

# 2005 San Bernardino County Annual Survey



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**THE 2005 SAN BERNARDINO COUNTY ANNUAL  
SURVEY**

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

**SPONSORS:**

**San Bernardino Associated Governments**

**BENEFACTORS:**

**City of Victorville  
City of San Bernardino  
Omnitrans**

**AFFILIATES:**

**College of Business and Public Administration, CSUSB  
EDA**

## INTRODUCTION

The Institute of Applied Research (IAR) is pleased to present the results of its **2005 San Bernardino County Annual Survey**. The purpose of the survey is to provide policy-related research that bears on issues important to San Bernardino County. The San Bernardino County 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, health care, education, transportation);
- ◆ **describing the public's current views as well as changes over time** in public 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, the greatest problems and issues (e.g., crime, pollution, immigration) facing San Bernardino County, commuting, traffic congestion, and promotion of economic development;
- ◆ **providing a regional focus** for the on-going discussion of key local/regional issues; and
- ◆ **disseminating a coherent picture of San Bernardino County residents' views, beliefs, and demographic characteristics** to key decision makers within and outside the county, thus enabling comparisons to other counties.

The San Bernardino Annual Survey also includes (on a space available basis), some *proprietary items* designed to meet specific information needs of some sponsors within San Bernardino County.

In previous years IAR, in conjunction with IERC, produced the *Inland Empire* Annual Survey, a survey of Riverside and San Bernardino County residents. For the past four years, however, the survey has been limited to San Bernardino County and does not address public perceptions outside of the county.

## THE QUESTIONNAIRE

Questionnaire items were selected on the following basis: Several questions were incorporated from previous annual surveys of Riverside and San Bernardino counties which were designed to track changes over time in the 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 were 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 county with other counties in the state and nation. A number of sponsors also submitted questions for their proprietary use. Finally, the researchers, in consultation with sponsors, also 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 (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

As indicated earlier, this year's survey focused exclusively on residents within San Bernardino County. As part of this effort, SANBAG was also interested in region-specific differences within the county. Specifically, four regions of interest were defined: **East Valley**, **West Valley**, **Victor Valley**, and **Desert**. To ensure an acceptable level of accuracy of findings within each of the San Bernardino County regions (East Valley, West Valley, Desert, and Victor Valley), a sample size of at least 200 respondents per region is required in order to yield a 95% level of confidence and an accuracy of +/- 7% per region. In this year's survey, a total of 1,626 San Bernardino County residents were interviewed (1,079 baseline + 547 residents oversampled by request of two of our sponsors). The actual number of respondents per survey question varies depending on whether the item is a baseline question or a proprietary question (and respondents' willingness to answer any particular question). In any event, the level of accuracy for the combined regions exceeds +/- 3% for all baseline questions which are the focus of this

countywide report.

Within each region, telephone survey respondents were randomly selected from a comprehensive sample frame consisting of all telephone working blocks which contain residential telephone numbers in the region. This is a standard random sampling approach for studies of this nature. 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 November 8 and December 13, 2005. In the following table the list of cities from which respondents come are grouped by the four San Bernardino County study areas.

**Communities and Cities Mentioned by Respondents,  
Broken Down By The Four Designated County Study Areas**

East Valley	West Valley	Victor Valley	Desert Region
Big Bear Bloomington Colton Cedar Glen Crestline Grand Terrace Highland Lake Arrowhead Loma Linda Lytle Creek Mentone Redlands Rialto Running Springs San Bernardino Twin Peaks Yucaipa	Chino Chino Hills Fontana Montclair Ontario Rancho Cucamonga Upland	Adelanto Apple Valley Hesperia Lucerne Valley Phelan Victorville Wrightwood	Barstow Earp Hinkley Joshua Tree Landers Morongo Valley Needles Trona Twenty-nine Palms Yucca Valley

## INTRODUCTION TO FINDINGS

Following are the major findings from this year's San Bernardino County Annual Survey. Findings are generally presented for San Bernardino County as a whole. In those few instances where there exist significant differences between the four regions, such dissimilarities will be noted and discussed in detail. In addition, this report now includes nine years of continuous data which provide an opportunity for trend analysis.

Finally, the tables in the data display and in the following sections of the report reflect a weighting scheme to correct for the over-sampling of certain geographic areas in the county. Throughout this report, therefore, when we refer to the number of respondents indicating a particular view (a number that is a weighted figure), the actual number of respondents may differ from the adjusted figure reported in the table. For a full data display of countywide (weighted) findings, see Appendix II. Regional breakdowns are shown in Appendix III.

## COMMUTING AND TRANSPORTATION ISSUES

***OVERVIEW:*** *Similar to previous reports, most respondents from each zone spend less than an hour commuting to and from work. However the 2005 data suggest that there may have been a significant overall decline in the percentage of people with short commutes (less than one hour, especially in the West Valley. We speculate that this decline may be due to a marked increase in population growth in the county fueled by relatively affordable housing which may have outstripped San Bernardino's job creation. 72% of employed respondents work within San Bernardino County, with LA County being the second most "popular" county destination of choice. Support for call boxes remains strong, although many county respondents would like a redistribution of those call boxes to remote areas.*

In last year's report, we noted that the pattern of regional differences in commuting times (Question 25) had changed little from previous years (Table 1), with the Desert region having the highest proportion of respondents with relatively short commute times (less than one hour) and Victor Valley having the lowest proportion. In this year's report, the basic regional pattern observed in the past has continued.

But this year's data shows two interesting changes. The first is that for county-wide respondents as a group, there has been a remarkable decrease in the number of people reporting a less than one hour commute (60%, down from 64% last year). The second change is that in West Valley there has been an 8% decrease (from 65% to 57%) in the percent of people reporting a relatively short commute (less than one hour). The change in this region is what accounts for most of the shift in countywide findings. Of course, these findings must be placed in perspective in that they reflect only one data point and therefore might not be indicative of a significant change in trend. However these changes are outside of the margin of error and therefore must be taken seriously as the possible beginning of a new trend. Next year's data will clarify this issue.

In any event, our statement in the 2004 / 05 report that there had been an overall trend of more people having short commutes, and our hypothesis that this might have been partially due to job creation taking place in the Inland Empire (especially in the Desert region), *may have been premature* based on this year's findings. Or perhaps our 2004 / 05 interpretation may have been correct for the time, but no longer holds true in light of San Bernardino County's relative affordable housing and the accompanying surge in population which may have exceeded the rate of job creation. If this is indeed correct, then **policy-makers who may have hoped that the current rate of economic development was sufficient to reduce some traffic woes, now must face the fact that only dramatic economic development in the Inland Empire will have the needed impact.**

**Table 1. % With Total Commuting Times of Less Than 1 Hour**

	<b>East Valley %</b>	<b>West Valley %</b>	<b>Victor Valley %</b>	<b>Desert %</b>	<b>San Bernardino County %</b>
1997 Survey	69	48	60	56	<b>58</b>
1998 Survey	60	54	58	71	<b>58</b>
1999 Survey	67	56	58	72	<b>62</b>
2000 Survey	68	59	43	76	<b>61</b>
2001 Survey	67	56	56	72	<b>60</b>
2002 Survey	61		55	69	<b>61</b>
2003 Survey	68	62	59	77	<b>65</b>
2004 / 05 Survey	64	65	55	72	<b>64</b>
2005 Survey	65	57	55	71	<b>60</b>

Although a large majority of respondents report commuting a total of less than one hour each day, a significant number of respondents commute for longer times. Indeed, many San Bernardino County respondents commute for two hours or more (13% of East Valley, 21% of West Valley, 21% of Victor Valley, and 9% of Desert respondents – see Appendix III). These long commuting times, of course, take a toll in terms of personal lifestyle, affecting family and social life, level of stress, and available time for leisure activities. In addition, there is obviously a financial cost involved, including costs for gas and auto maintenance.

The majority (72%) of those respondents who commute to work report that they travel to work within their own county (Question 27), with Los Angeles County being the number two destination (Table 2). This pattern has been noted in previous Annual Surveys and it continues this year.

**Table 2. County-Wide Respondents' Commuting Destinations, 1998-2005\***

<b>Work Destination County</b>	<b>1998 %</b>	<b>1999 %</b>	<b>2000 %</b>	<b>2001 %</b>	<b>2002 %</b>	<b>2003 %</b>	<b>2004 / 05 %</b>	<b>2005 %</b>
San Bernardino	73	73	70	69	67	69	71	72
Riverside	8	56	7	8	9	7	5	5
Orange	3	3	4	4	6	5	5	4
Los Angeles	14	15	15	16	16	16	16	17

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

The region-specific tables in the appendix show that the largest percentage of respondents commuting outside the county to work continue to be those residing in the West Valley (42%), which is considerably up from last years study which was listed at 37%. At the same time respondents least likely to travel outside the county to work are those that reside in the Victor Valley region (10%). As was the case last year, respondents traveling to Los Angeles County for work are much more likely to reside in the West Valley (29%) than in the other three regions combined (9% for East, 4% for Victor and 1% from the Desert region).

**Table 3. What County do you Work in?\***

	<b>East Valley %</b>	<b>West Valley %</b>	<b>Victor Valley %</b>	<b>Desert %</b>	<b>SB County %</b>
Riverside County	6	5	5	8	5
San Bernardino County	83	58	90	86	72
Orange County County	1	7	0	1	4
Los Angeles County	9	29	4	1	17

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

**Table 4. Percent of Residents Working Outside the County**

	<b>East Valley %</b>	<b>West Valley %</b>	<b>Victor Valley %</b>	<b>Desert %</b>	<b>SB County %</b>
Work in San Bernardino County	83	58	90	86	72
Work out side of County	17	42	10	14	28

Although there are only slight percentage variations in work destination over time for the county as a whole and for each region, the bottom line is that in light of dramatically increasing population within the county, more and more county residents are on the roads each day trying to get to work. This has obvious and worrisome policy implications in that unless there is a dramatic increase in residents willing to carpool or utilize the public transportation system, San Bernardino County residents will continue to face an increasingly clogged freeway system and a local street system stressed beyond its capacity.

In the 1998 and 2001 annual surveys, respondents were asked whether they had used a call box within the last two years. Very few had used them. We noted at that time that the finding was not surprising since call boxes are only to be used in emergency situations such as vehicle breakdowns or accident reports. This year the same question was again asked. As noted in Table 5 below, the rate of call box use has dropped when compared with previous years.

**Table 5. Have you used a call box within the last two years?**

	<b>1998 %</b>	<b>2001 %</b>	<b>2005 %</b>
Yes	18	17	9
No	82	83	91

Further, there has been a decline in the manner in which respondents view the importance of call boxes. Whereas in 1998, approximately 95% of respondents termed the availability of call boxes to be either “very important” or “somewhat important,” that figure declined to approximately 91% in this year’s survey. What this number suggests is that although county respondents continue to value the availability of call boxes, the importance has declined somewhat.

**Table 6. How important is it to have call boxes available to San Bernardino County motorists?**

	<b>1998</b> %	<b>2001</b> %	<b>2005</b> %
Very Important	85	87	65
Somewhat Important	10	10	26
Not Important	2	2	9
DON'T KNOW/REFUSED	3	1	0

Finally, respondents were asked the question: “What do you think the future of call boxes should be,” and were given several options from which to choose: (1) Increase the number of call boxes, (2) Reduce the number of call boxes by half, (3) Maintain call boxes only at a few critical locations in the county, (4) Keep the program the same, or (5) Reduce the number of call boxes in the more densely developed areas of San Bernardino Valley and increase the number of call boxes in the desert areas where travelers are more isolated. Table 7 below clearly indicates that the largest group of respondents (approximately half) thinks that call boxes should be redistributed into more remote areas – specifically the desert area. In addition, a significant number of respondents (approximately 1 in 4) want to keep the program the same as it is now.

**Table 7. San Bernardino County maintains 1,600 call boxes on its highways. Call box use is declining due to cell phones. Call box use is declining due to cell phones. What do you think the future of call boxes should be?**

	<b>Count</b>	<b>Col %</b>
Increase the number of call boxes	105	10
Reduce the number of call boxes by half	53	5
Maintain call boxes only at a few critical county locations	119	11
Keep the program the same	242	23
Reduce the number of call boxes in the more densely developed areas of San Bernardino Valley and increase the number of call boxes in the desert areas where travelers are more isolated	527	50
<b>TOTAL</b>	<b>1,046</b>	<b>100%</b>

In summary, very few people seemingly wish to “do away with” call boxes, even in this era of proliferation of cell phones. This probably reflects concerns that in certain geographical areas, cell phone reception is spotty at best, and call boxes are seen as a form of “insurance” – respondents hope they won’t need them, but want them available nonetheless.

## **RATINGS OF THE COUNTY**

**OVERVIEW:** *As in previous surveys, a substantial majority of San Bernardino County residents in each zone continue to rate their county as a good place to live. “General location” continues to be mentioned as the “best” thing about living in the county, while crime and smog continue to be mentioned as the predominant negatives.*

As has been the case since the inception of the Annual Survey in 1997, the majority of residents rate San Bernardino County as a "fairly good" or "very good" place to live (Question 3).

<b>Rating</b>	<b>East Valley %</b>	<b>West Valley %</b>	<b>Victor Valley %</b>	<b>Desert %</b>	<b>SB County %</b>
Very Good	18	27	21	24	<b>23</b>
Fairly Good	38	51	50	47	<b>46</b>
Neither Good Nor Bad	25	18	22	18	<b>21</b>
Fairly Bad	10	2	3	6	<b>5</b>
Very Bad	9	3	4	4	<b>5</b>

\* Percentages may not sum to 100% due to rounding.

