

Information provided in this survey is considered a public record and may be subject to public disclosure. Responses will be used only for the purposes of this survey, and individual responses will be de-identified.

For each question, please choose the best answer or response (by checking the box or boxes) for your experience or opinion. Even if you rarely or never use technology or the internet, please follow the instructions and answer all the sections of this survey.

This survey needs to be filled out by a household member living at this address. If you do not live at this address, please do not fill out this survey. Thank you for your thoughtful answers. Please return the completed survey in the postage-paid envelope included in your survey packet as soon as you can.

These questions are about your household (the people you live with) and the extent to which your household has
access to technology and internet services where you live. Please answer for your entire household.

Q2.	Please tell us each device:	about the technology devices you have in the place where you live, including how you got
	☐ Yes	□ No
Q1.	Does your no	usehold have a way to access the internet in the place where you currently live?

	Yes, the ho	Yes, the household has one or more of these (select <u>all</u> that apply)					
	Owned	Supplied by Work	Supplied by School	Borrowing	Do Not Have in Household		
Desktop computer							
Laptop computer							
Smartphone or mobile phone							
Tablet (including internet enabled e-readers)							
Gaming console that connects to the internet					٥		
Voice-activated device (e.g. Echo, Alexa) separate from your smartphone							

Q3. Of all of the devices you have access to, which ONE device do you personally rely on or use most to access the internet in the place where you live?

Please select one of the following:	
Desktop computer	
Laptop computer	
Smartphone or mobile phone	
Tablet	
Gaming console that connects to the internet	
Voice-activated device (e.g. Echo, Alexa)	
Don't access the internet where I live	

	YOUR HOUSEHOLD I		<u></u>				
4.	What are all the ways y	_	-	•		check all th	at apply.
	☐ Century Link DSL or f☐ Wave cable internet	iber internet		Free or public Other:			
	☐ Comcast cable internet	⊇t		No internet			
	☐ Cellular data plan	5 1		Don't know			
	☐ Provided by my buildi	ng	_				
25. For each of the ways you get internet where you live, please tell us approximately how internet service costs per month to your household. If the cost is included as part of you homeowner's dues, please check the box provided. If it is part of a bundled service that other services (such as cable TV, calling and/or text, home security, etc.) please tell us month for all bundled services: Please check all that apply.					your rent or lat also inclu		
			Answer fo	r Separately Services	Charged		or Bundled vices
		Have This Service Where I Live	Included with My Rent or Homeowner Dues		Approx. Monthly Cost for Each Service	Pay as Part of Bundled Service	Approx. Monthly Cost for Bundled Services
	Century Link (DSL or fiber internet)		_		\$	٥	\$
	Wave cable internet				\$		\$
	Comcast cable internet				\$		\$
	Cellular data plan				\$		\$
	Other specify:				\$		\$
	How would you rate the when it comes to your sone. Completely Adequate A					he internet? Nate Appli	
	What is the download s than one source, please Up to 15 Mbps Up to 25 Mbps Up to 100 Mbps		fastest speed y	you have acc Up to 1000 Mb do not have i Don't know	ess to. Plea ops / 1 Gbps nternet	se check or	ie.
	What one thing would i	mprove you	·	os = Megabits an ice in the plac	, ,		
	☐ Faster speeds		_	Other, please	-		
	Lower price			Nothing	opoony		
	☐ Better customer service☐ Better reliability / redu	-	ider 🔲 I	do not have i	nternet		

