



Los Angeles County

Quality Of Life Index

Sponsored by the
UCLA Luskin School of Public Affairs

Survey Conducted:
February 28 – March 12, 2017

Fairbank, Maslin, Maullin, Metz & Associates – FM3

PUBLIC OPINION RESEARCH & STRATEGY

Methodology

- 1,595 survey interviews throughout Los Angeles County on full survey. Additional 150 interviews with API residents on gentrification and immigration issues.
- Overall margin of error: $\pm 2.5\%$
- A mix of Random Digit Dial telephone and online methodologies
- 67% of interviews conducted by telephone (42% cell; 58% landline) and 33% online (specifically targeted residents under 50 years old)
- 88% of interviews conducted in English, 12% in Spanish
- Data weighted to match expected proportions of residents in Los Angeles County by age, gender, ethnicity and region

Calculating the Index

- Respondents rated their satisfaction with up to 40 aspects of quality of life assigned to nine categories
- The categories were randomized as were the aspects within the categories
- The aspects in each category were ranked against each other for salience and an index score was created for all nine categories
- Respondents also ranked the categories against each other through a randomized series of forced choice match-up questions (six per respondent)
- The category index scores were then combined and weighted by salience to create an overall index score

Key Findings

- Overall satisfaction score of **59**, slightly above the midpoint of 55, and the same as the 2016 Index.
- Neighborhood quality, health care and ethnic and race relations are rated highest, while cost of living, education and transportation/traffic are rated most negatively.
- Younger residents are the least satisfied overall, and particularly as it relates to the cost of housing, educational opportunities and the fairness of the local economy.
- Income is also a significant driver of overall satisfaction, as well as a key indicator on many individual elements of quality of life.
- More than one-in-three residents, and over half of Latinos, say they are worried that they themselves or a friend or family member will be deported from the United States. Of those, 80% are worried that enrolling in a government program increases the risk of deportation.
- Residents perceive several negative impacts from changes to their community linked to gentrification. However, they are fairly split on the overall impact of recent building development and growth.
- Residents overwhelmingly believed that repeal of the Affordable Care Act/"Obamacare" would have a negative impact on their health care access.

Los Angeles County Quality of Life Index

There was no change in the overall Los Angeles County Quality of Life Index

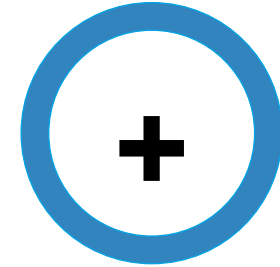
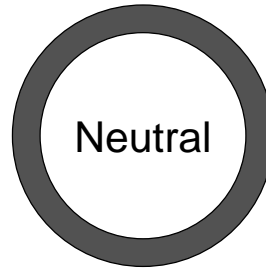
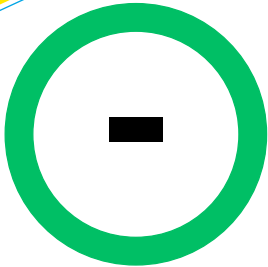
(2016 & 2017)



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**The categories can be divided into
positive, neutral and negative tiers.**



(Index Score)

Category	2017	2016
Transportation and Traffic*	53	58
Education	52	54
Cost of living	47	50

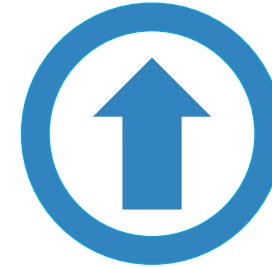
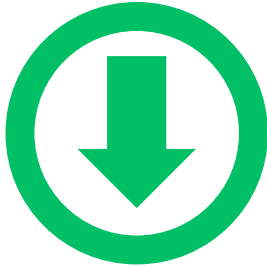
Category	2017	2016
The environment	64	61
Public safety	63	64
Jobs and the Economy	60	58

Category	2017	2016
Relations between people of different races, ethnicities and religions	72	69
Your neighborhood	69	71
Health care	69	70

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The scores dipped for six categories and went up for three.

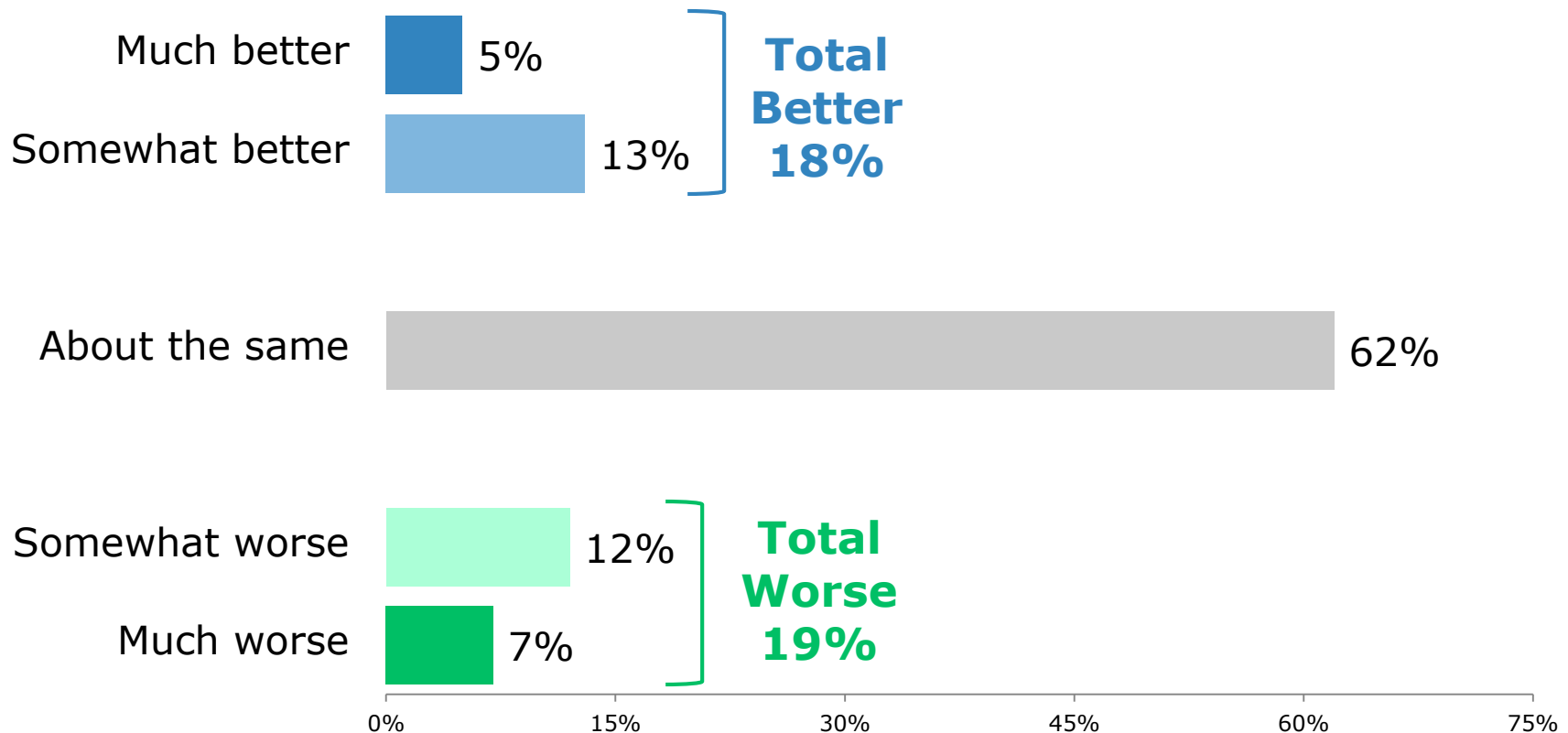


Category	2017	2016	Difference
Transportation and Traffic*	53	58	-5
Cost of living	47	50	-3
Education	52	54	-2
Your neighborhood	69	71	-2
Public safety	63	64	-1
Health care	69	70	-1

Category	2017	2016	Difference
Relations between people of different races, ethnicities and religions	72	69	+3
The environment	64	61	+3
Jobs and the economy	60	58	+2

Compared to last year, most people's overall satisfaction has not changed.

Compared to last year, would you say that your overall satisfaction with living in Los Angeles is better, worse, or about the same?

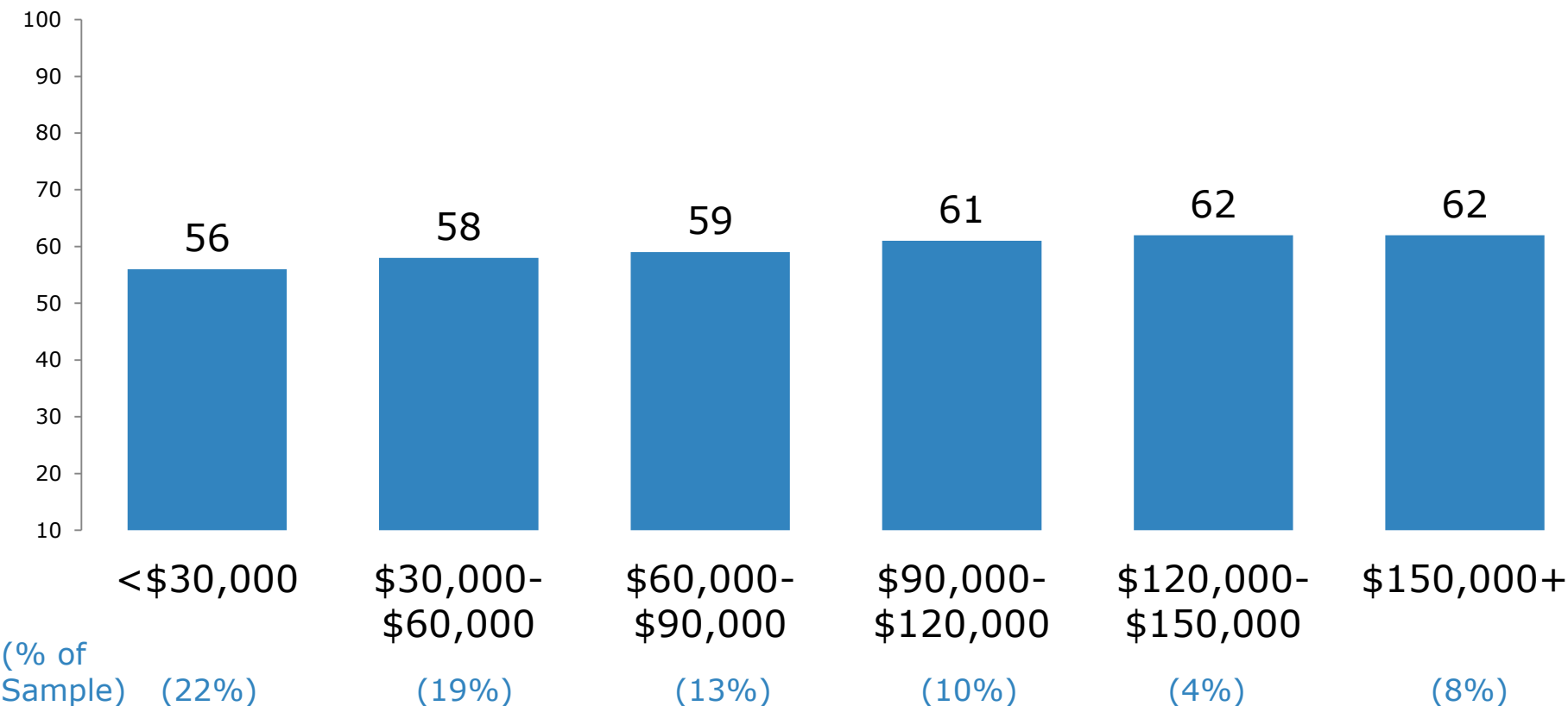


Demographic Differences on Overall Satisfaction Index

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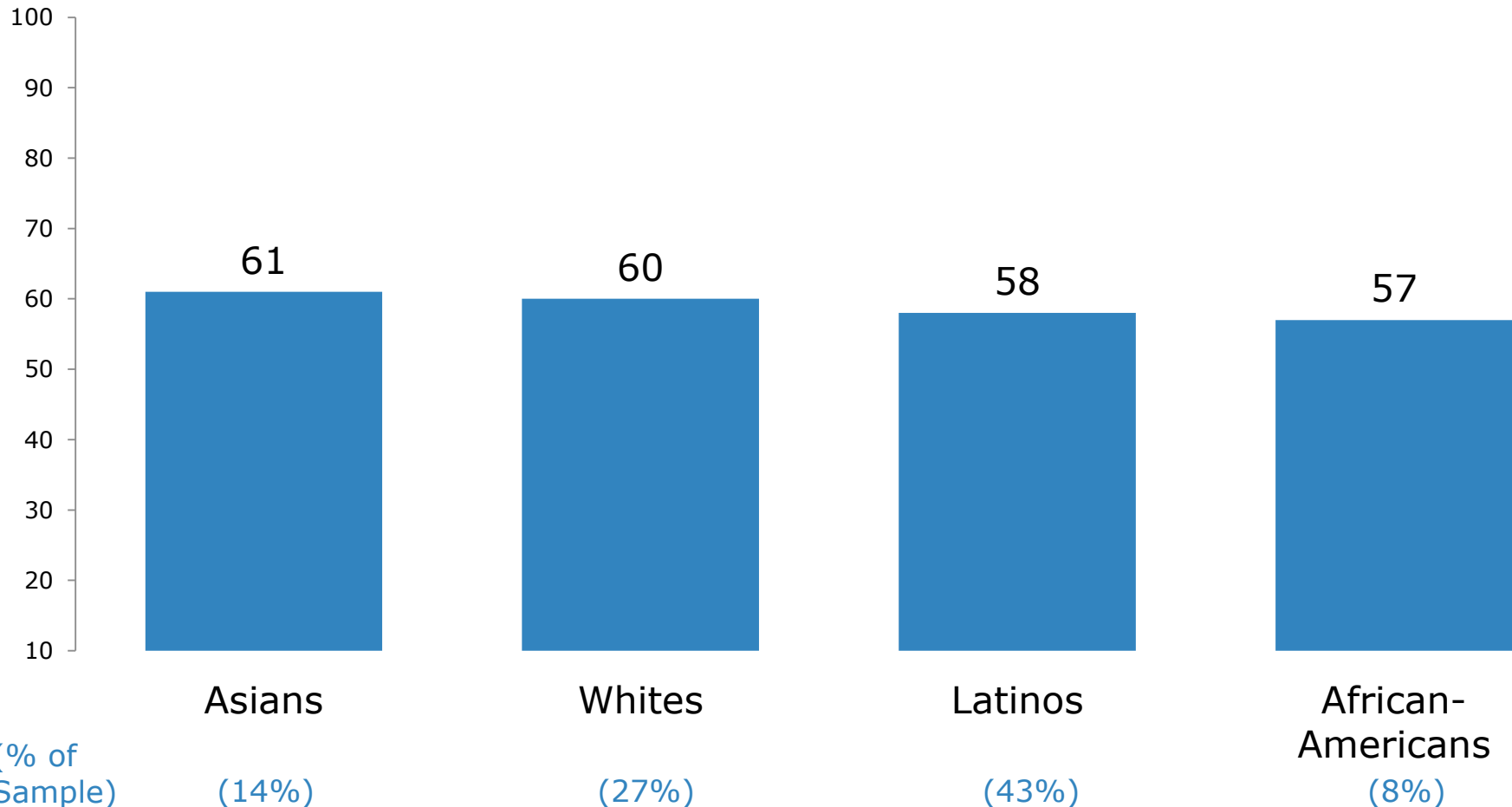
There is a modest difference in the overall level of satisfaction by income.



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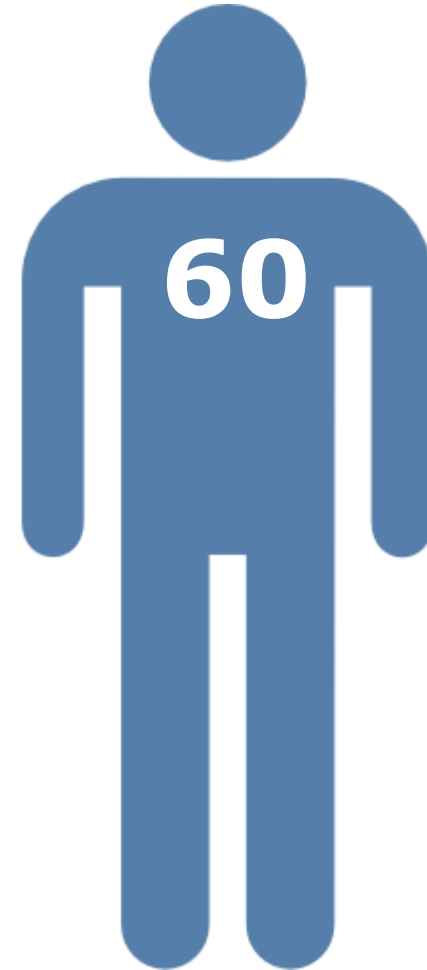
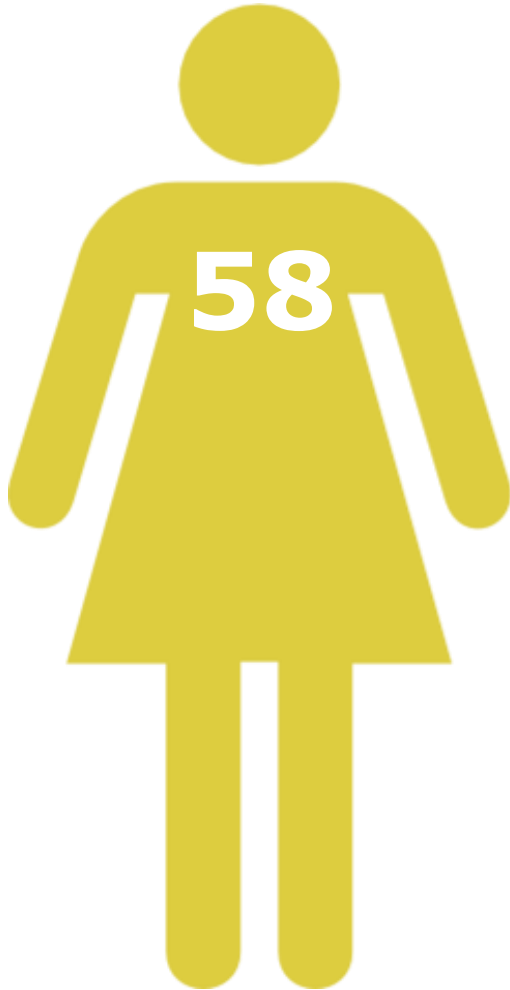
Asian and white residents are more satisfied than other groups, but the differences are not dramatic.



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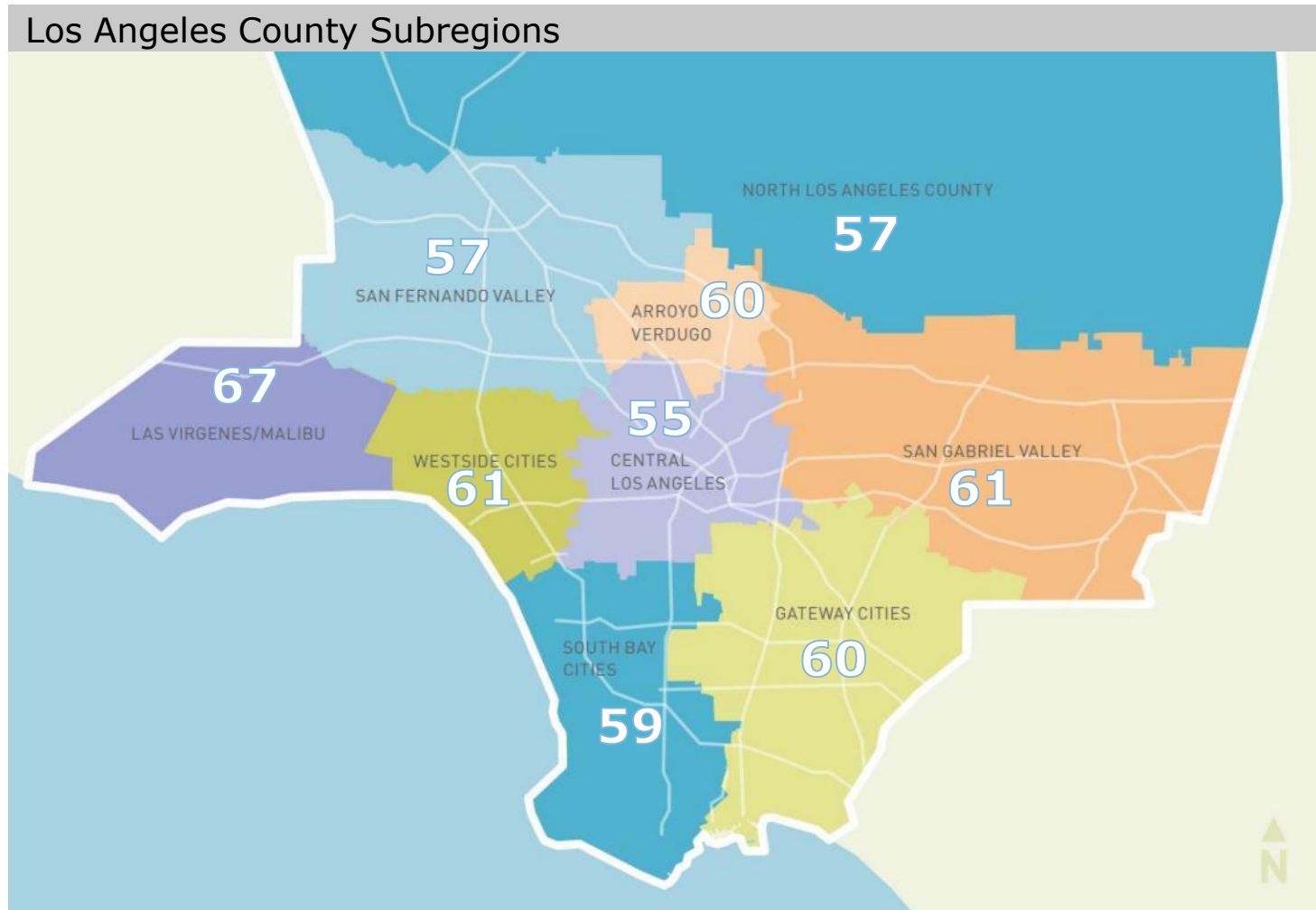
**Men and women rated
satisfaction nearly equally.**



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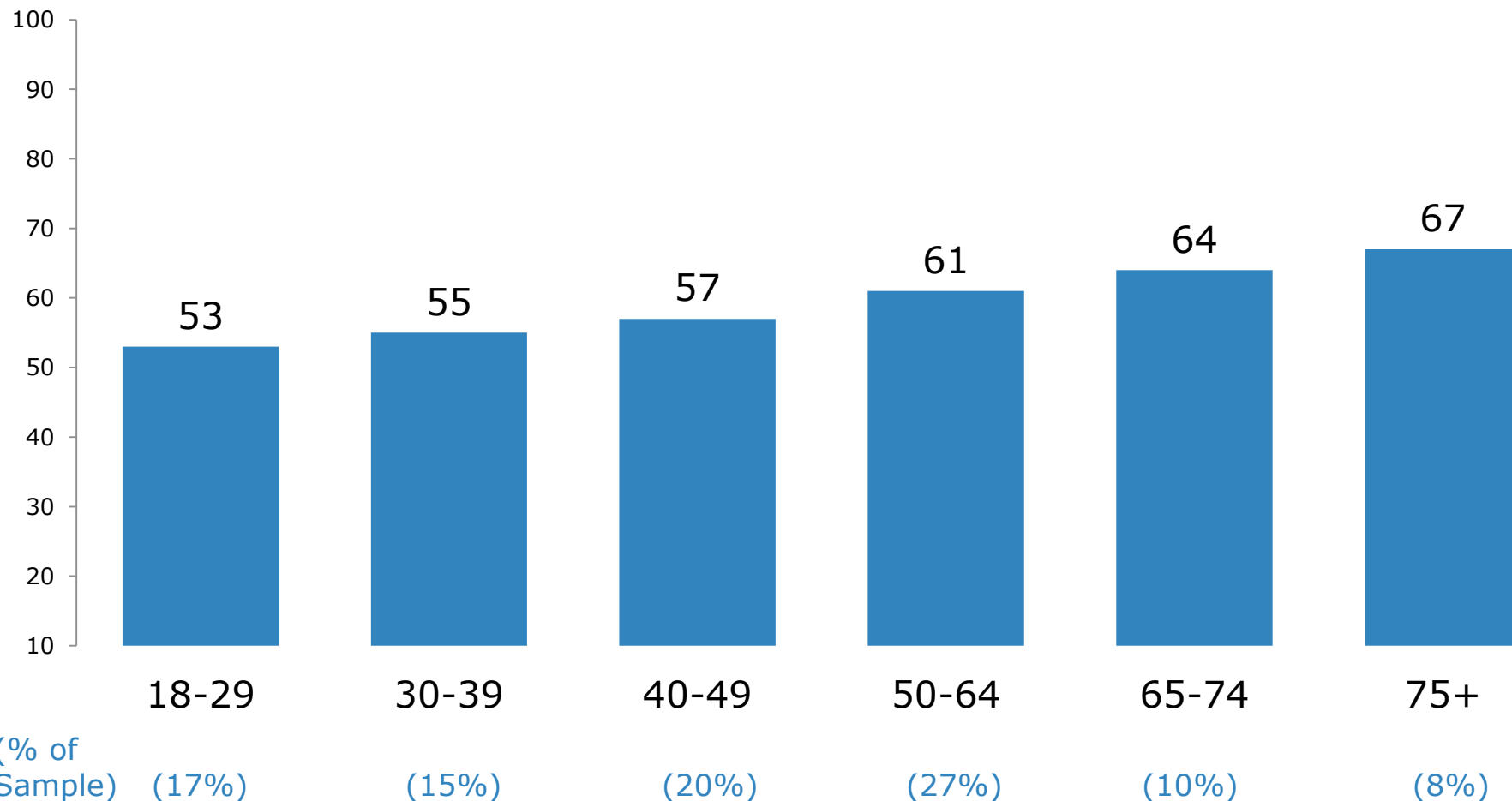
**Satisfaction by region varies little,
but is lowest in Central Los Angeles.**



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Life Index

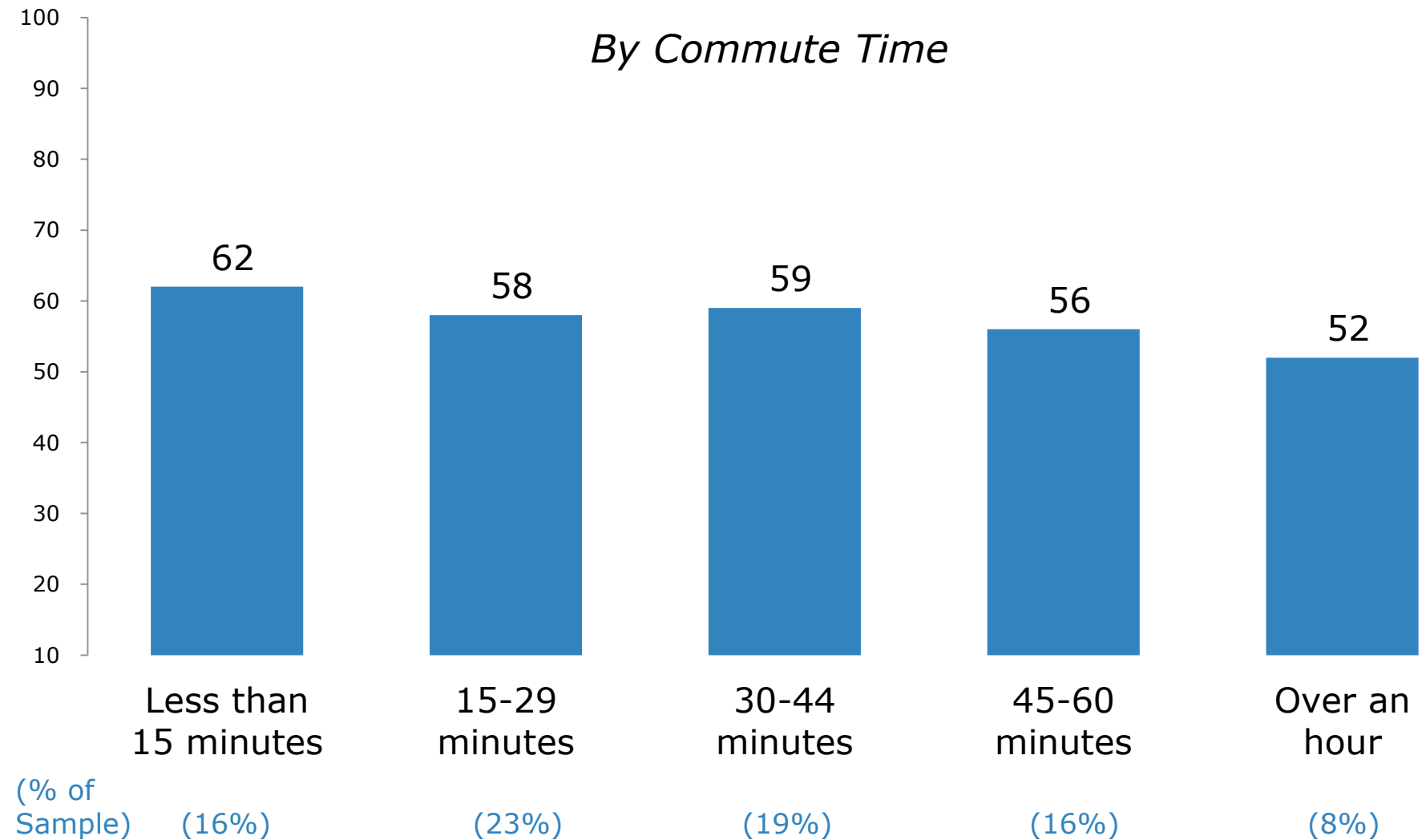
59

Overall satisfaction is directly correlated with age.



Residents with shorter commutes have a higher level of overall satisfaction.

