



# CITY OF SAN JOSÉ, CA 2011



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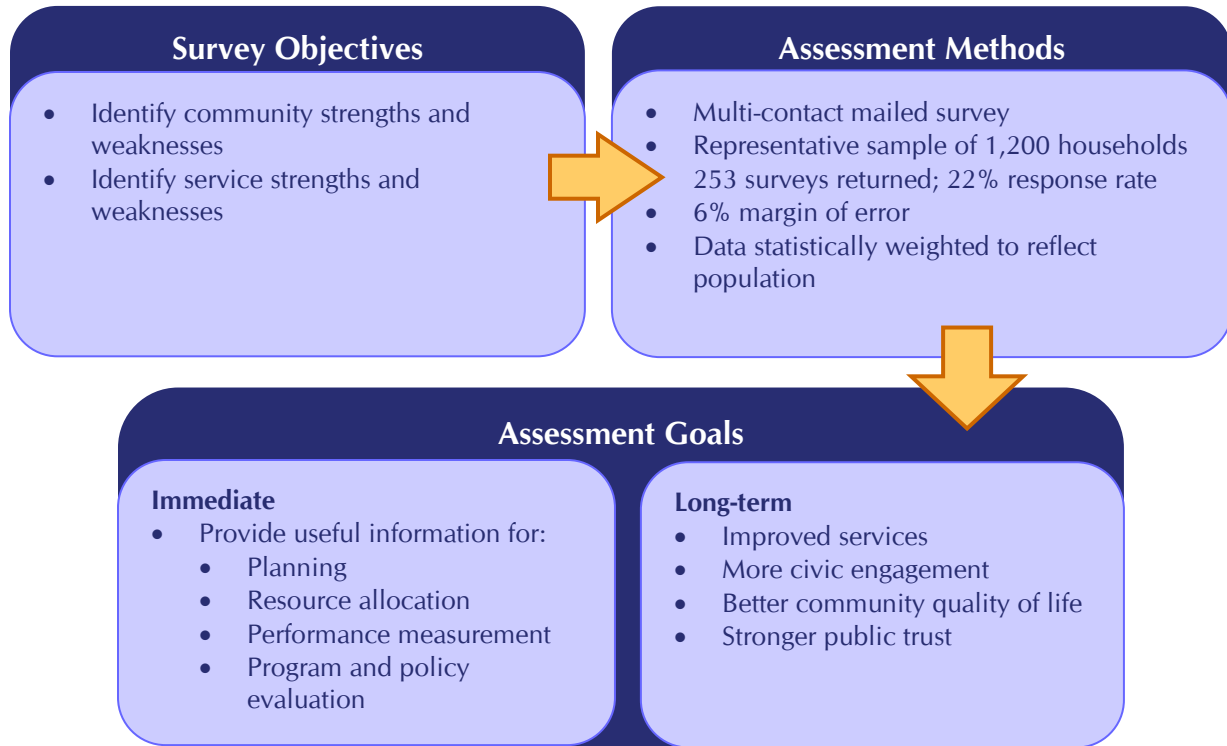
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## SURVEY BACKGROUND

### ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The NCS was developed by NRC to provide a statistically valid survey of resident opinions about community and services provided by local government. The survey results may be used by staff, elected officials and other stakeholders for community planning and resource allocation, program improvement and policy making.

FIGURE 1: THE NATIONAL CITIZEN SURVEY™ METHODS AND GOALS



The NCS focuses on a series of community characteristics and local government services, as well as issues of public trust. Resident behaviors related to civic engagement in the community also were measured in the survey.

FIGURE 2: THE NATIONAL CITIZEN SURVEY™ FOCUS AREAS



The survey and its administration are standardized to assure high quality research methods and directly comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage-paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community. A total of 253 completed surveys were obtained, providing an overall response rate of 22%. Typically, response rates obtained on citizen surveys range from 20% to 40%.

The National Citizen Survey™ customized for the City of San José was developed in close cooperation with local jurisdiction staff. San José staff selected items from a menu of questions about services and community issues and provided the appropriate letterhead and signatures for mailings. City of San José staff also augmented The National Citizen Survey™ basic service through a variety of options including several custom questions and offering the survey in Spanish and Vietnamese.

## UNDERSTANDING THE RESULTS

As shown in Figure 2, this report is based around respondents' opinions about eight larger categories: community quality, community design, public safety, environmental sustainability, recreation and wellness, community inclusiveness, civic engagement and public trust. Each report section begins with residents' ratings of community characteristics and is followed by residents' ratings of service quality. For all evaluative questions, the percent of residents rating the service or community feature as "excellent" or "good" is presented. To see the full set of responses for each question on the survey, please see Appendix A: Complete Survey Frequencies.

### Margin of Error

The margin of error around results for the City of San José Survey (253 completed surveys) is plus or minus six percentage points. This is a measure of the precision of your results; a larger number of completed surveys gives a smaller (more precise) margin of error, while a smaller number of surveys yields a larger margin of error. With your margin of error, you may conclude that when 60% of survey respondents report that a particular service is "excellent" or "good," somewhere between 54-66% of all residents are likely to feel that way.

### Comparing Survey Results

Certain kinds of services tend to be thought better of by residents in many communities across the country. For example, public safety services tend to be received better than transportation services by residents of most American communities. Where possible, the better comparison is not from one service to another in the City of San José, but from City of San José services to services like them provided by other jurisdictions.

### Benchmark Comparisons

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; 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 City of San José chose to have comparisons made to the entire database. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the City of San José survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons for quality ratings were available, the City of San José results were generally noted as being "above" the benchmark, "below" the benchmark or "similar" to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as "more," "similar" or "less" (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem.) In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). These labels come from a statistical comparison of the City of San José's rating to the benchmark.

## **“Don’t Know” Responses and Rounding**

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 body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select more than one answer. When the total exceeds 100% in a table for a multiple response question, it is because some respondents did select more than one response. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of percentages being rounded to the nearest whole number.

For more information on understanding The NCS report, please see Appendix B: Survey Methodology.

## EXECUTIVE SUMMARY

This report of the City of San José survey provides the opinions of a representative sample of residents about community quality of life, service delivery, civic participation and unique issues of local interest. A periodic sounding of resident opinion offers staff, elected officials and other stakeholders an opportunity to identify challenges and to plan for and evaluate improvements and to sustain services and amenities for long-term success.

Most residents experienced a good quality of life in the City of San José and believed the City was a good place to live. The overall quality of life in the City of San José was rated as “excellent” or “good” by 62% of respondents. A majority reported they plan on staying in the City of San José for the next five years.

A variety of characteristics of the community was evaluated by those participating in the study. The two characteristics receiving the most favorable ratings were shopping opportunities and opportunities to volunteer. The two characteristics receiving the least positive ratings were the availability of affordable quality child care and the availability of affordable quality housing.

Ratings of community characteristics were compared to the benchmark database. Of the 31 characteristics for which comparisons were available, three were above the national benchmark comparison, seven were similar to the national benchmark comparison and 21 were below.

Residents in the City of San José were minimally civically engaged. While only 18% had attended a meeting of local elected public officials or other local public meeting in the previous 12 months, 94% had provided help to a friend or neighbor. Less than half had volunteered their time to some group or activity in the City of San José, which was lower than the benchmark.

In general, survey respondents demonstrated distrust in local government. Less than half rated the overall direction being taken by the City of San José as “good” or “excellent.” This was much lower than the benchmark. Those residents who had interacted with an employee of the City of San José in the previous 12 months gave moderate marks to those employees. A majority rated their overall impression of employees as “excellent” or “good.”

City services rated were able to be compared to the benchmark database. Of the 32 services for which comparisons were available, none were above the benchmark comparison, five were similar to the benchmark comparison and 27 were below.

