

City of

# Minneapolis

## Community Technology Survey

## Overcoming the Digital Divide

April 2013

Prepared by:



2955 Valmont Rd. Suite 300 • Boulder, Colorado 80301  
t: 303-444-7863 • f: 303-444-1145 • [www.n-r-c.com](http://www.n-r-c.com)

## 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 2013 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 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 data to measure changes in the community over time. The 2013 Minneapolis Community Technology Survey is the survey's second year; the survey was first conducted in 2012. The City's Information Technology Department commissioned the surveys and provided the funding for the 2013 survey.

City of Minneapolis, Information Technology Department

Otto Doll, Chief Information Officer

Elise Ebhardt, Interagency Coordinator

310 4<sup>th</sup> Avenue South, Room 400

Minneapolis, MN 55415

612-673-2026 Elise.Ebhardt@minneapolismn.gov

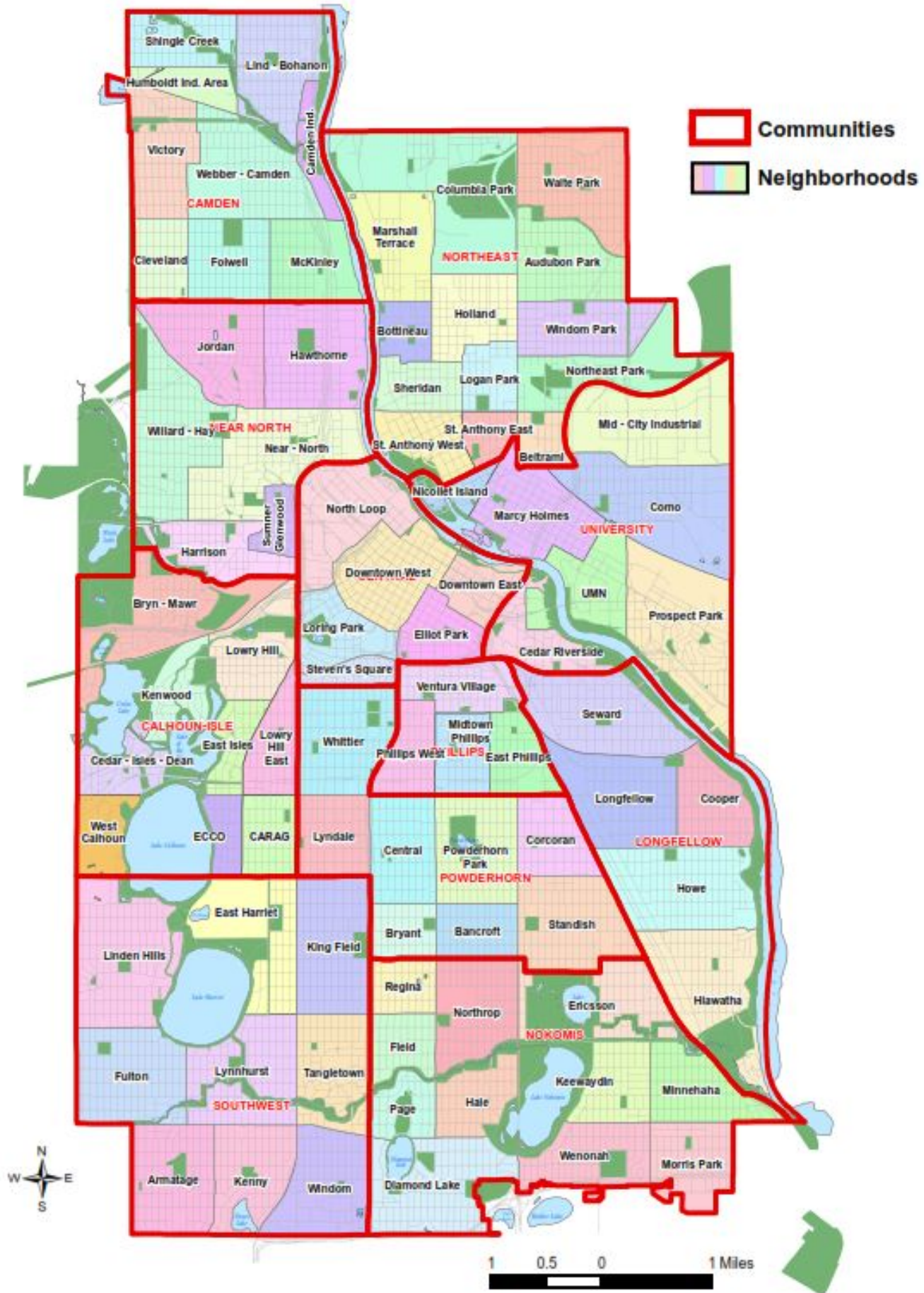
[www.minneapolismn.gov](http://www.minneapolismn.gov)

612-673-3000

National Research Center, Inc.

Shannon Hayden, Senior Research Associate

# 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. This is the second iteration of the Minneapolis Community Technology Survey; the first was conducted in 2012. Three mailings were sent to a random selection of 12,375 addresses distributed among each of the 11 communities in the city. Mailings included a prenotification postcard and two survey packets, each sent to selected households just under a week apart. The response rate of 27% reflects 3,211 completed surveys, providing an overall margin of error of plus or minus two percentage points. The margin of error for making comparisons between communities rises to plus or minus nine percentage points. The body of the report describes results from the 2013 survey, while *Appendix I*: outlines results from both years.

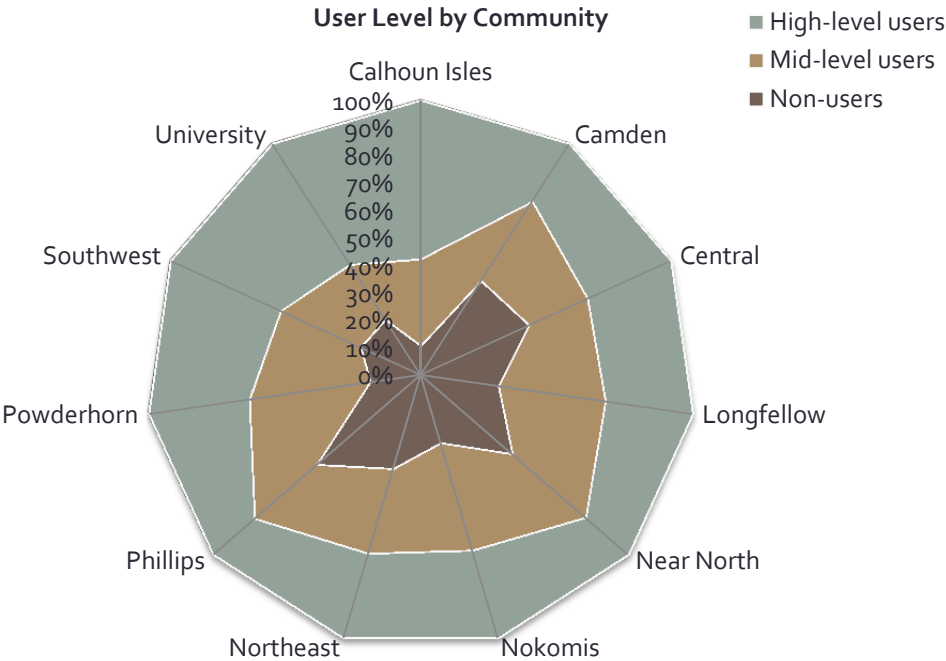
## Results Highlights

Minneapolis residents weighed in on the survey regarding technology, access to computers and other devices and access to the Internet. Most Minneapolis residents thought favorably of access to technology in the city. Access to computers and the Internet was widely considered essential and most households had Internet-capable computers and cell phones and used them regularly to go online; ownership of mobile phones with Internet access increased in 2013. Of Minneapolis adults over the age of 45, women were much more likely than men to have cell phones with the ability to access the Internet. While ownership of Internet-enabled computers varied greatly across the City, ownership of internet-enabled mobile phones was high – even among those households least likely to own a computer. The most frequent online activity by Minneapolis residents occurred at home, predominately via a high-speed connection, or at work. A majority of respondents were at least somewhat aware of the City's WiFi network.

Minneapolis residents frequently conducted various activities online and in large part were comfortable using a computer and accessing the Internet. Residents turned to a variety of resources with their questions and problems about computers and the Internet, including friends or family, but a minority did not have anyone to help them. These factors varied, sometimes considerably, across the city's 11 communities and different sociodemographic characteristics.

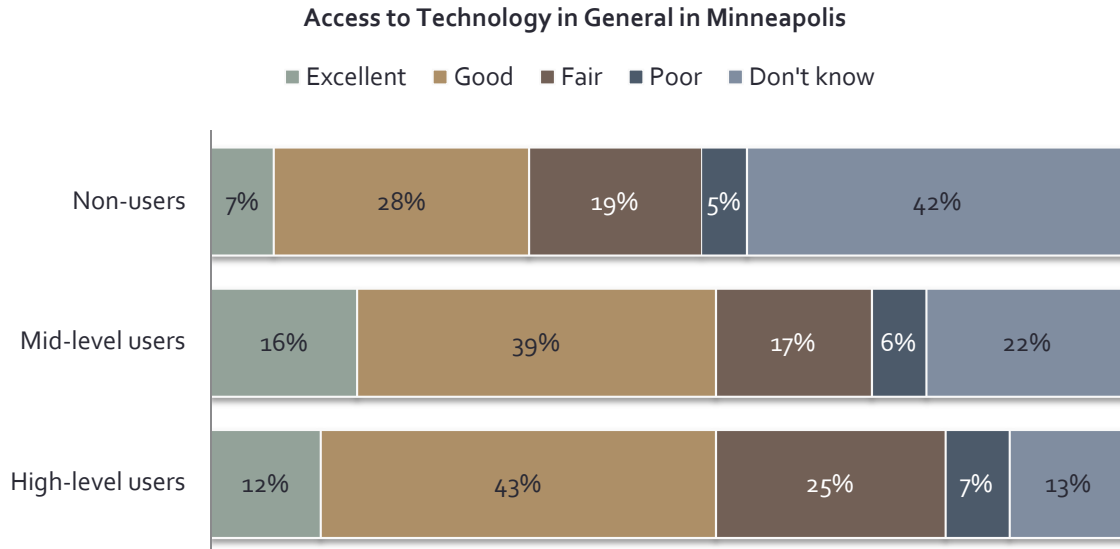
User and non-user profiles revealed more information about the digital divide in the city. Forty-seven individual survey items had response categories that related to residents' use of and comfort with technology; for each of these questions, response categories were divided into those that connoted "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.

Looking at the distribution of high-level users across communities, Calhoun Isles, Southwest and University had the most high-level users, while Near North, Phillips, Camden and Central had the most non-users.

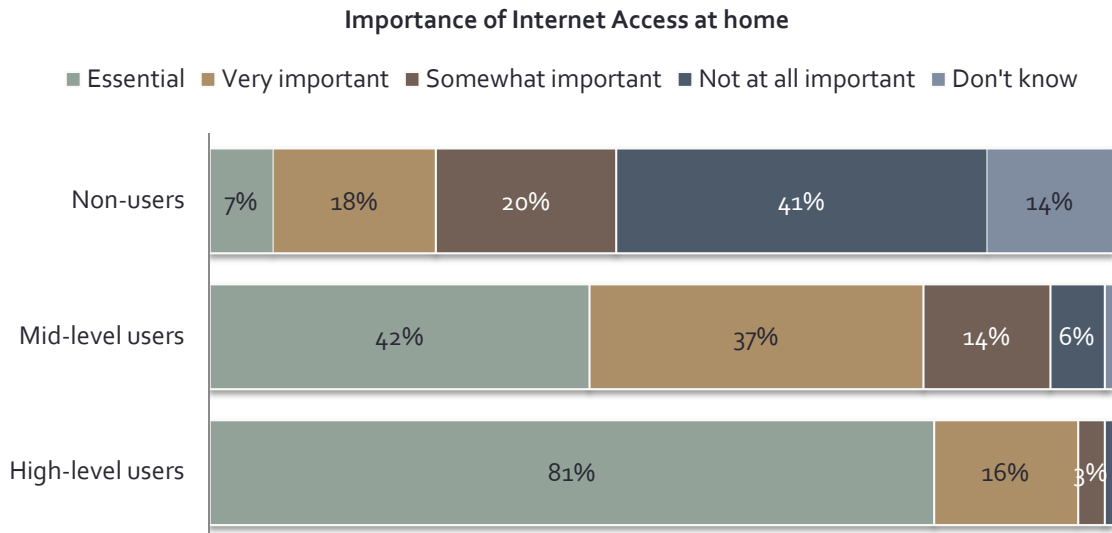




Positive ratings for overall access to technology in the city were most often given by high- and mid-level users; non-users were most likely to express a lack of knowledge about technology access in the city.

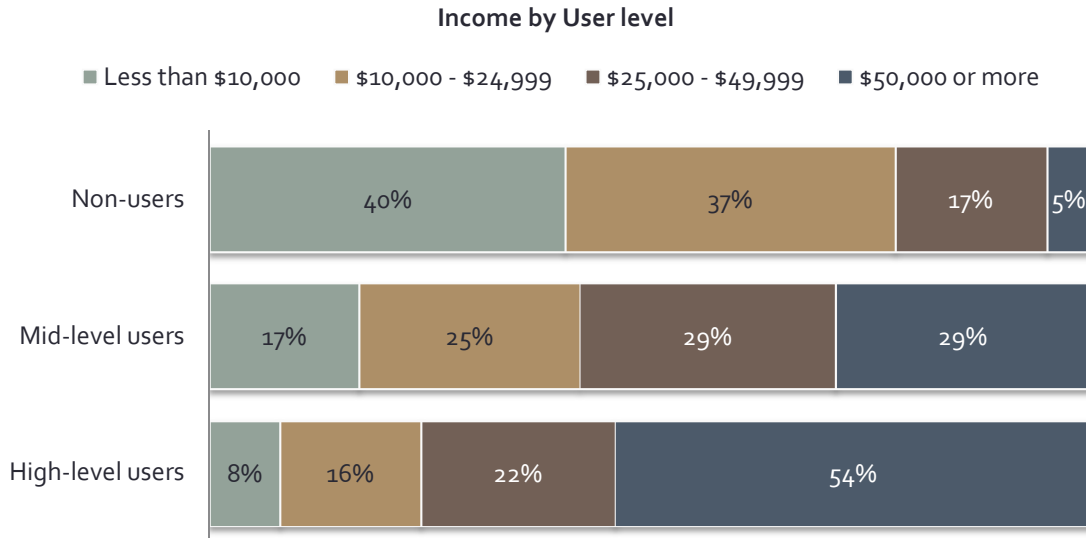


The importance of home Internet access varied dramatically by user level; virtually all high-level users described it as essential or very important, compared to non-users who were most likely to say that home Internet access was not at all important.

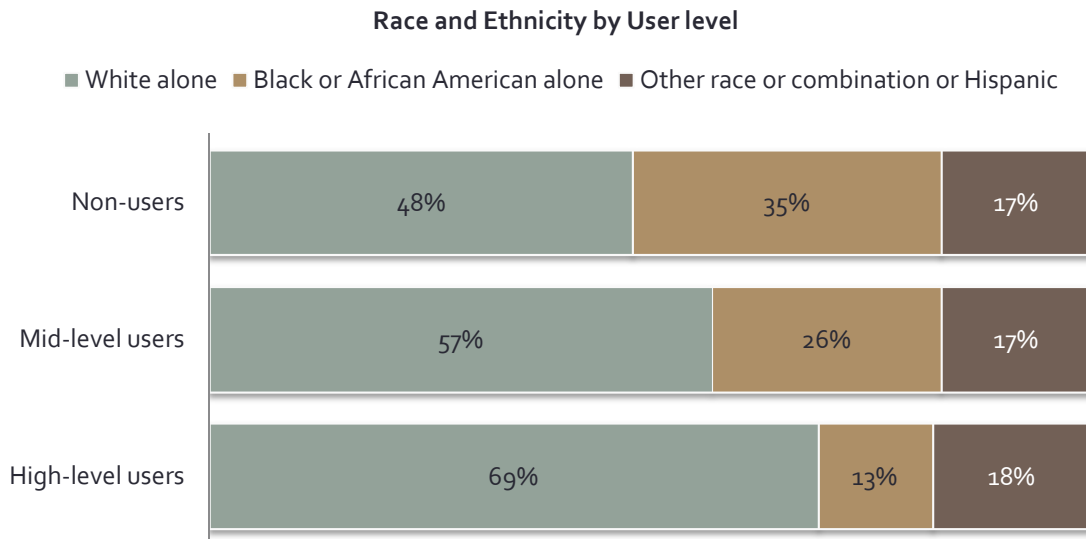




Higher incomes were associated with high-level use. While a majority of high-level users had annual household incomes of \$50,000 or more, most non-users reported incomes of less than \$25,000 per year.



User levels differed by race and ethnicity, specifically between Black/African American and White, non-Hispanic residents. Black/African American respondents made up around one-third of non-users but only 13% of high-level users. White, non-Hispanic residents made up around two-thirds of high-level users and only half of non-users.



## 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, and an 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 total of 12,375 households were selected as part of the random sample. Over- or under-sampling of communities (expected to have lower or higher response rates, respectively) was used to produce relatively even numbers of responses from each community. A random selection of 844 to 1,518 addresses in each of the 11 communities in the city (12,375 addresses total) received three mailings, a prenotification postcard and two survey packets, each separated by just under a week.

Completed surveys were received from 3,211 residents for an overall response rate of 27%. The results were weighted to reflect the 2010 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.

The 2013 Minneapolis Community Technology Survey is the survey's second year; the survey was first conducted in 2012. The body of the report describes results from the 2013 survey, while *Appendix I*: outlines results from both years. *Appendix J*: Survey Methodology explains the survey methodology in further detail. *Appendix K*: Copy of Survey Questionnaire contains a copy of the survey questionnaire.

## Results

### Question 1: Community and Technology in Minneapolis

The first questions contained in the Community Technology Survey asked generally about opportunities to participate in community matters, the City's use of technology and overall access to technology in Minneapolis. "Opportunities to participate in community matters" received the most favorable ratings (60% "excellent" or "good"), followed by "Access to technology in general in Minneapolis" (54%) and "City use of technology" (48%). Based on the proportion of respondents indicating "don't know" for each of these aspects—between 17 % and 23%—many residents were unfamiliar with these topics.

Ratings varied by community and by respondent characteristics. Community ratings are summarized in a chart on the next page and shown in detail in *Appendix A: Frequency of Responses by Community* for all Survey Questions. Comparisons by respondent subgroup appear in *Appendix B: Crosstabulations by Respondent Length of Residency and Housing Characteristics* through *Appendix H: Crosstabulations by Respondent Education Level and Primary Telephone*. Among the patterns in the comparisons were:

- Among the different communities in Minneapolis, the highest ratings for community participation opportunities were in Nokomis and Southwest; the City's use of technology was viewed most favorably in Near North; Northeast generally gave higher ratings to overall access to technology in Minneapolis.
- Respondents who had resided in the city for less than two years were less likely to positively rate opportunities to participate in community matters, City use of technology and access to technology in general in Minneapolis.
- Renters of detached housing units were more likely to give "poor" marks to opportunities to participate in community matters.
- Residents of households having five or more people were more likely to positively rate opportunities to participate in community matters and access to technology in general in Minneapolis than were other residents.
- Residents without children in the household were more likely to give a response of "don't know" in relation to opportunities to participate in community matters, City use of technology and access to technology in general.
- Adults between the ages of 18 and 24, especially men, were more likely than others to rate City use of technology as "fair." Those aged 65 and older were more likely to respond that they did not know enough about use of technology by the City or access to technology in general in the city to rate it.
- Respondents who spoke a language other than English were more likely to give "excellent" ratings to opportunities to participate in community matters, the City's use of technology and access to technology in general.

FIGURE 1: QUESTION 1, MINNEAPOLIS OVERALL

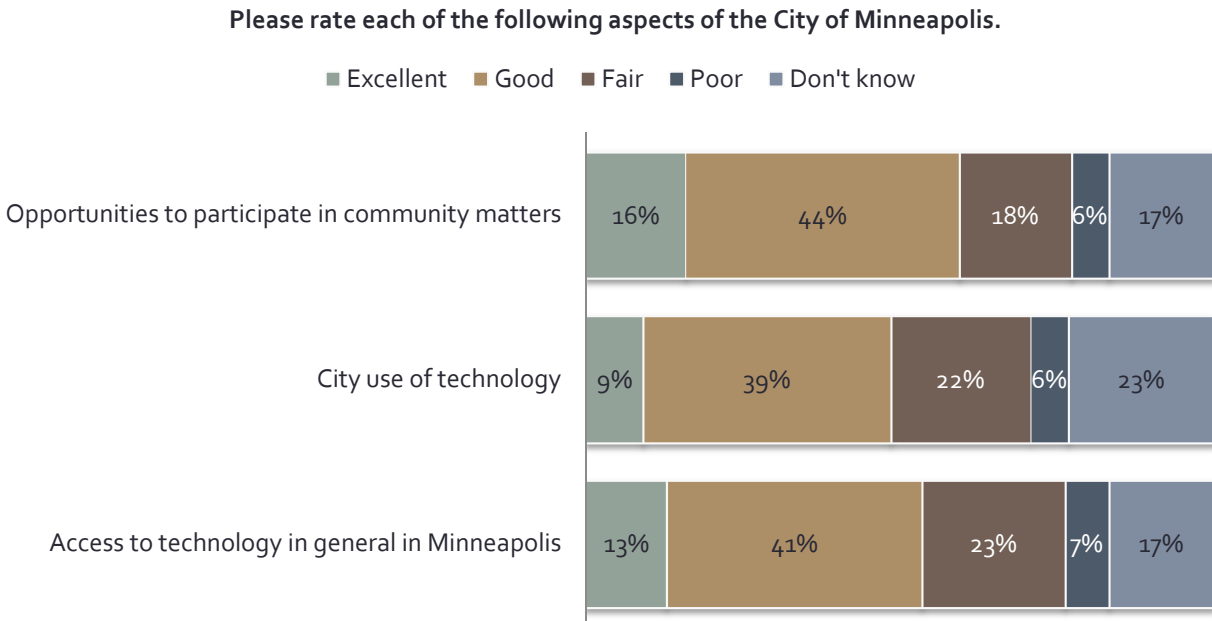
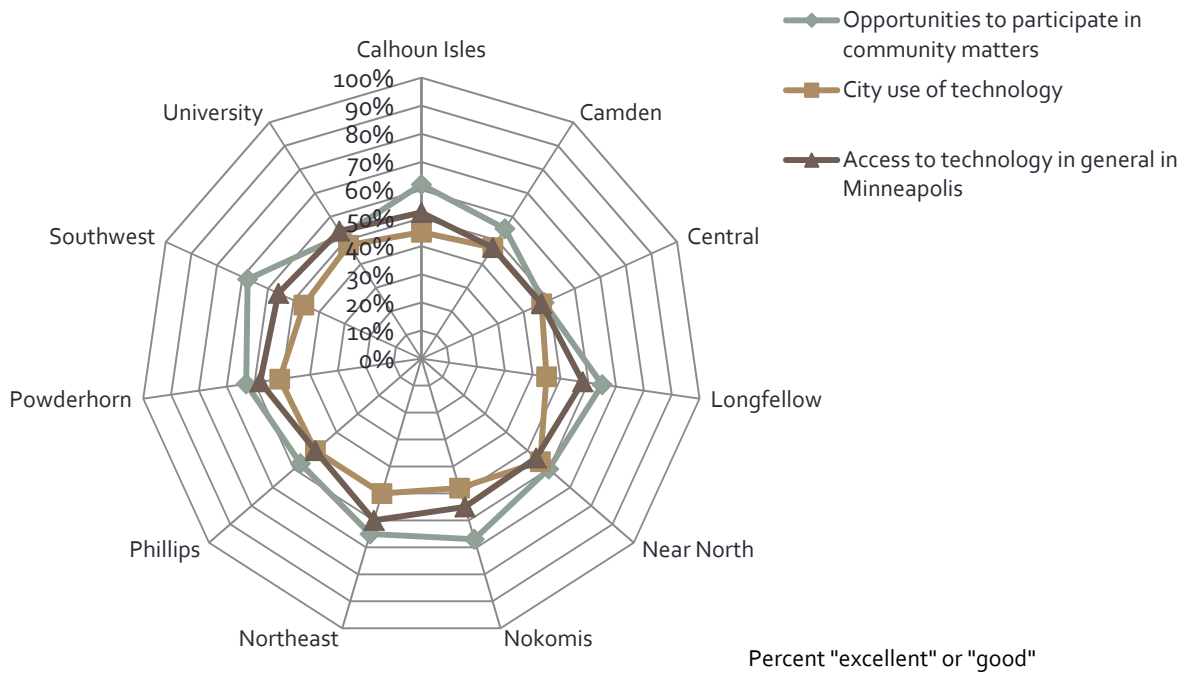


FIGURE 2: QUESTION 1 BY COMMUNITY



## Question 2: Importance of Computer and Internet Access

The survey asked respondents about the importance of having a computer and Internet access at home. Two-thirds labeled each as “essential,” compared to four or five percent who felt that these were “not at all important.”

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

- Those living in the areas of Calhoun Isles and University were more likely to consider both computers and Internet access at home as essential or very important. Importance was lowest among residents in Camden and Phillips.
- Respondents who had lived in Minneapolis for less than six years were more likely to view having a computer and Internet access in their home as essential.
- Residents living in households with two to four people rated having a computer and Internet access as more important than other households.
- Residents of households with children were more likely to evaluate having computers and Internet access at home as essential or very important.
- Men and women between the ages of 18 and 44, especially men ages 25 to 34, were more likely than others to believe that having a home computer and home Internet access were essential, while those aged 65 or older were less likely to consider these essential.
- African American respondents were less likely to say that having a computer and Internet access at home was essential, as were those who spoke a language other than English.
- The importance of home computers and Internet access increased with household income and for students.
- Respondents who had less formal education or who relied on a land line for phone use were less likely to view having a computer and Internet access at home as essential.

FIGURE 3: QUESTION 2, MINNEAPOLIS OVERALL

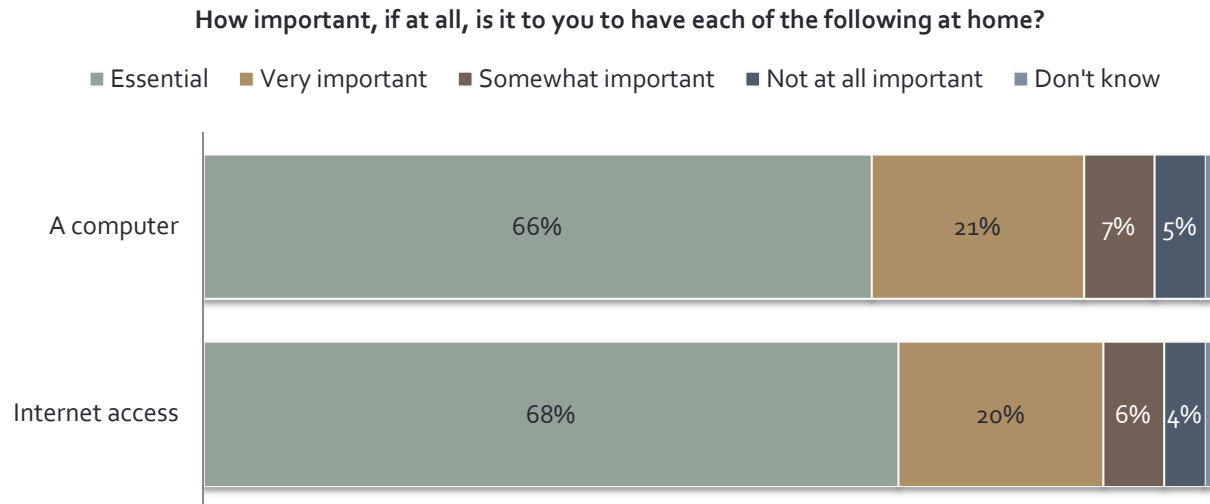
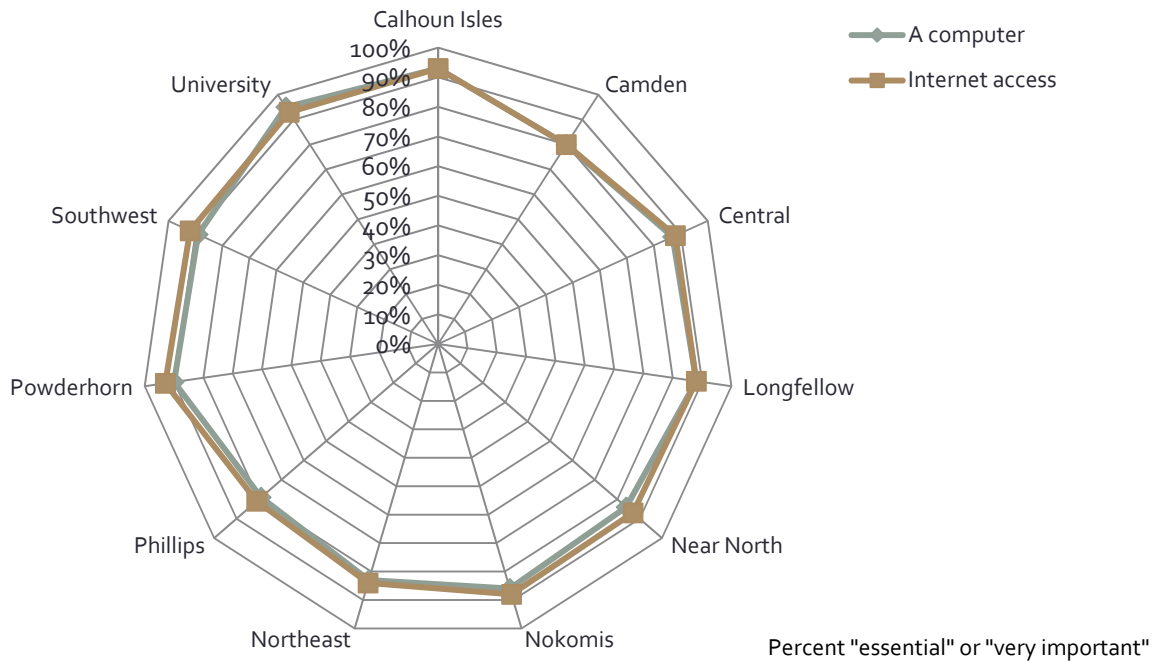


FIGURE 4: QUESTION 2 BY COMMUNITY



### Question 3: Minneapolis WiFi

The survey briefly described the Minneapolis outdoor wireless network and asked residents about their familiarity with it. Respondents were most likely to be somewhat familiar with the WiFi network (45%), while similar proportions reported being “very familiar” or “not at all familiar” with the network (28% each).

- University, Nokomis and Southwest had the greatest percentage of respondents who were at least somewhat familiar with the City WiFi network.
- Respondents who had lived in Minneapolis for less than two years were less likely to be very familiar with the outdoor wireless network.
- Respondents with households having three to four people and those with children were more likely to be very familiar with the City's outdoor wireless network than others.
- Men between the ages of 25 and 54 were more likely to be very familiar with the City's outdoor WiFi network, while adults aged 65 or older were more likely to be unfamiliar with the network.
- African American respondents and residents who spoke a language other than English were more likely to be “not at all familiar” with the availability of the Minneapolis outdoor WiFi network.
- Those in the lowest income households, those with a high school education or less and those who were retired or disabled were more likely to not have any familiarity with the City's outdoor WiFi network.
- Land line users were more likely to be “not at all familiar” with the outdoor WiFi network in Minneapolis.

FIGURE 5: QUESTION 3, MINNEAPOLIS OVERALL

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?

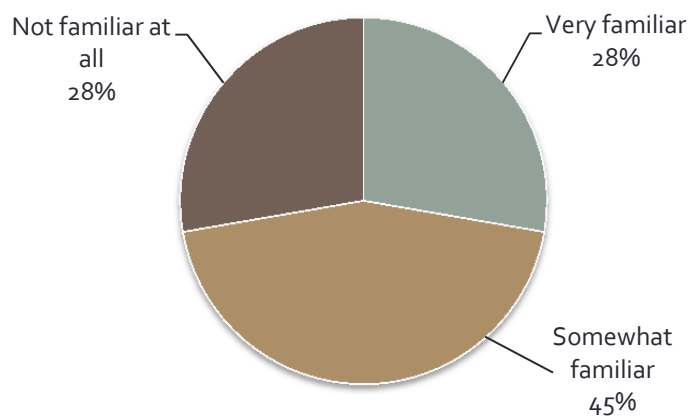
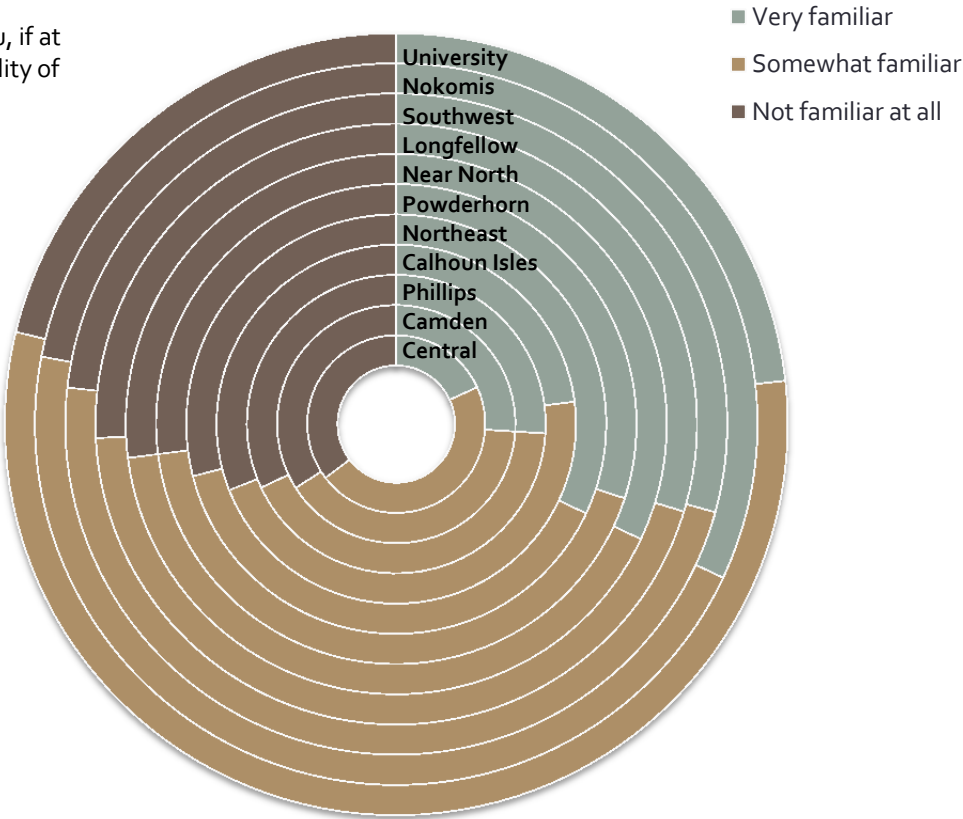




FIGURE 6: QUESTION 3 BY COMMUNITY

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



## Question 4: Digital Devices at Home

Respondents described their ownership of various types of technological devices, including computers, tablet computers, cell phones and game consoles and indicated which devices were connected to the Internet. Over 80% of respondents had a computer with access to the Internet and 75% had a cell phone with Internet access. Fewer residents had tablet computers (44%) or game consoles (31%) that were connected to the Internet. A majority of residents did not own a tablet computer or game console.

- Households in Calhoun Isles, University and Southwest had the highest rate of Internet-connected home computers, while those in Phillips and Camden were less likely to have computers as well as other Internet-connected devices in general. In Phillips and Near North, the communities with the lowest rates of household ownership of Internet-connected computers, households were just as likely to own mobile phones with access to the Internet as computers.
- Residents of Minneapolis who had lived in the city for ten years or less were more likely to have computers, cell phones and tablet devices with Internet access than more long-term residents.
- Owners of attached housing units were more likely to have computers and tablet devices with Internet access, while those living on their own and those in households with five people or more were less likely to have computers or cellular devices with Internet access.
- While there was no difference in having an Internet-connected computer between respondents with children in the household and those without, respondents with children in the household were more likely to have Internet-capable cell phones, tablet devices and game consoles.
- Men aged 45 or older and women aged 55 or older were less likely than others to have an Internet-connected computer or cell phone. Women 45 years or older were much more likely than men of these ages to have cell phones with internet access.
- African American respondents and those preferring a language other than English were less likely to have Internet access on computers and tablet devices in their household than were others.
- Residents with household incomes below \$25,000 per year, retirees, homemakers, those who were unemployed or disabled were less likely to have Internet-capable computers or other devices in their household.
- Residents with a high school diploma or less education were less likely to have a computer or other device with Internet access in their household.
- Residents relying on a land line were less likely to have a cell phone with Internet access.

FIGURE 7: QUESTION 4, MINNEAPOLIS OVERALL

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

■ Yes, with Internet access ■ Yes, without Internet access ■ No

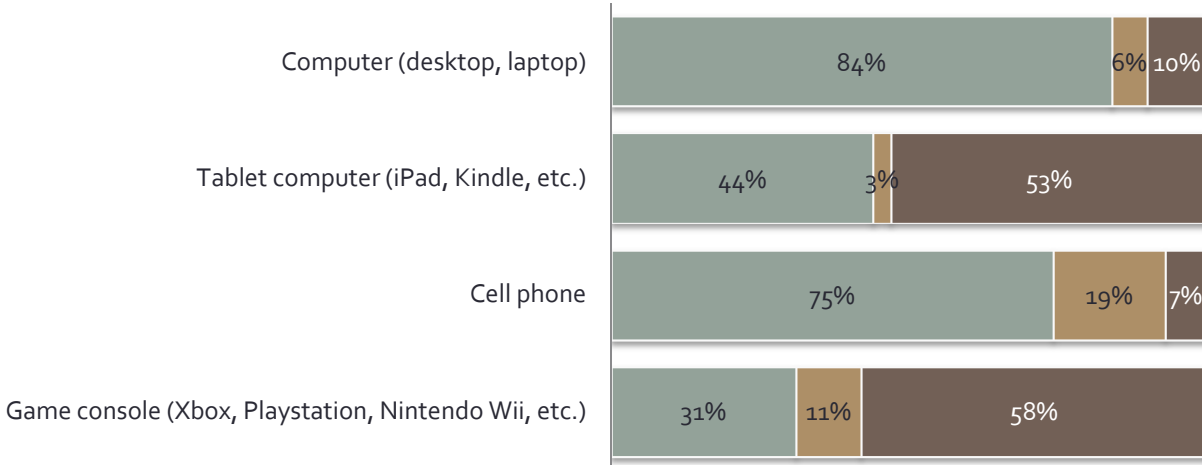
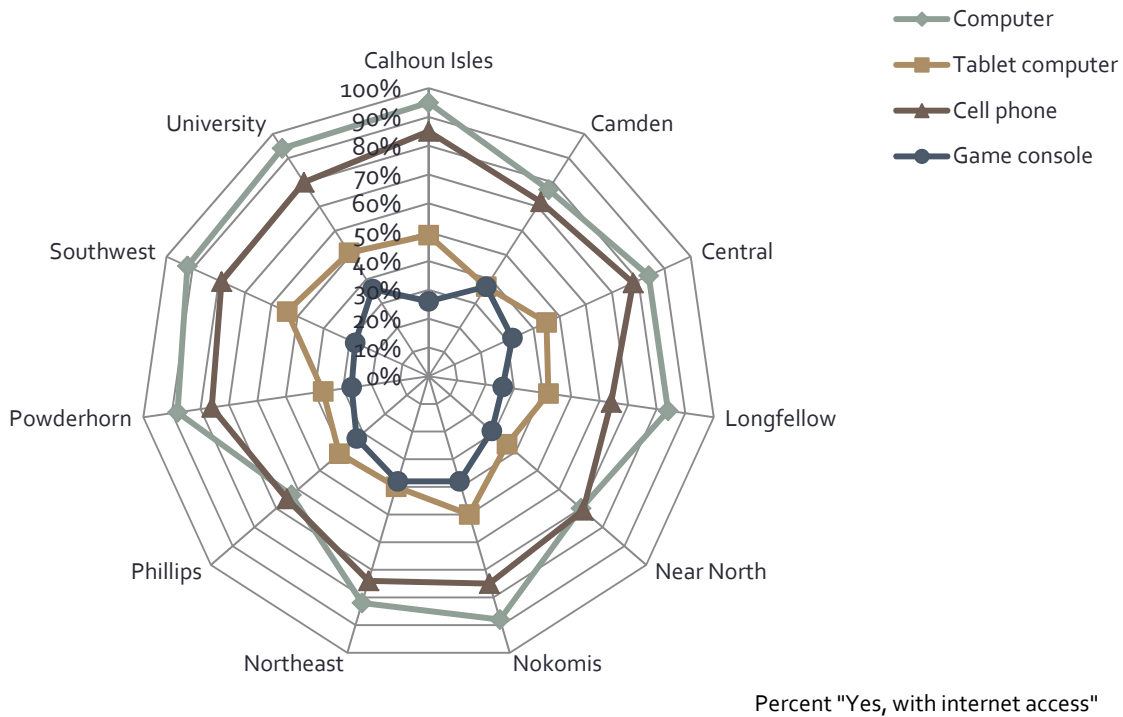


FIGURE 8: QUESTION 4 BY COMMUNITY



## Question 5: Internet Access by Device

The survey gauged the frequency of Internet access among Minneapolis residents using various devices. Residents accessed the Internet frequently through a variety of devices. Daily access was most common using a computer (77%) or cellular device (68%). A majority of respondents reported that they never accessed the Internet using a game console, tablet device or television, or that the question did not apply. About 30% accessed the Internet daily using a tablet device or television, and only 12% used game consoles to access the Internet daily.

- Daily Internet access using a computer or tablet was more common in Calhoun Isles, University and Southwest. While daily Internet access was low in Phillips and Near North, households in these communities were at least as likely to use a cellular device as a computer to get online.
- Residents who had lived in the city for 10 years or less and residents of households of two to four people were more likely than others to go online on a daily basis using a computer or a cell phone.
- Owners of attached housing units were more likely to access the Internet daily from a computer or tablet.
- Residents in households with children were more likely to use cell phones and tablet devices on a daily basis.
- Men and women aged 55 or older were less likely than others to go online daily using computers, tablet computers or cellular devices, while men aged 18 to 24 were more likely.
- Residents who identified as Black or African American and those who preferred a language other than English were less likely to report daily use of a computer or tablet.
- Residents with the lowest household incomes were less likely to go online daily using computers or other devices.
- Residents with a high school education or less and those who were retired, homemakers or disabled accessed the Internet less frequently using a computer, tablet or cell phone.
- Land line users were less likely than cell phone users to access the Internet from a computer, tablet or cell phone on a daily basis.

FIGURE 9: QUESTION 5, MINNEAPOLIS OVERALL

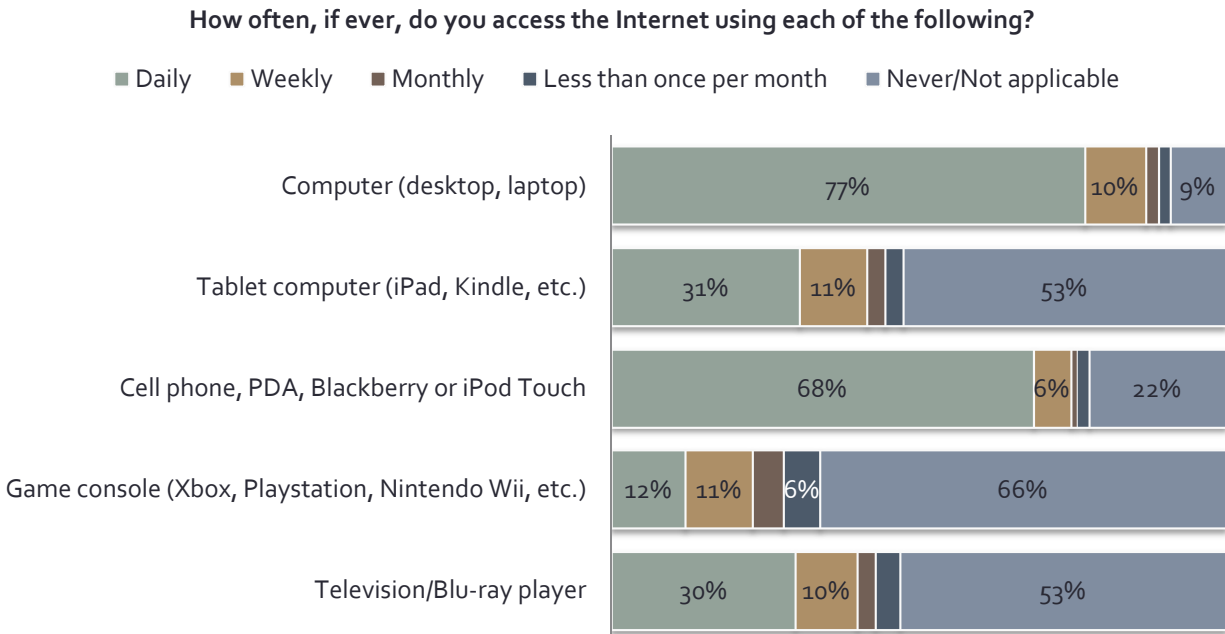
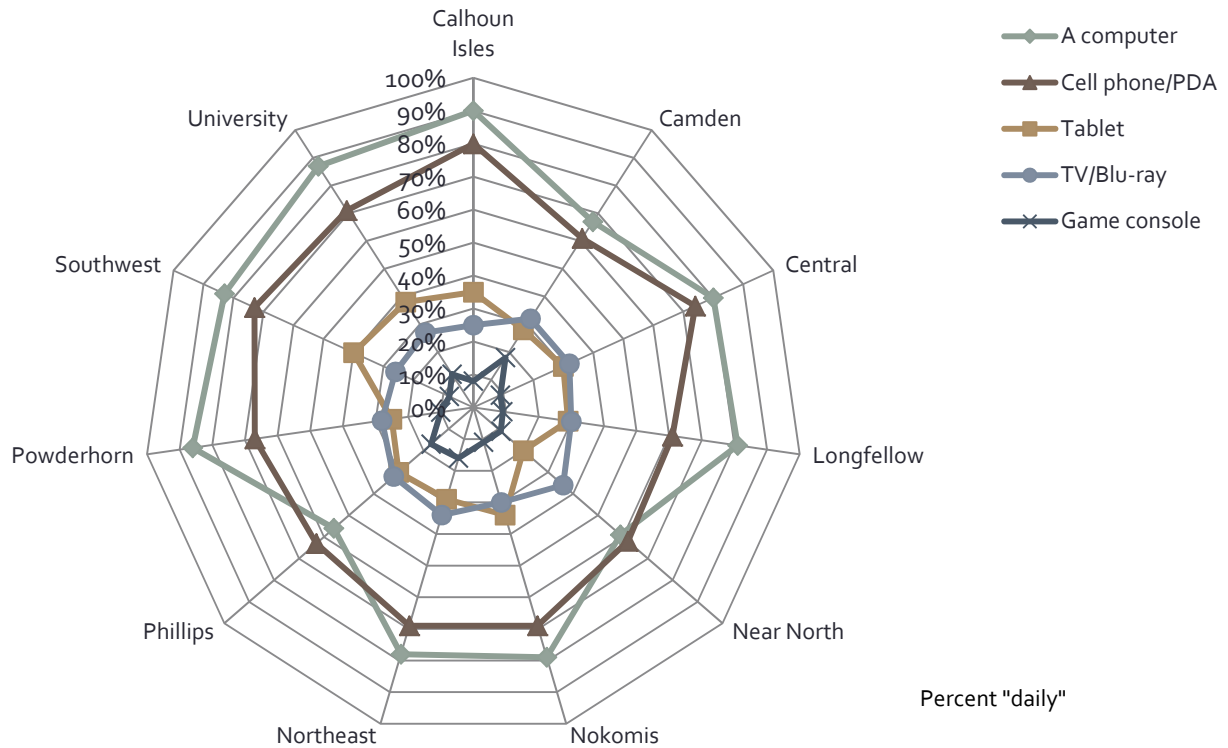


FIGURE 10: QUESTION 5 BY COMMUNITY



## Question 6: Internet Access by Location

The survey contained questions about how often residents used a computer or accessed the Internet using any device, and in which locations. Respondents used computers or accessed the Internet in all the locations listed, but were most likely to do this daily at home (82%) or work (66%). Most respondents never used computers or the Internet at school or said this did not apply to them. While only 13% of residents used computers or the Internet in public places, around half did so at least monthly.

