

2004 / 2005 San Bernardino County Annual Survey



A subdivision of:



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**THE 2004 / 2005 SAN BERNARDINO COUNTY ANNUAL
SURVEY**

**We would like to thank the following organizations who
generously contributed to this survey:**

SPONSORS:

San Bernardino Associated Governments

BENEFACTORS:

Inland Empire United Way

Omnitrans

Jobs and Employment Services Department

AFFILIATES:

San Bernardino Economic Development Agency

Verizon

College of Business and Public Administration, CSUSB

INTRODUCTION

The Inland Empire Research Consortium (IERC), a subdivision of the Institute of Applied Research (IAR), is pleased to present the results of its **2004 / 2005 San Bernardino County Annual Survey** of residents in San Bernardino County. In previous years IERC has produced the *Inland Empire* Annual Survey, a survey of Riverside and San Bernardino County residents. For the past three years the survey has been limited to San Bernardino County and does not address public perceptions outside of the county.

The purpose of the **San Bernardino County Annual Survey** is to provide policy-related research that bears on issues important to San Bernardino County. The San Bernardino County Annual Survey provides decision-makers with objective, accurate and current information for:

- ◆ **evaluating key public and private sector services and activities** (e.g., retail services, health care, education, transportation);
- ◆ **describing the public's current views as well as changes over time** in public perceptions of such issues as: quality of life, the state of the local economy, perceptions of the region as a place to live and work, the greatest problems and issues (e.g., crime, pollution, immigration) facing San Bernardino County, commuting, traffic congestion, and promotion of economic development;
- ◆ **providing a regional focus** for the on-going discussion of key local/regional issues; and
- ◆ **disseminating a coherent picture of San Bernardino County residents' views, beliefs, and demographic characteristics** to key decision makers within and outside the county, thus enabling comparisons to other counties.

The San Bernardino Annual Survey also includes (on a space available basis), some *proprietary items* designed to meet specific information needs of some sponsors within San Bernardino County.

The IERC is a subdivision of the Institute of Applied Research and Policy Analysis at California State University San Bernardino (CSUSB). IERC is committed to promoting regionalism and cooperation, and to projecting the Inland Empire onto the radar screen of other “significant actors” in the State. It is our hope that the Annual Survey will, in future years, again

reflect the two-county area (rather than just San Bernardino County) and that it will continue to be a valuable area resource for initiating community discourse and helping to inform public policy, officials, and citizens by incorporating proprietary questions from public and private agencies in the two county area.

THE QUESTIONNAIRE

Questionnaire items were selected on the following basis: Several questions were incorporated from previous annual surveys of Riverside and San Bernardino counties which were designed to track changes over time in the residents' perceptions about their quality of life and economic well-being, their views about the pressing issues of the day, and their ratings of public services and agencies. In addition, a number of standard demographic questions were included for tracking purposes and for cross tabulation of findings. Tracking questions, of course, provide public agencies and businesses with trend data often needed in policy making and outcome assessments. These questions are also valuable in comparing the county with other counties in the state and nation. A number of sponsors also submitted questions for their proprietary use. Finally, the researchers, in consultation with sponsors, also added questions concerning current issues which have policy and research implications. A draft copy of the questionnaire was submitted to the sponsors for their approval and modified where warranted. A Spanish version of the questionnaire was produced, the survey instrument was then pre-tested (both languages), and some minor changes to the wording and order of some items were made. The questionnaire is attached as Appendix I.

SAMPLING METHODS

As indicated earlier, this year's survey focused exclusively on residents within San Bernardino County. As part of this effort, SANBAG was also interested in region-specific differences within the county. Specifically, four regions of interest were defined: **East Valley**, **West Valley**, **Victor Valley**, and **Desert**. To ensure an acceptable level of accuracy of findings within each of the San Bernardino County regions (East Valley, West Valley, Desert, and Victor Valley), a sample size of at least 200 respondents per region was required, yielding a 95% level of confidence and an accuracy of +/- 7% per region. A total of 970 respondents within San

Bernardino County were interviewed, but the actual number of respondents per survey item varies depending on whether the item is a baseline question or a proprietary question. In any event, the level of accuracy for the combined regions exceeds +/- 3.5% for all baseline questions which are the focus of this countywide report.

Within each region, telephone survey respondents were randomly selected from a comprehensive sample frame consisting of all telephone working blocks which contain residential telephone numbers in the region. This is a standard random sampling approach for studies of this nature. Telephone interviews were conducted by the Institute of Applied Research at California State University, San Bernardino using computer assisted telephone interviewing (CATI) equipment and software. The surveys were conducted between March 8, 2005 and March 23, 2005. In the following table the list of cities from which respondents come are grouped by the four San Bernardino County study areas.

**Communities and Cities Mentioned by Respondents,
Broken Down By The Four Designated County Study Areas**

East Valley	West Valley	Victor Valley	Desert Region
Big Bear	Chino	Adelanto	Barstow
Bloomington	Chino Hills	Apple Valley	Earp
Colton	Fontana	Hesperia	Hinkley
Crestline	Montclair	Lucerne Valley	Joshua Tree
Grand Terrace	Ontario	Victorville	Landers
Highland	Rancho Cucamonga	Wrightwood	Morongo Valley
Lake Arrowhead	Upland		Needles
Loma Linda			Trona
Lytle Creek			TwentyninePalms
Mentone			Yucca Valley
Redlands			
Rialto			
Running Springs			
San Bernardino			
Yucaipa			

INTRODUCTION TO FINDINGS

Following are the major findings from this year's San Bernardino County Annual Survey. Findings are generally presented for San Bernardino County as a whole. In those few instances where there exist significant differences between the four regions, such dissimilarities will be noted and discussed in detail. In addition, this report now includes eight years of continuous data which provide an opportunity for trend analysis.

Finally, the tables in the data display and in the following sections of the report reflect a weighting scheme to correct for the over-sampling of certain geographic areas in the county mentioned above. Throughout this report, therefore, when we refer to the number of respondents indicating a particular view (a number that is a weighted figure), the actual number of respondents may differ from the adjusted figure reported in the table. For a full data display of countywide (weighted) findings, see Appendix II. Regional breakdowns are shown in Appendix III.

COMMUTING AND TRANSPORTATION ISSUES

OVERVIEW: Since the 1998 Annual Survey, the percentage of respondents with short commute times (less than 1 hour) has remained relatively stable, with a slight increasing trend. Most respondents from each zone spend less than an hour commuting to and from work. Over 70% work within San Bernardino County, with LA County being the second most "popular" county destination of choice.

The pattern of regional differences in commuting times (Question 25) has changed little from previous years (Table 1), with the Desert Region continuing to have the highest proportion of respondents with relatively short commute times (less than one hour). This figure is significantly higher than the proportion for the other regions (particularly Victor Valley).

For county-wide respondents as a group, the length of reported commuting times has remained fairly constant from year to year. In this year's survey almost two-thirds (64%) of San Bernardino County respondents reported having commuting times of less than one hour. This is an increase from the 58% with short commute times reported in the 1997 and 1998 surveys, and

the approximate 60 – 62% in 1999 – 2002. We noted in last year’s report that the overall trend of more people commuting less than 1 hour to work may be partially due to job creation taking place in the Inland Empire (especially the Desert region). This year’s findings are virtually the same (i.e. within the statistical margin of error) as last year’s, thus our conclusion still holds.

Table 1. % With Total Commuting Times of Less Than 1 Hour

	East Valley %	West Valley %	Victor Valley %	Desert %	San Bernardino County
1997 Survey	69	48	60	56	58
1998 Survey	60	54	58	71	58
1999 Survey	67	56	58	72	62
2000 Survey	68	59	43	76	61
2001 Survey	67	56	56	72	60
2002 Survey	61		55	69	61
2003 Survey	68	62	59	77	65
2004 / 05 Survey	64	65	55	72	64

Although a large majority of respondents report commuting a total of less than one hour each day, a significant number of respondents commute for longer times. Indeed, many San Bernardino County respondents commute for over two hours (14 % of East Valley, 12% of West Valley, 21% of Victor Valley, and 15% of Desert respondents). These long commuting times, of course, take a toll in terms of personal lifestyle, affecting family and social life, level of stress, and available time for leisure activities. In addition, there is obviously a financial cost involved, including costs for gas and auto maintenance.

The majority (71%) of those respondents who commute to work report that they travel to work within their own county (Question 27), with Los Angeles County being the number two destination (Table 2). This pattern has been noted in previous Annual Surveys and it continues this year.

**Table 2. County-Wide Respondents'
Commuting Destinations, 1998-2005***

Work Destination County	1998	1999	2000	2001	2002	2003	2004 / 2005
San Bernardino	72.5	73.3	70.1	69.3	67.0	69.2	70.6
Riverside	7.8	5.7	7.1	7.9	8.7	7.2	5.1
Orange	3.3	3.2	4.4	3.8	6.2	5.1	4.5
Los Angeles	13.5	14.8	15.3	16.1	16.1	15.6	15.9
San Diego	0.3	0.4	0.6	0.3	0.6	0.4	0.4
Other	2.6	2.5	2.5	1.9	1.4	2.4	3.3

*Numbers in cells are % of respondents.

The region-specific tables in the appendix show that the largest percentage of respondents commuting outside the county to work continue to be those residing in the West Valley (37.3%), while respondents least likely to travel outside the county to work reside in the Desert region (16.8%). While this trend is consistent with previous years, it is worth noting that the number of West Valley residents commuting outside the county to work is *down* from previous years and the number of residents in the Desert region who commute outside the county to work is *up* from previous years. As was the case last year, respondents traveling to Los Angeles County for work are much more likely to reside in the West Valley (26.1%) than in the other three regions combined (6.8% for East, 10.2% for Victor and none from the Desert region).

Although there are only slight percentage variations in work destination over time for the county as a whole and for each region, the bottom line is that in light of dramatically increasing population within the county, more and more county residents are on the roads each day trying to get to work. This has obvious and worrisome policy implications in that unless there is a dramatic increase in residents willing to carpool or utilize the public transportation system, San Bernardino County residents will continue to face an increasingly clogged freeway system and a local street system stressed beyond its capacity.

RATINGS OF THE COUNTY

OVERVIEW: *As in previous surveys, a substantial majority of San Bernardino County residents in each zone continue to rate their county as a good place to live. “General*

location” continues to be mentioned as the “best” thing about living in the county, while crime and smog continue to be mentioned as the predominant negatives.

As has been the case since the inception of the Annual Survey in 1997, the majority of residents rate San Bernardino County as a "fairly good" or "very good" place to live (Question 3).

Table 3. Ratings of San Bernardino County as a Place to Live

RATING	East Valley	West Valley	Victor Valley	Desert	SB County
Very good	13.0%	31.2%	21.4%	25.8%	22.6%
Fairly good	46.1%	46.2%	53.7%	53.0%	47.6%
Neither good nor bad	23.2%	17.3%	17.0%	15.2%	19.4%
Fairly bad	11.0%	3.8%	6.1%	3.2%	6.9%
Very bad	6.7%	1.5%	1.7%	2.8%	3.6%

Since the inception of the survey in 1997, the highest ranking has come from the West Valley zone (see Table 4 below). This year, however, we see that the Desert region received the highest ranking, up 13% from last year. Although many factors may have played a part in the improved ratings, it is worth noting that a similar shift was noted in Desert respondents' perceptions of the health of the area economy (reported on in a later section). The ratings in 2004 / 2005 have improved from the 1997 ratings in all zones, but especially in the Victor Valley and Desert regions.

Table 4. Trend -- Proportion of Respondents Indicating Their County Is A "Very Good" or "Fairly Good" Place to Live

	East Valley %	West Valley %	Victor Valley %	Desert %
1997 Survey	50	76	67	63
1998 Survey	58	76	66	69
1999 Survey	59	78	71	64
2000 Survey	55	77	73	63
2001 Survey	65	77	77	69
2002 Survey	73		75	68
2003 Survey	61	81	75	66
2004 / 2005 Survey	59	77	75	79

To help place the above findings in perspective, respondents were asked to indicate the one BEST and one MOST NEGATIVE thing about living in the county (Questions 4 and 5). San Bernardino County residents continue to cite the general area/location/scenery as the most positive aspect of living in the county, although the percent of respondents mentioning this has declined over the last three years. Climate / weather and affordable housing are also mentioned by many respondents (Table 5).

