2013 Inland Empire Annual Survey

Final Report

CALIFORNIA STATE UNIVERSITY
SAN BERNARDINO

Institute of Applied Research
and Policy Analysis

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THE 2013 INLAND EMPIRE ANNUAL SURVEY

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

PLATINUM SPONSOR:
California State University, San Bernardino

SILVER SPONSOR:
Mojave Water Agency

BRONZE SPONSOR:
Omnitrans

INTRODUCTION AND METHODS

INTRODUCTION

The Institute of Applied Research (IAR) is pleased to present the results of the **2013 Inland Empire Annual Survey.** This annual survey has been conducted in San Bernardino County (and, at times Riverside County) for the past sixteen years. This year's survey is based solely on data collected throughout San Bernardino County.

The purpose of the survey is to provide policy-based research that relates to issues important to the Inland Empire. This Inland Empire Annual Survey provides decision-makers with objective, accurate and current information for:

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

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

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

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

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

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

THE QUESTIONNAIRE

In order to track responses over time and provide the opportunity for longitudinal analysis, the Inland Empire Annual Survey has included a series of baseline questions which have appeared on the survey over the last sixteen 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. Tracking questions, of course, provide public agencies and businesses with trend data often needed in policy making and outcome assessments. These questions are also valuable in comparing the Inland Empire with other regions in the state and the nation.

In addition to the baseline questions, a number of sponsors also submitted questions for their proprietary use. Finally, the researchers, in consultation with sponsors, added questions concerning current issues which have policy and research implications.

A draft copy of the questionnaire was submitted to the sponsors for their approval and modified where warranted. A Spanish version of the questionnaire was produced, the survey instrument was then pre-tested (in both languages), and some minor changes to the wording and order of some items were made. The questionnaire is attached as Appendix I.

SAMPLING METHODS

Telephone survey respondents were randomly selected from a comprehensive sample frame consisting of all telephone working blocks which contain residential telephone numbers (including cell phone numbers) in San Bernardino County. The numbers were then screened to eliminate business phones, fax machines, and non-working numbers. 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, 1,074 residents were surveyed from San Bernardino County for a 95 percent level of confidence and an accuracy of approximately plus/minus 3 percent. Until this year those residents were spread relatively evenly between four regions of interest: **East Valley, West Valley**, **Victor Valley,** and **Desert**. This year we did not

have a sponsor requesting that breakdown, so regional analyses have not been conducted. It is hoped that next year a sponsor will be interested in such analyses considering that San Bernardino County is clearly not a homogeneous area, and regional differences are often of interest to decision makers.

Telephone interviews were conducted by the Institute of Applied Research at California State University, San Bernardino using Computer Assisted Telephone Interviewing (CATI) equipment and software. The surveys were conducted between April 11 and April 21, 2013. Calls were made Thursdays 1 to 9 PM, Fridays 1 to 9 PM, Saturdays 10 AM until 5 PM, and Sundays 1 to 7 PM.

SAN BERNARDINO COUNTY FINDINGS
INTRODUCTION

Following are the major findings from this year's quality of life survey in San Bernardino County. Findings are presented by conceptual category (e.g. economic evaluations, crime – perceptions and reality, ratings of the county as a place to live, commuting, evaluations of selected private and public services, and confidence in elected officials).   Where possible, we present longitudinal analysis and point out noteworthy trends over the past 16 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).

ECONOMIC EVALUATIONS

OVERVIEW: The number of residents who rated the County's economy as "excellent" or "good" improved this year but still remained low. There were slight increases in the number of respondents reporting that they are better off financially than they were a year ago, and in the number who believe they will be better off a year from now. Younger people seem to feel more optimistic about their financial futures than do older people; renters are more optimistic than home owners; and Hispanics have a higher likelihood than non-Hispanics to think they will be "better off" financially in the coming year.

There are various dimensions of "quality of life," but most researchers would agree that any attempt to measure quality of life would need to include a person's satisfaction (or lack thereof) with the cultural, financial, physical, environmental, intellectual, emotional, and social

conditions of life. And of course, although there is not a perfect linear correlation between wealth and quality of life, most would agree that a strong economy and personal financial security can certainly make life easier and more satisfying.

The US has been slowly pulling out from the recession in the mid- to late-2000s, and there are indications that San Bernardino County has shared in this improvement. Unemployment, although still stubbornly high, has eased somewhat (partially due to an improving logistics industry as well as the leisure and hospitality, education and health services, and professional services industries). There have been improvements in the County's industrial, retail, and home real estate markets. Consumers are frequenting restaurants (especially fast-casual restaurants) in greater numbers. The manufacturing sector is improving.

San Bernardino County residents apparently perceive this improvement in the County's economy. As noted in Table 1 below, in 2008/2009 there was a sharp decline in the number of respondents who rated the economy as "excellent" or "good" (Question 8) from 40% in 2007/2008 down to 12% in 2008/2009, and the numbers dropped even lower to only 9% in 2010. The numbers have increased somewhat since that time, with 16% now rating the County's economy as "excellent" or "good." There were no significant differences in these evaluations for subgroups based education, age, income, or ethnicity.

Table 1. % Rating the County's Economy as "Excellent" or "Good"

	East Valley %	West Valley %	Victor Valley %	Desert %	SB County %
1997 Survey	20	46	14	24	**28**
1998 Survey	39	56	33	39	**45**
1999 Survey	35	62	39	39	**47**
2000 Survey	39	51	37	37	**44**
2001 Survey	32	46	41	27	**39**
2002 Survey	46		27	26	**43**
2003 Survey	26	49	46	25	**39**
2004 Survey	37	55	43	40	**46**
2005 Survey	38	54	43	40	**46**
2006 Survey	38	53	45	43	**46**
2007 / 08 Survey	30	51	35	33	**40**
2008 / 09 Survey	10	15	9	15	**12**
2010 Survey	8	11	7	11	**9**
2011 Survey	12	20	10	11	**14**
2012 Survey	8	21	6	8	**13**
2013 Survey	**No regional analysis conducted**				**16**

Personalizing the issue, respondents were also asked: "In comparison to a year ago, would you say that you and your family are financially better off, worse off or the same?" (Question 6). Although the figures have improved somewhat since last year's survey (18% now say that they are "better off" as opposed to 15% last year), they are still nowhere near pre-2008 levels.

Table 2.
% Indicating Their Finances Are "Better Off" Compared With a Year Ago

	East Valley %	West Valley %	Victor Valley %	Desert %	SB County %
1997 Survey	39	38	28	22	**34**
1998 Survey	44	52	38	35	**46**
1999 Survey	38	48	35	38	**42**
2000 Survey	38	44	42	40	**41**
2001 Survey	35	42	36	36	**38**
2002 Survey	30		24	32	**30**
2003 Survey	35	36	33	33	**35**
2004 Survey	35	33	35	32	**34**
2005 Survey	35	42	39	36	**39**
2006 Survey	31	31	30	26	**31**
2007 / 08 Survey	29	21	23	29	**25**
2008 / 09 Survey	16	15	12	14	**15**
2010 Survey	16	13	14	13	**14**
2011 Survey	15	18	16	10	**16**
2012 Survey	15	17	12	13	**15**
2013 Survey	**No regional analysis conducted**				**18**

An analysis was conducted to determine if there are meaningful differences in results based on age, ethnicity, home ownership, income or educational attainment; and some differences were found (see Table 3 below). As one would expect, people with higher levels of education and income were more likely to report feeling "better off" than those with lower levels of education and income. Younger people are more likely to feel financially "better off" than are older individuals, possibly due to the relative ease with which younger people can find a job in a post-recession economy. Interestingly enough, home owners felt "worse off" than renters, perhaps due to the large percentage of San Bernardino County homes being "under water" (i.e. having mortgages exceeding the value of their home). And non-Hispanics felt "worse off" in greater numbers than Hispanics.[1]