# COMMUNITY RATINGS

## OVERALL COMMUNITY QUALITY

Overall quality of community life may be the single best indicator of success in providing the natural ambience, services and amenities that make for an attractive community. The National Citizen Survey™ contained many questions related to quality of community life in the City of San José – not only direct questions about quality of life overall and in neighborhoods, but questions to measure residents’ commitment to the City of San José. Residents were asked whether they planned to move soon or if they would recommend the City of San José to others. Intentions to stay and willingness to make recommendations provide evidence that the City of San José offers services and amenities that work.

Most of the City of San José’s residents gave favorable ratings to their neighborhoods and the community as a place to live. Further, most reported they would recommend the community to others and plan to stay for the next five years.

FIGURE 3: RATINGS OF OVERALL COMMUNITY QUALITY

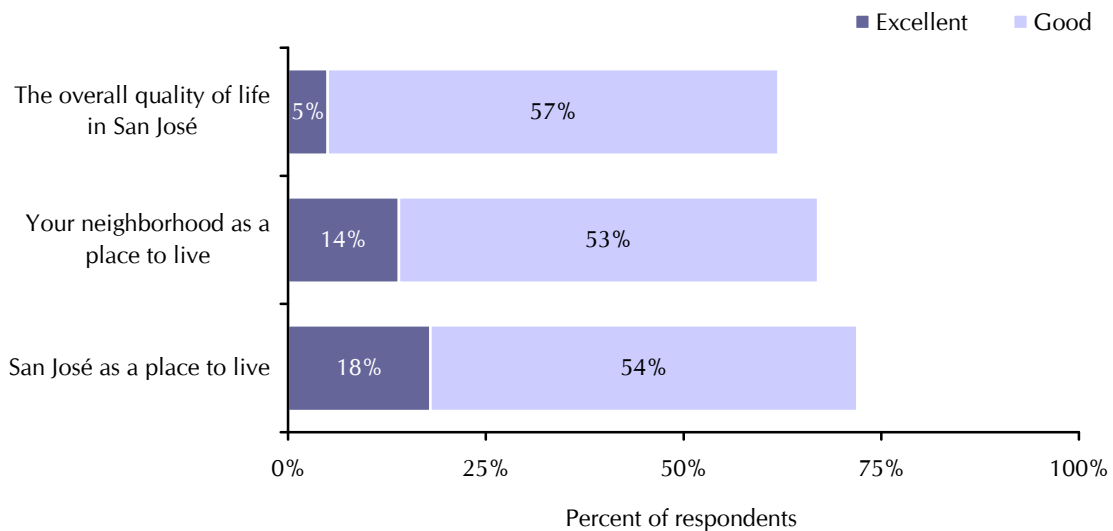


FIGURE 4: LIKELIHOOD OF REMAINING IN COMMUNITY AND RECOMMENDING COMMUNITY

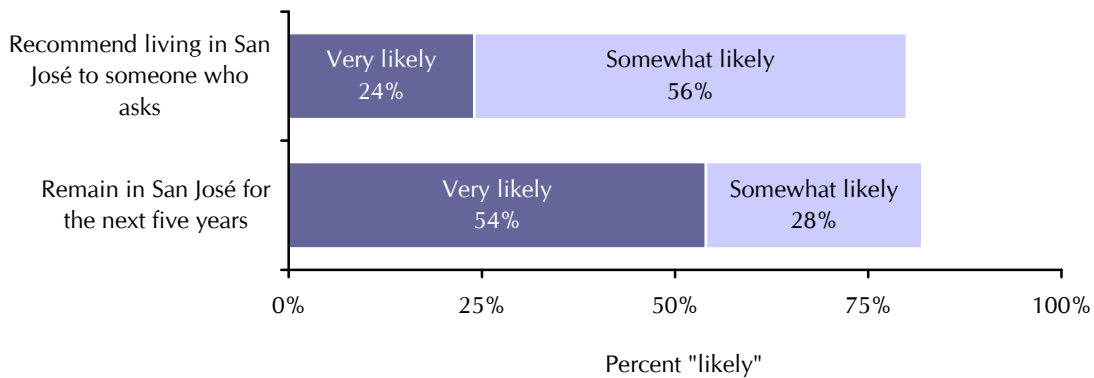




FIGURE 5: OVERALL COMMUNITY QUALITY BENCHMARKS

	Comparison to benchmark
Overall quality of life in San José	Much below
Your neighborhood as place to live	Much below
San José as a place to live	Much below
Recommend living in San José to someone who asks	Much below
Remain in San José for the next five years	Similar

## COMMUNITY DESIGN

### Transportation

The ability to move easily throughout a community can greatly affect the quality of life of residents by diminishing time wasted in traffic congestion and by providing opportunities to travel quickly and safely by modes other than the automobile. High quality options for resident mobility not only require local government to remove barriers to flow but they require government programs and policies that create quality opportunities for all modes of travel.

Residents responding to the survey were given a list of seven aspects of mobility to rate on a scale of “excellent,” “good,” “fair” and “poor.” Ease of rail travel was given the most positive rating. Traffic flow on major streets was rated lowest by residents.

FIGURE 6: RATINGS OF TRANSPORTATION IN COMMUNITY

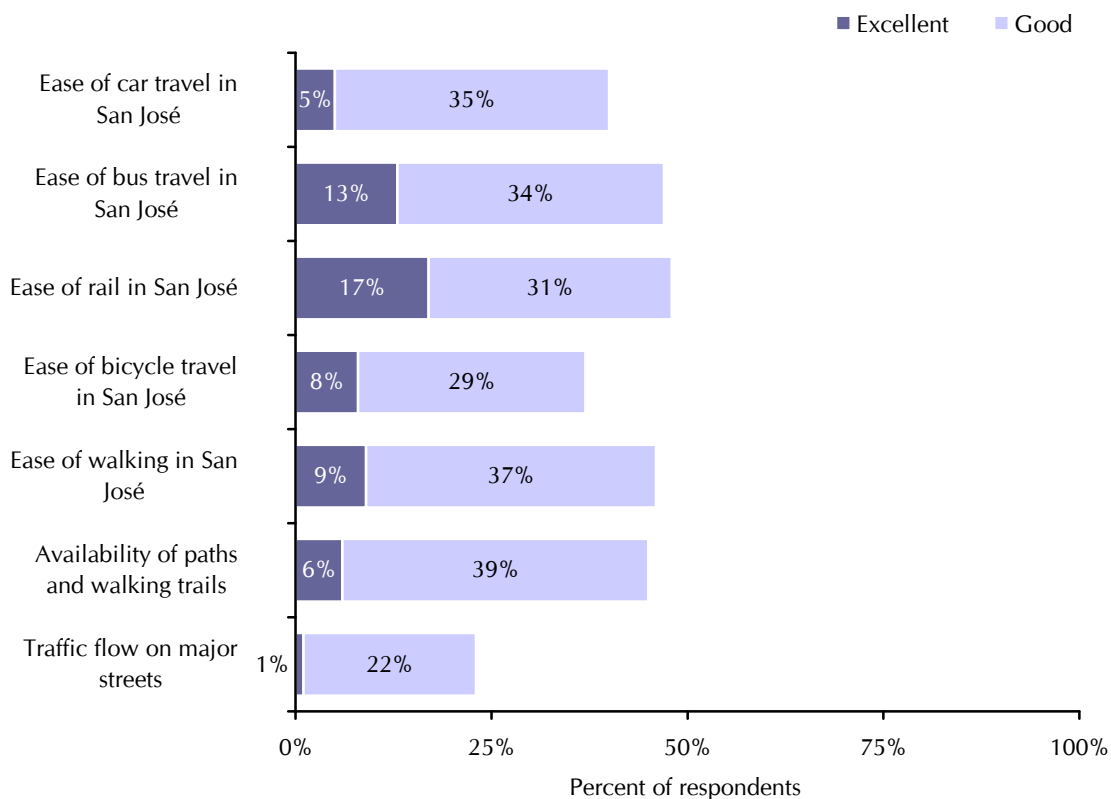


FIGURE 7: COMMUNITY TRANSPORTATION BENCHMARKS

	Comparison to benchmark
Ease of car travel in San José	Much below
Ease of bus travel in San José	Similar
Ease of rail travel in San José	Similar
Ease of bicycle travel in San José	Below
Ease of walking in San José	Much below
Availability of paths and walking trails	Much below
Traffic flow on major streets	Much below

Seven transportation services were rated in San José. As compared to most communities across America, ratings tended to be lower than the average. Six were below the benchmark; the rating for bus and transit services was similar to the benchmark.

