2017
20th Inland Empire Annual Survey

Final Report

CALIFORNIA STATE UNIVERSITY
SAN BERNARDINO
Institute of Applied Research
and Policy Analysis

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THE 2017 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:

Omnitrans
San Bernardino County Superintendent of Schools

INTRODUCTION AND METHODS

INTRODUCTION

It has been 20 years since the Institute of Applied Research (IAR) conducted its first Inland Empire Annual Survey. Over time we have tracked changes in Inland Empire residents' ratings of the county as a place to live and ratings of the public and private services provided. We have measured residents' perceptions about the county's economy and their own personal finances, fear of crime, and their daily commute. We have asked people to tell us what makes the county a good place to live, and what factors negatively impact their lives. In short, we have reported on the quality of life of residents in the Inland Empire.

Why have we continued to conduct this study? This survey is the only primary data source which annually taps the opinion of a *representative sample* of county residents. It allows us to track changes in attitudes over time. It also provides space for sponsoring agencies to include proprietary questions for the purpose of learning about their constituents and gathering input for their strategic decisions.

The Institute of Applied Research (IAR) is pleased to present the results of the **2017 Inland Empire Annual Survey.** This year's survey is based solely on data collected throughout San Bernardino County. It was made possible through the generosity of our sponsors: **California State University, San Bernardino; Mojave Water Agency; The City of Rancho Cucamonga; Omnitrans; and San Bernardino County Superintendent of Schools.**

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

This year's questionnaire included 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 various aspects of quality of life;
- compare San Bernardino County residents with those in other regions of the state and nation; and
- provide information which could aid decision-makers as they create priorities for action which would hopefully have the greatest chance of making a positive difference in the quality of life of county residents (and non-resident workers).

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

SAMPLING METHODS

Telephone survey respondents were randomly selected from a comprehensive sample frame consisting of all telephone working blocks which contain residential telephone numbers within San Bernardino County. In order to generate the initial sampling frame, IAR purchased a list of randomly selected landline phone numbers likely to belong to residents. The list was screened to eliminate business phones, fax machines, and non-working numbers.

Further, IAR enhanced the landline phone list by purchasing "enhanced wireless" phone numbers which are based on the last known address of the cell phone owner. The reason for using this additional list is that 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 2016 indicates that approximately 95% of all Americans now own a cell phone of some kind, and over half (50.8%) of U.S. households are "wireless only" (an increase of 2.5% since the last half of 2015).[1] Those households may differ significantly from those households with landlines in terms of:

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1. https://cdc.gov/nchs/data/nhis/earlyrelease/wireless201705.pdf

- **Age group** – more than 70% of all adults aged 25-34 were living in wireless-only households vs. 45% for those 45–64; and 24% for those 65 and over;
- **Ethnicity** – 65% of Hispanic adults vs. 47% of non-Hispanic whites and 52% of non-Hispanic Blacks live in wireless-only households; and
- **Socioeconomic status** – renters and those living under the poverty line have a higher incidence of wireless only households than the national average.

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 1,222 residents were surveyed from San Bernardino County (1,072 throughout the county plus 150 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 March 17 and May 17, 2017 (weekdays from 3 to 9 PM, Saturdays 11 AM until 7 PM, and Sundays 11 to 7 PM) in order to maximize the chances of finding respondents available and willing to complete the survey.

FINDINGS

What is "quality of life?" We use the term in everyday language, but how is it actually defined? A search of the web reveals some definitions which are very brief, for example: "how good or bad a person's life is."[2] Others are more expansive: "Daily living enhanced by wholesome food and clean air and water, enjoyment of unfettered open spaces and bodies of water, conservation of wildlife and natural resources, security from crime, and protection from radiation and toxic substances. It may also be used as a measure of the energy and power a person is endowed with that enable him or her to enjoy life and prevail over life's challenges irrespective of the handicaps he or she may have."[3]

Each academic discipline and each group has a slightly different definition of quality of life. For the purposes of this study we focus on several factors: economic evaluations, crime –

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2. https://www.merriam-webster.com/dictionary/quality%20of%20life
3. http://www.businessdictionary.com/definition/quality-of-life.html

perceptions and reality, ratings of the county as a place to live (and reasons for the positive and negative ratings), evaluations of selected private and public services, commuting, and confidence in elected officials.   Where possible, we present longitudinal analysis and point out noteworthy trends over the past 20 years (perhaps one of the most important contributions of this survey). We also break the data down by demographic subgroup and present crosstabs, where meaningful.

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

Regional Economy and Personal Finances

OVERVIEW: The number of residents who rated the County's economy as "excellent" or "good" 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. More young people feel financially better off than older people, and express more optimism about the future. Renters are more optimistic than homeowners are about the future. Hispanics have a higher likelihood than non-Hispanics to think they will be "better off" financially in the coming year.

How is the economy faring? Economists track a variety of economic measures for the nation and the region: CPI, the unemployment rate, the trade deficit, strength of the housing market, inflation, etc. Overall, the Inland Empire appears to be holding its own on a variety of measures. For example, EDD stats show that the unemployment rate in the Riverside-San Bernardino-Ontario MSA (Metropolitan Statistical Area) was 6.1% in July 2017, below the 2016 estimate of 6.7%. That figure is still higher than the stats for California (5.4%) and the nation as a whole (4.6%), but the overall trend shows a decline in unemployment.[4]

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

**Unemployment Rate Historical Trend
Riverside –San Bernardino-Ontario MSA**
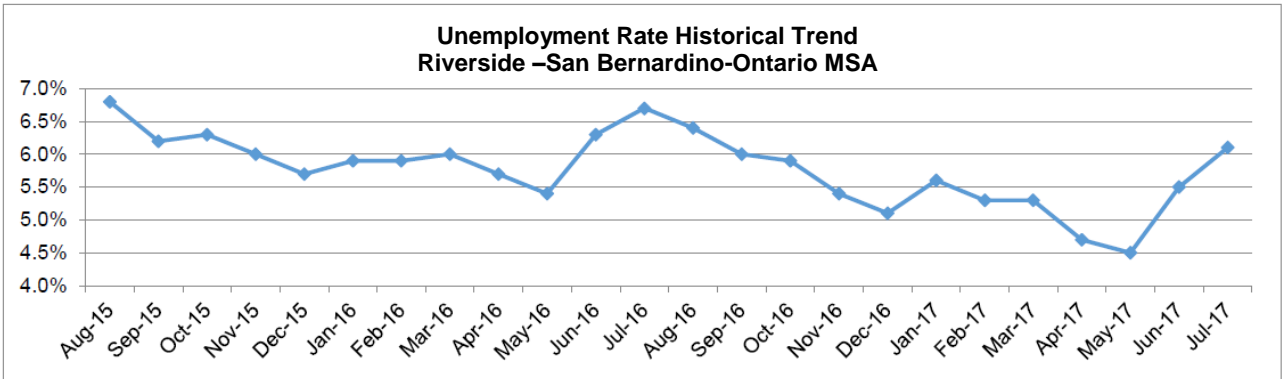
Further, that same EDD report indicates that in this region, "between July 2016 and July 2017, total nonfarm employment increased by 41,700 jobs or 3.0 percent." And IAR's Inland Empire Report on Business for August 2017 shows that there has been growth in the local manufacturing sector and the local economy for 8 straight months. The bottom line from all of the above data is that the overall economy is improving (although that improvement has not been evident to the same extent in all areas of the county).

But those concrete figures can be interpreted in a variety of different ways, as exemplified in a Wall Street Journal headline last year: "Presidential Debate: An Economy About to Take Off or a Bubble About to Burst?" Further, those stats may not reflect the feeling of the average person who may still be struggling to stay afloat in this post-recession economy.

The data from this year's annual survey show that the number of people rating the County's economy as "excellent" or "good" has increased from 30% last year to 32% this year (a change which is within the margin of error, but which continues the trend of improvement seen since 2010). The figure is still significantly below pre-recession levels which were in the high 30s and low to mid 40s. Further, we must note that although more and more people appear to be perceiving a positive economic environment in the county, the majority (68%) of respondents 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	2017
%	28	45	47	44	39	43	39	46	46	46	40	12	9	14	13	16	17	25	30	32

As one might expect, ratings of the county's economy differed significantly based on respondents' city of residence. For example, 52% of Chino Hills residents and 47% of Rancho Cucamonga residents rated the county's economy as "excellent" or "good," whereas less than 20% of residents from the cities of San Bernardino and Yucaipa did so. Previous research has shown that when asked about the county, respondents often answer thinking about their own community or neighborhood – people from San Bernardino and Yucaipa may be perceiving a poor economy in their *cities* and generalizing to the county as a whole.