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1. According to the 2010 census, San Bernardino County has approximately 49% people of Hispanic/Latino origin. The ethnicity analysis was based only on that dichotomy since the numbers in other ethnic groups are too small to

Table 3. In comparison to a year ago, would you say that you and your family are financially better off, worse off or the same?"
2013 Selected Subgroup results

		% Better off	% Same	% Worse Off	Pattern
Age	18 to 34	**32**	50	18	Younger people are more likely to feel "better off"
	35 to 64	17	52	31	
	65 or older	**13**	58	29	
Ethnicity	Hispanic	19	62	**19**	More non-Hispanics than Hispanics feel "worse off"
	Non-Hispanic	17	51	**32**	
Home Ownership	Rent	**22**	56	22	Home owners feel "worse off" financially than renters
	Own	**16**	54	30	
Income	Less than $35,000	**14**	50	36	Higher incomes are related to feeling financially "better off"
	$35,000 to < $80,000	16	59	25	
	$80,000 or more	**25**	54	21	
Education	Some high school or less	**15**	58	26	Higher level of education is related to feeling financially "better off"
	Some college	17	49	34	
	College degree	**20**	57	24	

Further, respondents were asked "now looking ahead, do you think that a year from now you and your family will be better off, worse off, or just about the same as you are now?" (Question 7). Although responses to this question showed some improvement this year, one must still conclude that most respondents are not yet feeling optimism about their financial future. Only 38% of them said they think they will be better off financially in the coming year (an improvement over the 33% expressing that opinion in last year's survey). At the other end of the scale, 15% think they will be *worse off* financially in a year (down from 19% last year). The remaining 47% think their financial profile will be the "same" next year as it is this year (not an encouraging figure since the last year's figures were less than stellar). These findings suggest
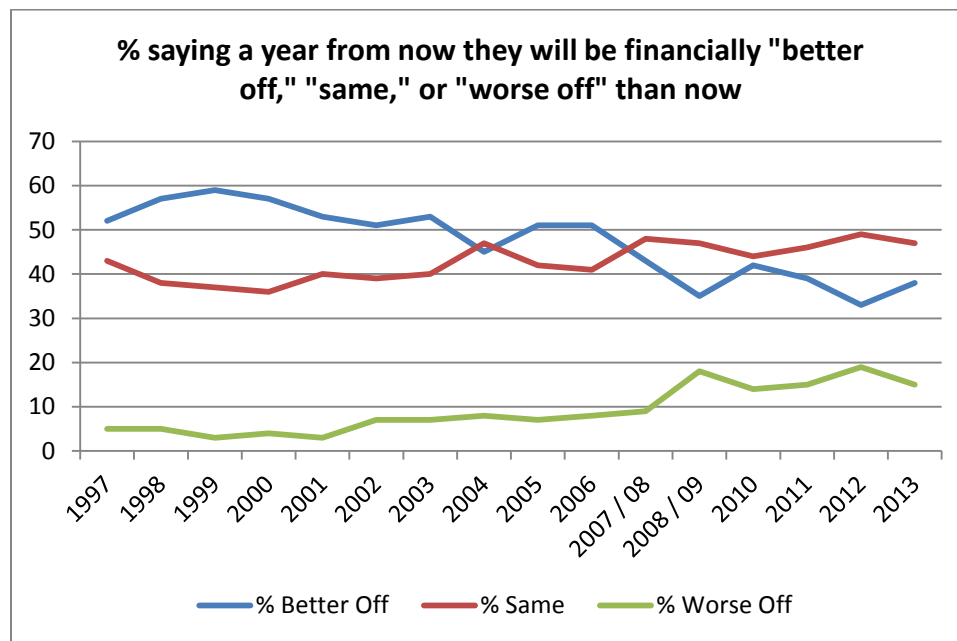
compare with any statistical validity.

that many respondents are still reeling from the impact of the recession and may be losing confidence in the "California dream."

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?

	% 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**

% saying a year from now they will be financially "better off," "same," or "worse off" than now

Once again interesting patterns arise from sub-group analysis. Specifically, younger people seem to feel more optimistic about their financial futures than do older people. Renters

are more optimistic than home owners, and Hispanics have a higher likelihood of thinking they will be "better off" than non-Hispanics. There are no statistically significant differences in optimism based on income or education.

Table 5. 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?:
2013 Selected Subgroup results

		% Better off	% Same	% Worse Off	Pattern
Age	18 to 34	**66**	27	7	Younger people feel more optimistic than older people
	35 to 64	37	48	15	
	65 or older	**22**	55	23	
Ethnicity	Hispanic	**47**	43	10	Hispanics feel more optimistic than non-Hispanics
	Non-Hispanic	**32**	49	19	
Home Ownership	Rent	**52**	36	12	Renters feel more optimistic than home owners
	Own	**30**	51	18	
Income	Less than $35,000	38	43	20	No significant difference based on income
	$35,000 to < $80,000	40	48	12	
	$80,000 or more	34	50	16	
Education	Some high school or less	38	45	16	No significant difference based on educational attainment
	Some college	35	46	19	
	College degree	36	49	15	

CRIME…PERCEPTIONS AND REALITY

OVERVIEW: *Fear of crime is inching up again after its decrease in 2007, perhaps due to changing demographics, budget cuts resulting in decreased levels of law enforcement staffing, and the effects of prison realignment. Fear of crime is greatest among respondents with the lowest levels of educational attainment and income.*

In 2011, Governor Edmund G. Brown Jr. signed Assembly Bill (AB) 109 and AB 117 – the "Prison Realignment" program. Basically the legislation aimed to reduce the number of inmates in the state's prisons by transferring lower-risk inmates from state prisons to county jails and other community-based facilities, or by releasing inmates early (some with no supervision). A 2011 Field Poll showed that 79% of voters were concerned that the legislation would cause a serious problem, and many law enforcement officials agreed.[2] Thus far there is no statewide analysis of changing crime rates since implementation of the realignment began, however it appears that crime rates have climbed in some counties and declined in others. Within San Bernardino County, some cities have seen an increase in crime rate from 2011 to 2012 (e.g. the City of Redlands which has seen more than a 17% jump in violent crimes since 2011; and the City of San Bernardino where there has been 9% increase in violent crimes[3]) and others have seen decreases (e.g. Apple Valley and Twentynine Palms, each down 1%[4]). It is unclear at this point whether increased crime rates can be attributed to prison realignment or to other factors such as the economy, cutbacks in law enforcement staffing, or changing demographics.

It is difficult for a person to enjoy a good quality of life if he/she has huge concerns about crime where he/she lives and works. When asked: "How fearful are you that you will be the victim of a serious crime, such as a violent or costly crime" (Question 9), nearly four in 10 respondents (39%) indicated that they are "very fearful" or "somewhat fearful." The percentage has fluctuated somewhat over the past 15 years, but the critical point reflected in Table 6 below is that over all that time at least a third of respondents indicated that they are "very fearful" or "somewhat fearful" of being a victim of a serious crime.

