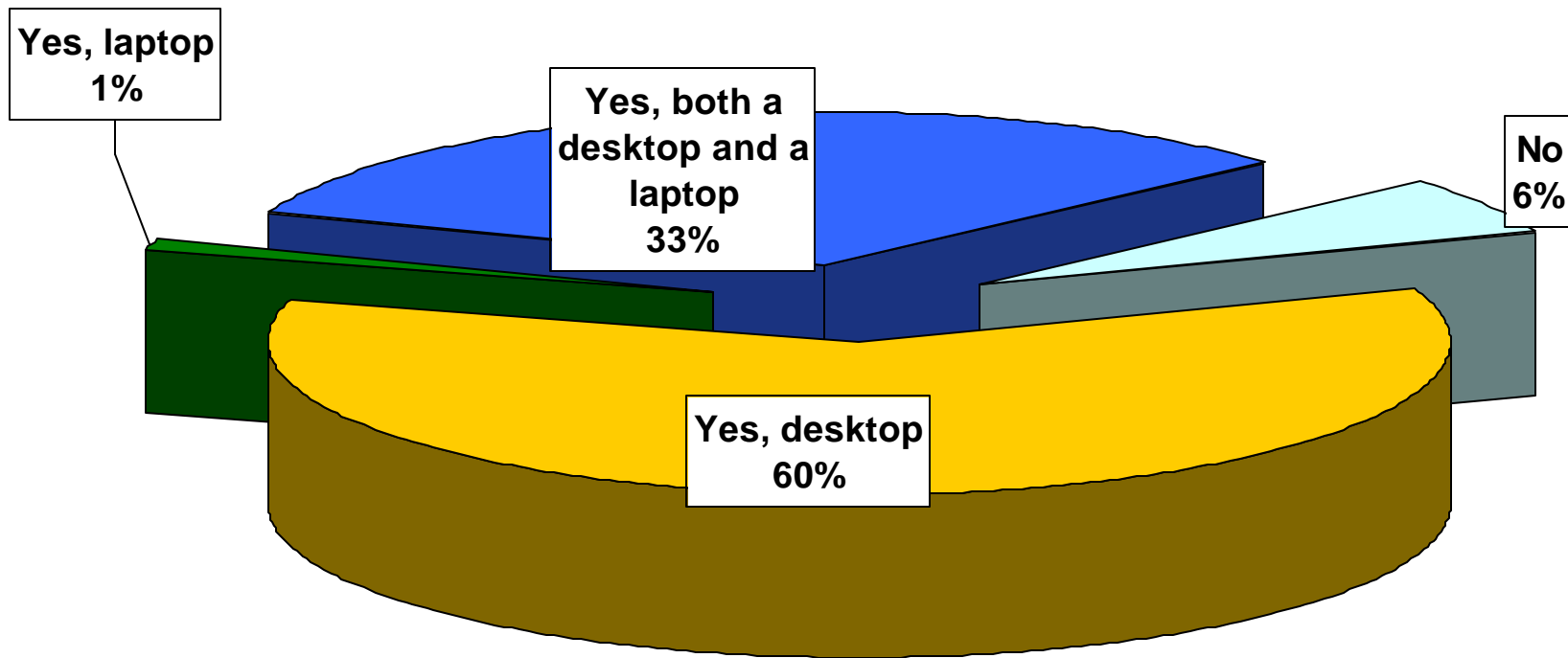
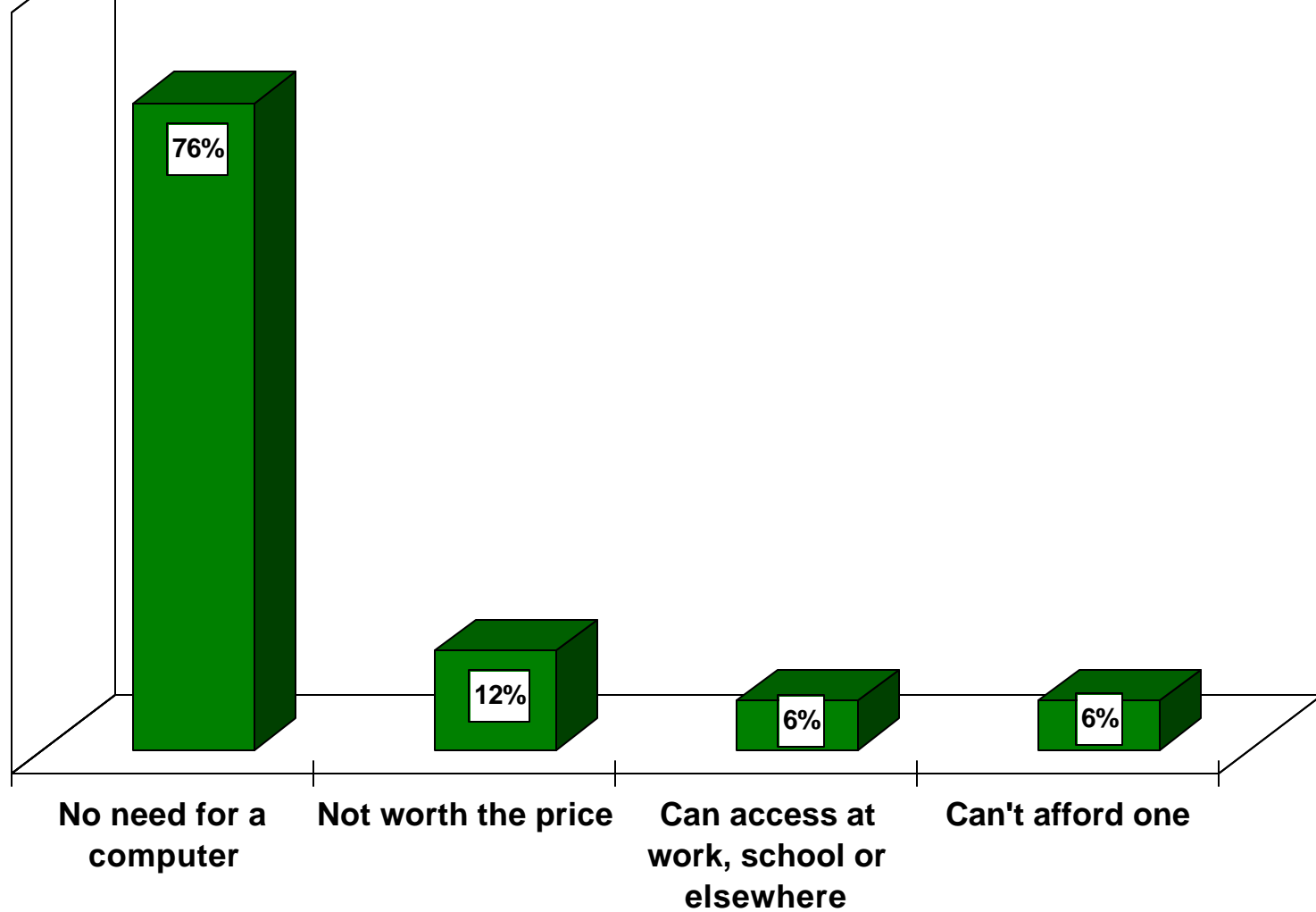


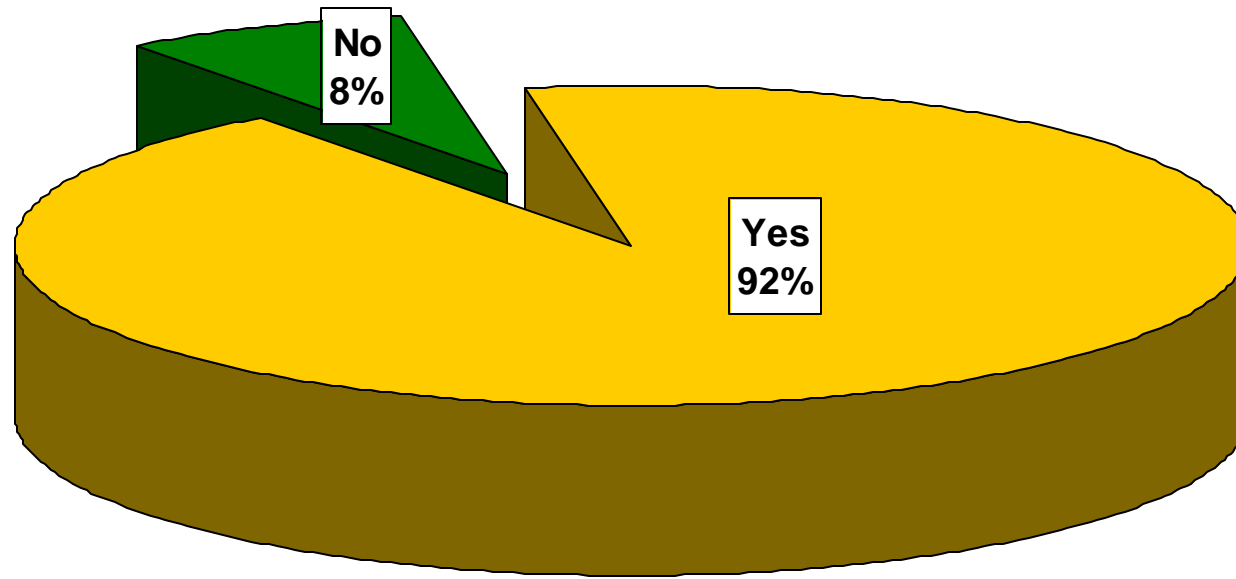
Q1 Personal Computer (PC) in home



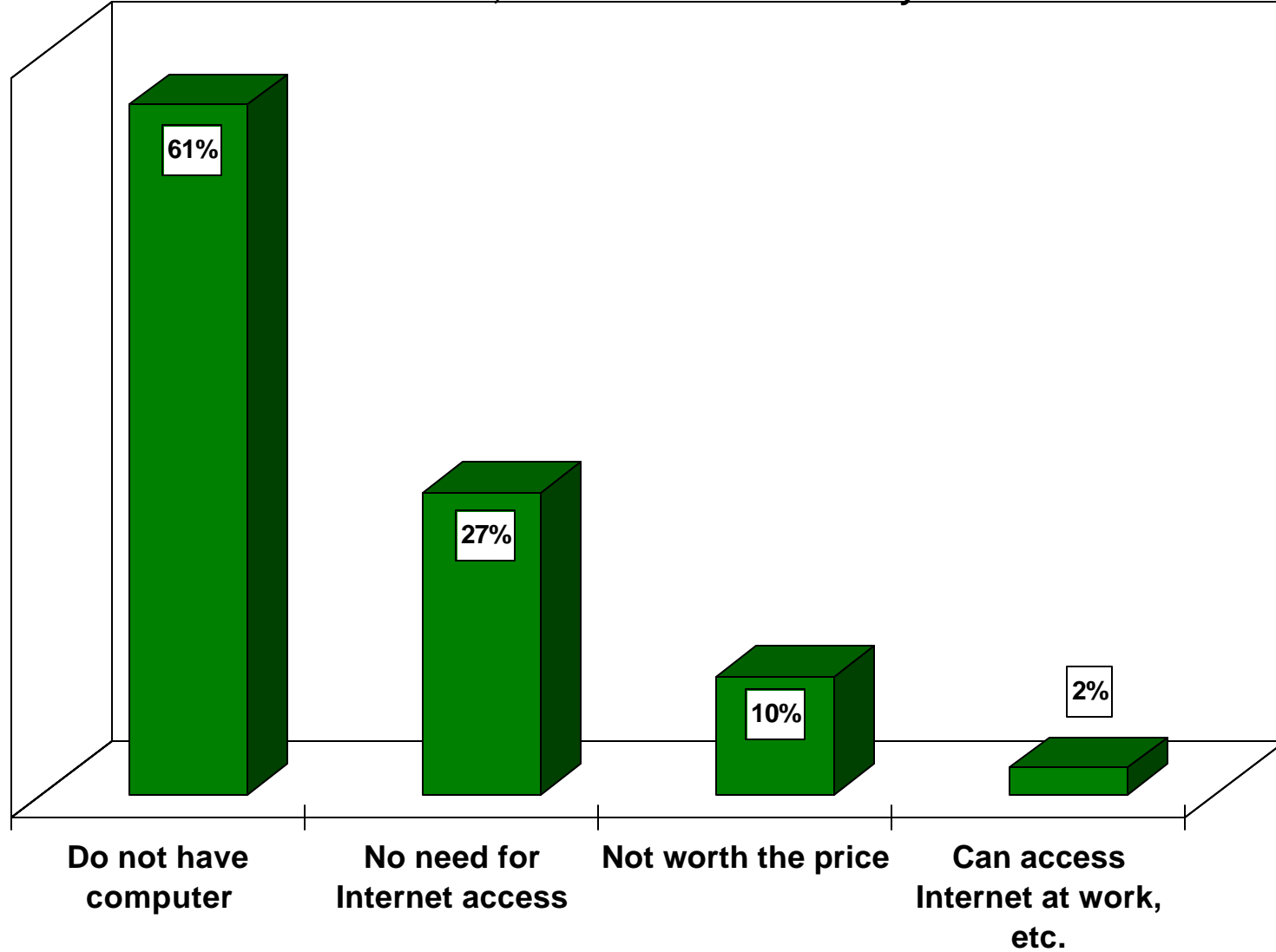
Q2 For those without computers in the home, what are the reasons for not having a computer?



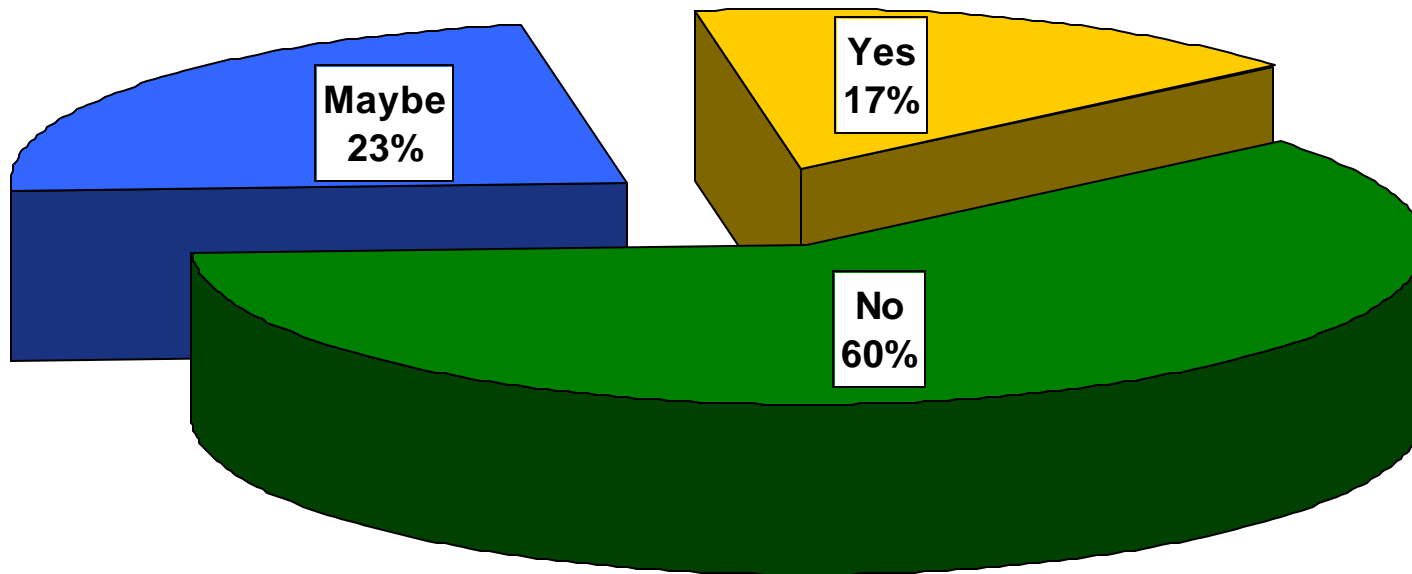
Q3 Internet access in home (whole population)

