

Q1 Household cable subscriber

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	417	260	157	81	336	136	107	53	48
Yes	260 62.4%	260 100.0%	-	13 16.0%	247 73.5%	136 100.0%	107 100.0%	53 100.0%	48 100.0%
No	157 37.6%	-	157 100.0%	68 84.0%	89 26.5%	-	-	-	-

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	301	113	84	66	71	42	53	194	223
Yes	197 65.4%	63 55.8%	44 52.4%	46 69.7%	53 74.6%	31 73.8%	32 60.4%	118 60.8%	142 63.7%
No	104 34.6%	50 44.2%	40 47.6%	20 30.3%	18 25.4%	11 26.2%	21 39.6%	76 39.2%	81 36.3%

Q1 Household cable subscriber

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	103	190	116	281	63	65	55	83	78
Yes	49 47.6%	125 65.8%	82 70.7%	175 62.3%	38 60.3%	43 66.2%	37 67.3%	50 60.2%	46 59.0%
No	54 52.4%	65 34.2%	34 29.3%	106 37.7%	25 39.7%	22 33.8%	18 32.7%	33 39.8%	32 41.0%

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	59	40	71	210	63	45	32	20	47
Yes	38 64.4%	29 72.5%	44 62.0%	135 64.3%	29 46.0%	38 84.4%	19 59.4%	9 45.0%	30 63.8%
No	21 35.6%	11 27.5%	27 38.0%	75 35.7%	34 54.0%	7 15.6%	13 40.6%	11 55.0%	17 36.2%

Q2 Household satellite subscriber

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	417	260	157	81	336	136	107	53	48
Yes	81 19.4%	13 5.0%	68 43.3%	81 100.0%	- -	7 5.1%	5 4.7%	3 5.7%	2 4.2%
No	336 80.6%	247 95.0%	89 56.7%	- -	336 100.0%	129 94.9%	102 95.3%	50 94.3%	46 95.8%
Not sure	- -	- -	- -	- -	- -	- -	- -	- -	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q2 Household satellite subscriber

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>301</i>	<i>113</i>	<i>84</i>	<i>66</i>	<i>71</i>	<i>42</i>	<i>53</i>	<i>194</i>	<i>223</i>
Yes	63 20.9%	17 15.0%	7 8.3%	10 15.2%	10 14.1%	9 21.4%	20 37.7%	37 19.1%	44 19.7%
No	238 79.1%	96 85.0%	77 91.7%	56 84.8%	61 85.9%	33 78.6%	33 62.3%	157 80.9%	179 80.3%
Not sure	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q2 Household satellite subscriber

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>103</i>	<i>190</i>	<i>116</i>	<i>281</i>	<i>63</i>	<i>65</i>	<i>55</i>	<i>83</i>	<i>78</i>
Yes	21 20.4%	41 21.6%	17 14.7%	49 17.4%	15 23.8%	16 24.6%	5 9.1%	20 24.1%	21 26.9%
No	82 79.6%	149 78.4%	99 85.3%	232 82.6%	48 76.2%	49 75.4%	50 90.9%	63 75.9%	57 73.1%
Not sure	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q2 Household satellite subscriber

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>59</i>	<i>40</i>	<i>71</i>	<i>210</i>	<i>63</i>	<i>45</i>	<i>32</i>	<i>20</i>	<i>47</i>
Yes	9 15.3%	8 20.0%	12 16.9%	43 20.5%	16 25.4%	3 6.7%	6 18.8%	2 10.0%	11 23.4%
No	50 84.7%	32 80.0%	59 83.1%	167 79.5%	47 74.6%	42 93.3%	26 81.3%	18 90.0%	36 76.6%
Not sure	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q3 Household digital cable subscriber

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	260	260	-	13	247	136	107	53	48
Yes	136 52.3%	136 52.3%	-	7 53.8%	129 52.2%	136 100.0%	-	-	-
No	107 41.2%	107 41.2%	-	5 38.5%	102 41.3%	-	107 100.0%	53 100.0%	48 100.0%
Not sure	17 6.5%	17 6.5%	-	1 7.7%	16 6.5%	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q3 Household digital cable subscriber

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>197</i>	<i>63</i>	<i>44</i>	<i>46</i>	<i>53</i>	<i>31</i>	<i>32</i>	<i>118</i>	<i>142</i>
Yes	111 56.3%	25 39.7%	16 36.4%	30 65.2%	28 52.8%	15 48.4%	22 68.8%	75 63.6%	61 43.0%
No	74 37.6%	33 52.4%	26 59.1%	16 34.8%	21 39.6%	14 45.2%	6 18.8%	37 31.4%	70 49.3%
Not sure	12 6.1%	5 7.9%	2 4.5%	- -	4 7.5%	2 6.5%	4 12.5%	6 5.1%	11 7.7%
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q3 Household digital cable subscriber

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Yes	26 53.1%	68 54.4%	41 50.0%	87 49.7%	20 52.6%	28 65.1%	23 62.2%	27 54.0%	24 52.2%
No	21 42.9%	50 40.0%	34 41.5%	76 43.4%	14 36.8%	15 34.9%	13 35.1%	20 40.0%	18 39.1%
Not sure	2 4.1%	7 5.6%	7 8.5%	12 6.9%	4 10.5%	- -	1 2.7%	3 6.0%	4 8.7%
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q3 Household digital cable subscriber

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>38</i>	<i>29</i>	<i>44</i>	<i>135</i>	<i>29</i>	<i>38</i>	<i>19</i>	<i>9</i>	<i>30</i>
Yes	27 71.1%	13 44.8%	14 31.8%	68 50.4%	16 55.2%	17 44.7%	9 47.4%	2 22.2%	24 80.0%
No	11 28.9%	14 48.3%	25 56.8%	58 43.0%	10 34.5%	21 55.3%	6 31.6%	6 66.7%	6 20.0%
Not sure	- -	2 6.9%	5 11.4%	9 6.7%	3 10.3%	- -	4 21.1%	1 11.1%	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q4 Type of cable service

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	<i>107</i>	<i>107</i>	-	<i>5</i>	<i>102</i>	-	<i>107</i>	<i>53</i>	<i>48</i>
Basic	53 49.5%	53 49.5%	-	3 60.0%	50 49.0%	-	53 49.5%	53 100.0%	-
Extended basic	48 44.9%	48 44.9%	-	2 40.0%	46 45.1%	-	48 44.9%	-	48 100.0%
Not sure	6 5.6%	6 5.6%	-	-	6 5.9%	-	6 5.6%	-	-
Refused	-	-	-	-	-	-	-	-	-

Q4 Type of cable service

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>74</i>	<i>33</i>	<i>26</i>	<i>16</i>	<i>21</i>	<i>14</i>	<i>6</i>	<i>37</i>	<i>70</i>
Basic	33 44.6%	20 60.6%	16 61.5%	6 37.5%	9 42.9%	5 35.7%	3 50.0%	22 59.5%	31 44.3%
Extended basic	39 52.7%	9 27.3%	10 38.5%	9 56.3%	12 57.1%	8 57.1%	2 33.3%	14 37.8%	34 48.6%
Not sure	2 2.7%	4 12.1%	- -	1 6.3%	- -	1 7.1%	1 16.7%	1 2.7%	5 7.1%
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q4 Type of cable service

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>21</i>	<i>50</i>	<i>34</i>	<i>76</i>	<i>14</i>	<i>15</i>	<i>13</i>	<i>20</i>	<i>18</i>
Basic	10 47.6%	24 48.0%	17 50.0%	36 47.4%	7 50.0%	8 53.3%	4 30.8%	7 35.0%	11 61.1%
Extended basic	10 47.6%	23 46.0%	15 44.1%	35 46.1%	6 42.9%	7 46.7%	9 69.2%	13 65.0%	7 38.9%
Not sure	1 4.8%	3 6.0%	2 5.9%	5 6.6%	1 7.1%	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q4 Type of cable service

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>11</i>	<i>14</i>	<i>25</i>	<i>58</i>	<i>10</i>	<i>21</i>	<i>6</i>	<i>6</i>	<i>6</i>
Basic	5 45.5%	8 57.1%	12 48.0%	26 44.8%	6 60.0%	14 66.7%	2 33.3%	4 66.7%	1 16.7%
Extended basic	4 36.4%	5 35.7%	10 40.0%	27 46.6%	4 40.0%	6 28.6%	4 66.7%	2 33.3%	5 83.3%
Not sure	2 18.2%	1 7.1%	3 12.0%	5 8.6%	-	1 4.8%	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q5 Number of televisions in household

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	260	260	-	13	247	136	107	53	48
One	88 33.8%	88 33.8%	-	3 23.1%	85 34.4%	41 30.1%	43 40.2%	27 50.9%	14 29.2%
Two	92 35.4%	92 35.4%	-	2 15.4%	90 36.4%	48 35.3%	38 35.5%	13 24.5%	22 45.8%
Three	48 18.5%	48 18.5%	-	2 15.4%	46 18.6%	32 23.5%	13 12.1%	7 13.2%	5 10.4%
Four or more	32 12.3%	32 12.3%	-	6 46.2%	26 10.5%	15 11.0%	13 12.1%	6 11.3%	7 14.6%
Not sure	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q5 Number of televisions in household

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>197</i>	<i>63</i>	<i>44</i>	<i>46</i>	<i>53</i>	<i>31</i>	<i>32</i>	<i>118</i>	<i>142</i>
One	50 25.4%	38 60.3%	23 52.3%	19 41.3%	16 30.2%	4 12.9%	7 21.9%	48 40.7%	40 28.2%
Two	80 40.6%	12 19.0%	14 31.8%	13 28.3%	20 37.7%	13 41.9%	12 37.5%	34 28.8%	58 40.8%
Three	40 20.3%	8 12.7%	5 11.4%	8 17.4%	11 20.8%	10 32.3%	6 18.8%	24 20.3%	24 16.9%
Four or more	27 13.7%	5 7.9%	2 4.5%	6 13.0%	6 11.3%	4 12.9%	7 21.9%	12 10.2%	20 14.1%
Not sure	- -	- -	- -	- -	- -	- -	- -	- -	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q5 Number of televisions in household

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
One	26 53.1%	40 32.0%	21 25.6%	55 31.4%	18 47.4%	14 32.6%	10 27.0%	17 34.0%	24 52.2%
Two	11 22.4%	53 42.4%	25 30.5%	62 35.4%	11 28.9%	16 37.2%	13 35.1%	23 46.0%	10 21.7%
Three	8 16.3%	22 17.6%	18 22.0%	35 20.0%	7 18.4%	6 14.0%	8 21.6%	9 18.0%	6 13.0%
Four or more	4 8.2%	10 8.0%	18 22.0%	23 13.1%	2 5.3%	7 16.3%	6 16.2%	1 2.0%	6 13.0%
Not sure	- -	- -	- -	- -	- -	- -	- -	- -	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q5 Number of televisions in household

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>38</i>	<i>29</i>	<i>44</i>	<i>135</i>	<i>29</i>	<i>38</i>	<i>19</i>	<i>9</i>	<i>30</i>
One	11 28.9%	6 20.7%	16 36.4%	41 30.4%	13 44.8%	20 52.6%	7 36.8%	1 11.1%	6 20.0%
Two	15 39.5%	8 27.6%	14 31.8%	49 36.3%	9 31.0%	9 23.7%	5 26.3%	7 77.8%	13 43.3%
Three	7 18.4%	6 20.7%	9 20.5%	28 20.7%	3 10.3%	5 13.2%	6 31.6%	- -	6 20.0%
Four or more	5 13.2%	9 31.0%	5 11.4%	17 12.6%	4 13.8%	4 10.5%	1 5.3%	1 11.1%	5 16.7%
Not sure	- -	- -	- -	- -	- -	- -	- -	- -	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q6 Household programming subscriptions

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	260	260	-	13	247	136	107	53	48
Yes	101 38.8%	101 38.8%	-	7 53.8%	94 38.1%	82 60.3%	12 11.2%	1 1.9%	10 20.8%
No	158 60.8%	158 60.8%	-	6 46.2%	152 61.5%	53 39.0%	95 88.8%	52 98.1%	38 79.2%
Not sure	1 0.4%	1 0.4%	-	-	1 0.4%	1 0.7%	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q6 Household programming subscriptions

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>197</i>	<i>63</i>	<i>44</i>	<i>46</i>	<i>53</i>	<i>31</i>	<i>32</i>	<i>118</i>	<i>142</i>
Yes	84 42.6%	17 27.0%	13 29.5%	18 39.1%	21 39.6%	13 41.9%	16 50.0%	48 40.7%	53 37.3%
No	112 56.9%	46 73.0%	31 70.5%	27 58.7%	32 60.4%	18 58.1%	16 50.0%	69 58.5%	89 62.7%
Not sure	1 0.5%	-	-	1 2.2%	-	-	-	1 0.8%	-
Refused	-	-	-	-	-	-	-	-	-

Q6 Household programming subscriptions

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Yes	16 32.7%	53 42.4%	31 37.8%	68 38.9%	14 36.8%	18 41.9%	16 43.2%	18 36.0%	18 39.1%
No	33 67.3%	72 57.6%	50 61.0%	107 61.1%	23 60.5%	25 58.1%	20 54.1%	32 64.0%	28 60.9%
Not sure	- -	- -	1 1.2%	- -	1 2.6%	- -	1 2.7%	- -	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q6 Household programming subscriptions

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>38</i>	<i>29</i>	<i>44</i>	<i>135</i>	<i>29</i>	<i>38</i>	<i>19</i>	<i>9</i>	<i>30</i>
Yes	16 42.1%	11 37.9%	15 34.1%	55 40.7%	12 41.4%	11 28.9%	8 42.1%	2 22.2%	13 43.3%
No	22 57.9%	18 62.1%	29 65.9%	80 59.3%	17 58.6%	27 71.1%	11 57.9%	7 77.8%	16 53.3%
Not sure	-	-	-	-	-	-	-	-	1 3.3%
Refused	-	-	-	-	-	-	-	-	-

Q7 Monthly cable television fee

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	260	260	-	13	247	136	107	53	48
Under \$20	26 10.0%	26 10.0%	-	2 15.4%	24 9.7%	7 5.1%	18 16.8%	17 32.1%	1 2.1%
\$20 to \$39	24 9.2%	24 9.2%	-	-	24 9.7%	9 6.6%	14 13.1%	6 11.3%	7 14.6%
\$40 to \$54	71 27.3%	71 27.3%	-	2 15.4%	69 27.9%	24 17.6%	41 38.3%	16 30.2%	23 47.9%
\$55 to \$74	56 21.5%	56 21.5%	-	6 46.2%	50 20.2%	41 30.1%	13 12.1%	7 13.2%	6 12.5%
\$75 or more	45 17.3%	45 17.3%	-	1 7.7%	44 17.8%	40 29.4%	3 2.8%	-	3 6.3%
Not sure	37 14.2%	37 14.2%	-	2 15.4%	35 14.2%	14 10.3%	18 16.8%	7 13.2%	8 16.7%
Refused	1 0.4%	1 0.4%	-	-	1 0.4%	1 0.7%	-	-	-

Q7 Monthly cable television fee

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>197</i>	<i>63</i>	<i>44</i>	<i>46</i>	<i>53</i>	<i>31</i>	<i>32</i>	<i>118</i>	<i>142</i>
Under \$20	18 9.1%	8 12.7%	8 18.2%	4 8.7%	8 15.1%	1 3.2%	1 3.1%	13 11.0%	13 9.2%
\$20 to \$39	17 8.6%	7 11.1%	4 9.1%	7 15.2%	3 5.7%	2 6.5%	1 3.1%	12 10.2%	12 8.5%
\$40 to \$54	51 25.9%	20 31.7%	14 31.8%	11 23.9%	19 35.8%	9 29.0%	7 21.9%	29 24.6%	42 29.6%
\$55 to \$74	44 22.3%	12 19.0%	7 15.9%	11 23.9%	11 20.8%	8 25.8%	7 21.9%	27 22.9%	29 20.4%
\$75 or more	38 19.3%	7 11.1%	5 11.4%	11 23.9%	9 17.0%	8 25.8%	6 18.8%	23 19.5%	22 15.5%
Not sure	29 14.7%	8 12.7%	6 13.6%	2 4.3%	3 5.7%	3 9.7%	10 31.3%	13 11.0%	24 16.9%
Refused	- -	1 1.6%	- -	- -	- -	- -	- -	1 0.8%	- -

Q7 Monthly cable television fee

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Under \$20	7 14.3%	14 11.2%	5 6.1%	20 11.4%	4 10.5%	2 4.7%	3 8.1%	5 10.0%	9 19.6%
\$20 to \$39	4 8.2%	9 7.2%	11 13.4%	12 6.9%	6 15.8%	6 14.0%	6 16.2%	9 18.0%	2 4.3%
\$40 to \$54	16 32.7%	34 27.2%	20 24.4%	52 29.7%	10 26.3%	8 18.6%	9 24.3%	13 26.0%	9 19.6%
\$55 to \$74	11 22.4%	29 23.2%	14 17.1%	32 18.3%	10 26.3%	12 27.9%	5 13.5%	13 26.0%	12 26.1%
\$75 or more	9 18.4%	20 16.0%	16 19.5%	35 20.0%	2 5.3%	8 18.6%	5 13.5%	7 14.0%	9 19.6%
Not sure	1 2.0%	19 15.2%	16 19.5%	23 13.1%	6 15.8%	7 16.3%	9 24.3%	3 6.0%	4 8.7%
Refused	1 2.0%	-	-	1 0.6%	-	-	-	-	1 2.2%

Q7 Monthly cable television fee

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>38</i>	<i>29</i>	<i>44</i>	<i>135</i>	<i>29</i>	<i>38</i>	<i>19</i>	<i>9</i>	<i>30</i>
Under \$20	3 7.9%	2 6.9%	4 9.1%	13 9.6%	4 13.8%	7 18.4%	1 5.3%	1 11.1%	- -
\$20 to \$39	1 2.6%	- -	4 9.1%	10 7.4%	3 10.3%	5 13.2%	1 5.3%	1 11.1%	4 13.3%
\$40 to \$54	13 34.2%	10 34.5%	14 31.8%	40 29.6%	7 24.1%	8 21.1%	7 36.8%	2 22.2%	7 23.3%
\$55 to \$74	6 15.8%	5 17.2%	9 20.5%	31 23.0%	5 17.2%	8 21.1%	3 15.8%	1 11.1%	8 26.7%
\$75 or more	10 26.3%	6 20.7%	7 15.9%	21 15.6%	5 17.2%	7 18.4%	3 15.8%	1 11.1%	8 26.7%
Not sure	5 13.2%	6 20.7%	6 13.6%	19 14.1%	5 17.2%	3 7.9%	4 21.1%	3 33.3%	3 10.0%
Refused	- -	- -	- -	1 0.7%	- -	- -	- -	- -	- -

Q8 Overall satisfaction with cable television service

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	260	260	-	13	247	136	107	53	48
Very satisfied	85 32.7%	85 32.7%	-	4 30.8%	81 32.8%	47 34.6%	33 30.8%	15 28.3%	18 37.5%
Somewhat satisfied	91 35.0%	91 35.0%	-	6 46.2%	85 34.4%	49 36.0%	38 35.5%	20 37.7%	15 31.3%
Neutral	43 16.5%	43 16.5%	-	3 23.1%	40 16.2%	20 14.7%	20 18.7%	9 17.0%	9 18.8%
Somewhat dissatisfied	24 9.2%	24 9.2%	-	-	24 9.7%	13 9.6%	8 7.5%	4 7.5%	3 6.3%
Very dissatisfied	13 5.0%	13 5.0%	-	-	13 5.3%	5 3.7%	6 5.6%	3 5.7%	3 6.3%
Not sure	4 1.5%	4 1.5%	-	-	4 1.6%	2 1.5%	2 1.9%	2 3.8%	-
Refused	-	-	-	-	-	-	-	-	-

Q8 Overall satisfaction with cable television service

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>197</i>	<i>63</i>	<i>44</i>	<i>46</i>	<i>53</i>	<i>31</i>	<i>32</i>	<i>118</i>	<i>142</i>
Very satisfied	64 32.5%	21 33.3%	12 27.3%	18 39.1%	17 32.1%	10 32.3%	10 31.3%	34 28.8%	51 35.9%
Somewhat satisfied	69 35.0%	22 34.9%	21 47.7%	15 32.6%	16 30.2%	7 22.6%	13 40.6%	41 34.7%	50 35.2%
Neutral	31 15.7%	12 19.0%	5 11.4%	6 13.0%	9 17.0%	9 29.0%	5 15.6%	19 16.1%	24 16.9%
Somewhat dissatisfied	21 10.7%	3 4.8%	2 4.5%	2 4.3%	7 13.2%	3 9.7%	3 9.4%	11 9.3%	13 9.2%
Very dissatisfied	9 4.6%	4 6.3%	3 6.8%	4 8.7%	2 3.8%	2 6.5%	1 3.1%	10 8.5%	3 2.1%
Not sure	3 1.5%	1 1.6%	1 2.3%	1 2.2%	2 3.8%	- -	- -	3 2.5%	1 0.7%
Refused	-	-	-	-	-	-	-	-	-

Q8 Overall satisfaction with cable television service

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Very satisfied	15 30.6%	43 34.4%	26 31.7%	56 32.0%	12 31.6%	16 37.2%	17 45.9%	15 30.0%	10 21.7%
Somewhat satisfied	18 36.7%	45 36.0%	26 31.7%	58 33.1%	14 36.8%	17 39.5%	9 24.3%	20 40.0%	15 32.6%
Neutral	6 12.2%	19 15.2%	18 22.0%	29 16.6%	8 21.1%	6 14.0%	6 16.2%	6 12.0%	11 23.9%
Somewhat dissatisfied	7 14.3%	10 8.0%	6 7.3%	17 9.7%	2 5.3%	4 9.3%	2 5.4%	4 8.0%	8 17.4%
Very dissatisfied	2 4.1%	8 6.4%	3 3.7%	12 6.9%	1 2.6%	- -	- -	5 10.0%	2 4.3%
Not sure	1 2.0%	- -	3 3.7%	3 1.7%	1 2.6%	- -	3 8.1%	- -	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q8 Overall satisfaction with cable television service

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	38	29	44	135	29	38	19	9	30
Very satisfied	5 13.2%	10 34.5%	22 50.0%	50 37.0%	8 27.6%	9 23.7%	5 26.3%	3 33.3%	10 33.3%
Somewhat satisfied	19 50.0%	9 31.0%	14 31.8%	45 33.3%	11 37.9%	14 36.8%	7 36.8%	3 33.3%	11 36.7%
Neutral	9 23.7%	4 13.8%	4 9.1%	21 15.6%	7 24.1%	5 13.2%	4 21.1%	1 11.1%	5 16.7%
Somewhat dissatisfied	2 5.3%	4 13.8%	2 4.5%	11 8.1%	1 3.4%	4 10.5%	2 10.5%	2 22.2%	4 13.3%
Very dissatisfied	2 5.3%	2 6.9%	2 4.5%	7 5.2%	1 3.4%	4 10.5%	1 5.3%	- -	- -
Not sure	1 2.6%	- -	- -	1 0.7%	1 3.4%	2 5.3%	- -	- -	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q9 Problems with cable television service

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	260	260	-	13	247	136	107	53	48
Yes	48 18.5%	48 18.5%	-	1 7.7%	47 19.0%	26 19.1%	15 14.0%	9 17.0%	6 12.5%
No	212 81.5%	212 81.5%	-	12 92.3%	200 81.0%	110 80.9%	92 86.0%	44 83.0%	42 87.5%
Not sure	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q9 Problems with cable television service

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>197</i>	<i>63</i>	<i>44</i>	<i>46</i>	<i>53</i>	<i>31</i>	<i>32</i>	<i>118</i>	<i>142</i>
Yes	38 19.3%	10 15.9%	5 11.4%	8 17.4%	10 18.9%	4 12.9%	6 18.8%	32 27.1%	16 11.3%
No	159 80.7%	53 84.1%	39 88.6%	38 82.6%	43 81.1%	27 87.1%	26 81.3%	86 72.9%	126 88.7%
Not sure	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q9 Problems with cable television service

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Yes	5 10.2%	25 20.0%	15 18.3%	34 19.4%	6 15.8%	5 11.6%	5 13.5%	9 18.0%	10 21.7%
No	44 89.8%	100 80.0%	67 81.7%	141 80.6%	32 84.2%	38 88.4%	32 86.5%	41 82.0%	36 78.3%
Not sure	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q9 Problems with cable television service

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>38</i>	<i>29</i>	<i>44</i>	<i>135</i>	<i>29</i>	<i>38</i>	<i>19</i>	<i>9</i>	<i>30</i>
Yes	7 18.4%	7 24.1%	5 11.4%	25 18.5%	3 10.3%	8 21.1%	4 21.1%	3 33.3%	5 16.7%
No	31 81.6%	22 75.9%	39 88.6%	110 81.5%	26 89.7%	30 78.9%	15 78.9%	6 66.7%	25 83.3%
Not sure	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q10 Number one problem with cable television service

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	48	48	-	1	47	26	15	9	6
Poor reception	20 41.7%	20 41.7%	-	-	20 42.6%	10 38.5%	6 40.0%	4 44.4%	2 33.3%
Expensive	13 27.1%	13 27.1%	-	-	13 27.7%	9 34.6%	3 20.0%	1 11.1%	2 33.3%
Poor quality programming	3 6.3%	3 6.3%	-	-	3 6.4%	1 3.8%	1 6.7%	-	1 16.7%
No problem	2 4.2%	2 4.2%	-	-	2 4.3%	1 3.8%	1 6.7%	1 11.1%	-
Poor customer service	2 4.2%	2 4.2%	-	1 100.0%	1 2.1%	-	2 13.3%	2 22.2%	-
On-screen guide	1 2.1%	1 2.1%	-	-	1 2.1%	1 3.8%	-	-	-
Cable box is difficult	1 2.1%	1 2.1%	-	-	1 2.1%	1 3.8%	-	-	-
Not enough variety	1 2.1%	1 2.1%	-	-	1 2.1%	1 3.8%	-	-	-
Not enough channels	-	-	-	-	-	-	-	-	-
Other	4 8.3%	4 8.3%	-	-	4 8.5%	1 3.8%	2 13.3%	1 11.1%	1 16.7%
Not sure	-	-	-	-	-	-	-	-	-

Q10 Number one problem with cable television service

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>38</i>	<i>10</i>	<i>5</i>	<i>8</i>	<i>10</i>	<i>4</i>	<i>6</i>	<i>32</i>	<i>16</i>
Poor reception	17 44.7%	3 30.0%	2 40.0%	3 37.5%	5 50.0%	2 50.0%	3 50.0%	12 37.5%	8 50.0%
Expensive	9 23.7%	4 40.0%	2 40.0%	2 25.0%	4 40.0%	2 50.0%	1 16.7%	11 34.4%	2 12.5%
Poor quality programming	2 5.3%	1 10.0%	1 20.0%	1 12.5%	-	-	-	2 6.3%	1 6.3%
No problem	2 5.3%	-	-	-	-	-	-	-	2 12.5%
Poor customer service	1 2.6%	1 10.0%	-	-	-	-	-	1 3.1%	1 6.3%
On-screen guide	1 2.6%	-	-	-	-	-	-	1 3.1%	-
Cable box is difficult	1 2.6%	-	-	-	-	-	-	1 3.1%	-
Not enough variety	1 2.6%	-	-	-	1 10.0%	-	-	1 3.1%	-
Not enough channels	-	-	-	-	-	-	-	-	-
Other	3 7.9%	1 10.0%	-	1 12.5%	-	-	2 33.3%	2 6.3%	2 12.5%
Not sure	-	-	-	-	-	-	-	-	-

