

2018 21st Inland Empire Annual Survey

Final Report



Submitted by:

Principal Investigator:
Barbara Sirotnik

Project Coordinator:
Lori Aldana

Released August 24, 2018

THE 2018 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

In April 2018, a case study regarding the utility of community perception surveys was released by STAR Communities (Sustainability Tools for Assessing & Rating Communities).¹ The introduction to that well-written piece states: “Understanding how residents perceive their communities—the good and the bad—is crucial to helping local decision makers adapt strategies and policies to meet community needs. Because perceptions of sustainability can vary widely within a community, a community perception survey can be a useful way to gauge overall satisfaction within a jurisdiction and may help to identify performance gaps in existing programs and services...When done correctly, a survey should capture a range and diversity of voices that may not regularly be heard by the local government.”

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 21 years we have reported 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 **2018 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

1. <http://www.starcommunities.org/star-updates/case-study-capturing-community-perception-through-surveys/>

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.

Further, it is well known that more and more households are becoming “cell-phone only” households. Indeed, the National Health Interview Survey (NHIS) conducted July to December of 2017 by the National Center for Health Statistics indicated that over half (53.9%) of U.S. households are “wireless only” (an increase of 3.1% since the second half of 2016). In order to ensure that cell-phone only households were well represented in the survey, IAR enhanced the land-line 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 (and failure to account for those differences could significantly skew/bias the survey results). Consider the following statistics:

- Hispanic adults (65.6%) were more likely than non-Hispanic white (50.2%), non-Hispanic black (52.3%), or non-Hispanic Asian (53.4%) adults to be living in households with only wireless telephones

- 75.6% of adults 25 – 29 years old lived in wireless only households, vs. 48.1% of adults 45 – 64 and 26.4% of those 65 or older
- 68.1% of adults living in poverty were wireless only, vs. 53.1% of higher income adults
- 72.0% of adults living in rented homes live in wireless only households, as opposed to 44.6% of adults living in homes owned by a household member

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 the county with a telephone (including cell phones) had an equal chance to be included in the survey.²

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 May 10 and June 1, 2018 (weekdays from 3 to 9 PM, Saturdays from 11 AM until 5 PM, and Sundays from 1 to 7 PM) in order to maximize the chances of finding respondents available and willing to complete the survey.

A total of **1,052 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.

Sadly, the state of California has reached the bottom of one source of quality-of-life rankings. According to the recent U.S. News and World Reports “Best States Rankings,” California came in at #50 out of the 50 states, mainly because of poor urban air quality, severe traffic congestion, low voter participation, and weak community engagement and social support.³

2. For the first time this year, IAR made the survey available online and publicized the link with the help of the CSUSB Office of Strategic Communications, Omnitrans, SBCSS, and Mojave Water Agency. Only 54 people responded to the online version of the survey. Those data were not incorporated into this report due to the small sample size.

3. <https://www.usnews.com/news/best-states/rankings>

But California counties and cities are quite diverse relative to their population, economy, geography, and culture. The question is: how can we characterize the quality of life in **San Bernardino County**?

For the purposes of this study, we focus on several factors of quality of life in the county: economic evaluations, crime – perceptions and reality, 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 21 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

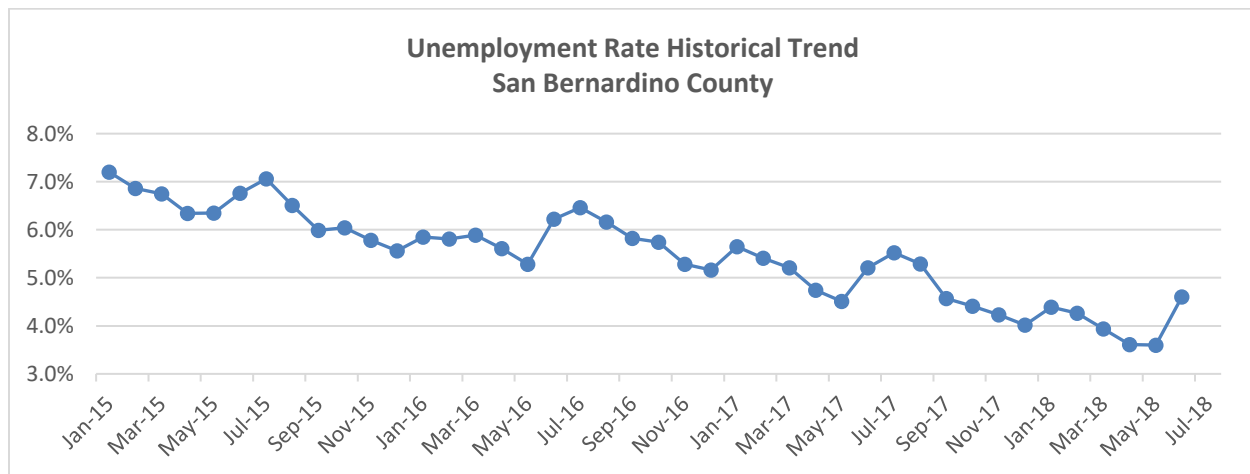
OVERVIEW: The number of residents who rated the County’s economy as “excellent” or “good” increased again this year. There continues to be an improvement in the number of respondents reporting that they are better off financially than they were a year ago (especially among high-income people, males, 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 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 are just short of the pre-recession peak. 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 4.7% in June 2018, up from a revised 3.7% in May 2018,

and below the year-ago estimate of 5.3%.⁴ That figure is still higher than the stats for California (4.5%) and the nation as a whole (4.2%) during that same period, but the overall trend shows a decline in unemployment. Focusing on San Bernardino County alone (as opposed to the Riverside-San Bernardino-Ontario MSA), we see that the unemployment figures were 4.6% in June 2018, up from 3.6% in May.⁵ See graph below.



Further, that same EDD report indicates that in this region, “between May 2017 and May 2018, total nonfarm employment increased by 44,700 jobs or 3.1 percent.” And IAR’s Inland Empire Report on Business for July 2018 shows that there has been growth in the local manufacturing sector and the local economy for 19 straight months. The bottom line from all of the above data is that the overall economy is improving in the overall MSA and in San Bernardino County itself (although that improvement has not been evident to the same extent in all areas of the region).

But is the average San Bernardino County *resident* perceiving that improvement in the economy? Yes. The data from this year’s annual survey show that the number of people rating the County’s economy as “excellent” or “good” has increased from 32% last year to 35% this year (a change which is significant since it is outside the margin of error). There is clearly more optimism about the county’s economy than in the past decade, although the figure is still significantly below pre-recession levels (figures which were predominantly in the 40% range). Further, 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 (65%, down from 68% last year) still rate the county’s economy as only “fair” or “poor.”

4. [https://www.labormarketinfo.edd.ca.gov/file/lfmonth/rive\\$pds.pdf](https://www.labormarketinfo.edd.ca.gov/file/lfmonth/rive$pds.pdf)

5. <https://www.labormarketinfo.edd.ca.gov/geography/sanbernardino-county.html>



As one might expect, ratings of the county’s economy differed significantly based on respondents’ city of residence. Chino Hills residents gave positive ratings to the county’s economy much more often than City of San Bernardino residents (67% vs. 16%). The table below shows the full array of cities for which we sampled at least 25 residents. It is important to note that respondents often answer questions about the county *thinking about their own community or neighborhood* – thus people from cities such as San Bernardino and Highland 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, whereas San Bernardino has traditionally had the lowest (or second lowest).

Table 1. % Rating the County’s Economy as “Excellent” or “Good” in 2018 (arranged from highest to lowest)

City	%
Chino Hills	66.7
Chino	55.2
Yucca Valley	50.0
Rancho Cucamonga	47.5
Yucaipa	38.5
Hesperia	37.9
Fontana	36.6
Ontario	34.5
Apple Valley	32.6
Victorville	29.6
Adelanto	28.0
Rialto	27.3
Barstow	25.9
Highland	22.2
San Bernardino	15.6

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

Last year we noted that there were no statistically significant differences in ratings of the county's economy for subgroups based on education, marital status, ethnicity, age, or length of residency in the county. This year there were differences in ratings based on nearly all of those variables, with higher ratings being offered by older people, people who own their own homes, people with a college degree, and males. Further, last year 31% of Republicans rated the economy highly, and that has soared to 41% this year (a statistically significant jump that contrasted virtually unchanged ratings from Democrats and Independents). Hispanics are slightly (but not significantly) less likely than non-Hispanics to rate the economy as "excellent" or "good," and those with higher incomes rate the economy somewhat higher than those with low incomes. See Table 2 below.

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?
2018 Selected Subgroup results

		% Excellent/ Good	% Fair	% Poor	Pattern
Age	18 to 34	25	53	22	Young people give lower ratings to the County's economy whereas older people rate it more highly
	35 to 64	33	44	23	
	65 or older	44	38	18	
Ethnicity	Hispanic	31	49	20	Hispanics are less likely than non-Hisp. to rate the economy highly (n.s.)*
	Non-Hispanic	37	41	22	
Home Ownership	Rent	25	48	27	Owners rate the county's economy more highly than do renters
	Own	39	42	19	
Income	Less than \$35,000	29	45	26	Those with higher incomes rate the economy more highly than those with lower incomes (n.s.)*
	\$35,000 to < \$80,000	34	44	22	
	\$80,000 or more	40	42	18	

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

TABLE 2 CONTINUED NEXT PAGE....

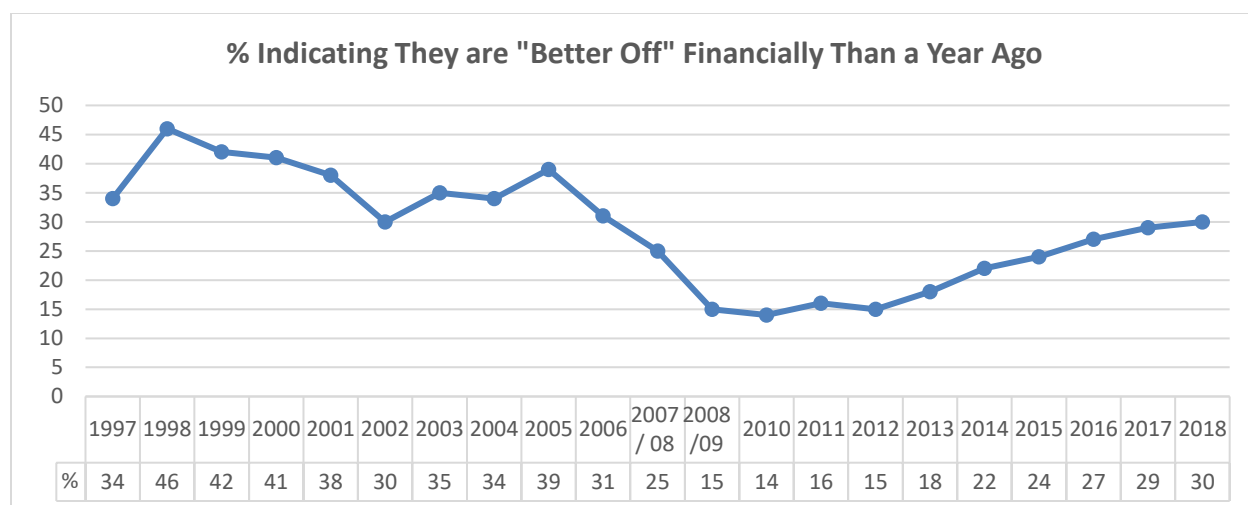
Table 2 *CONTINUED*. In general, how would you rate the economy in San Bernardino County? Would you say that it is Excellent, Good, Fair, or Poor?
2018 Selected Subgroup results

		% Excellent/ Good	% Fair	% Poor	Pattern
Education	High School Graduate or less	34	41	25	Those people with college degrees are most likely to see the economy as excellent or good
	Some college	34	48	18	
	College degree	38	38	24	
Gender	Male	40	40	20	Males are more likely than females to rate the economy highly
	Female	31	46	24	
Political Party Affiliation	Democrat	36	46	18	Republicans are more likely than Democrats or Independents to rate the economy highly
	Republican	41	38	21	
	Independent	27	44	29	

* “n.s.” means “not statistically significant”

People’s evaluations of their own personal finances do not always agree with their perceptions of the county’s economy. What did San Bernardino County respondents tell us about their own financial well-being? This year 30% 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 2017, and 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 16% felt that they are losing ground financially. These countywide figures virtually match nationwide stats reported in May 2018 by the Board of Governors of the Federal Reserve.⁶ That report showed that 33% of a nationwide sample of adults felt that they were better off than they were a year ago, 52% reported feeling the same, and 15% reported that their financial situation got worse over the past year.

