

**Information Technology Indicators
Residential Survey
Pretest Questionnaire
Job # SEA-00-162 LD Code 162**

INTRODUCTION / SCREENER

INTRO Hello, this is _____ with Northwest Research Group. Today we are conducting a study for the City of Seattle about issues pertaining to your community, and would like to include the opinions of your household. This call may be monitored for quality control purposes. For this survey, we are interested in speaking with someone who lives in this household and is 18 years of age or older. Would that be you?

[IF NECESSARY: Let me assure you that this is not a sales call and everything you say will be kept strictly confidential.]

[PRESS ANY KEY TO CONTINUE]

s1 What is your home zip code?

_____ ENTER ZIP CODE
99999 DON'T KNOW / REF **[SKIP TO THANK9 DISPOSITION = 8]**

s2 To verify, the zip code I entered was [SHOW ZIP CODE ENTERED IN S1]. Is this correct?

1 YES
2 NO **[SKIP TO S1]**
9 DON'T KNOW / REF **[SKIP TO THANK9 DISPOSITION = 8]**

[IF ZIP CODE NOT IN CITY OF SEATTLE SKIP TO THANK1 DISPOSITION = 12]

s3 [IF ZIP CODE = 98133 OR 98177] Do you live North or South of 145th Street?

[IF NECESSARY, PROBE: 'North or South of the Seattle Golf and Country Club?]

1 NORTH OF 145TH STREET **[SKIP TO THANK1 DISPOSITION = 18]**
2 SOUTH OF 145TH STREET
9 DON'T KNOW / REF **[SKIP TO THANK9 DISPOSITION = 8]**

GENDER ENTER RESPONDENTS GENDER

1 MALE
2 FEMALE

ACCESS TO INFORMATION TECHNOLOGY

A1 Do you have a cell phone available for your own personal use?

1 YES
2 NO
9 DON'T KNOW / REFUSED

A2 Do you have a pager available for your own personal use?

1 YES
2 NO
9 DON'T KNOW / REFUSED

A3 Do you have a working television in your household?

1 YES
2 NO **[SKIPTO A9]**
9 DON'T KNOW / REFUSED **[SKIPTO A9]**

A4 Do you currently subscribe to cable television?

1 YES
2 NO

- 3 DON'T KNOW
- 9 REFUSED

A5 Do you currently have satellite service for your television?

- 1 YES
- 2 NO
- 3 DON'T KNOW
- 9 REFUSED

A6 **[IF A4 = 1]** Have you ever seen or watched the City of Seattle Government cable Channel, TV-Sea on channel 21?

[TV-SEA IS PRONOUNCED TV-SEE],

- 1 YES
- 2 NO **[SKIP TO A9]**
- 9 DON'T KNOW / REF **[SKIP TO A9]**

A7 How often do you typically watch TV-Sea / Channel 21? If you do not watch regularly, please just tell me that.

[READ AS NECESSARY]

[IF DON'T WATCH REGULARLY ENTER CHOICE 6]

- 1 (Several days a week or more often)
- 2 (Once a week)
- 3 (A few times a month but less often than once a week)
- 4 (Once a month)
- 5 (Less often than once a month)
- 6 VARIES / JUST CHANNEL SURFING
- 9 DON'T KNOW / REFUSED

A8 Which specific programs, if any, do you watch on TV-Sea? Do you watch...

[READ EACH RESPONSE ONE AT A TIME. WAIT FOR RESPONSE BEFORE GOING ON.]

- 1 Regular Programs, such as Seattle Citizen, Beyond the Badge, or Book Talk
- 2 City Council Meetings
- 3 Other cultural events, such as Clay Jenkinson's Living History Series
- 4 Other specific programs [SPECIFY]
- 5 NONE / JUST SURFING
- 6 DON'T KNOW / REFUSED / NO MORE APPLY

A8INT TVSea is going to expand it's programming. We want feedback from viewers on what they'd like to see. Please rank your interest in the following possible options. For each, please use a 5-point scale where a "5" indicates you would like to see this, a "3" is neutral and a "1" is don't want to see this. Consider each one independent of the others.

