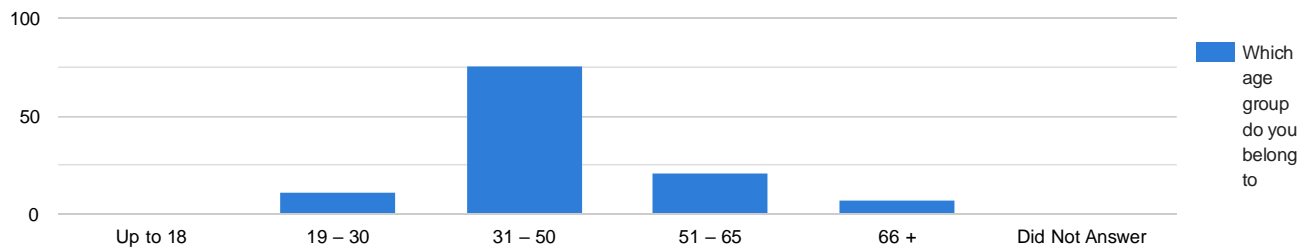# Appendix A1

Kildare Citizen Digital Survey

115 Valid Responses

1. Where do you live?

Allenwood (2)
Athy (2)
Castledermot (2)
Celbridge (11)
Clane (4)
Crookstown (3)
Derriturn (3)
Kilcock (3)
Kilcullen (4)
Kildare town (14)
Monasterevin (7)
Naas (13)
Newbridge (20)
Prosperous (2)
Rathangan (4)
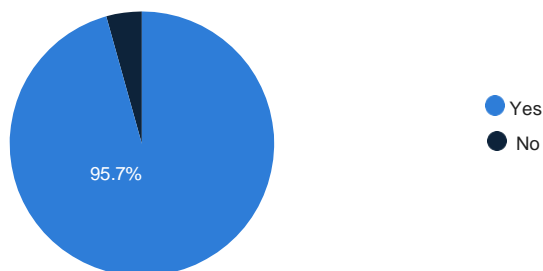Sallins (2)
Other locations (19)

Number of responses:

115

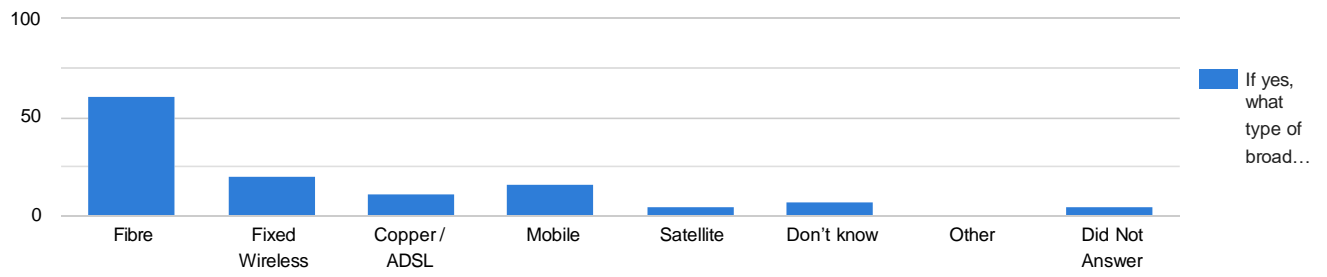# Which age group do you belong to

Number of responses: 115

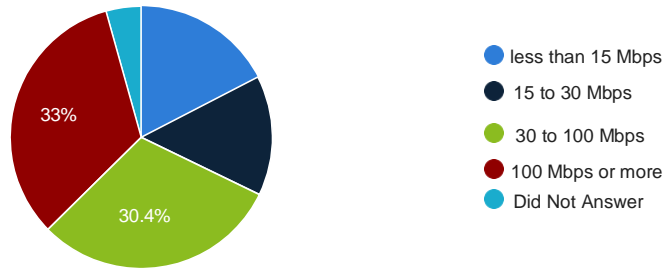# Do you have a broadband connection at home?

