

Computers and Community **in East Palo Alto**

Report on the survey conducted among East Palo Alto residents regarding their computer usage and community involvement prior to the launch of the East Palo Alto Community Network
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Overview

This survey was conducted as part of a collaboration between the Stanford University Symbolic Systems Department, staff at Plugged-In and the EPA Community Network Project. The researchers were Benjamin Sywulka, Todd Davies, Randy Saffold and Roma Jhaveri. The survey took place between May and July of 2002, before the official launch of EPA.Net II and the launch of the Technology Access Points (TAPs) in EPA. *The purpose of the survey was to document the status of attitudes toward and use of computers and the Internet in East Palo Alto, and to find out what content and services the Community Network should offer in order to best meet the community's needs, just before the launch of the EPA Community Network.* The survey was distributed to a total of 142 people (approximately 0.5% of East Palo Alto's population) over a range of dates (May 28, 2002 to Jul 26, 2002) in various locations in East Palo Alto. As the tables on the next page show, the bulk of the surveys came from the Juneteenth Festival on 6/15/02 and 6/16/02 (24%), an OEPA planning meeting on 5/29/02 (19%), and a Market/Laundromat on University Avenue on 6/19/02 (19%). Fifty-three percent of the surveys were filled out by the community members themselves, and 47% were conducted in interview style (using the oral version of the survey). Fifty-eight percent of the surveys were conducted in English and 42% were conducted in Spanish.

The findings of this study reveal a clear support among community members for incorporating technology into the East Palo Alto community, and a clear support for certain types of content and services. The findings also reveal that the Latino community is much farther behind in terms of computer and Internet usage than the Pacific Islander and African American communities. In particular, the study reveals the following for mid-2002:

- (i) Latinos were far less likely to use computers (42%) and the Internet (33%) than Pacific Islanders (92% and 83%) and African Americans were (93% and 81%). (Tables 1.a and 2.e) Almost all of this big gap due to language barriers. Latinos who speak English used computers at rates comparable to the other groups.
- (ii) There *was* interest among Latinos to use these, but there was a lack of access and training. (Table 1.b)
- (iii) Latinos who *did* use computers used them far less often than Pacific Islanders and African Americans. (Table 1.c)
- (iv) Latinos who used the Internet tended to use it from home – not in Community centers, whereas the Pacific Islander and African American communities had a larger proportion of community center Internet users. (Tables 2.b and 2.e)
- (v) There appeared to be no distinction between email usage and World Wide Web usage, they were both comparable. (Tables 2.c and 2.e)
- (vi) When the survey results were demographically adjusted, a little over half of the LPIAA (defined below) community didn't know about Internet classes. Most Latinos and Pacific Islanders were not aware of these classes. (Table 2.i)
- (vii) African Americans were three times more likely to have attended computer or Internet classes than Latinos, and Pacific Islanders were twice as likely as Latinos. (Table 2.k)
- (viii) Latinos are less likely to keep up-to-date with community issues. There were differences in sources of information among the three populations as well. (Tables 3.a and 4.a)

- (ix) There was a strong (over 80%) interest in using Internet to stay informed on topics of Interest and to talk to the City Government. (Tables 4.c and 4.d)
- (x) African Americans had a much stronger interest in local news, whereas Latinos and Pacific Islanders had a strong interest in International news. (Table 5.a)
- (xi) There was a high willingness to go to the TAPs, in fact, Latinos had the highest willingness. (Table 6.a)

This paper goes through each of the survey questions and shows the results in table form, followed by a small commentary on the highlights of the results. The “Adj. LPIAA %” percentage in the tables is an adjusted percentage based on the actual population of Latinos, Pacific Islanders and African Americans in East Palo Alto, which we will refer to as the LPIAA in East Palo Alto. The adjusted percentage should be a relatively accurate representation of the actual LPIAA population in EPA. The LPIAA community constitutes 88.83% (24,997 people) of East Palo Alto’s population.

Language of survey

| | | |
|---------|-----|---------|
| Total | 142 | 100.00% |
| English | 82 | 57.75% |
| Spanish | 60 | 42.25% |

Survey Type (Written/Self vs. Oral/Interview)

| | | |
|--|-----|---------|
| Total | 142 | 100.00% |
| Written (Filled out by person himself) | 75 | 52.82% |
| Oral (Interview) | 67 | 47.18% |

Location Survey was Filled out

| | | |
|--|-----|---------|
| Total | 142 | 100.00% |
| OEPA Board Meeting on 5/28/2002 | 6 | 4.23% |
| Senior Center - OEPA Planning Meeting on 5/29/02 | 27 | 19.01% |
| JuneTeenth Festival on 6/15/02 and 6/16/02 | 34 | 23.94% |
| City Hall | 2 | 1.41% |
| Taqueria on Willow Road | 7 | 4.93% |
| Clinic | 3 | 2.11% |
| Outside of Senior Center | 10 | 7.04% |
| St. Frances Church | 13 | 9.15% |
| Market/Laundromat on University Ave. | 27 | 19.01% |
| OEPA Board Meeting on 6/5/2002 | 8 | 5.63% |
| Homes of Pacific Islanders and PIO Office | 5 | 3.52% |

A draft of this report was distributed among staff at Plugged-In in March, 2003. Some of the questions and comments raised led to further data analysis, which has been incorporated into this final version. We are grateful to those who offered feedback for their contributions. The table below is the result of one of the comments. It gives a better idea of the demographics of the locations in which the surveys and interviews were conducted, which is helpful for interpreting data.

| | | |
|---|-----------|----------------|
| Location Survey was Filled out | | |
| Total | 142 | 100.00% |
| OEPA Board Meeting on 5/28/2002 | 6 | 4.23% |
| African Americans | 4 | 66.67% |
| Senior Center - OEPA Planning Meeting on 5/29/02 | 27 | 19.01% |
| African Americans | 15 | 55.56% |
| Pacific Islanders | 3 | 11.11% |
| Latinos | 5 | 18.52% |
| Chinese | 1 | 3.70% |
| White | 2 | 7.41% |
| JuneTeenth Festival on 6/15/02 and 6/16/02 | 34 | 23.94% |
| African Americans | 23 | 67.65% |
| Latinos | 4 | 11.76% |
| City Hall | 2 | 1.41% |
| Pacific Islanders | 2 | 100.00% |
| Taqueria on Willow Road | 7 | 4.93% |
| African Americans | 1 | 14.29% |
| Pacific Islanders | 2 | 28.57% |
| Latinos | 4 | 57.14% |
| Clinic | 3 | 2.11% |
| Latinos | 3 | 100.00% |
| Outside of Senior Center | 10 | 7.04% |
| African Americans | 4 | 40.00% |
| Pacific Islanders | 1 | 10.00% |
| Latinos | 5 | 50.00% |
| St. Frances Church | 13 | 9.15% |
| Latinos | 13 | 100.00% |
| Market/Laundromat on University Ave. | 27 | 19.01% |
| Latinos | 27 | 100.00% |
| OEPA Board Meeting on 6/5/2002 | 8 | 5.63% |
| Latinos | 8 | 100.00% |
| Homes of Pacific Islanders and PIO Office | 5 | 3.52% |
| Pacific Islanders | 5 | 100.00% |
| | | 100.00% |

YOU AND COMPUTERS

1) Do you use a computer? Yes No Why not? _____

1.a Does of person being surveyed use a computer?

| | Out of | Adj. LPIAA% | Latinos | Pacific Islanders | African Americans | Other/Unknown | Under 25 | 25-49 | 50+ | | | | | | | | |
|---------------------------------|--------|-------------|---------------|-------------------|-------------------|---------------|----------|---------|--------|---------|--------|---------|--------|---------|--------|---------|--------|
| Total Responses | 141 | 99.30% | 69 | 100.00% | 13 | 100.00% | 46 | 100.00% | 13 | 100.00% | 36 | 100.00% | 68 | 100.00% | 23 | 100.00% | |
| Yes | 94 | 66.20% | 59.33% | 29 | 42.03% | 12 | 92.31% | 43 | 93.48% | 10 | 76.92% | 28 | 77.78% | 39 | 57.35% | 16 | 69.57% |
| - Under 25 | | | | 13 | 44.83% | 5 | 41.67% | 10 | 23.26% | | | | | | | | |
| - 25-50 | | | | 13 | 44.83% | 3 | 25.00% | 23 | 53.49% | | | | | | | | |
| - 50 + | | | | 2 | 6.90% | 4 | 33.33% | 7 | 16.28% | | | | | | | | |
| - Lat. who speak no English | | | | 4 | 13.79% | | | | | | | | | | | | |
| - Lat. who speak little English | | | | 1 | 3.45% | | | | | | | | | | | | |
| - Lat. who speak English | | | | 24 | 82.76% | | | | | | | | | | | | |
| No | 47 | 33.10% | 40.67% | 40 | 57.97% | 1 | 7.69% | 3 | 6.52% | 3 | 23.08% | 8 | 22.22% | 29 | 42.65% | 7 | 30.43% |
| - Under 25 | | | | 8 | 20.00% | 0 | 0.00% | 0 | 0.00% | | | | | | | | |
| - 25-50 | | | | 27 | 67.50% | 0 | 0.00% | 2 | 66.67% | | | | | | | | |
| - 50 + | | | | 5 | 12.50% | 1 | 100.00% | 1 | 33.33% | | | | | | | | |
| - Lat. who speak no English | | | | 24 | 60.00% | | | | | | | | | | | | |
| - Lat. who speak little English | | | | 12 | 30.00% | | | | | | | | | | | | |
| - Lat. who speak English | | | | 4 | 10.00% | | | | | | | | | | | | |
| No Answer | 1 | 0.70% | | 42.03% | 12 | 92.31% | 43 | 93.48% | | | | | | | | | |

Almost three-fifths of LPIAA in East Palo Alto use computers. Notice that usage is considerably higher among Pacific Islanders (92.31%) and African Americans (93.48%) than among Latinos (42.03%). The middle generation (25-49 years-old) tends to use computers less (57.35%) than the younger (77.78%) and older (69.57%) ones. The bulk of Latino computer users are under 50, the bulk of Pacific Islander users are under 25, and the bulk of African American users are between 25 and 50 years old. Latinos who don't use computers tend to be between 25 and 50 years old, and tend to not speak English.

Though the gap of computer usage between the Latino population and the other two may seem too large, note that that 82.76% of Latinos who speak English use computers; a figure quite comparable to the other two ethnic groups. This indicates that the digital divide is actually a language divide, rather than an ethnic divide.

