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Survey of Technology Use in El Paso
County

Mathew McElroy*

Dennis L. Soden†

*University of Texas at El Paso, mmcelroy@utep.edu

†University of Texas at El Paso, desoden@utep.edu

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Survey of Technology Use in El Paso County

By

Mathew S. McElroy, MPA and Dennis L. Soden, Ph.D.

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Survey Research Center
Institute for Policy and Economic Development (IPED)
The University of Texas at El Paso
El Paso, Texas 79968-0703
iped@utep.edu
<http://iped.utep.edu>



El Paso County 911 District



Introduction

A variety of groups in El Paso have long been interested in a county-wide technology usage and access survey. In large part, the interest stems from the original *Digital Divide* study conducted by the National Telecommunications and Information Administration (NTIA) in 1995. This first study, *Falling through the Net: A Survey of the "Have Nots" in Rural and Urban America*, showed how African Americans, Hispanics, and—at the time—women trailed behind their white, male, more affluent counterparts in terms of computer and Internet access and use. Subsequent NTIA studies released in 1998, 2000, and 2002 showed substantial gains among minorities and low-income groups in terms of improved access; but they still trailed well behind. More importantly, the limited data available suggest that as an underserved community, El Paso may be at an even greater risk as technology becomes a cornerstone of the modern education and workplace environments. Only recently, however, has the funding become available to conduct such a study. The Institute for Policy and Economic Development (IPED) at the University of Texas at El Paso (UTEP), El Paso Electric, El Paso Water Utilities, and El Paso County 911 incurred all costs for this study in order to provide a baseline for technology use in El Paso County.

Steering Committee:

This project benefited from the expertise and guidance of several individuals. Steering committee members were:

- Peter Cooper, Chief Technology Officer, County of El Paso
- Mathew S. McElroy, MPA, Assistant Director IPED
- Beto O'Rourke, Vice President, Stanton Street Technology Group
- Raymond Perez, Assistant Director, El Paso County 911 District
- Ray Sanchez, Webmaster, County of El Paso
- Dennis L. Soden Ph.D., Executive Director, IPED
- Brooks Vandivort, Program Manager, Technology Planning and Distance Learning, UTEP

The above individuals assisted in the development of the survey instrument, particularly in terms of validity, as the primary goal of this project was to provide an accurate description of the technologies and tools El Pasoans are using. Comments on initial drafts of the survey were also provided by representatives of El Paso Electric and El Paso Water Utilities.

Statistical Overview

The survey was conducted from September 16th through the 28th, 2002, using a Random Digit Dialing (RDD) sample of El Paso County phone numbers that was pre-tested for disconnects and fax machines. With random digit dialing, every household with a working phone within a county has an equal probability of being selected, as the numbers are generated *at random* based only on the working prefixes (first three numbers) for a selected area. In total, 609 surveys were completed. All interviewers were bilingual in English and Spanish, and calls were made from 12:00 p.m. to 8:00 p.m. each day, Monday through Sunday. Potential participants were informed of the purpose of the study, that participation was voluntary, and that all responses would remain confidential and reported only in the aggregate.

Participants generally mirrored the demographic and socioeconomic composition of El Paso County in the 2000 Census. Seventy-three percent (73.4) of the sample were Hispanic, followed by Whites, who composed 18.7 percent of the sample. The remainder was made up of 7.9 percent self-identifying as "Other." The largest income group reported a total household income of \$20,000 or less (48.4 percent). Twenty-five percent (24.8) had household incomes between \$20,000 and \$40,000; 13.3 percent earned between \$40,000 and \$60,000; 8.5 percent earned between \$60,000 and \$80,000; 3.3 percent earned between \$80,000 and \$100,000; and 1.6 percent earned above \$100,000. The majority of the sample also fell into lower education categories. Eighteen percent (18.6) had less than a high school education, and 28.4 percent graduated from high school. Twenty-eight (28.4) percent had some college (includes technical school training), followed by 16.4 percent who held at least a bachelor's degree. Eight (8.2) percent of the sample had a graduate degree.

At the 95 percent confidence level, a county-wide sample of 609 provides an accuracy level of plus or minus four percent of the mean (i.e., a range of 96 percent to 104 percent of the county-wide mean). The ninety-five percent confidence level can be interpreted to mean only that if the above interval was constructed for many different samples of the same sample size, for approximately 95 percent of the samples, the interval would include the unknown population mean.

Results and Analysis

Results are presented as frequencies and percentages of the total sample in Appendix A. A more detailed analysis that focuses on the factors affecting computer ownership, internet access from home, and overall technology use is forthcoming from IPED. The data here, however, provide valuable insight as to the current state of technology use in El Paso County.

Frequencies

Number of traditional phone lines in household?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | 1 | 252 | 41.4 | 41.4 | 41.4 |
| | 2 | 221 | 36.3 | 36.3 | 77.7 |
| | 3 | 71 | 11.7 | 11.7 | 89.3 |
| | 4 | 44 | 7.2 | 7.2 | 96.6 |
| | 5 or more | 21 | 3.4 | 3.4 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Number of cellular phones in household?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | 0 | 273 | 44.8 | 44.8 | 44.8 |
| | 1 | 197 | 32.3 | 32.3 | 77.2 |
| | 2 | 113 | 18.6 | 18.6 | 95.7 |
| | 3 | 16 | 2.6 | 2.6 | 98.4 |
| | 4 | 8 | 1.3 | 1.3 | 99.7 |
| | 5 or more | 2 | .3 | .3 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Do you have access to the following device in your home? Television

