

# THE NCS<sup>TM</sup>

The National Citizen Survey<sup>TM</sup>

## San José, CA

Dashboard Summary of Findings

2017



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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 summarizes San José’s performance in the eight facets of community livability with the “General” rating as a summary of results from the overarching questions not shown within any of the eight facets. The “Overall” represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of San José’s community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the benchmark, the color is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

Overall, ratings for each facet within each pillar tended to be similar to or lower than the benchmark. Within the pillar of Community Characteristics, the facets of Economy, Recreation and Wellness, Education and Enrichment and Community Engagement received ratings that were mostly similar to other communities. Within Governance, the facets of Natural Environment, Built Environment, Economy and Education and Enrichment had ratings similar to the benchmark, while the remaining facets were rated lower than in other communities across the nation. Residents indicated higher rates of Participation in the facets of Mobility and Natural Environment than reported elsewhere. This information can be helpful in identifying the areas that merit more attention.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	2	15	35	0	8	33	7	21	8
General	0	0	7	0	0	3	0	1	2
Safety	0	0	3	0	0	7	1	0	2
Mobility	0	0	8	0	0	7	2	1	0
Natural Environment	0	0	3	0	3	2	2	1	0
Built Environment	0	0	5	0	3	3	0	0	2
Economy	2	3	3	0	1	0	0	3	0
Recreation and Wellness	0	4	3	0	0	3	0	4	1
Education and Enrichment	0	4	2	0	1	0	0	3	0
Community Engagement	0	4	1	0	0	8	2	8	1

Legend	
	Higher
	Similar
	Lower

# The National Citizen Survey™

Figure 2: Detailed Dashboard

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↓	↓↓	25%	Customer service	↔	↓↓	40%	Recommend San José	↓	↓↓	45%
	Overall quality of life	↔	↓↓	43%	Services provided by San José	↔	↓↓	41%	Remain in San José	↔	↓	66%
	Place to retire	↔	↓↓	13%	Services provided by the Federal Government	↓	↓	25%	Contacted San José employees	↔	↔	52%
	Place to raise children	↔	↓↓	43%								
	Place to live	↔	↓↓	56%								
	Neighborhood	↓	↓	58%								
Safety	Overall image	↔	↓↓	33%								
	Overall feeling of safety	↑	↓↓	36%	Police	↑	↓↓	37%	Was NOT the victim of a crime	↔	↓	74%
	Safe in neighborhood	↔	↓	76%	Crime prevention	↑	↓↓	20%	Did NOT report a crime	↑	↓	63%
	Safe downtown/commercial area	↔	↓↓	55%	Fire	↔	↓	78%	Stocked supplies for an emergency	↑	↑	50%
					Fire prevention	↔	↓↓	48%				
					Ambulance/EMS	↑	↓	75%				
Mobility					Emergency preparedness	↓	↓↓	32%				
					Animal control	↔	↓	43%				
	Traffic flow	↓	↓↓	14%	Traffic enforcement	↔	↓↓	23%	Carpooled instead of driving alone	↔	↑	57%
	Travel by car	↔	↓↓	29%	Street repair	↔	↓↓	14%	Walked or biked instead of driving	↔	↔	56%
	Travel by bicycle	↔	↓	31%	Street cleaning	↔	↓↓	30%	Used public transportation instead of driving	↔	↑	43%
	Ease of walking	↔	↓	41%	Street lighting	↔	↓	41%				
	Travel by public transportation	↓	↓	19%	Sidewalk maintenance	↔	↓	28%				
Natural Environment	Overall ease travel	↓	↓↓	34%	Traffic signal timing	↔	↓	31%				
	Public parking	↓	↓↓	22%	Bus or transit services	↔	↓	35%				
	Paths and walking trails	↔	↓	43%								
	Overall natural environment	↓	↓↓	36%	Garbage collection	↔	↔	71%	Recycled at home	↔	↑	97%
	Air quality	↓	↓↓	38%	Recycling	↔	↔	70%	Conserved water	↔	↑	95%
Built Environment	Cleanliness	↔	↓↓	20%	Yard waste pick-up	↔	↔	69%	Made home more energy efficient	↔	↔	80%
					Drinking water	↔	↓	47%				
					Natural areas preservation	↔	↓	41%				
	New development in San José	↔	↓	38%	Sewer services	↔	↔	63%	NOT experiencing housing cost stress	↔	↓	50%
Affordable quality housing	↔	↓↓	6%	Storm drainage	↔	↔	50%	Did NOT observe a code violation	↓	↓↓	32%	
Housing options	↔	↓↓	18%	Utility billing	↔	↓	45%					
Overall built environment	↓	↓↓	27%	Land use, planning and zoning	↔	↓	21%					
Public places	↔	↓↓	32%	Code enforcement	↔	↓↓	15%					
				Cable television	↔	↔	41%					

