

City of

Minneapolis

Community Technology Survey

Overcoming the Digital Divide

March 2012

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Introduction and Acknowledgements

The City's IT Vision includes a component for addressing the digital divide in Minneapolis:

All City residents, institutions and businesses will have the tools, skills and motivation to gain value from the digital society. Our residents and businesses need to be equipped to effectively compete with others around the world—to be smarter, more creative, more knowledgeable, and more innovative. The City becomes stronger the more its residents take advantage of computing and the vast sea of knowledge the Internet offers, to achieve their educational, economic, civic, and social goals. Leveraging technology is a necessary ingredient of success.

The purpose of the 2012 Minneapolis Community Technology Survey was to gather data about Minneapolis residents' access to and experiences with computers, mobile devices and the Internet. The results will inform priorities for the City's digital inclusion initiatives, and help us engage businesses, neighborhood and community groups, public sector partners, and funders to more effectively address community technology and economic development needs. In addition, the survey provides a baseline to measure changes in our community over time and our effectiveness at closing the gaps.

The survey was sponsored in part by a \$25,000 grant from the Digital Inclusion Fund of The Minneapolis Foundation. The City would like to thank the Digital Inclusion Fund Advisory Board for their support of the survey.

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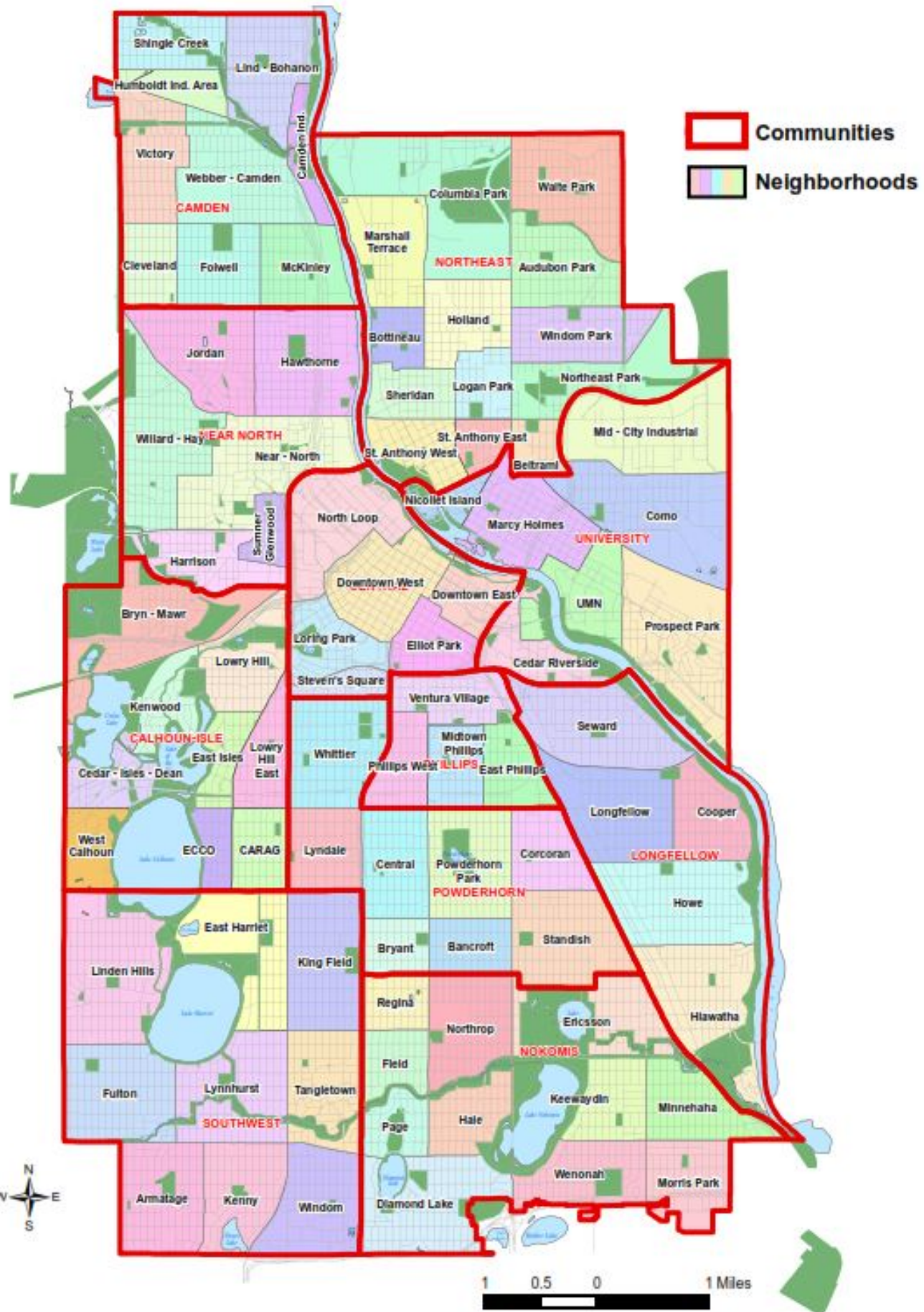
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City of Minneapolis Neighborhood and Community Map



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Executive Summary

Survey Background

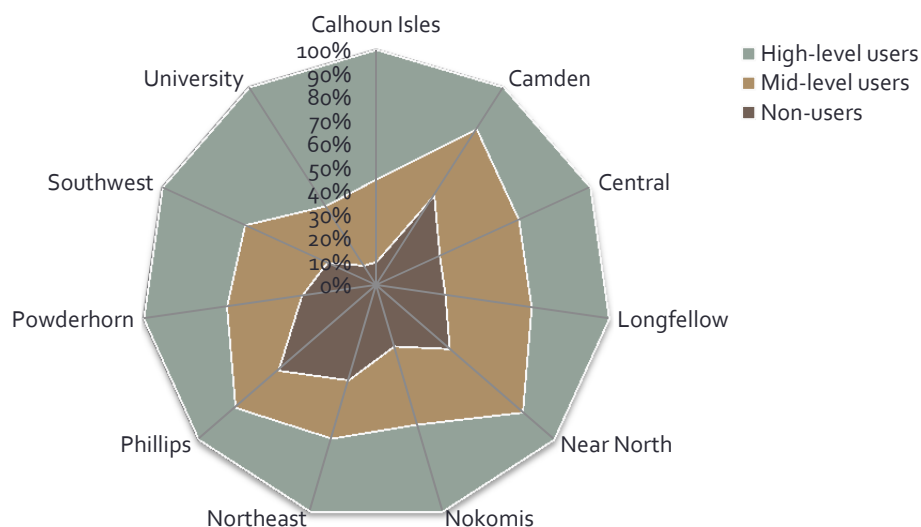
The City of Minneapolis Information Technology Department contracted with National Research Center, Inc. to conduct a survey of residents to inform the City's efforts to overcome the "digital divide" – the gap between individuals and groups in their access to and use and knowledge of information and communication technologies. Three mailings were sent to a random selection of 800 addresses in each of the 11 communities in the city, a prenotification postcard and two survey packets, each just under a week apart. The response rate of 30% reflects 2,578 completed surveys; the margin of error for comparisons by community is plus or minus nine percentage points.

Results Highlights

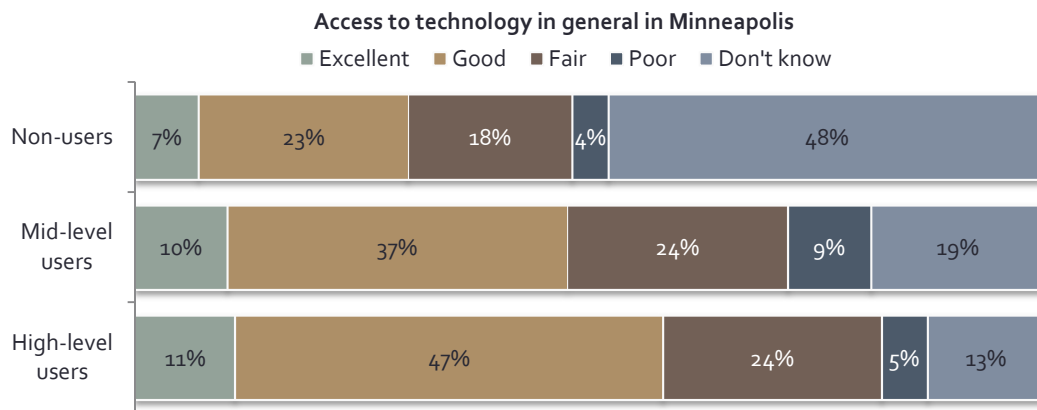
Survey questions captured Minneapolis residents' opinions and preferences related to technology, as well as their access to computers and the Internet. Overall, residents thought somewhat favorably of technology in Minneapolis, saw computers and the Internet as important, had a computer and Internet access and accessed the Internet regularly (most commonly via a high-speed connection). Residents generally found help for any computer or Internet issues through a variety of means and participated frequently and comfortably in many basic digital activities, including emailing and using social media. However, meaningful differences were seen across the 11 communities that comprise Minneapolis as well as among different sociodemographic characteristics.

User and non-user profiles reveal more information about the digital divide in the city. Forty-seven of the questions on the survey had response categories that related to residents' use of and comfort with technology; for each of these questions, response categories were divided into those that connoted "use" versus "non-use" and then each respondent's total count of "non-use" answers was tallied. A respondent with 31 or more non-use responses was considered a "non-user," 15-30 non-use responses was considered a "mid-level" user and fewer than 15 non-use responses made someone a "high-level" user.

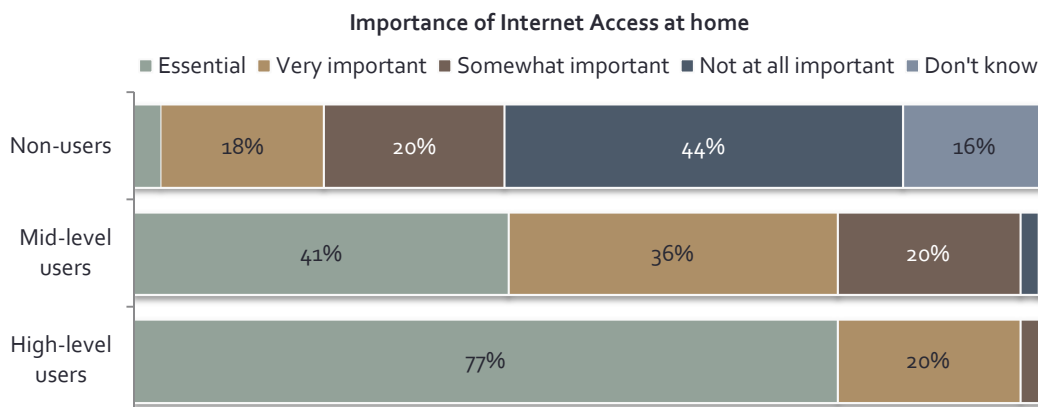
When comparing use levels by community, high-level use was most common in the communities of Calhoun Isles and University while non-users were greatest in Phillips and Camden.



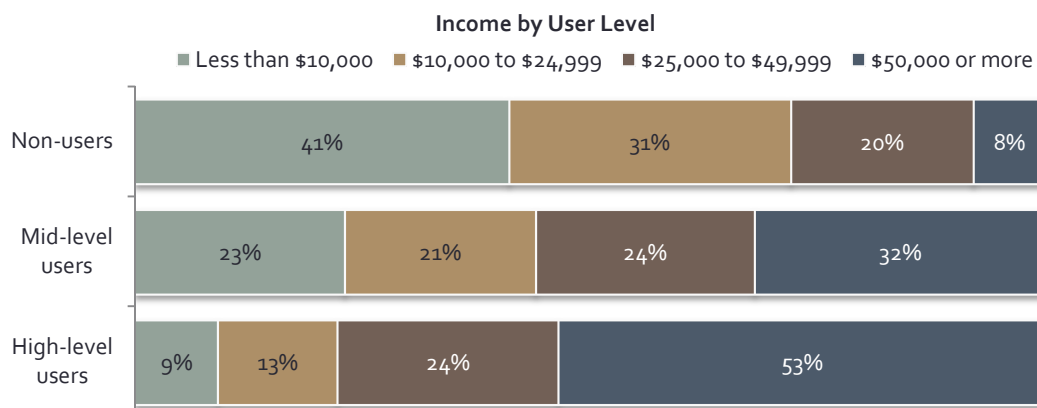
High-level users were more likely to laud the City's use of technology, while non-users often said they did not know about technology in the city. A similar pattern held true for overall access to technology in the city; non-users felt unfamiliar and mid-level and high-level users gave positive assessments.



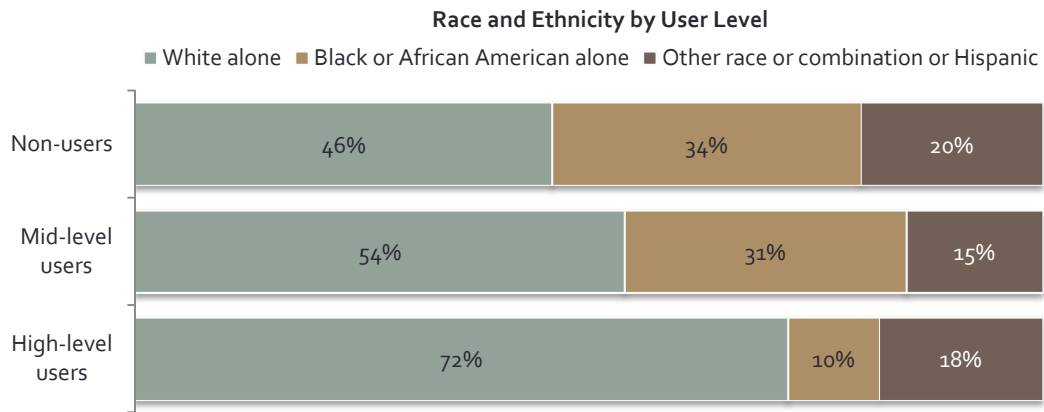
No high-level users described having Internet access at home as unimportant, while the plurality of non-users gave that response.



Income differentiated users and non-users; 9 in 10 non-users had household incomes under \$50,000 (and 40% were under \$10,000), while half of high-level users had incomes over \$50,000 (and just 9% were under \$10,000).



Race and ethnicity varied by user level, primarily in the composition of white and Black/African American residents. High-level users were 72% white and 10% Black or African American, while non-users were 46% white and 34% Black or African American.



Survey Background and Methods

The City of Minneapolis Information Technology Department contracted with National Research Center, Inc. to conduct a survey of residents regarding access to technology, technology use and preferences, including analysis of differences by sociodemographic groups. With these results, the City will seek to bridge the divide between residents who have greater access to technology and those who have less.

All households located in the city of Minneapolis were eligible for the survey. A random selection of 800 addresses in each of the 11 communities in the city received three mailings, a prenotification postcard and two survey packets, separated by just under a week.

Completed surveys were received from 2,578 residents for an overall response rate of 30%. The results were weighted to reflect the Census profile within each of the 11 communities and the city overall. Analyses in the report often are shown with comparisons by subgroups of respondents. The margin of error for comparisons by community is plus or minus nine percentage points.

Results

Question 1: Community and Technology in Minneapolis

The Community Technology Survey started with some general questions about community participation opportunities, the City's use of technology and overall access to technology in the city. Among all respondents, 60% gave favorable ratings ("excellent" or "good") to "Opportunities to participate in community matters," 49% to "City use of technology" and 54% to "Access to technology in general in Minneapolis." "Don't know" responses were in the teens and twenties for all three questions, indicating that many respondents felt insufficiently familiar with these topics to weigh in on their quality.

Ratings varied by community and by respondent characteristics. Community ratings are summarized in a chart and shown in detail in Appendix A. Comparisons by respondent subgroup appear in Appendices B-H. Among the patterns in the comparisons were:

- Central, Nokomis and Southwest communities gave higher ratings to community participation opportunities; Powderhorn viewed most positively the City's use of technology; and Southwest gave generally higher ratings to overall access to technology in Minneapolis.
- Residents who reported living in Minneapolis for less than two years were more likely to say "don't know" regarding community participation opportunities.
- Renters of single family homes were less likely to give "excellent" ratings to opportunities to participate in community matters.
- Households with five or more members were more likely to give fair ratings for opportunities to participate in community matters and City's use of technology.
- Households with children were more likely to respond "don't know" when rating the opportunities to participate in community matters.
- Women age 18 to 24 tended to give less favorable ratings to opportunities to participate in community matters. They were also more inclined to respond "don't know" to opportunities to participate in community matters and the City's use of technology. Young men, however, tended to rate the City's use of technology and access to technology higher than other groups. Don't know ratings were more commonly provided by the youngest (18 to 24) and oldest (65+) respondents.
- People of color and Latino/Hispanic origin tended to give less favorable ratings. People who were white gave more favorable ratings but also more likely to say "don't know."
- Those who spoke a language other than English at home were also more critical.
- Respondents who were retired or homemakers were more likely to say "don't know" regarding "City use of technology" and "Access to technology in general in Minneapolis." Disabled residents gave more "fair" and "poor" ratings to "Opportunities to participate in community matters," "City use of technology" and "Access to technology in general in Minneapolis"
- Those with less than a high school diploma were less likely to give positive evaluations of "Opportunities to participate in community matters," "City use of technology" and "Access to technology in general in Minneapolis" and were more likely to give "don't know" responses.

- Those who considered a land line to be their primary phone were more likely to say “don’t know” to “City use of technology” and “Access to technology in general in Minneapolis.”

FIGURE 1: QUESTION 1, MINNEAPOLIS OVERALL

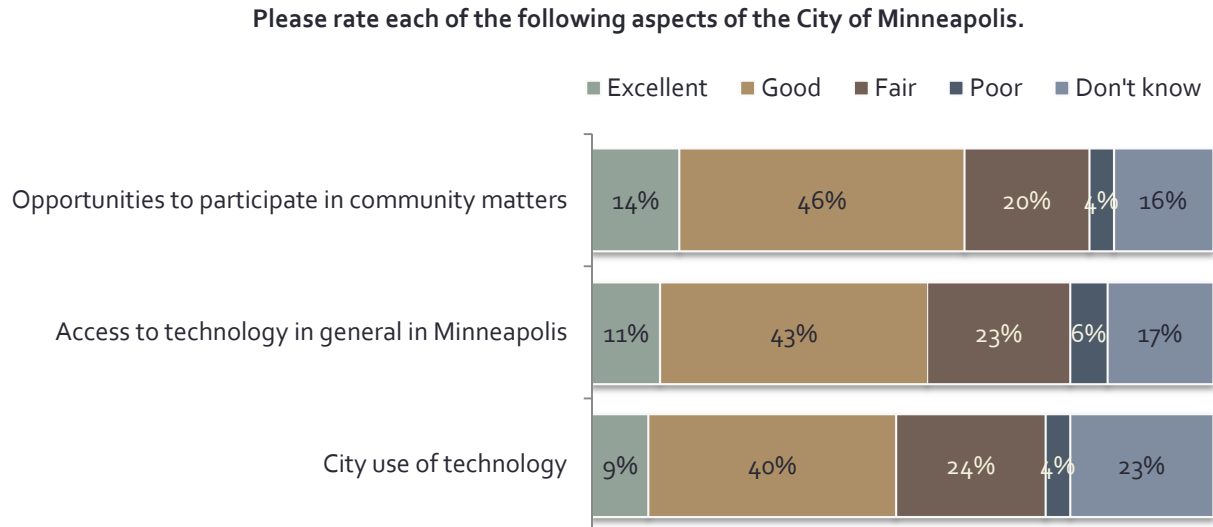
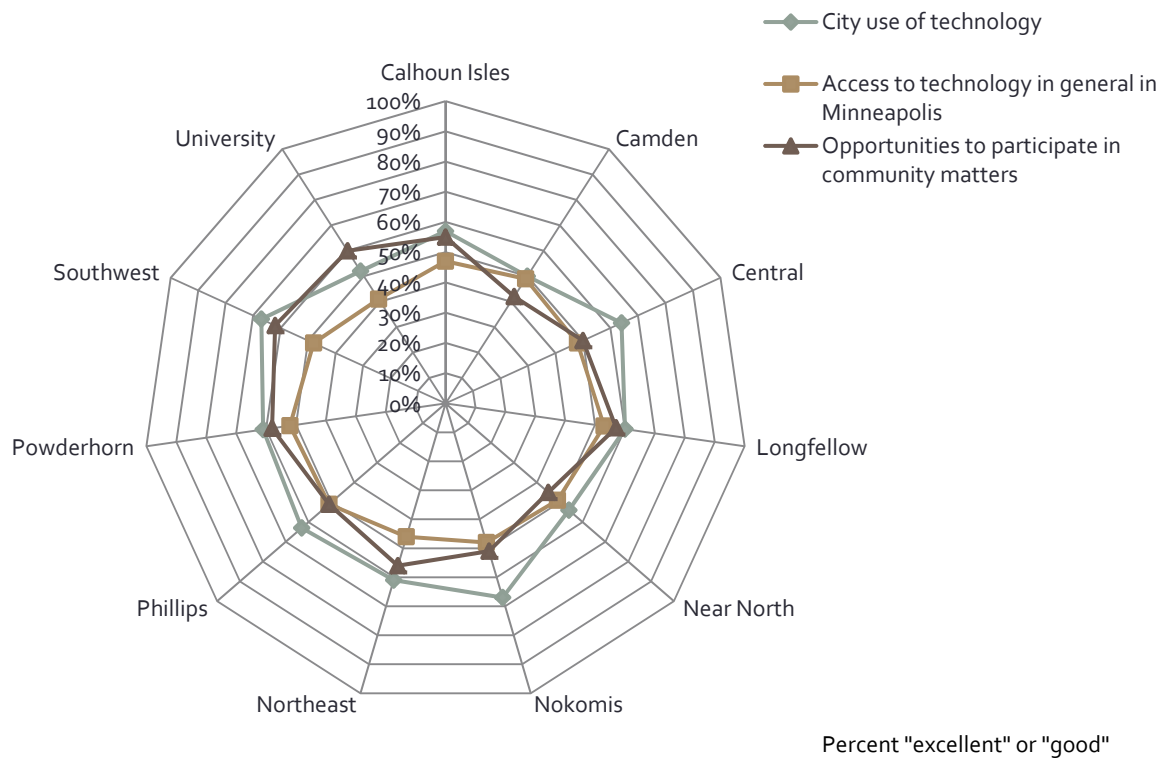


FIGURE 2: QUESTION 1 BY COMMUNITY



Question 2: Importance of Computer and Internet Access

The importance of computer and Internet access at home were gauged on the survey; 64% and 63% of all respondents, respectively, identified each as “essential.” Just 5% and 4%, respectively, felt these items to be “not at all important.”

Community and respondent characteristics comparisons follow (detailed tables appear in Appendices A-H):

- The University area was most likely over other communities to pick each as “essential” or “very important.” Importance assessments were lowest in Phillips.
- Newer residents were more likely to see a computer and Internet access at home as “essential.”
- Respondents who lived alone and the largest households tended to view a having a computer and Internet access as not essential, while household between two and four people gave greater import to computer and Internet access.
- Households with children were more likely to rate computer and Internet access as essential or very important when compared to households without children.
- Younger men and women (age 18 to 34) placed greater importance on computer and Internet access at home than older men and women (age 55 and older). More men, in general, felt computer and Internet access at home was more important compared to women.
- Whites were more likely to view computer and Internet access at home as essential. Most African American respondents felt computer and Internet access at home was very important.
- Those who spoke a language other than English at home were less likely to view computer and Internet access at home as essential.
- Respondents in the lowest income category were least likely to see having a computer or Internet access at home as “essential” and those in the highest income category were most likely to see each as “essential.”
- Survey respondents who identified themselves as retired, homemakers or disabled were notably less likely to identify having a computer or Internet access at home as “essential.”
- Assessments of whether having a computer or Internet access at home was “essential” were tied to educational attainment. Those who had not completed high school were roughly one-third as likely as respondents overall to say that a home computer or access to the Internet were “essential” and four time as likely as respondents overall to say that each was “not at all important.”
- Those who preferred their land line were less likely to feel that a computer or Internet access at home was “essential” than respondents overall.

FIGURE 3: QUESTION 2, MINNEAPOLIS OVERALL

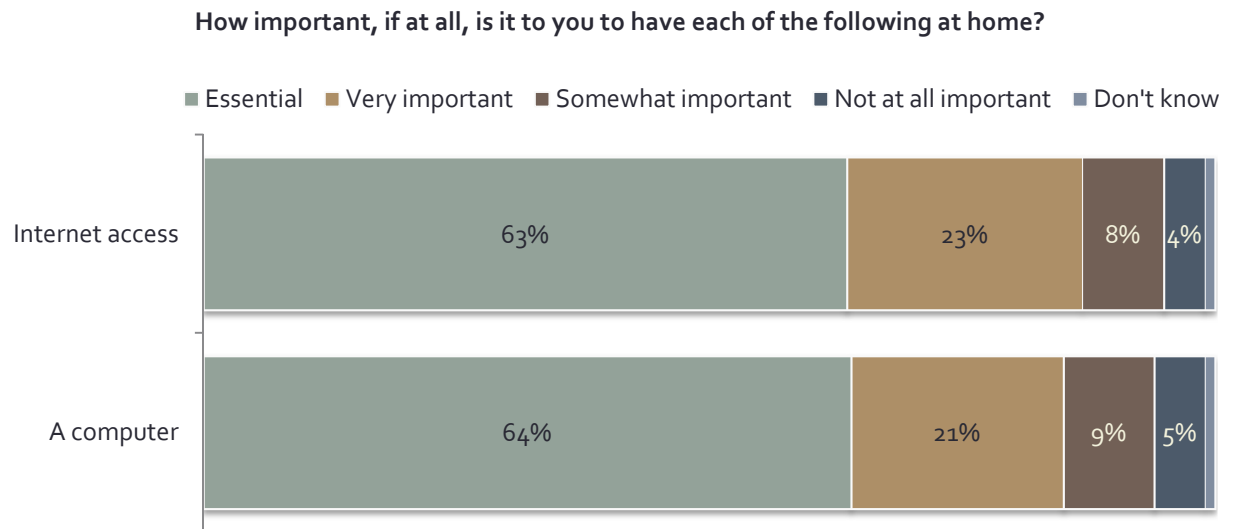
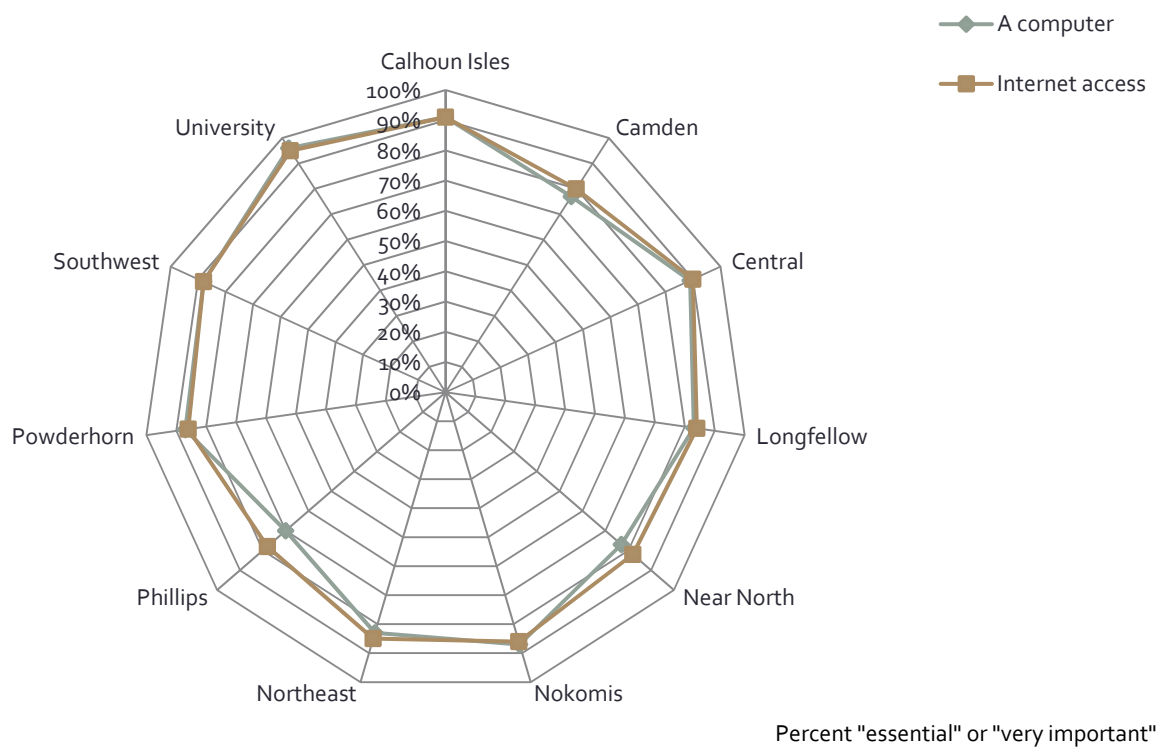


FIGURE 4: QUESTION 2 BY COMMUNITY



Question 3: Minneapolis WiFi

The survey included a brief description of the City's outdoor wireless coverage and asked residents' familiarity with this WiFi network. Twenty-eight percent said they were "very" familiar, 41% were "somewhat" familiar and 31% were "not familiar at all."

- Southwest, Nokomis and Calhoun Isles had the greatest percentage of respondents who were at least "somewhat" familiar, with Nokomis having the highest percentage who were "very" familiar.
- Respondents who lived alone and the largest households were more likely to be not at all familiar with the City's WiFi.
- Households with children more likely to be very familiar with the City's WiFi than those without children.
- Men tended to be more familiar with the City's WiFi network. The least familiar with the WiFi network tended to be the youngest women (age 18 to 24) and the oldest men and women (age 65 and over).
- African American respondents were more likely to be unfamiliar with City's WiFi network.
- In general, lower income respondents had less familiarity with the City's WiFi network and higher income respondents had more familiarity.
- Employed respondents were more likely to be "very" familiar with the City's WiFi network, while retirees, homemakers and disabled respondents were significantly more likely to not be familiar at all.
- The education continuum was predictive of whether residents knew about the City's WiFi network.
- Land line-reliant residents were more likely to be unfamiliar with the City's WiFi network.

FIGURE 5: QUESTION 3, MINNEAPOLIS OVERALL

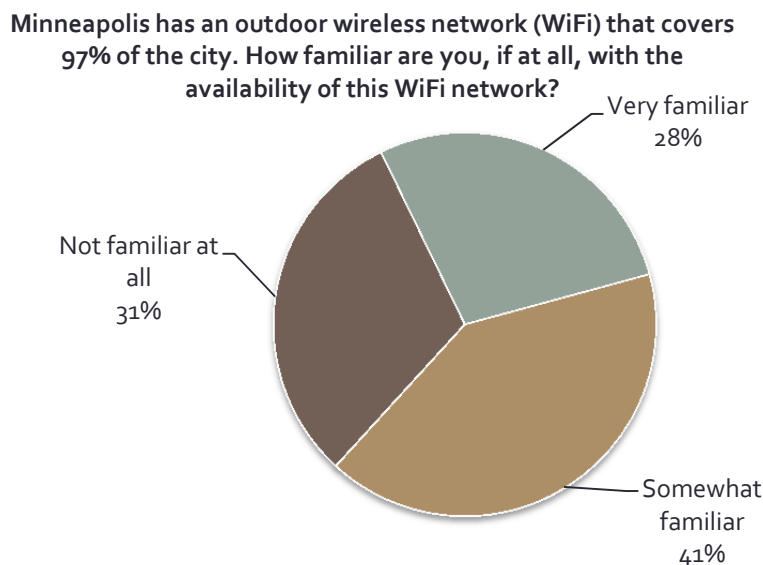
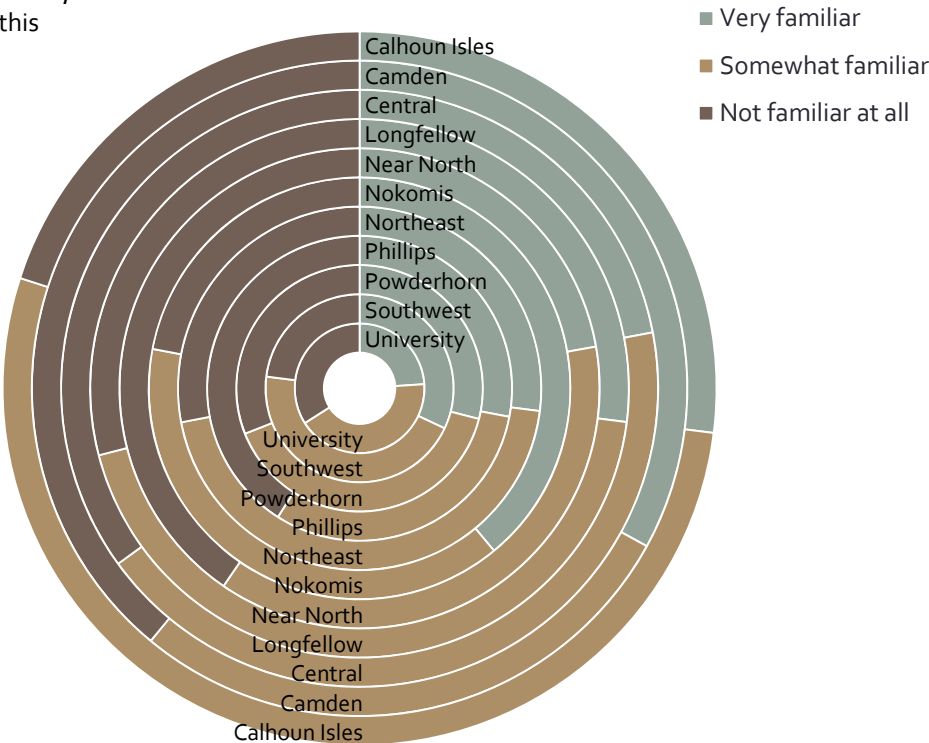


FIGURE 6: QUESTION 3 BY COMMUNITY

How familiar are you, if at all,
with the availability of this
WiFi network?



Question 4: Digital Devices at Home

Survey respondents were asked whether they had each of four types of devices at home and whether each had Internet access. Eighty-two percent of respondents had an Internet-connected computer, 66% had a cell phone with Internet access, 29% reported having a game console with Internet access and 27% had a tablet with Internet access. Seven in ten did not have a tablet computer and 6 in 10 did not have a game console; just 7% and 11%, respectively, did not have a cell phone or a computer in their household.

- In general, each type of device was least common in Phillips households. Calhoun Isles, Nokomis, Southwest and University had the highest rate of Internet-connected computers.
- Game consoles with Internet access and computers with Internet access were more common among respondents who had lived in Minneapolis for less than two years.
- Respondents who lived alone were more likely to lack Internet connected devices (e.g., computers, smart phones, tablets or game consoles).
- Households between two and four members and those with children present were more likely to have Internet connected devices (e.g., computers, smart phones, tablets or game consoles).
- Between the ages of 35 and 64, more women than men tended to have computers with Internet access; otherwise more men than women had Internet connected computers. Older men and women (age 55 and over) were more likely than younger men and women to have cell phones without Internet access. Women between the ages of 35 and 54 and men between the ages of 25 and 44 were more likely to have tablet computers. Young men (age 18 to 34) were more likely to have game consoles.
- African American respondents were significantly more likely to lack a computer with Internet at home. The presence of cell phones in the household was similar across race and ethnicity.
- English speakers were more likely to have cell phones with Internet access.
- Household income generally was associated with whether or not each of the Internet-connected devices was present in the household.
- Respondents who were retired, homemakers, unemployed (looking for work) or disabled were less likely to have a computer with Internet access at home. Disabled respondents were quite a bit less likely to have a tablet computer with Internet access at home. Internet access via a cell phone or game console was less likely for retirees, homemakers and disabled respondents.
- Respondents who depended primarily on their land line were less likely to have Internet access via any type of device.

FIGURE 7: QUESTION 4, MINNEAPOLIS OVERALL

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

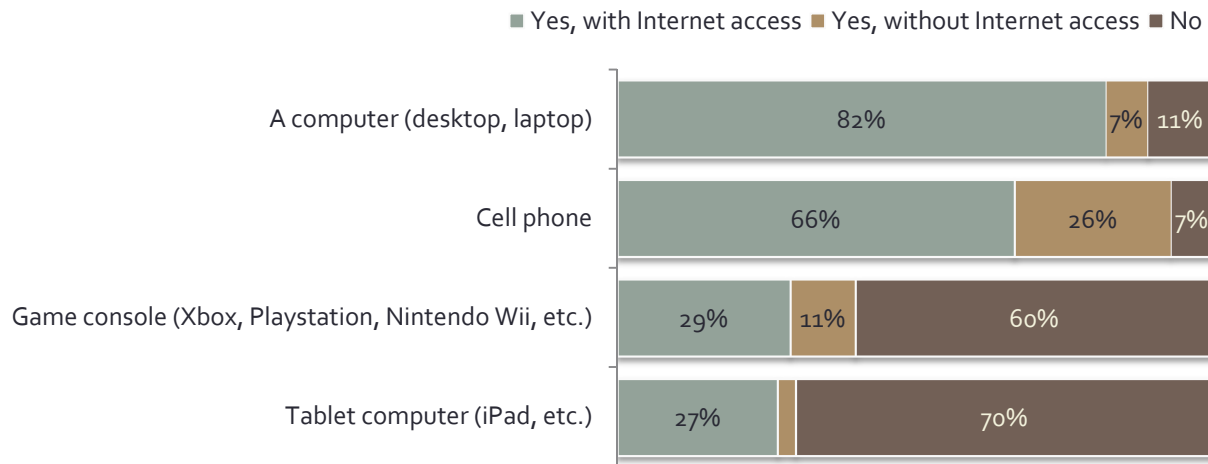
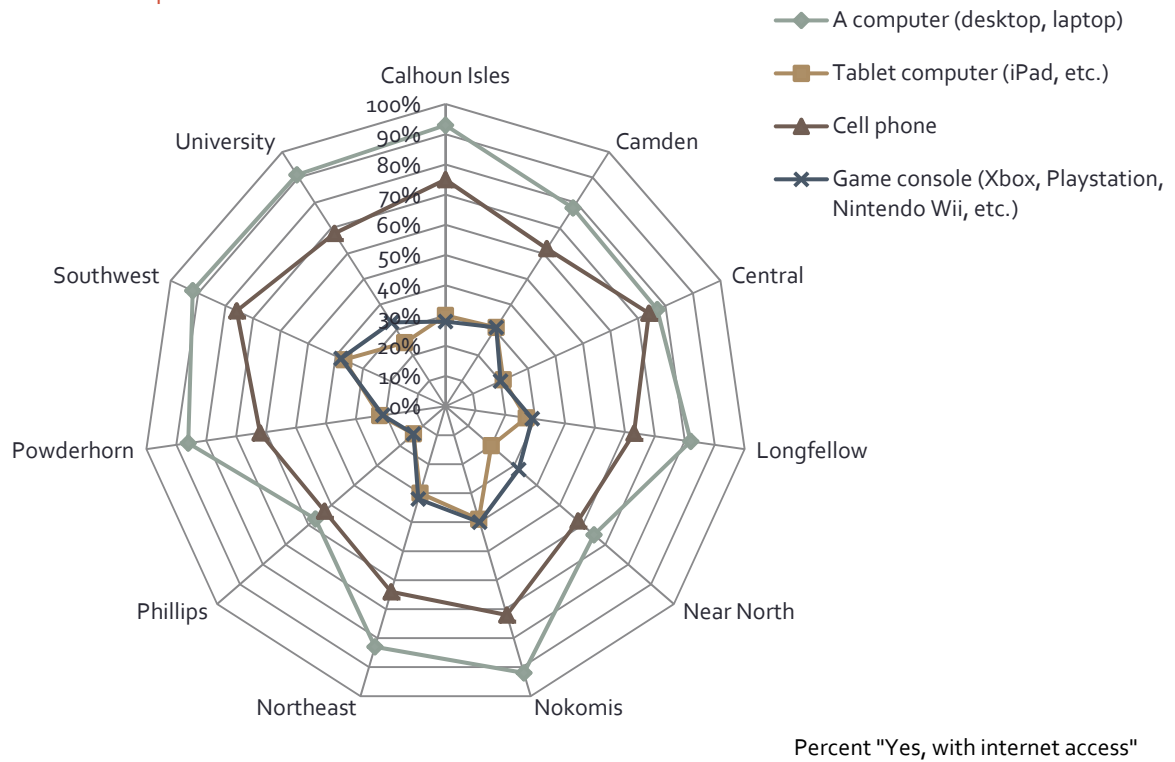


FIGURE 8: QUESTION 4 BY COMMUNITY



Question 5: Internet Access by Device

Minneapolis residents responding to the survey described the frequency of their access to the Internet using various devices as “daily,” “weekly,” “monthly,” “less than once per month” or “never/not applicable.” Most commonly, daily access was via a computer (79% of respondents) or a cellular device (62%). Internet access was least common using a game console or a tablet (68% and 69% of respondents, respectively, said “never/not applicable”).

- Daily Internet access using a computer or cell phone was least common among Near North and Phillips residents.
- Respondents who lived in the city more than 10 years were least likely to connect to the Internet daily using any device but especially less often with a cell phone.
- Renters of detached housing units were more likely connected daily to the Internet via cell phones and PDAs and game consoles than renters of attached units or owners of all housing types.
- Single-person households were more likely to never connect to the Internet.
- Households with three or four members and with children had the highest rates of daily access to the Internet across all devices (i.e., computer, tablets, cell phones, game consoles and televisions or Blu-Ray players). The largest households were more likely to connect to the Internet daily using a game console than smaller households.
- Overall, African American respondents and those who spoke a language other than English accessed the Internet less frequently than white or Latino/Hispanic respondents. However, they were more likely to access the Internet through their television or Blu-ray player than other groups.
- Less frequent daily use of a computer, tablet computer or cell phone was associated with lower household income and more frequent daily use of these same devices was associated with higher household income.
- Respondents who most frequently said they never used a computer, a tablet computer, a cell phone or a game console to access the Internet were most commonly retired, homemakers or disabled residents.
- Daily Internet use via a computer, tablet or cellular device was significantly lower for residents with less education. Daily Internet access using a game console or television/Blu-ray player was broadly the same across education categories.
- Daily Internet use among land line-preferring residents was notably lower for computers, tablets or cellular devices and slightly lower via a game console or television/Blu-ray player.

FIGURE 9: QUESTION 5, MINNEAPOLIS OVERALL

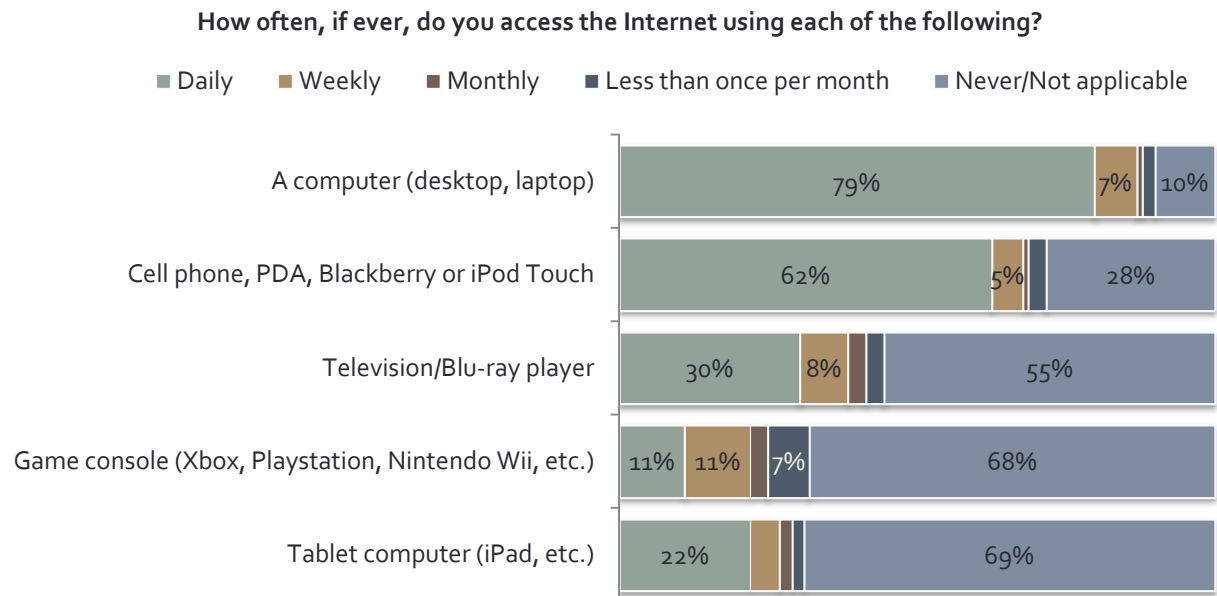
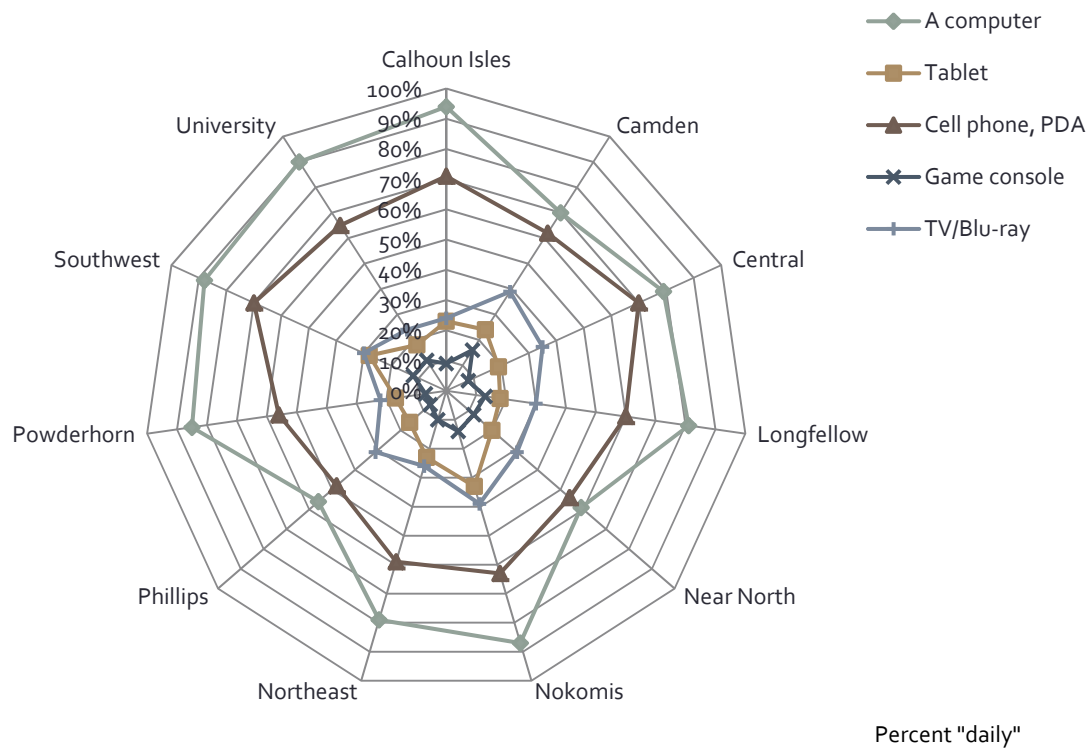


FIGURE 10: QUESTION 5 BY COMMUNITY



Question 6: Internet Access by Location

A question about the frequency of Internet access in different physical locations was asked on the survey. Daily access at home was the most common (79% of respondents), followed by work (64%). Though daily access at a public place was the least common, weekly, monthly and less often than monthly use were more common with this location category than any other. Seventy-six percent of respondents never used the Internet at school.

- Among University area residents, daily home access was generally high compared with other communities, and while daily work access was a bit lower than in other communities, daily school Internet access was the highest of all communities.
- Daily Internet access from home and school was highest among respondents with less than two years in the community.
- Renters were less likely to access the Internet from home on a daily basis.
- Daily connection to the Internet from school increased with household size, but daily connections to the Internet from work were lowest among the smallest and largest households.
- Households with children tended to connect to the Internet more often than households without children
- Men and women age 65 and over were more likely to never access the Internet from a variety of locations. Use of the Internet in outdoor places decreased with age. Men and women between the ages of 25 and 34 were most likely to access the Internet at work. Latino/Hispanic and respondents who were not white or African American had higher levels of Internet access from school or public places than whites and African American.
- Daily use of a computer or the Internet was lower for lower income households and higher or higher incomes. Lowest income households were more likely to have daily access at school.
- Not surprisingly, students were more likely than other respondents to report frequently accessing the Internet from a school location, and retirees, homemakers and disabled respondents generally reported never accessing the Internet from a work location. Frequent home Internet use was lower for respondents who identified themselves as retired, homemakers or disabled.
- Education level was generally predictive of daily computer/Internet use as well as never using either.
- Those who viewed a land line as their primary phone were less likely in various locations to use a computer or the Internet on a daily basis and more likely to say they never used either.