Table 1. % Rating the County's Economy as "Excellent" or "Good" (arranged from highest to lowest) for 2017

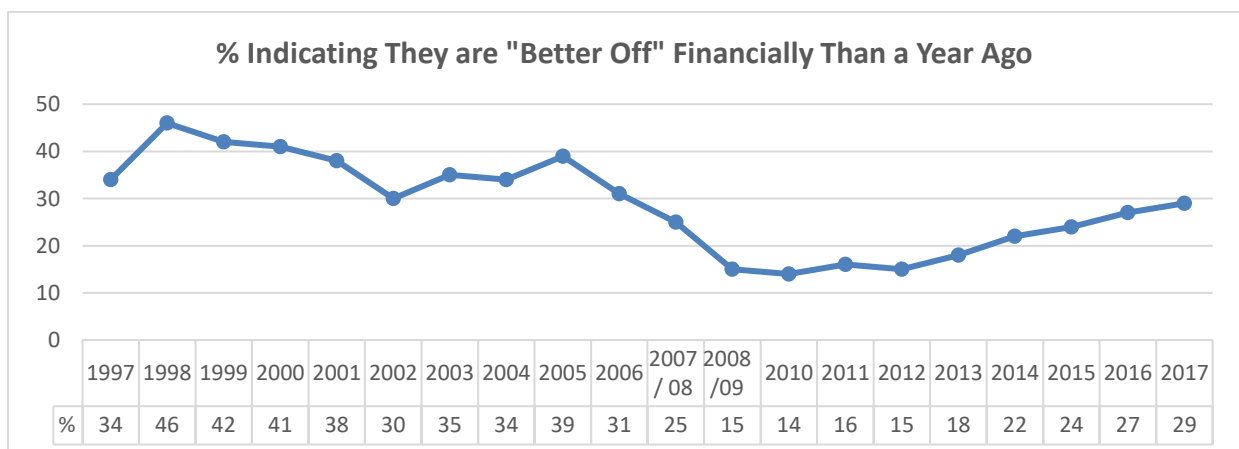| City	%
Chino Hills	52.0
Rancho Cucamonga	46.8
Redlands	46.2
Chino	42.9
Rialto	42.9
Ontario	38.3
Apple Valley	34.9
Yucca Valley	34.4
Hesperia	27.8
Fontana	27.4
Victorville	27.3
Adelanto	26.9
Barstow	21.9
Highland	21.1
San Bernardino	17.9
Yucaipa	11.5

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 stated political party, with 37% of Democrats giving high ratings of the county's economy (up from 32% last year) vs. 31% of Republicans (up from 27% last year) and 28% of Independents (up from 23% last year). Homeowners rated the economy stronger than renters (34% vs. 27%), and males were more bullish on the economy than females (35% vs. 29%).

Ratings of the county's economy are one thing, and ratings of respondents' personal finances are another. Respondents were asked: "In comparison to a year ago, would you say that you and your family are financially better off, worse off or the same?" This is a survey question widely used nationwide to monitor the financial well-being of individuals and their families.

This year 29% of San Bernardino County respondents indicated that they are better off financially than they were a year ago. 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 (56%), 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.

These countywide figures virtually match those reported in May 2017 by the Board of Governors of the Federal Reserve.[5] That report showed that 27.2% of a nationwide sample of adults felt that they were better off than they were a year ago, 55.2% reported feeling the same, and 17.4% reported that their financial situation got worse over the past year.

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

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

5. https://www.federalreserve.gov/publications/files/2016-report-economic-well-being-us-households-201705.pdf

There was a statistically significant difference between the feelings of Hispanic respondents and non-Hispanic respondents. Specifically, 36% of those who are of Hispanic, Spanish, or Latino origin indicated that they are better off financially than a year ago, vs. only 25% of non-Hispanics (see Table 2, next page).   This is consistent with Pew Research Center nationwide data which indicates that Latinos "outpace" the general U.S. population in their views of their personal finances (and in optimism about the future)[6].

In addition, males are more likely to feel "better off" than females. This may partially be due to the well-documented[7] pay disparity between the sexes. Further, younger people are more likely to feel "better off" than older people, possibly due to the relative ease with which younger people can find a job in this post-recession economy. And it should come as no surprise that people with higher incomes and education would feel "better off" in greater numbers than those in the lower income/education categories.

Political party affiliation was definitely a factor in determining how people perceive their financial stability relative to a year ago: The data show that 23% of Independents report feeling "worse off" vs. only 14% of Democrats and 15% of Republicans. 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.

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

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

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?"
2017 Selected Subgroup results

|		% Better off	% Same	% Worse Off	Pattern
Age	18 to 34	41	47	12	Younger people are more likely to feel "better off," senior citizens are more likely to feel "worse off"
	35 to 64	30	55	15	
	65 or older	19	62	19	
Ethnicity	Hispanic	36	50	14	Hispanics are More likely to feel "better off" than non-Hispanics
	Non-Hispanic	25	58	17	
Home Ownership	Rent	27	53	20	Renters feel slightly "worse off" financially than owners (n.s.) *
	Own	28	58	14	
Income	Less than $35,000	17	60	26	Those with higher incomes feel financially "better off" since last year than those with lower incomes
	$35,000 to < $80,000	31	57	12	
	$80,000 or more	41	49	10	
Education	High School Graduate or less	27	61	13	Those people with college degrees are most likely to report being "better off" (n.s.)*
	Some college	27	56	17	
	College degree	31	53	16	
Gender	Male	34	54	12	Males are more likely to feel "better off" than females
	Female	25	57	19	
Political Party Affiliation	Democrat	30	56	14	Independents are more likely to feel "worse off" than Democrats or Republicans
	Republican	27	58	15	
	Independent	28	50	23	

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

Since the inception of the annual survey, we have noted that regardless of how people feel that their financial state has changed in the past year, they tend to be relatively optimistic

about their *future* finances. Respondents were asked: "now looking ahead, do you think that a year from now you and your family will be better off, worse off, or just about the same as you are now?" The last time a majority of respondents said they expect to be better off was in 2006. The good news, however, is that last year's and this year's numbers are getting close to the 2006 figures. This year 45% of respondents said they expect to be better off next year (down only slightly from last year), and another 44% said their finances should be "about the same" as they are now. Only 11% expect to be worse off.

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**
2017 Survey	**45**	**44**	**11**

% thinking finances will be "better off" or "worse off" a year from now
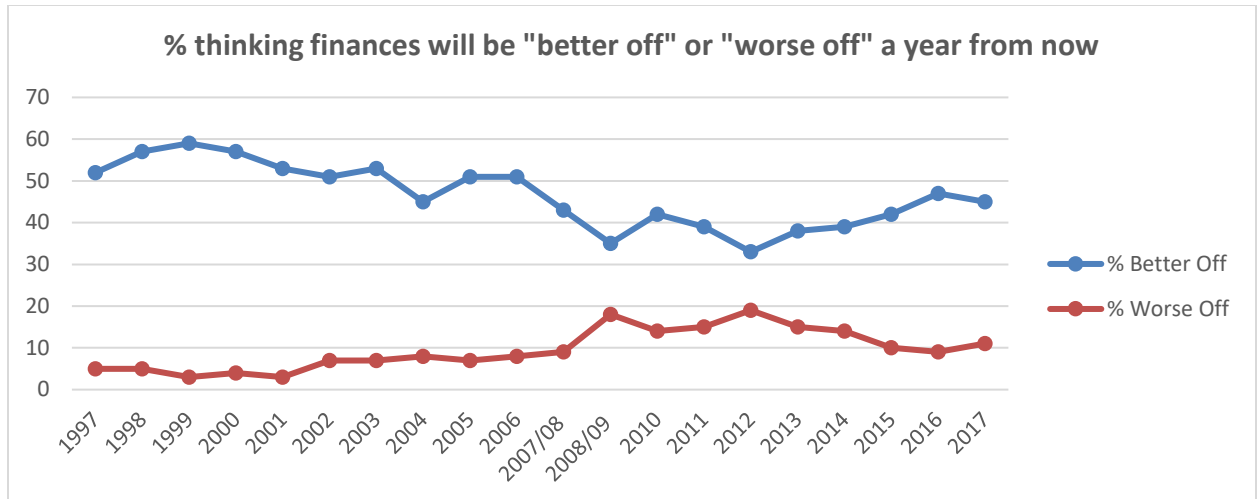
Once again interesting patterns arise from sub-group analysis (see Table 4 next page). One interesting finding is that Hispanics feel more optimistic about their future finances than non-Hispanics (55% vs. 38% saying they will be "better off" a year from now). Further, young people appear to feel more optimistic about the future than senior citizens (who probably don't expect their finances to change significantly from year to year if they are retired or near retirement). There were no significant differences by income, education, gender or political party affiliation…all were equally optimistic (or pessimistic) about changes in their financial status over the coming year.

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?
2017 Selected Subgroup Results

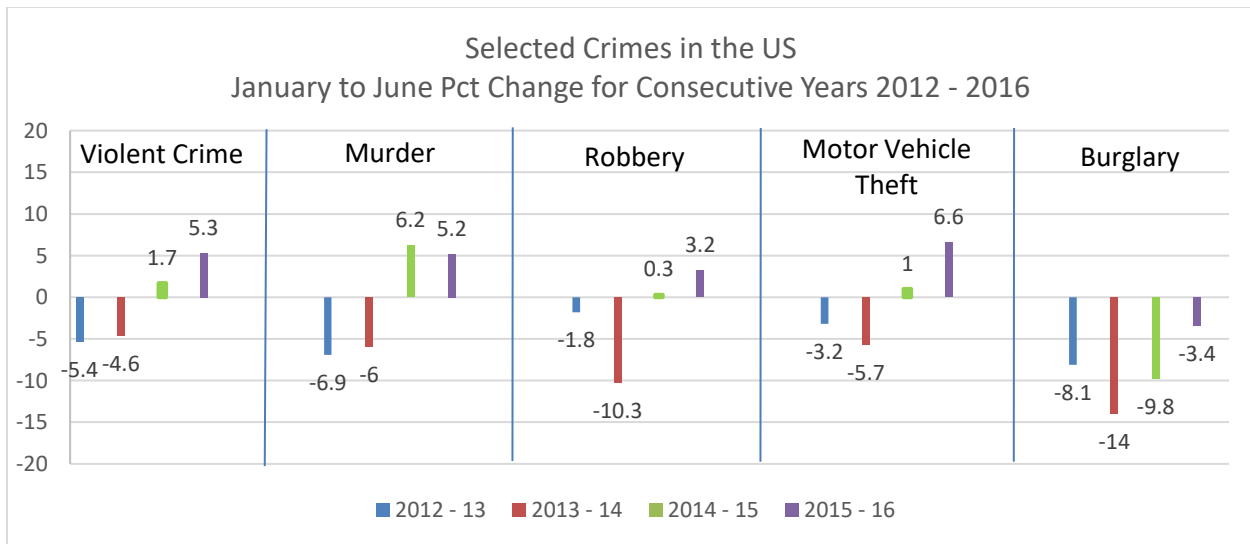|		% Better off	% Same	% Worse Off	Pattern
Age	18 to 34	62	35	4	Younger people feel more optimistic about the future than older people
	35 to 64	49	41	11	
	65 or older	24	58	19	
Ethnicity	Hispanic	55	38	8	Hispanics feel more optimistic than non-Hispanics
	Non-Hispanic	38	48	14	
Home Ownership	Rent	48	42	9	Renters feel more optimistic than home owners
	Own	40	47	13	
Income	Less than $35,000	42	43	15	No significant difference in feelings about financial future based on income (n.s.)*
	$35,000 to < $80,000	43	45	12	
	$80,000 or more	46	46	8	
Education	Some high school or less	46	44	11	No significant difference in feelings about financial future based on education (n.s.)*
	Some college	42	44	14	
	College degree	43	47	11	
Gender	Male	45	41	14	Males are slightly more likely to be optimistic than females (n.s.) *
	Female	41	48	11	
Political Party Affiliation	Democrat	43	46	12	Independents are more likely to feel economic optimism than are Democrats or Republicans (n.s.)*
	Republican	42	49	10	
	Independent	48	40	12	