6. <https://www.federalreserve.gov/publications/files/2017-report-economic-well-being-us-households-201805.pdf>



Subgroup analysis shows that over 50% of all demographic subgroups by age, ethnicity, home ownership, income, education, gender, or political party noted that their finances are in the same “shape” as they were a year ago (see Table 3). In other words, even though the U.S. economy appears to be improving, most people (regardless of 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, fewer people in the lower income categories than in the upper category reported improvement in their finances. This is important considering the clear link between personal financial hardship and a diminished quality of life. Consider the following statistics which appeared in a May 2018 Washington Post article⁷ reporting the results of the above-quoted Federal Reserve survey and a United Way report on financial hardship nationwide:

- Forty percent of American adults don't have enough savings to cover a \$400 emergency expense such as an unexpected medical bill, car problem or home repair.
- Forty-three percent of households can't afford the basics to live, meaning they aren't earning enough to cover the combined costs of housing, food, child care, health care, transportation and a cell phone.
- More than a quarter of adults skipped necessary medical care last year because they couldn't afford it.
- Twenty-two percent of adults aren't able to pay all of their bills every month.
- Only 38 percent of non-retired Americans think their retirement savings is “on track.”

Political party affiliation was definitely a factor in determining how people perceive their financial stability relative to a year ago. Specifically, Republicans were more likely to say that

7. https://www.washingtonpost.com/news/wonk/wp/2018/05/25/the-alarming-statistics-that-show-the-u-s-economy-isnt-as-good-as-it-seems/?utm_term=.294e74b4fb2f

they feel “better off” than either Democrats or Independents. That is a shift from last year’s data which indicated that Republicans were slightly less like to say “better off” than either Democrats or Independents.

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?”

2018 Selected Subgroup results

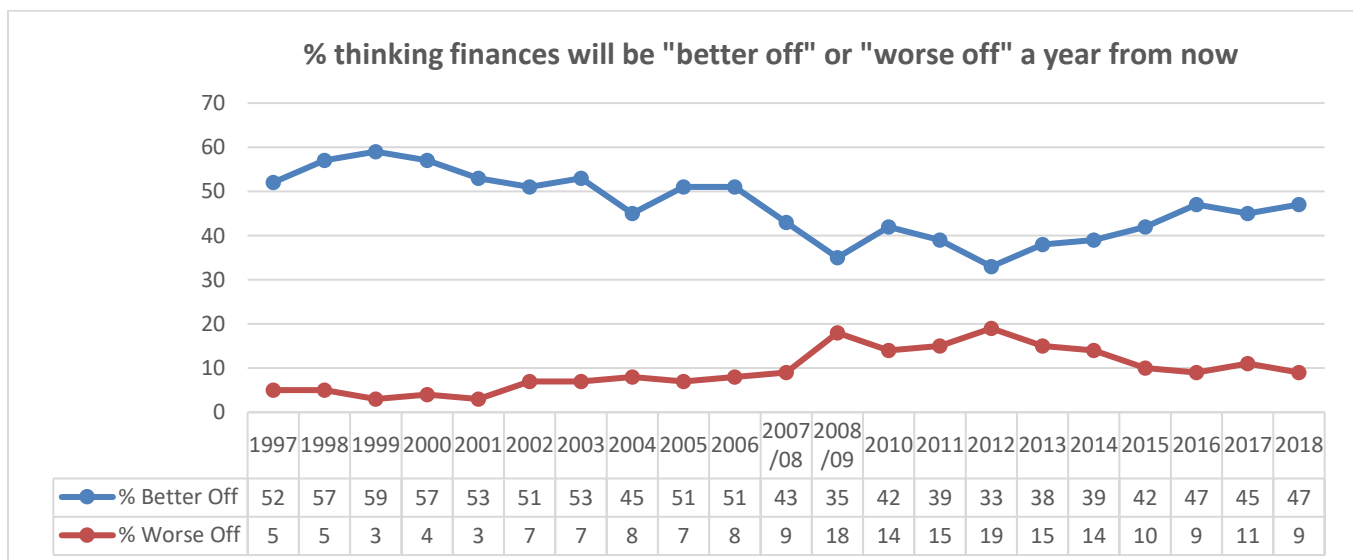
		% Better off	% Same	% Worse Off	Pattern
Age	18 to 34	32	53	15	Younger people are more likely to feel “better off,” senior citizens are more likely to feel “worse off” (n.s.)*
	35 to 64	33	51	17	
	65 or older	24	59	18	
Ethnicity	Hispanic	33	51	16	Hispanics are more likely to feel “better off” than non-Hispanics (n.s.)*
	Non-Hispanic	28	55	16	
Home Ownership	Rent	33	47	21	Fewer renters than owners report “same” (i.e. “stability” in finances)
	Own	29	56	15	
Income	Less than \$35,000	17	56	28	Those with higher incomes feel financially “better off,” while those with lower incomes tend to feel “worse off”
	\$35,000 to < \$80,000	29	54	16	
	\$80,000 or more	41	50	9	
Education	High School Graduate or less	27	54	20	Those people with college degrees are most likely to report being “better off” (n.s.)*
	Some college	29	56	14	
	College degree	34	49	17	
Gender	Male	35	51	14	Males are more likely to feel “better off” than females
	Female	25	56	19	
Political Party Affiliation	Democrat	29	56	16	Independents are more likely to feel “worse off” than Democrats or Republicans (who are most likely to say “better off”)
	Republican	33	53	14	
	Independent	24	52	24	

* “n.s.” means “not statistically significant”

Continuing our analysis of the figures in Table 3 above: In the past, our annual survey has shown that young people are more likely than senior citizens (65+ years old) to feel better off. The trend still holds this year, although the results are not statistically significant. Also not quite statistically significant is a finding that Hispanics are more likely than non-Hispanics to feel “better off” than last year regarding their finances (33% vs. 28%). Again, this trend is consistent with nationwide stats from the Federal Reserve publication as well as a Pew survey which indicate that Latinos “outpace” the general U.S. population in their positive views of their personal finances (and in optimism about the future)⁸.

Finally, males are significantly more likely than females to feel “better off” (35% vs. 25%). This may partially be due to the well-documented⁹ pay disparity between the sexes.

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?” The last time a majority of respondents said they expect to be better off was in 2006. The good news, however, is that the yearly figures are trending up. This year 47% of respondents said they expect to be better off next year (up only slightly from last year), and another 44% said their finances should be “about the same” as they are now. Only 9% expect to be worse off (down from last year’s 11%).



8. <http://www.pewhispanic.org/2016/06/08/latinos-increasingly-confident-in-personal-finances-see-better-economic-times-ahead/>

9. https://www.jec.senate.gov/public/_cache/files/0779dc2f-4a4e-4386-b847-9ae919735acc/gender-pay-inequality---us-congress-joint-economic-committee.pdf

Once again interesting patterns arise from subgroup analysis (see Table 4). As in the past, Hispanics feel more optimistic about their future finances than non-Hispanics (53% vs. 42% saying they will be “better off” a year from now). Further, young people appear to feel 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). There were no significant differences by education or political party affiliation...all were equally optimistic (or pessimistic) about changes in their financial status over the coming year. Interestingly, only 29% of people with no children in the household expressed optimism about their financial future, vs. 59% of those with at least one child in the household. It is possible that parents are doing all they can to ensure that the next generation will enjoy a better financial future, and their responses about their own financial futures over the next year reflect that effort in terms of hope and optimism.

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?
2018 Selected Subgroup Results

		% Better off	% Same	% Worse Off	Pattern
Age	18 to 34	56	40	3	Younger people feel more optimistic about the future than older people
	35 to 64	53	38	10	
	65 or older	27	57	16	
Ethnicity	Hispanic	53	37	10	Hispanics feel more optimistic than non-Hispanics
	Non-Hispanic	42	47	11	
Home Ownership	Rent	55	35	10	Renters feel more optimistic than home owners
	Own	42	47	11	
Income	Less than \$35,000	39	46	15	Those with higher incomes feel financially more optimistic.
	\$35,000 to < \$80,000	48	44	8	
	\$80,000 or more	51	39	10	

* “n.s.” means “not statistically significant”

TABLE 4 CONTINUED NEXT PAGE....

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?
2018 Selected Subgroup Results

		% Better off	% Same	% Worse Off	Pattern
Education	Some high school or less	43	45	12	No significant difference in feelings about financial future based on education (n.s.)*
	Some college	48	45	7	
	College degree	43	44	13	
Gender	Male	51	38	11	Males are more likely to be optimistic than females
	Female	41	49	10	
Political Party Affiliation	Democrat	45	47	8	No significant difference in optimism based on political party (n.s.)*
	Republican	44	45	11	
	Independent	46	41	13	

* “n.s.” means “not statistically significant”

Crime... Reality and Perceptions

OVERVIEW: Fear of crime has been on an upward trend since 2011. Fear is highest in Highland, Rialto, San Bernardino, and Yucaipa. Females are more fearful than males, and young people are slightly more fearful than older people.

