2019
22nd Inland Empire Annual Survey

Final Report

CALIFORNIA STATE UNIVERSITY
SAN BERNARDINO

Institute of Applied Research
and Policy Analysis

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THE 2019 INLAND EMPIRE
ANNUAL SURVEY

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

PLATINUM SPONSOR:
California State University, San Bernardino

SILVER SPONSOR:
Mojave Water Agency

BRONZE SPONSOR:
Omnitrans
San Bernardino County Superintendent of Schools

INTRODUCTION

Albert Einstein once said, "Insanity (is) doing the same thing over and over again and expecting different results." Yet some organizations slip into "auto pilot," repeating the same behaviors and ways of dealing with customers/clients, yet hoping for a different outcome. This is no longer a sustainable strategy. Change is inevitable and innovation is vital in today's fast-moving environment. And well-placed change and innovation requires data.

As noted by the National League of Cities: "The capture and analysis of data is transforming the 21st Century. As society becomes more data driven, data has the ability to drive the bottom line for private companies and help the public sector to define where and how services can best be delivered." Data can reflect the opinions and stories that a community wants to put forward, it can aid in planning and decision-making, and it can lead to better solutions to problems. And that's why community Quality of Life surveys abound.

Since 1997, the Institute of Applied Research (IAR) has been helping public and private agencies in the Inland Empire understand their constituencies through residents' input on the Inland Empire Annual Survey, a telephone survey of over 1,000 people. We have tracked changes in Inland Empire residents' ratings of the county as a place to live and ratings of the public and private services provided. We have measured residents' perceptions about the county's economy and their own personal finances, fear of crime, and their daily commute. We have asked people to tell us what makes the county a good place to live, and what factors negatively impact their lives. In short, for 22 years we have provided data on the quality of life of residents in the Inland Empire.

The Institute of Applied Research (IAR) is pleased to present the results of the **2019 Inland Empire Annual Survey.** This year's survey is based solely on data collected throughout San Bernardino County. It was made possible through the generosity of our sponsors: **California State University, San Bernardino; Mojave Water Agency; Omnitrans; and San Bernardino County Superintendent of Schools.**

It is hoped that the work involved in the Annual Survey and other IAR projects will promote the Inland Empire as a significant region in the state. In this sense, IAR serves as a valuable resource in the region for initiating community discourse and helping to inform the public, officials, and residents.

THE QUESTIONNAIRE

In order to track responses over time and provide the opportunity for longitudinal analysis, the Inland Empire Annual Survey has included a series of baseline questions which have appeared on the survey for over twenty years. These questions were designed to elicit 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 have been included for tracking purposes and to cross-tabulation of findings.

This year's questionnaire included items designed to provide public agencies and businesses with trend data often needed in policymaking and outcome assessments. The items were designed to allow IAR to:

- compare perceptions of different aspects of quality of life across subgroups of the population;
- compare residents' perceptions to hard data about various aspects of quality of life;
- compare San Bernardino County residents with those in other regions of the state and nation; and
- provide information which could aid decision-makers as they create priorities for action which would hopefully have the greatest chance of making a positive difference in the quality of life of county residents (and non-resident workers).

The questionnaire also included proprietary questions from our sponsors. Once the questionnaire was finalized, a Spanish version of the questionnaire was produced. The English version of the questionnaire is attached as Appendix I.

SAMPLING METHODS

As in the past, IAR began to assemble its initial sampling frame for the survey of San Bernardino County residents by purchasing a list of **randomly selected landline phone numbers** likely to belong to county residents. The list was screened to eliminate business phones, fax machines, and non-working numbers.

But in this day and age, it is not sufficient (i.e. scientifically valid) to conduct a telephone survey by relying solely on listings of landline phones. In fact, the 2018 National Health Interview Survey (NHIS) conducted from January to June of 2018 by the National Center for Health Statistics indicated that over half of U.S. households (54.9%) are "wireless only" (an increase of 4.1% since the second half of 2016).[1] Thus in order to ensure that cell-phone only households were well represented in the survey, IAR enhanced the landline phone list by purchasing **"enhanced wireless"** phone numbers which are based on the last known address of the cell phone owner. Research shows that including such numbers is vital since the demographics in wireless only households differ significantly from those households with landlines. Consider the following statistics:

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1. https://www.cdc.gov/nchs/data/nhis/earlyrelease/wireless201812.pdf

- More than three in four adults in the U.S. aged 25-34 (77.3%) were living in wireless-only households – that figure decreased as age increased (65.7% for those aged 35 – 44, 50.7% for those 45 -64, and 29.2% for those 65 or over)
- More than three in four adults in the U.S. renting their homes (74.4%) were living in wireless-only households
- About two thirds of U.S. adults living in poverty (67.1%) live in households with only wireless telephones
- Hispanic adults (69.1%) were more likely than non-Hispanic white (51.6%), non-Hispanic black (55.6%), or non-Hispanic Asian (53.8%) adults to be living in households with only wireless telephones

Finally, in order to ensure that some **unlisted phone numbers** were included in the sample, the landline and wireless lists were supplemented by using working numbers as "seed numbers" from which one other number was generated by adding a constant. To the extent possible, therefore, each resident within San Bernardino county with a telephone (including cell phones) had an equal chance to be included in the survey.

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 April 28, 2019 and May 14, 2019 (weekdays from 4 to 9 PM, Saturdays from 12 PM until 5 PM, and Sundays from 2 to 7 PM) in order to maximize the chances of finding respondents available and willing to complete the survey.

A total of **1,034 respondents** with phones received the questions submitted by our sponsors, yielding a sample with a 95% level of confidence and an accuracy rate of approximately +/- ~3% for the sample as a whole.

FINDINGS

Communities thrive and prosper when the economy is strong and residents enjoy a good quality of life. But what does "quality of life" really mean? Typically, researchers see quality of life as a multidimensional construct including factors such as physical health, family and friends, education, financial stability, religious beliefs, satisfaction with employment, a sense of optimism, availability of local services and transport, housing and the environment. A web search of "quality of life survey" reveals literally hundreds of instruments that have been used throughout the world to measure one or more of the above factors.

There are a variety of secondary data sources which address the quality of life in San Bernardino County cities based on their population, economy, geography, services, and culture. To cite one example, niche.com (a website which rates cities' quality of life based on the

compilation of a variety of secondary data sources) rated Loma Linda the highest in the county, with an overall niche grade of "A" and high grades for public schools, diversity, nightlife, and being "good for families."[2] Yucaipa received an overall niche grade of "B-" due mostly to lower grades on housing and crime & safety. Sadly, the city of San Bernardino received a niche grade of "C-," with very low grades for housing, crime & safety, being "good for families," and quality of public schools.

But what do the residents themselves think? For the purposes of this study, we focus on primary data from county residents as they evaluate several factors of quality of life in the county: economic evaluations, perceptions of crime and safety, ratings of the county as a place to live (and reasons for the positive and negative ratings), evaluations of selected private and public services, commuting, and confidence in elected officials. Where possible, we present longitudinal analysis and point out noteworthy trends over the past 22 years (perhaps one of the most important contributions of this survey). We also break the data down by demographic subgroup and present crosstabs, where meaningful.

The reader is encouraged to view the full data display of weighted countywide findings (Appendix II).

Regional Economy and Personal Finances

OVERVIEW: The number of residents who rated the County's economy as "excellent" or "good" increased again this year. There continues to be an improvement in the number of respondents reporting that they are better off financially than they were a year ago (especially among high-income people, males, and Republicans). Renters are more optimistic than homeowners are about the future, and Hispanics have a higher likelihood than non-Hispanics to think they will be "better off" financially in the coming year. Young people feel optimism about their financial future in greater numbers than older people.

Quality of life is a highly subjective measure of a person's happiness that typically includes a component of financial security – both for the person him/herself and for the community at large. It is difficult for a person to maintain a good quality of life if he/she has lost a job, is experiencing health problems that are draining the bank account, or has unanticipated expenses. And if the community is experiencing an economic downturn, a person's quality of life

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2 https://www.niche.com/places-to-live/search/best-places-to-live/c/san-bernardino-county-ca/
The *2019 Best Places to Live* ranking provides a comprehensive assessment of the overall livability of an area. This grade takes into account several key factors of a location, including the quality of local schools, crime rates, housing trends, employment statistics, and access to amenities in an attempt to measure the overall quality of an area.

is impacted by a reduction in services, an increase in violence or crime, and/or a deterioration in the built environment.

Overall, the Inland Empire has recovered from the great recession. Housing prices continue to rise, the region has enjoyed healthy job growth (especially in the logistics, health care, and government sectors), and the unemployment rate is down. Indeed, EDD stats show that the unemployment rate in the Riverside-San Bernardino-Ontario MSA (Metropolitan Statistical Area) "was 4.3% in June 2019, up from a revised 3.5% in May 2019, and below the year-ago estimate of 4.5%."[3] That figure is still higher than the stats for California (4.1%) and the nation as a whole (3.8%) during that same period, but the overall trend over time shows a decline in unemployment (which is beginning to level off). Focusing on San Bernardino County alone (as opposed to the Riverside-San Bernardino-Ontario MSA), we see that the unemployment figures were 4.1% in June 2019, up from 3.3% in May.[4]

Unemployment Rate Historical Trend
San Bernardino County
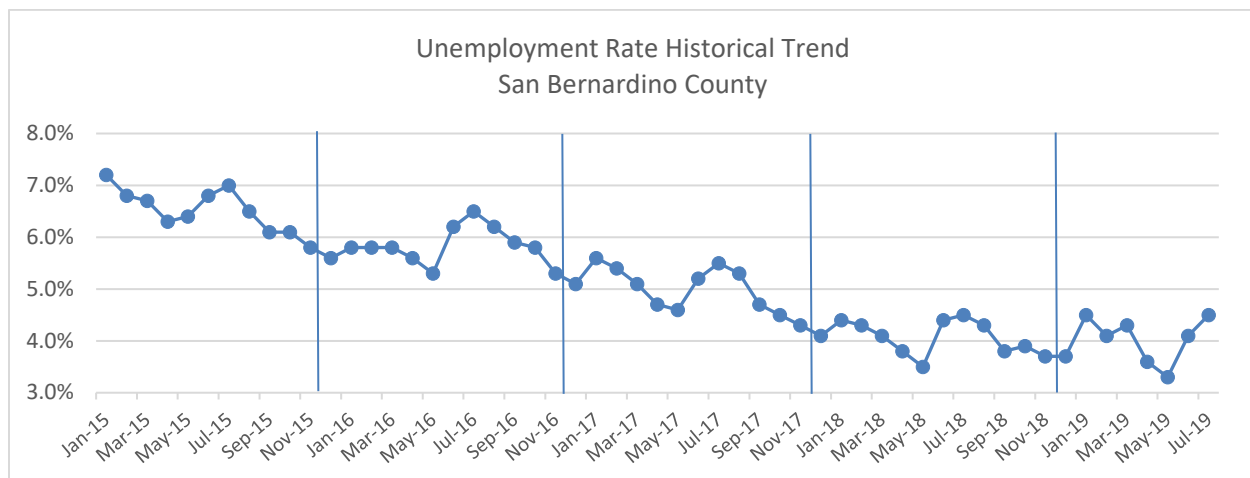
Other economic indicators also reflect a growing regional economy. For example, IAR's Inland Empire Report on Business continues to show slow and steady growth in the Inland Empire manufacturing sector and local economy. And UCR's Center for Economic Forecasting and Development mentions that business growth in the Inland Empire outpaces the State of California. But is the average San Bernardino County *resident* perceiving that improvement in the economy? The answer is YES. The data from this year's annual survey show that the percent of people rating the County's economy as "excellent" or "good" has increased from 35% last year to 38% this year. That is a significant increase from recessionary times. But as tempting as it is to look at the positive news, we must look at the "flip side," which is that the majority of respondents (62%, down from 65% last year) still rate the county's economy as only "fair" or "poor."

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3. https://www.labormarketinfo.edd.ca.gov/file/lfmonth/rive$pds.pdf
4. https://www.labormarketinfo.edd.ca.gov/geography/sanbernardino-county.html

% Rating the Economy as "Excellent" or "Good"

	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007 / 08	2008 / 09	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
%	28	45	47	44	39	43	39	46	46	46	40	12	9	14	13	16	17	25	30	32	35	38

As one might expect, ratings of the county's economy differed significantly based on respondents' city of residence. Chino residents gave much more positive ratings to the county's economy (70.4% rated the economy as "excellent" or "good") than did residents of the City of San Bernardino (16.7%), Yucca Valley (30.8%), or Adelanto (30.8%). The table below shows the full array of cities for which we sampled **at least 25 residents**. It is important to note that although the question asked respondents about the *county's* economy, research shows that they often answer relative to *their own community or neighborhood* – thus people from cities such as San Bernardino at the bottom of the table may be perceiving a poor economy in their *cities* and generalizing to the county as a whole. We also note that Chino Hills has traditionally had the highest ratings of the county's economy however there were only 21 respondents from that city in 2019, thus we did not include it in the table.

Table 1. % Rating the County's Economy
as "Excellent" or "Good" in 2019
(arranged from highest to lowest)

City	%
Chino	70.4
Rancho Cucamonga	61.5
Barstow	55.2
Ontario	43.2
Hesperia	38.0
Redlands	35.9
Fontana	35.3
Victorville	34.8
Rialto	33.3
Apple Valley	32.0
Adelanto	30.8
Yucca Valley	30.8
San Bernardino	16.7

NOTE: only cities with **at least 25 people** sampled are included in this analysis

Last year we noted that there were some differences in ratings of the county's economy for subgroups based on respondent's age, ethnicity, home ownership, income, education, gender, and political party affiliation. This year again, there were differences in ratings based on nearly all of those variables, with higher ratings being offered by older people (people who are presumably more "settled"), people who own their own homes, and males. Further, 43% of Republicans rated the economy highly, whereas only 35% of Democrats and 34% of Independents did so. Hispanics were more likely to give lower ratings to the economy than non-Hispanics, and those with higher incomes were more likely to rate the economy as "excellent" or "good" than those with low incomes (although the differences were not statistically significant). Also not statistically significant was the slight tendency for those with at least some college to give lower ratings than those with without such educational achievement. See Table 2 page).

Table 2. In general, how would you rate the economy in San Bernardino County?
Would you say that it is Excellent, Good, Fair, or Poor?
2019 Selected Subgroup results

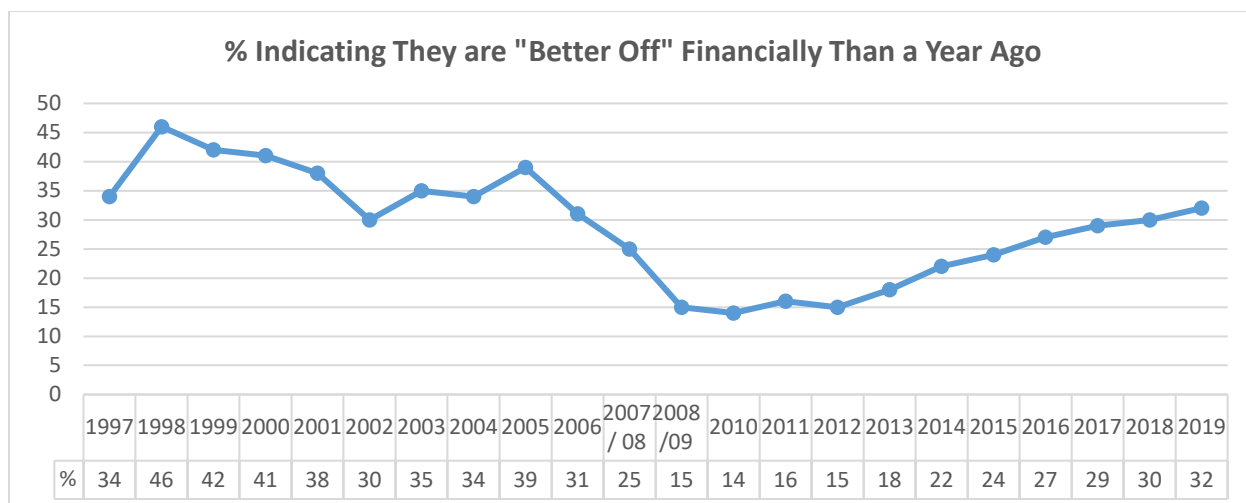|		% Excellent/ Good	% Fair	% Poor	Pattern
Age	18 to 34	23	55	23	Young people give lower ratings to the County's economy whereas older people rate it more highly
	35 to 64	35	42	24	
	65 or older	42	42	16	
Ethnicity	Hispanic	36	39	25	Hispanics are more likely to rate the economy as "poor" than non-Hispanics
	Non-Hispanic	36	45	19	
Home Ownership	Rent	27	47	26	Owners rate the county's economy more highly than do renters
	Own	40	41	19	
Income	Less than $35,000	34	41	25	Those with higher incomes rate the economy more highly than those with lower incomes **(n.s.)***
	$35,000 to < $80,000	34	46	20	
	$80,000 or more	42	41	17	

TABLE 2 CONTINUED NEXT PAGE….

