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Mathew McElroy
University of Texas at El Paso, mmcelroy@utep.edu

Dennis L. Soden
University of Texas at El Paso, desoden@utep.edu

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Survey of Technology Use in El Paso County

By

Mathew S. McElroy, MPA and Dennis L. Soden, Ph.D.

Introduction

A variety of groups in El Paso have long been interested in a county-wide technology usage and access survey. In large part, the interest stems from the original *Digital Divide* study conducted by the National Telecommunications and Information Administration (NTIA) in 1995. This first study, *Falling through the Net: A Survey of the "Have Nots" in Rural and Urban America*, showed how African Americans, Hispanics, and—at the time—women trailed behind their white, male, more affluent counterparts in terms of computer and Internet access and use. Subsequent NTIA studies released in 1998, 2000, and 2002 showed substantial gains among minorities and low-income groups in terms of improved access; but they still trailed well behind. More importantly, the limited data available suggest that as an underserved community, El Paso may be at an even greater risk as technology becomes a cornerstone of the modern education and workplace environments. Only recently, however, has the funding become available to conduct such a study. The Institute for Policy and Economic Development (IPED) at the University of Texas at El Paso (UTEP), El Paso Electric, El Paso Water Utilities, and El Paso County 911 incurred all costs for this study in order to provide a baseline for technology use in El Paso County.

Steering Committee:

This project benefited from the expertise and guidance of several individuals. Steering committee members were:

- Peter Cooper, Chief Technology Officer, County of El Paso
- Mathew S. McElroy, MPA, Assistant Director IPED
- Beto O'Rourke, Vice President, Stanton Street Technology Group
- Raymond Perez, Assistant Director, El Paso County 911 District
- Ray Sanchez, Webmaster, County of El Paso
- Dennis L. Soden Ph.D., Executive Director, IPED
- Brooks Vandivort, Program Manager, Technology Planning and Distance Learning, UTEP

The above individuals assisted in the development of the survey instrument, particularly in terms of validity, as the primary goal of this project was to provide an accurate description of the technologies and tools El Pasoans are using. Comments on initial drafts of the survey were also provided by representatives of El Paso Electric and El Paso Water Utilities.

Statistical Overview

The survey was conducted from September 16th through the 28th, 2002, using a Random Digit Dialing (RDD) sample of El Paso County phone numbers that was pre-tested for disconnects and fax machines. With random digit dialing, every household with a working phone within a county has an equal probability of being selected, as the numbers are generated *at random* based only on the working prefixes (first three numbers) for a selected area. In total, 609 surveys were completed. All interviewers were bilingual in English and Spanish, and calls were made from 12:00 p.m. to 8:00 p.m. each day, Monday through Sunday. Potential participants were informed of the purpose of the study, that participation was voluntary, and that all responses would remain confidential and reported only in the aggregate.

Participants generally mirrored the demographic and socioeconomic composition of El Paso County in the 2000 Census. Seventy-three percent (73.4) of the sample were Hispanic, followed by Whites, who composed 18.7 percent of the sample. The remainder was made up of 7.9 percent self-identifying as "Other." The largest income group reported a total household income of $20,000 or less (48.4 percent). Twenty-five percent (24.8) had household incomes between $20,000 and $40,000; 13.3 percent earned between $40,000 and $60,000; 8.5 percent earned between $60,000 and $80,000; 3.3 percent earned between $80,000 and $100,000; and 1.6 percent earned above $100,000. The majority of the sample also fell into lower education categories. Eighteen percent (18.6) had less than a high school education, and 28.4 percent graduated from high school. Twenty-eight (28.4) percent had some college (includes technical school training), followed by 16.4 percent who held at least a bachelor's degree. Eight (8.2) percent of the sample had a graduate degree.

At the 95 percent confidence level, a county-wide sample of 609 provides an accuracy level of plus or minus four percent of the mean (i.e., a range of 96 percent to 104 percent of the county-wide mean). The ninety-five percent confidence level can be interpreted to mean only that if the above interval was constructed for many different samples of the same sample size, for approximately 95 percent of the samples, the interval would include the unknown population mean.

