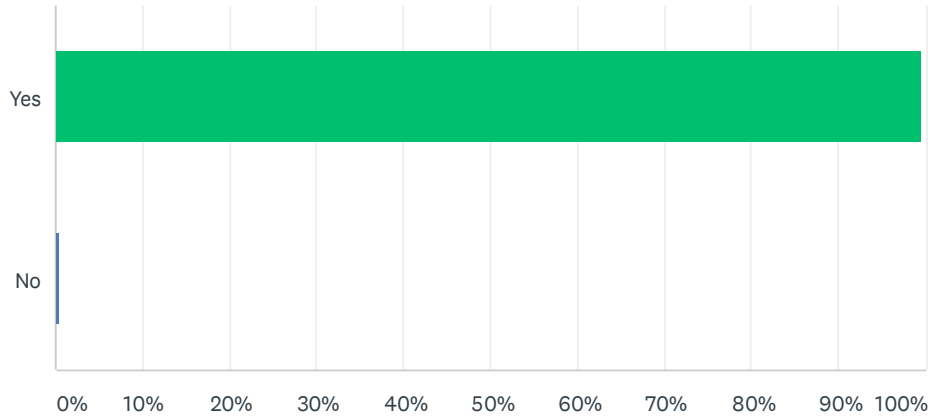


Q1 Do you reside in the Oakland Hills?

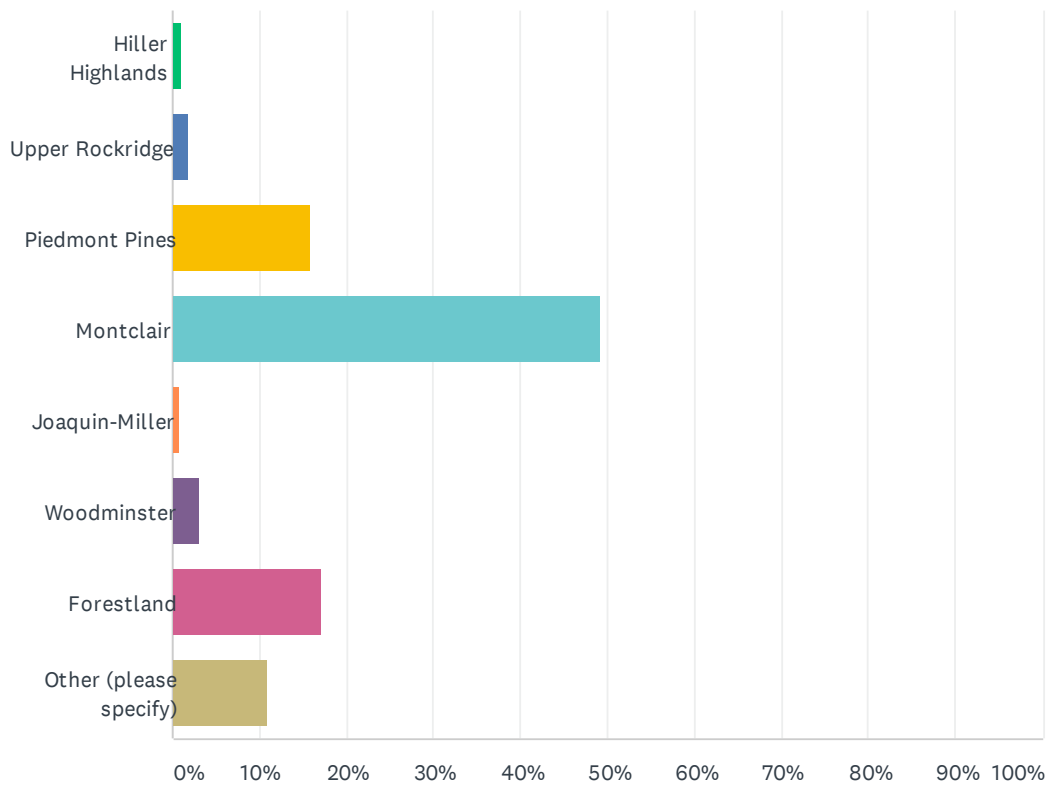
Answered: 447 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	99.55%	445
No	0.45%	2
TOTAL		447

Q2 What neighborhood do you live in? Please select the neighborhood that best applies.