Table 5. Positive Factors Mentioned About the County

	East Valley	West Valley	Victor Valley	Desert	2002 SB County	2003 SB County	2004 / 05 SB County
Good area, location, scenery	31.2%	34.2%	25.7%	22.5%	41%	39%	31%
Good Climate, weather	15.6%	12.3%	25.7%	29.4%	9%	15%	16%
Affordable housing	9.7%	13.6%	13.8%	4.3%	13%	12%	12%
Not crowded	3.8%	9.9%	12.8%	18.7%	10%	9%	8%

For the third year in a row, crime and gang activity has surpassed smog/air pollution as the most often mentioned negative factor, particularly in the East Valley and Victor Valley. Residents of the West Valley mentioned the traffic and smog as the most negative factors about living in the county. Although East Valley, West Valley and Victor Valley respondents noted crime/gang activity, smog/air pollution, traffic, and lack of job opportunities as the most negative factors, Desert respondents differed. For Desert respondents, roads were rated as the most negative factor (by 10% of respondents), followed closely by lack of job opportunities and bad location (9%), followed by the 8% concerned about crime and gangs (as noted below).

Table 6. Negative Factors Mentioned About the County

	East Valley	West Valley	Victor Valley	Desert	2002 SB County	2003 SB County	2004 / 05 SB County
Crime, gang activity	31%	16%	20%	8%	19%	20%	22%
Smog, air pollution	15%	17%	6%	3%	14%	14%	14%
Traffic	11%	17%	14%	4%	11%	10%	14%
Lack of job opportunity/ Economy	2%	3%	4%	9%	7%	4%	3%

It is important to note that “drug problems” continue to be mentioned by respondents in each of the four zones as a negative factor about living in San Bernardino County. When it is combined with “crime and gang activity” it is clear that this is a problem which policy makers must continue to address. While it is encouraging that, overall, the percentages mentioning crime as a negative factor have not significantly changed since last year’s survey, it is worth noting that the percentage of respondents in the Victor Valley region who mentioned crime as the most negative factor *increased* from only 7% last year to 20% this year.

In the 1999 report, we had noted that smog/air pollution had dramatically disappeared as a highly salient negative thing about county life in the minds of respondents. In 2000 it returned as a pressing concern in two of the four zones (East and West Valley). For the past four years it appears to be a concern in *all* zones, and the figures for all zones are relatively unchanged from the 2001 survey.

Table 7.
% Mentioning Smog as a Negative Factor

	East Valley	West Valley	Victor Valley	Desert
1997 Survey	14%	19%	5%	2%
1998 Survey	11%	15%	7%	3%
1999 Survey	0%	2%	0%	0%
2000 Survey	16%	15%	3%	1%
2001 Survey	17%	17%	8%	6%
2002 Survey	16%		7%	7%
2003 Survey	14%	16%	9%	5%
2004 / 05 Survey	15%	17%	6%	3%

FEAR OF CRIME AND CRIME RELATED ISSUES

OVERVIEW: *Fear among San Bernardino County residents of being the victim of a serious crime is slightly on the rise from previous years, with a significant increase in the level of fear among Victor Valley residents.*

In 2001 we reported a dramatic decrease in the percentage of San Bernardino County residents who reported being “very” or “somewhat” fearful of being the victim of a serious crime. However, it appears that this fear may be on the rise again. When the question was asked

directly: “how fearful are you that you will be a victim of a serious crime, such as a violent or costly crime” (Question 9), 41% of county residents express that they are either “very fearful” or “somewhat fearful” (slightly up from 39% last year).

Table 8.
% “Very Fearful” or “Somewhat Fearful” of being the victim of a serious crime

	East Valley	West Valley	Victor Valley	Desert	SB County
1997 Survey	46%	41%	40%	36%	43%
1998 Survey	48%	38%	33%	20%	40%
1999 Survey	38%	36%	37%	23%	36%
2000 Survey	48%	39%	33%	24%	41%
2001 Survey	35%	32%	25%	21%	32%
2002 Survey	35%		34%	26%	35%
2003 Survey	44%	38%	29%	29%	39%
2004 / 05 Survey	48%	35%	44%	28%	41%

It is difficult to interpret the trend (if any) over time in fear of crime. From one point of view, it might appear that the 41% in 2000 was an anomaly, and indeed the fear had been decreasing and is now rising again. From another point of view, one could review the 7 years of data and conclude that there has been no real overall trend...rather there has been significant variability in terms of precise percentages of those people fearful of being a victim of crime. Regardless of point of view, perhaps the most important point to emphasize is that over the past seven years, approximately 4 in 10 people have been seriously concerned about being the victim of a serious crime.

Which regions’ respondents hold the most fear of crime? The trend for most of the historical data shown below is that East and West Valley respondents have expressed a higher level of fear of being the victim of a serious crime than respondents in the Victor Valley and the Desert regions. This year, however, there is a significant increase in the number of Victor Valley residents saying they are afraid of being the victim of a serious crime (up 15% from last year), even surpassing the fear among West Valley residents. One possible explanation for this significant increase is that in 2004 there was a high profile local murder case which reached the court system and was extensively discussed in area newspapers. This may have skewed respondents’ perceptions of the amount of crime in the area, and may also explain the above

findings that crime and gang activity were rated as the most important negative factor about living in the region. In any event, next year’s survey results should help clarify whether this year’s findings are the start of an increasing trend of fear in the Victor Valley or simply a function of media attention (which might dissipate over time).

ECONOMIC EVALUATIONS AND FUTURE PROSPECTS

OVERVIEW: While perceptions of the county’s economy are slightly on the rise from last year, respondents rated their own personal financial well-being about the same as it was a year ago. The big new, however, is that they remain optimistic about their future financial well-being.

Although there has been an ebb and flow in public evaluation about the state of the county’s economy, over time nearly half of county respondents rate the economy as “excellent” or “good.” This year’s data is no exception. County-wide, perceptions of the economy improved 7% from last year (Question #8).

When looking at regional differences, it is interesting to note that respondents in the West Valley and Victor Valley continue to hold the strongest ratings of the county’s economy, whereas respondents in the East Valley and Desert regions hold significantly lower evaluations of the state of the economy. It should be noted, however, that the ratings in East Valley, West Valley, and the Desert have increased significantly over last year’s ratings.

Table 9.
% Rating the County's Economy as “Excellent” or “Good”

	East Valley	West Valley	Victor Valley	Desert	SB County
1997 Survey	20%	46%	14%	24%	28%
1998 Survey	39%	56%	33%	39%	45%
1999 Survey	35%	62%	39%	39%	47%
2000 Survey	39%	51%	37%	37%	44%
2001 Survey	32%	46%	41%	27%	39%
2002 Survey	46%		27%	26%	43%
2003 Survey	26%	49%	46%	25%	39%
2004 / 05 Survey	37%	55%	43%	40%	46%

There are several other indicators of county economic well-being in this study which

cloud the picture slightly. As was the case last year, respondents offered perceptions about their own *personal* economic well-being, and these were not necessarily consistent with their ratings of the county economy. Responding to the question “In comparison to a year ago, would you say that you and your family are better off, worse off, or the same” (Question 6) the percentage of respondents reporting being "better off" when compared with a year before is virtually unchanged from the ratings last year.

Table 10.
% Indicating Their Finances Are "Better Off" Compared With a Year Ago

	East Valley	West Valley	Victor Valley	Desert	SB County
1997 Survey	39%	38%	28%	22%	34%
1998 Survey	44%	52%	38%	35%	46%
1999 Survey	38%	48%	35%	38%	42%
2000 Survey	38%	44%	42%	40%	41%
2001 Survey	35%	42%	36%	36%	38%
2002 Survey	30%		24%	32%	30%
2003 Survey	35%	36%	33%	33%	35%
2004 / 05 Survey	35%	33%	35%	32%	34%

Further, when the respondents were asked to project to the future (“Now looking ahead, do you think that a year from now you and your family will be better off, worse off, or just about the same as you are now”) respondents in each zone appeared to remain optimistic about their own finances (Question 7). Indeed, the percentage expecting to be “better off” in terms of their family finances a year from now ranged from a high of 49% in the West Valley to the low of 38% in the Desert. These findings are consistent with those in previous years which indicate that people tend to be optimistic about the future regarding their finances, even if they are less than pleased with their current economic state.

EVALUATIONS OF SELECTED PRIVATE AND PUBLIC SERVICES

OVERVIEW: *Ratings of private and public services have not changed significantly over time in the county overall, with high marks continuing to be given to Police/Sheriff services, shopping, and parks/recreation services. On the other end of the continuum, street/road maintenance, transportation, and public schools continue to be problem areas.*

Each year the Annual Survey includes questions regarding respondents' evaluations of local services from both the private and public sectors. Over time, there has been remarkable stability in rankings. The following table details the percentage of respondents who indicate that the services are "excellent" or "good" (Questions 14 to 20).

Table 11.
Trends in "Excellent" or "Good" Ratings of Services

SERVICE	1997 Annual Survey	1998 Annual Survey	1999 Annual Survey	2000 Annual Survey	2001 Annual Survey	2002 Annual Survey	2003 Annual Survey	2004 / 2005 Annual Survey
Shopping	N/A	65%	68%	63%	68%	70%	66%	66%
Police/Sheriff	66%	65%	70%	64%	66%	71%	69%	63%
Parks/Recreation	56%	56%	60%	58%	58%	58%	56%	55%
Entertainment	N/A	50%	49%	43%	46%	49%	49%	46%
Public Schools	47%	51%	46%	41%	45%	51%	46%	37%
Transportation	N/A	N/A	N/A	36%	42%	40%	38%	36%
Streets/Roads	26%	35%	38%	33%	34%	39%	35%	25%

* The percent of respondents indicating "Don't know" was especially high for ratings of public schools (14%) and local transportation (17%), thus the low ratings for these services must be placed in that context.

In previous years, county respondents have given the highest ranking to police/sheriff services, with evaluations of shopping falling close behind. This year shopping was rated higher than police/sheriff (largely due to increased ratings in the West Valley – see below). Streets and roads have always been a problem area, and remain so this year. In addition, over the past few years we had noted an improvement in rankings of the county public school system. But this year the percentage of respondents rating public schools as "excellent" or "good" declined, and is now "on par" with the low ratings given to local transportation.

Table 13 below shows the regional breakdowns of ratings in services. In that table, it becomes clear that police/sheriff services were the highest rated of all services in three out of four regions, with West Valley being the exception.

Since the inception of these reports, street and road maintenance has consistently ranked the lowest of all services under evaluation. What is particularly disturbing in this year's report is the erosion in perceptions among East and West Valley residents. In addition, in the 2002 report we noted that "the problems with street and road maintenance appear to be especially severe (from the respondents' perception) in the Victor Valley and Desert regions," yet figures have

continued to drop in the Victor Valley region. The figures in the Desert region have remained relatively stable.

Table 12.
% Rating Local Services as “Excellent” or “Good”

	East Valley	West Valley	Victor Valley	Desert	SB County
Shopping	57%	80%	57%	36%	66%
Police/Sheriff	60%	68%	59%	53%	63%
Parks/Recreation	47%	65%	47%	54%	55%
Entertainment	37%	59%	34%	28%	46%
Public Schools	34%	40%	35%	41%	37%
Local Transportation	37%	38%	27%	41%	36%
Street/Road Maintenance -- 2004	17%	35%	13%	22%	25%
Street/Road Maintenance -- 2003	27%	50%	16%	23%	35%
Street/Road Maintenance -- 2002	43%		21%	25%	39%

FINAL NOTE

In this report we have presented countywide and region-specific findings from the 2004 / 2005 San Bernardino County Annual Survey. The reader is encouraged to review the full data displays (attached) for the complete listing of survey results. This report will be added to previous Annual Surveys on our web site (<http://iar.csusb.edu>) for those who wish to engage in more detailed comparative analysis with previous years' reports.

For questions about the San Bernardino County Annual Survey (or additional analysis tailored to a particular organization or agency), please contact the authors: Shel Bockman (909-880-5733), Barbara Sirotnik (909-880-5729), or Christen Ruiz (909-473-8312).

APPENDIX I

Questionnaire

SAN BERNARDINO ANNUAL SURVEY, 2004/5

SHELLO Hello, I am calling from the Institute of Applied Research at Cal State San Bernardino.

