

City of

Minneapolis

Community Technology Survey

Overcoming the Digital Equity Gap

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Introduction and Acknowledgements

The City's IT Vision includes a component for addressing the digital equity gap 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 2014 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 2014 Minneapolis Community Technology Survey is the survey's third year; the survey was first conducted in 2012 and the second in 2013. The City's Information Technology Department commissioned the surveys and provided the funding for the 2014 survey.

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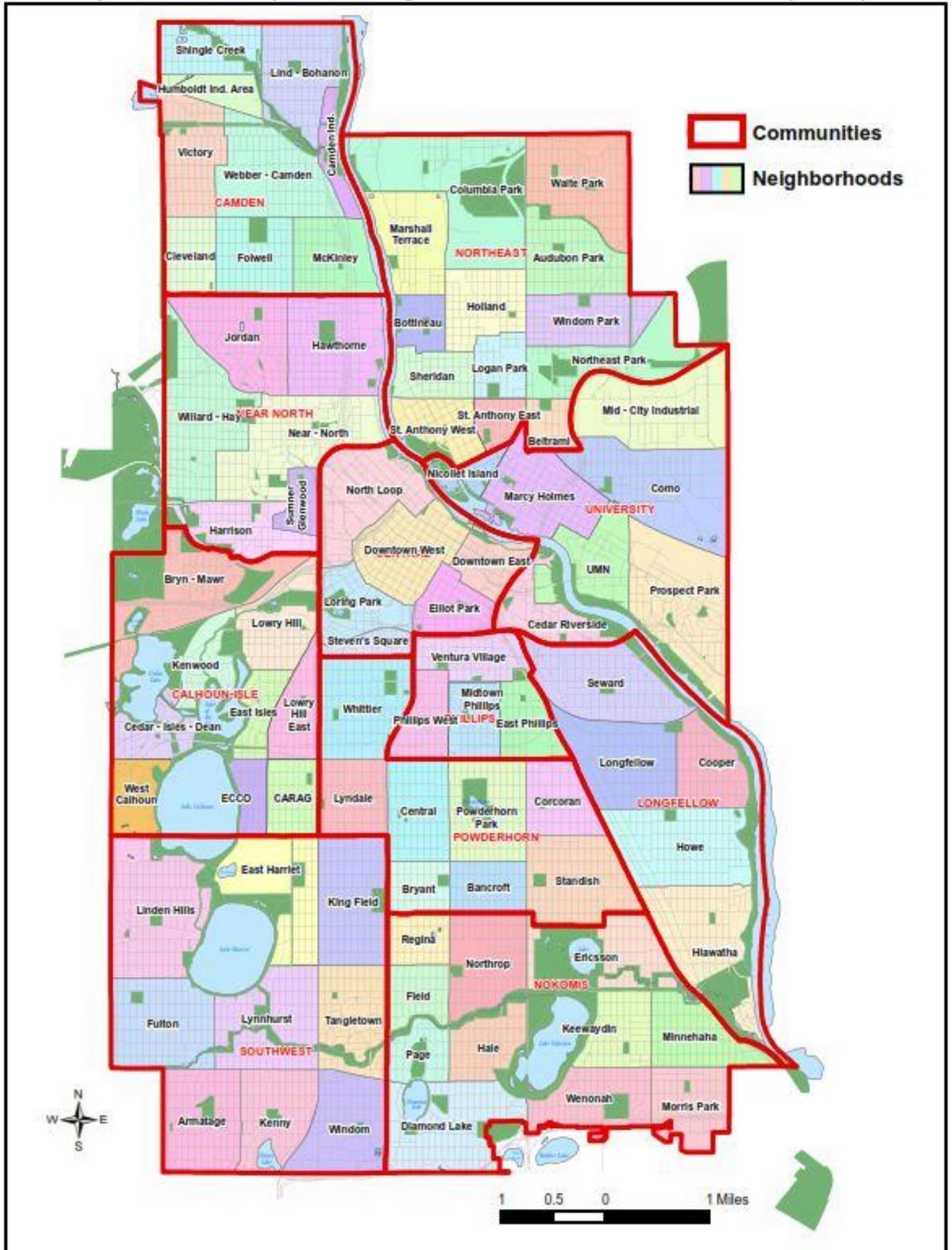
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City of Minneapolis Neighborhood and Community Map



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Executive Summary

Survey Background

The City of Minneapolis Information Technology Department contracted with National Research Center, Inc. (NRC) to conduct a survey of residents to inform the City's efforts to overcome the digital equity gap between individuals and groups in their access to and use and knowledge of information and communication technologies. This is the third iteration of the Minneapolis Community Technology Survey; the first was conducted in 2012 and the second in 2013. 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 25% reflects 3,015 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 2014 survey, while *Appendix I*: outlines results from all years.

Results Highlights

On the 2014 survey, Minneapolis residents shared their opinions regarding technology and reported their use of computers and ability to access the Internet. Most Minneapolis residents held positive views of technology access 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 devices with Internet access continued to increase in 2014. Residents who identified as lower-income, African-American, older and retired, unemployed or disabled were less likely to own a device with Internet access. Still, 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 cable connection, or at work. Residents rarely watched Minneapolis government television programming.

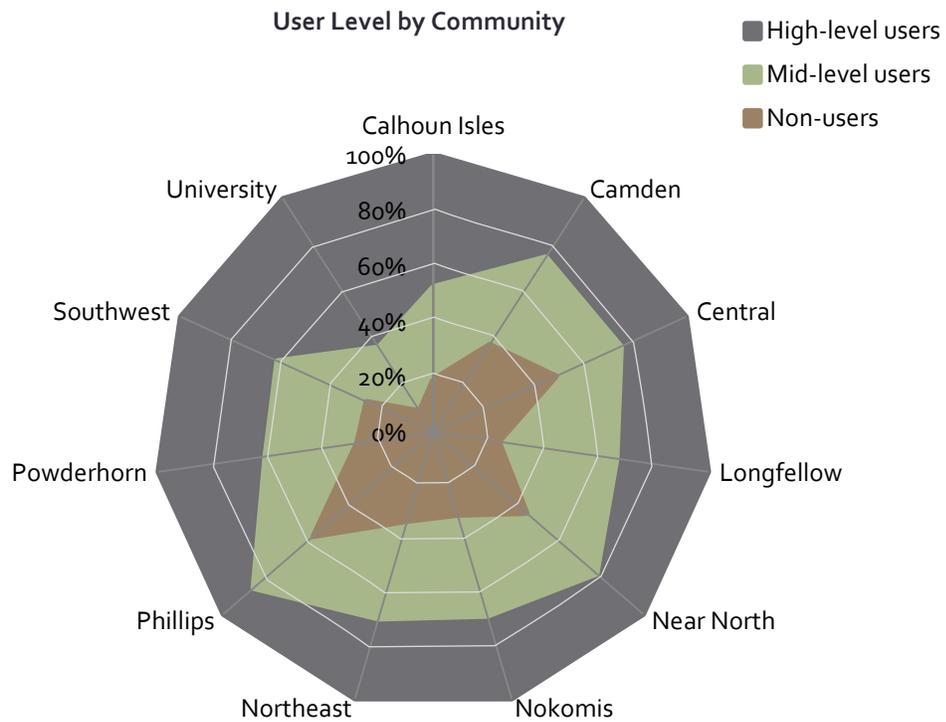
Minneapolis residents frequently conducted a variety of activities online, with many using email, accessing news and weather, looking up a question and using social media on a daily basis. Most felt comfortable using email, using a computer and accessing the Internet, although residents' level of comfort varied by community and sociodemographic factors such as age, race and income.

User and non-user profiles revealed more information about the digital equity gap in the city. A number of individual survey items had response categories 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. Respondents with at least 31 non-use responses were considered "non-users"; those with 15-30 non-use responses were considered "mid-level users"; and those with fewer than 15 non-use responses were designated "high-level users." Compared to the overall population, low level users tended to include more people aged 55 years or older and those educated at the high school level or less (data not shown). Overall, the data on user levels point to a digital equity gap along the lines of income, race, age and education.

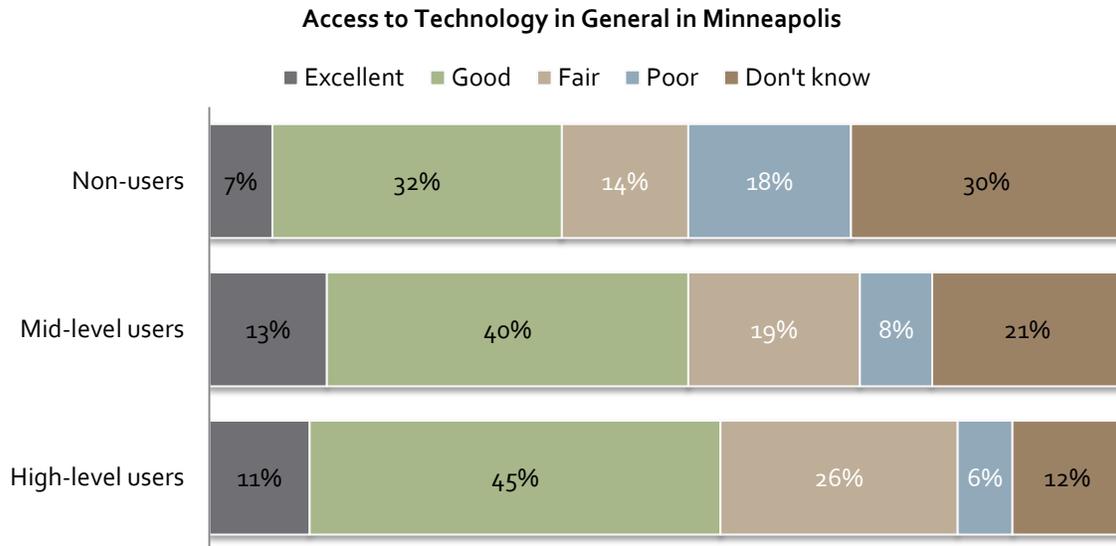
Over the survey period, residents have increasingly accessed the Internet using smart phones and tablets (see *Appendix I: Comparisons between Years*). Between 2012 and 2014, the number of residents lacking Internet access at home fell only slightly from 11% to 9% of residents. In contrast, only 66% of residents had cell phones with Internet access in their household in 2012 and this number rose to 79% of residents in 2014. Similarly, in 2012 27% of residents had Internet-enabled tablet computers in their household, compared to 54% in 2014. Use of these devices has increased along with ownership. The

proportion of residents who used smartphones to access the Internet on a weekly or daily basis increased 11 percentage points between 2012 and 2014 to 78% of residents. During the same period, daily or weekly use of tablet computers to access the Internet rose 21 percentage points to 48% of residents. Comfort using these devices has also increased; 67% of residents reported that they were very comfortable using a smartphone or tablet computer in 2014, up from 53% in 2012. More residents view Internet access as essential, 72% in 2014 compared to 63% in 2012.

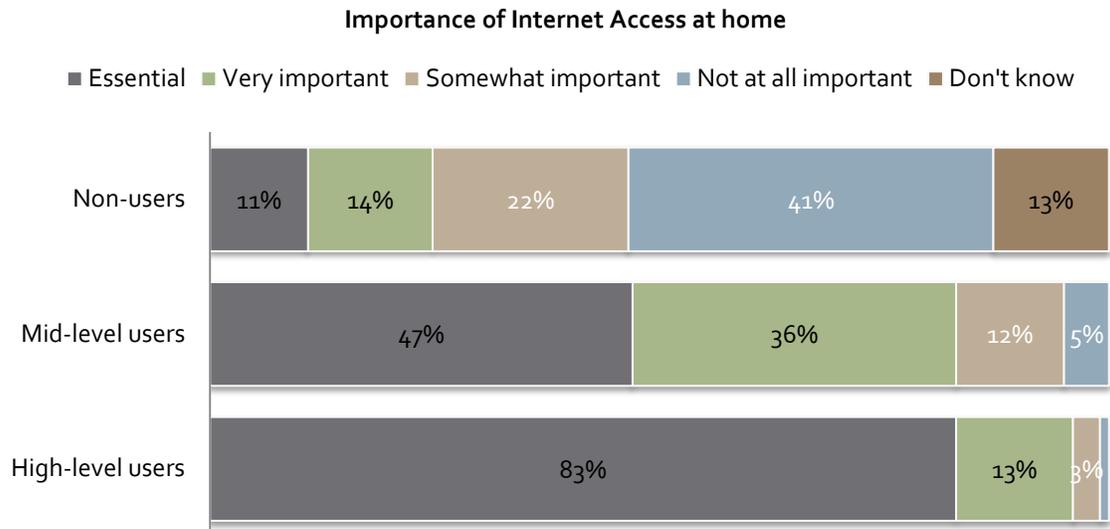
The proportion of high-level users varied across communities: Calhoun Isles, Southwest and University had the most high-level users, while Near North, Phillips, Camden and Central had the most non-users. These relative distributions were similar in 2013 and 2014.



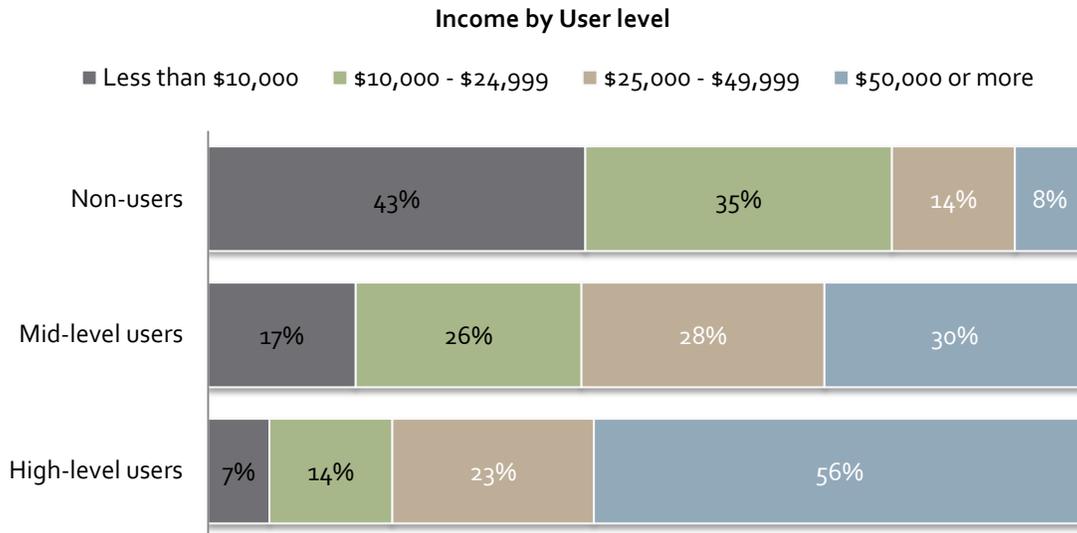
Positive ratings for overall access to technology in the city were most often given by high- and mid-level users; non-users were most likely to express a lack of knowledge about technology access in the city.



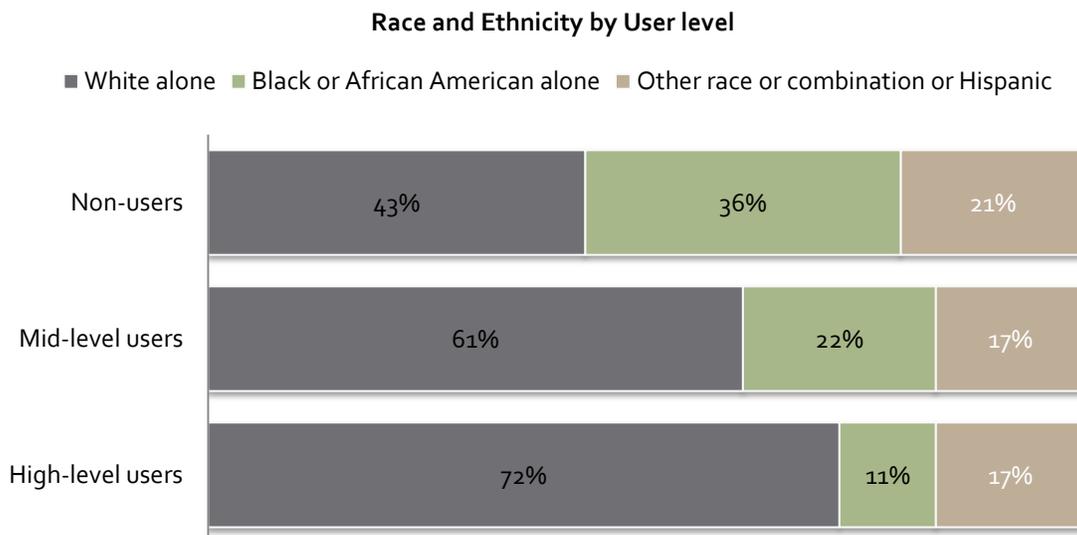
The importance of home Internet access increased substantially with level of use; virtually all high-level users described Internet access as essential, while non-users were most likely to say that home Internet access was not at all important.



Use of technology increased with respondents' income level. 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 also differed by race and ethnicity, specifically between Black/African American and White, non-Hispanic residents. Black/African American respondents made up over one-third of non-users but only 11% of high-level users. White, non-Hispanic residents made up nearly three-quarters of high-level users and less than half of non-users.



Survey Background and Methods

The City of Minneapolis Information Technology Department contracted with National Research Center, Inc. (NRC) 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 3,015 residents for an overall response rate of 25%. 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 2014 Minneapolis Community Technology Survey is the survey's third year; the survey was first conducted in 2012 and the second in 2013. The body of the report describes results from the 2014 survey, while *Appendix I*: outlines results from all years. *Appendix J: Survey Methodology* explains the survey methodology in further detail and *Appendix K: Copy of Survey Questionnaire* contains a copy of the survey questionnaire.

Results

Question 1: Community and Technology in Minneapolis

The Minneapolis Community Technology Survey began by asking respondents about their general experience with technology in the city, including opportunities to participate in community matters, the City's use of technology and overall access to technology in Minneapolis. All three were rated "excellent" or "good" by at least half of respondents. The most positively rated was "Opportunities to participate in community matters" (61% "excellent" or "good"), followed by "Access to technology in general in Minneapolis" (54%) and "City use of technology" (52%). Based on the proportion of respondents indicating "don't know" for each of these aspects—between 17% and 21%—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:

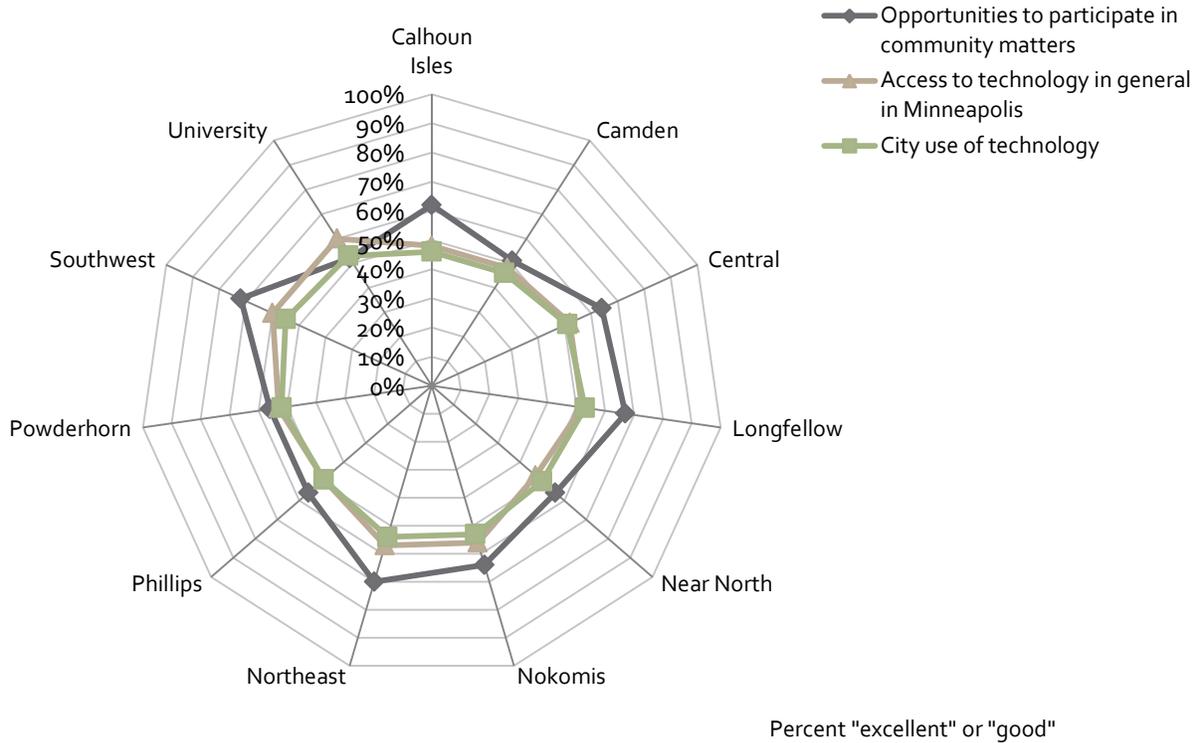
- Among the different communities in Minneapolis, the highest ratings for community participation opportunities were in Northeast and Southwest; the City's use of technology was viewed most favorably in Nokomis and Southwest; Northeast generally gave higher ratings to overall access to technology in Minneapolis.
- Renters of attached units and those living in Minneapolis for 6-10 years were more likely to give fair or poor ratings to opportunities to participate in community matters. Owners of attached units were less likely to give positive marks to the City's use of technology.
- Respondents with children or 5 or more people in their household gave lower marks to opportunities for community participation.
- Young men (18-24) were less likely to rate community participation opportunities as excellent or good, while older women (65 years or older) were more likely to do so. Men 45-54 gave more positive ratings of access to technology in general.
- Non-white respondents and non-English speakers gave lower marks to opportunities to participate in community matters; however, non-English speakers were more likely to rate the City's use of technology and access to technology in Minneapolis as excellent.
- Wealthier respondents (i.e., those earning \$75,000 or more annually) gave more positive marks for community participation opportunities.
- Students were less likely to give positive marks to community participation opportunities. Unemployed respondents were more likely to view the City's use of technology as excellent. Regarding access to technology in general, students awarded higher marks, while disabled and retired respondents gave lower marks.
- Positive reviews of community participation opportunities increased with respondents' level of education. Overall, residents without a high school education 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 than were those with more formal education.

FIGURE 1: QUESTION 1, MINNEAPOLIS OVERALL

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



FIGURE 2: QUESTION 1 BY COMMUNITY



Question 2: Importance of Computer and Internet Access

Respondents rated the importance of having a computer and Internet access at home. Seven in 10 labeled each as “essential,” compared to 4% or 5%, respectively, who felt that these were “not at all important.”

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

- University and Calhoun Isles residents were more likely than those living in other areas to say that having a computer and Internet access in their home was essential.
- Respondents who had lived in Minneapolis for 10 years or less were more likely to view having a computer and Internet access at home as essential. Home owners were more likely than those who rented to view these technologies as essential.
- Those with children and respondents with 3-4 people in their household were more likely to feel that having a computer with Internet access was essential.
- Older residents were less likely to view household computer and Internet access as essential.
- African-American residents were less likely to say that having a computer in their household was essential. In addition, African-American respondents and non-English speakers were less likely to view Internet access as essential.
- Wealthier respondents were much more likely to say that having a computer and Internet access was essential.
- Retired or disabled respondents were less likely to view home computer and Internet access as essential, while students were more likely to view such access as essential.
- Those with a high school education or less felt that home computer and Internet access was less important compared to their counterparts.
- Residents with a land line as their primary phone tended to view computer and Internet access as less important.

FIGURE 3: QUESTION 2, MINNEAPOLIS OVERALL

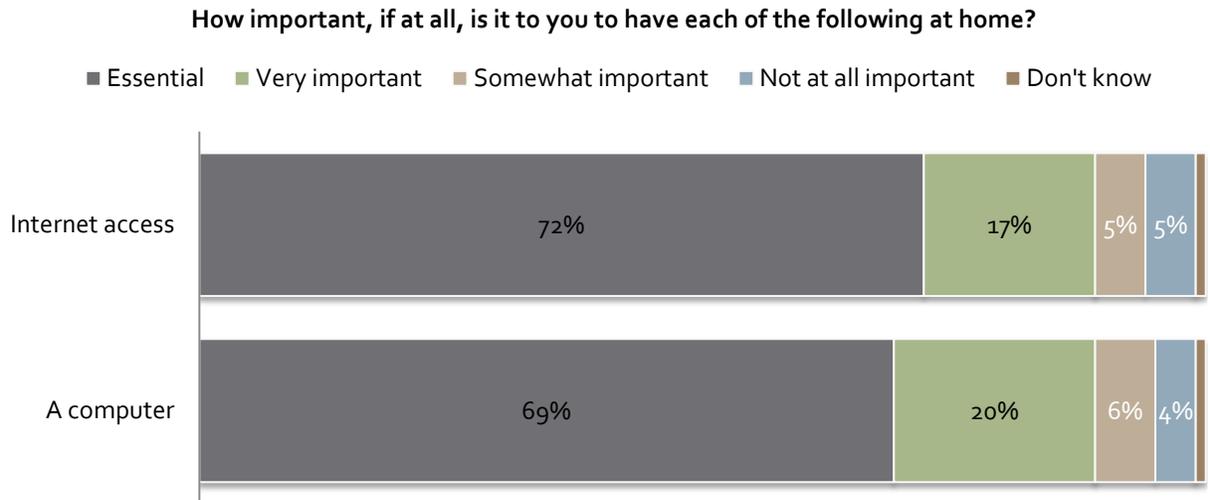
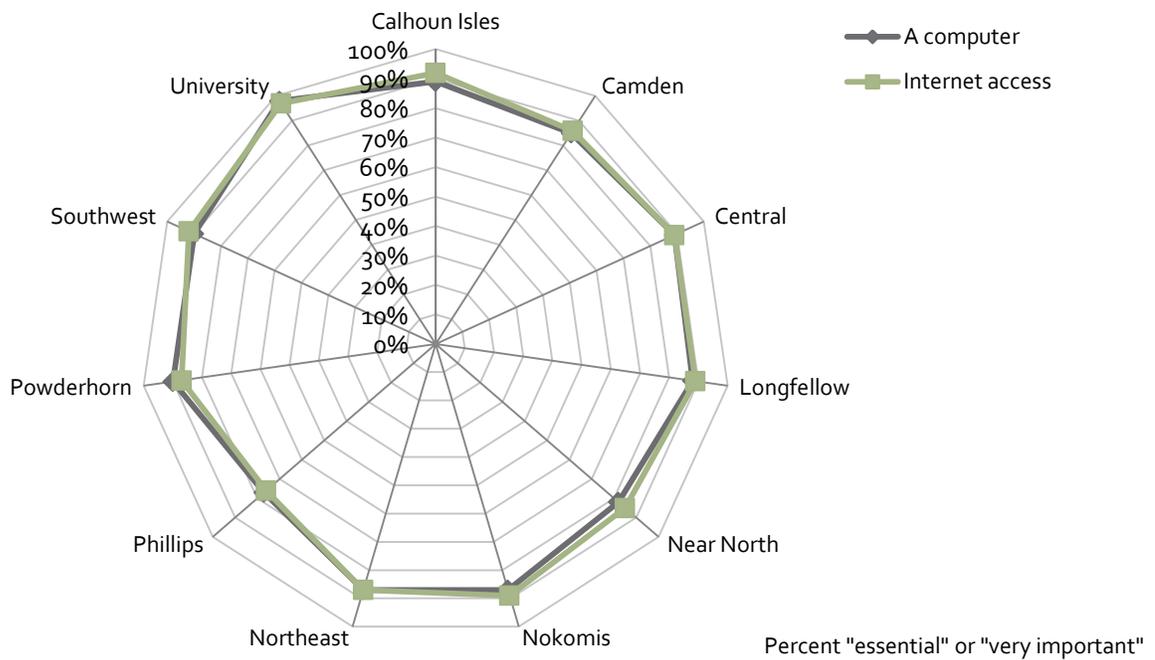


FIGURE 4: QUESTION 2 BY COMMUNITY



Question 3: 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. Almost 9 in 10 respondents had a computer with access to the Internet and 8 in 10 had a cell phone with Internet access. Fewer residents had tablet computers (54%) or game consoles (33%) that were connected to the Internet (a majority did not own any type of game console). In general, ownership of technologies with Internet access increased from 2013 to 2014 and varied by respondent characteristics:

- Respondents living in Near North and Phillips were less likely to report having a desktop or tablet computer with Internet access in their household. Phillips residents also were less likely to have a cell phone or game console with Internet access.
- Residents who were newer to Minneapolis were more likely to own a computer, cell phone or game console with Internet access. Owners of detached units also were more likely to have computers and tablets with access to the Internet.
- Larger households and households with children were more likely to have devices with Internet access.
- Residents over 55 were less likely to have a computer, tablet, cell phone or game console with Internet access. Men were more likely than women to own a game console with Internet access.
- Respondents identifying as African-American were less likely to own a computer with Internet access; non-English speakers were less likely to own a tablet computer or game console with Internet.
- Respondents earning \$50,000 a year or more were significantly more likely to own a desktop computer, tablet, cell phone and game console with Internet access.
- Retired, unemployed and disabled respondents were less likely to own devices with Internet access, including computers and cell phones.
- Residents with more education were more likely to own computers, tablets and cell phones with Internet access.
- Those using a land line as their primary phone were much less likely to own devices with Internet access.

FIGURE 5: QUESTION 3, MINNEAPOLIS OVERALL

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

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

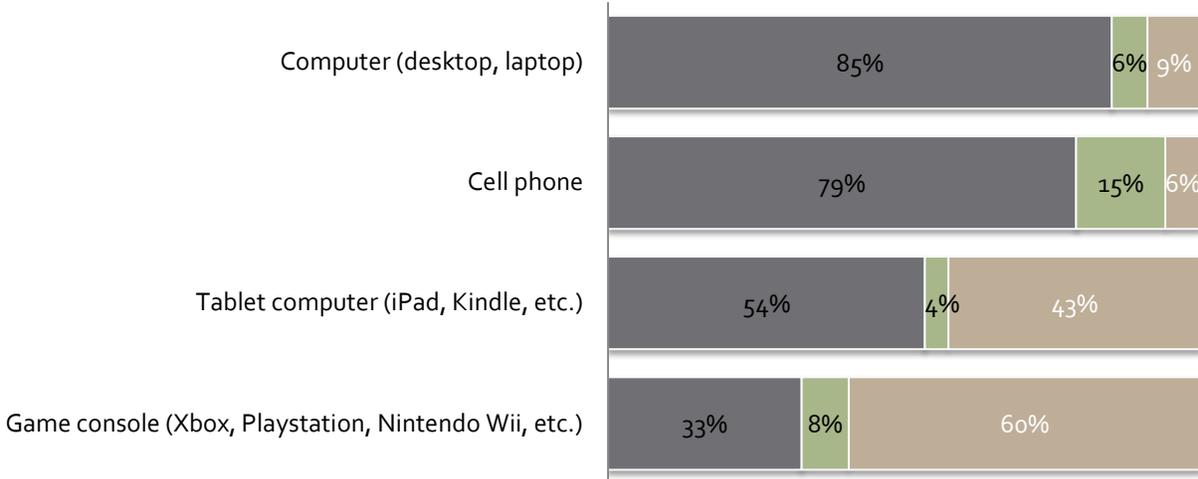
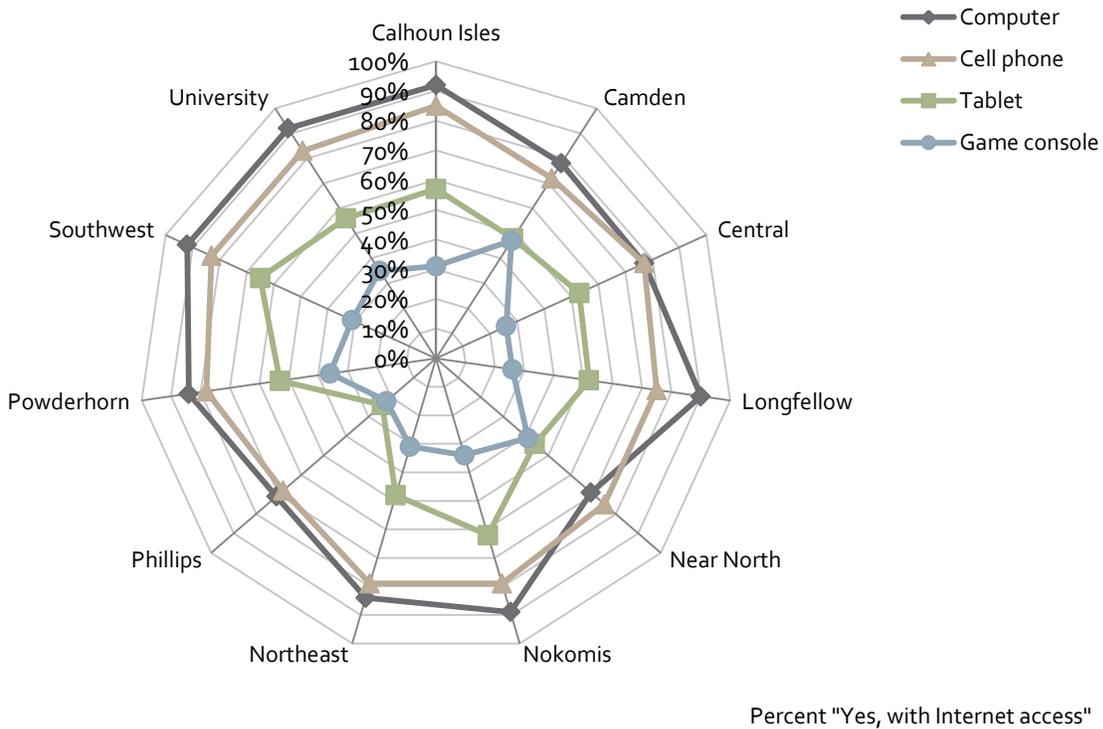


FIGURE 6: QUESTION 3 BY COMMUNITY



Question 4: Internet Access by Device

To access the Internet, Minneapolis residents most often used a computer, with 8 in 10 reporting daily use. Three-quarters reported using a cell phone or PDA to access the Internet every day. A majority of residents reported that they accessed the Internet using a game console, tablet device or television less than once a month or never (or that the question did not apply). About 36% accessed the Internet daily using a tablet device, a slight increase from 2013. Differences by location and demographics included:

- Those from Calhoun Isles and University were more likely to report daily use of a computer, whereas Phillips and Near North residents were more likely to report never using a computer, tablet or cell phone.
- Newer residents of Minneapolis were more likely to make daily use of computers and cell phones. Owners of attached units were more likely than their counterparts to use a computer every day, while owners of detached units were more likely to use a tablet every day.
- Single-person households used devices to access the Internet less often than their counterparts. Those with children were more likely to use cell phones and tablets daily to access the Internet.
- Respondents over the age of 65 were much less likely to access the Internet using any device, including computers and smartphones.
- African-American respondents reported using a computer to access the Internet less frequently than did White or Hispanic respondents. Respondents who spoke a language other than English were much less likely to access the Internet via tablet.
- Use of most devices to access the Internet increased as household income increased.
- Residents who were retired, unemployed or disabled accessed the Internet less often using devices such as computers, tablets and smartphones.
- Less educated residents used computers and tablets to access the Internet less frequently compared to their counterparts.
- Land line users were less likely to access the Internet daily using any device.

FIGURE 7: QUESTION 4, MINNEAPOLIS OVERALL

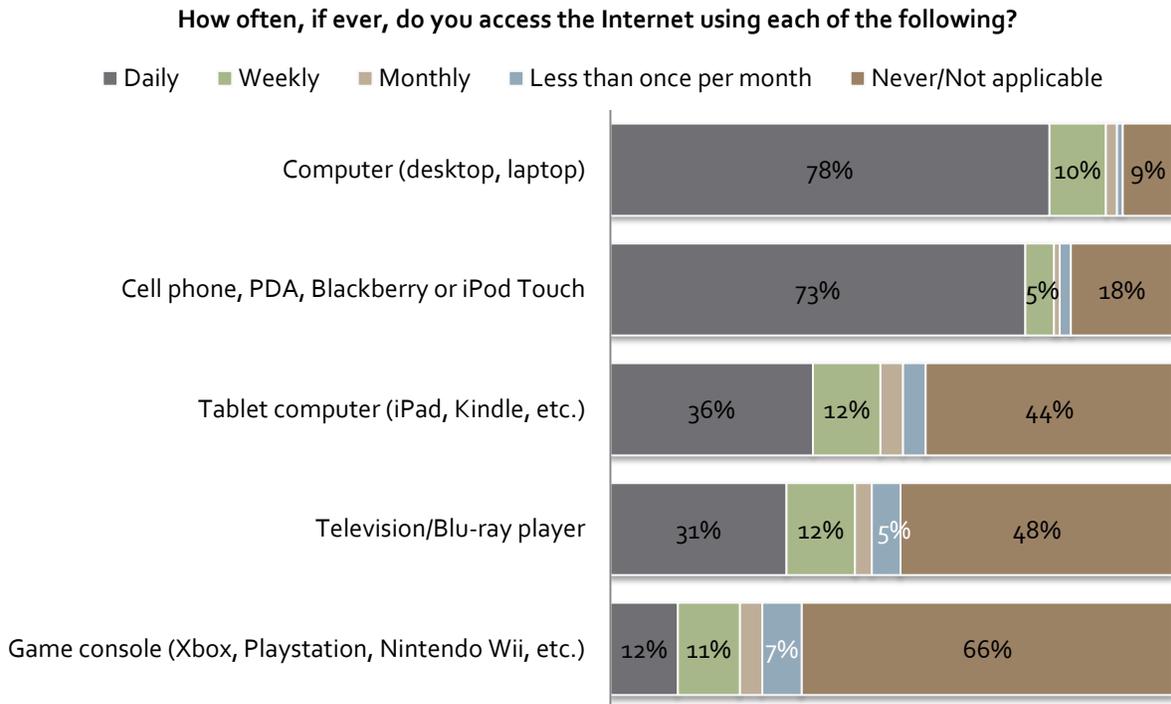
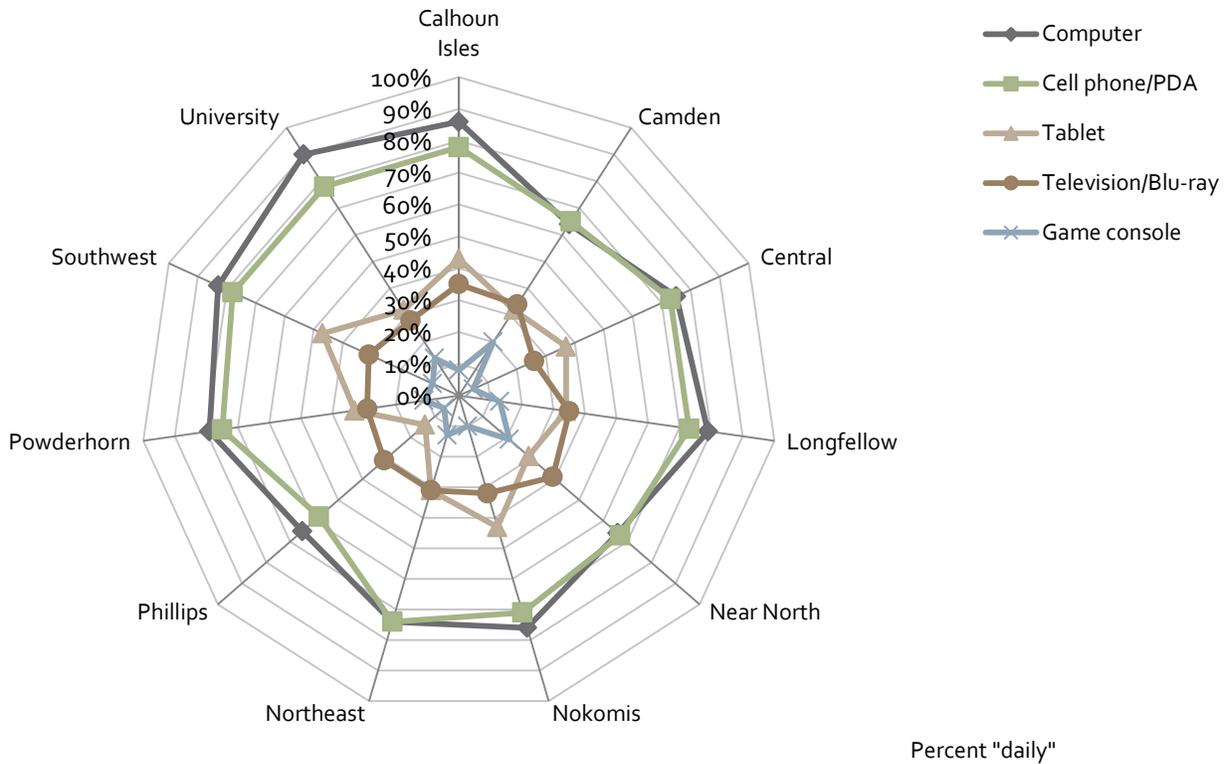


FIGURE 8: QUESTION 4 BY COMMUNITY



Question 5: Internet Access by Location

Residents of Minneapolis accessed the Internet from a variety of locations, with a majority reporting daily access from home (83%) and work (67%). Most respondents never used computers or the Internet at school or said this did not apply to them. While only 15% of residents used computers or the Internet in outdoor or public places daily, around 4 in 10 did so weekly or monthly. Location of access varied among different groups of respondents:

- Residents of Camden, Near North and Phillips accessed the Internet from home and work less frequently than their counterparts. Those living in Powderhorn and Calhoun Isles were more likely to access the Internet from work on a daily basis, while University residents were more likely to do so from school.
- Residents newer to Minneapolis accessed the Internet more often than did their counterparts at home, work and outdoor settings. Renters of detached units were less likely to access the Internet from home or work on a daily basis.
- Single-occupant households accessed the Internet less frequently across all settings.
- Older residents accessed the Internet less often from most settings, including home and work.
- Black respondents and those speaking a language other than English accessed the Internet less often from home, work, school or public places.
- Across most settings, those with incomes below \$25,000 accessed the Internet less often than their counterparts.
- Overall, unemployed, disabled and retired respondents reported accessing the Internet less frequently from any location than did their counterparts. Students were much more likely to access the Internet from school.
- Respondents with more education reported accessing the Internet from home and work more often than those with less education.
- Cell phone users were more likely to access the Internet on a daily basis from home or work.

