

# COMMUNITY DEVELOPMENT TOOLBOX

## Telecommunications Readiness Index (TRI)

Why is it important that your community assess telecommunications readiness?

Record your score each time you update the TRI.

<b><i>TRI History</i></b>		
<b>Date</b>	<b>TRI Score</b>	<b>Change</b>
Baseline		
Phase I		
Phase II		
Phase III		
Phase IV		

What is the approximate population of the community where you live?

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If you live in a rural area, what is the approximate population of the county where you live?

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1. Does your community have a web site?  
Yes  No  Don't Know   
↳ How Many? \_\_\_\_\_
2. Our community has one or more local web sites that promote local activities and bring people together over a common interest.  
Yes  No  Don't Know
3. If your community has a web site, what sectors of the community are represented?

City Government .....	<input type="radio"/>	Schools .....	<input type="radio"/>
Libraries .....	<input type="radio"/>	Businesses.....	<input type="radio"/>
Economic Development .....	<input type="radio"/>	Civic Organizations .....	<input type="radio"/>
Service Organizations.....	<input type="radio"/>	Health Care .....	<input type="radio"/>
Transportation .....	<input type="radio"/>	Tourism .....	<input type="radio"/>
Utilities .....	<input type="radio"/>	Entertainment.....	<input type="radio"/>
Other _____ ....	<input type="radio"/>	Other _____ .....	<input type="radio"/>
4. Many local leaders understand the importance of investing in telecommunications infrastructure in our community.  
Yes  No  Don't Know
5. Local government and industry are working together to develop a strategy to address technology needs.  
Yes  No  Don't Know
6. Our community technology committee has **identified** outside funding opportunities for future telecommunications development?  
Yes  No  Don't Know
7. Our community technology committee has **applied** to federal, state and private funding sources for future telecommunications development?  
Yes  No  Don't Know
8. Our community has developed an ongoing technology plan with goals and a timetable endorsed by various community sectors – government, business, industry, schools, libraries, hospitals, etc.  
Yes  No  Don't Know
9. Does the community comprehensive land use plan include documentation about telecommunications networking?  
Yes  No  Don't Know
10. Is the approval process for allocating public-right-of-way “friendly” to telecommunications providers?  
Yes  No  Don't Know

11. Our community has collected data to inventory current and potential demand for telecommunications (email and Internet access) within the past two years.

Yes  No  Don't Know

12. Are the following organizations in your community online? Put a check next to the organization that has access to the Internet. If you don't know whether they have access, check next to Don't Know.

- School District.....  Don't Know
- Library .....  Don't Know
- Local Government.....  Don't Know
- Chamber of Commerce.....  Don't Know
- Local Economic Development Org ....  Don't Know
- Tourism Bureau.....  Don't Know
- Hospitals .....  Don't Know
- Other Health Care Providers .....  Don't Know
- Local Retailers.....  Don't Know
- Local Professional Offices .....  Don't Know
- Local Real Estate Offices .....  Don't Know
- Banks .....  Don't Know
- Other \_\_\_\_\_  Don't Know
- Other \_\_\_\_\_  Don't Know

13. To what extent are the following organizations in your community using telecommunications technologies (Internet, email, internal networks, etc.)?

<b>Organization</b>	<b>Always</b>	<b>Often</b>	<b>Sometimes</b>	<b>Seldom</b>	<b>Never</b>	<b>Don't know</b>
School District	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local Government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chamber of Commerce	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local Economic Development Organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hospitals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Health Care Providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Downtown businesses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other businesses in the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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14. In your community, approximately what percent of households use email?  
Approximately \_\_\_\_\_ percent      Don't Know
15. In your community, approximately what percent of businesses use electronic mail?  
Approximately \_\_\_\_\_ percent      Don't Know
16. Are at least 80% of the schools in your community connected to the Internet?  
Yes       No       Don't Know
17. Are at least 50% of the classrooms connected to the Internet?  
Yes       No       Don't Know
18. Are at least 75% of the classrooms connected to the Internet?  
Yes       No       Don't Know
19. Is technology integrated throughout the k-12 curriculum in your community?  
Yes       No       Don't Know
20. To attract new businesses does the community have a web site that provides the any of the following information?
- |   | Yes                   | No                    | Don't Know            |
|---|-----------------------|-----------------------|-----------------------|
| Map of available sites and facilities                         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Description of telecommunications infrastructure and services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Description of utility services                               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Workforce statistics  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Educational institutions                                      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Training programs   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Housing information   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Local contact information                                     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
21. In our community, the Internet is used to attract new workers and businesses as part of a wider economic development strategy.  
Yes       No       Don't Know

22. Are there businesses in your community that market products or services on the Internet?

Yes  No  Don't Know

↳ Approximately how many? \_\_\_\_\_

↳ Approximately what proportion of the total number of businesses market on the Internet?

Select one. None  Some  Few  Many  Most

23. Does your local government office have any of the following calendars, schedules and or directories available online?

Calendar of events.....

City official and staff telephone directory online .....

City official and staff email directory online .....

Recycling/utilities schedule .....

Recreation schedule .....

