

California Digital Equity Plan Public Survey

The State of California is designing solutions to ensure all Californians have access to high-quality and affordable internet service, devices, skills training, and digital support. This survey will gather information about your current experiences using the internet. The survey is completely anonymous and should be completed by one individual per household. **Your feedback is vital to understanding barriers to internet access, affordability, and adoption to help close the digital divide.** In advance, thank you for your time and participation.

Do you reside in California and are you 18 or older?

- Yes
- No

What is your ZIP Code? _____

Does anybody in your household identify with any of the following statements? Please check all that apply.

- I am 60 years of age or older
- I am a veteran
- I am an individual living with a disability
- I am an English language learner and/or I have difficulty understanding English
- I live in a rural area
- I belong to a tribe or tribal community
- I am an immigrant living in California
- I am unhoused or experiencing homelessness
- None of the above

Can you connect to the internet from home? This includes connecting from a desktop, laptop, tablet, or smartphone.

- YES:** Please answer questions 1-6
- NO:** Please skip to question 7 (flip this page over)

Please answer the following questions only if you can connect to the internet from home.

1. Which of the following devices do you use to connect to the internet at home? Please check all that apply.
 - Desktop
 - Laptop
 - Tablet
 - Smartphone
 - I don't have a device that can connect to the internet
 - I don't know
 - Other (please specify): _____
2. How do you connect to the internet at home? Please check all that apply.
 - Subscribe to a home internet service
 - Community Wi-Fi (such as free Wi-Fi provided by a community organization)
 - Mobile data plan
 - I don't know
 - Other (please specify): _____
3. Which of these options best describes your internet service at home in terms of speed and reliability?
 - Adequate or good enough for my needs and/or my family's needs
 - Not adequate or good enough for my needs, and/or my family's needs
 - I don't know

4. On a rating scale of 1 to 5, with 5 being the highest rating, how would you rate your internet service provider in terms of the reliability of the service (for example, there are no service interruptions, and the service speed is consistent for the most part)?
- 1 - Not at all reliable
 - 2 - Slightly reliable
 - 3 - Reliable
 - 4 - Very reliable
 - 5 - Extremely reliable
5. Approximately how much is your total monthly bill for home internet? \$ _____
6. Are you currently enrolled in any of these discounted internet service programs? Please check all that apply.
- Lifeline
 - Affordable Connectivity Program (ACP). *(ACP is a federal program to help low-income households pay for internet service and connected devices. For more information, call 877-384-2575.)*
 - None of these
 - I don't know
 - Other affordable internet service: _____

Please answer the following questions only if you cannot connect to the internet at home.

7. Do you connect to the internet in other places, for example, a Wi-Fi network at a library or a café or while at work?
- Yes
 - No
8. Where do you connect to the internet? Please check all that apply.
- At work
 - At the home of relatives or friends
 - At a retail store/restaurant (such as McDonald's, Taco Bell, Starbucks, etc.)
 - At a school or library
 - At a parking lot of a school or library
 - At a public space (such as a park, government building, etc.)
 - On public transit
 - Community Wi-Fi (such as free Wi-Fi provided by a community organization)
 - I don't know
 - Other (please specify): _____
9. Which of the following explains why you do not currently subscribe to a home internet service? Please check all that apply.
- Home internet services are too expensive
 - Nobody in my household has a desktop, laptop, or tablet computer
 - Home internet services are not available or adequate where I live
 - Nobody in my household knows enough about using a computer/laptop
 - I am concerned about privacy, identity theft, and other types of cybercrime
 - My smartphone can do everything I need
 - Other (please specify): _____

Thank you for taking the survey!

Your response will help shape the State of California's policies and investments to close the digital divide for all its residents. If you would like to learn more, please visit BroadbandForAll.cdt.ca.gov. If you have any questions, please email digitalequity@state.ca.gov.



Broadband for All