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | No | 12 | 2.0 | 2.0 | 2.0 |
| | Yes | 597 | 98.0 | 98.0 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Do you have access to the following device in your home? Cable TV

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | No | 281 | 46.1 | 46.1 | 46.1 |
| | Yes | 328 | 53.9 | 53.9 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Do you have access to the following device in your home? Digital cable

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | No | 486 | 79.8 | 79.8 | 79.8 |
| | Yes | 123 | 20.2 | 20.2 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Do you have access to the following device in your home? Cellular phone

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | No | 273 | 44.8 | 44.8 | 44.8 |
| | Yes | 336 | 55.2 | 55.2 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Do you have access to the following device in your home? Pager

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | No | 551 | 90.5 | 90.5 | 90.5 |
| | Yes | 58 | 9.5 | 9.5 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Do you have access to the following device in your home? Fax

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | No | 505 | 82.9 | 82.9 | 82.9 |
| | Yes | 104 | 17.1 | 17.1 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Do you have access to the following device in your home? Personal digital assistant (PDA)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | No | 563 | 92.4 | 92.4 | 92.4 |
| | Yes | 46 | 7.6 | 7.6 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Do you have access to the following device in your home? Satellite TV

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | No | 526 | 86.4 | 86.4 | 86.4 |
| | Yes | 83 | 13.6 | 13.6 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Do you have access to the following device in your home? Web TV

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | No | 589 | 96.7 | 96.7 | 96.7 |
| | Yes | 20 | 3.3 | 3.3 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Do you have access to the following device in your home? Digital camera

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----|-----------|---------|---------------|--------------------|
| Valid | No | 448 | 73.6 | 73.6 | 73.6 |
| | Yes | 161 | 26.4 | 26.4 | 100.0 |
| Total | | 609 | 100.0 | 100.0 | |

Do you currently use the following service? ATMs

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----|-----------|---------|---------------|--------------------|
| Valid | No | 283 | 46.5 | 46.5 | 46.5 |
| | Yes | 326 | 53.5 | 53.5 | 100.0 |
| Total | | 609 | 100.0 | 100.0 | |

Do you currently use the following service? Debit cards

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----|-----------|---------|---------------|--------------------|
| Valid | No | 305 | 50.1 | 50.1 | 50.1 |
| | Yes | 304 | 49.9 | 49.9 | 100.0 |
| Total | | 609 | 100.0 | 100.0 | |

Do you currently use the following service? Banking by phone

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----|-----------|---------|---------------|--------------------|
| Valid | No | 400 | 65.7 | 65.7 | 65.7 |
| | Yes | 209 | 34.3 | 34.3 | 100.0 |
| Total | | 609 | 100.0 | 100.0 | |

Do you currently use the following service? Shopping by phone

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----|-----------|---------|---------------|--------------------|
| Valid | No | 484 | 79.5 | 79.5 | 79.5 |
| | Yes | 125 | 20.5 | 20.5 | 100.0 |
| Total | | 609 | 100.0 | 100.0 | |

Do you currently use the following service? Wireless Internet

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----|-----------|---------|---------------|--------------------|
| Valid | No | 514 | 84.4 | 84.4 | 84.4 |
| | Yes | 95 | 15.6 | 15.6 | 100.0 |
| Total | | 609 | 100.0 | 100.0 | |

Do you currently use the following service? Internet banking

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | No | 476 | 78.2 | 78.2 | 78.2 |
| | Yes | 133 | 21.8 | 21.8 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Do you currently use the following service? Internet shopping

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | No | 451 | 74.1 | 74.1 | 74.1 |
| | Yes | 158 | 25.9 | 25.9 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Do you currently have a computer at home?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | No | 258 | 42.4 | 42.4 | 42.4 |
| | Yes | 351 | 57.6 | 57.6 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

If no, what is the reason you don't have a computer at home?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------------|-----------|---------|---------------|--------------------|
| Valid | No need for computers | 92 | 15.1 | 35.7 | 35.7 |
| | Cost/Price | 93 | 15.3 | 36.0 | 71.7 |
| | Access elsewhere | 11 | 1.8 | 4.3 | 76.0 |
| | Lack understanding | 17 | 2.8 | 6.6 | 82.6 |
| | Computer is not working | 10 | 1.6 | 3.9 | 86.4 |
| | Looking to buy one | 21 | 3.4 | 8.1 | 94.6 |
| | Other | 12 | 2.0 | 4.7 | 99.2 |
| | Don't Know | 2 | .3 | .8 | 100.0 |
| | Total | 258 | 42.4 | 100.0 | |
| | Missing | System | 351 | 57.6 | |
| Total | | 609 | 100.0 | | |

Do you currently have Internet access at home?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | No | 348 | 57.1 | 57.1 | 57.1 |
| | Yes | 261 | 42.9 | 42.9 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

If no, what is the one reason your home computer is not connected to the Internet?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------------------|-----------|---------|---------------|--------------------|
| Valid | No need for Internet | 35 | 5.7 | 10.1 | 10.1 |
| | Cost/Price | 198 | 32.5 | 56.9 | 67.0 |
| | Technical constraints | 2 | .3 | .6 | 67.5 |
| | Access elsewhere | 17 | 2.8 | 4.9 | 72.4 |
| | Security/privacy issue | 2 | .3 | .6 | 73.0 |
| | Lack understanding | 19 | 3.1 | 5.5 | 78.4 |
| | Other | 28 | 4.6 | 8.0 | 86.5 |
| | Don't know | 47 | 7.7 | 13.5 | 100.0 |
| | Total | 348 | 57.1 | 100.0 | |
| Missing | System | 261 | 42.9 | | |
| Total | | 609 | 100.0 | | |