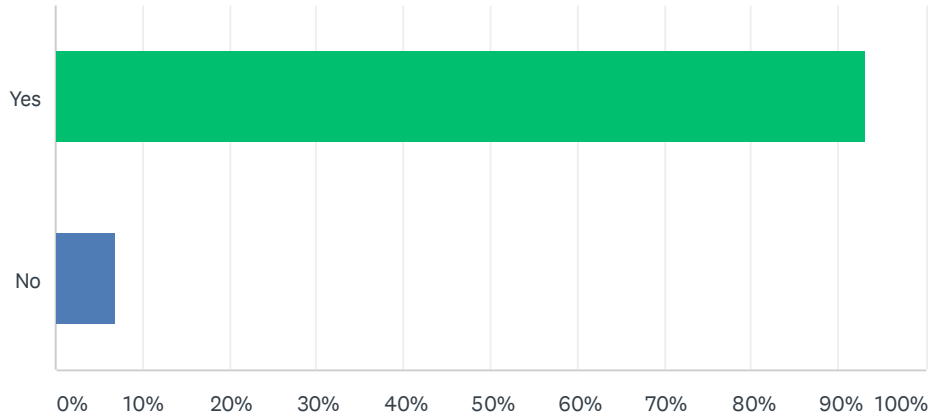
Answered: 448 Skipped: 0



ANSWER CHOICES	RESPONSES
Hiller Highlands	1.12% 5
Upper Rockridge	1.79% 8
Piedmont Pines	15.85% 71
Montclair	49.11% 220
Joaquin-Miller	0.89% 4
Woodminster	3.13% 14
Forestland	17.19% 77
Other (please specify)	10.94% 49
TOTAL	448

Q3 Did you lose power during the announced PG&E Public Safety Power Shutoff (PSPS) from October 25th - October 27th?

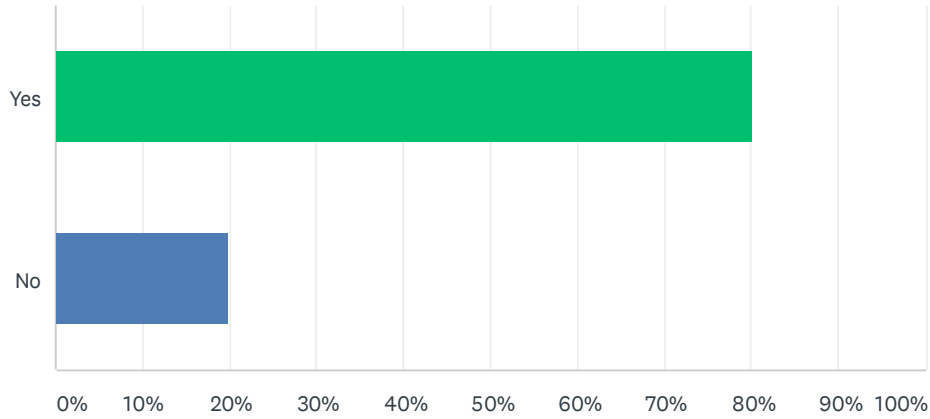
Answered: 447 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	93.06%	416
No	6.94%	31
TOTAL		447

Q4 Did you lose cell service during the recent PG&E Public Safety Power Shutoff (PSPS) from October 25th - October 27th?