Q10 Number one problem with cable television service

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>5</i>	<i>25</i>	<i>15</i>	<i>34</i>	<i>6</i>	<i>5</i>	<i>5</i>	<i>9</i>	<i>10</i>
Poor reception	1 20.0%	10 40.0%	8 53.3%	15 44.1%	3 50.0%	1 20.0%	4 80.0%	5 55.6%	3 30.0%
Expensive	3 60.0%	7 28.0%	3 20.0%	8 23.5%	2 33.3%	3 60.0%	- -	3 33.3%	5 50.0%
Poor quality programming	- -	1 4.0%	1 6.7%	2 5.9%	- -	- -	- -	1 11.1%	- -
No problem	- -	2 8.0%	- -	1 2.9%	- -	1 20.0%	- -	- -	1 10.0%
Poor customer service	- -	- -	1 6.7%	1 2.9%	- -	- -	- -	- -	- -
On-screen guide	- -	- -	1 6.7%	- -	1 16.7%	- -	- -	- -	- -
Cable box is difficult	- -	- -	1 6.7%	1 2.9%	- -	- -	1 20.0%	- -	- -
Not enough variety	- -	1 4.0%	- -	1 2.9%	- -	- -	- -	- -	- -
Not enough channels	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	- -	4 16.0%	- -	4 11.8%	- -	- -	- -	- -	1 10.0%
Not sure	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q10 Number one problem with cable television service

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	7	7	5	25	3	8	4	3	5
Poor reception	2 28.6%	3 42.9%	1 20.0%	10 40.0%	2 66.7%	2 25.0%	2 50.0%	2 66.7%	2 40.0%
Expensive	3 42.9%	- -	2 40.0%	7 28.0%	1 33.3%	3 37.5%	- -	- -	2 40.0%
Poor quality programming	- -	- -	1 20.0%	2 8.0%	- -	1 12.5%	- -	- -	- -
No problem	- -	1 14.3%	- -	1 4.0%	- -	- -	- -	- -	1 20.0%
Poor customer service	1 14.3%	- -	- -	1 4.0%	- -	- -	- -	1 33.3%	- -
On-screen guide	- -	- -	- -	- -	- -	1 12.5%	- -	- -	- -
Cable box is difficult	- -	- -	- -	1 4.0%	- -	- -	- -	- -	- -
Not enough variety	- -	1 14.3%	- -	- -	- -	- -	1 25.0%	- -	- -
Not enough channels	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	- -	2 28.6%	1 20.0%	3 12.0%	- -	- -	1 25.0%	- -	- -
Not sure	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q10 Number one problem with cable television service

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	48	48	-	1	47	26	15	9	6
Refused	1 2.1%	1 2.1%	-	-	1 2.1%	1 3.8%	-	-	-

Q10 Number one problem with cable television service

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>38</i>	<i>10</i>	<i>5</i>	<i>8</i>	<i>10</i>	<i>4</i>	<i>6</i>	<i>32</i>	<i>16</i>
Refused	1 2.6%	-	-	1 12.5%	-	-	-	1 3.1%	-

Q10 Number one problem with cable television service

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>5</i>	<i>25</i>	<i>15</i>	<i>34</i>	<i>6</i>	<i>5</i>	<i>5</i>	<i>9</i>	<i>10</i>
Refused	1 20.0%	-	-	1 2.9%	-	-	-	-	-

Q10 Number one problem with cable television service

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	7	7	5	25	3	8	4	3	5
Refused	1 14.3%	-	-	-	-	1 12.5%	-	-	-

Q11 Contacted Charter in past 12 months

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	260	260	-	13	247	136	107	53	48
Yes, telephone	63 24.2%	63 24.2%	-	1 7.7%	62 25.1%	43 31.6%	16 15.0%	6 11.3%	9 18.8%
Yes, visited office	24 9.2%	24 9.2%	-	-	24 9.7%	18 13.2%	4 3.7%	1 1.9%	3 6.3%
Yes, house call	44 16.9%	44 16.9%	-	-	44 17.8%	34 25.0%	9 8.4%	4 7.5%	5 10.4%
No contact	158 60.8%	158 60.8%	-	12 92.3%	146 59.1%	69 50.7%	79 73.8%	41 77.4%	34 70.8%
Not sure	8 3.1%	8 3.1%	-	-	8 3.2%	3 2.2%	4 3.7%	2 3.8%	1 2.1%
Refused	-	-	-	-	-	-	-	-	-

Q11 Contacted Charter in past 12 months

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>197</i>	<i>63</i>	<i>44</i>	<i>46</i>	<i>53</i>	<i>31</i>	<i>32</i>	<i>118</i>	<i>142</i>
Yes, telephone	49 24.9%	14 22.2%	10 22.7%	11 23.9%	10 18.9%	12 38.7%	9 28.1%	31 26.3%	32 22.5%
Yes, visited office	18 9.1%	6 9.5%	4 9.1%	5 10.9%	4 7.5%	5 16.1%	3 9.4%	16 13.6%	8 5.6%
Yes, house call	38 19.3%	6 9.5%	9 20.5%	8 17.4%	10 18.9%	6 19.4%	6 18.8%	26 22.0%	18 12.7%
No contact	116 58.9%	42 66.7%	24 54.5%	29 63.0%	34 64.2%	14 45.2%	19 59.4%	68 57.6%	90 63.4%
Not sure	6 3.0%	2 3.2%	4 9.1%	1 2.2%	- -	1 3.2%	1 3.1%	2 1.7%	6 4.2%
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q11 Contacted Charter in past 12 months

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Yes, telephone	11 22.4%	36 28.8%	16 19.5%	43 24.6%	8 21.1%	12 27.9%	7 18.9%	10 20.0%	18 39.1%
Yes, visited office	5 10.2%	14 11.2%	4 4.9%	15 8.6%	4 10.5%	4 9.3%	4 10.8%	3 6.0%	7 15.2%
Yes, house call	7 14.3%	26 20.8%	11 13.4%	27 15.4%	7 18.4%	10 23.3%	6 16.2%	8 16.0%	8 17.4%
No contact	32 65.3%	71 56.8%	52 63.4%	110 62.9%	22 57.9%	23 53.5%	22 59.5%	32 64.0%	22 47.8%
Not sure	2 4.1%	2 1.6%	4 4.9%	6 3.4%	- -	2 4.7%	- -	3 6.0%	2 4.3%
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q11 Contacted Charter in past 12 months

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>38</i>	<i>29</i>	<i>44</i>	<i>135</i>	<i>29</i>	<i>38</i>	<i>19</i>	<i>9</i>	<i>30</i>
Yes, telephone	10 26.3%	8 27.6%	9 20.5%	33 24.4%	5 17.2%	14 36.8%	3 15.8%	2 22.2%	6 20.0%
Yes, visited office	4 10.5%	3 10.3%	2 4.5%	16 11.9%	1 3.4%	3 7.9%	- -	- -	4 13.3%
Yes, house call	7 18.4%	5 17.2%	7 15.9%	22 16.3%	5 17.2%	7 18.4%	5 26.3%	1 11.1%	4 13.3%
No contact	24 63.2%	17 58.6%	29 65.9%	82 60.7%	20 69.0%	18 47.4%	12 63.2%	7 77.8%	19 63.3%
Not sure	1 2.6%	- -	2 4.5%	4 3.0%	- -	3 7.9%	1 5.3%	- -	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q12 Contacted because of problem with cable television service

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	94	94	-	1	93	64	24	10	13
Yes	45 47.9%	45 47.9%	-	-	45 48.4%	30 46.9%	13 54.2%	7 70.0%	5 38.5%
No	49 52.1%	49 52.1%	-	1 100.0%	48 51.6%	34 53.1%	11 45.8%	3 30.0%	8 61.5%
Not sure	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q12 Contacted because of problem with cable television service

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>75</i>	<i>19</i>	<i>16</i>	<i>16</i>	<i>19</i>	<i>16</i>	<i>12</i>	<i>48</i>	<i>46</i>
Yes	30 40.0%	15 78.9%	11 68.8%	6 37.5%	12 63.2%	5 31.3%	3 25.0%	23 47.9%	22 47.8%
No	45 60.0%	4 21.1%	5 31.3%	10 62.5%	7 36.8%	11 68.8%	9 75.0%	25 52.1%	24 52.2%
Not sure	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q12 Contacted because of problem with cable television service

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>15</i>	<i>52</i>	<i>26</i>	<i>59</i>	<i>16</i>	<i>18</i>	<i>15</i>	<i>15</i>	<i>22</i>
Yes	8 53.3%	21 40.4%	15 57.7%	27 45.8%	7 43.8%	10 55.6%	7 46.7%	5 33.3%	12 54.5%
No	7 46.7%	31 59.6%	11 42.3%	32 54.2%	9 56.3%	8 44.4%	8 53.3%	10 66.7%	10 45.5%
Not sure	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q12 Contacted because of problem with cable television service

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>13</i>	<i>12</i>	<i>13</i>	<i>49</i>	<i>9</i>	<i>17</i>	<i>6</i>	<i>2</i>	<i>11</i>
Yes	6 46.2%	7 58.3%	6 46.2%	22 44.9%	5 55.6%	14 82.4%	2 33.3%	1 50.0%	1 9.1%
No	7 53.8%	5 41.7%	7 53.8%	27 55.1%	4 44.4%	3 17.6%	4 66.7%	1 50.0%	10 90.9%
Not sure	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q13 Nature of problem

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	45	45	-	-	45	30	13	7	5
Technical problem	32 71.1%	32 71.1%	-	-	32 71.1%	22 73.3%	8 61.5%	5 71.4%	3 60.0%
Installation problem	1 2.2%	1 2.2%	-	-	1 2.2%	-	1 7.7%	1 14.3%	-
Problem with repair call response	1 2.2%	1 2.2%	-	-	1 2.2%	1 3.3%	-	-	-
Billing error	1 2.2%	1 2.2%	-	-	1 2.2%	-	1 7.7%	-	1 20.0%
Cost of service	2 4.4%	2 4.4%	-	-	2 4.4%	2 6.7%	-	-	-
Other	6 13.3%	6 13.3%	-	-	6 13.3%	3 10.0%	3 23.1%	1 14.3%	1 20.0%
Not sure	1 2.2%	1 2.2%	-	-	1 2.2%	1 3.3%	-	-	-
Refused	1 2.2%	1 2.2%	-	-	1 2.2%	1 3.3%	-	-	-

Q13 Nature of problem

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>30</i>	<i>15</i>	<i>11</i>	<i>6</i>	<i>12</i>	<i>5</i>	<i>3</i>	<i>23</i>	<i>22</i>
Technical problem	21 70.0%	11 73.3%	7 63.6%	5 83.3%	9 75.0%	2 40.0%	3 100.0%	18 78.3%	14 63.6%
Installation problem	1 3.3%	- -	- -	- -	1 8.3%	- -	- -	1 4.3%	- -
Problem with repair call response	1 3.3%	- -	- -	- -	1 8.3%	- -	- -	- -	1 4.5%
Billing error	- -	1 6.7%	1 9.1%	- -	- -	- -	- -	- -	1 4.5%
Cost of service	1 3.3%	1 6.7%	1 9.1%	- -	- -	1 20.0%	- -	1 4.3%	1 4.5%
Other	5 16.7%	1 6.7%	1 9.1%	1 16.7%	1 8.3%	2 40.0%	- -	2 8.7%	4 18.2%
Not sure	1 3.3%	- -	1 9.1%	- -	- -	- -	- -	- -	1 4.5%
Refused	- -	1 6.7%	- -	- -	- -	- -	- -	1 4.3%	- -

Q13 Nature of problem

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>8</i>	<i>21</i>	<i>15</i>	<i>27</i>	<i>7</i>	<i>10</i>	<i>7</i>	<i>5</i>	<i>12</i>
Technical problem	5 62.5%	14 66.7%	12 80.0%	17 63.0%	5 71.4%	9 90.0%	6 85.7%	3 60.0%	8 66.7%
Installation problem	- -	- -	1 6.7%	- -	1 14.3%	- -	- -	- -	- -
Problem with repair call response	- -	1 4.8%	- -	- -	1 14.3%	- -	- -	- -	1 8.3%
Billing error	1 12.5%	- -	- -	1 3.7%	- -	- -	- -	- -	- -
Cost of service	- -	2 9.5%	- -	2 7.4%	- -	- -	- -	1 20.0%	- -
Other	1 12.5%	4 19.0%	1 6.7%	6 22.2%	- -	- -	1 14.3%	1 20.0%	1 8.3%
Not sure	- -	- -	1 6.7%	- -	- -	1 10.0%	- -	- -	1 8.3%
Refused	1 12.5%	- -	- -	1 3.7%	- -	- -	- -	- -	1 8.3%

Q13 Nature of problem

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>6</i>	<i>7</i>	<i>6</i>	<i>22</i>	<i>5</i>	<i>14</i>	<i>2</i>	<i>1</i>	<i>1</i>
Technical problem	5 83.3%	5 71.4%	3 50.0%	15 68.2%	3 60.0%	11 78.6%	2 100.0%	-	1 100.0%
Installation problem	-	1 14.3%	-	-	1 20.0%	-	-	-	-
Problem with repair call response	-	-	-	-	1 20.0%	-	-	-	-
Billing error	-	-	1 16.7%	-	-	1 7.1%	-	-	-
Cost of service	1 16.7%	-	-	2 9.1%	-	-	-	-	-
Other	-	1 14.3%	2 33.3%	4 18.2%	-	1 7.1%	-	1 100.0%	-
Not sure	-	-	-	-	-	1 7.1%	-	-	-
Refused	-	-	-	1 4.5%	-	-	-	-	-

Q14 Problem resolution

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	45	45	-	-	45	30	13	7	5
Resolved on first try	24 53.3%	24 53.3%	-	-	24 53.3%	14 46.7%	10 76.9%	5 71.4%	4 80.0%
Multiple contacts required	19 42.2%	19 42.2%	-	-	19 42.2%	14 46.7%	3 23.1%	2 28.6%	1 20.0%
Not sure	1 2.2%	1 2.2%	-	-	1 2.2%	1 3.3%	-	-	-
Refused	1 2.2%	1 2.2%	-	-	1 2.2%	1 3.3%	-	-	-

Q14 Problem resolution

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>30</i>	<i>15</i>	<i>11</i>	<i>6</i>	<i>12</i>	<i>5</i>	<i>3</i>	<i>23</i>	<i>22</i>
Resolved on first try	17 56.7%	7 46.7%	6 54.5%	2 33.3%	7 58.3%	5 100.0%	1 33.3%	10 43.5%	14 63.6%
Multiple contacts required	11 36.7%	8 53.3%	3 27.3%	4 66.7%	5 41.7%	- -	2 66.7%	12 52.2%	7 31.8%
Not sure	1 3.3%	- -	1 9.1%	- -	- -	- -	- -	- -	1 4.5%
Refused	1 3.3%	- -	1 9.1%	- -	- -	- -	- -	1 4.3%	- -

Q14 Problem resolution

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>8</i>	<i>21</i>	<i>15</i>	<i>27</i>	<i>7</i>	<i>10</i>	<i>7</i>	<i>5</i>	<i>12</i>
Resolved on first try	5 62.5%	10 47.6%	9 60.0%	16 59.3%	2 28.6%	6 60.0%	6 85.7%	3 60.0%	3 25.0%
Multiple contacts required	3 37.5%	10 47.6%	5 33.3%	10 37.0%	5 71.4%	3 30.0%	1 14.3%	1 20.0%	8 66.7%
Not sure	- -	- -	1 6.7%	- -	- -	1 10.0%	- -	- -	1 8.3%
Refused	- -	1 4.8%	- -	1 3.7%	- -	- -	- -	1 20.0%	- -

Q14 Problem resolution

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>6</i>	<i>7</i>	<i>6</i>	<i>22</i>	<i>5</i>	<i>14</i>	<i>2</i>	<i>1</i>	<i>1</i>
Resolved on first try	1 16.7%	5 71.4%	6 100.0%	10 45.5%	2 40.0%	9 64.3%	1 50.0%	1 100.0%	1 100.0%
Multiple contacts required	5 83.3%	2 28.6%	- -	11 50.0%	3 60.0%	4 28.6%	1 50.0%	- -	- -
Not sure	- -	- -	- -	- -	- -	1 7.1%	- -	- -	- -
Refused	- -	- -	- -	1 4.5%	- -	- -	- -	- -	- -

Q15 Days required for resolution of problem

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	45	45	-	-	45	30	13	7	5
One	19 42.2%	19 42.2%	-	-	19 42.2%	13 43.3%	6 46.2%	3 42.9%	2 40.0%
Two	6 13.3%	6 13.3%	-	-	6 13.3%	4 13.3%	2 15.4%	2 28.6%	-
Three	7 15.6%	7 15.6%	-	-	7 15.6%	3 10.0%	4 30.8%	2 28.6%	2 40.0%
Four or more	7 15.6%	7 15.6%	-	-	7 15.6%	6 20.0%	-	-	-
Problem never resolved	5 11.1%	5 11.1%	-	-	5 11.1%	3 10.0%	1 7.7%	-	1 20.0%
Not sure	1 2.2%	1 2.2%	-	-	1 2.2%	1 3.3%	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q15 Days required for resolution of problem

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>30</i>	<i>15</i>	<i>11</i>	<i>6</i>	<i>12</i>	<i>5</i>	<i>3</i>	<i>23</i>	<i>22</i>
One	16 53.3%	3 20.0%	4 36.4%	2 33.3%	6 50.0%	5 100.0%	- -	6 26.1%	13 59.1%
Two	6 20.0%	- -	- -	- -	4 33.3%	- -	- -	4 17.4%	2 9.1%
Three	2 6.7%	5 33.3%	4 36.4%	1 16.7%	- -	- -	2 66.7%	5 21.7%	2 9.1%
Four or more	3 10.0%	4 26.7%	3 27.3%	1 16.7%	- -	- -	1 33.3%	4 17.4%	3 13.6%
Problem never resolved	3 10.0%	2 13.3%	- -	1 16.7%	2 16.7%	- -	- -	3 13.0%	2 9.1%
Not sure	- -	1 6.7%	- -	1 16.7%	- -	- -	- -	1 4.3%	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q15 Days required for resolution of problem

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>8</i>	<i>21</i>	<i>15</i>	<i>27</i>	<i>7</i>	<i>10</i>	<i>7</i>	<i>5</i>	<i>12</i>
One	4 50.0%	8 38.1%	7 46.7%	12 44.4%	1 14.3%	6 60.0%	3 42.9%	4 80.0%	4 33.3%
Two	2 25.0%	1 4.8%	3 20.0%	3 11.1%	3 42.9%	- -	1 14.3%	- -	1 8.3%
Three	1 12.5%	4 19.0%	2 13.3%	6 22.2%	- -	1 10.0%	2 28.6%	- -	1 8.3%
Four or more	1 12.5%	4 19.0%	1 6.7%	4 14.8%	- -	2 20.0%	- -	1 20.0%	2 16.7%
Problem never resolved	- -	4 19.0%	1 6.7%	1 3.7%	3 42.9%	1 10.0%	1 14.3%	- -	3 25.0%
Not sure	- -	- -	1 6.7%	1 3.7%	- -	- -	- -	- -	1 8.3%
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q15 Days required for resolution of problem

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>6</i>	<i>7</i>	<i>6</i>	<i>22</i>	<i>5</i>	<i>14</i>	<i>2</i>	<i>1</i>	<i>1</i>
One	1 16.7%	3 42.9%	4 66.7%	9 40.9%	1 20.0%	7 50.0%	-	1 100.0%	1 100.0%
Two	1 16.7%	1 14.3%	1 16.7%	3 13.6%	1 20.0%	2 14.3%	-	-	-
Three	1 16.7%	2 28.6%	1 16.7%	3 13.6%	-	3 21.4%	1 50.0%	-	-
Four or more	3 50.0%	-	-	4 18.2%	1 20.0%	2 14.3%	-	-	-
Problem never resolved	-	1 14.3%	-	2 9.1%	2 40.0%	-	1 50.0%	-	-
Not sure	-	-	-	1 4.5%	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q16a Entertainment value for price of service

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	260	260	-	13	247	136	107	53	48
Very satisfied	96 36.9%	96 36.9%	-	5 38.5%	91 36.8%	46 33.8%	43 40.2%	19 35.8%	23 47.9%
Somewhat satisfied	72 27.7%	72 27.7%	-	7 53.8%	65 26.3%	40 29.4%	30 28.0%	15 28.3%	13 27.1%
Somewhat dissatisfied	35 13.5%	35 13.5%	-	-	35 14.2%	17 12.5%	12 11.2%	5 9.4%	6 12.5%
Very dissatisfied	42 16.2%	42 16.2%	-	-	42 17.0%	24 17.6%	16 15.0%	11 20.8%	4 8.3%
No opinion	15 5.8%	15 5.8%	-	1 7.7%	14 5.7%	9 6.6%	6 5.6%	3 5.7%	2 4.2%
Refused	-	-	-	-	-	-	-	-	-

Q16a Entertainment value for price of service

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>197</i>	<i>63</i>	<i>44</i>	<i>46</i>	<i>53</i>	<i>31</i>	<i>32</i>	<i>118</i>	<i>142</i>
Very satisfied	68 34.5%	28 44.4%	19 43.2%	21 45.7%	17 32.1%	11 35.5%	6 18.8%	35 29.7%	61 43.0%
Somewhat satisfied	58 29.4%	14 22.2%	9 20.5%	10 21.7%	17 32.1%	9 29.0%	16 50.0%	37 31.4%	35 24.6%
Somewhat dissatisfied	31 15.7%	4 6.3%	6 13.6%	2 4.3%	9 17.0%	4 12.9%	8 25.0%	13 11.0%	22 15.5%
Very dissatisfied	29 14.7%	13 20.6%	10 22.7%	8 17.4%	7 13.2%	7 22.6%	1 3.1%	25 21.2%	17 12.0%
No opinion	11 5.6%	4 6.3%	- -	5 10.9%	3 5.7%	- -	1 3.1%	8 6.8%	7 4.9%
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q16a Entertainment value for price of service

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Very satisfied	21 42.9%	43 34.4%	30 36.6%	68 38.9%	9 23.7%	17 39.5%	18 48.6%	17 34.0%	10 21.7%
Somewhat satisfied	9 18.4%	37 29.6%	25 30.5%	41 23.4%	14 36.8%	16 37.2%	10 27.0%	15 30.0%	13 28.3%
Somewhat dissatisfied	6 12.2%	18 14.4%	11 13.4%	28 16.0%	3 7.9%	4 9.3%	3 8.1%	8 16.0%	11 23.9%
Very dissatisfied	11 22.4%	20 16.0%	11 13.4%	29 16.6%	9 23.7%	4 9.3%	4 10.8%	7 14.0%	11 23.9%
No opinion	2 4.1%	7 5.6%	5 6.1%	9 5.1%	3 7.9%	2 4.7%	2 5.4%	3 6.0%	1 2.2%
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q16a Entertainment value for price of service

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>38</i>	<i>29</i>	<i>44</i>	<i>135</i>	<i>29</i>	<i>38</i>	<i>19</i>	<i>9</i>	<i>30</i>
Very satisfied	8 21.1%	9 31.0%	25 56.8%	53 39.3%	13 44.8%	9 23.7%	6 31.6%	2 22.2%	13 43.3%
Somewhat satisfied	12 31.6%	10 34.5%	9 20.5%	38 28.1%	8 27.6%	10 26.3%	4 21.1%	4 44.4%	8 26.7%
Somewhat dissatisfied	5 13.2%	3 10.3%	4 9.1%	18 13.3%	2 6.9%	5 13.2%	4 21.1%	1 11.1%	5 16.7%
Very dissatisfied	10 26.3%	6 20.7%	4 9.1%	20 14.8%	4 13.8%	14 36.8%	2 10.5%	- -	2 6.7%
No opinion	3 7.9%	1 3.4%	2 4.5%	6 4.4%	2 6.9%	- -	3 15.8%	2 22.2%	2 6.7%
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q16b Fixing things to your satisfaction when problem arises

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	260	260	-	13	247	136	107	53	48
Very satisfied	111 42.7%	111 42.7%	-	6 46.2%	105 42.5%	67 49.3%	38 35.5%	17 32.1%	20 41.7%
Somewhat satisfied	66 25.4%	66 25.4%	-	6 46.2%	60 24.3%	36 26.5%	24 22.4%	12 22.6%	10 20.8%
Somewhat dissatisfied	12 4.6%	12 4.6%	-	-	12 4.9%	8 5.9%	3 2.8%	-	3 6.3%
Very dissatisfied	14 5.4%	14 5.4%	-	-	14 5.7%	4 2.9%	9 8.4%	6 11.3%	3 6.3%
No opinion	55 21.2%	55 21.2%	-	1 7.7%	54 21.9%	21 15.4%	31 29.0%	17 32.1%	12 25.0%
Refused	2 0.8%	2 0.8%	-	-	2 0.8%	-	2 1.9%	1 1.9%	-

Q16b Fixing things to your satisfaction when problem arises

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>197</i>	<i>63</i>	<i>44</i>	<i>46</i>	<i>53</i>	<i>31</i>	<i>32</i>	<i>118</i>	<i>142</i>
Very satisfied	84 42.6%	27 42.9%	20 45.5%	21 45.7%	22 41.5%	18 58.1%	11 34.4%	45 38.1%	66 46.5%
Somewhat satisfied	54 27.4%	12 19.0%	12 27.3%	12 26.1%	11 20.8%	5 16.1%	13 40.6%	28 23.7%	38 26.8%
Somewhat dissatisfied	10 5.1%	2 3.2%	2 4.5%	1 2.2%	4 7.5%	3 9.7%	1 3.1%	9 7.6%	3 2.1%
Very dissatisfied	7 3.6%	7 11.1%	5 11.4%	3 6.5%	2 3.8%	- -	- -	8 6.8%	6 4.2%
No opinion	42 21.3%	13 20.6%	5 11.4%	8 17.4%	14 26.4%	4 12.9%	7 21.9%	27 22.9%	28 19.7%
Refused	- -	2 3.2%	- -	1 2.2%	- -	1 3.2%	- -	1 0.8%	1 0.7%

Q16b Fixing things to your satisfaction when problem arises

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Very satisfied	19 38.8%	57 45.6%	34 41.5%	74 42.3%	13 34.2%	23 53.5%	18 48.6%	21 42.0%	14 30.4%
Somewhat satisfied	8 16.3%	35 28.0%	21 25.6%	39 22.3%	12 31.6%	13 30.2%	10 27.0%	14 28.0%	15 32.6%
Somewhat dissatisfied	3 6.1%	5 4.0%	4 4.9%	7 4.0%	3 7.9%	2 4.7%	- -	4 8.0%	2 4.3%
Very dissatisfied	5 10.2%	5 4.0%	4 4.9%	10 5.7%	2 5.3%	2 4.7%	2 5.4%	1 2.0%	4 8.7%
No opinion	13 26.5%	22 17.6%	19 23.2%	43 24.6%	8 21.1%	3 7.0%	7 18.9%	10 20.0%	11 23.9%
Refused	1 2.0%	1 0.8%	- -	2 1.1%	- -	- -	- -	- -	- -

