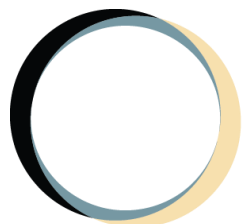


**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

# San José, CA

Trends over Time

2018



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# Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report discusses trends over time, comparing the 2018 ratings for the City of San José to its previous survey results from 2011 through 2017. Additional reports and technical appendices are available under separate cover.

Trend data for San José represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being “higher” or “lower” if the differences are greater than six percentage points between the 2017 and 2018 surveys, otherwise the comparisons between 2017 and 2018 are noted as being “similar.” Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in San José for 2018 generally remained stable. Of the 129 items for which comparisons were available, 126 items were rated similarly in 2017 and 2018; one item showed a decrease in ratings and two showed an increase in ratings. Notable trends over time included the following:

- Fewer residents in 2018 compared to 2017 experienced housing cost stress.
- Survey respondents in 2018 (68% very or somewhat safe) reported feeling less safe in their neighborhoods compared to 2017 (76%), which was the lowest rating since this question was first asked in 2011.
- Evaluations of employment opportunities also increased from 2017 to 2018; this rating was similar to levels reported in 2014.

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Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)								2018 rating compared to 2017
	2011	2012	2013	2014	2015	2016	2017	2018	
Overall quality of life	62%	60%	57%	59%	51%	44%	43%	42%	Similar
Overall image	51%	46%	43%	51%	41%	33%	33%	32%	Similar
Place to live	73%	64%	65%	71%	67%	56%	56%	52%	Similar
Neighborhood	67%	64%	61%	67%	63%	63%	58%	60%	Similar
Place to raise children	53%	63%	63%	53%	54%	45%	43%	41%	Similar
Place to retire	26%	28%	28%	28%	20%	14%	13%	12%	Similar
Overall appearance	54%	48%	43%	45%	34%	30%	25%	24%	Similar

Table 2: Community Characteristics General Benchmark Comparisons

	Comparison to benchmark								
	2011	2012	2013	2014	2015	2016	2017	2018	
Overall quality of life	Much lower	Much lower	Much lower	Lower	Lower	Much lower	Much lower	Much lower	
Overall image	Much lower	Much lower	Much lower	Lower	Lower	Much lower	Much lower	Much lower	
Place to live	Much lower	Much lower	Much lower	Lower	Lower	Much lower	Much lower	Much lower	
Neighborhood	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower	
Place to raise children	Much lower	Much lower	Much lower	Lower	Lower	Much lower	Much lower	Much lower	
Place to retire	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	
Overall appearance	Much lower	Much lower	Much lower	Lower	Much lower	Much lower	Much lower	Much lower	

Table 3: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)									2018 rating compared to 2017
		2011	2012	2013	2014	2015	2016	2017	2018		
Safety	Overall feeling of safety	NA	NA	NA	46%	40%	33%	36%	32%	Similar	
	Safe in neighborhood	87%	84%	82%	83%	78%	76%	76%	68%	Lower	
	Safe downtown	71%	62%	58%	64%	57%	57%	55%	53%	Similar	
Mobility	Overall ease of travel	NA	NA	NA	53%	48%	38%	34%	35%	Similar	
	Paths and walking trails	45%	45%	50%	56%	44%	43%	43%	43%	Similar	
	Ease of walking	46%	53%	43%	52%	47%	40%	41%	41%	Similar	
	Travel by bicycle	37%	40%	34%	44%	39%	31%	31%	36%	Similar	
	Travel by public transportation	48%	41%	42%	38%	34%	23%	19%	20%	Similar	
	Travel by car	40%	50%	40%	48%	40%	30%	29%	28%	Similar	
	Public parking	NA	NA	NA	38%	27%	26%	22%	25%	Similar	
	Traffic flow	23%	26%	23%	32%	23%	17%	14%	16%	Similar	
Natural Environment	Overall natural environment	43%	48%	44%	50%	43%	41%	36%	40%	Similar	
	Cleanliness	52%	41%	40%	34%	25%	22%	20%	17%	Similar	
	Air quality	43%	48%	42%	41%	37%	43%	38%	38%	Similar	
Built Environment	Overall built environment	NA	NA	NA	46%	41%	32%	27%	27%	Similar	

