

SURVEY RESULTS

A total of 247 were surveyed at the Asian Cultural Festival on May 10, 2014.

Do You Still Own A Landline?

1) What types of telephone service do you have?

43	5%	a. An old-fashioned landline
138	56%	b. A type of cellphone (including smartphones)
96	39%	c. Both
0	0%	d. Neither

2) If you or your family were offered an opportunity to buy a smartphone at low-cost that could provide you with all the services provided by an old-fashioned landline phone, would you be interested?

170	69%	a. Yes
77	31%	b. No

3) If you could get a low-cost smartphone, what services are the most important to you? (You can circle more than one.)

157	29%	a. You can carry it anywhere
143	27%	b. Provides you with a lot more opportunities to connect with friends, family, and the businesses you use
94	18%	c. Very helpful to learn about events and what is going on
141	26%	d. A very important device in case of emergencies

4) What type of company would you prefer to provide smartphone services?

117	48%	a. An Apple or a Google-like company
119	48%	b. A Verizon or an AT&T-like company
2	1%	c. A cable company such as Comcast or TimeWarner
8	3%	d. A federal or state-government agency

5) Please circle your age

100	41%	a. 25 or under
78	32%	b. 26 - 50
65	27%	c. 51 - 70
2	1%	d. 71 or over

6) Would you or your family be interested participating in a pilot program to learn more about you and your family's needs and preferences on the type of phone you wish to have in the the future? You will be paid to participate.

77	31%	a. Yes
168	69%	b. No

Is The Government Responsive to Your Concerns?

Some state government agencies under Governor Brown do not think it is important for minorities or ordinary Californians to participate in or provide information to the government. We will be providing the results of this survey to Governor Brown and the California state legislature.

7) Members of my family, my friends, or I:

- | | | |
|----|-----|--|
| 80 | 33% | a. Never have any problems with the government or any corporations that are supervised by the government |
| 20 | 8% | b. We have problems but we never file any complaints with the government or corporations |
| 41 | 17% | c. We would like to file complaints but don't know how to do so |
| 12 | 8% | d. To file a complaint you need a lawyer and they are expensive |
| 92 | 38% | e. I don't anything about how to file a complaint |

8) Companies that are providing you with electricity and gas services such as Edison, San Diego Gas & Electric, and SoCal Gas, are:

- | | | |
|-----|-----|--|
| 88 | 38% | a. Doing a very good job in helping the people of California including low-income families |
| 145 | 62% | b. Need to do more for the people |

9) What grade would you give the company providing you with electricity and gas services when it comes to helping you and your family?

- | | | |
|----|-----|------|
| 63 | 26% | a. A |
| 67 | 28% | b. B |
| 46 | 19% | c. C |
| 37 | 17% | d. D |
| 29 | 12% | e. F |

10) Would you like California government agencies to make it easier for you to complain if you have a problem?

- | | | |
|-----|-----|------------------------|
| 118 | 49% | a. Yes |
| 88 | 36% | b. No |
| 37 | 15% | c. Presently satisfied |

11) Have you heard of the California Public Utilities Commission?

- | | | |
|-----|-----|-------------|
| 98 | 41% | a. Yes |
| 114 | 47% | b. No |
| 29 | 12% | c. Not sure |

12) Do you know what the California Public Utilities Commission does to help people like you?

- | | | |
|-----|-----|-----------|
| 24 | 10% | a. Yes |
| 120 | 50% | b. No |
| 95 | 40% | c. Unsure |

13) If Governor Brown's commissioners and leaders at the California Public Utilities Commission wanted to come to your neighborhood to meet with ordinary people, would you be interested in attending?

- | | | |
|-----|-----|-------------|
| 30 | 13% | a. Yes |
| 104 | 44% | b. No |
| 104 | 44% | c. Not sure |