Looking at the ratings over time: with exception of last year's survey, the West Valley region has consistently been ranked highest of all the regions as a place to live (see Table 9 below). Further, in all zones the ratings have waxed and waned a bit, but there has been relative stability over time in the ratings. As noted in last year's report, the Desert region may be an exception in that there has been an overall upward trend in ratings. Although this year's rating has dropped a bit, it still maintains the overall trend of improvement, perhaps due to outside factors (perhaps, more development, shopping, health of the area economy, etc...).

**Table 9. Trend -- Proportion of Respondents Indicating Their County Is A "Very Good" or "Fairly Good" Place to Live**

	<b>East Valley</b>	<b>West Valley</b>	<b>Victor Valley</b>	<b>Desert</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
1997 Survey	50	76	67	63
1998 Survey	58	76	66	69
1999 Survey	59	78	71	64
2000 Survey	55	77	73	63
2001 Survey	65	77	77	69
2002 Survey	73		75	68
2003 Survey	61	81	75	66
2004 / 2005 Survey	59	77	75	79
2005 Survey	56	77	71	72

To help place the above findings in perspective, respondents were asked to indicate the one BEST and one MOST NEGATIVE thing about living in the county (Questions 4 and 5). San Bernardino County residents continue to cite the general area/location/scenery as the most positive aspect of living in the county, although the percent of respondents mentioning this has declined over the last four years. Climate / weather and affordable housing are also mentioned by many respondents (Table 10).

**Table 10. Positive Factors Mentioned About the County**

	East Valley %	West Valley %	Victor Valley %	Desert %	2002 SB County %	2003 SB County %	2004 / 05 SB County %	2005 SB County %
Good area, location, scenery	31	28	23	27	<b>41</b>	<b>39</b>	<b>31</b>	<b>29</b>
Good Climate, weather	15	11	21	19	<b>9</b>	<b>15</b>	<b>16</b>	<b>14</b>
Affordable housing	8	13	11	7	<b>13</b>	<b>12</b>	<b>12</b>	<b>10</b>
Not crowded, rural	6	7	12	15	<b>10</b>	<b>9</b>	<b>8</b>	<b>8</b>

For the fourth year in a row, crime and gang activity has surpassed smog/air pollution as the most often mentioned negative factor, particularly in the East Valley and Victor Valley. Among the problems associated with the West Valley, crime, smog, and traffic related problems rank relatively high and seem to be about equally important. Although East Valley, West Valley and Victor Valley respondents noted crime/gang activity, smog/air pollution, and traffic as the most negative factors, Desert respondents differed. Desert region residents are less likely to rank crime and gang activity (8%), smog and air pollution (6%), and traffic (4%) as negative factors relative to the other regions. The Desert region residents are more likely to complain that there is a lack of entertainment (9%). In addition, a good number of respondents mentioned that they are currently living in a “bad location” (8%), an area with poor roads/streets/freeways (7%), and an area with a lack of services (6%).

**Table 11. Negative Factors Mentioned About the County**

	East Valley %	West Valley %	Victor Valley %	Desert %	2002 SB County %	2003 SB County %	2004 / 05 SB County %	2005 SB County %
Crime, gang activity	40	14	19	8	<b>19</b>	<b>20</b>	<b>22</b>	<b>24</b>
Smog, air pollution	11	12	4	6	<b>14</b>	<b>14</b>	<b>14</b>	<b>10</b>
Traffic	8	15	16	4	<b>11</b>	<b>10</b>	<b>14</b>	<b>12</b>

Last year’s report noted what appeared to be a large jump in people mentioning crime as a significant problem in the Victor Valley area (from 7% in 2003 to 20% in the 2004/ 05 survey). At that time we noted that this may have been an anomaly due to a highly salient criminal case which had made news in the Victor Valley area during the survey period. Unfortunately that explanation does not carry much weight for this year in which 19% of Victor Valley respondents mentioned crime/gang activity as a negative factor about living in the county. Victor Valley

residents' increasing concern with crime/gang activity is confirmed in the next section of this report in response to a specific question about crime.

One further note about the crime figures in Table 11 above: the figure for East Valley (40%) appears, initially, to be quite high, particularly in comparison to the other regions. Yet it is worth noting that the East Valley crime figures have, over time, been significantly higher than the comparable statistic in the other regions. Further, although this year's 40% figure is higher than the same figure in the two previous surveys (31% in the 2004/05 survey and 28% in the 2003 survey, it remains to be seen whether this is simply public perceptions driven by media reporting, or a true increase in crime in the county.

Finally, in the 1999 report, we had noted that smog/air pollution had dramatically disappeared as a highly salient negative thing about county life in the minds of respondents. In 2000 it returned as a pressing concern in two of the four zones (East and West Valley), and has remained relatively stable ever since.

**Table 12.**  
**% Mentioning Smog as a Negative Factor**

	East Valley %	West Valley %	Victor Valley %	Desert %
1997 Survey	14	19	5	2
1998 Survey	11	15	7	3
1999 Survey*	0	2	0	0
2000 Survey	16	15	3	1
2001 Survey	17	17	8	6
2002 Survey	16		7	7
2003 Survey	14	16	9	5
2004 / 05 Survey	15	17	6	3
2005 Survey	11	12	4	6

## **FEAR OF CRIME AND CRIME RELATED ISSUES**

**OVERVIEW:** *Fear among San Bernardino County residents of being the victim of a serious crime has remained stable for the last three years and is back to the levels from the 2000 report. The significant increase in the level of fear among Victor Valley residents which appeared last year continues.*

In 2001 we reported a dramatic decrease in the percentage of San Bernardino County residents who reported being “very” or “somewhat” fearful of being the victim of a serious

crime. Since that time fear of crime has increased back to the fear level reported in 2000. When the question was asked directly: “how fearful are you that you will be a victim of a serious crime, such as a violent or costly crime” (Question 9), 40% of county residents express that they are either “very fearful” or “somewhat fearful.”

**Table 13.**  
**% “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	<b>43</b>
1998 Survey	48	38	33	20	<b>40</b>
1999 Survey	38	36	37	23	<b>36</b>
2000 Survey	48	39	33	24	<b>41</b>
2001 Survey	35	32	25	21	<b>32</b>
2002 Survey	35		34	26	<b>35</b>
2003 Survey	44	38	29	29	<b>39</b>
2004 / 05 Survey	48	35	44	28	<b>41</b>
2005 Survey	45	38	40	22	<b>40</b>

Which regions’ respondents hold the most fear of crime? Historically East Valley respondents have expressed the most fear of being the victim of a serious crime whereas the Desert respondents reported the least fear. The 2005 data continues this pattern. Fear of crime has remained relatively stable over time with the exception of the Victor Valley region which now shows a (slightly) higher level of fear than West Valley. As noted in an earlier section of this report, there has been a sharp increase in the number of Victor Valley respondents over the past 2 years reporting perceptions that crime/gang activity is one of the main negative aspects about living in the county. It is therefore not surprising that these perceptions would also be reflected in an increased fear of being a victim of such a crime.

## ECONOMIC EVALUATIONS AND FUTURE PROSPECTS

*OVERVIEW: Perceptions of the county’s economy match last year’s figures, with an almost even split of residents indicating that the economy is either excellent/good or fair/poor.*

*Respondents rated their own personal financial well-being a bit better than it was a year ago.*

*The big news, however, is that they remain optimistic about their future financial well-being.*

Although there has been an ebb and flow in public evaluation about the state of the county’s economy, for the past two years nearly half of county respondents (46%) rate the economy as “excellent” or “good (Question 8). But of course this rating is matched by slightly over 50% rating the county’s economy as only “Fair” or “Poor.” Of course, ratings of the county do not exactly match respondents’ ratings of their *own* economic well-being, however this bimodal distribution does raise the possibility that the county is increasingly being perceived as being divided into economic “haves” and “have nots.” These findings have profound implications for San Bernardino County policy makers if, in fact, the perceptions correctly reflect reality.

When looking at regional differences, what stands out is that the West Valley respondents have consistently rated the economy higher than respondents in the other three regions. The increase in Desert ratings seen last year has held this year, as has the rating for East Valley. But those regions are still perceived to be in worse economic shape than West Valley.

**Table 14.**  
**% Rating the County's Economy as “Excellent” or “Good”**

	East Valley	West Valley	Victor Valley	Desert	SB County
1997 Survey	20%	46%	14%	24%	<b>28%</b>
1998 Survey	39%	56%	33%	39%	<b>45%</b>
1999 Survey	35%	62%	39%	39%	<b>47%</b>
2000 Survey	39%	51%	37%	37%	<b>44%</b>
2001 Survey	32%	46%	41%	27%	<b>39%</b>
2002 Survey	46%		27%	26%	<b>43%</b>
2003 Survey	26%	49%	46%	25%	<b>39%</b>
2004 / 05 Survey	37%	55%	43%	40%	<b>46%</b>
2005 Survey	38%	54%	43%	40%	<b>46%</b>

Another indicator of county economic well-being in this study is a question regarding perceptions of the respondent’s own *personal* economic well-being, perceptions which were not necessarily consistent with their ratings of the county economy. Responding to the question “In

comparison to a year ago, would you say that you and your family are better off, worse off, or the same” (Question 6) the percentage of respondents reporting being "better off" when compared with a year before is slightly better than the ratings last year (other than in West Valley in which the ratings increased sharply and are back in line with pre-2002 levels).

**Table 15.**  
**% 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	<b>34</b>
1998 Survey	44	52	38	35	<b>46</b>
1999 Survey	38	48	35	38	<b>42</b>
2000 Survey	38	44	42	40	<b>41</b>
2001 Survey	35	42	36	36	<b>38</b>
2002 Survey	30		24	32	<b>30</b>
2003 Survey	35	36	33	33	<b>35</b>
2004 / 05 Survey	35	33	35	32	<b>34</b>
2005 Survey	35	42	39	36	<b>39</b>

Further, when the respondents were asked to project their financial prospects to the future (“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”) respondents in each zone appeared to remain optimistic (Question 7). Indeed, the percentage expecting to be “better off” in terms of their family finances a year from now ranged from a high of 50% in the West Valley region to the low of 42% in the Desert. These findings are consistent with those in previous years, and suggest that there exists within the county a reservoir of economic optimism which in and of itself should be an important factor for ensuring future growth and development within San Bernardino County.

**Table 16.**  
**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 you are now?**

	East Valley %	West Valley %	Victor Valley %	Desert %	SB County %
Better off	48	50	45	42	48
Same	41	38	42	46	40
Worse off	7	6	9	7	7
DON'T KNOW	3	6	3	5	4
REFUSED	1	0	0	0	0

## EVALUATIONS OF SELECTED PRIVATE AND PUBLIC SERVICES

**OVERVIEW:** *Ratings of private and public services have not changed significantly over time in the county overall, with high marks continuing to be given to police/sheriff services, shopping, and parks/recreation services. On the other end of the continuum, street/road maintenance and transportation continue to be problem areas.*

Each year the Annual Survey includes questions regarding respondents' evaluations of local services from both the private and public sectors. Over time, there has been remarkable stability in rankings. The following table details the percentage of respondents who indicate that the services are "excellent" or "good" (Questions 14 to 20).

**Table 17.**  
**Trends in "Excellent" or "Good" Ratings of Services**

SERVICE	1997 %	1998 %	1999 %	2000 %	2001 %	2002 %	2003 %	2004 / 2005 %	<b>2005 %</b>
Shopping	N/A	65	68	63	68	70	66	66	<b>65</b>
Police/Sheriff	66	65	70	64	66	71	69	63	<b>61</b>
Parks/Recreation	56	56	60	58	58	58	56	55	<b>56</b>
Entertainment	N/A	50	49	43	46	49	49	46	<b>44</b>
Public Schools	47	51	46	41	45	51	46	37	<b>43</b>
Transportation	N/A	N/A	N/A	36	42	40	38	36	<b>37</b>
Streets/Roads	26	35	38	33	34	39	35	25	<b>28</b>

\* The percent of respondents indicating "Don't know" was especially high for ratings of public schools (13%) and local transportation (16%), thus the low ratings for these services must be placed in that context.

In previous years, county respondents have given the highest ranking to shopping and police/sheriff services. This year is no exception, however it must be noted that there appears to have been an erosion over time in the rankings of police/sheriff services. Indeed, the ratings remain high, however this year's rating of 61% "excellent" or "good" is the lowest it has been since the inception of the survey in 1997. The upkeep of streets and roads has always received the lowest ratings, and continues to do so this year. It is disheartening that the ratings remain exceptionally low and have dropped over the past two years to a level that only about one in four respondents now rate the service as excellent or good.

Table 18 below shows the regional breakdowns of ratings in services. In that table, it becomes clear that for East and West Valley residents, shopping is ranked highest among all of the services. However, as with the case in previous years, evaluation of police and sheriff also remains high. In the Victor Valley region police/sheriff ranked highest, followed closely by shopping. In the Desert, police/sheriff ranked highest, followed by parks and recreation.

**Table 18.**  
**% Rating Local Services as “Excellent” or “Good”**

	East Valley %	West Valley %	Victor Valley %	Desert %	SB County %
Shopping	60	77	52	36	<b>65</b>
Police/Sheriff	54	69	54	57	<b>61</b>
Parks/Recreation	46	68	47	52	<b>56</b>
Entertainment	39	55	30	27	<b>44</b>
Public Schools	37	51	38	41	<b>43</b>
Local Transportation	37	42	25	38	<b>37</b>
Street/Road Maintenance	21	38	17	24	<b>28</b>

## **CONFIDENCE IN ELECTED OFFICIALS**

**OVERVIEW:** *County respondents report the lowest level of confidence in elected city officials since the inception of the survey. Moreover, this decline in public confidence is reflected in three of four zones, with the Desert being the only exception (remaining stable at a relatively low level of confidence).*

Since 1997 the Annual Survey has included a question asking respondents “How much confidence do you have that the elected officials in your city will adopt policies that will benefit the general community” (Question 28). Since that time confidence has ranged from a high of 66% in 2002 to a previous low of 59% in 1999 and 2001. This year only 55% of respondents reported having a “great deal” of confidence or “some” confidence in their elected officials – a new low.