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	New development in San José	58%	53%	49%	46%	44%	37%	38%	39%	Similar
	Affordable quality housing	20%	21%	22%	15%	10%	5%	6%	6%	Similar
	Housing options	50%	39%	37%	34%	19%	19%	18%	16%	Similar
	Public places	NA	NA	NA	50%	40%	32%	32%	30%	Similar
Economy	Overall economic health	NA	NA	NA	54%	52%	47%	50%	50%	Similar
	Vibrant downtown/commercial area	NA	NA	NA	40%	33%	31%	29%	31%	Similar
	Business and services	59%	66%	57%	58%	43%	51%	49%	53%	Similar
	Cost of living	NA	NA	NA	11%	10%	5%	5%	6%	Similar
	Shopping opportunities	76%	77%	75%	75%	70%	76%	75%	74%	Similar
	Employment opportunities	46%	51%	45%	61%	53%	56%	58%	64%	Higher
	Place to visit	NA	NA	NA	49%	43%	34%	34%	32%	Similar
	Place to work	66%	74%	68%	73%	71%	65%	63%	63%	Similar
	Recreation and Wellness	Health and wellness	NA	NA	NA	61%	56%	53%	52%	49%
Mental health care		NA	NA	NA	42%	35%	28%	28%	26%	Similar
Preventive health services		NA	NA	NA	55%	47%	52%	49%	52%	Similar
Health care		28%	44%	32%	49%	42%	48%	47%	45%	Similar
Food		52%	57%	50%	60%	49%	57%	54%	54%	Similar
Recreational opportunities		53%	55%	57%	54%	39%	49%	53%	51%	Similar
Fitness opportunities		NA	NA	NA	57%	47%	52%	54%	54%	Similar
Education and Enrichment	Education and enrichment opportunities	NA	NA	NA	58%	57%	56%	61%	56%	Similar
	Religious or spiritual events and activities	68%	60%	60%	69%	64%	66%	67%	67%	Similar
	Cultural/arts/music activities	64%	60%	53%	60%	52%	56%	56%	58%	Similar
	Adult education	NA	NA	NA	53%	54%	50%	50%	49%	Similar
	K-12 education	NA	NA	NA	48%	39%	41%	42%	36%	Similar
	Child care/preschool	16%	27%	20%	45%	37%	25%	26%	23%	Similar
Community Engagement	Social events and activities	57%	46%	50%	56%	45%	50%	50%	52%	Similar
	Neighborliness	NA	NA	NA	41%	36%	36%	37%	36%	Similar
	Openness and acceptance	67%	71%	60%	65%	60%	65%	63%	65%	Similar
	Opportunities to participate in community matters	55%	53%	42%	53%	47%	60%	55%	55%	Similar
	Opportunities to volunteer	70%	61%	57%	62%	59%	71%	71%	71%	Similar

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Table 4: Community Characteristics by Facet Benchmark Comparison