- Daily online access from home was highest among residents of Calhoun Isles and University. Calhoun Isle residents also had the highest daily access from work, while University residents had the highest access from school. The highest daily Internet access from public places also was in these communities, along with Central.
- Those who had lived in Minneapolis for 10 years or less were more likely to access the Internet daily from home and work.
- Owners of attached housing units were more likely to go online daily from home.
- Respondents in households with two to four people were more likely to be online at home or work on a daily basis than were others. Respondents in households with three or more people, those with children and residents between the ages of 18 and 24 were more likely than others to be online daily at school.
- Women ages 18 to 44 and men ages 18 to 34 were more likely than others to access the Internet daily from home; men between the ages of 18 and 44 and women ages 25 to 54 were more likely than others to go online daily at work.
- Residents identifying as African American were less likely to use a computer or access the Internet daily from their home or workplace.
- Residents preferring a language other than English were less likely to use a computer or access the Internet daily from their home or workplace; instead, these residents were more likely to access the Internet from school.
- Residents with the lowest household incomes were less likely to go online daily, whether at home, work or school.
- Retirees, homemakers and respondents with a disability accessed the Internet less frequently from home or from work, while students accessed the Internet more often from school.
- Residents with a high school education or less were less likely to go online on a daily basis at home or at school than were others.
- Respondents who relied on a land line as their phone were less likely to go online on a daily basis, regardless of location.

FIGURE 11: QUESTION 6, MINNEAPOLIS OVERALL

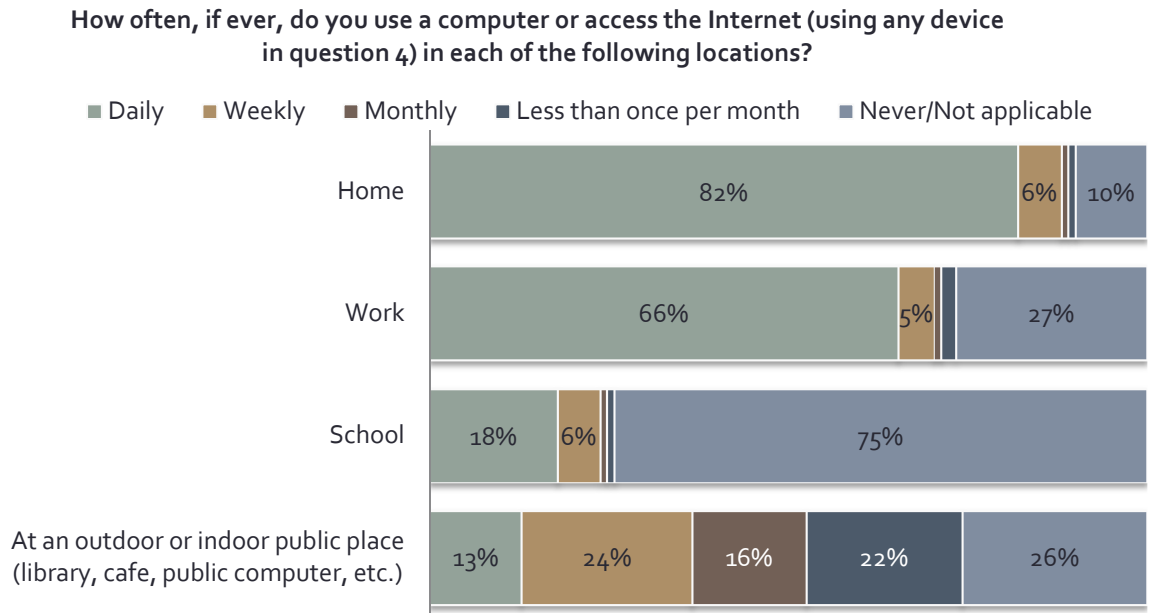
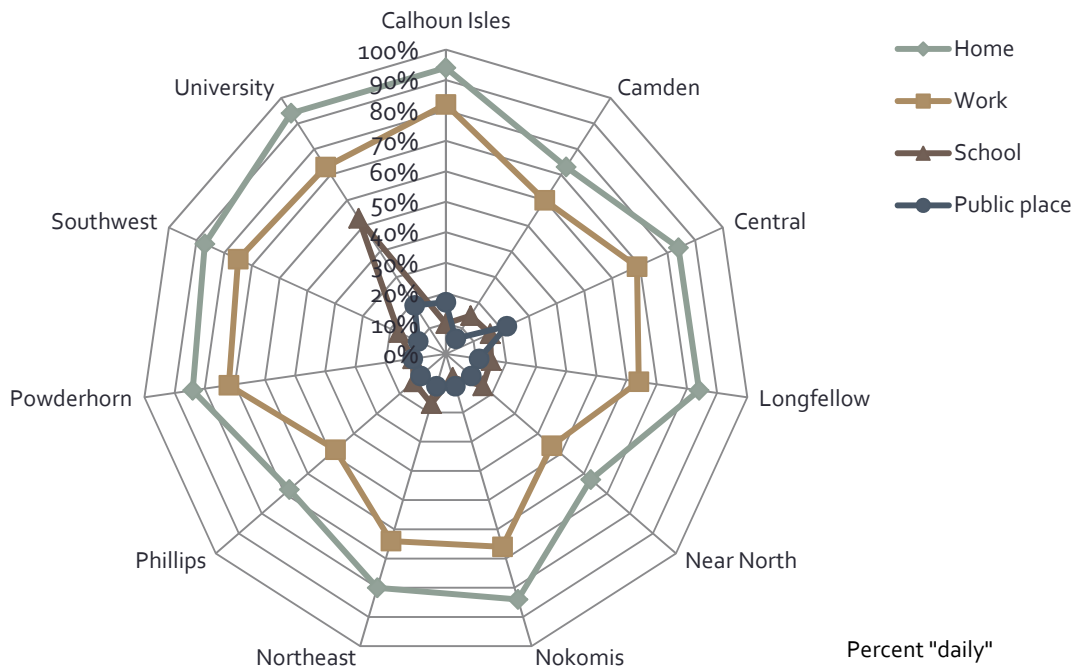


FIGURE 12: QUESTION 6 BY COMMUNITY



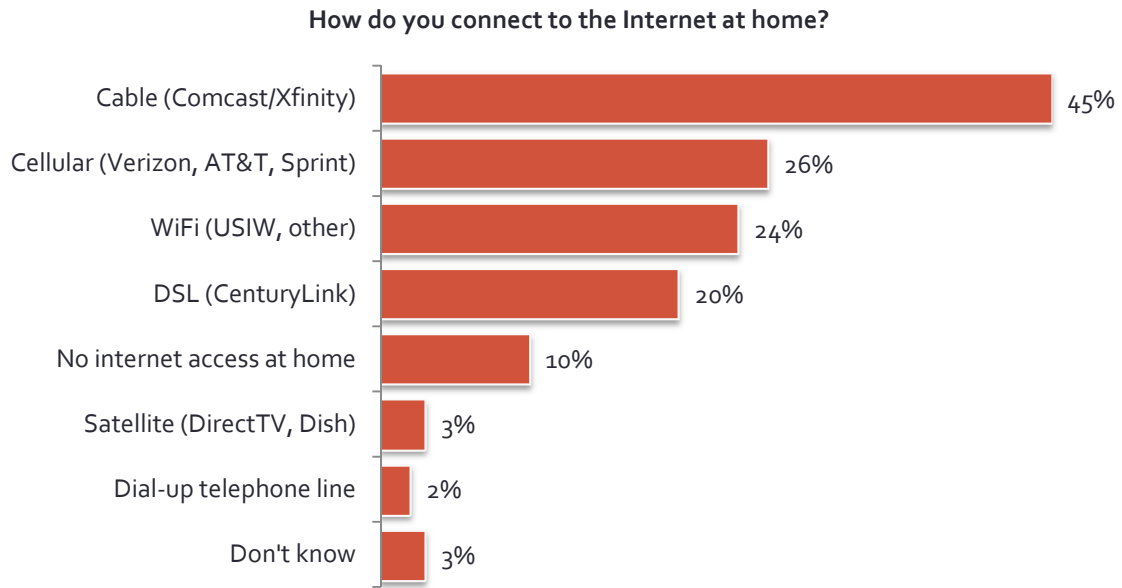


## Question 7: Type of Internet Access at Home

The survey asked respondents about the type(s) of Internet access they had at home, if any. Residents most commonly used the Internet through cable (45% of respondents). One-fifth to one-fourth of residents used Cellular, WiFi or DSL. Very few used satellite or dial-up. Ten percent of respondents had no Internet access at home and 3% were not sure.

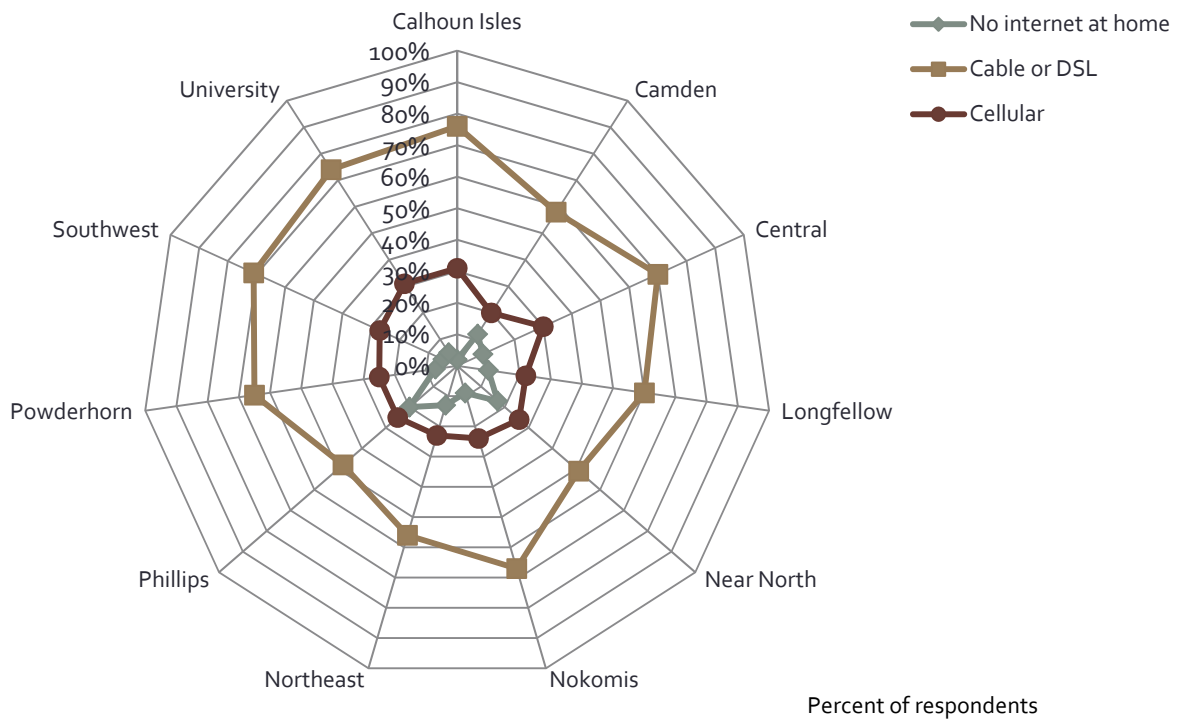
- The lowest rates of home Internet access were found in the communities of Phillips and Near North. Calhoun Isles and University residents were most likely to go online at home via cable or DSL.
- Respondents who had lived in Minneapolis less than two years were more likely to connect to the Internet at home using cable or via a cellular device.
- Residents living on their own were more likely to lack home Internet access.
- Adults aged 55 or older were more likely to not have Internet access at home. Women ages 18 to 44 were more likely than others to have Internet access at home through a cellular device and those ages 18 to 34 were more likely to use cable for this access, especially men.
- African American respondents and those who preferred to speak a language other than English were more likely than others to report not having Internet access at home.
- Residents at the lowest income levels, retirees, homemakers, the unemployed and the disabled were more likely to report not having home Internet access, higher income respondents were more likely to have Internet access in their home and to use a cable connection.
- Respondents with a high school education or less along with land line users were more likely to report that they did not have Internet access at home.

FIGURE 13: QUESTION 7, MINNEAPOLIS OVERALL



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

FIGURE 14: QUESTION 7 BY COMMUNITY

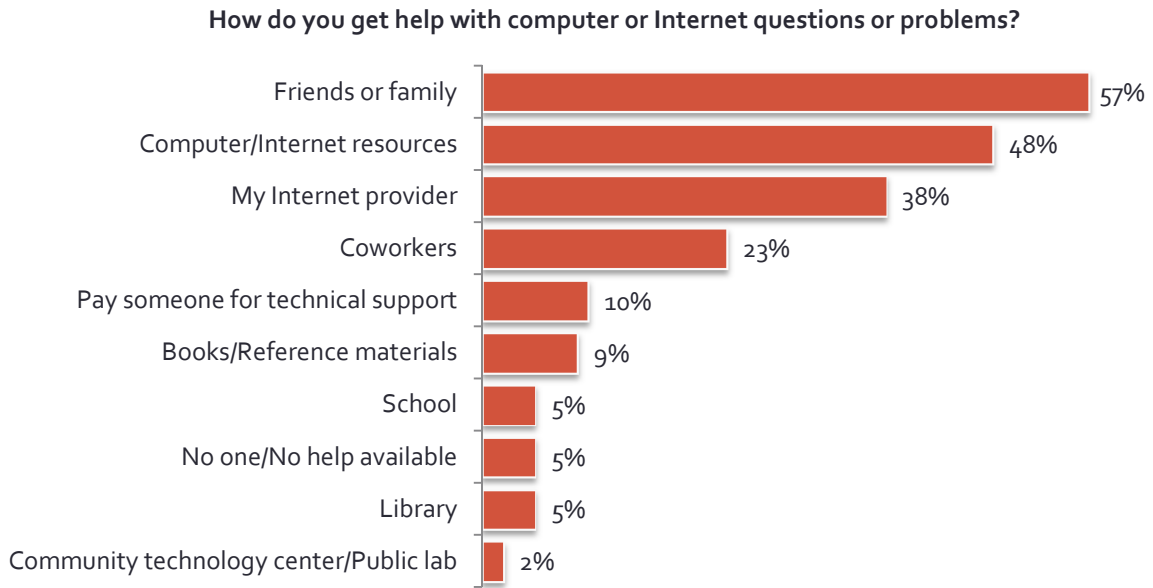


## Question 8: Resources for Computer or Internet Questions

Of a variety of potential sources of help for computer or Internet questions, respondents indicated which they used. A majority of respondents, 57%, turned to friends or family, while 48% used computer or Internet-based resources and 38% used their Internet provider. No more than 5% went to the library or used a community technology center and 5% did not get help from anyone.

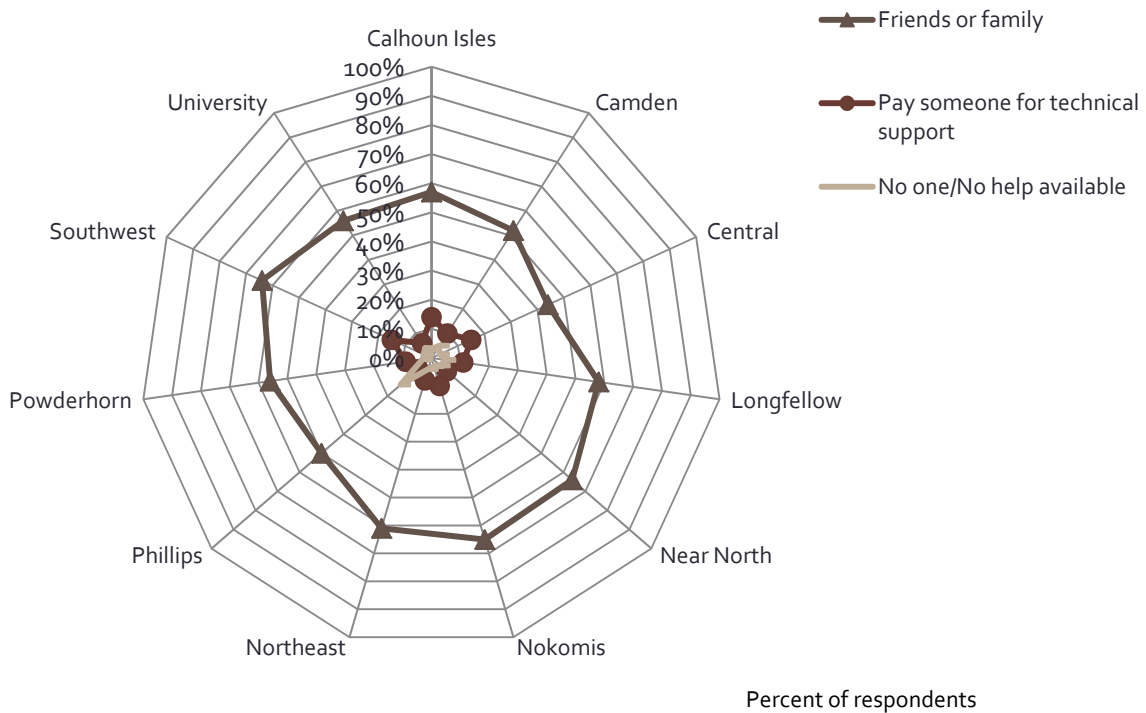
- Friends and family were most likely to be used as a resource throughout Minneapolis communities, but especially in Nokomis, Near North and Southwest. Residents of Phillips were less likely to have help available for their computer or Internet questions.
- Residents who had lived in Minneapolis less than two years were more likely to consult computer/Internet resources.
- Renters of detached housing units were more likely to get help with computer problems from friends or family.
- Respondents who lived on their own were less likely than others to use friends or family for help with computer or Internet questions.
- Women between the ages of 18 and 54 were more likely than others to use friends or family for questions or problems with computers or the Internet. Those aged 65 and older were more likely to not have help available for computer or Internet questions or problems.
- When encountering computer or Internet problems, respondents who identified as African American were less likely to seek help from others, including coworkers and friends or family and were more likely to seek help from the library.
- Respondents who spoke a language other than English were more likely than others to say that they did not have anyone to help them and to seek computer or Internet help from the library.
- When faced with computer or Internet problems, lower income respondents were less likely to seek help from their network of friends, family or coworkers and somewhat more likely to seek help available at libraries, community technology centers and schools, and were more likely than others to not have any help available at all.
- Respondents who identified as unemployed or disabled were more likely than others to seek help for computer or Internet problems from the library.
- Respondents with less formal education were less likely than others to seek help on their technology-related questions from coworkers, their Internet provider and computer or Internet resources.
- Land line users were less likely to use computer or Internet resources to solve computer-related problems.

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

Respondents identified how frequently they engaged in a variety of online activities. The most common daily activities were using email, texting or video (82%), getting the news or weather (64%) and using social media (53%). Forty-five percent of residents reported working from home at least once a month. Attending online classes or trainings online was never done by 42% of respondents and 47% of respondents never advertised or sold goods and services online.

- Use of email, texting or video daily was highest in the communities of Calhoun Isles, University and Southwest, where nearly all respondents did these things daily.
- Compared to those who had resided in Minneapolis for 10 or more years, more recent arrivals tended to go online daily for many activities, including email, texting or video communication.
- Respondents in households with two to four people were more likely than others to use email, texting and other communication or social media on a daily basis while online.
- Men ages 45 and older and women ages 55 and older were less likely than others to go online on a daily basis for the purposes of email, texting or video communication.
- Respondents who identified as African American or as preferring to speak a language other than English were less likely than others to engage in most types of daily online activities, including communicating by email, texting or video and using social media.
- Respondents with incomes below \$25,000 per year were less likely to go online to communicate via email, texting or video.
- Retirees, homemakers and respondents who were unemployed or disabled were less likely than others to go online on a daily basis for activities such as using email or getting news and weather, while students were more likely to do many of the online activities on a daily basis.
- Respondents were less likely to go online on a daily basis for many activities including communicating via email, texting or video and using social media.
- Residents using a land line accessed the Internet less often for many activities, including communicating by email, texting or video.

FIGURE 17: QUESTION 9, MINNEAPOLIS OVERALL

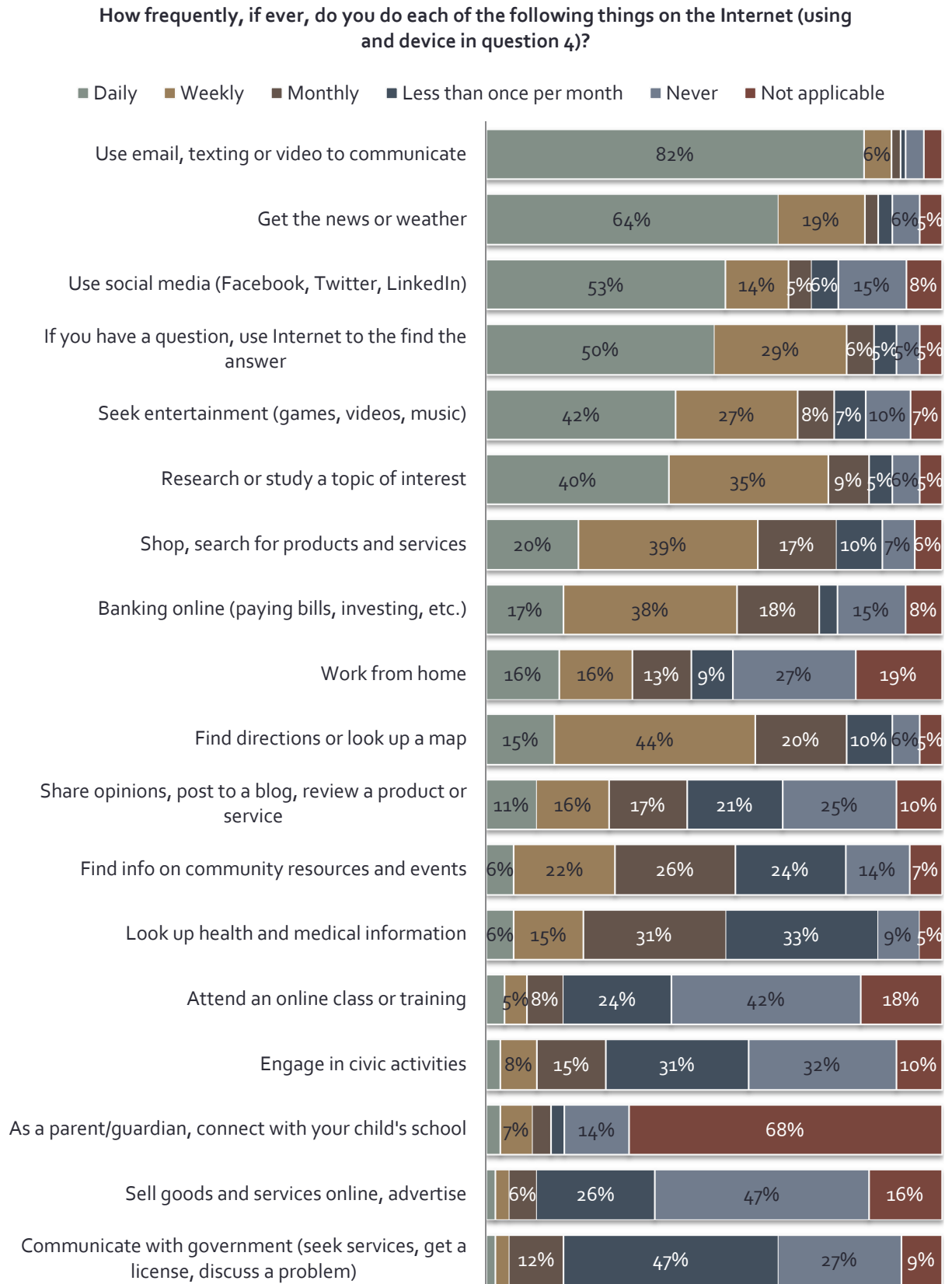
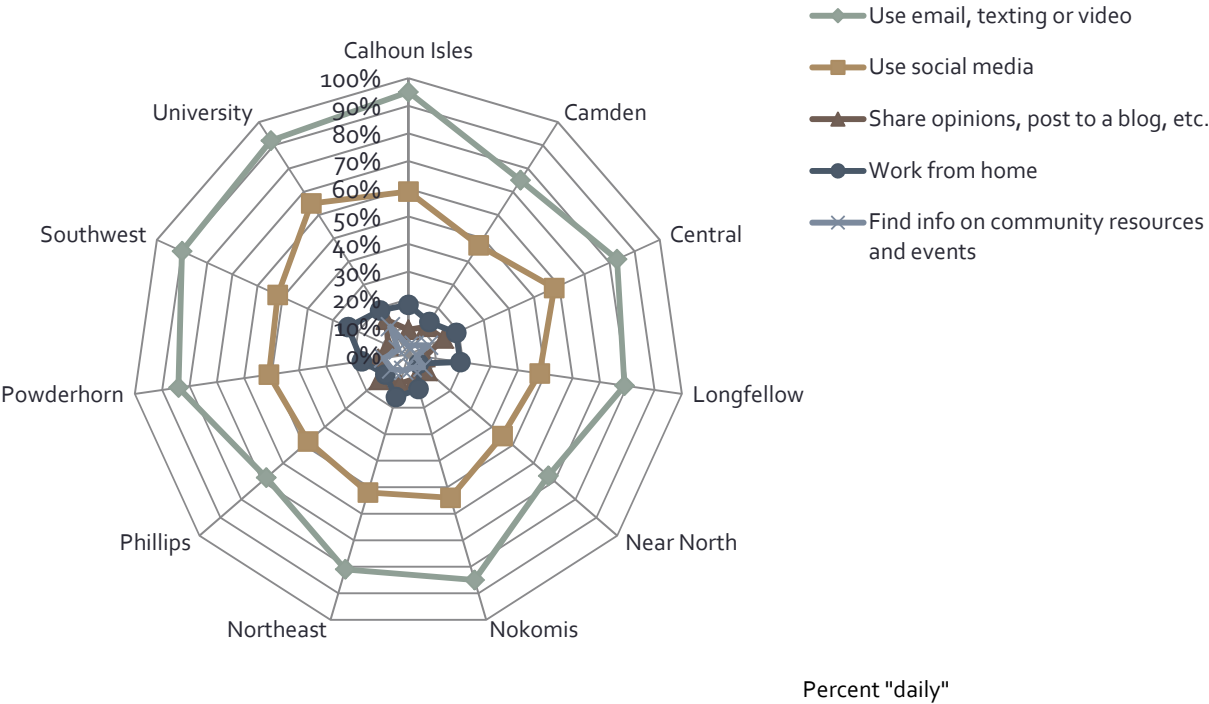


FIGURE 18: QUESTION 9 BY COMMUNITY





## Question 10: Comfort with Computer Activities

Respondents evaluated their comfort level with a variety of computer-based activities. Most Minneapolis residents were very or somewhat comfortable with using email (91%), accessing the Internet (93%) or using a computer (93%).

- Residents of Near North, followed by those of Phillips and Camden had the lowest level of comfort with using computers, smartphones or tablets and accessing the Internet.
- Residents who had resided in the city for ten years or more were less likely than others to be “very comfortable” with different types of technology, including using a computer, going online and using email.
- Renters of detached housing units were more likely than others to be “very comfortable” using smartphones or tablet devices and social networking.
- Households with two to four people were more likely to be “very comfortable” using a computer and going online.
- Men ages 45 and older, women ages 55 and older and African American residents were less likely than others to be “very comfortable” with most activities involving technology, including using a computer, accessing the Internet and using email, as were residents who preferred speaking a language other than English.
- Respondents’ level of comfort with most computer-based tasks tended to increase with income and education level.
- Residents identifying as retired, a homemaker or disabled and those who exclusively used land lines were less likely to report being “very comfortable” performing most computer tasks compared to their counterparts.

FIGURE 19: QUESTION 10, MINNEAPOLIS OVERALL

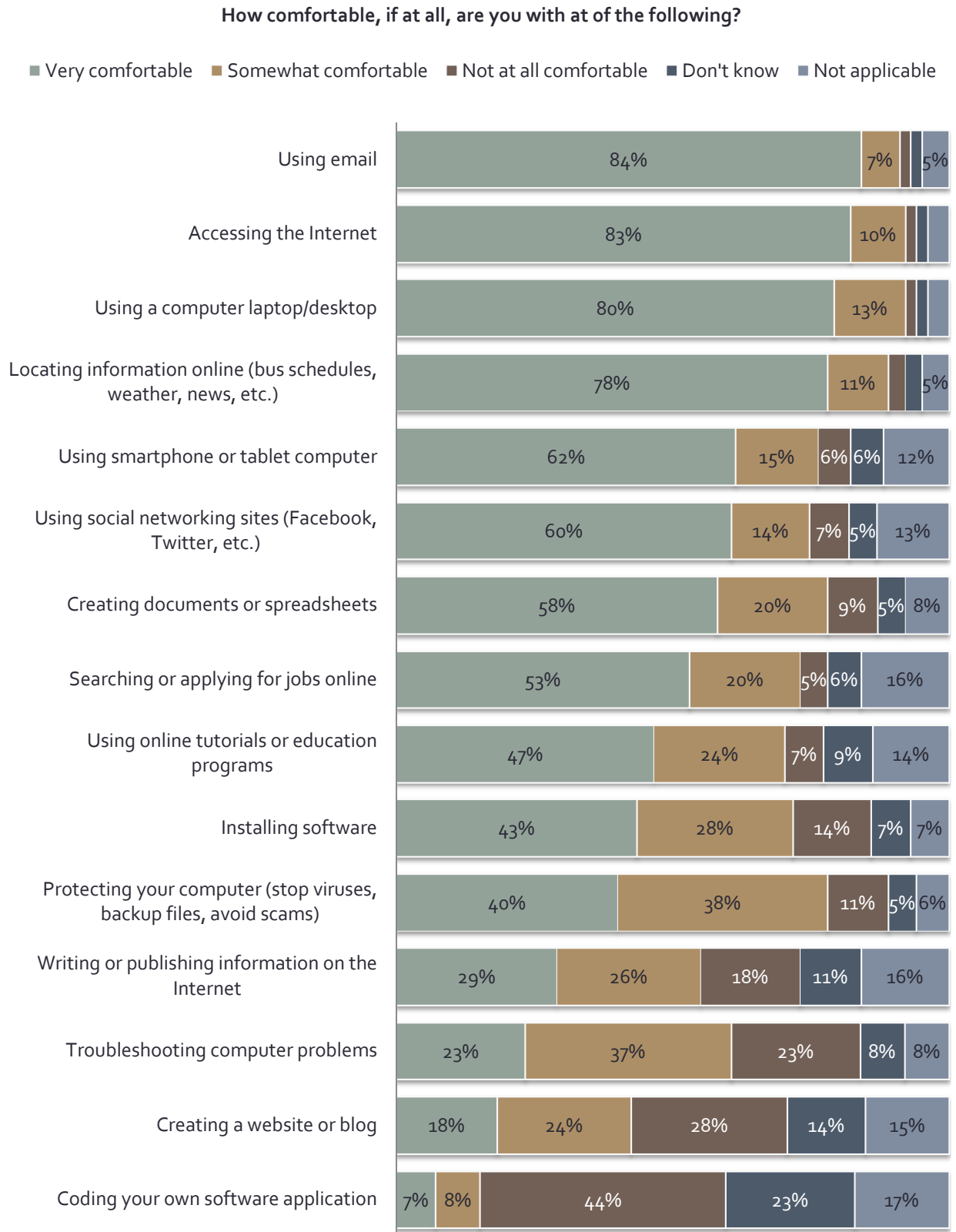
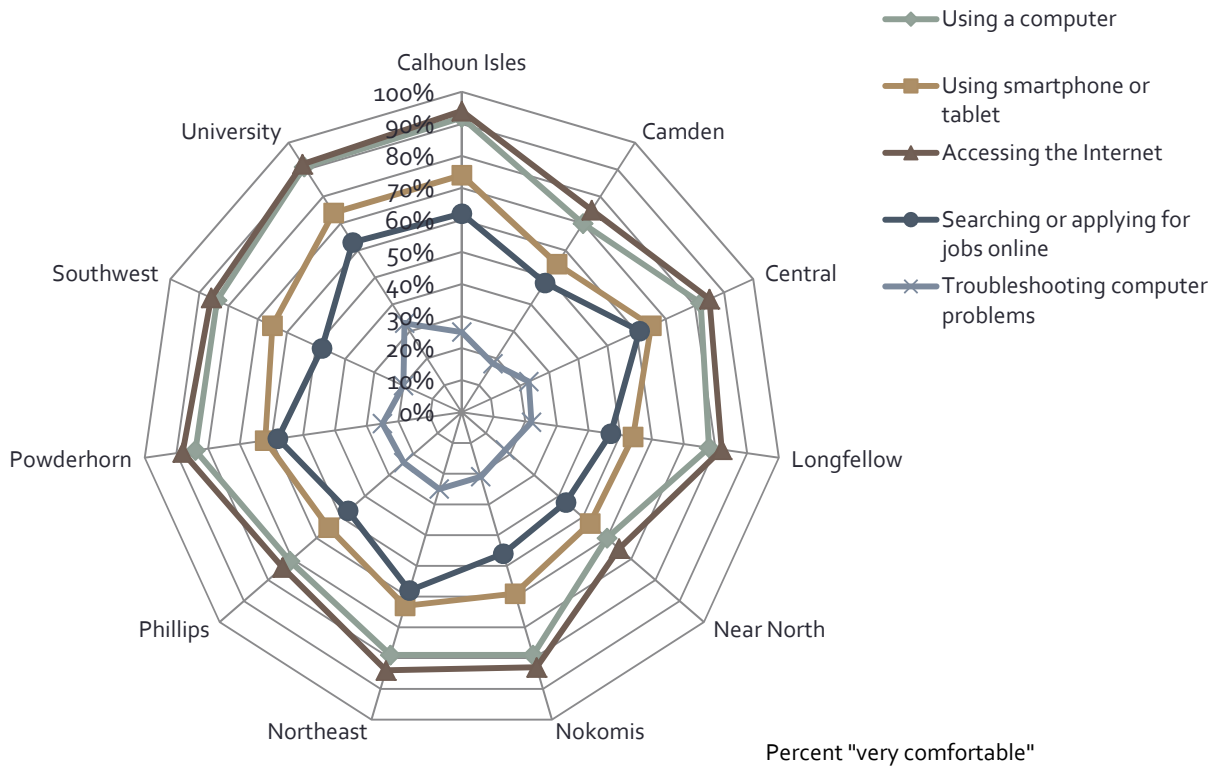


FIGURE 20: QUESTION 10 BY COMMUNITY



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

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	Unknown	Overall
Opportunities to participate in community matters	Excellent	15%	14%	14%	18%	17%	14%	14%	13%	21%	18%	15%	14%	16%
	Good	47%	41%	34%	47%	43%	53%	51%	44%	42%	50%	37%	50%	44%
	Fair	17%	19%	25%	13%	15%	16%	20%	19%	16%	15%	18%	7%	18%
	Poor	2%	11%	7%	3%	12%	3%	4%	8%	3%	3%	5%	14%	6%
	Don't know	19%	15%	20%	19%	12%	14%	11%	15%	18%	13%	25%	14%	17%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City use of technology	Excellent	6%	9%	8%	8%	14%	6%	10%	12%	13%	7%	5%	0%	9%
	Good	38%	38%	39%	38%	42%	42%	40%	37%	38%	39%	42%	38%	39%
	Fair	23%	23%	27%	21%	16%	25%	26%	19%	21%	21%	23%	8%	22%
	Poor	5%	8%	6%	3%	11%	2%	6%	15%	5%	3%	8%	31%	6%
	Don't know	27%	23%	19%	31%	17%	25%	19%	17%	23%	30%	22%	23%	23%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Access to technology in general in Minneapolis	Excellent	10%	9%	12%	11%	19%	11%	12%	14%	20%	14%	9%	8%	13%
	Good	43%	38%	35%	47%	35%	44%	48%	36%	38%	42%	45%	46%	41%
	Fair	22%	29%	31%	17%	23%	25%	21%	20%	23%	20%	23%	23%	23%
	Poor	6%	8%	9%	3%	7%	2%	6%	15%	6%	5%	7%	15%	7%
	Don't know	20%	16%	12%	21%	16%	18%	13%	15%	14%	19%	17%	8%	17%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

## 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	Unknown	Overall
A computer	Essential	75%	54%	72%	61%	52%	68%	64%	54%	67%	75%	79%	54%	66%
	Very important	18%	26%	16%	27%	32%	18%	20%	25%	22%	14%	16%	38%	21%
	Somewhat important	4%	12%	6%	8%	8%	8%	6%	11%	6%	7%	2%	8%	7%
	Not at all important	3%	7%	6%	4%	4%	5%	9%	5%	4%	4%	2%	0%	5%
	Don't know	0%	1%	0%	0%	4%	1%	2%	5%	0%	0%	1%	0%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Internet access	Essential	77%	54%	76%	63%	53%	70%	69%	56%	69%	77%	80%	67%	68%
	Very important	16%	26%	12%	25%	34%	18%	16%	25%	24%	15%	13%	17%	20%
	Somewhat important	5%	12%	5%	8%	7%	6%	6%	10%	4%	5%	4%	17%	6%
	Not at all important	2%	6%	7%	4%	3%	5%	9%	5%	3%	3%	2%	0%	4%
	Don't know	0%	2%	0%	0%	3%	1%	2%	4%	0%	0%	1%	0%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

## 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	Unknown	Overall
Very familiar	23%	26%	18%	30%	30%	32%	32%	26%	32%	29%	23%	38%	28%
Somewhat familiar	46%	40%	46%	45%	43%	46%	39%	42%	41%	47%	55%	46%	45%
Not familiar at all	31%	34%	35%	26%	27%	22%	29%	32%	27%	23%	21%	15%	28%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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	Unknown	Overall
Computer (desktop, laptop)	Yes, with Internet access	95%	77%	84%	84%	70%	88%	82%	63%	88%	92%	94%	86%	84%
	Yes, without Internet access	3%	8%	7%	6%	11%	5%	6%	17%	4%	2%	2%	0%	6%
	No	2%	15%	9%	10%	19%	7%	13%	21%	8%	6%	4%	14%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Yes, with Internet access	49%	37%	45%	42%	36%	50%	40%	41%	37%	54%	51%	29%	44%
	Yes, without Internet access	3%	6%	2%	2%	3%	3%	3%	6%	1%	5%	3%	0%	3%
	No	48%	57%	53%	56%	61%	47%	57%	53%	61%	41%	46%	71%	53%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone	Yes, with Internet access	85%	72%	78%	64%	71%	75%	74%	65%	76%	79%	80%	36%	75%
	Yes, without Internet access	12%	22%	14%	28%	21%	19%	18%	24%	17%	16%	15%	36%	19%
	No	3%	6%	8%	8%	8%	6%	8%	11%	6%	5%	5%	29%	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	26%	37%	32%	26%	29%	38%	38%	33%	27%	28%	36%	0%	31%
	Yes, without Internet access	6%	16%	5%	8%	21%	6%	11%	16%	10%	9%	10%	7%	11%
	No	68%	47%	63%	66%	49%	56%	51%	51%	64%	64%	55%	93%	58%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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	Unknown	Overall
Computer (desktop, laptop)	Daily	90%	67%	80%	81%	59%	79%	78%	56%	86%	83%	87%	77%	77%
	Weekly	6%	12%	5%	9%	14%	13%	7%	18%	7%	9%	9%	15%	10%
	Monthly	2%	3%	1%	3%	4%	0%	1%	1%	0%	1%	0%	0%	2%
	Less than once per month	1%	5%	2%	1%	4%	1%	2%	7%	2%	2%	1%	0%	2%
	Never/Not applicable	2%	12%	11%	6%	19%	7%	13%	19%	6%	5%	3%	8%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Daily	35%	28%	30%	29%	20%	34%	29%	30%	25%	40%	38%	31%	31%
	Weekly	14%	8%	13%	12%	15%	12%	6%	11%	9%	10%	12%	0%	11%
	Monthly	2%	1%	1%	3%	6%	3%	4%	1%	3%	4%	1%	0%	3%
	Less than once per month	2%	2%	3%	5%	5%	2%	3%	2%	1%	3%	2%	0%	3%
	Never/Not applicable	46%	61%	53%	51%	55%	49%	60%	56%	62%	43%	47%	69%	53%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone, PDA, Blackberry or iPod Touch	Daily	80%	61%	74%	61%	62%	69%	69%	63%	67%	73%	71%	31%	68%
	Weekly	4%	6%	4%	8%	11%	4%	3%	6%	7%	6%	7%	8%	6%
	Monthly	0%	2%	0%	1%	2%	2%	2%	2%	1%	1%	1%	8%	1%
	Less than once per month	2%	5%	3%	1%	3%	2%	2%	1%	1%	1%	2%	0%	2%
	Never/Not applicable	14%	26%	17%	29%	21%	23%	24%	27%	24%	20%	19%	54%	22%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Daily	8%	18%	9%	9%	11%	11%	16%	17%	10%	8%	12%	0%	12%
	Weekly	11%	14%	9%	11%	17%	12%	11%	8%	9%	9%	13%	8%	11%
	Monthly	4%	3%	5%	3%	7%	5%	5%	7%	4%	3%	6%	0%	5%
	Less than once per month	3%	4%	7%	8%	5%	9%	8%	8%	5%	6%	7%	0%	6%
	Never/Not applicable	74%	61%	70%	69%	61%	62%	60%	60%	72%	74%	61%	92%	66%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Television/Blu-ray player	Daily	25%	32%	32%	30%	36%	30%	34%	32%	28%	26%	27%	15%	30%
	Weekly	15%	10%	8%	10%	6%	11%	9%	6%	12%	15%	11%	15%	10%
	Monthly	4%	1%	4%	4%	2%	4%	2%	4%	3%	4%	2%	0%	3%
	Less than once per month	2%	3%	7%	4%	5%	7%	3%	1%	3%	4%	3%	0%	4%
	Never/Not applicable	55%	54%	49%	52%	51%	48%	52%	56%	54%	50%	58%	69%	53%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



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	Unknown	Overall
Home	Daily	94%	73%	84%	84%	63%	84%	80%	68%	84%	87%	94%	79%	82%
	Weekly	2%	9%	3%	3%	16%	5%	5%	7%	7%	7%	2%	14%	6%
	Monthly	0%	2%	1%	1%	1%	1%	1%	1%	0%	0%	0%	0%	1%
	Less than once per month	1%	2%	1%	1%	2%	1%	1%	2%	1%	0%	0%	0%	1%
	Never/Not applicable	3%	14%	11%	11%	17%	9%	13%	21%	8%	5%	4%	7%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Work	Daily	82%	60%	69%	64%	46%	66%	64%	48%	72%	75%	73%	62%	66%
	Weekly	3%	4%	3%	4%	8%	8%	3%	10%	4%	4%	5%	0%	5%
	Monthly	0%	1%	2%	0%	2%	0%	1%	4%	0%	0%	1%	0%	1%
	Less than once per month	0%	1%	2%	1%	4%	1%	2%	3%	2%	1%	1%	0%	2%
	Never/Not applicable	15%	35%	26%	31%	41%	23%	30%	34%	22%	21%	20%	38%	27%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
School	Daily	10%	15%	16%	15%	16%	8%	17%	14%	11%	17%	53%	8%	18%
	Weekly	6%	2%	7%	3%	7%	6%	3%	15%	8%	5%	5%	0%	6%
	Monthly	0%	3%	0%	1%	4%	0%	1%	0%	1%	1%	0%	0%	1%
	Less than once per month	0%	3%	1%	1%	1%	0%	0%	3%	1%	0%	0%	8%	1%
	Never/Not applicable	84%	77%	76%	80%	73%	85%	78%	68%	80%	76%	43%	85%	75%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
At an outdoor or indoor public place (library, cafe, public computer, etc.)	Daily	17%	6%	22%	11%	11%	11%	11%	11%	11%	10%	19%	7%	13%
	Weekly	27%	19%	20%	21%	11%	24%	18%	27%	32%	28%	31%	14%	24%
	Monthly	16%	15%	14%	17%	21%	15%	17%	14%	16%	19%	15%	14%	16%
	Less than once per month	24%	25%	21%	22%	18%	23%	28%	18%	18%	21%	19%	7%	22%
	Never/Not applicable	16%	34%	22%	29%	39%	27%	25%	30%	24%	23%	15%	57%	26%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

## Question 7

	Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Unknown	Overall
<b>How do you connect to the Internet at home? Please check all that apply.</b>													
No Internet access at home	2%	12%	9%	10%	17%	9%	13%	20%	7%	5%	5%	0%	10%
Dial-up telephone line	0%	3%	1%	2%	3%	2%	1%	3%	3%	1%	2%	0%	2%
Cable (Comcast/Xfinity)	62%	41%	55%	37%	39%	41%	39%	31%	43%	51%	57%	29%	45%
DSL (CenturyLink)	16%	19%	16%	25%	15%	28%	20%	20%	22%	21%	20%	50%	20%
Satellite (DirectTV, Dish)	3%	3%	3%	2%	2%	4%	2%	5%	3%	4%	4%	7%	3%
Cellular (Verizon, AT&T, Sprint)	31%	20%	30%	22%	26%	24%	23%	25%	25%	27%	31%	7%	26%
WiFi (USIW, other)	21%	25%	21%	31%	17%	26%	28%	22%	25%	26%	21%	14%	24%
Don't know	1%	5%	2%	3%	8%	2%	3%	5%	2%	1%	2%	7%	3%

TOTALS EXCEED 100% AS RESPONDENTS COULD SELECT MORE THAN ONE CATEGORY.

## Question 8

	Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Unknown	Overall
<b>How do you get help with computer or Internet questions or problems? Please check all that apply.</b>													
Not applicable	3%	15%	14%	9%	11%	6%	10%	15%	7%	5%	5%	0%	9%
Coworkers	29%	22%	20%	26%	12%	26%	27%	21%	17%	29%	21%	23%	23%
Friends or family	57%	52%	44%	58%	64%	65%	61%	50%	56%	64%	56%	62%	57%
Library	1%	8%	3%	6%	15%	3%	8%	10%	4%	2%	1%	15%	5%
Community technology center/Public lab	0%	1%	1%	1%	6%	2%	1%	5%	1%	2%	2%	0%	2%
Pay someone for technical support	14%	10%	15%	11%	7%	10%	8%	6%	9%	15%	6%	15%	10%
My Internet provider	44%	37%	39%	36%	31%	39%	31%	29%	41%	44%	43%	46%	38%
No one/No help available	3%	5%	3%	5%	4%	3%	4%	14%	3%	3%	4%	0%	5%
Books/Reference materials	9%	9%	7%	9%	10%	7%	8%	7%	11%	10%	6%	15%	9%
Computer/Internet resources	59%	40%	52%	49%	36%	48%	49%	36%	49%	54%	55%	38%	48%
School	4%	5%	3%	3%	6%	3%	4%	6%	2%	4%	10%	0%	5%

TOTALS EXCEED 100% AS RESPONDENTS COULD SELECT MORE THAN ONE CATEGORY.