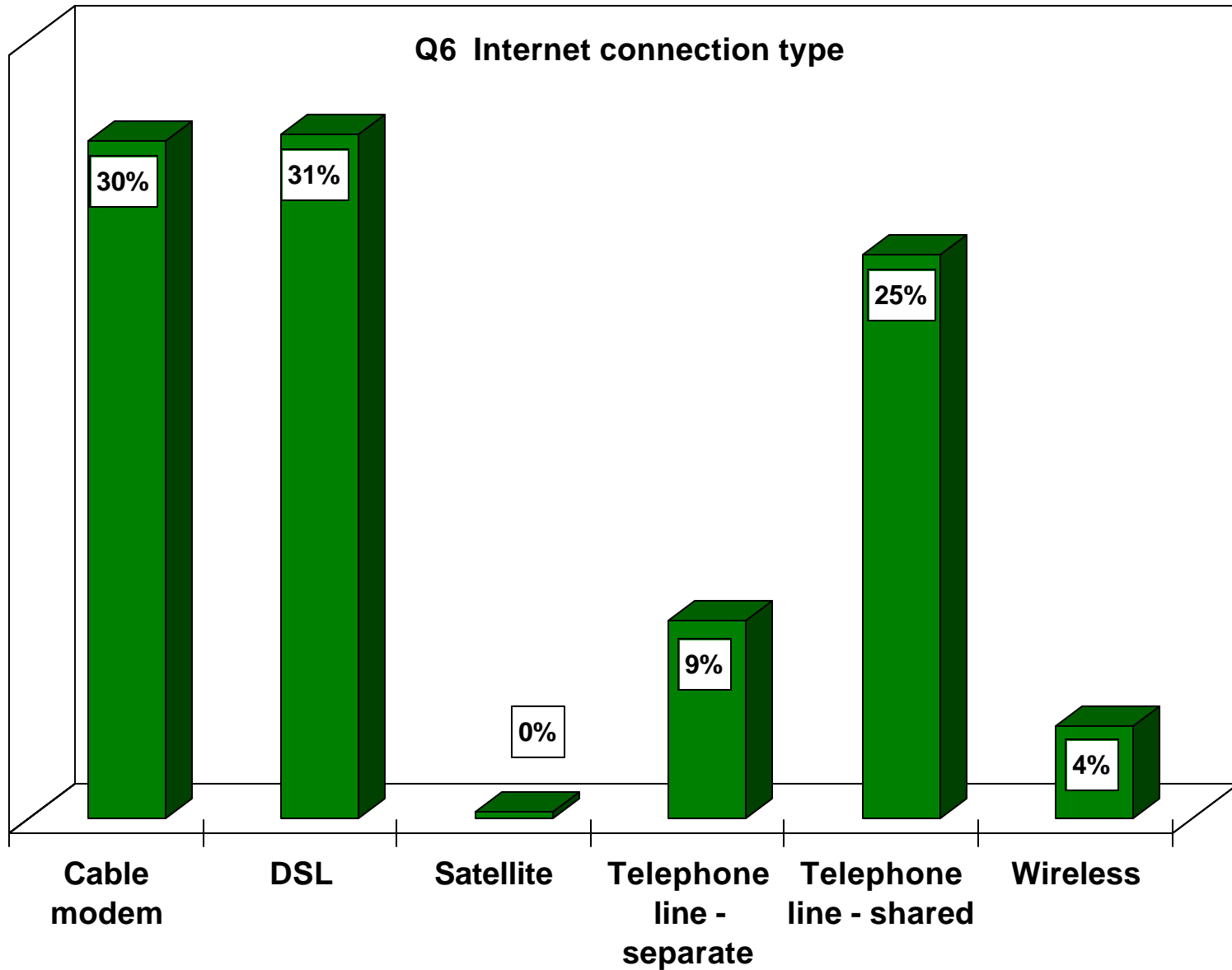


Q4 Non-Internet subscribers, what is the main reason you do not have Internet

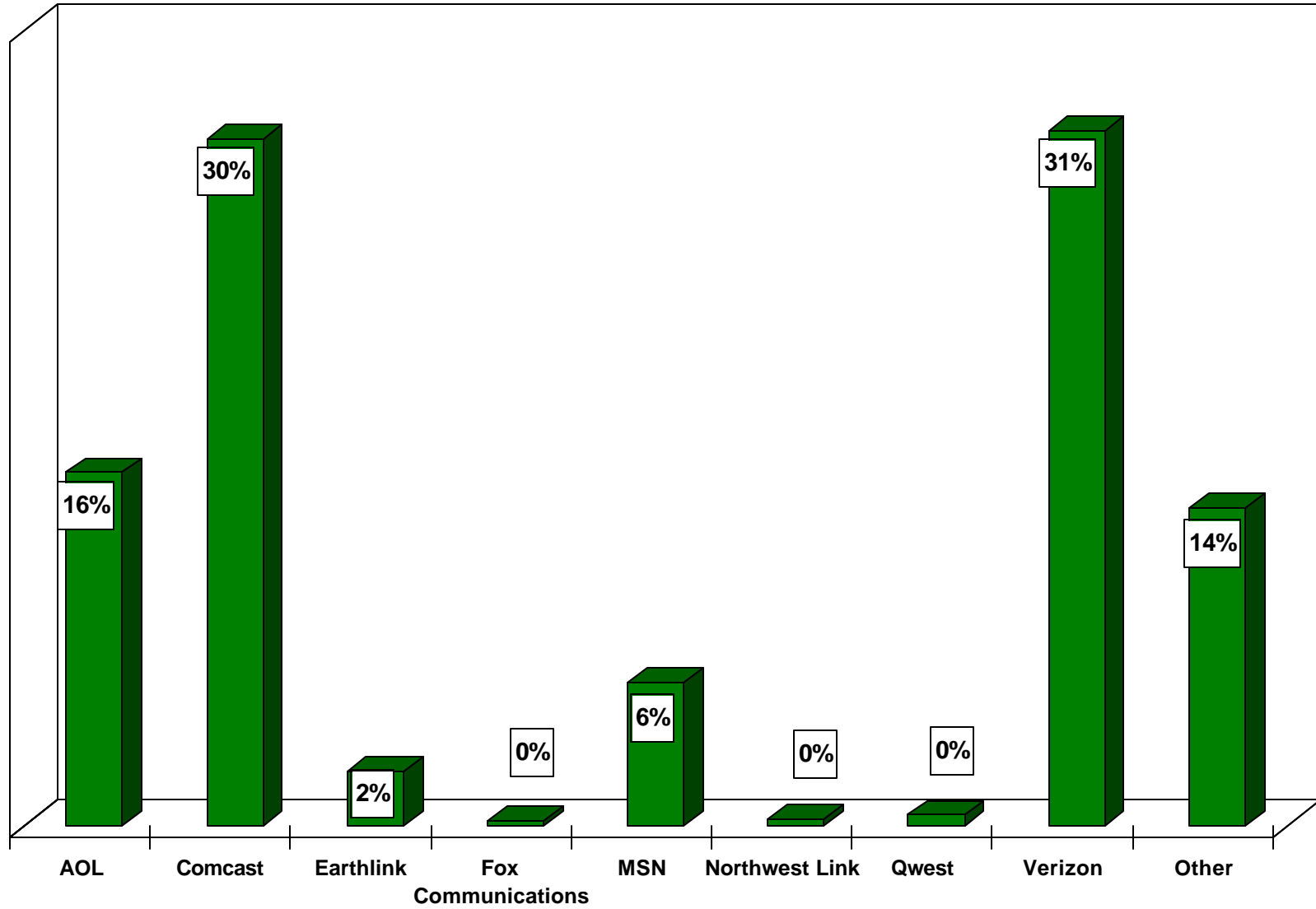


Q5 Non-Internet subscribers, do you plan to obtain Internet access in the next

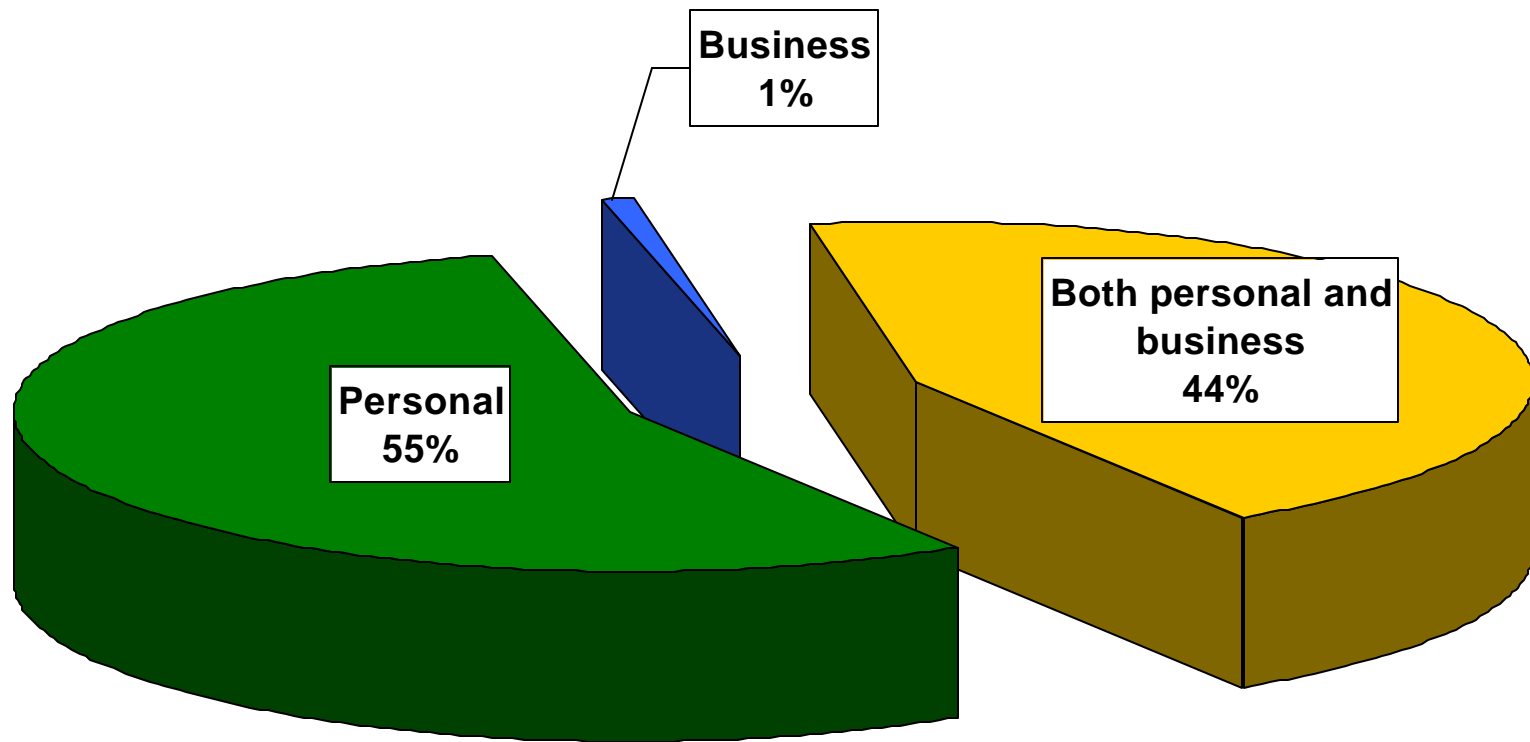


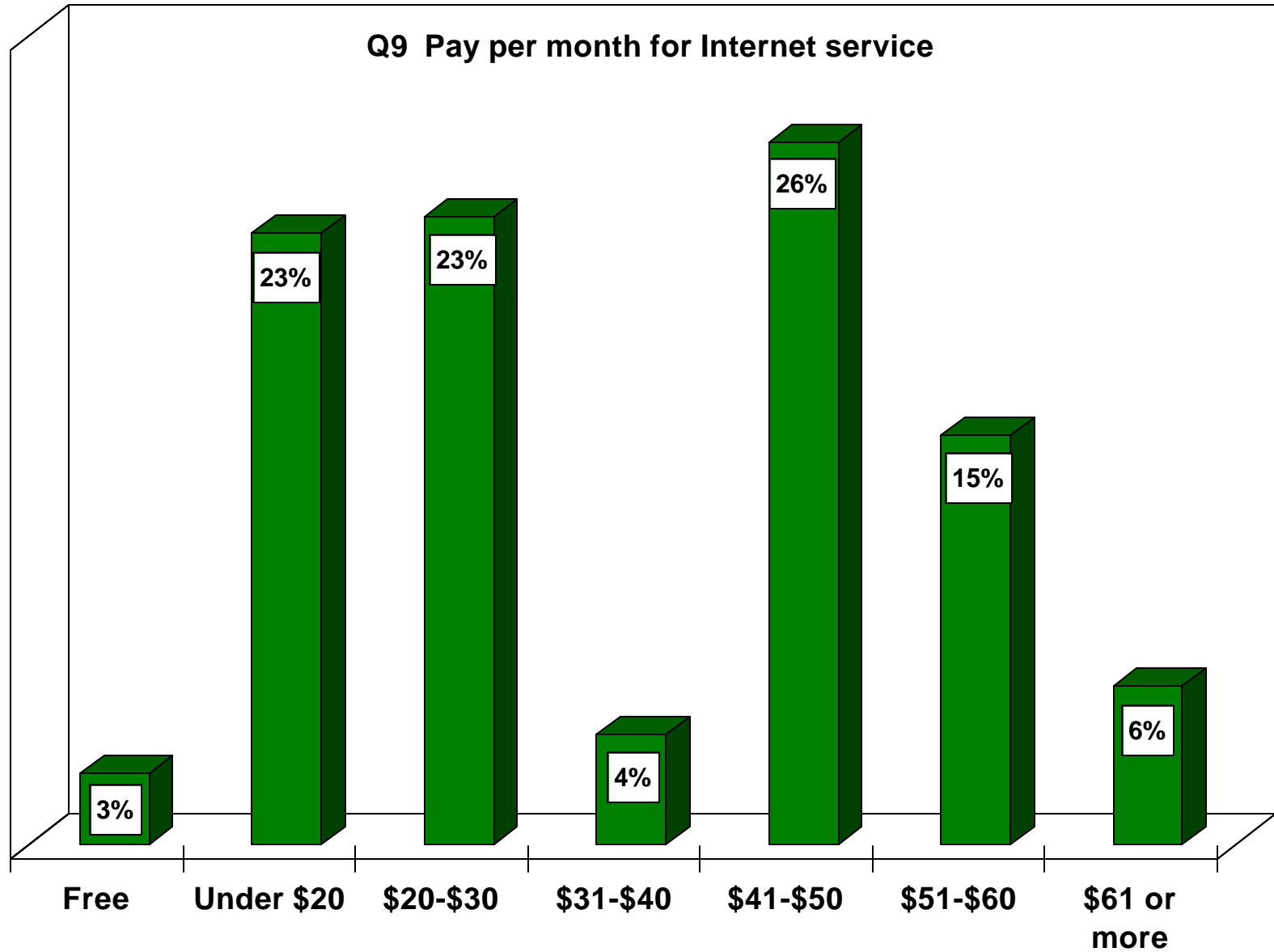


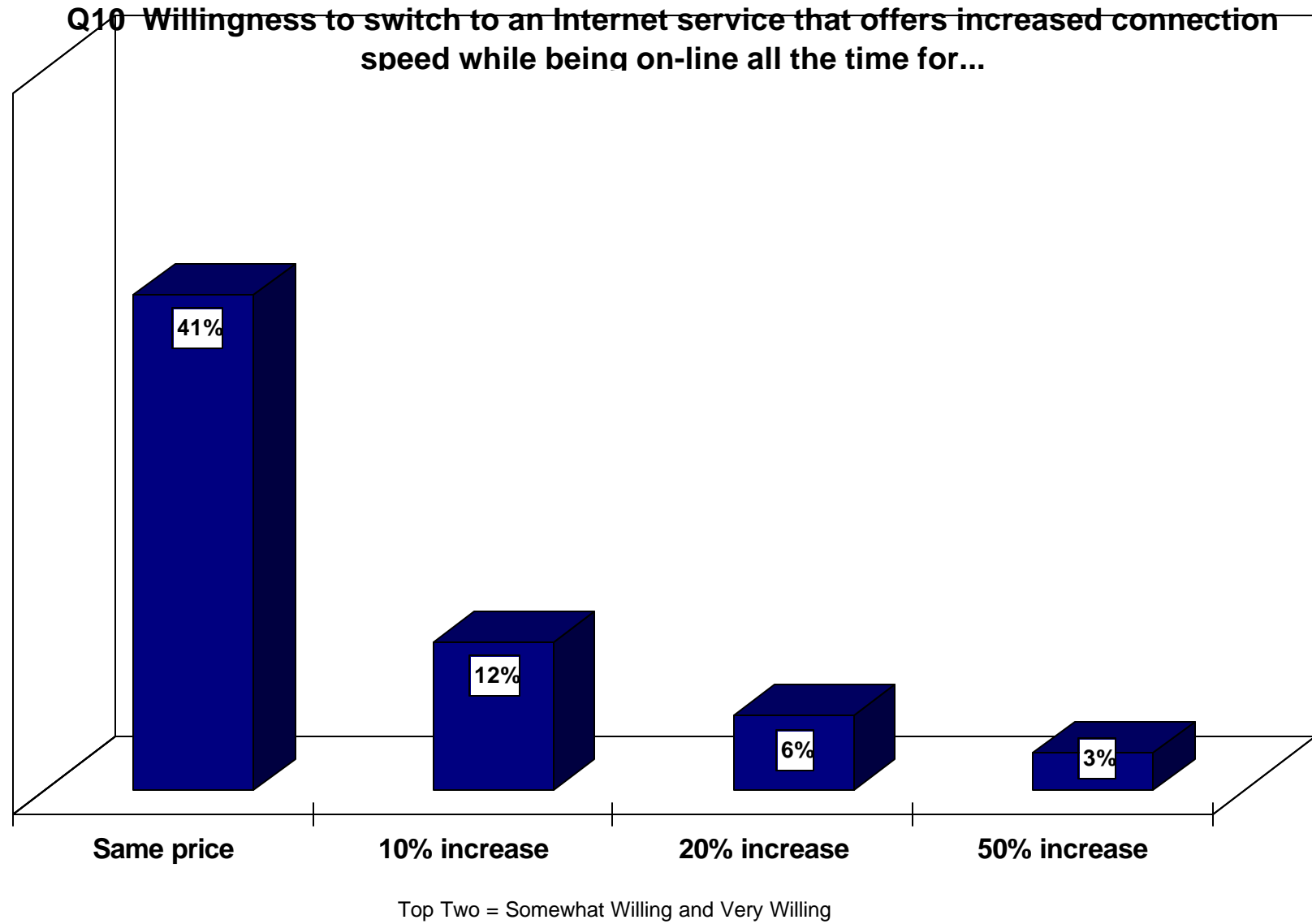
Q7 Internet provider



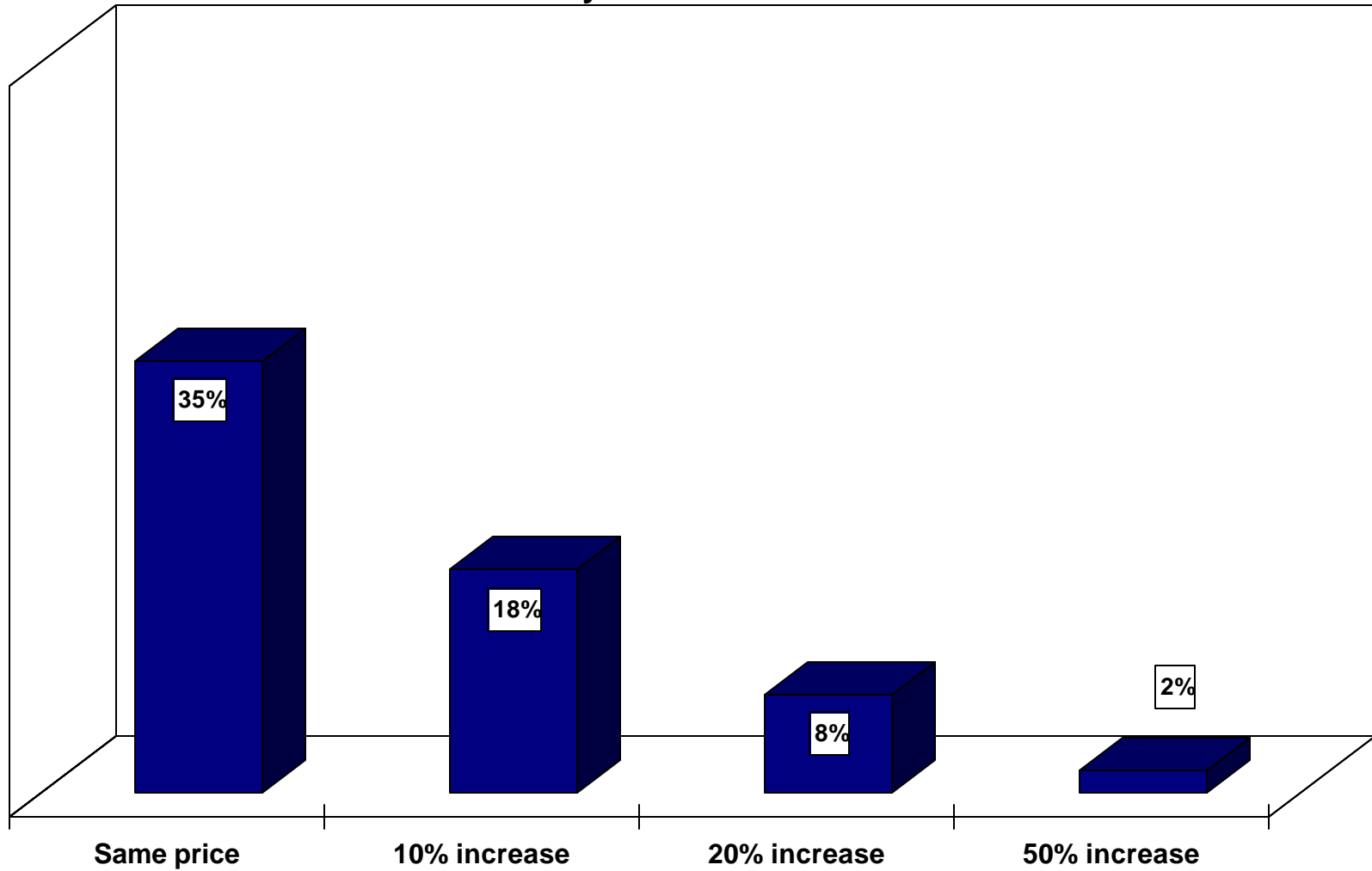
Q8 Internet access for personal or business use





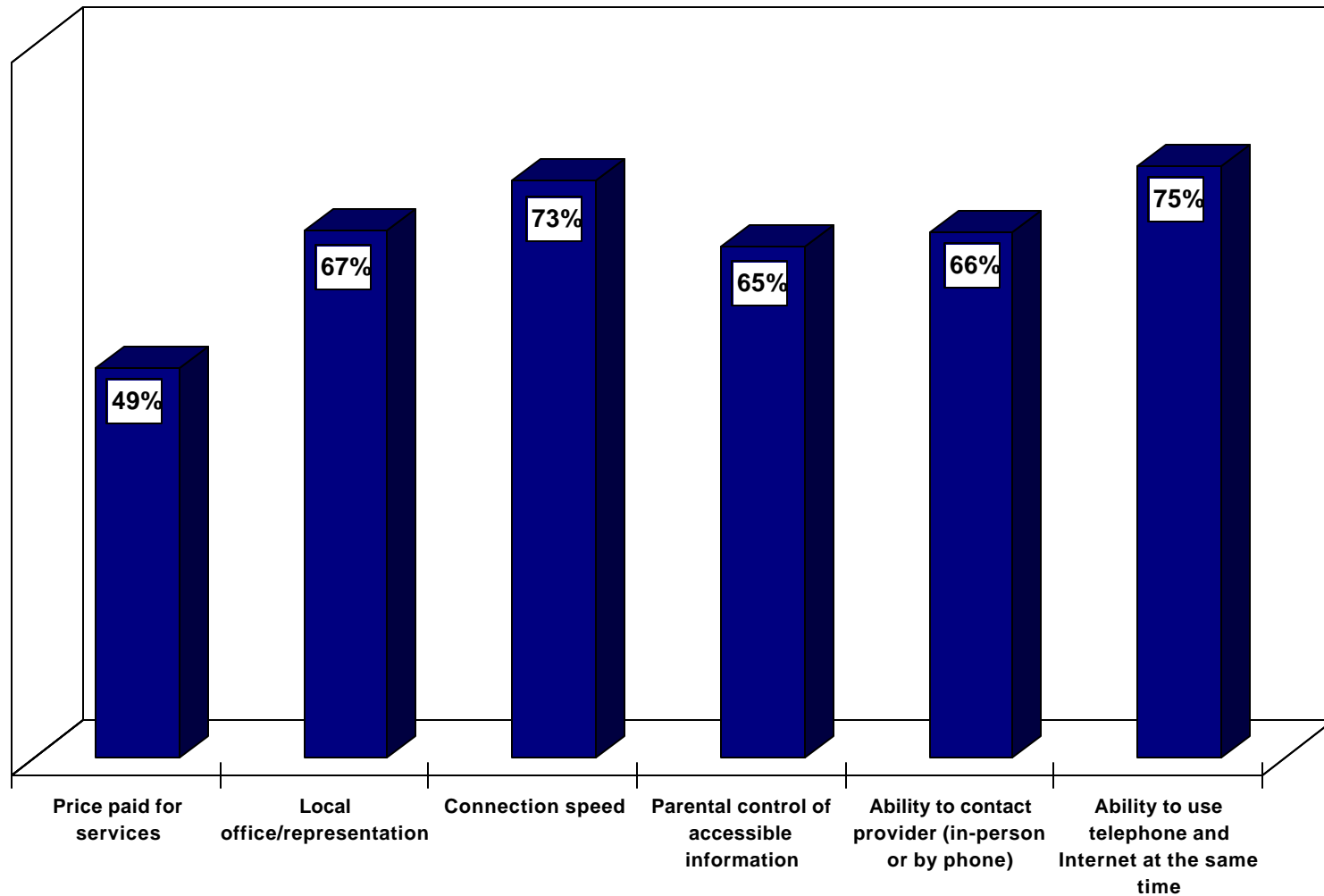


Q11 How interested would you be in a wireless Internet service for...

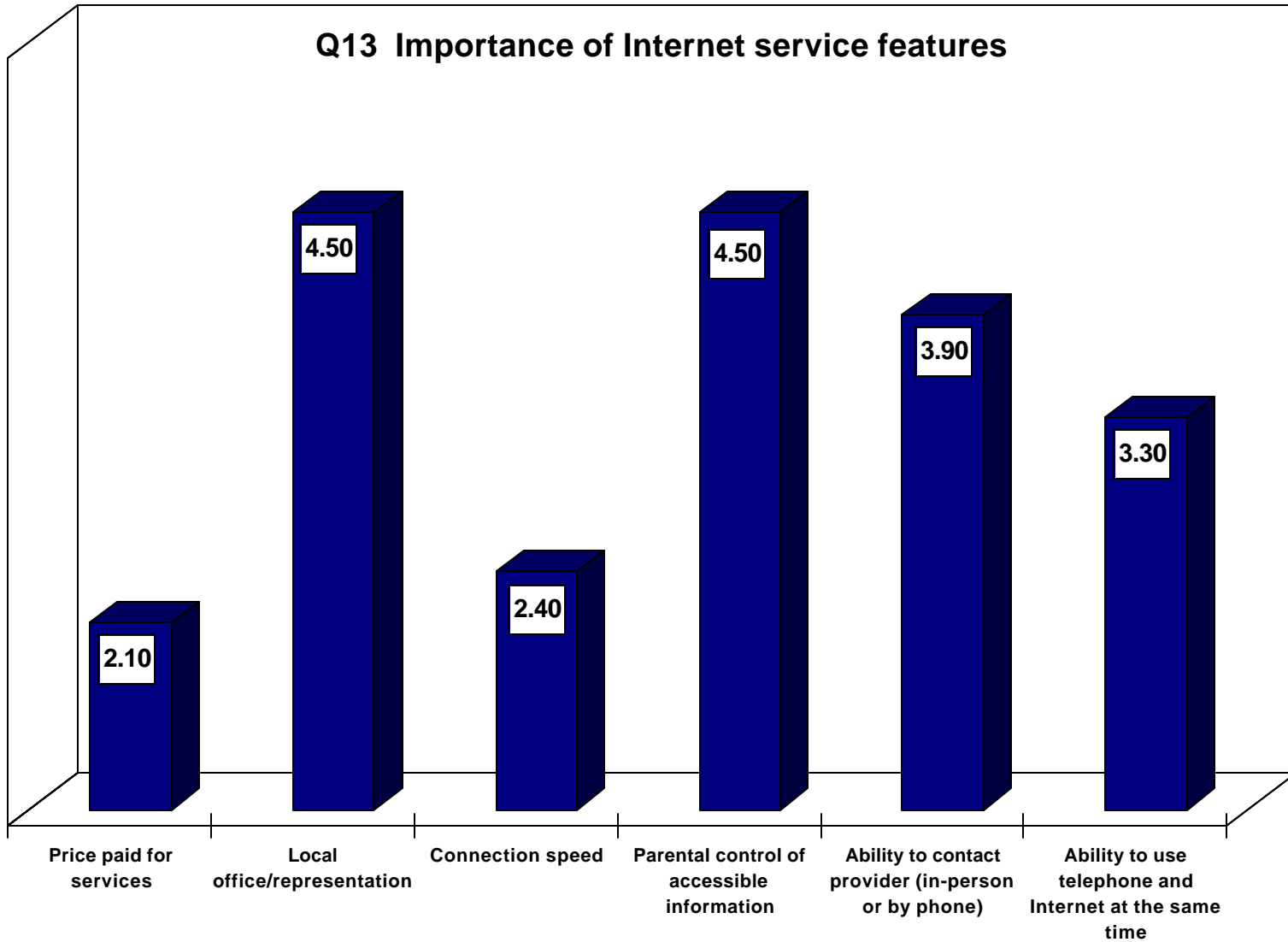


Top Two = Somewhat Interested and Very Interested

Q12 Satisfaction with current Internet service

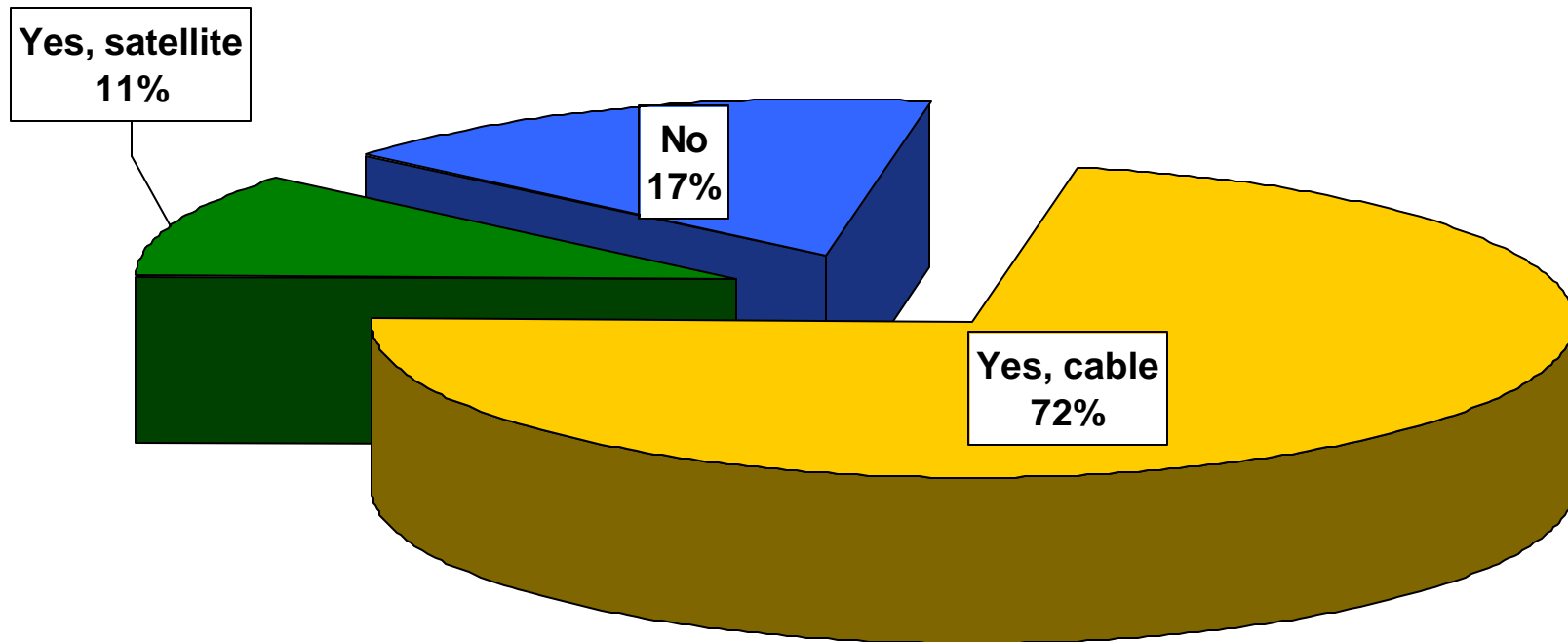


Top Two = Somewhat Satisfied and Very Satisfied

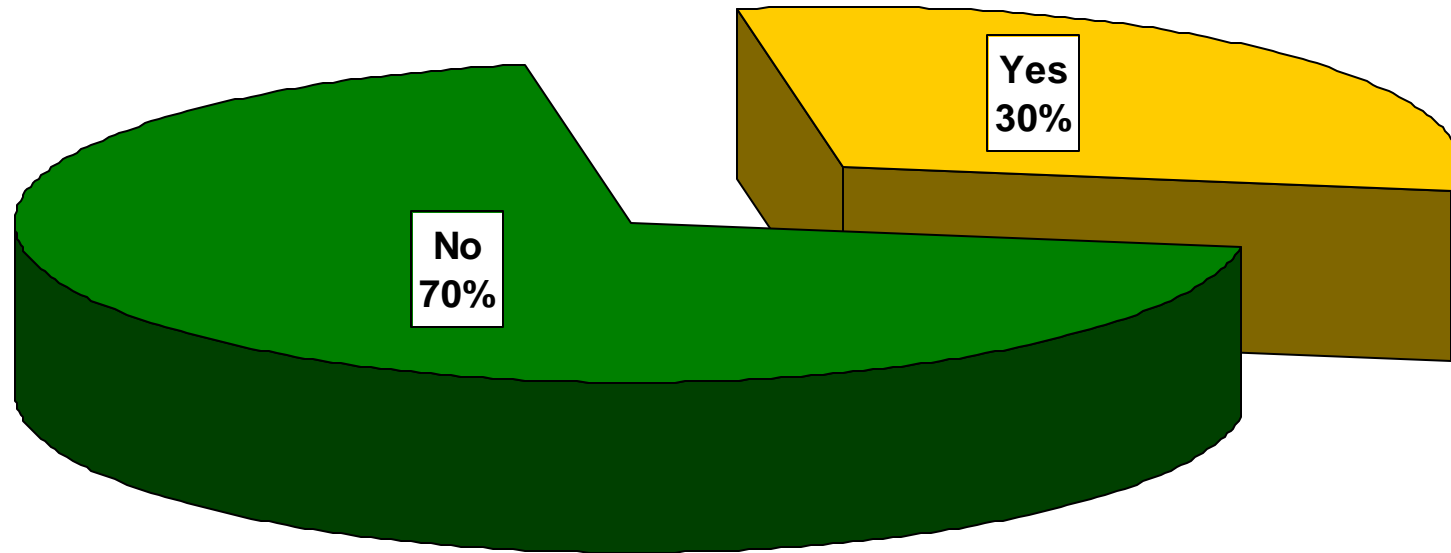


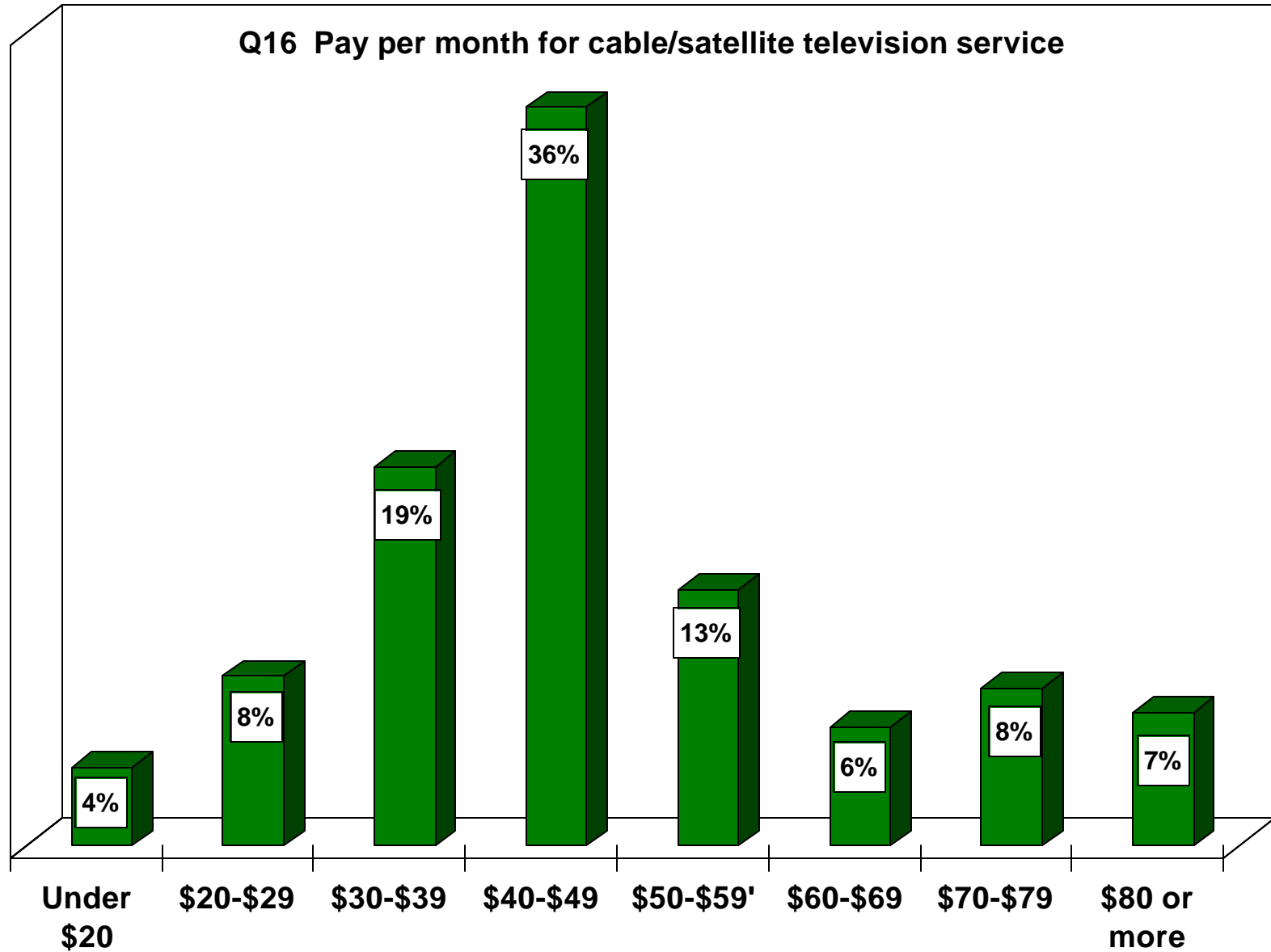
Graph shows the mean. 1 = Most Important and 6 = Least Important

