



Washtenaw County Department of Planning & Environment

TO: Planning Advisory Board

FROM: Anya Dale, Associate Planner

DATE: 10/23/2007

RE: Community Survey Types and Methods

Communities in Washtenaw County have expressed interest in using community surveys to gather public input during the development of master plans. In order to assist communities in preparing and distributing effective community surveys, this memo illustrates important concepts and provides examples of surveys. Community surveys are valuable because:

- Residents often know areas and aspects of the community more intimately than many decision makers;
- Community surveys provide citizens a method to share useful perspectives on the planning and protection of their community;
- Residents have the opportunity to provide input on future growth including what contributes to the quality of life and how to prioritize areas for improvement;
- Public input helps to develop a holistic basis for making informed and collaborative decisions about a community;
- Involving the community in the planning process, encourages the development of a clear, shared vision for the future; and
- Public participation helps to ensure the resulting plans and policies are legally defensible.

A community survey can be helpful in developing plans, defining and solving problems, prioritizing projects and gaining community support. However, to do so it is essential that the community conducting the survey is committed to a purpose and know specifically what information is desired and how the information will be used. The usefulness of the information gathered depends greatly on the survey being well written. From choosing a survey approach to formatting questions, care must be taken to ensure the survey is unbiased, logical and measurable so it will result in information that can be tabulated, interpreted and analyzed in a way that is useful for the community.

There are also a variety of methods of data collection which may be used either independently or in combination. Which survey method to use is of great interest to a community in that it relates to the detail or information likely to be gathered, as well as expense of conducting the survey. Mailing surveys are a common way of obtaining community input, however surveys may also be done over the telephone, email or web-based, or a combination of methods. How a survey is conducted depends on the community as well as the nature of information desired.

Question format and response interpretation are also important components of surveying communities. Many factors should be considered in order to obtain reliable and usable results. If done properly, results can provide planners and officials with detailed and insightful information about the community and its residents, enabling them to make informed decisions on issues specific to their own communities.

Attached are two sample community surveys which demonstrate different methods of data collection:

- Dexter Township Community Survey
This mail survey follows a logical progression and is simple to navigate. Response options are clear and give measurable results. Participants use a set scale for rating the importance of the issue or the degree to which a given statement matches their opinion, and through a sequence of questions, specific information relating to the issue is gathered. A mix of scaled, multiple answer and open ended questions allows the community to obtain information at a variety of depths, while providing opportunity for additional input.
- Oregon Economic and Community Development Department: Assessment of Telecommunication Needs Community Survey
The purpose of the survey is clearly stated at the beginning, along with the amount of time participants can expect to spend on completing the survey. This survey does include but does not rely solely on common questions formats such as multiple choice or scaled questions. Instead participants are asked to fill in appropriate answers such as the percentage which they believe something will increase or decrease. Many open ended questions are also included allowing for additional feedback. While this information may be more difficult to quantify in survey results, it can also provide invaluable information that multiple choice questions can not provide.

Also attached are basic tips for creating a successful community survey, as well as a list of helpful resources. These resources can assist a community in addressing issues such as which survey method is best suited for their purpose, how to implement the survey for best results, and how to tabulate and interpret the data gathered. Additional examples of community surveys are on record in the Washtenaw County Planning office. Please feel free to call if you are interested in obtaining these resources.

Dedicating time to developing, implementing and properly evaluating an effective community survey can be a strategic tool for realizing community goals and enhancing the quality of life.

Attachments:

How to Ask: A Tip Sheet for Creating Successful Community Surveys

Dexter Township Community Survey

Oregon Economic and Community Development Department: Assessment of Telecommunications Needs Community Survey

How to Ask: A Tip Sheet for Creating Successful Community Surveys

- Introduce the survey with some short background, as well as the purpose.
- Surveys can be divided into two broad categories: the questionnaire and the interview.
- There are many ways to format questions. Using a variety of questions formats may help keep participant interest.
- Start with an important, easy question that encourages respondent to continue with survey.
- Use concise questions. Avoid being wordy or using technical terms or acronyms participants may not be familiar with.
- Avoid wording questions in a way that leads the participant toward a certain answer.
- When deciding types of questions to be asked, consider the method by which the results will be measured and the format in which it will be presented.
- This format of answer choices allows the answers to be quantified and analyzed.
- Group questions into categories to keep related questions together, beginning with broader questions and becoming more specific.
- Answers to multiple choice questions should be mutually exclusive.
- Make sure you have all the options covered by multiple choice answers. When in doubt, include an "Other _____" option.
- While free text responses are difficult to analyze, it is worth considering the benefit of receiving extra information, as well as the increased level of satisfaction for the participant to be able to expand on their answer.
- Mailing a survey should begin with a pre-notice letter, followed by the questionnaire, a reminder card, and finally a replacement questionnaire if the original is not returned within a timely manner.
- Conducting a pilot survey before beginning the formal survey will help to identify ambiguous questions, and to catch any errors.
- Avoid using "not" in your questions if you're having respondents answer "yes" or "no" to a question. Use of "not" can lead to double negatives, and cause confusion.