[ROTATE A8A TO A8F]

A8A (IF NECESSARY: Would you like to see...)

Local arts performances

[PROBE: Please use a 5-point scale where a "5" indicates you would like to see this, a "3" is neutral and a "1" is you do not want to see this. Please consider each one independent of the others. They can all be high, medium or low.]

- 1 DON'T WANT TO SEE
- 2
- 3 NEUTRAL
- 4
- 5 WANT TO SEE
- 8 DON'T KNOW
- 9 REFUSED

A8B Public affairs programs about local issues

A8C Port Commission, Parks Board, or other official meetings

A8D Meetings of neighborhood groups

A8E Local sports events, such as high school football

A8F Other non-local programming, such as old films

A9 Do you have a working computer at your house that is available for your own personal use?

- 1 YES
- 2 NO **[SKIPTO A10B]**
- 3 DON'T KNOW **[SKIPTO A10B]**
- 9 REFUSED **[SKIPTO A10B]**

A10A How many years old is that computer?

[IF LESS THAN ONE YEAR ENTER 0]

[IF MORE THAN ONE COMPUTER: Please think about the newest computer.]

- ___ ENTER NUMBER OF YEARS
- 99 DON'T KNOW / REFUSED

[SKIPTO A11]

A10B For what reasons do you **not** have a computer available for your use at your home?

- 1 COST / TOO EXPENSIVE
- 2 DON'T KNOW HOW TO USE IT
- 3 SUFFICIENT ACCESS ELSEWHERE
- 4 SAFETY / SECURITY CONCERNS
- 5 DON'T WANT ONE
- 6 OTHER1 [SPECIFY]
- 7 OTHER2 [SPECIFY]
- 8 OTHER3 [SPECIFY]
- 9 DON'T KNOW
- 10 REFUSED / NO MORE APPLY

A10C Have you ever used a computer?

- 1 YES **[SKIPTO A12]**
- 2 NO **[SKIPTO A12]**
- 9 DON'T KNOW / REFUSED **[SKIPTO A12]**

A11 How much time do you personally use your computer(s) at home?

[PROBE: Please answer in hours per day, per week, or per month.]

[ENTER ZERO IF DON'T USE COMPUTER]

- ___ ENTER NUMBER OF HOURS
- 999 DON'T KNOW / REFUSED

A11A ENTER BASE

- 1 PER DAY
- 2 PER WEEK
- 3 PER MONTH

A12 Do you have Internet access at home?

[IF NECESSARY: Please remember that you can access the Internet in ways other than from a computer, for example WebTV.]

- 1 YES **[SKIPTO A13]**
- 2 NO
- 3 DON'T KNOW **[SKIPTO A15]**
- 9 REFUSED **[SKIPTO A15]**

A12A For what reasons do you not have Internet access at your home?

- 1 COST / TOO EXPENSIVE
- 2 DON'T KNOW HOW TO SET IT UP
- 3 DON'T KNOW HOW TO USE IT ONCE IT IS SET UP
- 4 SUFFICIENT ACCESS ELSEWHERE
- 5 SAFETY / SECURITY CONCERNS
- 6 DON'T HAVE COMPUTER OR OTHER INTERNET DEVICE
- 7 DON'T WANT
- 8 OTHER1 [SPECIFY]
- 9 OTHER2 [SPECIFY]
- 10 OTHER3 [SPECIFY]
- 11 DON'T KNOW
- 12 REFUSED / NO MORE APPLY

[SKIPTO A15 UNLESS A10C > 1 THEN SKIPTO A24]

A13 What speed or type of Internet connection do you use at home to access the Internet?

[SELECT ALL THAT APPLY]

- 1 14.4 MODEM
- 2 28.8 MODEM
- 3 36K MODEM
- 4 56K MODEM
- 5 WIRELESS
- 6 DSL
- 7 CABLE MODEM (SUCH AS @HOME SERVICE)
- 8 WEB TELEVISION
- 9 HAS MODEM – DON'T KNOW SPEED
- 10 OTHER1 [SPECIFY]
- 11 OTHER2 [SPECIFY]
- 12 OTHER3 [SPECIFY]
- 13 DON'T KNOW
- 14 REFUSED / NO MORE APPLY

A14 How much time do you personally spend using the Internet at home?