If yes, what kind of Internet access do you have?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Dial-up with modem (Such as AOL, MSN) | 187 | 30.7 | 71.6 | 71.6 |
| | Digital subscriber line (DSL) | 20 | 3.3 | 7.7 | 79.3 |
| | Cable (cable modem, such as Roadrunner) | 49 | 8.0 | 18.8 | 98.1 |
| | Satellite Dish | 2 | .3 | .8 | 98.9 |
| | Wireless | 3 | .5 | 1.1 | 100.0 |
| | Total | 261 | 42.9 | 100.0 | |
| Missing | System | 348 | 57.1 | | |
| Total | | 609 | 100.0 | | |

What other places do you use to connect to the internet? Work

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 186 | 30.5 | 30.5 | 30.5 |
| | No | 423 | 69.5 | 69.5 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

What other places do you use to connect to the internet? School

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 156 | 25.6 | 25.6 | 25.6 |
| | No | 453 | 74.4 | 74.4 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

What other places do you use to connect to the internet? Public library

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------|-----------|---------|---------------|--------------------|
| Valid Yes | 89 | 14.6 | 14.6 | 14.6 |
| No | 520 | 85.4 | 85.4 | 100.0 |
| Total | 609 | 100.0 | 100.0 | |

What other places do you use to connect to the internet? Friend or relative's house

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------|-----------|---------|---------------|--------------------|
| Valid Yes | 132 | 21.7 | 21.7 | 21.7 |
| No | 477 | 78.3 | 78.3 | 100.0 |
| Total | 609 | 100.0 | 100.0 | |

What other places do you use to connect to the internet? Cyber-cafe

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------|-----------|---------|---------------|--------------------|
| Valid Yes | 19 | 3.1 | 3.1 | 3.1 |
| No | 590 | 96.9 | 96.9 | 100.0 |
| Total | 609 | 100.0 | 100.0 | |

What other places do you use to connect to the internet? Other

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------|-----------|---------|---------------|--------------------|
| Valid Yes | 24 | 3.9 | 3.9 | 3.9 |
| No | 585 | 96.1 | 96.1 | 100.0 |
| Total | 609 | 100.0 | 100.0 | |

What have you used the Internet for in the past year? Communication (e-mail, chat rooms)

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------|-----------|---------|---------------|--------------------|
| Valid Yes | 302 | 49.6 | 49.6 | 49.6 |
| No | 307 | 50.4 | 50.4 | 100.0 |
| Total | 609 | 100.0 | 100.0 | |

What have you used the Internet for in the past year? Access to government

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------|-----------|---------|---------------|--------------------|
| Valid Yes | 164 | 26.9 | 26.9 | 26.9 |
| No | 445 | 73.1 | 73.1 | 100.0 |
| Total | 609 | 100.0 | 100.0 | |

What have you used the Internet for in the past year? Banking

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----|-----------|---------|---------------|--------------------|
| Valid | Yes | 156 | 25.6 | 25.6 | 25.6 |
| | No | 453 | 74.4 | 74.4 | 100.0 |
| Total | | 609 | 100.0 | 100.0 | |

What have you used the Internet for in the past year? Education/Research

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----|-----------|---------|---------------|--------------------|
| Valid | Yes | 291 | 47.8 | 47.8 | 47.8 |
| | No | 318 | 52.2 | 52.2 | 100.0 |
| Total | | 609 | 100.0 | 100.0 | |

What have you used the Internet for in the past year? Shopping/Products

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----|-----------|---------|---------------|--------------------|
| Valid | Yes | 179 | 29.4 | 29.4 | 29.4 |
| | No | 430 | 70.6 | 70.6 | 100.0 |
| Total | | 609 | 100.0 | 100.0 | |

What have you used the Internet for in the past year? Entertainment

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----|-----------|---------|---------------|--------------------|
| Valid | Yes | 227 | 37.3 | 37.3 | 37.3 |
| | No | 382 | 62.7 | 62.7 | 100.0 |
| Total | | 609 | 100.0 | 100.0 | |

What have you used the Internet for in the past year? General news

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----|-----------|---------|---------------|--------------------|
| Valid | Yes | 232 | 38.1 | 38.1 | 38.1 |
| | No | 377 | 61.9 | 61.9 | 100.0 |
| Total | | 609 | 100.0 | 100.0 | |

What have you used the Internet for in the past year? Travel information

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----|-----------|---------|---------------|--------------------|
| Valid | Yes | 245 | 40.2 | 40.2 | 40.2 |
| | No | 364 | 59.8 | 59.8 | 100.0 |
| Total | | 609 | 100.0 | 100.0 | |

What have you used the Internet for in the past year? Work-related tasks

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 184 | 30.2 | 30.2 | 30.2 |
| | No | 425 | 69.8 | 69.8 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

What have you used the Internet for in the past year? Finance (buy-sell stocks, stock information, etc.)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 84 | 13.8 | 13.8 | 13.8 |
| | No | 525 | 86.2 | 86.2 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

What have you used the Internet for in the past year? Job hunting

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 144 | 23.6 | 23.6 | 23.6 |
| | No | 465 | 76.4 | 76.4 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

What have you used the Internet for in the past year? Recreation

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 195 | 32.0 | 32.0 | 32.0 |
| | No | 414 | 68.0 | 68.0 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

