

TV, Computer and Internet Survey – For Seattle residents

Your answers to this survey for Seattle residents will help guide City decisions. This is part of a larger research effort, called the Information Technology Indicators Project, which includes a telephone survey using the same questions and a series of focus groups around the city. Everything you write will be kept strictly confidential.

If you live in Seattle, you can take this survey for yourself. We also want to know the opinions of people who are not comfortable taking this survey themselves, so we would appreciate it if you also help others take the survey. (Maybe non Internet users, or people who are not comfortable with English.) If you do that, thank you and be sure to give *their* answers.

The survey will ask you between 41 and 66 questions, depending on how you answer. It should take 10-15 minutes to complete.

It starts with questions about different technology you might have at home, then goes into computer or Internet use, cable TV or Internet service, communication with community groups or local government, and ends with a set of demographic questions that will be used for analysis.

You can learn about this project and see results from past surveys at www.seattle.gov/tech/indicators. If you have any questions about this survey please contact David Keyes (david.keyes@seattle.gov or 206-386-9759).

***Are you taking this survey for yourself or for someone else?**

- For myself
- For someone else

TV, Computer and Internet Survey – For Seattle residents

***Does the person you are helping live in Seattle?**

Yes

No

TV, Computer and Internet Survey – For Seattle residents

What is the ZIPcode of the person you are helping?

If the ZIP code of the person you are helping is 98133 or 98177, does that person live north or south of 145th street?

- North
- South
- Don't know

TV, Computer and Internet Survey – For Seattle residents

***Thank you for helping someone else take this survey.**

The rest of these question will ask about "you," as in "Do you, personally, use the Internet" or "Do you have cable TV?" When you're answering for someone else, please remember to answer as if you were them, not as yourself.

If you understand, please click the statement below.

- I understand that the answers I give here are for the person I am helping.

TV, Computer and Internet Survey – For Seattle residents

*Do you live in Seattle?

- Yes
- No
- Don't know

TV, Computer and Internet Survey – For Seattle residents

***What is your home zip code?**

If your zip code is 98133 or 98177, do you

- Live North of 145TH street
- Live South of 145TH street
- Don't know

TV, Computer and Internet Survey – For Seattle residents

What type of working computer(s) do you own? (Please check all that apply.)

- Desktop
- Laptop
- Netbook
- None of these
- Don't know

Other (please specify)

Do you have a tablet, such as an I-PAD, Surface or Galaxy? (Please check all that apply.)

- Tablet (I-PAD, Surface, Galaxy)
- Kindle or Nook
- Something else
- None of these
- Don't know

What type(s) of telephone do you have? (Please check all that apply.)

- any cell phone
- smart phone (such as iPhone, Android, Windows phone)
- land line

TV, Computer and Internet Survey – For Seattle residents

Do you have Internet service at home?

- Yes
- No
- Don't know

TV, Computer and Internet Survey – For Seattle residents

What are the reasons that you don't have Internet service to your home? (Please check all that apply.)

- It's too expensive
- Don't want it or don't need it
- Don't know how to use it
- I get it other ways (on my tablet, smart phone or mobile device or I use my neighbor's or some other location)
- I get free WIFI
- I don't have a computer or internet device
- Problems with service
- Don't know

Other (please specify)

TV, Computer and Internet Survey – For Seattle residents

How much, if anything, would you be willing to pay per month for home Internet service?

- No, nothing at all
- Yes (Please enter dollar amount per month)

TV, Computer and Internet Survey – For Seattle residents

What type of Internet service do you have coming into your house? (Please check all that apply.)

- DSL from phone company
- Internet from Comcast or Wave cable
- Cell phone data plan (3G or 4G)
- Other Paid Wireless(Clear, Sprint card, Mi-Fi)
- Free WIFI
- Web Television
- Dial up modem
- Don't have home Internet
- Don't know

Other (please specify)

TV, Computer and Internet Survey – For Seattle residents

Do you personally use a computer?

- Yes
- No
- Don't know

Do you personally use the Internet?

- Yes
- No
- Don't know

TV, Computer and Internet Survey – For Seattle residents

What are the reasons that you don't use the Internet? (Please check all that apply.)

- I don't have a computer or internet device
- Computer or other device too expensive
- Internet too expensive
- Don't want it
- Don't know how to use it
- Computer related safety and security concerns
- Safety for children
- Problems with service
- Don't know

Other (please specify)

TV, Computer and Internet Survey – For Seattle residents

While we understand that you do not use the Internet yourself, we are still interested in your opinions about the needs of other residents when it comes to computer access, and safety and security on the Internet. You can base your answers on anything you might have heard, seen or read.