Q16b Fixing things to your satisfaction when problem arises

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	38	29	44	135	29	38	19	9	30
Very satisfied	14 36.8%	11 37.9%	24 54.5%	60 44.4%	12 41.4%	12 31.6%	5 26.3%	4 44.4%	18 60.0%
Somewhat satisfied	11 28.9%	7 24.1%	5 11.4%	33 24.4%	6 20.7%	11 28.9%	8 42.1%	2 22.2%	6 20.0%
Somewhat dissatisfied	3 7.9%	-	2 4.5%	3 2.2%	2 6.9%	5 13.2%	-	-	2 6.7%
Very dissatisfied	1 2.6%	4 13.8%	2 4.5%	6 4.4%	1 3.4%	6 15.8%	1 5.3%	-	-
No opinion	9 23.7%	6 20.7%	10 22.7%	31 23.0%	8 27.6%	4 10.5%	5 26.3%	3 33.3%	4 13.3%
Refused	-	1 3.4%	1 2.3%	2 1.5%	-	-	-	-	-

Q16c Variety of channels and programming

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	260	260	-	13	247	136	107	53	48
Very satisfied	124 47.7%	124 47.7%	-	7 53.8%	117 47.4%	69 50.7%	50 46.7%	21 39.6%	27 56.3%
Somewhat satisfied	90 34.6%	90 34.6%	-	6 46.2%	84 34.0%	47 34.6%	35 32.7%	17 32.1%	15 31.3%
Somewhat dissatisfied	21 8.1%	21 8.1%	-	-	21 8.5%	10 7.4%	8 7.5%	4 7.5%	3 6.3%
Very dissatisfied	19 7.3%	19 7.3%	-	-	19 7.7%	7 5.1%	12 11.2%	10 18.9%	2 4.2%
No opinion	6 2.3%	6 2.3%	-	-	6 2.4%	3 2.2%	2 1.9%	1 1.9%	1 2.1%
Refused	-	-	-	-	-	-	-	-	-

Q16c Variety of channels and programming

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	197	63	44	46	53	31	32	118	142
Very satisfied	90 45.7%	34 54.0%	21 47.7%	24 52.2%	24 45.3%	16 51.6%	12 37.5%	53 44.9%	71 50.0%
Somewhat satisfied	72 36.5%	18 28.6%	11 25.0%	13 28.3%	19 35.8%	12 38.7%	17 53.1%	39 33.1%	51 35.9%
Somewhat dissatisfied	16 8.1%	5 7.9%	4 9.1%	4 8.7%	6 11.3%	1 3.2%	3 9.4%	13 11.0%	8 5.6%
Very dissatisfied	13 6.6%	6 9.5%	7 15.9%	4 8.7%	2 3.8%	1 3.2%	- -	11 9.3%	8 5.6%
No opinion	6 3.0%	- -	1 2.3%	1 2.2%	2 3.8%	1 3.2%	- -	2 1.7%	4 2.8%
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q16c Variety of channels and programming

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Very satisfied	20 40.8%	62 49.6%	40 48.8%	81 46.3%	17 44.7%	24 55.8%	19 51.4%	28 56.0%	15 32.6%
Somewhat satisfied	17 34.7%	44 35.2%	27 32.9%	60 34.3%	15 39.5%	13 30.2%	15 40.5%	13 26.0%	18 39.1%
Somewhat dissatisfied	5 10.2%	10 8.0%	6 7.3%	15 8.6%	3 7.9%	3 7.0%	1 2.7%	5 10.0%	8 17.4%
Very dissatisfied	6 12.2%	7 5.6%	6 7.3%	15 8.6%	1 2.6%	3 7.0%	2 5.4%	4 8.0%	4 8.7%
No opinion	1 2.0%	2 1.6%	3 3.7%	4 2.3%	2 5.3%	- -	- -	- -	1 2.2%
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q16c Variety of channels and programming

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>38</i>	<i>29</i>	<i>44</i>	<i>135</i>	<i>29</i>	<i>38</i>	<i>19</i>	<i>9</i>	<i>30</i>
Very satisfied	15 39.5%	13 44.8%	24 54.5%	68 50.4%	15 51.7%	13 34.2%	7 36.8%	3 33.3%	18 60.0%
Somewhat satisfied	13 34.2%	13 44.8%	13 29.5%	48 35.6%	7 24.1%	14 36.8%	10 52.6%	3 33.3%	8 26.7%
Somewhat dissatisfied	3 7.9%	-	3 6.8%	8 5.9%	4 13.8%	2 5.3%	1 5.3%	2 22.2%	4 13.3%
Very dissatisfied	3 7.9%	2 6.9%	4 9.1%	9 6.7%	1 3.4%	9 23.7%	-	-	-
No opinion	4 10.5%	1 3.4%	-	2 1.5%	2 6.9%	-	1 5.3%	1 11.1%	-
Refused	-	-	-	-	-	-	-	-	-

Q16d Performance of service technicians during service calls

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	260	260	-	13	247	136	107	53	48
Very satisfied	123 47.3%	123 47.3%	-	7 53.8%	116 47.0%	69 50.7%	45 42.1%	19 35.8%	23 47.9%
Somewhat satisfied	59 22.7%	59 22.7%	-	4 30.8%	55 22.3%	30 22.1%	24 22.4%	13 24.5%	9 18.8%
Somewhat dissatisfied	8 3.1%	8 3.1%	-	-	8 3.2%	6 4.4%	2 1.9%	1 1.9%	1 2.1%
Very dissatisfied	11 4.2%	11 4.2%	-	-	11 4.5%	3 2.2%	8 7.5%	6 11.3%	2 4.2%
No opinion	57 21.9%	57 21.9%	-	2 15.4%	55 22.3%	26 19.1%	28 26.2%	14 26.4%	13 27.1%
Refused	2 0.8%	2 0.8%	-	-	2 0.8%	2 1.5%	-	-	-

Q16d Performance of service technicians during service calls

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>197</i>	<i>63</i>	<i>44</i>	<i>46</i>	<i>53</i>	<i>31</i>	<i>32</i>	<i>118</i>	<i>142</i>
Very satisfied	95 48.2%	28 44.4%	22 50.0%	21 45.7%	27 50.9%	19 61.3%	14 43.8%	50 42.4%	73 51.4%
Somewhat satisfied	45 22.8%	14 22.2%	11 25.0%	12 26.1%	8 15.1%	7 22.6%	6 18.8%	31 26.3%	28 19.7%
Somewhat dissatisfied	7 3.6%	1 1.6%	1 2.3%	2 4.3%	4 7.5%	- -	1 3.1%	3 2.5%	5 3.5%
Very dissatisfied	5 2.5%	6 9.5%	5 11.4%	2 4.3%	2 3.8%	- -	- -	7 5.9%	4 2.8%
No opinion	44 22.3%	13 20.6%	5 11.4%	9 19.6%	12 22.6%	5 16.1%	9 28.1%	26 22.0%	31 21.8%
Refused	1 0.5%	1 1.6%	- -	- -	- -	- -	2 6.3%	1 0.8%	1 0.7%

Q16d Performance of service technicians during service calls

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Very satisfied	22 44.9%	66 52.8%	33 40.2%	76 43.4%	17 44.7%	28 65.1%	18 48.6%	25 50.0%	21 45.7%
Somewhat satisfied	9 18.4%	26 20.8%	23 28.0%	41 23.4%	10 26.3%	7 16.3%	8 21.6%	10 20.0%	12 26.1%
Somewhat dissatisfied	4 8.2%	3 2.4%	1 1.2%	6 3.4%	- -	2 4.7%	2 5.4%	1 2.0%	1 2.2%
Very dissatisfied	4 8.2%	4 3.2%	3 3.7%	8 4.6%	1 2.6%	2 4.7%	1 2.7%	1 2.0%	2 4.3%
No opinion	10 20.4%	26 20.8%	20 24.4%	43 24.6%	9 23.7%	4 9.3%	7 18.9%	13 26.0%	10 21.7%
Refused	- -	- -	2 2.4%	1 0.6%	1 2.6%	- -	1 2.7%	- -	- -

Q16d Performance of service technicians during service calls

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>38</i>	<i>29</i>	<i>44</i>	<i>135</i>	<i>29</i>	<i>38</i>	<i>19</i>	<i>9</i>	<i>30</i>
Very satisfied	11 28.9%	15 51.7%	23 52.3%	70 51.9%	14 48.3%	15 39.5%	5 26.3%	3 33.3%	16 53.3%
Somewhat satisfied	13 34.2%	5 17.2%	7 15.9%	28 20.7%	6 20.7%	11 28.9%	4 21.1%	2 22.2%	8 26.7%
Somewhat dissatisfied	2 5.3%	1 3.4%	1 2.3%	3 2.2%	1 3.4%	3 7.9%	- -	- -	1 3.3%
Very dissatisfied	1 2.6%	4 13.8%	2 4.5%	4 3.0%	1 3.4%	6 15.8%	- -	- -	- -
No opinion	10 26.3%	4 13.8%	11 25.0%	28 20.7%	7 24.1%	3 7.9%	10 52.6%	4 44.4%	5 16.7%
Refused	1 2.6%	- -	- -	2 1.5%	- -	- -	- -	- -	- -

Q16e Performance of service technicians when installing new services

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	260	260	-	13	247	136	107	53	48
Very satisfied	123 47.3%	123 47.3%	-	7 53.8%	116 47.0%	72 52.9%	44 41.1%	19 35.8%	22 45.8%
Somewhat satisfied	73 28.1%	73 28.1%	-	4 30.8%	69 27.9%	35 25.7%	32 29.9%	15 28.3%	15 31.3%
Somewhat dissatisfied	5 1.9%	5 1.9%	-	-	5 2.0%	4 2.9%	1 0.9%	-	1 2.1%
Very dissatisfied	11 4.2%	11 4.2%	-	-	11 4.5%	4 2.9%	7 6.5%	7 13.2%	-
No opinion	45 17.3%	45 17.3%	-	2 15.4%	43 17.4%	20 14.7%	21 19.6%	10 18.9%	10 20.8%
Refused	3 1.2%	3 1.2%	-	-	3 1.2%	1 0.7%	2 1.9%	2 3.8%	-

Q16e Performance of service technicians when installing new services

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>197</i>	<i>63</i>	<i>44</i>	<i>46</i>	<i>53</i>	<i>31</i>	<i>32</i>	<i>118</i>	<i>142</i>
Very satisfied	97 49.2%	26 41.3%	20 45.5%	27 58.7%	27 50.9%	16 51.6%	13 40.6%	56 47.5%	67 47.2%
Somewhat satisfied	52 26.4%	21 33.3%	13 29.5%	14 30.4%	13 24.5%	11 35.5%	10 31.3%	38 32.2%	35 24.6%
Somewhat dissatisfied	4 2.0%	1 1.6%	1 2.3%	- -	1 1.9%	1 3.2%	2 6.3%	3 2.5%	2 1.4%
Very dissatisfied	7 3.6%	4 6.3%	5 11.4%	1 2.2%	2 3.8%	- -	1 3.1%	5 4.2%	6 4.2%
No opinion	36 18.3%	9 14.3%	5 11.4%	3 6.5%	10 18.9%	2 6.5%	6 18.8%	15 12.7%	30 21.1%
Refused	1 0.5%	2 3.2%	- -	1 2.2%	- -	1 3.2%	- -	1 0.8%	2 1.4%

Q16e Performance of service technicians when installing new services

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Very satisfied	24 49.0%	59 47.2%	38 46.3%	79 45.1%	20 52.6%	22 51.2%	23 62.2%	27 54.0%	15 32.6%
Somewhat satisfied	14 28.6%	34 27.2%	24 29.3%	51 29.1%	9 23.7%	12 27.9%	9 24.3%	13 26.0%	19 41.3%
Somewhat dissatisfied	2 4.1%	3 2.4%	- -	4 2.3%	- -	1 2.3%	- -	- -	1 2.2%
Very dissatisfied	3 6.1%	4 3.2%	4 4.9%	7 4.0%	1 2.6%	3 7.0%	1 2.7%	1 2.0%	3 6.5%
No opinion	5 10.2%	23 18.4%	16 19.5%	31 17.7%	8 21.1%	5 11.6%	4 10.8%	9 18.0%	8 17.4%
Refused	1 2.0%	2 1.6%	- -	3 1.7%	- -	- -	- -	- -	- -

Q16e Performance of service technicians when installing new services

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>38</i>	<i>29</i>	<i>44</i>	<i>135</i>	<i>29</i>	<i>38</i>	<i>19</i>	<i>9</i>	<i>30</i>
Very satisfied	11 28.9%	14 48.3%	23 52.3%	70 51.9%	13 44.8%	13 34.2%	8 42.1%	3 33.3%	16 53.3%
Somewhat satisfied	11 28.9%	9 31.0%	9 20.5%	39 28.9%	8 27.6%	13 34.2%	2 10.5%	3 33.3%	8 26.7%
Somewhat dissatisfied	2 5.3%	1 3.4%	1 2.3%	1 0.7%	1 3.4%	2 5.3%	- -	- -	1 3.3%
Very dissatisfied	2 5.3%	2 6.9%	2 4.5%	3 2.2%	1 3.4%	6 15.8%	- -	- -	1 3.3%
No opinion	11 28.9%	2 6.9%	8 18.2%	20 14.8%	6 20.7%	3 7.9%	9 47.4%	3 33.3%	4 13.3%
Refused	1 2.6%	1 3.4%	1 2.3%	2 1.5%	- -	1 2.6%	- -	- -	- -

Q16f Turnaround time for installing new service

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	260	260	-	13	247	136	107	53	48
Very satisfied	105 40.4%	105 40.4%	-	6 46.2%	99 40.1%	60 44.1%	41 38.3%	20 37.7%	19 39.6%
Somewhat satisfied	71 27.3%	71 27.3%	-	4 30.8%	67 27.1%	42 30.9%	24 22.4%	13 24.5%	9 18.8%
Somewhat dissatisfied	14 5.4%	14 5.4%	-	1 7.7%	13 5.3%	7 5.1%	5 4.7%	3 5.7%	2 4.2%
Very dissatisfied	9 3.5%	9 3.5%	-	-	9 3.6%	3 2.2%	6 5.6%	6 11.3%	-
No opinion	56 21.5%	56 21.5%	-	1 7.7%	55 22.3%	24 17.6%	27 25.2%	9 17.0%	17 35.4%
Refused	5 1.9%	5 1.9%	-	1 7.7%	4 1.6%	-	4 3.7%	2 3.8%	1 2.1%

Q16f Turnaround time for installing new service

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>197</i>	<i>63</i>	<i>44</i>	<i>46</i>	<i>53</i>	<i>31</i>	<i>32</i>	<i>118</i>	<i>142</i>
Very satisfied	81 41.1%	24 38.1%	18 40.9%	23 50.0%	26 49.1%	14 45.2%	8 25.0%	48 40.7%	57 40.1%
Somewhat satisfied	53 26.9%	18 28.6%	12 27.3%	13 28.3%	10 18.9%	8 25.8%	16 50.0%	33 28.0%	38 26.8%
Somewhat dissatisfied	9 4.6%	5 7.9%	3 6.8%	2 4.3%	3 5.7%	2 6.5%	1 3.1%	8 6.8%	6 4.2%
Very dissatisfied	6 3.0%	3 4.8%	5 11.4%	1 2.2%	2 3.8%	- -	- -	4 3.4%	5 3.5%
No opinion	45 22.8%	11 17.5%	6 13.6%	6 13.0%	12 22.6%	6 19.4%	6 18.8%	23 19.5%	33 23.2%
Refused	3 1.5%	2 3.2%	- -	1 2.2%	- -	1 3.2%	1 3.1%	2 1.7%	3 2.1%

Q16f Turnaround time for installing new service

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Very satisfied	21 42.9%	51 40.8%	32 39.0%	73 41.7%	14 36.8%	17 39.5%	16 43.2%	22 44.0%	13 28.3%
Somewhat satisfied	8 16.3%	35 28.0%	26 31.7%	41 23.4%	11 28.9%	17 39.5%	10 27.0%	14 28.0%	15 32.6%
Somewhat dissatisfied	5 10.2%	5 4.0%	4 4.9%	10 5.7%	2 5.3%	2 4.7%	3 8.1%	3 6.0%	4 8.7%
Very dissatisfied	3 6.1%	4 3.2%	2 2.4%	6 3.4%	1 2.6%	2 4.7%	1 2.7%	1 2.0%	2 4.3%
No opinion	11 22.4%	27 21.6%	17 20.7%	40 22.9%	10 26.3%	5 11.6%	7 18.9%	10 20.0%	11 23.9%
Refused	1 2.0%	3 2.4%	1 1.2%	5 2.9%	- -	- -	- -	- -	1 2.2%

Q16f Turnaround time for installing new service

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>38</i>	<i>29</i>	<i>44</i>	<i>135</i>	<i>29</i>	<i>38</i>	<i>19</i>	<i>9</i>	<i>30</i>
Very satisfied	12 31.6%	13 44.8%	19 43.2%	56 41.5%	14 48.3%	14 36.8%	5 26.3%	3 33.3%	13 43.3%
Somewhat satisfied	13 34.2%	6 20.7%	9 20.5%	33 24.4%	9 31.0%	12 31.6%	6 31.6%	2 22.2%	9 30.0%
Somewhat dissatisfied	3 7.9%	-	1 2.3%	7 5.2%	3 10.3%	2 5.3%	-	1 11.1%	1 3.3%
Very dissatisfied	1 2.6%	2 6.9%	2 4.5%	1 0.7%	1 3.4%	7 18.4%	-	-	-
No opinion	8 21.1%	7 24.1%	11 25.0%	34 25.2%	2 6.9%	3 7.9%	7 36.8%	3 33.3%	7 23.3%
Refused	1 2.6%	1 3.4%	2 4.5%	4 3.0%	-	-	1 5.3%	-	-

Q16g On-time arrival of service personnel

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	260	260	-	13	247	136	107	53	48
Very satisfied	99 38.1%	99 38.1%	-	5 38.5%	94 38.1%	58 42.6%	35 32.7%	19 35.8%	15 31.3%
Somewhat satisfied	76 29.2%	76 29.2%	-	4 30.8%	72 29.1%	45 33.1%	27 25.2%	13 24.5%	11 22.9%
Somewhat dissatisfied	11 4.2%	11 4.2%	-	2 15.4%	9 3.6%	7 5.1%	4 3.7%	1 1.9%	3 6.3%
Very dissatisfied	11 4.2%	11 4.2%	-	1 7.7%	10 4.0%	3 2.2%	7 6.5%	6 11.3%	1 2.1%
No opinion	60 23.1%	60 23.1%	-	1 7.7%	59 23.9%	21 15.4%	33 30.8%	13 24.5%	18 37.5%
Refused	3 1.2%	3 1.2%	-	-	3 1.2%	2 1.5%	1 0.9%	1 1.9%	-

Q16g On-time arrival of service personnel

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	197	63	44	46	53	31	32	118	142
Very satisfied	74 37.6%	25 39.7%	18 40.9%	20 43.5%	22 41.5%	13 41.9%	8 25.0%	44 37.3%	55 38.7%
Somewhat satisfied	63 32.0%	13 20.6%	14 31.8%	12 26.1%	14 26.4%	10 32.3%	12 37.5%	39 33.1%	37 26.1%
Somewhat dissatisfied	7 3.6%	4 6.3%	1 2.3%	3 6.5%	3 5.7%	2 6.5%	- -	6 5.1%	5 3.5%
Very dissatisfied	6 3.0%	5 7.9%	5 11.4%	1 2.2%	2 3.8%	- -	2 6.3%	8 6.8%	3 2.1%
No opinion	47 23.9%	13 20.6%	6 13.6%	10 21.7%	12 22.6%	5 16.1%	9 28.1%	21 17.8%	39 27.5%
Refused	- -	3 4.8%	- -	- -	- -	1 3.2%	1 3.1%	- -	3 2.1%

Q16g On-time arrival of service personnel

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Very satisfied	20 40.8%	47 37.6%	30 36.6%	64 36.6%	17 44.7%	16 37.2%	15 40.5%	19 38.0%	14 30.4%
Somewhat satisfied	6 12.2%	41 32.8%	28 34.1%	42 24.0%	14 36.8%	19 44.2%	15 40.5%	15 30.0%	18 39.1%
Somewhat dissatisfied	4 8.2%	6 4.8%	- -	9 5.1%	- -	1 2.3%	2 5.4%	2 4.0%	1 2.2%
Very dissatisfied	4 8.2%	5 4.0%	2 2.4%	8 4.6%	- -	3 7.0%	- -	1 2.0%	2 4.3%
No opinion	14 28.6%	25 20.0%	21 25.6%	49 28.0%	7 18.4%	4 9.3%	5 13.5%	13 26.0%	11 23.9%
Refused	1 2.0%	1 0.8%	1 1.2%	3 1.7%	- -	- -	- -	- -	- -

Q16g On-time arrival of service personnel

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>38</i>	<i>29</i>	<i>44</i>	<i>135</i>	<i>29</i>	<i>38</i>	<i>19</i>	<i>9</i>	<i>30</i>
Very satisfied	10 26.3%	11 37.9%	19 43.2%	50 37.0%	11 37.9%	14 36.8%	5 26.3%	3 33.3%	16 53.3%
Somewhat satisfied	13 34.2%	8 27.6%	6 13.6%	39 28.9%	7 24.1%	16 42.1%	6 31.6%	2 22.2%	6 20.0%
Somewhat dissatisfied	2 5.3%	1 3.4%	1 2.3%	4 3.0%	4 13.8%	1 2.6%	-	1 11.1%	1 3.3%
Very dissatisfied	1 2.6%	4 13.8%	3 6.8%	4 3.0%	1 3.4%	6 15.8%	-	-	-
No opinion	11 28.9%	4 13.8%	15 34.1%	36 26.7%	6 20.7%	1 2.6%	8 42.1%	3 33.3%	6 20.0%
Refused	1 2.6%	1 3.4%	-	2 1.5%	-	-	-	-	1 3.3%

Q16h Accuracy of your bills

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	260	260	-	13	247	136	107	53	48
Very satisfied	130 50.0%	130 50.0%	-	8 61.5%	122 49.4%	69 50.7%	55 51.4%	26 49.1%	26 54.2%
Somewhat satisfied	80 30.8%	80 30.8%	-	3 23.1%	77 31.2%	48 35.3%	26 24.3%	16 30.2%	9 18.8%
Somewhat dissatisfied	11 4.2%	11 4.2%	-	-	11 4.5%	6 4.4%	4 3.7%	2 3.8%	1 2.1%
Very dissatisfied	13 5.0%	13 5.0%	-	1 7.7%	12 4.9%	3 2.2%	9 8.4%	6 11.3%	3 6.3%
No opinion	24 9.2%	24 9.2%	-	1 7.7%	23 9.3%	10 7.4%	12 11.2%	3 5.7%	8 16.7%
Refused	2 0.8%	2 0.8%	-	-	2 0.8%	-	1 0.9%	-	1 2.1%

Q16h Accuracy of your bills

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>197</i>	<i>63</i>	<i>44</i>	<i>46</i>	<i>53</i>	<i>31</i>	<i>32</i>	<i>118</i>	<i>142</i>
Very satisfied	101 51.3%	29 46.0%	17 38.6%	24 52.2%	30 56.6%	22 71.0%	12 37.5%	56 47.5%	74 52.1%
Somewhat satisfied	59 29.9%	21 33.3%	13 29.5%	13 28.3%	14 26.4%	6 19.4%	14 43.8%	39 33.1%	41 28.9%
Somewhat dissatisfied	8 4.1%	3 4.8%	2 4.5%	3 6.5%	1 1.9%	1 3.2%	2 6.3%	7 5.9%	4 2.8%
Very dissatisfied	6 3.0%	7 11.1%	7 15.9%	4 8.7%	1 1.9%	-	-	7 5.9%	6 4.2%
No opinion	21 10.7%	3 4.8%	4 9.1%	2 4.3%	7 13.2%	2 6.5%	3 9.4%	8 6.8%	16 11.3%
Refused	2 1.0%	-	1 2.3%	-	-	-	1 3.1%	1 0.8%	1 0.7%

Q16h Accuracy of your bills

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Very satisfied	27 55.1%	68 54.4%	34 41.5%	91 52.0%	17 44.7%	21 48.8%	14 37.8%	29 58.0%	15 32.6%
Somewhat satisfied	13 26.5%	37 29.6%	29 35.4%	51 29.1%	14 36.8%	14 32.6%	14 37.8%	13 26.0%	23 50.0%
Somewhat dissatisfied	2 4.1%	4 3.2%	4 4.9%	8 4.6%	- -	2 4.7%	1 2.7%	- -	3 6.5%
Very dissatisfied	4 8.2%	5 4.0%	4 4.9%	10 5.7%	- -	3 7.0%	1 2.7%	3 6.0%	2 4.3%
No opinion	2 4.1%	10 8.0%	11 13.4%	14 8.0%	7 18.4%	2 4.7%	7 18.9%	4 8.0%	3 6.5%
Refused	1 2.0%	1 0.8%	- -	1 0.6%	- -	1 2.3%	- -	1 2.0%	- -

Q16h Accuracy of your bills

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>38</i>	<i>29</i>	<i>44</i>	<i>135</i>	<i>29</i>	<i>38</i>	<i>19</i>	<i>9</i>	<i>30</i>
Very satisfied	20 52.6%	13 44.8%	30 68.2%	70 51.9%	15 51.7%	13 34.2%	8 42.1%	5 55.6%	19 63.3%
Somewhat satisfied	9 23.7%	7 24.1%	10 22.7%	43 31.9%	10 34.5%	11 28.9%	8 42.1%	- -	8 26.7%
Somewhat dissatisfied	4 10.5%	1 3.4%	1 2.3%	5 3.7%	- -	4 10.5%	- -	2 22.2%	- -
Very dissatisfied	2 5.3%	3 10.3%	2 4.5%	5 3.7%	- -	8 21.1%	- -	- -	- -
No opinion	3 7.9%	4 13.8%	1 2.3%	11 8.1%	4 13.8%	1 2.6%	3 15.8%	2 22.2%	3 10.0%
Refused	- -	1 3.4%	- -	1 0.7%	- -	1 2.6%	- -	- -	- -

Q16i Knowledge of customer service representatives

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	260	260	-	13	247	136	107	53	48
Very satisfied	103 39.6%	103 39.6%	-	6 46.2%	97 39.3%	61 44.9%	36 33.6%	20 37.7%	15 31.3%
Somewhat satisfied	72 27.7%	72 27.7%	-	4 30.8%	68 27.5%	42 30.9%	26 24.3%	9 17.0%	15 31.3%
Somewhat dissatisfied	12 4.6%	12 4.6%	-	1 7.7%	11 4.5%	6 4.4%	5 4.7%	3 5.7%	1 2.1%
Very dissatisfied	10 3.8%	10 3.8%	-	-	10 4.0%	3 2.2%	7 6.5%	7 13.2%	-
No opinion	61 23.5%	61 23.5%	-	2 15.4%	59 23.9%	24 17.6%	31 29.0%	12 22.6%	17 35.4%
Refused	2 0.8%	2 0.8%	-	-	2 0.8%	-	2 1.9%	2 3.8%	-

Q16i Knowledge of customer service representatives

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>197</i>	<i>63</i>	<i>44</i>	<i>46</i>	<i>53</i>	<i>31</i>	<i>32</i>	<i>118</i>	<i>142</i>
Very satisfied	75 38.1%	28 44.4%	21 47.7%	23 50.0%	22 41.5%	8 25.8%	14 43.8%	41 34.7%	62 43.7%
Somewhat satisfied	61 31.0%	11 17.5%	11 25.0%	9 19.6%	12 22.6%	16 51.6%	9 28.1%	38 32.2%	34 23.9%
Somewhat dissatisfied	6 3.0%	6 9.5%	2 4.5%	2 4.3%	2 3.8%	- -	1 3.1%	6 5.1%	6 4.2%
Very dissatisfied	6 3.0%	4 6.3%	6 13.6%	- -	2 3.8%	- -	- -	6 5.1%	4 2.8%
No opinion	48 24.4%	13 20.6%	4 9.1%	12 26.1%	15 28.3%	6 19.4%	8 25.0%	27 22.9%	34 23.9%
Refused	1 0.5%	1 1.6%	- -	- -	- -	1 3.2%	- -	- -	2 1.4%