Number of responses: 115

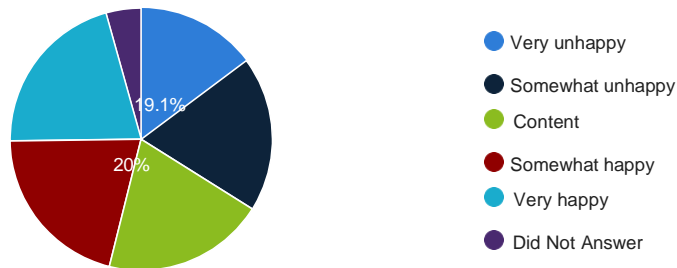# If yes, what type of broadband internet connection do you have?

Number of responses: 125

What download speed do you achieve at home?

- ● less than 15 Mbps
- ● 15 to 30 Mbps
- ● 30 to 100 Mbps
- ● 100 Mbps or more
- ● Did Not Answer

33%

30.4%

Number of responses: 115

How do you feel about your current broadband service?

- ● Very unhappy
- ● Somewhat unhappy
- ● Content
- ● Somewhat happy
- ● Very happy
- ● Did Not Answer

19.1%

20%

Number of responses: 115

What type of digital technology do you use most often?
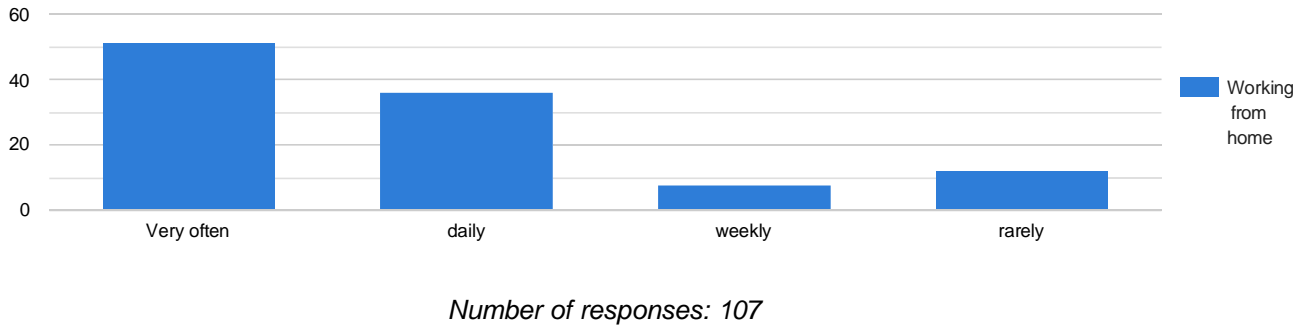
- ■ What type of digital techn…
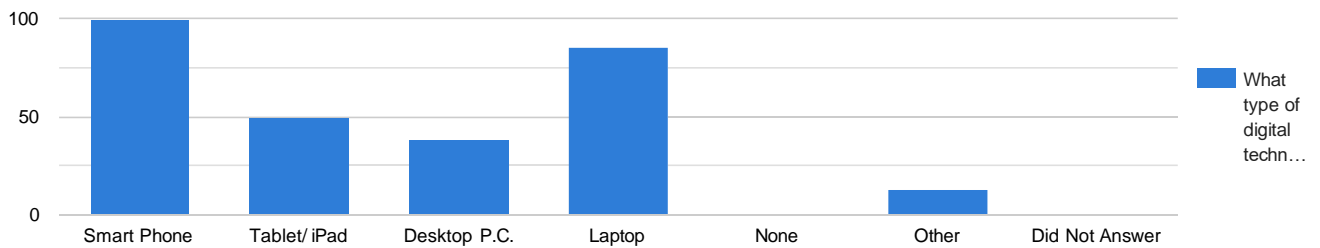
Number of responses: 285

Please specify below (Other devices not listed above)

- Smart TV, Smart Devices
- Video game console
- Streaming device w/projector, Digital "assistant" device
- Smart tv
- Other devices that require internet like smart tv, home security
- Smart devices for lights
- Smart tv
- Game console
- Smart Home / IoT
- Xbox
- Smart Tv, Smart Watch and Smart Home
- Smart watches
- Smart Tv