SHEAD Are you the head of this household or his or her spouse?
1. Yes [SKIP TO INTRO]
2. No [CONTINUE]
3. DON'T KNOW/NO RESPONSE
4. REFUSED

SHEAD2 Is the head of the household or his or her spouse at home?
1. Yes [SKIP TO INTRO]
2. No [CONTINUE]
3. DON'T KNOW/NO RESPONSE
4. REFUSED

INTRO California State University San Bernardino is conducting a scientific study of public opinion on a variety of issues. Answers to this survey will be used by county officials to make policy decisions and your opinions are very important to represent your point of view in our study. This survey takes about 10 minutes to complete. Your identity and your responses will remain completely anonymous and confidential, and of course, you are free to decline to answer any particular survey question.

I should also mention that this call may be monitored by my supervisor for quality control purposes only. Is it alright to ask you these questions now?
1. YES [SKIP TO BEGIN]
2. NO [SKIP TO APPT]

AGEQAL First, I'd like to verify that you are at least 18 years of age.
1. Yes [SKIP TO BEGIN]
2. No

QSORRY I'm sorry, but currently we are interviewing people 18 years of age and older. Thank you for your time. [TERMINATE INTERVIEW]

APPT Is it possible to make an appointment to ask you the survey questions at a more convenient time?
1. Yes (SPECIFY) _____
2. No

BEGIN I'd like to begin by asking you some general questions.

COUNTY First, I'd like to verify that you currently live in San Bernardino County. Is that correct?

1. Yes
 2. No [TERMINATE INTERVIEW]
1. What city do you live in?
 1. Code directly _____
 2. DON'T KNOW
 3. REFUSED
 2. What is your zip code?
 1. Code directly _____
 2. DON'T KNOW
 3. REFUSED
 3. Overall, how would you rate San Bernardino County as a place to live? Would you say it is Very Good, Fairly Good, Neither Good Nor Bad, Fairly Bad, or Very Bad?
 1. Very good
 2. Fairly good
 3. Neither good nor bad
 4. Fairly bad
 5. Very bad
 6. DON'T KNOW
 7. REFUSED

ROTATE THE FOLLOWING TWO QUESTIONS (B4 and B5)

4. In your opinion, what is the ONE best thing about living in San Bernardino County?
[INTERVIEWER: DON'T READ OPTIONS]
 1. Good area, location, scenery
 2. Affordable housing
 3. Good climate, weather
 4. Not crowded
 5. Good schools/universities
 6. Less crime, feel safe
 7. Job availability
 8. Friendly people
 666. Other SPECIFY _____
 777. NOTHING
 888. DON'T KNOW
 999. REFUSED

5. In your opinion, what would you say is the ONE most negative thing about living in San Bernardino County? **[INTERVIEWER: DON'T READ OPTIONS]**
1. Smog, air pollution
 2. Traffic
 3. Poor public transportation
 4. Drugs
 5. Crime/Gang activity
 6. Bad location
 7. Lack of entertainment
 8. Overpopulated
 9. Bad school system
 10. Cost of living
 11. Lack of job opportunity
 666. Other SPECIFY _____
 777. NOTHING
 888. DON'T KNOW
 999. REFUSED
6. In comparison to a year ago, would you say that you and your family are financially better off or worse off or the same?
1. Better off
 2. Same
 3. Worse off
 4. DON'T KNOW
 5. REFUSE
7. Now looking ahead, do you think that a year from now you and your family will be better off, worse off, or just about the same as you are now?
1. Better off
 2. Same
 3. Worse off
 4. DON'T KNOW
 5. REFUSE
8. In general, how would you rate the economy in San Bernardino County today? Would you say that it is Excellent, Good, Fair, or Poor?
1. Excellent
 2. Good
 3. Fair
 4. Poor
 5. DON'T KNOW
 6. REFUSED

9. In general, how fearful are you that you will be the victim of a serious crime, such as a violent or costly crime? Would you say that you are...
1. Very fearful
 2. Somewhat fearful
 3. Not too fearful, or . . .
 4. Not at all fearful
 5. DON'T KNOW
 6. REFUSED

TRANS: I would now like to ask you some questions about voting.

10. Are you currently registered to vote?
1. Yes
 2. No
 3. DON'T KNOW
 4. REFUSED TO ANSWER
11. Which of the following best describes your political party affiliation: Democrat, Republican, Independent, or some other party?
1. Democrat
 2. Republican
 3. Independent
 4. Some other Party
 5. None
 6. DON'T KNOW
 7. REFUSED TO ANSWER
12. Would you say that you vote in all elections, only some, hardly ever or never?
1. In all elections
 2. Only in some
 3. Hardly ever
 4. Never
 5. DON'T KNOW
 6. REFUSED
13. Politically, do you consider yourself to be..... **INTERVIEWER: READ OPTIONS**
1. Very liberal
 2. Somewhat liberal
 3. Middle of the road
 4. Somewhat conservative
 5. Very conservative
 6. DON'T KNOW
 7. REFUSED

(TRANS) Now, I'd like to ask you how you rate some of the local public and private services you are supposed to receive. For each would you let me know if you believe the service is excellent, good, fair, or poor. **(ROTATE B14 – B20)**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>DON'T KNOW</u>	<u>REFUSE</u>
14. Police/Sheriff	1	2	3	4	5	6
15. Parks and Recreation	1	2	3	4	5	6
16. The way streets and roads are kept up	1	2	3	4	5	6
17. Public schools	1	2	3	4	5	6
18. Shopping	1	2	3	4	5	6
19. Transportation	1	2	3	4	5	6
20. Entertainment	1	2	3	4	5	6

21. Are you currently employed?

1. Yes [SKIP TO 23]
2. No
3. REFUSED

22. **ASK IF CURRENTLY UNEMPLOYED:** Are you retired, or looking for work, or a housewife or husband not looking for work outside the home, or not currently in the workforce?

1. Retired
2. Looking for work
3. A housewife/househusband and not looking for work outside the home; or
4. Not currently in workforce
5. REFUSED

SKIP TO QUESTION #30

23. Do you work full time or part time?

1. Full time
2. Part time
3. REFUSED

24. What is your occupation? Specify _____

25. When thinking about your travel to and from work, on the average, how much total time, **in minutes**, do you spend commuting **round trip** each day?

[INTERVIEWER: CODE # MINUTES]

777. Doesn't apply; don't work outside home or I am not employed
888. DON'T KNOW
999. REFUSED

26. How many miles roundtrip do you travel to work each day? [INTERVIEWER: EMPHASIZE "MILES" SO THEY KNOW THIS IS A DIFFERENT QUESTION THAN #25] [INTERVIEWER: ENTER # OF MILES]
 888. DON'T KNOW
 999. REFUSED
27. What county do you work in?
 1. Riverside
 2. San Bernardino
 3. Orange
 4. Los Angeles
 5. San Diego
 6. Other: _____
 7. DON'T KNOW
 8. REFUSED

Proprietary Questions #28-35

SANBAG QUESTIONS

THESE QUESTIONS ARE ONLY ASKED OF PEOPLE WHO ARE EMPLOYED

36. Do you typically work at least 32 hours a week?
 1. Yes
 2. No **SKIP TO QUESTION #43**
 3. DON'T KNOW **SKIP TO QUESTION #43**
 4. REFUSED **SKIP TO QUESTION #43**
37. How do you usually get to work each day? If you use more than one way to get to work identify the mode you use *most often* during your typical work week. [INTERVIEWER: DON'T READ – IF THEY LIST MULTIPLE MODES THEN ASK ABOUT THE *ONE* MODE THEY USE FOR THE LONGEST PART OF THE TRIP]
 1. Drive alone (includes motorcycle)
 2. Carpool
 3. Vanpool
 4. Public bus
 5. Metrolink or Rail
 6. Walk
 7. bicycle
 8. Other (SPECIFY): _____
 9. DON'T KNOW
 10. REFUSED

38. [ASK ONLY IF RESPONDENT DRIVES ALONE, QUESTION #37] What would encourage you to try a rideshare mode? [INTERVIEWER: DON'T READ – IF THEY LIST MORE THAN ONE, ASK FOR THE MAIN REASON]:

1. Nothing
2. Help to find a carpool/vanpool partner
3. Information on the bus/rail/Metrolink
4. Tax breaks
5. Cash Incentives to defray the cost
6. Less expensive bus/rail/Metrolink fares
7. More carpool lanes
8. Other (SPECIFY): _____
9. DON'T KNOW
10. REFUSED

INTERVIEWER FALLBACK STATEMENT: IF THEY DON'T KNOW WHAT A RIDESHARE MODE IS, THEN PROMPT WITH "BUS, TRAIN, CARPOOL, OR WALKING – ANYTHING OTHER THAN DRIVING ALONE"

39. [ASK ONLY IF RESPONDENT DRIVES ALONE, QUESTION #37] What is the primary reason you have not considered trying a rideshare mode? [INTERVIEWER: DON'T READ – MULTIPLE RESPONSES ALLOWED]:

1. Need my car before, or after or during my work hours
2. Don't like to ride with strangers – like to drive alone
3. Work schedule is too irregular – need flexibility
4. Too expensive
5. I don't know how to find a carpool partner
6. I don't know how to use the bus/rail/Metrolink
7. Other (SPECIFY): _____
8. DON'T KNOW
9. REFUSED

INTERVIEWER: IF THEY SAY "I JUST DIDN'T LIKE IT", PROBE FOR REASONS WHY

40. Have you ever heard of 1-800-Commute?

1. Yes
2. No
3. Maybe/not sure
98. DON'T KNOW
99. REFUSED

41. Have you ever heard of 1-866-Rideshare?

1. Yes
2. No
3. Maybe/not sure
98. DON'T KNOW
99. REFUSED

42. Have you ever heard of the website called CommuteSmart.info?
 1. Yes
 2. No
 3. Maybe/not sure
 98. DON'T KNOW
 99. REFUSED

UNITED WAY QUESTIONS

43. The next few questions ask about human service agencies such as those that provide assistance for food, shelter, mental health, etc. Did you or anyone in your household look for help from a human service agency in San Bernardino County during the past year?
 1. Yes
 2. No **SKIP TO QUESTION #47**
 3. DON'T KNOW **SKIP TO QUESTION #47**
 4. REFUSED **SKIP TO QUESTION #47**

44. [IF "YES" TO QUESTION #43] Did you get any help?
 1. Yes **SKIP TO QUESTION #46**
 2. No
 3. DON'T KNOW **SKIP TO QUESTION #46**
 4. REFUSED **SKIP TO QUESTION #46**

45. [IF "NO" TO QUESTION #44] Why not?
 [INTERVIEWER: Do not read these responses, just check the box for every reason the respondent mentions:]
 1. Did not like programs or services offered
 2. Was not eligible at place where help was sought
 3. Could not afford fees
 4. Lacked transportation
 5. Lacked child care/baby sitter
 6. Had problems with the English language
 7. Hours were not convenient
 8. The service did not have funding to assist me
 9. They didn't have services I need -- they referred me to another agency
 10. They didn't have the service I need -- no referral offered
 11. Other (PLEASE SPECIFY)_____
 98. DON'T KNOW
 99. REFUSED

SKIP TO QUESTION #47 AFTER ANSWERING "WHY NOT"

46. [IF “YES” TO QUESTION #44] How did you hear about the agency? [INTERVIEWER: DON’T READ...JUST CHECK ONE]
1. Friend or family
 2. Referred from another social service agency
 3. Referred by a doctor
 4. Referred by clergy
 5. Looked in the phone book
 6. Internet
 7. Newspaper
 8. Radio
 9. Other (PLEASE SPECIFY)_____
 98. DON’T KNOW
 99. REFUSED

OMNITRANS QUESTIONS

THE FOLLOWING QUESTIONS ARE ONLY TO BE ASKED IN SELECTED ZIP CODES:

TRANS. Now I’m going to ask a few questions about bus service.