The concern was raised that computer usage among African Americans may be lower than the survey shows, because 40% of African American respondents were in locations such as OEPA meetings, which tend to be more progressive. In order to test this hypothesis,

we evaluated the difference between African American respondents at OEPA meetings and respondents at the Juneteenth Festival. We found that there was no statistical difference in computer usage between African Americans at OEPA board meetings (94%) and African Americans at the Juneteenth Festival (96%). We did, however, find that all Latinos at the Juneteenth Festival also used computers (100%). This seems to indicate that computer usage is higher overall at the bulk of locations where African Americans were interviewed, so for future surveys, additional locations should be selected that are more neutral. This also seems to indicate a correlation between computer usage and attendance of community events.

1.b If not, why doesn't person being surveyed use one?

| | | | Adj. LPIAA% | Latinos | | Pacific Islanders | African Americans | Other/Unknown | Under 25 | | 25-49 | | 50+ | | |
|--------------------------|----|---------|---------------|---------|---------|-------------------|-------------------|---------------|----------|---|---------|----|---------|---|---------|
| Out of | 47 | 100.00% | | | | | | | | | | | | | |
| Total Responses | 42 | 89.36% | | 38 | 100.00% | 2 | 100.00% | 2 | 100.00% | 8 | 100.00% | 28 | 100.00% | 4 | 100.00% |
| Don't have one | 30 | 63.83% | 72.36% | 27 | 71.05% | 2 | 100.00% | 1 | 50.00% | 6 | 75.00% | 21 | 75.00% | 2 | 50.00% |
| Don't know how to use it | 25 | 53.19% | 41.80% | 24 | 63.16% | 0 | 0.00% | 1 | 50.00% | 3 | 37.50% | 18 | 64.29% | 3 | 75.00% |
| Not Interested | 3 | 6.38% | 5.22% | 3 | 7.89% | | 0.00% | | | 1 | 12.50% | 1 | 3.57% | 1 | 25.00% |
| No Answer | 5 | 3.52% | | | | | | | | | | | | | |

The main reason for not using computers is lack of ownership (72.36%), though many in the middle (64.29%) and older generations (75%) say that they don't know how to use them. Notice that only 5.22% said they are *not interested* in using computers, this means that there *is* interest, but lack of financial and educational resources are keeping people from using computers.

If yes, where?

- Home Relative Library Work
 Neighbor Friend School Community Center
 Other/Unknown _____

1.c If so, where does person being surveyed use it?

| | Adj. LPIAA% | Latinos | Pacific Islanders | African Americans | Other/Unknown | Under 25 | 25-49 | 50+ | | | | | | | | | |
|------------------|-------------|---------|-------------------|-------------------|---------------|----------|--------|---------|--------|---|--------|----|--------|----|--------|----|--------|
| Out of | 94 | 100.00% | | | | | | | | | | | | | | | |
| Total Responses | 93 | 98.94% | 29 | 100.00% | 12 | 100.00% | 42 | 100.00% | | | | | | | | | |
| Home | 72 | 76.60% | 79.23% | 24 | 82.76% | 9 | 75.00% | 30 | 71.43% | 9 | 90.00% | 23 | 82.14% | 27 | 71.05% | 12 | 75.00% |
| Work | 37 | 39.36% | 39.39% | 11 | 37.93% | 4 | 33.33% | 19 | 45.24% | 3 | 30.00% | 3 | 10.71% | 22 | 57.89% | 8 | 50.00% |
| Library | 21 | 22.34% | 29.77% | 10 | 34.48% | 3 | 25.00% | 8 | 19.05% | 0 | 0.00% | 10 | 35.71% | 8 | 21.05% | 3 | 18.75% |
| School | 19 | 20.21% | 30.14% | 11 | 37.93% | 2 | 16.67% | 6 | 14.29% | 0 | 0.00% | 12 | 42.86% | 4 | 10.53% | 2 | 12.50% |
| Community Center | 11 | 11.70% | 11.98% | 3 | 10.34% | 3 | 25.00% | 5 | 11.90% | 0 | 0.00% | 4 | 14.29% | 6 | 15.79% | 1 | 6.25% |
| Relative | 5 | 5.32% | 4.70% | 1 | 3.45% | | 0.00% | 4 | 9.52% | 0 | 0.00% | 2 | 7.14% | 3 | 7.89% | | 0.00% |
| Neighbor | 4 | 4.26% | 4.20% | 1 | 3.45% | 1 | 8.33% | 2 | 4.76% | 0 | 0.00% | 3 | 10.71% | | 0.00% | 1 | 6.25% |
| Plugged-In | 3 | 3.19% | 2.02% | | 0.00% | 2 | 16.67% | 1 | 2.38% | 0 | 0.00% | | 0.00% | 3 | 7.89% | | 0.00% |
| Friend | 1 | 1.06% | 0.60% | | 0.00% | | 0.00% | 1 | 2.38% | 0 | 0.00% | 1 | 3.57% | | 0.00% | | 0.00% |
| Church | 1 | 1.06% | 0.00% | | 0.00% | | 0.00% | | 0.00% | 1 | 10.00% | | 0.00% | | 0.00% | | 0.00% |
| No Answer | 1 | 1.06% | | | | | | | | | | | | | | | |

The majority of the LPIAA use computers at home (79.23%). After that, most of them use it at work (39.39%), mainly African Americans (45.25%) and the middle generation (57.89%). Library (29.77%) and School (30.14%) use is also high, mainly among Latinos (34.48% and 37.93% respectively) and the younger generation (35.71% and 42.86% respectively).

A concern was raised that since the multiple choice selections for this question were not randomized, that there might be a bias towards choosing “Home.” This bias would only affect the written surveys, because respondents of the oral surveys gave the answers without being given choices beforehand. In order to test this hypothesis, we checked to see if there was a difference among comparable populations between the written and oral surveys. We found no statistical difference between both sets of surveys, indicating that there was no such bias in our data. Even if there had been a bias, the bias would affect all three populations equally, so the differences of location among the three populations would be just as valid. This would include findings such as “Latinos are more likely to use computers at the library and at school than the other two populations.”

If yes, how often do you use it (for any length of time)?

- Less than 1 day per week 1-2 days per week 3-5 days per week 6-7 days per week

1.d If so, how often does person being surveyed use it?

| | | | Adj. LPIAA% | Latinos | | Pacific Islanders | | African Americans | | Other/Unknown | | Under 25 | | 25-49 | | 50+ | |
|--------------------------|----|---------|---------------|---------|---------|-------------------|---------|-------------------|---------|---------------|---------|----------|---------|-------|---------|-----|---------|
| Out of | 94 | 100.00% | | | | | | | | | | | | | | | |
| Total Responses | 93 | 98.94% | | 29 | 100.00% | 12 | 100.00% | 42 | 100.00% | 10 | 100.00% | 28 | 100.00% | 40 | 100.00% | 15 | 100.00% |
| Less than 1 day per week | 5 | 5.32% | 4.80% | 1 | 3.45% | 1 | 8.33% | 3 | 7.14% | 0 | 0.00% | 1 | 3.57% | 3 | 7.50% | 1 | 6.67% |
| 1-2 days per week | 12 | 12.77% | 18.39% | 7 | 24.14% | 0 | 0.00% | 4 | 9.52% | 1 | 10.00% | 3 | 10.71% | 6 | 15.00% | 1 | 6.67% |
| 3-5 days per week | 37 | 39.36% | 36.40% | 10 | 34.48% | 3 | 25.00% | 19 | 45.24% | 5 | 50.00% | 12 | 42.86% | 18 | 45.00% | 2 | 13.33% |
| 6-7 days per week | 39 | 41.49% | 40.41% | 11 | 37.93% | 8 | 66.67% | 16 | 38.10% | 4 | 40.00% | 12 | 42.86% | 13 | 32.50% | 11 | 73.33% |
| No Answer | 1 | 1.06% | | | | | | | | | | | | | | | |

Those who do use computer tend to use them frequently: 40.41% of LPIAA who use computers use them 6-7 days a week, and 36.40% use them 3-5 days a week. This means that few people are casual users, and most of them use them on a regular basis, probably for schoolwork or job-related work (see table 1.e). Over one quarter (27.59%) of Latinos use computers days a week or less, which is substantially higher than the other ethnic groups.

If yes, what do you use it for? _____

1.e If so, what does person being surveyed use the computer for?

| | | | Adj. LPIAA% | Latinos | | Pacific Islanders | African Americans | | Other/Unknown | | Under 25 | | 25-49 | | 50+ | | |
|------------------------------|----|---------|----------------|---------|---------|-------------------|-------------------|----|---------------|----|----------|----|---------|----|---------|----|---------|
| Out of | 94 | 100.00% | | | | | | | | | | | | | | | |
| Total Responses | 83 | 88.30% | | 26 | 100.00% | 12 | 100.00% | 37 | 100.00% | 8 | 100.00% | 26 | 100.00% | 35 | 100.00% | 14 | 100.00% |
| Homework | 19 | 20.21% | 31.68% | 10 | 38.46% | 3 | 25.00% | 6 | 16.22% | 0 | 0.00% | 12 | 46.15% | 5 | 14.29% | 2 | 14.29% |
| Business/Work | 24 | 25.53% | 24.20% | 6 | 23.08% | 1 | 8.33% | 12 | 32.43% | 5 | 62.50% | 1 | 3.85% | 15 | 42.86% | 5 | 35.71% |
| Researching/Information | 17 | 18.09% | 22.16% | 6 | 23.08% | 2 | 16.67% | 8 | 21.62% | 1 | 12.50% | 4 | 15.38% | 6 | 17.14% | 5 | 35.71% |
| Communication/Correspondence | 28 | 29.79% | 19.88% | 4 | 15.38% | 5 | 41.67% | 9 | 24.32% | 10 | 125.00% | 9 | 34.62% | 12 | 34.29% | 5 | 35.71% |
| Internet - General | 20 | 21.28% | 18.02% | 3 | 11.54% | 5 | 41.67% | 10 | 27.03% | 2 | 25.00% | 8 | 30.77% | 7 | 20.00% | 4 | 28.57% |
| Entertainment - Chatting | 9 | 9.57% | 17.37% | 6 | 23.08% | 2 | 16.67% | 1 | 2.70% | 0 | 0.00% | 6 | 23.08% | 2 | 5.71% | 1 | 7.14% |
| Entertainment - Games | 11 | 11.70% | 16.88% | 5 | 19.23% | 2 | 16.67% | 4 | 10.81% | 0 | 0.00% | 7 | 26.92% | 4 | 11.43% | 0 | 0.00% |
| Office Applications | 13 | 13.83% | 14.57% | 3 | 11.54% | 4 | 33.33% | 6 | 16.22% | 0 | 0.00% | 1 | 3.85% | 8 | 22.86% | 4 | 28.57% |
| Job Search | 10 | 10.64% | 10.57% | 2 | 7.69% | | 0.00% | 8 | 21.62% | 0 | 0.00% | 2 | 7.69% | 6 | 17.14% | 1 | 7.14% |
| Entertainment - Music | 6 | 6.38% | 9.05% | 3 | 11.54% | 2 | 16.67% | | 0.00% | 1 | 12.50% | 5 | 19.23% | | 0.00% | | 0.00% |
| Entertainment - Undefined | 8 | 8.51% | 6.65% | 1 | 3.85% | | 0.00% | 6 | 16.22% | 1 | 12.50% | 1 | 3.85% | 4 | 11.43% | 1 | 7.14% |
| Entertainment - Video | 4 | 4.26% | 6.46% | 2 | 7.69% | | 0.00% | 2 | 5.41% | 0 | 0.00% | 2 | 7.69% | 1 | 2.86% | 1 | 7.14% |
| Online Services | 4 | 4.26% | 3.23% | 1 | 3.85% | | 0.00% | 1 | 2.70% | 2 | 25.00% | | 0.00% | 2 | 5.71% | | 0.00% |
| Personal - Undefined | 3 | 3.19% | 3.23% | | 0.00% | | 0.00% | 2 | 5.41% | 1 | 12.50% | | 0.00% | 2 | 5.71% | | 0.00% |
| News | 3 | 3.19% | 1.37% | 1 | 3.85% | | 0.00% | 1 | 2.70% | 1 | 12.50% | | 0.00% | 1 | 2.86% | 1 | 7.14% |
| Sports | 1 | 1.06% | 0.68% | | 0.00% | | 0.00% | 1 | 2.70% | 0 | 0.00% | | 0.00% | | 0.00% | 1 | 7.14% |
| Legal Information | 1 | 1.06% | 0.68% | | 0.00% | | 0.00% | 1 | 2.70% | 0 | 0.00% | | 0.00% | 1 | 2.86% | | 0.00% |
| No Answer | 11 | 11.70% | | | | | | | | | | | | | | | |