FIGURE 9: QUESTION 5, MINNEAPOLIS OVERALL

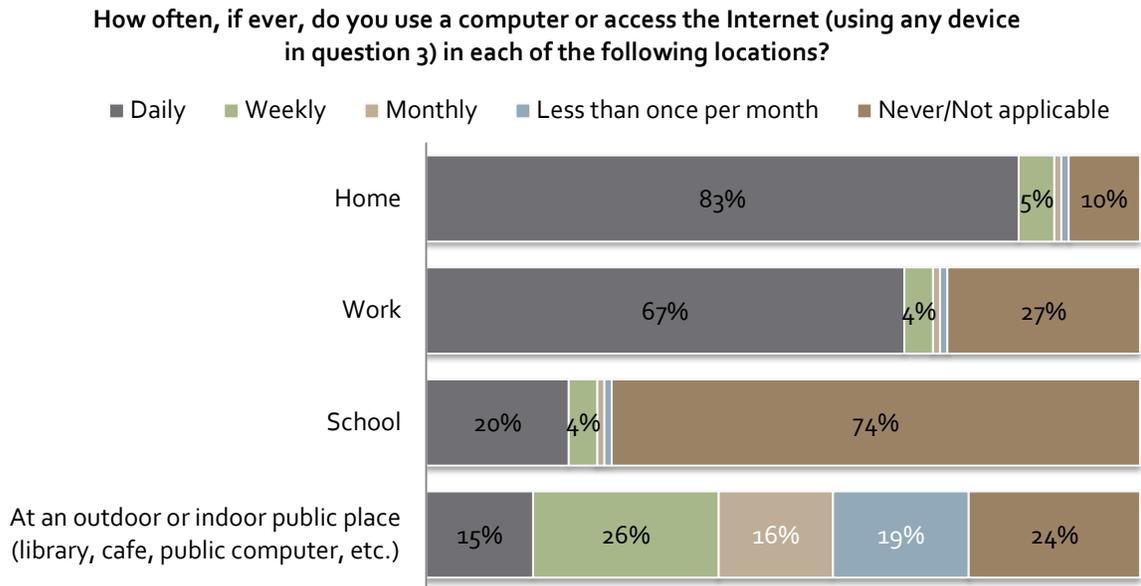
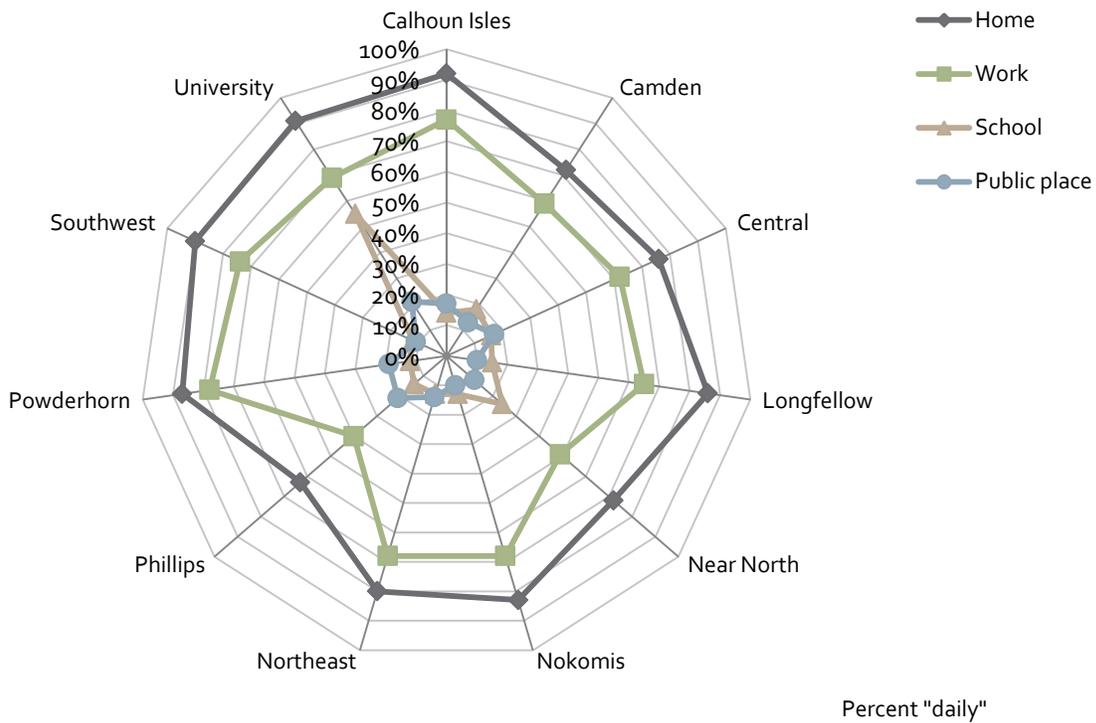


FIGURE 10: QUESTION 5 BY COMMUNITY

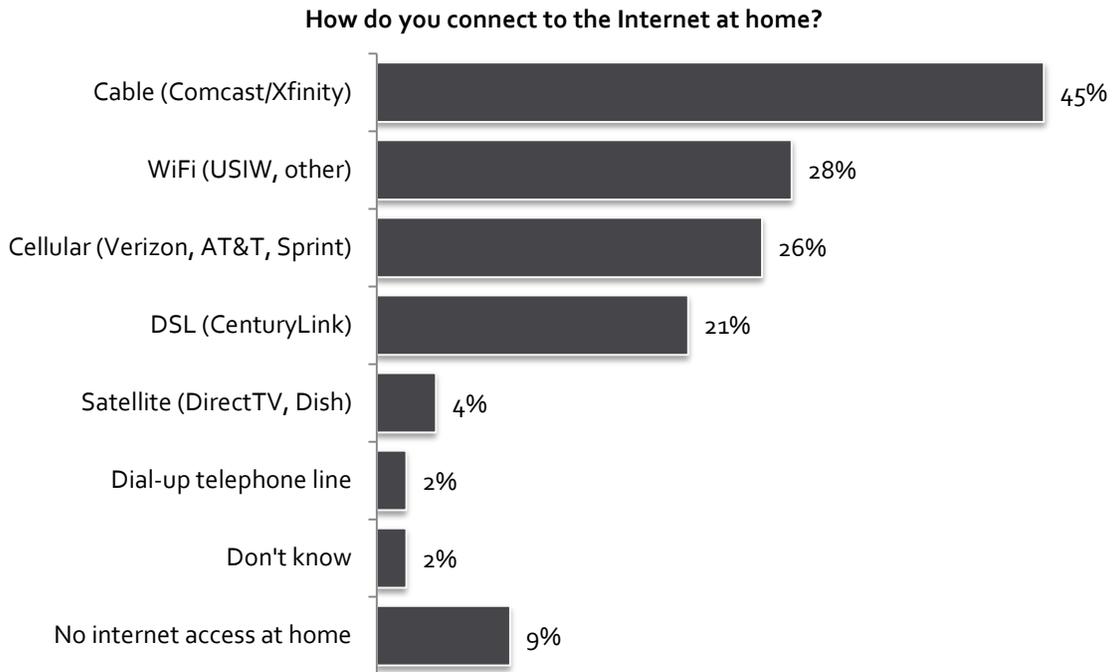


Question 6: Type of Internet Access at Home

When asked about the type(s) of Internet access they had at home, residents in 2014 most commonly used the Internet through a cable connection (45% of respondents), similar to 2013. One-fifth to one-fourth of residents used WiFi, Cellular or DSL connections. Very few relied on satellite or dial-up. One in 10 respondents had no Internet access at home, but this proportion varied widely by respondent characteristics:

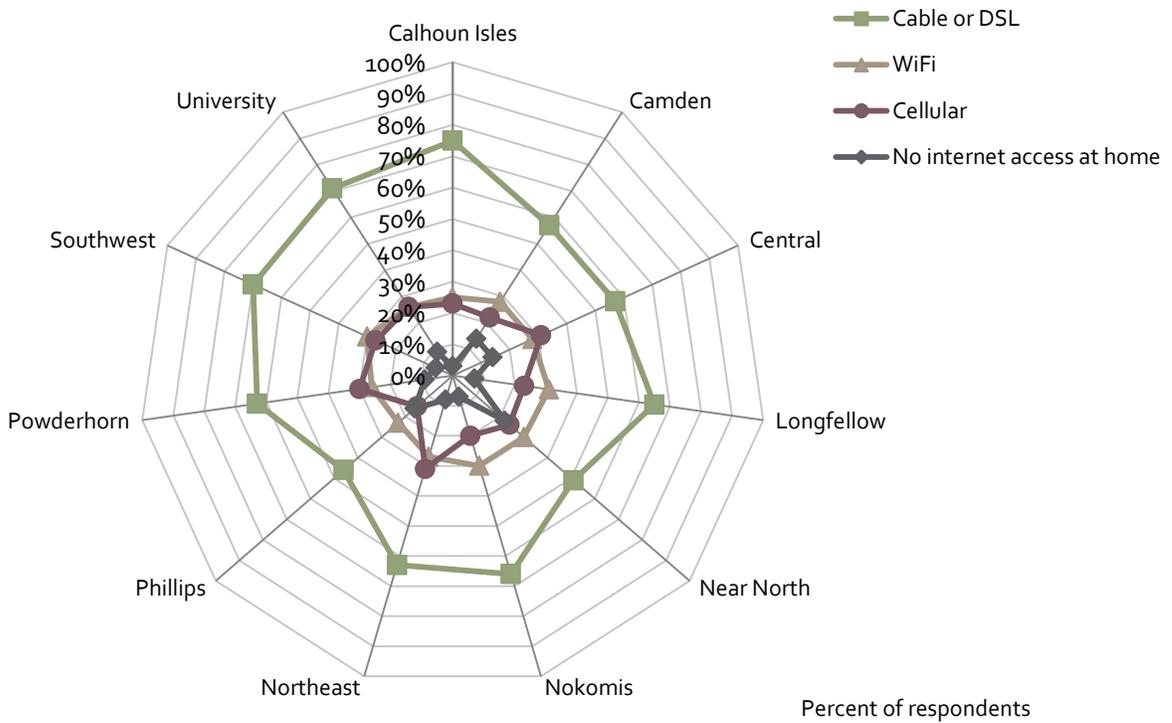
- Calhoun Isles and University residents were more likely to use cable to connect to the Internet from home; Phillips and Near North residents were more likely to report not having Internet access at home.
- Those living in Minneapolis for 5 years or less were more likely to access the Internet via cable or cellular service. Renters of detached units were more likely to report lacking Internet access in their home.
- Larger households (those with 2 or more people) were more likely to use a cable connection to access the Internet, while one-person households were more likely to be without Internet access.
- Use of cellular or WiFi networks to access the Internet tended to decrease as age increased. Older respondents (55 or older) were more likely to lack Internet access in their homes.
- African-American residents and non-English speakers were less likely to have Internet access in their home. When non-English speakers did have access, they were more likely to use cable to connect to the Internet.
- Residents with higher incomes were more likely to connect to the Internet using cable or DSL. Those earning less than \$25,000 a year were more likely to report not having Internet at home.
- Those who were disabled, retired or unemployed were much more likely to lack Internet access in their homes.
- Those with a high school education or less were more likely to report that they did not have home Internet access.
- Land line users were less likely to have home Internet access. Residents who had both a land line and a cell phone were more likely to connect to the Internet via DSL.

FIGURE 11: QUESTION 6, MINNEAPOLIS OVERALL



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

FIGURE 12: QUESTION 6 BY COMMUNITY



Question 7: Government Programming on Television

For the first time in 2014, residents of Minneapolis indicated how often they had watched different types of television programming in the year prior to the survey. Most had never watched Minneapolis government meetings on channel 79 (85%) or government programming on channel 14 (87%); only 2% said they watched such programming on each channel “often.”

- Respondents from Near North and Phillips watched Minneapolis government meetings and government programming more frequently than those living in other communities.
- Residents who had lived in Minneapolis less than 5 years were less likely to watch government meetings or programming.
- Households of 5 or more people were more likely to watch government meetings and programming than were households comprising fewer people.
- Residents over 45 were more likely to watch Minneapolis government meetings and programming.
- Residents who identified as African-American and who spoke a language other than English were much less likely to watch government programming.
- Higher-earning respondents watched government programming more often than their counterparts.
- Unemployed and disabled residents were somewhat more likely to watch government programming.
- Residents who had a high school education or less watched government programming less often compared to their counterparts.
- Those with both a land line and a cell phone were more likely to report watching government programming “sometimes.”

FIGURE 13: QUESTION 7, MINNEAPOLIS OVERALL

Please indicate how often in the last 12 months you have watched each of the following types of television programming.

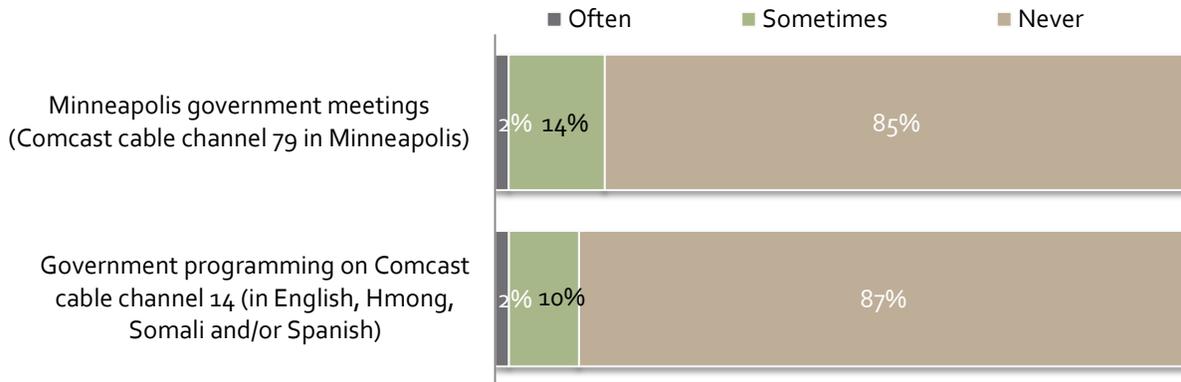
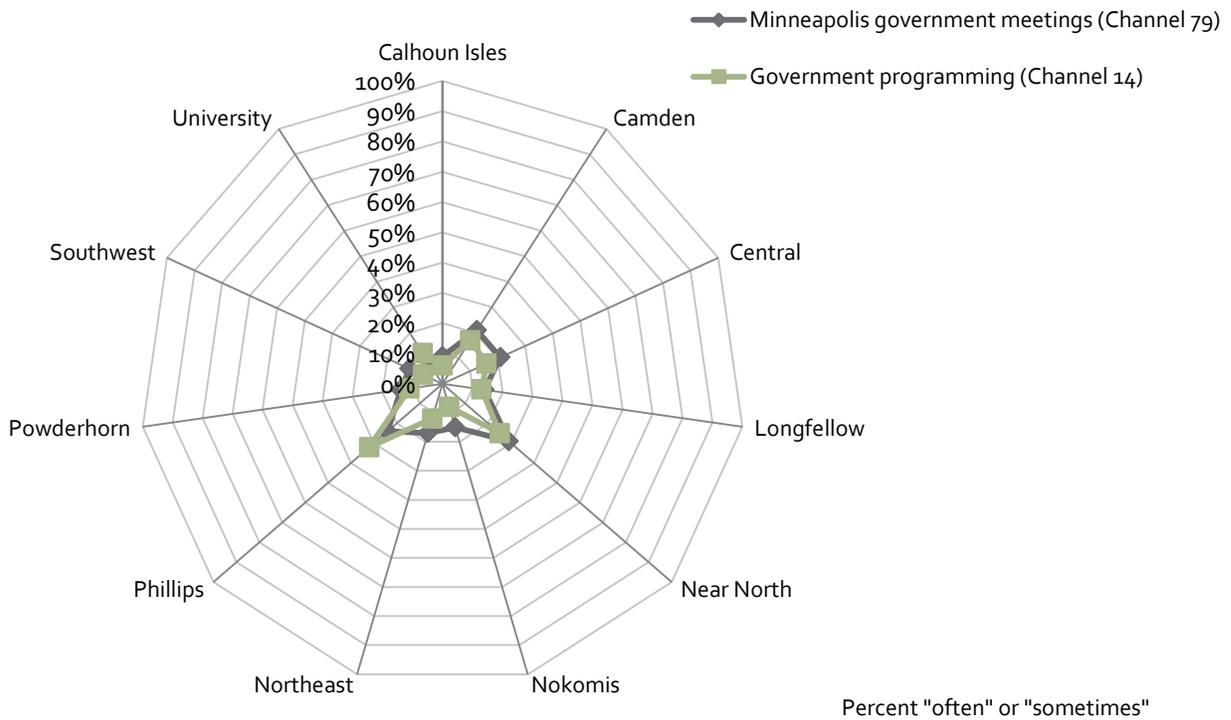


FIGURE 14: QUESTION 7 BY COMMUNITY



Question 8: Frequency of Internet Activities

Respondents reported how frequently they engaged in a variety of online activities. The most common daily activities were using email, texting or video (83%), getting the news or weather (71%) and using social media (57%). Three-quarters or more reported using the Internet to find the answer to a question, researching a topic of interest and seeking entertainment at least weekly. Few regularly used the Internet to connect to their child's school, sell goods or services online or watch a Minneapolis government meeting. Among the differences noted between respondents were:

- Respondents living in Phillips, Camden and Near North used the Internet much less frequently for activities such as email, entertainment, shopping, social media, news and research, while Calhoun Isles and University residents used the Internet more often for these activities.
- Respondents who had lived in Minneapolis for 10 years or more generally used the Internet less frequently for activities such as email, entertainment, social media and asking a question. Homeowners used email somewhat more frequently than renters.
- Single-person households used the Internet less frequently for most of the activities listed. Households of 5 people or more were less likely to use the Internet to work from home. Respondents with children used the Internet more frequently to connect with their child's school.
- Younger residents used the Internet more often for activities such as email, entertainment, social media and research. Men under 34 conducted research and sought entertainment online more frequently, while women under 34 used social media more often.
- For most activities, non-English speakers and African-American respondents reported accessing the Internet less often than their counterparts.
- Higher-income respondents tended to use the Internet more frequently for activities such as email, getting the news, shopping and paying bills online.
- Students and employed respondents used the Internet more often for most listed activities, including using social media and looking up the answer to a question.
- In general, respondents with more education tended to use the Internet for activities such as emailing, attending online classes and communicating with government.
- Land line users participated in online activities less often than their counterparts.

FIGURE 15: QUESTION 8, MINNEAPOLIS OVERALL

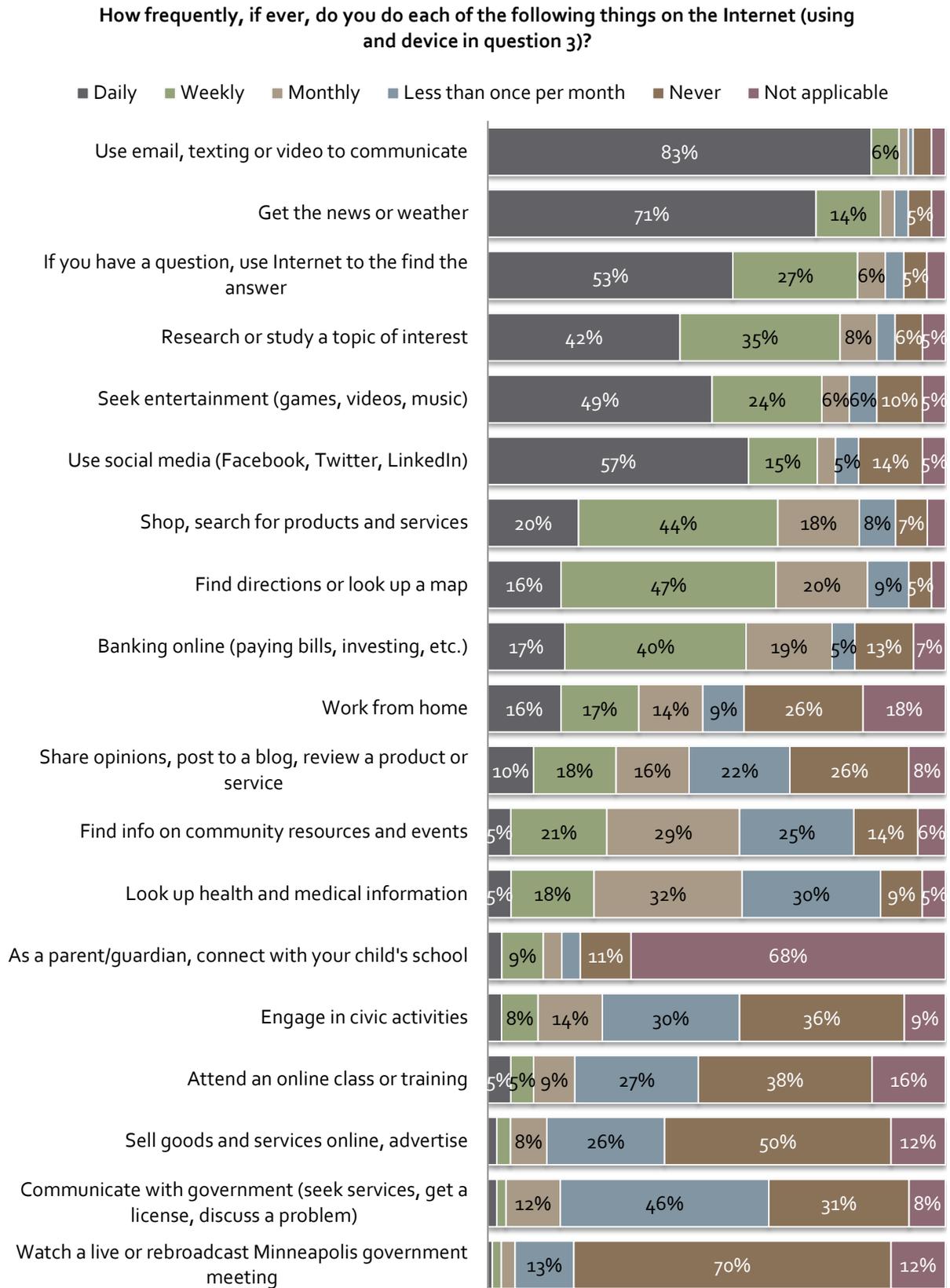
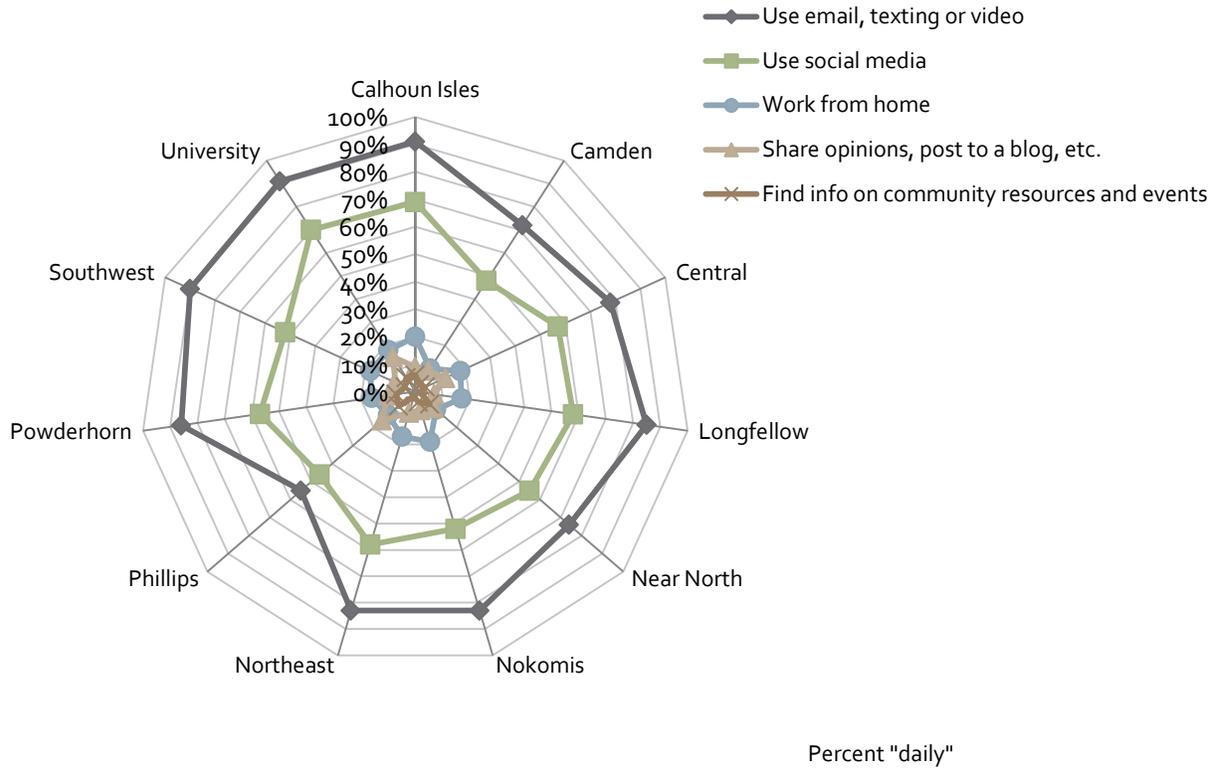


FIGURE 16: QUESTION 8 BY COMMUNITY



Question 9: Comfort with Computer Activities

Respondents evaluated their level of comfort with a variety of technology-based activities. At least 9 in 10 were very or somewhat comfortable using email, accessing the Internet, using a computer and locating information online. At least 8 in 10 were comfortable using a smartphone or tablet, using social networking sites and creating documents or spreadsheets. Few were comfortable creating a website or blog (45% very or somewhat comfortable) or coding their own software application (17%). Respondents level of comfort varied by subgroups:

- Residents of University and Calhoun Isles reported feeling more comfortable performing most technology-related tasks, such as using a computer and searching and applying for jobs online, whereas residents of Phillips, Near North and Camden were less comfortable with these tasks.
- Those living in Minneapolis 10 years or more tended to be less comfortable with technology-related tasks, including creating documents and spreadsheets. Renters were more comfortable than homeowners searching or applying for jobs online.
- Respondents with children and those living in households with 2-4 people tended to be more comfortable with activities such as using a computer or smartphone, accessing the Internet and troubleshooting computer problems than their counterparts.
- Respondents' level of comfort with technology-related tasks tended to decrease as age increased.
- African-American and non-English speaking respondents reported feeling less comfortable performing tasks such as using a computer, accessing the Internet, using a smartphone, locating information online and creating documents and spreadsheets.
- In general, respondents' comfort with technology-related tasks increased with household income.
- Students and employed respondents were more comfortable using technology compared to those who were retired, unemployed or disabled.
- Respondents' level of comfort with tasks such as using a computer, locating information online and conducting job searches tended to increase with their level of education.
- Cell phone users reported greater comfort with most technology-related tasks.

FIGURE 17: QUESTION 9, MINNEAPOLIS OVERALL

How comfortable, if at all, are you with at of the following?

■ Very comfortable ■ Somewhat comfortable ■ Not at all comfortable ■ Don't know ■ Not applicable

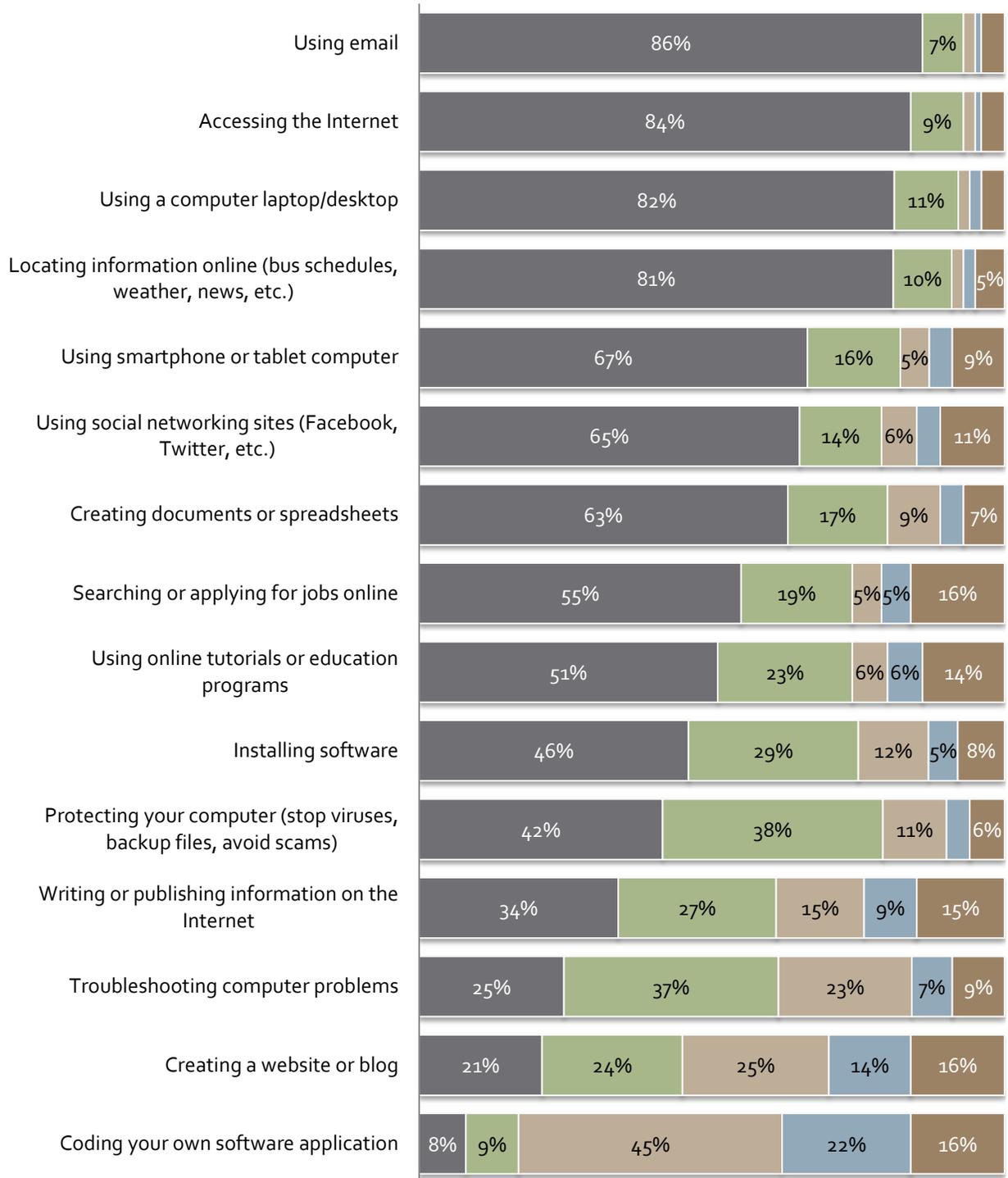
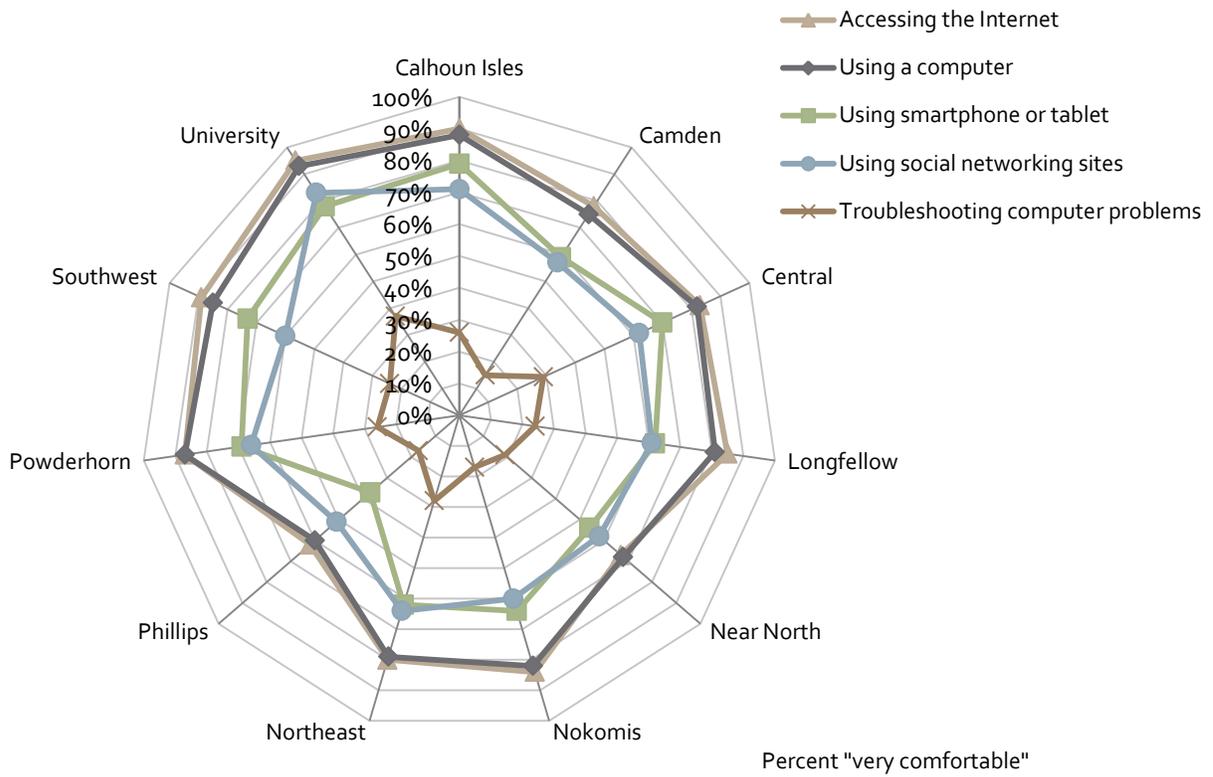


FIGURE 18: QUESTION 9 BY COMMUNITY



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	Overall
Opportunities to participate in community matters	Excellent	21%	8%	21%	17%	18%	16%	20%	15%	10%	21%	12%	16%
	Good	41%	44%	43%	50%	38%	48%	50%	40%	47%	51%	40%	45%
	Fair	17%	21%	16%	14%	27%	21%	16%	18%	26%	13%	23%	19%
	Poor	4%	10%	3%	3%	7%	3%	4%	14%	3%	2%	5%	5%
	Don't know	17%	18%	17%	16%	10%	12%	11%	12%	15%	12%	20%	15%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City use of technology	Excellent	7%	6%	14%	8%	13%	11%	9%	15%	12%	6%	8%	10%
	Good	39%	40%	36%	45%	38%	43%	45%	35%	40%	49%	45%	42%
	Fair	24%	24%	19%	16%	27%	21%	20%	24%	27%	22%	18%	22%
	Poor	7%	4%	9%	7%	6%	3%	6%	12%	5%	3%	6%	6%
	Don't know	23%	25%	21%	24%	16%	23%	20%	15%	16%	20%	23%	21%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Access to technology in general in Minneapolis	Excellent	9%	8%	17%	10%	14%	10%	15%	11%	12%	8%	8%	11%
	Good	40%	40%	35%	42%	33%	45%	42%	38%	42%	52%	52%	43%
	Fair	26%	24%	23%	26%	29%	24%	22%	22%	22%	23%	24%	24%
	Poor	8%	8%	12%	5%	10%	6%	6%	13%	8%	3%	6%	7%
	Don't know	17%	21%	13%	17%	15%	14%	15%	17%	16%	14%	11%	15%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 2													
		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
How important, if at all, is it to you to have each of the following at home?													
A computer	Essential	75%	61%	65%	71%	52%	71%	63%	51%	70%	74%	80%	69%
	Very important	14%	24%	24%	17%	30%	16%	23%	27%	20%	16%	17%	20%
	Somewhat important	7%	8%	4%	5%	10%	7%	8%	10%	6%	5%	1%	6%
	Not at all important	3%	6%	6%	6%	7%	5%	4%	7%	4%	4%	0%	4%
	Don't know	0%	1%	0%	1%	1%	0%	1%	5%	0%	0%	1%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Internet access	Essential	83%	60%	70%	76%	57%	75%	69%	50%	70%	77%	83%	72%
	Very important	9%	26%	19%	14%	29%	15%	18%	26%	17%	15%	14%	17%
	Somewhat important	4%	7%	6%	5%	6%	6%	5%	11%	8%	4%	1%	5%
	Not at all important	3%	6%	5%	5%	7%	4%	7%	8%	4%	4%	2%	5%
	Don't know	0%	1%	0%	1%	1%	1%	1%	6%	0%	1%	1%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 3													
Please indicate whether you have each of the following in your household.		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Computer (desktop, laptop)	Yes, with Internet access	92%	78%	77%	90%	69%	89%	84%	71%	84%	92%	92%	85%
	Yes, without Internet access	2%	10%	10%	2%	9%	2%	9%	8%	7%	3%	5%	6%
	No	6%	12%	14%	8%	22%	9%	7%	21%	9%	4%	3%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Yes, with Internet access	57%	48%	53%	52%	44%	62%	48%	24%	53%	65%	56%	54%
	Yes, without Internet access	3%	10%	2%	2%	5%	1%	3%	5%	4%	3%	4%	4%
	No	39%	42%	44%	46%	51%	37%	50%	71%	43%	32%	40%	43%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone	Yes, with Internet access	85%	72%	77%	75%	75%	79%	79%	68%	78%	83%	83%	79%
	Yes, without Internet access	10%	21%	15%	17%	14%	15%	14%	22%	18%	13%	13%	15%
	No	5%	7%	8%	8%	11%	7%	7%	10%	4%	5%	4%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Yes, with Internet access	31%	47%	26%	26%	41%	34%	31%	22%	36%	31%	35%	33%
	Yes, without Internet access	6%	7%	6%	7%	13%	7%	7%	10%	7%	9%	7%	8%
	No	64%	45%	68%	67%	46%	59%	62%	68%	57%	60%	58%	60%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 4

		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
How often, if ever, do you access the Internet using each of the following?													
Computer (desktop, laptop)	Daily	86%	64%	75%	79%	66%	76%	74%	65%	79%	83%	90%	78%
	Weekly	8%	18%	12%	11%	7%	12%	11%	11%	13%	9%	5%	10%
	Monthly	2%	6%	1%	1%	1%	1%	3%	3%	1%	1%	0%	2%
	Less than once per month	1%	3%	1%	1%	3%	2%	1%	2%	2%	1%	1%	1%
	Never/Not applicable	4%	10%	12%	7%	23%	9%	11%	19%	5%	6%	4%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Daily	43%	32%	37%	34%	29%	43%	31%	14%	33%	47%	32%	36%
	Weekly	12%	16%	12%	15%	7%	13%	10%	11%	9%	11%	15%	12%
	Monthly	4%	3%	1%	5%	6%	1%	5%	1%	4%	5%	5%	4%
	Less than once per month	3%	7%	4%	2%	2%	3%	2%	3%	5%	3%	9%	4%
	Never/Not applicable	39%	43%	45%	44%	55%	40%	52%	71%	48%	34%	38%	44%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone, PDA, Blackberry or iPod Touch	Daily	78%	65%	73%	73%	67%	71%	74%	58%	75%	78%	78%	73%
	Weekly	5%	7%	5%	5%	4%	4%	5%	2%	8%	4%	4%	5%
	Monthly	2%	1%	1%	1%	2%	3%	1%	2%	1%	0%	1%	1%
	Less than once per month	1%	8%	1%	1%	4%	2%	2%	3%	1%	1%	1%	2%
	Never/Not applicable	14%	18%	19%	21%	24%	21%	18%	36%	15%	16%	16%	18%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Daily	8%	20%	5%	13%	21%	10%	13%	6%	11%	9%	14%	12%
	Weekly	13%	15%	9%	5%	11%	10%	8%	10%	14%	10%	12%	11%
	Monthly	5%	5%	6%	2%	6%	4%	4%	2%	4%	5%	4%	4%
	Less than once per month	5%	8%	11%	4%	2%	8%	8%	6%	9%	7%	4%	7%
	Never/Not applicable	69%	52%	69%	76%	61%	68%	66%	77%	63%	68%	66%	66%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Television/Blu-ray player	Daily	35%	34%	26%	35%	39%	32%	31%	31%	29%	31%	28%	31%
	Weekly	14%	10%	13%	12%	5%	12%	11%	10%	14%	19%	10%	12%
	Monthly	5%	4%	3%	3%	1%	6%	5%	1%	3%	2%	3%	3%
	Less than once per month	4%	7%	8%	2%	4%	6%	3%	7%	5%	5%	5%	5%
	Never/Not applicable	43%	45%	50%	49%	51%	44%	51%	52%	49%	43%	54%	48%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 5													
How often, if ever, do you use a computer or access the Internet (using any device in question 3) in each of the following locations?		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Home	Daily	92%	72%	76%	86%	72%	83%	80%	63%	87%	90%	91%	83%
	Weekly	2%	10%	4%	6%	5%	8%	7%	7%	3%	3%	2%	5%
	Monthly	0%	1%	3%	1%	1%	1%	2%	2%	0%	0%	2%	1%
	Less than once per month	1%	1%	0%	0%	2%	0%	1%	2%	1%	1%	1%	1%
	Never/Not applicable	5%	16%	17%	6%	19%	8%	11%	26%	9%	7%	5%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Work	Daily	77%	59%	62%	65%	49%	68%	68%	40%	78%	74%	69%	67%
	Weekly	3%	3%	4%	7%	2%	4%	7%	7%	2%	3%	3%	4%
	Monthly	0%	3%	1%	0%	1%	1%	1%	0%	1%	0%	1%	1%
	Less than once per month	0%	2%	1%	1%	4%	1%	0%	4%	0%	0%	2%	1%
	Never/Not applicable	18%	33%	32%	27%	44%	27%	24%	48%	19%	22%	26%	27%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
School	Daily	14%	18%	16%	15%	24%	13%	13%	14%	12%	12%	55%	20%
	Weekly	2%	6%	2%	6%	5%	4%	2%	5%	5%	4%	4%	4%
	Monthly	2%	2%	1%	0%	1%	1%	0%	2%	0%	0%	1%	1%
	Less than once per month	1%	1%	0%	1%	4%	2%	0%	4%	0%	1%	1%	1%
	Never/Not applicable	81%	73%	80%	78%	66%	80%	85%	75%	82%	83%	39%	74%
	Total	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%	13%	17%	10%	12%	10%	14%	21%	19%	11%	21%	15%
	Weekly	30%	14%	26%	28%	16%	26%	29%	17%	26%	27%	30%	26%
	Monthly	20%	17%	11%	18%	14%	12%	14%	10%	17%	20%	20%	16%
	Less than once per month	14%	21%	15%	19%	26%	24%	19%	16%	20%	19%	16%	19%
	Never/Not applicable	19%	35%	30%	25%	31%	28%	23%	36%	18%	24%	13%	24%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 6

	Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
How do you connect to the Internet at home? Please check all that apply.												
No Internet access at home	3%	14%	14%	7%	22%	7%	8%	16%	9%	6%	9%	9%
Dial-up telephone line	0%	2%	1%	2%	5%	1%	3%	6%	3%	1%	1%	2%
Cable (Comcast/Xfinity)	61%	38%	43%	40%	39%	42%	40%	34%	45%	48%	55%	45%
DSL (CenturyLink)	20%	21%	18%	26%	15%	26%	25%	17%	22%	24%	18%	21%
Satellite (DirectTV, Dish)	3%	4%	3%	4%	3%	5%	2%	6%	2%	4%	5%	4%
Cellular (Verizon, AT&T, Sprint)	23%	22%	31%	23%	24%	20%	31%	15%	30%	27%	26%	26%
WiFi (USIW, other)	25%	28%	28%	31%	30%	30%	27%	23%	26%	30%	26%	28%
Don't know	1%	4%	4%	2%	3%	0%	2%	5%	1%	2%	2%	2%

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

Question 7

		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Please indicate how often in the last 12 months you have watched each of the following types of television programming.													
Minneapolis government meetings (Comcast cable channel 79 in Minneapolis)	Often	1%	2%	5%	1%	5%	2%	0%	6%	1%	2%	0%	2%
	Sometimes	8%	19%	16%	13%	24%	13%	16%	18%	14%	9%	6%	14%
	Never	91%	79%	79%	86%	71%	85%	83%	76%	86%	88%	93%	85%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Government programming on Comcast cable channel 14 (in English, Hmong, Somali and/or Spanish)	Often	1%	1%	4%	2%	5%	0%	1%	12%	2%	1%	4%	2%
	Sometimes	5%	16%	12%	12%	20%	7%	11%	20%	9%	6%	8%	10%
	Never	94%	83%	84%	87%	75%	92%	88%	68%	89%	93%	88%	87%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Question 8													
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 3)?	Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall	
Use email, texting or video to communicate	Daily	91%	72%	78%	85%	74%	83%	83%	55%	86%	90%	91%	83%
	Weekly	3%	8%	9%	6%	6%	8%	6%	14%	6%	4%	5%	6%
	Monthly	1%	9%	0%	1%	3%	2%	1%	6%	1%	1%	1%	2%
	Less than once per month	0%	2%	0%	3%	4%	1%	2%	6%	1%	1%	0%	1%
	Never	4%	5%	6%	3%	7%	4%	4%	10%	3%	2%	1%	4%
	Not applicable	1%	4%	6%	2%	6%	2%	4%	9%	3%	2%	2%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Seek entertainment (games, videos, music)	Daily	55%	44%	49%	51%	45%	40%	48%	33%	51%	44%	64%	49%
	Weekly	24%	19%	25%	21%	17%	26%	23%	22%	26%	30%	22%	24%
	Monthly	5%	10%	4%	3%	6%	8%	7%	10%	8%	7%	3%	6%
	Less than once per month	6%	7%	7%	8%	8%	9%	3%	3%	5%	5%	2%	6%
	Never	7%	14%	8%	10%	16%	13%	12%	21%	6%	11%	6%	10%
	Not applicable	2%	5%	7%	6%	8%	4%	7%	11%	4%	4%	2%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Use social media (Facebook, Twitter, LinkedIn)	Daily	69%	48%	57%	58%	55%	52%	58%	46%	57%	52%	70%	57%
	Weekly	12%	9%	10%	13%	10%	16%	16%	19%	19%	16%	16%	15%
	Monthly	3%	9%	4%	4%	6%	8%	3%	4%	2%	6%	2%	4%
	Less than once per month	2%	8%	5%	3%	5%	4%	5%	5%	7%	5%	1%	5%
	Never	11%	20%	15%	17%	14%	15%	12%	16%	11%	17%	9%	14%
	Not applicable	3%	7%	9%	5%	9%	5%	7%	10%	4%	4%	2%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Get the news or weather	Daily	77%	57%	69%	76%	66%	70%	71%	57%	73%	71%	78%	71%
	Weekly	14%	15%	14%	13%	12%	12%	16%	17%	13%	16%	15%	14%
	Monthly	2%	10%	2%	2%	3%	6%	3%	1%	2%	3%	3%	3%
	Less than once per month	1%	5%	4%	2%	2%	4%	2%	2%	4%	2%	0%	3%
	Never	4%	10%	2%	6%	9%	6%	4%	14%	5%	6%	2%	5%
	Not applicable	1%	4%	8%	1%	7%	2%	5%	8%	2%	2%	2%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Shop, search for products and services	Daily	23%	23%	23%	18%	18%	17%	18%	16%	17%	20%	25%	20%
	Weekly	55%	29%	39%	47%	27%	48%	44%	22%	44%	55%	47%	44%
	Monthly	13%	17%	14%	19%	16%	20%	19%	20%	22%	14%	19%	18%
	Less than once per month	4%	12%	12%	8%	13%	6%	6%	10%	9%	4%	6%	8%