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	Unknown	Overall
Use email, texting or video to communicate	Daily	95%	75%	83%	79%	67%	85%	81%	68%	84%	90%	92%	57%	82%
	Weekly	3%	6%	5%	7%	9%	6%	7%	12%	9%	5%	1%	21%	6%
	Monthly	1%	2%	1%	4%	4%	1%	1%	3%	2%	0%	0%	7%	2%
	Less than once per month	0%	4%	3%	2%	2%	1%	1%	1%	1%	1%	1%	0%	1%
	Never	1%	4%	4%	4%	11%	5%	5%	10%	3%	1%	2%	7%	4%
	Not applicable	1%	8%	4%	5%	6%	3%	6%	7%	2%	3%	3%	7%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Seek entertainment (games, videos, music)	Daily	49%	37%	46%	34%	37%	41%	44%	37%	41%	37%	58%	21%	42%
	Weekly	28%	26%	22%	33%	23%	23%	27%	25%	29%	32%	25%	29%	27%
	Monthly	7%	8%	8%	8%	11%	11%	5%	3%	8%	9%	6%	7%	8%
	Less than once per month	9%	10%	5%	7%	7%	8%	5%	9%	8%	7%	4%	0%	7%
	Never	4%	10%	10%	11%	11%	12%	10%	11%	11%	10%	3%	36%	10%
	Not applicable	2%	10%	8%	8%	11%	5%	8%	14%	3%	5%	5%	7%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Use social media (Facebook, Twitter, LinkedIn)	Daily	59%	47%	58%	48%	45%	54%	52%	48%	51%	52%	65%	36%	53%
	Weekly	14%	13%	11%	12%	11%	15%	16%	14%	14%	16%	14%	0%	14%
	Monthly	5%	5%	2%	6%	6%	5%	5%	6%	6%	6%	2%	7%	5%
	Less than once per month	5%	5%	7%	4%	12%	3%	6%	4%	7%	4%	3%	14%	6%
	Never	13%	16%	12%	21%	17%	17%	12%	18%	14%	16%	9%	36%	15%
	Not applicable	4%	13%	9%	8%	9%	7%	9%	10%	7%	7%	8%	7%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Get the news or weather	Daily	75%	56%	66%	64%	50%	61%	65%	59%	66%	66%	70%	64%	64%
	Weekly	18%	18%	14%	17%	22%	20%	17%	16%	23%	22%	22%	7%	19%
	Monthly	4%	3%	3%	2%	8%	4%	3%	2%	2%	2%	1%	14%	3%
	Less than once per month	1%	6%	2%	6%	3%	7%	4%	1%	2%	2%	2%	0%	3%
	Never	2%	7%	9%	7%	8%	5%	7%	12%	5%	5%	2%	7%	6%
	Not applicable	1%	11%	6%	5%	10%	4%	5%	9%	2%	3%	3%	7%	5%

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	Unknown	Overall
Shop, search for products and services	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	24%	17%	30%	12%	14%	20%	23%	18%	16%	27%	21%	21%	20%
	Weekly	49%	34%	41%	42%	27%	41%	39%	25%	39%	45%	47%	36%	39%
	Monthly	14%	15%	10%	19%	21%	18%	15%	17%	23%	17%	21%	14%	17%
	Less than once per month	10%	13%	6%	14%	13%	12%	8%	11%	12%	5%	6%	0%	10%
	Never	1%	11%	7%	7%	14%	6%	7%	17%	6%	4%	2%	21%	7%
	Not applicable	1%	11%	6%	6%	11%	3%	8%	11%	4%	3%	3%	7%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Research or study a topic of interest	Daily	51%	30%	48%	41%	31%	31%	44%	36%	38%	43%	51%	38%	40%
	Weekly	37%	35%	29%	34%	32%	45%	30%	27%	43%	38%	35%	31%	35%
	Monthly	5%	10%	7%	10%	11%	11%	7%	11%	9%	10%	6%	8%	9%
	Less than once per month	4%	8%	3%	4%	10%	6%	6%	4%	3%	3%	3%	8%	5%
	Never	2%	6%	6%	6%	8%	5%	7%	14%	5%	3%	1%	8%	6%
	Not applicable	2%	10%	6%	5%	8%	3%	6%	9%	2%	3%	4%	8%	5%
	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%	12%	14%	6%	9%	9%	11%	14%	11%	8%	15%	7%	11%
	Weekly	17%	12%	18%	18%	15%	15%	12%	19%	15%	18%	17%	7%	16%
	Monthly	22%	11%	15%	16%	13%	17%	14%	12%	19%	18%	25%	14%	17%
	Less than once per month	24%	23%	16%	25%	13%	22%	27%	15%	25%	25%	20%	7%	21%
	Never	22%	28%	25%	26%	30%	29%	23%	24%	22%	25%	18%	57%	25%
	Not applicable	4%	15%	12%	9%	19%	9%	12%	15%	9%	6%	5%	7%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Attend an online class or training	Daily	2%	6%	3%	4%	3%	2%	2%	9%	4%	2%	6%	0%	4%
	Weekly	4%	2%	4%	3%	4%	4%	6%	5%	4%	4%	11%	0%	5%
	Monthly	8%	6%	11%	6%	6%	8%	9%	5%	7%	10%	7%	7%	8%
	Less than once per month	28%	20%	22%	25%	12%	29%	22%	21%	29%	27%	28%	36%	24%
	Never	47%	41%	41%	45%	46%	45%	44%	36%	39%	43%	32%	36%	42%
	Not applicable	11%	25%	18%	17%	29%	12%	19%	25%	17%	15%	15%	21%	18%

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	Unknown	Overall
Work from home	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	18%	14%	19%	19%	5%	13%	16%	11%	17%	24%	19%	21%	16%
	Weekly	18%	9%	13%	20%	12%	14%	16%	12%	20%	16%	20%	7%	16%
	Monthly	19%	6%	14%	13%	8%	21%	10%	9%	11%	16%	11%	7%	13%
	Less than once per month	15%	8%	12%	6%	4%	12%	11%	5%	10%	12%	6%	21%	9%
	Never	19%	31%	25%	25%	47%	26%	30%	36%	25%	18%	25%	21%	27%
	Not applicable	10%	31%	18%	17%	24%	14%	18%	28%	18%	15%	18%	21%	19%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Banking online (paying bills, investing, etc.)	Daily	19%	18%	21%	11%	13%	18%	15%	18%	17%	18%	17%	29%	17%
	Weekly	44%	33%	41%	40%	26%	43%	34%	28%	42%	43%	37%	21%	38%
	Monthly	24%	14%	14%	17%	16%	15%	22%	13%	18%	20%	27%	14%	18%
	Less than once per month	3%	4%	4%	6%	5%	5%	4%	7%	3%	3%	1%	0%	4%
	Never	9%	17%	12%	17%	26%	14%	16%	21%	16%	12%	11%	29%	15%
	Not applicable	2%	13%	9%	8%	13%	5%	9%	14%	5%	4%	7%	7%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
As a parent/guardian, connect with your child's school	Daily	3%	5%	1%	2%	4%	1%	6%	5%	1%	6%	5%	0%	3%
	Weekly	6%	10%	3%	9%	10%	7%	7%	9%	6%	11%	2%	0%	7%
	Monthly	2%	5%	2%	4%	7%	6%	5%	2%	7%	6%	3%	0%	4%
	Less than once per month	2%	4%	1%	3%	8%	2%	3%	6%	2%	2%	2%	7%	3%
	Never	8%	16%	14%	14%	23%	14%	13%	20%	15%	9%	9%	14%	14%
	Not applicable	80%	60%	80%	68%	48%	69%	67%	57%	69%	67%	79%	79%	68%
Find info on community resources and events	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	3%	4%	8%	3%	7%	5%	6%	8%	9%	4%	12%	7%	6%
	Weekly	28%	21%	25%	26%	15%	20%	19%	21%	22%	23%	19%	21%	22%
	Monthly	28%	25%	20%	29%	20%	29%	29%	22%	31%	33%	25%	21%	26%
	Less than once per month	27%	24%	23%	20%	23%	27%	27%	18%	24%	28%	26%	21%	24%
	Never	11%	14%	18%	13%	23%	12%	13%	19%	10%	9%	12%	21%	14%
	Not applicable	3%	12%	6%	8%	12%	7%	7%	13%	4%	4%	8%	7%	7%

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	Unknown	Overall
If you have a question, use Internet to the find the answer	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	58%	39%	61%	48%	34%	46%	52%	45%	51%	51%	62%	29%	50%
	Weekly	32%	31%	21%	31%	26%	34%	26%	18%	35%	34%	23%	43%	29%
	Monthly	5%	7%	6%	5%	6%	5%	8%	10%	2%	7%	5%	7%	6%
	Less than once per month	3%	5%	4%	6%	12%	7%	3%	8%	5%	3%	2%	7%	5%
	Never	1%	8%	3%	6%	11%	4%	6%	12%	4%	2%	2%	7%	5%
	Not applicable	1%	9%	6%	4%	11%	4%	6%	7%	2%	3%	6%	7%	5%
	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%	4%	2%	4%	5%	1%	2%	5%	5%	2%	7%	7%	3%
	Weekly	10%	7%	9%	8%	10%	9%	7%	10%	9%	8%	5%	7%	8%
	Monthly	17%	14%	17%	17%	10%	14%	12%	10%	20%	16%	14%	14%	15%
	Less than once per month	36%	25%	33%	36%	23%	32%	30%	24%	30%	38%	33%	21%	31%
	Never	31%	35%	26%	27%	35%	35%	39%	36%	29%	29%	30%	43%	32%
	Not applicable	4%	16%	12%	9%	16%	9%	10%	15%	7%	6%	11%	7%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Look up health and medical information	Daily	6%	8%	9%	5%	7%	2%	3%	11%	10%	1%	9%	0%	6%
	Weekly	14%	12%	15%	10%	13%	18%	17%	20%	17%	18%	14%	21%	15%
	Monthly	35%	31%	31%	39%	29%	30%	29%	22%	29%	37%	32%	29%	31%
	Less than once per month	39%	31%	32%	35%	23%	39%	35%	19%	34%	35%	36%	21%	33%
	Never	6%	7%	5%	7%	19%	7%	11%	16%	9%	6%	6%	21%	9%
	Not applicable	1%	11%	7%	3%	10%	4%	5%	11%	2%	3%	3%	7%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Communicate with government (seek services, get a license, discuss a problem)	Daily	2%	1%	3%	2%	6%	0%	0%	2%	2%	0%	4%	0%	2%
	Weekly	1%	4%	1%	2%	5%	1%	6%	6%	4%	3%	4%	7%	3%
	Monthly	13%	12%	10%	9%	12%	16%	10%	13%	13%	14%	10%	14%	12%
	Less than once per month	60%	40%	51%	55%	35%	50%	47%	31%	45%	56%	44%	50%	47%
	Never	20%	29%	22%	25%	27%	27%	29%	33%	28%	22%	31%	21%	27%
	Not applicable	3%	14%	14%	7%	15%	5%	8%	15%	8%	5%	7%	7%	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	Unknown	Overall
Sell goods and services online, advertise	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	1%	4%	2%	2%	1%	1%	2%	1%	3%	2%	4%	7%	2%
	Weekly	2%	6%	1%	3%	5%	2%	2%	4%	2%	3%	3%	0%	3%
	Monthly	5%	4%	7%	5%	6%	4%	6%	3%	9%	9%	6%	0%	6%
	Less than once per month	35%	18%	26%	27%	13%	33%	28%	21%	25%	28%	31%	21%	26%
	Never	44%	47%	45%	49%	50%	47%	47%	49%	49%	46%	42%	57%	47%
	Not applicable	12%	22%	19%	14%	26%	13%	14%	22%	13%	13%	14%	14%	16%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Find directions or look up a map	Daily	15%	10%	20%	10%	18%	9%	16%	17%	17%	11%	24%	7%	15%
	Weekly	59%	37%	40%	45%	22%	48%	40%	37%	49%	55%	50%	21%	44%
	Monthly	18%	22%	20%	25%	20%	24%	22%	13%	18%	22%	14%	43%	20%
	Less than once per month	6%	14%	6%	10%	20%	11%	11%	11%	7%	7%	6%	14%	10%
	Never	2%	8%	8%	6%	12%	5%	5%	14%	5%	3%	2%	7%	6%
	Not applicable	1%	9%	6%	4%	9%	3%	5%	7%	3%	2%	4%	7%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 10														
		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Unknown	Overall
<b>How comfortable, if at all, are you at each of the following?</b>														
Using a computer laptop/desktop	Very comfortable	92%	70%	82%	78%	60%	79%	79%	71%	84%	84%	91%	79%	80%
	Somewhat comfortable	6%	17%	7%	14%	27%	14%	12%	17%	12%	12%	4%	7%	13%
	Not at all comfortable	1%	4%	2%	3%	4%	2%	3%	3%	1%	2%	1%	0%	2%
	Don't know	0%	3%	1%	2%	4%	1%	1%	5%	1%	1%	1%	7%	2%
	Not applicable	1%	5%	8%	4%	6%	3%	5%	4%	1%	1%	3%	7%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using smartphone or tablet computer	Very comfortable	74%	55%	65%	54%	53%	59%	63%	55%	62%	65%	74%	38%	62%
	Somewhat comfortable	13%	15%	12%	18%	18%	17%	9%	19%	17%	17%	12%	8%	15%
	Not at all comfortable	4%	9%	5%	5%	10%	6%	6%	4%	4%	5%	4%	8%	6%
	Don't know	2%	6%	4%	7%	8%	4%	8%	12%	5%	4%	3%	15%	6%
	Not applicable	6%	16%	14%	17%	11%	13%	12%	11%	13%	10%	7%	31%	12%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Accessing the Internet	Very comfortable	94%	75%	85%	82%	65%	83%	84%	74%	88%	86%	92%	86%	83%
	Somewhat comfortable	4%	14%	5%	11%	20%	11%	8%	13%	8%	9%	4%	0%	10%
	Not at all comfortable	1%	2%	2%	2%	4%	2%	2%	2%	1%	2%	1%	0%	2%
	Don't know	0%	3%	0%	1%	4%	0%	1%	7%	1%	1%	1%	7%	2%
	Not applicable	1%	6%	8%	4%	6%	3%	5%	5%	2%	1%	3%	7%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using email	Very comfortable	95%	75%	86%	84%	70%	87%	83%	70%	90%	89%	91%	85%	84%
	Somewhat comfortable	2%	10%	3%	8%	14%	7%	7%	16%	4%	6%	4%	0%	7%
	Not at all comfortable	1%	4%	2%	2%	5%	2%	3%	3%	3%	2%	1%	0%	2%
	Don't know	0%	4%	0%	2%	4%	0%	1%	6%	1%	1%	1%	8%	2%
	Not applicable	1%	7%	8%	5%	7%	4%	6%	6%	2%	2%	4%	8%	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	90%	66%	80%	80%	63%	75%	80%	68%	87%	82%	86%	71%	78%
	Somewhat comfortable	7%	19%	10%	10%	16%	16%	10%	14%	7%	11%	7%	14%	11%
	Not at all comfortable	1%	4%	2%	2%	8%	3%	3%	2%	2%	2%	2%	0%	3%
	Don't know	1%	5%	1%	3%	7%	1%	2%	7%	1%	2%	1%	7%	3%
	Not applicable	1%	7%	6%	5%	7%	4%	6%	8%	3%	2%	4%	7%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



Question 10														
		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Unknown	Overall
<b>How comfortable, if at all, are you at each of the following?</b>														
Using social networking sites (Facebook, Twitter, etc.)	Very comfortable	67%	55%	65%	56%	53%	57%	61%	57%	60%	55%	76%	43%	60%
	Somewhat comfortable	12%	15%	10%	13%	12%	21%	15%	15%	15%	18%	6%	21%	14%
	Not at all comfortable	4%	10%	6%	9%	12%	7%	7%	7%	6%	8%	5%	7%	7%
	Don't know	3%	7%	4%	6%	9%	3%	4%	7%	7%	5%	2%	7%	5%
	Not applicable	13%	13%	14%	17%	14%	11%	12%	14%	12%	13%	10%	21%	13%
	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%	36%	44%	37%	36%	37%	41%	41%	43%	38%	52%	64%	40%
	Somewhat comfortable	49%	33%	36%	40%	33%	42%	34%	31%	39%	44%	33%	21%	38%
	Not at all comfortable	10%	16%	6%	13%	13%	15%	13%	8%	9%	12%	9%	0%	11%
	Don't know	1%	8%	5%	5%	9%	2%	4%	10%	6%	3%	3%	7%	5%
	Not applicable	2%	7%	9%	5%	9%	5%	8%	9%	3%	3%	4%	7%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Creating documents or spreadsheets	Very comfortable	72%	41%	65%	60%	37%	59%	57%	42%	63%	61%	79%	50%	58%
	Somewhat comfortable	20%	26%	14%	18%	24%	19%	20%	25%	17%	23%	12%	29%	20%
	Not at all comfortable	6%	14%	7%	8%	15%	12%	8%	8%	11%	8%	3%	0%	9%
	Don't know	0%	8%	4%	7%	12%	4%	6%	12%	3%	3%	2%	7%	5%
	Not applicable	2%	11%	10%	6%	12%	6%	8%	12%	7%	5%	4%	14%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Searching or applying for jobs online	Very comfortable	62%	48%	61%	47%	43%	46%	58%	47%	58%	48%	63%	50%	53%
	Somewhat comfortable	15%	22%	14%	24%	26%	19%	16%	24%	21%	17%	21%	7%	20%
	Not at all comfortable	3%	5%	5%	5%	8%	5%	6%	5%	6%	8%	2%	7%	5%
	Don't know	3%	10%	3%	5%	10%	5%	6%	8%	4%	5%	3%	14%	6%
	Not applicable	17%	14%	16%	19%	13%	25%	14%	16%	11%	22%	11%	21%	16%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using online tutorials or education programs	Very comfortable	50%	38%	54%	47%	32%	43%	49%	46%	46%	43%	62%	50%	47%
	Somewhat comfortable	24%	23%	19%	25%	29%	25%	19%	17%	28%	29%	22%	21%	24%
	Not at all comfortable	4%	12%	4%	5%	11%	6%	9%	6%	9%	7%	2%	0%	7%
	Don't know	7%	10%	8%	8%	13%	8%	11%	12%	7%	7%	4%	14%	9%
	Not applicable	15%	17%	15%	15%	15%	18%	13%	18%	9%	14%	10%	14%	14%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 10														
		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Unknown	Overall
How comfortable, if at all, are you at each of the following?														
Installing software	Very comfortable	47%	32%	51%	42%	29%	38%	44%	36%	44%	40%	64%	50%	43%
	Somewhat comfortable	35%	30%	20%	31%	31%	30%	25%	25%	32%	32%	23%	21%	28%
	Not at all comfortable	13%	17%	13%	12%	15%	22%	14%	14%	11%	18%	6%	0%	14%
	Don't know	2%	11%	7%	8%	15%	5%	8%	11%	7%	4%	2%	14%	7%
	Not applicable	3%	9%	10%	7%	10%	5%	9%	14%	6%	5%	5%	14%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Writing or publishing information on the Internet	Very comfortable	38%	18%	32%	29%	23%	24%	29%	33%	32%	23%	40%	21%	29%
	Somewhat comfortable	29%	24%	23%	28%	23%	23%	26%	27%	29%	32%	25%	36%	26%
	Not at all comfortable	14%	25%	15%	14%	16%	23%	17%	10%	16%	22%	21%	0%	18%
	Don't know	7%	17%	11%	8%	20%	10%	13%	13%	11%	10%	4%	14%	11%
	Not applicable	13%	15%	19%	20%	18%	20%	16%	17%	13%	13%	10%	29%	16%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Creating a website or blog	Very comfortable	23%	14%	21%	18%	11%	16%	20%	17%	19%	15%	23%	21%	18%
	Somewhat comfortable	29%	19%	25%	25%	17%	19%	22%	21%	27%	26%	32%	14%	24%
	Not at all comfortable	26%	30%	26%	22%	31%	35%	23%	25%	28%	34%	30%	21%	28%
	Don't know	10%	19%	11%	17%	22%	13%	17%	17%	15%	13%	5%	14%	14%
	Not applicable	11%	17%	16%	19%	18%	18%	18%	21%	11%	12%	10%	29%	15%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Troubleshooting computer problems	Very comfortable	25%	18%	23%	22%	18%	21%	25%	24%	25%	20%	33%	29%	23%
	Somewhat comfortable	45%	30%	43%	37%	29%	32%	36%	33%	40%	42%	41%	43%	37%
	Not at all comfortable	22%	32%	18%	24%	23%	34%	22%	16%	22%	28%	17%	14%	23%
	Don't know	4%	10%	5%	10%	19%	7%	8%	15%	7%	4%	4%	7%	8%
	Not applicable	4%	10%	11%	7%	11%	6%	9%	13%	7%	6%	4%	7%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coding your own software application	Very comfortable	9%	4%	9%	6%	6%	3%	7%	12%	8%	7%	12%	21%	7%
	Somewhat comfortable	6%	7%	5%	10%	11%	9%	10%	8%	5%	6%	13%	7%	8%
	Not at all comfortable	52%	43%	42%	42%	31%	47%	43%	33%	54%	51%	45%	14%	44%
	Don't know	17%	25%	26%	22%	33%	23%	23%	27%	17%	19%	20%	29%	23%
	Not applicable	16%	21%	18%	20%	18%	17%	17%	20%	16%	17%	11%	29%	17%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

## Questions D1 and D2

		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Unknown	Overall
How long have you lived in Minneapolis?	Less than a year	11%	7%	13%	3%	4%	4%	5%	4%	7%	4%	11%	0%	7%
	1-2 years	15%	6%	19%	8%	8%	3%	7%	12%	8%	6%	16%	0%	10%
	3-5 years	15%	12%	16%	12%	15%	16%	12%	14%	17%	11%	35%	8%	16%
	6-10 years	18%	12%	18%	16%	14%	16%	17%	24%	25%	15%	13%	8%	17%
	More than 10 years	42%	64%	35%	61%	59%	60%	59%	46%	42%	64%	25%	85%	51%
	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	47%	70%	49%	55%	50%	58%	57%	40%	44%	60%	45%	100%	50%
	Other state	46%	27%	46%	34%	37%	42%	37%	52%	51%	33%	43%	0%	42%
	Other country	7%	3%	5%	11%	13%	0%	6%	8%	5%	7%	11%	0%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

## Questions D3 and D4

		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Unknown	Overall
Do you rent or own your current residence?	Rent	65%	30%	74%	41%	58%	17%	45%	76%	59%	27%	79%	43%	51%
	Own	35%	70%	26%	59%	42%	83%	55%	24%	41%	73%	21%	57%	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	25%	84%	5%	61%	55%	86%	57%	26%	40%	74%	23%	58%	49%
	House attached to one or more houses (e.g., a duplex or townhome)	11%	5%	4%	10%	15%	5%	19%	12%	13%	6%	9%	17%	10%
	Building with two or more apartments or condominiums	63%	10%	87%	26%	26%	8%	21%	56%	43%	19%	66%	25%	39%
	Other	1%	1%	4%	3%	4%	0%	4%	6%	4%	1%	2%	0%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

## Questions D5 and D6

		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Unknown	Overall
Respondent household size	1 person	47%	23%	61%	29%	28%	27%	30%	42%	35%	25%	33%	31%	34%
	2 people	37%	34%	34%	40%	27%	43%	35%	18%	34%	43%	35%	31%	35%
	3 or 4 people	13%	30%	4%	25%	21%	26%	29%	24%	24%	28%	23%	15%	22%
	5 or more people	2%	13%	2%	6%	24%	4%	6%	16%	7%	4%	9%	23%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Are there any children under 18 in your household?	No	88%	65%	93%	76%	58%	76%	77%	67%	74%	71%	88%	71%	76%
	Yes	12%	35%	7%	24%	42%	24%	23%	33%	26%	29%	12%	29%	24%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

## Questions D7 and D8

		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Unknown	Overall
What is your gender?	Female	49%	54%	43%	51%	55%	52%	50%	48%	50%	54%	47%	50%	50%
	Male	51%	46%	57%	49%	45%	48%	50%	52%	50%	46%	53%	50%	50%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
In which category is your age?	18-24 years	9%	3%	10%	2%	8%	2%	7%	10%	7%	4%	36%	7%	9%
	25-34 years	40%	32%	41%	31%	29%	29%	33%	35%	42%	23%	39%	14%	34%
	35-44 years	14%	19%	14%	16%	18%	18%	18%	13%	21%	21%	5%	0%	16%
	45-54 years	14%	21%	14%	20%	19%	20%	17%	18%	13%	21%	6%	21%	17%
	55-64 years	8%	15%	14%	18%	13%	14%	15%	12%	11%	17%	6%	36%	13%
	65-74 years	9%	7%	4%	7%	9%	10%	5%	9%	5%	8%	4%	21%	7%
	75 years or older	5%	3%	3%	6%	4%	6%	6%	3%	2%	6%	4%	0%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D9													
Are you Spanish, Hispanic or Latino?	Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Unknown	Overall
No	97%	94%	96%	95%	94%	94%	90%	79%	81%	96%	97%	93%	92%
Yes	3%	6%	4%	5%	6%	6%	10%	21%	19%	4%	3%	7%	8%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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	Unknown	Overall
American Indian or Alaskan Native	1%	5%	2%	2%	1%	1%	4%	6%	2%	2%	1%	7%	2%
Asian, Asian Indian or Pacific Islander	3%	5%	6%	1%	14%	1%	6%	9%	5%	3%	14%	7%	6%
Black or African American	3%	31%	19%	15%	54%	8%	11%	40%	20%	6%	10%	21%	19%
White	92%	58%	73%	83%	30%	88%	83%	40%	69%	92%	74%	93%	72%
Other	2%	5%	4%	6%	6%	3%	6%	15%	9%	1%	3%	7%	5%

TOTALS EXCEED 100% AS RESPONDENTS COULD SELECT MORE THAN ONE CATEGORY.

## Question D11

	Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Unknown	Overall
<b>Which language do you prefer to speak at home?</b>													
English	98%	95%	95%	92%	90%	99%	97%	77%	94%	98%	89%	100%	93%
Somali	1%	0%	1%	3%	1%	0%	0%	11%	2%	0%	3%	0%	2%
Vietnamese	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Spanish	0%	1%	0%	0%	3%	1%	0%	7%	2%	0%	1%	0%	1%
Hmong	0%	3%	0%	0%	4%	0%	0%	0%	1%	0%	0%	0%	1%
Lao	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Ethiopian/Oromo	0%	0%	3%	3%	2%	0%	2%	2%	0%	0%	2%	0%	1%
Other	1%	0%	1%	1%	0%	0%	0%	2%	1%	2%	5%	0%	1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

## Question D12

	Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Unknown	Overall
<b>What was your household's total annual income in 2012?</b>													
Less than \$10,000	3%	10%	11%	8%	25%	3%	8%	25%	12%	2%	24%	14%	12%
\$10,000 - \$24,999	9%	19%	19%	17%	27%	10%	17%	36%	16%	7%	29%	21%	18%
\$25,000 - \$49,999	24%	32%	21%	18%	23%	14%	23%	22%	30%	19%	20%	14%	22%
\$50,000 - \$74,999	17%	19%	15%	25%	12%	18%	23%	11%	22%	18%	11%	0%	17%
\$75,000 - \$99,999	13%	10%	9%	14%	8%	19%	12%	4%	11%	13%	7%	7%	11%
\$100,000 - \$149,999	17%	9%	14%	12%	5%	22%	14%	2%	4%	18%	5%	14%	11%
\$150,000 - \$199,999	4%	1%	5%	3%	0%	10%	2%	1%	3%	10%	1%	0%	4%
\$200,000 or more	12%	0%	5%	3%	1%	3%	0%	0%	1%	13%	3%	29%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

## 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	Unknown	Overall
Employed full-time	72%	58%	61%	56%	48%	64%	61%	42%	60%	59%	37%	43%	57%
Employed part-time	10%	13%	8%	18%	12%	10%	10%	19%	16%	14%	18%	0%	13%
Student	2%	2%	6%	3%	5%	2%	5%	4%	6%	4%	33%	14%	7%
Retired	11%	12%	9%	13%	13%	17%	13%	8%	7%	14%	7%	21%	11%
Unemployed, looking for work	3%	5%	5%	3%	10%	1%	3%	12%	7%	4%	3%	0%	5%
Homemaker	2%	3%	1%	4%	1%	1%	1%	3%	1%	3%	1%	14%	2%
Disabled (limiting participation in work, school, housework or other activities)	0%	6%	11%	3%	11%	4%	6%	12%	3%	2%	1%	7%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

## 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	Unknown	Overall
Less than high school	0%	7%	4%	4%	15%	1%	4%	11%	4%	1%	6%	0%	5%
High school graduate	6%	26%	10%	15%	23%	13%	18%	33%	12%	8%	11%	36%	16%
Associate degree, some college	9%	29%	20%	19%	37%	16%	26%	22%	21%	11%	19%	0%	21%
Bachelor's degree	50%	24%	39%	30%	16%	41%	35%	25%	37%	42%	35%	43%	35%
Graduate or professional degree	34%	13%	26%	32%	9%	29%	17%	9%	25%	37%	29%	21%	24%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D15													
Which do you consider your primary telephone?	Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Unknown	Overall
Cell	74%	65%	81%	58%	63%	62%	68%	70%	75%	56%	85%	29%	69%
Land line	13%	21%	13%	25%	20%	26%	20%	15%	13%	23%	9%	64%	18%
Both	13%	14%	6%	17%	17%	13%	12%	15%	12%	21%	7%	7%	13%
Total	100%	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				Overall
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	
Opportunities to participate in community matters	Excellent	10%	13%	17%	18%	16%	19%	14%	15%	16%
	Good	40%	45%	43%	47%	39%	50%	43%	50%	44%
	Fair	21%	16%	20%	16%	19%	17%	10%	17%	18%
	Poor	3%	5%	4%	7%	5%	2%	16%	5%	6%
	Don't know	26%	20%	15%	13%	21%	13%	17%	13%	17%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
City use of technology	Excellent	8%	7%	11%	9%	11%	6%	5%	8%	9%
	Good	34%	43%	39%	40%	37%	40%	42%	41%	39%
	Fair	29%	25%	21%	20%	25%	21%	24%	19%	22%
	Poor	4%	6%	9%	6%	6%	4%	9%	6%	6%
	Don't know	26%	20%	20%	25%	21%	28%	19%	25%	23%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Access to technology in general in Minneapolis	Excellent	10%	11%	13%	13%	14%	10%	11%	12%	13%
	Good	38%	41%	41%	42%	38%	42%	43%	45%	41%
	Fair	26%	26%	24%	21%	24%	23%	26%	21%	23%
	Poor	8%	5%	8%	6%	8%	7%	6%	5%	7%
	Don't know	18%	17%	13%	17%	16%	18%	15%	18%	17%
	Total	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	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached
A computer	Essential	76%	76%	69%	59%	62%	71%	65%	70%
	Very important	15%	18%	24%	23%	23%	19%	26%	19%
	Somewhat important	6%	5%	3%	9%	8%	5%	8%	6%
	Not at all important	2%	1%	2%	8%	5%	3%	1%	5%
	Don't know	1%	0%	1%	2%	2%	1%	0%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Internet access	Essential	76%	78%	72%	62%	65%	73%	67%	72%
	Very important	17%	17%	21%	21%	22%	18%	25%	17%
	Somewhat important	3%	3%	4%	9%	7%	5%	6%	5%
	Not at all important	3%	1%	2%	7%	4%	3%	1%	5%
	Don't know	1%	0%	1%	2%	2%	2%	0%	1%
	Total	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	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached
Very familiar		18%	30%	34%	28%	23%	24%	25%	34%
Somewhat familiar		48%	50%	44%	43%	45%	48%	51%	43%
Not familiar at all		34%	21%	22%	30%	32%	28%	25%	23%
Total		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	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached
Computer (desktop, laptop)	Yes, with Internet access	90%	91%	90%	79%	77%	94%	83%	90%
	Yes, without Internet access	3%	7%	5%	6%	9%	1%	11%	3%
	No	7%	3%	5%	15%	14%	5%	6%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Yes, with Internet access	48%	47%	52%	40%	36%	53%	44%	51%
	Yes, without Internet access	3%	2%	4%	4%	3%	3%	8%	3%
	No	49%	51%	45%	57%	61%	44%	48%	46%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone	Yes, with Internet access	83%	87%	84%	66%	73%	78%	84%	75%
	Yes, without Internet access	13%	12%	14%	24%	20%	16%	11%	20%
	No	4%	1%	2%	11%	8%	7%	5%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Yes, with Internet access	36%	37%	37%	27%	28%	25%	49%	32%
	Yes, without Internet access	9%	11%	11%	10%	11%	5%	12%	11%
	No	54%	52%	52%	63%	60%	70%	39%	57%
	Total	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				Overall
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	
Computer (desktop, laptop)	Daily	87%	84%	82%	72%	73%	86%	74%	82%	77%
	Weekly	6%	10%	10%	11%	10%	6%	12%	10%	10%
	Monthly	1%	2%	0%	2%	2%	1%	2%	1%	2%
	Less than once per month	2%	2%	2%	2%	3%	2%	4%	1%	2%
	Never/Not applicable	4%	2%	6%	13%	11%	5%	8%	7%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Daily	31%	36%	35%	28%	23%	41%	35%	36%	31%
	Weekly	15%	10%	13%	9%	12%	9%	10%	11%	11%
	Monthly	1%	3%	4%	2%	2%	2%	5%	2%	3%
	Less than once per month	4%	2%	3%	2%	3%	2%	2%	2%	3%
	Never/Not applicable	48%	48%	45%	59%	59%	46%	48%	48%	53%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone, PDA, Blackberry or iPod Touch	Daily	80%	80%	79%	57%	67%	70%	74%	69%	68%
	Weekly	5%	7%	5%	6%	7%	5%	10%	5%	6%
	Monthly	1%	1%	2%	1%	2%	2%	0%	1%	1%
	Less than once per month	3%	1%	1%	2%	2%	2%	3%	2%	2%
	Never/Not applicable	11%	11%	12%	33%	23%	22%	13%	23%	22%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Daily	14%	12%	14%	10%	12%	4%	22%	10%	12%
	Weekly	14%	15%	13%	8%	10%	10%	21%	11%	11%
	Monthly	6%	4%	5%	4%	5%	4%	5%	5%	5%
	Less than once per month	5%	7%	8%	6%	6%	6%	4%	7%	6%
	Never/Not applicable	61%	61%	61%	71%	67%	76%	49%	67%	66%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Question 5 Compared by Respondent Length of Residency and Housing Characteristics**

		Respondent length of residency				Respondent housing				Overall
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	
	How often, if ever, do you access the Internet using each of the following?									
	Daily	26%	26%	29%	33%	28%	29%	40%	30%	30%
	Weekly	11%	12%	13%	9%	8%	12%	14%	12%	10%
	Monthly	3%	3%	6%	2%	3%	5%	1%	3%	3%
	Less than once per month	4%	4%	2%	4%	3%	4%	5%	5%	4%
	Never/Not applicable	56%	55%	49%	52%	58%	50%	39%	50%	53%
Television/Blu-ray player		Total	100%	100%	100%	100%	100%	100%	100%	100%

**Question 6 Compared by Respondent Length of Residency and Housing Characteristics**

		Respondent length of residency				Respondent housing				Overall
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	
	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?									
	Daily	88%	90%	90%	76%	78%	89%	83%	85%	82%
	Weekly	5%	6%	4%	7%	6%	4%	9%	6%	6%
	Monthly	0%	0%	0%	1%	0%	1%	2%	1%	1%
	Less than once per month	1%	0%	1%	1%	1%	1%	0%	1%	1%
	Never/Not applicable	5%	5%	5%	15%	15%	5%	6%	7%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Home	Daily	79%	76%	74%	57%	62%	68%	63%	71%	66%
	Weekly	3%	7%	6%	5%	4%	5%	12%	4%	5%
	Monthly	1%	0%	1%	1%	2%	0%	0%	1%	1%
	Less than once per month	1%	1%	2%	2%	2%	1%	1%	1%	2%
	Never/Not applicable	17%	16%	17%	36%	30%	25%	24%	24%	27%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Work									

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				Overall
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	
School	Daily	27%	27%	16%	12%	23%	11%	24%	12%	18%
	Weekly	7%	9%	7%	4%	7%	5%	13%	4%	6%
	Monthly	1%	1%	1%	1%	1%	0%	1%	1%	1%
	Less than once per month	1%	1%	0%	1%	1%	1%	1%	1%	1%
	Never/Not applicable	64%	63%	76%	82%	68%	83%	60%	83%	75%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
At an outdoor or indoor public place (library, cafe, public computer, etc.)	Daily	13%	12%	16%	12%	15%	18%	6%	11%	13%
	Weekly	26%	34%	28%	18%	25%	23%	29%	22%	24%
	Monthly	21%	17%	20%	13%	17%	12%	24%	15%	16%
	Less than once per month	22%	23%	23%	21%	21%	24%	18%	22%	22%
	Never/Not applicable	18%	13%	13%	36%	22%	23%	24%	29%	26%
	Total	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	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached
No Internet access at home		5%	6%	6%	13%	14%	4%	7%	6%
Dial-up telephone line		0%	0%	1%	3%	2%	3%	0%	2%
Cable (Comcast/Xfinity)		59%	50%	49%	39%	48%	50%	47%	42%
DSL (CenturyLink)		15%	19%	19%	23%	16%	23%	19%	25%
Satellite (DirectTV, Dish)		3%	3%	2%	3%	1%	5%	2%	4%
Cellular (Verizon, AT&T, Sprint)		33%	30%	29%	21%	26%	28%	29%	25%
WiFi (USIW, other)		24%	25%	25%	24%	20%	24%	25%	29%
Don't know		1%	1%	2%	4%	4%	3%	2%	3%

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				Overall
	Less than 2 years	3-5 years	6-10 years	More than 10 years	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	
Not applicable	6%	5%	7%	12%	10%	8%	6%	8%	9%
Coworkers	20%	25%	24%	23%	20%	25%	17%	27%	23%
Friends or family	55%	57%	57%	58%	53%	54%	68%	61%	57%
Library	3%	4%	5%	6%	8%	3%	3%	3%	5%
Community technology center/Public lab	2%	2%	1%	2%	3%	1%	0%	1%	2%
Pay someone for technical support	7%	5%	9%	13%	7%	17%	5%	14%	10%
My Internet provider	40%	39%	40%	37%	33%	43%	43%	42%	38%
No one/No help available	3%	5%	6%	5%	6%	4%	3%	4%	5%
Books/Reference materials	5%	6%	7%	11%	8%	9%	6%	10%	9%
Computer/Internet resources	58%	54%	55%	42%	49%	46%	48%	48%	48%
School	8%	7%	5%	3%	6%	4%	4%	3%	5%

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				Overall
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	
Use email, texting or video to communicate	Daily	91%	90%	90%	75%	78%	88%	83%	86%	82%
	Weekly	3%	5%	4%	9%	7%	6%	8%	6%	6%
	Monthly	1%	1%	0%	2%	2%	1%	4%	1%	2%
	Less than once per month	2%	1%	1%	2%	2%	0%	0%	1%	1%
	Never	2%	2%	2%	6%	5%	2%	5%	3%	4%
	Not applicable	2%	0%	2%	6%	6%	3%	0%	3%	4%

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				Overall
	Less than 2 years	3-5 years	6-10 years	More than 10 years	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily	54%	54%	45%	33%	46%	42%	45%	38%	42%
Weekly	25%	30%	34%	23%	26%	27%	29%	28%	27%
Monthly	6%	8%	6%	9%	4%	5%	17%	9%	8%
Less than once per month	6%	4%	5%	9%	6%	10%	5%	8%	7%
Never	4%	3%	5%	15%	8%	10%	3%	12%	10%
Not applicable	5%	1%	4%	10%	10%	6%	1%	5%	7%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily	68%	68%	62%	40%	56%	48%	60%	49%	53%
Weekly	11%	14%	17%	14%	13%	13%	12%	15%	14%
Monthly	4%	4%	4%	6%	4%	5%	7%	6%	5%
Less than once per month	4%	4%	4%	7%	5%	9%	8%	5%	6%
Never	9%	6%	9%	21%	13%	16%	8%	18%	15%
Not applicable	4%	3%	4%	12%	9%	9%	5%	7%	8%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily	68%	70%	72%	58%	63%	73%	58%	64%	64%
Weekly	24%	22%	18%	17%	19%	14%	28%	19%	19%
Monthly	1%	3%	3%	4%	3%	3%	6%	3%	3%
Less than once per month	1%	2%	1%	5%	2%	2%	1%	5%	3%
Never	3%	3%	3%	9%	7%	5%	6%	5%	6%
Not applicable	3%	0%	2%	8%	6%	4%	2%	4%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily	25%	24%	22%	17%	20%	24%	25%	19%	20%
Weekly	44%	49%	45%	33%	38%	44%	37%	41%	39%
Monthly	15%	18%	18%	18%	17%	14%	13%	19%	17%
Less than once per	8%	4%	8%	13%	9%	8%	17%	10%	10%



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				Overall
	Less than 2 years	3-5 years	6-10 years	More than 10 years	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	
month									
Never	4%	4%	3%	10%	8%	5%	5%	7%	7%
Not applicable	4%	1%	3%	9%	8%	5%	3%	4%	6%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Research or study a topic of interest									
Daily	46%	48%	49%	33%	45%	44%	36%	36%	40%
Weekly	37%	36%	35%	35%	29%	36%	42%	41%	35%
Monthly	9%	9%	5%	10%	9%	7%	12%	9%	9%
Less than once per month	2%	3%	3%	7%	4%	4%	6%	5%	5%
Never	2%	3%	4%	8%	7%	5%	2%	4%	6%
Not applicable	3%	1%	3%	8%	7%	5%	1%	4%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Share opinions, post to a blog, review a product or service									
Daily	13%	14%	11%	9%	11%	12%	14%	9%	11%
Weekly	17%	20%	19%	13%	17%	15%	13%	16%	16%
Monthly	22%	23%	19%	13%	17%	18%	23%	15%	17%
Less than once per month	24%	18%	25%	21%	18%	22%	24%	24%	21%
Never	19%	20%	18%	31%	22%	23%	22%	28%	25%
Not applicable	6%	5%	8%	14%	13%	10%	4%	8%	10%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Attend an online class or training									
Daily	3%	5%	5%	3%	5%	4%	6%	2%	4%
Weekly	9%	8%	4%	3%	6%	5%	8%	3%	5%
Monthly	9%	8%	9%	7%	7%	8%	9%	8%	8%
Less than once per month	24%	31%	28%	21%	20%	31%	19%	28%	24%
Never	38%	36%	38%	46%	40%	38%	44%	44%	42%
Not applicable	17%	13%	15%	21%	23%	15%	14%	15%	18%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Work from home									
Daily	16%	15%	19%	16%	13%	22%	18%	19%	16%
Weekly	17%	21%	20%	12%	15%	20%	9%	16%	16%

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				Overall
	Less than 2 years	3-5 years	6-10 years	More than 10 years	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	
Monthly	19%	13%	14%	10%	12%	11%	10%	14%	13%
Less than once per month	11%	11%	11%	8%	9%	8%	3%	12%	9%
Never	21%	26%	23%	31%	29%	22%	39%	24%	27%
Not applicable	15%	14%	14%	23%	22%	17%	22%	15%	19%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily	23%	18%	19%	14%	16%	20%	25%	16%	17%
Weekly	43%	47%	42%	32%	34%	41%	27%	44%	38%
Monthly	21%	22%	23%	15%	21%	15%	18%	17%	18%
Less than once per month	3%	2%	4%	5%	3%	3%	10%	4%	4%
Never	6%	8%	8%	23%	16%	13%	15%	15%	15%
Not applicable	6%	2%	4%	11%	11%	8%	4%	5%	8%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily	4%	3%	1%	4%	2%	1%	11%	4%	3%
Weekly	4%	2%	6%	10%	4%	6%	8%	11%	7%
Monthly	2%	5%	6%	5%	3%	2%	5%	6%	4%
Less than once per month	1%	3%	4%	3%	1%	3%	8%	4%	3%
Never	9%	8%	11%	18%	15%	10%	12%	13%	14%
Not applicable	81%	79%	72%	59%	75%	78%	57%	62%	68%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily	8%	6%	8%	5%	9%	6%	7%	4%	6%
Weekly	22%	25%	24%	20%	20%	22%	30%	22%	22%
Monthly	27%	27%	27%	26%	23%	27%	22%	31%	26%
Less than once per month	27%	25%	27%	22%	24%	26%	24%	25%	24%
Never	9%	13%	10%	17%	15%	11%	11%	13%	14%
Not applicable	7%	4%	4%	9%	10%	8%	6%	5%	7%

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				Overall
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
If you have a question, use Internet to the find the answer	Daily	63%	61%	58%	39%	53%	55%	52%	46%	50%
	Weekly	25%	29%	28%	31%	24%	28%	33%	34%	29%
	Monthly	4%	3%	4%	8%	5%	7%	5%	6%	6%
	Less than once per month	2%	2%	5%	7%	5%	4%	5%	6%	5%
	Never	3%	4%	3%	7%	6%	3%	2%	5%	5%
	Not applicable	3%	1%	3%	8%	7%	3%	3%	4%	5%
	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	4%	5%	3%	3%	4%	3%	5%	2%	3%
	Weekly	9%	7%	10%	8%	8%	10%	4%	9%	8%
	Monthly	18%	20%	14%	13%	14%	17%	15%	15%	15%
	Less than once per month	31%	35%	36%	29%	28%	32%	29%	35%	31%
	Never	29%	27%	30%	35%	32%	28%	37%	32%	32%
	Not applicable	9%	5%	8%	13%	13%	10%	9%	7%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Look up health and medical information	Daily	6%	9%	9%	5%	8%	2%	12%	4%	6%
	Weekly	16%	14%	17%	14%	14%	16%	20%	15%	15%
	Monthly	35%	37%	32%	29%	29%	35%	29%	34%	31%
	Less than once per month	33%	34%	35%	32%	31%	36%	32%	35%	33%
	Never	5%	5%	6%	12%	10%	7%	4%	7%	9%
	Not applicable	4%	1%	2%	8%	7%	5%	2%	4%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Communicate with government (seek services, get a license, discuss a problem)	Daily	2%	2%	1%	2%	3%	1%	0%	2%	2%
	Weekly	2%	4%	5%	3%	3%	5%	6%	3%	3%
	Monthly	11%	14%	13%	11%	10%	11%	17%	13%	12%
	Less than once per month	54%	53%	53%	42%	42%	54%	43%	53%	47%

