2016
Inland Empire
Annual Survey

Final Report

CALIFORNIA STATE UNIVERSITY
SAN BERNARDINO

**Institute of Applied Research
and Policy Analysis**

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THE 2016 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
City of Rancho Cucamonga

BRONZE SPONSOR:
City of San Bernardino
Omnitrans
San Bernardino County Superintendent of Schools

INTRODUCTION AND METHODS

INTRODUCTION

The Institute of Applied Research (IAR) is pleased to present the results of the **2016 Inland Empire Annual Survey.** This annual survey has been conducted in San Bernardino County (and, at times Riverside County) since 1996. 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; The City of Rancho Cucamonga; Omnitrans; City of San Bernardino; and San Bernardino County Superintendent of Schools.**

There are various dimensions of "quality of life," but most researchers would agree that any attempt to measure quality of life would need to include a person's satisfaction (or lack thereof) with the cultural, financial, physical, environmental, intellectual, emotional, and social conditions of life. The purpose of this Inland Empire Annual Survey is to provide policy-based research that relates to these issues. It provides decision-makers with objective, accurate and current information for:

♦ **Evaluating key public and private sector services and activities** (e.g., retail services, education, transportation);

♦ **Describing the public's perceptions** of such issues as: quality of life, the state of the local economy, perceptions of the region as a place to live and work, problems and issues facing the county (e.g., crime, pollution, traffic congestion, and economic development);

♦ **Providing a regional focus** for the on-going discussion of key local/regional issues; and

♦ **Disseminating a coherent picture of San Bernardino County residents' views, beliefs, and demographic characteristics** to key decision makers within and outside the county, thus enabling comparisons to other counties.

The Inland Empire Annual Survey also includes (on a space available basis), some *proprietary items* designed to meet specific information needs of sponsoring agencies / organizations within the region.

Apart from the objectives listed above, IAR is committed to promoting regionalism and cooperation. 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 citizens.

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 over the last twenty years. These questions were designed to elicit residents' perceptions about their quality of life and economic well-being, their views about the pressing issues of the day, and their ratings of public services and agencies. In addition, a number of standard demographic questions have been included for tracking purposes and for cross-tabulation of findings.

More specifically, the questionnaire includes items designed to provide public agencies and businesses with trend data often needed in policy making 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 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

In order to generate the initial sampling frame, IAR purchased 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, a survey conducted by the Centers for Disease Control the last half of 2015 indicates that nearly half (48.3%) of U.S.

households are "wireless only" (an increase of 2.9% since the last half of 2014).[1] Those households may differ significantly from those households with landlines in terms of age group (younger people are more likely to be in cell phone only households), ethnicity, and socioeconomic status (renters and those living under the poverty line have a higher incidence of wireless only households than the national average). In order to ensure that cell phone only households were well represented in the survey, IAR purchased "enhanced wireless" phone numbers which are based on the last known address of the cell phone owner.

Finally, in order to ensure that some unlisted phone numbers were included in the sample, the original list was supplemented by using the working number as a seed number 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.

In order to ensure accuracy of findings, a total of 1,187 residents were surveyed from San Bernardino County (1,028 throughout the county plus 159 over-sample at the request of one of our sponsors) for a 95% level of confidence and an accuracy of approximately plus/minus 3.1%. Telephone interviews were conducted by the Institute of Applied Research at California State University, San Bernardino using Computer Assisted Telephone Interviewing (CATI) equipment and software. The surveys were conducted between April 8 and April 29, 2016 (weekdays from 3 to 9 PM, Saturdays 10 AM until 5 PM, and Sundays 1 to 7 PM) in order to maximize the chances of finding respondents available and willing to complete the survey.

FINDINGS

Quality of life – everyone wants it, but what IS it? Most researchers would agree that quality of life is a multidimensional concept encompassing both positive and negative factors which add up to a measurement of "the general state of well-being" of individuals and societies. It includes domains as diverse as health, jobs, availability of housing, opportunity for education, economic stability, climate, public safety, availability of arts and culture, public service accessibility and quality, and a variety of other factors.

Following are the major findings from this year's quality of life survey in San Bernardino County. The results are organized by conceptual category (e.g. economic evaluations, crime – perceptions and reality, ratings of the county as a place to live, 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 20 years (perhaps one

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1. http://www.cdc.gov/nchs/data/nhis/earlyrelease/wireless201605.pdf

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" continued to improve, but hasn't yet reached pre-recession levels. There continues to be an improvement in the number of respondents reporting that they are better off financially than they were a year ago, and optimism about their financial future has increased. Younger people seem to feel more optimistic about their financial futures than do older people; Democrats and Independents are more optimistic than Republicans; renters are more optimistic than home owners; and Hispanics have a higher likelihood than non-Hispanics to think they will be "better off" financially in the coming year.

It's no secret that the recession hit hard in the Inland Empire in 2008, with the associated increase in the unemployment rate. Over the past few years the economy has slowly improved (although in "fits and starts"). For example, in April 2013 the unemployment rate in the Riverside-San Bernardino-Ontario MSA (Metropolitan Statistical Area) was 9.6%, whereas it was down to 6.1% in November 2015[2] and 5.3% in May 2016. San Bernardino County's unemployment rate was 5.2% in May 2016. Although the unemployment rate is trending in the right direction, it is still above California's May unemployment rate of 4.7% and the nationwide unemployment rate of 4.5%.[3]

But unemployment rate isn't the only important indicator of the county's economy, nor is it necessarily the best and most concrete measure. In order to be counted as "unemployed" a person has to be available to work and actively looking for work, so changes in the unemployment rate can occur because people simply stop looking for work, or retire, or go back to school. It is, therefore, important to supplement information about unemployment rate with data regarding the number of jobs gained/lost. Between May 2015 and May 2016, total nonfarm
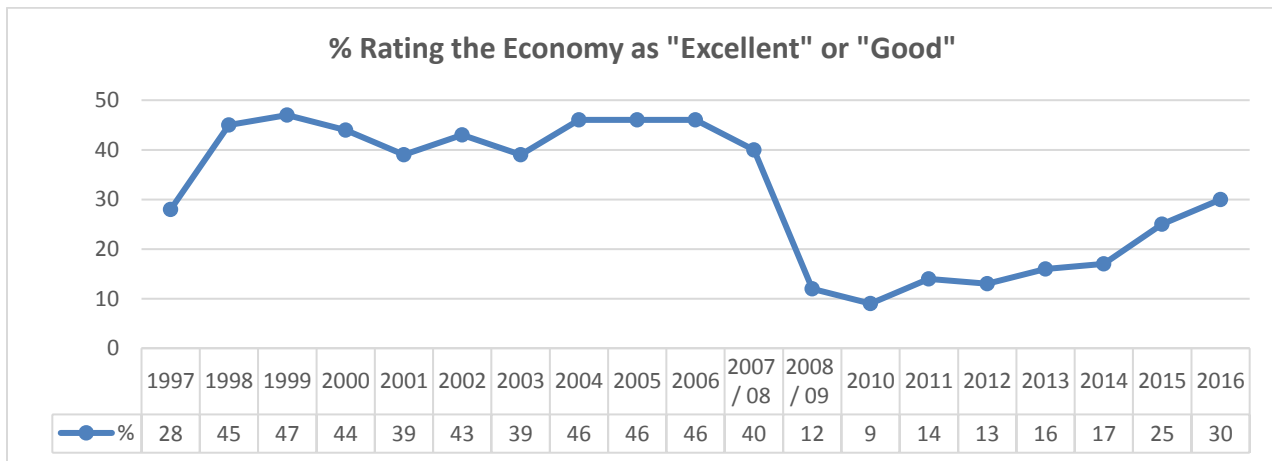
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2. http://www.calmis.ca.gov/file/lfmonth/rive$pds.pdf
3. http://data.bls.gov/timeseries/LNS14000000

employment in the Riverside-San Bernardino-Ontario MSA increased by 3.3%, with trade, transportation, and utilities showing the largest gains, followed by educational and health services, and government.[4]

Another indication that the county's economy is improving can be found in primary data such as indices from the Inland Empire *Report on Business* published monthly by the Institute of Applied Research. The latest report (June 2016) shows that the Purchasing Managers' Index (PMI) was 54.4 – the sixth month in a row that the PMI has remained above 50% mark indicating growth in the local manufacturing sector and the local economy. Bottom line from all of the above data: The overall economy is improving (although that improvement has not been evident to the same extent in all areas of the county).

Have San Bernardino County residents perceived the improvement in the county's economy? Yes. As shown in the graph below, the 2008/09 survey showed a sharp drop in the number of respondents who rated the economy as "excellent" or "good" (Question B8), from 40% in 2007/2008 down to 12% in 2008/2009. The numbers decreased further to only 9% in 2010. The good news is that the numbers have increased somewhat since that time, with 30% now rating the County's economy as "excellent" or "good." The bad news is that the figure is still significantly below the pre-recession levels which were in the high 30s and low to mid 40s, and the vast majority of residents (70%) still rate the county's economy as only "fair" or "poor."

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

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

As one might expect, ratings of the county's economy differed significantly based on respondents' city of residence. For example, nearly 54% of Chino residents and 44% of Rancho Cucamonga residents rated the county's economy as "excellent" or "good," whereas less than 20% of residents from the cities of Upland, Apple Valley, Highland, and San Bernardino did so.

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4. http://www.calmis.ca.gov/file/lfmonth/rive$pds.pdf

Previous research has shown that when asked about the county, respondents often answer thinking about their own community or neighborhood, and that appears to be the case here.

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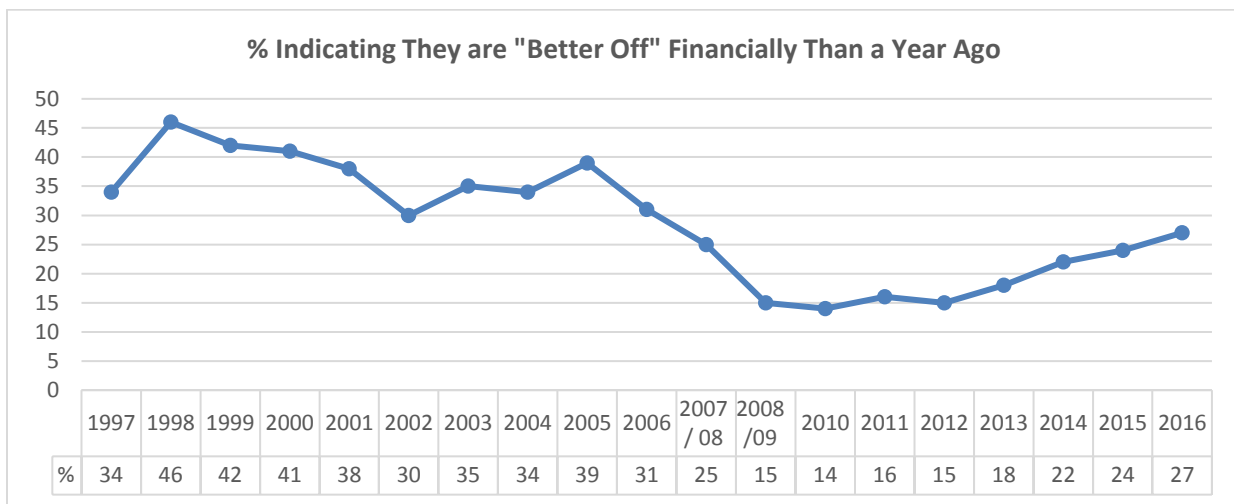as "Excellent" or "Good"
(arranged from highest to lowest)**

City	%
Chino	53.6
Rancho Cucamonga	43.7
Ontario	39.6
Fontana	37.5
Chino Hills	35.5
Redlands	30.3
Barstow	28.6
Rialto	24.4
Victorville	24.0
Hesperia	20.4
Upland	20.0
Apple Valley	19.8
Highland	15.4
San Bernardino	13.4

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

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. Interestingly, there was a significant difference in ratings based on income, but not necessarily in the "direction" one would expect. Specifically, whereas 31% of people earning less than $35,000 per year rated the county's economy as excellent or good, only 24% of those earning $80,000 or more did so. There were also only slight differences based on the political party of choice: the data show that 32% of Democrats gave high ratings of the county's economy (up 27% last year), as did 27% of Republicans (virtually unchanged from 26% last year) and 23% of Independents (up from 19% last year). Perhaps most interesting is that 27% of people who are registered to vote rated the county's economy as "excellent" or "good" as opposed to 36% of those who are NOT registered to vote. One hypothesis for this finding is that research has shown that voters "worry" about the nation as a whole as well as their own economic well-being, whereas non-voters are more focused on the latter.[5] Thus voters might be more hesitant than non-voters to believe that the economy is back on a strong footing.