Q14 Subscribe to cable or satellite television

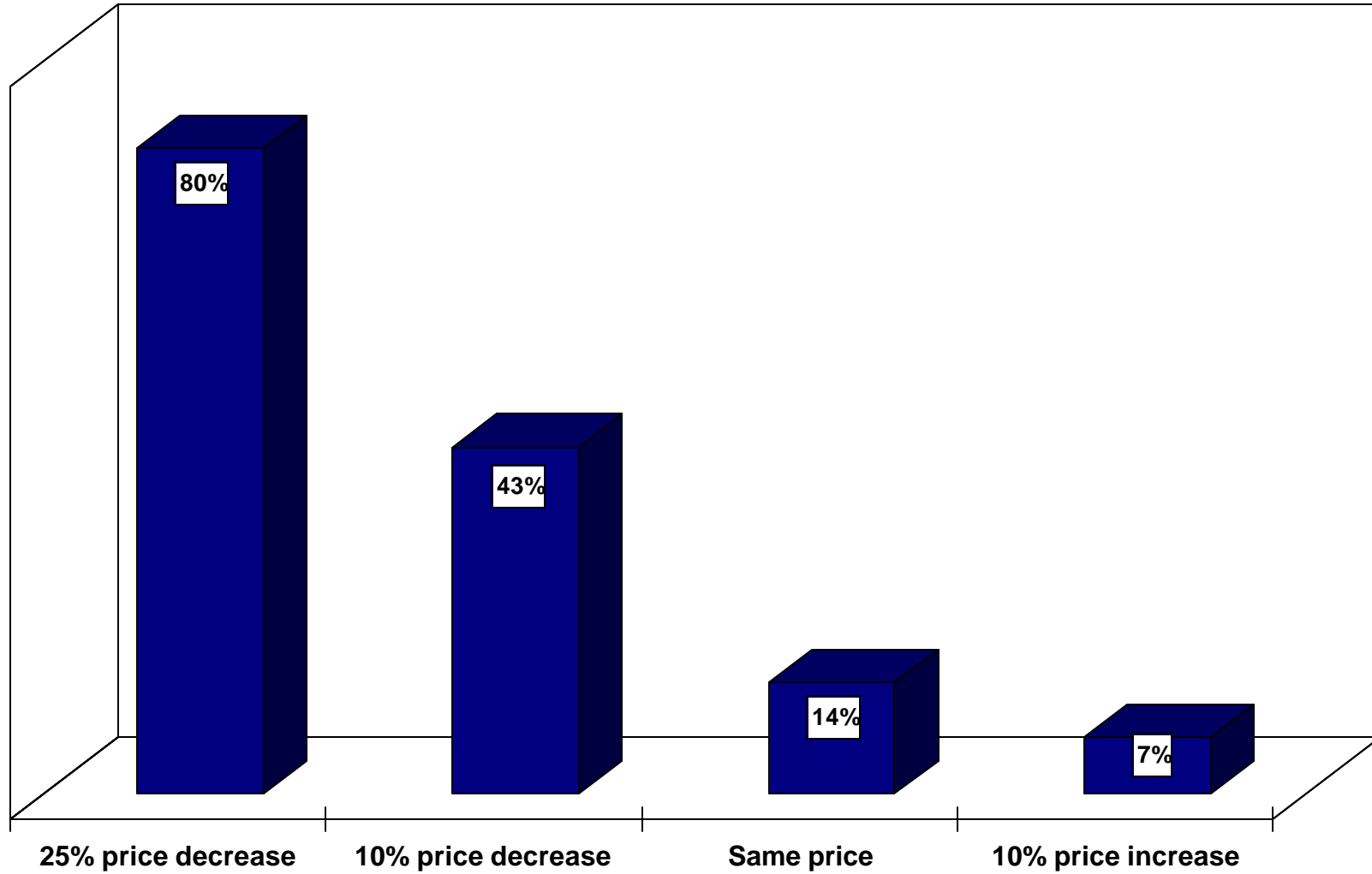


Q15 Cable subscribers, have you considered purchasing satellite television



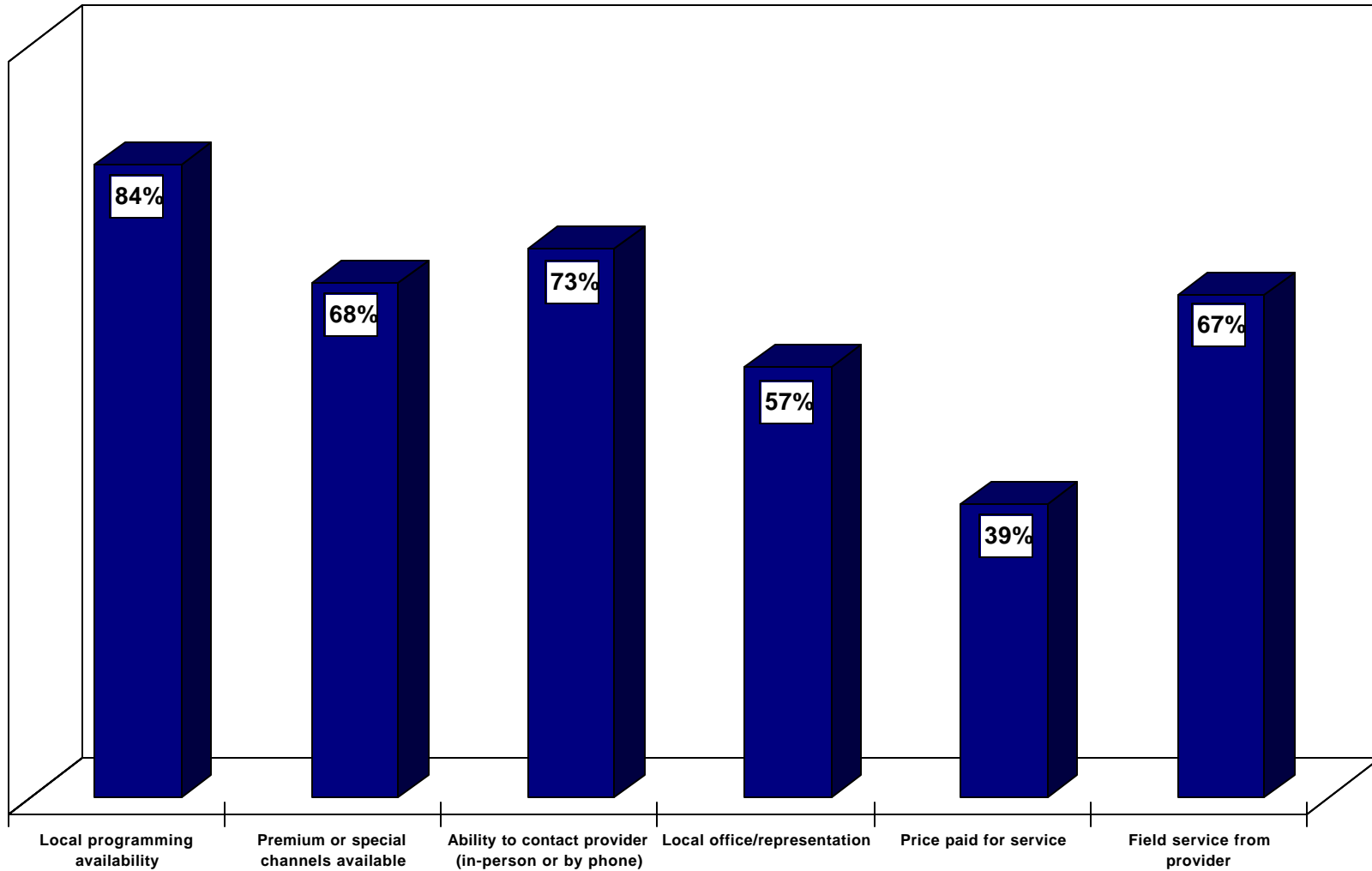


Q17 Willingness to switch cable/satellite provider for similar cable offering for...

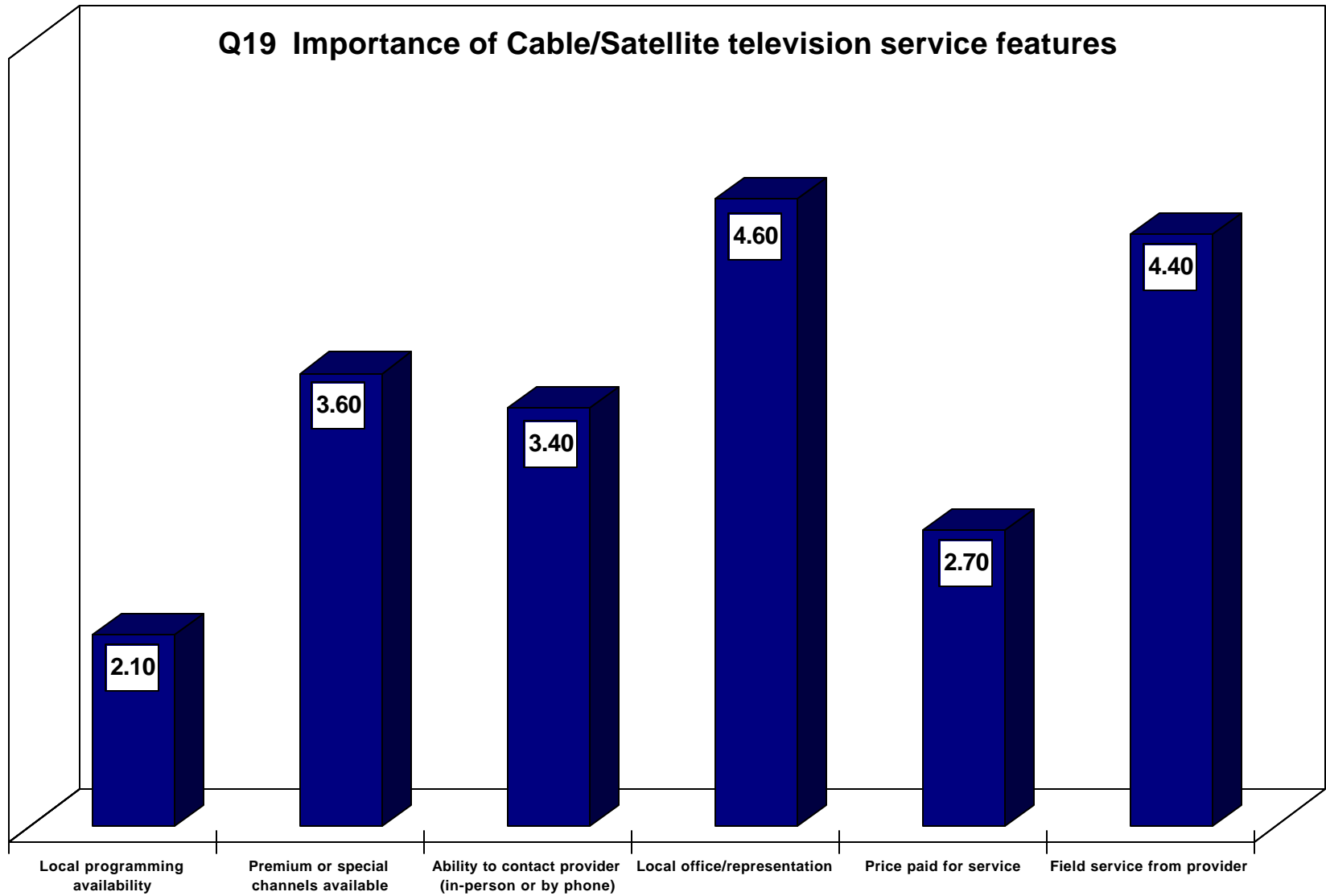


Top Two = Somewhat Willing and Very Willing

Q18 Satisfaction with your current cable/satellite television service

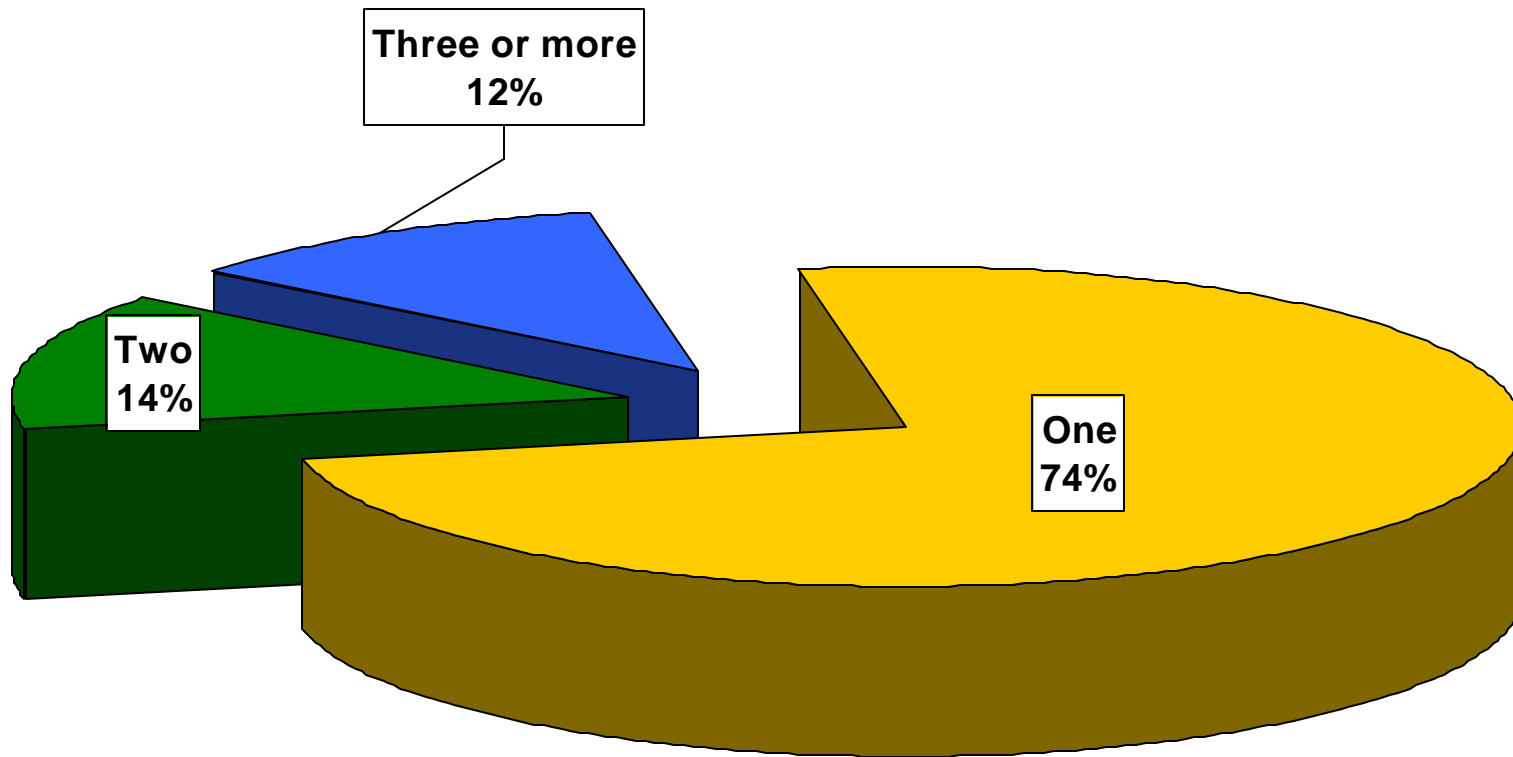


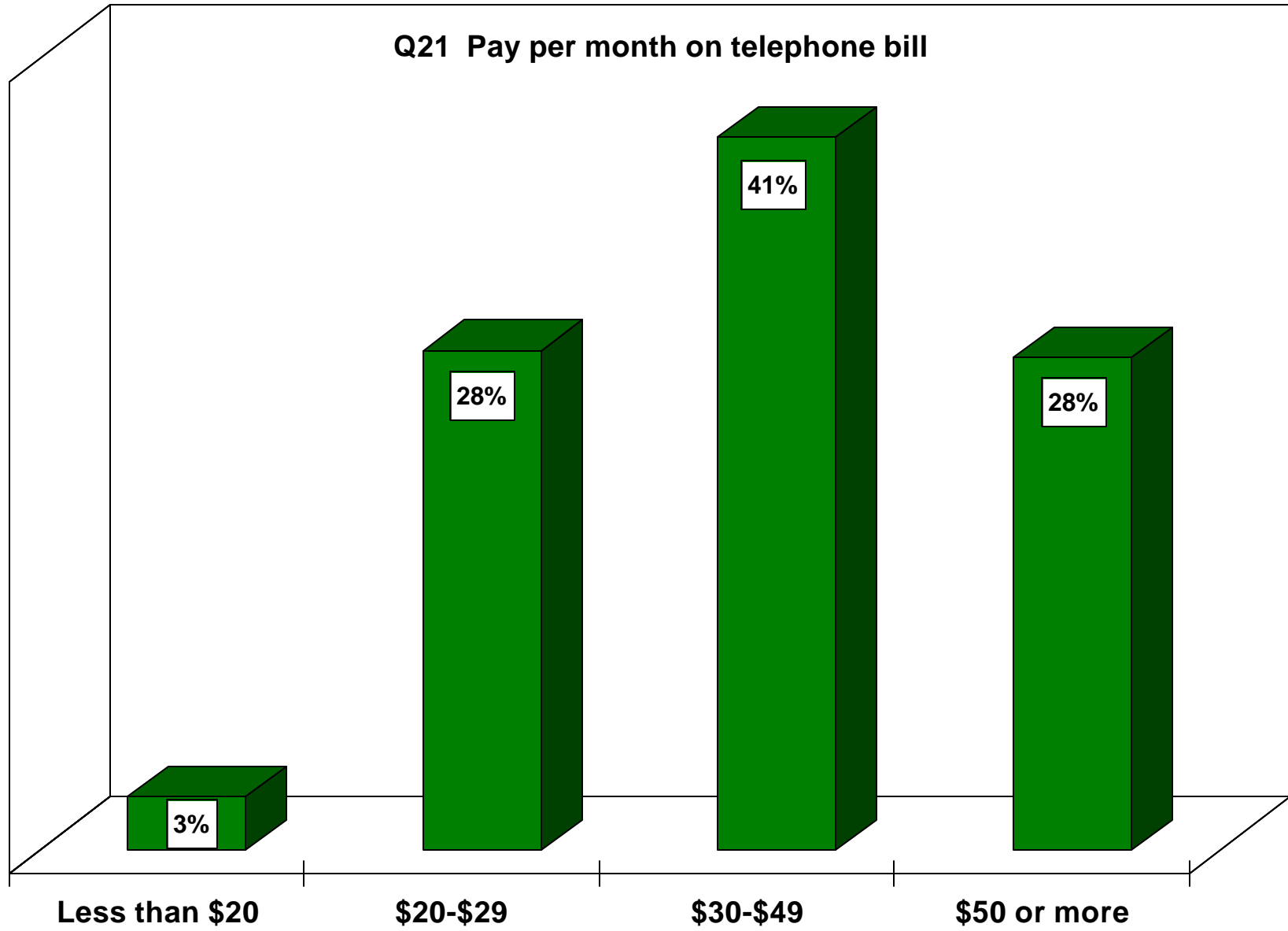
Top Two = Somewhat Satisfied and Very Satisfied



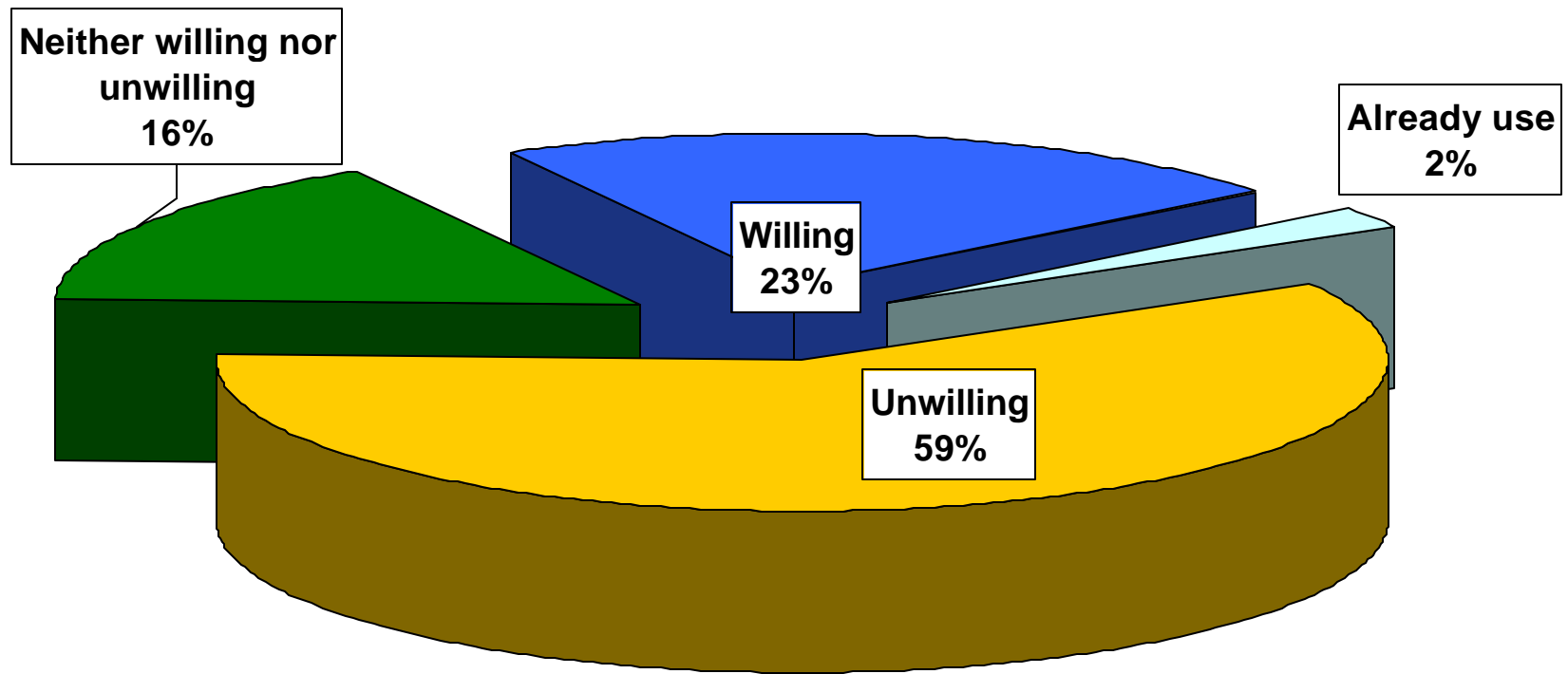
Graph shows the mean. 1 = Most Important and 6 = Least Important