	If you or others in your household have a smartphone or mobile phone, do you subscribe to a contract data plan or pay as you go? Please check all that apply.						
	□ Limited data plan on a contract□ Unlimited data plan on a contract□ Prepaid minutes or pay as you go		□ Don't know□ Do not have a smartphone or mobile phone				
Q10. What technology devices do you and / or do other members of your household u you live or elsewhere? Please check all that apply.							
		l Use Personally	Other <u>Adults</u> in Household Use	<u>Children</u> in Household Use	No One in Household Uses		
	Desktop computer						
	Laptop computer						
	Smartphone or mobile phone						
	Tablet						
	Voice-activated device (e.g. Echo, Alexa)						
		I Accessed the Internet At	Other <u>Adults</u> Accessed the Internet At (if applicable)	Children Accessed the Internet At (if applicable)	No One Accessed the Internet At		
	Home						
	Work						
	School/college/university						
	Library						
	Community or recreation center						
	Community of recreation center						
	Non-profit, religious or cultural center						
	Non-profit, religious or cultural center Friend's or relative's home						
	Non-profit, religious or cultural center Friend's or relative's home Public or free internet area (airport, public plaza)				_		
	Non-profit, religious or cultural center Friend's or relative's home Public or free internet area (airport, public						
	Non-profit, religious or cultural center Friend's or relative's home Public or free internet area (airport, public plaza) At a local business (coffee shop or	0	<u> </u>	<u> </u>			

Technology/Device Usage

Century Link Internet Basics: \$10 to \$15 per month Lifeline Phone Discount: provides smartphone service

discounts

Q13.	13. The City would like to understand reasons why residents do not use the internet. Please check the box next to all the reasons why you do not use the internet <u>more</u> : Please check all that apply.						
	☐ I don't know how to use the internet ☐ Not interested or don't need / want to use it ☐ Internet service is too expensive ☐ I don't have a device (computer, tablet, smartphone) to access the internet	 ☐ It's too slow / frustrating / internet doesn't work well ☐ I have no time to learn about it or how to use it ☐ Service plans from internet providers are confusing ☐ I don't like what I would see or read on the internet ☐ No reason – I already use the internet to a great extent 					
Q14.	Which of the following are concerns you have who check all that apply.	en it con	nes to acc	essing ar	nd using t	he interne	et: Please
	 ☐ How my data and information is being used (included included include	formation perstalkin e (cybers	ı (such as ıg, cyberbı	banking o	r health inf		
Q15.	If you do not have internet in the place where you	live, ple	ase tell us	s why. Ple	ease chec	k all that	apply.
	☐ I don't know how to get internet where I live ☐ I don't need or want internet where I live ☐ I don't trust technology or internet companies ☐ I don't have the credit or the deposit requirements are too high	☐ I do☐ The☐ Oth	n't have a internet s er, please				
	Using the Internet and Al	bility t	o Use 1	the Inte	ernet		
Q16.	How often does anyone in your household engage box per line.	in the fo	llowing a	ctivities o	nline? Pl	ease che	ck one
How	often does anyone in your household:		Daily	Weekly	Monthly	Less Often	Never
Go or	nline and get information from or about local governmen	nt					
Acces	ss or apply for benefits (Medicare, VA, social security, e	etc.)					
Do so	choolwork or online research for school						
Read	or send email						
Rese	arch and buy a product online						
Use o	online banking services or pay bills online						
Creat	e or post original media (writing, art, music, videos) onl	ine					
Lister	n to music or radio online						
Watc	h videos or TV online						
	ss social media (Facebook, Twitter, LinkedIn, Instagram	n, etc.)					
	ealth or medical information online						
	for or apply for a job online						
Attend an online class, meeting, or webinar							
Find legal or consumer rights information online							
-	n touch with friends or family online						
	for answers to computer problems online						
	he internet to work from home						
Start	Start or run a business online						

Arrange transportation online (check bus schedule, get transportation, order a ride)

Learning language (programs or watching videos) online

Online search for homes / rentals

Research a new skill online

Q17. How comfortable are you in performing the following activities online? Please check all that apply in each of the three sections for each action.