What have you used the Internet for in the past year? Technology (download software, patches, games, etc.)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 195 | 32.0 | 32.0 | 32.0 |
| | No | 414 | 68.0 | 68.0 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

What have you used the Internet for in the past year? Health

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 190 | 31.2 | 31.2 | 31.2 |
| | No | 419 | 68.8 | 68.8 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

What have you used the Internet for in the past year? Politics

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 113 | 18.6 | 18.6 | 18.6 |
| | No | 496 | 81.4 | 81.4 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

What have you used the Internet for in the past year? Paying bills

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 113 | 18.6 | 18.6 | 18.6 |
| | No | 496 | 81.4 | 81.4 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

What have you used the Internet for in the past year? Purchases

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 145 | 23.8 | 23.8 | 23.8 |
| | No | 464 | 76.2 | 76.2 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

What have you used the Internet for in the past year? Other

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 25 | 4.1 | 4.1 | 4.1 |
| | No | 584 | 95.9 | 95.9 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

On average, how many hours per week do you actively use the Internet?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------|-----------|---------|---------------|--------------------|
| Valid | Less than 1 hour | 111 | 18.2 | 25.8 | 25.8 |
| | 1 to 4 hours | 99 | 16.3 | 23.0 | 48.7 |
| | 5 to 10 hours | 120 | 19.7 | 27.8 | 76.6 |
| | 11 to 20 hours | 41 | 6.7 | 9.5 | 86.1 |
| | More than 20 hours | 51 | 8.4 | 11.8 | 97.9 |
| | Don't Know | 9 | 1.5 | 2.1 | 100.0 |
| | Total | 431 | 70.8 | 100.0 | |
| Missing | System | 178 | 29.2 | | |
| Total | | 609 | 100.0 | | |

How long have you been using the Internet?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------|-----------|---------|---------------|--------------------|
| Valid | Less than 6 months | 43 | 7.1 | 10.1 | 10.1 |
| | 6 to 11 months | 29 | 4.8 | 6.8 | 16.9 |
| | 1 to 3 years | 177 | 29.1 | 41.5 | 58.3 |
| | 4 to 5 years | 63 | 10.3 | 14.8 | 73.1 |
| | More than 5 years | 109 | 17.9 | 25.5 | 98.6 |
| | Don't know/Not applicable | 6 | 1.0 | 1.4 | 100.0 |
| Total | | 427 | 70.1 | 100.0 | |
| Missing | System | 182 | 29.9 | | |
| Total | | 609 | 100.0 | | |

Which of the following websites have you visited in the past 12 months? City of El Paso

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----|-----------|---------|---------------|--------------------|
| Valid | Yes | 148 | 24.3 | 24.3 | 24.3 |
| | No | 461 | 75.7 | 75.7 | 100.0 |
| Total | | 609 | 100.0 | 100.0 | |

Which of the following websites have you visited in the past 12 months? County Of El Paso

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----|-----------|---------|---------------|--------------------|
| Valid | Yes | 80 | 13.1 | 13.1 | 13.1 |
| | No | 529 | 86.9 | 86.9 | 100.0 |
| Total | | 609 | 100.0 | 100.0 | |

Which of the following websites have you visited in the past 12 months? RoadRunner

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----|-----------|---------|---------------|--------------------|
| Valid | Yes | 103 | 16.9 | 16.9 | 16.9 |
| | No | 506 | 83.1 | 83.1 | 100.0 |
| Total | | 609 | 100.0 | 100.0 | |

**Which of the following websites have you visited in the past 12 months?
Institute for Policy and Economic Development (IPED)**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----|-----------|---------|---------------|--------------------|
| Valid | Yes | 21 | 3.4 | 3.4 | 3.4 |
| | No | 588 | 96.6 | 96.6 | 100.0 |
| Total | | 609 | 100.0 | 100.0 | |

Which of the following websites have you visited in the past 12 months? StantonStreet.com

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 43 | 7.1 | 7.1 | 7.1 |
| | No | 566 | 92.9 | 92.9 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Which of the following websites have you visited in the past 12 months? El Paso Times

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 176 | 28.9 | 28.9 | 28.9 |
| | No | 433 | 71.1 | 71.1 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Which of the following websites have you visited in the past 12 months? UTEP

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 137 | 22.5 | 22.5 | 22.5 |
| | No | 472 | 77.5 | 77.5 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Which of the following websites have you visited in the past 12 months? El Paso ISD

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 57 | 9.4 | 9.4 | 9.4 |
| | No | 552 | 90.6 | 90.6 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Which of the following websites have you visited in the past 12 months? Ysleta ISD

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 47 | 7.7 | 7.7 | 7.7 |
| | No | 562 | 92.3 | 92.3 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Which of the following websites have you visited in the past 12 months? Socorro ISD

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 45 | 7.4 | 7.4 | 7.4 |
| | No | 564 | 92.6 | 92.6 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Which of the following websites have you visited in the past 12 months? Utilities (water, electric, gas)

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------|-----------|---------|---------------|--------------------|
| Valid Yes | 46 | 7.6 | 7.6 | 7.6 |
| No | 563 | 92.4 | 92.4 | 100.0 |
| Total | 609 | 100.0 | 100.0 | |

How frequently do you visit any of the above websites? City of El Paso

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|------------------------|-----------|---------|---------------|--------------------|
| Valid Daily | 10 | 1.6 | 1.6 | 1.6 |
| Weekly | 42 | 6.9 | 6.9 | 8.5 |
| Monthly | 44 | 7.2 | 7.2 | 15.8 |
| Several times per year | 29 | 4.8 | 4.8 | 20.5 |
| Don't know/Use | 484 | 79.5 | 79.5 | 100.0 |
| Total | 609 | 100.0 | 100.0 | |