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5. American Government: Institutions and Policies, Wilson and Dilulio, 12th Edition, 2015.

In a related question, respondents were asked about their own personal economic trajectory with a question which is one component of the Consumer Sentiment Index (CSI) used by the Bureau of Economic and Business Research (BEBR): "In comparison to a year ago, would you say that you and your family are financially better off, worse off or the same?" (Question B6). BEBR's recent nationwide statistics show that 27.3% report feeling "better off" and 18.5% report feeling "worse off."[6] San Bernardino County respondents virtually match those figures. Specifically, the percent of county respondents indicating that they are better off financially was a rounded 27%. This figure has been slowly increasing since the recession hit in 2008, and is almost back to pre-recession levels. For the majority of respondents (57%), status quo prevails; that is, they believe that their financial status is approximately the same as it was a year ago. Of course, status quo is better than losing ground (reported by 16%), but it is hoped that future years will see more people shifting to the "better off" category.

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

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

The literature would indicate that female's consumer confidence is often lower than that of males.[7] That was the case in our survey, where 23% of females vs. 30% of males reported feeling "better off" than last year (see Table 2 next page). In addition, as one might expect, people with higher levels of income and education were more likely to report feeling "better off" than those making less money. Further, despite what we hear about problems of young adults (i.e. student debt, living with parents longer due to not having sufficient funds, difficulty finding a job), millennials were more likely to report feeling financially "better off" than were older individuals (seniors in the "65 or older" age category), possibly due to the relative ease with which younger people can find a job in a post-recession economy. There were no statistically

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6. http://www.federalreserve.gov/2015-report-economic-well-being-us-households-201605.pdf
7. https://www.bebr.ufl.edu/node/8238/revisions/8238/view

significant differences in confidence between Hispanics and non-Hispanics (although Hispanics are slightly more likely than non-Hispanics to feel "better off," and slightly less likely to feel that their financials haven't changed).

Home ownership appears to be a small (not statistically significant) factor in feelings about personal finances, with home owners perceiving slightly more stability in their finances than renters. Political party affiliation was definitely a factor in determining how people perceive their financial stability relative to a year ago. The data show that 30% of Democrats vs. 24% of Republicans report feeling "better off." This finding is probably not surprising given the political party of our current President and the intense focus this year on the highly contentious and "interesting" Presidential race.

Table 2. In comparison to a year ago, would you say that you and your family are financially better off, worse off or the same?"
2016 Selected Subgroup results

|		% Better off	% Same	% Worse Off	Pattern
Age	18 to 34	35	56	9	Younger people are more likely to feel "better off," senior citizens are more likely to feel "worse off"
	35 to 64	28	56	16	
	65 or older	18	65	17	
Ethnicity	Hispanic	30	56	14	Hispanics are slightly more likely to feel "better off" than non-Hispanics (n.s.) *
	Non-Hispanic	24	60	16	
Home Ownership	Rent	28	56	16	Renters feel slightly "better off" financially than owners (n.s.) *
	Own	25	59	15	
Income	Less than $35,000	18	61	21	Those with higher incomes feel financially "better off" since last year than those with lower incomes
	$35,000 to < $80,000	31	54	15	
	$80,000 or more	33	58	9	
Education	High School Graduate or less	24	59	17	Those people with college degrees are most likely to report being "better off"
	Some college	23	58	19	
	College degree	30	59	11	
Gender	Male	30	55	15	Males are more likely to feel "better off" than females
	Female	23	61	16	
Political Party Affiliation	Democrat	30	54	15	Democrats are more likely to feel "better off" than are Republicans or Independents
	Republican	24	62	14	
	Independent	21	61	18	

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

The above analysis measures perceptions about changes that have *already* occurred in people's financial footing. But what about the future? To measure people's optimism (or

pessimism) 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?" (Question B7).   The last time a majority of respondents said they expect to be better off was in 2006. The good news, however, is that the numbers are trending in a positive direction, with 47% of respondents saying they expect to be better off next year (up from 42% last year), and another 44% saying they should be "about the same" as they are now. Only 9% expect to be worse off…a figure virtually identical to the pre-recession 2007/08 survey.

Table 3. 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?

	% Better Off	% Same	% Worse Off
1997 Survey	52	43	5
1998 Survey	57	38	5
1999 Survey	59	37	3
2000 Survey	57	36	4
2001 Survey	53	40	3
2002 Survey	51	39	7
2003 Survey	53	40	7
2004 Survey	45	47	8
2005 Survey	51	42	7
2006 Survey	51	41	8
2007 / 08 Survey	43	48	9
2008 / 09 Survey	35	47	18
2010 Survey	42	44	14
2011 Survey	39	46	15
2012 Survey	33	49	19
2013 Survey	38	47	15
2014 Survey	39	48	14
2015 Survey	42	48	10
2016 Survey	**47**	**44**	**9**

Expectations about Finances A Year From Now: %Better Off vs. % Worse Off
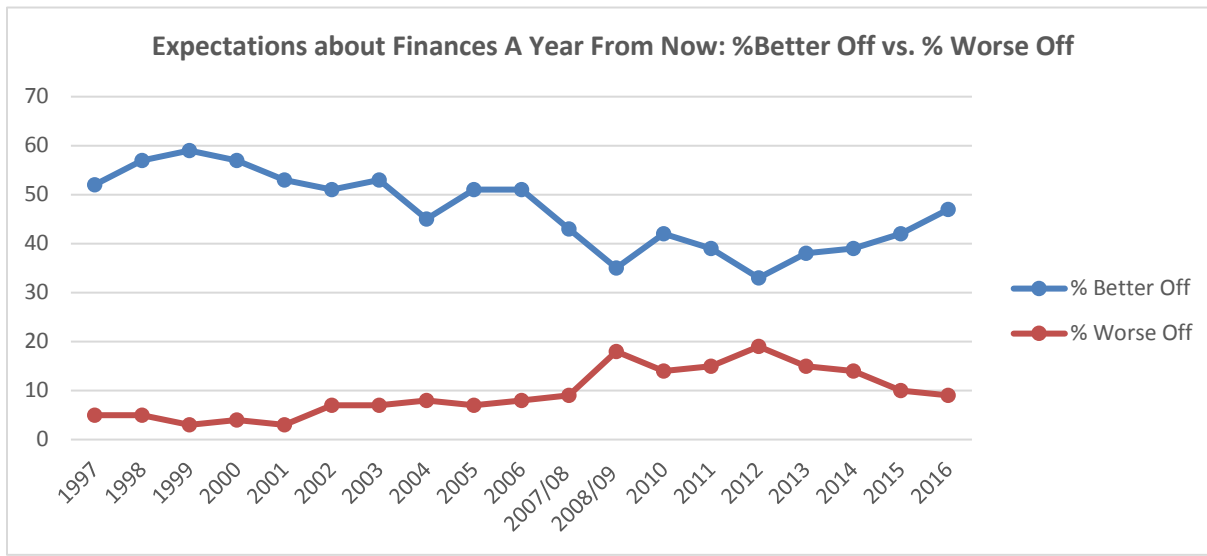
Once again interesting patterns arise from sub-group analysis (see Table 4 next page). Specifically, millennials are significantly more likely to feel optimistic about their financial future than those in the 65+ age group (62% expecting to be "better off" vs 24% of older people). Hispanics have a significantly higher likelihood of thinking they will be "better off" than non-Hispanics (56% vs. 37%). That finding has been echoed nationwide since 2004 in the Pew Research Center's National Survey of Latinos.[8] People in lower income categories expect to be better off in greater numbers than those with higher incomes, and the majority of those with the highest level of education believe that their finances will be unchanged in the year to come (perhaps because they are more "settled" in a job and "stable" than those with less education, and don't expect as many changes). Similarly, home owners don't expect as many changes as renters, who have a higher level of optimism that they will see positive financial changes in the next year. Males are more optimistic than females, and Democrats are significantly more optimistic about their financial futures than are either Independents or Republicans.

8. http://www.pewhispanic.org/2016/06/08/2-latinos-are-optimistic-about-their-finances-in-the-next-year-and-upward-economic-mobility-for-their-children/

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?
2016 Selected Subgroup Results

		% Better off	% Same	% Worse Off	Pattern
Age	18 to 34	62	34	4	Younger people feel more optimistic about the future than older people
	35 to 64	48	43	9	
	65 or older	24	62	13	
Ethnicity	Hispanic	56	37	7	Hispanics feel more optimistic than non-Hispanics
	Non-Hispanic	37	51	11	
Home Ownership	Rent	57	36	7	Renters feel more optimistic than home owners
	Own	38	51	11	
Income	Less than $35,000	50	39	10	People in lower income categories expect to be better off in greater numbers than those with higher incomes
	$35,000 to < $80,000	48	44	8	
	$80,000 or more	39	52	9	
Education	Some high school or less	46	43	11	People with the highest level of educational attainment tend to feel that their finances will stay the same (n.s.) *
	Some college	43	46	11	
	College degree	42	51	7	
Gender	Male	47	43	10	Males are slightly more likely to be optimistic than females (n.s.) *
	Female	41	49	10	
Political Party Affiliation	Democrat	49	44	7	Democrats and Independents are more likely to feel economic optimism than are Republicans
	Republican	34	55	11	
	Independent	42	47	11	

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

Crime…Perceptions and Reality

OVERVIEW: Crime is on the upswing in the county, and so is fear of being the victim of a serious crime (especially in Rialto, Highland, and San Bernardino). Young people are more fearful than older people, females are more fearful than males, Hispanics are more fearful than non-Hispanics, and people with higher incomes and education are less fearful than those with low or middle incomes.

Being a victim of crime can impact a person's quality of life in a myriad of ways. It can also affect the quality of life of those who witness crime or hear about crime in the unending 24/7 news cycle which tends to sensationalize crime reporting. If an area is 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.

Virtually every quality-of-life/"better-life" index includes questions regarding crime and safety, and sections of the county (particularly the City of San Bernardino) certainly have been highlighted in the media for their crime problems. For example, consider the 2015 data available in 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, based on the number of violent crimes per 1,000 residents (where "violent crimes" include murder, rape, armed robbery, and aggravated assault).[9] In this site, the City of San Bernardino is #74 on the list, with a crime index of 4 (where 100 is safest).[10] The index indicates that the City of San Bernardino is safer than only 4% of the cities in the US.

