



Los Alamos County Internet Usage Survey

Introduction

Los Alamos County is seeking your help to develop strategies to improve internet accessibility and affordability—and to ensure that residents have the skills needed to make the most effective use of broadband. The information gathered will not be used to sell you anything and your responses will be kept strictly confidential. Any published results will represent results in aggregate.

Even if you do not have home internet service, please answer the relevant questions as your opinions and experiences are important to us.

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1. Do you access the internet from any of these locations? Please select all that apply.

- Home
- At a friend or family member's home
- Work
- School or a college/university building
- Coffee shop or other private business
- Library
- Other public buildings such as a municipal office or senior center
- Outdoor public spaces using free Wi-Fi

2. Do you have home internet service?

- Yes
- No



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3. If you use the internet in your home, who is your primary internet service provider?

- AT&T (wired service—fiber or DSL)
- Frontier
- Spectrum/Charter
- Windstream
- Altice/Optimum/Suddenlink
- T-Mobile (fixed wireless)
- HughesNet
- ViaSat
- EarthLink
- CenturyLink/Lumen
- Cibola Wireless
- NM Surf
- Valor
- Other (please specify)

*LA Net, Black Mesa Wireless XFINITY/Comcast will be included on the list

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4. For the home service you just mentioned, are you enrolled in any government or broadband provider discount or subsidy program? If so, which program?

- No
- Don't know
- If Yes, which ones?



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5. Please estimate how much you pay PER MONTH for your home internet service

- \$0 to \$40
- \$41 to \$80
- \$81 to \$120
- \$121 to \$160
- \$161 to \$200
- \$201 to \$240
- \$241 to \$280
- More than \$280
- Unsure

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6. Is the price mentioned in the previous question a price that includes TV and/or phone?

- Yes
- No

7. How often do you use your primary home internet connection for any of these purposes - NEVER, OCCASIONALLY, or FREQUENTLY:

	Never	Occasionally	Frequently
Connecting to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using social media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shopping online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Running a home business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing educational resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing government information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Banking or paying bills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. How many people in your home need to be online at the same time?

- 1
- 2
- 3
- 4
- 5 or more

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9. How many of the following are used in your household?

	0 or None	1 - 2	3 - 4	5 or more
Desktop computers/laptops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tablets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Smartphones	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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COMPUTER AND INTERNET SKILLS

10. Please indicate on a scale of 1 to 5 how much you DISAGREE or AGREE with the following computer and internet skills you feel you possess, where 1 is **strongly disagree** and 5 is **strongly agree**.

	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
I can access a website and search for information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can create an email account and send/receive emails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can use and adjust privacy settings on social media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can identify false or misleading information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can recognize and avoid a phishing scam	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can use online banking and bill payment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can troubleshoot technology issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can online shop for groceries and necessities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can connect with doctor or medical support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Please indicate your level of interest in the following, where 1 is Not at all interested and 5 is Very interested

1 - Not at all interested

2 - Slightly interested

3 - Moderately interested

4 - Very interested

5 - Extremely interested

Become more confident in using computers, smartphones, and the internet

Attend a free or inexpensive class to become more confident with use of computers, smartphones, and the internet

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12. Thinking about the reasons why you feel you do not possess various digital and computer skills, please indicate how much you agree or disagree with the following statement: I do not know English well enough to use the internet.

Strongly disagree

Disagree

Neutral

Agree

Strongly Agree

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INTERNET FOR JOBS/CAREERS

13. Does someone in your household have a home-based business or plan to start a home-based business in the near future?

- Yes, I/we already have a home-based business
- Yes, I/we plan to start one in the near future
- No

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14. Please indicate if the following are Not at all Important, Slightly Important, Moderately Important, Very Important, or Extremely Important.

1 - Not at all
Important

2 - Slightly
Important

3 - Moderately
Important

4 - Very
Important

5 - Extremely
Important

High-speed internet
for working from
home?

High-speed internet
for a planned or
existing home-based
business?

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OPINIONS ABOUT BROADBAND SERVICE

15. Please indicate, on a scale of 1 to 5 where 1 is **strongly disagree** and 5 is **strongly agree**, to what degree you feel Los Alamos County should:

1 - Strongly disagree 2 - Disagree 3 - Neutral 4 - Agree 5 - Strongly agree

Ensure that all residents have access to affordable broadband internet services

Ensure that all students have access to affordable broadband internet services

Ensure that all residents have the skills necessary to effectively use the internet

Provide free internet access at home for low-income students

Provide free Wi-Fi in public areas

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INFORMATION ABOUT YOU

The following questions will assist in describing the total group of survey respondents. Your individual information will not be reported separately -- it will be reported only as a part of a larger group to help ensure that the respondents are a representative sample of the residents of the County.

16. What is your age?

- 18 to 34 years
- 35 to 44 years
- 45 to 54 years
- 55 to 64 years
- 65 years and older
- Prefer not to answer

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17. What is the highest level of education you have completed?

- Grade school
- Some high school
- Completed high school
- Two-year college or technical degree
- Four-year college degree
- Graduate, professional, or doctorate degree
- Prefer not to answer

18. What is your approximate annual household income?

- Less than \$25,000
- \$25,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 to \$199,999
- \$200,000 or more
- Prefer not to answer

19. What is your race/ethnicity? Please select all that apply.

- Black/African American
- Asian/Asian American
- Hispanic/Latino
- Native American/Indigenous American
- White
- Middle Eastern/Arab American
- Native Hawaiian/Other Pacific Islander
- Refuse to Answer
- Comments:

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20. What is your veteran status?

- I am a veteran or active duty military member.
- I do not have veteran status.

21. Do you have a physical disability or learning difficulty?

- Yes
- No

22. Are you a native english speaker?

- Yes
- No

23. How many adults and how many children 17 and younger reside in your home?

Adults (Including yourself)

Children age 17 and younger

24. Do you own or rent your residence?

- Own
- Rent
- Refuse to Answer
- Other (please specify)

25. Do you have any additional comments or thoughts about gaps or needs in Los Alamos County relating to internet infrastructure, affordability, and computer skills that you would like to share?

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