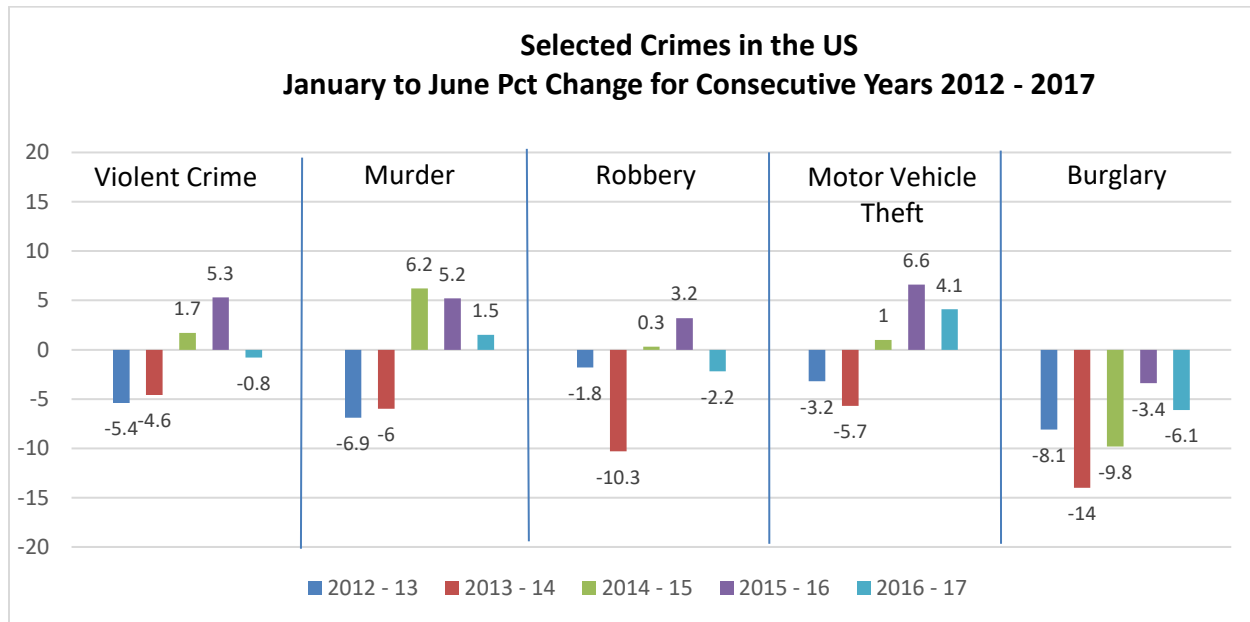


Safety (i.e. a low crime rate) is a big component of quality of life in a community. In fact, it may be one of the *major* components of ranking scales. For example, the US News and World Report ratings of the “Best Places to Live” combines five indices to create its rankings: a Job Market Index (20%), 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. winning the war against crime? Yes and no. The graph below shows that violent crime in the U.S. (a combined category including murder, rape, robbery, and aggravated assault) decreased 0.8% between 2016 and 2017 (the most recent data available), but that may simply reflect the fact that the previous year had seen a sharp spike of 5.3% so a decrease would

10. <https://realestate.usnews.com/places/methodology>

not be unexpected.¹¹ Murder increased 1.5% (which is, at least, less than the 5.2% between 2015 and 2016), and motor vehicle theft increased 4.1% (down from the 6.6% the year before). Robbery and burglary rates declined.



Focusing on **statewide** data: The 2017 statewide crime data showed an increase of 1.5% in violent crimes when compared with 2016.¹² 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. The highlighted cities (Barstow, San Bernardino, Montclair, and Redlands) have the lowest index values indicating the least "safe" cities, predominantly due to high property crime rates. Chino Hills and Twentynine Palms were the safest.

11. <https://ucr.fbi.gov/crime-in-the-u.s/2017/preliminary-report/tables/table-3>

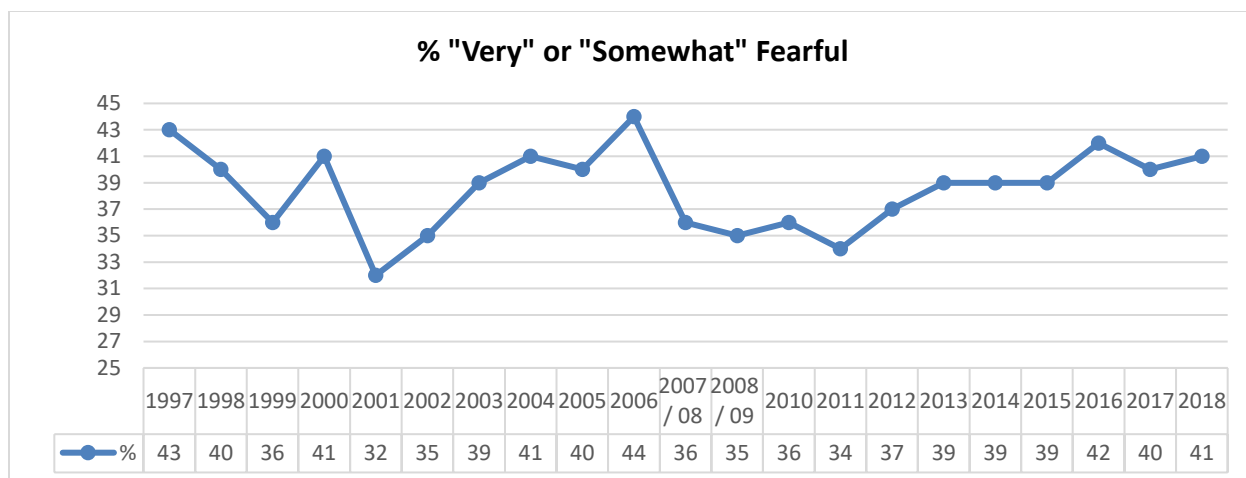
12. <https://openjustice.doj.ca.gov/resources/publications>

Table 5. Crime index and crime rate in largest SB County cities

City	Crime Index	Crime rate per 1000 residents		
		Violent Crimes	Property Crimes	Total Crimes
Adelanto	25	8.28	16.89	25.16
Apple Valley	20	4.34	24.00	28.34
Barstow	2	15.15	47.74	62.89
Bloomington	25	3.21	21.44	24.64
Chino	22	2.37	24.60	26.97
Chino Hills	52	0.76	12.94	13.70
Colton	15	3.89	30.18	34.07
Fontana	24	4.24	21.42	25.66
Hesperia	29	3.57	19.28	22.85
Highland	25	4.35	20.73	25.08
Montclair	6	5.39	44.09	49.48
Ontario	18	3.49	27.32	30.81
Rancho Cucamonga	26	1.52	22.69	24.21
Redlands	8	3.17	40.95	44.12
Rialto	29	4.38	18.35	22.73
San Bernardino	3	16.02	44.36	60.38
Twentynine Palms	40	3.53	14.05	17.58
Upland	15	3.18	30.10	33.28
Victorville	14	6.13	28.95	35.07
Yucaipa	26	2.12	21.87	23.99

The above table certainly contains troubling information. If an area is unsafe (or *perceived* to be unsafe), 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 annual 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," 41% 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 has been on an upward trend ever since 2011.



As one might expect, fear of crime (and crime itself) is not evenly distributed throughout the county. Every region has its “good areas” and “not-so-good” areas. The table below shows that Chino Hills residents feel the safest, whereas residents in Yucaipa, Highland, Rialto, 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.

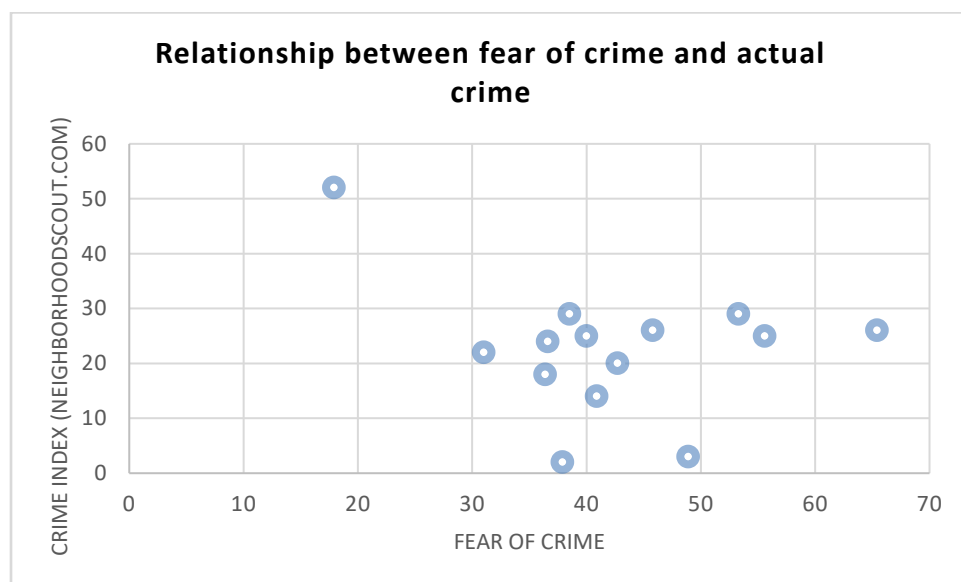
**Table 6. % “Very” or “somewhat”
fearful of being the victim of a serious
crime (arranged from lowest to
highest level of fear)**

City	%
Chino Hills	17.9
Yucca Valley	26.9
Chino	31.0
Ontario	36.4
Fontana	36.6
Barstow	37.9
Hesperia	38.5
Adelanto	40.0
Victorville	40.9
Apple Valley	42.7
Rancho Cucamonga	45.8
San Bernardino	48.9
Rialto	53.3
Highland	55.6
Yucaipa	65.4

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

It is noteworthy that the fear level in Rancho Cucamonga increased from 28.8% last year to 45.8% this year. It is possible that media coverage such as a November 2017 article entitled “Detectives Uncover Crime Ring Tied to Rancho Cucamonga High Schools”¹³ and ABC news coverage of victims of beating/robbing in Rancho Cucamonga¹⁴ during the time the survey was conducted might possibly have drawn the attention of city residents to issues of crime. Or it is possible that “undesirable elements” are part of the recent population growth in the city, and have caused the image of an innovative community with a “small town feel” to be slightly tarnished.

One might expect that when actual crime is low, fear of crime would also be low. That is not what we found. The following graph shows virtually no correlation between those two variables. It is possible that the question asking about fear “of being the victim of a serious crime, such as a violent or costly crime” may simply incorporate so many types of crimes that the question is confusing for respondents. In other words, respondents might be responding relative to murder, or burglary, or rape, or a variety of other crimes, some of which might be improving and others which might be stable or getting worse over time.



Further, we thought that some demographic subgroups might inherently have more fear than other groups. That’s not what we found. The only variable with a significant relationship was gender. As shown in Table 7 (next page), males express fear of crime at significantly lower levels than females. That is not unexpected. Women tend to feel more vulnerable to crime, perhaps based on relative physical size and strength. Or perhaps males do not feel it is acceptable for them to admit fear, whereas females are not typically socialized to believe that.

13. <https://losangeles.cbslocal.com/2017/11/08/rancho-cucamonga-crime-ring/>

14. <https://abc7.com/3-men-arrested-for-beating-robbing-victims-in-rancho-cucamonga/3498912/>

Although gender was the only variable with a *significant* relationship to fear of crime, there were some other interesting (although not statistically significant) trends. For example, young people were slightly 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. On the other hand, younger people may be “out and about” more frequently, thus they may believe they are more likely to be a victim.

