

Help bridge the digital divide by completing a survey

Written by

Monday, 07 January 2013 09:40

In January, the City of Minneapolis will survey city residents to get their perspectives about how they use computers, mobile devices and the Internet to better their daily lives. About 12,400 households will receive the survey in the mail from National Research Center, Inc., an independent research firm that will conduct the survey. Households contacted to complete the survey will be selected randomly throughout the entire city, with the goal of reaching a diverse cross-section of Minneapolis residents.

The City is surveying residents in 2013 to see how the state of the digital divide in Minneapolis has changed since 2012. The digital divide is the gap between individuals and groups in their access to information and communication technologies, and their use and knowledge of these technologies.

Results from the 2012 survey showed that while 82 percent of City households have computers with Internet access, only 57 percent of Phillips residents and 65 percent of Near North residents have Internet access at home. The survey also showed that residents aged 55 and older and those with incomes under \$50,000 per year are the least likely users of technology.

Surveys will be mailed out beginning Monday, Jan. 7. If you receive a survey in the mail, please take a few minutes to complete the survey and mail it back in the envelope provided. The City of Minneapolis will use the results to better understand technology use in the city and to help guide the City's efforts in closing the digital divide.

Residents who wish to complete their survey in Spanish, Somali or Hmong will see an instruction in their language on the postcard and cover letter letting them know how to request a survey in their language. People can request the survey in additional languages by calling 311 or 612-673-3000.

The [entire report](#) from the 2012 survey is on the City's website. Folks are also able to use an interactive map to compare neighborhood data to city-wide data.