Results and Analysis

Results are presented as frequencies and percentages of the total sample in Appendix A. A more detailed analysis that focuses on the factors affecting computer ownership, internet access from home, and overall technology use is forthcoming from IPED. The data here, however, provide valuable insight as to the current state of technology use in El Paso County.

Frequencies

Number of traditional phone lines in household?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	252	41.4	41.4	41.4
	2	221	36.3	36.3	77.7
	3	71	11.7	11.7	89.3
	4	44	7.2	7.2	96.6
	5 or more	21	3.4	3.4	100.0
	Total	609	100.0	100.0	

Number of cellular phones in household?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	273	44.8	44.8	44.8
	1	197	32.3	32.3	77.2
	2	113	18.6	18.6	95.7
	3	16	2.6	2.6	98.4
	4	8	1.3	1.3	99.7
	5 or more	2	.3	.3	100.0
	Total	609	100.0	100.0	

Do you have access to the following device in your home? Television

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	12	2.0	2.0	2.0
	Yes	597	98.0	98.0	100.0
	Total	609	100.0	100.0	

Do you have access to the following device in your home? Cable TV

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	281	46.1	46.1	46.1
	Yes	328	53.9	53.9	100.0
	Total	609	100.0	100.0	

Do you have access to the following device in your home? Digital cable

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	486	79.8	79.8	79.8
	Yes	123	20.2	20.2	100.0
	Total	609	100.0	100.0	

Do you have access to the following device in your home? Cellular phone

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	273	44.8	44.8	44.8
	Yes	336	55.2	55.2	100.0
	Total	609	100.0	100.0	

Do you have access to the following device in your home? Pager

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	551	90.5	90.5	90.5
	Yes	58	9.5	9.5	100.0
	Total	609	100.0	100.0	

Do you have access to the following device in your home? Fax

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	505	82.9	82.9	82.9
	Yes	104	17.1	17.1	100.0
	Total	609	100.0	100.0	

Do you have access to the following device in your home? Personal digital assistant (PDA)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	563	92.4	92.4	92.4
	Yes	46	7.6	7.6	100.0
	Total	609	100.0	100.0	

Do you have access to the following device in your home? Satellite TV

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	526	86.4	86.4	86.4
	Yes	83	13.6	13.6	100.0
	Total	609	100.0	100.0	

Do you have access to the following device in your home? Web TV

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	589	96.7	96.7	96.7
	Yes	20	3.3	3.3	100.0
	Total	609	100.0	100.0	

Do you have access to the following device in your home? Digital camera

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	448	73.6	73.6	73.6
	Yes	161	26.4	26.4	100.0
	Total	609	100.0	100.0	

Do you currently use the following service? ATMs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	283	46.5	46.5	46.5
	Yes	326	53.5	53.5	100.0
	Total	609	100.0	100.0	

Do you currently use the following service? Debit cards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	305	50.1	50.1	50.1
	Yes	304	49.9	49.9	100.0
	Total	609	100.0	100.0	

Do you currently use the following service? Banking by phone

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	400	65.7	65.7	65.7
	Yes	209	34.3	34.3	100.0
	Total	609	100.0	100.0	

Do you currently use the following service? Shopping by phone

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	484	79.5	79.5	79.5
	Yes	125	20.5	20.5	100.0
	Total	609	100.0	100.0	

Do you currently use the following service? Wireless Internet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	514	84.4	84.4	84.4
	Yes	95	15.6	15.6	100.0
	Total	609	100.0	100.0	

Do you currently use the following service? Internet banking

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	476	78.2	78.2	78.2
	Yes	133	21.8	21.8	100.0
	Total	609	100.0	100.0	

Do you currently use the following service? Internet shopping

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	451	74.1	74.1	74.1
	Yes	158	25.9	25.9	100.0
	Total	609	100.0	100.0	

Do you currently have a computer at home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	258	42.4	42.4	42.4
	Yes	351	57.6	57.6	100.0
	Total	609	100.0	100.0	

If no, what is the reason you don't have a computer at home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No need for computers	92	15.1	35.7	35.7
	Cost/Price	93	15.3	36.0	71.7
	Access elsewhere	11	1.8	4.3	76.0
	Lack understanding	17	2.8	6.6	82.6
	Computer is not working	10	1.6	3.9	86.4
	Looking to buy one	21	3.4	8.1	94.6
	Other	12	2.0	4.7	99.2
	Don't Know	2	.3	.8	100.0
	Total	258	42.4	100.0	
Missing	System	351	57.6		
Total		609	100.0		