FIGURE 8: RATINGS OF TRANSPORTATION AND PARKING SERVICES

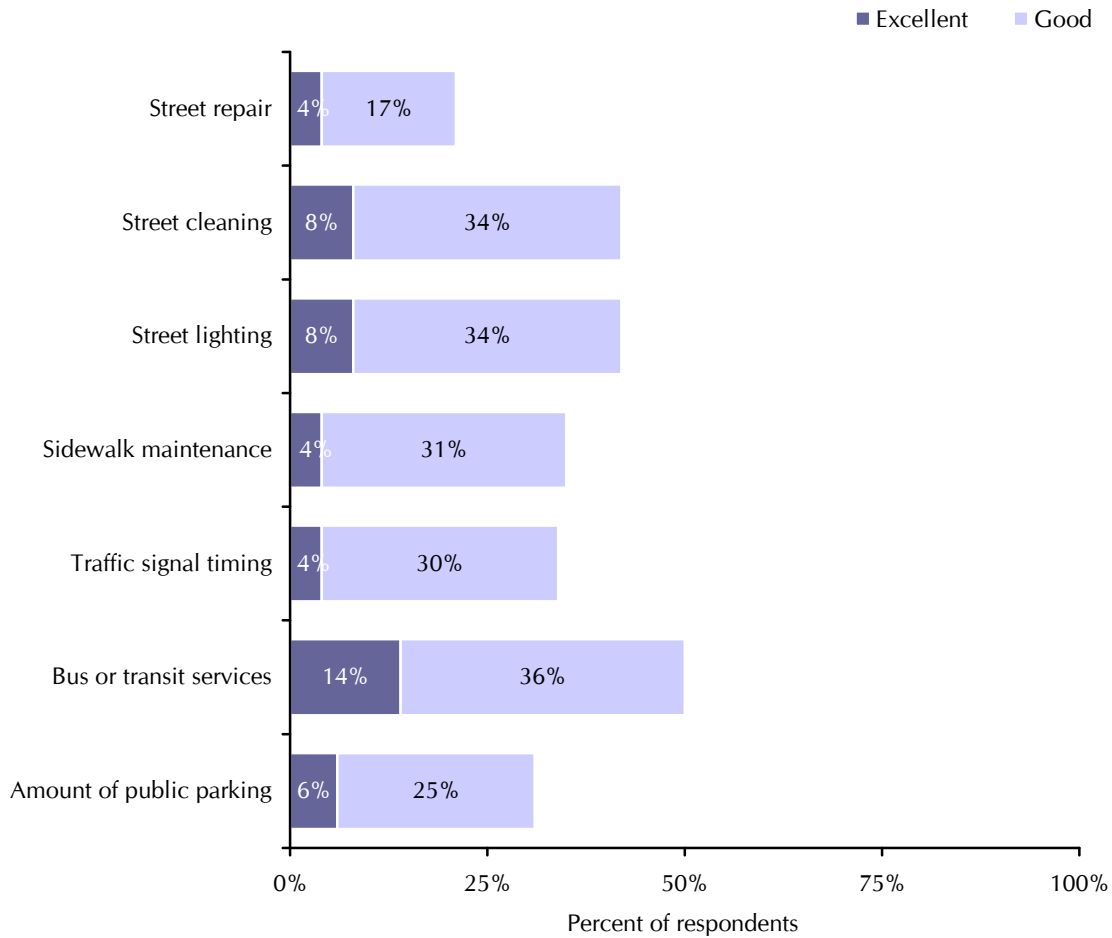


FIGURE 9: TRANSPORTATION AND PARKING SERVICES BENCHMARKS

	Comparison to benchmark
Street repair	Much below
Street cleaning	Much below
Street lighting	Much below
Sidewalk maintenance	Much below
Traffic signal timing	Below
Bus or transit services	Similar
Amount of public parking	Much below

By measuring choice of travel mode over time, communities can monitor their success in providing attractive alternatives to the traditional mode of travel, the single-occupied automobile. When asked how they typically traveled to work, single-occupancy (SOV) travel was the overwhelming mode of use. However, 8% of work commute trips were made by transit and 1% were made by foot.

