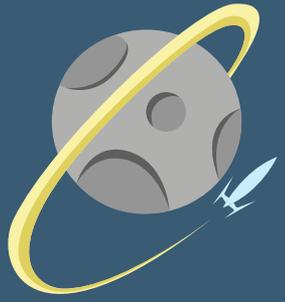


This conference was made possible due to a generous grant from Fieldstead and Company.

# THE CHAPMAN UNIVERSITY ORANGE COUNTY ANNUAL SURVEY 2019

## MARCH 27, 2019

Prepared by:  
Fred Smoller & Michael A. Moodian



## TABLE OF CONTENTS

Executive Summary.....	3
Introduction .....	4
Data Collection .....	4
Orange County Profile .....	5
National Political Outlook.....	6
Approval for Trump, Congress, Pelosi .....	6
Direction .....	7
Ideology .....	7
Guns .....	8
Climate Change.....	9
Inequality .....	9
Diversity.....	10
Most Important Problem .....	11
Local Conditions.....	13
Transportation .....	14
Electric Cars .....	15
Self-Driving Cars .....	15
Rail .....	16
Bullet Train .....	17
Conclusion .....	18
Appendix A: Methods.....	19
Overview .....	19
Sample Design.....	21
Call Center .....	22
Fielding.....	23
Sampling.....	23
Appendix B: Questions and Results .....	27
The Authors .....	51

## Executive Summary

For the second year in a row, the data suggest that Orange County is politically more moderate than its conservative reputation. Residents support gun control, environmental protection, Deferred Action for Childhood Arrivals (DACA), and a legal path to citizenship for those in the country without documentation. Residents are troubled by the growing gap between rich and poor, but they are evenly split as to whether government should do more to help the poor. They see diversity as a source of strength and overwhelmingly believe climate change is a serious, man-made problem. County residents are distrustful of Washington, feel the country is going in the wrong direction, and favor smaller government. Nevertheless, they expect government to take action on major problems such as gun violence and the environment.

Residents are committed to the automobile and believe that roads and busways should be an infrastructure priority. Residents support rail projects as long as they address local traffic issues. They support the OC Streetcar and a rail connection to LAX, but they do not support the Bullet Train.

There appears to be a disconnect between autonomous-car manufacturers' forecasts and Orange County's public perception. Manufacturers plan for self-driving cars to enter the mainstream within five years, but county residents believe this will take longer, and a majority would not ride in them. However, those younger than 30 are more willing to ride in self-driving cars and share the road with cars that do not have anyone in the driver's seat. There is significant support for California's plan to increase dramatically the number of zero-emission cars.

## Introduction

Chapman University's Wilkinson College of Arts, Humanities, and Social Sciences is pleased to present the 2019 Orange County Annual Survey results, a project made possible by Fieldstead and Company's generous sponsorship. The 2019 study explores public opinions on policy issues with an emphasis on traffic and transportation policy.<sup>1</sup> The purpose of this nonpartisan study is to provide citizens and policy makers information they can use to make informed decisions and to spark debate on critical issues facing the community. This year's study coincides with Chapman's fifth annual public policy conference, titled The Future of Transportation.

## Data Collection

Reconnaissance Market Research (ReconMR) conducted telephone surveys of adult (18 and older) Orange County, CA, residents from January 28 to February 13, 2019. ReconMR made approximately 40,000 dialings. This resulted in 704 completed surveys. Twenty-four percent (24%) were by landline phone connections and 76 percent (76%) were wireless. The firm conducted the surveys in both English and, when necessary, Spanish. The average survey interview lasted 19.8 minutes. The margin of error is +/- 4.0 percent (4.0%).

Quotas were set for age and partisan affiliation to help ensure the sample was representative of the larger population. The party registration breakdown is 34.0 percent (34.0%) Republican, 33.3 percent (33.0%) Democratic, and 28.5 percent (28.5%) no party preference. The comparable figures for those surveyed were 39 percent (39%) Republican, 39 percent (39%) Democrat, and 20 percent (20%) no party preference. The sample was also geographically dispersed. Appendix A contains information about the sample design, facilities, fielding, and quality control.

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<sup>1</sup> The University of California, Irvine's School of Social Ecology conducted similar surveys from 1982 to 2004. The authors of this report conducted state of the county surveys in 2010 and in 2018. These studies are referenced throughout the report.

## Orange County Profile<sup>2</sup>

Orange County, CA—also referred to in this report as OC—is a thriving metropolitan area that has a population of approximately 3.2 million people. Twenty-two percent (22%) of county residents are younger than age 18, and 14.3 percent (14.3 %) of residents are age 65 and older. Orange County’s demographic breakdown is composed of 40.5 percent (40.5%) of those characterized as “White alone, not Hispanic or Latino”; 34.2 percent (34.2%) Hispanic or Latino, 21.0 percent (21%) Asian alone; 3.5 percent (3.5%) “Two or More Races”; 2.1 percent (2.1%) Black or African American alone; 1.0 percent (1.0%) American Indian and Alaska Native alone; and 0.4 percent (0.4%) Native Hawaiian and other Pacific Islander alone. The county is home to 115,733 veterans (3.6%), and 30.3 percent (30.3%) of county residents are foreign born. Orange County’s foreign born population is higher than California’s percentage (27 percent [27%] in 2016, according to Public Policy Institute of California data), and it is more than double the national percentage (14 percent [14%], according to the Public Policy Institute of California).

OC is a (formally) well-educated county, with 84.7 percent (84.7%) of residents age 25 and older holding a high school diploma (similar to the national average) and 39.1 percent (39.1%) of those age 25 and older with a bachelor’s degree (higher than the national average). Additionally, 93.4 percent (93.4%) of households have a computer, and 87.7 percent (87.7%) of households have broadband Internet connections. The median household income is \$81,851, yet 11.5 percent (11.5%) of county residents live in poverty. The median travel time to work for those age 16 and older is 27.4 minutes.

Orange County was once a Republican stronghold; Republicans held the vast majority of congressional, state legislative, county, and city council seats. However, the county’s political makeup has changed dramatically during past decades. For example, Republicans had a 22 percent (22%) registration advantage in OC in 1990. As of February 18, 2019, Republican registration advantage among active voters is 0.7 percent (0.7%). “Red County” is now “Purple County,” and political views are much more balanced than in previous decades. Hillary Clinton, the Democratic candidate for president, won Orange County

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<sup>2</sup> We took Orange County demographic information for this section from the U.S. Census Bureau’s website: <https://www.census.gov/quickfacts/orangecountycalifornia>.

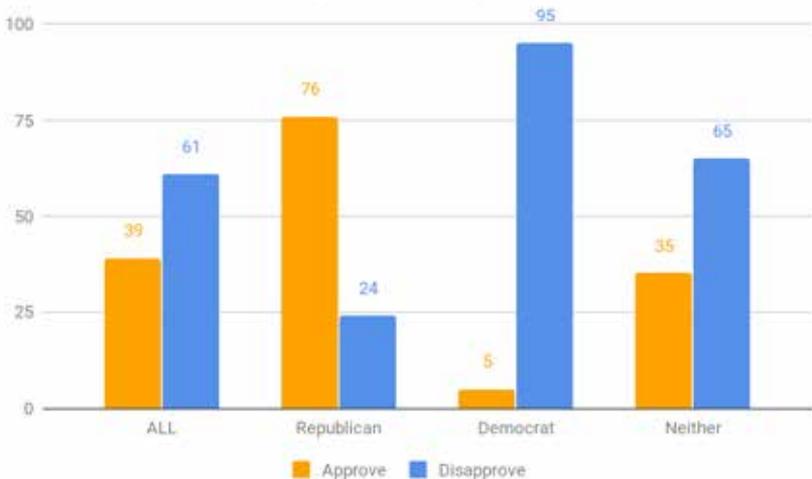
in 2016, the first time a Democratic presidential nominee had won the county since 1936. As of this year, a Democrat holds every OC congressional seat.

## National Political Outlook

### Approval for Trump, Congress, Pelosi

Similar to last year, national political leaders are very unpopular among county residents. Only 39 percent (39%) approve of the way that President Donald Trump is handling his job as president. Only 27 percent (27%) of those younger than 30 approve of President Trump. There is a sharp partisan divide in support for the president: 76 percent (76%) of Republicans support President Trump, but only 5 percent (5%) of Democrats do.