Table 2 *CONTINUED*. In general, how would you rate the economy in San Bernardino County? Would you say that it is Excellent, Good, Fair, or Poor? 2019 Selected Subgroup results

		% Excellent/ Good	% Fair	% Poor	Pattern
Education	High School Graduate or less	40	39	21	People with at least some college give lower ratings to the economy than those with only a high school education **(n.s.)***
	Some college	35	43	22	
	College degree	33	48	19	
Gender	Male	43	40	17	Males are more likely than females to rate the economy highly
	Female	31	45	24	
Political Party Affiliation	Democrat	35	43	22	Republicans are more likely than Democrats or Independents to rate the economy highly
	Republican	43	36	21	
	Independent	34	49	17	

* "n.s." means "not statistically significant"

There is sometimes a "disconnect" between people's evaluations of their own personal finances and their perceptions of the *county's* economy. What did San Bernardino County respondents tell us about their own financial well-being? This year 32% of San Bernardino County respondents indicated that they are "better off" financially than they were a year ago (a figure which is slightly higher than the 30% in 2018, but within the margin of error). That percentage has been slowly increasing since the recession hit in 2008 and is almost back to pre-recession levels (see graph below). Most people (54%) believe that their financial status is approximately "the same" as it was a year ago, and only 14% felt that they are losing ground financially. These countywide figures virtually match nationwide stats reported in May 2019 by the Board of Governors of the Federal Reserve.[5] That report showed that 31% of a nationwide sample of adults felt that they were better off than they were a year ago, 56% reported feeling the same, and 13% reported that their financial situation deteriorated over the past year.

5. https://www.federalreserve.gov/publications/files/2018-report-economic-well-being-us-households-201905.pdf

% Indicating They are "Better Off" Financially Than a Year Ago

	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007 / 08	2008 /09	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
%	34	46	42	41	38	30	35	34	39	31	25	15	14	16	15	18	22	24	27	29	30	32

Subgroup analysis shows that the majority of virtually all demographic subgroups by age, ethnicity, home ownership, income, education, gender, and political party noted that their finances are in the same "shape" as they were a year ago (see Table 3, pages 12 - 13). In other words, even though the U.S. economy appears to be improving, most people (regardless of some subgroup) believe that their financial situation has remained stable – they haven't necessarily seen significant improvements in their own wallets (nor do they believe that they are significantly "worse off").

Of course, as might be expected, there are some subgroup differences. Specifically:

- Fewer people in the lower income categories than in the upper category reported improvement in their finances. This may seem to be an expected finding, however it is still important considering the clear link between personal financial hardship and a diminished quality of life.
- Senior citizens (65+ years old) were significantly less likely to report improvement in their finances than those in the 35 to 64 age group or even the under 35 age group.
- Those with a lower level of education have not seen financial improvement in the same numbers as those with a college degree (a not surprising finding since the Bureau of Labor Statistics recently reported that the pay gap between those with a four-year degree and those with a high school degree is at an all-time high).[6]
- Males are significantly more likely than females to feel "better off" (36% vs. 26%). This may partially be due to the well-documented pay disparity[7] between the sexes.

Further, in last year's report we noted that political party affiliation was a factor in determining how people perceive their financial stability relative to a year ago. Specifically, we

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6. https://www.bls.gov/emp/chart-unemployment-earnings-education.htm
7. https://www.pewresearch.org/fact-tank/2019/03/22/gender-pay-gap-facts/

noted that Republicans were more likely to say that they feel "better off" than either Democrats or Independents. That same trend holds true this year, however the relationship is not statistically significant.

Also not statistically significant is a finding that Hispanics are slightly more likely to feel financially "better off" than non-Hispanics (31% vs. 30%). But we must note that treating Hispanics as a homogeneous population may mask some real and significant differences over time. Specifically, nationwide Pew survey results published in March 2019[8] show that U.S-born Latinos experienced a 6% *decline* in income between 2007 and 2017, whereas foreign-born Latinos experienced a 14% *increase* in that time frame.

Table 3. In comparison to a year ago, would you say that you and your family are financially better off, worse off or the same?"
2019 Selected Subgroup results

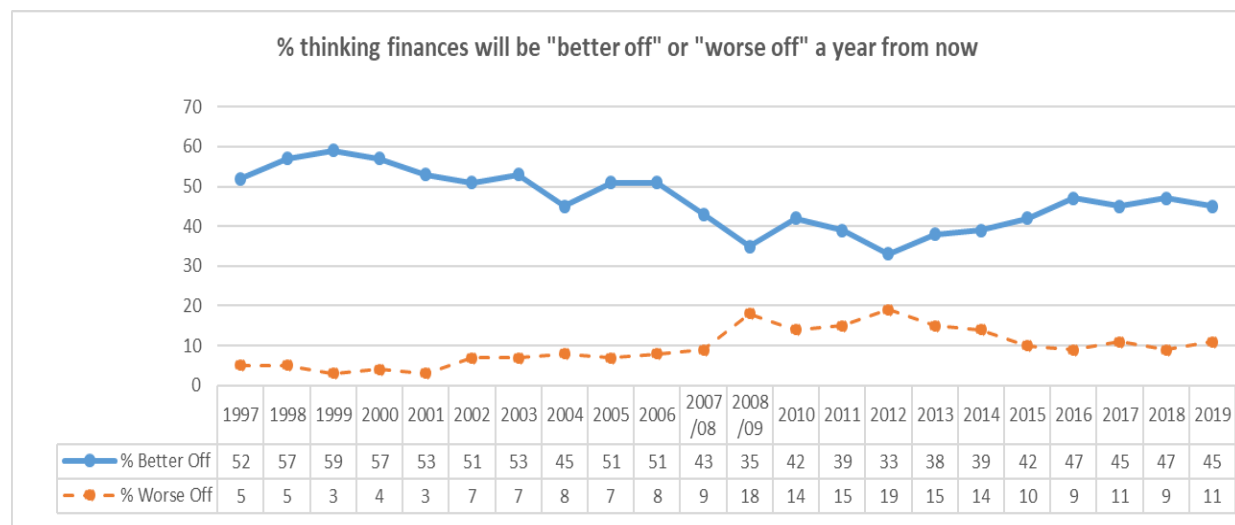|		% Better off	% Same	% Worse Off	Pattern
Age	18 to 34	**32**	60	8	Senior citizens are more likely to feel "worse off" than younger people
	35 to 64	**36**	49	15	
	65 or older	**24**	59	17	
Ethnicity	Hispanic	31	56	**13**	Non-Hispanics are slightly more likely to feel "worse off" than Hispanics **(n.s.)***
	Non-Hispanic	30	54	**17**	
Home Ownership	Rent	**28**	53	19	Owners are more likely to feel "better off" than renters
	Own	**32**	54	14	
Income	Less than $35,000	**16**	59	**25**	Those with higher incomes are more likely to feel financially "better off" than those with lower incomes
	$35,000 to < $80,000	**33**	54	**14**	
	$80,000 or more	**44**	46	**10**	

TABLE 3 CONTINUED NEXT PAGE….

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8. https://www.pewresearch.org/hispanic/2019/03/07/latinos-incomes-higher-than-before-great-recession-but-u-s-born-latinos-yet-to-recover/

Table 3 *CONTINUED*. In comparison to a year ago, would you say that you and your family are financially better off, worse off or the same?"
2019 Selected Subgroup results

		% Better off	% Same	% Worse Off	Pattern
Education	High School Graduate or less	**27**	61	12	Those people with college degrees are more likely to report being "better off" than those without a degree
	Some college	29	55	17	
	College degree	**36**	49	15	
Gender	Male	**36**	51	13	Males are more likely to feel "better off" than females
	Female	**26**	57	17	
Political Party Affiliation	Democrat	28	56	**16**	Republicans are more likely to say "better off" than Democrats or Republicans
	Republican	**36**	50	**14**	
	Independent	28	57	**15**	

* "n.s." means "not statistically significant"

Since the inception of the annual survey, we have noted that regardless of how people feel that their financial state has changed in the past year, they tend to be relatively optimistic about their *future* finances. Respondents were asked: "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?" This year nearly 45% of respondents (down from last year's 47%) of respondents said they expect to be better off next year, and another 45% said their finances should be "about the same" as they are now. Only 11% expect to be worse off (up from last year's 9%).

% thinking finances will be "better off" or "worse off" a year from now

	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007 /08	2008 /09	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
% Better Off	52	57	59	57	53	51	53	45	51	51	43	35	42	39	33	38	39	42	47	45	47	45
% Worse Off	5	5	3	4	3	7	7	8	7	8	9	18	14	15	19	15	14	10	9	11	9	11

Once again interesting patterns arise from subgroup analysis (see Table 4). Specifically, young people appear to feel significantly more optimistic about the future than senior citizens (who probably don't expect their finances to change significantly from year to year if they are retired or near retirement). That is not unexpected. At first blush what *was* slightly unexpected was the finding that individuals with college degrees have a relatively low percentage of people expecting to be better off next year (37%, as opposed to 47% of those without any higher education). Again, it may be that college educated individuals are already in a "stable financial point" of their lives, whereas those with less education are still expecting to better themselves financially.

Finally, only 40% of people without children in the household expressed optimism about their financial future, vs. 52% of those with at least one child in the household. It is possible that young parents are expressing hope and optimism that the next generation will enjoy a better financial future than they have. But considering that Brandeis University's Child Opportunity Index[9] recently rated the Riverside-San Bernardino-Ontario MSA as the 5th worst place to raise a family (based on factors such as education, health and environment, and social and economic environment), that optimism may or may not be realized.

Table 4. 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?
2019 Selected Subgroup Results

		% Better off	% Same	% Worse Off	Pattern
Age	18 to 34	62	34	4	Younger people are more likely to feel more optimistic about future finances than older people
	35 to 64	48	40	12	
	65 or older	31	57	12	
Ethnicity	Hispanic	50	42	8	Hispanics feel more optimistic about future finances than non-Hispanics
	Non-Hispanic	38	49	13	
Home Ownership	Rent	53	35	12	Renters feel more optimistic about future finances than home owners
	Own	39	51	10	

TABLE 4 CONTINUED NEXT PAGE….

9. http://data.diversitydatakids.org/dataset/coi20-child-opportunity-index-2-0-database

Table 4 *CONTINUED*. 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? 2019 Selected Subgroup Results

		% Better off	% Same	% Worse Off	Pattern
Income	Less than $35,000	**38**	47	15	Those with higher incomes tend to feel more optimistic about their financial future than those with lower incomes
	$35,000 to < $80,000	**43**	45	12	
	$80,000 or more	**48**	46	7	
Education	Some high school or less	47	48	6	Those with a college degree feel less optimistic about their financial future than those without a degree
	Some college	43	43	14	
	College degree	37	51	12	
Gender	Male	**48**	42	10	Males are more likely to be optimistic about their financial future than females
	Female	**39**	50	12	
Political Party Affiliation	Democrat	41	49	10	There is no significant difference in optimism about financial future based on political party **(n.s.)***
	Republican	42	47	11	
	Independent	44	42	14	

* "n.s." means "not statistically significant"

Crime… Reality and Perceptions

OVERVIEW: Fear of crime was on an upward trend from 2011 to 2016, but is now on the decline. Fear is highest in San Bernardino, Victorville, Apple Valley, and Barstow. Females are more fearful than males, and young and middle-aged people are more fearful than older people.

## Crime: The Reality (Secondary Data)

Safety (i.e. a low crime rate) is a big component of quality of life in a community. In fact, it may be one of the *major* components of ranking scales. For example, the US News and World Report ratings of the "Best Places to Live" combines five indices to create its rankings: a Job Market Index (20%), a Value Index (25%), a Desirability Index (15%), a Net Migration Index

(10%), and a **Quality of Life Index** (30%). Within the heaviest weighted Quality of Life Index, the Crime Rate is a 30% factor among the five possible factors.[10]

Is the **U.S. (as a whole)** winning the war against crime? Sort of. The graph below[11] shows that violent crime in the U.S. (a combined category including murder, rape, robbery, and aggravated assault) decreased every year for the last 3 years. We had hypothesized that the 2016 decrease of 0.8% may have simply reflected the fact that the previous year had seen a sharp spike of 5.3% so that a decrease would not be unexpected. But we have seen even larger declines in the 2017-18 and 2018 – 19 data, thus it appears that violent crime IS decreasing. We have seen similar declines over the past 2 years in murder, robbery, motor vehicle theft, and property crime.
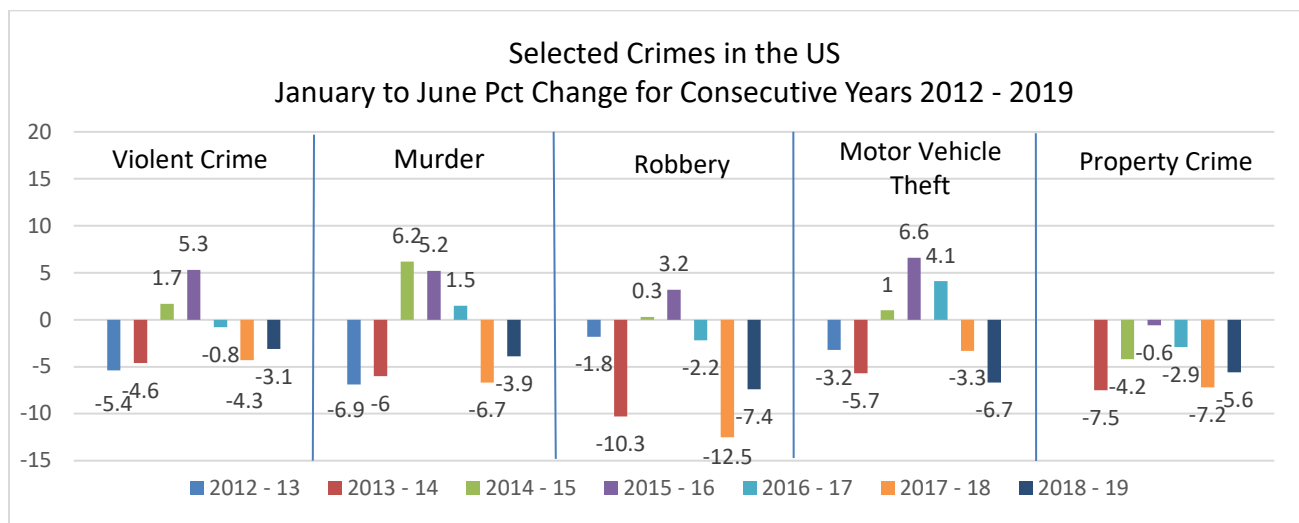
Focusing on **statewide** data: The 2018 statewide crime data showed a decrease of 1.5% in violent crimes when compared with 2017, and a 5.1% decrease in property crimes over the same timeframe.[12] Homicide rate decreased 4.3% in that time frame, robbery rate decreased 4.5%, and motor vehicle theft rate decreased 8.3%.

But what affects residents' quality of life most is **local** (citywide) crime. To bring the crime picture down to the city level, we accessed the web site www.neighborhoodscout.com which rates cities and creates a list of the 100 most dangerous cities in America with 25,000 or more people. The rating is based on the number of violent crimes per 1,000 residents (where "violent crimes" include murder, rape, armed robbery, and aggravated assault). This web site also creates a "crime index" ranging from 1 to 100, where 1 indicates that the city is safer than only 1% of US cities and 100% would mean that the city is safer than 100% of US cities. The following table shows the crime index for the larger cities in San Bernardino County.