FIGURE 10: FREQUENCY OF BUS USE IN LAST 12 MONTHS

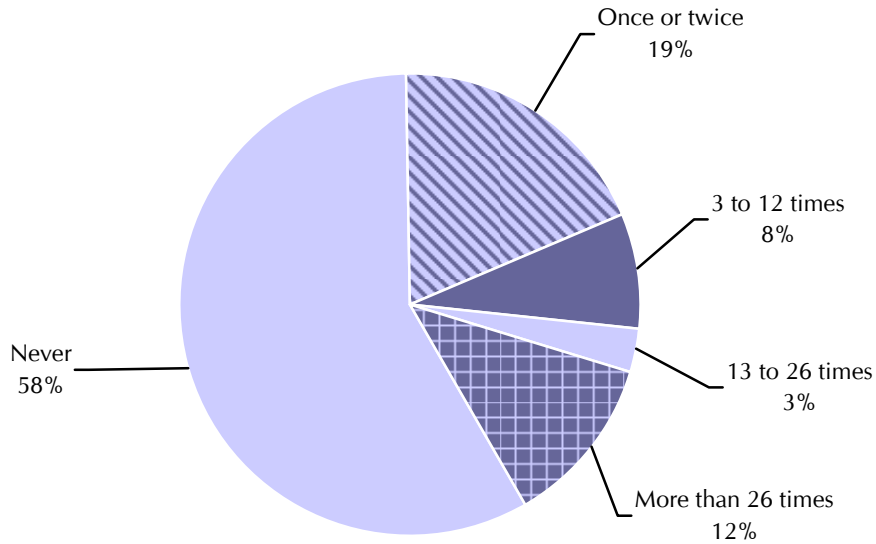


FIGURE 11: FREQUENCY OF BUS USE BENCHMARKS

Comparison to benchmark	
Ridden a local bus within San José	Much more

FIGURE 12: MODE OF TRAVEL USED FOR WORK COMMUTE

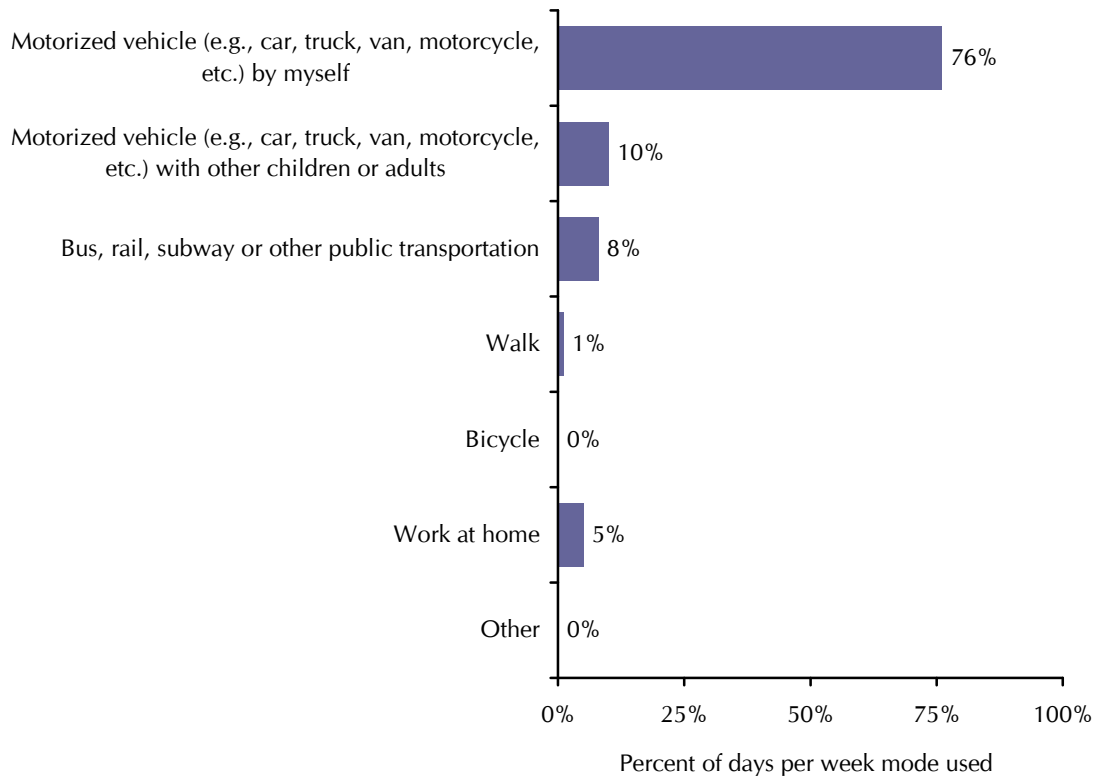


FIGURE 13: DRIVE ALONE BENCHMARKS

Comparison to benchmark	
Average percent of work commute trips made by driving alone	Similar

## Housing

Housing variety and affordability are not luxuries for any community. When there are too few options for housing style and affordability, the characteristics of a community tilt toward a single group, often of well-off residents. While this may seem attractive to a community, the absence of affordable townhomes, condominiums, mobile homes, single family detached homes and apartments means that in addition to losing the vibrancy of diverse thoughts and lifestyles, the community loses the service workers that sustain all communities – police officers, school teachers, house painters and electricians. These workers must live elsewhere and commute in at great personal cost and to the detriment of traffic flow and air quality. Furthermore lower income residents pay so much of their income to rent or mortgage that little remains to bolster their own quality of life or local business.

The survey of the City of San José residents asked respondents to reflect on the availability of affordable housing as well as the variety of housing options. The availability of affordable housing was rated as “excellent” or “good” by 19% of respondents, while the variety of housing options was rated as “excellent” or “good” by 50% of respondents. The rating of perceived affordable housing availability was lower in the City of San José than the ratings, on average, in comparison jurisdictions.

FIGURE 14: RATINGS OF HOUSING IN COMMUNITY

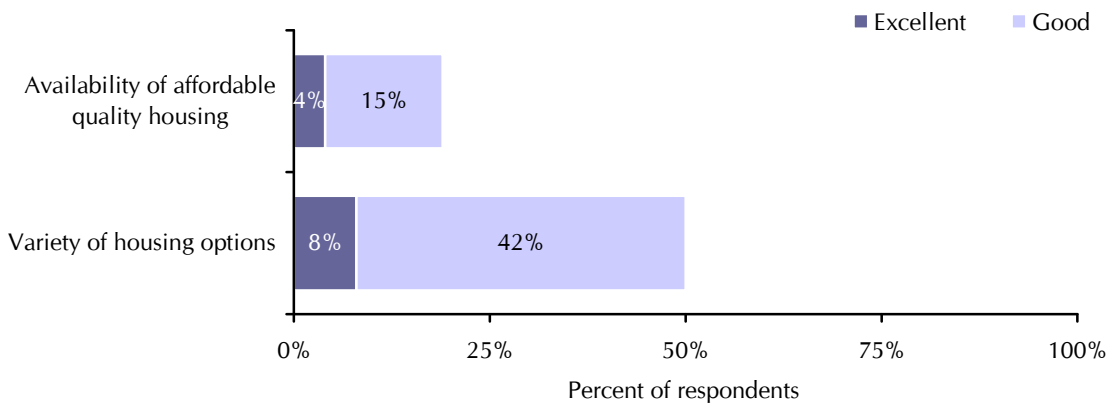


FIGURE 15: HOUSING CHARACTERISTICS BENCHMARKS

	Comparison to benchmark
Availability of affordable quality housing	Much below
Variety of housing options	Below

To augment the perceptions of affordable housing in San José, the cost of housing as reported in the survey was compared to residents' reported monthly income to create a rough estimate of the proportion of residents of the City of San José experiencing housing cost stress. About 59% of survey participants were found to pay housing costs of more than 30% of their monthly household income.

FIGURE 16: PROPORTION OF RESPONDENTS EXPERIENCING HOUSING COST STRESS

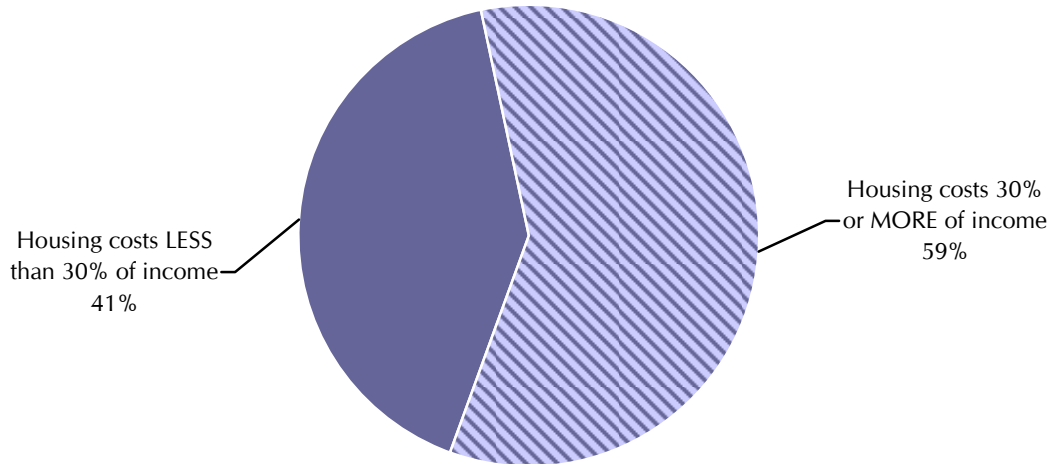


FIGURE 17: HOUSING COSTS BENCHMARKS

	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	Much more

## Land Use and Zoning

Community development contributes to a feeling among residents and even visitors of the attention given to the speed of growth, the location of residences and businesses, the kind of housing that is appropriate for the community and the ease of access to commerce, green space and residences. Even the community’s overall appearance often is attributed to the planning and enforcement functions of the local jurisdiction. Residents will appreciate an attractive, well-planned community. The NCS questionnaire asked residents to evaluate the quality of new development, the appearance of the City of San José and the speed of population growth. Problems with the appearance of property were rated, and the quality of land use planning, zoning and code enforcement services were evaluated.

The overall quality of new development in the City of San José was rated as “excellent” by 8% of respondents and as “good” by an additional 50%. The overall appearance of San José was rated as “excellent” or “good” by 54% of respondents and was much lower than the benchmark. When rating to what extent run down buildings, weed lots or junk vehicles were a problem in the City of San José, 11% thought they were a “major” problem. The services of land use, planning and zoning, and code enforcement and animal control were rated below the benchmark.