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

Crime… Reality and Perceptions

OVERVIEW: Crime is on the upswing in the county, but fear of crime showed a slight decrease. Fear is highest in Apple Valley, Hesperia, San Bernardino, and Yucaipa. Young people are more fearful than older people, females are more fearful than males, Hispanics are more fearful than non-Hispanics, and people with lower incomes and education are slightly more fearful than those with high or middle incomes.

Safety (i.e. a low crime rate) is a big component of quality of life in a community. Obviously being a victim of crime can impact a person's quality of life in a myriad of ways, so some concern about safety is warranted. People must take reasonable precautions to deter crime (e.g. locking one's car, staying out of high crime areas at night, keeping a house well-lit so that potential criminals will avoid the house, stopping mail and newspaper delivery when on vacation). Throughout the country, public safety personnel and residents in the communities they serve have teamed together to make neighborhoods a safe place to work, live, and recreate.

Unfortunately, it does not appear that the war against crime is being won. The graph below shows that violent crime in the U.S. (a combined category including murder, rape, robbery, and aggravated assault) increased 5.3% between 2015 and 2016.[8] Murder increased 5.2%, robbery increased 3.2%, and motor vehicle theft increased 6.6%. Other categories (e.g. burglary) did show a decline, but most categories increased.

Selected Crimes in the US
January to June Pct Change for Consecutive Years 2012 - 2016

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8. https://ucr.fbi.gov/crime-in-the-u.s/2016/preliminary-semiannual-uniform-crime-report-januaryjune-2016/tables/table-3

The 2016 **statewide** crime data show an increase of 4.9 percent in violent crimes when compared with 2015. Bringing it down to the city level, we must note that 2016 was the deadliest year in more than 20 years in the City of San Bernardino. 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) shows the City of San Bernardino with a crime index of 2 (where 100 is safest).[9] The index indicates that the City of San Bernardino is safer than only 2% of the cities in the U.S.

The City of San Bernardino is not the only community in the county to show an increase in violent crime. Indeed, many of the area's largest cities continue to show increases in violent crime.

Table 5. Increase in violent crime in San Bernardino County's largest cities[10]

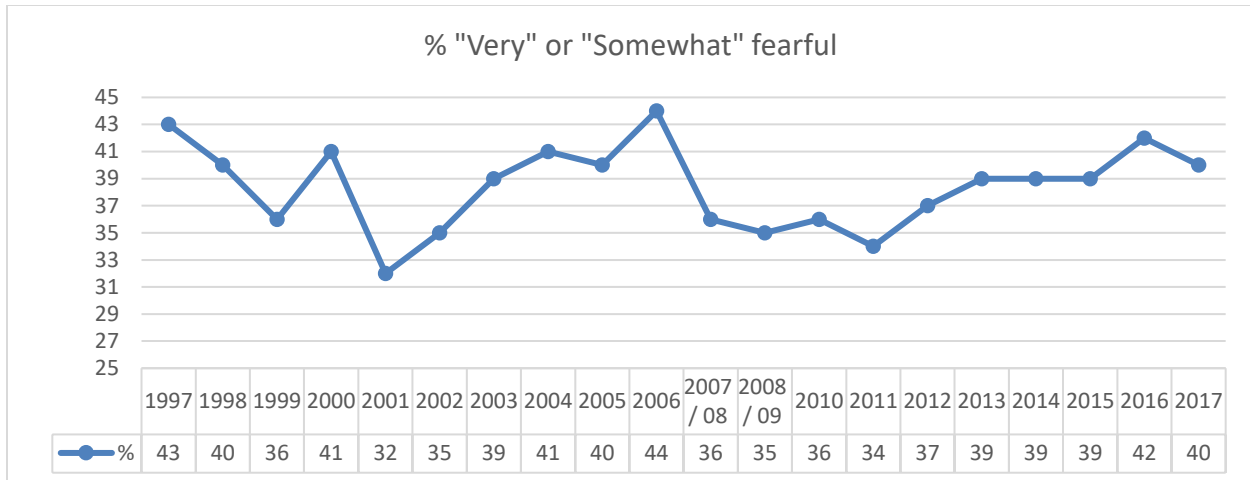|	Change 2013 to 2014	Change 2014 to 2015	Change 2015 to 2016
Fontana	+0.3%	+4.9%	+16.4%
Ontario	+9.2%	+13.9%	+13.3%
Rancho Cucamonga	**-23.3%**	**-25.4%**	+16.7%
Rialto	**-40.1%**	+27.8%	+22.7%
San Bernardino	+11.3%	+15.6%	+15.1%
Victorville	**-9.7%**	+21.2%	**-17.2%**

NOTE: data are based on crime in the first half of each year

These data are definitely troubling. The reality is that crime is on the upswing. And 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.

Has the *fear* of crime risen along with actual crime, perhaps stoked by news reports of murders, abductions, home invasion robberies, and increases in hate crimes in late 2016 and early 2017? The answer is "no." 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," four in 10 respondents (40%) indicated that they are "very fearful" or "somewhat fearful." The level of fear of crime had been inching up since 2011 but actually decreased slightly this year from last year's 42% (although the year-to-year change is within the margin of error).

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9. http://www.neighborhoodscout.com/ca/san-bernardino/crime/#data
10 https://ucr.fbi.gov/crime-in-the-u.s/2016/preliminary-semiannual-uniform-crime-report-januaryjune-2016/tables/table-4/state-cuts/
table_4_january_to_june_2016_offenses_reported_to_law_enforcement_by_state_alabama_through_california.xls

% "Very" or "Somewhat" fearful

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

As one might expect, the level of fear of crime varies widely depending on a respondent's city of residence. The table below (with fear of crime presented only for cities for which there were at least 25 people in the sample) shows that Redlands and Rancho Cucamonga residents feel the safest, whereas residents in Apple Valley, Hesperia, San Bernardino, and Yucaipa show the greatest level of fear of being the victim of a serious crime. Although the sample sizes are small when conducting city-specific analyses, the findings will not seem counter-intuitive to readers with a knowledge of the Inland Empire.

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

City 2017	%
Redlands	19.2
Rancho Cucamonga	28.8
Chino Hills	30.8
Ontario	34.4
Fontana	34.5
Barstow	36.4
Yucca Valley	36.4
Chino	37.9
Adelanto	40.0
Victorville	42.4
Rialto	46.4
Highland	47.5
Apple Valley	50.0
Hesperia	50.0
San Bernardino	51.9
Yucaipa	59.3

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

In last year's report we cited a meta-analysis of scholarly studies which indicates that "both crime and fear of crime may be influenced by factors in the built environment."[11] 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 these interventions may have been responsible for the relatively low levels of fear of crime in the cities of Redlands, Rancho Cucamonga, and Chino Hills.

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"[12]).

The table also shows that Hispanics expressed more fear of crime than non-Hispanics. People with low incomes and low levels of educational attainment appear to be slightly more fearful than those in higher income/education groups, however the difference is within the margin of error. 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 less likely to be fearful of crime than are Republicans.

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11. https://systematicreviewsjournal.biomedcentral.com/articles/10.1186/2046-4053-2-30
12. 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?
2017 Selected Subgroup Results

		% Very/somewhat Fearful	% Not too fearful	% Not at all fearful	Pattern
Age	18 to 34	41	38	22	Young people are significantly more fearful than older people
	35 to 64	43	35	22	
	65 or older	35	29	36	
Ethnicity	Hispanic	47	29	24	Hispanics have a higher level of fear than non-Hispanics
	Non-Hispanic	37	35	27	
Home Ownership	Rent	41	34	25	Renters are slightly more fearful than homeowners (n.s.) *
	Own	40	33	27	
Income	Less than $35,000	45	28	27	Lower income people are slightly more fearful than those with middle or upper incomes (n.s.)*
	$35,000 to < $80,000	37	36	27	
	$80,000 or more	39	35	26	
Education	Some high school or less	42	30	28	People with college degrees are slightly less fearful than those without a degree (n.s.)*
	Some college	41	33	26	
	College degree	38	36	26	
Gender	Male	34	35	32	Males are less likely to be fearful than females
	Female	45	32	23	
Political Party Affiliation	Democrat	38	32	30	Democrats and Independents are less likely to be fearful than are Republicans
	Republican	45	32	23	
	Independent	38	39	23	

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

The results in this section of the report may appear to be "run of the mill," however it is important to note that fear of crime can have a huge impact on where people live, work, shop, and socialize. It can diminish people's sense of connectedness with their community. Obviously, people need to *be* safe, but they also need to *feel* safe, so reducing fear should be a priority for police departments, city governments, neighborhood watch groups, economic development personnel, and other individuals committed to improving quality of life in the county.