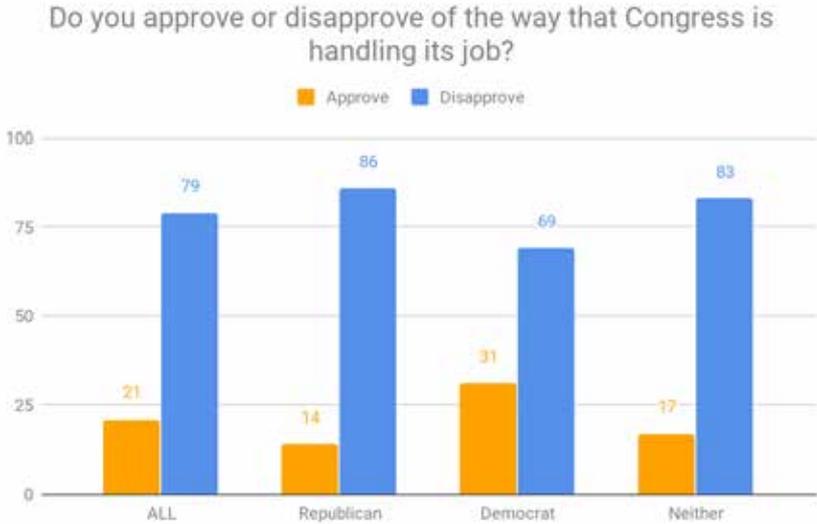
Do you approve or disapprove of the way that Donald Trump is handling his job as president?



Respondents are not pleased with Congress. Seventy-nine percent (79%) disapprove of the way Congress is handling its job, and 60 percent (60%) disapprove of the way Nancy Pelosi is doing her job as Speaker of the House.

The partisan divide diminishes some when it comes to Congress. Respondents from both parties disapprove of Congress, although Democrats are twice as supportive. Thirty-one percent (31%) of Democrats—as opposed to only 14 percent (14%) of Republicans—approve of Congress. (The House of Representatives, of course, is

controlled by Democrats, and the Senate is controlled by Republicans.) Respondents are split regarding whether Congress would do a better job if it were controlled by Republicans.



## Direction

County residents are pessimistic generally about both the direction of the nation and the state of California. Sixty-four percent (64%) believe the U.S. is headed in the wrong direction, and 54 percent (54%) believe California is headed in the wrong direction.

Younger people are more optimistic: Sixty percent (60%) of those younger than 30 believe the Golden State is headed in the right direction as compared to 42 percent (42%) of those 30 and older who believe the state is on the right path.

Eighty percent (80%) believe they can trust the government to do what is right only some of the time or never. Most residents believe government is trying to do too many things that should be left to individuals and businesses.

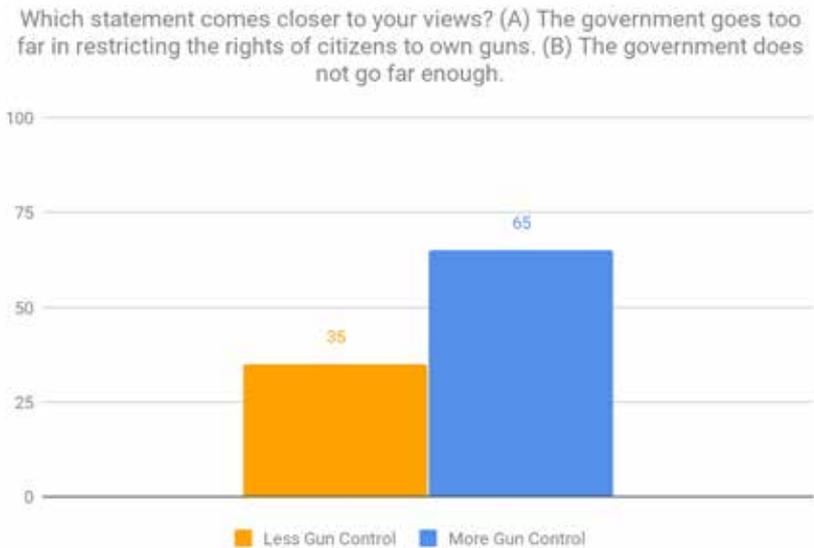
## Ideology

For the second year in a row, the data suggest that Orange County is more moderate than its politically conservative reputation. Residents support gun control, environmental protection, DACA, and a legal

path to citizenship for those in the country without documentation. Residents are troubled by the growing gap between the rich and poor, but they are evenly split as to whether government should do more to help the poor. They see diversity as a source of strength and overwhelmingly believe climate change is a serious, man-made problem. County residents are distrustful of Washington, feel the country is going in the wrong direction, and favor smaller government. Nevertheless, they expect government to take action on major problems such as gun violence and the environment.

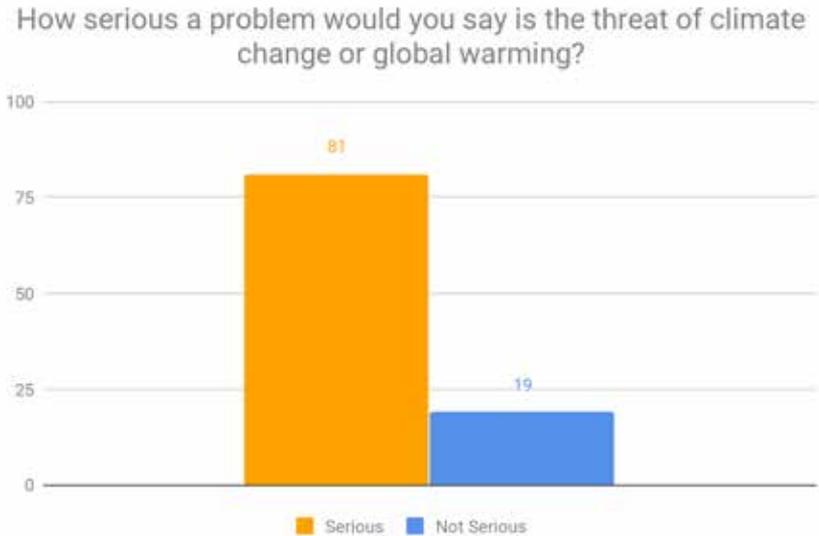
## Guns

While residents generally distrust government, 65 percent (65%) believe that the government should do more to regulate access to guns. Seventy-one percent (71%) shared that sentiment in 2018. (The Stoneman Douglas High School shooting in Parkland, FL, took place during data collection last year and might have influenced responses.)



## Climate Change

County residents are very concerned about the environment. Sixty-two percent (62%) believe that stricter environmental laws are worth the cost, and 81 percent (81%) see climate change as a serious problem. This figure jumps to nearly 90 percent (89%) for those younger than 30.<sup>3</sup> One can attribute these results to the mounting scientific evidence that climate change is real and serious, information that high school and college convey to younger people.

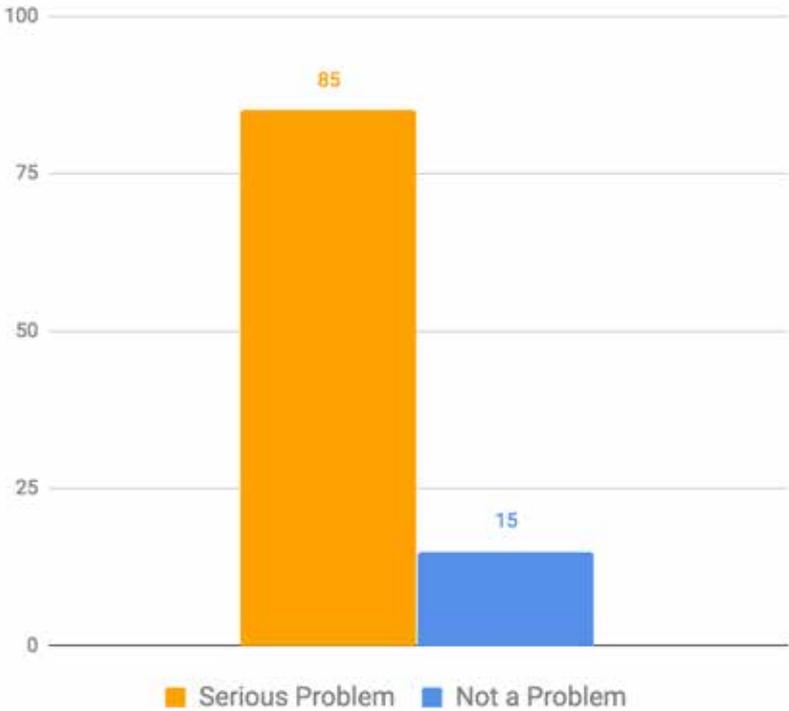


## Inequality

Housing affordability and poverty-related issues are considered the county's most important problems. Concerns related to the country's wealth disparity were also evident when we asked respondents other questions. Eighty-five percent (85%) believe it would be either a very serious problem or somewhat serious problem for the country if the gap between rich and poor gets significantly bigger than it is today. Fifty-nine percent (59%) believe we are spending too little nationally on improving the conditions of the poor. Respondents were split as to whether they agree or disagree that the government should take action to reduce income differences between the rich and poor in the U.S. These data demonstrate a conflicted county.