Q16i Knowledge of customer service representatives

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Very satisfied	21 42.9%	49 39.2%	32 39.0%	70 40.0%	12 31.6%	20 46.5%	17 45.9%	24 48.0%	14 30.4%
Somewhat satisfied	7 14.3%	40 32.0%	23 28.0%	40 22.9%	15 39.5%	15 34.9%	12 32.4%	12 24.0%	18 39.1%
Somewhat dissatisfied	5 10.2%	3 2.4%	3 3.7%	10 5.7%	- -	1 2.3%	- -	- -	3 6.5%
Very dissatisfied	4 8.2%	4 3.2%	2 2.4%	7 4.0%	1 2.6%	2 4.7%	1 2.7%	1 2.0%	2 4.3%
No opinion	12 24.5%	27 21.6%	22 26.8%	46 26.3%	10 26.3%	5 11.6%	7 18.9%	13 26.0%	9 19.6%
Refused	- -	2 1.6%	- -	2 1.1%	- -	- -	- -	- -	- -

Q16i Knowledge of customer service representatives

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>38</i>	<i>29</i>	<i>44</i>	<i>135</i>	<i>29</i>	<i>38</i>	<i>19</i>	<i>9</i>	<i>30</i>
Very satisfied	10 26.3%	11 37.9%	17 38.6%	58 43.0%	13 44.8%	10 26.3%	5 26.3%	3 33.3%	14 46.7%
Somewhat satisfied	10 26.3%	7 24.1%	8 18.2%	31 23.0%	7 24.1%	17 44.7%	4 21.1%	2 22.2%	11 36.7%
Somewhat dissatisfied	5 13.2%	-	3 6.8%	7 5.2%	-	3 7.9%	1 5.3%	1 11.1%	-
Very dissatisfied	2 5.3%	2 6.9%	2 4.5%	3 2.2%	1 3.4%	6 15.8%	-	-	-
No opinion	11 28.9%	8 27.6%	13 29.5%	34 25.2%	8 27.6%	2 5.3%	9 47.4%	3 33.3%	5 16.7%
Refused	-	1 3.4%	1 2.3%	2 1.5%	-	-	-	-	-

Q16j Helpfulness of customer service representatives

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	260	260	-	13	247	136	107	53	48
Very satisfied	116 44.6%	116 44.6%	-	4 30.8%	112 45.3%	68 50.0%	40 37.4%	17 32.1%	21 43.8%
Somewhat satisfied	74 28.5%	74 28.5%	-	8 61.5%	66 26.7%	42 30.9%	28 26.2%	14 26.4%	10 20.8%
Somewhat dissatisfied	12 4.6%	12 4.6%	-	-	12 4.9%	5 3.7%	5 4.7%	3 5.7%	2 4.2%
Very dissatisfied	10 3.8%	10 3.8%	-	-	10 4.0%	2 1.5%	7 6.5%	7 13.2%	-
No opinion	46 17.7%	46 17.7%	-	1 7.7%	45 18.2%	19 14.0%	25 23.4%	11 20.8%	14 29.2%
Refused	2 0.8%	2 0.8%	-	-	2 0.8%	-	2 1.9%	1 1.9%	1 2.1%

Q16j Helpfulness of customer service representatives

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>197</i>	<i>63</i>	<i>44</i>	<i>46</i>	<i>53</i>	<i>31</i>	<i>32</i>	<i>118</i>	<i>142</i>
Very satisfied	89 45.2%	27 42.9%	20 45.5%	23 50.0%	25 47.2%	14 45.2%	16 50.0%	45 38.1%	71 50.0%
Somewhat satisfied	58 29.4%	16 25.4%	12 27.3%	16 34.8%	13 24.5%	9 29.0%	9 28.1%	38 32.2%	36 25.4%
Somewhat dissatisfied	6 3.0%	6 9.5%	3 6.8%	- -	3 5.7%	2 6.5%	1 3.1%	7 5.9%	5 3.5%
Very dissatisfied	6 3.0%	4 6.3%	5 11.4%	- -	3 5.7%	- -	- -	5 4.2%	5 3.5%
No opinion	36 18.3%	10 15.9%	2 4.5%	7 15.2%	9 17.0%	6 19.4%	6 18.8%	23 19.5%	23 16.2%
Refused	2 1.0%	- -	2 4.5%	- -	- -	- -	- -	- -	2 1.4%

Q16j Helpfulness of customer service representatives

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Very satisfied	19 38.8%	58 46.4%	38 46.3%	74 42.3%	16 42.1%	25 58.1%	20 54.1%	25 50.0%	14 30.4%
Somewhat satisfied	12 24.5%	36 28.8%	24 29.3%	49 28.0%	12 31.6%	11 25.6%	11 29.7%	11 22.0%	16 34.8%
Somewhat dissatisfied	3 6.1%	4 3.2%	4 4.9%	7 4.0%	3 7.9%	1 2.3%	1 2.7%	2 4.0%	2 4.3%
Very dissatisfied	5 10.2%	3 2.4%	2 2.4%	8 4.6%	- -	2 4.7%	- -	1 2.0%	4 8.7%
No opinion	9 18.4%	23 18.4%	14 17.1%	36 20.6%	7 18.4%	3 7.0%	5 13.5%	10 20.0%	9 19.6%
Refused	1 2.0%	1 0.8%	- -	1 0.6%	- -	1 2.3%	- -	1 2.0%	1 2.2%

Q16j Helpfulness of customer service representatives

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	38	29	44	135	29	38	19	9	30
Very satisfied	13 34.2%	11 37.9%	24 54.5%	69 51.1%	12 41.4%	10 26.3%	7 36.8%	3 33.3%	15 50.0%
Somewhat satisfied	14 36.8%	9 31.0%	7 15.9%	31 23.0%	11 37.9%	15 39.5%	4 21.1%	3 33.3%	10 33.3%
Somewhat dissatisfied	3 7.9%	2 6.9%	1 2.3%	4 3.0%	2 6.9%	4 10.5%	1 5.3%	1 11.1%	- -
Very dissatisfied	1 2.6%	2 6.9%	2 4.5%	3 2.2%	- -	6 15.8%	1 5.3%	- -	- -
No opinion	7 18.4%	5 17.2%	10 22.7%	27 20.0%	4 13.8%	2 5.3%	6 31.6%	2 22.2%	5 16.7%
Refused	- -	- -	- -	1 0.7%	- -	1 2.6%	- -	- -	- -

Q16k Responsiveness of customer service representatives

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	260	260	-	13	247	136	107	53	48
Very satisfied	103 39.6%	103 39.6%	-	5 38.5%	98 39.7%	57 41.9%	39 36.4%	15 28.3%	21 43.8%
Somewhat satisfied	83 31.9%	83 31.9%	-	5 38.5%	78 31.6%	53 39.0%	27 25.2%	12 22.6%	12 25.0%
Somewhat dissatisfied	10 3.8%	10 3.8%	-	1 7.7%	9 3.6%	4 2.9%	5 4.7%	2 3.8%	3 6.3%
Very dissatisfied	10 3.8%	10 3.8%	-	1 7.7%	9 3.6%	3 2.2%	7 6.5%	7 13.2%	-
No opinion	53 20.4%	53 20.4%	-	1 7.7%	52 21.1%	19 14.0%	28 26.2%	16 30.2%	12 25.0%
Refused	1 0.4%	1 0.4%	-	-	1 0.4%	-	1 0.9%	1 1.9%	-

Q16k Responsiveness of customer service representatives

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	197	63	44	46	53	31	32	118	142
Very satisfied	75 38.1%	28 44.4%	19 43.2%	21 45.7%	23 43.4%	15 48.4%	8 25.0%	46 39.0%	57 40.1%
Somewhat satisfied	69 35.0%	14 22.2%	12 27.3%	18 39.1%	12 22.6%	12 38.7%	15 46.9%	37 31.4%	46 32.4%
Somewhat dissatisfied	7 3.6%	3 4.8%	1 2.3%	1 2.2%	3 5.7%	- -	1 3.1%	5 4.2%	5 3.5%
Very dissatisfied	5 2.5%	5 7.9%	5 11.4%	1 2.2%	2 3.8%	- -	- -	6 5.1%	4 2.8%
No opinion	40 20.3%	13 20.6%	6 13.6%	5 10.9%	13 24.5%	4 12.9%	8 25.0%	24 20.3%	29 20.4%
Refused	1 0.5%	- -	1 2.3%	- -	- -	- -	- -	- -	1 0.7%

Q16k Responsiveness of customer service representatives

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Very satisfied	23 46.9%	46 36.8%	32 39.0%	69 39.4%	13 34.2%	19 44.2%	13 35.1%	22 44.0%	13 28.3%
Somewhat satisfied	7 14.3%	46 36.8%	29 35.4%	48 27.4%	16 42.1%	18 41.9%	17 45.9%	15 30.0%	19 41.3%
Somewhat dissatisfied	3 6.1%	4 3.2%	2 2.4%	5 2.9%	2 5.3%	2 4.7%	1 2.7%	- -	2 4.3%
Very dissatisfied	6 12.2%	3 2.4%	1 1.2%	8 4.6%	- -	2 4.7%	1 2.7%	1 2.0%	3 6.5%
No opinion	10 20.4%	25 20.0%	18 22.0%	44 25.1%	7 18.4%	2 4.7%	5 13.5%	12 24.0%	8 17.4%
Refused	- -	1 0.8%	- -	1 0.6%	- -	- -	- -	- -	1 2.2%

Q16k Responsiveness of customer service representatives

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	38	29	44	135	29	38	19	9	30
Very satisfied	12 31.6%	12 41.4%	21 47.7%	61 45.2%	12 41.4%	8 21.1%	6 31.6%	3 33.3%	13 43.3%
Somewhat satisfied	12 31.6%	9 31.0%	6 13.6%	37 27.4%	7 24.1%	20 52.6%	4 21.1%	2 22.2%	13 43.3%
Somewhat dissatisfied	3 7.9%	1 3.4%	2 4.5%	4 3.0%	2 6.9%	2 5.3%	1 5.3%	1 11.1%	- -
Very dissatisfied	1 2.6%	2 6.9%	2 4.5%	3 2.2%	1 3.4%	6 15.8%	- -	- -	- -
No opinion	10 26.3%	5 17.2%	13 29.5%	29 21.5%	7 24.1%	2 5.3%	8 42.1%	3 33.3%	4 13.3%
Refused	- -	- -	- -	1 0.7%	- -	- -	- -	- -	- -

Q16I Information on public, educational, and government programming

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	260	260	-	13	247	136	107	53	48
Very satisfied	105 40.4%	105 40.4%	-	5 38.5%	100 40.5%	58 42.6%	40 37.4%	16 30.2%	23 47.9%
Somewhat satisfied	75 28.8%	75 28.8%	-	7 53.8%	68 27.5%	43 31.6%	30 28.0%	19 35.8%	9 18.8%
Somewhat dissatisfied	20 7.7%	20 7.7%	-	-	20 8.1%	7 5.1%	12 11.2%	3 5.7%	7 14.6%
Very dissatisfied	17 6.5%	17 6.5%	-	-	17 6.9%	4 2.9%	12 11.2%	9 17.0%	3 6.3%
No opinion	41 15.8%	41 15.8%	-	1 7.7%	40 16.2%	23 16.9%	12 11.2%	5 9.4%	6 12.5%
Refused	2 0.8%	2 0.8%	-	-	2 0.8%	1 0.7%	1 0.9%	1 1.9%	-

Q16I Information on public, educational, and government programming

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	197	63	44	46	53	31	32	118	142
Very satisfied	80 40.6%	25 39.7%	23 52.3%	19 41.3%	19 35.8%	13 41.9%	12 37.5%	47 39.8%	58 40.8%
Somewhat satisfied	59 29.9%	16 25.4%	7 15.9%	12 26.1%	16 30.2%	9 29.0%	14 43.8%	33 28.0%	42 29.6%
Somewhat dissatisfied	15 7.6%	5 7.9%	8 18.2%	4 8.7%	3 5.7%	3 9.7%	1 3.1%	11 9.3%	9 6.3%
Very dissatisfied	10 5.1%	7 11.1%	5 11.4%	3 6.5%	4 7.5%	- -	2 6.3%	10 8.5%	7 4.9%
No opinion	33 16.8%	8 12.7%	1 2.3%	8 17.4%	11 20.8%	5 16.1%	3 9.4%	16 13.6%	25 17.6%
Refused	- -	2 3.2%	- -	- -	- -	1 3.2%	- -	1 0.8%	1 0.7%

Q16I Information on public, educational, and government programming

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Very satisfied	17 34.7%	49 39.2%	37 45.1%	64 36.6%	15 39.5%	24 55.8%	20 54.1%	19 38.0%	20 43.5%
Somewhat satisfied	8 16.3%	39 31.2%	27 32.9%	48 27.4%	14 36.8%	12 27.9%	11 29.7%	14 28.0%	11 23.9%
Somewhat dissatisfied	10 20.4%	9 7.2%	1 1.2%	14 8.0%	4 10.5%	2 4.7%	1 2.7%	4 8.0%	7 15.2%
Very dissatisfied	3 6.1%	9 7.2%	5 6.1%	13 7.4%	1 2.6%	3 7.0%	1 2.7%	2 4.0%	3 6.5%
No opinion	10 20.4%	18 14.4%	12 14.6%	34 19.4%	4 10.5%	2 4.7%	4 10.8%	11 22.0%	5 10.9%
Refused	1 2.0%	1 0.8%	- -	2 1.1%	- -	- -	- -	- -	- -

Q16I Information on public, educational, and government programming

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>38</i>	<i>29</i>	<i>44</i>	<i>135</i>	<i>29</i>	<i>38</i>	<i>19</i>	<i>9</i>	<i>30</i>
Very satisfied	11 28.9%	6 20.7%	21 47.7%	57 42.2%	11 37.9%	15 39.5%	7 36.8%	2 22.2%	13 43.3%
Somewhat satisfied	12 31.6%	11 37.9%	9 20.5%	41 30.4%	9 31.0%	9 23.7%	4 21.1%	2 22.2%	10 33.3%
Somewhat dissatisfied	3 7.9%	- -	5 11.4%	9 6.7%	- -	5 13.2%	- -	1 11.1%	5 16.7%
Very dissatisfied	4 10.5%	4 13.8%	3 6.8%	7 5.2%	4 13.8%	6 15.8%	- -	- -	- -
No opinion	8 21.1%	6 20.7%	6 13.6%	20 14.8%	5 17.2%	3 7.9%	8 42.1%	4 44.4%	1 3.3%
Refused	- -	2 6.9%	- -	1 0.7%	- -	- -	- -	- -	1 3.3%

Q17a Occurrence of poor picture quality

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	260	260	-	13	247	136	107	53	48
Often	22 8.5%	22 8.5%	-	1 7.7%	21 8.5%	10 7.4%	10 9.3%	8 15.1%	2 4.2%
Sometimes	45 17.3%	45 17.3%	-	2 15.4%	43 17.4%	30 22.1%	14 13.1%	6 11.3%	8 16.7%
Seldom	74 28.5%	74 28.5%	-	4 30.8%	70 28.3%	39 28.7%	32 29.9%	16 30.2%	15 31.3%
Never	119 45.8%	119 45.8%	-	6 46.2%	113 45.7%	57 41.9%	51 47.7%	23 43.4%	23 47.9%
Not sure	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q17a Occurrence of poor picture quality

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>197</i>	<i>63</i>	<i>44</i>	<i>46</i>	<i>53</i>	<i>31</i>	<i>32</i>	<i>118</i>	<i>142</i>
Often	18 9.1%	4 6.3%	4 9.1%	4 8.7%	4 7.5%	1 3.2%	4 12.5%	13 11.0%	9 6.3%
Sometimes	35 17.8%	10 15.9%	8 18.2%	8 17.4%	9 17.0%	4 12.9%	7 21.9%	21 17.8%	24 16.9%
Seldom	58 29.4%	16 25.4%	7 15.9%	8 17.4%	21 39.6%	9 29.0%	12 37.5%	37 31.4%	37 26.1%
Never	86 43.7%	33 52.4%	25 56.8%	26 56.5%	19 35.8%	17 54.8%	9 28.1%	47 39.8%	72 50.7%
Not sure	- -	- -	- -	- -	- -	- -	- -	- -	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q17a Occurrence of poor picture quality

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Often	2 4.1%	10 8.0%	10 12.2%	18 10.3%	2 5.3%	2 4.7%	4 10.8%	5 10.0%	5 10.9%
Sometimes	9 18.4%	21 16.8%	15 18.3%	32 18.3%	5 13.2%	8 18.6%	6 16.2%	8 16.0%	8 17.4%
Seldom	15 30.6%	42 33.6%	16 19.5%	50 28.6%	10 26.3%	13 30.2%	10 27.0%	11 22.0%	18 39.1%
Never	23 46.9%	52 41.6%	41 50.0%	75 42.9%	21 55.3%	20 46.5%	17 45.9%	26 52.0%	15 32.6%
Not sure	- -	- -	- -	- -	- -	- -	- -	- -	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q17a Occurrence of poor picture quality

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>38</i>	<i>29</i>	<i>44</i>	<i>135</i>	<i>29</i>	<i>38</i>	<i>19</i>	<i>9</i>	<i>30</i>
Often	4 10.5%	1 3.4%	2 4.5%	13 9.6%	3 10.3%	3 7.9%	1 5.3%	1 11.1%	1 3.3%
Sometimes	7 18.4%	6 20.7%	8 18.2%	18 13.3%	6 20.7%	10 26.3%	1 5.3%	3 33.3%	7 23.3%
Seldom	11 28.9%	11 37.9%	10 22.7%	46 34.1%	5 17.2%	6 15.8%	7 36.8%	- -	10 33.3%
Never	16 42.1%	11 37.9%	24 54.5%	58 43.0%	15 51.7%	19 50.0%	10 52.6%	5 55.6%	12 40.0%
Not sure	- -	- -	- -	- -	- -	- -	- -	- -	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q17b Occurrence of picture outages

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	260	260	-	13	247	136	107	53	48
Often	10 3.8%	10 3.8%	-	-	10 4.0%	6 4.4%	3 2.8%	1 1.9%	2 4.2%
Sometimes	56 21.5%	56 21.5%	-	3 23.1%	53 21.5%	35 25.7%	18 16.8%	12 22.6%	5 10.4%
Seldom	95 36.5%	95 36.5%	-	3 23.1%	92 37.2%	46 33.8%	42 39.3%	18 34.0%	23 47.9%
Never	97 37.3%	97 37.3%	-	7 53.8%	90 36.4%	47 34.6%	44 41.1%	22 41.5%	18 37.5%
Not sure	2 0.8%	2 0.8%	-	-	2 0.8%	2 1.5%	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q17b Occurrence of picture outages

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>197</i>	<i>63</i>	<i>44</i>	<i>46</i>	<i>53</i>	<i>31</i>	<i>32</i>	<i>118</i>	<i>142</i>
Often	6 3.0%	4 6.3%	1 2.3%	3 6.5%	1 1.9%	2 6.5%	1 3.1%	7 5.9%	3 2.1%
Sometimes	39 19.8%	17 27.0%	12 27.3%	13 28.3%	12 22.6%	1 3.2%	7 21.9%	26 22.0%	30 21.1%
Seldom	73 37.1%	22 34.9%	10 22.7%	12 26.1%	21 39.6%	16 51.6%	15 46.9%	43 36.4%	52 36.6%
Never	77 39.1%	20 31.7%	21 47.7%	17 37.0%	19 35.8%	12 38.7%	9 28.1%	41 34.7%	56 39.4%
Not sure	2 1.0%	- -	- -	1 2.2%	- -	- -	- -	1 0.8%	1 0.7%
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q17b Occurrence of picture outages

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Often	- -	5 4.0%	5 6.1%	7 4.0%	1 2.6%	2 4.7%	2 5.4%	2 4.0%	- -
Sometimes	6 12.2%	27 21.6%	23 28.0%	38 21.7%	8 21.1%	10 23.3%	12 32.4%	13 26.0%	8 17.4%
Seldom	21 42.9%	53 42.4%	20 24.4%	67 38.3%	17 44.7%	10 23.3%	10 27.0%	16 32.0%	19 41.3%
Never	22 44.9%	39 31.2%	33 40.2%	62 35.4%	12 31.6%	20 46.5%	13 35.1%	19 38.0%	17 37.0%
Not sure	- -	1 0.8%	1 1.2%	1 0.6%	- -	1 2.3%	- -	- -	2 4.3%
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q17b Occurrence of picture outages

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>38</i>	<i>29</i>	<i>44</i>	<i>135</i>	<i>29</i>	<i>38</i>	<i>19</i>	<i>9</i>	<i>30</i>
Often	3 7.9%	2 6.9%	- -	6 4.4%	1 3.4%	2 5.3%	1 5.3%	- -	- -
Sometimes	6 15.8%	6 20.7%	9 20.5%	27 20.0%	8 27.6%	9 23.7%	2 10.5%	1 11.1%	9 30.0%
Seldom	14 36.8%	12 41.4%	19 43.2%	56 41.5%	9 31.0%	7 18.4%	10 52.6%	2 22.2%	11 36.7%
Never	15 39.5%	9 31.0%	16 36.4%	44 32.6%	11 37.9%	20 52.6%	6 31.6%	6 66.7%	10 33.3%
Not sure	- -	- -	- -	2 1.5%	- -	- -	- -	- -	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q17c Occurrence of poor quality sound

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	260	260	-	13	247	136	107	53	48
Often	9 3.5%	9 3.5%	-	-	9 3.6%	5 3.7%	4 3.7%	3 5.7%	1 2.1%
Sometimes	33 12.7%	33 12.7%	-	-	33 13.4%	22 16.2%	11 10.3%	7 13.2%	4 8.3%
Seldom	53 20.4%	53 20.4%	-	3 23.1%	50 20.2%	23 16.9%	26 24.3%	13 24.5%	12 25.0%
Never	163 62.7%	163 62.7%	-	10 76.9%	153 61.9%	86 63.2%	64 59.8%	29 54.7%	31 64.6%
Not sure	2 0.8%	2 0.8%	-	-	2 0.8%	-	2 1.9%	1 1.9%	-
Refused	-	-	-	-	-	-	-	-	-

Q17c Occurrence of poor quality sound

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>197</i>	<i>63</i>	<i>44</i>	<i>46</i>	<i>53</i>	<i>31</i>	<i>32</i>	<i>118</i>	<i>142</i>
Often	6 3.0%	3 4.8%	2 4.5%	4 8.7%	2 3.8%	- -	1 3.1%	6 5.1%	3 2.1%
Sometimes	25 12.7%	8 12.7%	7 15.9%	8 17.4%	6 11.3%	2 6.5%	4 12.5%	15 12.7%	18 12.7%
Seldom	39 19.8%	14 22.2%	11 25.0%	5 10.9%	9 17.0%	7 22.6%	8 25.0%	26 22.0%	27 19.0%
Never	125 63.5%	38 60.3%	24 54.5%	29 63.0%	35 66.0%	22 71.0%	18 56.3%	70 59.3%	93 65.5%
Not sure	2 1.0%	- -	- -	- -	1 1.9%	- -	1 3.1%	1 0.8%	1 0.7%
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q17c Occurrence of poor quality sound

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Often	1 2.0%	5 4.0%	3 3.7%	7 4.0%	2 5.3%	- -	2 5.4%	1 2.0%	- -
Sometimes	8 16.3%	14 11.2%	11 13.4%	24 13.7%	2 5.3%	7 16.3%	5 13.5%	6 12.0%	6 13.0%
Seldom	14 28.6%	29 23.2%	9 11.0%	40 22.9%	6 15.8%	6 14.0%	3 8.1%	9 18.0%	10 21.7%
Never	25 51.0%	77 61.6%	58 70.7%	102 58.3%	28 73.7%	30 69.8%	27 73.0%	34 68.0%	30 65.2%
Not sure	1 2.0%	- -	1 1.2%	2 1.1%	- -	- -	- -	- -	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q17c Occurrence of poor quality sound

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>38</i>	<i>29</i>	<i>44</i>	<i>135</i>	<i>29</i>	<i>38</i>	<i>19</i>	<i>9</i>	<i>30</i>
Often	3 7.9%	2 6.9%	- -	5 3.7%	1 3.4%	1 2.6%	- -	- -	2 6.7%
Sometimes	6 15.8%	3 10.3%	6 13.6%	13 9.6%	5 17.2%	7 18.4%	1 5.3%	2 22.2%	5 16.7%
Seldom	7 18.4%	6 20.7%	14 31.8%	35 25.9%	4 13.8%	4 10.5%	4 21.1%	- -	6 20.0%
Never	22 57.9%	16 55.2%	24 54.5%	81 60.0%	19 65.5%	25 65.8%	14 73.7%	7 77.8%	17 56.7%
Not sure	- -	2 6.9%	- -	1 0.7%	- -	1 2.6%	- -	- -	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q18 Watched Channel 6 in past 12 months

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	260	260	-	13	247	136	107	53	48
Yes	159 61.2%	159 61.2%	-	7 53.8%	152 61.5%	80 58.8%	69 64.5%	37 69.8%	30 62.5%
No	100 38.5%	100 38.5%	-	6 46.2%	94 38.1%	55 40.4%	38 35.5%	16 30.2%	18 37.5%
Not sure	1 0.4%	1 0.4%	-	-	1 0.4%	1 0.7%	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q18 Watched Channel 6 in past 12 months

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>197</i>	<i>63</i>	<i>44</i>	<i>46</i>	<i>53</i>	<i>31</i>	<i>32</i>	<i>118</i>	<i>142</i>
Yes	126 64.0%	33 52.4%	27 61.4%	21 45.7%	35 66.0%	21 67.7%	23 71.9%	75 63.6%	84 59.2%
No	71 36.0%	29 46.0%	17 38.6%	25 54.3%	18 34.0%	10 32.3%	9 28.1%	42 35.6%	58 40.8%
Not sure	-	1 1.6%	-	-	-	-	-	1 0.8%	-
Refused	-	-	-	-	-	-	-	-	-

Q18 Watched Channel 6 in past 12 months

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Yes	34 69.4%	75 60.0%	49 59.8%	109 62.3%	18 47.4%	31 72.1%	18 48.6%	22 44.0%	33 71.7%
No	14 28.6%	50 40.0%	33 40.2%	65 37.1%	20 52.6%	12 27.9%	19 51.4%	28 56.0%	13 28.3%
Not sure	1 2.0%	-	-	1 0.6%	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q18 Watched Channel 6 in past 12 months

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>38</i>	<i>29</i>	<i>44</i>	<i>135</i>	<i>29</i>	<i>38</i>	<i>19</i>	<i>9</i>	<i>30</i>
Yes	26 68.4%	25 86.2%	28 63.6%	89 65.9%	16 55.2%	22 57.9%	11 57.9%	5 55.6%	16 53.3%
No	12 31.6%	3 10.3%	16 36.4%	46 34.1%	13 44.8%	16 42.1%	8 42.1%	4 44.4%	13 43.3%
Not sure	-	1 3.4%	-	-	-	-	-	-	1 3.3%
Refused	-	-	-	-	-	-	-	-	-