How can the 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. Survey questions can be included dealing with attitudes toward law enforcement, and how those attitudes change over time and differ among various ethnic/racial subgroups. Surveys can provide decision makers with early identification of community concerns so that those concerns do not expand into critical incidents. In short, once the community's specific fears and concerns are understood by law enforcement, tailored responses to those concerns can be devised.

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

Overall Ratings of the County as a Place To Live

OVERVIEW: *Seven out of ten residents rated San Bernardino County as a "very good" or "fairly good" place to live. Democrats gave higher ratings of the county than Republicans or Independents, 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/ drugs" as the most negative.   Air quality has virtually dropped off the charts as a major negative of life in the county.*

"What makes us the happiest about the place we live?" That is actually the title of an article from citylab.com[13] which lists the incredible variety of answers to that question. The article cites "availability of jobs and employment opportunities, crime and safety, schools, quality of roads and infrastructure, access to parks, green space and recreation, access to arts and culture, the availability of good paying jobs, air and water quality, and volunteer opportunities."
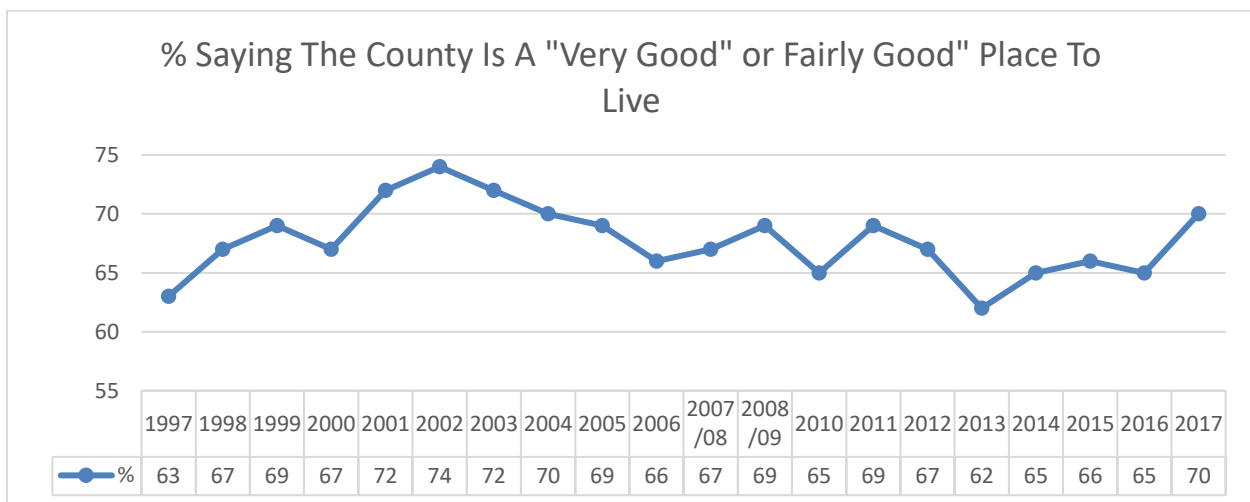
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13. https://www.citylab.com/equity/2014/09/what-makes-us-the-happiest-about-the-places-we-live/380469/

How does San Bernardino County measure up on these factors? On paper, at least, it measures up well. The Countywide Vision Statement[14] states:

- *We envision a complete county that capitalizes on the diversity of its people, its geography, and its economy to create a broad range of choices for its residents in how they live, work, and play.*

- *We envision a vibrant economy with a skilled workforce that attracts employers who seize the opportunities presented by the county's unique advantages and provide the jobs that create countywide prosperity.*

- *We envision a sustainable system of high-quality education, community health, public safety, housing, retail, recreation, arts and culture, and infrastructure, in which development complements our natural resources and environment.*

- *We envision a model community which is governed in an open and ethical manner, where great ideas are replicated and brought to scale, and all sectors work collaboratively to reach shared goals.*

- *From our valleys, across our mountains, and into our deserts, we envision a county that is a destination for visitors and a home for anyone seeking a sense of community and the best life has to offer.*

Yet the reputation of the county does not necessarily match this lofty vision among some non-Inland-Empire residents and the media. The region has become famous for its high poverty rate, cheap housing and land, links to gangs and meth labs, and poor air quality. The City of San Bernardino has been termed in the media the "worst city for food lovers," a "broken city," and "the most dangerous city in California."

Based on the data from the Inland Empire Annual Survey, residents do not buy into this negative vision of the county. Over the years, we have noted that approximately two-thirds of county residents rate the county as a "very good" or "fairly good" place to live. This year that figure increased to 70%, a figure that hasn't been seen since 2004.

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

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

14. http://cms.sbcounty.gov/cao-vision/VisionStatement.aspx

Typically, the evaluations of the county as a place to live are relatively similar for all subgroups, with few significant differences noted based on demographics, home ownership, political party, or other variables. Last year we did find significant differences by age group, with older people giving higher ratings than millennials, however that wasn't the case this year. The only significant difference we found this year that about three quarters (76%) of Democrats feel that the county is a "very good" or "fairly good" place to live, as opposed to 68% of Republicans and 60% of Independents. This can perhaps be attributed to the fact that the county is heavily Democratic (40.15% of registered voters are registered Democrats, whereas 31.82% are registered Republicans[15]), thus Democrats may feel more "part of the community" than do Republicans.

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, Rancho Cucamonga, and Chino Hills residents gave the highest ratings of the County as a place to live; people in Highland, Adelanto, and San Bernardino gave the lowest. Overall the list was consistent with last year's results.

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

City	%
Chino	82.8
Rancho Cucamonga	82.5
Chino Hills	81.5
Redlands	77.8
Ontario	77.0
Barstow	72.7
Yucca Valley	69.7
Hesperia	65.7
Fontana	65.1
Yucaipa	63.0
Victorville	61.9
Apple Valley	61.4
Highland	59.0
Adelanto	57.7
San Bernardino	46.8

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

15. http://elections.cdn.sos.ca.gov/ror/ror-pages/ror-odd-year-2017/county.xlsx

Typically, when you ask people to explain what they like about living in Inland Empire, you will hear: "it's an hour from the beach, an hour from the mountains, and an hour from the desert" (especially from residents in the East Valley and West Valley areas of the county). What did this year's Annual Survey respondents say? As in previous years, residents consistently named "general area/ location/ scenery" as the thing they like best about living in the county (Table 8), followed by "climate/ weather" (especially for Victor Valley and Desert respondents), "affordable housing," and "not crowded" (again, especially for Victor Valley and Desert respondents). In addition, 4% mentioned "good schools/universities" and another 4% cited "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 %	2017 %
Good area, location, scenery	33	34	36	37	33	36	31	38	34	41	**34**
Good climate, weather	15	11	17	13	16	16	13	15	14	10	**11**
Affordable housing	11	11	5	9	8	8	9	8	12	10	**11**
Not crowded	8	8	8	7	7	7	6	5	6	6	**6**

On the flip side, crime and gang activity was overwhelmingly named as the most-often mentioned *negative* factor (31%) about living in the county, with an additional 2% of respondents mentioning the related issue of drugs (Table 9). Impression of crime as a negative factor had increased significantly since 2014, and as noted above, this has a significant impact on quality of life in the county. Concerns over crime may affect entrepreneurs' willingness to open new businesses in the area (thus diminishing shopping opportunities for residents and visitors), and concerned parents might move out of the area to provide a safer environment for their children. Further, for the first time, the category of "overpopulated was represented in significant numbers (4%). If this continues, we will add the category to the table next year to track its changes over time. Also, we must mention that 4.9% mentioned "weather, fire, floods, and earthquakes" – a category we did not include in the table partially because this was an "unusual weather year" when the Inland Empire experienced 93 degree weather in April, record rainfall (and flooding) which ended the drought, and more than the typical amount of fires. And, of course, there is little policy makers can do to fix that "downside" about county living.

Table 9. Negative Factors Mentioned About the County

	2006 %	2007/ 08 %	2008/ 09 %	2010 %	2011 %	2012 %	2013 %	2014 %	2015 %	2016 %	2017 %
Crime, gang activity, drugs	33	24	31	26	22	27	29	25	32	33	**33**
Lack of job opportunities	6	3	5	7	8	7	8	7	7	6	**4**
Traffic	6	10	7	6	7	6	5	4	6	6	**8**
Smog, air pollution	3	9	9	8	6	5	3	4	3	3	**3**

Expanding on the findings above: Clearly there is a consistent pattern of **crime** (including gang activity and drugs) being the greatest area of concern about living in the county. An analysis by city shows that this was an especially large factor for residents in Apple Valley (37%), Hesperia, (44%), Highland (53%), and San Bernardino (50%).

