



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

# San José, CA

Technical Appendices

2017



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# Appendix A: Complete Survey Responses

## Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in San Jose:	Excellent		Good		Fair		Poor		Total	
San José as a place to live	10%	N=178	46%	N=862	34%	N=637	10%	N=189	100%	N=1865
Your neighborhood as a place to live	15%	N=283	43%	N=793	31%	N=573	11%	N=214	100%	N=1864
San José as a place to raise children	6%	N=110	37%	N=624	37%	N=627	19%	N=329	100%	N=1690
San José as a place to work	16%	N=286	47%	N=810	28%	N=482	9%	N=160	100%	N=1737
San José as a place to visit	7%	N=130	27%	N=487	38%	N=689	29%	N=523	100%	N=1830
San José as a place to retire	3%	N=57	10%	N=168	22%	N=377	65%	N=1120	100%	N=1722
The overall quality of life in San José	4%	N=78	38%	N=715	44%	N=823	13%	N=247	100%	N=1864

Table 2: Question 2

Please rate each of the following characteristics as they relate to San Jose as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in San José	4%	N=70	32%	N=582	39%	N=695	25%	N=447	100%	N=1793
Overall ease of getting to the places you usually have to visit	6%	N=103	28%	N=507	37%	N=654	29%	N=526	100%	N=1791
Quality of overall natural environment in San José	6%	N=103	31%	N=547	45%	N=805	18%	N=328	100%	N=1784
Overall “built environment” of San José (including overall design, buildings, parks and transportation systems)	3%	N=57	24%	N=429	46%	N=818	27%	N=480	100%	N=1784
Health and wellness opportunities in San José	10%	N=159	43%	N=711	36%	N=604	11%	N=184	100%	N=1658
Overall opportunities for education and enrichment	14%	N=230	47%	N=798	30%	N=498	9%	N=159	100%	N=1685
Overall economic health of San José	10%	N=171	40%	N=682	32%	N=556	18%	N=303	100%	N=1711
Sense of community	3%	N=56	24%	N=414	43%	N=750	31%	N=537	100%	N=1757
Overall image or reputation of San José	4%	N=71	29%	N=509	44%	N=771	23%	N=401	100%	N=1751

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in San José to someone who asks	11%	N=182	34%	N=589	28%	N=475	28%	N=476	100%	N=1722
Remain in San José for the next five years	36%	N=602	30%	N=508	17%	N=288	17%	N=277	100%	N=1674

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
In your neighborhood during the day	37%	N=651	39%	N=685	12%	N=220	9%	N=163	3%	N=48	100%	N=1767
In San José’s downtown during the day	16%	N=266	39%	N=666	19%	N=313	19%	N=326	7%	N=118	100%	N=1688
In your neighborhood after dark	15%	N=260	35%	N=615	16%	N=290	23%	N=408	11%	N=188	100%	N=1761
In San José’s downtown after dark	3%	N=45	16%	N=258	16%	N=269	37%	N=609	28%	N=469	100%	N=1650

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Table 5: Question 5

Please rate each of the following characteristics as they relate to San Jose as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	1%	N=17	13%	N=218	34%	N=577	53%	N=906	100%	N=1718
Ease of public parking	3%	N=54	19%	N=318	43%	N=724	35%	N=600	100%	N=1696
Ease of travel by car in San José	4%	N=68	25%	N=434	38%	N=656	33%	N=564	100%	N=1723
Ease of travel by public transportation in San José	3%	N=41	16%	N=222	35%	N=486	45%	N=623	100%	N=1372
Ease of travel by bicycle in San José	6%	N=72	25%	N=275	43%	N=485	26%	N=287	100%	N=1119
Ease of walking in San José	8%	N=127	33%	N=519	39%	N=621	20%	N=323	100%	N=1590
Availability of paths and walking trails	9%	N=133	34%	N=528	40%	N=611	17%	N=265	100%	N=1538
Air quality	3%	N=58	35%	N=604	46%	N=784	16%	N=275	100%	N=1720
Cleanliness of San José	1%	N=25	18%	N=315	34%	N=590	46%	N=787	100%	N=1718
Overall appearance of San José	3%	N=48	22%	N=376	45%	N=774	30%	N=525	100%	N=1724
Public places where people want to spend time	3%	N=51	28%	N=469	47%	N=775	22%	N=356	100%	N=1652
Variety of housing options	3%	N=43	15%	N=244	28%	N=454	55%	N=895	100%	N=1637
Availability of affordable quality housing	2%	N=26	4%	N=70	13%	N=205	81%	N=1311	100%	N=1612
Fitness opportunities (including exercise classes and paths or trails, etc.)	10%	N=167	43%	N=699	36%	N=582	10%	N=162	100%	N=1610
Recreational opportunities	10%	N=168	43%	N=701	35%	N=571	12%	N=187	100%	N=1628
Availability of affordable quality food	13%	N=228	41%	N=692	33%	N=553	13%	N=225	100%	N=1699
Availability of affordable quality health care	9%	N=144	37%	N=564	36%	N=551	17%	N=260	100%	N=1518
Availability of preventive health services	11%	N=163	38%	N=554	38%	N=556	13%	N=192	100%	N=1465
Availability of affordable quality mental health care	6%	N=59	23%	N=240	32%	N=341	39%	N=417	100%	N=1057

Table 6: Question 6

Please rate each of the following characteristics as they relate to San Jose as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	4%	N=38	22%	N=190	36%	N=314	38%	N=338	100%	N=881
K-12 education	8%	N=87	35%	N=399	38%	N=439	20%	N=228	100%	N=1153
Adult educational opportunities	9%	N=106	41%	N=472	37%	N=422	13%	N=153	100%	N=1153
Opportunities to attend cultural/arts/music activities	14%	N=203	42%	N=623	34%	N=506	10%	N=151	100%	N=1483
Opportunities to participate in religious or spiritual events and activities	18%	N=200	49%	N=538	28%	N=314	5%	N=55	100%	N=1106
Employment opportunities	16%	N=241	42%	N=613	32%	N=470	10%	N=153	100%	N=1476
Shopping opportunities	25%	N=412	50%	N=827	20%	N=325	5%	N=85	100%	N=1649
Cost of living in San José	1%	N=15	4%	N=60	23%	N=389	72%	N=1194	100%	N=1658
Overall quality of business and service establishments in San José	7%	N=106	43%	N=693	41%	N=672	9%	N=148	100%	N=1619
Vibrant downtown/commercial area	3%	N=51	25%	N=387	44%	N=675	27%	N=417	100%	N=1529
Overall quality of new development in San José	5%	N=67	34%	N=479	37%	N=519	25%	N=354	100%	N=1419
Opportunities to participate in social events and activities	9%	N=138	40%	N=585	37%	N=543	13%	N=185	100%	N=1451
Opportunities to volunteer	21%	N=274	50%	N=666	25%	N=333	4%	N=59	100%	N=1333
Opportunities to participate in community matters	12%	N=171	42%	N=590	34%	N=475	11%	N=158	100%	N=1394
Openness and acceptance of the community toward people of diverse backgrounds	20%	N=314	43%	N=660	28%	N=435	9%	N=137	100%	N=1546
Neighborliness of residents in San José	8%	N=126	29%	N=473	44%	N=699	19%	N=308	100%	N=1606

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Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	5%	N=75	95%	N=1590	100%	N=1665
Made efforts to make your home more energy efficient	20%	N=335	80%	N=1328	100%	N=1663
Observed a code violation or other hazard in San José	32%	N=538	68%	N=1124	100%	N=1662
Household member was a victim of a crime in San José	74%	N=1237	26%	N=431	100%	N=1667
Reported a crime to the police in San José	63%	N=1043	37%	N=618	100%	N=1661
Stocked supplies in preparation for an emergency	50%	N=832	50%	N=829	100%	N=1661
Campaigned or advocated for an issue, cause or candidate	64%	N=1057	36%	N=597	100%	N=1654
Contacted the City of San José (in-person, phone, email or web) for help or information	48%	N=805	52%	N=856	100%	N=1661
Contacted San José elected officials (in-person, phone, email or web) to express your opinion	67%	N=1111	33%	N=546	100%	N=1657

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in San Jose?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used San José recreation centers or their services	5%	N=89	9%	N=154	27%	N=435	59%	N=961	100%	N=1639
Visited a neighborhood park or City park	16%	N=266	30%	N=495	39%	N=629	15%	N=236	100%	N=1626
Used San José public libraries or their services	7%	N=114	19%	N=313	32%	N=516	42%	N=684	100%	N=1628
Participated in religious or spiritual activities in San José	7%	N=116	16%	N=255	16%	N=256	62%	N=1012	100%	N=1639
Attended a City-sponsored event	2%	N=32	4%	N=72	43%	N=699	51%	N=830	100%	N=1632
Used bus, rail, subway or other public transportation instead of driving	7%	N=122	7%	N=111	29%	N=476	57%	N=934	100%	N=1642
Carpooled with other adults or children instead of driving alone	18%	N=297	16%	N=259	23%	N=383	43%	N=704	100%	N=1642
Walked or biked instead of driving	16%	N=258	16%	N=261	24%	N=398	44%	N=720	100%	N=1637
Volunteered your time to some group/activity in San José	9%	N=150	9%	N=150	24%	N=400	57%	N=940	100%	N=1640
Participated in a club	6%	N=102	8%	N=139	12%	N=193	73%	N=1204	100%	N=1638
Talked to or visited with your immediate neighbors	32%	N=527	29%	N=477	30%	N=493	9%	N=151	100%	N=1648
Done a favor for a neighbor	16%	N=256	19%	N=316	41%	N=669	24%	N=395	100%	N=1635
Visited the City of San José website (at www.sanjoseca.gov)	6%	N=99	12%	N=205	53%	N=868	29%	N=472	100%	N=1644
Used the City's website to conduct business or pay bills	3%	N=46	5%	N=82	26%	N=426	66%	N=1088	100%	N=1643

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	2%	N=25	3%	N=53	26%	N=422	69%	N=1128	100%	N=1629
Watched (online or on television) a local public meeting	3%	N=42	3%	N=57	21%	N=339	73%	N=1200	100%	N=1638

Table 10: Question 10

Please rate the quality of each of the following services in San Jose:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Police services	7%	N=97	30%	N=420	36%	N=506	28%	N=393	100%	N=1416
Fire services	25%	N=297	53%	N=615	20%	N=231	2%	N=25	100%	N=1168
Ambulance or emergency medical services	24%	N=244	51%	N=514	20%	N=206	4%	N=45	100%	N=1009
Crime prevention	3%	N=46	16%	N=210	32%	N=415	49%	N=634	100%	N=1305

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Please rate the quality of each of the following services in San Jose:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Fire prevention and education	9%	N=89	39%	N=381	38%	N=371	15%	N=146	100%	N=987
Traffic enforcement	3%	N=49	20%	N=278	32%	N=444	45%	N=627	100%	N=1398
Street repair	2%	N=39	11%	N=172	30%	N=469	56%	N=877	100%	N=1557
Street cleaning	4%	N=64	26%	N=389	34%	N=517	36%	N=538	100%	N=1510
Street lighting	7%	N=105	34%	N=534	38%	N=581	21%	N=330	100%	N=1549
Sidewalk maintenance	4%	N=55	24%	N=366	39%	N=589	33%	N=496	100%	N=1505
Traffic signal timing	5%	N=80	25%	N=386	42%	N=639	28%	N=423	100%	N=1529
Bus or transit services	8%	N=77	27%	N=276	36%	N=368	29%	N=298	100%	N=1019
Garbage collection	21%	N=322	50%	N=769	23%	N=357	6%	N=86	100%	N=1533
Recycling	23%	N=343	48%	N=728	24%	N=373	5%	N=80	100%	N=1525
Yard waste pick-up	23%	N=303	46%	N=604	24%	N=311	7%	N=95	100%	N=1313
Storm drainage	10%	N=127	40%	N=520	35%	N=453	15%	N=188	100%	N=1289
Drinking water	10%	N=146	37%	N=546	34%	N=493	19%	N=272	100%	N=1459
Sewer services	12%	N=148	51%	N=618	31%	N=382	6%	N=71	100%	N=1219
Utility billing	10%	N=141	35%	N=503	35%	N=501	19%	N=274	100%	N=1418
City parks	9%	N=132	47%	N=671	34%	N=492	10%	N=143	100%	N=1438
Recreation programs or classes	11%	N=91	41%	N=328	34%	N=267	13%	N=105	100%	N=791
Recreation centers or facilities	11%	N=88	40%	N=328	37%	N=305	13%	N=104	100%	N=825
Land use, planning and zoning	3%	N=28	19%	N=202	36%	N=388	43%	N=467	100%	N=1085
Code enforcement (weeds, abandoned buildings, etc.)	3%	N=35	12%	N=138	30%	N=346	56%	N=650	100%	N=1170
Animal control	9%	N=85	35%	N=348	37%	N=365	20%	N=200	100%	N=998
Economic development	7%	N=74	33%	N=367	36%	N=402	24%	N=266	100%	N=1109
Public library services	26%	N=300	49%	N=565	22%	N=249	3%	N=39	100%	N=1152
Public information services	8%	N=83	40%	N=394	38%	N=370	14%	N=133	100%	N=980
Cable television	9%	N=107	32%	N=382	31%	N=363	28%	N=328	100%	N=1181
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	5%	N=50	27%	N=291	39%	N=418	28%	N=301	100%	N=1060
Preservation of natural areas such as open space, farmlands and greenbelts	8%	N=100	33%	N=409	38%	N=470	22%	N=271	100%	N=1250
Overall customer service by San José employees (police, receptionists, planners, etc.)	8%	N=97	32%	N=379	39%	N=461	22%	N=260	100%	N=1197
Services to seniors	6%	N=42	30%	N=203	41%	N=284	23%	N=158	100%	N=688
Services to youth	6%	N=39	28%	N=192	40%	N=274	27%	N=183	100%	N=688
Services to low-income people	9%	N=70	19%	N=142	35%	N=258	37%	N=276	100%	N=747
Graffiti removal	6%	N=79	21%	N=259	37%	N=464	36%	N=457	100%	N=1259
Gang prevention efforts	4%	N=39	17%	N=155	31%	N=285	47%	N=431	100%	N=911
Street tree maintenance	4%	N=52	24%	N=322	35%	N=457	37%	N=490	100%	N=1321
Building permit services	5%	N=27	23%	N=135	39%	N=232	33%	N=195	100%	N=588
Overall ease of using Mineta San José International Airport	29%	N=438	48%	N=706	19%	N=283	4%	N=60	100%	N=1486
Availability of flights at Mineta San José International Airport	19%	N=270	52%	N=765	25%	N=361	4%	N=63	100%	N=1459

