

**Community Survey on Traffic and Safety Issues
in Del Monte Forest**

Final Report

Submitted to the

**Blue Ribbon Committee
Del Monte Forest Property Owners Board of Directors
Pebble Beach Community Services District Board of Directors**

Submitted by

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PRÉCIS OF RESULTS
Community Survey on Traffic and Safety

- P 3,224 questionnaires were mailed to property owners (2,751 (85%)) and renters (473 (15%)). 192 of the 3,224 outgoing questionnaires were returned, undeliverable, for a total sample size of 3,032. 1,180 questionnaires have been returned, a robust return rate of 39%.
- P The results are based on 1,170 questionnaires received by November 18th. Of these respondents, 59% reside in the Country Club area, 18% reside in Upper Pebble Beach, and 23% live in the Estate area, roughly equivalent to the Forest=s population as a whole. The respondents are primarily homeowners (95%), the average time they have lived in Del Monte Forest is 19 years, and 75% live here full-time. Nearly two-thirds are DMFPO members.
- P Traffic is a significant issue for 537 (nearly half) of the respondents, who reported it is a big or moderate problem, and 34-43% reported it is getting worse, not better. The No. 1 reported problem by far is speeding, or speeding combined with other reckless driving. The streets with most speeding problems are, in order: Sloat, Bird Rock, Viscaino, Forest Lodge, Sunridge, 17 Mile Drive, Stevenson, Sunset, El Bosque, Sawmill Gulch, Congress, and Colton. Other problems are construction traffic, parking, heavy traffic generally, congestion at the Hwy 1 Gate, and others.
- P Traffic and crime issues are of greater concern to residents who live in the Forest full-time than those who live here on a part-time basis, and more of a concern to women than men.
- P Personal and property crimes are not a concern to the majority (66-77%) of respondents. Yet 23-34% said vandalism and other violations were moderate to big problems, and 21-27% felt they had gotten worse in the past year. The top problem is vandalism, particularly mailbox destruction and egging of cars and houses, followed by noise and litter. The majority of the vandalism occurs in the Country Club area.
- P 18% said they were victims of a crime in the Forest in the past year, and 72% reported it to authorities. The major reasons for not reporting were feelings that the crime was too minor or that nothing would or could be done.
- P Fear of crime is very low in the Forest: 97% said they felt very or somewhat safe during the day, 92% felt the same way at night. There are no particular Ahot spots@ of crime.
- P The majority of the respondents are satisfied with the services provided by PBCSD/Fire, the Ambulance Service, PB Security, CHP, and Sheriff=s Department, although many do not understand the limited role of Pebble Beach Security and want it to be more pro-active.
- P Suggested solutions for traffic and safety problems run the full gamut from immediate enforcement to long-term preventive changes. There was a strong vote, however, for more traffic and law enforcement, voiced by over half of the respondents. Other solutions suggested are traffic calming, street re-design, signage, changes in access policies, community education, discussions with problem parties, public awareness efforts, and others.

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DMFPO Community Survey on Traffic and Safety Results

Background

In response to complaints about speeding and vandalism from a number of members, the Del Monte Forest Property Owners decided to conduct a community survey to fully understand the views, experiences, and desires of property owners and residents in regard to traffic and safety matters within the forest. The DMFPO contracted with Jan Roehl, Ph.D., to develop the survey instrument with the help of members and analyze and interpret the results.

In August 2005, members of the DMFPO Board, Traffic, and Land Use Committees met in a brainstorming session to flesh out the scope and content of the questionnaire. A Blue Ribbon Committee was formed, composed of DMFPO leadership, DMFPO committee members, representatives of community organizations, and long-term residents of the Forest (see side bar for members). The Committee met twice in September 2005 to review and revise the questionnaire and cover letter.

Blue Ribbon Committee Members
Tobi Adams, DMFPO Board, Membership Committee
Richard Andrews, PBCSD General Manager
Michael Bowhay, MPCC General Manager
Al Budris, DMFPO Board, Land Use Committee
Peter Butler, Sr., PB Townhouses representative
Larry Cohn, Spanish Bay Home Owners Association
Jeff Craig, DMFPO Past-president, Land Use Cttee
Sandy Getreu, DMFPO Board, Land Use Committee
Paul Jordan, DMFPO Land Use, Traffic-Safety Cttees
Jack Kidder, DMFPO President
Monica Nathan, DMFPO Traffic-Safety Committee
Jean Sawyer, DMFPO Land Use, Traffic-Safety Cttees
Spencer Thompson, DMFPO Traffic-Safety Committee
John Tormey, Estate area representative-at-large
Mark Verbonich, PB Company Vice President
Joe Wandke, Headmaster of Stevenson School
Frank Wasko, Ocean Pines Home Owners Association

3,224 questionnaires were sent to all Del Monte Forest (DMF) property owners (2,751 (85%)) and renter/residents (473 (15%)) in early October 2005.