Crime (and the resulting fear of crime) is a direct contributor to residents' less than stellar ratings of life in the county. Specifically, among those who are "very fearful" of being the victim of a serious crime (leftmost column of Table 10), only 15% rate the county as a very good place to live and another 28% said it is fairly good. On the other end of the spectrum (right-most column of the table), 31% of those who are "not at all fearful" rated the county as a very good place to live and another 46% rated it as fairly good. In other words, whereas 77% of "non-fearful" people rated life in the county positively, only 43% 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

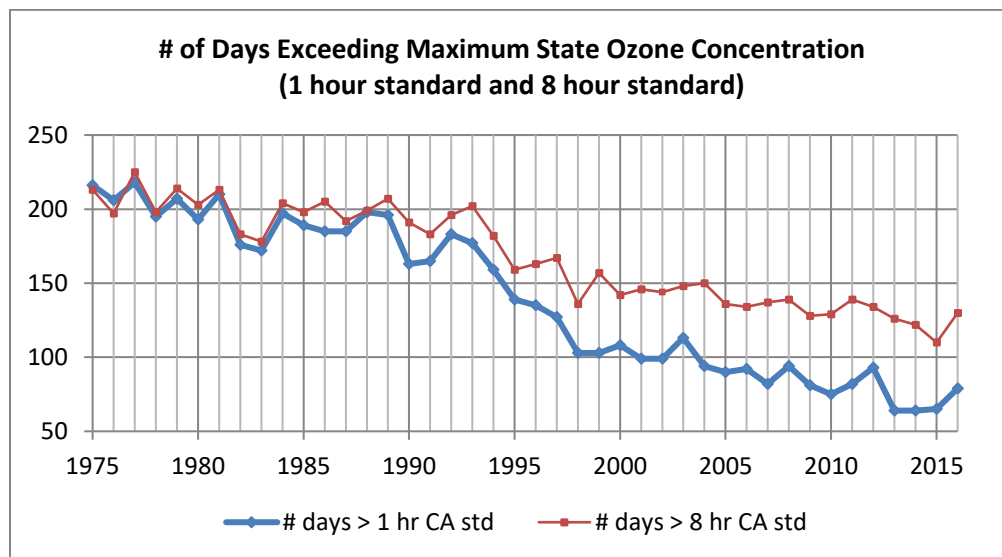|		How fearful are you that you will be the victim of a serious crime, such as a violent or costly crime?			
		Very fearful	Somewhat fearful	Not too fearful	Not at all fearful
Rating of the County as a Place to Live	Very good	**15%**	15%	26%	**31%**
	Fairly good	**28%**	46%	51%	**46%**
	Neither good nor bad	23%	23%	18%	16%
	Fairly bad	15%	11%	4%	5%
	Very bad	20%	5%	1%	2%
	TOTAL	100%	100%	100%	100%

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

Turning to the perceived lack of **job opportunities**: 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 started a slow decrease after 2011. 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.

Traffic in the region is the third factor in the table above, and the number of respondents saying that this is the main negative about living in the county is steadily increasing. The cities with the highest number of respondents giving this answer are Chino Hills (23%) and Chino (14%) many of whose residents must travel the 60 or 91 freeway each day. In addition, 17% of Rancho Cucamonga residents mentioned traffic. It is possible that these data simply reflect the fact that we asked about the ONE most negative thing about living in the county – considering that the crime rate in Rancho Cucamonga is relatively low, residents' concerns may have turned to traffic instead of crime. That said, increasing numbers of people mentioning traffic is of concern since traffic's negative impacts include safety risks, noise pollution, and air pollution (which 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]

Over the past 10 years we have seen a decrease San Bernardino County residents mentioning **smog** as the biggest negative of living in the county. In fact, IAR will probably stop reporting those figures after this year since smog has receded into the background as a significant negative. In this case, perception has followed reality: The graph below shows the significant decrease over time in the number of days the area exceeded the maximum state 1-hour and 8-hour average ozone concentration (even though there was a slight increase this past year).[17]

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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

In addition to the four major "negatives" already mentioned, 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:

- "Homeless" (2.7%)
- "Lack of shopping and entertainment" (2.5%)
- "Poor street and road maintenance" (2.5%)
- "Politics and Government officials" or "corruption" (1.9%)
- "Poor public transportation" (1.8%)
- "Lack of law enforcement" (1.6%)
- "Taxes too high" (1.4%)
- "Lots of poverty/welfare in the area" (1.2%)
- "City is dirty," "City is not well maintained," "graffiti" (1.0%)

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.

The fundamental aim of public services is to improve the quality of life of citizens, thus it is important to evaluate respondents' perceptions of the various services provided by private and public agencies in the region. Table 11 (next page) details the last 18 years of data regarding the percentage of respondents who indicate that the selected services under evaluation 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 (82%) awarding a rating of "excellent" or "good." In a digital era when some might be tempted to reduce this service as a cost-cutting measure, it is important to note that libraries continue to be an integral part of life in a city. New moms connect with each other at story-times and readers share opinions about

current events in the periodicals rooms. People relocating to the area access resources and meet new people. Individuals get help with resumes and conduct job searches on library computers. Libraries can serve as safe places for community gatherings and as places for cultural expression and lifelong learning. Apparently, San Bernardino County residents are pleased with the services provided at their area libraries.

Police/sheriff and shopping were rated as "excellent" or "good" by about 2/3 of respondents (68% police/sheriff, 67% shopping), figures which were virtually unchanged from last year and have shown a remarkable amount of stability over time. Parks and recreation facilities were also rated highly (64%) which is an encouraging finding given the importance of those services for promoting the health of families and youth, and creating a "livable" community.

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

	Library	Police/ Sheriff	Shop -ping	Parks/ Rec	Public Schools	Enter- tain- ment	Trans- port- ation	Street/ Road Maint
1999	Data Not Available	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		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
2017	**82**	**68**	**67**	**64**	**62**	**51**	**50**	**30**

On the other end of the scale, maintenance of streets and roads received the lowest rating (30% -- down from last year's 33%). This service has been on the bottom of the list ever since the inception of the report, and this year's further slide in ratings may partially be due to the increased amount of potholes caused by this year's rain and flooding. 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"[18]), broken streetlights and traffic signal issues, need for street sweeping, etc. But even when these issues are reported, it often takes a great deal of time before the problem is fixed, thus explaining the rating.

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,

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

City	%
Chino Hills	69.2
Rancho Cucamonga	54.4
Chino	51.7
Barstow	40.6
Fontana	39.1
Redlands	38.5
Ontario	32.3
Rialto	29.6
Yucca Valley	25.0
Highland	23.1
Victorville	20.0
Apple Valley	18.1
San Bernardino	14.7
Hesperia	14.1
Yucaipa	11.5
Adelanto	7.7

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

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

Rancho Cucamonga, and Chino are doing the best with street and road maintenance (from the perspective of the residents). City leaders in Adelanto, Yucaipa, Hesperia, San Bernardino, and Apple Valley may wish to focus more attention and priority on the issue before the backload in deferred maintenance results in higher long-term costs and interferes with the economic development of the area.

Commuting

OVERVIEW: Since 1997, a majority of respondents have reported that their commute time is less than one hour. The percent with those "short" commutes is virtually the same as last year. Median commute time decreased from last year's high. San Bernardino County residents' commutes take a huge financial and non-monetary toll. Most respondents report that they work in San Bernardino County, with Los Angeles County being the next destination of choice.
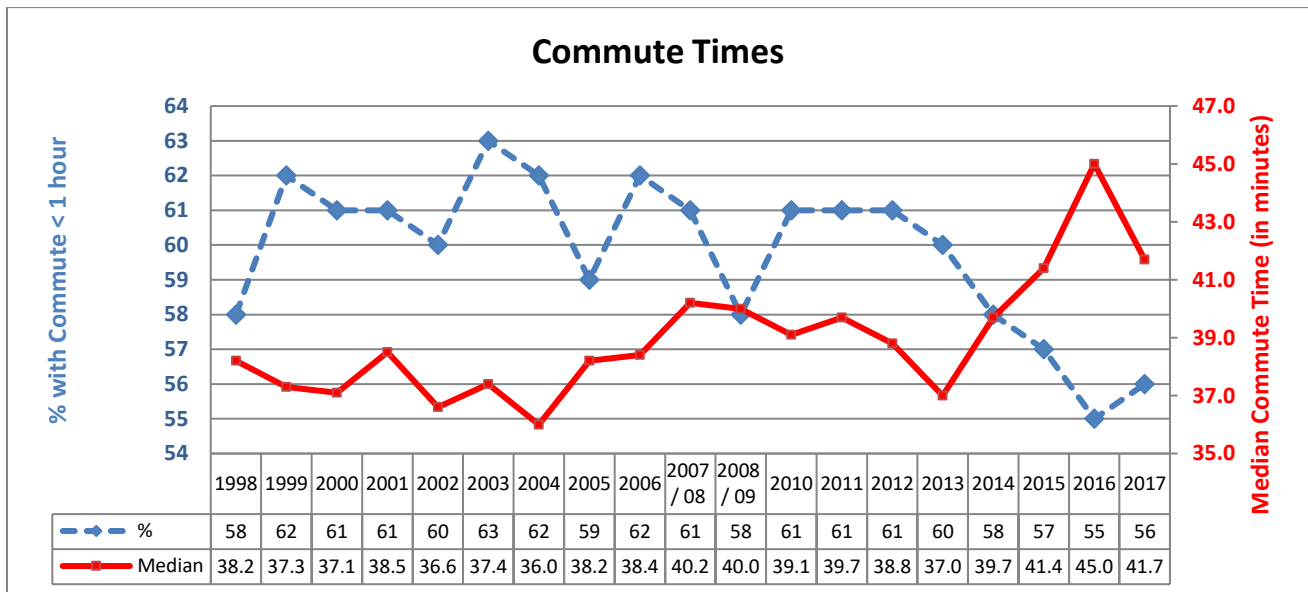

It has been 7 years since the last U.S. Census was conducted which provided data on the commuting characteristics of the county's population. For a county growing as fast as San Bernardino, however, these Census data become less reliable as the years go on. The American Community Survey provides estimates updating the Census, but not in as timely a fashion (and with as large a sample size) as one would like. That is just one reason why the Inland Empire Annual Survey is so valuable.

The American Community Survey shows that in 2014, 58.7% of county residents had round trip commutes of less than an hour, and that figure went down to 57.9% in 2015[19]. Our Inland Empire Annual Survey results were consistent with those figures (thus validating our results). Two years later, the 2017 commuting data from the Inland Empire Annual Survey shows that 56% reported a relatively short round-trip commute time of less than one hour (a figure not significantly different than last year's results of 55%). On the other end of the commuting spectrum, 18% of respondents who work outside the home have round trip commutes of two or more hours (a figure which is down only slightly from 20% last year).