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Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of San José	6%	N=84	35%	N=520	38%	N=561	21%	N=313	100%	N=1477
The Federal Government	4%	N=50	21%	N=288	40%	N=551	35%	N=473	100%	N=1362
The State Government	4%	N=56	29%	N=401	38%	N=529	28%	N=390	100%	N=1376
Santa Clara County Government	6%	N=81	33%	N=444	42%	N=559	18%	N=244	100%	N=1328

Table 12: Question 12

Please rate the following categories of San Jose government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to San José	3%	N=36	17%	N=233	35%	N=467	45%	N=608	100%	N=1344
The overall direction that San José is taking	5%	N=65	25%	N=344	33%	N=449	38%	N=517	100%	N=1374
The job San José government does at welcoming resident involvement	6%	N=75	26%	N=301	35%	N=398	33%	N=379	100%	N=1153
Overall confidence in San José government	5%	N=69	23%	N=321	35%	N=492	37%	N=507	100%	N=1388
Generally acting in the best interest of the community	4%	N=57	26%	N=355	35%	N=484	35%	N=485	100%	N=1381
Being honest	5%	N=60	24%	N=305	35%	N=441	36%	N=451	100%	N=1257
Treating all residents fairly	5%	N=61	22%	N=273	33%	N=413	40%	N=497	100%	N=1243

Table 13: Question 13

Please rate how important, if at all, you think it is for the San Jose community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in San José	65%	N=1001	30%	N=459	5%	N=76	0%	N=5	100%	N=1541
Overall ease of getting to the places you usually have to visit	40%	N=621	43%	N=663	15%	N=233	1%	N=17	100%	N=1535
Quality of overall natural environment in San José	31%	N=478	47%	N=711	20%	N=311	2%	N=28	100%	N=1527
Overall "built environment" of San José (including overall design, buildings, parks and transportation systems)	30%	N=458	41%	N=635	26%	N=403	3%	N=39	100%	N=1536
Health and wellness opportunities in San José	26%	N=393	40%	N=619	29%	N=449	5%	N=74	100%	N=1534
Overall opportunities for education and enrichment	33%	N=504	41%	N=621	23%	N=352	3%	N=47	100%	N=1524
Overall economic health of San José	46%	N=700	42%	N=638	12%	N=181	1%	N=12	100%	N=1532
Sense of community	29%	N=445	43%	N=665	23%	N=357	4%	N=64	100%	N=1530

Table 14: Question 14

Please rate how safe or unsafe you feel from the following:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
Violent crime (e.g. rape, assault, robbery)	12%	N=187	32%	N=489	16%	N=243	26%	N=397	14%	N=209	100%	N=1524
Property crimes	4%	N=54	19%	N=291	16%	N=247	27%	N=404	35%	N=526	100%	N=1521

Table 15: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	1%	N=21	2%	N=30	4%	N=57	14%	N=215	79%	N=1197	100%	N=1520
Purchase goods or services from a business located in San José	1%	N=12	2%	N=31	18%	N=273	53%	N=812	26%	N=400	100%	N=1528
Eat at least 5 portions of fruits and vegetables a day	3%	N=46	14%	N=208	33%	N=499	35%	N=526	16%	N=242	100%	N=1521
Participate in moderate or vigorous physical activity	3%	N=39	13%	N=202	33%	N=500	33%	N=504	18%	N=275	100%	N=1519
Read or watch local news (via television, paper, computer, etc.)	3%	N=40	11%	N=163	20%	N=307	27%	N=417	39%	N=598	100%	N=1525
Vote in local elections	10%	N=156	3%	N=47	9%	N=139	14%	N=209	64%	N=974	100%	N=1525

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Table 16: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	19%	N=289
Very good	44%	N=671
Good	29%	N=434
Fair	7%	N=108
Poor	1%	N=15
Total	100%	N=1518

Table 17: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be	Percent	Number
Very positive	8%	N=115
Somewhat positive	21%	N=314
Neutral	47%	N=704
Somewhat negative	20%	N=308
Very negative	5%	N=73
Total	100%	N=1513

Table 18: Question D4

What is your employment status?	Percent	Number
Working full time for pay	64%	N=976
Working part time for pay	9%	N=136
Unemployed, looking for paid work	4%	N=61
Unemployed, not looking for paid work	4%	N=65
Fully retired	18%	N=280
Total	100%	N=1518

Table 19: Question D5

Do you work inside the boundaries of San José?	Percent	Number
Yes, outside the home	41%	N=614
Yes, from home	9%	N=139
No	49%	N=732
Total	100%	N=1485

Table 20: Question D6

How many years have you lived in San José?	Percent	Number
Less than 2 years	7%	N=113
2 to 5 years	11%	N=166
6 to 10 years	10%	N=156
11 to 20 years	15%	N=235
More than 20 years	56%	N=854
Total	100%	N=1523



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Table 21: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	61%	N=926
Building with two or more homes (duplex, townhome, apartment or condominium)	35%	N=536
Mobile home	2%	N=26
Other	2%	N=37
Total	100%	N=1525

Table 22: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	34%	N=511
Owned	66%	N=995
Total	100%	N=1506

Table 23: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	3%	N=37
\$300 to \$599 per month	5%	N=73
\$600 to \$999 per month	3%	N=51
\$1,000 to \$1,499 per month	9%	N=138
\$1,500 to \$2,499 per month	28%	N=408
\$2,500 to \$2,999 per month	16%	N=236
\$3,000 or more per month	36%	N=531
Total	100%	N=1473

Table 24: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	69%	N=1034
Yes	31%	N=470
Total	100%	N=1504

Table 25: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	73%	N=1096
Yes	27%	N=403
Total	100%	N=1499

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Table 26: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	6%	N=88
\$25,000 to \$49,999	10%	N=149
\$50,000 to \$99,999	25%	N=356
\$100,000 to \$149,999	26%	N=378
\$150,000 or more	32%	N=464
Total	100%	N=1434

Table 27: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	75%	N=1110
Yes, I consider myself to be Spanish, Hispanic or Latino	25%	N=364
Total	100%	N=1474

Table 28: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	4%	N=60
Asian, Asian Indian or Pacific Islander	24%	N=341
Black or African American	3%	N=37
White	56%	N=811
Other	22%	N=317

Total may exceed 100% as respondents could select more than one option.

Table 29: Question D15

In which category is your age?	Percent	Number
18 to 24 years	2%	N=29
25 to 34 years	22%	N=333
35 to 44 years	24%	N=356
45 to 54 years	20%	N=302
55 to 64 years	15%	N=223
65 to 74 years	12%	N=177
75 years or older	5%	N=67
Total	100%	N=1488

Table 30: Question D16

What is your sex?	Percent	Number
Female	52%	N=767
Male	48%	N=715
Total	100%	N=1483

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Table 31: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	71%	N=1062
Land line	12%	N=178
Both	17%	N=252
Total	100%	N=1492

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Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 32: Question 1

Please rate each of the following aspects of quality of life in San Jose:	Excellent		Good		Fair		Poor		Don't know		Total	
San José as a place to live	9%	N=178	46%	N=862	34%	N=637	10%	N=189	0%	N=5	100%	N=1870
Your neighborhood as a place to live	15%	N=283	42%	N=793	31%	N=573	11%	N=214	0%	N=5	100%	N=1868
San José as a place to raise children	6%	N=110	33%	N=624	33%	N=627	18%	N=329	10%	N=182	100%	N=1872
San José as a place to work	15%	N=286	43%	N=810	26%	N=482	9%	N=160	7%	N=127	100%	N=1864
San José as a place to visit	7%	N=130	26%	N=487	37%	N=689	28%	N=523	2%	N=43	100%	N=1873
San José as a place to retire	3%	N=57	9%	N=168	20%	N=377	60%	N=1120	7%	N=135	100%	N=1857
The overall quality of life in San José	4%	N=78	38%	N=715	44%	N=823	13%	N=247	0%	N=9	100%	N=1873

Table 33: Question 2

Please rate each of the following characteristics as they relate to San Jose as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in San José	4%	N=70	32%	N=582	39%	N=695	25%	N=447	0%	N=4	100%	N=1798
Overall ease of getting to the places you usually have to visit	6%	N=103	28%	N=507	36%	N=654	29%	N=526	0%	N=4	100%	N=1795
Quality of overall natural environment in San José	6%	N=103	30%	N=547	45%	N=805	18%	N=328	1%	N=17	100%	N=1801
Overall ""built environment"" of San José (including overall design, buildings, parks and transportation systems)	3%	N=57	24%	N=429	45%	N=818	27%	N=480	1%	N=15	100%	N=1799
Health and wellness opportunities in San José	9%	N=159	39%	N=711	34%	N=604	10%	N=184	8%	N=145	100%	N=1803
Overall opportunities for education and enrichment	13%	N=230	44%	N=798	28%	N=498	9%	N=159	6%	N=115	100%	N=1800
Overall economic health of San José	9%	N=171	38%	N=682	31%	N=556	17%	N=303	5%	N=90	100%	N=1800
Sense of community	3%	N=56	23%	N=414	42%	N=750	30%	N=537	2%	N=38	100%	N=1794
Overall image or reputation of San José	4%	N=71	28%	N=509	43%	N=771	22%	N=401	3%	N=49	100%	N=1801

Table 34: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in San José to someone who asks	10%	N=182	34%	N=589	27%	N=475	27%	N=476	1%	N=23	100%	N=1745
Remain in San José for the next five years	34%	N=602	29%	N=508	16%	N=288	16%	N=277	4%	N=73	100%	N=1747

Table 35: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	37%	N=651	39%	N=685	12%	N=220	9%	N=163	3%	N=48	0%	N=6	100%	N=1773
In San José's downtown during the day	15%	N=266	38%	N=666	18%	N=313	18%	N=326	7%	N=118	4%	N=74	100%	N=1762
In your neighborhood after dark	15%	N=260	35%	N=615	16%	N=290	23%	N=408	11%	N=188	0%	N=8	100%	N=1769
In San José's downtown after dark	3%	N=45	15%	N=258	15%	N=269	35%	N=609	27%	N=469	6%	N=113	100%	N=1763

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Table 36: Question 5

Please rate each of the following characteristics as they relate to San Jose as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	1%	N=17	13%	N=218	33%	N=577	52%	N=906	1%	N=11	100%	N=1729
Ease of public parking	3%	N=54	18%	N=318	42%	N=724	35%	N=600	2%	N=34	100%	N=1730
Ease of travel by car in San José	4%	N=68	25%	N=434	38%	N=656	33%	N=564	1%	N=11	100%	N=1734
Ease of travel by public transportation in San José	2%	N=41	13%	N=222	28%	N=486	36%	N=623	21%	N=358	100%	N=1730
Ease of travel by bicycle in San José	4%	N=72	16%	N=275	28%	N=485	17%	N=287	35%	N=610	100%	N=1729
Ease of walking in San José	7%	N=127	30%	N=519	36%	N=621	19%	N=323	8%	N=143	100%	N=1734
Availability of paths and walking trails	8%	N=133	30%	N=528	35%	N=611	15%	N=265	11%	N=197	100%	N=1734
Air quality	3%	N=58	35%	N=604	45%	N=784	16%	N=275	1%	N=17	100%	N=1736
Cleanliness of San José	1%	N=25	18%	N=315	34%	N=590	45%	N=787	1%	N=14	100%	N=1732
Overall appearance of San José	3%	N=48	22%	N=376	45%	N=774	30%	N=525	1%	N=9	100%	N=1733
Public places where people want to spend time	3%	N=51	27%	N=469	45%	N=775	21%	N=356	5%	N=83	100%	N=1734
Variety of housing options	2%	N=43	14%	N=244	26%	N=454	52%	N=895	6%	N=98	100%	N=1735
Availability of affordable quality housing	1%	N=26	4%	N=70	12%	N=205	76%	N=1311	7%	N=118	100%	N=1729
Fitness opportunities (including exercise classes and paths or trails, etc.)	10%	N=167	40%	N=699	34%	N=582	9%	N=162	7%	N=125	100%	N=1734
Recreational opportunities	10%	N=168	41%	N=701	33%	N=571	11%	N=187	6%	N=100	100%	N=1728
Availability of affordable quality food	13%	N=228	40%	N=692	32%	N=553	13%	N=225	2%	N=38	100%	N=1737
Availability of affordable quality health care	8%	N=144	33%	N=564	32%	N=551	15%	N=260	12%	N=216	100%	N=1734
Availability of preventive health services	9%	N=163	32%	N=554	32%	N=556	11%	N=192	16%	N=271	100%	N=1736
Availability of affordable quality mental health care	3%	N=59	14%	N=240	20%	N=341	24%	N=417	39%	N=678	100%	N=1735

