

Household Size and Composition

Table 1.15

The table opposite shows household size and composition by language dependency.

Highlights

Hispanics: LD Hispanics are more likely than NLD Hispanics to have as many as 4 or more persons living at the address: 72% vs. 50%. They are also more likely to have children and teenagers in the household.

Chinese: LD Chinese are a little more likely than NLD Chinese to have children and/or teenagers in the household (55% vs. 46%).

LD Vietnamese are as likely as LD Hispanics to have 4 or more persons living at the address: 73% and 72% respectively.

Presence of Others in Household Who Don't Have Phone Service

	<u>Total</u>	<u>GTE</u>	<u>PB</u>	<u>White</u>	<u>Hisp</u>	<u>Black</u>	<u>Asian</u>				<u>Low inc senior</u>	
							<u>Tot</u>	<u>Chin</u>	<u>Kor</u>	<u>Viet</u>		
	%	%	%	%	%	%	%	%	%	%	%	
<i>Number of families at this address —</i>												
One	94	94	94	95	91	95	91	91	96	86	96	
Two or more	5	5	6	4	9	5	8	8	2	12	3	
Have any in household not allowed to use phone												
Related to respondent	1	1	1	1	2	3	*	*	*	-	*	
Not related	1	*	1	*	1	2	-	-	-	-	-	
<i>Have 1 or more other families who —</i>												
Don't have phone service	1	1	*	*	2	*	1	1	1	2	1	
Who share (my) service	1	1	1	1	2	1	1	1	1	3	1	
Net: Have anyone not allowed to use or doesn't have own service (a)												
	3	3	3	2	5	4	3	2	2	4	2	
Base	(2623)	(1297)	(1326)	(1278)	(766)	(375)	(931)	(317)	(306)	(308)	(428)	

(a) i.e. there is a "NON-CUSTOMER" within the CUSTOMER household. Includes those who share the service.

* Less than 0.5% Source: Q.911, 1001-1005

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Presence of Others in Household Who Don't Have Phone Service

Table 1.16

Customers were asked how many families are living at this address.

At the end of the interview, customers were asked if there are other members of their household who are NOT allowed to use the telephone (i.e. could count as non-customers). Customers were also asked, if there ARE other families in the household, whether any of these families do NOT have phone service (i.e. could count as non-customers).

Responses are shown opposite.

Highlights

The majority of customers (94%) indicate there is just ONE FAMILY living at the address; 5% report having two or more families living at the address.

By company: Neither of these statistics varies by company.

By ethnicity/race: Multiple families living at the same address are most often found among Vietnamese, Hispanic and Chinese customers: 12%, 9% and 8% respectively.

In total, 3% of all residential households have persons not allowed to use the phone or families who don't have their own service. Incidence of such persons was highest among Hispanics (5%), Blacks (4%) and Vietnamese (4%).

Low Income Seniors: Low income seniors are slightly less likely than customers in total to report two or more families living in the household (3% vs. 5%).

Presence of Others in Household Who Don't Have Phone Service

	<u>Hispanic</u>		<u>Asian</u>		<u>Chinese</u>		<u>Korean</u>		<u>Vietnamese</u>	
	<u>LD</u>	<u>NLD</u>	<u>LD</u>	<u>NLD</u>	<u>LD</u>	<u>NLD</u>	<u>LD</u>	<u>NLD</u>	<u>LD</u>	<u>NLD</u>
	%	%	%	%	%	%	%	%	%	%
<i>Number of families at this address —</i>										
One	88	94	92	89	92	90	98	77	86	100
Two or more	12	6	7	9	7	9	2	12	13	-
Have any in household not allowed to use phone										
Related to respondent	3	1	*	1	-	1	*	-	-	-
Not related	2	*	-	-	-	-	-	-	-	-
<i>Have 1 or more other families who —</i>										
Don't have phone service	3	*	1	-	1	-	1	-	2	-
Who share (my) service	2	1	1	3	-	2	*	12	3	-
Net: Have anyone not allowed to use or doesn't have own service (a)										
	7	3	3	3	1	2	1	12	4	-
Base	(444)	(322)	(771)	(160)	(186)	(131)	(289)	(17)	(296)	(12)

(a) i.e. there is a "NON-CUSTOMER" within the CUSTOMER household. Includes those who share the service.

* Less than 0.5%

Source: Q.911, 1001-1005

Field Research Corporation

Presence of Others in Household Who Don't Have Phone Service

Table 1.17

The table opposite shows, by language dependency, how many families live at the address and whether there are any persons or families not allowed to use/don't have their own phone service.