<sup>3</sup> These numbers are consistent with last year's survey results when 57 percent (57%) saw the threat as very serious, and a combined 79 percent (79%) saw the threat as either very serious or somewhat serious.

How serious a problem would it be for the country if the gap between the rich and the poor gets significantly bigger than it is today?



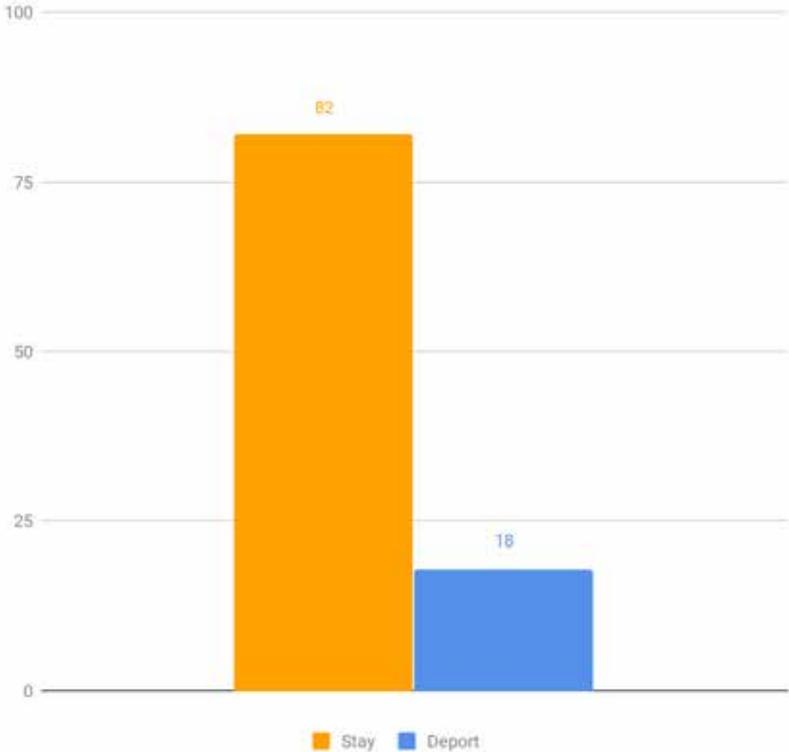
## Diversity

Television programs such as *The O.C.* and *The Real Housewives of Orange County* have portrayed the county as rich, white, and perhaps unwelcoming to the newly arrived. The county has been home to many anti-immigrant movements such as Save Our State. This morphed into Proposition 187, the initiative that called for the cutting off of public services to those in the country illegally. Recently, several OC cities voted to support the Trump administration's attack on California's Sanctuary State status (SB 54).

However, the data tell a different story. Seventy-two percent (72%) of those surveyed believe that the county's increasing diversity will be a source of great strength for the region, and 65 percent (65%) believe that immigrants to the U.S. generally contribute more than they take. A resounding 82 percent (82%) believe there should be a way for undocumented immigrants to stay in the U.S. legally, and 80 percent

(80%) favor DACA. These percentages were markedly higher for those younger than 30. This is further evidence that reality does not square with the county's traditional ultra-conservative reputation.

Which comes closest to your view about how to handle undocumented immigrants who are living in the US? (A) There should be a way for them to stay in the country legally if certain requirements are met, or (B) They should not be allowed to stay in this country legally?



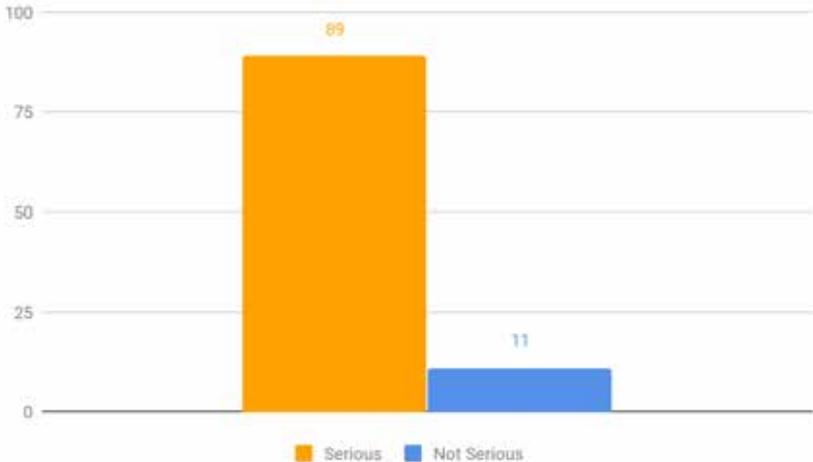
### Most Important Problem

Throughout the past decades, surveys show that traffic and transportation issues are among the biggest problems facing residents. In 1989, for example, the UC Irvine Orange County Annual Survey cited traffic, growth, and drug abuse as the most serious problems in the county. Ten years later, in 1999, the UC Irvine Orange County Annual Survey reported that residents felt crime, schools, and traffic were the most important problems facing the county.

A countywide survey we conducted in 2010 is an exception. The county, as with the rest of the country, was in the midst of the Great Recession—the largest economic downturn since the Great Depression. So, it is not surprising that traffic concerns dropped off the list, pushed aside by concerns about jobs and the economy. However, in this year’s survey, respondents said that housing, poverty, and transportation are the three biggest problems facing the Orange County area. One can conclude from these studies, then, that despite billions being spent, traffic and transportation remain a perennial source of irritation for county residents.

1989	1999	2010	2019
Traffic	Crime	Economy	Housing
Growth	Schools	Schools	Poverty
Drug Abuse	Traffic	Immigration	Traffic

How serious are Orange County’s traffic and transportation problems?

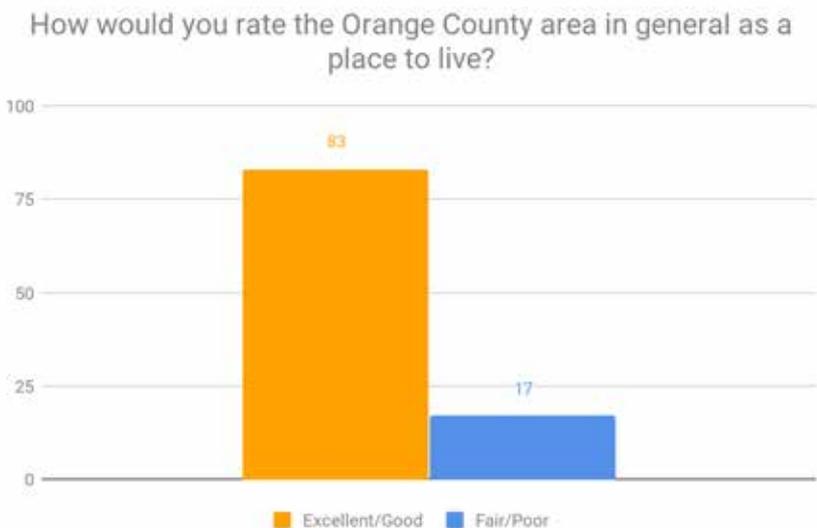


## Local Conditions

Another finding that is consistent with last year's survey is that Orange County residents like living here, yet they are concerned about the county's future. Eighty-three percent (83%) said that Orange County is an excellent or good place to live. When asked whether the quality of living conditions in the county has been getting better or worse during the past three or four years, 34 percent (34%) believe conditions have been getting worse, and 51% percent (51%) believe things have remained the same. Meanwhile, looking ahead five to six years from now, 39 percent (39%) believe conditions will get worse, and another 39 percent (39%) believe they will stay about the same.

In terms of people's financial situation, 49 percent (49%) responded that their financial situation has stayed about the same, and 35 percent (35%) responded that it has been getting better (numbers very similar to last year's survey). Looking ahead three to four years down the road, 45 percent (45%) believe they will be better off, and 43 percent (43%) believe their situation will be about the same.

Overall, the results suggest that people generally like Orange County and want to stay here, but they recognize that it is financially stressful to live here.