Table 7. How fearful are you that you will be the victim of a serious crime, such as a violent or costly crime?
2018 Selected Subgroup Results

		% Very/somewhat Fearful	% Not too fearful	% Not at all fearful	Pattern
Age	18 to 34	43	34	23	Young people are slightly more fearful than older people (n.s.)*
	35 to 64	43	34	22	
	65 or older	35	41	24	
Ethnicity	Hispanic	42	34	24	There is no diff. in fear between Hispanics and non-Hispanics (n.s.)*
	Non-Hispanic	40	37	22	
Home Ownership	Rent	39	35	26	Renters are slightly less fearful than homeowners (n.s.) *
	Own	42	36	21	
Income	Less than \$35,000	40	33	26	No significant diff. in fear based on income (n.s.)*
	\$35,000 to < \$80,000	41	37	22	
	\$80,000 or more	39	37	23	
Education	Some high school or less	46	31	23	People with at least some college education are less fearful than those with only a high school educ. (n.s.)*
	Some college	39	40	22	
	College degree	39	37	24	

* “n.s.” means “not statistically significant”

TABLE 7 CONTINUED NEXT PAGE....

**Table 7 CONTINUED. How fearful are you that you will be the victim of a serious crime, such as a violent or costly crime?
2018 Selected Subgroup Results**

		% Very/somewhat Fearful	% Not too fearful	% Not at all fearful	Pattern
Gender	Male	35	39	26	Males are less likely to be fearful than females
	Female	46	33	21	
Political Party Affiliation	Democrat	39	36	26	Democrats are less fearful than Independents and Republicans (n.s.)*
	Republican	43	37	20	
	Independent	43	34	23	

The results in this section of the report may appear to be “run of the mill,” however it is important to note 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.

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.

How can the Annual Survey be useful to law enforcement agencies? In the future, we suggest that the survey questions be designed to probe on the specific crime issues and geographic areas of most concern to residents, businesspeople, and visitors to the area. This information can help in focusing police resources. Survey questions can be included which deal with attitudes toward law enforcement, and how those attitudes change over time and differ among various ethnic/racial subgroups. Surveys can provide decision makers with early identification of community concerns so that those concerns do not expand into critical incidents. In short, once the community’s specific fears and concerns are understood by law enforcement, tailored responses to those concerns can be devised.

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 decreased this year, with few differences based on demographics. Democrats gave higher ratings of life in the county than Republicans or Independents. Senior citizens rated the county higher than young people, and homeowners rated life in the county more highly than renters. 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.*



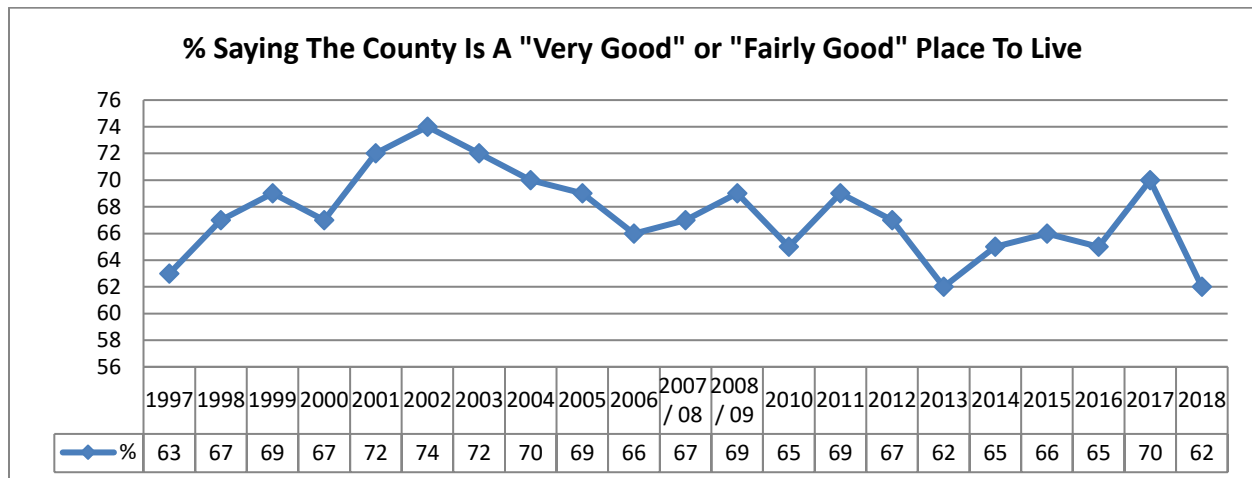
As they say, “home is where the heart is,” so where should the home be located? In other words, what makes a location a good place to live? Typically people mention factors such as:

- 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.)
- Access to healthcare

The above list is not all inclusive, however it paints a picture of the main reasons people move to 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. The county is ranked #51 of 57 counties in terms of quality of life, #37 relative to health behaviors, #34 relative to social and economic factors (including educational attainment, poverty level, social associations, and crime), and #55 relative to the physical environment (air pollution, drinking water violations, housing problems, driving alone to work, and long commutes).¹⁵

15. <http://www.countyhealthrankings.org/app/california/2018/rankings/san-bernardino/county/outcomes/overall/snapshot>

Yet based on the data from the Inland Empire Annual Survey, residents do not buy into this negative vision of the county. The good news is that over the years, we have noted that approximately two-thirds of county residents rate the county as a “very good” or “fairly good” place to live. The bad news is that unfortunately there has been a slight overall downward trend over time. This year there was a significant decrease in the ratings, with only 62% of respondents giving life in the county a positive rating (a drastic drop from last year’s 70%). Another 24% said that living in the county is “neither good nor bad,” and the remaining 14% rated it as “fairly bad” or “very bad.”



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, and gender. There were, however significant differences by:

- Age group (55% of 18 to 34 year olds rated the county as “very” or “fairly good,” vs. 67% of seniors 65 years of age or older)
- Home ownership (55% of renters vs 64% of homeowners rated the county highly)
- Political party (66% of Democrats vs. 62% of Republicans and 54% of Independents rated the county as a “very” or “fairly good” place to live)

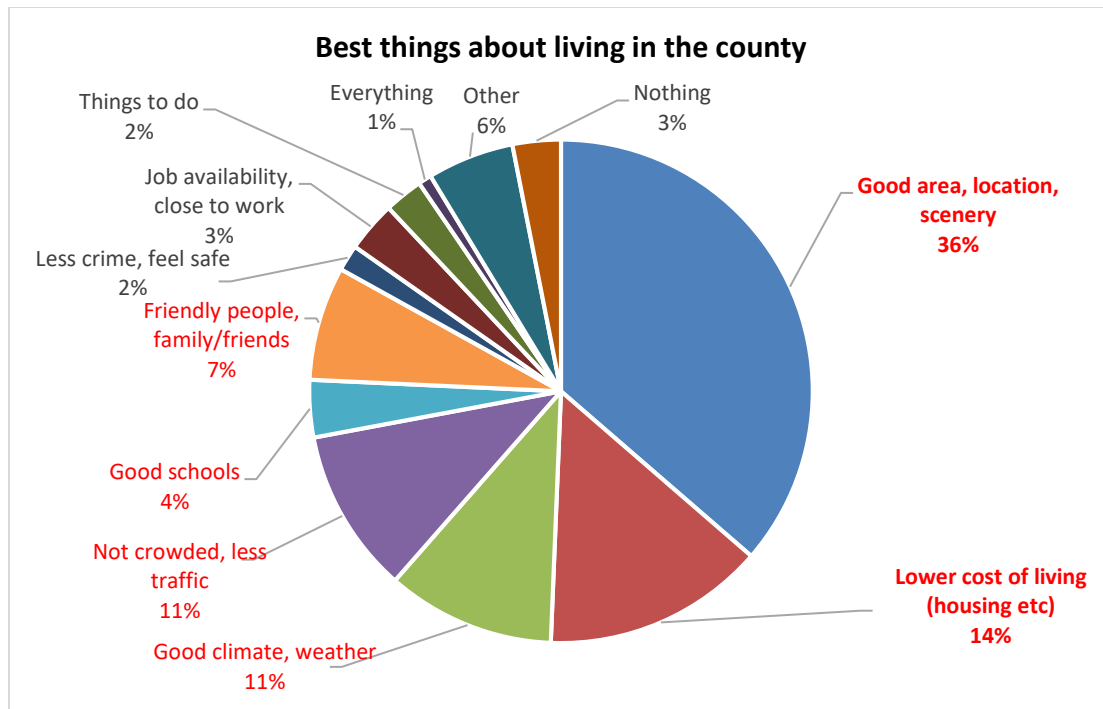
There were also differences in evaluations based on the city of residence of the respondent. Keeping in mind the caveats of conducting such an analysis with small sample sizes, it appears that Chino, Chino Hills, and Rancho Cucamonga residents gave the highest ratings of the County as a place to live; people in Highland, Adelanto, and San Bernardino gave the lowest. 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)

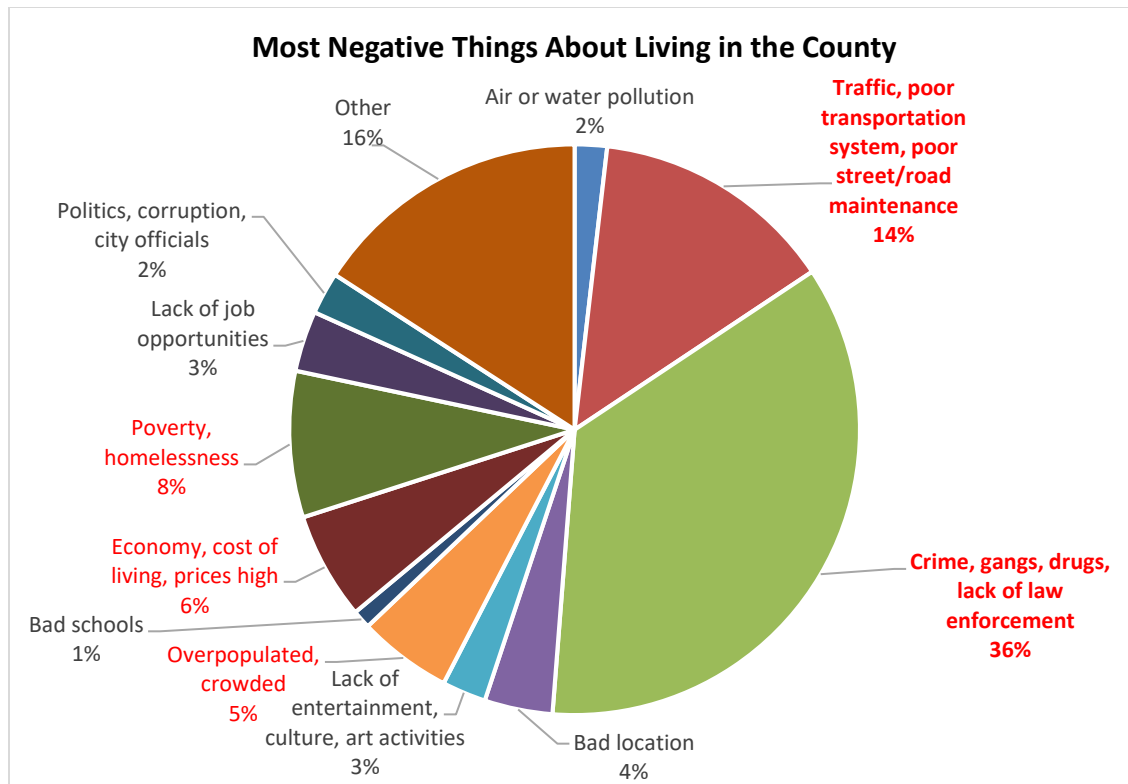
City	%
Chino	86.2
Chino Hills	82.1
Rancho Cucamonga	81.4
Barstow	75.9
Hesperia	66.0
Fontana	63.9
Victorville	60.6
Ontario	58.2
Apple Valley	54.4
Yucca Valley	53.8
Rialto	53.3
Yucaipa	46.2
Highland	44.4
Adelanto	44.0
San Bernardino	39.1

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

Typically 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 (36%) named “general area/ location/ scenery” as the thing they like best about living in the county, followed by “lower cost of living/housing” (14%), “good climate/weather” (11%), and a sense that the county is “not crowded” and has less traffic and a different “feel” than big cities (11%). In addition, 7% mentioned the friendly people in the community as well as having family and friends in the area, while 4% mentioned “good schools and universities.” Sadly, 3% answered by saying that there is “nothing” they like about living in the county.