Q20 Number of telephone lines

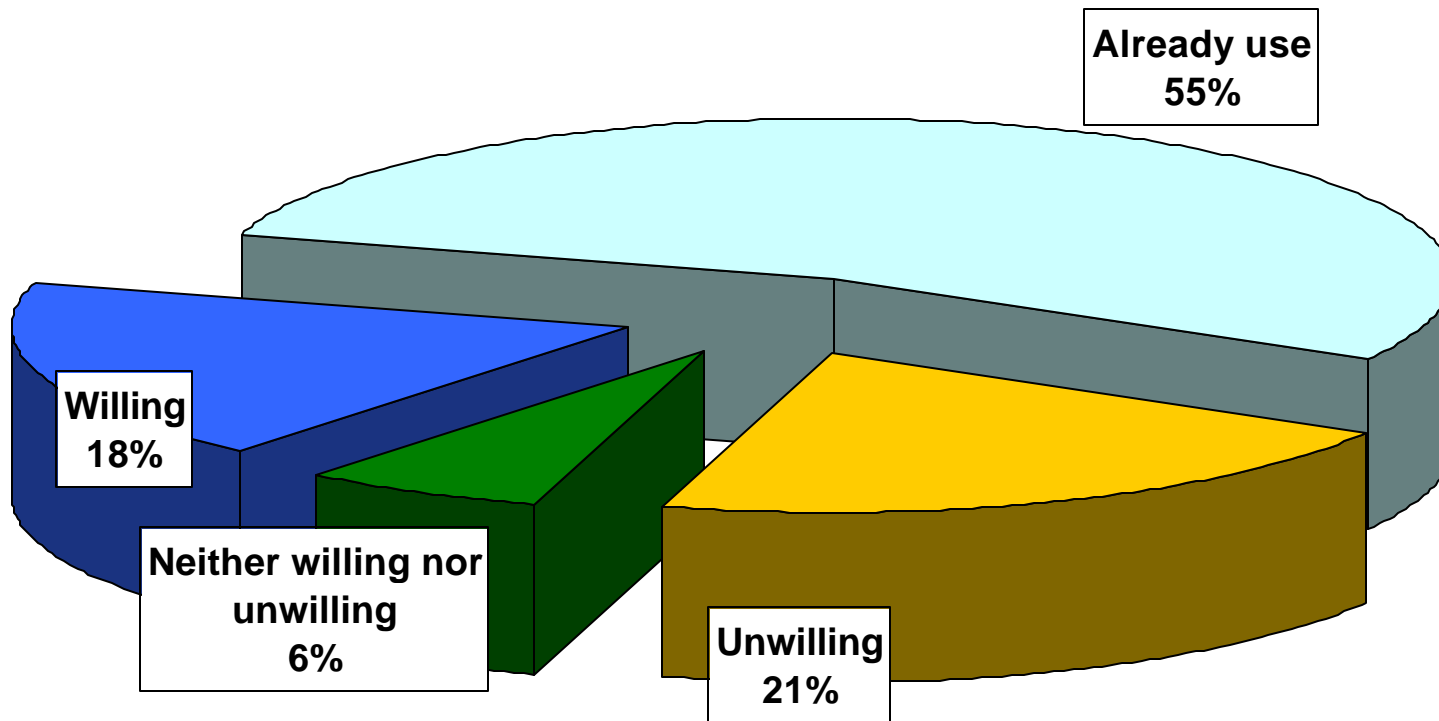


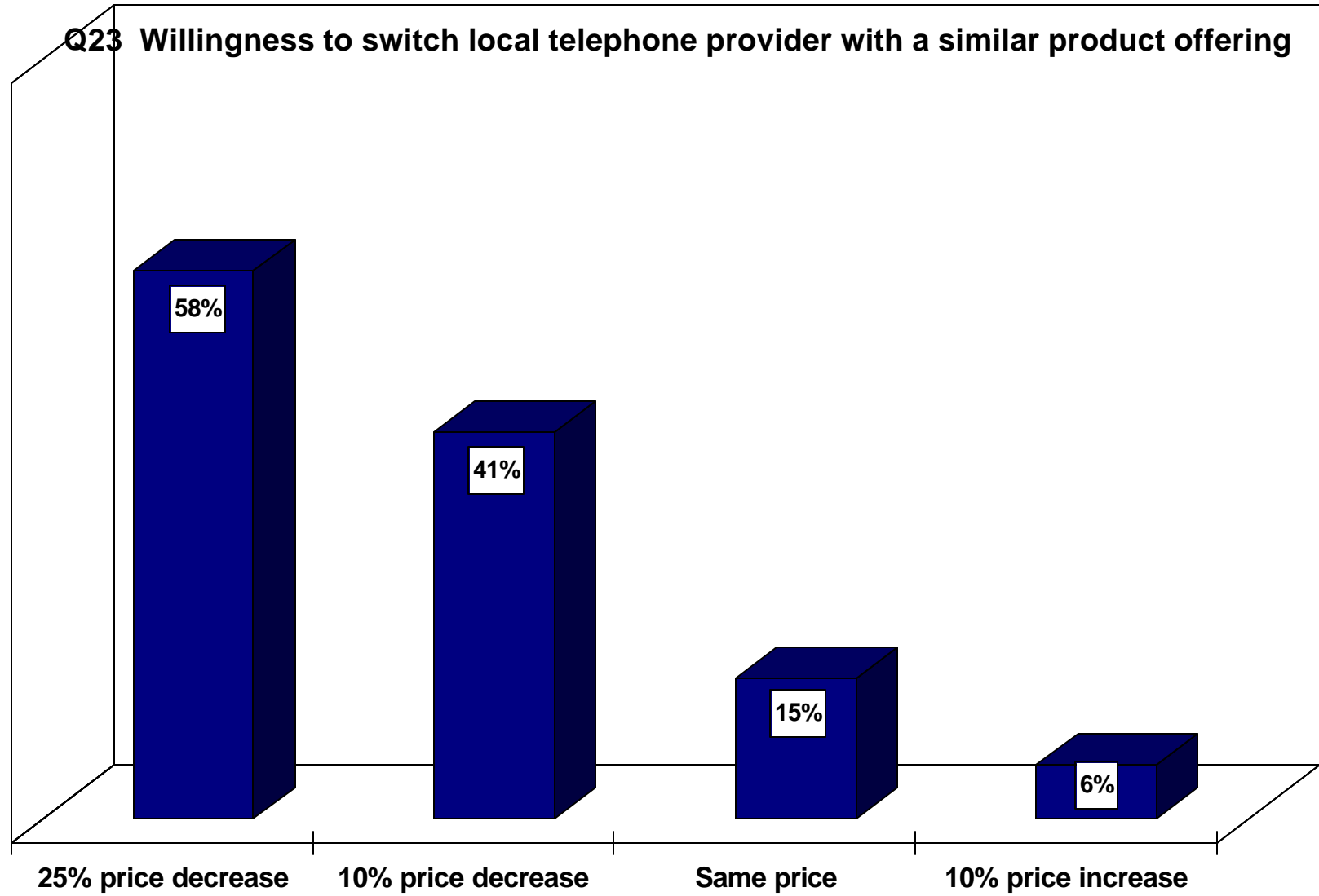


Q22A Willingness to switch to cell phone as primary number

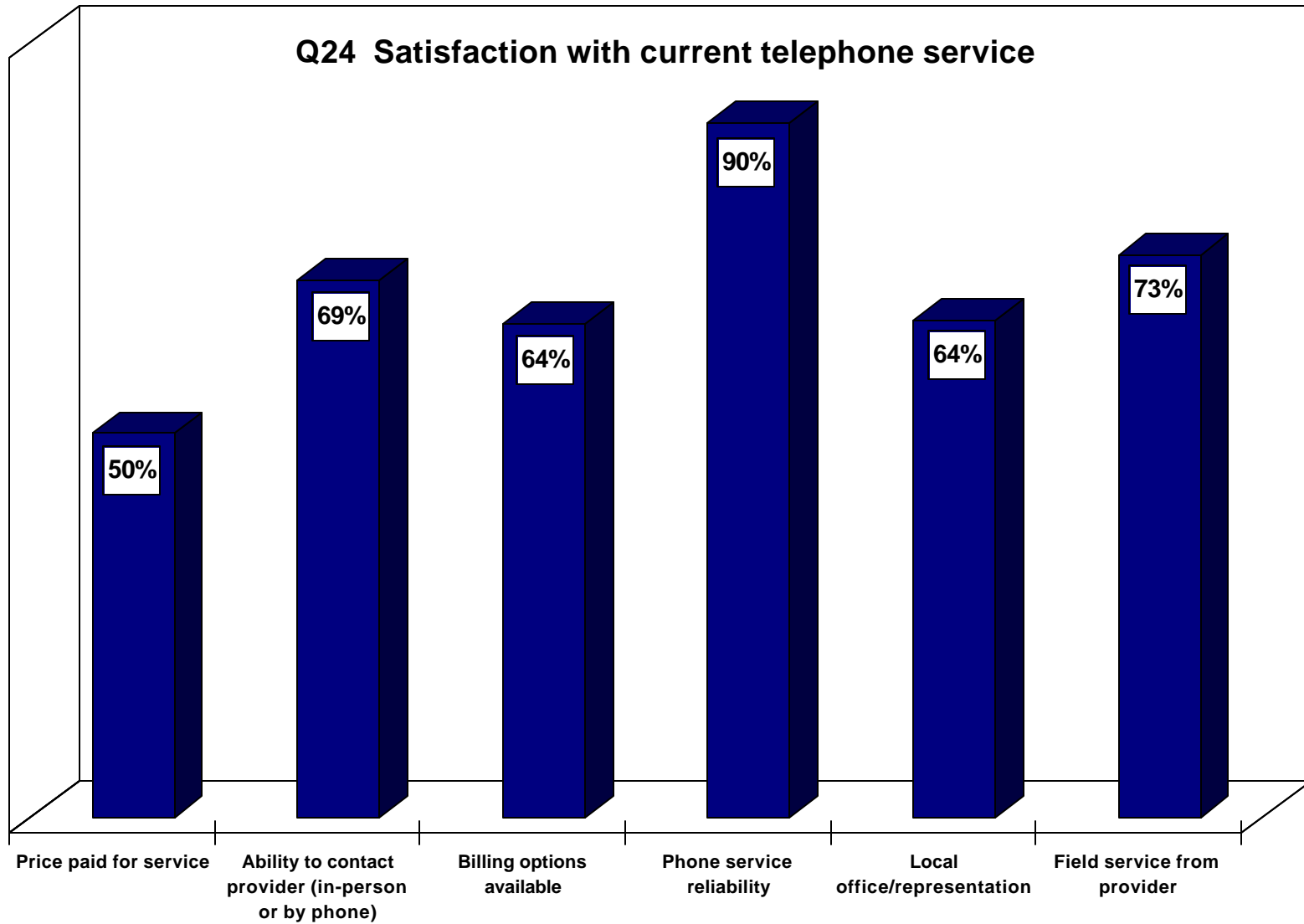


Q22B Willingness to switch to cell phone as second line

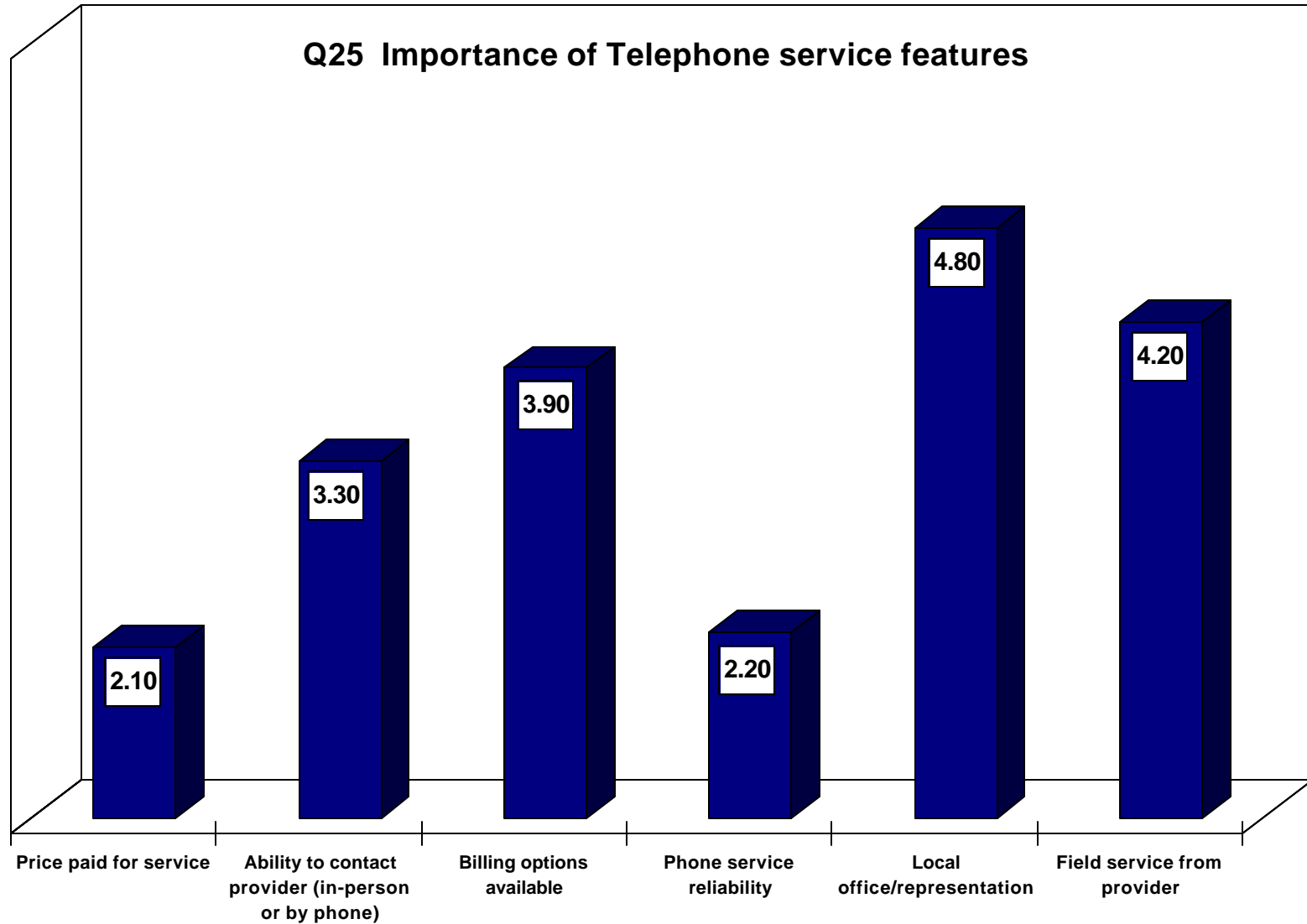




Top Two = Somewhat Willing and Very Willing

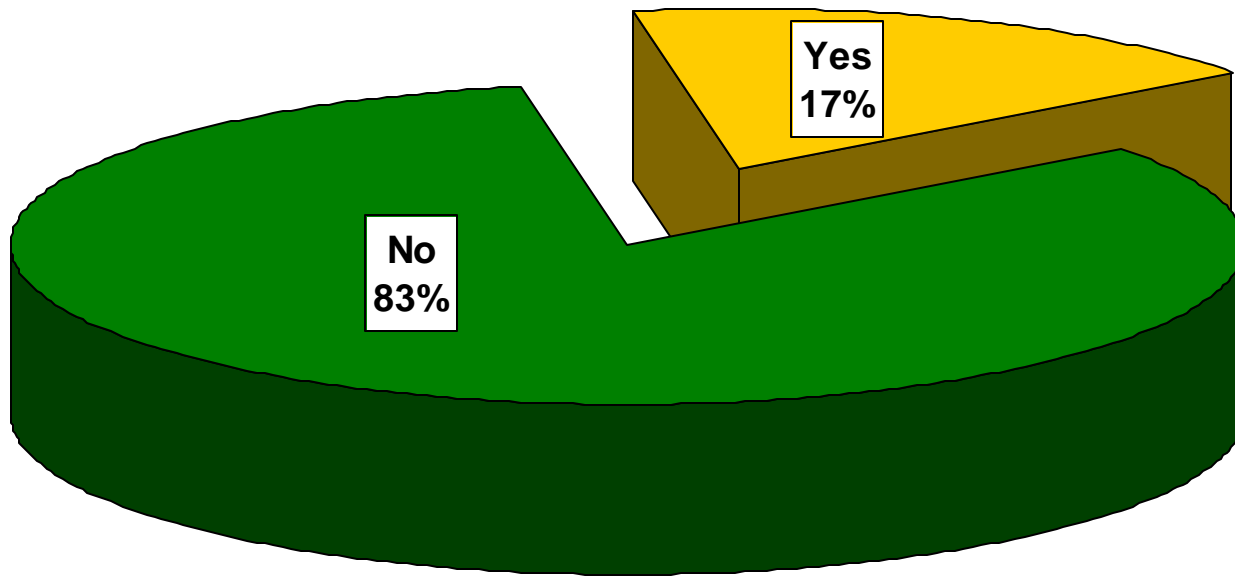


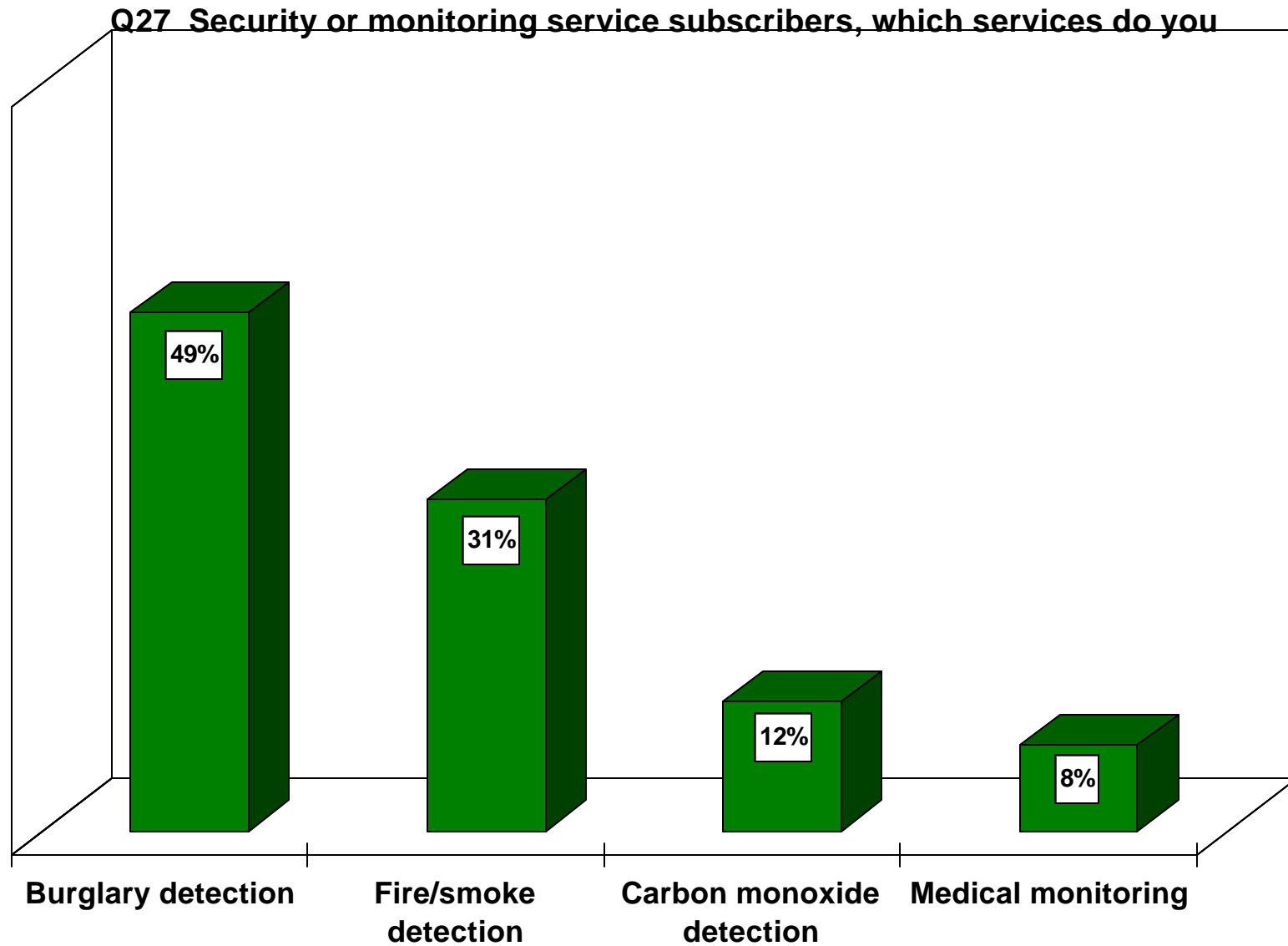
Top Two = Somewhat Satisfied and Very Satisfied

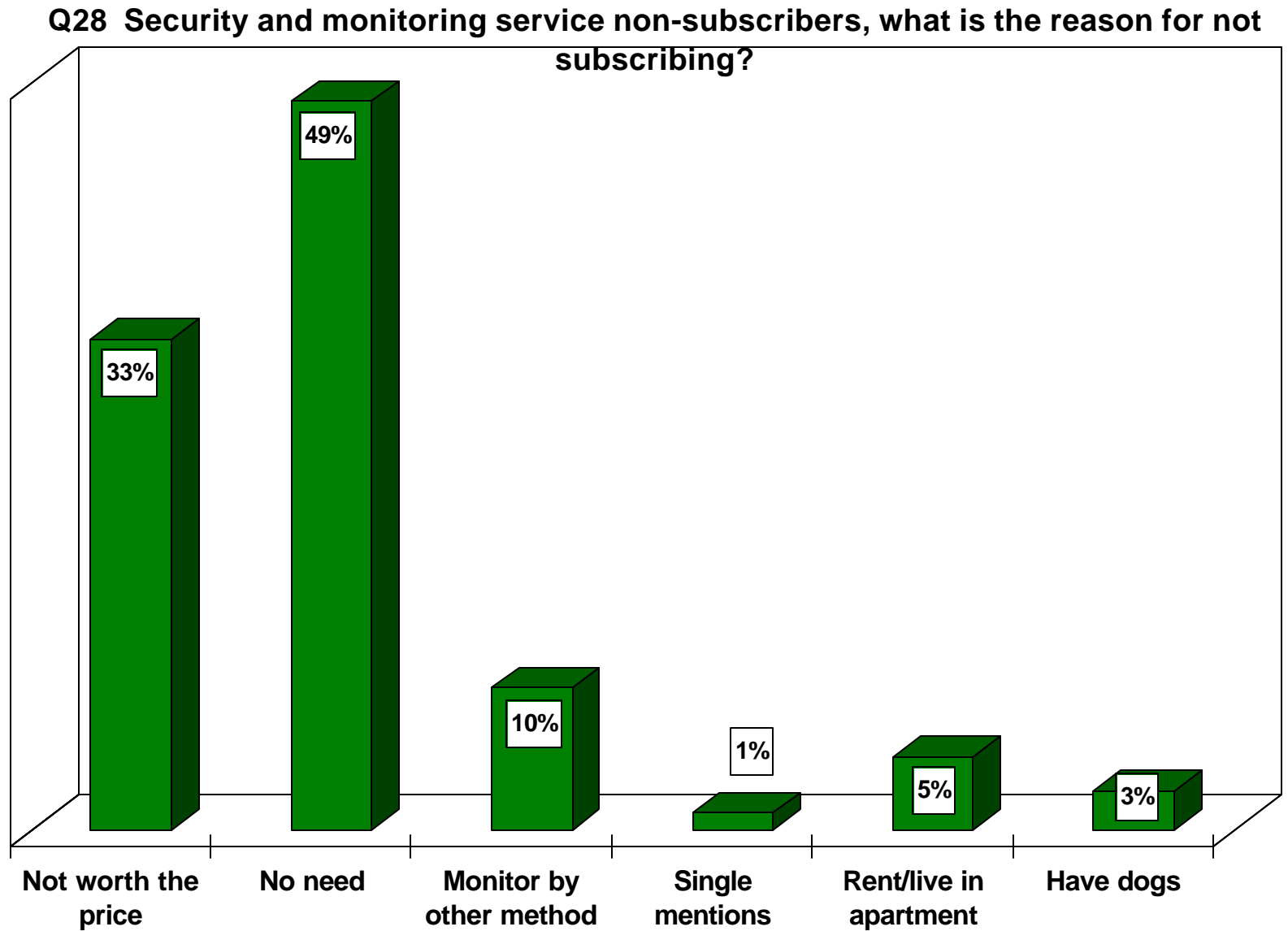


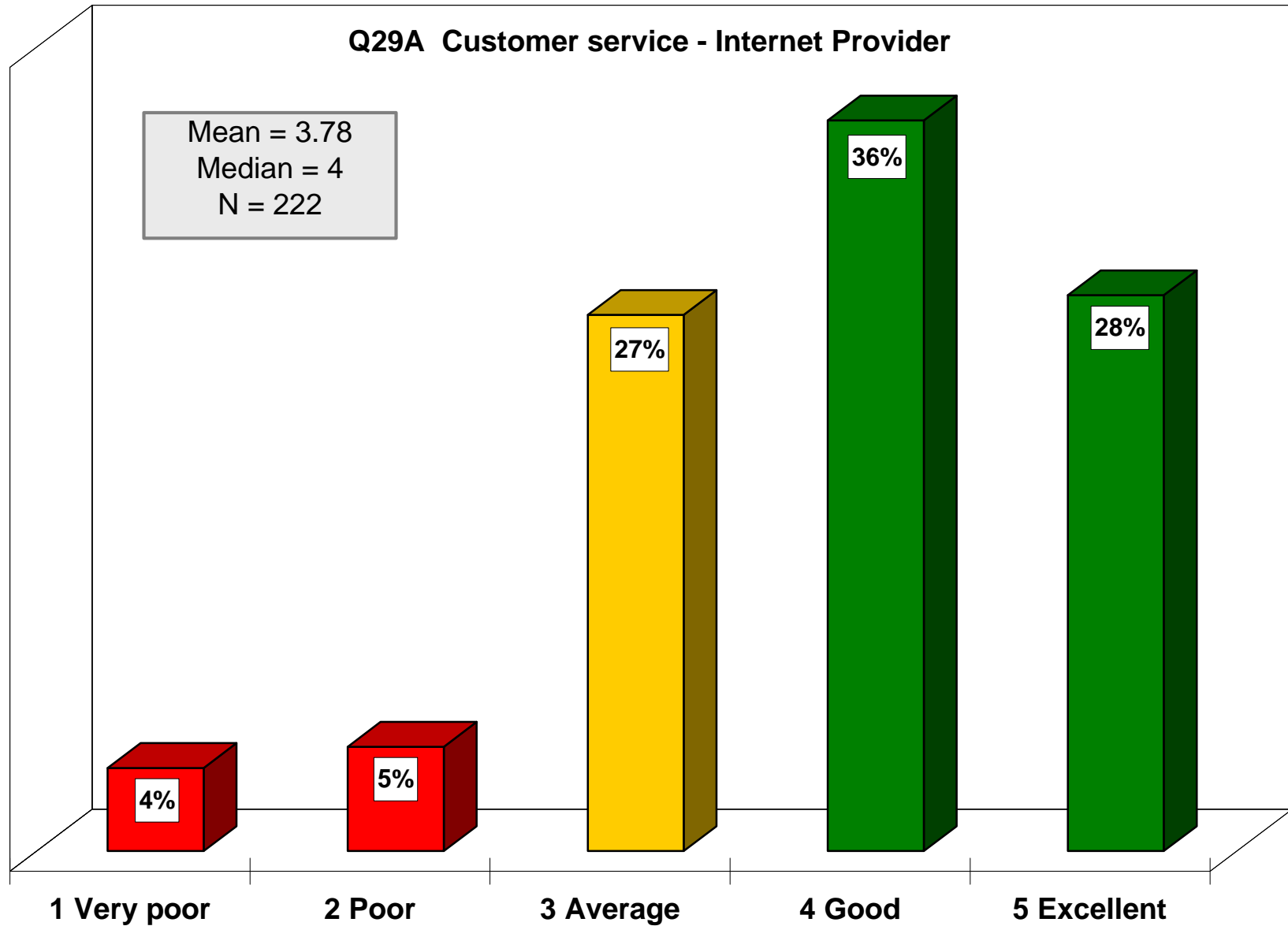
The graph shows the mean. 1 = Most Important and 6 = Least Important