Do you currently have Internet access at home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	348	57.1	57.1	57.1
	Yes	261	42.9	42.9	100.0
	Total	609	100.0	100.0	

If no, what is the one reason your home computer is not connected to the Internet?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No need for Internet	35	5.7	10.1	10.1
	Cost/Price	198	32.5	56.9	67.0
	Technical constraints	2	.3	.6	67.5
	Access elsewhere	17	2.8	4.9	72.4
	Security/privacy issue	2	.3	.6	73.0
	Lack understanding	19	3.1	5.5	78.4
	Other	28	4.6	8.0	86.5
	Don't know	47	7.7	13.5	100.0
	Total	348	57.1	100.0	
Missing	System	261	42.9		
Total		609	100.0		

If yes, what kind of Internet access do you have?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dial-up with modem (Such as AOL, MSN)	187	30.7	71.6	71.6
	Digital subscriber line (DSL)	20	3.3	7.7	79.3
	Cable (cable modem, such as Roadrunner)	49	8.0	18.8	98.1
	Satellite Dish	2	.3	.8	98.9
	Wireless	3	.5	1.1	100.0
	Total	261	42.9	100.0	
Missing	System	348	57.1		
Total		609	100.0		

What other places do you use to connect to the internet? Work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	186	30.5	30.5	30.5
	No	423	69.5	69.5	100.0
	Total	609	100.0	100.0	

What other places do you use to connect to the internet? School

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	156	25.6	25.6	25.6
	No	453	74.4	74.4	100.0
	Total	609	100.0	100.0	

What other places do you use to connect to the internet? Public library

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	89	14.6	14.6	14.6
	No	520	85.4	85.4	100.0
	Total	609	100.0	100.0	

What other places do you use to connect to the internet? Friend or relative's house

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	132	21.7	21.7	21.7
	No	477	78.3	78.3	100.0
	Total	609	100.0	100.0	

What other places do you use to connect to the internet? Cyber-cafe

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	19	3.1	3.1	3.1
	No	590	96.9	96.9	100.0
	Total	609	100.0	100.0	

What other places do you use to connect to the internet? Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	24	3.9	3.9	3.9
	No	585	96.1	96.1	100.0
	Total	609	100.0	100.0	

What have you used the Internet for in the past year? Communication (e-mail, chat rooms)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	302	49.6	49.6	49.6
	No	307	50.4	50.4	100.0
	Total	609	100.0	100.0	

What have you used the Internet for in the past year? Access to government

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	164	26.9	26.9	26.9
	No	445	73.1	73.1	100.0
	Total	609	100.0	100.0	

What have you used the Internet for in the past year? Banking

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	156	25.6	25.6	25.6
	No	453	74.4	74.4	100.0
	Total	609	100.0	100.0	

What have you used the Internet for in the past year? Education/Research

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	291	47.8	47.8	47.8
	No	318	52.2	52.2	100.0
	Total	609	100.0	100.0	

What have you used the Internet for in the past year? Shopping/Products

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	179	29.4	29.4	29.4
	No	430	70.6	70.6	100.0
	Total	609	100.0	100.0	

What have you used the Internet for in the past year? Entertainment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	227	37.3	37.3	37.3
	No	382	62.7	62.7	100.0
	Total	609	100.0	100.0	

What have you used the Internet for in the past year? General news

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	232	38.1	38.1	38.1
	No	377	61.9	61.9	100.0
	Total	609	100.0	100.0	

What have you used the Internet for in the past year? Travel information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	245	40.2	40.2	40.2
	No	364	59.8	59.8	100.0
	Total	609	100.0	100.0	

What have you used the Internet for in the past year? Work-related tasks

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	184	30.2	30.2	30.2
	No	425	69.8	69.8	100.0
	Total	609	100.0	100.0	

What have you used the Internet for in the past year? Finance (buy-sell stocks, stock information, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	84	13.8	13.8	13.8
	No	525	86.2	86.2	100.0
	Total	609	100.0	100.0	