Number of responses: 13
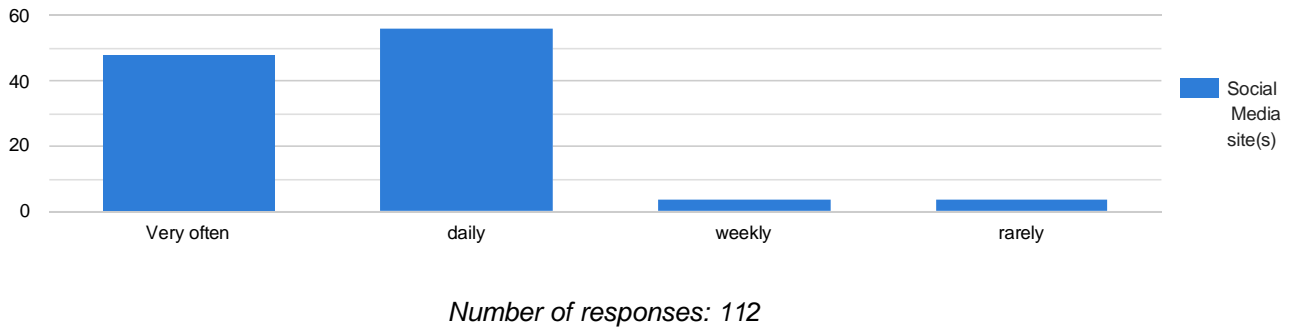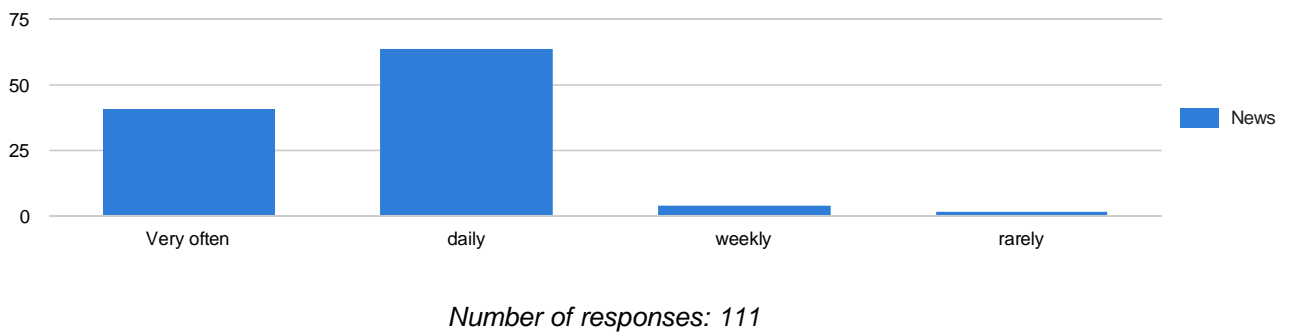
What do you use the internet for and how often?
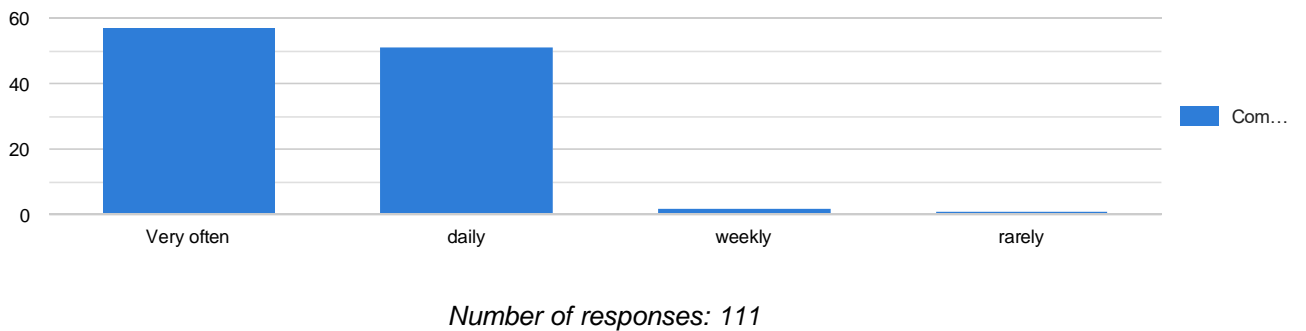
Working from home