On the flip side, crime, gang activity, drugs, and lack of law enforcement was overwhelmingly named as the most-often mentioned *negative* factor (36%) about living in the county. The impression of crime as a negative factor had increased significantly since 2014 when that factor was mentioned by 25% of respondents, and 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, poor public transportation systems, and poor street and road maintenance were mentioned by a significant number of people (14%). Another 8% mentioned poverty and homelessness, 6% mentioned the related issue of the high cost of living, and 5% mentioned the fact that their county is becoming overcrowded.



Expanding on a few of the findings above: Over time the category which includes **crime, gang activity, drugs, and 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 (32%), Fontana (40%), Hesperia, (35%), Highland (50%), Rancho Cucamonga (32%)¹⁶, Rialto (51%), San Bernardino (45%), and Victorville (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 next page), only 6% rate the county as a very good place to live and another 37% said it is fairly good. On the other end of the spectrum (right-most column of the table), 28% of those who are "not at all fearful" rated the county as a very good place to live and another 46% rated it as fairly good. In other words, whereas 74% of "non-fearful" people rated life in the county positively, only 43% of those who are "very fearful" did so.

16. Typically Rancho Cucamonga does not make the list of cities for which crime is the "worst thing" about living in the county. This statistic goes along with the finding that a larger percentage of people than "usual" have a high level of fear of crime.

Table 9. Relationship Between 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	6%	10%	18%	28%
	Fairly good	37%	39%	49%	46%
	Neither good nor bad	18%	29%	23%	18%
	Fairly bad	20%	16%	8%	5%
	Very bad	19%	6%	2%	3%
	TOTAL COLUMN %	100%	100%	100%	100%

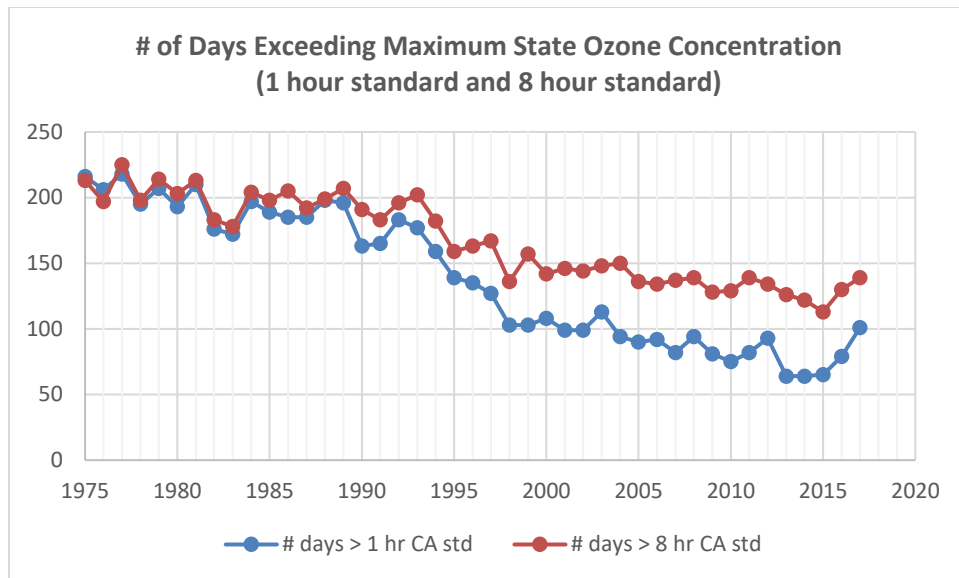
* NOTE: Numbers in the table are *column percentages*

Traffic in the region (in combination with what people perceive as a poor public transportation system and poor street and road maintenance) is the second most often mentioned negative factor about living in the county. Countywide, 14% mentioned traffic as the most negative factor (up significantly from 8% last year). The cities with the highest number of respondents giving this answer are Ontario (23%), Chino Hills (21%), and Rialto (20%), many of whose residents must travel the 60, 91, or 10 freeway each day. Further, 19% of Chino and 16% of Hesperia respondents mentioned traffic. Mentioning traffic as a negative is probably reasonable considering that traffic's negative impacts include safety risks, noise pollution, and health effects of breathing air pollution that gathers inside cars in traffic jams (e.g. an increase in blood pressure, incidence of heart attack and stroke, and respiratory diseases).¹⁷

And speaking of air pollution: Over the past decade, we have seen a decrease in the number of San Bernardino County residents mentioning **smog** as the biggest negative of living in the county. For example, in 2007 9% of respondents mentioned air pollution as the most negative aspect of life in the county, whereas in 2018 the figure is down to only 2%. Of course, that decrease may be due to the fact that more people are focused on crime and traffic as the major negatives, however in this case, it is also possible that people have recognized the reality that air quality *has* improved in the region over time. Even though the last two years of data (2016 and 2017) showed increases in the number of days exceeding maximum state ozone concentrations, the fact is that there has been an overall significant decrease in pollution over time.¹⁸

17. <https://www.medicalnewstoday.com/articles/312570.php>

18. Source: Air Resources Board, <http://www.arb.ca.gov/adam/trends/trends2.php>



One final “negative” bears mentioning: **poverty/homelessness**. Last year approximately 4% of respondents mentioned poverty and/or the homeless. That figure has increased to 8% this year. 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.¹⁹ This is becoming an increasingly prevalent social problem.

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.



The fundamental aim of public services is to improve the quality of life of citizens, 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

19. <https://www.sbsun.com/2018/04/26/new-report-shows-homelessness-on-the-rise-in-san-bernardino-county/>

person has to wait, and how long the service takes), and the way the service organization handles problems.

Over the last 19 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, and street and road maintenance. Ratings 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 (80%) awarding a rating of “excellent” or “good.” 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,²⁰ 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).

Overall, ratings of services were down this year. Police/sheriff were rated as “excellent” or “good” by a significant portion of respondents (63%), however this is a significant decrease from last year’s 68%. Shopping was rated highly by 65% of respondents (down only slightly from 67%), and parks and recreation facilities dropped from 64% last year to 60% this year. Public schools also showed a decrease from last year’s 62%, but it is important to note that the majority of this year’s respondents (57%) rated schools as “excellent” or “good.”

On the other end of the scale, maintenance of streets and roads has historically received the lowest rating of all services under evaluation. Last year less than a third of respondents (30%) rated maintenance as “excellent” or “good,” and this year the figure is only up marginally (31%). The last time the figures reached even mid-30’s satisfaction was in 2003, and the highest level of satisfaction ever recorded was 39% (in 2002). Clearly this is a call to action for city leaders (consistent with the constraints of city budgets, of course).

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,

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

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 explaining the public's negative ratings.

It is important that city leaders are aware of the perceptions of street and road maintenance so that more attention can be paid to problem areas (again, consistent with budget realities). 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 Chino Hills, Rancho Cucamonga, and Chino are doing the best with street and road maintenance (from the perspective of the residents). City leaders in Adelanto, Yucca Valley, Highland, Yucaipa, and San Bernardino 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.

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

City	%
Chino Hills	64.3
Rancho Cucamonga	52.5
Chino	41.4
Fontana	39.4
Ontario	33.3
Rialto	31.1
Barstow	31.0
Hesperia	24.8
Apple Valley	24.4
Victorville	21.3
Adelanto	16.0
Yucca Valley	16.0
Highland	14.8
Yucaipa	11.5
San Bernardino	7.6

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

Commuting

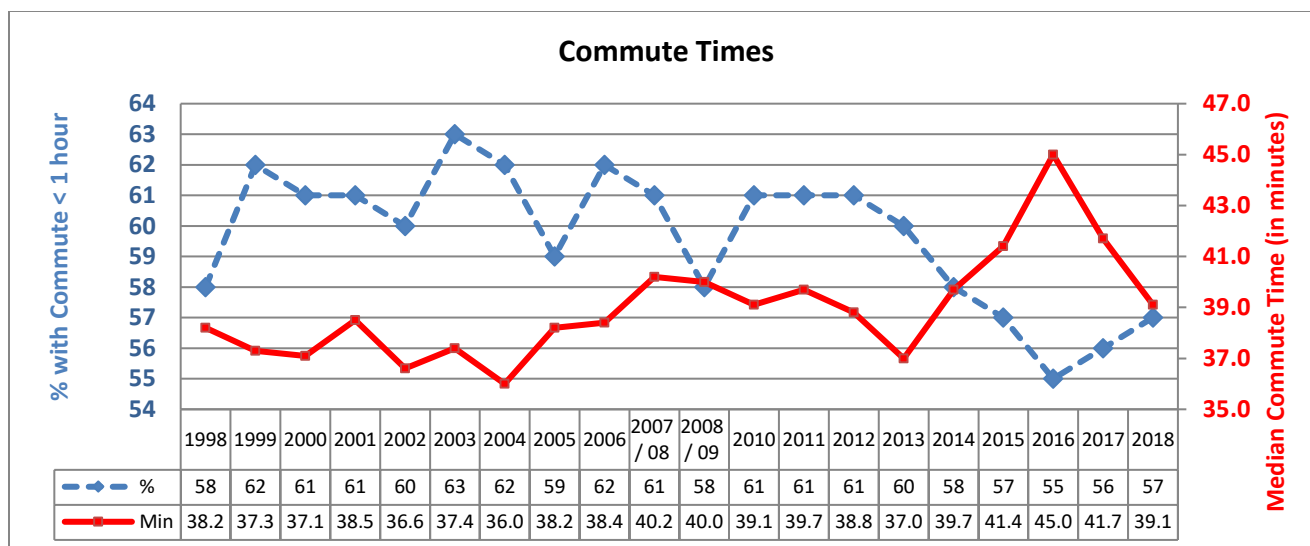
***OVERVIEW:** Since 1997, a majority of respondents have reported that their commute time is less than one hour. The percentage of people with those “short” commutes is slowly increasing. Median commute time decreased for the second year in a row (good news since long commutes take a huge financial and non-monetary toll). Most respondents report that they work in San Bernardino County, with Los Angeles County being the next destination of choice.*



Long commutes are a way of life for many Southern California residents. Over time, working adults have had to spend more and more of their day sitting in traffic (even if commute distance has not changed). 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.