The requested return date was October 15th, later extended via a notice in the *Pine Cone* to October 31st. 192 of the 3,224 questionnaires were returned by the post office, undeliverable, for a total sample size of 3,032.

Who Responded?

As of December 8th, 1,182 questionnaires had been returned, an excellent return of 39%. The results are based on the 1,170 responses received by November 18th. As shown at the right, the respondents are from all over the Forest, living in areas roughly equivalent to the Forest's population as a whole.

1. Where the respondents live		
	<u>Respondents</u>	<u>DMF population</u>
<u>Property location*</u>		
Country Club area	662 (59%)	(57%)
Upper Pebble Beach	202 (18%)	(18%)
Estate area	258 (23%)	(25%)
*These areas are outlined on the map in Appendix A.		

2. Respondent Demographics	
Age	
Under 40	42 (4%)
40-49	96 (9%)
50-59	260 (23%)
60-69	301 (27%)
70-79	252 (22%)
80-89	154 (14%)
90+	27 (2%)
Gender	
Female	481 (43%)
Male	566 (51%)
Both	64 (6%)
Household members	
1 adult	185 (17%)
2 adults	824 (74%)
3+ adults	105 (9%)
No minors	955 (86%)
1-2 minors	137 (12%)
3+ minors	23 (2%)
Renters or owners?	
Renters	58 (5%)
Property owners	1077 (95%)
Months spent in DMF annually	
None	17 (2%)
< 1 month	24 (3%)
1-3 months	74 (8%)
4-6 months	68 (7%)
7-11 months	60 (6%)
Full-time	732 (75%)
How long lived in DMF (avg):	19.3 years
DMFPO members	722 (64%)
*Based on non-missing data.	

The respondents to the survey are predominately homeowners who have lived in the Forest for an average of nearly 20 years. Most of them (75%) live here full-time and are in their 50s, 60s, or 70s. Just over half of the questionnaires were completed by men, and a small number were intended to reflect the views of a couple in a household. Most of the households include adults only, although 14% have one or more children.

The vast majority (95%) of the respondents are homeowners, with 67% of them DMFPO members. Renters are under-represented, perhaps due to their more frequent moves (it appeared that the majority of the undeliverable-returns were from tenants in the Forest).

Traffic in Del Monte Forest: Views and Experiences

The first questions of the survey asked the respondents to rate the level of traffic issues in their neighborhoods and in Del Monte Forest generally, and whether traffic had improved or gotten worse over the past year. As shown in Table 3, traffic is a significant issue for half of the respondents, who feel it is a moderate to big problem, and a large number feel it is getting worse rather than better. The other half of the respondents do not perceive traffic as a big issue. (Missing data figures are presented in the table. The large number missing in regard to traffic in the Forest generally may be due to a perception that these issues are minor or not following the questionnaire layout. Responses to other questions indicate the former is more likely.)

People's perceptions are likely related to where they live, how much time they spend there,

3. Level and Change in Traffic Over the Past Year						
<u>Level</u>	Not a Problem	Minor problem	Moderate problem	A big problem	Avg (1-4)	Missing data
In neighborhood	350 (31%)	246 (22%)	332 (29%)	205 (18%)	2.4	36 (3%)
In Del Monte Forest	167 (18%)	246 (27%)	345 (37%)	172 (19%)	2.6	240 (21%)
<u>Change</u>	Improved	Stayed about the same	Deteriorated	Avg (1-3)	Missing data	
In neighborhood	21 (2%)	719 (64%)	378 (34%)	2.3	52 (4%)	
In Del Monte Forest	16 (2%)	490 (55%)	382 (43%)	2.4	281 (24%)	

and other personal characteristics – areas explored below.

Specific traffic problems in respondents’ neighborhoods. The respondents were most concerned with speeding and other reckless driving in their neighborhoods. It was ranked the biggest problem in a list of traffic-related issues (see Table 4) and was the number one issue by far cited as the “main problem” occurring in the neighborhood.