Number of responses: 107

Social Media site(s)

Number of responses: 112

News

Number of responses: 111

Communication

Number of responses: 111

Shopping (online)

Number of responses: 111
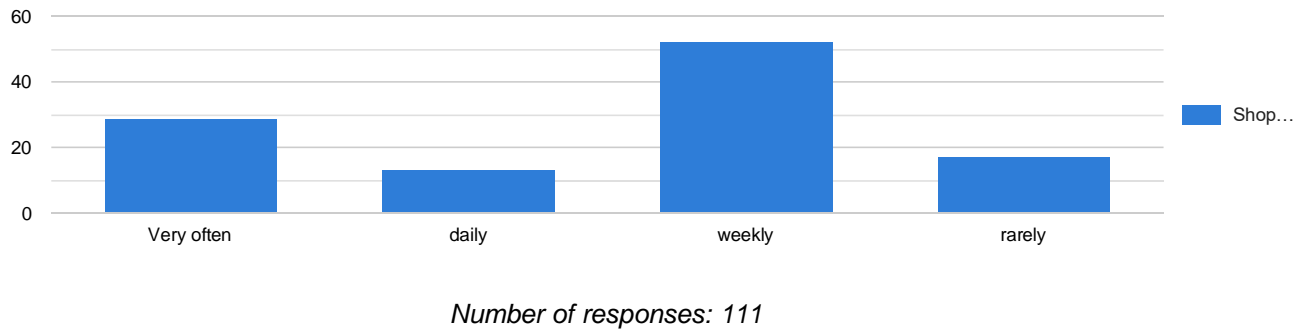
Learning/ Education

Number of responses: 110
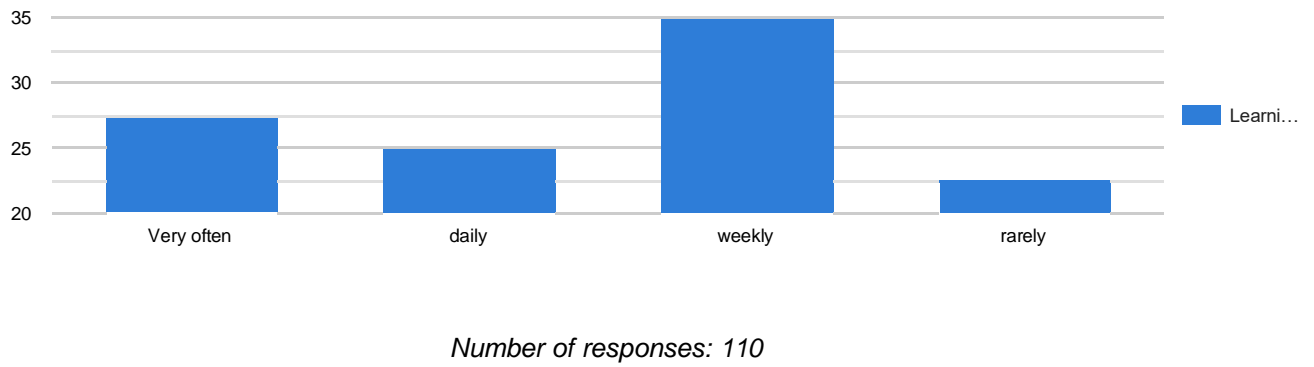
Entertainment / Streaming