Q19 Others in household watched Channel 6 in past 12 months

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	260	260	-	13	247	136	107	53	48
Yes	79 30.4%	79 30.4%	-	4 30.8%	75 30.4%	43 31.6%	31 29.0%	14 26.4%	15 31.3%
No	164 63.1%	164 63.1%	-	7 53.8%	157 63.6%	87 64.0%	67 62.6%	36 67.9%	29 60.4%
Not sure	17 6.5%	17 6.5%	-	2 15.4%	15 6.1%	6 4.4%	9 8.4%	3 5.7%	4 8.3%
Refused	-	-	-	-	-	-	-	-	-

Q19 Others in household watched Channel 6 in past 12 months

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>197</i>	<i>63</i>	<i>44</i>	<i>46</i>	<i>53</i>	<i>31</i>	<i>32</i>	<i>118</i>	<i>142</i>
Yes	64 32.5%	15 23.8%	11 25.0%	9 19.6%	15 28.3%	12 38.7%	15 46.9%	41 34.7%	38 26.8%
No	123 62.4%	41 65.1%	29 65.9%	34 73.9%	36 67.9%	17 54.8%	15 46.9%	71 60.2%	93 65.5%
Not sure	10 5.1%	7 11.1%	4 9.1%	3 6.5%	2 3.8%	2 6.5%	2 6.3%	6 5.1%	11 7.7%
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q19 Others in household watched Channel 6 in past 12 months

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Yes	5 10.2%	44 35.2%	29 35.4%	47 26.9%	7 18.4%	24 55.8%	8 21.6%	8 16.0%	15 32.6%
No	42 85.7%	74 59.2%	45 54.9%	117 66.9%	26 68.4%	18 41.9%	26 70.3%	37 74.0%	28 60.9%
Not sure	2 4.1%	7 5.6%	8 9.8%	11 6.3%	5 13.2%	1 2.3%	3 8.1%	5 10.0%	3 6.5%
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q19 Others in household watched Channel 6 in past 12 months

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	38	29	44	135	29	38	19	9	30
Yes	15 39.5%	15 51.7%	14 31.8%	40 29.6%	10 34.5%	12 31.6%	3 15.8%	3 33.3%	11 36.7%
No	20 52.6%	11 37.9%	30 68.2%	86 63.7%	18 62.1%	23 60.5%	13 68.4%	6 66.7%	18 60.0%
Not sure	3 7.9%	3 10.3%	-	9 6.7%	1 3.4%	3 7.9%	3 15.8%	-	1 3.3%
Refused	-	-	-	-	-	-	-	-	-

Q20 Aware of Channel 6 programming

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	92	92	-	5	87	52	34	16	14
Yes	64 69.6%	64 69.6%	-	3 60.0%	61 70.1%	34 65.4%	25 73.5%	12 75.0%	11 78.6%
No	27 29.3%	27 29.3%	-	2 40.0%	25 28.7%	18 34.6%	8 23.5%	4 25.0%	3 21.4%
Not sure	1 1.1%	1 1.1%	-	-	1 1.1%	-	1 2.9%	-	-
Refused	-	-	-	-	-	-	-	-	-

Q20 Aware of Channel 6 programming

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>66</i>	<i>26</i>	<i>16</i>	<i>23</i>	<i>15</i>	<i>10</i>	<i>7</i>	<i>39</i>	<i>53</i>
Yes	46 69.7%	18 69.2%	9 56.3%	15 65.2%	12 80.0%	8 80.0%	5 71.4%	27 69.2%	37 69.8%
No	20 30.3%	7 26.9%	7 43.8%	8 34.8%	3 20.0%	2 20.0%	2 28.6%	12 30.8%	15 28.3%
Not sure	-	1 3.8%	-	-	-	-	-	-	1 1.9%
Refused	-	-	-	-	-	-	-	-	-

Q20 Aware of Channel 6 programming

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>15</i>	<i>47</i>	<i>27</i>	<i>63</i>	<i>16</i>	<i>10</i>	<i>16</i>	<i>26</i>	<i>11</i>
Yes	10 66.7%	35 74.5%	17 63.0%	44 69.8%	10 62.5%	8 80.0%	8 50.0%	17 65.4%	10 90.9%
No	5 33.3%	11 23.4%	10 37.0%	19 30.2%	5 31.3%	2 20.0%	8 50.0%	9 34.6%	1 9.1%
Not sure	-	1 2.1%	-	-	1 6.3%	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q20 Aware of Channel 6 programming

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>10</i>	<i>4</i>	<i>16</i>	<i>43</i>	<i>11</i>	<i>15</i>	<i>6</i>	<i>4</i>	<i>13</i>
Yes	7 70.0%	2 50.0%	14 87.5%	33 76.7%	9 81.8%	8 53.3%	4 66.7%	3 75.0%	7 53.8%
No	2 20.0%	2 50.0%	2 12.5%	10 23.3%	2 18.2%	6 40.0%	2 33.3%	1 25.0%	6 46.2%
Not sure	1 10.0%	-	-	-	-	1 6.7%	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q21 Frequency of household viewing Channel 6

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	168	168	-	8	160	84	73	37	34
At least once per week	62 36.9%	62 36.9%	-	4 50.0%	58 36.3%	29 34.5%	29 39.7%	13 35.1%	15 44.1%
Two to three times per month	34 20.2%	34 20.2%	-	1 12.5%	33 20.6%	17 20.2%	15 20.5%	10 27.0%	5 14.7%
Once per month	31 18.5%	31 18.5%	-	2 25.0%	29 18.1%	13 15.5%	15 20.5%	6 16.2%	8 23.5%
Less than once per month	39 23.2%	39 23.2%	-	1 12.5%	38 23.8%	24 28.6%	14 19.2%	8 21.6%	6 17.6%
Not sure	2 1.2%	2 1.2%	-	-	2 1.3%	1 1.2%	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q21 Frequency of household viewing Channel 6

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>131</i>	<i>37</i>	<i>28</i>	<i>23</i>	<i>38</i>	<i>21</i>	<i>25</i>	<i>79</i>	<i>89</i>
At least once per week	50 38.2%	12 32.4%	14 50.0%	6 26.1%	17 44.7%	8 38.1%	8 32.0%	29 36.7%	33 37.1%
Two to three times per month	27 20.6%	7 18.9%	8 28.6%	4 17.4%	6 15.8%	4 19.0%	5 20.0%	14 17.7%	20 22.5%
Once per month	25 19.1%	6 16.2%	5 17.9%	3 13.0%	5 13.2%	4 19.0%	6 24.0%	14 17.7%	17 19.1%
Less than once per month	29 22.1%	10 27.0%	1 3.6%	10 43.5%	9 23.7%	5 23.8%	6 24.0%	21 26.6%	18 20.2%
Not sure	-	2 5.4%	-	-	1 2.6%	-	-	1 1.3%	1 1.1%
Refused	-	-	-	-	-	-	-	-	-

Q21 Frequency of household viewing Channel 6

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>34</i>	<i>78</i>	<i>55</i>	<i>112</i>	<i>22</i>	<i>33</i>	<i>21</i>	<i>24</i>	<i>35</i>
At least once per week	11 32.4%	29 37.2%	21 38.2%	44 39.3%	5 22.7%	12 36.4%	3 14.3%	6 25.0%	13 37.1%
Two to three times per month	11 32.4%	13 16.7%	10 18.2%	18 16.1%	5 22.7%	11 33.3%	6 28.6%	5 20.8%	7 20.0%
Once per month	5 14.7%	15 19.2%	11 20.0%	21 18.8%	6 27.3%	4 12.1%	5 23.8%	5 20.8%	9 25.7%
Less than once per month	7 20.6%	20 25.6%	12 21.8%	29 25.9%	5 22.7%	5 15.2%	7 33.3%	6 25.0%	6 17.1%
Not sure	- -	1 1.3%	1 1.8%	- -	1 4.5%	1 3.0%	- -	2 8.3%	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q21 Frequency of household viewing Channel 6

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>28</i>	<i>25</i>	<i>28</i>	<i>92</i>	<i>18</i>	<i>23</i>	<i>13</i>	<i>5</i>	<i>17</i>
At least once per week	12 42.9%	11 44.0%	14 50.0%	36 39.1%	7 38.9%	6 26.1%	4 30.8%	3 60.0%	6 35.3%
Two to three times per month	6 21.4%	2 8.0%	5 17.9%	14 15.2%	4 22.2%	8 34.8%	2 15.4%	1 20.0%	5 29.4%
Once per month	4 14.3%	4 16.0%	4 14.3%	14 15.2%	5 27.8%	4 17.4%	5 38.5%	1 20.0%	2 11.8%
Less than once per month	6 21.4%	8 32.0%	5 17.9%	28 30.4%	- -	5 21.7%	2 15.4%	- -	4 23.5%
Not sure	- -	- -	- -	- -	2 11.1%	- -	- -	- -	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q22 Household viewed City Council meeting on Channel 6 in past 12 months

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	168	168	-	8	160	84	73	37	34
Yes	118 70.2%	118 70.2%	-	5 62.5%	113 70.6%	60 71.4%	51 69.9%	25 67.6%	24 70.6%
No	44 26.2%	44 26.2%	-	3 37.5%	41 25.6%	20 23.8%	21 28.8%	11 29.7%	10 29.4%
Not sure	6 3.6%	6 3.6%	-	-	6 3.8%	4 4.8%	1 1.4%	1 2.7%	-
Refused	-	-	-	-	-	-	-	-	-

Q22 Household viewed City Council meeting on Channel 6 in past 12 months

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>131</i>	<i>37</i>	<i>28</i>	<i>23</i>	<i>38</i>	<i>21</i>	<i>25</i>	<i>79</i>	<i>89</i>
Yes	96 73.3%	22 59.5%	22 78.6%	14 60.9%	26 68.4%	15 71.4%	20 80.0%	59 74.7%	59 66.3%
No	32 24.4%	12 32.4%	5 17.9%	9 39.1%	11 28.9%	6 28.6%	5 20.0%	16 20.3%	28 31.5%
Not sure	3 2.3%	3 8.1%	1 3.6%	- -	1 2.6%	- -	- -	4 5.1%	2 2.2%
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q22 Household viewed City Council meeting on Channel 6 in past 12 months

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>34</i>	<i>78</i>	<i>55</i>	<i>112</i>	<i>22</i>	<i>33</i>	<i>21</i>	<i>24</i>	<i>35</i>
Yes	26 76.5%	55 70.5%	37 67.3%	80 71.4%	18 81.8%	20 60.6%	13 61.9%	16 66.7%	27 77.1%
No	8 23.5%	20 25.6%	16 29.1%	29 25.9%	4 18.2%	11 33.3%	6 28.6%	7 29.2%	8 22.9%
Not sure	- -	3 3.8%	2 3.6%	3 2.7%	- -	2 6.1%	2 9.5%	1 4.2%	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q22 Household viewed City Council meeting on Channel 6 in past 12 months

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>28</i>	<i>25</i>	<i>28</i>	<i>92</i>	<i>18</i>	<i>23</i>	<i>13</i>	<i>5</i>	<i>17</i>
Yes	18 64.3%	17 68.0%	23 82.1%	67 72.8%	12 66.7%	17 73.9%	9 69.2%	3 60.0%	10 58.8%
No	9 32.1%	8 32.0%	5 17.9%	22 23.9%	6 33.3%	5 21.7%	3 23.1%	1 20.0%	7 41.2%
Not sure	1 3.6%	-	-	3 3.3%	-	1 4.3%	1 7.7%	1 20.0%	-
Refused	-	-	-	-	-	-	-	-	-

Q23 Programs watched on Channel 6

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	169	169	-	8	161	84	74	38	34
City info / News	24 14.2%	24 14.2%	-	2 25.0%	22 13.7%	12 14.3%	12 16.2%	5 13.2%	6 17.6%
Real estate	3 1.8%	3 1.8%	-	-	3 1.9%	1 1.2%	2 2.7%	1 2.6%	1 2.9%
Music	-	-	-	-	-	-	-	-	-
Adopt-a-pet / Pet show	10 5.9%	10 5.9%	-	-	10 6.2%	3 3.6%	6 8.1%	2 5.3%	4 11.8%
Planning Commission	9 5.3%	9 5.3%	-	-	9 5.6%	5 6.0%	3 4.1%	1 2.6%	2 5.9%
City Council Meetings	65 38.5%	65 38.5%	-	2 25.0%	63 39.1%	37 44.0%	24 32.4%	12 31.6%	12 35.3%
Airport Authority	-	-	-	-	-	-	-	-	-
Design Review Board	12 7.1%	12 7.1%	-	1 12.5%	11 6.8%	7 8.3%	5 6.8%	2 5.3%	3 8.8%
TV Schedule	-	-	-	-	-	-	-	-	-
Police programming	9 5.3%	9 5.3%	-	1 12.5%	8 5.0%	4 4.8%	5 6.8%	4 10.5%	1 2.9%
School programming / Board of Education	13 7.7%	13 7.7%	-	-	13 8.1%	6 7.1%	7 9.5%	5 13.2%	2 5.9%

Q23 Programs watched on Channel 6

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>131</i>	<i>38</i>	<i>28</i>	<i>23</i>	<i>38</i>	<i>21</i>	<i>25</i>	<i>79</i>	<i>90</i>
City info / News	20 15.3%	4 10.5%	3 10.7%	5 21.7%	7 18.4%	3 14.3%	2 8.0%	9 11.4%	15 16.7%
Real estate	2 1.5%	1 2.6%	- -	- -	1 2.6%	1 4.8%	- -	1 1.3%	2 2.2%
Music	- -	- -	- -	- -	- -	- -	- -	- -	- -
Adopt-a-pet / Pet show	8 6.1%	2 5.3%	1 3.6%	1 4.3%	3 7.9%	2 9.5%	2 8.0%	2 2.5%	8 8.9%
Planning Commission	8 6.1%	1 2.6%	2 7.1%	- -	2 5.3%	2 9.5%	2 8.0%	6 7.6%	3 3.3%
City Council Meetings	57 43.5%	8 21.1%	9 32.1%	8 34.8%	11 28.9%	9 42.9%	13 52.0%	32 40.5%	33 36.7%
Airport Authority	- -	- -	- -	- -	- -	- -	- -	- -	- -
Design Review Board	10 7.6%	2 5.3%	- -	2 8.7%	3 7.9%	3 14.3%	3 12.0%	7 8.9%	5 5.6%
TV Schedule	- -	- -	- -	- -	- -	- -	- -	- -	- -
Police programming	7 5.3%	2 5.3%	1 3.6%	4 17.4%	1 2.6%	- -	1 4.0%	6 7.6%	3 3.3%
School programming / Board of Education	9 6.9%	4 10.5%	1 3.6%	1 4.3%	4 10.5%	1 4.8%	3 12.0%	6 7.6%	7 7.8%

Q23 Programs watched on Channel 6

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>34</i>	<i>79</i>	<i>55</i>	<i>113</i>	<i>22</i>	<i>33</i>	<i>21</i>	<i>24</i>	<i>35</i>
City info / News	8 23.5%	9 11.4%	7 12.7%	16 14.2%	1 4.5%	7 21.2%	4 19.0%	3 12.5%	3 8.6%
Real estate	- -	3 3.8%	- -	3 2.7%	- -	- -	- -	- -	- -
Music	- -	- -	- -	- -	- -	- -	- -	- -	- -
Adopt-a-pet / Pet show	2 5.9%	5 6.3%	3 5.5%	8 7.1%	2 9.1%	- -	- -	3 12.5%	2 5.7%
Planning Commission	- -	7 8.9%	2 3.6%	5 4.4%	2 9.1%	2 6.1%	- -	2 8.3%	3 8.6%
City Council Meetings	12 35.3%	34 43.0%	19 34.5%	45 39.8%	9 40.9%	11 33.3%	8 38.1%	6 25.0%	14 40.0%
Airport Authority	- -	- -	- -	- -	- -	- -	- -	- -	- -
Design Review Board	2 5.9%	7 8.9%	3 5.5%	11 9.7%	- -	1 3.0%	- -	- -	1 2.9%
TV Schedule	- -	- -	- -	- -	- -	- -	- -	- -	- -
Police programming	3 8.8%	1 1.3%	5 9.1%	8 7.1%	- -	1 3.0%	- -	1 4.2%	3 8.6%
School programming / Board of Education	3 8.8%	3 3.8%	7 12.7%	6 5.3%	2 9.1%	5 15.2%	4 19.0%	2 8.3%	3 8.6%

Q23 Programs watched on Channel 6

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>28</i>	<i>25</i>	<i>29</i>	<i>93</i>	<i>18</i>	<i>23</i>	<i>13</i>	<i>5</i>	<i>17</i>
City info / News	3 10.7%	4 16.0%	7 24.1%	15 16.1%	4 22.2%	4 17.4%	1 7.7%	- -	- -
Real estate	- -	1 4.0%	2 6.9%	2 2.2%	- -	1 4.3%	- -	- -	- -
Music	- -	- -	- -	- -	- -	- -	- -	- -	- -
Adopt-a-pet / Pet show	- -	4 16.0%	1 3.4%	6 6.5%	- -	1 4.3%	1 7.7%	1 20.0%	1 5.9%
Planning Commission	1 3.6%	1 4.0%	1 3.4%	3 3.2%	- -	2 8.7%	2 15.4%	- -	2 11.8%
City Council Meetings	11 39.3%	7 28.0%	15 51.7%	41 44.1%	4 22.2%	4 17.4%	3 23.1%	3 60.0%	10 58.8%
Airport Authority	- -	- -	- -	- -	- -	- -	- -	- -	- -
Design Review Board	3 10.7%	7 28.0%	1 3.4%	8 8.6%	2 11.1%	- -	- -	1 20.0%	1 5.9%
TV Schedule	- -	- -	- -	- -	- -	- -	- -	- -	- -
Police programming	3 10.7%	- -	1 3.4%	7 7.5%	1 5.6%	- -	- -	1 20.0%	- -
School programming / Board of Education	1 3.6%	2 8.0%	- -	7 7.5%	3 16.7%	- -	1 7.7%	- -	2 11.8%

Q23 Programs watched on Channel 6

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	169	169	-	8	161	84	74	38	34
Dance programs	1 0.6%	1 0.6%	-	-	1 0.6%	-	1 1.4%	-	1 2.9%
Senior programming	-	-	-	-	-	-	-	-	-
Holiday specials / Parades / Special events	5 3.0%	5 3.0%	-	-	5 3.1%	3 3.6%	1 1.4%	-	1 2.9%
Jobs / Employment information	4 2.4%	4 2.4%	-	-	4 2.5%	3 3.6%	1 1.4%	-	1 2.9%
Teen programming	-	-	-	-	-	-	-	-	-
Mayor-related programming	-	-	-	-	-	-	-	-	-
Other	18 10.7%	18 10.7%	-	-	18 11.2%	7 8.3%	10 13.5%	8 21.1%	2 5.9%
Not sure / nothing specific	30 17.8%	30 17.8%	-	2 25.0%	28 17.4%	17 20.2%	9 12.2%	4 10.5%	4 11.8%

Q23 Programs watched on Channel 6

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>131</i>	<i>38</i>	<i>28</i>	<i>23</i>	<i>38</i>	<i>21</i>	<i>25</i>	<i>79</i>	<i>90</i>
Dance programs	1 0.8%	-	-	-	-	1 4.8%	-	-	1 1.1%
Senior programming	-	-	-	-	-	-	-	-	-
Holiday specials / Parades / Special events	4 3.1%	1 2.6%	-	-	-	-	1 4.0%	2 2.5%	3 3.3%
Jobs / Employment information	2 1.5%	2 5.3%	1 3.6%	3 13.0%	-	-	-	2 2.5%	2 2.2%
Teen programming	-	-	-	-	-	-	-	-	-
Mayor-related programming	-	-	-	-	-	-	-	-	-
Other	11 8.4%	7 18.4%	5 17.9%	3 13.0%	4 10.5%	1 4.8%	2 8.0%	9 11.4%	9 10.0%
Not sure / nothing specific	21 16.0%	9 23.7%	8 28.6%	2 8.7%	8 21.1%	4 19.0%	2 8.0%	14 17.7%	16 17.8%

Q23 Programs watched on Channel 6

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>34</i>	<i>79</i>	<i>55</i>	<i>113</i>	<i>22</i>	<i>33</i>	<i>21</i>	<i>24</i>	<i>35</i>
Dance programs	-	-	1 1.8%	-	1 4.5%	-	-	1 4.2%	-
Senior programming	-	-	-	-	-	-	-	-	-
Holiday specials / Parades / Special events	-	3 3.8%	2 3.6%	3 2.7%	-	2 6.1%	-	1 4.2%	2 5.7%
Jobs / Employment information	-	1 1.3%	3 5.5%	4 3.5%	-	-	-	-	2 5.7%
Teen programming	-	-	-	-	-	-	-	-	-
Mayor-related programming	-	-	-	-	-	-	-	-	-
Other	5 14.7%	10 12.7%	3 5.5%	12 10.6%	3 13.6%	3 9.1%	1 4.8%	2 8.3%	4 11.4%
Not sure / nothing specific	5 14.7%	15 19.0%	9 16.4%	16 14.2%	7 31.8%	6 18.2%	5 23.8%	5 20.8%	7 20.0%

Q23 Programs watched on Channel 6

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>28</i>	<i>25</i>	<i>29</i>	<i>93</i>	<i>18</i>	<i>23</i>	<i>13</i>	<i>5</i>	<i>17</i>
Dance programs	-	-	-	-	-	1 4.3%	-	-	-
Senior programming	-	-	-	-	-	-	-	-	-
Holiday specials / Parades / Special events	-	1 4.0%	1 3.4%	3 3.2%	-	-	1 7.7%	-	1 5.9%
Jobs / Employment information	2 7.1%	-	-	2 2.2%	-	1 4.3%	-	-	1 5.9%
Teen programming	-	-	-	-	-	-	-	-	-
Mayor-related programming	-	-	-	-	-	-	-	-	-
Other	3 10.7%	4 16.0%	4 13.8%	8 8.6%	2 11.1%	5 21.7%	2 15.4%	-	1 5.9%
Not sure / nothing specific	7 25.0%	1 4.0%	4 13.8%	17 18.3%	3 16.7%	6 26.1%	2 15.4%	-	2 11.8%

Q24 Rating of Channel 6 programming content

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	159	159	-	7	152	80	69	37	30
Excellent	18 11.3%	18 11.3%	-	-	18 11.8%	6 7.5%	12 17.4%	6 16.2%	5 16.7%
Good	64 40.3%	64 40.3%	-	4 57.1%	60 39.5%	37 46.3%	24 34.8%	14 37.8%	9 30.0%
Fair	51 32.1%	51 32.1%	-	1 14.3%	50 32.9%	21 26.3%	25 36.2%	11 29.7%	14 46.7%
Poor	10 6.3%	10 6.3%	-	1 14.3%	9 5.9%	6 7.5%	3 4.3%	3 8.1%	-
Very poor	2 1.3%	2 1.3%	-	-	2 1.3%	2 2.5%	-	-	-
Not sure	13 8.2%	13 8.2%	-	1 14.3%	12 7.9%	8 10.0%	5 7.2%	3 8.1%	2 6.7%
Refused	1 0.6%	1 0.6%	-	-	1 0.7%	-	-	-	-

Q24 Rating of Channel 6 programming content

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>126</i>	<i>33</i>	<i>27</i>	<i>21</i>	<i>35</i>	<i>21</i>	<i>23</i>	<i>75</i>	<i>84</i>
Excellent	11 8.7%	7 21.2%	6 22.2%	3 14.3%	3 8.6%	2 9.5%	- -	5 6.7%	13 15.5%
Good	51 40.5%	13 39.4%	14 51.9%	9 42.9%	19 54.3%	5 23.8%	9 39.1%	32 42.7%	32 38.1%
Fair	43 34.1%	8 24.2%	5 18.5%	8 38.1%	6 17.1%	10 47.6%	10 43.5%	25 33.3%	26 31.0%
Poor	9 7.1%	1 3.0%	- -	1 4.8%	3 8.6%	3 14.3%	1 4.3%	7 9.3%	3 3.6%
Very poor	2 1.6%	- -	- -	- -	1 2.9%	- -	1 4.3%	2 2.7%	- -
Not sure	9 7.1%	4 12.1%	2 7.4%	- -	3 8.6%	1 4.8%	2 8.7%	4 5.3%	9 10.7%
Refused	1 0.8%	- -	- -	- -	- -	- -	- -	- -	1 1.2%

Q24 Rating of Channel 6 programming content

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>34</i>	<i>75</i>	<i>49</i>	<i>109</i>	<i>18</i>	<i>31</i>	<i>18</i>	<i>22</i>	<i>33</i>
Excellent	3 8.8%	7 9.3%	8 16.3%	12 11.0%	3 16.7%	3 9.7%	2 11.1%	2 9.1%	4 12.1%
Good	12 35.3%	26 34.7%	25 51.0%	43 39.4%	6 33.3%	14 45.2%	8 44.4%	7 31.8%	11 33.3%
Fair	12 35.3%	28 37.3%	11 22.4%	37 33.9%	5 27.8%	9 29.0%	6 33.3%	11 50.0%	11 33.3%
Poor	4 11.8%	4 5.3%	2 4.1%	7 6.4%	1 5.6%	2 6.5%	1 5.6%	- -	5 15.2%
Very poor	- -	1 1.3%	1 2.0%	2 1.8%	- -	- -	1 5.6%	- -	- -
Not sure	3 8.8%	8 10.7%	2 4.1%	8 7.3%	2 11.1%	3 9.7%	- -	2 9.1%	1 3.0%
Refused	- -	1 1.3%	- -	- -	1 5.6%	- -	- -	- -	1 3.0%

Q24 Rating of Channel 6 programming content

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>26</i>	<i>25</i>	<i>28</i>	<i>89</i>	<i>16</i>	<i>22</i>	<i>11</i>	<i>5</i>	<i>16</i>
Excellent	2 7.7%	2 8.0%	5 17.9%	9 10.1%	1 6.3%	5 22.7%	1 9.1%	1 20.0%	1 6.3%
Good	10 38.5%	10 40.0%	13 46.4%	35 39.3%	9 56.3%	11 50.0%	4 36.4%	- -	5 31.3%
Fair	8 30.8%	8 32.0%	7 25.0%	30 33.7%	5 31.3%	4 18.2%	3 27.3%	2 40.0%	7 43.8%
Poor	- -	3 12.0%	- -	7 7.9%	- -	1 4.5%	1 9.1%	- -	1 6.3%
Very poor	- -	1 4.0%	- -	1 1.1%	- -	1 4.5%	- -	- -	- -
Not sure	6 23.1%	1 4.0%	3 10.7%	7 7.9%	1 6.3%	- -	1 9.1%	2 40.0%	2 12.5%
Refused	- -	- -	- -	- -	- -	- -	1 9.1%	- -	- -

Q25 Perceived need for Channel 6 programming

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	260	260	-	13	247	136	107	53	48
Yes	201 77.3%	201 77.3%	-	12 92.3%	189 76.5%	97 71.3%	91 85.0%	47 88.7%	41 85.4%
No	31 11.9%	31 11.9%	-	1 7.7%	30 12.1%	22 16.2%	6 5.6%	3 5.7%	3 6.3%
Not sure	27 10.4%	27 10.4%	-	-	27 10.9%	17 12.5%	10 9.3%	3 5.7%	4 8.3%
Refused	1 0.4%	1 0.4%	-	-	1 0.4%	-	-	-	-