How frequently do you visit any of the above websites? County of El Paso

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|------------------------|-----------|---------|---------------|--------------------|
| Valid Daily | 3 | .5 | .5 | .5 |
| Weekly | 29 | 4.8 | 4.8 | 5.3 |
| Monthly | 18 | 3.0 | 3.0 | 8.2 |
| Several times per year | 19 | 3.1 | 3.1 | 11.3 |
| Don't know/Use | 540 | 88.7 | 88.7 | 100.0 |
| Total | 609 | 100.0 | 100.0 | |

How frequently do you visit any of the above websites? RoadRunner

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|------------------------|-----------|---------|---------------|--------------------|
| Valid Daily | 28 | 4.6 | 4.6 | 4.6 |
| Weekly | 22 | 3.6 | 3.6 | 8.2 |
| Monthly | 16 | 2.6 | 2.6 | 10.8 |
| Several times per year | 8 | 1.3 | 1.3 | 12.2 |
| Don't know/Use | 535 | 87.8 | 87.8 | 100.0 |
| Total | 609 | 100.0 | 100.0 | |

How frequently do you visit any of the above websites? Institute for Policy and Economic Development (IPED)

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|------------------------|-----------|---------|---------------|--------------------|
| Valid Daily | 2 | .3 | .3 | .3 |
| Weekly | 2 | .3 | .3 | .7 |
| Monthly | 5 | .8 | .8 | 1.5 |
| Several times per year | 3 | .5 | .5 | 2.0 |
| Don't know/Use | 597 | 98.0 | 98.0 | 100.0 |
| Total | 609 | 100.0 | 100.0 | |

How frequently do you visit any of the above websites? StantonStreet.com

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------------------------|-----------|---------|---------------|--------------------|
| Valid | Daily | 2 | .3 | .3 | .3 |
| | Weekly | 10 | 1.6 | 1.6 | 2.0 |
| | Monthly | 8 | 1.3 | 1.3 | 3.3 |
| | Several times per year | 10 | 1.6 | 1.6 | 4.9 |
| | Don't know/Use | 579 | 95.1 | 95.1 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

How frequently do you visit any of the above websites? El Paso Times

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------------------------|-----------|---------|---------------|--------------------|
| Valid | Daily | 29 | 4.8 | 4.8 | 4.8 |
| | Weekly | 62 | 10.2 | 10.2 | 14.9 |
| | Monthly | 35 | 5.7 | 5.7 | 20.7 |
| | Several times per year | 12 | 2.0 | 2.0 | 22.7 |
| | Don't know/Use | 471 | 77.3 | 77.3 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

How frequently do you visit any of the above websites? UTEP

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------------------------|-----------|---------|---------------|--------------------|
| Valid | Daily | 26 | 4.3 | 4.3 | 4.3 |
| | Weekly | 30 | 4.9 | 4.9 | 9.2 |
| | Monthly | 23 | 3.8 | 3.8 | 13.0 |
| | Several times per year | 18 | 3.0 | 3.0 | 15.9 |
| | Don't know/Use | 512 | 84.1 | 84.1 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

How frequently do you visit any of the above websites? El Paso ISD

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------------------------|-----------|---------|---------------|--------------------|
| Valid | Daily | 3 | .5 | .5 | .5 |
| | Weekly | 16 | 2.6 | 2.6 | 3.1 |
| | Monthly | 14 | 2.3 | 2.3 | 5.4 |
| | Several times per year | 9 | 1.5 | 1.5 | 6.9 |
| | Don't know/Use | 567 | 93.1 | 93.1 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

How frequently do you visit any of the above websites? Ysleta ISD

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|------------------------|-----------|---------|---------------|--------------------|
| Valid Daily | 6 | 1.0 | 1.0 | 1.0 |
| Weekly | 16 | 2.6 | 2.6 | 3.6 |
| Monthly | 14 | 2.3 | 2.3 | 5.9 |
| Several times per year | 9 | 1.5 | 1.5 | 7.4 |
| Don't know/Use | 564 | 92.6 | 92.6 | 100.0 |
| Total | 609 | 100.0 | 100.0 | |

How frequently do you visit any of the above websites? Socorro ISD

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|------------------------|-----------|---------|---------------|--------------------|
| Valid Daily | 5 | .8 | .8 | .8 |
| Weekly | 17 | 2.8 | 2.8 | 3.6 |
| Monthly | 10 | 1.6 | 1.6 | 5.3 |
| Several times per year | 4 | .7 | .7 | 5.9 |
| Don't know/Use | 573 | 94.1 | 94.1 | 100.0 |
| Total | 609 | 100.0 | 100.0 | |

How frequently do you visit any of the above websites? Utilities (water, electric, gas)

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|------------------------|-----------|---------|---------------|--------------------|
| Valid Daily | 2 | .3 | .3 | .3 |
| Weekly | 6 | 1.0 | 1.0 | 1.3 |
| Monthly | 21 | 3.4 | 3.4 | 4.8 |
| Several times per year | 6 | 1.0 | 1.0 | 5.7 |
| Don't know/Use | 574 | 94.3 | 94.3 | 100.0 |
| Total | 609 | 100.0 | 100.0 | |