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10. https://realestate.usnews.com/places/methodology
11. https://ucr.fbi.gov/crime-in-the-u.s/2019/preliminary-report/tables/table-3/table-3.xls
12. https://data-openjustice.doj.ca.gov/sites/default/files/2019-07/Crime In CA 2018 20190701.pdf

Table 5. Crime index and crime rate in largest SB County cities
(2018 data, released from FBI in Sept. 2019)

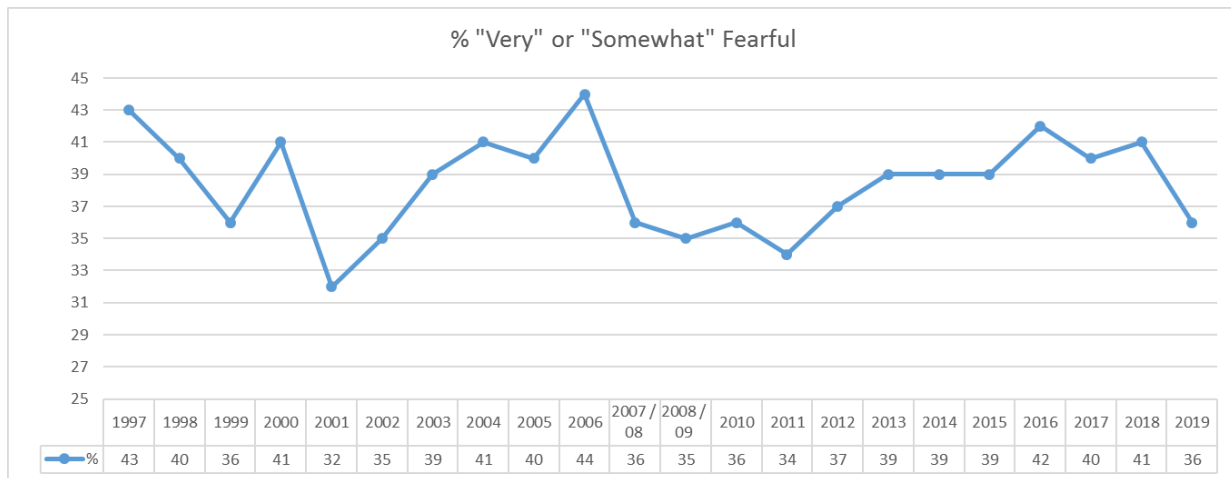| City	Crime Index (100 is safest)	Crime rate per 1000 residents		
		Violent Crimes	Property Crimes	Total Crimes
Adelanto	21	7.03	17.97	25.00
Apple Valley	24	3.10	19.97	23.07
Barstow	2	**11.89**	**46.10**	**57.98**
Bloomington	28	3.61	17.01	20.62
Chino	18	2.85	24.32	27.17
Chino Hills	45	0.95	13.06	14.10
Colton	12	3.38	29.36	32.74
Fontana	32	3.46	15.42	18.88
Hesperia	20	4.28	21.47	25.76
Highland	21	3.77	20.77	24.55
Montclair	5	6.09	**41.86**	**47.95**
Ontario	16	3.72	25.43	29.15
Rancho Cucamonga	23	1.65	21.96	23.62
Redlands	9	3.70	**34.92**	**38.62**
Rialto	11	5.27	29.50	34.76
San Bernardino	2	**15.36**	**43.49**	**58.84**
Twentynine Palms	46	3.10	10.64	13.74
Upland	14	3.79	27.04	30.83
Victorville	16	6.63	22.35	28.98
Yucaipa	35	1.90	15.44	17.34

The grey highlighted cities in the above table (Barstow, San Bernardino, Montclair, and Redlands) have the lowest index values indicating the least "safe" cities, predominantly due to the high rate of property crime. Barstow and San Bernardino, the "least safe" cities (safer than only 2% of cities in the US), also had high rates of violent crimes. Chino Hills and Twentynine Palms (highlighted in yellow) were the safest.

Crime: Perceptions/Fear (Primary Data)

The above table certainly contains troubling information. If an area has a high crime rate, the community's attractiveness as a place to live and work suffers. Healthy behaviors such as exercising and socializing outdoors diminish, stress increases, residents and visitors begin to abandon the area, and businesses often follow that exodus.

Often, people's perceptions of safety do not correspond to the actual crime rate of an area. That is the reason for including a question on the survey regarding people's fear of crime. This year, when asked: "How fearful are you that you will be the victim of a serious crime, such as a violent or costly crime," 36% (down from 41% last year) indicated that they are "very fearful" or "somewhat fearful." The level of fear of crime had been relatively low during the years of the great recession (perhaps because people were so concerned about the economy that

they stopped focusing on crime), but then in 2011 fear began to show an upward trend. In reality, crime decreased last year, and the fear of crime has decreased as well.

% "Very" or "Somewhat" Fearful

	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007 / 08	2008 / 09	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
%	43	40	36	41	32	35	39	41	40	44	36	35	36	34	37	39	39	39	42	40	41	36

As one might expect, fear of crime (and crime itself) is not evenly distributed throughout the county. Every region (and every city) has its "good areas" and "not-so-good" areas. The table below shows that Chino residents feel the safest, whereas residents in Barstow, Apple Valley, Victorville and San Bernardino show the greatest level of fear of being the victim of a serious crime. Although the reader should interpret the figures below with caution since the sample sizes for the city-specific analysis are small, the majority of the findings will not seem counter-intuitive to readers with a knowledge of the Inland Empire.

Table 6. % "Very" or "somewhat" fearful of being the victim of a serious crime (arranged from lowest to highest level of fear)

City	%
Chino	25.9
Adelanto	26.9
Upland	28.0
Rancho Cucamonga	28.1
Rialto	28.9
Yucca Valley	30.8
Ontario	32.6
Hesperia	35.4
Redlands	40.0
Fontana	40.6
Barstow	41.9
Apple Valley	43.1
Victorville	43.6
San Bernardino	50.5

NOTE: only cities with at least 25 people sampled are included in this analysis

Changes in the level of fear of crime do not always correlate exactly with actual crime statistics, but one might expect when actual crime is low, in general the fear of crime would also be low. That is exactly what we found. The following graph relates fear of crime and actual property crimes by city, however similar-looking graphs can be produced for fear of crime and violent crime, or fear of crime and total crime. As crime goes up, so does fear. And as we noted earlier, that fear is responsible for a reduction in residents' willingness to shop and play in their community.

Relationship between actual property crimes and fear of crime
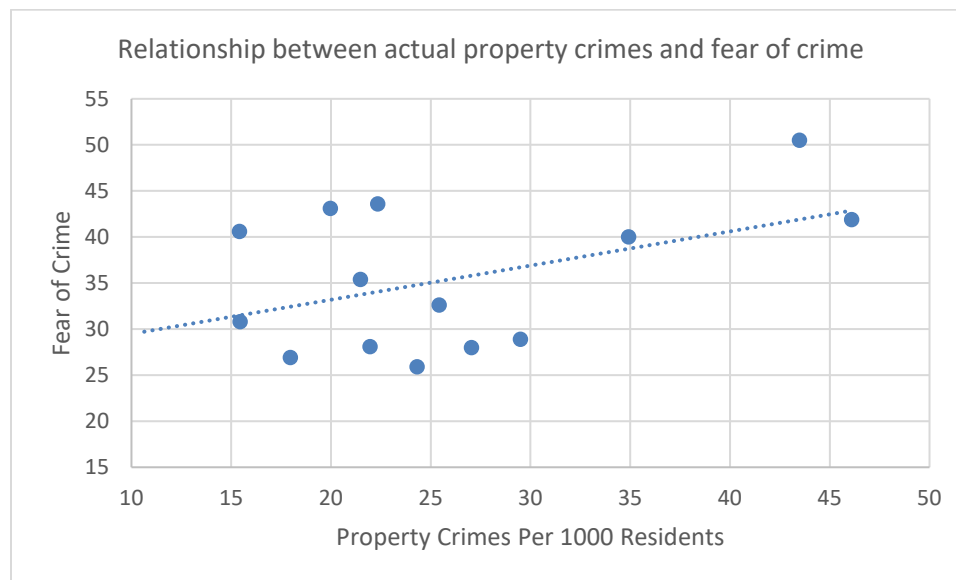
Further, we thought that some demographic subgroups might inherently have more fear than other groups. That is *not* what we found. The only variable with a significant relationship was age. As shown in Table 7 (next page), young and middle-aged people were more fearful of being the victim of a serious crime than were older respondents – a finding some might think is counter-intuitive. One might assume that the elderly would be more fearful due to feelings of vulnerability and (perhaps) isolation. Our findings do not reflect that. It is possible that younger people may be "out and about" more frequently, thus they may have more fear of becoming a victim.

The results in this section of the report may appear to be "run of the mill," however the key takeaway is that fear of crime can lead to a situation where people may avoid going out and socializing, or they may avoid certain locales altogether. That is, fear of crime can have a huge impact on where people live, work, shop, and socialize. Fear of crime may also increase "protective behavior" (i.e. owning a weapon, installing a security system or extra locks in their home, or taking a self-defense class). These behaviors can increase isolation and diminish people's sense of connectedness with their community.

Table 7. How fearful are you that you will be the victim of a serious crime, such as a violent or costly crime?
2019 Selected Subgroup Results

		% Very/somewhat Fearful	% Not too fearful	% Not at all fearful	Pattern
Age	18 to 34	39	36	26	Senior citizens are less fearful than younger people
	35 to 64	43	34	23	
	65 or older	32	36	33	
Ethnicity	Hispanic	41	33	27	Hispanics are slightly more fearful than non-Hispanics **(n.s.)***
	Non-Hispanic	36	36	28	
Home Ownership	Rent	40	36	24	No significant diff. based on home ownership **(n.s.) ***
	Own	37	35	28	
Income	Less than $35,000	41	30	29	People with income less than $80,000 are slightly more fearful than those in the higher income category **(n.s.) ***
	$35,000 to < $80,000	40	37	23	
	$80,000 or more	35	39	26	
Education	Some high school or less	39	33	28	No significant diff in fear based on education **(n.s.) ***
	Some college	38	34	28	
	College degree	37	38	25	
Gender	Male	34	36	30	Males are somewhat less likely to be fearful than females **(n.s.)***
	Female	41	34	25	
Political Party Affiliation	Democrat	36	39	25	No significant diff in fear based on political party **(n.s.)***
	Republican	38	32	30	
	Independent	38	36	26	

* "n.s." means "not statistically significant"

As we have noted in previous reports, obviously people need to *be* safe, but they also need to *feel* safe, so reducing fear should be a priority for police departments, city governments,

neighborhood watch groups, economic development personnel, and other individuals committed to improving quality of life in the county. One such initiative is the San Bernardino County Vision 4 Safety (www.Vision4Safety.com) which "aims to bring people together to create safer neighborhoods, schools and workplaces in all of our cities, towns and communities." The site includes videos, information on connecting with law enforcement agencies, safety tips, steps on how to stay safe in an emergency, etc. This is just one way to reduce fear and provide community support for crime reduction efforts of the professionals.

The next section of the report will address the relationship between fear of crime (as well as other variables) and respondents' ratings of the county as a place to live.

Overall Ratings of the County as a Place To Live

OVERVIEW: *Ratings of San Bernardino County as a "very good" or "fairly good" place to live have increased this year, with few differences based on demographics. Democrats gave higher ratings of life in the county than Republicans or Independents, and senior citizens rated the county more positively than young people. Ratings also differed significantly by city of residence. Residents continued to cite "good area/ location/ scenery" as the most positive aspect of living in the county, and "crime/ gang activity/ drugs" as the most negative. Air quality has virtually dropped off the charts as a major negative of life in the county, and concerns about poverty and homelessness have increased.*

What makes a location a good place to live? A search of the web reveals list after list of good and bad locations, lists such as: "10 Best Places to Live in California," "Worst cities in America," "Best & Worst Places to Retire in California," and "10 Most Dangerous Cities in California." Typically, these sites compile their rankings based on factors such as:

- Affordability (including housing expenses, cost of utilities, prices for consumable goods, taxes, etc.)
- Employment opportunities
- Low crime rate
- Proximity to family and friends
- Climate/surroundings
- Highly rated education system
- Availability of cultural/arts opportunities
- Access to and quality of transportation options (including public transportation, proximity to freeways or airports, etc.)
- Low poverty rate

- Quality housing
- Access to healthcare

The above list is not all inclusive, however it paints a picture of the main reasons people move to (or away from) a particular area. How does San Bernardino County measure up on these factors? The answer is: "it depends." On the negative side, the region has become famous for its high poverty rate, cheap housing and land, links to gangs and meth labs, and poor air quality. Headline stories this past year included wildfires, earthquakes, and political strife in the City of San Bernardino. Data produced by the University of Wisconsin Population Health Institute show that in 2019 San Bernardino County was ranked #51 of 57 counties in terms of quality of life; #35 of 57 (up from #37 last year) relative to health behaviors; #32 (up from #34 last year) relative to social and economic factors including educational attainment, poverty level, social associations, and crime; and #55 (unchanged from 2018) relative to the physical environment (air pollution, drinking water violations, housing problems, driving alone to work, and long commutes).[13]

Yet based on the data from the Inland Empire Annual Survey, a large percentage of county residents do not buy into this negative vision of the county. The **good news** is that over the years, we have noted that between 62% and 74% of county residents rate the county as a "very good" or "fairly good" place to live. This year there was an increase in the ratings, with 67% of respondents giving life in the county a positive rating (a significant increase from last year's 62%). Another 21% said that living in the county is "neither good nor bad," and the remaining 12% rated it as "fairly bad" or "very bad." The **bad news** is that unfortunately there has been a slight overall downward trend over time in people giving positive ratings of the county.

% Saying The County Is A "Very Good" or "Fairly Good" Place To Live

	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007/08	2008/09	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
%	63	67	69	67	72	74	72	70	69	66	67	69	65	69	67	62	65	66	65	70	62	67

13. http://www.countyhealthrankings.org/app/california/2018/rankings/san-bernardino/county/outcomes/overall/snapshot
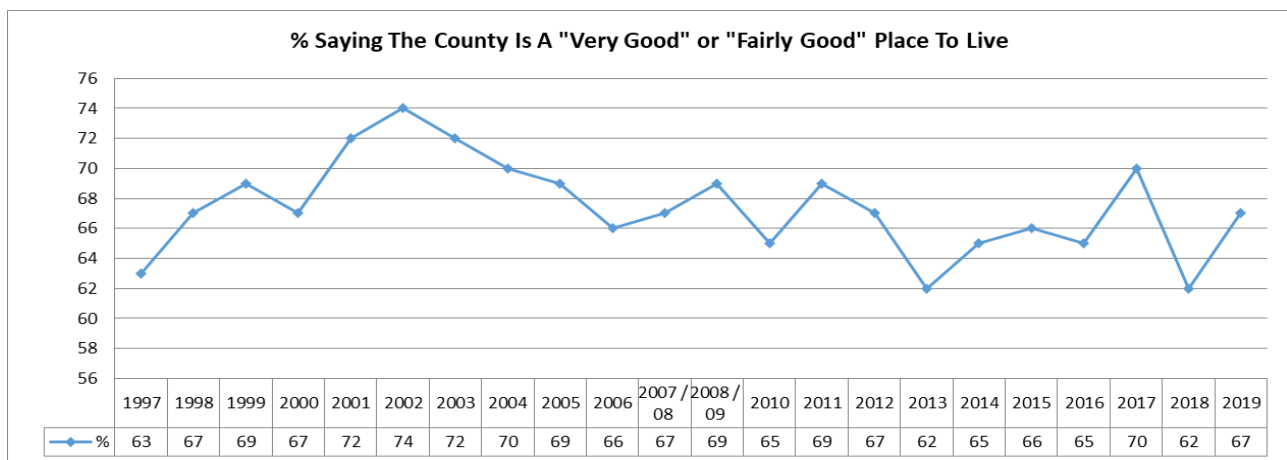
When we looked at various subgroups of respondents, we found that there were relatively few differences in evaluations of the county as a place to live. Specifically, there were no statistically significant differences based on ethnicity, income, education, home ownership, or gender. There were, however significant differences by:

- Age group: 50.0% of 18 to 34-year-olds rated the county as a "very" or "fairly good" place to live vs. 71.8% of respondents 65 years of age or older)
- Political party: 71.1% of Democrats vs. 65.0% of Republicans and 58.8% of Independents rated the county as a "very" or "fairly good" place to live

There were also differences in evaluations based on the city of residence of the respondent. Keeping in mind the caveats of conducting such an analysis with small sample sizes, it appears that Chino, Yucca Valley and Rancho Cucamonga residents gave the highest ratings of the county as a place to live; people in Adelanto and San Bernardino gave the lowest (see Table 8). Overall the list was consistent with last year's results.

Table 8. % Rating the county as a "Very good" or "fairly good" place to live (arranged from highest to lowest rating)

City	%
Chino	82.1
Yucca Valley	80.8
Rancho Cucamonga	78.9
Upland	76.0
Ontario	75.6
Hesperia	71.7
Fontana	69.1
Rialto	65.8
Barstow	65.5
Victorville	59.8
Apple Valley	59.0
Redlands	53.7
Adelanto	50.0
San Bernardino	44.7

NOTE: only cities with at least 25 people sampled are included in this analysis

Typically when people are asked to explain what they like about living in the Inland Empire, they cite location: "it's an hour from the beach, an hour from the mountains, and an hour from the desert." That was the case once again this year. Over a third of residents (38%) named "general area/ location/ scenery" as the thing they like best about living in the county, followed by "lower cost of living/housing" (11%, down from 14% last year), "good climate/weather" (9%,

down from 11% last year), and a sense that the county is "not crowded" with "less traffic" (7%, down from 11% last year). In addition, 8% mentioned the friendly people in the community as well as having family and friends in the area, while 3% mentioned "good schools and universities." Sadly, 3% answered by saying that there is "nothing" they like about living in the county again this year.