[PROBE: Please answer in hours per day, per week, or per month.]

[ENTER ZERO IF DO NOT USE INTERNET]

_____ ENTER NUMBER OF HOURS

999 DON'T KNOW / REFUSED

A14A ENTER BASE

- 1 PER DAY
- 2 PER WEEK
- 3 PER MONTH

A15 Do you have an e-mail address?

- 1 YES
- 2 NO **[SKIPTO A17]**
- 3 DON'T KNOW **[SKIPTO A17]**
- 9 REFUSED **[SKIPTO A17]**

[IF A10C > 1 SKIPTO A24 INSTEAD OF A17]

A16 **[IF A15 = 1]** How much time do you spend writing, reading and sending e-mail messages for personal purposes (that is, not for work or school reasons)?

[PROBE: Please answer in hours per day, per week, or per month.]

[IF NONE ENTER ZERO]

_____ ENTER NUMBER OF HOURS

999 DON'T KNOW / REFUSED

A16A ENTER BASE

- 1 PER DAY
- 2 PER WEEK
- 3 PER MONTH

A16B How much time do you spend writing, reading and sending e-mail messages for work or school purposes?

[PROBE: Please answer in hours per day, per week, or per month.]

[IF NONE ENTER ZERO]

- _____ ENTER NUMBER OF HOURS
- 999 DON'T KNOW / REFUSED

A16C ENTER BASE

- 1 PER DAY
- 2 PER WEEK
- 3 PER MONTH

A17 **[IF A9 = 1]** Besides yourself, who else uses your home computer?

- 1 FRIEND
- 2 PARENT
- 3 HOUSEMATE
- 4 PARTNER/SPOUSE
- 5 CHILDREN
- 6 SIBLINGS (BROTHER/SISTER)
- 7 OTHER (SPECIFY)
- 8 NOBODY OTHER THAN RESPONDENT
- 9 DON'T KNOW / REFUSED / NO MORE APPLY

A17INT I am going to read you a short list of other places that you might use a computer. For each one, please tell me if you use a computer at that place. The first one is...

[ROTATE A17A TO A17E BLOCKS]

A17A (IF NECESSARY: Do you use a computer at...)

Work?

- 1 YES
- 2 NO
- 9 DON'T KNOW / REFUSED

A17B School?

A17C Public Library?

A17D Community Center?

A17E Internet café?

A17F Some other place that I have not mentioned?

- 1 YES [SPECIFY]
- 2 NO
- 9 DON'T KNOW / REFUSED

[IF A17A-F ALL > 1 SKIPTO A21]

A18A-F **[FOR EACH YES IN A17]** How much time do you spend using the computer at [RECALL PLACE IN A17]?

[PROBE: Please answer in hours per day, per week, or per month.]

[IF LESS THAN ONCE A MONTH ENTER 0]

____ ENTER NUMBER OF HOURS
999 DON'T KNOW / REFUSED

A18A1-F ENTER BASE

1 PER DAY
2 PER WEEK
3 PER MONTH

A19A-F **[FOR EACH YES IN A17]** Do you use the computer at [RECALL PLACE IN A17] to access the Internet?

1 YES
2 NO
9 DON'T KNOW / REFUSED

A20A-F **[FOR EACH YES IN A19]** Of the time you spend on this computer [RECALL PLACE IN A19], what percentage is spent on the Internet?

[PROBE: Please answer in hours per day, per week, or per month.]

[IF LESS THAN ONCE A MONTH ENTER 0 AND THEN MONTHS]

____ ENTER PERCENT
999 DON'T KNOW / REFUSED
1

A21 **[A17A TO A17F ALL > 1 AND A10C = 1]** Why do you not use computers or the Internet at other locations such as at the library, community center or an Internet café?