**Legend**

↑↑ Much higher    ↑ Higher    ↔ Similar    ↓ Lower    ↓↓ Much lower    \* Not available

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	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
Economy	Overall economic health	↔	↔	50%	Economic development	↑	↔	40%	Economy will have positive impact on income	↔	↔	28%
	Shopping opportunities	↔	↑	75%					Purchased goods or services in San José	↔	↔	97%
	Employment opportunities	↔	↑	58%					Work in San José	↔	↔	51%
	Place to visit	↔	↓↓	34%								
	Cost of living	↔	↓↓	5%								
	Vibrant downtown/commercial area	↔	↓	29%								
	Place to work	↔	↔	63%								
Recreation and Wellness	Business and services	↔	↔	49%								
	Fitness opportunities	↔	↓	54%	City parks	↔	↓	56%	In very good to excellent health	↔	↔	63%
	Recreational opportunities	↑	↔	53%	Recreation centers	↓	↓	50%	Used San José recreation centers	↔	↓	41%
	Health care	↔	↔	47%	Recreation programs	↔	↓	53%	Visited a City park	↔	↔	85%
	Food	↔	↔	54%					Ate 5 portions of fruits and vegetables	↔	↔	83%
	Mental health care	↔	↓	28%					Participated in moderate or vigorous physical activity	↔	↔	84%
	Health and wellness	↔	↓	52%								
Education and Enrichment	Preventive health services	↔	↔	49%								
	K-12 education	↔	↓↓	42%	Public libraries	↔	↔	75%	Used San José public libraries	↓	↔	58%
	Cultural/arts/music activities	↔	↔	56%					Participated in religious or spiritual activities	↔	↔	38%
	Child care/preschool	↔	↓	26%					Attended a City-sponsored event	↔	↔	49%
	Religious or spiritual events and activities	↔	↔	67%								
	Adult education	↔	↔	50%								
Community Engagement	Overall education and enrichment	↑	↔	61%								
	Opportunities to participate in community matters	↓	↔	55%	Public information	↓	↓	49%	Sense of community	↔	↓↓	27%
	Opportunities to volunteer	↔	↔	71%	Overall direction	↑	↓↓	30%	Voted in local elections	↔	↔	87%
	Openness and acceptance	↔	↔	63%	Value of services for taxes paid	↔	↓↓	20%	Talked to or visited with neighbors	↑	↔	91%
	Social events and activities	↔	↔	50%	Welcoming resident involvement	↑	↓	33%	Attended a local public meeting	↔	↔	31%
	Neighborliness	↔	↓	37%	Confidence in City government	↑	↓	28%	Watched a local public meeting	↑	↔	27%
					Acting in the best interest of San José	↑	↓	30%	Volunteered	↔	↔	43%
					Being honest	↔	↓	29%	Participated in a club	↔	↔	27%
					Treating all residents fairly	↔	↓↓	27%	Campaigned for an issue, cause or candidate	↑	↑	36%
									Contacted San José elected officials	↑	↑	33%
									Read or watched local news	↔	↔	87%
								Done a favor for a neighbor	↔	↔	76%	

**Legend**

↑↑ Much higher      ↑ Higher      ↔ Similar      ↓ Lower      ↓↓ Much lower      \* Not available