FIGURE 18: RATINGS OF THE COMMUNITY'S "BUILT ENVIRONMENT"

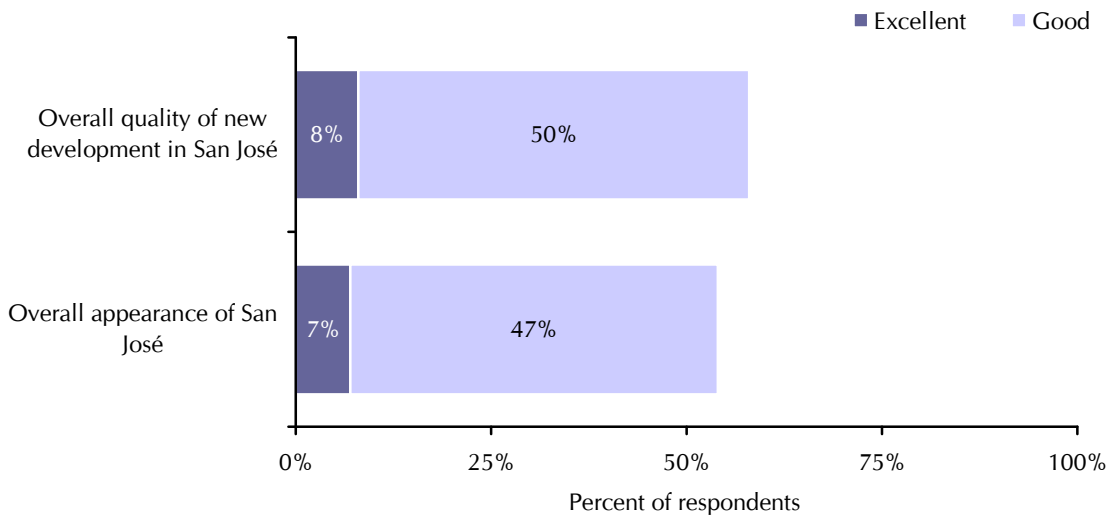


FIGURE 19: BUILT ENVIRONMENT BENCHMARKS

	Comparison to benchmark
Quality of new development in San José	Similar
Overall appearance of San José	Much below



FIGURE 20: RATINGS OF POPULATION GROWTH

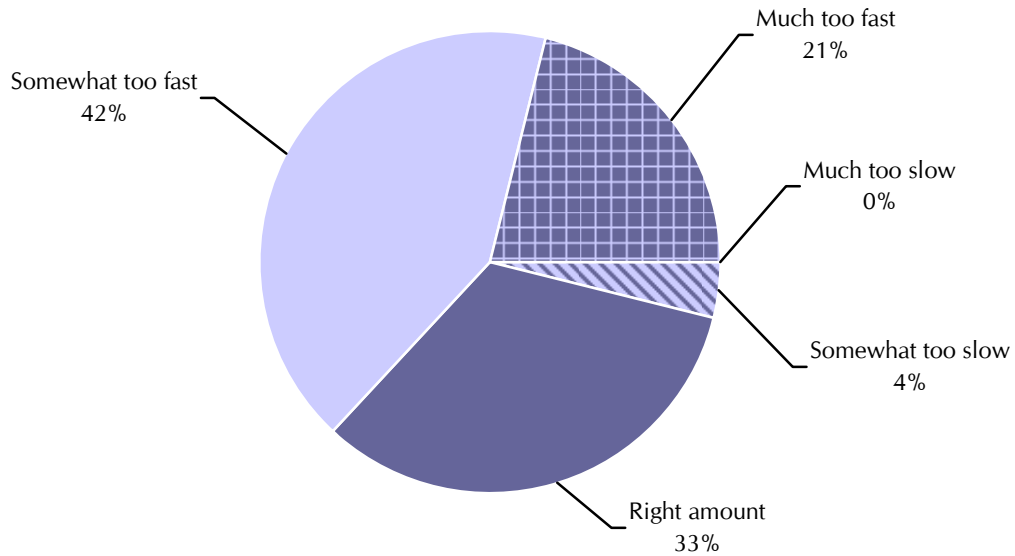


FIGURE 21: POPULATION GROWTH BENCHMARKS

Comparison to benchmark	
Population growth seen as too fast	Much more

FIGURE 22: RATINGS OF NUISANCE PROBLEMS

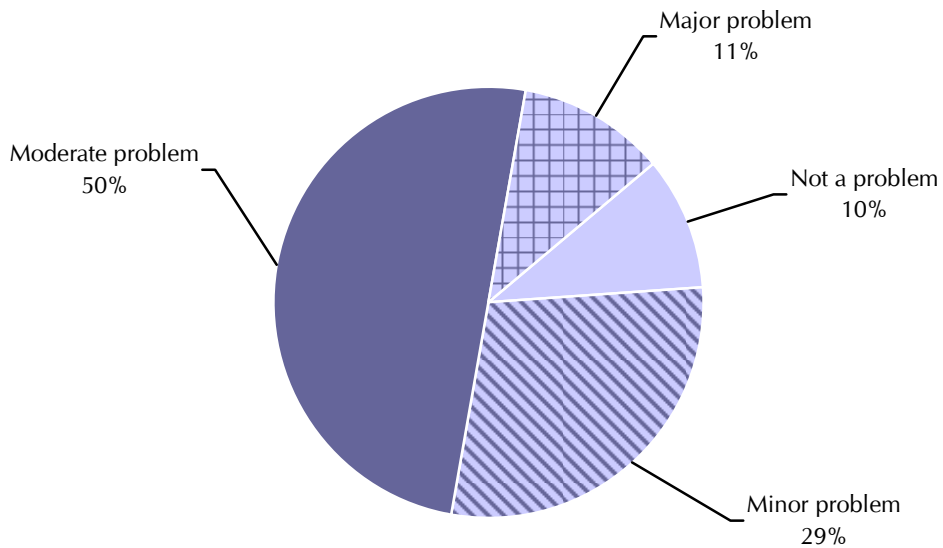


FIGURE 23: NUISANCE PROBLEMS BENCHMARKS

Comparison to benchmark	
Run down buildings, weed lots and junk vehicles seen as a "major" problem	Similar

FIGURE 24: RATINGS OF PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES

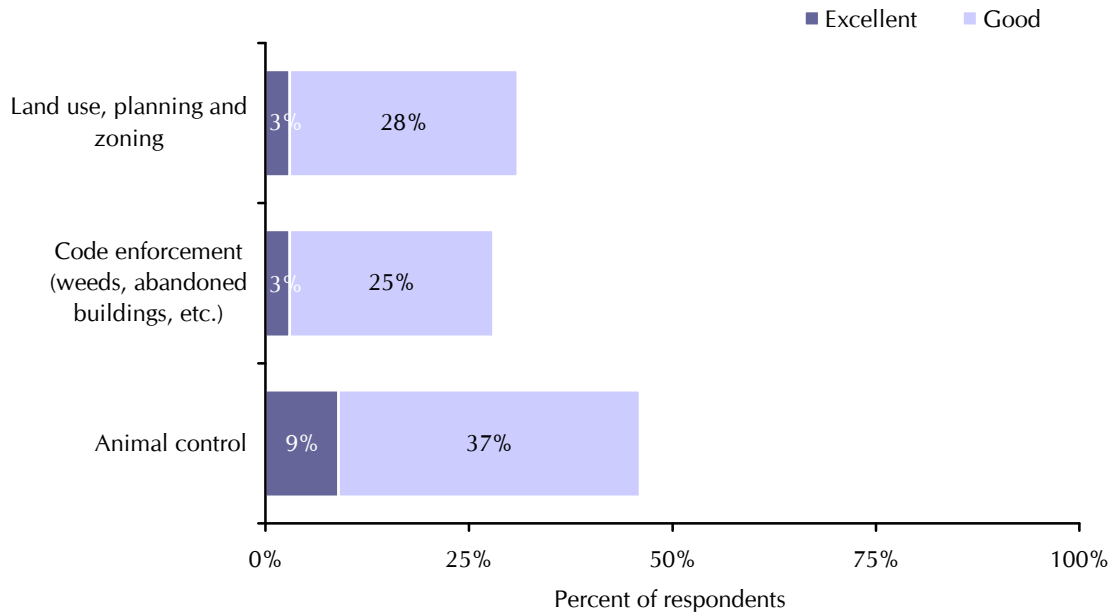


FIGURE 25: PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BENCHMARKS

	Comparison to benchmark
Land use, planning and zoning	Below
Code enforcement (weeds, abandoned buildings, etc.)	Much below
Animal control	Below

## ECONOMIC SUSTAINABILITY

The United States has been in recession since late 2007 with an accelerated downturn occurring in the fourth quarter of 2008. Officially we emerged from recession in the third quarter of 2009, but high unemployment lingers, keeping a lid on a strong recovery. Many readers worry that the ill health of the economy will color how residents perceive their environment and the services that local government delivers. NRC researchers have found that the economic downturn has chastened Americans' view of their own economic futures but has not colored their perspectives about community services or quality of life.