Question 8

How frequently, if ever, do you do each of the following things on the Internet (using any device in question 3)?		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
	Never	4%	13%	6%	6%	18%	8%	5%	20%	5%	4%	1%	7%
	Not applicable	1%	5%	7%	2%	8%	2%	7%	12%	2%	2%	2%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Research or study a topic of interest	Daily	48%	28%	44%	43%	25%	38%	45%	23%	48%	37%	62%	42%
	Weekly	39%	33%	30%	34%	35%	41%	33%	31%	33%	43%	28%	35%
	Monthly	4%	16%	6%	8%	9%	11%	8%	7%	7%	10%	6%	8%
	Less than once per month	4%	8%	5%	4%	7%	4%	3%	13%	3%	2%	1%	4%
	Never	4%	11%	4%	7%	16%	5%	5%	13%	5%	5%	1%	6%
	Not applicable	1%	5%	10%	4%	9%	2%	7%	13%	3%	2%	2%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Share opinions, post to a blog, review a product or service	Daily	9%	9%	12%	7%	9%	7%	8%	16%	10%	8%	15%	10%
	Weekly	21%	12%	16%	18%	16%	16%	20%	16%	20%	17%	24%	18%
	Monthly	22%	14%	15%	18%	6%	14%	13%	10%	15%	18%	19%	16%
	Less than once per month	21%	24%	20%	24%	20%	32%	23%	9%	21%	22%	23%	22%
	Never	24%	33%	24%	24%	33%	25%	27%	30%	26%	30%	16%	26%
	Not applicable	3%	8%	13%	9%	16%	7%	9%	19%	7%	5%	3%	8%
Attend an online class or training	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	4%	2%	6%	2%	8%	3%	1%	9%	1%	4%	11%	5%
	Weekly	4%	8%	5%	3%	3%	3%	5%	6%	5%	5%	9%	5%
	Monthly	14%	8%	8%	13%	6%	10%	5%	4%	6%	11%	12%	9%
	Less than once per month	30%	26%	28%	33%	13%	29%	35%	17%	30%	22%	30%	27%
	Never	37%	37%	34%	39%	44%	40%	32%	44%	40%	46%	26%	38%
	Not applicable	11%	20%	19%	11%	26%	15%	23%	21%	19%	11%	11%	16%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Work from home	Daily	20%	10%	18%	17%	10%	19%	17%	13%	16%	18%	18%	16%
	Weekly	23%	15%	18%	19%	10%	16%	17%	8%	19%	19%	16%	17%
	Monthly	16%	13%	15%	15%	4%	13%	15%	3%	15%	16%	12%	14%
	Less than once per month	10%	6%	9%	11%	6%	10%	9%	5%	12%	8%	6%	9%
	Never	20%	37%	20%	24%	42%	26%	22%	49%	23%	22%	27%	26%
	Not applicable	11%	19%	20%	14%	27%	16%	20%	21%	14%	17%	20%	18%
Banking online (paying bills, investing, etc.)	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	22%	23%	14%	12%	16%	16%	18%	22%	12%	18%	21%	17%
	Weekly	46%	25%	39%	42%	28%	37%	43%	23%	45%	44%	42%	40%

Question 8

How frequently, if ever, do you do each of the following things on the Internet (using any device in question 3)?		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
	Monthly	18%	17%	19%	25%	14%	21%	14%	17%	25%	20%	18%	19%
	Less than once per month	3%	11%	6%	6%	10%	3%	3%	1%	2%	4%	6%	5%
	Never	9%	18%	11%	11%	20%	17%	13%	26%	9%	11%	6%	13%
	Not applicable	2%	7%	10%	4%	12%	6%	9%	11%	7%	4%	7%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
As a parent/guardian, connect with your child's school	Daily	2%	8%	3%	5%	7%	2%	1%	6%	3%	2%	4%	3%
	Weekly	8%	15%	1%	11%	14%	12%	7%	11%	8%	14%	6%	9%
	Monthly	3%	8%	0%	7%	6%	5%	5%	4%	6%	5%	1%	4%
	Less than once per month	1%	8%	3%	4%	8%	2%	4%	5%	3%	3%	3%	4%
	Never	6%	15%	11%	12%	21%	10%	10%	21%	11%	12%	5%	11%
	Not applicable	80%	46%	82%	61%	44%	68%	73%	53%	69%	66%	82%	68%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Find info on community resources and events	Daily	6%	3%	4%	2%	7%	4%	2%	8%	7%	4%	6%	5%
	Weekly	21%	16%	22%	23%	18%	20%	16%	14%	23%	19%	26%	21%
	Monthly	29%	26%	23%	32%	28%	28%	33%	32%	24%	33%	32%	29%
	Less than once per month	26%	26%	19%	28%	23%	29%	27%	11%	31%	28%	21%	25%
	Never	14%	18%	22%	12%	15%	16%	14%	23%	12%	11%	9%	14%
	Not applicable	4%	10%	9%	3%	10%	4%	7%	12%	3%	5%	5%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
If you have a question, use Internet to the find the answer	Daily	68%	41%	58%	51%	34%	49%	49%	46%	58%	50%	68%	53%
	Weekly	22%	28%	19%	26%	25%	33%	33%	16%	29%	34%	25%	27%
	Monthly	3%	13%	8%	7%	11%	6%	6%	4%	4%	7%	2%	6%
	Less than once per month	2%	8%	4%	8%	7%	6%	4%	10%	2%	3%	1%	4%
	Never	4%	7%	6%	4%	13%	4%	4%	14%	5%	4%	2%	5%
	Not applicable	1%	5%	5%	4%	10%	3%	5%	10%	2%	3%	2%	4%
	Total	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%	3%	2%	2%	2%	4%	2%	6%	4%	0%	5%	3%
	Weekly	7%	5%	4%	10%	9%	6%	6%	4%	14%	5%	14%	8%
	Monthly	12%	9%	14%	22%	12%	11%	11%	21%	17%	16%	13%	14%
	Less than once per month	33%	29%	29%	29%	20%	34%	38%	21%	26%	33%	29%	30%
	Never	40%	41%	42%	30%	40%	38%	30%	31%	32%	39%	31%	36%
	Not applicable	5%	13%	10%	8%	16%	7%	13%	17%	7%	7%	8%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 8

How frequently, if ever, do you do each of the following things on the Internet (using any device in question 3)?	Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall	
Watch a live or rebroadcast Minneapolis government meeting such as: city council, board or commission	Daily	1%	2%	0%	0%	4%	0%	0%	1%	1%	0%	1%	1%
	Weekly	1%	2%	3%	3%	3%	2%	0%	4%	0%	1%	2%	2%
	Monthly	1%	2%	3%	3%	3%	4%	3%	10%	4%	1%	2%	3%
	Less than once per month	7%	15%	12%	11%	17%	10%	11%	12%	18%	12%	13%	13%
	Never	81%	66%	67%	69%	58%	74%	73%	56%	65%	76%	72%	70%
	Not applicable	10%	13%	14%	14%	16%	10%	13%	16%	12%	9%	10%	12%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Look up health and medical information	Daily	4%	8%	5%	5%	7%	3%	4%	7%	5%	6%	8%	5%
	Weekly	23%	16%	17%	20%	10%	17%	16%	14%	15%	19%	24%	18%
	Monthly	35%	28%	36%	34%	25%	33%	33%	29%	35%	34%	28%	32%
	Less than once per month	30%	28%	25%	32%	29%	39%	31%	20%	32%	31%	30%	30%
	Never	7%	13%	10%	7%	17%	6%	10%	20%	8%	7%	7%	9%
	Not applicable	2%	7%	7%	2%	12%	2%	6%	10%	4%	2%	3%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Communicate with government (seek services, get a license, discuss a problem)	Daily	1%	2%	3%	0%	3%	0%	2%	10%	3%	1%	2%	2%
	Weekly	2%	2%	2%	0%	2%	3%	3%	1%	3%	2%	3%	2%
	Monthly	8%	16%	9%	10%	15%	15%	8%	13%	10%	12%	13%	12%
	Less than once per month	51%	37%	43%	51%	31%	52%	46%	28%	50%	51%	46%	46%
	Never	34%	35%	33%	29%	35%	26%	32%	30%	27%	30%	33%	31%
	Not applicable	4%	9%	11%	8%	15%	4%	10%	17%	7%	4%	4%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sell goods and services online, advertise	Daily	2%	3%	1%	4%	2%	1%	3%	6%	1%	2%	3%	2%
	Weekly	1%	5%	6%	2%	3%	1%	1%	5%	3%	1%	5%	3%
	Monthly	6%	3%	7%	9%	3%	9%	8%	6%	7%	9%	11%	8%
	Less than once per month	29%	22%	23%	25%	15%	30%	30%	14%	25%	28%	29%	26%
	Never	52%	56%	45%	53%	56%	49%	45%	49%	51%	48%	44%	50%
	Not applicable	8%	11%	17%	8%	21%	9%	13%	19%	13%	12%	8%	12%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Find directions or look up a map	Daily	18%	13%	20%	16%	18%	8%	11%	19%	19%	11%	24%	16%
	Weekly	55%	35%	43%	48%	32%	51%	54%	28%	41%	50%	57%	47%
	Monthly	15%	26%	17%	21%	20%	24%	18%	18%	22%	25%	12%	20%
	Less than once per month	6%	15%	7%	9%	13%	11%	9%	11%	9%	7%	4%	9%
	Never	4%	7%	8%	3%	9%	5%	4%	16%	5%	4%	2%	5%

Question 8

	Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall	
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 3)?													
	Not applicable	1%	5%	6%	2%	9%	2%	3%	7%	3%	2%	2%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Question 9

	Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall	
How comfortable, if at all, are you at each of the following?													
Using a computer laptop/desktop	Very comfortable	88%	75%	82%	81%	68%	82%	79%	60%	87%	85%	93%	82%
	Somewhat comfortable	7%	16%	8%	11%	16%	11%	14%	21%	7%	10%	5%	11%
	Not at all comfortable	2%	2%	0%	1%	6%	3%	1%	6%	1%	1%	0%	2%
	Don't know	0%	2%	3%	0%	2%	1%	2%	8%	2%	0%	1%	2%
	Not applicable	2%	6%	6%	6%	7%	3%	5%	5%	3%	3%	0%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using smartphone or tablet computer	Very comfortable	79%	59%	70%	62%	54%	64%	62%	37%	69%	73%	78%	67%
	Somewhat comfortable	9%	17%	14%	17%	19%	18%	19%	28%	17%	13%	13%	16%
	Not at all comfortable	5%	7%	3%	4%	8%	5%	5%	11%	3%	4%	3%	5%
	Don't know	2%	7%	4%	5%	5%	4%	3%	12%	4%	3%	2%	4%
	Not applicable	5%	10%	10%	12%	13%	10%	11%	11%	8%	8%	4%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Accessing the Internet	Very comfortable	90%	78%	83%	85%	67%	84%	80%	62%	87%	89%	95%	84%
	Somewhat comfortable	6%	13%	7%	10%	16%	10%	11%	19%	8%	6%	2%	9%
	Not at all comfortable	2%	1%	0%	1%	4%	2%	2%	5%	1%	2%	0%	2%
	Don't know	0%	2%	3%	0%	2%	1%	1%	9%	1%	0%	1%	1%
	Not applicable	3%	6%	6%	4%	10%	3%	6%	6%	4%	2%	1%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using email	Very comfortable	93%	78%	82%	87%	70%	85%	83%	64%	89%	92%	96%	86%
	Somewhat comfortable	3%	12%	6%	8%	14%	9%	7%	16%	4%	4%	2%	7%
	Not at all comfortable	1%	3%	0%	1%	4%	2%	2%	3%	2%	1%	1%	2%

Question 9

		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
How comfortable, if at all, are you at each of the following?													
	Don't know	0%	2%	4%	0%	2%	1%	1%	10%	1%	0%	0%	1%
	Not applicable	3%	5%	8%	3%	9%	3%	7%	7%	4%	3%	1%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Very comfortable	86%	71%	80%	81%	72%	79%	82%	59%	86%	82%	92%	81%
	Somewhat comfortable	9%	14%	8%	11%	11%	12%	9%	19%	8%	12%	6%	10%
	Not at all comfortable	2%	3%	0%	3%	6%	4%	2%	3%	1%	2%	1%	2%
	Don't know	0%	5%	4%	1%	3%	2%	1%	11%	2%	1%	0%	2%
	Not applicable	3%	8%	7%	4%	9%	3%	6%	7%	3%	3%	1%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Locating information online (bus schedules, weather, news, etc.)	Very comfortable	71%	57%	62%	61%	58%	60%	64%	51%	66%	60%	83%	65%
	Somewhat comfortable	15%	11%	13%	15%	16%	16%	14%	20%	16%	16%	8%	14%
	Not at all comfortable	5%	14%	5%	9%	8%	8%	5%	5%	4%	6%	3%	6%
	Don't know	2%	5%	6%	4%	4%	4%	4%	11%	4%	3%	1%	4%
	Not applicable	7%	13%	14%	11%	15%	12%	13%	12%	10%	14%	6%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using social networking sites (Facebook, Twitter, etc.)	Very comfortable	42%	37%	39%	40%	30%	43%	44%	32%	42%	43%	58%	42%
	Somewhat comfortable	42%	42%	39%	39%	31%	39%	36%	40%	38%	39%	32%	38%
	Not at all comfortable	11%	11%	7%	13%	22%	11%	11%	6%	11%	11%	7%	11%
	Don't know	1%	4%	8%	2%	3%	2%	2%	13%	4%	3%	2%	4%
	Not applicable	4%	7%	7%	7%	13%	5%	8%	9%	5%	4%	1%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Protecting your computer (stop viruses, backup files, avoid scams)	Very comfortable	70%	49%	66%	61%	43%	62%	63%	39%	68%	66%	81%	63%
	Somewhat comfortable	17%	21%	15%	22%	23%	20%	16%	22%	13%	19%	9%	17%
	Not at all comfortable	8%	11%	9%	7%	14%	10%	10%	12%	8%	8%	7%	9%
	Don't know	1%	9%	3%	4%	5%	3%	2%	15%	4%	2%	0%	4%
	Not applicable	4%	10%	8%	6%	15%	5%	9%	11%	8%	5%	2%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Creating documents or spreadsheets	Very comfortable	60%	55%	58%	57%	45%	51%	54%	34%	53%	51%	69%	55%
	Somewhat comfortable	17%	15%	17%	19%	22%	20%	20%	24%	24%	18%	18%	19%
	Not at all comfortable	5%	6%	6%	4%	8%	6%	5%	12%	3%	4%	5%	5%
	Don't know	2%	9%	4%	4%	5%	5%	4%	13%	4%	6%	1%	5%
	Not applicable	16%	16%	14%	17%	19%	17%	18%	17%	15%	21%	7%	16%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Searching or applying for jobs online													

Question 9

		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
How comfortable, if at all, are you at each of the following?													
Using online tutorials or education programs	Very comfortable	58%	49%	51%	48%	40%	48%	50%	26%	47%	50%	69%	51%
	Somewhat comfortable	21%	18%	18%	27%	25%	25%	22%	26%	29%	24%	19%	23%
	Not at all comfortable	5%	8%	9%	5%	11%	6%	8%	10%	5%	6%	4%	6%
	Don't know	4%	11%	8%	9%	6%	6%	5%	18%	4%	7%	2%	6%
	Not applicable	11%	15%	14%	11%	18%	16%	16%	19%	14%	13%	7%	14%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Installing software	Very comfortable	47%	36%	47%	43%	31%	39%	49%	29%	50%	45%	68%	46%
	Somewhat comfortable	33%	33%	27%	31%	24%	35%	25%	29%	26%	34%	20%	29%
	Not at all comfortable	13%	12%	10%	12%	22%	16%	13%	10%	13%	11%	7%	12%
	Don't know	2%	11%	6%	5%	7%	3%	3%	18%	4%	3%	1%	5%
	Not applicable	5%	7%	11%	8%	16%	6%	10%	14%	7%	7%	3%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Writing or publishing information on the Internet	Very comfortable	36%	24%	41%	31%	21%	28%	35%	24%	40%	28%	51%	34%
	Somewhat comfortable	27%	29%	25%	29%	26%	29%	24%	28%	24%	27%	29%	27%
	Not at all comfortable	17%	21%	10%	16%	18%	17%	17%	10%	14%	20%	9%	15%
	Don't know	7%	13%	8%	6%	13%	11%	7%	21%	10%	10%	4%	9%
	Not applicable	13%	14%	16%	18%	22%	16%	17%	17%	12%	16%	8%	15%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Creating a website or blog	Very comfortable	25%	15%	27%	18%	18%	16%	19%	7%	28%	17%	29%	21%
	Somewhat comfortable	20%	25%	24%	24%	14%	19%	30%	36%	22%	22%	32%	24%
	Not at all comfortable	33%	24%	21%	24%	25%	30%	21%	16%	23%	33%	21%	25%
	Don't know	11%	22%	11%	14%	21%	18%	9%	23%	11%	12%	9%	14%
	Not applicable	10%	13%	16%	19%	21%	17%	20%	20%	16%	16%	9%	16%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Troubleshooting computer problems	Very comfortable	26%	15%	29%	24%	19%	17%	28%	17%	26%	24%	37%	25%
	Somewhat comfortable	43%	42%	30%	29%	28%	44%	34%	32%	39%	36%	39%	37%
	Not at all comfortable	22%	24%	20%	31%	22%	25%	24%	19%	21%	30%	15%	23%
	Don't know	3%	11%	9%	6%	15%	6%	3%	18%	6%	4%	5%	7%
	Not applicable	6%	8%	12%	10%	16%	8%	11%	13%	8%	6%	4%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coding your own software application	Very comfortable	10%	7%	9%	6%	6%	4%	9%	2%	10%	6%	14%	8%
	Somewhat comfortable	9%	7%	7%	6%	6%	7%	9%	13%	11%	7%	13%	9%
	Not at all comfortable	48%	41%	45%	47%	32%	45%	50%	30%	46%	54%	44%	45%

Question 9

	Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
How comfortable, if at all, are you at each of the following?												
Don't know	20%	26%	19%	25%	36%	28%	13%	33%	18%	17%	21%	22%
Not applicable	13%	18%	21%	17%	20%	16%	19%	22%	15%	16%	9%	16%
Total	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	Overall	
How long have you lived in Minneapolis?	Less than a year	17%	4%	9%	4%	2%	4%	10%	9%	5%	3%	15%	8%
	1-2 years	12%	7%	11%	3%	9%	4%	5%	9%	4%	20%	9%	
	3-5 years	16%	13%	27%	13%	12%	14%	11%	18%	10%	27%	16%	
	6-10 years	12%	17%	14%	14%	17%	10%	12%	24%	14%	23%	12%	15%
	More than 10 years	43%	59%	39%	65%	61%	68%	62%	47%	54%	60%	26%	53%
	Total	100%											
Were you born in the United States?	No	9%	17%	17%	16%	11%	4%	8%	35%	14%	7%	18%	13%
	Yes	91%	83%	83%	84%	89%	96%	92%	65%	86%	93%	82%	87%
	Total	100%											

Questions D3 and D4

		Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Do you rent or own your current residence?	Rent	64%	31%	74%	40%	58%	17%	45%	80%	59%	27%	80%	51%
	Own	36%	69%	26%	60%	42%	83%	55%	20%	41%	73%	20%	49%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Which best describes the building you live in?	One family house detached from any other houses	27%	84%	4%	62%	58%	87%	57%	26%	39%	74%	25%	49%
	House attached to one or more houses (e.g., a duplex or townhome)	8%	3%	4%	9%	9%	5%	19%	11%	9%	7%	11%	9%
	Building with two or more apartments or condominiums	62%	11%	84%	25%	26%	7%	23%	53%	52%	18%	62%	39%
	Other	3%	2%	8%	4%	7%	0%	1%	10%	1%	1%	3%	3%
	Total	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	Overall
Respondent household size	1 person	44%	26%	62%	27%	22%	28%	31%	35%	34%	27%	30%	33%
	2 people	36%	23%	30%	40%	26%	42%	41%	24%	36%	41%	36%	35%
	3 or 4 people	13%	34%	5%	30%	33%	27%	22%	22%	21%	26%	24%	23%
	5 or more people	7%	17%	3%	4%	19%	3%	6%	18%	9%	6%	10%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Are there any children under 18 in your household?	No	84%	56%	96%	75%	52%	73%	79%	65%	73%	72%	89%	76%
	Yes	16%	44%	4%	25%	48%	27%	21%	35%	27%	28%	11%	24%
	Total	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	Overall
What is your gender?	Female	50%	51%	43%	51%	53%	52%	49%	44%	49%	53%	49%	50%
	Male	50%	49%	57%	49%	47%	48%	51%	56%	51%	47%	51%	50%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
In which category is your age?	18-24 years	11%	1%	9%	4%	8%	4%	7%	5%	7%	2%	46%	11%
	25-34 years	40%	33%	41%	29%	33%	27%	33%	39%	39%	26%	31%	33%
	35-44 years	13%	20%	14%	15%	15%	20%	19%	20%	15%	18%	5%	15%
	45-54 years	14%	20%	14%	21%	22%	20%	15%	12%	20%	23%	6%	17%
	55-64 years	11%	14%	12%	18%	14%	11%	12%	9%	11%	15%	7%	12%
	65-74 years	7%	6%	7%	9%	4%	10%	7%	9%	5%	8%	4%	7%
	75 years or older	3%	5%	3%	3%	4%	7%	7%	6%	3%	7%	1%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D9

	Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Are you Spanish, Hispanic or Latino?												
No	97%	94%	96%	94%	93%	94%	91%	79%	84%	96%	97%	93%
Yes	3%	6%	4%	6%	7%	6%	9%	21%	16%	4%	3%	7%
Total	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	Overall
American Indian or Alaskan Native	2%	3%	2%	3%	4%	1%	3%	3%	4%	1%	1%	2%
Asian, Asian Indian or Pacific Islander	3%	8%	8%	2%	10%	1%	3%	3%	2%	3%	9%	5%
Black or African American	5%	31%	19%	14%	54%	9%	10%	35%	20%	5%	11%	17%
White	93%	58%	72%	81%	34%	86%	84%	45%	74%	90%	76%	75%
Other	3%	5%	1%	4%	3%	4%	5%	16%	7%	3%	6%	5%

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

Question D11

Which language do you prefer to speak at home?	Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
English	98%	92%	96%	91%	94%	98%	96%	71%	95%	98%	93%	94%
Somali	0%	1%	0%	4%	2%	0%	0%	13%	3%	0%	4%	2%
Vietnamese	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Spanish	0%	0%	1%	1%	0%	0%	2%	10%	0%	1%	1%	1%
Hmong	0%	4%	0%	0%	4%	0%	0%	0%	0%	0%	0%	1%
Lao	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
Ethiopian/Oromo	0%	0%	2%	3%	0%	0%	0%	1%	0%	0%	0%	0%
Other	2%	0%	1%	0%	0%	1%	1%	3%	3%	1%	2%	1%
Total	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	Overall
What was your household's total annual income in 2013?												
Less than \$10,000	3%	8%	17%	7%	21%	3%	8%	22%	7%	4%	25%	11%
\$10,000 - \$24,999	10%	30%	21%	15%	25%	8%	15%	38%	16%	7%	24%	17%
\$25,000 - \$49,999	18%	19%	18%	21%	24%	19%	21%	27%	33%	16%	28%	22%
\$50,000 - \$74,999	21%	24%	11%	22%	19%	21%	29%	8%	18%	15%	8%	18%
\$75,000 - \$99,999	15%	11%	8%	18%	4%	16%	13%	4%	8%	11%	7%	11%
\$100,000 - \$149,999	12%	6%	14%	10%	5%	21%	12%	1%	9%	24%	5%	12%
\$150,000 - \$199,999	6%	2%	6%	5%	1%	6%	3%	0%	6%	12%	1%	5%
\$200,000 or more	15%	1%	5%	2%	0%	6%	1%	0%	2%	11%	2%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D13

	Calhoun Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Which of the following best describes your current employment status?												
Employed full-time	70%	61%	56%	60%	50%	61%	58%	33%	65%	62%	36%	57%
Employed part-time	9%	9%	11%	12%	7%	14%	14%	24%	14%	11%	20%	13%
Student	4%	2%	5%	4%	5%	3%	3%	3%	2%	2%	31%	6%
Retired	10%	12%	11%	12%	13%	15%	11%	15%	8%	15%	5%	11%
Unemployed, looking for work	4%	7%	7%	5%	8%	3%	7%	8%	6%	4%	5%	6%
Homemaker	2%	3%	2%	2%	3%	2%	2%	6%	1%	3%	1%	2%
Disabled (limiting participation in work, school, housework or other activities)	1%	6%	7%	5%	14%	2%	4%	12%	4%	3%	2%	5%
Total	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	Overall
Less than high school	0%	5%	1%	3%	13%	2%	3%	20%	2%	1%	1%	4%
High school graduate	3%	36%	19%	13%	30%	12%	16%	29%	19%	10%	10%	16%
Associate degree, some college	12%	26%	17%	18%	28%	18%	26%	19%	17%	10%	28%	19%
Bachelor's degree	54%	25%	41%	37%	17%	37%	38%	22%	35%	41%	38%	37%
Graduate or professional degree	31%	7%	23%	29%	12%	30%	16%	11%	28%	37%	23%	24%
Total	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	Overall
Cell	77%	59%	80%	64%	70%	64%	70%	74%	72%	64%	88%	72%
Land line	13%	22%	8%	19%	18%	23%	18%	18%	14%	19%	6%	16%
Both	11%	19%	12%	17%	12%	12%	12%	7%	14%	18%	5%	13%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Question 1 Compared by Respondent Length of Residency and Housing Characteristics										
Please rate each of the following aspects of the City of Minneapolis.		Respondent length of residency				Respondent housing				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	13%	16%	15%	18%	14%	19%	21%	17%	16%
	Good	45%	43%	43%	47%	44%	40%	30%	51%	45%
	Fair	18%	23%	22%	18%	18%	18%	32%	18%	19%
	Poor	3%	1%	8%	5%	5%	7%	8%	2%	5%
	Don't know	23%	17%	12%	12%	18%	17%	10%	12%	15%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
City use of technology	Excellent	10%	11%	10%	8%	11%	6%	12%	8%	10%
	Good	43%	40%	39%	43%	40%	37%	36%	46%	42%
	Fair	18%	21%	26%	22%	23%	26%	20%	21%	22%
	Poor	6%	6%	6%	6%	7%	4%	6%	4%	6%
	Don't know	22%	22%	19%	20%	19%	27%	27%	21%	21%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Access to technology in general in Minneapolis	Excellent	11%	9%	10%	12%	11%	10%	16%	10%	11%
	Good	42%	45%	44%	42%	42%	40%	35%	46%	43%
	Fair	25%	26%	24%	23%	24%	23%	25%	23%	24%
	Poor	5%	8%	8%	8%	8%	8%	9%	5%	7%
	Don't know	18%	13%	14%	15%	13%	19%	16%	16%	15%
	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				Overall
		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	74%	76%	76%	63%	66%	72%	64%	72%	69%
	Very important	20%	19%	17%	21%	21%	19%	27%	17%	20%
	Somewhat important	5%	3%	5%	8%	6%	6%	6%	6%	6%
	Not at all important	2%	2%	1%	7%	5%	3%	2%	4%	4%
	Don't know	0%	0%	1%	1%	1%	0%	0%	1%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Internet access	Essential	77%	79%	77%	67%	69%	76%	64%	75%	72%
	Very important	14%	14%	16%	19%	18%	16%	26%	16%	17%
	Somewhat important	4%	5%	5%	6%	6%	6%	4%	5%	5%
	Not at all important	5%	2%	1%	6%	6%	2%	6%	3%	5%
	Don't know	0%	0%	1%	1%	1%	0%	0%	1%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 3 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				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)	Yes, with Internet access	90%	90%	88%	81%	79%	90%	
	Yes, without Internet access	6%	6%	5%	6%	8%	2%	13%	2%	6%
	No	4%	4%	7%	13%	12%	8%	7%	6%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Yes, with Internet access	51%	58%	60%	51%	45%	57%	43%	64%	54%
	Yes, without Internet access	4%	4%	6%	3%	5%	4%	6%	2%	4%
	No	45%	38%	34%	46%	51%	40%	51%	34%	43%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone	Yes, with Internet access	88%	87%	87%	71%	78%	82%	76%	80%	79%
	Yes, without Internet access	11%	8%	10%	20%	15%	14%	22%	14%	15%
	No	1%	5%	2%	9%	7%	4%	2%	6%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Yes, with Internet access	36%	39%	38%	28%	29%	23%	37%	38%	33%
	Yes, without Internet access	7%	8%	8%	7%	8%	5%	10%	8%	8%
	No	56%	53%	54%	64%	64%	72%	53%	54%	60%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 4 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	83%	87%	83%	72%	76%	86%	
Weekly	12%		9%	5%	12%	10%	6%	17%	11%	10%
Monthly	1%		0%	3%	2%	1%	1%	6%	1%	2%
Less than once per month	0%		1%	1%	2%	2%	1%	1%	1%	1%
Never/Not applicable	3%		3%	8%	13%	12%	6%	7%	6%	9%

Question 4 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		
	Total	100%	100%	100%	100%	100%	100%	100%		100%
Tablet computer (iPad, Kindle, etc.)	Daily	34%	37%	39%	35%	28%	39%	23%	45%	36%
	Weekly	12%	18%	12%	10%	12%	12%	13%	12%	12%
	Monthly	3%	5%	5%	3%	4%	2%	3%	4%	4%
	Less than once per month	5%	4%	8%	3%	5%	6%	8%	3%	4%
	Never/Not applicable	46%	36%	36%	49%	52%	40%	53%	36%	44%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone, PDA, Blackberry or iPod Touch	Daily	81%	85%	83%	64%	74%	73%	65%	75%	73%
	Weekly	5%	3%	3%	6%	5%	7%	6%	5%	5%
	Monthly	0%	2%	0%	2%	1%	2%	1%	1%	1%
	Less than once per month	0%	1%	4%	2%	1%	2%	5%	2%	2%
	Never/Not applicable	13%	9%	9%	26%	19%	17%	23%	17%	18%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Daily	12%	18%	13%	9%	12%	5%	14%	12%	12%
	Weekly	13%	9%	13%	10%	10%	8%	13%	12%	11%
	Monthly	4%	6%	6%	3%	3%	5%	2%	6%	4%
	Less than once per month	7%	8%	7%	6%	6%	6%	7%	8%	7%
	Never/Not applicable	63%	60%	61%	71%	68%	76%	65%	63%	66%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Television/Blu-ray player	Daily	30%	29%	32%	32%	31%	27%	27%	33%	31%
	Weekly	12%	16%	14%	11%	9%	16%	9%	16%	12%
	Monthly	3%	2%	4%	3%	3%	6%	1%	4%	3%
	Less than once per month	5%	7%	5%	5%	4%	6%	5%	6%	5%
	Never/Not applicable	50%	45%	44%	49%	53%	44%	58%	42%	48%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 5 Compared by Respondent Length of Residency and Housing Characteristics

How often, if ever, do you use a computer or access the Internet (using any device in question 3) 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		
Home	Daily	89%	90%	87%	78%	81%	87%	77%	87%	83%
	Weekly	2%	6%	3%	6%	4%	3%	5%	6%	5%
	Monthly	0%	1%	2%	1%	1%	3%	4%	1%	1%
	Less than once per month	0%	0%	1%	1%	1%	0%	2%	1%	1%
	Never/Not applicable	8%	3%	8%	14%	14%	6%	13%	6%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Work	Daily	73%	79%	76%	59%	64%	71%	56%	72%	67%
	Weekly	3%	2%	5%	5%	4%	4%	4%	4%	4%
	Monthly	2%	0%	0%	1%	1%	1%	3%	0%	1%
	Less than once per month	1%	1%	1%	1%	2%	0%	3%	1%	1%
	Never/Not applicable	20%	17%	18%	34%	29%	24%	34%	23%	27%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
School	Daily	29%	29%	15%	15%	25%	12%	22%	14%	20%
	Weekly	4%	3%	9%	3%	5%	3%	1%	4%	4%
	Monthly	1%	0%	1%	1%	1%	1%	0%	1%	1%
	Less than once per month	1%	0%	3%	1%	1%	0%	1%	1%	1%
	Never/Not applicable	65%	68%	73%	80%	67%	84%	76%	80%	74%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
At an outdoor or indoor public place (library, cafe, public computer, etc.)	Daily	18%	15%	14%	14%	16%	14%	17%	14%	15%
	Weekly	28%	31%	31%	22%	28%	20%	27%	24%	26%
	Monthly	24%	20%	16%	13%	17%	17%	23%	15%	16%
	Less than once per month	14%	21%	24%	18%	16%	23%	18%	22%	19%
	Never/Not applicable	16%	13%	15%	33%	23%	27%	15%	26%	24%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 6 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				Overall
	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	6%	5%	7%	13%	12%	7%	19%	5%	9%
Dial-up telephone line	0%	1%	2%	3%	2%	1%	5%	2%	2%
Cable (Comcast/Xfinity)	52%	49%	48%	41%	46%	51%	39%	45%	45%
DSL (CenturyLink)	20%	23%	14%	23%	17%	22%	20%	27%	21%
Satellite (DirectTV, Dish)	3%	4%	2%	4%	2%	5%	6%	4%	4%
Cellular (Verizon, AT&T, Sprint)	32%	35%	27%	20%	27%	24%	26%	24%	26%
WiFi (USIW, other)	27%	29%	35%	25%	28%	28%	22%	29%	28%
Don't know	2%	1%	1%	3%	3%	2%	0%	1%	2%

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

Question 7 Compared by Respondent Length of Residency and Housing Characteristics

Please indicate how often in the last 12 months you have watched each of the following types of television programming.		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	
Minneapolis government meetings (Comcast cable channel 79 in Minneapolis)	Often	0%	2%	1%	3%	3%	1%	2%	1%	2%
	Sometimes	6%	9%	15%	17%	15%	13%	17%	11%	14%
	Never	94%	90%	84%	81%	82%	86%	81%	87%	85%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Government programming on Comcast cable channel 14 (in English, Hmong, Somali and/or Spanish)	Often	2%	0%	4%	3%	4%	1%	6%	1%	2%
	Sometimes	6%	9%	10%	12%	13%	9%	11%	8%	10%
	Never	93%	91%	86%	85%	83%	90%	83%	91%	87%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 8 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 3)?	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	93%	92%	87%	76%	80%	88%	80%	87%	83%
	Weekly	3%	4%	5%	8%	7%	5%	4%	6%	6%
	Monthly	1%	1%	4%	2%	2%	1%	9%	1%	2%
	Less than once per month	0%	1%	1%	2%	2%	0%	0%	1%	1%
	Never	2%	0%	2%	6%	5%	2%	5%	3%	4%
	Not applicable	1%	1%	2%	5%	4%	4%	1%	2%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Seek entertainment (games, videos, music)	Daily	61%	62%	55%	40%	53%	41%	48%	47%	49%
	Weekly	25%	24%	27%	23%	24%	28%	17%	25%	24%
	Monthly	5%	4%	5%	8%	5%	5%	7%	8%	6%
	Less than once per month	1%	4%	4%	8%	4%	7%	10%	7%	6%
	Never	7%	2%	7%	15%	10%	12%	15%	10%	10%
	Not applicable	1%	3%	2%	7%	6%	8%	2%	4%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Use social media (Facebook, Twitter, LinkedIn)	Daily	75%	75%	62%	45%	62%	51%	49%	55%	57%
	Weekly	12%	14%	16%	15%	13%	15%	16%	16%	15%
	Monthly	2%	4%	7%	4%	3%	6%	6%	5%	4%
	Less than once per month	1%	2%	5%	6%	4%	4%	6%	5%	5%
	Never	7%	3%	7%	21%	11%	17%	19%	14%	14%
	Not applicable	2%	2%	3%	8%	6%	7%	5%	4%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Get the news or weather	Daily	79%	79%	76%	65%	73%	72%	69%	70%	71%
	Weekly	14%	14%	13%	15%	13%	14%	15%	16%	14%
	Monthly	1%	3%	6%	3%	2%	2%	6%	4%	3%
	Less than once per month	1%	1%	1%	4%	2%	4%	2%	3%	3%
	Never	3%	1%	2%	9%	6%	4%	7%	5%	5%
	Not applicable	1%	2%	2%	5%	5%	3%	1%	2%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Shop, search for products and services	Daily	19%	21%	28%	18%	19%	24%	15%	21%	20%
	Weekly	54%	50%	42%	39%	41%	45%	39%	48%	44%
	Monthly	17%	21%	17%	17%	18%	17%	20%	17%	18%
	Less than once per month	6%	4%	5%	10%	7%	8%	13%	7%	8%

Question 8 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 frequently, if ever, do you do each of the following things on the Internet (using any device in question 3)?									
Never	2%	2%	6%	10%	8%	3%	12%	5%	7%
Not applicable	2%	2%	2%	6%	6%	4%	1%	3%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Research or study a topic of interest									
Daily	49%	52%	45%	36%	45%	45%	39%	40%	42%
Weekly	37%	33%	35%	35%	31%	36%	36%	39%	35%
Monthly	7%	8%	10%	8%	6%	7%	12%	9%	8%
Less than once per month	2%	1%	3%	6%	3%	6%	3%	5%	4%
Never	3%	2%	3%	9%	7%	3%	9%	4%	6%
Not applicable	2%	4%	3%	6%	7%	3%	1%	2%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Share opinions, post to a blog, review a product or service									
Daily	11%	10%	9%	9%	13%	10%	6%	8%	10%
Weekly	20%	28%	22%	14%	19%	15%	22%	18%	18%
Monthly	22%	17%	16%	13%	13%	17%	17%	17%	16%
Less than once per month	25%	24%	27%	19%	21%	23%	19%	25%	22%
Never	18%	15%	17%	34%	23%	27%	33%	27%	26%
Not applicable	3%	5%	8%	10%	11%	8%	3%	5%	8%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Attend an online class or training									
Daily	7%	5%	8%	3%	7%	4%	9%	2%	5%
Weekly	6%	6%	6%	4%	6%	4%	4%	5%	5%
Monthly	12%	11%	12%	6%	7%	12%	13%	9%	9%
Less than once per month	32%	33%	29%	24%	26%	28%	27%	30%	27%
Never	28%	31%	31%	44%	35%	36%	34%	42%	38%
Not applicable	13%	15%	14%	18%	20%	16%	13%	13%	16%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Work from home									
Daily	16%	14%	16%	18%	13%	22%	16%	20%	16%
Weekly	17%	23%	20%	15%	15%	18%	13%	20%	17%
Monthly	19%	14%	16%	11%	13%	14%	9%	15%	14%
Less than once per month	10%	12%	11%	7%	9%	10%	5%	9%	9%
Never	21%	23%	24%	30%	29%	18%	40%	22%	26%
Not applicable	18%	15%	13%	20%	21%	18%	17%	14%	18%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Banking online (paying bills, investing, etc.)									
Daily	20%	18%	21%	15%	17%	21%	13%	18%	17%
Weekly	51%	48%	42%	33%	38%	42%	37%	42%	40%

Question 8 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 frequently, if ever, do you do each of the following things on the Internet (using any device in question 3)?	Monthly	19%	23%	22%	18%	20%	16%	19%	20%	19%
	Less than once per month	1%	5%	5%	5%	5%	4%	10%	4%	5%
	Never	5%	4%	4%	20%	12%	11%	15%	12%	13%
	Not applicable	3%	3%	5%	9%	9%	7%	6%	5%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
As a parent/guardian, connect with your child's school	Daily	2%	1%	4%	4%	4%	2%	3%	3%	3%
	Weekly	2%	7%	8%	12%	5%	5%	13%	14%	9%
	Monthly	2%	3%	7%	5%	1%	2%	6%	8%	4%
	Less than once per month	1%	4%	4%	4%	3%	2%	6%	4%	4%
	Never	4%	3%	13%	15%	12%	12%	9%	10%	11%
	Not applicable	88%	81%	65%	59%	75%	77%	63%	61%	68%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Find info on community resources and events	Daily	5%	3%	8%	4%	6%	7%	4%	4%	5%
	Weekly	22%	22%	19%	20%	19%	22%	24%	22%	21%
	Monthly	35%	31%	35%	25%	26%	25%	41%	30%	29%
	Less than once per month	24%	25%	24%	26%	24%	29%	15%	28%	25%
	Never	8%	16%	11%	16%	17%	13%	14%	11%	14%
	Not applicable	5%	2%	3%	8%	8%	4%	2%	5%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
If you have a question, use Internet to the find the answer	Daily	72%	64%	60%	43%	56%	55%	51%	51%	53%
	Weekly	19%	27%	27%	30%	22%	28%	28%	32%	27%
	Monthly	3%	4%	4%	8%	5%	5%	10%	7%	6%
	Less than once per month	3%	1%	3%	6%	4%	5%	4%	4%	4%
	Never	3%	2%	3%	8%	7%	4%	6%	3%	5%
	Not applicable	1%	2%	4%	6%	6%	3%	1%	3%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Engage in civic activities (participate in a discussion about community and government issues; research information about an issue or a candidate)	Daily	2%	1%	5%	3%	3%	3%	4%	2%	3%
	Weekly	7%	13%	8%	7%	7%	7%	16%	8%	8%
	Monthly	15%	16%	16%	13%	13%	13%	17%	15%	14%
	Less than once per month	33%	29%	36%	28%	28%	37%	21%	33%	30%
	Never	34%	36%	29%	38%	37%	31%	37%	35%	36%
	Not applicable	9%	4%	7%	11%	12%	8%	5%	7%	9%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 8 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 3)?	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	
Watch a live or rebroadcast Minneapolis government meeting such as: city council, board or commission	Daily	0%	0%	1%	1%	1%	0%	0%	0%	1%
	Weekly	2%	2%	2%	1%	2%	3%	2%	1%	2%
	Monthly	1%	1%	2%	4%	4%	1%	6%	2%	3%
	Less than once per month	6%	11%	17%	14%	13%	10%	15%	13%	13%
	Never	78%	77%	69%	65%	66%	73%	68%	74%	70%
	Not applicable	13%	9%	9%	14%	14%	13%	10%	10%	12%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Look up health and medical information	Daily	5%	6%	6%	5%	7%	3%	7%	4%	5%
	Weekly	21%	19%	17%	17%	16%	22%	26%	18%	18%
	Monthly	33%	35%	35%	31%	32%	35%	29%	33%	32%
	Less than once per month	30%	32%	32%	29%	27%	31%	21%	36%	30%
	Never	8%	6%	6%	11%	11%	5%	15%	6%	9%
	Not applicable	2%	2%	4%	7%	7%	3%	2%	3%	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%	3%	2%	3%	1%	3%	1%	2%
	Weekly	2%	2%	3%	2%	2%	3%	1%	2%	2%
	Monthly	8%	15%	12%	12%	8%	11%	20%	14%	12%
	Less than once per month	49%	48%	50%	43%	42%	52%	39%	51%	46%
	Never	34%	29%	27%	32%	34%	28%	36%	27%	31%
	Not applicable	4%	5%	5%	10%	11%	6%	1%	5%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sell goods and services online, advertise	Daily	2%	3%	3%	2%	3%	3%	3%	2%	2%
	Weekly	3%	3%	3%	3%	3%	3%	1%	3%	3%
	Monthly	11%	7%	8%	6%	7%	9%	9%	8%	8%
	Less than once per month	34%	29%	29%	21%	23%	27%	29%	28%	26%
	Never	41%	50%	44%	53%	49%	47%	55%	49%	50%
	Not applicable	8%	7%	13%	14%	16%	12%	4%	9%	12%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Find directions or look up a map	Daily	26%	24%	19%	10%	21%	13%	19%	11%	16%
	Weekly	60%	55%	48%	40%	44%	47%	54%	48%	47%
	Monthly	8%	14%	23%	24%	14%	23%	19%	25%	20%
	Less than once per month	2%	4%	4%	13%	8%	12%	3%	10%	9%
	Never	3%	2%	2%	8%	7%	2%	3%	3%	5%