Further, the public’s enthusiasm for and confidence in their elected officials has dropped in three out of the four zones. In the past surveys, West Valley respondents expressed the highest level of confidence in their officials, and this continues to be the case in this year’s

survey with 60% expressing confidence. But it should be noted that this figure is still far below the 78% figure in 1997 and the 71% figure in 2000. Similarly, East Valley and Victor Valley figures are down significantly. Only the Desert seems to be showing relative stability over time in level of confidence, but this stability should not necessarily be taken as a positive statement since that stability manifested reflects only about half of Desert respondents (52%) registering a “great deal” or “some” confidence.

**Table 19.**  
**% 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	<b>63</b>
1998 Survey	55	69	57	54	<b>61</b>
1999 Survey	56	66	52	49	<b>59</b>
2000 Survey	60	71	58	52	<b>64</b>
2001 Survey	53	65	54	55	<b>59</b>
2002 Survey	69		51	52	<b>66</b>
2003 Survey	60	68	65	47	<b>63</b>
2004/05 Survey	Question was not asked on this year's survey				
2005 Survey	51	60	53	52	<b>55</b>

## FINAL NOTE

In this report we have presented countywide and region-specific findings from the 2005 San Bernardino County 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 web site (<http://iar.csusb.edu>) for those who wish to engage in more detailed comparative analysis with previous years' reports.

For questions about the San Bernardino County Annual Survey (or additional analysis tailored to a particular organization or agency), please contact the authors: Shel Bockman (909-537-5733), Barbara Sirotnik (909-537-5729), Jason Martinez (909-537-5796) or Christen Ruiz (909-537-5776).

# APPENDIX I

## Questionnaire

**SAN BERNARDINO ANNUAL SURVEY, 2005/6**

SHELLO Hello, I am calling from the Institute of Applied Research at Cal State San Bernardino.

SHEAD Are you the head of this household or his or her spouse?  
1. Yes [SKIP TO INTRO]  
2. No [CONTINUE]  
3. DON'T KNOW/NO RESPONSE  
4. REFUSED

SHEAD2 Is the head of the household or his or her spouse at home?  
1. Yes [SKIP TO INTRO]  
2. No [CONTINUE]  
3. DON'T KNOW/NO RESPONSE  
4. REFUSED

INTRO California State University San Bernardino is conducting a scientific study of public opinion on a variety of issues. Answers to this survey will be used by county officials to make policy decisions and your opinions are very important to represent your point of view in our study. This survey takes about 10 minutes to complete. Your identity and your responses will remain completely anonymous and 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 [SKIP TO BEGIN]  
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

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

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

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

COUNTY First, I'd like to verify that you currently live in San Bernardino County. Is that correct?

1. Yes
2. No [TERMINATE INTERVIEW]

B1. What city do you live in?

1. Code directly \_\_\_\_\_
2. DON'T KNOW
3. REFUSED

B2. What is your zip code?

1. Code directly \_\_\_\_\_
2. DON'T KNOW
3. 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
6. DON'T KNOW
7. 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
666. Other SPECIFY \_\_\_\_\_
777. NOTHING
888. DON'T KNOW
999. 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
- 666. Other SPECIFY \_\_\_\_\_
- 777. NOTHING
- 888. DON'T KNOW
- 999. REFUSED

- B6. In comparison to a year ago, would you say that you and your family are financially better off or worse off or the same?
- 1. Better off
  - 2. Same
  - 3. Worse off
  - 4. DON'T KNOW
  - 5. REFUSE
- B7. 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?
- 1. Better off
  - 2. Same
  - 3. Worse off
  - 4. DON'T KNOW
  - 5. REFUSE
- 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
  - 5. DON'T KNOW
  - 6. 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
  - 5. DON'T KNOW
  - 6. REFUSED

TRANS: I would now like to ask you some questions about voting.

- B10. Are you currently registered to vote?
1. Yes
  2. No
  3. DON'T KNOW
  4. REFUSED TO ANSWER
- B11. Which of the following best describes your political party affiliation: Democrat, Republican, Independent, or some other party?
1. Democrat
  2. Republican
  3. Independent
  4. Some other Party
  5. None
  6. DON'T KNOW
  7. REFUSED TO ANSWER
- B12. Would you say that you vote in all elections, only some, hardly ever or never?
1. In all elections
  2. Only in some
  3. Hardly ever
  4. Never
  5. DON'T KNOW
  6. REFUSED
- B13. Politically, do you consider yourself to be..... **INTERVIEWER: READ OPTIONS**
1. Very liberal
  2. Somewhat liberal
  3. Middle of the road
  4. Somewhat conservative
  5. Very conservative
  6. DON'T KNOW
  7. REFUSED

(TRANS) Now, I'd like to ask you how you rate some of the local public and private services you are supposed to receive. For each would you let me know if you believe the service is excellent, good, fair, or poor. **(ROTATE B14 – B20)**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>DON'T KNOW</u>	<u>REFUSE</u>
B14. Police/Sheriff	1	2	3	4	5	6
B15. Parks and Recreation	1	2	3	4	5	6
B16. The way streets and roads are kept up	1	2	3	4	5	6
B17. Public schools	1	2	3	4	5	6
B18. Shopping	1	2	3	4	5	6
B19. Transportation	1	2	3	4	5	6

B20. Entertainment 1 2 3 4 5 6

B21. Are you currently employed?

1. Yes [SKIP TO B23]
2. No
3. REFUSED

B22. **ASK IF CURRENTLY UNEMPLOYED:** Are you retired, or looking for work, or a housewife or husband not looking for work outside the home, or not currently in the workforce?

1. Retired
2. Looking for work
3. A housewife/househusband and not looking for work outside the home; or
4. Not currently in workforce
5. REFUSED

**SKIP TO QUESTION #28**

B23. Do you work full time or part time?

1. Full time
2. Part time
3. REFUSED

B24. What is your occupation? Specify \_\_\_\_\_ \* USE CODING FROM LAST YEAR

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 or I am not employed
888. DON'T KNOW
999. REFUSED

26. How many miles roundtrip do you travel to work each day? [INTERVIEWER: EMPHASIZE "MILES" SO THEY KNOW THIS IS A DIFFERENT QUESTION THAN #25]

[INTERVIEWER: ENTER # OF MILES]

888. DON'T KNOW
999. REFUSED

B27. What county do you work in?

1. Riverside
2. San Bernardino
3. Orange
4. Los Angeles
5. San Diego
6. Other: \_\_\_\_\_
7. DON'T KNOW
8. 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
  5. DON'T KNOW
  6. REFUSED

### **SANBAG QUESTIONS**

SANBAG1: On a typical day, how much of a problem is traffic in SB County? Would you say it is no problem at all, somewhat of a problem, or a large problem?

1. No problem at all [**SKIP TO SANBAG3**]
2. Somewhat of a problem
3. A large problem
4. DON'T KNOW [**SKIP TO SANBAG3**]
5. REFUSED [**SKIP TO SANBAG3**]

SANBAG2: [**IF THEY SAID “SOMEWHAT OF A PROBLEM” OR “LARGE PROBLEM” ASK...**] Do you have a specific area in mind? **INTERVIEWER: PROBE FOR A SPECIFIC GEOGRAPHICAL AREA...A PARTICULAR FREEWAY EXIT (NAME IT), ROAD (NAME IT)...**

SANBAG3: Has the increase in gas prices during the past year changed your driving habits?

1. Yes
2. No [**SKIP TO SANBAG5**]
3. DON'T KNOW [**SKIP TO SANBAG5**]
4. REFUSED [**SKIP TO SANBAG5**]

SANBAG4: [**IF YES TO QUESTION SANBAG3**] What changes have you made in your driving habits due to increased gas prices? **MULTIPLE RESPONSE OPEN-ENDED QUESTION – HERE ARE SOME CODING CATEGORIES TO USE**

1. Driving less
2. Carpooling to work
3. Riding the bus
4. Taking the train
5. Riding my bike
6. Fewer weekend trips
7. Other (SPECIFY) \_\_\_\_\_
8. DON'T KNOW
9. REFUSED

SANBAG5: If gas prices continue to remain high, what kind of changes are you likely to make in your driving, if any? **MULTIPLE RESPONSE OPEN-ENDED QUESTION – HERE ARE SOME CODING CATEGORIES TO USE**

1. Driving less
2. Carpooling to work
3. Riding the bus
4. Taking the train
5. Riding my bike
6. Fewer weekend trips
7. Other (SPECIFY) \_\_\_\_\_
8. DON'T KNOW
9. REFUSED

SANBAG6: [ASK ONLY OF PEOPLE WHO ARE WORKING...] Would you accept a 10% decrease in salary to work locally and eliminate your daily commute?

1. Yes
2. No
3. DON'T KNOW
4. REFUSED

SANBAG7: [ASK ONLY OF PEOPLE WHO ARE WORKING...] Would you accept a 5% decrease?

1. Yes
2. No
3. DON'T KNOW
4. REFUSED

Now I'd like to get your perceptions of what transportation improvements are needed most in San Bernardino County. I'm going to read you a list of possible ways of improving transportation. Please rate them on a scale from 1 to 5, with 1 meaning very high priority and 5 meaning very low priority. Let's start with... **ROTATE SANBAG8 – SANBAG14**

	Very High				Very Low			
SANBAG8. Building new freeways	1	2	3	4	5	DK	R	
SANBAG9. Widening freeways	1	2	3	4	5	DK	R	
SANBAG10. Building new local streets	1	2	3	4	5	DK	R	
SANBAG11. Widening local streets	1	2	3	4	5	DK	R	
SANBAG12. Repairing existing local streets	1	2	3	4	5	DK	R	
SANBAG13. Expanding commuter rail service	1	2	3	4	5	DK	R	
SANBAG14. Creating an express bus service	1	2	3	4	5	DK	R	

SANBAG15: If the only way of building new freeways is to make them toll roads, would that be acceptable to you?

1. Yes

2. No
3. Undecided
4. DON'T KNOW
5. REFUSED

Now I have a few questions about call boxes.

SANBAG16: Have you used a call box within the last two years?

10. Yes
11. No
12. Don't remember
13. DON'T KNOW
14. REFUSED

SANBAG17: How important is it to have call boxes available to SB County motorists? Would you say it is very important, somewhat important, or not important?

1. Very important
2. Somewhat important
3. Not important
4. DON'T KNOW
5. REFUSED

SANBAG18. San Bernardino County maintains about 1,600 call boxes on its highways. Call box use is declining due to cell phones. What do you think the future of call boxes should be? Should the county.....

1. Increase the number of call boxes,
2. Reduce the number of call boxes by half,
3. Maintain call boxes only at a few critical locations in the county,
4. Keep the program the same, or
5. Reduce the number of call boxes in the more densely developed areas of San Bernardino Valley and increase the number of call boxes in the desert areas where travelers are more isolated.
6. DON'T KNOW
7. REFUSED

### **OMNITRANS QUESTIONS**

**THE FOLLOWING QUESTIONS ARE ONLY TO BE ASKED IN SELECTED ZIP CODES**

TRANS. Now I'm going to ask a few questions about bus service.

OMNI1. What is the name of your local bus service provider? [INTERVIEWER: DON'T READ...THEY CAN CHECK MULTIPLE OPTIONS]

1. Omnitrans (or Omni) **(SKIP QUESTION OMNI2)**
2. OmniLink
3. (Redlands) Trolley
4. Access

5. MTA/RTD
6. Foothill
7. MARTA
8. VVTA
9. OCTA
10. other (SPECIFY) \_\_\_\_\_
11. DON'T KNOW
12. REFUSED

OMNI2. Have you heard of Omnitrans?

1. Yes
2. No
3. DON'T KNOW
4. REFUSED

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/your local bus service](#), even if you have never used it personally? [NOTE: SAY "OMNITRANS" IF THEY HAVE HEARD OF IT (QUESTION OMNI2) or "YOUR LOCAL BUS SERVICE" IF THEY ANSWERED NO, DON'T KNOW, OR REFUSED TO QUESTION OMNI2]

very poor

excellent

- |            |   |   |   |   |   |   |
|------------|---|---|---|---|---|---|
| 1          | 2 | 3 | 4 | 5 | 6 | 7 |
| DON'T KNOW |   |   |   |   |   |   |
| REFUSED    |   |   |   |   |   |   |

**IF THEY SAID "NO", "DON'T KNOW" OR "REFUSED" TO QUESTION OMNI2, SKIP OUT OF OMNITRANS QUESTIONS**

OMNI4. Have you seen or heard an advertisement for Omnitrans in the last 6 months?

1. yes
2. no ([SKIP TO NEXT SPONSOR'S QUESTIONS](#))
3. DON'T KNOW ([SKIP TO NEXT SPONSOR'S QUESTIONS](#))
4. REFUSED ([SKIP TO NEXT SPONSOR'S QUESTIONS](#))

OMNI5. Where was that? [INTERVIEWER: DON'T READ OPTIONS....CHECK ALL THAT ARE MENTIONED BY RESOPNDENT]

1. TV
2. radio
3. newspaper
4. direct mail
5. bill board
6. ad on outside of bus
7. bus shelter
8. other (SPECIFY) \_\_\_\_\_

## **OTHER PROPRIETARY QUESTIONS ASKED HERE**

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

D1. What was the last grade of school that you completed? Some high school or less

1. High school graduate
2. Some college
3. College graduate (Bachelor's degree)
4. Some graduate work
5. Post-graduate degree
6. DON'T KNOW
7. REFUSED

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

1. Single, never married
2. Married
3. Divorced
4. Widowed
5. REFUSED

D3. Are you of Hispanic or Latino origin?