Table 37: Question 6

Please rate each of the following characteristics as they relate to San Jose as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	2%	N=38	11%	N=190	19%	N=314	20%	N=338	47%	N=787	100%	N=1667
K-12 education	5%	N=87	24%	N=399	26%	N=439	14%	N=228	31%	N=511	100%	N=1664
Adult educational opportunities	6%	N=106	28%	N=472	25%	N=422	9%	N=153	31%	N=513	100%	N=1666
Opportunities to attend cultural/arts/music activities	12%	N=203	38%	N=623	31%	N=506	9%	N=151	10%	N=174	100%	N=1657
Opportunities to participate in religious or spiritual events and activities	12%	N=200	32%	N=538	19%	N=314	3%	N=55	34%	N=565	100%	N=1671
Employment opportunities	15%	N=241	37%	N=613	28%	N=470	9%	N=153	11%	N=183	100%	N=1660
Shopping opportunities	25%	N=412	49%	N=827	19%	N=325	5%	N=85	1%	N=22	100%	N=1671
Cost of living in San José	1%	N=15	4%	N=60	23%	N=389	72%	N=1194	1%	N=11	100%	N=1669
Overall quality of business and service establishments in San José	6%	N=106	41%	N=693	40%	N=672	9%	N=148	3%	N=53	100%	N=1672
Vibrant downtown/commercial area	3%	N=51	23%	N=387	40%	N=675	25%	N=417	8%	N=140	100%	N=1669
Overall quality of new development in San José	4%	N=67	29%	N=479	31%	N=519	21%	N=354	15%	N=250	100%	N=1669
Opportunities to participate in social events and activities	8%	N=138	35%	N=585	32%	N=543	11%	N=185	13%	N=223	100%	N=1674
Opportunities to volunteer	16%	N=274	40%	N=666	20%	N=333	4%	N=59	21%	N=345	100%	N=1678
Opportunities to participate in community matters	10%	N=171	35%	N=590	28%	N=475	9%	N=158	16%	N=275	100%	N=1669
Openness and acceptance of the community toward people of diverse backgrounds	19%	N=314	40%	N=660	26%	N=435	8%	N=137	7%	N=124	100%	N=1670
Neighborliness of residents in San José	8%	N=126	28%	N=473	42%	N=699	18%	N=308	4%	N=67	100%	N=1674

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Table 38: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	5%	N=75	95%	N=1590	100%	N=1665
Made efforts to make your home more energy efficient	20%	N=335	80%	N=1328	100%	N=1663
Observed a code violation or other hazard in San José	32%	N=538	68%	N=1124	100%	N=1662
Household member was a victim of a crime in San José	74%	N=1237	26%	N=431	100%	N=1667
Reported a crime to the police in San José	63%	N=1043	37%	N=618	100%	N=1661
Stocked supplies in preparation for an emergency	50%	N=832	50%	N=829	100%	N=1661
Campaigned or advocated for an issue, cause or candidate	64%	N=1057	36%	N=597	100%	N=1654
Contacted the City of San José (in-person, phone, email or web) for help or information	48%	N=805	52%	N=856	100%	N=1661
Contacted San José elected officials (in-person, phone, email or web) to express your opinion	67%	N=1111	33%	N=546	100%	N=1657

Table 39: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in San Jose?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used San José recreation centers or their services	5%	N=89	9%	N=154	27%	N=435	59%	N=961	100%	N=1639
Visited a neighborhood park or City park	16%	N=266	30%	N=495	39%	N=629	15%	N=236	100%	N=1626
Used San José public libraries or their services	7%	N=114	19%	N=313	32%	N=516	42%	N=684	100%	N=1628
Participated in religious or spiritual activities in San José	7%	N=116	16%	N=255	16%	N=256	62%	N=1012	100%	N=1639
Attended a City-sponsored event	2%	N=32	4%	N=72	43%	N=699	51%	N=830	100%	N=1632
Used bus, rail, subway or other public transportation instead of driving	7%	N=122	7%	N=111	29%	N=476	57%	N=934	100%	N=1642
Carpooled with other adults or children instead of driving alone	18%	N=297	16%	N=259	23%	N=383	43%	N=704	100%	N=1642
Walked or biked instead of driving	16%	N=258	16%	N=261	24%	N=398	44%	N=720	100%	N=1637
Volunteered your time to some group/activity in San José	9%	N=150	9%	N=150	24%	N=400	57%	N=940	100%	N=1640
Participated in a club	6%	N=102	8%	N=139	12%	N=193	73%	N=1204	100%	N=1638
Talked to or visited with your immediate neighbors	32%	N=527	29%	N=477	30%	N=493	9%	N=151	100%	N=1648
Done a favor for a neighbor	16%	N=256	19%	N=316	41%	N=669	24%	N=395	100%	N=1635
Visited the City of San José website (at www.sanjoseca.gov)	6%	N=99	12%	N=205	53%	N=868	29%	N=472	100%	N=1644
Used the City's website to conduct business or pay bills	3%	N=46	5%	N=82	26%	N=426	66%	N=1088	100%	N=1643

Table 40: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	2%	N=25	3%	N=53	26%	N=422	69%	N=1128	100%	N=1629
Watched (online or on television) a local public meeting	3%	N=42	3%	N=57	21%	N=339	73%	N=1200	100%	N=1638

Table 41: Question 10

Please rate the quality of each of the following services in San Jose:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Police services	6%	N=97	26%	N=420	32%	N=506	25%	N=393	11%	N=171	100%	N=1587
Fire services	19%	N=297	39%	N=615	15%	N=231	2%	N=25	26%	N=417	100%	N=1585
Ambulance or emergency medical services	15%	N=244	32%	N=514	13%	N=206	3%	N=45	37%	N=582	100%	N=1591
Crime prevention	3%	N=46	13%	N=210	26%	N=415	40%	N=634	18%	N=281	100%	N=1586

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Please rate the quality of each of the following services in San Jose:	Excellent		Good		Fair		Poor		Don't know		Total	
Fire prevention and education	6%	N=89	24%	N=381	23%	N=371	9%	N=146	38%	N=595	100%	N=1582
Traffic enforcement	3%	N=49	18%	N=278	28%	N=444	39%	N=627	12%	N=190	100%	N=1588
Street repair	2%	N=39	11%	N=172	29%	N=469	55%	N=877	3%	N=40	100%	N=1597
Street cleaning	4%	N=64	24%	N=389	32%	N=517	34%	N=538	5%	N=85	100%	N=1595
Street lighting	7%	N=105	34%	N=534	36%	N=581	21%	N=330	3%	N=44	100%	N=1593
Sidewalk maintenance	3%	N=55	23%	N=366	37%	N=589	31%	N=496	6%	N=89	100%	N=1594
Traffic signal timing	5%	N=80	24%	N=386	40%	N=639	27%	N=423	4%	N=57	100%	N=1586
Bus or transit services	5%	N=77	17%	N=276	23%	N=368	19%	N=298	36%	N=568	100%	N=1588
Garbage collection	20%	N=322	48%	N=769	22%	N=357	5%	N=86	3%	N=55	100%	N=1588
Recycling	22%	N=343	46%	N=728	23%	N=373	5%	N=80	4%	N=68	100%	N=1592
Yard waste pick-up	19%	N=303	38%	N=604	20%	N=311	6%	N=95	17%	N=277	100%	N=1591
Storm drainage	8%	N=127	33%	N=520	29%	N=453	12%	N=188	19%	N=300	100%	N=1589
Drinking water	9%	N=146	34%	N=546	31%	N=493	17%	N=272	8%	N=132	100%	N=1591
Sewer services	9%	N=148	39%	N=618	24%	N=382	4%	N=71	23%	N=374	100%	N=1592
Utility billing	9%	N=141	32%	N=503	31%	N=501	17%	N=274	11%	N=175	100%	N=1593
City parks	8%	N=132	42%	N=671	31%	N=492	9%	N=143	9%	N=142	100%	N=1580
Recreation programs or classes	6%	N=91	21%	N=328	17%	N=267	7%	N=105	50%	N=792	100%	N=1584
Recreation centers or facilities	6%	N=88	21%	N=328	19%	N=305	7%	N=104	48%	N=754	100%	N=1579
Land use, planning and zoning	2%	N=28	13%	N=202	25%	N=388	30%	N=467	31%	N=486	100%	N=1571
Code enforcement (weeds, abandoned buildings, etc.)	2%	N=35	9%	N=138	22%	N=346	41%	N=650	26%	N=410	100%	N=1579
Animal control	5%	N=85	22%	N=348	23%	N=365	13%	N=200	37%	N=580	100%	N=1578
Economic development	5%	N=74	23%	N=367	26%	N=402	17%	N=266	29%	N=458	100%	N=1567
Public library services	19%	N=300	36%	N=565	16%	N=249	2%	N=39	27%	N=430	100%	N=1583
Public information services	5%	N=83	25%	N=394	24%	N=370	9%	N=133	37%	N=580	100%	N=1561
Cable television	7%	N=107	24%	N=382	23%	N=363	21%	N=328	25%	N=393	100%	N=1574
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	3%	N=50	18%	N=291	26%	N=418	19%	N=301	33%	N=526	100%	N=1585
Preservation of natural areas such as open space, farmlands and greenbelts	6%	N=100	26%	N=409	30%	N=470	17%	N=271	21%	N=333	100%	N=1584
Overall customer service by San José employees (police, receptionists, planners, etc.)	6%	N=97	24%	N=379	29%	N=461	16%	N=260	24%	N=388	100%	N=1585
Services to seniors	3%	N=42	13%	N=203	18%	N=284	10%	N=158	56%	N=892	100%	N=1579
Services to youth	2%	N=39	12%	N=192	17%	N=274	12%	N=183	57%	N=894	100%	N=1582
Services to low-income people	4%	N=70	9%	N=142	16%	N=258	17%	N=276	53%	N=836	100%	N=1582
Graffiti removal	5%	N=79	16%	N=259	29%	N=464	29%	N=457	20%	N=323	100%	N=1582
Gang prevention efforts	2%	N=39	10%	N=155	18%	N=285	27%	N=431	42%	N=673	100%	N=1584
Street tree maintenance	3%	N=52	20%	N=322	29%	N=457	31%	N=490	17%	N=267	100%	N=1588
Building permit services	2%	N=27	9%	N=135	15%	N=232	12%	N=195	63%	N=991	100%	N=1579
Overall ease of using Mineta San José International Airport	27%	N=438	44%	N=706	18%	N=283	4%	N=60	7%	N=108	100%	N=1595
Availability of flights at Mineta San José International Airport	17%	N=270	48%	N=765	23%	N=361	4%	N=63	9%	N=138	100%	N=1596

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Table 42: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of San José	5%	N=84	33%	N=520	35%	N=561	20%	N=313	7%	N=110	100%	N=1587
The Federal Government	3%	N=50	18%	N=288	35%	N=551	30%	N=473	14%	N=222	100%	N=1584
The State Government	4%	N=56	25%	N=401	33%	N=529	25%	N=390	13%	N=207	100%	N=1583
Santa Clara County Government	5%	N=81	28%	N=444	35%	N=559	15%	N=244	16%	N=250	100%	N=1579

Table 43: Question 12

Please rate the following categories of San Jose government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to San José	2%	N=36	15%	N=233	31%	N=467	40%	N=608	12%	N=180	100%	N=1524
The overall direction that San José is taking	4%	N=65	22%	N=344	29%	N=449	34%	N=517	10%	N=156	100%	N=1530
The job San José government does at welcoming resident involvement	5%	N=75	20%	N=301	26%	N=398	25%	N=379	24%	N=372	100%	N=1525
Overall confidence in San José government	4%	N=69	21%	N=321	32%	N=492	33%	N=507	9%	N=139	100%	N=1527
Generally acting in the best interest of the community	4%	N=57	23%	N=355	32%	N=484	32%	N=485	10%	N=145	100%	N=1527
Being honest	4%	N=60	20%	N=305	29%	N=441	30%	N=451	18%	N=269	100%	N=1526
Treating all residents fairly	4%	N=61	18%	N=273	27%	N=413	32%	N=497	19%	N=286	100%	N=1529