Statewide in 2015, violent crime rose 10% and property crime rose 8%. And according to the FBI Preliminary Semiannual Uniform Crime Report[11], five out of the six San Bernardino County cities with populations over 100,000 people (the cutoff to be included in the FBI report) showed an increase in violent crime from the first half of 2014 to the first half of 2015 (see Table 5 below). Only Rancho Cucamonga showed a decrease in violent crime.

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9. http://www.neighborhoodscout.com/neighborhoods/crime-rates/top100dangerous/
10. http://www.neighborhoodscout.com/ca/san-bernardino/crime/#data
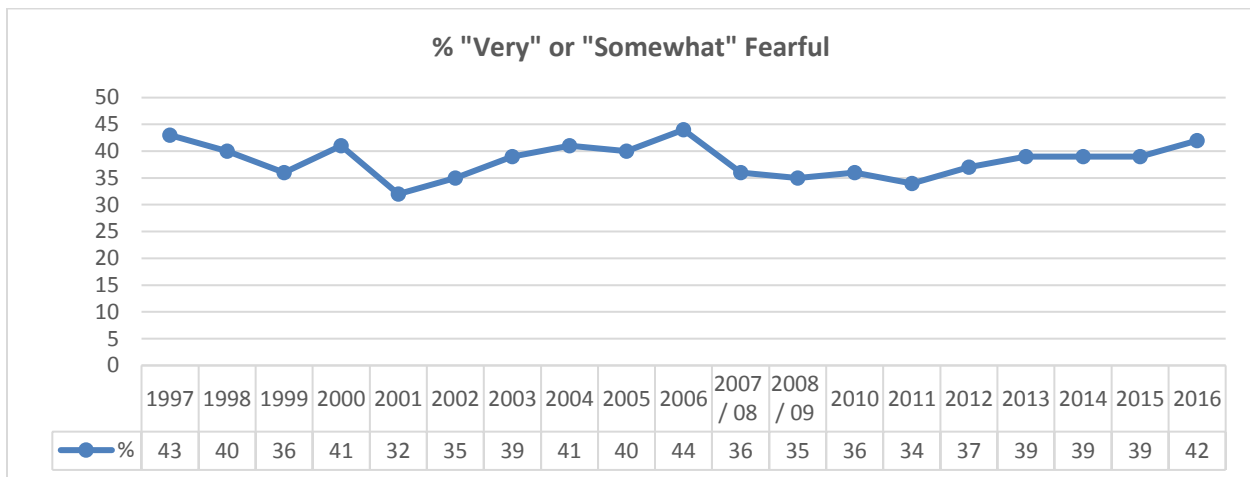11. https://www.fbi.gov/about-us/cjis/ucr/crime-in-the-u.s/2015/preliminary-semiannual-uniform-crime-report-januaryjune-2015/home

Table 5. Increase in violent crime in San Bernardino County's largest cities

	Change 2013 to 2014	Change 2014 to 2015
Fontana	+0.3%	+4.9%
Ontario	+9.2%	+13.9%
Rancho Cucamonga	**-23.3%**	**-25.4%**
Rialto	**-40.1%**	+27.8%
San Bernardino	+11.3%	+15.6%
Victorville	**-9.7%**	+21.2%

The literature shows that fear of crime does not always change in lock-step with actual crime statistics, however there IS a relationship between residents' perceptions of crime as a major problem and actual rates of violent crimes (not necessarily property crimes).[12] 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" (Question B9), over four in 10 respondents (42%) indicated that they are "very fearful" or "somewhat fearful." The level of fear of crime has been inching up since 2011 (although year-to-year changes are within the margin of error).[13]

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

A meta-analysis of scholarly studies indicates that "both crime and fear of crime may be influenced by factors in the built environment."[14] The article indicates that some "promising" interventions include: (1) home security improvements, (2) installation or improvement of street lighting (the evidence is mixed on this), and (3) small scale environmental improvements in public areas (e.g. painting a bus station, removing graffiti). It is possible that the use of some of

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12. http://cad.sagepub.com/content/59/4/616.full.pdf+html
13. It must be noted that the survey was conducted after the December 2 terrorist attack but before the much publicized recent violence and police shootings occurring throughout the US.
14. https://systematicreviewsjournal.biomedcentral.com/articles/10.1186/2046-4053-2-30

these interventions may have been responsible for the relatively low levels of fear of crime in the cities of Chino, Rancho Cucamonga, Upland, and Chino Hills.

Table 5. % "Very" or "somewhat" fearful of being the victim of a serious crime (arranged from lowest to highest level of fear)

City	%
Chino	22.2
Rancho Cucamonga	26.2
Upland	26.9
Chino Hills	29.0
Redlands	35.5
Fontana	38.4
Apple Valley	38.6
Hesperia	38.9
Barstow	39.3
Victorville	41.5
Ontario	43.4
San Bernardino	53.6
Highland	65.4
Rialto	70.5

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

The analysis in Table 6 (next page) reveals significantly more fear of crime among certain subgroups of the population. First, the table shows that young people are significantly more fearful of being the victim of a serious crime than are older people – 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. Or this finding may be related to a recent Pew Research report that shows that nationwide, millennials are less trusting of others (and therefore possibly more fearful) than older Americans are ("19% of millennials say that most people can be trusted, compared with 31% of Gen Xers, 37% of Silents, and 40% of Boomers"[15]).

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15. http://www.pewresearch.org/fact-tank/2014/03/07/6-new-findings-about-millennials/

Table 6. How fearful are you that you will be the victim of a serious crime, such as a violent or costly crime?
2016 Selected Subgroup Results

		% Very/somewhat Fearful	% Not too fearful	% Not at all fearful	Pattern
Age	18 to 34	46	28	26	Young people are significantly more fearful than older people
	35 to 64	39	38	23	
	65 or older	34	36	30	
Ethnicity	Hispanic	44	29	27	Hispanics have a higher level of fear than non-Hispanics
	Non-Hispanic	38	39	23	
Home Ownership	Rent	38	33	29	Renters are slightly less fearful than homeowners (n.s.) *
	Own	40	37	23	
Income	Less than $35,000	43	29	28	Upper income people are less fearful than those with low or middle incomes
	$35,000 to < $80,000	42	36	22	
	$80,000 or more	32	43	25	
Education	Some high school or less	43	29	28	People with college degrees are less fearful than those without a degree
	Some college	42	37	21	
	College degree	34	40	26	
Gender	Male	34	35	31	Males are less likely to be fearful than females
	Female	45	35	20	
Political Party Affiliation	Democrat	40	34	26	Democrats and Independents are more likely to be fearful than are Republicans
	Republican	36	39	25	
	Independent	41	37	22	

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

The table above also shows that Hispanics expressed more fear of crime than non-Hispanics. People making $80,000 or more annually expressed less fear of being the victim of a serious crime than those with lower incomes. Our data show that females are more fearful than males (a finding reinforced by the Pew study cited earlier which showed that females at all income levels are more fearful of crime than men). Finally, it appears that Democrats and Independents are significantly more likely to be fearful of crime than are Republicans.

The results in this section of the report may appear to be "run of the mill," however they should be seen as a call to action for police departments, city governments, neighborhood watch groups, economic development personnel, and other individuals committed to improving quality of life in the county. Fear of crime is important. As noted in the introduction to this section of the report, fear of crime can alter a person's behavior, physical health, and sense of psychological well-being. It can diminish people's sense of connectedness with their community. That is why law enforcement agencies throughout the nation see reducing fear of crime as an important priority. They realize that not only do people need to *be* safe, but they also need to *feel* safe.

How can the information in this section of the report be useful to law enforcement agencies? Local surveys such as the Inland Empire Annual survey can probe to identify 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. Questions can be included dealing with attitudes toward law enforcement, and how those attitudes change over time and among different ethnic/racial subgroups. Surveys can provide decision makers with early identification of community concerns so that those concerns do not expand into critical incidents such as the recent Dallas protests that resulted in police shootings. 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.
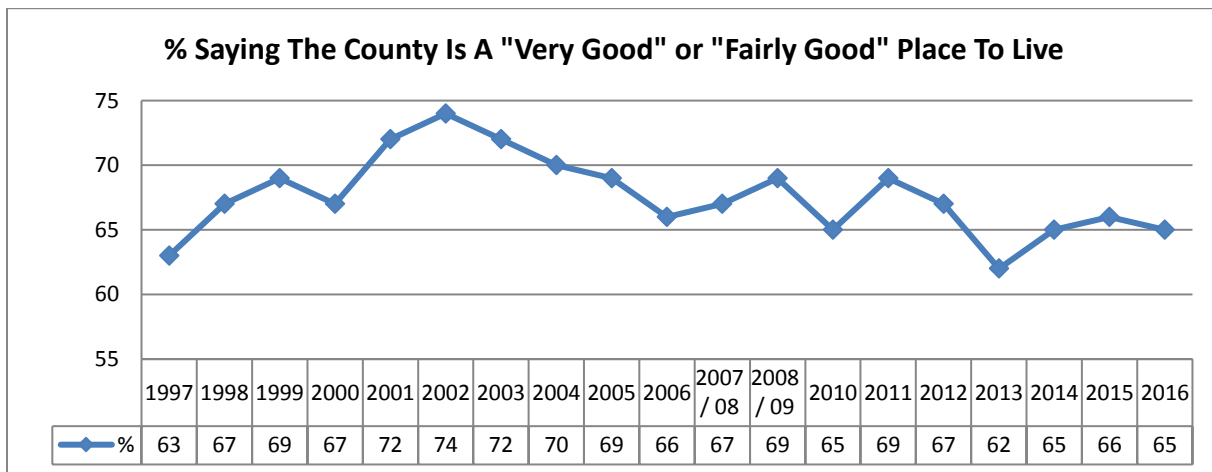
Overall Ratings of the County as a Place To Live

OVERVIEW: *Nearly two-thirds of residents rated San Bernardino County as a "very good" or "fairly good" place to live. Older people gave higher ratings of the county than younger people, and ratings 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" as the most negative. Air quality has virtually dropped off the charts as a major negative of life in the county.*

What makes a location a good place to live? The answer is that there isn't one single answer. Having a low crime rate, affordable housing, good schools, good jobs, and access to good health care are obviously important factors. Also important is having a community that has some kind of physical beauty which typically includes trees, open spaces, and perhaps historic architecture. When people talk about good places to live, they often mention availability of cultural experiences targeted at a diverse population – young and old, high and low income, families and singles, and various ethnicities. Other factors that typically top the list include political stability, efficient public transportation, and quality of roads.

Over the years, there has been relative stability in the number of respondents to the Inland Empire Annual Survey who have rated the county as a "very good" or "fairly good" place to live. Each year, about two-thirds of respondents do so, and this year was no exception.

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

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

Typically the evaluations of the county as a place to live are broadly based, with no significant differences noted based on demographics, home ownership, political party, or other variables. This year we found significant differences by age group, with 61% of millennials saying San Bernardino County is a "very" or "fairly" good place to live, as opposed to 67% in the 35 to 64 year old category, and 70% of those who indicated that they are 65 or older. Other than that, the ratings of the county were relatively consistent for all subgroups.

There were, however, 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 Hills, Chino, and Rancho Cucamonga residents gave the highest ratings of the County as a place to live; people in San Bernardino, Highland, and Rialto gave the lowest.