Question 8 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 3)?	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	1%	2%	3%	5%	5%	2%	1%	2%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 9 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	92%	92%	90%	74%	82%	83%	82%	
Very comfortable	92%	92%	90%	74%	82%	83%	82%	84%	82%
Somewhat comfortable	4%	5%	6%	15%	9%	12%	14%	11%	11%
Not at all comfortable	1%	0%	0%	3%	1%	2%	3%	2%	2%
Don't know	1%	1%	2%	2%	3%	1%	0%	1%	2%
Not applicable	2%	2%	2%	5%	5%	3%	2%	3%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using smartphone or tablet computer	80%	84%	76%	55%	69%	69%	56%	67%	67%
Very comfortable	80%	84%	76%	55%	69%	69%	56%	67%	67%
Somewhat comfortable	12%	10%	17%	19%	14%	14%	25%	16%	16%
Not at all comfortable	3%	1%	1%	7%	4%	5%	9%	5%	5%
Don't know	2%	2%	2%	6%	5%	3%	3%	3%	4%
Not applicable	3%	3%	3%	14%	8%	9%	7%	9%	9%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Accessing the Internet	93%	92%	87%	78%	82%	86%	85%	86%	84%
Very comfortable	93%	92%	87%	78%	82%	86%	85%	86%	84%
Somewhat comfortable	4%	6%	8%	11%	9%	8%	11%	9%	9%
Not at all comfortable	0%	0%	0%	3%	1%	2%	1%	2%	2%
Don't know	1%	1%	1%	2%	3%	1%	0%	0%	1%
Not applicable	2%	1%	3%	6%	5%	4%	3%	3%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using email	94%	94%	89%	79%	84%	89%	84%	88%	86%
Very comfortable	94%	94%	89%	79%	84%	89%	84%	88%	86%
Somewhat comfortable	3%	4%	6%	9%	6%	6%	10%	7%	7%
Not at all comfortable	1%	0%	0%	3%	2%	1%	2%	2%	2%
Don't know	0%	1%	1%	2%	3%	1%	1%	0%	1%
Not applicable	2%	1%	3%	7%	6%	3%	3%	3%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Locating information online (bus schedules, weather, news, etc.)	89%	92%	88%	73%	82%	79%	84%	81%	81%
Very comfortable	89%	92%	88%	73%	82%	79%	84%	81%	81%
Somewhat comfortable	7%	5%	8%	13%	8%	14%	9%	12%	10%
Not at all comfortable	1%	0%	0%	4%	2%	2%	3%	2%	2%
Don't know	1%	2%	1%	3%	3%	2%	1%	1%	2%
Not applicable	2%	1%	3%	7%	6%	3%	3%	4%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using social networking sites (Facebook, Twitter, etc.)	79%	85%	72%	51%	70%	56%	65%	60%	65%
Very comfortable	79%	85%	72%	51%	70%	56%	65%	60%	65%
Somewhat comfortable	11%	10%	15%	16%	13%	16%	10%	16%	14%
Not at all comfortable	3%	1%	2%	10%	4%	9%	9%	8%	6%

Question 9 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	2%	1%	2%	6%	4%	4%	4%		3%
Not applicable	4%	3%	9%	17%	9%	15%	11%	12%	11%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Protecting your computer (stop viruses, backup files, avoid scams)	Very comfortable	49%	50%	47%	36%	45%	37%	43%	41%	42%
	Somewhat comfortable	39%	39%	39%	37%	34%	41%	40%	41%	38%
	Not at all comfortable	8%	7%	9%	14%	9%	14%	10%	12%	11%
	Don't know	2%	1%	1%	5%	5%	3%	3%	2%	4%
	Not applicable	3%	3%	4%	8%	7%	4%	4%	4%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Creating documents or spreadsheets	Very comfortable	82%	82%	71%	49%	67%	61%	56%	62%	63%
	Somewhat comfortable	8%	11%	17%	22%	14%	20%	19%	20%	17%
	Not at all comfortable	4%	3%	4%	14%	6%	10%	17%	10%	9%
	Don't know	2%	2%	2%	5%	4%	4%	3%	3%	4%
	Not applicable	3%	2%	6%	10%	9%	6%	4%	5%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Searching or applying for jobs online	Very comfortable	79%	75%	63%	39%	62%	43%	62%	48%	55%
	Somewhat comfortable	13%	16%	23%	21%	18%	19%	21%	20%	19%
	Not at all comfortable	2%	2%	2%	8%	4%	5%	7%	6%	5%
	Don't know	1%	3%	2%	7%	4%	5%	4%	6%	5%
	Not applicable	5%	4%	10%	25%	11%	27%	6%	20%	16%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using online tutorials or education programs	Very comfortable	66%	68%	59%	38%	53%	48%	57%	47%	51%
	Somewhat comfortable	20%	21%	25%	24%	22%	19%	19%	26%	23%
	Not at all comfortable	4%	4%	4%	9%	6%	9%	8%	7%	6%
	Don't know	3%	3%	4%	9%	6%	7%	4%	7%	6%
	Not applicable	7%	4%	9%	20%	13%	17%	12%	13%	14%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Installing software	Very comfortable	61%	60%	54%	35%	51%	44%	44%	42%	46%
	Somewhat comfortable	27%	28%	31%	29%	24%	31%	32%	33%	29%
	Not at all comfortable	6%	7%	7%	18%	9%	14%	12%	16%	12%
	Don't know	3%	2%	3%	7%	6%	4%	4%	4%	5%
	Not applicable	3%	3%	6%	11%	10%	8%	8%	5%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 9 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	
Writing or publishing information on the Internet	Very comfortable	48%	49%	37%	25%	40%	31%	28%	30%	34%
	Somewhat comfortable	31%	35%	32%	22%	27%	23%	36%	26%	27%
	Not at all comfortable	12%	6%	14%	20%	12%	17%	14%	19%	15%
	Don't know	4%	4%	5%	13%	7%	9%	9%	11%	9%
	Not applicable	5%	7%	12%	21%	14%	20%	13%	15%	15%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Creating a website or blog	Very comfortable	32%	33%	22%	14%	24%	15%	20%	19%	21%
	Somewhat comfortable	28%	33%	32%	18%	26%	25%	26%	21%	24%
	Not at all comfortable	27%	17%	21%	28%	22%	25%	24%	29%	25%
	Don't know	7%	8%	12%	18%	12%	17%	15%	15%	14%
	Not applicable	6%	8%	13%	22%	15%	18%	15%	16%	16%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Troubleshooting computer problems	Very comfortable	38%	35%	26%	18%	30%	21%	26%	20%	25%
	Somewhat comfortable	38%	42%	46%	32%	33%	38%	39%	40%	37%
	Not at all comfortable	19%	14%	15%	29%	19%	26%	24%	27%	23%
	Don't know	2%	3%	7%	9%	7%	7%	5%	6%	7%
	Not applicable	3%	5%	6%	12%	11%	8%	6%	6%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coding your own software application	Very comfortable	17%	9%	5%	6%	11%	5%	11%	6%	8%
	Somewhat comfortable	10%	6%	13%	8%	9%	6%	17%	7%	9%
	Not at all comfortable	48%	57%	49%	40%	43%	48%	41%	49%	45%
	Don't know	16%	19%	20%	25%	20%	24%	16%	24%	22%
	Not applicable	8%	8%	14%	22%	17%	16%	16%	14%	16%
	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	12%	5%	14%	2%	8%
1-2 years	14%	7%	10%	3%	9%
3-5 years	22%	11%	18%	10%	16%
6-10 years	15%	21%	17%	13%	15%
More than 10 years	36%	56%	41%	72%	53%
Total	100%	100%	100%	100%	100%

Question D2 Compared by Respondent Length of Residency and Housing Characteristics									
Were you born in the United States?	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	14%	14%	20%	10%	19%	14%	15%	6%	13%
Yes	86%	86%	80%	90%	81%	86%	85%	94%	87%
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	82%	69%	53%	36%	51%
	Own	18%	31%	47%	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%	35%	45%	62%	49%
	House attached to one or more houses (e.g., a duplex or townhome)	9%	11%	10%	7%	9%
	Building with two or more apartments or condominiums	65%	50%	40%	28%	39%
	Other	2%	4%	5%	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	36%	26%	34%	35%	47%	48%	15%	20%	33%
	2 people	42%	42%	32%	32%	34%	38%	34%	36%	35%
	3 or 4 people	15%	25%	23%	25%	14%	9%	27%	34%	23%
	5 or more people	7%	8%	11%	8%	5%	5%	24%	10%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Are there any children under 18 in your household?	No	87%	80%	67%	74%	87%	87%	66%	64%	76%
	Yes	13%	20%	33%	26%	13%	13%	34%	36%	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	52%	47%	45%	51%	49%	51%	56%	49%	50%
	Male	48%	53%	55%	49%	51%	49%	44%	51%	50%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
In which category is your age?	18-24 years	31%	21%	4%	3%	18%	6%	18%	2%	11%
	25-34 years	52%	60%	55%	13%	43%	26%	29%	25%	33%
	35-44 years	7%	10%	20%	19%	9%	14%	26%	21%	15%
	45-54 years	5%	4%	12%	26%	13%	16%	14%	22%	17%
	55-64 years	3%	4%	5%	20%	10%	14%	10%	15%	12%
	65-74 years	1%	1%	3%	12%	4%	13%	1%	10%	7%
	75 years or older	1%	1%	1%	8%	3%	10%	2%	5%	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%	91%	95%	92%	93%	93%	99%	91%	93%
Yes	6%	9%	5%	8%	7%	7%	1%	9%	7%
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.)	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	3%	2%	0%	3%	2%	3%	4%	2%	2%
Asian, Asian Indian or Pacific Islander	9%	6%	4%	3%	6%	4%	3%	4%	5%
Black or African American	13%	13%	23%	18%	24%	7%	32%	8%	17%
White	76%	79%	71%	75%	67%	87%	60%	86%	75%
Other	5%	4%	4%	5%	6%	4%	5%	4%	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	93%	94%	92%	95%	92%	93%	94%	98%	94%
Somali	1%	1%	4%	2%	3%	3%	2%	0%	2%
Vietnamese	0%	0%	0%	0%	0%	0%	0%	0%	0%
Spanish	1%	1%	0%	1%	1%	2%	0%	1%	1%
Hmong	0%	1%	1%	1%	0%	1%	1%	1%	1%
Lao	0%	0%	0%	0%	0%	0%	1%	0%	0%
Ethiopian/Oromo	0%	1%	1%	0%	1%	0%	0%	0%	0%
Other	4%	1%	2%	1%	3%	1%	2%	0%	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 2013?	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	17%	11%	7%	10%	19%	4%	17%	1%	11%
\$10,000 - \$24,999	16%	20%	17%	17%	25%	11%	28%	8%	17%
\$25,000 - \$49,999	25%	24%	21%	22%	29%	18%	28%	15%	22%
\$50,000 - \$74,999	17%	19%	18%	18%	14%	21%	15%	23%	18%
\$75,000 - \$99,999	12%	8%	12%	11%	6%	13%	7%	16%	11%
\$100,000 - \$149,999	5%	12%	16%	13%	5%	18%	3%	21%	12%
\$150,000 - \$199,999	4%	4%	5%	5%	1%	6%	1%	9%	5%
\$200,000 or more	4%	2%	4%	5%	1%	8%	1%	8%	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	56%	62%	69%	52%	51%	61%	38%	66%	57%
Employed part-time	17%	13%	12%	12%	15%	9%	24%	10%	13%
Student	16%	12%	3%	2%	11%	3%	11%	2%	6%
Retired	2%	2%	2%	20%	7%	20%	4%	15%	11%
Unemployed, looking for work	6%	5%	6%	5%	8%	2%	11%	2%	6%
Homemaker	1%	2%	4%	3%	1%	1%	6%	4%	2%
Disabled (limiting participation in work, school, housework or other activities)	2%	3%	3%	6%	7%	3%	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	1%	2%	6%	4%	4%	1%	4%	3%	4%
High school graduate	14%	9%	12%	20%	19%	9%	28%	13%	16%
Associate degree, some college	14%	19%	16%	22%	20%	17%	28%	18%	19%
Bachelor's degree	46%	42%	40%	31%	39%	40%	22%	37%	37%
Graduate or professional degree	25%	28%	26%	22%	19%	33%	18%	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	96%	95%	86%	53%	84%	66%	80%	58%	72%
Land line	2%	3%	5%	27%	11%	18%	7%	22%	16%
Both	2%	2%	8%	21%	6%	15%	14%	19%	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%	18%	13%	19%	17%	15%	16%
	Good	45%	47%	46%	39%	45%	44%	45%
	Fair	17%	20%	22%	23%	18%	22%	19%
	Poor	5%	3%	5%	7%	4%	7%	5%
	Don't know	18%	13%	14%	11%	16%	12%	15%
	Total	100%	100%	100%	100%	100%	100%	100%
City use of technology	Excellent	9%	8%	10%	20%	9%	12%	10%
	Good	41%	44%	44%	32%	43%	40%	42%
	Fair	19%	24%	23%	25%	21%	26%	22%
	Poor	5%	6%	4%	7%	6%	4%	6%
	Don't know	26%	18%	19%	16%	21%	18%	21%
	Total	100%	100%	100%	100%	100%	100%	100%
Access to technology in general in Minneapolis	Excellent	12%	10%	9%	15%	11%	11%	11%
	Good	40%	45%	47%	37%	43%	44%	43%
	Fair	22%	27%	23%	22%	24%	22%	24%
	Poor	7%	6%	7%	13%	7%	9%	7%
	Don't know	19%	13%	14%	12%	16%	14%	15%
	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	60%	72%	78%	72%	67%	76%	69%
	Very important	22%	20%	17%	21%	20%	19%	20%
	Somewhat important	9%	5%	3%	7%	7%	3%	6%
	Not at all important	8%	2%	2%	0%	5%	2%	4%
	Don't know	1%	0%	1%	0%	1%	1%	1%
	Total	100%	100%	100%	100%	100%	100%	100%
Internet access	Essential	63%	75%	82%	71%	70%	77%	72%
	Very important	18%	18%	13%	23%	17%	18%	17%
	Somewhat important	9%	3%	3%	5%	6%	3%	5%
	Not at all important	8%	4%	2%	0%	5%	1%	5%
	Don't know	1%	1%	1%	0%	1%	1%	1%
	Total	100%	100%	100%	100%	100%	100%	100%

Question 3 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	76%	90%	92%	90%	84%	90%	85%
	Yes, without Internet access	8%	5%	4%	6%	6%	6%	6%
	No	16%	5%	4%	4%	10%	5%	9%
	Total	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Yes, with Internet access	37%	59%	69%	58%	50%	67%	54%
	Yes, without Internet access	4%	3%	5%	5%	3%	5%	4%
	No	59%	39%	26%	37%	47%	28%	43%
	Total	100%	100%	100%	100%	100%	100%	100%
Cell phone	Yes, with Internet access	71%	81%	87%	84%	76%	88%	79%
	Yes, without Internet access	19%	15%	10%	15%	17%	9%	15%
	No	11%	4%	3%	2%	7%	3%	6%
	Total	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Yes, with Internet access	16%	34%	51%	52%	28%	47%	33%
	Yes, without Internet access	5%	8%	9%	14%	6%	12%	8%
	No	79%	59%	40%	34%	65%	41%	60%
	Total	100%	100%	100%	100%	100%	100%	100%

Question 4 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	71%	84%	83%	77%	77%	81%	78%
	Weekly	12%	9%	9%	13%	11%	9%	10%
	Monthly	1%	1%	2%	3%	1%	3%	2%
	Less than once per month	2%	1%	1%	0%	1%	1%	1%
	Never/Not applicable	14%	5%	5%	7%	10%	5%	9%
	Total	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Daily	23%	42%	47%	36%	33%	46%	36%
	Weekly	9%	10%	16%	15%	11%	14%	12%
	Monthly	3%	4%	5%	5%	4%	4%	4%
	Less than once per month	5%	4%	4%	5%	4%	4%	4%
	Never/Not applicable	60%	40%	28%	39%	48%	31%	44%
	Total	100%	100%	100%	100%	100%	100%	100%
Cell phone, PDA, Blackberry or iPod Touch	Daily	66%	76%	81%	77%	70%	84%	73%
	Weekly	6%	5%	4%	6%	6%	3%	5%
	Monthly	1%	2%	1%	2%	2%	1%	1%
	Less than once per month	2%	1%	2%	2%	2%	2%	2%
	Never/Not applicable	25%	17%	12%	13%	21%	10%	18%
	Total	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Daily	7%	11%	16%	23%	10%	17%	12%
	Weekly	5%	11%	18%	19%	9%	16%	11%
	Monthly	2%	5%	7%	1%	4%	6%	4%
	Less than once per month	4%	8%	8%	9%	6%	8%	7%
	Never/Not applicable	82%	64%	52%	48%	70%	53%	66%
	Total	100%	100%	100%	100%	100%	100%	100%
Television/Blu-ray player	Daily	28%	32%	32%	40%	30%	35%	31%
	Weekly	10%	13%	17%	11%	11%	16%	12%
	Monthly	3%	4%	4%	1%	3%	3%	3%
	Less than once per month	4%	6%	5%	6%	5%	5%	5%
	Never/Not applicable	55%	45%	42%	41%	50%	41%	48%
	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 use a computer or access the Internet (using any device in question 3) 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%	90%	89%	85%	82%	88%	83%
	Weekly	6%	2%	4%	9%	5%	5%	5%
	Monthly	1%	1%	0%	1%	1%	1%	1%
	Less than once per month	1%	0%	1%	0%	1%	1%	1%
	Never/Not applicable	17%	6%	6%	4%	11%	6%	10%
	Total	100%	100%	100%	100%	100%	100%	100%
Work	Daily	61%	72%	74%	58%	66%	71%	67%
	Weekly	4%	4%	4%	4%	4%	4%	4%
	Monthly	1%	0%	1%	2%	1%	1%	1%
	Less than once per month	1%	1%	1%	3%	1%	2%	1%
	Never/Not applicable	32%	22%	20%	34%	28%	22%	27%
	Total	100%	100%	100%	100%	100%	100%	100%
School	Daily	12%	16%	31%	32%	18%	25%	20%
	Weekly	2%	4%	4%	10%	3%	6%	4%
	Monthly	1%	1%	2%	1%	1%	2%	1%
	Less than once per month	1%	1%	2%	1%	1%	2%	1%
	Never/Not applicable	83%	78%	61%	56%	77%	65%	74%
	Total	100%	100%	100%	100%	100%	100%	100%
At an outdoor or indoor public place (library, cafe, public computer, etc.)	Daily	14%	13%	17%	23%	14%	19%	15%
	Weekly	24%	25%	30%	24%	26%	25%	26%
	Monthly	13%	21%	16%	13%	17%	15%	16%
	Less than once per month	17%	20%	21%	18%	17%	24%	19%
	Never/Not applicable	32%	21%	16%	22%	26%	17%	24%
	Total	100%	100%	100%	100%	100%	100%	100%

Question 6 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	15%	7%	5%	4%	11%	5%	9%
Dial-up telephone line	3%	1%	1%	3%	2%	2%	2%
Cable (Comcast/Xfinity)	38%	49%	50%	52%	45%	48%	45%
DSL (CenturyLink)	21%	22%	21%	22%	21%	23%	21%
Satellite (DirectTV, Dish)	3%	4%	4%	6%	4%	3%	4%
Cellular (Verizon, AT&T, Sprint)	25%	25%	28%	21%	26%	25%	26%
WiFi (USIW, other)	26%	29%	30%	31%	27%	31%	28%
Don't know	3%	2%	1%	2%	2%	1%	2%

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

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

Please indicate how often in the last 12 months you have watched each of the following types of television programming.	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		
Minneapolis government meetings (Comcast cable channel 79 in Minneapolis)	Often	3%	1%	1%	2%	2%	1%	2%
	Sometimes	14%	12%	13%	21%	13%	16%	14%
	Never	83%	87%	85%	78%	85%	83%	85%
	Total	100%	100%	100%	100%	100%	100%	100%
Government programming on Comcast cable channel 14 (in English, Hmong, Somali and/or Spanish)	Often	3%	1%	2%	7%	2%	4%	2%
	Sometimes	11%	9%	9%	16%	10%	11%	10%
	Never	86%	90%	89%	76%	88%	85%	87%
	Total	100%	100%	100%	100%	100%	100%	100%

Question 8 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 3)?	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	76%	89%	89%	80%		82%
	Weekly	8%	5%	4%	10%	7%	5%	6%
	Monthly	2%	1%	3%	4%	2%	3%	2%
	Less than once per month	2%	1%	2%	2%	1%	2%	1%
	Never	7%	2%	1%	3%	4%	3%	4%
	Not applicable	6%	2%	1%	2%	4%	1%	3%
	Total	100%	100%	100%	100%	100%	100%	100%
Seek entertainment (games, videos, music)	Daily	44%	52%	54%	51%	49%	50%	49%
	Weekly	21%	26%	25%	24%	23%	28%	24%
	Monthly	6%	6%	8%	7%	6%	7%	6%
	Less than once per month	7%	4%	5%	10%	6%	5%	6%
	Never	15%	9%	6%	5%	11%	7%	10%
	Not applicable	8%	3%	2%	3%	6%	2%	5%
	Total	100%	100%	100%	100%	100%	100%	100%
Use social media (Facebook, Twitter, LinkedIn)	Daily	50%	62%	64%	58%	57%	60%	57%
	Weekly	13%	14%	17%	17%	14%	17%	15%
	Monthly	4%	3%	6%	5%	4%	6%	4%
	Less than once per month	5%	4%	5%	6%	4%	6%	5%
	Never	19%	13%	7%	10%	15%	9%	14%
	Not applicable	9%	4%	2%	4%	6%	3%	5%
	Total	100%	100%	100%	100%	100%	100%	100%
Get the news or weather	Daily	66%	74%	77%	69%	70%	75%	71%
	Weekly	14%	15%	13%	17%	15%	14%	14%
	Monthly	2%	3%	5%	4%	3%	5%	3%
	Less than once per month	4%	2%	1%	3%	3%	1%	3%
	Never	8%	4%	3%	5%	6%	4%	5%
	Not applicable	6%	2%	1%	2%	4%	2%	3%
	Total	100%	100%	100%	100%	100%	100%	100%
Shop, search for products and services	Daily	17%	22%	22%	20%	20%	21%	20%
	Weekly	40%	50%	45%	34%	45%	43%	44%

Question 8 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 3)?	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	17%	17%	19%	21%	17%	
Less than once per month	10%	5%	6%	13%	8%	7%	8%
Never	10%	4%	6%	8%	6%	8%	7%
Not applicable	7%	2%	1%	4%	4%	2%	4%
Total	100%	100%	100%	100%	100%	100%	100%
Daily	37%	47%	46%	42%	43%	41%	42%
Weekly	33%	37%	36%	33%	34%	38%	35%
Monthly	10%	6%	9%	6%	8%	8%	8%
Less than once per month	5%	3%	3%	7%	4%	4%	4%
Never	8%	4%	4%	8%	6%	6%	6%
Not applicable	7%	3%	2%	5%	5%	3%	5%
Total	100%	100%	100%	100%	100%	100%	100%
Daily	11%	9%	9%	8%	10%	7%	10%
Weekly	13%	22%	19%	26%	18%	20%	18%
Monthly	13%	17%	18%	16%	15%	16%	16%
Less than once per month	21%	22%	28%	16%	22%	25%	22%
Never	31%	22%	21%	27%	26%	24%	26%
Not applicable	11%	7%	4%	7%	8%	7%	8%
Total	100%	100%	100%	100%	100%	100%	100%
Daily	6%	5%	4%	3%	5%	3%	5%
Weekly	4%	4%	7%	9%	5%	5%	5%
Monthly	7%	9%	12%	10%	9%	9%	9%
Less than once per month	22%	35%	26%	25%	28%	27%	27%
Never	41%	32%	39%	39%	35%	44%	38%
Not applicable	20%	14%	13%	13%	17%	13%	16%
Total	100%	100%	100%	100%	100%	100%	100%
Daily	14%	17%	20%	17%	17%	16%	16%
Weekly	14%	20%	19%	13%	16%	21%	17%
Monthly	13%	16%	12%	10%	14%	13%	14%
Less than once per month	10%	7%	10%	7%	8%	10%	9%

Question 8 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 3)?	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	28%	23%	23%	39%	26%	
Not applicable	21%	16%	15%	13%	19%	12%	18%
Total	100%	100%	100%	100%	100%	100%	100%
Daily	13%	19%	21%	20%	17%	17%	17%
Weekly	33%	43%	49%	31%	38%	45%	40%
Monthly	20%	20%	14%	28%	20%	19%	19%
Less than once per month	5%	4%	6%	4%	4%	7%	5%
Never	18%	9%	7%	14%	13%	10%	13%
Not applicable	11%	6%	2%	3%	8%	3%	7%
Total	100%	100%	100%	100%	100%	100%	100%
Daily	1%	1%	8%	6%	2%	9%	3%
Weekly	1%	3%	23%	30%	2%	33%	9%
Monthly	1%	1%	12%	13%	1%	14%	4%
Less than once per month	2%	2%	6%	12%	2%	9%	4%
Never	16%	9%	8%	11%	12%	10%	11%
Not applicable	79%	84%	42%	28%	82%	25%	68%
Total	100%	100%	100%	100%	100%	100%	100%
Daily	4%	5%	6%	7%	5%	6%	5%
Weekly	16%	23%	24%	26%	19%	27%	21%
Monthly	23%	33%	32%	29%	29%	30%	29%
Less than once per month	27%	26%	25%	20%	26%	23%	25%
Never	20%	10%	10%	16%	15%	11%	14%
Not applicable	10%	4%	3%	3%	7%	3%	6%
Total	100%	100%	100%	100%	100%	100%	100%
Daily	45%	59%	61%	52%	53%	54%	53%
Weekly	28%	27%	26%	30%	26%	30%	27%
Monthly	7%	5%	7%	6%	6%	6%	6%
Less than once per month	6%	4%	2%	6%	5%	3%	4%
Never	9%	2%	3%	4%	5%	5%	5%
Not applicable	6%	3%	1%	2%	4%	2%	4%

Question 8 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 3)?	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		
	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	3%	2%	3%	5%	3%	3%	3%
	Weekly	6%	8%	10%	13%	8%	10%	8%
	Monthly	11%	14%	19%	14%	13%	19%	14%
	Less than once per month	26%	33%	32%	28%	29%	32%	30%
	Never	40%	35%	31%	32%	37%	31%	36%
	Not applicable	13%	7%	4%	8%	10%	6%	9%
Total	100%	100%	100%	100%	100%	100%	100%	100%
Watch a live or rebroadcast Minneapolis government meeting such as: city council, board or commission	Daily	1%	1%	1%	0%	1%	0%	1%
	Weekly	2%	0%	2%	5%	2%	2%	2%
	Monthly	3%	3%	2%	5%	3%	3%	3%
	Less than once per month	11%	12%	15%	14%	12%	14%	13%
	Never	66%	74%	72%	67%	69%	74%	70%
	Not applicable	17%	10%	7%	8%	14%	7%	12%
Total	100%	100%	100%	100%	100%	100%	100%	100%
Look up health and medical information	Daily	5%	5%	6%	8%	5%	6%	5%
	Weekly	16%	18%	19%	22%	18%	18%	18%
	Monthly	28%	36%	37%	27%	32%	36%	32%
	Less than once per month	32%	30%	29%	33%	30%	30%	30%
	Never	12%	7%	6%	9%	10%	7%	9%
	Not applicable	7%	4%	3%	2%	5%	3%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%
Communicate with government (seek services, get a license, discuss a problem)	Daily	2%	1%	4%	1%	2%	3%	2%
	Weekly	2%	2%	3%	1%	2%	2%	2%
	Monthly	7%	12%	15%	20%	10%	17%	12%
	Less than once per month	42%	50%	49%	45%	46%	46%	46%
	Never	37%	30%	24%	27%	32%	27%	31%
	Not applicable	10%	6%	5%	5%	8%	5%	8%
Total	100%	100%	100%	100%	100%	100%	100%	100%
Sell goods and services online, advertise	Daily	2%	3%	2%	1%	3%	2%	2%

Question 8 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 3)?	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	
	Weekly	1%	2%	4%	9%	2%	
Monthly	5%	9%	10%	10%	7%	8%	8%
Less than once per month	21%	30%	30%	22%	25%	29%	26%
Never	54%	47%	47%	46%	50%	48%	50%
Not applicable	18%	9%	8%	11%	13%	9%	12%
Total	100%	100%	100%	100%	100%	100%	100%
Daily	14%	17%	17%	22%	17%	15%	16%
Weekly	41%	52%	52%	44%	47%	48%	47%
Monthly	20%	19%	20%	22%	18%	24%	20%
Less than once per month	11%	7%	8%	8%	9%	8%	9%
Never	9%	3%	2%	3%	6%	3%	5%
Not applicable	6%	3%	1%	1%	4%	2%	3%
Total	100%	100%	100%	100%	100%	100%	100%
Find directions or look up a map							

Question 9 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	74%	87%	89%	84%	81%	89%	82%
	Somewhat comfortable	15%	9%	7%	12%	12%	7%	11%
	Not at all comfortable	2%	1%	2%	2%	2%	2%	2%
	Don't know	3%	1%	1%	1%	2%	1%	2%
	Not applicable	6%	2%	1%	1%	4%	2%	4%
	Total	100%	100%	100%	100%	100%	100%	100%
Using smartphone or tablet computer	Very comfortable	57%	72%	75%	65%	65%	73%	67%
	Somewhat comfortable	17%	14%	14%	23%	16%	17%	16%
	Not at all comfortable	6%	4%	4%	4%	5%	3%	5%
	Don't know	6%	3%	1%	5%	4%	3%	4%
	Not applicable	14%	6%	5%	4%	10%	4%	9%
	Total	100%	100%	100%	100%	100%	100%	100%
Accessing the Internet	Very comfortable	75%	90%	90%	86%	83%	90%	84%
	Somewhat comfortable	13%	6%	7%	10%	10%	6%	9%
	Not at all comfortable	2%	1%	1%	1%	2%	1%	2%
	Don't know	3%	0%	1%	1%	2%	1%	1%
	Not applicable	7%	2%	2%	2%	4%	2%	4%
	Total	100%	100%	100%	100%	100%	100%	100%
Using email	Very comfortable	79%	91%	91%	86%	85%	90%	86%
	Somewhat comfortable	8%	5%	6%	9%	7%	6%	7%
	Not at all comfortable	3%	1%	1%	2%	2%	1%	2%
	Don't know	2%	1%	1%	1%	2%	1%	1%
	Not applicable	8%	3%	2%	2%	5%	3%	4%
	Total	100%	100%	100%	100%	100%	100%	100%
Locating information online (bus schedules, weather, news, etc.)	Very comfortable	73%	86%	86%	85%	80%	85%	81%
	Somewhat comfortable	13%	9%	8%	8%	10%	9%	10%
	Not at all comfortable	3%	1%	3%	2%	2%	1%	2%
	Don't know	4%	1%	1%	3%	2%	2%	2%
	Not applicable	8%	3%	2%	1%	5%	3%	5%
	Total	100%	100%	100%	100%	100%	100%	100%
Using social networking sites (Facebook, Twitter, etc.)	Very comfortable	57%	70%	72%	65%	64%	67%	65%
	Somewhat comfortable	14%	13%	16%	15%	13%	18%	14%
	Not at all comfortable	8%	5%	5%	7%	6%	5%	6%
	Don't know	5%	3%	2%	5%	4%	3%	4%
	Not applicable	16%	10%	5%	7%	12%	7%	11%

Question 9 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	
Total	100%	100%	100%	100%	100%	100%	100%
Protecting your computer (stop viruses, backup files, avoid scams)							
Very comfortable	39%	46%	47%	32%	43%	39%	42%
Somewhat comfortable	33%	39%	40%	51%	36%	44%	38%
Not at all comfortable	14%	10%	9%	8%	11%	11%	11%
Don't know	6%	2%	2%	6%	4%	3%	4%
Not applicable	9%	4%	2%	3%	6%	3%	6%
Total	100%	100%	100%	100%	100%	100%	100%
Creating documents or spreadsheets							
Very comfortable	58%	69%	67%	60%	64%	62%	63%
Somewhat comfortable	16%	16%	20%	18%	16%	21%	17%
Not at all comfortable	10%	7%	8%	13%	9%	10%	9%
Don't know	5%	3%	2%	6%	4%	3%	4%
Not applicable	11%	5%	3%	3%	8%	4%	7%
Total	100%	100%	100%	100%	100%	100%	100%
Searching or applying for jobs online							
Very comfortable	45%	63%	62%	47%	54%	59%	55%
Somewhat comfortable	20%	15%	20%	35%	18%	23%	19%
Not at all comfortable	8%	4%	3%	5%	6%	3%	5%
Don't know	5%	3%	4%	8%	5%	5%	5%
Not applicable	22%	15%	10%	6%	17%	11%	16%
Total	100%	100%	100%	100%	100%	100%	100%
Using online tutorials or education programs							
Very comfortable	41%	55%	58%	52%	49%	56%	51%
Somewhat comfortable	23%	23%	24%	25%	23%	25%	23%
Not at all comfortable	8%	4%	7%	6%	6%	6%	6%
Don't know	8%	5%	4%	9%	7%	5%	6%
Not applicable	20%	12%	7%	8%	15%	8%	14%
Total	100%	100%	100%	100%	100%	100%	100%
Installing software							
Very comfortable	40%	50%	53%	43%	47%	45%	46%
Somewhat comfortable	27%	29%	31%	29%	27%	33%	29%
Not at all comfortable	14%	12%	10%	14%	12%	13%	12%
Don't know	6%	3%	3%	10%	5%	5%	5%
Not applicable	13%	6%	3%	4%	9%	4%	8%
Total	100%	100%	100%	100%	100%	100%	100%
Writing or publishing information on the Internet							
Very comfortable	28%	40%	37%	32%	35%	31%	34%
Somewhat comfortable	25%	27%	31%	23%	26%	30%	27%
Not at all comfortable	18%	13%	15%	15%	15%	16%	15%
Don't know	9%	6%	9%	19%	8%	13%	9%

Question 9 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 applicable	20%	13%	8%	10%	16%	10%	15%
Total	100%	100%	100%	100%	100%	100%	100%
Very comfortable	17%	25%	24%	18%	22%	19%	21%
Somewhat comfortable	20%	25%	31%	22%	24%	26%	24%
Not at all comfortable	28%	25%	23%	23%	25%	26%	25%
Don't know	14%	12%	13%	23%	13%	17%	14%
Not applicable	22%	13%	9%	13%	17%	12%	16%
Total	100%	100%	100%	100%	100%	100%	100%
Very comfortable	22%	29%	26%	21%	27%	19%	25%
Somewhat comfortable	30%	40%	43%	38%	34%	44%	37%
Not at all comfortable	27%	20%	23%	21%	23%	23%	23%
Don't know	9%	4%	4%	15%	6%	8%	7%
Not applicable	13%	7%	4%	5%	9%	5%	9%
Total	100%	100%	100%	100%	100%	100%	100%
Very comfortable	6%	9%	10%	7%	9%	7%	8%
Somewhat comfortable	7%	9%	11%	9%	8%	10%	9%
Not at all comfortable	43%	48%	49%	38%	46%	45%	45%
Don't know	21%	20%	22%	33%	20%	28%	22%
Not applicable	23%	14%	8%	13%	17%	11%	16%
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	9%	8%	5%	7%	9%	4%	8%
	1-2 years	9%	12%	6%	6%	10%	5%	9%
	3-5 years	12%	19%	17%	15%	17%	14%	16%
	6-10 years	15%	14%	15%	20%	13%	20%	15%
	More than 10 years	55%	47%	56%	52%	51%	57%	53%
	Total	100%	100%	100%	100%	100%	100%	100%
Were you born in the United States?	No	13%	7%	12%	37%	10%	21%	13%
	Yes	87%	93%	88%	63%	90%	79%	87%
	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	64%	49%	36%	47%	57%	35%	51%
	Own	36%	51%	64%	53%	43%	65%	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	29%	51%	71%	72%	42%	72%	49%
	House attached to one or more houses (e.g., a duplex or townhome)	6%	11%	9%	8%	8%	9%	9%
	Building with two or more apartments or condominiums	61%	37%	20%	15%	47%	16%	39%
	Other	5%	1%	1%	4%	3%	3%	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	43%	3%	33%
2 people	44%	8%	35%
3 or 4 people	10%	63%	23%
5 or more people	3%	26%	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%	95%	33%	23%	76%
Yes	2%	5%	67%	77%	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	51%	51%	50%	46%	
	Male	49%	49%	50%	54%	51%	48%	50%
	Total	100%	100%	100%	100%	100%	100%	100%
In which category is your age?	18-24 years	8%	10%	12%	19%	13%	4%	11%
	25-34 years	30%	40%	34%	20%	34%	33%	33%
	35-44 years	12%	11%	21%	35%	10%	31%	15%
	45-54 years	18%	14%	21%	19%	15%	25%	17%
	55-64 years	16%	13%	8%	5%	14%	5%	12%
	65-74 years	10%	8%	3%	1%	9%	2%	7%
	75 years or older	7%	4%	1%	2%	6%	1%	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	94%	95%	90%	88%	95%	87%	93%
Yes	6%	5%	10%	12%	5%	13%	7%
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.)	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	3%	1%	2%	3%	2%	3%	2%
Asian, Asian Indian or Pacific Islander	4%	3%	5%	10%	4%	6%	5%
Black or African American	19%	12%	16%	29%	14%	24%	17%
White	76%	83%	74%	55%	79%	64%	75%
Other	4%	3%	6%	6%	4%	7%	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%	97%	95%	79%	96%	89%	94%
Somali	2%	1%	1%	7%	1%	3%	2%
Vietnamese	0%	0%	1%	0%	0%	0%	0%
Spanish	0%	1%	1%	3%	1%	2%	1%
Hmong	0%	0%	0%	7%	0%	2%	1%
Lao	0%	0%	0%	0%	0%	0%	0%
Ethiopian/Oromo	1%	1%	0%	1%	1%	0%	0%
Other	1%	1%	2%	3%	1%	3%	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 2013?	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	15%	6%	9%	15%	12%	6%	11%
\$10,000 - \$24,999	23%	12%	13%	23%	18%	15%	17%
\$25,000 - \$49,999	29%	20%	16%	26%	23%	21%	22%
\$50,000 - \$74,999	17%	21%	17%	8%	18%	17%	18%
\$75,000 - \$99,999	7%	13%	13%	10%	10%	13%	11%
\$100,000 - \$149,999	5%	16%	16%	10%	11%	14%	12%
\$150,000 - \$199,999	1%	5%	10%	4%	4%	8%	5%
\$200,000 or more	2%	5%	6%	6%	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%	60%	59%	56%	54%	68%	57%
Employed part-time	10%	14%	14%	17%	13%	12%	13%
Student	5%	6%	8%	10%	7%	3%	6%
Retired	17%	12%	5%	2%	13%	3%	11%
Unemployed, looking for work	5%	5%	7%	6%	6%	6%	6%
Homemaker	1%	1%	5%	7%	1%	7%	2%
Disabled (limiting participation in work, school, housework or other activities)	9%	2%	2%	2%	5%	2%	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	4%	1%	4%	8%	3%	
High school graduate	17%	12%	15%	31%	16%	19%	16%
Associate degree, some college	18%	19%	20%	23%	20%	19%	19%
Bachelor's degree	37%	42%	33%	26%	39%	30%	37%
Graduate or professional degree	24%	25%	28%	13%	23%	27%	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%	75%	71%	70%	72%	
Land line	21%	13%	10%	16%	17%	12%	16%
Both	10%	11%	18%	13%	11%	18%	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	11%	13%	18%	17%	25%	22%	7%	11%	21%	23%	14%	20%	16%
	Good	44%	47%	43%	53%	40%	50%	37%	45%	45%	43%	47%	40%	45%
	Fair	25%	18%	26%	17%	15%	13%	25%	21%	22%	16%	21%	14%	19%
	Poor	2%	7%	3%	3%	6%	2%	10%	2%	3%	5%	7%	8%	5%
	Don't know	18%	15%	10%	10%	14%	13%	21%	21%	9%	13%	11%	18%	15%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City use of technology	Excellent	13%	9%	9%	9%	9%	8%	11%	10%	10%	12%	6%	8%	10%
	Good	42%	42%	37%	45%	42%	41%	42%	43%	41%	45%	38%	43%	42%
	Fair	22%	21%	31%	23%	17%	14%	20%	24%	29%	19%	28%	13%	22%
	Poor	8%	5%	5%	3%	5%	1%	8%	6%	9%	5%	6%	8%	6%
	Don't know	15%	23%	19%	19%	27%	36%	18%	17%	11%	19%	22%	28%	21%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Access to technology in general in Minneapolis	Excellent	12%	9%	8%	13%	12%	9%	3%	11%	12%	15%	12%	12%	11%
	Good	42%	42%	42%	44%	39%	44%	53%	44%	44%	49%	36%	36%	43%
	Fair	25%	27%	28%	23%	25%	16%	26%	26%	26%	16%	27%	17%	24%
	Poor	11%	7%	10%	6%	6%	5%	8%	4%	9%	8%	9%	8%	7%
	Don't know	11%	15%	11%	14%	17%	27%	11%	15%	9%	12%	16%	27%	15%
	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	78%	79%	68%	71%	60%	39%	77%	76%	77%	67%	56%	43%	69%
	Very important	19%	16%	24%	20%	25%	21%	9%	21%	19%	21%	24%	21%	20%
	Somewhat important	3%	3%	3%	8%	10%	17%	10%	2%	4%	6%	8%	15%	6%
	Not at all important	0%	1%	4%	1%	5%	19%	4%	1%	0%	5%	10%	17%	4%
	Don't know	0%	0%	2%	1%	1%	4%	0%	0%	0%	1%	1%	4%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Internet access	Essential	79%	82%	70%	75%	61%	44%	84%	79%	79%	70%	57%	45%	72%
	Very important	16%	13%	22%	17%	25%	19%	8%	15%	19%	19%	25%	19%	17%
	Somewhat important	6%	4%	3%	7%	7%	15%	5%	2%	2%	5%	7%	15%	5%
	Not at all important	0%	2%	4%	1%	6%	18%	4%	3%	0%	5%	10%	16%	5%
	Don't know	0%	0%	2%	1%	1%	3%	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