Best things about living in the county
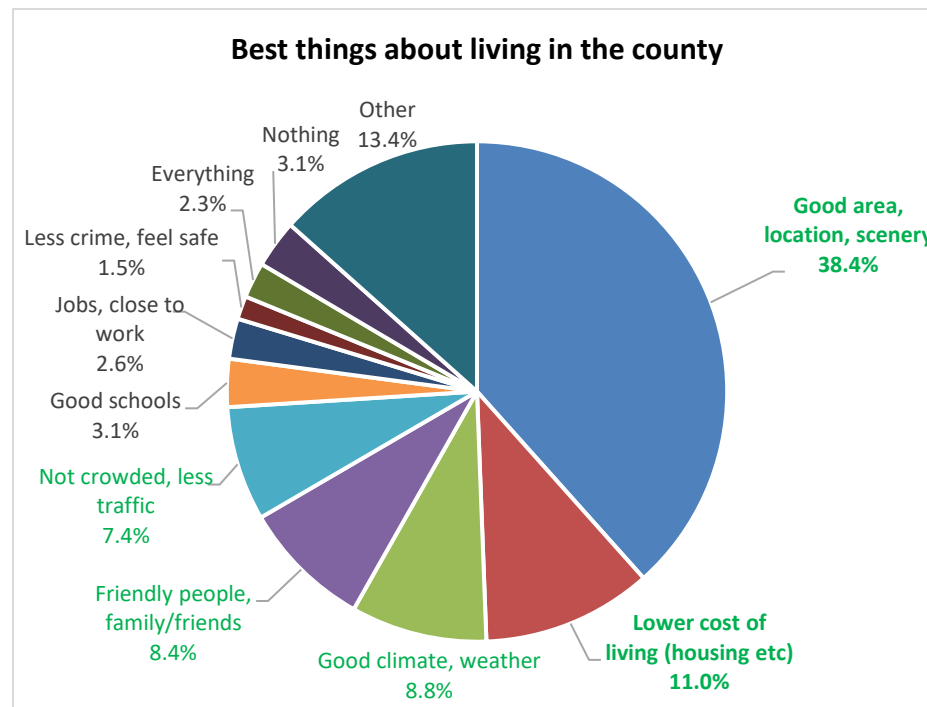
On the flip side, crime, gang activity, drugs, and lack of law enforcement was overwhelmingly named (by 30% of respondents) as the most-often mentioned *negative* factor about living in the county. The figure has decreased from 36% last year, however the impression of crime as a negative factor had *increased* significantly since 2014 when that factor was mentioned by 25% of respondents. As noted above, this has a significant impact on quality of life in the county. Concerns over crime may affect entrepreneurs' willingness to open new businesses in the area (thus diminishing shopping opportunities for residents and visitors) and concerned parents might move out of the area to provide a safer environment for their children. Further, traffic was mentioned by 8% of respondents, and poor street and road maintenance were mentioned by nearly 4%. 7% of respondents mentioned homelessness and 4% mentioned a related issue: the high cost of living. Interestingly, 6% said that "nothing" is the most negative thing about the county. It is unclear whether this means that everything is good OR that everything is uniformly bad so that nothing really stands out as being the worst factor of living in the county.

Most negative things about living in the county

Category	Value
Lack of job opportunity	2.9
Overpopulated	3.4
Cost of living	3.6
Poor road maintenance	3.7
Air or water pollution	3.8
Weather, fires, floods	3.9
Nothing	5.8
Homeless	7.3
Traffic	8.4
Crime, gangs, drugs	29.8
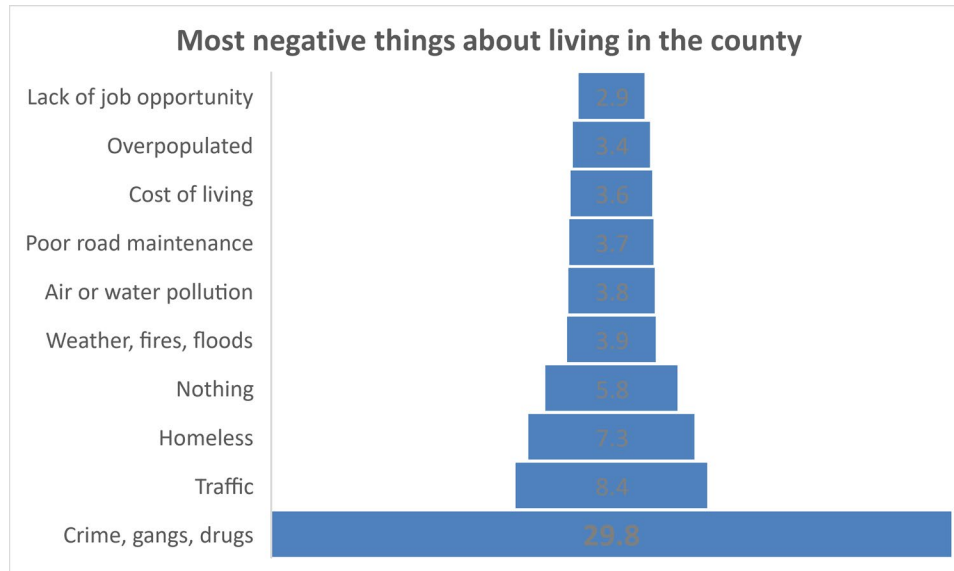
Expanding on a few of the findings above: Over time the category which includes **crime, gang activity, drugs, and perceptions about inadequate law enforcement** has been the greatest area of concern about living in the county. An analysis by city shows that this was an especially large factor for residents in Apple Valley (39%), Victorville (37%), Rialto (36%) and San Bernardino (33%).

Crime (and the resulting fear of crime) is a direct contributor to residents' less than stellar ratings of life in the county. Specifically, among those who are "very fearful" of being the victim of a serious crime (left-most column of Table 9), only 15.4% rate the county as a "very good" place to live and another 33.8% said it is "fairly good." On the other end of the spectrum (right-most column), 33.6% of those who are "not at all fearful" rated the county as a "very good" place to live and another 40.7% rated it as "fairly good." Thus whereas 74.3% of "non-fearful" people rated life in the county positively, only 49.2% of those who are "very fearful" did so.

Table 9. Rating of the County as a Place to Live and Fear of Crime

		How fearful are you that you will be the victim of a serious crime, such as a violent or costly crime?			
		Very fearful	Somewhat fearful	Not too fearful	Not at all fearful
Rating of the County as a Place to Live	Very good	**15.4%**	11.2%	19.9%	**33.6%**
	Fairly good	**33.8%**	53.5%	46.7%	**40.7%**
	Neither good nor bad	13.8%	19.1%	27.1%	16.0%
	Fairly bad	18.5%	9.6%	3.7%	6.0%
	Very bad	18.5%	6.6%	2.7%	3.7%
	TOTAL COLUMN %	100%	100%	100%	100%

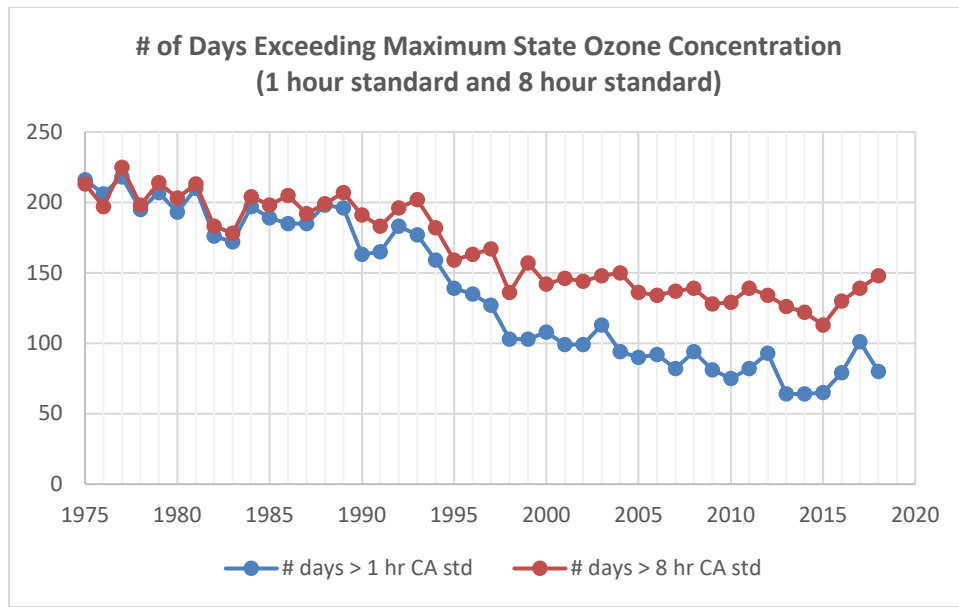* NOTE: Numbers in the table are *column percentages*

Traffic in the region is the second most often mentioned negative factor about living in the county. Traffic, in combination with what people perceive as a poor public transportation system or poor street and road maintenance, was mentioned by 14% as the most negative factor about living in the county. The cities with the highest number of respondents giving this answer are Ontario (25%), Rancho Cucamonga (23%), and Upland (23%) – cities with residents who must travel the 60, 91, or 10 freeway each day to get to work or do errands. These are people who encounter safety risks from travelling our freeways, potential damage to vehicles because of poor street and road maintenance, and the inability to get where they need to go in a reasonable amount of time. Considering the physical and psychological toll on people caused by these issues, it is not unexpected that this would be listed as a major negative of living in the county.

Homelessness and poverty are not unique to San Bernardino County. Indeed, our neighboring county of Riverside as well as Los Angeles and Orange Counties all have had to address this issue. Public and private agencies have focused on providing both shelter and needed social services. But the level of residents' concerns have continued to rise. In our 2017 survey report, we noted that 4% of respondents had mentioned poverty and/or the homeless. Last year that figure increased to approximately 8%, and this year it increased to 8.8% (7.3% mentioning homelessness and 1.5% mentioning welfare and poverty). Again, the perception that homelessness is a problem in San Bernardino County is not unfounded – according to the 2018 Point-In-Time Count, 2,118 individuals were without a permanent home on January 25, 2018, a 13.5% increase over the 2017 count. According to the 2019 Point-in-Time Count, 2,607 individuals were without a permanent home (a 23% increase from 2018).[14] This is becoming an increasingly prevalent social problem in the county and beyond.

Finally, **air pollution** was mentioned by 4% of residents. Placed in context, in the 2007 Inland Empire Annual Survey there were 9% of respondents who mentioned air pollution as the most negative aspect of life in the county. Of course, the decrease may be due to the fact that people are focused more on crime and traffic and homelessness as the major negatives, however in this case, it is also possible that people have recognized the reality that air quality *has* shown overall improvement in the region over time. As shown in the graph below, ozone pollution has significantly decreased since the 1970s.[15]

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14. https://www.sbsun.com/2019/04/24/homelessness-in-san-bernardino-county-jumps-23-percent-in-2019/
15. Source: Air Resources Board, https://www.arb.ca.gov/adam/trends/trends2.php

# of Days Exceeding Maximum State Ozone Concentration (1 hour standard and 8 hour standard)

Legend: # days > 1 hr CA std, # days > 8 hr CA std

We must note, however, that the last few years of data from the Air Resources Board showed overall *increases* in the number of days exceeding maximum state ozone concentrations. And the American Lung Association gave San Bernardino County an "F" for ozone pollution and particle pollution in its 2019 "State of the Air" report card.[16] Further, IQAir's list of the nation's most polluted cities for 2019 included Colton at #5 and Ontario at #6. Neighboring Los Angeles county has 14 of the nation's 25 worst cities for air pollution.[17] It is possible that the wildfires of recent years have contributed to worsening air pollution. It is also possible that increasing temperatures from climate change had an effect since warmer temperatures increase the chance of smog. In any case, next year's annual survey will reveal whether people's selection of "air pollution" as the major negative about living in the county has increased along with the *actual* increase in pollution.

We have only focused on a few of the major negatives listed by our respondents. The reader is encouraged to view the appendix which shows the full list of items mentioned as the "one most negative thing" about living in the county.

Evaluations of Selected Private and Public Services

OVERVIEW: Libraries were rated the highest among all evaluated services, followed by ratings of police/sheriff, shopping, and parks and recreation. Street/road maintenance was rated lowest on the list of services, as has been the case in the past.

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16. https://www.lung.org/our-initiatives/healthy-air/sota/city-rankings/states/california/san-bernardino.html
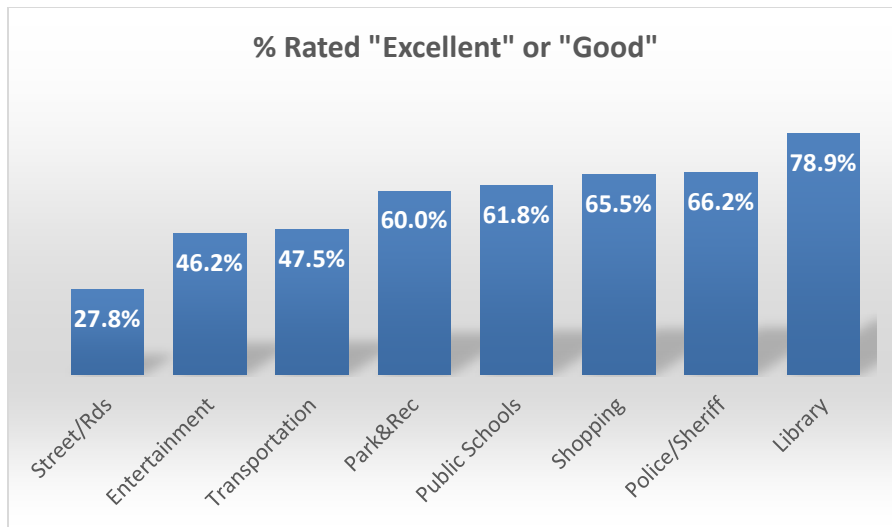17. https://www.iqair.com/us/world-most-polluted-cities

The fundamental aim of public services is to improve the quality of life of the region's residents, workers, and visitors; thus, it is important to evaluate respondents' perceptions of the various services provided by private and public agencies in the region. Those perceptions are shaped by a combination of factors, including: the overall quality of the service, accuracy of billing, experience of being treated fairly, availability of friendly and sympathetic staff, efficiency of the service (i.e. how long a person has to wait, and how long the service takes), and the way the service organization handles problems.

Over the last 20 years, respondents have been asked to rate the following services as "excellent," "good," "fair," or "poor":

- Library
- Police/sheriff
- Shopping
- Parks and recreation
- Public schools
- Entertainment
- Transportation
- Street and road maintenance

Ratings of these services have been remarkably consistent over time with the exception of the recessionary years when it was clear that there were cutbacks in funding of some services. This year (as in previous years), libraries received the highest percentage of respondents awarding a rating of "excellent" or "good" (79%). In a digital era when some might be tempted to reduce this service as a cost-cutting measure, it is important to note that libraries continue to be an integral part of life in a city. As noted in a blog by the Washington DC-based Brookings Institution,[18] the reason public libraries are so important "is that they and their librarians have gradually taken on other functions well beyond lending out books. In many communities, librarians are also ad hoc social workers and navigators. They help local people figure out the complexities of life, from navigating the health system to helping those with housing needs. This "go-to" role has influenced library programming and events, with libraries providing advice and connections to health, housing, literacy, and other areas." Further, many libraries serve the function of being a "front-line" institution for addressing the needs of the homeless (an important issue considering the increasing level of poverty and homelessness in San Bernardino County).

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18. https://www.brookings.edu/blog/up-front/2017/03/30/how-public-libraries-help-build-healthy-communities/

% Rated "Excellent" or "Good"

Street/Rds: 27.8%
Entertainment: 46.2%
Transportation: 47.5%
Park&Rec: 60.0%
Public Schools: 61.8%
Shopping: 65.5%
Police/Sheriff: 66.2%
Library: 78.9%

Police/sheriff were rated as "excellent" or "good" by nearly two-thirds of respondents (66%, up from 63% last year). The availability of shopping was also rated highly by approximately 66% of respondents.

When US News and World Report provides its yearly ratings of the nation's "healthiest communities," it includes education as one of the factors/categories to consider. On a scale from 0 to 100 (100 being best), San Bernardino County education was rated as 42%. Metrics included educational achievement (i.e. percent of children meeting standards, high school graduation rate, and population with advanced degrees), educational infrastructure (availability of schools and child care facilities, and per-pupil expenditures), and education participation. A rating of 42 is not as high as would be desired, however respondents to our survey still rated public schools relatively well. 62% of respondents who had enough knowledge to provide an evaluation of public schools rated them as "excellent" or "good." This is an increase from last year's 57%.

Parks and recreation facilities were also rated highly by a majority of respondents (60%). These facilities are indeed important. They provide great opportunities for parents to engage with their children in play, away from the TV or digital media. They promote physical activity – important considering that almost three-quarters of San Bernardino County adults are overweight and about 40% of students in San Bernardino County schools are considered overweight or obese.[19] And they provide a setting for children to learn/practice social skills.