What have you used the Internet for in the past year? Job hunting

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	144	23.6	23.6	23.6
	No	465	76.4	76.4	100.0
	Total	609	100.0	100.0	

What have you used the Internet for in the past year? Recreation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	195	32.0	32.0	32.0
	No	414	68.0	68.0	100.0
	Total	609	100.0	100.0	

What have you used the Internet for in the past year? Technology (download software, patches, games, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	195	32.0	32.0	32.0
	No	414	68.0	68.0	100.0
	Total	609	100.0	100.0	

What have you used the Internet for in the past year? Health

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	190	31.2	31.2	31.2
	No	419	68.8	68.8	100.0
	Total	609	100.0	100.0	

What have you used the Internet for in the past year? Politics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	113	18.6	18.6	18.6
	No	496	81.4	81.4	100.0
	Total	609	100.0	100.0	

What have you used the Internet for in the past year? Paying bills

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	113	18.6	18.6	18.6
	No	496	81.4	81.4	100.0
	Total	609	100.0	100.0	

What have you used the Internet for in the past year? Purchases

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	145	23.8	23.8	23.8
	No	464	76.2	76.2	100.0
	Total	609	100.0	100.0	

What have you used the Internet for in the past year? Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	25	4.1	4.1	4.1
	No	584	95.9	95.9	100.0
	Total	609	100.0	100.0	

On average, how many hours per week do you actively use the Internet?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 1 hour	111	18.2	25.8	25.8
	1 to 4 hours	99	16.3	23.0	48.7
	5 to 10 hours	120	19.7	27.8	76.6
	11 to 20 hours	41	6.7	9.5	86.1
	More than 20 hours	51	8.4	11.8	97.9
	Don't Know	9	1.5	2.1	100.0
	Total	431	70.8	100.0	
Missing	System	178	29.2		
Total		609	100.0		

How long have you been using the Internet?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 6 months	43	7.1	10.1	10.1
	6 to 11 months	29	4.8	6.8	16.9
	1 to 3 years	177	29.1	41.5	58.3
	4 to 5 years	63	10.3	14.8	73.1
	More than 5 years	109	17.9	25.5	98.6
	Don't know/Not applicable	6	1.0	1.4	100.0
	Total	427	70.1	100.0	
Missing	System	182	29.9		
Total		609	100.0		

Which of the following websites have you visited in the past 12 months? City of El Paso

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	148	24.3	24.3	24.3
	No	461	75.7	75.7	100.0
	Total	609	100.0	100.0	

Which of the following websites have you visited in the past 12 months? County Of El Paso

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	80	13.1	13.1	13.1
	No	529	86.9	86.9	100.0
	Total	609	100.0	100.0	

Which of the following websites have you visited in the past 12 months? RoadRunner

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	103	16.9	16.9	16.9
	No	506	83.1	83.1	100.0
	Total	609	100.0	100.0	

**Which of the following websites have you visited in the past 12 months?
Institute for Policy and Economic Development (IPED)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	21	3.4	3.4	3.4
	No	588	96.6	96.6	100.0
	Total	609	100.0	100.0	

Which of the following websites have you visited in the past 12 months? StantonStreet.com

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	43	7.1	7.1	7.1
	No	566	92.9	92.9	100.0
	Total	609	100.0	100.0	

Which of the following websites have you visited in the past 12 months? El Paso Times

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	176	28.9	28.9	28.9
	No	433	71.1	71.1	100.0
	Total	609	100.0	100.0	

Which of the following websites have you visited in the past 12 months? UTEP

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	137	22.5	22.5	22.5
	No	472	77.5	77.5	100.0
	Total	609	100.0	100.0	

Which of the following websites have you visited in the past 12 months? El Paso ISD

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	57	9.4	9.4	9.4
	No	552	90.6	90.6	100.0
	Total	609	100.0	100.0	

Which of the following websites have you visited in the past 12 months? Ysleta ISD

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	47	7.7	7.7	7.7
	No	562	92.3	92.3	100.0
	Total	609	100.0	100.0	

Which of the following websites have you visited in the past 12 months? Socorro ISD