Most of LPIAA use computers for homework (31.68%) or job-related work (24.20%). Other big uses are research/information gathering (22.16%), communication/correspondence (19.88%) and general internet usage (18.02%).

2) Have you heard of the Internet? Yes No (if no, skip to question 3)

2.a Has the person being surveyed heard of the Internet?

| | | | Adj. LPIAA% | Latinos | | Pacific Islanders | | African Americans | | Other/Unknown | | Under 25 | | 25-49 | | 50+ | |
|---------------------------------|-----|---------|---------------|---------|---------|-------------------|---------|-------------------|---------|---------------|---------|----------|---------|-------|---------|-----|---------|
| Out of | 142 | 100.00% | | | | | | | | | | | | | | | |
| Total Responses | 141 | 99.30% | | 69 | 100.00% | 13 | 100.00% | 46 | 100.00% | 13 | 100.00% | 36 | 100.00% | 68 | 100.00% | 23 | 100.00% |
| Yes | 136 | 95.77% | 95.20% | 64 | 92.75% | 13 | 100.00% | 46 | 100.00% | 13 | 100.00% | 35 | 97.22% | 65 | 95.59% | 22 | 95.65% |
| - Lat. who speak no English | | | | 25 | 39.06% | | | | | | | | | | | | |
| - Lat. who speak little English | | | | 13 | 20.31% | | | | | | | | | | | | |
| - Lat. who speak English | | | | 26 | 40.63% | | | | | | | | | | | | |
| No | 5 | 3.52% | 4.80% | 5 | 7.25% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 1 | 2.78% | 3 | 4.41% | 1 | 4.35% |
| - Lat. who speak no English | | | | 3 | 60.00% | | | | | | | | | | | | |
| - Lat. who speak little English | | | | 0 | 0.00% | | | | | | | | | | | | |
| - Lat. who speak English | | | | 2 | 40.00% | | | | | | | | | | | | |
| No Answer | 1 | 0.70% | | | | | | | | | | | | | | | |

A very high percentage of the LPIAA have heard of the Internet (95.20%). This means that there is awareness of it. The only ones who haven't heard of the Internet are Latinos (7.25%).

Do you have access to the Internet from home? Yes No

2.b Does the person being surveyed have Internet access at home?

| | | | Adj. LPIAA% | Latinos | | Pacific Islanders | African Americans | | Other/Unknown | | Under 25 | | 25-49 | | 50+ | | |
|---------------------------------|-----|---------|---------------|---------|---------|-------------------|-------------------|----|---------------|----|----------|----|---------|----|---------|----|---------|
| Out of | 142 | 100.00% | | | | | | | | | | | | | | | |
| Total Responses | 135 | 95.07% | | 23 | 100.00% | 13 | 100.00% | 42 | 100.00% | 12 | 100.00% | 35 | 100.00% | 64 | 100.00% | 23 | 100.00% |
| Yes | 59 | 41.55% | 40.22% | 4 | 33.82% | 7 | 53.85% | 22 | 52.38% | 7 | 58.33% | 18 | 51.43% | 24 | 37.50% | 11 | 47.83% |
| - Lat. who speak no English | | | | 1 | 17.39% | | | | | | | | | | | | |
| - Lat. who speak little English | | | | 18 | 4.35% | | | | | | | | | | | | |
| - Lat. who speak English | | | | 45 | 78.26% | | | | | | | | | | | | |
| No | 76 | 53.52% | 59.78% | 24 | 66.18% | 6 | 46.15% | 20 | 47.62% | 5 | 41.67% | 17 | 48.57% | 40 | 62.50% | 12 | 52.17% |
| - Lat. who speak no English | | | | 12 | 53.33% | | | | | | | | | | | | |
| - Lat. who speak little English | | | | 9 | 26.67% | | | | | | | | | | | | |
| - Lat. who speak English | | | | 23 | 20.00% | | | | | | | | | | | | |
| No Answer | 7 | 4.93% | | | | | | | | | | | | | | | |

Over two-fifths of LPIAA has Internet Access from home (40.22%). If LPIAA constitute 88.83% of the population, that's over 10,000 people that have Internet Access from home in East Palo Alto. Notice that 32.92% of Latinos have Internet access from home, which is strikingly close to the percentage of Latinos that use the Internet (Table 2.e: 32.84%). This indicates that most Latino Internet users are using the Internet from home. Contrast this with the African American population; although 81.4% (Table 2.e) use the Internet, only 52% have Internet access from home. The figures are very similar in the Pacific Islander case. This show Pacific Islanders and African Americans are more likely to be using the Internet in community centers than Latinos.

Do you use Email? Yes No

2.c Does the person being surveyed use email?

| | Adj. LPIAA% | Latinos | Pacific Islanders | African Americans | Other/Unknown | Under 25 | 25-49 | 50+ | | | | | | | | | |
|-----------------|-------------|---------|-------------------|-------------------|---------------|----------|--------|---------|--------|---|--------|----|--------|----|--------|----|--------|
| Out of | 142 | 100.00% | | | | | | | | | | | | | | | |
| Total Responses | 140 | 98.59% | 69 | 100.00% | 13 | 100.00% | 45 | 100.00% | | | | | | | | | |
| Yes | 76 | 53.52% | 47.03% | 21 | 30.43% | 11 | 84.62% | 35 | 77.78% | 9 | 69.23% | 25 | 69.44% | 30 | 44.78% | 12 | 52.17% |
| No | 64 | 45.07% | 52.97% | 48 | 69.57% | 2 | 15.38% | 10 | 22.22% | 4 | 30.77% | 11 | 30.56% | 37 | 55.22% | 11 | 47.83% |
| No Answer | 2 | 1.41% | | | | | | | | | | | | | | | |

Email usage is not super high, but it's by no means meager either. Almost half (47.03%) of LPIAA use email. The Latino population (30.43%), however, uses it substantially less than the other two populations (84.62% PI and 77.78% AA). Note that there is hardly any distinction between email usage (47.03%) and World Wide Web usage (Table 2.e: 49.42%).

If you use it, what do you use it for?

2.d If so, what does the person being surveyed use email for?

| | Adj. LPIAA% | Latinos | Pacific Islanders | African Americans | Other/Unknown | Under 25 | 25-49 | 50+ | | | | | | | | | |
|------------------------|-------------|---------|-------------------|-------------------|---------------|----------|--------|---------|--------|---|--------|----|--------|----|--------|---|--------|
| Out of | 76 | 100.00% | | | | | | | | | | | | | | | |
| Total Responses | 63 | 82.89% | 22 | 100.00% | 11 | 100.00% | 25 | 100.00% | | | | | | | | | |
| Friends | 34 | 44.74% | 60.41% | 15 | 68.18% | 8 | 72.73% | 9 | 36.00% | 2 | 40.00% | 19 | 86.36% | 9 | 33.33% | 4 | 44.44% |
| Business | 24 | 31.58% | 33.54% | 6 | 27.27% | 3 | 27.27% | 13 | 52.00% | 2 | 40.00% | 2 | 9.09% | 14 | 51.85% | 6 | 66.67% |
| Family | 16 | 21.05% | 30.19% | 8 | 36.36% | 4 | 36.36% | 3 | 12.00% | 1 | 20.00% | 7 | 31.82% | 6 | 22.22% | 2 | 22.22% |
| General Communications | 16 | 21.05% | 17.94% | 2 | 9.09% | 1 | 9.09% | 11 | 44.00% | 2 | 40.00% | 2 | 9.09% | 9 | 33.33% | 3 | 33.33% |
| Information | 8 | 10.53% | 10.84% | 2 | 9.09% | 1 | 9.09% | 4 | 16.00% | 1 | 20.00% | 1 | 4.55% | 5 | 18.52% | 1 | 11.11% |
| School | 4 | 5.26% | 8.04% | 2 | 9.09% | | 0.00% | 2 | 8.00% | 0 | 0.00% | 1 | 4.55% | 3 | 11.11% | | 0.00% |
| Community | 3 | 3.95% | 3.78% | 1 | 4.55% | 1 | 9.09% | 0 | 0.00% | 1 | 20.00% | | 0.00% | 2 | 7.41% | | 0.00% |
| No Answer | 13 | 17.11% | | | | | | | | | | | | | | | |

Those who use email use it mainly to communicate with friends (60.41%), but business use (33.54%) and family communication (30.19%) are quite high as well. Latinos and Pacific Islanders (both 36.36%) use it more for family communication than African Americans (12%), most likely because of the fact that many of them have family in Latin American and in the Pacific Islands. African Americans use email more for business (52%) and general communications (44%) than for anything else.