1 DIDN'T KNOW IT WAS AVAILABLE
2 DON'T KNOW HOW TO USE IT
3 DON'T WANT TO
4 SUFFICIENT ACCESS ELSEWHERE
5 OTHER1 [SPECIFY]
6 OTHER2 [SPECIFY]
7 OTHER3 [SPECIFY]
8 DON'T KNOW
9 REFUSED / NO MORE APPLY

A22INT**[IF HAS COMPUTER AT HOME OR SOME OTHER PLACE]** I am going to read you a list of things you might use your computer for. For each one I read, please tell me how important it is to you personally to use a computer for this purpose. Please use a five point scale where "5" means it is "very important" and a "1" means it is "not at all important." You may also use any number in between. If you don't use your computer for this purpose, you can also tell me that. Please also keep in mind that this could be a computer that you have at home, work, school, or some other place.

[PRESS ANY KEY TO CONTINUE]

[ROTATE A21A TO A21S]

A22A (IF NECESSARY: How important is it to you to use a computer for...)

Personal communication like e-mail, or instant messaging

[PROBE: Please use a five point scale where "1" means it is "not at all important" and a "5" means it is "very important." You may also use any number in between. If you do not use your computer for this purpose, please just tell me that]

1 NOT AT ALL IMPORTANT
2
3
4
5 VERY IMPORTANT
6 DON'T USE FOR THIS PURPOSE
8 DON'T KNOW

- A22C To get health or medical information
- A22D To manage your finances
- A22E To learn about current events
- A22F For entertainment or sports
- A22G To start or maintain your own business
- A22H To create graphics or view and edit photos
- A22I To gather information about products or services you might wish to purchase
- A22J To purchase products or services. By purchase, I mean actually entering your credit card into the computer.
- A22K To search for jobs
- A22L To do work-related tasks
- A22M For researching or gathering information about hobbies or other personal interests
- A22N For playing games
- A22O To contact elected officials
- A22P To participate in chat rooms
- A22Q To find news about travel or make travel arrangements
- A22R For education purposes or homework for school
- A22S To participate in community or political activities
- A22T What other things, that I have not mentioned, do you use your computer for?

- 1 SPECIFY TASK
- 2 NO OTHER TASKS
- 3 DON'T KNOW / REFUSED

A23 **[IF A12 = 1 OR A19A-F HAS ONE OR MORE = 1]** Overall, is the Internet connection that you use for personal purposes...

- 1 Fast enough for your needs
- 2 Almost fast enough
- 3 Slow, or
- 4 So slow its hard to use?
- 10 DON'T KNOW/REFUSED

A24 **[ALL]** Would you like to use a computer more than you currently do?

- 1 More
- 3 Less
- 4 Same amount
- 9 DON'T KNOW/REFUSED

A25 **[ALL]** And the Internet? Would you like to use the Internet more than you currently do?

- 1 More
- 2 Less
- 3 Same Amount

LITERACY

**IF NEVER USED A COMPUTER AND NO INTERNET ACCESS AT HOME [A10C <> 1 AND A12 <> 1]
SKIPTO DINT**

**IF NEVER USED A COMPUTER BUT HAS INTERNET ACCESS AT HOME (A10C <> 1 AND A12 = 1)
ASK B1B AND B2J TO B2Q THEN SKIPTO DINT**

B1A Overall, how comfortable are you using a computer? Please use a five point scale where "5" means you are "very comfortable" and a "1" means you are "not at all comfortable" using a computer. You may also use any number in between.

- 1 NOT AT ALL COMFORTABLE
- 2
- 3
- 4
- 5 VERY COMFORTABLE
- 8 DON'T KNOW
- 9 REFUSED

B1B And overall, how comfortable are you using the Internet? Please use a five point scale where "5" means you are "very comfortable" and a "1" means you are "not at all comfortable" using the Internet. You may also use any number in between.

- 1 NOT AT ALL COMFORTABLE
- 2
- 3
- 4
- 5 VERY COMFORTABLE
- 8 DON'T KNOW
- 9 REFUSED

B2INT I am going to read you a list of computer tasks. For each one I read, please tell me how comfortable you are completing that task on the computer. Again, please use a five point scale where "5" means you are "very comfortable" and a "1" means you are "not at all comfortable" completing that task. If you have never done this task, please just tell me that.