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	45	7.4	7.4	7.4
	No	564	92.6	92.6	100.0
	Total	609	100.0	100.0	

Which of the following websites have you visited in the past 12 months? Utilities (water, electric, gas)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	46	7.6	7.6	7.6
	No	563	92.4	92.4	100.0
	Total	609	100.0	100.0	

How frequently do you visit any of the above websites? City of El Paso

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	10	1.6	1.6	1.6
	Weekly	42	6.9	6.9	8.5
	Monthly	44	7.2	7.2	15.8
	Several times per year	29	4.8	4.8	20.5
	Don't know/Use	484	79.5	79.5	100.0
	Total	609	100.0	100.0	

How frequently do you visit any of the above websites? County of El Paso

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	3	.5	.5	.5
	Weekly	29	4.8	4.8	5.3
	Monthly	18	3.0	3.0	8.2
	Several times per year	19	3.1	3.1	11.3
	Don't know/Use	540	88.7	88.7	100.0
	Total	609	100.0	100.0	

How frequently do you visit any of the above websites? RoadRunner

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	28	4.6	4.6	4.6
	Weekly	22	3.6	3.6	8.2
	Monthly	16	2.6	2.6	10.8
	Several times per year	8	1.3	1.3	12.2
	Don't know/Use	535	87.8	87.8	100.0
	Total	609	100.0	100.0	

How frequently do you visit any of the above websites? Institute for Policy and Economic Development (IPED)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	2	.3	.3	.3
	Weekly	2	.3	.3	.7
	Monthly	5	.8	.8	1.5
	Several times per year	3	.5	.5	2.0
	Don't know/Use	597	98.0	98.0	100.0
	Total	609	100.0	100.0	

How frequently do you visit any of the above websites? StantonStreet.com

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	2	.3	.3	.3
	Weekly	10	1.6	1.6	2.0
	Monthly	8	1.3	1.3	3.3
	Several times per year	10	1.6	1.6	4.9
	Don't know/Use	579	95.1	95.1	100.0
	Total	609	100.0	100.0	

How frequently do you visit any of the above websites? El Paso Times

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	29	4.8	4.8	4.8
	Weekly	62	10.2	10.2	14.9
	Monthly	35	5.7	5.7	20.7
	Several times per year	12	2.0	2.0	22.7
	Don't know/Use	471	77.3	77.3	100.0
	Total	609	100.0	100.0	

How frequently do you visit any of the above websites? UTEP

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	26	4.3	4.3	4.3
	Weekly	30	4.9	4.9	9.2
	Monthly	23	3.8	3.8	13.0
	Several times per year	18	3.0	3.0	15.9
	Don't know/Use	512	84.1	84.1	100.0
	Total	609	100.0	100.0	

How frequently do you visit any of the above websites? El Paso ISD

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	3	.5	.5	.5
	Weekly	16	2.6	2.6	3.1
	Monthly	14	2.3	2.3	5.4
	Several times per year	9	1.5	1.5	6.9
	Don't know/Use	567	93.1	93.1	100.0
	Total	609	100.0	100.0	

How frequently do you visit any of the above websites? Ysleta ISD

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	6	1.0	1.0	1.0
	Weekly	16	2.6	2.6	3.6
	Monthly	14	2.3	2.3	5.9
	Several times per year	9	1.5	1.5	7.4
	Don't know/Use	564	92.6	92.6	100.0
	Total	609	100.0	100.0	

How frequently do you visit any of the above websites? Socorro ISD

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	5	.8	.8	.8
	Weekly	17	2.8	2.8	3.6
	Monthly	10	1.6	1.6	5.3
	Several times per year	4	.7	.7	5.9
	Don't know/Use	573	94.1	94.1	100.0
	Total	609	100.0	100.0	

How frequently do you visit any of the above websites? Utilities (water, electric, gas)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	2	.3	.3	.3
	Weekly	6	1.0	1.0	1.3
	Monthly	21	3.4	3.4	4.8
	Several times per year	6	1.0	1.0	5.7
	Don't know/Use	574	94.3	94.3	100.0
	Total	609	100.0	100.0	

Have you accessed any of the following on a local website? Event calendars

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	94	15.4	15.4	15.4
	No	515	84.6	84.6	100.0
	Total	609	100.0	100.0	