Do you use the Internet or the World Wide Web? Yes No

2.e Does the person being surveyed use the world wide web?

| | | | Adj. LPIAA% | Latinos | | Pacific Islanders | | African Americans | | Other/Unknown | | Under 25 | | 25-49 | | 50+ | |
|---------------------------------|-----|---------|---------------|---------|---------|-------------------|---------|-------------------|---------|---------------|---------|----------|---------|-------|---------|-----|---------|
| Out of | 142 | 100.00% | | | | | | | | | | | | | | | |
| Total Responses | 134 | 94.37% | | 67 | 100.00% | 12 | 100.00% | 43 | 100.00% | 12 | 100.00% | 35 | 100.00% | 65 | 100.00% | 21 | 100.00% |
| Yes | 75 | 52.82% | 49.42% | 22 | 32.84% | 10 | 83.33% | 35 | 81.40% | 8 | 66.67% | 26 | 74.29% | 28 | 43.08% | 13 | 61.90% |
| - Lat. who speak no English | | | | 1 | 4.55% | | | | | | | | | | | | |
| - Lat. who speak little English | | | | 0 | 0.00% | | | | | | | | | | | | |
| - Lat. who speak English | | | | 21 | 95.45% | | | | | | | | | | | | |
| No | 59 | 41.55% | 50.58% | 45 | 67.16% | 2 | 16.67% | 8 | 18.60% | 4 | 33.33% | 9 | 25.71% | 37 | 56.92% | 8 | 38.10% |
| - Lat. who speak no English | | | | 25 | 55.56% | | | | | | | | | | | | |
| - Lat. who speak little English | | | | 13 | 28.89% | | | | | | | | | | | | |
| - Lat. who speak English | | | | 7 | 15.56% | | | | | | | | | | | | |
| No Answer | 8 | 5.63% | | | | | | | | | | | | | | | |

Almost half (49.42%) of LPIAA use the World-Wide-Web. This figure is a little lower than the national average for all ethnic groups (53%*), but not substantially. Again, Latinos (32.84%) use it far less than Pacific Islanders (83.33%) and African Americans (81.40%).

If no, would you like to use the Internet? Yes No Why? _____

2.f If not, does the person being surveyed want to use the world wide web?

| | | | Adj. LPIAA% | Latinos | | Pacific Islanders | | African Americans | | Other/Unknown | | Under 25 | | 25-49 | | 50+ | |
|-----------------|----|---------|---------------|---------|---------|-------------------|---------|-------------------|---------|---------------|---------|----------|---------|-------|---------|-----|---------|
| Out of | 59 | 100.00% | | | | | | | | | | | | | | | |
| Total Responses | 48 | 81.36% | | 37 | 100.00% | 2 | 100.00% | 5 | 100.00% | 4 | 100.00% | 8 | 100.00% | 30 | 100.00% | 5 | 100.00% |
| Yes | 34 | 57.63% | 74.30% | 25 | 67.57% | 1 | 50.00% | 5 | 100.00% | 3 | 75.00% | 4 | 50.00% | 24 | 80.00% | 2 | 40.00% |
| No | 14 | 23.73% | 25.70% | 12 | 32.43% | 1 | 50.00% | 0 | 0.00% | 1 | 25.00% | 4 | 50.00% | 6 | 20.00% | 3 | 60.00% |
| No Answer | 11 | 18.64% | | | | | | | | | | | | | | | |

Almost three-quarters (74.3%) of those who don't use the WWW would like to use it, mainly because they see its value as an information resource (Table 2.f: 93.38%).

* From "A Nation Online," <http://www.ntia.doc.gov/ntiahome/dn/anationonline2.pdf>. Based on data of 2001.

2.g Why does the person being surveyed want to use the world wide web (If he or she doesn't currently use it)?

| | | | Adj. LPIAA% | Latinos | | Pacific Islanders | | African Americans | | Other/Unknown | Under 25 | | 25-49 | | 50+ | |
|----------------------------|----|---------|----------------|---------|---------|-------------------|---------|-------------------|---------|---------------|----------|---------|-------|---------|-----|---------|
| Out of | 34 | 100.00% | | | | | | | | | | | | | | |
| Total Responses | 22 | 64.71% | | 20 | 100.00% | 1 | 100.00% | 1 | 100.00% | 0 | 4 | 100.00% | 16 | 100.00% | 1 | 100.00% |
| To learn/get information | 20 | 58.82% | 93.38% | 18 | 90.00% | 1 | 100.00% | 1 | 100.00% | | 4 | 100.00% | 14 | 87.50% | 1 | 100.00% |
| To Communicate with people | 2 | 5.88% | 6.62% | 2 | 10.00% | | 0.00% | | 0.00% | | 0.00% | | 2 | 12.50% | | 0.00% |
| School | 1 | 2.94% | 3.31% | 1 | 5.00% | | 0.00% | | 0.00% | | 0.00% | | 1 | 6.25% | | 0.00% |
| No Answer | 12 | 35.29% | | | | | | | | | | | | | | |

People who don't use the Internet want to use it to find information (93.38%), not for communication (6.62%). It is possible that people aren't aware of the communicational capabilities of the Internet, and have heard of it only as an information resource. Marketing the Internet as a communications tool may increase usage.

If yes, what do you use it for?

2.h If so, what does the person being surveyed use the world wide web for?

| | | | Adj. LPIAA% | Latinos | | Pacific Islan. | | African Amer. | | Other/Unknown | | Under 25 | | 25-49 | | 50+ | |
|-----------------------------------|----|---------|----------------|---------|---------|----------------|---------|---------------|---------|---------------|---------|----------|---------|-------|---------|-----|---------|
| Out of | 75 | 100.00% | | | | | | | | | | | | | | | |
| Total Responses | 58 | 77.33% | | 23 | 100.00% | 9 | 100.00% | 22 | 100.00% | 4 | 100.00% | 21 | 100.00% | 25 | 100.00% | 10 | 100.00% |
| Information - General | 16 | 21.33% | 38.72% | 12 | 52.17% | 2 | 22.22% | 2 | 9.09% | 0 | 0.00% | 8 | 38.10% | 8 | 32.00% | 0 | 0.00% |
| Research - General | 15 | 20.00% | 19.73% | 3 | 13.04% | 2 | 22.22% | 8 | 36.36% | 2 | 50.00% | 2 | 9.52% | 8 | 32.00% | 5 | 50.00% |
| Entertainment - Music | 6 | 8.00% | 15.33% | 5 | 21.74% | 1 | 11.11% | | 0.00% | 0 | 0.00% | 6 | 28.57% | | 0.00% | | 0.00% |
| Job Search | 6 | 8.00% | 13.81% | 4 | 17.39% | | 0.00% | 2 | 9.09% | 0 | 0.00% | | 0.00% | 6 | 24.00% | | 0.00% |
| Entertainment - General/Undefined | 7 | 9.33% | 13.03% | 3 | 13.04% | 1 | 11.11% | 3 | 13.64% | 0 | 0.00% | 3 | 14.29% | 4 | 16.00% | | 0.00% |
| Information - Cars | 5 | 6.67% | 12.45% | 4 | 17.39% | 1 | 11.11% | | 0.00% | 0 | 0.00% | 5 | 23.81% | | 0.00% | | 0.00% |
| Entertainment - Chat | 6 | 8.00% | 9.94% | 2 | 8.70% | 2 | 22.22% | 2 | 9.09% | 0 | 0.00% | 4 | 19.05% | 2 | 8.00% | | 0.00% |
| Research - Homework | 7 | 9.33% | 9.00% | 2 | 8.70% | 1 | 11.11% | 2 | 9.09% | 2 | 50.00% | 3 | 14.29% | 1 | 4.00% | 2 | 20.00% |
| Research - Health | 3 | 4.00% | 8.63% | 3 | 13.04% | | 0.00% | | 0.00% | 0 | 0.00% | | 0.00% | 1 | 4.00% | 2 | 20.00% |
| Shopping | 6 | 8.00% | 8.43% | 1 | 4.35% | 1 | 11.11% | 4 | 18.18% | 0 | 0.00% | 3 | 14.29% | 3 | 12.00% | | 0.00% |
| Entertainment - Games | 5 | 6.67% | 7.07% | 1 | 4.35% | 2 | 22.22% | 2 | 9.09% | 0 | 0.00% | 4 | 19.05% | 1 | 4.00% | | 0.00% |
| Research - Finding Directions | 3 | 4.00% | 6.91% | 2 | 8.70% | | 0.00% | 1 | 4.55% | 0 | 0.00% | | 0.00% | 3 | 12.00% | | 0.00% |
| News | 2 | 2.67% | 5.75% | 2 | 8.70% | | 0.00% | | 0.00% | 0 | 0.00% | | 0.00% | 1 | 4.00% | 1 | 10.00% |
| Browsing | 5 | 6.67% | 5.34% | | 0.00% | 2 | 22.22% | 3 | 13.64% | 0 | 0.00% | 2 | 9.52% | 3 | 12.00% | | 0.00% |
| Stocks | 3 | 4.00% | 4.03% | 1 | 4.35% | | 0.00% | 1 | 4.55% | 1 | 25.00% | | 0.00% | 2 | 8.00% | 1 | 10.00% |
| Research - Financial Aid/Grants | 2 | 2.67% | 4.03% | 1 | 4.35% | | 0.00% | 1 | 4.55% | 0 | 0.00% | | 0.00% | 1 | 4.00% | 1 | 10.00% |
| Online Services | 4 | 5.33% | 3.46% | | 0.00% | | 0.00% | 3 | 13.64% | 1 | 25.00% | | 0.00% | 3 | 12.00% | 1 | 10.00% |
| Work | 4 | 5.33% | 3.25% | | 0.00% | 1 | 11.11% | 2 | 9.09% | 1 | 25.00% | | 0.00% | 2 | 8.00% | 2 | 20.00% |
| Information - Government | 1 | 1.33% | 2.88% | 1 | 4.35% | | 0.00% | | 0.00% | 0 | 0.00% | | 0.00% | 1 | 4.00% | | 0.00% |
| Entertainment - Meeting People | 2 | 2.67% | 2.30% | | 0.00% | | 0.00% | 2 | 9.09% | 0 | 0.00% | 1 | 4.76% | | 0.00% | 1 | 10.00% |
| Communication | 2 | 2.67% | 2.09% | | 0.00% | 1 | 11.11% | 1 | 4.55% | 0 | 0.00% | | 0.00% | 2 | 8.00% | | 0.00% |
| Housing | 1 | 1.33% | 1.15% | | 0.00% | | 0.00% | 1 | 4.55% | 0 | 0.00% | | 0.00% | | 0.00% | 1 | 10.00% |
| Sports | 1 | 1.33% | 1.15% | | 0.00% | | 0.00% | 1 | 4.55% | 0 | 0.00% | | 0.00% | 1 | 4.00% | | 0.00% |
| Entertainment - Forums | 1 | 1.33% | 0.94% | | 0.00% | 1 | 11.11% | | 0.00% | 0 | 0.00% | 1 | 4.76% | | 0.00% | | 0.00% |
| No Answer | 17 | 22.67% | | | | | | | | | | | | | | | |

Most LPIAA use the WWW to get information (38.72%) and do research (19.73%) as well as job searching (13.81%), but entertainment is also big (13.03%), especially music (15.33%).

Are you aware of any computer or Internet classes in East Palo Alto?