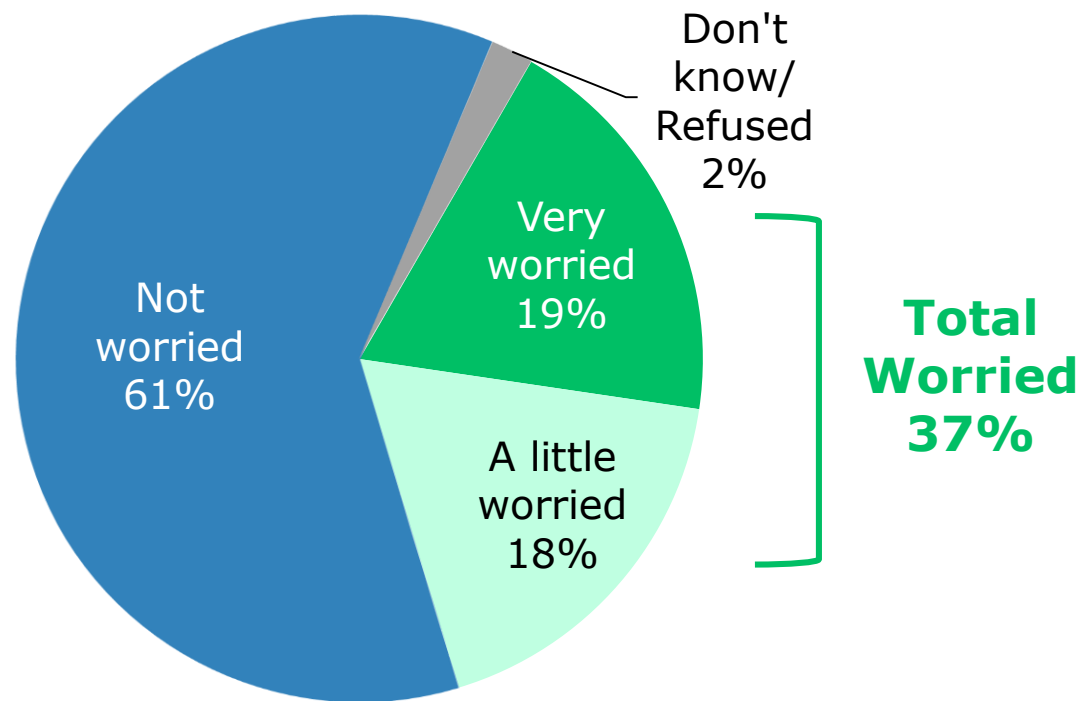
By Commute Time



Concern about Deportation and Immigration Status

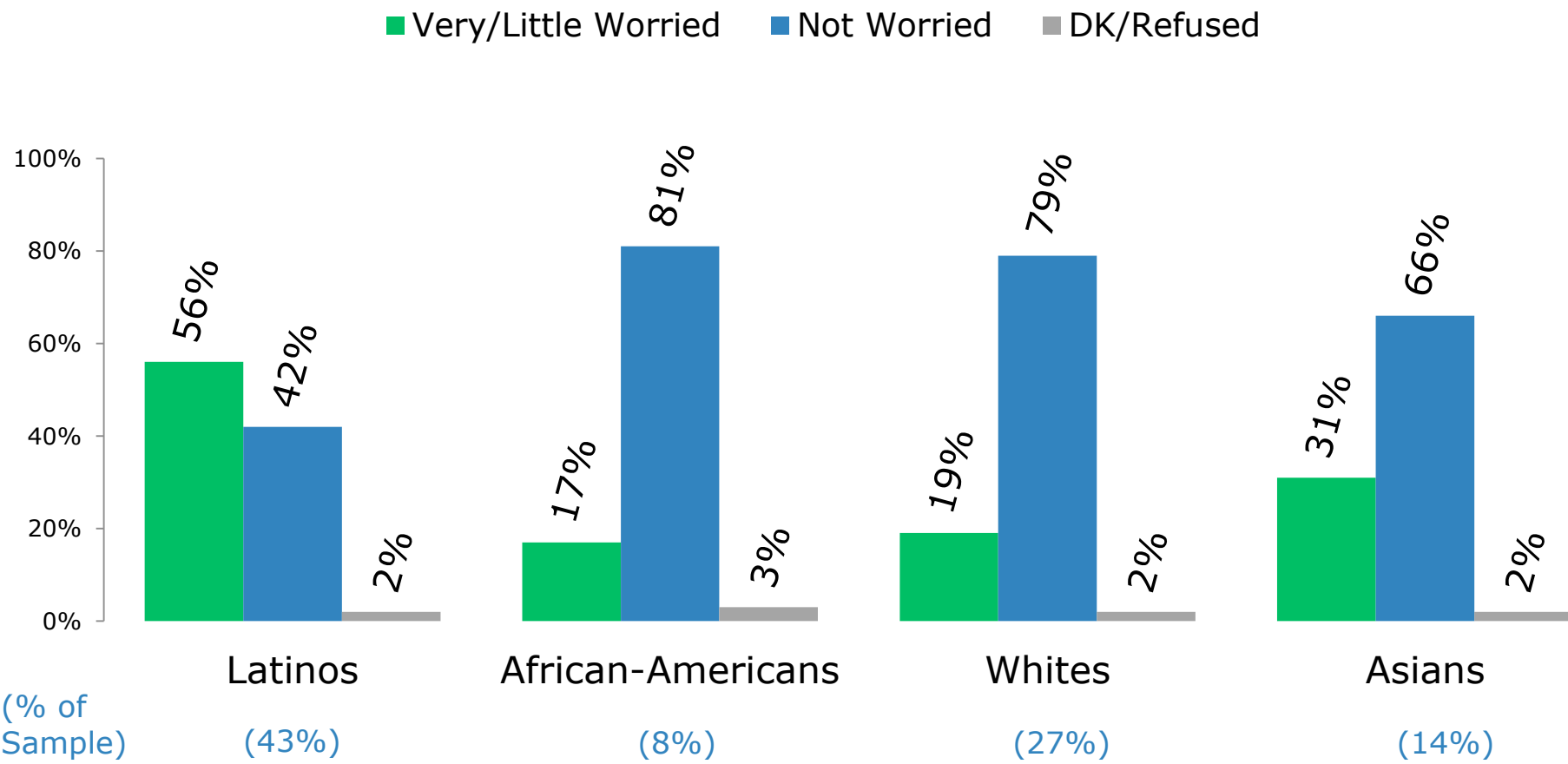
More than one-in-three residents said they were worried about themselves, a friend or family member being deported.

Switching gears a bit, are you worried that you, a friend of yours or a member of your family will be deported from the United States because of their immigration status?



More than half of Latinos and nearly a third of Asian residents are worried about deportation.

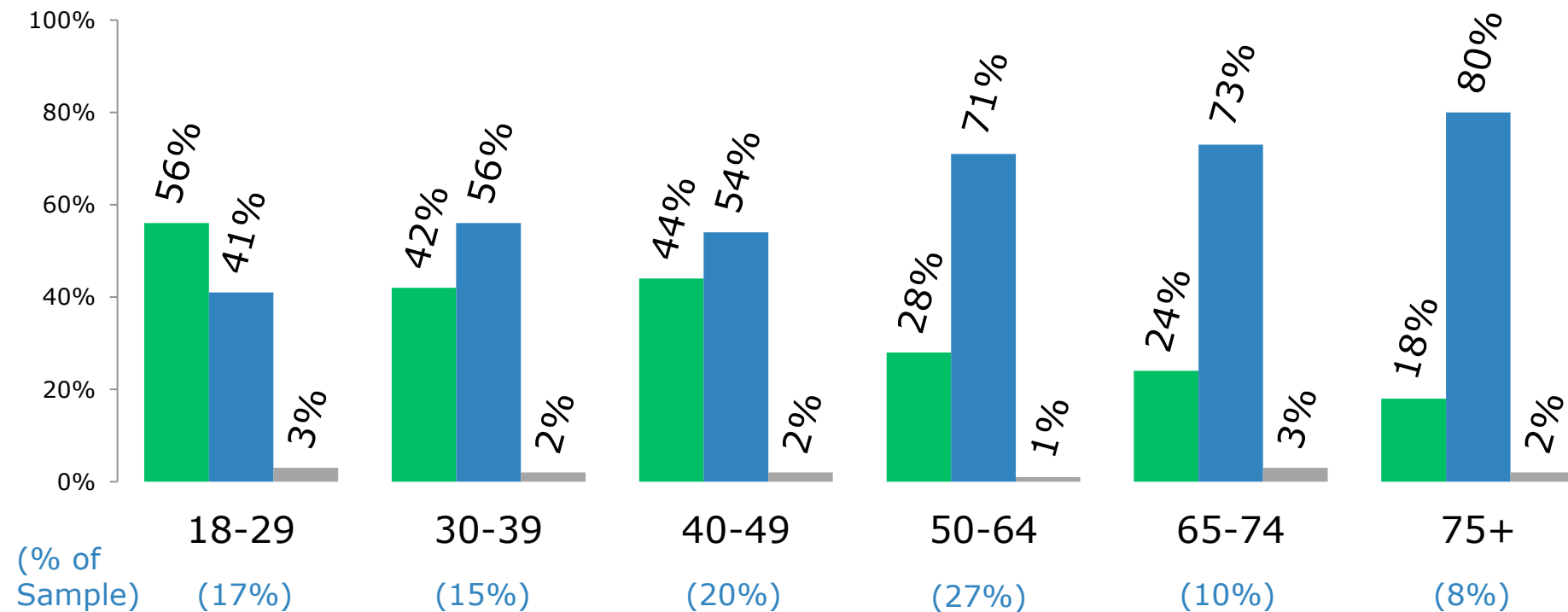
By Ethnicity



The worry about deportation is stronger for younger residents.

By Age

■ Very/Little Worried ■ Not Worried ■ DK/Refused



Lower-income residents are more likely to be worried about deportation.

By Income

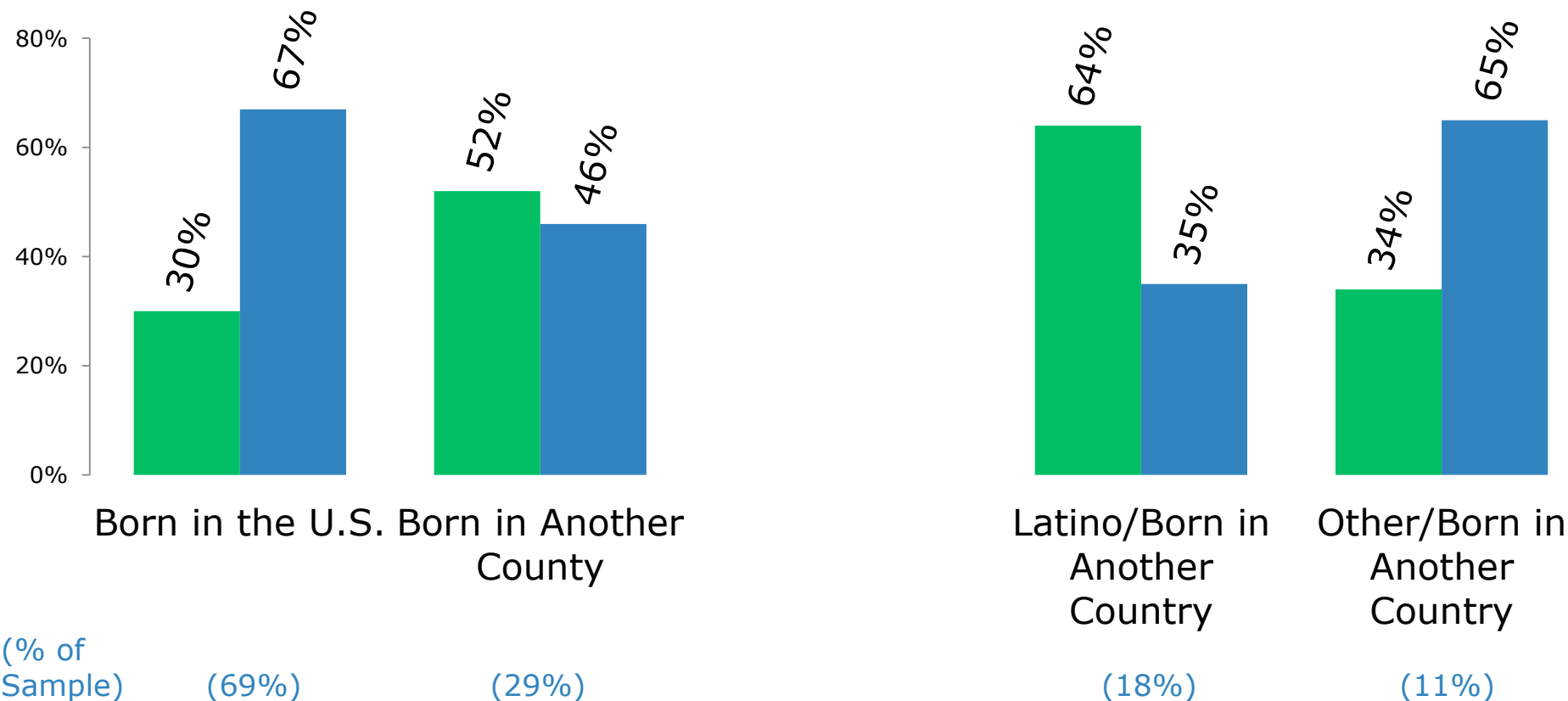
■ Very/Little Worried ■ Not Worried ■ DK/Refused



Over half of residents born outside the U.S. are worried about deportation and the number is even higher among foreign-born Latinos.

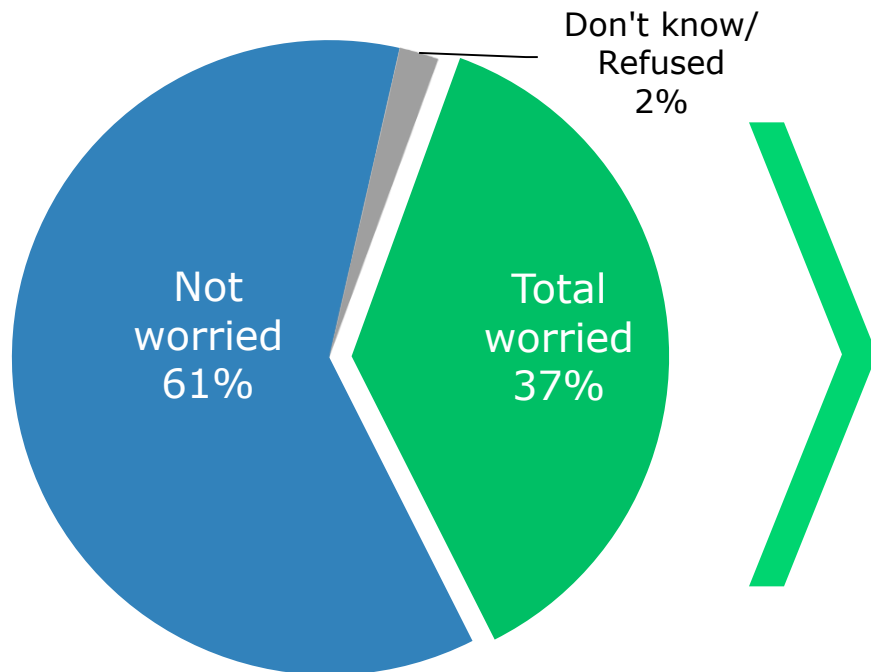
By Nation of Origin

■ Very/Little Worried ■ Not Worried

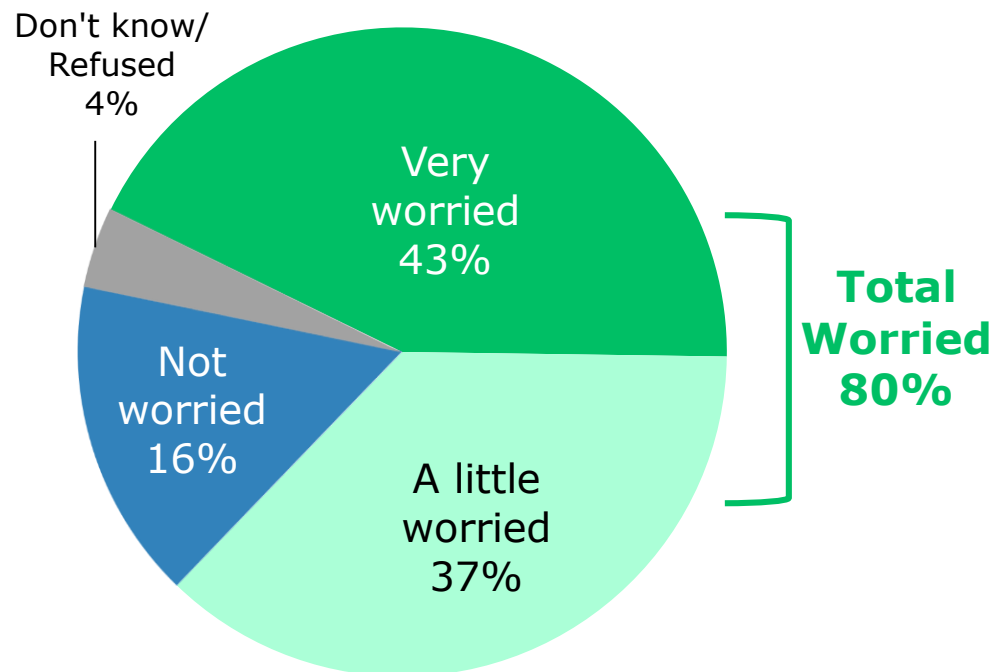


Of those worried about deportation, 8-in-10 are worried that enrolling in a government program will increase that risk.

Switching gears a bit, are you worried that you, a friend of yours or a member of your family will be deported from the United States because of their immigration status?



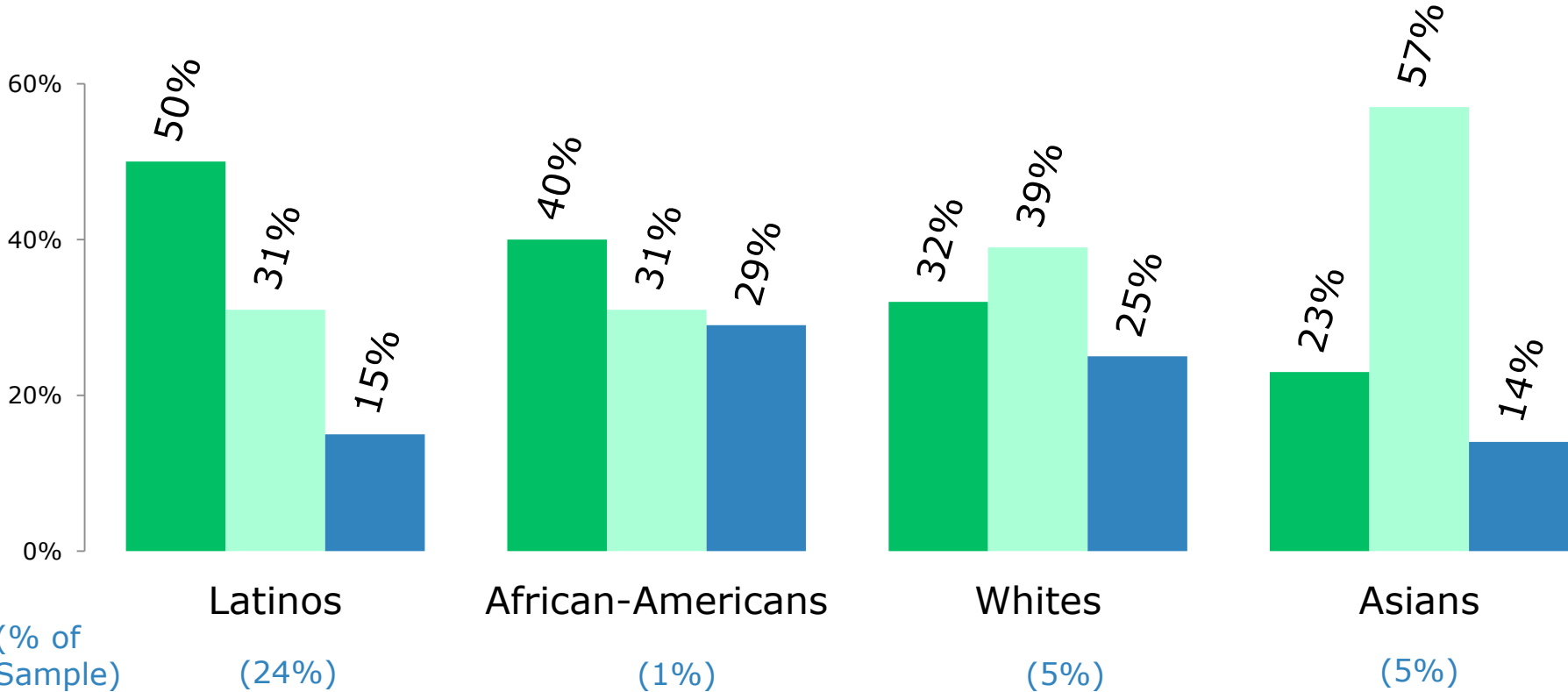
Are you worried that you, a friend of yours or a member of your family will be at a greater risk of being deported by enrolling in a government health care, education or housing program?



Of those who are worried about deportation, half of Latinos are “very worried” they are at greater risk by enrolling in a government program.

By Ethnicity

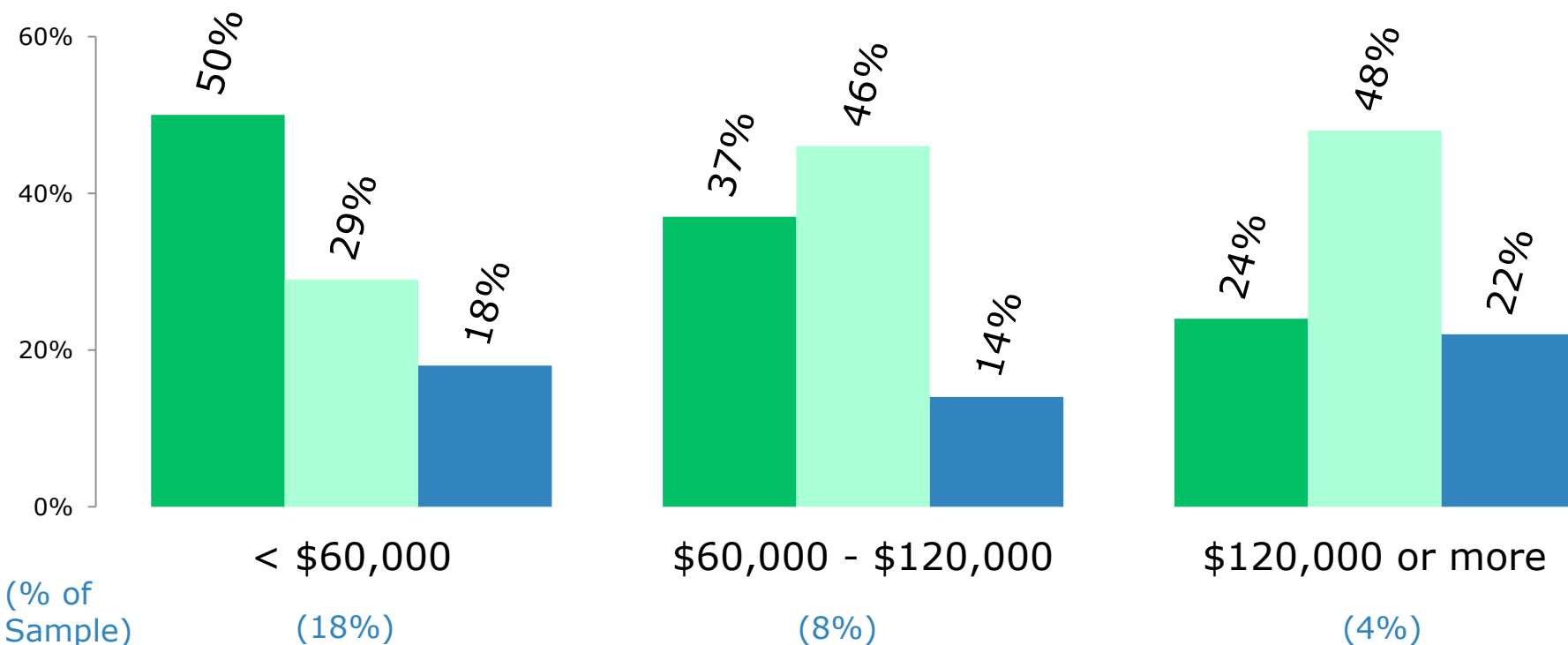
■ Very Worried ■ Little Worried ■ Not Worried



Of those who are worried about deportation, worries about enrolling in a government program are more acute for low-income residents

By Income

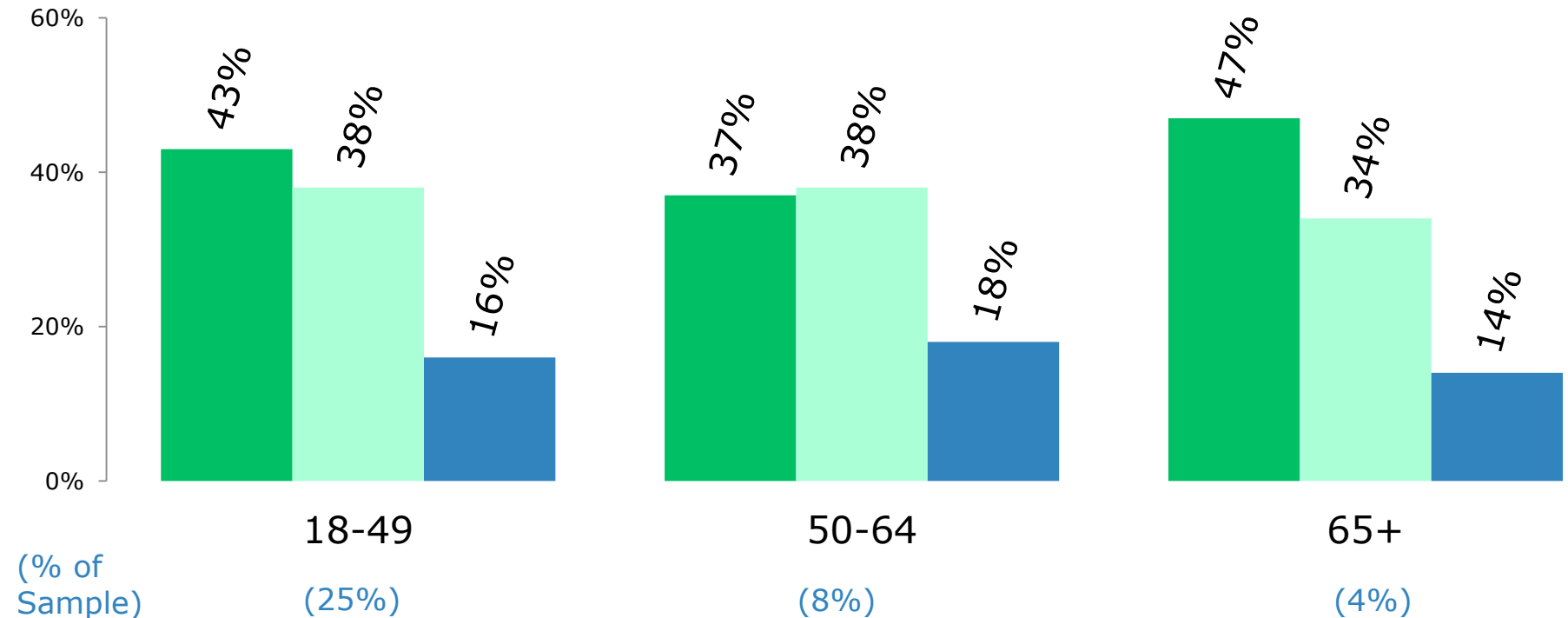
■ Very Worried ■ Little Worried ■ Not Worried



Concern about enrolling in a government program vary somewhat by age.

By Age

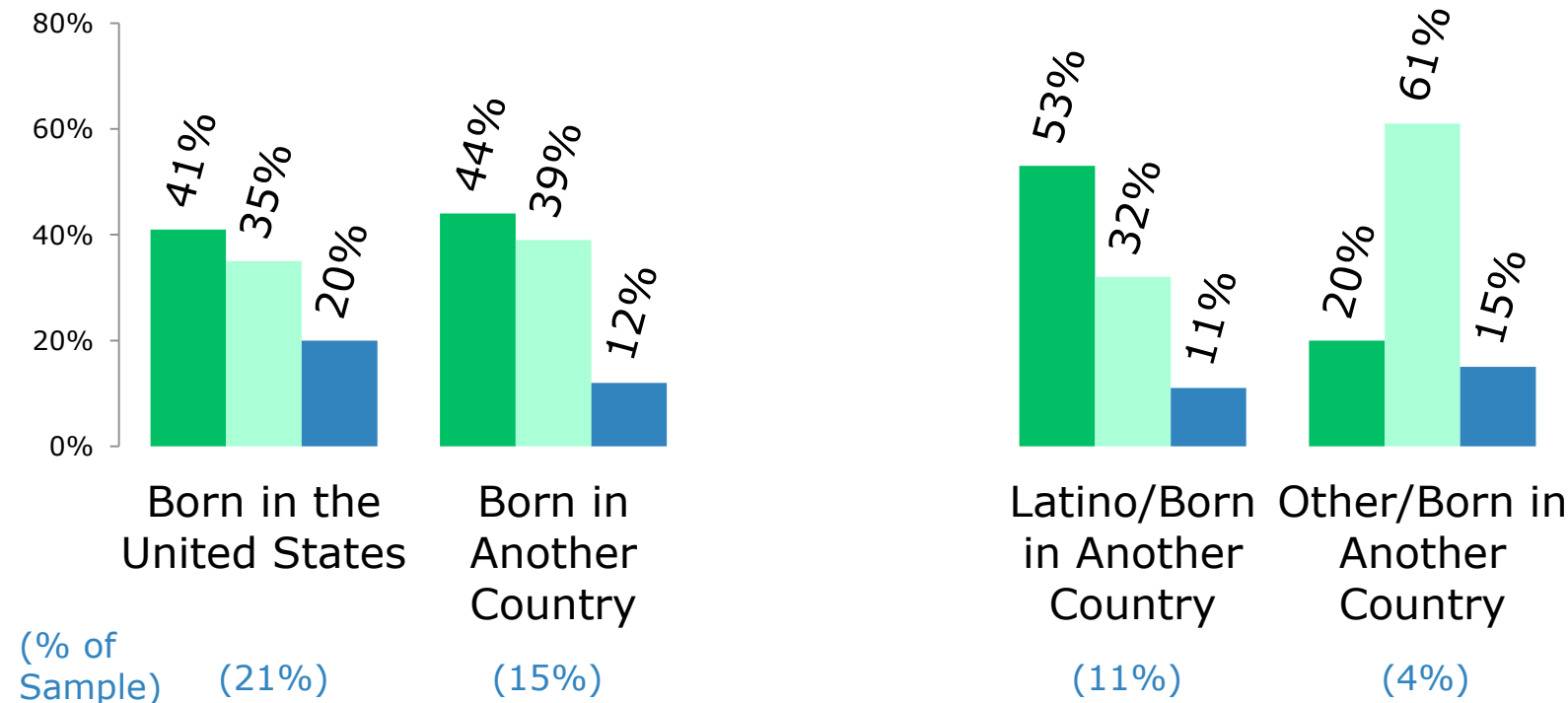
■ Very Worried ■ Little Worried ■ Not Worried



Overall, there is a small difference in worry about enrollment in a government program based on whether one was born in the U.S. or not.

By Nation of Origin

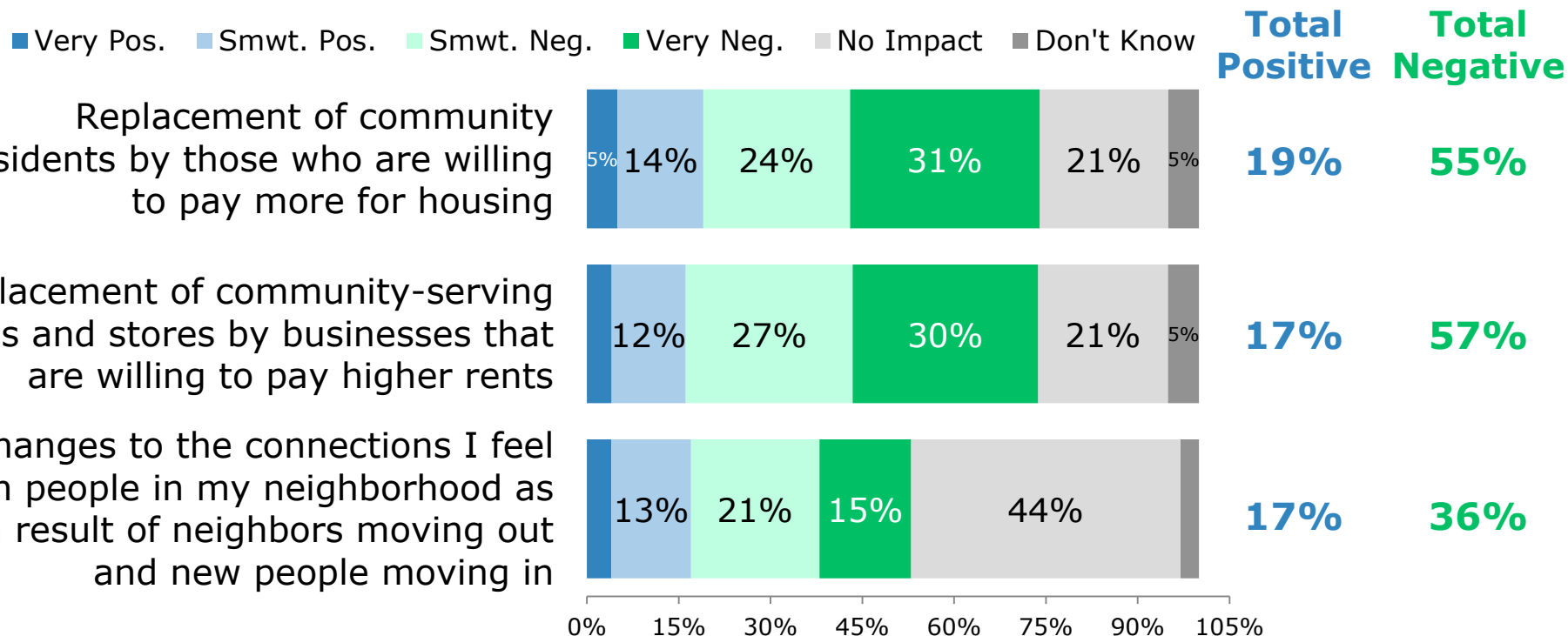
■ Very Worried ■ Little Worried ■ Not Worried



Concerns about Neighborhood Gentrification

Concerns are strong about residents and businesses being replaced by those willing to pay more.

I am going to ask you about some changes that may be taking place in your community. Please tell me whether you personally believe these changes have had a positive impact, no impact, or a negative impact on your community.



Latino and African-American residents are feeling more negative about community changes.

