



# San Gabriel Valley Council of Governments Internet 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. Your Council of Governments wants 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 <https://www.sgvkog.org/broadband>.**

1) Are you completing this survey for a household or an organization? *Choose one. We need to know the type of location because households and organizations have different services and 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) 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: \_\_\_\_\_

4) Why does the household or organization 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) How many people are in your household or organization and what are their ages? *Enter numbers and years of age using whole numbers only.*

The number of people:	Age of the youngest:	Age of the oldest:
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6) What is the primary type of work for pay in household or organization? *Choose one.*

- Arts, business, management, or science
- Office or sales
- Service
- Construction, maintenance, or natural resources
- Production or transportation
- Retired or otherwise out of the workforce

7) What is the highest level of schooling in your household or organization? *Choose one.*

- Elementary, middle school, or some high school but did not graduate
- High school graduate or GED
- Some college but no degree
- Associate degree
- Bachelor degree
- Master degree
- Doctorate or professional degree

8) How important or useful is the internet in your household or organization?

<i>Please, choose one in each row.</i>	Extremely or essential	Very but not essential	Helpful but not important	Minimal importance	No use
Finding and/or buying products or services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Generating income or selling things	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting information for general purposes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting information for special interests or hobbies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Learning, making money, or staying healthy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staying in touch with family and friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9) How much would household or organization be willing to pay per month internet service?

<i>Provide an amount for excellent and terrible service for each option.</i>	Excellent service	Terrible service
10/1 Mbps - Enough for checking email and searches	\$	\$
25/3 Mbps - Good for surfing the web without lag	\$	\$
100/10 Mbps - Best for gaming and streaming video	\$	\$
300/30 Mbps - Supports multiple interactive video sessions	\$	\$
1000/1000 Mbps or 1 Gbps - Super fast broadband	\$	\$

*Thank you for your input!*

Fold and Seal Here to Return by Mail

Return Address

Place Stamp Here

SGVCOG  
 1333 S. Mayflower Avenue  
 Suite 360  
 Monrovia, CA 91016

*Attention: Survey*