Have you accessed any of the following on a local website? Parks & recreation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	77	12.6	12.6	12.6
	No	532	87.4	87.4	100.0
	Total	609	100.0	100.0	

Have you accessed any of the following on a local website? Job opportunities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	134	22.0	22.0	22.0
	No	475	78.0	78.0	100.0
	Total	609	100.0	100.0	

Have you accessed any of the following on a local website? Library information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	90	14.8	14.8	14.8
	No	519	85.2	85.2	100.0
	Total	609	100.0	100.0	

Have you accessed any of the following on a local website? Small business information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	62	10.2	10.2	10.2
	No	547	89.8	89.8	100.0
	Total	609	100.0	100.0	

Have you accessed any of the following on a local website? Email to City officials

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	31	5.1	5.1	5.1
	No	578	94.9	94.9	100.0
	Total	609	100.0	100.0	

Have you accessed any of the following on a local website? Crime statistics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	48	7.9	7.9	7.9
	No	561	92.1	92.1	100.0
	Total	609	100.0	100.0	

Have you accessed any of the following on a local website? Public documents

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	76	12.5	12.5	12.5
	No	533	87.5	87.5	100.0
	Total	609	100.0	100.0	

Have you accessed any of the following on a local website? Building forms

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	26	4.3	4.3	4.3
	No	583	95.7	95.7	100.0
	Total	609	100.0	100.0	

Have you accessed any of the following on a local website? Water conservation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	47	7.7	7.7	7.7
	No	562	92.3	92.3	100.0
	Total	609	100.0	100.0	

Have you accessed any of the following on a local website? City budget information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	22	3.6	3.6	3.6
	No	587	96.4	96.4	100.0
	Total	609	100.0	100.0	

Have you accessed any of the following on a local website? County budget information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	16	2.6	2.6	2.6
	No	593	97.4	97.4	100.0
	Total	609	100.0	100.0	

Have you accessed any of the following on a local website? School district budget information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	31	5.1	5.1	5.1
	No	578	94.9	94.9	100.0
	Total	609	100.0	100.0	

Have you accessed any of the following on a local website? Volunteer information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	39	6.4	6.4	6.4
	No	570	93.6	93.6	100.0
	Total	609	100.0	100.0	

Have you accessed any of the following on a local website? Trash or recycling information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	32	5.3	5.3	5.3
	No	577	94.7	94.7	100.0
	Total	609	100.0	100.0	

Have you accessed any of the following on a local website? Street service information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	25	4.1	4.1	4.1
	No	584	95.9	95.9	100.0
	Total	609	100.0	100.0	

Have you accessed any of the following on a local website? Bids, RFPs & contracts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	8	1.3	1.3	1.3
	No	601	98.7	98.7	100.0
	Total	609	100.0	100.0	

Have you accessed any of the following on a local website? Research reports

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	74	12.2	12.2	12.2
	No	535	87.8	87.8	100.0
	Total	609	100.0	100.0	

Have you accessed any of the following on a local website? Census data

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	37	6.1	6.1	6.1
	No	572	93.9	93.9	100.0
	Total	609	100.0	100.0	

How useful would the following City/County service be if placed online? Request City/County services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all useful	51	8.4	15.2	15.2
	Not very useful	38	6.2	11.3	26.6
	Neutral	86	14.1	25.7	52.2
	Useful	61	10.0	18.2	70.4
	Very useful	99	16.3	29.6	100.0
	Total	335	55.0	100.0	
Missing	System	274	45.0		
Total		609	100.0		

How useful would the following City/County service be if placed online? Access to other government agency information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all useful	59	9.7	17.8	17.8
	Not very useful	24	3.9	7.3	25.1
	Neutral	79	13.0	23.9	48.9
	Useful	59	9.7	17.8	66.8
	Very useful	110	18.1	33.2	100.0
	Total	331	54.4	100.0	
Missing	System	278	45.6		
Total		609	100.0		