Have you accessed any of the following on a local website? Event calendars

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------|-----------|---------|---------------|--------------------|
| Valid Yes | 94 | 15.4 | 15.4 | 15.4 |
| No | 515 | 84.6 | 84.6 | 100.0 |
| Total | 609 | 100.0 | 100.0 | |

Have you accessed any of the following on a local website? Parks & recreation

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------|-----------|---------|---------------|--------------------|
| Valid Yes | 77 | 12.6 | 12.6 | 12.6 |
| No | 532 | 87.4 | 87.4 | 100.0 |
| Total | 609 | 100.0 | 100.0 | |

Have you accessed any of the following on a local website? Job opportunities

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 134 | 22.0 | 22.0 | 22.0 |
| | No | 475 | 78.0 | 78.0 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Have you accessed any of the following on a local website? Library information

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 90 | 14.8 | 14.8 | 14.8 |
| | No | 519 | 85.2 | 85.2 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Have you accessed any of the following on a local website? Small business information

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 62 | 10.2 | 10.2 | 10.2 |
| | No | 547 | 89.8 | 89.8 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Have you accessed any of the following on a local website? Email to City officials

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 31 | 5.1 | 5.1 | 5.1 |
| | No | 578 | 94.9 | 94.9 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Have you accessed any of the following on a local website? Crime statistics

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 48 | 7.9 | 7.9 | 7.9 |
| | No | 561 | 92.1 | 92.1 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Have you accessed any of the following on a local website? Public documents

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 76 | 12.5 | 12.5 | 12.5 |
| | No | 533 | 87.5 | 87.5 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Have you accessed any of the following on a local website? Building forms

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 26 | 4.3 | 4.3 | 4.3 |
| | No | 583 | 95.7 | 95.7 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Have you accessed any of the following on a local website? Water conservation

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 47 | 7.7 | 7.7 | 7.7 |
| | No | 562 | 92.3 | 92.3 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Have you accessed any of the following on a local website? City budget information

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 22 | 3.6 | 3.6 | 3.6 |
| | No | 587 | 96.4 | 96.4 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Have you accessed any of the following on a local website? County budget information

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 16 | 2.6 | 2.6 | 2.6 |
| | No | 593 | 97.4 | 97.4 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Have you accessed any of the following on a local website? School district budget information

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 31 | 5.1 | 5.1 | 5.1 |
| | No | 578 | 94.9 | 94.9 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Have you accessed any of the following on a local website? Volunteer information

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 39 | 6.4 | 6.4 | 6.4 |
| | No | 570 | 93.6 | 93.6 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Have you accessed any of the following on a local website? Trash or recycling information

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 32 | 5.3 | 5.3 | 5.3 |
| | No | 577 | 94.7 | 94.7 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Have you accessed any of the following on a local website? Street service information

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 25 | 4.1 | 4.1 | 4.1 |
| | No | 584 | 95.9 | 95.9 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Have you accessed any of the following on a local website? Bids, RFPs & contracts

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 8 | 1.3 | 1.3 | 1.3 |
| | No | 601 | 98.7 | 98.7 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Have you accessed any of the following on a local website? Research reports

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 74 | 12.2 | 12.2 | 12.2 |
| | No | 535 | 87.8 | 87.8 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Have you accessed any of the following on a local website? Census data

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 37 | 6.1 | 6.1 | 6.1 |
| | No | 572 | 93.9 | 93.9 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

How useful would the following City/County service be if placed online? Request City/County services

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Not at all useful | 51 | 8.4 | 15.2 | 15.2 |
| | Not very useful | 38 | 6.2 | 11.3 | 26.6 |
| | Neutral | 86 | 14.1 | 25.7 | 52.2 |
| | Useful | 61 | 10.0 | 18.2 | 70.4 |
| | Very useful | 99 | 16.3 | 29.6 | 100.0 |
| | Total | 335 | 55.0 | 100.0 | |
| Missing | System | 274 | 45.0 | | |
| Total | | 609 | 100.0 | | |

How useful would the following City/County service be if placed online? Access to other government agency information

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Not at all useful | 59 | 9.7 | 17.8 | 17.8 |
| | Not very useful | 24 | 3.9 | 7.3 | 25.1 |
| | Neutral | 79 | 13.0 | 23.9 | 48.9 |
| | Useful | 59 | 9.7 | 17.8 | 66.8 |
| | Very useful | 110 | 18.1 | 33.2 | 100.0 |
| | Total | 331 | 54.4 | 100.0 | |
| Missing | System | 278 | 45.6 | | |
| Total | | 609 | 100.0 | | |

How useful would the following City/County service be if placed online? Pay bills, fines, or taxes

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Not at all useful | 64 | 10.5 | 19.3 | 19.3 |
| | Not very useful | 36 | 5.9 | 10.9 | 30.2 |
| | Neutral | 37 | 6.1 | 11.2 | 41.4 |
| | Useful | 50 | 8.2 | 15.1 | 56.5 |
| | Very useful | 144 | 23.6 | 43.5 | 100.0 |
| | Total | 331 | 54.4 | 100.0 | |
| Missing | System | 278 | 45.6 | | |
| Total | | 609 | 100.0 | | |

How useful would the following City/County service be if placed online? Obtain police permits

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Not at all useful | 83 | 13.6 | 25.9 | 25.9 |
| | Not very useful | 45 | 7.4 | 14.0 | 39.9 |
| | Neutral | 75 | 12.3 | 23.4 | 63.2 |
| | Useful | 47 | 7.7 | 14.6 | 77.9 |
| | Very useful | 71 | 11.7 | 22.1 | 100.0 |
| | Total | 321 | 52.7 | 100.0 | |
| Missing | System | 288 | 47.3 | | |
| Total | | 609 | 100.0 | | |