Table 44: Question 13

Please rate how important, if at all, you think it is for the San Jose community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in San José	65%	N=1001	30%	N=459	5%	N=76	0%	N=5	100%	N=1541
Overall ease of getting to the places you usually have to visit	40%	N=621	43%	N=663	15%	N=233	1%	N=17	100%	N=1535
Quality of overall natural environment in San José	31%	N=478	47%	N=711	20%	N=311	2%	N=28	100%	N=1527
Overall "built environment" of San José (including overall design, buildings, parks and transportation systems)	30%	N=458	41%	N=635	26%	N=403	3%	N=39	100%	N=1536
Health and wellness opportunities in San José	26%	N=393	40%	N=619	29%	N=449	5%	N=74	100%	N=1534
Overall opportunities for education and enrichment	33%	N=504	41%	N=621	23%	N=352	3%	N=47	100%	N=1524
Overall economic health of San José	46%	N=700	42%	N=638	12%	N=181	1%	N=12	100%	N=1532
Sense of community	29%	N=445	43%	N=665	23%	N=357	4%	N=64	100%	N=1530

Table 45: Question 14

Please rate how safe or unsafe you feel from the following:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
Violent crime (e.g. rape, assault, robbery)	12%	N=187	32%	N=489	16%	N=243	26%	N=397	14%	N=209	1%	N=13	100%	N=1538
Property crimes	4%	N=54	19%	N=291	16%	N=247	26%	N=404	34%	N=526	1%	N=10	100%	N=1532



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Table 46: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	1%	N=21	2%	N=30	4%	N=57	14%	N=215	79%	N=1197	100%	N=1520
Purchase goods or services from a business located in San José	1%	N=12	2%	N=31	18%	N=273	53%	N=812	26%	N=400	100%	N=1528
Eat at least 5 portions of fruits and vegetables a day	3%	N=46	14%	N=208	33%	N=499	35%	N=526	16%	N=242	100%	N=1521
Participate in moderate or vigorous physical activity	3%	N=39	13%	N=202	33%	N=500	33%	N=504	18%	N=275	100%	N=1519
Read or watch local news (via television, paper, computer, etc.)	3%	N=40	11%	N=163	20%	N=307	27%	N=417	39%	N=598	100%	N=1525
Vote in local elections	10%	N=156	3%	N=47	9%	N=139	14%	N=209	64%	N=974	100%	N=1525

Table 47: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	19%	N=289
Very good	44%	N=671
Good	29%	N=434
Fair	7%	N=108
Poor	1%	N=15
Total	100%	N=1518

Table 48: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be	Percent	Number
Very positive	8%	N=115
Somewhat positive	21%	N=314
Neutral	47%	N=704
Somewhat negative	20%	N=308
Very negative	5%	N=73
Total	100%	N=1513

Table 49: Question D4

What is your employment status?	Percent	Number
Working full time for pay	64%	N=976
Working part time for pay	9%	N=136
Unemployed, looking for paid work	4%	N=61
Unemployed, not looking for paid work	4%	N=65
Fully retired	18%	N=280
Total	100%	N=1518

Table 50: Question D5

Do you work inside the boundaries of San José?	Percent	Number
Yes, outside the home	41%	N=614
Yes, from home	9%	N=139
No	49%	N=732
Total	100%	N=1485

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Table 51: Question D6

How many years have you lived in San José?	Percent	Number
Less than 2 years	7%	N=113
2 to 5 years	11%	N=166
6 to 10 years	10%	N=156
11 to 20 years	15%	N=235
More than 20 years	56%	N=854
Total	100%	N=1523

Table 52: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	61%	N=926
Building with two or more homes (duplex, townhome, apartment or condominium)	35%	N=536
Mobile home	2%	N=26
Other	2%	N=37
Total	100%	N=1525

Table 53: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	34%	N=511
Owned	66%	N=995
Total	100%	N=1506

Table 54: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	3%	N=37
\$300 to \$599 per month	5%	N=73
\$600 to \$999 per month	3%	N=51
\$1,000 to \$1,499 per month	9%	N=138
\$1,500 to \$2,499 per month	28%	N=408
\$2,500 to \$2,999 per month	16%	N=236
\$3,000 or more per month	36%	N=531
Total	100%	N=1473

Table 55: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	69%	N=1034
Yes	31%	N=470
Total	100%	N=1504

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Table 56: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	73%	N=1096
Yes	27%	N=403
Total	100%	N=1499

Table 57: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	6%	N=88
\$25,000 to \$49,999	10%	N=149
\$50,000 to \$99,999	25%	N=356
\$100,000 to \$149,999	26%	N=378
\$150,000 or more	32%	N=464
Total	100%	N=1434

Table 58: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	75%	N=1110
Yes, I consider myself to be Spanish, Hispanic or Latino	25%	N=364
Total	100%	N=1474

Table 59: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	4%	N=60
Asian, Asian Indian or Pacific Islander	24%	N=341
Black or African American	3%	N=37
White	56%	N=811
Other	22%	N=317

Total may exceed 100% as respondents could select more than one option.

Table 60: Question D15

In which category is your age?	Percent	Number
18 to 24 years	2%	N=29
25 to 34 years	22%	N=333
35 to 44 years	24%	N=356
45 to 54 years	20%	N=302
55 to 64 years	15%	N=223
65 to 74 years	12%	N=177
75 years or older	5%	N=67
Total	100%	N=1488

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Table 61: Question D16

What is your sex?	Percent	Number
Female	52%	N=767
Male	48%	N=715
Total	100%	N=1483

Table 62: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	71%	N=1062
Land line	12%	N=178
Both	17%	N=252
Total	100%	N=1492

## Appendix B: Benchmark Comparisons

### Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of San José chose to have comparisons made to the entire database.

### Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is San José’s “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month. The second column is the rank assigned to San José’s rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of San José’s rating to the benchmark.

In that final column, San José’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by San José residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as “much higher” or “much lower.”

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

## National Benchmark Comparisons

Table 63: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in San Jose	43%	437	446	Much lower
Overall image or reputation of San Jose	33%	312	338	Much lower
San Jose as a place to live	56%	371	383	Much lower
Your neighborhood as a place to live	58%	300	303	Lower
San Jose as a place to raise children	43%	359	374	Much lower
San Jose as a place to retire	13%	348	349	Much lower
Overall appearance of San Jose	25%	347	350	Much lower

Table 64: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in San Jose	36%	315	323	Much lower
	In your neighborhood during the day	76%	335	346	Lower
	In San Jose's downtown/commercial area during the day	55%	300	303	Much lower
Mobility	Overall ease of getting to the places you usually have to visit	34%	230	231	Much lower
	Availability of paths and walking trails	43%	258	303	Lower
	Ease of walking in San Jose	41%	262	291	Lower
	Ease of travel by bicycle in San Jose	31%	236	294	Lower
	Ease of travel by public transportation in San Jose	19%	167	195	Lower
	Ease of travel by car in San Jose	29%	287	294	Much lower
	Ease of public parking	22%	186	193	Much lower
	Traffic flow on major streets	14%	330	336	Much lower
	Natural Environment	Quality of overall natural environment in San Jose	36%	267	267
Cleanliness of San Jose		20%	273	274	Much lower
Air quality		38%	225	232	Much lower
Built Environment	Overall "built environment" of San Jose (including overall design, buildings, parks and transportation systems)	27%	218	220	Much lower
	Overall quality of new development in San Jose	38%	245	278	Lower
	Availability of affordable quality housing	6%	290	293	Much lower
	Variety of housing options	18%	263	269	Much lower
	Public places where people want to spend time	32%	206	212	Much lower
Economy	Overall economic health of San Jose	50%	169	226	Similar
	Vibrant downtown/commercial area	29%	156	204	Lower
	Overall quality of business and service establishments in San Jose	49%	200	261	Similar
	Cost of living in San Jose	5%	222	223	Much lower
	Shopping opportunities	75%	66	284	Higher
	Employment opportunities	58%	35	302	Higher
	San Jose as a place to visit	34%	224	240	Much lower
	San Jose as a place to work	63%	181	350	Similar
	Recreation and Wellness	Health and wellness opportunities in San Jose	52%	191	221
Availability of affordable quality mental health care		28%	173	192	Lower
Availability of preventive health services		49%	175	222	Similar
Availability of affordable quality health care		47%	204	249	Similar
Availability of affordable quality food		54%	177	225	Similar
Recreational opportunities		53%	229	289	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	54%	185	211	Lower

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Overall opportunities for education and enrichment	61%	158	222	Similar
	Opportunities to participate in religious or spiritual events and activities	67%	165	192	Similar
	Opportunities to attend cultural/arts/music activities	56%	161	288	Similar
	Adult educational opportunities	50%	143	198	Similar
	K-12 education	42%	230	258	Much lower
	Availability of affordable quality child care/preschool	26%	227	238	Lower
Community Engagement	Opportunities to participate in social events and activities	50%	197	250	Similar
	Neighborhoodliness of San Jose	37%	209	215	Lower
	Openness and acceptance of the community toward people of diverse backgrounds	63%	111	282	Similar
	Opportunities to participate in community matters	55%	197	262	Similar
	Opportunities to volunteer	71%	134	254	Similar

Table 65: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of San Jose	41%	416	424	Much lower
Overall customer service by San Jose employees (police, receptionists, planners, etc.)	40%	363	368	Much lower
Value of services for the taxes paid to San Jose	20%	390	392	Much lower
Overall direction that San Jose is taking	30%	301	308	Much lower
Job San Jose government does at welcoming resident involvement	33%	291	308	Lower
Overall confidence in San Jose government	28%	214	224	Lower
Generally acting in the best interest of the community	30%	216	224	Lower
Being honest	29%	210	217	Lower
Treating all residents fairly	27%	218	222	Much lower
Services provided by the Federal Government	25%	237	238	Lower

Table 66: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police services	37%	446	450	Much lower
	Fire services	78%	351	375	Lower
	Ambulance or emergency medical services	75%	322	343	Lower
	Crime prevention	20%	348	349	Much lower
	Fire prevention and education	48%	272	274	Much lower
	Animal control	43%	292	331	Lower
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	32%	262	266	Much lower
	Traffic enforcement	23%	364	364	Much lower
Mobility	Street repair	14%	374	387	Much lower
	Street cleaning	30%	308	313	Much lower
	Street lighting	41%	295	318	Lower
	Sidewalk maintenance	28%	292	313	Lower
	Traffic signal timing	31%	242	252	Lower
	Bus or transit services	35%	168	216	Lower
Natural Environment	Garbage collection	71%	318	352	Similar
	Recycling	70%	270	353	Similar
	Yard waste pick-up	69%	177	268	Similar
	Drinking water	47%	290	314	Lower

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Preservation of natural areas such as open space, farmlands and greenbelts	41%	235	246	Lower
Built Environment	Storm drainage	50%	278	344	Similar
	Sewer services	63%	272	316	Similar
	Utility billing	45%	187	194	Lower
	Land use, planning and zoning	21%	291	295	Lower
	Code enforcement (weeds, abandoned buildings, etc.)	15%	378	379	Much lower
	Cable television	41%	162	193	Similar
Economy	Economic development	40%	213	276	Similar
Recreation and Wellness	City parks	56%	300	319	Lower
	Recreation programs or classes	53%	273	315	Lower
	Recreation centers or facilities	50%	233	266	Lower
Education and Enrichment	Public library services	75%	278	335	Similar
Community Engagement	Public information services	49%	249	273	Lower

Table 67: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	27%	296	303	Much lower
Recommend living in San Jose to someone who asks	45%	275	275	Much lower
Remain in San Jose for the next five years	66%	255	266	Lower
Contacted San Jose (in-person, phone, email or web) for help or information	52%	80	307	Similar

Table 68: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	50%	28	195	Higher
	Did NOT report a crime to the police	63%	201	217	Lower
	Household member was NOT a victim of a crime	74%	258	263	Lower
Mobility	Used bus, rail, subway or other public transportation instead of driving	43%	38	176	Higher
	Carpooled with other adults or children instead of driving alone	57%	14	205	Higher
	Walked or biked instead of driving	56%	108	213	Similar
Natural Environment	Made efforts to conserve water	95%	11	201	Higher
	Made efforts to make your home more energy efficient	80%	44	201	Similar
	Recycle at home	97%	41	247	Higher
Built Environment	Did NOT observe a code violation or other hazard in San Jose	32%	198	207	Much lower
	NOT experiencing housing costs stress	50%	237	244	Lower
Economy	Purchase goods or services from a business located in San Jose	97%	97	211	Similar
	Economy will have positive impact on income	28%	137	245	Similar
	Work inside boundaries of San Jose	51%	66	212	Similar
Recreation and Wellness	Used San Jose recreation centers or their services	41%	220	225	Lower
	Visited a neighborhood park or City park	85%	119	258	Similar



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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Eat at least 5 portions of fruits and vegetables a day	83%	107	203	Similar
	Participate in moderate or vigorous physical activity	84%	113	207	Similar
	In very good to excellent health	63%	113	207	Similar
Education and Enrichment	Used San Jose public libraries or their services	58%	164	233	Similar
	Participated in religious or spiritual activities in San Jose	38%	137	190	Similar
	Attended City-sponsored event	49%	145	213	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	36%	17	194	Higher
	Contacted San Jose elected officials (in-person, phone, email or web) to express your opinion	33%	7	210	Higher
	Volunteered your time to some group/activity in San Jose	43%	99	253	Similar
	Participated in a club	27%	108	227	Similar
	Talked to or visited with your immediate neighbors	91%	111	208	Similar
	Done a favor for a neighbor	76%	173	203	Similar
	Attended a local public meeting	31%	36	252	Similar
	Watched (online or on television) a local public meeting	27%	74	217	Similar
	Read or watch local news (via television, paper, computer, etc.)	87%	89	212	Similar
	Vote in local elections	87%	71	246	Similar

### Communities included in national comparisons

The communities included in San José's comparisons are listed on the following pages along with their population according to the 2010 Census.