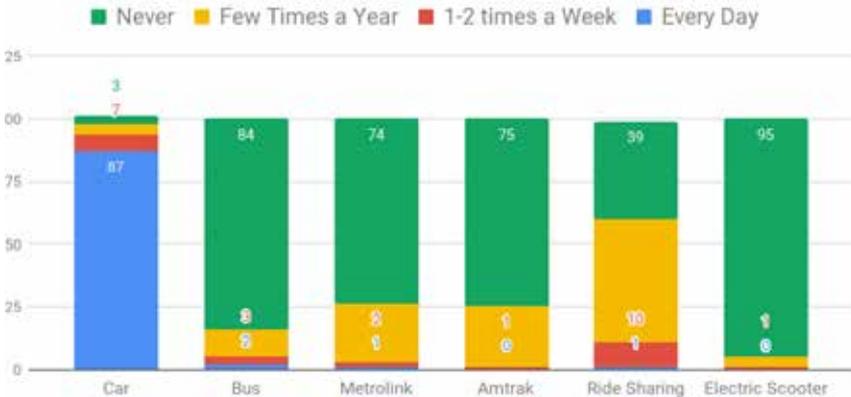


## Transportation

This year's survey also included questions on traffic and transportation. We were interested in how people get around and how open they were to alternative modes of transportation.

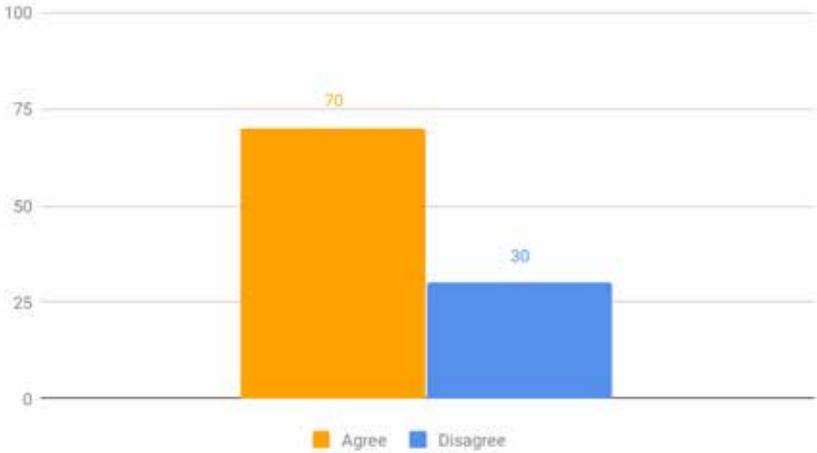
The survey results reassert Orange County's reputation as a car-focused area. Eighty-seven percent (87%) shared that they drive a car nearly every day. In comparison, 95 percent (95%) either never took the bus during the past year or took it a few times, 97 percent (97%) took the Metrolink either a few times or never during the past year, and 99 percent (99%) took an Amtrak either a few times or never in the past year. Ten percent (10%) said they used ride-sharing services such as Uber or Lyft once or twice a week, and 49 percent (49%) said they used such services a few times per year. While electric scooters may be used more frequently in some U.S. cities, 95 percent (95%) of OC residents never used them during the past year.

In the last year, about how many times have you used the following?



The results suggest that people still love their cars. They prefer to take them to work, and they anticipate owning them and using them daily. Most important, seventy percent (70%) said they would still drive their car to work even if more efficient public transit were available.

Even if public transportation were more efficient than it is today, I would still drive my car to work.



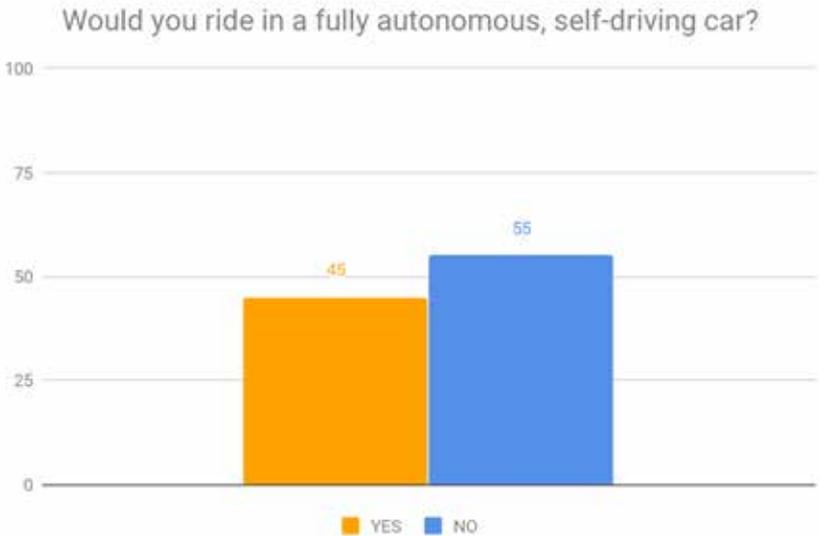
## Electric Cars

Seventy-four percent (74%) support California's plan to increase dramatically the number of zero-emission vehicles. In order to combat climate change, forty-five percent (45%) said they would be more likely to purchase a zero-emission vehicle, while 17 percent (17%) would move to a transit-oriented development community, and 38 percent (38%) would do neither. County residents recognize that climate change is real, and they are willing to make some sacrifices in their daily lives, but they are more likely to buy a lower-emission vehicle than to change how they live by buying a residence in a transit-oriented district. Therefore, perhaps policymakers should think more in terms of Priuses rather than multistory apartment buildings near train stations. People want to live where they live, but they are willing to drive zero-emission cars as long as the vehicles do what they would like them to do. They have a commitment to a lifestyle, not a technology.

## Self-Driving Cars

Every major car manufacturer plans to introduce self-driving vehicles, also known as autonomous vehicles, to the mainstream within the next five years. However, Orange County may not be ready for driverless vehicles so soon. Thirty-seven percent (37%) believe this will not happen for more than 10 years. Second, more than half of those surveyed (55%) said they would not ride in a fully autonomous vehicle. Finally, 45 percent (45%) said they would object to sharing the road with vehicles that have no one in the driver's seat.

These data suggest, then, that a large chunk of the public is skeptical of autonomous vehicles and—as we saw with the first AT&T picturephone, the Supersonic Transport, and quadraphonic stereo—may reject this new technology unless more work is done to assuage their concerns.



## Rail

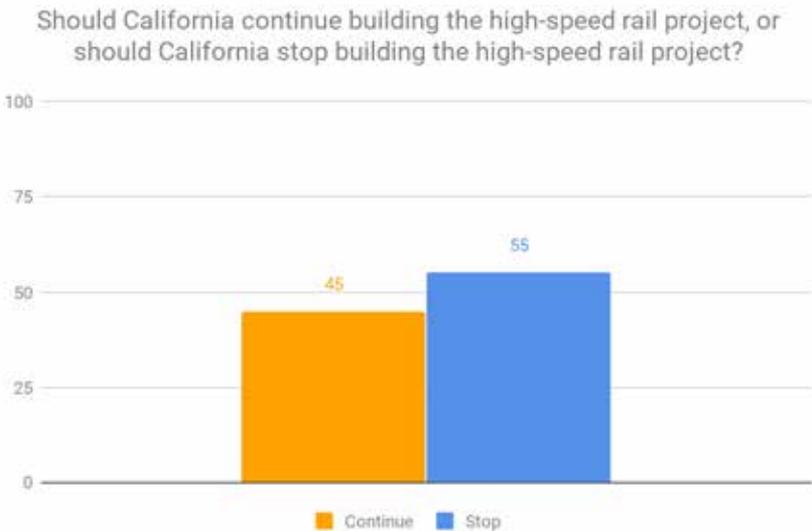
We also asked questions about rail. While residents are, as we said, committed to their automobiles, they also appear to be open to local mass transit projects. For example, 86 percent (86%) said that it is important for Orange County to improve its mass transit system, and half of the respondents (51%) said there should be a light rail connection between Orange County and the Los Angeles Metro. Also, 54 percent (54%) support the OC Streetcar, which will run through Santa Ana and Garden Grove and will complement Metrolink service. Nevertheless, a majority (55%) would not support a light-rail system in Orange County that is as ambitious as L.A.'s, and 59 percent (59%) favor spending more money on expanding existing highways rather than on improving rail and buses.

## Bullet Train

Governor Gavin Newsom shocked nearly everyone when he announced that he was scaling back the high-speed rail line from Los Angeles to San Francisco. Fifty-five percent (55%) of those surveyed said they wanted the Bullet Train stopped.