How useful would the following City/County service be if placed online? Apply for building permits and inspections

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Not at all useful | 84 | 13.8 | 26.9 | 26.9 |
| | Not very useful | 32 | 5.3 | 10.3 | 37.2 |
| | Neutral | 73 | 12.0 | 23.4 | 60.6 |
| | Useful | 46 | 7.6 | 14.7 | 75.3 |
| | Very useful | 77 | 12.6 | 24.7 | 100.0 |
| | Total | 312 | 51.2 | 100.0 | |
| Missing | System | 297 | 48.8 | | |
| Total | | 609 | 100.0 | | |

How useful would the following City/County service be if placed online? Obtain fishing permits and boat reservations

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Not at all useful | 105 | 17.2 | 33.9 | 33.9 |
| | Not very useful | 33 | 5.4 | 10.6 | 44.5 |
| | Neutral | 70 | 11.5 | 22.6 | 67.1 |
| | Useful | 32 | 5.3 | 10.3 | 77.4 |
| | Very useful | 70 | 11.5 | 22.6 | 100.0 |
| | Total | 310 | 50.9 | 100.0 | |
| Missing | System | 299 | 49.1 | | |
| Total | | 609 | 100.0 | | |

How useful would the following City/County service be if placed online? Vehicle registration

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Not at all useful | 49 | 8.0 | 15.3 | 15.3 |
| | Not very useful | 12 | 2.0 | 3.8 | 19.1 |
| | Neutral | 41 | 6.7 | 12.8 | 31.9 |
| | Useful | 53 | 8.7 | 16.6 | 48.4 |
| | Very useful | 165 | 27.1 | 51.6 | 100.0 |
| | Total | 320 | 52.5 | 100.0 | |
| Missing | System | 289 | 47.5 | | |
| Total | | 609 | 100.0 | | |

How useful would the following public participation service be if placed online? Submit reports or complaints

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Not at all useful | 48 | 7.9 | 15.2 | 15.2 |
| | Not very useful | 18 | 3.0 | 5.7 | 20.9 |
| | Neutral | 55 | 9.0 | 17.4 | 38.3 |
| | Useful | 69 | 11.3 | 21.8 | 60.1 |
| | Very useful | 126 | 20.7 | 39.9 | 100.0 |
| | Total | 316 | 51.9 | 100.0 | |
| Missing | System | 293 | 48.1 | | |
| Total | | 609 | 100.0 | | |

How useful would the following public participation service be if placed online? Vote online

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Not at all useful | 65 | 10.7 | 20.7 | 20.7 |
| | Not very useful | 19 | 3.1 | 6.1 | 26.8 |
| | Neutral | 31 | 5.1 | 9.9 | 36.6 |
| | Useful | 49 | 8.0 | 15.6 | 52.2 |
| | Very useful | 150 | 24.6 | 47.8 | 100.0 |
| | Total | 314 | 51.6 | 100.0 | |
| Missing | System | 295 | 48.4 | | |
| Total | | 609 | 100.0 | | |

**How useful would the following public participation service be if placed online?
Receive email alerts for specified areas of interest**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Not at all useful | 40 | 6.6 | 12.5 | 12.5 |
| | Not very useful | 21 | 3.4 | 6.6 | 19.1 |
| | Neutral | 70 | 11.5 | 21.9 | 40.9 |
| | Useful | 62 | 10.2 | 19.4 | 60.3 |
| | Very useful | 127 | 20.9 | 39.7 | 100.0 |
| | Total | 320 | 52.5 | 100.0 | |
| Missing | System | 289 | 47.5 | | |
| Total | | 609 | 100.0 | | |

**How useful would the following public participation service be if placed online?
Participate in online polls on public policy issues**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Not at all useful | 56 | 9.2 | 18.2 | 18.2 |
| | Not very useful | 28 | 4.6 | 9.1 | 27.3 |
| | Neutral | 82 | 13.5 | 26.6 | 53.9 |
| | Useful | 65 | 10.7 | 21.1 | 75.0 |
| | Very useful | 77 | 12.6 | 25.0 | 100.0 |
| | Total | 308 | 50.6 | 100.0 | |
| Missing | System | 301 | 49.4 | | |
| Total | | 609 | 100.0 | | |

**How useful would the following public participation service be if placed online?
Comment on proposed City/County budgets**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Not at all useful | 61 | 10.0 | 20.1 | 20.1 |
| | Not very useful | 24 | 3.9 | 7.9 | 28.1 |
| | Neutral | 83 | 13.6 | 27.4 | 55.4 |
| | Useful | 52 | 8.5 | 17.2 | 72.6 |
| | Very useful | 83 | 13.6 | 27.4 | 100.0 |
| | Total | 303 | 49.8 | 100.0 | |
| Missing | System | 306 | 50.2 | | |
| Total | | 609 | 100.0 | | |

**How useful would the following public participation service be if placed online?
Access staff committee reports and Council agendas**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Not at all useful | 62 | 10.2 | 20.8 | 20.8 |
| | Not very useful | 33 | 5.4 | 11.1 | 31.9 |
| | Neutral | 91 | 14.9 | 30.5 | 62.4 |
| | Useful | 41 | 6.7 | 13.8 | 76.2 |
| | Very useful | 71 | 11.7 | 23.8 | 100.0 |
| | Total | 298 | 48.9 | 100.0 | |
| Missing | System | 311 | 51.1 | | |
| Total | | 609 | 100.0 | | |