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2. "Field Poll: Supreme Court prison ruling has voters on edge," by Ben Goad, Press Enterprise, 6/16/11.
3. "Some officials cite prisoner realignment as factor," by Beatriz Valenzuela and Gregg Cappis, San Bernardino Sun, 6/15/2013
4. San Bernardino County Sheriff's Department Annual Report, 2012

Table 6. % "Very Fearful" or "Somewhat Fearful" of Being the Victim of a Serious Crime

	East Valley %	West Valley %	Victor Valley %	Desert %	SB County %
1997 Survey	46	41	40	36	**43**
1998 Survey	48	38	33	20	**40**
1999 Survey	38	36	37	23	**36**
2000 Survey	48	39	33	24	**41**
2001 Survey	35	32	25	21	**32**
2002 Survey	35		34	26	**35**
2003 Survey	44	38	29	29	**39**
2004 Survey	48	35	44	28	**41**
2005 Survey	45	38	40	22	**40**
2006 Survey	46	40	50	37	**44**
2007 / 08 Survey	44	31	32	29	**36**
2008 / 09 Survey	41	28	45	28	**35**
2010 Survey	37	35	38	29	**36**
2011 Survey	40	26	40	27	**34**
2012 Survey	44	29	43	32	**37**
2013 Survey	**No regional analysis conducted**				**39**

As might be expected, respondents in the lower income and education categories expressed a higher level of fear of crime than did those with higher incomes and educations. For example, 40% of those with only a high school degree (or less) expressed that they are "very" or "somewhat" fearful, as opposed to 36% of those with a college or advanced degree. Further, 42% of those earning less than $35,000 were "very" or "somewhat" fearful, in contrast to 38% of those earning $80,000 or more. Presumably the lower income/education group live and/or work in neighborhoods with higher crime rates, thus the level of concern about crime is understandable. Interestingly, there were no significant differences in fear of crime based on age or ethnicity.

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

RATINGS OF THE COUNTY AS A PLACE TO LIVE

OVERVIEW: *The majority of residents rated San Bernardino County as "very good" or "fairly good" place to live (although the figure was lower than last year's). Ratings of the county are strongly related to residents' perceptions of the county's economy as well as their level of fear of crime. Residents continued to cite "good area/location/scenery" as the most*

positive aspect of living in the county, and "crime/gang activity" as the most negative. Air quality has virtually dropped off the charts as a major negative of life in the county.
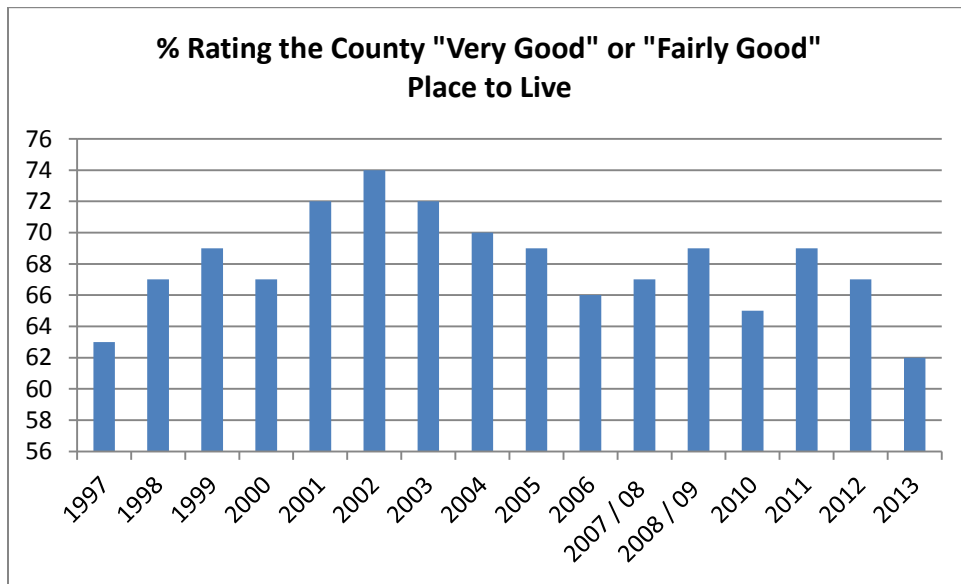
The vision statement for San Bernardino County[5] reflects the lofty goals of creating a county with a vibrate economy; "a sustainable system of high-quality education, community health, public safety, housing, retail, recreation, arts and culture, and infrastructure…a destination for visitors and a home for anyone seeking a sense of community and the best life has to offer." Unfortunately when people who live outside San Bernardino County think about the county (and compare the region with Riverside, Los Angeles, or Orange County), very often they reflect the county's somewhat negative reputation rather than its positive vision and its many assets. The question is: what do San Bernardino County residents think?

The majority of residents (62%) rated San Bernardino County as a "very good" or "fairly good" place to live (Question 3). Although at first glance one might think this is a relatively high number, however one must place the figure in context and note that it has declined significantly since last year and is now at its lowest level since the inception of the survey 16 years ago. The evaluations were broadly based, with no significant differences noted based on age, ethnicity, income, or education.

Table 7. % Saying Their County is a "Very" or "Fairly Good" Place to Live

	East Valley %	West Valley %	Victor Valley %	Desert %	SB County %
1997 Survey	50	76	67	63	**63**
1998 Survey	58	76	66	69	**67**
1999 Survey	59	78	71	64	**69**
2000 Survey	55	77	73	63	**67**
2001 Survey	65	77	77	69	**72**
2002 Survey	73		75	68	**74**
2003 Survey	61	81	75	66	**72**
2004 Survey	59	77	75	79	**70**
2005 Survey	56	77	71	72	**69**
2006 Survey	51	77	67	73	**66**
2007 / 08 Survey	56	76	66	76	**67**
2008 / 09 Survey	53	84	66	66	**69**
2010 Survey	59	73	61	61	**65**
2011 Survey	62	78	64	68	**69**
2012 Survey	56	80	58	62	**67**
2013 Survey	**No regional analysis conducted**				**62**

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5. http://cms.sbcounty.gov/cao-vision/home.aspx

% Rating the County "Very Good" or "Fairly Good" Place to Live

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

Why was there a significant drop in the ratings of the county as a place to live? What factors caused the ratings to be as low as they are this year? This survey did not probe on respondents' reasons for their responses to this question, however a deeper analysis shows that there is a relationship between these ratings and ratings on the question regarding fear of crime. Specifically, among those who are very fearful of being the victim of a serious crime, only 9% rate the county as a very good place to live, and another 25% say it is fairly good. On the other end of the spectrum, 29% of those who are not at all fearful rated the county as a very good place to live, and another 43% rated it as fairly good. As will be discussed below, fear of crime in the county is up, thus one can conclude that one reason for the drop in county ratings is people's perceptions of a lack of safety.

Table 8. Relationship Between County Rating 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	**9**	10	18	**29**
	Fairly good	**25**	41	49	**43**
	Neither good nor bad	27	29	22	22
	Fairly bad	18	14	8	3
	Very bad	21	6	3	3
	TOTAL	100	100	100	100

* NOTE: Numbers in the table are column percentages

We hypothesized that another contributing factor towards the ratings of the county would be evaluations of the county's economy, and the data supported that hypothesis. 84% of those rating the county's economy as "excellent" or "good" also rated the county as a "very" or "fairly" good place to live. Those figures contrast with only 41% of those rating the county's economy as "poor" who said the county is a "very" or "fairly" good place to live.

Table 9. Relationship Between County Rating as a Place to Live and County's Economy

		How would you rate the economy in the county today?		
		Excellent or Good %	Fair %	Poor %
Rating of the County as a Place to Live	Very good	**35**	20	**10**
	Fairly good	**49**	51	**31**
	Neither good nor bad	12	24	29
	Fairly bad	2	4	18
	Very bad	1	1	12
	TOTAL %	100	100	100

To help determine specifically what respondents like or dislike about living in San Bernardino County, they were asked to indicate the one BEST and one MOST NEGATIVE thing about living in the county (Questions 4 and 5). Over the years San Bernardino County residents consistently named "general area/location/scenery" as the most positive aspect of living in the county (Table 10), followed by "climate/weather," "affordable housing," and "not crowded."