47. What is the name of your local bus service provider? [INTERVIEWER: DON’T READ...THEY CAN CHECK MULTIPLE OPTIONS]
1. Omnitrans (or Omni) (**SKIP QUESTION #48**)
 2. OmniLink
 3. (Redlands) Trolley
 4. Access
 5. MTA/RTD
 6. Foothill
 7. MARTA
 8. VVTA
 9. OCTA
 10. other (SPECIFY) _____
 11. DON’T KNOW
 12. REFUSED
48. Have you heard of Omnitrans?
1. Yes
 2. No
 3. DON’T KNOW
 4. REFUSED

49. On a scale of 1 to 7 with 1 meaning very poor and 7 meaning excellent, how would you rate your overall perception of Omnitrans/your local bus service, even if you have never used it personally? [NOTE: SAY "OMNITRANS" IF THEY HAVE HEARD OF IT (QUESTION#48) or "YOUR LOCAL BUS SERVICE" IF THEY ANSWERED NO, DON'T KNOW, OR REFUSED TO QUESTION #48]

very poor

excellent

1 2 3 4 5 6 7
DON'T KNOW
REFUSED

IF THEY SAID "NO", "DON'T KNOW" OR "REFUSED" TO QUESTION #48, SKIP OUT OF OMNITRANS QUESTIONS

50. Have you seen or heard an advertisement for Omnitrans in the last 6 months?
1. yes
 2. no (SKIP TO QUESTION #52)
 3. DON'T KNOW (SKIP TO QUESTION #52)
 4. REFUSED (SKIP TO QUESTION #52)
51. Where was that? [INTERVIEWER: DON'T READ OPTIONS....CHECK ALL THAT ARE MENTIONED BY RESPONDENT]
1. TV
 2. radio
 3. newspaper
 4. direct mail
 5. bill board
 6. ad on outside of bus
 7. bus shelter
 8. other (SPECIFY) _____

Proprietary sponsor Questions #52-57

(TRANS) And finally I'd like to ask a few questions about you and your background...

58. Which of the following best describes your marital status?
1. Single, never married
 2. Married
 3. Divorced
 4. Widowed
 5. REFUSED

59. Are you of Hispanic or Latino origin?
1. Yes
 2. No
 3. DON'T KNOW
 4. REFUSED
60. How would you describe your race or ethnicity?
- SELECT ALL THAT APPLY**
1. Asian (Specify)
 2. Black or African American
 3. Caucasian or White
 4. Other (Specify)
 5. Don't Know
 6. Refused
61. What was the last grade of school that you completed?
1. Some high school or less
 2. High school graduate
 3. Some college
 4. College graduate (Bachelor's degree)
 5. Some graduate work
 6. Post-graduate degree
 7. DON'T KNOW
 8. REFUSED
62. How many cars do you have for your household? ____ cars
63. What was your age at your last birthday? _____ Years
64. How long have you lived in San Bernardino County? _____ Years (ROUND UP)
65. Which of the following categories best describes your total household or family income before taxes, from all sources, for 2004?
1. Less than \$25,000
 2. \$25,000 to \$35,999
 3. \$36,000 to \$49,999
 4. \$50,000 to \$65,999
 5. \$66,000 to \$79,999
 6. \$80,000 to \$110,000
 7. Over \$110,000
 8. DON'T KNOW
 9. REFUSED

Well, that's it. Thank you very much for your time - we appreciate it.

INTERVIEWER QUESTIONS

- IQ1. The respondent was...
1. Male
 2. Female
 3. Couldn't tell

- IQ2. How cooperative was the respondent?
1. Cooperative
 2. Uncooperative
 3. Very Uncooperative
- IQ3. How well did the respondent understand the questions?
1. Very easily
 2. Easily
 3. Some difficulty
 4. Great deal of difficulty
- IQ4. In what language was the interview conducted?
1. English
 2. Spanish

APPENDIX II

County-Wide Data Display

2005 San Bernardino County Annual Survey

Following is the data display for the 2005 San Bernardino County Annual Survey. Weighting factors were applied to the county-wide data in order to remove the effects of over-sampling necessary for zone-specific analysis

Question 3: Overall, how would you rate San Bernardino County as a place to live?

	Count	Col %
Very Good	217	22.6%
Fairly Good	457	47.6%
Neither Good Nor Bad	186	19.4%
Fairly Bad	66	6.9%
Very Bad	34	3.6%
Total	961	100.0%

Question 3: Overall, how would you rate San Bernardino County as a place to live?

	Count	Col %
Very or Fairly Good	674	70.1%
Neither Good Nor Bad	186	19.4%
Very or Fairly Bad	100	10.4%
Total	961	100.0%

Question 4: In your opinion, what is the one BEST thing about living in San Bernardino County?

	Count	Col %
Good Area, Location, Scenery	280	31.3%
Affordable Housing	105	11.7%
Good Climate, Weather	147	16.3%
Not Crowded	75	8.4%
Good Schools/Universities	42	4.7%
Less Crime/Feel Safe	27	3.0%
Job Availability	15	1.7%
Friendly People	41	4.5%
Nothing	28	3.1%
Recreational Activities(Mtns. River, Desert, Shopping)	7	.7%
Centrally Located	45	5.0%
Opportunity	3	.3%
Diversity	4	.5%
Good Government/Better Services	14	1.6%
Low Traffic	8	.9%
Cheaper cost of living/Insurance/taxes	17	1.9%
Family/Friends Live here	12	1.3%
Medical Services	4	.4%
Republicans	1	.1%
Resources	2	.2%
Quiet	11	1.2%
Fresh Air	3	.4%
Standard of Living	6	.7%
Total	897	100.0%

Question 5: In your opinion, what is the one most NEGATIVE thing about living in San Bernardino County?

	Count	Col %
Smog, Air Pollution	124	13.7%
traffic	124	13.7%
Poor Public Transportation	20	2.2%
Drugs	21	2.3%
Crime/Gang Activity	199	21.9%
Bad Location	37	4.1%
Lack of Entertainment	23	2.5%
Overpopulated	48	5.3%
Bad School System	12	1.3%
Cost of Living	23	2.5%
Lack of Job Opportunity	27	2.9%
Nothing	78	8.6%
Government/Politics	15	1.6%
People	16	1.7%
Dilapidation of County esp. roads	17	1.9%
Roads	35	3.8%
Racism	4	.5%
Weather	24	2.7%
Poor Police Protection/corrupt police	13	1.5%
Poverty Level	10	1.1%
Illegal Immigration	9	1.0%
Lack of Services	13	1.4%
High Taxes	3	.4%
Poor Growth Planning	6	.6%
Bad Water	1	.2%
Gas Prices	0	.0%
Too Rural	5	.6%
Total	907	100.0%

Question 6: In comparison to a year ago, would you say that you and your family are financially better off worse off, or the same?

	Count	Col %
Better off	326	33.9%
Same	465	48.5%
Worse off	169	17.6%
Total	960	100.0%

Question 7: Now looking ahead, do you think that a year from now you and your family will be better off, worse off, or just about the same as you are now?

	Count	Col %
Better off	420	45.3%
Same	436	46.9%
Worse off	72	7.8%
Total	928	100.0%

Question 8: In general, how would you rate the economy in San Bernardino?

	Count	Col %
Excellent	41	4.4%
Good	390	41.5%
Fair	400	42.6%
Poor	108	11.5%
Total	938	100.0%

Question 8: In general, how would you rate the economy in San Bernardino?

	Count	Col %
Excellent or Good	431	45.9%
Fair or Poor	508	54.1%
Total	938	100.0%

Question 9: In general, how fearful are you that you will be the victim of a serious crime, such as a violent or costly crime?

	Count	Col %
Very fearful	68	7.1%
Somewhat fearful	323	33.7%
Not too fearful	365	38.1%
Not at all fearful	203	21.1%
Total	959	100.0%

Question 9: In general, how fearful are you that you will be the victim of a serious crime, such as a violent or costly crime?

	Count	Col %
Very or Somewhat Fearful	392	40.8%
Not very or Not at all Fearful	568	59.2%
Total	959	100.0%

Question 10: Are you currently registered to vote?

	Count	Col %
Yes	795	82.4%
No	170	17.6%
Total	965	100.0%

Question 11: Which of the following best describes your party affiliation?

	Count	Col %
Democrat	370	40.4%
Republican	341	37.2%
Independent	124	13.5%
Some other party	36	4.0%
NONE	45	4.9%
Total	916	100.0%

Question 12: Would you say you vote in all elections, only some, hardly ever or never?

	Count	Col %
In all elections	511	53.4%
Only in some	278	29.0%
Hardly ever	46	4.9%
Never	122	12.8%
Total	957	100.0%

Question 13: Politically, do you consider yourself to be?

	Count	Col %
Very Liberal	82	8.9%
Somewhat Liberal	149	16.2%
Middle of the Road	285	30.9%
Somewhat Conservative	275	29.8%
Very Conservative	132	14.3%
Total	924	100.0%

Question 14: How would you rate the Police/Sheriff services?

	Count	Col %
Excellent	154	15.9%
Good	456	47.2%
Fair	212	22.0%
Poor	115	11.9%
Don't know	30	3.1%
Total	967	100.0%

Question 14: How would you rate the Police/Sheriff services?

	Count	Col %
Excellent or Good	610	62.9%
Fair or Poor	327	33.7%
Don't know	33	3.4%
Total	970	100.0%

Question 15: How would you rate the Parks and Recreation services?

	Count	Col %
Excellent	114	11.8%
Good	417	43.0%
Fair	277	28.6%
Poor	103	10.6%
Don't Know	58	6.0%
Total	969	100.0%

Question 15: How would you rate the Parks and Recreation services?

	Count	Col %
Excellent or Good	531	54.7%
Fair or Poor	380	39.2%
Don't Know	59	6.1%
Total	970	100.0%

Question 16: How would you rate the way streets and roads are kept up?

	Count	Col %
Excellent	35	3.6%
Good	203	20.9%
Fair	281	29.0%
Poor	446	46.0%
Don't Know	5	.5%
Total	970	100.0%

Question 16: How would you rate the way streets and roads are kept up?

	Count	Col %
Excellent or Good	237	24.5%
Fair or Poor	727	75.0%
Don't Know	5	.5%
Total	970	100.0%

Question 17: How would you rate the public schools?

	Count	Col %
Excellent	58	6.0%
Good	299	31.0%
Fair	294	30.4%
Poor	179	18.6%
Don't Know	136	14.1%
Total	967	100.0%

Question 17: How would you rate the public schools?

	Count	Col %
Excellent or Good	357	36.8%
Fair or Poor	473	48.8%
Don't Know	140	14.4%
Total	870	100.0%

Question 18: How would you rate shopping?

	Count	Col %
Excellent	165	17.0%
Good	472	48.6%
Fair	240	24.8%
Poor	69	7.1%
Don't Know	25	2.5%
Total	970	100.0%

Question 18: How would you rate shopping?

	Count	Col %
Excellent or Good	637	65.6%
Fair or Poor	309	31.8%
Don't Know	25	2.5%
Total	970	100.0%

Question 19: How would you rate transportation?

	Count	Col %
Excellent	37	3.8%
Good	315	32.6%
Fair	270	28.0%
Poor	179	18.5%
Don't Know	166	17.1%
Total	967	100.0%

Question 19: How would you rate transportation?

	Count	Col %
Excellent or Good	352	36.2%
Fair or Poor	450	46.4%
Don't Know	169	17.4%
Total	970	100.0%

Question 20: How would you rate entertainment?

	Count	Col %
Excellent	69	7.2%
Good	371	38.4%
Fair	310	32.1%
Poor	155	16.0%
Don't Know	62	6.4%
Total	967	100.0%

Question 20: How would you rate entertainment?

	Count	Col %
Excellent or Good	441	45.4%
Fair or Poor	465	47.9%
Don't Know	64	6.6%
Total	970	100.0%

Question 21: Are you currently employed?

	Count	Col %
Yes	521	53.8%
No	447	46.2%
Total	968	100.0%

Question 22: If unemployed, are you?

	Count	Col %
Retired	199	45.3%
Looking for work	55	12.5%
housewife/househusband	110	25.1%
Not currently in workforce	75	17.1%
Total	440	100.0%

Question 23: If employed, do you work full time or part time?

	Count	Col %
Full Time	386	74.3%
Part Time	133	25.7%
Total	519	100.0%

Question 24: What is your occupation?