1. Yes
2. No
3. DON'T KNOW
4. 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. Other (Specify)
5. Don't Know
6. Refused

D5. How many cars do you have for your household? \_\_\_\_ cars

D6. What was your age at your last birthday? \_\_\_\_\_ Years

D7. How long have you lived in San Bernardino County? \_\_\_\_\_ Years (ROUND UP)

D8. Which of the following categories best describes your total household or family income before taxes, from all sources, for 2004?

1. Less than \$25,000
2. \$25,000 to \$35,999
3. \$36,000 to \$49,999

4. \$50,000 to \$65,999
5. \$66,000 to \$79,999
6. \$80,000 to \$110,000
7. Over \$110,000
8. DON'T KNOW
9. REFUSED

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

---

**INTERVIEWER QUESTIONS**

IQ1. The respondent was...

1. Male
2. Female
3. Couldn't tell

IQ2. How cooperative was the respondent?

1. Cooperative
2. Uncooperative
3. Very Uncooperative

IQ3. How well did the respondent understand the questions?

1. Very easily
2. Easily
3. Some difficulty
4. Great deal of difficulty

IQ4. In what language was the interview conducted?

1. English
2. Spanish

# APPENDIX II

## County-Wide Data Display

## 2005 San Bernardino County Annual Survey

Following is the data display for the 2005 San Bernardino County Annual Survey. Weighting factors were applied to the county-wide data in order to remove the effects of over-sampling necessary for zone-specific analysis

### Question 3: Overall, how would you rate San Bernardino County as a place to live?

	Count	Col %
Very Good	240	22.5%
Fairly Good	486	45.5%
Neither Good Nor Bad	226	21.2%
Fairly Bad	57	5.3%
Very Bad	58	5.4%
Total	1067	100.0%

**Question 4: In your opinion, what is the ONE best thing in San Bernardino County?**

	Count	Col %
Good Area, Location, Scenery, Open Space, Clean	307	28.5%
Affordable/Available Housing	112	10.4%
Good Climate, Weather	153	14.2%
Not Crowded, Rural Development	81	7.5%
Good Schools/Universities	27	2.5%
Less Crime, Feel Safe, Good Police Protection and Services	15	1.4%
Job Availability, Growth of Businesses	30	2.8%
Friendly People	42	3.9%
Variety of Recreational and Other Activities	14	1.3%
Close Proximity to Beach and Desert Cities	32	3.0%
Shopping Centers	13	1.2%
Diversity	9	.9%
Good Government/Better Services	2	.2%
Transportation Services & Improvements	14	1.3%
Cheaper Cost of Living, Insurance, Taxes	19	1.7%
Family/Friends Live Here	11	1.0%
Medical Services	3	.3%
Resources	1	.1%
Quiet	18	1.7%
Fresh Air, Less Smog and Pollution	4	.3%
Standard of Living	6	.6%
Entertainment	2	.2%
General Population Size and Growth of the County	9	.8%
Good Community Services and Support	10	.9%
Everything	4	.3%
Nothing	41	3.8%
Other	2	.2%
No Response	0	.0%
Don't Know	94	8.7%
Refused	4	.4%
Total	1077	100.0%

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

	Count	Col %
Smog, Air Pollution	111	10.3%
Traffic	131	12.2%
Poor Public Transportation	11	1.0%
Drugs	21	1.9%
Crime/Gang Activity	261	24.2%
Bad Location	40	3.7%
Lack of Entertainment, Culture, Tourist Attractions	27	2.5%
Overpopulated	54	5.0%
Bad School System	17	1.6%
Cost of Living	28	2.6%
Lack of Job Opportunity	27	2.5%
Businesses Closing	1	.1%
Government/Politicians	23	2.1%
People	10	.9%
Blighted Areas of County	12	1.1%
Poor Roads, Streets, Freeways	28	2.6%
Racism	3	.3%
Weather	26	2.4%
Poor Police Protection/Corrupt Police	14	1.3%
Poverty Level	10	.9%
Illegal Immigration	5	.5%
Lack of Services	10	.9%
High Taxes/Tax Distribution	8	.8%
Growth Planning	3	.2%
Bad Water	0	.0%
Gas Prices	0	.0%
Too Rural	8	.7%
Lack of Cleanliness	10	.9%
Poor City Infrastructure	3	.3%
Large Hispanic Population	1	.1%
Economy	4	.3%
Prison System	2	.2%
Business/Housing Restrictions	6	.6%
Housing Construction	4	.4%
Everything	1	.1%
Nothing	84	7.8%
Other	3	.3%
No Response	2	.2%
Don't Know	66	6.2%
Refused	2	.2%
Total	1077	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	418	38.7%
Same	488	45.3%
Worse off	158	14.6%
DON'T KNOW	10	.9%
REFUSE	5	.5%
Total	1079	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	522	48.4%
Same	433	40.1%
Worse off	75	6.9%
DON'T KNOW	46	4.3%
REFUSE	4	.3%
Total	1079	100.0%

**Question 8: 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	73	6.7%
Good	419	38.8%
Fair	432	40.0%
Poor	129	11.9%
DON'T KNOW	27	2.5%
Total	1079	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	94	8.7%
Somewhat fearful	337	31.3%
Not too fearful	373	34.6%
Not at all fearful	256	23.7%
DON'T KNOW	18	1.6%
REFUSED	2	.2%
Total	1079	100.0%

**Question 10: Are you currently registered to vote?**

	Count	Col %
Yes	861	79.8%
No	210	19.4%
DON'T KNOW	7	.6%
REFUSED	2	.2%
Total	1079	100.0%

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

	Count	Col %
Democrat	397	36.8%
Republican	357	33.1%
Independent	140	13.0%
Some other party	36	3.3%
NONE	68	6.3%
DON'T KNOW	46	4.3%
REFUSED	35	3.2%
Total	1079	100.0%

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

	Count	Col %
In all elections	636	58.9%
Only in some	218	20.2%
Hardly ever	56	5.2%
Never	138	12.8%
DON'T KNOW	17	1.6%
REFUSED	15	1.4%
Total	1079	100.0%

**Question 13: Politically, do you consider yourself to be...**

	Count	Col %
Very Liberal	82	7.6%
Somewhat Liberal	183	17.0%
Middle of the Road	333	30.9%
Somewhat Conservative	268	24.8%
Very Conservative	140	13.0%
DON'T KNOW	51	4.7%
REFUSED	21	2.0%
Total	1079	100.0%

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

	Count	Col %
Excellent	142	13.2%
Good	511	47.4%
Fair	256	23.7%
Poor	137	12.7%
DON'T KNOW	33	3.1%
Total	1078	100.0%

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

	Count	Col %
Excellent	145	13.4%
Good	458	42.5%
Fair	299	27.8%
Poor	121	11.3%
DON'T KNOW	54	5.0%
Total	1077	100.0%

**Question 16: How would you rate the  
way STREETS AND ROADS are kept up?**

	Count	Col %
Excellent	54	5.0%
Good	246	22.8%
Fair	353	32.7%
Poor	421	39.0%
DON'T KNOW	5	.4%
Total	1079	100.0%

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

	Count	Col %
Excellent	107	9.9%
Good	358	33.3%
Fair	289	26.9%
Poor	184	17.1%
DON'T KNOW	139	12.9%
Total	1077	100.0%

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

	Count	Col %
Excellent	218	20.2%
Good	484	44.9%
Fair	257	23.9%
Poor	103	9.6%
DON'T KNOW	16	1.5%
Total	1079	100.0%

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

	Count	Col %
Excellent	58	5.4%
Good	345	32.0%
Fair	294	27.2%
Poor	212	19.7%
DON'T KNOW	170	15.7%
Total	1078	100.0%

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

	Count	Col %
Excellent	83	7.7%
Good	390	36.2%
Fair	341	31.7%
Poor	188	17.4%
DON'T KNOW	76	7.0%
Total	1077	100.0%

**Question21: Are you currently employed?**

	Count	Col %
Yes	629	58.3%
No	447	41.4%
Refused	3	.2%
Total	1079	100.0%

**Question 22: IF CURRENTLY UNEMPLOYED: Are you retired, or looking for work, or a housewife or husband not looking for work outside the home, or not currently in the workforce?**

	Count	Col %
Retired	222	49.3%
Looking for work	34	7.5%
housewife/househusband	109	24.2%
Not currently in workforce	72	15.9%
REFUSED	14	3.2%
Total	450	100.0%

**Question23: IF CURRENTLY EMPLOYED: Do you work full time or part time?**

	Count	Col %
Full Time	519	82.6%
Part Time	107	17.1%
Refused	2	.4%
Total	629	100.0%

**Question 25: IF CURRENTLY EMPLOYED: 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 (both ways)?**

	Minutes
Mean	58.2
Median	40.0
Mode	30
Minimum	0
Maximum	600

**Question 25: IF CURRENTLY EMPLOYED: 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 (both ways)?**

	Count	Col %
Less than 1 hour	360	60.2%
1 - < 2 hours	134	22.3%
2 - < 3 hours	79	13.2%
3 - < 4 hours	12	2.0%
4 or more hours	14	2.3%
Total	599	100.0%

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

	Miles
Mean	38.8
Median	20.0
Mode	20
Minimum	0
Maximum	700

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

	Count	Col %
0 - 60 miles	482	82.7%
61 - 120 miles	74	12.7%
121 - 180 miles	16	2.8%
181 - 240 miles	4	.7%
241 miles or more	6	1.1%
Total	583	100.0%

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

	Count	Col %
Riverside County	32	5.2%
San Bernardino County	450	72.4%
Orange County	22	3.6%
Los Angeles County	108	17.3%
San Diego County	0	.1%
Kern County	0	.1%
Multiple Counties	8	1.2%
Out of the State	1	.1%
Total	622	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	97	9.0%
Some confidence	498	46.1%
Not much confidence	270	25.1%
No confidence	167	15.5%
DON'T KNOW	43	4.0%
REFUSED	3	.3%
Total	1079	100.0%

## SANBAG QUESTIONS

**SANBAG 1: On a typical day, how much of a problem is traffic in San Bernardino County?  
Would you say it is no problem at all, somewhat of a problem, or a large problem?**

	Count	Col %
No problem at all	125	11.6%
Somewhat of a problem	407	37.8%
A large problem	525	48.6%
DON'T KNOW	21	1.9%
REFUSED	1	.1%
Total	1079	100.0%

**SANBAG 3: Has the increase in gas prices during the past year changed your driving habits?**

	Count	Col %
Yes	638	60.3%
No	420	39.7%
Total	1058	100.0%

**SANBAG 4: What changes have you made in your driving habits due to increased gas prices? List all that apply. NOTE: This question was only asked of people who replied "Yes" to #3.**

	# Mentions	Col Response %
Driving less	474	75.8%
Carpooling to work	44	7.1%
Riding the bus	17	2.8%
Taking the train	6	.9%
Riding a bike	4	.7%
Fewer weekend trips/fewer leisure and long-distance trips	123	19.6%
OTHER change in driving	128	20.5%
Total respondents answering	625	127.3%

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

**SANBAG 4: OTHER RESPONSES: What changes have you made in your driving habits due to increased gas prices?**

	# Mentions
Plan ahead, drive only when necessary	18
Consolidate errands to make shorter, fewer trips	24
Drive more cautiously	14
Don't drive at all, stay at home	11
Bargain hunt for cheaper gas elsewhere	2
Get a job closer to home	5
Walk	13
Purchase a fuel-efficient car, such as an electric or hybrid	19
Purchase a motorcycle or moped	8
Drive a smaller, compact car more; SUV less	18
Fewer shopping trips	9
Fewer visits to family and friends	3
Total	128

**SANBAG 5: If gas prices continue to remain high, what kind of changes are you likely to make in your FUTURE driving, IF ANY? List all that apply.**

	# Mentions	Col Response %
Driving less	360	47.9%
Carpooling to work	56	7.5%
Riding the bus	43	5.8%
Taking the train	13	1.7%
Riding a bike	21	2.8%
Fewer weekend trips/fewer leisure and long-distance trips	101	13.4%
OTHER	209	27.8%
DON'T KNOW	69	9.2%
Total respondents answering	752	116.0%

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%.

**SANBAG 5: OTHER RESPONSES: If gas prices continue to remain high, what kind of changes are you likely to make in your FUTURE driving, if any?**

	# Mentions
Plan ahead, drive only when necessary	13
Consolidate errands to make shorter, fewer trips	7
Drive more cautiously	7
Move to another state	10
Don't drive at all, stay at home	15
Bargain hunt for cheaper gas elsewhere	0
Get a job closer to home	20
Walk	6
Purchase a fuel-efficient car, such as an electric or hybrid	96
Purchase a motorcycle or moped	8
Drive a smaller, compact car more; SUV less	32
Fewer shopping trips	3
Fewer visits to family and friends	0
Total	204

**SANBAG 6: Would you accept a 10 percent decrease in salary to work locally and eliminate your daily commute?**

	Count	Col %
Yes	134	21.3%
No	431	68.4%
DON'T KNOW	45	7.2%
REFUSED	19	3.1%
Total	629	100.0%

**SANBAG 7: How about a 5 percent decrease in salary to work locally and eliminate your daily commute?**

	Count	Col %
Yes	179	28.5%
No	382	60.7%
DON'T KNOW	50	7.9%
REFUSED	18	2.9%
Total	629	100.0%

The next series of seven questions addressed respondents' perceptions of what transportation improvements are needed most in San Bernardino County. Respondents were read a list of possible ways of improving transportation and were asked to rate them on a scale from 1 to 5, with 1 meaning very high priority and 5 meaning very low priority.