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	86%	88%	85%	86%	79%	61%	93%	94%	94%	84%	76%	70%	85%
	Yes, without Internet access	14%	8%	7%	5%	6%	7%	2%	3%	4%	5%	5%	6%	6%
	No	0%	3%	7%	9%	16%	32%	5%	4%	3%	12%	19%	25%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Yes, with Internet access	51%	54%	61%	58%	45%	31%	55%	63%	63%	50%	47%	32%	54%
	Yes, without Internet access	8%	7%	7%	2%	5%	3%	0%	3%	1%	1%	4%	2%	4%
	No	41%	39%	32%	41%	51%	65%	45%	34%	36%	49%	49%	65%	43%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone	Yes, with Internet access	91%	89%	86%	78%	68%	45%	82%	89%	90%	74%	64%	41%	79%
	Yes, without Internet access	8%	9%	12%	16%	22%	33%	14%	7%	9%	18%	24%	36%	15%
	No	1%	1%	2%	5%	10%	21%	4%	4%	1%	7%	12%	23%	6%
	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%	29%	36%	39%	21%	3%	56%	52%	41%	30%	17%	6%	33%
	Yes, without Internet access	17%	9%	12%	9%	5%	3%	9%	6%	8%	4%	9%	2%	8%
	No	57%	62%	52%	52%	74%	93%	36%	42%	51%	66%	74%	92%	60%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 4 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	82%	84%	75%	80%	73%	51%	89%	89%	84%	72%	66%	63%	78%
	Weekly	12%	11%	16%	7%	14%	11%	2%	8%	12%	13%	13%	6%	10%
	Monthly	2%	3%	0%	3%	3%	3%	1%	0%	0%	2%	1%	3%	2%
	Less than once per month	1%	0%	3%	2%	2%	3%	0%	0%	1%	1%	3%	2%	1%
	Never/Not applicable	2%	3%	6%	8%	8%	32%	8%	3%	3%	13%	18%	27%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Daily	28%	33%	44%	40%	35%	24%	29%	44%	46%	35%	29%	20%	36%
	Weekly	19%	16%	14%	11%	8%	4%	16%	13%	11%	6%	8%	7%	12%
	Monthly	4%	4%	2%	4%	2%	2%	10%	4%	3%	4%	4%	3%	4%
	Less than once per month	8%	6%	4%	2%	6%	2%	10%	5%	3%	1%	4%	2%	4%
	Never/Not applicable	41%	41%	35%	44%	49%	67%	35%	34%	37%	54%	55%	69%	44%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone, PDA, Blackberry or iPod Touch	Daily	81%	87%	82%	73%	63%	31%	83%	85%	89%	65%	56%	32%	73%
	Weekly	10%	2%	2%	7%	6%	10%	2%	4%	2%	5%	10%	6%	5%
	Monthly	1%	0%	3%	0%	1%	3%	3%	0%	2%	2%	1%	2%	1%
	Less than once per month	0%	2%	1%	1%	5%	3%	0%	2%	0%	2%	3%	3%	2%
	Never/Not applicable	7%	8%	12%	19%	25%	53%	12%	8%	7%	27%	30%	56%	18%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Daily	7%	12%	16%	17%	6%	1%	18%	19%	9%	10%	4%	3%	12%
	Weekly	8%	10%	9%	13%	5%	2%	27%	18%	14%	10%	4%	2%	11%
	Monthly	6%	3%	2%	4%	4%	2%	5%	7%	7%	2%	3%	2%	4%
	Less than once per month	10%	4%	13%	7%	8%	1%	4%	10%	6%	7%	6%	2%	7%
	Never/Not applicable	69%	71%	60%	59%	77%	94%	46%	46%	64%	71%	83%	91%	66%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Television/Blu-ray player	Daily	19%	33%	38%	37%	45%	30%	22%	30%	32%	27%	31%	24%	31%
	Weekly	11%	16%	15%	12%	7%	4%	10%	15%	14%	17%	10%	5%	12%
	Monthly	2%	3%	4%	5%	2%	3%	5%	4%	5%	1%	2%	3%	3%
	Less than once per month	12%	2%	4%	7%	3%	3%	10%	5%	9%	4%	6%	3%	5%
	Never/Not applicable	56%	47%	41%	38%	42%	60%	52%	46%	40%	50%	51%	64%	48%
	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 use a computer or access the Internet (using any device in question 3) in each of the following locations?		Female	Female	Female	Female	Female	Female	Male	Male	Male	Male	Male	Male	Overall
		18-24	25-34	35-44	45-54	55-64	65+	18-24	25-34	35-44	45-54	55-64	65+	
Home	Daily	90%	90%	86%	85%	73%	57%	86%	92%	93%	81%	71%	63%	83%
	Weekly	6%	3%	4%	6%	7%	6%	4%	4%	5%	5%	6%	6%	5%
	Monthly	1%	0%	3%	0%	2%	1%	4%	0%	0%	1%	1%	3%	1%
	Less than once per month	0%	0%	1%	3%	1%	2%	0%	0%	0%	0%	1%	1%	1%
	Never/Not applicable	3%	7%	6%	7%	17%	34%	6%	4%	3%	13%	22%	27%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Work	Daily	75%	83%	77%	72%	59%	17%	63%	83%	78%	62%	47%	16%	67%
	Weekly	6%	4%	6%	4%	7%	2%	2%	3%	3%	6%	3%	1%	4%
	Monthly	0%	2%	1%	0%	2%	1%	0%	0%	1%	2%	1%	0%	1%
	Less than once per month	4%	0%	1%	2%	1%	0%	1%	1%	1%	1%	3%	2%	1%
	Never/Not applicable	15%	10%	16%	22%	32%	81%	34%	13%	17%	29%	46%	81%	27%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
School	Daily	48%	20%	15%	20%	8%	2%	60%	23%	15%	13%	6%	4%	20%
	Weekly	9%	5%	6%	5%	3%	0%	2%	4%	3%	6%	4%	1%	4%
	Monthly	0%	1%	2%	3%	0%	0%	0%	0%	2%	1%	0%	0%	1%
	Less than once per month	0%	1%	1%	1%	1%	1%	4%	1%	1%	1%	1%	1%	1%
	Never/Not applicable	44%	74%	76%	71%	88%	97%	34%	72%	79%	79%	89%	94%	74%
	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	21%	14%	22%	11%	9%	2%	17%	21%	23%	12%	11%	3%	15%
	Weekly	39%	31%	29%	25%	16%	8%	33%	26%	30%	31%	16%	10%	26%
	Monthly	28%	23%	13%	14%	14%	6%	23%	16%	19%	13%	9%	7%	16%
	Less than once per month	5%	21%	24%	23%	22%	15%	20%	23%	13%	18%	18%	14%	19%
	Never/Not applicable	6%	11%	12%	27%	38%	68%	7%	13%	15%	28%	47%	66%	24%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 6 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	7%	6%	5%	7%	15%	26%	7%	3%	5%	12%	18%	20%	9%
Dial-up telephone line	0%	0%	3%	3%	2%	5%	0%	0%	2%	3%	3%	7%	2%
Cable (Comcast/Xfinity)	51%	51%	38%	47%	40%	35%	54%	51%	48%	42%	33%	36%	45%
DSL (CenturyLink)	13%	18%	26%	23%	25%	19%	20%	22%	28%	22%	21%	21%	21%
Satellite (DirectTV, Dish)	3%	3%	4%	4%	8%	6%	8%	1%	3%	2%	5%	7%	4%
Cellular (Verizon, AT&T, Sprint)	39%	36%	27%	22%	21%	12%	28%	30%	23%	18%	19%	11%	26%
WiFi (USIW, other)	39%	32%	35%	31%	23%	19%	31%	27%	25%	24%	23%	19%	28%
Don't know	0%	0%	1%	3%	4%	8%	4%	0%	1%	2%	5%	4%	2%

Question 7 Compared by Respondent Gender and Age

Please indicate how often in the last 12 months you have watched each of the following types of television programming.														Overall
	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+		
Minneapolis government meetings (Comcast cable channel 79 in Minneapolis)	Often	1%	1%	1%	2%	4%	2%	0%	0%	2%	3%	7%	4%	2%
	Sometimes	3%	7%	14%	21%	16%	23%	5%	9%	12%	24%	15%	21%	14%
	Never	96%	92%	84%	78%	80%	75%	95%	90%	86%	72%	78%	75%	85%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Government programming on Comcast cable channel 14 (in English, Hmong, Somali and/or Spanish)	Often	1%	1%	4%	2%	2%	1%	0%	2%	5%	6%	4%	4%	2%
	Sometimes	3%	7%	8%	16%	14%	15%	5%	7%	7%	16%	15%	20%	10%
	Never	96%	92%	88%	82%	85%	84%	95%	91%	89%	78%	82%	76%	87%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 8 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 3)?		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	94%	95%	88%	84%	72%	50%	88%	94%	90%	78%	65%	52%	83%
	Weekly	6%	2%	5%	6%	9%	11%	6%	4%	5%	11%	10%	11%	6%
	Monthly	0%	3%	2%	0%	4%	5%	1%	0%	2%	3%	2%	5%	2%
	Less than once per month	0%	0%	2%	2%	2%	1%	1%	1%	2%	1%	6%	2%	1%
	Never	0%	0%	2%	5%	10%	14%	4%	0%	0%	5%	10%	15%	4%
	Not applicable	0%	0%	1%	3%	3%	19%	0%	1%	1%	3%	8%	15%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Seek entertainment (games, videos, music)	Daily	68%	55%	47%	40%	30%	18%	77%	67%	59%	41%	27%	18%	49%
	Weekly	26%	33%	27%	27%	21%	10%	11%	24%	29%	20%	20%	14%	24%
	Monthly	2%	6%	10%	9%	8%	5%	8%	2%	5%	10%	12%	7%	6%
	Less than once per month	3%	3%	8%	9%	8%	10%	0%	2%	2%	14%	9%	9%	6%
	Never	1%	3%	7%	10%	26%	35%	4%	3%	2%	10%	21%	33%	10%
	Not applicable	0%	1%	2%	5%	8%	22%	0%	2%	2%	4%	12%	19%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Use social media (Facebook, Twitter, LinkedIn)	Daily	85%	80%	61%	51%	41%	17%	76%	71%	62%	46%	29%	13%	57%
	Weekly	13%	13%	15%	17%	17%	10%	16%	15%	21%	9%	15%	11%	15%
	Monthly	0%	3%	7%	3%	4%	5%	4%	5%	3%	7%	7%	5%	4%
	Less than once per month	0%	1%	4%	6%	6%	6%	0%	3%	5%	9%	8%	10%	5%
	Never	2%	2%	11%	16%	25%	39%	4%	5%	5%	23%	29%	42%	14%
	Not applicable	0%	1%	3%	7%	8%	23%	1%	2%	3%	6%	11%	19%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Get the news or weather	Daily	78%	76%	76%	66%	59%	41%	81%	83%	85%	70%	57%	42%	71%
	Weekly	18%	18%	16%	18%	18%	10%	10%	13%	10%	10%	15%	14%	14%
	Monthly	0%	4%	2%	4%	4%	2%	5%	2%	2%	6%	5%	4%	3%
	Less than once per month	1%	1%	1%	3%	4%	9%	0%	0%	0%	6%	7%	4%	3%
	Never	3%	1%	3%	5%	13%	20%	4%	0%	2%	5%	10%	20%	5%
	Not applicable	0%	0%	1%	4%	2%	17%	0%	2%	1%	4%	7%	16%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Shop, search for products and services Research or study a	Daily	20%	22%	21%	19%	16%	9%	27%	27%	29%	13%	16%	8%	20%
	Weekly	42%	52%	50%	45%	39%	22%	54%	48%	46%	43%	35%	29%	44%
	Monthly	34%	18%	11%	18%	15%	16%	14%	16%	16%	22%	18%	13%	18%
	Less than once per month	4%	4%	10%	7%	12%	14%	1%	6%	4%	10%	13%	12%	8%
	Never	0%	4%	6%	8%	12%	21%	4%	0%	4%	8%	12%	20%	7%
	Not applicable	1%	0%	1%	4%	5%	18%	0%	3%	1%	4%	5%	17%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Research or study a	Daily	44%	45%	41%	35%	29%	15%	60%	63%	48%	37%	28%	22%	42%

Question 8 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 3)?		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
topic of interest	Weekly	46%	39%	40%	40%	35%	22%	23%	28%	42%	39%	34%	27%	35%
	Monthly	7%	12%	7%	8%	12%	13%	10%	4%	4%	6%	10%	8%	8%
	Less than once per month	2%	2%	6%	5%	7%	14%	3%	2%	2%	3%	6%	9%	4%
	Never	0%	2%	4%	8%	11%	18%	4%	0%	3%	9%	14%	17%	6%
	Not applicable	1%	0%	2%	5%	6%	18%	0%	4%	2%	6%	8%	17%	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	12%	12%	11%	9%	6%	2%	10%	13%	13%	10%	4%	3%	10%
	Weekly	26%	16%	17%	14%	9%	6%	27%	27%	24%	18%	15%	9%	18%
	Monthly	20%	21%	18%	12%	11%	8%	21%	18%	17%	11%	12%	8%	16%
	Less than once per month	26%	27%	27%	25%	20%	12%	26%	26%	20%	20%	18%	11%	22%
	Never	15%	19%	26%	34%	43%	44%	15%	12%	21%	29%	36%	49%	26%
	Not applicable	0%	5%	2%	7%	12%	28%	0%	5%	5%	12%	14%	21%	8%
Attend an online class or training	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	8%	6%	5%	3%	2%	2%	10%	7%	4%	2%	1%	0%	5%
	Weekly	14%	5%	6%	3%	3%	0%	9%	8%	2%	5%	1%	3%	5%
	Monthly	13%	8%	10%	6%	8%	2%	23%	11%	15%	3%	9%	2%	9%
	Less than once per month	25%	37%	28%	29%	21%	10%	23%	37%	33%	23%	15%	12%	27%
	Never	28%	32%	39%	43%	47%	54%	26%	24%	32%	47%	50%	56%	38%
Work from home	Not applicable	11%	11%	12%	17%	20%	31%	9%	14%	14%	20%	22%	27%	16%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	14%	13%	21%	20%	20%	8%	8%	15%	25%	21%	18%	13%	16%
	Weekly	18%	24%	20%	13%	11%	6%	13%	26%	17%	15%	11%	7%	17%
	Monthly	16%	18%	18%	14%	5%	1%	21%	17%	19%	9%	5%	5%	14%
	Less than once per month	12%	9%	8%	13%	7%	3%	6%	14%	9%	6%	5%	1%	9%
Banking online (paying bills, investing, etc.)	Never	26%	23%	24%	25%	36%	37%	28%	17%	19%	30%	41%	38%	26%
	Not applicable	15%	13%	9%	15%	22%	45%	24%	12%	10%	19%	19%	36%	18%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	18%	19%	18%	13%	13%	9%	24%	20%	25%	15%	14%	13%	17%
	Weekly	47%	51%	41%	37%	30%	13%	48%	51%	46%	30%	24%	18%	40%
	Monthly	22%	23%	22%	19%	12%	13%	15%	22%	16%	24%	20%	15%	19%
As a parent/guardian, connect with your	Less than once per month	2%	5%	9%	6%	6%	4%	3%	4%	2%	7%	3%	4%	5%
	Never	8%	0%	7%	17%	30%	36%	9%	1%	9%	16%	27%	29%	13%
	Not applicable	3%	2%	4%	8%	9%	25%	0%	3%	3%	8%	13%	20%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
As a parent/guardian, connect with your	Daily	2%	4%	5%	8%	1%	0%	2%	3%	4%	5%	2%	1%	3%
	Weekly	2%	5%	21%	20%	4%	1%	2%	5%	22%	19%	5%	2%	9%

Question 8 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 3)?		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
child's school	Monthly	0%	3%	13%	9%	3%	1%	4%	3%	8%	5%	2%	0%	4%
	Less than once per month	1%	4%	5%	6%	1%	1%	4%	3%	5%	7%	2%	3%	4%
	Never	3%	5%	7%	9%	24%	24%	8%	5%	8%	15%	26%	23%	11%
	Not applicable	92%	78%	49%	48%	66%	73%	79%	81%	54%	50%	62%	71%	68%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Find info on community resources and events	Daily	5%	5%	2%	8%	7%	2%	4%	5%	3%	7%	5%	2%	5%
	Weekly	25%	21%	27%	25%	21%	10%	21%	19%	27%	17%	20%	13%	21%
	Monthly	32%	32%	33%	28%	20%	17%	33%	36%	30%	28%	22%	14%	29%
	Less than once per month	25%	29%	26%	21%	27%	24%	24%	25%	26%	29%	23%	19%	25%
	Never	11%	9%	10%	12%	19%	23%	19%	11%	12%	13%	21%	30%	14%
	Not applicable	2%	3%	2%	5%	6%	23%	0%	4%	2%	6%	9%	23%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	70%	70%	55%	46%	33%	15%	76%	69%	56%	45%	33%	23%	53%
	Weekly	23%	22%	32%	31%	34%	25%	19%	23%	35%	31%	32%	28%	27%
	Monthly	4%	5%	6%	6%	11%	12%	0%	4%	4%	8%	10%	6%	6%
If you have a question, use Internet to the find the answer	Less than once per month	3%	2%	1%	5%	10%	13%	1%	1%	1%	5%	7%	12%	4%
	Never	0%	0%	6%	8%	9%	17%	4%	0%	3%	7%	12%	13%	5%
	Not applicable	0%	0%	0%	4%	4%	19%	0%	3%	1%	4%	7%	18%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	3%	1%	1%	6%	3%	1%	7%	2%	4%	5%	3%	2%	3%
Engage in civic activities (participate in a discussion about community and government issues; research information about an issue or a candidate)	Weekly	5%	9%	9%	4%	5%	5%	17%	13%	4%	10%	8%	6%	8%
	Monthly	11%	17%	18%	15%	9%	5%	15%	17%	19%	13%	8%	8%	14%
	Less than once per month	40%	36%	34%	34%	19%	21%	17%	33%	36%	25%	21%	17%	30%
	Never	37%	33%	34%	32%	49%	43%	40%	26%	33%	37%	45%	47%	36%
	Not applicable	4%	4%	4%	9%	15%	26%	4%	9%	4%	10%	14%	19%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	1%	0%	0%	1%	0%	0%	0%	1%	1%	2%	2%	1%	1%
Watch a live or rebroadcast Minneapolis government meeting such as: city council, board or commission	Weekly	1%	0%	3%	2%	1%	2%	5%	2%	1%	1%	4%	3%	2%
	Monthly	0%	2%	6%	4%	2%	4%	0%	1%	5%	7%	3%	4%	3%
	Less than once per month	5%	10%	12%	14%	16%	14%	10%	13%	12%	17%	16%	11%	13%
	Never	88%	77%	76%	67%	65%	54%	80%	71%	71%	62%	59%	59%	70%
	Not applicable	5%	11%	4%	13%	17%	26%	5%	11%	10%	12%	16%	22%	12%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	10%	7%	6%	5%	6%	2%	3%	6%	5%	4%	5%	3%	5%
Look up health and medical information	Weekly	18%	19%	24%	17%	22%	12%	25%	14%	22%	13%	16%	18%	18%

Question 8 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 3)?	Female	Female	Female	Female	Female	Female	Male	Male	Male	Male	Male	Male	Male	Overall
	18-24	25-34	35-44	45-54	55-64	65+	18-24	25-34	35-44	45-54	55-64	65+		
	Monthly	34%	35%	35%	30%	28%	22%	27%	39%	37%	33%	31%	20%	32%
	Less than once per month	28%	33%	28%	35%	26%	29%	35%	31%	27%	36%	28%	21%	30%
	Never	10%	4%	7%	10%	13%	17%	10%	6%	6%	10%	13%	21%	9%
	Not applicable	0%	2%	0%	4%	5%	19%	0%	4%	4%	5%	7%	16%	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	1%	1%	3%	5%	2%	0%	1%	4%	1%	2%	2%	1%	2%
	Weekly	2%	2%	2%	0%	3%	0%	5%	2%	4%	3%	2%	2%	2%
	Monthly	5%	8%	15%	11%	10%	8%	9%	16%	17%	14%	10%	9%	12%
	Less than once per month	50%	57%	52%	47%	37%	29%	42%	50%	50%	42%	37%	26%	46%
	Never	38%	31%	24%	28%	39%	40%	43%	21%	25%	30%	38%	43%	31%
	Not applicable	4%	2%	4%	9%	9%	23%	0%	8%	3%	9%	12%	19%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sell goods and services online, advertise	Daily	4%	1%	4%	2%	1%	1%	0%	4%	4%	2%	4%	2%	2%
	Weekly	3%	3%	1%	2%	1%	1%	4%	4%	6%	2%	2%	0%	3%
	Monthly	5%	4%	5%	6%	2%	1%	18%	17%	9%	7%	4%	5%	8%
	Less than once per month	37%	33%	26%	16%	19%	8%	25%	31%	35%	25%	21%	8%	26%
	Never	44%	53%	56%	58%	59%	64%	48%	36%	39%	48%	52%	61%	50%
	Not applicable	7%	7%	8%	17%	18%	26%	4%	8%	7%	16%	17%	24%	12%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Find directions or look up a map	Daily	25%	19%	9%	14%	7%	1%	35%	28%	18%	9%	8%	2%	16%
	Weekly	59%	56%	53%	40%	38%	21%	51%	55%	52%	46%	31%	26%	47%
	Monthly	12%	20%	25%	25%	26%	23%	9%	12%	21%	24%	23%	25%	20%
	Less than once per month	2%	4%	8%	12%	17%	20%	1%	3%	6%	12%	20%	14%	9%
	Never	2%	1%	4%	5%	8%	17%	4%	1%	2%	4%	13%	19%	5%
	Not applicable	0%	0%	1%	4%	5%	18%	0%	1%	2%	5%	5%	14%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 9 Compared by Respondent Gender and Age

How comfortable, if at all, are you at each of the following?		Female						Male					Overall	
		18-24	25-34	35-44	45-54	55-64	65+	18-24	25-34	35-44	45-54	55-64		65+
Using a computer laptop/desktop	Very comfortable	96%	97%	86%	79%	70%	45%	96%	94%	94%	77%	58%	48%	82%
	Somewhat comfortable	3%	1%	10%	17%	19%	24%	1%	4%	6%	18%	25%	22%	11%
	Not at all comfortable	1%	1%	0%	1%	4%	6%	0%	0%	0%	1%	3%	8%	2%
	Don't know	0%	0%	2%	1%	2%	3%	0%	0%	0%	0%	8%	8%	2%
	Not applicable	0%	0%	1%	2%	5%	21%	4%	1%	0%	4%	7%	14%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using smartphone or tablet computer	Very comfortable	89%	87%	75%	57%	44%	19%	76%	82%	87%	55%	40%	24%	67%
	Somewhat comfortable	11%	8%	18%	24%	20%	16%	20%	14%	9%	26%	20%	13%	16%
	Not at all comfortable	0%	5%	2%	5%	10%	13%	0%	1%	2%	4%	11%	10%	5%
	Don't know	0%	0%	3%	5%	9%	13%	0%	1%	1%	4%	9%	15%	4%
	Not applicable	0%	0%	2%	9%	16%	38%	4%	2%	2%	10%	20%	38%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Accessing the Internet	Very comfortable	97%	97%	88%	82%	75%	50%	89%	92%	97%	79%	61%	56%	84%
	Somewhat comfortable	3%	2%	9%	10%	14%	17%	7%	7%	2%	17%	20%	14%	9%
	Not at all comfortable	0%	1%	0%	2%	3%	6%	0%	0%	0%	0%	3%	6%	2%
	Don't know	0%	0%	2%	1%	1%	4%	0%	0%	1%	0%	8%	5%	1%
	Not applicable	0%	0%	1%	4%	7%	23%	4%	0%	0%	3%	7%	19%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using email	Very comfortable	96%	97%	89%	84%	78%	56%	90%	94%	96%	84%	65%	57%	86%
	Somewhat comfortable	4%	2%	8%	7%	9%	10%	6%	5%	3%	10%	14%	14%	7%
	Not at all comfortable	0%	1%	0%	4%	3%	6%	0%	0%	0%	1%	6%	5%	2%
	Don't know	0%	0%	2%	1%	2%	4%	0%	0%	1%	0%	6%	6%	1%
	Not applicable	0%	0%	1%	4%	8%	24%	4%	1%	0%	5%	9%	18%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Locating information online (bus schedules, weather, news, etc.)	Very comfortable	96%	96%	83%	76%	71%	41%	89%	93%	91%	78%	63%	46%	81%
	Somewhat comfortable	2%	3%	12%	16%	16%	21%	7%	6%	8%	13%	16%	21%	10%
	Not at all comfortable	1%	1%	0%	1%	5%	9%	0%	0%	0%	2%	5%	6%	2%
	Don't know	0%	0%	3%	3%	2%	7%	0%	1%	1%	2%	7%	6%	2%
	Not applicable	0%	0%	2%	3%	6%	22%	4%	0%	1%	6%	9%	22%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using social networking sites (Facebook, Twitter, etc.)	Very comfortable	94%	89%	70%	56%	43%	17%	83%	81%	79%	45%	32%	14%	65%
	Somewhat comfortable	5%	8%	16%	20%	21%	15%	13%	12%	13%	22%	19%	15%	14%
	Not at all comfortable	0%	2%	6%	8%	13%	18%	0%	2%	2%	9%	14%	16%	6%
	Don't know	0%	0%	5%	2%	5%	10%	0%	1%	2%	7%	12%	14%	4%
	Not applicable	0%	1%	3%	15%	19%	40%	4%	4%	5%	17%	23%	40%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 9 Compared by Respondent Gender and Age

How comfortable, if at all, are you at each of the following?		Female						Male					Overall	
		18-24	25-34	35-44	45-54	55-64	65+	18-24	25-34	35-44	45-54	55-64		65+
Protecting your computer (stop viruses, backup files, avoid scams)	Very comfortable	45%	41%	32%	34%	28%	17%	70%	59%	58%	42%	33%	22%	42%
	Somewhat comfortable	49%	47%	54%	39%	36%	27%	24%	34%	34%	35%	31%	27%	38%
	Not at all comfortable	6%	12%	7%	17%	18%	20%	2%	5%	6%	11%	15%	20%	11%
	Don't know	0%	0%	4%	2%	8%	9%	0%	1%	1%	7%	8%	9%	4%
	Not applicable	0%	0%	2%	7%	9%	27%	4%	1%	1%	5%	13%	21%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Creating documents or spreadsheets	Very comfortable	86%	82%	66%	48%	41%	24%	84%	85%	72%	48%	36%	29%	63%
	Somewhat comfortable	7%	15%	20%	26%	22%	20%	11%	11%	15%	28%	18%	20%	17%
	Not at all comfortable	8%	2%	9%	15%	19%	17%	2%	1%	10%	11%	19%	17%	9%
	Don't know	0%	1%	4%	3%	7%	8%	0%	2%	1%	5%	12%	11%	4%
	Not applicable	0%	0%	2%	8%	11%	31%	4%	1%	3%	9%	15%	24%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Searching or applying for jobs online	Very comfortable	86%	81%	57%	46%	33%	5%	68%	74%	62%	41%	20%	8%	55%
	Somewhat comfortable	10%	16%	27%	21%	20%	6%	25%	18%	24%	29%	23%	10%	19%
	Not at all comfortable	2%	1%	2%	9%	13%	9%	0%	2%	6%	6%	15%	10%	5%
	Don't know	1%	1%	7%	4%	8%	9%	1%	2%	2%	9%	10%	11%	5%
	Not applicable	0%	1%	8%	19%	25%	71%	5%	3%	6%	16%	32%	61%	16%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using online tutorials or education programs	Very comfortable	67%	69%	55%	41%	30%	9%	72%	66%	61%	39%	25%	14%	51%
	Somewhat comfortable	22%	25%	22%	29%	22%	16%	21%	22%	26%	29%	23%	15%	23%
	Not at all comfortable	8%	2%	4%	9%	14%	9%	2%	3%	6%	9%	13%	12%	6%
	Don't know	2%	2%	8%	3%	12%	15%	1%	3%	4%	8%	13%	18%	6%
	Not applicable	1%	1%	11%	18%	22%	50%	4%	7%	4%	14%	26%	42%	14%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Installing software	Very comfortable	63%	50%	39%	27%	24%	8%	75%	76%	60%	39%	25%	16%	46%
	Somewhat comfortable	28%	40%	31%	42%	25%	19%	21%	17%	28%	34%	31%	21%	29%
	Not at all comfortable	7%	9%	18%	19%	28%	26%	0%	3%	7%	12%	17%	23%	12%
	Don't know	1%	1%	7%	4%	11%	12%	0%	2%	3%	5%	9%	12%	5%
	Not applicable	0%	0%	5%	9%	12%	35%	4%	2%	1%	9%	18%	28%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Writing or publishing information on the Internet	Very comfortable	56%	40%	29%	17%	12%	5%	58%	55%	46%	27%	14%	10%	34%
	Somewhat comfortable	33%	39%	28%	24%	16%	9%	29%	29%	35%	23%	20%	14%	27%
	Not at all comfortable	9%	14%	23%	26%	27%	20%	2%	6%	8%	18%	25%	18%	15%
	Don't know	2%	4%	9%	10%	19%	18%	5%	5%	5%	16%	15%	14%	9%
	Not applicable	0%	3%	12%	23%	26%	48%	6%	6%	7%	16%	27%	44%	15%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 9 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
Creating a website or blog	Very comfortable	35%	29%	14%	10%	7%	2%	30%	39%	25%	16%	5%	2%	21%
	Somewhat comfortable	33%	37%	25%	13%	12%	5%	40%	28%	29%	17%	16%	8%	24%
	Not at all comfortable	26%	23%	34%	38%	35%	22%	18%	17%	24%	29%	29%	20%	25%
	Don't know	4%	6%	14%	15%	22%	23%	7%	10%	12%	22%	23%	24%	14%
	Not applicable	1%	5%	12%	23%	24%	49%	5%	7%	10%	16%	27%	46%	16%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Troubleshooting computer problems	Very comfortable	35%	23%	14%	8%	8%	3%	52%	47%	34%	23%	18%	8%	25%
	Somewhat comfortable	40%	50%	43%	41%	29%	14%	31%	37%	46%	36%	22%	20%	37%
	Not at all comfortable	23%	24%	30%	37%	36%	36%	6%	7%	12%	25%	32%	30%	23%
	Don't know	1%	2%	7%	5%	14%	13%	7%	5%	4%	7%	10%	16%	7%
	Not applicable	0%	0%	7%	9%	13%	34%	4%	3%	5%	9%	18%	26%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coding your own software application	Very comfortable	17%	6%	4%	3%	2%	1%	14%	17%	13%	6%	5%	2%	8%
	Somewhat comfortable	7%	10%	5%	3%	5%	1%	25%	11%	12%	6%	3%	9%	
	Not at all comfortable	49%	60%	52%	47%	42%	26%	41%	49%	43%	40%	35%	27%	45%
	Don't know	23%	21%	22%	25%	24%	25%	15%	16%	22%	23%	27%	30%	22%
	Not applicable	3%	3%	17%	23%	27%	48%	5%	7%	10%	19%	27%	38%	16%
	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	30%	9%	1%	3%	2%	1%	25%	12%	3%	2%	3%	1%	8%
	1-2 years	25%	16%	4%	3%	1%	2%	16%	14%	6%	3%	1%	2%	9%
	3-5 years	28%	29%	8%	4%	6%	2%	37%	29%	12%	4%	4%	2%	16%
	6-10 years	1%	23%	21%	10%	8%	3%	12%	26%	18%	11%	4%	7%	15%
	More than 10 years	16%	22%	66%	81%	84%	92%	11%	19%	61%	80%	88%	87%	53%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Were you born in the United States?	No	13%	13%	11%	9%	9%	5%	18%	14%	19%	21%	6%	12%	13%
	Yes	87%	87%	89%	91%	91%	95%	82%	86%	81%	79%	94%	88%	87%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Questions D3 and D4 Compared by Respondent Gender and Age														
		Female 18-24	Female 25-34	Female 35-44	Female 45-54	Female 55-64	Female 65+	Male 18-24	Male 25-34	Male 35-44	Male 45-54	Male 55-64	Male 65+	Overall
Do you rent or own your current residence?	Rent	91%	64%	40%	34%	40%	30%	85%	62%	36%	46%	40%	30%	51%
	Own	9%	36%	60%	66%	60%	70%	15%	38%	64%	54%	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	14%	36%	70%	69%	62%	54%	29%	39%	68%	50%	52%	61%	49%
	House attached to one or more houses (e.g., a duplex or townhome)	7%	14%	9%	9%	5%	4%	9%	10%	5%	6%	7%	5%	9%
	Building with two or more apartments or condominiums	77%	47%	20%	20%	30%	38%	56%	46%	27%	40%	35%	28%	39%
	Other	2%	2%	1%	2%	2%	5%	7%	4%	0%	4%	6%	6%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Questions D5 and D6 Compared by Respondent Gender and Age														
		Female 18-24	Female 25-34	Female 35-44	Female 45-54	Female 55-64	Female 65+	Male 18-24	Male 25-34	Male 35-44	Male 45-54	Male 55-64	Male 65+	Overall
Respondent household size	1 person	25%	30%	26%	30%	45%	58%	24%	29%	24%	40%	45%	45%	33%
	2 people	41%	41%	26%	30%	37%	37%	25%	44%	27%	27%	35%	41%	35%
	3 or 4 people	22%	24%	33%	31%	14%	4%	33%	22%	28%	25%	17%	11%	23%
	5 or more people	12%	5%	15%	9%	4%	2%	19%	5%	21%	8%	2%	2%	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	93%	73%	49%	61%	90%	96%	90%	79%	53%	69%	90%	95%	76%
	Yes	7%	27%	51%	39%	10%	4%	10%	21%	47%	31%	10%	5%	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	12%	9%	11%
25-34 years	32%	35%	33%
35-44 years	15%	17%	15%
45-54 years	17%	18%	17%
55-64 years	13%	12%	12%
65-74 years	7%	7%	7%
75 years or older	5%	3%	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	87%	90%	90%	89%	98%	95%	96%	94%	95%	95%	94%	94%	93%
Yes	13%	10%	10%	11%	2%	5%	4%	6%	5%	5%	6%	6%	7%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question D10 Compared by Respondent Gender and Age

What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Female 18-24	Female 25-34	Female 35-44	Female 45-54	Female 55-64	Female 65+	Male 18-24	Male 25-34	Male 35-44	Male 45-54	Male 55-64	Male 65+	Overall
American Indian or Alaskan Native	5%	2%	0%	4%	3%	4%	1%	2%	1%	2%	2%	2%	2%
Asian, Asian Indian or Pacific Islander	9%	6%	2%	2%	1%	2%	8%	7%	6%	3%	1%	2%	5%
Black or African American	3%	13%	20%	29%	26%	12%	11%	13%	16%	26%	21%	17%	17%
White	87%	80%	74%	65%	71%	84%	78%	75%	75%	70%	71%	78%	75%
Other	4%	4%	8%	4%	2%	2%	9%	6%	5%	2%	7%	3%	5%

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	94%	97%	96%	96%	98%	99%	89%	93%	92%	89%	99%	93%	94%
Somali	0%	0%	2%	1%	1%	0%	4%	2%	4%	4%	0%	4%	2%
Vietnamese	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
Spanish	2%	2%	1%	1%	0%	0%	0%	1%	1%	1%	1%	0%	1%
Hmong	2%	0%	0%	1%	0%	0%	3%	1%	2%	0%	0%	0%	1%
Lao	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Ethiopian/Oromo	0%	1%	0%	0%	1%	0%	0%	1%	0%	0%	0%	1%	0%
Other	3%	1%	0%	2%	1%	0%	4%	2%	0%	4%	0%	2%	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 2013?	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	35%	2%	7%	13%	13%	9%	25%	5%	7%	16%	20%	8%	11%
\$10,000 - \$24,999	24%	12%	17%	10%	19%	29%	30%	15%	15%	20%	14%	23%	17%
\$25,000 - \$49,999	28%	36%	19%	20%	19%	24%	14%	20%	14%	18%	20%	23%	22%
\$50,000 - \$74,999	6%	25%	18%	14%	16%	14%	16%	25%	11%	14%	16%	16%	18%
\$75,000 - \$99,999	3%	11%	12%	11%	11%	9%	4%	14%	13%	9%	9%	11%	11%

Question D12 Compared by Respondent Gender and Age

What was your household's total annual income in 2013?	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
\$100,000 - \$149,999	2%	8%	17%	12%	12%	9%	7%	14%	25%	10%	12%	11%	12%
\$150,000 - \$199,999	1%	3%	6%	11%	5%	1%	3%	5%	7%	6%	5%	2%	5%
\$200,000 or more	1%	2%	4%	10%	5%	4%	3%	2%	8%	8%	3%	6%	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%	75%	64%	61%	45%	7%	40%	74%	75%	59%	50%	10%	57%
Employed part-time	26%	11%	17%	13%	19%	8%	25%	10%	7%	14%	10%	9%	13%
Student	32%	6%	2%	1%	1%	0%	35%	5%	6%	3%	0%	0%	6%
Retired	0%	1%	0%	1%	13%	78%	0%	0%	0%	3%	21%	74%	11%
Unemployed, looking for work	3%	3%	3%	8%	9%	1%	1%	9%	5%	7%	11%	1%	6%
Homemaker	0%	2%	10%	9%	3%	3%	0%	0%	2%	1%	0%	0%	2%
Disabled (limiting participation in work, school, housework or other activities)	1%	0%	4%	7%	10%	3%	0%	2%	4%	13%	9%	6%	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	1%	1%	5%	7%	5%	6%	5%	1%	4%	4%	3%	7%	4%
High school graduate	16%	8%	10%	16%	20%	29%	12%	13%	14%	25%	25%	24%	16%
Associate degree, some college	26%	14%	17%	19%	24%	20%	31%	14%	19%	22%	27%	19%	19%
Bachelor's degree	49%	47%	40%	32%	26%	21%	45%	43%	37%	29%	26%	22%	37%
Graduate or professional degree	7%	30%	28%	26%	25%	24%	7%	29%	26%	19%	19%	27%	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	97%	97%	70%	46%	46%	15%	99%	95%	85%	63%	50%	24%	72%
Land line	2%	0%	10%	23%	29%	61%	0%	3%	6%	22%	25%	54%	16%
Both	1%	3%	20%	31%	26%	24%	1%	2%	9%	15%	26%	22%	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	18%	18%	10%	17%	7%	16%
	Good	49%	36%	38%	46%	37%	45%
	Fair	16%	27%	25%	19%	25%	19%
	Poor	2%	11%	8%	4%	13%	5%
	Don't know	15%	9%	18%	15%	17%	15%
	Total	100%	100%	100%	100%	100%	100%
City use of technology	Excellent	8%	16%	10%	9%	21%	10%
	Good	44%	35%	39%	43%	31%	42%
	Fair	21%	28%	22%	22%	21%	22%
	Poor	5%	5%	9%	6%	6%	6%
	Don't know	22%	16%	20%	21%	21%	21%
	Total	100%	100%	100%	100%	100%	100%
Access to technology in general in Minneapolis	Excellent	10%	17%	11%	10%	19%	11%
	Good	45%	37%	40%	43%	42%	43%
	Fair	24%	25%	22%	24%	15%	24%
	Poor	5%	10%	13%	7%	9%	7%
	Don't know	16%	11%	14%	15%	16%	15%
	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	74%	49%	66%	69%	64%	69%
	Very important	16%	35%	22%	20%	25%	20%
	Somewhat important	6%	8%	5%	6%	4%	6%
	Not at all important	4%	6%	4%	4%	4%	4%
	Don't know	0%	1%	2%	1%	3%	1%
	Total	100%	100%	100%	100%	100%	100%
Internet access	Essential	77%	54%	67%	72%	63%	72%
	Very important	15%	26%	19%	17%	27%	17%
	Somewhat important	4%	9%	8%	5%	3%	5%
	Not at all important	4%	9%	4%	5%	4%	5%
	Don't know	1%	2%	2%	1%	2%	1%
	Total	100%	100%	100%	100%	100%	100%

Question 3 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%	66%	81%	85%	87%	85%
	Yes, without Internet access	4%	15%	8%	6%	3%	6%
	No	6%	19%	12%	9%	10%	9%
	Total	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Yes, with Internet access	56%	45%	49%	55%	36%	54%
	Yes, without Internet access	3%	9%	4%	4%	4%	4%
	No	41%	47%	47%	42%	60%	43%
	Total	100%	100%	100%	100%	100%	100%
Cell phone	Yes, with Internet access	80%	73%	80%	79%	77%	79%
	Yes, without Internet access	15%	17%	15%	15%	18%	15%
	No	5%	11%	5%	6%	5%	6%
	Total	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Yes, with Internet access	33%	33%	34%	34%	20%	33%
	Yes, without Internet access	7%	11%	9%	8%	6%	8%
	No	61%	56%	57%	59%	73%	60%
	Total	100%	100%	100%	100%	100%	100%

Question 4 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?							
Computer (desktop, laptop)	Daily	84%	58%	71%	78%	77%	78%
	Weekly	9%	10%	17%	10%	11%	10%
	Monthly	1%	4%	2%	2%	2%	2%
	Less than once per month	1%	2%	1%	1%	0%	1%
	Never/Not applicable	5%	25%	10%	9%	10%	9%
	Total	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Daily	38%	27%	32%	37%	21%	36%
	Weekly	13%	8%	11%	12%	11%	12%
	Monthly	4%	2%	5%	4%	0%	4%
	Less than once per month	3%	8%	5%	4%	4%	4%
	Never/Not applicable	42%	54%	48%	43%	64%	44%
	Total	100%	100%	100%	100%	100%	100%
Cell phone, PDA, Blackberry or iPod Touch	Daily	74%	67%	78%	73%	73%	73%
	Weekly	5%	6%	5%	5%	4%	5%
	Monthly	1%	1%	1%	1%	1%	1%
	Less than once per month	1%	4%	2%	2%	3%	2%
	Never/Not applicable	18%	22%	15%	18%	20%	18%
	Total	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Daily	11%	16%	13%	12%	7%	12%
	Weekly	11%	10%	11%	11%	12%	11%
	Monthly	5%	3%	5%	5%	0%	4%
	Less than once per month	6%	6%	8%	7%	2%	7%
	Never/Not applicable	67%	65%	63%	66%	78%	66%
	Total	100%	100%	100%	100%	100%	100%
Television/Blu-ray player	Daily	30%	39%	32%	31%	29%	31%
	Weekly	15%	4%	9%	13%	6%	12%
	Monthly	3%	4%	4%	3%	3%	3%
	Less than once per month	4%	5%	9%	5%	13%	5%
	Never/Not applicable	48%	48%	46%	48%	49%	48%
	Total	100%	100%	100%	100%	100%	100%

Question 5 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 3) 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	
Home	Daily	89%	63%	77%	84%	72%	83%
	Weekly	3%	8%	8%	4%	10%	5%
	Monthly	1%	2%	1%	1%	6%	1%
	Less than once per month	1%	1%	0%	1%	0%	1%
	Never/Not applicable	6%	26%	13%	10%	12%	10%
	Total	100%	100%	100%	100%	100%	100%
Work	Daily	73%	43%	63%	68%	50%	67%
	Weekly	4%	2%	5%	4%	7%	4%
	Monthly	1%	3%	0%	1%	0%	1%
	Less than once per month	1%	2%	3%	1%	4%	1%
	Never/Not applicable	21%	50%	29%	26%	39%	27%
	Total	100%	100%	100%	100%	100%	100%
School	Daily	17%	22%	28%	19%	34%	20%
	Weekly	4%	6%	3%	4%	11%	4%
	Monthly	0%	3%	1%	1%	2%	1%
	Less than once per month	1%	5%	0%	1%	3%	1%
	Never/Not applicable	78%	64%	68%	76%	51%	74%
	Total	100%	100%	100%	100%	100%	100%
At an outdoor or indoor public place (library, cafe, public computer, etc.)	Daily	14%	15%	20%	15%	15%	15%
	Weekly	29%	16%	22%	26%	20%	26%
	Monthly	17%	16%	14%	17%	6%	16%
	Less than once per month	19%	17%	21%	19%	22%	19%
	Never/Not applicable	21%	36%	24%	23%	38%	24%
	Total	100%	100%	100%	100%	100%	100%

Question 6 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%	24%	10%	9%	15%	9%
Dial-up telephone line	1%	5%	1%	2%	2%	2%
Cable (Comcast/Xfinity)	48%	34%	46%	45%	52%	45%
DSL (CenturyLink)	23%	16%	18%	22%	12%	21%
Satellite (DirectTV, Dish)	3%	4%	3%	4%	0%	4%
Cellular (Verizon, AT&T, Sprint)	25%	23%	32%	26%	14%	26%
WiFi (USIW, other)	28%	25%	28%	28%	31%	28%
Don't know	1%	6%	2%	2%	4%	2%

Question 7 Compared by Respondent Race, Ethnicity and Preferred Language							
Please indicate how often in the last 12 months you have watched each of the following types of television programming.	Respondent ethnicity and race			Respondent language preference		Overall	
	White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language		
Minneapolis government meetings (Comcast cable channel 79 in Minneapolis)	Often	1%	6%	2%	2%	4%	2%
	Sometimes	10%	35%	11%	13%	29%	14%
	Never	90%	59%	87%	86%	67%	85%
	Total	100%	100%	100%	100%	100%	100%
Government programming on Comcast cable channel 14 (in English, Hmong, Somali and/or Spanish)	Often	1%	12%	2%	2%	12%	2%
	Sometimes	6%	26%	13%	9%	28%	10%
	Never	93%	62%	85%	89%	60%	87%
	Total	100%	100%	100%	100%	100%	100%

Question 8 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 3)?	Respondent ethnicity and race			Respondent language preference		Overall	
	White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language		
	Daily	89%	61%	80%	84%		65%
Weekly	5%	10%	8%	6%	16%	6%	
Monthly	1%	7%	2%	2%	2%	2%	
Less than once per month	1%	4%	2%	1%	4%	1%	
Never	3%	10%	4%	4%	7%	4%	
Not applicable	2%	9%	4%	3%	6%	3%	
Total	100%	100%	100%	100%	100%	100%	
Use email, texting or video to communicate	Daily	52%	36%	49%	50%	24%	49%
Weekly	25%	16%	25%	23%	30%	24%	
Monthly	6%	8%	5%	6%	8%	6%	
Less than once per month	5%	10%	5%	5%	14%	6%	
Never	9%	18%	10%	10%	15%	10%	
Not applicable	3%	11%	6%	5%	10%	5%	
Total	100%	100%	100%	100%	100%	100%	
Seek entertainment (games, videos, music)	Daily	60%	43%	61%	58%	42%	57%
Weekly	15%	10%	15%	14%	17%	15%	
Monthly	4%	7%	4%	4%	6%	4%	
Less than once per month	4%	9%	3%	4%	8%	5%	
Never	13%	20%	10%	13%	18%	14%	
Not applicable	4%	10%	6%	5%	9%	5%	
Total	100%	100%	100%	100%	100%	100%	
Use social media (Facebook, Twitter, LinkedIn)	Daily	74%	62%	66%	71%	69%	71%
Weekly	16%	9%	15%	15%	11%	14%	
Monthly	2%	5%	5%	3%	5%	3%	
Less than once per month	2%	5%	3%	3%	0%	3%	
Never	4%	9%	7%	5%	8%	5%	
Not applicable	2%	9%	4%	3%	6%	3%	
Total	100%	100%	100%	100%	100%	100%	
Get the news or weather	Daily	20%	19%	20%	20%	18%	20%
Weekly	50%	27%	36%	45%	26%	44%	
Monthly	18%	13%	20%	17%	23%	18%	
Less than once per month	6%	15%	9%	7%	11%	8%	

Question 8 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 3)?	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	4%	17%	10%	6%	
Not applicable	2%	10%	6%	4%	8%	4%
Total	100%	100%	100%	100%	100%	100%
Daily	46%	30%	41%	43%	27%	42%
Weekly	38%	27%	29%	35%	30%	35%
Monthly	8%	8%	9%	8%	9%	8%
Less than once per month	3%	5%	7%	4%	10%	4%
Never	3%	15%	7%	5%	13%	6%
Not applicable	2%	14%	6%	4%	12%	5%
Total	100%	100%	100%	100%	100%	100%
Daily	8%	12%	13%	9%	13%	10%
Weekly	20%	15%	17%	19%	13%	18%
Monthly	18%	6%	13%	16%	4%	16%
Less than once per month	25%	14%	20%	23%	14%	22%
Never	24%	32%	28%	25%	33%	26%
Not applicable	4%	21%	10%	7%	22%	8%
Total	100%	100%	100%	100%	100%	100%
Daily	3%	9%	7%	4%	11%	5%
Weekly	5%	4%	6%	5%	9%	5%
Monthly	11%	5%	6%	9%	1%	9%
Less than once per month	32%	16%	22%	28%	15%	27%
Never	37%	38%	39%	38%	37%	38%
Not applicable	12%	28%	21%	16%	28%	16%
Total	100%	100%	100%	100%	100%	100%
Daily	19%	12%	12%	17%	12%	16%
Weekly	20%	6%	16%	18%	5%	17%
Monthly	15%	7%	12%	14%	3%	14%
Less than once per month	8%	9%	11%	9%	10%	9%
Never	23%	38%	28%	26%	39%	26%
Not applicable	14%	29%	21%	17%	31%	18%
Total	100%	100%	100%	100%	100%	100%
Daily	18%	17%	14%	17%	18%	17%