FIGURE 11: QUESTION 6, MINNEAPOLIS OVERALL

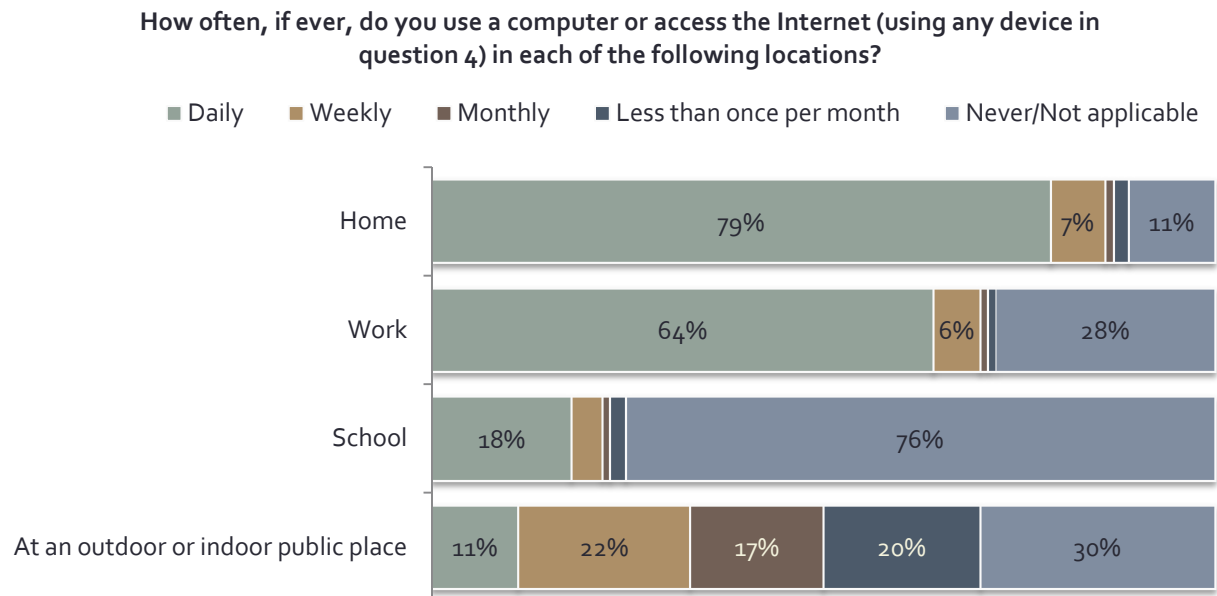
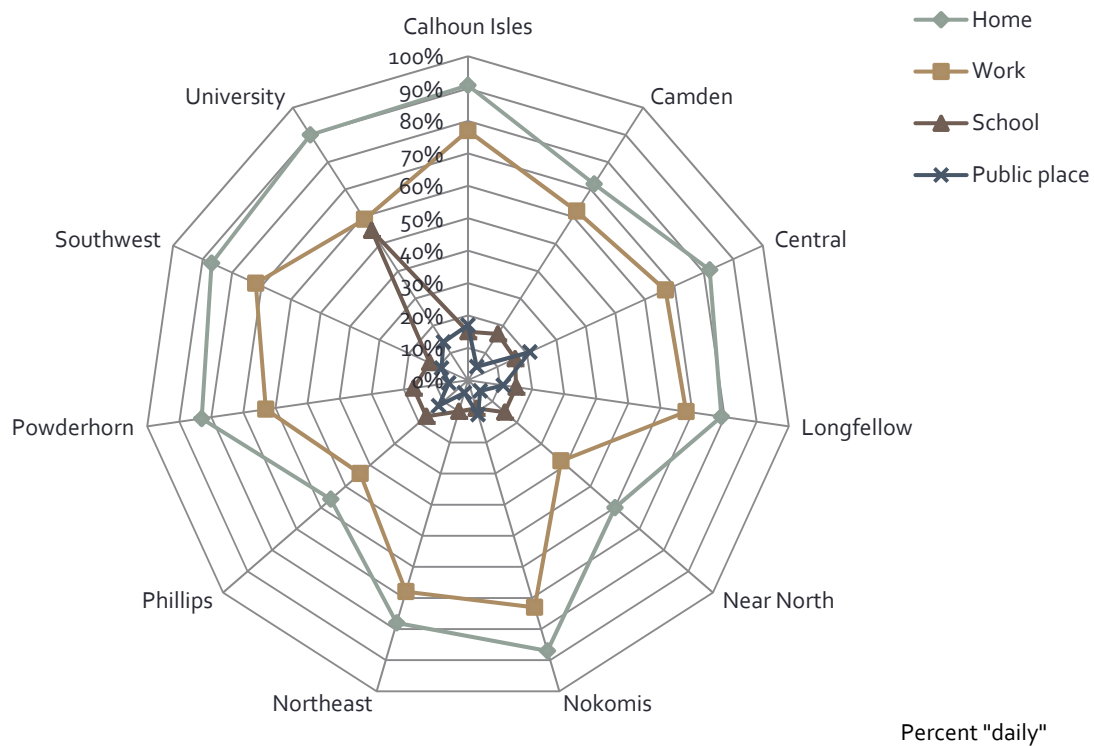


FIGURE 12: QUESTION 6 BY COMMUNITY

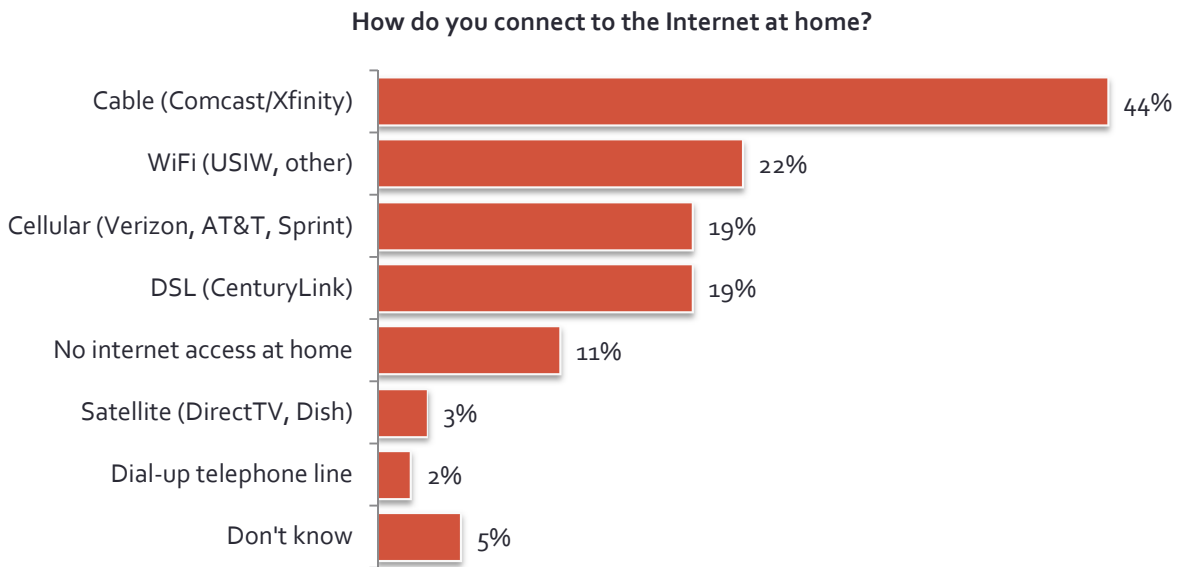


Question 7: Type of Internet Access at Home

Respondents identified the type(s) of Internet access they had at home, if any. Cable Internet access was the most common (44% of respondents). WiFi (22%), Cellular (19%) and DSL (19%) were the next most popular. Eleven percent of respondents had no Internet access at home and 5% were not sure.

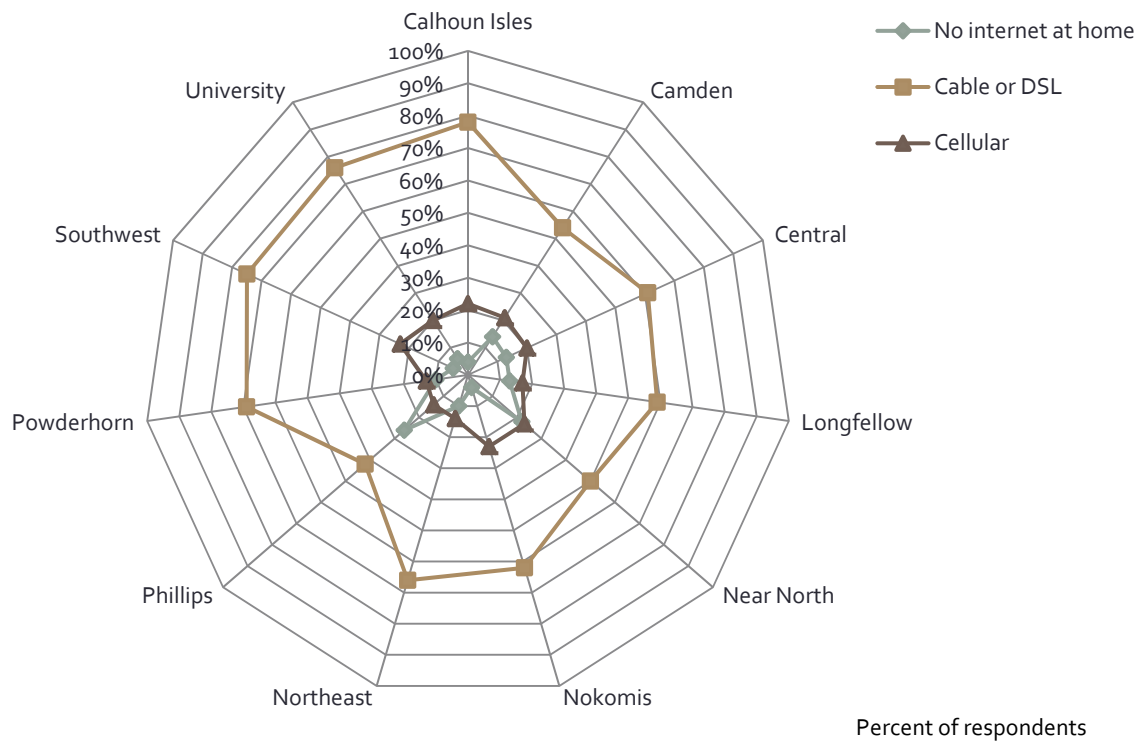
- Phillips and Near North households had the lowest rates of Internet access at home. Cable Internet access rates were highest in Calhoun Isles, University and Southwest communities.
- Respondents who had lived in the city for less than five years used cable Internet at a higher rate than residents overall.
- Single-person households were between two and four times more likely to not have Internet access at home than households with two or more people.
- Cellular access to the Internet increased with household size and presence of children.
- Men and women age 65 and over were more likely to not have Internet access. When compared to the City overall, more men age 18 to 34 connected to the Internet from home via a cable modem while more women age 35 to 54 connected via DSL.
- African American respondents and those who spoke a language other than English were more than twice as likely not to have Internet access at home.
- Lower income households were less likely to have home Internet access. Cable Internet access was more common in higher income households.
- Most likely to have no Internet access available at home were retirees, homemakers and disabled respondents.
- Respondents with less education were more likely to have no Internet access at home or to say they were unsure what access they had. They were meaningfully less likely to have access to Comcast and DSL (two of the three most common access options) and only slightly less likely to have cellular access (the third most common option).
- Using primarily a land line meant slightly less access to the Internet at home, as well as being less likely to have Comcast or cellular Internet access.

FIGURE 13: QUESTION 7, MINNEAPOLIS OVERALL



Totals exceed 100% as respondents could select more than one category.

FIGURE 14: QUESTION 7 BY COMMUNITY

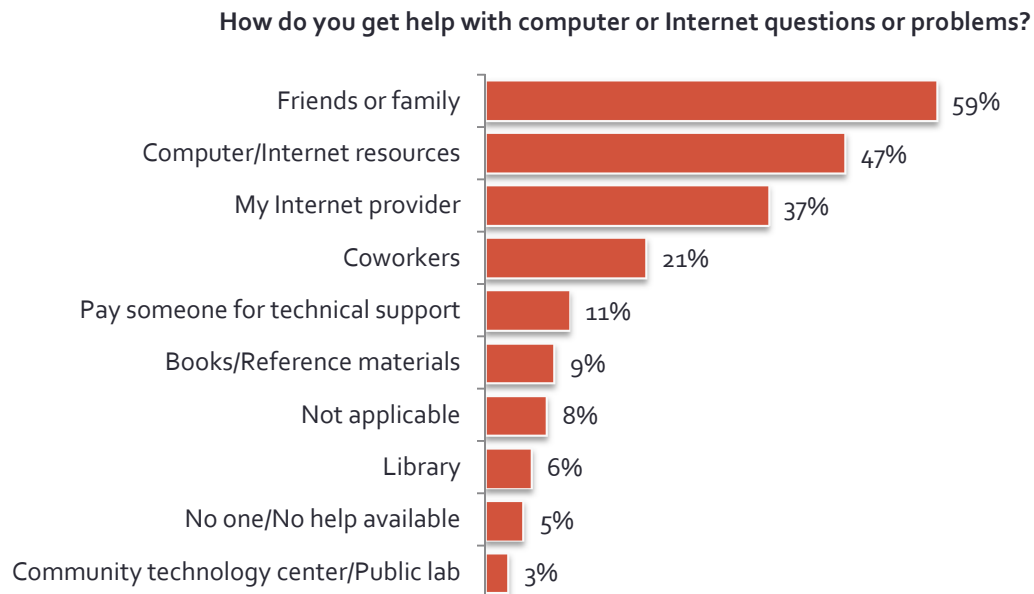


Question 8: Resources for Computer or Internet Questions

From a list of potential resources to help residents with computer or Internet questions and problems, “friends or family” was cited most (59% of respondents). Computer- and Internet-based resources were the next most commonly identified (47%), followed by Internet providers (37%). Community technology centers were used by 3% of respondents. Eight percent said that needing computer/Internet resources was not applicable and 5% said no one was available to help them.

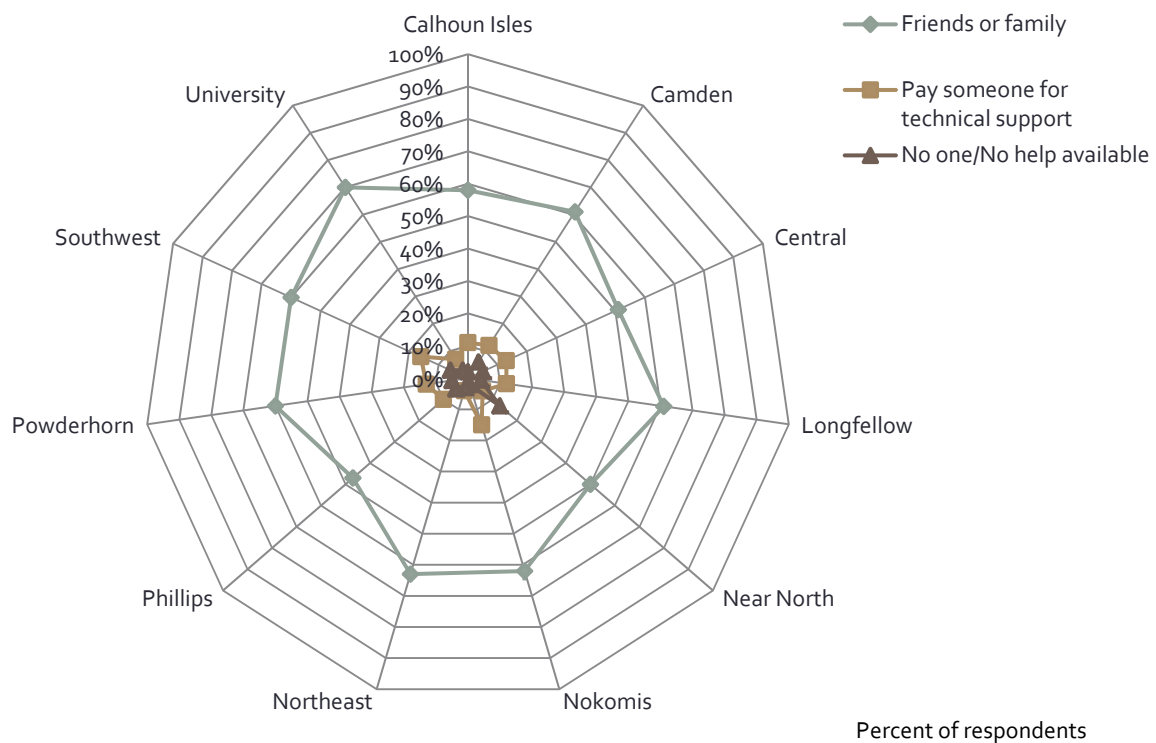
- Near North residents were more likely than residents in other communities to say that no help was available to them. Friends and family were relied on most heavily among respondents in the University area.
- Respondents who had lived in the city more than 10 years were more likely to pay someone for technical support or use books or reference materials when they had computer or Internet issues.
- Renters of detached housing units were most likely to have no one available to help them with computer or Internet issues.
- Households with five or more members were less likely to seek help from coworkers or their Internet provider.
- Households with children were more likely than those without children to seek assistance from their Internet provider.
- When seeking help for computer or Internet problems, in general, women were more likely to seek help from friends and family. Younger men (age 18 to 34) tended to seek out computer and Internet resources for help and older men (age 45 and over) tended to use books and reference materials when they ran into issues.
- African American respondents and those who spoke a language other than English were less likely to ask friend and family for help with computer and Internet problems and also were more likely to say “not applicable.”
- Respondents in lower income households were less likely than other respondents to use computer/Internet resources to address computer questions or problems.
- Students were more reliant than other respondents on computer/Internet resources to address their computer questions or problems. Unemployed job seekers and disabled respondents were more likely than respondents overall to use the library for computer assistance.
- Less educational attainment was associated with getting computer or Internet help being not applicable and with the library more commonly being a resource. Coworkers, friends and family, and computer/Internet resources for computer and Internet help were less common for respondents with less education.
- Respondents who preferred their land line were largely similar to respondents overall regarding their use of help for computer or Internet needs, with a slightly higher rate of “not applicable” responses and lower use of computer/Internet resources for help.

FIGURE 15: QUESTION 8, MINNEAPOLIS OVERALL



Totals exceed 100% as respondents could select more than one category.

FIGURE 16: QUESTION 8 BY COMMUNITY



Question 9: Frequency of Internet Activities

A list of common and some not so common Internet activities was presented to respondents so that that could identify how frequently, if ever, they did each. Daily emailing, texting or video was the most common (80% of respondents). Accessing news or weather daily was done by 61% of respondents and 49% used social media on a daily basis. Connecting with a child's school was "never" done by 82% of respondents and selling or advertising online was never done by 64% of respondents.

- Nearly all Calhoun Isles respondents engaged in emailing, texting and video use each day; these activities were least common on a daily basis in Near North and Phillips communities.
- Renters of any type of housing units were more likely than those who own their homes to seek entertainment on the Internet or use social media daily.
- About one-third of long-term residents (10+ years) never banked online and two in five or more never used the Internet to engage in civic activities or communicate with government.
- Single-person households were more likely to never connect to the Internet.
- Use of social media increased with household size and presence of children.
- Households sizes of between two and four members more frequently access the Internet to do a number of activities, including researching topics, shopping, banking and job searching.
- Across a variety of Internet-related activities (e.g., use mail, texting or video to communicate; seek entertainment and use social media), the frequency of doing these tasks daily decreased with age. The youngest men and women (age 18 to 34) had similar rates of using social media, while women age 25 to 54 tended to use social media more frequently than men of the same age. Men age 18 to 34 were more likely to share opinions, post to a blog or review a product or service daily or weekly; women age 18 to 24 were also more likely to do this activity as well only less frequently. Overall, men age 18 to 24 were more likely to perform a number of Internet tasks and activities daily.
- African American respondents and those who spoke a language other than English generally did fewer things on the Internet. African American respondents were about twice as likely to never bank online, look for directions or use email, texting or video to communicate.
- Across all Internet activities, the highest rate of non-use ("never" or "not applicable") was among lower income households and the lowest rate of non-use was among higher income households.
- Respondents who said they never conducted various Internet tasks were generally more likely to be retired, homemakers or disabled.
- For less educated respondents, the gap between never and ever doing various things online was greatest for "Shop, search for products and services," "Banking online (paying bills, investing, etc.)" and "Find info on community resources and events" and smallest for "Attend an online class or training" and "As a parent/guardian, connect with your child's school"
- Those who preferred their land line were generally more likely than overall respondents to select "never/not applicable" for each of the Internet activities listed.

FIGURE 17: QUESTION 9, MINNEAPOLIS OVERALL

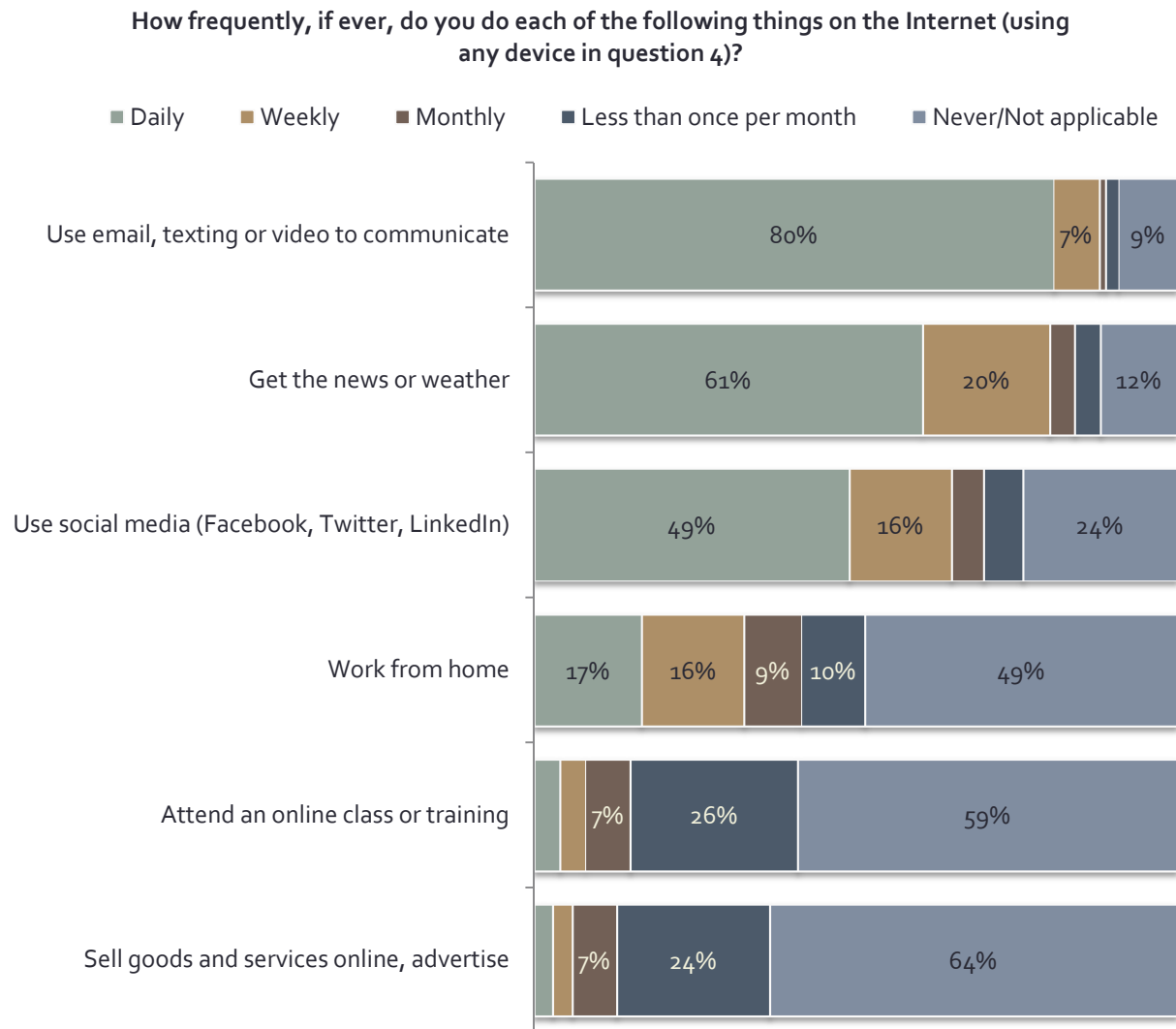
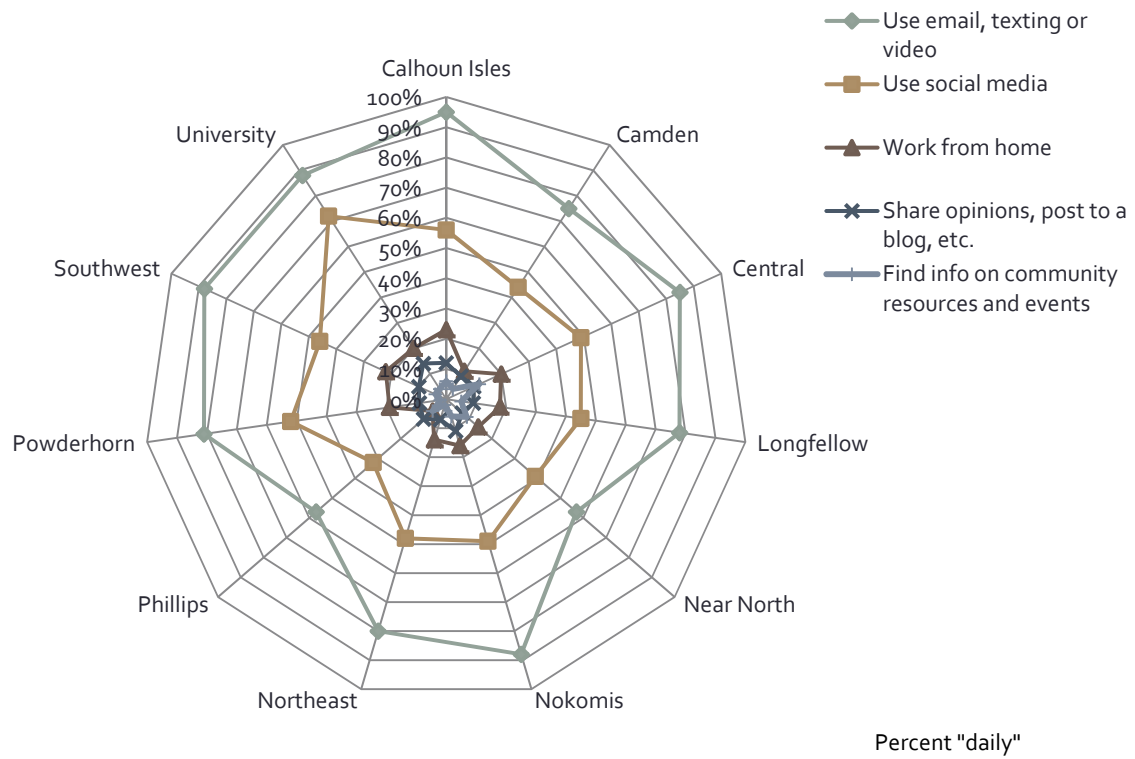


FIGURE 18: QUESTION 9 BY COMMUNITY



Question 10: Comfort with Computer Activities

Survey respondents evaluated themselves as very, somewhat or not at all comfortable with a list of computer-based activities. They also could choose “don’t know” or “not applicable.” The activities most comfortable for residents were “using email” (83% of respondents said “very” comfortable), “accessing the Internet” (81% of respondents), “using a computer laptop/desktop” (78%) and “locating information online (bus schedules, weather, news, etc.)” (77%).

- Computer use was least comfortable for Near North residents, followed by those in Phillips and Camden communities.
- Overall, residents who had lived in the city for over 10 years were the least comfortable with common Information Age activities like using a smart phone, performing job searches online or creating documents or spreadsheets.
- Households of two people and households with children tended to have the highest comfort levels doing a number of computer/Internet/digital activities.
- Single-person households more likely to rate these activities as not applicable.
- Overall, men and women between the ages of 18 and 34 were more comfortable performing a number of digital age tasks, such as using a computer, using a smart phone, accessing the Internet and creating documents and spreadsheets. Men age 18 to 44 and women age 18 to 24 felt more comfortable troubleshooting computer problems than older men and women.
- African American respondents and those who spoke a language other than English were generally less comfortable performing digital activities, especially accessing the Internet, using email and creating documents.
- For nearly all computer/Internet activities, lower household income was associated with being less likely to be “very” comfortable doing each, while respondents from higher income households were more likely to be “very” comfortable.
- Overall, the common pattern of less common use held true for respondents who self-described as retired, homemakers or disabled. Somewhat anecdotally, a small contingent of disabled respondents described being “very” comfortable with software coding at a rate greater than that of respondents overall.
- The percentage of respondents who felt “very” comfortable with each of the activities listed generally rose with educational attainment. Education was not particularly relevant for high comfort with “Coding your own software application” and generally less relevant overall for being “very” comfortable with “Creating a website or blog,” “Troubleshooting computer problems” and “Using smartphone or tablet computer.”
- Preferring a land line was generally associated with less frequently choosing “very” comfortable to describe an orientation toward each of the computer and Internet tasks listed.

FIGURE 19: QUESTION 10, MINNEAPOLIS OVERALL

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

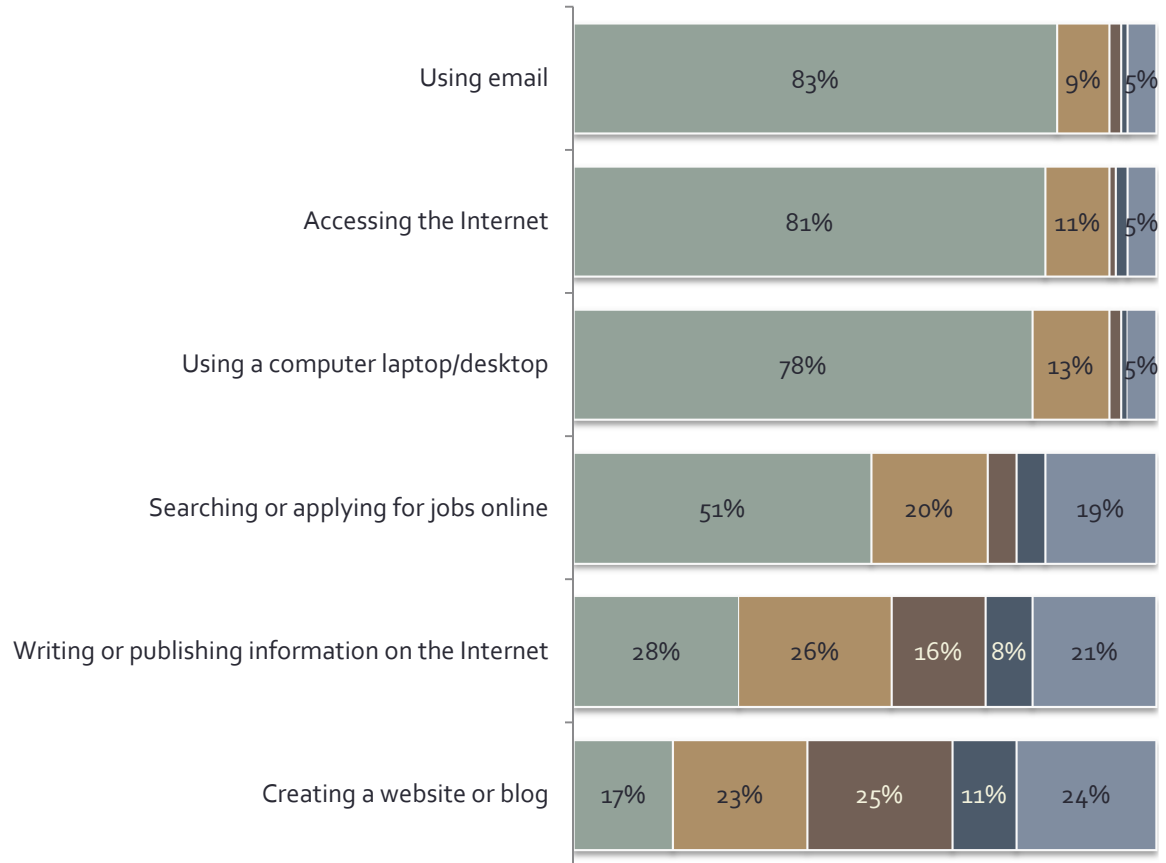
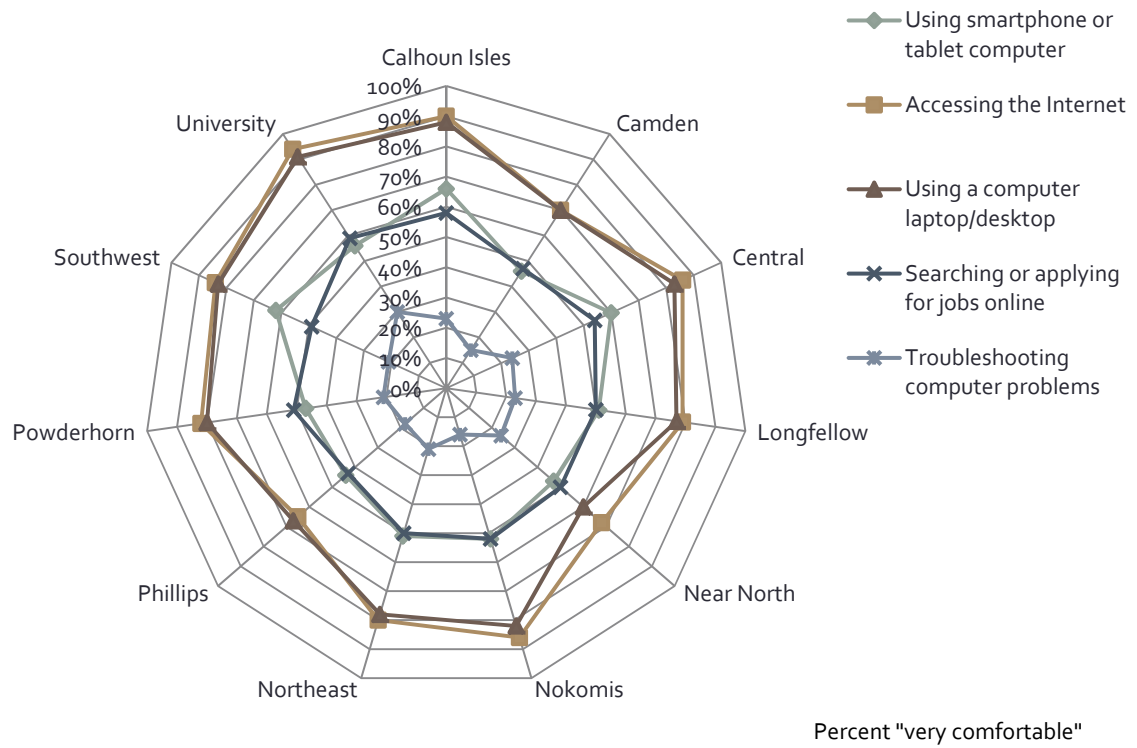


FIGURE 20: QUESTION 10 BY COMMUNITY



Appendix A: Frequency of Responses by Community for all Survey Questions

TABLE 1: QUESTION 1

Please rate each of the following aspects of the City of Minneapolis.		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Opportunities to participate in community matters	Excellent	17%	10%	13%	14%	10%	15%	10%	16%	18%	17%	10%	14%
	Good	40%	40%	51%	46%	44%	52%	51%	47%	43%	50%	42%	46%
	Fair	20%	32%	16%	22%	25%	13%	18%	18%	22%	21%	14%	20%
	Poor	2%	3%	1%	3%	7%	4%	4%	8%	6%	1%	6%	4%
	Don't know	22%	15%	18%	15%	15%	17%	17%	10%	11%	11%	28%	16%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City use of technology	Excellent	6%	11%	11%	10%	7%	8%	5%	14%	8%	11%	6%	9%
	Good	41%	38%	37%	43%	42%	40%	41%	37%	44%	37%	35%	40%
	Fair	26%	27%	24%	21%	25%	18%	22%	28%	27%	22%	25%	24%
	Poor	2%	5%	6%	5%	7%	1%	3%	4%	4%	4%	9%	4%
	Don't know	25%	20%	22%	21%	19%	33%	28%	16%	18%	26%	24%	23%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Access to technology in general in Minneapolis	Excellent	9%	9%	10%	13%	7%	13%	6%	10%	10%	18%	9%	11%
	Good	46%	33%	40%	44%	38%	38%	50%	41%	48%	44%	51%	43%
	Fair	21%	32%	28%	23%	31%	24%	17%	26%	25%	18%	14%	23%
	Poor	4%	8%	5%	3%	7%	5%	6%	11%	6%	4%	8%	6%
	Don't know	20%	18%	16%	17%	16%	21%	20%	12%	11%	15%	18%	17%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

TABLE 2: QUESTION 2

How important, if at all, is it to you to have each of the following at home?		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
A computer	Essential	75%	50%	71%	62%	46%	68%	62%	37%	61%	75%	85%	64%
	Very important	16%	27%	18%	21%	31%	19%	21%	33%	26%	13%	11%	21%
	Somewhat important	6%	15%	4%	11%	16%	6%	9%	17%	8%	7%	4%	9%
	Not at all important	2%	7%	5%	4%	7%	6%	4%	7%	5%	4%	1%	5%
	Don't know	1%	1%	1%	2%	0%	1%	4%	5%	1%	1%	0%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Internet access	Essential	74%	53%	67%	61%	47%	69%	61%	39%	59%	75%	80%	63%
	Very important	17%	27%	23%	23%	35%	17%	24%	39%	27%	13%	15%	23%
	Somewhat important	7%	14%	3%	10%	16%	7%	6%	12%	8%	6%	3%	8%
	Not at all important	2%	5%	4%	4%	2%	6%	5%	7%	5%	4%	1%	4%
	Don't know	0%	1%	3%	2%	0%	1%	4%	3%	1%	1%	0%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

TABLE 3: QUESTION 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?	Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Very familiar	27%	33%	22%	27%	22%	39%	27%	28%	29%	32%	24%	28%
Somewhat familiar	53%	28%	43%	44%	37%	39%	45%	31%	40%	45%	42%	41%
Not familiar at all	20%	39%	35%	29%	40%	22%	28%	41%	31%	23%	34%	31%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

TABLE 4: QUESTION 4

Please indicate whether you have each of the following in your household.		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
A computer (desktop, laptop)	Yes, with Internet access	93%	78%	77%	82%	65%	92%	83%	57%	86%	92%	91%	82%
	Yes, without Internet access	4%	10%	14%	6%	8%	1%	7%	15%	5%	3%	5%	7%
	No	3%	13%	9%	12%	27%	6%	10%	28%	10%	6%	5%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, etc.)	Yes, with Internet access	30%	31%	21%	27%	20%	39%	30%	14%	22%	37%	25%	27%
	Yes, without Internet access	2%	3%	3%	2%	3%	0%	3%	9%	2%	1%	5%	3%
	No	68%	66%	76%	71%	76%	61%	67%	77%	77%	63%	70%	70%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone	Yes, with Internet access	75%	62%	74%	63%	58%	72%	64%	53%	62%	76%	68%	66%
	Yes, without Internet access	21%	28%	19%	30%	32%	23%	28%	30%	32%	21%	26%	26%
	No	5%	9%	7%	7%	10%	5%	8%	16%	6%	4%	6%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Yes, with Internet access	28%	31%	20%	29%	32%	40%	32%	14%	21%	38%	33%	29%
	Yes, without Internet access	8%	14%	12%	6%	14%	6%	13%	15%	16%	7%	9%	11%
	No	64%	55%	68%	65%	54%	53%	55%	71%	63%	55%	58%	60%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

TABLE 5: QUESTION 5

How often, if ever, do you access the Internet using each of the following?		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
A computer (desktop, laptop)	Daily	94%	70%	79%	81%	59%	87%	79%	56%	85%	88%	90%	79%
	Weekly	3%	9%	7%	9%	11%	6%	8%	15%	6%	6%	4%	7%
	Monthly	0%	1%	2%	1%	3%	1%	2%	4%	2%	1%	1%	1%
	Less than once per month	0%	5%	2%	2%	7%	1%	1%	3%	1%	0%	1%	2%
	Never/Not applicable	3%	15%	11%	7%	20%	6%	11%	21%	6%	5%	4%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, etc.)	Daily	23%	24%	19%	18%	20%	33%	23%	16%	17%	28%	18%	22%
	Weekly	6%	5%	4%	5%	4%	6%	8%	4%	4%	8%	4%	5%
	Monthly	2%	1%	1%	3%	2%	0%	1%	5%	0%	1%	2%	2%
	Less than once per month	1%	4%	2%	2%	6%	0%	2%	2%	3%	0%	3%	2%
	Never/Not applicable	67%	66%	75%	72%	67%	60%	66%	73%	76%	63%	74%	69%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone, PDA, Blackberry or iPod Touch	Daily	71%	62%	70%	60%	54%	63%	59%	48%	56%	70%	65%	62%
	Weekly	4%	5%	7%	6%	5%	8%	5%	5%	4%	5%	3%	5%
	Monthly	0%	1%	1%	1%	2%	0%	1%	4%	2%	2%	2%	1%
	Less than once per month	2%	4%	1%	3%	6%	4%	5%	5%	4%	2%	3%	3%
	Never/Not applicable	22%	27%	22%	30%	34%	26%	29%	39%	34%	21%	27%	28%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Daily	9%	16%	8%	13%	12%	14%	10%	7%	7%	12%	12%	11%
	Weekly	9%	10%	9%	9%	12%	11%	13%	7%	9%	14%	18%	11%
	Monthly	4%	2%	1%	4%	4%	3%	5%	3%	2%	6%	3%	3%
	Less than once per month	8%	6%	6%	4%	12%	11%	6%	9%	6%	5%	4%	7%
	Never/Not applicable	69%	66%	76%	70%	60%	61%	66%	73%	75%	63%	63%	68%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Television/Blu- ray player	Daily	24%	39%	35%	30%	31%	39%	26%	31%	22%	30%	24%	30%
	Weekly	12%	8%	8%	7%	5%	9%	11%	4%	6%	13%	9%	8%
	Monthly	4%	1%	1%	3%	5%	2%	2%	2%	1%	4%	5%	3%
	Less than once per month	3%	1%	6%	1%	5%	3%	4%	4%	4%	3%	4%	3%
	Never/Not applicable	58%	50%	50%	60%	54%	48%	59%	58%	68%	49%	57%	55%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

TABLE 6: QUESTION 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?		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Home	Daily	91%	72%	82%	79%	60%	87%	78%	56%	83%	87%	90%	79%
	Weekly	4%	9%	5%	7%	14%	5%	7%	8%	4%	6%	4%	7%
	Monthly	0%	1%	1%	0%	4%	0%	1%	3%	1%	0%	0%	1%
	Less than once per month	1%	3%	3%	1%	5%	1%	3%	2%	1%	1%	1%	2%
	Never/Not applicable	3%	14%	9%	13%	17%	7%	11%	31%	12%	7%	4%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Work	Daily	77%	62%	67%	68%	38%	73%	68%	44%	63%	72%	59%	64%
	Weekly	2%	3%	5%	5%	7%	3%	4%	9%	9%	3%	13%	6%
	Monthly	1%	1%	0%	0%	5%	1%	0%	1%	1%	0%	1%	1%
	Less than once per month	0%	0%	0%	1%	1%	1%	5%	5%	1%	0%	0%	1%
	Never/Not applicable	20%	34%	28%	25%	48%	23%	22%	41%	27%	25%	27%	28%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
School	Daily	15%	17%	16%	15%	15%	9%	10%	17%	17%	13%	55%	18%
	Weekly	4%	2%	1%	8%	5%	3%	3%	7%	4%	3%	6%	4%
	Monthly	0%	0%	1%	1%	4%	0%	0%	1%	0%	1%	0%	1%
	Less than once per month	0%	0%	1%	1%	5%	1%	3%	2%	3%	1%	0%	2%
	Never/Not applicable	81%	81%	81%	75%	71%	87%	85%	74%	76%	82%	39%	76%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
At an outdoor or indoor public place (library, café, public computer, etc.)	Daily	17%	5%	21%	11%	5%	11%	4%	12%	6%	9%	14%	11%
	Weekly	23%	13%	22%	20%	24%	19%	21%	19%	22%	26%	34%	22%
	Monthly	25%	17%	15%	17%	13%	14%	13%	19%	19%	19%	17%	17%
	Less than once per month	13%	27%	16%	21%	11%	25%	28%	14%	24%	22%	18%	20%
	Never/Not applicable	21%	38%	24%	30%	47%	30%	34%	37%	29%	23%	17%	30%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

TABLE 7: QUESTION 7

How do you connect to the Internet at home? Please check all that apply.	Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
No internet access at home	4%	14%	13%	13%	22%	4%	10%	26%	10%	5%	6%	11%
Dial-up telephone line	1%	4%	2%	3%	2%	3%	3%	2%	3%	2%	1%	2%
Cable (Comcast/Xfinity)	59%	32%	50%	32%	28%	42%	45%	27%	50%	52%	63%	44%
DSL (CenturyLink)	19%	22%	11%	27%	22%	20%	21%	15%	19%	23%	13%	19%
Satellite (DirectTV, Dish)	3%	4%	1%	2%	3%	5%	3%	6%	3%	3%	1%	3%
Cellular (Verizon, AT&T, Sprint)	22%	21%	20%	17%	23%	23%	14%	14%	13%	23%	20%	19%
WiFi (USIW, other)	19%	25%	21%	23%	15%	36%	17%	22%	20%	25%	23%	22%
Don't know	1%	5%	4%	2%	10%	3%	8%	14%	1%	2%	2%	5%

Totals exceed 100% as respondents could select more than one category.

TABLE 8: QUESTION 8

How do you get help with computer or Internet questions or problems? Please check all that apply.	Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Not applicable	5%	9%	10%	9%	13%	7%	8%	15%	4%	5%	5%	8%
Coworkers	23%	21%	24%	28%	12%	27%	22%	16%	21%	22%	15%	21%
Friends or family	58%	61%	51%	61%	50%	62%	63%	47%	60%	60%	70%	59%
Library	1%	7%	4%	8%	13%	3%	5%	19%	2%	1%	4%	6%
Community technology center/Public lab	1%	2%	2%	1%	4%	1%	3%	5%	1%	1%	6%	3%
Pay someone for technical support	11%	12%	13%	12%	6%	15%	4%	10%	13%	16%	7%	11%
My Internet provider	45%	38%	40%	31%	26%	42%	39%	22%	39%	43%	39%	37%
No one/No help available	2%	6%	5%	4%	13%	2%	3%	5%	5%	6%	3%	5%
Books/Reference materials	9%	8%	6%	14%	11%	8%	9%	18%	6%	8%	7%	9%
Computer/Internet resources	54%	38%	42%	50%	34%	49%	48%	41%	50%	50%	58%	47%

Totals exceed 100% as respondents could select more than one category.