Q25 Perceived need for Channel 6 programming

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>197</i>	<i>63</i>	<i>44</i>	<i>46</i>	<i>53</i>	<i>31</i>	<i>32</i>	<i>118</i>	<i>142</i>
Yes	156 79.2%	45 71.4%	38 86.4%	29 63.0%	48 90.6%	24 77.4%	26 81.3%	87 73.7%	114 80.3%
No	21 10.7%	10 15.9%	3 6.8%	10 21.7%	2 3.8%	3 9.7%	4 12.5%	19 16.1%	12 8.5%
Not sure	19 9.6%	8 12.7%	3 6.8%	7 15.2%	3 5.7%	4 12.9%	2 6.3%	12 10.2%	15 10.6%
Refused	1 0.5%	- -	- -	- -	- -	- -	- -	- -	1 0.7%

Q25 Perceived need for Channel 6 programming

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Yes	37 75.5%	97 77.6%	64 78.0%	133 76.0%	30 78.9%	35 81.4%	29 78.4%	36 72.0%	38 82.6%
No	6 12.2%	14 11.2%	10 12.2%	22 12.6%	4 10.5%	4 9.3%	3 8.1%	8 16.0%	5 10.9%
Not sure	6 12.2%	13 10.4%	8 9.8%	20 11.4%	3 7.9%	4 9.3%	5 13.5%	6 12.0%	2 4.3%
Refused	- -	1 0.8%	- -	- -	1 2.6%	- -	- -	- -	1 2.2%

Q25 Perceived need for Channel 6 programming

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>38</i>	<i>29</i>	<i>44</i>	<i>135</i>	<i>29</i>	<i>38</i>	<i>19</i>	<i>9</i>	<i>30</i>
Yes	28 73.7%	24 82.8%	35 79.5%	110 81.5%	25 86.2%	29 76.3%	12 63.2%	5 55.6%	20 66.7%
No	1 2.6%	5 17.2%	6 13.6%	15 11.1%	2 6.9%	6 15.8%	3 15.8%	3 33.3%	2 6.7%
Not sure	9 23.7%	-	3 6.8%	10 7.4%	2 6.9%	3 7.9%	3 15.8%	1 11.1%	8 26.7%
Refused	-	-	-	-	-	-	1 5.3%	-	-

Q26 Importance of channel to focus on residents and local issues

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	260	260	-	13	247	136	107	53	48
Extremely important	55 21.2%	55 21.2%	-	3 23.1%	52 21.1%	24 17.6%	25 23.4%	15 28.3%	8 16.7%
Very important	119 45.8%	119 45.8%	-	7 53.8%	112 45.3%	65 47.8%	50 46.7%	24 45.3%	25 52.1%
Somewhat important	69 26.5%	69 26.5%	-	2 15.4%	67 27.1%	38 27.9%	25 23.4%	12 22.6%	13 27.1%
Not at all important	10 3.8%	10 3.8%	-	1 7.7%	9 3.6%	7 5.1%	2 1.9%	-	2 4.2%
Not sure	6 2.3%	6 2.3%	-	-	6 2.4%	1 0.7%	5 4.7%	2 3.8%	-
Refused	1 0.4%	1 0.4%	-	-	1 0.4%	1 0.7%	-	-	-

Q26 Importance of channel to focus on residents and local issues

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	197	63	44	46	53	31	32	118	142
Extremely important	43 21.8%	12 19.0%	13 29.5%	1 2.2%	15 28.3%	10 32.3%	8 25.0%	26 22.0%	29 20.4%
Very important	96 48.7%	23 36.5%	20 45.5%	29 63.0%	25 47.2%	5 16.1%	13 40.6%	48 40.7%	71 50.0%
Somewhat important	49 24.9%	20 31.7%	8 18.2%	13 28.3%	13 24.5%	13 41.9%	10 31.3%	36 30.5%	33 23.2%
Not at all important	7 3.6%	3 4.8%	2 4.5%	2 4.3%	-	3 9.7%	1 3.1%	5 4.2%	5 3.5%
Not sure	2 1.0%	4 6.3%	1 2.3%	1 2.2%	-	-	-	3 2.5%	3 2.1%
Refused	-	1 1.6%	-	-	-	-	-	-	1 0.7%

Q26 Importance of channel to focus on residents and local issues

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Extremely important	10 20.4%	24 19.2%	20 24.4%	34 19.4%	8 21.1%	12 27.9%	6 16.2%	7 14.0%	12 26.1%
Very important	20 40.8%	55 44.0%	43 52.4%	80 45.7%	17 44.7%	21 48.8%	20 54.1%	23 46.0%	21 45.7%
Somewhat important	15 30.6%	37 29.6%	16 19.5%	50 28.6%	10 26.3%	8 18.6%	10 27.0%	16 32.0%	13 28.3%
Not at all important	2 4.1%	5 4.0%	2 2.4%	7 4.0%	2 5.3%	- -	1 2.7%	3 6.0%	- -
Not sure	2 4.1%	3 2.4%	1 1.2%	4 2.3%	1 2.6%	1 2.3%	- -	- -	- -
Refused	- -	1 0.8%	- -	- -	- -	1 2.3%	- -	1 2.0%	- -

Q26 Importance of channel to focus on residents and local issues

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	38	29	44	135	29	38	19	9	30
Extremely important	7 18.4%	8 27.6%	12 27.3%	26 19.3%	6 20.7%	13 34.2%	3 15.8%	1 11.1%	6 20.0%
Very important	19 50.0%	10 34.5%	17 38.6%	61 45.2%	15 51.7%	15 39.5%	11 57.9%	3 33.3%	14 46.7%
Somewhat important	8 21.1%	9 31.0%	11 25.0%	38 28.1%	7 24.1%	7 18.4%	5 26.3%	2 22.2%	10 33.3%
Not at all important	- -	2 6.9%	2 4.5%	7 5.2%	- -	1 2.6%	- -	2 22.2%	- -
Not sure	4 10.5%	- -	2 4.5%	3 2.2%	- -	2 5.3%	- -	1 11.1%	- -
Refused	- -	- -	- -	- -	1 3.4%	- -	- -	- -	- -

Q27 Watched City meeting agendas scrolled on Channel 21 in past 12 months

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
Base	260	260	-	13	247	136	107	53	48
Yes	42 16.2%	42 16.2%	-	1 7.7%	41 16.6%	22 16.2%	17 15.9%	6 11.3%	10 20.8%
No	207 79.6%	207 79.6%	-	12 92.3%	195 78.9%	108 79.4%	85 79.4%	44 83.0%	36 75.0%
Not sure	10 3.8%	10 3.8%	-	-	10 4.0%	5 3.7%	5 4.7%	3 5.7%	2 4.2%
Refused	1 0.4%	1 0.4%	-	-	1 0.4%	1 0.7%	-	-	-

Q27 Watched City meeting agendas scrolled on Channel 21 in past 12 months

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	197	63	44	46	53	31	32	118	142
Yes	35 17.8%	7 11.1%	7 15.9%	5 10.9%	9 17.0%	7 22.6%	7 21.9%	18 15.3%	24 16.9%
No	155 78.7%	52 82.5%	34 77.3%	40 87.0%	43 81.1%	23 74.2%	23 71.9%	93 78.8%	114 80.3%
Not sure	7 3.6%	3 4.8%	3 6.8%	1 2.2%	1 1.9%	1 3.2%	2 6.3%	7 5.9%	3 2.1%
Refused	-	1 1.6%	-	-	-	-	-	-	1 0.7%

Q27 Watched City meeting agendas scrolled on Channel 21 in past 12 months

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Yes	6 12.2%	22 17.6%	14 17.1%	23 13.1%	6 15.8%	13 30.2%	6 16.2%	8 16.0%	14 30.4%
No	40 81.6%	97 77.6%	66 80.5%	144 82.3%	32 84.2%	27 62.8%	31 83.8%	39 78.0%	29 63.0%
Not sure	3 6.1%	5 4.0%	2 2.4%	8 4.6%	-	2 4.7%	-	2 4.0%	3 6.5%
Refused	-	1 0.8%	-	-	-	1 2.3%	-	1 2.0%	-

Q27 Watched City meeting agendas scrolled on Channel 21 in past 12 months

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>38</i>	<i>29</i>	<i>44</i>	<i>135</i>	<i>29</i>	<i>38</i>	<i>19</i>	<i>9</i>	<i>30</i>
Yes	2 5.3%	3 10.3%	7 15.9%	20 14.8%	4 13.8%	4 10.5%	4 21.1%	1 11.1%	9 30.0%
No	34 89.5%	24 82.8%	36 81.8%	110 81.5%	23 79.3%	30 78.9%	15 78.9%	8 88.9%	21 70.0%
Not sure	2 5.3%	2 6.9%	1 2.3%	5 3.7%	1 3.4%	4 10.5%	- -	- -	- -
Refused	- -	- -	- -	- -	1 3.4%	- -	- -	- -	- -

Q28 Watched Education Access Channel on Channel 15 in past 12 months

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
Base	260	260	-	13	247	136	107	53	48
Yes	72 27.7%	72 27.7%	-	4 30.8%	68 27.5%	31 22.8%	35 32.7%	19 35.8%	14 29.2%
No	173 66.5%	173 66.5%	-	9 69.2%	164 66.4%	97 71.3%	66 61.7%	31 58.5%	32 66.7%
Not sure	14 5.4%	14 5.4%	-	-	14 5.7%	7 5.1%	6 5.6%	3 5.7%	2 4.2%
Refused	1 0.4%	1 0.4%	-	-	1 0.4%	1 0.7%	-	-	-

Q28 Watched Education Access Channel on Channel 15 in past 12 months

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>197</i>	<i>63</i>	<i>44</i>	<i>46</i>	<i>53</i>	<i>31</i>	<i>32</i>	<i>118</i>	<i>142</i>
Yes	60 30.5%	12 19.0%	17 38.6%	8 17.4%	20 37.7%	6 19.4%	9 28.1%	30 25.4%	42 29.6%
No	129 65.5%	44 69.8%	24 54.5%	35 76.1%	32 60.4%	24 77.4%	21 65.6%	80 67.8%	93 65.5%
Not sure	8 4.1%	6 9.5%	3 6.8%	3 6.5%	1 1.9%	1 3.2%	2 6.3%	8 6.8%	6 4.2%
Refused	- -	1 1.6%	- -	- -	- -	- -	- -	- -	1 0.7%

Q28 Watched Education Access Channel on Channel 15 in past 12 months

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Yes	17 34.7%	29 23.2%	26 31.7%	49 28.0%	11 28.9%	12 27.9%	6 16.2%	11 22.0%	23 50.0%
No	30 61.2%	86 68.8%	53 64.6%	116 66.3%	25 65.8%	28 65.1%	30 81.1%	34 68.0%	21 45.7%
Not sure	2 4.1%	9 7.2%	3 3.7%	10 5.7%	2 5.3%	2 4.7%	1 2.7%	4 8.0%	2 4.3%
Refused	- -	1 0.8%	- -	- -	- -	1 2.3%	- -	1 2.0%	- -

Q28 Watched Education Access Channel on Channel 15 in past 12 months

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>38</i>	<i>29</i>	<i>44</i>	<i>135</i>	<i>29</i>	<i>38</i>	<i>19</i>	<i>9</i>	<i>30</i>
Yes	11 28.9%	10 34.5%	10 22.7%	39 28.9%	8 27.6%	13 34.2%	5 26.3%	1 11.1%	6 20.0%
No	24 63.2%	17 58.6%	33 75.0%	93 68.9%	19 65.5%	21 55.3%	14 73.7%	7 77.8%	19 63.3%
Not sure	3 7.9%	2 6.9%	1 2.3%	3 2.2%	1 3.4%	4 10.5%	- -	1 11.1%	5 16.7%
Refused	- -	- -	- -	- -	1 3.4%	- -	- -	- -	- -

Q29 Watched Public Access Channel on Channel 25 in past 12 months

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	260	260	-	13	247	136	107	53	48
Yes	41 15.8%	41 15.8%	-	-	41 16.6%	22 16.2%	16 15.0%	9 17.0%	7 14.6%
No	206 79.2%	206 79.2%	-	13 100.0%	193 78.1%	106 77.9%	86 80.4%	42 79.2%	39 81.3%
Not sure	12 4.6%	12 4.6%	-	-	12 4.9%	7 5.1%	5 4.7%	2 3.8%	2 4.2%
Refused	1 0.4%	1 0.4%	-	-	1 0.4%	1 0.7%	-	-	-

Q29 Watched Public Access Channel on Channel 25 in past 12 months

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>197</i>	<i>63</i>	<i>44</i>	<i>46</i>	<i>53</i>	<i>31</i>	<i>32</i>	<i>118</i>	<i>142</i>
Yes	35 17.8%	6 9.5%	13 29.5%	7 15.2%	9 17.0%	6 19.4%	6 18.8%	25 21.2%	16 11.3%
No	153 77.7%	53 84.1%	28 63.6%	36 78.3%	44 83.0%	24 77.4%	23 71.9%	88 74.6%	118 83.1%
Not sure	9 4.6%	3 4.8%	3 6.8%	3 6.5%	-	1 3.2%	3 9.4%	5 4.2%	7 4.9%
Refused	-	1 1.6%	-	-	-	-	-	-	1 0.7%

Q29 Watched Public Access Channel on Channel 25 in past 12 months

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Yes	8 16.3%	18 14.4%	15 18.3%	29 16.6%	7 18.4%	5 11.6%	6 16.2%	7 14.0%	12 26.1%
No	38 77.6%	101 80.8%	63 76.8%	137 78.3%	30 78.9%	35 81.4%	29 78.4%	39 78.0%	32 69.6%
Not sure	3 6.1%	5 4.0%	4 4.9%	9 5.1%	1 2.6%	2 4.7%	2 5.4%	3 6.0%	2 4.3%
Refused	- -	1 0.8%	- -	- -	- -	1 2.3%	- -	1 2.0%	- -

Q29 Watched Public Access Channel on Channel 25 in past 12 months

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	38	29	44	135	29	38	19	9	30
Yes	6 15.8%	5 17.2%	5 11.4%	19 14.1%	5 17.2%	9 23.7%	3 15.8%	-	5 16.7%
No	30 78.9%	22 75.9%	39 88.6%	110 81.5%	23 79.3%	27 71.1%	16 84.2%	9 100.0%	21 70.0%
Not sure	2 5.3%	2 6.9%	-	6 4.4%	-	2 5.3%	-	-	4 13.3%
Refused	-	-	-	-	1 3.4%	-	-	-	-

Q30 Desire new services

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	260	260	-	13	247	136	107	53	48
Yes	92 35.4%	92 35.4%	-	6 46.2%	86 34.8%	51 37.5%	38 35.5%	22 41.5%	15 31.3%
No	158 60.8%	158 60.8%	-	7 53.8%	151 61.1%	77 56.6%	67 62.6%	30 56.6%	32 66.7%
Not sure	8 3.1%	8 3.1%	-	-	8 3.2%	7 5.1%	1 0.9%	-	1 2.1%
Refused	2 0.8%	2 0.8%	-	-	2 0.8%	1 0.7%	1 0.9%	1 1.9%	-

Q30 Desire new services

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>197</i>	<i>63</i>	<i>44</i>	<i>46</i>	<i>53</i>	<i>31</i>	<i>32</i>	<i>118</i>	<i>142</i>
Yes	71 36.0%	21 33.3%	25 56.8%	14 30.4%	17 32.1%	10 32.3%	12 37.5%	46 39.0%	46 32.4%
No	119 60.4%	39 61.9%	17 38.6%	30 65.2%	36 67.9%	20 64.5%	20 62.5%	67 56.8%	91 64.1%
Not sure	7 3.6%	1 1.6%	2 4.5%	2 4.3%	-	1 3.2%	-	5 4.2%	3 2.1%
Refused	-	2 3.2%	-	-	-	-	-	-	2 1.4%

Q30 Desire new services

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>49</i>	<i>125</i>	<i>82</i>	<i>175</i>	<i>38</i>	<i>43</i>	<i>37</i>	<i>50</i>	<i>46</i>
Yes	23 46.9%	39 31.2%	30 36.6%	68 38.9%	8 21.1%	16 37.2%	9 24.3%	19 38.0%	19 41.3%
No	24 49.0%	82 65.6%	49 59.8%	101 57.7%	29 76.3%	25 58.1%	25 67.6%	29 58.0%	26 56.5%
Not sure	2 4.1%	3 2.4%	3 3.7%	6 3.4%	1 2.6%	1 2.3%	3 8.1%	1 2.0%	1 2.2%
Refused	- -	1 0.8%	- -	- -	- -	1 2.3%	- -	1 2.0%	- -

Q30 Desire new services

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>38</i>	<i>29</i>	<i>44</i>	<i>135</i>	<i>29</i>	<i>38</i>	<i>19</i>	<i>9</i>	<i>30</i>
Yes	16 42.1%	12 41.4%	13 29.5%	49 36.3%	11 37.9%	19 50.0%	1 5.3%	2 22.2%	10 33.3%
No	21 55.3%	16 55.2%	31 70.5%	83 61.5%	16 55.2%	19 50.0%	17 89.5%	6 66.7%	17 56.7%
Not sure	1 2.6%	1 3.4%	- -	3 2.2%	1 3.4%	- -	1 5.3%	- -	3 10.0%
Refused	- -	- -	- -	- -	1 3.4%	- -	- -	1 11.1%	- -

Q31 Desired changes

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	92	92	-	6	86	51	38	22	15
Lower prices	16 17.4%	16 17.4%	-	1 16.7%	15 17.4%	13 25.5%	3 7.9%	1 4.5%	2 13.3%
More channels	22 23.9%	22 23.9%	-	2 33.3%	20 23.3%	12 23.5%	9 23.7%	5 22.7%	4 26.7%
More movies	12 13.0%	12 13.0%	-	-	12 14.0%	7 13.7%	5 13.2%	4 18.2%	1 6.7%
More family programming	6 6.5%	6 6.5%	-	1 16.7%	5 5.8%	1 2.0%	5 13.2%	3 13.6%	2 13.3%
More music programming	6 6.5%	6 6.5%	-	-	6 7.0%	-	6 15.8%	4 18.2%	2 13.3%
More sports programming	7 7.6%	7 7.6%	-	1 16.7%	6 7.0%	2 3.9%	4 10.5%	4 18.2%	-
More educational programming	14 15.2%	14 15.2%	-	-	14 16.3%	9 17.6%	5 13.2%	2 9.1%	2 13.3%
More foreign language programming	5 5.4%	5 5.4%	-	-	5 5.8%	2 3.9%	3 7.9%	3 13.6%	-
HDTV	3 3.3%	3 3.3%	-	-	3 3.5%	2 3.9%	1 2.6%	-	1 6.7%
Faster internet connection	5 5.4%	5 5.4%	-	1 16.7%	4 4.7%	2 3.9%	3 7.9%	3 13.6%	-

Q31 Desired changes

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>71</i>	<i>21</i>	<i>25</i>	<i>14</i>	<i>17</i>	<i>10</i>	<i>12</i>	<i>46</i>	<i>46</i>
Lower prices	10 14.1%	6 28.6%	4 16.0%	4 28.6%	2 11.8%	2 20.0%	2 16.7%	11 23.9%	5 10.9%
More channels	16 22.5%	6 28.6%	5 20.0%	4 28.6%	4 23.5%	1 10.0%	3 25.0%	11 23.9%	11 23.9%
More movies	6 8.5%	6 28.6%	4 16.0%	3 21.4%	2 11.8%	1 10.0%	1 8.3%	7 15.2%	5 10.9%
More family programming	4 5.6%	2 9.5%	2 8.0%	1 7.1%	1 5.9%	2 20.0%	- -	2 4.3%	4 8.7%
More music programming	4 5.6%	2 9.5%	3 12.0%	1 7.1%	1 5.9%	- -	- -	- -	6 13.0%
More sports programming	6 8.5%	1 4.8%	2 8.0%	- -	2 11.8%	1 10.0%	- -	5 10.9%	2 4.3%
More educational programming	10 14.1%	4 19.0%	4 16.0%	3 21.4%	3 17.6%	1 10.0%	2 16.7%	5 10.9%	9 19.6%
More foreign language programming	4 5.6%	1 4.8%	1 4.0%	- -	2 11.8%	1 10.0%	1 8.3%	3 6.5%	2 4.3%
HDTV	3 4.2%	- -	- -	1 7.1%	- -	- -	2 16.7%	1 2.2%	2 4.3%
Faster internet connection	4 5.6%	1 4.8%	2 8.0%	- -	1 5.9%	- -	- -	4 8.7%	1 2.2%

Q31 Desired changes

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>23</i>	<i>39</i>	<i>30</i>	<i>68</i>	<i>8</i>	<i>16</i>	<i>9</i>	<i>19</i>	<i>19</i>
Lower prices	5 21.7%	8 20.5%	3 10.0%	11 16.2%	2 25.0%	3 18.8%	2 22.2%	4 21.1%	2 10.5%
More channels	9 39.1%	10 25.6%	3 10.0%	19 27.9%	1 12.5%	2 12.5%	2 22.2%	5 26.3%	1 5.3%
More movies	3 13.0%	4 10.3%	5 16.7%	12 17.6%	- -	- -	1 11.1%	3 15.8%	2 10.5%
More family programming	2 8.7%	2 5.1%	2 6.7%	2 2.9%	1 12.5%	3 18.8%	- -	1 5.3%	3 15.8%
More music programming	3 13.0%	1 2.6%	2 6.7%	5 7.4%	- -	1 6.3%	2 22.2%	- -	1 5.3%
More sports programming	1 4.3%	5 12.8%	1 3.3%	3 4.4%	1 12.5%	3 18.8%	- -	1 5.3%	4 21.1%
More educational programming	5 21.7%	6 15.4%	3 10.0%	10 14.7%	- -	4 25.0%	- -	2 10.5%	4 21.1%
More foreign language programming	3 13.0%	1 2.6%	1 3.3%	5 7.4%	- -	- -	- -	- -	3 15.8%
HDTV	- -	2 5.1%	1 3.3%	1 1.5%	1 12.5%	1 6.3%	1 11.1%	1 5.3%	- -
Faster internet connection	- -	1 2.6%	4 13.3%	4 5.9%	1 12.5%	- -	2 22.2%	- -	- -

Q31 Desired changes

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>16</i>	<i>12</i>	<i>13</i>	<i>49</i>	<i>11</i>	<i>19</i>	<i>1</i>	<i>2</i>	<i>10</i>
Lower prices	5 31.3%	1 8.3%	1 7.7%	9 18.4%	2 18.2%	3 15.8%	- -	- -	2 20.0%
More channels	6 37.5%	5 41.7%	3 23.1%	16 32.7%	1 9.1%	3 15.8%	- -	- -	2 20.0%
More movies	- -	3 25.0%	3 23.1%	5 10.2%	- -	5 26.3%	1 100.0%	- -	1 10.0%
More family programming	- -	- -	1 7.7%	1 2.0%	2 18.2%	2 10.5%	- -	- -	1 10.0%
More music programming	- -	1 8.3%	2 15.4%	2 4.1%	- -	4 21.1%	- -	- -	- -
More sports programming	1 6.3%	- -	1 7.7%	2 4.1%	1 9.1%	2 10.5%	- -	1 50.0%	1 10.0%
More educational programming	2 12.5%	4 33.3%	1 7.7%	6 12.2%	4 36.4%	3 15.8%	1 100.0%	- -	- -
More foreign language programming	- -	1 8.3%	1 7.7%	1 2.0%	1 9.1%	2 10.5%	1 100.0%	- -	- -
HDTV	1 6.3%	- -	- -	2 4.1%	- -	1 5.3%	- -	- -	- -
Faster internet connection	1 6.3%	- -	- -	3 6.1%	- -	2 10.5%	- -	- -	- -

Q31 Desired changes

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	92	92	-	6	86	51	38	22	15
Ability to select channels	5 5.4%	5 5.4%	- -	- -	5 5.8%	1 2.0%	3 7.9%	1 4.5%	2 13.3%
Better customer service	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	38 41.3%	38 41.3%	- -	2 33.3%	36 41.9%	20 39.2%	16 42.1%	8 36.4%	8 53.3%
Not sure	5 5.4%	5 5.4%	- -	- -	5 5.8%	4 7.8%	1 2.6%	1 4.5%	- -

Q31 Desired changes

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>71</i>	<i>21</i>	<i>25</i>	<i>14</i>	<i>17</i>	<i>10</i>	<i>12</i>	<i>46</i>	<i>46</i>
Ability to select channels	4 5.6%	1 4.8%	2 8.0%	1 7.1%	- -	1 10.0%	- -	3 6.5%	2 4.3%
Better customer service	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	30 42.3%	8 38.1%	9 36.0%	4 28.6%	8 47.1%	5 50.0%	3 25.0%	15 32.6%	23 50.0%
Not sure	4 5.6%	1 4.8%	3 12.0%	- -	1 5.9%	1 10.0%	- -	2 4.3%	3 6.5%

Q31 Desired changes

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>23</i>	<i>39</i>	<i>30</i>	<i>68</i>	<i>8</i>	<i>16</i>	<i>9</i>	<i>19</i>	<i>19</i>
Ability to select channels	1 4.3%	3 7.7%	1 3.3%	5 7.4%	- -	- -	- -	2 10.5%	- -
Better customer service	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	9 39.1%	16 41.0%	13 43.3%	28 41.2%	4 50.0%	6 37.5%	4 44.4%	7 36.8%	7 36.8%
Not sure	- -	1 2.6%	4 13.3%	2 2.9%	1 12.5%	2 12.5%	- -	2 10.5%	2 10.5%

Q31 Desired changes

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>16</i>	<i>12</i>	<i>13</i>	<i>49</i>	<i>11</i>	<i>19</i>	<i>1</i>	<i>2</i>	<i>10</i>
Ability to select channels	1 6.3%	- -	2 15.4%	5 10.2%	- -	- -	- -	- -	- -
Better customer service	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	6 37.5%	6 50.0%	7 53.8%	24 49.0%	4 36.4%	3 15.8%	- -	2 100.0%	5 50.0%
Not sure	1 6.3%	- -	- -	1 2.0%	1 9.1%	2 10.5%	- -	- -	1 10.0%

Q32 Household ever subscribed to cable television

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	<i>157</i>	-	<i>157</i>	<i>68</i>	<i>89</i>	-	-	-	-
Yes	74 47.1%	-	74 47.1%	44 64.7%	30 33.7%	-	-	-	-
No	80 51.0%	-	80 51.0%	22 32.4%	58 65.2%	-	-	-	-
Not sure	3 1.9%	-	3 1.9%	2 2.9%	1 1.1%	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q32 Household ever subscribed to cable television

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>104</i>	<i>50</i>	<i>40</i>	<i>20</i>	<i>18</i>	<i>11</i>	<i>21</i>	<i>76</i>	<i>81</i>
Yes	52 50.0%	21 42.0%	19 47.5%	8 40.0%	8 44.4%	4 36.4%	14 66.7%	33 43.4%	41 50.6%
No	50 48.1%	28 56.0%	21 52.5%	12 60.0%	9 50.0%	7 63.6%	7 33.3%	42 55.3%	38 46.9%
Not sure	2 1.9%	1 2.0%	- -	- -	1 5.6%	- -	- -	1 1.3%	2 2.5%
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q32 Household ever subscribed to cable television