Question 8 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 3)?	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	45%	17%	40%	41%	
Monthly	19%	20%	21%	19%	31%	19%
Less than once per month	4%	10%	4%	5%	4%	5%
Never	10%	21%	12%	12%	13%	13%
Not applicable	4%	15%	9%	6%	13%	7%
Total	100%	100%	100%	100%	100%	100%
Daily	2%	7%	7%	3%	9%	3%
Weekly	8%	15%	8%	9%	21%	9%
Monthly	3%	7%	6%	5%	2%	4%
Less than once per month	2%	10%	5%	3%	11%	4%
Never	8%	22%	16%	10%	22%	11%
Not applicable	77%	39%	58%	70%	35%	68%
Total	100%	100%	100%	100%	100%	100%
Daily	4%	8%	5%	5%	4%	5%
Weekly	21%	22%	21%	21%	16%	21%
Monthly	32%	21%	25%	29%	21%	29%
Less than once per month	27%	18%	25%	26%	21%	25%
Never	12%	21%	16%	13%	26%	14%
Not applicable	4%	11%	9%	6%	12%	6%
Total	100%	100%	100%	100%	100%	100%
Daily	58%	35%	52%	54%	39%	53%
Weekly	29%	20%	27%	27%	24%	27%
Monthly	5%	9%	6%	6%	7%	6%
Less than once per month	3%	10%	4%	4%	12%	4%
Never	3%	14%	7%	5%	11%	5%
Not applicable	2%	11%	5%	4%	6%	4%
Total	100%	100%	100%	100%	100%	100%
Daily	2%	8%	3%	3%	6%	3%
Weekly	9%	6%	9%	8%	7%	8%
Monthly	15%	12%	11%	14%	10%	14%
Less than once per month	33%	20%	28%	31%	17%	30%
Never	36%	35%	34%	36%	39%	36%

Question 8 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 3)?	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	5%	19%	14%	9%	
Total	100%	100%	100%	100%	100%	100%
Daily	0%	2%	1%	1%	1%	1%
Weekly	1%	6%	2%	1%	8%	2%
Monthly	1%	10%	3%	3%	5%	3%
Less than once per month	12%	17%	11%	13%	11%	13%
Never	76%	47%	64%	71%	57%	70%
Not applicable	9%	18%	19%	12%	19%	12%
Total	100%	100%	100%	100%	100%	100%
Daily	4%	6%	10%	5%	7%	5%
Weekly	20%	17%	11%	18%	20%	18%
Monthly	36%	22%	28%	33%	25%	32%
Less than once per month	31%	24%	32%	31%	20%	30%
Never	7%	18%	12%	9%	16%	9%
Not applicable	2%	12%	7%	4%	12%	5%
Total	100%	100%	100%	100%	100%	100%
Daily	1%	5%	5%	2%	6%	2%
Weekly	2%	3%	1%	2%	1%	2%
Monthly	12%	12%	11%	11%	14%	12%
Less than once per month	51%	27%	43%	47%	26%	46%
Never	31%	34%	29%	31%	32%	31%
Not applicable	4%	19%	12%	7%	20%	8%
Total	100%	100%	100%	100%	100%	100%
Daily	2%	5%	1%	2%	3%	2%
Weekly	3%	2%	3%	3%	5%	3%
Monthly	9%	5%	3%	8%	0%	8%
Less than once per month	29%	11%	26%	26%	15%	26%
Never	49%	52%	51%	49%	50%	50%
Not applicable	8%	25%	16%	11%	27%	12%
Total	100%	100%	100%	100%	100%	100%
Daily	15%	21%	17%	16%	15%	16%
Weekly	53%	28%	40%	47%	36%	47%

Question 8 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 3)?	Respondent ethnicity and race			Respondent language preference		Overall
	White alone	Black or African American alone	Other race or combination or Hispanic	English	Another language	
	Monthly	20%	19%	19%	20%	
Less than once per month	7%	11%	13%	8%	15%	9%
Never	3%	11%	7%	5%	8%	5%
Not applicable	2%	10%	4%	3%	7%	3%
Total	100%	100%	100%	100%	100%	100%

Question 9 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	87%	64%	81%	83%	75%	82%
	Somewhat comfortable	8%	20%	11%	10%	13%	11%
	Not at all comfortable	1%	3%	2%	2%	4%	2%
	Don't know	1%	5%	3%	1%	3%	2%
	Not applicable	2%	9%	4%	4%	6%	4%
	Total	100%	100%	100%	100%	100%	100%
Using smartphone or tablet computer	Very comfortable	70%	51%	67%	68%	52%	67%
	Somewhat comfortable	14%	23%	17%	15%	27%	16%
	Not at all comfortable	5%	6%	3%	5%	3%	5%
	Don't know	3%	7%	5%	4%	7%	4%
	Not applicable	8%	13%	7%	8%	12%	9%
	Total	100%	100%	100%	100%	100%	100%
Accessing the Internet	Very comfortable	89%	65%	82%	85%	75%	84%
	Somewhat comfortable	7%	19%	9%	9%	14%	9%
	Not at all comfortable	1%	3%	2%	1%	3%	2%
	Don't know	0%	4%	3%	1%	1%	1%
	Not applicable	3%	9%	5%	4%	8%	4%
	Total	100%	100%	100%	100%	100%	100%
Using email	Very comfortable	91%	69%	82%	87%	74%	86%
	Somewhat comfortable	4%	12%	10%	6%	15%	7%
	Not at all comfortable	1%	4%	1%	2%	2%	2%
	Don't know	0%	4%	3%	1%	2%	1%
	Not applicable	3%	11%	5%	4%	8%	4%
	Total	100%	100%	100%	100%	100%	100%
Locating information online (bus schedules, weather, news, etc.)	Very comfortable	85%	67%	78%	82%	64%	81%
	Somewhat comfortable	9%	14%	12%	10%	17%	10%
	Not at all comfortable	2%	4%	2%	2%	4%	2%
	Don't know	1%	6%	4%	2%	6%	2%
	Not applicable	3%	10%	5%	4%	9%	5%
	Total	100%	100%	100%	100%	100%	100%

Question 9 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 social networking sites (Facebook, Twitter, etc.)	Very comfortable	68%	49%	66%	66%	48%	65%
	Somewhat comfortable	13%	18%	17%	14%	22%	14%
	Not at all comfortable	6%	8%	5%	6%	7%	6%
	Don't know	3%	7%	3%	3%	8%	4%
	Not applicable	10%	17%	9%	11%	14%	11%
	Total	100%	100%	100%	100%	100%	100%
Protecting your computer (stop viruses, backup files, avoid scams)	Very comfortable	46%	30%	39%	43%	34%	42%
	Somewhat comfortable	38%	34%	38%	38%	39%	38%
	Not at all comfortable	10%	12%	13%	11%	11%	11%
	Don't know	2%	10%	4%	3%	7%	4%
	Not applicable	4%	14%	6%	5%	9%	6%
	Total	100%	100%	100%	100%	100%	100%
Creating documents or spreadsheets	Very comfortable	70%	37%	62%	65%	42%	63%
	Somewhat comfortable	16%	24%	17%	17%	25%	17%
	Not at all comfortable	8%	15%	8%	9%	12%	9%
	Don't know	2%	8%	6%	3%	9%	4%
	Not applicable	5%	16%	7%	7%	11%	7%
	Total	100%	100%	100%	100%	100%	100%
Searching or applying for jobs online	Very comfortable	58%	47%	51%	56%	38%	55%
	Somewhat comfortable	18%	22%	24%	19%	32%	19%
	Not at all comfortable	5%	9%	5%	5%	6%	5%
	Don't know	4%	7%	7%	4%	14%	5%
	Not applicable	16%	16%	14%	16%	11%	16%
	Total	100%	100%	100%	100%	100%	100%
Using online tutorials or education programs	Very comfortable	54%	41%	47%	51%	37%	51%
	Somewhat comfortable	24%	22%	23%	23%	26%	23%
	Not at all comfortable	5%	10%	7%	6%	17%	6%
	Don't know	6%	8%	8%	6%	7%	6%
	Not applicable	12%	19%	15%	14%	13%	14%
	Total	100%	100%	100%	100%	100%	100%

Question 9 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	
Installing software	Very comfortable	50%	32%	45%	47%	29%	46%
	Somewhat comfortable	30%	27%	27%	28%	39%	29%
	Not at all comfortable	12%	14%	13%	13%	8%	12%
	Don't know	3%	10%	7%	4%	12%	5%
	Not applicable	5%	18%	8%	7%	13%	8%
	Total	100%	100%	100%	100%	100%	100%
Writing or publishing information on the Internet	Very comfortable	36%	21%	39%	35%	21%	34%
	Somewhat comfortable	29%	25%	22%	27%	28%	27%
	Not at all comfortable	15%	15%	16%	15%	15%	15%
	Don't know	7%	14%	11%	8%	18%	9%
	Not applicable	13%	25%	13%	15%	19%	15%
	Total	100%	100%	100%	100%	100%	100%
Creating a website or blog	Very comfortable	23%	10%	25%	22%	8%	21%
	Somewhat comfortable	26%	21%	21%	25%	18%	24%
	Not at all comfortable	27%	21%	23%	25%	25%	25%
	Don't know	11%	22%	14%	13%	29%	14%
	Not applicable	13%	26%	16%	15%	20%	16%
	Total	100%	100%	100%	100%	100%	100%
Troubleshooting computer problems	Very comfortable	27%	15%	27%	26%	13%	25%
	Somewhat comfortable	40%	29%	31%	38%	23%	37%
	Not at all comfortable	24%	17%	23%	23%	21%	23%
	Don't know	4%	15%	11%	6%	24%	7%
	Not applicable	5%	23%	9%	8%	18%	9%
	Total	100%	100%	100%	100%	100%	100%
Coding your own software application	Very comfortable	8%	6%	13%	8%	9%	8%
	Somewhat comfortable	8%	13%	8%	9%	8%	9%
	Not at all comfortable	52%	25%	38%	47%	20%	45%
	Don't know	19%	27%	27%	21%	39%	22%
	Not applicable	13%	30%	15%	16%	23%	16%
	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	8%	8%	8%	8%	10%	8%
	1-2 years	9%	4%	12%	9%	10%	9%
	3-5 years	16%	13%	19%	16%	17%	16%
	6-10 years	14%	21%	12%	14%	21%	15%
	More than 10 years	53%	54%	49%	53%	43%	53%
	Total	100%	100%	100%	100%	100%	100%
Were you born in the United States?	No	3%	35%	33%	8%	91%	13%
	Yes	97%	65%	67%	92%	9%	87%
	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%	80%	55%	50%	73%	51%
	Own	56%	20%	45%	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%	34%	44%	51%	26%	49%
	House attached to one or more houses (e.g., a duplex or townhome)	8%	9%	10%	8%	12%	9%
	Building with two or more apartments or condominiums	37%	45%	42%	38%	54%	39%
	Other	1%	11%	4%	3%	8%	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	33%	37%	31%	34%	28%	33%
	2 people	40%	26%	26%	36%	20%	35%
	3 or 4 people	22%	21%	28%	23%	20%	23%
	5 or more people	5%	16%	15%	7%	32%	8%
	Total	100%	100%	100%	100%	100%	100%
Are there any children under 18 in your household?	No	81%	65%	64%	77%	51%	76%
	Yes	19%	35%	36%	23%	49%	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	50%	49%	51%	51%	33%	50%
	Male	50%	51%	49%	49%	67%	50%
	Total	100%	100%	100%	100%	100%	100%
In which category is your age?	18-24 years	11%	3%	16%	10%	16%	11%
	25-34 years	34%	25%	41%	34%	31%	33%
	35-44 years	16%	17%	14%	15%	17%	15%
	45-54 years	16%	28%	14%	17%	24%	17%
	55-64 years	12%	17%	8%	13%	4%	12%
	65-74 years	7%	6%	5%	7%	6%	7%
	75 years or older	5%	3%	3%	5%	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
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Question D9 Compared by Preferred Language			
Are you Spanish, Hispanic or Latino?	English	Another language	Overall
No	93%	83%	93%
Yes	7%	17%	7%
Total	100%	100%	100%

Question D10 Compared by Preferred Language			
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	English	Another language	Overall
American Indian or Alaskan Native	2%	2%	2%
Asian, Asian Indian or Pacific Islander	3%	24%	5%
Black or African American	15%	47%	17%
White	79%	13%	75%
Other	4%	15%	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	100%	83%	82%	94%
Somali	0%	11%	2%	2%
Vietnamese	0%	0%	1%	0%
Spanish	0%	0%	5%	1%
Hmong	0%	0%	4%	1%
Lao	0%	0%	0%	0%
Ethiopian/Oromo	0%	3%	0%	0%
Other	0%	3%	5%	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 2013?	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	7%	28%	11%	10%	
\$10,000 - \$24,999	13%	31%	21%	16%	37%	17%
\$25,000 - \$49,999	21%	23%	26%	22%	35%	22%
\$50,000 - \$74,999	19%	10%	19%	19%	6%	18%
\$75,000 - \$99,999	13%	3%	7%	11%	2%	11%
\$100,000 - \$149,999	15%	4%	7%	13%	1%	12%
\$150,000 - \$199,999	6%	2%	4%	5%	0%	5%
\$200,000 or more	6%	0%	4%	4%	2%	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	61%	37%	58%	57%	
Employed part-time	12%	17%	14%	13%	19%	13%
Student	7%	2%	9%	7%	3%	6%
Retired	12%	12%	7%	12%	3%	11%
Unemployed, looking for work	4%	13%	6%	5%	7%	6%
Homemaker	3%	4%	1%	2%	2%	2%
Disabled (limiting participation in work, school, housework or other activities)	2%	14%	5%	4%	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%	11%	6%	3%	18%	4%
High school graduate	11%	39%	18%	16%	15%	16%
Associate degree, some college	17%	25%	22%	19%	30%	19%
Bachelor's degree	44%	16%	27%	37%	24%	37%
Graduate or professional degree	27%	9%	26%	25%	13%	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	72%	66%	79%	71%	82%	72%
Land line	16%	15%	11%	16%	10%	16%
Both	12%	19%	9%	13%	8%	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	16%	13%	14%	18%	15%	22%	12%	25%	16%
	Good	45%	39%	46%	45%	51%	48%	53%	44%	45%
	Fair	21%	22%	21%	17%	14%	18%	18%	19%	19%
	Poor	7%	9%	5%	3%	3%	1%	0%	0%	5%
	Don't know	12%	17%	14%	17%	16%	10%	17%	11%	15%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
City use of technology	Excellent	17%	12%	9%	8%	4%	9%	4%	9%	10%
	Good	41%	38%	45%	47%	40%	40%	50%	41%	42%
	Fair	23%	22%	21%	19%	27%	28%	22%	24%	22%
	Poor	6%	7%	7%	6%	2%	5%	2%	7%	6%
	Don't know	13%	22%	18%	21%	27%	18%	22%	20%	21%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Access to technology in general in Minneapolis	Excellent	13%	15%	9%	13%	7%	10%	8%	7%	11%
	Good	44%	39%	45%	45%	44%	44%	44%	46%	43%
	Fair	21%	23%	27%	23%	29%	23%	20%	27%	24%
	Poor	10%	8%	7%	5%	4%	8%	4%	9%	7%
	Don't know	12%	16%	12%	15%	17%	16%	23%	11%	15%
	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	48%	59%	66%	72%	81%	82%	82%	92%	69%
	Very important	29%	23%	24%	19%	14%	15%	18%	3%	20%
	Somewhat important	11%	9%	5%	6%	4%	2%	0%	5%	6%
	Not at all important	9%	8%	4%	2%	1%	1%	0%	1%	4%
	Don't know	3%	2%	0%	0%	0%	0%	0%	0%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Internet access	Essential	49%	60%	67%	77%	85%	86%	94%	92%	72%
	Very important	26%	24%	21%	16%	11%	13%	6%	3%	17%
	Somewhat important	12%	7%	7%	3%	2%	0%	0%	4%	5%
	Not at all important	11%	8%	4%	4%	1%	1%	0%	1%	5%
	Don't know	2%	2%	1%	0%	0%	0%	0%	0%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 3 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	56%	73%	85%	94%	97%	97%	99%	96%	85%
	Yes, without Internet access	15%	11%	9%	3%	1%	0%	0%	1%	6%
	No	29%	17%	7%	3%	2%	3%	0%	3%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Yes, with Internet access	28%	37%	43%	57%	71%	71%	87%	89%	54%
	Yes, without Internet access	5%	7%	5%	3%	2%	2%	1%	2%	4%
	No	67%	56%	52%	40%	27%	27%	13%	9%	43%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone	Yes, with Internet access	58%	64%	78%	86%	89%	93%	99%	97%	79%
	Yes, without Internet access	27%	23%	18%	12%	10%	6%	1%	2%	15%
	No	16%	13%	4%	3%	1%	2%	0%	1%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Yes, with Internet access	19%	28%	23%	36%	43%	45%	55%	39%	33%
	Yes, without Internet access	11%	6%	11%	6%	6%	7%	5%	9%	8%
	No	70%	66%	66%	57%	52%	49%	40%	51%	60%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 4 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	49%	68%	79%	86%	88%	92%	91%	92%	78%
	Weekly	14%	12%	12%	10%	8%	7%	9%	5%	10%
	Monthly	2%	4%	1%	1%	2%	1%	0%	0%	2%
	Less than once per month	4%	1%	1%	1%	1%	1%	0%	0%	1%
	Never/Not applicable	31%	15%	7%	3%	1%	0%	0%	4%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Daily	11%	22%	27%	38%	51%	53%	64%	64%	36%
	Weekly	8%	11%	11%	12%	12%	13%	10%	20%	12%
	Monthly	6%	3%	3%	5%	5%	3%	5%	4%	4%
	Less than once per month	8%	6%	4%	3%	1%	3%	7%	2%	4%
	Never/Not applicable	67%	57%	55%	41%	30%	28%	13%	10%	44%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone, PDA, Blackberry or iPod Touch	Daily	52%	61%	73%	78%	82%	88%	96%	92%	73%
	Weekly	5%	4%	6%	6%	6%	4%	3%	4%	5%
	Monthly	4%	2%	0%	1%	1%	1%	1%	1%	1%
	Less than once per month	3%	4%	2%	1%	0%	1%	1%	0%	2%
	Never/Not applicable	36%	30%	19%	14%	9%	6%	0%	3%	18%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Daily	9%	13%	10%	12%	16%	12%	14%	6%	12%
	Weekly	5%	9%	9%	12%	12%	14%	19%	17%	11%
	Monthly	2%	3%	2%	6%	6%	8%	6%	7%	4%
	Less than once per month	6%	3%	6%	7%	8%	10%	13%	10%	7%
	Never/Not applicable	79%	72%	73%	63%	58%	56%	47%	60%	66%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Television/Blu-ray player	Daily	27%	26%	31%	33%	41%	33%	41%	29%	31%
	Weekly	3%	7%	9%	17%	11%	21%	23%	27%	12%
	Monthly	4%	3%	1%	2%	3%	4%	8%	6%	3%
	Less than once per month	5%	6%	4%	4%	3%	9%	7%	9%	5%
	Never/Not applicable	62%	58%	54%	44%	42%	33%	21%	29%	48%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 5 Compared by Household Income										
How often, if ever, do you use a computer or access the Internet (using any device in question 3) 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	57%	69%	86%	88%	95%	97%	97%	95%	83%
	Weekly	5%	8%	5%	5%	3%	2%	3%	2%	5%
	Monthly	1%	3%	1%	1%	1%	0%	0%	0%	1%
	Less than once per month	2%	1%	1%	0%	0%	0%	0%	0%	1%
	Never/Not applicable	35%	19%	7%	5%	1%	1%	0%	4%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Work	Daily	29%	41%	71%	80%	86%	87%	93%	82%	67%
	Weekly	3%	8%	4%	5%	2%	2%	1%	0%	4%
	Monthly	2%	2%	1%	0%	0%	0%	0%	0%	1%
	Less than once per month	2%	1%	2%	1%	0%	0%	1%	1%	1%
	Never/Not applicable	64%	48%	22%	14%	12%	11%	5%	17%	27%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
School	Daily	33%	30%	19%	15%	14%	9%	18%	19%	20%
	Weekly	4%	6%	5%	3%	5%	3%	3%	1%	4%
	Monthly	2%	1%	1%	0%	1%	1%	0%	1%	1%
	Less than once per month	1%	1%	3%	0%	0%	0%	0%	0%	1%
	Never/Not applicable	61%	63%	72%	82%	80%	87%	79%	79%	74%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
At an outdoor or indoor public place (library, cafe, public computer, etc.)	Daily	16%	14%	15%	14%	15%	16%	25%	19%	15%
	Weekly	26%	23%	24%	23%	28%	25%	33%	43%	26%
	Monthly	12%	14%	19%	17%	17%	23%	14%	16%	16%
	Less than once per month	7%	21%	18%	25%	24%	18%	20%	18%	19%
	Never/Not applicable	40%	30%	24%	21%	17%	18%	8%	5%	24%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 6 Compared by Household Income									
How do you connect to the Internet at home? Please check all that apply.	Less than \$10,000	\$10,000 - \$24,999	\$25,000 - \$49,999	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000 - \$149,999	\$150,000 - \$199,999	\$200,000 or more	Overall
No Internet access at home	31%	22%	8%	3%	1%	0%	1%	1%	9%
Dial-up telephone line	5%	2%	2%	1%	1%	2%	0%	0%	2%
Cable (Comcast/Xfinity)	27%	39%	44%	48%	51%	56%	55%	70%	45%
DSL (CenturyLink)	9%	18%	21%	24%	26%	25%	30%	15%	21%
Satellite (DirectTV, Dish)	3%	4%	3%	4%	4%	4%	5%	2%	4%
Cellular (Verizon, AT&T, Sprint)	21%	18%	25%	30%	25%	34%	26%	28%	26%
WiFi (USIW, other)	26%	25%	30%	30%	31%	28%	24%	21%	28%
Don't know	11%	3%	1%	0%	0%	0%	0%	0%	2%

Question 7 Compared by Household Income										
Please indicate how often in the last 12 months you have watched each of the following types of television programming.		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
Minneapolis government meetings (Comcast cable channel 79 in Minneapolis)	Often	6%	2%	1%	1%	0%	0%	1%	1%	2%
	Sometimes	21%	16%	16%	10%	9%	13%	10%	4%	14%
	Never	73%	82%	83%	88%	91%	86%	89%	95%	85%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Government programming on Comcast cable channel 14 (in English, Hmong, Somali and/or Spanish)	Often	9%	4%	3%	1%	0%	1%	0%	0%	2%
	Sometimes	21%	11%	12%	9%	7%	9%	4%	4%	10%
	Never	70%	85%	85%	91%	92%	90%	96%	96%	87%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 8 Compared by Household Income

How frequently, if ever, do you do each of the following things on the Internet (using any device in question 3)?		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	54%	69%	84%	93%	95%	98%	99%	97%	83%
	Weekly	12%	9%	9%	3%	3%	1%	1%	0%	6%
	Monthly	4%	6%	2%	1%	0%	0%	0%	0%	2%
	Less than once per month	3%	3%	1%	1%	1%	0%	0%	0%	1%
	Never	13%	7%	3%	1%	0%	0%	0%	1%	4%
	Not applicable	13%	6%	2%	1%	1%	0%	0%	3%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Seek entertainment (games, videos, music)	Daily	44%	40%	48%	55%	57%	55%	54%	43%	49%
	Weekly	13%	20%	28%	25%	24%	26%	31%	34%	24%
	Monthly	3%	6%	7%	7%	6%	8%	6%	8%	6%
	Less than once per month	6%	10%	3%	5%	5%	6%	6%	6%	6%
	Never	18%	15%	11%	7%	6%	4%	3%	6%	10%
	Not applicable	15%	8%	4%	2%	2%	2%	0%	4%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Use social media (Facebook, Twitter, LinkedIn)	Daily	39%	49%	63%	63%	63%	63%	68%	64%	57%
	Weekly	14%	11%	15%	16%	13%	17%	17%	16%	15%
	Monthly	5%	4%	3%	3%	7%	5%	2%	7%	4%
	Less than once per month	5%	7%	4%	3%	5%	4%	2%	4%	5%
	Never	21%	20%	11%	13%	11%	9%	8%	6%	14%
	Not applicable	16%	9%	4%	3%	2%	2%	3%	3%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Get the news or weather	Daily	51%	64%	75%	73%	78%	81%	86%	77%	71%
	Weekly	13%	11%	15%	18%	15%	14%	13%	16%	14%
	Monthly	2%	5%	2%	4%	2%	2%	1%	2%	3%
	Less than once per month	5%	4%	2%	2%	2%	2%	0%	4%	3%
	Never	15%	10%	4%	3%	2%	1%	0%	1%	5%
	Not applicable	15%	6%	2%	1%	1%	0%	0%	0%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Shop, search for products and services	Daily	14%	16%	18%	20%	22%	28%	28%	25%	20%
	Weekly	26%	30%	40%	51%	55%	56%	54%	60%	44%
	Monthly	16%	19%	21%	19%	17%	14%	16%	8%	18%
	Less than once per month	9%	12%	11%	6%	3%	2%	2%	6%	8%
	Never	18%	14%	7%	3%	1%	0%	0%	1%	7%
	Not applicable	16%	8%	3%	1%	1%	0%	0%	0%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Research or study a topic	Daily	28%	38%	41%	42%	51%	49%	52%	52%	42%

Question 8 Compared by Household Income

How frequently, if ever, do you do each of the following things on the Internet (using any device in question 3)?		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
of interest	Weekly	22%	25%	37%	40%	39%	45%	39%	42%	35%
	Monthly	8%	8%	10%	10%	6%	4%	9%	2%	8%
	Less than once per month	2%	9%	5%	5%	2%	1%	0%	4%	4%
	Never	20%	11%	4%	2%	1%	0%	0%	1%	6%
	Not applicable	19%	9%	3%	0%	1%	1%	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	9%	12%	13%	7%	9%	8%	5%	8%	10%
	Weekly	17%	14%	16%	21%	22%	27%	17%	15%	18%
	Monthly	11%	11%	15%	16%	21%	19%	25%	21%	16%
	Less than once per month	12%	18%	24%	25%	30%	21%	27%	30%	22%
	Never	29%	31%	26%	26%	17%	22%	25%	22%	26%
	Not applicable	22%	15%	6%	4%	2%	3%	1%	4%	8%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Attend an online class or training	Daily	6%	10%	6%	2%	1%	5%	0%	1%	5%
	Weekly	5%	6%	4%	7%	5%	4%	7%	7%	5%
	Monthly	10%	6%	7%	7%	11%	13%	13%	10%	9%
	Less than once per month	8%	19%	29%	30%	37%	39%	36%	32%	27%
	Never	39%	39%	35%	42%	32%	32%	36%	43%	38%
	Not applicable	32%	20%	19%	11%	14%	8%	7%	8%	16%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Work from home	Daily	11%	12%	14%	13%	24%	25%	25%	21%	16%
	Weekly	7%	11%	13%	22%	23%	25%	30%	33%	17%
	Monthly	3%	7%	11%	18%	18%	23%	25%	18%	14%
	Less than once per month	3%	5%	11%	11%	12%	10%	7%	8%	9%
	Never	37%	38%	33%	23%	18%	10%	8%	8%	26%
	Not applicable	38%	27%	18%	13%	6%	8%	5%	11%	18%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Banking online (paying bills, investing, etc.)	Daily	7%	15%	17%	18%	21%	23%	19%	19%	17%
	Weekly	25%	24%	39%	46%	47%	47%	62%	57%	40%
	Monthly	10%	23%	21%	23%	20%	20%	14%	15%	19%
	Less than once per month	7%	8%	6%	2%	4%	4%	2%	1%	5%
	Never	26%	19%	13%	9%	5%	4%	1%	5%	13%
	Not applicable	25%	11%	4%	2%	2%	2%	1%	5%	7%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
As a parent/guardian, connect with your child's	Daily	7%	4%	2%	2%	3%	3%	5%	2%	3%
	Weekly	3%	9%	9%	8%	11%	12%	15%	24%	9%

Question 8 Compared by Household Income

How frequently, if ever, do you do each of the following things on the Internet (using any device in question 3)?		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	
school	Monthly	4%	3%	2%	3%	8%	7%	11%	9%	4%	
	Less than once per month	7%	6%	3%	2%	4%	3%	2%	1%	4%	
	Never	20%	18%	12%	9%	8%	4%	6%	2%	11%	
	Not applicable	60%	62%	72%	76%	67%	72%	61%	62%	68%	
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Find info on community resources and events	Daily	4%	6%	7%	4%	4%	4%	4%	4%	5%	
	Weekly	14%	18%	22%	23%	19%	24%	28%	20%	21%	
	Monthly	29%	21%	27%	27%	38%	36%	34%	35%	29%	
	Less than once per month	17%	21%	26%	29%	29%	26%	28%	35%	25%	
	Never	19%	23%	13%	14%	8%	9%	5%	5%	14%	
	Not applicable	17%	11%	5%	3%	2%	1%	2%	1%	6%	
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	34%	41%	55%	57%	65%	66%	62%	72%	53%	
If you have a question, use Internet to the find the answer	Weekly	20%	23%	28%	34%	28%	26%	34%	21%	27%	
	Monthly	10%	10%	6%	4%	3%	6%	2%	3%	6%	
	Less than once per month	7%	7%	5%	3%	2%	1%	1%	0%	4%	
	Never	16%	10%	4%	2%	0%	0%	0%	3%	5%	
	Not applicable	13%	9%	2%	1%	1%	0%	0%	0%	4%	
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Engage in civic activities (participate in a discussion about community and government issues; research information about an issue or a candidate)	Daily	2%	6%	3%	2%	1%	3%	1%	1%	3%	
	Weekly	6%	6%	9%	8%	10%	9%	12%	8%	8%	
	Monthly	11%	9%	17%	15%	16%	16%	22%	11%	14%	
	Less than once per month	17%	26%	28%	30%	33%	41%	38%	45%	30%	
	Never	41%	38%	35%	38%	34%	30%	26%	33%	36%	
	Not applicable	23%	15%	8%	7%	6%	2%	1%	2%	9%	
Watch a live or rebroadcast Minneapolis government meeting such as: city council, board or commission	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Daily	1%	1%	1%	1%	0%	0%	0%	0%	1%	
	Weekly	5%	2%	2%	1%	0%	1%	1%	0%	2%	
	Monthly	9%	3%	2%	2%	2%	3%	1%	0%	3%	
	Less than once per month	12%	12%	15%	12%	13%	14%	10%	4%	13%	
	Never	51%	64%	68%	75%	75%	77%	84%	84%	70%	
	Not applicable	22%	18%	13%	8%	10%	5%	3%	11%	12%	
Look up health and medical information	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Daily	4%	5%	9%	4%	4%	5%	3%	7%	5%	
	Weekly	11%	15%	20%	17%	21%	21%	17%	22%	18%	
	Monthly	25%	28%	30%	36%	33%	42%	44%	38%	32%	

Question 8 Compared by Household Income

How frequently, if ever, do you do each of the following things on the Internet (using any device in question 3)?		Less than \$10,000	\$10,000 - \$24,999	\$25,000 - \$49,999	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000 - \$149,999	\$150,000 - \$199,999	\$200,000 or more	Overall
	Less than once per month	20%	29%	30%	36%	34%	30%	33%	29%	30%
	Never	22%	14%	8%	7%	6%	2%	3%	4%	9%
	Not applicable	17%	9%	4%	1%	2%	0%	0%	0%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Communicate with government (seek services, get a license, discuss a problem)	Daily	3%	2%	3%	2%	1%	1%	4%	1%	2%
	Weekly	0%	3%	3%	3%	1%	2%	0%	1%	2%
	Monthly	11%	11%	10%	12%	10%	17%	11%	11%	12%
	Less than once per month	22%	35%	47%	50%	57%	56%	59%	65%	46%
	Never	40%	36%	31%	31%	27%	23%	24%	21%	31%
	Not applicable	24%	14%	6%	3%	4%	1%	1%	2%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sell goods and services online, advertise	Daily	3%	3%	3%	2%	2%	2%	2%	1%	2%
	Weekly	3%	2%	3%	4%	3%	4%	2%	3%	3%
	Monthly	6%	5%	5%	10%	10%	10%	15%	8%	8%
	Less than once per month	11%	19%	24%	30%	34%	34%	30%	38%	26%
	Never	49%	55%	53%	47%	44%	45%	46%	45%	50%
	Not applicable	29%	17%	12%	8%	7%	5%	6%	6%	12%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Find directions or look up a map	Daily	15%	17%	18%	13%	19%	18%	12%	17%	16%
	Weekly	27%	35%	45%	56%	52%	57%	60%	64%	47%
	Monthly	11%	22%	19%	22%	21%	19%	26%	15%	20%
	Less than once per month	14%	9%	12%	7%	5%	6%	1%	3%	9%
	Never	17%	10%	4%	1%	1%	0%	0%	1%	5%
	Not applicable	15%	7%	2%	1%	1%	0%	0%	0%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 9 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%	73%	83%	88%	92%	96%	98%	95%	82%
	Somewhat comfortable	20%	13%	13%	10%	6%	3%	2%	2%	11%
	Not at all comfortable	4%	3%	1%	1%	1%	0%	0%	0%	2%
	Don't know	8%	3%	0%	0%	0%	0%	0%	0%	2%
	Not applicable	13%	7%	2%	1%	1%	0%	0%	3%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using smartphone or tablet computer	Very comfortable	45%	49%	65%	72%	79%	85%	88%	94%	67%
	Somewhat comfortable	23%	19%	17%	17%	11%	10%	12%	5%	16%
	Not at all comfortable	5%	8%	5%	4%	5%	1%	0%	0%	5%
	Don't know	9%	8%	5%	2%	2%	1%	0%	0%	4%
	Not applicable	19%	15%	9%	5%	4%	2%	0%	1%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Accessing the Internet	Very comfortable	58%	74%	85%	91%	96%	96%	99%	95%	84%
	Somewhat comfortable	17%	13%	11%	7%	2%	4%	1%	1%	9%
	Not at all comfortable	2%	3%	1%	1%	1%	0%	0%	0%	2%
	Don't know	7%	3%	1%	0%	0%	0%	0%	0%	1%
	Not applicable	16%	7%	2%	1%	1%	0%	0%	3%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using email	Very comfortable	59%	73%	89%	94%	96%	98%	99%	96%	86%
	Somewhat comfortable	13%	12%	7%	5%	2%	1%	1%	1%	7%
	Not at all comfortable	4%	3%	1%	1%	1%	0%	0%	0%	2%
	Don't know	6%	4%	1%	0%	0%	0%	0%	0%	1%
	Not applicable	18%	8%	2%	1%	1%	1%	0%	3%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Locating information online (bus schedules, weather, news, etc.)	Very comfortable	64%	70%	82%	87%	90%	92%	94%	88%	81%
	Somewhat comfortable	8%	13%	11%	11%	7%	7%	6%	11%	10%
	Not at all comfortable	5%	3%	2%	1%	1%	0%	0%	0%	2%
	Don't know	7%	5%	1%	0%	0%	0%	0%	0%	2%
	Not applicable	16%	8%	3%	1%	1%	1%	0%	1%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using social networking sites (Facebook, Twitter, etc.)	Very comfortable	47%	56%	69%	71%	68%	74%	73%	69%	65%
	Somewhat comfortable	17%	13%	14%	13%	16%	11%	14%	20%	14%
	Not at all comfortable	6%	10%	5%	5%	6%	4%	3%	5%	6%
	Don't know	8%	7%	3%	3%	1%	2%	2%	0%	4%
	Not applicable	21%	14%	9%	8%	9%	10%	8%	6%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 9 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
Protecting your computer (stop viruses, backup files, avoid scams)	Very comfortable	32%	35%	41%	42%	51%	55%	55%	42%	42%
	Somewhat comfortable	26%	33%	41%	44%	37%	39%	41%	46%	38%
	Not at all comfortable	14%	13%	13%	11%	9%	5%	4%	9%	11%
	Don't know	8%	9%	3%	1%	1%	0%	0%	0%	4%
	Not applicable	20%	11%	3%	2%	2%	0%	0%	3%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Creating documents or spreadsheets	Very comfortable	41%	46%	64%	72%	75%	79%	81%	74%	63%
	Somewhat comfortable	14%	20%	18%	15%	17%	16%	15%	20%	17%
	Not at all comfortable	13%	12%	11%	9%	6%	4%	2%	3%	9%
	Don't know	8%	8%	3%	2%	1%	0%	1%	0%	4%
	Not applicable	24%	14%	4%	2%	1%	1%	0%	3%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Searching or applying for jobs online	Very comfortable	44%	41%	60%	64%	64%	61%	64%	51%	55%
	Somewhat comfortable	20%	26%	19%	17%	17%	19%	19%	14%	19%
	Not at all comfortable	7%	6%	6%	5%	3%	2%	1%	4%	5%
	Don't know	7%	9%	4%	3%	3%	2%	3%	4%	5%
	Not applicable	22%	18%	11%	11%	13%	16%	13%	26%	16%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using online tutorials or education programs	Very comfortable	29%	40%	50%	57%	62%	64%	66%	53%	51%
	Somewhat comfortable	21%	23%	26%	25%	20%	23%	21%	26%	23%
	Not at all comfortable	13%	7%	8%	6%	5%	2%	2%	2%	6%
	Don't know	12%	10%	6%	4%	3%	2%	2%	8%	6%
	Not applicable	25%	20%	10%	8%	10%	9%	9%	11%	14%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Installing software	Very comfortable	34%	39%	46%	48%	57%	54%	65%	42%	46%
	Somewhat comfortable	20%	22%	30%	32%	29%	34%	30%	47%	29%
	Not at all comfortable	13%	13%	14%	15%	10%	9%	4%	8%	12%
	Don't know	11%	10%	5%	2%	1%	1%	1%	0%	5%
	Not applicable	22%	16%	6%	3%	2%	1%	0%	4%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Writing or publishing information on the Internet	Very comfortable	27%	27%	32%	41%	41%	38%	45%	34%	34%
	Somewhat comfortable	21%	24%	32%	24%	30%	32%	23%	30%	27%
	Not at all comfortable	12%	15%	15%	20%	13%	14%	11%	12%	15%
	Don't know	11%	13%	9%	8%	7%	5%	8%	8%	9%
	Not applicable	28%	21%	12%	8%	9%	11%	12%	16%	15%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 9 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
Creating a website or blog	Very comfortable	14%	16%	21%	24%	28%	24%	36%	22%	21%
	Somewhat comfortable	21%	23%	27%	26%	22%	27%	18%	21%	24%
	Not at all comfortable	19%	20%	26%	27%	27%	29%	25%	34%	25%
	Don't know	16%	19%	12%	14%	11%	9%	11%	10%	14%
	Not applicable	30%	22%	14%	8%	12%	11%	9%	12%	16%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Troubleshooting computer problems	Very comfortable	19%	21%	23%	26%	32%	29%	41%	21%	25%
	Somewhat comfortable	22%	30%	37%	41%	44%	45%	41%	44%	37%
	Not at all comfortable	18%	19%	27%	25%	20%	21%	16%	29%	23%
	Don't know	12%	15%	7%	4%	2%	2%	1%	1%	7%
	Not applicable	28%	16%	6%	3%	3%	3%	1%	5%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coding your own software application	Very comfortable	8%	8%	9%	6%	8%	9%	16%	9%	8%
	Somewhat comfortable	11%	9%	9%	8%	9%	8%	10%	3%	9%
	Not at all comfortable	26%	35%	46%	51%	51%	55%	54%	56%	45%
	Don't know	21%	24%	22%	25%	22%	19%	12%	19%	22%
	Not applicable	34%	24%	14%	9%	10%	9%	7%	12%	16%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Questions D1 and D2 Compared by Household Income										
		Less than \$10,000	\$10,000 - \$24,999	\$25,000 - \$49,999	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000 - \$149,999	\$150,000 - \$199,999	\$200,000 or more	Overall
How long have you lived in Minneapolis?	Less than a year	11%	7%	9%	9%	8%	4%	8%	3%	8%
	1-2 years	15%	8%	9%	7%	11%	4%	6%	13%	9%
	3-5 years	17%	19%	18%	17%	12%	16%	12%	9%	16%
	6-10 years	10%	15%	14%	16%	17%	20%	15%	14%	15%
	More than 10 years	47%	51%	50%	52%	52%	57%	59%	60%	53%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Were you born in the United States?	No	23%	23%	17%	7%	9%	5%	3%	4%	13%
	Yes	77%	77%	83%	93%	91%	95%	97%	96%	87%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Questions D3 and D4 Compared by Household Income											
		Less than \$10,000	\$10,000 - \$24,999	\$25,000 - \$49,999	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000 - \$149,999	\$150,000 - \$199,999	\$200,000 or more	Overall	
Do you rent or own your current residence?	Rent	92%	76%	68%	40%	30%	19%	14%	15%	51%	
	Own	8%	24%	32%	60%	70%	81%	86%	85%	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	18%	32%	37%	58%	66%	71%	78%	74%	49%	
	House attached to one or more houses (e.g., a duplex or townhome)	7%	9%	9%	13%	5%	8%	5%	2%	9%	
	Building with two or more apartments or condominiums	64%	54%	51%	28%	29%	21%	17%	23%	39%	
	Other	11%	5%	3%	0%	0%	0%	0%	0%	1%	3%
	Total	100%	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	49%	46%	43%	32%	22%	15%	9%	16%	33%
	2 people	21%	26%	32%	42%	44%	48%	40%	42%	35%
	3 or 4 people	19%	17%	16%	22%	27%	31%	45%	32%	23%
	5 or more people	11%	11%	9%	4%	7%	6%	6%	11%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Are there any children under 18 in your household?	No	87%	79%	77%	77%	71%	72%	59%	60%	76%
	Yes	13%	21%	23%	23%	29%	28%	41%	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	49%	48%	59%	49%	47%	42%	46%	47%	50%
	Male	51%	52%	41%	51%	53%	58%	54%	53%	50%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
In which category is your age?	18-24 years	29%	15%	10%	6%	3%	3%	4%	4%	11%
	25-34 years	11%	27%	43%	47%	41%	32%	31%	17%	33%
	35-44 years	10%	14%	12%	13%	19%	28%	21%	23%	15%
	45-54 years	23%	15%	15%	14%	16%	16%	29%	34%	17%
	55-64 years	19%	12%	10%	11%	11%	12%	12%	11%	12%
	65-74 years	4%	10%	6%	6%	7%	7%	2%	12%	7%
	75 years or older	4%	6%	5%	3%	3%	2%	1%	0%	4%
Total	100%	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	95%	93%	91%	91%	97%	93%	92%	94%	93%	
Yes	5%	7%	9%	9%	3%	7%	8%	6%	7%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Question D10 Compared by Household Income										
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Less than \$10,000	\$10,000 - \$24,999	\$25,000 - \$49,999	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000 - \$149,999	\$150,000 - \$199,999	\$200,000 or more	Overall	
American Indian or Alaskan Native	3%	2%	3%	2%	3%	0%	4%	3%	2%	
Asian, Asian Indian or Pacific Islander	4%	7%	4%	5%	4%	2%	3%	7%	5%	
Black or African American	41%	31%	17%	10%	5%	5%	10%	1%	17%	
White	49%	59%	75%	82%	88%	93%	87%	94%	75%	
Other	8%	6%	5%	4%	2%	2%	0%	1%	5%	