How useful would the following City/County service be if placed online? Pay bills, fines, or taxes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all useful	64	10.5	19.3	19.3
	Not very useful	36	5.9	10.9	30.2
	Neutral	37	6.1	11.2	41.4
	Useful	50	8.2	15.1	56.5
	Very useful	144	23.6	43.5	100.0
	Total	331	54.4	100.0	
Missing	System	278	45.6		
Total		609	100.0		

How useful would the following City/County service be if placed online? Obtain police permits

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all useful	83	13.6	25.9	25.9
	Not very useful	45	7.4	14.0	39.9
	Neutral	75	12.3	23.4	63.2
	Useful	47	7.7	14.6	77.9
	Very useful	71	11.7	22.1	100.0
	Total	321	52.7	100.0	
Missing	System	288	47.3		
Total		609	100.0		

How useful would the following City/County service be if placed online? Apply for building permits and inspections

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all useful	84	13.8	26.9	26.9
	Not very useful	32	5.3	10.3	37.2
	Neutral	73	12.0	23.4	60.6
	Useful	46	7.6	14.7	75.3
	Very useful	77	12.6	24.7	100.0
	Total	312	51.2	100.0	
Missing	System	297	48.8		
Total		609	100.0		

How useful would the following City/County service be if placed online? Obtain fishing permits and boat reservations

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all useful	105	17.2	33.9	33.9
	Not very useful	33	5.4	10.6	44.5
	Neutral	70	11.5	22.6	67.1
	Useful	32	5.3	10.3	77.4
	Very useful	70	11.5	22.6	100.0
	Total	310	50.9	100.0	
Missing	System	299	49.1		
Total		609	100.0		

How useful would the following City/County service be if placed online? Vehicle registration

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all useful	49	8.0	15.3	15.3
	Not very useful	12	2.0	3.8	19.1
	Neutral	41	6.7	12.8	31.9
	Useful	53	8.7	16.6	48.4
	Very useful	165	27.1	51.6	100.0
	Total	320	52.5	100.0	
Missing	System	289	47.5		
Total		609	100.0		

How useful would the following public participation service be if placed online? Submit reports or complaints

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all useful	48	7.9	15.2	15.2
	Not very useful	18	3.0	5.7	20.9
	Neutral	55	9.0	17.4	38.3
	Useful	69	11.3	21.8	60.1
	Very useful	126	20.7	39.9	100.0
	Total	316	51.9	100.0	
Missing	System	293	48.1		
Total		609	100.0		

How useful would the following public participation service be if placed online? Vote online

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all useful	65	10.7	20.7	20.7
	Not very useful	19	3.1	6.1	26.8
	Neutral	31	5.1	9.9	36.6
	Useful	49	8.0	15.6	52.2
	Very useful	150	24.6	47.8	100.0
	Total	314	51.6	100.0	
Missing	System	295	48.4		
Total		609	100.0		

How useful would the following public participation service be if placed online? Receive email alerts for specified areas of interest

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all useful	40	6.6	12.5	12.5
	Not very useful	21	3.4	6.6	19.1
	Neutral	70	11.5	21.9	40.9
	Useful	62	10.2	19.4	60.3
	Very useful	127	20.9	39.7	100.0
	Total	320	52.5	100.0	
Missing	System	289	47.5		
Total		609	100.0		

How useful would the following public participation service be if placed online? Participate in online polls on public policy issues

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all useful	56	9.2	18.2	18.2
	Not very useful	28	4.6	9.1	27.3
	Neutral	82	13.5	26.6	53.9
	Useful	65	10.7	21.1	75.0
	Very useful	77	12.6	25.0	100.0
	Total	308	50.6	100.0	
Missing	System	301	49.4		
Total		609	100.0		

How useful would the following public participation service be if placed online?
Comment on proposed City/County budgets

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all useful	61	10.0	20.1	20.1
	Not very useful	24	3.9	7.9	28.1
	Neutral	83	13.6	27.4	55.4
	Useful	52	8.5	17.2	72.6
	Very useful	83	13.6	27.4	100.0
	Total	303	49.8	100.0	
Missing	System	306	50.2		
Total		609	100.0		

How useful would the following public participation service be if placed online?
Access staff committee reports and Council agendas