Table 10. Positive Factors Mentioned About the County

	2005 %	2006 %	2007 / 08 %	2008 / 09 %	2010 %	2011 %	2012 %	2013 %
Good area, location, scenery	29	33	34	36	37	33	36	**31**
Good Climate, weather	14	15	11	17	13	16	16	**13**
Affordable housing	10	11	11	5	9	8	8	**9**
Not crowded	8	8	8	8	7	7	7	**6**

When asked an open-ended question about the most ***negative*** factor about living in San Bernardino County, crime/gang activity was once again mentioned significantly more often than

any other factor on the minds of respondents (Table 11). Indeed, the number of people mentioning crime/gang activity as the predominant negative factor of the county has increased from 22% in 2011 to 27% in 2012 to 29% in this most recent survey. These figures have only been surpassed in two other surveys (2006 and 2008/09). It is unknown whether this perception is grounded in reality or merely a reflection of what residents in the county see on TV and read in the newspapers. But even if the perceptions are not based in reality, they still tend to have an impact on various aspects of every-day life in the county. For example, concerns over crime may affect entrepreneurs' willingness to open new businesses in the area, and concerned parents might move out of the area to provide a safer environment for their children.

Table 11. Negative Factors Mentioned About the County

	2005 %	2006 %	2007 / 08 %	2008 / 09 %	2010 %	2011 %	2012 %	2013 %
Crime, gang activity	24	33	24	31	26	22	27	**29**
Lack of job opportunities	3	1	3	5	7	8	7	**8**
Traffic	12	12	10	7	6	7	6	**5**
Smog, air pollution	10	8	9	9	8	6	5	**3**

"Lack of job opportunities" wasn't mentioned in significant numbers as the most negative factor of living in the county till 2008, and has been rated the number 2 "negative factor" the past three years. This is probably not surprising considering how hard the recession hit the area.

Since the inception of the San Bernardino County Survey, traffic has consistently been listed among the top three negative factors about living in the county. Ratings were 2% in 1997, and rose to a peak of 14% in 2004. Since then there has been a decline, down to 5% this year. Does this mean that traffic has actually improved? Not necessarily, especially given all of the freeway construction in San Bernardino County which, at the moment, is a cause of angst for many drivers. The decline may simply reflect respondents' increased concern about crime and jobs rather than traffic.

Finally, it is noteworthy that the number of residents who cited "smog" as a negative factor was down this year to 3% (virtually an all-time low). To place that figure in perspective, in 1997, 9% mentioned smog as the most negative thing about living in the county. The numbers rose to 15% in 2001 and then began to decrease. At times respondents' perceptions don't match objective reality, but that is not the case relative to the issue of air quality. Indeed, in the 1970's

when someone mentioned "Inland Empire," one of the first things people thought of was "smog," and that perception was warranted at the time. But over the past three decades, the air quality has dramatically improved as shown in the graph below (number of days the city exceeded the maximum state 1-hour and 8-hour average ozone concentration).[6] San Bernardino County residents appear to be noticing that improvement.

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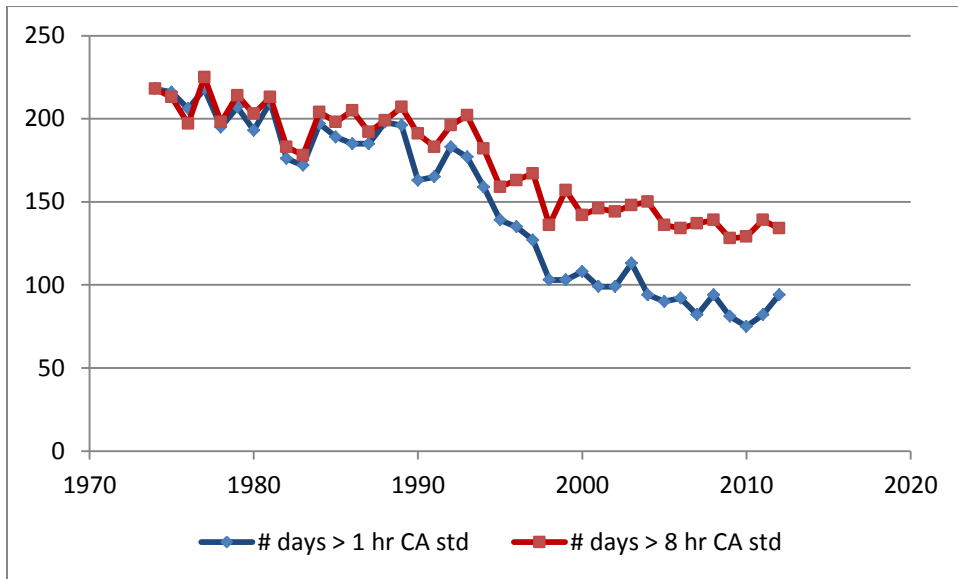
COMMUTING

OVERVIEW: Since 1997, most respondents have reported that their commute time is less than one hour. Median commute time has been steady declining since 2005. Most report that they work in San Bernardino County, with Los Angeles County being the next destination of choice.

For the fourth year in a row, approximately 6 out of 10 working respondents to the Inland Empire Annual Survey reported a round-trip commute time of less than one hour (Question 25). Table 12 also shows that the median commute time has declined slightly from 38.8 minutes to 37.0 minutes (the lowest figure since 2004).   Given the price of gas, this is good news!

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6. Source: Air Resources Board

**Table 12. % Total Round-Trip Commuting Times of Less Than 1 Hour
and Median Commute Time**

	East Valley %	West Valley %	Victor Valley %	Desert %	SB County %	Median Commute Time
1998 Survey	60	54	58	71	**58**	**38.2 min**
1999 Survey	67	56	59	72	**62**	**37.3 min**
2000 Survey	68	59	43	76	**61**	**37.1 min**
2001 Survey	68	57	58	72	**61**	**38.5 min**
2002 Survey	60		54	68	**60**	**36.6 min**
2003 Survey	67	61	56	76	**63**	**37.4 min**
2004 Survey	62	63	52	71	**62**	**36.0 min**
2005 Survey	63	56	52	69	**59**	**38.2 min**
2006 Survey	62	63	58	72	**62**	**38.4 min**
2007 / 08 Survey	63	61	50	70	**61**	**40.2 min**
2008 / 09 Survey	63	55	53	64	**58**	**40.0 min**
2010 Survey	66	56	59	74	**61**	**39.1 min**
2011 Survey	61	63	53	66	**61**	**39.7 min**
2012 Survey	67	58	58	59	**61**	**38.8 min**
2013 Survey	**No regional analysis conducted**				**60**	**37.0 min**

Of course, the reader could glean commuting information for the county from the U.S. Census. The 2010 Census provides a great deal of information regarding commuting characteristics of the population, data which can be relied upon for a year or two after the Census is conducted. As time goes on, however, the less one can depend on Census data (especially considering the rapidly changing environment in a growing county such as San Bernardino). The American Community Survey provides estimates updating the Census, but not in as timely a fashion (and in as much detail) as the Inland Empire Annual Survey. For example, the most current data available from the American Community Survey is for 2011, whereas the information from this Inland Empire Annual Survey reflects 2013 figures.

At this point in time (three years after the U.S. Census was conducted), the commuting data from the Inland Empire Annual Survey is relatively comparable to the figures from the Census and American Community Survey. For example, the Annual Survey data show that 17.3% have round trip commutes of two or more hours. By way of comparison, the 2011 American Community Survey data shows that 15.4% of San Bernardino County residents have round-trip commutes of two or more hours. Further, the American Community Survey lists the *mean* round trip travel time as 60.8 minutes, whereas the 2013 Inland Empire Annual Survey data show 59.55 minutes.[7] As the decade progresses, the Inland Empire Annual Survey should

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7. The reader should note that the median is a better measure of commute time than the mean since the median is

be more and more useful to decision makers as the most accurate and current data available.