[PRESS ANY KEY TO CONTINUE]

[ROTATE LIST B2A TO B2I]

B2A (How comfortable are you...)

Navigating using a mouse

[PROBE: How comfortable are you completing that task on the computer. Please use a five point scale where "5" means you are "very comfortable" and a "1" means you are "not at all comfortable" completing that task. If you have never done this task, please just tell me that. You can also use any number in between.]

- 1 NOT AT ALL COMFORTABLE
- 2
- 3
- 4
- 5 VERY COMFORTABLE
- 6 NEVER DONE THIS TASK
- 8 DON'T KNOW
- 9 REFUSED

B2B Typing, editing and printing using a word processing program

B2C Saving a file

- B2D Opening a saved file
- B2E Creating a flyer that includes color, simple pictures, and graphics
- B2E1 Scanning and editing images
- B2F Creating a simple budget using a spreadsheet program
- B2G Adding or changing a peripheral (for example, a printer, external drive, scanner)
- B2H Installing new software
- B2I Setting up a new computer
- [ROTATE B2J TO B2Q]**
- B2J Downloading files from the Internet
- B2K Setting up a new Internet connection
- B2L Creating and sending a message using email
- B2M Replying to an email message
- B2N Sending and opening attachments in an email
- B2O Signing up and removing yourself from an email distribution list (or listserv)
- B2P Finding and retrieving information on the web
- B2Q Creating a web site

FLUENCY

C1 How many new computer programs or applications have you learned to use, if any, in the past year?

[PROBE: Just your best estimate is fine.]

- ___ ENTER NUMBER
- 98 DON'T KNOW
- 99 REFUSED

C2 How many times, if any, have you helped someone else to get started using computers or the Internet in the past year?

[PROBE: Just your best estimate is fine.]

- ___ ENTER NUMBER
- 98 DON'T KNOW
- 99 REFUSED

C3 How many times, if any, have you helped someone learn a new computer program or application in the past year?

[PROBE: Just your best estimate is fine.]

- ___ ENTER NUMBER
- 98 DON'T KNOW
- 99 REFUSED

COMMUNITY BUILDING

DINT I am going to read you a list of groups and organizations. For each one I read, please tell me if you currently participate in that group.

[PRESS ANY KEY TO CONTINUE]

[ROTATE D1A-D3H2 BLOCKS]

D1A (Do you currently participate in...)

A neighborhood association?

- 1 YES
- 2 NO
- 3 DON'T KNOW
- 9 REFUSED

D1C A school association (like the PTSA)

D1D A local sports team or club

D1E A cultural organization

D1F A local business association

D1G A book club

D1H A community group

D1H2 A senior center

D1I Do you participate in any other type of group or organization I have not mentioned?

- 1 YES [SPECIFY WHAT]
- 2 NO
- 3 DON'T KNOW
- 9 REFUSED

D2A-I **[IF D1A-I = 1]** To the best of your knowledge, does this group use email or the Internet to communicate with its members?

- 1 YES
- 2 NO
- 3 DON'T KNOW
- 9 REFUSED

D3A-I **[IF D1A-I = 1]** To the best of your knowledge, does this group have a web page?

- 1 YES
- 2 NO
- 3 DON'T KNOW
- 9 REFUSED

D4 **[IF NEVER USED COMPUTER OR INTERNET (A10C = 1 AND A12 <> 1) SKIPTO F1]** In the past year, have you tried to find information about local businesses on the Internet, either in a directory or on the business' web site?

- 1 YES
- 2 NO **[SKIPTO E1]**
- 3 DON'T KNOW **[SKIPTO E1]**
- 9 REFUSED **[SKIPTO E1]**

D5 How satisfied are you with the information about local businesses that is currently available on the Internet? Please use a five point scale where "5" means you are "very satisfied" and a "1" means you are "not at all satisfied." You may also use any number in between.

- 1 NOT AT ALL SATISFIED
- 2
- 3
- 4
- 5 VERY SATISFIED
- 8 DON'T KNOW
- 9 REFUSED

CIVIC PARTICIPATION

E1 In your opinion, how effective are email and the Internet as ways to communicate your opinions about issues that affect you in your community? Please use a 5-point scale where 1 is "not at all effective" and 5 is "very effective." You may also use any number in between.