TABLE 9: QUESTION 9

How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Use email, texting or video to communicate	Daily	95%	75%	85%	78%	57%	88%	80%	57%	81%	88%	88%	80%
	Weekly	2%	10%	5%	10%	19%	4%	6%	10%	7%	6%	5%	7%
	Monthly	0%	2%	2%	2%	1%	1%	0%	3%	0%	1%	2%	1%
	Less than once per month	0%	2%	2%	1%	6%	1%	1%	5%	4%	0%	1%	2%
	Never/Not applicable	2%	12%	6%	9%	17%	6%	13%	25%	8%	5%	3%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Seek entertainment (games, videos, music)	Daily	45%	36%	45%	36%	34%	40%	45%	33%	39%	37%	58%	41%
	Weekly	34%	25%	27%	28%	24%	22%	27%	14%	33%	33%	24%	27%
	Monthly	7%	6%	9%	6%	6%	8%	2%	11%	8%	11%	4%	7%
	Less than once per month	6%	11%	6%	11%	5%	12%	3%	12%	5%	5%	5%	7%
	Never/Not applicable	9%	22%	14%	19%	30%	18%	22%	29%	16%	13%	9%	18%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Use social media (Facebook, Twitter, LinkedIn)	Daily	56%	44%	49%	45%	39%	49%	48%	32%	52%	46%	72%	49%
	Weekly	16%	17%	18%	14%	22%	16%	15%	14%	20%	18%	10%	16%
	Monthly	5%	5%	6%	6%	3%	8%	3%	7%	5%	6%	2%	5%
	Less than once per month	5%	6%	6%	6%	3%	5%	7%	8%	5%	6%	5%	6%
	Never/Not applicable	18%	28%	21%	29%	33%	21%	28%	39%	18%	24%	12%	24%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Get the news or weather	Daily	69%	54%	66%	56%	50%	67%	59%	51%	62%	60%	73%	61%
	Weekly	23%	24%	19%	20%	21%	14%	23%	16%	17%	22%	18%	20%
	Monthly	3%	4%	2%	4%	3%	5%	2%	1%	3%	8%	3%	4%
	Less than once per month	1%	3%	2%	5%	6%	3%	2%	10%	4%	3%	5%	4%
	Never/Not applicable	3%	15%	10%	15%	20%	10%	15%	22%	14%	8%	2%	12%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Shop, search for products and services	Daily	22%	19%	25%	16%	20%	19%	13%	10%	17%	24%	18%	18%
	Weekly	50%	33%	36%	40%	27%	47%	46%	20%	41%	45%	43%	40%

How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
	Monthly	18%	18%	16%	22%	13%	11%	21%	17%	22%	19%	28%	19%
	Less than once per month	4%	10%	11%	8%	12%	14%	5%	19%	11%	5%	7%	9%
	Never/Not applicable	6%	20%	12%	14%	28%	9%	15%	35%	10%	7%	4%	14%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Research or study a topic of interest	Daily	54%	28%	39%	37%	28%	35%	34%	25%	40%	41%	46%	37%
	Weekly	36%	35%	42%	36%	20%	42%	37%	26%	35%	38%	40%	35%
	Monthly	6%	13%	8%	11%	22%	9%	12%	7%	10%	12%	10%	11%
	Less than once per month	3%	5%	3%	4%	9%	7%	6%	11%	5%	3%	0%	5%
	Never/Not applicable	2%	20%	9%	13%	21%	8%	11%	31%	10%	6%	3%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Share opinions, post to a blog, review a product or service	Daily	12%	9%	10%	9%	7%	11%	7%	10%	9%	10%	14%	10%
	Weekly	15%	16%	15%	15%	10%	12%	18%	8%	21%	16%	20%	15%
	Monthly	22%	12%	14%	16%	10%	17%	15%	11%	19%	16%	21%	16%
	Less than once per month	27%	21%	27%	19%	28%	29%	21%	24%	26%	20%	29%	25%
	Never/Not applicable	25%	43%	34%	40%	45%	31%	38%	47%	26%	38%	16%	34%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Attend an online class or training	Daily	3%	2%	2%	2%	6%	3%	3%	4%	6%	4%	8%	4%
	Weekly	6%	2%	2%	5%	3%	6%	2%	4%	4%	5%	9%	4%
	Monthly	6%	3%	10%	6%	6%	7%	6%	6%	7%	11%	7%	7%
	Less than once per month	28%	21%	25%	27%	21%	31%	28%	27%	24%	29%	23%	26%
	Never/Not applicable	57%	73%	61%	60%	64%	53%	61%	59%	60%	52%	53%	59%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Work from home	Daily	23%	11%	20%	18%	14%	16%	14%	6%	19%	22%	20%	17%
	Weekly	21%	14%	17%	17%	6%	22%	14%	10%	12%	18%	18%	16%
	Monthly	16%	4%	12%	7%	4%	11%	13%	2%	9%	11%	9%	9%
	Less than once per month	8%	8%	9%	7%	8%	10%	12%	9%	15%	11%	7%	10%

How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Banking online (paying bills, investing, etc.)	Never/Not applicable	33%	62%	42%	51%	68%	41%	47%	73%	45%	37%	46%	49%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	17%	18%	23%	11%	18%	19%	14%	15%	19%	21%	20%	18%
	Weekly	51%	40%	37%	38%	16%	41%	39%	19%	37%	37%	50%	37%
	Monthly	17%	11%	14%	18%	13%	20%	16%	18%	20%	19%	18%	17%
	Less than once per month	2%	2%	4%	5%	7%	3%	4%	6%	5%	4%	2%	4%
	Never/Not applicable	12%	29%	22%	29%	46%	17%	26%	42%	19%	19%	11%	24%
As a parent/guardian, connect with your child's school	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	3%	3%	2%	1%	7%	2%	2%	3%	1%	4%	1%	2%
	Weekly	5%	10%	4%	10%	14%	13%	5%	2%	8%	13%	2%	8%
	Monthly	5%	10%	4%	6%	4%	5%	6%	2%	5%	6%	3%	5%
	Less than once per month	2%	6%	1%	2%	1%	4%	5%	7%	3%	3%	1%	3%
	Never/Not applicable	86%	72%	90%	81%	73%	77%	82%	87%	84%	74%	94%	82%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Find info on community resources and events	Daily	6%	4%	12%	5%	9%	6%	2%	6%	2%	4%	4%	6%
	Weekly	27%	11%	21%	26%	21%	17%	18%	13%	21%	19%	25%	20%
	Monthly	34%	28%	23%	24%	12%	31%	28%	21%	32%	29%	32%	27%
	Less than once per month	21%	26%	22%	26%	23%	29%	28%	17%	25%	30%	22%	25%
	Never/Not applicable	12%	30%	21%	19%	35%	17%	23%	43%	20%	18%	16%	22%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	55%	38%	54%	41%	29%	46%	38%	27%	51%	47%	61%	45%
If you have a question, use Internet to find the answer	Weekly	33%	32%	28%	36%	27%	34%	36%	21%	30%	32%	27%	31%
	Monthly	4%	6%	5%	6%	7%	6%	6%	12%	4%	9%	7%	7%
	Less than once per month	4%	3%	4%	4%	10%	7%	6%	8%	5%	5%	3%	5%
	Never/Not applicable	4%	20%	9%	13%	27%	8%	14%	32%	10%	6%	2%	13%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	55%	38%	54%	41%	29%	46%	38%	27%	51%	47%	61%	45%
	Weekly	33%	32%	28%	36%	27%	34%	36%	21%	30%	32%	27%	31%
	Monthly	4%	6%	5%	6%	7%	6%	6%	12%	4%	9%	7%	7%
	Less than once per month	4%	3%	4%	4%	10%	7%	6%	8%	5%	5%	3%	5%
	Never/Not applicable	4%	20%	9%	13%	27%	8%	14%	32%	10%	6%	2%	13%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Engage in civic activities (participate in a discussion about community and government issues; research information about an issue or a candidate)	Daily	8%	4%	4%	3%	4%	3%	3%	3%	4%	2%	11%	5%
	Weekly	9%	10%	9%	16%	9%	9%	7%	14%	15%	9%	13%	11%
	Monthly	17%	10%	14%	19%	10%	15%	15%	14%	12%	17%	19%	15%
	Less than once per month	33%	20%	22%	23%	15%	31%	29%	24%	31%	33%	28%	27%
	Never/Not applicable	33%	56%	51%	38%	62%	41%	47%	46%	38%	39%	29%	43%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Look up health and medical information	Daily	5%	7%	9%	4%	7%	5%	4%	5%	7%	4%	9%	6%
	Weekly	16%	19%	11%	21%	18%	15%	15%	11%	11%	17%	17%	16%
	Monthly	37%	27%	34%	36%	15%	33%	28%	26%	30%	35%	33%	31%
	Less than once per month	35%	25%	31%	24%	31%	36%	35%	30%	35%	36%	37%	32%
	Never/Not applicable	7%	22%	14%	15%	30%	11%	17%	27%	17%	8%	5%	15%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Communicate with government (seek services, get a license, discuss a problem)	Daily	1%	2%	3%	1%	3%	2%	1%	1%	1%	2%	0%	2%
	Weekly	3%	4%	1%	4%	1%	3%	4%	10%	6%	1%	2%	3%
	Monthly	13%	15%	12%	17%	10%	10%	11%	7%	14%	16%	17%	13%
	Less than once per month	61%	35%	49%	46%	27%	55%	43%	35%	46%	53%	51%	46%
	Never/Not applicable	22%	44%	35%	33%	57%	30%	41%	47%	32%	27%	30%	36%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sell goods and services online, advertise	Daily	2%	2%	4%	1%	4%	1%	2%	1%	3%	6%	2%	3%
	Weekly	2%	6%	2%	3%	4%	3%	4%	1%	1%	3%	2%	3%
	Monthly	6%	4%	4%	6%	3%	8%	7%	10%	6%	7%	12%	7%
	Less than once per month	29%	21%	22%	26%	13%	24%	24%	15%	24%	34%	28%	24%
	Never/Not applicable	62%	67%	69%	64%	76%	65%	63%	73%	65%	50%	57%	64%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Find directions or look up a map	Daily	18%	12%	17%	13%	13%	11%	9%	14%	10%	12%	15%	13%
	Weekly	54%	31%	47%	44%	26%	41%	47%	24%	38%	47%	54%	42%
	Monthly	20%	24%	16%	20%	19%	29%	24%	24%	34%	28%	20%	24%

How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
	Less than once per month	3%	17%	8%	11%	23%	12%	9%	18%	8%	8%	7%	11%
	Never/Not applicable	4%	15%	11%	11%	19%	7%	11%	21%	9%	5%	3%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

TABLE 10: QUESTION 10

How comfortable, if at all, are you at each of the following?		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Using a computer laptop/desktop	Very comfortable	88%	70%	83%	77%	60%	82%	78%	67%	80%	83%	91%	78%
	Somewhat comfortable	9%	19%	12%	14%	24%	13%	11%	15%	14%	13%	8%	13%
	Not at all comfortable	1%	2%	1%	3%	4%	2%	3%	5%	3%	1%	0%	2%
	Don't know	0%	3%	1%	0%	4%	0%	2%	3%	1%	0%	0%	1%
	Not applicable	2%	6%	3%	6%	9%	4%	6%	10%	2%	4%	1%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using smartphone or tablet computer	Very comfortable	66%	46%	60%	51%	47%	52%	51%	44%	47%	62%	56%	53%
	Somewhat comfortable	15%	18%	20%	16%	16%	18%	18%	19%	17%	12%	20%	17%
	Not at all comfortable	5%	9%	4%	7%	6%	6%	6%	7%	7%	3%	7%	6%
	Don't know	3%	4%	4%	5%	9%	3%	6%	10%	11%	5%	3%	6%
	Not applicable	11%	24%	11%	22%	22%	21%	19%	20%	18%	18%	14%	18%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Accessing the Internet	Very comfortable	90%	70%	86%	79%	68%	86%	80%	65%	82%	84%	94%	81%
	Somewhat comfortable	8%	18%	9%	11%	12%	8%	9%	17%	11%	11%	4%	11%
	Not at all comfortable	0%	2%	0%	3%	3%	1%	2%	0%	2%	1%	1%	1%
	Don't know	0%	2%	1%	1%	6%	0%	2%	6%	3%	0%	0%	2%
	Not applicable	2%	7%	3%	6%	11%	5%	7%	12%	2%	4%	1%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using email	Very comfortable	93%	72%	87%	82%	69%	88%	82%	68%	85%	88%	95%	83%
	Somewhat comfortable	5%	17%	6%	9%	15%	6%	7%	15%	8%	8%	2%	9%
	Not at all comfortable	0%	4%	2%	3%	3%	1%	1%	2%	1%	0%	1%	2%
	Don't know	0%	0%	1%	0%	4%	0%	2%	2%	1%	0%	1%	1%
	Not applicable	2%	8%	3%	5%	9%	4%	8%	14%	4%	4%	1%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Locating information online (bus schedules, weather, news, etc.)	Very comfortable	86%	68%	84%	77%	62%	79%	76%	64%	78%	82%	88%	77%
	Somewhat	9%	17%	9%	11%	21%	14%	11%	11%	9%	11%	9%	12%

How comfortable, if at all, are you at each of the following?		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
	comfortable												
	Not at all comfortable	1%	3%	1%	4%	4%	1%	4%	3%	3%	1%	2%	2%
	Don't know	1%	3%	2%	1%	3%	1%	2%	6%	2%	1%	0%	2%
	Not applicable	3%	9%	4%	7%	11%	5%	7%	16%	9%	6%	2%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using social networking sites (Facebook, Twitter, etc.)	Very comfortable	64%	57%	67%	53%	50%	56%	58%	50%	63%	51%	79%	59%
	Somewhat comfortable	12%	16%	12%	15%	15%	13%	14%	13%	16%	21%	8%	14%
	Not at all comfortable	7%	8%	3%	9%	5%	6%	7%	6%	5%	6%	3%	6%
	Don't know	2%	3%	3%	2%	4%	4%	3%	4%	3%	2%	2%	3%
	Not applicable	16%	17%	16%	21%	26%	21%	19%	26%	12%	19%	9%	18%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Protecting your computer (stop viruses, backup files, avoid scams)	Very comfortable	38%	39%	47%	39%	35%	36%	44%	29%	43%	37%	47%	40%
	Somewhat comfortable	47%	33%	33%	35%	32%	43%	36%	27%	34%	42%	40%	37%
	Not at all comfortable	10%	11%	8%	14%	5%	11%	7%	17%	11%	14%	11%	11%
	Don't know	2%	10%	5%	5%	9%	4%	5%	7%	5%	3%	1%	5%
	Not applicable	4%	8%	8%	8%	20%	5%	9%	19%	7%	5%	1%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Creating documents or spreadsheets	Very comfortable	72%	49%	62%	58%	42%	59%	58%	45%	58%	64%	76%	59%
	Somewhat comfortable	18%	21%	16%	19%	20%	19%	17%	13%	19%	19%	16%	18%
	Not at all comfortable	4%	8%	7%	9%	14%	10%	7%	12%	9%	9%	4%	8%
	Don't know	2%	9%	3%	4%	8%	4%	4%	6%	6%	3%	0%	4%
	Not applicable	5%	13%	13%	10%	16%	9%	13%	25%	8%	6%	4%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Searching or applying for jobs online	Very comfortable	58%	47%	54%	50%	50%	52%	50%	43%	51%	49%	59%	51%
	Somewhat comfortable	22%	19%	17%	20%	16%	15%	20%	19%	25%	19%	23%	20%
	Not at all comfortable	2%	7%	6%	4%	7%	6%	3%	12%	4%	6%	4%	5%

How comfortable, if at all, are you at each of the following?		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
	Don't know	3%	7%	4%	4%	4%	5%	6%	6%	6%	3%	2%	5%
	Not applicable	16%	20%	19%	22%	22%	22%	20%	20%	15%	24%	11%	19%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using online tutorials or education programs	Very comfortable	52%	36%	41%	46%	44%	42%	45%	33%	48%	43%	53%	44%
	Somewhat comfortable	22%	23%	29%	21%	17%	29%	25%	33%	19%	27%	22%	24%
	Not at all comfortable	3%	5%	4%	7%	10%	6%	5%	6%	9%	7%	6%	6%
	Don't know	7%	11%	3%	6%	9%	7%	8%	8%	7%	6%	4%	7%
	Not applicable	16%	24%	24%	20%	19%	17%	17%	19%	17%	18%	14%	19%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Installing software	Very comfortable	51%	35%	49%	41%	32%	40%	43%	37%	44%	40%	56%	43%
	Somewhat comfortable	33%	32%	26%	26%	21%	34%	31%	25%	33%	34%	31%	30%
	Not at all comfortable	8%	12%	8%	15%	12%	12%	10%	9%	12%	15%	9%	11%
	Don't know	2%	8%	4%	4%	13%	5%	6%	13%	3%	3%	0%	5%
	Not applicable	7%	13%	14%	15%	22%	9%	10%	17%	9%	8%	3%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Writing or publishing information on the Internet	Very comfortable	34%	20%	30%	31%	21%	26%	26%	21%	33%	28%	35%	28%
	Somewhat comfortable	29%	25%	25%	22%	21%	24%	24%	24%	30%	25%	41%	26%
	Not at all comfortable	15%	14%	17%	16%	17%	17%	17%	22%	15%	16%	10%	16%
	Don't know	6%	14%	7%	8%	10%	10%	12%	9%	6%	8%	5%	8%
	Not applicable	17%	28%	21%	22%	31%	23%	22%	25%	17%	22%	9%	21%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Creating a website or blog	Very comfortable	16%	10%	17%	18%	15%	15%	19%	11%	20%	17%	24%	17%
	Somewhat comfortable	30%	20%	27%	22%	17%	20%	17%	27%	23%	23%	29%	23%
	Not at all comfortable	24%	22%	23%	21%	21%	28%	27%	26%	26%	26%	30%	25%
	Don't know	9%	18%	9%	10%	13%	13%	12%	6%	12%	11%	6%	11%
	Not applicable	21%	29%	25%	30%	33%	24%	26%	30%	19%	23%	12%	24%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

How comfortable, if at all, are you at each of the following?		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Troubleshooting computer problems	Very comfortable	23%	15%	24%	23%	24%	16%	21%	18%	21%	21%	30%	22%
	Somewhat comfortable	45%	39%	37%	35%	17%	40%	43%	37%	39%	39%	42%	38%
	Not at all comfortable	23%	20%	21%	20%	18%	27%	20%	20%	21%	29%	22%	22%
	Don't know	2%	11%	5%	7%	17%	8%	6%	7%	6%	4%	2%	7%
	Not applicable	7%	15%	12%	15%	23%	9%	11%	19%	12%	7%	3%	12%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coding your own software application	Very comfortable	7%	3%	6%	7%	9%	8%	5%	12%	8%	8%	8%	7%
	Somewhat comfortable	8%	8%	4%	9%	7%	5%	9%	9%	5%	7%	11%	7%
	Not at all comfortable	47%	32%	42%	39%	23%	38%	38%	31%	43%	44%	52%	39%
	Don't know	18%	26%	14%	18%	26%	22%	17%	19%	20%	17%	19%	20%
	Not applicable	21%	30%	35%	28%	35%	26%	31%	29%	25%	25%	10%	27%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

TABLE 11: QUESTIONS D1 AND D2

		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
How long have you lived in Minneapolis?	Less than a year	10%	4%	10%	5%	4%	2%	4%	7%	5%	4%	13%	6%
	1-2 years	14%	7%	15%	4%	7%	6%	5%	2%	5%	8%	19%	9%
	3-5 years	15%	10%	27%	16%	18%	15%	12%	15%	23%	10%	24%	17%
	6-10 years	19%	17%	16%	19%	15%	14%	21%	25%	20%	19%	13%	18%
	More than 10 years	42%	63%	32%	57%	55%	63%	58%	52%	47%	60%	30%	51%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
If you have lived in Minneapolis less than 5 years, where did you live before?	Other city in Minnesota	47%	79%	37%	48%	55%	60%	48%	41%	54%	34%	35%	47%
	Other state	51%	21%	53%	40%	45%	34%	48%	38%	44%	60%	54%	47%
	Other country	2%	0%	10%	12%	0%	6%	4%	21%	2%	6%	11%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

TABLE 12: QUESTIONS D3 AND D4

		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Do you rent or own your current residence?	Rent	63%	29%	73%	40%	57%	17%	45%	78%	58%	26%	79%	51%
	Own	37%	71%	27%	60%	43%	83%	55%	22%	42%	74%	21%	49%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Which best describes the building you live in?	One family house detached from any other houses	27%	84%	5%	63%	58%	87%	57%	21%	41%	74%	21%	49%
	House attached to one or more houses (e.g., a duplex or townhome)	7%	4%	6%	9%	12%	5%	16%	11%	9%	5%	14%	9%
	Building with two or more apartments or condominiums	64%	11%	85%	26%	25%	8%	22%	61%	49%	18%	61%	39%
	Other	1%	1%	5%	3%	5%	0%	5%	6%	2%	3%	4%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

TABLE 13: QUESTIONS D5 AND D6

		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Respondent household size	1 person	45%	28%	61%	36%	25%	25%	28%	44%	42%	26%	28%	35%
	2 people	40%	31%	32%	36%	24%	40%	40%	21%	26%	41%	33%	33%
	3 or 4 people	13%	34%	6%	22%	27%	28%	22%	17%	25%	28%	24%	22%
	5 or more people	2%	7%	1%	6%	24%	7%	10%	19%	8%	5%	15%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Are there any children under 18 in your household?	No	88%	61%	95%	78%	58%	68%	76%	79%	72%	72%	89%	76%
	Yes	12%	39%	5%	22%	42%	32%	24%	21%	28%	28%	11%	24%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

TABLE 14: QUESTIONS D7 AND D8

		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
What is your gender?	Female	51%	54%	43%	52%	53%	53%	49%	46%	47%	54%	47%	50%
	Male	49%	46%	57%	48%	47%	47%	51%	54%	53%	46%	53%	50%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
In which category is your age?	18-24 years	11%	6%	7%	3%	8%	4%	6%	4%	5%	4%	39%	9%
	25-34 years	39%	28%	41%	31%	31%	26%	34%	33%	43%	25%	37%	33%
	35-44 years	15%	20%	17%	14%	12%	19%	15%	20%	15%	15%	6%	15%
	45-54 years	13%	20%	12%	21%	24%	21%	19%	18%	19%	27%	6%	18%
	55-64 years	13%	16%	11%	18%	12%	17%	13%	13%	12%	15%	5%	13%
	65-74 years	5%	6%	7%	6%	10%	7%	10%	9%	6%	7%	4%	7%
	75 years or older	4%	4%	5%	7%	3%	5%	3%	4%	1%	7%	3%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

TABLE 15: QUESTION D9

Are you Spanish, Hispanic or Latino?	Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
No	97%	94%	96%	95%	92%	94%	91%	80%	82%	96%	97%	92%
Yes	3%	6%	4%	5%	8%	6%	9%	20%	18%	4%	3%	8%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

TABLE 16: QUESTION D10

What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
American Indian or Alaskan Native	1%	2%	3%	2%	2%	3%	2%	0%	4%	2%	2%	2%
Asian, Asian Indian or Pacific Islander	3%	9%	7%	2%	15%	3%	4%	6%	3%	3%	12%	6%
Black or African American	2%	31%	20%	14%	52%	7%	10%	39%	24%	5%	9%	19%
White	92%	57%	72%	78%	29%	85%	83%	41%	73%	90%	75%	71%
Other	3%	3%	2%	5%	4%	3%	4%	18%	3%	1%	2%	4%

Totals exceed 100% as respondents could select more than one category.

TABLE 17: QUESTION D11

Which language do you prefer to speak at home?	Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
English	100%	90%	92%	91%	88%	99%	92%	74%	91%	99%	88%	92%
Somali	0%	2%	0%	1%	0%	0%	4%	12%	1%	0%	2%	2%
Vietnamese	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Spanish	0%	2%	0%	0%	1%	1%	2%	9%	2%	0%	1%	2%
Hmong	0%	4%	0%	0%	9%	0%	0%	1%	0%	0%	0%	1%
Lao	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Ethiopian/Oromo	0%	0%	5%	7%	1%	0%	1%	0%	0%	0%	1%	1%
Other	0%	0%	3%	1%	0%	0%	1%	4%	6%	1%	8%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

TABLE 18: QUESTION D12

What was your household's total annual income in 2011?	Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Less than \$10,000	3%	12%	16%	9%	29%	3%	8%	29%	10%	6%	37%	14%
\$10,000 - \$24,999	17%	16%	15%	17%	26%	6%	17%	17%	23%	9%	20%	16%
\$25,000 - \$49,999	19%	32%	26%	25%	23%	17%	24%	38%	33%	15%	18%	24%
\$50,000 - \$74,999	21%	18%	16%	23%	15%	23%	16%	9%	18%	18%	14%	17%
\$75,000 - \$99,999	15%	12%	6%	10%	4%	23%	18%	4%	9%	11%	5%	11%
\$100,000 - \$149,999	14%	4%	8%	10%	3%	23%	12%	4%	3%	21%	4%	10%
\$150,000 - \$199,999	4%	1%	6%	3%	0%	5%	5%	0%	3%	9%	1%	3%
\$200,000 or more	8%	4%	6%	3%	0%	1%	0%	0%	1%	12%	2%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

TABLE 19: QUESTION D13

Which of the following best describes your current employment status?	Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Employed full-time	71%	55%	64%	55%	40%	66%	62%	45%	59%	62%	29%	55%
Employed part-time	8%	9%	9%	14%	13%	11%	9%	10%	17%	10%	17%	12%
Student	5%	4%	7%	6%	7%	2%	4%	10%	6%	2%	42%	9%
Retired	7%	12%	11%	14%	13%	12%	12%	13%	7%	15%	5%	11%
Unemployed, looking for work	7%	8%	3%	5%	15%	5%	5%	12%	8%	4%	5%	7%
Homemaker	2%	1%	0%	1%	0%	3%	3%	4%	1%	4%	1%	2%
Disabled (limiting participation in work, school, housework or other activities)	0%	11%	6%	4%	11%	1%	5%	7%	3%	3%	1%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

TABLE 20: QUESTION D14

Which of the following best describes the amount of formal education you have completed?	Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Less than high school	0%	4%	1%	4%	17%	0%	4%	17%	2%	2%	3%	5%
High school graduate	7%	16%	17%	17%	28%	14%	13%	31%	12%	9%	14%	16%
Associate degree, some college	13%	43%	21%	16%	32%	18%	24%	20%	33%	13%	25%	23%
Bachelor's degree	51%	23%	30%	38%	18%	39%	40%	26%	37%	45%	36%	35%
Graduate or professional degree	29%	14%	31%	26%	5%	29%	20%	7%	16%	32%	21%	21%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

TABLE 21: QUESTION D15

Which do you consider your primary telephone?	Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Cell	72%	54%	77%	59%	58%	55%	60%	76%	69%	52%	84%	65%
Land line	18%	19%	15%	27%	25%	27%	25%	13%	18%	29%	10%	21%
Both	10%	27%	8%	15%	16%	19%	14%	11%	13%	19%	6%	14%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Appendix B: Crosstabulations by Respondent Length of Residency and Housing Characteristics

Question 1 Compared by Respondent Length of Residency and Housing Characteristics											
Please rate each of the following aspects of the City of Minneapolis.		Respondent length of residency					Respondent housing				
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
Opportunities to participate in community matters	Excellent	9%	11%	13%	16%	14%	14%	16%	5%	15%	14%
	Good	42%	47%	50%	46%	46%	42%	43%	53%	50%	46%
	Fair	16%	21%	21%	18%	19%	19%	19%	28%	18%	19%
	Poor	2%	4%	2%	5%	4%	5%	3%	2%	3%	4%
	Don't know	31%	17%	14%	14%	17%	20%	18%	11%	14%	17%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City use of technology	Excellent	6%	8%	9%	9%	9%	8%	8%	8%	9%	9%
	Good	42%	40%	40%	39%	40%	38%	36%	41%	42%	40%
	Fair	20%	28%	26%	22%	23%	26%	20%	27%	21%	23%
	Poor	6%	4%	4%	4%	4%	6%	4%	5%	3%	4%
	Don't know	27%	20%	22%	26%	24%	22%	33%	19%	25%	24%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Access to technology in general in Minneapolis	Excellent	10%	9%	11%	11%	11%	10%	9%	7%	13%	11%
	Good	44%	44%	46%	43%	44%	43%	41%	46%	45%	44%
	Fair	19%	25%	23%	22%	22%	24%	24%	25%	21%	23%
	Poor	4%	6%	5%	6%	6%	7%	5%	6%	5%	6%
	Don't know	22%	15%	15%	17%	17%	17%	20%	15%	17%	17%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 2 Compared by Respondent Length of Residency and Housing Characteristics

How important, if at all, is it to you to have each of the following at home?		Respondent length of residency					Respondent housing				
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
A computer	Essential	79%	76%	70%	54%	64%	61%	67%	63%	67%	64%
	Very important	16%	17%	18%	24%	21%	21%	17%	25%	20%	20%
	Somewhat important	3%	5%	7%	12%	9%	10%	11%	8%	8%	9%
	Not at all important	2%	1%	2%	8%	5%	6%	4%	3%	4%	5%
	Don't know	0%	1%	1%	2%	1%	2%	1%	0%	1%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Internet access	Essential	77%	72%	67%	56%	63%	59%	70%	57%	67%	64%
	Very important	16%	21%	23%	24%	22%	24%	17%	34%	20%	22%
	Somewhat important	6%	6%	6%	10%	8%	9%	9%	9%	7%	8%
	Not at all important	1%	1%	3%	8%	5%	5%	3%	1%	5%	5%
	Don't know	0%	1%	2%	2%	1%	2%	1%	0%	1%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 3 Compared by Respondent Length of Residency and Housing Characteristics

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?		Respondent length of residency					Respondent housing				
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
Very familiar		26%	36%	31%	26%	29%	24%	25%	28%	34%	29%
Somewhat familiar		38%	38%	47%	41%	41%	40%	50%	35%	41%	41%
Not familiar at all		35%	26%	21%	33%	30%	36%	25%	38%	25%	30%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 4 Compared by Respondent Length of Residency and Housing Characteristics											
Please indicate whether you have each of the following in your household.		Respondent length of residency					Respondent housing				
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
A computer (desktop, laptop)	Yes, with Internet access	91%	86%	85%	78%	82%	73%	89%	84%	91%	83%
	Yes, without Internet access	6%	8%	6%	7%	7%	11%	3%	5%	3%	7%
	No	3%	6%	8%	15%	11%	16%	8%	11%	6%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, etc.)	Yes, with Internet access	26%	30%	32%	25%	27%	17%	32%	28%	36%	27%
	Yes, without Internet access	3%	4%	3%	2%	3%	4%	1%	7%	1%	3%
	No	72%	66%	66%	73%	70%	79%	67%	65%	63%	70%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone	Yes, with Internet access	71%	76%	77%	57%	65%	63%	65%	70%	68%	66%
	Yes, without Internet access	28%	20%	20%	31%	27%	28%	27%	27%	26%	27%
	No	2%	3%	3%	12%	8%	9%	8%	3%	6%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Yes, with Internet access	38%	28%	32%	24%	28%	20%	24%	42%	34%	28%
	Yes, without Internet access	12%	12%	9%	10%	10%	11%	6%	19%	9%	10%
	No	51%	60%	59%	66%	62%	68%	70%	39%	57%	62%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 5 Compared by Respondent Length of Residency and Housing Characteristics											
How often, if ever, do you access the Internet using each of the following?		Respondent length of residency					Respondent housing				
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
A computer (desktop, laptop)	Daily	91%	89%	84%	73%	80%	74%	85%	79%	85%	80%
	Weekly	4%	5%	7%	9%	7%	7%	7%	7%	8%	7%
	Monthly	1%	0%	2%	2%	1%	2%	1%	0%	1%	1%
	Less than once per month	0%	1%	2%	3%	2%	3%	1%	2%	1%	2%
	Never/Not applicable	4%	6%	6%	13%	10%	14%	6%	11%	6%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, etc.)	Daily	20%	27%	23%	20%	22%	14%	26%	24%	27%	22%
	Weekly	5%	4%	10%	4%	5%	4%	5%	6%	7%	5%
	Monthly	3%	2%	2%	1%	1%	2%	0%	0%	1%	2%
	Less than once per month	2%	3%	2%	2%	2%	3%	2%	6%	1%	2%
	Never/Not applicable	70%	64%	64%	73%	69%	77%	67%	64%	64%	69%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone, PDA, Blackberry or iPod Touch	Daily	70%	74%	72%	50%	61%	58%	61%	71%	62%	61%
	Weekly	3%	5%	3%	7%	5%	4%	5%	4%	7%	5%
	Monthly	1%	0%	2%	2%	1%	2%	2%	0%	1%	1%
	Less than once per month	2%	2%	4%	4%	3%	4%	3%	5%	2%	3%
	Never/Not applicable	24%	18%	20%	37%	29%	32%	28%	20%	28%	29%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Daily	13%	9%	11%	9%	10%	9%	5%	16%	12%	10%
	Weekly	15%	11%	14%	9%	11%	9%	9%	14%	13%	11%
	Monthly	3%	2%	5%	3%	3%	3%	5%	5%	3%	3%
	Less than once per month	12%	11%	6%	4%	7%	5%	8%	16%	7%	7%
	Never/Not applicable	58%	67%	64%	74%	69%	75%	74%	50%	65%	69%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Television/Blu-ray player	Daily	22%	22%	32%	32%	29%	26%	25%	34%	33%	29%
	Weekly	12%	10%	11%	7%	9%	7%	13%	11%	9%	9%
	Monthly	4%	2%	3%	2%	3%	3%	3%	4%	3%	3%
	Less than once per month	3%	5%	5%	3%	3%	4%	3%	6%	3%	3%
	Never/Not applicable	59%	61%	49%	56%	56%	61%	57%	46%	53%	56%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 5 Compared by Respondent Length of Residency and Housing Characteristics											
How often, if ever, do you access the Internet using each of the following?		Respondent length of residency					Respondent housing				
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 6 Compared by Respondent Length of Residency and Housing Characteristics											
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?		Respondent length of residency					Respondent housing				
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
Home	Daily	93%	89%	83%	72%	80%	75%	84%	77%	84%	80%
	Weekly	3%	5%	7%	8%	7%	5%	5%	12%	8%	7%
	Monthly	0%	0%	1%	1%	1%	1%	1%	0%	1%	1%
	Less than once per month	0%	0%	1%	3%	2%	2%	1%	4%	1%	2%
	Never/Not applicable	4%	6%	8%	16%	11%	17%	9%	7%	7%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Work	Daily	71%	72%	75%	54%	63%	55%	69%	52%	71%	63%
	Weekly	4%	8%	6%	5%	5%	7%	3%	12%	4%	6%
	Monthly	1%	0%	1%	1%	1%	1%	0%	1%	1%	1%
	Less than once per month	1%	1%	1%	1%	1%	2%	1%	4%	0%	1%
	Never/Not applicable	23%	18%	18%	38%	29%	35%	27%	31%	23%	29%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
School	Daily	35%	25%	17%	10%	17%	23%	9%	27%	12%	17%
	Weekly	6%	5%	5%	3%	4%	5%	1%	4%	3%	4%
	Monthly	0%	1%	0%	1%	1%	1%	0%	1%	0%	1%
	Less than once per month	2%	2%	1%	1%	2%	2%	1%	5%	1%	2%
	Never/Not applicable	57%	67%	77%	85%	77%	69%	89%	62%	84%	77%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
At an outdoor or indoor public place (library, café, public computer, etc.)	Daily	14%	13%	12%	8%	10%	12%	15%	8%	8%	10%
	Weekly	32%	27%	25%	17%	22%	24%	19%	28%	19%	22%
	Monthly	21%	24%	23%	11%	17%	18%	15%	23%	15%	17%
	Less than once per month	20%	18%	20%	22%	21%	19%	19%	16%	23%	21%

Question 6 Compared by Respondent Length of Residency and Housing Characteristics										
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?	Respondent length of residency					Respondent housing				
	Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
Never/Not applicable	14%	18%	20%	42%	30%	27%	31%	25%	34%	30%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 7 Compared by Respondent Length of Residency and Housing Characteristics

How do you connect to the Internet at home? Please check all that apply.	Respondent length of residency					Respondent housing				
	Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
No internet access at home	8%	9%	8%	14%	11%	17%	7%	12%	6%	11%
Dial-up telephone line	0%	1%	1%	4%	3%	2%	5%	0%	4%	3%
Cable (Comcast/Xfinity)	51%	55%	47%	37%	44%	44%	46%	48%	42%	44%
DSL (CenturyLink)	17%	13%	16%	24%	20%	15%	23%	15%	24%	20%
Satellite (DirectTV, Dish)	2%	3%	3%	3%	3%	1%	6%	3%	4%	3%
Cellular (Verizon, AT&T, Sprint)	19%	21%	24%	16%	19%	20%	15%	15%	19%	19%
WiFi (USIW, other)	25%	20%	28%	21%	23%	19%	21%	22%	26%	23%
Don't know	3%	2%	5%	5%	4%	6%	3%	6%	3%	4%

Totals exceed 100% as respondents could select more than one category.

Question 8 Compared by Respondent Length of Residency and Housing Characteristics

How do you get help with computer or Internet questions or problems? Please check all that apply.	Respondent length of residency					Respondent housing				
	Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
Not applicable	5%	9%	7%	10%	9%	12%	5%	10%	6%	9%
Coworkers	19%	16%	28%	21%	21%	19%	28%	11%	24%	21%
Friends or family	60%	60%	59%	57%	58%	56%	59%	53%	62%	59%
Library	5%	4%	5%	6%	5%	8%	5%	7%	3%	5%
Community technology center/Public lab	4%	2%	2%	2%	2%	4%	2%	2%	1%	2%
Pay someone for technical support	5%	8%	9%	14%	11%	7%	19%	9%	13%	11%
My Internet provider	34%	37%	37%	38%	37%	33%	34%	25%	43%	37%
No one/No help available	4%	5%	3%	5%	5%	6%	3%	12%	3%	5%
Books/Reference materials	6%	7%	9%	12%	10%	8%	12%	12%	11%	10%
Computer/Internet resources	58%	54%	52%	42%	48%	46%	52%	47%	49%	48%

Totals exceed 100% as respondents could select more than one category.

Question 9 Compared by Respondent Length of Residency and Housing Characteristics

How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?	Respondent length of residency					Respondent housing				
	Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
Use email, texting or Daily	88%	90%	87%	73%	80%	75%	82%	80%	85%	80%

Question 9 Compared by Respondent Length of Residency and Housing Characteristics											
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		Respondent length of residency					Respondent housing				
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
video to communicate	Weekly	7%	6%	5%	9%	7%	8%	9%	6%	6%	7%
	Monthly	1%	1%	1%	2%	1%	1%	1%	3%	1%	1%
	Less than once per month	1%	0%	4%	2%	2%	3%	2%	2%	1%	2%
	Never/Not applicable	3%	2%	4%	15%	9%	13%	6%	9%	6%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Seek entertainment (games, videos, music)	Daily	54%	51%	41%	32%	40%	46%	29%	44%	36%	40%
	Weekly	25%	35%	35%	22%	26%	23%	29%	27%	29%	26%
	Monthly	7%	4%	7%	8%	7%	7%	9%	6%	7%	7%
	Less than once per month	4%	4%	6%	10%	8%	4%	12%	6%	11%	8%
	Never/Not applicable	10%	6%	11%	28%	19%	19%	21%	17%	18%	19%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Use social media (Facebook, Twitter, LinkedIn)	Daily	68%	61%	55%	34%	47%	53%	35%	58%	43%	47%
	Weekly	16%	20%	18%	15%	17%	14%	25%	19%	17%	16%
	Monthly	2%	5%	6%	6%	5%	4%	5%	0%	7%	5%
	Less than once per month	3%	5%	4%	7%	6%	5%	8%	3%	7%	6%
	Never/Not applicable	11%	9%	17%	38%	26%	25%	27%	21%	26%	26%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Get the news or weather	Daily	68%	72%	67%	54%	61%	61%	66%	57%	61%	61%
	Weekly	22%	19%	20%	19%	19%	17%	19%	27%	20%	19%
	Monthly	3%	1%	3%	5%	3%	2%	3%	6%	4%	3%
	Less than once per month	3%	2%	3%	5%	4%	5%	2%	0%	5%	4%
	Never/Not applicable	4%	5%	7%	18%	12%	14%	10%	11%	10%	12%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Shop, search for products and services	Daily	23%	18%	21%	16%	18%	17%	22%	13%	19%	18%
	Weekly	46%	45%	43%	36%	40%	33%	44%	45%	46%	40%
	Monthly	17%	25%	20%	17%	19%	21%	16%	18%	17%	19%
	Less than once per month	7%	9%	9%	10%	9%	11%	6%	8%	9%	10%
	Never/Not applicable	7%	3%	7%	21%	14%	18%	13%	17%	8%	13%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 9 Compared by Respondent Length of Residency and Housing Characteristics											
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		Respondent length of residency					Respondent housing				
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
Research or study a topic of interest	Daily	48%	46%	42%	30%	37%	36%	37%	39%	38%	37%
	Weekly	39%	35%	36%	35%	36%	33%	39%	30%	38%	36%
	Monthly	5%	10%	12%	12%	11%	10%	11%	11%	11%	11%
	Less than once per month	4%	3%	4%	6%	5%	5%	3%	4%	5%	5%
	Never/Not applicable	4%	5%	6%	17%	11%	15%	9%	16%	8%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Share opinions, post to a blog, review a product or service	Daily	11%	11%	10%	8%	9%	11%	6%	9%	9%	9%
	Weekly	22%	19%	17%	12%	16%	16%	14%	20%	15%	15%
	Monthly	21%	20%	19%	12%	16%	16%	14%	9%	18%	16%
	Less than once per month	26%	29%	25%	23%	25%	23%	28%	30%	24%	25%
	Never/Not applicable	20%	20%	29%	45%	35%	34%	39%	31%	35%	35%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Attend an online class or training	Daily	7%	4%	3%	3%	4%	5%	1%	4%	3%	4%
	Weekly	7%	8%	2%	3%	4%	5%	2%	10%	3%	4%
	Monthly	7%	5%	11%	6%	7%	6%	9%	5%	7%	7%
	Less than once per month	27%	33%	30%	21%	26%	23%	26%	23%	28%	25%
	Never/Not applicable	52%	50%	53%	68%	60%	62%	61%	58%	58%	60%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Work from home	Daily	19%	13%	20%	17%	17%	14%	19%	13%	20%	17%
	Weekly	19%	22%	18%	12%	16%	14%	21%	9%	18%	16%
	Monthly	10%	10%	13%	8%	9%	8%	13%	9%	10%	9%
	Less than once per month	10%	16%	9%	7%	9%	10%	6%	10%	10%	9%
	Never/Not applicable	41%	39%	39%	56%	48%	55%	41%	58%	42%	48%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Banking online (paying bills, investing, etc.)	Daily	23%	19%	20%	15%	17%	17%	20%	12%	19%	17%
	Weekly	50%	43%	41%	32%	38%	33%	40%	44%	41%	38%
	Monthly	14%	22%	19%	15%	17%	18%	15%	19%	16%	17%
	Less than once per month	2%	3%	6%	4%	4%	4%	4%	1%	4%	4%
	Never/Not applicable	11%	14%	13%	34%	24%	28%	21%	25%	21%	24%

Question 9 Compared by Respondent Length of Residency and Housing Characteristics											
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		Respondent length of residency					Respondent housing				
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
As a parent/guardian, connect with your child's school	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	2%	0%	2%	3%	2%	2%	2%	1%	2%	2%
	Weekly	5%	5%	8%	9%	8%	3%	6%	12%	11%	7%
	Monthly	4%	5%	3%	5%	5%	3%	3%	9%	6%	5%
	Less than once per month	3%	2%	4%	3%	3%	2%	2%	3%	4%	3%
	Never/Not applicable	86%	88%	82%	80%	83%	90%	87%	76%	76%	83%
Find info on community resources and events	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	7%	6%	4%	5%	5%	5%	5%	9%	5%	5%
	Weekly	25%	16%	21%	20%	20%	22%	24%	16%	19%	20%
	Monthly	32%	29%	31%	24%	27%	25%	29%	29%	28%	27%
	Less than once per month	21%	33%	25%	23%	24%	21%	26%	19%	28%	24%
	Never/Not applicable	15%	16%	20%	28%	23%	27%	16%	27%	20%	23%
If you have a question, use Internet to the find the answer	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	60%	58%	52%	32%	44%	48%	40%	44%	40%	44%
	Weekly	26%	31%	32%	33%	32%	25%	36%	28%	38%	32%
	Monthly	5%	3%	4%	9%	7%	6%	10%	6%	7%	7%
	Less than once per month	2%	3%	3%	8%	5%	5%	5%	4%	5%	5%
	Never/Not applicable	6%	5%	8%	18%	13%	16%	9%	18%	9%	12%
Engage in civic activities (participate in a discussion about community and government issues; research information about an issue or a candidate)	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	6%	6%	5%	3%	4%	5%	3%	5%	4%	4%
	Weekly	10%	12%	13%	10%	11%	11%	12%	8%	10%	11%
	Monthly	18%	19%	15%	13%	15%	13%	13%	27%	16%	15%
	Less than once per month	33%	27%	30%	24%	27%	26%	30%	19%	28%	27%
	Never/Not applicable	33%	36%	38%	50%	43%	45%	43%	42%	43%	43%
Look up health and medical information	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	7%	8%	7%	4%	6%	6%	5%	8%	5%	6%
	Weekly	17%	16%	16%	15%	15%	14%	13%	22%	16%	15%
	Monthly	37%	31%	31%	29%	31%	28%	35%	25%	34%	31%
	Less than once per month	31%	35%	36%	31%	33%	32%	33%	31%	33%	33%

Question 9 Compared by Respondent Length of Residency and Housing Characteristics											
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		Respondent length of residency					Respondent housing				
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
	Never/Not applicable	8%	9%	9%	21%	15%	20%	13%	14%	11%	15%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Communicate with government (seek services, get a license, discuss a problem)	Daily	2%	1%	2%	1%	1%	2%	1%	1%	2%	1%
	Weekly	4%	3%	3%	3%	3%	4%	2%	1%	3%	3%
	Monthly	16%	13%	15%	12%	13%	11%	12%	22%	14%	13%
	Less than once per month	52%	55%	50%	41%	47%	42%	54%	41%	50%	46%
	Never/Not applicable	27%	28%	30%	42%	36%	41%	31%	34%	32%	36%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sell goods and services online, advertise	Daily	3%	3%	3%	2%	3%	2%	3%	1%	3%	3%
	Weekly	3%	4%	5%	2%	3%	3%	1%	4%	3%	3%
	Monthly	6%	7%	8%	6%	7%	6%	10%	3%	7%	7%
	Less than once per month	28%	29%	32%	18%	24%	21%	22%	24%	27%	24%
	Never/Not applicable	60%	58%	52%	72%	64%	68%	64%	69%	60%	64%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Find directions or look up a map	Daily	20%	17%	19%	7%	12%	15%	8%	10%	11%	12%
	Weekly	58%	48%	47%	34%	42%	40%	42%	55%	42%	42%
	Monthly	16%	24%	22%	27%	24%	19%	31%	18%	28%	24%
	Less than once per month	4%	7%	6%	16%	11%	10%	12%	10%	12%	11%
	Never/Not applicable	3%	5%	6%	16%	10%	15%	7%	7%	7%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 10 Compared by Respondent Length of Residency and Housing Characteristics											
How comfortable, if at all, are you at each of the following?		Respondent length of residency					Respondent housing				
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
Using a computer laptop/desktop	Very comfortable	90%	90%	88%	68%	78%	77%	82%	75%	79%	78%
	Somewhat comfortable	7%	8%	6%	19%	13%	11%	11%	17%	15%	13%
	Not at all comfortable	1%	1%	3%	3%	2%	3%	1%	3%	2%	2%
	Don't know	2%	0%	0%	2%	1%	2%	2%	4%	1%	1%
	Not applicable	1%	1%	3%	8%	5%	7%	4%	1%	4%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using smartphone or tablet computer	Very comfortable	68%	67%	67%	38%	52%	51%	54%	56%	51%	52%
	Somewhat comfortable	17%	16%	14%	18%	17%	17%	13%	23%	17%	17%
	Not at all comfortable	3%	9%	3%	7%	6%	6%	7%	7%	5%	6%
	Don't know	3%	3%	4%	7%	6%	8%	3%	3%	4%	6%
	Not applicable	8%	5%	12%	30%	20%	18%	22%	11%	22%	19%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Accessing the Internet	Very comfortable	90%	93%	88%	72%	81%	78%	84%	81%	83%	81%
	Somewhat comfortable	6%	4%	8%	15%	11%	11%	9%	8%	11%	11%
	Not at all comfortable	1%	1%	0%	2%	2%	2%	2%	2%	1%	2%
	Don't know	3%	1%	1%	2%	2%	2%	1%	6%	1%	2%
	Not applicable	1%	1%	3%	9%	5%	7%	4%	3%	4%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using email	Very comfortable	92%	95%	90%	74%	83%	79%	85%	82%	86%	83%
	Somewhat comfortable	6%	3%	6%	12%	9%	9%	8%	10%	8%	9%
	Not at all comfortable	0%	1%	0%	3%	2%	3%	1%	3%	2%	2%
	Don't know	1%	0%	1%	1%	1%	1%	1%	3%	0%	1%
	Not applicable	0%	1%	4%	9%	6%	8%	5%	3%	4%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Locating information online (bus schedules,	Very comfortable	89%	90%	85%	66%	76%	76%	78%	75%	78%	77%
	Somewhat	9%	5%	9%	16%	12%	10%	12%	18%	13%	12%

Question 10 Compared by Respondent Length of Residency and Housing Characteristics											
How comfortable, if at all, are you at each of the following?		Respondent length of residency					Respondent housing				
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
weather, news, etc.)	comfortable										
	Not at all comfortable	1%	1%	1%	3%	2%	3%	2%	1%	2%	2%
	Don't know	0%	1%	2%	2%	2%	2%	2%	2%	1%	2%
	Not applicable	2%	3%	4%	11%	7%	9%	5%	4%	7%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using social networking sites (Facebook, Twitter, etc.)	Very comfortable	79%	82%	70%	40%	57%	65%	45%	71%	51%	57%
	Somewhat comfortable	11%	8%	13%	18%	14%	11%	17%	11%	17%	14%
	Not at all comfortable	2%	4%	3%	9%	6%	5%	11%	6%	7%	6%
	Don't know	2%	0%	1%	5%	3%	3%	5%	1%	3%	3%
	Not applicable	6%	6%	13%	28%	19%	17%	22%	11%	22%	19%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Protecting your computer (stop viruses, backup files, avoid scams)	Very comfortable	47%	49%	43%	32%	39%	39%	36%	40%	40%	39%
	Somewhat comfortable	40%	37%	38%	37%	38%	36%	41%	34%	39%	37%
	Not at all comfortable	8%	8%	10%	13%	11%	9%	14%	15%	11%	11%
	Don't know	3%	2%	3%	6%	4%	5%	3%	4%	4%	4%
	Not applicable	2%	4%	6%	12%	8%	11%	6%	7%	6%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Creating documents or spreadsheets	Very comfortable	79%	74%	67%	46%	59%	58%	56%	62%	60%	59%
	Somewhat comfortable	13%	16%	19%	19%	18%	16%	22%	18%	18%	18%
	Not at all comfortable	3%	6%	4%	12%	9%	7%	10%	10%	9%	8%
	Don't know	2%	2%	3%	5%	4%	5%	3%	3%	3%	4%
	Not applicable	3%	3%	7%	17%	11%	14%	9%	7%	10%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Searching or applying for jobs online	Very comfortable	66%	71%	60%	35%	50%	53%	38%	64%	47%	50%
	Somewhat comfortable	20%	15%	21%	19%	19%	21%	18%	17%	18%	19%
	Not at all	3%	5%	5%	7%	6%	6%	6%	8%	5%	6%