The 2018 commuting data from the Inland Empire Annual Survey shows that 57% of working respondents have a relatively short round trip commute time of less than one hour (a figure not significantly different than last year’s results of 56%). On the other end of the commuting spectrum, 19% of respondents who work outside the home have round trip commutes of two or more hours (a figure which is up slightly from 18% last year). For these people, the commute is virtually a “part time job.”

The **blue dashed line** in the graph below shows the percent 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 (showing that more people have short commutes). The **solid red line** shows the median commute time which has enjoyed a second year of decrease (from 45.0 minutes in 2016, to 41.7 last year, and 39.1 minutes this year). Putting this together, what overall trend do we see? It is too soon to tell, but hopefully the last two years of data portray the start of a new trend of shorter commutes as some of the planned freeway/road construction has been completed, the 91 Express Lanes opened, and more incentives to carpool have been offered. Next year’s data will be especially important to determine if the next data point continues the trend of improvement or if these two years have simply reflected natural variation before commute times once again increase.



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 (57%) 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 2.2% 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 38.49 miles. Assuming the 2018 IRS cost per mile of \$0.545, the daily commute cost is \$20.98. A person who works 50 weeks a year, 5 days a week would be spending approximately **\$5,244** per year for direct driving and ownership costs of his/her commute.
- The *mean* round trip travel time was 62.45 minutes (down from 64.1 minutes in 2017, 68.2 minutes in 2016, and 65.8 minutes in 2015). Using the fourth quarter 2017 average hourly wage for San Bernardino County²¹ (approximately \$22.65), the value of a person's time spent commuting is approximately **\$5,894** for the 250 work days per year.

Based on this analysis, the combined total cost of commuting is a whopping **\$11,138** per year on average. Or conducting the same analysis using the more conservative figures of *median*

21. https://www.bls.gov/regions/west/news-release/countyemploymentandwages_california.htm#ro7qcew-california.f.1

mileage and travel time (24.27 miles, 39.1 minutes), the cost would be reduced to **\$7,017** 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 – in 2017, more than 40,000 people nationwide died in motor vehicle crashes, with the three biggest causes of fatalities on the road being alcohol, speeding and distracted driving (including texting, emailing, eating, putting on makeup, etc).²² And even if one travels safely and avoids accidents, there are physical, psychological, and societal impacts of long commutes. As noted in a Washington Post article,²³ “Longer commutes are linked with increased rates of obesity, high cholesterol, high blood pressure, back and neck pain, divorce, depression and death. At the societal level, people who commute more are less likely to vote. They're more likely to be absent from work. They're less likely to escape poverty. They have kids who are more likely to have emotional problems.” This correlates with data showing that statewide, 1 in 5 K-12 youth 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.

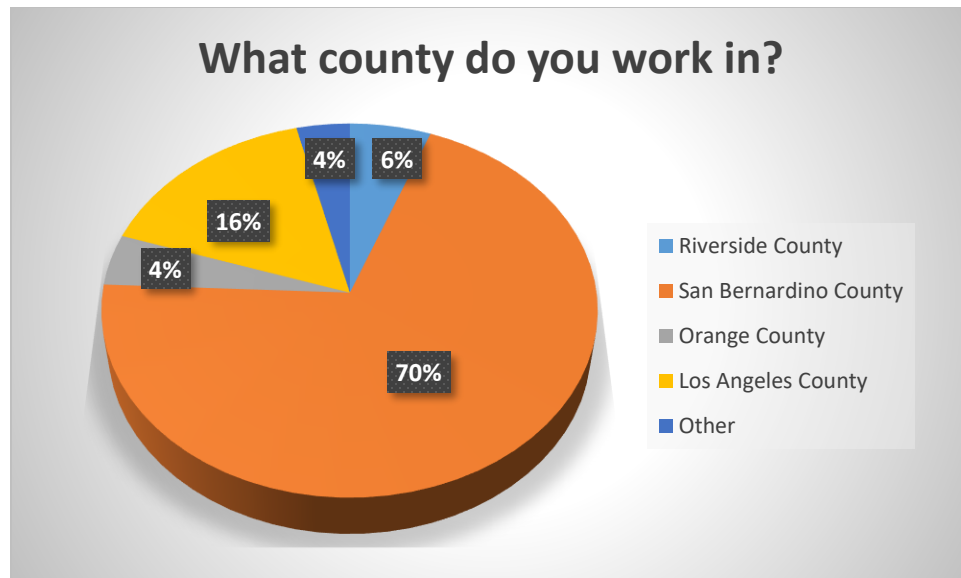
Clearly, long commutes take their toll on people's lives. Of course, people have the choice to move closer to their job (assuming they can afford to potentially spend more for housing), quit their job and find one closer to home (which may have salary implications), travel during off-peak hours (if the 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 in?” As one might expect, the majority of commuting respondents (70%) 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 16% of respondents traveling there to work. Another 6% work in Riverside County, and 4% commute to Orange County.

22. <https://www.nsc.org/road-safety>

23. https://www.washingtonpost.com/news/wonk/wp/2016/02/25/how-much-of-your-life-youre-wasting-on-your-commute/?utm_term=.9c43221409fd

24. http://afterschoolalliance.org/documents/factsResearch/This_Is_Afterschool_2018.pdf



ONE FINAL COMMENT: It has been 8 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 elected officials is down this year. A majority of respondents still report having a “great deal” or “some” confidence in their local elected officials, but San Bernardino County figures remain below national figures from the Gallup organization. There is a strong relationship between confidence and variables for ratings of the county as a place to live, ratings of the economy, and fear of crime.*



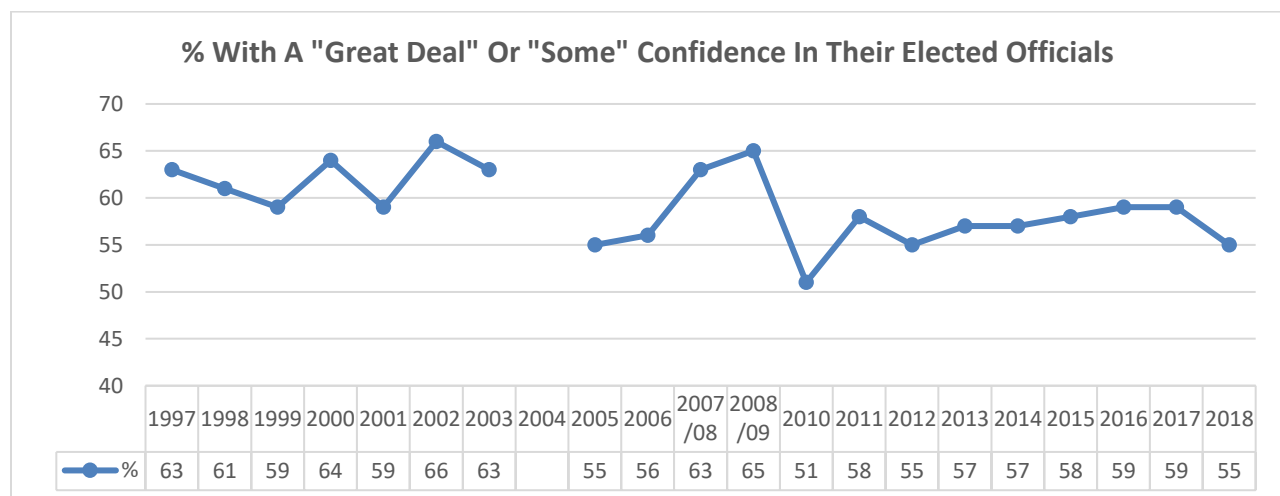
Recent data from a nationwide survey conducted by the Pew Research Center shows that public trust in government is near historic lows (with the expected partisan divides).²⁵ Only 25% of Americans say they have a “great deal” or “fair amount” of confidence in elected officials at the federal level to act in the best interests of the public. That figure breaks down to 36% of Republicans and Republican-leaning Independents vs. 17% of Democrats and Democratic-

25. http://www.people-press.org/2018/04/26/1-democracy-and-government-the-u-s-political-system-elected-officials-and-governmental-institutions/1_6-16/

leaning Independents. That survey also found that “favorable opinions of the federal government” were only given by 35% of the population, whereas 67% said they have “favorable opinions” of **local** government officials. However even though the confidence figures are higher for local (vs. federal) officials, all it takes is one scandal to break down that trust and confidence.

This past year has seen highly publicized scandals in San Bernardino County highlighted in the news, including the Colonies Partners case ending in September 2017 without any convictions, and suits against San Bernardino County and District Attorney Mike Ramos being filed in response. In another case, Adelanto’s city hall and the home of its mayor were raided by the FBI as part of an investigation into possible corruption. As just one more example, the Rialto-based water district was in the news with allegations about misappropriation of public funds, unfair hiring practices, and retaliation against whistleblowers. These examples (and many others) have an effect on confidence in elected officials.

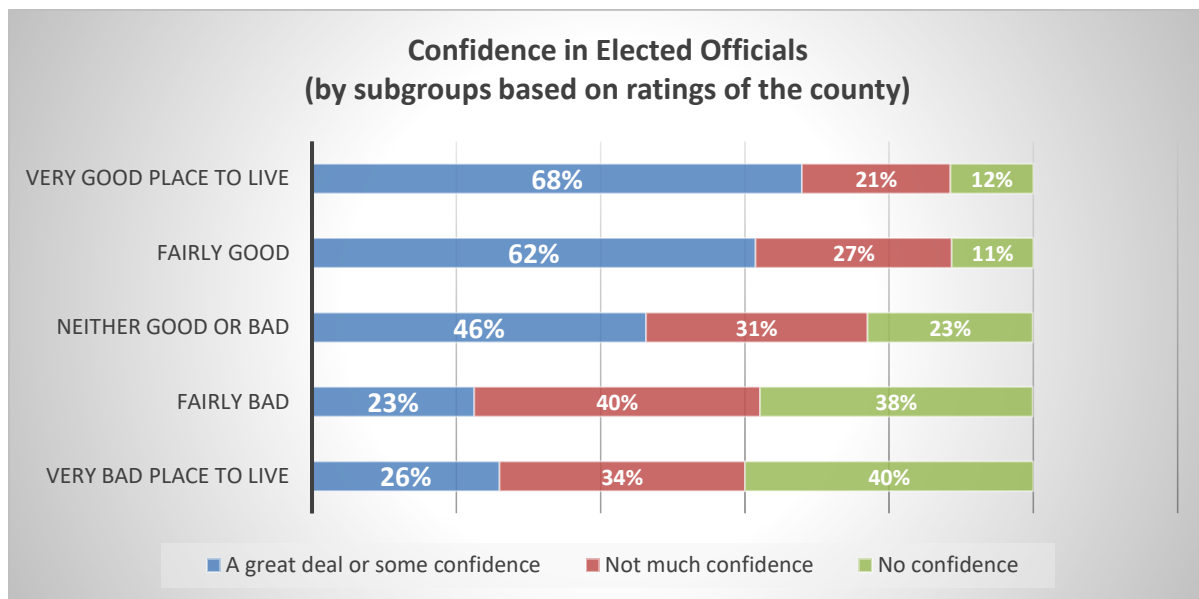
The Annual Survey’s confidence index was at its low point in 2010 and had been inching up until this year when it dipped again. This year, 55% of respondents (down from 59% the last two years) indicated that they have “a great deal of confidence” or “some confidence” that their elected officials will adopt policies that will benefit the general community. This is below the national figure of 67%. Hopefully the Inland Empire ratings will improve as local government officials tackle the difficult issues of the day.