Most working residents (69%) report working within San Bernardino County, and another 1% work in several counties including San Bernardino.[8] Los Angeles County is the next most popular commuting destination, with 17% of respondents travelling there to work. Although no regional analyses were conducted this year, we suspect (based on admittedly small sample sizes within individual cities) that the outflow to Los Angeles County was primarily among those living in the West Valley (e.g. Chino Hills, Montclair, and Ontario).

Who are the people who need/want to leave the county to work? Those who commute to Los Angeles County include 17% educators, 2% engineers, 6% medical field workers, 10% managers, 4% law enforcement personnel, 6% accountants, and 4% consultants…all professional people. The profile for those who travel to Riverside County is similar. As we've argued in past years, one of the best ways to solve the problem of traffic congestion is to create enough economic growth in the area so that people don't have to commute to other areas for work. We still believe that this is imperative for the region, as do public agencies (such as SANBAG) who deal with transportation issues.

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

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

not skewed by a few excessively high commute times as is the mean.
8. Again, these figures are relatively consistent with the 2011 American Community Survey which indicated that 31.3% worked outside the county of residence.

EVALUATIONS OF SELECTED PRIVATE AND PUBLIC SERVICES

OVERVIEW: The library (which was added last year's survey) was rated the highest among all evaluated services. Ratings of police/sheriff remained relatively high, while street/road maintenance remains at the bottom of the list.

Since 1999, respondents have been asked to rate a variety of public and private services (Questions 14 to 20). The following table details the last 14 years of data regarding the percentage of respondents who indicate that the services are "excellent" or "good." Ratings of libraries (a category new on last year's survey) were the highest of all services, with 76% of respondents rating libraries as "excellent" or "good." As in previous years, respondents gave high ratings to police/sheriff (68%), shopping (59%), and parks/recreation (59%). The lowest ratings were given relative to street/road maintenance (30%), transportation (45%), entertainment (46%), and public schools (51%).

Some of the ratings of services have remained fairly consistent for the past several years (e.g. police/sheriff, shopping, parks and recreation, and street and road maintenance). It is encouraging that the perceptions of the public school system and transportation have improved.

Table 14. % 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		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	Data Not Available	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**

The lowest ratings have traditionally belonged to street and road maintenance, and there has been no sign of significant improvement over the past few years. 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 (consistent with budget realities, of course). 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 the cities doing the best maintaining streets and roads (based on at least 20 people rating) included:

CITY	% "Excellent or "Good"
Rancho Cucamonga	63.0
Chino Hills	56.1
Chino	50.0
Ontario	41.5
Fontana	37.5

Cities with the lowest ratings (based on at least 20 people rating) included:

CITY	% "Excellent or "Good"
Colton	23.8
Rialto	23.3
Upland	21.7
Victorville	21.1
Highland	19.0
Yucca Valley	16.7
Adelanto	16.2
San Bernardino	6.9

Again, given budgetary cutbacks and priorities, it is probably not surprising that these ratings are as low as they are. However the data show that the issue DOES require the attention of city leaders.

CONFIDENCE IN ELECTED OFFICIALS

OVERVIEW: Confidence in elected officials is up slightly (but not significantly).

Part of the County's vision statement is that "We envision a model community which is governed in an open and ethical manner." There are many committed elected officials at the County and City levels who are putting forth incredible energy trying to improve the quality of

life for residents throughout the county. Unfortunately, however, San Bernardino County has also seen its share of political corruption cases, attempted recalls of elected city leaders, and other "political theater" in recent years.

Most county residents have apparently focused more on the positive, effective county officials rather than those who have "fallen." Indeed, even in the face of a highly publicized bankruptcy in San Bernardino County's major city, 57% of county residents still report having either a "great deal" or "some" confidence in their city/community elected officials (Question 28). In fact, that figure is a slight increase (although within the margin of error) from last year's figure, and is significantly higher than the 2010 figure which served as the low point of the survey (right around the time period when the Colonies Crossroads case came to light and lead to the indictment of County Assessor Postmus and others).

Table 15. % Reporting a "Great Deal" or "Some" Confidence in Their Elected Officials

	East Valley %	West Valley %	Victor Valley %	Desert %	SB County %
1997 Survey	58	78	51	56	**63**
1998 Survey	55	69	57	54	**61**
1999 Survey	56	66	52	49	**59**
2000 Survey	60	71	58	52	**64**
2001 Survey	53	65	54	55	**59**
2002 Survey	69		51	52	**66**
2003 Survey	60	68	65	47	**63**
2004/05 Survey	Question was not asked on this year's survey				
2005 Survey	51	60	53	52	**55**
2006 Survey	50	61	58	58	**56**
2007/08 Survey	55	74	49	61	**63**
2008/09 Survey	62	73	51	55	**65**
2010 Survey	46	59	39	45	**51**
2011 Survey	54	68	50	45	**58**
2012 Survey	49	66	43	45	**55**
2013 Survey	**No regional analysis conducted**				**57**

One might have thought that the answers might differ by political party, or voter registration status, or years a person has lived in the area, or demographic variables (e.g. age, ethnicity, educational attainment, income)…but that is not the case. The only slight relationship we could find was between employment status and confidence, with the very small group of

unemployed individuals in the survey having less confidence in elected officials than people working full or part time.

FINAL NOTE

In this report we have presented San Bernardino region-specific findings from the 2013 Inland Empire Annual Survey. The reader is encouraged to review the full data displays (attached) for the complete listing of survey results. This report will be added to previous Annual Surveys on our website (http://iar.csusb.edu) for those who wish to engage in more detailed comparative analysis with previous years' reports.

For questions about the Inland Empire Annual Survey (or additional analysis tailored to a particular organization or agency), please contact the principal author: Dr. Barbara Sirotnik (909-537-5729).

Appendix I

Questionnaire

2013 INLAND EMPIRE ANNUAL SURVEY

SHELLO   Hello, I am calling from the Institute of Applied Research at Cal State San Bernardino. We're conducting a scientific study of public opinion on a variety of issues in San Bernardino County and we need the input of an adult member in the household. Have I reached [READ PHONE # FROM SCREEN]?

     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?

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

SHEAD   Are you that person?
     1.   Yes   [SKIP TO INTRO]
     2.   No   [CONTINUE]
     8.   DON'T KNOW/NO RESPONSE
     9.   REFUSED

SHEAD2   Is an adult member of the household home?
     1.   Yes   [SKIP TO INTRO]
     2.   No   [CONTINUE]
     8.   DON'T KNOW/NO RESPONSE
     9.   REFUSED

CALLBK   Is there a better time I could call back to reach an adult member of the household?
     1.   Yes [SKIP TO APPT]
     2.   No [ENDQUEST]

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   [CONTINUE]

2. No   [SKIP TO APPT]

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

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

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

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

        [INTERVIEWERS: PRESS ANY KEY TO CONTINUE]

COUNTY   I would like to verify that you live in San Bernardino County?
       1.   YES   [SKIP TO B1B]
       2.   NO

QSORRY2   I'm sorry, but we are only surveying people from Riverside or San Bernardino
        county at this time. Thank you for your cooperation.

B1b.   What city do you live in?

