**COS DO-IT Phone and Online Survey Data 2013.sav Codebook**

**Survey information**

| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| --- | --- | --- | --- | --- |
| **ID** | ID number |  |  |  |
| **weightfin** | Final weight - pcts within 95% margin of error - age, eth, inc, educ for phone. add zip for online | 0 | Missing too much data |  |
| **wgtphoneonly** | Final weight\*0 for online | 0 | Missing too much data |  |
| **survey** | Which survey (phone or online) | 1 | Phone |  |
| 2 | Online |
| **sample** | RDD or one of oversamples | 1 | RDD |  |
| 2 | Wireless |
| 3 | Af Amer |
| 4 | Chinese |
| 5 | Vietnamese |
| 6 | Spanish |
| **FONETYPE** | Land line or cell phone | 1 | Landline |  |
| 2 | Cell phone |
| **LANGPREF** | Language of survey | 1 | Spanish |  |
| 2 | English |
| 3 | Mandarin |
| 4 | Cantonese |
| 5 | Vietnamese |
| **S1** | Qualifying ZIP code |  |  |  |

**Weighting demographics questions**

| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| --- | --- | --- | --- | --- |
| **GENDER** | Gender of respondent | 0 | Female | 8 |
| 1 | Male |
| 8 | No info |
| **DEM4** | Age category | 1 | 18-25 | 9 |
| 2 | 26-35 |
| 3 | 36-50 |
| 4 | 51-64 |
| 5 | 65+ |
| 9 | Ref |
| **DEM7** | Race or primary race if more than one given | 1 | African American | 9 |
| 2 | Asian/Pacific Islander |
| 3 | Caucasian |
| 4 | Hispanic/Latino |
| 5 | Native American/ Ak Native |
| 6 | Other |
| 7 | Mixed |
| 9 | DK/REF |
| **DEM5** | Education | 1 | LT HS | 9 |
| 2 | HS grad |
| 3 | Some college or 2 year degree |
| 4 | Four year degree |
| 5 | Post grad work or grad degree |
| 9 | Ref |
| **DEM10** | Income | 1 | <$20K | 9 |
| 2 | $20K to <$30K |
| 3 | $30K to <$40K |
| 4 | $40K to <$50K |
| 5 | $50K to <$75K |
| 6 | $75K to <$100K |
| 7 | $100K+ |
| 9 | DK/REF |

**Technology checklist questions**

| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| --- | --- | --- | --- | --- |
| **TC3.summary** | Type of working computer owned | -1 | Don't use comp or Inet; no comp | -1 |
| 0 | No computer |
| 1 | Desktop only |
| 2 | Laptop or netbook only |
| 3 | Desktop and laptop/netbook |
| **TC3.any** | Own any working computer (desktop, laptop or netbook) | -1 | Not asked - does not use comp or Internet | -1,8 |
| 0 | No |
| 1 | Yes |
| 8 | No info |
| **INET1.1** | Personally use computer | 0 | No | 9 |
| 1 | Yes |
| 9 | No info |
| **INET1.2** | Personally use Internet |  | No | 9 |
| 1 | Yes |
| 9 | No info |
| **anycable** | Cable to home for phone, TV and/or Internet | 0 | No | 8,9 |
| 1 | Yes |
| 8 | DK/REF |
| 9 | No info |
| **TC1.1** | Cable TV | 0 | No | 9 |
| 1 | Yes |
| 9 | No info |
| **TC1.2** | Cable Company | 1 | Comcast | 0,3,9 |
| 2 | WAVE |
| 0 | No cable |
| 3 | Not sure |
| 9 | No info |
| **TC2** | Satellite TV | 0 | No | 8,9 |
| 1 | Yes |
| 8 | DK |
| 9 | REF |
| **TC3.1** | Desktop | -1 | Not asked - does not use comp or Internet | -1,8,9 |
| 0 | No |
| 1 | Yes |
| 8 | No info |
| 9 | REF |
| **TC3.2** | Laptop | -1 | Not asked - does not use comp or Internet | -1,8,9 |
| 0 | No |
| 1 | Yes |
| 8 | No info |
| 9 | REF |
| **TC3.4** | Netbook | -1 | Not asked - does not use comp or Internet | -1,8,9 |
| 0 | No |
| 1 | Yes |
| 8 | No info |
| 9 | REF |
|  |  |  |
| **laptopnetbook** | Laptop or netbook combined | -1 | Not asked - does not use comp or Internet | -1,8,9 |
| 0 | No |
| 1 | Yes |
| 8 | No info |
| 9 | REF |
| **TC3.0** | No working computer | 1 | None of these |  |
| **TC3.8** | Don't know type of computer | 1 | Don't know |  |
| **TC3.other** | Other type computer (please specify) | String |  |  |
| **TC4.1** | Tablet (I-PAD, Surface, Galaxy) | -1 | Not asked - does not use comp or Internet | -1,8 |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | DK/REF |
| **TC4.2** | Kindle, Nook | -1 | Not asked - does not use comp or Internet | -1,8 |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | DK/REF |
| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| **TC4.3** | Other tablet | -1 | Not asked - does not use comp or Internet | -1,8 |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | DK/REF |
| **TC4.any** | Any tablet | -1 | Not asked - does not use comp or Internet | -1,8 |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | DK/REF |
| **TC4.0** | No tablet | 1 | None of these |  |
| **TC4.8** | Don't know | 1 | Don't know |  |
| **TC5.1** | Have a cell phone | 0 | No | 8 |
| 1 | Yes |
| 8 | DK/Ref |
| **TC5.2** | Have a landline at home | 0 | No | 8 |
| 1 | Yes |
| 8 | DK/Ref |
| **TC6** | Smartphone | -1 | Not asked - no or dk cell phone | -1,8 |
| 0 | No |
| 1 | Yes |
| 8 | DK/Ref |
| **anymobile** | Mobile device status | -1 | Not asked - does not use/DK comp or Internet and no/DK cell phone | -1 |
| 0 | No mobile device |
| 1 | Smartphone only |
| 2 | Tablet only |
| 3 | Smartphone and tablet |

**Internet access and attitude questions**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| **NumInternetDev** | Number of Internet devices - desktop, laptopnetbook, any tablet, smartphone |  |  |  |
| **MultInternetDev** | Multiple Internet devices | 0 | None |  |
| 1 | Single |
| 2 | At least two |
| **AnyInternetDev** | Any Internet device | 0 | None |  |
| 1 | At least one |
| **smartnetonly** | Internet by smartphone only | 0 | Other home Internet access; may have smartphone |  |
| 1 | Smartphone and no home Internet by DSL, cable, paidwifi |
| **NUMPLACE** | Number of places access Internet |  |  |  |
| **INET2.88** | Don't know where access Internet | 1 | Don't know |  |
| **INET2.1** | At home | -1 | Not or DK Internet user | -1,8 |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | No info |
| **INET2.2** | At work | -1 | Not or DK Internet user | -1,8 |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | No info |
| **INET2.3** | At school | -1 | Not or DK Internet user | -1,8 |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | No info |
| **INET2.4** | At the library | -1 | Not or DK Internet user | -1,8 |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | No info |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| **INET2.5** | At a community center | -1 | Not or DK Internet user | -1,8 |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | No info |
| **INET2.6** | At neighborhood cafe or restaurant | -1 | Not or DK Internet user | -1,8 |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | No info |
| **INET2.7** | Anywhere/ everywhere | -1 | Not or DK Internet user | -1,8 |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | No info |
| **INET2.8** | At friend's or relative's | -1 | Not or DK Internet user | -1,8 |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | No info |
| **INET2.travel** | While traveling incl airport bus train car ferry | -1 | Not or DK Internet user | -1,8 |
| 0 | Not mentioned |
| 1 | Mentioned |
| **INET2.store** | Shopping mall, store | -1 | Not or DK Internet user | -1,8 |
| 0 | Not mentioned |
| 1 | Mentioned |
| **INET2.9** | Other incl church, worksource, stadium, vol location | -1 | Not or DK Internet user | -1,8 |
| 0 | Not mentioned |
| 1 | Mentioned |
| **INET2.med** | Hospital or doctor office | -1 | Not or DK Internet user | -1,8 |
| 0 | Not mentioned |
| 1 | Mentioned |
| **INET2.anywifi** | Anyplace there is wifi | -1 | Not or DK Internet user | -1,8 |
| 0 | Not mentioned |
| 1 | Mentioned |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| **INET2.other** | Other location access Internet (please specify) | string |  |  |
| **highspeed** | Internet access by DSL, cable, paid wifi, other "broadband" "high speed" | -2 | Internet user, not/ref at home | -2,-1,8 |
| -1 | No or DK Internet user |
| 0 | No highspeed mentioned |
| 1 | DSL |
| 2 | Cable |
| 3 | Paid wifi |
| 4 | Unspecified "broadband" or "high speed" |
| 5 | Cell access |
| 6 | Free wifi |
| 8 | Home Internet; no info how |
| **homenet** | Home internet access (incl non Internet users) | 0 | No |  |
| 1 | Yes |
| **dslcablewifi** | Access Internet by DSL, cable or wifi (incl non Internet users) | 0 | No |  |
| 1 | Yes |
| **dslcableallwificell** | Access Internet by DSL, cable, wifi (pd or free), cell incl non Internet users | -9 | With home access; no info on type |  |
| 0 | No |
| 1 | Yes |
| **r.INET3** | Type of home Internet access (recode) |  | No access |  |
| 1 | DSL |
| 2 | Cable |
| 3 | All wifi, cell |
| 4 | Modem |
| 5 | Other (mostly "broadband") |

| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| --- | --- | --- | --- | --- |
| **INET3** | Type of home Internet access | -9 | With home access; no info on type | -9 |
| 1 | DSL |
| 2 | Cable |
| 3 | Paid wifi |
| 4 | Free wifi |
| 5 | Cell data plan |
| 6 | Web TV |
| 7 | Modem |
| 8 | Other (mostly unspecified broadband) |
| **INET3.2** | DSL | -2 | Internet user, not/ref at home | -2,-1,8,9 |
| -1 | No or DK Internet user |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | DK |
| 9 | DK/REF |
| **INET3.3** | Cable | -2 | Internet user, not/ref at home | -2,-1,8,9 |
| -1 | No or DK Internet user |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | DK |
| 9 | DK/REF |
| **INET3.4** | Cell phone plan | -2 | Internet user, not/ref at home | -2,-1,8,9 |
| -1 | No or DK Internet user |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | DK |
| 9 | DK/REF |
| **INET3.5** | Paid wifi | -2 | Internet user, not/ref at home | -2,-1,8,9 |
| -1 | No or DK Internet user |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | DK |
| 9 | DK/REF |
| **INET3.6** | Free wifi | -2 | Internet user, not/ref at home | -2,-1,8,9 |
| -1 | No or DK Internet user |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | DK |
| 9 | DK/REF |
| **INET3.14** | Web TV | -2 | Internet user, not/ref at home | -2,-1,8,9 |
| -1 | No or DK Internet user |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | DK |
| 9 | DK/REF |
| **INET3.1** | Dial up | -2 | Internet user, not/ref at home | -2,-1,8,9 |
| -1 | No or DK Internet user |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | DK |
| 9 | DK/REF |
| **INET3.7** | Other home Internet access | -2 | Internet user, not/ref at home | -2,-1,8,9 |
| -1 | No or DK Internet user |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | DK |
| 9 | DK/REF |
| **INET3.0** | No home Internet | 1 | Don't have home Internet | 9 |
| 9 | DK/REF |
| **INET3.8** | Don't know type of home Internet | 1 | Don't know |  |
| 9 | DK/REF |
| **INET3.other** | Other home Internet (please specify) | string |  |  |

| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| --- | --- | --- | --- | --- |
| **INET3.oth#** | Other home Internet (recoded to numeric) | 2 | AOL |  |
| 3 | BROAD BAND |
| 4 | BROADBAND |
| 5 | CABLE |
| 6 | CABLE INTERNET |
| 7 | CENTURY LINK |
| 8 | CLEAR WIRE |
| 9 | CLEARWIRE COMPANY |
| 10 | COMCAST |
| 11 | DIGITAL |
| 12 | HIGH SPEED |
| 13 | HIGH SPEED BROAD BAND 30 MEGABYTE PER SECOND. |
| 14 | HIGH SPEED CABLE |
| 15 | HIGH SPEED INTERNET |
| 16 | HIGH SPEED WIRELESS |
| 17 | IT'S DONE THROUGH DISH. |
| 18 | LIVES IN A DORM AND THE UNIVERSITY PROVIDES IT. |
| 19 | QUEST |
| 20 | QWEST |
| 21 | SPEAK EASY |
| 22 | WI-FI WITH CENTURY LINK. |
| **rINET4** | What one thing would improve your Internet service the most (recode) | 1 | Speed |  |
| 2 | Price |
| 3 | Nothing |
| 4 | Other |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| **INET4** | What one thing would improve your Internet service the most? | -2 | Internet user but no/DK home access | -2,-1,8,9 |
| -1 | Not/DK Internet user |
| 1 | Speed |
| 2 | Price |
| 3 | Customer service |
| 4 | Access |
| 5 | Nothing |
| 6 | Other incl plan, provider choice, computer |
| 7 | Reliability |
| 8 | No info |
| 9 | Ref |
| **INET4.oth#** | Other "one thing to improve Internet service" (recode to numeric) | 2 | ACCESS, MY AREA HAS POOR SIGNAL. |  |
| 3 | BAD RECEPTION DUE TO AREA. |
| 4 | BETTER PRODUCT SERVICE. |
| 5 | BIGGER SCREEN |
| 6 | COMPRESS THE GRAPHICS FOR FASTER LOADING, THINGS DON'T DOWNLOAD AS FAST. |
| 7 | CONSISTENCY OF SERVICE. |
| 8 | CONTINUOUS WORKING |
| 9 | DEPENDABILITY |
| 10 | DEPENDS ON WHAT MACHINE YOU ARE USING. |
| 11 | DIFFERENT MUSIC ON DEMAND. THEY ALWAYS HAVE THE SAME STUFF. THEY ARE TOO SLOW ON THE TURNOVER. |
| 12 | DOES NOT PAY BILL |
| 13 | FIBER OPTIC LINES FOR CABLE. |
| 14 | FIBER PROVIDER TO OR FROM THE HOME, FIBER TO THE HOME. |
| 15 | GET COMPLETELY RID OF COMCAST. |
| 16 | GETTING AN ANTENNA CLOSER, THE RECEPTION IS KIND OF BAD. (W/E) NE |
| 17 | HAVING A COMPUTER WOULD HELP USE IT. |
| 18 | HAVING IT PORTABLE AND MORE GIGABYTES. (W/E) NE |
| 19 | I DON'T KNOW |
| 20 | I'D LIKE FOR IT TO CONSTANTLY WORK. |
| 21 | IF THE PHONE COMPANY WOULD UPGRADE TO FIBER OPTICS. |
| 22 | INTERNET ACCESS IN ALL HOMES IN SEATTLE. ALL HOMES ARE WIRED FOR INTERNET JUST AS THEY ARE FOR ELECTRICITY AND WATER. IT |
| 23 | IT'D BE NICE IF THE SERVICES WERE ALL TOGETHER. |
| 24 | LESS VIRUSES |
| 25 | MORE COMPETITION, WAVE THE ONLY OPERATOR IN OUR NEIGHBORHOOD, BEACON HILL. |
| 26 | MORE OPTIONS, I CAN ONLY HAVE COMCAST AND THEY ARE TERRIBLE. THEIR CUSTOMER SERVICE IS HORRIBLE. ALSO ORDER SERVICES OVE |
| 27 | MORE OPTIONS. |
| 28 | NEW COMPUTER |
| 29 | NEWER COMPUTER |
| 30 | NOT HAVING COMCAST. |
| 31 | RELIABILITY |
| 32 | RELIABILITY AND SECURITY. |
| 33 | RELIABILITY OF THE WIRELESS ROUTER. |
| 34 | SEATTLE WIDE WI-FI |
| 35 | SIGNAL STRENGTH |
| 36 | SOMETHING OTHER THAN COMCAST. |
| 37 | SOMETIMES THE INTERNET DOESN'T WORK FOR A FEW MINUTES. |
| 38 | SPEED |
| 39 | THE INTERFACE SIMPLICITY IS WHAT MATTERS TO ME. |
| 40 | TO GET RID OF THE SPAM. |
| 41 | WI-FI |
| 42 | WIRELESS ACCESS |
| **INET4OTH** | Something else? "one thing to improve Internet" (please specify) | String |  |  |

| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| --- | --- | --- | --- | --- |
| **INET5** | How important for all Seattle households to have high speed Internet access | 1 | Not at all important | 8,9 |
| 2 | Not really that important |
| 3 | Somewhat important |
| 4 | Very important |
| 8 | DK |
| 9 | DK/NA |
| **INET6** | How confident that financial transactions on the Internet are secure and private | 1 | Not at all confident | 7,8 |
| 2 | Not very confident |
| 3 | In the middle |
| 4 | Somewhat confident |
| 5 | Very confident |
| 7 | Depends/DK |
| 8 | Ref |
| **inet6whence** | Is your response based on anything you might have seen, read or heard? | string |  |  |
| **INET7.1** | Internet device is too expensive | -2 | Has home Internet access | -2,8 |
|  | Not mentioned |
| 1 | Mentioned |
| 8 | Not Internet user or no none access but no info |
| **INET7.2** | Cost of service is too much | -2 | Has home Internet access | -2,8 |
|  | Not mentioned |
| 1 | Mentioned |
| 8 | Not Internet user or no none access but no info |
| **INET7.3** | Don't want it, don't need it, don't like it | -2 | Has home Internet access | -2,8 |
|  | Not mentioned |
| 1 | Mentioned |
| 8 | Not Internet user or no none access but no info |
| **INET7.4** | Don't know how to use it | -2 | Has home Internet access | -2,8 |
|  | Not mentioned |
| 1 | Mentioned |
| 8 | Not Internet user or no none access but no info |
| **INET7.5** | Other access (cell phone) | -2 | Has home Internet access | -2,8 |
|  | Not mentioned |
| 1 | Mentioned |
| 8 | Not Internet user or no none access but no info |
| **INET7.6** | Computer-related safety/security | -2 | Has home Internet access | -2,8 |
|  | Not mentioned |
| 1 | Mentioned |
| 8 | Not Internet user or no none access but no info |
| **INET7.7** | Safety for children | -2 | Has home Internet access | -2,8 |
|  | Not mentioned |
| 1 | Mentioned |
| 8 | Not Internet user or no none access but no info |
| **INET7.8** | No device at home | -2 | Has home Internet access | -2,8 |
|  | Not mentioned |
| 1 | Mentioned |
| 8 | Not Internet user or no none access but no info |
| **INET7.9** | Problems with service | -2 | Has home Internet access | -2,8 |
|  | Not mentioned |
| 1 | Mentioned |
| 8 | Not Internet user or no none access but no info |
| **INET7.88** | Don't know reason for not using Internet | 1 | Don't know |  |
| **INET7.freewifi** | Get free wifi | 1 | Don't know |  |
| **INET7OTH** | Other reason for not having (home) Internet (please specify) | string |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| **INET7.oth#** | Other reason why not Internet at home (recode to numeric) | 2 | ALL THESE BUSINESS EVER SINCE THE RECESSION THEY WENT UP ON EVERYTHING. (W/E) EVERYBODY'S GREEDY. (W/E) EVERYBODY WANTS |  |
| 3 | ALWAYS ON THE GO. (W/E) NE |
| 4 | BECAUSE ITS NOT FREE |
| 5 | CENTURY LINK |
| 6 | COMPUTER ISN'T WORKING. |
| 7 | COMPUTER LITERATE NOT AT ALL |
| 8 | DO NOT TRUST IT. |
| 9 | DOES USE INTERNET. |
| 10 | DON'T CARE FOR IT. I AM OLDER AND JUST DON'T HAVE TO DO IT. |
| 11 | DON'T HAVE LONG DISTANCE. |
| 12 | DON'T HAVE ONE |
| 13 | DON'T HAVE TIME. |
| 14 | DON'T NEED TO USE IT |
| 15 | DON'T REALLY NEED TO |
| 16 | HAS HIS OWN TABLET AND CELLPHONE. |
| 17 | I AM TOO OLD, DON'T NEED TO. |
| 18 | I DO |
| 19 | I DON'T HAVE THE MONEY FOR IT. |
| 20 | I DON'T HAVE THE TIME. |
| 21 | I DON'T KNOW HOW TO USE THE COMPUTER. |
| 22 | I DON'T KNOW HOW TO USE THE INTERNET. |
| 23 | I DON'T SHOP ON THE INTERNET. |
| 24 | I DON'T WANT ONE. |
| 25 | I RENT PART OF THE HOUSE SO IT'S NOT MY DECISION TO HAVE IT. |
| 26 | I TRAVEL A LOT. |
| 27 | I WANTED TO GET VERIZON SERVICE BUT THIS AREA IS RESTRICTED BY COMCAST. I THINK THERE SHOULD BE NO RESTRICTION AT ALL, I |
| 28 | IT DAMAGES THE MIND OF THE YOUNG PEOPLE IF THEY WATCH IT MORE THAN FOUR HOURS. IT'S NOT RELIABLE, A HUNDRED PERCENT. |
| 29 | IT'S A TIME SUCK. |
| 30 | IT'S ADDICTIVE, EVERYONE SEEMS TO BE ABSORBED IN THE TECHNOLOGY. I NEVER MAKE EYE CONTACT WITH ANYONE BECAUSE THEY ARE A |
| 31 | JUST BECAUSE THE REST OF THE PEOPLE HAVE IT, DOESN'T MEAN I HAVE TO. |
| 32 | LIMITED INCOME |
| 33 | LIVING ON DISABILITY AND LIVING 695 DOLLARS A MONTH, MY LANDLINE TELEPHONE ASSISTANCE IS ONLY 11 DOLLARS A MONTH, I USE |
| 34 | MY CELL PHONE IS ENOUGH. |
| 35 | MY COMPUTER HAD A VIRUS AND DELETED ALL MY INFORMATION. IT HAD A BUG. |
| 36 | NO FASTER THEN SERVICE ON YOUR PHONE. |
| 37 | NO NEED |
| 38 | NO NEED AT THIS TIME |
| 39 | PHYSICAL TENSION OFF MY HANDS. |
| 40 | SECURITY PURPOSES |
| 41 | SOME PEOPLE STEAL. |
| 42 | THE DISTANCE FROM WHERE I LIVE FROM THE CENTRAL OFFICE CREATED TOO MUCH LOSS FOR SERVICE TO BE AVAILABLE. (W/E) BASICALL |
| 43 | THERE IS NO INTEREST IN THE INTERNET. |
| 44 | TOLD |
| 45 | TOO MUCH MONEY. |
| 46 | TOO MUCH PROFILING. |
| 47 | UNNECESSARY EXPENSE AND TIME CONSUMING. |
| 48 | WE LIKE TO READ AND TALK. |
| **INET8.any** | Willing to pay any amount | -2 | Have home Internet | -2 |
|  | No |
| 1 | Yes |
| **INET8** | How much if anything would you be willing to spend | 98 | Ref | 98,99 |
| 99 | DK |

**Computer use and literacy**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| **r.use1** | Health or med info (incl non Internet users) | 0 | No/not Internet user | 8 |
| 1 | Yes |
| 8 | No info |
| **r.use2** | Job or job training (incl non Internet users) | 0 | No/not Internet user | 8 |
| 1 | Yes |
| 8 | No info |
| **r.use3** | Purchase products or services (incl non Internet users) | 0 | No/not Internet user | 8 |
| 1 | Yes |
| 8 | No info |
| **r.use4** | Attend online class, meeting or webinar (incl non Internet users) | 0 | No/not Internet user | 8 |
| 1 | Yes |
| 8 | No info |
| **r.use5** | Legal or consumer rights info (incl non Internet users) | 0 | No/not Internet user | 8 |
| 1 | Yes |
| 8 | No info |
| **r.use6** | Find local school info (incl non Internet users) | 0 | No/not Internet user | 8 |
| 1 | Yes |
| 8 | No info |
| **r.use7** | Make a donation to charity online (incl non Internet users) | 0 | No/not Internet user | 8 |
| 1 | Yes |
| 8 | No info |
| **r.use8** | Look for answers to computer problems (incl non Internet users) | 0 | No/not Internet user | 8 |
| 1 | Yes |
| 8 | No info |
| **r.use9** | Work from home (incl non Internet users) | 0 | No/not Internet user | 8 |
| 1 | Yes |
| 8 | No info |
| **r.use10** | Visited SPL (incl non Internet users) | 0 | No/not Internet user | 8 |
| 1 | Yes |
| 8 | No info |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| **r.use11** | Visited SPS (incl non Internet users) | 0 | No/not Internet user | 8 |
| 1 | Yes |
| 8 | No info |
| **r.use12** | How often do you use email (incl non Internet users) | 0 | Don't have it/ don't use it/not Internet user | 8 |
| 1 | Infrequently |
| 2 | Occasionally |
| 3 | Often |
| 8 | No info |
| **r.use13** | How often do you use Facebook (incl non Internet users) | 0 | Don't have it/ don't use it/not Internet user | 8 |
| 1 | Infrequently |
| 2 | Occasionally |
| 3 | Often |
| 8 | No info |
| **r.use14** | How often do you use Twitter (incl non Internet users) | 0 | Don't have it/ don't use it/not Internet user | 8 |
| 1 | Infrequently |
| 2 | Occasionally |
| 3 | Often |
| 8 | No info |
| **r.use15** | How often do you watch TV over the Internet (incl non Internet users) | 0 | Don't have it/ don't use it/not Internet user | 8 |
| 1 | Infrequently |
| 2 | Occasionally |
| 3 | Often |
| 8 | No info |
| **r.lit1** | Searching the web (incl non Internet users) | 0 | Never done this task/not Internet user | 8 |
| 1 | Not at all comfortable |
| 5 | Very comfortable |
| 8 | No info |
| **r.lit2** | Sending and opening email (incl non Internet users) | 0 | Never done this task/not Internet user | 8 |
| 1 | Not at all comfortable |
| 5 | Very comfortable |
| 8 | No info |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| **r.lit3** | Adding an app to a smartphone or tablet (incl non mobile users) | 0 | Never done this task/not Internet user | 8 |
| 1 | Not at all comfortable |
| 5 | Very comfortable |
| 8 | No info |
| **numcompuse** | Number of uses selected (USE1 to USE15) |  |  |  |
| **USE1** | Health or med info (excl non Internet users) | -2 | Not asked, not Internet user | -2,8,9 |
| 0 | No |
| 1 | Yes |
| 8 | No info |
| 9 | REF |
| **USE2** | Job or job training (excl non Internet users) | -2 | Not asked, not Internet user | -2,8,9 |
| 0 | No |
| 1 | Yes |
| 8 | No info |
| 9 | REF |
| **USE3** | Purchase products or services (excl non Internet users) | -2 | Not asked, not Internet user | -2,8,9 |
| 0 | No |
| 1 | Yes |
| 8 | No info |
| 9 | REF |
| **USE4** | Attend online class, meeting or webinar (excl non Internet users) | -2 | Not asked, not Internet user | -2,8,9 |
| 0 | No |
| 1 | Yes |
| 8 | No info |
| 9 | REF |
| **USE5** | Legal or consumer rights info (excl non Internet users) | -2 | Not asked, not Internet user | -2,8,9 |
| 0 | No |
| 1 | Yes |
| 8 | No info |
| 9 | REF |

| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| --- | --- | --- | --- | --- |
| **USE6** | Find local school info (excl non Internet users) | -2 | Not asked, not Internet user | -2,8,9 |
| 0 | No |
| 1 | Yes |
| 8 | No info |
| 9 | REF |
| **USE7** | Make donation to charity online (excl non Internet users) | -2 | Not asked, not Internet user | -2,8,9 |
| 0 | No |
| 1 | Yes |
| 8 | No info |
| 9 | REF |
| **USE8** | Look for answers to computer probs (excl non Internet users) | -2 | Not asked, not Internet user | -2,8,9 |
| 0 | No |
| 1 | Yes |
| 8 | No info |
| 9 | REF |
| **USE9** | Work from home (excl non Internet users) | -2 | Not asked, not Internet user | -2,8,9 |
| 0 | No |
| 1 | Yes |
| 8 | No info |
| 9 | REF |
| **USE10** | Visited SPL (excl non Internet users) | -2 | Not asked, not Internet user | -2,8,9 |
| 0 | No |
| 1 | Yes |
| 8 | No info |
| 9 | REF |
| **USE11** | Visited SPS (excl non Internet users) | -2 | Not asked, not Internet user | -2,8,9 |
| 0 | No |
| 1 | Yes |
| 8 | No info |
| 9 | REF |
| **O.usesellgoods** | sells goods or services online | 0 | Not selected |  |
| 1 | Sell goods or services online |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| **O.usepostvid** | Post a video on YouTube or elsewhere | 0 | Not selected |  |
| 1 | Post a video on YouTube or elsewhere on the web |
| **O.usepodcast** | Download a podcast | 0 | Not selected |  |
|  |  | 1 | Download a podcast |
| **O.usenone** | None of these uses | 0 | Not selected |  |
|  |  | 1 | None of these |
| **O.otheruse** | Other (please specify) | string |  |  |
| **use12** | How often do you use email (excl non Internet users) | 0 | Don't have it/ don't use it | -2,8,9 |
| 1 | Infrequently |
| 2 | Occasionally |
| 3 | Often |
| 9 | REF |
| -2 | Not asked, not Internet user |
| 8 | No info |
| **use13** | How often do you use Facebook (excl non Internet users) | 0 | Don't have it/ don't use it | -2,8,9 |
| 1 | Infrequently |
| 2 | Occasionally |
| 3 | Often |
| 9 | REF |
| -2 | Not asked, not Internet user |
| 8 | No info |
| **use14** | How often do you use Twitter (excl non Internet users) | 0 | Don't have it/ don't use it | -2,8,9 |
| 1 | Infrequently |
| 2 | Occasionally |
| 3 | Often |
| 9 | REF |
| -2 | Not asked, not Internet user |
| 8 | No info |
| **othersocnw** | Other social networking service (please specify) | string |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| **use15** | How often do you watch TV over the Internet | 0 | Don't have it/ don't use it | -2,8,9 |
| 1 | Infrequently |
| 2 | Occasionally |
| 3 | Often |
| 9 | REF |
| -2 | Not asked, not Internet user |
| 8 | No info |
| **LIT1** | Searching the web (excl non Internet users) | -2 | Not asked, not Internet user | -2,9,-1,8 |
| 0 | Never done this task |
| 1 | Not at all comfortable |
| 5 | Very comfortable |
| 9 | REF |
| -1 | Not Internet user |
| 8 | No info |
| **LIT2** | Sending and opening email (excl non Internet users) | -2 | Not asked, not Internet user | -2,9,-1,8 |
| 0 | Never done this task |
| 1 | Not at all comfortable |
| 5 | Very comfortable |
| 9 | REF |
| -1 | Not Internet user |
| 8 | No info |
| **LIT3** | Adding an app to smartphone or tablet (excl non mobile users) | -2 | Not asked, not Internet user | -2,9,-1,8 |
| 0 | Never done this task |
| 1 | Not at all comfortable |
| 5 | Very comfortable |
| 9 | REF |
| -1 | Not Internet user |
| 8 | No info |

**High speed Internet questions**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| **numhsapps** | Number of HS apps identified |  |  |  |
| **HS1** | Interested in things that could be done with super high speed Internet | -9 | Not internet user | -9,8,9 |
| 0 | No |
| 1 | Yes |
| 8 | DK |
| 9 | No info |
| **HS2.1** | Medical appointments | -1 | Not Internet user or not interested, dk ref HS | -1,8 |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | No info |
| **HS2.2** | Interactive classes or job training | -1 | Not Internet user or not interested, dk ref HS | -1,8 |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | No info |
| **HS2.3** | Working in a group | -1 | Not Internet user or not interested, dk ref HS | -1,8 |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | No info |
| **HS2.4** | Participating in community meetings | -1 | Not Internet user or not interested, dk ref HS | -1,8 |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | No info |
| **HS2.5** | Monitoring home | -1 | Not Internet user or not interested, dk ref HS | -1,8 |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | No info |
| **HS2.6** | Running programs from the Internet | -1 | Not Internet user or not interested, dk ref HS | -1,8 |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | No info |

| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| --- | --- | --- | --- | --- |
| **HS2.7** | Backing up files | -1 | Not Internet user or not interested, dk ref HS | -1,8 |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | No info |
| **HS2.9** | None of these things | -1 | Not Internet user or not interested, dk ref HS | -1,8 |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | No info |
| **HS2.88** | Don't know what HS apps would be of interest | 1 | Don't know |  |
| **HS2.other** | Other HS apps (please specify) | string |  |  |
| **HS2.oth#** | Other HS apps (please specify) (recode to numeric) | 2 | ACCESS MEDICAL INFORMATION. |  |
| 3 | COMMUNITY MEETINGS SUCH AS COUNSELING. |
| 4 | DISTANCE LEARNING |
| 5 | EVERYTHING ABOVE, I DO ALL THOSE THINGS. |
| 6 | GETTING SERVICES AND INFORMATION. JUST LOOKING AT COMMUNITY ACTIVITIES. |
| 7 | INCREASING SPEED AND IMPROVING DESK TO CAPABILITIES. (W/E) NE |
| 8 | ONLINE GAMING |
| 9 | ONLINE MEETINGS FOR WORK. |
| 10 | ONLINE STREAMING |
| 11 | PORNOGRAPHY |
| 12 | PURCHASES AND LOOKING UP DESTINATIONS. |
| 13 | RELIABLE |
| 14 | RESEARCH, EMAIL |
| 15 | SHOPPING AND PAYING BILLS. |
| 16 | SPEED |
| 17 | STATUS INFORMATION, TRANSPORTATION |
| 18 | STREAMING MOVIES |
| 19 | WATCHING VIDEOS |
| 20 | WORKING FROM HOME AND ENTERTAINMENT. |
| 21 | WORKING FROM HOME AND WATCHING MOVIES AND VIDEOS. |
| **HS2.oth1** | Looking up information and service | -1 | Not Internet user or not interested, dk ref HS | -1,8 |
| 0 | Not mentioned as "other" |
| 1 | Mentioned as "other" |
| 8 | DK/REF |
| **HS2.oth2** | Improving Internet performance | -1 | Not Internet user or not interested, dk ref HS | -1,8 |
| 0 | Not mentioned as "other" |
| 1 | Mentioned as "other" |
| 8 | DK/REF |
| **HS2.oth3** | Gaming and streaming video content | -1 | Not Internet user or not interested, dk ref HS | -1,8 |
| 0 | Not mentioned as "other" |
| 1 | Mentioned as "other" |
| 8 | DK/REF |
| **HS3.1** | Cost | -1 | Not Internet user or not interested, dk ref HS | -1,8,9 |
| 0 | Not mentioned as "other" |
| 1 | Mentioned as "other" |
| 8 | No info |
| 9 | Ref |
| **HS3.2** | Security and privacy | -1 | Not Internet user or not interested, dk ref HS | -1,8,9 |
| 0 | Not mentioned as "other" |
| 1 | Mentioned as "other" |
| 8 | No info |
| 9 | Ref |
| **HS3.3** | Importance of personal contact | -1 | Not Internet user or not interested, dk ref HS | -1,8,9 |
| 0 | Not mentioned as "other" |
| 1 | Mentioned as "other" |
| 8 | No info |
| 9 | Ref |
| **HS3.5** | Would need extra equipment | -1 | Not Internet user or not interested, dk ref HS | -1,8,9 |
| 0 | Not mentioned as "other" |
| 1 | Mentioned as "other" |
| 8 | No info |
| 9 | Ref |

| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| --- | --- | --- | --- | --- |
| **HS3.4** | Current speed is good enough | -1 | Not Internet user or not interested, dk ref HS | -1,8,9 |
| 0 | Not mentioned as "other" |
| 1 | Mentioned as "other" |
| 8 | No info |
| 9 | Ref |
| **HS3.6** | Difficult to use, need support | -1 | Not Internet user or not interested, dk ref HS | -1,8,9 |
| 0 | Not mentioned as "other" |
| 1 | Mentioned as "other" |
| 8 | No info |
| 9 | Ref |
| **HS3.0** | No concern | -1 | Not Internet user or not interested, dk ref HS | -1,8,9 |
| 0 | Not mentioned as "other" |
| 1 | Mentioned as "other" |
| 8 | No info |
| 9 | Ref |
| **HS3.other** | Other concern (please specify) | string |  |  |
| **hsgoodenuf** | Internet is currently good enough/ fast enough | -1 | Not Internet user or not interested, dk ref HS | -1,8,9 |
| 0 | Not mentioned as "other" |
| 1 | Mentioned as "other" |
| 8 | No info |
| 9 | Ref |
| **hsfastenuf** | Concern that it would actually be fast enough | -1 | Not Internet user or not interested, dk ref HS | -1,8,9 |
| 0 | Not mentioned as "other" |
| 1 | Mentioned as "other" |
| 8 | No info |
| 9 | Ref |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| **HS3.oth#** | Other concerns about HS service (please specify) (recode to numeric) | 2 | AVAILABILITY |  |
| 3 | BROAD SPACES |
| 4 | COMPUTER WOULD FREEZE OR GET A VIRUS. |
| 5 | CONCERNED THAT THE CITY WOULD BE HELD ACCOUNTABLE OR THAT PEOPLE WOULD BE USING IT FOR OTHER THINGS. |
| 6 | CONDUCTIVITY |
| 7 | CONSTANT CHANGES |
| 8 | COST |
| 9 | CUSTOMER SERVICE AND PREPARED. |
| 10 | DEPENDENT ON THE INTERNET. WHEN THE INTERNET CRASHES WOULD BE LOST. |
| 11 | DEPENDS ON HOW THE INTERNET WORKS FOR CERTAIN COMPUTERS. |
| 12 | DOCTOR APPOINTMENTS THINGS BEING OVERLOOKED. |
| 13 | DOESN'T INTEREST ME. |
| 14 | GETTING TRAINING ON IT AND IF I WOULD BE USING IT OFTEN. |
| 15 | HACKERS |
| 16 | HACKERS AND RELIABILITIES. |
| 17 | HAVING SOMEONE HELP SET IT UP AND TECHNICAL SUPPORT. |
| 18 | HAVING THE WEBSITES WORK PROPERLY IS THE MOST CRUCIAL ASPECT. (W/E) NE |
| 19 | HOW ARE THEY GOING TO DO THIS. |
| 20 | HOW HARD IT WOULD BE. |
| 21 | HOW MUCH SPAM WOULD COME THROUGH. |
| 22 | HOW WOULD IT BE BILLED. |
| 23 | I BELIEVE THAT THERE WOULD BE TOO MANY FREQUENCY IN THE AIR, LIKE CELL PHONE TOWERS DO. IT WOULD BE HARMFUL TO US. |
| 24 | I DON'T HAVE ANY CONCERNS |
| 25 | I HAVE HAD IDENTITY THEFT, WORRIED ABOUT HOW THEY GOT THE INFORMATION AND WHAT THEY ARE GOING TO DO WITH IT. |
| 26 | I MIGHT LOOK UP MEDICAL INFORMATION ON THE INTERNET BUT NOT SCHEDULE AN APPOINTMENT. |
| 27 | I WOULD BE CONCERNED ABOUT POTENTIAL SERVICE INTERRUPTIONS. (W/E) NE |
| 28 | I WOULD BE OK WITH THE DOCTORS AND JOB TRAINING, I WOULD ALSO BE COMFORTABLE WITH COMMUNITY MEETINGS. |
| 29 | I WOULD MAKE DECREASE REAL INTERACTIONS WITH REAL PEOPLE. |
| 30 | I WOULDN'T DO THESE KINDS OF MEETINGS, I WOULD MEET THEM IN PERSON. I WOULD MEET OTHER PEOPLE IN PERSON. |
| 31 | I'M OLD AND I DON'T LIKE CHANGES. |
| 32 | IDENTITY THEFT AND SECURITY OF PERSONAL INFORMATION. |
| 33 | IF THE INTERNET BRAKES DOWN TOO MANY, IF THE HIGH SPEED STOPS WORKING YOU STOP FUNCTIONING. |
| 34 | IN PERSON |
| 35 | INTERNET CONNECTION, IF THEY LOST THE CONNECTION. INCOMPATIBILITY IF TRYING TO DO A THING OR CLASS. IF SOMEONE ELSE DOES |
| 36 | INTERNET IS WORKING PROPERLY. |
| 37 | INTERRUPTED CONNECTION |
| 38 | IT INTERFERES WITH YOUR RETIREMENT LIFESTYLE. |
| 39 | IT WOULD BE THE UPLOAD. (W/E) NE |
| 40 | IT WOULD DEPEND ON THE PROBLEM. FOR A DOCTOR, BETTER TO GO IN PERSON. |
| 41 | JUST NO INTEREST IN IT AT MY AGE, 89 YEARS OLD. |
| 42 | LACK OF ACCOUNTABILITY IN A COMMUNITY MEETING SESSION. |
| 43 | LIABILITY, SECURITY |
| 44 | LOSE ALL THE INFORMATION AND CAN'T GET ONLINE. |
| 45 | MAJOR PROBLEM AND SHUT DOWN COMPLETELY. |
| 46 | MAKE SURE THAT SPEED WAS FAST ENOUGH. |
| 47 | MAKING SURE IT'S FAST ENOUGH. |
| 48 | MEDICAL APPOINTMENT |
| 49 | MY CONCERN WOULD BE THE CITY PAYING FOR SUCH INTERNET SERVICES. |
| 50 | NEVER LEAVING MY HOUSE. |
| 51 | NO INTEREST |
| 52 | NOT ENOUGH PRIVACY |
| 53 | NOT HAVING ANY GLITCHES OR PROBLEMS WITH IT. (W/E) NE |
| 54 | OVERALL SPEED FROM OVER GROWTH. |
| 55 | PEOPLE LOOSE THEIR COMMUNICATION SKILLS WHEN THEY START USING THE INTERNET. |
| 56 | PEOPLE WHO COULD MESS UP YOUR INTERNET, SUCH AS VIRUSES. (W/E) NE |
| 57 | PEOPLE WOULD WASTE ENDLESS LOOKING AT PORN AND NETFLIX. |
| 58 | POLITICS |
| 59 | PRIVACY |
| 60 | RELIABILITY |
| 61 | RELIABILITY AND SECURITY. |
| 62 | RELIABILITY HAS TO BE ROBUST. |
| 63 | RELIABILITY OF IT, LIKE THE SYSTEM GOING DOWN. |
| 64 | RELIABILITY, AVAILABILITY AND CUSTOMER SERVICE. |
| 65 | RELIABILITY, COST |
| 66 | RELIABILITY, HACKERS. |
| 67 | RELIABILITY, WHAT IF THE SERVICE BREAKS DOWN. |
|  |  | 68 | RELIABLE |  |
| 69 | SCAMMING |
| 70 | SERVICE OUTAGES. |
| 71 | SOME THINGS ARE BETTER FACE TO FACE. |
| 72 | SPAM |
| 73 | SPEED |
| 74 | THAT IT WOULD BE CONTINUOUSLY UP AND RUNNING AND COMPETITIVE WITH OTHER PROVIDERS OR SAME COST RATIO. |
| 75 | THE CONFIDENCE OF THE PEOPLE WHO RUN THE SERVER FOR THE CITY. (W/E) NE |
| 76 | THE HUMAN FACTOR ON THE OTHER END. DOCTORS' AND DENTISTS' OFFICES ARE NOT SET UP TO DO BUSINESS THAT WAY NOR TO ANSWER I |
| 77 | THE MAINTENANCE |
| 78 | THE USE OF MULTIPLE DEVICES |
| 79 | THERE ARE A LOT OF OCCASIONS, YOU ARE CUT OFF FROM PEOPLE AS IT IS. |
| 80 | THERE'S A LACK OF COMMUNICATION OF HUMAN INTERACTING. |
| 81 | WANT IT FASTER. |
| 82 | WE WOULDN'T HAVE THAT MUCH NEED TO IT. |
| 83 | WHERE WOULD FILES BE STORED. |
| 84 | WOULD BE AFRAID OF LOSING CONNECTION. |
| **HS3.oth1** | Become too dependent on Internet | -1 | Not Internet user | -1,8,9 |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | DK/REF |
| 9 | Ref |
| **HS3.oth2** | Concern unrelated to high speed service | -1 | Not Internet user | -1,8,9 |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | DK/REF |
| 9 | Ref |
| **HS3.oth3** | Concerns related to being a city service | -1 | Not Internet user | -1,8,9 |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | DK/REF |
| 9 | Ref |
| **HS3.oth4** | Accessibility and reliability | -1 | Not Internet user | -1,8,9 |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | DK/REF |
| 9 | Ref |
| **HS3.oth5** | Personal reasons, such as being too old | -1 | Not Internet user | -1,8,9 |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | DK/REF |
| 9 | Ref |