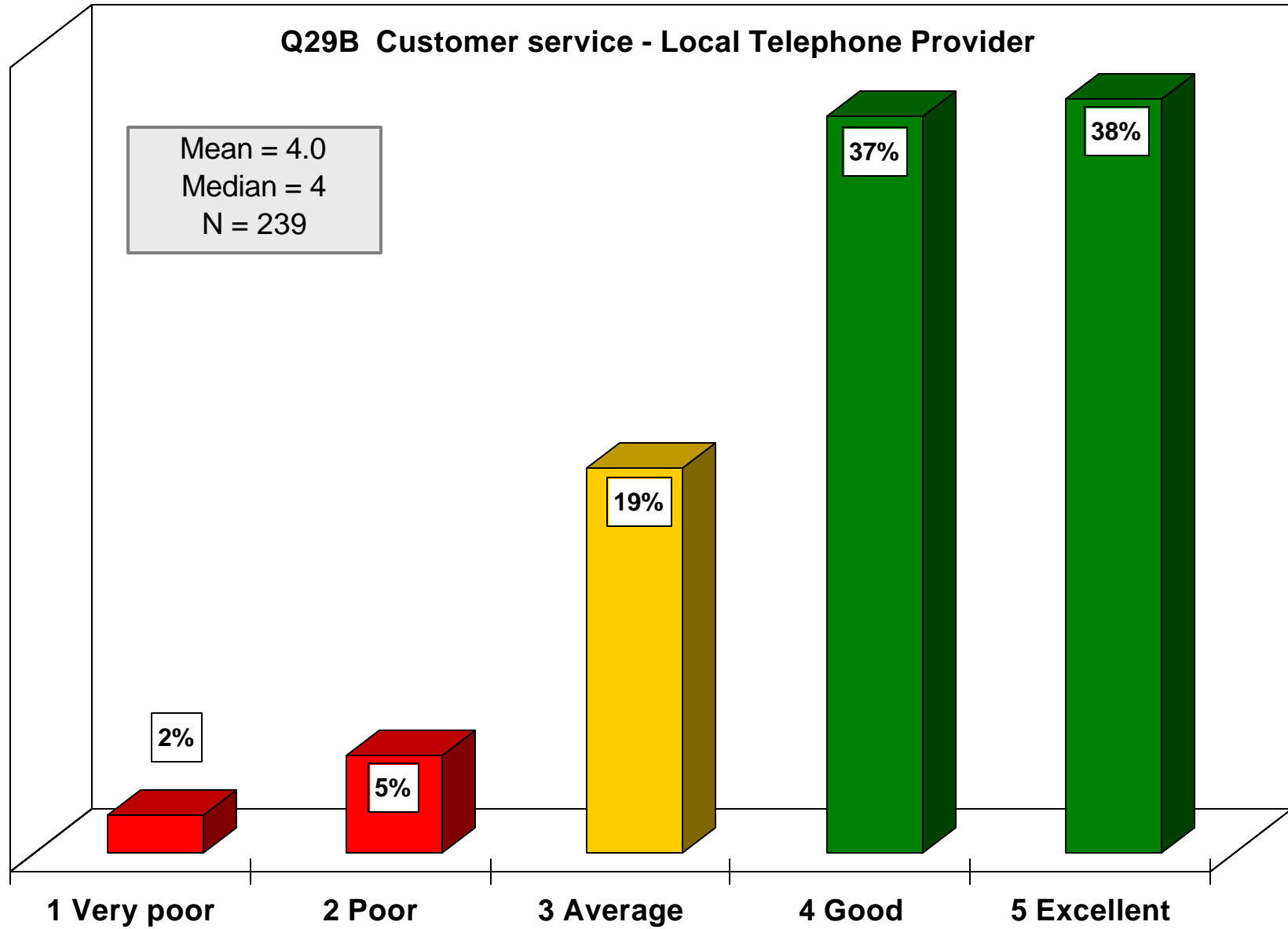
Q26 Subscribe to security or monitoring service



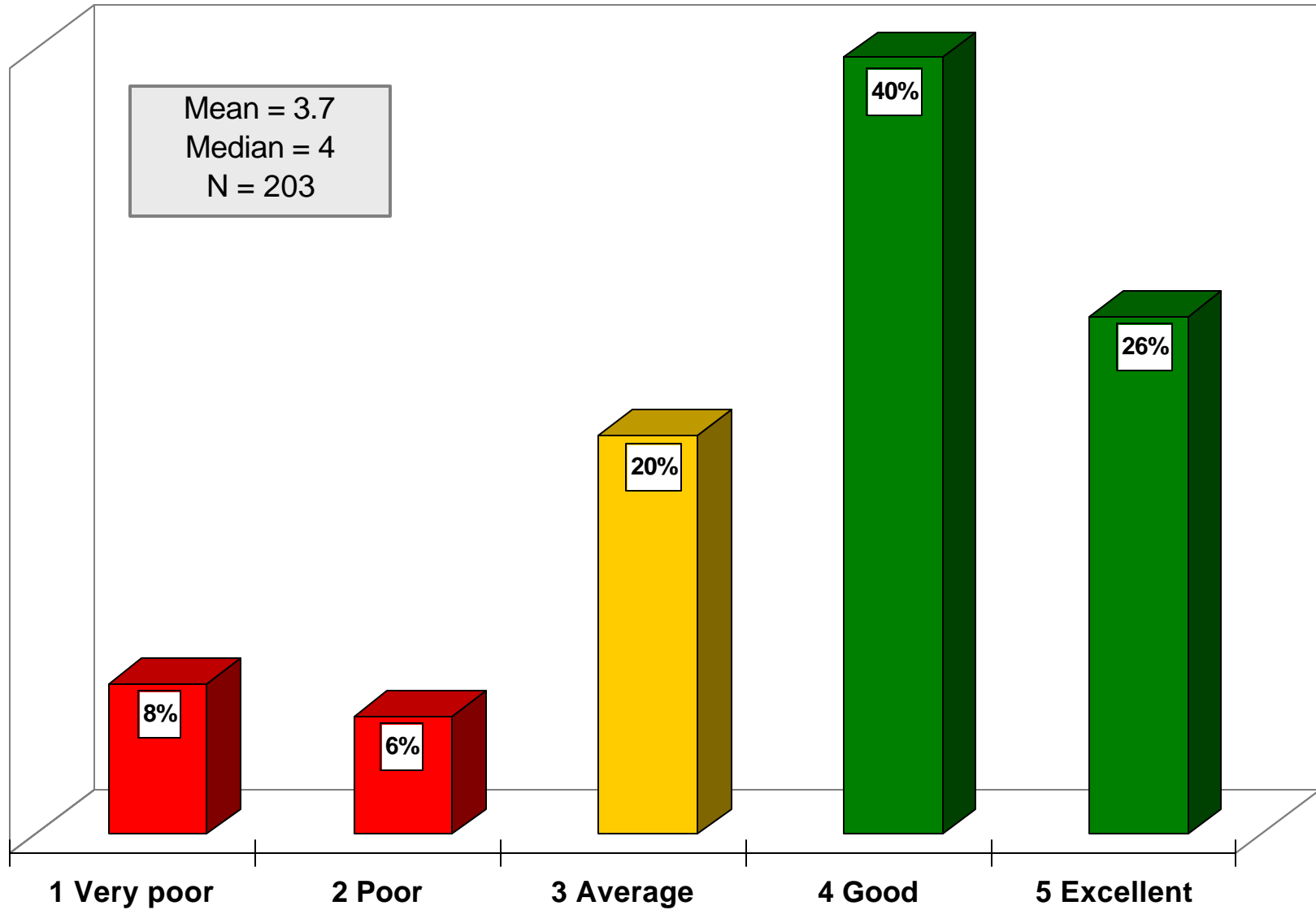


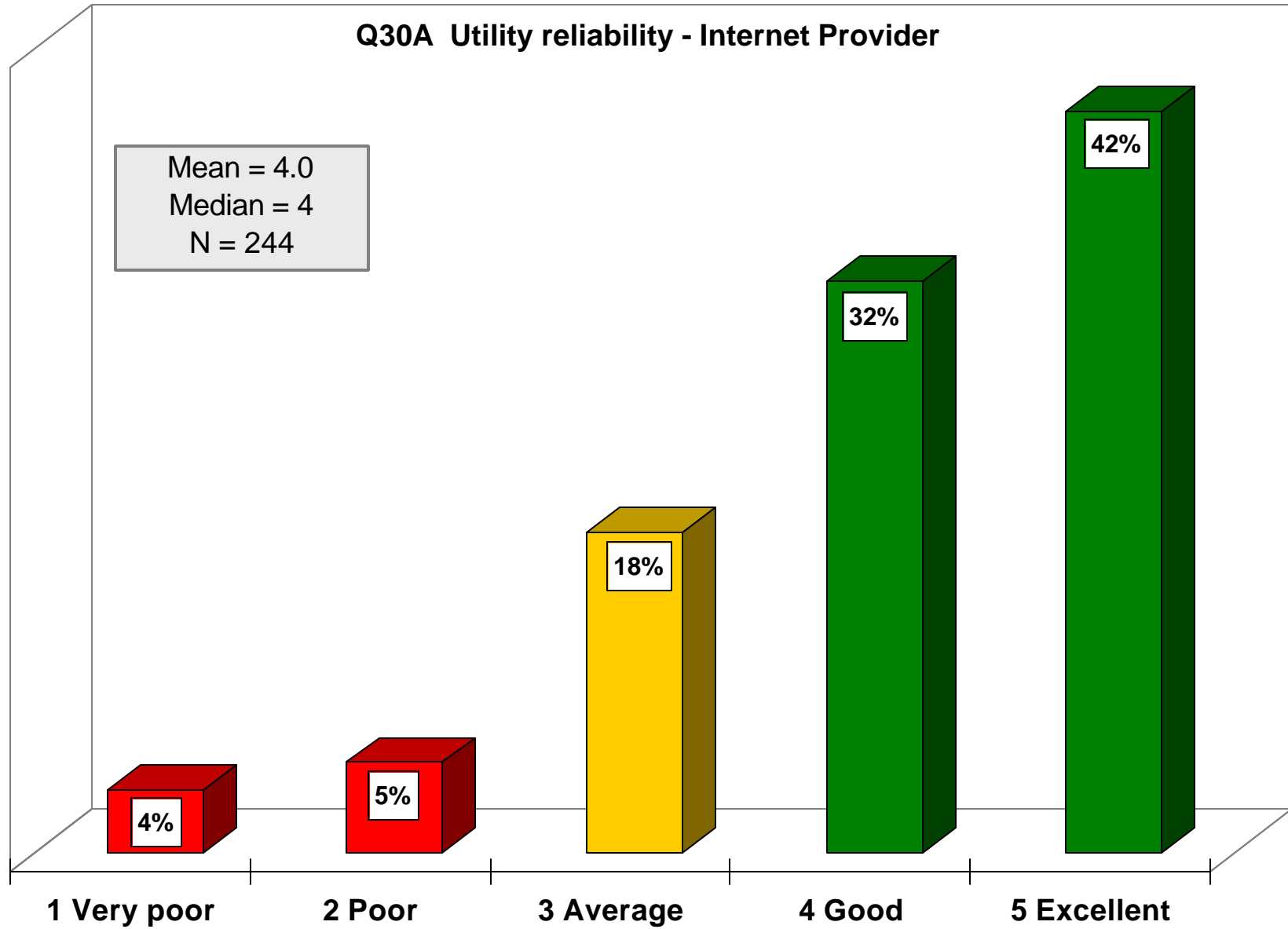


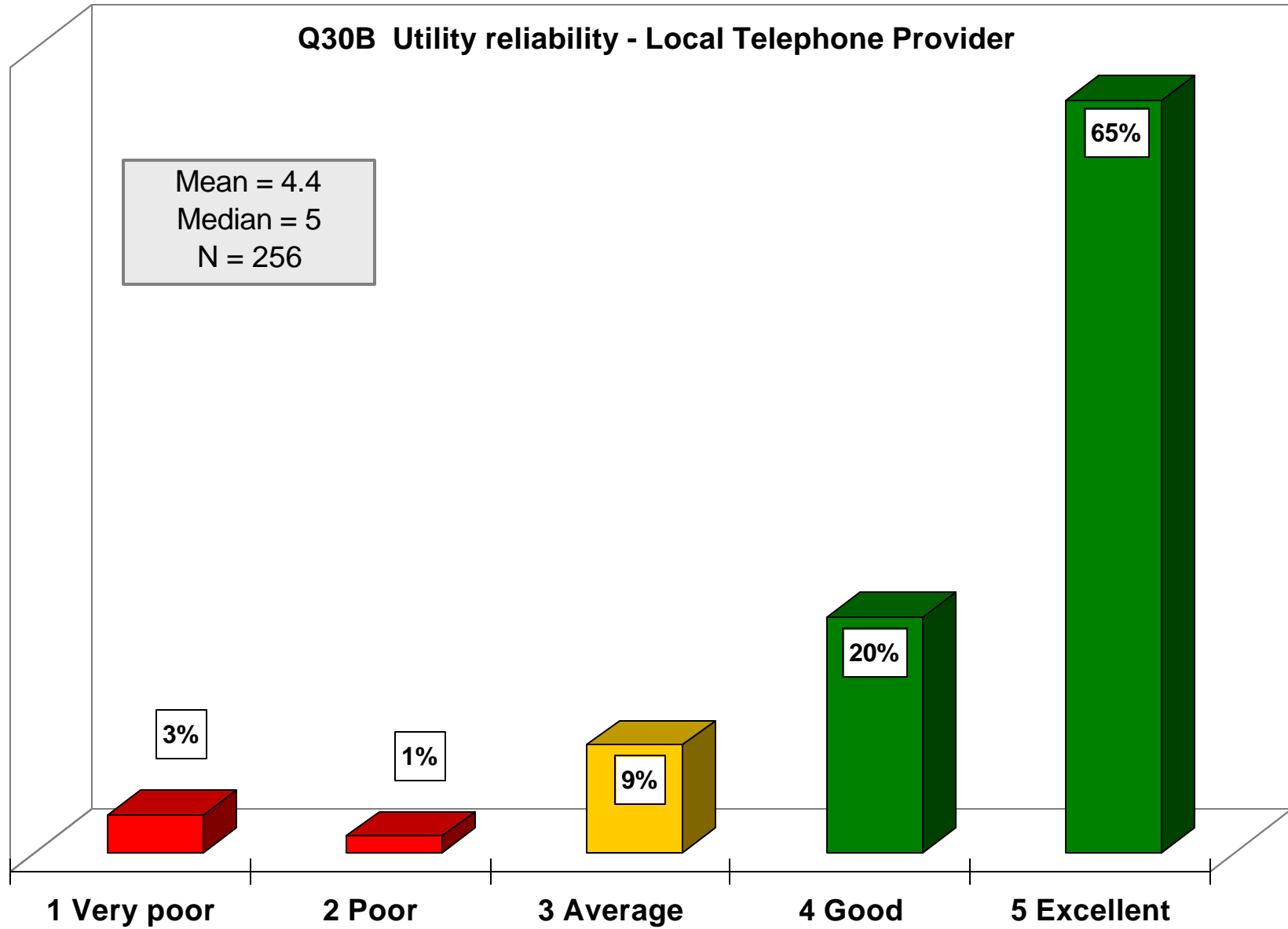




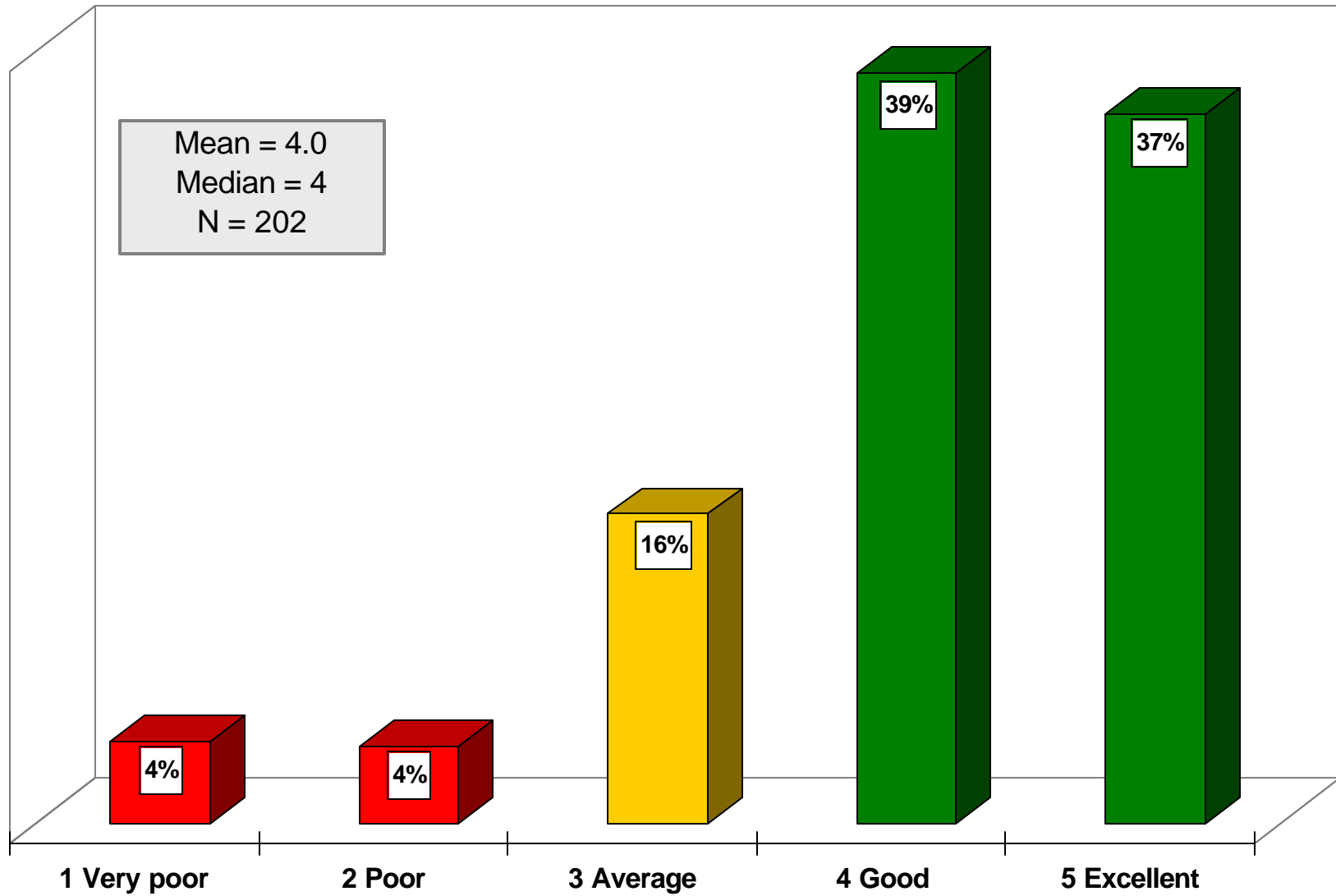
Q29C Customer service - Cable/Satellite Television Provider

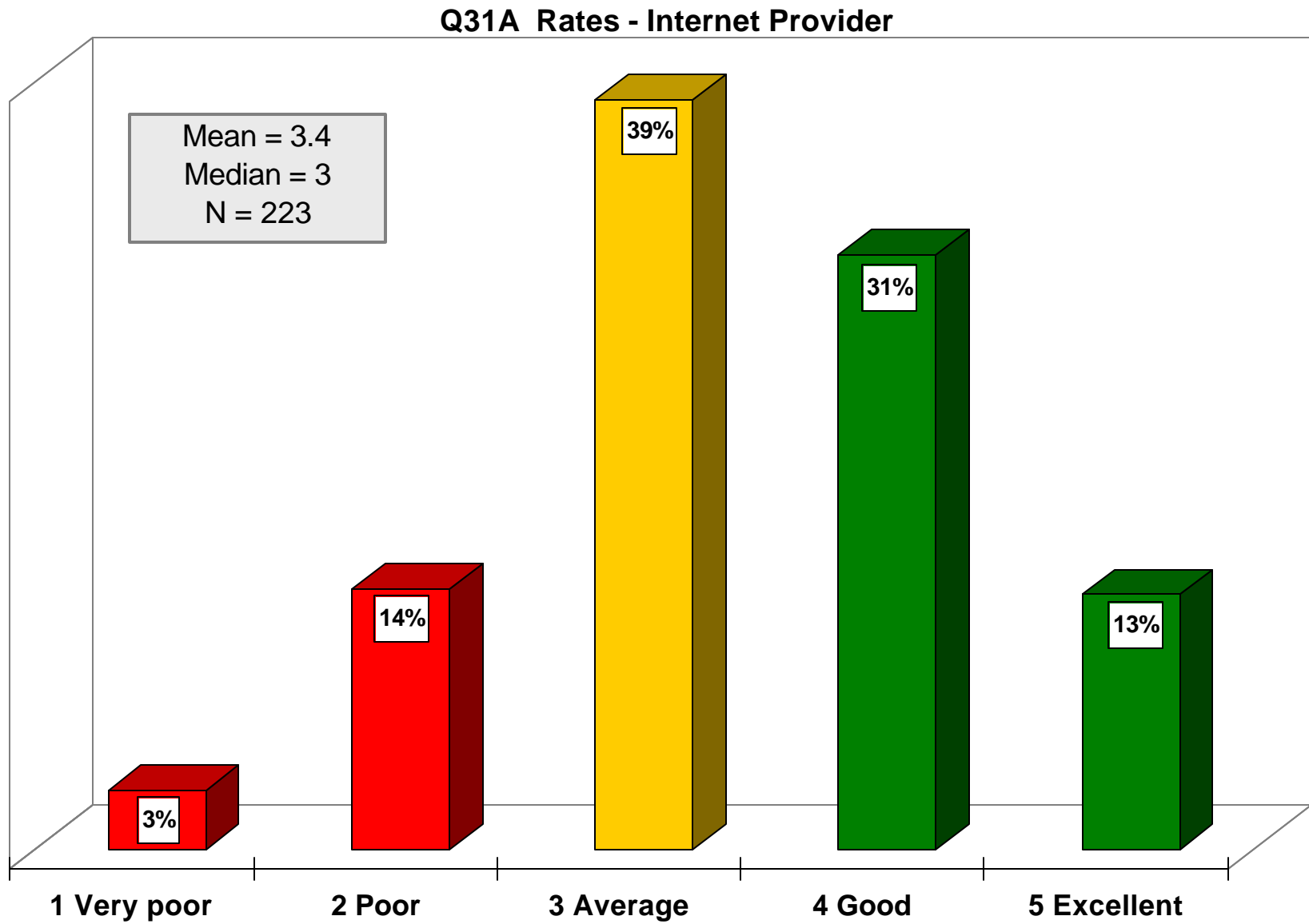


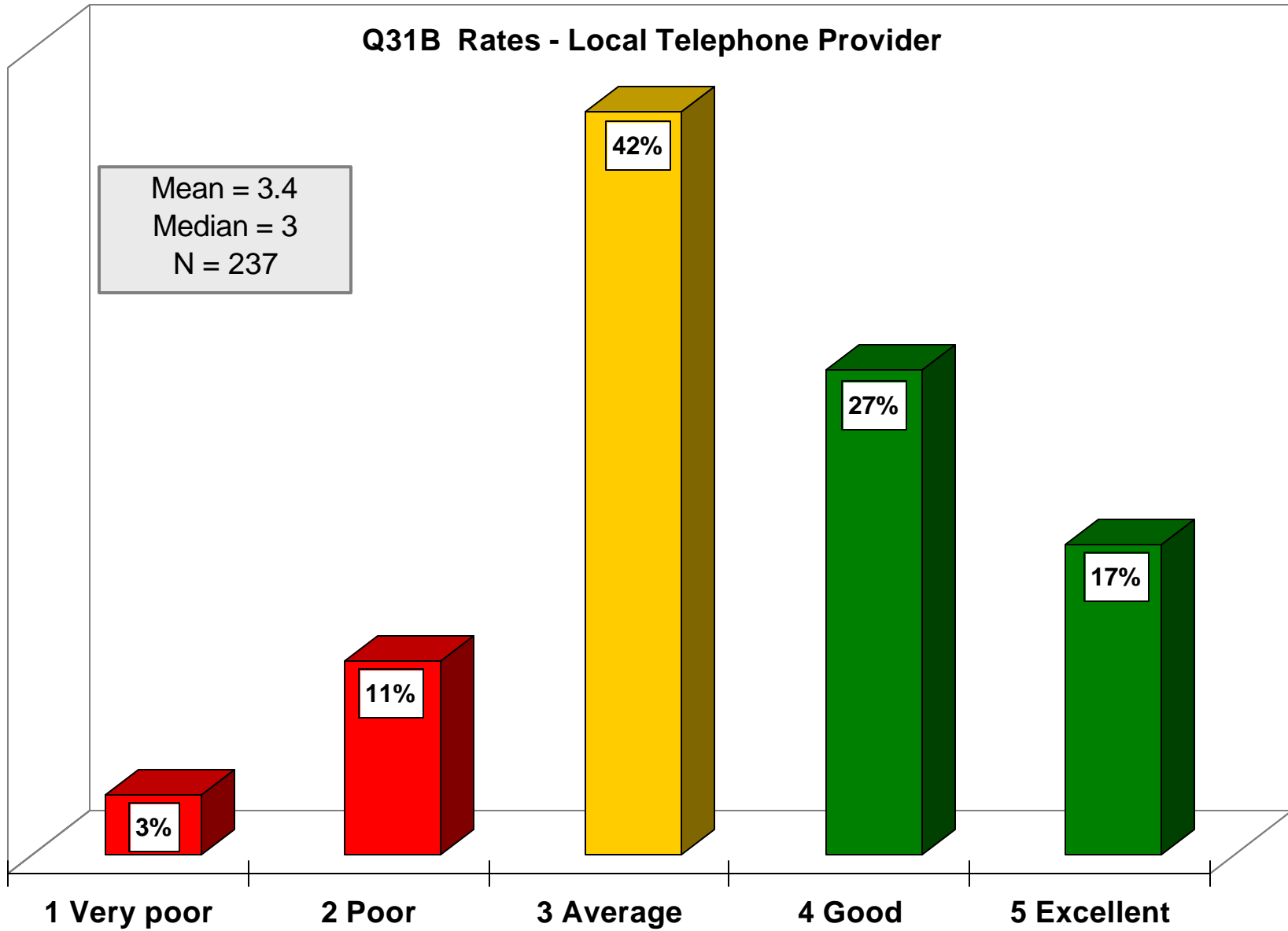




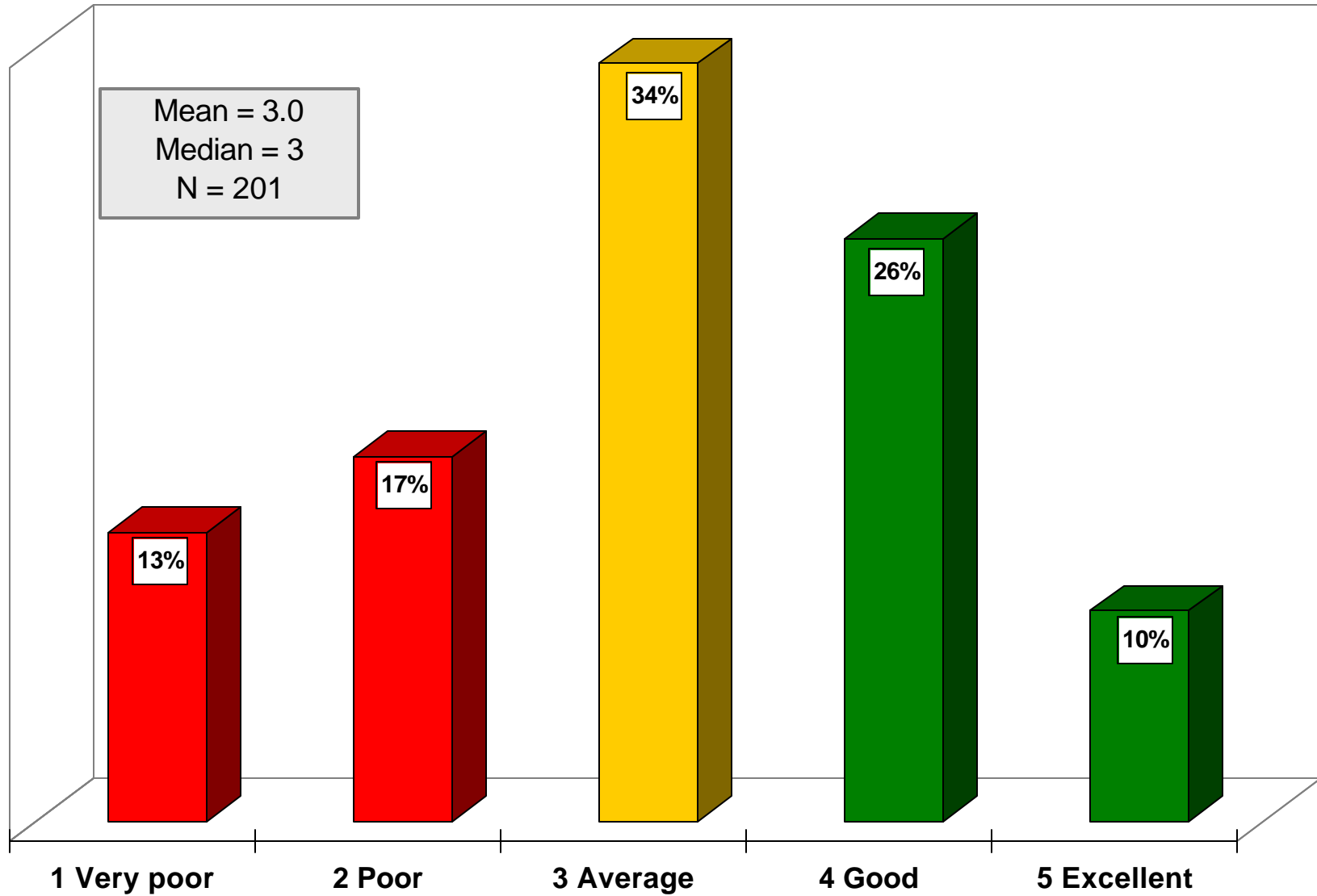
Q30C Utility reliability - Cable/Satellite Television Provider