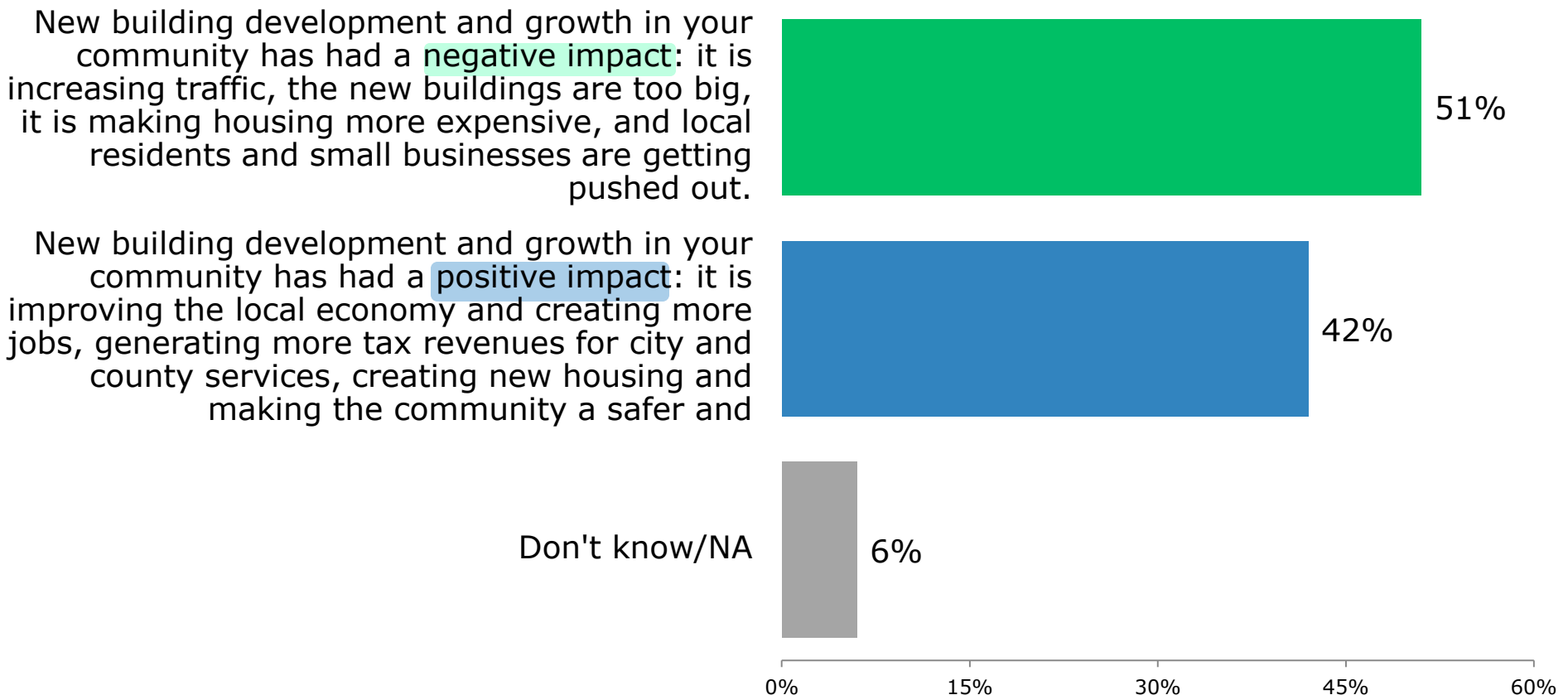
Demographic Group	Replacement of community residents by those who are willing to pay more for housing		Replacement of community-serving shops and stores by businesses that are willing to pay higher rents	
	Total Positive	Total Negative	Total Positive	Total Negative
Ethnicity				
Latinos	16%	65%	14%	66%
African-Americans	13%	65%	21%	59%
Whites	23%	43%	17%	50%
Asians	32%	38%	31%	43%
Age				
18-29	16%	71%	14%	73%
30-39	26%	57%	23%	62%
40-49	20%	54%	19%	53%
50-64	17%	54%	16%	58%
65-74	13%	53%	9%	52%
75+	27%	30%	19%	37%

Negative views of community changes are most strongly held in Central L.A. and are directly correlated with income.

Demographic Group	Replacement of community residents by those who are willing to pay more for housing		Replacement of community-serving shops and stores by businesses that are willing to pay higher rents	
	Total Positive	Total Negative	Total Positive	Total Negative
Region				
Gateway	14%	56%	18%	57%
Central Los Angeles	16%	68%	17%	64%
North County	20%	49%	12%	54%
San Fernando Valley	16%	57%	14%	58%
San Gabriel Valley	26%	48%	19%	51%
South Bay Cities	20%	48%	15%	59%
Westside	23%	56%	15%	63%
Income				
<\$30,000	12%	67%	11%	68%
\$30,000-\$60,000	18%	58%	18%	61%
\$60,000-\$120,000	24%	54%	21%	55%
\$120,000+	31%	43%	26%	54%

Residents are nearly split on the impact of recent development changes

I'm going to read a pair of statements and ask you to tell me which one comes closer to your point of view.



African-Americans and Asians are more likely to say that development has had a positive impact.

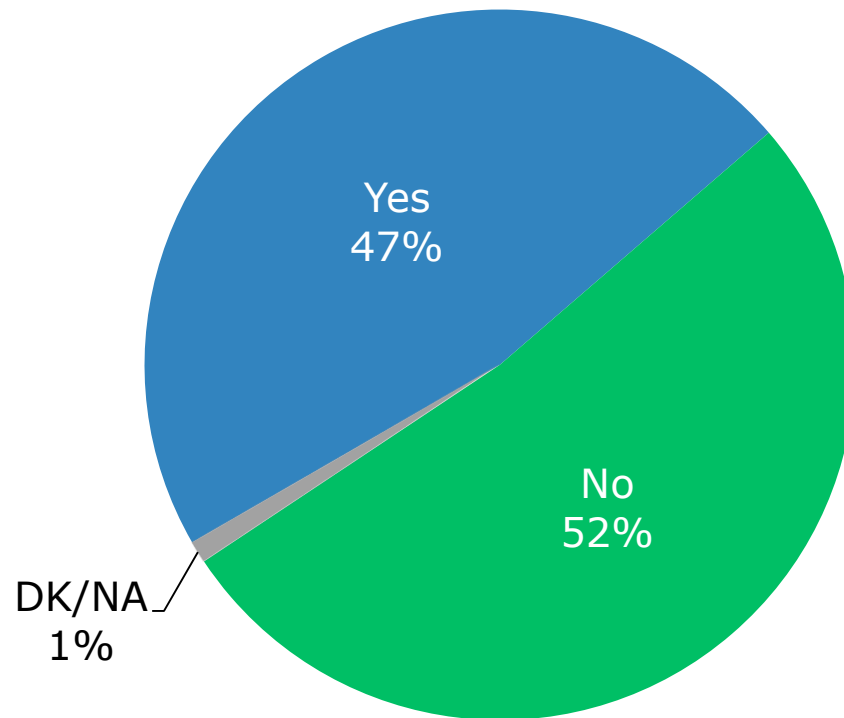
Demographic Group	Positive Impact	Negative Impact
Ethnicity		
Latinos	39%	56%
African-Americans	49%	43%
Whites	43%	50%
Asians	54%	39%
Age		
18-29	46%	54%
30-39	46%	52%
40-49	44%	48%
50-64	37%	55%
65-74	39%	52%
75+	48%	42%
Region		
Gateway	44%	47%
Central Los Angeles	34%	62%
North County	50%	44%
San Fernando Valley	38%	52%
San Gabriel Valley	46%	51%
South Bay Cities	47%	47%
Westside	44%	52%

More educated and higher income residents are more likely to say that development has had a positive impact.

Demographic Groupj	Positive Impact	Negative Impact
Education Level		
High School Educated	24%	67%
High School Graduate	36%	54%
Some College Education	45%	50%
Four-year College Graduates	47%	48%
Post-Graduate Educated	44%	52%
Income		
<\$30,000	31%	63%
\$30,000-\$60,000	42%	54%
\$60,000-\$120,000	45%	50%
\$120,000+	59%	39%

Nearly half of respondents know someone who has considered moving because of rising housing costs.

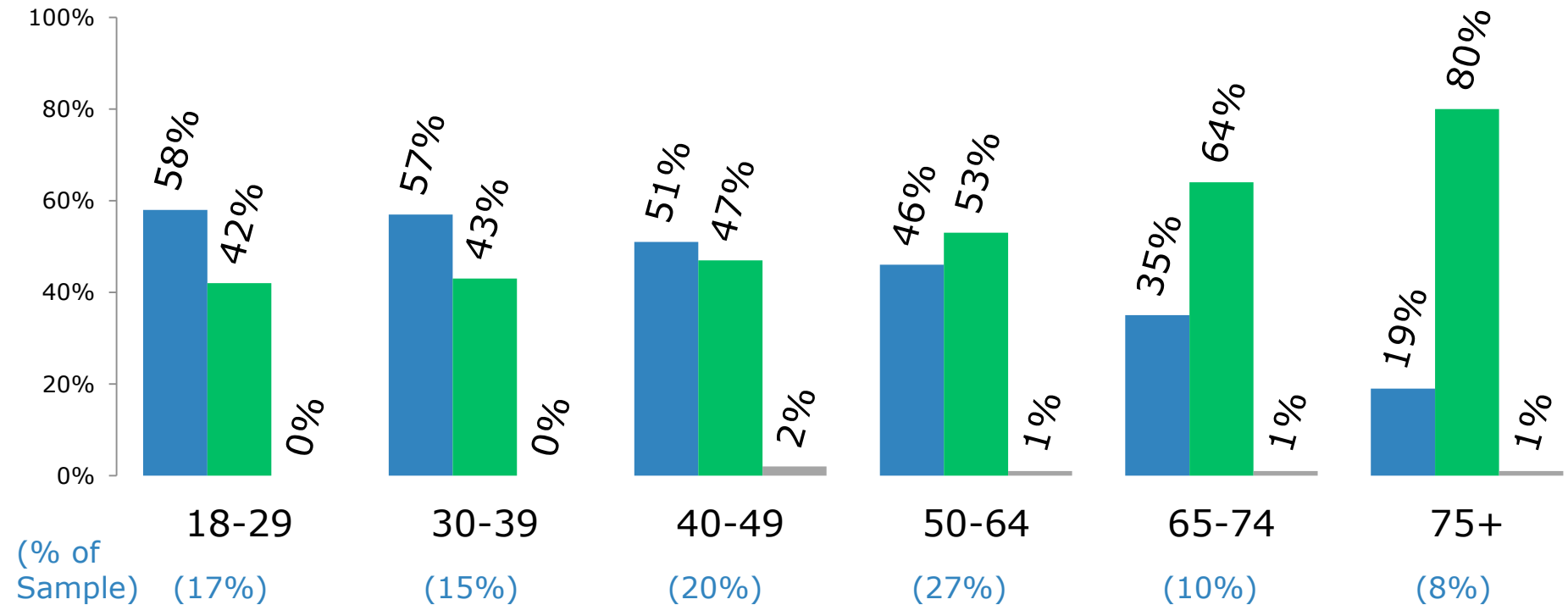
Have you or a close friend or family member considered moving from your neighborhood in the last few years because of rising housing costs?



Rising housing costs are impacting residents under age 40 most acutely.

By Age

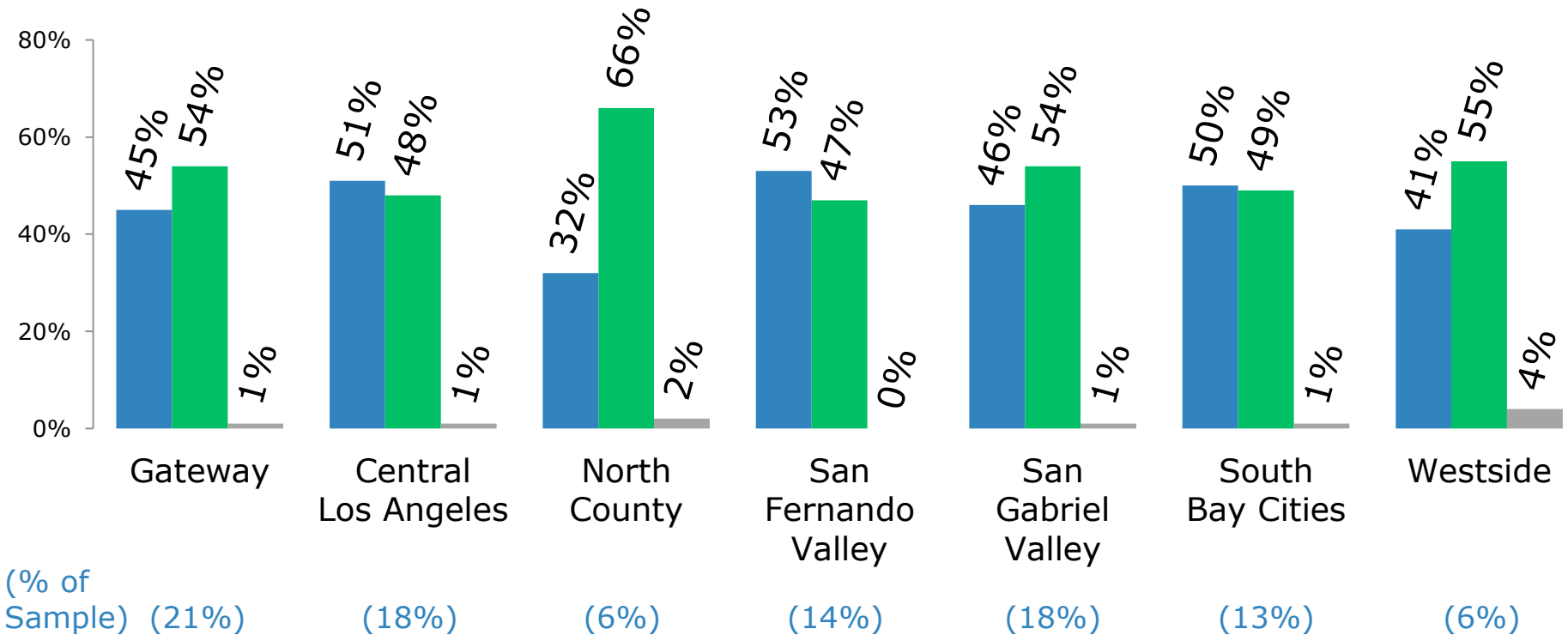
■ Yes ■ No ■ DK/NA



Residents in North County are least likely to have experienced someone considering moving because of housing costs.

By Region

■ Yes ■ No ■ DK/NA

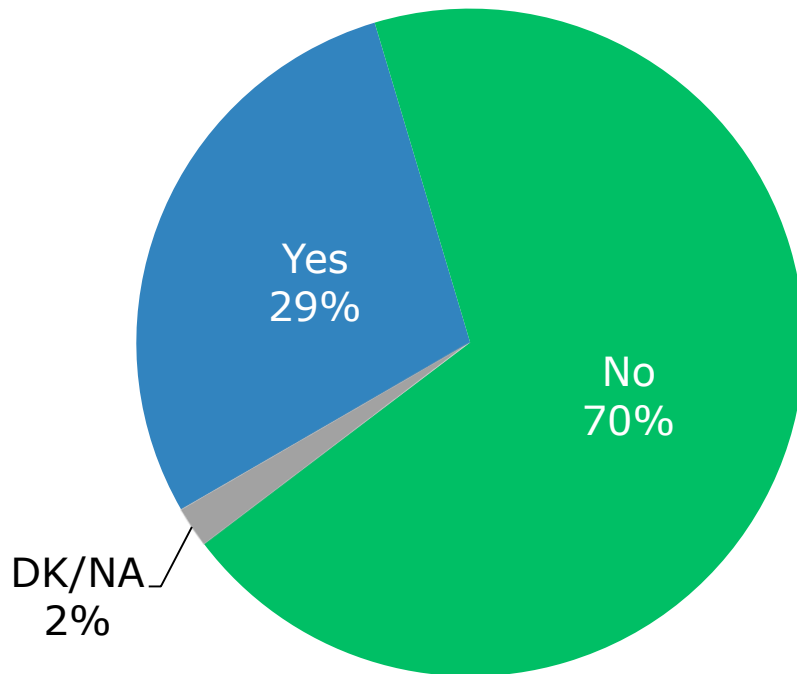


Concerns about Hunger and Homelessness

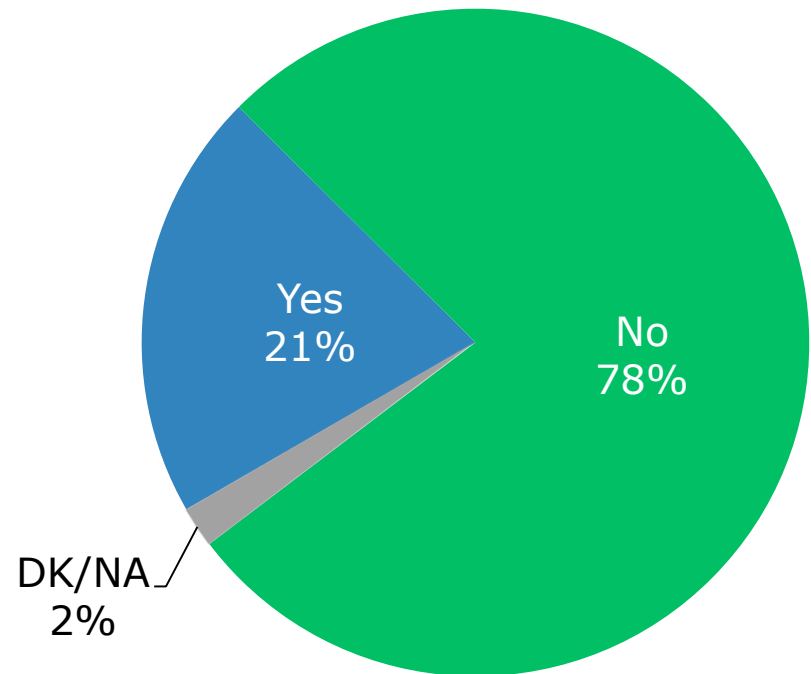
Concern about hunger is high, but dipped compared to 2016.

*In the last few years, have you worried about you and your family **going hungry** because you could not afford the cost of food?*

2016



2017

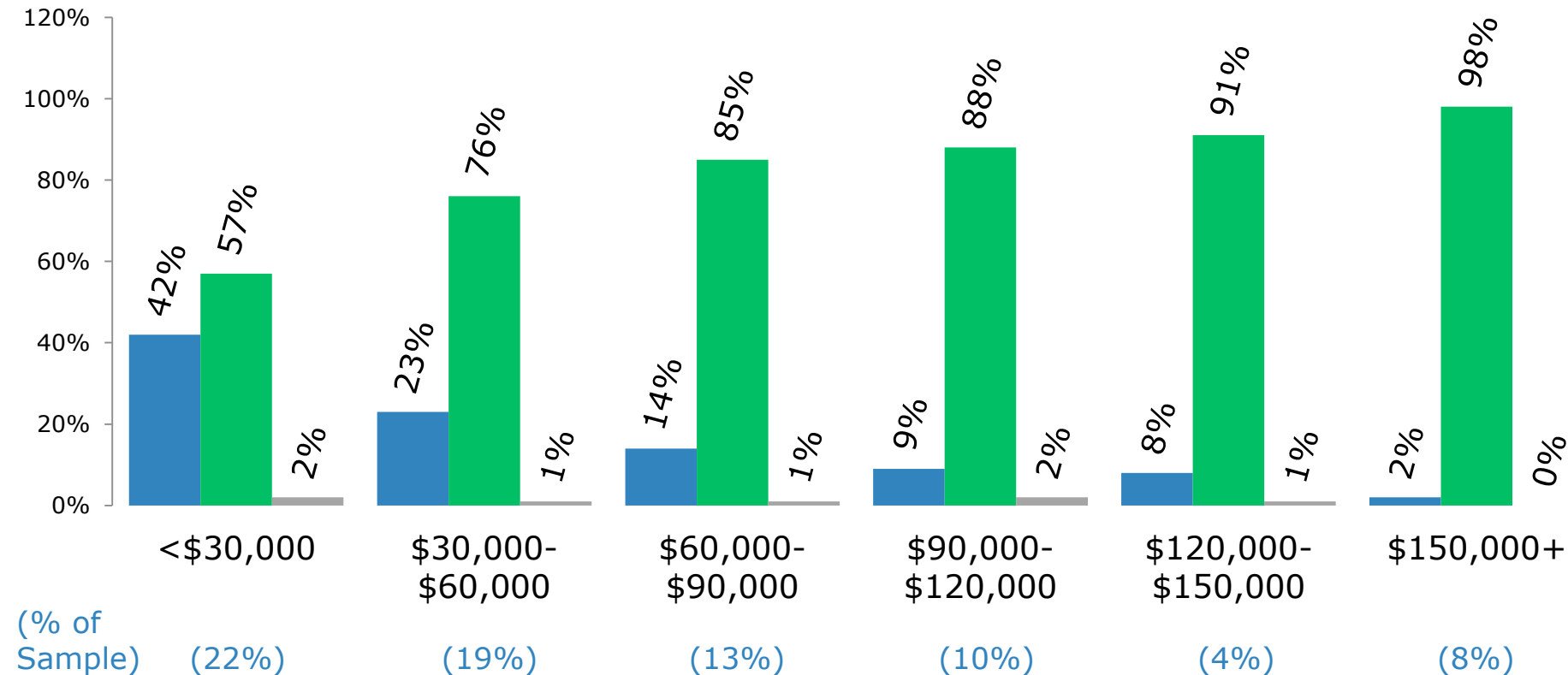


NOTE: The responses to these questions were not used to calculate the Quality of Life Index.

Four-in-ten residents with annual incomes under \$30,000 worried about hunger.

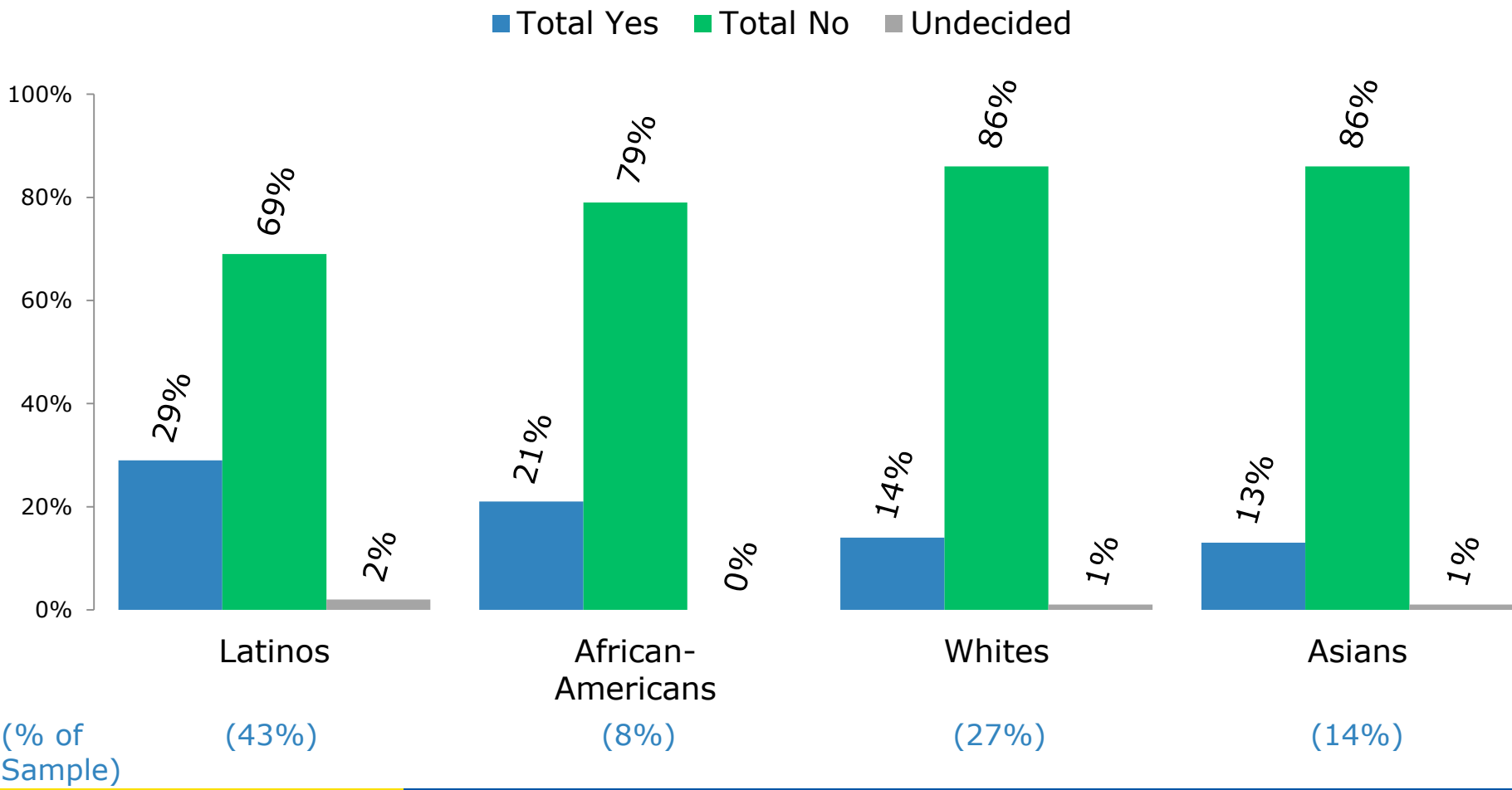
By Income

■ Total Yes ■ Total No ■ Undecided



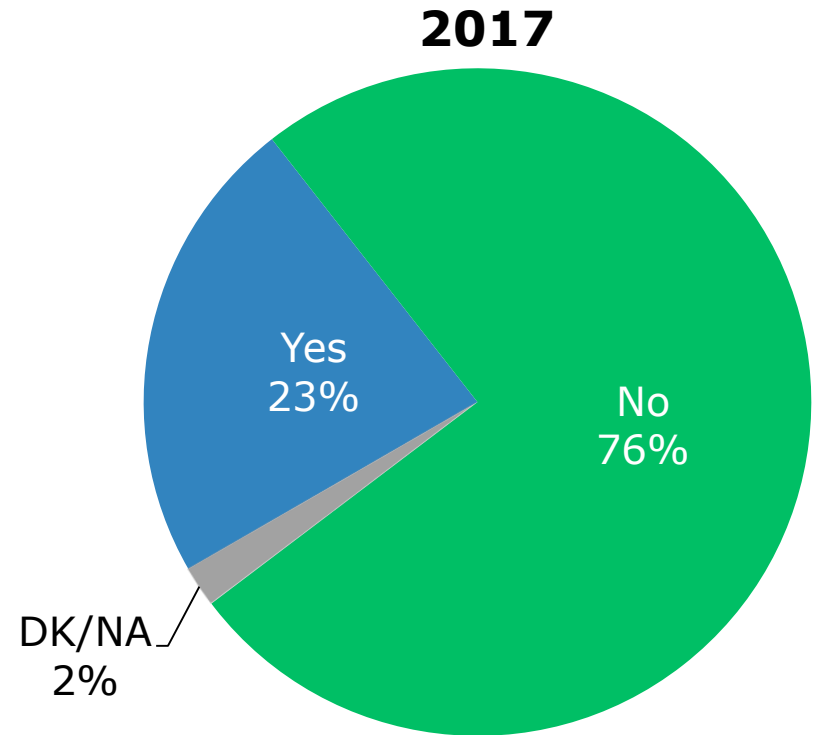
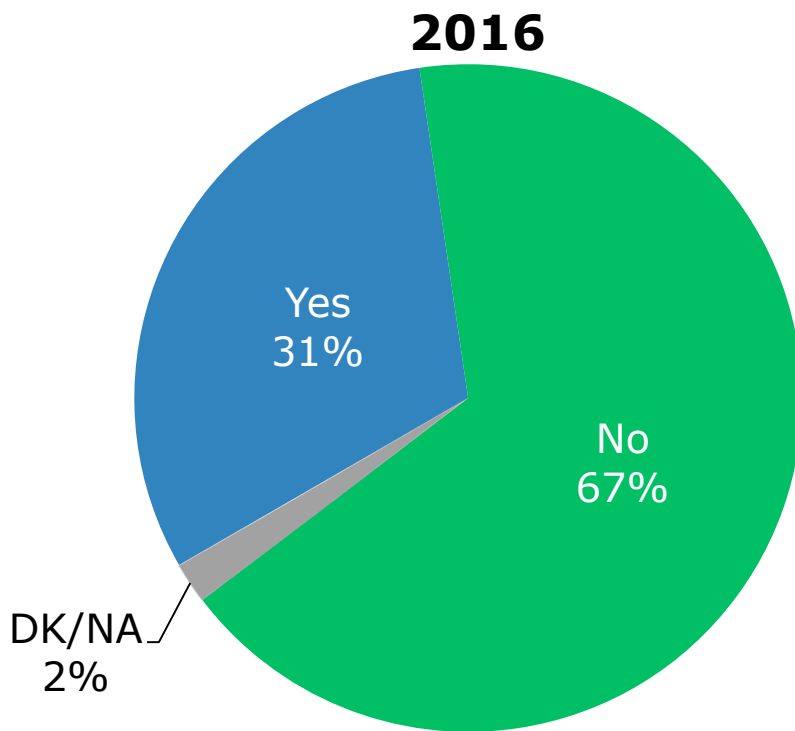
Latinos and African-Americans are more likely to have worried about hunger.

By Ethnicity



Similarly, nearly a quarter of residents have worried about becoming homeless, but that number is down from last year.

*In the last few years, have you worried about losing your home and **becoming homeless** as a result?*

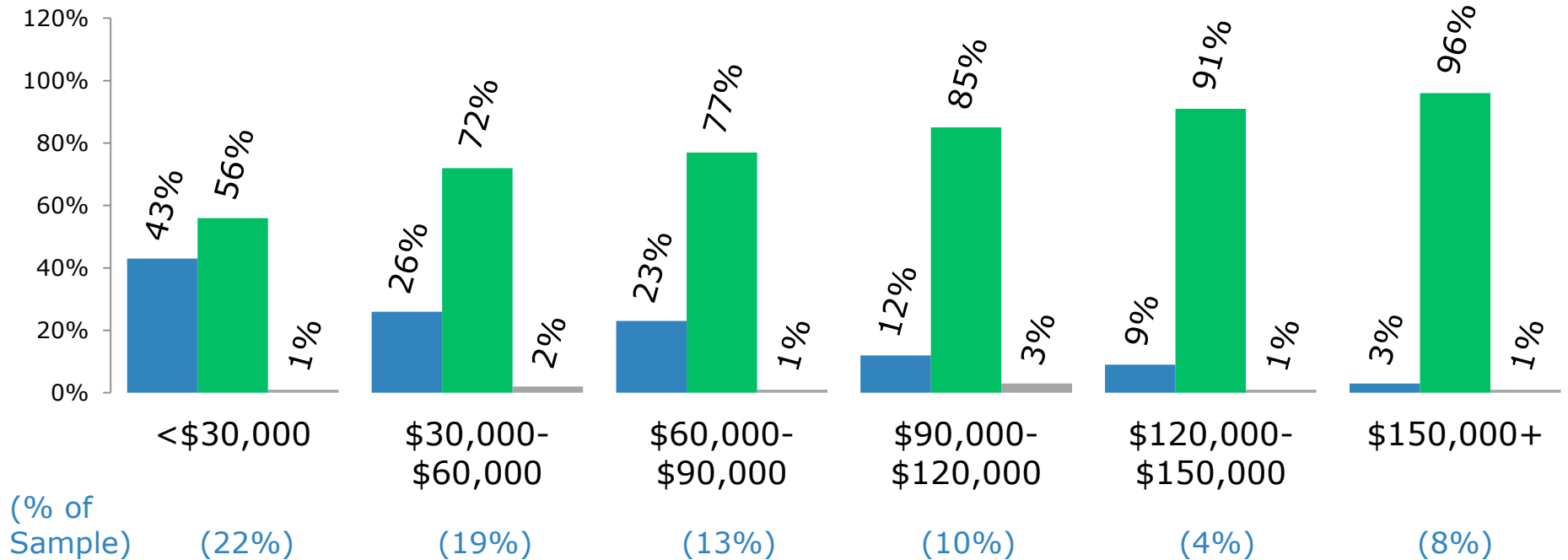


NOTE: The responses to these questions were not used to calculate the Quality of Life Index.

Nearly half of residents with incomes below \$30K and a quarter of those with incomes up to \$90K feared homelessness.

By Income

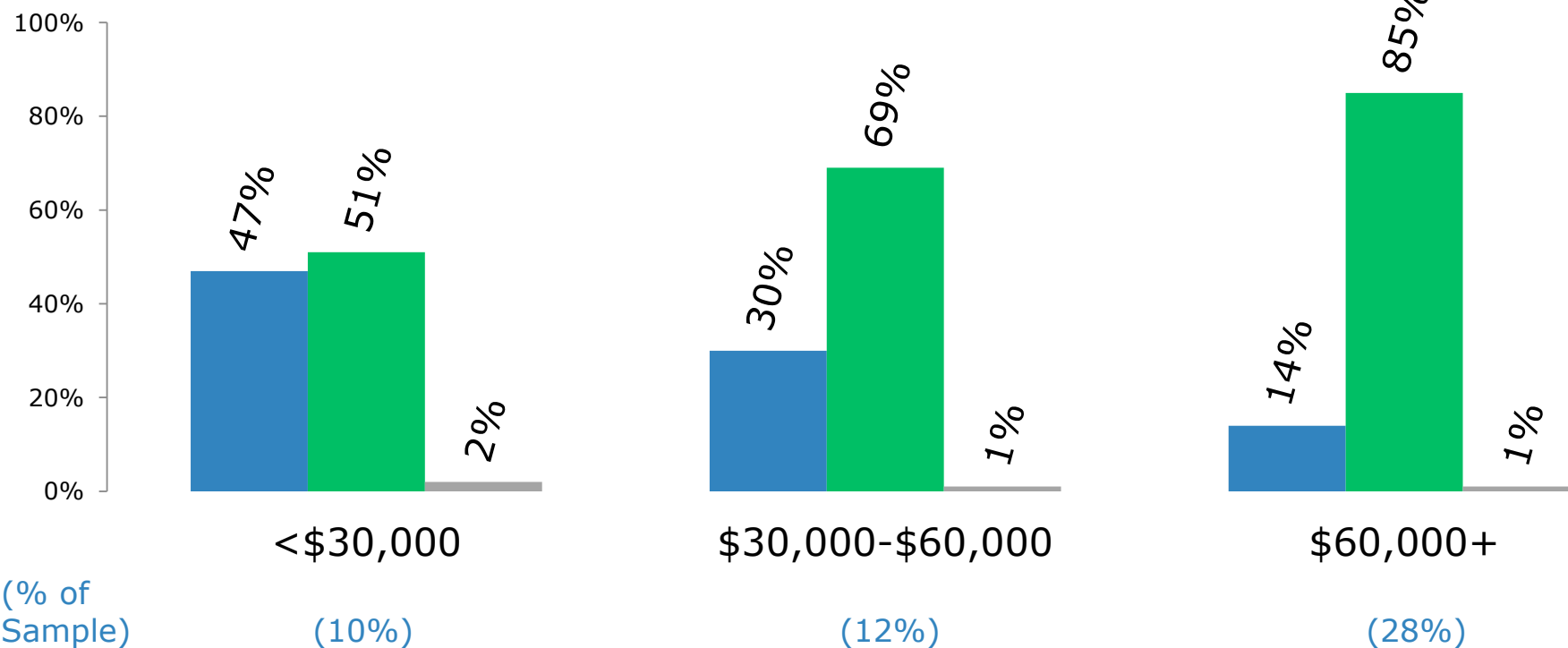
■ Total Yes ■ Total No ■ Undecided



The fear of homelessness was very strong among working people earning less than \$30K.

