



Internet Access

Question 68: Do you access the Internet? (IF YES) Do you access it from your home, work, the library, or elsewhere?

Total Sample (N=1615)	Ethnicity					Education					Income					
	Hispanic	Anglo	African Amer.	Native Amer. Indian	Asian	Some HS or Less	High School Grad.	Some College	4-Year College Grad.	Grad. Work/Degree	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	Over \$75,000	
No, do not have Internet access	28%	37%	22%	28%	41%	15%	62%	45%	22%	17%	8%	51%	28%	22%	14%	6%
Yes, access at home	64%	54%	72%	53%	47%	72%	33%	47%	69%	75%	84%	42%	62%	65%	80%	86%
Yes, access at work	32%	26%	37%	32%	20%	33%	4%	19%	34%	48%	46%	14%	32%	32%	41%	60%
Yes, access at library	5%	5%	4%	11%	10%	4%	3%	2%	7%	7%	6%	7%	9%	2%	4%	3%
Yes, access at other location	3%	3%	2%	7%	3%	6%	2%	1%	4%	5%	2%	3%	7%	2%	2%	1%
Don't know/won't say	1%	2%	*	-	1%	-	1%	2%	*	-	*	*	1%	1%	1%	-

Total Sample (N=1615)	Gender		Age					Length of Residency				Household Members Under 18		Number of People Living in Home			
	Male	Female	18-24 Years	25-34 Years	35-49 Years	50-64 Years	65 Years & Over	Less than 2 Years	2 to 5 Years	6 to 19 Years	20 Years or More	Yes	No	One	2 People	3 People or More	
No, do not have Internet access	28%	25%	31%	21%	11%	17%	32%	62%	20%	17%	18%	36%	17%	34%	44%	30%	19%
Yes, access at home	64%	70%	58%	71%	79%	74%	58%	36%	76%	74%	73%	56%	75%	58%	46%	63%	72%
Yes, access at work	32%	34%	30%	27%	49%	43%	29%	4%	32%	38%	40%	27%	36%	30%	28%	30%	36%
Yes, access at library	5%	4%	6%	12%	8%	4%	5%	*	8%	8%	6%	4%	6%	4%	3%	4%	6%
Yes, access at other location	3%	4%	3%	10%	6%	2%	2%	*	2%	6%	4%	2%	3%	3%	3%	2%	4%
Don't know/won't say	1%	*	1%	-	1%	1%	1%	-	-	*	-	1%	1%	1%	-	1%	1%

Internet Access (continued)

Question 68: Do you access the Internet? (IF YES) Do you access it from your home, work, the library, or elsewhere?

	Total Sample (N=1615)	CPA								Type of Home		Rent or Own Home		
		West- side	SW Mesa/ South Valley	Central ABQ	North Valley	Near Heights	Mid- Heights	East Gateway	Foot- hills	North ABQ	House	Apartment	Own	Rent
No, do not have Internet access	28%	15%	39%	51%	37%	28%	33%	35%	18%	14%	25%	35%	27%	33%
Yes, access at home	64%	76%	51%	44%	52%	60%	61%	58%	77%	79%	68%	52%	66%	56%
Yes, access at work	32%	44%	27%	22%	32%	34%	28%	23%	33%	38%	33%	30%	33%	28%
Yes, access at library	5%	5%	6%	8%	4%	7%	6%	2%	3%	2%	5%	7%	4%	7%
Yes, access at other location	3%	3%	5%	2%	1%	5%	3%	3%	2%	1%	3%	5%	2%	5%
Don't know/won't say	1%	-	-	-	2%	2%	1%	1%	-	-	1%	*	1%	*

* Less than 1% reported.

Note: The sum of the percentages exceeds 100% due to multiple responses.

Method of Internet Connection Among Those Who Access the Internet From Home Or Work

Question 69: Do you access the Internet either at home or work through a high speed broadband connection (Comcast, Qwest DSL, etc.)?