- 1 NOT AT ALL EFFECTIVE
- 2
- 3
- 4
- 5 VERY EFFECTIVE
- 9 DON'T KNOW / REFUSED

E2 In your opinion, how effective are email and the Internet as ways to communicate with elected officials? Please use a 5-point scale where 1 is "not at all effective" and 5 is "very effective." You may also use any number in between.

- 1 NOT VERY EFFECTIVE
- 2
- 3
- 4
- 5 VERY EFFECTIVE
- 9 DON'T KNOW / REFUSED

E3 In the past year, have you used the Internet to obtain information from a city, county, state, or federal government?

- 1 YES
- 2 NO
- 3 DON'T KNOW
- 9 REFUSED

HUMAN RELATIONSHIPS TO TECHNOLOGY

F1INT **[IF NEVER USED COMPUTER]** These next questions are going to ask about the ways that computers and the Internet affect people's life. While I understand that you do not use this technology, we are still interested in your opinions about these issues. You can base your answers on anything you might have heard, seen or read.

[PRESS ANY KEY TO CONTINUE]

F1 Do you feel that companies and organizations that you can visit on the Internet use personal information appropriately?

[IF NEEDED: Please base your response on anything you might have seen, read or heard.]

- 1 YES
- 2 NO
- 3 DON'T KNOW / DEPENDS
- 9 REFUSED

F2 Do you feel that there are adequate precautions for children to access the web safely?

[IF NEEDED: Please base your response on anything you might have seen, read or heard.]

- 1 YES
- 2 NO
- 3 DON'T KNOW / DEPENDS
- 9 REFUSED

F3 How confident are you that financial transactions on the Internet are secure and private? Would you say that they are very secure, somewhat secure, neither secure nor not secure, somewhat not secure, or very not secure?

[IF NEEDED: Please base your response on anything you might have seen, read or heard.]

- 1 VERY NOT SECURE
- 2 SOMEWHAT NOT SECURE
- 3 NEITHER SECURE NOR NOT SECURE
- 4 SOMEWHAT SECURE
- 5 VERY SECURE
- 8 DON'T KNOW / DEPENDS
- 9 REFUSED

F4 **[IF NEVER USED COMPUTER (A10C = 1) SKIPTO F5]** Are you satisfied or dissatisfied with the content of the World Wide Web for your needs?

Would you say that you are very or somewhat satisfied / dissatisfied?

- 1 VERY DISSATISFIED
- 2 SOMEWHAT DISSATISFIED
- 3 NEITHER SATISFIED NOR DISSATISFIED
- 4 SOMEWHAT SATISFIED
- 5 VERY SATISFIED
- 8 DON'T KNOW / DEPENDS
- 9 REFUSED

F5 How has information technology – that is tools such as computers, software, and the Internet – impacted your personal time? Would you say that it has increased, decreased, or made no difference in the amount of personal time that you have?

[PROBE: Would that be greatly or somewhat increased / decreased your personal time?]

- 1 GREATLY DECREASED
- 2 SOMEWHAT DECREASED
- 3 NO DIFFERENCE
- 4 SOMEWHAT INCREASED
- 5 GREATLY INCREASED
- 8 DON'T KNOW
- 9 REFUSED

F6 How have computers and the Internet changed your life? Would you say they have had a very positive impact, a somewhat positive impact, no impact, a somewhat negative impact, or a very negative impact?

[PROBE: By information technology I mean tools including personal computers, computer software, and the Internet.]

- 1 VERY NEGATIVE IMPACT
- 2 SOMEWHAT NEGATIVE IMPACT
- 3 NO IMPACT
- 4 SOMEWHAT POSITIVE IMPACT
- 5 VERY POSITIVE IMPACT
- 8 DON'T KNOW
- 9 REFUSED

F7 How has information technology changed the quality of life in Seattle? Would you say it has had a very positive impact, a somewhat positive impact, no impact, a somewhat negative impact, or a very negative impact on the quality of the life in Seattle?