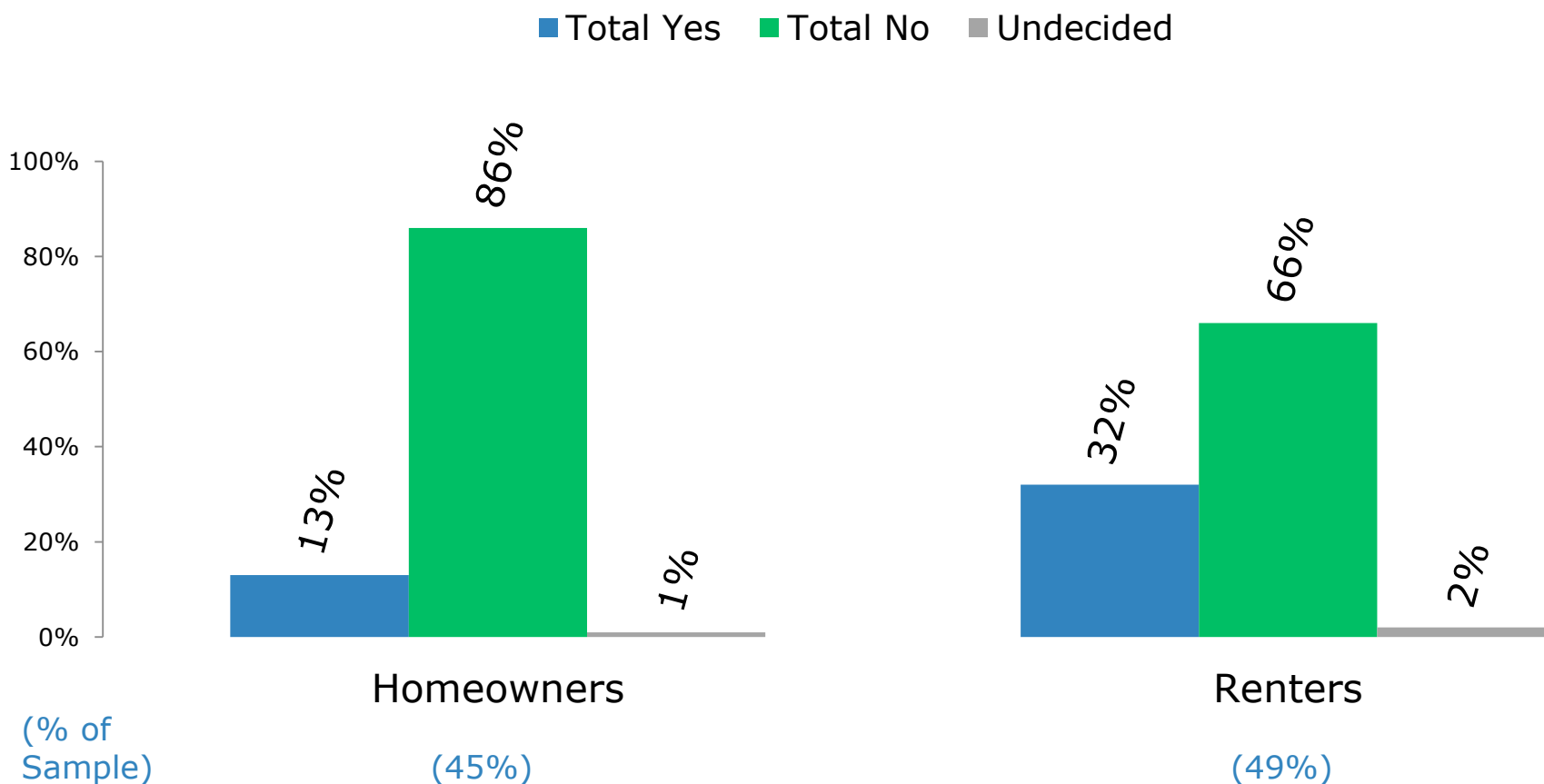
By Employed Income

■ Total Yes ■ Total No ■ Undecided



Nearly a third of renters feared losing their home and becoming homeless.

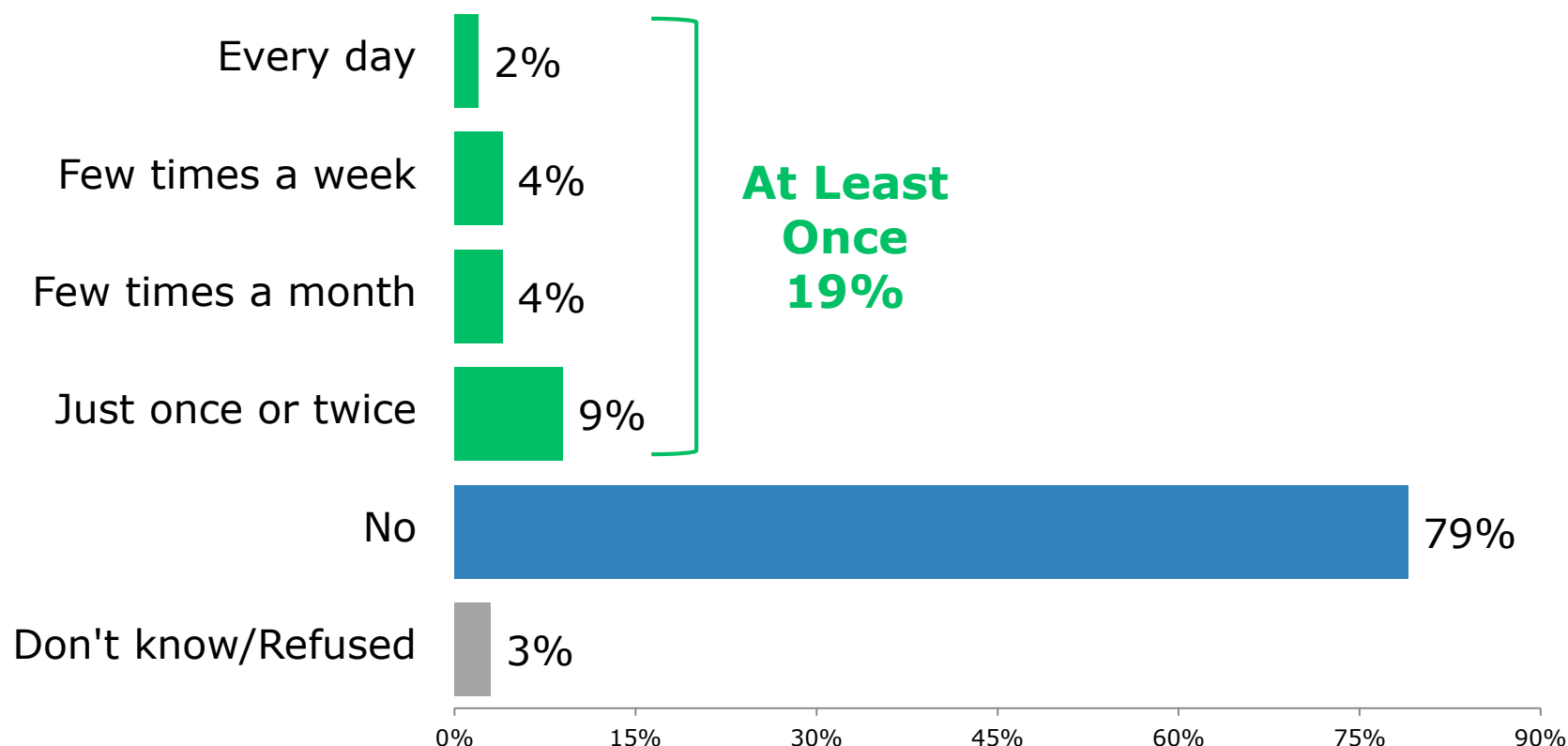
By Residence



Skipping Medication Because of Cost

In the last year, nearly one-in-five residents skipped taking prescription medication because of its cost.

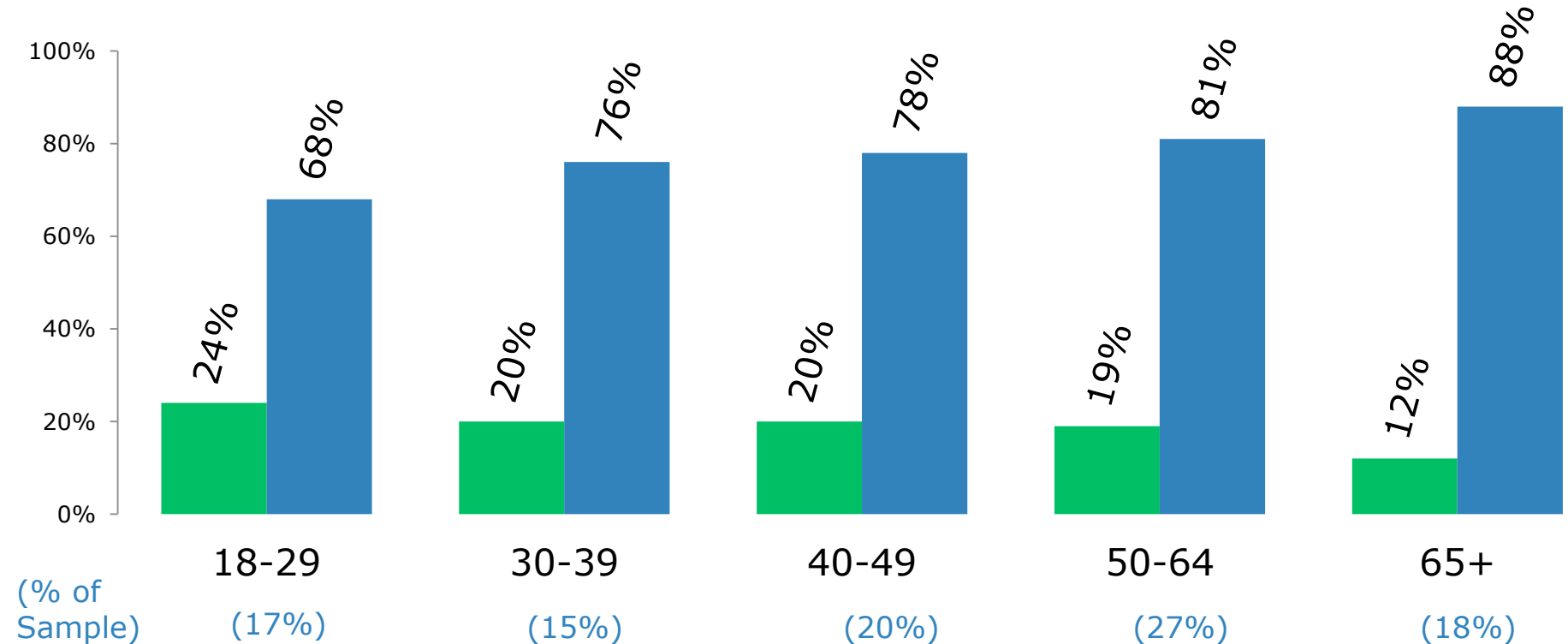
In the last year, have you ever skipped taking a medication or drug prescribed by a doctor because you were concerned about its cost?



Younger residents are more likely to say they have skipped medication because of costs.

By Age

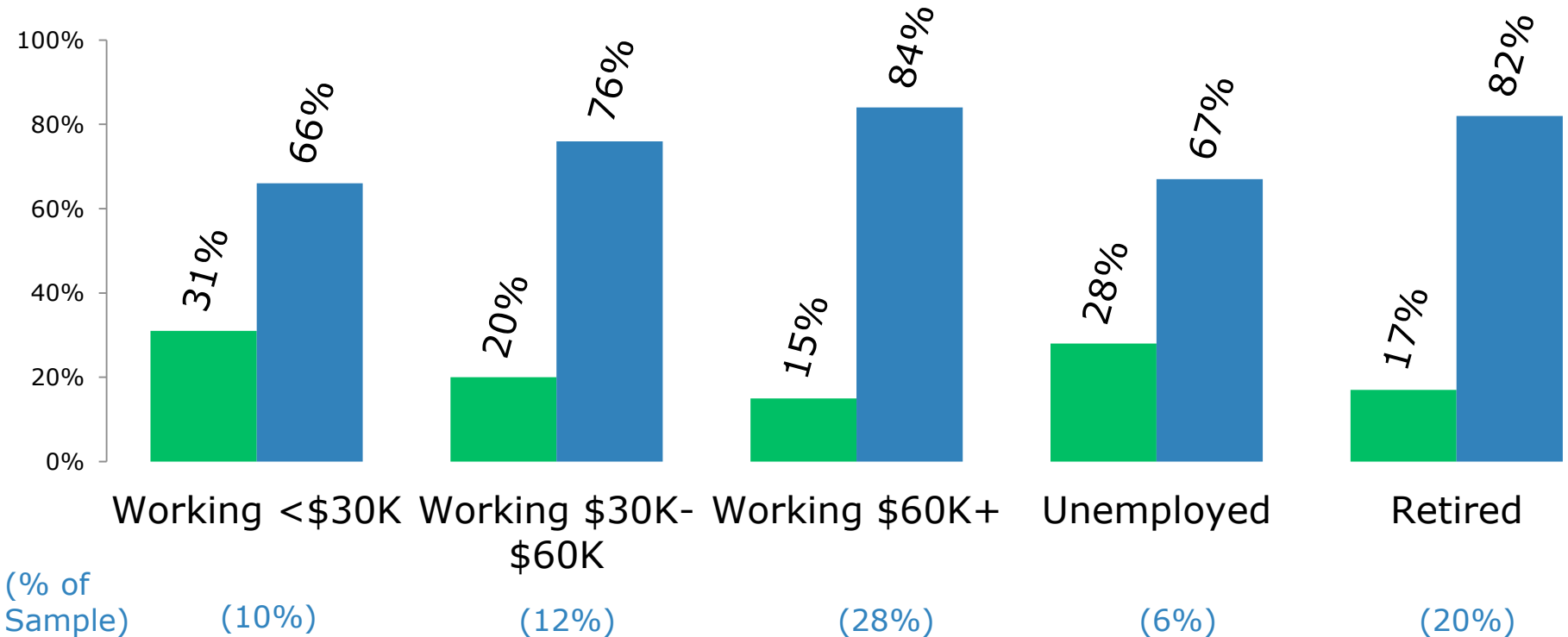
■ Skipped ■ Did Not Skip



Nearly three-in-ten residents who are unemployed or earning less than \$30,000/year skipped prescribed medication in the last year.

By Employment Status/Income

■ Skipped ■ Did Not Skip

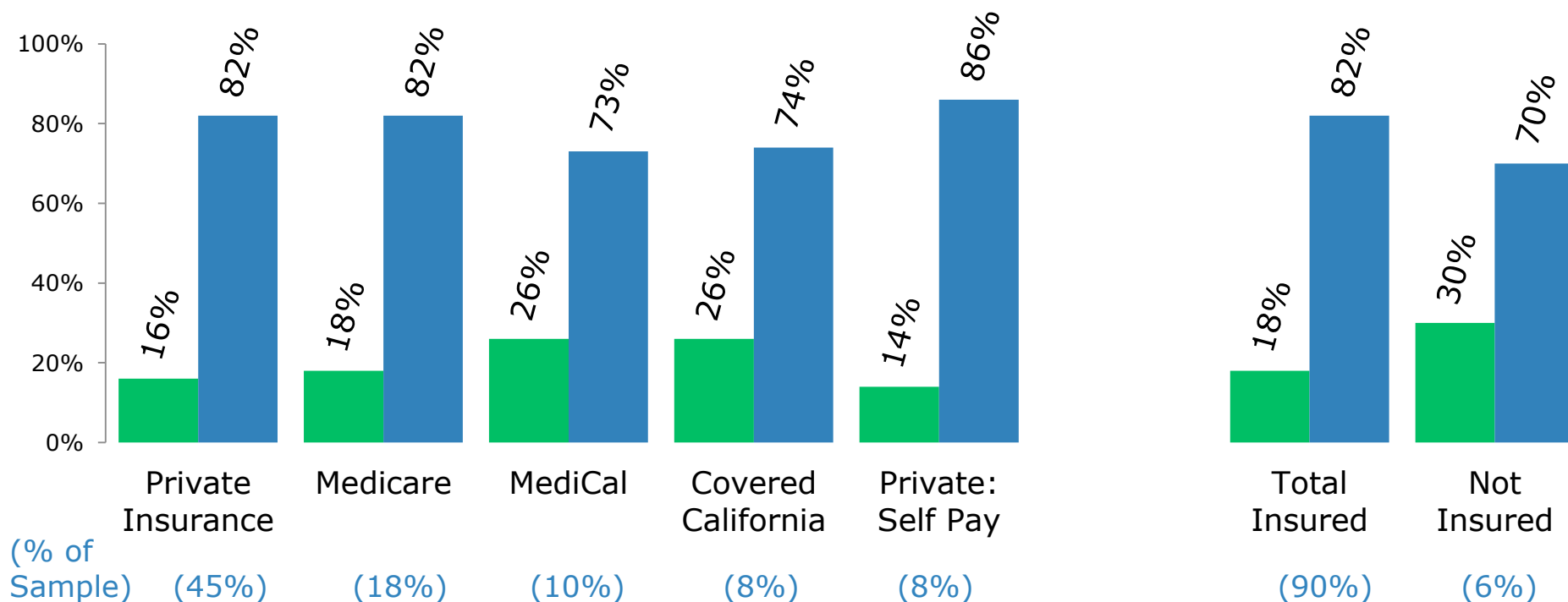


(% of Sample)

Those with MediCal or an ACA insurance policy are more likely to say the changes will have a negative impact.

By Type of Insurance

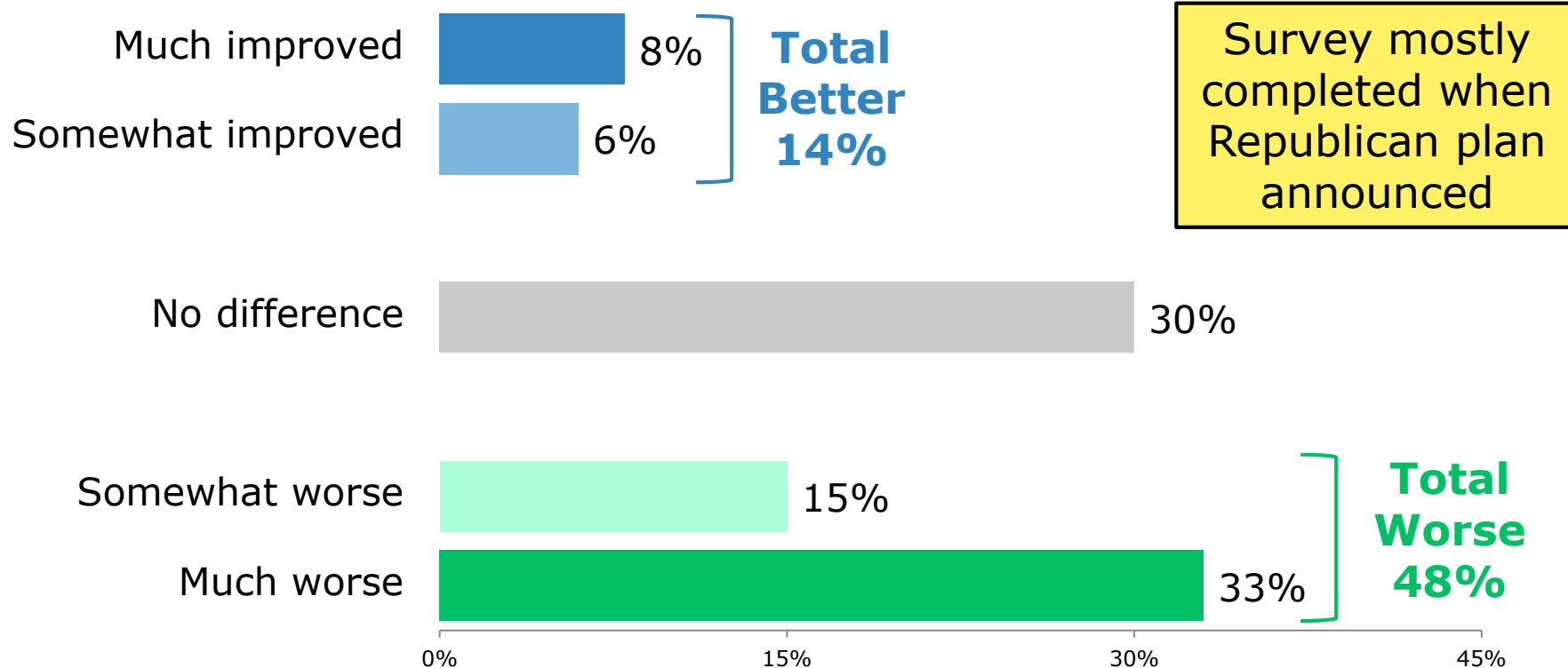
■ Skipped ■ Did Not Skip



Concerns about Changes to Health Care Law

Nearly half of respondents think changes to the ACA would make their access to care worse.

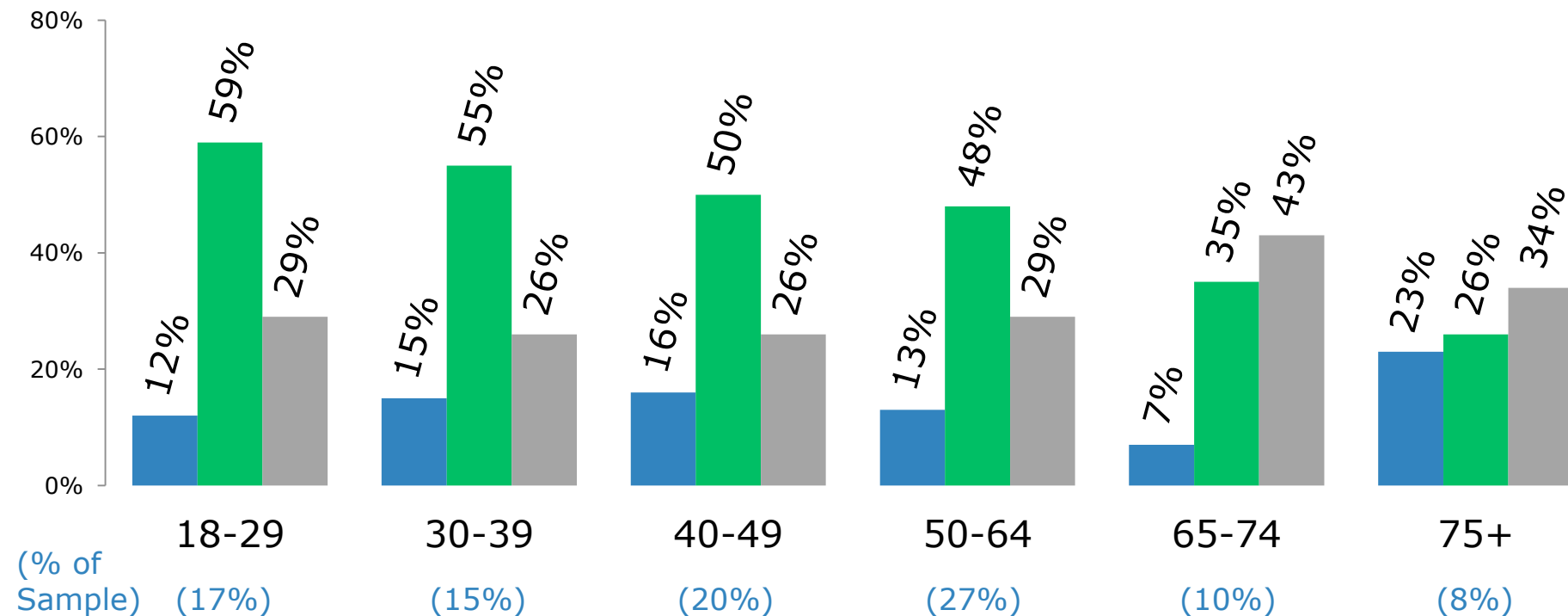
As you may have heard, President Trump and Republicans in Congress support repealing the Affordable Care Act, also known as "Obamacare," and replacing it with a new federal health care law. Based on what you have heard so far, do you think this change would improve your access to quality medical care, would make it worse, or would not make a difference?



Younger residents are more likely to say that changes would have a negative impact on them, while older residents say it will make no difference.

By Age

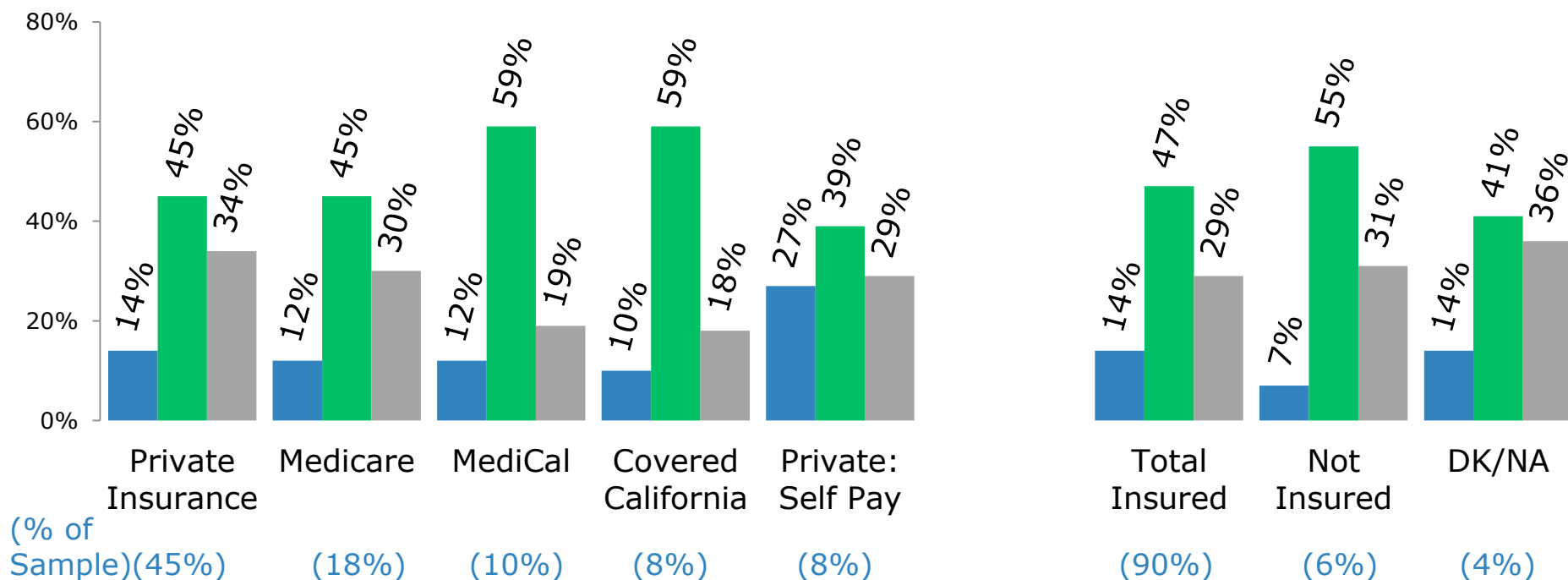
■ Total Improved ■ Total Worse ■ No Difference



Those with MediCal or an ACA insurance policy are more likely to say the changes will have a negative impact.

By Type of Insurance

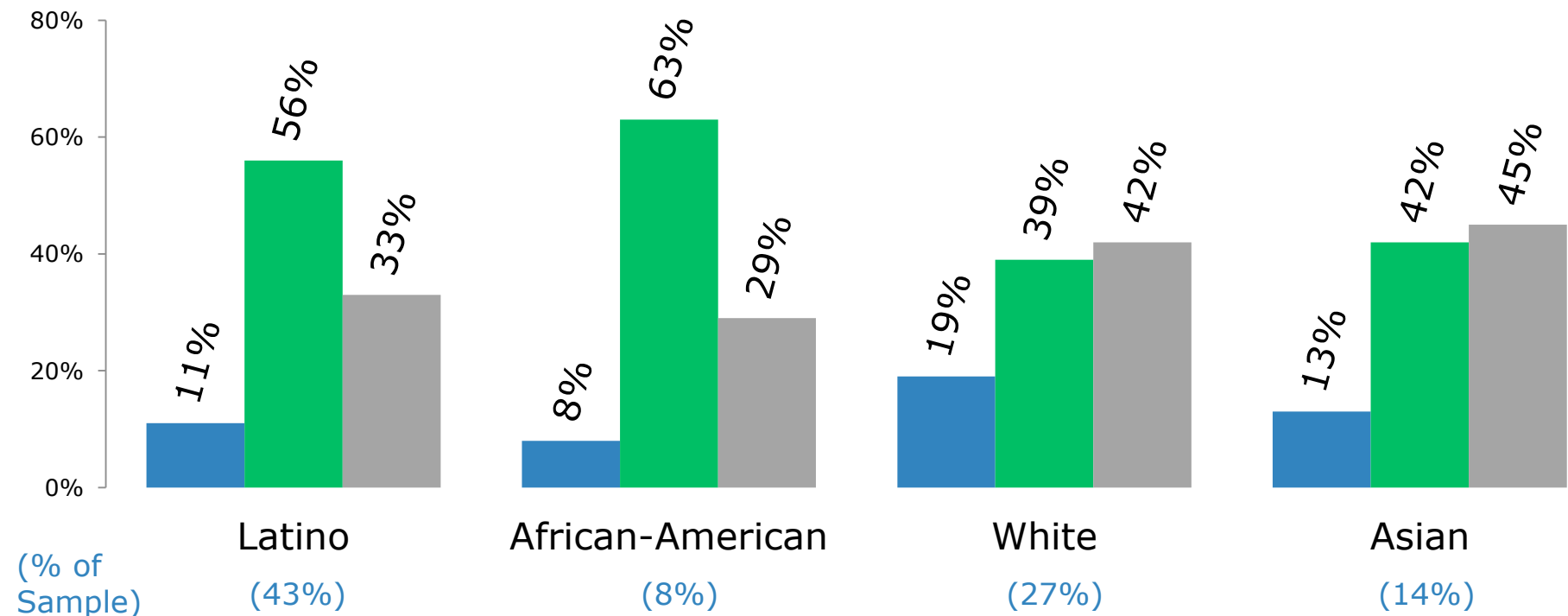
■ Total Improved ■ Total Worse ■ No Difference



Latinos and African-Americans are far more likely to say that changes would have a negative impact on them.