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				Overall
	Less than 2 years	3-5 years	6-10 years	More than 10 years	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	
Never	24%	23%	22%	30%	29%	20%	30%	24%	27%
	7%	4%	6%	12%	13%	9%	4%	6%	9%
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily	2%	3%	2%	2%	2%	3%	3%	2%	2%
	1%	4%	5%	2%	2%	2%	4%	4%	3%
	7%	7%	7%	5%	6%	9%	3%	6%	6%
	35%	31%	31%	21%	24%	28%	23%	29%	26%
	41%	42%	44%	51%	47%	43%	52%	46%	47%
	13%	14%	11%	20%	20%	16%	14%	13%	16%
	100%	100%	100%	100%	100%	100%	100%	100%	100%
	24%	20%	19%	9%	20%	13%	15%	11%	15%
Weekly	51%	54%	53%	36%	41%	48%	50%	46%	44%
	17%	16%	19%	23%	16%	20%	19%	24%	20%
	3%	8%	4%	14%	8%	9%	11%	11%	10%
	2%	2%	3%	10%	8%	5%	4%	5%	6%
	3%	0%	2%	7%	7%	4%	1%	3%	5%
	100%	100%	100%	100%	100%	100%	100%	100%	100%
	24%	20%	19%	9%	20%	13%	15%	11%	15%
	51%	54%	53%	36%	41%	48%	50%	46%	44%
Monthly	17%	16%	19%	23%	16%	20%	19%	24%	20%
	3%	8%	4%	14%	8%	9%	11%	11%	10%
	2%	2%	3%	10%	8%	5%	4%	5%	6%
	3%	0%	2%	7%	7%	4%	1%	3%	5%
	100%	100%	100%	100%	100%	100%	100%	100%	100%
	24%	20%	19%	9%	20%	13%	15%	11%	15%
	51%	54%	53%	36%	41%	48%	50%	46%	44%
	17%	16%	19%	23%	16%	20%	19%	24%	20%
Less than once per month	3%	8%	4%	14%	8%	9%	11%	11%	10%
	2%	2%	3%	10%	8%	5%	4%	5%	6%
	3%	0%	2%	7%	7%	4%	1%	3%	5%
	100%	100%	100%	100%	100%	100%	100%	100%	100%
	24%	20%	19%	9%	20%	13%	15%	11%	15%
	51%	54%	53%	36%	41%	48%	50%	46%	44%
	17%	16%	19%	23%	16%	20%	19%	24%	20%
	3%	8%	4%	14%	8%	9%	11%	11%	10%
Never	2%	2%	3%	10%	8%	5%	4%	5%	6%
	3%	0%	2%	7%	7%	4%	1%	3%	5%
	100%	100%	100%	100%	100%	100%	100%	100%	100%
	24%	20%	19%	9%	20%	13%	15%	11%	15%
	51%	54%	53%	36%	41%	48%	50%	46%	44%
	17%	16%	19%	23%	16%	20%	19%	24%	20%
	3%	8%	4%	14%	8%	9%	11%	11%	10%
	2%	2%	3%	10%	8%	5%	4%	5%	6%
Not applicable	3%	0%	2%	7%	7%	4%	1%	3%	5%
	100%	100%	100%	100%	100%	100%	100%	100%	100%
	24%	20%	19%	9%	20%	13%	15%	11%	15%
	51%	54%	53%	36%	41%	48%	50%	46%	44%
	17%	16%	19%	23%	16%	20%	19%	24%	20%
	3%	8%	4%	14%	8%	9%	11%	11%	10%
	2%	2%	3%	10%	8%	5%	4%	5%	6%
	3%	0%	2%	7%	7%	4%	1%	3%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
	24%	20%	19%	9%	20%	13%	15%	11%	15%
	51%	54%	53%	36%	41%	48%	50%	46%	44%
	17%	16%	19%	23%	16%	20%	19%	24%	20%
	3%	8%	4%	14%	8%	9%	11%	11%	10%
	2%	2%	3%	10%	8%	5%	4%	5%	6%
	3%	0%	2%	7%	7%	4%	1%	3%	5%
	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				Overall
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	
Using a computer laptop/desktop	Very comfortable	89%	91%	88%	71%	78%	82%	80%	81%	80%
	Somewhat comfortable	7%	8%	7%	18%	13%	12%	17%	12%	13%
	Not at all comfortable	1%	1%	1%	3%	3%	1%	1%	2%	2%
	Don't know	1%	1%	1%	2%	2%	1%	0%	1%	2%
	Not applicable	2%	0%	2%	6%	4%	3%	2%	3%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using smartphone or tablet computer	Very comfortable	74%	77%	77%	48%	63%	65%	70%	60%	62%
	Somewhat comfortable	16%	15%	12%	16%	16%	12%	16%	14%	15%
	Not at all comfortable	3%	2%	2%	8%	5%	5%	4%	6%	6%
	Don't know	3%	2%	4%	8%	6%	4%	3%	6%	6%
	Not applicable	4%	3%	5%	19%	10%	14%	7%	13%	12%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Accessing the Internet	Very comfortable	90%	94%	93%	74%	82%	86%	85%	85%	83%
	Somewhat comfortable	5%	4%	3%	15%	10%	9%	11%	9%	10%
	Not at all comfortable	1%	0%	1%	3%	2%	1%	0%	2%	2%
	Don't know	1%	1%	1%	2%	2%	1%	0%	1%	2%
	Not applicable	3%	0%	2%	6%	4%	3%	3%	3%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using email	Very comfortable	92%	95%	93%	76%	82%	88%	82%	87%	84%
	Somewhat comfortable	4%	3%	2%	11%	7%	5%	12%	6%	7%
	Not at all comfortable	1%	0%	1%	4%	3%	2%	0%	2%	2%
	Don't know	1%	1%	1%	2%	2%	1%	1%	1%	2%
	Not applicable	2%	0%	2%	7%	5%	4%	4%	4%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Locating information online (bus schedules, weather, news, etc.)	Very comfortable	87%	90%	87%	70%	79%	80%	79%	79%	78%
	Somewhat comfortable	7%	6%	8%	16%	10%	12%	13%	12%	11%
	Not at all comfortable	2%	1%	1%	4%	3%	3%	3%	3%	3%

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				Overall
	Less than 2 years	3-5 years	6-10 years	More than 10 years	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	
Don't know	1%	1%	1%	4%	3%	2%	3%	2%	3%
Not applicable	3%	1%	2%	7%	6%	4%	2%	4%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very comfortable	78%	80%	74%	44%	66%	50%	73%	55%	60%
Somewhat comfortable	8%	9%	12%	18%	11%	20%	14%	16%	14%
Not at all comfortable	5%	4%	4%	10%	7%	8%	5%	9%	7%
Don't know	3%	1%	4%	7%	5%	5%	3%	5%	5%
Not applicable	7%	5%	6%	20%	11%	18%	4%	16%	13%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very comfortable	44%	50%	45%	35%	43%	36%	41%	39%	40%
Somewhat comfortable	40%	38%	44%	35%	34%	44%	40%	40%	38%
Not at all comfortable	8%	8%	6%	15%	10%	12%	11%	13%	11%
Don't know	4%	2%	2%	7%	6%	4%	4%	3%	5%
Not applicable	4%	2%	2%	8%	7%	4%	3%	4%	6%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very comfortable	76%	74%	69%	46%	58%	64%	52%	60%	58%
Somewhat comfortable	13%	17%	18%	23%	19%	18%	26%	19%	20%
Not at all comfortable	5%	4%	8%	12%	8%	8%	5%	11%	9%
Don't know	3%	3%	3%	7%	6%	4%	10%	4%	5%
Not applicable	4%	2%	3%	12%	9%	6%	6%	6%	8%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very comfortable	72%	70%	63%	38%	59%	43%	60%	48%	53%
Somewhat comfortable	16%	21%	23%	19%	21%	19%	21%	19%	20%
Not at all comfortable	4%	1%	3%	8%	4%	5%	2%	7%	5%
Don't know	2%	3%	3%	8%	5%	5%	8%	6%	6%
Not applicable	7%	4%	8%	26%	11%	27%	9%	21%	16%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very comfortable	61%	57%	58%	35%	49%	46%	45%	45%	47%
Somewhat	22%	31%	24%	22%	24%	22%	26%	24%	24%

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				Overall
	Less than 2 years	3-5 years	6-10 years	More than 10 years	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	
comfortable									
Not at all comfortable	3%	3%	4%	10%	6%	5%	4%	8%	7%
Don't know	6%	4%	7%	11%	8%	9%	14%	8%	9%
Not applicable	8%	4%	7%	22%	13%	18%	11%	15%	14%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very comfortable	57%	56%	50%	32%	47%	43%	32%	41%	43%
Somewhat comfortable	25%	32%	30%	28%	23%	32%	42%	31%	28%
Not at all comfortable	9%	8%	11%	19%	12%	13%	13%	17%	14%
Don't know	4%	2%	4%	10%	9%	4%	7%	6%	7%
Not applicable	4%	2%	4%	11%	9%	8%	5%	6%	7%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Installing software									
Very comfortable	41%	38%	40%	20%	34%	25%	35%	24%	29%
Somewhat comfortable	30%	35%	30%	22%	26%	28%	21%	28%	26%
Not at all comfortable	13%	16%	12%	21%	14%	19%	21%	20%	18%
Don't know	6%	5%	10%	15%	11%	8%	12%	11%	11%
Not applicable	10%	6%	8%	23%	14%	21%	11%	17%	16%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Writing or publishing information on the Internet									
Very comfortable	21%	27%	25%	12%	22%	14%	23%	15%	18%
Somewhat comfortable	36%	27%	30%	17%	26%	21%	22%	23%	24%
Not at all comfortable	24%	32%	24%	29%	24%	33%	31%	31%	28%
Don't know	11%	7%	13%	18%	14%	11%	14%	15%	14%
Not applicable	7%	7%	8%	23%	14%	21%	9%	17%	15%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Creating a website or blog									
Very comfortable	25%	34%	29%	18%	27%	18%	19%	22%	23%
Somewhat comfortable	48%	40%	43%	32%	36%	42%	42%	38%	37%
Not at all comfortable	17%	19%	17%	29%	18%	27%	26%	28%	23%
Don't know	6%	4%	7%	10%	10%	6%	8%	6%	8%
Not applicable	4%	3%	4%	11%	9%	7%	6%	6%	8%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Troubleshooting computer problems									
Very comfortable	25%	34%	29%	18%	27%	18%	19%	22%	23%
Somewhat comfortable	48%	40%	43%	32%	36%	42%	42%	38%	37%
Not at all comfortable	17%	19%	17%	29%	18%	27%	26%	28%	23%
Don't know	6%	4%	7%	10%	10%	6%	8%	6%	8%
Not applicable	4%	3%	4%	11%	9%	7%	6%	6%	8%
Total	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				Overall
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	
Coding your own software application	Very comfortable	7%	12%	11%	5%	9%	5%	9%	6%	7%
	Somewhat comfortable	6%	11%	12%	7%	9%	5%	9%	8%	8%
	Not at all comfortable	54%	50%	47%	38%	42%	44%	40%	48%	44%
	Don't know	22%	20%	20%	25%	23%	23%	27%	21%	23%
	Not applicable	11%	8%	10%	25%	16%	22%	16%	18%	17%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%



**Question D1 Compared by Respondent Housing Characteristics**

How long have you lived in Minneapolis?	Respondent housing				Overall
	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	
Less than a year	10%	3%	12%	3%	7%
1-2 years	17%	6%	9%	3%	10%
3-5 years	21%	13%	21%	10%	16%
6-10 years	18%	15%	12%	17%	17%
More than 10 years	34%	62%	46%	67%	51%
Total	100%	100%	100%	100%	100%

**Question D2 Compared by Respondent Length of Residency and Housing Characteristics**

If you have lived in Minneapolis less than 5 years, where did you live before	Respondent length of residency				Respondent housing				Overall
	Less than 2 years	3-5 years	6-10 years	More than 10 years	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	
Other city in Minnesota	46%	54%	38%	61%	43%	59%	54%	69%	50%
Other state	46%	40%	31%	36%	48%	34%	39%	26%	42%
Other country	8%	6%	30%	4%	8%	7%	7%	5%	7%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Questions D3 and D4 Compared by Respondent Length of Residency**

		Respondent length of residency				Overall
		Less than 2 years	3-5 years	6-10 years	More than 10 years	
Do you rent or own your current residence?	Rent	81%	68%	52%	36%	51%
	Own	19%	32%	48%	64%	49%
	Total	100%	100%	100%	100%	100%
Which best describes the building you live in?	One family house detached from any other houses	25%	36%	47%	62%	49%
	House attached to one or more houses (e.g., a duplex or townhome)	12%	14%	8%	8%	10%
	Building with two or more apartments or condominiums	60%	48%	42%	28%	39%
	Other	3%	2%	3%	3%	3%
	Total	100%	100%	100%	100%	100%

Questions D5 and D6 Compared by Respondent Length of Residency and Housing Characteristics										
		Respondent length of residency				Respondent housing				Overall
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	
Respondent household size	1 person	38%	29%	34%	35%	50%	47%	10%	20%	34%
	2 people	37%	41%	37%	32%	32%	38%	29%	39%	35%
	3 or 4 people	17%	22%	23%	24%	13%	11%	36%	32%	22%
	5 or more people	8%	9%	7%	8%	5%	3%	25%	9%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Are there any children under 18 in your household?	No	84%	78%	73%	74%	85%	90%	55%	68%	76%
	Yes	16%	22%	27%	26%	15%	10%	45%	32%	24%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Questions D7 and D8 Compared by Respondent Length of Residency and Housing Characteristics										
		Respondent length of residency				Respondent housing				Overall
		Less than 2 years	3-5 years	6-10 years	More than 10 years	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	
What is your gender?	Female	51%	49%	46%	52%	49%	45%	56%	51%	50%
	Male	49%	51%	54%	48%	51%	55%	44%	49%	50%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
In which category is your age?	18-24 years	28%	17%	5%	2%	16%	4%	11%	2%	9%
	25-34 years	48%	61%	55%	13%	43%	23%	42%	25%	34%
	35-44 years	10%	11%	21%	18%	11%	17%	26%	19%	16%
	45-54 years	7%	6%	9%	26%	13%	19%	8%	22%	17%
	55-64 years	3%	3%	6%	22%	9%	16%	10%	17%	13%
	65-74 years	2%	1%	3%	11%	5%	10%	2%	9%	7%
	75 years or older	1%	1%	0%	7%	2%	11%	1%	6%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D9 Compared by Respondent Length of Residency and Housing Characteristics									
Are you Spanish, Hispanic or Latino?	Respondent length of residency				Respondent housing				Overall
	Less than 2 years	3-5 years	6-10 years	More than 10 years	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	
No	94%	94%	90%	92%	93%	89%	95%	91%	92%
Yes	6%	6%	10%	8%	7%	11%	5%	9%	8%
Total	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.) Compared by Respondent Length of Residency and Housing Characteristics	Respondent length of residency				Respondent housing				Overall
	Less than 2 years	3-5 years	6-10 years	More than 10 years	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	
American Indian or Alaskan Native	2%	2%	2%	3%	3%	0%	6%	1%	2%
Asian, Asian Indian or Pacific Islander	10%	11%	5%	3%	7%	4%	14%	3%	6%
Black or African American	16%	15%	16%	22%	27%	9%	23%	11%	19%
White	75%	73%	73%	71%	62%	82%	65%	83%	72%
Other	1%	6%	7%	6%	5%	6%	1%	6%	5%

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				Overall
	Less than 2 years	3-5 years	6-10 years	More than 10 years	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	
English	94%	94%	87%	95%	90%	96%	95%	96%	93%
Somali	2%	2%	5%	1%	4%	0%	0%	0%	2%
Vietnamese	0%	0%	0%	0%	0%	0%	0%	0%	0%
Spanish	0%	0%	2%	2%	1%	2%	0%	1%	1%
Hmong	0%	1%	1%	1%	0%	0%	3%	1%	1%
Lao	0%	0%	0%	0%	0%	0%	0%	0%	0%
Ethiopian/Oromo	1%	1%	3%	1%	2%	2%	1%	0%	1%
Other	2%	2%	3%	1%	2%	1%	0%	1%	1%
Total	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 2012?	Respondent length of residency				Respondent housing				Overall
	Less than 2 years	3-5 years	6-10 years	More than 10 years	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	
Less than \$10,000	15%	11%	10%	11%	21%	4%	14%	2%	12%
\$10,000 - \$24,999	20%	20%	17%	17%	28%	10%	25%	8%	18%
\$25,000 - \$49,999	23%	24%	21%	22%	23%	23%	31%	20%	22%
\$50,000 - \$74,999	18%	15%	18%	18%	14%	14%	11%	24%	17%
\$75,000 - \$99,999	10%	12%	14%	10%	8%	15%	9%	14%	11%
\$100,000 - \$149,999	9%	10%	11%	13%	5%	18%	7%	18%	11%
\$150,000 - \$199,999	2%	4%	6%	4%	1%	8%	1%	7%	4%
\$200,000 or more	4%	3%	4%	5%	1%	9%	1%	7%	4%
Total	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				Overall
	Less than 2 years	3-5 years	6-10 years	More than 10 years	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	
Employed full-time	60%	62%	68%	50%	50%	61%	47%	65%	57%
Employed part-time	10%	14%	14%	14%	13%	8%	23%	13%	13%
Student	17%	14%	5%	1%	12%	3%	9%	1%	7%
Retired	4%	2%	3%	19%	7%	22%	3%	15%	11%
Unemployed, looking for work	4%	3%	3%	7%	8%	3%	8%	2%	5%
Homemaker	1%	1%	2%	3%	1%	2%	2%	3%	2%
Disabled (limiting participation in work, school, housework or other activities)	2%	3%	5%	7%	9%	1%	6%	1%	5%
Total	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				Overall
	Less than 2 years	3-5 years	6-10 years	More than 10 years	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	
Less than high school	2%	4%	5%	6%	7%	2%	10%	2%	5%
High school graduate	10%	10%	13%	19%	18%	7%	23%	13%	16%
Associate degree, some college	17%	15%	19%	24%	22%	15%	29%	19%	21%
Bachelor's degree	48%	43%	35%	28%	34%	39%	25%	37%	35%
Graduate or professional degree	23%	27%	29%	22%	19%	37%	13%	30%	24%
Total	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				Overall
	Less than 2 years	3-5 years	6-10 years	More than 10 years	Rent/Attached	Own/Attached	Rent/Detached	Own/Detached	
Cell	94%	91%	85%	48%	82%	63%	86%	53%	69%
Land line	4%	5%	6%	31%	12%	23%	6%	25%	18%
Both	1%	4%	9%	21%	6%	14%	7%	21%	13%
Total	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?		Overall
		1 person	2 people	3 or 4 people	5 or more people	No	Yes	
Opportunities to participate in community matters	Excellent	16%	15%	14%	22%	15%	17%	16%
	Good	40%	49%	47%	42%	44%	47%	44%
	Fair	19%	16%	19%	15%	18%	17%	18%
	Poor	5%	5%	7%	9%	5%	8%	6%
	Don't know	20%	16%	13%	12%	18%	11%	17%
	Total	100%	100%	100%	100%	100%	100%	100%
City use of technology	Excellent	9%	10%	6%	11%	9%	9%	9%
	Good	36%	41%	41%	44%	39%	41%	39%
	Fair	24%	21%	25%	17%	22%	23%	22%
	Poor	7%	4%	7%	12%	6%	9%	6%
	Don't know	25%	25%	21%	16%	25%	19%	23%
	Total	100%	100%	100%	100%	100%	100%	100%
Access to technology in general in Minneapolis	Excellent	13%	12%	10%	20%	12%	16%	13%
	Good	40%	43%	43%	36%	42%	40%	41%
	Fair	21%	24%	24%	25%	23%	23%	23%
	Poor	8%	4%	9%	4%	6%	9%	7%
	Don't know	19%	17%	13%	15%	18%	13%	17%
	Total	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?		Overall
		1 person	2 people	3 or 4 people	5 or more people	No	Yes	
A computer	Essential	57%	74%	72%	59%	65%	68%	66%
	Very important	23%	17%	22%	27%	20%	23%	21%
	Somewhat important	9%	6%	4%	12%	7%	8%	7%
	Not at all important	9%	3%	1%	2%	6%	1%	5%
	Don't know	2%	1%	0%	1%	1%	1%	1%
	Total	100%	100%	100%	100%	100%	100%	100%
Internet access	Essential	60%	75%	76%	56%	68%	69%	68%
	Very important	22%	17%	18%	31%	19%	22%	20%
	Somewhat important	9%	4%	5%	10%	6%	7%	6%
	Not at all important	8%	3%	1%	1%	6%	1%	4%
	Don't know	2%	1%	0%	1%	1%	1%	1%
	Total	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?		Overall
	1 person	2 people	3 or 4 people	5 or more people	No	Yes	
Very familiar	25%	26%	34%	28%	26%	33%	28%
Somewhat familiar	42%	46%	46%	45%	45%	43%	45%
Not familiar at all	33%	28%	20%	26%	29%	24%	28%
Total	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?		Overall
		1 person	2 people	3 or 4 people	5 or more people	No	Yes	
Computer (desktop, laptop)	Yes, with Internet access	75%	91%	91%	77%	84%	84%	84%
	Yes, without Internet access	8%	4%	4%	12%	5%	9%	6%
	No	17%	5%	4%	11%	11%	7%	10%
	Total	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Yes, with Internet access	27%	53%	56%	44%	42%	50%	44%
	Yes, without Internet access	2%	3%	4%	8%	3%	6%	3%
	No	70%	43%	41%	48%	55%	45%	53%
	Total	100%	100%	100%	100%	100%	100%	100%
Cell phone	Yes, with Internet access	64%	79%	84%	83%	72%	84%	75%
	Yes, without Internet access	24%	17%	14%	13%	20%	13%	19%
	No	12%	4%	2%	3%	8%	3%	7%
	Total	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Yes, with Internet access	17%	34%	46%	41%	28%	43%	31%
	Yes, without Internet access	6%	8%	15%	24%	8%	18%	11%
	No	77%	58%	38%	35%	64%	39%	58%
	Total	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?		Overall
		1 person	2 people	3 or 4 people	5 or more people	No	Yes	
Computer (desktop, laptop)	Daily	72%	83%	84%	62%	79%	75%	77%
	Weekly	9%	10%	9%	16%	9%	14%	10%
	Monthly	2%	1%	1%	3%	1%	2%	2%
	Less than once per month	3%	2%	1%	5%	2%	3%	2%
	Never/Not applicable	15%	5%	3%	14%	9%	7%	9%
	Total	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Daily	17%	39%	40%	32%	29%	36%	31%
	Weekly	9%	12%	12%	15%	11%	12%	11%
	Monthly	2%	2%	3%	3%	2%	4%	3%
	Less than once per month	3%	2%	3%	3%	2%	3%	3%
	Never/Not applicable	69%	45%	42%	47%	56%	44%	53%
	Total	100%	100%	100%	100%	100%	100%	100%
Cell phone, PDA, Blackberry or iPod Touch	Daily	59%	71%	78%	71%	66%	76%	68%
	Weekly	5%	6%	6%	11%	5%	9%	6%
	Monthly	1%	2%	1%	2%	1%	2%	1%
	Less than once per month	3%	1%	2%	1%	2%	2%	2%
	Never/Not applicable	32%	20%	12%	15%	25%	12%	22%
	Total	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Daily	5%	11%	18%	22%	10%	17%	12%
	Weekly	6%	11%	17%	18%	9%	18%	11%
	Monthly	3%	5%	6%	6%	4%	7%	5%
	Less than once per month	5%	7%	8%	2%	6%	8%	6%
	Never/Not applicable	81%	65%	50%	52%	71%	51%	66%
	Total	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?		Overall
		1 person	2 people	3 or 4 people	5 or more people	No	Yes	
Television/Blu-ray player	Daily	26%	32%	29%	38%	29%	34%	30%
	Weekly	8%	12%	12%	11%	10%	13%	10%
	Monthly	3%	2%	5%	2%	3%	4%	3%
	Less than once per month	3%	4%	4%	5%	4%	5%	4%
	Never/Not applicable	60%	50%	49%	44%	55%	44%	53%
	Total	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?		Overall
		1 person	2 people	3 or 4 people	5 or more people	No	Yes	
Home	Daily	74%	87%	91%	73%	82%	83%	82%
	Weekly	6%	5%	5%	15%	5%	9%	6%
	Monthly	1%	0%	1%	2%	1%	1%	1%
	Less than once per month	1%	1%	1%	2%	1%	1%	1%
	Never/Not applicable	18%	7%	3%	8%	12%	6%	10%
	Total	100%	100%	100%	100%	100%	100%	100%
Work	Daily	59%	72%	71%	59%	66%	67%	66%
	Weekly	3%	4%	7%	8%	4%	7%	5%
	Monthly	1%	0%	2%	0%	1%	2%	1%
	Less than once per month	2%	1%	2%	4%	1%	2%	2%
	Never/Not applicable	35%	22%	18%	29%	28%	23%	27%
	Total	100%	100%	100%	100%	100%	100%	100%
School	Daily	11%	15%	28%	28%	16%	23%	18%
	Weekly	5%	4%	7%	12%	5%	9%	6%
	Monthly	0%	1%	1%	3%	1%	2%	1%
	Less than once per month	1%	0%	1%	3%	1%	2%	1%
	Never/Not applicable	82%	80%	62%	54%	78%	64%	75%
	Total	100%	100%	100%	100%	100%	100%	100%
At an outdoor or indoor public place (library, cafe, public computer, etc.)	Daily	12%	13%	13%	13%	12%	14%	13%
	Weekly	19%	24%	32%	22%	22%	28%	24%
	Monthly	14%	17%	17%	21%	16%	18%	16%
	Less than once per month	22%	23%	22%	16%	22%	22%	22%
	Never/Not applicable	33%	23%	16%	28%	28%	19%	26%
	Total	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?		Overall
	1 person	2 people	3 or 4 people	5 or more people	No	Yes	
No Internet access at home	16%	6%	4%	10%	10%	7%	10%
Dial-up telephone line	3%	1%	1%	2%	2%	2%	2%
Cable (Comcast/Xfinity)	40%	50%	44%	52%	46%	44%	45%
DSL (CenturyLink)	19%	22%	22%	17%	20%	20%	20%
Satellite (DirectTV, Dish)	1%	3%	5%	3%	3%	3%	3%
Cellular (Verizon, AT&T, Sprint)	23%	26%	27%	35%	25%	30%	26%
WiFi (USIW, other)	20%	24%	33%	18%	23%	26%	24%
Don't know	4%	2%	1%	2%	3%	3%	3%

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?		Overall
	1 person	2 people	3 or 4 people	5 or more people	No	Yes	
Not applicable	13%	7%	6%	8%	10%	7%	9%
Coworkers	22%	25%	26%	13%	22%	24%	23%
Friends or family	50%	60%	63%	61%	56%	62%	57%
Library	6%	3%	5%	10%	4%	8%	5%
Community technology center/Public lab	2%	2%	2%	3%	2%	3%	2%
Pay someone for technical support	10%	10%	11%	9%	10%	10%	10%
My Internet provider	36%	39%	40%	43%	37%	40%	38%
No one/No help available	6%	3%	4%	8%	5%	6%	5%
Books/Reference materials	9%	9%	9%	2%	9%	7%	9%
Computer/Internet resources	42%	54%	52%	42%	49%	47%	48%
School	4%	4%	7%	7%	4%	5%	5%

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?		Overall
		1 person	2 people	3 or 4 people	5 or more people	No	Yes	
Use email, texting or video to communicate	Daily	74%	87%	92%	74%	82%	84%	82%
	Weekly	8%	6%	4%	9%	6%	7%	6%
	Monthly	2%	1%	1%	4%	2%	2%	2%
	Less than once per month	2%	1%	1%	3%	1%	2%	1%
	Never	7%	3%	1%	5%	5%	3%	4%
	Not applicable	8%	2%	1%	4%	5%	2%	4%
	Total	100%	100%	100%	100%	100%	100%	100%
Seek entertainment (games, videos, music)	Daily	36%	45%	46%	45%	42%	41%	42%
	Weekly	22%	29%	33%	22%	25%	33%	27%
	Monthly	7%	7%	9%	11%	7%	10%	8%
	Less than once per month	8%	7%	5%	9%	7%	8%	7%
	Never	15%	8%	4%	7%	12%	3%	10%
	Not applicable	13%	4%	3%	6%	8%	4%	7%
	Total	100%	100%	100%	100%	100%	100%	100%
Use social media (Facebook, Twitter, LinkedIn)	Daily	44%	56%	62%	53%	52%	55%	53%
	Weekly	12%	16%	14%	11%	13%	16%	14%
	Monthly	5%	3%	7%	8%	4%	8%	5%
	Less than once per month	7%	5%	3%	9%	6%	6%	6%
	Never	20%	14%	9%	12%	17%	10%	15%
	Not applicable	12%	6%	5%	6%	9%	5%	8%
	Total	100%	100%	100%	100%	100%	100%	100%
Get the news or weather	Daily	57%	68%	68%	65%	64%	62%	64%
	Weekly	18%	18%	24%	15%	18%	23%	19%
	Monthly	3%	4%	2%	4%	3%	4%	3%
	Less than once per month	4%	3%	2%	3%	3%	3%	3%
	Never	10%	4%	2%	7%	6%	4%	6%
	Not applicable	8%	3%	2%	8%	5%	4%	5%
	Total	100%	100%	100%	100%	100%	100%	100%

## 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?		Overall
		1 person	2 people	3 or 4 people	5 or more people	No	Yes	
Shop, search for products and services	Daily	18%	23%	22%	12%	21%	17%	20%
	Weekly	35%	44%	43%	34%	39%	41%	39%
	Monthly	15%	17%	19%	24%	16%	20%	17%
	Less than once per month	12%	9%	10%	8%	10%	10%	10%
	Never	11%	5%	3%	13%	7%	6%	7%
	Not applicable	9%	3%	3%	10%	6%	6%	6%
	Total	100%	100%	100%	100%	100%	100%	100%
Research or study a topic of interest	Daily	37%	47%	38%	34%	42%	35%	40%
	Weekly	31%	33%	45%	37%	33%	43%	35%
	Monthly	9%	8%	10%	6%	8%	10%	9%
	Less than once per month	6%	4%	3%	8%	5%	5%	5%
	Never	9%	4%	2%	7%	6%	4%	6%
	Not applicable	8%	3%	2%	7%	6%	4%	5%
	Total	100%	100%	100%	100%	100%	100%	100%
Share opinions, post to a blog, review a product or service	Daily	11%	11%	9%	14%	11%	9%	11%
	Weekly	12%	18%	19%	15%	16%	17%	16%
	Monthly	14%	16%	23%	12%	16%	18%	17%
	Less than once per month	18%	23%	25%	22%	20%	26%	21%
	Never	31%	24%	17%	27%	26%	21%	25%
	Not applicable	14%	8%	8%	10%	11%	9%	10%
	Total	100%	100%	100%	100%	100%	100%	100%
Attend an online class or training	Daily	3%	4%	4%	3%	4%	3%	4%
	Weekly	4%	4%	6%	8%	4%	5%	5%
	Monthly	6%	9%	9%	4%	8%	8%	8%
	Less than once per month	20%	26%	31%	12%	24%	26%	24%
	Never	45%	40%	35%	54%	42%	40%	42%
	Not applicable	21%	17%	15%	19%	18%	17%	18%
	Total	100%	100%	100%	100%	100%	100%	100%
Work from home	Daily	12%	20%	19%	12%	17%	14%	16%
	Weekly	15%	15%	19%	10%	15%	17%	16%

## 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?		Overall
		1 person	2 people	3 or 4 people	5 or more people	No	Yes	
	Monthly	10%	15%	15%	7%	12%	16%	13%
	Less than once per month	9%	11%	9%	5%	9%	9%	9%
	Never	31%	24%	21%	44%	28%	25%	27%
	Not applicable	21%	15%	17%	24%	19%	19%	19%
	Total	100%	100%	100%	100%	100%	100%	100%
Banking online (paying bills, investing, etc.)	Daily	15%	18%	17%	17%	18%	15%	17%
	Weekly	30%	43%	46%	26%	37%	40%	38%
	Monthly	19%	18%	19%	18%	19%	16%	18%
	Less than once per month	4%	3%	5%	4%	3%	6%	4%
	Never	19%	13%	8%	26%	15%	16%	15%
	Not applicable	12%	5%	5%	10%	8%	6%	8%
	Total	100%	100%	100%	100%	100%	100%	100%
As a parent/guardian, connect with your child's school	Daily	1%	1%	8%	11%	1%	11%	3%
	Weekly	1%	3%	18%	21%	1%	26%	7%
	Monthly	1%	2%	12%	8%	1%	16%	4%
	Less than once per month	1%	2%	5%	12%	1%	9%	3%
	Never	20%	10%	11%	14%	14%	12%	14%
	Not applicable	76%	82%	46%	33%	82%	26%	68%
	Total	100%	100%	100%	100%	100%	100%	100%
Find info on community resources and events	Daily	7%	5%	8%	7%	7%	6%	6%
	Weekly	18%	22%	28%	23%	20%	27%	22%
	Monthly	23%	28%	29%	30%	25%	31%	26%
	Less than once per month	25%	27%	24%	15%	26%	21%	24%
	Never	17%	13%	9%	17%	15%	10%	14%
	Not applicable	10%	6%	3%	9%	8%	5%	7%
	Total	100%	100%	100%	100%	100%	100%	100%
If you have a question, use Internet to the find the answer	Daily	43%	55%	56%	43%	50%	49%	50%
	Weekly	27%	29%	33%	26%	27%	33%	29%
	Monthly	8%	5%	4%	7%	6%	5%	6%
	Less than once per month	6%	5%	3%	11%	5%	6%	5%

## 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?		Overall
		1 person	2 people	3 or 4 people	5 or more people	No	Yes	
	Never	8%	4%	2%	7%	6%	4%	5%
	Not applicable	8%	3%	2%	6%	6%	3%	5%
	Total	100%	100%	100%	100%	100%	100%	100%
	Daily	4%	4%	3%	2%	4%	2%	3%
Engage in civic activities (participate in a discussion about community and government issues; research information about an issue or a candidate)	Weekly	8%	8%	9%	8%	8%	9%	8%
	Monthly	12%	16%	18%	17%	14%	16%	15%
	Less than once per month	27%	34%	36%	23%	30%	34%	31%
	Never	35%	30%	27%	37%	32%	30%	32%
	Not applicable	13%	8%	7%	12%	11%	9%	10%
	Total	100%	100%	100%	100%	100%	100%	100%
	Daily	6%	7%	5%	9%	7%	5%	6%
	Weekly	13%	14%	20%	18%	14%	19%	15%
	Monthly	28%	33%	37%	26%	31%	34%	31%
Look up health and medical information	Less than once per month	32%	37%	30%	27%	34%	30%	33%
	Never	13%	6%	5%	13%	9%	8%	9%
	Not applicable	9%	4%	2%	8%	6%	4%	5%
	Total	100%	100%	100%	100%	100%	100%	100%
	Daily	2%	1%	1%	8%	2%	2%	2%
	Weekly	3%	3%	4%	4%	4%	3%	3%
	Monthly	8%	13%	16%	12%	11%	16%	12%
Communicate with government (seek services, get a license, discuss a problem)	Less than once per month	45%	52%	51%	31%	48%	45%	47%
	Never	29%	25%	23%	35%	27%	25%	27%
	Not applicable	13%	6%	5%	11%	9%	8%	9%
	Total	100%	100%	100%	100%	100%	100%	100%
	Daily	2%	3%	1%	1%	2%	2%	2%
	Weekly	2%	3%	5%	4%	2%	5%	3%
	Monthly	4%	7%	8%	3%	6%	5%	6%
Sell goods and services online, advertise	Less than once per month	21%	28%	35%	22%	25%	30%	26%
	Never	52%	44%	41%	54%	47%	44%	47%
	Not applicable	20%	15%	10%	17%	17%	14%	16%



## 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?		Overall
		1 person	2 people	3 or 4 people	5 or more people	No	Yes	
Find directions or look up a map	Total	100%	100%	100%	100%	100%	100%	100%
	Daily	14%	16%	14%	19%	15%	14%	15%
	Weekly	37%	48%	52%	37%	43%	47%	44%
	Monthly	19%	21%	23%	17%	20%	20%	20%
	Less than once per month	12%	8%	7%	15%	9%	11%	10%
	Never	9%	5%	2%	8%	6%	5%	6%
	Not applicable	8%	3%	2%	4%	5%	3%	5%
	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?		Overall
		1 person	2 people	3 or 4 people	5 or more people	No	Yes	
Using a computer laptop/desktop	Very comfortable	72%	85%	88%	70%	79%	81%	80%
	Somewhat comfortable	15%	11%	9%	22%	12%	14%	13%
	Not at all comfortable	3%	1%	2%	1%	2%	2%	2%
	Don't know	3%	1%	0%	5%	2%	2%	2%
	Not applicable	7%	2%	1%	2%	4%	1%	4%
	Total	100%	100%	100%	100%	100%	100%	100%
Using smartphone or tablet computer	Very comfortable	52%	68%	71%	62%	61%	66%	62%
	Somewhat comfortable	15%	14%	15%	19%	14%	17%	15%
	Not at all comfortable	7%	4%	5%	6%	5%	6%	6%
	Don't know	8%	3%	4%	8%	6%	5%	6%
	Not applicable	18%	10%	6%	5%	14%	6%	12%
	Total	100%	100%	100%	100%	100%	100%	100%

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

		Respondent household size				Are there any children under 18 in your household?		Overall
		1 person	2 people	3 or 4 people	5 or more people	No	Yes	
How comfortable, if at all, are you at each of the following?								
Accessing the Internet	Very comfortable	77%	87%	89%	78%	83%	84%	83%
	Somewhat comfortable	11%	8%	8%	12%	9%	10%	10%
	Not at all comfortable	3%	1%	1%	0%	2%	1%	2%
	Don't know	2%	1%	0%	6%	1%	2%	2%
	Not applicable	7%	3%	1%	4%	5%	2%	4%
	Total	100%	100%	100%	100%	100%	100%	100%
Using email	Very comfortable	79%	89%	90%	76%	84%	83%	84%
	Somewhat comfortable	7%	5%	6%	14%	6%	10%	7%
	Not at all comfortable	3%	2%	3%	1%	2%	3%	2%
	Don't know	3%	1%	0%	6%	2%	2%	2%
	Not applicable	8%	3%	1%	4%	6%	2%	5%
	Total	100%	100%	100%	100%	100%	100%	100%
Locating information online (bus schedules, weather, news, etc.)	Very comfortable	70%	83%	88%	74%	78%	81%	78%
	Somewhat comfortable	14%	10%	9%	11%	12%	11%	11%
	Not at all comfortable	4%	2%	1%	3%	3%	3%	3%
	Don't know	4%	1%	1%	7%	2%	3%	3%
	Not applicable	8%	3%	1%	5%	5%	2%	5%
	Total	100%	100%	100%	100%	100%	100%	100%
Using social networking sites (Facebook, Twitter, etc.)	Very comfortable	52%	65%	68%	60%	60%	63%	60%
	Somewhat comfortable	13%	14%	13%	20%	13%	18%	14%
	Not at all comfortable	9%	6%	7%	9%	7%	7%	7%
	Don't know	7%	3%	4%	7%	5%	5%	5%
	Not applicable	19%	12%	8%	3%	15%	6%	13%
	Total	100%	100%	100%	100%	100%	100%	100%
Protecting your computer (stop viruses, backup files, avoid scams)	Very comfortable	36%	43%	45%	37%	41%	39%	40%
	Somewhat comfortable	35%	41%	37%	38%	37%	40%	38%
	Not at all comfortable	12%	10%	12%	11%	11%	12%	11%
	Don't know	7%	2%	4%	10%	4%	7%	5%
	Not applicable	10%	3%	1%	5%	7%	3%	6%
	Total	100%	100%	100%	100%	100%	100%	100%
Creating documents or spreadsheets	Very comfortable	51%	66%	64%	46%	60%	54%	58%
	Somewhat comfortable	20%	17%	22%	24%	18%	24%	20%

## 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?		Overall	
		1 person	2 people	3 or 4 people	5 or more people	No	Yes		
		Not at all comfortable	10%	9%	6%	11%	9%	9%	9%
		Don't know	6%	3%	4%	12%	4%	8%	5%
		Not applicable	12%	5%	3%	6%	8%	5%	8%
		Total	100%	100%	100%	100%	100%	100%	100%
Searching or applying for jobs online		Very comfortable	45%	58%	60%	50%	52%	56%	53%
		Somewhat comfortable	21%	16%	22%	26%	19%	23%	20%
		Not at all comfortable	7%	4%	5%	6%	5%	6%	5%
		Don't know	6%	5%	3%	8%	5%	7%	6%
		Not applicable	21%	17%	9%	11%	19%	9%	16%
		Total	100%	100%	100%	100%	100%	100%	100%
Using online tutorials or education programs		Very comfortable	40%	53%	52%	33%	47%	46%	47%
		Somewhat comfortable	22%	21%	28%	34%	22%	28%	24%
		Not at all comfortable	8%	6%	6%	9%	7%	7%	7%
		Don't know	11%	8%	6%	11%	8%	10%	9%
		Not applicable	20%	13%	7%	13%	16%	9%	14%
		Total	100%	100%	100%	100%	100%	100%	100%
Installing software		Very comfortable	39%	48%	46%	34%	45%	37%	43%
		Somewhat comfortable	23%	30%	32%	34%	27%	34%	28%
		Not at all comfortable	16%	13%	14%	13%	14%	15%	14%
		Don't know	9%	5%	6%	12%	6%	10%	7%
		Not applicable	12%	5%	3%	7%	8%	4%	7%
		Total	100%	100%	100%	100%	100%	100%	100%
Writing or publishing information on the Internet		Very comfortable	25%	35%	29%	26%	30%	27%	29%
		Somewhat comfortable	23%	25%	35%	22%	25%	30%	26%
		Not at all comfortable	18%	16%	17%	24%	17%	18%	18%
		Don't know	14%	9%	8%	18%	10%	14%	11%
		Not applicable	20%	15%	11%	11%	17%	11%	16%
		Total	100%	100%	100%	100%	100%	100%	100%
Creating a website or blog		Very comfortable	16%	21%	19%	14%	19%	16%	18%
		Somewhat comfortable	21%	27%	26%	17%	24%	22%	24%
		Not at all comfortable	26%	26%	33%	31%	27%	31%	28%
		Don't know	17%	11%	11%	26%	13%	20%	14%

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

		Respondent household size				Are there any children under 18 in your household?		Overall
		1 person	2 people	3 or 4 people	5 or more people	No	Yes	
How comfortable, if at all, are you at each of the following?								
	Not applicable	20%	14%	10%	13%	17%	11%	15%
	Total	100%	100%	100%	100%	100%	100%	100%
Troubleshooting computer problems	Very comfortable	22%	25%	25%	16%	25%	19%	23%
	Somewhat comfortable	32%	40%	43%	39%	36%	43%	37%
	Not at all comfortable	24%	24%	23%	22%	24%	22%	23%
	Don't know	10%	6%	6%	14%	7%	11%	8%
	Not applicable	12%	5%	4%	8%	8%	6%	8%
	Total	100%	100%	100%	100%	100%	100%	100%
	Very comfortable	7%	8%	6%	11%	8%	7%	7%
Coding your own software application	Somewhat comfortable	8%	8%	10%	9%	8%	8%	8%
	Not at all comfortable	40%	47%	50%	39%	44%	45%	44%
	Don't know	24%	20%	22%	30%	21%	28%	23%
	Not applicable	21%	18%	11%	12%	19%	12%	17%
	Total	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?		Overall
		1 person	2 people	3 or 4 people	5 or more people	No	Yes	
How long have you lived in Minneapolis?	Less than a year	7%	8%	6%	5%	7%	6%	7%
	1-2 years	11%	10%	7%	11%	11%	5%	10%
	3-5 years	13%	18%	15%	18%	16%	14%	16%
	6-10 years	17%	18%	17%	15%	16%	19%	17%
	More than 10 years	52%	46%	55%	52%	49%	55%	51%
	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	44%	52%	56%	57%	50%	54%	50%
	Other state	48%	43%	33%	34%	44%	35%	42%
	Other country	8%	5%	11%	10%	7%	11%	7%
	Total	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?		Overall
		1 person	2 people	3 or 4 people	5 or more people	No	Yes	
Do you rent or own your current residence?	Rent	65%	46%	38%	52%	55%	42%	51%
	Own	35%	54%	62%	48%	45%	58%	49%
	Total	100%	100%	100%	100%	100%	100%	100%
Which best describes the building you live in?	One family house detached from any other houses	27%	53%	71%	69%	42%	70%	49%
	House attached to one or more houses (e.g., a duplex or townhome)	7%	10%	11%	17%	9%	12%	10%
	Building with two or more apartments or condominiums	61%	37%	16%	13%	46%	16%	39%
	Other	5%	1%	2%	1%	3%	2%	3%
	Total	100%	100%	100%	100%	100%	100%	100%

**Question D5 Compared by Presence of Children in Household**

How many people, including you, live in your household?	Are there any children under 18 in your household?		Overall
	No	Yes	
1 person	45%	2%	34%
2 people	43%	11%	35%
3 or 4 people	11%	58%	22%
5 or more people	2%	28%	8%
Total	100%	100%	100%

**Question D6 Compared by Respondent Household Size**

Are there any children under 18 in your household?	Respondent household size				Overall
	1 person	2 people	3 or 4 people	5 or more people	
No	98%	93%	37%	17%	76%
Yes	2%	7%	63%	83%	24%
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?		Overall
		1 person	2 people	3 or 4 people	5 or more people	No	Yes	
What is your gender?	Female	48%	48%	53%	55%	48%	55%	50%
	Male	52%	52%	47%	45%	52%	45%	50%
	Total	100%	100%	100%	100%	100%	100%	100%
In which category is your age?	18-24 years	7%	9%	12%	14%	10%	5%	9%
	25-34 years	30%	40%	32%	36%	34%	35%	34%
	35-44 years	13%	11%	25%	26%	11%	32%	16%
	45-54 years	18%	15%	19%	15%	15%	21%	17%
	55-64 years	16%	14%	8%	6%	16%	5%	13%
	65-74 years	10%	8%	3%	2%	9%	1%	7%
	75 years or older	7%	4%	0%	1%	6%	0%	4%
	Total	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?		Overall
	1 person	2 people	3 or 4 people	5 or more people	No	Yes	
No	96%	92%	90%	83%	94%	87%	92%
Yes	4%	8%	10%	17%	6%	13%	8%
Total	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.) Compared by Respondent Household Size and Presence of Children in Household	Respondent household size				Are there any children under 18 in your household?		Overall
	1 person	2 people	3 or 4 people	5 or more people	No	Yes	
American Indian or Alaskan Native	2%	2%	3%	6%	2%	4%	2%
Asian, Asian Indian or Pacific Islander	3%	5%	7%	20%	5%	9%	6%
Black or African American	23%	12%	19%	30%	16%	28%	19%
White	72%	80%	71%	44%	77%	58%	72%
Other	3%	5%	5%	17%	4%	9%	5%