1. ADELANTO	19. LAKE ARROWHEAD	37. TWIN PEAKS
2. APPLE VALLEY	20. LANDERS	38. UPLAND
3. BARSTOW	21. LOMA LINDA	39. VICTORVILLE
4. BIG BEAR	22. LUCERNE VALLEY	40. WRIGHTWOOD
5. BIG RIVER	23. LYTLE CREEK	41. YERMO
6. BLOOMINGTON	24. MENTONE	42. YUCAIPA
7. CEDAR GLEN	25. MONTCLAIR	43. YUCCA VALLEY
8. CHINO	26. MORONGO VALLEY	98. DON'T KNOW
9. CHINO HILLS	27. NEEDLES	99. REFUSED
10. COLTON	28. ONTARIO	
11. CRESTLINE	29. PHELAN	
12. EARP	30. RANCHO CUCAMONGA	
13. FONTANA	31. REDLANDS	
14. GRAND TERRACE	32. RIALTO	
15. HESPERIA	33. RUNNING SPRINGS	
16. HIGHLAND	34. SAN BERNARDINO	
17. HINCKLEY	35. TRONA	
18. JOSHUA TREE	36. TWENTYNINE PALMS/ AMBOY	

B2.   What is your zip code?

[INTERVIEWER: REPEAT THE ZIP CODE BACK TO THEM]
        ZIP CODE: _____
        99998. DON'T KNOW
        99999. REFUSED

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

ROTATE THE FOLLOWING TWO QUESTIONS (B4 and B5)
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 today? 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

TRANS Now, I'd like to ask you some questions about voting.

B10. Are you currently registered to vote?
1. YES

2. NO
8. DON'T KNOW   [SKIPTO TRANLSER]
9. REFUSED   [SKIPTO TRANLSER]

B11. Which of the following best describes your political party affiliation? …
1. Democrat
2. Republican, or
3. Independent
4. NONE
8. DON'T KNOW
9. REFUSED TO ANSWER
IF (B10 = 2) SKIPTO TRANLSER

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

TRANLSER   Now, I'd like to ask you how you 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.
(ROTATE B14 – B20A)
     B14.   Police/Sheriff
     B15.   Parks and Recreation
     B16.   Maintenance of local streets and roads
     B17.   Public schools
     B18.   Shopping
     B19.   Transportation
     B20.   Entertainment
     B20a.   Library

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

TRANSE   Now I have some questions about your employment status.

B22.   Which of the following best describes your employment status? Are you…
**[INTERVIEWER: IF THEY SAY WORK *AND* STUDENT, RECORD AS WORK; IF
THEY SAY RETIRED *AND* DISABLED, RECORD AS RETIRED]**
   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. DON'T KNOW
   9. REFUSED
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?
        [INTERVIEWER: CODE # MINUTES]
        777.   DOESN'T APPLY; DON'T WORK OUTSIDE HOME   **[SKIPTO B27]**
        888.   DON'T KNOW   **[SKIPTO B27]**
        999.   REFUSED   **[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]**
        Total 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 TO VARIOUS COUNTIES (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

OMNITRANS QUESTIONS – ASKED ONLY IN OMNITRANS SERVICE AREA

OMNI1   What is the name of your local bus service provider?
    [INTERVIEWER: DON'T READ]
    1.   OMNITRANS (OR OMNI)   **[SKIPTO OMNI3]**
    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

OMNI2   Have you heard of Omnitrans?
    1.   YES
    2.   NO   **[SKIPTO OMNI5]**
    8.   DON'T KNOW   **[SKIPTO OMNI5]**
    9.   REFUSED   **[SKIPTO OMNI5]**

OMNI3   On a scale of 1 to 7 with 1 meaning very poor and 7 meaning   excellent, how
would you rate your overall perception of Omnitrans, even if you have never used it personally?
    1.   VERY POOR
    2.
    3.
    4.
    5.
    6.
    7.   EXCELLENT
    8.   DON'T KNOW
    9.   REFUSED

OMNI4   Over the past 6 months, 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

OMNI5   Which statement best describes your feelings about becoming a bus rider?
1. Would not ride under any circumstance
2. Would ride if had no other transportation
3. Might consider riding in the future
4. I AM ALREADY A BUS RIDER
8. DON'T KNOW
9. REFUSED

MWA QUESTIONS – 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 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 TO ANSWER

MOJ3 Next I have a few questions which will help prioritize different strategies for managing water supplies in the region. I'd like you to rank each one on a scale from 1 to 5, with 1 being "very important" and 5 being unimportant. First, how important is purchasing and importing additional water supplies?
1. VERY IMPORTANT
2.
3.
4.
5. UNIMPORTANT
8. DON'T KNOW
9. REFUSED

MOJ4 How important is constructing new pipelines and pump stations to help transport water?
      1.   VERY IMPORTANT
      2.
      3.
      4.
      5.   UNIMPORTANT
      8.   DON'T KNOW
      9.   REFUSED

MOJ5 How important is increasing conservation?
      1.   VERY IMPORTANT
      2.
      3.
      4.
      5.   UNIMPORTANT
      8.   DON'T KNOW
      9.   REFUSED

MOJ6 And finally, how important is banking surplus water in the ground for use in drier years?
      1.   VERY IMPORTANT
      2.
      3.
      4.
      5.   UNIMPORTANT
      8.   DON'T KNOW
      9.   REFUSED

MOJ7 Have you personally made a change in your water use habits in the past year in order to conserve?
      1.   YES
      2.   NO
      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? [OPEN ENDED QUESTION]

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.

MOJ9 Thank you. If you have any other thoughts about programs that should be included in the plan, you can e-mail Mojave Water District to let them know.
[www.mojavewater.org just in case they ask]

TRANSCSUSB: Now switching topics, I have some questions about a college education.

CSUSB1: For the next two questions, I'd like you to tell me if you strongly agree, agree, disagree, or strongly disagree.

 First: You can get a better job if you get a college degree.
   1.   STRONGLY AGREE
   2.   AGREE
   3.   DISAGREE
   4.   STRONGLY DISAGREE
   8.   DON'T KNOW
   9.   REFUSED

CSUSB2: Next, a person is more likely to be successful in the workplace if he or she has a college degree.
   1.   STRONGLY AGREE
   2.   AGREE
   3.   DISAGREE
   4.   STRONGLY DISAGREE
   8.   DON'T KNOW
   9.   REFUSED

CSUSB3: Now I'm going to read you a list of universities in the Inland Empire. Which one do you think has the best reputation? Is it…
   1.   University of California, Riverside
   2.   California State University San Bernardino
   3.   University of Phoenix
   4.   University of La Verne
   5.   University of Redlands, or
   6.   Cal Poly Pomona
   7.   OTHER (Specify)_____
   8.   DON'T KNOW
   9.   REFUSED
   10. DON'T KNOW ANYTHING ABOUT ANY SCHOOLS **[SKIPTO CSUSB9]**

CSUSB4: And of those universities, which do you think gives students the best value for their investment?
   1.   University of California, Riverside
   2.   California State University San Bernardino
   3.   University of Phoenix
   4.   University of La Verne
   5.   University of Redlands, or
   6.   Cal Poly Pomona
   7.   OTHER (Specify)_____
   8.   DON'T KNOW

9.   REFUSED

10.   DON'T KNOW ANYTHING ABOUT ANY SCHOOLS **[SKIPTO CSUSB9]**

CSUSB5:   Are you familiar with Cal State San Bernardino's educational programs?
1.   YES
2.   SOMEWHAT
3.   NO   **[SKIP TO CSUSB7]**
8.   NOT SURE   **[SKIP TO CSUSB7]**
9.   REFUSED   **[SKIP TO CSUSB7]**

CSUSB6:   What is the source of your information about CSUSB? **[CHECK ALL THAT APPLY]**
- RESPONDENT ATTENDED
- FAMILY, FRIENDS, CO-WORKERS ATTENDED
- NEWSPAPER/TV/RADIO EXPOSURE
- WORD OF MOUTH
- ATTENDED EVENT ON CAMPUS
- CAMPUS WEB SITE
- OTHER (Specify)_____
- DON'T KNOW
- REFUSED