**SANBAG 8: As a possible way of improving transportation, how would you rate BUILDING NEW FREEWAYS? Rate on a scale from 1 to 5, with 1 meaning very high priority and 5 meaning very low priority.**

	Count	Col %
Very high priority	496	47.1%
2	135	12.8%
3	234	22.2%
4	63	5.9%
Very low priority	125	11.9%
Total	1054	100.0%

**SANBAG 9: As a possible way of improving transportation, how would you rate WIDENING FREEWAYS? Rate on a scale from 1 to 5, with 1 meaning very high priority and 5 meaning very low priority.**

	Count	Col %
Very high priority	572	54.1%
2	155	14.7%
3	153	14.5%
4	69	6.5%
Very low priority	107	10.2%
Total	1056	100.0%

**SANBAG 10: As a possible way of improving transportation, how would you rate BUILDING NEW LOCAL STREETS? Rate on a scale from 1 to 5, with 1 meaning very high priority and 5 meaning very low priority.**

	Count	Col %
Very high priority	278	26.4%
2	152	14.5%
3	277	26.4%
4	145	13.8%
Very low priority	199	18.9%
Total	1051	100.0%

**SANBAG 11: As a possible way of improving transportation, how would you rate WIDENING NEW LOCAL STREETS? Rate on a scale from 1 to 5, with 1 meaning very high priority and 5 meaning very low priority.**

	Count	Col %
Very high priority	323	30.6%
2	174	16.5%
3	257	24.4%
4	132	12.5%
Very low priority	170	16.1%
Total	1056	100.0%

**SANBAG 12: As a possible way of improving transportation, how would you rate REPAIRING EXISTING LOCAL STREETS? Rate on a scale from 1 to 5, with 1 meaning very high priority and 5 meaning very low priority.**

	Count	Col %
Very high priority	660	62.1%
2	152	14.3%
3	111	10.5%
4	56	5.2%
Very low priority	83	7.8%
Total	1062	100.0%

**SANBAG 13: As a possible way of improving transportation, how would you rate EXPANDING COMMUTER RAIL SERVICE? Rate on a scale from 1 to 5, with 1 meaning very high priority and 5 meaning very low priority.**

	Count	Col %
Very high priority	384	39.1%
2	193	19.6%
3	191	19.4%
4	79	8.0%
Very low priority	137	13.9%
Total	983	100.0%

**SANBAG 14: As a possible way of improving transportation, how would you rate CREATING AN EXPRESS BUS SERVICE? Rate on a scale from 1 to 5, with 1 meaning very high priority and 5 meaning very low priority.**

	Count	Col %
Very high priority	387	38.6%
2	206	20.6%
3	213	21.3%
4	80	8.0%
Very low priority	115	11.5%
Total	1002	100.0%

**SANBAG 15: If the only way of building new freeways is to make them toll roads, would that be acceptable to you?**

	Count	Col %
Yes	488	45.2%
No	523	48.5%
Undecided	36	3.3%
DON'T KNOW	27	2.5%
REFUSED	5	.4%
Total	1079	100.0%

**SANBAG 16: Have you used a call box within the last two years?**

	Count	Col %
Yes	92	8.6%
No	973	91.0%
Don't remember	4	.4%
Total	1068	100.0%

**SANBAG 17: How important is it to have call boxes available to San Bernardino County motorists?**

	Count	Col %
Very important	680	64.7%
Somewhat important	271	25.8%
Not important	99	9.4%
Total	1051	100.0%

**SANBAG 18: San Bernardino County maintains 1,600 call boxes on its highways. Call box use is declining due to cell phones. What do you think the future of call boxes should be?**

	Count	Col %
Increase the number of call boxes	105	10.1%
Reduce the number of call boxes by half	53	5.1%
Maintain call boxes only at a few critical county locations	119	11.4%
Keep the program the same	242	23.1%
Redistribute same # of call boxes to put more in desert area	527	50.3%
Total	1046	100.0%

## OMNITRANS QUESTIONS

### Omnitrans1: What is the name of your local bus service provider?

	Count	Col %
Omnitrans (or Omni)	243	48.8%
OmniLink	2	.4%
Redlands Trolley	4	.7%
Access	1	.2%
MTA/RTD (Red Line/Blue Line)	6	1.3%
Foothill	9	1.7%
MARTA	1	.3%
None	1	.2%
Other	4	.7%
Don't Know	222	44.6%
Refused	5	1.0%
Total	498	100.0%

### Omnitrans2: Have you ever heard of Omnitrans?

	Count	Col %
Yes	186	72.6%
No	53	20.8%
Don't know	15	5.7%
Refused	2	.9%
Total	256	100.0%

ASKED ONLY OF PEOPLE WHO DID NOT NAME OMNITRANS AS THEIR SERVICE PROVIDER

### Omnitrans3: On a scale from 1 to 7 (with 1 meaning "very poor" and 7 meaning "excellent" how would you rate your overall perception of Omnitrans/your local bus service, even if you have never used it personally?

	Count	Col %
Very Poor	21	5.3%
2	15	4.0%
3	51	13.2%
4	77	20.0%
5	108	28.0%
6	48	12.5%
Excellent	66	17.0%
Total	386	100.0%

The next group of questions were asked only of the people who had mentioned Omnitrans as their service provider OR who indicated that they had heard of Omnitrans. That includes 243 + 186 = 429 people.

**Omnitrans4: Have you seen or heard an advertisement for Omnitrans in the last 6 months?**

	Count	Col %
Yes	210	49.2%
No	218	50.8%
Total	428	100.0%

**Omnitrans 5: Where did you see or hear an advertisement for Omnitrans in the last 6 months?  
List all that apply.**

	Cases	Col Response %
TV	35	18.7%
Radio	29	15.3%
Newspaper	51	26.7%
Direct mail	14	7.6%
Billboard	21	11.2%
Side of a bus	61	32.1%
Bus shelter	17	8.8%
Total	189	120.5%

Percentages in the table above are based on number of respondents answering the question (not on number of responses). Totals, therefore, do not sum to 100%.

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

	Count	Col %
Some high school or less	84	7.8%
High school grad	255	23.6%
Some college	298	27.6%
College graduate (BA or BS)	296	27.4%
Some graduate work	41	3.8%
Post-graduate degree	83	7.7%
DON'T KNOW	9	.8%
REFUSED	14	1.3%
Total	1079	100.0%

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

	Count	Col %
Single, never married	150	13.9%
Married	671	62.3%
Divorced	144	13.3%
Widowed	93	8.6%
Separated	8	.7%
Other	1	.1%
Refused	11	1.0%
Total	1077	100.0%

**Demographic 3: Are you of Hispanic or Latino origin?**

	Count	Col %
Yes	320	29.6%
No	743	68.8%
DON'T KNOW	5	.4%
REFUSED	12	1.1%
Total	1079	100.0%

**Demographic 4: How would you describe your race or ethnicity?**

		# Mentions	Col Response %
Race or ethnicity	Asian	26	2.5%
	Black/African American	103	9.9%
	Caucasian/White	607	58.2%
	Hispanic	327	31.4%
	OTHER	63	6.0%
Total respondents answering		1042	108.0%

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%.

**OTHER responses: How would you describe your race or ethnicity, and other responses?**

		Cases
Race and ethnicity	Asian (no specification)	2
	Filipino	6
	Indian	13
	Korean	2
	Chinese	3
	Japanese	1
	Vietnamese	1
	Native American (all tribes)	15
	Pacific Islander (and Hawaiian)	7
	South American	1
	Middle Eastern	5
	Central American	3
	Multi-racial	4
	Refused	2
	Total	63

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

	Count	Col %
0	26	2.4%
1	250	23.5%
2	406	38.1%
3	229	21.5%
4	107	10.0%
5	26	2.5%
6	14	1.3%
7	6	.5%
8	1	.1%
9	0	.0%
Total	1065	100.0%

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

	Age (years)
Mean	48.0
Median	46.0
Mode	45
Minimum	18
Maximum	99

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

	Count	Col %
18 - 24 years old	62	5.9%
25 - 34	167	16.1%
35 - 44	236	22.7%
45 - 54	249	24.0%
55 - 64	146	14.1%
65 - 74	97	9.4%
75 or older	81	7.8%
Total	1037	100.0%

**Demographic 7: How long have you lived in San Bernardino County?**

	Years
Mean	21.6
Median	18.0
Mode	15
Minimum	0
Maximum	85

**Demographic 7: How long have you lived in San Bernardino County?**

	Count	Col %
0 to 10 years	365	34.1%
11 to 20 years	243	22.7%
21 to 30 years	189	17.7%
31 to 40 years	107	10.0%
41 years or more	166	15.5%
Total	1070	100.0%

**Demographic 8: Which of the following categories best describes your total household or family income before taxes, from all sources, for 2004?**

	Count	Col %
Less than \$25,000	157	14.6%
\$25,000 to \$35,999	147	13.6%
\$36,000 to \$49,999	129	12.0%
\$50,000 to \$65,999	130	12.0%
\$66,000 to \$79,999	131	12.1%
\$80,000 to \$110,000	140	12.9%
Over \$110,000	107	9.9%
DON'T KNOW	42	3.9%
REFUSED	96	8.9%
Total	1079	100.0%

# APPENDIX III

## Data Display Regional Breakdown

## 2005 San Bernardino County Annual Survey (Data Display Broken Down by Zones)

Following is the data display for the 2005 San Bernardino County Annual Survey, Broken down by zones. The sample size for this report was 970 countywide.

### Listing of Cities by Region

#### East Valley Cities

	Frequency	Percent	Valid Percent	Cumulative Percent
Big Bear	2	.7	.7	.7
Bloomington	8	2.9	2.9	3.6
Cedar Glen	1	.4	.4	4.0
Colton	21	7.6	7.6	11.6
Crestline	4	1.4	1.4	13.0
Grand Terrace	5	1.8	1.8	14.8
Highland	23	8.3	8.3	23.1
Lake Arrowhead	6	2.2	2.2	25.3
Loma Linda	9	3.2	3.2	28.5
Lytle Creek	1	.4	.4	28.9
Mentone	5	1.8	1.8	30.7
Redlands	29	10.5	10.5	41.2
Rialto	47	17.0	17.0	58.1
Running Springs	2	.7	.7	58.8
San Bernardino <sup>a</sup>	90	32.5	32.5	91.3
Twin Peaks	1	.4	.4	91.7
Yucaipa	23	8.3	8.3	100.0
Total	277	100.0	100.0	

a. NOTE: actual sample size for the City of San Bernardino was 309 by request of one of our sponsors. This printout has weighted the results for the city so as to avoid biasing the data due to an over-representation of San Bernardino City residents.

**West Valley Cities**

	Frequency	Percent	Valid Percent	Cumulative Percent
Chino	31	10.9	10.9	10.9
Chino Hills	35	12.3	12.3	23.2
Fontana	63	22.1	22.1	45.3
Montclair	14	4.9	4.9	50.2
Ontario	62	21.8	21.8	71.9
Rancho Cucamonga	51	17.9	17.9	89.8
Upland	29	10.2	10.2	100.0
Total	285	100.0	100.0	

**Victor Valley Cities**

	Frequency	Percent	Valid Percent	Cumulative Percent
Adelanto	24	8.4	8.4	8.4
Apple Valley	79	27.6	27.6	36.0
Hesperia	71	24.8	24.8	60.8
Lucerne Valley	1	.3	.3	61.2
Phelan	8	2.8	2.8	64.0
Victorville <sup>a</sup>	99	34.6	34.6	98.6
Wrightwood	4	1.4	1.4	100.0
Total	286	100.0	100.0	

a. NOTE: actual sample size for the City of Victorville was 428 by request of one of our sponsors. This printout has weighted the results for the city so as to avoid biasing the data due to an over-representation of Victorville residents.