**Cable service question**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| **CABLE1** | Satisfaction with the customer service from cable company | 1 | Very dissatisfied | 7,8,-9,0,9 |
| 2 | Dissatisfied |
| 3 | Satisfied |
| 4 | Very satisfied |
| 7 | NA |
| 8 | DK |
| -9 | No or DK cable |
| 0 | Don't watch |
| 9 | No info/NA/DK |
| **CABLE2** | Satisfaction with types and variety of programs and channels on cable | 1 | Very dissatisfied | 7,8,-9,0,9 |
| 2 | Dissatisfied |
| 3 | Satisfied |
| 4 | Very satisfied |
| 7 | NA |
| 8 | DK |
| -9 | No or DK cable |
| 0 | Don't watch |
| 9 | No info/NA/DK |
| **CABLE3.1** | Cable TV went out - picture, sound, both | -1 | No cable | -1,8 |
| 0 | No |
| 1 | Yes |
| 8 | DK/REF |
| **CABLE3.2** | Internet service too slow or went out | -1 | No cable | -1,8 |
| 0 | No |
| 1 | Yes |
| 8 | DK/REF |
| **CABLE3.3** | Wait too long to reach company on phone | -1 | No cable | -1,8 |
| 0 | No |
| 1 | Yes |
| 8 | DK/REF |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| **CABLE3.4** | Billing problems | -1 | No cable | -1,8 |
| 0 | No |
| 1 | Yes |
| 8 | DK/REF |
| **CABLE3.14** | Don't know about problems with cable company | 1 | Don't know |  |
| **CABLE3OTH** | Other problem with cable service (please specify) | string |  |  |
| **CABLE3.OTH#** | Other problem with cable service (recoded to numeric) | 2 | A CHANGE IN LINE UP, LOST OF CHANNELS THAT YOU USE TO HAVE THAT THEY NOW MAKE YOU PAY FOR. |  |
| 3 | A LOT OF CHANNELS THAT YOU ARE PAYING FOR BUT DON'T WATCH. |
| 4 | ABANDONED PRODUCTION |
| 5 | ALL OF THE ABOVE |
| 6 | AT SOME POINT OR ANOTHER. |
| 7 | BILLS ARE TOO HIGH. |
| 8 | CAN'T GO BEYOND CHANNEL 38. CUSTOMER HAS POOR FREQUENCY ACCORDING TO PROVIDER. |
| 9 | CAN'T PICK AND CHOOSE STATIONS. |
| 10 | CHANGE TO PORTS TO INTERNET AND WAITED A MONTH TO TELL YOU. |
| 11 | CHANNEL 74 USED TO HAVE A LIST OF PROGRAMS AND NOW I CAN'T FIND ANYTHING AT ALL AND TV GUIDE DOESN'T FILL THE GAP. |
| 12 | CHARGE TOO MUCH. |
| 13 | COMCAST PRICES ARE TOO HIGH. |
| 14 | COST |
| 15 | COST TOO MUCH |
| 16 | CUSTOMER SERVICE IS GREAT. |
| 17 | DIFFICULTY SETTING UP. |
| 18 | DISSATISFIED WITH BUNDLING. |
| 19 | DON'T LIKE BILLING STRUCTURE, WOULD LIKE TO PICK OWN PACKAGE. |
| 20 | EQUIPMENT IS NOT ADORABLE AS IT USED TO BE. |
| 21 | EXPENSE |
| 22 | EXTREME COST |
| 23 | FALSE ADVERTISING HAS HAPPENED. POORLY EXPLAINING THINGS TO CONSUMER. (W/E) NE |
| 24 | FORCE YOU TO TAKE A LOT OF CHANNELS YOU DON'T WANT, AND CHARGE YOU TOO MUCH FOR TOO LITTLE CHANNELS. |
| 25 | FRUSTRATION WITH THE CUSTOMER SERVICE. |
| 26 | GENERALLY ANNOYING AND BEING RESPONSIVE. I FIND THEM FRUSTRATING TO DEAL WITH. THEIR PRICING STRUCTURE IS NOT EQUITABLE. |
| 27 | GOES OUT ONCE IN A WHILE. |
| 28 | HIGH FEES, VERY COSTLY TO WHAT WE GET COMPARED TO OTHER CITIES WE HAVE BEEN IN. |
| 29 | HIGH SPEED WOULD DROP OFF. HAPPY NOW WITH SERVICE SWITCH. NEED TO UPGRADE BUILDING. |
| 30 | HOW IT TURNS INTO A CHECKER BOARD. (W/E) NE |
| 31 | I DON'T KNOW |
| 32 | I HAVE A REMOTE I CAN'T GET REPLACED. THEY TELL ME IT'S 5 MINUTES AWAY AND I DON'T DRIVE. I TAKE THE BUS AND IT'S VERY I |
| 33 | I WENT TO THE STORE AND THE LINE WAS AMAZING, IN WAS ABOUT TWENTY MINUTES. |
| 34 | I WISH THERE WERE MORE WAYS TO BLOCK CHANNELS THAT APPEAR IN MY GUIDE LIKE SPORTS AND REALITY SHOWS. (W/E) THERE IS NO O |
| 35 | I'M TIRED OF THEM UPPING THE PRICE AND NOT LETTING US KNOW. |
| 36 | I'VE HAD CABLE FOR THREE YEARS AND IT STILL DOESN'T WORK RIGHT AND THE BILL KEEPS GOING UP. |
| 37 | INABILITY TO BUY SPECIFIC CHANNELS. |
| 38 | INEFFECTIVE EQUIPMENT |
| 39 | INSTANT CHAT ON THE WEBSITE TOOK WAY TOO LONG. |
| 40 | IT COSTS TOO MUCH. |
| 41 | IT'S EXPENSIVE. |
| 42 | IT'S GONE OUT ONCE IN AWHILE, NOT MUCH OF A PROBLEM, RELIABILITY, SUITABLE FOR LIFE SUPPORT CHANNELS AND LESS RELIABLE. |
| 43 | IT'S OVER PRICED. |
| 44 | IT'S TOO EXPENSIVE I CAN'T AFFORD IT. EVERYTHING IS FINE, I JUST CAN'T AFFORD IT. |
| 45 | IT'S TOO EXPENSIVE. |
| 46 | JUST THE SWITCH OVER WHEN EVERYTHING WENT DIGITAL. |
| 47 | LOSE SERVICE WHEN THEY HAVE A BROADCAST GO OFF AND I HAD TO HAVE THEM RESET IT ALL THE TIME. |
| 48 | MISS INFORMATION FROM THE TEXT ON THE PHONE. |
| 49 | MISSED SERVICE CALLS. |
| 50 | MY PHONE KEEPS GOING OUT, MY CABLE KEEPS GOING OUT. |
| 51 | NEEDED TECHNICAL SUPPORT, BUT COULDN'T GET IT UNLESS I PAID A LOT MORE MONEY. |
| 52 | NO NOTIFICATION WHEN THEY HAVE NETWORK UPGRADES OR MAINTENANCE WORK. |
| 53 | NONE |
| 54 | ONCE A YEAR OR YEAR AND A HALF THE INTERNET GOES OUT TO WHERE THEY HAVE TO SEND SOMEONE OUT. |
| 55 | OUR SERVICE HAS SLOWED DOWN FOR NO REASON, AND MY WIFE CALLED AND SHE TALKED TO SOMEONE IN THE PHILIPPINES. WE WANTED TO |
| 56 | POOR CUSTOMER SERVICE. |
| 57 | PRICE COST |
| 58 | PRICE IS VERY HIGH. |
| 59 | PRICE JUMPS ONCE A YEAR. |
| 60 | PRICE SEEMS TO GO UP. |
| 61 | PRICING, PAY SO MUCH FOR NOT ENOUGH OFFERS AND MAKES YOU DO BUNDLES. |
| 62 | RAISE PRICE WITHOUT TELLING ME. |
| 63 | RAISING YOUR BILL 3 DOLLARS EVERY 6 MONTHS. |
| 64 | RECEPTION WITH DIGITAL SIGNAL DUE TO BUILDING. |
| 65 | SCHEDULE WORK AT SHOW UP LATE. |
| 66 | SCREEN GETS JUMBLY ESPECIALLY WHEN YOU RECORD SHOWS AND WATCH THEM. |
| 67 | SLOW AT DIAGNOSING THE PROBLEM. (W/E) NE |
| 68 | SLOW INTERNET, PAYING FOR CHANNELS YOU WOULDN'T WANT TO PAY FOR. |
| 69 | SOMEONE COMES OUT AND REFUSED TO FIX THINGS THEY WERE SUPPOSE TO FIX. |
| 70 | SOMETIMES IT TAKES SOMEONE OUT HERE FOR AN APPOINTMENT. |
| 71 | TECHNOLOGY DOESN'T WORK THAT GOOD. |
| 72 | THE BUNDLING IS TOO EXPENSIVE. |
| 73 | THE COMPLICATED INTERACTION BETWEEN PHONES, APPLE TV, TV AND COMPUTER. YOU KNOW SORT OF INTEGRATING MULTIPLE DEVICES WIT |
| 74 | THE COST |
| 75 | THE COST, IT'S A MONOPOLY AND I DON'T REALLY HAVE A CHOICE OF CABLE PROVIDERS. |
| 76 | THE COST. |
| 77 | THE DIGITAL CHANNEL TAKES AWHILE TO POP UP, TOO MANY CHANNELS AND IT'S HARD TO REMEMBER WHAT CHANNELS I LIKE. |
| 78 | THE PRICE FOR EXPAND AND BASIC CABLE FOR COMCAST. |
| 79 | THE PRICE IS SLOWLY INCHING UP MORE AND MORE. |
| 80 | THE PRICE IS TOO HIGH. |
| 81 | THE PRICE OF MY CABLE HAS GONE UP. |
| 82 | THERE IS AN ISSUE THAT CERTAIN CHANNELS WOULD GO OUT AND THEY CAN'T SEEM TO GET IT RIGHT. NEED COMPETITION. (W/E) NE |
| 83 | THERE'S ONE CHANNEL WE WANT TO WATCH BUT WE HAVE TO PAY FOR ALL THE OTHER ONES. I WISH AS A CONSUMER WE COULD JUST PICK |
| 84 | THEY ARE CHARGING ME TOO MUCH FOR THE SERVICES I AM RECEIVING. (W/E) I DON'T LIKE THAT EVERY 6 MONTHS I HAVE TO THREATEN |
| 85 | THEY DON'T RESOLVE ANYTHING, BECAUSE LACK OF EFFICIENCY. |
| 86 | THEY JUST CHARGE TOO MUCH. |
| 87 | TOO EXPENSIVE |
| 88 | TOO EXPENSIVE. |
| 89 | TOO MANY DIFFERENT GROUPS TO TALK TO OR UNDERSTAND AND EXPLAIN THINGS AT MY LEVEL TECHNOLOGY COST AND SERVICE KNOWLEDGE. |
| 90 | TRYING TO GET SERVICE CHANGED RIGHT NOW. HAVE DONE PHONE CALLS, EMAIL ONLINE AND THEY SAY THEY ARE GOING TO COME THROUGH |
| 91 | TRYING TO GET THROUGH TO CUSTOMER SERVICE. BEING PUT ON HOLD FOR LONG PERIODS OF TIMES. |
| 92 | VARIETY CHANNELS, PEOPLE SHOULD BE ABLE TO CHOOSE THEIR CHANNELS. (W/E) NE |
| 93 | VERY BAD RECEPTION AND GETTING THEM TO GET SOMETHING DONE. |
| 94 | VERY DIFFICULT TO GET EQUIPMENT REPAIRED FOR THE INTERNET. (W/E) SUCH AS MODEM AND CABLE BOX NEEDING REPLACED. (W/E) NE |
| 95 | WANTED TO REBOOT AND THEN TRIED TO SELL ME SOMETHING. WANTED ME TO UPGRADE, HAD ERROR MESSAGES. |
| 96 | WAY OVER CHARGED FOR WHAT YOU GET. |
| 97 | WE KEEP WANTING TO UPGRADE SERVICE AND WE HAVE TO KEEP ADDING BOXES AND CALL THEM BACK AND GIVE THEM NUMBER TO MY BOX AN |
| 98 | WE'VE HAD A 10 YEARS PROBLEM WITH SIGNAL STRENGTH. |
| 99 | WHEN I DO GET IN TOUCH WITH A CUSTOMER SERVICE PERSON THEY'RE USUALLY HORRIBLE AT GETTING MY PROBLEM FIXED. LACK OF COMP |
| 100 | YOU CAN'T USE A REGULAR RECORDER. |
| 101 | YOU HAVE TO BUNDLE, SO YOU'RE FORCED TO GET A WHOLE BUNCH OF THINGS YOU DON'T REALLY NEED. |
| **CABLE3.OTH1** | Have to pay for unwanted channels | -1 | No cable | -1 |
|  | No |
| 1 | Yes |
| **CABLE3.OTH2** | Rates for cable service | -1 | No cable | -1,8 |
| 0 | No |
| 1 | Yes |
| 8 | DK/REF |
| **CABLE3.OTH3** | Not notified to changes in service or price | -1 | No cable | -1,8 |
| 0 | No |
| 1 | Yes |
| 8 | DK/REF |
| **CABLE3.OTH4** | Problem with installation or other service call | -1 | No cable | -1,8 |
| 0 | No |
| 1 | Yes |
| 8 | DK/REF |

| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| --- | --- | --- | --- | --- |
| **CABLE3.OTH5** | Problems with customer service or tech support | -1 | No cable | -1,8 |
| 0 | No |
| 1 | Yes |
| 8 | DK/REF |
| **CABLE3.0** | No problems with cable service | -1 | No cable | -1,8 |
| 0 | No |
| 1 | Yes |
| 8 | DK/REF |
| **CABLE4** | Rates paid for cable service are... | -9 | No or DK cable | -9,7,8,-1,9 |
| 1 | A bargain |
| 2 | Priced about right |
| 3 | Somewhat too expensive |
| 4 | Very much too expensive |
| 7 | NA |
| 8 | DK |
| -1 | No cable service |
| 9 | No info/NA/DK |
| **CABLE5** | Types of television shows wanted (please specify) | string |  |  |
| **CAB.quote** | quotable comment about cable programming | 0 | Not mentioned or selected |  |
| 1 | Mentioned or selected |
| **CAB.local** | Local events and stories, government | 0 | Not mentioned or selected |  |
| 1 | Mentioned or selected |
| **CAB.educ** | Educational | 0 | Not mentioned or selected |  |
| 1 | Mentioned or selected |
| **CAB.arts** | Arts and culture | 0 | Not mentioned or selected |  |
| 1 | Mentioned or selected |
| **CAB.env** | Environment, nature | 0 | Not mentioned or selected |  |
| 1 | Mentioned or selected |
| **CAB.diverse** | Diverse ethnic and language programs, international | 0 | Not mentioned or selected |  |
| 1 | Mentioned or selected |
| **CAB.fam** | Family/children's programming | 0 | Not mentioned or selected |  |
| 1 | Mentioned or selected |
| **CAB.news** | News services, international news | 0 | Not mentioned or selected |  |
| 1 | Mentioned or selected |
| **CAB.cn** | Programs from Canada | 0 | Not mentioned or selected |  |
| 1 | Mentioned or selected |
| **CAB.none** | None | 0 | Not mentioned or selected |  |
| 1 | Mentioned or selected |
| **CAB.dk** | DK | 0 | Not mentioned or selected |  |
| 1 | Mentioned or selected |
| **CAB.na** | Don't watch TV/NA | 0 | Not mentioned or selected |  |
| 1 | Mentioned or selected |
| **CAB.movies** | More movies (specific genre) | 0 | Not mentioned or selected |  |
| 1 | Mentioned or selected |
| **CAB.noads** | Fewer commercials | 0 | Not mentioned or selected |  |
| 1 | Mentioned or selected |
| **CAB.sci** | Popular science, science | 0 | Not mentioned or selected |  |
| 1 | Mentioned or selected |
| **CAB.travel** | Travel | 0 | Not mentioned or selected |  |
|  |  | 1 | Mentioned or selected |
| **CAB.lifestyle** | Lifestyle (home, garden, health, cooking, garden, decorating, yoga) | 0 | Not mentioned or selected |  |
| 1 | Mentioned or selected |
| **CAB.doc** | Documentary | 0 | Not mentioned or selected |  |
| 1 | Mentioned or selected |
| **CAB.sports** | Sports | 0 | Not mentioned or selected |  |
| 1 | Mentioned or selected |
| **CAB.hx** | History | 0 | Not mentioned or selected |  |
| 1 | Mentioned or selected |
| **CAB.specific** | Specific programs or channels | 0 | Not mentioned or selected |  |
| 1 | Mentioned or selected |
| **CAB.relig** | Religious | 0 | Not mentioned or selected |  |
| 1 | Mentioned or selected |
| **CAB.pbs** | PBS-like | 0 | Not mentioned or selected |  |
| 1 | Mentioned or selected |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| **CAB.comedy** | Comedy, sitcom | 0 | Not mentioned or selected |  |
| 1 | Mentioned or selected |
| **CAB.drama** | Drama, action | 0 | Not mentioned or selected |  |
| 1 | Mentioned or selected |
| **CABLE6** | Aware of Cable Office | -1 | No cable service | -1,8 |
| 0 | No |
| 1 | Yes |
| 8 | DK |
| **CABLE7** | Aware of basic cable price | -1 | No cable service | -1,8 |
| 0 | No |
| 1 | Yes |
| 8 | DK |
| **CABLE8** | What one thing would improve your cable TV service | -1 | No cable | -1,8,9 |
| 0 | Nothing at all |
| 1 | Price |
| 2 | Program choices |
| 3 | Customer service |
| 4 | Other |
| 5 | Choice - provider, programs, services |
| 6 | Reliability |
| 7 | Equipment issue |
| 8 | DK |
| 9 | No info |
| **CABLE8OTH** | Other thing that would improve cable TV service (please specify) | String |  |  |
| **CABLE8.oth#** | Other thing that would improve cable TV service (please specify) (recoded to numeric) | 2 | A PACKAGE THAT WOULD LET YOU DO PHONE AND INTERNET WITHOUT ALSO PAYING FOR CABLE TV. |  |
| 3 | BETTER RELIABILITY. |
| 4 | CHOOSING THE CHANNELS I WANT. |
| 5 | COMPATIBILITY WITH THIRD PARTY PRODUCTS TIVO. |
| 6 | CONNECTIVITY AND SPEED. |
| 7 | EQUIPMENT CHOICES. |
| 8 | FUNCTIONALITY OF THE CABLE BOX HDMI NOT RELIABLE, ETC. |
| 9 | GET RID OF COMCAST. |
| 10 | GET RID OF THE ADD ON BOXES. |
| 11 | GETTING RID OF THOSE BLACK BOXES THAT WAY WE CAN WATCH T.V. LIKE WE USED TO. |
| 12 | GETTING THE INTERNAL BUILDING EQUIPMENT UPGRADED. |
| 13 | HAVING TO PAY FOR PROGRAM. |
| 14 | I AM HARD OF HEARING, THE VOICES OF THE ACTORS GO DOWN SO I CAN'T HEAR WHAT THEY ARE SAYING AND I DON'T KNOW IF THEY CAN |
| 15 | I DON'T CARE THAT MUCH ABOUT CABLE TV. |
| 16 | INTEGRATION OF DIFFERENT DEVICES. HOW TO GET SHOWS ON APPLE TV TO ACTUALLY WORK ON THE TV. |
| 17 | KNOWING WHAT'S ON THE STATIONS. |
| 18 | LETTING ME PICK FROM A MENU OF ITEMS AND STILL MAINTAIN A LOWER COST WITHOUT HAVING TO BUNDLE. WE BASICALLY LIVE IN A MO |
| 19 | MAYBE THE OPPORTUNITY TO CHANGE YOUR PACKAGE. |
| 20 | MORE ON DEMAND. |
| 21 | MY CHANNELS FOR LESS MONEY, CAN I JUST PAY FOR SPECIFIC CONTENT. (W/E) NE |
| 22 | NO CABLE |
| 23 | OTHER CHOICES THAT COULD PROVIDE SAME SERVICES THAT COMCAST PROVIDE. |
| 24 | PERFORMANCE AND HIGH DEFINITION. |
| 25 | QUALITY, SPEED AND NOT GOING DOWN. |
| 26 | RELIABILITY |
| 27 | SERVICE. GOOD STRONG SIGNAL WITH CONTENT |
| 28 | SPEED FOR INTERNET |
| 29 | TECHNOLOGICAL ADVANCES AND ABILITY TO MANIPULATE THE CHANNELS AND BE ABLE TO SEARCH, ALMOST LIKE THE INTERNET. |
| 30 | TECHNOLOGY USED FOR MY CABLE BOX. |
| 31 | THE RELIABILITY OF IT. |
| 32 | WHEN YOU LOOK AT YOUR TV YOU SEE CHANNEL 5 OR CHANNEL 105. SOMETIMES IT'S HD. SOMETIMES NOT SAME THE PROGRAM. HAVE TO GE |

| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| --- | --- | --- | --- | --- |
| **CABLE9** | How likely to drop cable TV in next 5 years | 1 | Very unlikely | -1,8,9 |
| 2 | Somewhat unlikely |
| 3 | Somewhat likely |
| 4 | Very likely |
| 8 | DK |
| -1 | No cable service |
| 9 | No info |
| **CNOT1** | Drop cable in the past few years | -1 | Has cable or DK cable' | -1,8,9 |
| 0 | No |
| 1 | Yes |
| 8 | No info |
| 9 | Ref |
| **CNOT2.other1** | Other reason don't have/ probably drop cable (please specify) | String |  |  |
| **CNOT2.other2** | Other (please specify) | String |  |  |
| **CNOT2.1** | Cost/ can't afford | -9 | DK/REF | -9,-2,-1,8 |
| -2 | Not likely to drop |
| -1 | Has cable, DK/REF likely to drop |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | No info |
| **CNOT2.2** | Get video content over the Internet | -9 | DK/REF | -9,-2,-1,8 |
| -2 | Not likely to drop |
| -1 | Has cable, DK/REF likely to drop |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | No info |
| **CNOT2.3** | Get free TV over the air | -9 | DK/REF | -9,-2,-1,8 |
| -2 | Not likely to drop |
| -1 | Has cable, DK/REF likely to drop |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | No info |
| **CNOT2.4** | Get satellite | -9 | DK/REF | -9,-2,-1,8 |
| -2 | Not likely to drop |
| -1 | Has cable, DK/REF likely to drop |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | No info |
| **CNOT2.5** | Can't get cable service | -9 | DK/REF | -9,-2,-1,8 |
| -2 | Not likely to drop |
| -1 | Has cable, DK/REF likely to drop |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | No info |
| **CNOT2.6** | Service problems | -9 | DK/REF | -9,-2,-1,8 |
| -2 | Not likely to drop |
| -1 | Has cable, DK/REF likely to drop |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | No info |
| **CNOT2.7** | Did not like programming | -9 | DK/REF | -9,-2,-1,8 |
| -2 | Not likely to drop |
| -1 | Has cable, DK/REF likely to drop |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | No info |
| **CNOT2.8** | Don't want cable, do/did not like it | -9 | DK/REF | -9,-2,-1,8 |
| -2 | Not likely to drop |
| -1 | Has cable, DK/REF likely to drop |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | No info |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| **CNOT2.9** | Don't need cable (anymore) | -9 | DK/REF | -9,-2,-1,8 |
| -2 | Not likely to drop |
| -1 | Has cable, DK/REF likely to drop |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | No info |
| **CNOT2.10** | Objectionable programming including for children | -9 | DK/REF | -9,-2,-1,8 |
| -2 | Not likely to drop |
| -1 | Has cable, DK/REF likely to drop |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | No info |
| **CNOT2.11** | Choices too confusing | -9 | DK/REF | -9,-2,-1,8 |
| -2 | Not likely to drop |
| -1 | Has cable, DK/REF likely to drop |
| 0 | Not mentioned |
| 1 | Mentioned |
| 8 | No info |
| **CNOT2.88** | Don't know reason for not having cable | 1 | Don't know | 1 |
| **CNOT2.12** | Other reason | -9 | DK/REF | -9,-2,-1 |
| -2 | Not likely to drop |
| -1 | Has cable, DK/REF likely to drop |
| 0 | Not mentioned |
| 1 | Mentioned |
| **CNOT2.oth1** | Problem with customer service | -9 | DK/REF | -9,-2,-1 |
| -2 | Not likely to drop |
| -1 | Has cable, DK/REF likely to drop |
| 0 | Not mentioned |
| 1 | Mentioned |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| **CNOT2.oth2** | Waste of time/ brain | -9 | DK/REF | -9,-2,-1 |
| -2 | Not likely to drop |
| -1 | Has cable, DK/REF likely to drop |
| 0 | Not mentioned |
| 1 | Mentioned |
| **CNOT2.oth3** | Did not like choices of bundles | -9 | DK/REF | -9,-2,-1 |
| -2 | Not likely to drop |
| -1 | Has cable, DK/REF likely to drop |
| 0 | Not mentioned |
| 1 | Mentioned |
| **CNOT2.oth4** | Unreliability | -9 | DK/REF | -9,-2,-1 |
| -2 | Not likely to drop |
| -1 | Has cable, DK/REF likely to drop |
| 0 | Not mentioned |
| 1 | Mentioned |
| **CNOT2.oth5** | Equipment problem | -9 | DK/REF | -9,-2,-1 |
| -2 | Not likely to drop |
| -1 | Has cable, DK/REF likely to drop |
| 0 | Not mentioned |
| 1 | Mentioned |
| **CNOT2.oth6** | Use a different vendor | -9 | DK/REF | -9,-2,-1 |
| -2 | Not likely to drop |
| -1 | Has cable, DK/REF likely to drop |
| 0 | Not mentioned |
| 1 | Mentioned |
| **CNOT2.oth7** | Don't use it/ don't watch TV | -9 | DK/REF | -9,-2,-1 |
| -2 | Not likely to drop |
| -1 | Has cable, DK/REF likely to drop |
| 0 | Not mentioned |
| 1 | Mentioned |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| **CNOT2.oth8** | Don't like the commercials | -9 | DK/REF | -9,-2,-1 |
| -2 | Not likely to drop |
| -1 | Has cable, DK/REF likely to drop |
| 0 | Not mentioned |
| 1 | Mentioned |
| **CNOT2.any** | Any reason given for not having/ or being likely to drop Cable TV | -9 | DK/REF | -9,-2,-1 |
| -2 | Not likely to drop |
| -1 | Has cable, DK/REF likely to drop |
| 0 | Not mentioned |
| 1 | Mentioned |

**Community involvement and communication questions**

| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| --- | --- | --- | --- | --- |
| **CB1** | Participate in a community group | 0 | No | 8 |
| 1 | Yes |
| 8 | No info |
| **O.cb1print** | Print newsletter or other mail | 0 | Not mentioned |  |
| 1 | Print newsletter or other mail |
| **O.cb1meeting** | Public meetings | 0 | Not mentioned |  |
| 1 | Public meetings |
| **O.cb1phone** | Telephone | 0 | Not mentioned |  |
| 1 | Telephone |
| **O.cb1email** | Email | 0 | Not mentioned |  |
| 1 | Email |
| **O.cb1fb** | Facebook | 0 | Not mentioned |  |
| 1 | Facebook |
| **O.cb1twitter** | Twitter | 0 | Not mentioned |  |
| 1 | Twitter |

| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| --- | --- | --- | --- | --- |
| **O.cb1website** | Website | 0 | Not mentioned |  |
| 1 | Website |
| **O.cb1text** | Text | 0 | Not mentioned |  |
| 1 | Text |
| **O.cb1rss** | Subscribe to RSS | 0 | Not mentioned |  |
| 1 | Subscribe to RSS |
| **O.cb1calendar** | Subscribe to online calendar | 0 | Not mentioned |  |
| 1 | Subscribe to online calendar |
| **O.cb1blog** | Neighborhood blog | 0 | Not mentioned |  |
| 1 | Neighborhood blog |
| **O.cb1dk** | Don't know | 0 | Not mentioned |  |
| 1 | Don't know |
| **O.cb1oth** | Other way of giving opinion to community group (please specify) | string |  |  |
| **CIVIC1.1** | GIVE opinion In a meeting | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | No info |
| **CIVIC1.2** | GIVE opinion By phone | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | No info |
| **CIVIC1.3** | GIVE opinion Electronically | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | No info |
| **CIVIC1.4** | GIVE opinion Email | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | No info |
| **CIVIC1.5** | GIVE opinion Facebook | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | No info |
| **CIVIC1.6** | GIVE opinion Twitter | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | No info |
| **CIVIC1.7** | GIVE opinion Text | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | No info |
| **CIVIC1.8** | GIVE opinion Blog | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | No info |
| **CIVIC1.9** | GIVE opinion Web survey | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | No info |
| **CIVIC1.10** | GIVE opinion Letter | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | No info |
| **CIVIC1.11** | Don't want to | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | No info |
| **CIVIC1.12** | Other way to give an opinion | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | No info |
| **CIVIC1.anyelec** | Any electronic method | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| **CIVIC1.other** | Other way to give an opinion (please specify) | String |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| **CIVIC1.oth#** | Other way to give an opinion (recoded to numeric) | 2 | BY INTERNET |  |
| 3 | BY MAIL |
| 4 | BY TELEPHONE |
| 5 | BY VOTING |
| 6 | DEPENDING ON WHAT THE SITUATION IS. |
| 7 | FACE THE PERSON. |
| 8 | FACE TO FACE |
| 9 | I DON'T HAVE A PREFERENCE. |
| 10 | I WOULDN'T DO ONE OF THEM. |
| 11 | IF IT'S NOT IMPORTANT FINE BUT IF IT'S IMPORTANT I RATHER TALK DIRECTLY. |
| 12 | IN A REUNION |
| 13 | IN PERSON |
| 14 | IN PERSON BUT ALL THE WAYS. |
| 15 | IN PERSON FACE TO FACE. |
| 16 | IN PERSON OR SKYPE |
| 17 | IN PERSON, DEPENDS ON THE SITUATION. |
| 18 | IN PUBLIC |
| 19 | IN WRITING |
| 20 | INTERNET |
| 21 | INTERNET GROUP |
| 22 | IT DEPENDS ON THE SITUATION IN SOME SITUATION I WOULD PREFER BY MEETING, IN SOME BY EMAIL. |
| 23 | JUST CALL CITY COUNCIL. |
| 24 | LETTERS |
| 25 | MAIL |
| 26 | MAKE UP, TWITTER |
| 27 | NO PREFERENCE |
| 28 | NOT APPLICABLE |
| 29 | ON THE INTERNET, ALSO MIGHT GO TO MEETINGS. |
| 30 | PERSONALLY |
| 31 | SKYPE FACE CHAT MEETING |
| 32 | THROUGH LETTER |
| 33 | VIDEO CONFERENCE |
| 34 | VOTE |
| 35 | VOTING |
| 36 | WEBINAR |
| 37 | WHAT EVER IS APPROPRIATE TO THE MESSAGE AND TIMING. |
| 38 | WOULD TELL FRIEND AND GIVE A SURVEY. |
| **CIVIC1.oth1** | GIVE opinion By voting | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | DK/REF |
| **CIVIC1.oth2** | GIVE opinion It depends | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | DK/REF |
| **CIVIC1.oth3** | GIVE opinion In person | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | DK/REF |
| **CIVIC1.oth4** | GIVE opinion No preference | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | DK/REF |
| **CIVIC1.na** | GIVE opinion Not applicable | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | DK/REF |
| **CIVIC2** | Preferred electronic option for giving an opinion | 0 | No electronic pref given | 88,99 |
| 1 | Email |
| 2 | Facebook |
| 3 | Twitter |
| 4 | Text |
| 5 | Blog comment |
| 6 | Web survey |
| 7 | Other |
| 9 | None |
| 88 | DK |
| 99 | Ref |

| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| --- | --- | --- | --- | --- |
| **CIVIC2.1** | Email | 0 | Not mentioned | 7,8,9 |
| 1 | Mentioned |
| 7 | No info |
| 8 | Did not choose electronic method |
| 9 | No info |
| **CIVIC2.2** | Facebook | 0 | Not mentioned | 7,8,9 |
| 1 | Mentioned |
| 7 | No info |
| 8 | Did not choose electronic method |
| 9 | No info |
| **CIVIC2.3** | Twitter | 0 | Not mentioned | 7,8,9 |
| 1 | Mentioned |
| 7 | No info |
| 8 | Did not choose electronic method |
| 9 | No info |
| **CIVIC2.4** | Text | 0 | Not mentioned | 7,8,9 |
| 1 | Mentioned |
| 7 | No info |
| 8 | Did not choose electronic method |
| 9 | No info |
| **CIVIC2.5** | Blog comment | 0 | Not mentioned | 7,8,9 |
| 1 | Mentioned |
| 7 | No info |
| 8 | Did not choose electronic method |
| 9 | No info |
| **CIVIC2.6** | Web survey | 0 | Not mentioned | 7,8,9 |
| 1 | Mentioned |
| 7 | No info |
| 8 | Did not choose electronic method |
| 9 | No info |
| **CIVIC2.7** | Other | 0 | Not mentioned |  |
| 1 | Other |
| **CIVIC2.88** | Don't know | 1 | Don’t know |  |
| **CIVIC2.other** | Other (please specify) | String |  |  |
| **CIVIC2.oth#** | Other preferred electronic way of giving opinion (recoded to numeric) | 2 | BY MEETING |  |
| 3 | COMPUTER INTERNET |
| 4 | EXCEL |
| 5 | MEETING IF THERE WAS ONE AND I CAN WALK. |
| 6 | ONLINE MEETINGS |
| 7 | PHONE |
| 8 | SNAIL MAIL |
| 9 | SOCIAL MEDIA |
| 10 | SURVEY MONKEY |
| 11 | TELEPHONE |
| 12 | VIDEO CONFERENCE |
| 13 | WHICHEVER IS APPLICABLE. |
| **numciv3** | Number of ways mentioned/selected to GET info |  |  |  |
| **CIVIC3.1** | GET info Email | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | No info |
| **CIVIC3.2** | GET info Facebook | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | No info |
| **CIVIC3.3** | GET info Twitter | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | No info |
| **CIVIC3.4** | GET info Text | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | No info |
| **CIVIC3.5** | GET info Blog | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | No info |
| **CIVIC3.6** | GET info Website | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | No info |
| **CIVIC3.7** | GET info Calendar | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | No info |
| **CIVIC3.8** | GET info Letter | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | No info |
| **CIVIC3.9** | GET info Phone | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | No info |
| **CIVIC3.0** | GET info Don't want | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | No info |
| **CIVIC3.other** | Other way to get info from City or community group (please specify) | String |  |  |
| **CIVIC3.oth#** | Other way to get info from City or community group (recoded to numeric) | 2 | A LETTER, LIKE DOCUMENTS TO SAVE THEM. |  |
| 3 | ABILITY TO DO A CHAT. |
| 4 | BY MAIL |
| 5 | BY PHONE |
| 6 | CUSTOMER SERVICE BUREAU |
| 7 | DEPENDS ON THE ISSUE. |
| 8 | ELECTRONIC |
| 9 | ELECTRONIC IS FASTER. |
| 10 | ELECTRONICALLY |
| 11 | EVERYTHING THAT WAS SAID. (W/E) NE |
| 12 | FLYER |
| 13 | FLYERS |
| 14 | GOING TO PUBLIC MEETINGS |
| 15 | GOOGLE |
| 16 | GOOGLE, RSS FEED, ELECTRONIC NEWS LETTER |
| 17 | I GO ONLINE. |
| 18 | I JUST GO ONLINE. |
| 19 | I PREFER PEOPLE COME OUT AND TALK TO US, WE HAVE MAYORS AND CALL UP NEIGHBOR MEETINGS. |
| 20 | I USE RSS FEED WHICH CAN PUT THROUGH ALL THE BLOGS I CAN FOLLOW. |
| 21 | I WOULD GO TO THEIR WEBSITE. |
| 22 | I'D PREFER ELECTRONICALLY. |
| 23 | IN A MEETING. |
| 24 | IN PERSON |
| 25 | IN PERSON, MEETING |
| 26 | INTERNET |
| 27 | LETTER |
| 28 | LIBRARY |
| 29 | LIVE CHAT |
| 30 | LIVE CHAT ON INTERNET. |
| 31 | LIVE CHAT OVER THE INTERNET. |
| 32 | LIVE ONLINE CHAT |
| 33 | LOOK UP THE INFORMATION. (W/E) NE |
| 34 | MAIL |
| 35 | MASS MAILING |
| 36 | MEDIA RADIO AND T.V. |
| 37 | MEETING |
| 38 | MESSAGE BOARD |
| 39 | NEWS, LOCAL PAPER ONLINE |
| 40 | NEWSLETTER |
| 41 | NEWSPAPER |
| 42 | NONE OF THE ABOVE |
| 43 | NONE OF THOSE. |
| 44 | OLD FASHIONED MAIL. CITY SENDS POST CARDS SO IF I WANT MORE INFORMATION, LIKE IF THERE'S A MEETING GOING ON. I STILL LIK |
| 45 | ON A LIST TO BE CONTACTED BY SCHOOLS AND WATER DISTRICTS, AN EMAIL LIST. |
| 46 | ON TELEVISION |
| 47 | PERSONAL CONTACT |
| 48 | PHONE |
| 49 | PHONE APP |
| 50 | POSTER ON TELEPHONE POLLS, NEWSPAPER, BY WEBSITE |
| 51 | PRETTY MUCH DON'T CALL ME, I'LL CALL YOU. |
| 52 | PUBLISHED (W/E) NE |
| 53 | RADIO |
| 54 | RADIO OR TV |
| 55 | REGULAR MAIL |
| 56 | RSS READER |
| 57 | SOCIAL MEDIA |
| 58 | SPEAK TO A REAL HUMAN BEING. |
| 59 | TECHNICAL MAGAZINE |
| 60 | THE CITY PAGE |
| 61 | THE INTERNET |
| 62 | THE NEWSPAPER |
| 63 | THROUGH PERSONAL FRIENDS. |
| 64 | TV IS THE BEST WAY TO GET INFORMATION FROM THE CITY. |
| 65 | VIDEO BLOG |
| 66 | VIDEO LIKE IN A MEETING. |
| 67 | VOICE MAIL |
| 68 | WEB SURVEY |
| 69 | WEBINAR |
| 70 | WEBINAR CASTLE MEETINGS ONLINE |
| 71 | WEBSITE |
| 72 | WEBSITES |
| 73 | WORD OF MOUTH |
| 74 | WOULD GO TO THE OFFICE OF THE PERSON WHO I NEEDED THE INFORMATION FROM. |
| 75 | WOULD LIKE TO SPEAK TO A PERSON IN PERSON. |
| 76 | WOULD PREFER TO GO DOWN THERE. |
| 77 | WOULD USE THE INTERNET. |
| **CIVIC3.oth1** | GET info Live chat | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | DK/REF |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| **CIVIC3.oth2** | GET info Electronically, generally | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | DK/REF |
| **CIVIC3.oth3** | GET info In a meeting | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | DK/REF |
| **CIVIC3.oth4** | GET info Flyer or newsletter | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | DK/REF |
| **CIVIC3.oth5** | GET info In person | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | DK/REF |
| **CIVIC3.oth6** | GET info Some other way | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | DK/REF |
| **CIVIC3.oth7** | GET info Radio or TV | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | DK/REF |
| **CIVIC3.oth8** | GET info Newspaper | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | DK/REF |
| **CIVIC3.oth9** | GET info An app | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | DK/REF |
| **CIVIC3.oth10** | GET info Word of mouth | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | DK/REF |
| **numciv4** | Number of ways mentioned/ selected to GET URGENT info |  |  |
| **CIVIC4.1** | URGENT: Email | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | DK/REF |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| **CIVIC4.2** | URGENT:Text | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | DK/REF |
| **CIVIC4.3** | URGENT:Facebook | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | DK/REF |
| **CIVIC4.4** | URGENT:Telephone | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | DK/REF |
| **CIVIC4.5** | URGENT:Twitter | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | DK/REF |
| **CIVIC4.6** | URGENT:Blog | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | DK/REF |
| **CIVIC4.7** | URGENT:Some other way such as mail | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | DK/REF |
| **CIVIC4.0** | Other way to get URGENT ALERTS | 0 | Not mentioned |  |
|  | 1 | Mentioned |
| **CIVIC4.1\_2\_4** | URGENT: text, email or phone | 0 | Not mentioned |  |
|  | 1 | Mentioned |
| **CIVIC4.1\_4** | URGENT: email or phone | 0 | Not mentioned |  |
|  | 1 | Mentioned |
| **CIVIC4.2\_4** | URGENT: text or phone | 0 | Not mentioned |  |
|  | 1 | Mentioned |
| **CIVIC4.1\_2** | URGENT: text or email | 0 | Not mentioned |  |
|  | 1 | Mentioned |
| **CIVIC4.person** | URGENT: in person, word of mouth | 0 | Not mentioned |  |
| 1 | Mentioned |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| **CIVIC4.oth** | Other way to get URGENT ALERTS (please specify) | String |  |  |
| **CIVIC4.oth#** | Other way to get URGENT ALERTS (please specify) (recoded to numeric) | 2 | A VERBAL CALL. |  |
| 3 | anyway you can get it to me |
| 4 | AUTOMATED PHONE CALLS |
| 5 | BY MAIL |
| 6 | CABLE |
| 7 | CALL ON THE PHONE |
| 8 | CALL THE POLICE |
| 9 | CELL PHONE |
| 10 | CELL PHONE WIRELESS |
| 11 | DEPENDENT ON COMPUTERS |
| 12 | DOOR TO DOOR |
| 13 | ELECTRONICS |
| 14 | EMAILS |
| 15 | EMERGENCY TV CHANNEL |
| 16 | FAMILY MEMBER |
| 17 | FROM MY RETIREMENT FACILITY MAILBOX. |
| 18 | I HAVE A FIREMAN LIVING NEXT DOOR, I HAVE HIS NUMBER. |
| 19 | INSTANT MESSAGING |
| 20 | INTERNET |
| 21 | JUST SOME ALERTS. |
| 22 | KNOCK ON THE DOOR TO DOOR. |
| 23 | LOCAL NEWS AND THE ICE CREAM TRUCKS |
| 24 | MAIL |
| 25 | NEWS OR TV |
| 26 | NEWS, MEDIA |
| 27 | NON ELECTRONICALLY |
| 28 | ON 911 |
| 29 | ON SITE |
| 30 | ON TELEVISION |
| 31 | ON TV |
| 32 | OVER THE TELEVISION NEWS STATION. |
| 33 | OVER THE WEB. |
| 34 | PERSON TO PERSON |
| 35 | PERSONAL EXPERIENCE |
| 36 | PHONE CALL |
| 37 | PHONE CALLS |
| 38 | PRINT |
| 39 | RADIO |
| 40 | RADIO AND TV STATIONS AND ELECTRONICALLY. |
| 41 | RADIO ANNOUNCEMENTS |
| 42 | RADIO MESSAGE |
| 43 | RADIO OR T.V. |
| 44 | RADIO OR TELEVISION |
| 45 | RADIO OR TV |
| 46 | RADIO OR TV IF I'M HOME. |
| 47 | RADIO, TV, COMPUTER |
| 48 | REGULAR MAIL |
| 49 | SHORT WAVE RADIO |
| 50 | SIREN |
| 51 | SMART PHONE APP |
| 52 | SMS |
| 53 | T.V. |
| 54 | TELEPHONE |
| 55 | TELEPHONE CALL |
| 56 | TELEPHONE, LANDLINE |
| 57 | TELEVISION |
| 58 | TELEVISION, (W/E) RADIO (TEXT) (W/E) READER BOARDS ON THE FREEWAY (W/E) NE |
| 59 | TELEVISION, RADIO, OR TELEPHONE. |
| 60 | THE NEWS |
| 61 | THE WEB |
| 62 | THEIR WEBSITE |
| 63 | THROUGH SNAIL MAIL. |
| 64 | TO THE BUILDING IS IN FRONT OF OUR OFFICE. |
| 65 | TV |
| 66 | TV ALERTS |
| 67 | TV AND RADIO |
| 68 | TV OR RADIO |
| 69 | TV SET |
| 70 | TV, RADIO |
| 71 | TV, WEBSITE |
| 72 | WEB |
| 73 | WEBSITE |
| 74 | WIND UP RADIO |
| **CIVIC4.oth1** | Unspecified electronic | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | No info |
| **CIVIC4.oth2** | In person/ door-to-door | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | No info |
| **CIVIC4.oth3** | Word of mouth friends or relatives | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | No info |
| **CIVIC4.oth4** | Instant message | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | No info |
| **CIVIC4.oth5** | Radio or TV | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | No info |
| **CIVIC4.oth6** | An app | 0 | Not mentioned | 8 |
| 1 | Mentioned |
| 8 | No info |

**Seattle.gov and Seattle Channel questions**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| **WEB1.any** | Dichotomy Visit Seattle.gov | 0 | No |  |
| 1 | Yes |
| **WEB1.freq** | How often visit City's website | 1 | Once a month or less |  |
| 2 | 203 times a month |
| 3 | At least once a week |
| **WEB2** | Prefer one app or separate apps for City services | -1 | No smartphone or tablet | -1,8 |
| 1 | One app |
| 2 | Separate apps |
| 3 | Doesn't matter/ no pref |
| 4 | Don't know what an app is |
| 5 | Something else |
| 8 | No Info |
| **WEB2.other** | Some other solution for app (please specify) | String |  |  |
| **WEB2.oth#** | Some other solution for app (please specify) (recoded to numeric) | 2 | A good mobile site. |  |
| 3 | And make sure you have one for Windows Phone. |
| 4 | App features should be grouped into one app if they make sense, but don't add features or information that does not make |
| 5 | app seems unneccessary - make a website optimised for mobile instead |
| 6 | apps, schmapps... my phone is only a phone. |
| 7 | As a UX practitioner I can tell you that apps are designed to be uni-taskers. Almost by default, an app that tries to do |
| 8 | As long as it's mobile friendly, it can be web or app. |
| 9 | As long as they function properly, the number doesnt matter. |
| 10 | as long as things are easy to find it doesn't matter |
| 11 | but I'd like to see some |
| 12 | By all that's Holy, just ONE. Anything else is just stupid. |
| 13 | by app do you mean a web wrapper with less functionality or something with native feel for the platform |
| 14 | COMPREHENSIVE APP INCLUDING ALL SERVICES. |
| 15 | Depending how they were structured I can see value either way. |
| 16 | depends on services offered. |
| 17 | Depends on what's included. Probably one app |
| 18 | doesn't apply -- no smart phones or tablets |
| 19 | don't care |
| 20 | don't care if there's 1 or multiple apps, they must be accessible to all users. |
| 21 | DON'T CURRENTLY HAVE A SMART PHONE |
| 22 | don't have a ""smart"" phone so it doesn't matter |
| 23 | don't have a phone capable of mobile app |
| 24 | don't have a smart phone or anything like that |
| 25 | don't make me download a bunch of different apps. just like only seattle.gov, you should be able to go to one app. |
| 26 | Don't waste money on apps - just make sure your website is usable from mobile devices |
| 27 | dont use mobil apps |
| 28 | EASE OF USE IS KEY!!!! I don't necessarily want a zillion apps, but I REALLY don't want one hard to use, complicated ap |
| 29 | Gray area question: depends on the services encompassed within the app |
| 30 | HAVE ONE APP BUT LINKED TO OTHER APPS WITHIN THE PROGRAM. |
| 31 | Honestly my experience with city of seattle developed technology is that it tends to be horribly designed and architecte |
| 32 | I can't imagine having SPU and Parks on the same app for some reason, it seems unwieldy |
| 33 | I can't imagine why you'd need an app and not just optimize the site for mobile. Apps are VERY expensive to make and ma |
| 34 | I do not have ""app"" capability, as I have no mobile phone. |
| 35 | I do not have a smart phone, am dependent on wifi when away from home. |
| 36 | I don't have a cell phone |
| 37 | I don't have a smart phone so apps don't work for me. |
| 38 | I don't have a smart phone. Also, I watch Seattle Channel as well as the State channel a lot. I like government program |
| 39 | I don't have a smartphone, don't have apps. |
| 40 | I don't have any service that can download apps. |
| 41 | I don't like apps unless they are really necessary, a mobile website plus email/text message should fulfill all needs. |
| 42 | I DON'T LIKE APPS, PREFER A DIRECT POSTING ON CITY WEBSITE OR LOCAL NEWS PAGE. |
| 43 | I find apps are generally less functional than a standard website |
| 44 | I hate apps. Just have a site instead. |
| 45 | I HAVE NO PREFERENCE. |
| 46 | I think the City has too many services to make one \*easy-to-use\* app - so I think separate apps would be better/more sen |
| 47 | I WOULD HAVE TO SEE THE APPS FIRST. |
| 48 | i would not install this app |
| 49 | i would not use a city mobile app. |
| 50 | I WOULDN'T USE EITHER SO DOESN'T MATTER TO ME. |
| 51 | I'd have to know what services you were writing apps for. |
| 52 | I'd like to continue to see a transit blog (and/or app) that's separate from other City services and updates. I believe |
| 53 | I'm not sure what you mean - but I think generally, keeping to one app is easier, with easy to press buttons to reach di |
| 54 | id prefer one. although given the range of what the city does, i dont know if thats practical. |
| 55 | If I had an app, I think I would not check it. I'd be more likely to use tools that I already use every day. |
| 56 | Insufficient info for a response |
| 57 | Insufficient information here, but would prefer to limit content to things of concern to me |
| 58 | IT DEPENDS ON WHAT THEY WOULD DO. |
| 59 | just an app for light services |
| 60 | keep the costs down, make sure live people answer the phones at city hall |
| 61 | Limited number of apps as possible.. billing, SPD-safety, GIS-real\_estate, transportation, general |
| 62 | Make a functional mobile site, not another app please! |
| 63 | Mobile apps are generally terrible and work less well than the full-size websites they're supposed to replace. Please st |
| 64 | Mobile apps are too invasive into personal privacy. That is why I restrict using them. |
| 65 | Mobile friendly website is better than wasting money on app development |
| 66 | mobile website is fine |
| 67 | Need a concrete example (and I'm an ex-programmer!) |
| 68 | needs to be an app corral though. Don't let departments get away with squirreling away their apps on obscure pages burie |
| 69 | NO |
| 70 | No app, I would prefer a good website that works well on mobile devices |
| 71 | No apps, please. Mobile-friendly websites. |
| 72 | No apps! Not everyone has a smartphone capable of this |
| 73 | No apps. Use a mobile friendly website |
| 74 | No cell phone too expensive |
| 75 | NO I DO NOT NEED AN APP THE WEBSITE WORKS JUST FINE. |
| 76 | no smart phone, don't use apps |
| 77 | No smartphone. would like native English speakers answering the phones and would like them to be responsive and empower |
| 78 | No, writing good apps is expensive and time-consuming. Every media outlet wants their own app, but TBQH a mobile-optimi |
| 79 | Not everyone has a smart phone so app question is moot |
| 80 | Not sure, I'd need to know more specifics. |
| 81 | One app is appealing, but presents a pretty complex user experience challenge |
| 82 | One app only if it makes sense! No excuse for bad UX just to get it in one app. |
| 83 | One app that's highly customizable. |
| 84 | One app will be too slow and take up too much space (on drive and in memory) |
| 85 | One app with options to change services, or multiple separate apps. |
| 86 | One app would be fine if it was well done, but I don't like bloated software. |
| 87 | one app, as long as it is user friendly and not cumbersome to use |
| 88 | One for each major service . Shared for groupings of smaller ones. |
| 89 | One for emergency announcements only |
| 90 | One if it is easy to access individual services |
| 91 | one simple app that lists and describes available apps. But functionality in separate apps |
| 92 | One very good app for general services and a special emergency alert app. |
| 93 | Or a very very very good design |
| 94 | or just a mobile friendly website... |
| 95 | Performance and convenience are my criteria. |
| 96 | perhaps a beta test of the two principals - an all-in-one might be useful (as in AccuWeather or Weather Underground) but |
| 97 | please dont waste my tax dollars on this |
| 98 | please make sure you support windows phones. national sales numbers do not reflect the reality in seattle |
| 99 | Please, not another app. Just create a mobile-accessible website, which is what many mobile app developers would push y |
| 100 | Poorly written question |
| 101 | Preferably one app that is usable, and well thought out |
| 102 | Probably wouldn't use it |
| 103 | Separate apps allow different services to excel, but one app might help establish a minimum standard. |
| 104 | Separate is okay too, but you'll lose anyone who's not super techie. |
| 105 | Stick to mobile web. Don't want to install something for seattle city. |
| 106 | Surely it would be difficult to make a \_single\_ app that could effectively handle \_all\_ city departments! |
| 107 | The City of Seattle doesn't need one or many apps. |
| 108 | the only thing i do online with the city is pay my power and utility bills... |
| 109 | THIS CITY SHOULD NOT SPEND MONEY MAKING APPS FOR SERVICES. EVEN THIS CALL FOR CUSTOMER SERVICE IS WASTE OF MONEY. |
| 110 | This is a very broad question. This entirely depends on what the function of the app is, and how services are divided. N |
| 111 | to me, i only want a mobile app if its something i use often. to me there doesnt seem to be a need for a mobile app. o |
| 112 | Tough balancing act between bloating it with unwanted services or being unmanageable with too many apps |
| 113 | Web only front end. |
| 114 | whatever costs least--it's pretty expensive to create and maintain for the City |
| 115 | Whichever makes the most sense |
| 116 | Would depend entirely on execution. One well-made app &gt; multiple apps, but multiple functional apps &gt; one mess of |
| 117 | yes as long as it's done well |
| 118 | You're going to have enough challenges driving awareness and installs of a single app; don't make your job harder than n |
| **SEA1.ever** | Have you ever seen the Seattle Channel | 0 | No | 6,8,9 |
| 1 | Yes |
| 6 | Don't know about Seattle Channel |
| 8 | No Info |
| 9 | Ref |

| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| --- | --- | --- | --- | --- |
| **SEA1.how** | How is Seattle Channel delivered | 1 | TV | 4,8,9 |
| 2 | Internet |
| 3 | TV and Internet |
| 4 | Did not specify |
| 8 | No Info |
| 9 | Have not seen Seattle Channel |
| **SEA2** | How often watch the Seattle Channel | 0 | Not in past year | 7,8 |
| 1 | Once a month or less |
| 2 | 2-3 times a month |
| 3 | Once a week or more |
| 7 | Have not ever watched or DK/REF watch |
| 8 | No Info |
| **SEA3** | Seattle channel viewing compared to last year | 1 | Watch it less often | 7,8,9 |
| 2 | Watch it about the same |
| 3 | Watch it more often |
| 7 | Have not watched or dk/ref watched |
| 8 | No Info |
| 9 | Have not watched or DK watched |
| **SEA4** | What would you like to know more about in your community, that the City could share on it's web site or cable channel? | String |  |  |
| **SEA4new** |  | String |  |  |
| **SEA4DK** | sea.dk |  |  |  |
| **SEA4NOTHING** | nothing | 0 | Not mentioned |  |
| 1 | Mentioned |
| **SEA4OTHER** | OTHER | 0 | Not mentioned |  |
| 1 | Mentioned |
| **SEA4OKNOW** | OK now | 0 | Not mentioned |  |
| 1 | Mentioned |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| **SEA4QUOTE** | quote | 0 | Not mentioned |  |
| 1 | Mentioned |
| **SEA4PERS** | neighborhood / personalized focus | 0 | Not mentioned |  |
| 1 | Mentioned |
| **SEA4INFRA** | infrastructure/development | 0 | Not mentioned |  |
| 1 | Mentioned |
| **SEA4EVENT** | community events, festivals, activities/ calendar incl children | 0 | Not mentioned |  |
| 1 | Mentioned |
| **SEA4ALERT** | alerts and problems | 0 | Not mentioned |  |
| 1 | Mentioned |
| **SEA4ENGAGE** | Comm mtg/ volunteering, involvement info, give feedback | 0 | Not mentioned |  |
| 1 | Mentioned |
| **SEA4CURRENT** | general info/ current events/changes | 0 | Not mentioned |  |
| 1 | Mentioned |
| **SEA4TRANS** | transportation (roads, traffic, metro) | 0 | Not mentioned |  |
| 1 | Mentioned |
| **SEA4CULTURE** | cultural/ classes | 0 | Not mentioned |  |
| 1 | Mentioned |
| **SEA4SEAINFO** | info abt Seattle/parks, places, community centers | 0 | Not mentioned |  |
| 1 | Mentioned |
| **SEA4GOV** | City gov process, planning, and info | 0 | Not mentioned |  |
| 1 | Mentioned |
| **SEA4COMMISSUE** | community issues/updates/ discussion and debate | 0 | Not mentioned |  |
| 1 | Mentioned |
| **SEA4HOWTO** | how-to | 0 | Not mentioned |  |
| 1 | Mentioned |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| **SEA4PUBWRK** | info/ updates on construction projects incl roads/ public works | 0 | Not mentioned |  |
| 1 | Mentioned |
| **SEA4OPP** | opportunities | 0 | Not mentioned |  |
| 1 | Mentioned |
| **SEA4CRIME** | crime/safety/police | 0 | Not mentioned |  |
| 1 | Mentioned |
| **SEA4BUDGET** | school funding/ how taxes are spent/ budget | 0 | Not mentioned |  |
| 1 | Mentioned |
| **SEA4DISASTER** | disaster prep/ emerg svc | 0 | Not mentioned |  |
| 1 | Mentioned |
| **SEA4SERVICE** | city services/city staff/ utilities/ available programs | 0 | Not mentioned |  |
| 1 | Mentioned |
| **SEA4ENVIR** | environmental issues/ living green | 0 | Not mentioned |  |
| 1 | Mentioned |
| **SEA4INPUT** | ways to give input and opinions | 0 | Not mentioned |  |
| 1 | Mentioned |
| **SEA4PEOPLE** | people/ org comm event | 0 | Not mentioned |  |
| 1 | Mentioned |
| **SEA4EDUC** | educational programming | 0 | Not mentioned |  |
| 1 | Mentioned |
| **SEA4SCHOOLS** | info abt schools | 0 | Not mentioned |  |
| 1 | Mentioned |
| **SEA4BIZ** | business | 0 | Not mentioned |  |
| 1 | Mentioned |
| **SEA4DISCUSS** | discussion group (books, topics) | 0 | Not mentioned |  |
| 1 | Mentioned |
| **SEA4HOUSING** | housing/ real estate info | 0 | Not mentioned |  |
| 1 | Mentioned |
| **SEA4NOTCODE** | NOT CODABLE | 0 | Not mentioned |  |
| 1 | Mentioned |

**Final, original, and derived demographic questions**

| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| --- | --- | --- | --- | --- |
| **DEM1** | Household size (including R) |  |  |  |
| **DEM2** | Children younger than 18 |  |  |  |
| **DEM3** | Children attend Seattle Public School | -9 | Ref | -9,-8,8,9 |
| -8 | No children under 18 |
| 0 | No |
| 1 | Yes |
| 8 | DK |
| 9 | Ref |
| **DEM6** | Language in home | 1 | English | 9 |
| 2 | Spanish |
| 3 | Vietnamese |
| 4 | Chinese |
| 5 | Other |
| 9 | DK/REF |  |
| **DEM6.other** | Other (please specify) | String |  |  |
| **DEM7\_1** | Race/ ethnicity 1 | 1 | African American | 9 |
| 2 | Asian/Pacific Islander |
| 3 | Caucasian |
| 4 | Hispanic/Latino |
| 5 | Native American/ American Indian |
| 6 | Other |
| 7 | Mixed race |
| 9 | Ref |
| **DEM7\_2** | Race/ ethnicity 2 | 1 | African American | 9 |
| 2 | Asian/Pacific Islander |
| 3 | Caucasian |
| 4 | Hispanic/Latino |
| 5 | Native American/ American Indian |
| 6 | Other |
| 7 | Mixed race |
| 9 | Ref |
| **DEM7OTH** | Other race/ ethnicity | String |  |  |
| **DEM7PRIM** | Primary race/ethnicity | 1 | African American | 8,9 |
| 2 | Asian/Pacific Islander |
| 3 | Caucasian |
| 4 | Hispanic/Latino |
| 5 | Native American/ American Indian |
| 6 | Other |
| 7 | Mixed race |
| 8 | DK |
| 9 | Ref |
| **DEM7A** | Race/ ethnicity | 1 | African American | 8,9 |
| 2 | Asian/Pacific Islander |
| 3 | Caucasian |
| 4 | Hispanic/Latino |
| 5 | Native American/ American Indian |
| 6 | Other |
| 7 | Mixed race |
| 8 | DK |
| 9 | Ref |
| **DEM7.cat** | Categorizing the race variable | 1 | African American |  |
| 2 | Asian/Pacific Islander |
| 3 | Caucasian |
| 4 | Hispanic/Latino |
| 8 | Other, Native American, and Mixed |
|  |  | 9 | No info |
| **AFAMER.BLK** | African American or Black | 0 | No |  |
| 1 | Yes |
| **ASIAN.PI** | Asian or Pacific Islander | 0 | No |  |
| 1 | Yes |
| **CAUC.WHT** | Caucasian or White | 0 | No |  |
| 1 | Yes |
| **HISP.LAT** | Hispanic or Latino | 0 | No |  |
| 1 | Yes |
| **DEM8** | Employed | 0 | No | 8,9 |
| 1 | Yes |
| 8 | DK |
| 9 | Ref |
| **DEM8b.1** | Full time | 0 | No | 9 |
| 1 | Yes |
| 9 | No info |
| **DEM8b.2** | Part time | 0 | No | 9 |
| 1 | Yes |
| 9 | No info |
| **DEM8b.3** | Self employed | 0 | No | 9 |
| 1 | Yes |
| 9 | No info |
| **anyemp** | Any employment | 0 | No |  |
| 1 | Yes |
| **DEM8a.4** | Student | 0 | No | 9 |
| 1 | Yes |
| 9 | No info |
| **DEM8a.5** | Stay at home parent/ homemaker | 0 | No | 9 |
| 1 | Yes |
| 9 | No info |
| **DEM8a.6** | Unemployed | 0 | No | 9 |
| 1 | Yes |
| 9 | No info |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variable Name/ Question Name** | **Label** | **Value .** | **Label** | **Missing values** |
| **DEM8a.7** | Retired | 0 | No | 9 |
| 1 | Yes |
| 9 | No info |
| **DEM8a.9** | Disabled | 0 | No | 9 |
| 1 | Yes |
| 9 | No info |
| **DEM9** | Disability | 0 | No |  |
| 1 | Yes |
| 3 | DK |
| 4 | Ref |
| **PWD** | Person with disability (from DEM9 or DEM8a.9) | 0 | No |  |
| 1 | Yes |
| **LANGUAGE** | INTERVIEWER: Was this survey conducted in English or Spanish? | 1 | ENGLISH |  |
| 2 | SPANISH |
| **TLENGTH** |  |  |  |  |