Survey respondents were asked to rate a number of community features related to economic opportunity and growth. The most positively rated features were shopping opportunities and San Jose as a place to work. Receiving the lowest rating was employment opportunities; however it was much above the benchmark. These ratings tended to be higher when compared to other communities across the nation.

FIGURE 26: RATINGS OF ECONOMIC SUSTAINABILITY AND OPPORTUNITIES

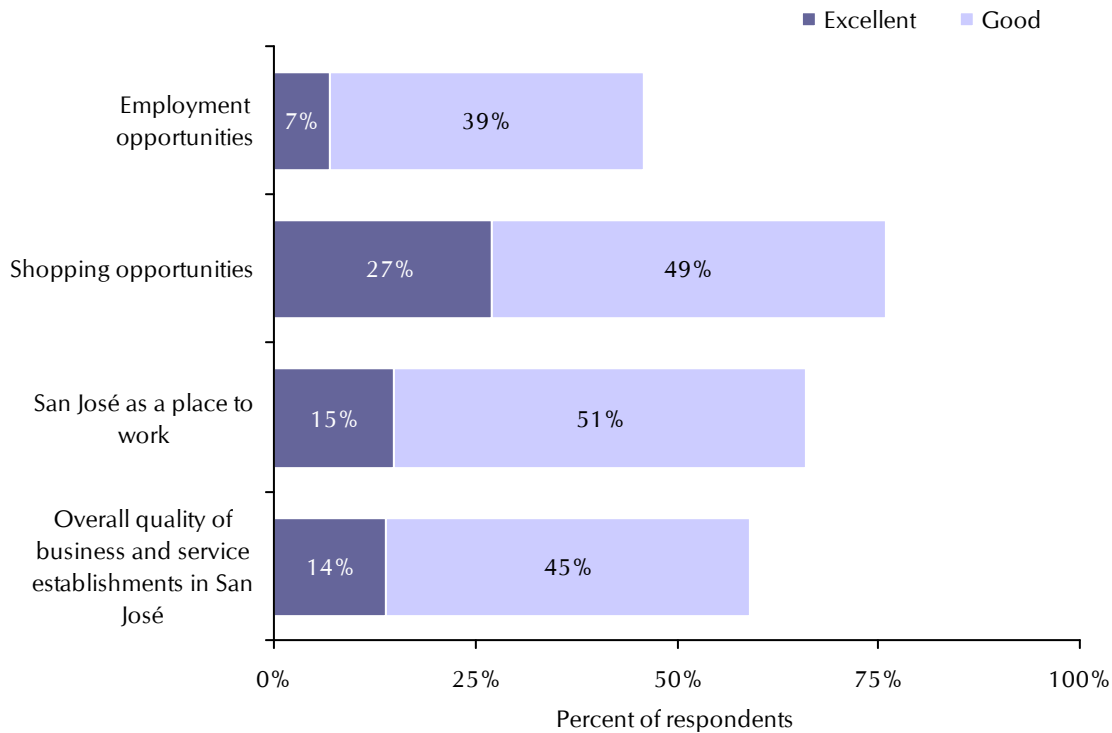


FIGURE 27: ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Employment opportunities	Much above
Shopping opportunities	Much above
San José as a place to work	Above
Overall quality of business and service establishments in San José	Similar

Residents were asked to evaluate the speed of jobs growth and retail growth on a scale from “much too slow” to “much too fast.” When asked about the rate of jobs growth in San José, 80% responded that it was “too slow,” while 25% reported retail growth as “too slow.” A much smaller proportion of residents in San José compared to other jurisdictions believed that retail growth was too slow and more residents believed that jobs growth was too slow.

FIGURE 28: RATINGS OF RETAIL AND JOBS GROWTH

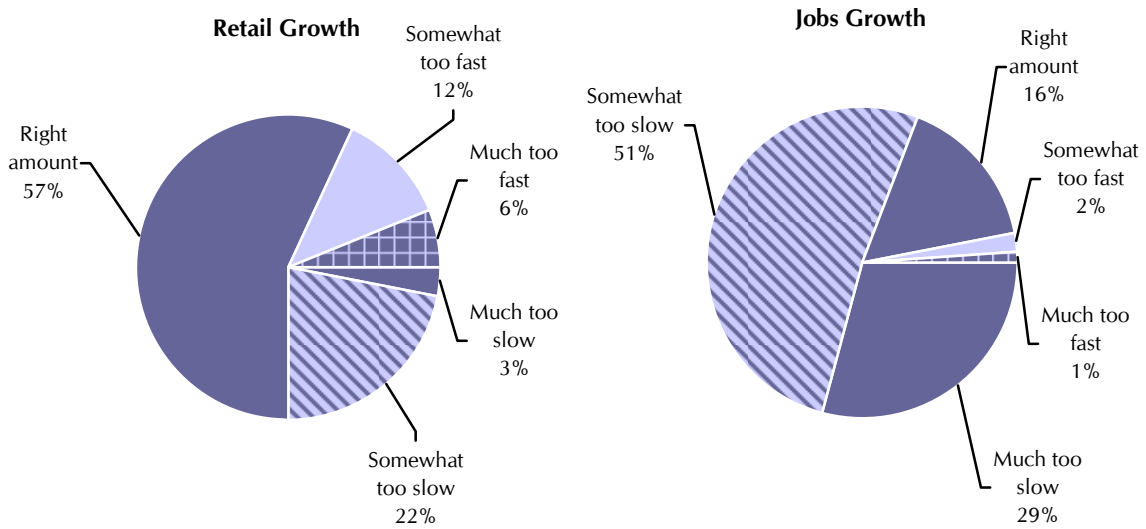


FIGURE 29: RETAIL AND JOBS GROWTH BENCHMARKS

	Comparison to benchmark
Retail growth seen as too slow	Much less
Jobs growth seen as too slow	More

FIGURE 30: RATINGS OF ECONOMIC DEVELOPMENT SERVICES

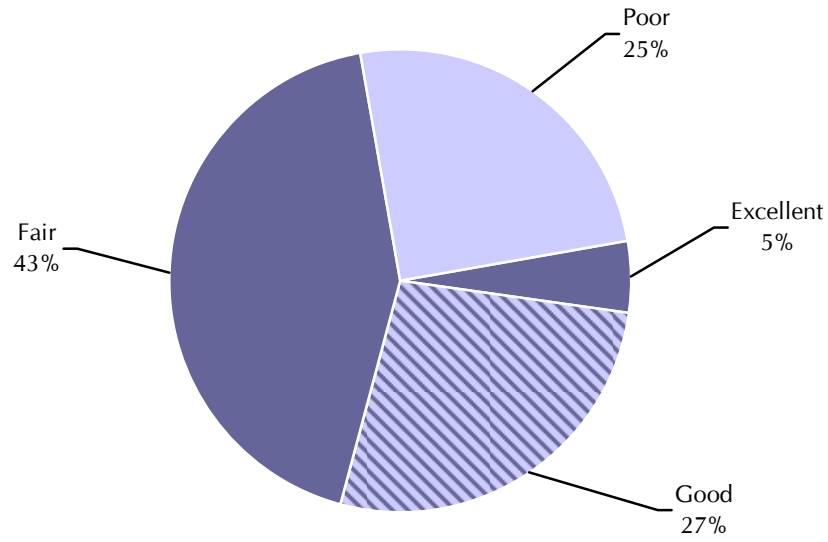


FIGURE 31: ECONOMIC DEVELOPMENT SERVICES BENCHMARKS

Comparison to benchmark	
Economic development	Below

Residents were asked to reflect on their economic prospects in the near term. Seventeen percent of the City of San José residents expected that the coming six months would have a “somewhat” or “very” positive impact on their family, while 47% felt that the economic future would be “somewhat” or “very” negative. The percent of residents with an optimistic outlook on their household income was the same as comparison jurisdictions.