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?		Overall
	1 person	2 people	3 or 4 people	5 or more people	No	Yes	
English	95%	96%	93%	77%	95%	88%	93%
Somali	2%	1%	2%	3%	2%	3%	2%
Vietnamese	0%	0%	0%	0%	0%	0%	0%
Spanish	0%	0%	1%	8%	0%	3%	1%
Hmong	0%	0%	1%	6%	0%	2%	1%
Lao	0%	0%	0%	0%	0%	0%	0%
Ethiopian/Oromo	1%	1%	1%	4%	1%	2%	1%
Other	1%	1%	2%	2%	1%	1%	1%
Total	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 2012?	Respondent household size				Are there any children under 18 in your household?		Overall
	1 person	2 people	3 or 4 people	5 or more people	No	Yes	
Less than \$10,000	16%	6%	10%	20%	12%	11%	12%
\$10,000 - \$24,999	23%	13%	16%	29%	17%	22%	18%
\$25,000 - \$49,999	28%	21%	17%	20%	23%	19%	22%
\$50,000 - \$74,999	18%	20%	15%	14%	18%	15%	17%
\$75,000 - \$99,999	9%	13%	14%	3%	11%	11%	11%
\$100,000 - \$149,999	5%	17%	15%	7%	12%	10%	11%
\$150,000 - \$199,999	1%	6%	7%	2%	3%	6%	4%
\$200,000 or more	1%	5%	6%	5%	3%	7%	4%
Total	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?		Overall
	1 person	2 people	3 or 4 people	5 or more people	No	Yes	
Employed full-time	53%	61%	58%	52%	56%	59%	57%
Employed part-time	10%	11%	20%	19%	11%	19%	13%
Student	5%	7%	7%	11%	7%	5%	7%
Retired	16%	13%	4%	2%	14%	2%	11%
Unemployed, looking for work	6%	5%	4%	6%	5%	5%	5%
Homemaker	1%	1%	4%	8%	1%	6%	2%
Disabled (limiting participation in work, school, housework or other activities)	9%	3%	2%	3%	6%	4%	5%
Total	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?		Overall
	1 person	2 people	3 or 4 people	5 or more people	No	Yes	
Less than high school	5%	3%	4%	15%	4%	8%	5%
High school graduate	18%	11%	15%	23%	15%	17%	16%
Associate degree, some college	19%	19%	22%	30%	20%	24%	21%
Bachelor's degree	35%	39%	33%	19%	37%	28%	35%
Graduate or professional degree	22%	28%	26%	12%	25%	23%	24%
Total	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?		Overall
	1 person	2 people	3 or 4 people	5 or more people	No	Yes	
Cell	69%	69%	69%	68%	69%	69%	69%
Land line	23%	17%	13%	14%	20%	12%	18%
Both	8%	14%	18%	17%	11%	19%	13%
Total	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	12%	14%	18%	23%	20%	24%	11%	10%	14%	17%	19%	15%	16%
	Good	36%	44%	45%	45%	45%	41%	34%	49%	47%	47%	43%	48%	44%
	Fair	17%	16%	18%	15%	17%	13%	21%	21%	19%	18%	16%	16%	18%
	Poor	7%	5%	4%	4%	5%	3%	14%	4%	6%	8%	9%	4%	6%
	Don't know	29%	21%	15%	12%	13%	19%	19%	17%	14%	10%	14%	16%	17%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City use of technology	Excellent	9%	6%	9%	13%	9%	10%	6%	8%	10%	12%	8%	8%	9%
	Good	37%	39%	39%	40%	40%	33%	41%	42%	41%	38%	43%	38%	39%
	Fair	28%	24%	24%	17%	18%	13%	42%	22%	24%	24%	17%	16%	22%
	Poor	7%	5%	3%	6%	5%	2%	4%	10%	6%	6%	10%	6%	6%
	Don't know	19%	26%	25%	24%	28%	41%	7%	18%	20%	20%	22%	33%	23%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Access to technology in general in Minneapolis	Excellent	7%	9%	13%	16%	13%	13%	11%	12%	19%	16%	10%	10%	13%
	Good	46%	40%	42%	43%	44%	39%	43%	39%	39%	41%	47%	44%	41%
	Fair	24%	26%	22%	16%	18%	12%	27%	27%	28%	27%	20%	15%	23%
	Poor	8%	7%	5%	8%	7%	3%	7%	9%	4%	5%	6%	5%	7%
	Don't know	15%	18%	18%	17%	19%	34%	12%	12%	10%	11%	17%	27%	17%
	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	69%	74%	76%	64%	54%	35%	74%	80%	75%	59%	57%	37%	66%
	Very important	21%	21%	20%	22%	22%	21%	21%	17%	16%	29%	24%	29%	21%
	Somewhat important	10%	5%	3%	10%	9%	13%	3%	3%	7%	8%	9%	13%	7%
	Not at all important	0%	0%	1%	3%	13%	24%	2%	0%	2%	4%	9%	16%	5%
	Don't know	0%	0%	0%	1%	2%	7%	0%	0%	0%	0%	2%	5%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Internet access	Essential	72%	74%	80%	69%	56%	38%	77%	81%	74%	62%	59%	41%	68%
	Very important	18%	22%	16%	19%	23%	20%	20%	15%	17%	25%	23%	26%	20%
	Somewhat important	8%	4%	4%	8%	10%	12%	2%	3%	7%	8%	7%	12%	6%
	Not at all important	2%	0%	0%	3%	9%	23%	2%	1%	1%	4%	9%	16%	4%
	Don't know	0%	0%	0%	1%	2%	7%	0%	0%	0%	1%	1%	5%	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	12%	25%	27%	25%	22%	11%	23%	39%	38%	36%	28%	15%	28%
Somewhat familiar	57%	50%	46%	48%	42%	32%	62%	42%	43%	40%	39%	37%	45%
Not familiar at all	31%	25%	27%	27%	36%	57%	15%	19%	18%	24%	33%	48%	28%
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
Computer (desktop, laptop)	Yes, with Internet access	88%	92%	89%	87%	76%	63%	94%	91%	84%	79%	77%	67%	84%
	Yes, without Internet access	8%	4%	5%	6%	6%	4%	3%	6%	9%	6%	9%	8%	6%
	No	4%	4%	7%	8%	18%	33%	3%	2%	7%	15%	15%	26%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Yes, with Internet access	36%	52%	51%	39%	33%	24%	42%	55%	51%	43%	35%	25%	44%
	Yes, without Internet access	3%	2%	4%	8%	4%	3%	1%	3%	4%	2%	2%	3%	3%
	No	62%	45%	45%	53%	63%	74%	56%	42%	45%	55%	62%	72%	53%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone	Yes, with Internet access	82%	88%	84%	77%	61%	35%	90%	87%	85%	66%	58%	39%	75%
	Yes, without Internet access	17%	10%	14%	19%	29%	38%	10%	12%	13%	23%	29%	36%	19%
	No	1%	2%	2%	4%	10%	27%	0%	1%	2%	10%	13%	25%	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	42%	42%	35%	35%	16%	5%	57%	40%	34%	20%	17%	4%	31%
	Yes, without Internet access	18%	11%	12%	11%	7%	3%	11%	10%	16%	14%	8%	0%	11%
	No	40%	47%	52%	53%	77%	92%	32%	50%	50%	67%	76%	95%	58%
	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
Computer (desktop, laptop)	Daily	81%	83%	81%	74%	70%	50%	90%	88%	84%	74%	73%	56%	77%
	Weekly	9%	10%	13%	14%	11%	8%	8%	7%	7%	12%	7%	11%	10%
	Monthly	2%	2%	0%	2%	3%	2%	0%	0%	0%	0%	3%	2%	2%
	Less than once per month	2%	1%	1%	2%	3%	5%	0%	2%	3%	3%	1%	5%	2%
	Never/Not applicable	6%	3%	5%	7%	12%	34%	2%	2%	6%	10%	16%	27%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Daily	23%	37%	39%	29%	23%	14%	23%	38%	42%	28%	21%	17%	31%
	Weekly	14%	11%	8%	10%	8%	7%	17%	17%	11%	10%	7%	4%	11%
	Monthly	2%	4%	3%	4%	1%	2%	0%	2%	2%	2%	3%	1%	3%
	Less than once per month	3%	5%	2%	2%	1%	2%	2%	2%	0%	3%	2%	2%	3%
	Never/Not applicable	57%	43%	47%	55%	66%	75%	58%	41%	44%	57%	67%	75%	53%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone, PDA, Blackberry or iPod Touch	Daily	78%	81%	80%	70%	52%	26%	77%	84%	81%	57%	50%	31%	68%
	Weekly	6%	7%	5%	6%	8%	7%	12%	4%	5%	7%	4%	4%	6%
	Monthly	0%	1%	2%	2%	2%	2%	0%	2%	1%	0%	3%	1%	1%
	Less than once per month	1%	3%	1%	2%	2%	5%	0%	1%	2%	2%	2%	4%	2%
	Never/Not applicable	15%	8%	13%	20%	37%	60%	10%	10%	11%	34%	41%	59%	22%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Daily	19%	17%	11%	14%	4%	1%	27%	14%	11%	5%	5%	2%	12%
	Weekly	19%	13%	15%	8%	8%	2%	15%	18%	14%	6%	3%	1%	11%
	Monthly	7%	5%	3%	7%	3%	1%	12%	5%	7%	2%	4%	0%	5%
	Less than once per month	1%	8%	9%	8%	3%	2%	6%	8%	5%	6%	6%	2%	6%
	Never/Not applicable	54%	57%	61%	62%	83%	95%	40%	56%	63%	79%	82%	94%	66%
	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
Television/Blu-ray player	Daily	22%	34%	29%	34%	41%	30%	29%	28%	26%	25%	29%	29%	30%
	Weekly	12%	10%	16%	9%	6%	3%	10%	11%	20%	9%	8%	5%	10%
	Monthly	2%	3%	2%	2%	1%	1%	2%	5%	4%	4%	4%	0%	3%
	Less than once per month	2%	4%	6%	7%	2%	2%	3%	4%	3%	4%	6%	1%	4%
	Never/Not applicable	63%	48%	47%	47%	50%	64%	55%	53%	46%	58%	53%	64%	53%
	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%	91%	81%	72%	53%	97%	91%	83%	77%	73%	61%	82%
	Weekly	5%	7%	4%	6%	8%	7%	1%	5%	7%	7%	4%	7%	6%
	Monthly	0%	1%	0%	2%	1%	1%	0%	0%	1%	0%	2%	2%	1%
	Less than once per month	0%	1%	0%	1%	1%	4%	0%	1%	0%	2%	1%	2%	1%
	Never/Not applicable	6%	2%	5%	9%	18%	34%	2%	2%	9%	14%	21%	28%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Work	Daily	63%	83%	73%	72%	54%	10%	70%	84%	74%	60%	55%	19%	66%
	Weekly	11%	5%	4%	7%	5%	2%	5%	3%	7%	6%	2%	1%	5%
	Monthly	3%	0%	1%	1%	0%	1%	0%	1%	2%	0%	1%	0%	1%
	Less than once per month	3%	1%	2%	0%	0%	2%	5%	1%	2%	2%	2%	1%	2%
	Never/Not applicable	20%	10%	19%	20%	41%	86%	20%	10%	15%	32%	40%	78%	27%
	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
School	Daily	52%	18%	17%	22%	7%	2%	53%	21%	8%	10%	8%	5%	18%
	Weekly	7%	8%	5%	3%	2%	1%	11%	10%	10%	3%	2%	0%	6%
	Monthly	0%	1%	0%	2%	0%	0%	1%	2%	0%	1%	3%	0%	1%
	Less than once per month	0%	1%	0%	1%	0%	2%	2%	0%	1%	2%	2%	1%	1%
	Never/Not applicable	41%	72%	78%	73%	91%	95%	33%	67%	81%	84%	86%	94%	75%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
At an outdoor or indoor public place (library, cafe, public computer, etc.)	Daily	14%	13%	13%	14%	8%	3%	15%	20%	15%	14%	7%	3%	13%
	Weekly	32%	26%	33%	17%	18%	6%	22%	29%	33%	24%	15%	11%	24%
	Monthly	20%	23%	18%	16%	13%	4%	14%	21%	19%	11%	13%	4%	16%
	Less than once per month	23%	25%	22%	20%	21%	15%	34%	18%	22%	23%	22%	14%	22%
	Never/Not applicable	11%	13%	15%	34%	41%	72%	16%	12%	12%	27%	43%	67%	26%
	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	11%	4%	5%	8%	15%	24%	6%	4%	7%	11%	18%	25%	10%
Dial-up telephone line	1%	1%	2%	2%	5%	7%	0%	0%	0%	3%	3%	6%	2%
Cable (Comcast/Xfinity)	51%	51%	43%	41%	37%	37%	64%	55%	45%	35%	42%	28%	45%
DSL (CenturyLink)	14%	19%	28%	22%	25%	19%	17%	16%	22%	21%	21%	21%	20%
Satellite (DirectTV, Dish)	0%	3%	4%	5%	5%	4%	1%	3%	2%	1%	3%	4%	3%
Cellular (Verizon, AT&T, Sprint)	43%	34%	30%	23%	25%	7%	27%	27%	29%	28%	13%	8%	26%
WiFi (USIW, other)	38%	29%	26%	27%	21%	13%	11%	25%	26%	25%	17%	14%	24%
Don't know	1%	1%	1%	1%	4%	11%	4%	0%	3%	5%	1%	9%	3%

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	7%	4%	6%	7%	10%	23%	5%	10%	7%	9%	10%	20%	9%
Coworkers	25%	26%	31%	27%	25%	7%	14%	21%	23%	32%	21%	8%	23%
Friends or family	66%	70%	67%	64%	61%	54%	55%	46%	52%	50%	47%	51%	57%
Library	6%	3%	6%	7%	9%	6%	0%	3%	6%	6%	8%	5%	5%
Community technology center/Public lab	5%	1%	1%	1%	3%	2%	2%	0%	2%	5%	1%	4%	2%
Pay someone for technical support	6%	8%	13%	17%	16%	15%	2%	3%	8%	14%	17%	14%	10%
My Internet provider	40%	42%	41%	40%	39%	31%	42%	33%	42%	41%	38%	27%	38%
No one/No help available	2%	3%	5%	2%	6%	8%	2%	6%	5%	3%	6%	10%	5%
Books/Reference materials	4%	2%	5%	9%	11%	11%	16%	6%	11%	15%	12%	16%	9%
Computer/Internet resources	58%	48%	51%	40%	35%	21%	71%	60%	59%	49%	41%	28%	48%
School	16%	4%	5%	2%	2%	1%	12%	5%	5%	5%	3%	2%	5%

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	92%	93%	92%	82%	72%	50%	93%	94%	90%	74%	68%	50%	82%
	Weekly	3%	5%	6%	6%	10%	10%	2%	3%	7%	10%	8%	13%	6%
	Monthly	1%	1%	1%	3%	2%	2%	0%	2%	0%	4%	4%	2%	2%
	Less than once per month	0%	1%	0%	1%	2%	2%	0%	0%	3%	2%	2%	3%	1%
	Never	4%	0%	1%	3%	7%	15%	5%	1%	0%	5%	10%	18%	4%
	Not applicable	0%	1%	0%	4%	7%	21%	0%	0%	1%	5%	8%	14%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Seek entertainment (games, videos, music)	Daily	60%	50%	47%	33%	23%	16%	74%	58%	43%	32%	25%	15%	42%
	Weekly	27%	37%	31%	30%	22%	10%	18%	30%	30%	24%	18%	12%	27%
	Monthly	4%	7%	11%	9%	10%	6%	2%	4%	10%	10%	13%	5%	8%
	Less than once per month	1%	4%	8%	10%	7%	10%	1%	5%	8%	14%	12%	8%	7%
	Never	2%	0%	1%	8%	25%	34%	5%	1%	7%	9%	19%	39%	10%
	Not applicable	5%	2%	2%	10%	13%	24%	0%	2%	2%	12%	13%	22%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Use social media (Facebook, Twitter, LinkedIn)	Daily	81%	78%	64%	40%	28%	13%	77%	70%	52%	32%	30%	12%	53%
	Weekly	11%	10%	13%	18%	13%	13%	9%	15%	17%	22%	9%	8%	14%
	Monthly	1%	2%	9%	11%	5%	1%	0%	4%	10%	7%	5%	3%	5%
	Less than once per month	0%	3%	6%	6%	15%	6%	6%	3%	7%	8%	9%	6%	6%
	Never	5%	4%	6%	13%	26%	40%	8%	6%	10%	20%	34%	46%	15%
	Not applicable	1%	3%	2%	12%	14%	26%	0%	2%	3%	12%	13%	27%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Get the news or weather	Daily	65%	71%	69%	57%	48%	36%	67%	79%	75%	57%	55%	45%	64%
	Weekly	27%	23%	20%	22%	17%	11%	30%	16%	18%	20%	15%	9%	19%
	Monthly	1%	2%	6%	4%	5%	3%	4%	3%	2%	3%	4%	2%	3%
	Less than once per month	0%	1%	2%	10%	7%	8%	0%	0%	2%	5%	5%	5%	3%
	Never	6%	2%	2%	3%	14%	21%	0%	1%	2%	7%	12%	22%	6%

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
Shop, search for products and services	Not applicable	1%	2%	1%	4%	8%	22%	0%	1%	0%	8%	9%	17%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	21%	28%	26%	20%	13%	7%	24%	23%	20%	14%	16%	13%	20%
	Weekly	42%	47%	39%	39%	31%	22%	52%	47%	38%	38%	35%	22%	39%
	Monthly	21%	15%	19%	15%	21%	12%	15%	17%	26%	18%	15%	10%	17%
	Less than once per month	7%	6%	10%	14%	15%	16%	6%	6%	11%	9%	12%	16%	10%
	Never	6%	1%	3%	7%	13%	21%	2%	4%	2%	11%	13%	23%	7%
	Not applicable	3%	3%	3%	7%	8%	22%	0%	2%	2%	10%	9%	17%	6%
Research or study a topic of interest	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	39%	42%	43%	35%	26%	16%	58%	57%	45%	37%	33%	23%	40%
	Weekly	39%	42%	39%	39%	35%	22%	34%	33%	41%	34%	34%	23%	35%
	Monthly	16%	11%	8%	8%	17%	9%	6%	4%	7%	7%	7%	10%	9%
	Less than once per month	2%	3%	4%	8%	6%	14%	2%	3%	2%	4%	8%	9%	5%
	Never	4%	0%	5%	3%	7%	19%	0%	2%	5%	8%	10%	20%	6%
	Not applicable	0%	1%	1%	6%	9%	20%	0%	2%	1%	10%	8%	15%	5%
	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	14%	9%	12%	9%	4%	3%	18%	18%	13%	5%	9%	7%	11%
	Weekly	12%	21%	12%	12%	11%	7%	29%	21%	18%	14%	12%	6%	16%
	Monthly	16%	23%	20%	14%	11%	6%	27%	21%	14%	15%	11%	5%	17%
	Less than once per month	27%	26%	22%	24%	18%	13%	11%	24%	24%	21%	18%	11%	21%
	Never	26%	15%	26%	28%	41%	43%	11%	12%	23%	29%	37%	48%	25%
	Not applicable	4%	5%	8%	13%	15%	28%	4%	3%	7%	18%	13%	23%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	5%	5%	2%	3%	2%	1%	22%	3%	3%	2%	1%	1%	4%
Attend an online class or training	Weekly	10%	4%	5%	5%	2%	1%	8%	8%	6%	2%	1%	1%	5%
	Monthly	7%	8%	5%	6%	4%	3%	5%	13%	7%	9%	8%	4%	8%
	Less than once per month	22%	30%	28%	27%	23%	8%	21%	28%	26%	21%	26%	9%	24%
	Never	42%	35%	43%	37%	51%	56%	30%	36%	43%	45%	45%	58%	42%
	Not applicable	13%	18%	16%	21%	18%	31%	15%	12%	15%	20%	19%	25%	18%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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
Work from home	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	12%	13%	19%	20%	16%	7%	10%	20%	21%	16%	17%	19%	16%
	Weekly	14%	19%	17%	16%	10%	4%	21%	18%	20%	15%	12%	5%	16%
	Monthly	13%	18%	13%	12%	6%	2%	16%	18%	16%	9%	6%	1%	13%
	Less than once per month	11%	14%	14%	9%	7%	2%	3%	13%	9%	7%	7%	2%	9%
	Never	39%	20%	23%	24%	34%	43%	22%	22%	22%	30%	33%	42%	27%
	Not applicable	11%	16%	14%	18%	26%	42%	28%	8%	12%	23%	25%	31%	19%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Banking online (paying bills, investing, etc.)	Daily	14%	17%	19%	14%	14%	10%	23%	24%	16%	12%	14%	16%	17%
	Weekly	36%	49%	39%	41%	25%	16%	43%	46%	41%	38%	25%	15%	38%
	Monthly	29%	23%	22%	15%	14%	8%	23%	22%	19%	15%	14%	7%	18%
	Less than once per month	1%	4%	5%	7%	5%	4%	2%	1%	7%	6%	6%	4%	4%
	Never	14%	5%	10%	16%	30%	39%	7%	3%	14%	17%	26%	39%	15%
	Not applicable	7%	3%	5%	7%	12%	24%	2%	4%	3%	12%	14%	19%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
As a parent/guardian, connect with your child's school	Daily	3%	4%	8%	6%	2%	1%	3%	2%	3%	4%	1%	1%	3%
	Weekly	2%	6%	18%	16%	3%	2%	4%	3%	19%	9%	3%	1%	7%
	Monthly	1%	4%	11%	10%	3%	1%	5%	2%	7%	5%	2%	1%	4%
	Less than once per month	4%	3%	4%	4%	3%	0%	7%	1%	5%	4%	2%	2%	3%
	Never	8%	7%	9%	11%	24%	27%	3%	8%	12%	17%	22%	36%	14%
	Not applicable	82%	77%	50%	53%	64%	69%	80%	84%	55%	61%	70%	59%	68%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Find info on community resources and events	Daily	5%	5%	8%	6%	4%	4%	15%	7%	10%	3%	6%	6%	6%
	Weekly	17%	25%	28%	28%	22%	14%	18%	25%	18%	19%	16%	12%	22%
	Monthly	24%	30%	32%	28%	26%	17%	25%	29%	31%	26%	24%	11%	26%
	Less than once per month	29%	29%	17%	22%	23%	15%	23%	26%	24%	28%	24%	22%	24%
	Never	19%	9%	8%	9%	17%	28%	16%	9%	13%	12%	19%	32%	14%
	Not applicable	6%	2%	6%	7%	9%	22%	5%	4%	4%	12%	11%	17%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

## 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
If you have a question, use Internet to the find the answer	Daily	67%	65%	55%	39%	28%	17%	67%	69%	54%	33%	33%	24%	50%
	Weekly	23%	28%	33%	32%	38%	24%	25%	22%	32%	37%	32%	20%	29%
	Monthly	5%	4%	3%	9%	11%	9%	4%	2%	5%	8%	9%	8%	6%
	Less than once per month	1%	2%	4%	11%	9%	13%	1%	2%	4%	6%	7%	13%	5%
	Never	4%	0%	2%	3%	6%	18%	0%	4%	2%	8%	11%	19%	5%
	Not applicable	0%	2%	3%	6%	9%	21%	4%	1%	2%	8%	8%	15%	5%
	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	3%	2%	3%	2%	2%	1%	7%	7%	4%	3%	1%	1%	3%
	Weekly	8%	6%	5%	9%	7%	7%	12%	11%	8%	9%	12%	5%	8%
	Monthly	4%	19%	22%	13%	13%	7%	17%	19%	18%	9%	13%	6%	15%
	Less than once per month	29%	38%	31%	27%	26%	17%	22%	39%	35%	33%	27%	21%	31%
	Never	46%	27%	29%	38%	39%	42%	34%	19%	29%	30%	37%	49%	32%
	Not applicable	9%	7%	10%	11%	13%	27%	6%	5%	6%	16%	11%	18%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Look up health and medical information	Daily	5%	4%	7%	6%	5%	2%	20%	9%	9%	3%	5%	3%	6%
	Weekly	16%	19%	19%	14%	15%	12%	15%	12%	20%	11%	16%	11%	15%
	Monthly	34%	40%	36%	29%	30%	19%	24%	38%	28%	27%	27%	17%	31%
	Less than once per month	34%	35%	31%	34%	29%	26%	33%	36%	34%	35%	28%	30%	33%
	Never	10%	1%	5%	9%	13%	22%	6%	4%	7%	13%	16%	24%	9%
	Not applicable	1%	2%	2%	8%	9%	18%	2%	1%	2%	11%	8%	15%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Communicate with government (seek services, get a license, discuss a problem)	Daily	2%	2%	0%	2%	1%	0%	2%	4%	2%	0%	3%	1%	2%
	Weekly	2%	4%	1%	1%	3%	2%	5%	5%	2%	4%	6%	2%	3%
	Monthly	10%	12%	13%	14%	14%	6%	14%	16%	10%	10%	10%	8%	12%
	Less than once per month	39%	54%	58%	45%	37%	29%	45%	54%	55%	47%	43%	25%	47%
	Never	44%	24%	20%	29%	33%	39%	27%	17%	21%	24%	28%	46%	27%
	Not applicable	4%	5%	8%	8%	12%	24%	7%	4%	10%	14%	10%	18%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sell goods and services	Daily	4%	2%	3%	1%	1%	1%	2%	2%	2%	2%	3%	2%	2%

## 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
online, advertise	Weekly	0%	5%	2%	2%	1%	0%	3%	5%	4%	3%	3%	1%	3%
	Monthly	12%	7%	4%	5%	2%	1%	10%	10%	6%	4%	3%	0%	6%
	Less than once per month	28%	32%	32%	22%	14%	8%	31%	36%	32%	23%	19%	11%	26%
	Never	49%	43%	47%	52%	58%	57%	40%	36%	45%	47%	51%	61%	47%
	Not applicable	8%	11%	13%	18%	23%	33%	14%	11%	12%	21%	21%	24%	16%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Find directions or look up a map	Daily	23%	19%	12%	8%	4%	2%	31%	28%	16%	7%	7%	5%	15%
	Weekly	47%	59%	52%	41%	31%	19%	49%	50%	51%	39%	34%	16%	44%
	Monthly	22%	17%	24%	29%	29%	18%	15%	16%	18%	19%	21%	23%	20%
	Less than once per month	5%	3%	8%	9%	18%	23%	1%	4%	10%	17%	17%	24%	10%
	Never	4%	1%	3%	6%	11%	20%	4%	2%	4%	7%	12%	19%	6%
	Not applicable	0%	1%	2%	6%	7%	18%	0%	1%	1%	11%	8%	13%	5%
	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	94%	90%	87%	79%	64%	37%	99%	94%	89%	70%	64%	48%	80%
	Somewhat comfortable	2%	8%	12%	16%	23%	30%	1%	5%	9%	20%	21%	21%	13%
	Not at all comfortable	0%	0%	0%	1%	6%	8%	0%	0%	2%	3%	4%	7%	2%
	Don't know	4%	0%	0%	1%	3%	5%	0%	0%	0%	1%	4%	7%	2%
	Not applicable	0%	1%	1%	2%	3%	20%	0%	0%	1%	7%	6%	17%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using smartphone or tablet computer	Very comfortable	80%	77%	70%	48%	34%	12%	86%	85%	80%	50%	39%	22%	62%
	Somewhat comfortable	13%	15%	21%	25%	16%	15%	11%	12%	10%	20%	15%	9%	15%
	Not at all comfortable	1%	4%	3%	7%	14%	11%	1%	1%	4%	8%	11%	10%	6%
	Don't know	5%	2%	3%	6%	12%	15%	1%	1%	3%	6%	13%	15%	6%
	Not applicable	1%	3%	3%	13%	24%	47%	1%	1%	3%	17%	22%	45%	12%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Accessing the Internet	Very comfortable	94%	93%	91%	83%	68%	43%	99%	97%	91%	74%	71%	51%	83%
	Somewhat comfortable	3%	6%	8%	11%	20%	22%	1%	1%	6%	18%	15%	19%	10%
	Not at all comfortable	0%	0%	0%	2%	4%	8%	0%	0%	2%	2%	5%	5%	2%
	Don't know	4%	0%	1%	1%	3%	5%	0%	1%	0%	0%	4%	6%	2%
	Not applicable	0%	1%	1%	2%	4%	23%	0%	0%	1%	6%	5%	20%	4%
	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 email	Very comfortable	95%	95%	92%	82%	77%	51%	99%	95%	90%	75%	71%	53%	84%
	Somewhat comfortable	1%	3%	6%	10%	11%	13%	1%	3%	8%	13%	10%	14%	7%
	Not at all comfortable	0%	1%	1%	2%	5%	8%	0%	0%	2%	4%	5%	6%	2%
	Don't know	4%	0%	0%	3%	3%	4%	0%	0%	0%	1%	6%	6%	2%
	Not applicable	0%	1%	1%	2%	5%	24%	0%	0%	1%	7%	8%	22%	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%	93%	87%	80%	64%	35%	87%	93%	89%	68%	60%	39%	78%
	Somewhat comfortable	3%	5%	11%	12%	20%	20%	8%	5%	9%	18%	24%	20%	11%
	Not at all comfortable	0%	0%	0%	2%	5%	13%	5%	0%	2%	3%	5%	7%	3%
	Don't know	4%	0%	2%	5%	4%	7%	0%	0%	0%	3%	7%	9%	3%
	Not applicable	0%	1%	0%	2%	7%	25%	0%	2%	1%	7%	3%	24%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using social networking sites (Facebook, Twitter, etc.)	Very comfortable	91%	85%	70%	48%	29%	16%	90%	83%	67%	39%	30%	11%	60%
	Somewhat comfortable	4%	9%	17%	23%	20%	12%	4%	10%	18%	24%	18%	9%	14%
	Not at all comfortable	1%	3%	7%	9%	20%	16%	4%	1%	4%	9%	17%	14%	7%
	Don't know	4%	0%	2%	6%	10%	13%	0%	1%	5%	7%	14%	12%	5%
	Not applicable	0%	3%	4%	15%	21%	44%	1%	4%	6%	20%	22%	54%	13%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Protecting your computer (stop	Very comfortable	39%	33%	35%	31%	23%	11%	71%	66%	54%	37%	37%	27%	40%

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
viruses, backup files, avoid scams)	Somewhat comfortable	40%	53%	46%	45%	41%	30%	24%	30%	37%	30%	33%	23%	38%
	Not at all comfortable	15%	10%	14%	14%	21%	22%	2%	2%	5%	17%	10%	16%	11%
	Don't know	6%	3%	3%	7%	7%	12%	3%	1%	3%	6%	11%	11%	5%
	Not applicable	0%	2%	2%	3%	8%	26%	0%	2%	1%	10%	9%	22%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Creating documents or spreadsheets	Very comfortable	83%	72%	61%	49%	37%	16%	81%	79%	70%	44%	35%	28%	58%
	Somewhat comfortable	14%	19%	23%	23%	26%	22%	10%	16%	18%	22%	26%	17%	20%
	Not at all comfortable	0%	5%	9%	15%	19%	20%	5%	2%	4%	14%	16%	15%	9%
	Don't know	4%	2%	4%	5%	7%	11%	5%	1%	6%	9%	8%	12%	5%
	Not applicable	0%	3%	2%	7%	11%	31%	0%	2%	2%	11%	15%	28%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Searching or applying for jobs online	Very comfortable	79%	71%	64%	44%	23%	4%	71%	80%	67%	32%	25%	9%	53%
	Somewhat comfortable	16%	22%	21%	24%	23%	7%	20%	15%	19%	31%	22%	7%	20%
	Not at all comfortable	1%	2%	4%	9%	13%	13%	3%	0%	6%	6%	11%	8%	5%
	Don't know	4%	1%	2%	9%	11%	11%	7%	1%	4%	9%	11%	12%	6%
	Not applicable	0%	3%	10%	14%	31%	65%	0%	3%	5%	22%	30%	63%	16%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using online tutorials or education programs	Very comfortable	61%	59%	50%	37%	24%	7%	66%	72%	52%	35%	26%	14%	47%
	Somewhat comfortable	26%	31%	24%	28%	23%	11%	19%	19%	28%	21%	27%	15%	24%



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
	Not at all comfortable	4%	4%	7%	10%	15%	14%	5%	1%	3%	11%	9%	11%	7%
	Don't know	8%	2%	7%	12%	15%	17%	8%	3%	8%	13%	16%	15%	9%
	Not applicable	1%	4%	11%	14%	22%	51%	2%	4%	9%	20%	22%	44%	14%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Installing software	Very comfortable	55%	41%	37%	25%	14%	7%	78%	75%	56%	42%	30%	17%	43%
	Somewhat comfortable	32%	40%	37%	35%	31%	15%	14%	21%	28%	22%	26%	22%	28%
	Not at all comfortable	8%	12%	18%	23%	30%	30%	5%	2%	6%	18%	18%	18%	14%
	Don't know	5%	4%	5%	10%	12%	14%	3%	1%	7%	9%	13%	17%	7%
	Not applicable	0%	2%	3%	6%	13%	33%	0%	2%	3%	9%	13%	26%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Writing or publishing information on the Internet	Very comfortable	36%	34%	26%	14%	9%	4%	55%	52%	42%	22%	14%	9%	29%
	Somewhat comfortable	31%	36%	31%	27%	15%	7%	23%	34%	27%	24%	17%	11%	26%
	Not at all comfortable	19%	17%	22%	27%	28%	22%	12%	7%	7%	20%	23%	22%	18%
	Don't know	9%	5%	10%	16%	19%	20%	4%	3%	15%	16%	17%	16%	11%
	Not applicable	5%	8%	12%	16%	29%	48%	7%	5%	8%	18%	29%	42%	16%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Creating a website or blog	Very comfortable	23%	21%	17%	10%	5%	2%	30%	35%	26%	11%	5%	4%	18%
	Somewhat comfortable	28%	31%	26%	17%	11%	4%	36%	37%	27%	18%	16%	6%	24%
	Not at all comfortable	34%	32%	34%	37%	36%	26%	18%	20%	18%	30%	32%	26%	28%

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
	Don't know	13%	10%	12%	20%	21%	21%	8%	4%	19%	23%	20%	19%	14%
	Not applicable	2%	7%	11%	16%	27%	48%	9%	4%	10%	18%	27%	45%	15%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Troubleshooting computer problems	Very comfortable	25%	18%	13%	13%	6%	4%	51%	48%	34%	22%	11%	9%	23%
	Somewhat comfortable	49%	48%	48%	34%	27%	13%	40%	38%	46%	30%	34%	19%	37%
	Not at all comfortable	18%	26%	31%	35%	43%	37%	6%	8%	8%	24%	29%	29%	23%
	Don't know	7%	4%	6%	10%	13%	15%	3%	3%	7%	13%	14%	17%	8%
	Not applicable	1%	4%	2%	8%	11%	32%	0%	2%	4%	10%	12%	26%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coding your own software application	Very comfortable	10%	3%	3%	4%	2%	0%	19%	18%	11%	6%	2%	4%	7%
	Somewhat comfortable	4%	6%	10%	5%	3%	1%	14%	17%	11%	8%	9%	2%	8%
	Not at all comfortable	57%	59%	49%	42%	42%	25%	44%	46%	42%	40%	32%	24%	44%
	Don't know	21%	24%	25%	31%	23%	28%	19%	13%	22%	25%	27%	27%	23%
	Not applicable	8%	9%	13%	18%	30%	46%	4%	6%	14%	22%	29%	43%	17%
	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	23%	7%	6%	3%	4%	2%	16%	12%	6%	1%	0%	2%	7%
	1-2 years	27%	17%	4%	6%	3%	1%	34%	11%	5%	4%	2%	3%	10%

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
	3-5 years	31%	26%	12%	6%	5%	2%	29%	32%	9%	5%	3%	5%	16%
	6-10 years	8%	27%	20%	6%	8%	5%	12%	29%	24%	12%	8%	7%	17%
	More than 10 years	11%	23%	58%	80%	81%	91%	9%	16%	56%	78%	87%	84%	51%
	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	59%	47%	47%	46%	67%	33%	65%	47%	34%	48%	59%	60%	50%
	Other state	39%	48%	46%	53%	29%	51%	21%	48%	48%	35%	36%	21%	42%
	Other country	2%	6%	8%	2%	4%	16%	14%	5%	18%	18%	5%	18%	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	92%	68%	40%	34%	36%	31%	84%	62%	46%	39%	40%	30%	51%
	Own	8%	32%	60%	66%	64%	69%	16%	38%	54%	61%	60%	70%	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	18%	42%	65%	65%	60%	55%	20%	38%	60%	52%	57%	59%	49%
	House attached to one or more houses (e.g., a duplex or townhome)	14%	16%	10%	10%	7%	6%	9%	11%	6%	7%	5%	6%	10%
	Building with two or more apartments or condominiums	65%	40%	23%	23%	28%	34%	71%	50%	32%	36%	33%	30%	39%
	Other	3%	2%	2%	2%	5%	5%	0%	1%	2%	4%	5%	5%	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	1 person	21%	26%	28%	28%	45%	62%	29%	33%	28%	42%	42%	41%	34%

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
household size	2 people	36%	39%	24%	30%	39%	28%	30%	42%	24%	31%	38%	49%	35%
	3 or 4 people	24%	25%	38%	32%	14%	6%	34%	18%	33%	21%	15%	8%	22%
	5 or more people	19%	10%	11%	10%	3%	3%	6%	7%	16%	6%	5%	1%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Are there any children under 18 in your household?	No	83%	71%	51%	62%	92%	96%	88%	80%	52%	77%	90%	97%	76%
	Yes	17%	29%	49%	38%	8%	4%	12%	20%	48%	23%	10%	3%	24%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D7 (Respondent Gender) Compared by Question D8 (Respondent Age)			
In which category is your age?	Female	Male	Overall
18-24 years	9%	9%	9%
25-34 years	34%	34%	34%
35-44 years	15%	17%	16%
45-54 years	16%	18%	17%
55-64 years	14%	12%	13%
65-74 years	7%	7%	7%
75 years or older	5%	4%	4%
Total	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	90%	92%	90%	93%	95%	96%	90%	90%	90%	95%	95%	94%	92%
Yes	10%	8%	10%	7%	5%	4%	10%	10%	10%	5%	5%	6%	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.) 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
American Indian or Alaskan Native	4%	3%	3%	3%	1%	3%	4%	2%	2%	2%	1%	1%	2%
Asian, Asian Indian or Pacific Islander	29%	6%	3%	3%	1%	2%	27%	6%	4%	3%	1%	2%	6%
Black or African American	8%	16%	25%	30%	21%	15%	11%	14%	24%	25%	21%	23%	19%
White	69%	77%	65%	65%	78%	81%	64%	72%	71%	69%	76%	72%	72%
Other	8%	5%	8%	3%	2%	4%	1%	9%	6%	5%	4%	5%	5%

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	92%	95%	95%	94%	97%	97%	94%	89%	90%	93%	96%	91%	93%
Somali	0%	0%	1%	2%	1%	1%	0%	4%	3%	2%	1%	4%	2%
Vietnamese	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Spanish	4%	1%	2%	1%	1%	0%	0%	0%	3%	2%	1%	1%	1%
Hmong	4%	1%	0%	1%	0%	0%	0%	1%	1%	0%	0%	0%	1%
Lao	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	1%	0%
Ethiopian/Oromo	0%	2%	1%	1%	1%	1%	0%	2%	2%	3%	0%	2%	1%
Other	1%	1%	1%	0%	1%	0%	4%	3%	2%	1%	2%	1%	1%
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 2012?	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	38%	8%	9%	9%	14%	13%	18%	5%	10%	13%	17%	15%	12%
\$10,000 - \$24,999	30%	15%	14%	13%	19%	28%	37%	18%	14%	17%	14%	23%	18%
\$25,000 - \$49,999	17%	24%	21%	19%	23%	33%	27%	23%	19%	20%	19%	27%	22%
\$50,000 - \$74,999	12%	22%	18%	19%	19%	13%	11%	22%	14%	14%	19%	12%	17%
\$75,000 - \$99,999	1%	14%	13%	11%	10%	4%	3%	15%	14%	10%	9%	7%	11%
\$100,000 - \$149,999	1%	12%	13%	19%	7%	5%	2%	11%	15%	16%	10%	9%	11%
\$150,000 - \$199,999	0%	4%	7%	2%	3%	3%	1%	3%	8%	4%	6%	3%	4%
\$200,000 or more	0%	2%	6%	7%	6%	2%	1%	3%	6%	7%	5%	4%	4%
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	38%	67%	62%	66%	40%	4%	38%	78%	77%	64%	49%	9%	57%
Employed part-time	24%	18%	17%	12%	19%	11%	16%	7%	11%	10%	10%	10%	13%
Student	30%	7%	2%	3%	1%	1%	38%	10%	2%	1%	0%	1%	7%
Retired	0%	1%	0%	1%	17%	77%	0%	0%	0%	2%	18%	76%	11%
Unemployed, looking for work	6%	3%	9%	3%	9%	0%	6%	3%	6%	9%	9%	1%	5%
Homemaker	1%	3%	6%	6%	2%	3%	0%	1%	0%	0%	0%	0%	2%
Disabled (limiting participation in work, school, housework or other activities)	0%	0%	3%	10%	12%	5%	3%	2%	4%	13%	14%	3%	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	4%	5%	6%	8%	4%	7%	4%	2%	2%	7%	5%	6%	5%
High school graduate	17%	6%	12%	15%	20%	31%	16%	9%	19%	22%	23%	24%	16%
Associate degree, some college	35%	15%	18%	24%	28%	20%	24%	16%	18%	27%	21%	24%	21%
Bachelor's degree	39%	44%	33%	30%	20%	18%	45%	48%	33%	29%	28%	17%	35%
Graduate or professional degree	5%	29%	31%	24%	28%	24%	9%	26%	27%	15%	23%	29%	24%
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	98%	92%	67%	52%	37%	12%	94%	94%	84%	56%	48%	24%	69%
Land line	2%	3%	10%	26%	40%	69%	0%	1%	7%	23%	32%	56%	18%
Both	0%	5%	23%	23%	24%	19%	6%	4%	9%	21%	20%	19%	13%
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		Overall
		White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language	
Opportunities to participate in community matters	Excellent	15%	22%	13%	15%	22%	16%
	Good	48%	38%	40%	45%	41%	44%
	Fair	16%	19%	21%	18%	15%	18%
	Poor	4%	8%	11%	5%	8%	6%
	Don't know	17%	13%	16%	17%	14%	17%
	Total	100%	100%	100%	100%	100%	100%
City use of technology	Excellent	8%	14%	9%	8%	19%	9%
	Good	41%	39%	33%	39%	40%	39%
	Fair	21%	20%	27%	23%	17%	22%
	Poor	5%	8%	11%	6%	9%	6%
	Don't know	25%	19%	20%	24%	14%	23%
	Total	100%	100%	100%	100%	100%	100%
Access to technology in general in Minneapolis	Excellent	11%	18%	12%	12%	22%	13%
	Good	44%	36%	37%	42%	33%	41%
	Fair	22%	20%	28%	23%	20%	23%
	Poor	5%	10%	8%	6%	10%	7%
	Don't know	17%	15%	14%	17%	15%	17%
	Total	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		Overall
		White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language	
A computer	Essential	72%	50%	62%	67%	47%	66%
	Very important	18%	29%	25%	20%	36%	21%
	Somewhat important	5%	13%	8%	7%	10%	7%
	Not at all important	5%	6%	2%	5%	3%	5%
	Don't know	0%	3%	2%	1%	4%	1%
	Total	100%	100%	100%	100%	100%	100%
Internet access	Essential	73%	54%	65%	70%	47%	68%
	Very important	17%	27%	24%	19%	36%	20%
	Somewhat important	5%	12%	7%	6%	12%	6%
	Not at all important	4%	4%	3%	5%	1%	4%
	Don't know	1%	3%	2%	1%	4%	1%
	Total	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		Overall
	White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language	
Very familiar	29%	23%	28%	27%	29%	28%
Somewhat familiar	47%	41%	40%	45%	37%	45%
Not familiar at all	25%	36%	32%	27%	34%	28%
Total	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		Overall
		White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language	
Computer (desktop, laptop)	Yes, with Internet access	90%	65%	81%	85%	69%	84%
	Yes, without Internet access	3%	13%	9%	5%	19%	6%
	No	7%	22%	11%	10%	11%	10%
	Total	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Yes, with Internet access	48%	31%	44%	45%	33%	44%
	Yes, without Internet access	3%	4%	4%	3%	4%	3%
	No	50%	66%	51%	52%	63%	53%
	Total	100%	100%	100%	100%	100%	100%
Cell phone	Yes, with Internet access	75%	69%	79%	76%	62%	75%
	Yes, without Internet access	18%	22%	15%	18%	28%	19%
	No	6%	8%	6%	6%	10%	7%
	Total	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Yes, with Internet access	32%	27%	35%	33%	19%	31%
	Yes, without Internet access	8%	13%	17%	10%	12%	11%
	No	60%	60%	48%	57%	69%	58%
	Total	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		Overall
		White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language	
Computer (desktop, laptop)	Daily	84%	56%	74%	79%	68%	77%
	Weekly	8%	16%	11%	9%	16%	10%
	Monthly	1%	3%	1%	2%	0%	2%
	Less than once per month	1%	5%	3%	2%	4%	2%
	Never/Not applicable	5%	20%	10%	8%	12%	9%
	Total	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Daily	33%	20%	34%	31%	26%	31%
	Weekly	12%	9%	11%	11%	10%	11%
	Monthly	2%	4%	1%	2%	2%	3%
	Less than once per month	3%	3%	2%	3%	3%	3%
	Never/Not applicable	51%	64%	51%	53%	59%	53%
	Total	100%	100%	100%	100%	100%	100%
Cell phone, PDA, Blackberry or iPod Touch	Daily	69%	64%	71%	69%	61%	68%
	Weekly	5%	9%	7%	6%	10%	6%
	Monthly	1%	2%	2%	1%	2%	1%
	Less than once per month	2%	4%	2%	2%	2%	2%
	Never/Not applicable	23%	22%	18%	22%	24%	22%
	Total	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Daily	10%	12%	15%	12%	9%	12%
	Weekly	11%	7%	17%	11%	11%	11%
	Monthly	4%	6%	5%	5%	6%	5%
	Less than once per month	6%	6%	6%	7%	2%	6%
	Never/Not applicable	68%	69%	58%	66%	72%	66%
	Total	100%	100%	100%	100%	100%	100%

## Question 5 Compared by Respondent Race, Ethnicity and Preferred Language

		Respondent ethnicity and race			Respondent language preference		Overall
		White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language	
How often, if ever, do you access the Internet using each of the following?							
Television/Blu-ray player	Daily	27%	38%	35%	30%	32%	30%
	Weekly	12%	5%	10%	11%	9%	10%
	Monthly	3%	1%	4%	3%	2%	3%
	Less than once per month	4%	4%	3%	4%	0%	4%
	Never/Not applicable	54%	52%	49%	52%	58%	53%
	Total	100%	100%	100%	100%	100%	100%

## Question 6 Compared by Respondent Race, Ethnicity and Preferred Language

		Respondent ethnicity and race			Respondent language preference		Overall
		White alone	Black or African American alone	Other race or combination or Hispanic	English	Another 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?							
Home	Daily	88%	64%	81%	83%	69%	82%
	Weekly	4%	11%	8%	5%	15%	6%
	Monthly	1%	1%	0%	1%	1%	1%
	Less than once per month	1%	2%	1%	1%	2%	1%
	Never/Not applicable	7%	22%	10%	10%	14%	10%
	Total	100%	100%	100%	100%	100%	100%
Work	Daily	73%	45%	61%	67%	45%	66%
	Weekly	4%	7%	7%	5%	5%	5%
	Monthly	0%	2%	1%	1%	2%	1%
	Less than once per month	1%	4%	1%	1%	4%	2%
	Never/Not applicable	22%	42%	30%	26%	43%	27%
	Total	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		Overall
		White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language	
School	Daily	15%	20%	26%	16%	36%	18%
	Weekly	5%	8%	8%	5%	11%	6%
	Monthly	1%	2%	1%	1%	1%	1%
	Less than once per month	1%	2%	2%	1%	2%	1%
	Never/Not applicable	79%	68%	62%	76%	49%	75%
	Total	100%	100%	100%	100%	100%	100%
At an outdoor or indoor public place (library, cafe, public computer, etc.)	Daily	13%	12%	13%	13%	16%	13%
	Weekly	25%	17%	25%	24%	22%	24%
	Monthly	17%	14%	17%	16%	15%	16%
	Less than once per month	22%	20%	22%	22%	15%	22%
	Never/Not applicable	23%	37%	23%	25%	31%	26%
	Total	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		Overall
	White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language	
No Internet access at home	6%	22%	9%	9%	16%	10%
Dial-up telephone line	1%	2%	3%	2%	6%	2%
Cable (Comcast/Xfinity)	48%	35%	47%	46%	40%	45%
DSL (CenturyLink)	21%	20%	18%	20%	21%	20%
Satellite (DirectTV, Dish)	3%	2%	4%	3%	5%	3%
Cellular (Verizon, AT&T, Sprint)	25%	24%	32%	26%	19%	26%
WiFi (USIW, other)	26%	16%	24%	25%	15%	24%
Don't know	2%	5%	4%	3%	5%	3%