By Race/Ethnicity

■ Total Improved ■ Total Worse ■ No Difference

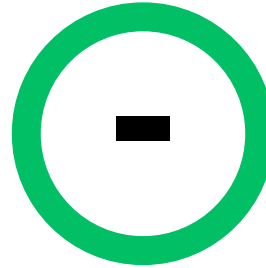


2017 Quality of Life Index Categories

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Negative Tier



(Index Score)

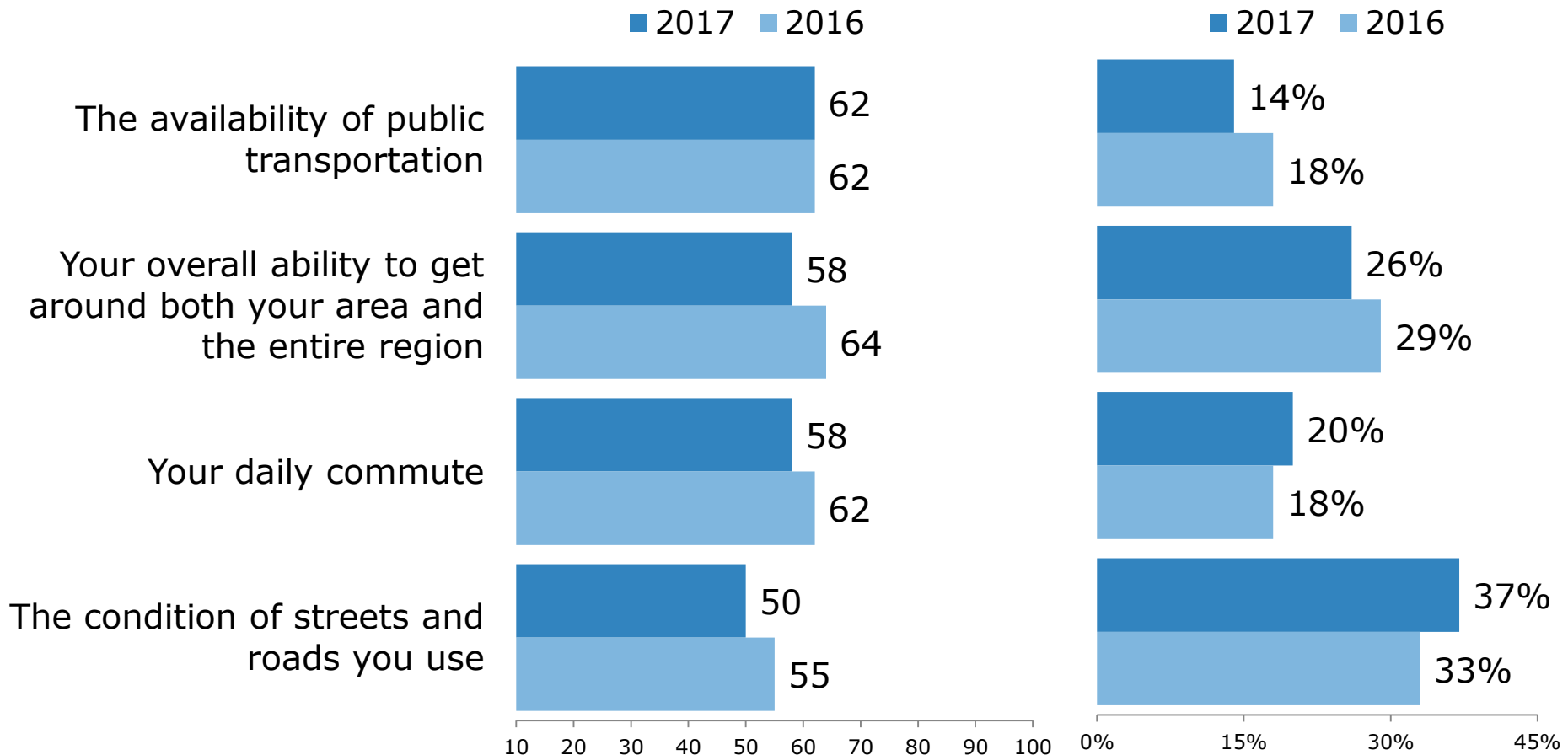
Category	2016	2017
Transportation and Traffic*	58	53
Education	54	52
Cost of living	50	47

Category
Index
53

*Transportation and Traffic

Satisfaction

Importance

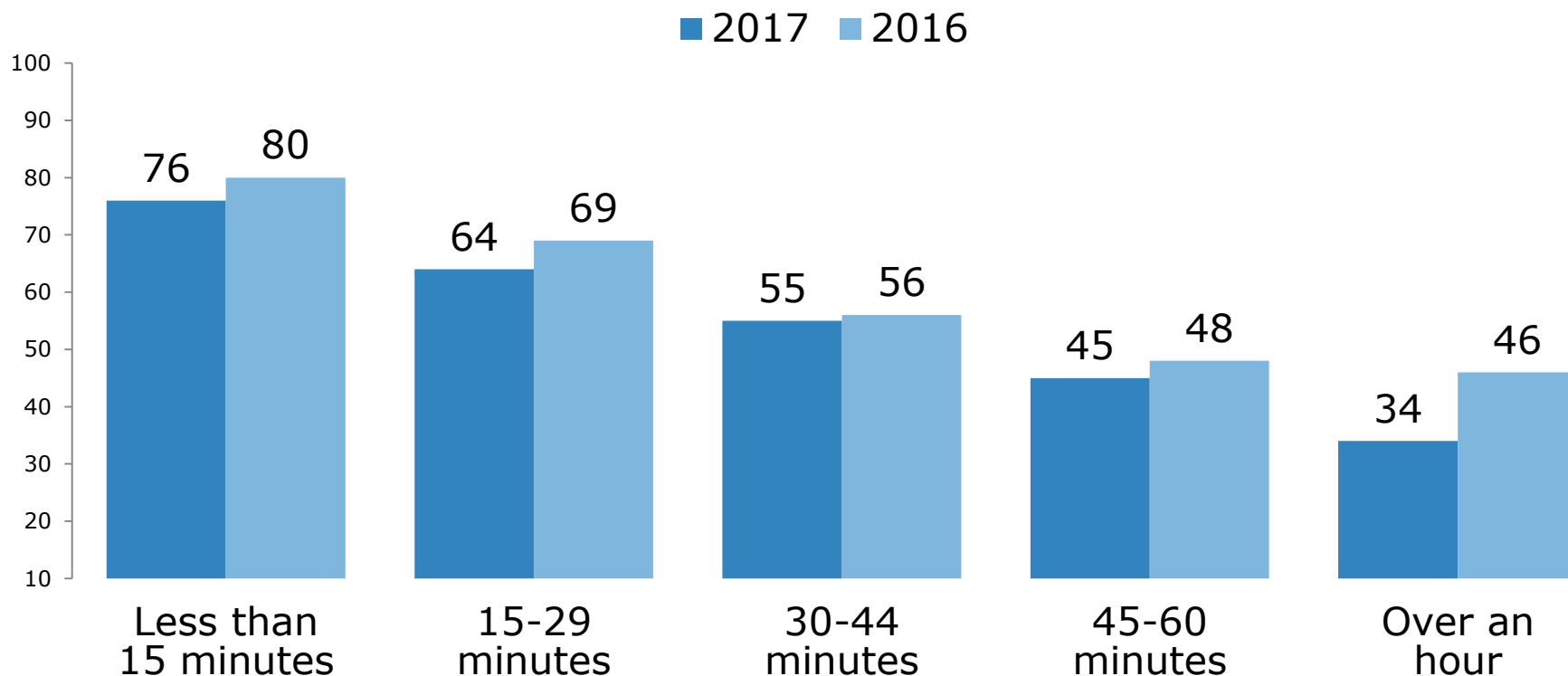


Category
Score

58

Length of commute is the largest factor in the satisfaction with that commute.

Your daily commute
(Length of Commute)



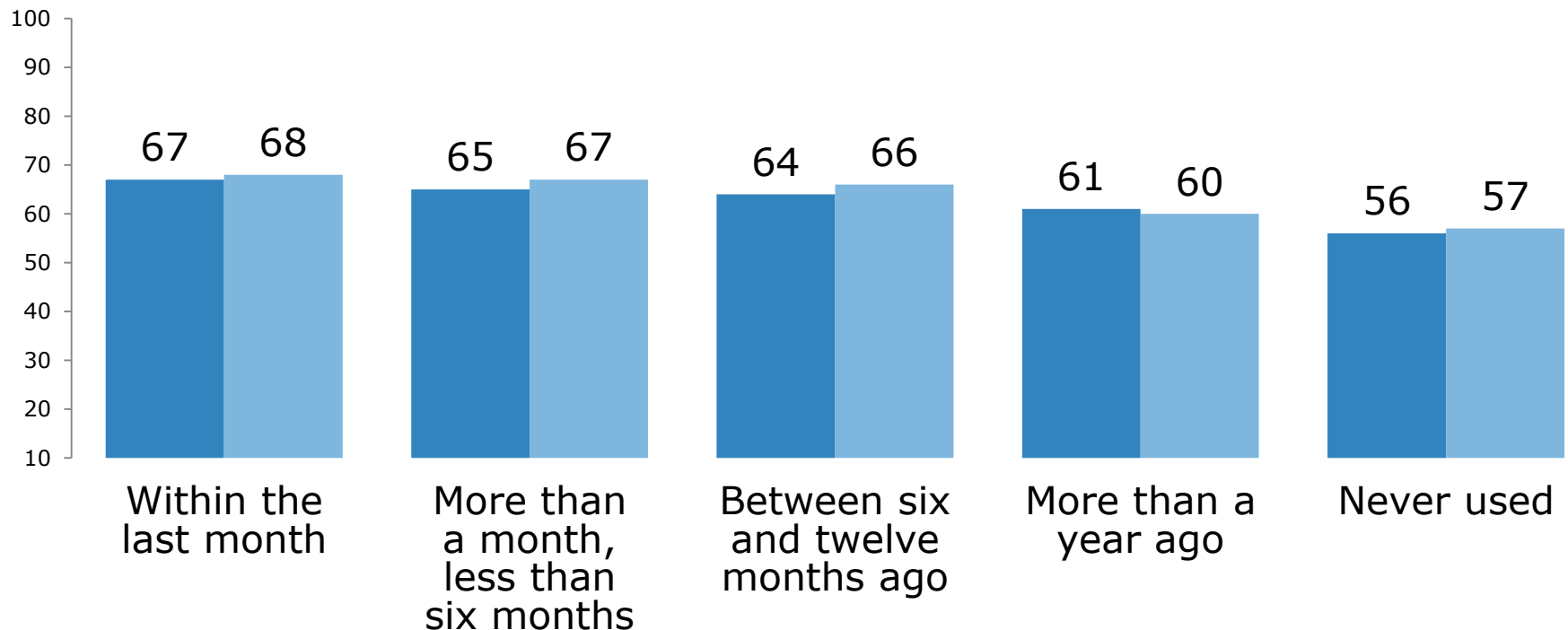
Category
Score

62

More frequent public transit users are somewhat more satisfied with its availability.

The availability of public transportation
(Last use of bus and/or rail system in LA County)

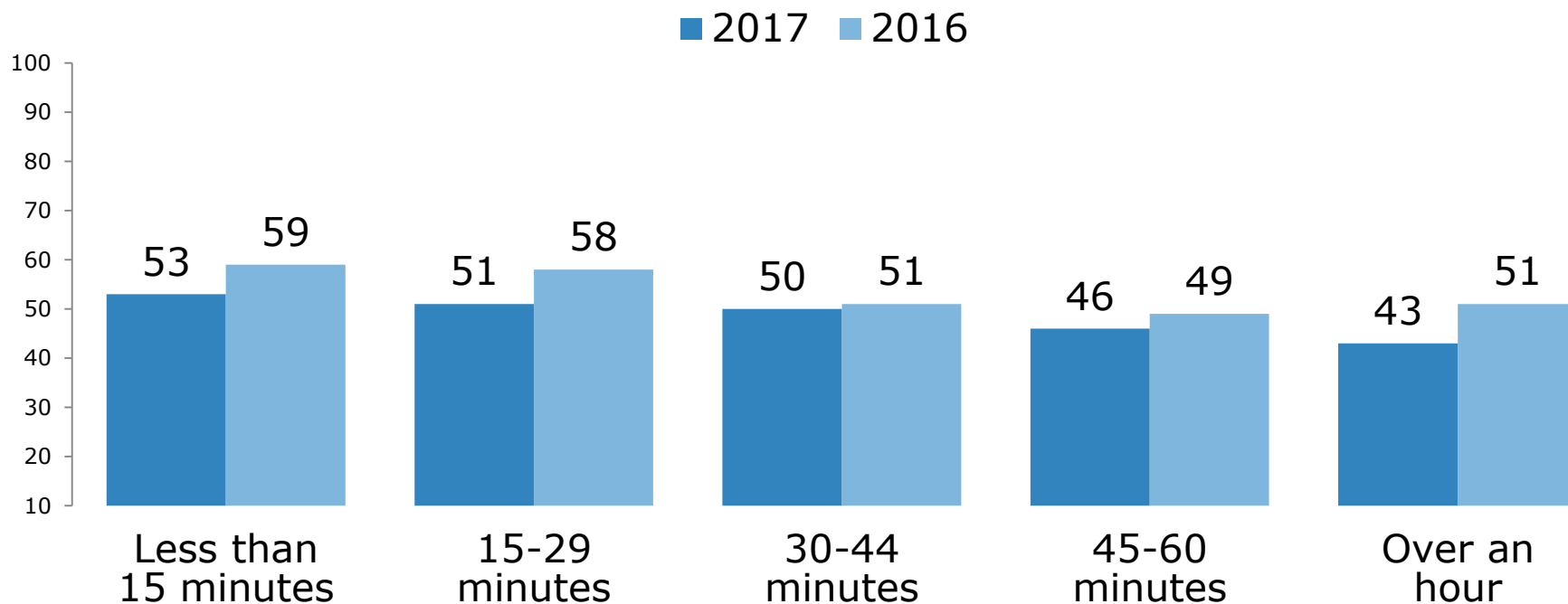
■ 2017 ■ 2016



Category
Score
50

Residents with longer commutes tend to be less satisfied with road conditions.

The condition of streets and roads you use
(Length of Commute)

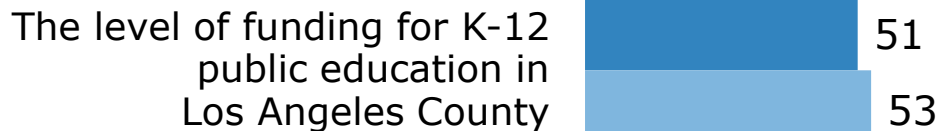
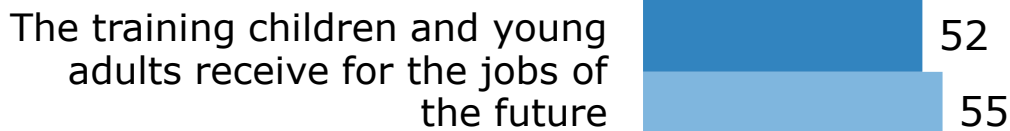
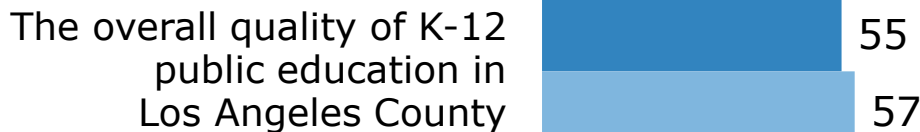
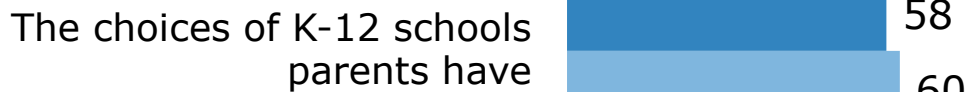


Category
Index
52

Education

Satisfaction

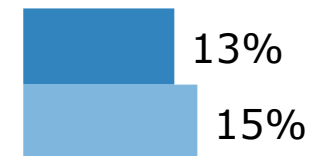
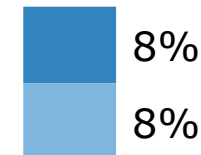
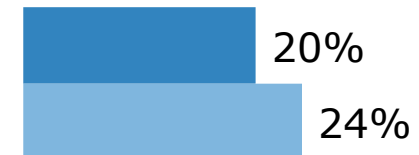
■ 2017 ■ 2016



10 20 30 40 50 60 70 80 90 100

Importance

■ 2017 ■ 2016



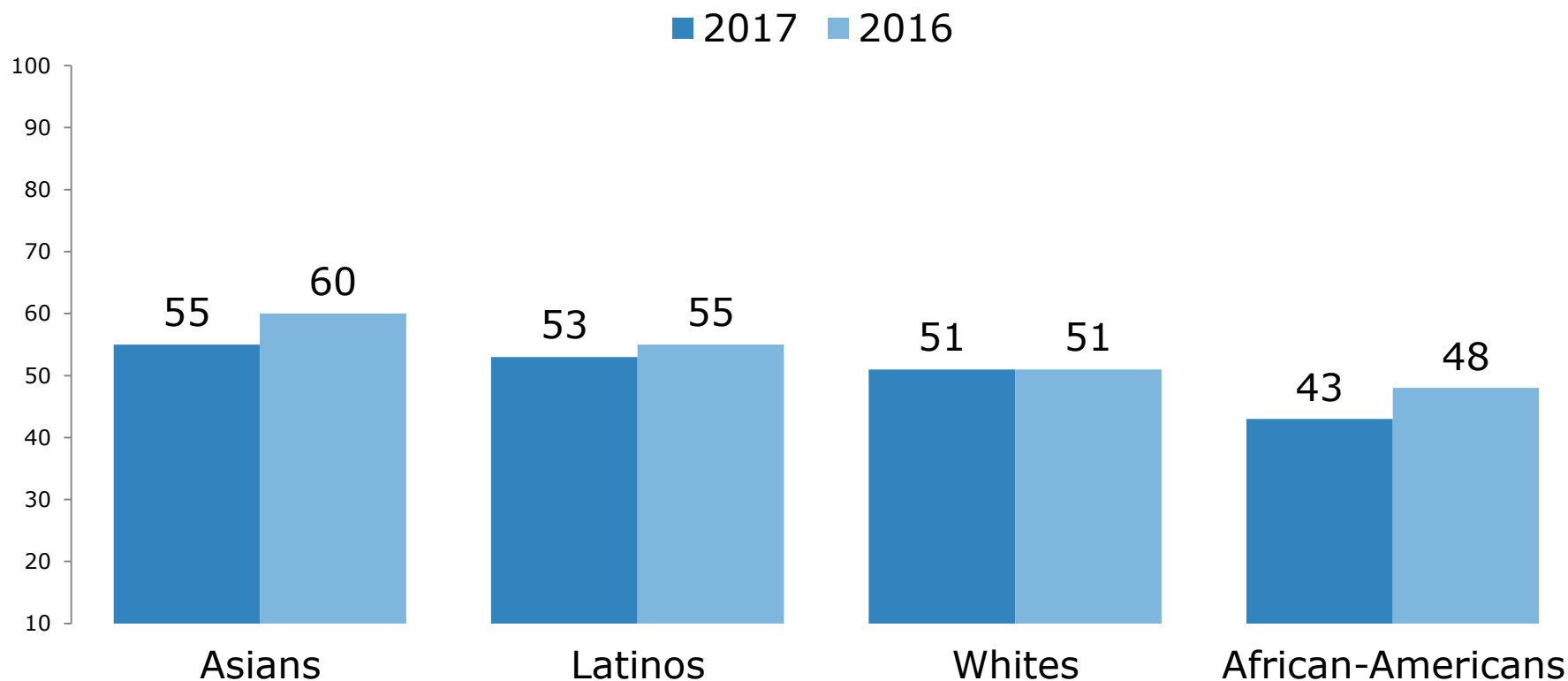
0% 15% 30% 45%

Category
Score

51

Latinos/Asians are more likely to be satisfied with the level of funding for public education.

The level of funding for K-12 public education in Los Angeles County
(Ethnicity)

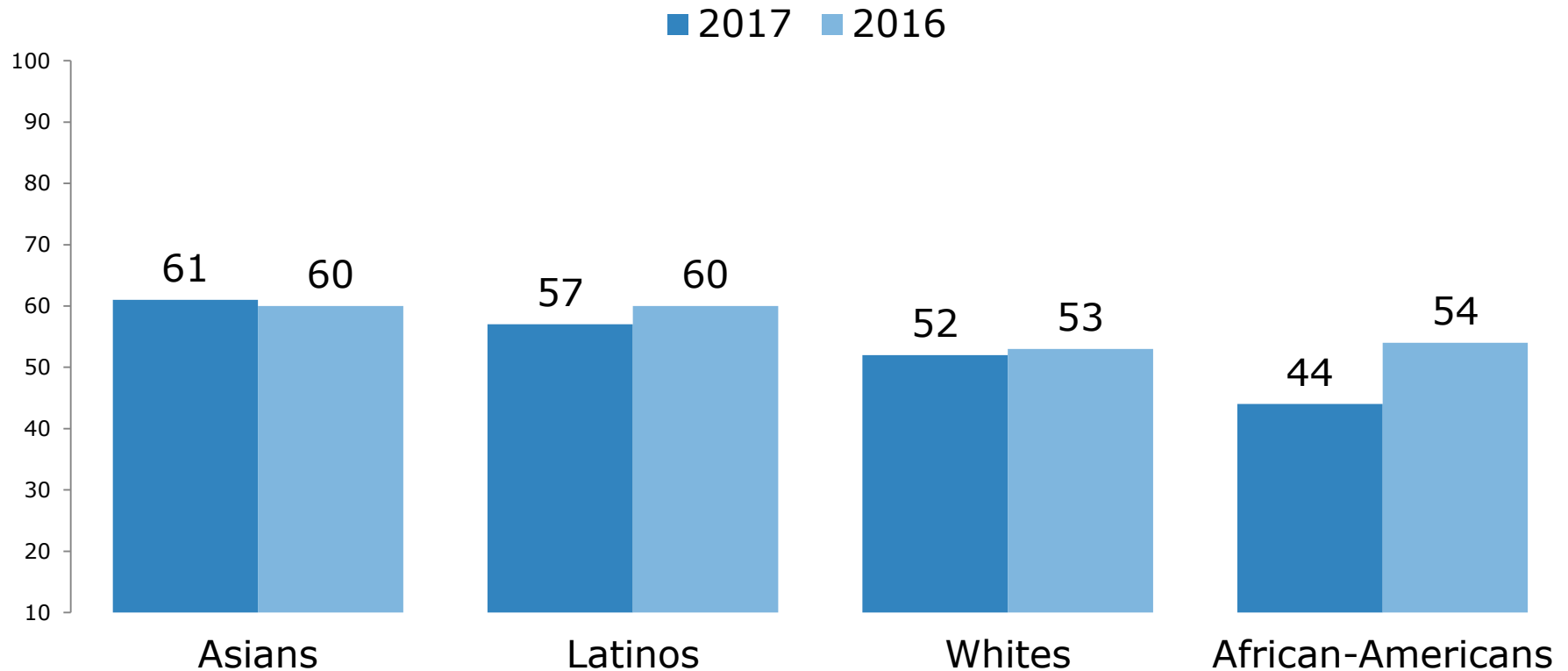


Category
Score

55

Latinos/Asians are also more likely to be satisfied with the quality of public education.

The overall quality of K-12 public education in Los Angeles County
(Ethnicity)



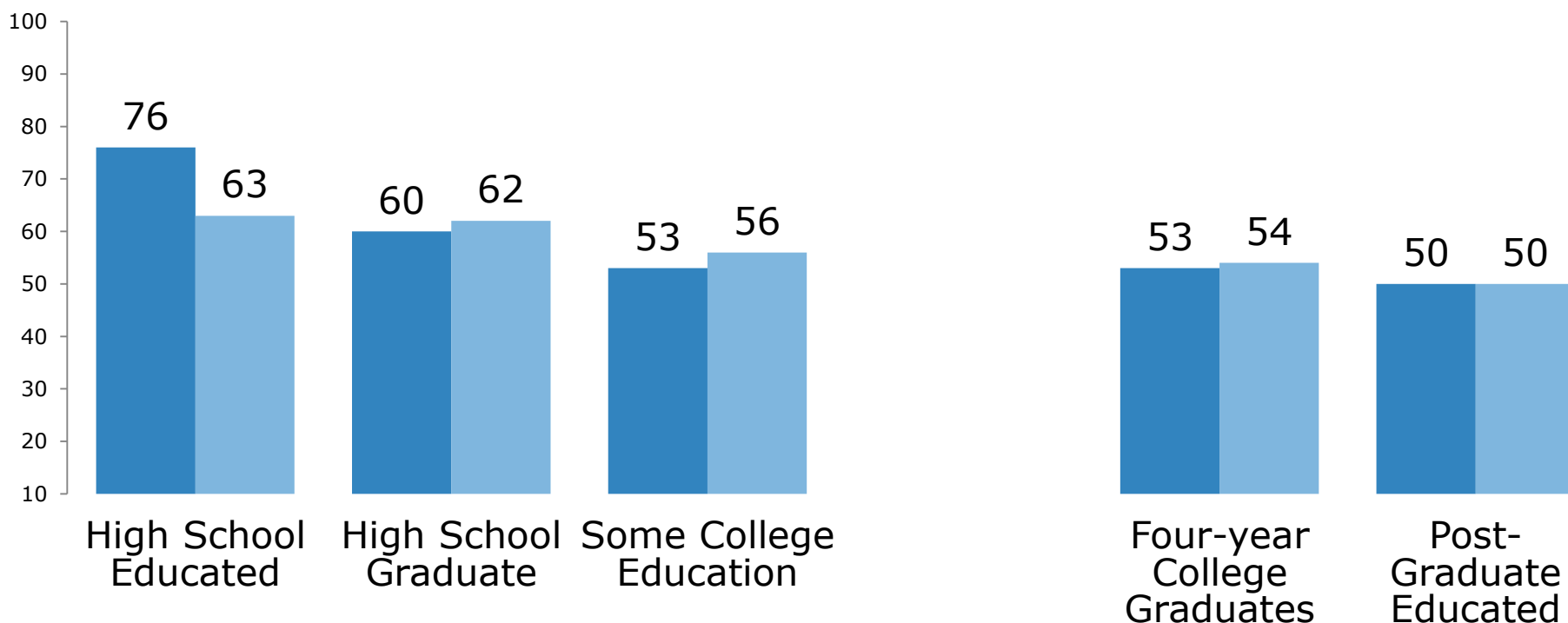
Category
Score

55

Satisfaction with the quality of education is lower among residents with greater educational attainment.

The overall quality of K-12 public education in Los Angeles County
(Education)

■ 2017 ■ 2016



Category
Score

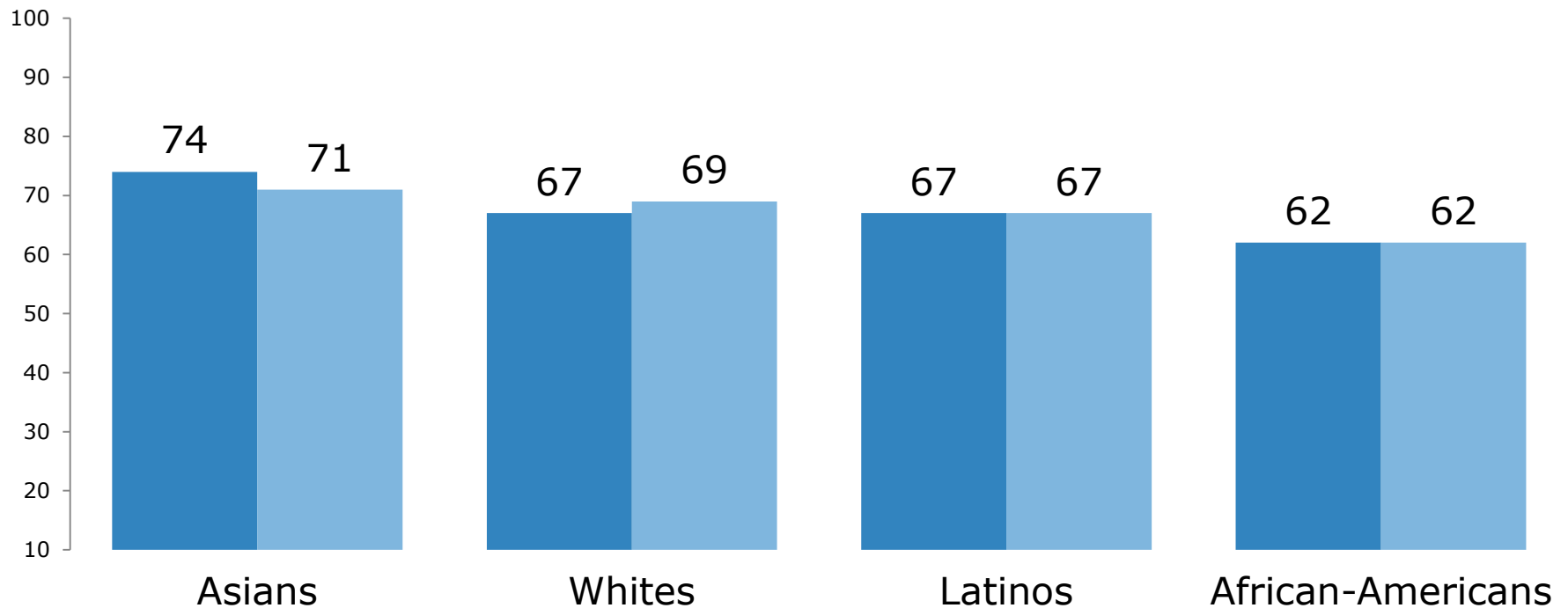
67

African-Americans are substantially less satisfied with access to higher education.

Access to higher education, including community colleges and four-year universities, in Los Angeles County

(Ethnicity)

■ 2017 ■ 2016



Category
Index
52

Satisfaction is lower for younger residents across all education categories.

Satisfaction by Age

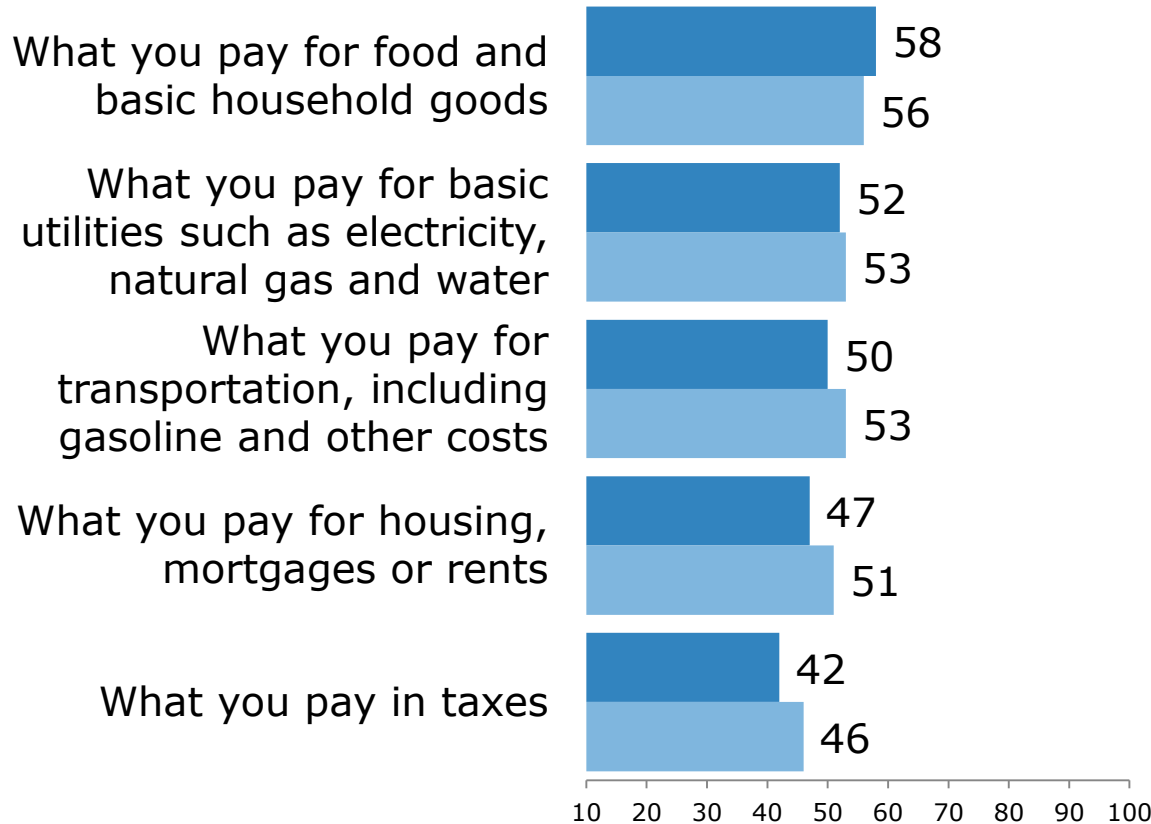
Items	Total	18-39	40-49	50-64	65+
The level of funding for K through 12 public education in Los Angeles County	51	45	49	55	59
The training children and young adults receive for the jobs of the future	52	48	51	56	59
The overall quality of K through 12 public education in Los Angeles County	55	49	56	58	60
The choices of K through 12 schools parents have	58	52	57	61	65
Access to higher education, including community colleges and four-year universities, in Los Angeles County	67	65	64	70	72

Category
Index
47

Cost of Living

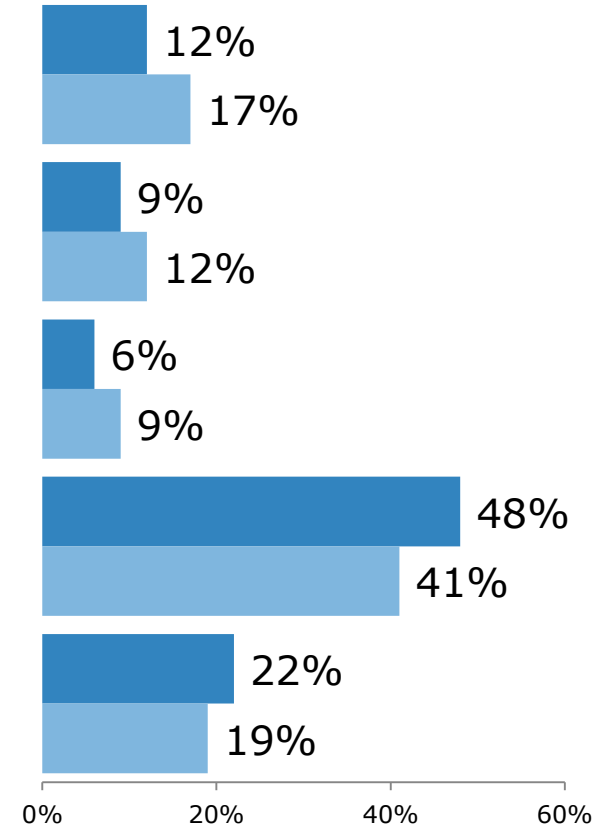
Satisfaction

■ 2017 ■ 2016



Importance

■ 2017 ■ 2016

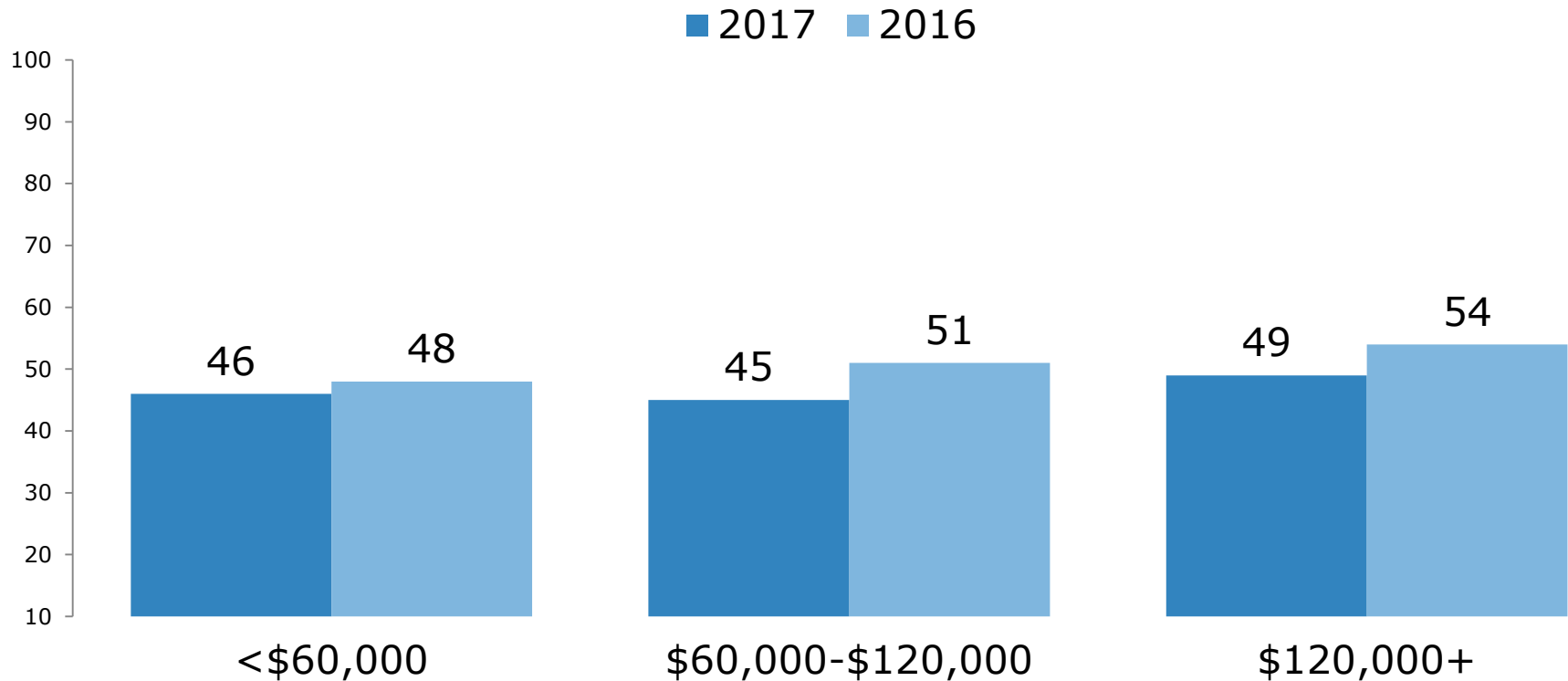


Category
Score

47

Residents from all income groups are less satisfied with the cost of housing.