Exactly 60% (702 people) identified a “main problem” in their neighborhood, and for over half of them, it was speeding (see Appendix B for a complete listing of the verbatim responses to this question).

Construction-related traffic was second on the list of main problems, with drivers reportedly driving

too fast on narrow windy roads in big noisy trucks often hauling lots of equipment and materials. Heavy traffic and just “traffic,” without specifics, were frequent complaints. Congestion and long backups at the Highway 1 Gate at late afternoon rush hour was mentioned by 41 people, and a number also commented that the residents’ lanes were closed too often or used too often by paying guests.

Tourists were not seen as causing big traffic problems, however, although those doing such things as going too slow on along the oceanfront roads or stopping completely to take a picture of deer were complained about occasionally. A small number of people objected to numerous bicyclists and bike clubs going very fast on weekend days.

Fifteen percent of the respondents (178 people) identified specific parking problems in their neighborhoods. On-street parking problems caused by neighbors, guests, and short-term renters (cars parked on roadway, blocking traffic and sight lines, etc.) topped the list, followed closely by construction-related problems (big trucks blocking on narrow roads with no/little shoulders, too many construction vehicles per residence, dust, litter, noise, etc.). Other parking problems were connected to

4. Ratings of Specific Neighborhood Traffic Problems							
Problem	No problem	Minor problem	Moderate problem	Big problem	Avg (1-4)	Missing data	
1. Speeding or reckless driving.	153 (14%)	254 (24%)	316 (30%)	344 (32%)	2.8	103 (9%)	
2. Running stop signs.	251 (26%)	256 (27%)	227 (24%)	223 (23%)	2.4	213 (18%)	
3. Special events.	295 (30%)	296 (30%)	247 (25%)	158 (14%)	2.3	174 (15%)	
4. People taking shortcuts.	369 (44%)	212 (25%)	137 (16%)	122 (15%)	2.0	330 (28%)	
5. Parking issues.	454 (58%)	159 (20%)	88 (11%)	77 (10%)	1.7	392 (34%)	

5. Main Traffic Problem in Neighborhood	
1. Speeding	284 (40%)
2. Speeding/reckless driving	92 (13%)
3. Construction traffic	72 (10%)
4. “Other” issues	67 (9%)
5. Traffic, undefined	53 (8%)
6. Hwy 1 Gate backups	41 (6%)
7. Parking problems	27 (4%)
8. Heavy traffic	26 (4%)
9. Stop sign running	25 (4%)
10. Bicyclists, bike clubs	14 (2%)

6. Parking Issues in Neighborhood	
1. On-street parking by neighbors	71 (39%)
2. Construction-related	62 (34%)
3. Problems caused by special events	19 (11%)
4. Problems at P.O. and/or Lodge	15 (8%)
5. Other parking problems	14 (8%)

special events such as the AT&T and Concour, and tight parking and confusing one-way streets at the Post Office and Lodge. The list of parking problems is in Appendix C.

Hot spots and times. Two “top 10” lists of streets with speeding problems were developed. One lists streets by where respondents live who reported speeding was a “moderate” or “big” problem, and the other lists streets by where respondents live who reported speeding was the main traffic problem in their neighborhood. The results are:

Top 10 streets where speeding is the “main traffic problem”

1. Sloat Road (equally south and north of Lopez)
2. Bird Rock Road
3. El Bosque (tie)
3. Stevenson Drive (tie)
4. Forest Lodge Road
5. Viscaino Way
6. Congress Road (tie)
6. Sawmill Gulch Road (tie)
7. Sunridge Road (tie)
7. Colton Road (tie)

Top 10 streets where speeding is a “moderate” or “big” problem

1. Sloat Road (equally south and north of Lopez)
2. Bird Rock Road
3. El Bosque
4. Stevenson Drive (tie)
4. Sunridge Road tie)
5. 17 Mile Drive
6. Viscaino Way
7. Forest Lodge Road (tie)
7. Sunset Road (tie)
8. Congress Road

The streets where most speeding problems are reported include the major commuter routes for workers, contractors, gardeners, etc., residents, and students; exit/entry points in Upper Pebble Beach and the Country Club area; and traditional tourist routes (see map in Appendix A). Survey respondents attributed speeding, stop sign running, and shortcut problems to (in order) workers (contractors, gardeners, PBC employees), residents, and teenagers. Correspondingly, the problems were reported as occurring more often on weekday than weekends, and especially at morning and evening commute/change-of-shift times, throughout the work day, and after school. Guests, golfers, and “others” were not seen as those who cause major traffic problems.