Table 7. % Rating the county as a "Very good" or "fairly good" place to live (arranged from highest to lowest rating)

City	%
Chino Hills	96.6
Chino	89.3
Rancho Cucamonga	87.7
Fontana	74.3
Ontario	73.1
Upland	73.1
Apple Valley	67.8
Hesperia	66.3
Victorville	63.9
Redlands	63.6
Barstow	60.7
Rialto	46.7
Highland	38.5
San Bernardino	33.3

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

Other than respondent age and geography, what factors explain people's ratings of the county as a place to live? The Annual Survey included a follow-up open-ended question asking specifically what respondents like best or dislike most about living in San Bernardino County. Over the years San Bernardino County residents consistently named "general area/ location/ scenery" as the thing they like best about living in the county (Table 8), followed by "climate/ weather," "affordable housing," and "not crowded." In addition, 4% mentioned feeling safe in

the area, and 4% mentioned the friendly people in the community. Sadly, 4% answered by saying that there is "nothing" they like about living in the county.

Table 8: Positive Factors Mentioned About the County

	2006 %	2007/ 08 %	2008/ 09 %	2010 %	2011 %	2012 %	2013 %	2014 %	2015 %	2016 %
Good area, location, scenery	33	34	36	37	33	36	31	38	34	**41**
Good climate, weather	15	11	17	13	16	16	13	15	14	**10**
Affordable housing	11	11	5	9	8	8	9	8	12	**10**
Not crowded	8	8	8	7	7	7	6	5	6	**6**

On the flip side, crime/gang activity was once again the most-often mentioned *negative* factor (33%) about living in the county (Table 9), with an additional 1% of respondents mentioning the related issue of drugs. Impression of crime as a negative factor had increased significantly between 2014 and 2015, and has slightly increased this year. As we have noted in the past, this has a significant impact on quality of life in the county. For example, 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.

Table 9. Negative Factors Mentioned About the County

	2006 %	2007/ 08 %	2008/ 09 %	2010 %	2011 %	2012 %	2013 %	2014 %	2015 %	2016 %
Crime, gang activity	33	24	31	26	22	27	29	25	32	**33**
Lack of job opportunities	1	3	5	7	8	7	8	7	7	**6**
Traffic	12	10	7	6	7	6	5	4	6	**6**
Smog, air pollution	8	9	9	8	6	5	3	4	3	**3**

As in previous years, we found that there is a relationship between ratings of the county and fear of crime. Specifically, among those who are very fearful of being the victim of a serious crime (leftmost column of Table 10, next page), 14% rate the county as a very good place to live, and another 26% said it is fairly good. On the other end of the spectrum (right-most column of the table), 40% of those who are not at all fearful rated the county as a very good

place to live and another 42% rated it as fairly good. In other words, whereas 82% of "non-fearful" people rated life in the county positively, only 40% of those who are "very fearful" did so.

Table 10. 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	**14%**	13%	20%	**40%**
	Fairly good	**26%**	39%	52%	**42%**
	Neither good nor bad	19%	28%	19%	9%
	Fairly bad	17%	15%	8%	7%
	Very bad	24%	5%	1%	2%
	TOTAL	100%	100%	100%	100%

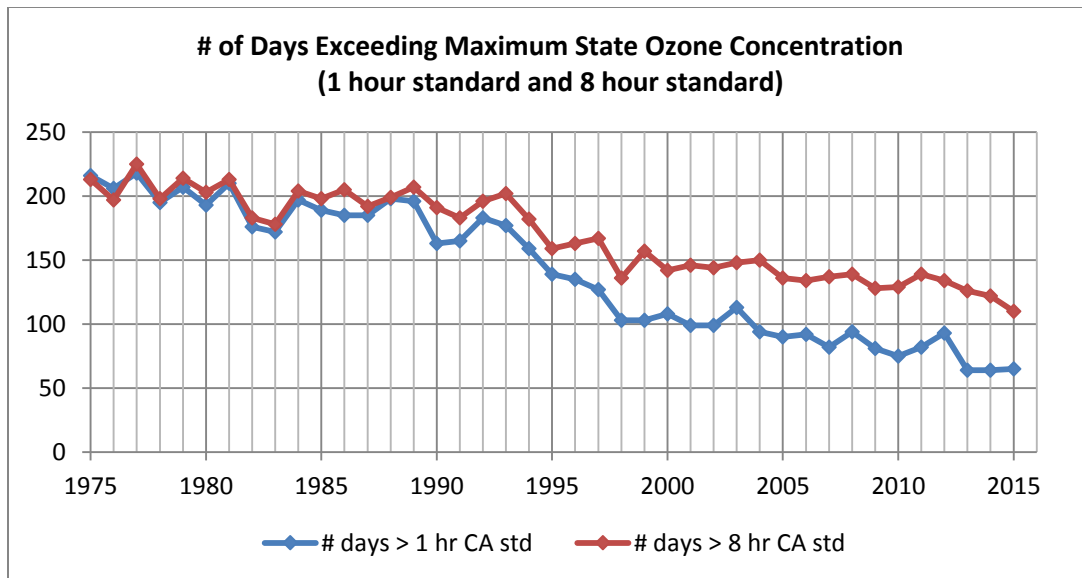* NOTE: Numbers in the table are ***column percentages***

The percentage of respondents mentioning lack of job opportunities as a negative factor about the county increased sharply when the recession hit in 2008 and has not decreased significantly since that time. Some respondents expanded on the lack of job opportunities by saying that they (or their family members) have long commutes to get to work in other counties. That, of course, increases the traffic in the region – the third factor in the table above. Despite the fact that traffic wasn't the top negative factor mentioned, it is especially important in that traffic's negative impacts include safety risks, smell, and noise pollution. And the air pollution generated by vehicle congestion can lead to an increase in blood pressure and increased incidence of heart attack and stroke for people who live in areas near traffic or spend hours a day in traffic.[16]

Speaking of air pollution: In the 1970's when someone mentioned "Inland Empire," one of the first things people thought of was "smog," and that perception was warranted at the time. But over the past three decades, the air quality has dramatically improved as shown in the graph below (number of days the city exceeded the maximum state 1-hour and 8-hour average ozone concentration).[17] Yes, this region is still the top ozone-polluted area in the country[18], however there is measurable improvement.

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16. http://universityofcalifornia.edu/news/how-traffic-jams-affect-heart-health
17. Source: Air Resources Board, http://www.arb.ca.gov/adam/trends/trends2.php
18. American Lung Association's State of the Air 2016 Report

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

San Bernardino County residents appear to be noticing that improvement. For the past 4 years the percent of residents who cited "smog" as a negative factor was 3% or 4% -- figures significantly below the 15% in 2001 who mentioned air quality as the most significant negative factor of life in the county.

In addition to the four "negatives" shown in Table 9 above, there were several items which didn't have huge percentages of response individually, but in total reflected the fact that respondents are concerned about services provided by government and private organizations:

- "Lots of poverty/welfare in the area" (2.9%)
- "Politics and Government officials" or "corruption" (2.4%)
- "Homeless" (2.2%)
- "Lack of shopping and entertainment (1.7%)
- "Poor public transportation" (1.5%)
- "City is dirty," "City is not well maintained," "graffiti" (1.3%)

Finally, it is noteworthy that 8.1% of respondents said that there is "*nothing*" they could name as the most negative thing about living in the county. Either that means that they love life in the region, or there are just too many negative factors to mention thus they can't name just one. In next year's survey, this response will be probed to determine its meaning. 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 of the list of services, as has been the case in the past.

One of the factors contributing to a good (or not-so-good) quality of life is the availability of high quality public and private services. Since 1999, respondents have been asked to rate a variety of public and private services (Questions B14 to B20a). Table 11 (next page) details the last 17 years of data regarding the percentage of respondents who indicate that the services are "excellent" or "good."

As has been the case since 2012 when the libraries were added to the list of services to be rated, libraries received the highest percentage of respondents (81%) 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 is an integral part of life in a city. Nationwide, the 2008 recession led to substantial increases in public library usage as people sought Internet access, assistance in applying for jobs and social services, and entertainment options. Public libraries can be safe places for community gatherings and a place for cultural expression and lifelong learning. Apparently San Bernardino County residents agree, based on the high rating of libraries.

Police/sheriff and shopping also received high marks (65% rated them as "excellent" or "good"), and parks/recreation also was rated highly by more than 6 of 10 respondents (61%). On the other end of the scale, maintenance of streets and roads received the lowest rating (33%) as has been the case since the inception of the report….and there has been no sign of significant improvement over the years. Unfortunately the recession and strained city and county budgets have made it increasingly difficult to identify and fix the problems of aging streets and roads. Some municipalities have made good use of social media as a way for residents to report potholes (i.e. "tweeting potholes"[19]), broken streetlights and traffic signal issues, need for street sweeping, etc. Perhaps the rating will increase in future years as more residents are mobilized to help identify the problems as they arise.

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19. http://www.huffingtonpost.com/2015/06/10/tweeting-potholes-panama_n_7545922.html

Table 11. % of Respondents Rating Services as "Excellent" or "Good"

	Libr ary	Police/ Sheriff	Shop -ping	Parks/ Rec	Public Schools	Enter- tain- ment	Trans- port- ation	Street/ Road Maint
1999		70	68	60	46	49	N/A	38
2000		64	63	58	41	43	36	33
2001		66	68	58	45	46	42	34
2002		71	70	58	51	49	40	39
2003		69	66	56	46	49	38	35
2004	Data Not Available	63	66	55	37	46	36	25
2005		61	65	56	43	44	37	28
2006		61	68	59	49	47	42	30
2007/ 2008		61	68	57	43	50	36	32
2008/ 2009		68	62	61	46	46	42	32
2010		68	64	60	48	48	40	32
2011		68	60	61	47	46	40	33
2012	73	68	61	61	42	43	40	31
2013	76	68	59	59	51	46	45	30
2014	78	63	62	62	48	46	45	29
2015	80	65	64	63	54	48	50	31
2016	**81**	**65**	**65**	**61**	**51**	**50**	**47**	**33**

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, Chino, and Rancho Cucamonga are doing the best with street and road maintenance (from the perspective of the residents), whereas city leaders in San Bernardino, Rialto, and Apple Valley, Victorville, and Hesperia may wish to focus more attention and priority on the issue, especially since it has been shown that investing in the maintenance of streets before they reach poor condition results in lower long-term costs for the city and enhances the economic development of the area.

Table 12. % Rating street and road maintenance as "excellent" or "good" (arranged from highest to lowest rating)

City	%
Chino Hills	68
Chino	61
Rancho Cucamonga	59
Barstow	43
Ontario	42
Upland	39
Fontana	38
Highland	36
Redlands	33
Hesperia	26
Victorville	25
Apple Valley	24
Rialto	20
San Bernardino	18

Commuting

OVERVIEW: Since 1997, a majority of respondents have reported that their commute time is less than one hour, but the percent with those "short" commutes is decreasing. Median commute time is increasing, and is now the highest it has been since the inception of this survey. Most respondents report that they work in San Bernardino County, with Los Angeles County being the next destination of choice.

The U.S. Census collects a great deal of information regarding commuting characteristics of the county's population, data which can be relied upon for a year or two after the Census is conducted. As time goes on, however, the available Census data becomes less reliable (especially considering the rapidly changing environment in a growing county such as San Bernardino). The American Community Survey provides estimates updating the Census, but not in as timely a fashion as one would like. That is just one reason why the Inland Empire Annual Survey is so valuable.