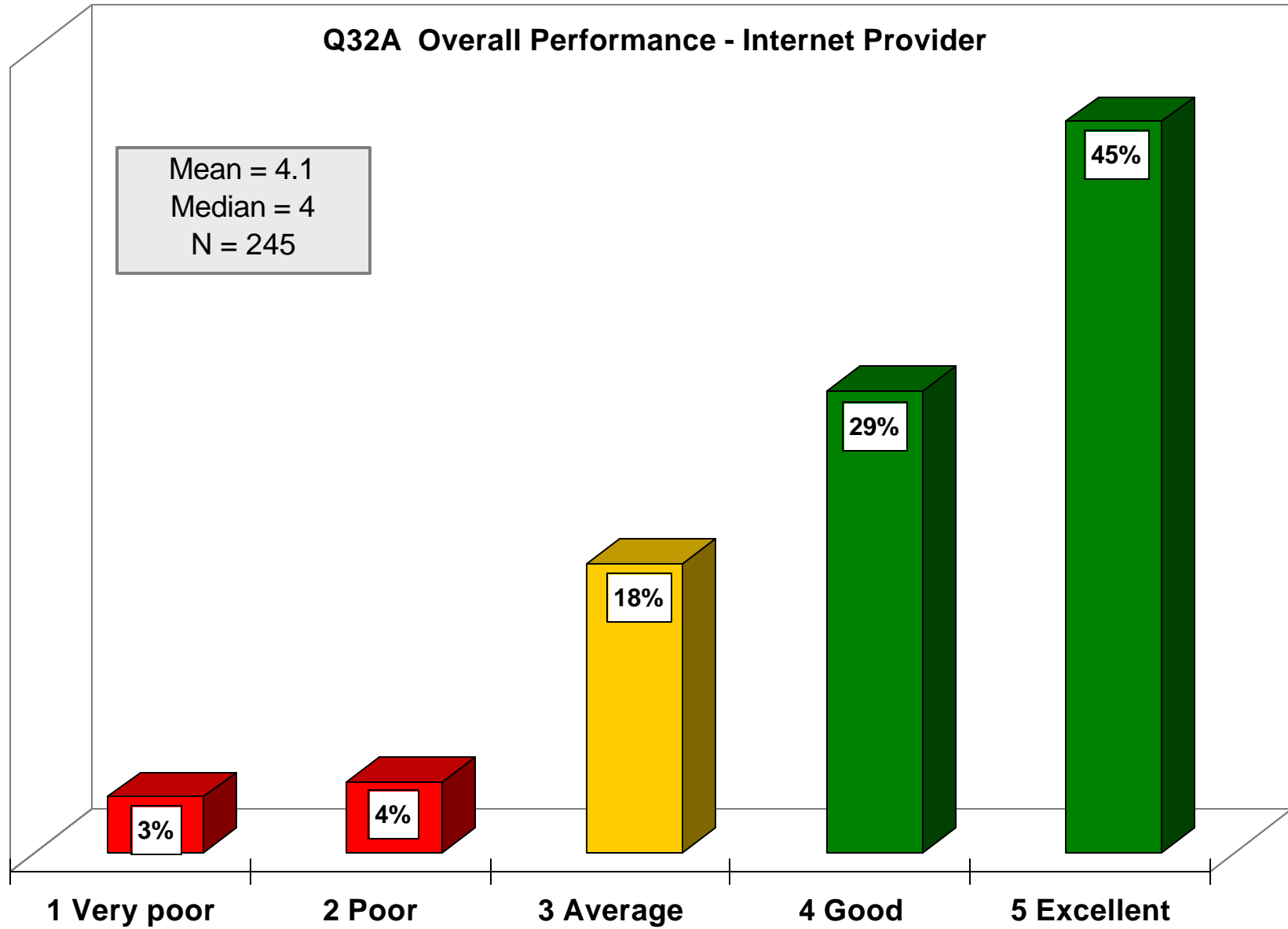


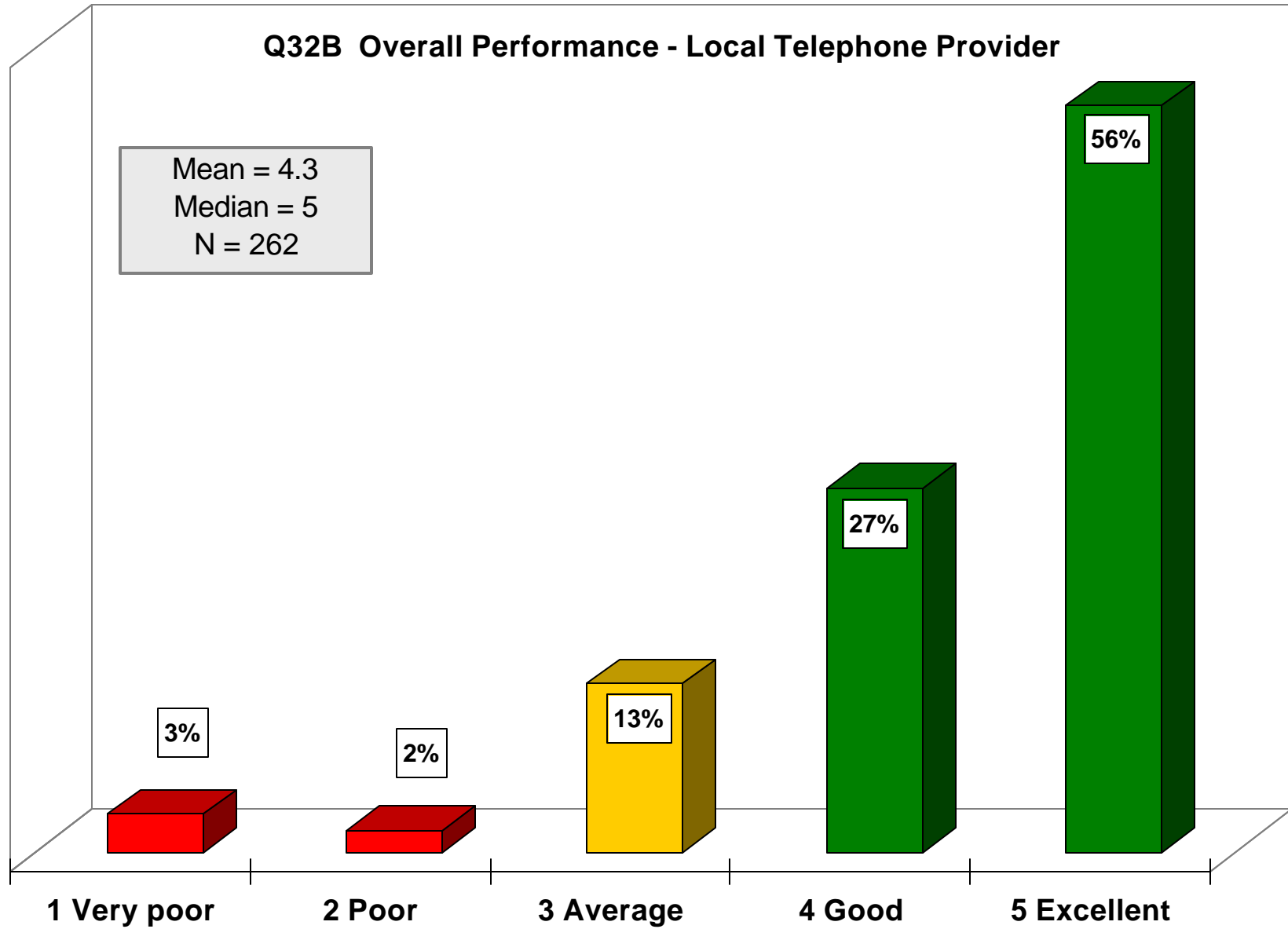


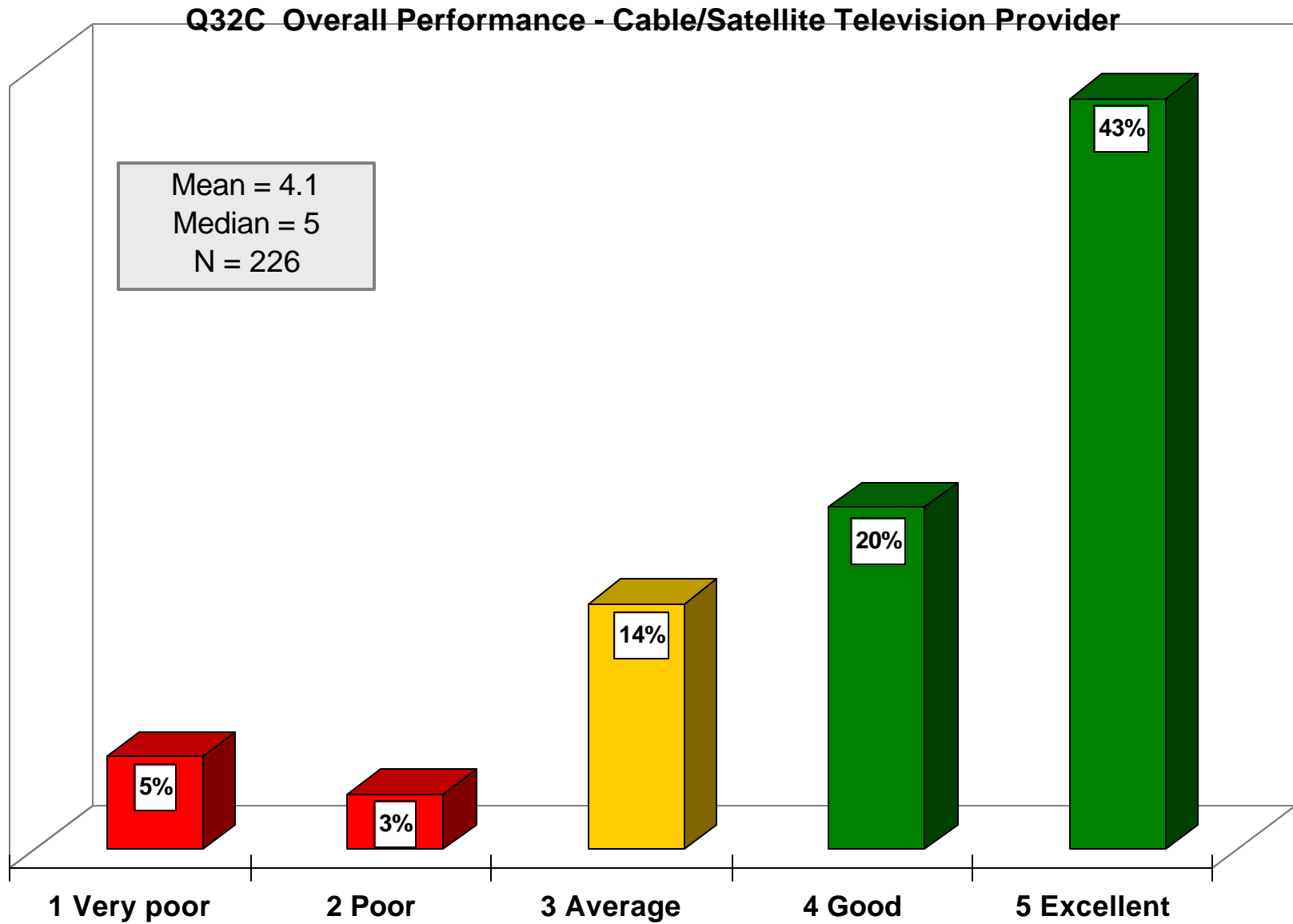


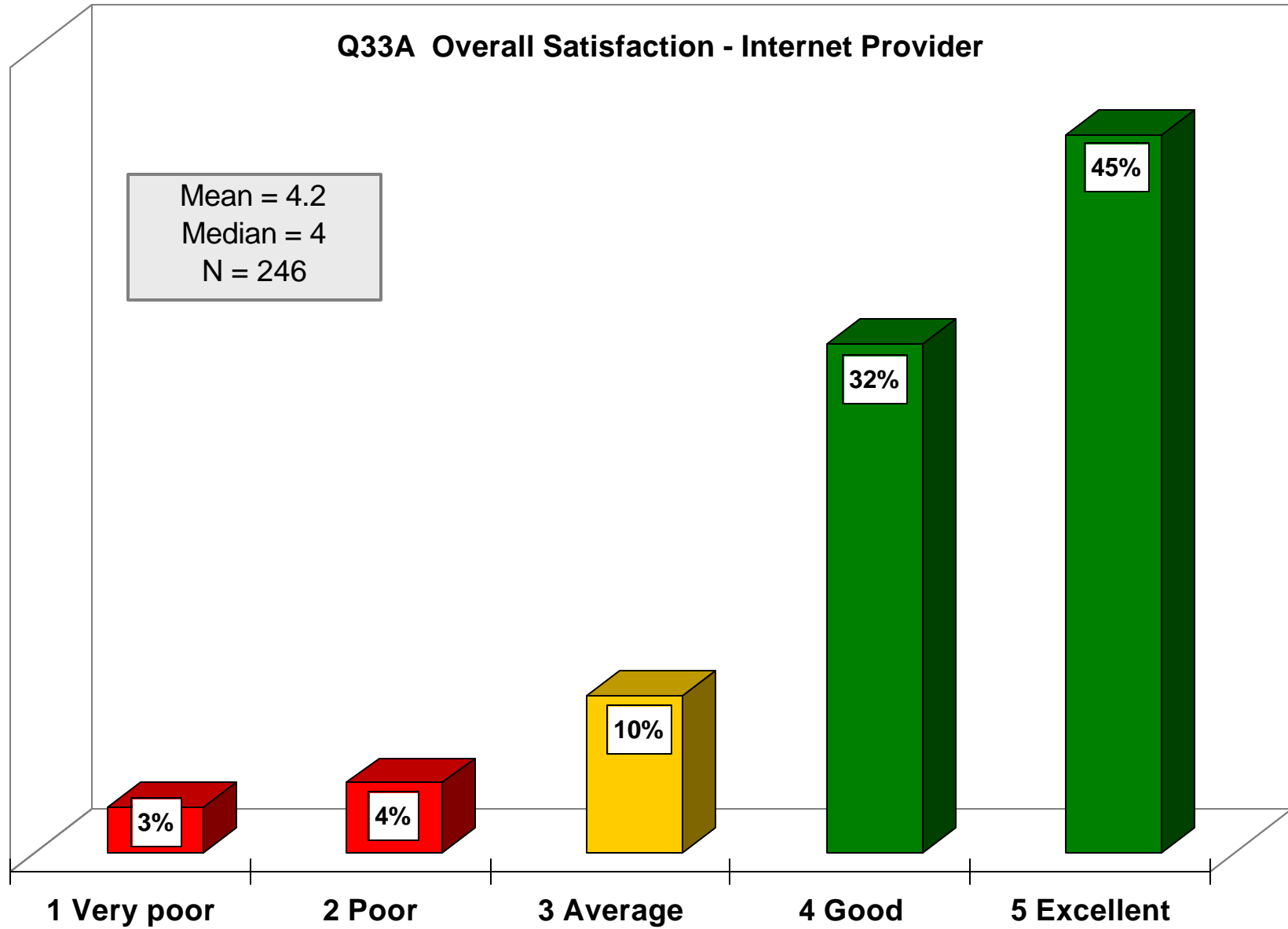
Q31C Rates - Cable/Satellite Television Provider