The blue dashed line in the graph below shows the percent of people with relatively short commutes (less than an hour round trip). The solid red line shows the median commute time

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19. http://factfinder.census.gov/

which has decreased to 41.7 minutes, down from 45.0 minutes last year (which had been the highest since the inception of the survey). What trend do we see? It is unclear at this point whether this year's data represents: (1) the start of a new trend of shorter commutes as some of the planned freeway/road construction has been completed, the 91 Express Lanes opened, and more incentives to carpool are offered; or (2) natural variation within an overall trend of decline in short commutes. Next year's data will be especially important to place into context this year's marginal increase.

Commute Times

	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007 / 08	2008 / 09	2010	2011	2012	2013	2014	2015	2016	2017
%	58	62	61	61	60	63	62	59	62	61	58	61	61	61	60	58	57	55	56
Median	38.2	37.3	37.1	38.5	36.6	37.4	36.0	38.2	38.4	40.2	40.0	39.1	39.7	38.8	37.0	39.7	41.4	45.0	41.7

Most statisticians use median as a measure of average commute time rather than the mean since the mean can be skewed by a few excessively high commute times (such as the 0.6% of people in this year's survey reporting commute times of more than five hours per day). However other secondary data sources quote the mean thus for completeness (and to calculate costs below), thus we present the figures below.

From one perspective, the commute times do not reflect a huge amount of time out of a person's day, especially since most working respondents (56%) 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 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 37.96 miles. Assuming the 2016 IRS cost per mile of $0.535, the daily commute cost is $20.31. A person who works 50 weeks a year, 5 days a week would be spending approximately **$5,077** per year for direct

driving and ownership costs of his/her commute.

- The ***mean*** round trip travel time was 64.1 minutes (down from 68.2 minutes in 2016 and 65.8 minutes in 2015). Using the fourth quarter 2016 average hourly wage for San Bernardino County[20] (approximately $22.51), the value of a person's time spent commuting is approximately **$6,012** for the 250 work days per year.

Based on this analysis, the combined total cost of commuting is a whopping **$11,089** per year on average. Or conducting the same analysis using the more conservative figures of ***median*** mileage and travel time (24.28 miles, 41.7 minutes), the cost would be reduced to **$7,158** per year…still a significant figure.

But the cost of commuting goes beyond simple monetary costs. The Gallup-Healthways Well-Being Index[21] found that the longer the commute, the higher the levels of one's obesity, cholesterol, pain, fatigue and anxiety (especially for people not "engaged" in their jobs, which includes an amazingly high percentage of American workers – 68%[22]).

Further, a 2016 Washington Post article stated:[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 the monetary cost of commuting along with the diminished quality of life due to having less time with family and friends, less time to sleep, negative effects on health, and negative effects on children, etc., it is clear that commuting takes a major toll on people's lives. What are the solutions? From the employee's side, the options include:

- Move closer to the job (which may necessitate spending more for housing and living in a

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20. Bureau of Labor Statistics, http://www.bls.gov/data/
21. http://www.well-beingindex.com/
22. http://www.gallup.com/poll/180404/gallup-daily-employee-engagement.aspx
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

less desirable area – thus affecting quality of life);

- Quit the job and try to find one close to home (which may have implications for salary and happiness with the job, assuming that the person can *find* a job);

- Travel during off-peak hours or telecommute (if the job allows such flexibility);

- Join a carpool, which will provide cost-sharing and the pleasure of the company of (hopefully) compatible travel partners; and

- If one must commute alone, listen to podcasts or audiobooks to avoid boredom while exploring interesting topics.

Options for employers (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 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; and

- Work to encourage people to get out of their car and use alternative modes of transportation.

Turning to a related topic, working respondents were asked: "What county do you work in?" Two thirds of commuting respondents (70.1%) work within San Bernardino County, and another 5.8% work in Riverside County and 4.2% in Orange County. Los Angeles County is the next most popular commuting destination, with 16.1% 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, Upland, and Ontario).

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
2017 Survey	**70**	6	4	16

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

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.

Recent data from the Pew Research Center shows that nationwide, public trust in government is near historic lows (with the expected partisan divides).[25] Only 20% say they trust the government to do what's right always or most of the time. That figure breaks down to 28% of Republicans and Republican-leaning Independents vs. 15% of Democrats and Democratic-

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25. http://www.people-press.org/2017/05/03/public-trust-in-government-remains-near-historic-lows-as-partisan-attitudes-shift/

leaning Independents.

Typically, however, people tend to have more trust in their local officials than in national figures. For example, in contrast to the 20% figure above, a Gallup Poll from September 2016 shows that 71% of Americans have a "great deal" or "fair amount" of trust and confidence in their local government officials when it comes to handling local problems.[26]

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. Confidence has been inching up since 2010, and 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. The figures are trending upward but still haven't reached the survey's high of 66% from 2002. 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
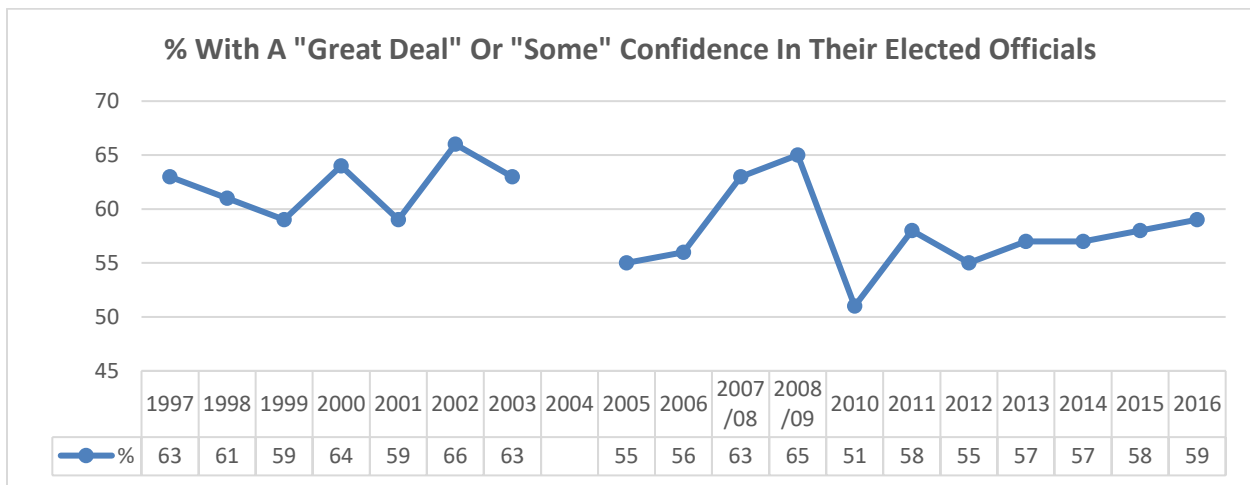
An analysis of these results by various demographic variables showed that there is remarkable consistency in confidence ratings among subgroups by education, age group, longevity in the county, income, political party and home ownership. There are gender differences, however – 61% of females vs. 52% of males have a "great deal" or "some" confidence in their elected officials. There are also some differences based on ethnicity, with 64% of those indicating Hispanic, Spanish, or Latino origin vs 55% of non-Hispanics expressing a "great deal" or "some" confidence.

Further, there was a striking relationship of between people's ratings of the overall rating

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26. http://www.gallup.com/poll/5392/trust-government.aspx

of the county as a place to live and the level of confidence in elected officials. Specifically, as shown in the figure below, 70% 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 27% 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.
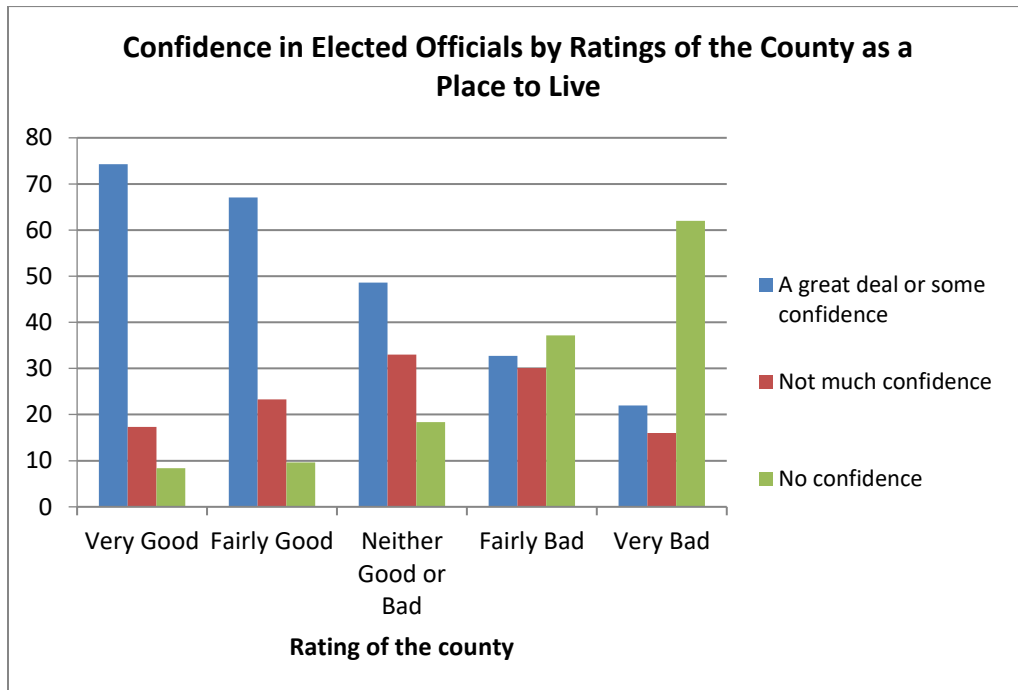
There is also a strong relationship between people's evaluation of the county's economy and confidence in their local elected officials. Specifically, 75% of those who believe the county's economy is excellent or good have at least some confidence in their elected officials, whereas only 35% of those 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. About a third (35%) 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 63% 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

For 20 years we have conducted the Inland Empire Annual Survey in San Bernardino County. Why? Because surveys such as this one paint a picture of the feelings of the county's residents, and provide a voice for residents regarding issues of importance in their lives. Further, the survey provides county decision-makers with answers to specific, important questions about the community. It provides data so that decision-makers don't have to simply rely on "gut feelings" in their decision-making process. It provides a snapshot of residents' attitudes and behaviors so that the yearly results can be compared over time and with other geographical regions.