On the other end of the scale, maintenance of streets and roads has historically received the lowest rating of all services under evaluation. This year the rating declined from last year's 31% to only 28% rating maintenance as "excellent" or "good." The number tends to vary a bit from year to year, but the last time the figure registered as low as 28% was in 2005. Clearly this is a call to action for city leaders.

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19. http://wp.sbcounty.gov/indicators/health/obesity/

Of course, anyone who drives in San Bernardino County knows that the problem of aging streets and roads is a reality. Sun, heat, and vehicle loads in traffic can break down roads, and water can form potholes. To address these issues, some municipalities have made good use of social media and online forms as a way for residents to report potholes, broken streetlights, traffic light problems, need for street sweeping, etc. But even when these issues are reported, it often takes a great deal of time before the problem is fixed, thus perhaps explaining the public's negative ratings. San Bernardino City five-year capital improvement plan does include some funds to speed pothole repairs and launch slurry seal projects to prolong the life of City roadways. Hopefully other cities can follow suit.

City-specific ratings of street and road maintenance vary widely. As noted earlier in this report, the sample sizes for some cities are quite low thus city-specific figures should be taken as general indicators only. However, it appears that Rancho Cucamonga, Chino, and Barstow are doing the best with street and road maintenance (from the perspective of the residents). City leaders in Adelanto, City of San Bernardino, Yucaipa, and Rialto may wish to focus more attention and priority on the issue before the backload in deferred maintenance results in higher long-term costs and interferes with the economic development and safety of the area. The public needs to know that their leaders are hearing their concerns and taking action.

Table 10. % Rating street and road maintenance as "excellent" or "good" (arranged from highest to lowest rating)

City	%
Rancho Cucamonga	52.6
Chino	42.9
Barstow	41.9
Ontario	35.6
Yucca Valley	34.6
Redlands	32.5
Fontana	30.0
Hesperia	23.2
Upland	23.1
Apple Valley	22.5
Victorville	21.2
Rialto	18.4
San Bernardino	14.3
Adelanto	7.7

NOTE: only cities with at least 25 people sampled are included in this analysis

Commuting

OVERVIEW: Since 1997, a majority of respondents have reported that their commute time is less than one hour. The percentage of people with those "short" commutes declined sharply this year. Median commute time increased after two years of decreases. Most respondents report that they work in San Bernardino County, with Los Angeles County being the next destination of choice.

"Traffic is bad and getting worse." That is the message of the 2019 Urban Mobility Report which indicates that the average American commuter spends 42 hours per year stuck in rush-hour traffic, above and beyond the "usual" uncongested travel time.[20] That means that there is less time each day to spend with family and friends, less opportunity to exercise, and increased levels of depression, stress, obesity and other health issues. And vehicles stuck in traffic add to air and noise pollution which has additional health consequences.

The 2019 commuting data from the Inland Empire Annual Survey shows that Inland Empire respondents' work commutes are getting worse. The **blue dashed line** in the graph on the next page reflects the percentage of people with *relatively short commutes* (less than an hour round trip). For several years (2010 – 2016) that percentage had been decreasing, however the 2017 and 2018 data showed increases, an optimistic finding that seemed to indicate that traffic may have been easing once some of the road construction projects were finished. But this year the percentage of people fortunate enough to have short round-trip commutes has once again declined. This year's data show that 51% of working respondents have a relatively short round trip commute time of less than one hour (a figure down significantly from last year's results of 57%). On the other end of the commuting spectrum, 25% of respondents who work outside the home have round trip commutes of two or more hours (a figure which is up significantly from 18% last year). For these people, the commute is virtually a "part time job."

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20. https://mobility.tamu.edu/umr/

Commute Times

	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007 / 08	2008 / 09	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
%	58	62	61	61	60	63	62	59	62	61	58	61	61	61	60	58	57	55	56	57	51
Min	38.2	37.3	37.1	38.5	36.6	37.4	36.0	38.2	38.4	40.2	40.0	39.1	39.7	38.8	37.0	39.7	41.4	45.0	41.7	39.1	48.0
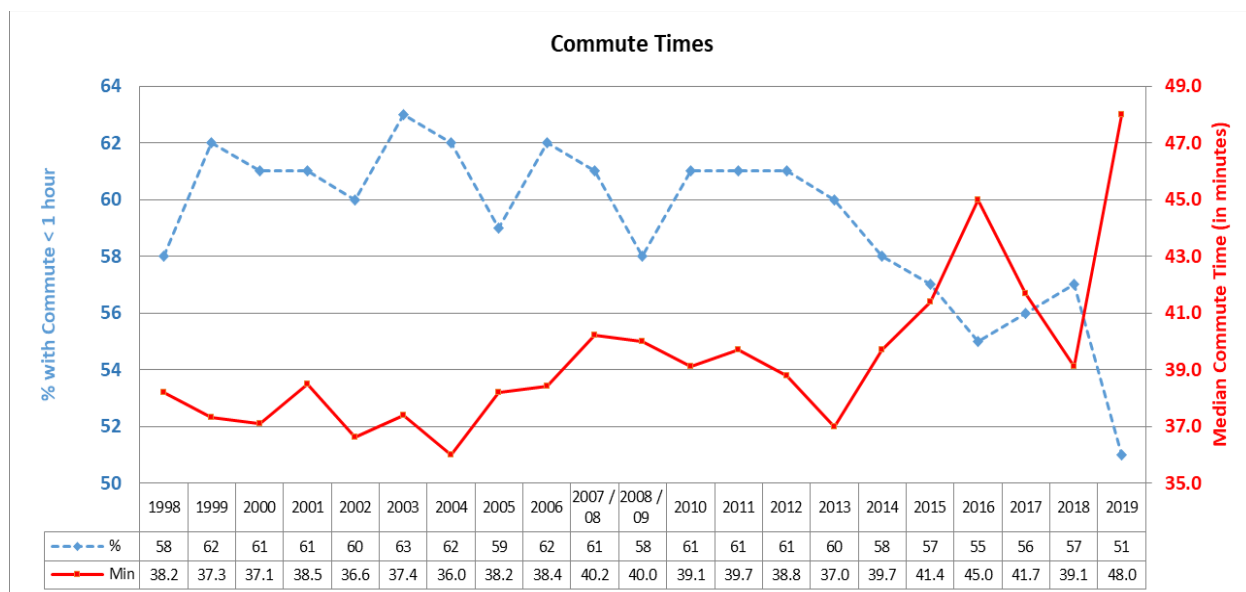
The **solid red line** focuses on the median commute time of all commuters (rather than the people with short commutes). Median commute time had decreased from 45.0 minutes in 2016, to 41.7 minutes in 2017, and 39.1 minutes in 2018, but this year the time has sharply increased to 48 minutes. We had hoped that the data points from 2017 and 2018 were the start of a new trend of shorter commutes as some of the planned freeway/road construction were completed, the 91 Express Lanes opened, and more incentives to carpool were offered. This year's data point does not continue that trend of improvement, so it may be that the past two years simply reflected natural variation in an overall trend of increase in commute time.

From one perspective, the commute times do not reflect a huge amount of time out of a person's day, especially since most working respondents (51%) travel less than an hour round-trip each day. On the other hand, it must be noted that the time spent traveling to and from work on the Inland Empire's clogged highways and roads come with a cost (financial as well as physical and emotional). First consider the financial cost based on a simplistic analysis of driving and ownership costs, as well as the cost of the "wasted" time spent commuting. The cost is first computed using the *mean* round trip mileage and travel time. Then we compute the cost using the *median* as a measure of average commute time and mileage – a more conservative estimate since the mean since the mean can be skewed by a few excessively high commute times (such as the 4.4% of people in this year's survey reporting round trip commute times of four or more hours per day).

- The *mean* round trip mileage for our respondents was 43.19 miles (up from 38.49 miles last year). Assuming the 2019 IRS cost per mile of $0.58, the daily commute cost is $25.05. A person who works 50 weeks a year, 5 days a week would be spending approximately **$6,263** per year (up from **$5,244** last year) for direct driving and ownership costs of his/her commute.

- The *mean* round trip travel time was 72.12 minutes (up from 64.1 last year). Using the fourth quarter 2018 average hourly wage for San Bernardino County[21] (approximately $23.35), the value of a person's time spent commuting is approximately **$7,017** for the 250 workdays per year.

Based on this analysis, the combined total cost of commuting is a whopping **$13,279** per year on average (up from **$11,138** in 2018). Or conducting the same analysis using the more conservative figures of *median* mileage and travel time (28.7 miles, 48 minutes), the cost would be reduced to **$8,831** per year…still a significant figure.

But as we noted in the introductory paragraph to this section of the report, the cost of commuting goes beyond simple monetary costs. First and most important, the more one drives, the higher the chance of being in a fatal accident – The National Safety Council indicates that in 2018, more than 40,000 people nationwide died in motor vehicle crashes, with the most common cause being distracted driving.[22] And even if one travels safely and avoids accidents, there are physical, psychological, and societal impacts of long commutes. Long term exposure to vehicle exhaust can cause respiratory problems. Long commutes are linked to weight gain (since people don't have time to exercise), high cholesterol and blood pressure, and back and neck pain. Further, as noted in a recent New York Times article,[23] people stuck in traffic can experience a sense of helplessness and stress which can lead to road rage and domestic violence. Finally, long commutes have an impact on the children of those commuters. Specifically, statewide data shows that one in five K-12 youths are responsible for taking care of themselves after school and are unsupervised from 3 PM to 6 PM.[24] The longer they are left unsupervised, the more of a chance that they will engage in risky activities (e.g. juvenile crime, drug use, alcohol abuse, and sex.

Clearly, long commutes take their toll on people's lives. Of course, people have the choice to move closer to their job (assuming they can afford to potentially spend more for housing), quit their job and find one closer to home (which may have salary implications), travel during off-peak hours (if the job allows such flexibility), or carpool (if one exists). But unless Inland Empire employers and government agencies do their part by creating telecommuting policies, continuing to improve the transportation infrastructure, and offering incentives to use alternative modes of transportation, this quality of life issue may not improve significantly in the near future.

Turning to a related topic, working respondents were asked: "What county do you work

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21. https://www.bls.gov/regions/west/news-release/countyemploymentandwages_california.htm#ro7qcew-california.f.1
22. https://ohsonline.com/articles/2019/02/18/nsc-motor-vehicle-deaths.aspx?m=1
23. https://www.nytimes.com/2019/01/21/upshot/stuck-and-stressed-the-health-costs-of-traffic.html
24. http://afterschoolalliance.org//documents/factsResearch/This_Is_Afterschool_2018.pdf

in?" As one might expect, the majority of commuting respondents (63%) work within San Bernardino County. Los Angeles County is the next most popular commuting destination (especially for respondents in Rancho Cucamonga, Chino and Chino Hills, and Ontario), with 14% of respondents traveling there to work. Another 8% work in Riverside County, and 6% commute to Orange County. The rest ("others") are unusual in that they either drive for work (e.g. truck driver) or work in multiple counties.
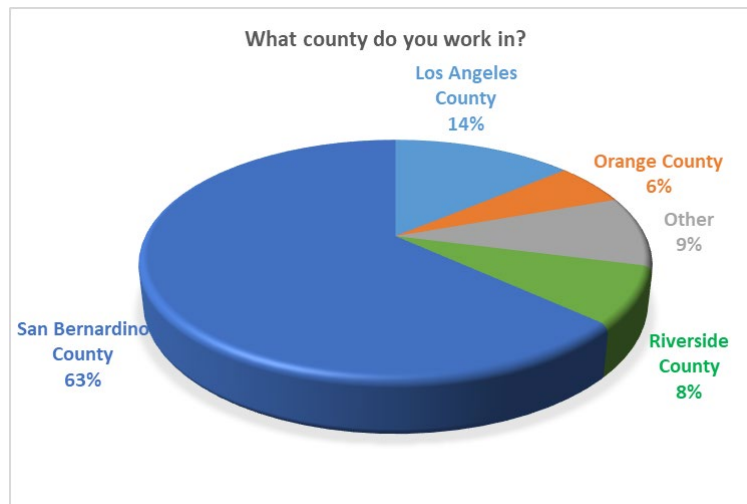
ONE FINAL COMMENT: It has been 9 years since the last U.S. Census was conducted which provided data on the commuting characteristics of the county's population. For a county growing as fast as San Bernardino, these Census data become less reliable as the years go on. The American Community Survey provides estimates updating the Census, but not in as timely a fashion (and with as large a sample size) as one would like. That is just one reason why the Inland Empire Annual Survey is such a valuable vehicle for painting a picture of the Inland Empire population.

Confidence In Elected Officials

OVERVIEW: Confidence in local elected officials is up this year. A majority of respondents report having a "great deal" or "some" confidence in their local elected officials. There is a strong relationship between confidence and variables for ratings of the county as a place to live, ratings of the county's economy, and fear of crime.

Recent data from a nationwide survey conducted by the Pew Research Center shows that public trust in government remains near historic lows (with the expected partisan divides).[25] That report says: "Only 17% of Americans say they can trust the government in Washington to do

25. https://www.people-press.org/2019/04/11/public-trust-in-government-1958-2019/

what is right "just about always" (3%) or "most of the time" (14%)." In a related Pew survey[26] conducted in December 2018, 63% of the American public has "not too much confidence" or "no confidence at all" in their elected officials to act in the best interests of the public.

A Gallup survey from September 2018 shows that confidence in *local* officials is higher than confidence in *national* figures – only 28% have "not very much" or no confidence in their local government to handle local problems.[27] The remaining 72% have a "great deal" or "some" confidence.

This past year has seen highly publicized scandals in San Bernardino County highlighted in the news. The City of San Bernardino saw changes when the Assistant City Manager took over after her boss was placed on paid leave, allegedly after exposing a "hostile" and "untenable work environment." The press has included negative stories the leadership of the Rialto-based water district who have been accused of misappropriation of public funds, unfair hiring practices, and retaliation against whistleblowers. A lead gang prosecutor in the county District Attorney's office was forced to resign because of a social media scandal regarding offensive racially charged posts. These types of examples (and many others) have an effect on people's confidence in their elected officials.

Amidst media stories such as the ones cited, it is important to evaluate how San Bernardino County respondents feel about their local elected officials. The Annual Survey's index of confidence in local elected officials was at its low point in 2010 and had been inching up until last year when it dipped. This year, 57% of respondents (up slightly from 55% last year) indicated that they have "a great deal of confidence" or "some confidence" that their elected officials will adopt policies that will benefit the general community. This is below the Gallup Poll figure of 72% mentioned above. Hopefully the Inland Empire ratings will continue to improve as local government officials tackle the difficult issues of the day.

% With A "Great Deal" Or "Some" Confidence In Their Elected Officials

	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007/ 08	2008/ 09	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
%	63	61	59	64	59	66	63		55	56	63	65	51	58	55	57	57	58	59	59	55	57

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26. https://www.people-press.org/question-search/?qid=1935831&pid=51&ccid=51#top
27. https://news.gallup.com/poll/5392/trust-government.aspx
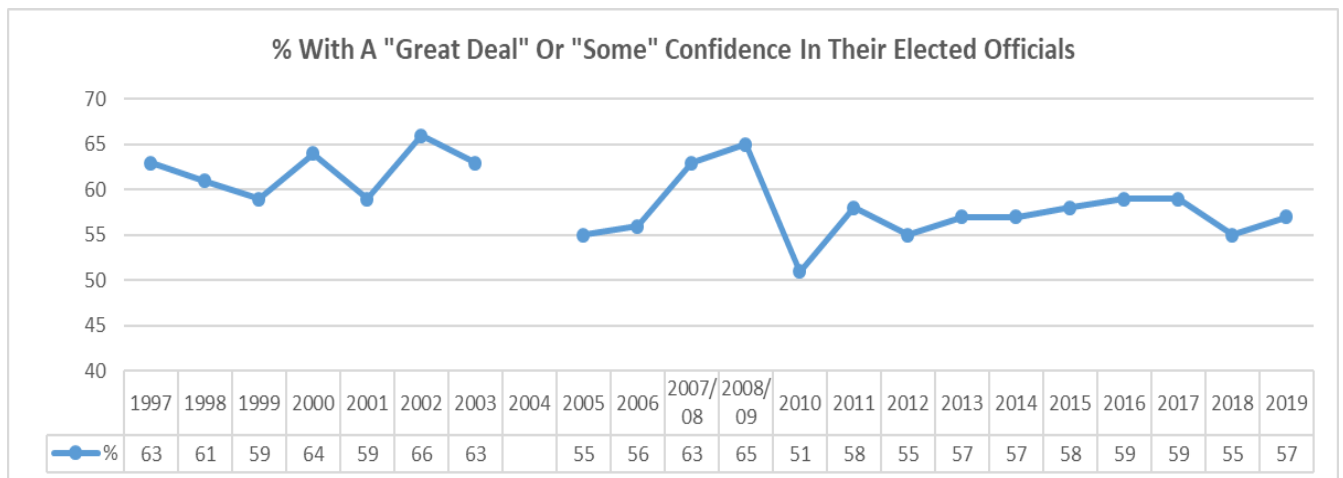
An analysis of these results by various demographic variables showed that there is remarkable consistency in confidence ratings among subgroups by age group, ethnicity, longevity in the county, income, and home ownership. But there were some differences based on political party (as was the case in the analysis of the national surveys). Specifically, 59% of Democrats expressed a "great deal" or "some" confidence, vs. 50% of Republicans and 57% of Independents. Further, there was a slight (not statistically significant) difference based on gender: 58% of females vs. 52% of males have a "great deal" or "some" confidence in their elected officials.