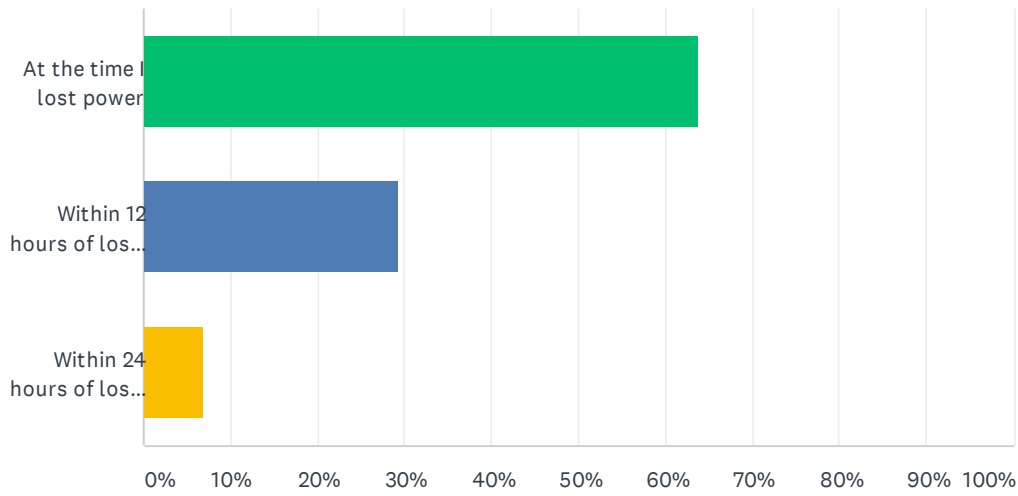
Answered: 447 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	80.09%	358
No	19.91%	89
TOTAL		447

Q5 If you lost cell service during the recent PG&E Public Safety Power Shutoff (PSPS) from October 25th - October 27th, when did you lose it?

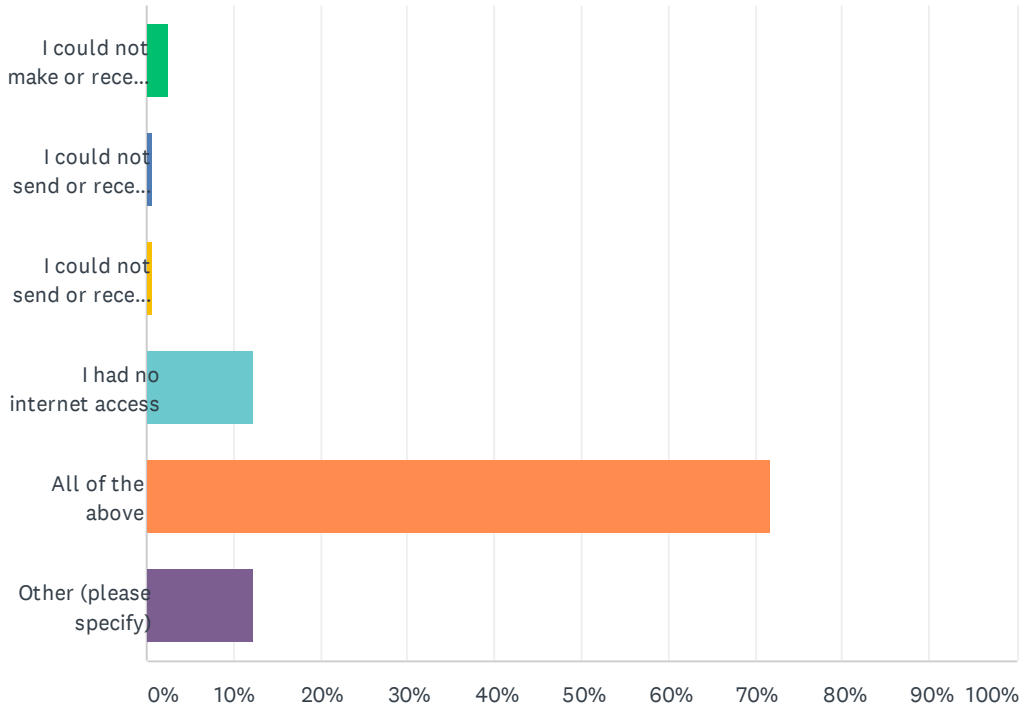
Answered: 351 Skipped: 97



ANSWER CHOICES	RESPONSES	
At the time I lost power	63.82%	224
Within 12 hours of losing power	29.34%	103
Within 24 hours of losing power	6.84%	24
TOTAL		351

Q6 If you lost cell service during the recent PG&E Public Safety Power Shutoff (PSPS) from October 25th - October 27th, what functionality did you lose?

