

January 2012



Dear City of Minneapolis Resident:

The City of Minneapolis wants to know what you think about important issues in our community. You have been randomly selected to participate in the City of Minneapolis 2012 Community Technology Survey.

Please take a few minutes to fill out the enclosed survey. Your feedback will help the City better understand residents' access to and experiences with computers, mobile devices and the Internet. You should find the questions interesting and we will definitely find your answers useful. Please participate!

**We'd like to hear from men and women of all ages. To easily choose who should complete the survey for your household, pick the adult (anyone 18 years or older) who most recently had a birthday to answer the questions. Year of birth of the adult does not matter.**

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – your household is one of the randomly selected households being surveyed and getting a high number of responses makes the results more meaningful to us. If you have any questions about the survey please call Elise Ebhardt at 612-673-2026.

Thank you for your time and participation.

Sincerely,

Otto Doll  
City of Minneapolis  
Chief Information Officer

La ciudad de Minneapolis quiere saber lo que piensa acerca de temas importantes en nuestra comunidad. Usted ha sido seleccionado al azar para participar en la Ciudad de Minneapolis Encuesta Tecnología 2012 de la Comunidad.

La ciudad valora su participación! Si prefiere hacer la encuesta en Español, por favor llame al 612-673-2272 para solicitar una copia de la encuesta, que le será enviada por correo en su language.

Magaalada Minneapolis waxay ay doonaysaa in ay ku waydiiso fikrada aad ka qabto arriin muhiim ah oo bulshada ku saabsan. Waxaa lagu doortay in aad ka qeyb qaadato ra'yi aragtida 2012 ee ku saabsan cilmiga farsamada kumbiyuutarka ee Magaalada Minneapolis.

Magaaladu waxay ay aad u tixgelin ka qeyb qadashadaada! Haadii aad dooneyso in aad afti qaadkan ku qaadato Af Somaali, fadlan wac 612-673-3500 si nuqul (copy) Af Somaali ah bootada lagugu soo diro.

Nroog Minneapolis xav paub seb koj pom dab tsi tseem ceeb hauv zej zos thiab hauv lub nroog. Koj raug xaiv los ntawm nroog Minneapolis 2012 qhov kev ntsuam xyuas.

Ua tsaug rau koj txoj kev koom tes nrog lub nroog. Yog koj xav tau daim ntawv ntsuam xyuas hauv lus Hmoob, hu tau rau 612-673-2800.

If you would like to take the survey in a language other than English, Spanish, Somali or Hmong, please call 311 or 612-673-3000.

# Minneapolis Community Technology Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please mark the response that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

**1. Please rate each of the following aspects of the City of Minneapolis.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Opportunities to participate in community matters .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City use of technology .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to technology in general in Minneapolis.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**2. How important, if at all, is it to you to have each of the following at home?**

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>	<u>Don't know</u>
A computer .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet access .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**3. Minneapolis has an outdoor wireless network (WiFi) that covers 97% of the city. How familiar are you, if at all, with the availability of this WiFi network?**

- Very familiar       Somewhat familiar       Not familiar at all

**4. Please indicate whether you have each of the following in your household.**

	<u>Yes, with Internet access</u>	<u>Yes, without Internet access</u>	<u>No</u>
A computer (desktop, laptop) .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tablet computer (iPad, etc.) .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cell phone.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Game console (Xbox, Playstation, Nintendo Wii, etc.) .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**5. How often, if ever, do you access the Internet using each of the following?**

	<u>Daily</u>	<u>Weekly</u>	<u>Monthly</u>	<u>Less than once per month</u>	<u>Never/Not applicable</u>
A computer (desktop, laptop) .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tablet computer (iPad, etc.) .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cell phone, PDA, Blackberry or iPod Touch.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Game console (Xbox, Playstation, Nintendo Wii, etc.) ....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Television/Blu-ray player.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**6. How often, if ever, do you use a computer or access the Internet (using any device in question 4) in each of the following locations?**