**How useful would the following public participation service be if placed online?
Join online chat sessions with government officials**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Not at all useful | 88 | 14.4 | 29.8 | 29.8 |
| | Not very useful | 34 | 5.6 | 11.5 | 41.4 |
| | Neutral | 71 | 11.7 | 24.1 | 65.4 |
| | Useful | 36 | 5.9 | 12.2 | 77.6 |
| | Very useful | 66 | 10.8 | 22.4 | 100.0 |
| | Total | 295 | 48.4 | 100.0 | |
| Missing | System | 314 | 51.6 | | |
| Total | | 609 | 100.0 | | |

**How useful would the following public participation service be if placed online?
Hear audio of current and past Council/Commissioner's Court meetings**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Not at all useful | 86 | 14.1 | 29.7 | 29.7 |
| | Not very useful | 36 | 5.9 | 12.4 | 42.1 |
| | Neutral | 79 | 13.0 | 27.2 | 69.3 |
| | Useful | 40 | 6.6 | 13.8 | 83.1 |
| | Very useful | 49 | 8.0 | 16.9 | 100.0 |
| | Total | 290 | 47.6 | 100.0 | |
| Missing | System | 319 | 52.4 | | |
| Total | | 609 | 100.0 | | |

Do you anticipate using the Internet more or less in the future?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | More | 511 | 83.9 | 83.9 | 83.9 |
| | Less | 98 | 16.1 | 16.1 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Do you believe that schools will have greater need for computers and Internet access in the future?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 589 | 96.7 | 96.7 | 96.7 |
| | No | 20 | 3.3 | 3.3 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

How long have you lived in El Paso?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------------------|-----------|---------|---------------|--------------------|
| Valid | Less than 1 year | 15 | 2.5 | 2.5 | 2.5 |
| | 1 to 2 years | 34 | 5.6 | 5.6 | 8.0 |
| | 3 to 5 years | 55 | 9.0 | 9.0 | 17.1 |
| | 6 to 10 years | 64 | 10.5 | 10.5 | 27.6 |
| | 11 to 15 years | 84 | 13.8 | 13.8 | 41.4 |
| | 16 years or longer | 357 | 58.6 | 58.6 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Do you rent or own your home?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Rent | 205 | 33.7 | 33.7 | 33.7 |
| | Own | 404 | 66.3 | 66.3 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

How would you classify your occupation?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------------------------------|-----------|---------|---------------|--------------------|
| Valid | Scientific/Technical | 24 | 3.9 | 3.9 | 3.9 |
| | Agriculture/Forestry/Fishing | 4 | .7 | .7 | 4.6 |
| | Professional/Managerial | 107 | 17.6 | 17.6 | 22.2 |
| | Manufacturing/Processing | 31 | 5.1 | 5.1 | 27.3 |
| | Sales | 24 | 3.9 | 3.9 | 31.2 |
| | Construction | 5 | .8 | .8 | 32.0 |
| | Clerical/Bookkeeping | 14 | 2.3 | 2.3 | 34.3 |
| | Transportation | 7 | 1.1 | 1.1 | 35.5 |
| | Service | 91 | 14.9 | 14.9 | 50.4 |
| | Military | 9 | 1.5 | 1.5 | 51.9 |
| | Homemaker | 136 | 22.3 | 22.3 | 74.2 |
| | Retired | 105 | 17.2 | 17.2 | 91.5 |
| | Student | 52 | 8.5 | 8.5 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Gender

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | Female | 372 | 61.1 | 61.1 | 61.1 |
| | Male | 237 | 38.9 | 38.9 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

For statistical purposes only, what is your total household income?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------------|-----------|---------|---------------|--------------------|
| Valid | \$20K or less | 295 | 48.4 | 48.4 | 48.4 |
| | \$20K to \$40K | 151 | 24.8 | 24.8 | 73.2 |
| | \$40K to \$60K | 81 | 13.3 | 13.3 | 86.5 |
| | \$60K to \$80K | 52 | 8.5 | 8.5 | 95.1 |
| | \$80K to \$100K | 20 | 3.3 | 3.3 | 98.4 |
| | \$100K+ | 10 | 1.6 | 1.6 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

What is the last grade or level you completed in school?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------------------|-----------|---------|---------------|--------------------|
| Valid | Less than H.S. | 113 | 18.6 | 18.6 | 18.6 |
| | H.S. Graduate | 173 | 28.4 | 28.4 | 47.0 |
| | Some College | 173 | 28.4 | 28.4 | 75.4 |
| | College Graduate | 100 | 16.4 | 16.4 | 91.8 |
| | Graduate Degree | 50 | 8.2 | 8.2 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

Which of the following categories includes your age?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 18-25 | 80 | 13.1 | 13.1 | 13.1 |
| | 26-39 | 204 | 33.5 | 33.5 | 46.6 |
| | 40-49 | 132 | 21.7 | 21.7 | 68.3 |
| | 50-59 | 93 | 15.3 | 15.3 | 83.6 |
| | 60+ | 100 | 16.4 | 16.4 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |

What ethnic group do you consider yourself a part of or fall closest to?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------------------|-----------|---------|---------------|--------------------|
| Valid | Caucasian | 114 | 18.7 | 18.7 | 18.7 |
| | Latino(a)/Hispanic | 447 | 73.4 | 73.4 | 92.1 |
| | Other | 48 | 7.9 | 7.9 | 100.0 |
| | Total | 609 | 100.0 | 100.0 | |