		Comparison to benchmark							
		2011	2012	2013	2014	2015	2016	2017	2018
Safety	Overall feeling of safety	NA	NA	NA	Much lower	Much lower	Much lower	Much lower	Much lower
	Safe in neighborhood	Lower	Much lower	Much lower	Similar	Lower	Lower	Lower	Much lower
	Safe downtown	Much lower	Much lower	Much lower	Lower	Much lower	Much lower	Much lower	Much lower
Mobility	Overall ease of travel	NA	NA	NA	Lower	Lower	Much lower	Much lower	Much lower
	Paths and walking trails	Much lower	Much lower	Much lower	Similar	Lower	Lower	Lower	Lower
	Ease of walking	Much lower	Much lower	Much lower	Similar	Lower	Lower	Lower	Lower
	Travel by bicycle	Lower	Lower	Much lower	Similar	Similar	Lower	Lower	Lower
	Travel by public transportation	Similar	Lower	Lower	Similar	Similar	Lower	Lower	Lower
	Travel by car	Much lower	Lower	Much lower	Similar	Lower	Much lower	Much lower	Much lower
	Public parking	NA	NA	NA	Lower	Lower	Lower	Much lower	Lower
	Traffic flow	Much lower	Much lower	Much lower	Lower	Lower	Much lower	Much lower	Much lower
Natural Environment	Overall natural environment	Much lower	Much lower	Much lower	Lower	Much lower	Much lower	Much lower	Much lower
	Cleanliness	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower
	Air quality	Much lower	Much lower	Much lower	Lower	Much lower	Much lower	Much lower	Much lower
Built Environment	Overall built environment	NA	NA	NA	Similar	Lower	Lower	Much lower	Much lower
	New development in San José	Similar	Lower	Lower	Similar	Similar	Lower	Lower	Lower
	Affordable quality housing	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower
	Housing options	Lower	Much lower	Much lower	Lower	Much lower	Much lower	Much lower	Much lower
	Public places	NA	NA	NA	Similar	Lower	Much lower	Much lower	Much lower
Economy	Overall economic health	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
	Vibrant downtown/commercial area	NA	NA	NA	Similar	Similar	Lower	Lower	Lower
	Business and services	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Cost of living	NA	NA	NA	Much lower	Much lower	Much lower	Much lower	Much lower
	Shopping opportunities	Much higher	Much higher	Much higher	Higher	Similar	Higher	Higher	Higher

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		Comparison to benchmark							
		2011	2012	2013	2014	2015	2016	2017	2018
	Employment opportunities	Much higher	Much higher	Higher	Higher	Higher	Higher	Higher	Higher
	Place to visit	NA	NA	NA	Lower	Lower	Much lower	Much lower	Much lower
	Place to work	Higher	Much higher	Similar	Similar	Similar	Similar	Similar	Similar
Recreation and Wellness	Health and wellness	NA	NA	NA	Similar	Lower	Lower	Lower	Lower
	Mental health care	NA	NA	NA	Similar	Similar	Lower	Lower	Lower
	Preventive health services	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
	Health care	Much lower	Lower	Much lower	Similar	Lower	Similar	Similar	Similar
	Food	Lower	Similar	Much lower	Similar	Lower	Similar	Similar	Similar
	Recreational opportunities	Lower	Lower	Lower	Similar	Lower	Lower	Similar	Lower
	Fitness opportunities	NA	NA	NA	Similar	Lower	Lower	Lower	Similar
Education and Enrichment	Education and enrichment opportunities	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
	Religious or spiritual events and activities	Lower	Much lower	Much lower	Similar	Lower	Similar	Similar	Similar
	Cultural/arts/music activities	Much higher	Higher	Similar	Similar	Similar	Similar	Similar	Similar
	Adult education	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
	K-12 education	NA	NA	NA	Lower	Lower	Much lower	Much lower	Much lower
	Child care/preschool	Much lower	Much lower	Much lower	Similar	Lower	Much lower	Lower	Much lower
Community Engagement	Social events and activities	Similar	Much lower	Lower	Similar	Similar	Similar	Similar	Similar
	Neighborhoodness	NA	NA	NA	Lower	Lower	Lower	Lower	Lower
	Openness and acceptance	Similar	Higher	Similar	Similar	Similar	Similar	Similar	Similar
	Opportunities to participate in community matters	Lower	Lower	Much lower	Similar	Similar	Similar	Similar	Similar
	Opportunities to volunteer	Similar	Lower	Much lower	Similar	Similar	Similar	Similar	Similar