The most current information from the American Community Survey (2014 data) shows

that 58.7% of county residents had round trip commutes of less than an hour[20]. Our 2014 Inland Empire Annual Survey was consistent with that figure, showing 58%. Two years later, the 2016 commuting data from the Inland Empire Annual Survey shows that 55% reported a round-trip commute time of less than one hour (Question B25). The figure below shows that the percent with those relatively short commutes is decreasing over time (blue dashed line). The figure also shows that the median commute time has increased to 45.0 minutes (red solid line) – the highest since the inception of the survey.

Commute Times

	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007 / 08	2008 / 09	2010	2011	2012	2013	2014	2015	2016
%	58	62	61	61	60	63	62	59	62	61	58	61	61	61	60	58	57	55
Min	38.2	37.3	37.1	38.5	36.6	37.4	36.0	38.2	38.4	40.2	40.0	39.1	39.7	38.8	37.0	39.7	41.4	45.0
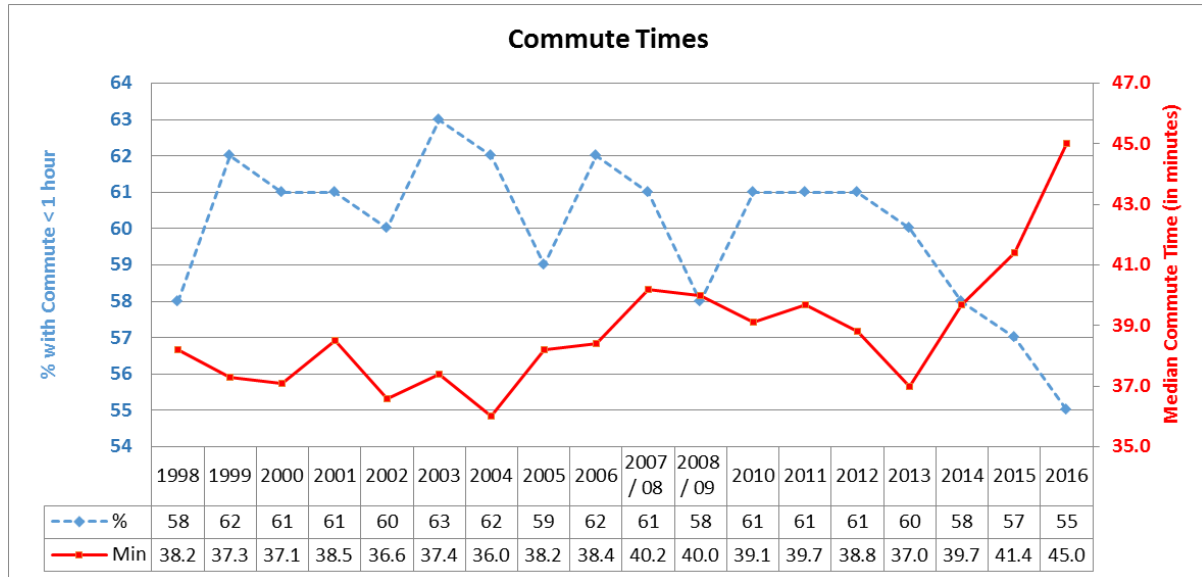
Further, the *mean* (as opposed to the *median*) round trip travel time is 68.2 minutes (up from 65.8 minutes last year).[21] And it is worth noting that 20% percent of respondents who work outside the home have round trip commutes of two or more hours (a figure which hasn't changed significantly for the past several years). As the decade progresses and the estimates from the American Community Survey become more questionable, the Inland Empire Annual Survey should be more and more useful to decision makers as the most accurate and current data available.

Having a 45 minute median round trip commute time (up from 41.4 minutes last year) is not an overwhelming amount of time, especially since most working respondents (55%) travel less than an hour round trip each day. On the other hand, it must be noted that the time spent travelling 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

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20. http://factfinder.census.gov/
21. The reader should note that the median is a better measure of commute time than the mean since the median is not skewed by a few excessively high commute times as is the mean. However other secondary data sources quote the mean, thus it is presented here for comparative purposes.

simplistic analysis of driving and ownership costs, as well as the cost of the "wasted" time spent commuting.

- The mean round trip mileage for our respondents was 40.25 miles. Assuming the 2015 IRS cost per mile of $0.575, the daily commute cost is $23.14. A person who works 50 weeks a year, 5 days a week would be spending approximately **$5,786** per year for direct driving and ownership costs of his/her commute.

- The mean round trip travel time was 68.2 minutes. Using the fourth quarter 2015 average hourly wage for San Bernardino County[22] (approximately $22.2), the value of a person's time spent commuting is approximately **$6,308** for the 250 work days per year.

Based on this analysis, the combined total cost of commuting is a whopping **$12,094** per year on average. Or conducting the same analysis using the more conservative figures of *median* mileage and travel time (25.0 miles, 45.0 minutes), the cost would be reduced to **$7,756** per year…still a significant figure.

But the cost of commuting goes beyond simple monetary costs. Quoting a 2016 Washington Post article:[23] "There's a massive body of social science and public health research on the negative effects of commuting on personal and societal well-being. 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." The article also noted that the children of people who have long commutes are more likely to have emotional problems than those who don't have long commutes. This correlates with data showing that statewide, 19% of K-12 youth are responsible for taking care of themselves after school.[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.

When one looks at health risks along with the diminished quality of life due to having less time with family and friends, less time to sleep, negative effects on children, etc., it is clear that commuting takes a major toll on people's lives. What are the solutions? Options (some of which are already being considered by San Bernardino County leaders) include:

- Increase efforts to bring jobs to the region;
- Encourage San Bernardino County public and private organizations to create

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22. Bureau of Labor Statistics, http://www.bls.gov/data/
23. https://www.washingtonpost.com/news/wonk/wp/2016/02/25/how-much-of-your-life-youre-wasting-on-your-commute/
24. http://www.afterschoolalliance.org/policyStateFacts.cfm?state_abbr=CA

telecommuting policies for those jobs which are amenable to working at home. Such policies can be a recruiting advantage to organizations and can lead to a happier workforce (and improved retention).

- Work to improve the transportation infrastructure significantly so that commute times are shortened.
- Work to encourage a culture change toward more "livable cities" where people can work in close proximity to their place of residence.
- Work to encourage people to get out of their car and use alternative modes of transportation.

As we've argued in past years, one of the best ways to solve the problem of traffic congestion and improve workers' quality of life is to promote enough economic growth in the area so that people don't have to commute to other areas for work. We still believe that this is imperative for the region, as do economic development agencies as well as organizations such as SANBAG who deal with transportation issues.

The second bullet is equally important and somewhat "do-able." A 2014 survey conducted by Staples indicates that "71% of telecommuters consider telecommuting an important benefit when considering a new job." Further, "10% of respondents in Staples' survey said they would take a pay cut in order to keep teleworking. And according to the Global Workplace Analytics and the Telework Research Network, 36 percent of people would chose telecommuting in lieu of more money."[25]

Turning to a related topic, working respondents were asked (Question B27): "What county do you work in?" Two thirds of commuting respondents (67%) work within San Bernardino County, and another 3% work in several counties including San Bernardino. Los Angeles County is the next most popular commuting destination, with 14% of respondents travelling there to work. Based on the admittedly small sample sizes within individual cities, the outflow to Los Angeles County was primarily among those living in the West Valley (e.g. Rancho Cucamonga, Fontana, Chino and Chino Hills, and Ontario).

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25. https://www.shrm.org/resourcesandtools/hr-topics/technology/pages/less-pay-to-telework.aspx

Table 13. San Bernardino County Respondents' Commuting Destinations

	Work Destination (County)			
	San Bernardino County %	Riverside County %	Orange County %	Los Angeles County %
1999 Survey	**73**	6	3	15
2000 Survey	**70**	7	4	15
2001 Survey	**69**	8	4	16
2002 Survey	**67**	9	6	16
2003 Survey	**69**	7	5	16
2004 Survey	**71**	5	5	16
2005 Survey	**72**	5	4	17
2006 Survey	**71**	7	4	13
2007 / 08 Survey	**70**	7	4	15
2008 / 09 Survey	**71**	6	3	16
2010 Survey	**64**	6	6	20
2011 Survey	**71**	7	3	17
2012 Survey	**70**	7	5	17
2013 Survey	**69**	6	4	17
2014 Survey	**66**	8	6	16
2015 Survey	**70**	7	4	16
2016 Survey	**67**	8	6	14

* NOTE: A small percentage of respondents reported working in areas not listed in the table

Who are the people who need/want to leave the county to work? Those who commute to Los Angeles County include people in banking, education, the medical field, the computer industry, managers, accountants, and many other professionals who arguably would prefer staying in the county (and avoiding a long commute) if well-paying jobs existed near their homes. The profile for those who travel to Riverside County is similar.

Confidence In Elected Officials

OVERVIEW: Confidence in elected officials has barely budged for the last few years. A majority of respondents 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.

An article by William Costick entitled "Perceptions of Public Service and Improving Your City's Image" notes that public opinion toward community and their elected officials can often be shaped by a single incident: a negative encounter with police, a pothole which causes

damage to the car, a government official who doesn't have time to listen to a resident's complaints, etc. Other attitude-shaping factors mentioned in the article which appeared on the web site of the International City/County Management Association include: perceived safety of the community, overall condition of streets and roads, the perception that taxes are too high, public disagreements between elected officials, and media coverage of local corruption cases. All of these factors have been noted in the local press over the past few years. Indeed, the Inland Empire has certainly seen its share of political corruption cases, attempted recalls of elected city leaders, and other "political theater."

The public expects elected officials to make the hard policy decisions regarding the "challenges" of life in the region which, according to the Inland Empire Annual Survey results, include crime/gang activity, the lack of job opportunities, traffic, and smog/air pollution. This year, 59% of respondents indicated that they have "a great deal of confidence" or "some confidence" that their elected officials will adopt policies regarding these and other issues that will benefit the general community. This confidence figure is significantly higher than the 2010 figure (51%) which came from a survey conducted right around the time period when the much-publicized Colonies Crossroads case came to light. The figures are trending upward but still haven't reached the survey's high of 66% from 2002, nor are they anywhere close to stats such as a national Gallup poll from September of 2015 which indicated that 70% of the public has a "great deal" or a "fair amount" of trust in their local government when it comes to handling local problems.[26] Hopefully the Inland Empire ratings will improve as local government officials tackle the difficult issues of the day.