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>54</i>	<i>65</i>	<i>34</i>	<i>106</i>	<i>25</i>	<i>22</i>	<i>18</i>	<i>33</i>	<i>32</i>
Yes	24 44.4%	36 55.4%	12 35.3%	46 43.4%	14 56.0%	13 59.1%	7 38.9%	15 45.5%	15 46.9%
No	30 55.6%	27 41.5%	21 61.8%	60 56.6%	10 40.0%	7 31.8%	10 55.6%	17 51.5%	17 53.1%
Not sure	- -	2 3.1%	1 2.9%	- -	1 4.0%	2 9.1%	1 5.6%	1 3.0%	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q32 Household ever subscribed to cable television

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>21</i>	<i>11</i>	<i>27</i>	<i>75</i>	<i>34</i>	<i>7</i>	<i>13</i>	<i>11</i>	<i>17</i>
Yes	12 57.1%	7 63.6%	13 48.1%	36 48.0%	17 50.0%	2 28.6%	7 53.8%	5 45.5%	7 41.2%
No	8 38.1%	4 36.4%	14 51.9%	37 49.3%	17 50.0%	4 57.1%	6 46.2%	6 54.5%	10 58.8%
Not sure	1 4.8%	-	-	2 2.7%	-	1 14.3%	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q33 Reasons for not subscribing

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	<i>157</i>	-	<i>157</i>	<i>68</i>	<i>89</i>	-	-	-	-
Too expensive	55 35.0%	- -	55 35.0%	24 35.3%	31 34.8%	- -	- -	- -	- -
Don't watch enough TV	35 22.3%	- -	35 22.3%	- -	35 39.3%	- -	- -	- -	- -
Have satellite TV	21 13.4%	- -	21 13.4%	20 29.4%	1 1.1%	- -	- -	- -	- -
TV bad for children	3 1.9%	- -	3 1.9%	- -	3 3.4%	- -	- -	- -	- -
Poor channel selection	10 6.4%	- -	10 6.4%	4 5.9%	6 6.7%	- -	- -	- -	- -
Happy with broadcast TV	4 2.5%	- -	4 2.5%	1 1.5%	3 3.4%	- -	- -	- -	- -
No access to cable	5 3.2%	- -	5 3.2%	4 5.9%	1 1.1%	- -	- -	- -	- -
Poor customer service	5 3.2%	- -	5 3.2%	4 5.9%	1 1.1%	- -	- -	- -	- -
Poor picture quality	3 1.9%	- -	3 1.9%	3 4.4%	- -	- -	- -	- -	- -
Other	9 5.7%	- -	9 5.7%	5 7.4%	4 4.5%	- -	- -	- -	- -
Not sure	7 4.5%	- -	7 4.5%	3 4.4%	4 4.5%	- -	- -	- -	- -

Q33 Reasons for not subscribing

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>104</i>	<i>50</i>	<i>40</i>	<i>20</i>	<i>18</i>	<i>11</i>	<i>21</i>	<i>76</i>	<i>81</i>
Too expensive	33 31.7%	21 42.0%	21 52.5%	5 25.0%	4 22.2%	3 27.3%	8 38.1%	26 34.2%	29 35.8%
Don't watch enough TV	25 24.0%	9 18.0%	7 17.5%	7 35.0%	6 33.3%	3 27.3%	1 4.8%	23 30.3%	12 14.8%
Have satellite TV	18 17.3%	3 6.0%	2 5.0%	3 15.0%	4 22.2%	2 18.2%	6 28.6%	11 14.5%	10 12.3%
TV bad for children	1 1.0%	2 4.0%	- -	2 10.0%	- -	1 9.1%	- -	- -	3 3.7%
Poor channel selection	7 6.7%	3 6.0%	3 7.5%	- -	1 5.6%	- -	1 4.8%	2 2.6%	8 9.9%
Happy with broadcast TV	2 1.9%	2 4.0%	1 2.5%	- -	1 5.6%	- -	- -	3 3.9%	1 1.2%
No access to cable	3 2.9%	2 4.0%	- -	1 5.0%	1 5.6%	1 9.1%	- -	2 2.6%	3 3.7%
Poor customer service	5 4.8%	- -	1 2.5%	1 5.0%	- -	- -	1 4.8%	2 2.6%	3 3.7%
Poor picture quality	3 2.9%	- -	- -	- -	1 5.6%	- -	- -	- -	3 3.7%
Other	4 3.8%	4 8.0%	2 5.0%	- -	- -	1 9.1%	3 14.3%	4 5.3%	5 6.2%
Not sure	3 2.9%	4 8.0%	3 7.5%	1 5.0%	- -	- -	1 4.8%	3 3.9%	4 4.9%

Q33 Reasons for not subscribing

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>54</i>	<i>65</i>	<i>34</i>	<i>106</i>	<i>25</i>	<i>22</i>	<i>18</i>	<i>33</i>	<i>32</i>
Too expensive	19 35.2%	24 36.9%	10 29.4%	38 35.8%	6 24.0%	10 45.5%	5 27.8%	12 36.4%	11 34.4%
Don't watch enough TV	14 25.9%	10 15.4%	10 29.4%	26 24.5%	7 28.0%	- -	9 50.0%	3 9.1%	5 15.6%
Have satellite TV	3 5.6%	13 20.0%	5 14.7%	11 10.4%	5 20.0%	5 22.7%	1 5.6%	6 18.2%	7 21.9%
TV bad for children	1 1.9%	1 1.5%	1 2.9%	2 1.9%	- -	1 4.5%	1 5.6%	2 6.1%	- -
Poor channel selection	5 9.3%	3 4.6%	2 5.9%	8 7.5%	1 4.0%	1 4.5%	1 5.6%	2 6.1%	3 9.4%
Happy with broadcast TV	1 1.9%	2 3.1%	- -	2 1.9%	- -	1 4.5%	- -	1 3.0%	- -
No access to cable	3 5.6%	1 1.5%	1 2.9%	4 3.8%	1 4.0%	- -	1 5.6%	- -	1 3.1%
Poor customer service	3 5.6%	2 3.1%	- -	3 2.8%	1 4.0%	1 4.5%	- -	- -	2 6.3%
Poor picture quality	2 3.7%	1 1.5%	- -	2 1.9%	1 4.0%	- -	- -	1 3.0%	- -
Other	2 3.7%	3 4.6%	4 11.8%	6 5.7%	1 4.0%	2 9.1%	- -	4 12.1%	1 3.1%
Not sure	1 1.9%	5 7.7%	1 2.9%	4 3.8%	2 8.0%	1 4.5%	- -	2 6.1%	2 6.3%

Q33 Reasons for not subscribing

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>21</i>	<i>11</i>	<i>27</i>	<i>75</i>	<i>34</i>	<i>7</i>	<i>13</i>	<i>11</i>	<i>17</i>
Too expensive	8 38.1%	1 9.1%	10 37.0%	30 40.0%	13 38.2%	2 28.6%	5 38.5%	2 18.2%	3 17.6%
Don't watch enough TV	5 23.8%	2 18.2%	7 25.9%	14 18.7%	6 17.6%	1 14.3%	4 30.8%	5 45.5%	5 29.4%
Have satellite TV	2 9.5%	1 9.1%	3 11.1%	12 16.0%	4 11.8%	1 14.3%	1 7.7%	1 9.1%	2 11.8%
TV bad for children	- -	- -	- -	1 1.3%	1 2.9%	- -	- -	- -	1 5.9%
Poor channel selection	2 9.5%	1 9.1%	1 3.7%	4 5.3%	1 2.9%	1 14.3%	1 7.7%	1 9.1%	2 11.8%
Happy with broadcast TV	1 4.8%	- -	1 3.7%	2 2.7%	- -	- -	1 7.7%	- -	1 5.9%
No access to cable	- -	2 18.2%	1 3.7%	2 2.7%	1 2.9%	1 14.3%	1 7.7%	- -	- -
Poor customer service	1 4.8%	- -	1 3.7%	3 4.0%	- -	- -	- -	1 9.1%	1 5.9%
Poor picture quality	- -	1 9.1%	1 3.7%	2 2.7%	- -	- -	- -	1 9.1%	- -
Other	1 4.8%	2 18.2%	1 3.7%	4 5.3%	4 11.8%	- -	- -	- -	1 5.9%
Not sure	1 4.8%	1 9.1%	1 3.7%	1 1.3%	4 11.8%	1 14.3%	- -	- -	1 5.9%

Q33 Reasons for not subscribing

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	<i>157</i>	-	<i>157</i>	<i>68</i>	<i>89</i>	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q33 Reasons for not subscribing

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>104</i>	<i>50</i>	<i>40</i>	<i>20</i>	<i>18</i>	<i>11</i>	<i>21</i>	<i>76</i>	<i>81</i>
Refused	-	-	-	-	-	-	-	-	-

Q33 Reasons for not subscribing

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>54</i>	<i>65</i>	<i>34</i>	<i>106</i>	<i>25</i>	<i>22</i>	<i>18</i>	<i>33</i>	<i>32</i>
Refused	-	-	-	-	-	-	-	-	-

Q33 Reasons for not subscribing

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>21</i>	<i>11</i>	<i>27</i>	<i>75</i>	<i>34</i>	<i>7</i>	<i>13</i>	<i>11</i>	<i>17</i>
Refused	-	-	-	-	-	-	-	-	-

Q34 Number of computers in home

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	417	260	157	81	336	136	107	53	48
None	73 17.5%	38 14.6%	35 22.3%	9 11.1%	64 19.0%	16 11.8%	19 17.8%	12 22.6%	5 10.4%
One	204 48.9%	139 53.5%	65 41.4%	33 40.7%	171 50.9%	64 47.1%	65 60.7%	29 54.7%	34 70.8%
Two	83 19.9%	53 20.4%	30 19.1%	16 19.8%	67 19.9%	34 25.0%	17 15.9%	10 18.9%	6 12.5%
Three or more	53 12.7%	27 10.4%	26 16.6%	22 27.2%	31 9.2%	21 15.4%	5 4.7%	1 1.9%	3 6.3%
Refused	4 1.0%	3 1.2%	1 0.6%	1 1.2%	3 0.9%	1 0.7%	1 0.9%	1 1.9%	- -

Q34 Number of computers in home

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>301</i>	<i>113</i>	<i>84</i>	<i>66</i>	<i>71</i>	<i>42</i>	<i>53</i>	<i>194</i>	<i>223</i>
None	- -	73 64.6%	31 36.9%	10 15.2%	5 7.0%	2 4.8%	2 3.8%	32 16.5%	41 18.4%
One	168 55.8%	33 29.2%	43 51.2%	32 48.5%	39 54.9%	27 64.3%	19 35.8%	88 45.4%	116 52.0%
Two	81 26.9%	2 1.8%	8 9.5%	21 31.8%	17 23.9%	6 14.3%	9 17.0%	42 21.6%	41 18.4%
Three or more	52 17.3%	1 0.9%	2 2.4%	3 4.5%	10 14.1%	7 16.7%	23 43.4%	30 15.5%	23 10.3%
Refused	- -	4 3.5%	- -	- -	- -	- -	- -	2 1.0%	2 0.9%

Q34 Number of computers in home

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>103</i>	<i>190</i>	<i>116</i>	<i>281</i>	<i>63</i>	<i>65</i>	<i>55</i>	<i>83</i>	<i>78</i>
None	28 27.2%	30 15.8%	14 12.1%	59 21.0%	6 9.5%	8 12.3%	1 1.8%	10 12.0%	6 7.7%
One	61 59.2%	91 47.9%	51 44.0%	138 49.1%	33 52.4%	31 47.7%	32 58.2%	46 55.4%	43 55.1%
Two	8 7.8%	42 22.1%	30 25.9%	57 20.3%	13 20.6%	10 15.4%	13 23.6%	17 20.5%	15 19.2%
Three or more	5 4.9%	27 14.2%	21 18.1%	26 9.3%	11 17.5%	16 24.6%	9 16.4%	10 12.0%	13 16.7%
Refused	1 1.0%	- -	- -	1 0.4%	- -	- -	- -	- -	1 1.3%

Q34 Number of computers in home

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>59</i>	<i>40</i>	<i>71</i>	<i>210</i>	<i>63</i>	<i>45</i>	<i>32</i>	<i>20</i>	<i>47</i>
None	13 22.0%	6 15.0%	30 42.3%	37 17.6%	19 30.2%	7 15.6%	- -	4 20.0%	6 12.8%
One	17 28.8%	21 52.5%	31 43.7%	106 50.5%	25 39.7%	26 57.8%	17 53.1%	7 35.0%	23 48.9%
Two	17 28.8%	8 20.0%	7 9.9%	37 17.6%	11 17.5%	11 24.4%	9 28.1%	6 30.0%	9 19.1%
Three or more	12 20.3%	5 12.5%	3 4.2%	28 13.3%	8 12.7%	1 2.2%	5 15.6%	2 10.0%	9 19.1%
Refused	- -	- -	- -	2 1.0%	- -	- -	1 3.1%	1 5.0%	- -

Q35 Number of computers in home connected to Internet

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	340	219	121	71	269	119	87	40	43
None	36 10.6%	22 10.0%	14 11.6%	7 9.9%	29 10.8%	8 6.7%	13 14.9%	7 17.5%	4 9.3%
One	195 57.4%	132 60.3%	63 52.1%	31 43.7%	164 61.0%	68 57.1%	55 63.2%	23 57.5%	32 74.4%
Two	71 20.9%	48 21.9%	23 19.0%	15 21.1%	56 20.8%	30 25.2%	16 18.4%	9 22.5%	6 14.0%
Three or more	35 10.3%	17 7.8%	18 14.9%	17 23.9%	18 6.7%	13 10.9%	3 3.4%	1 2.5%	1 2.3%
Not sure	3 0.9%	-	3 2.5%	1 1.4%	2 0.7%	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q35 Number of computers in home connected to Internet

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	301	36	53	56	66	40	51	160	180
None	-	36 100.0%	12 22.6%	8 14.3%	4 6.1%	4 10.0%	1 2.0%	17 10.6%	19 10.6%
One	195 64.8%	-	33 62.3%	31 55.4%	42 63.6%	24 60.0%	21 41.2%	86 53.8%	109 60.6%
Two	71 23.6%	-	6 11.3%	16 28.6%	12 18.2%	6 15.0%	13 25.5%	36 22.5%	35 19.4%
Three or more	35 11.6%	-	1 1.9%	1 1.8%	8 12.1%	6 15.0%	16 31.4%	20 12.5%	15 8.3%
Not sure	-	-	1 1.9%	-	-	-	-	1 0.6%	2 1.1%
Refused	-	-	-	-	-	-	-	-	-

Q35 Number of computers in home connected to Internet

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>74</i>	<i>160</i>	<i>102</i>	<i>221</i>	<i>57</i>	<i>57</i>	<i>54</i>	<i>73</i>	<i>71</i>
None	9 12.2%	16 10.0%	10 9.8%	24 10.9%	5 8.8%	6 10.5%	8 14.8%	8 11.0%	5 7.0%
One	54 73.0%	92 57.5%	48 47.1%	131 59.3%	33 57.9%	29 50.9%	30 55.6%	42 57.5%	44 62.0%
Two	7 9.5%	37 23.1%	25 24.5%	41 18.6%	14 24.6%	14 24.6%	10 18.5%	15 20.5%	15 21.1%
Three or more	3 4.1%	15 9.4%	17 16.7%	22 10.0%	5 8.8%	8 14.0%	6 11.1%	8 11.0%	7 9.9%
Not sure	1 1.4%	- -	2 2.0%	3 1.4%	- -	- -	- -	- -	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q35 Number of computers in home connected to Internet

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>46</i>	<i>34</i>	<i>41</i>	<i>171</i>	<i>44</i>	<i>38</i>	<i>31</i>	<i>15</i>	<i>41</i>
None	2 4.3%	4 11.8%	7 17.1%	17 9.9%	9 20.5%	5 13.2%	3 9.7%	1 6.7%	1 2.4%
One	21 45.7%	20 58.8%	25 61.0%	102 59.6%	20 45.5%	26 68.4%	15 48.4%	8 53.3%	24 58.5%
Two	15 32.6%	6 17.6%	5 12.2%	31 18.1%	10 22.7%	7 18.4%	7 22.6%	6 40.0%	10 24.4%
Three or more	8 17.4%	4 11.8%	2 4.9%	20 11.7%	5 11.4%	- -	4 12.9%	- -	6 14.6%
Not sure	- -	- -	2 4.9%	1 0.6%	- -	- -	2 6.5%	- -	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q36 Internet connection type

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	301	197	104	63	238	111	74	33	39
Dial-up	75 24.9%	48 24.4%	27 26.0%	10 15.9%	65 27.3%	21 18.9%	25 33.8%	12 36.4%	13 33.3%
Cable / Charter High-speed Service	86 28.6%	75 38.1%	11 10.6%	11 17.5%	75 31.5%	49 44.1%	22 29.7%	10 30.3%	12 30.8%
DSL	117 38.9%	62 31.5%	55 52.9%	35 55.6%	82 34.5%	35 31.5%	24 32.4%	10 30.3%	12 30.8%
ISDN	-	-	-	-	-	-	-	-	-
T1	2 0.7%	1 0.5%	1 1.0%	1 1.6%	1 0.4%	-	1 1.4%	-	1 2.6%
Other	7 2.3%	2 1.0%	5 4.8%	3 4.8%	4 1.7%	2 1.8%	-	-	-
Not sure	14 4.7%	9 4.6%	5 4.8%	3 4.8%	11 4.6%	4 3.6%	2 2.7%	1 3.0%	1 2.6%
Refused	-	-	-	-	-	-	-	-	-

Q36 Internet connection type

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	301	-	40	48	62	36	50	142	159
Dial-up	75 24.9%	-	18 45.0%	14 29.2%	13 21.0%	7 19.4%	2 4.0%	29 20.4%	46 28.9%
Cable / Charter High-speed Service	86 28.6%	-	10 25.0%	12 25.0%	19 30.6%	11 30.6%	20 40.0%	41 28.9%	45 28.3%
DSL	117 38.9%	-	9 22.5%	15 31.3%	28 45.2%	15 41.7%	25 50.0%	63 44.4%	54 34.0%
ISDN	-	-	-	-	-	-	-	-	-
T1	2 0.7%	-	1 2.5%	-	1 1.6%	-	-	1 0.7%	1 0.6%
Other	7 2.3%	-	-	3 6.3%	-	-	2 4.0%	5 3.5%	2 1.3%
Not sure	14 4.7%	-	2 5.0%	4 8.3%	1 1.6%	3 8.3%	1 2.0%	3 2.1%	11 6.9%
Refused	-	-	-	-	-	-	-	-	-

Q36 Internet connection type

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>64</i>	<i>144</i>	<i>90</i>	<i>194</i>	<i>52</i>	<i>51</i>	<i>46</i>	<i>65</i>	<i>66</i>
Dial-up	19 29.7%	28 19.4%	27 30.0%	51 26.3%	14 26.9%	9 17.6%	13 28.3%	14 21.5%	13 19.7%
Cable / Charter High- speed Service	15 23.4%	51 35.4%	19 21.1%	54 27.8%	13 25.0%	18 35.3%	12 26.1%	21 32.3%	17 25.8%
DSL	24 37.5%	57 39.6%	36 40.0%	73 37.6%	21 40.4%	22 43.1%	17 37.0%	27 41.5%	33 50.0%
ISDN	-	-	-	-	-	-	-	-	-
T1	1 1.6%	-	1 1.1%	2 1.0%	-	-	1 2.2%	1 1.5%	-
Other	2 3.1%	3 2.1%	1 1.1%	3 1.5%	2 3.8%	1 2.0%	1 2.2%	1 1.5%	1 1.5%
Not sure	3 4.7%	5 3.5%	6 6.7%	11 5.7%	2 3.8%	1 2.0%	2 4.3%	1 1.5%	2 3.0%
Refused	-	-	-	-	-	-	-	-	-

Q36 Internet connection type

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>44</i>	<i>30</i>	<i>32</i>	<i>153</i>	<i>35</i>	<i>33</i>	<i>26</i>	<i>14</i>	<i>40</i>
Dial-up	15 34.1%	6 20.0%	10 31.3%	36 23.5%	10 28.6%	9 27.3%	7 26.9%	2 14.3%	11 27.5%
Cable / Charter High-speed Service	10 22.7%	10 33.3%	11 34.4%	44 28.8%	6 17.1%	13 39.4%	10 38.5%	3 21.4%	10 25.0%
DSL	17 38.6%	8 26.7%	7 21.9%	58 37.9%	16 45.7%	9 27.3%	9 34.6%	7 50.0%	18 45.0%
ISDN	-	-	-	-	-	-	-	-	-
T1	-	-	-	1 0.7%	-	-	-	-	1 2.5%
Other	-	1 3.3%	2 6.3%	5 3.3%	-	1 3.0%	-	1 7.1%	-
Not sure	2 4.5%	5 16.7%	2 6.3%	9 5.9%	3 8.6%	1 3.0%	-	1 7.1%	-
Refused	-	-	-	-	-	-	-	-	-

Q37 Rating of Charter High-speed Service

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	86	75	11	11	75	49	22	10	12
Excellent	24 27.9%	22 29.3%	2 18.2%	3 27.3%	21 28.0%	16 32.7%	4 18.2%	3 30.0%	1 8.3%
Good	47 54.7%	40 53.3%	7 63.6%	6 54.5%	41 54.7%	23 46.9%	16 72.7%	6 60.0%	10 83.3%
Fair	12 14.0%	10 13.3%	2 18.2%	2 18.2%	10 13.3%	8 16.3%	1 4.5%	-	1 8.3%
Poor	1 1.2%	1 1.3%	-	-	1 1.3%	1 2.0%	-	-	-
Very poor	2 2.3%	2 2.7%	-	-	2 2.7%	1 2.0%	1 4.5%	1 10.0%	-
Not sure	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-

Q37 Rating of Charter High-speed Service

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>86</i>	<i>-</i>	<i>10</i>	<i>12</i>	<i>19</i>	<i>11</i>	<i>20</i>	<i>41</i>	<i>45</i>
Excellent	24 27.9%	- -	2 20.0%	2 16.7%	7 36.8%	4 36.4%	5 25.0%	11 26.8%	13 28.9%
Good	47 54.7%	- -	6 60.0%	8 66.7%	11 57.9%	5 45.5%	9 45.0%	21 51.2%	26 57.8%
Fair	12 14.0%	- -	- -	2 16.7%	- -	2 18.2%	6 30.0%	6 14.6%	6 13.3%
Poor	1 1.2%	- -	1 10.0%	- -	- -	- -	- -	1 2.4%	- -
Very poor	2 2.3%	- -	1 10.0%	- -	1 5.3%	- -	- -	2 4.9%	- -
Not sure	- -	- -	- -	- -	- -	- -	- -	- -	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q37 Rating of Charter High-speed Service

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>15</i>	<i>51</i>	<i>19</i>	<i>54</i>	<i>13</i>	<i>18</i>	<i>12</i>	<i>21</i>	<i>17</i>
Excellent	4 26.7%	14 27.5%	6 31.6%	17 31.5%	3 23.1%	4 22.2%	3 25.0%	4 19.0%	3 17.6%
Good	8 53.3%	30 58.8%	8 42.1%	28 51.9%	6 46.2%	12 66.7%	6 50.0%	13 61.9%	10 58.8%
Fair	2 13.3%	6 11.8%	4 21.1%	8 14.8%	2 15.4%	2 11.1%	3 25.0%	3 14.3%	3 17.6%
Poor	- -	1 2.0%	- -	- -	1 7.7%	- -	- -	- -	1 5.9%
Very poor	1 6.7%	- -	1 5.3%	1 1.9%	1 7.7%	- -	- -	1 4.8%	- -
Not sure	- -	- -	- -	- -	- -	- -	- -	- -	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q37 Rating of Charter High-speed Service

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>10</i>	<i>10</i>	<i>11</i>	<i>44</i>	<i>6</i>	<i>13</i>	<i>10</i>	<i>3</i>	<i>10</i>
Excellent	4 40.0%	6 60.0%	3 27.3%	11 25.0%	2 33.3%	4 30.8%	4 40.0%	1 33.3%	2 20.0%
Good	5 50.0%	3 30.0%	7 63.6%	26 59.1%	3 50.0%	6 46.2%	5 50.0%	2 66.7%	5 50.0%
Fair	- -	1 10.0%	1 9.1%	7 15.9%	- -	1 7.7%	1 10.0%	- -	3 30.0%
Poor	- -	- -	- -	- -	- -	1 7.7%	- -	- -	- -
Very poor	1 10.0%	- -	- -	- -	1 16.7%	1 7.7%	- -	- -	- -
Not sure	- -	- -	- -	- -	- -	- -	- -	- -	- -
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q38 Like to watch City Council meetings

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	301	197	104	63	238	111	74	33	39
Yes	65 21.6%	37 18.8%	28 26.9%	23 36.5%	42 17.6%	22 19.8%	13 17.6%	9 27.3%	3 7.7%
No	221 73.4%	154 78.2%	67 64.4%	36 57.1%	185 77.7%	88 79.3%	56 75.7%	20 60.6%	35 89.7%
Not sure	14 4.7%	5 2.5%	9 8.7%	4 6.3%	10 4.2%	1 0.9%	4 5.4%	3 9.1%	1 2.6%
Refused	1 0.3%	1 0.5%	- -	- -	1 0.4%	- -	1 1.4%	1 3.0%	- -

Q38 Like to watch City Council meetings

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>301</i>	<i>-</i>	<i>40</i>	<i>48</i>	<i>62</i>	<i>36</i>	<i>50</i>	<i>142</i>	<i>159</i>
Yes	65 21.6%	- -	9 22.5%	11 22.9%	10 16.1%	7 19.4%	15 30.0%	30 21.1%	35 22.0%
No	221 73.4%	- -	26 65.0%	35 72.9%	51 82.3%	29 80.6%	33 66.0%	107 75.4%	114 71.7%
Not sure	14 4.7%	- -	5 12.5%	2 4.2%	1 1.6%	- -	2 4.0%	4 2.8%	10 6.3%
Refused	1 0.3%	- -	- -	- -	- -	- -	- -	1 0.7%	- -

Q38 Like to watch City Council meetings

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>64</i>	<i>144</i>	<i>90</i>	<i>194</i>	<i>52</i>	<i>51</i>	<i>46</i>	<i>65</i>	<i>66</i>
Yes	16 25.0%	28 19.4%	21 23.3%	39 20.1%	13 25.0%	13 25.5%	12 26.1%	13 20.0%	18 27.3%
No	44 68.8%	109 75.7%	66 73.3%	148 76.3%	36 69.2%	35 68.6%	33 71.7%	48 73.8%	43 65.2%
Not sure	4 6.3%	7 4.9%	3 3.3%	7 3.6%	3 5.8%	3 5.9%	1 2.2%	4 6.2%	5 7.6%
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -

Q38 Like to watch City Council meetings

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>44</i>	<i>30</i>	<i>32</i>	<i>153</i>	<i>35</i>	<i>33</i>	<i>26</i>	<i>14</i>	<i>40</i>
Yes	6 13.6%	8 26.7%	2 6.3%	30 19.6%	11 31.4%	7 21.2%	3 11.5%	2 14.3%	12 30.0%
No	37 84.1%	22 73.3%	29 90.6%	117 76.5%	21 60.0%	24 72.7%	22 84.6%	9 64.3%	28 70.0%
Not sure	1 2.3%	-	1 3.1%	6 3.9%	3 8.6%	2 6.1%	1 3.8%	2 14.3%	-
Refused	-	-	-	-	-	-	-	1 7.1%	-