Table 5: Governance General

	Percent rating positively (e.g., excellent/good)								2018 rating compared to 2017
	2011	2012	2013	2014	2015	2016	2017	2018	
Services provided by San José	46%	42%	45%	54%	48%	38%	41%	39%	Similar
Customer service	57%	53%	64%	46%	39%	38%	40%	43%	Similar
Value of services for taxes paid	26%	28%	32%	29%	25%	18%	20%	19%	Similar
Overall direction	31%	35%	37%	41%	37%	25%	30%	30%	Similar
Welcoming resident involvement	38%	37%	26%	37%	31%	29%	33%	34%	Similar
Confidence in City government	NA	NA	NA	32%	30%	23%	28%	25%	Similar

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Acting in the best interest of San José	NA	NA	NA	40%	31%	26%	30%	29%	Similar
Being honest	NA	NA	NA	38%	30%	28%	29%	30%	Similar
Treating all residents fairly	NA	NA	NA	38%	31%	29%	27%	29%	Similar
Services provided by the Federal Government	33%	32%	34%	40%	34%	32%	25%	23%	Similar

Table 6: Governance General Benchmark Comparison

	Comparison to benchmark							
	2011	2012	2013	2014	2015	2016	2017	2018
Services provided by San José	Much lower	Much lower	Much lower	Lower	Lower	Much lower	Much lower	Much lower
Customer service	Much lower	Much lower	Lower	Lower	Much lower	Much lower	Much lower	Lower
Value of services for taxes paid	Much lower	Much lower	Much lower	Lower	Lower	Much lower	Much lower	Much lower
Overall direction	Much lower	Much lower	Much lower	Lower	Lower	Much lower	Much lower	Much lower
Welcoming resident involvement	Lower	Much lower	Much lower	Similar	Lower	Lower	Lower	Lower
Confidence in City government	NA	NA	NA	Lower	Lower	Lower	Lower	Lower
Acting in the best interest of San José	NA	NA	NA	Similar	Lower	Lower	Lower	Lower
Being honest	NA	NA	NA	Lower	Lower	Lower	Lower	Lower
Treating all residents fairly	NA	NA	NA	Similar	Lower	Lower	Much lower	Lower
Services provided by the Federal Government	Similar	Similar	Lower	Similar	Similar	Similar	Lower	Lower

Table 7: Governance by Facet

		Percent rating positively (e.g., excellent/good)								2018 rating compared to 2017
		2011	2012	2013	2014	2015	2016	2017	2018	
Safety	Police	61%	54%	51%	46%	44%	29%	37%	34%	Similar
	Fire	84%	80%	81%	75%	74%	75%	78%	82%	Similar
	Ambulance/EMS	83%	73%	73%	68%	76%	71%	75%	77%	Similar
	Crime prevention	38%	28%	33%	31%	25%	14%	20%	16%	Similar
	Fire prevention	58%	56%	52%	54%	46%	46%	48%	52%	Similar
	Animal control	46%	45%	46%	49%	44%	43%	43%	45%	Similar
	Emergency preparedness	37%	37%	29%	46%	37%	39%	32%	31%	Similar
Mobility	Traffic enforcement	57%	37%	43%	40%	29%	24%	23%	23%	Similar
	Street repair	21%	15%	29%	28%	24%	12%	14%	14%	Similar
	Street cleaning	42%	32%	45%	34%	35%	31%	30%	26%	Similar
	Street lighting	42%	35%	46%	40%	45%	42%	41%	41%	Similar
	Sidewalk maintenance	35%	30%	43%	35%	30%	28%	28%	28%	Similar
	Traffic signal timing	34%	37%	42%	43%	37%	32%	31%	31%	Similar
Natural Environment	Bus or transit services	50%	43%	55%	46%	52%	36%	35%	34%	Similar
	Garbage collection	74%	77%	77%	71%	72%	72%	71%	71%	Similar
	Recycling	74%	78%	79%	71%	72%	71%	70%	70%	Similar