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		Overall
	White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language	
Not applicable	7%	18%	8%	9%	11%	9%
Coworkers	25%	13%	23%	24%	10%	23%
Friends or family	60%	46%	60%	58%	50%	57%
Library	3%	15%	5%	5%	13%	5%
Community technology center/Public lab	1%	6%	2%	2%	2%	2%
Pay someone for technical support	11%	9%	9%	11%	7%	10%
My Internet provider	42%	27%	36%	39%	24%	38%
No one/No help available	3%	9%	4%	4%	14%	5%
Books/Reference materials	8%	10%	10%	9%	6%	9%
Computer/Internet resources	54%	31%	46%	50%	30%	48%
School	3%	6%	9%	4%	12%	5%

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		Overall
	White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language	
Use email, texting or video to communicate	Daily	88%	64%	79%	84%	82%
	Weekly	4%	11%	8%	6%	6%
	Monthly	1%	4%	2%	1%	2%
	Less than once per month	1%	4%	2%	1%	1%
	Never	3%	8%	5%	4%	4%
	Not applicable	3%	8%	3%	4%	4%
	Total	100%	100%	100%	100%	100%
Seek entertainment (games, videos, music)	Daily	44%	31%	45%	43%	42%
	Weekly	28%	22%	28%	27%	27%
	Monthly	8%	8%	5%	8%	8%
	Less than once per month	6%	10%	7%	7%	7%

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		Overall	
	White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language		
	Never	9%	13%	9%	10%	9%	10%
	Not applicable	5%	17%	6%	6%	18%	7%
	Total	100%	100%	100%	100%	100%	100%
	Daily	55%	38%	58%	54%	39%	53%
	Weekly	15%	10%	13%	14%	14%	14%
	Monthly	4%	9%	5%	5%	6%	5%
	Less than once per month	5%					
	Never	15%	17%	13%	15%	15%	15%
	Not applicable	6%	17%	6%	7%	17%	8%
	Total	100%	100%	100%	100%	100%	100%
	Daily	66%	52%	67%	64%	64%	64%
	Weekly	21%	15%	17%	19%	21%	19%
Use social media (Facebook, Twitter, LinkedIn)	Monthly	3%	5%	3%	3%	1%	3%
	Less than once per month	3%					
	Never	15%	17%	13%	15%	15%	15%
	Not applicable	6%	17%	6%	7%	17%	8%
	Total	100%	100%	100%	100%	100%	100%
	Daily	66%	52%	67%	64%	64%	64%
	Weekly	21%	15%	17%	19%	21%	19%
	Monthly	3%	5%	3%	3%	1%	3%
	Less than once per month	3%					
	Never	4%	11%	6%	6%	10%	6%
	Not applicable	3%	11%	5%	5%	5%	5%
	Total	100%	100%	100%	100%	100%	100%
	Daily	20%	22%	20%	21%	15%	20%
	Weekly	46%	17%	37%	41%	22%	39%
	Monthly	18%	16%	15%	17%	18%	17%
	Less than once per month	8%	15%	12%	9%	15%	10%
	Never	4%	16%	9%	6%	19%	7%
	Not applicable	3%	14%	7%	5%	11%	6%
	Total	100%	100%	100%	100%	100%	100%
	Daily	43%	32%	41%	41%	35%	40%
	Weekly	38%	23%	37%	36%	24%	35%
	Monthly	8%	11%	8%	9%	9%	9%
	Less than once per month	4%	8%	5%	4%	8%	5%
	Never	3%	13%	6%	5%	16%	6%
Research or study a topic of interest	Not applicable	3%	13%	4%	5%	9%	5%

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		Overall
		White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language	
Share opinions, post to a blog, review a product or service	Total	100%	100%	100%	100%	100%	100%
	Daily	10%	11%	14%	11%	9%	11%
	Weekly	17%	14%	16%	16%	13%	16%
	Monthly	19%	9%	15%	17%	11%	17%
	Less than once per month	23%	14%	23%	22%	12%	21%
	Never	25%	28%	23%	25%	33%	25%
	Not applicable	7%	24%	10%	9%	22%	10%
	Total	100%	100%	100%	100%	100%	100%
Attend an online class or training	Daily	2%	5%	8%	4%	5%	4%
	Weekly	4%	6%	5%	4%	9%	5%
	Monthly	9%	5%	6%	8%	4%	8%
	Less than once per month	28%	10%	23%	25%	11%	24%
	Never	42%	42%	41%	42%	41%	42%
	Not applicable	14%	33%	18%	17%	30%	18%
	Total	100%	100%	100%	100%	100%	100%
	Total	100%	100%	100%	100%	100%	100%
Work from home	Daily	18%	9%	18%	17%	14%	16%
	Weekly	18%	7%	14%	16%	8%	16%
	Monthly	15%	6%	11%	13%	4%	13%
	Less than once per month	11%	8%	5%	10%	5%	9%
	Never	24%	35%	31%	27%	36%	27%
	Not applicable	14%	35%	20%	18%	32%	19%
	Total	100%	100%	100%	100%	100%	100%
	Total	100%	100%	100%	100%	100%	100%
Banking online (paying bills, investing, etc.)	Daily	16%	16%	20%	17%	16%	17%
	Weekly	44%	17%	33%	39%	15%	38%
	Monthly	19%	19%	16%	18%	23%	18%
	Less than once per month	4%	7%	4%	4%	6%	4%
	Never	11%	25%	19%	14%	29%	15%
	Not applicable	5%	17%	8%	8%	11%	8%
	Total	100%	100%	100%	100%	100%	100%
	Total	100%	100%	100%	100%	100%	100%
As a parent/guardian, connect with your child's school	Daily	3%	6%	4%	3%	8%	3%



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		Overall	
	White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language		
	Weekly	6%	10%	10%	7%	10%	7%
	Monthly	4%	7%	5%	4%	9%	4%
	Less than once per month	2%	4%	6%	3%	7%	3%
	Never	11%	24%	15%	13%	17%	14%
	Not applicable	75%	50%	59%	70%	48%	68%
	Total	100%	100%	100%	100%	100%	100%
	Daily	4%	14%	10%	6%	11%	6%
	Weekly	23%	16%	23%	23%	12%	22%
	Monthly	30%	18%	23%	27%	12%	26%
	Less than once per month	27%	18%	20%	25%	21%	24%
	Never	11%	18%	18%	13%	30%	14%
	Not applicable	5%	16%	6%	7%	14%	7%
Find info on community resources and events	Total	100%	100%	100%	100%	100%	100%
	Daily	52%	37%	54%	50%	44%	50%
	Weekly	32%	18%	28%	30%	18%	29%
	Monthly	6%	8%	4%	6%	9%	6%
	Less than once per month	4%	10%	5%	5%	9%	5%
	Never	3%	12%	6%	4%	15%	5%
	Not applicable	3%	14%	4%	5%	6%	5%
If you have a question, use Internet to the find the answer	Total	100%	100%	100%	100%	100%	100%
	Daily	2%	7%	4%	3%	6%	3%
	Weekly	8%	11%	7%	8%	7%	8%
	Monthly	17%	8%	15%	15%	10%	15%
	Less than once per month	36%	19%	27%	32%	14%	31%
	Never	30%	34%	37%	31%	41%	32%
	Not applicable	7%	22%	11%	10%	21%	10%
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%
	Daily	4%	13%	9%	6%	17%	6%
	Weekly	15%	13%	17%	16%	12%	15%
	Monthly	35%	22%	29%	33%	16%	31%
Look up health and medical information							

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		Overall
		White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language	
	Less than once per month	37%	21%	30%	33%	25%	33%
	Never	6%	17%	9%	8%	21%	9%
	Not applicable	3%	13%	5%	5%	9%	5%
	Total	100%	100%	100%	100%	100%	100%
Communicate with government (seek services, get a license, discuss a problem)	Daily	1%	6%	2%	2%	7%	2%
	Weekly	3%	4%	6%	3%	5%	3%
	Monthly	12%	11%	12%	13%	5%	12%
	Less than once per month	56%	24%	39%	49%	24%	47%
	Never	23%	31%	33%	26%	41%	27%
	Not applicable	5%	23%	8%	8%	18%	9%
	Total	100%	100%	100%	100%	100%	100%
	Daily	2%	1%	2%	2%	2%	2%
	Weekly	3%	4%	3%	3%	4%	3%
Sell goods and services online, advertise	Monthly	7%	1%	8%	6%	2%	6%
	Less than once per month	31%	10%	23%	27%	9%	26%
	Never	45%	52%	47%	46%	56%	47%
	Not applicable	12%	32%	17%	15%	28%	16%
	Total	100%	100%	100%	100%	100%	100%
	Daily	12%	20%	21%	15%	21%	15%
	Weekly	51%	22%	42%	45%	32%	44%
Find directions or look up a map	Monthly	23%	14%	17%	21%	12%	20%
	Less than once per month	8%	16%	11%	10%	12%	10%
	Never	4%	15%	5%	5%	16%	6%
	Not applicable	3%	12%	3%	5%	7%	5%
	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		Overall
		White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language	
Using a computer laptop/desktop	Very comfortable	85%	62%	79%	81%	64%	80%
	Somewhat comfortable	10%	23%	13%	12%	21%	13%
	Not at all comfortable	2%	4%	2%	2%	4%	2%
	Don't know	1%	4%	3%	1%	6%	2%
	Not applicable	3%	6%	3%	4%	5%	4%
	Total	100%	100%	100%	100%	100%	100%
Using smartphone or tablet computer	Very comfortable	65%	50%	66%	63%	50%	62%
	Somewhat comfortable	14%	20%	15%	15%	20%	15%
	Not at all comfortable	5%	8%	4%	6%	7%	6%
	Don't know	4%	8%	7%	5%	8%	6%
	Not applicable	12%	14%	8%	11%	15%	12%
	Total	100%	100%	100%	100%	100%	100%
Accessing the Internet	Very comfortable	87%	69%	82%	84%	68%	83%
	Somewhat comfortable	7%	16%	10%	9%	18%	10%
	Not at all comfortable	1%	4%	1%	2%	3%	2%
	Don't know	1%	4%	3%	1%	8%	2%
	Not applicable	3%	7%	3%	4%	4%	4%
	Total	100%	100%	100%	100%	100%	100%
Using email	Very comfortable	89%	71%	80%	86%	66%	84%
	Somewhat comfortable	5%	13%	9%	6%	17%	7%
	Not at all comfortable	2%	4%	4%	2%	6%	2%
	Don't know	1%	4%	4%	1%	6%	2%
	Not applicable	4%	8%	4%	5%	5%	5%
	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		Overall
		White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language	
Locating information online (bus schedules, weather, news, etc.)	Very comfortable	83%	61%	81%	80%	64%	78%
	Somewhat comfortable	10%	18%	9%	11%	17%	11%
	Not at all comfortable	2%	5%	2%	3%	4%	3%
	Don't know	1%	6%	4%	2%	6%	3%
	Not applicable	4%	9%	4%	4%	9%	5%
	Total	100%	100%	100%	100%	100%	100%
Using social networking sites (Facebook, Twitter, etc.)	Very comfortable	62%	49%	65%	61%	49%	60%
	Somewhat comfortable	13%	16%	15%	14%	16%	14%
	Not at all comfortable	7%	10%	5%	7%	8%	7%
	Don't know	4%	8%	6%	5%	13%	5%
	Not applicable	13%	17%	8%	13%	14%	13%
	Total	100%	100%	100%	100%	100%	100%
Protecting your computer (stop viruses, backup files, avoid scams)	Very comfortable	41%	38%	42%	41%	35%	40%
	Somewhat comfortable	41%	31%	34%	38%	33%	38%
	Not at all comfortable	11%	11%	11%	11%	9%	11%
	Don't know	3%	9%	9%	4%	14%	5%
	Not applicable	4%	11%	4%	5%	8%	6%
	Total	100%	100%	100%	100%	100%	100%
Creating documents or spreadsheets	Very comfortable	66%	30%	59%	60%	35%	58%
	Somewhat comfortable	18%	28%	19%	19%	23%	20%
	Not at all comfortable	7%	16%	9%	9%	15%	9%
	Don't know	3%	10%	7%	4%	18%	5%
	Not applicable	6%	15%	6%	7%	9%	8%
	Total	100%	100%	100%	100%	100%	100%
Searching or applying for jobs online	Very comfortable	55%	49%	52%	54%	39%	53%
	Somewhat	18%	21%	23%	19%	31%	20%

Question 10 Compared by Respondent Race, Ethnicity and Preferred Language							
		Respondent ethnicity and race			Respondent language preference		Overall
		White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language	
How comfortable, if at all, are you at each of the following?	comfortable						
	Not at all comfortable	5%	7%	5%	5%	6%	5%
	Don't know	4%	8%	8%	5%	10%	6%
	Not applicable	18%	15%	11%	17%	12%	16%
	Total	100%	100%	100%	100%	100%	100%
Using online tutorials or education programs	Very comfortable	49%	37%	47%	48%	33%	47%
	Somewhat comfortable	24%	20%	25%	23%	26%	24%
	Not at all comfortable	5%	11%	8%	7%	11%	7%
	Don't know	7%	13%	10%	8%	14%	9%
	Not applicable	14%	20%	11%	14%	16%	14%
	Total	100%	100%	100%	100%	100%	100%
Installing software	Very comfortable	46%	29%	44%	44%	30%	43%
	Somewhat comfortable	30%	21%	28%	28%	25%	28%
	Not at all comfortable	14%	18%	13%	14%	14%	14%
	Don't know	4%	17%	9%	6%	18%	7%
	Not applicable	6%	15%	6%	7%	13%	7%
	Total	100%	100%	100%	100%	100%	100%
Writing or publishing information on the Internet	Very comfortable	32%	18%	32%	30%	19%	29%
	Somewhat comfortable	27%	23%	28%	27%	20%	26%
	Not at all comfortable	17%	23%	16%	17%	19%	18%
	Don't know	10%	16%	11%	11%	20%	11%
	Not applicable	15%	20%	14%	15%	22%	16%
	Total	100%	100%	100%	100%	100%	100%
Creating a website or blog	Very comfortable	20%	11%	20%	19%	11%	18%
	Somewhat comfortable	26%	14%	24%	24%	15%	24%
	Not at all	28%	32%	27%	28%	25%	28%

Question 10 Compared by Respondent Race, Ethnicity and Preferred Language							
		Respondent ethnicity and race			Respondent language preference		Overall
		White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language	
How comfortable, if at all, are you at each of the following?							
	comfortable						
	Don't know	12%	22%	17%	14%	27%	14%
	Not applicable	14%	22%	12%	15%	22%	15%
	Total	100%	100%	100%	100%	100%	100%
Troubleshooting computer problems	Very comfortable	25%	16%	24%	24%	14%	23%
	Somewhat comfortable	40%	27%	40%	38%	33%	37%
	Not at all comfortable	24%	27%	18%	24%	16%	23%
	Don't know	5%	16%	11%	7%	23%	8%
	Not applicable	6%	14%	7%	7%	13%	8%
	Total	100%	100%	100%	100%	100%	100%
Coding your own software application	Very comfortable	7%	5%	10%	7%	10%	7%
	Somewhat comfortable	7%	7%	13%	8%	12%	8%
	Not at all comfortable	49%	32%	40%	46%	28%	44%
	Don't know	20%	32%	23%	22%	31%	23%
	Not applicable	16%	23%	15%	17%	21%	17%
	Total	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		Overall
		White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language	
How long have you lived in Minneapolis?	Less than a year	7%	5%	7%	7%	3%	7%
	1-2 years	10%	9%	9%	10%	11%	10%
	3-5 years	16%	11%	21%	16%	16%	16%
	6-10 years	18%	15%	17%	16%	34%	17%
	More than 10 years	49%	59%	46%	52%	36%	51%
	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	54%	33%	55%	51%	36%	50%
	Other state	42%	51%	35%	44%	27%	42%
	Other country	4%	16%	10%	5%	38%	7%
	Total	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		Overall
		White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language	
Do you rent or own your current residence?	Rent	44%	73%	58%	50%	73%	51%
	Own	56%	27%	42%	50%	27%	49%
	Total	100%	100%	100%	100%	100%	100%
Which best describes the building you live in?	One family house detached from any other houses	54%	32%	46%	50%	27%	49%
	House attached to one or more houses (e.g., a duplex or townhome)	8%	11%	15%	9%	17%	10%
	Building with two or more apartments or condominiums	37%	49%	36%	38%	47%	39%
	Other	1%	8%	3%	2%	9%	3%
	Total	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		Overall
		White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language	
Respondent household size	1 person	35%	43%	23%	35%	27%	34%
	2 people	39%	23%	32%	36%	20%	35%
	3 or 4 people	22%	22%	26%	22%	24%	22%
	5 or more people	4%	12%	19%	7%	28%	8%
	Total	100%	100%	100%	100%	100%	100%
Are there any children under 18 in your household?	No	82%	65%	62%	78%	56%	76%
	Yes	18%	35%	38%	22%	44%	24%
	Total	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		Overall
		White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language	
What is your gender?	Female	51%	49%	50%	51%	36%	50%
	Male	49%	51%	50%	49%	64%	50%
	Total	100%	100%	100%	100%	100%	100%
In which category is your age?	18-24 years	8%	4%	18%	9%	9%	9%
	25-34 years	35%	25%	40%	33%	39%	34%
	35-44 years	15%	21%	17%	16%	18%	16%
	45-54 years	16%	25%	11%	17%	16%	17%
	55-64 years	14%	14%	7%	13%	8%	13%
	65-74 years	7%	9%	6%	7%	8%	7%
	75 years or older	5%	2%	2%	4%	2%	4%
	Total	100%	100%	100%	100%	100%	100%



Question D9 Compared by Preferred Language			
Are you Spanish, Hispanic or Latino?	English	Another language	Overall
No	93%	82%	92%
Yes	7%	18%	8%
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.) Compared by Respondent Race, Ethnicity and Preferred Language	English	Another language	Overall
American Indian or Alaskan Native	2%	1%	2%
Asian, Asian Indian or Pacific Islander	4%	25%	6%
Black or African American	17%	51%	19%
White	77%	10%	72%
Other	4%	17%	5%

Question D11 Compared by Respondent Race and Ethnicity				
Which language do you prefer to speak at home?	White alone	Black or African American alone	Other race or combination or Hispanic	Overall
English	99%	80%	84%	93%
Somali	0%	10%	0%	2%
Vietnamese	0%	0%	0%	0%
Spanish	0%	0%	7%	1%
Hmong	0%	0%	4%	1%
Lao	0%	0%	1%	0%
Ethiopian/Oromo	0%	8%	0%	1%
Other	1%	2%	4%	1%
Total	100%	100%	100%	100%

## Question D12 Compared by Respondent Race, Ethnicity and Preferred Language

What was your household's total annual income in 2012?	Respondent ethnicity and race			Respondent language preference		Overall
	White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language	
Less than \$10,000	5%	29%	19%	11%	27%	12%
\$10,000 - \$24,999	14%	30%	24%	17%	39%	18%
\$25,000 - \$49,999	23%	23%	19%	22%	23%	22%
\$50,000 - \$74,999	20%	9%	17%	18%	8%	17%
\$75,000 - \$99,999	13%	4%	8%	12%	2%	11%
\$100,000 - \$149,999	14%	4%	7%	12%	0%	11%
\$150,000 - \$199,999	5%	1%	2%	4%	0%	4%
\$200,000 or more	5%	0%	3%	4%	1%	4%
Total	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		Overall
	White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language	
Employed full-time	62%	43%	52%	57%	45%	57%
Employed part-time	12%	15%	16%	12%	24%	13%
Student	6%	3%	12%	7%	8%	7%
Retired	13%	10%	7%	12%	6%	11%
Unemployed, looking for work	4%	11%	4%	5%	6%	5%
Homemaker	2%	2%	3%	2%	1%	2%
Disabled (limiting participation in work, school, housework or other activities)	2%	16%	6%	5%	9%	5%
Total	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		Overall
	White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language	
Less than high school	1%	13%	11%	3%	26%	5%
High school graduate	10%	33%	16%	14%	31%	16%
Associate degree, some college	17%	32%	22%	21%	21%	21%
Bachelor's degree	42%	15%	27%	36%	13%	35%
Graduate or professional degree	29%	6%	23%	25%	10%	24%
Total	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		Overall
	White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language	
Cell	68%	66%	76%	68%	75%	69%
Land line	19%	18%	13%	19%	12%	18%
Both	13%	16%	11%	13%	13%	13%
Total	100%	100%	100%	100%	100%	100%

## Appendix F: Crosstabulations by Household Income

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	17%	19%	12%	15%	13%	18%	19%	17%	16%
	Good	35%	39%	47%	48%	43%	53%	52%	51%	44%
	Fair	21%	17%	20%	15%	18%	15%	9%	19%	18%
	Poor	11%	7%	6%	5%	3%	4%	2%	3%	6%
	Don't know	16%	18%	16%	16%	23%	11%	17%	11%	17%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
City use of technology	Excellent	12%	11%	8%	10%	6%	6%	8%	4%	9%
	Good	36%	38%	42%	41%	37%	41%	45%	40%	39%
	Fair	24%	22%	21%	22%	26%	23%	17%	18%	22%
	Poor	13%	8%	5%	4%	5%	4%	6%	6%	6%
	Don't know	16%	20%	23%	23%	25%	26%	24%	32%	23%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Access to technology in general in Minneapolis	Excellent	13%	16%	10%	16%	9%	12%	12%	9%	13%
	Good	35%	35%	43%	44%	42%	46%	49%	40%	41%
	Fair	29%	22%	25%	20%	25%	22%	22%	26%	23%
	Poor	9%	9%	6%	4%	7%	4%	5%	8%	7%
	Don't know	14%	19%	16%	16%	18%	16%	11%	17%	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	46%	48%	64%	71%	82%	85%	90%	66%
	Very important	30%	27%	23%	22%	14%	11%	10%	21%
	Somewhat important	12%	13%	8%	4%	3%	3%	0%	7%
	Not at all important	8%	10%	4%	2%	1%	1%	0%	5%
	Don't know	5%	2%	1%	0%	0%	0%	0%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Internet access	Essential	51%	52%	63%	72%	83%	89%	91%	68%
	Very important	26%	25%	25%	21%	14%	8%	8%	20%
	Somewhat important	11%	11%	8%	5%	2%	2%	0%	6%
	Not at all important	8%	9%	4%	2%	1%	1%	0%	4%
	Don't know	5%	3%	1%	0%	0%	0%	0%	1%
	Total	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	20%	26%	24%	31%	34%	35%	33%	23%	28%
Somewhat familiar	39%	40%	47%	47%	44%	46%	54%	52%	45%
Not familiar at all	42%	34%	29%	22%	22%	20%	13%	24%	28%
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
Computer (desktop, laptop)	Yes, with Internet access	52%	68%	87%	93%	98%	99%	100%	100%	84%
	Yes, without Internet access	17%	13%	5%	4%	0%	0%	0%	0%	6%
	No	31%	19%	9%	3%	2%	0%	0%	0%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Yes, with Internet access	19%	24%	34%	53%	56%	70%	77%	80%	44%
	Yes, without Internet access	4%	4%	3%	4%	3%	2%	2%	2%	3%
	No	77%	71%	62%	43%	41%	28%	21%	18%	53%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone	Yes, with Internet access	57%	62%	72%	79%	88%	92%	94%	94%	75%
	Yes, without Internet access	27%	26%	23%	19%	9%	7%	6%	6%	19%
	No	15%	12%	5%	2%	3%	1%	0%	0%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Yes, with Internet access	24%	24%	27%	38%	41%	39%	48%	34%	31%
	Yes, without Internet access	17%	15%	11%	10%	5%	7%	5%	6%	11%
	No	59%	62%	62%	51%	54%	54%	46%	60%	58%
	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
Computer (desktop, laptop)	Daily	52%	58%	80%	87%	90%	94%	95%	95%	77%
	Weekly	10%	17%	10%	9%	8%	6%	3%	4%	10%
	Monthly	3%	2%	2%	1%	1%	0%	2%	0%	2%
	Less than once per month	8%	4%	2%	1%	1%	0%	0%	0%	2%
	Never/Not applicable	28%	18%	6%	3%	1%	0%	0%	0%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Daily	12%	14%	24%	37%	40%	51%	59%	64%	31%
	Weekly	10%	11%	8%	13%	13%	15%	12%	11%	11%
	Monthly	1%	3%	2%	3%	3%	2%	1%	3%	3%
	Less than once per month	3%	4%	2%	3%	4%	1%	3%	2%	3%
	Never/Not applicable	74%	69%	63%	44%	41%	31%	24%	20%	53%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone, PDA, Blackberry or iPod Touch	Daily	49%	56%	66%	74%	81%	85%	88%	86%	68%
	Weekly	9%	8%	7%	4%	4%	4%	4%	4%	6%
	Monthly	3%	2%	1%	1%	1%	0%	2%	1%	1%
	Less than once per month	2%	3%	2%	2%	3%	1%	1%	0%	2%
	Never/Not applicable	36%	31%	25%	19%	11%	10%	5%	8%	22%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Daily	16%	11%	12%	12%	13%	7%	14%	8%	12%
	Weekly	8%	9%	10%	15%	14%	12%	15%	15%	11%
	Monthly	3%	7%	3%	6%	5%	6%	2%	3%	5%
	Less than once per month	5%	4%	4%	8%	8%	11%	7%	8%	6%
	Never/Not applicable	68%	69%	71%	60%	59%	63%	63%	68%	66%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Television/Blu-ray player	Daily	33%	27%	32%	30%	31%	33%	31%	20%	30%
	Weekly	5%	6%	8%	13%	11%	17%	15%	24%	10%
	Monthly	2%	2%	1%	2%	3%	5%	7%	10%	3%
	Less than once per month	5%	2%	3%	2%	6%	7%	10%	4%	4%
	Never/Not applicable	55%	64%	56%	53%	49%	38%	37%	41%	53%
	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%	71%	83%	88%	91%	99%	98%	99%	82%
	Weekly	7%	7%	7%	8%	7%	1%	1%	1%	6%
	Monthly	2%	1%	1%	0%	1%	0%	1%	0%	1%
	Less than once per month	3%	2%	1%	0%	0%	0%	0%	0%	1%
	Never/Not applicable	34%	19%	8%	4%	1%	0%	0%	0%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Work	Daily	21%	41%	69%	80%	88%	90%	88%	87%	66%
	Weekly	6%	9%	4%	4%	4%	3%	3%	3%	5%
	Monthly	2%	3%	0%	0%	0%	0%	1%	0%	1%
	Less than once per month	5%	3%	2%	0%	0%	0%	1%	0%	2%
	Never/Not applicable	65%	44%	26%	16%	8%	6%	8%	10%	27%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
School	Daily	35%	22%	17%	16%	9%	11%	9%	11%	18%
	Weekly	9%	11%	5%	4%	2%	4%	4%	7%	6%
	Monthly	1%	1%	1%	1%	1%	1%	1%	0%	1%
	Less than once per month	2%	3%	1%	0%	0%	0%	0%	1%	1%
	Never/Not applicable	53%	62%	76%	80%	88%	83%	87%	81%	75%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
At an outdoor or indoor public place (library, cafe, public computer, etc.)	Daily	16%	9%	9%	14%	15%	15%	15%	20%	13%
	Weekly	26%	19%	21%	21%	24%	32%	30%	32%	24%
	Monthly	10%	17%	18%	17%	17%	16%	25%	16%	16%
	Less than once per month	15%	20%	25%	22%	26%	22%	23%	19%	22%
	Never/Not applicable	33%	35%	28%	25%	19%	15%	7%	13%	26%
	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	29%	20%	7%	3%	1%	0%	0%	0%	10%
Dial-up telephone line	3%	4%	2%	1%	1%	0%	1%	1%	2%
Cable (Comcast/Xfinity)	32%	37%	44%	47%	55%	52%	65%	65%	45%
DSL (CenturyLink)	12%	17%	23%	19%	23%	23%	24%	22%	20%
Satellite (DirectTV, Dish)	1%	2%	2%	4%	3%	6%	3%	7%	3%
Cellular (Verizon, AT&T, Sprint)	20%	21%	25%	32%	25%	31%	23%	37%	26%
WiFi (USIW, other)	20%	17%	24%	31%	25%	30%	23%	20%	24%
Don't know	9%	5%	3%	1%	0%	0%	0%	0%	3%

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	22%	14%	6%	6%	5%	5%	6%	1%	9%
Coworkers	5%	14%	23%	28%	36%	31%	25%	35%	23%
Friends or family	46%	55%	60%	62%	61%	58%	54%	60%	57%
Library	13%	11%	6%	2%	0%	0%	1%	0%	5%
Community technology center/Public lab	9%	3%	0%	1%	0%	1%	0%	0%	2%
Pay someone for technical support	4%	9%	8%	11%	12%	12%	19%	25%	10%
My Internet provider	25%	28%	42%	44%	42%	45%	41%	45%	38%
No one/No help available	14%	6%	3%	2%	4%	2%	2%	3%	5%
Books/Reference materials	6%	9%	9%	8%	9%	7%	12%	8%	9%
Computer/Internet resources	30%	36%	53%	49%	62%	57%	61%	57%	48%
School	12%	6%	4%	4%	2%	2%	1%	2%	5%

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	55%	68%	82%	92%	95%	98%	99%	96%	82%
	Weekly	9%	10%	9%	5%	2%	2%	0%	2%	6%
	Monthly	4%	4%	2%	0%	0%	0%	0%	1%	2%
	Less than once per month	5%	2%	1%	1%	1%	0%	0%	0%	1%
	Never	14%	8%	4%	1%	0%	0%	0%	0%	4%
	Not applicable	12%	9%	2%	1%	1%	0%	0%	0%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Seek entertainment (games, videos, music)	Daily	34%	37%	42%	48%	45%	48%	53%	40%	42%
	Weekly	18%	25%	28%	26%	35%	30%	29%	30%	27%
	Monthly	7%	5%	8%	8%	7%	8%	7%	15%	8%
	Less than once per month	10%	6%	7%	6%	6%	7%	6%	7%	7%
	Never	17%	11%	9%	8%	4%	4%	5%	7%	10%
	Not applicable	15%	15%	6%	4%	2%	2%	1%	1%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Use social media (Facebook, Twitter, LinkedIn)	Daily	45%	43%	52%	61%	59%	64%	62%	50%	53%
	Weekly	7%	15%	16%	12%	15%	15%	13%	21%	14%
	Monthly	4%	6%	3%	6%	6%	6%	8%	3%	5%
	Less than once per month	7%	6%	6%	4%	4%	6%	3%	4%	6%
	Never	21%	16%	16%	12%	12%	8%	10%	18%	15%
	Not applicable	17%	14%	7%	5%	4%	2%	2%	4%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Get the news or weather	Daily	46%	51%	63%	69%	75%	79%	80%	80%	64%
	Weekly	15%	20%	21%	22%	18%	14%	17%	15%	19%
	Monthly	3%	5%	3%	2%	2%	4%	1%	4%	3%
	Less than once per month	5%	3%	5%	2%	3%	3%	2%	0%	3%
	Never	16%	10%	5%	3%	1%	1%	1%	1%	6%
	Not applicable	14%	11%	3%	2%	1%	0%	0%	0%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

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
Shop, search for products and services	Daily	14%	17%	17%	22%	24%	25%	33%	31%	20%
	Weekly	20%	26%	39%	44%	51%	54%	56%	56%	39%
	Monthly	17%	17%	20%	20%	19%	15%	8%	9%	17%
	Less than once per month	10%	16%	13%	9%	5%	7%	2%	1%	10%
	Never	19%	12%	7%	3%	1%	0%	0%	2%	7%
	Not applicable	19%	13%	4%	2%	1%	0%	0%	0%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Research or study a topic of interest	Daily	26%	35%	38%	46%	52%	43%	50%	55%	40%
	Weekly	25%	30%	37%	34%	36%	47%	46%	37%	35%
	Monthly	10%	9%	10%	10%	7%	7%	2%	5%	9%
	Less than once per month	7%	6%	6%	5%	3%	3%	0%	3%	5%
	Never	17%	9%	6%	2%	1%	0%	1%	0%	6%
	Not applicable	14%	12%	3%	3%	1%	0%	0%	0%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Share opinions, post to a blog, review a product or service	Daily	14%	9%	12%	14%	10%	9%	15%	3%	11%
	Weekly	13%	14%	15%	16%	17%	22%	23%	20%	16%
	Monthly	7%	18%	17%	17%	21%	21%	19%	21%	17%
	Less than once per month	11%	20%	19%	24%	26%	26%	23%	29%	21%
	Never	32%	23%	28%	23%	22%	19%	16%	24%	25%
	Not applicable	23%	18%	10%	6%	4%	3%	4%	4%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Attend an online class or training	Daily	6%	5%	5%	4%	2%	2%	0%	1%	4%
	Weekly	7%	5%	5%	4%	4%	4%	5%	3%	5%
	Monthly	4%	3%	6%	10%	9%	12%	15%	14%	8%
	Less than once per month	10%	18%	22%	28%	33%	34%	35%	35%	24%
	Never	46%	40%	43%	42%	39%	35%	37%	43%	42%
	Not applicable	28%	29%	19%	12%	13%	12%	8%	5%	18%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Work from home	Daily	8%	11%	13%	19%	20%	22%	29%	30%	16%
	Weekly	5%	11%	13%	17%	21%	25%	23%	32%	16%

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	6%	6%	9%	15%	20%	23%	23%	18%	13%
	Less than once per month	4%	7%	7%	14%	14%	13%	10%	9%	9%
	Never	41%	33%	37%	24%	18%	11%	7%	7%	27%
	Not applicable	37%	32%	21%	12%	7%	7%	7%	4%	19%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Banking online (paying bills, investing, etc.)	Daily	10%	12%	18%	19%	21%	20%	21%	20%	17%
	Weekly	11%	25%	38%	44%	51%	53%	58%	52%	38%
	Monthly	20%	20%	18%	19%	17%	20%	11%	17%	18%
	Less than once per month	4%	6%	4%	3%	3%	3%	3%	3%	4%
	Never	31%	21%	17%	10%	5%	4%	5%	8%	15%
As a parent/guardian, connect with your child's school	Not applicable	23%	16%	5%	4%	2%	1%	1%	0%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	6%	3%	4%	1%	3%	3%	3%	8%	3%
	Weekly	7%	6%	5%	8%	7%	10%	12%	14%	7%
	Monthly	3%	7%	4%	2%	5%	4%	8%	9%	4%
Find info on community resources and events	Less than once per month	1%	5%	3%	3%	2%	3%	5%	4%	3%
	Never	31%	14%	14%	9%	9%	8%	5%	7%	14%
	Not applicable	53%	64%	70%	78%	74%	72%	68%	56%	68%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	11%	8%	6%	7%	5%	4%	3%	4%	6%
If you have a question, use Internet to the find the answer	Weekly	12%	19%	22%	23%	22%	30%	28%	28%	22%
	Monthly	15%	22%	26%	31%	36%	29%	37%	25%	26%
	Less than once per month	14%	20%	26%	27%	28%	28%	25%	32%	24%
	Never	31%	16%	15%	9%	7%	8%	7%	8%	14%
	Not applicable	19%	15%	5%	4%	2%	1%	1%	2%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	38%	38%	47%	58%	60%	61%	64%	56%	50%
	Weekly	15%	28%	31%	28%	31%	33%	30%	37%	29%
	Monthly	7%	7%	6%	5%	5%	5%	3%	4%	6%
	Less than once per	8%	7%	7%	4%	2%	2%	1%	2%	5%

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
	month									
	Never	16%	9%	5%	2%	1%	0%	2%	0%	5%
	Not applicable	16%	11%	3%	3%	1%	0%	0%	0%	5%
	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%	4%	4%	3%	3%	2%	3%	1%	3%
	Weekly	8%	7%	8%	9%	9%	10%	9%	7%	8%
	Monthly	7%	11%	17%	15%	18%	20%	20%	17%	15%
	Less than once per month	14%	26%	30%	37%	38%	40%	44%	40%	31%
	Never	45%	33%	31%	30%	27%	25%	22%	32%	32%
	Not applicable	21%	18%	10%	5%	5%	3%	1%	4%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Look up health and medical information	Daily	11%	8%	7%	4%	5%	3%	4%	7%	6%
	Weekly	11%	13%	15%	15%	19%	17%	19%	17%	15%
	Monthly	21%	28%	32%	32%	32%	44%	42%	39%	31%
	Less than once per month	20%	25%	33%	39%	41%	35%	34%	33%	33%
	Never	22%	14%	9%	6%	3%	1%	1%	3%	9%
	Not applicable	14%	12%	4%	3%	1%	0%	0%	2%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Communicate with government (seek services, get a license, discuss a problem)	Daily	4%	2%	2%	3%	0%	1%	0%	0%	2%
	Weekly	4%	4%	4%	5%	1%	1%	5%	2%	3%
	Monthly	6%	11%	12%	12%	13%	17%	15%	16%	12%
	Less than once per month	19%	33%	46%	52%	64%	63%	67%	60%	47%
	Never	44%	31%	28%	24%	18%	17%	13%	19%	27%
	Not applicable	23%	18%	8%	4%	2%	2%	0%	3%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sell goods and services online, advertise	Daily	2%	1%	3%	2%	2%	2%	4%	1%	2%
	Weekly	1%	3%	3%	3%	3%	2%	1%	3%	3%
	Monthly	4%	3%	6%	6%	9%	8%	7%	5%	6%
	Less than once per month	12%	19%	24%	29%	36%	40%	45%	33%	26%
	Never	52%	46%	51%	47%	42%	39%	35%	46%	47%

## 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
Find directions or look up a map	Not applicable	29%	27%	13%	13%	8%	8%	8%	11%	16%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	20%	15%	16%	16%	12%	13%	10%	16%	15%
	Weekly	23%	31%	43%	48%	55%	62%	71%	62%	44%
	Monthly	11%	20%	20%	22%	23%	22%	17%	19%	20%
	Less than once per month	13%	13%	12%	9%	7%	3%	2%	2%	10%
	Never	18%	11%	6%	1%	1%	0%	1%	0%	6%
	Not applicable	13%	11%	4%	2%	1%	0%	0%	0%	5%
	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	55%	65%	80%	89%	92%	95%	98%	96%	80%
	Somewhat comfortable	23%	20%	14%	9%	6%	5%	2%	4%	13%
	Not at all comfortable	6%	4%	3%	1%	1%	0%	0%	0%	2%
	Don't know	7%	3%	1%	0%	0%	0%	0%	0%	2%
	Not applicable	10%	9%	3%	0%	1%	0%	0%	0%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using smartphone or tablet computer	Very comfortable	42%	47%	57%	69%	77%	83%	85%	86%	62%
	Somewhat comfortable	19%	16%	17%	15%	13%	10%	12%	10%	15%
	Not at all comfortable	8%	10%	6%	4%	3%	1%	1%	3%	6%
	Don't know	11%	9%	5%	3%	2%	3%	0%	1%	6%
	Not applicable	19%	18%	14%	9%	5%	3%	2%	0%	12%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Accessing the Internet	Very comfortable	58%	71%	83%	92%	94%	98%	98%	96%	83%
	Somewhat comfortable	18%	14%	11%	7%	5%	2%	2%	3%	10%
	Not at all comfortable	5%	3%	2%	1%	1%	0%	0%	0%	2%
	Don't know	7%	3%	1%	0%	0%	0%	0%	0%	2%
	Not applicable	11%	9%	3%	1%	1%	0%	0%	0%	4%
	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 email	Very comfortable	60%	69%	86%	94%	94%	99%	99%	98%	84%
	Somewhat comfortable	12%	13%	8%	4%	5%	1%	1%	2%	7%
	Not at all comfortable	8%	4%	2%	1%	0%	0%	0%	0%	2%
	Don't know	7%	3%	1%	1%	0%	0%	0%	0%	2%
	Not applicable	13%	11%	3%	1%	1%	0%	0%	0%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Locating information online (bus schedules, weather, news, etc.)	Very comfortable	57%	66%	77%	87%	90%	94%	94%	93%	78%
	Somewhat comfortable	16%	16%	12%	9%	8%	5%	5%	7%	11%
	Not at all comfortable	5%	4%	4%	2%	1%	0%	1%	0%	3%
	Don't know	10%	4%	3%	1%	0%	0%	0%	0%	3%
	Not applicable	12%	11%	4%	1%	1%	0%	0%	0%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using social networking sites (Facebook, Twitter, etc.)	Very comfortable	53%	53%	60%	70%	69%	66%	66%	62%	60%
	Somewhat comfortable	9%	17%	12%	11%	13%	19%	17%	18%	14%
	Not at all comfortable	8%	9%	8%	6%	5%	5%	6%	8%	7%
	Don't know	14%	4%	5%	4%	2%	2%	5%	4%	5%
	Not applicable	16%	16%	14%	8%	12%	7%	6%	9%	13%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Protecting your computer (stop viruses, backup files, avoid scams)	Very comfortable	30%	37%	38%	42%	49%	46%	55%	44%	40%
	Somewhat comfortable	26%	31%	40%	43%	39%	46%	39%	46%	38%
	Not at all comfortable	13%	13%	12%	11%	10%	7%	5%	8%	11%
	Don't know	16%	7%	4%	3%	1%	1%	1%	2%	5%
	Not applicable	15%	12%	5%	1%	1%	0%	0%	0%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Creating documents or spreadsheets	Very comfortable	32%	40%	56%	65%	78%	80%	85%	81%	58%
	Somewhat comfortable	18%	26%	21%	23%	15%	15%	11%	12%	20%
	Not at all comfortable	11%	14%	10%	8%	5%	5%	4%	6%	9%
	Don't know	17%	8%	5%	3%	1%	1%	0%	0%	5%
	Not applicable	21%	12%	8%	3%	1%	0%	0%	1%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Searching or applying for jobs online	Very comfortable	42%	42%	54%	59%	64%	62%	62%	53%	53%
	Somewhat comfortable	18%	29%	20%	19%	18%	16%	12%	12%	20%
	Not at all comfortable	8%	7%	5%	4%	4%	4%	3%	6%	5%
	Don't know	12%	6%	6%	4%	3%	4%	1%	3%	6%
	Not applicable	20%	17%	14%	13%	11%	14%	22%	26%	16%
	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 online tutorials or education programs	Very comfortable	34%	36%	43%	52%	59%	58%	63%	58%	47%
	Somewhat comfortable	20%	23%	25%	23%	25%	25%	27%	20%	24%
	Not at all comfortable	9%	11%	8%	5%	4%	2%	4%	5%	7%
	Don't know	16%	10%	10%	7%	4%	6%	1%	5%	9%
	Not applicable	20%	20%	13%	12%	7%	9%	5%	11%	14%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Installing software	Very comfortable	30%	33%	40%	49%	54%	53%	67%	45%	43%
	Somewhat comfortable	19%	23%	29%	29%	34%	35%	26%	38%	28%
	Not at all comfortable	12%	18%	17%	15%	8%	11%	5%	13%	14%
	Don't know	20%	12%	7%	5%	2%	1%	2%	2%	7%
	Not applicable	19%	14%	7%	3%	2%	1%	0%	2%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Writing or publishing information on the Internet	Very comfortable	24%	25%	27%	36%	34%	33%	44%	26%	29%
	Somewhat comfortable	16%	25%	27%	26%	30%	32%	31%	35%	26%
	Not at all comfortable	17%	18%	17%	18%	17%	16%	14%	21%	18%
	Don't know	21%	12%	13%	10%	8%	6%	3%	7%	11%
	Not applicable	22%	20%	15%	10%	11%	13%	9%	11%	16%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Creating a website or blog	Very comfortable	16%	13%	18%	21%	21%	23%	29%	19%	18%
	Somewhat comfortable	15%	22%	25%	28%	25%	26%	29%	28%	24%
	Not at all comfortable	25%	28%	25%	27%	33%	32%	28%	35%	28%
	Don't know	25%	15%	16%	13%	11%	9%	5%	7%	14%
	Not applicable	20%	22%	17%	10%	9%	11%	10%	11%	15%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Troubleshooting computer problems	Very comfortable	20%	18%	19%	31%	27%	29%	34%	20%	23%
	Somewhat comfortable	22%	34%	39%	36%	44%	44%	51%	50%	37%
	Not at all comfortable	19%	22%	26%	25%	23%	24%	15%	23%	23%
	Don't know	19%	13%	8%	5%	4%	3%	1%	2%	8%
	Not applicable	20%	13%	7%	3%	2%	0%	0%	5%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coding your own software application	Very comfortable	10%	6%	5%	8%	10%	9%	11%	7%	7%
	Somewhat comfortable	9%	8%	7%	10%	9%	9%	9%	8%	8%
	Not at all comfortable	32%	39%	43%	49%	48%	51%	52%	59%	44%
	Don't know	26%	27%	26%	22%	18%	17%	17%	13%	23%
	Not applicable	24%	20%	18%	12%	15%	14%	11%	12%	17%
	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	9%	7%	8%	8%	4%	4%	4%	6%	7%
	1-2 years	13%	11%	9%	9%	11%	9%	5%	8%	10%
	3-5 years	15%	18%	18%	14%	18%	15%	15%	12%	16%
	6-10 years	15%	17%	16%	18%	22%	16%	26%	15%	17%
	More than 10 years	48%	48%	49%	51%	45%	56%	50%	58%	51%
	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	40%	55%	56%	52%	44%	46%	51%	39%	50%
	Other state	48%	34%	41%	43%	50%	50%	37%	51%	42%
	Other country	12%	11%	3%	5%	6%	4%	13%	9%	7%
	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	91%	79%	57%	39%	38%	23%	9%	16%	51%
	Own	9%	21%	43%	61%	62%	77%	91%	84%	49%
	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	17%	28%	47%	60%	59%	70%	78%	71%	49%
	House attached to one or more houses (e.g., a duplex or townhome)	11%	12%	8%	11%	13%	7%	5%	4%	10%
	Building with two or more apartments or condominiums	60%	56%	43%	29%	29%	23%	17%	25%	39%
	Other	11%	4%	2%	0%	0%	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	47%	43%	43%	34%	29%	14%	5%	10%	34%
	2 people	18%	24%	32%	40%	40%	52%	49%	43%	35%
	3 or 4 people	20%	20%	18%	19%	28%	30%	42%	36%	22%
	5 or more people	15%	13%	7%	7%	2%	5%	4%	11%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Are there any children under 18 in your household?	No	76%	71%	80%	79%	76%	78%	63%	60%	76%
	Yes	24%	29%	20%	21%	24%	22%	37%	40%	24%
	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	53%	49%	51%	53%	48%	49%	45%	44%	50%
	Male	47%	51%	49%	47%	52%	51%	55%	56%	50%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
In which category is your age?	18-24 years	22%	17%	9%	6%	2%	2%	1%	1%	9%
	25-34 years	19%	31%	36%	43%	46%	36%	33%	22%	34%
	35-44 years	13%	12%	14%	15%	20%	20%	32%	24%	16%
	45-54 years	16%	14%	15%	16%	16%	26%	13%	29%	17%
	55-64 years	17%	11%	12%	13%	11%	9%	15%	17%	13%
	65-74 years	9%	8%	8%	5%	4%	5%	5%	7%	7%
	75 years or older	4%	7%	6%	2%	2%	2%	2%	1%	4%
	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%	89%	95%	89%	92%	95%	99%	93%	92%
Yes	8%	11%	5%	11%	8%	5%	1%	7%	8%
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.) 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
American Indian or Alaskan Native	5%	4%	3%	1%	1%	0%	0%	2%	2%
Asian, Asian Indian or Pacific Islander	15%	9%	5%	2%	2%	2%	6%	7%	6%
Black or African American	45%	33%	18%	12%	8%	7%	4%	2%	19%
White	34%	56%	72%	82%	89%	88%	93%	95%	72%
Other	7%	8%	4%	7%	2%	5%	1%	2%	5%