Question 10 Compared by Respondent Length of Residency and Housing Characteristics											
How comfortable, if at all, are you at each of the following?		Respondent length of residency					Respondent housing				
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
	comfortable										
	Don't know	4%	1%	4%	6%	4%	5%	5%	4%	4%	5%
	Not applicable	7%	8%	10%	33%	21%	15%	33%	6%	27%	21%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using online tutorials or education programs	Very comfortable	57%	56%	53%	32%	43%	43%	37%	56%	43%	43%
	Somewhat comfortable	25%	27%	23%	22%	23%	24%	24%	18%	24%	24%
	Not at all comfortable	3%	5%	5%	8%	6%	7%	6%	8%	5%	6%
	Don't know	5%	4%	4%	9%	7%	7%	9%	9%	6%	7%
	Not applicable	9%	8%	14%	29%	20%	19%	24%	8%	22%	20%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Very comfortable	59%	61%	49%	30%	43%	44%	35%	54%	41%	43%
	Somewhat comfortable	27%	28%	31%	31%	30%	29%	34%	21%	32%	30%
Installing software	Not at all comfortable	7%	5%	7%	15%	11%	8%	16%	9%	14%	11%
	Don't know	4%	1%	4%	7%	5%	6%	6%	8%	4%	5%
	Not applicable	4%	5%	8%	16%	11%	14%	9%	8%	9%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Very comfortable	35%	46%	34%	18%	27%	31%	24%	43%	23%	28%
	Somewhat comfortable	34%	27%	31%	21%	26%	27%	22%	27%	25%	26%
Writing or publishing information on the Internet	Not at all comfortable	13%	11%	15%	19%	16%	15%	18%	12%	17%	16%
	Don't know	9%	6%	5%	10%	9%	8%	9%	10%	9%	9%
	Not applicable	9%	9%	14%	32%	22%	19%	27%	8%	26%	22%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Very comfortable	23%	27%	21%	10%	16%	19%	11%	22%	14%	16%
	Somewhat comfortable	33%	32%	28%	15%	23%	24%	20%	31%	21%	23%
Creating a website or blog	Not at all comfortable	24%	24%	25%	25%	25%	23%	27%	30%	25%	25%
	Don't know	11%	6%	7%	14%	11%	10%	13%	7%	13%	11%

Question 10 Compared by Respondent Length of Residency and Housing Characteristics											
How comfortable, if at all, are you at each of the following?		Respondent length of residency					Respondent housing				
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
	Not applicable	9%	11%	19%	36%	25%	24%	30%	10%	27%	25%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Very comfortable	29%	30%	24%	16%	21%	24%	18%	25%	19%	21%
Troubleshooting computer problems	Somewhat comfortable	42%	47%	42%	32%	38%	36%	36%	40%	39%	38%
	Not at all comfortable	19%	17%	19%	27%	23%	20%	26%	21%	25%	23%
	Don't know	7%	3%	4%	8%	6%	7%	5%	10%	5%	6%
	Not applicable	3%	3%	11%	18%	12%	13%	15%	4%	11%	12%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Very comfortable	8%	9%	11%	5%	7%	8%	5%	11%	6%	7%
	Somewhat comfortable	9%	12%	7%	5%	7%	7%	3%	13%	7%	7%
Coding your own software application	Not at all comfortable	46%	50%	44%	32%	39%	41%	42%	42%	36%	39%
	Don't know	25%	14%	19%	19%	19%	18%	16%	19%	21%	19%
	Not applicable	13%	14%	20%	39%	28%	26%	34%	15%	30%	28%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Questions D1 and D2 Compared by Respondent Length of Residency and Housing Characteristics											
		Respondent length of residency					Respondent housing				
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
How long have you lived in Minneapolis?	Less than a year	42%	0%	0%	0%	6%	10%	2%	12%	2%	6%
	1-2 years	58%	0%	0%	0%	8%	13%	4%	18%	4%	8%
	3-5 years	0%	100%	0%	0%	16%	22%	12%	26%	10%	16%
	6-10 years	0%	0%	100%	0%	17%	18%	17%	18%	15%	17%
	More than 10 years	0%	0%	0%	100%	53%	37%	65%	26%	70%	53%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
If you have lived in Minneapolis less than 5 years, where did you live	Other city in Minnesota	48%	48%	0%	0%	48%	41%	60%	50%	61%	48%
	Other state	45%	47%	0%	0%	46%	50%	34%	46%	36%	46%

Questions D1 and D2 Compared by Respondent Length of Residency and Housing Characteristics

		Respondent length of residency					Respondent housing				
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
before?	Other country	7%	6%	0%	0%	7%	8%	6%	4%	3%	7%
	Total	100%	100%	0%	0%	100%	100%	100%	100%	100%	100%

Questions D3 and D4 Compared by Respondent Length of Residency

		Respondent length of residency				
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall
Do you rent or own your current residence?	Rent	80%	68%	52%	32%	48%
	Own	20%	32%	48%	68%	52%
	Total	100%	100%	100%	100%	100%
Which best describes the building you live in?	One family house detached from any other houses	30%	36%	45%	58%	48%
	House attached to one or more houses (e.g., a duplex or townhome)	8%	10%	10%	10%	10%
	Building with two or more apartments or condominiums	60%	52%	40%	29%	39%
	Other	2%	2%	5%	3%	3%
	Total	100%	100%	100%	100%	100%

Questions D5 and D6 Compared by Respondent Length of Residency

		Respondent length of residency					Respondent housing				
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
Respondent household size	1 person	31%	38%	36%	37%	36%	52%	47%	12%	22%	36%
	2 people	36%	35%	31%	35%	34%	30%	38%	25%	40%	34%
	3 or 4 people	20%	17%	26%	22%	22%	12%	9%	31%	32%	22%
	5 or more people	13%	10%	8%	7%	8%	7%	6%	31%	6%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Are there any children under 18 in your household?	No	81%	82%	72%	79%	78%	87%	88%	63%	70%	78%
	Yes	19%	18%	28%	21%	22%	13%	12%	37%	30%	22%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Questions D7 and D8 Compared by Respondent Length of Residency											
		Respondent length of residency					Respondent housing				
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
What is your gender?	Female	47%	44%	51%	47%	47%	47%	33%	55%	50%	47%
	Male	53%	56%	49%	53%	53%	53%	67%	45%	50%	53%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
In which category is your age?	18-24 years	28%	13%	2%	4%	8%	16%	1%	15%	2%	8%
	25-34 years	49%	64%	58%	9%	32%	40%	19%	51%	24%	32%
	35-44 years	8%	11%	17%	16%	14%	12%	15%	9%	18%	14%
	45-54 years	8%	5%	10%	24%	16%	12%	17%	12%	21%	16%
	55-64 years	5%	4%	8%	24%	15%	10%	24%	10%	20%	15%
	65-74 years	2%	3%	4%	13%	8%	7%	13%	2%	10%	8%
	75 years or older	0%	1%	1%	9%	5%	4%	11%	0%	5%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D9 Compared by Respondent Length of Residency and Housing Characteristics											
		Respondent length of residency					Respondent housing				
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
Are you Spanish, Hispanic or Latino?											
No		96%	90%	94%	93%	93%	92%	92%	95%	94%	93%
Yes		4%	10%	6%	7%	7%	8%	8%	5%	6%	7%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D10 Compared by Respondent Length of Residency and Housing Characteristics

What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Respondent length of residency					Respondent housing				
	Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
American Indian or Alaskan Native	2%	2%	1%	3%	2%	3%	2%	3%	2%	2%
Asian, Asian Indian or Pacific Islander	13%	6%	6%	4%	6%	6%	6%	10%	5%	6%
Black or African American	5%	17%	17%	18%	16%	24%	5%	19%	10%	16%
White	80%	74%	73%	75%	75%	67%	86%	69%	81%	75%
Other	2%	5%	4%	3%	4%	4%	3%	3%	3%	4%

Totals exceed 100% as respondents could select more than one category.

Question D11 Compared by Respondent Length of Residency and Housing Characteristics

Which language do you prefer to speak at home?	Respondent length of residency					Respondent housing				
	Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
English	92%	91%	87%	95%	93%	89%	92%	91%	96%	92%
Somali	0%	2%	4%	1%	2%	3%	0%	0%	1%	2%
Vietnamese	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Spanish	0%	1%	2%	1%	1%	1%	4%	3%	1%	1%
Hmong	2%	1%	2%	1%	1%	1%	0%	5%	1%	1%
Lao	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Ethiopian/Oromo	1%	2%	2%	1%	1%	2%	1%	1%	0%	1%
Other	5%	2%	3%	1%	2%	3%	2%	0%	1%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D12 Compared by Respondent Length of Residency and Housing Characteristics

What was your household's total annual income in 2011?	Respondent length of residency					Respondent housing				
	Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
Less than \$10,000	22%	14%	12%	12%	14%	25%	5%	29%	2%	14%
\$10,000 - \$24,999	16%	22%	8%	17%	16%	24%	9%	25%	8%	16%
\$25,000 - \$49,999	24%	24%	26%	23%	24%	28%	23%	25%	20%	24%
\$50,000 - \$74,999	14%	18%	17%	19%	18%	13%	22%	8%	23%	18%
\$75,000 - \$99,999	10%	11%	15%	10%	11%	5%	13%	4%	17%	11%
\$100,000 - \$149,999	7%	7%	13%	11%	10%	3%	14%	9%	16%	10%
\$150,000 - \$199,999	4%	2%	4%	4%	4%	1%	7%	0%	7%	4%
\$200,000 or more	3%	1%	5%	4%	4%	1%	8%	0%	7%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D13 Compared by Respondent Length of Residency and Housing Characteristics

Which of the following best describes your current employment status?	Respondent length of residency					Respondent housing				
	Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
Employed full-time	51%	60%	70%	48%	54%	47%	62%	47%	61%	54%
Employed part-time	13%	12%	11%	12%	12%	11%	10%	15%	12%	12%
Student	24%	15%	4%	3%	8%	14%	2%	17%	2%	8%
Retired	3%	4%	3%	22%	13%	11%	20%	4%	15%	13%
Unemployed, looking for work	8%	5%	6%	7%	7%	8%	3%	10%	5%	7%
Homemaker	1%	1%	2%	2%	2%	1%	1%	1%	3%	2%
Disabled (limiting participation in work, school, housework or other activities)	2%	3%	3%	6%	4%	8%	2%	5%	1%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D14 Compared by Respondent Length of Residency and Housing Characteristics

Which of the following best describes the amount of formal education you have completed?	Respondent length of residency					Respondent housing				
	Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
Less than high school	5%	1%	6%	5%	4%	6%	5%	7%	2%	4%
High school graduate	9%	10%	10%	20%	15%	19%	8%	14%	13%	15%
Associate degree, some college	21%	21%	19%	25%	23%	25%	16%	36%	20%	23%
Bachelor's degree	43%	44%	40%	30%	36%	34%	36%	37%	37%	36%
Graduate or professional degree	23%	24%	25%	20%	22%	16%	35%	6%	28%	22%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D15 Compared by Respondent Length of Residency and Housing Characteristics

Which do you consider your primary telephone?	Respondent length of residency					Respondent housing				
	Less than 2 years	3-5 years	6-10 years	More than 10 years	Overall	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	Overall
Cell	90%	89%	83%	42%	63%	79%	56%	77%	47%	63%
Land line	4%	4%	8%	37%	22%	15%	27%	5%	30%	22%
Both	6%	7%	9%	21%	15%	6%	17%	18%	23%	15%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Appendix C: Crosstabulations by Respondent Household Size and Presence of Children in Household

Question 1 Compared by Respondent Household Size and Presence of Children in Household									
Please rate each of the following aspects of the City of Minneapolis.		Respondent household size					Are there any children under 18 in your household?		
		1 person	2 people	3 or 4 people	5 or more people	Overall	No	Yes	Overall
Opportunities to participate in community matters	Excellent	15%	16%	11%	8%	14%	15%	11%	14%
	Good	46%	45%	49%	46%	47%	45%	49%	46%
	Fair	18%	17%	19%	29%	19%	18%	23%	19%
	Poor	3%	3%	8%	2%	4%	3%	6%	4%
	Don't know	18%	18%	13%	14%	17%	18%	11%	17%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
City use of technology	Excellent	10%	8%	8%	9%	9%	8%	10%	8%
	Good	37%	41%	40%	43%	40%	40%	39%	40%
	Fair	23%	23%	25%	24%	23%	23%	24%	23%
	Poor	5%	3%	6%	3%	4%	4%	5%	4%
	Don't know	26%	25%	21%	20%	24%	25%	22%	24%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Access to technology in general in Minneapolis	Excellent	11%	13%	10%	4%	11%	11%	10%	11%
	Good	43%	44%	47%	43%	44%	44%	43%	44%
	Fair	22%	20%	23%	33%	23%	21%	26%	23%
	Poor	6%	5%	8%	2%	6%	6%	6%	6%
	Don't know	19%	18%	13%	18%	17%	18%	15%	17%
	Total	100%	100%	100%	100%	100%	100%	100%	100%

Question 2 Compared by Respondent Household Size and Presence of Children in Household

How important, if at all, is it to you to have each of the following at home?		Respondent household size					Are there any children under 18 in your household?		
		1 person	2 people	3 or 4 people	5 or more people	Overall	No	Yes	Overall
A computer	Essential	55%	72%	69%	60%	64%	63%	66%	64%
	Very important	20%	18%	23%	26%	20%	20%	24%	21%
	Somewhat important	13%	6%	7%	10%	9%	9%	7%	9%
	Not at all important	10%	3%	1%	4%	5%	6%	2%	5%
	Don't know	3%	1%	0%	0%	1%	2%	0%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Internet access	Essential	53%	72%	69%	57%	64%	62%	66%	63%
	Very important	23%	18%	25%	28%	22%	21%	26%	22%
	Somewhat important	11%	6%	5%	13%	8%	9%	7%	8%
	Not at all important	9%	3%	1%	1%	5%	6%	1%	5%
	Don't know	3%	1%	0%	0%	1%	2%	0%	2%
	Total	100%	100%	100%	100%	100%	100%	100%	100%

Question 3 Compared by Respondent Household Size and Presence of Children in Household

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?		Respondent household size					Are there any children under 18 in your household?		
		1 person	2 people	3 or 4 people	5 or more people	Overall	No	Yes	Overall
Very familiar		27%	28%	33%	26%	29%	27%	33%	28%
Somewhat familiar		37%	47%	40%	37%	41%	42%	39%	41%
Not familiar at all		35%	25%	27%	37%	30%	31%	28%	31%
Total		100%	100%	100%	100%	100%	100%	100%	100%

Question 4 Compared by Respondent Household Size and Presence of Children in Household

Please indicate whether you have each of the following in your household.		Respondent household size					Are there any children under 18 in your household?		
		1 person	2 people	3 or 4 people	5 or more people	Overall	No	Yes	Overall

Question 4 Compared by Respondent Household Size and Presence of Children in Household

Please indicate whether you have each of the following in your household.		Respondent household size					Are there any children under 18 in your household?		
		1 person	2 people	3 or 4 people	5 or more people	Overall	No	Yes	Overall
A computer (desktop, laptop)	Yes, with Internet access	70%	91%	90%	85%	83%	81%	87%	82%
	Yes, without Internet access	11%	4%	4%	5%	7%	7%	6%	7%
	No	19%	5%	5%	10%	11%	12%	7%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, etc.)	Yes, with Internet access	13%	35%	40%	25%	27%	24%	39%	27%
	Yes, without Internet access	3%	2%	3%	4%	3%	2%	3%	3%
	No	84%	63%	57%	71%	70%	74%	58%	70%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone	Yes, with Internet access	54%	73%	73%	62%	65%	64%	71%	65%
	Yes, without Internet access	32%	23%	23%	30%	27%	27%	25%	27%
	No	14%	4%	4%	8%	8%	9%	5%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Yes, with Internet access	11%	32%	44%	44%	28%	24%	43%	28%
	Yes, without Internet access	8%	9%	12%	19%	10%	10%	12%	10%
	No	80%	58%	44%	37%	61%	66%	45%	62%
	Total	100%	100%	100%	100%	100%	100%	100%	100%

Question 5 Compared by Respondent Household Size and Presence of Children in Household

How often, if ever, do you access the Internet using each of the following?		Respondent household size					Are there any children under 18 in your household?		
		1 person	2 people	3 or 4 people	5 or more people	Overall	No	Yes	Overall
A computer (desktop, laptop)	Daily	70%	88%	85%	79%	80%	79%	82%	80%
	Weekly	10%	5%	7%	5%	7%	7%	7%	7%
	Monthly	1%	1%	2%	2%	1%	1%	2%	1%
	Less than once per month	2%	1%	2%	2%	2%	2%	3%	2%
	Never/Not applicable	17%	5%	3%	13%	9%	11%	6%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, etc.)	Daily	10%	27%	32%	19%	22%	19%	30%	22%
	Weekly	3%	6%	6%	5%	5%	4%	8%	5%
	Monthly	1%	1%	3%	2%	1%	1%	3%	1%
	Less than once per month	1%	1%	4%	6%	2%	2%	3%	2%
	Never/Not applicable	83%	64%	55%	67%	69%	73%	56%	69%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone, PDA, Blackberry or iPod Touch	Daily	50%	66%	71%	61%	61%	58%	71%	61%
	Weekly	5%	7%	5%	3%	5%	6%	3%	5%
	Monthly	2%	1%	1%	0%	1%	2%	0%	1%
	Less than once per month	3%	3%	4%	5%	3%	3%	3%	3%
	Never/Not applicable	40%	24%	19%	31%	29%	31%	22%	29%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Daily	4%	9%	17%	24%	10%	8%	17%	10%
	Weekly	6%	12%	19%	13%	11%	9%	17%	11%
	Monthly	2%	4%	5%	1%	3%	3%	4%	3%
	Less than once per month	3%	9%	6%	16%	7%	6%	10%	7%
	Never/Not applicable	86%	66%	53%	47%	69%	74%	52%	69%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Television/Blu-ray player	Daily	23%	30%	38%	28%	29%	27%	34%	29%
	Weekly	6%	11%	10%	8%	9%	9%	9%	9%
	Monthly	2%	3%	4%	3%	3%	3%	3%	3%
	Less than once per month	3%	3%	3%	7%	3%	3%	5%	3%
	Never/Not applicable	66%	53%	45%	54%	56%	58%	49%	56%
	Total	100%	100%	100%	100%	100%	100%	100%	100%

Question 6 Compared by Respondent Household Size and Presence of Children in Household

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?		Respondent household size					Are there any children under 18 in your household?		
		1 person	2 people	3 or 4 people	5 or more people	Overall	No	Yes	Overall
Home	Daily	69%	87%	85%	82%	80%	79%	83%	80%
	Weekly	7%	5%	9%	7%	7%	6%	9%	7%
	Monthly	1%	1%	1%	0%	1%	1%	1%	1%
	Less than once per month	2%	1%	3%	2%	2%	2%	2%	2%
	Never/Not applicable	21%	6%	2%	9%	11%	13%	4%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Work	Daily	56%	70%	68%	53%	63%	62%	67%	63%
	Weekly	4%	5%	8%	10%	6%	5%	6%	6%
	Monthly	1%	1%	1%	3%	1%	1%	2%	1%
	Less than once per month	0%	2%	2%	0%	1%	1%	2%	1%
	Never/Not applicable	40%	23%	21%	35%	29%	31%	23%	30%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
School	Daily	11%	14%	23%	44%	17%	15%	24%	17%
	Weekly	3%	4%	5%	6%	4%	3%	6%	4%
	Monthly	0%	0%	1%	3%	1%	0%	1%	1%
	Less than once per month	1%	1%	3%	3%	2%	1%	3%	2%
	Never/Not applicable	85%	81%	69%	44%	77%	80%	65%	77%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
At an outdoor or indoor public place (library, café, public computer, etc.)	Daily	10%	12%	9%	12%	11%	11%	9%	10%
	Weekly	16%	24%	23%	33%	22%	21%	25%	22%
	Monthly	16%	18%	18%	13%	17%	17%	17%	17%
	Less than once per month	18%	21%	26%	15%	21%	19%	25%	21%
	Never/Not applicable	39%	26%	24%	27%	30%	32%	24%	31%
	Total	100%	100%	100%	100%	100%	100%	100%	100%

Question 7 Compared by Respondent Household Size and Presence of Children in Household

How do you connect to the Internet at home? Please check all that apply.	Respondent household size					Are there any children under 18 in your household?		
	1 person	2 people	3 or 4 people	5 or more people	Overall	No	Yes	Overall
No internet access at home	20%	5%	5%	11%	11%	12%	7%	11%
Dial-up telephone line	3%	3%	1%	1%	3%	3%	1%	3%
Cable (Comcast/Xfinity)	37%	52%	45%	38%	44%	46%	37%	44%
DSL (CenturyLink)	16%	20%	23%	29%	20%	17%	27%	19%
Satellite (DirectTV, Dish)	1%	3%	4%	6%	3%	3%	2%	3%
Cellular (Verizon, AT&T, Sprint)	15%	20%	21%	23%	19%	18%	21%	19%
WiFi (USIW, other)	19%	24%	27%	20%	23%	21%	29%	22%
Don't know	7%	2%	2%	4%	4%	5%	3%	4%

Totals exceed 100% as respondents could select more than one category.

Question 8 Compared by Respondent Household Size and Presence of Children in Household

How do you get help with computer or Internet questions or problems? Please check all that apply.	Respondent household size					Are there any children under 18 in your household?		
	1 person	2 people	3 or 4 people	5 or more people	Overall	No	Yes	Overall
Not applicable	13%	7%	3%	9%	8%	10%	4%	9%
Coworkers	21%	23%	21%	14%	21%	21%	21%	21%
Friends or family	52%	63%	63%	57%	59%	57%	62%	59%
Library	6%	4%	5%	8%	5%	5%	8%	5%
Community technology center/Public lab	3%	1%	3%	3%	2%	3%	2%	2%
Pay someone for technical support	11%	12%	12%	8%	11%	12%	8%	11%
My Internet provider	36%	38%	40%	30%	37%	35%	43%	37%
No one/No help available	6%	3%	4%	8%	5%	5%	3%	5%
Books/Reference materials	9%	12%	9%	6%	10%	10%	9%	10%
Computer/Internet resources	41%	52%	55%	45%	48%	47%	51%	48%

Totals exceed 100% as respondents could select more than one category.

Question 9 Compared by Respondent Household Size and Presence of Children in Household									
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		Respondent household size					Are there any children under 18 in your household?		
		1 person	2 people	3 or 4 people	5 or more people	Overall	No	Yes	Overall
Use email, texting or video to communicate	Daily	71%	88%	87%	69%	80%	79%	83%	80%
	Weekly	9%	5%	5%	19%	7%	7%	10%	7%
	Monthly	2%	1%	2%	0%	1%	1%	1%	1%
	Less than once per month	3%	1%	1%	4%	2%	2%	2%	2%
	Never/Not applicable	16%	6%	5%	9%	9%	11%	4%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Seek entertainment (games, videos, music)	Daily	34%	41%	47%	42%	40%	39%	43%	40%
	Weekly	22%	29%	30%	24%	26%	25%	31%	26%
	Monthly	7%	8%	6%	5%	7%	7%	7%	7%
	Less than once per month	7%	7%	8%	12%	8%	7%	9%	8%
	Never/Not applicable	29%	14%	9%	18%	19%	22%	10%	19%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Use social media (Facebook, Twitter, LinkedIn)	Daily	39%	50%	52%	56%	47%	46%	53%	47%
	Weekly	15%	17%	19%	18%	17%	15%	21%	17%
	Monthly	4%	5%	7%	4%	5%	4%	7%	5%
	Less than once per month	7%	5%	6%	2%	6%	6%	4%	6%
	Never/Not applicable	35%	24%	15%	20%	26%	29%	14%	26%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Get the news or weather	Daily	52%	67%	65%	65%	61%	59%	67%	61%
	Weekly	19%	19%	21%	19%	20%	19%	19%	19%
	Monthly	3%	3%	5%	2%	3%	3%	5%	3%
	Less than once per month	5%	4%	3%	4%	4%	5%	2%	4%
	Never/Not applicable	21%	7%	6%	10%	12%	14%	7%	12%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Shop, search for products and services	Daily	17%	18%	18%	26%	18%	18%	20%	18%
	Weekly	34%	48%	46%	22%	40%	40%	41%	40%
	Monthly	18%	18%	22%	18%	19%	18%	20%	19%
	Less than once per month	11%	8%	6%	17%	9%	9%	9%	9%

Question 9 Compared by Respondent Household Size and Presence of Children in Household								
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?	Respondent household size					Are there any children under 18 in your household?		
	1 person	2 people	3 or 4 people	5 or more people	Overall	No	Yes	Overall
Never/Not applicable	19%	9%	9%	18%	13%	15%	10%	14%
Total	100%	100%	100%	100%	100%	100%	100%	100%
Research or study a topic of interest								
Daily	32%	42%	39%	35%	37%	37%	38%	37%
Weekly	34%	38%	38%	29%	36%	35%	37%	36%
Monthly	10%	9%	13%	14%	11%	10%	13%	11%
Less than once per month	6%	4%	4%	9%	5%	5%	5%	5%
Never/Not applicable	18%	7%	7%	12%	11%	13%	7%	12%
Total	100%	100%	100%	100%	100%	100%	100%	100%
Share opinions, post to a blog, review a product or service								
Daily	8%	9%	11%	9%	9%	9%	12%	9%
Weekly	11%	16%	22%	14%	16%	15%	18%	15%
Monthly	13%	18%	19%	15%	16%	16%	15%	16%
Less than once per month	24%	26%	24%	23%	25%	24%	26%	25%
Never/Not applicable	44%	31%	24%	40%	35%	37%	29%	35%
Total	100%	100%	100%	100%	100%	100%	100%	100%
Attend an online class or training								
Daily	2%	3%	5%	10%	4%	3%	6%	4%
Weekly	3%	5%	4%	9%	4%	4%	4%	4%
Monthly	5%	7%	10%	3%	7%	6%	9%	7%
Less than once per month	21%	29%	29%	24%	26%	25%	28%	25%
Never/Not applicable	70%	55%	52%	55%	60%	62%	52%	60%
Total	100%	100%	100%	100%	100%	100%	100%	100%
Work from home								
Daily	16%	18%	18%	16%	17%	17%	18%	17%
Weekly	12%	18%	19%	14%	16%	15%	19%	16%
Monthly	8%	11%	12%	1%	9%	9%	10%	9%
Less than once per month	8%	11%	9%	5%	9%	9%	9%	9%
Never/Not applicable	56%	42%	41%	64%	48%	50%	43%	49%
Total	100%	100%	100%	100%	100%	100%	100%	100%
Banking online (paying bills, investing, etc.)								
Daily	15%	18%	20%	22%	18%	16%	23%	17%
Weekly	32%	43%	43%	30%	38%	37%	38%	38%
Monthly	16%	17%	19%	16%	17%	17%	16%	17%

Question 9 Compared by Respondent Household Size and Presence of Children in Household								
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?	Respondent household size					Are there any children under 18 in your household?		
	1 person	2 people	3 or 4 people	5 or more people	Overall	No	Yes	Overall
Less than once per month	5%	3%	4%	5%	4%	4%	4%	4%
Never/Not applicable	34%	19%	15%	27%	24%	26%	18%	24%
Total	100%	100%	100%	100%	100%	100%	100%	100%
As a parent/guardian, connect with your child's school								
Daily	1%	1%	4%	9%	2%	1%	7%	2%
Weekly	1%	3%	21%	22%	8%	1%	30%	7%
Monthly	2%	2%	12%	8%	5%	2%	15%	5%
Less than once per month	1%	2%	6%	7%	3%	2%	8%	3%
Never/Not applicable	95%	92%	57%	55%	83%	94%	40%	83%
Total	100%	100%	100%	100%	100%	100%	100%	100%
Find info on community resources and events								
Daily	5%	5%	5%	12%	5%	5%	8%	5%
Weekly	16%	22%	25%	19%	20%	19%	25%	20%
Monthly	23%	29%	31%	27%	27%	26%	30%	27%
Less than once per month	25%	27%	21%	20%	25%	26%	21%	24%
Never/Not applicable	31%	17%	18%	23%	23%	24%	17%	23%
Total	100%	100%	100%	100%	100%	100%	100%	100%
If you have a question, use Internet to find the answer								
Daily	37%	48%	48%	44%	44%	43%	45%	43%
Weekly	30%	34%	34%	24%	32%	31%	34%	32%
Monthly	8%	6%	6%	9%	7%	6%	8%	7%
Less than once per month	5%	5%	4%	8%	5%	6%	4%	5%
Never/Not applicable	19%	7%	8%	14%	12%	14%	9%	13%
Total	100%	100%	100%	100%	100%	100%	100%	100%
Engage in civic activities (participate in a discussion about community and government issues; research information about an issue or a candidate)								
Daily	3%	5%	4%	6%	4%	4%	4%	4%
Weekly	11%	11%	13%	6%	11%	11%	11%	11%
Monthly	12%	15%	17%	22%	15%	14%	18%	15%
Less than once per month	23%	31%	26%	25%	27%	27%	25%	27%
Never/Not applicable	51%	38%	41%	40%	43%	44%	42%	44%
Total	100%	100%	100%	100%	100%	100%	100%	100%
Look up health and medical information								
Daily	5%	5%	6%	10%	6%	5%	7%	6%

Question 9 Compared by Respondent Household Size and Presence of Children in Household								
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?	Respondent household size					Are there any children under 18 in your household?		
	1 person	2 people	3 or 4 people	5 or more people	Overall	No	Yes	Overall
	Weekly	12%	17%	19%	17%	15%	19%	16%
	Monthly	26%	35%	36%	22%	31%	32%	31%
	Less than once per month	34%	33%	30%	31%	33%	28%	32%
	Never/Not applicable	22%	11%	8%	19%	16%	13%	15%
	Total	100%	100%	100%	100%	100%	100%	100%
Communicate with government (seek services, get a license, discuss a problem)	Daily	1%	1%	2%	6%	1%	3%	1%
	Weekly	3%	3%	4%	2%	3%	4%	3%
	Monthly	10%	15%	17%	11%	13%	14%	13%
	Less than once per month	42%	53%	48%	38%	46%	47%	46%
	Never/Not applicable	44%	28%	30%	43%	37%	31%	36%
	Total	100%	100%	100%	100%	100%	100%	100%
Sell goods and services online, advertise	Daily	2%	2%	2%	5%	2%	4%	3%
	Weekly	2%	3%	4%	3%	2%	4%	3%
	Monthly	5%	8%	7%	6%	7%	5%	7%
	Less than once per month	18%	27%	31%	19%	23%	28%	24%
	Never/Not applicable	73%	60%	56%	67%	66%	60%	64%
	Total	100%	100%	100%	100%	100%	100%	100%
Find directions or look up a map	Daily	11%	11%	14%	18%	12%	14%	12%
	Weekly	36%	46%	48%	38%	42%	42%	42%
	Monthly	22%	25%	24%	26%	23%	28%	24%
	Less than once per month	12%	11%	10%	11%	11%	12%	11%
	Never/Not applicable	19%	6%	4%	8%	12%	4%	11%
	Total	100%	100%	100%	100%	100%	100%	100%

Question 10 Compared by Respondent Household Size and Presence of Children in Household									
How comfortable, if at all, are you at each of the following?		Respondent household size					Are there any children under 18 in your household?		
		1 person	2 people	3 or 4 people	5 or more people	Overall	No	Yes	Overall
Using a computer laptop/desktop	Very comfortable	71%	83%	82%	76%	78%	76%	83%	78%
	Somewhat comfortable	14%	11%	14%	19%	13%	13%	13%	13%
	Not at all comfortable	4%	2%	2%	0%	2%	3%	1%	2%
	Don't know	2%	0%	1%	2%	1%	1%	1%	1%
	Not applicable	9%	4%	1%	3%	5%	6%	1%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Using smartphone or tablet computer	Very comfortable	42%	58%	56%	52%	52%	49%	59%	52%
	Somewhat comfortable	16%	15%	22%	18%	17%	17%	18%	17%
	Not at all comfortable	7%	5%	5%	11%	6%	6%	6%	6%
	Don't know	6%	5%	5%	5%	5%	5%	7%	6%
	Not applicable	28%	17%	11%	14%	20%	23%	9%	20%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Accessing the Internet	Very comfortable	73%	87%	84%	80%	81%	79%	85%	80%
	Somewhat comfortable	13%	8%	12%	10%	11%	11%	10%	11%
	Not at all comfortable	2%	1%	1%	3%	2%	2%	2%	2%
	Don't know	2%	0%	1%	4%	1%	1%	3%	2%
	Not applicable	10%	4%	2%	3%	5%	7%	1%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Using email	Very comfortable	75%	89%	88%	78%	83%	82%	87%	83%
	Somewhat comfortable	11%	6%	8%	14%	9%	8%	9%	8%
	Not at all comfortable	3%	1%	2%	2%	2%	2%	2%	2%
	Don't know	1%	0%	1%	2%	1%	1%	2%	1%
	Not applicable	10%	4%	2%	3%	6%	7%	1%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Locating information online (bus schedules, weather, news, etc.)	Very comfortable	68%	82%	81%	76%	76%	74%	83%	76%
	Somewhat comfortable	12%	11%	12%	17%	12%	13%	11%	12%
	Not at all comfortable	4%	1%	2%	3%	2%	2%	2%	2%
	Don't know	3%	1%	2%	0%	2%	2%	2%	2%

Question 10 Compared by Respondent Household Size and Presence of Children in Household									
How comfortable, if at all, are you at each of the following?	Respondent household size					Are there any children under 18 in your household?			
	1 person	2 people	3 or 4 people	5 or more people	Overall	No	Yes	Overall	
Not applicable	13%	5%	3%	5%	7%	9%	2%	7%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	
Using social networking sites (Facebook, Twitter, etc.)									
Very comfortable	49%	59%	64%	65%	57%	55%	65%	57%	
Somewhat comfortable	13%	14%	17%	14%	14%	13%	17%	14%	
Not at all comfortable	8%	6%	5%	4%	6%	7%	5%	6%	
Don't know	4%	2%	2%	5%	3%	3%	4%	3%	
Not applicable	26%	19%	11%	12%	19%	22%	9%	19%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	
Protecting your computer (stop viruses, backup files, avoid scams)									
Very comfortable	36%	41%	44%	30%	39%	39%	38%	39%	
Somewhat comfortable	33%	42%	36%	42%	37%	37%	39%	37%	
Not at all comfortable	11%	8%	12%	16%	11%	10%	13%	11%	
Don't know	6%	2%	4%	7%	4%	4%	6%	4%	
Not applicable	14%	6%	4%	5%	8%	10%	4%	8%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	
Creating documents or spreadsheets									
Very comfortable	53%	64%	64%	47%	59%	58%	61%	59%	
Somewhat comfortable	15%	18%	19%	24%	18%	17%	20%	18%	
Not at all comfortable	8%	7%	10%	14%	9%	8%	10%	9%	
Don't know	5%	3%	3%	6%	4%	4%	6%	4%	
Not applicable	18%	8%	4%	9%	11%	13%	3%	11%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	
Searching or applying for jobs online									
Very comfortable	44%	51%	55%	54%	50%	48%	56%	50%	
Somewhat comfortable	16%	20%	22%	20%	19%	18%	20%	19%	
Not at all comfortable	6%	4%	5%	13%	6%	5%	7%	5%	
Don't know	6%	3%	5%	6%	4%	4%	5%	4%	
Not applicable	28%	23%	12%	7%	21%	25%	11%	22%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	
Using online tutorials or education programs									
Very comfortable	37%	45%	51%	41%	43%	41%	51%	43%	
Somewhat comfortable	20%	26%	25%	27%	24%	23%	25%	23%	

Question 10 Compared by Respondent Household Size and Presence of Children in Household									
How comfortable, if at all, are you at each of the following?		Respondent household size					Are there any children under 18 in your household?		
		1 person	2 people	3 or 4 people	5 or more people	Overall	No	Yes	Overall
	Not at all comfortable	6%	4%	8%	13%	7%	6%	8%	6%
	Don't know	9%	5%	5%	12%	7%	7%	7%	7%
	Not applicable	28%	19%	12%	7%	20%	23%	9%	20%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
	Installing software	Very comfortable	37%	46%	46%	41%	42%	42%	43%
Somewhat comfortable		29%	32%	30%	27%	30%	29%	32%	30%
Not at all comfortable		12%	11%	12%	11%	12%	11%	12%	11%
Don't know		5%	3%	7%	12%	5%	4%	7%	5%
Not applicable		18%	8%	5%	10%	11%	13%	6%	11%
Total		100%	100%	100%	100%	100%	100%	100%	100%
Writing or publishing information on the Internet		Very comfortable	24%	30%	29%	25%	27%	27%	27%
	Somewhat comfortable	22%	27%	30%	30%	26%	25%	29%	26%
	Not at all comfortable	16%	14%	18%	16%	16%	16%	18%	16%
	Don't know	8%	7%	10%	11%	9%	8%	11%	8%
	Not applicable	29%	22%	13%	18%	22%	24%	15%	22%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Creating a website or blog	Very comfortable	13%	19%	19%	10%	16%	16%	16%	16%
	Somewhat comfortable	18%	24%	27%	29%	23%	22%	26%	22%
	Not at all comfortable	25%	22%	26%	28%	25%	24%	27%	25%
	Don't know	11%	10%	14%	13%	11%	10%	16%	11%
	Not applicable	33%	24%	14%	20%	25%	28%	16%	25%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Troubleshooting computer problems	Very comfortable	18%	24%	23%	22%	21%	21%	22%	21%
	Somewhat comfortable	33%	43%	40%	31%	38%	37%	39%	38%
	Not at all comfortable	24%	20%	24%	22%	23%	22%	23%	23%
	Don't know	6%	4%	6%	16%	6%	5%	10%	6%
	Not applicable	18%	9%	7%	9%	12%	14%	6%	12%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Coding your own software application	Very comfortable	7%	6%	8%	6%	7%	6%	8%	7%

Question 10 Compared by Respondent Household Size and Presence of Children in Household

How comfortable, if at all, are you at each of the following?	Respondent household size					Are there any children under 18 in your household?		
	1 person	2 people	3 or 4 people	5 or more people	Overall	No	Yes	Overall
Somewhat comfortable	4%	9%	7%	15%	7%	7%	8%	7%
Not at all comfortable	37%	41%	42%	33%	39%	39%	39%	39%
Don't know	17%	17%	24%	23%	19%	17%	25%	19%
Not applicable	36%	27%	18%	23%	28%	30%	20%	28%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Questions D1 and D2 Compared by Respondent Household Size and Presence of Children in Household									
		Respondent household size					Are there any children under 18 in your household?		
		1 person	2 people	3 or 4 people	5 or more people	Overall	No	Yes	Overall
How long have you lived in Minneapolis?	Less than a year	5%	7%	5%	8%	6%	6%	5%	6%
	1-2 years	7%	8%	8%	15%	8%	9%	8%	8%
	3-5 years	17%	16%	13%	20%	16%	17%	13%	16%
	6-10 years	17%	15%	20%	16%	17%	16%	22%	17%
	More than 10 years	54%	53%	54%	42%	53%	53%	52%	53%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
If you have lived in Minneapolis less than 5 years, where did you live before?	Other city in Minnesota	43%	48%	43%	67%	48%	45%	60%	48%
	Other state	51%	45%	49%	25%	46%	50%	29%	46%
	Other country	5%	6%	8%	8%	7%	6%	11%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%

Questions D3 and D4 Compared by Respondent Household Size and Presence of Children in Household

		Respondent household size					Are there any children under 18 in your household?		
		1 person	2 people	3 or 4 people	5 or more people	Overall	No	Yes	Overall
Do you rent or own your current residence?	Rent	61%	41%	33%	60%	48%	52%	36%	48%
	Own	39%	59%	67%	40%	52%	48%	64%	52%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Which best describes the building you live in?	One family house detached from any other houses	28%	53%	73%	59%	49%	43%	70%	48%
	House attached to one or more houses (e.g., a duplex or townhome)	8%	10%	9%	16%	10%	9%	10%	10%
	Building with two or more apartments or condominiums	60%	35%	16%	21%	39%	45%	17%	39%
	Other	4%	2%	2%	4%	3%	3%	3%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%

Question D5 Compared by Presence of Children in Household

		Are there any children under 18 in your household?		
		No	Yes	Overall
Respondent household size	1 person	46%	2%	36%
	2 people	42%	9%	34%
	3 or 4 people	9%	65%	21%
	5 or more people	3%	24%	8%
	Total	100%	100%	100%

Question D6 Compared by Respondent Household Size

		Respondent household size				
		1 person	2 people	3 or 4 people	5 or more people	Overall
Are there any children under 18 in your household?	No	99%	95%	34%	34%	78%
	Yes	1%	5%	66%	66%	22%
	Total	100%	100%	100%	100%	100%

Questions D7 and D8 Compared by Respondent Household Size and Presence of Children in Household

		Respondent household size					Are there any children under 18 in your household?		
		1 person	2 people	3 or 4 people	5 or more people	Overall	No	Yes	Overall
What is your gender?	Female	44%	47%	56%	41%	47%	45%	54%	47%
	Male	56%	53%	44%	59%	53%	55%	46%	53%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
In which category is your age?	18-24 years	4%	10%	8%	23%	8%	9%	6%	8%
	25-34 years	30%	33%	33%	32%	32%	31%	33%	32%
	35-44 years	12%	11%	22%	22%	15%	10%	28%	14%
	45-54 years	15%	15%	21%	14%	16%	14%	24%	16%
	55-64 years	20%	15%	12%	3%	16%	18%	6%	16%
	65-74 years	12%	10%	3%	3%	9%	10%	2%	9%
	75 years or older	7%	6%	1%	2%	5%	6%	0%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%

Question D9 Compared by Respondent Household Size and Presence of Children in Household

Are you Spanish, Hispanic or Latino?	Respondent household size					Are there any children under 18 in your household?		
	1 person	2 people	3 or 4 people	5 or more people	Overall	No	Yes	Overall
No	94%	96%	94%	79%	93%	95%	89%	93%
Yes	6%	4%	6%	21%	7%	5%	11%	7%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Question D10 Compared by Respondent Household Size and Presence of Children in Household

What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Respondent household size					Are there any children under 18 in your household?		
	1 person	2 people	3 or 4 people	5 or more people	Overall	No	Yes	Overall
American Indian or Alaskan Native	3%	1%	2%	4%	2%	2%	3%	2%
Asian, Asian Indian or Pacific Islander	3%	4%	8%	19%	6%	4%	12%	6%
Black or African American	18%	9%	23%	14%	16%	14%	24%	16%
White	77%	86%	66%	50%	76%	80%	60%	75%
Other	2%	3%	4%	15%	4%	3%	5%	3%

Totals exceed 100% as respondents could select more than one category.