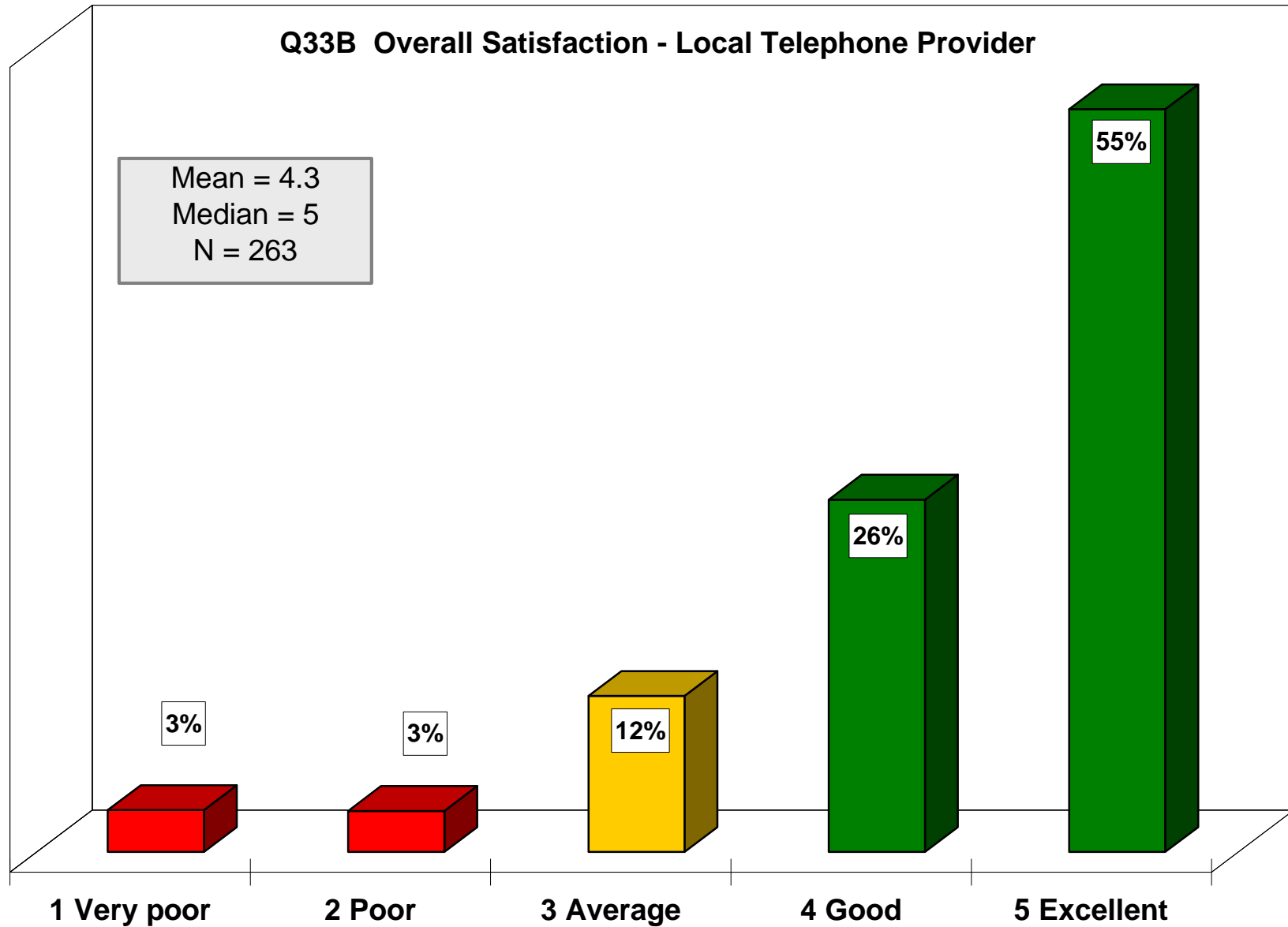


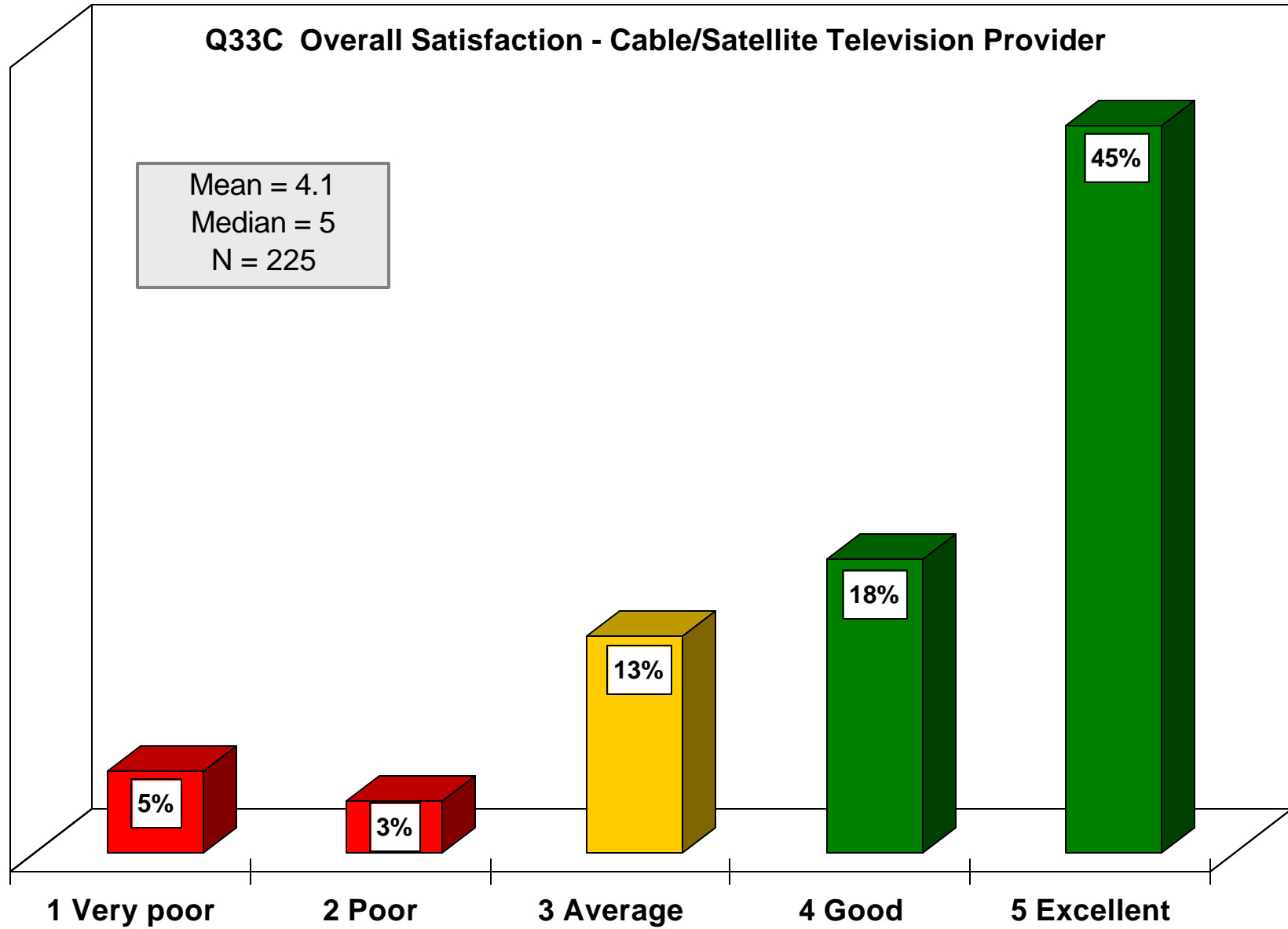




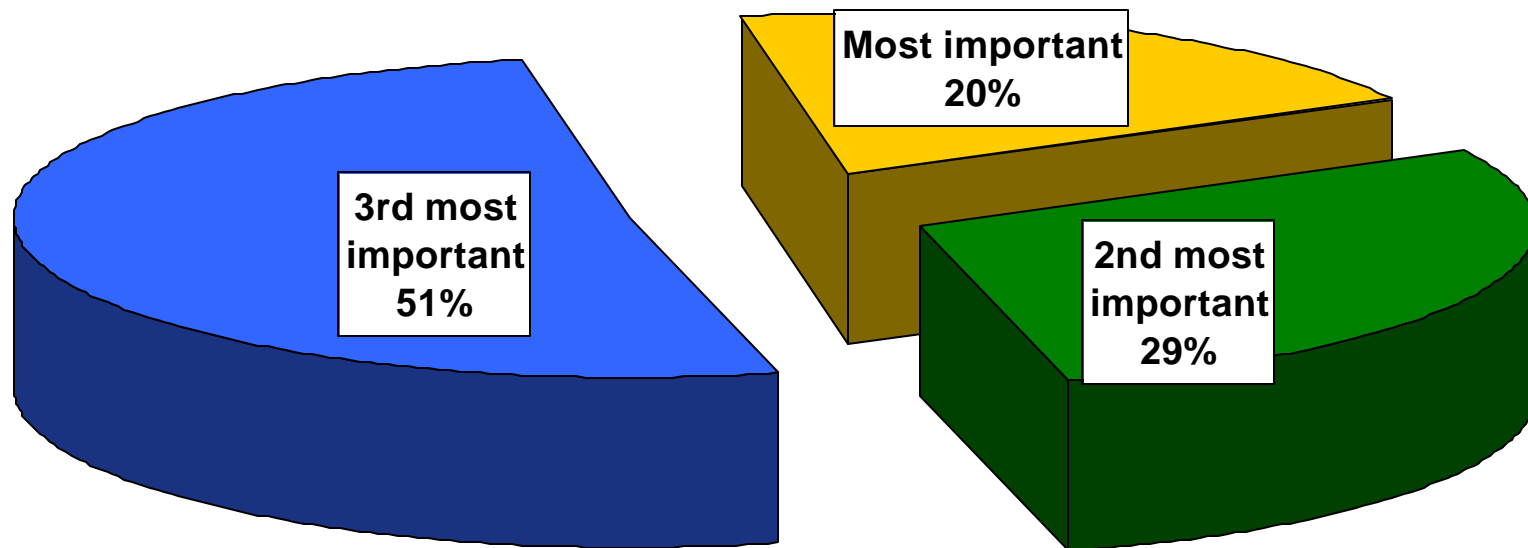




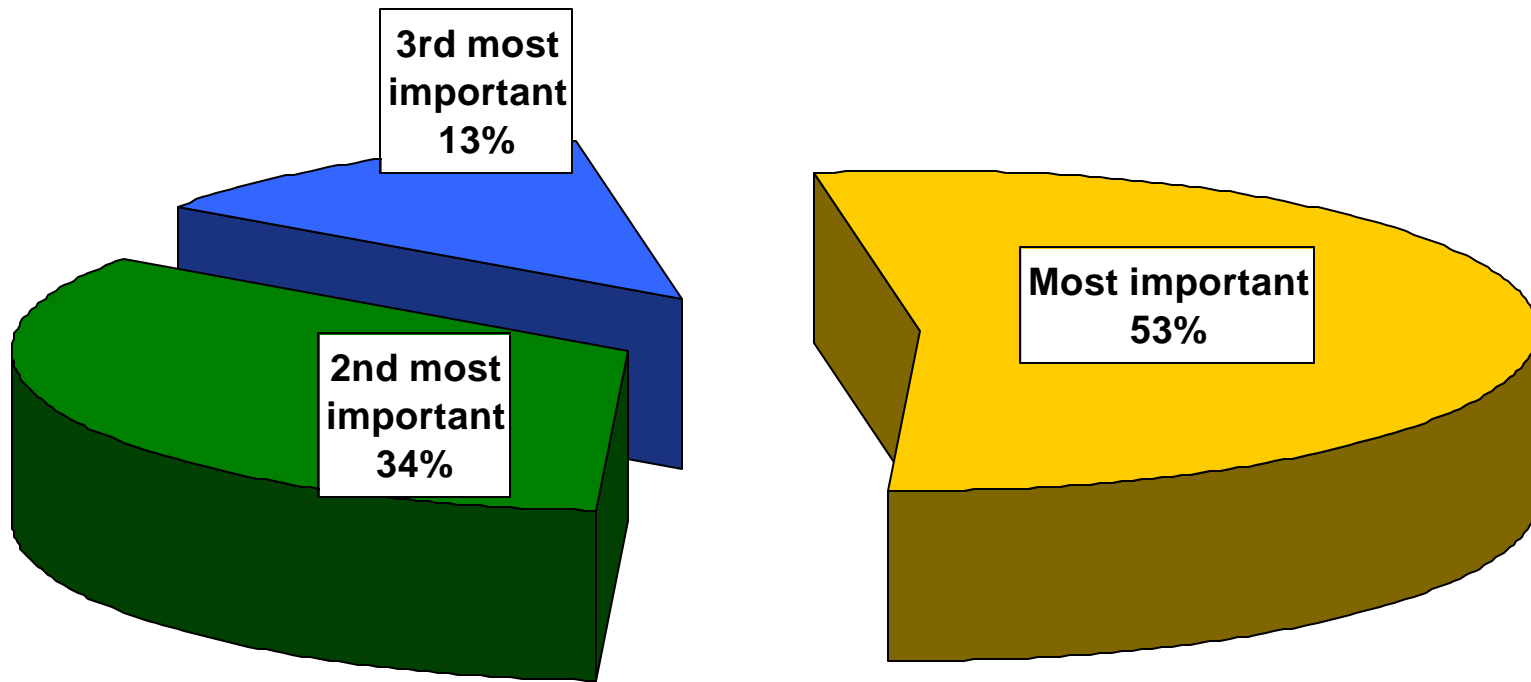




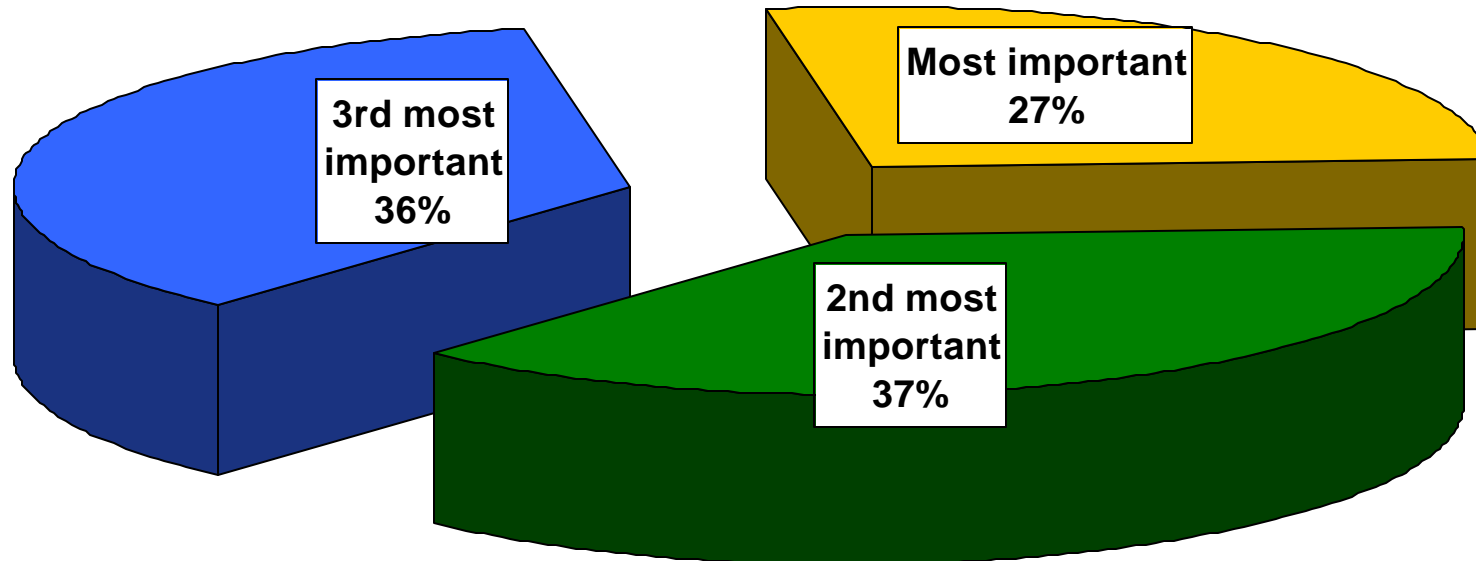
Q34A Importance of customer service - Local Telephone Service



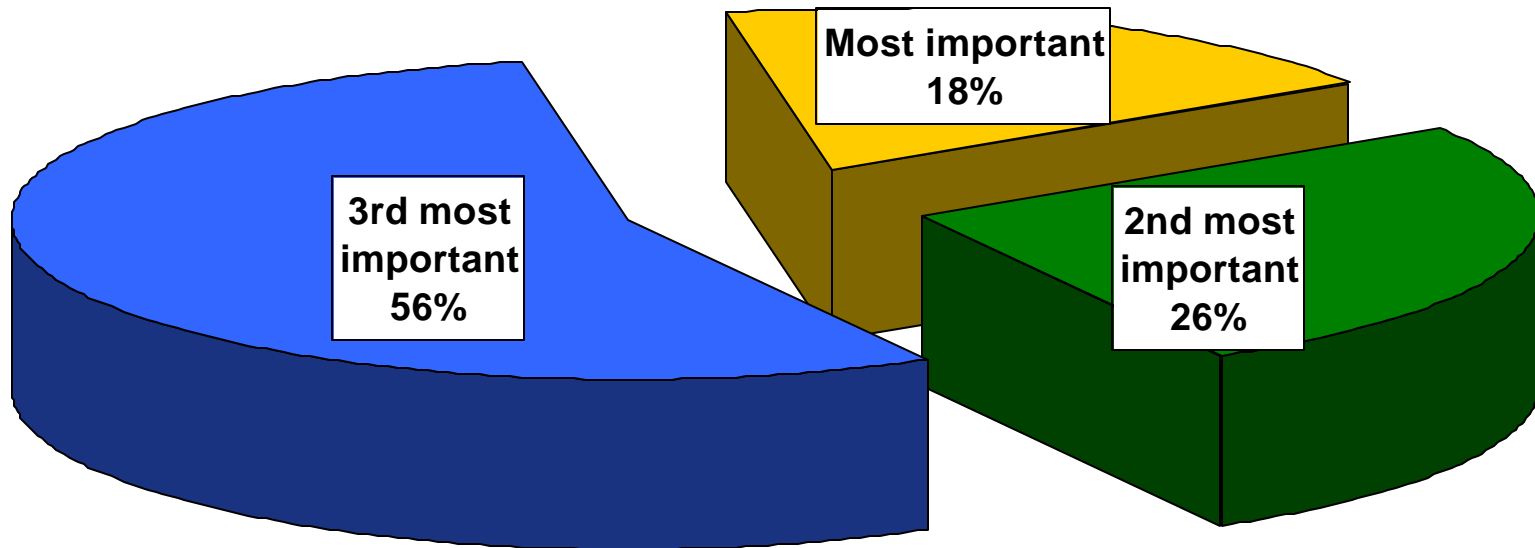
Q34B Importance of utility reliability - Local Telephone Service



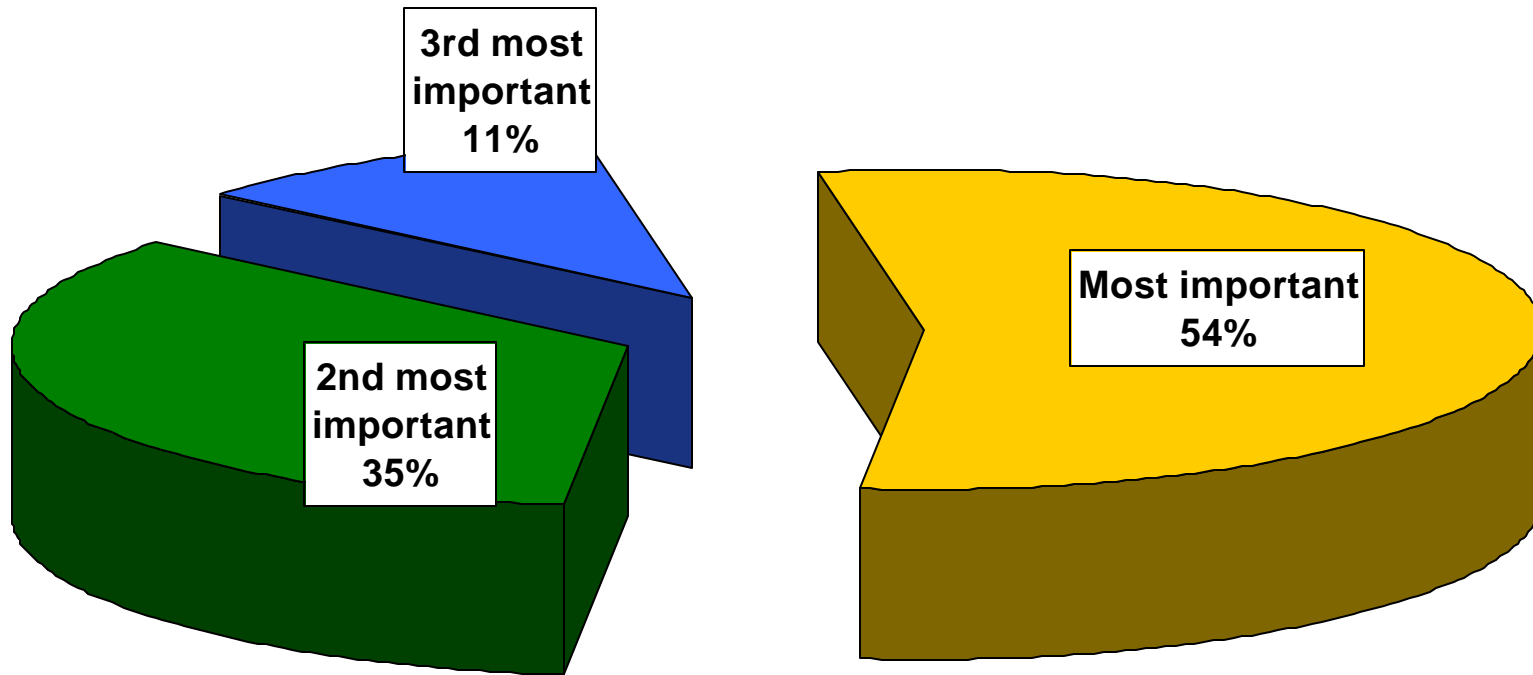
Q34C Importance of rates - Local Telephone Service



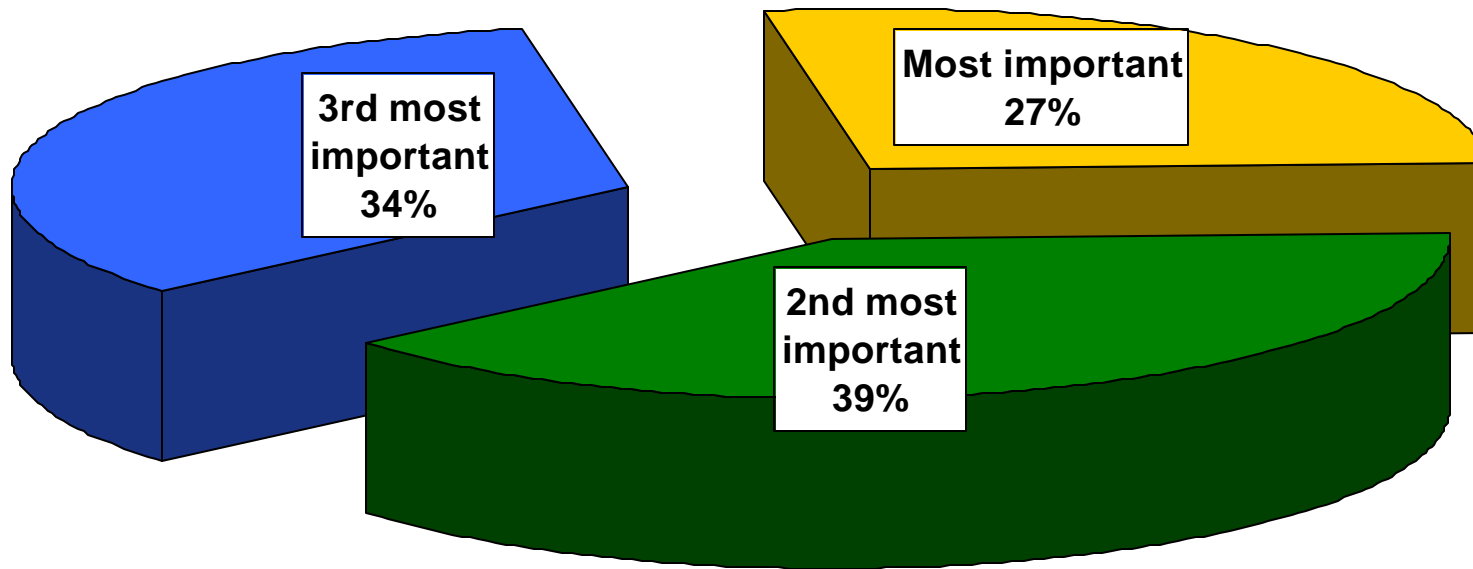
Q35A Importance of customer service - Cable/Satellite Television Service



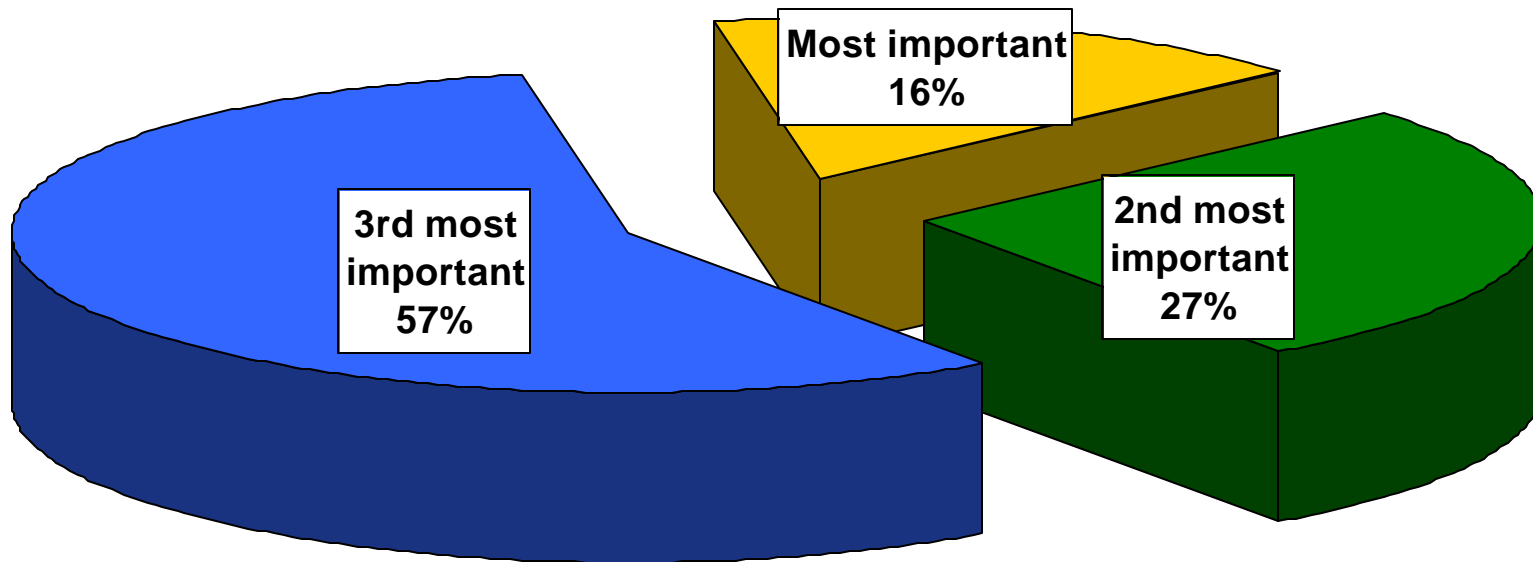
Q35B Importance of utility reliability - Cable/Satellite Television Service



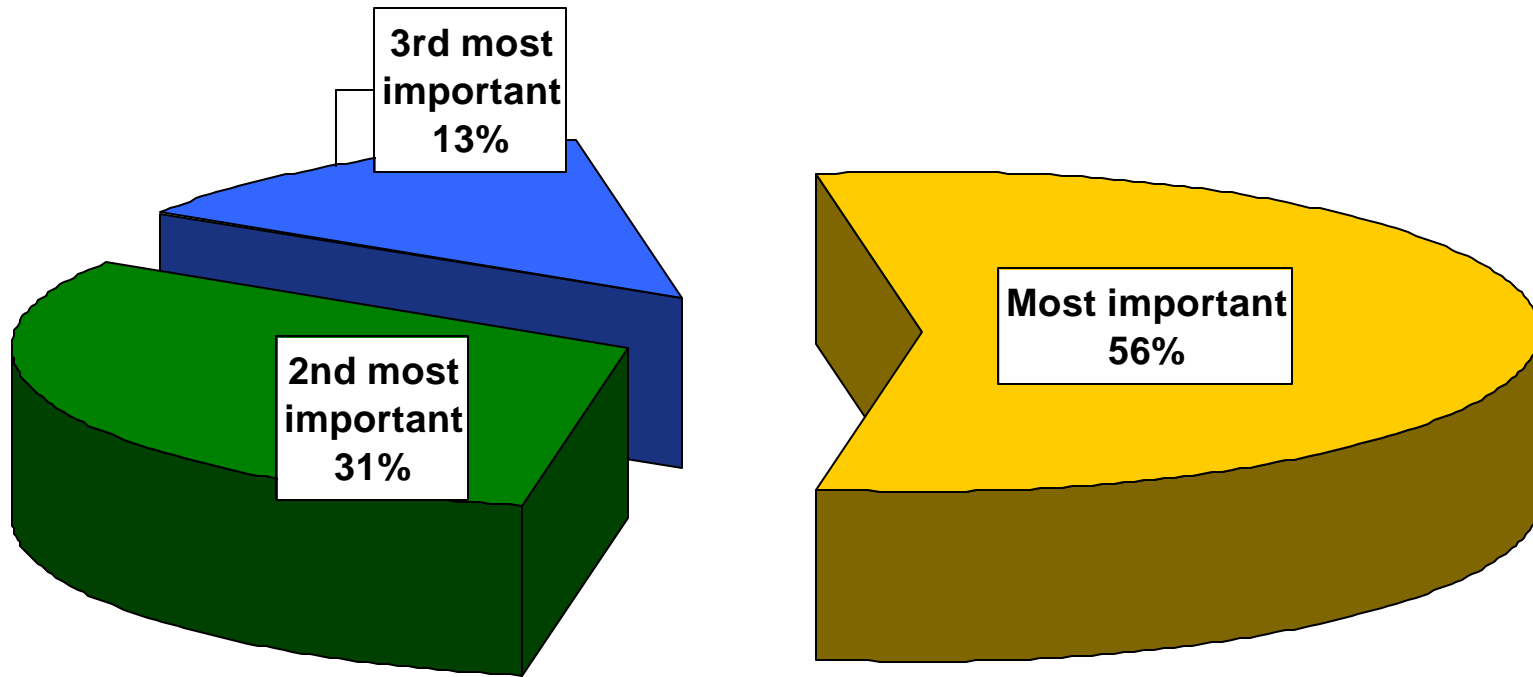
Q35C Importance of rates - Cable/Satellite Television Service



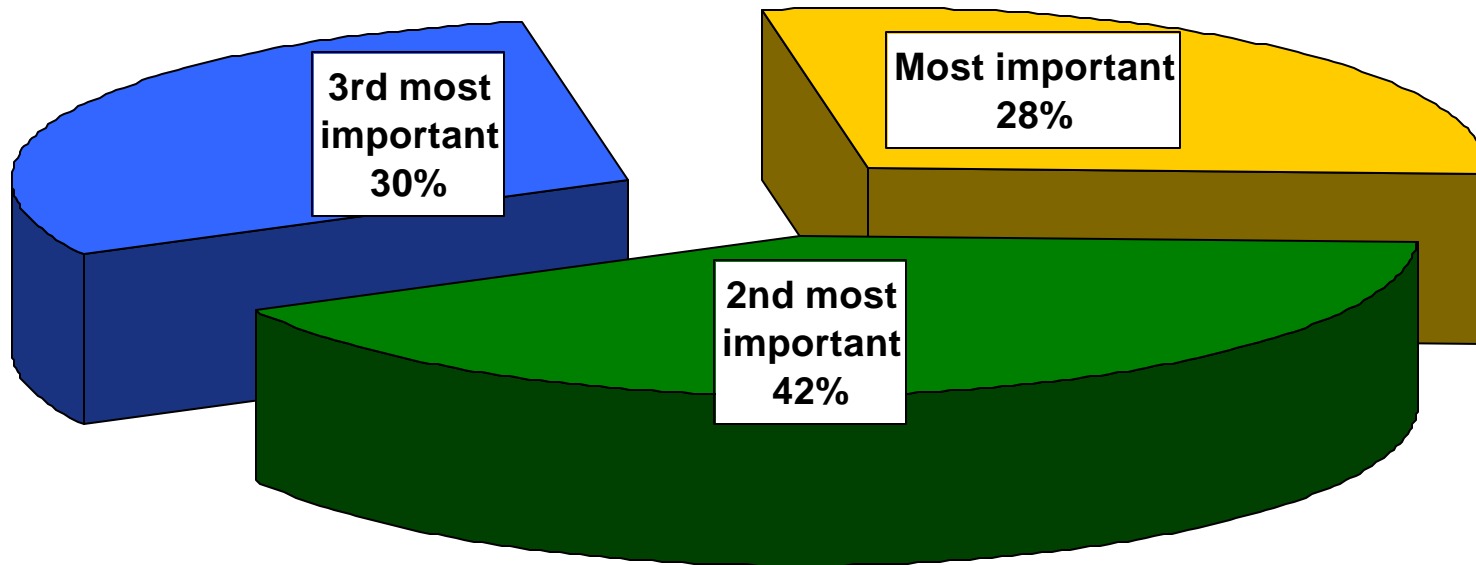
Q36A Importance of customer service - Internet Service



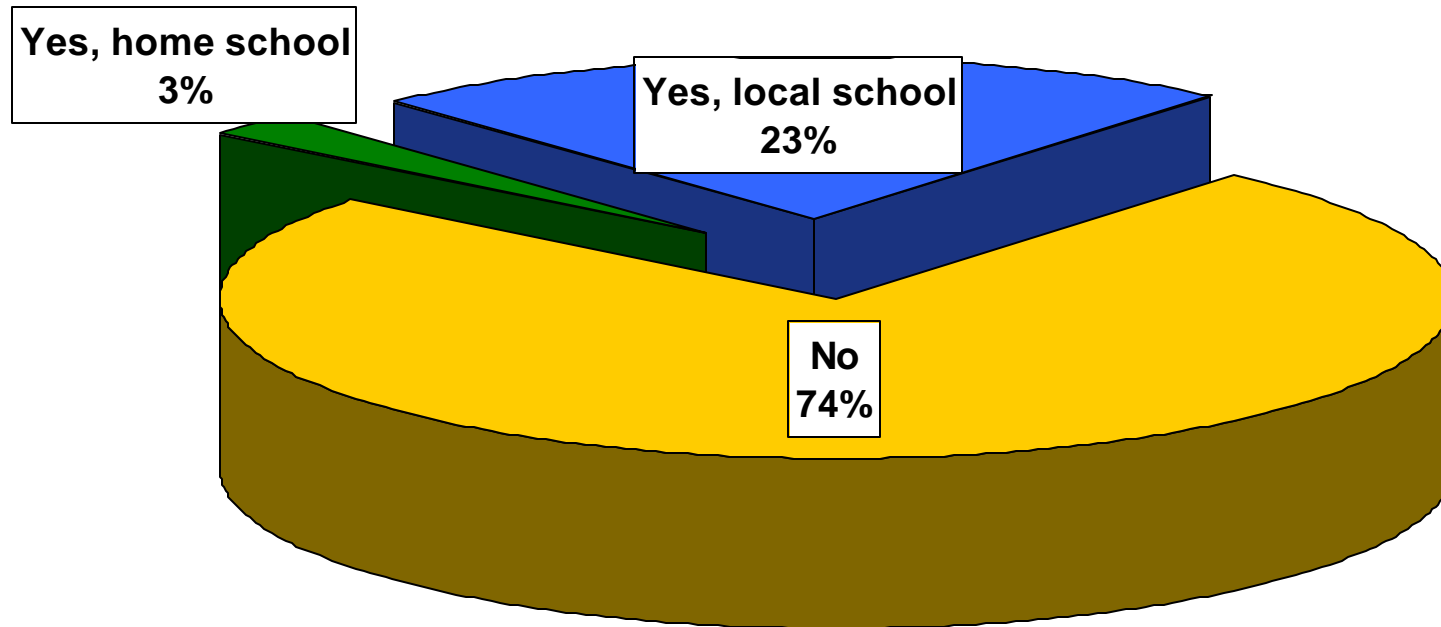
Q36B Importance of utility reliability - Internet Service