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	Yard waste pick-up	76%	72%	68%	70%	66%	71%	69%	71%	Similar
	Drinking water	51%	53%	53%	52%	52%	47%	47%	48%	Similar
	Natural areas preservation	38%	35%	41%	40%	38%	41%	41%	41%	Similar
Built Environment	Storm drainage	55%	54%	59%	53%	48%	53%	50%	52%	Similar
	Sewer services	58%	59%	65%	59%	59%	63%	63%	66%	Similar
	Utility billing	NA	NA	NA	50%	53%	48%	45%	47%	Similar
	Land use, planning and zoning	32%	34%	34%	34%	34%	24%	21%	21%	Similar
	Code enforcement	28%	25%	37%	32%	22%	15%	15%	13%	Similar
	Cable television	NA	NA	NA	41%	42%	42%	41%	43%	Similar
	Economy	Economic development	32%	34%	28%	48%	42%	36%	40%	41%
Recreation and Wellness	City parks	68%	55%	64%	61%	56%	55%	56%	55%	Similar
	Recreation programs	52%	43%	44%	56%	50%	54%	53%	53%	Similar
	Recreation centers	54%	43%	48%	55%	48%	57%	50%	53%	Similar
Education and Enrichment	Public libraries	68%	62%	62%	66%	69%	74%	75%	77%	Similar
Community Engagement	Public information	43%	44%	40%	51%	47%	52%	49%	50%	Similar

Table 8: Governance by Facet Benchmark Comparisons

		Comparison to benchmark							
		2011	2012	2013	2014	2015	2016	2017	2018
Safety	Police	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower
	Fire	Lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Similar
	Ambulance/EMS	Lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower
	Crime prevention	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower
	Fire prevention	Much lower	Much lower	Much lower	Lower	Lower	Much lower	Much lower	Lower
	Animal control	Lower	Much lower	Much lower	Similar	Similar	Lower	Lower	Lower
	Emergency preparedness	Much lower	Much lower	Much lower	Lower	Lower	Lower	Much lower	Much lower
Mobility	Traffic enforcement	Much lower	Much lower	Much lower	Lower	Much lower	Much lower	Much lower	Much lower
	Street repair	Much lower	Much lower	Much lower	Lower	Lower	Much lower	Much lower	Much lower
	Street cleaning	Much lower	Much lower	Much lower	Lower	Lower	Much lower	Much lower	Much lower
	Street lighting	Much lower	Much lower	Much lower	Lower	Similar	Lower	Lower	Lower
	Sidewalk maintenance	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower
	Traffic signal timing	Lower	Lower	Lower	Similar	Similar	Lower	Lower	Lower
	Bus or transit services	Similar	Lower	Similar	Similar	Similar	Lower	Lower	Lower
Natural Environment	Garbage collection	Lower	Lower	Lower	Similar	Similar	Similar	Similar	Similar
	Recycling	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Yard waste pick-up	Similar	Similar	Lower	Similar	Similar	Similar	Similar	Similar
	Drinking water	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower
	Natural areas preservation	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower
Built Environment	Storm drainage	Similar	Lower	Similar	Similar	Similar	Similar	Similar	Similar
	Sewer services	Much lower	Much lower	Much lower	Similar	Similar	Similar	Similar	Similar



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		Comparison to benchmark							
		2011	2012	2013	2014	2015	2016	2017	2018
	Utility billing	NA	NA	NA	Similar	Similar	Lower	Lower	Lower
	Land use, planning and zoning	Lower	Lower	Much lower	Similar	Similar	Lower	Lower	Lower
	Code enforcement	Much lower	Much lower	Lower	Lower	Lower	Much lower	Much lower	Much lower
	Cable television	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
Economy	Economic development	Lower	Lower	Much lower	Similar	Similar	Similar	Similar	Similar
Recreation and Wellness	City parks	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower
	Recreation programs	Much lower	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower
	Recreation centers	Much lower	Much lower	Much lower	Lower	Lower	Similar	Lower	Lower
Education and Enrichment	Public libraries	Much lower	Much lower	Much lower	Lower	Lower	Similar	Similar	Similar
Community Engagement	Public information	Much lower	Much lower	Much lower	Similar	Lower	Similar	Lower	Lower