This demonstrates, again, that Orange County leans fiscally conservative. A very large amount of money was being spent on high-speed rail, and people in OC do not see how the Bullet Train was going to benefit them. It is worth noting that 57 percent (57%) of those younger than 30 favor continuing the project.

County residents' transportation problem in 2019 is traveling the 55 freeway, not getting to San Francisco by train. The Bullet Train offered a solution to a problem OC residents do not have. The immediate problem they face is getting to work and transporting themselves locally.<sup>4</sup>



<sup>4</sup> The governor made this announcement one day before data collection for this study ended. We collected 25 out of the 704 surveys after the governor made the announcement, so the results are not affected significantly based on the announcement.

Residents recognize that traffic is a very serious problem and are open to mass transit solutions that may solve their immediate transportation needs. They do not support high-speed rail, or an L.A.-style light rail network—perhaps because it is too expensive. But they do support the OC Streetcar, and many residents—especially the young—support having a connection to L.A.’s growing light rail system.

County residents know that they are going to own and continue to use automobiles as their principal mode of transportation, but they recognize that the county is becoming more urbanized and there needs to be transportation alternatives. Residents may not use these alternatives every day, but the data suggest that a sizable number of people—especially those under 30—want them to exist.<sup>5</sup>

## Conclusion

Orange County has experienced myriad changes since its inception in 1889. As evidenced in this report, we have seen dramatic shifts in outlooks and ideologies among county residents in recent decades. We see these changes driven, in large part, by the county’s young and by its ethnic minority communities, particularly Hispanics and Asian Americans.

OC has a large population in a relatively small geographic area, so government leaders must be mindful of the electorate’s priorities when formulating sound public policy. We hope we have been able to enlighten the public by providing our analysis of a vibrant county in the midst of change as it faces both serious challenges and exciting opportunities in the years ahead.

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<sup>5</sup> A majority of county residents, for example, own bicycles (55%), but only 10 percent (10%) used their bikes during the previous 30 days for non-recreational purposes. This may represent a potential area of improvement. In a flat area with a temperate climate—particularly with the advent of electric bikes—there is a much greater opportunity to use bicycles as a serious means of transportation, not just for recreation. If more people were to ride bikes, and if municipalities provided bikeways for them to transport themselves to work and elsewhere, the county could cut down on the number who use cars. New York’s Citi Bike and the UC Davis area provide examples. There is a culture of biking in these areas leading to fewer cars on roads.

## Appendix A: Methods<sup>6</sup>

ReconMR was contracted by Chapman University to conduct telephone surveys among Orange County residents. Surveys averaged 19.8 minutes utilizing a questionnaire provided by staff at Chapman University. Respondents were screened in order to interview an adult, 18 or older, who resided in Orange County. On the last day of fielding, screening for a female in the Household was done on landline sample to increase the proportion of female respondents. Oversampling was introduced to target Hispanic and Asian respondents as well as to ensure proper representation of renters and those who affiliate with neither the Republican or Democratic party in Orange County.

### Overview

The fielding period of this study was from January 28 through February 13, 2019. A total of 704 surveys were administered by ReconMR. One-hundred-seventy-three surveys were conducted among landline telephone records and 531 surveys were conducted among wireless telephone records. Two-hundred-fifty-five landline records were flagged as ported wireless numbers and treated as wireless records. Seven of the surveys completed among wireless records originated from the landline sample frames. Both an English and Spanish language version of the questionnaire were made available. Spanish-speaking households encountered by an English-only interviewer were called back by a bilingual interviewer in an attempt to complete the interview in Spanish. Forty-eight total Spanish surveys were conducted.

Telephone numbers were purchased by ReconMR through Dynata (Survey Sampling International) and Aristotle, Inc. Ten unique sampling frames of Orange County residents were employed, outlined in the table below.

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<sup>6</sup> ReconMR contributed this section.

<b>Frame</b>	<b>Sample Vendor</b>	<b>Universe</b>	<b>Ordered</b>	<b>Received</b>	<b>Surveys Conducted</b>
1. RDD Landline	Dynata	1, 051,784	20,000	9,014	142
2. RDD Wireless	Dynata	6,112,600	20,000	14,991	57
3. Listed landline of Asian surnames	Dynata	44,601	5,000	5,000	14
4. Listed landline of Hispanic surnames	Dynata	46,077	3,000	3,000	24
5. Listed wireless, targeting Asian surnames	Dynata	38,310	8,000	8,000	87
6. Listed wireless, targeting Hispanic surnames	Dynata	58,122	5,000	5,000	54
7. Listed wireless, general population	Dynata	244,263	10,000	10,000	133
8. Listed wireless, targeting adults, 18–34	Dynata	86,601	3,500	3,500	96

<b>Frame</b>	<b>Sample Vendor</b>	<b>Universe</b>	<b>Ordered</b>	<b>Received</b>	<b>Surveys Conducted</b>
9. Listed wireless, targeting income 50,000 or less	Dynata	49,644	2,000	2,000	44
10. Wireless voter sample, targeting independent voters	Aristotle	14,553	2,500	2,500	53

*i For RDD landline sample, 10,986 cases were removed as disconnected/nonworking.*

*ii For RDD wireless sample, 5,009 cases were removed as inactive.*

## **Sample Design**

The RDD landline sample was generated from a database of working blocks with three or more known listings (3+ list assisted RDD frame). This database is formed by using area code and exchange data to subject a file of all directory-listed numbers in the U.S. to a cleaning and validation process to ensure all exchanges are currently valid, assigned the correct area code, and fall within an appropriate set of zip codes. Each exchange is assigned to a single county. The sample was allocated by the Random B method, which distributes random numbers across all eligible blocks in proportion to their density of listed telephone households. Once a block has been selected, a two-digit number is systematically selected in the range 00-99 and is appended to the exchange and block to form a 10-digit telephone number.

The RDD landline sample went through Dynata’s Sample Screening Service that identifies non-working, unassigned, modem, and fax numbers. These were then removed from the sample. The RDD wireless sample went through Dynata’s phone activity service, which flags active and inactive numbers. Only active records were dialed.

Dynata's RDD wireless sample uses Telcordia's master file of NPA-NXX and Block-ID records for the North American Number Plan. Dynata compares this file against its list-assisted RDD database. One-hundred-blocks with no listed numbers are retained in the wireless frame and 100-blocks containing listed numbers on the RDD frame are removed. The file of 100-blocks is sorted to provide a stratification that will yield a representative sample geographically and between carriers. From a random start within the first sampling interval, a systematic nth selection of 100-blocks is performed and a 2-digit random number between 00 and 99 is appended to each selected 100-block stem.

Dynata's Directory-listed Household (referred to as listed landline) sample uses residential telephone numbers compiled and updated by InfoUSA from telephone directories and a variety of secondary sources. Dynata uses multiple data sources to validate and clean these listings to construct its database.

Dynata's Smart Cell (referred to as listed wireless) sample starts with the same generation method as their RDD wireless sample. After 100-blocks with no listed numbers are retained in the wireless frame and 100-blocks containing listed numbers on the RDD frame are removed, the file is then appended with billing address. This is then used to overlay household demographic information.

Aristotle's wireless voter sample is pulled from a state database of registered voters. The universe allows for only one mobile phone number per household (two people with the same last name living at the same address constitutes a household). The sample pulled was a pure random selection of the available universe of registered independents in Orange County.

The sample went through a deduplication process to eliminate any duplicate cases between sample frames, in follow-up sample orders, and across sample vendors.

## **Call Center**

ReconMR fields all studies from its outbound call centers located in San Marcos, TX, at 135 S Guadalupe Street; Bryan, TX, at 2504 Kent Street; Houston, TX, at 9700 Bissonette Street, Suite 1900; and San Antonio, TX, at 4318 Woodcock Drive, Suite 100. Within the respondent's time zone, interviewers dialed from 11:00 AM to

9:00 PM weeknights, 10:00 AM to 6:00 PM on Saturdays, and 1:00 PM to 9:00 PM on Sundays.

## Fielding

Interviews were conducted using computer-assisted telephone interviewing (CATI) software, which ensured all questions were asked correctly and all logic and skip patterns were implemented properly. The telephone sample was also managed by the CATI system, allowing dialing rules and disposition management to be streamlined. The CATI system allowed for a maximum of six attempts to be made on each number.

To ensure the highest response rate, numbers were called at various times of the day and days in the week, and respondents could request a callback at a more convenient time and date as needed. These appointments were called at the appointed time or rescheduled if the respondent was not available at the initially requested time. Sample and interviewer productivity were closely monitored by the project team so adjustments could be made when needed.