	Count	Col %
Architects, Surveyors, and Cartographers	2	.5%
Arts, Design, Entertainment, Sports, and Media	7	1.4%
Building and Grounds Cleaning and Maintenance	6	1.2%
Business and Financial Operations	34	6.8%
Community and Social Services	14	2.8%
Computer and Mathematical Operations	9	1.8%
Construction and Extraction	26	5.2%
Education, Training, and Library	74	14.5%
Food Preparation and serving	19	3.7%
Healthcare practitioners and Technical Occupations	9	1.8%
Healthcare Support	37	7.2%

Installation, Maintenance and Repair Occupations	24	4.7%
Legal Occupations	3	.6%
Life, Physical, and Social Science Occupations	4	.8%
Management Occupations	37	7.2%
Office and Administrative Support	53	10.4%
Personal care and service occupations	12	2.3%
Productions Occupations	4	.9%
Protective Service occupations	8	1.5%
Sales and related Occupations	52	10.2%
Transportation and material moving occupations	29	5.6%
Housewife/husband self employed	2	.4%
Student	13	2.5%
Student	2	.4%
State/Federal/County	28	5.6%
Total	507	100.0%

Question 25: How many minutes do you spend commuting to and from work each day ROUND TRIP?

	Count	Col %
Less than 1 hour	313	63.7%
1 to < 2 hours	109	22.2%
2 to < 3 hours	42	8.6%
3 to < 4 hours	22	4.5%
4 hours or more	5	1.1%
Total	491	100.0%

Descriptive statistics for commute time (in minutes) TRIP?

Mean	52
Median	35
Mode	30
Minimum	0
Maximum	350

Question 26: How many miles roundtrip do you travel to work each day?

	Count	Col %
0 to 60 miles	389	82.3%
61 to 120 miles	64	13.6%
121 to 180 miles	14	2.9%
181 to 240 miles	5	1.0%
241 miles or more	1	.3%
Total	473	100.0%

Descriptive statistics for miles roundtrip traveled to work each day

Mean	35
Median	20
Mode	10
Minimum	0
Maximum	300

Question 27: What county do you work in?

	Count	Col %
Riverside	27	5.1%
San Bernardino	367	70.6%
Orange	24	4.5%
Los Angeles	83	15.9%
San Diego	2	.4%
Kern County	2	.3%
Multiple Counties	14	2.7%
San Francisco	0	.0%
Out of the State	2	.3%
Total	520	100.0%

Question 36: Do you typically work at least 32 hours a week?

	Count	Col %
Yes	439	84.7%
No	79	15.3%
Total	519	100.0%

Question 37: How do you usually get to work each day?

	Count	Col %
Drive Alone	371	88.3%
Carpool	21	4.9%
Vanpool	2	.5%
Public Bus	3	.8%
Metrolink or Rail	4	1.1%
Walk	3	.8%
Bicycle	0	.0%
Work at Home	15	3.6%
Total	421	100.0%

Question 38: What would encourage you to try a rideshare mode?

	Count	Col %
Nothing	202	64.6%
Help to find a carpool/vanpool partner	38	12.3%
Information on the bus/rail/metro	3	1.0%
Tax breaks	2	.6%
Cash Incentives to defray cost	16	5.1%
Less expensive bus/rail/metrolink fares	2	.7%
More carpool lanes	2	.7%
Had coworkers who lived close	15	4.7%
Had coworkers with the same schedule	32	10.3%
Total	313	100.0%

Question 39: What is the primary reason you have not considered trying a rideshare mode?

	Cases	Col %
Need my car before, after or during work hours	101	27.7%
Don't like to ride with strangers-like to ride alone	41	11.2%
Work schedule too irregular-need flexibility	97	26.7%
Too expensive	0	.0%
I don't know how to find a carpool partner	22	6.1%
I don't know how to use bus/rail/metrolink	8	2.2%
Other	64	17.8%
DON'T KNOW	41	11.4%
REFUSED	8	2.3%
Total	362	105.4%

Question 40: Have you ever heard of 1-800-Commute?

	Count	Col %
Yes	211	48.7%
No	216	49.8%
Maybe/Not Sure	6	1.5%
Total	434	100.0%

Question 41: Have you ever heard of 1-866-Rideshare?

	Count	Col %
Yes	222	51.6%
No	189	43.9%
Maybe/Not Sure	19	4.5%
Total	431	100.0%

Question 42: Have you ever heard of the website called CommuteSmart.info?

	Count	Col %
Yes	31	7.1%
No	400	92.5%
Maybe/Not Sure	2	.4%
Total	433	100.0%

Question 43: Did you or anyone in your household look for help from a human services agency in San Bernardino County during the past year?

	Count	Col %
Yes	145	15.1%
No	814	84.9%
Total	959	100.0%

Question 44: Did you get any help?

	Count	Col %
Yes	101	69.4%
No	44	30.6%
Total	145	100.0%

Question 45: Why didn't you get any help?

	Cases	Col Response %
Did not like programs or services offered.	8	23.1%
Was not eligible at place where help was sought	24	66.2%
Could not afford fees	2	6.2%
Lacked transportation	0	.0%
Lacked child care	2	4.4%
Had problems with English language	0	.0%
Hours were not convenient	0	.0%
The service did not have funding to assist me	3	7.3%
They didn't have the services I need- they referred me to another agency	1	2.3%
They didn't have the services I need- no referral offered	3	9.0%
Other	0	.0%
Total	36	118.5%

Question 46: How did you hear about the agency?

	Frequency	Percent	Valid Percent
Valid			
Friend or Family	30	3.1	33.8
Referred from another social service agency	16	1.7	18.3
Referred by a doctor	25	2.6	28.3
Referred by clergy	3	.4	3.9
Looked in the phone book	3	.3	3.6
Internet	3	.3	3.0
Newspaper	2	.2	2.6
Radio	0	.0	.2
Walk in	2	.2	2.0
Referred by work	1	.1	.9
Disability/Insurance	0	.0	.5
Pamphlet	1	.1	.7
Television	1	.1	1.6
Referred by School	0	.0	.5
Total	89	9.2	100.0
Missing			
DON'T KNOW	9	.9	
BLANK	3	.3	
System	869	89.6	
Total	881	90.8	
Total	970	100.0	

Question 47: What is the name of your local bus service provider?

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	Omnitrans (or Omni)	172	33.2	36.8	36.8	
	OmniLink (Redlands)	1	.2	.2	37.0	
	Trolley Access	3	.6	.6	37.6	
	MTA/RTD	1	.2	.2	37.8	
	Foothill	13	2.5	2.8	40.6	
	OCTA	8	1.6	1.8	42.4	
	Don't know	1	.2	.2	42.6	
	Refused	263	50.8	56.3	98.9	
	None in area	4	.8	.9	99.8	
	Total	1	.2	.2	100.0	
	Total	468	90.2	100.0		
	Missing	System	51	9.8		
	Total		519	100.0		

Question 48: Have you heard of Omnitrans?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	216	41.7	73.1	73.1
	No	68	13.2	23.1	96.3
	Don't know	9	1.7	3.0	99.3
	Refused	2	.4	.7	100.0
	Total	296	57.0	100.0	
Missing	System	223	43.0		
Total		519	100.0		

Question 49: On a scale of 1 to 7 with 7 meaning excellent, how would you rate your overall perception of Omnitrans/your local bus service provider, even if you have never used it personally?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	32	6.2	9.2	9.2
	2	14	2.7	3.9	13.1
	3	83	15.9	23.4	36.4
	4	69	13.2	19.4	55.8
	5	54	10.5	15.4	71.3
	6	44	8.5	12.5	83.7
	Excellent	57	11.1	16.3	100.0
	Total	353	68.1	100.0	
Missing	DON'T KNOW	109	20.9		
	REFUSED	3	.6		
	System	54	10.4		
	Total	166	31.9		
Total		519	100.0		

Question 50: Have you seen or heard an advertisement for Omnitrans in the last 6 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	175	33.8	45.1	45.1
	No	213	41.1	54.9	100.0
	Total	389	74.9	100.0	
Missing	System	130	25.1		
Total		519	100.0		

Question 51: Where have you seen or heard an advertisement for Omnitrans in the last 6 months?

	Cases	Col %
TV	31	18.4%
Radio	35	21.0%
Newspaper	52	31.3%
Direct mail	10	5.8%
Bill board	18	10.7%
Ad on the outside of a bus	37	22.2%
Ad on a bus shelter	13	7.7%
Total	167	117.2%

Question 58: Which of the following describes your marital status?

	Count	Col %
Single, never married	147	15.2%
Married	605	62.8%
Divorced	121	12.5%
Widowed	86	8.9%
Separated	6	.6%
Total	964	100.0%

Question 59: Are you of Hispanic of Latino origin?

	Count	Col %
Yes	309	32.2%
No	651	67.8%
Total	961	100.0%

Question 60: How would you describe your race or ethnicity?

	Count	Col %
Asian	29	3.2%
Black or African American	64	7.0%
Caucasian or white	519	56.7%
Other	95	10.3%
Latino	162	17.7%
Native American	18	2.0%
Mixed	29	3.1%
Total	915	100.0%

Question 61: What was the last grade of school that you completed?

	Count	Col %
Some high school or less	130	13.5%
High school graduate	214	22.3%
Some college	296	30.8%
College graduate (bachelor's degree)	237	24.6%
Some graduate work	27	2.8%
Post-graduate degree	57	5.9%
Total	961	100.0%

Question 62: How many cars do you have for your household?

	Count	Col %
0	49	5.1%
1	247	25.9%
2	367	38.5%
3	195	20.4%
4	55	5.8%
5	26	2.7%
6	8	.9%
7	5	.5%
8	1	.1%
9	1	.1%
10	1	.1%
Total	955	100.0%

Question 63: What was your age at your last birthday?

	Count	Col %
18 to 25 years old	87	9.5%
26 to 35	162	17.6%
36 to 45	199	21.6%
46 to 55	178	19.3%
56 to 65	149	16.2%
66 to 75	88	9.5%
76 years old or older	59	6.4%
Total	922	100.0%

Descriptive statistics for age of respondent

Mean	48
Median	46
Mode	38
Minimum	18
Maximum	93

Question 64: How long have you lived in San Bernardino County?

	Count	Col %
1 to 10 years	361	37.4%
11 to 20 years	221	22.9%
21 to 30 years	154	15.9%
31 to 40 years	99	10.2%
41 years or more	131	13.6%
Total	965	100.0%

Descriptive statistics for length of residence in San Bernardino County?

Mean	20
Median	17
Mode	2
Minimum	0
Maximum	81

Question 65: Which of the following categories best describes your total household or family income before taxes, from all sources, for 2004?

	Count	Col %
Less than \$25,000	163	20.0%
\$25,000 to \$35,999	118	14.4%
\$36,000 to \$49,999	143	17.5%
\$50,000 to \$65,999	105	12.8%
\$66,000 to \$79,999	99	12.1%
\$80,000 to \$110,000	106	13.0%
Over \$110,000	85	10.3%
Total	818	100.0%

In what language was the interview conducted

	Count	Col %
English	886	91.3%
Spanish	84	8.7%
Total	970	100.0%

APPENDIX III

Data Display Regional Breakdown

2005 San Bernardino County Annual Survey (Data Display Broken Down by Zones)

Following is the data display for the 2005 San Bernardino County Annual Survey, Broken down by zones. The sample size for this report was 970 countywide.