FIGURE 32: RATINGS OF PERSONAL ECONOMIC FUTURE

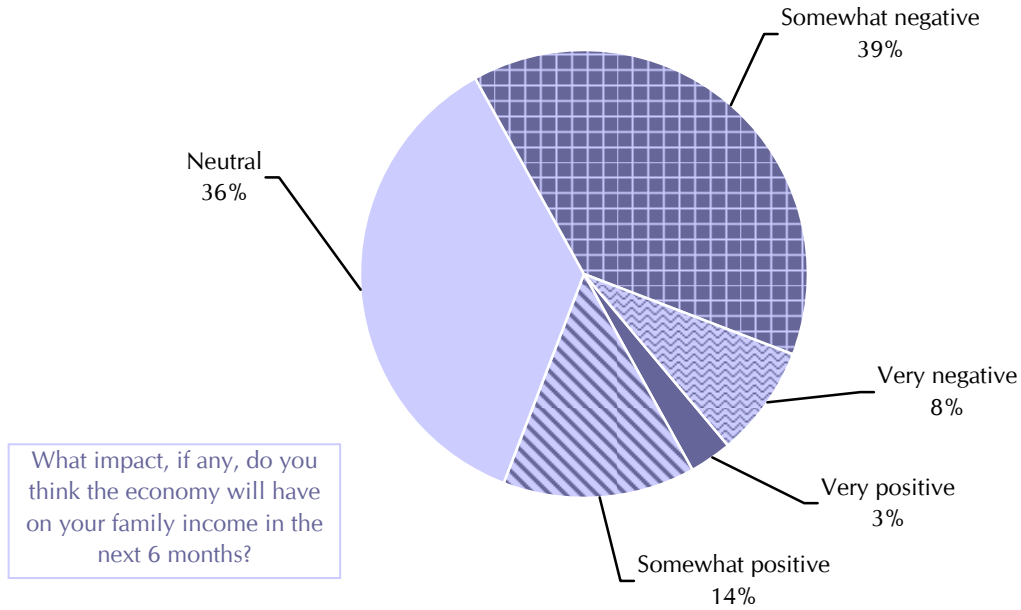


FIGURE 33: PERSONAL ECONOMIC FUTURE BENCHMARKS

	Comparison to benchmark
Positive impact of economy on household income	Similar

## PUBLIC SAFETY

Safety from violent or property crimes creates the cornerstone of an attractive community. No one wants to live in fear of crime, fire or natural hazards, and communities in which residents feel protected or unthreatened are communities that are more likely to show growth in population, commerce and property value.

Residents were asked to rate their feelings of safety from violent crimes, property crimes, fire and environmental dangers and to evaluate the local agencies whose main charge is to provide protection from these dangers. Many gave positive ratings of safety in the City of San José. About half of those completing the questionnaire said they felt “very” or “somewhat” safe from violent crimes and 58% felt “very” or “somewhat” safe from environmental hazards. Daytime sense of safety was better than nighttime safety and neighborhoods felt safer than downtown.

FIGURE 34: RATINGS OF COMMUNITY AND PERSONAL PUBLIC SAFETY

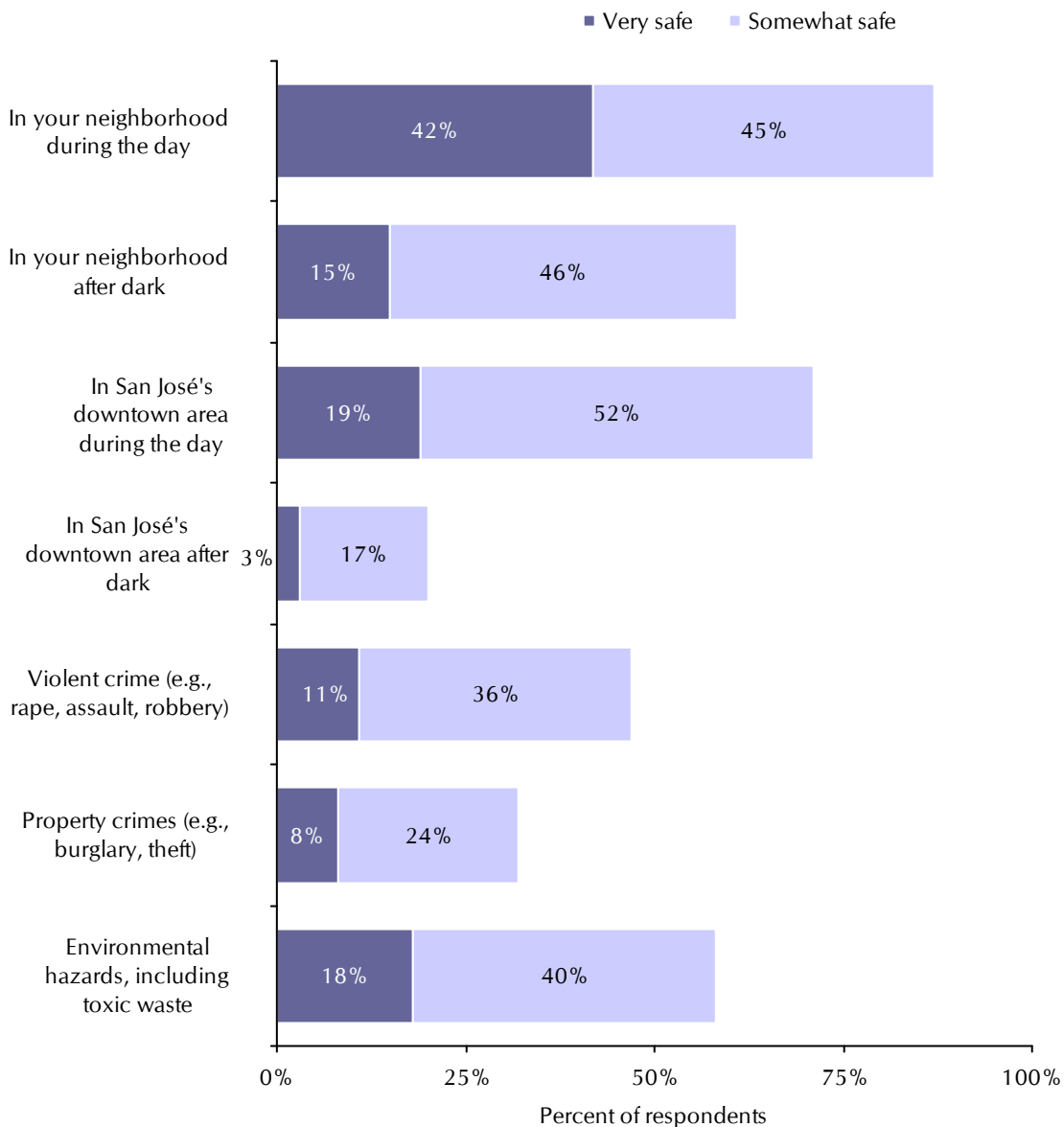


FIGURE 35: COMMUNITY AND PERSONAL PUBLIC SAFETY BENCHMARKS

	Comparison to benchmark
In your neighborhood during the day	Below
In your neighborhood after dark	Much below
In San José's downtown area during the day	Much below
In San José's downtown area after dark	Much below
Violent crime (e.g., rape, assault, robbery)	Much below
Property crimes (e.g., burglary, theft)	Much below
Environmental hazards, including toxic waste	Much below



As assessed by the survey, 12% of respondents reported that someone in the household had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 71% had reported it to police. Compared to other jurisdictions about the same percent of San José residents had been victims of crime in the 12 months preceding the survey. The proportion of San José residents who had reported their most recent crime victimization to the police was much smaller compared to the benchmark.