Highlights

Hispanics: 12% of LD Hispanics report multiple families living in the household as compared to 6% of NLD Hispanics.

Chinese: LD and NLD Chinese are about equally likely to have multiple families living in the household: 7% and 9% respectively.

Vietnamese and Koreans: LD Vietnamese are especially likely to have multiple families in the household: 13%. LD Koreans are not likely to have multiple families in the household: only 2% do.

LD Hispanic households show the highest incidence of "non-customers" within an identified customer household: 7%.

(Bases for NLD Korean and NLD Vietnamese are far too small to provide reliable data; they are shown, throughout, to provide some highly qualitative insights. Thus, the 12% figure among NLD Koreans, shown opposite, should be ignored in this context.)

Education and Employment Status (of Household Spokesperson)

	<u>Total</u>	<u>GTE</u>	<u>PB</u>	<u>White</u>	<u>Hisp</u>	<u>Black</u>	<u>Asian</u>				<u>Low inc senior</u>	
							<u>Tot</u>	<u>Chin</u>	<u>Kor</u>	<u>Viet</u>		
	%	%	%	%	%	%	%	%	%	%	%	
<i>Education (a)</i>												
Less than HS	14	13	14	6	45	14	14	13	6	24	33	
High school	24	24	24	24	24	28	21	15	21	28	35	
Some college	34	33	34	36	24	45	14	11	12	19	24	
College completed	28	29	27	35	8	13	46	58	57	22	9	
<i>Employment status (a)</i>												
Employed full-time	51	53	51	52	52	44	57	61	63	46	3	
Employed part-time	11	10	12	11	12	13	10	10	8	11	4	
Temporarily unempl.	7	6	7	5	11	14	8	8	6	11	2	
Homemaker full-time	9	9	9	9	14	7	8	7	10	7	6	
Student	2	2	2	2	2	2	4	4	4	5	-	
Retired	16	18	15	20	6	13	7	8	7	6	79	
Base	(2623)	(1297)	(1326)	(1278)	(766)	(375)	(931)	(317)	(306)	(308)	(428)	

(a) of respondent

Source: Q.820, 821(C)

Field Research Corporation

Education and Employment Status (of Household Spokesperson)

Table 1.18

Respondents were asked the highest level of education they had completed and their current employment status.

NOTE: Both variables refer to the respondent. The respondent was selected as the person who would be the most knowledgeable about the telephone bill.

Highlights

About three out of five residential customers (62%) have had at least some college or technical schooling beyond high school, and about one in four (28%) is a college graduate.

About half of the respondents are employed full-time and another 11% are employed part-time. 7% are temporarily unemployed. 16% are retired.

By company: These statistics vary little by company.

By ethnicity/race: More than half of the Chinese and Korean customers say they have completed college as compared to 35% among Whites, 22% among Vietnamese, 13% among Blacks and 8% among Hispanics.

Low Income Seniors: Low income seniors report the lowest levels of formal education (possibly related to their older age). 79% say they are retired.

Education and Employment Status (of Household Spokesperson)

	<u>Hispanic</u>		<u>Asian</u>		<u>Chinese</u>		<u>Korean</u>		<u>Vietnamese</u>	
	<u>LD</u>	<u>NLD</u>	<u>LD</u>	<u>NLD</u>	<u>LD</u>	<u>NLD</u>	<u>LD</u>	<u>NLD</u>	<u>LD</u>	<u>NLD</u>
	%	%	%	%	%	%	%	%	%	%
<i>Education (a)</i>										
Less than HS	72	19	17	3	20	4	6	-	25	-
High school	16	31	24	9	20	8	21	18	29	8
Some college	10	37	13	17	9	15	11	29	18	25
College completed	2	13	41	68	50	71	57	47	20	67
<i>Employment status (a)</i>										
Employed full-time	51	53	55	67	55	70	64	41	46	67
Employed part-time	12	12	9	11	8	12	8	12	12	8
Temporarily unempl.	13	8	8	6	9	5	6	6	11	17
Homemaker full-time	15	13	9	3	11	2	10	6	7	-
Student	1	4	4	5	4	3	3	24	5	-
Retired	6	7	8	4	11	3	7	6	5	8
Base	(444)	(322)	(771)	(160)	(186)	(131)	(289)	(17)	(296)	(12)

(a) of respondent

Source: Q.820, 821(C)

Field Research Corporation

Education and Employment Status (of Household Spokesperson)

Table 1.19

The table opposite shows level of education completed and employment status of the household spokesperson by language dependency.