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	85%	86%	93%	97%	99%	100%	100%	98%	93%
Somali	7%	5%	0%	0%	0%	0%	0%	0%	2%
Vietnamese	0%	0%	0%	0%	0%	0%	0%	0%	0%
Spanish	1%	2%	2%	1%	0%	0%	0%	0%	1%
Hmong	2%	1%	1%	0%	0%	0%	0%	0%	1%
Lao	1%	0%	0%	0%	0%	0%	0%	0%	0%
Ethiopian/Oromo	2%	5%	1%	1%	0%	0%	0%	0%	1%
Other	3%	1%	2%	1%	1%	0%	0%	2%	1%
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	5%	30%	62%	72%	85%	85%	79%	75%	57%
Employed part-time	19%	23%	13%	11%	5%	5%	9%	11%	13%
Student	21%	11%	6%	4%	1%	1%	0%	1%	7%
Retired	12%	15%	13%	9%	6%	6%	7%	6%	11%
Unemployed, looking for work	16%	9%	3%	2%	1%	2%	0%	0%	5%
Homemaker	3%	2%	2%	2%	1%	1%	4%	7%	2%
Disabled (limiting participation in work, school, housework or other activities)	25%	10%	1%	0%	0%	0%	0%	0%	5%
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	19%	8%	4%	2%	0%	0%	1%	0%	5%
High school graduate	39%	28%	16%	8%	5%	2%	1%	0%	16%
Associate degree, some college	24%	32%	25%	22%	12%	9%	6%	3%	21%
Bachelor's degree	12%	22%	38%	44%	50%	45%	39%	30%	35%
Graduate or professional degree	6%	11%	16%	25%	32%	44%	53%	66%	24%
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	72%	67%	70%	73%	75%	70%	65%	57%	69%
Land line	19%	21%	18%	17%	15%	10%	12%	13%	18%
Both	9%	11%	12%	10%	10%	20%	22%	30%	13%
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%	14%	21%	19%	17%	16%
	Good	47%	34%	44%	44%	31%	44%
	Fair	17%	24%	13%	18%	24%	18%
	Poor	5%	8%	4%	10%	11%	6%
	Don't know	16%	21%	18%	9%	16%	17%
	Total	100%	100%	100%	100%	100%	100%
City use of technology	Excellent	9%	5%	9%	11%	12%	9%
	Good	40%	42%	39%	44%	27%	39%
	Fair	23%	31%	14%	21%	29%	22%
	Poor	6%	6%	4%	8%	11%	6%
	Don't know	22%	16%	34%	17%	21%	23%
	Total	100%	100%	100%	100%	100%	100%
Access to technology in general in Minneapolis	Excellent	12%	10%	13%	15%	16%	13%
	Good	42%	39%	41%	43%	27%	41%
	Fair	24%	32%	14%	22%	30%	23%
	Poor	7%	7%	5%	8%	7%	7%
	Don't know	15%	12%	28%	11%	20%	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	73%	82%	41%	55%	28%	66%
	Very important	19%	13%	24%	31%	37%	21%
	Somewhat important	5%	4%	12%	8%	16%	7%
	Not at all important	2%	0%	18%	5%	14%	5%
	Don't know	0%	0%	5%	1%	5%	1%
	Total	100%	100%	100%	100%	100%	100%
Internet access	Essential	74%	84%	44%	56%	37%	68%
	Very important	19%	14%	22%	30%	31%	20%
	Somewhat important	5%	2%	11%	9%	12%	6%
	Not at all important	2%	0%	18%	5%	15%	4%
	Don't know	0%	0%	5%	1%	6%	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	31%	16%	13%	29%	23%	28%
Somewhat familiar	46%	64%	36%	42%	31%	45%
Not familiar at all	23%	20%	51%	29%	46%	28%
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
Computer (desktop, laptop)	Yes, with Internet access	91%	93%	70%	60%	41%	84%
	Yes, without Internet access	5%	5%	5%	13%	17%	6%
	No	5%	2%	25%	27%	41%	10%
	Total	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Yes, with Internet access	50%	42%	30%	26%	18%	44%
	Yes, without Internet access	3%	2%	4%	2%	6%	3%
	No	47%	55%	66%	72%	76%	53%
	Total	100%	100%	100%	100%	100%	100%
Cell phone	Yes, with Internet access	83%	79%	45%	59%	51%	75%
	Yes, without Internet access	14%	20%	33%	26%	30%	19%
	No	3%	2%	22%	15%	19%	7%
	Total	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Yes, with Internet access	36%	38%	13%	22%	15%	31%
	Yes, without Internet access	11%	11%	6%	17%	13%	11%
	No	53%	52%	80%	60%	72%	58%
	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
Computer (desktop, laptop)	Daily	84%	90%	58%	63%	37%	77%
	Weekly	10%	6%	10%	6%	17%	10%
	Monthly	1%	4%	3%	2%	3%	2%
	Less than once per month	1%	0%	5%	6%	9%	2%
	Never/Not applicable	4%	0%	25%	24%	33%	9%
	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
Tablet computer (iPad, Kindle, etc.)	Daily	36%	34%	19%	13%	11%	31%
	Weekly	12%	8%	7%	11%	5%	11%
	Monthly	2%	5%	3%	2%	3%	3%
	Less than once per month	3%	1%	2%	2%	4%	3%
	Never/Not applicable	47%	52%	70%	72%	77%	53%
	Total	100%	100%	100%	100%	100%	100%
Cell phone, PDA, Blackberry or iPod Touch	Daily	77%	67%	37%	54%	40%	68%
	Weekly	5%	10%	6%	7%	7%	6%
	Monthly	1%	2%	2%	1%	4%	1%
	Less than once per month	2%	2%	3%	2%	5%	2%
	Never/Not applicable	15%	20%	51%	36%	43%	22%
	Total	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Daily	13%	14%	3%	13%	6%	12%
	Weekly	13%	13%	5%	7%	4%	11%
	Monthly	5%	9%	2%	5%	6%	5%
	Less than once per month	7%	6%	4%	4%	5%	6%
	Never/Not applicable	62%	59%	86%	71%	80%	66%
	Total	100%	100%	100%	100%	100%	100%
Television/Blu-ray player	Daily	29%	23%	34%	35%	34%	30%
	Weekly	12%	7%	4%	7%	6%	10%
	Monthly	4%	2%	1%	1%	0%	3%
	Less than once per month	4%	3%	2%	2%	6%	4%
	Never/Not applicable	50%	64%	59%	55%	54%	53%
	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	89%	91%	63%	62%	45%	82%
	Weekly	6%	4%	7%	8%	8%	6%
	Monthly	0%	1%	2%	0%	2%	1%
	Less than once per month	1%	0%	2%	3%	2%	1%
	Never/Not applicable	4%	4%	26%	27%	43%	10%
	Total	100%	100%	100%	100%	100%	100%
Work	Daily	84%	56%	12%	26%	4%	66%
	Weekly	5%	10%	2%	3%	9%	5%
	Monthly	1%	2%	0%	0%	1%	1%
	Less than once per month	1%	2%	1%	7%	2%	2%
	Never/Not applicable	9%	30%	85%	64%	84%	27%
	Total	100%	100%	100%	100%	100%	100%
School	Daily	16%	72%	5%	11%	8%	18%
	Weekly	5%	20%	1%	6%	3%	6%
	Monthly	1%	2%	1%	0%	1%	1%
	Less than once per month	1%	1%	1%	4%	1%	1%
	Never/Not applicable	77%	6%	92%	79%	87%	75%
	Total	100%	100%	100%	100%	100%	100%
At an outdoor or indoor public place (library, cafe, public computer, etc.)	Daily	14%	13%	4%	17%	8%	13%
	Weekly	25%	39%	12%	20%	19%	24%
	Monthly	18%	19%	6%	22%	9%	16%
	Less than once per month	23%	20%	15%	22%	17%	22%
	Never/Not applicable	19%	10%	64%	19%	47%	26%
	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	5%	4%	21%	27%	32%	10%
Dial-up telephone line	1%	0%	5%	4%	3%	2%
Cable (Comcast/Xfinity)	49%	62%	34%	23%	30%	45%
DSL (CenturyLink)	22%	13%	23%	19%	8%	20%
Satellite (DirectTV, Dish)	3%	2%	4%	2%	0%	3%
Cellular (Verizon, AT&T, Sprint)	29%	29%	11%	20%	17%	26%
WiFi (USIW, other)	27%	20%	14%	18%	18%	24%
Don't know	1%	4%	8%	4%	12%	3%

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	6%	3%	19%	21%	28%	9%
Coworkers	29%	15%	3%	8%	4%	23%
Friends or family	59%	58%	57%	54%	37%	57%
Library	3%	5%	6%	19%	13%	5%
Community technology center/Public lab	1%	4%	3%	5%	8%	2%
Pay someone for technical support	10%	3%	14%	8%	6%	10%
My Internet provider	42%	37%	32%	25%	20%	38%
No one/No help available	4%	3%	7%	8%	12%	5%
Books/Reference materials	8%	12%	12%	5%	7%	9%
Computer/Internet resources	53%	67%	29%	32%	29%	48%
School	4%	25%	2%	3%	2%	5%

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	91%	90%	56%	64%	43%	82%
	Weekly	5%	5%	10%	8%	14%	6%
	Monthly	1%	2%	2%	3%	2%	2%
	Less than once per month	1%	0%	3%	6%	4%	1%
	Never	1%	2%	13%	12%	18%	4%
	Not applicable	1%	0%	15%	9%	19%	4%
	Total	100%	100%	100%	100%	100%	100%
Seek entertainment (games, videos, music)	Daily	46%	61%	21%	30%	24%	42%
	Weekly	30%	24%	15%	22%	16%	27%
	Monthly	8%	7%	8%	5%	7%	8%
	Less than once per month	7%	3%	8%	14%	9%	7%
	Never	5%	3%	28%	14%	22%	10%
	Not applicable	3%	1%	20%	16%	22%	7%
	Total	100%	100%	100%	100%	100%	100%
Use social media (Facebook, Twitter, LinkedIn)	Daily	59%	75%	22%	38%	23%	53%
	Weekly	15%	11%	9%	12%	9%	14%
	Monthly	6%	1%	3%	5%	6%	5%
	Less than once per month	5%	7%	8%	9%	5%	6%
	Never	11%	4%	35%	21%	31%	15%
	Not applicable	4%	2%	23%	14%	27%	8%
	Total	100%	100%	100%	100%	100%	100%
Get the news or weather	Daily	70%	79%	44%	47%	30%	64%
	Weekly	20%	19%	12%	22%	15%	19%
	Monthly	3%	0%	3%	4%	5%	3%
	Less than once per month	2%	1%	6%	3%	7%	3%
	Never	3%	0%	18%	12%	24%	6%
	Not applicable	2%	1%	16%	12%	19%	5%
	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
Shop, search for products and services	Daily	23%	14%	13%	19%	12%	20%
	Weekly	43%	57%	26%	23%	14%	39%
	Monthly	18%	23%	12%	13%	15%	17%
	Less than once per month	9%	4%	14%	11%	12%	10%
	Never	4%	2%	19%	18%	24%	7%
	Not applicable	3%	0%	16%	15%	23%	6%
	Total	100%	100%	100%	100%	100%	100%
Research or study a topic of interest	Daily	44%	56%	22%	39%	16%	40%
	Weekly	39%	38%	26%	21%	25%	35%
	Monthly	9%	5%	10%	10%	8%	9%
	Less than once per month	4%	1%	10%	6%	7%	5%
	Never	2%	0%	16%	13%	23%	6%
	Not applicable	2%	1%	16%	11%	20%	5%
	Total	100%	100%	100%	100%	100%	100%
Share opinions, post to a blog, review a product or service	Daily	12%	12%	5%	8%	10%	11%
	Weekly	17%	21%	9%	18%	9%	16%
	Monthly	18%	26%	8%	11%	11%	17%
	Less than once per month	24%	22%	15%	13%	8%	21%
	Never	22%	15%	41%	30%	35%	25%
	Not applicable	7%	4%	21%	20%	26%	10%
	Total	100%	100%	100%	100%	100%	100%
Attend an online class or training	Daily	3%	13%	1%	5%	1%	4%
	Weekly	5%	16%	1%	1%	1%	5%
	Monthly	9%	7%	4%	2%	2%	8%
	Less than once per month	29%	25%	11%	16%	4%	24%
	Never	40%	28%	54%	45%	55%	42%
	Not applicable	14%	11%	29%	31%	37%	18%
	Total	100%	100%	100%	100%	100%	100%
Work from home	Daily	19%	16%	10%	8%	3%	16%
	Weekly	19%	19%	4%	10%	0%	16%

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
	Monthly	16%	9%	2%	5%	3%	13%
	Less than once per month	11%	8%	3%	9%	1%	9%
	Never	23%	26%	39%	36%	47%	27%
	Not applicable	11%	21%	41%	32%	46%	19%
	Total	100%	100%	100%	100%	100%	100%
	Daily	19%	19%	12%	9%	5%	17%
	Weekly	44%	37%	18%	21%	13%	38%
	Monthly	19%	34%	11%	17%	13%	18%
	Less than once per month	4%	3%	3%	2%	6%	4%
	Never	10%	5%	36%	30%	36%	15%
Banking online (paying bills, investing, etc.)	Not applicable	4%	2%	19%	21%	27%	8%
	Total	100%	100%	100%	100%	100%	100%
	Daily	4%	3%	2%	6%	2%	3%
	Weekly	8%	6%	5%	7%	7%	7%
	Monthly	5%	2%	3%	2%	7%	4%
	Less than once per month	3%	6%	2%	4%	1%	3%
	Never	11%	4%	27%	18%	32%	14%
As a parent/guardian, connect with your child's school	Not applicable	70%	79%	61%	62%	51%	68%
	Total	100%	100%	100%	100%	100%	100%
	Daily	6%	9%	5%	10%	6%	6%
	Weekly	23%	21%	17%	15%	16%	22%
	Monthly	29%	29%	17%	23%	14%	26%
	Less than once per month	27%	22%	17%	18%	14%	24%
	Never	10%	14%	27%	19%	27%	14%
Find info on community resources and events	Not applicable	4%	5%	18%	15%	23%	7%
	Total	100%	100%	100%	100%	100%	100%
	Daily	56%	67%	25%	34%	22%	50%
	Weekly	30%	28%	25%	27%	20%	29%
	Monthly	5%	4%	9%	5%	7%	6%
	Less than once	4%	1%	12%	4%	12%	5%

## 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
	per month						
	Never	2%	0%	15%	17%	17%	5%
	Not applicable	2%	0%	15%	13%	22%	5%
	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%	6%	1%	3%	4%	3%
	Weekly	8%	8%	7%	9%	10%	8%
	Monthly	16%	21%	10%	6%	6%	15%
	Less than once per month	36%	28%	22%	17%	14%	31%
	Never	29%	27%	42%	47%	41%	32%
	Not applicable	7%	9%	19%	18%	24%	10%
	Total	100%	100%	100%	100%	100%	100%
	Daily	6%	13%	3%	7%	6%	6%
	Weekly	16%	12%	12%	12%	15%	15%
Look up health and medical information	Monthly	34%	37%	23%	29%	14%	31%
	Less than once per month	35%	34%	29%	18%	22%	33%
	Never	6%	3%	19%	23%	22%	9%
	Not applicable	3%	2%	14%	11%	21%	5%
	Total	100%	100%	100%	100%	100%	100%
	Daily	2%	3%	1%	0%	2%	2%
	Weekly	3%	5%	2%	6%	8%	3%
	Monthly	13%	14%	8%	8%	12%	12%
	Less than once per month	54%	40%	33%	28%	17%	47%
Communicate with government (seek services, get a license, discuss a problem)	Never	22%	30%	38%	42%	34%	27%
	Not applicable	5%	9%	18%	16%	27%	9%
	Total	100%	100%	100%	100%	100%	100%
	Daily	2%	2%	1%	2%	1%	2%
	Weekly	3%	0%	1%	4%	2%	3%
	Monthly	7%	9%	2%	8%	1%	6%
	Less than once per month	30%	34%	13%	15%	10%	26%
	Never	46%	37%	56%	48%	53%	47%
	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
	Not applicable	12%	18%	27%	24%	33%	16%
	Total	100%	100%	100%	100%	100%	100%
Find directions or look up a map	Daily	17%	25%	4%	17%	5%	15%
	Weekly	50%	48%	23%	29%	23%	44%
	Monthly	21%	20%	22%	13%	8%	20%
	Less than once per month	7%	6%	19%	12%	23%	10%
	Never	3%	0%	18%	18%	20%	6%
	Not applicable	2%	0%	14%	10%	20%	5%
	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	88%	91%	49%	62%	44%	80%
	Somewhat comfortable	10%	8%	24%	22%	21%	13%
	Not at all comfortable	1%	0%	7%	5%	9%	2%
	Don't know	1%	0%	5%	6%	6%	2%
	Not applicable	1%	0%	15%	5%	19%	4%
	Total	100%	100%	100%	100%	100%	100%
Using smartphone or tablet computer	Very comfortable	71%	73%	24%	49%	30%	62%
	Somewhat comfortable	15%	16%	13%	18%	15%	15%
	Not at all comfortable	4%	4%	12%	6%	11%	6%
	Don't know	3%	4%	13%	11%	16%	6%
	Not applicable	6%	3%	38%	16%	28%	12%
	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
Accessing the Internet	Very comfortable	91%	96%	53%	64%	48%	83%
	Somewhat comfortable	7%	3%	20%	21%	19%	10%
	Not at all comfortable	1%	0%	6%	3%	8%	2%
	Don't know	1%	0%	5%	6%	6%	2%
	Not applicable	1%	0%	16%	6%	19%	4%
	Total	100%	100%	100%	100%	100%	100%
Using email	Very comfortable	92%	96%	58%	65%	51%	84%
	Somewhat comfortable	6%	3%	12%	17%	9%	7%
	Not at all comfortable	1%	1%	7%	5%	10%	2%
	Don't know	1%	0%	6%	5%	8%	2%
	Not applicable	1%	0%	18%	8%	22%	5%
	Total	100%	100%	100%	100%	100%	100%
Locating information online (bus schedules, weather, news, etc.)	Very comfortable	87%	92%	46%	63%	41%	78%
	Somewhat comfortable	9%	5%	18%	17%	21%	11%
	Not at all comfortable	1%	2%	8%	1%	11%	3%
	Don't know	1%	0%	8%	10%	8%	3%
	Not applicable	1%	1%	19%	8%	18%	5%
	Total	100%	100%	100%	100%	100%	100%
Using social networking sites (Facebook, Twitter, etc.)	Very comfortable	68%	89%	23%	47%	34%	60%
	Somewhat comfortable	15%	5%	13%	18%	13%	14%
	Not at all comfortable	6%	1%	15%	7%	12%	7%
	Don't know	3%	0%	11%	15%	12%	5%
	Not applicable	8%	5%	38%	12%	29%	13%
	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
Protecting your computer (stop viruses, backup files, avoid scams)	Very comfortable	45%	48%	21%	33%	23%	40%
	Somewhat comfortable	40%	41%	30%	37%	21%	38%
	Not at all comfortable	10%	8%	19%	5%	19%	11%
	Don't know	3%	2%	12%	15%	13%	5%
	Not applicable	2%	1%	18%	11%	25%	6%
	Total	100%	100%	100%	100%	100%	100%
Creating documents or spreadsheets	Very comfortable	68%	81%	25%	36%	12%	58%
	Somewhat comfortable	19%	14%	22%	24%	20%	20%
	Not at all comfortable	7%	1%	17%	7%	20%	9%
	Don't know	3%	2%	11%	18%	19%	5%
	Not applicable	3%	2%	25%	15%	29%	8%
	Total	100%	100%	100%	100%	100%	100%
Searching or applying for jobs online	Very comfortable	62%	66%	10%	58%	14%	53%
	Somewhat comfortable	20%	24%	12%	20%	24%	20%
	Not at all comfortable	4%	2%	11%	5%	11%	5%
	Don't know	4%	3%	11%	10%	15%	6%
	Not applicable	9%	4%	55%	7%	37%	16%
	Total	100%	100%	100%	100%	100%	100%
Using online tutorials or education programs	Very comfortable	54%	63%	15%	38%	11%	47%
	Somewhat comfortable	25%	29%	16%	21%	18%	24%
	Not at all comfortable	6%	1%	10%	7%	16%	7%
	Don't know	6%	4%	17%	17%	18%	9%
	Not applicable	8%	2%	42%	17%	36%	14%
	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	49%	70%	14%	31%	16%	43%
	Somewhat comfortable	31%	23%	23%	24%	16%	28%
	Not at all comfortable	13%	4%	24%	16%	22%	14%
	Don't know	5%	1%	16%	15%	19%	7%
	Not applicable	3%	2%	24%	14%	28%	7%
	Total	100%	100%	100%	100%	100%	100%
Writing or publishing information on the Internet	Very comfortable	34%	45%	8%	22%	7%	29%
	Somewhat comfortable	29%	34%	15%	21%	14%	26%
	Not at all comfortable	17%	12%	21%	16%	21%	18%
	Don't know	9%	2%	17%	20%	28%	11%
	Not applicable	11%	7%	39%	21%	31%	16%
	Total	100%	100%	100%	100%	100%	100%
Creating a website or blog	Very comfortable	21%	31%	5%	12%	5%	18%
	Somewhat comfortable	27%	37%	7%	26%	6%	24%
	Not at all comfortable	29%	24%	29%	20%	31%	28%
	Don't know	13%	3%	20%	23%	27%	14%
	Not applicable	10%	6%	40%	19%	31%	15%
	Total	100%	100%	100%	100%	100%	100%
Troubleshooting computer problems	Very comfortable	27%	36%	6%	12%	9%	23%
	Somewhat comfortable	41%	45%	23%	37%	19%	37%
	Not at all comfortable	23%	14%	31%	19%	27%	23%
	Don't know	6%	2%	16%	17%	20%	8%
	Not applicable	4%	2%	23%	15%	25%	8%
	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
Coding your own software application	Very comfortable	8%	18%	2%	4%	5%	7%
	Somewhat comfortable	10%	8%	2%	6%	2%	8%
	Not at all comfortable	49%	44%	28%	35%	34%	44%
	Don't know	21%	22%	28%	29%	30%	23%
	Not applicable	12%	7%	40%	26%	29%	17%
	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	6%	17%	4%	5%	5%	7%
	1-2 years	10%	26%	3%	9%	3%	10%
	3-5 years	17%	33%	4%	9%	11%	16%
	6-10 years	20%	13%	7%	10%	16%	17%
	More than 10 years	46%	11%	82%	66%	66%	51%
	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	53%	46%	53%	34%	44%	50%
	Other state	42%	45%	35%	46%	49%	42%
	Other country	6%	9%	12%	19%	7%	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	47%	88%	31%	82%	87%	51%
	Own	53%	12%	69%	18%	13%	49%
	Total	100%	100%	100%	100%	100%	100%
Which best describes the building you live in?	One family house detached from any other houses	53%	20%	59%	26%	21%	49%
	House attached to one or more houses (e.g., a duplex or townhome)	11%	9%	6%	7%	7%	10%
	Building with two or more apartments or condominiums	35%	69%	30%	60%	55%	39%
	Other	1%	2%	4%	7%	17%	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	31%	27%	45%	39%	62%	34%
	2 people	36%	37%	35%	33%	23%	35%
	3 or 4 people	25%	22%	14%	18%	10%	22%
	5 or more people	8%	14%	6%	10%	5%	8%
	Total	100%	100%	100%	100%	100%	100%
Are there any children under 18 in your household?	No	73%	82%	85%	75%	81%	76%
	Yes	27%	18%	15%	25%	19%	24%
	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	50%	44%	60%	47%	42%	50%
	Male	50%	56%	40%	53%	58%	50%
	Total	100%	100%	100%	100%	100%	100%
In which category is your age?	18-24 years	7%	46%	0%	11%	3%	9%
	25-34 years	42%	42%	6%	21%	7%	34%
	35-44 years	19%	4%	4%	23%	11%	16%
	45-54 years	18%	5%	5%	20%	38%	17%
	55-64 years	11%	1%	18%	23%	33%	13%
	65-74 years	2%	2%	37%	1%	6%	7%
	75 years or older	0%	0%	30%	1%	2%	4%
	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	92%	91%	96%	92%	94%	92%
Yes	8%	9%	4%	8%	6%	8%
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%	2%	2%	3%	8%	2%
Asian, Asian Indian or Pacific Islander	5%	22%	2%	6%	4%	6%
Black or African American	16%	12%	18%	38%	54%	19%
White	76%	69%	77%	51%	33%	72%
Other	5%	2%	5%	8%	7%	5%

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	93%	92%	97%	92%	88%	93%
Somali	2%	0%	1%	2%	8%	2%
Vietnamese	0%	0%	0%	0%	0%	0%
Spanish	1%	0%	0%	6%	0%	1%
Hmong	1%	1%	0%	0%	1%	1%
Lao	0%	1%	0%	0%	1%	0%
Ethiopian/Oromo	2%	1%	0%	0%	2%	1%
Other	1%	6%	1%	0%	0%	1%
Total	100%	100%	100%	100%	100%	100%

Question D12 Compared by Respondent Employment Status						
What was your household's total annual income in 2012?	Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
Less than \$10,000	4%	36%	13%	37%	57%	12%
\$10,000 - \$24,999	14%	30%	25%	34%	37%	18%
\$25,000 - \$49,999	24%	20%	26%	15%	4%	22%
\$50,000 - \$74,999	21%	10%	15%	7%	1%	17%
\$75,000 - \$99,999	14%	2%	6%	2%	0%	11%
\$100,000 - \$149,999	14%	2%	7%	4%	0%	11%
\$150,000 - \$199,999	5%	0%	4%	0%	0%	4%
\$200,000 or more	5%	1%	4%	0%	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	3%	3%	7%	13%	18%	5%
High school graduate	12%	9%	25%	34%	38%	16%
Associate degree, some college	18%	34%	23%	24%	33%	21%
Bachelor's degree	41%	26%	20%	21%	6%	35%
Graduate or professional degree	26%	28%	25%	9%	5%	24%
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	75%	94%	27%	66%	56%	69%
Land line	11%	2%	56%	21%	31%	18%
Both	13%	4%	18%	13%	13%	13%
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?			Overall
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Cell	Land line	Both	
Opportunities to participate in community matters	Excellent	20%	16%	18%	12%	17%	14%	18%	20%	16%
	Good	36%	40%	39%	50%	46%	44%	42%	53%	44%
	Fair	16%	18%	22%	15%	17%	18%	19%	12%	18%
	Poor	12%	9%	9%	3%	3%	6%	7%	4%	6%
	Don't know	15%	16%	12%	19%	16%	18%	15%	11%	17%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
City use of technology	Excellent	12%	12%	13%	6%	7%	8%	9%	14%	9%
	Good	36%	38%	38%	42%	38%	40%	34%	42%	39%
	Fair	21%	19%	25%	22%	23%	24%	20%	17%	22%
	Poor	8%	10%	8%	5%	5%	7%	5%	5%	6%
	Don't know	23%	21%	16%	25%	27%	21%	32%	22%	23%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Access to technology in general in Minneapolis	Excellent	11%	14%	17%	11%	10%	11%	13%	17%	13%
	Good	37%	39%	36%	44%	43%	41%	38%	45%	41%
	Fair	21%	20%	25%	22%	25%	26%	19%	16%	23%
	Poor	6%	7%	9%	5%	6%	7%	7%	6%	7%
	Don't know	25%	20%	13%	17%	15%	15%	24%	15%	17%
	Total	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?			Overall
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Cell	Land line	Both	
A computer	Essential	34%	34%	63%	77%	81%	72%	44%	66%	66%
	Very important	32%	33%	24%	17%	13%	20%	25%	21%	21%
	Somewhat important	18%	16%	6%	4%	4%	5%	12%	8%	7%
	Not at all important	7%	13%	6%	2%	2%	2%	17%	4%	5%
	Don't know	8%	3%	1%	0%	0%	1%	3%	1%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Internet access	Essential	33%	39%	66%	78%	81%	74%	46%	69%	68%
	Very important	35%	31%	22%	16%	13%	19%	22%	19%	20%
	Somewhat important	17%	14%	6%	4%	3%	5%	12%	7%	6%
	Not at all important	6%	12%	5%	2%	2%	2%	15%	4%	4%
	Don't know	9%	4%	1%	0%	0%	1%	4%	1%	1%
	Total	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?			Overall
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Cell	Land line	Both	
Very familiar		22%	22%	26%	30%	30%	30%	20%	26%	28%
Somewhat familiar		29%	40%	45%	48%	46%	47%	38%	45%	45%
Not familiar at all		49%	39%	29%	22%	24%	24%	42%	29%	28%
Total		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?			Overall
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Cell	Land line	Both	
Computer (desktop, laptop)	Yes, with Internet access	54%	56%	82%	94%	96%	87%	71%	88%	84%
	Yes, without Internet access	12%	15%	7%	3%	2%	6%	7%	3%	6%
	No	34%	29%	10%	3%	2%	7%	23%	8%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Yes, with Internet access	24%	21%	38%	50%	58%	48%	27%	47%	44%
	Yes, without Internet access	3%	5%	5%	3%	2%	3%	4%	4%	3%
	No	72%	74%	57%	47%	40%	48%	70%	50%	53%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone	Yes, with Internet access	62%	57%	72%	82%	81%	84%	36%	79%	75%
	Yes, without Internet access	23%	27%	22%	15%	14%	15%	34%	19%	19%
	No	14%	16%	6%	3%	5%	1%	30%	1%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Yes, with Internet access	23%	21%	37%	37%	27%	37%	14%	29%	31%
	Yes, without Internet access	12%	19%	11%	9%	8%	10%	12%	11%	11%
	No	65%	59%	53%	54%	66%	53%	74%	60%	58%
	Total	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?			Overall
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Cell	Land line	Both	
Computer (desktop, laptop)	Daily	44%	47%	74%	88%	92%	82%	62%	78%	77%
	Weekly	12%	16%	13%	8%	5%	8%	13%	13%	10%
	Monthly	3%	2%	2%	1%	0%	1%	4%	1%	2%
	Less than once per month	5%	7%	3%	1%	1%	2%	3%	2%	2%
	Never/Not applicable	36%	28%	8%	2%	2%	6%	19%	6%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Daily	6%	15%	24%	37%	42%	34%	16%	36%	31%
	Weekly	10%	10%	11%	11%	12%	13%	7%	8%	11%
	Monthly	6%	2%	3%	2%	2%	2%	4%	2%	3%
	Less than once per month	4%	2%	2%	3%	3%	3%	2%	1%	3%
	Never/Not applicable	74%	71%	59%	48%	40%	48%	71%	52%	53%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone, PDA, Blackberry or iPod Touch	Daily	50%	50%	67%	77%	73%	80%	27%	66%	68%
	Weekly	12%	8%	6%	4%	6%	6%	7%	8%	6%
	Monthly	5%	2%	1%	1%	1%	1%	3%	2%	1%
	Less than once per month	0%	2%	3%	2%	2%	1%	6%	3%	2%
	Never/Not applicable	33%	38%	23%	16%	18%	13%	57%	21%	22%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Daily	11%	11%	15%	13%	7%	13%	5%	11%	12%
	Weekly	14%	11%	11%	13%	9%	13%	5%	10%	11%
	Monthly	5%	4%	5%	5%	5%	5%	3%	5%	5%
	Less than once per month	3%	4%	7%	6%	8%	7%	5%	5%	6%
	Never/Not applicable	67%	70%	62%	63%	71%	62%	81%	69%	66%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Television/Blu-ray player	Daily	43%	33%	36%	26%	27%	30%	28%	31%	30%
	Weekly	4%	5%	8%	13%	14%	11%	6%	11%	10%
	Monthly	3%	2%	2%	4%	3%	3%	1%	5%	3%
	Less than once per month	3%	3%	2%	4%	6%	4%	4%	3%	4%
	Never/Not applicable	48%	57%	52%	53%	51%	51%	61%	49%	53%
	Total	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?			Overall	
	Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Cell	Land line	Both		
Home	Daily	49%	56%	79%	92%	93%	87%	62%	84%	82%
	Weekly	11%	12%	8%	4%	3%	5%	8%	7%	6%
	Monthly	3%	1%	1%	0%	0%	0%	2%	1%	1%
	Less than once per month	1%	4%	1%	0%	0%	1%	2%	2%	1%
	Never/Not applicable	36%	28%	11%	3%	3%	7%	25%	6%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Work	Daily	31%	30%	54%	82%	81%	74%	38%	65%	66%
	Weekly	3%	7%	8%	4%	2%	5%	4%	3%	5%
	Monthly	0%	3%	1%	0%	0%	1%	1%	2%	1%
	Less than once per month	4%	2%	3%	0%	1%	2%	1%	1%	2%
	Never/Not applicable	63%	58%	33%	13%	15%	18%	56%	28%	27%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
School	Daily	18%	16%	23%	14%	19%	21%	6%	15%	18%
	Weekly	4%	7%	6%	6%	4%	7%	1%	3%	6%
	Monthly	1%	2%	0%	1%	1%	1%	2%	1%	1%
	Less than once per month	2%	3%	1%	0%	0%	1%	1%	1%	1%
	Never/Not applicable	75%	71%	70%	78%	76%	70%	90%	80%	75%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
At an outdoor or indoor public place (library, cafe, public computer, etc.)	Daily	17%	8%	13%	15%	11%	15%	5%	10%	13%
	Weekly	12%	20%	18%	25%	30%	27%	12%	25%	24%
	Monthly	2%	13%	15%	18%	20%	18%	8%	19%	16%
	Less than once per month	16%	13%	22%	26%	22%	23%	19%	18%	22%
	Never/Not applicable	51%	45%	32%	16%	17%	17%	56%	28%	26%
	Total	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. 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?			Overall
	Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Cell	Land line	Both	
No Internet access at home	24%	26%	11%	3%	3%	7%	22%	4%	10%
Dial-up telephone line	8%	3%	1%	1%	1%	0%	7%	3%	2%
Cable (Comcast/Xfinity)	26%	32%	47%	51%	48%	49%	30%	48%	45%
DSL (CenturyLink)	14%	16%	19%	21%	25%	17%	29%	28%	20%
Satellite (DirectTV, Dish)	2%	4%	2%	3%	4%	3%	3%	4%	3%
Cellular (Verizon, AT&T, Sprint)	18%	19%	27%	30%	25%	31%	9%	25%	26%
WiFi (USIW, other)	14%	19%	19%	28%	28%	27%	15%	23%	24%
Don't know	14%	7%	2%	1%	1%	2%	5%	2%	3%

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. 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?			Overall
	Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Cell	Land line	Both	
Not applicable	24%	20%	9%	6%	4%	8%	15%	5%	9%
Coworkers	13%	10%	20%	26%	30%	24%	19%	24%	23%
Friends or family	50%	52%	57%	59%	59%	58%	54%	57%	57%
Library	12%	11%	8%	2%	2%	5%	7%	5%	5%
Community technology center/Public lab	3%	3%	5%	1%	1%	2%	3%	2%	2%
Pay someone for technical support	7%	10%	9%	9%	14%	8%	14%	15%	10%
My Internet provider	15%	24%	36%	44%	44%	39%	34%	43%	38%
No one/No help available	9%	11%	3%	3%	3%	4%	6%	4%	5%
Books/Reference materials	5%	9%	9%	8%	9%	7%	14%	10%	9%
Computer/Internet resources	16%	29%	46%	57%	56%	53%	33%	43%	48%
School	4%	6%	4%	4%	5%	5%	2%	5%	5%

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?			Overall
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Cell	Land line	Both	
Use email, texting or video to communicate	Daily	44%	56%	77%	94%	94%	89%	58%	82%	82%
	Weekly	10%	10%	12%	3%	3%	5%	11%	9%	6%
	Monthly	5%	4%	2%	1%	0%	1%	3%	2%	2%
	Less than once per month	2%	4%	2%	0%	1%	1%	4%	1%	1%
	Never	25%	13%	3%	1%	1%	3%	12%	3%	4%
	Not applicable	13%	12%	4%	1%	1%	2%	12%	3%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Seek entertainment (games, videos, music)	Daily	33%	30%	42%	47%	43%	50%	19%	32%	42%
	Weekly	13%	21%	26%	31%	29%	29%	17%	30%	27%
	Monthly	6%	6%	7%	7%	10%	6%	10%	10%	8%
	Less than once per month	7%	7%	8%	7%	6%	6%	11%	9%	7%
	Never	22%	19%	9%	4%	9%	4%	28%	11%	10%
	Not applicable	19%	17%	8%	4%	3%	5%	15%	8%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Use social media (Facebook, Twitter, LinkedIn)	Daily	31%	37%	49%	63%	54%	64%	20%	43%	53%
	Weekly	11%	9%	16%	14%	15%	13%	12%	18%	14%
	Monthly	9%	5%	4%	5%	6%	4%	6%	7%	5%
	Less than once per month	4%	6%	8%	4%	6%	5%	8%	5%	6%
	Never	27%	24%	15%	9%	16%	9%	35%	19%	15%
	Not applicable	19%	19%	8%	5%	4%	5%	19%	8%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

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?			Overall
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Cell	Land line	Both	
Get the news or weather	Daily	45%	43%	60%	71%	73%	70%	41%	64%	64%
	Weekly	15%	19%	19%	20%	18%	20%	16%	17%	19%
	Monthly	3%	3%	4%	3%	2%	2%	5%	5%	3%
	Less than once per month	2%	5%	5%	2%	2%	2%	9%	4%	3%
	Never	20%	16%	7%	1%	3%	3%	17%	6%	6%
	Not applicable	15%	15%	6%	2%	1%	3%	12%	5%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Shop, search for products and services	Daily	14%	15%	21%	24%	19%	23%	10%	19%	20%
	Weekly	8%	17%	32%	47%	54%	43%	26%	40%	39%
	Monthly	10%	16%	20%	19%	15%	18%	17%	17%	17%
	Less than once per month	12%	15%	14%	7%	7%	8%	17%	11%	10%
	Never	32%	19%	8%	2%	3%	5%	17%	6%	7%
	Not applicable	24%	18%	5%	1%	1%	4%	13%	7%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Research or study a topic of interest	Daily	25%	24%	36%	48%	47%	46%	22%	36%	40%
	Weekly	12%	27%	38%	37%	41%	36%	31%	41%	35%
	Monthly	9%	9%	9%	9%	7%	8%	11%	8%	9%
	Less than once per month	6%	8%	7%	4%	2%	3%	11%	6%	5%
	Never	29%	17%	4%	1%	1%	4%	13%	4%	6%
	Not applicable	18%	15%	5%	1%	1%	3%	13%	5%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Share opinions, post to a blog, review a product or service	Daily	8%	8%	13%	13%	8%	13%	4%	9%	11%
	Weekly	5%	12%	14%	18%	19%	18%	9%	17%	16%

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?			Overall	
	Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Cell	Land line	Both		
Monthly	7%	8%	13%	21%	21%	19%	9%	13%	17%	
	Less than once per month	6%	13%	22%	24%	25%	23%	16%	22%	21%
	Never	44%	35%	25%	19%	24%	20%	43%	27%	25%
	Not applicable	29%	24%	12%	5%	4%	7%	19%	12%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Attend an online class or training	Daily	7%	3%	5%	3%	3%	4%	1%	2%	4%
	Weekly	2%	4%	7%	4%	4%	6%	1%	2%	5%
	Monthly	2%	2%	4%	11%	9%	8%	3%	9%	8%
	Less than once per month									
	Never	3%	8%	17%	29%	37%	27%	16%	24%	24%
	Not applicable	53%	50%	44%	38%	38%	38%	57%	41%	42%
	Total	32%	32%	23%	14%	9%	16%	23%	22%	18%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Work from home	Daily	7%	9%	11%	19%	23%	17%	10%	19%	16%
	Weekly	1%	4%	12%	17%	26%	18%	6%	17%	16%
	Monthly	2%	4%	6%	20%	15%	15%	5%	11%	13%
	Less than once per month									
	Never	4%	4%	7%	12%	12%	11%	5%	8%	9%
	Not applicable	52%	41%	39%	19%	15%	24%	44%	21%	27%
	Total	34%	37%	26%	12%	9%	15%	29%	23%	19%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Banking online (paying bills, investing, etc.)	Daily	10%	11%	18%	20%	16%	19%	9%	16%	17%
	Weekly	7%	16%	30%	47%	51%	43%	21%	36%	38%
	Monthly	13%	13%	22%	20%	17%	20%	12%	16%	18%
	Less than	3%	7%	5%	3%	3%	3%	6%	6%	4%



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?			Overall	
	Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Cell	Land line	Both		
once per month										
	Never	44%	32%	17%	7%	10%	9%	35%	19%	15%
	Not applicable	23%	20%	9%	3%	3%	6%	16%	8%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
As a parent/guardian, connect with your child's school	Daily	2%	5%	5%	3%	2%	3%	1%	7%	3%
	Weekly	7%	7%	8%	5%	9%	7%	6%	10%	7%
	Monthly	9%	6%	4%	4%	4%	4%	3%	9%	4%
	Less than once per month									
	Never	11%	3%	4%	2%	2%	3%	3%	4%	3%
	Not applicable	35%	27%	16%	7%	9%	10%	25%	15%	14%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	7%	7%	8%	6%	4%	7%	2%	6%	6%
	Weekly	6%	14%	21%	24%	27%	22%	13%	31%	22%
Find info on community resources and events	Monthly	9%	18%	23%	31%	31%	28%	20%	26%	26%
	Less than once per month									
	Never	12%	18%	26%	28%	25%	25%	25%	19%	24%
	Not applicable	42%	26%	13%	8%	10%	11%	24%	13%	14%
	Total	25%	17%	8%	3%	3%	6%	16%	6%	7%
	Daily	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Weekly	26%	29%	44%	61%	57%	59%	23%	41%	50%
	Monthly	11%	21%	31%	29%	35%	27%	30%	34%	29%
	Less than once per month	5%	9%	6%	5%	4%	4%	10%	8%	6%
If you have a question, use Internet to the find the answer	Never									
	Not applicable	10%	9%	8%	3%	2%	3%	12%	8%	5%
	Total									
	Daily	26%	29%	44%	61%	57%	59%	23%	41%	50%
If you have a question, use Internet to the find the answer	Weekly	11%	21%	31%	29%	35%	27%	30%	34%	29%
	Monthly	5%	9%	6%	5%	4%	4%	10%	8%	6%
	Less than once per month									
	Never	10%	9%	8%	3%	2%	3%	12%	8%	5%

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?			Overall	
	Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Cell	Land line	Both		
Never	25%	17%	5%	1%	1%	3%	12%	5%	5%	
	Not applicable	22%	16%	5%	1%	1%	4%	12%	3%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily	4%	4%	2%	3%	4%	4%	1%	2%	3%	
	Weekly	2%	5%	9%	8%	11%	8%	7%	11%	8%
	Monthly	2%	7%	12%	18%	21%	16%	10%	16%	15%
Engage in civic activities (participate in a discussion about community and government issues; research information about an issue or a candidate)	Less than once per month	8%	18%	29%	38%	36%	34%	23%	31%	31%
	Never	56%	44%	35%	27%	25%	30%	42%	29%	32%
	Not applicable	28%	22%	14%	5%	4%	8%	18%	10%	10%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily	15%	9%	6%	5%	5%	7%	3%	6%	6%	
	Weekly	2%	13%	15%	15%	20%	16%	11%	17%	15%
	Monthly	14%	18%	31%	36%	37%	34%	21%	36%	31%
Look up health and medical information	Less than once per month	16%	23%	32%	40%	32%	34%	31%	28%	33%
	Never	37%	22%	10%	2%	3%	6%	21%	6%	9%
	Not applicable	17%	16%	6%	2%	2%	4%	12%	6%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily	4%	3%	2%	1%	1%	2%	0%	2%	2%	
	Weekly	3%	4%	4%	3%	4%	4%	2%	3%	3%
	Monthly	2%	9%	13%	13%	13%	12%	9%	15%	12%
Communicate with government (seek services, get a license, discuss a problem)	Less than once per month	14%	20%	41%	58%	61%	50%	35%	49%	47%
	Never	50%	40%	30%	21%	18%	24%	38%	21%	27%
	Not	27%	23%	10%	4%	3%	7%	16%	9%	9%

Question 9 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?			Overall
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Cell	Land line	Both	
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)?		applicable								
		Total	100%	100%	100%	100%	100%	100%	100%	100%
Sell goods and services online, advertise	Daily	0%	2%	2%	3%	2%	2%	1%	1%	2%
	Weekly	2%	3%	4%	3%	2%	3%	1%	3%	3%
	Monthly	0%	3%	5%	8%	6%	7%	2%	4%	6%
	Less than once per month	4%	12%	21%	33%	34%	31%	12%	21%	26%
	Never	60%	52%	49%	43%	43%	42%	60%	52%	47%
	Not applicable	32%	28%	20%	10%	12%	14%	23%	18%	16%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	15%	12%	15%	18%	14%	19%	4%	10%	15%
Find directions or look up a map	Weekly	15%	24%	36%	51%	59%	50%	23%	43%	44%
	Monthly	11%	16%	23%	23%	19%	18%	25%	25%	20%
	Less than once per month	9%	16%	17%	6%	6%	6%	21%	13%	10%
	Never	32%	17%	5%	1%	2%	3%	15%	6%	6%
	Not applicable	19%	14%	5%	2%	1%	3%	12%	4%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	15%	12%	15%	18%	14%	19%	4%	10%	15%
	Weekly	15%	24%	36%	51%	59%	50%	23%	43%	44%

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?			Overall
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Cell	Land line	Both	
Using a computer laptop/desktop	Very comfortable	43%	50%	76%	92%	92%	87%	55%	77%	80%
	Somewhat comfortable	23%	27%	17%	6%	7%	9%	24%	17%	13%
	Not at all comfortable	6%	6%	3%	1%	1%	1%	6%	2%	2%
	Don't know	13%	4%	2%	0%	0%	1%	3%	2%	2%
	Not applicable	15%	12%	3%	1%	1%	2%	12%	1%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using smartphone or tablet computer	Very comfortable	34%	38%	58%	73%	70%	74%	21%	54%	62%
	Somewhat comfortable	20%	17%	15%	14%	15%	14%	16%	18%	15%
	Not at all comfortable	8%	11%	6%	3%	5%	3%	13%	7%	6%
	Don't know	16%	11%	7%	3%	2%	3%	12%	8%	6%
	Not applicable	22%	24%	14%	6%	8%	5%	38%	14%	12%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Accessing the Internet	Very comfortable	44%	56%	82%	94%	93%	90%	58%	81%	83%
	Somewhat comfortable	20%	21%	11%	5%	6%	6%	20%	13%	10%
	Not at all comfortable	7%	5%	2%	1%	0%	1%	6%	2%	2%
	Don't know	12%	5%	1%	0%	0%	1%	3%	2%	2%
	Not applicable	17%	13%	3%	1%	1%	2%	13%	2%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 10 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?			Overall
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Cell	Land line	Both	
<b>How comfortable, if at all, are you at each of the following?</b>										
Using email	Very comfortable	43%	55%	82%	96%	96%	90%	63%	82%	84%
	Somewhat comfortable	13%	20%	10%	3%	2%	5%	14%	9%	7%
	Not at all comfortable	11%	7%	3%	1%	1%	1%	6%	4%	2%
	Don't know	17%	4%	2%	0%	0%	1%	3%	3%	2%
	Not applicable	17%	15%	4%	1%	1%	3%	14%	3%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Locating information online (bus schedules, weather, news, etc.)	Very comfortable	43%	53%	75%	90%	90%	86%	52%	77%	78%
	Somewhat comfortable	11%	22%	15%	7%	8%	8%	21%	13%	11%
	Not at all comfortable	8%	5%	3%	2%	1%	1%	8%	3%	3%
	Don't know	20%	5%	3%	0%	0%	2%	5%	4%	3%
	Not applicable	17%	15%	4%	1%	2%	2%	15%	3%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using social networking sites (Facebook, Twitter, etc.)	Very comfortable	36%	40%	59%	72%	62%	73%	22%	47%	60%
	Somewhat comfortable	15%	17%	14%	12%	15%	12%	18%	20%	14%
	Not at all comfortable	9%	10%	8%	6%	7%	5%	16%	10%	7%
	Don't know	23%	9%	5%	3%	3%	3%	10%	9%	5%
	Not applicable	17%	25%	15%	7%	12%	7%	34%	15%	13%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Protecting your computer (stop viruses, backup files, avoid scams)	Very comfortable	28%	29%	40%	46%	42%	46%	23%	39%	40%