In early 2005, a list of streets with speeding and other problems was compiled and prioritized for the motorcycle officers to target. Of the ten streets on that list, six are in this “top ten” also, and the other four (Forest Lake Road, Ortega, Del Ciervo, and Crespi) are not far behind.

Suggested resolutions for traffic problems. Respondents were asked how they would like to see their main traffic problems, if any, resolved. A third, 389 individuals (just over half of those who listed “main” traffic problems in their neighborhoods), made suggestions. Their suggestions were coded into broad categories, shown in Table 7, and listed verbatim in Appendix D. The percentages in the table omit the people who simply made comments rather than suggesting solutions, re-stated that weren’t any problems, or said they didn’t know how to

resolve the problems.

Enforcement of traffic violations was the number one suggested solution to traffic problems, with fines, pass privilege revocations, and license suspensions suggested as appropriate penalties. A substantial number of people recommended more police presence and warnings, but not necessarily tickets.

The second most common solution suggested encompasses a variety of street and traffic design changes – closing off streets, creating new exits, eliminating or changing parking, installing speed bumps (a frequent suggestion), traffic claming devices, landscaping, and others (see Appendix D). An additional 7% of the respondents requested additional stop signs, speed limit signs, or other traffic signs.

The “multiple solutions” in Table 7 often paired enforcement strategies with other traffic changes and prevention efforts. 9% of the respondents suggested changes in use, parking, and access policies for Del Monte Forest. They tended to involve suggestions for reducing rush hour traffic by workers and contractors, banning or restricting bicycling and tour buses, and changing parking policies. Ten people made specific recommendations for improving gate security and control.

Education and community monitoring tactics were suggested by a small number of respondents, who suggested a variety of ways of communicating and educating target groups (service workers, construction crews, residents, tourists) in regard to traffic laws, private property protections, etc. Four people asked for some kind of reporting system, where they could call in license plate numbers or other information when they see violations occur.

7. Suggested Solutions to Traffic Problems	
1. Enforcement Police presence/warnings (41)	158 (45%)
2. Traffic/street redesign Additional signage (24)	78 (22%)
3. Multiple solutions	37 (10%)
4. Changes in use, access	31 (9%)
5. Education	17 (5%)
6. Changes in Gate policies	10 (3%)
7. Community monitoring	4 (1%)
8. Other	18 (5%)

Safety and the Quality of Life in Del Monte Forest: Views and Experiences

The next section of the questionnaire asked respondents about safety and quality of life issues. They were first asked to rate the level of “vandalism or other violations against persons or property “ in their neighborhoods and in Del Monte Forest generally, and whether these problems had improved or gotten worse over the past year. As shown in

8. Level and Change in Vandalism or Other Violations in the Past Year						
<u>Level</u>	Not a Problem	Minor problem	Moderate problem	A big problem	Avg (1-4)	Missing data
	In neighborhood	507 (49%)	294 (28%)	152 (15%)	84 (8%)	1.8
In Del Monte Forest	231 (32%)	245 (34%)	190 (27%)	51 (7%)	2.1	453 (39%)
<u>Change</u>	Improved	Stayed about the same	Deteriorated	Avg (1-3)	Missing data	
	In neighborhood	45 (6%)	598 (74%)	170 (21%)	2.2	356 (30%)
In Del Monte Forest	20 (4%)	390 (69%)	154 (27%)	2.2	606 (52%)	

Table 8, the majority of respondents feel vandalism and other crimes are not a problem at all or are a minor problem in their neighborhood and in Del Monte Forest generally. The large number of cases with missing data may support this finding. (Missing data figures are presented in the table. The high missing data numbers may indicate [again] that these issues are minor to the respondents or, secondarily, may be due to unwise decisions in the questionnaire layout.)

Yet a sizable number of respondents – 23 to 34% -- felt that these crimes are a moderate or big problem and getting worse. Proportionately more respondents felt these problems were worse in the Forest generally than in their neighborhoods, perhaps due in part the recent widely-publicized acts of vandalism. With an average problem rating of 1.8 (1 = not a problem, 4 = big problem), vandalism is rated as less of a problem as the traffic problems discussed above.

Specific crime problems in respondents' neighborhoods. When asked about crime problems in their neighborhoods, respondents' specific answers and the high rate of missing data indicate these problems are not viewed as large. Most of the respondents (77% or more) said the problems listed in Table 9 were either a minor problem or not a problem at all.