Table 9: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)								2018 rating compared to 2017
	2011	2012	2013	2014	2015	2016	2017	2018	
Sense of community	36%	42%	37%	36%	32%	27%	27%	26%	Similar
Recommend San José	80%	75%	78%	71%	66%	51%	45%	44%	Similar
Remain in San José	83%	81%	80%	82%	77%	69%	66%	67%	Similar
Contacted San José employees	32%	30%	45%	44%	40%	52%	52%	55%	Similar

Table 10: Participation General Benchmark Comparison

	Comparison to benchmark							
	2011	2012	2013	2014	2015	2016	2017	2018
Sense of community	Much lower	Much lower	Much lower	Lower	Much lower	Much lower	Much lower	Much lower
Recommend San José	Much lower	Much lower	Much lower	Lower	Lower	Much lower	Much lower	Much lower
Remain in San José	Similar	Lower	Similar	Similar	Similar	Lower	Lower	Lower
Contacted San José employees	Much lower	Much lower	Lower	Similar	Similar	Similar	Similar	Similar

Table 11: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)								2018 rating compared to 2017
		2011	2012	2013	2014	2015	2016	2017	2018	
Safety	Stocked supplies for an emergency	NA	NA	NA	49%	51%	44%	50%	48%	Similar
	Did NOT report a crime	NA	NA	NA	69%	65%	59%	63%	63%	Similar
	Was NOT the victim of a crime	88%	88%	73%	81%	79%	76%	74%	76%	Similar
Mobility	Used public transportation instead of driving	NA	NA	NA	48%	48%	45%	43%	44%	Similar
	Carpooled instead of driving alone	NA	NA	NA	60%	63%	56%	57%	58%	Similar
	Walked or biked instead of driving	NA	NA	NA	65%	57%	56%	56%	59%	Similar

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Natural Environment	Conserved water	NA	NA	NA	97%	98%	97%	95%	92%	Similar
	Made home more energy efficient	NA	NA	NA	85%	81%	82%	80%	78%	Similar
	Recycled at home	96%	93%	95%	96%	95%	98%	97%	98%	Similar
Built Environment	Did NOT observe a code violation	NA	NA	NA	45%	43%	37%	32%	28%	Similar
	NOT under housing cost stress	41%	48%	37%	49%	51%	60%	59%	65%	Higher
Economy	Purchased goods or services in San José	NA	NA	NA	98%	96%	97%	97%	98%	Similar
	Economy will have positive impact on income	16%	26%	29%	37%	37%	28%	28%	33%	Similar
	Work in San José	NA	NA	NA	55%	52%	48%	51%	52%	Similar
Recreation and Wellness	Used San José recreation centers	49%	42%	44%	51%	51%	43%	41%	42%	Similar
	Visited a City park	86%	89%	92%	87%	87%	88%	85%	88%	Similar
	Ate 5 portions of fruits and vegetables	NA	NA	NA	88%	84%	85%	83%	86%	Similar
	Participated in moderate or vigorous physical activity	NA	NA	NA	89%	87%	86%	84%	86%	Similar
	In very good to excellent health	NA	NA	NA	64%	56%	61%	63%	64%	Similar
Education and Enrichment	Used San José public libraries	74%	70%	68%	63%	64%	62%	58%	61%	Similar
	Participated in religious or spiritual activities	49%	50%	48%	50%	48%	39%	38%	38%	Similar
	Attended a City-sponsored event	NA	NA	NA	40%	39%	48%	49%	51%	Similar
Community Engagement	Campaigned for an issue, cause or candidate	NA	NA	NA	27%	22%	29%	36%	35%	Similar
	Contacted San José elected officials	NA	NA	NA	19%	18%	27%	33%	32%	Similar
	Volunteered	37%	43%	43%	46%	39%	43%	43%	47%	Similar
	Participated in a club	27%	26%	28%	29%	33%	26%	27%	29%	Similar
	Talked to or visited with neighbors	NA	NA	NA	84%	82%	87%	91%	88%	Similar
	Done a favor for a neighbor	NA	NA	NA	71%	75%	74%	76%	76%	Similar
	Attended a local public meeting	18%	15%	19%	19%	18%	28%	31%	32%	Similar
	Watched a local public meeting	27%	25%	28%	20%	19%	20%	27%	26%	Similar
	Read or watched local news	NA	NA	NA	87%	86%	89%	87%	87%	Similar
Voted in local elections	66%	66%	66%	82%	74%	85%	87%	90%	Similar	