Information for newcomers and visitors .....

Other .....

24. To what extent are your local government offices online? (Choose the one statement that best describes the level of Internet access for local government in your community.)

Very few government resources are available online. ....

Some departments have materials on the web and provide some online information such as hours of operation, their mission, etc. ....

Some department offices provide resources online, such as downloadable forms. ....

Most departments have websites but do not allow transactions such as applying for permits or paying fines .....

Some department offices have interactive websites that allow residents to conduct transactions (apply for permits, pay fines, etc.) online. ....

Most department offices are online and allow residents to conduct most transactions online. ....

25. Do local government officials collaborate with private telecommunications providers to bring, or continue to improve, telecommunications technologies in the community?

Yes  No  Don't Know

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26. Are many health care and medical service providers using email and websites to communicate with patients?  
 Yes  No  Don't Know

27. Which of the following telemedicine services are available at your local hospital? If your community does not have a hospital, skip to the next question. If you don't know whether the hospital offers these services, check next to *Don't Know*.

- Electronic forwarding of test results .....  Don't Know
- Electronic transmittal of x-rays and photos .....  Don't Know
- Electronic transmittal of Catscans and MRIs ....  Don't Know
- Video Conferencing facility .....  Don't Know
- Electronic sharing of records.....  Don't Know
- Other \_\_\_\_\_  Don't Know
- Other \_\_\_\_\_  Don't Know

28. Are there locally available Internet training or computer applications classes?  
 Yes  No  Don't Know

**Where?**

- Local library .....
- Public schools.....
- Community Colleges .....
- University of Illinois Extension Office .....
- Local government offices .....
- Other \_\_\_\_\_

29. Are there public access points to access the Internet at no charge, in your community?  
 Yes  No  Don't Know

30. Where are these public access points and how far are they from the majority of people living in your community?

Location in the community	Less than 15 minutes way	15 to 30 minutes	30 minutes to 1 hour	More than 1 hour	Don't Know
Local library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public schools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Colleges	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Extension Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local government offices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

31. Do local households and businesses in your community have options for selecting Internet services?

Yes  No  Don't Know

32. What type of telecommunications services are offered in your community. Check next to the type of infrastructure and/or services currently available. If there is more than one provider of services, insert the number in the blank. If you don't know whether a certain service exists, check next to *Don't Know*.

- |   |  |
|---|--|
| Touch tone telephone service... <input type="radio"/>   | Don't Know <input type="radio"/>                 |
| Voice mail/call waiting service.. <input type="radio"/> | Don't Know <input type="radio"/>                 |
| Wireless Internet access ..... <input type="radio"/>    | Don't Know <input type="radio"/>                 |
| Cable modem Internet access .. <input type="radio"/>    | Don't Know <input type="radio"/>                 |
| Frame relay data transmission . <input type="radio"/>   | Don't Know <input type="radio"/>                 |
| One-way video conferencing .... <input type="radio"/>   | Don't Know <input type="radio"/>                 |
| Two-way video conferencing .... <input type="radio"/>   | Don't Know <input type="radio"/>                 |
| Internet Service Provider(s) .... <input type="radio"/> | How many _____? Don't Know <input type="radio"/> |
| Broadband Internet services .... <input type="radio"/>  | How many _____? Don't Know <input type="radio"/> |
| Cable Television Provider ..... <input type="radio"/>   | How many _____? Don't Know <input type="radio"/> |

33. How reliable is Internet access in your community? (*Choose one*)

Not at all reliable, sometimes residents cannot get a dial-up connection and local web sites are not always reached.....

The infrastructure is adequate, few connections fail and local web addresses can be usually reached.....

Excellent infrastructure, we have room to grow.....

I'm not sure .....

34. How would you describe the overall quality of services offered by local Internet providers?

Poor, there is a long waiting period for connectivity, and the provider does not address service problems on a timely basis (poor customer service). .....

Moderate, 1 week waiting period for connectivity, problems are resolved in a reasonable timeframe. ....

Good, provider responds promptly.....

I'm not sure .....

35. Does fiber optic cable reach the majority of households in the community?

Yes  No  Don't Know

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36. Does fiber optic cable reach the majority of businesses in the community?

Yes  No  Don't Know

37. Are broadband services available in your community at a competitive price?

Yes  No  Don't Know

38. Have telephone service providers in your community invested in wireless technology to bring Internet access?

Yes  No  Don't Know

39. Have cellular and paging companies located cellular towers in your community?

Yes  No  Don't Know

40. Does the community comprehensive land use plan include zoning regulations for locating cellular towers?

Yes  No  Don't Know

41. Are there community-approved guidelines for reviewing new local construction projects for opportunities to extend networking infrastructure? (For example, laying of fiber optic cable, zoning for home based business, right-of-way availability to telecommunications providers, etc.).

Yes  No  Don't Know

### Total Score

(Go online to calculate your community score.)

50

250-350

500

Low

Moderate

High

## What's Next?

Online Strategic Planning

[www.communitydevelopment.uiuc.edu/cdo](http://www.communitydevelopment.uiuc.edu/cdo)

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