Action		Could yo	ou do this?	Have you done this in the last 3 months?		
	I have no idea what you're talking about	I could do this if I was asked to	I could NOT do this if I was asked to	I have done this in the last 3 months	I have NOT done this in the last 3 months	
Use a search engine to look for information online			٥			
Download / save a photo you found online						
Find a website you have visited before						
Send a personal message to another person via email, text message or online messaging service		٥		٥		
Make comments and share information online						
Buy items or services from a website						
Buy and install apps on a device						
Solve a problem you have with a device or digital service using online help		٥		٥		
Verify sources of information you found online						
Complete online application forms which include personal details						
Create something new from existing online images, music or video		0		٥	_	
Send or open attachments		٥				

Q18.	How much do you rely on others to help you with the skills needed to access and navigate the internet? Please check one.					
	☐ Rely a great deal on someone else☐ Rely somewhat on someone else	□ Rely rarely on someone else□ Don't rely on anyone	☐ I never use the internet			

Q19. Please rate how interested you or anyone in your household would be in each of the following technology training topics. Please check one for each.

Interest in technology training on the following topics:	Very Interested	Possibly Interested	Not Interested
Setting up / Using social media			
Setting up / Using email			
Job searching and online job applications			
Using basic software (e.g. word processing, spreadsheet applications)			
Using advanced software (e.g. coding, design, video editing)			
Learning to create, edit, and publish my own work			
Computer hardware or mobile device troubleshooting			
Protecting yourself and your data online			
Selling products or services online			

Attitudes and Perceptions Towards the Internet and Technology

	Q20.	How important is technology and the internet to	your daily	life?	Please check one.
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Extremely	Very	Important	Not Very	Not Important or
Important	Important		Important	Not Used at All

Q21. How much do you agree or disagree with each of the following statements? Please check one box for each statement.

	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree
I am very confident using computers, smartphones, and other technology devices to access the internet	0				
I find it hard to know whether I can trust information I find on the internet					٥
I am very good with technology and the internet					
I have a hard time learning how to use new technology devices and software programs					
Technology gives me more control over my daily life					
I do not feel confident doing business with a place that can only be reached on the internet					
I worry about privacy and that information I send over the internet will be seen by other people			0		
When it comes to technology, I prefer the most basic model over one with a lot of extra features					
I worry about being able to afford new computing devices as technology changes and improves			_		

Q22. Please check the box next to the impact you believe internet and technology has on you / your family and society as a whole: Please check one box for each line.

What affect does internet and technology have on	Totally Beneficial or Positive	Mostly Beneficial or Positive	Both Beneficial and Harmful	Mostly Harmful	Totally Harmful
You and your family		٥		٥	
Society as a whole					

Q23. How often do you visit or watch each of the following? Please check one box for each line:

	At Least Weekly	2-3 Times Per Month	Once a Month or Less	Never Visit/ Watch	Never Heard of This
City of Seattle website (seattle.gov)?					
The Seattle Channel on Cable 21 or online at seattlechannel.org?					

Q24.	Do you participate in any type of community group, like a neighborhood association, block watch, scl religious group, or any other type of group? Please check one.						
	☐ Yes	☐ No	☐ Prefer not to answer				