Adams County, CO .....	441,603	Augusta CCD, GA .....	134,777
Airway Heights city, WA .....	6,114	Aurora city, CO .....	325,078
Albany city, OR .....	50,158	Austin city, TX .....	790,390
Albemarle County, VA.....	98,970	Avon town, CO.....	6,447
Albert Lea city, MN.....	18,016	Avon town, IN .....	12,446
Alexandria city, VA .....	139,966	Avondale city, AZ .....	76,238
Algonquin village, IL.....	30,046	Azusa city, CA.....	46,361
Aliso Viejo city, CA .....	47,823	Bainbridge Island city, WA.....	23,025
Altoona city, IA .....	14,541	Baltimore city, MD.....	620,961
American Canyon city, CA.....	19,454	Bartonville town, TX.....	1,469
Ames city, IA .....	58,965	Battle Creek city, MI.....	52,347
Andover CDP, MA.....	8,762	Bay City city, MI.....	34,932
Ankeny city, IA .....	45,582	Bay Village city, OH.....	15,651
Ann Arbor city, MI.....	113,934	Baytown city, TX.....	71,802
Annapolis city, MD .....	38,394	Bedford city, TX.....	46,979
Apache Junction city, AZ.....	35,840	Bedford town, MA .....	13,320
Arapahoe County, CO.....	572,003	Bellevue city, WA .....	122,363
Arkansas City city, AR.....	366	Bellingham city, WA .....	80,885
Arlington city, TX .....	365,438	Benbrook city, TX.....	21,234
Arvada city, CO.....	106,433	Bend city, OR.....	76,639
Asheville city, NC .....	83,393	Bettendorf city, IA.....	33,217
Ashland city, OR .....	20,078	Billings city, MT.....	104,170
Ashland town, MA .....	16,593	Blaine city, MN.....	57,186
Ashland town, VA.....	7,225	Bloomfield Hills city, MI .....	3,869
Aspen city, CO .....	6,658	Bloomington city, IN.....	80,405
Athens-Clarke County, GA.....	115,452	Bloomington city, MN .....	82,893
Auburn city, AL .....	53,380	Blue Springs city, MO .....	52,575

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Boise City city, ID.....	205,671	Conshohocken borough, PA.....	7,833
Bonner Springs city, KS.....	7,314	Coon Rapids city, MN.....	61,476
Boone County, KY.....	118,811	Copperas Cove city, TX.....	32,032
Boulder city, CO.....	97,385	Coral Springs city, FL.....	121,096
Bowling Green city, KY.....	58,067	Coronado city, CA.....	18,912
Bozeman city, MT.....	37,280	Corvallis city, OR.....	54,462
Brentwood city, MO.....	8,055	Cottonwood Heights city, UT.....	33,433
Brentwood city, TN.....	37,060	Creve Coeur city, MO.....	17,833
Brighton city, CO.....	33,352	Cross Roads town, TX.....	1,563
Brighton city, MI.....	7,444	Dacono city, CO.....	4,152
Bristol city, TN.....	26,702	Dade City city, FL.....	6,437
Broken Arrow city, OK.....	98,850	Dakota County, MN.....	398,552
Brookfield city, WI.....	37,920	Dallas city, OR.....	14,583
Brookline CDP, MA.....	58,732	Dallas city, TX.....	1,197,816
Brooklyn Center city, MN.....	30,104	Danville city, KY.....	16,218
Brooklyn city, OH.....	11,169	Dardenne Prairie city, MO.....	11,494
Broomfield city, CO.....	55,889	Darien city, IL.....	22,086
Brownsburg town, IN.....	21,285	Davenport city, FL.....	2,888
Buffalo Grove village, IL.....	41,496	Davenport city, IA.....	99,685
Burien city, WA.....	33,313	Davidson town, NC.....	10,944
Burleson city, TX.....	36,690	Dayton city, OH.....	141,527
Burlingame city, CA.....	28,806	Dayton town, WY.....	757
Cabarrus County, NC.....	178,011	Decatur city, GA.....	19,335
Cambridge city, MA.....	105,162	Del Mar city, CA.....	4,161
Cannon Beach city, OR.....	1,690	DeLand city, FL.....	27,031
Cañon City city, CO.....	16,400	Delaware city, OH.....	34,753
Canton city, SD.....	3,057	Delray Beach city, FL.....	60,522
Cape Coral city, FL.....	154,305	Denison city, TX.....	22,682
Cape Girardeau city, MO.....	37,941	Denton city, TX.....	113,383
Carlisle borough, PA.....	18,682	Denver city, CO.....	600,158
Carlsbad city, CA.....	105,328	Derby city, KS.....	22,158
Carroll city, IA.....	10,103	Des Moines city, IA.....	203,433
Cartersville city, GA.....	19,731	Des Peres city, MO.....	8,373
Cary town, NC.....	135,234	Destin city, FL.....	12,305
Castine town, ME.....	1,366	Dothan city, AL.....	65,496
Castle Pines North city, CO.....	10,360	Douglas County, CO.....	285,465
Castle Rock town, CO.....	48,231	Dover city, NH.....	29,987
Cedar Hill city, TX.....	45,028	Dublin city, CA.....	46,036
Cedar Rapids city, IA.....	126,326	Dublin city, OH.....	41,751
Celina city, TX.....	6,028	Duluth city, MN.....	86,265
Centennial city, CO.....	100,377	Durham city, NC.....	228,330
Chandler city, AZ.....	236,123	Durham County, NC.....	267,587
Chandler city, TX.....	2,734	Eagan city, MN.....	64,206
Chanhassen city, MN.....	22,952	Eagle Mountain city, UT.....	21,415
Chapel Hill town, NC.....	57,233	Eagle town, CO.....	6,508
Chardon city, OH.....	5,148	East Grand Forks city, MN.....	8,601
Charles County, MD.....	146,551	East Lansing city, MI.....	48,579
Charlotte city, NC.....	731,424	Eau Claire city, WI.....	65,883
Charlotte County, FL.....	159,978	Eden Prairie city, MN.....	60,797
Charlottesville city, VA.....	43,475	Edgerton city, KS.....	1,671
Chattanooga city, TN.....	167,674	Edgewater city, CO.....	5,170
Chautauqua town, NY.....	4,464	Edina city, MN.....	47,941
Chesterfield County, VA.....	316,236	Edmond city, OK.....	81,405
Citrus Heights city, CA.....	83,301	Edmonds city, WA.....	39,709
Clackamas County, OR.....	375,992	El Cerrito city, CA.....	23,549
Clarendon Hills village, IL.....	8,427	El Dorado County, CA.....	181,058
Clayton city, MO.....	15,939	Elk Grove city, CA.....	153,015
Clearwater city, FL.....	107,685	Elko New Market city, MN.....	4,110
Cleveland Heights city, OH.....	46,121	Elmhurst city, IL.....	44,121
Clinton city, SC.....	8,490	Encinitas city, CA.....	59,518
Clive city, IA.....	15,447	Englewood city, CO.....	30,255
Clovis city, CA.....	95,631	Erie town, CO.....	18,135
College Park city, MD.....	30,413	Escambia County, FL.....	297,619
College Station city, TX.....	93,857	Estes Park town, CO.....	5,858
Columbia city, MO.....	108,500	Euclid city, OH.....	48,920
Columbia city, SC.....	129,272	Fairview town, TX.....	7,248
Columbia Falls city, MT.....	4,688	Farmersville city, TX.....	3,301
Commerce City city, CO.....	45,913	Farmington Hills city, MI.....	79,740
Concord city, CA.....	122,067	Fayetteville city, NC.....	200,564
Concord town, MA.....	17,668	Fernandina Beach city, FL.....	11,487

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Fishers town, IN .....	76,794	Irving city, TX .....	216,290
Flagstaff city, AZ .....	65,870	Issaquah city, WA .....	30,434
Flower Mound town, TX .....	64,669	Jackson County, MI .....	160,248
Forest Grove city, OR .....	21,083	James City County, VA .....	67,009
Fort Collins city, CO .....	143,986	Jefferson County, NY .....	116,229
Fort Lauderdale city, FL .....	165,521	Jefferson Parish, LA .....	432,552
Fort Smith city, AR .....	86,209	Johnson City city, TN .....	63,152
Franklin city, TN .....	62,487	Johnston city, IA .....	17,278
Fremont city, CA .....	214,089	Jupiter town, FL .....	55,156
Friendswood city, TX .....	35,805	Kalamazoo city, MI .....	74,262
Fruita city, CO .....	12,646	Kansas City city, KS .....	145,786
Gahanna city, OH .....	33,248	Kansas City city, MO .....	459,787
Gaithersburg city, MD .....	59,933	Keizer city, OR .....	36,478
Galveston city, TX .....	47,743	Kenmore city, WA .....	20,460
Gardner city, KS .....	19,123	Kennedale city, TX .....	6,763
Georgetown city, TX .....	47,400	Kennett Square borough, PA .....	6,072
Germantown city, TN .....	38,844	Kent city, WA .....	92,411
Gilbert town, AZ .....	208,453	Kerrville city, TX .....	22,347
Gillette city, WY .....	29,087	Kettering city, OH .....	56,163
Glen Ellyn village, IL .....	27,450	Key West city, FL .....	24,649
Glendora city, CA .....	50,073	King City city, CA .....	12,874
Glenview village, IL .....	44,692	King County, WA .....	1,931,249
Globe city, AZ .....	7,532	Kirkland city, WA .....	48,787
Golden city, CO .....	18,867	Kirkwood city, MO .....	27,540
Golden Valley city, MN .....	20,371	Knoxville city, IA .....	7,313
Goodyear city, AZ .....	65,275	La Plata town, MD .....	8,753
Grafton village, WI .....	11,459	La Porte city, TX .....	33,800
Grand Blanc city, MI .....	8,276	La Vista city, NE .....	15,758
Grants Pass city, OR .....	34,533	Lafayette city, CO .....	24,453
Grass Valley city, CA .....	12,860	Laguna Beach city, CA .....	22,723
Greeley city, CO .....	92,889	Laguna Niguel city, CA .....	62,979
Greenville city, NC .....	84,554	Lake Forest city, IL .....	19,375
Greenwich town, CT .....	61,171	Lake in the Hills village, IL .....	28,965
Greenwood Village city, CO .....	13,925	Lake Stevens city, WA .....	28,069
Greer city, SC .....	25,515	Lake Worth city, FL .....	34,910
Gunnison County, CO .....	15,324	Lake Zurich village, IL .....	19,631
Hailey city, ID .....	7,960	Lakeville city, MN .....	55,954
Haines Borough, AK .....	2,508	Lakewood city, CO .....	142,980
Haltom City city, TX .....	42,409	Lakewood city, WA .....	58,163
Hamilton city, OH .....	62,477	Lane County, OR .....	351,715
Hamilton town, MA .....	7,764	Lansing city, MI .....	114,297
Hanover County, VA .....	99,863	Laramie city, WY .....	30,816
Harrisburg city, SD .....	4,089	Larimer County, CO .....	299,630
Harrisonburg city, VA .....	48,914	Las Cruces city, NM .....	97,618
Harrisonville city, MO .....	10,019	Las Vegas city, NM .....	13,753
Hayward city, CA .....	144,186	Las Vegas city, NV .....	583,756
Henderson city, NV .....	257,729	Lawrence city, KS .....	87,643
Herndon town, VA .....	23,292	Lawrenceville city, GA .....	28,546
High Point city, NC .....	104,371	Lee's Summit city, MO .....	91,364
Highland Park city, IL .....	29,763	Lehi city, UT .....	47,407
Highlands Ranch CDP, CO .....	96,713	Lenexa city, KS .....	48,190
Holland city, MI .....	33,051	Lewis County, NY .....	27,087
Homer Glen village, IL .....	24,220	Lewiston city, ID .....	31,894
Honolulu County, HI .....	953,207	Lewisville city, TX .....	95,290
Hooksett town, NH .....	13,451	Lewisville town, NC .....	12,639
Hopkins city, MN .....	17,591	Libertyville village, IL .....	20,315
Hopkinton town, MA .....	14,925	Lincoln city, NE .....	258,379
Hoquiam city, WA .....	8,726	Lindsborg city, KS .....	3,458
Horry County, SC .....	269,291	Little Chute village, WI .....	10,449
Howard village, WI .....	17,399	Littleton city, CO .....	41,737
Hudson city, OH .....	22,262	Livermore city, CA .....	80,968
Hudson town, CO .....	2,356	Lombard village, IL .....	43,165
Huntley village, IL .....	24,291	Lone Tree city, CO .....	10,218
Hurst city, TX .....	37,337	Long Grove village, IL .....	8,043
Hutchinson city, MN .....	14,178	Longmont city, CO .....	86,270
Hutto city, TX .....	14,698	Longview city, TX .....	80,455
Independence city, MO .....	116,830	Lonsdale city, MN .....	3,674
Indianola city, IA .....	14,782	Los Alamos County, NM .....	17,950
Indio city, CA .....	76,036	Los Altos Hills town, CA .....	7,922
Iowa City city, IA .....	67,862	Louisville city, CO .....	18,376