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	91%	88%	92%	98%	99%	100%	100%	98%	94%
Somali	5%	4%	3%	0%	0%	0%	0%	1%	2%
Vietnamese	0%	1%	0%	0%	0%	0%	0%	0%	0%
Spanish	1%	2%	1%	1%	0%	0%	0%	1%	1%
Hmong	1%	2%	1%	0%	0%	0%	0%	0%	1%
Lao	0%	0%	0%	0%	0%	0%	0%	0%	0%
Ethiopian/Oromo	1%	2%	0%	0%	0%	0%	0%	0%	0%
Other	2%	2%	3%	0%	1%	0%	0%	0%	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	9%	22%	63%	75%	77%	80%	87%	71%	57%
Employed part-time	21%	26%	14%	8%	6%	7%	5%	6%	13%
Student	17%	13%	4%	3%	2%	1%	1%	4%	6%
Retired	13%	15%	10%	10%	10%	6%	4%	10%	11%
Unemployed, looking for work	18%	8%	5%	2%	2%	3%	2%	0%	6%
Homemaker	3%	2%	2%	1%	3%	2%	1%	9%	2%
Disabled (limiting participation in work, school, housework or other activities)	18%	13%	1%	1%	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	13%	7%	1%	1%	0%	0%	0%	1%	4%
High school graduate	37%	27%	16%	12%	6%	6%	1%	1%	16%
Associate degree, some college	23%	31%	22%	17%	15%	10%	12%	5%	19%
Bachelor's degree	21%	26%	36%	46%	45%	46%	49%	36%	37%
Graduate or professional degree	4%	9%	25%	23%	34%	38%	38%	57%	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	74%	67%	74%	78%	72%	68%	77%	72%	72%
Land line	19%	21%	16%	13%	13%	12%	5%	7%	16%
Both	7%	12%	10%	9%	15%	21%	18%	20%	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	16%	8%	19%	13%	27%	16%
	Good	46%	39%	48%	46%	35%	45%
	Fair	20%	27%	14%	19%	16%	19%
	Poor	4%	2%	4%	11%	10%	5%
	Don't know	14%	24%	15%	11%	12%	15%
	Total	100%	100%	100%	100%	100%	100%
City use of technology	Excellent	9%	7%	11%	18%	14%	10%
	Good	42%	51%	40%	39%	34%	42%
	Fair	23%	18%	16%	25%	20%	22%
	Poor	6%	4%	2%	3%	9%	6%
	Don't know	19%	20%	30%	14%	23%	21%
	Total	100%	100%	100%	100%	100%	100%
Access to technology in general in Minneapolis	Excellent	10%	7%	13%	12%	22%	11%
	Good	44%	48%	40%	46%	28%	43%
	Fair	25%	29%	16%	25%	19%	24%
	Poor	7%	5%	5%	12%	12%	7%
	Don't know	14%	11%	25%	5%	19%	15%
	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	75%	82%	44%	60%	42%	69%
	Very important	18%	17%	23%	27%	34%	20%
	Somewhat important	4%	1%	14%	10%	11%	6%
	Not at all important	2%	0%	16%	3%	10%	4%
	Don't know	0%	0%	3%	0%	4%	1%
	Total	100%	100%	100%	100%	100%	100%
Internet access	Essential	78%	84%	46%	64%	46%	72%
	Very important	15%	14%	24%	19%	31%	17%
	Somewhat important	4%	1%	13%	11%	8%	5%
	Not at all important	2%	1%	15%	6%	12%	5%
	Don't know	0%	0%	3%	0%	4%	1%
	Total	100%	100%	100%	100%	100%	100%

Question 3 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%	95%	68%	65%	57%	85%
	Yes, without Internet access	4%	4%	7%	15%	13%	6%
	No	4%	1%	25%	21%	30%	9%
	Total	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Yes, with Internet access	60%	50%	36%	39%	30%	54%
	Yes, without Internet access	3%	5%	4%	7%	3%	4%
	No	37%	45%	60%	54%	67%	43%
	Total	100%	100%	100%	100%	100%	100%
Cell phone	Yes, with Internet access	86%	86%	52%	61%	57%	79%
	Yes, without Internet access	11%	14%	29%	30%	29%	15%
	No	3%	1%	20%	9%	14%	6%
	Total	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Yes, with Internet access	37%	42%	12%	23%	28%	33%
	Yes, without Internet access	8%	6%	6%	9%	5%	8%
	No	55%	53%	82%	67%	68%	60%
	Total	100%	100%	100%	100%	100%	100%

Question 4 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	83%	97%	57%	61%	48%	78%
	Weekly	10%	3%	11%	19%	10%	10%
	Monthly	1%	0%	2%	9%	3%	2%
	Less than once per month	1%	0%	2%	2%	4%	1%
	Never/Not applicable	4%	0%	27%	10%	35%	9%
	Total	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Daily	40%	35%	24%	27%	9%	36%
	Weekly	14%	10%	7%	8%	5%	12%
	Monthly	4%	7%	3%	0%	2%	4%
	Less than once per month	4%	8%	2%	9%	5%	4%
	Never/Not applicable	38%	39%	63%	55%	78%	44%
	Total	100%	100%	100%	100%	100%	100%
Cell phone, PDA, Blackberry or iPod Touch	Daily	82%	74%	40%	59%	58%	73%
	Weekly	5%	6%	6%	8%	4%	5%
	Monthly	1%	3%	2%	1%	1%	1%
	Less than once per month	1%	1%	3%	6%	3%	2%
	Never/Not applicable	11%	15%	49%	25%	34%	18%
	Total	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Daily	13%	12%	6%	12%	15%	12%
	Weekly	13%	11%	4%	8%	5%	11%
	Monthly	5%	7%	1%	1%	2%	4%
	Less than once per month	7%	6%	3%	8%	5%	7%
	Never/Not applicable	62%	64%	87%	72%	73%	66%
	Total	100%	100%	100%	100%	100%	100%
Television/Blu-ray player	Daily	33%	21%	28%	34%	31%	31%
	Weekly	14%	8%	7%	11%	5%	12%
	Monthly	3%	4%	3%	2%	6%	3%
	Less than once per month	6%	4%	2%	4%	4%	5%
	Never/Not applicable	44%	63%	60%	50%	54%	48%
	Total	100%	100%	100%	100%	100%	100%

Question 5 Compared by Respondent Employment Status							
How often, if ever, do you use a computer or access the Internet (using any device in question 3) 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%	97%	63%	71%	56%	83%
	Weekly	5%	1%	5%	5%	8%	5%
	Monthly	1%	0%	3%	0%	1%	1%
	Less than once per month	1%	0%	2%	1%	1%	1%
	Never/Not applicable	5%	2%	28%	23%	34%	10%
	Total	100%	100%	100%	100%	100%	100%
Work	Daily	84%	51%	11%	36%	19%	67%
	Weekly	5%	5%	1%	5%	2%	4%
	Monthly	1%	1%	1%	0%	0%	1%
	Less than once per month	1%	3%	1%	0%	2%	1%
	Never/Not applicable	9%	40%	87%	58%	76%	27%
	Total	100%	100%	100%	100%	100%	100%
School	Daily	17%	82%	4%	18%	10%	20%
	Weekly	4%	11%	2%	3%	1%	4%
	Monthly	1%	2%	2%	1%	1%	1%
	Less than once per month	1%	0%	1%	4%	1%	1%
	Never/Not applicable	77%	5%	91%	75%	88%	74%
	Total	100%	100%	100%	100%	100%	100%
At an outdoor or indoor public place (library, cafe, public computer, etc.)	Daily	16%	20%	7%	17%	11%	15%
	Weekly	28%	35%	12%	29%	16%	26%
	Monthly	18%	20%	9%	15%	5%	16%
	Less than once per month	21%	18%	13%	17%	16%	19%
	Never/Not applicable	17%	7%	59%	22%	52%	24%
	Total	100%	100%	100%	100%	100%	100%

Question 6 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%	5%	22%	21%	33%	9%	
Dial-up telephone line	1%	0%	6%	3%	6%	2%	
Cable (Comcast/Xfinity)	49%	51%	34%	34%	27%	45%	
DSL (CenturyLink)	23%	18%	19%	19%	19%	21%	
Satellite (DirectTV, Dish)	3%	6%	7%	1%	5%	4%	
Cellular (Verizon, AT&T, Sprint)	29%	27%	12%	20%	16%	26%	
WiFi (USIW, other)	29%	35%	22%	25%	20%	28%	
Don't know	1%	1%	6%	4%	6%	2%	

Question 7 Compared by Respondent Employment Status							
Please indicate how often in the last 12 months you have watched each of the following types of television programming.	Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall	
Minneapolis government meetings (Comcast cable channel 79 in Minneapolis)	Often	2%	0%	4%	1%	3%	
	Sometimes	12%	7%	17%	22%	14%	
	Never	87%	92%	79%	78%	85%	
	Total	100%	100%	100%	100%	100%	
Government programming on Comcast cable channel 14 (in English, Hmong, Somali and/or Spanish)	Often	2%	2%	5%	2%	8%	
	Sometimes	9%	7%	14%	17%	10%	
	Never	89%	91%	81%	81%	87%	
	Total	100%	100%	100%	100%	100%	

Question 8 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 3)?		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%	91%	56%	66%	55%	83%
	Weekly	5%	8%	10%	10%	12%	6%
	Monthly	1%	0%	5%	12%	3%	2%
	Less than once per month	1%	2%	2%	4%	3%	1%
	Never	1%	0%	15%	4%	15%	4%
	Not applicable	1%	0%	13%	5%	12%	3%
	Total	100%	100%	100%	100%	100%	100%
Seek entertainment (games, videos, music)	Daily	54%	66%	25%	35%	39%	49%
	Weekly	26%	30%	14%	24%	6%	24%
	Monthly	7%	0%	5%	4%	6%	6%
	Less than once per month	5%	1%	9%	9%	15%	6%
	Never	6%	2%	30%	21%	21%	10%
	Not applicable	2%	0%	16%	7%	13%	5%
	Total	100%	100%	100%	100%	100%	100%
Use social media (Facebook, Twitter, LinkedIn)	Daily	65%	78%	24%	40%	37%	57%
	Weekly	15%	15%	11%	15%	9%	15%
	Monthly	4%	0%	6%	7%	6%	4%
	Less than once per month	4%	5%	6%	6%	7%	5%
	Never	9%	1%	37%	25%	23%	14%
	Not applicable	3%	0%	16%	7%	18%	5%
	Total	100%	100%	100%	100%	100%	100%
Get the news or weather	Daily	77%	84%	49%	55%	48%	71%
	Weekly	15%	13%	11%	16%	12%	14%
	Monthly	3%	2%	3%	9%	2%	3%
	Less than once per month	1%	2%	7%	1%	11%	3%
	Never	2%	0%	18%	9%	15%	5%
	Not applicable	1%	0%	12%	10%	11%	3%
	Total	100%	100%	100%	100%	100%	100%
Shop, search for products and services	Daily	23%	15%	13%	13%	15%	20%
	Weekly	49%	48%	28%	35%	18%	44%
	Monthly	17%	30%	16%	20%	13%	18%
	Less than once per month	7%	6%	12%	8%	14%	8%
	Never	3%	0%	19%	16%	22%	7%
	Not applicable	1%	0%	13%	8%	17%	4%
	Total	100%	100%	100%	100%	100%	100%

Question 8 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 3)?		Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
Research or study a topic of interest	Daily	47%	61%	19%	32%	21%	42%
	Weekly	37%	34%	29%	33%	26%	35%
	Monthly	8%	2%	11%	10%	6%	8%
	Less than once per month	3%	2%	11%	3%	10%	4%
	Never	3%	0%	17%	12%	19%	6%
	Not applicable	2%	0%	13%	10%	18%	5%
	Total	100%	100%	100%	100%	100%	100%
Share opinions, post to a blog, review a product or service	Daily	10%	12%	6%	13%	11%	10%
	Weekly	21%	24%	8%	18%	8%	18%
	Monthly	18%	18%	8%	7%	5%	16%
	Less than once per month	24%	32%	16%	16%	16%	22%
	Never	22%	12%	44%	32%	39%	26%
	Not applicable	5%	2%	20%	13%	20%	8%
	Total	100%	100%	100%	100%	100%	100%
Attend an online class or training	Daily	4%	18%	2%	6%	2%	5%
	Weekly	6%	12%	1%	4%	1%	5%
	Monthly	11%	14%	3%	4%	1%	9%
	Less than once per month	32%	25%	11%	27%	12%	27%
	Never	34%	27%	58%	29%	51%	38%
	Not applicable	13%	5%	25%	31%	33%	16%
	Total	100%	100%	100%	100%	100%	100%
Work from home	Daily	18%	21%	8%	16%	10%	16%
	Weekly	21%	18%	7%	9%	1%	17%
	Monthly	17%	10%	2%	8%	2%	14%
	Less than once per month	10%	4%	3%	7%	4%	9%
	Never	23%	26%	39%	28%	44%	26%
	Not applicable	11%	19%	40%	32%	38%	18%
	Total	100%	100%	100%	100%	100%	100%
Banking online (paying bills, investing, etc.)	Daily	19%	14%	12%	13%	13%	17%
	Weekly	46%	45%	18%	33%	9%	40%
	Monthly	20%	31%	14%	13%	17%	19%
	Less than once per month	4%	3%	6%	13%	8%	5%
	Never	7%	6%	33%	18%	33%	13%
	Not applicable	4%	1%	18%	10%	20%	7%
	Total	100%	100%	100%	100%	100%	100%

Question 8 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 3)?		Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
As a parent/guardian, connect with your child's school	Daily	3%	0%	1%	8%	7%	3%
	Weekly	10%	5%	10%	5%	7%	9%
	Monthly	5%	1%	3%	1%	4%	4%
	Less than once per month	3%	3%	1%	12%	5%	4%
	Never	8%	5%	24%	16%	27%	11%
	Not applicable	70%	85%	61%	57%	50%	68%
	Total	100%	100%	100%	100%	100%	100%
Find info on community resources and events	Daily	5%	3%	3%	11%	7%	5%
	Weekly	22%	21%	15%	20%	14%	21%
	Monthly	31%	37%	20%	23%	21%	29%
	Less than once per month	27%	20%	21%	31%	16%	25%
	Never	12%	13%	24%	10%	26%	14%
	Not applicable	3%	5%	17%	5%	16%	6%
	Total	100%	100%	100%	100%	100%	100%
If you have a question, use Internet to the find the answer	Daily	61%	74%	23%	37%	19%	53%
	Weekly	28%	22%	28%	26%	28%	27%
	Monthly	4%	2%	10%	18%	11%	6%
	Less than once per month	3%	1%	9%	8%	9%	4%
	Never	2%	0%	16%	7%	22%	5%
	Not applicable	2%	1%	14%	4%	12%	4%
	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	3%	2%	2%	2%	8%	3%
	Weekly	9%	8%	5%	7%	3%	8%
	Monthly	15%	15%	9%	16%	11%	14%
	Less than once per month	32%	36%	19%	37%	13%	30%
	Never	34%	34%	46%	27%	45%	36%
	Not applicable	7%	5%	19%	11%	20%	9%
	Total	100%	100%	100%	100%	100%	100%
Watch a live or rebroadcast Minneapolis government meeting such as: city council, board or commission	Daily	1%	0%	1%	0%	2%	1%
	Weekly	1%	1%	3%	8%	1%	2%
	Monthly	2%	1%	4%	7%	6%	3%
	Less than once per month	12%	14%	10%	19%	12%	13%
	Never	74%	76%	62%	53%	52%	70%
	Not applicable	10%	8%	20%	12%	27%	12%
	Total	100%	100%	100%	100%	100%	100%

Question 8 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 3)?	Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall	
Look up health and medical information	Daily	6%	5%	4%	6%	8%	5%
	Weekly	18%	22%	15%	19%	16%	18%
	Monthly	35%	31%	26%	30%	15%	32%
	Less than once per month	32%	37%	25%	29%	15%	30%
	Never	6%	6%	18%	10%	30%	9%
	Not applicable	2%	0%	14%	5%	16%	5%
	Total	100%	100%	100%	100%	100%	100%
Communicate with government (seek services, get a license, discuss a problem)	Daily	2%	0%	2%	5%	2%	2%
	Weekly	2%	0%	1%	5%	5%	2%
	Monthly	12%	13%	8%	14%	6%	12%
	Less than once per month	51%	47%	31%	32%	26%	46%
	Never	28%	38%	41%	31%	38%	31%
	Not applicable	5%	2%	17%	13%	24%	8%
	Total	100%	100%	100%	100%	100%	100%
Sell goods and services online, advertise	Daily	2%	0%	2%	2%	4%	2%
	Weekly	3%	6%	1%	4%	1%	3%
	Monthly	8%	12%	3%	8%	5%	8%
	Less than once per month	30%	29%	11%	17%	12%	26%
	Never	47%	47%	61%	50%	51%	50%
	Not applicable	9%	6%	22%	19%	28%	12%
	Total	100%	100%	100%	100%	100%	100%
Find directions or look up a map	Daily	19%	19%	5%	15%	9%	16%
	Weekly	52%	60%	26%	42%	18%	47%
	Monthly	19%	16%	23%	20%	24%	20%
	Less than once per month	7%	3%	17%	13%	16%	9%
	Never	2%	2%	17%	5%	20%	5%
	Not applicable	1%	0%	13%	3%	13%	3%
	Total	100%	100%	100%	100%	100%	100%

Question 9 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	91%	97%	49%	73%	49%	82%
	Somewhat comfortable	7%	3%	25%	19%	25%	11%
	Not at all comfortable	1%	0%	7%	2%	4%	2%
	Don't know	1%	0%	3%	3%	8%	2%
	Not applicable	1%	0%	15%	2%	15%	4%
	Total	100%	100%	100%	100%	100%	100%
Using smartphone or tablet computer	Very comfortable	76%	79%	28%	56%	35%	67%
	Somewhat comfortable	14%	19%	17%	27%	21%	16%
	Not at all comfortable	3%	1%	13%	4%	8%	5%
	Don't know	2%	0%	11%	4%	13%	4%
	Not applicable	4%	1%	31%	9%	23%	9%
	Total	100%	100%	100%	100%	100%	100%
Accessing the Internet	Very comfortable	91%	96%	56%	74%	51%	84%
	Somewhat comfortable	6%	4%	16%	20%	21%	9%
	Not at all comfortable	1%	0%	7%	1%	1%	2%
	Don't know	1%	0%	3%	3%	6%	1%
	Not applicable	1%	0%	18%	2%	20%	4%
	Total	100%	100%	100%	100%	100%	100%
Using email	Very comfortable	93%	96%	55%	80%	54%	86%
	Somewhat comfortable	4%	4%	16%	13%	13%	7%
	Not at all comfortable	1%	0%	7%	2%	2%	2%
	Don't know	1%	0%	4%	2%	7%	1%
	Not applicable	1%	0%	18%	4%	24%	4%
	Total	100%	100%	100%	100%	100%	100%
Locating information online (bus schedules, weather, news, etc.)	Very comfortable	88%	95%	49%	78%	57%	81%
	Somewhat comfortable	8%	5%	21%	12%	10%	10%
	Not at all comfortable	1%	0%	8%	3%	4%	2%
	Don't know	1%	0%	5%	3%	8%	2%
	Not applicable	1%	0%	18%	4%	22%	5%
	Total	100%	100%	100%	100%	100%	100%
Using social networking sites (Facebook, Twitter, etc.)	Very comfortable	73%	86%	25%	56%	40%	65%
	Somewhat comfortable	14%	11%	15%	20%	12%	14%
	Not at all comfortable	4%	2%	17%	6%	10%	6%
	Don't know	2%	0%	10%	7%	10%	4%
	Not applicable	7%	1%	33%	11%	28%	11%
	Total	100%	100%	100%	100%	100%	100%
Protecting your computer (stop	Very comfortable	47%	48%	22%	37%	27%	42%

Question 9 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	
viruses, backup files, avoid scams)	Somewhat comfortable	40%	48%	30%	34%	23%	38%
	Not at all comfortable	9%	4%	21%	14%	15%	11%
	Don't know	2%	0%	7%	8%	13%	4%
	Not applicable	2%	0%	21%	7%	23%	6%
	Total	100%	100%	100%	100%	100%	100%
Creating documents or spreadsheets	Very comfortable	73%	86%	24%	57%	22%	63%
	Somewhat comfortable	15%	12%	22%	20%	26%	17%
	Not at all comfortable	7%	2%	21%	9%	11%	9%
	Don't know	2%	0%	9%	7%	10%	4%
	Not applicable	2%	0%	25%	7%	31%	7%
Total	100%	100%	100%	100%	100%	100%	
Searching or applying for jobs online	Very comfortable	64%	70%	11%	66%	20%	55%
	Somewhat comfortable	20%	24%	15%	21%	21%	19%
	Not at all comfortable	4%	2%	10%	8%	10%	5%
	Don't know	4%	2%	9%	2%	8%	5%
	Not applicable	9%	2%	55%	3%	41%	16%
Total	100%	100%	100%	100%	100%	100%	
Using online tutorials or education programs	Very comfortable	59%	69%	16%	40%	19%	51%
	Somewhat comfortable	24%	26%	18%	29%	16%	23%
	Not at all comfortable	5%	3%	11%	12%	8%	6%
	Don't know	5%	2%	14%	5%	17%	6%
	Not applicable	7%	0%	41%	14%	41%	14%
Total	100%	100%	100%	100%	100%	100%	
Installing software	Very comfortable	52%	70%	14%	40%	23%	46%
	Somewhat comfortable	31%	27%	22%	27%	17%	29%
	Not at all comfortable	11%	3%	25%	13%	18%	12%
	Don't know	3%	0%	11%	8%	15%	5%
	Not applicable	3%	0%	28%	12%	27%	8%
Total	100%	100%	100%	100%	100%	100%	
Writing or publishing information on the Internet	Very comfortable	40%	49%	8%	25%	17%	34%
	Somewhat comfortable	28%	38%	14%	34%	19%	27%
	Not at all comfortable	15%	8%	20%	10%	20%	15%
	Don't know	8%	3%	16%	13%	13%	9%
	Not applicable	9%	2%	42%	19%	32%	15%
Total	100%	100%	100%	100%	100%	100%	
Creating a website or blog	Very comfortable	26%	22%	5%	15%	9%	21%
	Somewhat comfortable	25%	48%	9%	32%	8%	24%

Question 9 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	
	Not at all comfortable	27%	21%	23%	16%	25%	25%
	Don't know	11%	6%	22%	20%	24%	14%
	Not applicable	10%	3%	41%	17%	34%	16%
	Total	100%	100%	100%	100%	100%	100%
Troubleshooting computer problems	Very comfortable	29%	35%	8%	22%	16%	25%
	Somewhat comfortable	41%	49%	20%	30%	16%	37%
	Not at all comfortable	22%	14%	34%	24%	21%	23%
	Don't know	5%	3%	12%	11%	18%	7%
	Not applicable	4%	0%	27%	13%	29%	9%
	Total	100%	100%	100%	100%	100%	100%
Coding your own software application	Very comfortable	9%	12%	2%	9%	4%	8%
	Somewhat comfortable	8%	17%	4%	18%	2%	9%
	Not at all comfortable	50%	54%	29%	30%	26%	45%
	Don't know	22%	11%	25%	23%	29%	22%
	Not applicable	11%	5%	40%	20%	39%	16%
	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	8%	20%	2%	12%	2%	8%
	1-2 years	9%	22%	2%	6%	7%	9%
	3-5 years	18%	31%	5%	16%	11%	16%
	6-10 years	17%	7%	7%	15%	11%	15%
	More than 10 years	48%	20%	85%	52%	68%	53%
	Total	100%	100%	100%	100%	100%	100%
Were you born in the United States?	No	13%	11%	6%	27%	18%	13%
	Yes	87%	89%	94%	73%	82%	87%
	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	48%	85%	33%	79%	82%	51%
	Own	52%	15%	67%	21%	18%	49%
	Total	100%	100%	100%	100%	100%	100%
Which best describes the building you live in?	One family house detached from any other houses	52%	25%	62%	35%	23%	49%
	House attached to one or more houses (e.g., a duplex or townhome)	9%	5%	5%	11%	11%	9%
	Building with two or more apartments or condominiums	37%	67%	28%	46%	58%	39%
	Other	2%	2%	5%	7%	9%	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	30%	26%	44%	33%	68%	33%
	2 people	38%	32%	34%	31%	16%	35%
	3 or 4 people	24%	29%	16%	27%	11%	23%
	5 or more people	9%	13%	5%	9%	5%	8%
	Total	100%	100%	100%	100%	100%	100%
Are there any children under 18 in your household?	No	73%	88%	83%	76%	89%	76%
	Yes	27%	12%	17%	24%	11%	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	49%	51%	60%	39%	42%	50%
	Male	51%	49%	40%	61%	58%	50%
	Total	100%	100%	100%	100%	100%	100%
In which category is your age?	18-24 years	10%	55%	0%	4%	2%	11%
	25-34 years	41%	29%	4%	38%	8%	33%
	35-44 years	18%	10%	7%	11%	15%	15%
	45-54 years	18%	5%	8%	24%	39%	17%
	55-64 years	11%	1%	16%	21%	26%	12%
	65-74 years	2%	0%	34%	2%	7%	7%
	75 years or older	0%	0%	30%	0%	3%	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%	97%	96%	95%	90%	93%
Yes	8%	3%	4%	5%	10%	7%
Total	100%	100%	100%	100%	100%	100%

Question D10 Compared by Respondent Employment Status						
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall
American Indian or Alaskan Native	2%	0%	2%	3%	5%	2%
Asian, Asian Indian or Pacific Islander	5%	15%	2%	2%	2%	5%
Black or African American	13%	10%	20%	37%	50%	17%
White	79%	79%	76%	52%	46%	75%
Other	5%	2%	3%	10%	6%	5%

Question D11 Compared by Respondent Employment Status							
Which language do you prefer to speak at home?	Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall	
English	94%	98%	98%	93%	89%	94%	
Somali	2%	0%	1%	5%	6%	2%	
Vietnamese	0%	0%	0%	0%	0%	0%	
Spanish	1%	1%	0%	0%	1%	1%	
Hmong	1%	1%	0%	1%	1%	1%	
Lao	0%	0%	0%	0%	0%	0%	
Ethiopian/Oromo	1%	0%	0%	1%	1%	0%	
Other	2%	1%	1%	1%	3%	1%	
Total	100%	100%	100%	100%	100%	100%	

Question D12 Compared by Respondent Employment Status							
What was your household's total annual income in 2013?	Employed full-time or part-time	Student	Retired or homemaker	Unemployed, looking for work	Disabled	Overall	
Less than \$10,000	5%	30%	13%	34%	43%	11%	
\$10,000 - \$24,999	12%	35%	23%	26%	50%	17%	
\$25,000 - \$49,999	25%	16%	21%	20%	4%	22%	
\$50,000 - \$74,999	21%	10%	15%	8%	2%	18%	
\$75,000 - \$99,999	13%	3%	11%	4%	0%	11%	
\$100,000 - \$149,999	15%	2%	8%	7%	1%	12%	
\$150,000 - \$199,999	6%	1%	2%	1%	0%	5%	
\$200,000 or more	5%	3%	6%	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	2%	2%	9%	3%	17%	4%
High school graduate	12%	11%	27%	31%	44%	16%
Associate degree, some college	17%	36%	22%	25%	22%	19%
Bachelor's degree	42%	33%	22%	30%	12%	37%
Graduate or professional degree	28%	18%	21%	11%	4%	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	80%	94%	27%	70%	56%	72%
Land line	9%	4%	51%	11%	28%	16%
Both	11%	3%	21%	19%	16%	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	6%	18%	12%	16%	19%	15%	17%	21%	16%
	Good	44%	40%	47%	45%	49%	45%	48%	43%	45%
	Fair	23%	18%	21%	20%	17%	20%	13%	21%	19%
	Poor	1%	9%	7%	3%	2%	4%	6%	5%	5%
	Don't know	25%	15%	13%	15%	14%	15%	16%	10%	15%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
City use of technology	Excellent	25%	15%	11%	7%	7%	10%	10%	9%	10%
	Good	37%	36%	44%	43%	44%	42%	42%	41%	42%
	Fair	7%	20%	24%	23%	21%	23%	16%	24%	22%
	Poor	3%	6%	7%	6%	4%	6%	4%	3%	6%
	Don't know	28%	22%	15%	21%	23%	19%	29%	22%	21%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Access to technology in general in Minneapolis	Excellent	14%	18%	10%	9%	9%	10%	12%	12%	11%
	Good	46%	31%	50%	44%	43%	44%	39%	43%	43%
	Fair	6%	21%	25%	24%	26%	25%	21%	21%	24%
	Poor	7%	10%	6%	8%	6%	7%	5%	9%	7%
	Don't know	27%	19%	9%	15%	16%	13%	24%	15%	15%
	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	26%	44%	68%	76%	81%	75%	46%	68%	69%
	Very important	28%	31%	21%	17%	14%	19%	24%	22%	20%
	Somewhat important	17%	12%	7%	5%	2%	5%	13%	6%	6%
	Not at all important	18%	11%	4%	2%	2%	2%	14%	3%	4%
	Don't know	11%	2%	1%	0%	0%	0%	3%	1%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Internet access	Essential	28%	46%	71%	80%	84%	78%	46%	73%	72%
	Very important	29%	27%	19%	15%	12%	16%	25%	17%	17%
	Somewhat important	14%	11%	6%	3%	3%	4%	11%	6%	5%
	Not at all important	16%	13%	4%	2%	2%	2%	14%	3%	5%
	Don't know	12%	2%	1%	0%	0%	0%	3%	0%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 3 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	51%	66%	83%	92%	94%	89%	72%	85%	85%
	Yes, without Internet access	7%	11%	8%	4%	3%	5%	5%	8%	6%
	No	43%	23%	9%	4%	3%	6%	23%	6%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Yes, with Internet access	25%	40%	49%	58%	62%	57%	32%	62%	54%
	Yes, without Internet access	0%	6%	3%	4%	3%	4%	3%	5%	4%
	No	74%	53%	48%	38%	35%	39%	66%	32%	43%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone	Yes, with Internet access	53%	62%	78%	86%	83%	88%	39%	78%	79%
	Yes, without Internet access	28%	23%	16%	11%	14%	10%	34%	19%	15%
	No	20%	15%	6%	3%	3%	2%	27%	3%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Yes, with Internet access	19%	29%	39%	36%	28%	37%	12%	34%	33%
	Yes, without Internet access	15%	11%	9%	7%	5%	8%	8%	7%	8%
	No	66%	60%	52%	57%	67%	55%	80%	59%	60%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 4 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	27%	52%	75%	87%	91%	83%	61%	75%	78%
	Weekly	14%	16%	13%	9%	5%	9%	13%	13%	10%
	Monthly	7%	5%	1%	1%	0%	1%	3%	3%	2%
	Less than once per month	5%	2%	2%	1%	1%	1%	2%	1%	1%
	Never/Not applicable	48%	25%	8%	3%	2%	5%	21%	8%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Daily	7%	24%	34%	40%	42%	38%	19%	45%	36%
	Weekly	6%	6%	12%	14%	13%	13%	6%	11%	12%
	Monthly	0%	4%	2%	5%	4%	4%	3%	4%	4%
	Less than once per month	8%	4%	6%	3%	4%	5%	2%	5%	4%
	Never/Not applicable	79%	61%	46%	38%	37%	40%	69%	36%	44%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone, PDA, Blackberry or iPod Touch	Daily	46%	53%	75%	81%	78%	83%	31%	72%	73%
	Weekly	4%	9%	3%	5%	5%	4%	8%	5%	5%
	Monthly	0%	3%	1%	1%	1%	1%	3%	2%	1%
	Less than once per month	11%	3%	2%	1%	1%	1%	4%	4%	2%
	Never/Not applicable	38%	33%	19%	12%	15%	10%	54%	18%	18%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Daily	16%	14%	12%	13%	8%	13%	6%	11%	12%
	Weekly	9%	10%	14%	11%	9%	13%	3%	10%	11%
	Monthly	2%	2%	5%	6%	4%	5%	2%	5%	4%
	Less than once per month	4%	5%	7%	7%	7%	7%	2%	9%	7%
	Never/Not applicable	69%	70%	61%	63%	73%	62%	87%	65%	66%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Television/Blu-ray player	Daily	32%	34%	38%	31%	25%	31%	29%	35%	31%
	Weekly	3%	7%	7%	14%	19%	14%	6%	12%	12%
	Monthly	10%	2%	3%	3%	4%	3%	2%	4%	3%
	Less than once per month	15%	2%	5%	6%	6%	5%	3%	7%	5%
	Never/Not applicable	40%	55%	48%	46%	47%	46%	60%	42%	48%
	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 use a computer or access the Internet (using any device in question 3) 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	32%	60%	82%	92%	94%	88%	64%	82%	83%
	Weekly	18%	8%	7%	3%	1%	4%	8%	5%	5%
	Monthly	0%	1%	3%	0%	0%	1%	1%	3%	1%
	Less than once per month	4%	1%	1%	0%	0%	1%	2%	0%	1%
	Never/Not applicable	46%	29%	7%	4%	4%	6%	24%	10%	10%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Work	Daily	9%	36%	59%	78%	83%	76%	33%	64%	67%
	Weekly	5%	3%	6%	4%	2%	4%	4%	5%	4%
	Monthly	3%	2%	1%	1%	0%	1%	1%	1%	1%
	Less than once per month	7%	3%	2%	1%	0%	1%	1%	1%	1%
	Never/Not applicable	75%	57%	32%	16%	14%	18%	61%	29%	27%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
School	Daily	16%	14%	32%	17%	18%	23%	5%	16%	20%
	Weekly	5%	3%	7%	3%	4%	4%	5%	4%	4%
	Monthly	3%	1%	1%	1%	1%	1%	1%	2%	1%
	Less than once per month	11%	2%	0%	0%	1%	1%	1%	1%	1%
	Never/Not applicable	65%	80%	60%	79%	76%	71%	88%	78%	74%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
At an outdoor or indoor public place (library, cafe, public computer, etc.)	Daily	8%	13%	15%	18%	14%	17%	2%	15%	15%
	Weekly	14%	17%	22%	30%	30%	30%	11%	22%	26%
	Monthly	3%	10%	15%	19%	18%	18%	10%	15%	16%
	Less than once per month	16%	11%	22%	18%	23%	19%	18%	18%	19%
	Never/Not applicable	59%	50%	26%	15%	15%	15%	59%	30%	24%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 6 Compared by Respondent Education Level and Primary Telephone									
How do you connect to the Internet at home? Please check all that apply.	Which of the following best describes the amount of formal education you have completed?					Which do you consider your primary telephone?			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	35%	24%	11%	4%	3%	6%	22%	11%	9%
Dial-up telephone line	10%	4%	2%	1%	1%	1%	5%	5%	2%
Cable (Comcast/Xfinity)	27%	34%	44%	49%	50%	49%	31%	46%	45%
DSL (CenturyLink)	15%	15%	21%	24%	23%	19%	28%	29%	21%
Satellite (DirectTV, Dish)	2%	5%	5%	3%	4%	3%	5%	6%	4%
Cellular (Verizon, AT&T, Sprint)	8%	20%	26%	28%	28%	30%	9%	23%	26%
WiFi (USIW, other)	20%	20%	27%	30%	31%	30%	20%	25%	28%
Don't know	14%	6%	2%	1%	0%	2%	4%	2%	2%

Question 7 Compared by Respondent Education Level and Primary Telephone										
Please indicate how often in the last 12 months you have watched each of the following types of television programming.	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		
Minneapolis government meetings (Comcast cable channel 79 in Minneapolis)	Often	5%	4%	2%	1%	1%	1%	2%	3%	2%
	Sometimes	27%	21%	18%	9%	9%	11%	17%	23%	14%
	Never	68%	75%	79%	90%	90%	88%	81%	74%	85%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Government programming on Comcast cable channel 14 (in English, Hmong, Somali and/or Spanish)	Often	14%	5%	3%	2%	0%	2%	2%	4%	2%
	Sometimes	18%	17%	13%	7%	8%	9%	14%	14%	10%
	Never	67%	78%	84%	91%	92%	89%	84%	82%	87%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 8 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 3)?	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	31%	55%	83%	92%	95%	90%	58%	79%	83%
	Weekly	16%	13%	9%	4%	2%	5%	11%	9%	6%
	Monthly	6%	7%	2%	1%	0%	1%	4%	3%	2%
	Less than once per month	10%	2%	2%	0%	0%	1%	4%	1%	1%
	Never	18%	14%	3%	2%	1%	2%	12%	5%	4%
	Not applicable	20%	9%	2%	1%	1%	2%	11%	3%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Seek entertainment (games, videos, music)	Daily	21%	38%	52%	56%	46%	56%	25%	37%	49%
	Weekly	11%	14%	23%	25%	31%	27%	13%	23%	24%
	Monthly	8%	8%	5%	5%	8%	5%	9%	12%	6%
	Less than once per month	15%	6%	5%	6%	5%	4%	10%	11%	6%
	Never	26%	21%	10%	6%	7%	6%	28%	12%	10%
	Not applicable	18%	12%	5%	2%	2%	3%	15%	5%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Use social media (Facebook, Twitter, LinkedIn)	Daily	23%	39%	56%	68%	59%	68%	24%	43%	57%
	Weekly	11%	13%	15%	13%	18%	15%	11%	18%	15%
	Monthly	16%	5%	3%	3%	6%	4%	4%	7%	4%
	Less than once per month	3%	6%	7%	3%	4%	3%	10%	7%	5%
	Never	26%	23%	15%	10%	11%	7%	36%	20%	14%
	Not applicable	21%	14%	5%	2%	2%	3%	14%	5%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Get the news or weather	Daily	37%	54%	70%	77%	78%	77%	45%	69%	71%
	Weekly	11%	9%	17%	16%	15%	15%	14%	13%	14%
	Monthly	13%	5%	2%	3%	2%	2%	6%	5%	3%
	Less than once per month	5%	7%	3%	1%	1%	1%	6%	4%	3%
	Never	16%	14%	6%	2%	3%	2%	19%	5%	5%
	Not applicable	18%	11%	3%	1%	1%	2%	10%	3%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Shop, search for products and services	Daily	8%	17%	22%	22%	20%	23%	12%	16%	20%
	Weekly	13%	27%	36%	52%	54%	48%	28%	42%	44%
	Monthly	16%	14%	22%	17%	18%	17%	20%	18%	18%
	Less than once per month	5%	11%	11%	6%	5%	6%	11%	10%	8%

Question 8 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 3)?	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	34%	18%	6%	3%	2%	3%	17%	10%	7%
Not applicable	24%	12%	3%	1%	1%	2%	12%	4%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily	5%	31%	40%	44%	54%	48%	22%	37%	42%
Weekly	7%	22%	36%	42%	36%	36%	31%	35%	35%
Monthly	16%	10%	8%	8%	6%	8%	10%	9%	8%
Less than once per month	14%	7%	6%	2%	2%	2%	9%	9%	4%
Never	28%	17%	5%	2%	2%	3%	16%	6%	6%
Not applicable	29%	13%	5%	1%	1%	3%	12%	4%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Research or study a topic of interest									
Daily	8%	11%	15%	9%	7%	11%	4%	11%	10%
Weekly	8%	14%	16%	21%	21%	22%	7%	13%	18%
Monthly	3%	8%	13%	20%	17%	18%	7%	11%	16%
Less than once per month	5%	15%	20%	24%	29%	23%	18%	25%	22%
Never	50%	33%	26%	22%	23%	20%	45%	33%	26%
Not applicable	25%	19%	10%	4%	3%	6%	18%	7%	8%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Share opinions, post to a blog, review a product or service									
Daily	7%	4%	8%	3%	3%	5%	1%	4%	5%
Weekly	0%	6%	5%	5%	5%	7%	1%	1%	5%
Monthly	8%	2%	9%	10%	12%	10%	5%	6%	9%
Less than once per month	2%	11%	21%	34%	37%	30%	15%	31%	27%
Never	50%	45%	37%	36%	33%	33%	52%	40%	38%
Not applicable	32%	30%	20%	11%	10%	14%	24%	18%	16%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Attend an online class or training									
Daily	9%	8%	14%	17%	24%	18%	10%	19%	16%
Weekly	0%	7%	13%	20%	26%	20%	7%	15%	17%
Monthly	0%	4%	8%	21%	15%	15%	6%	14%	14%
Less than once per month	7%	4%	8%	10%	10%	10%	4%	9%	9%
Never	50%	45%	32%	21%	15%	22%	40%	27%	26%
Not applicable	34%	33%	25%	11%	10%	15%	33%	16%	18%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Work from home									
Daily	9%	12%	20%	20%	16%	20%	10%	15%	17%

Question 8 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 3)? etc.)	Weekly	12%	20%	35%	46%	50%	46%	19%	32%	40%
	Monthly	12%	13%	21%	21%	21%	20%	16%	21%	19%
	Less than once per month	6%	9%	4%	4%	4%	3%	6%	10%	5%
	Never	39%	29%	13%	6%	7%	7%	32%	15%	13%
	Not applicable	23%	17%	7%	3%	3%	4%	17%	7%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	4%	4%	7%	3%	2%	3%	3%	6%	3%
As a parent/guardian, connect with your child's school	Weekly	5%	6%	12%	8%	11%	9%	7%	14%	9%
	Monthly	16%	3%	3%	4%	5%	4%	3%	8%	4%
	Less than once per month	13%	8%	3%	2%	2%	3%	3%	7%	4%
	Never	34%	24%	13%	6%	6%	8%	23%	11%	11%
	Not applicable	28%	55%	62%	77%	74%	73%	61%	54%	68%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	3%	5%	7%	4%	5%	5%	4%	7%	5%
Find info on community resources and events	Weekly	10%	12%	19%	23%	26%	23%	15%	18%	21%
	Monthly	15%	20%	31%	31%	33%	32%	17%	28%	29%
	Less than once per month	10%	21%	23%	28%	28%	26%	25%	26%	25%
	Never	39%	27%	15%	12%	6%	12%	24%	13%	14%
	Not applicable	22%	15%	6%	3%	2%	4%	15%	7%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	15%	33%	50%	62%	63%	62%	26%	42%	53%
If you have a question, use Internet to the find the answer	Weekly	18%	21%	30%	28%	29%	26%	29%	32%	27%
	Monthly	9%	10%	8%	5%	3%	4%	11%	11%	6%
	Less than once per month	7%	10%	6%	3%	2%	3%	10%	7%	4%
	Never	30%	15%	3%	2%	2%	3%	13%	5%	5%
	Not applicable	22%	12%	4%	1%	1%	2%	11%	4%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Daily	4%	3%	5%	2%	2%	3%	2%	5%	3%
Engage in civic activities (participate in a discussion about community and government issues; research information about an issue or a candidate)	Weekly	0%	5%	9%	8%	12%	9%	5%	7%	8%
	Monthly	7%	8%	9%	17%	19%	16%	8%	12%	14%
	Less than once per month	15%	18%	28%	33%	36%	32%	20%	32%	30%
	Never	44%	46%	37%	35%	28%	33%	48%	35%	36%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 8 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 3)?	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	30%	20%	11%	5%	4%	7%	16%	10%	9%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Watch a live or rebroadcast Minneapolis government meeting such as: city council, board or commission									
Daily	2%	1%	1%	0%	0%	1%	0%	2%	1%
Weekly	9%	5%	1%	1%	1%	2%	1%	3%	2%
Monthly	9%	4%	5%	2%	1%	3%	2%	5%	3%
Less than once per month	15%	13%	16%	11%	12%	12%	12%	15%	13%
Never	41%	58%	64%	78%	74%	72%	67%	64%	70%
Not applicable	24%	21%	12%	8%	11%	11%	18%	10%	12%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Look up health and medical information									
Daily	4%	4%	7%	5%	6%	6%	4%	6%	5%
Weekly	6%	14%	18%	17%	23%	19%	12%	20%	18%
Monthly	14%	22%	33%	38%	33%	36%	23%	27%	32%
Less than once per month	19%	26%	30%	32%	33%	30%	30%	36%	30%
Never	32%	21%	8%	5%	4%	7%	20%	7%	9%
Not applicable	24%	13%	4%	2%	1%	3%	11%	4%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Communicate with government (seek services, get a license, discuss a problem)									
Daily	7%	3%	5%	1%	0%	2%	1%	4%	2%
Weekly	6%	2%	2%	2%	2%	2%	2%	2%	2%
Monthly	10%	10%	11%	11%	15%	12%	9%	10%	12%
Less than once per month	5%	24%	44%	53%	56%	51%	30%	42%	46%
Never	39%	43%	30%	30%	24%	28%	44%	33%	31%
Not applicable	32%	19%	8%	4%	2%	6%	15%	8%	8%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sell goods and services online, advertise									
Daily	7%	2%	3%	2%	1%	3%	1%	2%	2%
Weekly	0%	7%	1%	3%	1%	4%	1%	1%	3%
Monthly	2%	3%	9%	8%	8%	9%	3%	3%	8%
Less than once per month	2%	15%	22%	32%	29%	30%	15%	18%	26%
Never	54%	53%	52%	45%	52%	45%	59%	62%	50%
Not applicable	35%	20%	12%	9%	8%	10%	21%	13%	12%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Find directions or look up a map									
Daily	9%	11%	16%	19%	17%	20%	4%	9%	16%
Weekly	8%	27%	39%	55%	58%	54%	24%	38%	47%