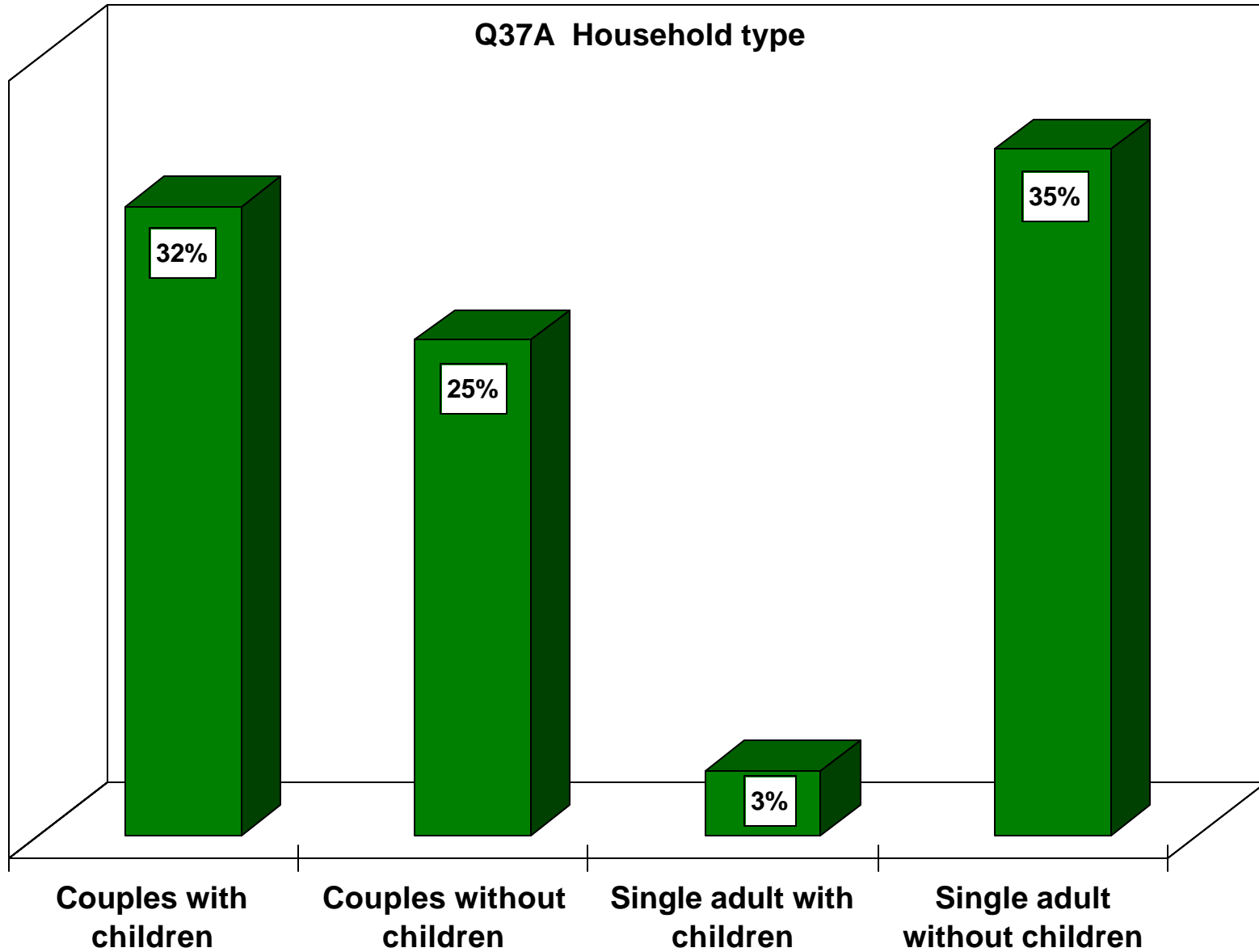


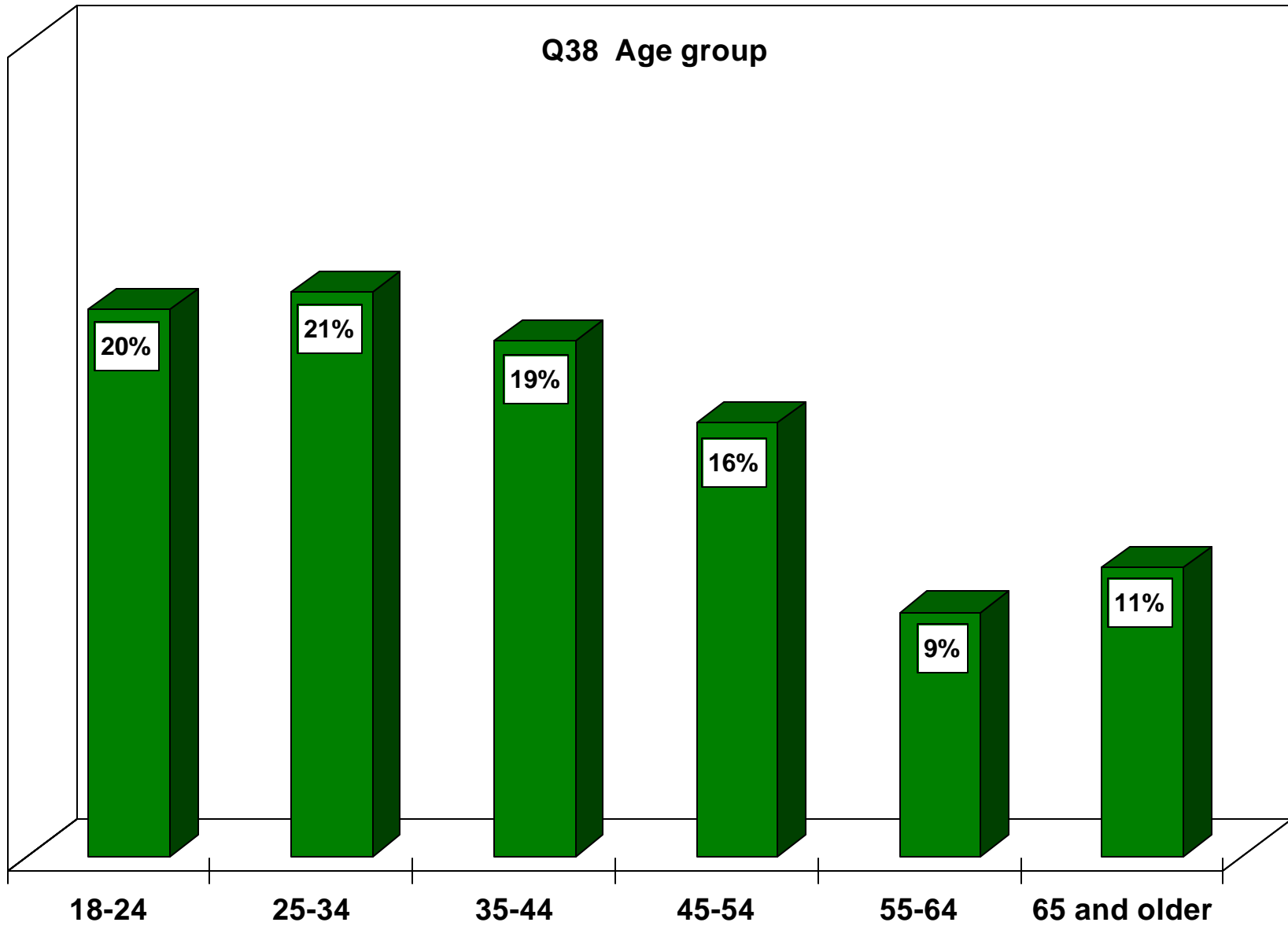
Q36C Importance of rates - Internet Service

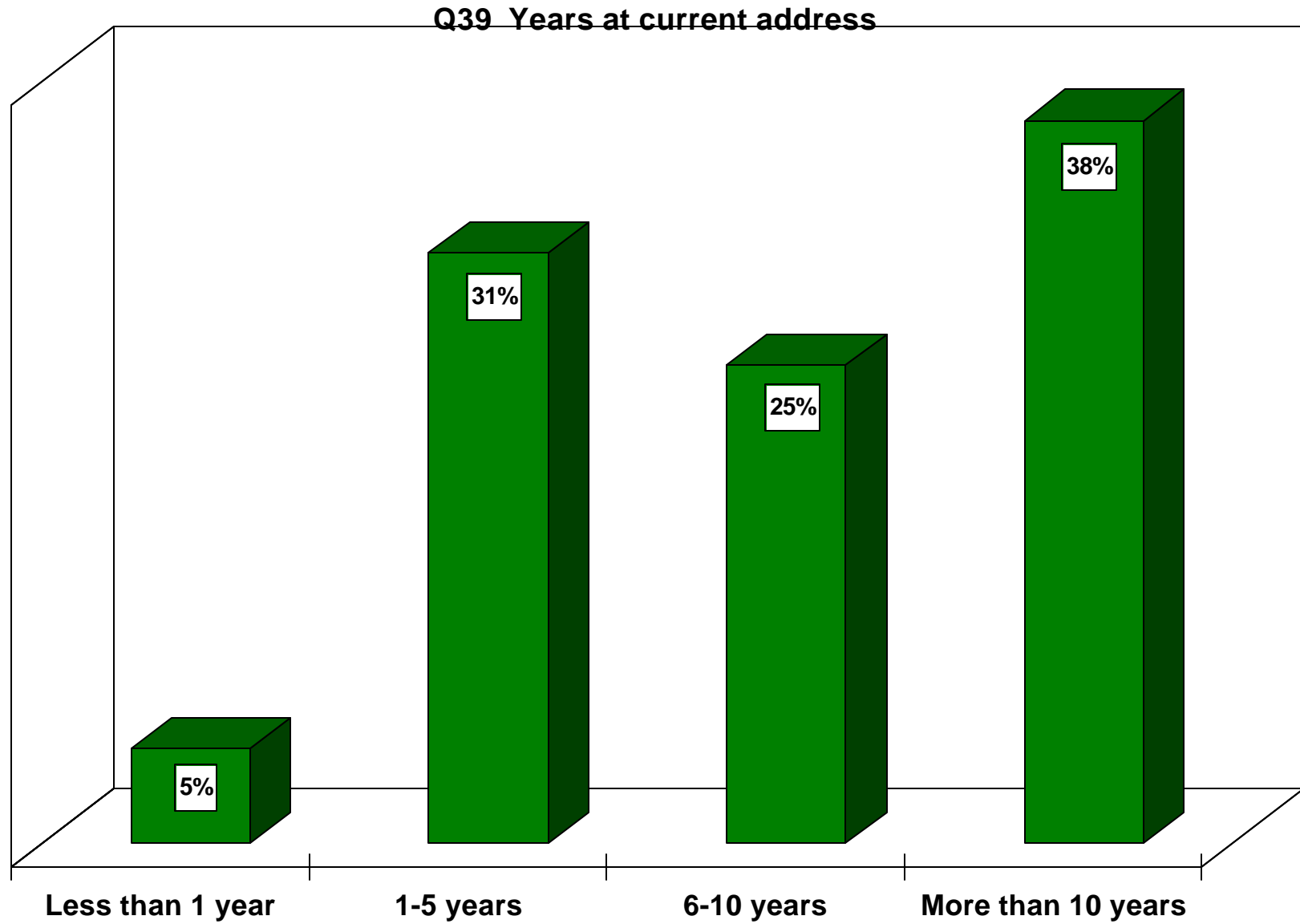


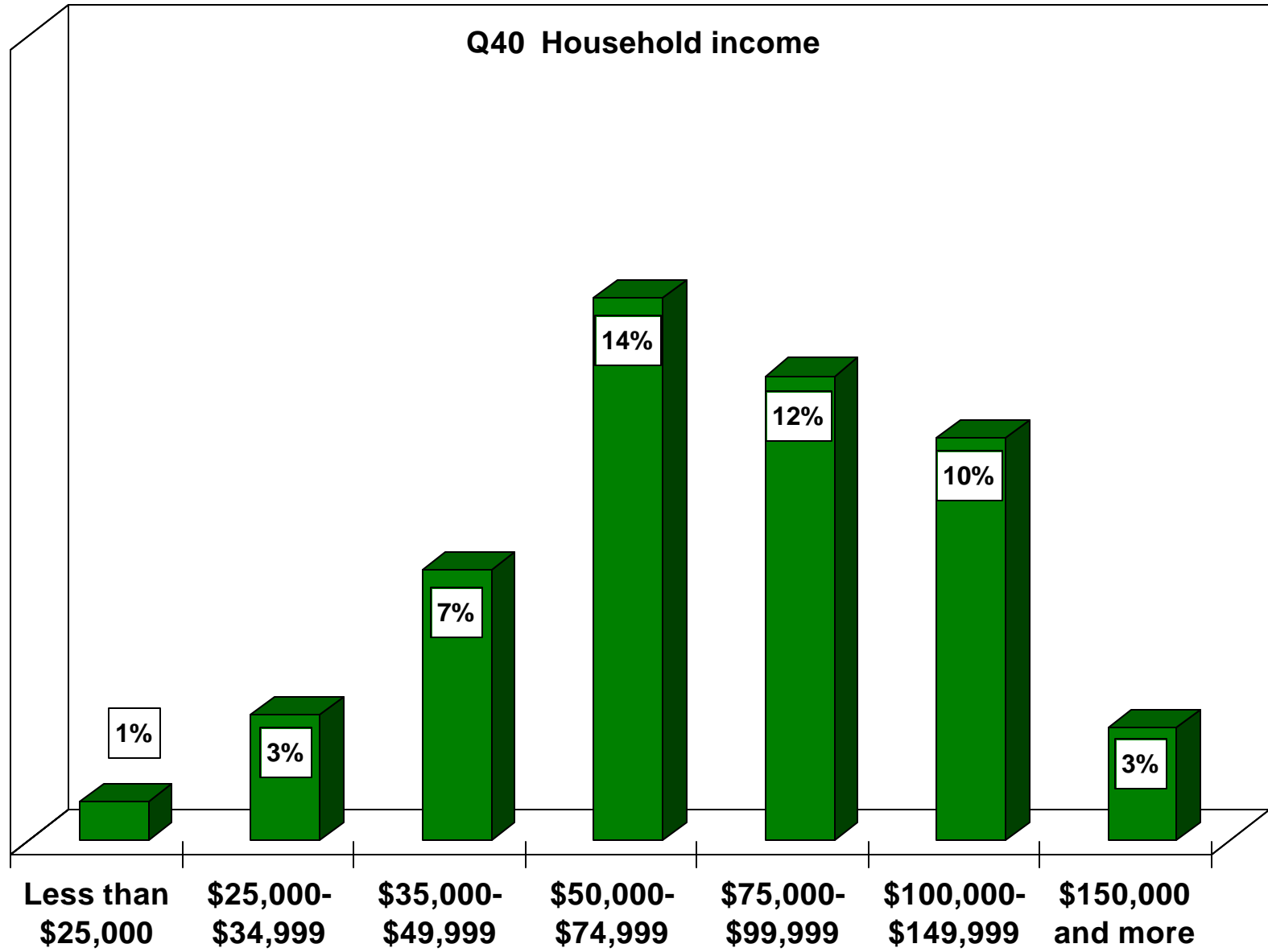
Q37 Children under 18 attending school

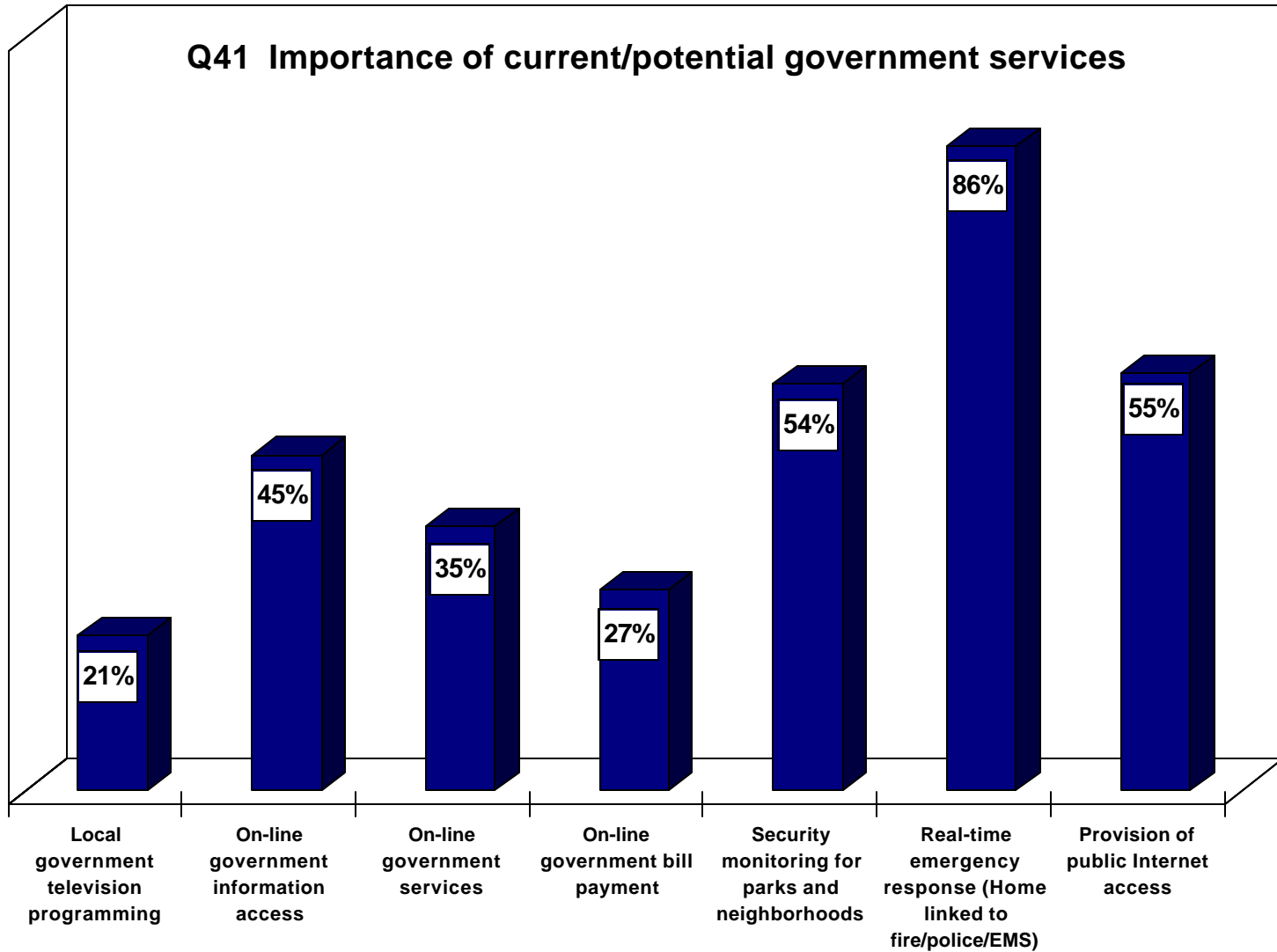




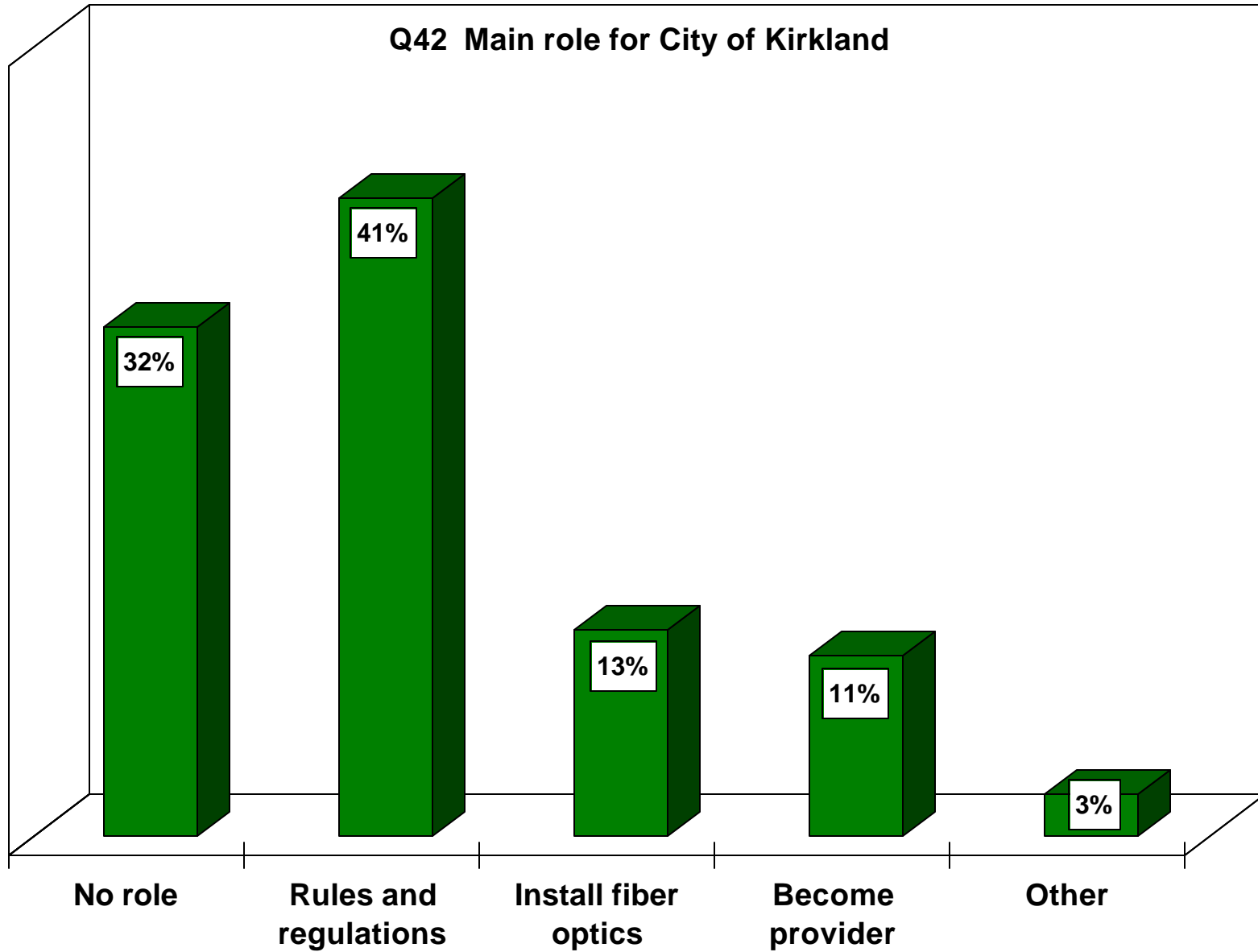




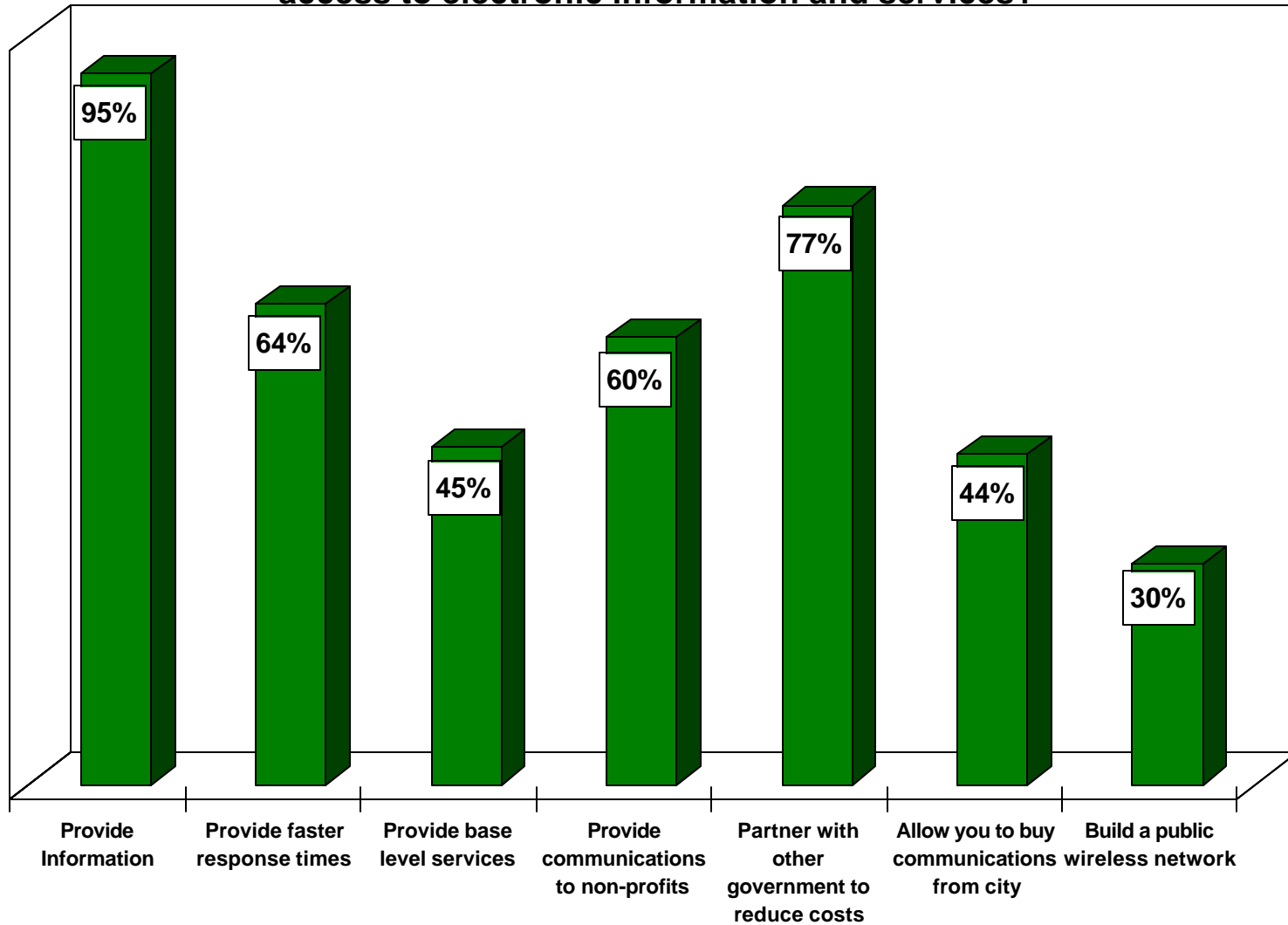




Top Two = Somewhat Important and Very Important



Q43 What do you think the role for the City of Kirkland should be to facilitate access to electronic information and services?



Q44 Willingness to Support City of Kirkland Services