Thinking about Seattle as a whole, how important do you think it is for all Seattle households to have high speed internet access overall?

- Very important
- Somewhat important
- Not really that important
- Not important at all
- Don't know

How confident are you that financial transactions on the Internet are secure and private?

- Very confident
- Somewhat confident
- In the middle
- Not very confident
- Not at all confident
- Don't know

TV, Computer and Internet Survey – For Seattle residents

What one thing, if anything, would improve your internet service the most?

- price
- speed
- customer service
- nothing at all
- Something else? (please specify)

TV, Computer and Internet Survey – For Seattle residents

Where are all the places that you accessed the Internet in the last year? (Please check all that apply)

- At home
- At work
- At school
- At the library
- At a community center
- At a neighborhood coffee shop or restaurant
- At a friend's or relative's house
- Don't know
- Other (please specify)

TV, Computer and Internet Survey – For Seattle residents

Thinking about Seattle as a whole, how important do you think it is for all Seattle households to have high speed internet access overall?

- Very important
- Somewhat important
- Not really that important
- Not important at all
- Don't know

How confident are you that financial transactions on the Internet are secure and private?

- Very confident
- Somewhat confident
- In the middle
- Not very confident
- Not at all confident

Is your response based on anything you might have seen, read or heard?

TV, Computer and Internet Survey – For Seattle residents

How do you use the Internet? (Please check all that apply.)

- Get health or medical information
- Look for a job or job training
- Purchase products or services
- Attend an online class, meeting or webinar
- Sell goods or services online
- Find legal or consumer rights information
- Find local school information
- Post a video on YouTube or elsewhere on the web
- Make a donation to charity online
- Download a podcast
- Look for answers to computer problems
- Work from home
- Visit the Seattle Public Library site at www.spl.org
- Visit a Seattle Public Schools web site
- None of these

Other (please specify)

TV, Computer and Internet Survey – For Seattle residents

How often do you use Email, Facebook or Twitter?

	Often (at least once a day)	Occasionally (between once a week and once a day)	Infrequently (less than once a week)	Don't use it	Don't know
Email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facebook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twitter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other service (please specify)

How often do you watch TV over the Internet (via YouTube, Hulu, Netflix, AppleTV, Roku or some other way)?

- Often (at least once a day)
- Occasionally (between once a week and once a day)
- Infrequently (less than once a week)
- Don't use it
- Don't know

TV, Computer and Internet Survey – For Seattle residents

These questions are about how comfortable you are completing different Internet tasks. For each one please use a five point scale where “5” means you are “very comfortable” and “1” means you are “not at all comfortable” completing that task. You can also use any number in between. If use have never done this task, please check that option.

How comfortable are you...? (Please check one answer per row)

	(1) Not at all comfortable	(2)	(3)	(4)	(5) Very comfortable	Never done this	Don't know
Searching the web	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sending and opening email attachments (like photos or documents)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adding an application (app) to your smart phone or tablet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

TV, Computer and Internet Survey – For Seattle residents

The City is working on getting super high speed Internet service to Seattle homes and we want to find out if residents would be interested in some of the things they could do with it.

This service would let you do things from home using the Internet that you have to do in person now, like visit your doctor or nurse, take interactive classes or job training, work in a group, or participate in community meetings. It would also be possible to monitor things at home when you're away, or use the Internet to run programs (like Word or Photoshop) or back up files.

As long as there was adequate security and privacy, which, if any, of these things would you be interested in trying? (Please check all that apply.)

- Medical appointments
- Interactive classes or job training
- Working in a group
- Participating in community meetings
- Monitoring home
- Running programs like Word or Photoshop from the Internet
- Backing up files
- None of them
- Don't know

Other (please specify)

What would be your concerns, if any, with using super high speed Internet (Please check all that apply.)

- Cost
- Better to have more time with other people
- Security and loss of privacy
- Hard to learn or complicated to use
- Don't have or would need extra equipment
- Current Internet is good enough
- No concerns

Other (please specify)

TV, Computer and Internet Survey – For Seattle residents

Now we have some questions about cable or satellite service.

Do you have satellite TV?

- Yes
- No
- Don't know

Do you have cable service at home (for phone, TV or Internet)?

- Yes
- No
- Don't know



TV, Computer and Internet Survey – For Seattle residents

Who is your cable TV service provider?

- Comcast/Xfinity
- WAVE (formerly Broadstripe)
- Don't know

How satisfied are you with the customer service from your cable company?