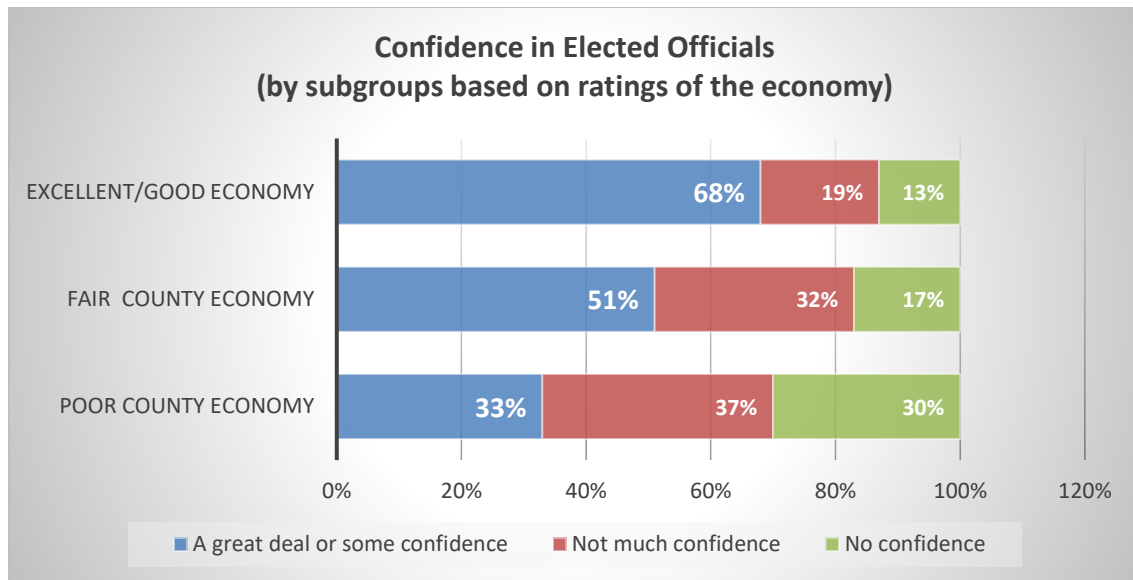
An analysis of these results by various demographic variables showed that there is remarkable consistency in confidence ratings among subgroups by education, age group, ethnicity, longevity in the county, income, political party and home ownership. There are gender differences, however – 57% of females vs. 48% of males have a “great deal” or “some” confidence in their elected officials.

The reason these statistics are important is that there was a striking relationship of between people’s ratings of the overall rating of the county as a place to live and the level of

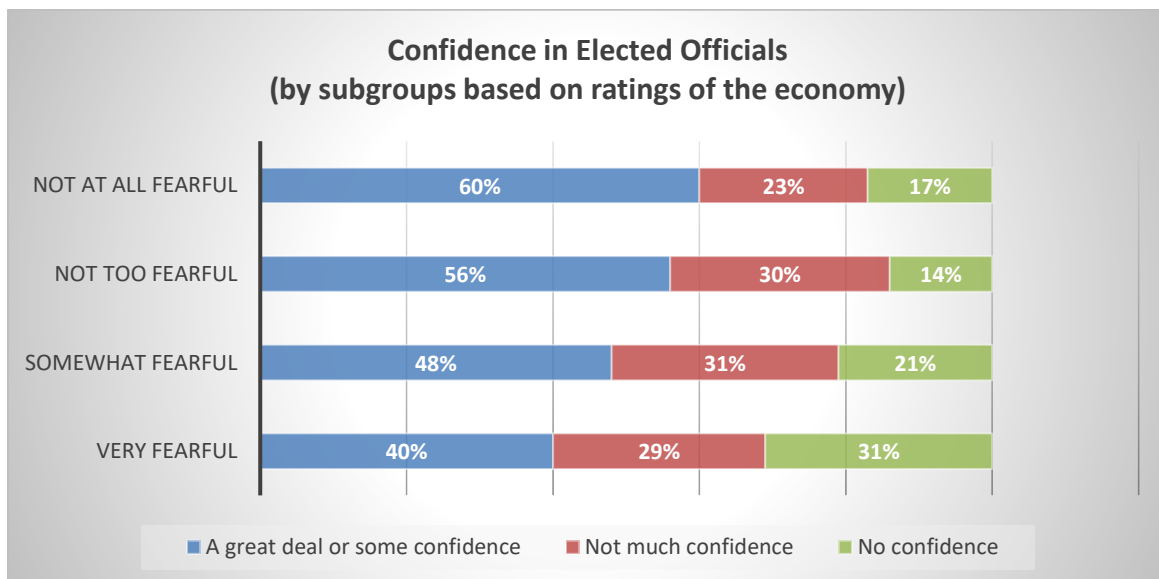
confidence in elected officials. People who think that the county is a very good or fairly good place to live also tend to have confidence in their elected officials, whereas those who think the county is a fairly bad or very bad place to live tend to have little or no confidence in their officials. More specifically, as shown in the figure below, 68% 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 26% 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 bar in grouping on right).



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, 68% 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.



Finally, we investigated whether there was a link between fear of crime and the evaluation of elected officials. We found one. Only 40% 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 60% 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 related to people’s overall “sense” of their county as a place to live and thrive – i.e. their quality of life.

FINAL NOTE

For 21 years we have conducted the Inland Empire Annual Survey in San Bernardino County. Why? Because surveys such as this one paint a picture of the feelings of the county's residents and provide a voice for residents regarding issues of importance in their lives. Further, the survey provides county decision-makers with answers to specific, important questions about the community. It provides data so that 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 reader is encouraged to review the full data displays (attached) for detailed survey results. This report will be added to previous Annual Surveys on our website (<https://jhbc.csusb.edu/applied-research-policy-analysis/reports/inland-empire-annual-survey>) for those who wish to view previous years' reports. 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.

Appendix I

Questionnaire

SAN BERNARDINO COUNTY ANNUAL SURVEY, 2018

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. REFUSED

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

OMNI3B What is the main reason you have an unfavorable view of Omnitrans?

[INTERVIEWER DO NOT READ CHECK ALL THAT APPLY]

1. TRAVEL TIME TOO LONG
2. SAFETY CONCERNS
3. INCONVENIENT SCHEDULES
4. BUSES ARE UNRELIABLE/NOT ON TIME
5. BUSES DO NOT GO WHERE I GO
6. OTHER (SPECIFY)
8. NOT SURE/DON'T KNOW
9. REFUSED

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

NEWOMNI5 How interested are you in riding the bus for some trips you make in the San Bernardino Valley? Would you say you are...

1. Very interested
2. Somewhat interested
3. Slightly interested, or
4. Not at all interested
7. I AM A BUS RIDER ALREADY
8. DON'T KNOW
9. REFUSED

IF (ANS = 4 or 9) SKIPTO TRANSMOJ

OMNI5a I'm going to read you a list of THREE possible SERVICE improvements for Omnitrans. Please tell me what ONE service improvement would most likely entice you to ride or to ride more. Would it be...

1. Express service
2. Neighborhood routes
3. More frequent bus service
4. OTHER
8. DON'T KNOW
9. REFUSED

OMNI5b. I'm going to read you a list of THREE possible AMENITY improvements for Omnitrans. Please tell me what ONE amenity improvement would most likely entice you to ride or to ride more. Would it be...

1. Ability to pay with your phone
2. Nicer bus stops
3. Free Wi-Fi on buses
4. OTHER (SPECIFY)
8. DON'T KNOW
9. REFUSED

OMNI5c. Now out of these, which ONE service or amenity is most important to you?
[THE PRIOR CHOICES WILL NOW DROP DOWN TO THIS AREA]

THE FOLLOWING QUESTIONS ARE TO BE ASKED ONLY IN MOJAVE WATER AGENCY'S SERVICE AREA (final versions agreed upon 4/4/18)

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 The California WaterFix is a proposed project to build a tunnel to carry water from the Sacramento River to other parts of 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

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

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 CSUSB8A

CSUSB6 What is the source of your information about CSUSB?

[DON'T READ -- CHECK ALL THAT APPLY]

1. RESPONDENT ATTENDED
2. FAMILY, FRIENDS, CO-WORKERS ATTENDED
3. NEWSPAPER/TV/RADIO EXPOSURE
4. WORD OF MOUTH
5. ATTENDED EVENT ON CAMPUS
6. CAMPUS WEB SITE
7. OTHER (Specify)_____

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

CSUSB7C Students who go to Cal State have a good overall campus experience.

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 CSUSB9A

IF (ANS = 7) SKIPTO OWNRENT

IF (ANS > 7) SKIPTO CSUSB9A

CSUSB8B Could you tell me the reason you have only a [FAIR/POOR] impression of the campus?
SKIPTO: CSUSBNEW IF THEY HAVE A FAIR/POOR IMPRESSION

CSUSB9A How likely is it that you will take university-level courses sometime in the next 5 years?

Very likely, somewhat likely, or not at all likely?

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 =3) SKIPTO CSUSBNEW

IF (ANS = 7) SKIPTO OWNRENT

IF (ANS > 7) SKIPTO CSUSBNEW

CSUSB10A How likely is it that those courses will be taken at Cal State San Bernardino?