QD1 Number of adults in home

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	417	260	157	81	336	136	107	53	48
One	103 24.7%	49 18.8%	54 34.4%	21 25.9%	82 24.4%	26 19.1%	21 19.6%	10 18.9%	10 20.8%
Two	190 45.6%	125 48.1%	65 41.4%	41 50.6%	149 44.3%	68 50.0%	50 46.7%	24 45.3%	23 47.9%
Three or more	116 27.8%	82 31.5%	34 21.7%	17 21.0%	99 29.5%	41 30.1%	34 31.8%	17 32.1%	15 31.3%
Refused	8 1.9%	4 1.5%	4 2.5%	2 2.5%	6 1.8%	1 0.7%	2 1.9%	2 3.8%	- -

QD1 Number of adults in home

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>301</i>	<i>113</i>	<i>84</i>	<i>66</i>	<i>71</i>	<i>42</i>	<i>53</i>	<i>194</i>	<i>223</i>
One	64 21.3%	38 33.6%	30 35.7%	18 27.3%	19 26.8%	8 19.0%	2 3.8%	51 26.3%	52 23.3%
Two	144 47.8%	46 40.7%	31 36.9%	24 36.4%	38 53.5%	21 50.0%	35 66.0%	88 45.4%	102 45.7%
Three or more	90 29.9%	24 21.2%	22 26.2%	24 36.4%	14 19.7%	13 31.0%	16 30.2%	52 26.8%	64 28.7%
Refused	3 1.0%	5 4.4%	1 1.2%	- -	- -	- -	- -	3 1.5%	5 2.2%

QD1 Number of adults in home

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>103</i>	<i>190</i>	<i>116</i>	<i>281</i>	<i>63</i>	<i>65</i>	<i>55</i>	<i>83</i>	<i>78</i>
One	103 100.0%	- -	- -	85 30.2%	5 7.9%	12 18.5%	4 7.3%	12 14.5%	22 28.2%
Two	- -	190 100.0%	- -	118 42.0%	34 54.0%	38 58.5%	14 25.5%	47 56.6%	44 56.4%
Three or more	- -	- -	116 100.0%	77 27.4%	24 38.1%	15 23.1%	37 67.3%	23 27.7%	12 15.4%
Refused	- -	- -	- -	1 0.4%	- -	- -	- -	1 1.2%	- -

QD1 Number of adults in home

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>59</i>	<i>40</i>	<i>71</i>	<i>210</i>	<i>63</i>	<i>45</i>	<i>32</i>	<i>20</i>	<i>47</i>
One	16 27.1%	11 27.5%	31 43.7%	62 29.5%	11 17.5%	10 22.2%	2 6.3%	6 30.0%	12 25.5%
Two	27 45.8%	18 45.0%	29 40.8%	105 50.0%	32 50.8%	14 31.1%	12 37.5%	6 30.0%	21 44.7%
Three or more	16 27.1%	11 27.5%	10 14.1%	41 19.5%	20 31.7%	21 46.7%	17 53.1%	3 15.0%	14 29.8%
Refused	- -	- -	1 1.4%	2 1.0%	- -	- -	1 3.1%	5 25.0%	- -

QD2 Number of children in home

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	417	260	157	81	336	136	107	53	48
None	281 67.4%	175 67.3%	106 67.5%	49 60.5%	232 69.0%	87 64.0%	76 71.0%	36 67.9%	35 72.9%
One	63 15.1%	38 14.6%	25 15.9%	15 18.5%	48 14.3%	20 14.7%	14 13.1%	7 13.2%	6 12.5%
Two	42 10.1%	23 8.8%	19 12.1%	11 13.6%	31 9.2%	13 9.6%	10 9.3%	5 9.4%	5 10.4%
Three or more	23 5.5%	20 7.7%	3 1.9%	5 6.2%	18 5.4%	15 11.0%	5 4.7%	3 5.7%	2 4.2%
Refused	8 1.9%	4 1.5%	4 2.5%	1 1.2%	7 2.1%	1 0.7%	2 1.9%	2 3.8%	- -

QD2 Number of children in home

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>301</i>	<i>113</i>	<i>84</i>	<i>66</i>	<i>71</i>	<i>42</i>	<i>53</i>	<i>194</i>	<i>223</i>
None	194 64.5%	84 74.3%	60 71.4%	50 75.8%	49 69.0%	29 69.0%	28 52.8%	134 69.1%	147 65.9%
One	52 17.3%	11 9.7%	9 10.7%	7 10.6%	12 16.9%	8 19.0%	10 18.9%	29 14.9%	34 15.2%
Two	33 11.0%	9 8.0%	13 15.5%	4 6.1%	5 7.0%	3 7.1%	12 22.6%	20 10.3%	22 9.9%
Three or more	18 6.0%	5 4.4%	2 2.4%	5 7.6%	5 7.0%	2 4.8%	3 5.7%	7 3.6%	16 7.2%
Refused	4 1.3%	4 3.5%	- -	- -	- -	- -	- -	4 2.1%	4 1.8%

QD2 Number of children in home

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>103</i>	<i>190</i>	<i>116</i>	<i>281</i>	<i>63</i>	<i>65</i>	<i>55</i>	<i>83</i>	<i>78</i>
None	85 82.5%	118 62.1%	77 66.4%	281 100.0%	- -	- -	35 63.6%	48 57.8%	36 46.2%
One	5 4.9%	34 17.9%	24 20.7%	- -	63 100.0%	- -	16 29.1%	16 19.3%	14 17.9%
Two	10 9.7%	22 11.6%	10 8.6%	- -	- -	42 64.6%	2 3.6%	14 16.9%	21 26.9%
Three or more	2 1.9%	16 8.4%	5 4.3%	- -	- -	23 35.4%	2 3.6%	4 4.8%	7 9.0%
Refused	1 1.0%	- -	- -	- -	- -	- -	- -	1 1.2%	- -

QD2 Number of children in home

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>59</i>	<i>40</i>	<i>71</i>	<i>210</i>	<i>63</i>	<i>45</i>	<i>32</i>	<i>20</i>	<i>47</i>
None	41 69.5%	38 95.0%	70 98.6%	167 79.5%	31 49.2%	23 51.1%	22 68.8%	10 50.0%	28 59.6%
One	8 13.6%	1 2.5%	- -	22 10.5%	10 15.9%	12 26.7%	6 18.8%	2 10.0%	11 23.4%
Two	4 6.8%	1 2.5%	- -	15 7.1%	10 15.9%	10 22.2%	2 6.3%	1 5.0%	4 8.5%
Three or more	6 10.2%	- -	1 1.4%	5 2.4%	12 19.0%	- -	1 3.1%	1 5.0%	4 8.5%
Refused	- -	- -	- -	1 0.5%	- -	- -	1 3.1%	6 30.0%	- -

QD3 Age

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	417	260	157	81	336	136	107	53	48
18 to 24	55 13.2%	37 14.2%	18 11.5%	5 6.2%	50 14.9%	23 16.9%	13 12.1%	4 7.5%	9 18.8%
25 to 34	83 19.9%	50 19.2%	33 21.0%	20 24.7%	63 18.8%	27 19.9%	20 18.7%	7 13.2%	13 27.1%
35 to 44	78 18.7%	46 17.7%	32 20.4%	21 25.9%	57 17.0%	24 17.6%	18 16.8%	11 20.8%	7 14.6%
45 to 54	59 14.1%	38 14.6%	21 13.4%	9 11.1%	50 14.9%	27 19.9%	11 10.3%	5 9.4%	4 8.3%
55 to 64	40 9.6%	29 11.2%	11 7.0%	8 9.9%	32 9.5%	13 9.6%	14 13.1%	8 15.1%	5 10.4%
65 and over	71 17.0%	44 16.9%	27 17.2%	12 14.8%	59 17.6%	14 10.3%	25 23.4%	12 22.6%	10 20.8%
Refused	31 7.4%	16 6.2%	15 9.6%	6 7.4%	25 7.4%	8 5.9%	6 5.6%	6 11.3%	- -

QD3 Age

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>301</i>	<i>113</i>	<i>84</i>	<i>66</i>	<i>71</i>	<i>42</i>	<i>53</i>	<i>194</i>	<i>223</i>
18 to 24	46 15.3%	9 8.0%	9 10.7%	15 22.7%	10 14.1%	3 7.1%	5 9.4%	28 14.4%	27 12.1%
25 to 34	65 21.6%	18 15.9%	24 28.6%	16 24.2%	12 16.9%	9 21.4%	12 22.6%	36 18.6%	47 21.1%
35 to 44	66 21.9%	12 10.6%	13 15.5%	12 18.2%	14 19.7%	12 28.6%	13 24.5%	37 19.1%	41 18.4%
45 to 54	44 14.6%	15 13.3%	14 16.7%	7 10.6%	9 12.7%	5 11.9%	9 17.0%	33 17.0%	26 11.7%
55 to 64	30 10.0%	10 8.8%	2 2.4%	4 6.1%	13 18.3%	7 16.7%	7 13.2%	21 10.8%	19 8.5%
65 and over	32 10.6%	37 32.7%	20 23.8%	11 16.7%	11 15.5%	5 11.9%	4 7.5%	29 14.9%	42 18.8%
Refused	18 6.0%	12 10.6%	2 2.4%	1 1.5%	2 2.8%	1 2.4%	3 5.7%	10 5.2%	21 9.4%

QD3 Age

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	103	190	116	281	63	65	55	83	78
18 to 24	4 3.9%	14 7.4%	37 31.9%	35 12.5%	16 25.4%	4 6.2%	55 100.0%	- -	- -
25 to 34	12 11.7%	47 24.7%	23 19.8%	48 17.1%	16 25.4%	18 27.7%	- -	83 100.0%	- -
35 to 44	22 21.4%	44 23.2%	12 10.3%	36 12.8%	14 22.2%	28 43.1%	- -	- -	78 100.0%
45 to 54	16 15.5%	27 14.2%	16 13.8%	41 14.6%	8 12.7%	10 15.4%	- -	- -	- -
55 to 64	11 10.7%	18 9.5%	11 9.5%	38 13.5%	1 1.6%	1 1.5%	- -	- -	- -
65 and over	31 30.1%	29 15.3%	10 8.6%	70 24.9%	- -	1 1.5%	- -	- -	- -
Refused	7 6.8%	11 5.8%	7 6.0%	13 4.6%	8 12.7%	3 4.6%	- -	- -	- -

QD3 Age

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>59</i>	<i>40</i>	<i>71</i>	<i>210</i>	<i>63</i>	<i>45</i>	<i>32</i>	<i>20</i>	<i>47</i>
18 to 24	-	-	-	21 10.0%	11 17.5%	8 17.8%	6 18.8%	-	9 19.1%
25 to 34	-	-	-	35 16.7%	15 23.8%	12 26.7%	9 28.1%	1 5.0%	11 23.4%
35 to 44	-	-	-	39 18.6%	15 23.8%	8 17.8%	6 18.8%	4 20.0%	6 12.8%
45 to 54	59 100.0%	-	-	28 13.3%	8 12.7%	8 17.8%	3 9.4%	4 20.0%	8 17.0%
55 to 64	-	40 100.0%	-	24 11.4%	6 9.5%	3 6.7%	2 6.3%	2 10.0%	3 6.4%
65 and over	-	-	71 100.0%	56 26.7%	3 4.8%	4 8.9%	2 6.3%	1 5.0%	5 10.6%
Refused	-	-	-	7 3.3%	5 7.9%	2 4.4%	4 12.5%	8 40.0%	5 10.6%

QD4 Ethnicity

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	417	260	157	81	336	136	107	53	48
Caucasian	210 50.4%	135 51.9%	75 47.8%	43 53.1%	167 49.7%	68 50.0%	58 54.2%	26 49.1%	27 56.3%
Latino	63 15.1%	29 11.2%	34 21.7%	16 19.8%	47 14.0%	16 11.8%	10 9.3%	6 11.3%	4 8.3%
African-American	4 1.0%	3 1.2%	1 0.6%	3 3.7%	1 0.3%	3 2.2%	- -	- -	- -
Armenian	45 10.8%	38 14.6%	7 4.5%	3 3.7%	42 12.5%	17 12.5%	21 19.6%	14 26.4%	6 12.5%
American Indian	4 1.0%	2 0.8%	2 1.3%	1 1.2%	3 0.9%	2 1.5%	- -	- -	- -
Asian	32 7.7%	19 7.3%	13 8.3%	6 7.4%	26 7.7%	9 6.6%	6 5.6%	2 3.8%	4 8.3%
Pacific Islander	6 1.4%	4 1.5%	2 1.3%	- -	6 1.8%	4 2.9%	- -	- -	- -
Mixed	8 1.9%	5 1.9%	3 1.9%	2 2.5%	6 1.8%	3 2.2%	2 1.9%	- -	2 4.2%
Not sure / Refused	20 4.8%	9 3.5%	11 7.0%	2 2.5%	18 5.4%	2 1.5%	6 5.6%	4 7.5%	2 4.2%
Other	25 6.0%	16 6.2%	9 5.7%	5 6.2%	20 6.0%	12 8.8%	4 3.7%	1 1.9%	3 6.3%

QD4 Ethnicity

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	301	113	84	66	71	42	53	194	223
Caucasian	153 50.8%	56 49.6%	40 47.6%	28 42.4%	40 56.3%	24 57.1%	32 60.4%	101 52.1%	109 48.9%
Latino	35 11.6%	28 24.8%	17 20.2%	12 18.2%	11 15.5%	2 4.8%	9 17.0%	33 17.0%	30 13.5%
African-American	4 1.3%	- -	- -	1 1.5%	- -	- -	3 5.7%	- -	4 1.8%
Armenian	33 11.0%	12 10.6%	20 23.8%	8 12.1%	4 5.6%	5 11.9%	1 1.9%	20 10.3%	25 11.2%
American Indian	3 1.0%	1 0.9%	- -	1 1.5%	1 1.4%	2 4.8%	- -	2 1.0%	2 0.9%
Asian	26 8.6%	4 3.5%	3 3.6%	5 7.6%	7 9.9%	2 4.8%	4 7.5%	11 5.7%	21 9.4%
Pacific Islander	4 1.3%	2 1.8%	1 1.2%	3 4.5%	- -	1 2.4%	1 1.9%	1 0.5%	5 2.2%
Mixed	6 2.0%	2 1.8%	- -	- -	1 1.4%	2 4.8%	1 1.9%	3 1.5%	5 2.2%
Not sure / Refused	14 4.7%	6 5.3%	1 1.2%	1 1.5%	- -	2 4.8%	1 1.9%	11 5.7%	9 4.0%
Other	23 7.6%	2 1.8%	2 2.4%	7 10.6%	7 9.9%	2 4.8%	1 1.9%	12 6.2%	13 5.8%

QD4 Ethnicity

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>103</i>	<i>190</i>	<i>116</i>	<i>281</i>	<i>63</i>	<i>65</i>	<i>55</i>	<i>83</i>	<i>78</i>
Caucasian	62 60.2%	105 55.3%	41 35.3%	167 59.4%	22 34.9%	20 30.8%	21 38.2%	35 42.2%	39 50.0%
Latino	11 10.7%	32 16.8%	20 17.2%	31 11.0%	10 15.9%	22 33.8%	11 20.0%	15 18.1%	15 19.2%
African-American	- -	3 1.6%	1 0.9%	3 1.1%	- -	1 1.5%	- -	1 1.2%	1 1.3%
Armenian	10 9.7%	14 7.4%	21 18.1%	23 8.2%	12 19.0%	10 15.4%	8 14.5%	12 14.5%	8 10.3%
American Indian	1 1.0%	1 0.5%	2 1.7%	3 1.1%	1 1.6%	- -	1 1.8%	- -	- -
Asian	2 1.9%	12 6.3%	17 14.7%	22 7.8%	6 9.5%	3 4.6%	6 10.9%	9 10.8%	6 7.7%
Pacific Islander	2 1.9%	2 1.1%	2 1.7%	5 1.8%	- -	1 1.5%	- -	2 2.4%	- -
Mixed	3 2.9%	5 2.6%	- -	5 1.8%	2 3.2%	1 1.5%	1 1.8%	1 1.2%	2 2.6%
Not sure / Refused	6 5.8%	6 3.2%	3 2.6%	10 3.6%	2 3.2%	2 3.1%	- -	1 1.2%	4 5.1%
Other	6 5.8%	10 5.3%	9 7.8%	12 4.3%	8 12.7%	5 7.7%	7 12.7%	7 8.4%	3 3.8%

QD4 Ethnicity

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>59</i>	<i>40</i>	<i>71</i>	<i>210</i>	<i>63</i>	<i>45</i>	<i>32</i>	<i>20</i>	<i>47</i>
Caucasian	28 47.5%	24 60.0%	56 78.9%	210 100.0%	- -	- -	- -	- -	- -
Latino	8 13.6%	6 15.0%	3 4.2%	- -	63 100.0%	- -	- -	- -	- -
African-American	- -	1 2.5%	- -	- -	- -	- -	- -	- -	4 8.5%
Armenian	8 13.6%	3 7.5%	4 5.6%	- -	- -	45 100.0%	- -	- -	- -
American Indian	1 1.7%	1 2.5%	1 1.4%	- -	- -	- -	- -	- -	4 8.5%
Asian	3 5.1%	2 5.0%	2 2.8%	- -	- -	- -	32 100.0%	- -	- -
Pacific Islander	3 5.1%	- -	1 1.4%	- -	- -	- -	- -	- -	6 12.8%
Mixed	- -	- -	1 1.4%	- -	- -	- -	- -	- -	8 17.0%
Not sure / Refused	4 6.8%	2 5.0%	1 1.4%	- -	- -	- -	- -	20 100.0%	- -
Other	4 6.8%	1 2.5%	2 2.8%	- -	- -	- -	- -	- -	25 53.2%

QD5 Household income

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	417	260	157	81	336	136	107	53	48
Under \$35K	84 20.1%	44 16.9%	40 25.5%	7 8.6%	77 22.9%	16 11.8%	26 24.3%	16 30.2%	10 20.8%
\$35K to \$50K	66 15.8%	46 17.7%	20 12.7%	10 12.3%	56 16.7%	30 22.1%	16 15.0%	6 11.3%	9 18.8%
\$50K to \$75K	71 17.0%	53 20.4%	18 11.5%	10 12.3%	61 18.2%	28 20.6%	21 19.6%	9 17.0%	12 25.0%
\$75K to \$100K	42 10.1%	31 11.9%	11 7.0%	9 11.1%	33 9.8%	15 11.0%	14 13.1%	5 9.4%	8 16.7%
\$100K to \$150K	27 6.5%	18 6.9%	9 5.7%	9 11.1%	18 5.4%	11 8.1%	5 4.7%	3 5.7%	1 2.1%
\$150K or more	26 6.2%	14 5.4%	12 7.6%	11 13.6%	15 4.5%	11 8.1%	1 0.9%	- -	1 2.1%
Not sure	27 6.5%	16 6.2%	11 7.0%	9 11.1%	18 5.4%	10 7.4%	4 3.7%	1 1.9%	2 4.2%
Refused	74 17.7%	38 14.6%	36 22.9%	16 19.8%	58 17.3%	15 11.0%	20 18.7%	13 24.5%	5 10.4%

QD5 Household income

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	<i>301</i>	<i>113</i>	<i>84</i>	<i>66</i>	<i>71</i>	<i>42</i>	<i>53</i>	<i>194</i>	<i>223</i>
Under \$35K	40 13.3%	43 38.1%	84 100.0%	- -	- -	- -	- -	34 17.5%	50 22.4%
\$35K to \$50K	48 15.9%	18 15.9%	- -	66 100.0%	- -	- -	- -	33 17.0%	33 14.8%
\$50K to \$75K	62 20.6%	9 8.0%	- -	- -	71 100.0%	- -	- -	40 20.6%	31 13.9%
\$75K to \$100K	36 12.0%	6 5.3%	- -	- -	- -	42 100.0%	- -	18 9.3%	24 10.8%
\$100K to \$150K	24 8.0%	3 2.7%	- -	- -	- -	- -	27 50.9%	17 8.8%	10 4.5%
\$150K or more	26 8.6%	- -	- -	- -	- -	- -	26 49.1%	14 7.2%	12 5.4%
Not sure	19 6.3%	8 7.1%	- -	- -	- -	- -	- -	12 6.2%	15 6.7%
Refused	46 15.3%	26 23.0%	- -	- -	- -	- -	- -	26 13.4%	48 21.5%

QD5 Household income

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	<i>103</i>	<i>190</i>	<i>116</i>	<i>281</i>	<i>63</i>	<i>65</i>	<i>55</i>	<i>83</i>	<i>78</i>
Under \$35K	30 29.1%	31 16.3%	22 19.0%	60 21.4%	9 14.3%	15 23.1%	9 16.4%	24 28.9%	13 16.7%
\$35K to \$50K	18 17.5%	24 12.6%	24 20.7%	50 17.8%	7 11.1%	9 13.8%	15 27.3%	16 19.3%	12 15.4%
\$50K to \$75K	19 18.4%	38 20.0%	14 12.1%	49 17.4%	12 19.0%	10 15.4%	10 18.2%	12 14.5%	14 17.9%
\$75K to \$100K	8 7.8%	21 11.1%	13 11.2%	29 10.3%	8 12.7%	5 7.7%	3 5.5%	9 10.8%	12 15.4%
\$100K to \$150K	1 1.0%	14 7.4%	12 10.3%	17 6.0%	5 7.9%	5 7.7%	2 3.6%	6 7.2%	7 9.0%
\$150K or more	1 1.0%	21 11.1%	4 3.4%	11 3.9%	5 7.9%	10 15.4%	3 5.5%	6 7.2%	6 7.7%
Not sure	4 3.9%	7 3.7%	16 13.8%	15 5.3%	9 14.3%	3 4.6%	11 20.0%	5 6.0%	2 2.6%
Refused	22 21.4%	34 17.9%	11 9.5%	50 17.8%	8 12.7%	8 12.3%	2 3.6%	5 6.0%	12 15.4%

QD5 Household income

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	<i>59</i>	<i>40</i>	<i>71</i>	<i>210</i>	<i>63</i>	<i>45</i>	<i>32</i>	<i>20</i>	<i>47</i>
Under \$35K	14 23.7%	2 5.0%	20 28.2%	40 19.0%	17 27.0%	20 44.4%	3 9.4%	1 5.0%	3 6.4%
\$35K to \$50K	7 11.9%	4 10.0%	11 15.5%	28 13.3%	12 19.0%	8 17.8%	5 15.6%	1 5.0%	12 25.5%
\$50K to \$75K	9 15.3%	13 32.5%	11 15.5%	40 19.0%	11 17.5%	4 8.9%	7 21.9%	- -	9 19.1%
\$75K to \$100K	5 8.5%	7 17.5%	5 7.0%	24 11.4%	2 3.2%	5 11.1%	2 6.3%	2 10.0%	7 14.9%
\$100K to \$150K	6 10.2%	2 5.0%	3 4.2%	13 6.2%	7 11.1%	1 2.2%	4 12.5%	- -	2 4.3%
\$150K or more	3 5.1%	5 12.5%	1 1.4%	19 9.0%	2 3.2%	- -	- -	1 5.0%	4 8.5%
Not sure	3 5.1%	- -	3 4.2%	6 2.9%	5 7.9%	4 8.9%	7 21.9%	1 5.0%	4 8.5%
Refused	12 20.3%	7 17.5%	17 23.9%	40 19.0%	7 11.1%	3 6.7%	4 12.5%	14 70.0%	6 12.8%

QD6 Gender

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	417	260	157	81	336	136	107	53	48
Male	194 46.5%	118 45.4%	76 48.4%	37 45.7%	157 46.7%	75 55.1%	37 34.6%	22 41.5%	14 29.2%
Female	223 53.5%	142 54.6%	81 51.6%	44 54.3%	179 53.3%	61 44.9%	70 65.4%	31 58.5%	34 70.8%

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	301	113	84	66	71	42	53	194	223
Male	142 47.2%	51 45.1%	34 40.5%	33 50.0%	40 56.3%	18 42.9%	31 58.5%	194 100.0%	- -
Female	159 52.8%	62 54.9%	50 59.5%	33 50.0%	31 43.7%	24 57.1%	22 41.5%	- -	223 100.0%

QD6 Gender

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	103	190	116	281	63	65	55	83	78
Male	51 49.5%	88 46.3%	52 44.8%	134 47.7%	29 46.0%	27 41.5%	28 50.9%	36 43.4%	37 47.4%
Female	52 50.5%	102 53.7%	64 55.2%	147 52.3%	34 54.0%	38 58.5%	27 49.1%	47 56.6%	41 52.6%

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	59	40	71	210	63	45	32	20	47
Male	33 55.9%	21 52.5%	29 40.8%	101 48.1%	33 52.4%	20 44.4%	11 34.4%	11 55.0%	18 38.3%
Female	26 44.1%	19 47.5%	42 59.2%	109 51.9%	30 47.6%	25 55.6%	21 65.6%	9 45.0%	29 61.7%

QD7 Language

	Overall	Household Cable Subscriber		Household Satellite Subscriber		Household Digital Cable Subscriber		Type of Cable Service	
		Yes	No	Yes	No	Yes	No	Basic	Extended basic
<i>Base</i>	417	260	157	81	336	136	107	53	48
English	391 93.8%	247 95.0%	144 91.7%	77 95.1%	314 93.5%	133 97.8%	98 91.6%	46 86.8%	46 95.8%
Armenian	8 1.9%	7 2.7%	1 0.6%	- -	8 2.4%	- -	7 6.5%	6 11.3%	1 2.1%
Spanish	18 4.3%	6 2.3%	12 7.6%	4 4.9%	14 4.2%	3 2.2%	2 1.9%	1 1.9%	1 2.1%

	Internet Connection at Home		Household Income					Gender	
	Yes	No	Under \$35K	\$35K to \$50K	\$50K to \$75K	\$75K to \$100K	\$100K or more	Male	Female
<i>Base</i>	301	113	84	66	71	42	53	194	223
English	296 98.3%	92 81.4%	69 82.1%	64 97.0%	70 98.6%	42 100.0%	52 98.1%	184 94.8%	207 92.8%
Armenian	3 1.0%	5 4.4%	6 7.1%	- -	1 1.4%	- -	- -	3 1.5%	5 2.2%
Spanish	2 0.7%	16 14.2%	9 10.7%	2 3.0%	- -	- -	1 1.9%	7 3.6%	11 4.9%

QD7 Language

	Number of Adults in Home			Number of Children in Home			Age		
	One	Two	Three or more	None	One	Two or more	18 to 24	25 to 34	35 to 44
<i>Base</i>	103	190	116	281	63	65	55	83	78
English	96 93.2%	176 92.6%	111 95.7%	266 94.7%	60 95.2%	57 87.7%	53 96.4%	75 90.4%	74 94.9%
Armenian	4 3.9%	3 1.6%	1 0.9%	6 2.1%	- -	2 3.1%	- -	- -	1 1.3%
Spanish	3 2.9%	11 5.8%	4 3.4%	9 3.2%	3 4.8%	6 9.2%	2 3.6%	8 9.6%	3 3.8%

	Age			Ethnicity					
	45 to 54	55 to 64	65 and over	Caucasian	Latino	Armenian	Asian	Not sure / Refused	Mixed / Other
<i>Base</i>	59	40	71	210	63	45	32	20	47
English	56 94.9%	38 95.0%	66 93.0%	210 100.0%	45 71.4%	37 82.2%	32 100.0%	20 100.0%	47 100.0%
Armenian	1 1.7%	2 5.0%	4 5.6%	- -	- -	8 17.8%	- -	- -	- -
Spanish	2 3.4%	- -	1 1.4%	- -	18 28.6%	- -	- -	- -	- -