Highlights

Hispanics: 72% of LD Hispanics have not completed high school compared to just 19% of NLD Hispanics; they are, however, equally likely to be employed as their NLD counterparts.

Chinese: LD Chinese also have somewhat less formal education than NLD Chinese (20% of LD Chinese say they have not completed high school vs. 4% of NLD Chinese.)

Vietnamese: LD Vietnamese tend to have less formal education than LD Chinese or LD Koreans but they have more formal education than LD Hispanics.

Age and Marital Status

	<u>Total</u>	<u>GTE</u>	<u>PB</u>	<u>White</u>	<u>Hisp</u>	<u>Black</u>	<u>Asian</u>				<u>Low inc senior</u>	
							<u>Tot</u>	<u>Chin</u>	<u>Kor</u>	<u>Viet</u>		
	%	%	%	%	%	%	%	%	%	%	%	
Age												
Under 21	2	2	2	2	3	3	2	2	1	3	-	
21-29	17	14	17	14	27	14	15	15	14	15	-	
30-39	24	25	24	21	32	22	30	30	27	33	-	
40-59	35	32	36	37	29	40	39	38	44	36	-	
60 or older	19	24	18	24	7	20	10	11	11	7	100	
Mean	44	46	44	46	38	45	41	41	43	39	71	
Marital status												
Married	57	60	56	58	65	30	73	70	78	72	31	
Never married	21	18	22	20	22	29	20	21	17	21	9	
Sep/Div/Widowed	21	20	21	22	13	40	6	8	3	5	60	
Base	(2623)	(1297)	(1326)	(1278)	(766)	(375)	(931)	(317)	(306)	(308)	(428)	

Age and Marital Status

Table 1.20

Highlights

The mean age of all residential customers is 44. Over half (57%) are married, 21% are singles/never married and 21% are separated, divorced or widowed.

By company: These statistics do not vary much by company.

By ethnicity/race: White and Black customers tend to be somewhat older on average than the three Asian customer groups or Hispanics. Asian customers are the most likely to be married (70% - 78%) and Blacks are the least likely to be married (30%).

Low Income Seniors: The mean age for these customers is 71. Low income seniors are much more likely to be separated/divorced/widowed than customers in total (60% vs. 21%).

Age and Marital Status

	<u>Hispanic</u>		<u>Asian</u>		<u>Chinese</u>		<u>Korean</u>		<u>Vietnamese</u>	
	<u>LD</u>	<u>NLD</u>	<u>LD</u>	<u>NLD</u>	<u>LD</u>	<u>NLD</u>	<u>LD</u>	<u>NLD</u>	<u>LD</u>	<u>NLD</u>
	%	%	%	%	%	%	%	%	%	%
<i>Age</i>										
Under 21	1	5	2	4	2	3	*	18	3	-
21-29	27	28	13	24	11	21	13	41	14	42
30-39	36	29	29	33	27	34	28	12	32	50
40-59	30	28	41	28	42	32	45	12	37	8
60 or older	6	8	10	6	14	7	11	6	7	-
Mean	38	37	42	37	44	38	43	30	40	32
<i>Marital status</i>										
Married	70	59	77	53	77	59	81	12	74	42
Never married	17	27	16	35	14	30	14	65	20	50
Sep/Div/Widowed	13	13	5	10	8	9	2	18	5	8
Base	(444)	(322)	(771)	(160)	(186)	(131)	(289)	(17)	(296)	(12)

Age and Marital Status

Table 1.21

Highlights

By language dependency:

Hispanics: LD Hispanics are about the same age, on average, as NLD Hispanics, but they are more likely to be married: 70% vs. 59%.

Chinese: LD Chinese are somewhat older on average than NLD Chinese and more likely to be married: 77% vs. 59%.

Koreans and Vietnamese: The average age for LD Koreans is 43; the average age for LD Vietnamese is 40. LD Koreans are more likely to be married than LD Hispanics (81% vs. 70%).

Residence Characteristics

	<u>Total</u>	<u>GTE</u>	<u>PB</u>	<u>White</u>	<u>Hisp</u>	<u>Black</u>	<u>Asian</u>			<u>Low inc senior</u>	
							<u>Tot</u>	<u>Chin</u>	<u>Kor</u>		<u>Viet</u>
	%	%	%	%	%	%	%	%	%	%	
<i>Tenure</i>											
Rent	44	36	46	38	60	63	49	31	50	66	41
Own	55	63	53	62	40	37	50	67	49	33	59
<i>Type of dwelling</i>											
Apt/Flat	24	19	25	19	31	41	30	20	40	31	28
House	66	67	65	67	64	53	61	69	51	64	44
Other	10	13	10	13	6	6	8	10	9	6	28
Base	(2623)	(1297)	(1326)	(1278)	(766)	(375)	(931)	(317)	(306)	(308)	(428)

Residence Characteristics

Table 1.22

Highlights

Just under half of all residential customers (44%) rent and just over half (55%) own or are paying for their residence. 66% live in a house, 24% in an apartment or flat.