What you pay for housing, mortgages or rents
(Income)

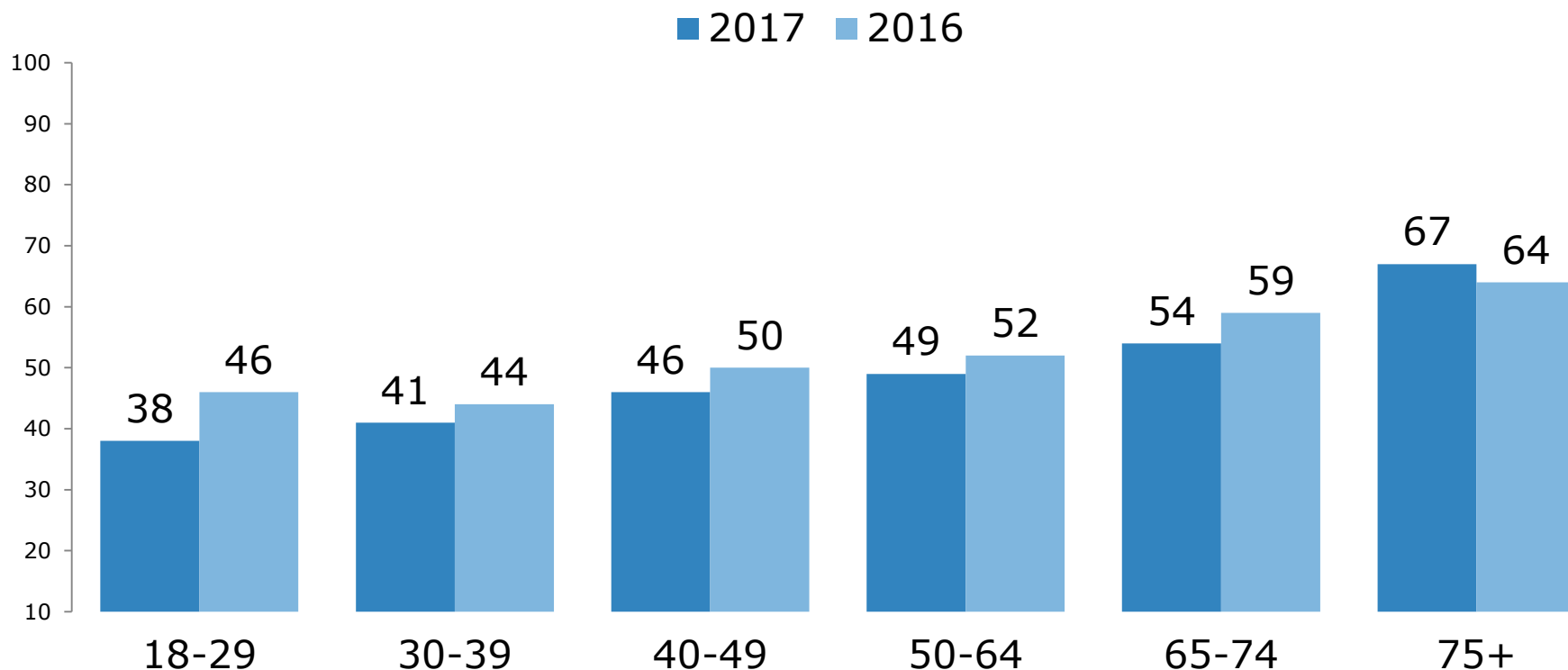


Category
Score

47

Younger residents are growing even more dissatisfied with the cost of housing.

What you pay for housing, mortgages or rents
(Age)

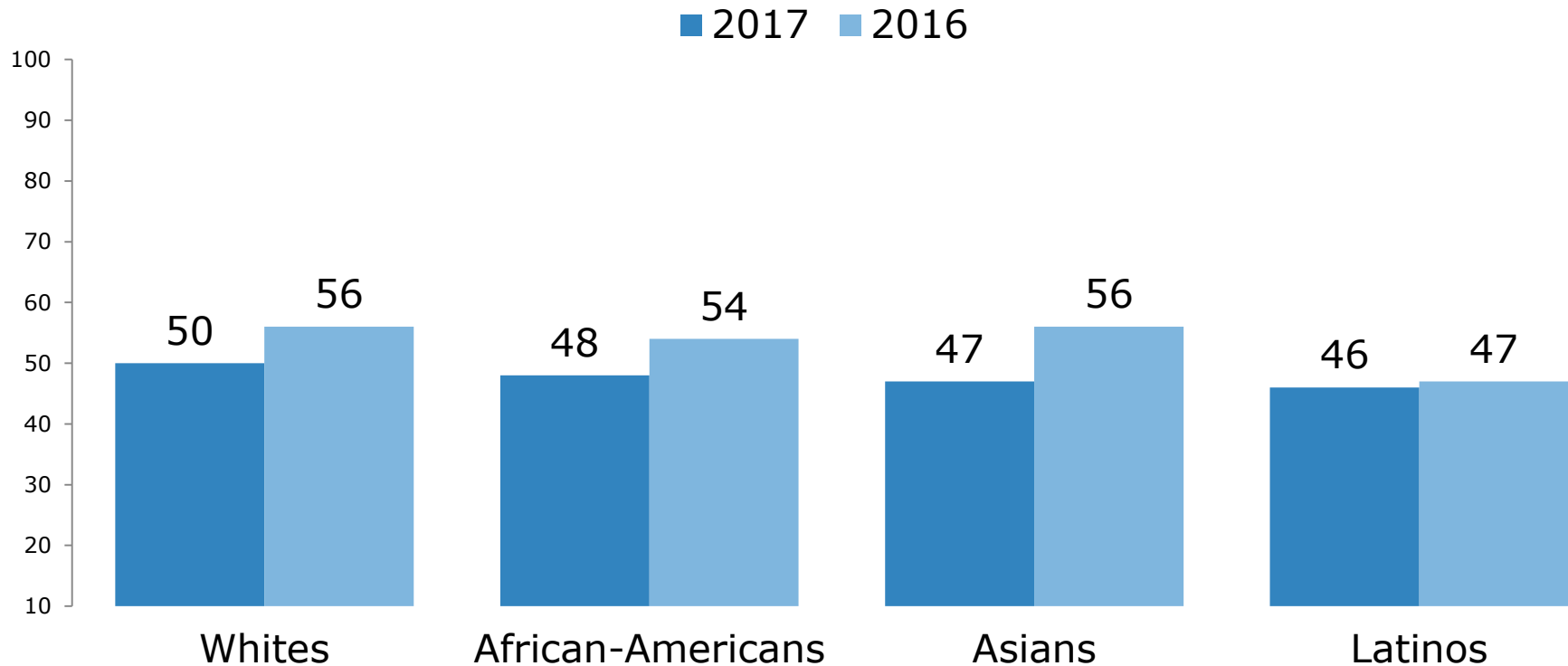


Category
Score

47

Concern with the cost of housing is nearly equal across racial/ethnic groups.

What you pay for housing, mortgages or rents
(Ethnicity)

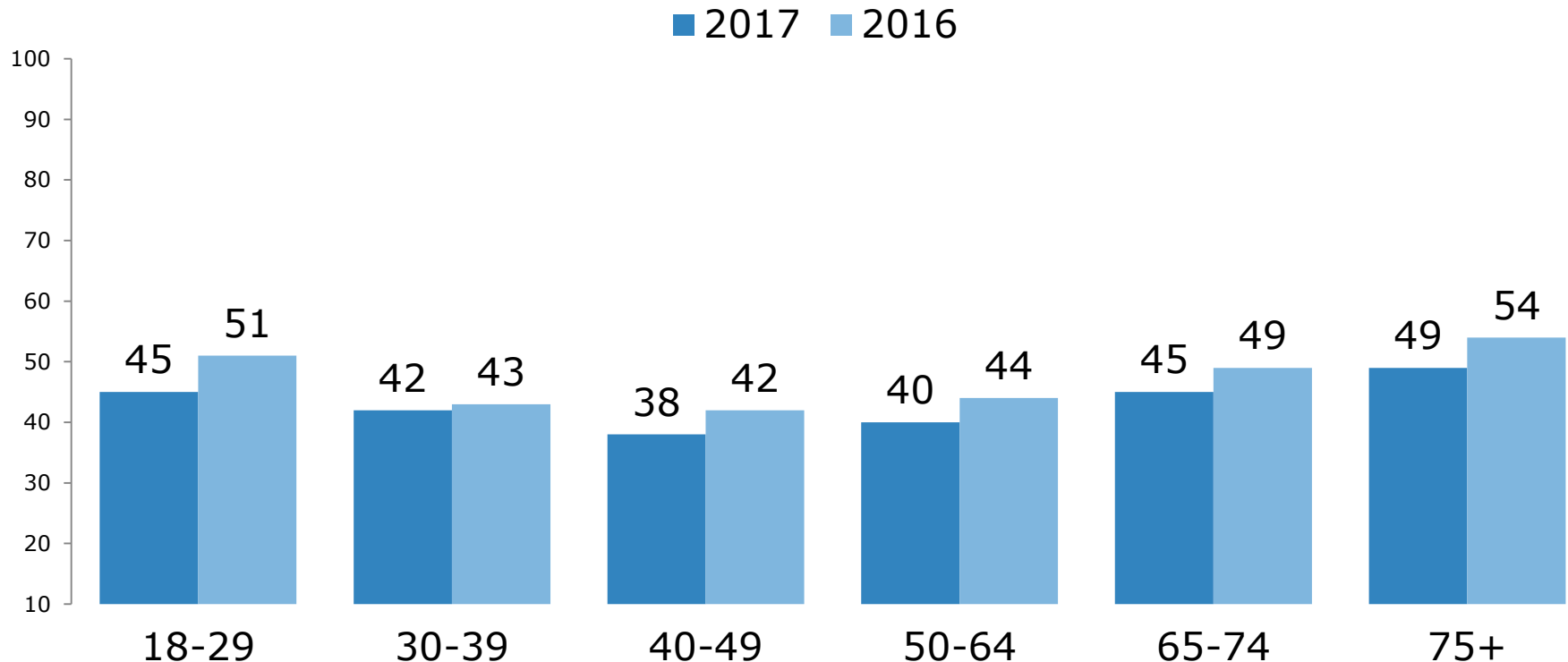


Category
Score

42

Residents between 30 and 64 are particularly dissatisfied with taxes.

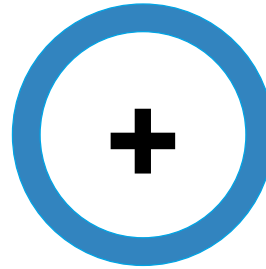
What you pay in taxes
(Age)



Quality of
Life Index

59

Positive Tier



(Index Score)

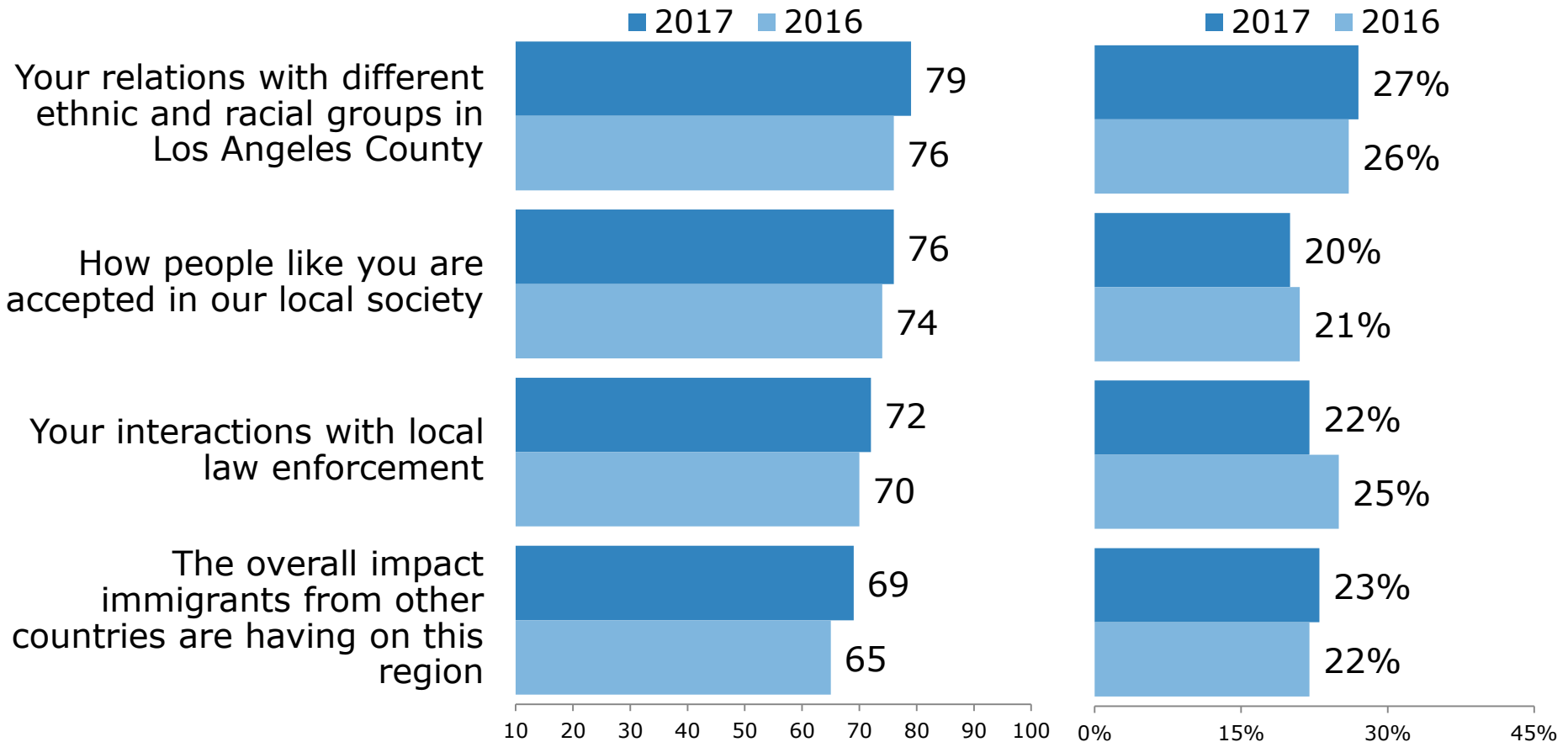
Category	2016	2017
Relations between people of different races, ethnicities and religions	69	72
Your neighborhood	71	69
Health care	70	69

Category
Index
72

Relations between People of Different Races, Ethnicities and Religions

Satisfaction

Importance

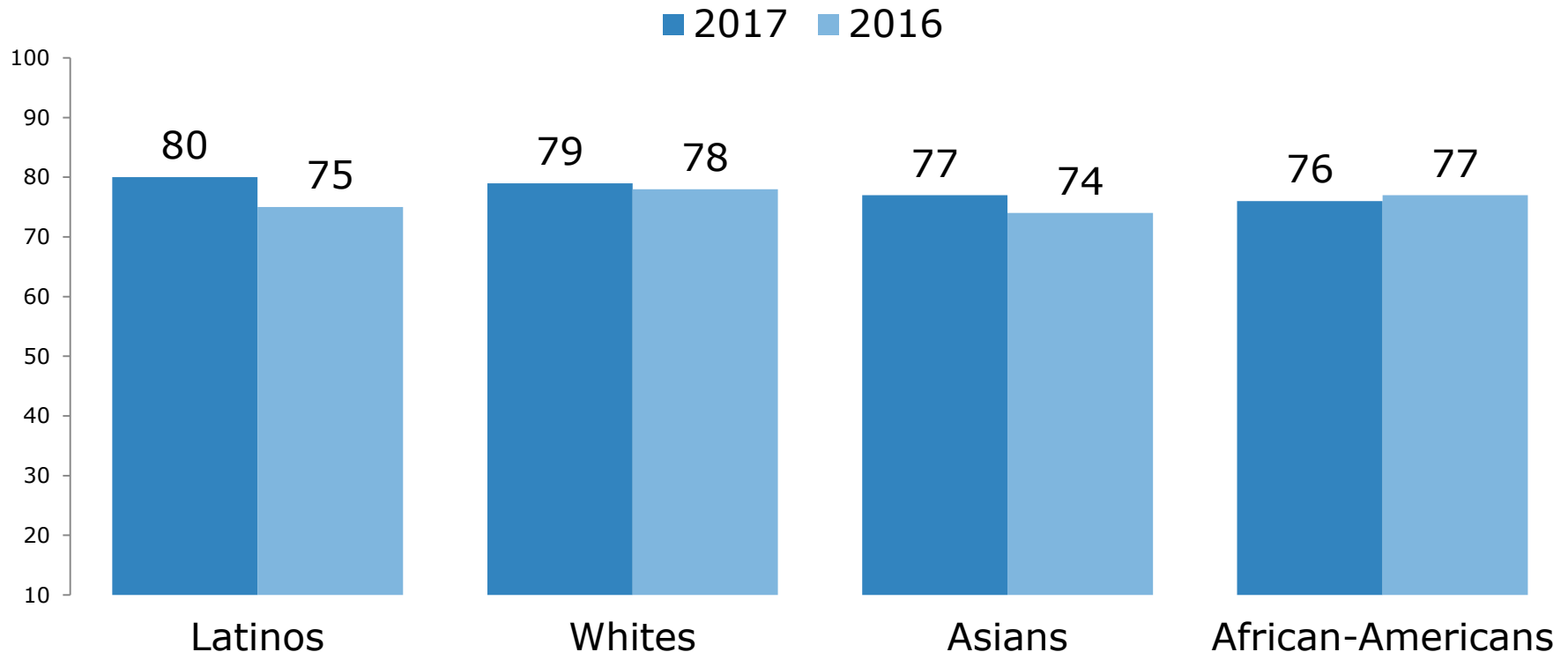


Category
Score

79

Rating of relations with different ethnic/ racial groups does not vary significantly by respondent's race/ethnicity.

Your relations with different ethnic and racial groups in Los Angeles County
(Ethnicity)

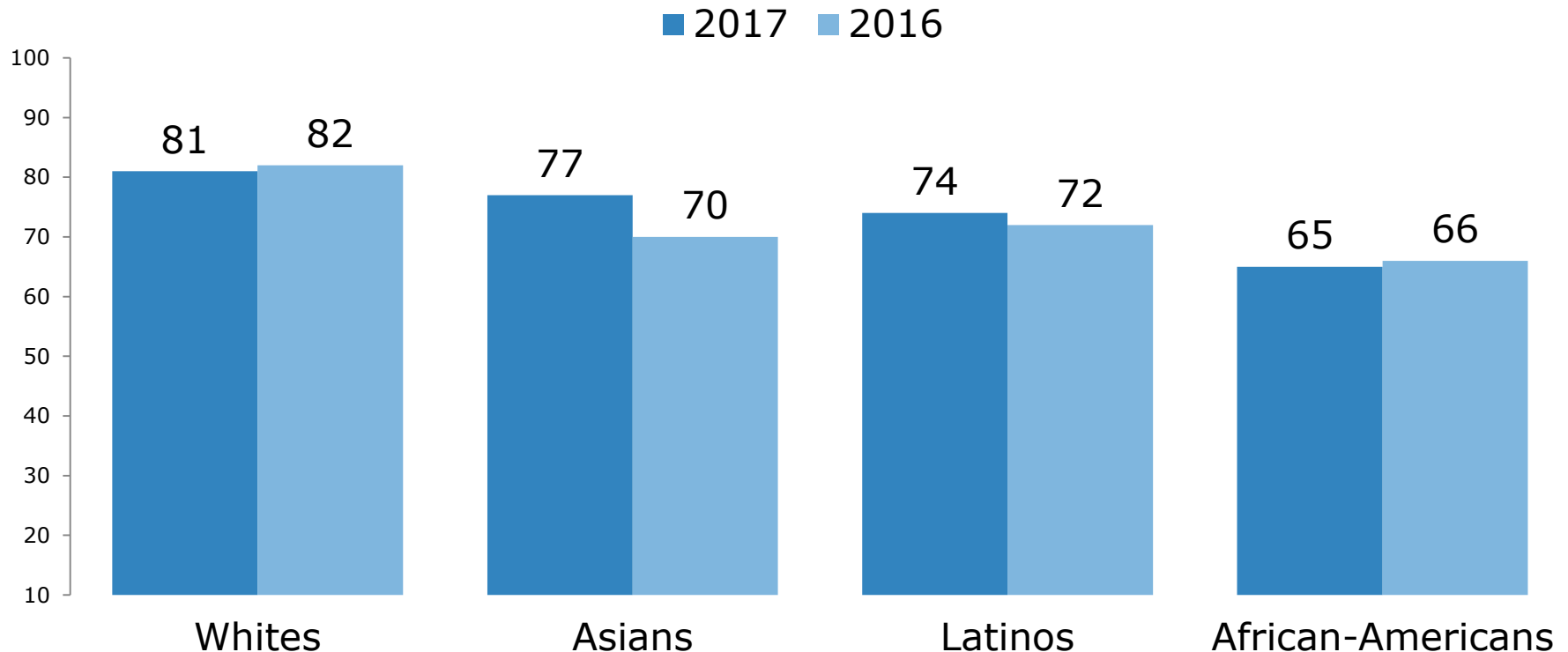


Category
Score

76

But, white residents are more likely to be satisfied with their level of acceptance.

How people like you are accepted in our local society
(Ethnicity)

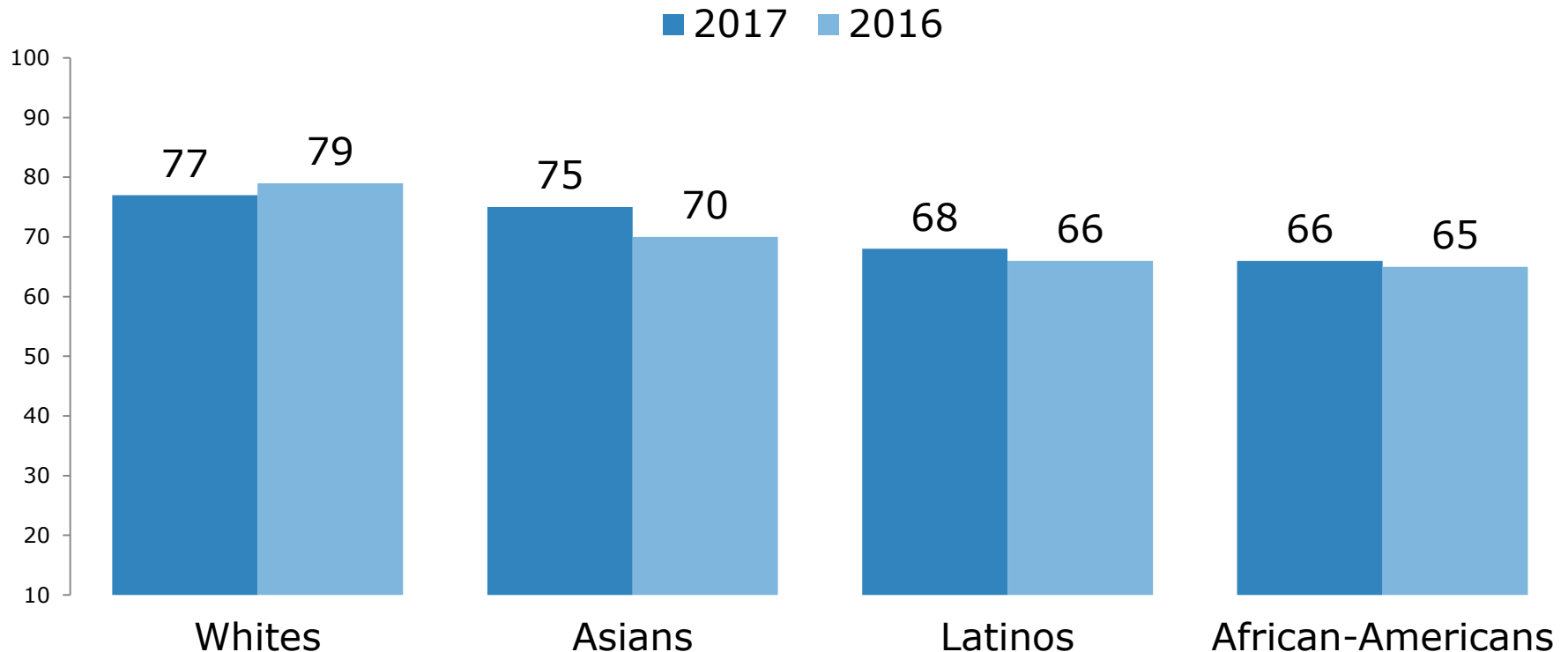


Category
Score

72

All races/ethnicities rate their interactions with law enforcement positively, but white and Asian residents are more satisfied.

Your interactions with local law enforcement
(Ethnicity)

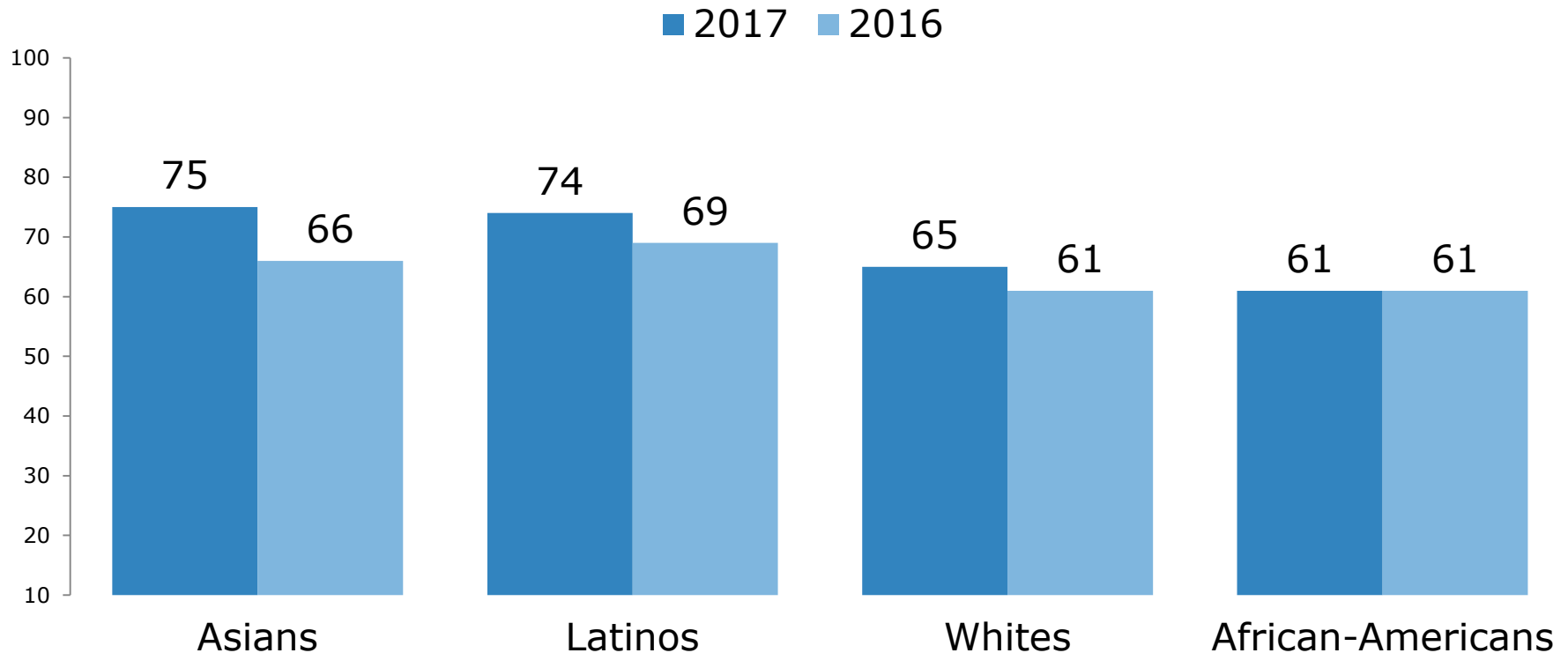


Category
Score

69

Satisfaction with the impact of immigrants varies by race/ethnicity.