## Sampling

A total of 13,878 unique landline telephone numbers and 27,013 unique wireless telephone numbers were required to complete the study. The final call outcome result to each telephone number is indicated in the table below.

**Table 2** Final Calling Results

Call Outcome	Landline Records		Cell Records	
	Count	Percent	Count	Percent
No Answer	3,775	27.2%	6,750	24.99%
Answering Machine	3,404	24.53%	11,008	40.75%
Phone Busy	363	2.62%	1,599	5.92%
Respondent Not Available	601	4.33%	2,139	7.92%
Route to Spanish Speaker	39	0.28%	24	0.09%
Schedule Callback	24	0.17%	52	0.19%

Call Outcome	Landline Records		Cell Records	
	Count	Percent	Count	Percent
Disconnected	3,964	28.56%	1,917	7.10%
Business/Government	269	1.94%	173	0.64
Language Barrier	117	0.84%	122	0.45%
Refusal	645	4.65%	1,878	6.95%
Blocked Call	56	0.40%	130	0.48%
Computer Tone	351	2.53%	14	0.05%
Targeted Gender Unavailable	2	0.01%	0	0.00%
Terminate – No one 18+	38	0.27%	467	1.73%
Terminate – Not An Orange County Resident	41	0.30%	157	0.58%
Child’s Phone Line	0	0.00%	4	0.01%
Mid Interview Terminate	8	0.06%	25	0.09%
Quota Full	8	0.06%	23	0.09%
<b>Completes</b>	<b>173</b>	<b>1.25%</b>	<b>531</b>	<b>1.97%</b>
<b>TOTAL RECORDS DIALED</b>	<b>13,878</b>	<b>100.00%</b>	<b>27,013</b>	<b>100.00%</b>

Incidence of eligibility among contacted households (eligible/eligibility + ineligible) = 49.90%

The following sample statistics have been calculated based upon the American Association for Public Opinion Research’s Standard Definitions:

	<b>Landline</b>	<b>Call</b>
Total Sample Used	13,878	27,013
I = Complete Interviews (1.1)	173	531
P = Partial Interviews (1.2)	0	0
R = Refusal and Break Off (2.1)	8	25
NC = Non Contact (2.2)	0	0
O = Other (2.0, 2.3)	0	0
Calculating e: e is the estimated proportion of cases of unknown eligibility that are eligible. This estimate is based on the proportion of eligible units among all units in the sample for which a definitive determination of status was obtained (a conservative estimate).	0.036411	0.161957
UH = Unknown Household (3.1)	7598	19487
UO = Unknown other (3.2-3.9)	1309	4093
Response Rate 1		
$I / (I+P) + (R+NC+O) + (UH+UO)$	1.90%	2.20%
Response Rate 2		
$(I+P) / (I+P) + (R+NC+O) + (UH+UO)$	1.90%	2.20%
Response Rate 3		
$I / ((I+P) + (R+NC+O) + e(UH+UO) )$	34.24%	12.14%
Response Rate 4		
$(I+P) / ((I+P) + (R+NC+O) + e(UH+UO) )$	34.24%	12.14%

	Landline	Call
Cooperation Rate 1		
$I/(I+P)+R+O)$	95.58%	95.50%
Cooperation Rate 2		
$(I+P)/((I+P)+R+O))$	95.58%	95.50%
Cooperation Rate 3		
$I/((I+P)+R))$	95.58%	95.50%
Cooperation Rate 4		
$(I+P)/((I+P)+R))$	95.58%	95.50%

Response Rate 4: 34.24% for landline, 12.14% for cell

Response rate 4 is the standard rate used when evaluating response in a study. This rate divides completed interviews and partial interviews (partial surveys were not counted in this study) by eligible refusals, eligible non-contacts, and a portion of cases of unknown eligibility that are estimated to actually be eligible. The formula for this is provided in the table above.

Response rate 1 does not estimate a portion of unknown cases, instead adding all unknown cases to the divisor.

Response rate 2 is the same as 1 but includes partial completes as respondents.

Response rate 3 is the same as 4 but does not include partial completes as respondents (this means rate 3 and 4 are the same for this study).

Project supervisors validated 10% of each interviewer’s completed surveys by calling back the respondent and verifying specific responses. Additionally, supervisors continually monitored live calls through ReconMR’s call monitoring system in order to ensure proper interviewing procedures were maintained.

## Appendix B: Questions and Results

### 1. INTRO1

Hello, my name is \_\_\_\_\_, and I'm calling from a public opinion research center on behalf of Chapman University. We're calling to conduct a scientific study of public opinion about some issues that affect Orange County. We are not trying to sell you anything. May I ask my questions now?

### 2. AGE

Are you 18 years of age or older?

1. YES
2. NO ..... SKIPTO FINITO
7. DK/NR ..... SKIPTO FINITO
9. REFUSED..... SKIPTO FINITO

### 3. RESIDENT

Also, do you live in Orange County?

1. YES
2. NO ..... SKIPTO FINITO
7. DK/NR ..... SKIPTO FINITO
9. REFUSED..... SKIPTO FINITO

### 4. INTRO2

Again, we are calling to conduct a scientific study of public opinion for Chapman University. The results of the study will be published in the Orange County Register. You can choose not to answer any of the questions or to end the survey at any time. Your answers will be strictly confidential. Would it be alright for me to ask the questions now? The survey will take about 15 minutes.

1. YES
2. NO ..... [SKIP TO APPT]

## Overall Mood

### 5. PREZAPP

First, overall, do you approve or disapprove of the way that Donald Trump is handling his job as President?

- 1. APPROVE .....(39%)
- 2. DISAPPROVE .....(61%)

### 6. APCONG

What about Congress? Do approve or disapprove of the way that Congress is handling its job?

- 1. APPROVE .....(21%)
- 2. DISAPPROVE .....(79%)

### 7. APPNP

Do approve or disapprove of the way Nancy Pelosi is handling her job as Speaker of the House?

- 1. APPROVE .....(40%)
- 2. DISAPPROVE .....(60%)

## 8. CONGRESS

Do you think the country would be better off if the Republicans controlled Congress, if the Democrats controlled Congress, or would the country be the same regardless of which party controlled Congress?

1. REPUBLICANS CONTROLLED CONGRESS  
.....(28%)
2. DEMOCRATS CONTROLLED CONGRESS  
.....(31%)
3. SAME REGARDLESS OF WHICH PARTY  
IS IN CONTROL.....(41%)

## 9. DIRECTION

Do you think the United States is headed in the right direction or the wrong direction?

1. RIGHT DIRECTION.....(36%)
2. WRONG DIRECTION.....(64%)

## 10. DIRCA

Do you think the State of California is headed in the right direction or the wrong direction?

1. RIGHT DIRECTION.....(46%)
2. WRONG DIRECTION.....(54%)

## 11 TRUSTGOV

How much of the time do you think you can trust the government in Washington to do what is right? Just about always, most of the time, or only some of the time?

1. JUST ABOUT ALWAYS ....(3%)
2. MOST OF THE TIME .....(17%)
3. ONLY SOME OF THE TIME  
.....(70%)
4. NEVER.....(10%)

## Political Profile

### 12. TRANS1

Now I'd like to ask you about some of major issues affecting the country. Please tell me if the first statement or the second statement comes closer to your views—even if neither is exactly right.

### 13. GUNS1

(A) The government goes too far in restricting the rights of citizens to own guns

(B) The government does not do enough to regulate access to guns.

1. THE GOVERNMENT GOES TOO FAR  
.....(35%)
2. THE GOVERNMENT DOES NOT DO ENOUGH  
.....(65%)

14. ENVLAW

(A) Stricter environmental laws and regulations cost too many jobs and hurt the economy

(B) Stricter environmental laws and regulations are worth the cost.

1. STRICTER ENVIRONMENTAL LAWS COST JOBS .....(38%)

2. STRICTER ENVIRONMENTAL LAWS ARE WORTH THE COST .....(62%)

15. SIZEGOVT

(A) Government is trying to do too many things that should be left to individuals and businesses; or

(B) Government should do more to solve the problems of individual people.

1. GOVERNMENT SHOULD DO LESS .....(60%)

2. GOVERNMENT SHOULD DO MORE .....(40%)

16. GAPGROWS2

How serious a problem would it be for the country if the gap between the rich and poor gets significantly bigger than it is today? Would you say: very serious, somewhat serious, or not much of a problem?