**Desert Region Cities**

	Frequency	Percent	Valid Percent	Cumulative Percent
Barstow	77	33.3	33.3	33.3
Earp	3	1.3	1.3	34.6
Hinckley	2	.9	.9	35.5
Joshua Tree	6	2.6	2.6	38.1
Landers	5	2.2	2.2	40.3
Morongo Valley	7	3.0	3.0	43.3
Needles	17	7.4	7.4	50.6
Trona	5	2.2	2.2	52.8
Twentynine Palms/ Amboy	47	20.3	20.3	73.2
Yucca Valley	62	26.8	26.8	100.0
Total	231	100.0	100.0	

**Question 3: Overall, how would you rate San Bernardino County as a place to live?**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very Good	50	18.2%	75	26.5%	60	21.3%	55	24.1%
Fairly Good	103	37.8%	143	50.5%	141	49.9%	108	47.4%
Neither Good Nor Bad	68	25.1%	51	18.0%	61	21.5%	42	18.4%
Fairly Bad	26	9.7%	6	2.1%	9	3.3%	14	6.1%
Very Bad	25	9.2%	8	2.8%	11	4.0%	9	3.9%
Total	273	100.0%	283	100.0%	283	100.0%	228	100.0%

**Question 4: In your opinion, what is the ONE best thing in San Bernardino County?**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Good Area, Location, Scenery, Open Space, Clean	87	31.4%	79	27.8%	67	23.5%	63	27.3%
Affordable/Available Housing	22	7.9%	36	12.7%	32	11.1%	16	6.9%
Good Climate, Weather	41	14.8%	31	10.9%	59	20.5%	43	18.6%
Not Crowded, Rural Development	16	5.9%	19	6.7%	33	11.5%	35	15.2%
Good Schools/Universities	5	1.9%	9	3.2%	7	2.6%	2	.9%
Less Crime, Feel Safe, Good Police Protection and Services	1	.4%	5	1.8%	6	2.0%	7	3.0%
Job Availability, Growth of Businesses	6	2.1%	11	3.9%	4	1.4%	5	2.2%
Friendly People	16	5.6%	9	3.2%	6	2.2%	5	2.2%
Variety of Recreational and Other Activities	5	1.8%	3	1.1%	2	.8%	3	1.3%
Close to Beach and Desert Cities	14	5.2%	5	1.8%	5	1.6%	3	1.3%
Shopping Centers	5	1.7%	3	1.1%	2	.6%	1	.4%
Diversity	4	1.4%	2	.7%	0	.0%	1	.4%
Good Government/Better Services	1	.5%	0	.0%	0	.0%	0	.0%
Transp. Services & Improvements	4	1.6%	3	1.1%	3	1.1%	2	.9%
Cheaper Cost of Living, Insurance, Taxes	1	.2%	10	3.5%	2	.9%	1	.4%
Family/Friends Live Here	6	2.2%	1	.4%	1	.2%	0	.0%
Medical Services	2	.7%	0	.0%	0	.0%	0	.0%
Resources	1	.4%	0	.0%	0	.0%	0	.0%
Quiet	4	1.6%	6	2.1%	3	1.1%	0	.0%
Fresh Air, Less Smog and Pollution	0	.0%	0	.0%	4	1.3%	7	3.0%
Standard of Living	0	.1%	3	1.1%	1	.5%	0	.0%
Entertainment	0	.0%	1	.4%	1	.3%	1	.4%
General Pop. Size, Growth of County	1	.2%	4	1.4%	2	.6%	2	.9%
Good Community Services and Support	1	.4%	4	1.4%	2	.6%	3	1.3%
Everything	1	.4%	1	.4%	0	.0%	2	.9%
Nothing	11	4.1%	9	3.2%	13	4.7%	12	5.2%
Other	1	.4%	0	.0%	1	.3%	1	.4%
No Response	0	.1%	0	.0%	0	.0%	0	.0%
Don't Know	19	6.9%	29	10.2%	28	9.6%	16	6.9%
Refused	1	.2%	1	.4%	2	.9%	0	.0%
Total	277	100.0%	284	100%	286	100.0%	231	100.0%

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

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Smog, Air Pollution	30	11.0%	35	12.3%	12	4.3%	14	6.1%
Traffic	22	8.0%	43	15.1%	47	16.4%	10	4.3%
Poor Public Transportation	3	1.2%	0	.0%	9	3.3%	4	1.7%
Drugs	6	2.1%	4	1.4%	7	2.5%	7	3.0%
Crime/Gang Activity	110	39.7%	40	14.1%	54	19.0%	19	8.2%
Bad Location	8	3.1%	12	4.2%	7	2.6%	19	8.2%
Lack of Entertainment, Culture, Tourist Attractions	7	2.7%	5	1.8%	7	2.4%	20	8.7%
Overpopulated	8	2.9%	18	6.3%	20	6.9%	8	3.5%
Bad School System	5	1.9%	4	1.4%	3	1.0%	7	3.0%
Cost of Living	5	1.9%	9	3.2%	6	2.1%	11	4.8%
Lack of Job Opportunity	6	2.1%	6	2.1%	12	4.1%	11	4.8%
Businesses Closing	1	.2%	0	.0%	0	.0%	0	.0%
Government/Politicians	3	1.1%	7	2.5%	9	3.3%	6	2.6%
People	3	1.2%	2	.7%	1	.5%	2	.9%
Blighted Areas of County	4	1.5%	3	1.1%	2	.6%	2	.9%
Poor Roads, Streets, Freeways	3	1.1%	6	2.1%	20	6.9%	15	6.5%
Racism	0	.1%	1	.4%	1	.4%	0	.0%
Weather	3	.9%	11	3.9%	5	1.6%	9	3.9%
Poor Police Protection/Corrupt Police	4	1.4%	3	1.1%	3	1.1%	6	2.6%
Poverty Level	4	1.4%	2	.7%	1	.5%	2	.9%
Illegal Immigration	0	.1%	2	.7%	3	1.0%	0	.0%
Lack of Services	2	.9%	1	.4%	3	1.2%	13	5.6%
High Taxes/Tax Distribution	1	.4%	2	.7%	6	2.2%	1	.4%
Growth Planning	0	.1%	0	.0%	3	1.1%	2	.9%
Bad Water	0	.1%	0	.0%	0	.0%	0	.0%
Gas Prices	0	.1%	0	.0%	0	.0%	0	.0%
Too Rural	0	.0%	4	1.4%	1	.5%	2	.9%
Lack of Cleanliness	3	1.2%	2	.7%	3	1.0%	0	.0%
Poor City Infrastructure	0	.1%	1	.4%	1	.2%	2	.9%
Large Hispanic Population	1	.2%	0	.0%	0	.1%	0	.0%
Economy	2	.8%	0	.0%	1	.3%	0	.0%
Prison System	0	.0%	1	.4%	1	.3%	0	.0%
Business/Housing Restrictions	1	.4%	2	.7%	2	.8%	0	.0%
Housing Construction	0	.1%	2	.7%	0	.2%	0	.0%
Everything	0	.0%	0	.0%	1	.4%	2	.9%
Nothing	12	4.3%	34	12.0%	16	5.6%	10	4.3%
Other	0	.0%	1	.4%	1	.5%	2	.9%
No Response	0	.0%	1	.4%	0	.0%	1	.4%
Don't Know	15	5.6%	19	6.7%	14	4.8%	24	10.4%
Refused	0	.0%	1	.4%	1	.3%	0	.0%
Total	277	100%	284	100.0%	286	100%	231	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?**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Better off	98	35.4%	119	41.8%	112	39.2%	83	35.9%
Same	129	46.6%	123	43.2%	131	46.0%	118	51.1%
Worse off	42	15.2%	41	14.4%	41	14.4%	30	13.0%
DON'T KNOW	4	1.5%	2	.7%	1	.2%	0	.0%
REFUSE	3	1.2%	0	.0%	0	.2%	0	.0%
Total	277	100.0%	285	100.0%	286	100.0%	231	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?**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Better off	134	48.3%	143	50.2%	130	45.4%	97	42.0%
Same	114	41.0%	108	37.9%	121	42.4%	106	45.9%
Worse off	20	7.1%	17	6.0%	27	9.3%	17	7.4%
DON'T KNOW	8	2.9%	17	6.0%	8	2.8%	11	4.8%
REFUSE	2	.8%	0	.0%	0	.2%	0	.0%
Total	277	100.0%	285	100.0%	286	100.0%	231	100.0%

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

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Excellent	14	4.9%	25	8.8%	19	6.7%	6	2.6%
Good	91	32.9%	128	44.9%	105	36.6%	87	37.7%
Fair	118	42.5%	104	36.5%	124	43.4%	98	42.4%
Poor	45	16.2%	23	8.1%	32	11.4%	34	14.7%
DON'T KNOW	10	3.6%	5	1.8%	6	2.0%	6	2.6%
Total	277	100.0%	285	100.0%	286	100.0%	231	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?**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very fearful	23	8.4%	29	10.2%	20	6.9%	6	2.6%
Somewhat fearful	101	36.6%	78	27.4%	93	32.6%	45	19.5%
Not too fearful	91	32.9%	99	34.7%	109	38.2%	82	35.5%
Not at all fearful	56	20.3%	73	25.6%	60	21.0%	96	41.6%
DON'T KNOW	5	1.8%	5	1.8%	3	1.2%	2	.9%
REFUSED	0	.0%	1	.4%	0	.1%	0	.0%
Total	277	100.0%	285	100.0%	286	100.0%	231	100.0%

**Question 10: Are you currently registered to vote?**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Yes	223	80.4%	224	78.6%	236	82.7%	176	76.2%
No	53	19.2%	58	20.4%	47	16.4%	52	22.5%
DON'T KNOW	1	.4%	2	.7%	2	.8%	3	1.3%
REFUSED	0	.0%	1	.4%	0	.1%	0	.0%
Total	277	100.0%	285	100.0%	286	100.0%	231	100.0%

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

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Democrat	112	40.6%	105	36.8%	82	28.6%	73	31.6%
Republican	80	28.7%	101	35.4%	105	36.6%	83	35.9%
Independent	41	14.7%	29	10.2%	46	16.1%	35	15.2%
Some other party	9	3.4%	7	2.5%	15	5.2%	10	4.3%
NONE	17	6.1%	18	6.3%	18	6.5%	19	8.2%
DON'T KNOW	8	3.0%	17	6.0%	10	3.3%	6	2.6%
REFUSED	10	3.6%	8	2.8%	11	3.7%	5	2.2%
Total	277	100.0%	285	100.0%	286	100.0%	231	100.0%

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

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
In all elections	157	56.8%	171	60.0%	175	61.1%	136	58.9%
Only in some	59	21.3%	54	18.9%	57	19.9%	53	22.9%
Hardly ever	17	6.2%	11	3.9%	17	5.9%	15	6.5%
Never	34	12.4%	40	14.0%	31	11.0%	24	10.4%
DON'T KNOW	3	1.1%	7	2.5%	3	.9%	0	.0%
REFUSED	6	2.2%	2	.7%	3	1.2%	3	1.3%
Total	277	100.0%	285	100.0%	286	100.0%	231	100.0%

**Question 13: Politically, do you consider yourself to be...**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very Liberal	16	5.6%	27	9.5%	22	7.6%	16	6.9%
Somewhat Liberal	58	21.1%	42	14.7%	41	14.5%	29	12.6%
Middle of the Road	88	31.8%	80	28.1%	98	34.4%	89	38.5%
Somewhat Conservative	63	22.6%	78	27.4%	66	23.0%	56	24.2%
Very Conservative	34	12.3%	38	13.3%	40	14.0%	29	12.6%
DON'T KNOW	13	4.7%	15	5.3%	10	3.6%	7	3.0%
REFUSED	5	1.9%	5	1.8%	8	2.9%	5	2.2%
Total	277	100.0%	285	100.0%	286	100.0%	231	100.0%

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

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Excellent	28	10.1%	47	16.5%	27	9.5%	43	18.6%
Good	120	43.5%	150	52.6%	128	44.9%	89	38.5%
Fair	74	26.6%	56	19.6%	77	26.9%	65	28.1%
Poor	45	16.3%	26	9.1%	44	15.5%	16	6.9%
DON'T KNOW	10	3.5%	6	2.1%	9	3.2%	18	7.8%
Total	277	100.0%	285	100.0%	286	100.0%	231	100.0%

**Question 15: How would you rate PARKS AND RECREATION services?**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Excellent	32	11.7%	48	16.9%	22	7.7%	33	14.3%
Good	95	34.4%	146	51.4%	112	39.2%	86	37.2%
Fair	94	34.1%	60	21.1%	87	30.3%	68	29.4%
Poor	34	12.5%	25	8.8%	42	14.6%	31	13.4%
DON'T KNOW	20	7.3%	5	1.8%	23	8.1%	13	5.6%
Total	277	100.0%	284	100.0%	286	100.0%	231	100.0%

**Question 16: How would you rate the way STREETS AND ROADS are kept up?**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Excellent	12	4.5%	18	6.3%	9	3.0%	8	3.5%
Good	46	16.7%	90	31.6%	40	13.9%	48	20.8%
Fair	93	33.7%	98	34.4%	74	26.0%	73	31.6%
Poor	123	44.4%	79	27.7%	161	56.3%	100	43.3%
DON'T KNOW	2	.8%	0	.0%	2	.8%	2	.9%
Total	277	100.0%	285	100.0%	286	100.0%	231	100.0%

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

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Excellent	20	7.3%	37	13.0%	24	8.5%	15	6.5%
Good	81	29.5%	108	37.9%	83	29.2%	79	34.3%
Fair	83	30.2%	70	24.6%	75	26.3%	53	23.0%
Poor	54	19.4%	38	13.3%	60	21.1%	44	19.1%
DON'T KNOW	37	13.5%	32	11.2%	42	14.8%	39	17.0%
Total	276	100.0%	285	100.0%	286	100.0%	230	100.0%

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

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Excellent	42	15.4%	85	29.8%	27	9.4%	12	5.2%
Good	124	44.9%	135	47.4%	121	42.3%	70	30.3%
Fair	73	26.5%	50	17.5%	94	32.9%	73	31.6%
Poor	33	11.9%	11	3.9%	39	13.6%	71	30.7%
DON'T KNOW	4	1.4%	4	1.4%	5	1.8%	5	2.2%
Total	277	100.0%	285	100.0%	286	100.0%	231	100.0%

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

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Excellent	17	6.1%	15	5.3%	11	3.9%	11	4.8%
Good	85	30.8%	105	36.8%	59	20.8%	76	32.9%
Fair	76	27.5%	75	26.3%	80	28.2%	71	30.7%
Poor	49	17.8%	48	16.8%	94	33.0%	43	18.6%
DON'T KNOW	49	17.8%	42	14.7%	40	14.2%	30	13.0%
Total	277	100.0%	285	100.0%	285	100.0%	231	100.0%

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

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Excellent	15	5.4%	31	10.9%	14	4.8%	12	5.2%
Good	94	33.9%	124	43.7%	72	25.1%	50	21.7%
Fair	93	33.7%	83	29.2%	99	34.5%	66	28.7%
Poor	54	19.5%	29	10.2%	77	26.8%	84	36.5%
DON'T KNOW	21	7.4%	17	6.0%	25	8.7%	18	7.8%
Total	277	100.0%	284	100.0%	286	100.0%	230	100.0%

**Question21: Are you currently employed?**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Yes	159	57.3%	180	63.2%	144	50.4%	110	47.6%
No	117	42.3%	105	36.8%	141	49.2%	120	51.9%
Refused	1	.5%	0	.0%	1	.3%	1	.4%
Total	277	100.0%	285	100.0%	286	100.0%	231	100.0%