There are also relationships between confidence in local elected officials and various other quality of life indicators on our survey. For example, there is a striking relationship of between people's *overall rating of the county* as a place to live and their level of confidence in elected officials. People who think that the county is a very good or fairly good place to live also tend to have confidence in their elected officials, whereas those who think the county is a fairly bad or very bad place to live tend to have little or no confidence in their officials. More specifically, as shown in the figure below, 67% of those who rated the county as a "very good" place to live also said they had a "great deal" or "some" confidence in their elected officials, whereas only 31% of those who rated the county as a "very bad" place to live expressed a at least some level of confidence in their elected officials (blue bars in the following graph).
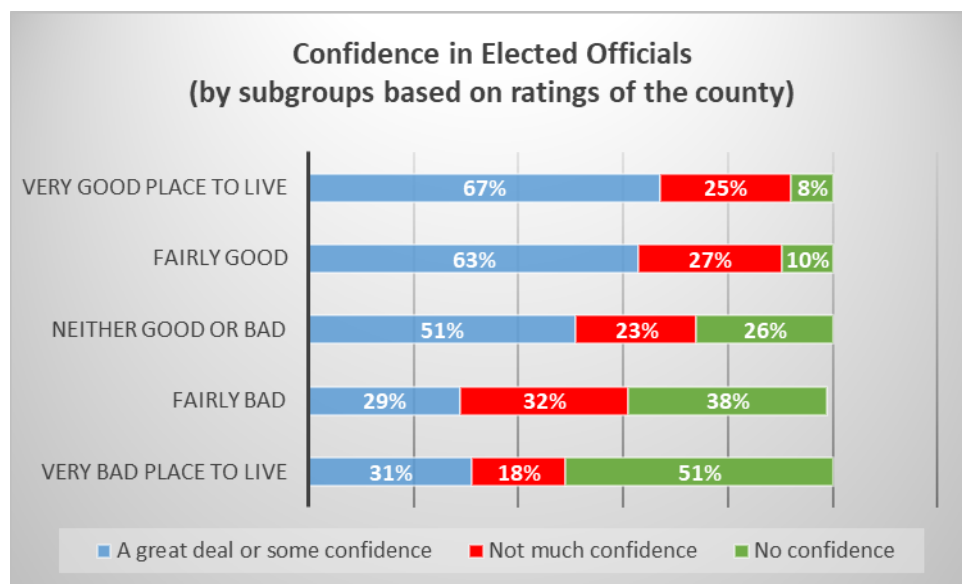
There was also a link between people's evaluation of the *county's economy* and the confidence they feel in their local elected officials. Specifically, 71% of those who believe the county's economy is excellent or good have at least some confidence in their elected officials, whereas only 33% of those who believe the economy is poor have such confidence.

Confidence in Elected Officials
(by subgroups based on ratings of the economy)

Subgroup	A great deal or some confidence	Not much confidence	No confidence
EXCELLENT/GOOD ECONOMY	71%	20%	9%
FAIR COUNTY ECONOMY	56%	29%	15%
POOR COUNTY ECONOMY	33%	31%	36%
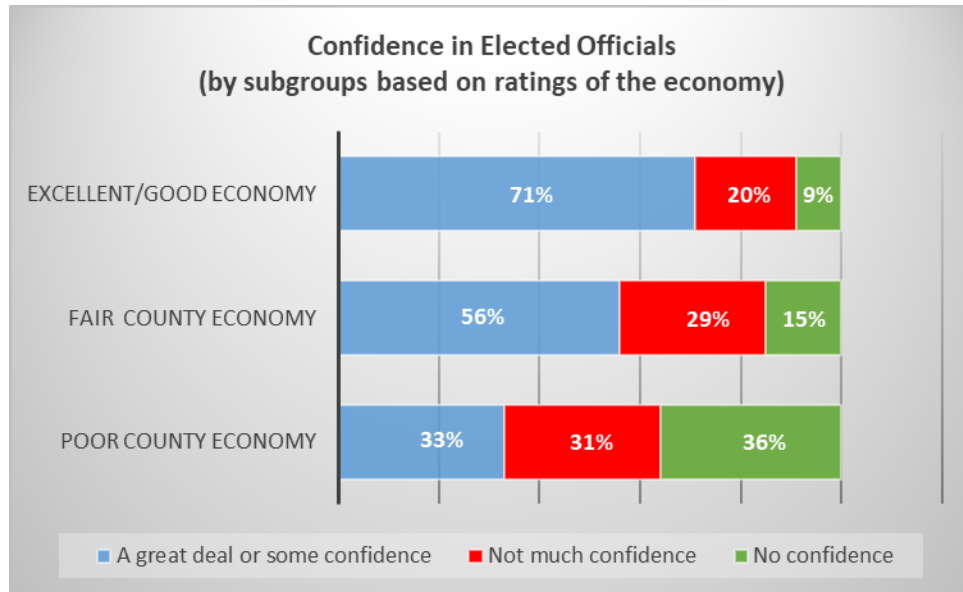
Finally, we investigated whether there was a link between fear of crime and the evaluation of elected officials. We found one. Only 49% of those who are "very" fearful of being the victim of a serious crime had at least some confidence in their elected officials, as opposed to 61% of those who are not at all fearful.

It is difficult to know if any causality exists between confidence in elected officials and the variables reflecting fear of crime, ratings of the economy, and ratings of the county as a place to live. But these last three analyses/graphs show that confidence in elected officials is clearly linked with people's overall "sense" of their county as a place to live and thrive – i.e. their quality of life.

Confidence in Elected Officials
(by subgroups based on ratings of the economy)

Subgroup	A great deal or some confidence	Not much confidence	No confidence
NOT AT ALL FEARFUL	61%	23%	16%
NOT TOO FEARFUL	60%	27%	13%
SOMEWHAT FEARFUL	53%	28%	19%
VERY FEARFUL	49%	21%	30%
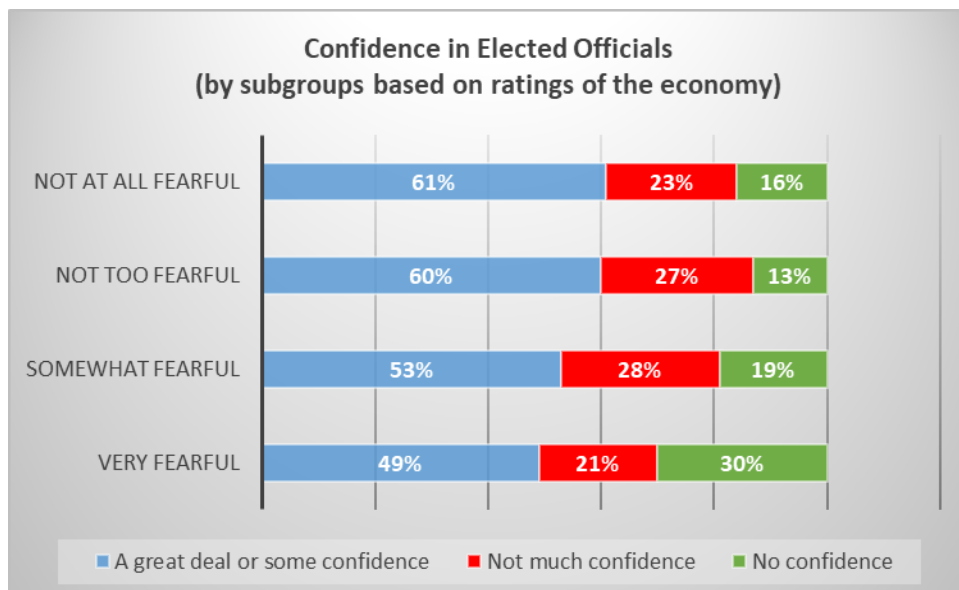
FINAL NOTE

Quality of life is an abstract concept that encompasses a variety of factors, both objective and subjective. For 22 years we have conducted the Inland Empire Annual Survey in San Bernardino County. Why? Because surveys such as this one are the "voice of the people" regarding issues of importance in their lives. Further, the survey has provided county decision-makers with answers to specific, important questions about the community. It provides data so that those decision-makers don't have to simply rely on "gut feelings" in their decision-making process. It provides a snapshot of residents' attitudes and behaviors so that the yearly results can be compared over time and with other geographical regions.

The Institute of Applied Research often hears respondents say: "Surveys are a waste of time" or "my opinion does not matter" or "I'm sure no one will care what I think." Upon further probe, we have come to understand that people are not tired/fatigued of giving their opinions during a survey like the Inland Empire Annual Survey – rather, they are tired/fatigued of the *lack of action* by local decision makers. We hope that this report will lead to direct action on solutions to some of the problems that plague our county. We hope that the data will spur leaders to enact policies that will help improve the quality of life for residents, workers, and visitors to the area.

The reader is encouraged to review the full data displays (attached) for detailed survey results. This report will be added to previous Annual Survey reports on our website (https://www.csusb.edu/applied-research-policy-analysis). For questions about the Inland Empire Annual Survey (or additional analysis tailored to a particular organization or agency), please contact Dr. Barbara Sirotnik at 909-537-5729 or bsirotni@csusb.edu.

Appendix I

Questionnaire

SAN BERNARDINO COUNTY ANNUAL SURVEY, 2019

NOTE: All response categories in the script that are in CAPITAL LETTERS are not to be read.

SHELLO   Hello, I am calling from the Institute of Applied Research at Cal State University San Bernardino. Have I reached: [READ PHONE #]? We're conducting a scientific study of public opinion on a variety of issues in San Bernardino County. We need the input of a resident who is 18 or older.
      1.   CONTINUE
      2.   DISPOSITION SCREEN

SHELLO2 (used only to complete a survey already started)
Have I reached [READ PHONE NUMBER}? Hello, this is _____, calling from the Institute of Applied Research at CSU San Bernardino. Recently, we started an interview with the [MALE/FEMALE] adult in the household and I'm calling back to complete that interview. Is that person available?

INTERVIEWER: PRESS '1' TO CONTINUE
IF (ANSWER = 1) SKIPTO system

SHEAD1   Are you a resident who is 18 or older?
      1.   YES
      2.   NO
      8.   DON'T KNOW/NO RESPONSE
      9.   REFUSED
IF (SHEAD = 1) SKP INTRO

SHEAD2   Is there another adult member of the household that I can talk with?
      1.   YES
      2.   NO
      8.   DON'T KNOW/NO RESPONSE
      9.   REFUSED
IF (SHEAD2 = 1) SKP INTRO

CALLBK   Is there a better time I could call back to reach an adult member of the household?
      1.   YES
      2.   NO
      ENDQUEST
IF (CALLBK = 2) ENDQUEST

SPAN   INTERVIEWER: PLEASE CODE WHICH LANGUAGE THE INTERVIEW WILL BE CONDUCTED IN
      1.   ENGLISH
      2.   SPANISH

INTRO   This survey takes about 10 minutes to complete, and your answers may be used by county officials to make policy decisions. Your identity and your responses will remain completely 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

2.   NO
IF (ANS = 2) SKP APPT

AGEQAL   First, I'd like to confirm that you are at least 18 years of age.
      1.   YES
      2.   NO
      IF (ANS = 1) SKP BEGIN

CALLBK1   Is there a better time I could call back to reach an adult member of the household?
      1.   YES
      2.   NO

APPT   Is it possible to make an appointment to ask you the survey questions at a more
      convenient time?
      1.   YES
      2.   NO
      ENDQUEST
      IF (APPT = 2) ENDQUEST

BEGIN   I'd like to begin by asking you some general questions.
      [INTERVIEWER: PRESS ANY KEY TO CONTINUE]

COUNTY   I would like to verify that you live in San Bernardino County?
      1.   YES
      2.   NO
      8.   DON'T KNOW
      9.   REFUSED
      IF (ANS = 2) skip to QSORRY2

B1A   What CITY do you live in?

ADELANTO (1)	HELENDALE (22)	PHELAN (43)
ALTA LOMA (2)	HESPERIA (23)	PINON HILLS (44)
AMBOY (3)	HIGHLAND (24)	PIONEERTOWN (45)
APPLE VALLEY (4)	HINKLEY (25)	RANCHO CUCAMONGA (46)
BAKER (5)	JOHNSON VALLEY (26)	REDLANDS (47)
BALDY MESA (6)	JOSHUA TREE (27)	RIALTO (48)
BARSTOW (7)	KRAMER JUNCTION (28)	RUNNING SPRINGS (49)
BIG BEAR (8)	LAKE ARROWHEAD (29)	SAN BERNARDINO (50)
BIG RIVER (9)	LANDERS (30)	SPRING VALLEY LAKE (51)
BLOOMINGTON (10)	LENWOOD (31)	TRONA (52)
CEDAR GLEN (11)	LOMA LINDA (32)	TWENTYNINE PALMS (53)
CHINO (12)	LUCERNE VALLEY (33)	TWIN PEAKS (54)
CHINO HILLS (13)	LYTLE CREEK (34)	UPLAND (55)
COLTON (14)	MENTONE (35)	VICTORVILLE (56)
CRESTLINE (15)	MONTCLAIR (36)	WRIGHTWOOD (57)
DAGGETT (16)	MORONGO VALLEY (37)	YERMO (58)
DEVORE (17)	MT. BALDY (38)	YUCAIPA (59)
EARP (18)	NEEDLES (39)	YUCCA VALLEY (60)
FONTANA (19)	NEWBERRY SPRINGS (40)	OTHER (61)
FORT IRWIN (20)	ONTARIO (41)	DON'T KNOW (98)
GRAND TERRACE (21)	ORO GRANDE (42)	REFUSED (99)

      IF (ANS = 99) SKIPTO QSORRY3

B2   What is your zip code?
INTERVIEWER: REPEAT ZIP CODE BACK TO THEM WITHOUT CORRECT ZIP CODE
THEY MAYBE GETTING WRONG QUESTIONS OR NOT THE CORRECT QUESTIONS

DON'T KNOW [ENTER 99998]
REFUSED [ENTER 99999]

B3   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
8.   DON'T KNOW
9.   REFUSED

B4   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
9.   FAMILY AND FRIENDS LIVE HERE
10.   CLOSE TO WORK
11.   OTHER (SPECIFY)
12.   NOTHING
13.   EVERYTHING
98.   DON'T KNOW
99.   REFUSED

B5   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
12.   WEATHER, FIRES, FLOODS, EARTHQUAKES
13.   OTHER (Specify)
14.   NOTHING
15.   EVERYTHING

98.   DON'T KNOW
99.   REFUSED

B6   In comparison to a year ago, would you say that you and your family are financially better off, about the same, or worse off?
1.   BETTER OFF
2.   SAME
3.   WORSE OFF
8.   DON'T KNOW
9.   REFUSED

B7   Now looking ahead, do you think that a year from now you and your family will be better off, about the same, or worse off than you are now?
1.   BETTER OFF
2.   SAME
3.   WORSE OFF
8.   DON'T KNOW
9.   REFUSED

B8   In general, how would you rate the economy in San Bernardino County? Would you say that it is Excellent, Good, Fair, or Poor?
1.   EXCELLENT
2.   GOOD
3.   FAIR
4.   POOR
8.   DON'T KNOW
9.   REFUSED

B9   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
8.   DON'T KNOW
9.   REFUSED
[INTERVIEWER: IT IS NOT IF THEY HAVE BEEN A VICTIM BUT HOW **FEARFUL**]

B10   Now, I'd like to ask you some questions about voting. Are you currently registered to vote?
1.   YES
2.   NO
8.   DON'T KNOW
9.   REFUSED
IF (ANS > 2) SKIPTO B14

B11   Which of the following best describes your political party affiliation?
1.   Democrat
2.   Republican
3.   Independent, or
4.   Some other party
5.   NONE
8.   DON'T KNOW
9.   REFUSED TO ANSWER

IF (B10 = 2) SKIPTO B14

B12   Would you say that you vote ...
1.   In all elections
2.   Only in some
3.   Hardly ever, or
4.   Never
8.   DON'T KNOW
9.   REFUSED

B14   Now, I'd like to ask you to rate the following local, public, and private services. For each please let me know if you believe the service is excellent, good, fair, or poor. Let's start with...Library
1.   EXCELLENT
2.   GOOD
3.   FAIR
4.   POOR
8.   DON'T KNOW
9.   REFUSED

B15   Parks and Recreation
1.   EXCELLENT
2.   GOOD
3.   FAIR
4.   POOR
8.   DON'T KNOW
9.   REFUSED

B16   Maintenance of local streets and roads
1.   EXCELLENT
2.   GOOD
3.   FAIR
4.   POOR
8.   DON'T KNOW
9.   REFUSE

B17   Public schools in your community
1.   EXCELLENT
2.   GOOD
3.   FAIR
4.   POOR
8.   DON'T KNOW
9.   REFUSE

B18   Shopping
1.   EXCELLENT
2.   GOOD
3.   FAIR
4.   POOR
8.   DON'T KNOW
9.   REFUSE

B19 Transportation
1. EXCELLENT
2. GOOD
3. FAIR
4. POOR
8. DON'T KNOW
9. REFUSE

B20 Entertainment
1. EXCELLENT
2. GOOD
3. FAIR
4. POOR
8. DON'T KNOW
9. REFUSE

B20A Police or Sheriff
1. EXCELLENT
2. GOOD
3. FAIR
4. POOR
8. DON'T KNOW
9. REFUSE

B22 Now on another subject...Which of the following best describes your employment status? Are you...
1. Working full-time for pay
2. Working less than 30 hours a week for pay
3. Full-time student
4. Full-time homemaker, parent or caregiver
5. Unemployed and looking for work
6. Retired, or
7. Disabled and not able to work?
8. SELF EMPLOYED WORKING FULL TIME
9. SELF EMPLOYED WORKING PART TIME
10. OTHER (SPECIFY)
99. REFUSED
[INTERVIEWER: IF PERSON IS A STUDENT AND WORKING, RECORD "WORKING;" IF RETIRED AND DISABLED, RECORD "RETIRED;" IF WORKING FROM HOME OR SELF EMPLOYED ASK: "ARE YOU WORKING FULL TIME OR LESS THAN 30 HOURS?"]
IF (ANS > 2) SKIPTO B28

B24 What is your occupation?