1. VERY SERIOUS .....(56%)

2. SOMEWHAT SERIOUS .....(29%)

3. NOT MUCH OF A PROBLEM .....(15%)

## 17. LESSDIFF14

Do you agree or disagree that the government should take action to reduce income differences between rich and poor in America. Do you strongly agree, slightly agree, slightly disagree, or strongly disagree?

1. STRONGLY AGREE .....(28%)
2. SLIGHTLY AGREE.....(22%)
3. SLIGHTLY DISAGREE.....(19%)
4. STRONGLY DISAGREE ....(31%)

## 18. POVERTY

As a national program, do you think we're now spending too little, too much, or about the right amount of money on improving the conditions of the poor?

1. TOO MUCH.....(16%)
2. TOO LITTLE.....(59%)
3. RIGHT AMOUNT .....(25%)

## 19. WARMING

How serious a problem would you say is the threat of climate change or global warming? Would you say: very serious, somewhat serious, or not very serious?

1. VERY SERIOUS.....(57%)
2. SOMEWHAT SERIOUS ...(24%)
3. NOT VERY SERIOUS.....(19%)

20. WHYWARM

What do you believe is the primary cause of climate change or global warming? Is it [ROTATE]

1. MAINLY CAUSED BY HUMAN ACTIVITIES  
.....(68%)

2. MAINLY CAUSED BY NORMAL CLIMATE CYCLES  
.....(32%)

21. TRANS2

Now I'd like to turn to some issues that affect Orange County.

22. BIGPROB2

What would you say is the biggest problem facing people in the Orange County area today? OPEN ENDED

[INTERVIEWER: DO NOT READ RESPONSE OPTIONS. CODE NUMBERED RESPONSE. OR JUST HAVE PERSON BRIEFLY SAY THE RESPONSE TO QUESTION]

- 1. CRIME, GANGS .....(3%)
- 2. SCHOOLS, EDUCATION  
.....(2%)
- 3. TRAFFIC AND TRANSPORTATION  
.....(7%)
- 4. GROWTH, POPULATION, DEVELOPMENT  
.....(3%)
- 5. IMMIGRATION .....(4%)
- 6. DRUGS, DRUG ABUSE...(1%)
- 7. ENVIRONMENT, POLLUTION  
.....(0%)
- 8. JOBS, THE ECONOMY  
.....(5%)
- 9. MORALITY, VALUES .....(0%)
- 10. HOUSING, AFFORDABILITY  
.....(25%)
- 11. POVERTY, THE POOR, HOMELESS, WELFARE  
.....(21%)
- 12. LOCAL GOVERNMENT  
.....(2%)
- 13. HIGH TAXES .....(3%)
- 14. OTHER (SPECIFY) .....(24%)

### 23. ORANGEC

How would you rate the Orange County area in general as a place to live? Would you say: excellent, good, fair, or poor?

- 1. EXCELLENT .....(36%)
- 2. GOOD.....(47%)
- 3. FAIR.....(14%)
- 4. POOR .....(3%)

## 24. OCHANGE

When thinking about the quality of living conditions in the Orange County area over the past three or four years, do you think conditions have been getting better, getting worse, or have they stayed about the same?

1. GETTING BETTER .....(15%)
2. GETTING WORSE .....(34%)
3. STAYED ABOUT THE SAME  
.....(51%)

## 25. FUTUREOC

As you look ahead five to six years from now, do you think the quality of living conditions in the Orange County area in the year 2023 will be better, worse, or about the same?

1. GETTING BETTER .....(22%)
2. GETTING WORSE .....(39%)
3. STAYED ABOUT THE SAME  
.....(39%)

## 26. PAST3YRS

What about you personally, during the last few years, has your financial situation been getting better, getting worse, or has it stayed about the same?

1. GETTING BETTER .....(35%)
2. GETTING WORSE .....(16%)
3. STAYED ABOUT THE SAME  
.....(49%)

## 27. NEXT3YRS

What about three or four years down the road? Do you think you'll be better off, worse off, or about the same as today?

1. BETTER OFF .....(45%)
2. WORSE OFF.....(12%)
3. ABOUT THE SAME.....(43%)

## Immigration

## 28. ETHSOK

Do you think that the increasing ethnic diversity in Orange County will eventually become [ROTATE]:

a source of great strength for the region /or:  
a growing problem for the region?

1. SOURCE OF STRENGTH  
.....(72%)
2. GROWING PROBLEM  
.....(28%)

## 29. IMMIGBAD

Do immigrants to the U.S. generally

(A) take more from the American economy than they contribute / or:  
(do they)

(B) contribute more than they take?

1. TAKE MORE.....(35%)
2. CONTRIBUTE MORE.....(65%)

### 30 IMMIG2

Which comes closer to your view about how to handle undocumented immigrants who are living in the US? There should be a way for them to stay in the country legally, if certain requirements are met, or they should not be allowed to stay in this country legally?

- 1. A WAY FOR THEM TO STAY LEGALLY  
.....(82%)
- 2. NOT BE ALLOWED TO STAY  
.....(18%)

### 31. DACA

Do you favor or oppose, DACA, Deferred Action for Childhood Arrivals, which is a policy that grants temporary legal status to “dreamers,” otherwise law-abiding children and young adults who were brought into the United States at a very young age by parents who are undocumented immigrants?

- 1. FAVOR DACA .....(80%)
- 2. OPPOSE DACA.....(20%)

# Transportation

## 32. Infrastruct

Both Democrats and President Trump say they want to do much more on infrastructure in the country. If they were to do it, what kinds of infrastructure should be the priority?

- 1. ROADS AND BUSWAYS .....(38%)
- 2. BRIDGES .....(8%)
- 2. RAIL.....(2%)
- 3. AIRPORTS.....(1%)
- 4. ENERGY GRID .....(4%)
- 5. WATER AND SEWER.....(2%)
- 6. ELSE (OPN).....(42%)
- 7. ALL OF THE ABOVE.....(4%)

## 33 ELECCAR1

How soon will self-driving cars enter the mainstream?

- 1. LESS THAN 5 YEARS .....(24%)
- 2. 6 TO 10 YEARS.....(40%)
- 3. MORE THAN 10 YEARS..(37%)

## 34. ELECCAR2

Would you ride in a fully autonomous, self-driving car?

- 1. YES .....(45%)
- 2. NO .....(55%)

35. ELECAR3

Would you object to sharing the road with fully autonomous, self-driving vehicles—such as cars and trucks—that had no one in the driver’s seat?

- 1. YES .....(45%)
- 2. NO .....(55%)

36 SERIOUS

Now, we’d like to ask you a few questions about traffic and transportation. In general, how serious are Orange County’s traffic and transportation challenges?

- 1. VERY SERIOUS .....(53%)
- 2. SOMEWHAT SERIOUS ... (36%)
- 3. NOT VERY SERIOUS.....(9%)
- 4. NOT SERIOUS AT ALL ... (2%)

YSE: In the last year, about how many times have you used the following:

37. YCAR..... CAR:

- 1. NEARLY EVERY DAY .....(87%)
- 2. ONCE OR TWICE A WEEK .....(7%)
- 3. A FEW TIMES .....(4%)
- 4. NEVER .....(3%)

38. YBUS ..... OC BUS:

- 1. NEARLY EVERY DAY .....(2%)
- 2. ONCE OR TWICE A WEEK  
.....(3%)
- 3. A FEW TIMES .....(11%)
- 4. NEVER .....(84%)

39. YMETRO ..... METROLINK:

- 1. NEARLY EVERY DAY .....(1%)
- 2. ONCE OR TWICE A WEEK  
.....(2%)
- 3. A FEW TIMES .....(23%)
- 4. NEVER .....(74%)

40. YAMTRAK ..... AMTRAK:

- 1. NEARLY EVERY DAY .....(0%)
- 2. ONCE OR TWICE A WEEK  
.....(1%)
- 3. A FEW TIMES .....(24%)
- 4. NEVER .....(75%)

41. YRSHARE .....RIDE SHARING SERVICE  
SUCH AS UBER OR LYFT?

- 1. NEARLY EVERY DAY .....(1%)
- 2. ONCE OR TWICE A WEEK  
.....(10%)
- 3. A FEW TIMES .....(49%)
- 4. NEVER .....(39%)

42. YSCOOT .....ELECTRIC SCOOTERS?

- 1. NEARLY EVERY DAY .....(0%)
- 2. ONCE OR TWICE A WEEK  
.....(1%)
- 3. A FEW TIMES .....(4%)
- 4. NEVER .....(95%)

43. LACON

Should there be a light rail connection between Orange County and the Los Angeles Metro (light rail system), including a connection to Los Angeles Airport, at the cost of as much as \$100 million per mile?