Q25. What are your preferred methods of communication when it comes to receiving information or opinion to a community group or to the City of Seattle? Please check all that apply.						on or giving	j an		
	☐ In a community me☐ Physical letter☐ A telephone call	eeting	☐ Facebook ☐ Twitter ☐ Other social media			☐ In person at city offices☐ Other, please specify:			
	☐ A text message		☐ A personal		, blog \Box	□ None / do not want to communicate			
	☐ An email		•	•	0	None / do not wa	in to commi	Jilicale	
	■ All elliali		☐ City of Seattle website / app						
		A	bout Your	Househol	ld				
	e questions are asked a ers will not be connect				ferent type	s of households	in Seattle.	Your	
Q26.	Including yourself, h what is their relation								
		Yourself	Adult #2	Adult #3	Adult	#4 Adult #5	Adult #6		
	Age (Write in age for each)								
	Relationship to you:								
	Spouse / parti	ner							
	Adult ch	nild							
	Relative / family mem	ber							
	Roomm	ate							
	Board	der							
Other		her							
Q27.	How many children a tell us where each or children in each cate	f the children a	ttend school (if k schooling for	children are each.	in school).		e number o		
		# of Obileles							
		# of Children	Seattle Public Schools	Other Public School	Private School	Homeschool / Online	No Schooling This Tim		
	Birth to 3 years old								
	Pre-K or kindergarten								
	1st grade to 5th grade								
	6th grade to 8th grade								
9 th grade to 12 th grade College / post-secondary									
	mege / post secondary			_			_		
Q28.	With which gender d	lo you most ide	entify? Please	check all that	apply.				
	☐ Male ☐ Fe	emale 🔲 Ge	ender non-confo	orming / gende	rqueer / noi	n-binary 🖵 Prefe	r not to ans	wer	
Q29.	What is your approx	imate total hou	sehold annual	income? Ple	ase check	one			
QLJ.	☐ Less than \$12,000		\$29,500 - 9		asc officer	□ \$75,000 - \$99	999		
	□ \$12,000 - \$16,499		□ \$33,500 - \$			☐ \$75,000 - \$99,999 ☐ \$100,000 - \$149,999 ☐ \$150,000 - \$199,999 ☐ \$200,000 or more ☐ Prefer not to answer			
	1 \$16,500 - \$20,999		38,000 - 9	\$42,999					
	□ \$21,000 - \$24,999 □ \$25,000 - \$29,499		□ \$43,000 - \$ □ \$50,000 - \$						
	<u></u> φ25,000 - φ29,499		<u> </u>	פפפ,ד וע		יייייייייייייייייייייייייייייייייייייי	1134461		

Q30.	About how long have you lived in Seattle? one year, please enter 0.				_ years. If you have lived in Seattle for less than						
Q31.	Are you, yourself, of Hispanic, Latino, or Spanish origin? Please check one.										
	☐ Yes	☐ No	☐ Prefe	r not to answer							
Q32.	Which race	Which race / ethnicity do you consider yourself to be? Please check all that apply.									
	☐ White	African American	☐ Native Hawaiian / Pacific Islander☐ American Indian or Alaska Native		☐ Other, please specify:						
	☐ Asian		☐ Middle Eastern or North African		☐ Prefer not to answer						
Q33.	Which of the	Which of the following best describes your current housing situation? Please check one.									
	☐ Own ☐ Rent	☐ Insecurely housed (tempora☐ Group housing		oorary housing)	☐ Other, pleas	se specify:					
	- Ronc	☐ Homeless	9		☐ Prefer not to answer						
Q34.	What type o	f home best desc	ribes whe	ere you current liv	e? Please che	ck one.					
	☐ Single far☐ Duplex / t	nily riplex / apartment /	/ condo	► Number of units	s in the building	□ 4-6 units□ 7-10 units	□ 21-50 units □ 51-99 units □ 100 or more units □ Don't know				
Q35.	Are you Please check all that apply.										
		d part time	-		☐ Disabled	ker/not employed outside the home					
Q36.	What language is spoken most of the time where you live? Please check one.										
	☐ English☐ Spanish☐ Cantones☐ Mandarin		☐ Soma☐ Amha☐ Vietna☐ Tagal	iric amese	☐ Korean ☐ Other, pleas ☐ Prefer not to						
Q37.				ousehold, have a net without assist			y that makes it heck all that apply.				
	☐ Yes, hearing impairment☐ Yes, vision impairment☐ Yes, physical impairment			☐ Yes, cognitive impairment☐ Yes, other disability or impairment☐ No disability or impairment							
Q38.	What is the last year of schooling you completed? Please check one.										
	 □ Grade school or some high school □ High school graduate / GED completion □ Some college, technical, or vocational school □ Two-year college degree / associate degree 				 ☐ Four-year college degree / bachelor's degree ☐ Some post graduate school ☐ Graduate or professional degree ☐ Prefer not to answer 						

Thank you for your thoughtful responses.