	<u>Daily</u>	<u>Weekly</u>	<u>Monthly</u>	<u>Less than once per month</u>	<u>Never/Not applicable</u>
Home .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At an outdoor or indoor public place (library, café, public computer, etc.).....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**7. How do you connect to the Internet at home? Please check all that apply.**

- No internet access at home     Cable (Comcast/Xfinity)     Satellite (DirectTV, Dish)     WiFi (USIW, other)  
 Dial-up telephone line     DSL (CenturyLink)     Cellular (Verizon, AT&T, Sprint)     Don't know

**8. How do you get help with computer or Internet questions or problems? Please check all that apply.**

- Not applicable     Community technology center/Public lab     Books/Reference materials  
 Coworkers     Pay someone for technical support     Computer/Internet resources  
 Friends or family     My Internet provider  
 Library     No one/No help available

9. How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?

	Daily	Weekly	Monthly	Less than once per month	Never/ Not applicable
Use email, texting or video to communicate .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seek entertainment (games, videos, music) .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use social media (Facebook, Twitter, LinkedIn).....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get the news or weather .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shop, search for products and services .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Research or study a topic of interest.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Share opinions, post to a blog, review a product or service.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attend an online class or training .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work from home .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Banking online (paying bills, investing, etc.) .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a parent/guardian, connect with your child's school.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Find info on community resources and events.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you have a question, use Internet to find the answer .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Engage in civic activities (participate in a discussion about community and government issues; research information about an issue or a candidate) .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Look up health and medical information .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate with government (seek services, get a license, discuss a problem) .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sell goods and services online, advertise .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Find directions or look up a map .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. How comfortable, if at all, are you at each of the following?

	Very comfortable	Somewhat comfortable	Not at all comfortable	Don't know	Not applicable
Using a computer laptop/desktop .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using smartphone or tablet computer .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing the Internet .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using email .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Locating information online (bus schedules, weather, news, etc.) ..	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using social networking sites (Facebook, Twitter, etc.).....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protecting your computer (stop viruses, backup files, avoid scams) ..	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creating documents or spreadsheets.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Searching or applying for jobs online .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using online tutorials or education programs.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Installing software .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Writing or publishing information on the Internet.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creating a website or blog .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Troubleshooting computer problems.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coding your own software application .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

**D1. How long have you lived in Minneapolis?**

- Less than a year
- 1-2 years
- 3-5 years
- 6-10 years (skip to D3)
- More than 10 years (skip to D3)

**D2. If you have lived in Minneapolis less than 5 years, where did you live before?**

- Other city in Minnesota
- Other state
- Other country

**D3. Do you rent or own your current residence?**

- Rent
- Own

**D4. Which best describes the building you live in?**

- One family house detached from any other houses
- House attached to one or more houses (e.g., a duplex or townhome)
- Building with two or more apartments or condominiums
- Other

**D5. How many people, including you, live in your household?**

\_\_\_\_\_ people

**D6. Are there any children under 18 in your household?**

- No
- Yes

**D7. What is your gender?**

- Female
- Male

**D8. In which category is your age?**

- 18-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65-74 years
- 75 years or older

**D9. Are you Spanish, Hispanic or Latino?**

- No
- Yes

**D10. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)**

- American Indian or Alaskan Native
- Asian, Asian Indian or Pacific Islander
- Black or African American
- White
- Other

**D11. Which language do you prefer to speak at home?**

- English
- Spanish
- Ethiopian/Oromo
- Somali
- Hmong
- Other
- Vietnamese
- Lao

**D12. What was your household's total annual income in 2011?**

- Less than \$10,000
- \$10,000 - \$24,999
- \$25,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 - \$149,999
- \$150,000 - \$199,999
- \$200,000 or more

**D13. Which of the following best describes your current employment status?**

- Employed full-time
- Employed part-time
- Student
- Retired
- Unemployed, looking for work
- Homemaker
- Disabled (limiting participation in work, school, housework or other activities)

**D14. Which of the following best describes the amount of formal education you have completed?**

- Less than high school
- High school graduate
- Associate degree, some college
- Bachelor's degree
- Graduate or professional degree

**D15. Which do you consider your primary telephone?**

- Cell
- Land line
- Both

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502