



City of Santa Ana Internet Access Survey

Internet is key for so many things in life today: doing business, getting jobs, keeping up with family and friends, shopping, and much more.

We want to make sure everyone can get good internet service. *If you run a household or organization*, let us know what internet access you have at your location, how it works, and what you need. With your input we can get more and better options for the future!

If you have high-speed internet access at your home or business, please complete this survey online at

www.santa-ana.org/internet-survey

- 1) Are you completing this survey for a household or an organization? Choose one only.
We need to know the type of location because households and organizations get different services and have different issues.
 - Household: Location is primarily a residence
 - Organization: Location is a business, government, non-profit, etc.

- 2) What is the address of the location for which you are completing this survey? *We need to know your address to identify where broadband is and is not available.*

Street Address _____

Apartment or Suite _____

City _____ State _____ Zip Code _____

- 3) How is your location connected to the internet? *Select the primary connection type used by most people at your location. If your location has high-speed, always-on broadband service, please complete this survey online at the url above.*
 - My location has no internet service
 - Low-speed service including cellular, dial-up, or satellite
 - Unsure/Don't know

- 4) Why does the location for which you are completing this survey not have broadband? *Rank each of the following reasons from 1 (most important) to 7 (least important) in the box.*

_____ Access internet elsewhere (work, school, public/free Wi-Fi, etc.)	_____ Do not need internet services
_____ Available services are too slow or unreliable	_____ Smartphone meets internet access needs
_____ Available services are too expensive	_____ Other reason not listed here:
_____ Broadband is not available to this location	_____

- 5) Are there any internet-connected devices in your household or organization? *Count all computers with low-speed connections, smartphones, tablets, etc. Choose one. if "yes," and enter the estimated number of devices.*
 - No
 - Yes, Number of devices: _____

- 6) Do you consider internet access to be an essential service, much like water and electricity? *Choose only one.*
 - Yes
 - No
 - Unsure

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7) How important are these aspects of broadband service to you? *Please, rate the importance of each of the following. Choose one column in each row.*

	No opinion/ Don't care	Not important	Somewhat important	Very important	Critical
a. Internet access overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Performance/speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Technical/customer support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8) How many people are in your household and what are their ages? *Enter numbers and years of age using whole numbers only.*

a. The number of people: _____

b. Age of the youngest: _____

c. Age of the oldest: _____

9) Does anyone in your household engage in any of these activities?

If so, pick to one that best fits how often. If not, just leave blank.

	Daily	A few times a week	A few times a month	Once a month or so	A few times a year	Once a year or less	Never
a. Do school work or training:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Operate a home-based business:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Consult a doctor or other healthcare professional:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Telecommute or work from home:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10) What is your primary industry or work of people at this location? *Choose one.*

- | | |
|--|--|
| <input type="radio"/> Arts, business, management, or science
<input type="radio"/> Office or sales
<input type="radio"/> Service | <input type="radio"/> Construction, maintenance, or natural resources
<input type="radio"/> Production or transportation
<input type="radio"/> Retired or otherwise out of the workforce |
|--|--|

11) What is the highest level of schooling of everyone at this location? *Choose one.*

- | | |
|--|--|
| <input type="radio"/> Elementary, middle school, or some high school but did not graduate
<input type="radio"/> High school graduate or GED
<input type="radio"/> Some college but no degree | <input type="radio"/> Associate degree
<input type="radio"/> Bachelor degree
<input type="radio"/> Master degree
<input type="radio"/> Doctorate or professional degree |
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Drop off Written Surveys at the Following Locations:

- City Hall – 20 Civic Center Plaza, Santa Ana, CA 1st Floor at the visitor's reception desk
- Santa Ana Public Library - 26 Civic Center Plaza Santa Ana, CA 92701
- New Hope Public Library - 122 North Newhope St. Santa Ana, CA 92703
- Santa Ana Zoo Entrance - 1801 E. Chestnut Ave. Santa Ana, CA 92701
- El Salvador Community Center - 1825 W Civic Center Dr. Santa Ana, CA 92703
- Roosevelt Walker Community Center - 816 E Chestnut Ave. Santa Ana, CA 92701
- Southwest Senior Center – 2201 W. McFadden Ave. Santa Ana, CA 92704
- Santa Ana Senior Center - 424 W. 3rd St. Santa Ana, CA 92701
- Delhi Center – 505 East Central Ave. Santa Ana, CA 92707