Number of responses: 109
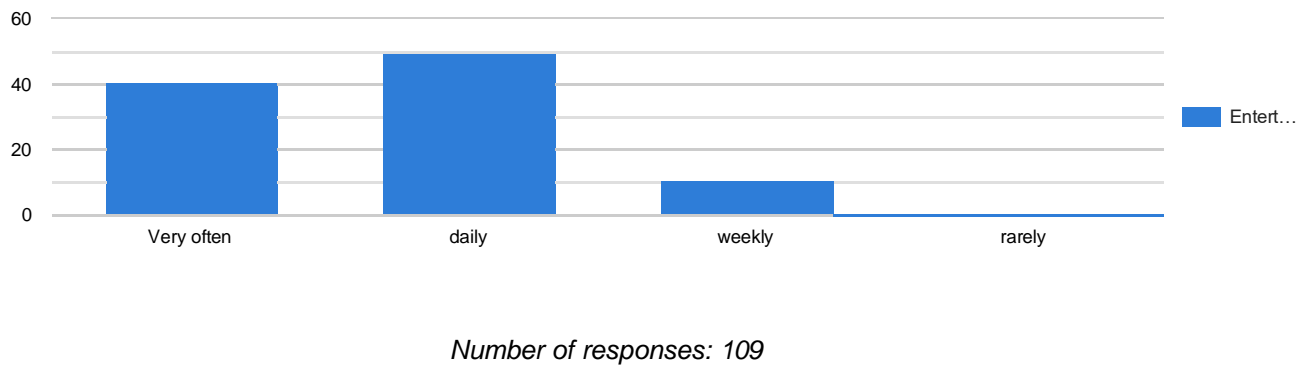
Government / Council Service

Number of responses: 107
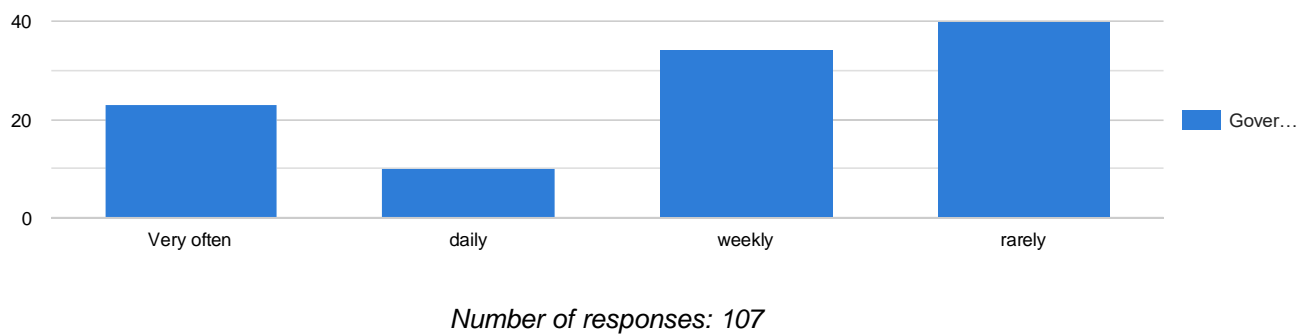
Financial Service

Number of responses: 111
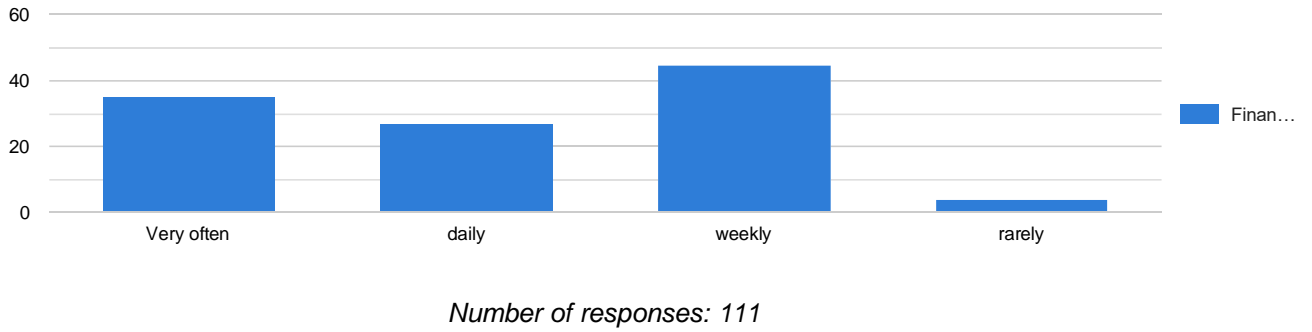
Healthcare/ personal care