By company: GTE has fewer renters than Pacific Bell: 36% vs. 46%. However, GTE and Pacific Bell have about the same percentages living in a house as compared to an apartment or flat.

By ethnicity/race: Hispanic, Black and Vietnamese customers are more likely than others to rent: 60%, 63% and 66% respectively. Chinese customers are the least likely to be renters (31%). Blacks and Koreans are the least likely to be living in a house, i.e. more likely than others to be living in an apartment or flat.

Low Income Seniors: 28% of low income seniors report living in some "other type" of dwelling unit; for the most part, these are some type of multiple person living situations.

Residence Characteristics

	<u>Hispanic</u>		<u>Asian</u>		<u>Chinese</u>		<u>Korean</u>		<u>Vietnamese</u>	
	<u>LD</u>	<u>NLD</u>	<u>LD</u>	<u>NLD</u>	<u>LD</u>	<u>NLD</u>	<u>LD</u>	<u>NLD</u>	<u>LD</u>	<u>NLD</u>
	%	%	%	%	%	%	%	%	%	%
<i>Tenure</i>										
Rent	73	48	52	35	33	29	49	59	66	67
Own	27	52	47	63	65	70	50	35	33	33
<i>Type of dwelling</i>										
Apt/Flat	40	21	31	26	19	21	39	53	30	50
House	56	72	61	65	67	72	52	29	65	42
Other	4	7	8	8	12	7	9	12	5	8
Base	(444)	(322)	(771)	(160)	(186)	(131)	(289)	(17)	(296)	(12)

Residence Characteristics

Table 1.23

Highlights

By language dependency:

Hispanics: LD Hispanics are far more likely to rent than NLD Hispanics: 73% vs. 48%. They are also less likely to be living in a house: 56% vs. 72%.

Chinese: LD Chinese are not different from NLD Chinese with respect to type of dwelling unit or tenure.

LD Vietnamese are more likely to be renters than LD Chinese or LD Koreans: 66% vs. 33% and 49% respectively. However, they are just as likely to be living in a house: 65% vs. 67% and 52% respectively .

Residence Characteristics (cont'd)

	<u>Total</u> %	<u>GTE</u> %	<u>PB</u> %	<u>White</u> %	<u>Hisp</u> %	<u>Black</u> %	<u>Asian</u>			<u>Low inc senior</u> %	
							<u>Tot</u> %	<u>Chin</u> %	<u>Kor</u> %		<u>Viet</u> %
<i>Length of Residence</i>											
Less than 6 mos	9	8	10	9	11	8	7	7	7	7	2
6 mos to 1 yr	6	4	6	5	8	8	5	3	10	2	2
1-3 yrs	28	29	28	27	31	27	41	37	40	47	16
4 or more yrs	57	58	56	60	50	57	46	52	43	44	80
<i>In last 5 yrs, moved —</i>											
None	49	51	49	52	43	49	35	38	33	33	71
Once	21	23	21	20	23	24	30	34	30	28	18
Twice	14	14	14	12	19	20	18	15	19	19	7
3 or more times	15	13	16	16	14	7	15	12	16	17	4
Not reported	1	1	1	*	1	1	3	2	2	4	*
Base	(2623)	(1297)	(1326)	(1278)	(766)	(375)	(931)	(317)	(306)	(308)	(428)

* Less than 0.5%

Source: Q.908(C)

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Residence Characteristics (cont'd)

Table 1.24

Highlights

Most customers (57%) have lived at their current address for 4 or more years, and another 28% have lived there 1 to 3 years, leaving 15% who have lived at their address less than a year.

Similarly, in a separate measure of mobility, almost half (49%) of the residential customers have NOT moved in the past 5 years; 21% have moved once in this period, 14% have moved twice in the last 5 years and 15% are highly mobile, i.e. have moved 3 or more times in the past 5 years.

By company: These mobility statistics are about the same for both companies.

By ethnicity/race: Mobility varies somewhat by ethnicity/race but all groups have fairly sizable minorities who have moved at least twice in the past 5 years: 28% Whites, 33% Hispanics, 27% Blacks, 27% Chinese, 35% Koreans and 36% Vietnamese.