Question D11 Compared by Respondent Household Size and Presence of Children in Household

Which language do you prefer to speak at home?	Respondent household size					Are there any children under 18 in your household?		
	1 person	2 people	3 or 4 people	5 or more people	Overall	No	Yes	Overall
English	96%	96%	90%	71%	93%	95%	85%	93%
Somali	1%	0%	2%	6%	1%	1%	3%	2%
Vietnamese	0%	0%	0%	0%	0%	0%	1%	0%
Spanish	0%	1%	2%	9%	1%	0%	4%	1%
Hmong	0%	0%	1%	9%	1%	0%	4%	1%
Lao	0%	0%	0%	0%	0%	0%	0%	0%
Ethiopian/Oromo	2%	1%	1%	1%	1%	1%	1%	1%
Other	1%	2%	4%	4%	2%	2%	4%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Question D12 Compared by Respondent Household Size and Presence of Children in Household

What was your household's total annual income in 2011?	Respondent household size					Are there any children under 18 in your household?		
	1 person	2 people	3 or 4 people	5 or more people	Overall	No	Yes	Overall
Less than \$10,000	21%	6%	10%	22%	14%	14%	11%	14%
\$10,000 - \$24,999	20%	11%	13%	26%	16%	17%	13%	16%
\$25,000 - \$49,999	28%	21%	21%	27%	24%	25%	22%	24%
\$50,000 - \$74,999	17%	21%	17%	10%	18%	18%	15%	18%
\$75,000 - \$99,999	7%	13%	16%	9%	11%	9%	16%	11%
\$100,000 - \$149,999	5%	15%	13%	4%	10%	10%	11%	10%
\$150,000 - \$199,999	1%	7%	5%	1%	4%	3%	5%	4%
\$200,000 or more	1%	6%	6%	2%	4%	3%	6%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Question D13 Compared by Respondent Household Size and Presence of Children in Household

Which of the following best describes your current employment status?	Respondent household size					Are there any children under 18 in your household?		
	1 person	2 people	3 or 4 people	5 or more people	Overall	No	Yes	Overall
Employed full-time	52%	59%	55%	44%	54%	54%	56%	54%
Employed part-time	10%	10%	16%	16%	12%	11%	16%	12%
Student	5%	7%	10%	22%	8%	8%	10%	8%
Retired	19%	15%	5%	2%	13%	17%	2%	13%
Unemployed, looking for work	7%	5%	6%	12%	7%	6%	9%	7%
Homemaker	1%	1%	4%	3%	2%	1%	4%	2%
Disabled (limiting participation in work, school, housework or other activities)	7%	3%	3%	1%	4%	4%	3%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Question D14 Compared by Respondent Household Size and Presence of Children in Household

Which of the following best describes the amount of formal education you have completed?	Respondent household size					Are there any children under 18 in your household?		
	1 person	2 people	3 or 4 people	5 or more people	Overall	No	Yes	Overall
Less than high school	4%	2%	3%	16%	4%	4%	7%	4%
High school graduate	18%	11%	11%	31%	15%	16%	13%	15%
Associate degree, some college	21%	22%	26%	27%	23%	22%	27%	23%
Bachelor's degree	35%	40%	36%	19%	36%	37%	30%	36%
Graduate or professional degree	23%	24%	24%	7%	22%	22%	23%	22%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Question D15 Compared by Respondent Household Size and Presence of Children in Household								
Which do you consider your primary telephone?	Respondent household size					Are there any children under 18 in your household?		
	1 person	2 people	3 or 4 people	5 or more people	Overall	No	Yes	Overall
Cell	64%	64%	59%	65%	63%	64%	58%	63%
Land line	26%	21%	18%	21%	22%	23%	21%	22%
Both	10%	15%	23%	14%	15%	13%	21%	15%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Appendix D: Crosstabulations by Respondent Gender and Age

		Question 1 Compared by Respondent Gender and Age												
Please rate each of the following aspects of the City of Minneapolis.		Female 18-24	Female 25-34	Female 35-44	Female 45-54	Female 55-64	Female 65+	Male 18-24	Male 25-34	Male 35-44	Male 45-54	Male 55-64	Male 65+	Overall
Opportunities to participate in community matters	Excellent	13%	11%	15%	18%	16%	18%	6%	13%	11%	15%	19%	13%	14%
	Good	34%	53%	42%	48%	49%	47%	44%	43%	39%	53%	46%	44%	46%
	Fair	15%	19%	16%	17%	21%	15%	20%	25%	20%	22%	21%	19%	20%
	Poor	6%	3%	5%	6%	4%	2%	2%	1%	11%	2%	4%	4%	4%
	Don't know	31%	14%	22%	11%	10%	17%	27%	18%	18%	9%	10%	21%	16%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City use of technology	Excellent	5%	6%	5%	6%	7%	9%	8%	9%	13%	11%	13%	10%	9%
	Good	34%	42%	36%	41%	32%	42%	45%	45%	29%	44%	40%	39%	40%
	Fair	26%	29%	21%	25%	26%	10%	29%	21%	33%	25%	22%	14%	24%
	Poor	2%	5%	8%	3%	4%	3%	6%	4%	7%	4%	3%	2%	4%
	Don't know	33%	18%	29%	25%	30%	36%	11%	21%	19%	16%	22%	35%	23%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Access to technology in general in Minneapolis	Excellent	5%	7%	9%	9%	8%	11%	13%	15%	12%	13%	14%	10%	11%
	Good	43%	46%	37%	47%	38%	38%	55%	45%	34%	43%	49%	42%	43%
	Fair	21%	26%	25%	22%	23%	16%	17%	21%	34%	29%	21%	18%	24%
	Poor	10%	6%	9%	5%	10%	2%	2%	4%	11%	6%	3%	2%	6%
	Don't know	20%	15%	20%	17%	21%	33%	13%	15%	10%	9%	12%	28%	16%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 2 Compared by Respondent Gender and Age

How important, if at all, is it to you to have each of the following at home?		Female 18-24	Female 25-34	Female 35-44	Female 45-54	Female 55-64	Female 65+	Male 18-24	Male 25-34	Male 35-44	Male 45-54	Male 55-64	Male 65+	Overall
A computer	Essential	71%	73%	70%	65%	51%	31%	84%	81%	68%	49%	49%	37%	64%
	Very important	20%	21%	21%	21%	28%	24%	12%	14%	22%	29%	23%	23%	21%
	Somewhat important	6%	5%	8%	13%	12%	16%	4%	4%	9%	14%	13%	14%	9%
	Not at all important	3%	1%	0%	2%	6%	23%	0%	0%	0%	6%	10%	19%	5%
	Don't know	0%	0%	0%	0%	3%	7%	0%	0%	0%	2%	4%	7%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Internet access	Essential	71%	71%	69%	67%	53%	32%	75%	75%	71%	51%	47%	40%	63%
	Very important	22%	21%	25%	20%	28%	25%	21%	21%	19%	31%	26%	23%	23%
	Somewhat important	6%	7%	5%	11%	9%	11%	4%	4%	9%	11%	13%	11%	8%
	Not at all important	1%	0%	0%	2%	6%	24%	0%	0%	0%	5%	11%	20%	4%
	Don't know	0%	0%	0%	0%	5%	8%	0%	0%	0%	2%	3%	7%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 3 Compared by Respondent Gender and Age

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?	Female 18-24	Female 25-34	Female 35-44	Female 45-54	Female 55-64	Female 65+	Male 18-24	Male 25-34	Male 35-44	Male 45-54	Male 55-64	Male 65+	Overall
Very familiar	17%	30%	31%	24%	20%	13%	37%	37%	41%	26%	27%	16%	28%
Somewhat familiar	54%	46%	44%	42%	40%	24%	34%	43%	33%	41%	46%	37%	41%
Not familiar at all	29%	24%	24%	35%	40%	63%	30%	20%	26%	33%	27%	48%	30%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 4 Compared by Respondent Gender and Age														
Please indicate whether you have each of the following in your household.		Female 18-24	Female 25-34	Female 35-44	Female 45-54	Female 55-64	Female 65+	Male 18-24	Male 25-34	Male 35-44	Male 45-54	Male 55-64	Male 65+	Overall
A computer (desktop, laptop)	Yes, with Internet access	84%	88%	92%	85%	81%	56%	95%	89%	86%	71%	75%	62%	82%
	Yes, without Internet access	8%	7%	4%	7%	3%	5%	2%	8%	9%	9%	6%	11%	7%
	No	9%	4%	4%	8%	17%	39%	2%	3%	6%	19%	19%	27%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, etc.)	Yes, with Internet access	27%	26%	35%	30%	23%	14%	29%	32%	33%	26%	22%	14%	27%
	Yes, without Internet access	8%	3%	1%	1%	4%	4%	5%	3%	1%	1%	2%	5%	3%
	No	65%	71%	64%	69%	73%	82%	66%	64%	65%	73%	76%	81%	70%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone	Yes, with Internet access	74%	81%	74%	68%	56%	30%	72%	79%	76%	59%	48%	31%	67%
	Yes, without Internet access	24%	18%	24%	28%	35%	39%	28%	18%	22%	30%	37%	47%	26%
	No	2%	2%	2%	4%	9%	30%	0%	3%	2%	11%	15%	23%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Yes, with Internet access	29%	37%	31%	29%	20%	6%	42%	42%	30%	27%	17%	4%	30%
	Yes, without Internet access	20%	10%	12%	10%	10%	8%	25%	14%	6%	7%	7%	5%	11%
	No	52%	52%	57%	61%	70%	86%	32%	44%	64%	66%	76%	91%	59%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 5 Compared by Respondent Gender and Age														
How often, if ever, do you access the Internet using each of the following?		Female 18-24	Female 25-34	Female 35-44	Female 45-54	Female 55-64	Female 65+	Male 18-24	Male 25-34	Male 35-44	Male 45-54	Male 55-64	Male 65+	Overall
A computer (desktop, laptop)	Daily	83%	90%	84%	79%	73%	45%	95%	90%	85%	72%	70%	59%	80%
	Weekly	9%	4%	12%	12%	9%	12%	0%	6%	4%	10%	11%	3%	7%
	Monthly	2%	1%	1%	0%	1%	2%	3%	1%	4%	3%	2%	2%	1%
	Less than once per month	3%	1%	2%	2%	5%	1%	2%	0%	3%	3%	4%	2%	2%
	Never/Not applicable	3%	4%	2%	7%	13%	40%	0%	3%	5%	12%	13%	34%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, etc.)	Daily	14%	23%	23%	24%	20%	9%	23%	28%	26%	23%	20%	8%	22%
	Weekly	10%	5%	9%	5%	2%	4%	5%	7%	8%	4%	3%	3%	5%
	Monthly	3%	1%	2%	1%	0%	1%	4%	1%	4%	1%	3%	2%	2%
	Less than once per month	1%	2%	2%	2%	5%	2%	6%	3%	1%	1%	0%	2%	2%
	Never/Not applicable	72%	69%	65%	69%	72%	84%	63%	62%	60%	71%	74%	86%	69%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone, PDA, Blackberry or iPod Touch	Daily	72%	79%	69%	61%	47%	25%	72%	73%	73%	52%	42%	29%	62%
	Weekly	2%	3%	9%	6%	11%	7%	4%	3%	5%	6%	6%	6%	5%
	Monthly	3%	1%	0%	2%	1%	1%	0%	1%	3%	2%	0%	5%	1%
	Less than once per month	3%	4%	1%	1%	5%	6%	4%	2%	1%	8%	3%	3%	3%
	Never/Not applicable	21%	13%	20%	29%	36%	61%	20%	21%	17%	32%	49%	57%	28%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Daily	13%	10%	5%	8%	9%	4%	31%	16%	9%	12%	10%	2%	11%
	Weekly	16%	15%	15%	12%	6%	4%	17%	14%	10%	11%	6%	1%	11%
	Monthly	2%	4%	4%	6%	4%	0%	0%	5%	3%	2%	1%	2%	3%
	Less than once per month	5%	10%	4%	5%	3%	1%	4%	13%	8%	7%	2%	4%	7%
	Never/Not applicable	63%	61%	71%	69%	78%	91%	48%	52%	71%	68%	80%	91%	67%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Television/Blu-ray player	Daily	22%	27%	29%	36%	48%	29%	25%	23%	31%	35%	29%	33%	30%
	Weekly	13%	8%	10%	7%	5%	3%	17%	11%	9%	7%	9%	5%	9%
	Monthly	7%	3%	2%	1%	2%	1%	2%	2%	6%	2%	2%	5%	3%
	Less than once per month	5%	4%	2%	2%	1%	1%	3%	7%	3%	5%	1%	1%	3%
	Never/Not applicable	54%	58%	57%	54%	43%	67%	53%	58%	51%	51%	59%	56%	55%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 6 Compared by Respondent Gender and Age														
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?		Female 18-24	Female 25-34	Female 35-44	Female 45-54	Female 55-64	Female 65+	Male 18-24	Male 25-34	Male 35-44	Male 45-54	Male 55-64	Male 65+	Overall
Home	Daily	89%	90%	87%	78%	71%	47%	94%	92%	85%	68%	67%	59%	80%
	Weekly	5%	6%	8%	10%	8%	11%	1%	5%	5%	8%	8%	2%	7%
	Monthly	0%	1%	1%	1%	0%	1%	0%	1%	2%	2%	0%	2%	1%
	Less than once per month	0%	1%	0%	2%	7%	1%	0%	0%	3%	3%	3%	2%	2%
	Never/Not applicable	6%	3%	4%	9%	14%	40%	5%	3%	6%	18%	22%	36%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Work	Daily	54%	81%	76%	69%	54%	14%	59%	77%	76%	64%	49%	14%	64%
	Weekly	9%	7%	4%	6%	2%	1%	18%	5%	4%	7%	4%	2%	6%
	Monthly	3%	0%	1%	1%	0%	1%	3%	0%	0%	1%	3%	2%	1%
	Less than once per month	2%	1%	1%	2%	0%	0%	0%	2%	0%	2%	2%	1%	1%
	Never/Not applicable	32%	11%	18%	22%	44%	84%	19%	16%	19%	26%	41%	81%	28%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
School	Daily	37%	22%	12%	16%	7%	2%	55%	25%	11%	15%	12%	3%	18%
	Weekly	11%	8%	5%	3%	1%	1%	10%	2%	2%	1%	2%	2%	4%
	Monthly	0%	1%	0%	0%	0%	1%	0%	0%	0%	3%	0%	1%	1%
	Less than once per month	0%	2%	1%	6%	0%	1%	0%	2%	1%	0%	1%	1%	2%
	Never/Not applicable	52%	67%	81%	75%	92%	95%	36%	70%	86%	81%	85%	93%	75%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
At an outdoor or indoor public place (library, café, public computer, etc.)	Daily	16%	10%	11%	8%	4%	3%	11%	18%	17%	10%	7%	2%	11%
	Weekly	33%	28%	21%	22%	17%	2%	39%	26%	30%	19%	9%	7%	22%
	Monthly	16%	27%	17%	14%	11%	8%	20%	22%	15%	13%	14%	7%	17%
	Less than once per month	22%	21%	27%	28%	19%	18%	21%	16%	17%	17%	21%	20%	20%
	Never/Not applicable	14%	15%	24%	28%	50%	68%	10%	18%	21%	41%	49%	64%	29%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 7 Compared by Respondent Gender and Age

How do you connect to the Internet at home? Please check all that apply.	Female 18-24	Female 25-34	Female 35-44	Female 45-54	Female 55-64	Female 65+	Male 18- 24	Male 25- 34	Male 35- 44	Male 45- 54	Male 55- 64	Male 65+	Overall
No internet access at home	5%	9%	4%	8%	14%	27%	8%	6%	9%	16%	18%	25%	11%
Dial-up telephone line	2%	0%	1%	3%	4%	6%	3%	0%	3%	3%	3%	7%	2%
Cable (Comcast/Xfinity)	51%	51%	42%	35%	39%	23%	61%	55%	42%	42%	32%	32%	44%
DSL (CenturyLink)	15%	12%	27%	32%	24%	21%	14%	14%	24%	19%	21%	19%	19%
Satellite (DirectTV, Dish)	2%	4%	2%	4%	5%	4%	3%	2%	3%	3%	1%	3%	3%
Cellular (Verizon, AT&T, Sprint)	21%	27%	19%	16%	17%	9%	18%	26%	22%	13%	11%	9%	19%
WiFi (USIW, other)	31%	31%	28%	22%	16%	10%	25%	24%	22%	16%	18%	12%	23%
Don't know	2%	2%	0%	7%	3%	17%	0%	2%	1%	7%	6%	14%	4%

Totals exceed 100% as respondents could select more than one category.

Question 8 Compared by Respondent Gender and Age

How do you get help with computer or Internet questions or problems? Please check all that apply.	Female 18-24	Female 25-34	Female 35-44	Female 45-54	Female 55-64	Female 65+	Male 18- 24	Male 25- 34	Male 35- 44	Male 45- 54	Male 55- 64	Male 65+	Overall
Not applicable	10%	5%	1%	3%	8%	24%	1%	10%	7%	5%	10%	22%	8%
Coworkers	19%	23%	28%	24%	26%	9%	7%	21%	25%	25%	23%	6%	21%
Friends or family	83%	70%	70%	71%	62%	58%	59%	51%	42%	48%	43%	49%	59%
Library	4%	2%	6%	8%	4%	7%	5%	4%	7%	10%	11%	5%	6%
Community technology center/Public lab	8%	1%	5%	2%	1%	1%	8%	0%	3%	2%	3%	6%	2%
Pay someone for technical support	7%	7%	11%	14%	21%	18%	5%	4%	12%	14%	10%	20%	11%
My Internet provider	39%	45%	54%	47%	38%	23%	26%	27%	39%	37%	38%	28%	37%
No one/No help available	0%	4%	3%	3%	1%	12%	8%	4%	7%	5%	6%	8%	5%
Books/Reference materials	4%	3%	8%	8%	12%	14%	11%	10%	8%	14%	16%	13%	9%
Computer/Internet resources	63%	49%	49%	40%	37%	23%	56%	61%	49%	44%	46%	30%	47%

Totals exceed 100% as respondents could select more than one category.

Question 9 Compared by Respondent Gender and Age														
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		Female 18-24	Female 25-34	Female 35-44	Female 45-54	Female 55-64	Female 65+	Male 18-24	Male 25-34	Male 35-44	Male 45-54	Male 55-64	Male 65+	Overall
Use email, texting or video to communicate	Daily	88%	93%	94%	83%	76%	44%	88%	91%	83%	68%	66%	51%	81%
	Weekly	4%	5%	3%	8%	8%	12%	12%	4%	7%	15%	10%	5%	7%
	Monthly	5%	1%	2%	2%	1%	2%	0%	0%	2%	1%	2%	2%	1%
	Less than once per month	1%	1%	1%	2%	1%	2%	0%	2%	3%	3%	1%	10%	2%
	Never/Not applicable	2%	1%	0%	6%	13%	40%	0%	2%	5%	13%	21%	32%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Seek entertainment (games, videos, music)	Daily	64%	46%	40%	31%	25%	14%	74%	61%	43%	31%	25%	14%	41%
	Weekly	29%	36%	37%	30%	17%	10%	24%	28%	31%	26%	18%	11%	27%
	Monthly	1%	8%	9%	9%	8%	3%	2%	5%	8%	10%	8%	7%	7%
	Less than once per month	3%	6%	9%	10%	13%	9%	0%	2%	6%	10%	12%	14%	7%
	Never/Not applicable	3%	3%	5%	19%	37%	64%	0%	5%	12%	24%	37%	55%	17%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Use social media (Facebook, Twitter, LinkedIn)	Daily	82%	74%	57%	46%	26%	11%	82%	61%	42%	31%	25%	12%	49%
	Weekly	6%	14%	19%	17%	16%	9%	7%	22%	19%	23%	16%	8%	16%
	Monthly	3%	4%	5%	7%	7%	3%	1%	4%	7%	6%	6%	4%	5%
	Less than once per month	2%	3%	3%	9%	7%	3%	0%	4%	8%	10%	10%	10%	6%
	Never/Not applicable	8%	5%	16%	21%	44%	74%	9%	10%	24%	30%	43%	65%	24%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Get the news or weather	Daily	62%	67%	68%	52%	49%	32%	70%	77%	76%	53%	45%	44%	61%
	Weekly	29%	25%	24%	21%	18%	10%	17%	17%	16%	20%	21%	9%	20%
	Monthly	2%	2%	5%	7%	6%	1%	4%	1%	2%	5%	7%	4%	4%
	Less than once per month	4%	2%	1%	8%	7%	6%	4%	1%	2%	8%	6%	9%	4%
	Never/Not applicable	3%	3%	2%	12%	20%	50%	5%	4%	3%	15%	21%	34%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Shop, search for products and services	Daily	18%	19%	22%	16%	17%	4%	21%	23%	22%	21%	17%	7%	19%
	Weekly	43%	48%	50%	45%	33%	20%	42%	47%	35%	30%	28%	28%	40%
	Monthly	28%	22%	13%	18%	18%	13%	25%	21%	12%	22%	20%	11%	19%
	Less than once per month	6%	8%	11%	9%	11%	16%	7%	4%	18%	11%	7%	16%	9%
	Never/Not applicable	6%	3%	5%	13%	21%	47%	5%	5%	14%	16%	28%	37%	13%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Research or study a topic	Daily	33%	41%	35%	27%	32%	11%	49%	55%	46%	35%	32%	18%	38%

Question 9 Compared by Respondent Gender and Age														
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		Female 18-24	Female 25-34	Female 35-44	Female 45-54	Female 55-64	Female 65+	Male 18-24	Male 25-34	Male 35-44	Male 45-54	Male 55-64	Male 65+	Overall
of interest	Weekly	43%	41%	48%	40%	31%	26%	39%	33%	34%	30%	33%	26%	36%
	Monthly	18%	11%	10%	13%	14%	11%	10%	7%	6%	13%	15%	12%	11%
	Less than once per month	4%	4%	1%	10%	6%	8%	2%	2%	4%	5%	4%	10%	5%
	Never/Not applicable	3%	3%	4%	10%	17%	44%	0%	4%	11%	17%	17%	35%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Share opinions, post to a blog, review a product or service	Daily	9%	11%	9%	7%	7%	2%	15%	16%	13%	9%	5%	2%	10%
	Weekly	15%	19%	22%	13%	11%	4%	29%	20%	10%	13%	9%	9%	15%
	Monthly	28%	24%	10%	15%	9%	8%	13%	20%	14%	12%	9%	15%	16%
	Less than once per month	25%	29%	26%	27%	16%	13%	32%	25%	25%	28%	24%	13%	25%
	Never/Not applicable	23%	17%	33%	38%	56%	74%	11%	19%	37%	38%	54%	61%	34%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Attend an online class or training	Daily	8%	3%	3%	5%	3%	1%	9%	7%	2%	4%	1%	0%	4%
	Weekly	2%	7%	3%	2%	3%	1%	10%	7%	3%	1%	3%	4%	4%
	Monthly	1%	6%	7%	8%	4%	2%	12%	8%	14%	5%	7%	5%	7%
	Less than once per month	37%	30%	31%	27%	19%	8%	19%	35%	26%	24%	19%	13%	26%
	Never/Not applicable	52%	54%	57%	58%	71%	89%	51%	43%	55%	66%	70%	79%	59%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Work from home	Daily	13%	14%	18%	25%	19%	8%	16%	15%	21%	18%	22%	15%	17%
	Weekly	15%	18%	21%	12%	10%	3%	13%	23%	25%	13%	10%	6%	16%
	Monthly	12%	15%	16%	9%	4%	3%	3%	12%	10%	7%	4%	0%	9%
	Less than once per month	6%	16%	9%	6%	7%	2%	10%	15%	10%	7%	5%	4%	10%
	Never/Not applicable	54%	37%	35%	49%	59%	85%	58%	35%	34%	56%	60%	75%	48%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Banking online (paying bills, investing, etc.)	Daily	20%	17%	17%	21%	15%	5%	23%	25%	15%	15%	16%	8%	18%
	Weekly	39%	53%	45%	36%	25%	11%	52%	40%	47%	30%	22%	20%	38%
	Monthly	19%	19%	22%	14%	16%	5%	12%	23%	17%	13%	14%	10%	17%
	Less than once per month	4%	2%	5%	4%	4%	2%	1%	3%	5%	8%	3%	7%	4%
	Never/Not applicable	17%	8%	10%	25%	41%	77%	12%	8%	16%	34%	44%	54%	24%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
As a parent/guardian, connect with your child's	Daily	0%	2%	4%	5%	0%	0%	1%	3%	5%	3%	2%	1%	2%
	Weekly	1%	4%	19%	18%	5%	1%	5%	5%	16%	12%	7%	1%	8%

Question 9 Compared by Respondent Gender and Age														
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		Female 18-24	Female 25-34	Female 35-44	Female 45-54	Female 55-64	Female 65+	Male 18-24	Male 25-34	Male 35-44	Male 45-54	Male 55-64	Male 65+	Overall
school	Monthly	8%	7%	9%	8%	3%	1%	0%	2%	6%	8%	5%	2%	5%
	Less than once per month	3%	3%	2%	3%	3%	3%	3%	2%	6%	3%	2%	4%	3%
	Never/Not applicable	88%	84%	66%	66%	89%	95%	91%	89%	67%	74%	84%	93%	82%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Find info on community resources and events	Daily	3%	4%	5%	6%	6%	2%	14%	8%	5%	5%	4%	3%	6%
	Weekly	22%	22%	25%	31%	18%	16%	19%	14%	25%	19%	19%	13%	20%
	Monthly	37%	30%	45%	21%	19%	9%	29%	34%	27%	23%	23%	14%	27%
	Less than once per month	23%	28%	20%	26%	25%	11%	14%	25%	30%	31%	27%	24%	25%
	Never/Not applicable	15%	17%	5%	16%	32%	61%	24%	18%	13%	22%	28%	46%	22%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
If you have a question, use Internet to the find the answer	Daily	55%	55%	48%	39%	35%	13%	69%	60%	52%	36%	24%	13%	45%
	Weekly	28%	32%	38%	35%	32%	20%	22%	32%	34%	23%	38%	27%	31%
	Monthly	7%	5%	8%	8%	7%	9%	3%	3%	4%	13%	7%	10%	6%
	Less than once per month	6%	3%	2%	6%	7%	13%	3%	1%	3%	9%	8%	16%	5%
	Never/Not applicable	3%	6%	4%	11%	19%	44%	2%	4%	6%	19%	23%	35%	12%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Engage in civic activities (participate in a discussion about community and government issues; research information about an issue or a candidate)	Daily	2%	2%	2%	3%	4%	1%	19%	7%	4%	4%	5%	2%	5%
	Weekly	11%	12%	11%	11%	8%	8%	12%	14%	9%	10%	9%	6%	11%
	Monthly	6%	16%	17%	16%	13%	6%	25%	20%	11%	13%	14%	11%	15%
	Less than once per month	42%	33%	32%	25%	22%	11%	18%	31%	30%	25%	18%	17%	27%
	Never/Not applicable	39%	36%	37%	45%	53%	75%	26%	29%	45%	49%	53%	64%	43%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Look up health and medical information	Daily	1%	4%	5%	5%	7%	3%	12%	10%	8%	5%	3%	4%	6%
	Weekly	13%	15%	21%	23%	20%	19%	21%	16%	11%	12%	10%	9%	16%
	Monthly	43%	36%	37%	30%	29%	17%	26%	31%	35%	22%	30%	24%	31%
	Less than once per month	30%	39%	28%	33%	30%	20%	34%	35%	28%	35%	31%	29%	33%
	Never/Not applicable	13%	4%	9%	10%	14%	43%	7%	8%	18%	26%	26%	34%	15%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Communicate with government (seek services, get a license,	Daily	1%	1%	0%	0%	2%	1%	3%	3%	2%	3%	0%	2%	2%
	Weekly	0%	3%	5%	7%	4%	2%	0%	3%	5%	2%	6%	2%	3%
	Monthly	13%	16%	14%	11%	12%	7%	12%	17%	12%	10%	14%	9%	13%

Question 9 Compared by Respondent Gender and Age														
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		Female 18-24	Female 25-34	Female 35-44	Female 45-54	Female 55-64	Female 65+	Male 18-24	Male 25-34	Male 35-44	Male 45-54	Male 55-64	Male 65+	Overall
discuss a problem)	Less than once per month	59%	51%	57%	42%	40%	18%	58%	53%	48%	40%	43%	30%	46%
	Never/Not applicable	26%	29%	24%	40%	42%	73%	27%	23%	34%	45%	37%	58%	36%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sell goods and services online, advertise	Daily	1%	2%	1%	1%	1%	1%	3%	4%	6%	3%	3%	2%	3%
	Weekly	0%	3%	1%	2%	1%	1%	2%	8%	2%	2%	2%	0%	3%
	Monthly	1%	7%	5%	4%	4%	2%	15%	9%	9%	8%	5%	1%	6%
	Less than once per month	31%	29%	27%	22%	11%	6%	29%	34%	28%	21%	12%	13%	24%
	Never/Not applicable	67%	58%	66%	70%	83%	91%	51%	45%	55%	66%	78%	83%	64%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Find directions or look up a map	Daily	20%	18%	10%	5%	7%	2%	16%	24%	14%	11%	7%	0%	13%
	Weekly	50%	51%	48%	39%	32%	16%	53%	52%	46%	33%	34%	19%	42%
	Monthly	16%	22%	24%	37%	28%	21%	26%	17%	24%	26%	25%	22%	24%
	Less than once per month	11%	7%	16%	11%	18%	15%	2%	4%	9%	15%	15%	25%	11%
	Never/Not applicable	3%	2%	2%	9%	16%	45%	3%	3%	6%	14%	18%	34%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 10 Compared by Respondent Gender and Age														
How comfortable, if at all, are you at each of the following?		Female 18-24	Female 25-34	Female 35-44	Female 45-54	Female 55-64	Female 65+	Male 18-24	Male 25-34	Male 35-44	Male 45-54	Male 55-64	Male 65+	Overall
Using a computer laptop/desktop	Very comfortable	93%	95%	87%	76%	64%	31%	91%	92%	86%	71%	62%	39%	79%
	Somewhat comfortable	7%	3%	13%	18%	21%	30%	8%	5%	12%	23%	21%	26%	13%
	Not at all comfortable	0%	0%	0%	3%	7%	5%	0%	1%	1%	1%	8%	8%	2%
	Don't know	0%	1%	0%	2%	2%	1%	1%	0%	0%	1%	4%	8%	1%
	Not applicable	0%	1%	1%	1%	6%	33%	0%	1%	0%	4%	6%	19%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using smartphone or tablet computer	Very comfortable	69%	70%	58%	43%	27%	9%	69%	77%	65%	44%	25%	14%	54%
	Somewhat comfortable	21%	19%	25%	19%	20%	11%	15%	13%	17%	18%	15%	10%	17%
	Not at all comfortable	5%	4%	7%	5%	9%	9%	10%	2%	4%	9%	10%	7%	6%
	Don't know	1%	3%	5%	11%	11%	10%	3%	1%	2%	10%	10%	9%	6%
	Not applicable	4%	3%	5%	22%	33%	62%	3%	6%	12%	18%	40%	61%	18%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Accessing the Internet	Very comfortable	93%	93%	92%	82%	69%	35%	95%	96%	86%	76%	63%	43%	81%
	Somewhat comfortable	7%	5%	6%	12%	15%	26%	5%	4%	12%	14%	19%	23%	11%
	Not at all comfortable	0%	1%	1%	1%	3%	3%	0%	0%	1%	1%	7%	4%	1%
	Don't know	0%	1%	1%	4%	4%	1%	0%	0%	0%	4%	4%	7%	2%
	Not applicable	0%	1%	0%	1%	9%	35%	0%	0%	1%	6%	8%	23%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using email	Very comfortable	94%	96%	91%	87%	73%	44%	92%	97%	86%	80%	63%	44%	84%
	Somewhat comfortable	6%	2%	7%	6%	12%	16%	8%	3%	12%	11%	19%	22%	9%
	Not at all comfortable	0%	1%	2%	1%	4%	3%	0%	0%	1%	2%	7%	6%	2%
	Don't know	0%	0%	0%	4%	1%	1%	0%	0%	0%	1%	2%	5%	1%
	Not applicable	0%	1%	0%	1%	10%	36%	0%	0%	0%	7%	9%	23%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Locating information online (bus schedules, weather, news, etc.)	Very comfortable	94%	91%	90%	78%	57%	28%	95%	93%	83%	72%	56%	37%	78%
	Somewhat comfortable	6%	6%	8%	13%	22%	22%	2%	6%	15%	14%	22%	23%	12%
	Not at all comfortable	0%	1%	1%	1%	5%	4%	3%	1%	0%	4%	8%	5%	2%
	Don't know	0%	0%	1%	4%	3%	5%	0%	0%	0%	2%	4%	7%	2%
	Not applicable	0%	2%	0%	3%	14%	40%	0%	0%	2%	8%	9%	29%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using social networking	Very comfortable	95%	86%	62%	51%	30%	9%	88%	88%	55%	41%	22%	9%	60%

Question 10 Compared by Respondent Gender and Age														
How comfortable, if at all, are you at each of the following?		Female 18-24	Female 25-34	Female 35-44	Female 45-54	Female 55-64	Female 65+	Male 18-24	Male 25-34	Male 35-44	Male 45-54	Male 55-64	Male 65+	Overall
sites (Facebook, Twitter, etc.)	Somewhat comfortable	4%	10%	19%	22%	18%	9%	2%	5%	20%	25%	21%	16%	14%
	Not at all comfortable	0%	0%	3%	6%	17%	11%	3%	2%	5%	9%	15%	13%	6%
	Don't know	1%	1%	2%	5%	4%	6%	3%	0%	1%	5%	5%	9%	3%
	Not applicable	0%	3%	14%	17%	30%	65%	4%	4%	18%	21%	36%	53%	18%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Protecting your computer (stop viruses, backup files, avoid scams)	Very comfortable	38%	38%	35%	32%	28%	12%	52%	62%	54%	38%	31%	18%	40%
	Somewhat comfortable	49%	49%	43%	39%	35%	32%	33%	28%	31%	37%	34%	32%	37%
	Not at all comfortable	11%	11%	15%	15%	15%	11%	13%	4%	7%	9%	15%	15%	11%
	Don't know	2%	2%	3%	7%	10%	6%	3%	5%	1%	6%	6%	9%	5%
	Not applicable	1%	1%	4%	6%	12%	40%	0%	1%	7%	10%	14%	26%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Creating documents or spreadsheets	Very comfortable	79%	77%	63%	56%	40%	15%	75%	80%	60%	43%	41%	22%	59%
	Somewhat comfortable	15%	17%	22%	19%	21%	18%	12%	12%	22%	24%	23%	17%	18%
	Not at all comfortable	6%	5%	5%	13%	15%	11%	6%	2%	6%	15%	14%	14%	8%
	Don't know	0%	1%	3%	5%	6%	10%	4%	3%	1%	6%	8%	11%	4%
	Not applicable	0%	1%	7%	7%	18%	46%	2%	2%	10%	11%	15%	37%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Searching or applying for jobs online	Very comfortable	71%	76%	56%	47%	28%	4%	69%	75%	50%	36%	26%	5%	52%
	Somewhat comfortable	23%	17%	25%	21%	22%	6%	20%	14%	25%	32%	22%	9%	20%
	Not at all comfortable	5%	3%	4%	7%	8%	4%	6%	4%	6%	7%	8%	10%	5%
	Don't know	2%	1%	4%	9%	7%	5%	1%	4%	7%	6%	8%	4%	5%
	Not applicable	0%	3%	11%	16%	35%	82%	3%	3%	12%	19%	36%	72%	19%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using online tutorials or education programs	Very comfortable	64%	57%	51%	41%	26%	7%	57%	69%	46%	26%	25%	9%	45%
	Somewhat comfortable	24%	31%	26%	22%	22%	11%	20%	20%	31%	32%	26%	16%	24%
	Not at all comfortable	8%	5%	6%	9%	9%	8%	6%	3%	4%	7%	8%	10%	6%
	Don't know	2%	2%	6%	11%	11%	8%	9%	3%	6%	11%	15%	11%	7%
	Not applicable	1%	5%	12%	18%	33%	66%	8%	5%	13%	24%	27%	54%	18%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Installing software	Very comfortable	53%	41%	40%	28%	19%	4%	78%	74%	56%	35%	31%	15%	43%
	Somewhat	35%	44%	41%	36%	32%	12%	13%	20%	24%	35%	27%	21%	30%

Question 10 Compared by Respondent Gender and Age														
How comfortable, if at all, are you at each of the following?		Female 18-24	Female 25-34	Female 35-44	Female 45-54	Female 55-64	Female 65+	Male 18-24	Male 25-34	Male 35-44	Male 45-54	Male 55-64	Male 65+	Overall
	comfortable													
	Not at all comfortable	8%	11%	11%	17%	22%	24%	5%	2%	5%	8%	15%	19%	11%
	Don't know	1%	2%	4%	9%	8%	8%	3%	2%	9%	7%	7%	11%	5%
	Not applicable	3%	1%	3%	9%	18%	52%	2%	2%	7%	15%	20%	34%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Writing or publishing information on the Internet	Very comfortable	33%	34%	22%	13%	10%	3%	45%	55%	34%	20%	15%	7%	28%
	Somewhat comfortable	40%	36%	31%	28%	18%	6%	34%	27%	27%	22%	21%	14%	26%
	Not at all comfortable	13%	17%	19%	22%	21%	16%	12%	8%	11%	21%	21%	17%	16%
	Don't know	4%	9%	10%	16%	12%	7%	4%	5%	8%	8%	10%	10%	9%
	Not applicable	9%	5%	17%	22%	39%	68%	5%	6%	19%	27%	33%	53%	21%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Creating a website or blog	Very comfortable	29%	20%	12%	7%	5%	1%	24%	35%	21%	11%	8%	2%	17%
	Somewhat comfortable	19%	32%	23%	21%	13%	5%	45%	32%	25%	16%	13%	9%	23%
	Not at all comfortable	33%	31%	35%	29%	21%	14%	19%	18%	23%	26%	26%	17%	25%
	Don't know	9%	8%	13%	19%	19%	12%	6%	7%	7%	14%	12%	13%	11%
	Not applicable	10%	8%	18%	25%	42%	68%	7%	9%	23%	33%	41%	60%	24%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Troubleshooting computer problems	Very comfortable	33%	18%	14%	12%	7%	1%	40%	42%	34%	17%	17%	4%	22%
	Somewhat comfortable	42%	52%	47%	32%	31%	12%	41%	46%	35%	30%	29%	19%	38%
	Not at all comfortable	24%	25%	31%	34%	28%	25%	15%	6%	16%	27%	25%	26%	22%
	Don't know	1%	3%	6%	13%	10%	10%	3%	3%	4%	12%	11%	12%	7%
	Not applicable	1%	3%	3%	9%	23%	51%	2%	3%	11%	14%	18%	40%	12%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coding your own software application	Very comfortable	6%	6%	3%	2%	0%	1%	9%	15%	15%	9%	7%	1%	7%
	Somewhat comfortable	10%	6%	5%	4%	4%	2%	12%	13%	12%	8%	5%	2%	7%
	Not at all comfortable	58%	62%	45%	35%	28%	19%	45%	39%	34%	30%	30%	18%	40%
	Don't know	18%	16%	21%	29%	21%	14%	25%	20%	12%	23%	20%	18%	20%
	Not applicable	7%	10%	26%	29%	46%	65%	9%	13%	28%	30%	37%	60%	26%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Questions D1 and D2 Compared by Respondent Gender and Age

		Female 18-24	Female 25-34	Female 35-44	Female 45-54	Female 55-64	Female 65+	Male 18-24	Male 25-34	Male 35-44	Male 45-54	Male 55-64	Male 65+	Overall
How long have you lived in Minneapolis?	Less than a year	19%	9%	3%	4%	2%	1%	25%	9%	2%	2%	1%	0%	6%
	1-2 years	24%	14%	2%	3%	2%	0%	27%	13%	8%	2%	4%	6%	9%
	3-5 years	25%	29%	10%	2%	2%	6%	24%	35%	14%	10%	4%	5%	17%
	6-10 years	5%	31%	20%	14%	10%	6%	4%	31%	20%	9%	8%	9%	18%
	More than 10 years	27%	17%	65%	77%	83%	88%	21%	13%	56%	78%	82%	80%	50%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
If you have lived in Minneapolis less than 5 years, where did you live before?	Other city in Minnesota	41%	39%	64%	81%	47%	32%	42%	55%	35%	44%	44%	37%	46%
	Other state	57%	56%	34%	19%	44%	68%	48%	35%	52%	56%	56%	33%	47%
	Other country	2%	5%	1%	0%	10%	0%	10%	9%	12%	0%	0%	30%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Questions D3 and D4 Compared by Respondent Gender and Age

		Female 18-24	Female 25-34	Female 35-44	Female 45-54	Female 55-64	Female 65+	Male 18-24	Male 25-34	Male 35-44	Male 45-54	Male 55-64	Male 65+	Overall
Do you rent or own your current residence?	Rent	91%	67%	33%	32%	33%	31%	86%	60%	41%	49%	39%	38%	51%
	Own	9%	33%	67%	68%	67%	69%	14%	40%	59%	51%	61%	62%	49%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Which best describes the building you live in?	One family house detached from any other houses	15%	41%	65%	70%	65%	53%	29%	43%	49%	49%	57%	54%	49%
	House attached to one or more houses (e.g., a duplex or townhome)	16%	10%	10%	8%	8%	4%	13%	9%	10%	8%	7%	4%	9%
	Building with two or more apartments or condominiums	68%	46%	24%	18%	25%	33%	54%	47%	41%	38%	31%	38%	39%
	Other	1%	3%	1%	3%	2%	9%	5%	1%	0%	5%	5%	4%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Questions D5 and D6 Compared by Respondent Gender and Age

		Female 18-24	Female 25-34	Female 35-44	Female 45-54	Female 55-64	Female 65+	Male 18-24	Male 25-34	Male 35-44	Male 45-54	Male 55-64	Male 65+	Overall
Respondent household size	1 person	15%	34%	28%	26%	42%	55%	19%	35%	31%	39%	49%	48%	35%
	2 people	41%	36%	29%	32%	32%	34%	39%	34%	23%	32%	33%	43%	33%
	3 or 4 people	31%	23%	35%	33%	24%	5%	10%	22%	30%	21%	15%	6%	22%
	5 or more people	13%	7%	8%	8%	3%	5%	32%	10%	17%	8%	3%	2%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Are there any children under 18 in your household?	No	79%	75%	54%	63%	92%	96%	89%	79%	59%	67%	86%	96%	76%
	Yes	21%	25%	46%	37%	8%	4%	11%	21%	41%	33%	14%	4%	24%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D9 Compared by Respondent Gender and Age

Are you Spanish, Hispanic or Latino?	Female 18-24	Female 25-34	Female 35-44	Female 45-54	Female 55-64	Female 65+	Male 18-24	Male 25-34	Male 35-44	Male 45-54	Male 55-64	Male 65+	Overall
No	96%	89%	97%	94%	93%	91%	92%	94%	86%	93%	93%	98%	92%
Yes	4%	11%	3%	6%	7%	9%	8%	6%	14%	7%	7%	2%	8%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D10 Compared by Respondent Gender and Age

What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Female 18-24	Female 25-34	Female 35-44	Female 45-54	Female 55-64	Female 65+	Male 18-24	Male 25-34	Male 35-44	Male 45-54	Male 55-64	Male 65+	Overall
American Indian or Alaskan Native	4%	1%	3%	4%	2%	2%	4%	1%	4%	2%	3%	3%	2%
Asian, Asian Indian or Pacific Islander	5%	6%	6%	3%	3%	2%	6%	11%	7%	7%	3%	4%	6%
Black or African American	22%	13%	16%	23%	25%	20%	5%	11%	26%	27%	28%	21%	19%
White	72%	80%	78%	74%	67%	76%	77%	74%	58%	58%	65%	72%	72%
Other	4%	3%	5%	1%	3%	1%	8%	3%	9%	7%	4%	0%	4%

Totals exceed 100% as respondents could select more than one category.

Question D11 Compared by Respondent Gender and Age

Which language do you prefer to speak at home?	Female 18-24	Female 25-34	Female 35-44	Female 45-54	Female 55-64	Female 65+	Male 18- 24	Male 25- 34	Male 35- 44	Male 45- 54	Male 55- 64	Male 65+	Overall
English	98%	93%	96%	96%	95%	96%	92%	87%	84%	87%	98%	90%	92%
Somali	0%	4%	0%	0%	0%	2%	0%	0%	4%	5%	0%	3%	2%
Vietnamese	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
Spanish	0%	0%	0%	0%	0%	0%	0%	4%	7%	2%	0%	0%	1%
Hmong	1%	0%	1%	1%	2%	1%	0%	3%	0%	3%	0%	2%	1%
Lao	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Ethiopian/Oromo	1%	0%	0%	0%	2%	0%	0%	3%	3%	2%	2%	3%	1%
Other	0%	3%	2%	2%	1%	1%	8%	4%	1%	2%	0%	1%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D12 Compared by Respondent Gender and Age

What was your household's total annual income in 2011?	Female 18-24	Female 25-34	Female 35-44	Female 45-54	Female 55-64	Female 65+	Male 18- 24	Male 25- 34	Male 35- 44	Male 45- 54	Male 55- 64	Male 65+	Overall
Less than \$10,000	40%	10%	8%	12%	16%	21%	44%	6%	15%	13%	14%	14%	14%
\$10,000 - \$24,999	28%	15%	9%	11%	19%	28%	23%	16%	8%	14%	20%	23%	16%
\$25,000 - \$49,999	18%	34%	19%	21%	18%	24%	15%	25%	19%	26%	22%	28%	24%
\$50,000 - \$74,999	10%	16%	28%	20%	18%	15%	6%	20%	19%	15%	15%	16%	17%
\$75,000 - \$99,999	4%	12%	16%	16%	9%	2%	7%	16%	9%	10%	6%	8%	11%
\$100,000 - \$149,999	0%	8%	11%	14%	11%	7%	5%	11%	16%	11%	12%	4%	10%
\$150,000 - \$199,999	0%	2%	3%	3%	3%	1%	0%	5%	5%	5%	5%	2%	3%
\$200,000 or more	0%	2%	5%	3%	5%	2%	0%	1%	10%	5%	5%	4%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D13 Compared by Respondent Gender and Age

Which of the following best describes your current employment status?	Female 18-24	Female 25-34	Female 35-44	Female 45-54	Female 55-64	Female 65+	Male 18-24	Male 25-34	Male 35-44	Male 45-54	Male 55-64	Male 65+	Overall
Employed full-time	32%	69%	58%	62%	45%	7%	26%	72%	77%	70%	46%	8%	56%
Employed part-time	26%	11%	19%	15%	14%	8%	22%	8%	5%	5%	14%	7%	12%
Student	36%	10%	5%	4%	0%	0%	47%	13%	2%	2%	0%	0%	9%
Retired	0%	1%	0%	1%	14%	75%	0%	0%	0%	4%	19%	75%	11%
Unemployed, looking for work	6%	6%	8%	10%	8%	1%	2%	6%	10%	8%	9%	5%	7%
Homemaker	0%	3%	8%	3%	2%	6%	0%	0%	1%	1%	0%	0%	2%
Disabled (limiting participation in work, school, housework or other activities)	0%	1%	2%	5%	17%	3%	3%	1%	5%	10%	11%	5%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D14 Compared by Respondent Gender and Age

Which of the following best describes the amount of formal education you have completed?	Female 18-24	Female 25-34	Female 35-44	Female 45-54	Female 55-64	Female 65+	Male 18-24	Male 25-34	Male 35-44	Male 45-54	Male 55-64	Male 65+	Overall
Less than high school	2%	6%	1%	3%	6%	8%	5%	1%	4%	3%	8%	11%	4%
High school graduate	23%	6%	9%	10%	21%	36%	30%	9%	11%	24%	18%	28%	16%
Associate degree, some college	26%	17%	21%	33%	25%	20%	23%	23%	30%	29%	26%	7%	23%
Bachelor's degree	45%	42%	42%	35%	28%	15%	37%	45%	31%	30%	25%	26%	35%
Graduate or professional degree	5%	28%	26%	19%	20%	20%	4%	23%	24%	15%	23%	29%	21%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D15 Compared by Respondent Gender and Age

Which do you consider your primary telephone?	Female 18-24	Female 25-34	Female 35-44	Female 45-54	Female 55-64	Female 65+	Male 18-24	Male 25-34	Male 35-44	Male 45-54	Male 55-64	Male 65+	Overall
Cell	96%	93%	61%	41%	27%	11%	97%	93%	74%	54%	38%	26%	65%
Land line	2%	3%	21%	26%	44%	73%	0%	0%	13%	28%	39%	53%	20%
Both	2%	4%	17%	33%	29%	16%	3%	7%	13%	18%	24%	21%	15%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Appendix E: Crosstabulations by Respondent Race, Ethnicity and Preferred Language

Question 1 Compared by Respondent Race, Ethnicity and Preferred Language								
Please rate each of the following aspects of the City of Minneapolis.		Respondent ethnicity and race				Respondent language preference		
		White alone	Black or African American alone	Other race or combination or Hispanic	Overall	English	Another language	Overall
Opportunities to participate in community matters	Excellent	14%	13%	13%	14%	15%	7%	14%
	Good	48%	42%	41%	46%	47%	42%	46%
	Fair	16%	26%	23%	19%	18%	30%	19%
	Poor	2%	8%	10%	4%	4%	8%	4%
	Don't know	19%	11%	13%	17%	17%	13%	17%
	Total	100%	100%	100%	100%	100%	100%	100%
City use of technology	Excellent	8%	11%	9%	9%	8%	17%	9%
	Good	41%	34%	39%	40%	40%	35%	40%
	Fair	21%	33%	26%	23%	22%	31%	23%
	Poor	3%	8%	8%	4%	4%	5%	4%
	Don't know	27%	15%	17%	24%	25%	11%	24%
	Total	100%	100%	100%	100%	100%	100%	100%
Access to technology in general in Minneapolis	Excellent	11%	12%	7%	11%	11%	11%	11%
	Good	47%	31%	40%	44%	45%	34%	44%
	Fair	20%	32%	27%	22%	22%	33%	23%
	Poor	3%	13%	10%	6%	5%	8%	6%
	Don't know	18%	11%	16%	17%	17%	14%	17%
	Total	100%	100%	100%	100%	100%	100%	100%

Question 2 Compared by Respondent Race, Ethnicity and Preferred Language

How important, if at all, is it to you to have each of the following at home?		Respondent ethnicity and race				Respondent language preference		
		White alone	Black or African American alone	Other race or combination or Hispanic	Overall	English	Another language	Overall
A computer	Essential	70%	39%	59%	64%	65%	48%	64%
	Very important	17%	39%	23%	21%	20%	34%	21%
	Somewhat important	8%	16%	9%	9%	9%	8%	9%
	Not at all important	5%	4%	7%	5%	5%	5%	5%
	Don't know	1%	3%	2%	1%	1%	5%	1%
	Total	100%	100%	100%	100%	100%	100%	100%
Internet access	Essential	69%	39%	60%	63%	64%	52%	63%
	Very important	18%	42%	24%	22%	22%	29%	22%
	Somewhat important	7%	14%	9%	8%	8%	10%	8%
	Not at all important	5%	2%	6%	5%	5%	5%	5%
	Don't know	1%	3%	2%	1%	1%	5%	2%
	Total	100%	100%	100%	100%	100%	100%	100%

Question 3 Compared by Respondent Race, Ethnicity and Preferred Language

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?		Respondent ethnicity and race				Respondent language preference		
		White alone	Black or African American alone	Other race or combination or Hispanic	Overall	English	Another language	Overall
Very familiar		30%	21%	28%	28%	29%	22%	28%
Somewhat familiar		43%	36%	36%	41%	41%	38%	41%
Not familiar at all		27%	43%	36%	31%	30%	40%	31%
Total		100%	100%	100%	100%	100%	100%	100%

Question 4 Compared by Respondent Race, Ethnicity and Preferred Language								
Please indicate whether you have each of the following in your household.		Respondent ethnicity and race				Respondent language preference		
		White alone	Black or African American alone	Other race or combination or Hispanic	Overall	English	Another language	Overall
A computer (desktop, laptop)	Yes, with Internet access	88%	52%	81%	82%	84%	66%	82%
	Yes, without Internet access	4%	20%	6%	7%	6%	18%	7%
	No	7%	27%	12%	11%	11%	16%	11%
	Total	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, etc.)	Yes, with Internet access	29%	18%	25%	27%	28%	14%	27%
	Yes, without Internet access	1%	11%	3%	3%	2%	12%	3%
	No	70%	71%	72%	70%	70%	74%	70%
	Total	100%	100%	100%	100%	100%	100%	100%
Cell phone	Yes, with Internet access	67%	62%	63%	66%	67%	42%	65%
	Yes, without Internet access	26%	28%	27%	27%	25%	43%	27%
	No	7%	9%	10%	8%	7%	15%	8%
	Total	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Yes, with Internet access	29%	21%	31%	28%	29%	19%	28%
	Yes, without Internet access	9%	17%	9%	10%	10%	10%	10%
	No	62%	62%	60%	62%	61%	72%	62%
	Total	100%	100%	100%	100%	100%	100%	100%

Question 5 Compared by Respondent Race, Ethnicity and Preferred Language

How often, if ever, do you access the Internet using each of the following?		Respondent ethnicity and race				Respondent language preference		
		White alone	Black or African American alone	Other race or combination or Hispanic	Overall	English	Another language	Overall
A computer (desktop, laptop)	Daily	86%	52%	78%	80%	80%	70%	80%
	Weekly	6%	12%	9%	7%	7%	8%	7%
	Monthly	1%	5%	2%	1%	1%	5%	1%
	Less than once per month	1%	7%	2%	2%	2%	1%	2%
	Never/Not applicable	6%	25%	10%	10%	9%	15%	10%
	Total	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, etc.)	Daily	23%	17%	21%	22%	22%	13%	21%
	Weekly	5%	6%	5%	5%	5%	6%	5%
	Monthly	1%	3%	2%	1%	1%	5%	1%
	Less than once per month	2%	7%	1%	2%	2%	4%	2%
	Never/Not applicable	69%	67%	71%	69%	69%	72%	69%
	Total	100%	100%	100%	100%	100%	100%	100%
Cell phone, PDA, Blackberry or iPod Touch	Daily	61%	59%	62%	61%	61%	50%	61%
	Weekly	6%	4%	4%	5%	5%	4%	5%
	Monthly	1%	3%	1%	1%	1%	1%	1%
	Less than once per month	3%	6%	3%	3%	3%	2%	3%
	Never/Not applicable	29%	28%	31%	29%	28%	43%	30%
	Total	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Daily	9%	9%	16%	10%	10%	7%	10%
	Weekly	11%	8%	12%	11%	11%	11%	11%
	Monthly	4%	4%	1%	3%	3%	1%	3%
	Less than once per month	7%	7%	6%	7%	7%	6%	7%
	Never/Not applicable	69%	73%	65%	69%	68%	75%	69%
	Total	100%	100%	100%	100%	100%	100%	100%
Television/Blu-ray player	Daily	26%	40%	32%	29%	28%	33%	29%
	Weekly	10%	3%	8%	9%	9%	4%	9%
	Monthly	3%	3%	2%	3%	3%	2%	3%
	Less than once per month	3%	5%	2%	3%	3%	4%	3%

Question 5 Compared by Respondent Race, Ethnicity and Preferred Language

How often, if ever, do you access the Internet using each of the following?		Respondent ethnicity and race				Respondent language preference		
		White alone	Black or African American alone	Other race or combination or Hispanic	Overall	English	Another language	Overall
	Never/Not applicable	57%	49%	57%	56%	56%	57%	56%
	Total	100%	100%	100%	100%	100%	100%	100%

Question 6 Compared by Respondent Race, Ethnicity and Preferred Language

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?		Respondent ethnicity and race				Respondent language preference		
		White alone	Black or African American alone	Other race or combination or Hispanic	Overall	English	Another language	Overall
Home	Daily	85%	51%	81%	79%	80%	65%	79%
	Weekly	6%	14%	5%	7%	6%	10%	7%
	Monthly	0%	3%	1%	1%	1%	2%	1%
	Less than once per month	1%	7%	1%	2%	2%	2%	2%
	Never/Not applicable	9%	26%	11%	11%	11%	21%	11%
	Total	100%	100%	100%	100%	100%	100%	100%
Work	Daily	68%	39%	60%	63%	64%	45%	63%
	Weekly	5%	8%	7%	6%	5%	11%	6%
	Monthly	1%	3%	1%	1%	1%	2%	1%
	Less than once per month	1%	3%	1%	1%	1%	2%	1%
	Never/Not applicable	26%	48%	31%	29%	29%	40%	30%
	Total	100%	100%	100%	100%	100%	100%	100%
School	Daily	15%	14%	27%	17%	16%	35%	17%
	Weekly	3%	6%	5%	4%	4%	8%	4%
	Monthly	0%	1%	1%	1%	0%	2%	1%
	Less than once per month	1%	4%	3%	2%	1%	2%	2%

Question 6 Compared by Respondent Race, Ethnicity and Preferred Language								
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?		Respondent ethnicity and race				Respondent language preference		
		White alone	Black or African American alone	Other race or combination or Hispanic	Overall	English	Another language	Overall
	Never/Not applicable	80%	74%	64%	77%	79%	53%	77%
	Total	100%	100%	100%	100%	100%	100%	100%
At an outdoor or indoor public place (library, café, public computer, etc.)	Daily	10%	6%	14%	10%	11%	9%	10%
	Weekly	23%	17%	21%	22%	21%	26%	22%
	Monthly	17%	14%	16%	17%	17%	12%	17%
	Less than once per month	21%	21%	18%	21%	21%	18%	21%
	Never/Not applicable	28%	42%	31%	30%	30%	36%	31%
	Total	100%	100%	100%	100%	100%	100%	100%

Question 7 Compared by Respondent Race, Ethnicity and Preferred Language							
How do you connect to the Internet at home? Please check all that apply.	Respondent ethnicity and race				Respondent language preference		
	White alone	Black or African American alone	Other race or combination or Hispanic	Overall	English	Another language	Overall
No internet access at home	8%	27%	12%	11%	10%	26%	11%
Dial-up telephone line	3%	3%	3%	3%	3%	3%	3%
Cable (Comcast/Xfinity)	47%	26%	45%	44%	45%	29%	44%
DSL (CenturyLink)	20%	18%	22%	20%	20%	20%	20%
Satellite (DirectTV, Dish)	3%	2%	3%	3%	3%	5%	3%
Cellular (Verizon, AT&T, Sprint)	19%	18%	19%	19%	19%	13%	19%
WiFi (USIW, other)	25%	14%	20%	22%	22%	22%	22%
Don't know	3%	9%	4%	4%	4%	6%	4%

Totals exceed 100% as respondents could select more than one category.