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

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 What is your age?
 WAS GIVEN A YEAR [ENTER 997] CONTROL "N" TYPE YEAR
 DON'T KNOW [ENTER 998]
 REFUSED [ENTER 999]

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 2017? 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	170	16.3%
Fairly Good	475	45.5%
Neither Good nor Bad	250	23.9%
Fairly Bad	105	10.1%
Very Bad	45	4.3%
Total	1046	100.0%

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

	Count	Col %
Good area, Location, Scenery	353	36.4%
Affordable housing	125	12.9%
Good climate, Weather	105	10.8%
Not crowded	63	6.5%
Good schools/ Universities	36	3.7%
Less crime/ Feel safe	16	1.7%
Job availability	16	1.7%
Friendly people	40	4.1%
Family and friends live here	26	2.7%
Close to work	15	1.6%
Other (Specify)	11	1.1%
Nothing	30	3.1%
Everything	8	0.8%
Less traffic	7	0.8%
Quiet peaceful	14	1.4%
Clean air	3	0.3%
Lower cost of living	9	1.0%
Diversity	8	0.8%
Lower taxes	5	0.5%
Availability of resources and assistance	10	1.0%
Not Los Angeles or big city	11	1.1%
Rural area, open land, space	7	0.7%
Parks	1	0.1%
A lot of things to do	14	1.4%
Shopping	9	0.9%
Making improvements	3	0.4%
Improving infrastructure	6	0.6%
Able to carry gun	5	0.5%
Good transportation	2	0.2%
Freedom	2	0.2%
Church and community	5	0.5%
Opportunities	5	0.5%
Total	972	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	17	1.7%
Traffic	89	9.0%
Poor public transportation	12	1.3%
Drugs	26	2.6%
Crime/ Gang activity	288	29.3%
Bad location	35	3.6%
Lack of entertainment	17	1.8%
Overpopulated	49	5.0%
Bad school system	10	1.0%
Cost of living	30	3.0%
Lack of job opportunity	31	3.2%
Weather, Fires, Floods, Earthquakes	44	4.5%
Other (Specify)	18	1.8%
Nothing	57	5.8%
Everything	8	0.9%
Taxes, taxes to high	12	1.2%
Homeless	68	7.0%
Poor road and street maintenance	26	2.6%
Corruption	1	0.1%
Politics and City Officials	21	2.1%
City is dirty, not well maintained, graffiti	14	1.4%
Poverty is high in the area/ a lot of welfare	7	0.7%
Lack of resources medical, doctors, services for children and seniors	7	0.8%
Lack of shopping and entertainment	5	0.5%
County spread out to far, to big, needs to be divided	10	1.0%
Lack of law enforcement	9	0.9%
Lack of water, water issues, water to expensive	5	0.5%
Poor economy	2	0.2%
Law enforcement, police	3	0.4%
Lack of diversity	2	0.2%
Type of people	10	1.0%
Gas prices	1	0.1%
Lack of culture	0	0.0%
Lack of money and resources	5	0.5%
Too far from county offices	1	0.1%
Lack of sidewalks and street lights	0	0.0%
Prejudice	6	0.6%
Section 8 housing	0	0.0%
Too many immigrants	8	0.8%
Lack of infrastructure, building, and growth	3	0.3%
No sewers, utility cost	1	0.1%
Car accidents/speeding issues/lack of respect of drivers	4	0.4%
Commute/Distance	6	0.6%
Barstow	1	0.1%
City of San Bernardino	4	0.4%
Ghetto	1	0.1%
The desert	1	0.1%
City of Rancho Cucamonga	1	0.1%
Too much construction	2	0.2%
Isolation/distance from family	1	0.1%
Total	982	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	312	29.8%
Same	565	53.9%
Worse off	170	16.2%
Total	1047	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	479	47.4%
Same	441	43.6%
Worse off	91	9.0%
Total	1010	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	28	2.7%
Good	337	32.7%
Fair	449	43.6%
Poor	217	21.0%
Total	1031	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	85	8.2%
Somewhat fearful	343	32.7%
Not too fearful	377	36.0%
Not at all fearful	242	23.1%
Total	1047	100.0%

B10: Are you currently registered to vote?

	Count	Col %
Yes	901	86.3%
No	143	13.7%
Total	1044	100.0%

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

	Count	Col %
Democrat	353	41.7%
Republican	323	38.1%
Independent, or	171	20.2%
Total	847	100.0%

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

	Count	Col %
In all elections	542	60.4%
Only in some	299	33.3%
Hardly ever	37	4.1%
Never	20	2.2%
Total	898	100.0%

**B14: How would you rate the
LIBRARY?**

	Count	Col %
Excellent	266	30.0%
Good	446	50.2%
Fair	127	14.3%
Poor	49	5.5%
Total	889	100.0%

**B15: How would you rate PARKS AND
RECREATION services?**

	Count	Col %
Excellent	140	14.1%
Good	456	46.0%
Fair	271	27.3%
Poor	124	12.5%
Total	990	100.0%

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

	Count	Col %
Excellent	66	6.3%
Good	256	24.4%
Fair	322	30.7%
Poor	404	38.6%
Total	1048	100.0%

B17: How would you rate PUBLIC SCHOOLS?

	Count	Col %
Excellent	133	14.4%
Good	387	42.1%
Fair	260	28.2%
Poor	141	15.3%
Total	920	100.0%

B18: How would you rate SHOPPING?

	Count	Col %
Excellent	176	16.8%
Good	505	48.4%
Fair	262	25.1%
Poor	101	9.7%
Total	1044	100.0%

B19: How would you rate TRANSPORTATION?

	Count	Col %
Excellent	64	7.8%
Good	339	41.5%
Fair	266	32.6%
Poor	148	18.1%
Total	817	100.0%

B20: How would you rate ENTERTAINMENT?

	Count	Col %
Excellent	82	8.4%
Good	391	40.1%
Fair	336	34.5%
Poor	166	17.0%
Total	975	100.0%

B21: How would you rate POLICE/SHERIFF services?

	Count	Col %
Excellent	180	17.6%
Good	464	45.5%
Fair	269	26.4%
Poor	106	10.4%
Total	1018	100.0%

B22: Work status

	Count	Col %
Working full-time for pay	383	36.6%
Working less than 30 hours a week for pay	88	8.4%
Full-time Student	27	2.6%
Full-time homemaker, parent, or caregiver	75	7.2%
Unemployed and looking for work	34	3.2%
Retired	305	29.1%
Disabled and not able to work	69	6.6%
Self employed full time	42	4.0%
Self employed part time	23	2.2%
Total	1046	100.0%

B24: What is your occupation?

	Count	Col %
Teacher/Educator/School District Worker	43	9.2%
Shipping/Transportation/Driver	22	4.7%
Engineer	9	1.9%
Medical Field/Doctor/Nurse	31	6.6%
Construction Industry	19	4.2%
Management	27	5.9%
Law Enforcement/Law Enforcement field	7	1.4%
Self Employed	6	1.2%
Clerk/Cashier	14	2.9%
Government	12	2.6%
Social Work/Social Services/Counseling	3	0.5%
Administrative Assistant/Office Worker	19	4.0%
Therapist	4	0.8%
Care Provider/Child & Adult	16	3.4%
Military	3	0.7%
Electrician	1	0.2%
Food & Beverage Industry	15	3.2%
Real-estate Agency	5	1.1%
Sales	15	3.1%
Mechanic	16	3.4%
Accounting	16	3.3%
Pharmacy Tech/Pharmacist	1	0.3%
Eligibility Worker	6	1.3%
Housekeeper/maid	2	0.4%
Laborer	10	2.1%
Maintenance	2	0.4%
Banking	1	0.3%
Analyst	10	2.1%
Post Office Worker	2	0.4%
Consultant	10	2.1%
Customer Service Rep	14	2.9%
Fire Fighter	8	1.6%
Attorney/Paralegal/Law Office	7	1.5%
Computer Industry, tec. etc.	9	1.9%
Dentistry Industry	1	0.3%
Safety officer / Security	1	0.3%
Warehouse / Fork lifter	20	4.3%
Custodian/Janitorial	1	0.2%
Insurance industry	8	1.7%
Supervisor	0	0.1%
No response	3	0.7%
Environmental Industry	3	0.6%

Equipment Operator	2	0.5%
Communications/marketing	5	1.2%
Human Resource/Risk Management	8	1.7%
Technician (Cable, Telephone, heating/AC etc.)	5	1.0%
Other	19	4.0%
Refused	8	1.8%
Total	467	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	242	57.2%
1 -<2 hours	101	23.8%
2-<3 hours	51	12.2%
3-<4 hours	20	4.7%
4 or more hours	9	2.2%
Total	422	100.0%

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

	Count	Col %
60 miles or less	322	80.1%
61 - 120 miles	63	15.7%
121 - 180 miles	12	3.0%
181 - 240 miles	5	1.2%
Total	403	100.0%

B27: What county do you work in?

	Count	Col %
Riverside County	27	5.8%
San Bernardino County	323	69.9%
Orange County	20	4.4%
Los Angeles County	74	16.1%
Travel (Sales, Truck Driver, Etc.)	14	3.1%
Multiple Counties	3	0.7%
Total	462	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	103	10.3%
Some confidence	443	44.3%
Not much confidence	283	28.2%
No confidence	173	17.2%
Total	1001	100.0%

OWNRENT: Do you rent or own your current residence?

	Count	Col %
Rent	303	30.8%
Own	680	69.2%
Total	984	100.0%

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

	Count	Col %
Some High School or less	75	7.5%
High School Graduate	211	20.9%
Some College	366	36.2%
College Graduate (Bachelor's Degree)	209	20.7%
Some Graduate work	17	1.7%
Post-Graduate Degree	111	11.0%
Trade School or Vocational training	22	2.2%
Total	1011	100.0%

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

	Count	Col %
Single, never married	173	16.9%
Married	561	54.7%
Divorced	132	12.9%
Widowed	97	9.4%
Separated, or	18	1.7%
Single, living with partner	45	4.4%
Total	1025	100.0%

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

	Count	Col %
1 person	149	14.6%
2 people	284	27.9%
3 people	194	19.0%
4 people	189	18.6%
5 people	96	9.4%
6 or more people	108	10.6%
Total	1020	100.0%

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

	Count	Col %
No children	479	54.7%
1 Child	159	18.2%
2 Children	131	15.0%
3 Children	66	7.6%
4 Children	26	2.9%
5 Children	8	1.0%
6 or more children	5	0.6%
Total	875	100.0%

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

	Count	Col %
Yes	360	35.5%
No	654	64.5%
Total	1014	100.0%

D4: How would you describe your race or ethnicity?

	# Mentions	Percent of Cases
Asian	3	0.3%
Black or African American	108	11.4%
Caucasian or white	558	58.8%
Hispanic	366	38.6%
Total	1036	109.1%

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 years old	51	5.0%
25 - 34	112	10.9%
35 - 44	141	13.7%
45 - 54	177	17.2%
55 - 64	230	22.3%
65 - 74	188	18.2%
75 or older	108	10.4%
Refused	24	2.3%
Total	1032	100.0%

D7Recode: How long have you lived in San Bernardino county?

	Count	Col %
1 to 10 years	171	16.8%
11 - 20 years	242	23.7%
21 - 30 years	239	23.4%
31 - 40 years	152	14.9%
More than 40 years	210	20.6%
Less than 6 months	7	0.6%
Total	1021	100.0%

D8: Which of the following categories best describes your total household or family income before taxes, from all sources, for 2017?

	Count	Col %
Less than \$25,000	123	14.0%
\$25,000 to less than \$35,000	105	11.9%
\$35,000 to less than \$50,000	131	14.9%
\$50,000 to less than \$65,000	96	11.0%
\$65,000 to less than \$80,000	102	11.6%
\$80,000 to \$110,000	102	11.6%
Over \$110,000	220	25.1%
Total	880	100.0%

In what language was the interview conducted?

	Count	Col %
English	977	92.9%
Spanish	75	7.1%
Total	1052	100.0%

Gender

	Count	Col %
Male	453	43.9%
Female	571	55.4%
Couldn't Tell	8	0.8%
Total	1032	100.0%