Magellan Standard 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. Magellan 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://survey.alchemer.com/s3/6341710/Magellan-Internet-Survey*.**

## 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.
 |

## 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 |  |

## 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:
 |  |

## 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 |  |  |

## 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: |
|  |  |  |  |  |

## 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
 |

## 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
 |

## Does anyone in your household or organization regularly do or need the following?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Please, choose one in each row. | Once a year or less | A few times a year | About once a month | About once a week | More than once a week |
| Consult a healthcare professional | ⭘ | ⭘ | ⭘ | ⭘ | ⭘ |
| Do online schoolwork or training at home | ⭘ | ⭘ | ⭘ | ⭘ | ⭘ |
| Do home-based business, contract or “gig” work | ⭘ | ⭘ | ⭘ | ⭘ | ⭘ |
| Telecommute, work from home as an employee | ⭘ | ⭘ | ⭘ | ⭘ | ⭘ |

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Please, choose one in each row. | Extremely or essential | Very but not essential | Helpful but not important | Minimally useful | Of no use |
| Finding and/or buying products or services | ⭘ | ⭘ | ⭘ | ⭘ | ⭘ |
| Generating income or selling things | ⭘ | ⭘ | ⭘ | ⭘ | ⭘ |
| Getting information for general purposes | ⭘ | ⭘ | ⭘ | ⭘ | ⭘ |
| Getting information for special interests or hobbies | ⭘ | ⭘ | ⭘ | ⭘ | ⭘ |
| Learning, making money, or staying healthy | ⭘ | ⭘ | ⭘ | ⭘ | ⭘ |
| Staying in touch with family and friends | ⭘ | ⭘ | ⭘ | ⭘ | ⭘ |

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

|  |  |  |
| --- | --- | --- |
| Provide an amount for excellent and terrible service for each option. | 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 | $ | $ |

Fold and Seal Here to Return by Mail

|  |  |  |
| --- | --- | --- |
| Return Address |  | Place Stamp Here |

City of Carson

701 E. Carson Street

Carson, CA 90745

ATTN: ISPM Department

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