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied
- Don't know
- Not applicable

How satisfied are you with the types and variety of programs and channels on your cable service?

- Very satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied
- Don't watch cable channels
- Don't know

Which problems, if any, have you had with your cable company? (Please check all that apply.)

- The Internet service was slow or went out altogether
- The cable went out - the picture, sound or both
- Billing problems
- None
- Had to wait too long to reach the company on the phone
- Don't know

Other (please specify)

TV, Computer and Internet Survey – For Seattle residents

Would you say the rates you pay for your cable services are:

- A bargain
- Priced about right
- Somewhat too expensive
- Very much too expensive
- Don't know

What types of programs, if any, would you like to see more of? (Please check all that apply.)

- Local events and stories
- Arts and culture
- Environment
- None - it's OK the way it is
- Education
- Programs from Canada
- Different news services
- Children's programming
- Diverse ethnic and language programs
- Don't know

Other (please specify)

What one thing, if anything, would improve your cable TV service the most?

- Price
- Customer service
- Nothing at all
- Program choices
- Don't know

Other (please specify)

TV, Computer and Internet Survey – For Seattle residents

Are you aware that the City has an office to help with things like cable company customer service, and cable TV discounts for senior citizens and people with disabilities? (To reach this office, call 206 684 8498 or visit www.seattle.gov/cable.)

- Yes
- No
- Don't know

Are you aware that cable companies offer a basic TV channel package for under \$25 a month?

- Yes
- No
- Don't know

How likely are you to drop cable television service in the next 5 years?

- Very likely
- Somewhat likely
- Somewhat unlikely
- Very unlikely
- Don't know

TV, Computer and Internet Survey – For Seattle residents

What are all the reasons you may drop your cable service? (Please check all that apply.)

- Get satellite
- Cost
- Get free TV over the air
- No longer needed Cable TV or did not use Cable TV
- Service problems
- Get video content directly over Internet, or through service or device like Hulu, Netflix, YouTube, AppleTV, Amazon, Roku or other
- Too many objectionable programs including objectionable programming for children
- Don't want it anymore
- Lack of interesting programs or do not like the programming
- Can't get cable service here
- I don't understand cable and all the choices
- Don't know

Other (please specify)

TV, Computer and Internet Survey – For Seattle residents

Did you drop cable in the past few years?

- Yes
- No
- Don't know

What are all the reasons you don't subscribe to cable TV, or you decided to stop your cable service? (Please check all that apply.)

- Lack of interesting programs or did not like the programming
- Get free TV over the air
- I don't understand cable and all the choices
- Get satellite
- Cost
- No longer needed Cable TV or did not use Cable TV
- Don't want cable or more channels, did not like it, or did not want it anymore
- Get video content directly over Internet, or through service or device like Hulu, Netflix, YouTube, AppleTV, Amazon, Roku or other
- Service problems
- Can't get cable service here
- Too many objectionable programs including objectionable programming for children
- Don't know

Other (please specify)

Are you aware that the City has an office to help with things like cable company customer service, and cable TV discounts for senior citizens and people with disabilities? (To reach this office, call 206 684 8498 or visit www.seattle.gov/cable.)

- Yes
- No
- Don't know

TV, Computer and Internet Survey – For Seattle residents

Are you aware that cable companies offer a basic TV channel package for under \$25 a month?

- Yes
- No
- Don't know

TV, Computer and Internet Survey – For Seattle residents

Now we have some questions about you as a resident of the city and a member of your local community

Do you participate in any type of community group, like a neighborhood association, block watch, school, religious group, or any other type of group?

- Yes
- No
- Don't know

TV, Computer and Internet Survey – For Seattle residents

What is your preferred way to GET information FROM these groups? (Please check all that apply.)

- Twitter
- Text
- Email
- Subscribe to online calendar
- Subscribe to RSS
- Print newsletter or other mail
- Facebook
- Neighborhood blog
- Website
- Telephone
- Public meetings
- Don't know

Other (please specify)

TV, Computer and Internet Survey – For Seattle residents

When you want to GIVE your opinion TO a community group or the city, how would you like to do it? (Please check all that apply.)

- In public meeting
- Blog comment
- Email
- Twitter
- Text
- Web survey
- By letter
- Facebook
- By phone
- Don't want to
- Other (please specify)

TV, Computer and Internet Survey – For Seattle residents

Even though your first choice is a non-electronic method, which of the different electronic options would you prefer? (Please check all that apply.)