Question 8 Compared by Respondent Race, Ethnicity and Preferred Language							
How do you get help with computer or Internet questions or problems? Please check all that apply.	Respondent ethnicity and race				Respondent language preference		
	White alone	Black or African American alone	Other race or combination or Hispanic	Overall	English	Another language	Overall
Not applicable	8%	14%	8%	9%	8%	17%	9%
Coworkers	24%	12%	17%	21%	22%	12%	21%
Friends or family	62%	45%	57%	59%	60%	44%	58%
Library	3%	13%	8%	5%	5%	14%	5%
Community technology center/Public lab	2%	5%	2%	2%	2%	2%	2%
Pay someone for technical support	12%	10%	9%	11%	11%	8%	11%
My Internet provider	38%	33%	36%	37%	38%	23%	37%
No one/No help available	4%	8%	5%	5%	4%	7%	5%
Books/Reference materials	11%	8%	8%	10%	10%	7%	10%
Computer/Internet resources	53%	30%	39%	48%	49%	31%	48%

Totals exceed 100% as respondents could select more than one category.

Question 9 Compared by Respondent Race, Ethnicity and Preferred Language								
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		Respondent ethnicity and race				Respondent language preference		
		White alone	Black or African American alone	Other race or combination or Hispanic	Overall	English	Another language	Overall
Use email, texting or video to communicate	Daily	86%	56%	76%	80%	82%	55%	80%
	Weekly	5%	13%	11%	8%	6%	22%	7%
	Monthly	1%	3%	1%	1%	1%	1%	1%
	Less than once per month	1%	6%	2%	2%	1%	7%	2%
	Never/Not applicable	7%	21%	10%	9%	9%	16%	10%
	Total	100%	100%	100%	100%	100%	100%	100%
Seek entertainment (games, videos, music)	Daily	41%	31%	41%	40%	41%	29%	40%
	Weekly	29%	15%	27%	27%	27%	23%	26%
	Monthly	7%	8%	7%	7%	7%	6%	7%
	Less than once per month	7%	10%	7%	8%	7%	12%	8%
	Never/Not applicable	16%	35%	18%	19%	18%	31%	19%
	Total	100%	100%	100%	100%	100%	100%	100%
Use social media (Facebook, Twitter, LinkedIn)	Daily	50%	33%	48%	47%	48%	36%	47%
	Weekly	17%	15%	16%	17%	16%	22%	16%
	Monthly	5%	7%	5%	5%	5%	4%	5%
	Less than once per month	6%	7%	5%	6%	6%	8%	6%
	Never/Not applicable	23%	38%	25%	26%	25%	31%	26%
	Total	100%	100%	100%	100%	100%	100%	100%
Get the news or weather	Daily	63%	47%	65%	61%	61%	57%	61%
	Weekly	21%	12%	17%	19%	19%	21%	19%
	Monthly	3%	5%	3%	3%	4%	1%	3%
	Less than once per month	4%	7%	2%	4%	4%	3%	4%
	Never/Not applicable	9%	28%	13%	12%	12%	19%	12%
	Total	100%	100%	100%	100%	100%	100%	100%
Shop, search for products and services	Daily	18%	11%	23%	18%	18%	20%	18%
	Weekly	46%	20%	30%	40%	41%	20%	40%
	Monthly	20%	15%	19%	19%	19%	13%	19%
	Less than once per month	7%	20%	10%	10%	9%	17%	9%

Question 9 Compared by Respondent Race, Ethnicity and Preferred Language								
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		Respondent ethnicity and race				Respondent language preference		
		White alone	Black or African American alone	Other race or combination or Hispanic	Overall	English	Another language	Overall
Research or study a topic of interest	Never/Not applicable	9%	34%	17%	14%	12%	30%	14%
	Total	100%	100%	100%	100%	100%	100%	100%
	Daily	39%	23%	41%	37%	38%	25%	37%
	Weekly	40%	20%	29%	36%	36%	28%	36%
	Monthly	9%	16%	13%	11%	11%	12%	11%
	Less than once per month	4%	11%	5%	5%	4%	10%	5%
	Never/Not applicable	8%	30%	12%	11%	11%	26%	12%
Share opinions, post to a blog, review a product or service	Total	100%	100%	100%	100%	100%	100%	100%
	Daily	9%	7%	14%	9%	10%	6%	9%
	Weekly	17%	9%	16%	15%	15%	17%	15%
	Monthly	18%	10%	14%	16%	16%	8%	16%
	Less than once per month	25%	22%	24%	25%	25%	24%	25%
	Never/Not applicable	32%	53%	33%	35%	34%	45%	35%
	Total	100%	100%	100%	100%	100%	100%	100%
Attend an online class or training	Daily	3%	3%	8%	4%	3%	6%	4%
	Weekly	4%	3%	4%	4%	4%	4%	4%
	Monthly	7%	7%	6%	7%	7%	6%	7%
	Less than once per month	29%	13%	19%	26%	26%	23%	25%
	Never/Not applicable	57%	74%	62%	60%	60%	61%	60%
	Total	100%	100%	100%	100%	100%	100%	100%
Work from home	Daily	19%	11%	15%	17%	18%	6%	17%
	Weekly	18%	8%	13%	16%	16%	12%	16%
	Monthly	11%	3%	6%	9%	10%	3%	9%
	Less than once per month	10%	7%	10%	9%	9%	11%	9%
	Never/Not applicable	43%	71%	55%	49%	47%	67%	49%
	Total	100%	100%	100%	100%	100%	100%	100%
Banking online (paying bills, investing, etc.)	Daily	16%	15%	26%	17%	18%	12%	17%
	Weekly	44%	16%	30%	38%	38%	30%	38%
	Monthly	18%	10%	17%	17%	17%	13%	17%

Question 9 Compared by Respondent Race, Ethnicity and Preferred Language								
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?	Respondent ethnicity and race				Respondent language preference			
	White alone	Black or African American alone	Other race or combination or Hispanic	Overall	English	Another language	Overall	
Less than once per month	3%	7%	4%	4%	3%	14%	4%	
	19%	52%	23%	24%	24%	31%	24%	
	100%	100%	100%	100%	100%	100%	100%	
As a parent/guardian, connect with your child's school	Daily	1%	5%	2%	2%	7%	2%	
	Weekly	7%	11%	9%	7%	14%	8%	
	Monthly	4%	5%	8%	5%	2%	5%	
	Less than once per month	2%	5%	4%	3%	6%	3%	
	Never/Not applicable	86%	74%	75%	84%	70%	83%	
	Total	100%	100%	100%	100%	100%	100%	
Find info on community resources and events	Daily	5%	8%	7%	5%	5%	5%	
	Weekly	22%	16%	20%	21%	13%	20%	
	Monthly	29%	17%	26%	27%	25%	27%	
	Less than once per month	26%	18%	22%	24%	17%	24%	
	Never/Not applicable	19%	41%	26%	22%	40%	23%	
	Total	100%	100%	100%	100%	100%	100%	
If you have a question, use Internet to the find the answer	Daily	46%	24%	49%	44%	37%	44%	
	Weekly	35%	26%	25%	32%	25%	32%	
	Monthly	6%	6%	8%	7%	8%	7%	
	Less than once per month	5%	10%	4%	5%	9%	5%	
	Never/Not applicable	8%	34%	14%	12%	21%	13%	
	Total	100%	100%	100%	100%	100%	100%	
Engage in civic activities (participate in a discussion about community and government issues; research information about an issue or a candidate)	Daily	4%	4%	6%	4%	5%	4%	
	Weekly	11%	11%	12%	11%	11%	11%	
	Monthly	16%	8%	16%	15%	14%	15%	
	Less than once per month	31%	13%	18%	27%	15%	27%	
	Never/Not applicable	38%	65%	49%	43%	55%	44%	
	Total	100%	100%	100%	100%	100%	100%	
Look up health and medical information	Daily	4%	6%	12%	6%	5%	6%	

Question 9 Compared by Respondent Race, Ethnicity and Preferred Language							
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?	Respondent ethnicity and race				Respondent language preference		
	White alone	Black or African American alone	Other race or combination or Hispanic	Overall	English	Another language	Overall
Weekly	16%	13%	17%	16%	15%	18%	16%
Monthly	34%	20%	27%	31%	32%	19%	31%
Less than once per month	35%	25%	28%	32%	33%	25%	32%
Never/Not applicable	11%	36%	16%	15%	14%	33%	16%
Total	100%	100%	100%	100%	100%	100%	100%
Communicate with government (seek services, get a license, discuss a problem)	Daily	1%	4%	1%	1%	2%	1%
	Weekly	2%	4%	3%	3%	5%	3%
	Monthly	14%	10%	11%	14%	7%	13%
	Less than once per month	52%	20%	43%	47%	30%	46%
	Never/Not applicable	31%	62%	36%	34%	56%	36%
	Total	100%	100%	100%	100%	100%	100%
Sell goods and services online, advertise	Daily	2%	3%	3%	2%	4%	3%
	Weekly	3%	1%	3%	3%	5%	3%
	Monthly	7%	5%	6%	7%	4%	7%
	Less than once per month	28%	6%	19%	25%	11%	24%
	Never/Not applicable	60%	86%	68%	64%	76%	64%
	Total	100%	100%	100%	100%	100%	100%
Find directions or look up a map	Daily	11%	9%	12%	12%	15%	12%
	Weekly	48%	24%	33%	43%	33%	42%
	Monthly	25%	17%	23%	24%	15%	24%
	Less than once per month	9%	22%	12%	11%	16%	11%
	Never/Not applicable	7%	28%	10%	10%	20%	11%
	Total	100%	100%	100%	100%	100%	100%

Question 10 Compared by Respondent Race, Ethnicity and Preferred Language								
How comfortable, if at all, are you at each of the following?		Respondent ethnicity and race				Respondent language preference		
		White alone	Black or African American alone	Other race or combination or Hispanic	Overall	English	Another language	Overall
Using a computer laptop/desktop	Very comfortable	82%	59%	78%	78%	79%	67%	78%
	Somewhat comfortable	12%	23%	12%	13%	13%	16%	13%
	Not at all comfortable	2%	6%	1%	2%	2%	4%	2%
	Don't know	1%	3%	3%	1%	1%	3%	1%
	Not applicable	4%	9%	6%	5%	5%	10%	5%
	Total	100%	100%	100%	100%	100%	100%	100%
Using smartphone or tablet computer	Very comfortable	53%	41%	55%	52%	52%	44%	52%
	Somewhat comfortable	17%	23%	12%	17%	17%	13%	17%
	Not at all comfortable	6%	9%	6%	6%	6%	8%	6%
	Don't know	5%	8%	7%	6%	6%	7%	6%
	Not applicable	19%	20%	21%	19%	19%	28%	20%
	Total	100%	100%	100%	100%	100%	100%	100%
Accessing the Internet	Very comfortable	85%	58%	80%	80%	81%	68%	80%
	Somewhat comfortable	9%	22%	10%	11%	10%	19%	11%
	Not at all comfortable	1%	3%	2%	2%	2%	2%	2%
	Don't know	1%	5%	3%	2%	2%	2%	2%
	Not applicable	4%	11%	5%	5%	5%	9%	6%
	Total	100%	100%	100%	100%	100%	100%	100%
Using email	Very comfortable	87%	61%	81%	83%	83%	69%	82%
	Somewhat comfortable	6%	20%	11%	9%	8%	17%	9%
	Not at all comfortable	1%	5%	1%	2%	2%	3%	2%
	Don't know	1%	3%	1%	1%	1%	2%	1%
	Not applicable	4%	11%	6%	6%	6%	9%	6%
	Total	100%	100%	100%	100%	100%	100%	100%
Locating information online (bus schedules, weather, news, etc.)	Very comfortable	80%	55%	76%	76%	78%	58%	76%
	Somewhat comfortable	11%	21%	11%	12%	11%	22%	12%
	Not at all comfortable	2%	6%	1%	2%	2%	6%	2%
	Don't know	1%	5%	2%	2%	2%	2%	2%

Question 10 Compared by Respondent Race, Ethnicity and Preferred Language								
How comfortable, if at all, are you at each of the following?	Respondent ethnicity and race				Respondent language preference			
	White alone	Black or African American alone	Other race or combination or Hispanic	Overall	English	Another language	Overall	
Not applicable	6%	14%	9%	7%	7%	13%	7%	
Total	100%	100%	100%	100%	100%	100%	100%	
Using social networking sites (Facebook, Twitter, etc.)	Very comfortable	59%	46%	61%	57%	58%	51%	57%
	Somewhat comfortable	14%	16%	14%	14%	14%	14%	14%
	Not at all comfortable	6%	8%	5%	6%	6%	7%	6%
	Don't know	3%	5%	3%	3%	3%	5%	3%
	Not applicable	18%	25%	16%	19%	19%	23%	19%
	Total	100%	100%	100%	100%	100%	100%	100%
Protecting your computer (stop viruses, backup files, avoid scams)	Very comfortable	40%	33%	41%	39%	39%	37%	39%
	Somewhat comfortable	41%	27%	33%	38%	38%	29%	37%
	Not at all comfortable	11%	10%	11%	11%	10%	14%	11%
	Don't know	2%	11%	8%	4%	4%	9%	4%
	Not applicable	6%	19%	7%	8%	8%	11%	8%
	Total	100%	100%	100%	100%	100%	100%	100%
Creating documents or spreadsheets	Very comfortable	63%	39%	55%	59%	59%	49%	58%
	Somewhat comfortable	18%	16%	18%	18%	18%	16%	18%
	Not at all comfortable	7%	15%	9%	9%	8%	10%	9%
	Don't know	3%	11%	5%	4%	4%	10%	4%
	Not applicable	9%	20%	13%	11%	11%	15%	11%
	Total	100%	100%	100%	100%	100%	100%	100%
Searching or applying for jobs online	Very comfortable	50%	44%	52%	49%	50%	47%	49%
	Somewhat comfortable	19%	21%	18%	19%	19%	24%	19%
	Not at all comfortable	5%	8%	6%	6%	5%	9%	6%
	Don't know	3%	9%	6%	5%	4%	10%	5%
	Not applicable	23%	19%	17%	21%	22%	11%	22%
	Total	100%	100%	100%	100%	100%	100%	100%
Using online tutorials or education programs	Very comfortable	45%	31%	47%	43%	44%	36%	43%
	Somewhat comfortable	24%	24%	22%	23%	23%	29%	23%

Question 10 Compared by Respondent Race, Ethnicity and Preferred Language								
How comfortable, if at all, are you at each of the following?	Respondent ethnicity and race				Respondent language preference			
	White alone	Black or African American alone	Other race or combination or Hispanic	Overall	English	Another language	Overall	
	Not at all comfortable	5%	8%	10%	6%	7%	5%	6%
	Don't know	6%	9%	8%	7%	7%	11%	7%
	Not applicable	20%	29%	13%	20%	20%	19%	20%
	Total	100%	100%	100%	100%	100%	100%	100%
Installing software	Very comfortable	44%	32%	42%	42%	42%	40%	42%
	Somewhat comfortable	32%	19%	29%	30%	31%	20%	30%
	Not at all comfortable	11%	12%	11%	12%	12%	6%	11%
	Don't know	3%	11%	8%	5%	4%	14%	5%
	Not applicable	9%	25%	9%	11%	11%	19%	11%
	Total	100%	100%	100%	100%	100%	100%	100%
	Very comfortable	28%	23%	27%	27%	27%	25%	27%
	Somewhat comfortable	27%	20%	27%	26%	25%	30%	26%
Writing or publishing information on the Internet	Not at all comfortable	15%	17%	17%	16%	16%	11%	16%
	Don't know	8%	13%	8%	9%	9%	9%	9%
	Not applicable	22%	27%	21%	22%	22%	26%	22%
	Total	100%	100%	100%	100%	100%	100%	100%
	Very comfortable	16%	15%	17%	16%	16%	12%	16%
	Somewhat comfortable	23%	17%	24%	23%	22%	31%	23%
Creating a website or blog	Not at all comfortable	26%	18%	24%	25%	26%	14%	25%
	Don't know	10%	15%	13%	11%	11%	11%	11%
	Not applicable	24%	35%	23%	25%	25%	31%	25%
	Total	100%	100%	100%	100%	100%	100%	100%
	Very comfortable	21%	21%	22%	21%	22%	17%	21%
	Somewhat comfortable	42%	23%	33%	38%	38%	30%	38%
Troubleshooting computer problems	Not at all comfortable	24%	18%	22%	23%	23%	20%	23%
	Don't know	4%	15%	10%	6%	6%	11%	6%
	Not applicable	9%	24%	14%	12%	11%	22%	12%
	Total	100%	100%	100%	100%	100%	100%	100%
	Very comfortable	6%	11%	7%	7%	7%	12%	7%
	Coding your own software application							

Question 10 Compared by Respondent Race, Ethnicity and Preferred Language

How comfortable, if at all, are you at each of the following?	Respondent ethnicity and race				Respondent language preference		
	White alone	Black or African American alone	Other race or combination or Hispanic	Overall	English	Another language	Overall
Somewhat comfortable	7%	6%	8%	7%	7%	11%	7%
Not at all comfortable	43%	27%	32%	39%	40%	21%	39%
Don't know	17%	20%	27%	19%	19%	25%	19%
Not applicable	27%	36%	25%	28%	28%	31%	28%
Total	100%	100%	100%	100%	100%	100%	100%

Questions D1 and D2 Compared by Respondent Race, Ethnicity and Preferred Language								
		Respondent ethnicity and race				Respondent language preference		
		White alone	Black or African American alone	Other race or combination or Hispanic	Overall	English	Another language	Overall
How long have you lived in Minneapolis?	Less than a year	6%	2%	8%	6%	6%	8%	6%
	1-2 years	10%	3%	8%	8%	8%	8%	8%
	3-5 years	15%	17%	19%	16%	16%	19%	16%
	6-10 years	17%	19%	15%	17%	16%	31%	17%
	More than 10 years	52%	58%	50%	53%	54%	35%	53%
	Total	100%	100%	100%	100%	100%	100%	100%
If you have lived in Minneapolis less than 5 years, where did you live before?	Other city in Minnesota	50%	44%	42%	48%	50%	29%	48%
	Other state	47%	44%	40%	46%	47%	29%	46%
	Other country	3%	12%	18%	7%	3%	42%	7%
	Total	100%	100%	100%	100%	100%	100%	100%

Questions D3 and D4 Compared by Respondent Race, Ethnicity and Preferred Language

		Respondent ethnicity and race				Respondent language preference		
		White alone	Black or African American alone	Other race or combination or Hispanic	Overall	English	Another language	Overall
Do you rent or own your current residence?	Rent	42%	71%	56%	48%	47%	67%	48%
	Own	58%	29%	44%	52%	53%	33%	52%
	Total	100%	100%	100%	100%	100%	100%	100%
Which best describes the building you live in?	One family house detached from any other houses	53%	35%	41%	48%	50%	31%	48%
	House attached to one or more houses (e.g., a duplex or townhome)	9%	9%	11%	9%	9%	10%	9%
	Building with two or more apartments or condominiums	37%	46%	44%	39%	38%	50%	39%
	Other	2%	10%	3%	3%	3%	9%	3%
	Total	100%	100%	100%	100%	100%	100%	100%

Questions D5 and D6 Compared by Respondent Race, Ethnicity and Preferred Language

		Respondent ethnicity and race				Respondent language preference		
		White alone	Black or African American alone	Other race or combination or Hispanic	Overall	English	Another language	Overall
Respondent household size	1 person	36%	41%	32%	36%	37%	21%	36%
	2 people	40%	20%	23%	34%	36%	17%	34%
	3 or 4 people	19%	32%	23%	21%	21%	29%	21%
	5 or more people	5%	8%	22%	8%	6%	33%	8%
	Total	100%	100%	100%	100%	100%	100%	100%
Are there any children under 18 in your household?	No	83%	68%	65%	78%	80%	55%	78%
	Yes	17%	32%	35%	22%	20%	45%	22%
	Total	100%	100%	100%	100%	100%	100%	100%

Questions D7 and D8 Compared by Respondent Race, Ethnicity and Preferred Language								
		Respondent ethnicity and race				Respondent language preference		
		White alone	Black or African American alone	Other race or combination or Hispanic	Overall	English	Another language	Overall
What is your gender?	Female	46%	53%	49%	47%	48%	33%	47%
	Male	54%	47%	51%	53%	52%	67%	53%
	Total	100%	100%	100%	100%	100%	100%	100%
In which category is your age?	18-24 years	9%	7%	9%	8%	9%	6%	8%
	25-34 years	32%	24%	37%	32%	31%	43%	32%
	35-44 years	12%	19%	19%	14%	14%	20%	14%
	45-54 years	16%	20%	13%	16%	17%	14%	16%
	55-64 years	16%	17%	11%	15%	16%	5%	15%
	65-74 years	9%	9%	7%	9%	9%	9%	9%
	75 years or older	6%	5%	3%	5%	5%	4%	5%
	Total	100%	100%	100%	100%	100%	100%	100%

Question D9 Compared by Preferred Language			
Are you Spanish, Hispanic or Latino?	Respondent language preference		
	English	Another language	Overall
No	94%	78%	93%
Yes	6%	22%	7%
Total	100%	100%	100%

Question D10 Compared by Preferred Language

What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Respondent language preference		
	English	Another language	Overall
American Indian or Alaskan Native	2%	0%	2%
Asian, Asian Indian or Pacific Islander	3%	36%	6%
Black or African American	14%	39%	16%
White	80%	8%	75%
Other	2%	18%	4%

Totals exceed 100% as respondents could select more than one category.

Question D11 Compared by Respondent Race and Ethnicity

Which language do you prefer to speak at home?	Respondent ethnicity and race			
	White alone	Black or African American alone	Other race or combination or Hispanic	Overall
English	99%	81%	73%	93%
Somali	0%	8%	3%	2%
Vietnamese	0%	0%	2%	0%
Spanish	0%	0%	7%	1%
Hmong	0%	0%	7%	1%
Lao	0%	0%	0%	0%
Ethiopian/Oromo	0%	8%	0%	1%
Other	0%	3%	9%	2%
Total	100%	100%	100%	100%

Question D12 Compared by Respondent Race, Ethnicity and Preferred Language

What was your household's total annual income in 2011?	Respondent ethnicity and race				Respondent language preference		
	White alone	Black or African American alone	Other race or combination or Hispanic	Overall	English	Another language	Overall
Less than \$10,000	9%	35%	17%	14%	13%	23%	14%
\$10,000 - \$24,999	14%	24%	19%	16%	16%	21%	16%
\$25,000 - \$49,999	22%	23%	33%	24%	23%	41%	24%
\$50,000 - \$74,999	20%	8%	14%	18%	19%	6%	18%
\$75,000 - \$99,999	13%	5%	8%	11%	11%	8%	11%
\$100,000 - \$149,999	13%	4%	4%	10%	11%	1%	10%
\$150,000 - \$199,999	5%	0%	3%	4%	4%	0%	4%
\$200,000 or more	4%	1%	3%	4%	4%	1%	4%
Total	100%	100%	100%	100%	100%	100%	100%

Question D13 Compared by Respondent Race, Ethnicity and Preferred Language

Which of the following best describes your current employment status?	Respondent ethnicity and race				Respondent language preference		
	White alone	Black or African American alone	Other race or combination or Hispanic	Overall	English	Another language	Overall
Employed full-time	57%	46%	49%	54%	55%	48%	54%
Employed part-time	12%	13%	9%	12%	12%	8%	12%
Student	7%	4%	15%	8%	7%	17%	8%
Retired	15%	13%	8%	13%	14%	7%	13%
Unemployed, looking for work	5%	11%	10%	7%	6%	13%	7%
Homemaker	2%	0%	4%	2%	2%	1%	2%
Disabled (limiting participation in work, school, housework or other activities)	2%	13%	5%	4%	4%	6%	4%
Total	100%	100%	100%	100%	100%	100%	100%

Question D14 Compared by Respondent Race, Ethnicity and Preferred Language

Which of the following best describes the amount of formal education you have completed?	Respondent ethnicity and race				Respondent language preference		
	White alone	Black or African American alone	Other race or combination or Hispanic	Overall	English	Another language	Overall
Less than high school	1%	11%	12%	4%	3%	19%	4%
High school graduate	12%	31%	15%	15%	15%	22%	15%
Associate degree, some college	19%	37%	28%	23%	23%	25%	23%
Bachelor's degree	43%	13%	23%	35%	37%	20%	35%
Graduate or professional degree	25%	7%	22%	22%	23%	13%	22%
Total	100%	100%	100%	100%	100%	100%	100%

Question D15 Compared by Respondent Race, Ethnicity and Preferred Language

Which do you consider your primary telephone?	Respondent ethnicity and race				Respondent language preference		
	White alone	Black or African American alone	Other race or combination or Hispanic	Overall	English	Another language	Overall
Cell	63%	60%	66%	63%	62%	75%	63%
Land line	24%	19%	18%	22%	23%	11%	22%
Both	13%	21%	17%	15%	15%	14%	15%
Total	100%	100%	100%	100%	100%	100%	100%

Appendix F: Crosstabulations by Respondent Race, Ethnicity and Preferred Language

Question 1 Compared by Household Income										
Please rate each of the following aspects of the City of Minneapolis.		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	Overall
Opportunities to participate in community matters	Excellent	10%	15%	13%	13%	11%	18%	25%	22%	14%
	Good	37%	38%	51%	49%	52%	51%	36%	50%	46%
	Fair	25%	25%	19%	15%	16%	14%	19%	11%	19%
	Poor	9%	6%	2%	3%	2%	3%	1%	2%	4%
	Don't know	20%	16%	14%	20%	19%	14%	20%	14%	17%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
City use of technology	Excellent	10%	7%	9%	9%	5%	7%	14%	14%	9%
	Good	27%	42%	42%	41%	44%	43%	38%	31%	40%
	Fair	27%	24%	26%	22%	21%	19%	21%	17%	23%
	Poor	12%	6%	3%	2%	2%	4%	1%	7%	4%
	Don't know	23%	22%	20%	27%	28%	27%	26%	31%	24%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Access to technology in general in Minneapolis	Excellent	8%	11%	10%	11%	8%	14%	19%	12%	11%
	Good	39%	39%	46%	47%	49%	46%	41%	46%	44%
	Fair	20%	31%	21%	22%	22%	16%	21%	19%	22%
	Poor	13%	4%	6%	4%	5%	6%	3%	3%	6%
	Don't know	19%	15%	17%	17%	17%	17%	15%	20%	17%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 2 Compared by Household Income

How important, if at all, is it to you to have each of the following at home?		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	Overall
A computer	Essential	45%	53%	55%	69%	83%	85%	88%	89%	64%
	Very important	26%	23%	28%	19%	13%	10%	7%	7%	20%
	Somewhat important	14%	11%	10%	9%	4%	5%	4%	2%	9%
	Not at all important	10%	10%	6%	3%	0%	0%	1%	1%	5%
	Don't know	5%	3%	1%	0%	0%	0%	0%	0%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Internet access	Essential	44%	52%	54%	69%	81%	84%	87%	89%	64%
	Very important	29%	26%	30%	18%	15%	13%	9%	7%	22%
	Somewhat important	14%	10%	9%	10%	3%	2%	3%	2%	8%
	Not at all important	9%	10%	5%	3%	0%	0%	1%	1%	5%
	Don't know	5%	3%	1%	0%	0%	0%	0%	0%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 3 Compared by Household Income

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?	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	Overall
Very familiar	21%	19%	26%	31%	40%	38%	36%	28%	28%
Somewhat familiar	27%	42%	43%	44%	42%	45%	52%	46%	41%
Not familiar at all	52%	39%	31%	25%	18%	16%	13%	26%	30%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 4 Compared by Household Income										
Please indicate whether you have each of the following in your household.		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	Overall
A computer (desktop, laptop)	Yes, with Internet access	50%	72%	82%	91%	97%	100%	97%	99%	82%
	Yes, without Internet access	14%	10%	10%	4%	1%	0%	1%	1%	7%
	No	36%	18%	9%	5%	2%	0%	2%	1%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, etc.)	Yes, with Internet access	10%	15%	17%	28%	40%	46%	59%	73%	27%
	Yes, without Internet access	9%	4%	3%	1%	1%	1%	0%	1%	3%
	No	81%	81%	80%	71%	60%	53%	41%	26%	70%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone	Yes, with Internet access	46%	53%	62%	67%	80%	88%	86%	90%	66%
	Yes, without Internet access	37%	32%	30%	27%	18%	12%	12%	9%	26%
	No	16%	15%	8%	6%	1%	0%	3%	1%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Yes, with Internet access	20%	14%	24%	32%	41%	41%	44%	40%	28%
	Yes, without Internet access	11%	15%	12%	7%	7%	8%	8%	7%	10%
	No	68%	70%	64%	61%	53%	51%	48%	54%	61%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 5 Compared by Household Income										
How often, if ever, do you access the Internet using each of the following?		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	Overall
A computer (desktop, laptop)	Daily	51%	70%	79%	88%	96%	95%	95%	97%	80%
	Weekly	10%	9%	9%	6%	4%	4%	4%	2%	7%
	Monthly	2%	1%	2%	1%	0%	0%	0%	0%	1%
	Less than once per month	6%	3%	2%	0%	0%	1%	0%	0%	2%
	Never/Not applicable	31%	17%	7%	5%	0%	0%	1%	1%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, etc.)	Daily	9%	13%	14%	21%	31%	38%	49%	57%	22%
	Weekly	4%	3%	3%	7%	7%	6%	5%	15%	5%
	Monthly	2%	0%	1%	1%	1%	1%	0%	3%	1%
	Less than once per month	7%	4%	2%	1%	1%	0%	1%	0%	2%
	Never/Not applicable	78%	80%	79%	70%	59%	55%	45%	26%	70%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone, PDA, Blackberry or iPod Touch	Daily	48%	48%	59%	60%	76%	75%	88%	86%	61%
	Weekly	3%	4%	7%	6%	5%	9%	1%	3%	5%
	Monthly	4%	0%	1%	1%	1%	3%	0%	0%	1%
	Less than once per month	4%	4%	3%	3%	2%	1%	2%	0%	3%
	Never/Not applicable	42%	44%	30%	30%	17%	12%	9%	11%	29%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Daily	8%	10%	11%	9%	17%	11%	5%	5%	10%
	Weekly	10%	7%	9%	11%	13%	13%	23%	21%	11%
	Monthly	2%	2%	2%	4%	4%	6%	6%	7%	3%
	Less than once per month	4%	4%	7%	7%	9%	12%	9%	8%	7%
	Never/Not applicable	77%	77%	71%	68%	57%	58%	57%	60%	68%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Television/Blu-ray player	Daily	28%	24%	29%	28%	33%	35%	29%	31%	29%
	Weekly	5%	4%	7%	9%	14%	20%	13%	15%	9%
	Monthly	3%	3%	2%	2%	3%	3%	3%	8%	3%
	Less than once per month	3%	4%	3%	2%	2%	3%	9%	7%	3%
	Never/Not applicable	63%	65%	58%	59%	49%	39%	46%	39%	56%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 6 Compared by Household Income										
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?		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	Overall
Home	Daily	55%	73%	77%	86%	94%	94%	92%	95%	80%
	Weekly	8%	6%	9%	6%	5%	5%	6%	4%	7%
	Monthly	2%	0%	1%	1%	0%	0%	0%	0%	1%
	Less than once per month	4%	2%	3%	0%	0%	1%	0%	0%	2%
	Never/Not applicable	30%	19%	11%	7%	1%	0%	2%	1%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Work	Daily	22%	37%	63%	76%	87%	90%	91%	88%	64%
	Weekly	9%	8%	7%	4%	3%	1%	2%	3%	6%
	Monthly	2%	2%	1%	1%	1%	0%	0%	0%	1%
	Less than once per month	2%	2%	2%	1%	0%	0%	0%	0%	1%
	Never/Not applicable	65%	51%	27%	18%	9%	9%	6%	9%	29%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
School	Daily	31%	24%	16%	10%	14%	9%	6%	11%	17%
	Weekly	5%	8%	3%	3%	2%	3%	2%	0%	4%
	Monthly	2%	1%	0%	0%	0%	0%	1%	0%	1%
	Less than once per month	2%	0%	3%	2%	1%	0%	0%	2%	2%
	Never/Not applicable	60%	66%	78%	85%	83%	87%	91%	87%	77%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
At an outdoor or indoor public place (library, café, public computer, etc.)	Daily	8%	11%	8%	9%	13%	15%	12%	16%	10%
	Weekly	28%	15%	18%	19%	24%	29%	27%	32%	22%
	Monthly	9%	19%	18%	17%	16%	18%	24%	19%	17%
	Less than once per month	17%	18%	21%	23%	27%	20%	22%	20%	21%
	Never/Not applicable	38%	37%	35%	33%	20%	18%	14%	12%	30%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 7 Compared by Household Income

How do you connect to the Internet at home? Please check all that apply	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	Overall
No internet access at home	31%	17%	12%	6%	1%	0%	1%	1%	11%
Dial-up telephone line	4%	3%	3%	3%	1%	1%	2%	1%	3%
Cable (Comcast/Xfinity)	31%	38%	38%	44%	53%	56%	65%	70%	44%
DSL (CenturyLink)	11%	19%	21%	24%	21%	20%	18%	20%	20%
Satellite (DirectTV, Dish)	2%	0%	3%	3%	3%	5%	2%	5%	3%
Cellular (Verizon, AT&T, Sprint)	13%	15%	19%	22%	21%	24%	21%	31%	19%
WiFi (USIW, other)	17%	14%	25%	22%	30%	29%	19%	23%	22%
Don't know	11%	7%	5%	2%	0%	1%	0%	0%	4%

Totals exceed 100% as respondents could select more than one category.

Question 8 Compared by Household Income

How do you get help with computer or Internet questions or problems? Please check all that apply	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	Overall
Not applicable	16%	15%	8%	5%	1%	5%	4%	4%	8%
Coworkers	7%	10%	20%	31%	31%	31%	22%	27%	21%
Friends or family	50%	49%	66%	62%	65%	55%	57%	61%	59%
Library	16%	7%	6%	3%	0%	1%	0%	0%	5%
Community technology center/Public lab	8%	3%	2%	0%	0%	1%	0%	0%	2%
Pay someone for technical support	7%	8%	9%	13%	9%	15%	18%	22%	11%
My Internet provider	20%	35%	41%	39%	46%	42%	33%	44%	37%
No one/No help available	12%	8%	4%	2%	4%	2%	1%	1%	5%
Books/Reference materials	8%	9%	12%	12%	10%	8%	4%	10%	10%
Computer/Internet resources	37%	38%	47%	50%	63%	57%	42%	65%	48%

Totals exceed 100% as respondents could select more than one category.

Question 9 Compared by Household Income										
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		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	Overall
Use email, texting or video to communicate	Daily	52%	70%	78%	89%	96%	96%	98%	99%	81%
	Weekly	14%	9%	10%	4%	3%	3%	1%	0%	7%
	Monthly	3%	1%	2%	1%	0%	1%	0%	0%	1%
	Less than once per month	5%	1%	3%	1%	0%	0%	0%	0%	2%
	Never/Not applicable	26%	19%	7%	4%	0%	0%	1%	1%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Seek entertainment (games, videos, music)	Daily	39%	43%	39%	40%	45%	39%	37%	34%	40%
	Weekly	14%	20%	25%	29%	35%	33%	36%	33%	26%
	Monthly	6%	3%	7%	9%	6%	10%	5%	17%	7%
	Less than once per month	5%	7%	8%	8%	9%	10%	11%	7%	8%
	Never/Not applicable	36%	28%	21%	14%	5%	9%	11%	9%	19%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Use social media (Facebook, Twitter, LinkedIn)	Daily	39%	46%	49%	51%	56%	52%	38%	45%	48%
	Weekly	13%	12%	14%	17%	17%	23%	26%	22%	16%
	Monthly	3%	4%	5%	4%	7%	8%	7%	6%	5%
	Less than once per month	3%	5%	7%	6%	7%	5%	14%	6%	6%
	Never/Not applicable	42%	32%	25%	23%	13%	12%	15%	21%	25%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Get the news or weather	Daily	48%	52%	62%	63%	73%	68%	80%	80%	62%
	Weekly	14%	17%	21%	22%	21%	23%	13%	11%	19%
	Monthly	2%	5%	3%	4%	3%	5%	2%	5%	3%
	Less than once per month	8%	4%	4%	3%	2%	2%	2%	2%	4%
	Never/Not applicable	29%	23%	11%	7%	1%	2%	3%	2%	12%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Shop, search for products and services	Daily	8%	17%	17%	22%	20%	22%	24%	31%	18%
	Weekly	23%	31%	34%	47%	57%	53%	57%	56%	41%
	Monthly	20%	17%	23%	18%	17%	15%	14%	12%	18%
	Less than once per month	13%	10%	14%	7%	4%	8%	3%	0%	9%
	Never/Not applicable	36%	25%	12%	6%	2%	1%	2%	1%	13%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Research or study a topic of interest	Daily	28%	35%	34%	38%	39%	46%	51%	61%	37%

Question 9 Compared by Household Income										
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		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	Overall
	Weekly	23%	29%	35%	39%	51%	43%	43%	33%	36%
	Monthly	11%	11%	13%	12%	7%	10%	4%	5%	11%
	Less than once per month	8%	4%	8%	5%	2%	2%	0%	0%	5%
	Never/Not applicable	31%	20%	11%	5%	1%	0%	1%	1%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Share opinions, post to a blog, review a product or service	Daily	7%	9%	9%	11%	11%	12%	7%	9%	9%
	Weekly	13%	15%	17%	15%	16%	19%	12%	12%	15%
	Monthly	9%	14%	14%	18%	23%	16%	21%	21%	16%
	Less than once per month	20%	18%	27%	26%	29%	25%	30%	30%	24%
	Never/Not applicable	51%	44%	34%	30%	21%	28%	29%	28%	35%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Attend an online class or training	Daily	6%	5%	3%	4%	1%	3%	0%	0%	4%
	Weekly	7%	6%	4%	2%	4%	4%	2%	3%	4%
	Monthly	3%	4%	8%	8%	6%	9%	6%	13%	7%
	Less than once per month	12%	15%	22%	30%	42%	34%	39%	39%	26%
	Never/Not applicable	72%	70%	63%	55%	47%	49%	53%	46%	60%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Work from home	Daily	9%	18%	13%	18%	19%	25%	23%	36%	17%
	Weekly	4%	7%	12%	21%	19%	34%	28%	25%	16%
	Monthly	2%	5%	6%	13%	18%	12%	25%	13%	10%
	Less than once per month	4%	5%	13%	8%	18%	9%	11%	7%	9%
	Never/Not applicable	81%	64%	56%	40%	27%	20%	13%	20%	48%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Banking online (paying bills, investing, etc.)	Daily	8%	15%	17%	18%	26%	21%	27%	24%	18%
	Weekly	23%	23%	36%	46%	44%	57%	61%	50%	38%
	Monthly	17%	16%	18%	16%	20%	14%	5%	15%	16%
	Less than once per month	4%	6%	5%	4%	2%	1%	2%	1%	4%
	Never/Not applicable	48%	40%	24%	17%	8%	7%	6%	9%	24%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
As a parent/guardian, connect with your child's school	Daily	1%	3%	2%	3%	2%	1%	0%	4%	2%
	Weekly	3%	6%	7%	7%	10%	11%	14%	15%	8%

Question 9 Compared by Household Income										
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		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	Overall
	Monthly	3%	4%	5%	4%	7%	4%	7%	10%	5%
	Less than once per month	0%	2%	4%	3%	4%	2%	1%	4%	3%
	Never/Not applicable	93%	84%	81%	84%	76%	81%	77%	67%	83%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Find info on community resources and events	Daily	3%	7%	7%	5%	7%	4%	3%	3%	6%
	Weekly	14%	23%	17%	21%	23%	26%	21%	34%	21%
	Monthly	19%	16%	30%	31%	30%	32%	34%	31%	27%
	Less than once per month	19%	22%	23%	25%	31%	29%	36%	23%	25%
	Never/Not applicable	45%	32%	23%	18%	8%	10%	7%	9%	22%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
If you have a question, use Internet to the find the answer	Daily	31%	37%	42%	47%	57%	52%	41%	57%	44%
	Weekly	21%	29%	30%	37%	34%	40%	47%	37%	32%
	Monthly	6%	7%	7%	8%	5%	6%	7%	3%	7%
	Less than once per month	8%	4%	8%	3%	4%	3%	2%	2%	5%
	Never/Not applicable	34%	23%	13%	6%	0%	0%	3%	1%	13%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Engage in civic activities (participate in a discussion about community and government issues; research information about an issue or a candidate)	Daily	5%	7%	3%	4%	2%	4%	1%	4%	4%
	Weekly	8%	12%	12%	11%	9%	11%	8%	15%	11%
	Monthly	10%	11%	14%	17%	20%	22%	16%	15%	15%
	Less than once per month	17%	19%	24%	28%	37%	33%	46%	27%	26%
	Never/Not applicable	60%	51%	47%	40%	32%	30%	29%	39%	44%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Look up health and medical information	Daily	7%	6%	6%	4%	7%	4%	2%	7%	6%
	Weekly	16%	16%	17%	14%	15%	17%	15%	20%	16%
	Monthly	20%	25%	28%	37%	40%	39%	49%	36%	32%
	Less than once per month	23%	27%	34%	34%	36%	37%	27%	35%	32%
	Never/Not applicable	34%	26%	15%	11%	2%	3%	6%	2%	15%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Communicate with government (seek services, get a license, discuss a problem)	Daily	1%	2%	1%	1%	2%	1%	0%	2%	1%
	Weekly	4%	4%	3%	2%	2%	4%	2%	5%	3%
	Monthly	8%	14%	14%	12%	14%	18%	23%	12%	13%

Question 9 Compared by Household Income										
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		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	Overall
	Less than once per month	27%	32%	45%	54%	62%	58%	53%	59%	46%
	Never/Not applicable	60%	49%	36%	30%	19%	19%	22%	22%	35%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sell goods and services online, advertise	Daily	1%	2%	3%	4%	2%	3%	4%	3%	3%
	Weekly	1%	2%	4%	3%	5%	4%	1%	1%	3%
	Monthly	4%	4%	6%	8%	6%	11%	7%	9%	7%
	Less than once per month	11%	17%	21%	27%	29%	33%	41%	37%	24%
	Never/Not applicable	83%	74%	67%	59%	58%	49%	47%	50%	64%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Find directions or look up a map	Daily	6%	13%	15%	11%	13%	17%	12%	13%	13%
	Weekly	30%	32%	40%	48%	49%	50%	62%	56%	42%
	Monthly	18%	24%	20%	26%	31%	25%	23%	27%	24%
	Less than once per month	15%	12%	16%	10%	7%	8%	1%	3%	11%
	Never/Not applicable	31%	19%	9%	5%	0%	0%	1%	1%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 10 Compared by Household Income										
How comfortable, if at all, are you at each of the following?		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	Overall
Using a computer laptop/desktop	Very comfortable	56%	66%	77%	83%	93%	93%	91%	95%	78%
	Somewhat comfortable	21%	16%	15%	13%	6%	7%	8%	4%	13%
	Not at all comfortable	4%	5%	3%	1%	0%	0%	0%	1%	2%
	Don't know	6%	2%	0%	0%	0%	0%	0%	0%	1%
	Not applicable	13%	10%	4%	3%	0%	0%	1%	0%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using smartphone or tablet computer	Very comfortable	37%	37%	46%	55%	67%	71%	76%	81%	52%
	Somewhat comfortable	17%	20%	18%	17%	16%	17%	10%	10%	17%
	Not at all comfortable	10%	9%	8%	5%	2%	3%	2%	3%	6%
	Don't know	9%	6%	7%	5%	4%	2%	4%	2%	6%
	Not applicable	28%	28%	22%	19%	11%	6%	8%	4%	19%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Accessing the Internet	Very comfortable	59%	72%	76%	87%	95%	95%	95%	98%	81%
	Somewhat comfortable	16%	12%	16%	9%	5%	5%	4%	1%	11%
	Not at all comfortable	3%	2%	2%	1%	0%	0%	0%	1%	2%
	Don't know	8%	2%	1%	0%	0%	0%	0%	0%	2%
	Not applicable	13%	12%	4%	3%	0%	0%	1%	0%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using email	Very comfortable	61%	72%	81%	90%	96%	97%	98%	99%	83%
	Somewhat comfortable	15%	12%	11%	7%	3%	2%	1%	0%	9%
	Not at all comfortable	5%	3%	2%	0%	0%	1%	0%	1%	2%
	Don't know	5%	2%	1%	0%	0%	0%	0%	0%	1%
	Not applicable	14%	12%	5%	3%	0%	0%	1%	0%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Locating information online (bus schedules, weather, news, etc.)	Very comfortable	55%	65%	74%	84%	92%	90%	89%	90%	77%
	Somewhat comfortable	17%	14%	14%	10%	7%	9%	9%	8%	12%
	Not at all comfortable	5%	4%	3%	1%	1%	1%	0%	1%	2%
	Don't know	6%	2%	2%	0%	0%	0%	0%	0%	2%
	Not applicable	17%	15%	7%	4%	0%	0%	1%	1%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using social networking sites (Facebook,	Very comfortable	52%	54%	58%	56%	69%	66%	59%	53%	58%