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Lower Merion township, PA.....	57,825	North Port city, FL.....	57,357
Lynchburg city, VA.....	75,568	North Richland Hills city, TX.....	63,343
Lynnwood city, WA.....	35,836	North Yarmouth town, ME.....	3,565
Macomb County, MI.....	840,978	Novato city, CA.....	51,904
Manassas city, VA.....	37,821	Novi city, MI.....	55,224
Manhattan Beach city, CA.....	35,135	O'Fallon city, IL.....	28,281
Manhattan city, KS.....	52,281	O'Fallon city, MO.....	79,329
Mankato city, MN.....	39,309	Oak Park village, IL.....	51,878
Maple Grove city, MN.....	61,567	Oakland city, CA.....	390,724
Maricopa County, AZ.....	3,817,117	Oakley city, CA.....	35,432
Marion city, IA.....	34,768	Oklahoma City city, OK.....	579,999
Marshfield city, WI.....	19,118	Olathe city, KS.....	125,872
Martinez city, CA.....	35,824	Old Town city, ME.....	7,840
Marysville city, WA.....	60,020	Olmsted County, MN.....	144,248
Matthews town, NC.....	27,198	Olympia city, WA.....	46,478
McAllen city, TX.....	129,877	Orange village, OH.....	3,323
McKinney city, TX.....	131,117	Orland Park village, IL.....	56,767
McMinnville city, OR.....	32,187	Oshkosh city, WI.....	66,083
Menlo Park city, CA.....	32,026	Oshtemo charter township, MI.....	21,705
Menomonee Falls village, WI.....	35,626	Oswego village, IL.....	30,355
Mercer Island city, WA.....	22,699	Otsego County, MI.....	24,164
Meridian charter township, MI.....	39,688	Ottawa County, MI.....	263,801
Meridian city, ID.....	75,092	Paducah city, KY.....	25,024
Merriam city, KS.....	11,003	Palm Beach Gardens city, FL.....	48,452
Mesa city, AZ.....	439,041	Palm Coast city, FL.....	75,180
Mesa County, CO.....	146,723	Palo Alto city, CA.....	64,403
Miami Beach city, FL.....	87,779	Palos Verdes Estates city, CA.....	13,438
Miami city, FL.....	399,457	Papillion city, NE.....	18,894
Middleton city, WI.....	17,442	Paradise Valley town, AZ.....	12,820
Midland city, MI.....	41,863	Park City city, UT.....	7,558
Milford city, DE.....	9,559	Parker town, CO.....	45,297
Milton city, GA.....	32,661	Parkland city, FL.....	23,962
Minneapolis city, MN.....	382,578	Pasco city, WA.....	59,781
Missouri City city, TX.....	67,358	Pasco County, FL.....	464,697
Modesto city, CA.....	201,165	Payette city, ID.....	7,433
Monterey city, CA.....	27,810	Pearland city, TX.....	91,252
Montgomery city, MN.....	2,956	Peoria city, AZ.....	154,065
Monticello city, UT.....	1,972	Peoria city, IL.....	115,007
Montrose city, CO.....	19,132	Pflugerville city, TX.....	46,936
Monument town, CO.....	5,530	Phoenix city, AZ.....	1,445,632
Mooreville town, NC.....	32,711	Pinehurst village, NC.....	13,124
Moraga town, CA.....	16,016	Piqua city, OH.....	20,522
Morristown city, TN.....	29,137	Pitkin County, CO.....	17,148
Morrisville town, NC.....	18,576	Plano city, TX.....	259,841
Morro Bay city, CA.....	10,234	Platte City city, MO.....	4,691
Mountain Village town, CO.....	1,320	Pleasant Hill city, IA.....	8,785
Mountlake Terrace city, WA.....	19,909	Pleasanton city, CA.....	70,285
Murphy city, TX.....	17,708	Plymouth city, MN.....	70,576
Naperville city, IL.....	141,853	Polk County, IA.....	430,640
Napoleon city, OH.....	8,749	Pompano Beach city, FL.....	99,845
Needham CDP, MA.....	28,886	Port Orange city, FL.....	56,048
Nevada City city, CA.....	3,068	Portland city, OR.....	583,776
Nevada County, CA.....	98,764	Post Falls city, ID.....	27,574
New Braunfels city, TX.....	57,740	Powell city, OH.....	11,500
New Brighton city, MN.....	21,456	Prince William County, VA.....	402,002
New Hanover County, NC.....	202,667	Prior Lake city, MN.....	22,796
New Hope city, MN.....	20,339	Pueblo city, CO.....	106,595
New Orleans city, LA.....	343,829	Purcellville town, VA.....	7,727
New Port Richey city, FL.....	14,911	Queen Creek town, AZ.....	26,361
New Smyrna Beach city, FL.....	22,464	Raleigh city, NC.....	403,892
New Ulm city, MN.....	13,522	Ramsey city, MN.....	23,668
Newberg city, OR.....	22,068	Raymond town, ME.....	4,436
Newport city, RI.....	24,672	Raymore city, MO.....	19,206
Newport News city, VA.....	180,719	Redmond city, OR.....	26,215
Newton city, IA.....	15,254	Redmond city, WA.....	54,144
Noblesville city, IN.....	51,969	Reno city, NV.....	225,221
Nogales city, AZ.....	20,837	Reston CDP, VA.....	58,404
Norcross city, GA.....	9,116	Richland city, WA.....	48,058
Norfolk city, VA.....	242,803	Richmond city, CA.....	103,701
North Mankato city, MN.....	13,394	Richmond Heights city, MO.....	8,603

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Rio Rancho city, NM .....	87,521	St. Charles city, IL.....	32,974
River Falls city, WI .....	15,000	St. Cloud city, FL.....	35,183
Riverside city, CA .....	303,871	St. Cloud city, MN .....	65,842
Riverside city, MO .....	2,937	St. Joseph city, MO .....	76,780
Roanoke city, VA .....	97,032	St. Joseph town, WI.....	3,842
Roanoke County, VA .....	92,376	St. Louis County, MN.....	200,226
Rochester Hills city, MI.....	70,995	State College borough, PA .....	42,034
Rock Hill city, SC.....	66,154	Steamboat Springs city, CO .....	12,088
Rockville city, MD.....	61,209	Sterling Heights city, MI .....	129,699
Roeland Park city, KS .....	6,731	Sugar Grove village, IL .....	8,997
Rogers city, MN .....	8,597	Sugar Land city, TX.....	78,817
Rohnert Park city, CA .....	40,971	Suisun City city, CA .....	28,111
Rolla city, MO .....	19,559	Summit city, NJ.....	21,457
Roselle village, IL.....	22,763	Summit County, UT .....	36,324
Rosemount city, MN .....	21,874	Summit village, IL .....	11,054
Rosenberg city, TX.....	30,618	Sunnyvale city, CA .....	140,081
Roseville city, MN.....	33,660	Surprise city, AZ.....	117,517
Round Rock city, TX.....	99,887	Suwanee city, GA.....	15,355
Royal Oak city, MI.....	57,236	Tacoma city, WA.....	198,397
Saco city, ME .....	18,482	Takoma Park city, MD .....	16,715
Sahuarita town, AZ .....	25,259	Tamarac city, FL .....	60,427
Salida city, CO .....	5,236	Temecula city, CA .....	100,097
Sammamish city, WA.....	45,780	Tempe city, AZ .....	161,719
San Anselmo town, CA .....	12,336	Temple city, TX.....	66,102
San Diego city, CA .....	1,307,402	Texarkana city, TX .....	36,411
San Francisco city, CA .....	805,235	The Woodlands CDP, TX.....	93,847
San Jose city, CA .....	945,942	Thousand Oaks city, CA.....	126,683
San Juan County, NM.....	130,044	Tigard city, OR.....	48,035
San Marcos city, CA.....	83,781	Tracy city, CA .....	82,922
San Marcos city, TX.....	44,894	Trinidad CCD, CO .....	12,017
San Rafael city, CA.....	57,713	Tualatin city, OR .....	26,054
Sanford city, FL.....	53,570	Tulsa city, OK .....	391,906
Sangamon County, IL.....	197,465	Twin Falls city, ID .....	44,125
Santa Clarita city, CA.....	176,320	Tyler city, TX .....	96,900
Santa Fe city, NM.....	67,947	University Heights city, OH .....	13,539
Santa Fe County, NM.....	144,170	University Park city, TX.....	23,068
Santa Monica city, CA.....	89,736	Upper Arlington city, OH.....	33,771
Sarasota County, FL.....	379,448	Urbandale city, IA .....	39,463
Savage city, MN .....	26,911	Vail town, CO.....	5,305
Schaumburg village, IL.....	74,227	Vancouver city, WA .....	161,791
Schertz city, TX.....	31,465	Ventura CCD, CA.....	111,889
Scott County, MN .....	129,928	Vernon Hills village, IL.....	25,113
Scottsdale city, AZ .....	217,385	Vestavia Hills city, AL .....	34,033
Seaside city, CA .....	33,025	Victoria city, MN.....	7,345
Sevierville city, TN.....	14,807	Vienna town, VA .....	15,687
Shakopee city, MN .....	37,076	Virginia Beach city, VA.....	437,994
Sharonville city, OH.....	13,560	Walnut Creek city, CA.....	64,173
Shawnee city, KS .....	62,209	Washington County, MN .....	238,136
Shawnee city, OK.....	29,857	Washington town, NH .....	1,123
Sherborn town, MA .....	4,119	Washoe County, NV .....	421,407
Shoreview city, MN .....	25,043	Washougal city, WA .....	14,095
Shorewood village, IL.....	15,615	Wauwatosa city, WI .....	46,396
Shorewood village, WI.....	13,162	Waverly city, IA .....	9,874
Sierra Vista city, AZ.....	43,888	Weddington town, NC .....	9,459
Silverton city, OR .....	9,222	Wentzville city, MO.....	29,070
Sioux Center city, IA .....	7,048	West Carrollton city, OH .....	13,143
Sioux Falls city, SD.....	153,888	West Chester borough, PA .....	18,461
Skokie village, IL.....	64,784	West Des Moines city, IA .....	56,609
Snellville city, GA .....	18,242	Western Springs village, IL .....	12,975
Snoqualmie city, WA .....	10,670	Westerville city, OH.....	36,120
Somerset town, MA.....	18,165	Westlake town, TX .....	992
South Jordan city, UT.....	50,418	Westminster city, CO.....	106,114
South Lake Tahoe city, CA.....	21,403	Weston town, MA.....	11,261
Southlake city, TX .....	26,575	White House city, TN.....	10,255
Spearfish city, SD.....	10,494	Wichita city, KS.....	382,368
Spring Hill city, KS.....	5,437	Williamsburg city, VA.....	14,068
Springboro city, OH.....	17,409	Willowbrook village, IL .....	8,540
Springfield city, MO.....	159,498	Wilmington city, NC.....	106,476
Springville city, UT .....	29,466	Wilsonville city, OR.....	19,509
St. Augustine city, FL .....	12,975	Windsor town, CO.....	18,644

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Windsor town, CT .....	29,044	Yakima city, WA.....	91,067
Winnetka village, IL.....	12,187	York County, VA.....	65,464
Winter Garden city, FL.....	34,568	Yorktown town, IN.....	9,405
Woodbury city, MN.....	61,961	Yorkville city, IL .....	16,921
Woodland city, CA.....	55,468	Yountville city, CA .....	2,933
Wrentham town, MA .....	10,955		
Wyandotte County, KS .....	157,505		

## Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of San José funded this research. Please contact the San José Office of the City Auditor at 408-535-1250 or [city.auditor@sanjoseca.gov](mailto:city.auditor@sanjoseca.gov) if you have any questions about the survey.

### Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

### Selecting Survey Recipients

"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of San José were eligible to participate in the survey. A list of all households within the zip codes serving San José was purchased from [Go-Dog Direct](#) based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of San José households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file and addresses located outside of the City of San José boundaries were removed from consideration. Each address identified as being within City boundaries was further identified as being within one of the four quadrants.

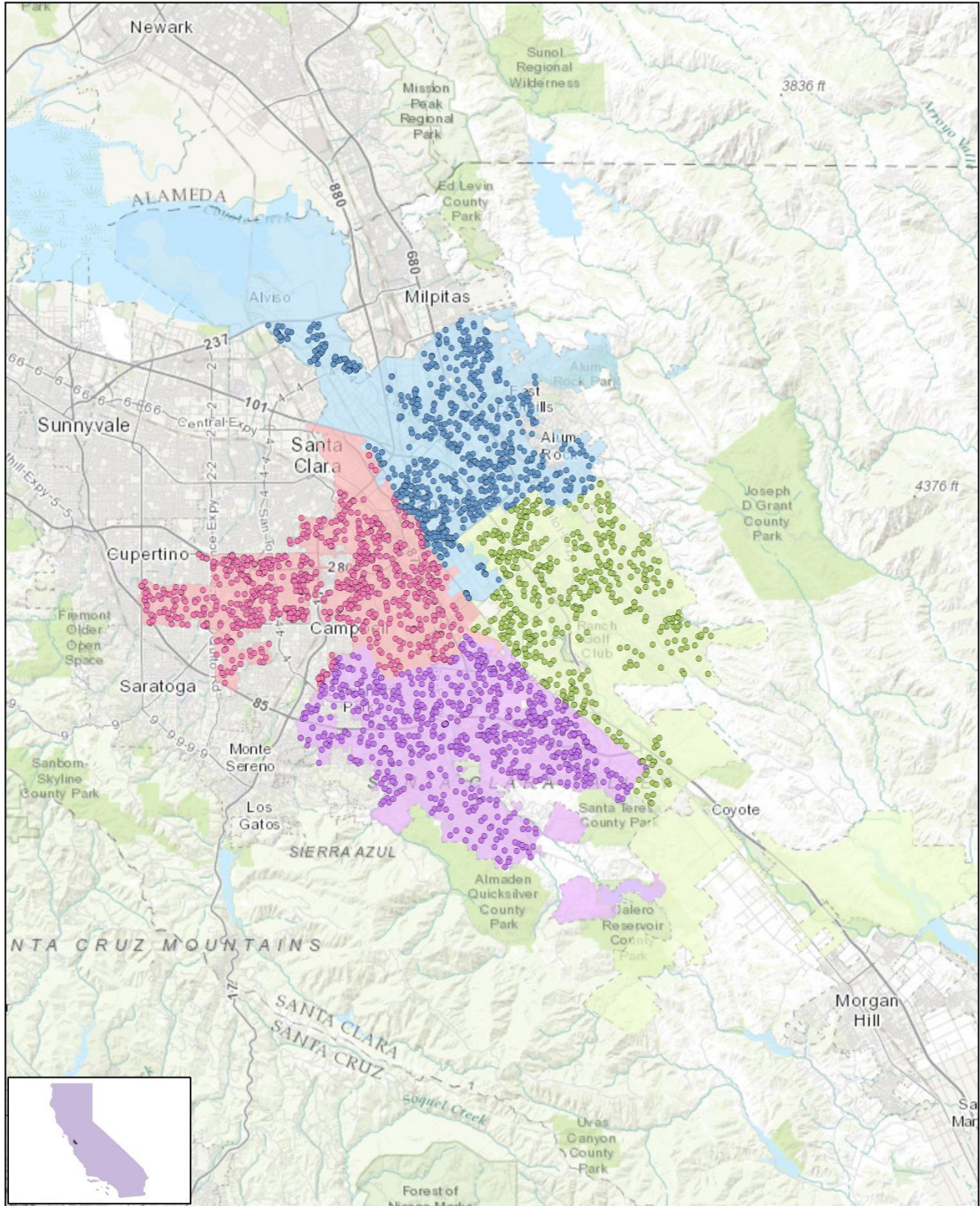
To choose the 3,000 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

In addition to the scientific, random selection of households, a link to an online "opt-in" survey was publicized through social media. This opt-in survey was identical to the scientific survey and open to all San José residents.

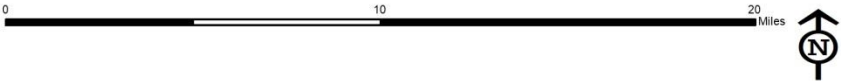


Figure 1: Location of Survey Recipients



**Survey Recipients in San Jose, CA**

- In NW Quadrant
- In SE Quadrant
- In NE Quadrant
- In SW Quadrant
- In NW Quadrant
- In SE Quadrant



## Survey Administration and Response

Selected households received three mailings, one week apart, beginning on September 15, 2017. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the City Auditor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. Both cover letters contained instructions in Spanish and Vietnamese for residents to participate. Respondents could opt to take the survey online as well in their language of preference. Completed surveys were collected over the following seven weeks. The online “opt-in” survey became available to all residents on October 20, 2017 and remained open for two weeks.

About 1% of the 3,000 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 2,959 households that received the survey, 521 completed the survey, providing an overall response rate of 18%. Of the 521 completed surveys in the scientific sample, four were completed in Spanish, none were completed in Vietnamese and 52 were completed online. Additionally, responses were tracked by geographic area; response rates by area ranged from 13% to 22%. The response rate(s) were/was calculated using AAPOR’s response rate #2<sup>1</sup> for mailed surveys of unnamed persons. Additionally, 1,367 residents completed the online opt-in survey, providing a grand total of 1,888 completed surveys.

Table 69: Survey Response Rates by Area

	NE	NW	SE	SW	Overall
Total sample used	853	903	510	734	3,000
I=Complete Surveys	111	160	88	159	518
P=Partial Surveys	0	1	1	1	3
R=Refusal and break off	1	1	0	0	2
UO=Unknown other	733	725	418	560	2,436
Response rate: (I+P)/(I+P) + R + UO	13%	18%	18%	22%	18%

<sup>1</sup>“Refusal and break off” refers to a submitted paper or web survey without any completed answers and “unknown other” refers to the number of households who received the survey but did not respond.

## Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.<sup>2</sup>

The margin of error for the City of San José survey is no greater than plus or minus two<sup>3</sup> percentage points around any given percent reported for all respondents (1,888 completed surveys).

## Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

<sup>1</sup> See American Association of Public Opinion Research’s Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

<sup>2</sup> A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

<sup>3</sup> Although this has become the traditional way to describe survey research precision, when opt in results are blended with scientific results, assumptions about randomness of responses are not the same as when results come only from the random sample. Consequently other terms sometimes are used in place of “confidence interval” or “margin of error,” such as “credibility intervals.” We hew to the traditional way of describing sample-driven uncertainty while we work with the industry to sort out the best ways to describe these new approaches.



## The National Citizen Survey™

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

NRC used Qualtrics, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into system so respondents are automatically “skipped” to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

### Survey Data Weighting

Upon completion of data collection for both the scientific (probability) and nonscientific open participation online opt-in (non-probability) surveys, data were compared in order to determine whether it was appropriate to combine, or blend, both datasets together. In the case of San José, characteristics of respondents to the non-probability survey were similar to the probability survey, in both respondent trait and opinion, indicating that the two datasets could be blended. This decision reflects a growing trend in survey research toward integration of traditional scientific probability survey respondents and non-probability survey respondents (opt-in).

The demographic characteristics of the survey respondents were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of San José. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. Both survey datasets were weighted independently and then combined into one final dataset. The characteristics used for weighting were housing tenure (rent or own), housing type (detached or attached), race, ethnicity, sex, age and area. No adjustments were made for design effects.

In addition to the demographic variables, the nonscientific open participation data were weighted using a calibration technique that takes into consideration the behavioral characteristics of the survey respondents. This calibration technique reduces the differences between the scientific and nonscientific survey respondents by using the scientific data to inform the weighting scheme of the nonscientific data. An index score was calculated based on respondents’ levels of engagement in the community (e.g., contact with City employees, recreation center use, frequency of volunteering, recycling habits, voting behavior and more). The index scores were categorized (“binned”) into four equal groups. The “norms” for the categorized index scores were derived from the scientific survey respondents and then included in the weighting scheme of the nonscientific data.

The results of the weighting scheme are presented in the following table.

The National Citizen Survey™

Table 70: San José, CA 2017 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
<b>Housing</b>			
Rent home	42%	16%	34%
Own home	58%	84%	66%
Detached unit	58%	77%	62%
Attached unit	42%	23%	38%
<b>Race and Ethnicity</b>			
White	45%	66%	50%
Not white	55%	34%	50%
Not Hispanic	70%	88%	75%
Hispanic	30%	12%	25%
<b>Sex and Age</b>			
Female	50%	56%	52%
Male	50%	44%	48%
18-34 years of age	33%	8%	24%
35-54 years of age	40%	39%	44%
55+ years of age	27%	53%	31%
Females 18-34	16%	5%	13%
Females 35-54	20%	23%	22%
Females 55+	14%	29%	17%
Males 18-34	17%	3%	11%
Males 35-54	21%	16%	22%
Males 55+	12%	24%	15%
<b>Quadrants</b>			
NE	27%	21%	24%
NW	28%	31%	30%
SE	20%	17%	20%
SW	25%	31%	26%

### Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

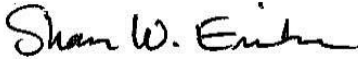
## Appendix D: Survey Materials

Dear San José Resident, Estimado Residente de San José, Thân gửi cư dân San José,

It won't take much of your time to make a big difference! iNo le tomará mucho de su tiempo para marcar una gran diferencia! Sẽ không mất nhiều thì giờ để làm nên điều khác biệt lớn!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days. Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días. Gia hộ quý vị đã được chọn ngẫu nhiên để khảo sát về cộng đồng. Văn bản khảo sát sẽ được gửi đến trong vài ngày nữa.

Thank you for helping create a better City! iGracias por ayudar a crear una San José mejor! Xin cảm ơn quý vị đã góp phần tạo dựng một Thành Phố tốt đẹp hơn!

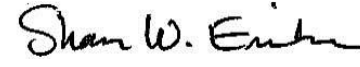
  
Sharon Winslow Erickson  
City Auditor

Dear San José Resident, Estimado Residente de San José, Thân gửi cư dân San José,

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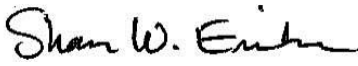
  
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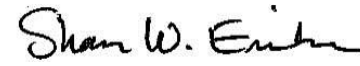
  
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Sharon Winslow Erickson  
City Auditor

**City of San José**  
**OFFICE OF THE CITY AUDITOR**  
200 East Santa Clara Street  
San José, California 95113-1905

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First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94

**City of San José**  
**OFFICE OF THE CITY AUDITOR**  
200 East Santa Clara Street  
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Permit NO. 94

Dear City of San José Resident:

Please help us shape the future of San José! You have been selected at random to participate in the 2017 San José Resident Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help San José make decisions that affect our City.

**A few things to remember:**

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

<http://bit.ly/2wzfh5Z>

If you have any questions about the survey please call (408) 535-1250.

Thank you for your time and participation!

Estimado Residente de la Ciudad de San José:

¡Por favor ayúdenos a moldear el futuro de San José! Usted ha sido seleccionado al azar para participar en la Encuesta de Residentes de San José del 2017.

Por favor tome unos pocos minutos para llenar la encuesta incluida. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones le ayudarán a San José tomar decisiones que afectarán a nuestra Ciudad.

**Algunas cosas para recordar:**

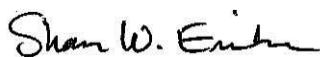
- **Sus respuestas son completamente anónimas.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
- **Puede devolver la encuesta por correo en el sobre pre-pagado adjunto, o puede completar la encuesta en línea en español en:**

<http://bit.ly/2wzfh5Z>

Para la versión en español haga clic en “Español” en la esquina superior a mano derecha.

Si tiene alguna pregunta sobre la encuesta por favor llame al (408) 535-1250.

¡Gracias por su tiempo y participación!



Sharon Winslow Erickson  
City Auditor

Thân gọi cư dân thành phố San José,

Hãy giúp chúng tôi kiến tạo tương lai của San José! Quý vị đã được chọn ngẫu nhiên vào cuộc Khảo Sát Cư Dân San José năm 2017.

Nên dành vài phút để điền bản khảo sát đính kèm. Góp phần tham gia vào khảo sát này là điều rất quan trọng - nhất là khi gia hộ của quý vị chỉ là một trong vài gia hộ được khảo sát. Ý kiến phản hồi của quý vị sẽ giúp San José lấy những quyết định ảnh hưởng đến toàn Thành Phố.