[PROBE: By information technology I mean tools including personal computers, computer software, and the Internet.]

- 1 VERY NEGATIVE IMPACT
- 2 SOMEWHAT NEGATIVE IMPACT
- 3 NO IMPACT
- 4 SOMEWHAT POSITIVE IMPACT
- 5 VERY POSITIVE IMPACT
- 8 DON'T KNOW
- 9 REFUSED

BUSINESS AND ECONOMIC DEVELOPMENT

I1 **[IF A12 = 1]** Have you used the Internet to sell goods or services from your home?

- 1 YES
- 2 NO
- 3 DON'T KNOW
- 9 REFUSED

PAN USAGE

[IF A12 <> 1 SKIPTO KINT]

J1 Have you ever visited the City of Seattle web site; sometimes called the Public Access Network or cityofseattle (dot) net?

- 1 YES
- 2 NO **[SKIPTO KINT]**
- 8 DON'T KNOW **[SKIPTO KINT]**
- 9 REFUSED **[SKIPTO KINT]**

J2INT Did you visit the City of Seattle web site for any of the following reasons...?

[PRESS ANY KEY TO CONTINUE]

[ROTATE J2A TO J2G]

J2A (IF NECESSARY: Did you visit the web site to...)

Look for a schedule or calendar?

- 1 YES
- 2 NO
- 9 DON'T KNOW / REFUSED

J2B Look for a name, address or contact?

J2C Curiosity, looking around, or browsing?

J2D Looking for specific information about a city service or the City of Seattle?

J2E Send a message to an elected official?

J2F Reporting a problem/making a complaint

J2G Transact an on-line service (pay parking ticket; check permit status, etc.)

J2H For what other reasons did you visit the City of Seattle web site?

[OPEN ENDED QUESTION]

J3A Did you find what you were looking for on the City of Seattle's web site (CityofSeattle.net?)

YES [SKIPTO J4]

NO

DON'T KNOW /REFUSED [SKIPTO J4]

J3B What were you looking for?

[OPEN ENDED QUESTION]

J4 What features, services and/or information should be added to the City of Seattle's web site?

[READ LIST ONE AT A TIME AND SELECT IF YES]

- 1 Pay Bills, Fees Or Taxes
- 2 Reserve A Parks Facility (Tennis Court, Ball Field, Etc.)
- 3 Apply For A License Or Permit
- 4 Find Maps Or Geographic Information
- 5 Find Information About A Meeting Or Event
- 6 Arts Or Cultural Information
- 7 Any other feature I have not mentioned?(Specify)
- 8 NONE
- 9 DON'T KNOW / REFUSED / NO MORE APPLY

J5 The City of Seattle currently does not have advertising on its website. Do you think there should be advertising on the city government's website?

- 1 YES
- 2 NO
- 3 DON'T KNOW/DON'T CARE
- 9 REFUSED

DEMOGRAPHICS

KINT Now I just have a few final questions to help us group your answers with others. Let me assure you that all of your responses will be kept strictly confidential.

[PRESS ANY KEY TO CONTINUE]

K4 How many people, including you, live in your house?

- __ ENTER NUMBER IN HOUSEHOLD
99 REF

K5 [IF K4 > 1] How many children under the age of eighteen live in your household?

- __ ENTER NUMBER OF CHILDREN
99 REF

K6 What is your age?

- __ ENTER AGE
99 REFUSED

K7 [IF K6 = 99] Are you between?

- 1 18 to 25,
- 2 26 to 35,
- 3 36 to 50,
- 4 51 to 64, or
- 5 65 years of age or older?
- 9 REFUSED

K8 What is the last year of schooling you completed?

[IF COLLEGE DEGREE PROBE: Would that be a two year or four year degree?]

- 1 Grade School or Some High School,
- 2 High School Graduate,
- 3 Some College, Technical or Vocational School or Two Year Degree,
- 4 Four Year College Graduate, or

- 5 Post Graduate Work or Graduate Degree?
- 9 REFUSED

K9 What is the primary language spoken at your home?