**Question 22: IF CURRENTLY UNEMPLOYED: Are you retired, or looking for work, or a housewife or husband not looking for work outside the home, or not currently in the workforce?**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Retired	59	49.6%	48	45.7%	76	53.9%	69	57.0%
Looking for work	5	4.5%	10	9.5%	13	9.3%	10	8.3%
housewife/househusband	29	24.5%	29	27.6%	26	18.5%	20	16.5%
Not currently in workforce	23	19.1%	14	13.3%	20	14.0%	21	17.4%
REFUSED	3	2.3%	4	3.8%	6	4.3%	1	.8%
Total	118	100.0%	105	100.0%	142	100.0%	121	100.0%

**Question23: IF CURRENTLY EMPLOYED: Do you work full time or part time?**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Full Time	127	80.1%	154	85.6%	113	78.3%	93	84.5%
Part Time	30	18.9%	26	14.4%	31	21.5%	17	15.5%
Refused	2	1.0%	0	.0%	0	.2%	0	.0%
Total	159	100.0%	180	100.0%	144	100.0%	110	100.0%

**Question 25: IF CURRENTLY EMPLOYED: 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 (both ways)?**

	East Valley	West Valley	Victor Valley	Desert
	Minutes	Minutes	Minutes	Minutes
Mean	51.4	63.3	64.9	41.8
Median	30.0	40.0	40.0	25.0
Mode	30	60	30	10
Minimum	0	0	0	0
Maximum	500	330	600	240

**Question 25: IF CURRENTLY EMPLOYED: 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 (both ways)?**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Less than 1 hour	99	64.7%	97	57.1%	74	55.0%	77	70.6%
1 - < 2 hours	34	22.1%	38	22.4%	32	23.7%	22	20.2%
2 - < 3 hours	16	10.7%	25	14.7%	22	16.6%	8	7.3%
3 - < 4 hours	1	.8%	5	2.9%	4	2.6%	1	.9%
4 or more hours	3	1.7%	5	2.9%	3	2.2%	1	.9%
Total	152	100.0%	170	100.0%	135	100.0%	109	100.0%

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

	East Valley	West Valley	Victor Valley	Desert
	Miles	Miles	Miles	Miles
Mean	28.8	43.6	50.8	34.6
Median	18.0	25.0	20.1	15.0
Mode	20	20	10	10
Minimum	0	0	0	0
Maximum	400	500	700	220

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

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
0 - 60 miles	133	91.3%	135	80.8%	90	67.1%	84	77.8%
61 - 120 miles	9	6.1%	23	13.8%	35	25.8%	20	18.5%
121 - 180 miles	3	2.0%	5	3.0%	6	4.4%	2	1.9%
181 - 240 miles	0	.2%	1	.6%	2	1.8%	2	1.9%
241 miles or more	1	.4%	3	1.8%	1	.9%	0	.0%
Total	145	100.0%	167	100.0%	134	100.0%	108	100.0%

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

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Riverside County	9	6.0%	8	4.5%	7	4.7%	9	8.3%
San Bernardino County	131	83.3%	102	57.6%	129	90.0%	93	86.1%
Orange County	2	1.0%	12	6.8%	0	.2%	1	.9%
Los Angeles County	13	8.6%	52	29.4%	6	4.3%	1	.9%
San Diego County	0	.2%	0	.0%	0	.0%	0	.0%
Kern County	0	.0%	0	.0%	0	.2%	1	.9%
Multiple Counties	2	1.0%	3	1.7%	1	.5%	0	.0%
Out of the State	0	.0%	0	.0%	0	.2%	3	2.8%
Total	157	100.0%	177	100.0%	144	100.0%	108	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?**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
A great deal of confidence	25	8.9%	27	9.5%	18	6.2%	34	14.7%
Some confidence	115	41.6%	145	50.9%	133	46.6%	87	37.7%
Not much confidence	74	26.6%	67	23.5%	70	24.6%	66	28.6%
No confidence	49	17.6%	37	13.0%	52	18.3%	30	13.0%
DON'T KNOW	14	5.0%	8	2.8%	12	4.1%	14	6.1%
REFUSED	1	.4%	1	.4%	1	.2%	0	.0%
Total	277	100.0%	285	100.0%	286	100.0%	231	100.0%

## SANBAG QUESTIONS

**SANBAG 1: On a typical day, how much of a problem is traffic in San Bernardino County? Would you say it is no problem at all, somewhat of a problem, or a large problem?**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
No problem at all	34	12.1%	31	10.9%	16	5.5%	77	33.3%
Somewhat of a problem	100	36.0%	121	42.5%	83	29.1%	85	36.8%
A large problem	138	49.7%	129	45.3%	182	63.6%	54	23.4%
DON'T KNOW	6	2.1%	4	1.4%	4	1.3%	15	6.5%
REFUSED	0	.1%	0	.0%	1	.4%	0	.0%
Total	277	100.0%	285	100.0%	286	100.0%	231	100.0%

**SANBAG 3: Has the increase in gas prices during the past year changed your driving habits?**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Yes	158	58.3%	168	60.2%	178	63.2%	153	67.1%
No	113	41.7%	111	39.8%	103	36.8%	75	32.9%
Total	271	100.0%	279	100.0%	281	100.0%	228	100.0%

**SANBAG 4: What changes have you made in your driving habits due to increased gas prices? List all that apply. NOTE: This question was only asked of people who replied "Yes" to #3.**

	East Valley		West Valley		Victor Valley		Desert	
	# Mentions	Col Response %	# Mentions	Col Response %	# Mentions	Col Response %	# Mentions	Col Response %
Driving less	114	72.9%	127	77.9%	138	77.7%	110	73.3%
Carpooling to work	10	6.7%	12	7.4%	14	8.1%	6	4.0%
Riding the bus	8	5.2%	2	1.2%	3	1.6%	3	2.0%
Taking the train	2	1.0%	2	1.2%	0	.0%	0	.0%
Riding a bike	0	.2%	2	1.2%	0	.0%	2	1.3%
Fewer weekend trips/fewer leisure and long-distance trips	25	16.2%	36	22.1%	37	20.6%	30	20.0%
OTHER change in driving	39	24.8%	29	17.8%	32	17.9%	30	20.0%
Total respondents answering	156	127.0%	163	128.8%	178	126.1%	150	120.7%

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%.

**SANBAG 4: OTHER RESPONSES: What changes have you made in your driving habits due to increased gas prices?**

	East Valley	West Valley	Victor Valley	Desert
	# Mentions	# Mentions	# Mentions	# Mentions
Plan ahead, drive only when necessary	4	5	5	5
Consolidate errands to make shorter, fewer trips	9	3	10	4
Drive more cautiously	7	1	4	1
Don't drive at all, stay at home	4	2	4	1
Bargain hunt for cheaper gas elsewhere	0	1	0	1
Get a job closer to home	2	1	0	3
Walk	5	3	0	4
Purchase a fuel-efficient car, such as an electric or hybrid	6	5	3	5
Purchase a motorcycle or moped	2	2	2	0
Drive a smaller, compact car more; SUV less	3	6	4	6
Fewer shopping trips	1	3	3	3
Fewer visits to family and friends	0	1	1	0
Total	39	29	32	30

**SANBAG 5: If gas prices continue to remain high, what kind of changes are you likely to make in your FUTURE driving, IF ANY? List all that apply.**

	East Valley		West Valley		Victor Valley		Desert	
	# Mentions	Col Response %	# Mentions	Col Response %	# Mentions	Col Response %	# Mentions	Col Response %
Driving less	84	46.4%	98	47.3%	107	52.3%	83	50.0%
Carpooling to work	13	7.1%	16	7.7%	15	7.4%	13	7.8%
Riding the bus	12	6.6%	12	5.8%	7	3.2%	12	7.2%
Taking the train	5	2.7%	2	1.0%	3	1.3%	3	1.8%
Riding a bike	4	2.2%	5	2.4%	9	4.4%	9	5.4%
Fewer weekend trips/fewer leisure and long-distance trips	17	9.5%	31	15.0%	34	16.9%	28	16.9%
OTHER	55	30.5%	55	26.6%	55	26.9%	37	22.3%
DON'T KNOW	16	8.6%	22	10.6%	14	6.6%	12	7.2%
Total respondents answering	181	113.7%	207	116.4%	204	119.1%	166	118.7%

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%.

**SANBAG 5: OTHER RESPONSES: If gas prices continue to remain high, what kind of changes are you likely to make in your FUTURE driving, if any?**

	East Valley	West Valley	Victor Valley	Desert
	# Mentions	# Mentions	# Mentions	# Mentions
Plan ahead, drive only when necessary	5	2	4	3
Consolidate errands to make shorter, fewer trips	2	1	3	1
Drive more cautiously	2	2	1	0
Move to another state	2	2	6	1
Don't drive at all, stay at home	4	4	3	4
Bargain hunt for cheaper gas elsewhere	0	0	0	2
Get a job closer to home	6	5	5	1
Walk	3	1	1	0
Purchase a fuel-efficient car, such as an electric or hybrid	23	28	25	14
Purchase a motorcycle or moped	2	2	3	1
Drive a smaller, compact car more; SUV less	8	10	4	7
Fewer shopping trips	1	1	1	1
Fewer visits to family and friends	0	0	0	0
Total	54	54	53	35

**SANBAG 6: Would you accept a 10 percent decrease in salary to work locally and eliminate your daily commute?**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Yes	31	19.7%	40	22.2%	34	23.9%	18	16.4%
No	114	71.8%	119	66.1%	94	65.2%	82	74.5%
DON'T KNOW	7	4.7%	17	9.4%	10	6.8%	6	5.5%
REFUSED	6	3.7%	4	2.2%	6	4.1%	4	3.6%
Total	159	100.0%	180	100.0%	144	100.0%	110	100.0%

**SANBAG 7: How about a 5 percent decrease in salary to work locally and eliminate your daily commute?**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Yes	41	25.8%	55	30.6%	45	31.2%	23	20.9%
No	104	65.3%	103	57.2%	83	57.4%	76	69.1%
DON'T KNOW	9	5.6%	18	10.0%	11	7.3%	8	7.3%
REFUSED	5	3.3%	4	2.2%	6	4.1%	3	2.7%
Total	159	100.0%	180	100.0%	144	100.0%	110	100.0%

The next series of seven questions addressed respondents' perceptions of what transportation improvements are needed most in San Bernardino County. Respondents were read a list of possible ways of improving transportation and were asked to rate them on a scale from 1 to 5, with 1 meaning very high priority and 5 meaning very low priority.

**SANBAG 8: As a possible way of improving transportation, how would you rate BUILDING NEW FREEWAYS?  
Rate on a scale from 1 to 5, with 1 meaning very high priority and 5 meaning very low priority.**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very high priority	140	50.9%	122	44.4%	141	50.3%	66	29.7%
2	31	11.4%	38	13.8%	37	13.2%	32	14.4%
3	58	21.3%	64	23.3%	56	20.1%	60	27.0%
4	12	4.3%	18	6.5%	22	7.9%	17	7.7%
Very low priority	33	12.0%	33	12.0%	24	8.5%	47	21.2%
Total	274	100.0%	275	100.0%	281	100.0%	222	100.0%

**SANBAG 9: As a possible way of improving transportation, how would you rate WIDENING FREEWAYS? Rate on a scale from 1 to 5, with 1 meaning very high priority and 5 meaning very low priority.**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very high priority	158	57.6%	149	53.8%	142	50.8%	86	38.7%
2	45	16.3%	36	13.0%	42	15.0%	37	16.7%
3	30	10.9%	44	15.9%	50	17.9%	46	20.7%
4	11	4.1%	21	7.6%	24	8.5%	23	10.4%
Very low priority	30	11.1%	27	9.7%	22	7.8%	30	13.5%
Total	274	100.0%	277	100.0%	279	100.0%	222	100.0%

**SANBAG 10: As a possible way of improving transportation, how would you rate BUILDING NEW LOCAL STREETS? Rate on a scale from 1 to 5, with 1 meaning very high priority and 5 meaning very low priority.**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very high priority	67	24.9%	49	17.6%	146	52.3%	83	37.2%
2	38	14.3%	40	14.4%	41	14.8%	34	15.2%
3	70	25.8%	87	31.3%	42	15.0%	50	22.4%
4	36	13.5%	46	16.5%	21	7.5%	25	11.2%
Very low priority	58	21.6%	56	20.1%	29	10.3%	31	13.9%
Total	270	100.0%	278	100.0%	279	100.0%	223	100.0%

**SANBAG 11: As a possible way of improving transportation, how would you rate WIDENING NEW LOCAL STREETS? Rate on a scale from 1 to 5, with 1 meaning very high priority and 5 meaning very low priority.**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very high priority	70	25.7%	83	30.0%	128	45.2%	63	28.1%
2	38	13.8%	48	17.3%	56	19.9%	45	20.1%
3	76	27.8%	68	24.5%	45	15.9%	49	21.9%
4	35	12.9%	36	13.0%	27	9.6%	31	13.8%
Very low priority	54	19.7%	42	15.2%	26	9.4%	36	16.1%
Total	273	100.0%	277	100.0%	282	100.0%	224	100.0%

**SANBAG 12: As a possible way of improving transportation, how would you rate REPAIRING EXISTING LOCAL STREETS? Rate on a scale from 1 to 5, with 1 meaning very high priority and 5 meaning very low priority.**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very high priority	180	66.0%	158	56.4%	189	67.2%	153	67.4%
2	35	12.8%	45	16.1%	36	12.9%	35	15.4%
3	20	7.4%	39	13.9%	24	8.7%	22	9.7%
4	16	5.8%	14	5.0%	15	5.4%	6	2.6%
Very low priority	22	8.1%	24	8.6%	16	5.8%	11	4.8%
Total	273	100.0%	280	100.0%	281	100.0%	227	100.0%