The reader is encouraged to review the full data displays (attached) for detailed survey results. This report will be added to previous Annual Surveys on our website (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.

Appendix I

Questionnaire

SAN BERNARDINO COUNTY ANNUAL SURVEY, 2017

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

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

    1.   CONTINUE
    2.   DISPOSITION SCREEN

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

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

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

SHEAD2   Is there an adult member of the household at 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 in your community
   1.   EXCELLENT
   2.   GOOD
   3.   FAIR
   4.   POOR
   8.   DON'T KNOW
   9.   REFUSE

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

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

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

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

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

B24 What is your occupation?

B25 When thinking about your travel to and from work, on the average, how much total time, IN MINUTES, do you spend commuting ROUND TRIP each day?
 Average total time: _____ MINUTES
777. DOESN'T APPLY;DON'T WORK OUTSIDE HOME
888. DON'T KNOW
999. REFUSED
IF (ANSWER = 777) SKIPTO B27
IF (ANSWER = 888) SKIPTO B27
IF (ANSWER = 999) SKIPTO B27

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

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

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

THE FOLLOWING QUESTIONS ARE TO BE ASKED ONLY IN OMNITRANS'S SERVICE AREA

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

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

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

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

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)
16.   CITY NEXT DOOR POSTS
17.   CITY INSTAGRAM
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 MOJ8

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

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**

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

SBCSS2 The school district wants your opinion about the most important ways to ensure that students are successful in school. Which do you think is MOST IMPORTANT? Is it early exposure to college and careers, good reading and math skills, or a safe and supportive campus where student input is welcome?
1.   EARLY EXPOSURE TO COLLEGE AND CAREERS
2.   GOOD READING AND MATH SKILLS
3.   A SAFE, SUPPORTIVE AND ENGAGING SCHOOL ENVIRONMENT
4.   THEY ARE ALL EQUALLY IMPORTANT (INTERVIEWER: DON'T READ…USE IF NEEDED)
8.   DON'T KNOW
9.   REFUSED

SBCSS3 How important is it to student academic achievement for students to feel that their teachers and other adults on campus know them and care about their overall well-being? Is it…
1.   Very Important
2.   Somewhat important
3.   Not Very Important
8.   Don't know
9.   Refused

SBCSS4 Finally, how important are quality nutrition, physical activity and a healthy lifestyle for student success in school? Is it…
1.   Very Important
2.   Somewhat important
3.   Not Very Important
8.   Don't know
9.   Refused

SBCSS5 Some people feel that a person is more likely to be successful in the workplace if he or she has a college degree. Do you strongly agree, agree, disagree, or strongly disagree?
1.   STRONGLY AGREE
2.   AGREE
3.   DISAGREE
4.   STRONGLY DISAGREE
8.   DON'T KNOW
9.   REFUSED

CSUSB QUESTIONS ARE TO BE ASKED THROUGHOUT THE COUNTY

CSUSB4 Now I have some questions about Cal State San Bernardino. Are you at all familiar with the campus?
1.   YES
2.   SOMEWHAT
3.   NO
4.   NOT SURE
8.   DON'T KNOW
9.   REFUSED
IF (ANS > 2) SKIPTO CSUSB8A

CSUSB6 What is the source of your information about CSUSB?
[DON'T READ -- CHECK ALL THAT APPLY]
1.   RESPONDENT ATTENDED
2.   FAMILY, FRIENDS, CO-WORKERS ATTENDED
3.   NEWSPAPER/TV/RADIO EXPOSURE
4.   WORD OF MOUTH
5.   ATTENDED EVENT ON CAMPUS
6.   CAMPUS WEB SITE
7.   OTHER (Specify)_____
8.   DON'T KNOW
9.   REFUSED

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

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

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

CSUSB7C Students who go to Cal State have a good overall campus experience.
1. STRONGLY AGREE
2. AGREE
3. NEITHER AGREE NOR DISAGREE [TRY TO DISCOURAGE THIS ANSWER]
4. DISAGREE
5. STRONGLY DISAGREE
7. ANNOYED AND NEED TO MOVE ON   [SKIPTO OWNRENT]
8. DON'T KNOW
9. REFUSED

CSUSB8A Thank you. Now what are your general impressions of the education at Cal State San Bernardino? Would you say it is excellent, good, fair, or poor?
1. EXCELLENT
2. GOOD
3. FAIR
4. POOR
7. ANNOYED AND NEED TO MOVE ON
8. DON'T KNOW
9. REFUSED
IF (ANS < 3) SKIPTO CSUSB9A
IF (ANS = 7) SKIPTO OWNRENT
IF (ANS > 7) SKIPTO CSUSB9A

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

CSUSB9A How likely is it that you will take university-level courses sometime in the next 5 years? Very likely, somewhat likely, or not at all likely?
1. VERY LIKELY
2.   SOMEWHAT LIKELY
3.   NOT AT ALL LIKELY
7. GETTING ANNOYED WITH CSUSB QUESTIONS
8. DON'T KNOW
9. REFUSED
IF (ANS =3) SKIPTO CSUSBNEW
IF (ANS = 7) SKIPTO OWNRENT

IF (ANS > 7) SKIPTO CSUSBNEW

CSUSB10A How likely is it that those courses will be taken at Cal State San Bernardino?
1. VERY LIKELY
2. SOMEWHAT LIKELY
3. NOT AT ALL LIKELY
7. GETTING ANNOYED WITH CSUSB QUESTIONS
8. DON'T KNOW
9. REFUSED
IF (ANS = 7) SKIPTO OWNRENT

CSUSBNEW How likely are you to recommend CSUSB to a friend or family member who plans to take college courses?
1. Very likely
2. Somewhat likely
3. Not at all likely
7. GETTING ANNOYED WITH CSUSB QUESTIONS
8. DON'T KNOW
9. REFUSED
IF (ANS = 7) SKIPTO OWNRENT

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

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

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

D1   What was the last grade of school that you completed?
  1.   SOME HIGH SCHOOL OR LESS
  2.   HIGH SCHOOL GRADUATE
  3.   SOME COLLEGE
  4.   COLLEGE GRADUATE (BACHELOR'S DEGREE)
  5.   SOME GRADUATE WORK
  6.   POST-GRADUATE DEGREE (MASTER'S, PH.D. ETC.)
  7.   TRADE SCHOOL OR VOCATIONAL TRAINING
  8.   OTHER (SPECIFY)
  9.   REFUSED

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

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

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

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

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

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

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 2016? Let me know when I get to the correct category.
1.   Less than $25,000
2. $25,000 to less than $35,000
3. $35,000 to less than $50,000
4. $50,000 to less than $65,000
5. $65,000 to less than $80,000
6. $80,000 to $110,000
7.   Over $110,000
8.   DON'T KNOW
9.   REFUSED

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

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

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

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

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

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

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

Appendix II

Data Display of Baseline Questions

b3: Overall, how would you rate San Bernardino County as a place to live?

	Count	Col %
Very Good	246	23.1%
Fairly Good	498	46.7%
Neither Good nor Bad	197	18.5%
Fairly Bad	83	7.8%
Very Bad	42	3.9%
Total	1066	100.0%

b4: In your opinion, what is the ONE best thing about living in San Bernardino County?

	Count	Col %
Good area, Location, Scenery	340	33.9%
Affordable housing	112	11.2%
Good climate, Weather	118	11.8%
Not crowded	59	5.9%
Good schools/ Universities	38	3.7%
Less crime/ Feel safe	21	2.1%
Job availability	13	1.3%
Friendly people	37	3.7%
Family and friends live here	35	3.5%
Close to work	17	1.7%
Other (Specify)	65	6.5%
Nothing	38	3.8%
Everything	15	1.5%
Less traffic	17	1.6%
Quiet peaceful	14	1.4%
Clean air	7	0.7%
Lower cost of living	6	0.5%
Diversity	8	0.8%
Lower taxes	8	0.8%
Availability of resources & assistance	18	1.8%
Not Los Angeles or big city	3	0.3%
Rural area, open land, space	3	0.3%
Parks	4	0.4%
A lot of things to do	8	0.8%
Total	1004	100.0%

**b5: In your opinion, what would you say is the ONE most negative
thing about living in your County?**

	Count	Col %
Smog, Air pollution	27	2.7%
Traffic	81	8.0%
Poor public transportation	19	1.8%
Drugs	17	1.7%
Crime/ Gang activity	311	30.9%
Bad location	11	1.1%
Lack of entertainment	16	1.6%
Overpopulated	43	4.2%
Bad school system	12	1.2%
Cost of living	33	3.3%
Lack of job opportunity	36	3.5%
Weather, Fires, Floods, Earthquakes	50	4.9%
Other (Specify)	60	5.9%
Nothing	100	9.9%
Everything	10	1.0%
Taxes, taxes to high	15	1.4%
Homeless	27	2.7%
Poor road and street maintenance	25	2.5%
Corruption	3	0.3%
Politics and City Officials	16	1.6%
City is dirty, not well maintained, graffiti	10	1.0%
Poverty is high in the area/ a lot of welfare	12	1.2%
Lack of resources medical, doctors	4	0.4%
Lack of shopping and entertainment	9	0.9%
County spread out to far, to big, needs to be divided	5	0.5%
Lack of law enforcement	9	0.9%
Lack of water, water issues, water to expensive	2	0.2%
Poor economy	0	0.0%
Law enforcement, police	7	0.7%
Lack of diversity	1	0.1%
Type of people	10	1.0%
Gas prices	0	0.0%
Lack of culture	2	0.2%
Lack of money and resources	7	0.7%
Too far from county offices	2	0.2%
Lack of sidewalks and street lights	4	0.4%
Prejudice	3	0.3%
Section 8 housing	0	0.0%
Too many immigrants	3	0.3%
Lack of infrastructure, building, and growth	2	0.2%
No public schools	0	0.0%
No sewers, utility cost	2	0.2%
Car accidents	1	0.1%
District Attorney Office	1	0.1%
Total	1008	100.0%

b6: In comparison to a year ago, would you say that you and your family are financially better off, about the same, or worse off?

