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.

<table>
<thead>
<tr>
<th>TRI History</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
</tr>
<tr>
<td>Baseline</td>
</tr>
<tr>
<td>Phase I</td>
</tr>
<tr>
<td>Phase II</td>
</tr>
<tr>
<td>Phase III</td>
</tr>
<tr>
<td>Phase IV</td>
</tr>
</tbody>
</table>

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

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

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 ................... ☐ Schools ......................... ☐
   Libraries ............................ ☐ Businesses ..................... ☐
   Economic Development .......... ☐ Civic Organizations .......... ☐
   Service Organizations.......... ☐ Health Care ..................... ☐
   Transportation ...................... ☐ Tourism ......................... ☐
   Utilities ............................. ☐ Entertainment ..................... ☐
   Other ___________________________ .... ☐ Other ___________________________ ..... ☐

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 Organization ....... ☐    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.)?

<table>
<thead>
<tr>
<th>Organization</th>
<th>Always</th>
<th>Often</th>
<th>Sometimes</th>
<th>Seldom</th>
<th>Never</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>School District</td>
<td></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Library</td>
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<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>Local Government</td>
<td></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>Chamber of Commerce</td>
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<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Local Economic Development Organization</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>Hospitals</td>
<td></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Other Health Care Providers</td>
<td></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Local Retailers</td>
<td></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Other Professional Offices</td>
<td></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Local Real Estate Offices</td>
<td></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Downtown businesses</td>
<td></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Other businesses in the community</td>
<td></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
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?  

<table>
<thead>
<tr>
<th>Map of available sites and facilities</th>
<th>Yes</th>
<th>No</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description of telecommunications infrastructure and services</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Description of utility services</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Workforce statistics</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Educational institutions</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Training programs</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Housing information</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Local contact information</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

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 ☐
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?

<table>
<thead>
<tr>
<th>Location in the community</th>
<th>Less than 15 minutes way</th>
<th>15 to 30 minutes</th>
<th>30 minutes to 1 hour</th>
<th>More than 1 hour</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local library</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Public schools</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Community Colleges</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Extension Office</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
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</tr>
<tr>
<td>Local government offices</td>
<td>○</td>
<td>○</td>
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<td>○</td>
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<tr>
<td>Other</td>
<td>○</td>
<td>○</td>
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<td>○</td>
<td>○</td>
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</tbody>
</table>
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... ☐  - Don’t Know ☐
   - Voice mail/call waiting service.. ☐  - Don’t Know ☐
   - Wireless Internet access .......... ☐  - Don’t Know ☐
   - Cable modem Internet access.. ☐  - Don’t Know ☐
   - Frame relay data transmission . ☐  - Don’t Know ☐
   - One-way video conferencing.... ☐  - Don’t Know ☐
   - Two-way video conferencing.... ☐  - Don’t Know ☐
   - Internet Service Provider(s) .... ☐  - How many _____? Don’t Know ☐
   - Broadband Internet services.... ☐  - How many _____? Don’t Know ☐
   - Cable Television Provider ........ ☐  - How many _____? Don’t Know ☐

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 ☐
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