Table 12: Participation by Facet Benchmark Comparison

		Comparison to benchmark							
		2011	2012	2013	2014	2015	2016	2017	2018
Safety	Stocked supplies for an emergency	NA	NA	NA	Higher	Higher	Similar	Higher	Higher
	Did NOT report a crime	NA	NA	NA	Similar	Lower	Lower	Lower	Lower
	Was NOT the victim of a crime	Similar	Similar	Much lower	Similar	Similar	Lower	Lower	Lower
Mobility	Used public transportation instead of driving	NA	NA	NA	Higher	Much higher	Higher	Higher	Higher
	Carpooled instead of driving alone	NA	NA	NA	Higher	Higher	Higher	Higher	Higher
	Walked or biked instead of driving	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
Natural Environment	Conserved water	NA	NA	NA	Higher	Higher	Higher	Higher	Higher
	Made home more energy efficient	NA	NA	NA	Similar	Similar	Similar	Similar	Similar

The National Citizen Survey™

		Comparison to benchmark							
		2011	2012	2013	2014	2015	2016	2017	2018
	Recycled at home	Much higher	Much higher	Much higher	Higher	Similar	Higher	Higher	Higher
Built Environment	Did NOT observe a code violation	NA	NA	NA	Similar	Lower	Lower	Much lower	Much lower
	NOT under housing cost stress	Much lower	Much lower	Much lower	Lower	Lower	Similar	Lower	Similar
Economy	Purchased goods or services in San José	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
	Economy will have positive impact on income	Similar	Much higher	Much higher	Higher	Similar	Similar	Similar	Similar
	Work in San José	NA	NA	NA	Higher	Similar	Similar	Similar	Higher
Recreation and Wellness	Used San José recreation centers	Much lower	Much lower	Much lower	Similar	Similar	Lower	Lower	Lower
	Visited a City park	Similar	Similar	Higher	Similar	Similar	Similar	Similar	Similar
	Ate 5 portions of fruits and vegetables	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
	Participated in moderate or vigorous physical activity	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
	In very good to excellent health	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
Education and Enrichment	Used San José public libraries	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Participated in religious or spiritual activities	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Attended a City-sponsored event	NA	NA	NA	Lower	Lower	Similar	Similar	Similar
Community Engagement	Campaigned for an issue, cause or candidate	NA	NA	NA	Similar	Similar	Similar	Higher	Higher
	Contacted San José elected officials	NA	NA	NA	Similar	Similar	Similar	Higher	Higher
	Volunteered	Much lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Participated in a club	Similar	Lower	Similar	Similar	Similar	Similar	Similar	Similar
	Talked to or visited with neighbors	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
	Done a favor for a neighbor	NA	NA	NA	Lower	Similar	Similar	Similar	Similar
	Attended a local public meeting	Much lower	Much lower	Lower	Similar	Similar	Similar	Similar	Similar
	Watched a local public meeting	Much lower	Much lower	Much lower	Lower	Lower	Similar	Similar	Similar
	Read or watched local news	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
	Voted in local elections	Much lower	Lower	Much lower	Similar	Similar	Similar	Similar	Similar