Yes No If yes, Where? _____

2.i Does the person being surveyed know that there are Computer and Internet classes offered in East Palo Alto?

| | Out of | | Adj. LPIAA% | Latinos | Pacific Islanders | African Americans | Other/Unknown | Under 25 | 25-49 | 50+ |
|---------------------------------|--------|---------|---------------|------------|-------------------|-------------------|---------------|------------|------------|------------|
| Out of | 142 | 100.00% | | | | | | | | |
| Total Responses | 137 | 96.48% | | 66 100.00% | 13 100.00% | 46 100.00% | 12 100.00% | 35 100.00% | 66 100.00% | 23 100.00% |
| Yes | 73 | 51.41% | 49.26% | 26 39.39% | 6 46.15% | 35 76.09% | 6 50.00% | 13 37.14% | 40 60.61% | 13 56.52% |
| - Lat. who speak no English | | | | 9 34.62% | | | | | | |
| - Lat. who speak little English | | | | 5 19.23% | | | | | | |
| - Lat. who speak English | | | | 12 46.15% | | | | | | |
| No | 64 | 45.07% | 50.74% | 40 60.61% | 7 53.85% | 11 23.91% | 6 50.00% | 22 62.86% | 26 39.39% | 10 43.48% |
| - Lat. who speak no English | | | | 17 42.50% | | | | | | |
| - Lat. who speak little English | | | | 8 20.00% | | | | | | |
| - Lat. who speak English | | | | 15 37.50% | | | | | | |
| No Answer | 5 | 3.52% | | | | | | | | |

Almost half of LPIAA (49.26%) are aware of computer classes being taught in EPA, African Americans being especially aware (76%), followed by Pacific Islanders (46.15%) and Latinos are least aware, but still relatively aware (39.39%). Of the Latinos who aren't aware of classes, almost two-thirds (62.5%) speak little or no English.

2.j If so, does the person being surveyed know where they are offered?

| | | | Adj. LPIAA% | Latinos | | Pacific Islan. | | African Amer. | | Other/Unknown | | Under 25 | | 25-49 | | 50+ |
|------------------------------------|----|---------|----------------|------------|-----------|----------------|-----------|---------------|------------|---------------|--|----------|--|-------|--|-----|
| Out of | 73 | 100.00% | | | | | | | | | | | | | | |
| Total Responses | 46 | 63.01% | | 10 100.00% | 5 100.00% | 28 100.00% | 3 100.00% | 6 100.00% | 28 100.00% | 7 100.00% | | | | | | |
| Plugged-In | 32 | 43.84% | 46.66% | 3 30.00% | 3 60.00% | 24 85.71% | 2 66.67% | 5 83.33% | 19 67.86% | 5 71.43% | | | | | | |
| Library | 10 | 13.70% | 31.79% | 4 40.00% | 1 20.00% | 4 14.29% | 1 33.33% | 1 16.67% | 6 21.43% | 2 28.57% | | | | | | |
| OICW | 10 | 13.70% | 26.19% | 3 30.00% | 0.00% | 7 25.00% | 0 0.00% | 1 16.67% | 9 32.14% | 0.00% | | | | | | |
| Elsa Segovia Center | 2 | 2.74% | 7.52% | 1 10.00% | 0.00% | 1 3.57% | 0 0.00% | 0.00% | 1 3.57% | 0.00% | | | | | | |
| Cesar Chavez | 1 | 1.37% | 6.62% | 1 10.00% | 0.00% | 0.00% | 0 0.00% | 0.00% | 1 3.57% | 0.00% | | | | | | |
| Start-Up | 3 | 4.11% | 2.71% | 0.00% | 0.00% | 3 10.71% | 0 0.00% | 0.00% | 2 7.14% | 1 14.29% | | | | | | |
| Health and Human Services Training | 1 | 1.37% | 1.70% | 0.00% | 1 20.00% | 0.00% | 0 0.00% | 0.00% | 1 3.57% | 0.00% | | | | | | |
| EPASC | 1 | 1.37% | 0.90% | 0.00% | 0.00% | 1 3.57% | 0 0.00% | 0.00% | 1 3.57% | 0.00% | | | | | | |
| Church | 1 | 1.37% | 0.90% | 0.00% | 0.00% | 1 3.57% | 0 0.00% | 0.00% | 1 3.57% | 0.00% | | | | | | |
| Canada Prep | 1 | 1.37% | 0.90% | 0.00% | 0.00% | 1 3.57% | 0 0.00% | 0.00% | 1 3.57% | 0.00% | | | | | | |
| No Answer | 27 | 36.99% | | | | | | | | | | | | | | |

Almost half of those who knew that classes are being taught mentioned Plugged-In (46.55%), and awareness of classes at the Library (31.79%) and OICW (26.19%) was relatively high as well. Plugged-In was known more by African Americans (85.71%) and Pacific Islanders (60%), and hardly at all by Latinos (30%), but Latinos knew more about the Library classes (40%) than the other two ethnic groups.

Have you gone to them? Yes No

2.k If so, has the person being surveyed been to these classes?

| | | | Adj. LPIAA% | Latinos | | Pacific Islanders | | African Americans | | Other/Unknown | | Under 25 | | 25-49 | | 50+ | |
|-----------------|-----|---------|---------------|---------|---------|-------------------|---------|-------------------|---------|---------------|---------|----------|---------|-------|---------|-----|---------|
| Out of | 142 | 100.00% | | | | | | | | | | | | | | | |
| Total Responses | 127 | 89.44% | | 68 | 100.00% | 12 | 100.00% | 39 | 100.00% | 8 | 100.00% | 35 | 100.00% | 61 | 100.00% | 21 | 100.00% |
| Yes | 26 | 18.31% | 17.65% | 8 | 11.76% | 2 | 16.67% | 13 | 33.33% | 3 | 37.50% | 4 | 11.43% | 12 | 19.67% | 5 | 23.81% |
| No | 101 | 71.13% | 82.35% | 60 | 88.24% | 10 | 83.33% | 26 | 66.67% | 5 | 62.50% | 31 | 88.57% | 49 | 80.33% | 16 | 76.19% |
| No Answer | 15 | 10.56% | | | | | | | | | | | | | | | |

Despite relatively high awareness, there is little participation in these classes; only 17.65% have been to these classes. African Americans are three-times more likely than Latinos to have attended classes, and Pacific Islanders are twice as likely.

The library and Plugged In offer these classes. Would you be interested in going to them? Yes No

2.l Is the person being surveyed interested in taking (more of) these classes?

| | | | Adj. LPIAA% | Latinos | | Pacific Islanders | | African Americans | | Other/Unknown | | Under 25 | | 25-49 | | 50+ | |
|-----------------|-----|---------|---------------|---------|---------|-------------------|---------|-------------------|---------|---------------|---------|----------|---------|-------|---------|-----|---------|
| Out of | 142 | 100.00% | | | | | | | | | | | | | | | |
| Total Responses | 123 | 86.62% | | 64 | 100.00% | 12 | 100.00% | 37 | 100.00% | 10 | 100.00% | 31 | 100.00% | 60 | 100.00% | 22 | 100.00% |
| Yes | 91 | 64.08% | 74.42% | 48 | 75.00% | 6 | 50.00% | 30 | 81.08% | 7 | 70.00% | 20 | 64.52% | 47 | 78.33% | 17 | 77.27% |
| No | 32 | 22.54% | 25.58% | 16 | 25.00% | 6 | 50.00% | 7 | 18.92% | 3 | 30.00% | 11 | 35.48% | 13 | 21.67% | 5 | 22.73% |
| No Answer | 19 | 13.38% | | | | | | | | | | | | | | | |
| | | 100.00% | | | 100.00% | | 100.00% | | 100.00% | | | | 100.00% | | 100.00% | | 100.00% |

Interest in attending classes is high (74.42%). All three ethnic groups and age groups have an interest in learning more about computers and the Internet. The percentage of people who want to attend classes is comparable to the percentage of people who don't use the Internet, but want to use it (Table 2.f: 74.3%).

YOU AND THE COMMUNITY

3) How do you get your news about the community?

3.a How does the person being surveyed get his or her news about the community?

| | | | Adj. LPIAA% | Latinos | | Pacific Islanders | | African Americans | | Other/Unknown | | Under 25 | | 25-49 | | 50+ | |
|-----------------------|-----|---------|---------------|---------|---------|-------------------|---------|-------------------|---------|---------------|---------|----------|---------|-------|---------|-----|---------|
| Out of | 142 | 100.00% | | | | | | | | | | | | | | | |
| Total | 127 | 89.44% | | 68 | 100.00% | 13 | 100.00% | 40 | 100.00% | 6 | 100.00% | 32 | 100.00% | 67 | 100.00% | 22 | 100.00% |
| Television | 57 | 40.14% | 51.85% | 46 | 67.65% | 6 | 46.15% | 5 | 12.50% | 0 | 0.00% | 19 | 59.38% | 31 | 46.27% | 7 | 31.82% |
| Word of Mouth | 53 | 37.32% | 38.60% | 20 | 29.41% | 7 | 53.85% | 23 | 57.50% | 3 | 50.00% | 15 | 46.88% | 24 | 35.82% | 10 | 45.45% |
| Newspaper | 31 | 21.83% | 20.83% | 9 | 13.24% | 2 | 15.38% | 17 | 42.50% | 3 | 50.00% | 5 | 15.63% | 16 | 23.88% | 7 | 31.82% |
| Radio | 17 | 11.97% | 15.88% | 15 | 22.06% | 1 | 7.69% | 1 | 2.50% | 0 | 0.00% | 2 | 6.25% | 11 | 16.42% | 4 | 18.18% |
| Meetings | 20 | 14.08% | 15.09% | 9 | 13.24% | | 0.00% | 10 | 25.00% | 1 | 16.67% | | 0.00% | 12 | 17.91% | 8 | 36.36% |
| Commuity Organization | 12 | 8.45% | 8.01% | 3 | 4.41% | 1 | 7.69% | 7 | 17.50% | 1 | 16.67% | 1 | 3.13% | 6 | 8.96% | 3 | 13.64% |
| Flyers | 8 | 5.63% | 5.77% | 2 | 2.94% | 1 | 7.69% | 5 | 12.50% | 0 | 0.00% | 2 | 6.25% | 4 | 5.97% | 2 | 9.09% |
| Mail | 6 | 4.23% | 5.16% | 4 | 5.88% | | 0.00% | 2 | 5.00% | 0 | 0.00% | 1 | 3.13% | 5 | 7.46% | | 0.00% |
| Internet | 7 | 4.93% | 5.15% | 2 | 2.94% | 2 | 15.38% | 3 | 7.50% | 0 | 0.00% | 2 | 6.25% | 5 | 7.46% | | 0.00% |
| Church | 4 | 2.82% | 3.89% | 4 | 5.88% | | 0.00% | | 0.00% | 0 | 0.00% | | 0.00% | 4 | 5.97% | | 0.00% |
| City Hall | 2 | 1.41% | 1.61% | 1 | 1.47% | | 0.00% | 1 | 2.50% | 0 | 0.00% | | 0.00% | | 0.00% | 1 | 4.55% |
| Bulletin Boards | 4 | 2.82% | 1.27% | | 0.00% | | 0.00% | 2 | 5.00% | 2 | 33.33% | | 0.00% | 2 | 2.99% | 1 | 4.55% |
| Telephone | 2 | 1.41% | 1.27% | | 0.00% | | 0.00% | 2 | 5.00% | 0 | 0.00% | | 0.00% | 1 | 1.49% | 1 | 4.55% |
| Email | 1 | 0.70% | 0.63% | | 0.00% | | 0.00% | 1 | 2.50% | 0 | 0.00% | | 0.00% | 1 | 1.49% | | 0.00% |
| Job | 1 | 0.70% | 0.63% | | 0.00% | | 0.00% | 1 | 2.50% | 0 | 0.00% | | 0.00% | 1 | 1.49% | | 0.00% |
| No Answer | 15 | 10.56% | | | | | | | | | | | | | | | |