9. Ratings of Specific Neighborhood Crime Problems							
Problem	No problem	Minor problem	Moderate problem	Big problem	Avg (1-4)	Missing data	
1. Vandalism or property damage.	343 (40%)	267 (31%)	156 (18%)	89 (10%)	2.0	315 (27%)	
2. Noise.	412 (54%)	156 (21%)	102 (13%)	91 (12%)	1.8	409 (35%)	
3. Juvenile delinquency (drinking, trespassing).	439 (61%)	143 (20%)	82 (11%)	55 (8%)	1.7	451 (39%)	
4. Burglary/theft from residences or vehicles.	437 (63%)	140 (20%)	85 (12%)	33 (5%)	1.7	475 (41%)	
5. Crimes involving personal safety (threats, assault).	548 (83%)	76 (12%)	25 (4%)	12 (2%)	1.2	509 (44%)	

Vandalism, noise, and problems created by juveniles were viewed as significant problems by the remaining minority. Burglary/theft and crimes involving personal safety were perceived as the most minor problems of all.

A third of the respondents (389) specified the main crime problem in their neighborhood (Table 10). Of these, 164 people (42%) cited vandalism, with 45 of them specifically saying mailbox bashing and 14 saying egging of houses or cars. Other miscellaneous crime problems were second, followed by noise and problems related to traffic and parking. The full responses are listed in Appendix E.

10. Main Crime Problems in Neighborhood	
1. Vandalism.	164 (42%)
Egging (14).	
Mailbox bashing (45).	
2. "Other crime issues."	77 (20%)
3. Noise.	67 (17%)
4. Traffic/speeding/parking.	49 (13%)
5. Littering, trash, blight.	18 (5%)
6. Theft.	14 (4%)

11. Noise Problems in Neighborhood

1. Construction-related.	69 (27%)
2. Barking dogs.	47 (18%)
3. Traffic.	46 (18%)
4. Neighbors – parties, music, etc.	45 (17%)
5. Loud car radios.	19 (7%)
6. Leaf blowers, gardeners.	19 (7%)
7. "Other."	14 (5%)

The top noise problem reported (Table 11) is that produced by construction (again), followed by barking dogs, traffic, neighbor noise (parties, music, etc.), loud car radios, and leaf blowers and other gardening equipment. Details are listed in Appendix F.

Hot spots and times. Respondents were asked to indicate when the main crime problem in their neighborhood occurred, and who they thought the usual guilty parties were. Most respondents – 83% and up – did not answer these questions. What we can glean from those who did, however, is that they perceive the crimes to take place equally on weekdays and weekends, most likely at night and/or early evening, and the most likely culprits are teenagers and workers.

Further analysis shows, however, that respondents in the different main areas of Del Monte Forest (see Appendix A for map) experience different crimes. Among those identifying a “main” neighborhood crime problem, over 50% of those living in the Country Club area – from the Pacific Grove gates to MPCC – cited vandalism. Just over 22% of those in living in Upper Pebble Beach or the Estate area said the same. Conversely, respondents in Upper Pebble Beach or the Estates area were more likely to report traffic-related problems as the main crime problem (19-23%), compared to those in the Country Club area (7%). Upper Pebble Beach residents reported noise as the main problem at twice the rate of the rest of the Forest, and those in the Estate area reported littering and trash problems at four times the rate of the rest of the Forest.

The “top ten” streets for reported vandalism are all in the Country Club area. They are, in order from most vandalism reported (13 respondents) to least (4): Bird Rock, Sloat, Arroyo, Stevenson, Colton, Congress, Hacienda, Majella, Rodeo, and Wrangler’s Trail. Bird Rock, Sloat, Stevenson, Colton, and Congress are primary travel routes and the others are secondary streets immediately off them – targets of opportunity with quick retreat paths (see map in Appendix A).

Women were slightly more likely than men to feel that vandalism and other violations are substantial problems. Almost 37% of the female respondents felt these violations were a moderate or big problem in Del Monte Forest, compared to 29% of the male respondents. Women were also slightly more likely to report feeling unsafe than men. For example, 51% of the women said they felt very safe in the Forest at night, compared to 61% of the men (41% of the women felt somewhat safe compared to 32% of the men). There were no notable differences in the views of young people (under 60) versus older people (60 and older).

Interestingly, households with minors were more likely to report vandalism as a moderate or big problem than households with no minors. In households with no minors, 28% reported vandalism was a moderate or big problem. With one or two minors in the house, 32-33% reported the same, and 55% of households with three or more minors reported vandalism was a moderate or big problem.