Question 8 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 3)?	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	27%	19%	26%	17%	18%	17%	26%	30%	20%
Less than once per month	7%	17%	13%	5%	5%	5%	20%	14%	9%
Never	27%	14%	4%	2%	1%	2%	16%	5%	5%
Not applicable	22%	11%	2%	1%	0%	2%	10%	4%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 9 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	32%	59%	81%	92%	92%	90%	56%	77%	82%
	Somewhat comfortable	23%	22%	14%	6%	6%	7%	23%	17%	11%
	Not at all comfortable	11%	4%	2%	1%	0%	1%	5%	1%	2%
	Don't know	15%	4%	1%	1%	0%	1%	4%	1%	2%
	Not applicable	19%	11%	3%	1%	2%	2%	11%	4%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using smartphone or tablet computer	Very comfortable	10%	45%	60%	80%	75%	78%	25%	57%	67%
	Somewhat comfortable	22%	18%	22%	12%	14%	14%	18%	24%	16%
	Not at all comfortable	15%	7%	5%	3%	4%	3%	13%	5%	5%
	Don't know	25%	9%	4%	2%	1%	2%	14%	4%	4%
	Not applicable	27%	21%	9%	3%	6%	3%	31%	10%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Accessing the Internet	Very comfortable	24%	63%	82%	94%	93%	91%	59%	81%	84%
	Somewhat comfortable	28%	17%	14%	4%	5%	6%	19%	12%	9%
	Not at all comfortable	9%	4%	1%	1%	0%	1%	5%	1%	2%
	Don't know	12%	4%	1%	0%	0%	1%	3%	1%	1%
	Not applicable	27%	12%	3%	1%	2%	2%	13%	4%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using email	Very comfortable	25%	65%	84%	95%	96%	92%	63%	81%	86%
	Somewhat comfortable	30%	12%	11%	3%	2%	5%	13%	10%	7%
	Not at all comfortable	8%	5%	1%	1%	0%	1%	6%	2%	2%
	Don't know	12%	4%	1%	1%	0%	1%	4%	2%	1%
	Not applicable	25%	14%	3%	1%	2%	2%	14%	5%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Locating information online (bus schedules, weather, news, etc.)	Very comfortable	21%	61%	80%	90%	90%	89%	53%	73%	81%
	Somewhat comfortable	26%	15%	14%	7%	7%	7%	19%	17%	10%
	Not at all comfortable	8%	5%	2%	1%	1%	1%	7%	3%	2%
	Don't know	19%	5%	2%	1%	0%	1%	6%	2%	2%
	Not applicable	26%	14%	3%	1%	2%	2%	15%	6%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using social networking sites (Facebook, Twitter, etc.)	Very comfortable	25%	47%	62%	75%	68%	77%	25%	46%	65%
	Somewhat comfortable	23%	14%	16%	12%	15%	12%	15%	24%	14%
	Not at all comfortable	12%	8%	7%	5%	6%	3%	16%	10%	6%

Question 9 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		
Don't know	15%	8%	3%	3%	2%	2%	9%	5%	4%	
	25%	23%	12%	6%	9%	5%	34%	15%	11%	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Protecting your computer (stop viruses, backup files, avoid scams)	Very comfortable	8%	31%	47%	48%	43%	48%	21%	38%	42%
	Somewhat comfortable	30%	31%	34%	40%	43%	38%	36%	42%	38%
	Not at all comfortable	18%	14%	12%	8%	11%	9%	18%	10%	11%
	Don't know	12%	8%	3%	3%	1%	2%	8%	4%	4%
	Not applicable	31%	16%	5%	1%	2%	3%	17%	6%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Creating documents or spreadsheets	Very comfortable	6%	34%	55%	76%	79%	73%	34%	46%	63%
	Somewhat comfortable	23%	19%	24%	15%	13%	14%	19%	29%	17%
	Not at all comfortable	15%	16%	13%	6%	5%	7%	17%	11%	9%
	Don't know	19%	10%	4%	1%	1%	2%	10%	5%	4%
	Not applicable	38%	20%	5%	2%	2%	4%	19%	8%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Searching or applying for jobs online	Very comfortable	11%	38%	48%	65%	62%	66%	20%	37%	55%
	Somewhat comfortable	24%	19%	24%	19%	16%	21%	15%	19%	19%
	Not at all comfortable	10%	9%	6%	4%	3%	4%	11%	7%	5%
	Don't know	18%	9%	3%	3%	3%	3%	10%	8%	5%
	Not applicable	38%	25%	17%	9%	15%	7%	43%	29%	16%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Using online tutorials or education programs	Very comfortable	5%	33%	46%	58%	60%	59%	23%	38%	51%
	Somewhat comfortable	18%	18%	24%	27%	22%	24%	18%	25%	23%
	Not at all comfortable	17%	8%	10%	5%	3%	5%	11%	7%	6%
	Don't know	21%	14%	6%	3%	5%	4%	16%	11%	6%
	Not applicable	39%	27%	15%	7%	10%	8%	33%	20%	14%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Installing software	Very comfortable	6%	28%	45%	54%	53%	55%	19%	31%	46%
	Somewhat comfortable	17%	21%	28%	32%	31%	28%	28%	34%	29%
	Not at all comfortable	15%	19%	15%	10%	11%	9%	21%	19%	12%
	Don't know	23%	12%	4%	2%	2%	3%	12%	7%	5%
	Not applicable	38%	20%	8%	2%	3%	4%	21%	10%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 9 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		
Writing or publishing information on the Internet	Very comfortable	4%	22%	30%	40%	41%	42%	13%	19%	34%
	Somewhat comfortable	17%	17%	25%	32%	28%	30%	14%	24%	27%
	Not at all comfortable	13%	16%	18%	14%	15%	13%	21%	20%	15%
	Don't know	28%	17%	9%	6%	5%	6%	18%	14%	9%
	Not applicable	39%	28%	18%	8%	10%	8%	34%	23%	15%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Creating a website or blog	Very comfortable	0%	14%	15%	27%	25%	26%	6%	11%	21%
	Somewhat comfortable	15%	13%	24%	28%	27%	29%	10%	19%	24%
	Not at all comfortable	13%	21%	25%	27%	28%	25%	27%	28%	25%
	Don't know	32%	20%	17%	10%	10%	11%	23%	19%	14%
	Not applicable	40%	32%	18%	8%	10%	10%	35%	23%	16%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Troubleshooting computer problems	Very comfortable	2%	20%	24%	29%	26%	31%	8%	17%	25%
	Somewhat comfortable	14%	20%	35%	43%	43%	39%	27%	36%	37%
	Not at all comfortable	16%	25%	24%	21%	25%	20%	33%	27%	23%
	Don't know	30%	14%	8%	3%	3%	5%	12%	10%	7%
	Not applicable	38%	21%	9%	4%	3%	5%	20%	10%	9%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coding your own software application	Very comfortable	0%	9%	7%	9%	8%	10%	2%	5%	8%
	Somewhat comfortable	12%	11%	9%	9%	6%	10%	3%	8%	9%
	Not at all comfortable	14%	23%	41%	52%	58%	49%	34%	40%	45%
	Don't know	33%	26%	23%	21%	19%	20%	25%	26%	22%
	Not applicable	40%	31%	19%	10%	9%	11%	35%	21%	16%
	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	1%	9%	7%	9%	7%	10%	1%	2%	8%
	1-2 years	5%	5%	5%	12%	10%	12%	1%	1%	9%
	3-5 years	8%	9%	16%	19%	19%	21%	3%	3%	16%
	6-10 years	25%	11%	12%	16%	16%	18%	5%	10%	15%
	More than 10 years	60%	66%	60%	45%	48%	39%	90%	84%	53%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Were you born in the United States?	No	37%	15%	14%	10%	11%	13%	9%	12%	13%
	Yes	63%	85%	86%	90%	89%	87%	91%	88%	87%
	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	65%	64%	56%	50%	39%	59%	32%	28%	51%
	Own	35%	36%	44%	50%	61%	41%	68%	72%	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	43%	46%	49%	46%	57%	43%	62%	71%	49%
	House attached to one or more houses (e.g., a duplex or townhome)	10%	8%	9%	9%	7%	10%	5%	7%	9%
	Building with two or more apartments or condominiums	37%	37%	38%	44%	34%	45%	30%	19%	39%
	Other	10%	8%	3%	0%	2%	3%	3%	3%	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	44%	36%	31%	33%	32%	32%	45%	27%	33%
	2 people	13%	26%	36%	40%	37%	37%	31%	31%	35%
	3 or 4 people	24%	22%	24%	20%	26%	23%	15%	33%	23%
	5 or more people	19%	16%	10%	6%	4%	8%	9%	8%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Are there any children under 18 in your household?	No	63%	72%	76%	80%	73%	77%	81%	66%	76%
	Yes	37%	28%	24%	20%	27%	23%	19%	34%	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	54%	44%	48%	51%	51%	47%	54%	60%	50%
	Male	46%	56%	52%	49%	49%	53%	46%	40%	50%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
In which category is your age?	18-24 years	9%	9%	15%	14%	3%	14%	1%	1%	11%
	25-34 years	8%	22%	24%	41%	40%	45%	4%	6%	33%
	35-44 years	21%	12%	14%	16%	17%	17%	8%	17%	15%
	45-54 years	26%	22%	18%	14%	16%	13%	25%	31%	17%
	55-64 years	14%	17%	16%	8%	11%	8%	21%	25%	12%
	65-74 years	8%	9%	7%	4%	9%	2%	22%	14%	7%
	75 years or older	13%	9%	4%	2%	3%	1%	19%	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	87%	91%	93%	95%	92%	92%	95%	94%	93%
Yes	13%	9%	7%	5%	8%	8%	5%	6%	7%
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.)	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	5%	3%	3%	2%	2%	2%	2%	2%	2%
Asian, Asian Indian or Pacific Islander	11%	3%	4%	4%	6%	5%	4%	3%	5%
Black or African American	53%	37%	24%	8%	6%	15%	16%	25%	17%
White	28%	55%	67%	88%	85%	77%	78%	71%	75%
Other	5%	7%	7%	2%	5%	5%	4%	4%	5%

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	71%	95%	92%	96%	97%	94%	97%	97%	94%
Somali	13%	2%	2%	2%	0%	2%	0%	1%	2%
Vietnamese	0%	0%	1%	0%	0%	0%	0%	0%	0%
Spanish	5%	1%	1%	1%	0%	1%	0%	1%	1%
Hmong	8%	1%	0%	0%	0%	1%	1%	1%	1%
Lao	1%	0%	0%	0%	0%	0%	0%	0%	0%
Ethiopian/Oromo	1%	0%	2%	0%	0%	1%	0%	0%	0%
Other	1%	1%	2%	1%	2%	1%	2%	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 2013?	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	46%	25%	13%	6%	2%	11%	13%	6%	11%
\$10,000 - \$24,999	37%	29%	27%	12%	7%	16%	25%	17%	17%
\$25,000 - \$49,999	9%	23%	25%	22%	23%	23%	24%	17%	22%
\$50,000 - \$74,999	7%	14%	16%	22%	17%	19%	16%	13%	18%
\$75,000 - \$99,999	0%	4%	8%	13%	15%	11%	9%	13%	11%
\$100,000 - \$149,999	0%	5%	6%	15%	19%	11%	10%	20%	12%
\$150,000 - \$199,999	0%	0%	3%	6%	8%	5%	2%	7%	5%
\$200,000 or more	1%	0%	1%	4%	10%	4%	2%	7%	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	18%	37%	44%	67%	70%	64%	29%	50%	57%
Employed part-time	17%	14%	17%	13%	10%	13%	13%	11%	13%
Student	4%	4%	12%	6%	5%	8%	1%	1%	6%
Retired	27%	19%	13%	6%	10%	3%	40%	18%	11%
Unemployed, looking for work	5%	10%	7%	5%	3%	5%	4%	8%	6%
Homemaker	8%	3%	3%	2%	2%	2%	4%	5%	2%
Disabled (limiting participation in work, school, housework or other activities)	22%	12%	5%	1%	1%	4%	8%	6%	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	3%	6%	3%	4%
High school graduate	12%	30%	21%	16%
Associate degree, some college	18%	21%	21%	19%
Bachelor's degree	42%	22%	28%	37%
Graduate or professional degree	25%	22%	26%	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	61%	55%	69%	81%	72%	72%
Land line	28%	29%	17%	9%	14%	16%
Both	11%	17%	14%	10%	14%	13%
Total	100%	100%	100%	100%	100%	100%

Appendix I: Comparisons between Years

The following pages contain a complete set of responses to each question on the survey for the 2014, 2013 and 2012 survey administration years. Percentages include “Don’t know” responses.

Question 1 by Survey year				
Please rate each of the following aspects of the City of Minneapolis.		2014	2013	2012
Opportunities to participate in community matters	Excellent	16%	16%	14%
	Good	45%	44%	46%
	Fair	19%	18%	20%
	Poor	5%	6%	4%
	Don't know	15%	17%	16%
	Total	100%	100%	100%
City use of technology	Excellent	10%	9%	9%
	Good	42%	39%	40%
	Fair	22%	22%	24%
	Poor	6%	6%	4%
	Don't know	21%	23%	23%
	Total	100%	100%	100%
Access to technology in general in Minneapolis	Excellent	11%	13%	11%
	Good	43%	41%	43%
	Fair	24%	23%	23%
	Poor	7%	7%	6%
	Don't know	15%	17%	17%
	Total	100%	100%	100%

Question 2 by Survey year				
How important, if at all, is it to you to have each of the following at home?		2014	2013	2012
A computer	Essential	69%	66%	64%
	Very important	20%	21%	21%
	Somewhat important	6%	7%	9%
	Not at all important	4%	5%	5%
	Don't know	1%	1%	1%
	Total	100%	100%	100%
Internet access	Essential	72%	68%	63%
	Very important	17%	20%	23%
	Somewhat important	5%	6%	8%
	Not at all important	5%	4%	4%
	Don't know	1%	1%	1%
	Total	100%	100%	100%

Question 3 by Survey year				
Please indicate whether you have each of the following in your household.		2014	2013	2012
Computer (desktop, laptop)	Yes, with Internet access	85%	84%	82%
	Yes, without Internet access	6%	6%	7%
	No	9%	10%	11%
	Total	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Yes, with Internet access	54%	44%	27%
	Yes, without Internet access	4%	3%	3%
	No	43%	53%	70%
	Total	100%	100%	100%
Cell phone	Yes, with Internet access	79%	75%	66%
	Yes, without Internet access	15%	19%	26%
	No	6%	7%	7%
	Total	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Yes, with Internet access	33%	31%	29%
	Yes, without Internet access	8%	11%	11%
	No	60%	58%	60%
	Total	100%	100%	100%

Note: Kindles were not listed as a tablet computer in 2012.

Question 4 by Survey year				
How often, if ever, do you access the Internet using each of the following?		2014	2013	2012
Computer (desktop, laptop)	Daily	78%	77%	79%
	Weekly	10%	10%	7%
	Monthly	2%	2%	1%
	Less than once per month	1%	2%	2%
	Never/Not applicable	9%	9%	10%
	Total	100%	100%	100%
Tablet computer (iPad, Kindle, etc.)	Daily	36%	31%	22%
	Weekly	12%	11%	5%
	Monthly	4%	3%	2%
	Less than once per month	4%	3%	2%
	Never/Not applicable	44%	53%	69%
	Total	100%	100%	100%
Cell phone, PDA, Blackberry or iPod Touch	Daily	73%	68%	62%
	Weekly	5%	6%	5%
	Monthly	1%	1%	1%
	Less than once per month	2%	2%	3%
	Never/Not applicable	18%	22%	28%
	Total	100%	100%	100%
Game console (Xbox, Playstation, Nintendo Wii, etc.)	Daily	12%	12%	11%
	Weekly	11%	11%	11%
	Monthly	4%	5%	3%
	Less than once per month	7%	6%	7%
	Never/Not applicable	66%	66%	68%
	Total	100%	100%	100%
Television/Blu-ray player	Daily	31%	30%	30%
	Weekly	12%	10%	8%
	Monthly	3%	3%	3%
	Less than once per month	5%	4%	3%
	Never/Not applicable	48%	53%	55%
	Total	100%	100%	100%

Note: Kindles were not listed as a tablet computer in 2012.

Question 5 by Survey year				
How often, if ever, do you use a computer or access the Internet (using any device in question 3) in each of the following locations?		2014	2013	2012
Home	Daily	83%	82%	79%
	Weekly	5%	6%	7%
	Monthly	1%	1%	1%
	Less than once per month	1%	1%	2%
	Never/Not applicable	10%	10%	11%
	Total	100%	100%	100%
Work	Daily	67%	66%	64%
	Weekly	4%	5%	6%
	Monthly	1%	1%	1%
	Less than once per month	1%	2%	1%
	Never/Not applicable	27%	27%	28%
	Total	100%	100%	100%
School	Daily	20%	18%	18%
	Weekly	4%	6%	4%
	Monthly	1%	1%	1%
	Less than once per month	1%	1%	2%
	Never/Not applicable	74%	75%	76%
	Total	100%	100%	100%
At an outdoor or indoor public place (library, cafe, public computer, etc.)	Daily	15%	13%	11%
	Weekly	26%	24%	22%
	Monthly	16%	16%	17%
	Less than once per month	19%	22%	20%
	Never/Not applicable	24%	26%	30%
	Total	100%	100%	100%

Question 6 by Survey year			
How do you connect to the Internet at home? Please check all that apply.	2014	2013	2012
No Internet access at home	9%	10%	11%
Dial-up telephone line	2%	2%	2%
Cable (Comcast/Xfinity)	45%	45%	44%
DSL (CenturyLink)	21%	20%	19%
Satellite (DirectTV, Dish)	4%	3%	3%
Cellular (Verizon, AT&T, Sprint)	26%	26%	19%
WiFi (USIW, other)	28%	24%	22%
Don't know	2%	3%	5%

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

Question 7 by Survey year				
Please indicate how often in the last 12 months you have watched each of the following types of television programming.	2014	2013	2012	
Minneapolis government meetings (Comcast cable channel 79 in Minneapolis)	Often	2%	NA	NA
	Sometimes	14%	NA	NA
	Never	85%	NA	NA
	Total	100%	NA	NA
Government programming on Comcast cable channel 14 (in English, Hmong, Somali and/or Spanish)	Often	2%	NA	NA
	Sometimes	10%	NA	NA
	Never	87%	NA	NA
	Total	100%	NA	NA

Question 8 by Survey year				
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 3)	2014	2013	2012	
Use email, texting or video to communicate	Daily	83%	82%	80%
	Weekly	6%	6%	7%
	Monthly	2%	2%	1%
	Less than once per month	1%	1%	2%
	Never	4%	4%	
	Not applicable	3%	4%	9%
	Total	100%	100%	100%
Seek entertainment (games, videos, music)	Daily	49%	42%	41%
	Weekly	24%	27%	27%
	Monthly	6%	8%	7%
	Less than once per month	6%	7%	7%
	Never	10%	10%	
	Not applicable	5%	7%	18%
	Total	100%	100%	100%
Use social media (Facebook, Twitter, LinkedIn)	Daily	57%	53%	49%
	Weekly	15%	14%	16%
	Monthly	4%	5%	5%
	Less than once per month	5%	6%	6%
	Never	14%	15%	
	Not applicable	5%	8%	24%
	Total	100%	100%	100%
Get the news or weather	Daily	71%	64%	61%
	Weekly	14%	19%	20%
	Monthly	3%	3%	4%
	Less than once per month	3%	3%	4%
	Never	5%	6%	
	Not applicable	3%	5%	12%
	Total	100%	100%	100%
Shop, search for products and services	Daily	20%	20%	18%
	Weekly	44%	39%	40%
	Monthly	18%	17%	19%
	Less than once per month	8%	10%	9%
	Never	7%	7%	
	Not applicable	4%	6%	14%
	Total	100%	100%	100%
Research or study a topic of interest	Daily	42%	40%	37%
	Weekly	35%	35%	35%
	Monthly	8%	9%	11%

Question 8 by Survey year				
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 3)	2014	2013	2012	
	Less than once per month	4%	5%	5%
	Never	6%	6%	
	Not applicable	5%	5%	11%
	Total	100%	100%	100%
Share opinions, post to a blog, review a product or service	Daily	10%	11%	10%
	Weekly	18%	16%	15%
	Monthly	16%	17%	16%
	Less than once per month	22%	21%	25%
	Never	26%	25%	
	Not applicable	8%	10%	34%
	Total	100%	100%	100%
Attend an online class or training	Daily	5%	4%	4%
	Weekly	5%	5%	4%
	Monthly	9%	8%	7%
	Less than once per month	27%	24%	26%
	Never	38%	42%	
	Not applicable	16%	18%	59%
	Total	100%	100%	100%
Work from home	Daily	16%	16%	17%
	Weekly	17%	16%	16%
	Monthly	14%	13%	9%
	Less than once per month	9%	9%	10%
	Never	26%	27%	
	Not applicable	18%	19%	49%
	Total	100%	100%	100%
Banking online (paying bills, investing, etc.)	Daily	17%	17%	18%
	Weekly	40%	38%	37%
	Monthly	19%	18%	17%
	Less than once per month	5%	4%	4%
	Never	13%	15%	
	Not applicable	7%	8%	24%
	Total	100%	100%	100%
As a parent/guardian, connect with your child's school	Daily	3%	3%	2%
	Weekly	9%	7%	8%
	Monthly	4%	4%	5%
	Less than once per month	4%	3%	3%
	Never	11%	14%	
	Not applicable	68%	68%	82%

Question 8 by Survey year				
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 3)	2014	2013	2012	
	Total	100%	100%	100%
	Daily	5%	6%	6%
	Weekly	21%	22%	20%
	Monthly	29%	26%	27%
	Less than once per month	25%	24%	25%
	Never	14%	14%	
	Not applicable	6%	7%	22%
Find info on community resources and events	Total	100%	100%	100%
	Daily	53%	50%	45%
	Weekly	27%	29%	31%
	Monthly	6%	6%	7%
	Less than once per month	4%	5%	5%
	Never	5%	5%	
	Not applicable	4%	5%	13%
If you have a question, use Internet to the find the answer	Total	100%	100%	100%
	Daily	3%	3%	5%
	Weekly	8%	8%	11%
	Monthly	14%	15%	15%
	Less than once per month	30%	31%	27%
	Never	36%	32%	
	Not applicable	9%	10%	43%
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%
	Daily	1%	NA	NA
	Weekly	2%	NA	NA
	Monthly	3%	NA	NA
	Less than once per month	13%	NA	NA
	Never	70%	NA	
	Not applicable	12%	NA	NA
Watch a live or rebroadcast Minneapolis government meeting such as: city council, board or commission	Total	100%	NA	NA
	Daily	5%	6%	6%
	Weekly	18%	15%	16%
	Monthly	32%	31%	31%
	Less than once per month	30%	33%	32%
	Never	9%	9%	
	Not applicable	5%	5%	15%
Look up health and medical information	Total	100%	100%	100%
	Daily	2%	2%	2%
Communicate with government (seek services, get a license, discuss a problem)	Weekly	2%	3%	3%

Question 8 by Survey year				
How frequently, if ever, do you do each of the following things on the Internet (using any device in question 3)		2014	2013	2012
	Monthly	12%	12%	13%
	Less than once per month	46%	47%	46%
	Never	31%	27%	
	Not applicable	8%	9%	36%
	Total	100%	100%	100%
Sell goods and services online, advertise	Daily	2%	2%	3%
	Weekly	3%	3%	3%
	Monthly	8%	6%	7%
	Less than once per month	26%	26%	24%
	Never	50%	47%	
	Not applicable	12%	16%	64%
	Total	100%	100%	100%
Find directions or look up a map	Daily	16%	15%	13%
	Weekly	47%	44%	42%
	Monthly	20%	20%	24%
	Less than once per month	9%	10%	11%
	Never	5%	6%	
	Not applicable	3%	5%	10%
	Total	100%	100%	100%

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

Question 9 by Survey year				
How comfortable, if at all, are you at each of the following?	2014	2013	2012	
Using a computer laptop/desktop	Very comfortable	82%	80%	78%
	Somewhat comfortable	11%	13%	13%
	Not at all comfortable	2%	2%	2%
	Don't know	2%	2%	1%
	Not applicable	4%	4%	5%
	Total	100%	100%	100%
Using smartphone or tablet computer	Very comfortable	67%	62%	53%
	Somewhat comfortable	16%	15%	17%
	Not at all comfortable	5%	6%	6%
	Don't know	4%	6%	6%
	Not applicable	9%	12%	18%
	Total	100%	100%	100%
Accessing the Internet	Very comfortable	84%	83%	81%
	Somewhat comfortable	9%	10%	11%
	Not at all comfortable	2%	2%	1%
	Don't know	1%	2%	2%
	Not applicable	4%	4%	5%
	Total	100%	100%	100%
Using email	Very comfortable	86%	84%	83%
	Somewhat comfortable	7%	7%	9%
	Not at all comfortable	2%	2%	2%
	Don't know	1%	2%	1%
	Not applicable	4%	5%	5%
	Total	100%	100%	100%
Locating information online (bus schedules, weather, news, etc.)	Very comfortable	81%	78%	77%
	Somewhat comfortable	10%	11%	12%
	Not at all comfortable	2%	3%	2%
	Don't know	2%	3%	2%
	Not applicable	5%	5%	7%
	Total	100%	100%	100%
Using social networking sites (Facebook, Twitter, etc.)	Very comfortable	65%	60%	59%
	Somewhat comfortable	14%	14%	14%
	Not at all comfortable	6%	7%	6%
	Don't know	4%	5%	3%
	Not applicable	11%	13%	18%
	Total	100%	100%	100%
Protecting your computer (stop viruses, backup files, avoid scams)	Very comfortable	42%	40%	40%
	Somewhat comfortable	38%	38%	37%

Question 9 by Survey year				
How comfortable, if at all, are you at each of the following?		2014	2013	2012
	Not at all comfortable	11%	11%	11%
	Don't know	4%	5%	5%
	Not applicable	6%	6%	8%
	Total	100%	100%	100%
Creating documents or spreadsheets	Very comfortable	63%	58%	59%
	Somewhat comfortable	17%	20%	18%
	Not at all comfortable	9%	9%	8%
	Don't know	4%	5%	4%
	Not applicable	7%	8%	11%
	Total	100%	100%	100%
Searching or applying for jobs online	Very comfortable	55%	53%	51%
	Somewhat comfortable	19%	20%	20%
	Not at all comfortable	5%	5%	5%
	Don't know	5%	6%	5%
	Not applicable	16%	16%	19%
	Total	100%	100%	100%
Using online tutorials or education programs	Very comfortable	51%	47%	44%
	Somewhat comfortable	23%	24%	24%
	Not at all comfortable	6%	7%	6%
	Don't know	6%	9%	7%
	Not applicable	14%	14%	19%
	Total	100%	100%	100%
Installing software	Very comfortable	46%	43%	43%
	Somewhat comfortable	29%	28%	30%
	Not at all comfortable	12%	14%	11%
	Don't know	5%	7%	5%
	Not applicable	8%	7%	11%
	Total	100%	100%	100%
Writing or publishing information on the Internet	Very comfortable	34%	29%	28%
	Somewhat comfortable	27%	26%	26%
	Not at all comfortable	15%	18%	16%
	Don't know	9%	11%	8%
	Not applicable	15%	16%	21%
	Total	100%	100%	100%
Creating a website or blog	Very comfortable	21%	18%	17%
	Somewhat comfortable	24%	24%	23%
	Not at all comfortable	25%	28%	25%
	Don't know	14%	14%	11%

Question 9 by Survey year				
How comfortable, if at all, are you at each of the following?		2014	2013	2012
	Not applicable	16%	15%	24%
	Total	100%	100%	100%
Troubleshooting computer problems	Very comfortable	25%	23%	22%
	Somewhat comfortable	37%	37%	38%
	Not at all comfortable	23%	23%	22%
	Don't know	7%	8%	7%
	Not applicable	9%	8%	12%
	Total	100%	100%	100%
Coding your own software application	Very comfortable	8%	7%	7%
	Somewhat comfortable	9%	8%	7%
	Not at all comfortable	45%	44%	39%
	Don't know	22%	23%	20%
	Not applicable	16%	17%	27%
	Total	100%	100%	100%

Former 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%

Former 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.

Appendix J: Survey Methodology

Developing the Questionnaire

The survey was first developed and administered in 2012 and was administered again in 2013. The 2014 survey was the third administration. 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 National Research Center, Inc. (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 5.8. 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 pulled, 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 list. 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 responses. Neighborhood of residence was tracked using a two-letter 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, one recipient requested the survey in Spanish. However, no Spanish language surveys were returned completed.

The mailings were sent on December 30 2013, January 6, 2014 and January 10. Completed surveys were collected through mid-February. About 1% to 7% 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 16% to 40%, with an overall response rate of 25%. 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	62	275	27%
Bryn - Mawr	54	2	26	50%
CARAG	216	10	48	23%
Cedar - Isles - Dean	103	9	28	30%
East Isles	99	3	29	30%
ECCO	86	1	30	35%
Kenwood	20	4	7	44%
Lowry Hill	119	11	37	34%
Lowry Hill East	294	20	54	20%
West Calhoun	78	2	16	21%
Camden	1,069	50	278	27%
Camden Industrial	0	0	0	-
Cleveland	101	3	30	31%
Folwell	217	14	45	22%
Humboldt Industrial	1	1	0	-
Lind - Bohanon	196	7	63	33%
McKinley	84	4	12	15%
Shingle Creek	89	3	24	28%
Victory	150	8	47	33%
Webber - Camden	231	10	57	26%
Central	1,191	69	269	24%
Downtown East	47	6	12	29%
Downtown West	231	11	59	27%
Elliot Park	177	5	33	19%
Loring Park	330	22	69	22%
North Loop	189	14	40	23%
Steven's Square - Loring Heights	217	11	56	27%
Longfellow	844	22	259	32%
Cooper	79	5	30	41%
Hiawatha	184	4	62	34%
Howe	162	4	57	36%
Longfellow	146	3	42	29%
Seward	273	6	68	25%
Near North	1,340	90	224	18%
Harrison	161	8	23	15%
Hawthorne	211	10	30	15%
Jordan	250	22	45	20%
Near - North	306	24	47	17%
Sumner - Glenwood	102	6	13	14%
Willard - Hay	310	20	66	23%
Nokomis	844	11	310	37%
Diamond Lake	112	2	46	42%
Ericsson	99	1	34	35%
Field	54	2	22	42%
Hale	57	0	26	46%
Keewaydin	64	0	20	31%
Minnehaha	133	1	51	39%

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Community/Neighborhood	Mailed	Undeliverable	Completed	Response Rate
Morris Park	59	1	20	34%
Northrop	89	1	38	43%
Page	30	0	13	43%
Regina	40	1	19	49%
Wenonah	107	2	21	20%
Northeast	1,069	30	309	30%
Audubon Park	105	3	38	37%
Beltrami	28	7	6	29%
Bottineau	56	3	10	19%
Columbia Park	23	1	9	41%
Holland	149	5	28	19%
Logan Park	54	1	19	36%
Marshall Terrace	62	1	16	26%
Northeast Park	24	0	7	29%
Sheridan	109	4	31	30%
St. Anthony East	62	1	18	30%
St. Anthony West	99	2	34	35%
Waite Park	110	2	42	39%
Windom Park	188	0	51	27%
Phillips	1,518	86	236	16%
East Phillips	271	7	44	17%
Midtown Phillips	275	24	45	18%
Phillips West	442	18	77	18%
Ventura Village	530	37	70	14%
Powderhorn	1,181	41	244	21%
Bancroft	63	2	23	38%
Bryant	36	2	11	32%
Central	118	3	18	16%
Corcoran	74	5	16	23%
Lyndale	213	4	43	21%
Powderhorn Park	159	4	28	18%
Standish	103	3	46	46%
Whittier	415	18	59	15%
Southwest	900	33	351	40%
Armatage	76	6	29	41%
East Harriet	83	2	29	36%
Fulton	84	5	39	49%
Kenny	47	0	34	72%
King Field	167	3	49	30%
Linden Hills	155	9	56	38%
Lynnhurst	99	6	47	51%
Tangletown	83	1	40	49%
Windom	106	1	28	27%
University	1,350	55	256	20%
Cedar Riverside	274	19	46	18%
Como	193	9	42	23%
Marcy Holmes	446	12	82	19%
Mid - City Industrial	10	0	4	40%
Nicollet Island - East Bank	78	3	24	32%
Prospect Park - East River Road	267	13	51	20%
University of Minnesota	82	1	7	9%
Unknown	-	-	4	-
Grand Total	12,375	551	3,015	25%

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 25% reflects 3,015 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 5.9 percentage points around any given percentage for that community, ranging from 6.5 for Near North (with 224 completed surveys) to 5.2 in Southwest (351 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 (community) 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	2010 Census	Unweighted survey data	Weighted survey data
Rent	51%	41%	51%
Own	49%	59%	49%
Attached	51%	52%	51%
Detached	49%	48%	49%
Age 18-34	45%	26%	44%
Age 35-54	33%	30%	33%
Age 55+	22%	44%	23%
Female 18+	50%	56%	50%
Male 18+	50%	44%	50%
Female 18-34	23%	15%	22%
Female 35-54	15%	16%	16%
Female 55+	12%	25%	12%
Male 18-34	23%	11%	22%
Male 35-54	17%	14%	17%
Male 55+	10%	19%	11%
White alone	67%	78%	68%
Black or African American alone	15%	9%	15%
Other race or combination	18%	13%	17%
Not Hispanic	91%	96%	93%
Hispanic	9%	4%	7%

TABLE 3: WEIGHTING PROFILE: CALHOUN ISLES

Characteristic	2010 Census	Unweighted survey data	Weighted survey data
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Characteristic	2010 Census	Unweighted survey data	Weighted survey data
Rent	64%	59%	64%
Own	36%	41%	36%
Attached	73%	74%	73%
Detached	27%	26%	27%
Age 18-34	51%	41%	51%
Age 35-54	28%	24%	28%
Age 55+	21%	35%	21%
Female 18+	50%	57%	50%
Male 18+	50%	43%	50%
Female 18-34	26%	24%	26%
Female 35-54	12%	13%	12%
Female 55+	11%	21%	11%
Male 18-34	25%	17%	24%
Male 35-54	15%	12%	15%
Male 55+	10%	14%	10%
White alone	88%	90%	88%
Black or African American alone	3%	1%	3%
Other race or combination	9%	8%	9%
Not Hispanic	97%	94%	97%
Hispanic	3%	6%	3%
Percent of Minneapolis	9%	9%	9%

TABLE 4: WEIGHTING PROFILE: CAMDEN

Characteristic	2010 Census	Unweighted survey data	Weighted survey data
Rent	30%	24%	31%
Own	70%	76%	69%
Attached	15%	22%	16%
Detached	85%	78%	84%
Age 18-34	37%	12%	34%
Age 35-54	40%	37%	40%
Age 55+	24%	51%	25%
Female 18+	52%	59%	51%
Male 18+	48%	41%	49%
Female 18-34	19%	8%	17%
Female 35-54	20%	20%	21%
Female 55+	13%	31%	13%
Male 18-34	18%	4%	18%
Male 35-54	20%	17%	20%
Male 55+	10%	20%	11%
White alone	52%	69%	52%
Black or African American alone	29%	12%	28%
Other race or combination	19%	19%	20%
Not Hispanic	94%	95%	94%
Hispanic	6%	5%	6%
Percent of Minneapolis	7%	9%	7%

TABLE 5: WEIGHTING PROFILE: CENTRAL

Characteristic	2010 Census	Unweighted survey data	Weighted survey data
Rent	74%	54%	74%
Own	26%	46%	26%
Attached	95%	99%	96%
Detached	5%	1%	4%
Age 18-34	50%	34%	49%
Age 35-54	28%	31%	29%
Age 55+	21%	35%	22%
Female 18+	43%	45%	43%
Male 18+	57%	55%	57%
Female 18-34	23%	15%	23%
Female 35-54	9%	12%	9%
Female 55+	11%	18%	11%
Male 18-34	27%	19%	26%
Male 35-54	19%	19%	19%
Male 55+	11%	17%	11%
White alone	68%	80%	67%
Black or African American alone	18%	6%	18%
Other race or combination	14%	13%	15%
Not Hispanic	96%	97%	96%
Hispanic	4%	3%	4%
Percent of Minneapolis	9%	9%	9%

TABLE 6: WEIGHTING PROFILE: LONGFELLOW

Characteristic	2010 Census	Unweighted survey data	Weighted survey data
Rent	40%	32%	40%
Own	60%	68%	60%
Attached	38%	39%	38%
Detached	62%	61%	62%
Age 18-34	34%	19%	33%
Age 35-54	36%	32%	37%
Age 55+	30%	49%	30%
Female 18+	51%	61%	51%
Male 18+	49%	39%	49%
Female 18-34	18%	10%	17%
Female 35-54	18%	21%	18%
Female 55+	16%	30%	16%
Male 18-34	16%	9%	16%
Male 35-54	18%	11%	19%
Male 55+	14%	19%	14%
White alone	74%	83%	73%
Black or African American alone	13%	5%	13%
Other race or combination	13%	12%	13%
Not Hispanic	95%	96%	94%
Hispanic	5%	4%	6%
Percent of Minneapolis	7%	9%	8%

TABLE 7: WEIGHTING PROFILE: NEAR NORTH

Characteristic	2010 Census	Unweighted survey data	Weighted survey data
Rent	58%	49%	58%
Own	42%	51%	42%
Attached	42%	45%	42%
Detached	58%	55%	58%
Age 18-34	42%	20%	41%
Age 35-54	37%	30%	37%
Age 55+	22%	50%	22%
Female 18+	53%	55%	53%
Male 18+	47%	45%	47%
Female 18-34	22%	10%	22%
Female 35-54	19%	16%	19%
Female 55+	12%	28%	12%
Male 18-34	20%	10%	19%
Male 35-54	18%	14%	18%
Male 55+	10%	22%	10%
White alone	24%	43%	24%
Black or African American alone	51%	40%	50%
Other race or combination	25%	17%	26%
Not Hispanic	92%	97%	93%
Hispanic	8%	3%	7%
Percent of Minneapolis	•7%	7%	7%

TABLE 8: WEIGHTING PROFILE: NOKOMIS

Characteristic	2010 Census	Unweighted survey data	Weighted survey data
Rent	17%	12%	17%
Own	83%	88%	83%
Attached	13%	17%	13%
Detached	87%	83%	87%
Age 18-34	32%	14%	31%
Age 35-54	40%	36%	40%
Age 55+	28%	49%	29%
Female 18+	52%	58%	52%
Male 18+	48%	42%	48%
Female 18-34	16%	10%	16%
Female 35-54	20%	20%	21%
Female 55+	16%	29%	16%
Male 18-34	16%	5%	15%
Male 35-54	20%	17%	19%
Male 55+	12%	21%	13%
White alone	80%	88%	80%
Black or African American alone	8%	5%	9%
Other race or combination	11%	7%	11%
Not Hispanic	94%	97%	94%
Hispanic	6%	3%	6%
Percent of Minneapolis	9%	10%	10%

TABLE 9: WEIGHTING PROFILE: NORTHEAST

Characteristic	2010 Census	Unweighted survey data	Weighted survey data
Rent	45%	35%	45%
Own	55%	65%	55%
Attached	43%	47%	43%
Detached	57%	53%	57%
Age 18-34	40%	26%	40%
Age 35-54	35%	29%	35%
Age 55+	25%	45%	26%
Female 18+	50%	55%	49%
Male 18+	50%	45%	51%
Female 18-34	20%	16%	19%
Female 35-54	17%	15%	16%
Female 55+	13%	25%	14%
Male 18-34	21%	10%	20%
Male 35-54	18%	14%	18%
Male 55+	11%	21%	12%
White alone	74%	86%	74%
Black or African American alone	9%	3%	9%
Other race or combination	17%	11%	17%
Not Hispanic	91%	95%	91%
Hispanic	9%	5%	9%
Percent of Minneapolis	10%	10%	10%

TABLE 10: WEIGHTING PROFILE: PHILLIPS

Characteristic	2010 Census	Unweighted survey data	Weighted survey data
Rent	79%	62%	80%
Own	21%	38%	20%
Attached	74%	80%	74%
Detached	26%	20%	26%
Age 18-34	48%	22%	43%
Age 35-54	33%	23%	33%
Age 55+	19%	55%	24%
Female 18+	46%	55%	44%
Male 18+	54%	45%	56%
Female 18-34	23%	14%	18%
Female 35-54	14%	12%	15%
Female 55+	9%	29%	11%
Male 18-34	25%	8%	25%
Male 35-54	19%	11%	18%
Male 55+	10%	26%	13%
White alone	28%	56%	31%
Black or African American alone	31%	20%	32%
Other race or combination	40%	24%	37%
Not Hispanic	72%	94%	79%
Hispanic	28%	6%	21%
Percent of Minneapolis	5%	8%	4%

TABLE 11: WEIGHTING PROFILE: POWDERHORN

Characteristic	2010 Census	Unweighted survey data	Weighted survey data
Rent	59%	44%	59%
Own	41%	56%	41%
Attached	60%	55%	61%
Detached	40%	45%	39%
Age 18-34	50%	31%	46%
Age 35-54	33%	36%	35%
Age 55+	17%	33%	19%
Female 18+	49%	60%	49%
Male 18+	51%	40%	51%
Female 18-34	24%	20%	23%
Female 35-54	15%	20%	16%
Female 55+	9%	19%	10%
Male 18-34	25%	11%	23%
Male 35-54	18%	16%	19%
Male 55+	8%	14%	9%
White alone	54%	77%	58%
Black or African American alone	16%	10%	17%
Other race or combination	30%	13%	25%
Not Hispanic	78%	95%	84%
Hispanic	22%	5%	16%
Percent of Minneapolis	14%	8%	13%

TABLE 12: WEIGHTING PROFILE: SOUTHWEST

Characteristic	2010 Census	Unweighted survey data	Weighted survey data
Rent	27%	27%	27%
Own	73%	73%	73%
Attached	26%	31%	26%
Detached	74%	69%	74%
Age 18-34	28%	21%	28%
Age 35-54	42%	33%	41%
Age 55+	30%	46%	31%
Female 18+	53%	57%	53%
Male 18+	47%	43%	47%
Female 18-34	15%	14%	15%
Female 35-54	22%	20%	22%
Female 55+	17%	23%	17%
Male 18-34	13%	7%	13%
Male 35-54	20%	13%	20%
Male 55+	13%	23%	13%
White alone	86%	91%	86%
Black or African American alone	5%	3%	5%
Other race or combination	8%	6%	8%
Not Hispanic	96%	98%	96%
Hispanic	4%	2%	4%
Percent of Minneapolis	12%	12%	12%

TABLE 13: WEIGHTING PROFILE: UNIVERSITY

Characteristic	2010 Census	Unweighted survey data	Weighted survey data
Rent	80%	65%	80%
Own	20%	35%	20%
Attached	76%	80%	75%
Detached	24%	20%	25%
Age 18-34	78%	46%	77%
Age 35-54	11%	18%	11%
Age 55+	11%	35%	12%
Female 18+	48%	52%	49%
Male 18+	52%	48%	51%
Female 18-34	38%	23%	38%
Female 35-54	5%	9%	5%
Female 55+	6%	20%	6%
Male 18-34	41%	24%	40%
Male 35-54	6%	10%	6%
Male 55+	5%	14%	6%
White alone	70%	76%	71%
Black or African American alone	11%	5%	10%
Other race or combination	19%	19%	19%
Not Hispanic	97%	97%	97%
Hispanic	3%	3%	3%
Percent of Minneapolis	12%	9%	12%

Creating the “User” Profile

Questions 3, 4, 5, 6, 8 and 9 measured aspects of residents’ current access to computers (and other Internet-capable devices) and the Internet. In total, there were 48 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:

3. 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
4. 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
5. How often, if ever, do you use a computer or access the Internet (using any device in question 3) in each of the following locations?
“Use” responses: Daily; Weekly; Monthly; Less than once per month
“Non-use” responses: Never/Not applicable
6. 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
8. How frequently, if ever, do you do each of the following things on the Internet (using any device in question 3)?
“Use” responses: Daily; Weekly; Monthly; Less than once per month
“Non-use” responses: Never or Not applicable
9. 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!

Todbaadka soo socda Magaalada Minneapolis waxaad ka heli doontaa warqad fikrad qaacid 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!

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Todbaadka soo socda Magaalada Minneapolis waxaad ka heli doontaa warqad fikrad qaacid 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
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

January 2014

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 2014 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 2014 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 2014 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 lagu 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 2014 qhov kev ntsuam xyuas.

Ua tsaug rau koj txoj kev koom tes nroog lub nroog. Yog koj xav tau daim ntawv ntsuam xyuas hauv lus Hmoob, hu tau rau 612-673-3000.

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 2014



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 2014 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 Ehardt 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 2014 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 2014 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 2014 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 612-673-3000.

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"/>				
City use of technology	<input type="radio"/>				
Access to technology in general in Minneapolis.....	<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. 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"/>

4. 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"/>

5. 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"/>

6. 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

7. Please indicate how often in the last 12 months you have watched each of the following types of television programming.

	<u>Often</u>	<u>Sometimes</u>	<u>Never</u>
Minneapolis government meetings (Comcast cable channel 79 in Minneapolis)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Government programming on Comcast cable channel 14 (in English, Hmong, Somali and/or Spanish)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. 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"/>
Watch a live or rebroadcast Minneapolis government meeting such as: city council, board or commission	<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"/>

9. 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
- More than 10 years

D2. Were you born in the United States?

- No
- Yes

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 2013?

- 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