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

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

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26. http://www.gallup.com/poll/5392/trust-government.aspx
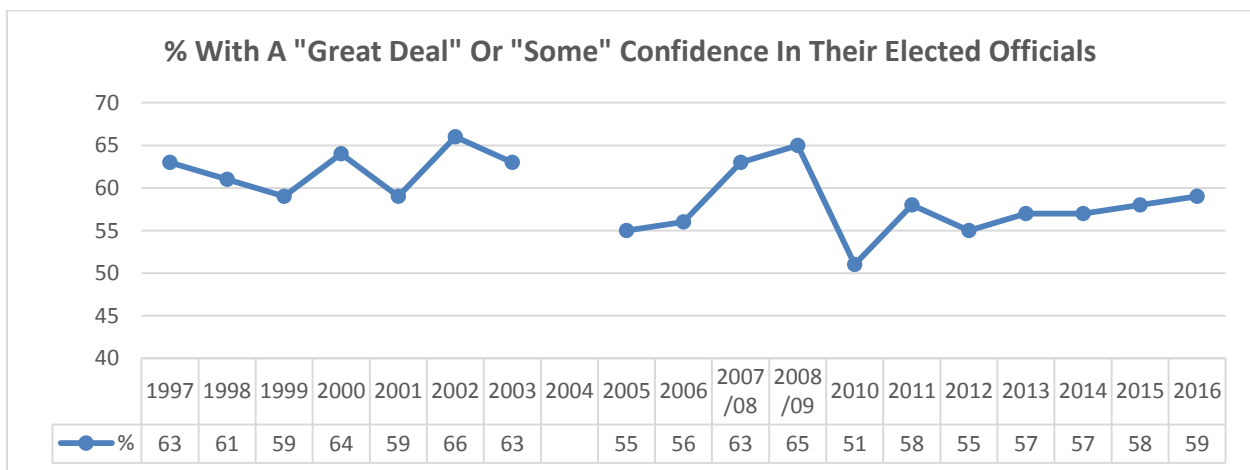
An analysis of these results by various demographic variables showed that there is remarkable consistency in confidence ratings among subgroups by education, age group, longevity in the county, income, and home ownership. Further, there are minimal differences in ratings by voters and non-voters and between Democrats and Republicans. There are gender differences, however – 63% of females vs. 54% of males have a "great deal" or "some" confidence in their elected officials. There are also differences based on ethnicity, with 64% of those indicating Hispanic, Spanish, or Latino origin vs 57% of non-Hispanics expressing a "great deal" or "some" confidence.

Further, there was a striking relationship of overall rating of the county as a place to live with level of confidence in elected officials. Specifically, as shown in the figure below, 74% 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 22% 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.
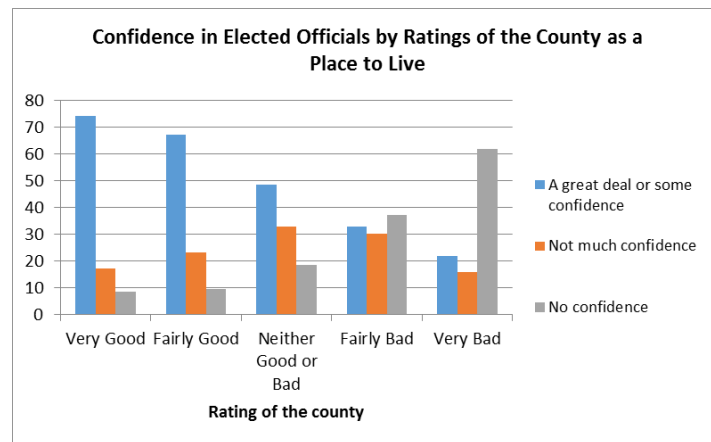
There is also a strong relationship between people's evaluation of the county's economy and confidence in their local elected officials. Specifically 80% of those who believe the county's economy is excellent or good have at least some confidence in their elected officials, whereas only 34% of those who believe the economy is poor have such confidence. Finally, we investigated whether there was a link between fear of crime and evaluation of elected officials. We found one. Nearly half (49%) of those who are "very" fearful of being the victim of a serious crime had at least some confidence in their elected officials, as opposed to 65% of those who are not at all fearful. It is difficult to know if any causality exists between these variables and confidence in elected officials, however it does appear that confidence in elected officials is related to people's overall "sense" of their county as a place to live and thrive.

FINAL NOTE

Mr. Ed McMahon, Senior Fellow at the Urban Land Institute in Washington D.C., wrote an interesting article entitled "The Secrets of Successful Communities."[27] He pointed out that most successful communities have made use of at least three or four of the following characteristics: "1. Have a vision for the future, 2. Inventory community assets, 3. Use education and incentives, not just regulation, 4. Pick and choose among development projects, 5. Cooperate with neighbors for mutual benefit, 6. Pay attention to community aesthetics, and 7. Have strong leaders and committed citizens." The last item in this list is an important one. It takes residents of the county who care about their community and are willing to spend their time and resources in order to improve the quality of life in the county and make their community "successful." This 2016 Inland Empire Annual Survey is an important way to elicit the opinions from those residents and to track progress in meeting the county's challenges.

San Bernardino County is the largest county (by land area) in the United States. It enjoys a great deal of diversity, both in terms of geography and residents, and for that reason we have, in the past, conducted comparisons of regions within the county (East Valley, West Valley, Victor Valley, and Desert). We felt that identifying commonalities and distinctions between these regions is important for government organizations and businesses alike. For the past four years we have not had a request for such analyses. We hope that in the future such analysis can be conducted to add to better evaluate key public and private sector services and activities, and provide a regional focus for the key local issues.

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 (http://iar.csusb.edu/reports/ie_annual_survey.html) 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.

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27. http://plannersweb.com/wp-content/uploads/2013/07/The-Secrets-of-Successful-Communities-_-PlannersWeb.pdf

Appendix I

Questionnaire

SAN BERNARDINO COUNTY ANNUAL SURVEY, 2016

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 that person?
    1.   YES
    2.   NO
    8.   DON'T KNOW/NO RESPONSE
    9.   REFUSED
    IF (SHEAD = 1) SKP INTRO

SHEAD2   Is there an adult member home 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
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?
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 RANCHO

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 AMENITIE improvements for Omnitrans. Please tell me what ONE AMENITIE 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 RANCHO CUCAMONGA
RC2 Now I'm going to ask you a few questions specific to those living in Rancho Cucamonga. Please tell me if you strongly agree, agree, disagree, or strongly disagree. Here's the first statement...
[INTERVIEWER TYPE "1" TO CONTINUE]

RC2A My city is an attractive place
[INTERVIEWER: MEANING--BEAUTIFUL SURROUNDINGS]
1. STRONGLY AGREE
2. AGREE
3. DISAGREE
4. STRONGLY DISAGREE
8. DON'T KNOW
9. REFUSED

RC2B I feel a sense of belonging to my community
1. STRONGLY AGREE
2. AGREE
3. DISAGREE
4. STRONGLY DISAGREE
8. DON'T KNOW
9. REFUSED

RC2C Other cities strive to be like my city
1. STRONGLY AGREE
2. AGREE
3. DISAGREE
4. STRONGLY DISAGREE
8. DON'T KNOW
9. REFUSED

RC2D My city embraces use of technology
1. STRONGLY AGREE
2. AGREE
3. DISAGREE
4. STRONGLY DISAGREE

8.   DON'T KNOW
9.   REFUSED

RC2E My city provides opportunities to be active and have a healthy lifestyle
1.   STRONGLY AGREE
2.   AGREE
3.   DISAGREE
4.   STRONGLY DISAGREE
8.   DON'T KNOW
9.   REFUSED

RC3A Now I'm going to read you a series of words, and I'd like to know if they describe your view of Rancho Cucamonga. First, does the word "traditional" describe your view of the City?
[INTERVIEWER YOU MAY NEED TO PROMPT Yes or No?]
1.   YES
2.   NO
8.   DON'T KNOW
9.   REFUSED

RC3B How about the word "Visionary"
1.   YES
2.   NO
8.   DON'T KNOW
9.   REFUSED

RC3C   Community
1.   YES
2.   NO
8.   DON'T KNOW
9.   REFUSED

RC3D Small town
1.   YES
2.   NO
8.   DON'T KNOW
9.   REFUSED

RC3E World-class
1.   YES
2.   NO
8.   DON'T KNOW
9.   REFUSED

RC3F Innovative
1.   YES
2.   NO
8.   DON'T KNOW

9.   REFUSED

RC4   From your perspective, what are the top 2 issues facing the future of the city?
[DON'T READ, CHECK ONLY 2]
1.   OVERPOPULATION
2.   REDUCE THE CRIME RATE AND IMPROVE SAFETY
3.   MAINTAIN THE QUALITY OF SCHOOLS
4.   CONCERNS ABOUT THE CITY BUDGET AND HOW IT IS USED
5.   BRING IN JOBS TO THE AREA
6.   AFFORDABLE HOUSING
7.   STREET AND ROAD MAINTENANCE, OTHER CITY SERVICES
8.   GROWING TOO FAST
9.   THE ECONOMY
10.   TRAFFIC
11.   PUBLIC TRANSPORTATION
12.   MORE PARKS
13.   BRING IN GOOD BUSINESSES/ENTERTAINMENT
14.   COST OF LIVING
15.   DRUGS, GANGS
16.   OTHE (SPECIFY)
98.   DON'T KNOW
99.   REFUSED

NEWRC5. Where do you get information about City projects, current topics, events, programs and services? [DON'T READ, CHECK ONLY 3]
1.   CITY WEBSITE
2.   CITY E-MAIL
3.   CITY FACEBOOK
4.   CITY TWITTER
5.   OTHER COMMUNITY SOCIAL NETWORKING SITES
6.   OTHER INTERNET/WEBSITES
7.   POSTER/FLIERS
8.   AT RECREATIN/LIBRARY CENTERS
9.   INFORMATION BOOTHS AT EVENTS
10.   DAILY BULLETIN
11.   OTHER NEWSPAPER
12.   RC CABLE TV CHANNEL (RCTV)
13.   DIGITAL BILLBOARDS
14.   FRIENDS/FAMILY/NEIGHBORS
15.   OTHER (SPECIFY)
98.   DON'T KNOW
99.   REFUSED

THE FOLLOWING QUESTIONS ARE TO BE ASKED ONLY IN MOJAVE WATER AGENCY'S SERVICE AREA
MOJ1 Now I'd like to ask you a few questions regarding the long-term water supply of the Mojave Desert region. First, 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

MOJ2 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 MOJ4

MOJ3 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

MOJ4 How concerned are you about 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

MOJ5 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

MOJ6　　　What are some ways you conserve, 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/SHAVING
　　　8.　　OTHER (SPECIFY)
　　　9.　　I DON'T CONSERVE
　　　10.　　DON'T KNOW WHAT HAS ALL BEEN DONE
　　　11.　　REFUSED
　　　IF (ANS > 8) SKIPTO MOJ7B

MOJ7　　　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

MOJ7B And what, if anything, PREVENTS you from conserving water?
　　　DON'T READ CHECK ALL THAT APPLY
　　　1.　　IT IS TOO MUCH TROUBLE
　　　2.　　TOO EXPENSIVE
　　　3.　　I AM ALREADY DOING ALL THAT I CAN
　　　4.　　I DON'T KNOW IF MY CONSERVATION EFFORTS ARE EFFECTIVE
　　　5.　　I DON'T THINK I AM WASTING WATER
　　　6.　　IT'S THE COMMERCIAL USERS THAT NEED TO CONSERVE
　　　7.　　 I DON'T KNOW HOW TO CONSERVE
　　　8.　　 I HAVE THE RIGHT TO USE ANY AMOUNT OF WATER I WANT
　　　9.　　 I DON'T CARE ABOUT CONSERVING
　　　10.　　OTHERS WASTE WHY SHOULD I CONSERVE
　　　11.　　OTHER (SPECIFY)
　　　12.　　DON'T KNOW
　　　13.　　REFUSED
　　　14.　　NOTHING

MOJ8 Are there any specific projects or programs that you believe need to be included in the
　　　long-term
　　　water management plan for the region?
　　　INTERVIEWER: IF RESPONDENT DOESN'T KNOW WHAT IS MEANT BY

"PROJECTS" OR "PROGRAMS," SAY: FOR EXAMPLE, IN THE LAST PLAN
THERE WAS A "CASH FOR GRASS" PROGRAM AND CONSTRUCTION
PROJECTS.
[DON'T KNOW OR REFUSED JUST LEAVE IT BLANK]

MOJ9 Thank you. If you have any other thoughts about programs that should be included in the plan, you can e-mail Mojave Water Agency to let them know.
[WWW.MOJAVEWATER.ORG JUST IN CASE THEY ASK]
PRESS ANY KEY TO CONTINUE

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

SBCSSTans 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.