- Web survey
- Facebook
- Twitter
- By text
- Email
- Blog comment
- Don't know
- Other (please specify)

TV, Computer and Internet Survey – For Seattle residents

How do you prefer to GET notices and other information FROM the City on topics that you choose? (Please check all that apply.)

- Email
- Facebook
- Blog post
- City website
- Telephone
- Calendar subscription
- Twitter
- Printed letter through the post office
- Text
- None - don't want notices or information

Other (please specify)

How about URGENT ALERTS, like utility outages or emergency safety alerts? (Please check all that apply.)

- Email
- Text
- Telephone
- Blog post
- Twitter
- Facebook
- None

Other (please specify)

TV, Computer and Internet Survey – For Seattle residents

How often, if at all, do you visit the City's website, Seattle.gov?

- At least once a week
- 2-3 times a month
- Once a month or less
- Not at all
- Don't know

If you know what a mobile app is, would you prefer the City to have one app or separate apps for different services?

- One app
- Separate apps
- Doesn't matter
- Don't know what an app is
- Don't know

Something else (please specify)

TV, Computer and Internet Survey – For Seattle residents

Have you ever seen the Seattle Channel, on cable channel 21 or on the Internet at seattlechannel.org? (Please check all that apply.)

- Yes, on TV
- Yes, on the Internet
- No
- Don't know about it
- Don't know

TV, Computer and Internet Survey – For Seattle residents

How often do you watch the Seattle Channel?

- At least once a week
- 2-3 times a month
- Once a month or less
- Don't know

Do you watch the Seattle channel more often, less often, or about the same as a year ago

- More often
- Same
- Less often
- Don't know

TV, Computer and Internet Survey – For Seattle residents

What would you like to know more about in your community, that the City could share on it's web site or cable channel?

TV, Computer and Internet Survey – For Seattle residents

This last set of questions will help us group your answers with others. All of your responses will remain anonymous.

How many people, including you, live in your home?

- 1
- 2
- 3
- 4
- more than 4

Please enter the total number of people

TV, Computer and Internet Survey – For Seattle residents

How many children under the age of eighteen live in your household?

- 0
- 1
- 2
- 3
- 4
- more than 4

Please enter the total number of children

TV, Computer and Internet Survey – For Seattle residents

Do any children living with you attend a Seattle Public School?

- Yes
- No
- Don't know
- Not applicable

TV, Computer and Internet Survey – For Seattle residents

What is your gender?

- Male
- Female

What is your age?

- 65 years of age or older
- 51 to 64
- 36 to 50
- 26 to 35
- 18 to 25
- 15 to 17
- 12 to 14
- Younger than 12 years

What is the last year of schooling you completed?

- Grade School or some High School
- High School Graduate
- Some College, Technical or Vocational School or Two Year Degree
- Four Year College Graduate
- Post Graduate Work or Graduate Degree

What is the primary language spoken at your home?

- English
- Spanish
- Vietnamese
- Chinese
- Other (please specify)

TV, Computer and Internet Survey – For Seattle residents

What race or ethnicity do you consider yourself? (Please check all that apply.)

- African American
- Asian / Pacific Islander
- Caucasian
- Hispanic / Latino
- Native American
- Other (please specify)

If you checked more than one ethnicity, but you consider one primary, please check it here.

- African American
- Asian / Pacific Islander
- Caucasian
- Hispanic / Latino
- Native American / American Indian
- Checked only one
- Other (please specify)

Do you work at a paying job?

- Yes
- No
- Don't know

TV, Computer and Internet Survey – For Seattle residents

Are you a... (Please check all that apply.)

- Student
- Homemaker or stay at home parent
- Unemployed
- Retired
- Disabled

TV, Computer and Internet Survey – For Seattle residents

Would that be... (Please check all that apply.)

- Full time
- Part-time
- Self employed

TV, Computer and Internet Survey – For Seattle residents

Do you have a medical condition, disability, or chronic disease that makes it harder for you to use the Internet or to participate fully in work, school, housework or other activities?

- Yes
- No
- Don't know

Was your 2012 total household income

- Less than \$20K
- \$20K to less than \$30K
- \$30K to less than \$40K
- \$40K to less than \$50K
- \$50K to less than \$75K
- \$75K to less than \$100K
- \$100K or more
- Don't know

TV, Computer and Internet Survey – For Seattle residents

Thank you for your answers. They will help guide City decisions about technology.

TV, Computer and Internet Survey – For Seattle residents

Thank you for offering to take this survey. It is for people who live in Seattle.