- 1 ENGLISH
- 2 SPANISH
- 3 OTHER [SPECIFY]
- 9 REFUSED

K10 What race or ethnicity do you consider yourself?

- 1 African American,
- 2 Asian / Pacific Islander,
- 3 Caucasian,
- 4 Hispanic / Latino, or
- 5 Native American / American Indian
- 6 OTHER [SPECIFY]
- 9 REFUSED

K11 Is your total household income above or below [SHOW AMOUNT3] a year?

- 1 BELOW [AMOUNT3]
- 2 [AMOUNT3] OR ABOVE [SKIPTO K13]
- 9 REFUSED [SKIPTO K14]

K12 Would that be...

- 1 [AMOUNT1] or Less, or
- 2 [AMOUNT1] to [AMOUNT2], or
- 2 [AMOUNT2] to [AMOUNT3]?
- 9 REF

K13 Would that be...

- 1 [AMOUNT3] to [AMOUNT4],
- 2 [AMOUNT4] to [AMOUNT5], or
- 3 [AMOUNT6] or More?
- 9 REF

INCOME QUESTION AMOUNTS BY HOUSEHOLD SIZE TABLE

Category	Household Size (K4)							
	1	2	3	4	5	6	7	8 or More
Extremely Low / Amount1	\$13,150	\$15,000	\$16,900	\$18,800	\$20,300	\$21,800	\$23,300	\$24,800
Low / Amount2	\$21,900	\$25,050	\$28,150	\$31,300	\$33,800	\$36,300	\$38,800	\$41,300
Moderate / Amount3	\$33,450	\$38,250	\$43,000	\$47,800	\$51,600	\$55,450	\$59,250	\$63,100
Middle / Amount 4	\$41,650	\$47,600	\$53,500	\$59,450	\$64,250	\$69,000	\$73,750	\$78,500
Upper Middle / Amount5	\$55,000	\$60,000	\$65,000	\$70,000	\$74,000	\$78,000	\$82,000	\$86,000
Upper / Amount6	\$75,000	\$80,000	\$85,000	\$90,000	\$94,000	\$98,000	\$102,000	\$106,000

[BASED UPON 1999 HUD GUIDELINES AT 30%/50%/80% AND 95% PMSA LEVELS]

K14 Those are all the questions we have at this time. The City of Seattle is interested in how your community is changing over the years. Would you be willing to let us contact you again with similar questions in the future?

[Note: This would not be more than once a year]

- 1 YES
- 2 NO / DON'T KNOW / REF [SKIP TO THANK]

K15 May I please have your first name?

[OPEN-ENDED RESPONSE]

THANK Thank you very much for your time and the useful information you have shared. Have a good evening.

[PRESS ANY KEY TO END INTERVIEW]

INTNUM ENTER INTERVIEWER NUMBER

____ ENTER NUMBER

THANK1 Thank you for your time, but we today we are interviewing residences located within the City of

Seattle boundaries.

[PRESS ANY KEY TO CONTINUE]

THANK9 Thank you for your time, but we cannot continue without that information.

[PRESS ANY KEY TO CONTINUE]

DISP #	DISPOSITION	DISPLAY TYPE	PROPERTY	INCIDENCE
		P/S/I/H	A/B/C/N/R/F	D/B/I
1	No Answer	P	N	D
2	Busy	P	B	D
3	Answering Machine	P	N	D
4	Disconnected / Nonworking	P	F	D
5	Soft Refusal (Callback To Convert)	P	R	D
6	Hard Refusal	P	F	D
7	Never Call	P	F	D
8	Screener Refusal	H	F	D
9	Communication Barrier (not due to Language)	P	F	D
10	Language Barrier (Spanish)	P	F	D
11	Language Barrier (Asian)	P	F	D
12	Language Barrier (Other)	P	F	D
13	Language Barrier (Not Determined)	P	F	D
14	Callback Introduction	P	C	D
15	Callback Interview	I	C	I
16	Mid-Terminate	I	F	I
17	NQ – Under the age of 18	H	F	B
18	NQ – Out Of Area (not Seattle resident)	H	F	B
40	Complete	H	F	I