Question 10 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?			Overall
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Cell	Land line	Both	
How comfortable, if at all, are you at each of the following?	Somewhat comfortable	18%	27%	34%	42%	45%	39%	33%	40%	38%
	Not at all comfortable	11%	13%	15%	9%	10%	9%	19%	13%	11%
	Don't know	24%	12%	5%	1%	2%	4%	9%	6%	5%
	Not applicable	19%	18%	5%	1%	1%	3%	16%	3%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Creating documents or spreadsheets	Very comfortable	7%	21%	46%	76%	78%	67%	32%	49%	58%
	Somewhat comfortable	21%	25%	26%	17%	14%	18%	22%	25%	20%
	Not at all comfortable	18%	16%	15%	4%	5%	6%	18%	12%	9%
	Don't know	30%	12%	6%	2%	1%	4%	9%	6%	5%
	Not applicable	24%	26%	6%	2%	2%	4%	20%	8%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Searching or applying for jobs online	Very comfortable	24%	30%	49%	64%	60%	65%	19%	36%	53%
	Somewhat comfortable	16%	24%	24%	19%	15%	20%	18%	21%	20%
	Not at all comfortable	11%	9%	7%	4%	4%	3%	12%	8%	5%
	Don't know	26%	10%	5%	3%	2%	3%	12%	8%	6%
	Not applicable	22%	27%	15%	10%	19%	9%	39%	26%	16%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using online tutorials or education programs	Very comfortable	17%	18%	43%	59%	57%	56%	19%	37%	47%
	Somewhat comfortable	20%	21%	24%	24%	26%	25%	20%	23%	24%

Question 10 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?			Overall
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Cell	Land line	Both	
How comfortable, if at all, are you at each of the following?	Not at all comfortable	13%	13%	11%	4%	3%	5%	12%	10%	7%
	Don't know	28%	17%	8%	6%	4%	6%	16%	12%	9%
	Not applicable	22%	31%	15%	8%	10%	9%	34%	18%	14%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Installing software	Very comfortable	19%	19%	39%	55%	48%	51%	20%	32%	43%
	Somewhat comfortable	13%	20%	28%	29%	35%	29%	25%	29%	28%
	Not at all comfortable	16%	21%	17%	10%	12%	11%	23%	20%	14%
	Don't know	33%	16%	9%	2%	2%	5%	13%	12%	7%
	Not applicable	20%	24%	7%	2%	2%	5%	19%	7%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Writing or publishing information on the Internet	Very comfortable	5%	15%	28%	37%	34%	37%	10%	18%	29%
	Somewhat comfortable	11%	18%	24%	29%	33%	29%	16%	26%	26%
	Not at all comfortable	19%	18%	20%	16%	16%	16%	22%	21%	18%
	Don't know	34%	19%	14%	8%	4%	9%	19%	15%	11%
	Not applicable	32%	30%	15%	10%	12%	10%	33%	20%	16%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Creating a website or blog	Very comfortable	5%	9%	15%	24%	21%	23%	5%	11%	18%
	Somewhat comfortable	8%	13%	18%	30%	30%	28%	12%	17%	24%
	Not at all comfortable	21%	24%	32%	27%	30%	27%	30%	32%	28%

Question 10 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	Cell	Land line	Both	
How comfortable, if at all, are you at each of the following?										
Don't know		36%	24%	19%	11%	6%	12%	19%	21%	14%
Not applicable		30%	30%	16%	9%	12%	10%	34%	19%	15%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%
Very comfortable		13%	12%	22%	30%	24%	28%	9%	17%	23%
Somewhat comfortable		17%	24%	31%	43%	48%	40%	26%	39%	37%
Not at all comfortable		21%	25%	27%	21%	23%	20%	33%	27%	23%
Don't know		31%	15%	12%	4%	2%	6%	13%	9%	8%
Not applicable		19%	23%	8%	3%	3%	5%	18%	8%	8%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%
Very comfortable		2%	4%	8%	9%	8%	8%	3%	7%	7%
Somewhat comfortable		15%	9%	6%	8%	8%	9%	5%	6%	8%
Not at all comfortable		19%	31%	37%	51%	55%	48%	35%	42%	44%
Don't know		34%	26%	31%	20%	16%	22%	24%	23%	23%
Not applicable		30%	30%	18%	12%	13%	12%	33%	21%	17%
Total		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?			Overall
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Cell	Land line	Both	
How long have you lived in Minneapolis?	Less than a year	3%	3%	5%	10%	6%	9%	2%	1%	7%
	1-2 years	5%	7%	9%	12%	9%	13%	2%	1%	10%
	3-5 years	13%	11%	12%	20%	18%	21%	4%	5%	16%
	6-10 years	17%	14%	16%	17%	20%	21%	5%	12%	17%
	More than 10 years	64%	64%	59%	41%	46%	35%	87%	81%	51%
	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	56%	56%	56%	55%	37%	50%	49%	64%	50%
	Other state	35%	27%	37%	40%	56%	43%	44%	33%	42%
	Other country	10%	17%	7%	5%	7%	8%	6%	2%	7%
	Total	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?			Overall
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Cell	Land line	Both	
Do you rent or own your current residence?	Rent	81%	63%	57%	48%	38%	61%	32%	26%	51%
	Own	19%	37%	43%	52%	62%	39%	68%	74%	49%
	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	33%	46%	49%	49%	55%	42%	61%	71%	49%
	House attached to one or more houses (e.g., a duplex or townhome)	9%	10%	11%	9%	9%	11%	5%	7%	10%
	Building with two or more apartments or condominiums	41%	40%	37%	41%	35%	44%	31%	20%	39%
	Other	17%	4%	3%	0%	1%	3%	3%	2%	3%
	Total	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?			Overall
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Cell	Land line	Both	
Respondent household size	1 person	35%	41%	32%	34%	31%	34%	45%	21%	34%
	2 people	22%	24%	32%	39%	40%	35%	33%	37%	35%
	3 or 4 people	17%	22%	24%	22%	24%	22%	16%	31%	22%
	5 or more people	26%	13%	12%	5%	4%	8%	6%	11%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Are there any children under 18 in your household?	No	59%	74%	72%	81%	77%	76%	84%	65%	76%
	Yes	41%	26%	28%	19%	23%	24%	16%	35%	24%
	Total	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?			Overall
		Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Cell	Land line	Both	
What is your gender?	Female	58%	46%	51%	48%	53%	47%	57%	55%	50%
	Male	42%	54%	49%	52%	47%	53%	43%	45%	50%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
In which category is your age?	18-24 years	8%	10%	13%	11%	3%	12%	1%	2%	9%
	25-34 years	25%	16%	25%	45%	38%	46%	4%	13%	34%
	35-44 years	14%	16%	14%	15%	19%	18%	8%	19%	16%
	45-54 years	26%	20%	21%	14%	13%	13%	23%	28%	17%
	55-64 years	11%	18%	16%	9%	14%	8%	26%	22%	13%
	65-74 years	9%	11%	7%	3%	8%	2%	21%	11%	7%
	75 years or older	7%	8%	4%	2%	4%	1%	17%	6%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D9 Compared by Respondent Education Level and Primary Telephone									
Are you Spanish, Hispanic or Latino?	Which of the following best describes the amount of formal education you have completed?					Which do you consider your primary telephone?			Overall
	Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Cell	Land line	Both	
No	82%	94%	91%	94%	92%	92%	93%	92%	92%
Yes	18%	6%	9%	6%	8%	8%	7%	8%	8%
Total	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.) 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?			Overall
	Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Cell	Land line	Both	
American Indian or Alaskan Native	6%	6%	2%	1%	1%	3%	2%	2%	2%
Asian, Asian Indian or Pacific Islander	19%	7%	5%	4%	6%	7%	2%	3%	6%
Black or African American	49%	40%	28%	9%	6%	18%	18%	22%	19%
White	21%	51%	61%	85%	88%	73%	76%	70%	72%
Other	17%	4%	8%	4%	3%	5%	5%	6%	5%

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?			Overall
	Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Cell	Land line	Both	
English	65%	87%	93%	98%	97%	93%	95%	94%	93%
Somali	5%	9%	1%	0%	0%	2%	0%	2%	2%
Vietnamese	1%	0%	0%	0%	0%	0%	0%	0%	0%
Spanish	13%	0%	1%	1%	0%	1%	2%	1%	1%
Hmong	1%	2%	1%	0%	0%	1%	1%	1%	1%
Lao	1%	0%	1%	0%	0%	0%	0%	1%	0%
Ethiopian/Oromo	12%	2%	2%	0%	0%	2%	1%	1%	1%
Other	2%	1%	1%	1%	2%	2%	1%	1%	1%
Total	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 2012?	Which of the following best describes the amount of formal education you have completed?					Which do you consider your primary telephone?			Overall
	Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Cell	Land line	Both	
Less than \$10,000	45%	29%	14%	4%	3%	12%	12%	8%	12%
\$10,000 - \$24,999	29%	33%	28%	11%	9%	18%	23%	16%	18%
\$25,000 - \$49,999	19%	23%	27%	24%	15%	22%	24%	20%	22%
\$50,000 - \$74,999	6%	9%	19%	22%	18%	18%	18%	14%	17%
\$75,000 - \$99,999	0%	4%	6%	16%	15%	12%	10%	9%	11%
\$100,000 - \$149,999	0%	2%	5%	15%	20%	11%	7%	17%	11%
\$150,000 - \$199,999	1%	0%	1%	4%	9%	4%	3%	7%	4%
\$200,000 or more	0%	0%	1%	4%	11%	3%	3%	9%	4%
Total	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?			Overall
	Less than high school	High school graduate	Associate degree, some college	Bachelor's degree	Graduate or professional degree	Cell	Land line	Both	
Employed full-time	28%	36%	45%	73%	64%	64%	32%	53%	57%
Employed part-time	18%	16%	16%	11%	12%	13%	12%	17%	13%
Student	4%	4%	11%	5%	8%	9%	1%	2%	7%
Retired	13%	19%	13%	6%	12%	4%	38%	15%	11%
Unemployed, looking for work	13%	11%	6%	3%	2%	5%	6%	5%	5%
Homemaker	5%	2%	2%	2%	2%	2%	3%	3%	2%
Disabled (limiting participation in work, school, housework or other activities)	19%	12%	8%	1%	1%	4%	9%	5%	5%
Total	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?	Cell	Land line	Both	Overall
Less than high school	5%	4%	5%	5%
High school graduate	13%	26%	15%	16%
Associate degree, some college	20%	22%	22%	21%
Bachelor's degree	40%	24%	26%	35%
Graduate or professional degree	23%	24%	31%	24%
Total	100%	100%	100%	100%

Question D15 Compared by Respondent Education Level						
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	70%	56%	66%	78%	66%	69%
Land line	15%	31%	20%	12%	18%	18%
Both	15%	13%	14%	10%	17%	13%
Total	100%	100%	100%	100%	100%	100%

## Appendix I: Comparisons between 2013 and 2012 Results

The following pages contain a complete set of responses to each question on the survey for both the 2013 and 2012 survey administration years. Percentages include "Don't know" responses.

Question 1 Compared by Survey Year			
Please rate each of the following aspects of the City of Minneapolis.		2013	2012
Opportunities to participate in community matters	Excellent	16%	14%
	Good	44%	46%
	Fair	18%	20%
	Poor	6%	4%
	Don't know	17%	16%
	Total	100%	100%
City use of technology	Excellent	9%	9%
	Good	39%	40%
	Fair	22%	24%
	Poor	6%	4%
	Don't know	23%	23%
	Total	100%	100%
Access to technology in general in Minneapolis	Excellent	13%	11%
	Good	41%	43%
	Fair	23%	23%
	Poor	7%	6%
	Don't know	17%	17%
	Total	100%	100%

Question 2 Compared by Survey Year			
How important, if at all, is it to you to have each of the following at home?		2013	2012
A computer	Essential	66%	64%
	Very important	21%	21%
	Somewhat important	7%	9%
	Not at all important	5%	5%
	Don't know	1%	1%
	Total	100%	100%
Internet access	Essential	68%	63%
	Very important	20%	23%
	Somewhat important	6%	8%
	Not at all important	4%	4%

**Question 2 Compared by Survey Year**

How important, if at all, is it to you to have each of the following at home?		2013	2012
	Don't know	1%	1%
	Total	100%	100%

**Question 3 Compared by Survey Year**

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?		2013	2012
Very familiar		28%	28%
Somewhat familiar		45%	41%
Not familiar at all		28%	31%
Total		100%	100%

**Question 4 Compared by Survey Year**

Please indicate whether you have each of the following in your household.		2013	2012
Computer (desktop, laptop)	Yes, with Internet access	84%	82%
	Yes, without Internet access	6%	7%
	No	10%	11%
	Total	100%	100%
Tablet computer (iPad, Kindle, etc.)	Yes, with Internet access	44%	27%
	Yes, without Internet access	3%	3%
	No	53%	70%
	Total	100%	100%
Cell phone	Yes, with Internet access	75%	66%
	Yes, without Internet access	19%	26%
	No	7%	7%
	Total	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Yes, with Internet access	31%	29%
	Yes, without Internet access	11%	11%
	No	58%	60%
	Total	100%	100%

NOTE: KINDLES WERE NOT LISTED AS A TABLET COMPUTER IN 2012.



Question 5 Compared by Survey Year			
How often, if ever, do you access the Internet using each of the following?		2013	2012
Computer (desktop, laptop)	Daily	77%	79%
	Weekly	10%	7%
	Monthly	2%	1%
	Less than once per month	2%	2%
	Never/Not applicable	9%	10%
	Total	100%	100%
Tablet computer (iPad, Kindle, etc.)	Daily	31%	22%
	Weekly	11%	5%
	Monthly	3%	2%
	Less than once per month	3%	2%
	Never/Not applicable	53%	69%
	Total	100%	100%
Cell phone, PDA, Blackberry or iPod Touch	Daily	68%	62%
	Weekly	6%	5%
	Monthly	1%	1%
	Less than once per month	2%	3%
	Never/Not applicable	22%	28%
	Total	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Daily	12%	11%
	Weekly	11%	11%
	Monthly	5%	3%
	Less than once per month	6%	7%
	Never/Not applicable	66%	68%
	Total	100%	100%
Television/Blu-ray player	Daily	30%	30%
	Weekly	10%	8%
	Monthly	3%	3%
	Less than once per month	4%	3%
	Never/Not applicable	53%	55%
	Total	100%	100%

NOTE: KINDLES WERE NOT LISTED AS A TABLET COMPUTER IN 2012.

Question 6 Compared by Survey Year			
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?		2013	2012
Home	Daily	82%	79%
	Weekly	6%	7%
	Monthly	1%	1%
	Less than once per month	1%	2%
	Never/Not applicable	10%	11%
	Total	100%	100%
Work	Daily	66%	64%
	Weekly	5%	6%
	Monthly	1%	1%
	Less than once per month	2%	1%
	Never/Not applicable	27%	28%
	Total	100%	100%
School	Daily	18%	18%
	Weekly	6%	4%
	Monthly	1%	1%
	Less than once per month	1%	2%
	Never/Not applicable	75%	76%
	Total	100%	100%
At an outdoor or indoor public place (library, cafe, public computer, etc.)	Daily	13%	11%
	Weekly	24%	22%
	Monthly	16%	17%
	Less than once per month	22%	20%
	Never/Not applicable	26%	30%
	Total	100%	100%

Question 7 Compared by Survey Year		
How do you connect to the Internet at home? Please check all that apply.	2013	2012
No Internet access at home	10%	11%
Dial-up telephone line	2%	2%
Cable (Comcast/Xfinity)	45%	44%
DSL (CenturyLink)	20%	19%
Satellite (DirectTV, Dish)	3%	3%
Cellular (Verizon, AT&T, Sprint)	26%	19%
WiFi (USIW, other)	24%	22%
Don't know	3%	5%

TOTALS EXCEED 100% AS RESPONDENTS COULD SELECT MORE THAN ONE CATEGORY.

Question 8 Compared by Survey Year		
How do you get help with computer or Internet questions or problems? Please check all that apply.	2013	2012
Not applicable	9%	8%
Coworkers	23%	21%
Friends or family	57%	59%
Library	5%	6%
Community technology center/Public lab	2%	3%
Pay someone for technical support	10%	11%
My Internet provider	38%	37%
No one/No help available	5%	5%
Books/Reference materials	9%	9%
Computer/Internet resources	48%	47%
School	5%	NA

TOTALS EXCEED 100% AS RESPONDENTS COULD SELECT MORE THAN ONE CATEGORY. NOTE: "SCHOOL" WAS NOT OFFERED AS AN OPTION IN 2012.

Question 9 Compared by Survey Year			
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)		2013	2012
Use email, texting or video to communicate	Daily	82%	80%
	Weekly	6%	7%
	Monthly	2%	1%
	Less than once per month	1%	2%
	Never	4%	9%
	Not applicable	4%	
	Total	100%	100%
Seek entertainment (games, videos, music)	Daily	42%	41%
	Weekly	27%	27%
	Monthly	8%	7%
	Less than once per month	7%	7%
	Never	10%	18%
	Not applicable	7%	
	Total	100%	100%
Use social media (Facebook, Twitter, LinkedIn)	Daily	53%	49%
	Weekly	14%	16%
	Monthly	5%	5%
	Less than once per month	6%	6%
	Never	15%	24%
	Not applicable	8%	
	Total	100%	100%
Get the news or weather	Daily	64%	61%
	Weekly	19%	20%
	Monthly	3%	4%
	Less than once per month	3%	4%
	Never	6%	12%
	Not applicable	5%	
	Total	100%	100%
Shop, search for products and services Research or study a topic of interest	Daily	20%	18%
	Weekly	39%	40%
	Monthly	17%	19%
	Less than once per month	10%	9%
	Never	7%	14%
	Not applicable	6%	
	Total	100%	100%
	Daily	40%	37%

Question 9 Compared by Survey Year			
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)		2013	2012
	Weekly	35%	35%
	Monthly	9%	11%
	Less than once per month	5%	5%
	Never	6%	11%
	Not applicable	5%	
	Total	100%	100%
	Daily	11%	10%
	Weekly	16%	15%
	Monthly	17%	16%
	Less than once per month	21%	25%
	Never	25%	34%
	Not applicable	10%	
Share opinions, post to a blog, review a product or service	Total	100%	100%
	Daily	4%	4%
	Weekly	5%	4%
	Monthly	8%	7%
	Less than once per month	24%	26%
	Never	42%	59%
	Not applicable	18%	
Attend an online class or training	Total	100%	100%
	Daily	16%	17%
	Weekly	16%	16%
	Monthly	13%	9%
	Less than once per month	9%	10%
	Never	27%	49%
	Not applicable	19%	
Work from home	Total	100%	100%
	Daily	17%	18%
	Weekly	38%	37%
	Monthly	18%	17%
	Less than once per month	4%	4%
	Never	15%	24%
	Not applicable	8%	
Banking online (paying bills, investing, etc.)	Total	100%	100%
	Daily	3%	2%
	Weekly	7%	8%
	Monthly	4%	5%
	Less than once per month	3%	3%
As a parent/guardian, connect with your child's school			

Question 9 Compared by Survey Year			
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)		2013	2012
	Never	14%	82%
	Not applicable	68%	
	Total	100%	100%
	Daily	6%	6%
	Weekly	22%	20%
	Monthly	26%	27%
	Less than once per month	24%	25%
	Never	14%	22%
	Not applicable	7%	
	Total	100%	100%
Find info on community resources and events			
	Daily	50%	45%
	Weekly	29%	31%
	Monthly	6%	7%
	Less than once per month	5%	5%
	Never	5%	13%
	Not applicable	5%	
	Total	100%	100%
If you have a question, use Internet to the find the answer			
	Daily	3%	5%
	Weekly	8%	11%
	Monthly	15%	15%
	Less than once per month	31%	27%
	Never	32%	43%
	Not applicable	10%	
	Total	100%	100%
Engage in civic activities (participate in a discussion about community and government issues; research information about an issue or a candidate)			
	Daily	6%	6%
	Weekly	15%	16%
	Monthly	31%	31%
	Less than once per month	33%	32%
	Never	9%	15%
	Not applicable	5%	
	Total	100%	100%
Look up health and medical information			
	Daily	2%	2%
	Weekly	3%	3%
	Monthly	12%	13%
	Less than once per month	47%	46%
	Never	27%	36%
	Not applicable	9%	
	Total	100%	100%
Communicate with government (seek services, get a license, discuss a problem)			

Question 9 Compared by Survey Year			
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 4)		2013	2012
Sell goods and services online, advertise	Daily	2%	3%
	Weekly	3%	3%
	Monthly	6%	7%
	Less than once per month	26%	24%
	Never	47%	64%
	Not applicable	16%	
	Total	100%	100%
Find directions or look up a map	Daily	15%	13%
	Weekly	44%	42%
	Monthly	20%	24%
	Less than once per month	10%	11%
	Never	6%	10%
	Not applicable	5%	
	Total	100%	100%

Note: "Never" and "not applicable" were a combined category (i.e., "Never/not applicable") in 2012.

Question 10 Compared by Survey Year			
How comfortable, if at all, are you at each of the following?		2013	2012
Using a computer laptop/desktop	Very comfortable	80%	78%
	Somewhat comfortable	13%	13%
	Not at all comfortable	2%	2%
	Don't know	2%	1%
	Not applicable	4%	5%
	Total	100%	100%
Using smartphone or tablet computer	Very comfortable	62%	53%
	Somewhat comfortable	15%	17%
	Not at all comfortable	6%	6%
	Don't know	6%	6%
	Not applicable	12%	18%
	Total	100%	100%
Accessing the Internet	Very comfortable	83%	81%
	Somewhat comfortable	10%	11%
	Not at all comfortable	2%	1%
	Don't know	2%	2%
	Not applicable	4%	5%
	Total	100%	100%
Using email	Very comfortable	84%	83%
	Somewhat comfortable	7%	9%
	Not at all comfortable	2%	2%
	Don't know	2%	1%
	Not applicable	5%	5%
	Total	100%	100%
Locating information online (bus schedules, weather, news, etc.)	Very comfortable	78%	77%
	Somewhat comfortable	11%	12%
	Not at all comfortable	3%	2%
	Don't know	3%	2%
	Not applicable	5%	7%
	Total	100%	100%
Using social networking sites (Facebook, Twitter, etc.)	Very comfortable	60%	59%
	Somewhat comfortable	14%	14%
	Not at all comfortable	7%	6%
	Don't know	5%	3%
	Not applicable	13%	18%
	Total	100%	100%



Question 10 Compared by Survey Year			
How comfortable, if at all, are you at each of the following?		2013	2012
Protecting your computer (stop viruses, backup files, avoid scams)	Very comfortable	40%	40%
	Somewhat comfortable	38%	37%
	Not at all comfortable	11%	11%
	Don't know	5%	5%
	Not applicable	6%	8%
	Total	100%	100%
Creating documents or spreadsheets	Very comfortable	58%	59%
	Somewhat comfortable	20%	18%
	Not at all comfortable	9%	8%
	Don't know	5%	4%
	Not applicable	8%	11%
	Total	100%	100%
Searching or applying for jobs online	Very comfortable	53%	51%
	Somewhat comfortable	20%	20%
	Not at all comfortable	5%	5%
	Don't know	6%	5%
	Not applicable	16%	19%
	Total	100%	100%
Using online tutorials or education programs	Very comfortable	47%	44%
	Somewhat comfortable	24%	24%
	Not at all comfortable	7%	6%
	Don't know	9%	7%
	Not applicable	14%	19%
	Total	100%	100%
Installing software	Very comfortable	43%	43%
	Somewhat comfortable	28%	30%
	Not at all comfortable	14%	11%
	Don't know	7%	5%
	Not applicable	7%	11%
	Total	100%	100%
Writing or publishing information on the Internet	Very comfortable	29%	28%
	Somewhat comfortable	26%	26%
	Not at all comfortable	18%	16%
	Don't know	11%	8%
	Not applicable	16%	21%
	Total	100%	100%
Creating a website or blog	Very comfortable	18%	17%
	Somewhat comfortable	24%	23%

Question 10 Compared by Survey Year			
How comfortable, if at all, are you at each of the following?		2013	2012
	Not at all comfortable	28%	25%
	Don't know	14%	11%
	Not applicable	15%	24%
	Total	100%	100%
Troubleshooting computer problems	Very comfortable	23%	22%
	Somewhat comfortable	37%	38%
	Not at all comfortable	23%	22%
	Don't know	8%	7%
	Not applicable	8%	12%
	Total	100%	100%
	Very comfortable	7%	7%
Coding your own software application	Somewhat comfortable	8%	7%
	Not at all comfortable	44%	39%
	Don't know	23%	20%
	Not applicable	17%	27%
	Total	100%	100%

## Appendix J: Survey Methodology

### Developing the Questionnaire

The survey was first developed in 2012, which is also the year when it was first administered. 2013 was the second administration of the survey. 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 12,375 addresses across each of the 11 communities that make up the city. Oversampling of selected communities was performed to increase their representativeness in the overall survey sample. Census tract of residence was tracked using a six-digit code.

Attached housing 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. About 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. Over the course of the data collection period, two recipients requested the survey in a language other than English; one in Spanish and the other in Somali. However, neither of these surveys were returned completed.

The mailings were sent on January 2, January 7 and January 10, 2013. Completed surveys were collected through mid-February. About 2% to 6% of the surveys mailed in each of the 11 communities 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 11 communities ranged from 17% to 42%, with an overall response rate of 27%. The response rates for each community are shown in the table below.

**TABLE 1: RESPONSE RATE BY COMMUNITY/NEIGHBORHOOD**

Community/Neighborhood	Mailed	Undeliverable	Completed	Response Rate
Calhoun Isles	1,069	44	309	30%
Bryn - Mawr	46	1	22	49%
CARAG	209	3	53	26%
Cedar - Isles - Dean	95	6	24	27%
East Isles	121	2	42	35%
ECCO	83	2	33	41%
Kenwood	23		10	43%
Lowry Hill	142	9	48	36%
Lowry Hill East	261	16	59	24%
West Calhoun	89	5	18	21%
Camden	1,069	46	291	28%
Camden Industrial	0	--	--	--
Cleveland	104	4	30	30%
Folwell	210	10	52	26%
Humboldt Industrial	1	0	0	0%
Lind - Bohanon	151	3	49	33%
McKinley	93	6	13	15%
Shingle Creek	107	6	30	30%
Victory	172	6	61	37%
Webber - Camden	231	11	56	25%
Central	1,181	69	282	25%
Downtown East	43		12	28%
Downtown West	231	12	51	23%
Elliot Park	193	17	36	20%
Loring Park	359	23	93	28%
North Loop	153	6	43	29%
Steven's Square - Loring Heights	202	11	47	25%
Longfellow	844	16	293	35%
Cooper	82	1	41	51%
Hiawatha	158	1	68	43%
Howe	161	2	52	33%
Longfellow	154	6	47	32%
Seward	289	6	85	30%
Near North	1,350	80	244	19%
Harrison	166	13	33	22%
Hawthorne	220	24	34	17%
Jordan	245	20	34	15%
Near - North	304	5	42	14%
Sumner - Glenwood	99	1	23	23%
Willard - Hay	316	18	78	26%
Nokomis	844	19	345	42%
Diamond Lake	97	3	47	50%
Ericsson	79	1	28	36%
Field	53	2	24	47%
Hale	68		31	46%
Keewaydin	73	1	40	56%
Minnehaha	121	6	46	40%

Community/Neighborhood	Mailed	Undeliverable	Completed	Response Rate
Morris Park	68	3	23	35%
Northrop	96	1	41	43%
Page	29		16	55%
Regina	44		12	27%
Wenonah	116	2	37	32%
Northeast	1,069	29	305	29%
Audubon Park	122		56	46%
Beltrami	28	3	5	20%
Bottineau	52	1	13	25%
Columbia Park	37	2	15	43%
Holland	130	4	25	20%
Logan Park	61	2	21	36%
Marshall Terrace	34		10	29%
Northeast Park	25	1	8	33%
Sheridan	119	8	24	22%
St. Anthony East	85		24	28%
St. Anthony West	81	2	18	23%
Waite Park	115	3	41	37%
Windom Park	180	3	45	25%
Phillips	1,518	70	247	17%
East Phillips	277	9	46	17%
Midtown Phillips	291	19	65	24%
Phillips West	416	15	62	15%
Ventura Village	534	27	74	15%
Powderhorn	1,181	39	261	23%
Bancroft	65	1	25	39%
Bryant	46	2	11	25%
Central	81	4	11	14%
Corcoran	65	2	21	33%
Lyndale	206	5	39	19%
Powderhorn Park	165	6	42	26%
Standish	104	2	33	32%
Whittier	449	17	79	18%
Southwest	900	29	366	42%
Armatage	57	3	23	43%
East Harriet	85	3	35	43%
Fulton	104	6	59	60%
Kenny	56	1	26	47%
King Field	170	5	48	29%
Linden Hills	168	5	70	43%
Lynnhurst	76	1	43	57%
Tangletown	66		34	52%
Windom	118	5	28	25%
University	1,350	46	252	19%
Cedar Riverside	272	4	42	16%
Como	186	8	33	19%
Marcy Holmes	424	18	81	20%
Mid - City Industrial	13	1	4	33%
Nicollet Island - East Bank	70	3	28	42%
Prospect Park - East River Road	233	10	50	22%
University of Minnesota	152	2	14	9%
Unknown	--	--	16	--
Grand Total	12,375	488	3,211	27%

## 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.

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, and then a 2% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 73% and 77%. 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).

The response rate of 27% reflects 3,211 completed surveys, providing an overall margin of error of plus or minus two percentage points. The margin of error around results for each of the 11 individual communities on average is plus or minus 5.8 percentage points around any given percentage for that community, ranging from 6.3 for Near North (with 244 completed surveys) to 5.1 in Southwest (366 completed surveys). For making comparisons between communities, the margin of error is plus or minus nine percentage points.

## Survey Processing and Data Entry

Mailed surveys were returned via postage-paid business reply envelopes. 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.

All surveys along with their unique identification number 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 2010 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.

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 2: WEIGHTING PROFILE: MINNEAPOLIS OVERALL**

Characteristic	Population norm <sup>1</sup>	Unweighted survey data	Weighted survey data
Rent	51%	41%	51%
Own	49%	59%	49%
Attached	51%	53%	51%
Detached	49%	47%	49%
Age 18-34	45%	28%	43%
Age 35-54	33%	31%	33%
Age 55+	22%	41%	24%
Female 18+	50%	56%	50%
Male 18+	50%	44%	50%
Female 18-34	23%	16%	22%
Female 35-54	15%	16%	16%
Female 55+	12%	23%	13%
Male 18-34	23%	12%	21%
Male 35-54	17%	14%	17%
Male 55+	10%	18%	11%
White alone	64%	78%	65%
Black or African American alone	19%	9%	17%
Other race or combination	18%	12%	18%
Not Hispanic	90%	96%	92%
Hispanic	10%	4%	8%

<sup>1</sup> US Census 2010





**TABLE 3: WEIGHTING PROFILE: CALHOUN ISLES**

Characteristic	Population norm <sup>2</sup>	Unweighted survey data	Weighted survey data
Rent	64%	58%	65%
Own	36%	42%	35%
Attached	73%	76%	75%
Detached	27%	24%	25%
Age 18-34	51%	40%	50%
Age 35-54	28%	24%	28%
Age 55+	21%	36%	22%
Female 18+	50%	58%	49%
Male 18+	50%	42%	51%
Female 18-34	26%	26%	26%
Female 35-54	12%	13%	12%
Female 55+	11%	20%	12%
Male 18-34	25%	14%	24%
Male 35-54	15%	11%	16%
Male 55+	10%	16%	11%
White alone	88%	90%	87%
Black or African American alone	4%	2%	3%
Other race or combination	8%	8%	10%
Not Hispanic	96%	98%	97%
Hispanic	4%	2%	3%
Percent of Minneapolis	9%	10%	9%

<sup>2</sup> US Census 2010

TABLE 4: WEIGHTING PROFILE: CAMDEN

Characteristic	Population norm <sup>3</sup>	Unweighted survey data	Weighted survey data
Rent	30%	19%	30%
Own	70%	81%	70%
Attached	15%	20%	16%
Detached	85%	80%	84%
Age 18-34	37%	20%	35%
Age 35-54	40%	35%	40%
Age 55+	24%	46%	25%
Female 18+	52%	65%	54%
Male 18+	48%	35%	46%
Female 18-34	19%	13%	18%
Female 35-54	20%	21%	21%
Female 55+	13%	30%	15%
Male 18-34	18%	6%	17%
Male 35-54	20%	13%	19%
Male 55+	10%	16%	10%
White alone	45%	69%	52%
Black or African American alone	33%	16%	29%
Other race or combination	22%	16%	19%
Not Hispanic	93%	95%	94%
Hispanic	7%	5%	6%
Percent of Minneapolis	7%	9%	9%

<sup>3</sup> US Census 2010

TABLE 5: WEIGHTING PROFILE: CENTRAL

Characteristic	Population norm <sup>4</sup>	Unweighted survey data	Weighted survey data
Rent	74%	57%	74%
Own	26%	43%	26%
Attached	95%	99%	95%
Detached	5%	1%	5%
Age 18-34	50%	38%	50%
Age 35-54	28%	22%	28%
Age 55+	21%	40%	22%
Female 18+	43%	46%	43%
Male 18+	57%	54%	57%
Female 18-34	23%	17%	23%
Female 35-54	9%	10%	9%
Female 55+	11%	19%	10%
Male 18-34	27%	21%	27%
Male 35-54	19%	12%	19%
Male 55+	11%	22%	11%
White alone	67%	84%	68%
Black or African American alone	20%	5%	18%
Other race or combination	13%	11%	14%
Not Hispanic	95%	95%	96%
Hispanic	5%	5%	4%
Percent of Minneapolis	9%	9%	9%

<sup>4</sup> US Census 2010

TABLE 6: WEIGHTING PROFILE: LONGFELLOW

Characteristic	Population norm <sup>5</sup>	Unweighted survey data	Weighted survey data
Rent	40%	35%	41%
Own	60%	65%	59%
Attached	38%	40%	39%
Detached	62%	60%	61%
Age 18-34	34%	18%	33%
Age 35-54	36%	35%	36%
Age 55+	30%	47%	31%
Female 18+	51%	52%	51%
Male 18+	49%	48%	49%
Female 18-34	18%	10%	17%
Female 35-54	18%	16%	18%
Female 55+	16%	26%	16%
Male 18-34	16%	9%	16%
Male 35-54	18%	19%	18%
Male 55+	14%	21%	15%
White alone	72%	84%	74%
Black or African American alone	15%	7%	13%
Other race or combination	13%	8%	13%
Not Hispanic	93%	98%	95%
Hispanic	7%	2%	5%
Percent of Minneapolis	7%	9%	9%

<sup>5</sup> US Census 2010

TABLE 7: WEIGHTING PROFILE: NEAR NORTH

Characteristic	Population norm <sup>6</sup>	Unweighted survey data	Weighted survey data
Rent	58%	50%	58%
Own	42%	50%	42%
Attached	42%	54%	45%
Detached	58%	46%	55%
Age 18-34	42%	20%	37%
Age 35-54	37%	37%	37%
Age 55+	22%	43%	25%
Female 18+	53%	64%	55%
Male 18+	47%	36%	45%
Female 18-34	22%	14%	22%
Female 35-54	19%	24%	20%
Female 55+	12%	27%	13%
Male 18-34	20%	6%	16%
Male 35-54	18%	14%	18%
Male 55+	10%	16%	11%
White alone	20%	38%	25%
Black or African American alone	53%	39%	50%
Other race or combination	27%	23%	25%
Not Hispanic	91%	97%	94%
Hispanic	9%	3%	6%
Percent of Minneapolis	7%	8%	8%

<sup>6</sup> US Census 2010

TABLE 8: WEIGHTING PROFILE: NOKOMIS

Characteristic	Population norm <sup>7</sup>	Unweighted survey data	Weighted survey data
Rent	17%	15%	17%
Own	83%	85%	83%
Attached	13%	21%	14%
Detached	87%	79%	86%
Age 18-34	32%	19%	32%
Age 35-54	40%	32%	38%
Age 55+	28%	49%	30%
Female 18+	52%	56%	52%
Male 18+	48%	44%	48%
Female 18-34	16%	12%	16%
Female 35-54	20%	16%	19%
Female 55+	16%	28%	17%
Male 18-34	16%	8%	15%
Male 35-54	20%	16%	19%
Male 55+	12%	21%	13%
White alone	78%	91%	81%
Black or African American alone	9%	2%	7%
Other race or combination	12%	7%	12%
Not Hispanic	92%	96%	94%
Hispanic	8%	4%	6%
Percent of Minneapolis	9%	11%	9%

<sup>7</sup> US Census 2010

TABLE 9: WEIGHTING PROFILE: NORTHEAST

Characteristic	Population norm <sup>8</sup>	Unweighted survey data	Weighted survey data
Rent	45%	37%	45%
Own	55%	63%	55%
Attached	43%	46%	43%
Detached	57%	54%	57%
Age 18-34	40%	28%	39%
Age 35-54	35%	35%	34%
Age 55+	25%	38%	26%
Female 18+	50%	55%	50%
Male 18+	50%	45%	50%
Female 18-34	20%	15%	19%
Female 35-54	17%	17%	16%
Female 55+	13%	23%	14%
Male 18-34	21%	12%	20%
Male 35-54	18%	18%	19%
Male 55+	11%	15%	12%
White alone	72%	88%	74%
Black or African American alone	12%	3%	9%
Other race or combination	16%	9%	17%
Not Hispanic	89%	97%	90%
Hispanic	11%	3%	10%
Percent of Minneapolis	10%	9%	9%

<sup>8</sup> US Census 2010

TABLE 10: WEIGHTING PROFILE: PHILLIPS

Characteristic	Population norm <sup>9</sup>	Unweighted survey data	Weighted survey data
Rent	79%	57%	76%
Own	21%	43%	24%
Attached	74%	73%	74%
Detached	26%	27%	26%
Age 18-34	48%	29%	45%
Age 35-54	33%	30%	32%
Age 55+	19%	41%	24%
Female 18+	46%	56%	48%
Male 18+	54%	44%	52%
Female 18-34	23%	17%	22%
Female 35-54	14%	17%	15%
Female 55+	9%	22%	11%
Male 18-34	25%	12%	23%
Male 35-54	19%	13%	17%
Male 55+	10%	18%	12%
White alone	30%	55%	31%
Black or African American alone	34%	23%	34%
Other race or combination	36%	22%	35%
Not Hispanic	69%	92%	79%
Hispanic	31%	8%	21%
Percent of Minneapolis	5%	8%	8%

<sup>9</sup> US Census 2010



TABLE 11: WEIGHTING PROFILE: POWDERHORN

Characteristic	Population norm <sup>10</sup>	Unweighted survey data	Weighted survey data
Rent	59%	50%	59%
Own	41%	50%	41%
Attached	60%	62%	60%
Detached	40%	38%	40%
Age 18-34	50%	42%	49%
Age 35-54	33%	33%	34%
Age 55+	17%	26%	17%
Female 18+	49%	55%	50%
Male 18+	51%	45%	50%
Female 18-34	24%	23%	25%
Female 35-54	15%	18%	16%
Female 55+	9%	14%	9%
Male 18-34	25%	19%	24%
Male 35-54	18%	15%	18%
Male 55+	8%	12%	8%
White alone	54%	77%	57%
Black or African American alone	19%	10%	16%
Other race or combination	27%	13%	27%
Not Hispanic	74%	94%	81%
Hispanic	26%	6%	19%
Percent of Minneapolis	14%	8%	10%

<sup>10</sup> US Census 2010

TABLE 12: WEIGHTING PROFILE: SOUTHWEST

Characteristic	Population norm <sup>11</sup>	Unweighted survey data	Weighted survey data
Rent	27%	24%	27%
Own	73%	76%	73%
Attached	26%	31%	26%
Detached	74%	69%	74%
Age 18-34	28%	19%	28%
Age 35-54	42%	36%	42%
Age 55+	30%	45%	31%
Female 18+	53%	57%	54%
Male 18+	47%	43%	46%
Female 18-34	15%	11%	15%
Female 35-54	22%	19%	22%
Female 55+	17%	27%	17%
Male 18-34	13%	8%	13%
Male 35-54	20%	17%	20%
Male 55+	13%	18%	14%
White alone	85%	92%	87%
Black or African American alone	6%	3%	5%
Other race or combination	8%	5%	8%
Not Hispanic	95%	98%	96%
Hispanic	5%	2%	4%
Percent of Minneapolis	12%	11%	10%

<sup>11</sup> US Census 2010

TABLE 13: WEIGHTING PROFILE: UNIVERSITY

Characteristic	Population norm <sup>12</sup>	Unweighted survey data	Weighted survey data
Rent	80%	61%	79%
Own	20%	39%	21%
Attached	76%	83%	77%
Detached	24%	17%	23%
Age 18-34	78%	48%	75%
Age 35-54	11%	16%	12%
Age 55+	11%	36%	14%
Female 18+	48%	53%	47%
Male 18+	52%	47%	53%
Female 18-34	38%	26%	36%
Female 35-54	5%	8%	5%
Female 55+	6%	18%	6%
Male 18-34	41%	23%	41%
Male 35-54	6%	7%	7%
Male 55+	5%	17%	6%
White alone	68%	72%	70%
Black or African American alone	15%	6%	10%
Other race or combination	17%	22%	20%
Not Hispanic	97%	96%	97%
Hispanic	3%	4%	3%
Percent of Minneapolis	12%	8%	9%

<sup>12</sup> 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 or 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 K: Copy of Survey Questionnaire

The following pages contain a copy of the post card, cover letters and questionnaire that randomly selected households received in the mail.

Dear City of Minneapolis Resident,

Your household has been selected at random to participate in an anonymous resident survey about important community technology issues in the City of Minneapolis. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



Otto Doll  
City of Minneapolis  
Chief Information Officer

*Usted recibirá una encuesta de la Ciudad de Minneapolis la semana entrante. La Ciudad valora su participación!*

*Koj yuav tau ib daim ntawv muaj lus nug los ntawm lub nroog Minneapolis xya hnuv tom ntej nos. Ua tsaug txog koj txoj kev koom tes nrog lub nroog!*

*Todobaadka soo socda Magaalada Minneapolis waxaad ka heli doontaa warqad fikrad qaadid ah. Magaaladu waxay aad u qiimayn ka qeyb qaadashadaada!*

Dear City of Minneapolis Resident,

Your household has been selected at random to participate in an anonymous resident survey about important community technology issues in the City of Minneapolis. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



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City of Minneapolis  
Chief Information Officer

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Chief Information Officer

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*Koj yuav tau ib daim ntawv muaj lus nug los ntawm lub nroog Minneapolis xya hnuv tom ntej nos. Ua tsaug txog koj txoj kev koom tes nrog lub nroog!*

*Todobaadka soo socda Magaalada Minneapolis waxaad ka heli doontaa warqad fikrad qaadid ah. Magaaladu waxay aad u qiimayn ka qeyb qaadashadaada!*



City of Minneapolis  
Information Technology  
310 South 4th Ave - Room 400  
Minneapolis, MN 55415

Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94



City of Minneapolis  
Information Technology  
310 South 4th Ave - Room 400  
Minneapolis, MN 55415

Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94



City of Minneapolis  
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310 South 4th Ave - Room 400  
Minneapolis, MN 55415

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Boulder, CO  
Permit NO. 94



City of Minneapolis  
Information Technology  
310 South 4th Ave - Room 400  
Minneapolis, MN 55415

Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94

January 2013

Dear City of Minneapolis Resident:

The City of Minneapolis wants to know what you think about important issues in our community. You have been randomly selected to participate in the City of Minneapolis 2013 Community Technology Survey.

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

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

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

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

Thank you for your time and participation.

Sincerely,



Otto Doll  
City of Minneapolis  
Chief Information Officer



La ciudad de Minneapolis quiere saber lo que usted piensa acerca de temas importantes en nuestra comunidad. Usted ha sido seleccionado para participar en la Encuesta Tecnológica 2013 de la Comunidad, en la ciudad de Minneapolis.

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

Magaalada Minneapolis waxay ay doonaysaa in ay ku waydiiso fikrada aad ka qabto arriin muhiim ah oo bulshada ku saabsan. Waxaa lagu doortay in aad ka qeyb qaadato ra'yi aragtida 2013 ee ku saabsan cilmiga farsamada kumbiyuutarka ee Magaalada Minneapolis.

Magaaladu waxay aad u tixgelin ka qeyb qadashadaada! Haadii aad dooneyso in aad afti qaadkan ku qaadato Af Somaali, fadlan wac 612-673-5475 si nuqul (copy) Af Somaali ah bootada lagugu soo diro.

Nroog Minneapolis xav paub seb koj pom dab tsi tseem ceeb hauv zej zos thiab hauv lub nroog. Koj raug xaiv los ntawm nroog Minneapolis 2013 qhov kev ntsuam xyuas.

Ua tsaug rau koj txoj kev koom tes nrog lub nroog. Yog koj xav tau daim ntawv ntsuam xyuas hauv lus Hmoob, hu tau rau 612-673-2915.

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



January 2013

Dear City of Minneapolis Resident:



About one week ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. The City of Minneapolis wants to know what you think about important issues in our community. You have been randomly selected to participate in the City of Minneapolis 2013 Community Technology Survey.

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

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

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

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

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Nroog Minneapolis xav paub seb koj pom dab tsi tseem ceeb hauv zej zos thiab hauv lub nroog. Koj raug xaiv los ntawm nroog Minneapolis 2013 qhov kev ntsuam xyuas.

Ua tsaug rau koj txoj kev koom tes nrog lub nroog. Yog koj xav tau daim ntawv ntsuam xyuas hauv lus Hmoob, hu tau rau 612-673-2915.

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

# Minneapolis Community Technology Survey

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

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

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

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

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

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

☐ Very familiar      ☐ Somewhat familiar      ☐ Not familiar at all

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- ☐ Other city in Minnesota
- ☐ Other state
- ☐ Other country

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

- ☐ Rent
- ☐ Own

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

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

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

\_\_\_\_\_ people

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

- ☐ No
- ☐ Yes

**D7. What is your gender?**

- ☐ Female
- ☐ Male

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

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

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

- ☐ No
- ☐ Yes

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

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

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

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

**D12. What was your household's total annual income in 2012?**

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

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

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

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

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

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

- ☐ Cell
- ☐ Land line
- ☐ Both

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