The views of those who live in the Forest full-time are significantly different from those who live there part-time. Full-timers are much more likely to think traffic and vandalism are moderate or big problems and more likely to want more traffic and law enforcement. For example, among full-time residents, 52% felt traffic problems were a moderate or big problem in their neighborhood, compared to 32% of the part-timers. Similarly, 39% of the full-timers felt vandalism in the Forest was a moderate or big problem, compared to 22% of the part-time residents. These differences hold up even when area is controlled for -- 64% of Estate respondents live there full-time, 77% of Country Club respondents live there full-time, and 83% of the Upper Pebble Beach residents are full-timers, but the differences between full-timers and part-timers within each area are similar.

Suggested resolutions for vandalism and other crime problems. Just over 250 people (22% of everyone and 65% of those citing a main crime problem in their neighborhood) suggested solutions. These are summarized in Table 12 and printed verbatim in Appendix G.

Like their suggested resolutions for traffic problems, expressed a strong desire for enforcement strategies for dealing with vandalism and other minor problems. They would like to see more patrols, more presence, and more action from sheriff’s deputies and P.B. Security. Many respondents do not accurately understand P.B. Security’s limited role in law enforcement in the Forest (this issue will be fully discussed in the section below). A more active role for them is desired by many in any event.

A wide variety of other solutions were suggested, including physical design changes to limit access to the Forest, changes in regulations (e.g., limit bicyclist use, number of dogs per household, hours of construction, etc.), education and awareness strategies, and improvements in gate security. See Appendix G for the full list of ideas.

Direct Experience with Personal or Property Crime

Victimization. Almost 200 of the respondents – 18% -- said they were victims of a crime in Del Monte Forest last year. Just over 70% reported it to any authority, and only 46% (n=92) reported the crime to a law enforcement agency, either the Monterey County Sheriff’s Department or California Highway Patrol. A large number of those who reported their experience to Pebble Beach Security did not understand that Security does not have the authority or responsibility to be the first responders in case of a traffic accident or crime. Yet many respondents to the survey felt they were the agency that should be called in cases of vandalism and other minor

12. Suggested Solutions to Crime Problems	
1. Enforcement Police presence/warnings (54)	119 (53%)
2. Physical redesign/CPTED Additional signage (2)	11 (5%)
3. Multiple solutions	16 (7%)
4. Changes in use, policies	21 (9%)
5. Education	16 (7%)
6. Changes in Gate policies	12 (5%)
7. Community monitoring	6 (2%)
8. Other (10%)	22

13. Victimization in Past Year in DMF	
199 (18%) reported they were a victim of a crime in DMF in the past year.	
144 (72%) reported it to:	
Monterey County Sheriff’s Dept.	83 (58%)
California Highway Patrol	9 (6%)
Pebble Beach Security	52 (36%)

crime; others called P.B. Security simply because they wanted their complaint “on the record.”

Between November 2004 and October 2005, the year preceding the survey, the Sheriff’s Department recorded 75 incidents of vandalism, or about 6/month¹. Pebble Beach Security recorded a similar percentage of vandalism incidents between November 2004 and April 2005 (36 total, or 6/month (recent statistics have been requested)). These may or may not be the same incidents, since Pebble Beach Security may respond as a back-up to sheriff’s deputies, and then one incident would be recorded by both agencies. Combined with the survey data on reported victimization, it appears that vandalism incidents are under-reported to law enforcement.

The misunderstandings about the role of P.B. Security likely relates to the rather low satisfaction scores expressed by those who called them for assistance. Although 21-25% of the crime victims were “very dissatisfied” with the response of the sheriff’s department and CHP, the majority were satisfied with their response (Table 14). In contrast, more people were dissatisfied with the response of P.B. Security than were satisfied. In their comments, it was evident that these respondents expected more from Security, not understanding their limited role.

14. Victim Satisfaction with Agency Response					
Agency	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Avg (1-4)
Monterey County Sheriff’s Dept.	30 (37%)	26 (32%)	8 (10%)	17 (21%)	2.1
California Highway Patrol	5 (42%)	3 (25%)	1 (8%)	3 (25%)	2.2
Pebble Beach Security	7 (18%)	6 (16%)	9 (24%)	16 (42%)	2.9

Almost 40% of those victimized did not report the crime to anyone. The primary reasons given were that it was too minor, too late, or the victim felt that nothing could or would be done (See Appendix H).