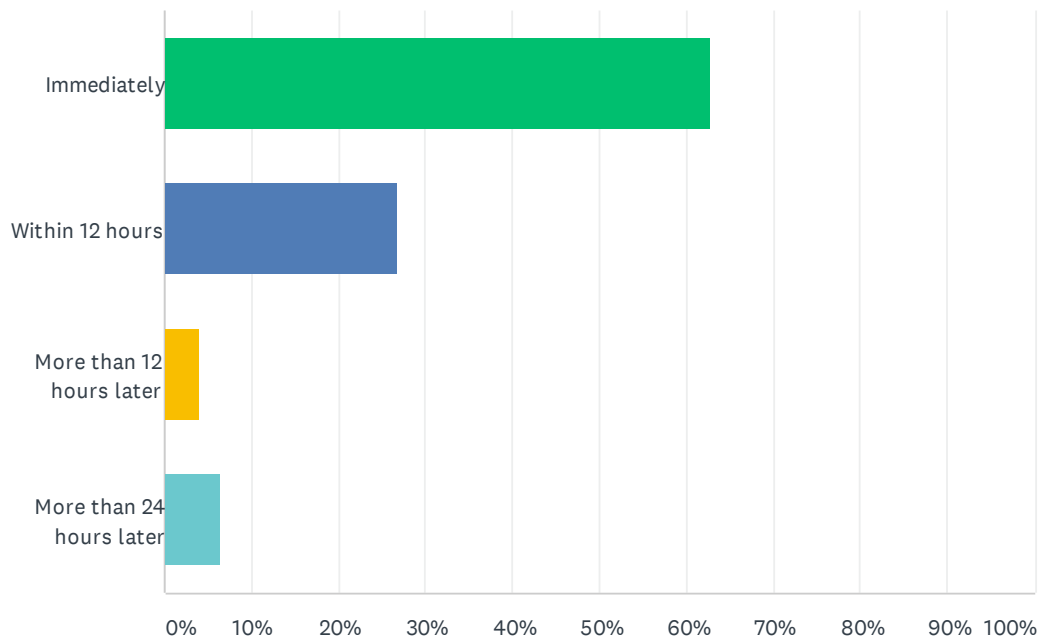
Answered: 372 Skipped: 76



ANSWER CHOICES	RESPONSES
I could not make or receive calls	2.42% 9
I could not send or receive texts	0.54% 2
I could not send or receive email	0.54% 2
I had no internet access	12.37% 46
All of the above	71.77% 267
Other (please specify)	12.37% 46
TOTAL	372

Q7 If you lost cell service during the recent PG&E Public Safety Power Shutoff (PSPS) from October 25th - October 27th how soon were all cell functions restored after power came back on?

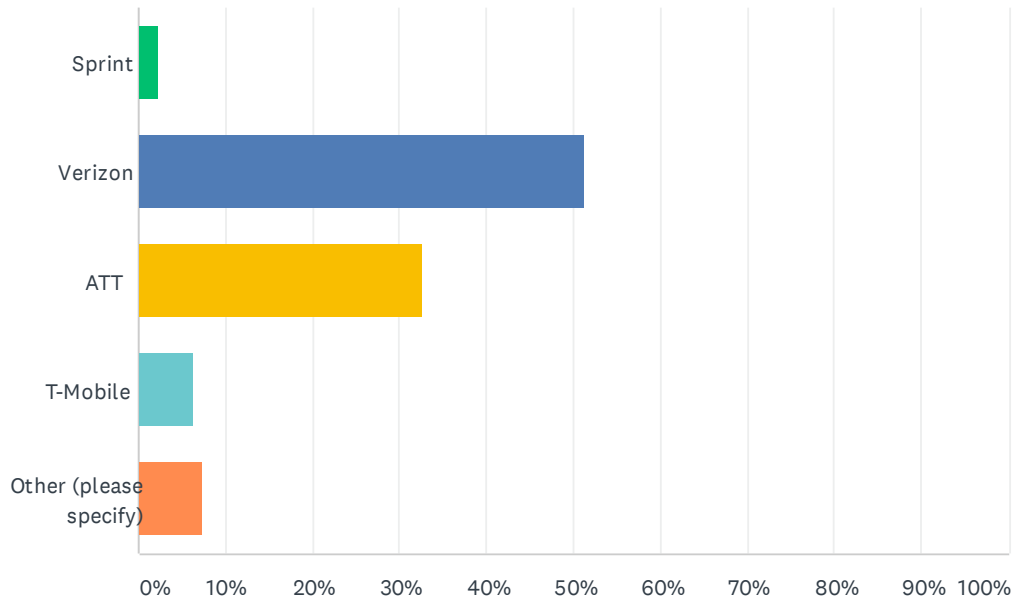
Answered: 352 Skipped: 96



ANSWER CHOICES	RESPONSES	
Immediately	62.78%	221
Within 12 hours	26.70%	94
More than 12 hours later	3.98%	14
More than 24 hours later	6.53%	23
TOTAL		352

Q8 Who is your cell phone carrier?