Question 10 Compared by Household Income										
How comfortable, if at all, are you at each of the following?		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	Overall
Twitter, etc.)	Somewhat comfortable	10%	13%	14%	14%	15%	15%	17%	21%	14%
	Not at all comfortable	7%	7%	6%	7%	4%	6%	7%	6%	6%
	Don't know	7%	3%	3%	2%	1%	1%	5%	2%	3%
	Not applicable	24%	24%	19%	20%	11%	13%	12%	17%	19%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Protecting your computer (stop viruses, backup files, avoid scams)	Very comfortable	26%	32%	37%	41%	49%	49%	51%	51%	39%
	Somewhat comfortable	28%	34%	39%	41%	39%	43%	39%	41%	38%
	Not at all comfortable	14%	13%	12%	10%	10%	6%	9%	7%	11%
	Don't know	10%	7%	5%	3%	1%	1%	0%	2%	4%
	Not applicable	22%	15%	7%	5%	1%	0%	1%	0%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Creating documents or spreadsheets	Very comfortable	40%	43%	56%	63%	77%	80%	72%	74%	59%
	Somewhat comfortable	18%	22%	16%	19%	16%	13%	19%	18%	18%
	Not at all comfortable	12%	11%	10%	7%	5%	6%	5%	5%	9%
	Don't know	9%	6%	5%	3%	0%	0%	2%	1%	4%
	Not applicable	21%	18%	13%	7%	2%	2%	1%	2%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Searching or applying for jobs online	Very comfortable	36%	42%	52%	52%	63%	58%	58%	47%	50%
	Somewhat comfortable	21%	23%	20%	17%	16%	16%	22%	10%	19%
	Not at all comfortable	10%	6%	6%	5%	2%	4%	1%	5%	5%
	Don't know	9%	6%	5%	3%	3%	3%	3%	3%	5%
	Not applicable	24%	22%	18%	24%	15%	18%	16%	35%	21%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using online tutorials or education programs	Very comfortable	33%	34%	43%	44%	54%	56%	57%	48%	44%
	Somewhat comfortable	21%	23%	22%	27%	28%	23%	18%	29%	24%
	Not at all comfortable	11%	6%	7%	5%	3%	4%	2%	5%	6%
	Don't know	10%	10%	7%	4%	5%	5%	7%	3%	7%
	Not applicable	25%	27%	21%	20%	10%	12%	16%	16%	20%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Installing software	Very comfortable	34%	35%	39%	41%	53%	53%	52%	53%	42%
	Somewhat	16%	30%	31%	36%	34%	33%	32%	34%	30%

Question 10 Compared by Household Income										
How comfortable, if at all, are you at each of the following?		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	Overall
	comfortable									
	Not at all comfortable	11%	12%	13%	12%	9%	10%	12%	8%	11%
	Don't know	14%	4%	5%	3%	1%	2%	2%	1%	5%
	Not applicable	25%	18%	12%	8%	3%	2%	3%	4%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Writing or publishing information on the Internet	Very comfortable	19%	26%	28%	25%	34%	31%	34%	35%	27%
	Somewhat comfortable	25%	22%	24%	31%	33%	27%	18%	22%	26%
	Not at all comfortable	18%	15%	17%	15%	15%	17%	17%	13%	16%
	Don't know	11%	9%	9%	6%	6%	10%	11%	9%	9%
	Not applicable	27%	29%	23%	23%	11%	16%	19%	21%	22%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Creating a website or blog	Very comfortable	14%	15%	16%	14%	24%	16%	26%	12%	16%
	Somewhat comfortable	17%	19%	24%	24%	24%	28%	20%	27%	23%
	Not at all comfortable	23%	23%	24%	27%	29%	27%	23%	25%	25%
	Don't know	15%	11%	11%	11%	9%	10%	10%	13%	11%
	Not applicable	30%	34%	25%	25%	14%	19%	21%	22%	25%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Troubleshooting computer problems	Very comfortable	18%	20%	20%	19%	28%	26%	29%	23%	21%
	Somewhat comfortable	25%	32%	38%	42%	47%	45%	43%	50%	38%
	Not at all comfortable	20%	20%	24%	26%	19%	25%	24%	22%	23%
	Don't know	14%	7%	7%	4%	2%	1%	0%	1%	6%
	Not applicable	23%	21%	11%	9%	5%	3%	4%	4%	12%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coding your own software application	Very comfortable	9%	7%	5%	5%	9%	8%	11%	4%	7%
	Somewhat comfortable	4%	8%	7%	6%	7%	10%	9%	5%	7%
	Not at all comfortable	31%	37%	39%	40%	47%	41%	44%	48%	39%
	Don't know	21%	15%	21%	19%	18%	19%	10%	18%	19%
	Not applicable	35%	34%	27%	30%	18%	22%	26%	24%	28%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Questions D1 and D2 Compared by Household Income										
		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	Overall
How long have you lived in Minneapolis?	Less than a year	11%	7%	6%	4%	6%	3%	4%	2%	6%
	1-2 years	12%	7%	9%	7%	7%	8%	11%	9%	9%
	3-5 years	16%	22%	16%	16%	16%	11%	10%	5%	16%
	6-10 years	15%	9%	19%	16%	24%	24%	19%	24%	18%
	More than 10 years	44%	55%	50%	56%	48%	55%	56%	60%	52%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
If you have lived in Minneapolis less than 5 years, where did you live before?	Other city in Minnesota	43%	43%	52%	53%	60%	36%	44%	0%	47%
	Other state	54%	46%	37%	45%	40%	57%	49%	100%	46%
	Other country	3%	11%	11%	2%	0%	8%	7%	0%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Questions D3 and D4 Compared by Household Income										
		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	Overall
Do you rent or own your current residence?	Rent	92%	74%	56%	34%	23%	19%	8%	7%	49%
	Own	8%	26%	44%	66%	77%	81%	92%	93%	51%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Which best describes the building you live in?	One family house detached from any other houses	20%	32%	42%	57%	67%	73%	71%	71%	48%
	House attached to one or more houses (e.g., a duplex or townhome)	9%	13%	10%	11%	8%	7%	8%	5%	10%
	Building with two or more apartments or condominiums	59%	52%	46%	32%	25%	20%	21%	24%	40%
	Other	12%	3%	2%	0%	1%	0%	0%	0%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Questions D5 and D6 Compared by Household Income										
		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	Overall
Respondent household size	1 person	56%	47%	43%	35%	23%	17%	13%	10%	37%
	2 people	16%	23%	30%	41%	40%	52%	59%	51%	34%
	3 or 4 people	15%	17%	19%	20%	31%	28%	27%	36%	21%
	5 or more people	12%	13%	8%	4%	6%	3%	2%	3%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Are there any children under 18 in your household?	No	82%	82%	80%	81%	67%	75%	72%	65%	78%
	Yes	18%	18%	20%	19%	33%	25%	28%	35%	22%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Questions D7 and D8 Compared by Household Income										
		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	Overall
What is your gender?	Female	51%	49%	50%	48%	48%	44%	30%	37%	47%
	Male	49%	51%	50%	52%	52%	56%	70%	63%	53%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
In which category is your age?	18-24 years	25%	13%	6%	4%	4%	2%	0%	0%	8%
	25-34 years	19%	31%	40%	33%	41%	32%	34%	14%	33%
	35-44 years	12%	8%	11%	19%	16%	20%	17%	29%	14%
	45-54 years	13%	12%	15%	18%	21%	22%	21%	20%	17%
	55-64 years	15%	16%	13%	15%	11%	17%	21%	23%	15%
	65-74 years	9%	11%	10%	8%	5%	6%	5%	11%	8%
	75 years or older	6%	8%	6%	5%	2%	2%	2%	2%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D9 Compared by Household Income

Are you Spanish, Hispanic or Latino?	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	Overall
No	92%	90%	90%	98%	96%	97%	92%	99%	93%
Yes	8%	10%	10%	2%	4%	3%	8%	1%	7%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D10 Compared by Household Income

What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	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	Overall
American Indian or Alaskan Native	6%	2%	1%	2%	2%	1%	0%	4%	2%
Asian, Asian Indian or Pacific Islander	6%	5%	9%	4%	6%	3%	5%	6%	6%
Black or African American	38%	27%	15%	8%	6%	6%	0%	5%	16%
White	52%	65%	73%	85%	85%	91%	97%	84%	75%
Other	4%	4%	5%	3%	2%	0%	0%	2%	3%

Totals exceed 100% as respondents could select more than one category.

Question D11 Compared by Household Income

Which language do you prefer to speak at home?	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	Overall
English	87%	90%	87%	97%	94%	100%	100%	99%	93%
Somali	4%	2%	2%	0%	2%	0%	0%	0%	2%
Vietnamese	1%	0%	0%	0%	0%	0%	0%	0%	0%
Spanish	2%	2%	2%	0%	1%	0%	0%	0%	1%
Hmong	2%	1%	3%	0%	0%	0%	0%	0%	1%
Lao	0%	0%	0%	0%	0%	0%	0%	0%	0%
Ethiopian/Oromo	2%	3%	1%	0%	0%	0%	0%	0%	1%
Other	1%	2%	4%	2%	2%	0%	0%	1%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D13 Compared by Household Income

Which of the following best describes your current employment status?	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	Overall
Employed full-time	8%	28%	56%	71%	83%	82%	85%	76%	55%
Employed part-time	12%	18%	14%	10%	5%	9%	4%	4%	11%
Student	24%	15%	6%	3%	1%	1%	0%	1%	8%

Question D13 Compared by Household Income

Which of the following best describes your current employment status?	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	Overall
Retired	14%	22%	16%	10%	8%	5%	5%	10%	13%
Unemployed, looking for work	19%	10%	5%	4%	2%	2%	3%	1%	7%
Homemaker	2%	1%	1%	3%	2%	1%	2%	7%	2%
Disabled (limiting participation in work, school, housework or other activities)	21%	6%	1%	0%	0%	0%	0%	0%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D14 Compared by Household Income

Which of the following best describes the amount of formal education you have completed?	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	Overall
Less than high school	17%	6%	4%	0%	0%	0%	0%	1%	4%
High school graduate	32%	27%	16%	10%	4%	3%	0%	3%	15%
Associate degree, some college	31%	28%	28%	24%	15%	12%	5%	2%	23%
Bachelor's degree	18%	24%	37%	42%	44%	48%	52%	34%	36%
Graduate or professional degree	2%	14%	15%	24%	37%	37%	43%	60%	22%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D15 Compared by Household Income

Which do you consider your primary telephone?	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	Overall
Cell	65%	63%	66%	63%	67%	61%	59%	46%	63%
Land line	23%	30%	19%	21%	19%	20%	19%	21%	22%
Both	12%	7%	14%	16%	15%	19%	22%	33%	15%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Appendix G: Crosstabulations by Respondent Employment Status

Question 1 Compared by Respondent Employment Status							
Please rate each of the following aspects of the City of Minneapolis.		Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
Opportunities to participate in community matters	Excellent	15%	7%	15%	13%	8%	14%
	Good	49%	39%	45%	42%	37%	46%
	Fair	18%	22%	16%	23%	32%	19%
	Poor	2%	7%	5%	11%	9%	4%
	Don't know	16%	24%	19%	11%	13%	17%
	Total	100%	100%	100%	100%	100%	100%
City use of technology	Excellent	9%	8%	10%	5%	6%	9%
	Good	41%	38%	37%	45%	31%	40%
	Fair	24%	27%	14%	22%	27%	23%
	Poor	3%	8%	3%	12%	13%	4%
	Don't know	23%	20%	36%	16%	23%	24%
	Total	100%	100%	100%	100%	100%	100%
Access to technology in general in Minneapolis	Excellent	11%	7%	12%	11%	9%	11%
	Good	46%	50%	39%	37%	28%	44%
	Fair	23%	24%	16%	28%	26%	22%
	Poor	5%	5%	5%	10%	20%	6%
	Don't know	15%	14%	29%	14%	17%	17%
	Total	100%	100%	100%	100%	100%	100%

Question 2 Compared by Respondent Employment Status

How important, if at all, is it to you to have each of the following at home?		Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
A computer	Essential	71%	81%	36%	60%	32%	64%
	Very important	19%	15%	24%	30%	25%	21%
	Somewhat important	7%	2%	15%	8%	24%	9%
	Not at all important	2%	1%	19%	2%	14%	5%
	Don't know	0%	0%	6%	0%	6%	1%
	Total	100%	100%	100%	100%	100%	100%
Internet access	Essential	70%	74%	37%	60%	31%	63%
	Very important	21%	23%	25%	31%	28%	22%
	Somewhat important	7%	3%	13%	7%	20%	8%
	Not at all important	2%	0%	19%	2%	12%	5%
	Don't know	0%	0%	6%	0%	9%	1%
	Total	100%	100%	100%	100%	100%	100%

Question 3 Compared by Respondent Employment Status

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?	Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
Very familiar	32%	27%	17%	29%	13%	28%
Somewhat familiar	44%	39%	32%	37%	33%	41%
Not familiar at all	24%	34%	50%	35%	54%	31%
Total	100%	100%	100%	100%	100%	100%

Question 4 Compared by Respondent Employment Status							
Please indicate whether you have each of the following in your household.		Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
A computer (desktop, laptop)	Yes, with Internet access	89%	94%	63%	66%	50%	82%
	Yes, without Internet access	6%	3%	7%	12%	10%	7%
	No	5%	3%	30%	22%	40%	11%
	Total	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, etc.)	Yes, with Internet access	32%	19%	20%	19%	6%	27%
	Yes, without Internet access	2%	4%	3%	3%	4%	3%
	No	66%	77%	77%	78%	89%	70%
	Total	100%	100%	100%	100%	100%	100%
Cell phone	Yes, with Internet access	75%	63%	36%	58%	44%	65%
	Yes, without Internet access	22%	34%	39%	35%	36%	27%
	No	4%	2%	25%	7%	20%	8%
	Total	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Yes, with Internet access	33%	31%	11%	24%	14%	28%
	Yes, without Internet access	10%	15%	7%	12%	9%	10%
	No	57%	54%	83%	64%	77%	62%
	Total	100%	100%	100%	100%	100%	100%

Question 5 Compared by Respondent Employment Status							
How often, if ever, do you access the Internet using each of the following?		Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
A computer (desktop, laptop)	Daily	87%	95%	53%	73%	41%	80%
	Weekly	7%	1%	12%	5%	12%	7%
	Monthly	1%	2%	1%	4%	2%	1%
	Less than once per month	1%	1%	3%	4%	12%	2%
	Never/Not applicable	4%	2%	31%	14%	34%	10%
	Total	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, etc.)	Daily	26%	14%	14%	16%	5%	22%
	Weekly	6%	5%	4%	2%	1%	5%
	Monthly	1%	2%	1%	2%	4%	1%
	Less than once per month	1%	3%	2%	5%	11%	2%
	Never/Not applicable	66%	75%	79%	74%	79%	69%
	Total	100%	100%	100%	100%	100%	100%
Cell phone, PDA, Blackberry or iPod Touch	Daily	69%	61%	28%	61%	43%	61%
	Weekly	5%	3%	7%	4%	4%	5%
	Monthly	1%	2%	2%	5%	1%	1%
	Less than once per month	3%	3%	4%	1%	5%	3%
	Never/Not applicable	21%	31%	59%	29%	47%	29%
	Total	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Daily	10%	17%	4%	15%	8%	10%
	Weekly	13%	12%	5%	4%	3%	11%
	Monthly	4%	1%	3%	2%	2%	3%
	Less than once per month	8%	6%	2%	7%	4%	7%
	Never/Not applicable	64%	64%	86%	72%	83%	69%
	Total	100%	100%	100%	100%	100%	100%
Television/Blu-ray player	Daily	29%	27%	26%	29%	44%	29%
	Weekly	11%	3%	6%	5%	3%	9%
	Monthly	2%	6%	2%	5%	1%	3%
	Less than once per month	4%	3%	2%	0%	1%	3%
	Never/Not applicable	53%	61%	64%	61%	50%	56%
	Total	100%	100%	100%	100%	100%	100%

Question 6 Compared by Respondent Employment Status							
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?		Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
Home	Daily	86%	93%	55%	73%	52%	80%
	Weekly	7%	2%	9%	7%	4%	7%
	Monthly	1%	0%	1%	3%	1%	1%
	Less than once per month	1%	2%	2%	1%	6%	2%
	Never/Not applicable	5%	3%	33%	16%	36%	11%
	Total	100%	100%	100%	100%	100%	100%
Work	Daily	81%	54%	11%	38%	5%	63%
	Weekly	6%	11%	2%	2%	0%	5%
	Monthly	1%	3%	0%	2%	1%	1%
	Less than once per month	1%	3%	1%	1%	0%	1%
	Never/Not applicable	11%	29%	87%	58%	93%	30%
	Total	100%	100%	100%	100%	100%	100%
School	Daily	12%	82%	2%	22%	6%	17%
	Weekly	4%	9%	2%	5%	1%	4%
	Monthly	1%	1%	0%	0%	1%	1%
	Less than once per month	1%	3%	1%	5%	0%	2%
	Never/Not applicable	82%	5%	95%	68%	93%	77%
	Total	100%	100%	100%	100%	100%	100%
At an outdoor or indoor public place (library, café, public computer, etc.)	Daily	12%	18%	3%	10%	3%	11%
	Weekly	22%	37%	10%	30%	13%	22%
	Monthly	19%	21%	8%	11%	13%	17%
	Less than once per month	22%	15%	18%	19%	16%	21%
	Never/Not applicable	25%	9%	61%	31%	55%	31%
	Total	100%	100%	100%	100%	100%	100%

Question 7 Compared by Respondent Employment Status

How do you connect to the Internet at home? Please check all that apply.	Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
No internet access at home	7%	5%	24%	19%	29%	11%
Dial-up telephone line	2%	0%	8%	2%	5%	3%
Cable (Comcast/Xfinity)	48%	52%	31%	35%	27%	44%
DSL (CenturyLink)	20%	21%	21%	17%	16%	20%
Satellite (DirectTV, Dish)	3%	1%	4%	1%	4%	3%
Cellular (Verizon, AT&T, Sprint)	21%	17%	9%	23%	11%	19%
WiFi (USIW, other)	25%	26%	14%	20%	8%	22%
Don't know	2%	4%	12%	5%	15%	4%

Totals exceed 100% as respondents could select more than one category.

Question 8 Compared by Respondent Employment Status

How do you get help with computer or Internet questions or problems? Please check all that apply.	Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
Not applicable	5%	4%	22%	11%	18%	9%
Coworkers	29%	8%	3%	8%	4%	21%
Friends or family	61%	59%	53%	52%	43%	58%
Library	3%	11%	7%	15%	17%	5%
Community technology center/Public lab	1%	7%	3%	4%	8%	2%
Pay someone for technical support	11%	8%	15%	8%	10%	11%
My Internet provider	40%	41%	26%	31%	22%	37%
No one/No help available	3%	4%	7%	11%	11%	5%
Books/Reference materials	9%	6%	16%	11%	11%	10%
Computer/Internet resources	51%	63%	33%	44%	27%	48%

Totals exceed 100% as respondents could select more than one category.

Question 9 Compared by Respondent Employment Status							
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
Use email, texting or video to communicate	Daily	88%	90%	50%	72%	49%	80%
	Weekly	6%	6%	13%	11%	14%	7%
	Monthly	1%	1%	2%	1%	3%	1%
	Less than once per month	1%	0%	3%	6%	3%	2%
	Never/Not applicable	4%	2%	34%	10%	31%	10%
	Total	100%	100%	100%	100%	100%	100%
Seek entertainment (games, videos, music)	Daily	42%	64%	21%	38%	25%	40%
	Weekly	31%	25%	14%	18%	16%	26%
	Monthly	8%	4%	5%	7%	7%	7%
	Less than once per month	8%	4%	9%	6%	8%	8%
	Never/Not applicable	12%	3%	51%	31%	44%	19%
	Total	100%	100%	100%	100%	100%	100%
Use social media (Facebook, Twitter, LinkedIn)	Daily	53%	76%	15%	42%	25%	47%
	Weekly	19%	12%	11%	16%	10%	16%
	Monthly	6%	3%	3%	3%	6%	5%
	Less than once per month	6%	2%	5%	5%	10%	6%
	Never/Not applicable	17%	7%	65%	33%	49%	26%
	Total	100%	100%	100%	100%	100%	100%
Get the news or weather	Daily	66%	71%	40%	60%	38%	61%
	Weekly	22%	20%	11%	14%	15%	19%
	Monthly	4%	1%	4%	1%	7%	3%
	Less than once per month	3%	3%	7%	6%	5%	4%
	Never/Not applicable	5%	5%	38%	19%	34%	12%
	Total	100%	100%	100%	100%	100%	100%
Shop, search for products and services	Daily	20%	20%	11%	24%	9%	18%
	Weekly	45%	48%	25%	24%	13%	40%
	Monthly	19%	21%	13%	20%	24%	19%
	Less than once per month	9%	4%	12%	12%	11%	9%
	Never/Not applicable	6%	7%	39%	21%	44%	14%
	Total	100%	100%	100%	100%	100%	100%

Question 9 Compared by Respondent Employment Status							
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
Research or study a topic of interest	Daily	39%	63%	17%	39%	19%	37%
	Weekly	41%	28%	29%	24%	19%	36%
	Monthly	11%	4%	13%	17%	11%	11%
	Less than once per month	4%	3%	7%	4%	7%	5%
	Never/Not applicable	5%	1%	35%	16%	44%	12%
	Total	100%	100%	100%	100%	100%	100%
Share opinions, post to a blog, review a product or service	Daily	9%	15%	5%	13%	5%	9%
	Weekly	17%	27%	7%	9%	10%	15%
	Monthly	18%	17%	11%	8%	5%	16%
	Less than once per month	27%	26%	16%	27%	11%	25%
	Never/Not applicable	28%	15%	62%	43%	69%	35%
	Total	100%	100%	100%	100%	100%	100%
Attend an online class or training	Daily	3%	18%	0%	3%	3%	4%
	Weekly	4%	14%	1%	3%	2%	4%
	Monthly	8%	5%	2%	8%	5%	7%
	Less than once per month	30%	26%	12%	22%	3%	26%
	Never/Not applicable	55%	37%	85%	64%	86%	60%
	Total	100%	100%	100%	100%	100%	100%
Work from home	Daily	19%	24%	9%	15%	4%	17%
	Weekly	20%	15%	4%	9%	1%	16%
	Monthly	12%	7%	3%	2%	1%	9%
	Less than once per month	12%	5%	3%	8%	1%	9%
	Never/Not applicable	37%	49%	82%	66%	94%	49%
	Total	100%	100%	100%	100%	100%	100%
Banking online (paying bills, investing, etc.)	Daily	21%	16%	7%	15%	13%	17%
	Weekly	44%	50%	20%	21%	6%	38%
	Monthly	19%	17%	10%	17%	12%	17%
	Less than once per month	4%	3%	4%	7%	1%	4%
	Never/Not applicable	13%	14%	59%	41%	68%	24%
	Total	100%	100%	100%	100%	100%	100%

Question 9 Compared by Respondent Employment Status							
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
As a parent/guardian, connect with your child's school	Daily	2%	4%	1%	4%	1%	2%
	Weekly	9%	6%	3%	5%	6%	8%
	Monthly	6%	2%	2%	3%	2%	5%
	Less than once per month	3%	2%	2%	3%	1%	3%
	Never/Not applicable	79%	86%	92%	85%	90%	83%
	Total	100%	100%	100%	100%	100%	100%
Find info on community resources and events	Daily	5%	10%	3%	5%	5%	5%
	Weekly	21%	26%	15%	19%	12%	20%
	Monthly	31%	32%	13%	23%	14%	27%
	Less than once per month	26%	20%	20%	28%	18%	24%
	Never/Not applicable	16%	12%	49%	25%	50%	23%
	Total	100%	100%	100%	100%	100%	100%
If you have a question, use Internet to find the answer	Daily	49%	61%	16%	45%	25%	44%
	Weekly	34%	31%	28%	26%	18%	32%
	Monthly	7%	3%	7%	4%	4%	7%
	Less than once per month	4%	2%	13%	6%	8%	5%
	Never/Not applicable	6%	3%	36%	19%	44%	13%
	Total	100%	100%	100%	100%	100%	100%
Engage in civic activities (participate in a discussion about community and government issues; research information about an issue or a candidate)	Daily	4%	13%	2%	5%	5%	4%
	Weekly	12%	13%	7%	13%	4%	11%
	Monthly	16%	23%	7%	11%	11%	15%
	Less than once per month	30%	28%	18%	19%	18%	27%
	Never/Not applicable	39%	24%	66%	52%	63%	44%
	Total	100%	100%	100%	100%	100%	100%
Look up health and medical information	Daily	5%	11%	3%	6%	9%	6%
	Weekly	15%	22%	14%	19%	13%	16%
	Monthly	34%	34%	21%	22%	23%	31%
	Less than once per month	36%	25%	24%	29%	22%	32%
	Never/Not applicable	9%	8%	39%	24%	33%	15%
	Total	100%	100%	100%	100%	100%	100%

Question 9 Compared by Respondent Employment Status							
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
Communicate with government (seek services, get a license, discuss a problem)	Daily	1%	3%	0%	2%	1%	1%
	Weekly	2%	5%	3%	6%	8%	3%
	Monthly	15%	12%	8%	8%	11%	13%
	Less than once per month	52%	51%	29%	39%	17%	46%
	Never/Not applicable	29%	29%	59%	44%	62%	36%
	Total	100%	100%	100%	100%	100%	100%
Sell goods and services online, advertise	Daily	3%	3%	0%	2%	0%	3%
	Weekly	3%	3%	1%	2%	2%	3%
	Monthly	8%	9%	1%	4%	4%	7%
	Less than once per month	28%	25%	12%	19%	4%	24%
	Never/Not applicable	58%	59%	86%	73%	91%	64%
	Total	100%	100%	100%	100%	100%	100%
Find directions or look up a map	Daily	14%	20%	2%	13%	0%	12%
	Weekly	48%	56%	21%	32%	15%	42%
	Monthly	25%	18%	22%	23%	23%	24%
	Less than once per month	8%	3%	21%	21%	21%	11%
	Never/Not applicable	4%	3%	34%	11%	41%	11%
	Total	100%	100%	100%	100%	100%	100%

Question 10 Compared by Respondent Employment Status							
How comfortable, if at all, are you at each of the following?		Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
Using a computer laptop/desktop	Very comfortable	87%	92%	44%	73%	38%	78%
	Somewhat comfortable	10%	7%	24%	22%	29%	13%
	Not at all comfortable	1%	0%	7%	3%	6%	2%
	Don't know	0%	2%	4%	0%	10%	1%
	Not applicable	1%	0%	21%	2%	17%	5%
	Total	100%	100%	100%	100%	100%	100%
Using smartphone or tablet computer	Very comfortable	61%	58%	18%	46%	15%	52%
	Somewhat comfortable	17%	22%	13%	21%	19%	17%
	Not at all comfortable	5%	10%	8%	7%	9%	6%
	Don't know	5%	7%	7%	4%	17%	6%
	Not applicable	12%	4%	55%	21%	41%	20%
	Total	100%	100%	100%	100%	100%	100%
Accessing the Internet	Very comfortable	88%	94%	50%	81%	42%	80%
	Somewhat comfortable	9%	5%	18%	11%	25%	11%
	Not at all comfortable	1%	0%	5%	2%	3%	2%
	Don't know	0%	2%	3%	3%	10%	2%
	Not applicable	1%	0%	24%	3%	21%	6%
	Total	100%	100%	100%	100%	100%	100%
Using email	Very comfortable	91%	94%	52%	83%	40%	83%
	Somewhat comfortable	6%	4%	15%	10%	26%	9%
	Not at all comfortable	1%	0%	6%	4%	6%	2%
	Don't know	0%	2%	2%	3%	5%	1%
	Not applicable	2%	0%	25%	1%	23%	6%
	Total	100%	100%	100%	100%	100%	100%
Locating information online (bus schedules, weather, news, etc.)	Very comfortable	86%	90%	42%	68%	36%	76%
	Somewhat comfortable	10%	9%	19%	17%	25%	12%
	Not at all comfortable	2%	0%	5%	3%	6%	2%
	Don't know	1%	2%	5%	3%	8%	2%
	Not applicable	2%	0%	29%	9%	25%	7%
	Total	100%	100%	100%	100%	100%	100%

Question 10 Compared by Respondent Employment Status							
How comfortable, if at all, are you at each of the following?		Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
Using social networking sites (Facebook, Twitter, etc.)	Very comfortable	65%	83%	18%	52%	27%	57%
	Somewhat comfortable	15%	9%	13%	16%	19%	14%
	Not at all comfortable	6%	1%	10%	10%	12%	6%
	Don't know	2%	3%	6%	3%	8%	3%
	Not applicable	12%	4%	53%	19%	35%	19%
	Total	100%	100%	100%	100%	100%	100%
Protecting your computer (stop viruses, backup files, avoid scams)	Very comfortable	44%	44%	23%	31%	23%	39%
	Somewhat comfortable	39%	40%	30%	42%	21%	37%
	Not at all comfortable	10%	10%	14%	7%	11%	11%
	Don't know	3%	3%	5%	9%	15%	4%
	Not applicable	3%	3%	28%	10%	30%	8%
	Total	100%	100%	100%	100%	100%	100%
Creating documents or spreadsheets	Very comfortable	67%	78%	26%	52%	15%	59%
	Somewhat comfortable	18%	15%	16%	22%	16%	18%
	Not at all comfortable	7%	3%	13%	13%	20%	9%
	Don't know	3%	4%	9%	4%	12%	4%
	Not applicable	6%	0%	36%	9%	36%	11%
	Total	100%	100%	100%	100%	100%	100%
Searching or applying for jobs online	Very comfortable	58%	64%	13%	56%	15%	50%
	Somewhat comfortable	21%	23%	8%	24%	16%	19%
	Not at all comfortable	4%	5%	7%	14%	5%	5%
	Don't know	4%	5%	5%	4%	14%	5%
	Not applicable	13%	3%	68%	3%	51%	22%
	Total	100%	100%	100%	100%	100%	100%
Using online tutorials or education programs	Very comfortable	49%	65%	16%	42%	10%	43%
	Somewhat comfortable	26%	21%	12%	26%	21%	24%
	Not at all comfortable	6%	3%	9%	13%	9%	6%
	Don't know	6%	5%	9%	10%	17%	7%
	Not applicable	14%	4%	54%	9%	42%	20%
	Total	100%	100%	100%	100%	100%	100%

Question 10 Compared by Respondent Employment Status							
How comfortable, if at all, are you at each of the following?		Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
Installing software	Very comfortable	47%	64%	18%	37%	19%	42%
	Somewhat comfortable	33%	24%	20%	33%	19%	30%
	Not at all comfortable	11%	6%	19%	11%	9%	11%
	Don't know	3%	4%	8%	9%	17%	5%
	Not applicable	6%	1%	35%	11%	36%	11%
	Total	100%	100%	100%	100%	100%	100%
Writing or publishing information on the Internet	Very comfortable	32%	39%	12%	18%	7%	27%
	Somewhat comfortable	28%	43%	10%	27%	20%	26%
	Not at all comfortable	17%	9%	15%	20%	16%	16%
	Don't know	8%	5%	8%	13%	14%	9%
	Not applicable	16%	3%	55%	22%	44%	22%
	Total	100%	100%	100%	100%	100%	100%
Creating a website or blog	Very comfortable	19%	20%	6%	10%	11%	16%
	Somewhat comfortable	25%	39%	7%	21%	9%	23%
	Not at all comfortable	27%	24%	17%	29%	12%	25%
	Don't know	11%	12%	11%	11%	21%	11%
	Not applicable	18%	5%	60%	29%	48%	25%
	Total	100%	100%	100%	100%	100%	100%
Troubleshooting computer problems	Very comfortable	24%	31%	10%	16%	17%	21%
	Somewhat comfortable	42%	43%	18%	45%	11%	38%
	Not at all comfortable	24%	17%	26%	17%	16%	23%
	Don't know	4%	7%	10%	10%	21%	6%
	Not applicable	6%	2%	36%	12%	35%	12%
	Total	100%	100%	100%	100%	100%	100%
Coding your own software application	Very comfortable	8%	6%	3%	9%	9%	7%
	Somewhat comfortable	8%	13%	3%	3%	7%	7%
	Not at all comfortable	43%	51%	22%	37%	13%	39%
	Don't know	19%	24%	15%	19%	20%	19%
	Not applicable	22%	6%	57%	32%	51%	28%
	Total	100%	100%	100%	100%	100%	100%

Questions D1 and D2 Compared by Respondent Employment Status

		Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
How long have you lived in Minneapolis?	Less than a year	5%	19%	2%	9%	3%	6%
	1-2 years	9%	23%	2%	8%	3%	8%
	3-5 years	17%	30%	5%	12%	11%	16%
	6-10 years	21%	9%	6%	17%	11%	17%
	More than 10 years	48%	19%	85%	55%	72%	53%
	Total	100%	100%	100%	100%	100%	100%
If you have lived in Minneapolis less than 5 years, where did you live before?	Other city in Minnesota	50%	36%	56%	52%	55%	48%
	Other state	45%	51%	37%	41%	45%	46%
	Other country	5%	13%	7%	7%	0%	7%
	Total	100%	100%	100%	100%	100%	100%

Questions D3 and D4 Compared by Respondent Employment Status

		Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
Do you rent or own your current residence?	Rent	43%	87%	35%	62%	84%	48%
	Own	57%	13%	65%	38%	16%	52%
	Total	100%	100%	100%	100%	100%	100%
Which best describes the building you live in?	One family house detached from any other houses	52%	25%	53%	44%	19%	48%
	House attached to one or more houses (e.g., a duplex or townhome)	10%	12%	7%	8%	10%	9%
	Building with two or more apartments or condominiums	37%	57%	34%	43%	57%	39%
	Other	1%	6%	6%	5%	14%	3%
	Total	100%	100%	100%	100%	100%	100%

Questions D5 and D6 Compared by Respondent Employment Status

		Employed full-time or part- time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
Respondent household size	1 person	34%	22%	47%	38%	60%	36%
	2 people	36%	28%	37%	27%	21%	34%
	3 or 4 people	23%	27%	13%	20%	18%	21%
	5 or more people	7%	22%	3%	15%	1%	8%
	Total	100%	100%	100%	100%	100%	100%
Are there any children under 18 in your household?	No	76%	74%	91%	71%	84%	78%
	Yes	24%	26%	9%	29%	16%	22%
	Total	100%	100%	100%	100%	100%	100%

Questions D7 and D8 Compared by Respondent Employment Status

		Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
What is your gender?	Female	48%	46%	46%	47%	45%	47%
	Male	52%	54%	54%	53%	55%	53%
	Total	100%	100%	100%	100%	100%	100%
In which category is your age?	18-24 years	7%	43%	0%	5%	3%	8%
	25-34 years	39%	44%	4%	29%	6%	32%
	35-44 years	17%	7%	4%	20%	12%	14%
	45-54 years	19%	5%	5%	20%	23%	16%
	55-64 years	14%	0%	20%	20%	42%	15%
	65-74 years	3%	0%	38%	3%	10%	9%
	75 years or older	0%	0%	30%	1%	3%	5%
	Total	100%	100%	100%	100%	100%	100%

Question D9 Compared by Respondent Employment Status

Are you Spanish, Hispanic or Latino?	Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
No	94%	87%	95%	87%	93%	93%
Yes	6%	13%	5%	13%	7%	7%
Total	100%	100%	100%	100%	100%	100%

Question D10 Compared by Respondent Employment Status

What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
American Indian or Alaskan Native	2%	1%	2%	3%	7%	2%
Asian, Asian Indian or Pacific Islander	5%	12%	2%	10%	9%	6%
Black or African American	13%	14%	13%	28%	43%	16%
White	79%	70%	81%	54%	47%	75%
Other	3%	7%	3%	9%	1%	4%

Totals exceed 100% as respondents could select more than one category.

Question D11 Compared by Respondent Employment Status

Which language do you prefer to speak at home?	Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
English	94%	84%	96%	86%	89%	93%
Somali	1%	0%	2%	8%	0%	2%
Vietnamese	0%	0%	1%	0%	1%	0%
Spanish	1%	4%	0%	0%	1%	1%
Hmong	1%	0%	0%	4%	4%	1%
Lao	0%	0%	0%	0%	0%	0%
Ethiopian/Oromo	1%	1%	0%	1%	3%	1%
Other	2%	10%	1%	2%	1%	2%
Total	100%	100%	100%	100%	100%	100%

Question D12 Compared by Respondent Employment Status

What was your household's total annual income in 2011?	Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
Less than \$10,000	4%	43%	15%	38%	68%	14%
\$10,000 - \$24,999	11%	30%	25%	25%	23%	16%
\$25,000 - \$49,999	26%	19%	27%	18%	8%	24%
\$50,000 - \$74,999	22%	6%	16%	10%	0%	18%
\$75,000 - \$99,999	14%	1%	7%	3%	0%	11%
\$100,000 - \$149,999	14%	1%	4%	3%	0%	10%
\$150,000 - \$199,999	5%	0%	2%	2%	0%	4%
\$200,000 or more	5%	0%	4%	1%	0%	4%
Total	100%	100%	100%	100%	100%	100%

Question D14 Compared by Respondent Employment Status

Which of the following best describes the amount of formal education you have completed?	Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
Less than high school	2%	4%	9%	7%	22%	4%
High school graduate	10%	18%	27%	22%	31%	15%
Associate degree, some college	21%	27%	20%	31%	36%	23%
Bachelor's degree	41%	36%	23%	29%	5%	35%
Graduate or professional degree	25%	15%	21%	11%	5%	22%
Total	100%	100%	100%	100%	100%	100%

Question D15 Compared by Respondent Employment Status

Which do you consider your primary telephone?	Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
Cell	71%	91%	22%	60%	38%	63%
Land line	15%	5%	58%	25%	36%	22%
Both	14%	5%	20%	15%	26%	15%
Total	100%	100%	100%	100%	100%	100%

Appendix H: Crosstabulations by Respondent Education Level and Primary Telephone

Question 1 Compared by Respondent Education Level and Primary Telephone											
Please rate each of the following aspects of the City of Minneapolis.		Which of the following best describes the amount of formal education you have completed?						Which do you consider your primary telephone?			
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Overall	Cell	Land line	Both	Overall
Opportunities to participate in community matters	Excellent	12%	12%	11%	13%	20%	14%	13%	16%	14%	14%
	Good	24%	44%	46%	50%	46%	46%	46%	46%	49%	46%
	Fair	28%	19%	24%	17%	15%	19%	20%	18%	19%	19%
	Poor	7%	5%	6%	3%	2%	4%	4%	6%	4%	4%
	Don't know	30%	20%	12%	17%	16%	17%	18%	15%	15%	17%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City use of technology	Excellent	5%	12%	9%	6%	11%	9%	8%	8%	10%	8%
	Good	32%	36%	38%	43%	40%	40%	41%	37%	40%	40%
	Fair	20%	24%	26%	24%	18%	23%	25%	19%	22%	23%
	Poor	7%	4%	8%	3%	3%	4%	5%	3%	4%	4%
	Don't know	36%	25%	18%	24%	27%	24%	21%	33%	23%	24%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Access to technology in general in Minneapolis	Excellent	6%	13%	9%	9%	14%	11%	11%	10%	12%	11%
	Good	26%	39%	42%	48%	45%	44%	45%	43%	43%	44%
	Fair	26%	19%	27%	22%	21%	22%	23%	20%	22%	23%
	Poor	6%	8%	8%	5%	3%	6%	6%	4%	7%	6%
	Don't know	35%	21%	13%	16%	17%	17%	15%	23%	16%	17%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 2 Compared by Respondent Education Level and Primary Telephone											
How important, if at all, is it to you to have each of the following at home?		Which of the following best describes the amount of formal education you have completed?						Which do you consider your primary telephone?			
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Overall	Cell	Land line	Both	Overall
A computer	Essential	19%	35%	59%	75%	81%	64%	70%	46%	64%	64%
	Very important	27%	30%	26%	17%	12%	21%	20%	21%	20%	20%
	Somewhat important	21%	16%	12%	5%	4%	9%	7%	14%	10%	9%
	Not at all important	25%	14%	3%	2%	2%	5%	2%	14%	4%	5%
	Don't know	8%	5%	0%	0%	1%	1%	0%	4%	1%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Internet access	Essential	21%	36%	57%	73%	80%	63%	68%	47%	66%	64%
	Very important	31%	32%	28%	19%	14%	22%	23%	23%	18%	22%
	Somewhat important	20%	13%	11%	6%	4%	8%	6%	12%	10%	8%
	Not at all important	21%	13%	4%	2%	2%	5%	2%	14%	4%	5%
	Don't know	7%	6%	0%	0%	1%	1%	0%	5%	1%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 3 Compared by Respondent Education Level and Primary Telephone											
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?		Which of the following best describes the amount of formal education you have completed?						Which do you consider your primary telephone?			
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Overall	Cell	Land line	Both	Overall
Very familiar		13%	16%	28%	33%	33%	29%	32%	20%	26%	28%
Somewhat familiar		23%	34%	35%	47%	45%	41%	41%	37%	48%	41%
Not familiar at all		64%	50%	36%	20%	21%	31%	27%	43%	26%	30%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 4 Compared by Respondent Education Level and Primary Telephone											
Please indicate whether you have each of the following in your household.		Which of the following best describes the amount of formal education you have completed?						Which do you consider your primary telephone?			
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Overall	Cell	Land line	Both	Overall
A computer (desktop, laptop)	Yes, with Internet access	34%	59%	81%	92%	94%	82%	84%	72%	89%	82%
	Yes, without Internet access	12%	9%	11%	5%	2%	7%	8%	5%	2%	7%
	No	54%	31%	8%	4%	3%	11%	7%	23%	9%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, etc.)	Yes, with Internet access	8%	15%	23%	33%	33%	27%	28%	16%	37%	27%
	Yes, without Internet access	5%	5%	5%	1%	1%	3%	3%	2%	4%	3%
	No	87%	80%	72%	65%	66%	70%	69%	82%	59%	70%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone	Yes, with Internet access	41%	49%	65%	72%	70%	65%	76%	32%	70%	65%
	Yes, without Internet access	31%	36%	29%	22%	25%	27%	23%	38%	27%	27%
	No	28%	15%	6%	5%	5%	8%	1%	30%	3%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Yes, with Internet access	12%	24%	28%	32%	27%	28%	32%	14%	34%	28%
	Yes, without Internet access	15%	13%	13%	10%	6%	10%	12%	7%	9%	10%
	No	73%	64%	59%	58%	67%	62%	57%	79%	57%	62%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 5 Compared by Respondent Education Level and Primary Telephone											
How often, if ever, do you access the Internet using each of the following?		Which of the following best describes the amount of formal education you have completed?						Which do you consider your primary telephone?			
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Overall	Cell	Land line	Both	Overall
A computer (desktop, laptop)	Daily	31%	53%	76%	91%	94%	80%	85%	65%	81%	80%
	Weekly	3%	11%	12%	6%	3%	7%	6%	10%	8%	7%
	Monthly	7%	3%	2%	1%	0%	1%	1%	2%	0%	1%
	Less than once per month	6%	7%	2%	0%	1%	2%	2%	3%	1%	2%
	Never/Not applicable	53%	26%	8%	2%	3%	10%	6%	20%	10%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, etc.)	Daily	5%	11%	18%	28%	25%	22%	23%	12%	30%	21%
	Weekly	1%	4%	6%	6%	6%	5%	6%	3%	7%	5%
	Monthly	3%	2%	1%	1%	2%	1%	2%	0%	1%	1%
	Less than once per month	5%	4%	2%	2%	1%	2%	3%	3%	1%	2%
	Never/Not applicable	85%	79%	72%	64%	66%	69%	67%	82%	61%	70%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone, PDA, Blackberry or iPod Touch	Daily	32%	42%	62%	69%	65%	61%	72%	25%	62%	61%
	Weekly	4%	8%	5%	5%	5%	5%	4%	9%	5%	5%
	Monthly	0%	3%	2%	1%	1%	1%	1%	2%	1%	1%
	Less than once per month	6%	7%	2%	2%	3%	3%	3%	5%	3%	3%
	Never/Not applicable	58%	39%	29%	23%	26%	29%	20%	59%	29%	29%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Daily	9%	10%	15%	8%	7%	10%	11%	5%	12%	10%
	Weekly	8%	6%	9%	15%	10%	11%	12%	6%	13%	11%
	Monthly	0%	3%	4%	3%	4%	3%	4%	2%	3%	3%
	Less than once per month	6%	7%	7%	8%	5%	7%	9%	3%	5%	7%
	Never/Not applicable	76%	74%	65%	66%	73%	69%	64%	84%	68%	69%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Television/Blu-ray player	Daily	28%	34%	34%	27%	24%	29%	29%	25%	33%	29%
	Weekly	4%	3%	8%	10%	13%	9%	10%	5%	9%	9%
	Monthly	1%	3%	2%	4%	1%	3%	3%	2%	3%	3%
	Less than once per month	3%	5%	2%	4%	3%	3%	4%	2%	2%	3%

Question 5 Compared by Respondent Education Level and Primary Telephone

How often, if ever, do you access the Internet using each of the following?	Which of the following best describes the amount of formal education you have completed?						Which do you consider your primary telephone?				
	Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Overall	Cell	Land line	Both	Overall	
	Never/Not applicable	63%	55%	53%	56%	59%	56%	53%	65%	54%	56%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 6 Compared by Respondent Education Level and Primary Telephone

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?		Which of the following best describes the amount of formal education you have completed?						Which do you consider your primary telephone?			
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Overall	Cell	Land line	Both	Overall
Home	Daily	40%	56%	77%	88%	92%	80%	85%	63%	81%	80%
	Weekly	5%	8%	10%	6%	3%	7%	5%	9%	8%	7%
	Monthly	4%	1%	2%	0%	0%	1%	1%	1%	1%	1%
	Less than once per month	6%	6%	1%	0%	0%	2%	1%	2%	2%	2%
	Never/Not applicable	45%	28%	10%	5%	4%	11%	7%	24%	9%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Work	Daily	14%	31%	54%	76%	80%	63%	72%	39%	61%	63%
	Weekly	11%	4%	9%	5%	3%	5%	6%	5%	4%	6%
	Monthly	2%	3%	2%	0%	0%	1%	1%	1%	0%	1%
	Less than once per month	0%	2%	1%	1%	1%	1%	1%	1%	0%	1%
	Never/Not applicable	73%	61%	33%	18%	16%	29%	20%	54%	34%	29%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
School	Daily	16%	15%	21%	16%	17%	17%	22%	8%	12%	17%
	Weekly	3%	2%	7%	3%	4%	4%	5%	1%	2%	4%
	Monthly	5%	0%	0%	0%	1%	1%	0%	1%	0%	0%
	Less than once per month	4%	1%	1%	2%	1%	2%	1%	1%	4%	2%
	Never/Not applicable	71%	81%	70%	79%	78%	77%	72%	89%	82%	77%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
At an outdoor or indoor public place (library, café, public	Daily	4%	10%	9%	11%	13%	10%	14%	2%	7%	10%
	Weekly	17%	11%	22%	24%	25%	22%	26%	10%	19%	22%

Question 6 Compared by Respondent Education Level and Primary Telephone											
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?		Which of the following best describes the amount of formal education you have completed?						Which do you consider your primary telephone?			
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Overall	Cell	Land line	Both	Overall
computer, etc.)	Monthly	8%	8%	15%	20%	20%	17%	20%	9%	14%	17%
	Less than once per month	10%	16%	20%	22%	23%	21%	20%	22%	23%	21%
	Never/Not applicable	61%	54%	34%	22%	19%	31%	20%	57%	37%	30%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 7 Compared by Respondent Education Level and Primary Telephone										
How do you connect to the Internet at home? Please check all that apply.	Which of the following best describes the amount of formal education you have completed?						Which do you consider your primary telephone?			
	Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Overall	Cell	Land line	Both	Overall
No internet access at home	42%	22%	13%	6%	4%	11%	10%	18%	6%	11%
Dial-up telephone line	2%	4%	3%	2%	1%	3%	1%	7%	3%	3%
Cable (Comcast/Xfinity)	12%	29%	41%	51%	51%	44%	49%	30%	40%	44%
DSL (CenturyLink)	8%	17%	26%	16%	22%	20%	13%	28%	35%	20%
Satellite (DirectTV, Dish)	12%	3%	2%	2%	3%	3%	3%	4%	3%	3%
Cellular (Verizon, AT&T, Sprint)	14%	20%	18%	20%	18%	19%	23%	8%	20%	19%
WiFi (USIW, other)	14%	17%	19%	27%	25%	22%	26%	14%	19%	22%
Don't know	21%	11%	2%	2%	1%	4%	3%	8%	4%	4%

Totals exceed 100% as respondents could select more than one category.