Perceptions of safety.
Respondents expressed a high degree of safety in Del Monte

Forest. When asked how safe they felt in Del Monte Forest during the day or night, the vast majority said they felt very or somewhat safe (Table 15).

Two-thirds of the respondents (776 (66%)) said there was nowhere they felt unsafe or uncomfortable in the Forest, day or night. 7% said there were places they felt unsafe during the day, and 14% said the same at night. There appear to be no particular “hot spots” (concentrated areas of perceived or actual crime) in the Forest. The respondents who said they felt unsafe during the day in the Forest cited a variety of locations, particularly walking on high traffic roads. Those who said they felt unsafe after dark

15. Perceptions of Safety					
	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Avg (1-4)
Safety during the day.	884 (78%)	211 (19%)	22 (2%)	4 (<1%)	1.2
Safety at night.	605 (55%)	410 (37%)	80 (7%)	10 (1%)	1.5

¹ In November 2005, 55 incidents of vandalism were reported to the Sheriff’s Department in conjunction with a rash of broken windows, bb shootings, etc.

also cited a variety of locations – dark roads, beach areas, forested areas where mountain lions may be, etc. See Appendix I for a complete list of places perceived to be unsafe.

Views on Services within Del Monte Forest

As shown at right, the respondents are very satisfied with security, enforcement, and emergency services provided by the agencies in Del Monte Forest. PB Security, the sheriff’s department, and CHP had the lowest ratings, although they were still high, with over 82% saying they were somewhat or very satisfied with these services.

16. Satisfaction with DMF Services							
Agency	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Avg (1-4)	Missing data	
PBCSD/CDF Fire Department	732 (91%)	59 (7%)	10 (1%)	4 (1%)	1.1	365 (31%)	
Ambulance Service	473 (87%)	53 (10%)	9 (2%)	8 (2%)	1.2	627 (54%)	
Pebble Beach Security	533 (54%)	284 (29%)	122 (12%)	48 (5%)	1.7	183 (16%)	
Monterey County Sheriff’s Dept	359 (54%)	189 (28%)	72 (11%)	49 (7%)	1.7	501 (43%)	
California Highway Patrol	321 (55%)	158 (27%)	70 (12%)	36 (6%)	1.7	585 (50%)	

Direct Vote on Ways to Respond to Traffic and Safety Issues

As previously presented, the survey respondents made a large number of creative suggestions for resolving traffic and crime problems in the Forest, but the solutions receiving the most “votes” were enforcement-oriented. To explore their views of alternative solutions, respondents were asked to agree or disagree with four statements, listed in Table 17 on the next page.

As shown, the respondents’ views are mixed. While over half agree that “existing services meet all...traffic and safety needs,” almost 70% also agree that the Forest needs additional traffic enforcement, and 60% want additional law enforcement personnel. A huge majority support the view that “residents, police, and other services should work together on low-cost solutions.”

To make more sense of these data, we cross-tabulated the responses of those who feel existing services meet all needs with those who want additional traffic enforcement. Naturally, there was a strong inverse relationship between the two responses – 84% of those who strongly agreed that more traffic enforcement is needed strongly disagreed that existing services are OK. A few, however, strongly agreed or disagreed with both statements, and a number took the middle ground on both.

17. Agreement/Disagreement with Statements Re. Ways to Respond to Traffic and Safety Issues				
How to respond to traffic and safety issues	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree

Existing services meet all Del Monte Forest's traffic and safety needs.	200 (20%)	376 (37%)	267 (26%)	180 (18%)
Residents, police, and other services should work together on low-cost solutions to traffic and safety problems.	664 (65%)	296 (29%)	39 (4%)	28 (3%)
The Del Monte Forest needs additional <u>traffic</u> enforcement personnel.	379 (37%)	324 (32%)	179 (18%)	141 (14%)
The Del Monte Forest needs additional <u>law</u> enforcement personnel.	223 (23%)	359 (37%)	248 (25%)	152 (16%)

Comments on Traffic, Safety, and Other issues in Del Monte Forest

The Del Monte Forest respondents had a lot to say at the end of the questionnaire, most of which is reflected in the summary results presented above. Of the 1170 respondents, nearly half added comments at the end of the questionnaire. They are very diverse, and rather than try to pigeon-hole them into categories, the comments are offered in their entirety in Appendix J. Several people sent several pages, typed, and several sent diagrams and maps as they redesigned intersections. We have put verbatim comments in Appendix J, and noted where diagrams and maps were included.