CSUSB7:   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
8.   DON'T KNOW   **[SKIP TO CSUSB9]**
9.   REFUSED   **[SKIP TO CSUSB9]**

CSUSB8:   How has your rating of the university changed over the years? Is it better, worse, or about the same?
1.   BETTER
2.   WORSE
3.   ABOUT THE SAME
4.   DIDN'T KNOW ABOUT CSUSB YEARS AGO – NO BASIS FOR COMPARISON
8.   DON'T KNOW
9.   REFUSED

CSUSB9:   How likely is it that you, a friend, or a family member will take university-level courses sometime in the next 5 years? Very likely, somewhat likely, or not at all likely?
1.   VERY LIKELY
2.   SOMEWHAT LIKELY

3. NOT AT ALL LIKELY   **[SKIP TO CSUSB11]**
8. DON'T KNOW   **[SKIP TO CSUSB11]**
9. REFUSED   **[SKIP TO CSUSB11]**

CSUSB10:   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
8. DON'T KNOW
9. REFUSED

CSUSB11:   Have you ever been to Cal State for a sporting event, theater production, festival, or some other event?
1. YES
2. NO
8. NOT SURE
9. REFUSED

CSUSB12:   What would be the best way of informing you about the many cultural and sporting events happening on campus? [CHECK ALL THAT APPLY]
- DIRECT MAIL
- EMAIL
- NEWSPAPER
- RADIO
- INTERNET
- WEBSITE
- FACEBOOK
- TWITTER
- OTHER (Specify)_____
- NOT INTERESTED
- DON'T KNOW
- REFUSED

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

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

OWNRENT: Do you rent or own your current residence?
1. RENT OR LEASE
2. OWN
3. LIVE WITH FAMILY MEMBER (LIKE PARENTS OR KIDS)
4. LIVE IN STUDENT HOUSING
5. LIVE WITHOUT PAYING RENT

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
8. DON'T KNOW
9. REFUSED

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

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

D4. How would you describe your race or ethnicity? **SELECT ALL THAT APPLY**
1. ASIAN (SPECIFY)
2. BLACK OR AFRICAN AMERICAN
3. CAUCASIAN OR WHITE
4. HISPANIC
5. OTHER (SPECIFY)
8. DON'T KNOW
9. REFUSED

D5. How many cars do you have for your household?
DON'T KNOW [ENTER 998]
REFUSED [ENTER 999]

D6.	What is your age?
	IF THEY GIVE A YEAR (LIKE 1997) THEN CLICK CONTROL "N" AND TYPE IN
	THE YEAR
	DON'T KNOW [ENTER 998]
	REFUSED [ENTER 999]

D7.	How long have you lived in San Bernardino County? (In years-- ROUND UP)
	IF THEY GIVE A YEAR (LIKE 1997) THEN CLICK CONTROL "N" AND TYPE IN
	THE 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 2012? 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	**[SKIPTO LASTQST]**
	8.	DON'T KNOW/NOT SURE AT THIS TIME	**[SKIPTO LASTQST]**
	9.	REFUSED	**[SKIPTO LASTQST]**

CSUSB15:	Would you like CSUSB to send information to you by email or mail?
If by mail who should we address it to and the address please.
**[INTERVIEWER: IF YES, ASK FOR THEIR E-MAIL ADDRESS OR MAILING
ADDRESS, DEPENDING ON PREFERENCE]**

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

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

INTERVIEWER QUESTIONS

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

NAME   Interviewer name?

Appendix II

Data Display

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

	Count	Col %
Very Good	210	19.8%
Fairly Good	455	42.7%
Neither Good nor Bad	250	23.5%
Fairly Bad	91	8.5%
Very Bad	59	5.5%
Total	1065	100.0%

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

	Count	Col %
Good area, Location, Scenery	302	31.5%
Affordable housing	91	9.5%
Good climate, Weather	122	12.8%
Not crowded	61	6.3%
Good schools/ Universities	43	4.5%
Less crime/ Feel safe	31	3.2%
Job availability	10	1.1%
Friendly people	40	4.2%
Family and friends live here	43	4.5%
Close to work	15	1.6%
Other (Specify)	43	4.5%
Nothing	33	3.5%
Everything	6	.7%
Shopping	5	.6%
Lower Taxes	18	1.8%
Quiet/peaceful place	17	1.7%
Diversity	6	.6%
Cost of living	7	.8%
Rural area, open space	7	.8%
Good place to raise children	2	.2%
Centrally located, recreation and entertainment	5	.5%
Less traffic	5	.5%
Clean area, clean air	7	.7%
It is not LA	0	.1%
Family orientated	3	.3%
Proximity, close to everything	10	1.1%
Good sheriff and police	6	.6%
Largest county in the area	1	.1%
Born here, it is my home, i like my city	12	1.3%
Roads, good road services, streets	6	.6%
Total	959	100.0%

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

	Count	Col %
Smog, Air pollution	32	3.3%
Traffic, commuting issues, distance	52	5.4%
Poor public transportation	4	.4%
Drugs	18	1.9%
Crime/ Gang activity	277	28.8%
Bad location	22	2.3%
Lack of entertainment	8	.9%
Overpopulated	22	2.3%
Bad school system	5	.6%
Cost of living	27	2.8%
Lack of job opportunity	76	7.9%
Weather, Fires, Floods	53	5.5%
Other (Specify)	38	3.9%
Nothing	93	9.6%
Everything	5	.5%
Lack of police, police service, sheriffs	6	.7%
Lack of Shopping	4	.4%
Politicians, politics, elected officials	23	2.4%
Homelessness	7	.8%
Corruption	13	1.3%
Dirty, trash, yards not kept up	8	.8%
Immigration Issues	13	1.3%
Taxes to many and to high	19	1.9%
Police, sheriffs, tax agency	12	1.2%
City of San Bernardino, bankruptcy	12	1.2%
Lack of resources to aide and help	14	1.4%
Lack of medical services, response times, facilities	9	.9%
Lack of road and street repairs, poor conditions	17	1.8%
Handling of funding and the budget	9	.9%
The law not being followed, or issues with the laws	8	.9%
Economy	11	1.2%
Too big, the county is to big	3	.3%
Poor county, poorest county, low income, poverty	10	1.0%
It is California, and California laws and regulations	4	.4%
Bad class of people	9	.9%
Lack of affordable housing	2	.2%
Animals (stray and neighbors animals)	3	.3%
Decrepit Area	6	.6%
Dealing with city and county officials, not getting a response	1	.1%
Graffiti	2	.2%
Lack of recreation	5	.5%
Total	962	100.0%

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

	Count	Col %
Better off	196	18.4%
Same	587	55.2%
Worse off	281	26.4%
Total	1064	100.0%

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

	Count	Col %
Better off	385	38.4%
Same	468	46.6%
Worse off	151	15.1%
Total	1004	100.0%

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

	Count	Col %
Excellent	5	.5%
Good	158	15.1%
Fair	460	44.1%
Poor	420	40.3%
Total	1043	100.0%

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

	Count	Col %
Very fearful	105	9.9%
Somewhat fearful	314	29.4%
Not too fearful	356	33.3%
Not at all fearful	293	27.4%
Total	1069	100.0%

Question 10: Are you currently registered to vote?

	Count	Col %
Yes	874	81.7%
No	196	18.3%
Total	1070	100.0%

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

	Count	Col %
Democrat	388	38.8%
Republican	283	28.3%
Independent, or	165	16.5%
Some other party	47	4.7%
None	118	11.8%
Total	1001	100.0%

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

	Count	Col %
In all elections	590	67.7%
Only in some	242	27.8%
Hardly ever	26	3.0%
Never	13	1.4%
Total	871	100.0%

Question 14: How would you rate POLICE/SHERIFF services?