B25 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?
Average total time: _____ MINUTES
777. DOESN'T APPLY; DON'T WORK OUTSIDE HOME
888. DON'T KNOW
999. REFUSE
IF (ANSWER = 777) SKIPTO B27
IF (ANSWER = 888) SKIPTO B27

IF (ANSWER = 999) SKIPTO B27

B26   How many MILES roundtrip do you travel to work each day?
[INTERVIEWER: EMPHASIZE "MILES" SO THEY KNOW THIS IS A DIFFERENT
QUESTION THAN #25]
Average total distance: _____ MILES
888. DON'T KNOW
999. REFUSED

B27   What county do you work in?
1.   RIVERSIDE COUNTY
2.   SAN BERNARDINO COUNTY
3.   ORANGE COUNTY
4.   LOS ANGELES COUNTY
5.   SAN DIEGO COUNTY
6.   TRAVEL (SALES, TRUCK DRIVER, ETC.)
7.   OTHER: (SPECIFY)
8.   DON'T KNOW
9.   REFUSED

B28   How much confidence do you have that the elected officials in your city or community will adopt
policies that will benefit the general community? Would you say you have a "great deal",
"some"," not much," or "no confidence?"
1.   A GREAT DEAL OF CONFIDENCE
2.   SOME CONFIDENCE
3.   NOT MUCH CONFIDENCE
4.   NO CONFIDENCE
8.   DON'T KNOW
9.   REFUSED

**THE FOLLOWING QUESTIONS ARE TO BE ASKED ONLY IN OMNITRANS'S SERVICE
AREA**
OMNI1   What is the name of your local bus service provider?
[INTERVIEWER: DON'T READ]
1.   OMNITRANS (OR OMNI)
2.   OMNILINK
3.   OMNIGO
4.   ACCESS
5.   SBX
6.   METRO/MTA/RTD
7.   RTA/RIVERSIDE TRANSIT
8.   FOOTHILL
9.   MARTA
10.   VVTA
11.   OCTA
12.   OTHER (Specify):_____
98.   DON'T KNOW
99.   REFUSED
IF (ANS = 1) SKIPTO OMNI3

OMNI2   Have you heard of Omnitrans?
        1.   YES
        2.   NO
        8.   DON'T KNOW
        9.   REFUSED
        IF (ANS > 1) SKIPTO OMNI5

OMNI3 What is your overall perception of Omnitrans, even if you have never used it personally?
        Would you say your opinion is…
        1.   Very favorable
        2.   Somewhat favorable
        3.   Somewhat unfavorable, or
        4.   Very unfavorable
        8.   NOT SURE/DON'T KNOW
        9.   REFUSED
        IF (ANS = 1 OR 2 OR 7) SKIPTO OMNI4

OMNI4 Over the past year, has your perception of Omnitrans improved, declined or stayed the same?
        1.   IMPROVED
        2.   DECLINED
        3.   STAYED THE SAME
        8.   DON'T KNOW
        9.   REFUSED

OMN52019 Have you ever used public transit for your local travel on a regular basis, meaning at least once a week?
        1.   YES
        2.   NO
        8.   DON'T KNOW
        9.   REFUSED
IF (ANS =1, 8, or 9) SKIPTO TRANSMOJ

OMN5B2019 I'm going to read you a list of reasons some people don't use public transportation regularly. Please tell me the MAIN reason you don't use it. Here are the options:

        INTERVIEWER: IF THEY SAY "JUST PREFER TO DRIVE" SAY:
        I understand, but other than that what is your main reason?

        1. Not familiar with it
        2. Takes too long
        3. Safety concerns
        4. Buses don't go where I need to go
        5. Bus schedules don't work for me

        6. I RIDE BUSES, BUT NOT WEEKLY
        7. OTHER (SPECIFY)
        8. DON'T KNOW
        9. REFUSED

THE FOLLOWING QUESTIONS ARE TO BE ASKED ONLY IN MOJAVE WATER AGENCY'S SERVICE AREA

TRANSMOJ: Now I'd like to ask you a few questions regarding the long-term water supply of the Mojave Desert region.
[INTERVIEWER TYPE ANY KEY TO CONTINUE]

MWA1: California has often experienced drought conditions. Living in the desert, would you say that the chance of another drought within the next FIVE years is …
      1.   Very high
      2.   Somewhat high, or
      3.   Not high at all
      8.   DON'T KNOW
      9.   REFUSED

MWA2 How concerned are you about having an adequate water supply where you live? Would you say you are...
      1.   Very concerned
      2.   Somewhat concerned, or
      3.   Not at all concerned?
      8.   DON'T KNOW
      9.   REFUSED

MWA3 Are you aware that there is a local agency responsible for making sure the region's water supply is SUSTAINABLE?
      1.   YES
      2.   NO
      3.   NOT SURE
      8.   DON'T KNOW
      9.   REFUSED
[INTERVIEWER: SUSTAINABLE - HAVING ADEQUATE SUPPLY OF [FRESH CLEAN WATER FOR PRESENT AND FUTURE GENERATIONS]
 If (ans > 1) skip to MWA5

MWA4 Can you name the organization or group?
      1.   MOJAVE WATER AGENCY
      2.   HELENDALE CSD
      3.   PHELAN PINION HILLS CSD
      4.   VICTORVILLE WATER DEPARTMENT
      5.   HESPERIA WATER DEPARTMENT
      6.   ADELANTO WATER DEPARTMENT
      7.   GOLDEN STATE WATER
      8.   APPLE VALLEY RANCHOS WATER
      9.   JOSHUA BASIN WATER DISTRICT
      10.   BIGHORN-DESERT VIEW WATER AGENCY
      11.   HI-DESERT WATER DISTRICT
      12.   OTHER (SPECIFY)
      98.   DON'T KNOW
      99.   REFUSED

MWA5   Please tell me if you strongly agree, agree, disagree, or strongly disagree with the following statement...It is important for people to conserve water.
> 1. STRONGLY AGREE
> 2. AGREE
> 3. DISAGREE
> 4. STRONGLY DISAGREE
> 8. DON'T KNOW
> 9. REFUSED

MWA6   What are some ways you conserve water, if any?
DON'T READ CHECK ALL THAT APPLY
> 1. I REMOVED GRASS FROM MY PROPERTY
> 2. INSTALLED HIGH WATER EFFICIENCY APPLIANCES
> 3. TAKE SHORTER SHOWERS
> 4. I USE A BROOM INSTEAD OF WATER TO CLEAN OUTDOOR AREAS
> 5. PLANTED DROUGHT-RESISTANT TREES AND PLANTS
> 6. USE WATER EFFICIENT IRRIGATION
> 7. SIMPLE THINGS SUCH AS TURNING OFF WATER WHEN BRUSHING TEETH OR SHAVING
> 8. OTHER (SPECIFY)
> 9. I DON'T CONSERVE
> 10. DON'T KNOW WHAT HAS ALL BEEN DONE
> 11. REFUSED

IF (ANS > 8) SKIPTO MWA10

MWA7   What is the MAIN reason you conserve water?
> 1. TO LOWER MY WATER BILL
> 2. IT'S REQUIRED BY LOCAL ORDINANCES
> 3. I KNOW WATER IS LIMITED SUPPLY AND I AM DOING MY PART FOR THE FUTURE
> 4. IT IS THE RIGHT THING TO DO
> 5. OTHER (SPECIFY)
> 8. DON'T KNOW
> 9. REFUSED

MWA8   There is a proposed state project to build a tunnel under the Sacramento Delta to help ensure reliable water supplies throughout the state. Some people haven't heard about it.
 How would you rate YOUR awareness of the program? Are you…
> 1. Very aware
> 2. Somewhat aware, or
> 3. Not at all aware of the program
> 8. DON'T KNOW
> 9. REFUSED

INTERVIEWER: IF THEY ASK YOU ABOUT THE NAME OR THEY ASK YOU CALIFORNIA WATER FIX: "It used to be called the California Water Fix but the new name is the Delta Conveyance".

MWA9   The Mojave Water Agency offers programs to residents so they can stay informed about our local water supply. They would like to know the best way for you to receive this information. Is it better to use…
> 1. Printed material like newspapers or fact sheets, or
> 2. Digital resources like the web or social media?
> 3. DOESN'T REALLY MATTER

7.   NOT INTERESTED EITHER WAY
8.   DON'T KNOW
9.   REFUSED

MWA10 Let's shift from water SUPPLY to water QUALITY.
How concerned are you about the water quality where you live? Would you say you are...
1.   Very concerned
2.   Somewhat concerned, or
3.   Not at all concerned?
8.   DON'T KNOW
9.   REFUSED
IF (ANS > 2) SKIPTO SBCSS

MWA11 What are your main concerns about the water quality?
(IF THEY DON'T RESPOND, PROBE -- Is it the taste, or concerns about pollution, or what?
1.   TASTE
2.   POLLUTION/CONAMINANTS IN GENERAL
3.   HEALTH RISKS
4.   LEAD
5.   PESTICIDES
6.   OTHER (SPECIFY)
8.   DON'T KNOW
9.   REFUSED

SAN BERNARDINO COUNTY SUPERINTENDENT OF SCHOOLS
SBCSS QUESTIONS ARE TO BE ASKED THROUGHOUT THE COUNTY

SBCSS And now I'd like to switch topics and ask you a few questions about the San Bernardino County public school system which includes kindergarten through high school.

SBCSS2 What is your opinion about the MOST IMPORTANT ways to ensure that students are successful in school? Is it…

1.   Early exposure to college and careers,
2.   Good reading and math skills, or
3.   A safe and supportive campus where student input is welcome
4.   THEY ARE ALL EQUALLY IMPORTANT (DON'T READ USE IF NEEDED)
7.   DON'T CARE, I HAVE NO CHILDREN, ANNOYED MOVE ON
8.   DON'T KNOW
9.   REFUSED
IF (ANS = 7) SKIPTO CSUSB4

SBCSS3: Would you say that parent involvement at school and home is MORE important, LESS important, or EQUALLY important as [INSERT SELECTION FROM SBCSS2]?
1.   More important
2.   Less important
3.   Equally important
8.   DON'T KNOW
9.   REFUSED

SBCSS4: What do you believe is the most important issue facing public schools today? Is it…
[RANDOMIZE ISSUES -- PRESENT 3 PER RESPONDENT]
1. Funding
2. Quality teachers and staff
3. Safety
4. Keeping up with current technology
5. Equal access for all students
6. Reducing dropouts
7. Preparing students for college or careers
8. Students' social and emotional wellness
9. REFUSE

SBCSS1 Some people feel that a person is more likely to be successful in the workplace if he or she has a college degree. Do you strongly agree, agree, disagree, or strongly disagree?
1. STRONGLY AGREE
2. AGREE
3. DISAGREE
4. STRONGLY DISAGREE
8. DON'T KNOW
9. REFUSED

CSUSB QUESTIONS ARE TO BE ASKED THROUGHOUT THE COUNTY

BOND State bond measures are often used to pay for school construction projects. They are financed with small increases in people's property taxes. If there was a bond measure to pay for construction at California State
University and University of California campuses, would you vote for it?
1. YES
2. NO
3. DEPENDS ON THE DOLLAR AMOUNT
8. DON'T KNOW
9. REFUSED

DONATE Do you donate to causes or organizations in San Bernardino County?
1. YES
2. NO
8. DON'T KNOW
9. REFUSED
IF (ANS > 1) SKIPTO CSUSB4

DONATEB Do those donations go to religious institutions, or non-profit organizations, or both?
1. RELIGIOUS INSTITUTIONS
2. OTHER NON-PROFIT ORGANIZATIONS
3. BOTH
8. DON'T KNOW
9. REFUSED

CSUSB4 Now I have some questions about Cal State San Bernardino. Are you at all familiar with THE CAMPUS?
1. YES
2. SOMEWHAT
3. NO

4.   NOT SURE
8.   DON'T KNOW
9.   REFUSED
IF (ANS > 2) SKIPTO OWNRENT

DEFINE   Cal State's new tag line is "We Define the Future" and they want to know if people have heard or seen it yet. Have you?
   1. YES
   2. NO
   7. ANNOYED AND NEED TO MOVE ON/LIVE TO FAR AWAY TO KNOW [skipto OWNRENT]
   8. DON'T KNOW
   9. REFUSED

CSUSB7A Now I'm going to make some statements and I'd like you to tell me if you strongly agree, agree, disagree, or strongly disagree with each one. First statement…

The Cal State campus is a place I could go to walk around, or have a picnic, or go to an event.
   1.   STRONGLY AGREE
   2.   AGREE
   3.   NEITHER AGREE NOR DISAGREE [TRY TO DISCOURAGE THIS ANSWER]
   4.   DISAGREE
   5.   STRONGLY DISAGREE
   7.   ANNOYED AND NEED TO MOVE ON [SKIPTO OWNRENT]
   8.   DON'T KNOW
   9.   REFUSED

CSUSB7B   I would feel safe visiting the Cal State campus.
   1.   STRONGLY AGREE
   2.   AGREE
   3.   NEITHER AGREE NOR DISAGREE [TRY TO DISCOURAGE THIS   ANSWER]
   4.   DISAGREE
   5.   STRONGLY DISAGREE
   7.   ANNOYED AND NEED TO MOVE ON   [SKIPTO OWNRENT]
   8.   DON'T KNOW
   9.   REFUSED

CSUSB8A Thank you. Now what are your general impressions of the education at Cal State San Bernardino? Would you say it is excellent, good, fair, or poor?
   1.   EXCELLENT
   2.   GOOD
   3.   FAIR
   4.   POOR
   7.   ANNOYED AND NEED TO MOVE ON
   8.   DON'T KNOW
   9.   REFUSED
IF (ANS < 3) SKIPTO CSUSBNEW
IF (ANS = 7) SKIPTO OWNRENT
IF (ANS > 7) SKIPTO CSUSBNEW
SKIPTO: CSUSBNEW IF THEY HAVE AN EXCELLENT OR GOOD IMPRESSION?

CSUSB8B Could you tell me the reason you have only a [FAIR/POOR] impression of the campus?