**SANBAG 13: As a possible way of improving transportation, how would you rate EXPANDING COMMUTER RAIL SERVICE? Rate on a scale from 1 to 5, with 1 meaning very high priority and 5 meaning very low priority.**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very high priority	93	36.6%	110	41.7%	97	38.7%	72	36.0%
2	58	22.8%	47	17.8%	45	17.9%	31	15.5%
3	55	21.5%	49	18.6%	42	16.7%	36	18.0%
4	16	6.3%	23	8.7%	26	10.5%	17	8.5%
Very low priority	32	12.8%	35	13.3%	41	16.2%	44	22.0%
Total	253	100.0%	264	100.0%	250	100.0%	200	100.0%

**SANBAG 14: As a possible way of improving transportation, how would you rate CREATING AN EXPRESS BUS SERVICE? Rate on a scale from 1 to 5, with 1 meaning very high priority and 5 meaning very low priority.**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very high priority	89	35.0%	109	40.5%	113	42.7%	75	35.5%
2	47	18.6%	63	23.4%	47	17.9%	40	19.0%
3	65	25.8%	48	17.8%	54	20.1%	45	21.3%
4	21	8.5%	20	7.4%	22	8.2%	19	9.0%
Very low priority	31	12.1%	29	10.8%	30	11.2%	32	15.2%
Total	253	100.0%	269	100.0%	266	100.0%	211	100.0%

**SANBAG 15: If the only way of building new freeways is to make them toll roads, would that be acceptable to you?**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Yes	128	46.2%	125	43.9%	137	48.0%	95	41.1%
No	127	45.9%	148	51.9%	128	44.7%	117	50.6%
Undecided	12	4.4%	6	2.1%	12	4.4%	5	2.2%
DON'T KNOW	8	2.8%	6	2.1%	6	2.1%	11	4.8%
REFUSED	2	.7%	0	.0%	2	.8%	3	1.3%
Total	277	100.0%	285	100.0%	286	100.0%	231	100.0%

**SANBAG 16: Have you used a call box within the last two years?**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Yes	32	11.8%	16	5.7%	24	8.4%	24	10.4%
No	239	87.7%	266	94.0%	259	91.2%	206	89.6%
Don't remember	1	.5%	1	.4%	1	.4%	0	.0%
Total	273	100.0%	283	100.0%	284	100.0%	230	100.0%

**SANBAG 17: How important is it to have call boxes available to San Bernardino County motorists?**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very important	178	65.9%	172	62.3%	183	65.0%	174	76.7%
Somewhat important	66	24.4%	79	28.6%	69	24.4%	37	16.3%
Not important	26	9.7%	25	9.1%	30	10.6%	16	7.0%
Total	270	100.0%	276	100.0%	281	100.0%	227	100.0%

**SANBAG 18: San Bernardino County maintains 1,600 call boxes on its highways. Call box use is declining due to cell phones. What do you think the future of call boxes should be?**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Increase the number of call boxes	27	9.8%	32	11.7%	20	7.3%	15	6.7%
Reduce the number of call boxes by half	16	5.9%	11	4.0%	15	5.5%	14	6.3%
Maintain call boxes only at a few critical county locations	31	11.4%	33	12.0%	30	10.7%	17	7.6%
Keep the program the same	70	25.8%	57	20.8%	65	23.5%	47	21.1%
Redistribute same # of call boxes to put more in desert area	128	47.1%	141	51.5%	147	53.0%	130	58.3%
Total	271	100.0%	274	100.0%	278	100.0%	223	100.0%

## OMNITRANS QUESTIONS

### Omnitrans1: What is the name of your local bus service provider?

	East Valley		West Valley	
	Count	Col %	Count	Col %
Omnitrans (or Omni)	152	62.0%	96	37.9%
OmniLink	1	.4%	1	.4%
Redlands Trolley	4	1.6%		
Access			1	.4%
MTA/RTD (Red Line/Blue Line)	1	.5%	5	2.0%
Foothill			8	3.2%
MARTA	0	.1%	1	.4%
None			1	.4%
Other	0	.1%	3	1.2%
Don't Know	85	34.5%	134	53.0%
Refused	2	.8%	3	1.2%
Total	245	100.0%	253	100.0%

### Omnitrans2: Have you ever heard of Omnitrans?

	East Valley		West Valley	
	Count	Col %	Count	Col %
Yes	72	77.3%	111	70.3%
No	17	18.1%	35	22.2%
Don't know	4	4.3%	10	6.3%
Refused	0	.3%	2	1.3%
Total	93	100.0%	158	100.0%

ASKED ONLY OF PEOPLE WHO DID NOT NAME OMNITRANS AS THEIR SERVICE PROVIDER

**Omnitrans3: On a scale from 1 to 7 (with 1 meaning "very poor" and 7 meaning "excellent" how would you rate your overall perception of Omnitrans/your local bus service, even if you have never used it personally?**

	East Valley		West Valley	
	Count	Col %	Count	Col %
Very Poor	11	5.3%	10	5.4%
2	5	2.5%	10	5.4%
3	27	13.4%	24	13.0%
4	31	15.3%	45	24.3%
5	63	30.8%	47	25.4%
6	28	13.7%	21	11.4%
Excellent	39	19.0%	28	15.1%
Total	203	100.0%	185	100.0%

The next group of questions were asked only of the people who had mentioned Omnitrans as their service provider OR who indicated that they had heard of Omnitrans. That includes  $152 + 72 = 224$  people from East Valley. From West Valley that includes  $96 + 111 = 207$  people.

**Omnitrans4: Have you seen or heard an advertisement for Omnitrans in the last 6 months?**

	East Valley		West Valley	
	Count	Col %	Count	Col %
Yes	127	56.7%	87	42.2%
No	97	43.3%	119	57.8%
Total	224	100.0%	206	100.0%

**Omnitrans 5: Where did you see or hear an advertisement for Omnitrans in the last 6 months? List all that apply.**

	East Valley		West Valley	
	Cases	Col Response %	Cases	Col Response %
TV	23	20.1%	13	16.9%
Radio	25	21.2%	6	7.8%
Newspaper	32	27.3%	20	26.0%
Direct mail	7	6.5%	7	9.1%
Billboard	16	13.8%	6	7.8%
Side of a bus	33	28.8%	28	36.4%
Bus shelter	10	8.6%	7	9.1%
Total	116	126.3%	77	113.0%

Percentages in the table above are based on number of respondents answering the question (not on number of responses). Totals, therefore, do not sum to 100%.

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

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Some high school or less	24	8.6%	21	7.4%	22	7.6%	13	5.6%
High school grad	73	26.4%	57	20.0%	75	26.4%	59	25.5%
Some college	81	29.1%	70	24.6%	90	31.5%	73	31.6%
College graduate (BA or BS)	64	23.1%	94	33.0%	66	23.1%	57	24.7%
Some graduate work	11	4.1%	9	3.2%	13	4.4%	14	6.1%
Post-graduate degree	20	7.1%	26	9.1%	16	5.7%	12	5.2%
DON'T KNOW	1	.5%	3	1.1%	2	.7%	2	.9%
REFUSED	3	1.1%	5	1.8%	2	.6%	1	.4%
Total	277	100.0%	285	100.0%	286	100.0%	231	100.0%

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

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Single, never married	51	18.5%	29	10.2%	33	11.7%	40	17.3%
Married	151	54.6%	197	69.4%	180	63.1%	133	57.6%
Divorced	43	15.7%	33	11.6%	36	12.5%	31	13.4%
Widowed	26	9.2%	22	7.7%	27	9.4%	21	9.1%
Separated	2	.8%	0	.0%	6	2.1%	5	2.2%
Other	1	.2%	0	.0%	0	.1%	0	.0%
Refused	3	1.0%	3	1.1%	3	1.1%	1	.4%
Total	277	100.0%	284	100.0%	286	100.0%	231	100.0%

**Demographic 3: Are you of Hispanic or Latino origin?**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Yes	85	30.9%	95	33.3%	60	20.8%	33	14.3%
No	190	68.7%	183	64.2%	222	77.7%	194	84.0%
DON'T KNOW	1	.2%	2	.7%	1	.2%	1	.4%
REFUSED	1	.2%	5	1.8%	3	1.2%	3	1.3%
Total	277	100.0%	285	100.0%	286	100.0%	231	100.0%

**Demographic 4: How would you describe your race or ethnicity?**

	East Valley		West Valley		Victor Valley		Desert	
	# Mentions	Col Response %	# Mentions	Col Response %	# Mentions	Col Response %	# Mentions	Col Response %
Asian	3	1.2%	11	4.0%	5	1.8%	3	1.3%
Black/African American	30	11.1%	28	10.1%	19	6.8%	17	7.6%
Caucasian/White	157	58.6%	145	52.5%	191	69.3%	162	72.3%
Hispanic	86	32.3%	98	35.5%	61	22.0%	34	15.2%
OTHER	13	4.8%	19	6.9%	16	5.9%	20	8.9%
Total respondents answering	267	108.1%	276	109.1%	275	105.7%	224	105.4%

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%.

**OTHER responses: How would you describe your race or ethnicity, and other responses?**

		East Valley	West Valley	Victor Valley	Desert
		# Mentions	# Mentions	# Mentions	# Mentions
Race and ethnicity	Asian (no specification)	0	1	1	0
	Filipino	0	3	1	1
	Indian	3	5	2	1
	Korean	0	1	0	0
	Chinese	1	1	0	0
	Japanese	0	0	1	0
	Vietnamese	0	0	0	0
	Native American (all tribes)	2	4	6	8
	Pacific Islander (and Hawaiian)	1	3	0	4
	South American	1	0	0	0
	Middle Eastern	1	2	0	1
	Central American	1	0	2	2
	Multi-racial	1	1	0	2
	Refused	1	0	0	0
	Total		12	21	14

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

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
0	10	3.6%	5	1.8%	4	1.3%	5	2.2%
1	76	28.1%	50	17.7%	69	24.1%	87	38.0%
2	97	35.8%	109	38.7%	123	43.3%	79	34.5%
3	49	18.2%	74	26.2%	52	18.2%	35	15.3%
4	26	9.5%	32	11.3%	26	9.2%	11	4.8%
5	7	2.5%	7	2.5%	7	2.4%	5	2.2%
6	4	1.3%	4	1.4%	2	.9%	3	1.3%
7	2	.7%	1	.4%	2	.6%	1	.4%
8	0	.0%	0	.0%	0	.1%	3	1.3%
9	0	.1%	0	.0%	0	.0%	0	.0%
Total	271	100.0%	282	100.0%	285	100.0%	229	100.0%

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

	Region			
	East Valley	West Valley	Victor Valley	Desert
	Age(Years)	Age(Years)	Age(Years)	Age(Years)
Mean	48.3	47.3	49.1	49.3
Median	46.0	46.0	47.6	47.0
Mode	37	45	41	47
Minimum	18	18	19	18
Maximum	88	99	89	93

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

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
18 - 24 years old	17	6.3%	15	5.6%	14	5.0%	20	8.9%
25 - 34	45	16.5%	44	16.4%	39	14.3%	36	16.0%
35 - 44	63	23.3%	61	22.7%	62	22.4%	43	19.1%
45 - 54	61	22.4%	72	26.8%	62	22.6%	37	16.4%
55 - 64	34	12.4%	40	14.9%	44	16.1%	32	14.2%
65 - 74	23	8.7%	23	8.6%	34	12.3%	30	13.3%
75 or older	28	10.4%	14	5.2%	20	7.3%	27	12.0%
Total	271	100.0%	269	100.0%	276	100.0%	225	100.0%

**Demographic 7: How long have you lived in San Bernardino County?**

	Region			
	East Valley	West Valley	Victor Valley	Desert
	Years	Years	Years	Years
Mean	26.1	18.9	19.5	17.5
Median	24.0	15.0	16.6	14.0
Mode	30	15	15	1
Minimum	0	0	0	0
Maximum	85	82	78	74

**Demographic 7: How long have you lived in San Bernardino County?**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
0 to 10 years	72	26.0%	113	40.2%	97	33.9%	102	44.5%
11 to 20 years	58	20.9%	63	22.4%	79	27.9%	52	22.7%
21 to 30 years	45	16.1%	54	19.2%	51	17.9%	36	15.7%
31 to 40 years	38	13.9%	21	7.5%	25	8.9%	13	5.7%
41 years or more	64	23.1%	30	10.7%	32	11.4%	26	11.4%
Total	276	100.0%	281	100.0%	285	100.0%	229	100.0%

**Demographic 8: Which of the following categories best describes your total household or family income before taxes, from all sources, for 2004?**

	East Valley		West Valley		Victor Valley		Desert	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Less than \$25,000	51	18.4%	30	10.5%	41	14.5%	48	20.8%
\$25,000 to \$35,999	42	15.0%	33	11.6%	44	15.3%	35	15.2%
\$36,000 to \$49,999	35	12.7%	28	9.8%	44	15.3%	36	15.6%
\$50,000 to \$65,999	31	11.1%	36	12.6%	37	12.9%	26	11.3%
\$66,000 to \$79,999	30	10.9%	39	13.7%	34	12.0%	19	8.2%
\$80,000 to \$110,000	32	11.4%	44	15.4%	33	11.6%	15	6.5%
Over \$110,000	26	9.4%	34	11.9%	18	6.2%	18	7.8%
DON'T KNOW	11	3.9%	12	4.2%	9	3.1%	8	3.5%
REFUSED	20	7.2%	29	10.2%	26	9.2%	26	11.3%
Total	277	100.0%	285	100.0%	286	100.0%	231	100.0%