



THE ONLINE SURVEY RESULTS

An online survey ran from December 29, 2010 to February 6, 2011 and resulted in 3,656 completed surveys. Below are a description of survey respondents and a summary of results.

Respondents

- Most (66%) respondents are long-time residents of the County, having lived in San Bernardino County for over 15 years.
- Age of respondents range from 17 to 99 with a median age of 49.
- The majority of respondents were female (62.5%) and only 37.5% are male.

Results

Likes

- The following three things are what respondents like most about the County of San Bernardino (in rank order):
 1. Availability of recreation areas and facilities.
 2. Availability of housing options at affordable prices.
 3. Availability of restaurants and shopping.
- Respondents in the Central Valley and Eastern Valley indicated the same three items as their top three Likes, although in a slightly different order.
- The High Desert, Morongo Basin/South Desert and Mountain Communities also included *housing at affordable prices* and *recreation areas and facilities* in their top three. However, these regions did not list *availability of restaurants and shopping* in their top three; instead, respondents in these regions like that *roads and freeways have less congestion*.
- Respondents in the Western Valley had *restaurants and shopping* and *recreation and facilities* in their top two. *Level of public safety* was #3 for this region.

Dislikes

- The following are the top three things respondents don't like about the county (in rank order):
 1. Lack of employment opportunities
 2. San Bernardino County's overall image
 3. Quality of roads
- Respondents across all regions agree that *lack of employment opportunities* is a problem.
- Most regions (Eastern Valley, High Desert, Morongo Basin/South Desert and Mountain Communities) also agree that *quality of roads* is an issue.
- Central Valley, Eastern Valley, Mountain Communities and Western Valley indicated they don't like the *County's overall image*. In fact, this item was ranked #1 by respondents in these regions. However, this item did not make the top three in the desert regions.
- Dislikes that are unique to regions:
 1. Quality of schools (Central Valley and High Desert)
 2. Lack of transportation options (Morongo Basin/South Desert)
 3. Traffic congestion (Western Valley)

Change in County

- Overall, the majority of respondents believe things are either getting worse or are remaining the same within the County.
- Most respondents believe the following things are getting *worse*:
 1. Employment opportunities
 2. Quality of schools
 3. Quality of roads
 4. Traffic congestion
 5. County's overall image
 6. Openness and honesty of government services
- Nearly half or more than half of respondents believe the following are remaining the same:
 1. Availability of recreation areas and facilities
 2. Level of public safety
 3. Options for entertainment and nightlife
 4. Access to healthcare services
 5. Availability of restaurants and shopping

6. Availability of housing options at affordable prices
7. Availability of public transit
8. Availability of other transportation options
9. Air quality

Priorities

- According to respondents, the top three priorities for the County should be:
 1. Higher quantity and quality of jobs
 2. More open and honest government
 3. Improve public safety
- Again, all regions agree that *jobs* should be the top priority. Jobs was ranked #1 in all regions except the Morongo Basin/South Desert (ranked #2).
- Every region also believes that *more open and honest government* should be a priority.
- Respondents in Central Valley, High Desert, Mountain Communities, and Western Valley also ranked *improve public safety* as a priority.
- Priorities unique to regions are:
 - San Bernardino County's image (Eastern Valley)
 - Rural living (Morongo Basin/South Desert)

Suggestions for Improvement

- The top three suggestions for improvements in the County are related to:
 1. Transportation infrastructure
 2. Recreation opportunities/facilities
 3. Public Safety
- While most believe jobs should be a top priority, the most common suggestion for improvement (across all regions) was to fix or improve the County's transportation infrastructure (e.g., potholes, quality of roads, bridges, trails, traffic lights). It should be noted that "quality of roads" was not an option in the question about County priorities. Perhaps given the opportunity, respondents may have selected "quality of roads" as a top priority.
- The East Valley and the High Desert were the only regions that had the same top three suggestions. Other suggestions unique to regions were:
 - Community upkeep (Central Valley, Mountains, West Valley)
 - Utility infrastructure/services (Morongo Basin/South Desert)

Words to Describe Future County

- Respondents would like the following three words/ideas to describe the County in the future:
 1. Safe
 2. Clean/beautiful/sustainable/environmental
 3. Prosperous/employed/productive/successful
- The only region with the same top three priorities is Central Valley.
- Other priorities unique to regions are:
 - Government: honest/open/respected/public-serving (East Valley, High Desert, Mountains, West Valley)
 - Undeveloped/rural/serene/peaceful/uncongested/historical (Morongo Basin/South Desert)



SURVEY QUESTIONS

What's Your Vision for San Bernardino County?

The purpose of this survey is to learn what you want San Bernardino County to work toward and become. This is your chance to be heard, and more importantly, to determine the future course of our County community.

The survey should take approximately 10 minutes to complete. Your participation in this survey is voluntary and you may exit at any time. Be assured that your responses will remain anonymous and IP addresses will not be collected or used for any purpose.

Thank you for taking the time to share your thoughts on what the future of San Bernardino County should look like! Click the Next button to begin.

If you have any questions about the survey, please contact us at VisionProject@sbcounty.gov.

By clicking the Next button below, I verify that if I am under 18 I have my parents'/guardians' consent to complete this survey.

1. What is your current 5-digit zip code?
2. Thinking about the San Bernardino County community in which you live, work or visit; name two things you would like to see improved in that community.

Please provide name of community. If you do not know name of community, provide city name.