Most of the community news is reaching LPIAA through television (51.85%), though it's mainly Latinos who get their news this way (67.65%). Word of mouth is also important for this (38.60%). Newspapers are used (20.83%) as well, but it's mainly the African American population that uses them (42.50%). Meetings (15.09%) are also important mainly to the African American (25%) population, and radio (15.88%) is mainly used by Latinos (22.06%). The Pacific Islanders mainly get their information through word of mouth (53.85%) and television (46.15%).

4) Do you keep up to date with issues pertaining to the community? Yes No

4.a Does the person being surveyed keep up to date with issues in the community?

| | Out of | Total | Adj. LPIAA% | Latinos | Pacific Islanders | African Americans | Other/Unknown | Under 25 | 25-49 | 50+ |
|-----------|--------|---------|---------------|------------|-------------------|-------------------|---------------|------------|------------|------------|
| Out of | 142 | 100.00% | | | | | | | | |
| Total | 131 | 92.25% | | 69 100.00% | 13 100.00% | 44 100.00% | 5 100.00% | 35 100.00% | 68 100.00% | 22 100.00% |
| Yes | 72 | 50.70% | 54.80% | 33 47.83% | 9 69.23% | 30 68.18% | 0 0.00% | 14 40.00% | 38 55.88% | 14 63.64% |
| No | 59 | 41.55% | 45.20% | 36 52.17% | 4 30.77% | 14 31.82% | 5 100.00% | 21 60.00% | 30 44.12% | 8 36.36% |
| No Answer | 11 | 7.75% | | | | | | | | |

Over half (54.8%) of LPIAA keep up to date with community issues, though it’s mostly the African Americans (68.18%), Pacific Islanders (69.23%), middle (55.88%) and older generations (63.64%) that do. The Latino community (47.83%) is less likely to keep up-to-date with community issues than the other two ethnic groups.

The table below (table 4.b) shows that the main topics of interest to LPIAA are education (41.07%), housing (26.68%), security (20.07%) and community development (16.12%). Top priorities for the Latino Community are education (45.65%), security (26.09%), housing (21.74%) and job opportunities (13.04%). Top priorities for the Pacific Islander community are affordable housing (62.50%), immigration issues (50%), education (25%) and job opportunities (25%). Top priorities for the African American community are education (34.48%), community development (31.03%), government policies (31.03%) and affordable housing (27.59%).

What topics or issues are you interested in?

4.b What community issues are of particular interest to person being surveyed?

| | | | Adj. LPIAA% | Latinos | | Pacific Islan. | | African Amer. | | Other/Unknown | | Under 25 | | 25-49 | | 50+ | |
|-------------------------------|-----|---------|---------------|---------|---------|----------------|---------|---------------|---------|---------------|---------|----------|---------|-------|---------|-----|---------|
| Out of | 142 | 100.00% | | | | | | | | | | | | | | | |
| Total | 85 | 59.86% | | 46 | 100.00% | 8 | 100.00% | 29 | 100.00% | 2 | 100.00% | 16 | 100.00% | 48 | 100.00% | 19 | 100.00% |
| Education - General | 34 | 23.94% | 41.07% | 21 | 45.65% | 2 | 25.00% | 10 | 34.48% | 1 | 50.00% | 4 | 25.00% | 22 | 45.83% | 7 | 36.84% |
| Housing - Affordable | 24 | 16.90% | 26.68% | 10 | 21.74% | 5 | 62.50% | 8 | 27.59% | 1 | 50.00% | 3 | 18.75% | 11 | 22.92% | 10 | 52.63% |
| Community - Security | 15 | 10.56% | 20.07% | 12 | 26.09% | 1 | 12.50% | 2 | 6.90% | 0 | 0.00% | 4 | 25.00% | 10 | 20.83% | 1 | 5.26% |
| Community - Development | 15 | 10.56% | 16.12% | 5 | 10.87% | 1 | 12.50% | 9 | 31.03% | 0 | 0.00% | 0 | 0.00% | 9 | 18.75% | 4 | 21.05% |
| Government - Policies | 14 | 9.86% | 13.62% | 4 | 8.70% | 0 | 0.00% | 9 | 31.03% | 1 | 50.00% | 2 | 12.50% | 9 | 18.75% | 3 | 15.79% |
| Job Opportunities | 10 | 7.04% | 12.50% | 6 | 13.04% | 2 | 25.00% | 2 | 6.90% | 0 | 0.00% | 2 | 12.50% | 7 | 14.58% | 1 | 5.26% |
| News - Local | 5 | 3.52% | 7.19% | 5 | 10.87% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 1 | 6.25% | 3 | 6.25% | 1 | 5.26% |
| Immigration Issues | 5 | 3.52% | 5.68% | 1 | 2.17% | 4 | 50.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 3 | 6.25% | 2 | 10.53% |
| Government - Financial | 5 | 3.52% | 5.50% | 2 | 4.35% | 0 | 0.00% | 3 | 10.34% | 0 | 0.00% | 0 | 0.00% | 4 | 8.33% | 1 | 5.26% |
| Community - Clean up/Beautify | 4 | 2.82% | 4.81% | 2 | 4.35% | 1 | 12.50% | 1 | 3.45% | 0 | 0.00% | 0 | 0.00% | 3 | 6.25% | 1 | 5.26% |
| Community - Children's Needs | 3 | 2.11% | 4.32% | 3 | 6.52% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 1 | 6.25% | 2 | 4.17% | 0 | 0.00% |
| Events - Sports | 3 | 2.11% | 4.32% | 3 | 6.52% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 3 | 18.75% | 0 | 0.00% | 0 | 0.00% |
| News - International | 2 | 1.41% | 2.88% | 2 | 4.35% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 2 | 4.17% | 0 | 0.00% |
| Drugs | 2 | 1.41% | 2.88% | 2 | 4.35% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 2 | 4.17% | 0 | 0.00% |
| Community - Meetings | 4 | 2.82% | 2.62% | 0 | 0.00% | 0 | 0.00% | 3 | 10.34% | 1 | 50.00% | 0 | 0.00% | 1 | 2.08% | 3 | 15.79% |
| Education - Financial | 2 | 1.41% | 2.12% | 0 | 0.00% | 2 | 25.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 2 | 4.17% | 0 | 0.00% |
| Business | 2 | 1.41% | 1.75% | 0 | 0.00% | 0 | 0.00% | 2 | 6.90% | 0 | 0.00% | 0 | 0.00% | 1 | 2.08% | 0 | 0.00% |
| Community - Youth's Needs | 2 | 1.41% | 1.75% | 0 | 0.00% | 0 | 0.00% | 2 | 6.90% | 0 | 0.00% | 0 | 0.00% | 2 | 4.17% | 0 | 0.00% |
| Technology | 2 | 1.41% | 1.75% | 0 | 0.00% | 0 | 0.00% | 2 | 6.90% | 0 | 0.00% | 1 | 6.25% | 1 | 2.08% | 0 | 0.00% |
| Community - Classes | 1 | 0.70% | 1.44% | 1 | 2.17% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 1 | 2.08% | 0 | 0.00% |
| Community - Latino Needs | 1 | 0.70% | 1.44% | 1 | 2.17% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 1 | 5.26% |
| Education - Parents | 1 | 0.70% | 1.44% | 1 | 2.17% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 1 | 2.08% | 0 | 0.00% |
| Events - Culture | 1 | 0.70% | 1.44% | 1 | 2.17% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 1 | 2.08% | 0 | 0.00% |
| Health | 2 | 1.41% | 0.87% | 0 | 0.00% | 0 | 0.00% | 1 | 3.45% | 1 | 50.00% | 0 | 0.00% | 1 | 2.08% | 1 | 5.26% |
| Community - Senior's Needs | 1 | 0.70% | 0.87% | 0 | 0.00% | 0 | 0.00% | 1 | 3.45% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 1 | 5.26% |
| Legal Issues | 1 | 0.70% | 0.87% | 0 | 0.00% | 0 | 0.00% | 1 | 3.45% | 0 | 0.00% | 0 | 0.00% | 1 | 2.08% | 0 | 0.00% |
| Events - Music | 1 | 0.70% | 0.87% | 0 | 0.00% | 0 | 0.00% | 1 | 3.45% | 0 | 0.00% | 1 | 6.25% | 0 | 0.00% | 0 | 0.00% |
| No Answer | 57 | 40.14% | | | | | | | | | | | | | | | |

a) If you could access information about the above issues through the Internet, would you do so? Yes No

4.c Would the person being surveyed use the Internet to access information on those issues?

| | | | Adj. LPIAA% | Latinos | | Pacific Islanders | | African Americans | | Other/Unknown | | Under 25 | | 25-49 | | 50+ | |
|-----------|-----|---------|---------------|---------|---------|-------------------|---------|-------------------|---------|---------------|---------|----------|---------|-------|---------|-----|---------|
| Out of | 142 | 100.00% | | | | | | | | | | | | | | | |
| Total | 121 | 85.21% | | 63 | 100.00% | 10 | 100.00% | 44 | 100.00% | 4 | 100.00% | 32 | 100.00% | 62 | 100.00% | 22 | 100.00% |
| Yes | 105 | 73.94% | 87.02% | 55 | 87.30% | 8 | 80.00% | 39 | 88.64% | 3 | 75.00% | 22 | 68.75% | 59 | 95.16% | 20 | 90.91% |
| No | 16 | 11.27% | 12.98% | 8 | 12.70% | 2 | 20.00% | 5 | 11.36% | 1 | 25.00% | 10 | 31.25% | 3 | 4.84% | 2 | 9.09% |
| No Answer | 21 | 14.79% | | | | | | | | | | | | | | | |

There is very high support for using the Internet to gain information on those issues of interest (87.02%). This interest spans across all ethnicities and age groups.

b) If you could talk with members of the city government through the Internet, would you? Yes No

4.d Would the person being surveyed use the Internet to talk to members of city government?

| | | | Adj. LPIAA% | Latinos | | Pacific Islanders | | African Americans | | Other/Unknown | | Under 25 | | 25-49 | | 50+ | |
|-----------|-----|---------|---------------|---------|---------|-------------------|---------|-------------------|---------|---------------|---------|----------|---------|-------|---------|-----|---------|
| Out of | 142 | 100.00% | | | | | | | | | | | | | | | |
| Total | 127 | 89.44% | | 68 | 100.00% | 13 | 100.00% | 42 | 100.00% | 4 | 100.00% | 36 | 100.00% | 64 | 100.00% | 22 | 100.00% |
| Yes | 95 | 66.90% | 73.75% | 48 | 70.59% | 10 | 76.92% | 34 | 80.95% | 3 | 75.00% | 22 | 61.11% | 53 | 82.81% | 17 | 77.27% |
| No | 32 | 22.54% | 26.25% | 20 | 29.41% | 3 | 23.08% | 8 | 19.05% | 1 | 25.00% | 14 | 38.89% | 11 | 17.19% | 5 | 22.73% |
| No Answer | 15 | 10.56% | | | | | | | | | | | | | | | |

There is also high support for using the Internet to talk to member of the city government over the Internet (73.75%). This interest spans across all ethnicities and age groups.

