	94
		%	.0%	19.1%	26.6%	54.3%	.0%	100.0%
	3- 5 years	Count	2	32	86	103	1	224
		%	.9%	14.3%	38.4%	46.0%	.4%	100.0%
	6- 10 years	Count	10	66	192	219	0	487
		%	2.1%	13.6%	39.4%	45.0%	.0%	100.0%
	11- 15 years	Count	8	50	84	100	0	242
		%	3.3%	20.7%	34.7%	41.3%	.0%	100.0%
	16 -20 years	Count	6	25	51	51	1	134
		%	4.5%	18.7%	38.1%	38.1%	.7%	100.0%
	Over 20 years	Count	11	28	77	61	0	177
		%	6.2%	15.8%	43.5%	34.5%	.0%	100.0%
	Don't Know	Count	0	3	13	10	0	26
		%	.0%	11.5%	50.0%	38.5%	.0%	100.0%
Total		Count	38	225	548	605	2	1418
		%	2.7%	15.9%	38.6%	42.7%	.1%	100.0%

			Overall, how would you rate Charter Cable TV service?					
			Excellent	Good	Fair	Poor	Don't Know	
Approximately how many years have you lived in St. Cloud?	Less than 1 year	Count	2	6	4	3	1	16
		%	12.5%	37.5%	25.0%	18.8%	6.3%	100.0%
	1- 2 years	Count	0	9	8	13	0	30
		%	.0%	30.0%	26.7%	43.3%	.0%	100.0%
	3- 5 years	Count	0	15	28	36	0	79
		%	.0%	19.0%	35.4%	45.6%	.0%	100.0%
	6-10 years	Count	5	26	74	77	0	182
		%	2.7%	14.3%	40.7%	42.3%	.0%	100.0%
	11- 20 years	Count	5	48	98	145	0	296
		%	1.7%	16.2%	33.1%	49.0%	.0%	100.0%
	21-30 years	Count	13	31	114	105	0	263
		%	4.9%	11.8%	43.3%	39.9%	.0%	100.0%
	Over 30 years	Count	13	90	222	226	1	552
		%	2.4%	16.3%	40.2%	40.9%	.2%	100.0%
Total		Count	38	225	548	605	2	1418
		%	2.7%	15.9%	38.6%	42.7%	.1%	100.0%

Overall, how would you rate Charter Cable TV service?								Total
			Excellent	Good	Fair	Poor	Don't Know	
Do you currently have children under age 18 in your household?	Yes	Count	16	68	157	234	0	475
		%	3.4%	14.3%	33.1%	49.3%	.0%	100.0%
	No	Count	22	157	391	371	2	943
		%	2.3%	16.6%	41.5%	39.3%	.2%	100.0%
Total		Count	38	225	548	605	2	1418
		%	2.7%	15.9%	38.6%	42.7%	.1%	100.0%

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