Cities/Communities in the East Valley Region

	Region	
	East	
	Count	Col %
Big Bear	2	.8%
Bloomington	7	2.8%
Colton	22	8.7%
Crestline	5	2.0%
Grand Terrace	6	2.4%
Highland	20	7.9%
Lake Arrowhead	6	2.4%
Loma Linda	8	3.1%
Lytle Creek	1	.4%
Mentone	5	2.0%
Redlands	27	10.6%
Rialto	40	15.7%
Running Springs	2	.8%
San Bernardino	83	32.7%
Yucaipa	20	7.9%
Total	254	100.0%

Cities/Communities in the West Valley Region

	Region	
	West	
	Count	Col %
Chino	27	10.3%
Chino Hills	26	9.9%
Fontana	54	20.6%
Montclair	13	5.0%
Ontario	61	23.3%
Rancho Cucamonga	54	20.6%
Upland	27	10.3%
Total	262	100.0%

Cities/Communities in the Victor Valley Region

	Region	
	Victor	
	Count	Col %
Adelanto	18	7.8%
Apple Valley	61	26.5%
Hesperia	73	31.7%
Lucerne Valley	1	.4%
Phelan	1	.4%
Victorville	67	29.1%
Wrightwood	9	3.9%
Total	230	100.0%

Cities/Communities in the Desert Region

	Region	
	Desert	
	Count	Col %
Barstow	73	33.0%
Earp	1	.5%
Hinckley	2	.9%
Joshua Tree	2	.9%
Landers	4	1.8%
Morongo Valley	6	2.7%
Needles	11	5.0%
Trona	2	.9%
Twentynine Palms/ Amboy	58	26.2%
Yucca Valley	62	28.1%
Total	221	100.0%

Question 3: Overall, how would you rate San Bernardino County as a place to live?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very Good	33	13.0%	81	31.2%	49	21.4%	56	25.8%
Fairly Good	117	46.1%	120	46.2%	123	53.7%	115	53.0%
Neither Good Nor Bad	59	23.2%	45	17.3%	39	17.0%	33	15.2%
Fairly Bad	28	11.0%	10	3.8%	14	6.1%	7	3.2%
Very Bad	17	6.7%	4	1.5%	4	1.7%	6	2.8%
Total	254	100.0%	260	100.0%	229	100.0%	217	100.0%

Question 3: Overall, how would you rate San Bernardino County as a place to live?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very or Fairly Good	150	59.1%	201	77.3%	172	75.1%	171	78.8%
Neither Good Nor Bad	59	23.2%	45	17.3%	39	17.0%	33	15.2%
Very or Fairly Bad	45	17.7%	14	5.4%	18	7.9%	13	6.0%
Total	254	100.0%	260	100.0%	229	100.0%	217	100.0%

Question 4: In your opinion, what is the one BEST thing about living in San Bernardino County?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Good Area, Location, Scenery	74	31.2%	83	34.2%	56	25.7%	42	22.5%
Affordable Housing	23	9.7%	33	13.6%	30	13.8%	8	4.3%
Good Climate, Weather	37	15.6%	30	12.3%	56	25.7%	55	29.4%
Not Crowded	9	3.8%	24	9.9%	28	12.8%	35	18.7%
Good Schools/Universities	14	5.9%	12	4.9%	5	2.3%	1	.5%
Less Crime/Feel Safe	11	4.6%	5	2.1%	4	1.8%	4	2.1%
Job Availability	7	3.0%	2	.8%	2	.9%	5	2.7%
Friendly People	12	5.1%	12	4.9%	5	2.3%	7	3.7%
Nothing	11	4.6%	5	2.1%	6	2.8%	4	2.1%
Recreational Activities(Mtns. River, Desert, Shopping)	3	1.3%			3	1.4%	2	1.1%
Centrally Located	21	8.9%	7	2.9%	4	1.8%	5	2.7%
Opportunity	1	.4%	1	.4%				
Diversity	1	.4%	1	.4%	2	.9%		
Good Government/Better Services	1	.4%	7	2.9%	1	.5%	5	2.7%
Low Traffic	2	.8%	3	1.2%			1	.5%
Cheaper cost of living/Insurance/taxes	3	1.3%	7	2.9%	3	1.4%	1	.5%
Family/Friends Live here	4	1.7%	3	1.2%	2	.9%		
Medical Services	1	.4%	1	.4%	1	.5%	1	.5%
Republicans					1	.5%		
Resources	1	.4%					2	1.1%
Quiet	1	.4%	4	1.6%	4	1.8%	2	1.1%
Fresh Air					4	1.8%	4	2.1%
Standard of Living			3	1.2%	1	.5%	3	1.6%
Total	237	100.0%	243	100.0%	218	100.0%	187	100.0%

Question 5: In your opinion, what would you say is the one most NEGATIVE thing about living in San Bernardino County?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Smog, Air Pollution	36	14.8%	40	16.5%	14	6.4%	5	2.5%
traffic	26	10.7%	42	17.4%	31	14.2%	7	3.6%
Poor Public Transportation	4	1.6%	5	2.1%	8	3.7%	7	3.6%
Drugs	8	3.3%	3	1.2%	5	2.3%	9	4.6%
Crime/Gang Activity	75	30.7%	39	16.1%	43	19.7%	16	8.1%
Bad Location	8	3.3%	12	5.0%	5	2.3%	17	8.6%
Lack of Entertainment	7	2.9%	5	2.1%	5	2.3%	8	4.1%
Overpopulated	9	3.7%	15	6.2%	15	6.9%	11	5.6%
Bad School System	4	1.6%	2	.8%	2	.9%	7	3.6%
Cost of Living	3	1.2%	7	2.9%	9	4.1%	8	4.1%
Lack of Job Opportunity	5	2.0%	7	2.9%	8	3.7%	17	8.6%
Nothing	11	4.5%	33	13.6%	11	5.0%	15	7.6%
Government/Politics	6	2.5%	1	.4%	5	2.3%	8	4.1%
People	9	3.7%			4	1.8%	1	.5%
Dilapidation of County esp. roads	7	2.9%	3	1.2%	3	1.4%	1	.5%
Roads	7	2.9%	3	1.2%	25	11.5%	20	10.2%
Racism	1	.4%	1	.4%	2	.9%	1	.5%
Weather	3	1.2%	7	2.9%	10	4.6%	14	7.1%
Poor Police Protection/corrupt police	2	.8%	5	2.1%	2	.9%	6	3.0%
Poverty Level	5	2.0%	1	.4%	1	.5%	4	2.0%
Illegal Immigration	4	1.6%	2	.8%	1	.5%		
Lack of Services	1	.4%	4	1.7%	5	2.3%	9	4.6%
High Taxes			1	.4%	2	.9%	2	1.0%
Poor Growth Planning	2	.8%	1	.4%	2	.9%		
Bad Water	1	.4%						
Gas Prices							2	1.0%
Too Rural			3	1.2%			2	1.0%
Total	244	100.0%	242	100.0%	218	100.0%	197	100.0%

Question 6: In comparison to a year ago, would you say that you and your family are financially better off or worse off or the same?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Better off	88	34.9%	86	33.0%	80	34.9%	70	32.0%
Same	123	48.8%	124	47.5%	110	48.0%	122	55.7%
Worse off	41	16.3%	51	19.5%	39	17.0%	27	12.3%
Total	252	100.0%	261	100.0%	229	100.0%	219	100.0%

Question 7: Now looking ahead, do you think that a year from now you and your family will be better off, worse off, or just about the same as you are now?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Better off	103	42.2%	125	49.4%	95	43.4%	80	37.7%
Same	125	51.2%	106	41.9%	106	48.4%	115	54.2%
Worse off	16	6.6%	22	8.7%	18	8.2%	17	8.0%
Total	244	100.0%	253	100.0%	219	100.0%	212	100.0%

Question 8: In general, how would you rate the economy in San Bernardino County?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Excellent	8	3.3%	15	5.8%	7	3.2%	7	3.2%
Good	83	34.0%	127	49.0%	87	39.7%	80	37.0%
Fair	123	50.4%	92	35.5%	96	43.8%	92	42.6%
Poor	30	12.3%	25	9.7%	29	13.2%	37	17.1%
Total	244	100.0%	259	100.0%	219	100.0%	216	100.0%

Question 8: In General, how would you rate the economy in San Bernardino County today?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Excellent or Good	91	37.3%	142	54.8%	94	42.9%	87	40.3%
Fair or Poor	153	62.7%	117	45.2%	125	57.1%	129	59.7%
Total	244	100.0%	259	100.0%	219	100.0%	216	100.0%

Question 9: In general, how fearful are you that you will be the victim of a serious crime, such as a violent or costly crime?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very fearful	26	10.4%	12	4.6%	15	6.6%	13	6.0%
Somewhat fearful	95	37.8%	79	30.2%	85	37.3%	48	22.0%
Not too fearful	82	32.7%	118	45.0%	74	32.5%	76	34.9%
Not at all fearful	48	19.1%	53	20.2%	54	23.7%	81	37.2%
Total	251	100.0%	262	100.0%	228	100.0%	218	100.0%

Question 9: In general, how fearful are you that you will be the victim of a serious crime, such as a violent or costly crime?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very or Somewhat Fearful	121	48.2%	91	34.7%	100	43.9%	61	28.0%
Not very or Not at all Fearful	130	51.8%	171	65.3%	128	56.1%	157	72.0%
Total	251	100.0%	262	100.0%	228	100.0%	218	100.0%

Question 10: Are you currently registered to vote?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Yes	210	82.7%	216	82.4%	186	81.2%	184	83.3%
No	44	17.3%	46	17.6%	43	18.8%	37	16.7%
Total	254	100.0%	262	100.0%	229	100.0%	221	100.0%

Question 11: Which of the best describes your political party affiliation?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Democrat	108	44.6%	102	41.1%	64	29.5%	73	34.3%
Republican	87	36.0%	88	35.5%	97	44.7%	85	39.9%
Independent	29	12.0%	34	13.7%	35	16.1%	34	16.0%
Some other party	5	2.1%	14	5.6%	9	4.1%	8	3.8%
NONE	13	5.4%	10	4.0%	12	5.5%	13	6.1%
Total	242	100.0%	248	100.0%	217	100.0%	213	100.0%

Question 12: Would you say that you vote in all elections, only some, hardly ever or never?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
In all elections	122	48.6%	149	57.1%	124	54.6%	116	53.5%
Only in some	78	31.1%	71	27.2%	64	28.2%	69	31.8%
Hardly ever	15	6.0%	11	4.2%	9	4.0%	10	4.6%
Never	36	14.3%	30	11.5%	30	13.2%	22	10.1%
Total	251	100.0%	261	100.0%	227	100.0%	217	100.0%

Question 13: Politically, you consider yourself to be?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very Liberal	27	11.3%	19	7.5%	18	8.0%	12	5.7%
Somewhat Liberal	41	17.2%	41	16.2%	31	13.8%	32	15.2%
Middle of the Road	72	30.1%	76	30.0%	71	31.7%	88	41.9%
Somewhat Conservative	66	27.6%	83	32.8%	64	28.6%	49	23.3%
Very Conservative	33	13.8%	34	13.4%	40	17.9%	29	13.8%
Total	239	100.0%	253	100.0%	224	100.0%	210	100.0%

Question 14: How would you rate the Police/Sheriff services?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Excellent	35	14.4%	54	20.9%	23	10.4%	21	9.9%
Good	118	48.6%	125	48.4%	113	50.9%	95	44.6%
Fair	54	22.2%	52	20.2%	62	27.9%	70	32.9%
Poor	36	14.8%	27	10.5%	24	10.8%	27	12.7%
Total	243	100.0%	258	100.0%	222	100.0%	213	100.0%

Question 14: How would you rate the Police/Sheriff services?

	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Excellent or Good	153	63.0%	179	69.4%	136	61.3%	116	54.5%
Fair or Poor	90	37.0%	79	30.6%	86	38.7%	97	45.5%
Total	243	100.0%	258	100.0%	222	100.0%	213	100.0%

Question 15: How would you rate the Parks and Recreation services?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Excellent	17	7.2%	46	18.2%	21	9.9%	21	10.0%
Good	101	43.0%	126	49.8%	86	40.4%	98	46.9%
Fair	78	33.2%	69	27.3%	71	33.3%	60	28.7%
Poor	39	16.6%	12	4.7%	35	16.4%	30	14.4%
Total	235	100.0%	253	100.0%	213	100.0%	209	100.0%

Question 15: How would you rate the Parks and Recreation services?

	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Excellent or Good	118	50.2%	172	68.0%	107	50.2%	119	56.9%
Fair or Poor	117	49.8%	81	32.0%	106	49.8%	90	43.1%
Total	235	100.0%	253	100.0%	213	100.0%	209	100.0%

Question 16: How would you rate the way streets and roads are kept up?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Excellent	2	.8%	18	6.9%	4	1.7%	5	2.3%
Good	42	16.5%	75	28.7%	25	10.9%	43	19.7%
Fair	78	30.6%	82	31.4%	47	20.4%	54	24.8%
Poor	133	52.2%	86	33.0%	154	67.0%	116	53.2%
Total	255	100.0%	261	100.0%	230	100.0%	218	100.0%

Question 16: How would you rate the way streets and roads are kept up?