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all useful	62	10.2	20.8	20.8
	Not very useful	33	5.4	11.1	31.9
	Neutral	91	14.9	30.5	62.4
	Useful	41	6.7	13.8	76.2
	Very useful	71	11.7	23.8	100.0
	Total	298	48.9	100.0	
Missing	System	311	51.1		
Total		609	100.0		

How useful would the following public participation service be if placed online?
Join online chat sessions with government officials

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all useful	88	14.4	29.8	29.8
	Not very useful	34	5.6	11.5	41.4
	Neutral	71	11.7	24.1	65.4
	Useful	36	5.9	12.2	77.6
	Very useful	66	10.8	22.4	100.0
	Total	295	48.4	100.0	
Missing	System	314	51.6		
Total		609	100.0		

How useful would the following public participation service be if placed online?
Hear audio of current and past Council/Commissioner's Court meetings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all useful	86	14.1	29.7	29.7
	Not very useful	36	5.9	12.4	42.1
	Neutral	79	13.0	27.2	69.3
	Useful	40	6.6	13.8	83.1
	Very useful	49	8.0	16.9	100.0
	Total	290	47.6	100.0	
Missing	System	319	52.4		
Total		609	100.0		

Do you anticipate using the Internet more or less in the future?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More	511	83.9	83.9	83.9
	Less	98	16.1	16.1	100.0
	Total	609	100.0	100.0	

Do you believe that schools will have greater need for computers and Internet access in the future?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	589	96.7	96.7	96.7
	No	20	3.3	3.3	100.0
	Total	609	100.0	100.0	

How long have you lived in El Paso?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 1 year	15	2.5	2.5	2.5
	1 to 2 years	34	5.6	5.6	8.0
	3 to 5 years	55	9.0	9.0	17.1
	6 to 10 years	64	10.5	10.5	27.6
	11 to 15 years	84	13.8	13.8	41.4
	16 years or longer	357	58.6	58.6	100.0
	Total	609	100.0	100.0	

Do you rent or own your home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Rent	205	33.7	33.7	33.7
	Own	404	66.3	66.3	100.0
	Total	609	100.0	100.0	

How would you classify your occupation?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Scientific/Technical	24	3.9	3.9	3.9
	Agriculture/Forestry/Fishing	4	.7	.7	4.6
	Professional/Managerial	107	17.6	17.6	22.2
	Manufacturing/Processing	31	5.1	5.1	27.3
	Sales	24	3.9	3.9	31.2
	Construction	5	.8	.8	32.0
	Clerical/Bookkeeping	14	2.3	2.3	34.3
	Transportation	7	1.1	1.1	35.5
	Service	91	14.9	14.9	50.4
	Military	9	1.5	1.5	51.9
	Homemaker	136	22.3	22.3	74.2
	Retired	105	17.2	17.2	91.5
	Student	52	8.5	8.5	100.0
	Total	609	100.0	100.0	

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	372	61.1	61.1	61.1
	Male	237	38.9	38.9	100.0
	Total	609	100.0	100.0	

For statistical purposes only, what is your total household income?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	$20K or less	295	48.4	48.4	48.4
	$20K to $40K	151	24.8	24.8	73.2
	$40K to $60K	81	13.3	13.3	86.5
	$60K to $80K	52	8.5	8.5	95.1
	$80K to $100K	20	3.3	3.3	98.4
	$100K+	10	1.6	1.6	100.0
	Total	609	100.0	100.0	

What is the last grade or level you completed in school?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than H.S.	113	18.6	18.6	18.6
	H.S. Graduate	173	28.4	28.4	47.0
	Some College	173	28.4	28.4	75.4
	College Graduate	100	16.4	16.4	91.8
	Graduate Degree	50	8.2	8.2	100.0
	Total	609	100.0	100.0	

Which of the following categories includes your age?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-25	80	13.1	13.1	13.1
	26-39	204	33.5	33.5	46.6
	40-49	132	21.7	21.7	68.3
	50-59	93	15.3	15.3	83.6
	60+	100	16.4	16.4	100.0
	Total	609	100.0	100.0	

What ethnic group do you consider yourself a part of or fall closest to?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Caucasian	114	18.7	18.7	18.7
	Latino(a)/Hispanic	447	73.4	73.4	92.1
	Other	48	7.9	7.9	100.0
	Total	609	100.0	100.0	