The overall impact immigrants from other countries are having on this region
(Ethnicity)

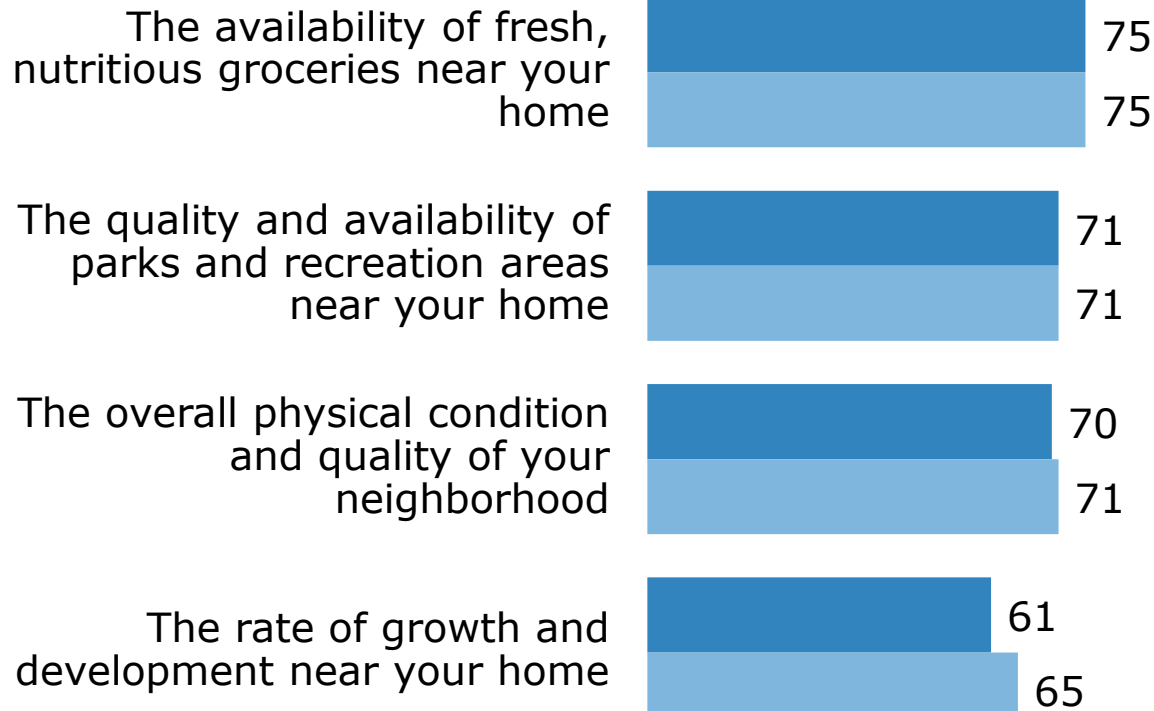


Category
Index
69

Neighborhood Quality

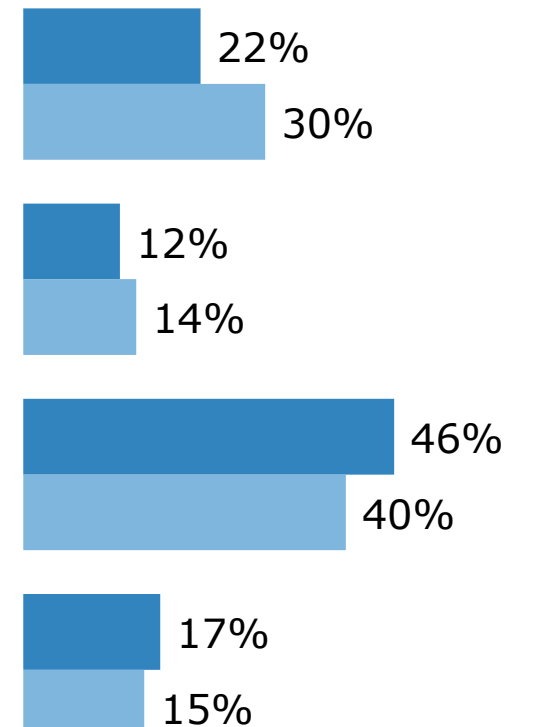
Satisfaction

■ 2017 ■ 2016



Importance

■ 2017 ■ 2016



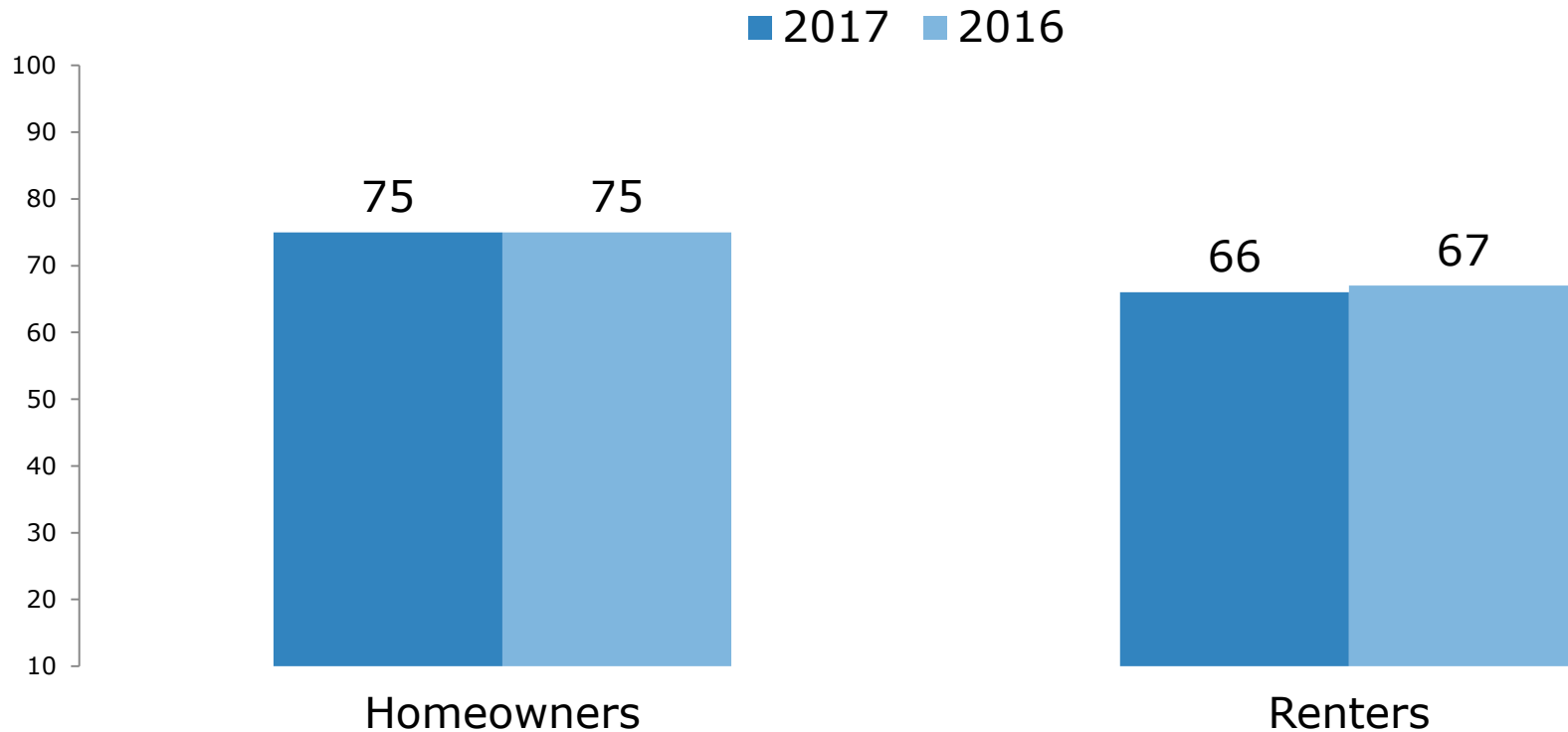
10 20 30 40 50 60 70 80 90 100 0% 15% 30% 45% 60%

Category
Score

70

Homeowners are far more satisfied with their neighborhoods than renters.

The overall physical condition and quality of your neighborhood
(Residence)

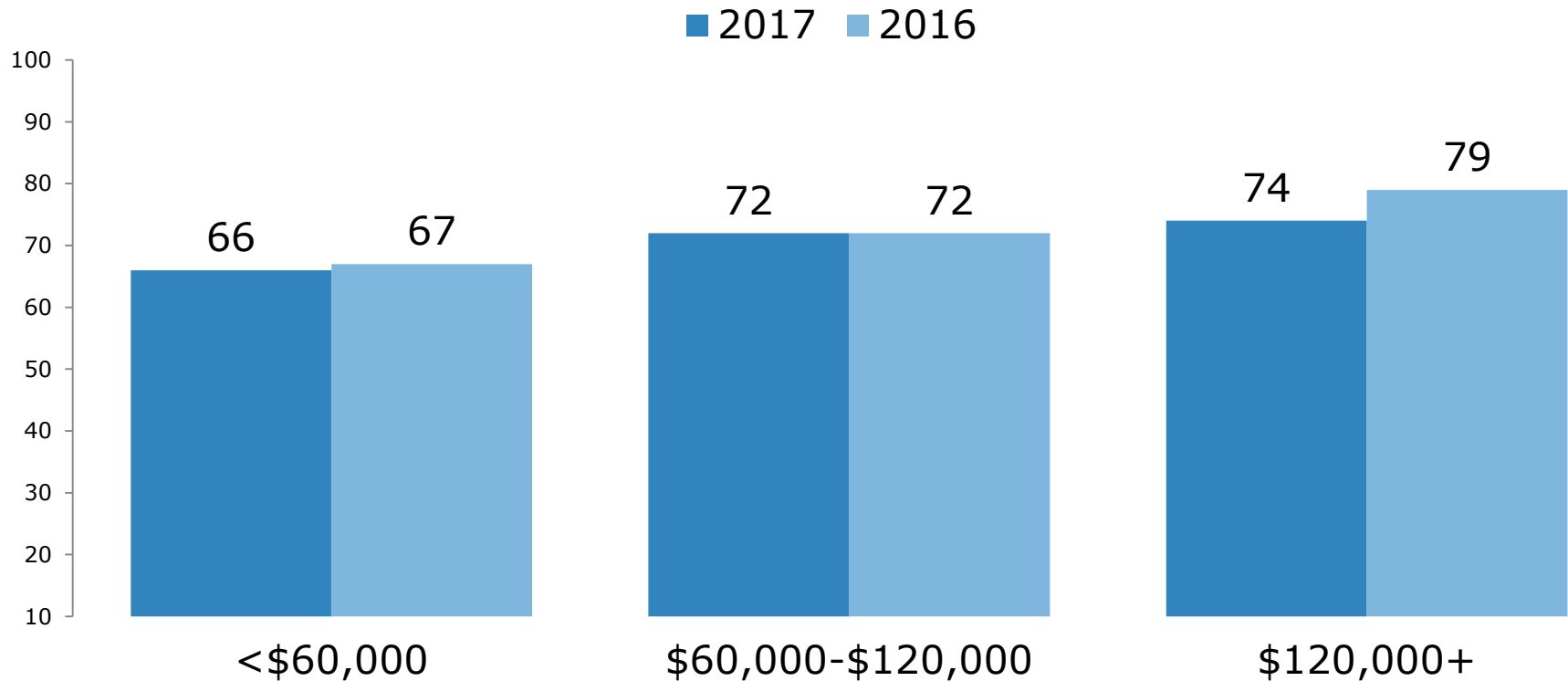


Category
Score

70

Neighborhood satisfaction increases with income.

The overall physical condition and quality of your neighborhood
(Income)



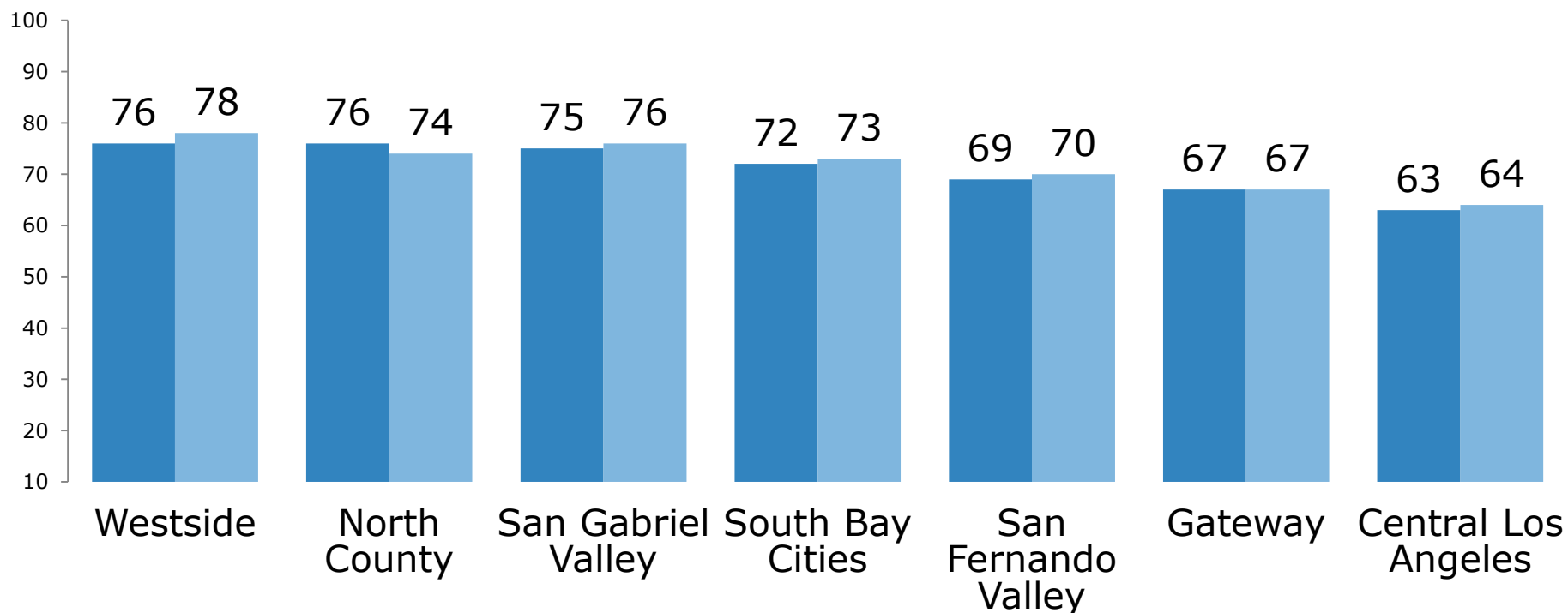
Category
Score

70

Residents of the Gateway and Central Los Angeles areas are least satisfied with the quality of their neighborhood.

The overall physical condition and quality of your neighborhood
(Geography)

■ 2017 ■ 2016



Category
Index
69

Health Care

Satisfaction

■ 2017 ■ 2016

Your access to medical care
when you need it



The quality of health care
you and/or your immediate
family receive



Your ability to choose
doctors, hospitals and
medical services

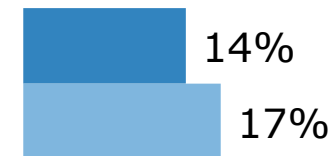


The amount you pay for the
health care you and/or your
immediate family receive



Importance

■ 2017 ■ 2016



10 20 30 40 50 60 70 80 90 100

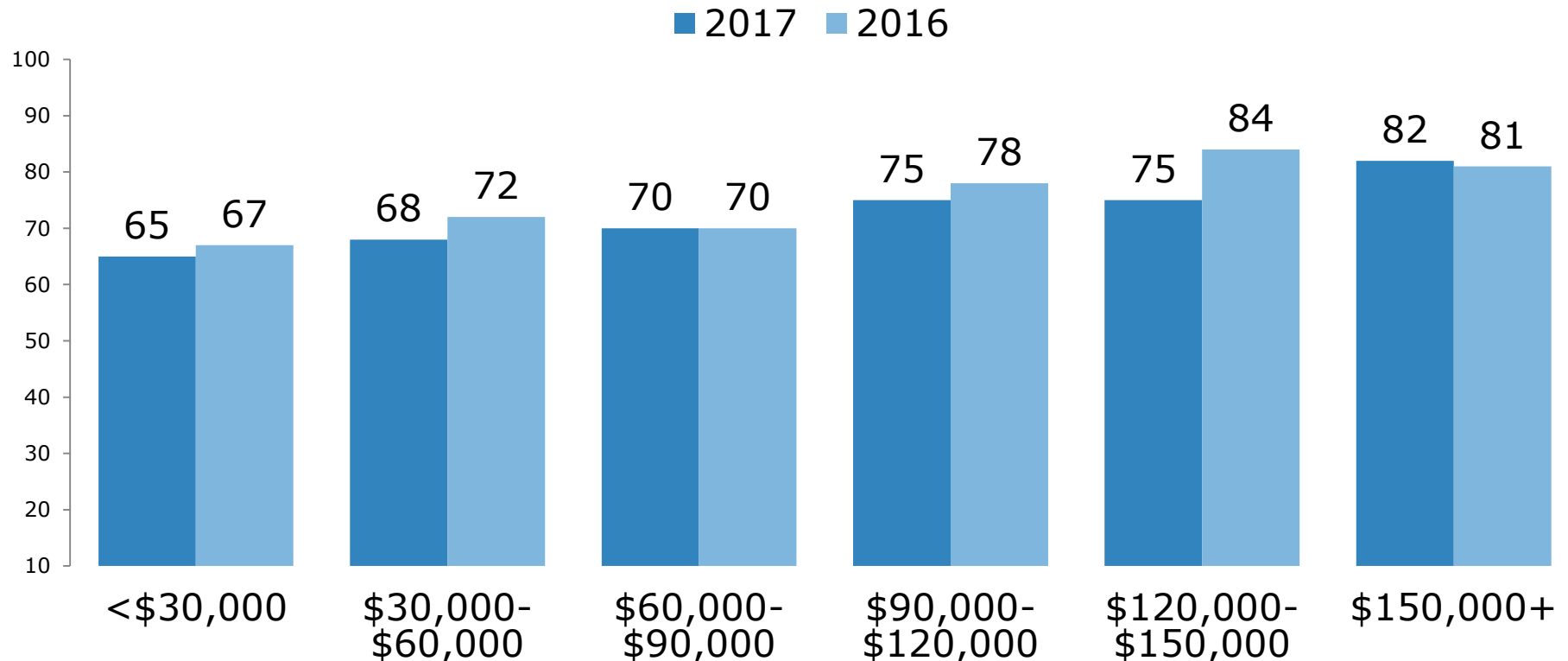
0% 15% 30% 45%

Category
Score

72

There is a substantial income divide in satisfaction with health care quality.

The quality of health care you and/or your immediate family receive
(Income)

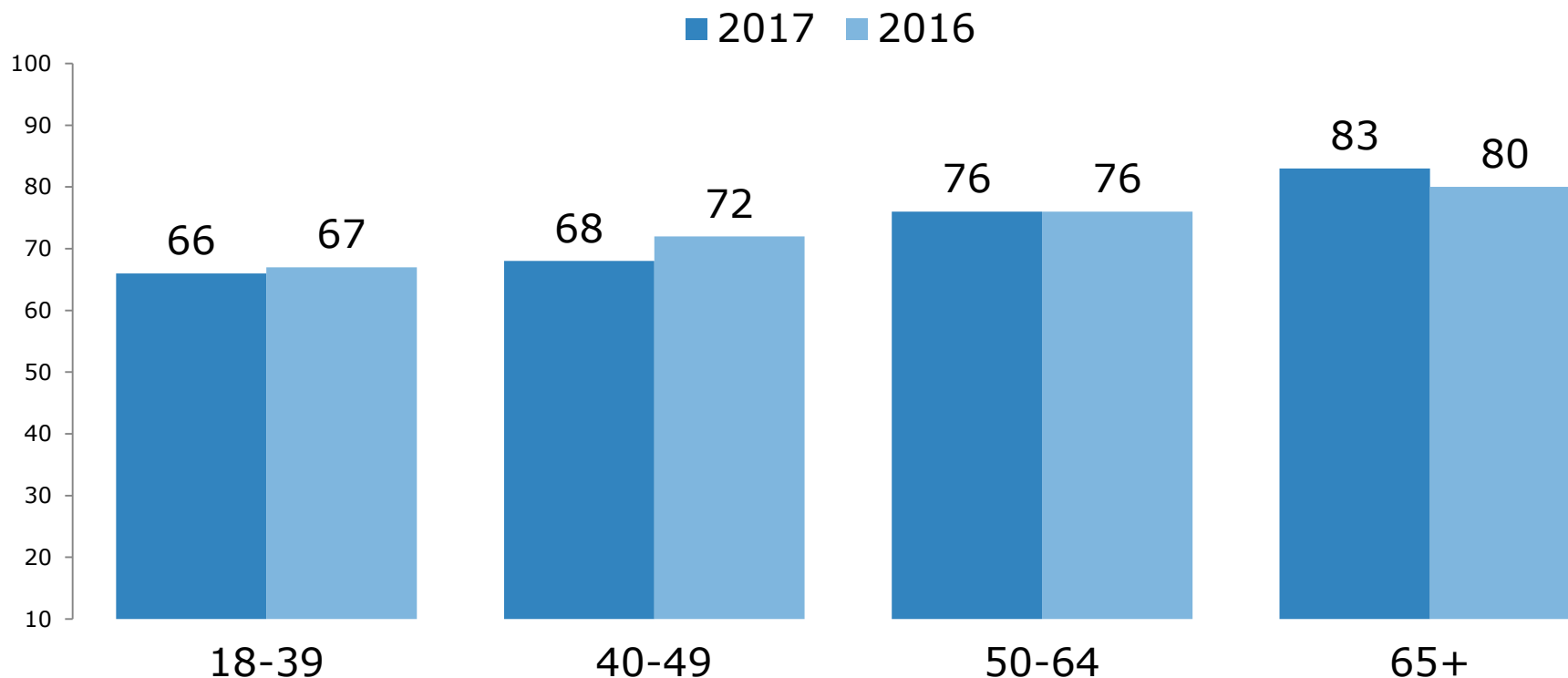


Category
Score

72

Older residents are more satisfied with the quality of health care.

The quality of health care you and/or your immediate family receive
(Age)

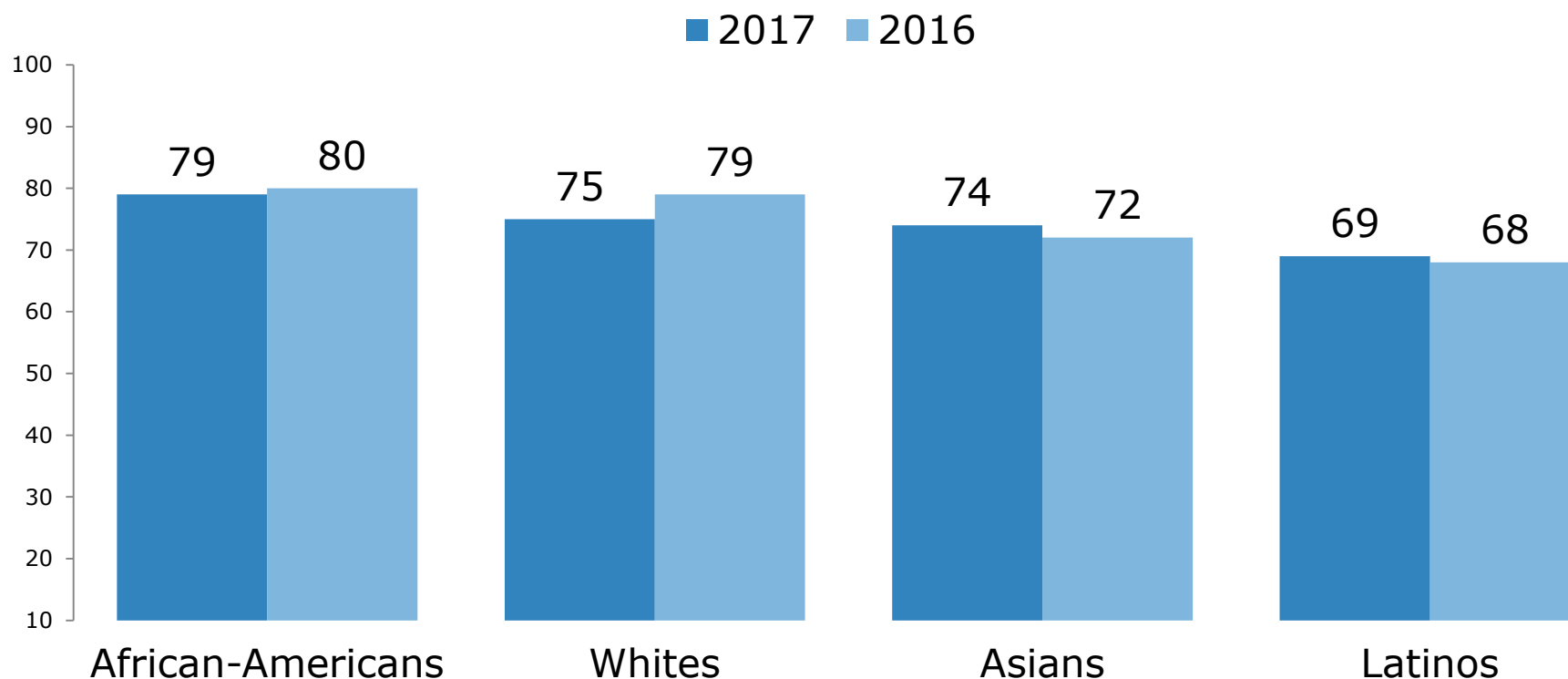


Category
Score

72

African-Americans and whites are more satisfied with the quality of health care.

The quality of health care you and/or your immediate family receive
(Ethnicity)

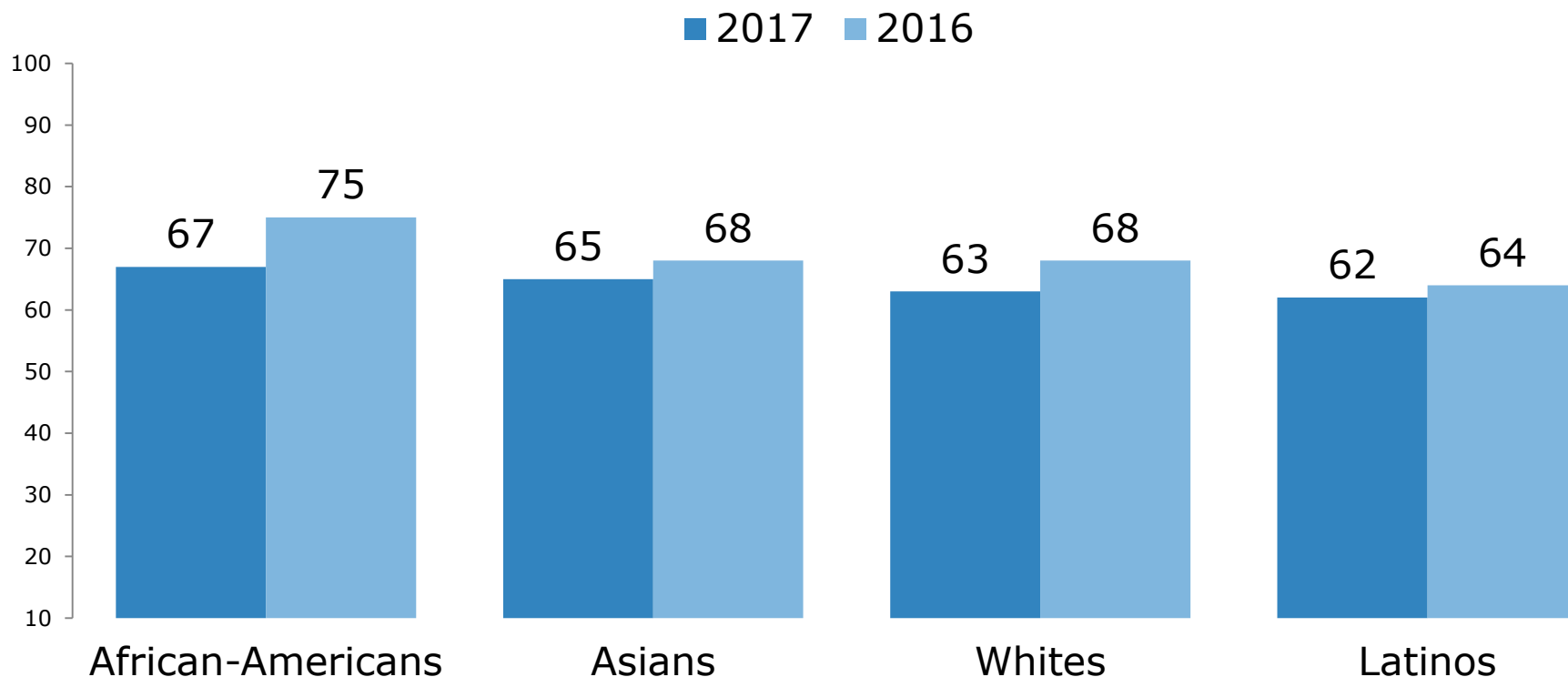


Category
Score

63

African-Americans are also more satisfied with the amount they pay for health care.

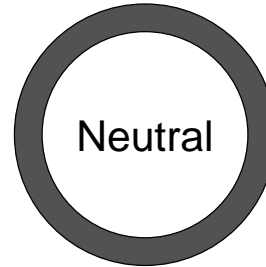
The amount you pay for the health care you and/or your immediate family receive
(Ethnicity)



Quality of
Life Index

59

Neutral Tier



(Index Score)

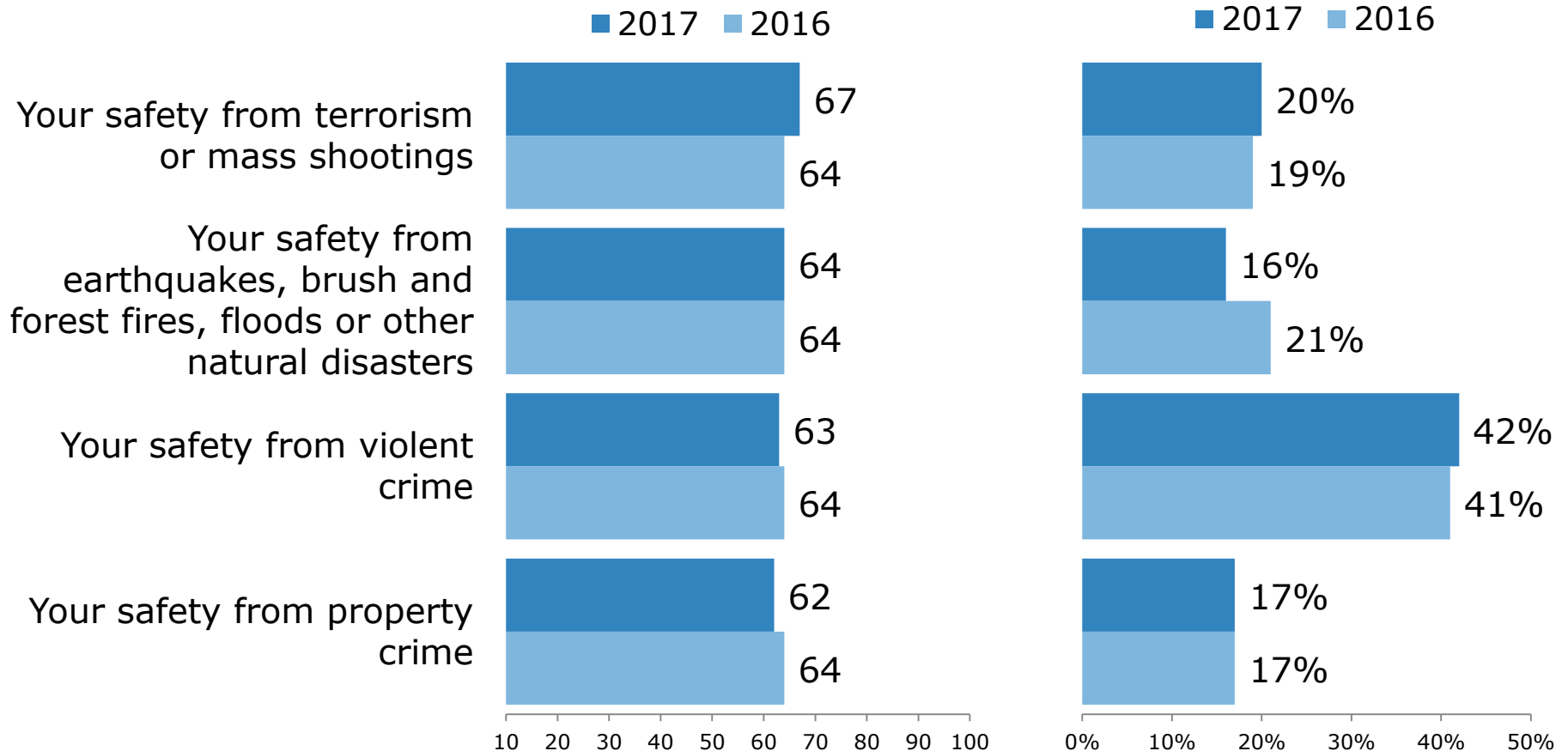
Category	2016	2017
The environment	61	64
Public safety	64	63
Jobs and the Economy	58	60
Transportation	58	NA

Category
Index
63

Public Safety

Satisfaction

Importance

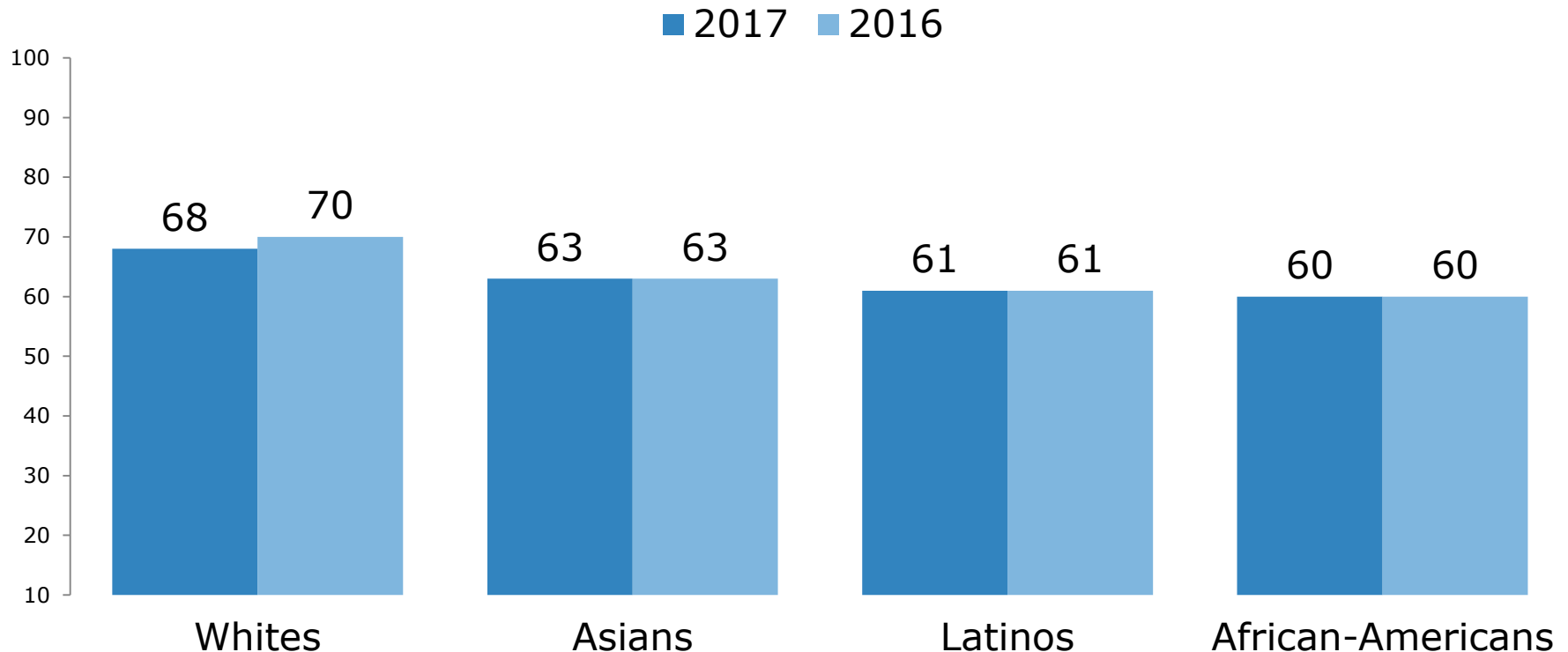


Category
Score

63

White residents are more likely to be satisfied with safety from violent crime.