	Count	Col %
Excellent	168	16.4%
Good	532	51.8%
Fair	239	23.2%
Poor	89	8.6%
Total	1027	100.0%

B15: How would you rate PARKS AND RECREATION services?

	Count	Col %
Excellent	128	13.0%
Good	454	46.1%
Fair	277	28.1%
Poor	126	12.8%
Total	986	100.0%

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

	Count	Col %
Excellent	67	6.3%
Good	256	24.1%
Fair	384	36.2%
Poor	354	33.4%
Total	1061	100.0%

Question 17: How would you rate PUBLIC SCHOOLS?

	Count	Col %
Excellent	74	8.0%
Good	402	43.2%
Fair	279	30.0%
Poor	175	18.8%
Total	930	100.0%

Question 18: How would you rate SHOPPING?

	Count	Col %
Excellent	128	12.2%
Good	492	46.9%
Fair	299	28.4%
Poor	131	12.5%
Total	1051	100.0%

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

	Count	Col %
Excellent	52	6.1%
Good	335	39.3%
Fair	290	34.1%
Poor	175	20.5%
Total	853	100.0%

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

	Count	Col %
Excellent	77	7.9%
Good	373	38.4%
Fair	311	32.0%
Poor	211	21.7%
Total	972	100.0%

**Question 20a: How would you rate
LIBRARY?**

	Count	Col %
Excellent	220	24.1%
Good	474	51.9%
Fair	163	17.9%
Poor	56	6.2%
Total	912	100.0%

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

	Count	Col %
Working full-time for pay	335	31.5%
Working less than 30 hours a week for pay	97	9.2%
Full-time Student	25	2.3%
Full-time homemaker, parent, or caregiver	121	11.3%
Unemployed and looking for work	57	5.4%
Retired, or	341	32.1%
Disabled and not able to work	88	8.2%
Welfare	0	.0%
Total	1065	100.0%

Question24: IF CURRENTLY EMPLOYED: What is your occupation?

	Count	Col %
Educator/School District	55	13.5%
Transportation/Driver	10	2.4%
Engineer	11	2.8%
Medical/Doctor/Nurse	26	6.5%
Construction Industry	5	1.2%
Management	34	8.4%
Law Enforcement	15	3.7%
Self Employed	12	2.9%
Retail/Clerk	9	2.3%
Social Work/Social Services	4	.9%
Administrative Assistant/Office Worker	12	3.0%
Therapist	2	.6%
Care Provider/Child & Adult	13	3.3%
Military	1	.2%
Electrician	4	.9%
Food & Beverage Industry	8	2.0%
Real Estate Agency	5	1.2%
Sales	8	2.0%
Mechanic	5	1.3%
Accounting	15	3.6%
Eligibility Worker	3	.8%
Housekeeper/maid	6	1.4%
Laborer	12	2.9%
Railroad	2	.5%
Banking	3	.7%
Ministry Worker/Minister	4	1.1%
Post Office Worker	0	.1%
Consultant	4	1.1%
Other	49	12.0%
Customer Service Rep	5	1.3%
Fire Fighter	0	.1%
Attorney	5	1.3%
Computer Industry, tec, etc.	10	2.5%
Dentistry	5	1.1%
Safety officer / Security	2	.5%
Warehouse / Forklifter	10	2.4%
Hair stylist	1	.3%
Custodian	1	.2%
Insurance industry	4	1.0%
Supervisor	10	2.4%
Librarian, work in library	8	1.9%
Dispatcher	2	.5%
Refused	5	1.1%
Total	404	100.0%

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

	Count	Col %
Less than 1 hour	234	60.1%
1 - < 2 hours	88	22.6%
2 - < 3 hours	42	10.7%
3 - < 4 hours	13	3.3%
4 or more hours	13	3.3%
Total	389	100.0%

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

	Count	Col %
60 miles or less	282	78.5%
61 - 120 miles	62	17.2%
121 - 180 miles	9	2.4%
181 - 240 miles	6	1.6%
more than 240 miles	1	.3%
Total	359	100.0%

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

	Count	Col %
Riverside County	26	6.3%
San Bernardino County	286	68.5%
Orange County	16	3.7%
Los Angeles County	72	17.2%
San Diego County	1	.3%
Varies many counties	16	3.8%
Clark County	0	.1%
Total	417	100.0%

**Question 28: How much confidence do you have
that the elected officials in your city or community
will adopt policies that will benefit the general
community?**

	Count	Col %
A great deal of confidence	101	10.0%
Some confidence	469	46.8%
Not much confidence	263	26.2%
No confidence	170	17.0%
Total	1003	100.0%

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

	Count	Col %
Rent	291	27.4%
Own	730	68.9%
Live with family member (like parents or kids)	33	3.1%
Living in a retirement home	3	.3%
Living with friend help with bills	2	.2%
Total	1060	100.0%

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

	Count	Col %
Some High School or less	147	13.9%
High School Graduate	204	19.3%
Some College	326	30.9%
College Graduate (Bachelor's Degree)	207	19.6%
Some Graduate work	48	4.6%
Post-Graduate Degree	123	11.6%
Total	1054	100.0%

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

	Count	Col %
Single, never married	141	13.3%
Married	602	56.7%
Divorced	122	11.5%
Widowed	129	12.1%
Separated, or	16	1.5%
Single, living with partner	52	4.9%
Total	1062	100.0%

Demographic 2b: How many children ages 18 or younger do you have living at home?

	Count	Col %
0	630	59.5%
1	148	14.0%
2	159	15.1%
3	75	7.1%
4	32	3.0%
5	8	.7%
6	4	.4%
7	1	.1%
8	0	.0%
Total	1058	100.0%

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

	Count	Col %
Yes	355	33.8%
No	696	66.2%
Total	1052	100.0%

D4: How would you describe your race or ethnicity?

	# Mentions	Col Response %
Asian	29	2.9%
Black or African American	95	9.4%
Caucasian or White	544	54.0%
Hispanic	340	33.7%
Other (Specify)	41	4.1%
Total respondents answering	1008	104.1%

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

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

	Count	Col %
0	67	6.4%
1	294	28.0%
2	367	34.9%
3	218	20.7%
4	66	6.3%
5	26	2.5%
6 or more	13	1.3%
Total	1051	100.0%

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

	Count	Col %
18 - 24 years old	51	5.0%
25 - 34	100	9.8%
35 - 44	137	13.4%
45 - 54	190	18.6%
55 - 64	234	22.9%
65 - 74	190	18.6%
75 or older	121	11.8%
Total	1023	100.0%

Descriptive statistics for respondent's age

	Mean	Median	Mode	Minimum	Maximum
What was your age at your last birthday?	54.9	56.0	60	18	997

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

	Count	Col %
10 years or less	269	25.5%
11- 20 years	229	21.7%
21 - 30 years	191	18.1%
31 - 40 years	123	11.6%
More than 40 years	242	23.0%
Total	1053	100.0%

Demographic 8: Which of the following categories best describes your total household or family income before taxes, from all sources, for 2010?

	Count	Col %
Less than $25,000	208	24.5%
$25,000 to less than $35,000	111	13.1%
$35,000 to less than $50,000	135	15.9%
$50,000 to less than $65,000	82	9.6%
$65,000 to less than $80,000	85	10.0%
$80,000 to $110,000	103	12.1%
Over $110,000	126	14.8%
Total	848	100.0%

Gender (not asked -- recorded by interviewer)

	Count	Col %
Male	392	36.5%
Female	678	63.2%
Couldn't Tell	3	.3%
Total	1074	100.0%