TABLE 1: *Current Internet use*	Tag number of person being interviewed_____

Main Question 1: **How** and **where** do you or your family use the Internet - whether on a computer or a cell phone?

Follow up questions for <mark>INTERNET USERS</mark>

1. What do you use to get on the Internet? ❑ Desk computer, ❑ Laptop, ❑ Tablet, ❑ Cell phone
2. Do you have a computer at home? ❑ Yes ❑ No
3. Do you have Internet at your home? ❑ Yes ❑ No

If NO (Internet at home)	If YES (Internet at home)
Would you like Internet at home? ❑ Yes ❑ No Why or why not? Why don't you have it at home?	Is it good enough for your needs? ❑ Yes ❑ No If not good enough, what would be better?

4. Do you use a computer at a community center, library, computer lab, friend's or relative's? ❑ Yes ❑ No
   If YES, What is it like using the computer there? (Positive or negative)

   Is it enough for your needs or could something improve the experience? ❑ Enough ❑ Need better
   Please explain:

5. Do you have any problems using computers and the Internet? ❑ Yes ❑ No (Describe)

6. What do you like best about having a computer or the Internet?

Follow up questions for <mark>NON INTERNET USERS</mark> (print on back side of form)

1. Would you like to use a computer or the Internet? ❏ Yes ❏ No

    a. If YES, What are some of the things you would like to use it for?

    b. What keeps you from using it now? Maybe you're new to computers or just don't have one or know where to go to use one for free?

    c. What would you need to be able to use it? (a computer? internet access? classes on how to use it?)

2. If they have no Internet at home: Why don't you have Internet at home?

Main Question 2: Do you use Facebook or other social media and would you use it to communicate with government?

Do you use any social networking programs, like Facebook, Twitter, or LinkedIn? ❑ Yes   ❑ No

If YES, Use social networking programs

1. Which do you use?

2. What do you like using it for?

3. What don't you like about it?

4. What do you think about the idea of using Facebook or Twitter to get information from local government or to give information or opinions to local government?

IF NO, Does not use social networking media (print on back side of form)

Would you like to be able to use Facebook or Twitter? ❑ Yes   ❑ No

1. What prevents you from using Facebook or Twitter?

2. If the City started giving a lot of information over the Internet – like via email, Facebook, or Twitter, would you consider starting to use it, to stay informed?

3. What do you think of the idea of the city giving information that way, or people getting information that way? Do you think it would work? What would be the pros and cons?

Main Question 3: What new services using very high speed Internet would interest you and what concerns do you have?

The City is working to get super high speed internet to people's homes. If you had this, you could:

- Visit the doctor or nurse without having to leave home
- Take classes and be able to see and ask the teacher questions from your own home
- Work in groups like you were right there with each other (in your paid or volunteer work)
- Keep an eye on things at home, maybe watching people who might need you (like elderly parents or your children), or even watching how your pets are doing.

1. Do you think you would like to try some of these services? What do you think you would be most interested in?

2. Is there anything about this service that would make you not want to use it?

3. Are there any other services that you can think of that you'd like to get without leaving home?

Main Question 4: What are the best ways for you to connect with government and what else do you want to learn about technology?

1. What are the best ways for you to get information from the City and community groups?

2. What do you think are the best ways to give your opinion to the City?

3. What do you think the City could do better to help you get information you need or make it easier for you to participate in improving your community?

4. What would make you want to visit Seattle.gov, the City's web site or watch the Seattle Channel more?

5. What would you like to learn more about computers, the Internet and social media?

6. What would work best for you? Classes, short workshops, individual training, watching a video or something else?