- 1. YES .....(51%)
- 2. NO .....(49%)

#### 44. OCRAIL

The Los Angeles Metro Rail System consists of six lines that extend throughout L.A. County. Would you support a light rail system in Orange County that is ambitious as the light rail system in L.A., at the cost of as much as \$100 million per mile and the possible removal of lanes of traffic?

- 1. YES .....(45%)
- 2. NO.....(55%)

#### 45. STCAR

Policymakers have decided to build an OC Streetcar, a light rail line that would run through Santa Ana and Garden Grove at a cost of \$400 million that would complement Metrolink Service. Do you support the OC Streetcar initiative?

- 1. YES .....(54%)
- 2. NO.....(46%)

#### 46. PUBTR1

Do you agree or disagree with the following statement? Even if public transportation were more efficient than it is today, I would still drive my car to work.

- 1. STRONGLY AGREE .....(45%)
- 2. SLIGHTLY AGREE.....(25%)
- 3. SLIGHTLY DISAGREE .....(14%)
- 4. STRONGLY DISAGREE ....(16%)

#### 47. MASSTRAN

How important for the future success of the Orange County area is the development of a much improved mass transit system? Would you say: very important, somewhat important, or not important?

1. VERY IMPORTANT .....(46%)
2. SOMEWHAT IMPORTANT  
.....(40%)
3. NOT IMPORTANT .....(14%)

#### 48. STRATEG4

Which of these would be better for the Orange County area? —  
[ROTATE:] Spending more taxpayer money to improve rail and buses;  
or: Spending more taxpayer money to expand existing highways?

1. IMPROVE RAIL AND BUSES  
.....(41%)
2. EXPAND EXISTING HIGHWAY  
.....(59%)

#### 49. HAVEBIKE

Do you own a bicycle?

1. YES .....(55%)
2. NO .....(45%)

50. BICYCLE30

In the last 30 days, did you use a bicycle for any non-recreational purposes?

- 1. YES .....(10%)
- 2. NO .....(90%) SKP TO RIDERALL
- 7. DK/NR .....SKP TO RIDERALL
- 9. REFUSED .....SKP TO RIDERALL

51. MOREBIKE

[ASK ONLY THOSE WHO ANS YES TO BICYCLE 30]

How satisfied are you with OC's bikeways?

- 1. VERY SATISFIED.....(28%)
- 2. SOMEWHAT SATISFIED  
.....(26%)
- 3. NEITHER SATISFIED OR DISSATISFIED  
.....(19%)
- 4. SOMEWHAT DISSATISFIED  
.....(16%)
- 5. VERY DISSATISFIED.....(10%)

### 53. ZERO CAR

The official target for all-electric vehicle sales in the state is now five million electric cars on California's roads by 2030. This will mean that 40 percent of all new car sales in the state will be zero-emission. Also, the number of EV charging stations in the state will jump from 14,000 today to 250,000. The state will also beef up its incentives and rebate programs for people who buy zero-emission cars.

[IF R ASKS: Some of the cost of expanding the charging infrastructure will be paid for money Volkswagen has agreed to pay to settle claims connected to its diesel cheating scandal. Proceeds from California's cap & trade carbon emissions will also pay part of the cost.]

Do you support the plan to dramatically increase the number of zero-emission cars in California?

- 1. YES .....(74%)
- 2. NO.....(26%)

### 54. CO2

In order to combat climate change, would you be more likely to  
1) purchase a zero emissions vehicle, or  
2) move to a transit oriented development community, which has shorter commutes to work, schools, and shopping, or none of the above?

- 1. CAR.....(45%)
- 2. TRANSIT ORIENTED DEVELOPMENT  
.....(17%)
- 3. NEITHER.....(38%)

## 55. HSR

California has been developing a high-speed rail system for the state since the 1990s. Voters approved a \$10 billion bond to begin funding it in 2008. The latest projections suggest it will cost at least \$77 billion to complete. Do you think that California should continue building the high-speed rail project, or should California stop building the high-speed rail project?

1. CONTINUE.....(45%)
2. STOP.....(55%)

## Political Profile

### 56. PARTY

Do you think of yourself as closer to the Republican Party or Democratic Party?

1. REPUBLICAN PARTY.....(41%)
2. DEMOCRATIC PARTY .....(40%)
3. NEITHER.....(19%)

### 57. IDEOLOGY

Next, do you consider yourself to be politically...

[READ LIST, ALTERNATE PRESENTATION ORDER TOP TO BOTTOM]

1. VERY LIBERAL.....(10%)
2. SOMEWHAT LIBERAL .....(20%)
3. MIDDLE-OF-THE-ROAD...(34%)
4. SOMEWHAT CONSERVATIVE  
.....(23%)
5. VERY CONSERVATIVE ....(13%)

## Demographic Questions

[IF RESPONDENT REFUSES ANY DEMO QUESTION, SAY:  
"WE UNDERSTAND AND RESPECT THAT THIS INFORMATION  
IS CONFIDENTIAL, WE ASK ONLY FOR RESEARCH PURPOSES  
AND WILL KEEP ALL OF THIS INFORMATION ABSOLUTELY  
ANONYMOUS"]

### 58. YEARBORN

Finally, we have a few demographic questions. In what year were you born?

1. SPECIFY (E.G. 1972) [OPEN]
7. DK/ NR
9. REFUSED

### 59. PARENT

Are you a parent, stepparent, or legal guardian of any children 18 or under?

1. YES .....(30%)
2. NO .....(70%)

60. EDUC.

What was the last grade of school that you completed?

[IF NECESSARY: READ LIST]

1. LESS THAN HIGH SCHOOL DIPLOMA/GED  
.....(7%)
2. HIGH SCHOOL DIPLOMA/GED  
.....(13%)
3. SOME COLLEGE, NO DEGREE  
.....(19%)
4. ASSOCIATE'S DEGREE ... (9%)
5. BACHELOR'S DEGREE ....(25%)
6. GRADUATE OR PROFESSIONAL DEGREE  
(E.G. TEACHING CREDENTIAL, MASTERS, PH.D., JD)  
.....(27%)

61. RACE

How would you describe your race and ethnicity?

[READ LIST; ACCEPT UP TO TWO ANSWERS]

[INTERVIEWER: IF RESPONDENT SAYS "INDIAN" PROBE:  
is that American Indian or Asian Indian?]

1. ASIAN.....(17%)
2. HISPANIC OR LATINO....(24%)
3. NON-HISPANIC CAUCASIAN OR WHITE  
.....(52%)
4. BLACK OR AFRICAN AMERICAN  
.....(2%)
5. OTHER [SPECIFY].....(2%)
6. MIXED.....(3%)

62. ZIPCODE.

For sampling purposes only, may I have your correct zip code?

ZIP>  
77777. DON'T KNOW/ NO RESPONSE  
99999. REFUSED

67. REGVOTE.

Next, some people are registered to vote and others are not. Are you absolutely certain that you are registered to vote in California?

- 1. YES .....(87%)
- 2. NO .....(13%)

63. INCOME

Finally, which of the following categories best describes your total annual household income before taxes, from all sources in 2017

[PROBE: your best estimate is fine AND/OR REREAD LIST BEFORE ACCEPTING DON'T KNOW OR REFUSED"]

[IF RESPONDENT REFUSES, SAY "We understand and respect that this information is confidential, we ask only for research purposes and will keep all of this information absolutely anonymous"]

Please stop me when I reach the income category that includes your total household income in 2017, that is, the income for all members of the household during the past year.

(READ LIST)

1. LESS THAN \$12,500
2. LESS THAN \$25,000
3. LESS THAN \$37,500
4. LESS THAN \$50,000
5. LESS THAN \$62,500
6. LESS THAN \$75,000
7. LESS THAN \$100,000
8. LESS THAN TO \$150,000, OR
9. MORE THAN \$150,000

(98) D (DO NOT READ) Don't know  
(99) R (DO NOT READ) Refused  
77. DON'T KNOW/ NO RESPONSE  
99. REFUSED

64. ICLANG

INTERVIEWER: RECORD LANGUAGE IN WHICH INTERVIEW  
WAS CONDUCTED

1. ENGLISH .....(93%)
2. SPANISH .....(7%)

65. ICGENDER INTERVIEWER RECORD GENDER BY OBSERVATION

1. MALE .....(53%)
2. FEMALE.....(47%)

FINITO

THANK YOU VERY MUCH FOR YOUR TIME, BUT WE ARE ONLY  
INTERVIEWING PERSONS 18 OR OLDER AND RESIDENTS OF  
ORANGE COUNTY

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