Low Income Seniors: Low income seniors have the lowest rate of mobility with 71% having not moved at all in the past 5 years.

Residence Characteristics (cont'd)

	<u>Hispanic</u>		<u>Asian</u>		<u>Chinese</u>		<u>Korean</u>		<u>Vietnamese</u>	
	<u>LD</u>	<u>NLD</u>	<u>LD</u>	<u>NLD</u>	<u>LD</u>	<u>NLD</u>	<u>LD</u>	<u>NLD</u>	<u>LD</u>	<u>NLD</u>
	%	%	%	%	%	%	%	%	%	%
Length of Residence										
Less than 6 mos	12	11	6	10	7	8	6	29	6	8
6 mos to 1 yr	11	5	5	3	3	2	10	6	2	-
1-3 yrs	35	26	44	30	44	28	40	29	47	58
4 or more yrs	42	58	44	56	46	62	44	29	44	33
In last 5 yrs, moved —										
None	37	48	34	39	34	44	34	24	33	17
Once	26	20	30	31	33	34	30	18	28	17
Twice	19	19	19	14	17	12	19	24	19	25
3 or more times	17	11	15	13	13	10	16	29	16	25
Not reported	1	2	3	3	2	1	1	6	4	17
Base	(444)	(322)	(771)	(160)	(186)	(131)	(289)	(17)	(296)	(12)

Residence Characteristics (cont'd)

Table 1.25

Highlights

By language dependency:

Hispanics: LD Hispanics are somewhat more mobile than NLD Hispanics: 36% have moved 2 or more times in the past 5 years vs. 30% for NLD Hispanics.

Chinese: LD Chinese don't report living at their current residence as long as NLD Chinese (46% vs. 62% at address 4 or more years).

LD Vietnamese and LD Koreans both have about the same mobility rate on average: 35% say they have moved 2 or more times in the past 5 years.

Presence of Person(s) in Household with Disability

	<u>Total</u>	<u>GTE</u>	<u>PB</u>	<u>White</u>	<u>Hisp</u>	<u>Black</u>	<u>Asian</u>				<u>Low inc senior</u>
							<u>Tot</u>	<u>Chin</u>	<u>Kor</u>	<u>Viet</u>	
	%	%	%	%	%	%	%	%	%	%	%
Have person with disability	5	5	5	5	4	3	5	4	6	5	15
Mobility	2	2	2	1	2	2	2	3	2	1	7
Other	3	3	3	3	2	1	3	2	3	3	9
Base	(2623)	(1297)	(1326)	(1278)	(766)	(375)	(931)	(317)	(306)	(308)	(428)

Presence of Person(s) in Household with Disability

Table 1.26A

All customers were asked whether anyone living in their home has a physical disability which makes it difficult for them to use the phone. Data are shown by company, by ethnic group and by those identified as Low Income Seniors, e.g., 60 years of age or older and qualified for Universal Lifeline Telephone Service.

Highlights

5% of customers report that someone in their household has a physical disability which makes it difficult for them to use the phone. 2% are reported as mobility problems, 3% as "other", including hearing impaired. This proportion is about the same for GTE and Pacific Bell as well as across all ethnic groups.

Low Income Seniors: The proportion having a disabled individual is three times as high among low income seniors. In this group, 15% report someone with a physical disability, about half (7%) of which are identified as mobility problems.

Presence of Person(s) in Household with Disability

	<u>Hispanic</u>		<u>Asian</u>		<u>Chinese</u>		<u>Korean</u>		<u>Vietnamese</u>	
	<u>LD</u>	<u>NLD</u>	<u>LD</u>	<u>NLD</u>	<u>LD</u>	<u>NLD</u>	<u>LD</u>	<u>NLD</u>	<u>LD</u>	<u>NLD</u>
	%	%	%	%	%	%	%	%	%	%
Have person with disability	4	4	5	4	4	5	6	-	5	-
Mobility	2	2	2	3	2	3	2	-	1	-
Other	3	2	3	1	2	2	3	-	3	-
Base	(444)	(322)	(771)	(160)	(186)	(131)	(289)	(17)	(296)	(12)

Presence of Person(s) in Household with Disability

Table 1.26B

Highlights

By language dependency:

Hispanics: LD and NLD Hispanics are equally likely to report someone in the household with a disability.

Chinese: LD and NLD Chinese are about equally likely to report someone in the household with a disability.

LD Korean and LD Vietnamese are no different than LD Hispanics and LD Chinese on this measure.