CSUSBNEW   How likely are you to recommend CSUSB to a friend or family member who plans to take college courses? Is it**...**
1. Very likely
2. Somewhat likely
3. Not at all likely

7. GETTING ANNOYED WITH CSUSB QUESTIONS
8. DON'T KNOW
9. REFUSED

IF (ANS = 7) SKIPTO OWNRENT

CSUSB11 Have you ever been to Cal State for a sporting event, theater production, festival, or some
other event?
1.   YES
2.   NO
7.   ANNOYED NEED TO MOVE ON
8.   NOT SURE
9.   REFUSED
IF (ANS = 7) SKIPTO OWNRENT

CSUSB12 What would be the BEST way of informing you about the many cultural and sporting events
happening on campus?
  [DON'T READ CHECK ALL THAT APPLY]
1.   DIRECT MAIL
2.   EMAIL
3.   NEWSPAPER
4.   RADIO
5.   INTERNET
6.   WEBSITE
7.   FACEBOOK
8.   TWITTER
9.   OTHER (Specify)_____
10.   NOT INTERESTED
11.   DON'T KNOW
12.   REFUSED

OWNRENT And finally I'd like to ask a few questions about you and your background... Do you rent or own your current residence?
1.   RENT OR LEASE
2.   OWN [YES PAY THE BANK IS OWNING]
3.   LIVE IN STUDENT HOUSING
4.   LIVE WITH A FAMILY MEMBER (LIKE PARENTS OR KIDS)
5.   LIVE WITH FRIEND
6.   OTHER (SPECIFY)
8.   DON'T KNOW
9.   REFUSED

D1 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 (MASTER'S, PH.D. ETC.)
7. TRADE SCHOOL OR VOCATIONAL TRAINING
8. OTHER (SPECIFY)
9. REFUSED

D2 Which of the following best describes your marital status? ...
1. Single, never married
2. Married
3. Divorced
4. Widowed
5. Separated, or
6. Single, living with partner
7. OTHER (SPECIFY)
9. REFUSED

D2C How many people live in your household INCLUDING YOURSELF?
REFUSED [ENTER 999]
IF (ANS = 1) SKIPTO D3

D2b How many children ages 18 years old or younger do you have living at home?
REFUSED [ENTER 999]

D3 Are you of Hispanic, Spanish, or Latino origin?
1. YES
2. NO
8. DON'T KNOW
9. REFUSED
IF (ANS > 1) SKIPTO D4B

D4 Some Hispanics also identify themselves as Caucasian or African American or some other race.
How do you identify your race?
1. ASIAN (SPECIFY)
2. BLACK OR AFRICAN AMERICAN
3. CAUCASIAN OR WHITE
4. HISPANIC
5. OTHER (SPECIFY)
6. DON'T KNOW
7. REFUSED
SKIP TO D6

D6 May I ask your age?
1. AGE
2. YEAR
9. REFUSED

D7   How long have you lived in San Bernardino County?
[6 MONTHS AND OVER IN YEARS AND ROUND UP]
LESS THAN 6 MONTHS [996]
WAS GIVEN A YEAR [ENTER 997] CONTROL "N" TYPE YEAR
DON'T KNOW [ENTER 998]
REFUSED [ENTER 999]

D8   Which of the following categories best describes your total household or family income before taxes, from all sources, for 2018? Let me know when I get to the correct category. . .
1.   Less than $25,000
2. $25,000 to less than $35,000
3. $35,000 to less than $50,000
4. $50,000 to less than $65,000
5. $65,000 to less than $80,000
6. $80,000 to $110,000
7.   Over $110,000
8.   DON'T KNOW
9.   REFUSED

CSUSB14 Are you interested in receiving some information about Cal State San Bernardino's programs?
1.   YES
2.   NO
8.   DON'T KNOW/NOT SURE AT THIS TIME
9.   REFUSED
IF (ANS > 1) SKIP TO END

CSUSB15 Would you like CSUSB to send information to you by email or mail? If by mail who should we address it to and the address please.
[INTERVIEWER TYPE IN THE EMAIL ADDRESS OR MAILING ADDRESS, PLEASE READ BACK TO VERIFY YOU HAVE CORRECT]

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

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

Coop   How cooperative was the respondent?
1.   Cooperative
2.   Uncooperative
3.   Very Uncooperative

Undstd How well did the respondent understand the questions?
1.   Very easily
2.   Easily
3.   Some difficulty
4.   Great deal of difficulty

Lng   In what language was the interview conducted?
1.   English
2.   Spanish

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

QSORRY2   I'm sorry, but we are only surveying people from San Bernardino County Region at this time. Thank you for your cooperation.
INTERVIEWER: PRESS ANY KEY TO CONTINUE
CTRLEND

QSORRY3   I'm sorry, but we are only surveying people from San Bernardino County Region without knowing city and zip code you may be getting questions that do not apply to you.
Thank you for your cooperation.
INTERVIEWER: PRESS ANY KEY TO CONTINUE
CTRLEND
ENDQUEST

Appendix II

Data Display of Baseline Questions

B3: Overall how would you rate San Bernardino County as a place to live?

	Count	Col %
Very Good	210	20.6%
Fairly Good	469	46.0%
Neither Good nor Bad	218	21.3%
Fairly Bad	71	7.0%
Very Bad	52	5.1%
Total	1021	100.0%

B4: In your opinion, what is the ONE best thing about living in San Bernardino County?

	Count	Col %
Good area, Location, Scenery	363	38.4%
Affordable housing	104	11.0%
Good climate, Weather	84	8.8%
Not crowded	60	6.4%
Good schools/ Universities	29	3.1%
Less crime/ Feel safe	14	1.5%
Job availability	13	1.3%
Friendly people	41	4.4%
Family and friends live here	38	4.0%
Close to work	12	1.3%
Other (Specify)	59	6.3%
Nothing	29	3.1%
Everything	22	2.3%
Less traffic	9	1.0%
Quiet peaceful	12	1.3%
Clean air	4	0.5%
Lower cost of living	7	0.7%
Diversity	2	0.2%
Lower taxes	11	1.2%
Availability of resources and assistance	3	0.4%
Not Los Angeles or big city	9	0.9%
Rural area, open land, space	8	0.8%
A lot of things to do	11	1.1%
Total	946	100.0%

B5: In your opinion, what would you say is the ONE most negative thing about living in San Bernardino County?

	Count	Col %
Smog, Air pollution	37	3.8%
Traffic	81	8.4%
Poor public transportation	18	1.9%
Drugs	27	2.8%
Crime/ Gang activity	250	26.1%
Bad location	19	2.0%
Lack of entertainment	11	1.1%
Overpopulated	33	3.4%
Bad school system	12	1.2%
Cost of living	32	3.4%
Lack of job opportunity	28	2.9%
Weather, Fires, Floods, Earthquakes	37	3.9%
Other (Specify)	106	11.0%
Nothing	56	5.8%
Everything	8	0.8%
Taxes, taxes to high	16	1.6%
Homeless	70	7.3%
Poor road and street maintenance	35	3.7%
Corruption	2	0.2%
Politics and City Officials	15	1.5%
City is dirty, not well maintained, graffiti	2	0.2%
Poverty is high in the area/ a lot of welfare	15	1.5%
Lack of resources medical, doctors	3	0.3%
Lack of shopping and entertainment	8	0.9%
County spread out to far, to big, needs to be divided	3	0.4%
Lack of law enforcement	1	0.1%
Lack of water, water issues, water to expensive	0	0.0%
Law enforcement, police	7	0.8%
Lack of diversity	2	0.2%
Type of people	3	0.3%
Gas prices	2	0.2%
Lack of culture	1	0.1%
Lack of money and resources	12	1.2%
Prejudice	2	0.2%
Too many immigrants	5	0.5%
Total	957	100.0%

B6: In comparison to a year ago, would you say that you and your family are financially better off, about the same, or worse off?

	Count	Col %
Better off	328	32.0%
Same	553	53.9%
Worse off	145	14.1%
Total	1026	100.0%

B7: Now looking ahead, do you think that a year from now you and your family will be better off, about the same, or worse off than you are now?

	Count	Col %
Better off	441	44.7%
Same	441	44.6%
Worse off	105	10.7%
Total	987	100.0%

B8: In general, how would you rate the economy in San Bernardino County today? Would you say that it is Excellent, Good, Fair, or Poor?

	Count	Col %
Excellent	38	3.8%
Good	335	33.7%
Fair	419	42.2%
Poor	201	20.3%
Total	993	100.0%

B9: 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	67	6.6%
Somewhat fearful	305	29.8%
Not too fearful	379	37.1%
Not at all fearful	270	26.5%
Total	1021	100.0%

B10: Are you currently registered to vote?

	Count	Col %
Yes	879	85.6%
No	148	14.4%
Total	1027	100.0%

B11: Which of the following best describes your political party affiliation?

	Count	Col %
Democrat	381	44.0%
Republican	298	34.4%
Independent, or	187	21.6%
Total	866	100.0%

B12: Would you say that you vote in all elections, only some, hardly ever or never?

	Count	Col %
In all elections	621	70.8%
Only in some	221	25.2%
Hardly ever	23	2.6%
Never	13	1.5%
Total	878	100.0%

B14: How would you rate the LIBRARY?

	Count	Col %
Excellent	245	28.0%
Good	444	50.9%
Fair	144	16.5%
Poor	40	4.6%
Total	873	100.0%

B15: How would you rate PARKS AND RECREATION services?

	Count	Col %
Excellent	150	15.3%
Good	437	44.7%
Fair	281	28.8%
Poor	110	11.2%
Total	978	100.0%

B16: How would you rate the maintenance of local STREETS AND ROADS?

	Count	Col %
Excellent	47	4.5%
Good	240	23.3%
Fair	310	30.1%
Poor	434	42.1%
Total	1032	100.0%

B17: How would you rate PUBLIC SCHOOLS?

	Count	Col %
Excellent	131	14.6%
Good	420	47.1%
Fair	238	26.7%
Poor	103	11.5%
Total	891	100.0%

B18: How would you rate SHOPPING?

	Count	Col %
Excellent	181	17.8%
Good	483	47.7%
Fair	254	25.1%
Poor	95	9.4%
Total	1014	100.0%

B19: How would you rate TRANSPORTATION?

	Count	Col %
Excellent	81	9.5%
Good	325	38.0%
Fair	297	34.7%
Poor	152	17.8%
Total	855	100.0%

B20: How would you rate ENTERTAINMENT?

	Count	Col %
Excellent	78	8.3%
Good	355	37.9%
Fair	335	35.8%
Poor	168	18.0%
Total	935	100.0%

B21: How would you rate POLICE/SHERIFF services?

	Count	Col %
Excellent	215	21.6%
Good	446	44.6%
Fair	235	23.5%
Poor	104	10.4%
Total	999	100.0%

B22: Work status

	Count	Col %
Working full-time for pay	344	33.4%
Working less than 30 hours a week for pay	67	6.5%
Full-time Student	21	2.1%
Full-time homemaker, parent, or caregiver	78	7.6%
Unemployed and looking for work	29	2.8%
Retired	353	34.4%
Disabled and not able to work	84	8.2%
Self-employed full time	38	3.7%
Self-employed part time	12	1.2%
Total	1028	100.0%

B24: What is your occupation?

	Count	Col %
Teacher/Educator/School District Worker	52	11.6%
Shipping/Transportation/Driver	24	5.3%
Engineer	7	1.5%
Medical Field/Doctor/Nurse	21	4.6%
Construction Industry	24	5.3%
Management	18	4.0%
Law Enforcement/Law Enforcement field	5	1.2%
Self Employed	19	4.2%
Clerk/Cashier	4	0.8%
Government	4	0.9%
Social Work/Social Services/Counseling	5	1.1%
Administrative Assistant/Office Worker	10	2.2%
Therapist	7	1.6%
Care Provider/Child & Adult	17	3.7%
Military	5	1.2%
Electrician	0	0.1%
Food & Beverage Industry	18	4.1%
Real-estate Agency	9	2.0%
Sales	33	7.3%
Mechanic	12	2.7%
Accounting	13	2.8%
Eligibility Worker	7	1.5%
Housekeeper/maid	11	2.4%
Laborer	7	1.6%
Analyst	2	0.4%
Post Office Worker	2	0.3%
Consultant	3	0.8%
Customer Service Rep	4	0.8%
Computer Industry, tech, etc.	2	0.4%
Dentistry Industry	3	0.7%
Safety officer / Security	7	1.6%
Warehouse / Fork lift driver	4	0.9%
Hair stylist/manicure/pedicure Industry	1	0.3%
Custodian/Janitorial	6	1.4%
Insurance industry	4	0.8%
Supervisor	4	0.9%
Writer/Journalist	1	0.2%
Dispatcher	1	0.2%
Environmental Industry	1	0.3%
Communications/marketing	2	0.5%
Human Resource/Risk Management	3	0.7%
Technician (Cable, Telephone, heating/AC etc.)	8	1.8%
Manufacturing	6	1.4%
Taxi/Uber/Lyft driver	3	0.6%
Other	51	11.3%
Total	451	100.0%

B25: When thinking about your travel to and from work, on the average, how much total time do you spend commuting round trip?

	Count	Col %
Less than 1 hour	209	51.2%
1 - < 2 hours	95	23.3%
2 - < 3 hours	67	16.5%
3 - < 4 hours	19	4.6%
4 or more hours	18	4.4%
Total	408	100.0%

B26: How many miles roundtrip do you travel to work each day?

	Count	Col %
60 miles or less	298	77.6%
61 - 120 miles	67	17.5%
121 - 180 miles	13	3.4%
181 - 240 miles	5	1.2%
More than 240 miles	1	0.4%
Total	384	100.0%

B27: What county do you work in?

	Count	Col %
Riverside County	36	7.8%
San Bernardino County	291	63.2%
Orange County	26	5.7%
Los Angeles County	63	13.8%
Travel (Sales, Truck Driver, Etc.)	39	8.5%
Other (specify)	3	0.7%
Multiple Counties	2	0.3%
Total	460	100.0%

B28: How much confidence do you have that the elected officials in your city or community will adopt policies that will benefit the general community?

	Count	Col %
A great deal of confidence	114	11.6%
Some confidence	445	45.3%
Not much confidence	255	26.0%
No confidence	168	17.1%
Total	982	100.0%

OWNRENT: Do you rent or own your current residence?

	Count	Col %
Rent	257	24.8%
Own	704	68.1%
Live in student housing	0	0.0%
Live with family member (like parents or kids)	29	2.8%
Live with friend	0	0.0%
Don't Know	4	0.4%
Refused	21	2.0%
Hung up	18	1.7%
Total	1034	100.0%

D1: What was the last grade of school that you completed?

	Count	Col %
Some High School or less	72	7.3%
High School Graduate	212	21.5%
Some College	316	32.0%
College Graduate (Bachelor's Degree)	198	20.1%
Some Graduate work	13	1.3%
Post-Graduate Degree	166	16.8%
Trade School or Vocational training	10	1.0%
Total	988	100.0%

D2: Which of the following best describes your marital status?

	Count	Col %
Single, never married	179	17.6%
Married	538	52.8%
Divorced	105	10.3%
Widowed	120	11.8%
Separated, or	18	1.8%
Single, living with partner	41	4.0%
Hung up	18	1.8%
Total	1019	100.0%

D2c: How many people live in your household including yourself?

	Count	Col %
1 person	150	14.5%
2 people	318	30.8%
3 people	167	16.2%
4 people	172	16.6%
5 people	109	10.5%
6 or more people	78	7.5%
Hung up	19	1.8%
Refused	21	2.1%
Total	1034	100.0%

D2b: How many children ages 18 or younger do you have living at home?

	Count	Col %
No children	512	59.1%
1 Child	160	18.5%
2 Children	99	11.5%
3 Children	49	5.7%
4 Children	18	2.1%
5 Children	6	0.7%
6 or more children	3	0.3%
Hung up	1	0.1%
Refused	18	2.1%
Total	866	100.0%

D3: Are you of Hispanic, Spanish, or Latino origin?

	Count	Col %
Yes	351	35.6%
No	636	64.4%
Total	987	100.0%

D4: How would you describe you race or ethnicity?

	Responses		Percent of Cases
	N	Percent	
Asian (Specify)	8	0.7%	0.8%
Black or African American	118	11.2%	12.7%
Caucasian or white	570	54.1%	61.3%
Hispanic	358	34.0%	38.5%
Total	1055	100.0%	113.3%

NOTE: Respondents were allowed to specify more than one race/ethnicity, so percentages do not total to 100%

D6: What is your age?

	Count	Col %
18-24 year olds	44	4.5%
25 - 34	64	6.6%
35 - 44	102	10.5%
45 - 54	161	16.6%
55 - 64	204	21.0%
65 - 74	229	23.5%
75 and older	168	17.3%
Total	972	100.0%

D7: How long have you lived in San Bernardino county?

	Count	Col %
1 - 10 years	157	15.1%
11 - 20 years	249	24.1%
21 - 30 years	221	21.4%
31 - 40 years	135	13.1%
More than 40 years	224	21.6%
Hung up	19	1.8%
Less than 6 months	5	0.5%
Don't know	12	1.2%
Refused	12	1.2%
Total	1034	100.0%

D8: Which of the following categories best describes your total household or family income before taxes, from all sources, for 2018?

	Count	Col %
Less than $25,000	105	12.4%
$25,000 to less than $35,000	101	12.0%
$35,000 to less than $50,000	111	13.2%
$50,000 to less than $65,000	109	12.9%
65,000 to less than $80,000	96	11.4%
$80,000 to $110,000	134	15.8%
Over $110,000	188	22.3%
Total	844	100.0%

In what language was the interview conducted?

	Count	Col %
English	961	93.0%
Spanish	73	7.0%
Total	1034	100.0%

Gender

	Count	Col %
Male	458	45.2%
Female	542	53.4%
Couldn't Tell	14	1.4%
Total	1014	100.0%