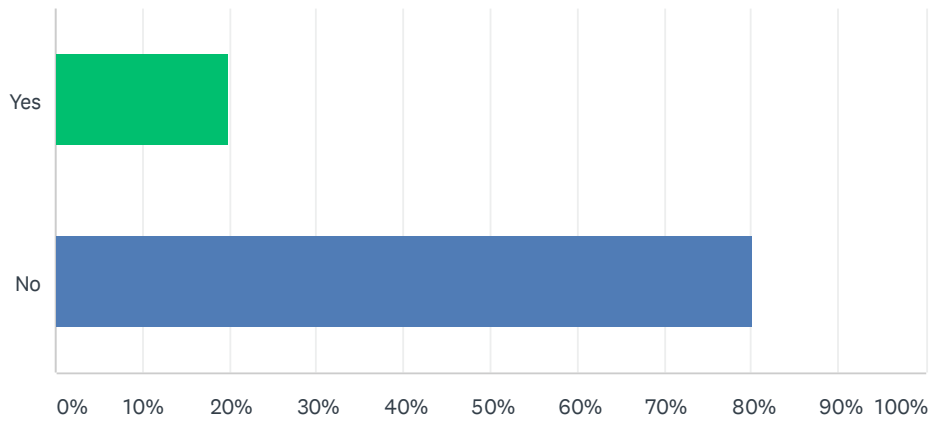
Answered: 446 Skipped: 2



ANSWER CHOICES	RESPONSES	
Sprint	2.24%	10
Verizon	51.35%	229
ATT	32.74%	146
T-Mobile	6.28%	28
Other (please specify)	7.40%	33
TOTAL		446

Q9 Does anyone in your household have a medical condition which makes communication especially urgent?

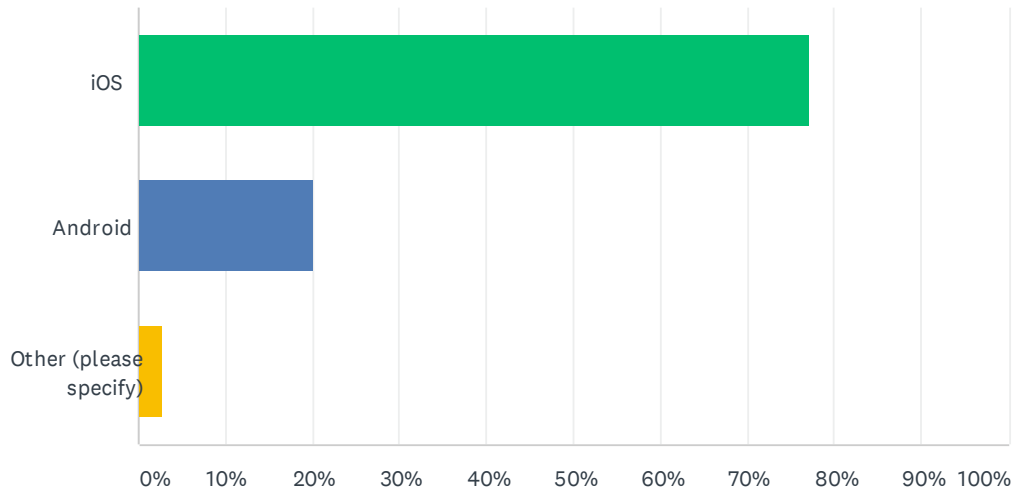
Answered: 444 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	19.82%	88
No	80.18%	356
TOTAL		444

Q10 What operating system does your cell phone have?

Answered: 446 Skipped: 2



ANSWER CHOICES	RESPONSES	
iOS	77.13%	344
Android	20.18%	90
Other (please specify)	2.69%	12
TOTAL		446