Number of responses: 109
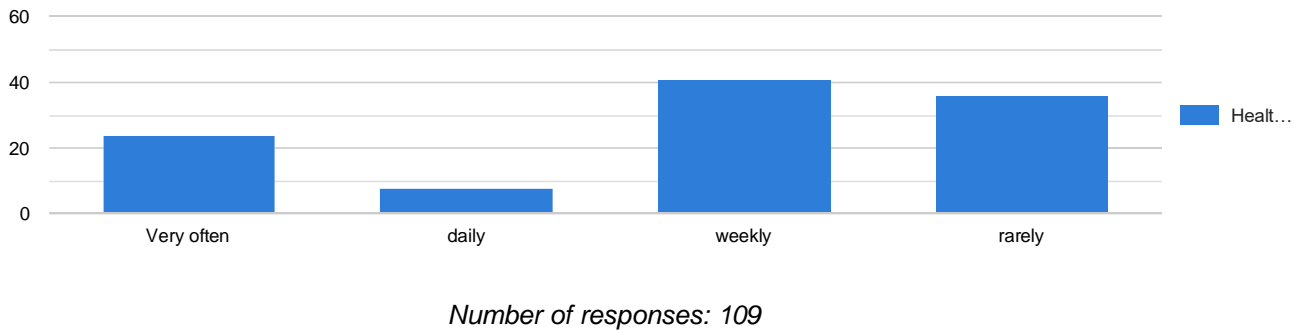
Internet use

Where would you most likely use free public WiFi? (in a Public Space)

Number of responses: 115
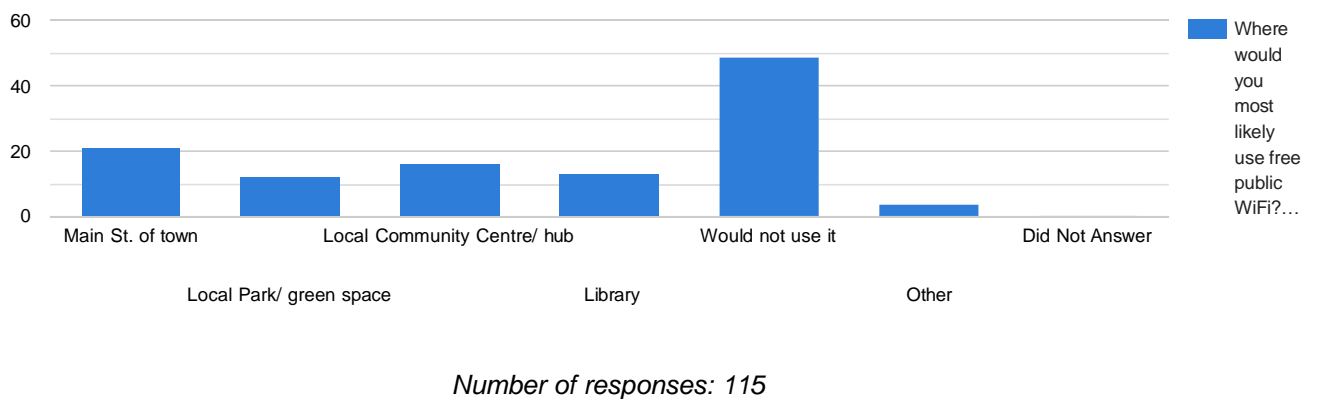
Which of these Council, Government or Public services do you use online? (tick as appropriate)
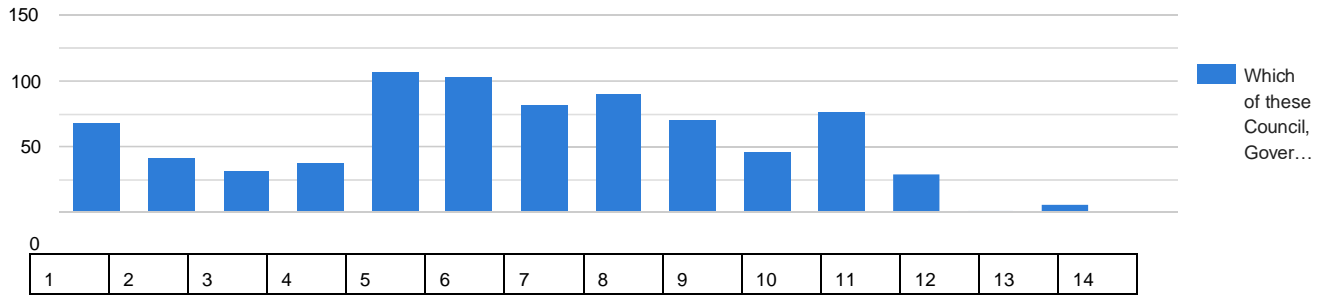
1: Planning search (Kildare.ie)
2. Library Services
3. Grants / funding applications
4. Electoral Register
5. Revenue.ie
6. Motor Tax Online
7. Passport Online
8. NCT.ie National Car Test
9. NDSL.ie Driving License
10. Mywelfare.ie
11. Mygov.ie / ROS
12. parkingtag.ie
13. local enterprise office
14. other

