

HOME INTERNET SURVEY

The City of Hayward is conducting a survey to learn about residents' use of technology and the internet. The results of this research will help ensure internet access, computing services, and resources necessary for all Hayward residents to thrive.

If you live in Hayward and want to help provide better services, please answer this survey. If you fill out the survey and provide contact information at the end, we will include you in a drawing for a chance at one of these great prizes: Chromebook computers (3 available) and \$10 Lucky's gift cards (93 available).

TAKE THE SURVEY YOUR WAY: on paper, online, or on the phone



Answer the questions below, return instructions are at the end



Scan the QR code or visit hayward-ca.gov/internet-survey



Take the phone survey by calling: 510.583.2131

1) First, we'd like to learn about how you access the internet where you live.

	YES	NO	DON'T KNOW
Do you have a broadband / cable internet connection where you live?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have access to the internet through a smartphone?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have a tablet, like an iPad or Kindle, that you can use where you live?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have a laptop and/or desktop computer where you live?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2) Out of the past three months, how many days did you have access to the internet where you live (meaning you could connect if you wanted to, not that you did)?

- None
 1-14 days (two weeks or less)
 15-30 (two weeks to a month)
 31-60 (1-2 months)
 61-89 (2-3 months)
 Every day

3) If you don't have broadband or cable internet where you live, why? Select all answers that apply.

- It costs too much
 There is no internet service available where I live
 I don't need/want it
 The internet service where I live is too slow/not good quality
 I don't know how to use the internet
 The device I would use to access the internet is too slow
 I use my phone and data plan
 I have someone to use the internet for me
 I don't make the decisions about internet access where I live
 The internet does not have information or entertainment in my language
 I don't have a device to access the internet
 I have a medical condition or disability that prevents me from using the internet
 I don't know
 Other _____

4) Do you regularly (e.g., at least once a month) use the internet for any of the following activities?

	YES	NO
Accessing a social media account (Facebook, Instagram, Tiktok, etc.)	<input type="radio"/>	<input type="radio"/>
Accessing banking and finances or paying bills	<input type="radio"/>	<input type="radio"/>
Learning about events and what's happening in my community	<input type="radio"/>	<input type="radio"/>
Shopping	<input type="radio"/>	<input type="radio"/>
Classwork, homework, or remote learning	<input type="radio"/>	<input type="radio"/>
Applying for jobs	<input type="radio"/>	<input type="radio"/>
Signing up for or accessing public services	<input type="radio"/>	<input type="radio"/>
Making doctor's appointments and getting information about healthcare	<input type="radio"/>	<input type="radio"/>
Connecting with friends and family	<input type="radio"/>	<input type="radio"/>
Running a small business	<input type="radio"/>	<input type="radio"/>
Working remotely	<input type="radio"/>	<input type="radio"/>
Getting driving directions, public transit schedules, Paratransit rides, or other transportation-related information and services	<input type="radio"/>	<input type="radio"/>
Other (please tell us): _____		

5) How comfortable are you with completing the following tasks using the internet?

	VERY COMFORTABLE	SOMEWHAT COMFORTABLE	NOT COMFORTABLE	I'VE NEVER DONE THIS
Connecting your device and logging on	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using productivity software like Word and Excel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing banking, finances, or other services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using GPS or navigation tools to reach a destination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identifying spam or phishing attempts in emails or websites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participating in a public forum like a City Council or School Board meeting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discerning between information that is trustworthy and information that is misleading or false	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protecting your and your family members' privacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6) If you need help with technology, where do you go? Select all answers that apply.

- My work
- My kids or grandkids
- Friends or other family members
- The public library
- My neighbors
- A non-profit, church, or community organization
- A school
- I don't have anywhere to go
- I don't need any help with technology
- Other _____

7) Is there anything else you'd like us to know about your access to the internet and use of technology?

We'd like to learn a little bit more about you so we can understand if people in our community are having common experiences accessing technology based on some of the questions below.

Providing this information will help us design programs that are responsive to your needs, your community's needs and to the needs of the entire City of Hayward.

8) How old are you?

- Under 18 25-34 45-59 75 or over
 18-24 35-44 60-74 Prefer not to say

9) Which most accurately describes your gender?

- Woman Non-binary or genderfluid Other: _____
 Man Prefer not to say

10) Do you identify as LGBTQIA+?

- Yes No Prefer not to say

11) Which most accurately describes your race/ethnicity? Select all answers that apply

- Hispanic, Latino, Latina, Latinx or Latine White East Asian
 Native Hawaiian/Pacific Islander Black/African-American South Asian
 Native American/Alaskan Native (Indigenous) Middle/Near Eastern Multiracial
 Don't know/prefer not to say Other: _____

12) What is the highest degree or level of school that you have completed?

- No schooling completed Some college or associate's degree
 Less than high school or equivalency Bachelor's degree or higher
 High school graduate or equivalency Prefer not to say

13) What language would you prefer to use to access services?

- English Chinese (Mandarin) Tagalog
 Spanish Farsi Other: _____

14) What is your annual household income? (This helps us match funding sources to programs.)

- \$39,150 or below \$65,251 – \$104,400 \$137,850 or above
 \$39,151 – \$65,250 \$104,401 – \$137,849 Don't know/prefer not to say

15) How many people are in your household? _____

16) What is the nearest street intersection to where you live? (e.g., Huntwood Ave. & Schafer Rd.)

Prize Drawing

If you would like to be included in a drawing for Chromebook computers or Lucky gift cards or would like to receive more information on this project and any new or expanded programs and services, please provide us with your contact information. We have 3 Chromebook computers and 93 \$10 Lucky's gift cards.

Name: _____

Address: _____

Zip Code: _____ **Telephone:** _____

Email (optional): _____

Would you like to receive more information regarding this project?

- Yes, please contact me with more information
 No, please only contact me regarding raffle prizes

Your information will only be used to contact you regarding prizes and providing you updates about this project, if desired.

THANK YOU FOR YOUR IMPORTANT FEEDBACK!

Paper surveys can be returned several ways:

- 1) Drop off at the organization from which you received a paper survey
- 2) Drop off at City Hall or a Hayward Public Library
- 3) Mail to Hayward City Hall
 Hayward Home Internet Survey
 777 B St
 Hayward, CA 94541

Have questions or comments? Contact us at technology.projects@hayward-ca.gov or 510.583.2131.