SBCSS1 Has anyone in your immediate family attended a public school in San Bernardino County during the LAST FIVE years?
    1.   YES
    2.   NO
    8.   Don't Know
    9.   Refused
If (Ans >1) SKIPTO SBCSS3

SBCSS2 Where do students and their families get information about college and/or careers?
    [DON'T READ CHECK ALL THAT APPLY]
    1.   SCHOOL COUNSELOR
    2.   TEACHERS
    3.   FRIEND OR FAMILY MEMBER
    4.   INTERNET
    5.   LIBRARY
    6.   COLLEGE RECRUITERS
    7.   CAREER-TECHNICAL COLLEGES
    8.   MILITARY
    9.   MY KIDS ARE TOO YOUNG…NOT THINKING ABOUT
          COLLEGE/CAREERS
    10.   OTHER (PLEASE SPECIFY)___
    11.   DON'T KNOW
    12.   REFUSED

SBCSS3 What do you consider to be a trusted source of information when it comes to things like how well students are performing or new state standards for schools?
[PROBE: How would you find out about these topics?]
[DON'T READ CHECK ALL THAT APPLY]
    1.   TV NEWS
    2.   DAILY OR COMMUNITY NEWSPAPERS
    3.   SCHOOL PUBLICATIONS

4. SCHOOL STAFF
5. FRIEND OR FAMILY MEMBER (THIS INCLUDES "I TALK TO PARENTS")
6. INTERNET
7. SOCIAL MEDIA
8. MOBILE APP
9. OTHER (PLEASE SPECIFY)____
10. DON'T KNOW
11. REFUSED

SBCSS4 What do you believe is the most important issue facing public schools today? Is it…
[RANDOMIZE ISSUES 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. REFUSED

CSUSB QUESTIONS ARE TO BE ASKED THROUGHOUT THE COUNTY
CSUSB1 Now switching topics, I have some questions about a college education. When you think of FOUR year colleges in the INLAND EMPIRE, which ones come to mind?
[DON'T READ CHECK ALL THAT APPLY]
1. UNIVERSITY OF CALIFORNIA, RIVERSIDE (UCR)
2. CALIFORNIA STATE UNIVERSITY SAN BERNARDINO (CSUSB)
3. UNIVERSTY OF PHOENIX (UOP)
4. UNIVERSITY OF LA VERNE
5. UNIVERSITY OF REDLANDS
6. CAL POLY POMONA
7. CAL STATE FULLERTON
8. CAN'T LIST ANY [that is fine..a lot of people can't]
9. OTHER (Specify)_____
10. DON'T KNOW
11. REFUSED
12. DON'T KNOW ANYTHING ABOUT UNIVESITIES
13. DON'T CARE ABOUT UNIVERSITIES OR SCHOOLS/ANNOYED W/ QUESTION
IF (ANS = 12) SKIPTO CSUSB9A
IF (ANS = 13) SKIPTO CSUSB11

CSUSB2 Now I'm going to read you a list of universities. Which one do you think has the best reputation? Is it...
1. University of California, Riverside
2. California State University San Bernardino
3. University of Phoenix
4. University of La Verne

5.   University of Redlands, or
6.   Cal Poly Pomona
7.   California State University Fullerton
8.   OTHER (Specify)_____
9.   DON'T KNOW
10.   REFUSED
11.   DON'T KNOW ANYTHING ABOUT ANY OF THE SCHOOLS
12.   ANNOYED AND NEED TO MOVE ON
IF (ANS = 11) SKIPTO CSUSB9
IF (ANS = 12) SKIPTO OWNRENT

CSUSB3 And of those universities, which do you think gives students the best value for their investment?
1.   University of California, Riverside
2.   California State University San Bernardino
3.   University of Phoenix
4.   University of La Verne
5.   University of Redlands, or
6.   Cal Poly Pomona
7.   CALIFORNIA STATE UNIVERSITY OF FULLERTON
8.   OTHER (Specify)_____
9.   DON'T KNOW
10.   REFUSED
11.   DON'T KNOW ANYTHING ABOUT ANY OF THE SCHOOLS
12.   ANNOYED NEED TO MOVE ON
IF (ANS = 11) SKIPTO CSUSB9A
IF (ANS = 12) SKIPTO OWNRENT

CSUSB4 Now I have some specific 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

CSUSB5 Are you familiar with Cal State San Bernardino's EDUCATIONAL PROGRAMS?
1.   YES
2.   SOMEWHAT
3.   NO
4.   NOT SURE
8.   DON'T KNOW
9.   REFUSED
IF (ANS > 2) SKIPTO CSUSB7A

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 CITYSB]
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 CITYSB]
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 CITYSB]
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 CSUSB8C
IF (ANS = 7) SKIPTO CITYSB
IF (ANS > 7) SKIPTO CSUSB9A

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

CSUSB8C How has your rating of the university changed over the years? Is it better, worse, or about the same?
1.   BETTER
2.   WORSE
3.   ABOUT THE SAME
4.   DIDN'T KNOW ABOUT CSUSB YEARS AGO - NO BASIS FOR COMPARISON
7.   ANNOYED AND NEED TO MOVE ON
8.   DON'T KNOW
9.   REFUSED
IF (ANS = 7) SKIPTO CITYSB

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 CSUSB9B
IF (ANS = 7) SKIPTO CITYSB
IF (ANS > 7) SKIPTO CSUSB9B

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 CITYSB

CSUSB9B How likely is it that a friend or family member 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 csusb11
IF (ANS = 7) SKIPTO CITYSB
IF (ANS > 7) SKIPTO CSUSB11

CSUSB10B 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 CITYSB

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 CITYSB

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

CSUSB13 When you think about Cal State, San Bernardino what one descriptive word comes to mind? _____

[LEAVE BLANK IF THEY DON'T KNOW OR REFUSE OR COMMENTED THEY KNOW NOTHING ABOUT SCHOOLS]

CITYSB   QUESTIONS FOR ONLY THE FOLLOWING CITIES IN SAN BERNARDINO COUNTY (BLOOMINGTON, FONTANA, GRAND TERRACE, HIGHLAND, LOMA LINDA, MENTONE, REDLANDS, RIALTO, AND SAN BERNARDINO)

SB1   As you may have heard, the City of San Bernardino has decided to redevelop the downtown area by turning the Carousel Mall into a mix of retail stores, restaurants, homes, and offices.
The City and developers want to know what would entice you MOST to come to the area.
Would it be…
  1.   Retail stores and restaurants,
  2.   An open space where the community can gather,
  3.   A park, or
  4.   Something else (specify)___
  7.   NOTHING WOULD MAEK ME GO TO THAT AREA
  8.   DON'T KNOW
  9.   REFUSED

SB2   What type of restaurant might draw you to the downtown San Bernardino area? Is it…
  1.   A nice sit-down restaurant for dinner, or
  2.   A casual restaurant like Panera or Chipotle, or
  3.   A place to have breakfast like Farmer Boys or IHOP
  7.   I WOULDN'T GO TO A RESTAURANT IN DOWNTOWN
  8.   DON'T KNOW
  9.   REFUSED

SB3   Would you consider moving to an upscale townhouse or loft in Downtown San Bernardino in the next five years?
  1.   YES
  2.   MAYBE
  3.   NO
  4.   I DON'T HAVE ANY MONEY TO MOVE
  5.   TOO AFRAID
  6.   ALREADY IN A OUSE/DON'T WANT OT MOVE
  8.   DON'T KNOW
  9.   REFUSED

SB4   How often do you go to the downtown San Bernardino Regal Cinema?
Do you go…
  1.   Every week,
  2.   Every month,
  3.   A few times a year, or
  4.   Less than once a year
  7.   NEVER
  8.   DON'T KNOW
  9.   REFUSED

SB5   Do you usually stay within your city for your shopping and entertainment needs, or do you go to other cities?
1.   WITHIN YOUR CITY
2.   OTHER CITIES
3.   IT DEPENDS ON WHAT I'M LOOKING FOR
8.   DON'T KNOW
9.   REFUSED
IF (ANS = 1) SKIPTO OWNRENT
IF (ANS >7) SKIPTO OWNRENT

SB5B   When you shop in a place other than the city where you live, what city do you usually go to?
1.   REDLANDS [EXAMPLE; MOUNTAIN GROVE OR CITRUS PLAZA]
2.   RANCHO CUCAMONGA [EXAMPLE: VICTORIA GARDENS THEY MIGHT SAY]
3.   RIVERSIDE [EXAMPLE: TYLER/GALLERIA THEY MIGHT SAY
4.   LOS ANGELES/ORANGE COUNTY
5.   ELSEWHERE
8.   DON'T KNOW
9.   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.   OTHER (SPECIFY)
8.   DON'T KNOW
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

D4B How would you describe your race or ethnicity?
1. ASIAN (SPECIFY)
2. BLACK OR AFRICAN AMERICAN
3. CAUCASIAN OR WHITE
4. HISPANIC
5. OTHER (SPECIFY)
6. DON'T KNOW
7. REFUSED

D5 How many working cars do you have for your household?
[INTERVIEWER: MOTORCYCLE, SUV, TRUCK...NO BOATS, AIRPLANES, ETC.]
DON'T KNOW [ENTER 998]
REFUSED [ENTER 999]

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 2015? 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) SKIPTO LASTQST

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]

LASTQST Last question, have you completed one of Cal State San Bernardino's Quality of Life Surveys in the past?
1. YES
2. NO
8. DON'T KNOW
9. REFUSED

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

Question 3: Overall, how would you rate your county as a place to live?

	Count	Col %
Very Good	256	21.9%
Fairly Good	501	42.9%
Neither Good nor Bad	226	19.3%
Fairly Bad	124	10.6%
Very Bad	61	5.2%
Total	1167	100.0%

Question 4: In your opinion, what is the ONE best thing about living in your county?

	Count	Col %
Good area, Location, Scenery	436	40.7%
Affordable housing	113	10.5%
Good climate, Weather	106	9.9%
Not crowded	61	5.7%
Good schools/ Universities	30	2.8%
Less crime/ Feel safe	37	3.4%
Job availability	10	0.9%
Friendly people	40	3.8%
Family and friends live here	27	2.5%
Close to work	12	1.1%
Other (Specify)	66	6.2%
Nothing	41	3.8%
Everything	12	1.1%
Less traffic	13	1.2%
Quiet peaceful	10	0.9%
Clean air	6	0.6%
Lower cost of living	5	0.4%
Diversity	12	1.1%
Lower taxes	7	0.7%
Availability of resources and assistance	16	1.5%
Not Los Angeles or big city	4	0.3%
Rural area, open land, space	9	0.8%
Total	1070	100.0%

Question 5: In your opinion, what would you say is the ONE most negative thing about living in your county?