The table below (table 5.a) shows the LPIAA is very interested in International News (33.17%), though this comes mainly from the Latinos (47.27%) and the Pacific Islanders (22.22%). There is also a strong interest among LPIAA in job information (16.22%), local news (13.47%), local financial information such as city government spending records (10.8%), housing information (9.0%), local NGO information such as what NGOs in EPA offer what services (7.79%), local government policies (7.25%) and statistics (6.36%).

5) What information do you wish you could have that you can't access easily (any information)? _____

5.a What information does the person being surveyed wish he or she had that he or she can't access easily?

| | | | Adj. LPIAA% | Latinos | | Pacific Islan. | | African Amer. | | Other/Unknown | | Under 25 | | 25-49 | | 50+ |
|---------------------------------|-----|---------|----------------|------------|-----------|----------------|-----------|---------------|------------|---------------|--|----------|--|-------|--|-----|
| Out of | 142 | 100.00% | | | | | | | | | | | | | | |
| Total | 82 | 57.75% | | 55 100.00% | 9 100.00% | 17 100.00% | 1 100.00% | 16 100.00% | 48 100.00% | 17 100.00% | | | | | | |
| International - News | 28 | 19.72% | 33.17% | 26 47.27% | 2 22.22% | 0 0.00% | 0 0.00% | 7 43.75% | 15 31.25% | 6 35.29% | | | | | | |
| Local - Job Information | 13 | 9.15% | 16.22% | 11 20.00% | 0 0.00% | 2 11.76% | 0 0.00% | 3 18.75% | 7 14.58% | 3 17.65% | | | | | | |
| Local - News | 11 | 7.75% | 13.47% | 5 9.09% | 0 0.00% | 5 29.41% | 1 100.00% | 3 18.75% | 3 6.25% | 5 29.41% | | | | | | |
| Local - Financial Information | 8 | 5.63% | 10.80% | 2 3.64% | 1 11.11% | 5 29.41% | 0 0.00% | 0 0.00% | 7 14.58% | 1 5.88% | | | | | | |
| Local - Housing Information | 7 | 4.93% | 9.00% | 5 9.09% | 0 0.00% | 2 11.76% | 0 0.00% | 0 0.00% | 5 10.42% | 2 11.76% | | | | | | |
| Local - Project/NGO Information | 6 | 4.23% | 7.79% | 4 7.27% | 0 0.00% | 2 11.76% | 0 0.00% | 0 0.00% | 5 10.42% | 0 0.00% | | | | | | |
| Local - Government | 6 | 4.23% | 7.25% | 4 7.27% | 1 11.11% | 1 5.88% | 0 0.00% | 1 6.25% | 4 8.33% | 1 5.88% | | | | | | |
| Local - Statistics | 5 | 3.52% | 6.36% | 0 0.00% | 2 22.22% | 3 17.65% | 0 0.00% | 1 6.25% | 3 6.25% | 0 0.00% | | | | | | |
| International - Information | 5 | 3.52% | 6.04% | 3 5.45% | 1 11.11% | 1 5.88% | 0 0.00% | 1 6.25% | 2 4.17% | 2 11.76% | | | | | | |
| Local - Legal Information | 5 | 3.52% | 6.02% | 5 9.09% | 0 0.00% | 0 0.00% | 0 0.00% | 1 6.25% | 4 8.33% | 0 0.00% | | | | | | |
| Local - Education | 4 | 2.82% | 5.13% | 1 1.82% | 1 11.11% | 2 11.76% | 0 0.00% | 0 0.00% | 1 2.08% | 2 11.76% | | | | | | |
| Local - Voting Information | 4 | 2.82% | 4.18% | 1 1.82% | 0 0.00% | 2 11.76% | 1 100.00% | 0 0.00% | 1 2.08% | 2 11.76% | | | | | | |
| Local - Events | 3 | 2.11% | 4.18% | 1 1.82% | 0 0.00% | 2 11.76% | 0 0.00% | 2 12.50% | 1 2.08% | 0 0.00% | | | | | | |
| Local - Business Information | 3 | 2.11% | 4.18% | 1 1.82% | 0 0.00% | 2 11.76% | 0 0.00% | 0 0.00% | 2 4.17% | 1 5.88% | | | | | | |
| Local - Security | 3 | 2.11% | 3.38% | 0 0.00% | 2 22.22% | 1 5.88% | 0 0.00% | 0 0.00% | 3 6.25% | 0 0.00% | | | | | | |
| Local - Phone Numbers | 3 | 2.11% | 3.35% | 2 3.64% | 1 11.11% | 0 0.00% | 0 0.00% | 3 18.75% | 0 0.00% | 0 0.00% | | | | | | |
| Local - Emails | 2 | 1.41% | 2.43% | 0 0.00% | 1 11.11% | 1 5.88% | 0 0.00% | 1 6.25% | 1 2.08% | 0 0.00% | | | | | | |
| Local - Technology | 2 | 1.41% | 2.43% | 0 0.00% | 1 11.11% | 1 5.88% | 0 0.00% | 0 0.00% | 1 2.08% | 1 5.88% | | | | | | |
| Local - Meeting Information | 2 | 1.41% | 2.41% | 2 3.64% | 0 0.00% | 0 0.00% | 0 0.00% | 0 0.00% | 1 2.08% | 1 5.88% | | | | | | |
| Language - Spanish | 2 | 1.41% | 2.41% | 2 3.64% | 0 0.00% | 0 0.00% | 0 0.00% | 1 6.25% | 1 2.08% | 0 0.00% | | | | | | |
| Local - Youth | 1 | 0.70% | 1.49% | 0 0.00% | 0 0.00% | 1 5.88% | 0 0.00% | 0 0.00% | 1 2.08% | 0 0.00% | | | | | | |
| Local - Weather | 1 | 0.70% | 1.20% | 1 1.82% | 0 0.00% | 0 0.00% | 0 0.00% | 0 0.00% | 1 2.08% | 0 0.00% | | | | | | |
| Local - Shopping | 1 | 0.70% | 1.20% | 1 1.82% | 0 0.00% | 0 0.00% | 0 0.00% | 0 0.00% | 1 2.08% | 0 0.00% | | | | | | |
| Language - Tongan | 1 | 0.70% | 0.94% | 0 0.00% | 1 11.11% | 0 0.00% | 0 0.00% | 0 0.00% | 0 0.00% | 1 5.88% | | | | | | |
| No Answer | 60 | 42.25% | | | | | | | | | | | | | | |

6) If you could easily access that information on the Internet, would you be willing to go to a community access center near you to use the Internet? Yes No

6.a Would the person being surveyed be willing to go to the library or a community center to access that information?

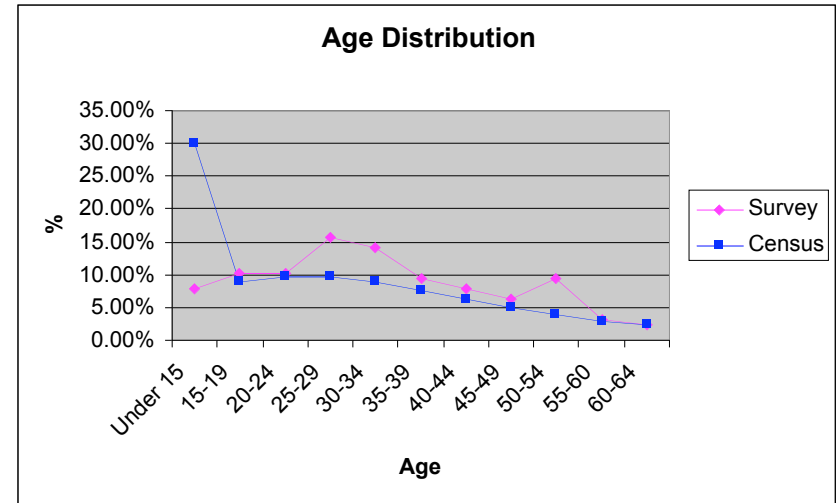
| | | | Adj. LPIAA% | Latinos | | Pacific Islanders | | African Americans | | Other/Unknown | | Under 25 | | 25-49 | | 50+ | |
|-----------|-----|---------|----------------|---------|---------|-------------------|---------|-------------------|---------|---------------|---------|----------|---------|-------|---------|-----|---------|
| Out of | 142 | 100.00% | | | | | | | | | | | | | | | |
| Total | 125 | 88.03% | | 67 | 100.00% | 11 | 100.00% | 43 | 100.00% | 4 | 100.00% | 31 | 100.00% | 66 | 100.00% | 22 | 100.00% |
| Yes | 110 | 77.46% | 88.22% | 61 | 91.04% | 8 | 72.73% | 37 | 86.05% | 4 | 100.00% | 29 | 93.55% | 60 | 90.91% | 16 | 72.73% |
| No | 15 | 10.56% | 11.78% | 6 | 8.96% | 3 | 27.27% | 6 | 13.95% | 0 | 0.00% | 2 | 6.45% | 6 | 9.09% | 6 | 27.27% |
| No Answer | 17 | 11.97% | | | | | | | | | | | | | | | |

There is very strong support for using the Internet to access the information listed in the previous table (88.22%), to the point people are willing to travel to the library or some other technology access point to use it.