Your safety from violent crime
(Ethnicity)

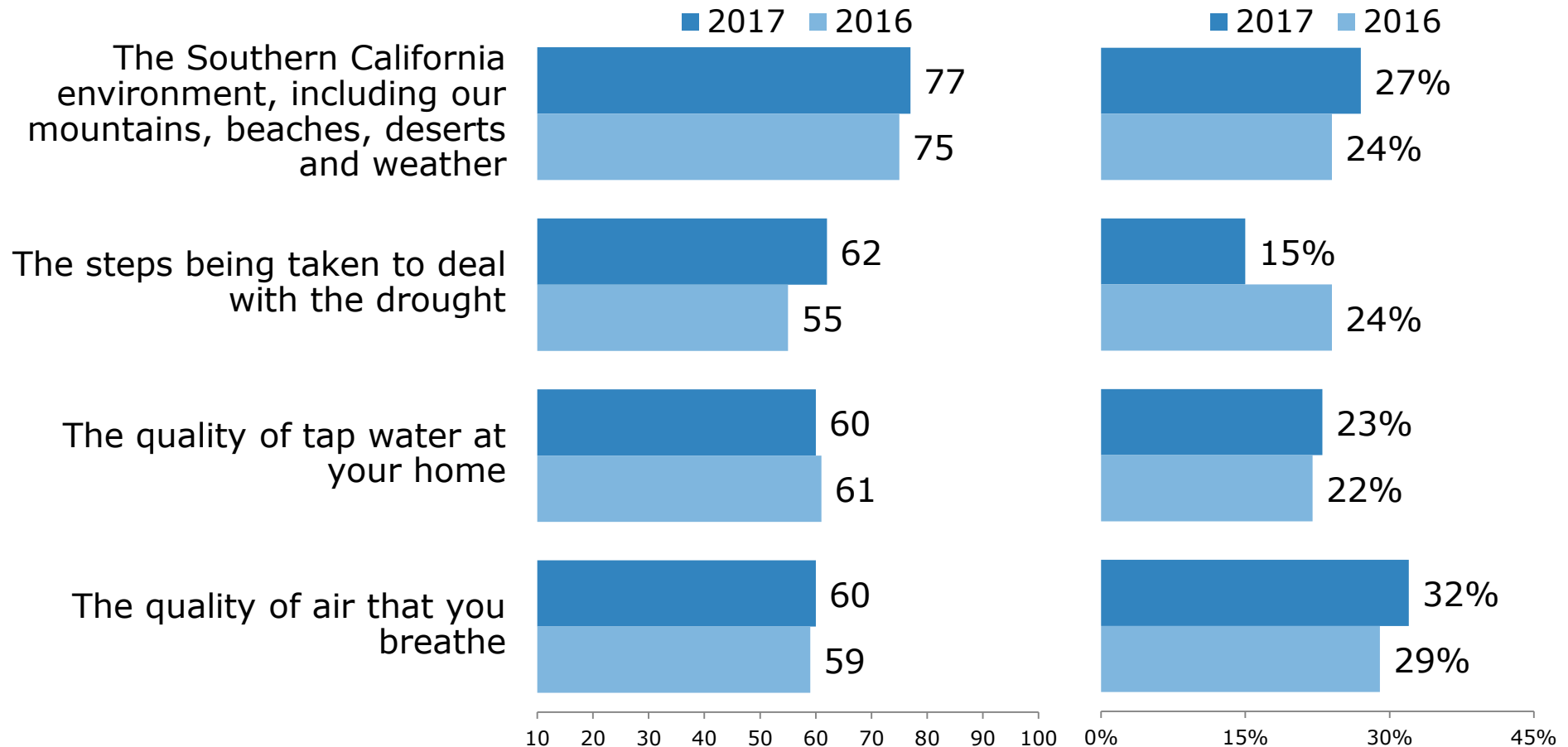


Category
Index
64

The Environment

Satisfaction

Importance



Category
Score

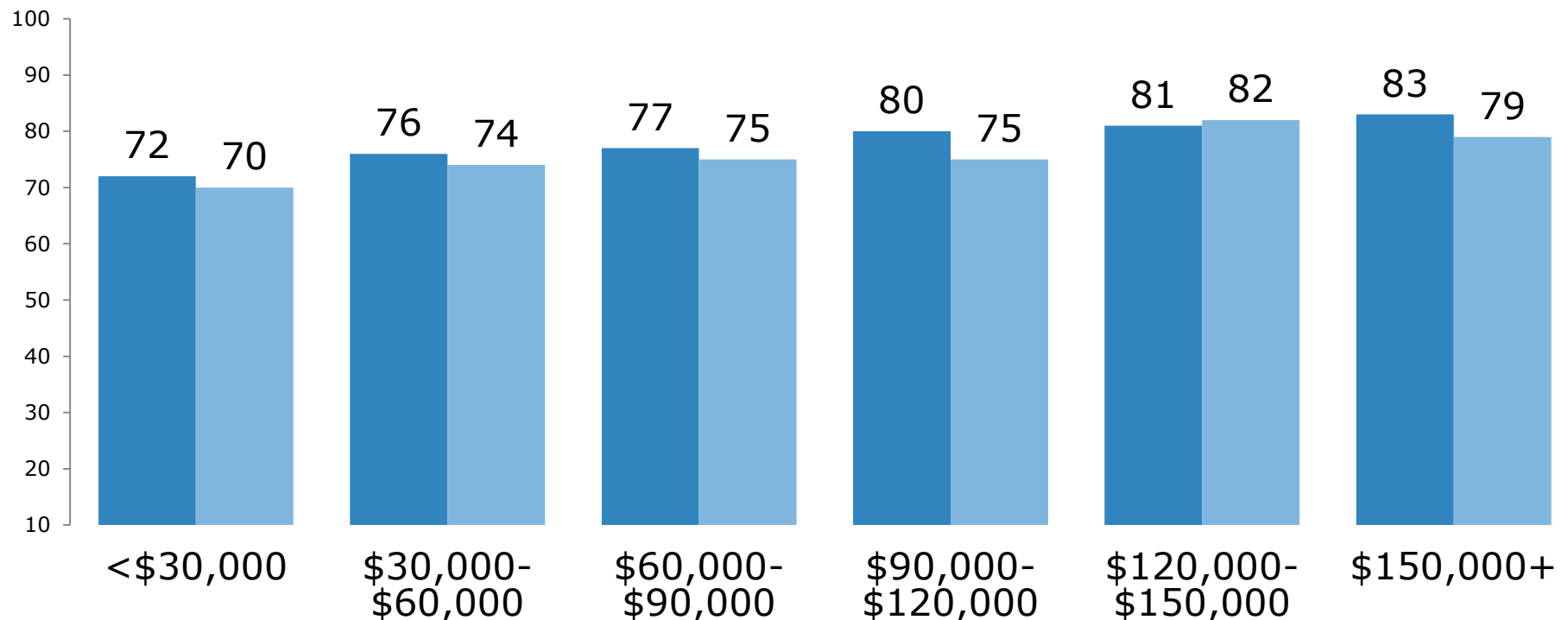
77

Upper-income residents are the most satisfied with the local environment.

The Southern California environment, including our mountains, beaches, deserts and weather

(Income)

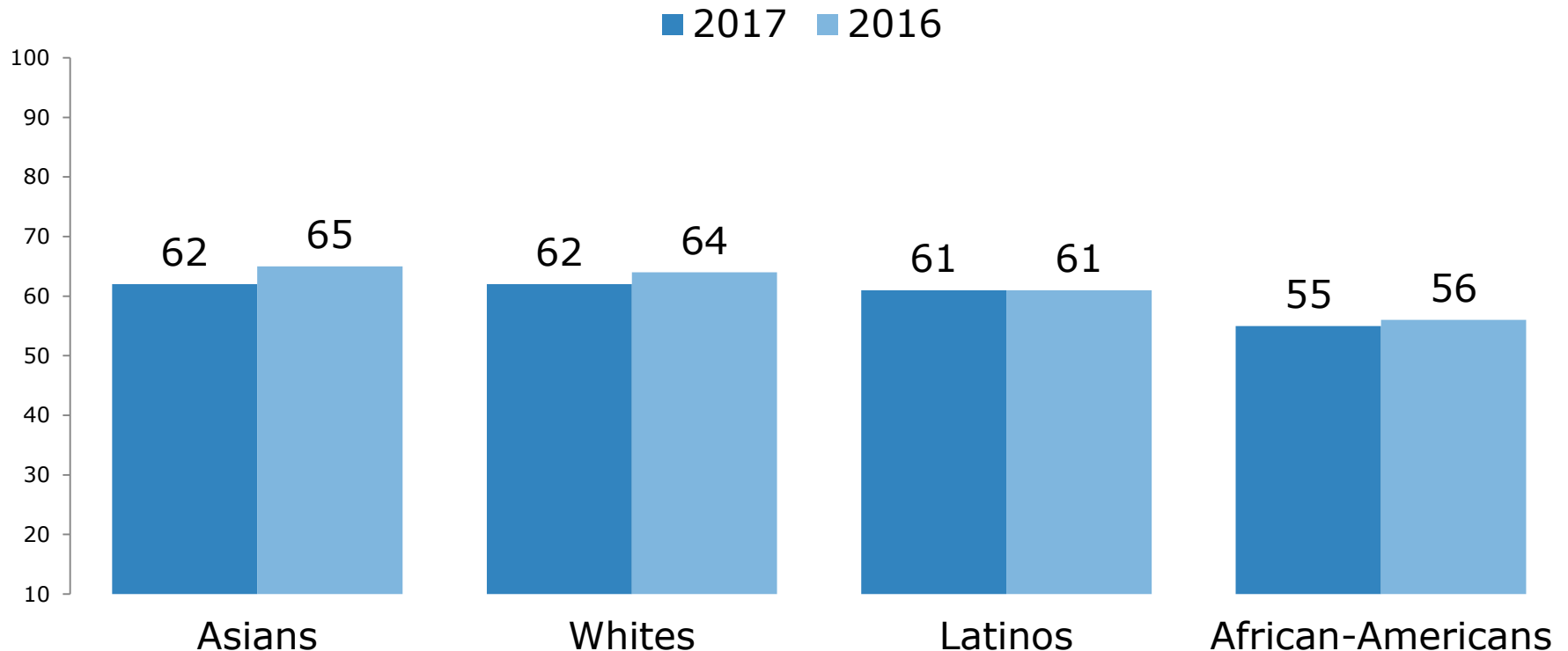
■ 2017 ■ 2016



Category
Score
60

African-American residents are less satisfied with tap water quality.

The quality of the tap water at your home
(Ethnicity)

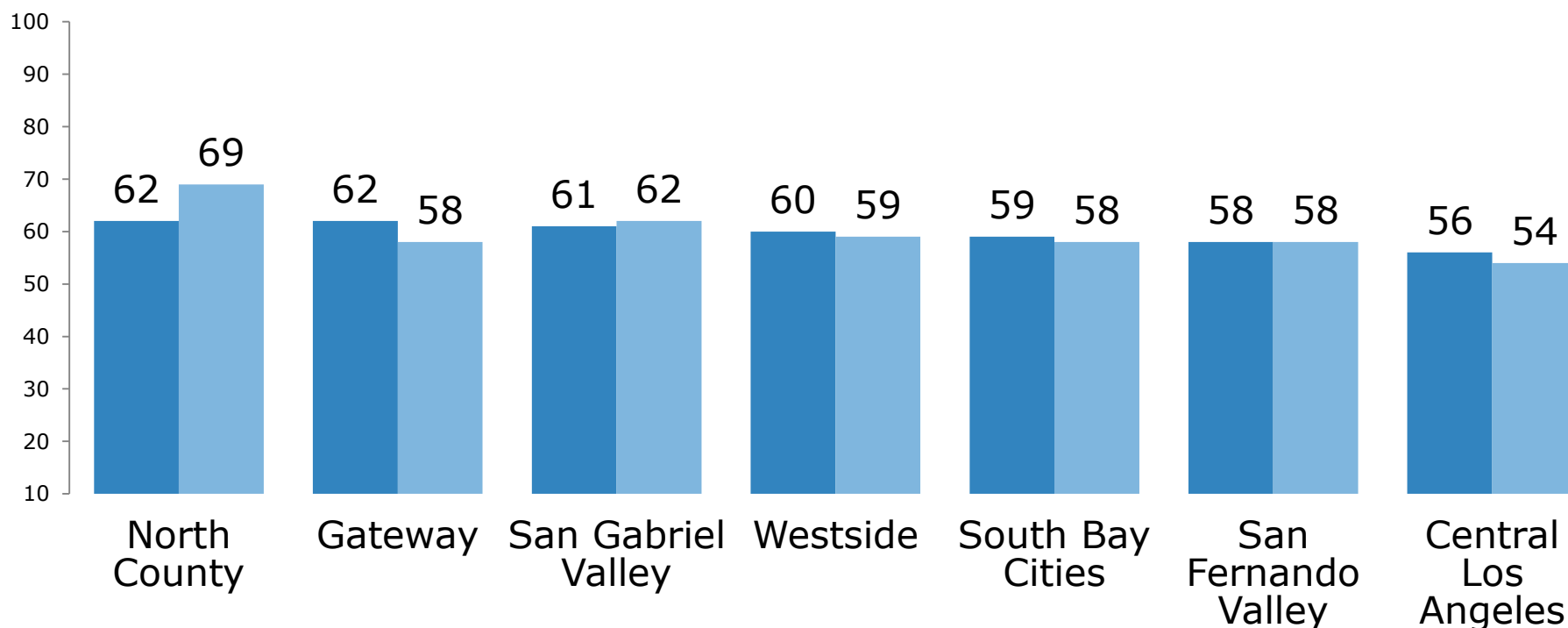


Category
Score
60

Satisfaction with air quality varies throughout the County.

The quality of air that you breathe
(Geography)

■ 2017 ■ 2016

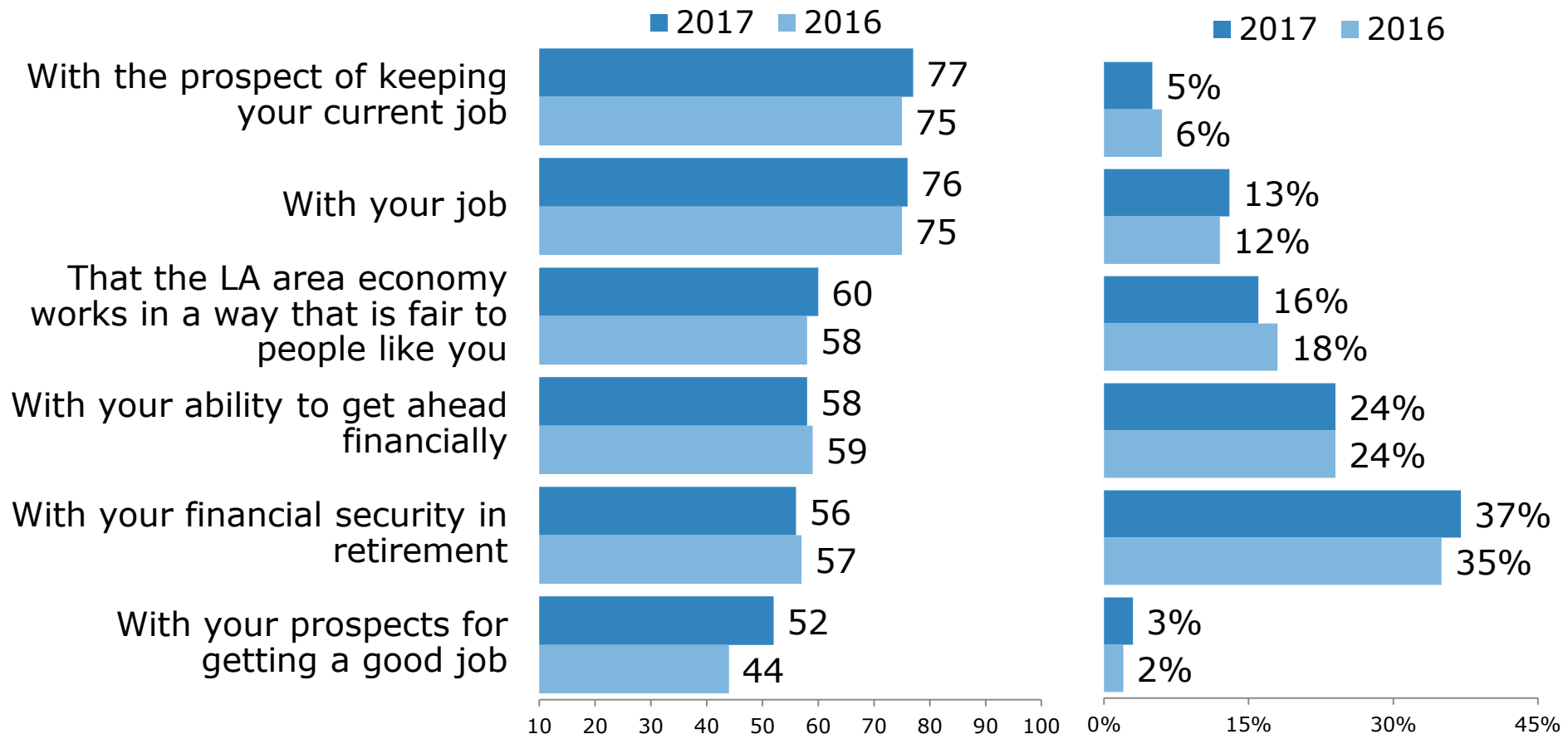


Category
Index
60

Jobs and the Economy

Satisfaction

Importance



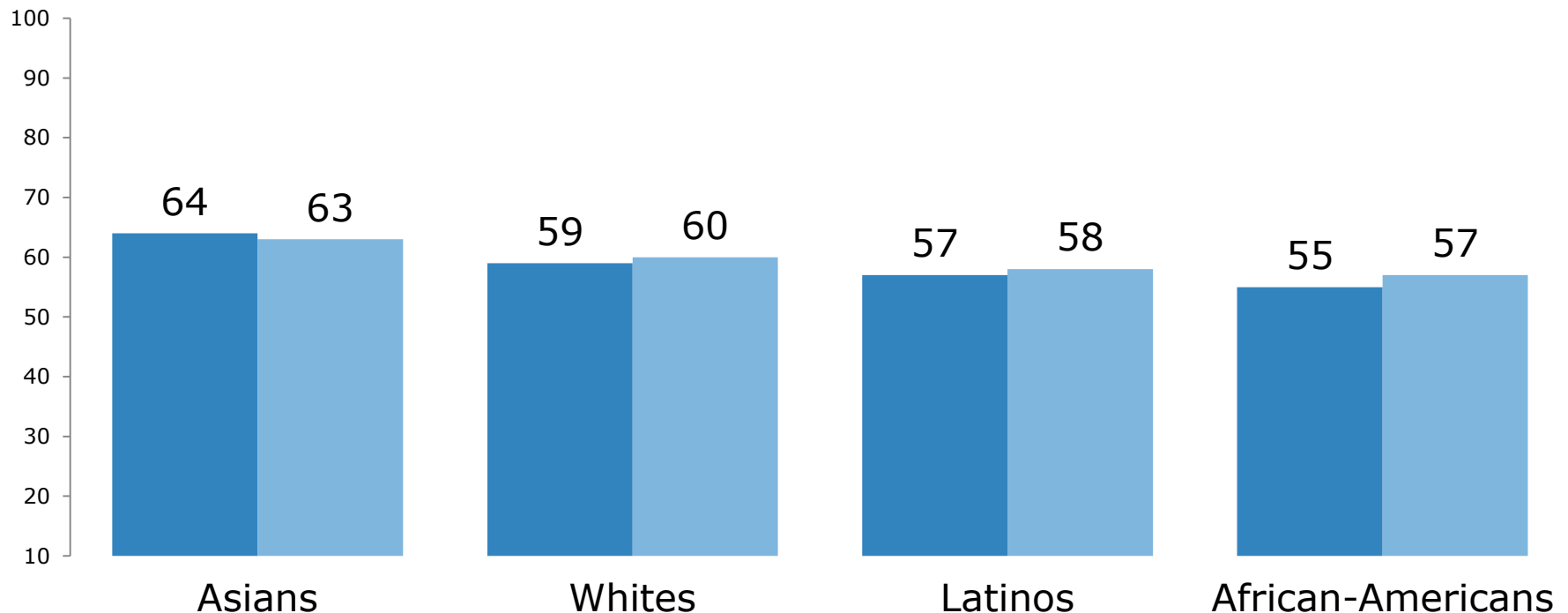
Category
Score

58

Asian residents are somewhat more satisfied with their ability to get ahead financially.

With your ability to get ahead financially
(Ethnicity)

■ 2017 ■ 2016

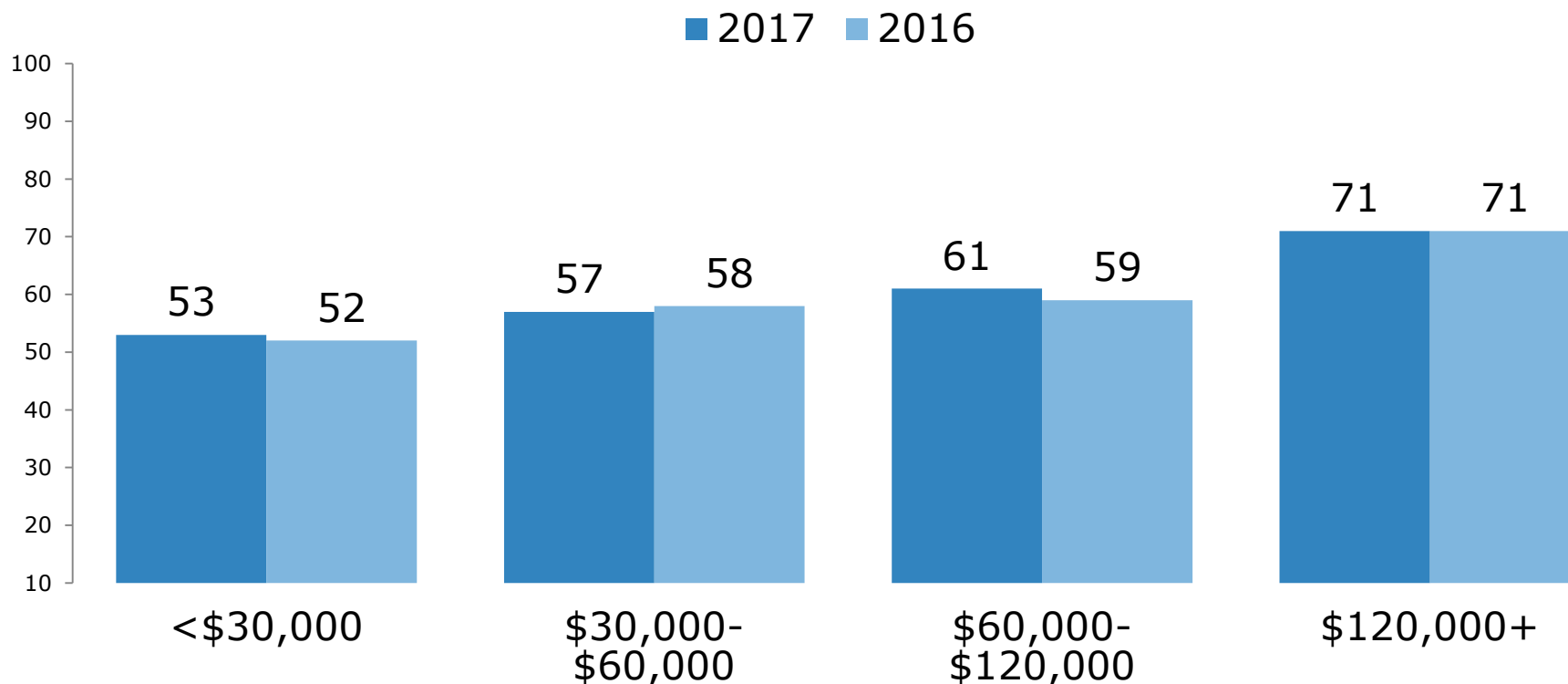


Category
Score

60

There is a large disparity in satisfaction with the fairness of the LA economy based on income.

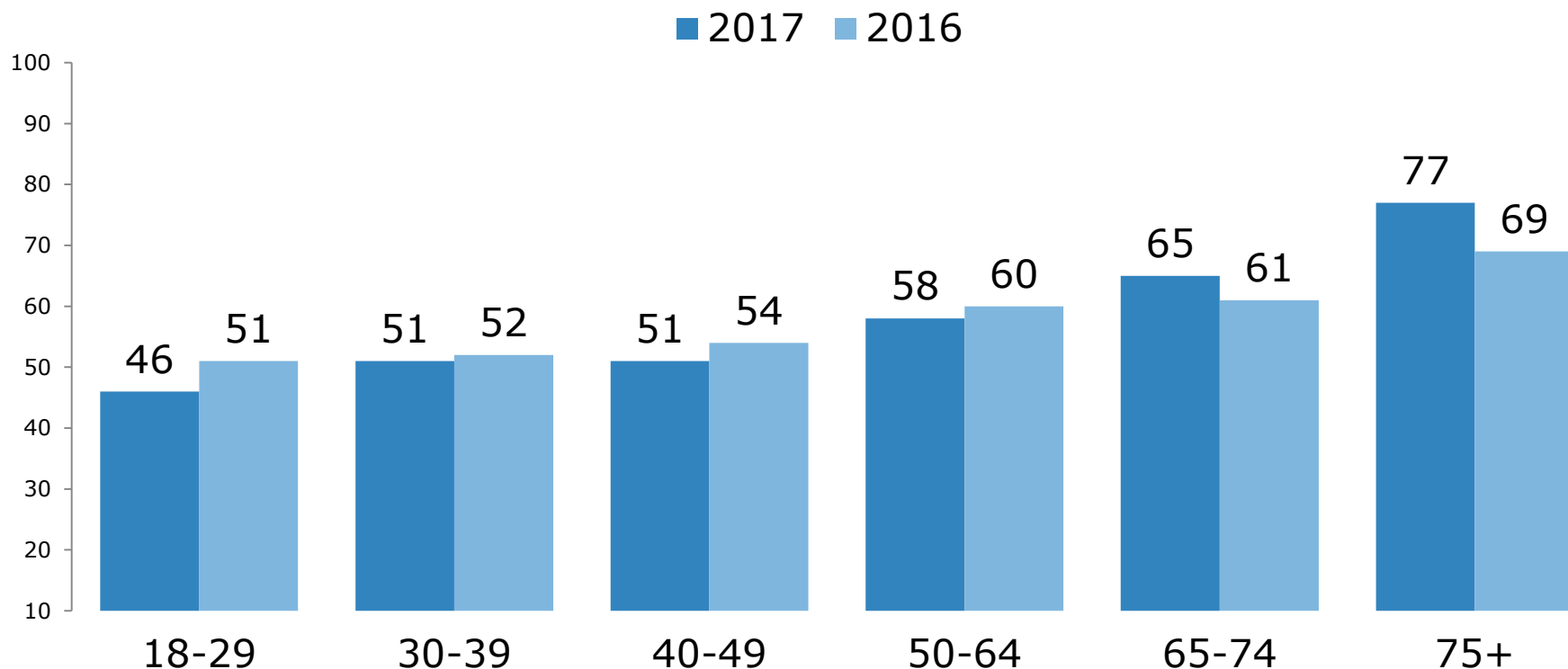
That the LA area economy works in a way that is fair to people like you
(Income)



Category
Score
56

Younger residents are most concerned with their financial security in retirement and the differences are growing.

*With your financial security in retirement
(Age)*

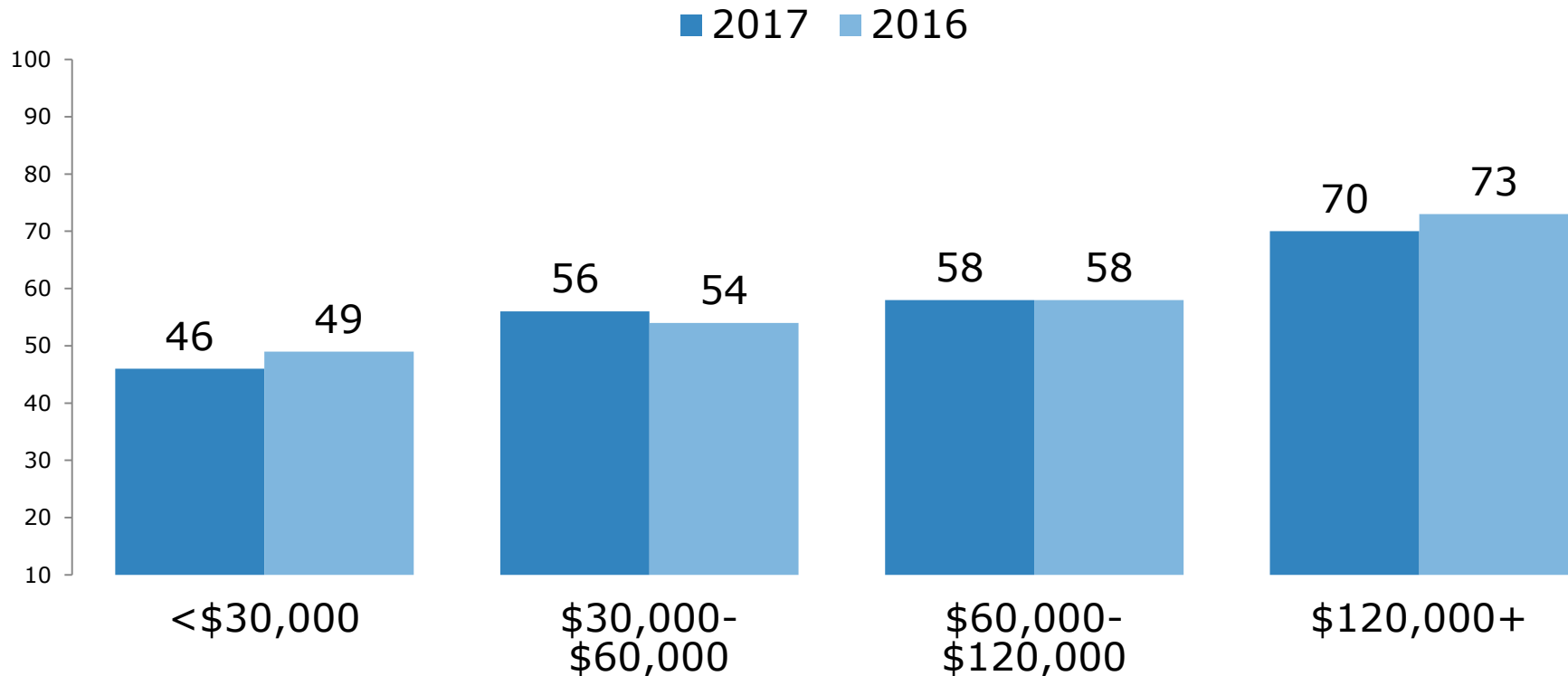


Category
Score

56

Lower income residents are far more concerned with their financial security.

With your financial security in retirement
(Income)



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