Một vài điều cần nhớ:

- **Các câu trả lời đều hoàn toàn匿 danh.**
- Để có ý kiến từ nhiều nhóm dân cư, chúng tôi xin mời người trưởng thành trong gia hộ (18 tuổi trở lên, có ngày sinh nhật vào thời điểm gần đây nhất) trả lời khảo sát.
- **Quý vị có thể giao lại bản khảo sát qua bưu tín (theo bao thư đính kèm đã trả bưu phí), hoặc hỏi đáp trực tuyến tại:**

<http://bit.ly/2wzfh5Z>

Nếu quý vị có thắc mắc nào về khảo sát thì nên gọi số (408) 535-1250.

Xin cảm ơn quý vị đã dành thì giờ góp phần tham gia!



Dear City of San José Resident:

Here's a second chance if you haven't already responded to the 2017 San José Resident Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of San José! You have been selected at random to participate in the 2017 San José Resident Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help San José make decisions that affect our City.

**A few things to remember:**

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

<http://bit.ly/2wzfh5Z>

If you have any questions about the survey please call  
(408) 535-1250.

Thank you for your time and participation!

Estimado Residente de la Ciudad de San José:

¡Aquí tiene una segunda oportunidad si usted aún no ha respondido a la Encuesta de Residentes de San José del 2017! **(Si usted la completó y la devolvió, le damos las gracias por su tiempo y le pedimos que recicle esta encuesta. Por favor no responda dos veces.)**

¡Por favor ayúdenos a moldear el futuro de San José! Usted ha sido seleccionado al azar para participar en la Encuesta de Residentes de San José del 2017.

Por favor tome unos pocos minutos para llenar la encuesta incluida. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones le ayudarán a San José tomar decisiones que afectarán a nuestra Ciudad.

**Algunas cosas para recordar:**

- **Sus respuestas son completamente anónimas.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
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(408) 535-1250.

¡Gracias por su tiempo y participación!

Sharon Winslow Erickson  
City Auditor

Thân gọi cư dân thành phố San José,

Sau đây là cơ hội thứ nhì, nếu quý vị chưa trả lời Khảo Sát Cư Dân San José năm 2017! **(Nếu đã điền đầy đủ rồi gọi trả thì chúng tôi xin cảm ơn quý vị đã dành thì giờ góp ý, và nên bỏ qua bản thứ nhì này. Đừng trả lời hai lần.)**

Hãy giúp chúng tôi kiến tạo tương lai của San José! Quý vị đã được chọn ngẫu nhiên vào cuộc Khảo Sát Cư Dân San José năm 2017.

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Một vài điều cần nhớ:

- **Các câu trả lời đều hoàn toàn匿名.**
- Để có ý kiến từ nhiều nhóm dân cư, chúng tôi xin mời người trưởng thành trong gia hộ (18 tuổi trở lên, có ngày sinh nhật vào thời điểm gần đây nhất) trả lời khảo sát.
- **Quý vị có thể giao lại bản khảo sát qua bưu tín (theo bao thư đính kèm đã trả bưu phí), hoặc hỏi đáp trực tuyến tại:**

<http://bit.ly/2wzfh5Z>

Nếu quý vị có thắc mắc nào về khảo sát thì nên gọi số  
(408) 535-1250.

Xin cảm ơn quý vị đã dành thì giờ góp phần tham gia!

# The City of San José 2017 Resident Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

## 1. Please rate each of the following aspects of quality of life in San José:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
San José as a place to live .....	1	2	3	4	5
Your neighborhood as a place to live .....	1	2	3	4	5
San José as a place to raise children .....	1	2	3	4	5
San José as a place to work .....	1	2	3	4	5
San José as a place to visit.....	1	2	3	4	5
San José as a place to retire.....	1	2	3	4	5
The overall quality of life in San José .....	1	2	3	4	5

## 2. Please rate each of the following characteristics as they relate to San José as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in San José.....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit .....	1	2	3	4	5
Quality of overall natural environment in San José .....	1	2	3	4	5
Overall "built environment" of San José (including overall design, buildings, parks and transportation systems) .....	1	2	3	4	5
Health and wellness opportunities in San José.....	1	2	3	4	5
Overall opportunities for education and enrichment .....	1	2	3	4	5
Overall economic health of San José.....	1	2	3	4	5
Sense of community .....	1	2	3	4	5
Overall image or reputation of San José.....	1	2	3	4	5

## 3. Please indicate how likely or unlikely you are to do each of the following:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in San José to someone who asks.....	1	2	3	4	5
Remain in San José for the next five years.....	1	2	3	4	5

## 4. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day .....	1	2	3	4	5	6
In San José's downtown during the day.....	1	2	3	4	5	6
In your neighborhood after dark.....	1	2	3	4	5	6
In San José's downtown after dark.....	1	2	3	4	5	6

## 5. Please rate each of the following characteristics as they relate to San José as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets .....	1	2	3	4	5
Ease of public parking .....	1	2	3	4	5
Ease of travel by car in San José .....	1	2	3	4	5
Ease of travel by public transportation in San José .....	1	2	3	4	5
Ease of travel by bicycle in San José.....	1	2	3	4	5
Ease of walking in San José.....	1	2	3	4	5
Availability of paths and walking trails .....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Cleanliness of San José .....	1	2	3	4	5
Overall appearance of San José .....	1	2	3	4	5
Public places where people want to spend time .....	1	2	3	4	5
Variety of housing options .....	1	2	3	4	5
Availability of affordable quality housing .....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.).....	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food .....	1	2	3	4	5
Availability of affordable quality health care .....	1	2	3	4	5
Availability of preventive health services .....	1	2	3	4	5
Availability of affordable quality mental health care .....	1	2	3	4	5

**6. Please rate each of the following characteristics as they relate to San José as a whole:**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool.....	1	2	3	4	5
K-12 education .....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities .....	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities .....	1	2	3	4	5
Employment opportunities .....	1	2	3	4	5
Shopping opportunities .....	1	2	3	4	5
Cost of living in San José.....	1	2	3	4	5
Overall quality of business and service establishments in San José .....	1	2	3	4	5
Vibrant downtown/commercial area.....	1	2	3	4	5
Overall quality of new development in San José.....	1	2	3	4	5
Opportunities to participate in social events and activities .....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters .....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5
Neighborliness of residents in San José.....	1	2	3	4	5

**7. Please indicate whether or not you have done each of the following in the last 12 months.**

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water .....	1	2
Made efforts to make your home more energy efficient .....	1	2
Observed a code violation or other hazard in San José (weeds, abandoned buildings, etc.).....	1	2
Household member was a victim of a crime in San José .....	1	2
Reported a crime to the police in San José.....	1	2
Stocked supplies in preparation for an emergency .....	1	2
Campaigned or advocated for an issue, cause or candidate.....	1	2
Contacted the City of San José (in-person, phone, email or web) for help or information .....	1	2
Contacted San José elected officials (in-person, phone, email or web) to express your opinion.....	1	2

**8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in San José?**

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Used San José recreation centers or their services.....	1	2	3	4
Visited a neighborhood park or City park.....	1	2	3	4
Used San José public libraries or their services .....	1	2	3	4
Participated in religious or spiritual activities in San José.....	1	2	3	4
Attended a City-sponsored event .....	1	2	3	4
Used bus, rail, subway or other public transportation instead of driving.....	1	2	3	4
Carpooled with other adults or children instead of driving alone .....	1	2	3	4
Walked or biked instead of driving.....	1	2	3	4
Volunteered your time to some group/activity in San José.....	1	2	3	4
Participated in a club.....	1	2	3	4
Talked to or visited with your immediate neighbors .....	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4
Visited the City of San José website (at www.sanjoseca.gov).....	1	2	3	4
Used the City's website to conduct business or pay bills.....	1	2	3	4

**9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?**

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
<u>Attended</u> a local public meeting .....	1	2	3	4
<u>Watched</u> (online or on television) a local public meeting.....	1	2	3	4

# The City of San José 2017 Resident Survey

## 10. Please rate the quality of each of the following services in San José:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police services .....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Crime prevention .....	1	2	3	4	5
Fire prevention and education .....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Street repair .....	1	2	3	4	5
Street cleaning .....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Sidewalk maintenance .....	1	2	3	4	5
Traffic signal timing .....	1	2	3	4	5
Bus or transit services .....	1	2	3	4	5
Garbage collection .....	1	2	3	4	5
Recycling .....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
Storm drainage .....	1	2	3	4	5
Drinking water .....	1	2	3	4	5
Sewer services .....	1	2	3	4	5
Utility billing .....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities .....	1	2	3	4	5
Land use, planning and zoning .....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Animal control .....	1	2	3	4	5
Economic development .....	1	2	3	4	5
Public library services .....	1	2	3	4	5
Public information services .....	1	2	3	4	5
Cable television.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) .....	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts ....	1	2	3	4	5
Overall customer service by San José employees (police, receptionists, planners, etc.)...	1	2	3	4	5
Services to seniors .....	1	2	3	4	5
Services to youth .....	1	2	3	4	5
Services to low-income people .....	1	2	3	4	5
Graffiti removal.....	1	2	3	4	5
Gang prevention efforts .....	1	2	3	4	5
Street tree maintenance.....	1	2	3	4	5
Building permit services.....	1	2	3	4	5
Overall ease of using Mineta San José International Airport.....	1	2	3	4	5
Availability of flights at Mineta San José International Airport .....	1	2	3	4	5

## 11. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of San José.....	1	2	3	4	5
The Federal Government .....	1	2	3	4	5
The State Government.....	1	2	3	4	5
Santa Clara County Government .....	1	2	3	4	5

## 12. Please rate the following categories of San José government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to San José .....	1	2	3	4	5
The overall direction that San José is taking.....	1	2	3	4	5
The job San José government does at welcoming resident involvement .....	1	2	3	4	5
Overall confidence in San José government .....	1	2	3	4	5
Generally acting in the best interest of the community .....	1	2	3	4	5
Being honest .....	1	2	3	4	5
Treating all residents fairly .....	1	2	3	4	5

**13. Please rate how important, if at all, you think it is for the San José community to focus on each of the following in the coming two years:**

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in San José.....	1	2	3	4
Overall ease of getting to the places you usually have to visit .....	1	2	3	4
Quality of overall natural environment in San José .....	1	2	3	4
Overall “built environment” of San José (including overall design, buildings, parks and transportation systems) .....	1	2	3	4
Health and wellness opportunities in San José.....	1	2	3	4
Overall opportunities for education and enrichment .....	1	2	3	4
Overall economic health of San José.....	1	2	3	4
Sense of community .....	1	2	3	4

**14. Please rate how safe or unsafe you feel from the following:**

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
Violent crime (e.g. rape, assault, robbery).....	1	2	3	4	5	6
Property crimes .....	1	2	3	4	5	6

# The City of San José 2017 Resident Survey

**Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.**

**D1. How often, if at all, do you do each of the following, considering all of the times you could?**

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home .....	1	2	3	4	5
Purchase goods or services from a business located in San José .....	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day .....	1	2	3	4	5
Participate in moderate or vigorous physical activity .....	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.) .....	1	2	3	4	5
Vote in local elections .....	1	2	3	4	5

**D2. Would you say that in general your health is:**

- Excellent     
  Very good     
  Good     
  Fair     
  Poor

**D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:**

- Very positive     
  Somewhat positive     
  Neutral     
  Somewhat negative     
  Very negative

**D4. What is your employment status?**

- Working full time for pay  
 Working part time for pay  
 Unemployed, looking for paid work  
 Unemployed, not looking for paid work  
 Fully retired

**D5. Do you work inside the boundaries of San José?**

- Yes, outside the home  
 Yes, from home  
 No

**D6. How many years have you lived in San José?**

- Less than 2 years       11-20 years  
 2-5 years       More than 20 years  
 6-10 years

**D7. Which best describes the building you live in?**

- One family house detached from any other houses  
 Building with two or more homes (duplex, townhome, apartment or condominium)  
 Mobile home  
 Other

**D8. Is this house, apartment or mobile home...**

- Rented  
 Owned

**D9. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?**

- Less than \$300 per month  
 \$300 to \$599 per month  
 \$600 to \$999 per month  
 \$1,000 to \$1,499 per month  
 \$1,500 to \$2,499 per month  
 \$2,500 or more per month  
 \$3,000 or more per month

**D10. Do any children 17 or under live in your household?**

- No       Yes

**D11. Are you or any other members of your household aged 65 or older?**

- No       Yes

**D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)**

- Less than \$25,000  
 \$25,000 to \$49,999  
 \$50,000 to \$99,999  
 \$100,000 to \$149,999  
 \$150,000 or more

**Please respond to both questions D13 and D14:**

**D13. Are you Spanish, Hispanic or Latino?**

- No, not Spanish, Hispanic or Latino  
 Yes, I consider myself to be Spanish, Hispanic or Latino

**D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)**

- American Indian or Alaskan Native  
 Asian, Asian Indian or Pacific Islander  
 Black or African American  
 White  
 Other

**D15. In which category is your age?**

- 18-24 years       55-64 years  
 25-34 years       65-74 years  
 35-44 years       75 years or older  
 45-54 years

**D16. What is your sex?**

- Female       Male

**D17. Do you consider a cell phone or land line your primary telephone number?**

- Cell       Land line       Both

**Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502**

**City of San José**  
**OFFICE OF THE CITY AUDITOR**  
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