	Count	Col %
Smog, Air pollution	29	2.8%
Traffic	67	6.3%
Poor public transportation	16	1.5%
Drugs	13	1.3%
Crime/ Gang activity	350	32.9%
Bad location	29	2.8%
Lack of entertainment	13	1.3%
Overpopulated	23	2.1%
Bad school system	10	1.0%
Cost of living	25	2.3%
Lack of job opportunity	65	6.1%
Weather, Fires, Floods, Earthquakes	48	4.5%
Other (Specify)	82	7.7%
Nothing	86	8.1%
Everything	4	0.4%
Taxes, taxes to high	15	1.4%
Homeless	24	2.2%
Poor road and street maintenance	7	0.7%
Corruption	3	0.2%
Politics and City Officials	20	1.9%
City is dirty, not well maintained, graffiti	14	1.3%
Poverty is high in the area/ a lot of welfare	31	2.9%
Lack of resources medical, doctors	6	0.6%
Lack of shopping and entertainment	4	0.4%
County spread out to far, to big, needs to be divided	2	0.2%
Lack of law enforcement	6	0.5%
Lack of water, water issues, water to expensive	3	0.2%
Poor economy	7	0.7%
Law enforcement, police	3	0.3%
Lack of fire protection	2	0.2%
Lack of diversity	1	0.0%
Type of people	20	1.8%
Lack of money and resources	31	2.9%
Lack of sidewalks and street lights	1	0.1%
Prejudice	4	0.4%
Total	1064	100.0%

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

	Count	Col %
Better off	319	27.4%
Same	664	57.1%
Worse off	180	15.5%
Total	1163	100.0%

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

	Count	Col %
Better off	526	47.2%
Same	491	44.1%
Worse off	97	8.7%
Total	1114	100.0%

Question 8: In general, how would you rate the economy in your county today? Would you say that it is Excellent, Good, Fair, or Poor?

	Count	Col %
Excellent	26	2.2%
Good	318	27.3%
Fair	479	41.3%
Poor	339	29.2%
Total	1162	100.0%

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

	Count	Col %
Very fearful	112	9.6%
Somewhat fearful	379	32.3%
Not too fearful	394	33.6%
Not at all fearful	286	24.5%
Total	1171	100.0%

Question 10: Are you currently registered to vote?

	Count	Col %
Yes	953	81.4%
No	218	18.6%
Total	1170	100.0%

Question 11: Which of the following best describes your political party affiliation: Democrat, Republican, Independent, or some other party?

	Count	Col %
Democrat	451	41.8%
Republican	290	26.9%
Independent	235	21.8%
Some other party	43	4.0%
None	59	5.5%
Total	1079	100.0%

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

	Count	Col %
In all elections	576	60.8%
Only in some	310	32.7%
Hardly ever	43	4.6%
Never	18	1.9%
Total	947	100.0%

Question 14: How would you rate LIBRARY services?

	Count	Col %
Excellent	273	26.6%
Good	560	54.5%
Fair	148	14.5%
Poor	46	4.5%
Total	1027	100.0%

B15: How would you rate PARKS AND RECREATION services?

	Count	Col %
Excellent	149	13.2%
Good	539	47.9%
Fair	305	27.2%
Poor	131	11.7%
Total	1124	100.0%

**Question 16: How would you rate
the maintenance of local
STREETS AND ROADS?**

	Count	Col %
Excellent	74	6.3%
Good	314	26.7%
Fair	353	30.0%
Poor	438	37.1%
Total	1180	100.0%

**Question 17: How would you rate
PUBLIC SCHOOLS?**

	Count	Col %
Excellent	115	11.1%
Good	417	40.3%
Fair	329	31.8%
Poor	174	16.8%
Total	1036	100.0%

**Question 18: How would you rate
SHOPPING?**

	Count	Col %
Excellent	187	16.1%
Good	570	48.8%
Fair	285	24.4%
Poor	125	10.7%
Total	1168	100.0%

**Question 19: How would you rate
TRANSPORTATION?**

	Count	Col %
Excellent	69	7.0%
Good	392	39.9%
Fair	338	34.3%
Poor	185	18.8%
Total	984	100.0%

**Question 20: How would you rate
ENTERTAINMENT?**

	Count	Col %
Excellent	93	8.5%
Good	453	41.3%
Fair	354	32.2%
Poor	197	18.0%
Total	1098	100.0%

Question 20a: How would you rate POLICE/SHERIFF?

	Count	Col %
Excellent	198	17.3%
Good	554	48.2%
Fair	269	23.4%
Poor	128	11.1%
Total	1149	100.0%

Question22: B22: Which of the following best describes your employment status?

	Count	Col %
Working full-time for pay	415	35.2%
Working less than 30 hours a week for pay	102	8.7%
Full-time Student	46	3.9%
Full-time homemaker, parent, or caregiver	105	8.9%
Unemployed and looking for work	46	3.9%
Retired, or	334	28.3%
Disabled and not able to work	86	7.3%
Self-employed full time	29	2.4%
Self-employed part time	17	1.5%
Total	1179	100.0%

Question24: IF CURRENTLY EMPLOYED: What is your occupation?

	Count	Col %
Teacher/Educator/School District Worker	51	9.9%
Shipping/Transportation/Driver	27	5.3%
Engineer	12	2.3%
Medical Field/Doctor/Nurse	25	4.9%
Construction Industry	19	3.7%
Management	29	5.6%
Law Enforcement/Law Enforcement field	7	1.3%
Self Employed	4	0.8%
Clerk/Cashier	26	4.9%
Government	5	1.0%
Social Work/Social Services/Counseling	5	1.0%
Administrative Assistant/Office Worker	19	3.7%
Therapist	7	1.3%
Care Provider/Child & Adult	6	1.1%
Military	10	2.0%
Electrician	3	0.5%
Food & Beverage Industry	12	2.3%
Real-estate Agency	4	0.7%
Sales	18	3.4%
Mechanic	14	2.7%
Accounting	6	1.1%
Pharmacy Tech/Pharmacist	2	0.4%
Eligibility Worker	1	0.2%
Housekeeper/maid	8	1.5%
Laborer	13	2.6%
Maintenance	1	0.1%
Banking	13	2.4%
Ministry Worker/Minister	2	0.3%
Post Office Worker	1	0.1%
Consultant	2	0.4%
Customer Service Rep	9	1.8%
Fire Fighter	6	1.2%
Attorney/Paralegal/Law Office	12	2.3%
Computer Industry, tech, etc.	13	2.5%
Dentistry Industry	4	0.8%
Safety officer / Security	3	0.5%
Warehouse / Fork lifter	14	2.7%
Hair stylist/manicure/pedicure Industry	2	0.3%
Custodian/Janitorial	3	0.5%
Insurance industry	2	0.4%
Supervisor	8	1.5%
Dispatcher	1	0.2%
No response	24	4.6%
Environmental Industry	0	0.1%
Equipment Operator	11	2.1%
Human Resource/Risk Management	7	1.4%
Technician (Cable, Telephone, heating/AC etc.)	13	2.5%
Other	35	6.9%
Total	517	100.0%

**Question 25: IF CURRENTLY EMPLOYED:
When thinking about your travel to and from
work, on the average, how much total time
do you spend commuting round trip each
day (both ways)?**

	Count	Col %
Less than 1 hour	268	54.7%
1 -<2 hours	125	25.6%
2-<3 hours	49	10.0%
3-<4 hours	30	6.2%
4 or more hours	17	3.5%
Total	490	100.0%

Statistics, Round trip Commute Time

N	Valid	490
Mean		68.23
Median		45.00
Std. Deviation		65.782
Minimum		1
Maximum		600
Quartiles	25	30.00
	50	45.00
	75	90.00

**Question 26: IF CURRENTLY EMPLOYED:
How many miles roundtrip do you travel to
work each day?**

	Count	Col %
60 miles or less	374	80.0%
61 - 120 miles	73	15.7%
121 - 180 miles	17	3.7%
181 - 240 miles	2	0.4%
more than 240 miles	1	0.3%
Total	468	100.0%

Statistics, Round Trip Mileage

N	Valid	468
Mean		40.25
Median		25.00
Std. Deviation		41.799
Minimum		1
Maximum		350
Quartiles	25	12.00
	50	25.00
	75	60.00

Question 27: IF CURRENTLY EMPLOYED: What county do you work in?

	Count	Col %
Riverside County	38	7.5%
San Bernardino County	335	66.6%
Orange County	28	5.5%
Los Angeles County	69	13.7%
San Diego County	1	0.1%
Travel (Sales, Truck Driver, Etc.)	15	3.1%
Multiple Counties	17	3.5%
Total	503	100.0%

Question 28: 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	108	9.7%
Some confidence	551	49.2%
Not much confidence	271	24.2%
No confidence	188	16.8%
Total	1118	100.0%

Demographic Rent or Own: Do you rent or own your current residence?

	Count	Col %
Rent	356	31.8%
Own	721	64.6%
Live in student housing	2	0.2%
Live with family member (like parents or kids)	36	3.3%
Live with friend	1	0.0%
Elderly Home	1	0.1%
Total	1117	100.0%

Demographic 1: What was the last grade of school that you completed?

	Count	Col %
Some High School or less	104	9.2%
High School Graduate	251	22.1%
Some College	409	36.0%
College Graduate (Bachelor's Degree)	239	21.0%
Some Graduate work	17	1.5%
Post-Graduate Degree	117	10.3%
Total	1138	100.0%

Demographic 2: Which of the following best describes your marital status?

	Count	Col %
Single, never married	228	20.4%
Married	608	54.4%
Divorced	113	10.1%
Widowed	93	8.3%
Separated, or	28	2.5%
Single, living with partner	49	4.3%
Total	1119	100.0%

Demographic 3: Are you of Hispanic, Spanish or Latino origin?

	Count	Col %
Yes	438	39.0%
No	684	61.0%
Total	1122	100.0%

D4: How would you describe your race or ethnicity?

	# Mentions	Col Response %
Asian	5	1.2%
Black or African American	12	2.8%
Caucasian or white	105	24.4%
Hispanic	320	74.7%
Other	6	1.3%
Total respondents answering	429	104.3%

The reader should note that the percentages in the table above are based on the number of RESPONDENTS answering the question (not on the number of responses given). Totals, therefore, do not sum to 100%.

Demographic 5: How many cars do you have for your household?

	Count	Col %
0	61	5.4%
1	232	20.8%
2	389	34.8%
3	247	22.1%
4	127	11.4%
5	40	3.6%
6 or more	22	2.0%
Total	1118	100.0%

Demographic 6: What was your age at your last birthday?

	Count	Col %
18 - 24 years old	79	7.3%
25 - 34	137	12.6%
35 -44	166	15.2%
45 - 54	181	16.7%
55 - 64	234	21.5%
65 - 74	188	17.3%
75 or older	104	9.5%
Total	1089	100.0%

Demographic 7: How long have you lived in your county?

	Count	Col %
Less than 6 months	4	0.4%
1 to 10 years	260	23.0%
11 - 20 years	294	26.1%
21 - 30 years	252	22.4%
31 - 40 years	156	13.8%
More than 40 years	161	14.3%
Total	1127	100.0%

Demographic 8: Which of the following categories best describes your total household or family income before taxes, from all sources, for 2015?

	Count	Col %
Less than $25,000	139	14.5%
$25,000 to less than $35,000	133	13.9%
$35,000 to less than $50,000	143	14.9%
$50,000 to less than $65,000	130	13.6%
$65,000 to less than $80,000	128	13.3%
$80,000 to $110,000	121	12.7%
Over $110,000	164	17.1%
Total	958	100.0%

Gender (not asked -- recorded by interviewer)

	Count	Col %
Male	476	41.9%
Female	658	57.9%
Couldn't Tell	3	0.3%
Total	1136	100.0%