Question 8 Compared by Respondent Education Level and Primary Telephone										
How do you get help with computer or Internet questions or problems? Please check all that apply.	Which of the following best describes the amount of formal education you have completed?						Which do you consider your primary telephone?			
	Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Overall	Cell	Land line	Both	Overall
Not applicable	27%	18%	8%	6%	4%	9%	7%	15%	7%	8%
Coworkers	10%	11%	15%	26%	29%	21%	23%	19%	21%	21%
Friends or family	46%	55%	53%	63%	62%	58%	60%	54%	60%	59%
Library	17%	8%	8%	3%	2%	5%	5%	8%	5%	5%
Community technology center/Public lab	0%	5%	4%	2%	1%	2%	3%	2%	1%	2%
Pay someone for technical support	7%	9%	11%	10%	15%	11%	8%	15%	17%	11%
My Internet provider	8%	23%	37%	40%	46%	37%	37%	35%	41%	37%
No one/No help available	9%	9%	7%	2%	2%	5%	4%	6%	4%	5%
Books/Reference materials	6%	7%	11%	9%	13%	10%	8%	14%	13%	10%
Computer/Internet resources	17%	28%	49%	53%	57%	48%	51%	37%	51%	48%

Totals exceed 100% as respondents could select more than one category.

Question 9 Compared by Respondent Education Level and Primary Telephone											
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		Which of the following best describes the amount of formal education you have completed?						Which do you consider your primary telephone?			
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Overall	Cell	Land line	Both	Overall
Use email, texting or video to communicate	Daily	31%	52%	77%	91%	94%	80%	86%	63%	81%	80%
	Weekly	13%	14%	11%	5%	3%	7%	6%	11%	7%	7%
	Monthly	3%	1%	2%	1%	0%	1%	1%	1%	1%	1%
	Less than once per month	5%	5%	3%	0%	0%	2%	1%	3%	1%	2%
	Never/Not applicable	48%	28%	7%	3%	3%	9%	5%	22%	10%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Seek entertainment (games, videos, music)	Daily	17%	33%	44%	45%	37%	40%	47%	22%	33%	40%
	Weekly	9%	18%	21%	31%	33%	26%	30%	17%	25%	26%
	Monthly	1%	4%	9%	7%	8%	7%	7%	7%	10%	7%
	Less than once per month	11%	8%	8%	6%	10%	8%	5%	13%	11%	8%
	Never/Not applicable	61%	36%	19%	11%	13%	19%	11%	41%	21%	19%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Use social media (Facebook, Twitter, LinkedIn)	Daily	24%	31%	46%	57%	49%	47%	58%	20%	42%	47%
	Weekly	15%	11%	17%	17%	19%	16%	18%	15%	14%	16%
	Monthly	1%	5%	4%	5%	7%	5%	5%	6%	4%	5%
	Less than once per month	2%	4%	7%	6%	6%	6%	5%	6%	8%	6%
	Never/Not applicable	59%	49%	26%	15%	19%	26%	15%	54%	31%	26%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Get the news or weather	Daily	37%	44%	57%	66%	73%	61%	68%	43%	60%	61%
	Weekly	10%	14%	22%	23%	16%	19%	20%	18%	16%	19%
	Monthly	1%	3%	4%	3%	4%	3%	2%	4%	7%	3%
	Less than once per month	5%	7%	6%	3%	2%	4%	3%	8%	4%	4%
	Never/Not applicable	47%	32%	11%	5%	4%	12%	7%	27%	13%	12%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Shop, search for products and services	Daily	6%	16%	16%	20%	21%	18%	21%	11%	17%	18%
	Weekly	11%	17%	36%	51%	48%	40%	42%	33%	43%	40%
	Monthly	10%	16%	22%	18%	19%	19%	20%	16%	17%	19%
	Less than once per month	11%	15%	12%	6%	8%	9%	8%	14%	10%	9%

Question 9 Compared by Respondent Education Level and Primary Telephone											
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		Which of the following best describes the amount of formal education you have completed?						Which do you consider your primary telephone?			
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Overall	Cell	Land line	Both	Overall
	Never/Not applicable	63%	35%	13%	5%	5%	14%	9%	26%	13%	14%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Research or study a topic of interest	Daily	8%	24%	34%	41%	47%	37%	42%	23%	35%	37%
	Weekly	18%	24%	35%	41%	39%	36%	37%	34%	36%	36%
	Monthly	8%	11%	14%	10%	9%	11%	10%	14%	10%	11%
	Less than once per month	12%	9%	7%	2%	2%	5%	4%	7%	5%	5%
	Never/Not applicable	54%	33%	10%	4%	3%	11%	7%	21%	14%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Share opinions, post to a blog, review a product or service	Daily	4%	7%	10%	9%	10%	9%	12%	4%	5%	9%
	Weekly	13%	10%	16%	18%	16%	16%	18%	10%	15%	15%
	Monthly	6%	10%	16%	19%	17%	16%	19%	9%	13%	16%
	Less than once per month	8%	19%	23%	27%	30%	25%	26%	20%	27%	25%
	Never/Not applicable	69%	54%	35%	27%	27%	35%	25%	58%	41%	35%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Attend an online class or training	Daily	1%	3%	8%	2%	2%	4%	4%	2%	4%	4%
	Weekly	2%	2%	4%	5%	5%	4%	5%	2%	3%	4%
	Monthly	3%	4%	7%	7%	8%	7%	8%	4%	8%	7%
	Less than once per month	8%	11%	21%	30%	36%	26%	29%	19%	22%	26%
	Never/Not applicable	86%	79%	60%	56%	49%	60%	54%	73%	63%	60%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Work from home	Daily	3%	8%	16%	17%	27%	17%	18%	14%	19%	17%
	Weekly	0%	8%	9%	20%	23%	16%	19%	9%	14%	16%
	Monthly	4%	1%	5%	13%	14%	9%	10%	6%	9%	9%
	Less than once per month	3%	4%	8%	13%	8%	9%	11%	5%	7%	9%
	Never/Not applicable	90%	78%	61%	36%	28%	48%	42%	66%	50%	48%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Banking online (paying bills, investing, etc.)	Daily	3%	16%	19%	15%	24%	17%	20%	10%	18%	17%
	Weekly	6%	16%	31%	50%	46%	38%	43%	24%	36%	38%
	Monthly	7%	13%	18%	20%	16%	17%	19%	12%	15%	17%

Question 9 Compared by Respondent Education Level and Primary Telephone											
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		Which of the following best describes the amount of formal education you have completed?						Which do you consider your primary telephone?			
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Overall	Cell	Land line	Both	Overall
	Less than once per month	7%	6%	5%	3%	2%	4%	3%	5%	5%	4%
	Never/Not applicable	77%	50%	26%	14%	12%	24%	16%	48%	26%	24%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
As a parent/guardian, connect with your child's school	Daily	3%	2%	4%	1%	2%	2%	2%	2%	4%	2%
	Weekly	3%	7%	7%	7%	9%	8%	6%	8%	12%	8%
	Monthly	1%	2%	6%	4%	6%	5%	4%	4%	7%	5%
	Less than once per month	4%	5%	3%	2%	3%	3%	3%	2%	2%	3%
	Never/Not applicable	89%	83%	79%	85%	81%	83%	84%	84%	75%	83%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Find info on community resources and events	Daily	1%	9%	6%	4%	5%	5%	6%	3%	4%	5%
	Weekly	3%	10%	21%	21%	28%	20%	21%	18%	21%	20%
	Monthly	9%	16%	25%	33%	30%	27%	30%	19%	28%	27%
	Less than once per month	11%	16%	26%	29%	24%	24%	24%	25%	25%	24%
	Never/Not applicable	75%	49%	22%	13%	12%	23%	19%	34%	22%	23%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
If you have a question, use Internet to the find the answer	Daily	11%	26%	39%	52%	53%	44%	53%	23%	36%	44%
	Weekly	14%	18%	34%	36%	35%	32%	30%	33%	35%	32%
	Monthly	12%	7%	9%	5%	6%	7%	5%	10%	7%	7%
	Less than once per month	8%	12%	6%	3%	4%	5%	3%	10%	8%	5%
	Never/Not applicable	55%	38%	12%	4%	3%	13%	8%	23%	13%	12%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Engage in civic activities (participate in a discussion about community and government issues; research information about an issue or a candidate)	Daily	0%	5%	5%	4%	3%	4%	5%	2%	3%	4%
	Weekly	2%	8%	9%	12%	14%	11%	13%	8%	7%	11%
	Monthly	7%	8%	14%	17%	19%	15%	16%	12%	17%	15%
	Less than once per month	7%	14%	24%	32%	33%	27%	29%	21%	24%	27%
	Never/Not applicable	83%	65%	48%	35%	31%	43%	37%	58%	48%	43%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Look up health and medical	Daily	3%	4%	9%	4%	6%	6%	6%	3%	7%	6%

Question 9 Compared by Respondent Education Level and Primary Telephone											
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		Which of the following best describes the amount of formal education you have completed?						Which do you consider your primary telephone?			
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Overall	Cell	Land line	Both	Overall
information	Weekly	9%	12%	16%	16%	17%	16%	16%	14%	17%	16%
	Monthly	16%	18%	28%	36%	38%	31%	32%	28%	31%	31%
	Less than once per month	21%	29%	30%	36%	33%	32%	35%	29%	30%	33%
	Never/Not applicable	50%	37%	17%	8%	5%	15%	11%	26%	15%	15%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Communicate with government (seek services, get a license, discuss a problem)	Daily	1%	2%	3%	0%	1%	1%	2%	1%	0%	1%
	Weekly	0%	2%	4%	3%	3%	3%	3%	3%	4%	3%
	Monthly	8%	5%	14%	14%	19%	13%	15%	10%	13%	13%
	Less than once per month	12%	27%	42%	56%	55%	46%	51%	37%	41%	47%
	Never/Not applicable	79%	64%	37%	27%	22%	36%	29%	49%	42%	36%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sell goods and services online, advertise	Daily	1%	1%	4%	2%	2%	3%	3%	1%	2%	3%
	Weekly	0%	2%	2%	4%	3%	3%	3%	1%	3%	3%
	Monthly	2%	7%	6%	7%	6%	7%	8%	3%	6%	7%
	Less than once per month	3%	12%	20%	30%	29%	24%	29%	14%	17%	24%
	Never/Not applicable	94%	78%	68%	56%	59%	64%	57%	80%	72%	64%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Find directions or look up a map	Daily	8%	10%	10%	13%	15%	12%	17%	3%	7%	12%
	Weekly	11%	21%	37%	52%	52%	42%	49%	27%	37%	42%
	Monthly	19%	17%	28%	25%	24%	24%	21%	28%	29%	24%
	Less than once per month	16%	19%	17%	7%	6%	11%	7%	19%	15%	11%
	Never/Not applicable	45%	33%	8%	3%	3%	11%	6%	23%	12%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 10 Compared by Respondent Education Level and Primary Telephone											
How comfortable, if at all, are you at each of the following?		Which of the following best describes the amount of formal education you have completed?						Which do you consider your primary telephone?			
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Overall	Cell	Land line	Both	Overall
Using a computer laptop/desktop	Very comfortable	37%	52%	75%	89%	89%	78%	86%	58%	75%	78%
	Somewhat comfortable	18%	23%	18%	8%	8%	13%	9%	23%	17%	13%
	Not at all comfortable	5%	6%	3%	1%	1%	2%	2%	4%	2%	2%
	Don't know	9%	3%	1%	0%	1%	1%	1%	1%	2%	1%
	Not applicable	31%	15%	3%	1%	2%	5%	2%	14%	4%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using smartphone or tablet computer	Very comfortable	32%	30%	46%	63%	58%	52%	64%	17%	49%	52%
	Somewhat comfortable	6%	15%	21%	17%	17%	17%	17%	15%	18%	17%
	Not at all comfortable	10%	8%	6%	6%	6%	6%	5%	11%	6%	6%
	Don't know	7%	8%	7%	4%	5%	6%	4%	10%	4%	6%
	Not applicable	45%	39%	21%	11%	15%	19%	9%	47%	24%	20%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Accessing the Internet	Very comfortable	40%	54%	78%	91%	92%	80%	87%	63%	78%	80%
	Somewhat comfortable	10%	21%	15%	7%	6%	11%	8%	18%	13%	11%
	Not at all comfortable	8%	3%	2%	1%	0%	2%	1%	3%	1%	2%
	Don't know	11%	4%	1%	0%	0%	2%	1%	2%	3%	2%
	Not applicable	31%	19%	3%	1%	2%	5%	3%	14%	6%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using email	Very comfortable	38%	56%	80%	93%	94%	83%	89%	65%	80%	83%
	Somewhat comfortable	15%	19%	13%	4%	4%	9%	6%	14%	11%	8%
	Not at all comfortable	7%	2%	4%	1%	0%	2%	1%	4%	2%	2%
	Don't know	6%	3%	0%	0%	0%	1%	1%	2%	1%	1%
	Not applicable	33%	20%	3%	1%	2%	6%	3%	16%	6%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Locating information online (bus schedules, weather, news, etc.)	Very comfortable	40%	54%	72%	87%	87%	77%	86%	54%	71%	77%
	Somewhat comfortable	17%	14%	19%	9%	9%	12%	8%	20%	18%	12%
	Not at all comfortable	6%	4%	3%	2%	1%	2%	2%	4%	2%	2%
	Don't know	6%	5%	2%	1%	1%	2%	1%	3%	2%	2%

Question 10 Compared by Respondent Education Level and Primary Telephone											
How comfortable, if at all, are you at each of the following?		Which of the following best describes the amount of formal education you have completed?						Which do you consider your primary telephone?			
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Overall	Cell	Land line	Both	Overall
Using social networking sites (Facebook, Twitter, etc.)	Not applicable	32%	23%	5%	2%	2%	7%	4%	19%	7%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Very comfortable	31%	38%	56%	68%	60%	57%	73%	21%	44%	57%
	Somewhat comfortable	14%	13%	15%	13%	16%	14%	11%	18%	20%	14%
	Not at all comfortable	4%	8%	7%	6%	6%	6%	4%	11%	8%	6%
	Don't know	8%	5%	3%	2%	2%	3%	2%	6%	3%	3%
	Not applicable	43%	36%	19%	11%	16%	19%	10%	43%	25%	19%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Protecting your computer (stop viruses, backup files, avoid scams)	Very comfortable	14%	27%	39%	43%	45%	39%	45%	23%	39%	39%
	Somewhat comfortable	26%	26%	35%	43%	42%	37%	38%	36%	36%	38%
	Not at all comfortable	9%	15%	11%	10%	9%	11%	10%	14%	11%	11%
	Don't know	13%	9%	6%	2%	2%	4%	3%	6%	5%	4%
	Not applicable	38%	23%	9%	2%	3%	8%	4%	20%	9%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Creating documents or spreadsheets	Very comfortable	17%	26%	51%	72%	75%	59%	68%	37%	53%	59%
	Somewhat comfortable	13%	19%	22%	17%	14%	18%	17%	18%	23%	18%
	Not at all comfortable	12%	15%	12%	5%	6%	9%	6%	13%	11%	8%
	Don't know	11%	10%	5%	2%	1%	4%	3%	7%	3%	4%
	Not applicable	46%	31%	10%	3%	4%	11%	7%	25%	10%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Searching or applying for jobs online	Very comfortable	26%	31%	45%	60%	54%	50%	61%	24%	40%	50%
	Somewhat comfortable	19%	14%	25%	18%	17%	19%	20%	16%	20%	19%
	Not at all comfortable	8%	10%	6%	5%	3%	6%	5%	7%	6%	6%
	Don't know	7%	9%	5%	3%	3%	5%	3%	5%	7%	4%
	Not applicable	40%	36%	18%	15%	22%	21%	11%	49%	28%	22%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using online tutorials or education programs	Very comfortable	18%	21%	40%	51%	53%	43%	52%	21%	37%	43%
	Somewhat comfortable	14%	19%	26%	25%	25%	24%	25%	21%	24%	24%

Question 10 Compared by Respondent Education Level and Primary Telephone											
How comfortable, if at all, are you at each of the following?		Which of the following best describes the amount of formal education you have completed?						Which do you consider your primary telephone?			
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Overall	Cell	Land line	Both	Overall
	Not at all comfortable	14%	8%	7%	6%	4%	6%	6%	8%	6%	7%
	Don't know	14%	10%	9%	6%	3%	7%	5%	11%	6%	7%
	Not applicable	40%	42%	19%	13%	15%	20%	12%	40%	27%	20%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Installing software	Very comfortable	10%	25%	40%	51%	49%	42%	50%	21%	40%	42%
	Somewhat comfortable	16%	17%	32%	33%	33%	30%	32%	26%	28%	30%
	Not at all comfortable	15%	14%	11%	10%	12%	11%	8%	20%	15%	11%
	Don't know	17%	11%	6%	3%	2%	5%	4%	8%	6%	5%
	Not applicable	42%	33%	11%	3%	4%	11%	6%	26%	12%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Writing or publishing information on the Internet	Very comfortable	11%	17%	24%	32%	34%	27%	36%	10%	16%	27%
	Somewhat comfortable	18%	13%	25%	32%	28%	26%	30%	16%	25%	26%
	Not at all comfortable	15%	20%	16%	16%	13%	16%	15%	18%	20%	16%
	Don't know	10%	9%	11%	7%	8%	9%	7%	10%	10%	8%
	Not applicable	46%	41%	24%	13%	18%	22%	13%	46%	28%	22%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Creating a website or blog	Very comfortable	6%	6%	17%	19%	20%	16%	22%	4%	10%	16%
	Somewhat comfortable	17%	14%	19%	27%	26%	23%	27%	11%	19%	23%
	Not at all comfortable	13%	23%	22%	28%	26%	25%	26%	22%	23%	25%
	Don't know	12%	14%	14%	10%	9%	11%	9%	13%	16%	11%
	Not applicable	52%	44%	28%	16%	19%	25%	15%	51%	32%	25%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Troubleshooting computer problems	Very comfortable	9%	14%	25%	22%	24%	21%	26%	9%	18%	21%
	Somewhat comfortable	9%	22%	31%	48%	44%	38%	42%	27%	34%	38%
	Not at all comfortable	22%	22%	23%	23%	22%	23%	20%	27%	29%	23%
	Don't know	19%	11%	8%	4%	3%	6%	5%	8%	8%	6%
	Not applicable	42%	30%	13%	4%	7%	12%	7%	28%	12%	12%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coding your own software	Very comfortable	3%	5%	9%	7%	7%	7%	9%	2%	6%	7%

Question 10 Compared by Respondent Education Level and Primary Telephone											
How comfortable, if at all, are you at each of the following?		Which of the following best describes the amount of formal education you have completed?						Which do you consider your primary telephone?			
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Overall	Cell	Land line	Both	Overall
application	Somewhat comfortable	2%	5%	8%	7%	9%	7%	8%	4%	6%	7%
	Not at all comfortable	19%	25%	31%	49%	45%	39%	45%	29%	30%	39%
	Don't know	18%	18%	22%	20%	16%	19%	19%	16%	22%	19%
	Not applicable	57%	47%	31%	18%	23%	28%	19%	50%	36%	28%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Questions D1 and D2 Compared by Respondent Education Level and Primary Telephone											
		Which of the following best describes the amount of formal education you have completed?						Which do you consider your primary telephone?			
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Overall	Cell	Land line	Both	Overall
How long have you lived in Minneapolis?	Less than a year	12%	3%	4%	8%	6%	6%	9%	0%	3%	6%
	1-2 years	4%	6%	9%	9%	9%	8%	12%	2%	2%	8%
	3-5 years	2%	11%	15%	20%	17%	16%	22%	3%	7%	16%
	6-10 years	21%	11%	14%	19%	19%	17%	22%	6%	11%	17%
	More than 10 years	61%	69%	58%	44%	49%	53%	35%	88%	76%	53%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
If you have lived in Minneapolis less than 5 years, where did you live before?	Other city in Minnesota	64%	59%	67%	44%	31%	48%	47%	51%	48%	47%
	Other state	20%	30%	30%	52%	58%	46%	46%	41%	47%	46%
	Other country	16%	11%	3%	4%	11%	7%	7%	9%	4%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Questions D3 and D4 Compared by Respondent Education Level and Primary Telephone											
		Which of the following best describes the amount of formal education you have completed?						Which do you consider your primary telephone?			
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Overall	Cell	Land line	Both	Overall
Do you rent or own your current residence?	Rent	67%	59%	56%	47%	32%	48%	60%	31%	24%	48%
	Own	33%	41%	44%	53%	68%	52%	40%	69%	76%	52%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Which best describes the building you live in?	One family house detached from any other houses	33%	43%	48%	50%	54%	48%	39%	58%	72%	48%
	House attached to one or more houses (e.g., a duplex or townhome)	16%	9%	11%	8%	9%	10%	11%	7%	8%	10%
	Building with two or more apartments or condominiums	35%	40%	38%	41%	37%	39%	47%	30%	18%	39%
	Other	16%	8%	2%	1%	1%	3%	3%	5%	2%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Questions D5 and D6 Compared by Respondent Education Level and Primary Telephone											
		Which of the following best describes the amount of formal education you have completed?						Which do you consider your primary telephone?			
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Overall	Cell	Land line	Both	Overall
Respondent household size	1 person	32%	42%	34%	35%	37%	36%	36%	43%	24%	36%
	2 people	19%	26%	33%	39%	38%	34%	35%	32%	35%	34%
	3 or 4 people	17%	16%	24%	22%	23%	22%	20%	17%	33%	21%
	5 or more people	32%	16%	10%	4%	2%	8%	8%	8%	7%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Are there any children under 18 in your household?	No	66%	81%	74%	82%	77%	78%	80%	80%	69%	78%
	Yes	34%	19%	26%	18%	23%	22%	20%	20%	31%	22%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Questions D7 and D8											
		Which of the following best describes the amount of formal education you have completed?						Which do you consider your primary telephone?			
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Overall	Cell	Land line	Both	Overall
What is your gender?	Female	52%	44%	47%	48%	47%	47%	46%	50%	51%	47%
	Male	48%	56%	53%	52%	53%	53%	54%	50%	49%	53%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
In which category is your age?	18-24 years	7%	15%	9%	10%	2%	8%	13%	0%	1%	8%
	25-34 years	27%	15%	28%	39%	37%	32%	47%	2%	12%	32%
	35-44 years	8%	10%	17%	15%	16%	14%	15%	11%	15%	14%
	45-54 years	13%	16%	20%	16%	14%	16%	12%	21%	28%	16%
	55-64 years	15%	18%	18%	13%	16%	16%	9%	27%	27%	15%
	65-74 years	13%	15%	6%	6%	10%	8%	3%	21%	14%	9%
	75 years or older	18%	11%	3%	2%	5%	5%	1%	18%	4%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D9 Compared by Respondent Education Level and Primary Telephone											
		Which of the following best describes the amount of formal education you have completed?						Which do you consider your primary telephone?			
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Overall	Cell	Land line	Both	Overall
Are you Spanish, Hispanic or Latino?											
No		76%	92%	92%	96%	95%	93%	93%	94%	92%	93%
Yes		24%	8%	8%	4%	5%	7%	7%	6%	8%	7%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D10 Compared by Respondent Education Level and Primary Telephone										
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Which of the following best describes the amount of formal education you have completed?						Which do you consider your primary telephone?			
	Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Overall	Cell	Land line	Both	Overall
American Indian or Alaskan Native	2%	5%	3%	1%	1%	2%	2%	2%	4%	2%
Asian, Asian Indian or Pacific Islander	14%	3%	7%	4%	9%	6%	6%	4%	5%	6%
Black or African American	39%	31%	28%	6%	5%	16%	15%	14%	21%	16%
White	29%	62%	65%	87%	85%	75%	76%	80%	68%	76%
Other	19%	3%	4%	3%	1%	4%	4%	2%	4%	4%

Totals exceed 100% as respondents could select more than one category.

Question D11 Compared by Respondent Education Level and Primary Telephone										
Which language do you prefer to speak at home?	Which of the following best describes the amount of formal education you have completed?						Which do you consider your primary telephone?			
	Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Overall	Cell	Land line	Both	Overall
English	68%	89%	92%	96%	96%	93%	91%	96%	93%	93%
Somali	8%	1%	2%	1%	0%	1%	2%	1%	1%	2%
Vietnamese	2%	0%	1%	0%	0%	0%	0%	1%	0%	0%
Spanish	8%	2%	1%	1%	1%	1%	2%	0%	2%	1%
Hmong	6%	2%	2%	0%	0%	1%	1%	1%	0%	1%
Lao	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Ethiopian/Oromo	4%	4%	1%	0%	0%	1%	2%	0%	1%	1%
Other	3%	1%	2%	2%	3%	2%	2%	0%	3%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D12 Compared by Respondent Education Level and Primary Telephone

What was your household's total annual income in 2011?	Which of the following best describes the amount of formal education you have completed?						Which do you consider your primary telephone?			
	Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Overall	Cell	Land line	Both	Overall
Less than \$10,000	53%	29%	19%	7%	1%	14%	14%	14%	11%	14%
\$10,000 - \$24,999	22%	29%	20%	11%	10%	16%	16%	22%	8%	16%
\$25,000 - \$49,999	22%	25%	29%	25%	16%	24%	25%	21%	24%	24%
\$50,000 - \$74,999	2%	11%	18%	21%	19%	18%	18%	17%	19%	18%
\$75,000 - \$99,999	0%	3%	7%	14%	18%	11%	12%	9%	11%	11%
\$100,000 - \$149,999	0%	2%	5%	13%	17%	10%	10%	9%	13%	10%
\$150,000 - \$199,999	0%	0%	1%	5%	7%	4%	3%	3%	6%	4%
\$200,000 or more	1%	1%	0%	4%	10%	4%	3%	4%	8%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D13 Compared by Respondent Education Level and Primary Telephone

Which of the following best describes your current employment status?	Which of the following best describes the amount of formal education you have completed?						Which do you consider your primary telephone?			
	Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Overall	Cell	Land line	Both	Overall
Employed full-time	22%	36%	48%	64%	64%	54%	63%	31%	52%	54%
Employed part-time	10%	9%	14%	12%	12%	12%	12%	13%	11%	12%
Student	8%	9%	9%	8%	6%	8%	11%	2%	3%	8%
Retired	28%	25%	11%	8%	13%	13%	4%	38%	16%	13%
Unemployed, looking for work	10%	10%	9%	5%	3%	7%	6%	7%	7%	7%
Homemaker	2%	3%	2%	2%	1%	2%	1%	2%	4%	2%
Disabled (limiting participation in work, school, housework or other activities)	21%	9%	7%	1%	1%	4%	3%	7%	7%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D14 Compared by Primary Telephone

Which of the following best describes the amount of formal education you have completed?	Which do you consider your primary telephone?			
	Cell	Land line	Both	Overall
Less than high school	4%	6%	3%	4%
High school graduate	13%	20%	16%	15%
Associate degree, some college	21%	22%	28%	23%
Bachelor's degree	40%	26%	31%	36%
Graduate or professional degree	21%	24%	22%	22%
Total	100%	100%	100%	100%

Question D15 Compared by Respondent Education Level

Which do you consider your primary telephone?	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	Overall
Cell	57%	55%	60%	71%	61%	63%
Land line	32%	29%	22%	16%	24%	22%
Both	11%	15%	18%	13%	15%	15%
Total	100%	100%	100%	100%	100%	100%

Appendix I: Survey Methodology

Developing the Questionnaire

The survey was designed to capture key thematic areas including resident access to technology, technology use and preferences. The questionnaire was developed in concert between NRC and the City of Minneapolis using an iterative process until arriving at the final three-page survey. In English, the Flesch-Kincaid grade level was 5.9. The survey was translated into Spanish, Somali and Hmong.

Selecting Survey Recipients

“Sampling” refers to the method by which survey recipients are chosen. The “sample” refers to all those who were given a chance to participate in the survey. All households located in the city of Minneapolis were eligible for the survey. Because local governments generally do not have inclusive lists of all the residences in the jurisdiction (tax assessor and utility billing databases often omit rental units), lists from the United States Postal Service (USPS), updated every three months, usually provide the best representation of all households in a specific geographic location. NRC used the USPS data to select the sample of households.

A larger list than needed was sampled, so that a process referred to as “geocoding” could be used to eliminate addresses from the list that were outside the study boundaries. Geocoding is a computerized process in which addresses are compared to electronically mapped boundaries and coded as inside or outside these boundaries. All addresses determined to be outside the study boundaries were eliminated from the sample. A random selection was made of the remaining addresses to create a final list of 800 addresses in each of the 11 communities that make up the city. Neighborhood of residence was tracked using a two-letter code.

Attached units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in detached housing units.

An individual within each household was randomly selected to complete the survey using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the instructions accompanying the questionnaire.

Survey Administration and Response Rates

Each selected household was contacted three times. First, a prenotification announcement, informing the household members that they had been selected to participate in the survey was sent. Just under one week after mailing the prenotification, each household was mailed a survey containing a cover letter signed by the City’s Chief Information Officer enlisting participation. The packet also contained a postage paid return envelope in which the survey recipients could return the completed questionnaire. A reminder letter and survey, scheduled to arrive nearly one week after the first survey was the final contact. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. Survey recipients who preferred to respond in Spanish, Somali or Hmong, could request a survey in one of those languages.

The mailings were sent on December 30, 2011, January 5 and January 10, 2012. Completed surveys were collected through the beginning of February. About 2% to 6% of the 800 surveys mailed in each geographic area were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Response rates in each of the areas ranged from 16% to 43%, with an overall response rate of 30%.

TABLE 22: RESPONSE RATE BY COMMUNITY/NEIGHBORHOOD

Community/Neighborhood	Completed	Mailed	Undeliverable	Response Rate
Calhoun Isles	268	800	20	34%
Bryn - Mawr	18	40		45%
CARAG	51	157	4	33%
Cedar - Isles - Dean	25	79	7	35%
East Isles	33	89	3	38%
ECCO	21	57	1	38%
Kenwood	8	21		38%
Lowry Hill	40	107		37%
Lowry Hill East	54	187	4	30%
West Calhoun	18	63	1	29%
Camden	243	800	38	32%
Camden Industrial				0%
Cleveland	25	86	2	30%
Folwell	27	117	9	25%
Humboldt Industrial		1		0%
Lind - Bohanon	53	128	4	43%
McKinley	13	76	8	19%
Shingle Creek	32	89	4	38%
Victory	49	132	8	40%
Webber - Camden	44	171	3	26%
Central	196	806	44	26%
Downtown East	8	31	1	27%
Downtown West	23	119	6	20%
Elliot Park	25	128	4	20%
Loring Park	70	268	16	28%
North Loop	29	91	6	34%
Steven's Square - Loring Heights	41	169	11	26%
Longfellow	295	800	26	38%
Cooper	39	86	7	49%
Hiawatha	69	156	1	45%
Howe	60	134	3	46%
Longfellow	52	144	6	38%
Seward	75	280	9	28%
Near North	153	794	47	20%
Harrison	28	141	5	21%
Hawthorne	28	127	9	24%
Jordan	22	123	15	20%
Near - North	28	204	5	14%
Sumner - Glenwood	8	46	3	19%
Willard - Hay	39	153	10	27%
Nokomis	326	800	19	42%
Diamond Lake	48	108	3	46%
Ericsson	37	80	2	47%
Field	15	33		45%
Hale	32	63		51%
Keewaydin	35	81	3	45%
Minnehaha	52	131	5	41%
Morris Park	13	53	1	25%
Northrop	44	79		56%
Page	14	28		50%
Regina	9	29	1	32%
Wenonah	27	115	4	24%
Northeast	251	800	30	33%
Audubon Park	38	83	3	48%

Community/Neighborhood	Completed	Mailed	Undeliverable	Response Rate
Beltrami	5	20	3	29%
Bottineau	7	32		22%
Columbia Park	13	26		50%
Holland	18	100	7	19%
Logan Park	12	47	2	27%
Marshall Terrace	6	19	2	35%
Northeast Park	3	17	2	20%
Sheridan	33	92	1	36%
St. Anthony East	15	74	3	21%
St. Anthony West	17	72	3	25%
Waite Park	44	97	1	46%
Windom Park	40	121	3	34%
Phillips	120	800	36	16%
East Phillips	16	125	4	13%
Midtown Phillips	25	154	6	17%
Phillips West	46	247	13	20%
Ventura Village	33	274	13	13%
Powderhorn	214	800	21	27%
Bancroft	10	30	2	36%
Bryant	8	32		25%
Central	10	56	3	19%
Corcoran	24	65	3	39%
Lyndale	31	135	3	23%
Powderhorn Park	31	110	1	28%
Standish	29	75	2	40%
Whittier	71	297	7	24%
Southwest	332	800	25	43%
Armatage	31	64	3	51%
East Harriet	21	49		43%
Fulton	38	81	2	48%
Kenny	34	60	1	58%
King Field	46	132	6	37%
Linden Hills	67	175	5	39%
Lynnhurst	42	69	2	63%
Tangletown	24	56	1	44%
Windom	29	114	5	27%
University	180	800	29	23%
Cedar Riverside	30	233	19	14%
Como	33	114		29%
Marcy Holmes	52	219	2	24%
Mid - City Industrial	4	5		80%
Nicollet Island - East Bank	22	55	1	41%
Prospect Park - East River Road	36	139	7	27%
University of Minnesota	3	35		9%
Grand Total	2578	8800	335	30%

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions. The margin of error around results for each of the 11 communities on average is plus or minus 6.6 percentage points around any given percentage for that community, ranging from 8.9

for Phillips (with 120 completed surveys) to 5.4 in Nokomis and Southwest (326 and 332 completed surveys, respectively).

A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents indicate that they used the Internet daily, then a 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of error is called sampling error. The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. Despite best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline participation in the survey (potentially introducing non-response error) and some eligible households may be unintentionally excluded from the sample (referred to as coverage error).

Survey Processing and Data Entry

Mailed surveys were returned via postage-paid business reply envelopes. Completed surveys received were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, for a question that asked a respondent to pick one response and the respondent checked two, the cleaning process involved randomly selecting one of the two selected responses to be recorded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. “Range checks” (examination of the data for invalid values) as well as other forms of quality control also were performed.

Survey Analysis

The electronic dataset was analyzed by NRC staff using the Statistical Package for the Social Sciences (SPSS). The appendices include crosstabulations by community as well as by sociodemographic characteristics.

Weighting the Data

The demographic characteristics of the survey sample were compared to those found in the Census estimates for adults in each of the 11 communities. Sample results were weighted using the population norms to reflect the appropriate percent of those residents in each geographic area. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were respondent age, gender, housing unit type (attached versus detached), tenure (rent versus own), ethnicity, geographic location and race. This decision was based on the disparity between the survey respondent characteristics and the population norms for these variables and the saliency of these variables in differences of opinion among subgroups.

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar

to the known demographic profile and yield the most different results are the best candidates for data weighting.

A special software program using mathematical algorithms is used to calculate the appropriate weights. The process actually begins at the point of sampling. Knowing that residents in single family dwellings are more likely to respond to a mail survey, NRC oversamples residents of multi-family dwellings to ensure they are accurately represented in the sample data. Rather than giving all residents an equal chance of receiving the survey, this is systematic, stratified sampling, which gives each resident of the jurisdiction a known chance of receiving the survey (and apartment dwellers, for example, a greater chance than single family home dwellers). As a consequence, results must be weighted to recapture the proper representation of apartment dwellers.

The results of the weighting scheme are presented in the following tables.

TABLE 23: WEIGHTING PROFILE: MINNEAPOLIS OVERALL

Characteristic	Population norm ¹	Unweighted survey data	Weighted survey data
Rent	51%	38%	51%
Own	49%	62%	49%
Attached	51%	51%	51%
Detached	49%	49%	49%
Age 18-34	45%	27%	42%
Age 35-54	33%	33%	34%
Age 55+	22%	40%	24%
Female 18+	50%	57%	50%
Male 18+	50%	43%	50%
Female 18-34	23%	16%	21%
Female 35-54	15%	19%	16%
Female 55+	12%	23%	13%
Male 18-34	23%	11%	21%
Male 35-54	17%	15%	18%
Male 55+	10%	18%	11%
White alone	67%	80%	66%
Black or African American alone	15%	8%	17%
Other race or combination	18%	12%	18%
Not Hispanic	91%	96%	92%
Hispanic	9%	4%	8%

TABLE 24: WEIGHTING PROFILE: CALHOUN ISLES

Characteristic	Population norm ²	Unweighted survey data	Weighted survey data
Rent	64%	54%	63%
Own	36%	46%	37%
Attached	73%	77%	73%
Detached	27%	23%	27%
Age 18-34	51%	39%	50%

¹ US Census 2010

² US Census 2010

Characteristic	Population norm ²	Unweighted survey data	Weighted survey data
Age 35-54	28%	28%	28%
Age 55+	21%	33%	22%
Female 18+	50%	58%	51%
Male 18+	50%	42%	49%
Female 18-34	26%	25%	26%
Female 35-54	12%	15%	13%
Female 55+	11%	18%	12%
Male 18-34	25%	15%	25%
Male 35-54	15%	13%	15%
Male 55+	10%	15%	10%
White alone	88%	86%	89%
Black or African American alone	3%	0%	2%
Other race or combination	9%	13%	10%
Not Hispanic	97%	94%	97%
Hispanic	3%	6%	3%
Percent of Minneapolis	9%	10%	9%

TABLE 25: WEIGHTING PROFILE: CAMDEN

Characteristic	Population norm ³	Unweighted survey data	Weighted survey data
Rent	30%	20%	29%
Own	70%	80%	71%
Attached	15%	19%	16%
Detached	85%	81%	84%
Age 18-34	37%	19%	34%
Age 35-54	40%	33%	40%
Age 55+	24%	48%	26%
Female 18+	52%	64%	54%
Male 18+	48%	36%	47%
Female 18-34	19%	11%	19%
Female 35-54	20%	24%	20%
Female 55+	13%	29%	14%
Male 18-34	18%	8%	16%
Male 35-54	20%	9%	20%
Male 55+	10%	19%	12%
White alone	52%	75%	53%
Black or African American alone	29%	14%	28%
Other race or combination	19%	12%	19%
Not Hispanic	94%	98%	94%
Hispanic	6%	2%	6%
Percent of Minneapolis	7%	9%	9%

³ US Census 2010

TABLE 26: WEIGHTING PROFILE: CENTRAL

Characteristic	Population norm ⁴	Unweighted survey data	Weighted survey data
Rent	74%	54%	73%
Own	26%	46%	27%
Attached	95%	96%	95%
Detached	5%	4%	5%
Age 18-34	50%	35%	48%
Age 35-54	28%	31%	29%
Age 55+	21%	35%	23%
Female 18+	43%	50%	43%
Male 18+	57%	50%	57%
Female 18-34	23%	17%	23%
Female 35-54	9%	14%	10%
Female 55+	11%	18%	11%
Male 18-34	27%	18%	26%
Male 35-54	19%	17%	19%
Male 55+	11%	16%	12%
White alone	68%	84%	68%
Black or African American alone	18%	6%	18%
Other race or combination	14%	9%	14%
Not Hispanic	96%	98%	96%
Hispanic	4%	2%	4%
Percent of Minneapolis	9%	8%	9%

⁴ US Census 2010

TABLE 27: WEIGHTING PROFILE: LONGFELLOW

Characteristic	Population norm ⁵	Unweighted survey data	Weighted survey data
Rent	40%	33%	40%
Own	60%	67%	60%
Attached	38%	43%	37%
Detached	62%	57%	63%
Age 18-34	34%	22%	34%
Age 35-54	36%	35%	36%
Age 55+	30%	43%	31%
Female 18+	51%	59%	52%
Male 18+	49%	41%	48%
Female 18-34	18%	14%	18%
Female 35-54	18%	21%	18%
Female 55+	16%	25%	16%
Male 18-34	16%	8%	16%
Male 35-54	18%	14%	18%
Male 55+	14%	18%	14%
White alone	74%	83%	75%
Black or African American alone	13%	10%	13%
Other race or combination	13%	7%	12%
Not Hispanic	95%	97%	95%
Hispanic	5%	3%	5%
Percent of Minneapolis	7%	11%	9%

⁵ US Census 2010

TABLE 28: WEIGHTING PROFILE: NEAR NORTH

Characteristic	Population norm ⁶	Unweighted survey data	Weighted survey data
Rent	58%	40%	57%
Own	42%	60%	43%
Attached	42%	46%	42%
Detached	58%	54%	58%
Age 18-34	42%	24%	40%
Age 35-54	37%	33%	36%
Age 55+	22%	44%	25%
Female 18+	53%	57%	53%
Male 18+	47%	43%	47%
Female 18-34	22%	15%	21%
Female 35-54	19%	20%	19%
Female 55+	12%	22%	13%
Male 18-34	20%	9%	19%
Male 35-54	18%	13%	18%
Male 55+	10%	21%	10%
White alone	24%	46%	26%
Black or African American alone	51%	33%	49%
Other race or combination	25%	21%	26%
Not Hispanic	92%	94%	92%
Hispanic	8%	6%	8%
Percent of Minneapolis	7%	6%	9%

⁶ US Census 2010

TABLE 29: WEIGHTING PROFILE: NOKOMIS

Characteristic	Population norm ⁷	Unweighted survey data	Weighted survey data
Rent	17%	14%	17%
Own	83%	86%	83%
Attached	13%	20%	13%
Detached	87%	80%	87%
Age 18-34	32%	14%	30%
Age 35-54	40%	37%	40%
Age 55+	28%	49%	30%
Female 18+	52%	58%	53%
Male 18+	48%	42%	47%
Female 18-34	16%	9%	16%
Female 35-54	20%	21%	21%
Female 55+	16%	28%	16%
Male 18-34	16%	5%	14%
Male 35-54	20%	16%	20%
Male 55+	12%	21%	13%
White alone	80%	88%	81%
Black or African American alone	8%	3%	7%
Other race or combination	11%	9%	12%
Not Hispanic	94%	97%	94%
Hispanic	6%	3%	6%
Percent of Minneapolis	9%	13%	9%

⁷ US Census 2010

TABLE 30: WEIGHTING PROFILE: NORTHEAST

Characteristic	Population norm ⁸	Unweighted survey data	Weighted survey data
Rent	45%	34%	45%
Own	55%	66%	55%
Attached	43%	46%	43%
Detached	57%	54%	57%
Age 18-34	40%	28%	40%
Age 35-54	35%	37%	35%
Age 55+	25%	36%	26%
Female 18+	50%	53%	49%
Male 18+	50%	47%	51%
Female 18-34	20%	14%	19%
Female 35-54	17%	20%	17%
Female 55+	13%	20%	14%
Male 18-34	21%	14%	21%
Male 35-54	18%	17%	18%
Male 55+	11%	16%	12%
White alone	74%	87%	75%
Black or African American alone	9%	3%	9%
Other race or combination	17%	10%	16%
Not Hispanic	91%	97%	92%
Hispanic	9%	3%	9%
Percent of Minneapolis	10%	10%	9%

⁸ US Census 2010

TABLE 31: WEIGHTING PROFILE: PHILLIPS

Characteristic	Population norm ⁹	Unweighted survey data	Weighted survey data
Rent	79%	65%	78%
Own	21%	35%	22%
Attached	74%	81%	79%
Detached	26%	19%	21%
Age 18-34	48%	25%	37%
Age 35-54	33%	26%	38%
Age 55+	19%	49%	25%
Female 18+	46%	52%	46%
Male 18+	54%	48%	54%
Female 18-34	23%	15%	21%
Female 35-54	14%	9%	15%
Female 55+	9%	28%	10%
Male 18-34	25%	10%	17%
Male 35-54	19%	17%	23%
Male 55+	10%	21%	14%
White alone	28%	61%	32%
Black or African American alone	31%	15%	31%
Other race or combination	40%	24%	37%
Not Hispanic	72%	91%	80%
Hispanic	28%	9%	20%
Percent of Minneapolis	5%	5%	7%

⁹ US Census 2010

TABLE 32: WEIGHTING PROFILE: POWDERHORN

Characteristic	Population norm ¹⁰	Unweighted survey data	Weighted survey data
Rent	59%	53%	58%
Own	41%	47%	42%
Attached	60%	64%	60%
Detached	40%	36%	41%
Age 18-34	50%	36%	47%
Age 35-54	33%	37%	34%
Age 55+	17%	27%	19%
Female 18+	49%	56%	47%
Male 18+	51%	44%	53%
Female 18-34	24%	23%	22%
Female 35-54	15%	20%	17%
Female 55+	9%	13%	9%
Male 18-34	25%	13%	26%
Male 35-54	18%	18%	18%
Male 55+	8%	13%	10%
White alone	54%	76%	56%
Black or African American alone	16%	10%	18%
Other race or combination	30%	14%	26%
Not Hispanic	78%	95%	82%
Hispanic	22%	5%	18%
Percent of Minneapolis	14%	8%	10%

¹⁰ US Census 2010

TABLE 33: WEIGHTING PROFILE: SOUTHWEST

Characteristic	Population norm ¹¹	Unweighted survey data	Weighted survey data
Rent	27%	27%	27%
Own	73%	73%	74%
Attached	26%	31%	26%
Detached	74%	69%	74%
Age 18-34	28%	17%	28%
Age 35-54	42%	41%	42%
Age 55+	30%	43%	30%
Female 18+	53%	59%	54%
Male 18+	47%	41%	46%
Female 18-34	15%	11%	15%
Female 35-54	22%	23%	22%
Female 55+	17%	25%	17%
Male 18-34	13%	6%	13%
Male 35-54	20%	18%	20%
Male 55+	13%	18%	13%
White alone	86%	90%	86%
Black or African American alone	5%	1%	5%
Other race or combination	8%	9%	9%
Not Hispanic	96%	97%	96%
Hispanic	4%	3%	4%
Percent of Minneapolis	12%	13%	10%

¹¹ US Census 2010

TABLE 34: WEIGHTING PROFILE: UNIVERSITY

Characteristic	Population norm ¹²	Unweighted survey data	Weighted survey data
Rent	80%	64%	79%
Own	20%	36%	21%
Attached	76%	83%	79%
Detached	24%	17%	21%
Age 18-34	78%	49%	76%
Age 35-54	11%	17%	12%
Age 55+	11%	33%	12%
Female 18+	48%	52%	47%
Male 18+	52%	48%	53%
Female 18-34	38%	26%	36%
Female 35-54	5%	8%	5%
Female 55+	6%	18%	6%
Male 18-34	41%	24%	41%
Male 35-54	6%	9%	7%
Male 55+	5%	15%	5%
White alone	70%	74%	72%
Black or African American alone	11%	6%	9%
Other race or combination	19%	19%	19%
Not Hispanic	97%	96%	97%
Hispanic	3%	5%	3%
Percent of Minneapolis	12%	7%	9%

¹² US Census 2010

Creating the “User” Profile

Questions 4, 5, 6, 7, 9 and 10 measured aspects of residents’ current access to computers (and other Internet-capable devices) and the Internet. In total, there were 47 individual questions or question “parts” that could be counted as having a “use” response or a “non-use” response. The non-use responses for each survey respondent were summed and categorized into three groupings: “non-users” (31 or more non-use responses), “mid-level” users (15-30 non-use responses) and “high-level” users (fewer than 15 non-use responses). Primary question wording and response categories were:

4. Please indicate whether you have each of the following in your household.
“Use” responses: Yes, with Internet access; Yes, without Internet access
“Non-use” responses: No
5. How often, if ever, do you access the Internet using each of the following?
“Use” responses: Daily; Weekly; Monthly; Less than once per month
“Non-use” responses: Never/Not applicable
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?
“Use” responses: Daily; Weekly; Monthly; Less than once per month
“Non-use” responses: Never/Not applicable
7. How do you connect to the Internet at home? Please check all that apply.
“Use” responses: Dial-up telephone line; Cable (Comcast/Xfinity); DSL (CenturyLink); Satellite (DirectTV, Dish); Cellular (Verizon, AT&T, Sprint); WiFi (USIW, other); Don’t know
“Non-use” responses: No Internet access at home
9. How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?
“Use” responses: Daily; Weekly; Monthly; Less than once per month
“Non-use” responses: Never/Not applicable
10. How comfortable, if at all, are you at each of the following?
“Use” responses: Very comfortable; Somewhat comfortable; Not at all comfortable; Don’t know
“Non-use” responses: Not applicable

Appendix J: Copy of Survey Questionnaire

The following pages contain a copy of the questionnaire that randomly selected households received in the mail.