Links to resources:

There are many resources available to assist communities in drafting and implementing community surveys. Guidelines for selecting the appropriate type and method of surveying, in addition to data gathering and analysis can be found at the below resources:

General survey design tips:

<http://www.vovici.com/pdf//designtips.pdf>

Interactive guide to conducting community surveys:

<http://www.communitydevelopment.uiuc.edu/commsurvey/>

A good introductory site; highlights advantages and disadvantages of different survey methods, and suggestions for question formatting.

<http://www.surveysystem.com/sdesign.htm>

Question types and formats:

<http://www.socialresearchmethods.net/kb/questype.php>

Designing surveys, examples of question types with advantages and disadvantages of each:

http://www.sciencebuddies.org/mentoring/project_ideas/Soc_survey.shtml

Table depicting advantages and disadvantages of various survey methods:

<http://www.socialresearchmethods.net/kb/survaddi.php>

Comprehensive survey guide:

<http://www.whatisasurvey.info/>

Dexter Township Community Survey – Please Return by June 29, 2007

Thank you for taking the time to complete our Township survey. The Dexter Township Planning Commission is preparing a new General Development Plan to guide future growth and development in the Township. To help facilitate this process, the Dexter Township Planning Commission and Township Board of Trustees ask that residents and business owners participate in the development of the General Development Plan by completing the following survey. The following survey will assist us when making decisions on many issues that affect quality of life in the Township, such as open space preservation, agriculture, housing, business, parks, zoning, transportation, utilities, and others. Your response will help guide our decisions. Your name and address is not requested and cannot be linked with your responses. Individual survey responses will be kept private, and only survey totals will be made public (*One survey response per household please*). Thank you for your assistance.

Section A: General Development Plan Topics

A1: How should the following concerns be prioritized in the Dexter Township General Development Plan?
(Please check the box next to each concern that best describes your opinion)

	Low Priority	Moderate Priority	High Priority
a) Preservation of agricultural land	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Preservation of natural undeveloped land	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Protection of wetlands (swamps, marshes, bogs, swales, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Protection of woodlands and large trees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Surface water quality (lakes, rivers, etc.) and storm water runoff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Groundwater quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Storm water runoff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Quality of the township road system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Traffic management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Police protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k) Fire protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l) Expansion of the public sewer systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m) Coordinated township garbage pick-up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n) Additional outdoor recreational opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o) Non-motorized trails (sidewalks, bicycle paths, natural hiking trails, designated bicycle lanes alongside roads)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p) Management of growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A2: Which of the issues listed above would you support additional taxes for? *(Please list the letters that correspond to those items above):*

A3: Please list any issues that are not listed above that you feel should be a high priority.

A4: The Dexter Township General Development Plan will include goal statements regarding the future growth and development of the township. More specific objectives will be generated from these goals. Please indicate if you strongly agree, agree, disagree, strongly disagree, or are not sure about the following goal statements: (Please check the box next to each goal statement that best describes your opinion)

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Sure
a) Protect agricultural activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Encourage road connections between neighboring developments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Provide a low density, rural atmosphere	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Provide a variety of housing alternatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Encourage housing for moderate income households	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Encourage higher density residential development in areas where municipal sewer service is available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Encourage commercial development that serves the local population	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section B: Opinion on Residential Growth

B1: Looking back on the last 10 years, how do you feel about residential growth in Dexter Township?

- Much too fast A little too fast About right Too slow

B2: Since 2000, there have been approximately 400 new homes built in Dexter Township. Most of these new homes have been single family homes on large lots or in subdivisions. If Dexter Township continues to grow, please indicate whether you would strongly encourage, encourage, discourage, strongly discourage, or are not sure about the following housing types: (Please check the box next to each housing type that best describes your position)

	Strongly Encourage	Encourage	Discourage	Strongly Discourage	Not Sure
a) Large lot, single family residential homes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Subdivisions, with no common open space preserved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Subdivisions, with some common open space preserved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Smaller sized homes that are more affordable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Duplexes (i.e. a house with 2 dwelling units in it)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Attached single family dwelling units (townhouses, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Apartments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Specialized housing for seniors or those with special needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Manufactured housing park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Mixed use residential communities (single family, multiple family, and perhaps commercial mixed in one development)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B3: In general, how would you most like to see residential growth occur in the following areas of Dexter Township in the future? (Please check the box next to each area that best describes your opinion)