	Total Responses (N=1116)	Ethnicity					Education					Income				
		Hispanic	Anglo	African Amer.	Native Amer. Indian	Asian	Some HS or Less	High School Grad.	Some College	4-Year College Grad.	Grad. Work/Degree	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	Over \$75,000
Yes, have access to broadband connection	62%	60%	62%	73%	57%	56%	67%	57%	58%	68%	65%	55%	57%	64%	62%	76%
No, do not have broadband connection	33%	34%	33%	27%	35%	44%	18%	37%	39%	27%	32%	39%	34%	32%	36%	21%
Don't know/won't say	5%	6%	4%	-	9%	-	15%	6%	3%	5%	3%	5%	9%	5%	2%	3%

	Total Responses (N=1116)	Gender		Age					Length of Residency				Household Members Under 18		Number of People Living in Home		
		Male	Female	18-24 Years	25-34 Years	35-49 Years	50-64 Years	65 Years & Over	Less than 2 Years	2 to 5 Years	6 to 19 Years	20 Years or More	Yes	No	One	2 People	3 People or More
Yes, have access to broadband connection	62%	65%	59%	67%	73%	65%	54%	38%	70%	68%	61%	60%	65%	60%	65%	57%	65%
No, do not have broadband connection	33%	32%	35%	32%	23%	29%	42%	55%	26%	24%	35%	36%	30%	35%	30%	39%	31%
Don't know/won't say	5%	3%	6%	1%	4%	6%	4%	7%	4%	8%	5%	4%	5%	5%	5%	4%	5%

	Total Responses (N=1116)	CPA								Type of Home		Rent or Own Home		
		West-side	SW Mesa/South Valley	Central ABQ	North Valley	Near Heights	Mid-Heights	East Gateway	Foot-hills	North ABQ	House	Apartment	Own	Rent
Yes, have access to broadband connection	62%	65%	44%	64%	66%	65%	66%	53%	63%	63%	61%	65%	62%	59%
No, do not have broadband connection	33%	31%	49%	35%	29%	33%	30%	35%	34%	34%	35%	29%	33%	35%
Don't know/won't say	5%	5%	7%	1%	5%	2%	5%	12%	3%	3%	4%	5%	5%	5%

Reason For Not Accessing the Internet With a High Speed Broadband Connection
Among Those Who Access the Internet From Home or Work and Do Not Have a Broadband Connection
(Unaided Responses)

Question 70: Are there any particular reasons why you don't access the Internet through a high speed broadband connection?

	<i>Total Responses (N=374)</i>
Costs too much	51%
Don't need high speed access	25%
Don't know much about it	6%
Not available in area/at work	6%
Not provided at work	2%
Don't have the hardware	1%
Computer too slow/old/not compatible	*
Haven't gotten around to it	*
Tried and it didn't work	*
Someone else takes care of the Internet	*
Waiting to buy a new computer	*
Hate Comcast	*
Heard negative things about it	*
Don't know/won't say	13%

* Less than 1% reported.

Note: The sum of the percentages exceeds 100% due to multiple responses.

Ease In Navigating on the City's Web Site Among Those Who Access the Internet

Question 71: Have you accessed the City's Web page on the Internet? (IF YES) Please rate how easy it was to find the information you needed on the City's Web site anywhere between 5 and 1, where 5 means very easy and 1 means very difficult.

	Total Responses (N=1151)	Ethnicity					Education					Income				
		Hispanic	Anglo	African Amer.	Native Amer. Indian	Asian	Some HS or Less	High School Grad.	Some College	4-Year College Grad.	Grad. Work/Degree	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	Over \$75,000
5 - Very easy	21%	24%	20%	29%	24%	21%	17%	20%	23%	19%	23%	19%	21%	22%	23%	22%
4	15%	12%	18%	13%	5%	24%	9%	9%	15%	19%	16%	12%	16%	15%	14%	16%
3	13%	9%	13%	10%	12%	11%	10%	7%	11%	15%	18%	16%	11%	11%	13%	15%
2	4%	4%	5%	6%	3%	-	5%	1%	6%	6%	3%	6%	4%	1%	6%	5%
1 - Very difficult	2%	3%	2%	2%	2%	1%	1%	4%	3%	1%	3%	1%	5%	2%	1%	2%
Have not accessed	41%	47%	37%	39%	52%	39%	54%	55%	39%	37%	33%	44%	38%	46%	38%	36%
Don't know/won't say	4%	1%	4%	2%	2%	4%	5%	4%	3%	3%	4%	2%	4%	3%	4%	4%
Mean \bar{x}	3.9	3.9	3.8	4.0	4.0	4.1	3.8	4.0	3.9	3.8	3.8	3.8	3.8	4.0	3.9	3.9

