



City of Seattle

Michael McGinn, Mayor

Department of Information Technology
Erin Devoto, Chief Technology Officer

How often do you use or check...?

	Daily	Few times per week	Weekly	Less than weekly	Don't use
Email	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facebook	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twitter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How would you like to give your opinions to the City on things you care about, like crime, parks, youth programs, housing, energy, and utilities?

- telephone survey
- discussion on the Internet
- attending a city-wide meeting
- Facebook
- none
- calling in to a meeting
- an in-person focus group
- attending a community meeting
- Blog comment
- other _____
- email or online survey
- text
- Twitter
- Letter

How do you want to get information from the City on things you care about?

- from the radio
- from the city's website
- from the Seattle Channel
- Facebook
- None
- from the TV news
- from other community members
- from text messages on the cell phone
- recorded telephone or cell phone messages
- other _____
- from the newspaper
- notices in the mail
- email
- Twitter

If you or someone you know doesn't use computers or the Internet, why not?

- Computer too expensive
- Don't know about it
- Service problems
- Internet service too expensive
- Worried about computer-related security
- Other _____
- Don't want it/ no need
- Safety for children

Have you ever visited Seattle's website, Seattle.Gov? Yes No

Have you ever seen the Seattle Channel on cable or on the Internet?

- No
- Yes, cable
- Yes, on the Internet

How do you prefer to make contact with the government?

- Email
- Facebook, Twitter
- In person
- By telephone
- By letter
- By text

Other comments?



2013 Information Technology Participant Survey

Questions?

Contact Elizabeth Moore (206-533-0231 or liz@appliedinference.com)

David Keyes at the Department of Information Technology (206-386-9759) or David.Keyes@Seattle.Gov

Date: ____/____/____

Participant number _____

If you have Internet at home, how does it come to your house?

- DSL (CenturyLink) Cable (Comcast or WAVE)
 Cell phone/tablet data plan Other _____

- Which of these things do you have?** A cell phone a smartphone (with Internet)
 A home computer a laptop computer a tablet A home land line
 Internet access at home Internet access on a mobile device (iPhone, Blackberry) Cable TV

Which do you use?

- Computer Internet smartphone Wi-Fi Texting Email attachments

- How do you use a computer?** Don't use Search the Internet Sell goods or services
 Contribute to blog or wiki Shop online Online class /Webinar Find health information
 Finding information about local businesses Look for answers to computer problems
 Get information about my community Work from home Check on my kids' school
 Visit the library Watch TV programs (Hulu, Netflix, etc)

- How skilled are you with computers?** None or Not very skilled Know what I need to know
 Can figure out new programs as I need them Skilled (sometimes help others) Expert

- Where do you use computers and the Internet?** (Check the places where you do most of your computing) Home Work School Friend's or relative's Café/ restaurant
 Library Community Center/Technology Center Other _____

Are you satisfied with your Internet and cable...

	speed	reliability	cost	customer service
Internet	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Cable TV		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

How do you prefer to watch TV programs or movies? (Please rank your top 2 or 3 ways of watching TV using "1" to mean what you do most often.)

- _____ Cable TV _____ Over the Internet (Hulu, Netflix, AppleTV) _____ Free TV over the air
 _____ Satellite _____ Other _____ _____ Don't watch

What one thing would most improve your Internet or cable service?

	nothing	speed	price	customer service	reliability	don't have
Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cable TV	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How much, if anything, would you be willing to pay per month for Internet access or for faster Internet access?

- Nothing Less than \$5 \$5-\$10 \$10-\$20 \$20-\$30 \$30-\$40 \$40-\$50

These next questions are to help us understand more about the views of different subgroups. Your individual responses will not be identified.

Gender: _____

Race or Ethnicity: _____

Language spoken at home: _____

Age: 18-25 26-35 36-50 51-64 65 or older

Others at home:

- Other adults Children younger than 18 Children 18 and older Alone
 If children, do any attend Seattle Public Schools? Yes No

Employment:

- employed retired homemaker a student disabled unemployed

2012 household income:

- \$0 to \$20,000 \$20,000-\$30,000 \$30,000-\$40,000 \$40,000-\$50,000
 \$50,000-\$75,000 \$75,000-\$100,000 \$100,000 or more

Education completed:

- Less than high school High school graduate/ GED
 Completed some college or a two-year degree Completed a BA/BS
 Completed post graduate work or degree