	Average lot sizes more than 5 acres	Average lot sizes 2-5 acres	Average lot sizes 1-2 acres	Average lot sizes less than 1 acre
a) Land accessed via a paved road	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Land accessed via gravel road	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Near existing agricultural areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) On or near the waterfront/lakes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B4: Please indicate whether you would strongly encourage, encourage, discourage, strongly discourage, or are not sure about the following types of non-motorized transportation in Dexter Township: (Please check the box next to each type that best describes your position)

	Strongly Encourage	Encourage	Discourage	Strongly Discourage	Not Sure
a) Designated paved bicycle lanes alongside paved roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Wider gravel shoulders along paved and gravel roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Sidewalks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Natural walking paths and trails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section C: Opinions on Commercial Growth (Please check only one box for questions C1 – C5)

C1: Which best describes how you view the number of commercial businesses in the Township?

- Not enough About right for the size and character of the community Too much

C2: Where would you most like to see new commercial growth located?

- Dexter-Pinckney/North Territorial area Dexter-Pinckney, northwest of McGregor Rd. McGregor Rd.
 North Territorial/Stofer area Other _____ Don't want more commercial growth

C3: What type of new retail/service establishments would you most like to see in Dexter Township?

- Food service/Produce/General store Restaurant Professional office/Health care office
 Gas station/Mechanic service Other _____ Don't want more retail/service establishments

C4: Which best describes how you feel about a shopping center of 4-6 businesses located in the Township which is designed and constructed to serve the local population?

- Strongly favor Somewhat favor Somewhat opposed Strongly opposed

C5: In general, commercial development in the Township should be:

- Highly promoted with few land use restrictions Encouraged with appropriate land use regulations
 Allowed, but with many land use regulations Discouraged

Section D: Opinions on Infrastructure and Services (Please check only one box for questions D1 – D6)

D1: What type of roads should Dexter Township encourage to service new residential development?

- Public roads Private roads

Please explain why: _____

D2: If a gravel road was deteriorating or showing signs of approaching its capacity, which of the following actions would be most appropriate?

- Restrict further residential development on that road in order to prevent or postpone the need to pave the road.
 Maintain current levels of residential development on that road and continue to grade and fill the road after it reaches its capacity.
 Maintain current levels of residential development on that road and pave the road after it reaches capacity.

D3: What type of sanitary waste service should Dexter Township encourage for new residential developments?

- Individual septic systems on each lot.
 Private community septic systems where each development has its own plant and privately maintains it.
 Public sanitary sewer, as long as it does not promote higher densities or more intense land uses.

D4: Should Dexter Township allow existing homes that currently have septic systems to connect to the sanitary sewer system in the future? Yes No

D5: Would you support coordinated garbage pickup service throughout the township, where a preferred hauler is selected and residents have the option of enrolling at a discounted rate? Yes No

D6: If the township were to use a preferred hauler for garbage pickup service in the future, should the fees for garbage pickup be included on the property tax bill? Yes No

D7: How important do you think it is for Dexter Township to cooperate with adjacent local units of government on the following issues? (*Please check the box next to each item that best describes your opinion*)

	Very Important	Somewhat Important	Not Very Important	Not At All Important	Not Sure
a) Police protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Fire protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Coordinated garbage pickup service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Planning, zoning, and land use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Sewage treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Road maintenance and upgrading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section E: General Information

E1: Do you live in Dexter Township? Yes No

E2: What zip code do you live in? 48130 48169 48137 48118 Other_____

E3: What school district do you live in?

Dexter Chelsea Pinckney Other_____ Not Sure

E4: How many members in your household? 1 2 3 4-5 6 or more

E5: How long have you lived in Dexter Township?

1-10 years 11-20 years 21-40 years 41 years or more

E6: Which area best describes where you live?

On/near a lake In a subdivision On a farm On a residential, non-subdivision lot

E7: On what size parcel do you live?