	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Excellent or Good	44	17.3%	93	35.6%	29	12.6%	48	22.0%
Fair or Poor	211	82.7%	168	64.4%	201	87.4%	170	78.0%
Total	255	100.0%	261	100.0%	230	100.0%	218	100.0%

Question 17: How would you rate the public schools?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Excellent	10	4.7%	20	8.8%	15	7.4%	14	7.4%
Good	77	36.0%	84	37.0%	66	32.4%	76	40.0%
Fair	73	34.1%	80	35.2%	77	37.7%	73	38.4%
Poor	54	25.2%	43	18.9%	46	22.5%	27	14.2%
Total	214	100.0%	227	100.0%	204	100.0%	190	100.0%

Question 17: How would you rate the public schools?

	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Excellent or Good	87	40.7%	104	45.8%	81	39.7%	90	47.4%
Fair or Poor	127	59.3%	123	54.2%	123	60.3%	100	52.6%
Total	214	100.0%	227	100.0%	204	100.0%	190	100.0%

Question 18: How would you rate the shopping?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Excellent	27	11.0%	73	28.2%	16	7.0%	6	2.8%
Good	118	48.2%	137	52.9%	115	50.7%	74	33.9%
Fair	87	35.5%	37	14.3%	70	30.8%	66	30.3%
Poor	13	5.3%	12	4.6%	26	11.5%	72	33.0%
Total	245	100.0%	259	100.0%	227	100.0%	218	100.0%

Question 18: How would you rate the shopping?

	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Excellent or Good	145	59.2%	210	81.1%	131	57.7%	80	36.7%
Fair or Poor	100	40.8%	49	18.9%	96	42.3%	138	63.3%
Total	245	100.0%	259	100.0%	227	100.0%	218	100.0%

Question 19: How would you rate transportation?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Excellent	10	4.7%	10	4.7%	8	4.1%	8	4.0%
Good	84	39.6%	91	42.7%	55	28.4%	83	41.5%
Fair	76	35.8%	71	33.3%	59	30.4%	63	31.5%
Poor	42	19.8%	41	19.2%	72	37.1%	46	23.0%
Total	212	100.0%	213	100.0%	194	100.0%	200	100.0%

Question 19: How would you rate transportation?

	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Excellent or Good	94	44.3%	101	47.4%	63	32.5%	91	45.5%
Fair or Poor	118	55.7%	112	52.6%	131	67.5%	109	54.5%
Total	212	100.0%	213	100.0%	194	100.0%	200	100.0%

Question 20: How would you rate entertainment?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Excellent	13	5.6%	31	12.2%	2	.9%	4	1.9%
Good	81	35.1%	125	49.2%	75	35.4%	57	27.5%
Fair	92	39.8%	73	28.7%	81	38.2%	63	30.4%
Poor	45	19.5%	25	9.8%	54	25.5%	83	40.1%
Total	231	100.0%	254	100.0%	212	100.0%	207	100.0%

Question 20: How would you rate entertainment?

	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Excellent or Good	94	40.7%	156	61.4%	77	36.3%	61	29.5%
Fair or Poor	137	59.3%	98	38.6%	135	63.7%	146	70.5%
Total	231	100.0%	254	100.0%	212	100.0%	207	100.0%

Question 21: Are you currently employed?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Yes	133	52.4%	154	58.3%	108	47.0%	102	46.4%
No	121	47.6%	110	41.7%	122	53.0%	118	53.6%
Total	254	100.0%	264	100.0%	230	100.0%	220	100.0%

Question 22: If unemployed, are you...

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Retired	51	42.5%	50	46.3%	52	44.1%	73	62.4%
Looking for work	17	14.2%	15	13.9%	9	7.6%	6	5.1%
housewife/househusband	32	26.7%	24	22.2%	37	31.4%	18	15.4%
Not currently in workforce	20	16.7%	19	17.6%	20	16.9%	20	17.1%
Total	120	100.0%	108	100.0%	118	100.0%	117	100.0%

Question 23: If employed, do you work full time or part time?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Full Time	89	66.9%	118	77.1%	88	82.2%	84	84.0%
Part Time	44	33.1%	35	22.9%	19	17.8%	16	16.0%
Total	133	100.0%	153	100.0%	107	100.0%	100	100.0%

Question 24: What is your occupation?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Architects, Surveyors, and Cartographers			1	.7%	1	.9%	1	1.0%
Arts, Design, Entertainment, Sports, and Media	3	2.3%	1	.7%	1	.9%	2	2.0%
Building and Grounds Cleaning and Maintenance	1	.8%	2	1.4%	2	1.9%	2	2.0%
Business and Financial Operations	8	6.1%	12	8.1%	5	4.7%	4	4.0%
Community and Social Services	4	3.1%	4	2.7%	2	1.9%	5	5.0%
Computer and Mathematical Operations	2	1.5%	3	2.0%	2	1.9%	2	2.0%
Construction and Extraction	5	3.8%	9	6.1%	7	6.6%	3	3.0%
Education, Training, and Library	14	10.7%	27	18.2%	13	12.3%	14	14.0%
Food Preparation and serving	9	6.9%	3	2.0%	1	.9%	2	2.0%
Healthcare practitioners and Technical Occupations	2	1.5%	3	2.0%	2	1.9%	1	1.0%
Healthcare Support	13	9.9%	7	4.7%	10	9.4%	4	4.0%
Installation, Maintenance and Repair Occupations	5	3.8%	7	4.7%	8	7.5%	4	4.0%
Legal Occupations			1	.7%	2	1.9%	2	2.0%
Life, Physical, and Social Science Occupations	1	.8%	1	.7%	1	.9%	1	1.0%
Management Occupations	11	8.4%	9	6.1%	7	6.6%	12	12.0%
Office and Administrative Support	16	12.2%	15	10.1%	8	7.5%	7	7.0%
Personal care and service occupations	4	3.1%	3	2.0%	2	1.9%		
Productions Occupations	1	.8%	1	.7%	2	1.9%	1	1.0%
Protective Service occupations	1	.8%	2	1.4%	4	3.8%	2	2.0%
Sales and related Occupations	14	10.7%	16	10.8%	8	7.5%	7	7.0%
Transportation and material moving occupations	6	4.6%	9	6.1%	8	7.5%	4	4.0%
Housewife/husband self employed	3	2.3%	3	2.0%	6	5.7%		
Student	1	.8%					2	2.0%
State/Federal/County	7	5.3%	8	5.4%	3	2.8%	18	18.0%
Total	131	100.0%	148	100.0%	106	100.0%	100	100.0%

Question 25: How many minutes do you spend commuting to and from work each day ROUND TRIP?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Less than 1 hour	80	64.0%	94	65.3%	57	54.8%	71	71.7%
1 to < 2 hours	27	21.6%	33	22.9%	25	24.0%	13	13.1%
2 to < 3 hours	13	10.4%	9	6.3%	11	10.6%	12	12.1%
3 to < 4 hours	5	4.0%	6	4.2%	8	7.7%	2	2.0%
4 hours or more	0	.0%	2	1.4%	3	2.9%	1	1.0%
Total	125	100.0%	144	100.0%	104	100.0%	99	100.0%

Descriptive statistics for commute time (in minutes) TRIP?

	Region			
	East	West	Victor	Desert
Mean	50	50	65	45
Median	35	35	45	30
Mode	30	30	30	30
Minimum	0	0	0	0
Maximum	210	240	350	240

Question 26: How many miles roundtrip do you travel to work each day?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
0 to 60 miles	105	85.4%	113	83.7%	71	69.6%	81	81.8%
61 to 120 miles	14	11.4%	19	14.1%	18	17.6%	14	14.1%
121 to 180 miles	2	1.6%	3	2.2%	9	8.8%	2	2.0%
181 to 240 miles	2	1.6%	0	.0%	2	2.0%	2	2.0%
241 miles or more	0	.0%	0	.0%	2	2.0%	0	.0%
Total	123	100.0%	135	100.0%	102	100.0%	99	100.0%

Descriptive statistics for miles roundtrip traveled to work each day

	Region			
	East	West	Victor	Desert
Mean	32	32	52	30
Median	16	20	29	15
Mode	10	20	30	1
Minimum	0	0	0	0
Maximum	200	175	300	200

Question 27: What county do you work in?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Riverside	13	9.8%	2	1.3%	4	3.7%	12	11.9%
San Bernardino	102	76.7%	96	62.7%	84	77.8%	84	83.2%
Orange	5	3.8%	10	6.5%	1	.9%		
Los Angeles	9	6.8%	40	26.1%	11	10.2%		
San Diego			1	.7%	1	.9%		
Kern County					2	1.9%	2	2.0%
Multiple Counties	4	3.0%	3	2.0%	5	4.6%	1	1.0%
San Francisco							1	1.0%
Out of the State			1	.7%			1	1.0%
Total	133	100.0%	153	100.0%	108	100.0%	101	100.0%

Question 36: Do you typically work at least 32 hours a week?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Yes	107	81.1%	133	86.9%	94	86.2%	87	87.0%
No	25	18.9%	20	13.1%	15	13.8%	13	13.0%
Total	132	100.0%	153	100.0%	109	100.0%	100	100.0%

Question 37: How do you usually get to work each day?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Drive Alone	89	86.4%	111	88.8%	85	90.4%	77	90.6%
Carpool	7	6.8%	5	4.0%	4	4.3%	2	2.4%
Vanpool	0	.0%	1	.8%	1	1.1%	0	.0%
Public Bus	1	1.0%	1	.8%	0	.0%	2	2.4%
MetroLink or Rail	2	1.9%	1	.8%	0	.0%	0	.0%
Walk	1	1.0%	0	.0%	2	2.1%	3	3.5%
Bicycle	0	.0%	0	.0%	0	.0%	1	1.2%
Work at Home	3	2.9%	6	4.8%	2	2.1%	0	.0%
Total	103	100.0%	125	100.0%	94	100.0%	85	100.0%

Question 38: What would encourage you to try a rideshare mode?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Nothing	41	58.6%	66	68.0%	50	67.6%	41	61.2%
Help to find a carpool/vanpool partner	6	8.6%	14	14.4%	7	9.5%	17	25.4%
Information on the bus/rail/metro	1	1.4%	0	.0%	2	2.7%	2	3.0%
Tax breaks	0	.0%	1	1.0%	0	.0%	1	1.5%
Cash Incentives to defray cost	6	8.6%	3	3.1%	4	5.4%	1	1.5%
Less expensive bus/rail/metrolink fares	0	.0%	1	1.0%	1	1.4%	0	.0%
More carpool lanes	1	1.4%	0	.0%	1	1.4%	0	.0%
Had coworkers who lived close	5	7.1%	3	3.1%	4	5.4%	2	3.0%
Had coworkers with the same schedule	10	14.3%	9	9.3%	5	6.8%	3	4.5%
Total	70	100.0%	97	100.0%	74	100.0%	67	100.0%

Question 39: What is the primary reason you have not considered trying a rideshare mode?

	Region							
	East		West		Victor		Desert	
	Cases	Col Response %	Cases	Col Response %	Cases	Col Response %	Cases	Col Response %
Need my car before, after or during work hours	18	20.7%	34	31.2%	27	32.9%	21	28.8%
Don't like to ride with strangers-like to ride alone	14	16.1%	10	9.2%	7	8.5%	2	2.7%
Work schedule too irregular-need flexibility	26	29.9%	29	26.6%	17	20.7%	16	21.9%
Too expensive	0	.0%	0	.0%	0	.0%	0	.0%
I don't know how to find a carpool partner	6	6.9%	6	5.5%	4	4.9%	8	11.0%
I don't know how to use bus/rail/metrolink	1	1.1%	2	1.8%	5	6.1%	1	1.4%
Other	14	16.1%	19	17.4%	16	19.5%	22	30.1%
DON'T KNOW	11	12.6%	13	11.9%	6	7.3%	6	8.2%
REFUSED	3	3.4%	1	.9%	3	3.7%	3	4.1%
Total	87	106.9%	109	104.6%	82	103.7%	73	108.2%

Question 40: Have you ever heard of 1-800-Commute?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Yes	49	46.2%	67	50.8%	48	52.7%	28	32.9%
No	56	52.8%	63	47.7%	41	45.1%	54	63.5%
Maybe/Not Sure	1	.9%	2	1.5%	2	2.2%	3	3.5%
Total	106	100.0%	132	100.0%	91	100.0%	85	100.0%

Question 41: Have you ever heard of 1-866-Rideshare?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Yes	55	51.9%	66	50.4%	52	58.4%	35	41.2%
No	47	44.3%	58	44.3%	33	37.1%	49	57.6%
Maybe/Not Sure	4	3.8%	7	5.3%	4	4.5%	1	1.2%
Total	106	100.0%	131	100.0%	89	100.0%	85	100.0%

Question 42: Have you ever heard of the website called CommuteSmart.info?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Yes	6	5.7%	9	6.8%	11	12.1%	6	7.1%
No	99	94.3%	122	92.4%	80	87.9%	79	92.9%
Maybe/Not Sure	0	.0%	1	.8%	0	.0%	0	.0%
Total	105	100.0%	132	100.0%	91	100.0%	85	100.0%

Question 43: Did you or anyone in your household look for help from a human services agency in San Bernardino County during the past year?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Yes	29	11.5%	41	15.8%	46	20.0%	49	22.4%
No	224	88.5%	218	84.2%	184	80.0%	170	77.6%
Total	253	100.0%	259	100.0%	230	100.0%	219	100.0%

Question 44: Did you get any help?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Yes	22	75.9%	25	61.0%	35	76.1%	38	77.6%
No	7	24.1%	16	39.0%	11	23.9%	11	22.4%
Total	29	100.0%	41	100.0%	46	100.0%	49	100.0%

Question 45: Why didn't you get any help?