Number of responses: 792

Would you like to see more promotion of council and government services that are online?
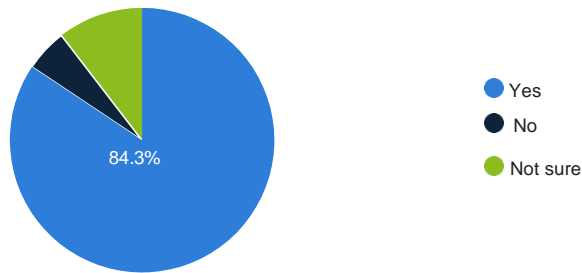
Number of responses: 115

Is it possible for you to complete some or all your workload away from your workplace? (i.e. remotely from home or a co-working space)

- Yes, 1 day per week
- Yes, 1-3 days per week
- Yes, 4-5 days per week
- No, remote working is not possible
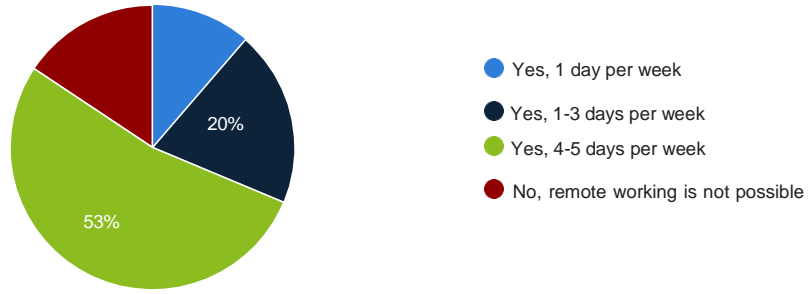
Number of responses: 115

If you have any additional thoughts or comments, please include them here.

Synthesis of all commentary

- Ensure opportunities to install fiber is taken when infrastructural works are being done in both rural and urban areas – avoid the repetitive digging up of roads and footpaths.
- More transparency in Council business including webcasting / streaming of Council meetings.
- Improve web accessibility and user experience of Kildare.ie
- Multilingual information services for citizen information should be incorporated into future digital plans
- Use the remote working movement to reenergize towns and villages through the hubs as meeting and networking spaces   as well as work spaces. Harness the community spirit and volunteerism that is in the community and make connections using digital.
- Use digital resources to enhance safety and accessibility of public spaces and ensure good data management policy
- Very poor internet in many parts of rural Kildare despite the overall county statistics of broadband and phone network coverage and speeds. This must be the main priority for the digital strategy. (Strongly recurring theme in open comments)
- Remote work will depend on good broadband – it is essential to ensure areas with poor broadband are prioritized for domestic, business and community needs.
- Ensure all citizens can participate in digital society by providing connectivity, skills and even devices to those at risk of exclusion.
- Addressing digital divide will mean there is an equitable approach to provision including digital devices for those who cant afford them as well as a skills for all programme.

Number of responses: 34