Less than 1 acre 1-2 acres 2.01 - 4.99 acres 5-10 acres More than 10 acres

E8: Is any part of your land commercially farmed? Yes No

If yes, is your land farmed by you or somebody else? Myself Somebody else

If your land is farmed, how many acres are farmed? Under 50 acres 50-100 acres Over 100 acres

E9: Please check the reasons you chose to live or continue to live in Dexter Township – (*check all that apply*)

Close to Work Quality of Schools Affordable Housing Close to Family and/or Friends
 Community Atmosphere Rural/Country Living Close to Lakes/Water Other_____

E10: Now, please circle the answer in question E9 that is the most important reason you live in Dexter Township

E11: What type of road do you live on? Public road Private road

E12: What type of surface is the road that you live on? Paved (asphalt/concrete) Gravel (limestone/dirt)

E13: What type of sanitary waste disposal does your residence have? Septic Sewer

E14: Do you recycle? Yes No

If yes, do you use the drop off bins located at Dexter Township Hall? Yes No

Assessment of Telecommunications Needs Community Survey

The Oregon Economic and Community Development Department is collecting information about telecommunication needs in your community and wants your input. Please contribute to your community by responding to this survey. Results of the survey may help identify ways to stimulate new infrastructure and services. This will help communities across Oregon to create solutions for their telecommunications needs. You have been chosen to participate because understanding the needs of the community is important in helping guide future telecommunication plans. Since such a small number of people are being asked to respond, your input is essential.

_____ administers the survey to ensure a high rate of participation.
organization name

The same organization will summarize the results in the form of averages and percentages so that no one will be able to identify individual responses. Summaries will be shared with those who participated in the survey, community leaders, and telecommunications service providers such as phone companies, cable companies and Internet service providers. The survey should only take 10–15 minutes to complete.

Your input is very important to the Oregon Economic and Community Development Department so please participate.

Please mail or fax the completed survey to:

Organization Name

Address

Phone

Fax

Questions? Contact _____
(contact person at local organization)

Thank you for your help in this effort. We look forward to working with you on improving access to telecommunications services in your area.

City/Town

County

Organization Number

Name of person who completed the survey

Title/position

()

Phone number

Email address

Section I—Community Profile

Please begin the survey by filling in the contact information and answering questions about your organization by circling the ONE appropriate response.

A. What is the name of your community? _____

B. Approximately, what is the population size of your community? _____

C. What percent do you think your community's... Please fill in only one answer per statement.

	Increase(d) by %	Decrease(d) by %	No change	Don't know
1. Population grew or declined from 1996–1999?	_____ %	_____ %	<input type="checkbox"/>	<input type="checkbox"/>
2. Population will grow or decline from 2000–2003?	_____ %	_____ %	<input type="checkbox"/>	<input type="checkbox"/>
3. Businesses grew or declined from 1996–1999?	_____ %	_____ %	<input type="checkbox"/>	<input type="checkbox"/>
4. Businesses will grow or decline from 2000–2003?	_____ %	_____ %	<input type="checkbox"/>	<input type="checkbox"/>

D. What are your community's 3 most important industries? (Circle 3 or fewer answers)

1. Agriculture
2. Forest products
3. High technology
4. Manufacturing
5. Wholesale/retail sales
6. Services
7. Education
8. Government
9. Health
10. Tourism
11. Other (specify): _____

E. For each of the industrial sectors listed below, please circle the number indicating if it is likely to grow, remain stable or decline in your community between 2000–2003. If you are unsure, please select “don’t know” if the industry is not present in your community, please select “not applicable.”

	Grow	Stable	Decline	Don’t know	Not applicable
1. Agriculture	1	2	3	4	5
2. Forest products	1	2	3	4	5
3. High technology	1	2	3	4	5
4. Manufacturing	1	2	3	4	5
5. Wholesale/retail sales	1	2	3	4	5
6. Services	1	2	3	4	5
7. Education	1	2	3	4	5
8. Government	1	2	3	4	5
9. Health	1	2	3	4	5
10. Tourism	1	2	3	4	5
11. Other (specify):	1	2	3	4	5

F. Please describe any local or regional initiatives in economic development in your community.

Section II—Community’s Use of Telecommunications

This section asks questions about your community's use of telephones, video conferencing, computer use and internet services. Please circle one answer for each question.

TELEPHONES

A. How many external telephone lines does your community have? _____ # lines

B. How will your community’s need for external phone lines change in the next 3 years? (Circle one)

1. Increase by _____ # phone lines

2. Stay the same

3. Decrease by _____ # phone lines

4. Other (please specify) _____

C. If your community's need for external phone lines will change in the next 3 years, what percent of that change is due to. . . Answers should sum to 100%.

- | | | |
|----------------------------------|-------|-------------|
| 1. Population growth or decline? | _____ | % |
| 2. Business growth or decline? | _____ | % |
| 3. Other (specify): _____ | ===== | % |
| TOTAL | | 100% |

D. Who is your local telephone service provider? (Please list all if more than one.)

E. How would you rate the availability of new services from your local provider?

1. Excellent 2. Good 3. Fair 4. Poor

F. If there is one thing you could change about your local telephone service, what would it be?

G. If there is one thing you could change about your long-distance telephone service, what would it be?

H. Is wireless service available to your community? Yes No Don't know

If yes, if there is one thing you could change about your wireless service, what would it be?