	Count	Col %
Better off	307	28.8%
Same	593	55.6%
Worse off	167	15.7%
Total	1067	100.0%

b7: Now looking ahead, do you think that a year from now you and your family will be better off, about the same, or worse off than you are now?

	Count	Col %
Better off	456	45.0%
Same	444	43.7%
Worse off	115	11.3%
Total	1015	100.0%

b8: In general, how would you rate the economy in San Bernardino County today? Would you say that it is Excellent, Good, Fair, or Poor?

	Count	Col %
Excellent	23	2.2%
Good	309	29.6%
Fair	479	46.0%
Poor	231	22.2%
Total	1042	100.0%

b9: In general, how fearful are you that you will be the victim of a serious crime, such as a violent or costly crime?

	Count	Col %
Very fearful	90	8.5%
Somewhat fearful	331	31.1%
Not too fearful	339	32.0%
Not at all fearful	301	28.4%
Total	1061	100.0%

b10: Are you currently registered to vote?

	Count	Col %
Yes	900	84.5%
No	165	15.5%
Total	1065	100.0%

b11: Which of the following best describes your political party affiliation?

	Count	Col %
Democrat	402	44.8%
Republican	304	33.8%
Independent, or	193	21.4%
Total	899	100.0%

b12: Would you say that you vote in all elections, only some, hardly ever or never?

	Count	Col %
In all elections	582	64.8%
Only in some	268	29.8%
Hardly ever	34	3.8%
Never	15	1.6%
Total	898	100.0%

b14: How would you rate the LIBRARY?

	Count	Col %
Excellent	298	33.1%
Good	436	48.5%
Fair	124	13.8%
Poor	41	4.6%
Total	899	100.0%

b15: How would you rate PARKS AND RECREATION services?

	Count	Col %
Excellent	191	19.1%
Good	444	44.4%
Fair	245	24.5%
Poor	120	12.0%
Total	1000	100.0%

b16: How would you rate the maintenance of local STREETS AND ROADS?

	Count	Col %
Excellent	60	5.7%
Good	260	24.4%
Fair	309	29.1%
Poor	433	40.8%
Total	1062	100.0%

b17: How would you rate PUBLIC SCHOOLS?

	Count	Col %
Excellent	166	17.6%
Good	413	44.0%
Fair	233	24.8%
Poor	128	13.6%
Total	940	100.0%

b18: How would you rate SHOPPING?

	Count	Col %
Excellent	178	17.0%
Good	522	49.9%
Fair	240	23.0%
Poor	106	10.1%
Total	1047	100.0%

b19: How would you rate TRANSPORTATION?

	Count	Col %
Excellent	66	7.5%
Good	373	42.1%
Fair	266	30.1%
Poor	180	20.3%
Total	885	100.0%

b20: How would you rate ENTERTAINMENT?

	Count	Col %
Excellent	101	10.2%
Good	401	40.4%
Fair	296	29.9%
Poor	193	19.5%
Total	992	100.0%

b21: How would you rate POLICE/SHERIFF services?

	Count	Col %
Excellent	213	20.4%
Good	495	47.5%
Fair	226	21.7%
Poor	108	10.4%
Total	1041	100.0%

b22: Work status

	Count	Col %
Working full-time for pay	337	31.6%
Working less than 30 hours a week for pay	91	8.5%
Full-time Student	40	3.7%
Full-time homemaker, parent, or caregiver	87	8.2%
Unemployed and looking for work	42	4.0%
Retired, or	345	32.4%
Disabled and not able to work	63	5.9%
Self-employed full time	48	4.5%
Self-employed part time	13	1.2%
Total	1066	100.0%

B24: What is your occupation?

	Count	Col %
Teacher/Educator/School District Worker	52	12.2%
Shipping/Transportation/Driver	23	5.5%
Engineer	6	1.4%
Medical Field/Doctor/Nurse	52	12.0%
Construction Industry	10	2.3%
Management	18	4.3%
Law Enforcement/Law Enforcement field	8	2.0%
Self Employed	6	1.5%
Clerk/Cashier	13	3.0%
Government	6	1.3%
Social Work/Social Services/Counseling	6	1.5%
Administrative Assistant/Office Worker	15	3.6%
Care Provider/Child & Adult	8	1.9%
Military	2	0.5%
Electrician	0	0.1%
Food & Beverage Industry	20	4.6%
Real-estate Agency	6	1.4%
Sales	13	3.0%
Mechanic	6	1.4%
Accounting	11	2.5%
Pharmacy Tech/Pharmacist	2	0.4%
Housekeeper/maid	5	1.1%
Laborer	2	0.4%
Banking	7	1.6%
Post Office Worker	0	0.1%
Consultant	5	1.2%
Customer Service Rep	3	0.7%
Fire Fighter	1	0.2%
Attorney/Paralegal/Law Office	7	1.6%
Computer Industry, tech, etc.	10	2.3%
Dentistry Industry	3	0.7%
Safety officer / Security	8	1.9%
Warehouse / Fork lifter	7	1.6%
Custodian/Janitorial	5	1.1%

	Count	Col %
Insurance industry	3	0.7%
Supervisor	3	0.6%
Writer/Journalist	2	0.5%
No response	27	6.3%
Environmental Industry	5	1.1%
Equipment Operator	5	1.3%
Human Resource/Risk Management	2	0.4%
Technician (Cable, Telephone, heating/AC etc.)	1	0.2%
Other	33	7.8%
Refused	1	0.2%
Total	428	100.0%

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

	Count	Col %
Less than 1 hour	222	56.2%
1- <2 hours	102	25.9%
2 - < 3 hours	46	11.6%
3 - < 4 hours	10	2.4%
4 or more hours	15	3.9%
Total	395	100.0%

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

	Count	Col %
60 miles or less	306	81.0%
61 - 120 miles	55	14.3%
121 - 180 miles	16	4.1%
181 - 240 miles	2	0.6%
Total	378	100.0%

b27: What county do you work in?

	Count	Col %
Riverside County	24	5.8%
San Bernardino County	293	70.1%
Orange County	18	4.2%
Los Angeles County	67	16.1%
Travel (Sales, Truck Driver, Etc.)	11	2.5%
Other (specify)	0	0.1%
Multiple Counties	5	1.1%
Total	418	100.0%

b28: How much confidence do you have that the elected officials in your city or community will adopt policies that will benefit the general community?

	Count	Col %
A great deal of confidence	120	11.9%
Some confidence	475	47.0%
Not much confidence	243	24.1%
No confidence	171	17.0%
Total	1009	100.0%

OWNRENT: Do you rent or own your current residence?

	Count	Col %
Rent	305	30.7%
Own	690	69.3%
Total	995	100.0%

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

	Count	Col %
Some High School or less	86	8.2%
High School Graduate	205	19.5%
Some College	352	33.5%
College Graduate (Bachelor's Degree)	199	19.0%
Some Graduate work	27	2.6%
Post-Graduate Degree	159	15.2%
Trade School or Vocational training	20	1.9%
Total	1048	100.0%

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

	Count	Col %
Single, never married	189	18.2%
Married	579	55.6%
Divorced	110	10.5%
Widowed	107	10.2%
Separated, or	17	1.6%
Single, living with partner	40	3.8%
Total	1041	100.0%

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

	Count	Col %
1 person	163	15.7%
2 people	302	29.1%
3 people	161	15.5%
4 people	179	17.2%
5 people	118	11.4%
6 or more people	116	11.1%
Total	1039	100.0%

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

	Count	Col %
No children	467	53.3%
1 Child	165	18.9%
2 Children	133	15.2%
3 Children	65	7.4%
4 Children	31	3.5%
5 Children	6	0.7%
6 or more children	9	1.0%
Total	876	100.0%

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

	Count	Col %
Yes	339	33.2%
No	683	66.8%
Total	1022	100.0%

D4: How would you describe your race or ethnicity?

	# Mentions	Percent of Cases
Asian	39	4.0%
Black or African American	122	12.6%
Caucasian or white	570	59.2%
Hispanic	342	35.5%
Total	1073	111.4%

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

D6: What is your age?

	Count	Col %
18-24 years old	70	6.8%
25-34	97	9.5%
35-44	140	13.7%
45-54	164	16.1%
55-64	234	22.9%
65-74	192	18.9%
75 or older	123	12.1%
Total	1020	100.0%

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

	Count	Col %
6 months to 10 years	206	20.0%
11-20 years	258	25.1%
21-30 years	227	22.1%
31-40 years	143	13.9%
More than 40 years	193	18.8%
Total	1052	100.0%

d8: Which of the following categories best describes your total household or family income before taxes, from all sources, for 2016?

	Count	Col %
Less than $25,000	123	14.0%
$25,000 to less than $35,000	117	13.3%
$35,000 to less than $50,000	130	14.9%
$50,000 to less than $65,000	103	11.7%
65,000 to less than $80,000	102	11.7%
$80,000 to $110,000	132	15.1%
Over$110,000	169	19.3%
Total	876	100.0%

In what language was the interview conducted?

	Count	Col %
English	994	92.7%
Spanish	78	7.3%
Total	1072	100.0%

Gender

	Count	Col %
Male	440	42.0%
Female	602	57.4%
Couldn't Tell	6	0.6%
Total	1049	100.0%