	Total Responses (N=1151)	Gender		Age					Length of Residency				Household Members Under 18		Number of People Living in Home		
		Male	Female	18-24 Years	25-34 Years	35-49 Years	50-64 Years	65 Years & Over	Less than 2 Years	2 to 5 Years	6 to 19 Years	20 Years or More	Yes	No	One	2 People	3 People or More
5 - Very easy	21%	18%	24%	14%	23%	24%	22%	13%	17%	22%	20%	22%	22%	21%	29%	19%	20%
4	15%	11%	19%	12%	20%	18%	10%	7%	17%	18%	16%	13%	17%	13%	12%	17%	15%
3	13%	15%	10%	16%	14%	12%	13%	10%	14%	14%	15%	11%	11%	13%	11%	15%	11%
2	4%	6%	3%	1%	7%	4%	5%	3%	9%	6%	2%	5%	4%	5%	4%	6%	4%
1 - Very difficult	2%	3%	2%	6%	3%	2%	3%	1%	3%	-	2%	3%	4%	1%	1%	2%	4%
Have not accessed	41%	44%	38%	46%	30%	37%	44%	61%	34%	35%	41%	43%	37%	44%	42%	38%	42%
Don't know/won't say	4%	3%	4%	5%	3%	3%	5%	4%	6%	4%	4%	3%	5%	2%	1%	4%	4%
Mean \bar{x}	3.9	3.7	4.0	3.5	3.8	4.0	3.9	3.8	3.6	3.9	3.9	3.9	3.8	3.9	4.2	3.8	3.8

Ease In Navigating on the City's Web Site (continued)

Among Those Who Access the Internet

Question 71: Have you accessed the City's Web page on the Internet? (IF YES) Please rate how easy it was to find the information you needed on the City's Web site anywhere between 5 and 1, where 5 means very easy and 1 means very difficult.

	Total Responses (N=1151)	CPA									Type of Home		Rent or Own Home	
		West-side	SW Mesa/South Valley	Central ABQ	North Valley	Near Heights	Mid-Heights	East Gateway	Foot-hills	North ABQ	House	Apartment	Own	Rent
5 - Very easy	21%	26%	25%	19%	22%	21%	20%	27%	17%	12%	21%	24%	23%	17%
4	15%	18%	17%	24%	10%	16%	11%	11%	10%	24%	15%	15%	15%	13%
3	13%	15%	5%	11%	16%	17%	15%	7%	9%	13%	12%	17%	12%	13%
2	4%	3%	2%	5%	5%	4%	7%	3%	6%	4%	4%	5%	4%	6%
1 - Very difficult	2%	2%	9%	2%	1%	2%	4%	1%	2%	2%	2%	5%	2%	4%
Have not accessed	41%	33%	41%	38%	43%	37%	41%	46%	51%	43%	42%	34%	40%	45%
Don't know/won't say	4%	4%	2%	-	3%	2%	4%	6%	5%	2%	4%	1%	4%	2%
Mean †	3.9	4.0	3.9	3.8	3.9	3.8	3.7	4.3	3.7	3.7	3.9	3.7	3.9	3.6

† The mean score is derived by taking the average score based on the 5-point scale. The Very easy response is assigned a value of 5; the Very difficult response is assigned a value of 1. The Don't know/won't say responses are excluded from the calculation of the mean.