	Region							
	East		West		Victor		Desert	
	Cases	Col %	Cases	Col %	Cases	Col %	Cases	Col %
Did not like programs or services offered.	1	14.3%	3	18.8%	3	27.3%	1	9.1%
Was not eligible at place where help was sought	4	57.1%	9	56.3%	4	36.4%	6	54.5%
Could not afford fees	0	.0%	1	6.3%	1	9.1%	0	.0%
Lacked transportation	0	.0%	0	.0%	0	.0%	0	.0%
Lacked child care	0	.0%	1	6.3%	0	.0%	0	.0%
Had problems with English language	0	.0%	0	.0%	0	.0%	0	.0%
Hours were not convenient	0	.0%	0	.0%	0	.0%	0	.0%
The service did not have funding to assist me	0	.0%	1	6.3%	1	9.1%	2	18.2%
They didn't have the services I need- they referred me to another agency	0	.0%	0	.0%	1	9.1%	1	9.1%
They didn't have the services I need- no referral offered	1	14.3%	1	6.3%	0	.0%	1	9.1%
Other	0	.0%	0	.0%	0	.0%	0	.0%
DON'T KNOW	1	14.3%	1	6.3%	2	18.2%	2	18.2%
REFUSED	0	.0%	2	12.5%	2	18.2%	1	9.1%
Total	7	100.0%	16	118.8%	11	127.3%	11	127.3%

Question 46: How did you hear about the agency?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Friend or Family	7	31.8%	8	32.0%	9	25.7%	9	23.7%
Referred from another social service agency	5	22.7%	3	12.0%	5	14.3%	6	15.8%
Referred by a doctor	4	18.2%	8	32.0%	9	25.7%	6	15.8%
Referred by clergy	2	9.1%	0	.0%	0	.0%	3	7.9%
Looked in the phone book	0	.0%	1	4.0%	2	5.7%	2	5.3%
Internet	1	4.5%	0	.0%	2	5.7%	0	.0%
Newspaper	0	.0%	0	.0%	3	8.6%	2	5.3%
Radio	0	.0%	0	.0%	0	.0%	1	2.6%
DON'T KNOW	2	9.1%	2	8.0%	3	8.6%	3	7.9%
Walk in	0	.0%	1	4.0%	0	.0%	1	2.6%
Referred by work	0	.0%	0	.0%	1	2.9%	1	2.6%
Disability/Insurance	0	.0%	0	.0%	0	.0%	2	5.3%
Pamphlet	0	.0%	0	.0%	1	2.9%	0	.0%
BLANK	0	.0%	2	8.0%	0	.0%	0	.0%
Television	1	4.5%	0	.0%	0	.0%	0	.0%
Referred by School	0	.0%	0	.0%	0	.0%	2	5.3%
Total	22	100.0%	25	100.0%	35	100.0%	38	100.0%

Question 47: What is the name of your local bus service provider?

	Region			
	East		West	
	Count	Col %	Count	Col %
Omnitrans (or Omni)	104	45.2%	70	29.4%
OmniLink	1	.4%	0	.0%
(Redlands) Trolley	3	1.3%	0	.0%
Access	1	.4%	0	.0%
MTA/RTD	6	2.6%	7	2.9%
Foothill	0	.0%	8	3.4%
OCTA	0	.0%	1	.4%
Don't know	113	49.1%	149	62.6%
Refused	2	.9%	2	.8%
None in area	0	.0%	1	.4%
Total	230	100.0%	238	100.0%

Question 48: Have you heard of Omnitrans?

	Region			
	East		West	
	Count	Col %	Count	Col %
Yes	92	73.0%	123	73.2%
No	29	23.0%	39	23.2%
Don't know	5	4.0%	4	2.4%
Refused	0	.0%	2	1.2%
Total	126	100.0%	168	100.0%

Question 49: On a scale of 1 to 7 with 7 meaning excellent, how would you rate your overall perception of Omnitrans/your local bus service provider, even if you have never used it personally?

	Region			
	East		West	
	Count	Col %	Count	Col %
Very Poor	23	12.6%	10	5.8%
2	8	4.4%	6	3.5%
3	46	25.3%	37	21.5%
4	28	15.4%	40	23.3%
5	22	12.1%	32	18.6%
6	21	11.5%	23	13.4%
Excellent	34	18.7%	24	14.0%
Total	182	100.0%	172	100.0%

Question 50: Have you seen or heard an advertisement for Omnitrans in the last 6 months?

	Region			
	East		West	
	Count	Col %	Count	Col %
Yes	104	53.1%	73	37.8%
No	92	46.9%	120	62.2%
Total	196	100.0%	193	100.0%

Question 51: Where have you seen or heard an advertisement for Omnitrans in the last 6 months?

	Region			
	East		West	
	Cases	Col %	Cases	Col %
Seen Omnitrans ad on TV	17	17.0%	14	20.3%
Heard Omnitrans ad on radio	26	26.0%	10	14.5%
Seen Omnitrans ad in newspaper	32	32.0%	21	30.4%
Seen Omnitrans ad in through direct mail	8	8.0%	2	2.9%
Seen Omnitrans ad on a bill board	10	10.0%	8	11.6%
Seen Omnitrans ad on the outside of a bus	17	17.0%	20	29.0%
Seen Omnitrans ad on a bus shelter	7	7.0%	6	8.7%
Total	100	100%	69	100%

Question 58: Which of the following best describes your marital status?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Single, never married	50	19.8%	36	13.7%	23	10.1%	20	9.1%
Married	146	57.7%	169	64.3%	161	70.6%	141	64.4%
Divorced	30	11.9%	38	14.4%	19	8.3%	29	13.2%
Widowed	25	9.9%	19	7.2%	23	10.1%	28	12.8%
Separated	2	.8%	1	.4%	2	.9%	1	.5%
Total	253	100.0%	263	100.0%	228	100.0%	219	100.0%

Question 59: Are you of Hispanic or Latino origin?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Yes	86	33.9%	91	34.9%	55	24.3%	41	18.9%
No	168	66.1%	170	65.1%	171	75.7%	176	81.1%
Total	254	100.0%	261	100.0%	226	100.0%	217	100.0%

Question 60: How would you describe your race or ethnicity?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Asian	5	2.1%	12	4.8%	3	1.4%	5	2.4%
Black or African American	25	10.5%	12	4.8%	10	4.5%	16	7.6%
Caucasian or white	124	52.3%	139	55.4%	148	67.3%	144	68.6%
Other	27	11.4%	26	10.4%	22	10.0%	6	2.9%
Latino	41	17.3%	51	20.3%	29	13.2%	25	11.9%
Native American	6	2.5%	4	1.6%	3	1.4%	6	2.9%
Mixed	9	3.8%	7	2.8%	5	2.3%	8	3.8%
Total	237	100.0%	251	100.0%	220	100.0%	210	100.0%

Question 61: What was the last grade of school that you completed?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Some high school or less	40	15.9%	33	12.5%	27	11.8%	17	7.7%
High school graduate	56	22.3%	50	19.0%	68	29.8%	62	28.2%
Some college	73	29.1%	83	31.6%	71	31.1%	81	36.8%
College graduate (bachelor's degree)	58	23.1%	72	27.4%	49	21.5%	48	21.8%
Some graduate work	9	3.6%	8	3.0%	2	.9%	3	1.4%
Post-graduate degree	15	6.0%	17	6.5%	11	4.8%	9	4.1%
Total	251	100.0%	263	100.0%	228	100.0%	220	100.0%

Question 62: How many cars do you have for your household?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
0	14	5.6%	12	4.6%	11	4.9%	14	6.4%
1	72	28.7%	59	22.7%	59	26.1%	69	31.4%
2	90	35.9%	111	42.7%	77	34.1%	76	34.5%
3	57	22.7%	48	18.5%	47	20.8%	40	18.2%
4	7	2.8%	20	7.7%	18	8.0%	11	5.0%
5	7	2.8%	6	2.3%	8	3.5%	7	3.2%
6	3	1.2%	2	.8%	1	.4%	2	.9%
7			2	.8%	2	.9%	1	.5%
8					2	.9%		
9					1	.4%		
10	1	.4%						
Total	251	100.0%	260	100.0%	226	100.0%	220	100.0%

Question 63: What was your age at your last birthday?

	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
18 to 25 years old	34	13.8%	16	6.5%	16	7.2%	17	8.0%
26 to 35	45	18.3%	46	18.7%	32	14.5%	25	11.7%
36 to 45	50	20.3%	56	22.8%	50	22.6%	39	18.3%
46 to 55	41	16.7%	50	20.3%	50	22.6%	45	21.1%
56 to 65	32	13.0%	45	18.3%	40	18.1%	35	16.4%
66 to 75	25	10.2%	21	8.5%	20	9.0%	31	14.6%
76 years old or older	19	7.7%	12	4.9%	13	5.9%	21	9.9%
Total	246	100.0%	246	100.0%	221	100.0%	213	100.0%

Descriptive statistics for age of respondent

	Region			
	East	West	Victor	Desert
Mean	47	48	49	51
Median	45	47	48	50
Mode	49	47	38	40
Minimum	18	18	18	18
Maximum	90	88	87	93

Question 64: How long have you lived in San Bernardino County?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
1 to 10 years	91	35.8%	99	37.6%	93	40.8%	79	36.7%
11 to 20 years	41	16.1%	73	27.8%	60	26.3%	46	21.4%
21 to 30 years	37	14.6%	44	16.7%	40	17.5%	31	14.4%
31 to 40 years	30	11.8%	24	9.1%	21	9.2%	24	11.2%
41 years or more	55	21.7%	23	8.7%	14	6.1%	35	16.3%
Total	254	100.0%	263	100.0%	228	100.0%	215	100.0%

Descriptive statistics for length of residence in San Bernardino County?

	Region			
	East	West	Victor	Desert
Mean	24	18	17	21
Median	20	15	15	19
Mode	2	10	3	1
Minimum	1	1	1	0
Maximum	81	60	80	72

Question 65: Which of the following categories best describes your total household or family income before taxes, from all sources, for 2004?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Less than \$25,000	51	24.1%	34	15.3%	40	20.1%	58	29.1%
\$25,000 to \$35,999	27	12.7%	33	14.9%	34	17.1%	28	14.1%
\$36,000 to \$49,999	44	20.8%	32	14.4%	34	17.1%	40	20.1%
\$50,000 to \$65,999	20	9.4%	31	14.0%	35	17.6%	27	13.6%
\$66,000 to \$79,999	29	13.7%	25	11.3%	24	12.1%	14	7.0%
\$80,000 to \$110,000	23	10.8%	36	16.2%	20	10.1%	20	10.1%
Over \$110,000	18	8.5%	31	14.0%	12	6.0%	12	6.0%
Total	212	100.0%	222	100.0%	199	100.0%	199	100.0%

In what language was the interview conducted?

	Region							
	East		West		Victor		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
English	229	89.8%	242	91.7%	211	91.7%	219	99.1%
Spanish	26	10.2%	22	8.3%	19	8.3%	2	.9%
Total	255	100.0%	264	100.0%	230	100.0%	221	100.0%