Summary

The 40% return rate is very robust, perhaps an indication in itself that traffic and safety are high priority issues for the residents of Del Monte Forest. By and large, the survey respondents are representative of the Forest population at large, with the exception that renters (as opposed to property owners) are under-represented. The respondents are primarily homeowners who have lived in or owned property in Del Monte Forest for an average of nearly 20 years; 75% of them live here full-time.

Traffic problems, especially speeding, are a significant issue for most respondents, and many feel they are getting worse. Speeding is the number one problem cited in the respondents' neighborhoods, followed by construction-related traffic problems, traffic congestion, backups at the Highway 1 Gate at evening rush hour, and parking problems. Parking problems are mainly attributed to on-street parking by neighbors and their guests and parking problems caused by construction trucks and equipment on narrow roads without shoulders. The primary solutions for traffic problems suggested are enforcement (suggested by 45%), street design changes, changes in access and use policies, and education. Most speeding and other traffic problems were reported by residents who live on primary service roads, near exit/entry points, and along tourist routes in Del Monte Forest.

The majority of respondents feel that vandalism and other crime problems are not a significant problem. Yet a sizable number, nearly a quarter of the respondents, feel these problems are moderate or big and are getting worse. The top problem reported is vandalism,

with mailbox bashing and egging of houses or cars cited specially. Noise is also a significant issue, with construction and barking dogs heading the list. Respondents in the Country Club area (from the Pacific Grove gate to MPCC) were most likely to report vandalism problems. Similar to the suggested solutions for traffic problems, over half of the respondents voted for enforcement, followed by changes in access/use, physical design changes, and education.

18% of the respondents said they or other members of their household were victims of crime in Del Monte Forest last year. Half of them reported the crime to a law enforcement agency (the Monterey County Sheriff's Department or California Highway Patrol). A third reported the crime to Pebble Beach Security, not understanding they do not have the authority to respond to crimes. Those who did not report the crime felt it was too minor to report or "nothing could be done" anyway.

The vast majority of respondents feel safe in Del Monte Forest, and no particular "hot spots" were identified. The "unsafe" places cited, in many respects, are places in which public use is not anticipated at night – beaches, forested areas, trails, etc.

The majority of respondents are satisfied with the services provided by the PBCSD/CDF Fire Department, Ambulance Service, P.B. Security, Monterey County Sheriff's Department, and California Highway Patrol.

Respondent views on how to respond to these issues were mixed, but more agreed with statements that more traffic and law enforcement was needed than agreed with the status quo.

Conclusions

It appears that the views of the respondents to the survey may be extrapolated to the population of the Forest at large. The respondents are most concerned about traffic, particularly speeding and the special problems caused by construction. The construction boom is causing traffic, parking, and noise problems.

Personal crime is very low in the Forest, and the majority of the residents feel very safe, both during the day and after dark. Vandalism is the primary property crime problem, particularly within the Country Club area.

The Blue Ribbon Committee will debate the many strategies offered by residents to resolve the vexing problems of speeding and vandalism. The most common strategy suggested is more traffic and law enforcement, and the survey results can be more closely scrutinized to provide direction in that area. Suggestions for enforcement include getting more deputy and CHP time, contracting with nearby cities, and expanding the role of Pebble Beach Security. Enforcement strategies have been shown to have dramatic short-term effects, but may not be sustainable over the long term. A logical approach would be to implement enforcement strategies as soon as possible, perhaps in conjunction with public awareness efforts, while planning strategies that will both take longer and last longer.

Other resolutions suggest street re-design, traffic calming measures, speed bumps, additional signage, etc. A traffic engineer or other expert is needed to further analyze the hotspots and make recommendations in these areas. The survey results also indicate a desire to work cooperatively with those causing the problems – contractors, gardeners and other service workers, Pebble Beach employees, and youth – to reach agreements that will satisfy all. Other long-term strategies suggested are changes in access policies, additional training for the gate guards, community education, and public awareness campaigns.

The survey did not ask respondents directly whether they were willing to pay more for the enforcement and other solutions they suggest. The large positive response to the question about whether existing services met all traffic and safety needs, however, may reflect their desire to have problems resolved without additional costs to property owners. A few respondents commented that they would be willing to pay more for additional security, but a larger number said otherwise. The strong desire to have residents, police, and other services work together on low-cost solutions is very encouraging, and many residents want to be involved in the solutions. While traffic and vandalism problems remain vexing, many respondents expressed their appreciation for the safety and beauty of Del Monte Forest.