YOU

7) What is your age: __

| 7.a Age of person being surveyed | Survey | | Census | |
|----------------------------------|--------|---------|--------|---------|
| Total | 127 | 100.00% | 29,506 | 100.00% |
| Under 25 | 36 | 28.35% | 14,260 | 48.33% |
| 25-49 | 68 | 53.54% | 11,057 | 37.47% |
| 50+ | 23 | 18.11% | 4,189 | 14.20% |
| Under 15 | 10 | 7.87% | 8,832 | 29.93% |
| 15-19 | 13 | 10.24% | 2,596 | 8.80% |
| 20-24 | 13 | 10.24% | 2,832 | 9.60% |
| 25-29 | 20 | 15.75% | 2,887 | 9.78% |
| 30-34 | 18 | 14.17% | 2,612 | 8.85% |
| 35-39 | 12 | 9.45% | 2,255 | 7.64% |
| 40-44 | 10 | 7.87% | 1,855 | 6.29% |
| 45-49 | 8 | 6.30% | 1,448 | 4.91% |
| 50-54 | 12 | 9.45% | 1,155 | 3.91% |
| 55-59 | 4 | 3.15% | 811 | 2.75% |
| 60-64 | 3 | 2.36% | 704 | 2.39% |
| 65+ | 4 | 3.15% | 1,519 | 5.15% |



The distribution of age among the surveys was relatively equal. As the graph above shows, the bulk of the people surveyed are between the ages of 25 and 35, but there is a peak of 50-54 year-olds as well. The lowest representation is among people under 19 and over 60. The graph also illustrates the over-representation of the population between 25 and 60.

8) What is your gender: Male Female

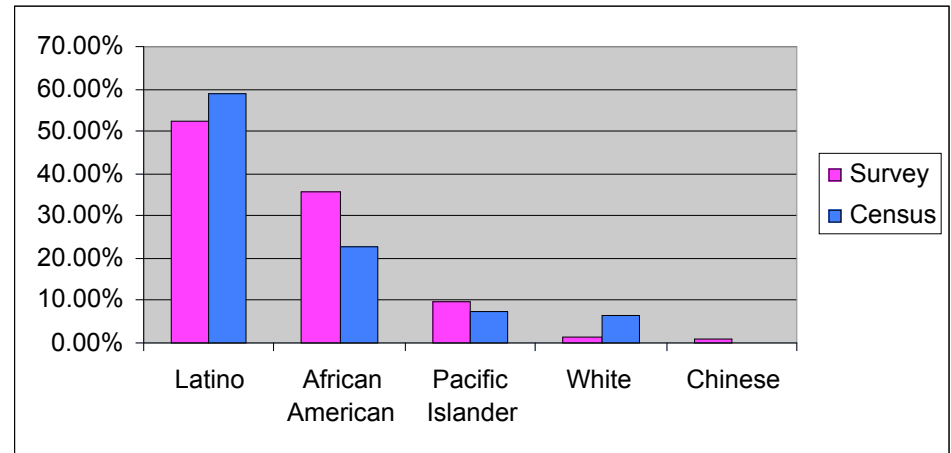
8.a Gender of person being surveyed

| | | |
|--------|-----|---------|
| Total | 134 | 100.00% |
| Male | 71 | 52.99% |
| Female | 63 | 47.01% |

9) How would you describe your ethnicity? _____

9.a Ethnicity of person being surveyed

| | Survey | | Census | |
|------------------------------|--------|---------|--------|---------|
| Total | 132 | 100.00% | 29,506 | 100.00% |
| African American | 47 | 35.61% | 6,641 | 22.51% |
| AA surveyed under 25 | 10 | 21.28% | | |
| AA surveyed 25 to 50 | 21 | 44.68% | | |
| AA surveyed 50+ | 8 | 17.02% | | |
| AA surveyed at OEPA meetings | 19 | 40.43% | | |
| Latino | 69 | 52.27% | 17346 | 58.79% |
| Latinos surveyed under 25 | 21 | 30.43% | | |
| Latinos surveyed 25 to 50 | 40 | 57.97% | | |
| Latinos surveyed 50+ | 7 | 10.14% | | |
| White | 2 | 1.52% | 1,930 | 6.54% |
| Pacific Islander | 13 | 9.85% | 2,223 | 7.53% |
| PI surveyed under 25 | 5 | 38.46% | | |
| PI surveyed 25 to 50 | 3 | 23.08% | | |
| PI surveyed 50+ | 5 | 38.46% | | |
| PI surveyed at PIO | 5 | 38.46% | | |
| Chinese | 1 | 0.76% | 66 | 0.22% |



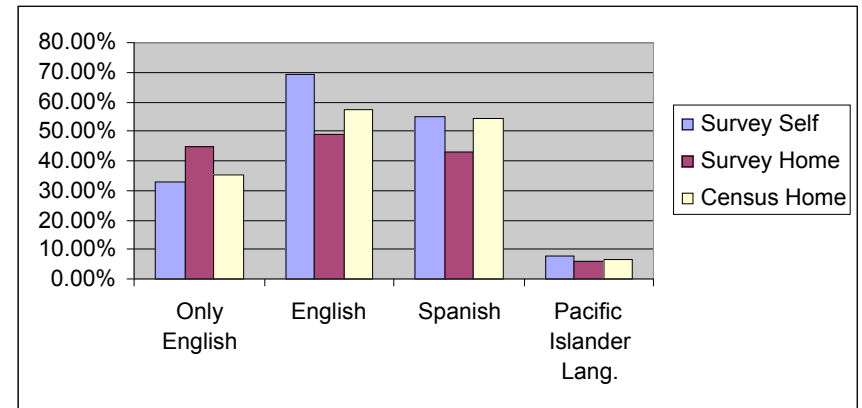
The *adjusted figure* in the tables presented in this report account for the over-representation and under-representation of certain ethnic groups, so we can assume that they are relatively accurate. However, it is important to note that (1) over 40% of the African American surveys were filled out at OEPA meetings and (2) over 38% of Pacific Islander surveys were filled out at PIO. Since OEPA meetings and PIO tend to be more progressive in nature, it is likely that people surveyed in these locations use technology more than

the average African American or Pacific Islander, which means that it is possible that African Americans and Pacific Islanders are actually using computers *less* than indicated in this report. We should also mention that even though the data we received concerning the Pacific Islander is good, we are reluctant to draw any major conclusions because of the small sample size (n=13).

10) What languages do you speak? _____

10.a Languages spoken by of person being surveyed - All Languages person speaks

| | | |
|----------------|-----|---------|
| Total | 133 | 100.00% |
| Only English | 44 | 33.08% |
| English | 92 | 69.17% |
| Spanish | 73 | 54.89% |
| French | 2 | 1.50% |
| German | 1 | 0.75% |
| Tongan | 10 | 7.52% |
| Chinese | 2 | 1.50% |
| Somoan | 2 | 1.50% |
| Little Spanish | 3 | 2.26% |
| Little English | 13 | 9.77% |
| Japanese | 1 | 0.75% |
| Jamaican | 1 | 0.75% |



What language is mostly spoken in your house? _____

10.b Language spoken at home of person being surveyed - All Languages spoken at home

| | | |
|--------------|-----|---------|
| Total | 132 | 100.00% |
| Only English | 59 | 44.70% |
| English | 71 | 53.79% |
| Spanish | 63 | 47.73% |
| Tongan | 8 | 6.06% |
| Japanese | 1 | 0.76% |
| Chinese | 1 | 0.76% |
| Somoan | 2 | 1.52% |

The subjects were asked two questions about language: which languages they spoke, and which languages were spoken at home. Notice that 69% of the people being surveyed said they spoke English, and 55% said they spoke Spanish. Knowing which language is spoken at home is essential to understanding what language the rest of the family of person being surveyed speaks, and gives a better idea of the true demographic make-up of the surveyed population. 48% of the surveyed population speaks Spanish at home and only 53% speak English at home. With these proportions, East Palo Alto can be considered a bilingual community, which has tremendous implications on what EPA.net needs to do in terms of catering to such a community. The graph above shows the over- and under-representation of language communities. In terms of language that the subjects speak, the English speaking population is slightly over-represented, but the Spanish speaking population is just about right. In terms of the Language spoken at home, the *Only English* speaking homes are over-represented, while the Bilingual and Spanish speaking homes are under-represented.

10.c Latino-Spanish Correlation (Survey Data)

| | | |
|---|----|---------|
| Total Latinos | 69 | 100.00% |
| Latinos who speak Spanish | 68 | 98.55% |
| Latinos who speak Spanish at Home | 52 | 75.36% |
| Latinos who DON'T speak English | 28 | 40.58% |
| Latinos who speak a LITTLE English | 13 | 18.84% |
| Latinos who speak English | 28 | 40.58% |
| Latinos who speak ONLY Spanish at HOME | 51 | 73.91% |
| Latinos who speak Spanish and English at Home | 11 | 15.94% |
| Latinos who speak ONLY English at HOME | 7 | 10.14% |

Conclusion

A good summary of the findings of this survey can be found in the *Overview* section of this report. This survey supports an optimistic view of the potential impact of EPA.net on the East Palo Alto community as a whole. For starters, almost three-fifths (59.33%) of the LPIAA population use a computer, over almost four-fifths of these people (79.29%) use computers at home, almost half of them (49.42%) use the Internet, and over two-fifths (40.22%) of them have Internet from home. Most of those who don't use the Internet would like to (74.3%), and most of the people surveyed would be willing to go to the library or some other technology access point to use the Internet to access information on topics of their interest (88.22%). Almost three-quarters (74.42%) of the population are interested in going to classes (with disclaimers such as "If I have time and money"), but that is still a high proportion.

If it really is true that 40.22% of the LPIAA population has Internet from home, EPA.net has a potential market of over 10,000 people. This is most likely an overestimation, but regardless, the number of people who have access to the Internet is higher than expected.

In terms of content, it seems that there is strong support for e-government services, such as an infrastructure for talking to government officials (supported by 73.75% of people surveyed), government information regarding finances allocation, policies, legal issues, etc., and statistics on East Palo Alto's socio-economic demographics. A centralized Calendar of events would also be in order, and was suggested by multiple people. Other useful services are job-searching and housing-searching capabilities. In addition, many Latinos and Pacific Islanders are still tied to their families and friends abroad, and would appreciate news from their homeland.

The biggest source of a digital divide in East Palo Alto appears to be the language barrier, which correlates dramatically with a lack of online access for Latino residents. It is clear that with 48% of the population speaking Spanish at home, and 41% of the Latinos speaking *no* English, serious efforts must be undertaken to allow the non-English-speaking population to interact with the community and information online.

Finally, while the priorities of different ethnic and age communities are somewhat different, there is broad agreement on the basic needs and wants of the community. This will enable EPA.net to prioritize its development efforts in content provision in such a way that the main priorities of the various age groups and ethnicities are all met.