- I. For each of the following telephone features, please circle the number indicating if the feature is available to your community. If a feature is not available, answer the next question.
Circle one answer for A and if applicable, one answer for B.**

	A. Is this feature available to your community?			B. Do you want this feature available to your community?	
	Yes	Don't know	No	Yes	No
Voice Mail	1	2	3	1	2
Conference Calling	1	2	3	1	2
Caller I.D.	1	2	3	1	2
Call Waiting	1	2	3	1	2
Call Forwarding	1	2	3	1	2
Other specify:	1	2	3	1	2

- J. Overall, how well do providers of telephone services meet your community's needs?**

1. Excellent 2. Good 3. Fair 4. Poor

- K. Is Extended Area Service an issue for your community? Yes No Don't know**
If yes, please describe the issue:

CABLE SATELLITE SERVICE

- A. Who is your local cable service provider? (Please list all if more than one.)**

- B. If there is one thing you could change about your cable service, what would it be?**

- C. Is satellite 2-way service available to your community? Yes No Don't know**
If yes, who is your satellite 2-way provider? (Please list all if more than one.)

B. Is there an Ed-Net access site? Yes No Don't know

If yes, where is it located? (Please list all if more than one.)

C. Which of the following locations offer training in the use of For each location, please answer questions 1 and 2. If such a location is not present within your community select "not applicable."

	A. Computers			B. Internet			Not Applicable
	Yes	No	Don't know	Yes	No	Don't know	
1. K-12 schools	1	2	3	1	2	3	4
2. Community College	1	2	3	1	2	3	4
3. University	1	2	3	1	2	3	4
4. Other (specify):	1	2	3	1	2	3	4

D. How aware is your community of the benefits of the Internet access?

1. Very aware 2. Somewhat aware 3. Not very aware 4. Not at all aware

E. How important is Internet access to your community?

1. Critical 2. Very important 3. Somewhat important 4. Not at all important

F. Please circle the number indicating the importance of the Internet to your community for the activities listed below. Please circle a number for each item listed below.

	Critical	Very important	Somewhat important	Not at all important
1. Selling services or products	1	2	3	4
2. Buying services or products	1	2	3	4
3. Providing info about the community	1	2	3	4
4. Marketing	1	2	3	4
5. Communicating via electronic mail	1	2	3	4
6. Research	1	2	3	4
7. Providing government services	1	2	3	4
8. Providing emergency communications	1	2	3	4
9. Delivering health care	1	2	3	4
10. Adult learning	1	2	3	4
11. Children learning	1	2	3	4
12. Other (specify):	1	2	3	4
13. Other (specify):	1	2	3	4

G. How frequently does your community do each of the following Internet activities? Please circle the number indicating your response.

	Daily	Weekly	Monthly	Never
1. Selling services or products	1	2	3	4
2. Buying services or products	1	2	3	4
3. Providing info about the community	1	2	3	4
4. Marketing	1	2	3	4
5. Communicating via electronic mail	1	2	3	4
6. Research	1	2	3	4
7. Providing government services	1	2	3	4
8. Providing emergency communications	1	2	3	4
9. Delivering health care	1	2	3	4
10. Adult learning	1	2	3	4
11. Children learning	1	2	3	4
12. Other (specify):	1	2	3	4
<hr/>				
13. Other (specify):	1	2	3	4
<hr/>				

H. Does your community or town maintain a web page?

- 1. Yes
- 2. No



1. What is your web page's primary purpose?

1. Marketing 2. Information 3. Sales

4. Other (specify): _____



I. Are you satisfied with your Internet service offerings?

- 1. Yes
- 2. No



2. Does your community or town own/operate your web server?

1. Yes, owns/operates

2. No, it is outsourced

D. What is the minimum level of savings on telecommunications you would expect from joining a regional effort?

1. Less than 10% 2. 10–15% 3. 15–20% 4. More than 20%

E. Through such a cooperative effort, would you purchase the following services?

	Yes	No	It depends
Telephone	1	2	3
Internet	1	2	3
Other (specify):	1	2	3

F. Which organization(s) should explore and coordinate such an effort to obtain better telecommunications services?

G. Are you aware of the State of Oregon Enterprise Network?

1. Yes 2. No

H. Can you suggest businesses, organizations or people that should be contacted for ideas and examples of initiatives?

That is the end of the survey. Thank-you for your time and participation!