Name of community/city:

Improvement 1:

Improvement 2:

3. Select the top three things that you LIKE about San Bernardino County and rank them 1, 2, and 3 with 1 being what you like most. Please read all choices before ranking.

Enter 1, 2, and 3 into the boxes next to your TOP THREE ITEMS. Please leave the rest of the items blank.

The sum of the numbers entered must equal 6.

Availability of recreation areas and facilities
Level of public safety provided
Employment opportunities
Availability of arts and cultural activities
Availability of restaurants and shopping
Availability of professional services (e.g. medical/dental offices, attorney, CPA, barber/beauty)
Availability of housing options at affordable prices
Quality of schools
Quality of roads
Transportation options (e.g. public transit, bikeable/walkable pathways)
Roads and freeways have less congestion (as compared to rest of Southern California)
San Bernardino County's overall image (what comes to mind when people think of the area)
The physical appearance of the County

4. Select the top three things that you DON'T LIKE about San Bernardino County and rank them 1, 2, and 3 with 1 being what you like least. Please read all choices before ranking.

Enter 1, 2, and 3 into the boxes next to your TOP THREE ITEMS. Please leave the rest of the items blank.

The sum of the numbers entered must equal 6.

Lack of recreation areas and facilities
Level of public safety provided
Lack of employment opportunities
Lack of arts and cultural activities
Lack of restaurants and shopping
Lack of professional services (e.g. medical/dental offices, attorney, CPA, barber/beauty)
Lack of housing options at affordable prices
Quality of schools
Quality of roads
Lack of transportation options (e.g. public transit, bikeable/walkable pathways)
Traffic congestion
San Bernardino County's overall image (what comes to mind when people think of the area)
The physical appearance of the County

5. Thinking about San Bernardino County as a whole, indicate whether you think the topics listed below are *getting better*, *getting worse*, or are *remaining the same* within the County. Remember, we are looking for your opinions and there are no right or wrong answers.

- a. Availability of recreation areas and facilities
Getting better Getting worse Remaining the same
- b. Level of public safety
Getting better Getting worse Remaining the same
- c. Employment opportunities
Getting better Getting worse Remaining the same
- d. Options for entertainment and nightlife
Getting better Getting worse Remaining the same
- e. Access to healthcare services
Getting better Getting worse Remaining the same
- f. Availability of restaurants and shopping
Getting better Getting worse Remaining the same
- g. Availability of housing options at affordable prices
Getting better Getting worse Remaining the same
- h. Quality of schools
Getting better Getting worse Remaining the same
- i. Quality of roads
Getting better Getting worse Remaining the same
- j. Availability of public transit (e.g. buses and trains)
Getting better Getting worse Remaining the same
- k. Availability of other transportation options (e.g. walking and biking pathways)
Getting better Getting worse Remaining the same
- l. Traffic congestion
Getting better Getting worse Remaining the same
- m. Air quality
Getting better Getting worse Remaining the same

- n. San Bernardino County's overall image (what comes to mind when people think of the area)
Getting better Getting worse Remaining the same
- o. Openness and honesty of government agencies
Getting better Getting worse Remaining the same
6. Which of the following do you believe should be the top three countywide priorities? Please read through all the options first and then select three items and rank order them 1, 2, and 3 with 1 being the most important priority.

Enter 1, 2, and 3 into the boxes next to your TOP THREE PRIORITIES.
Please leave the rest of the items blank.

The sum of the numbers entered must equal 6.

More health care options (service availability, hospitals, medical/dental offices, pharmacies)
More urban lifestyle communities/areas
Rural living
Physical appearance of County as a whole
Higher quality and quantity of jobs
More recreation opportunities
More open and honest government
Improve public safety (police, fire)
Air quality
More arts and cultural choices
More transportation options (public transit, bicycle paths, pedestrian walkways)
Reduce traffic congestion within the County's borders
San Bernardino County's overall image (what comes to mind when people think of the area)

7. In the future, what are three words that you hope will best describe San Bernardino County?

- 1.
- 2.
- 3.

8. How long have you lived in San Bernardino County?

Less than 1 year
1 to 5 years
6 to 10 years
11 to 15 years
16 or more years

Don't live in San Bernardino County

9. What is your age? (in years)

10. What is your gender?

Male

Female



SURVEY DEFINITION OF REGIONS

REGION	COMMUNITIES	REGION	COMMUNITIES
Western Valley	Chino Chino Hills Guasti Lytle Creek Montclair Mt Baldy Ontario Rancho Cucamonga Upland	Central Valley	Bloomington Colton Fontana Grand Terrace Rialto San Bernardino
Eastern Valley	Bryn Mawr Forest Falls Highland Loma Linda Mentone Patton Redlands Rim Forest Twin Peaks Yucaipa	Mountain Communities	Angelus Oaks Big Bear City Big Bear Lake Blue Jay Cedar Glen Cedarpines Park Crest Park Crestline Fawnskin Green Valley Lake Lake Arrowhead Running Springs Skyforest Sugarloaf

REGION	COMMUNITIES	REGION	COMMUNITIES
High Desert	Adelanto Amboy Apple Valley Baker Barstow Cima Daggett Earp Edwards Essex Fort Irwin Helendale Hesperia Hinkley Lucerne Valley Ludlow Mountain Pass Needles Newberry Springs Nipton Oro Grande Parker Dam Phelan Pinon Hills Red Mountain Ridgecrest Trona Victorville Vidal Wrightwood Yermo	Morongo Basin/South Desert	Joshua Tree Landers Morongo Valley Pioneertown Twentynine Palms Yucca Valley