FIGURE 36: CRIME VICTIMIZATION AND REPORTING

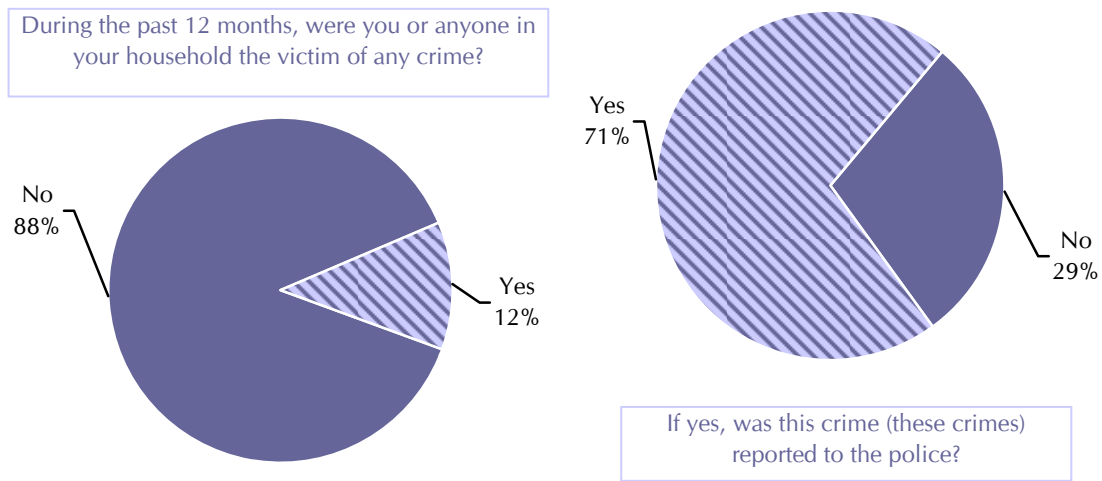


FIGURE 37: CRIME VICTIMIZATION AND REPORTING BENCHMARKS

	Comparison to benchmark
Victim of crime	Similar
Reported crimes	Much less

Residents rated seven City public safety services; all of these were rated below the benchmark. Fire services and ambulance or emergency medical services received the highest ratings.

FIGURE 38: RATINGS OF PUBLIC SAFETY SERVICES

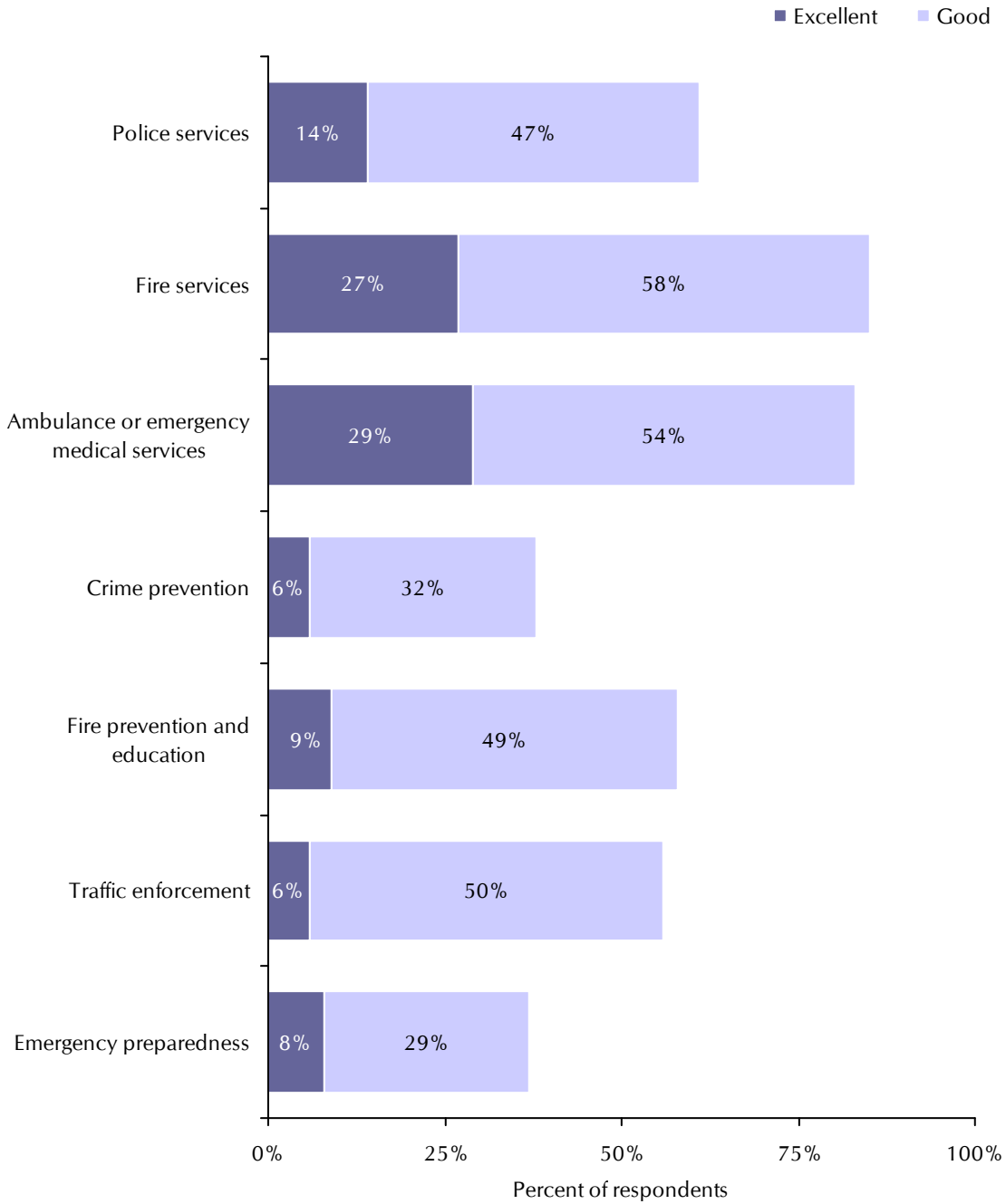


FIGURE 39: PUBLIC SAFETY SERVICES BENCHMARKS

	Comparison to benchmark
Police services	Much below
Fire services	Below
Ambulance or emergency medical services	Below
Crime prevention	Much below
Fire prevention and education	Much below
Traffic enforcement	Much below
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Much below

FIGURE 40: CONTACT WITH POLICE DEPARTMENT

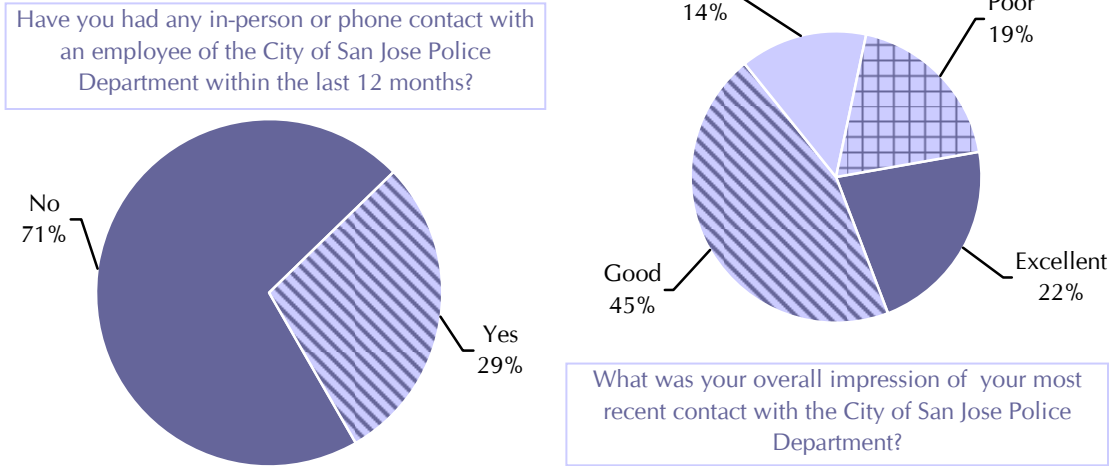


FIGURE 41: CONTACT WITH FIRE DEPARTMENT

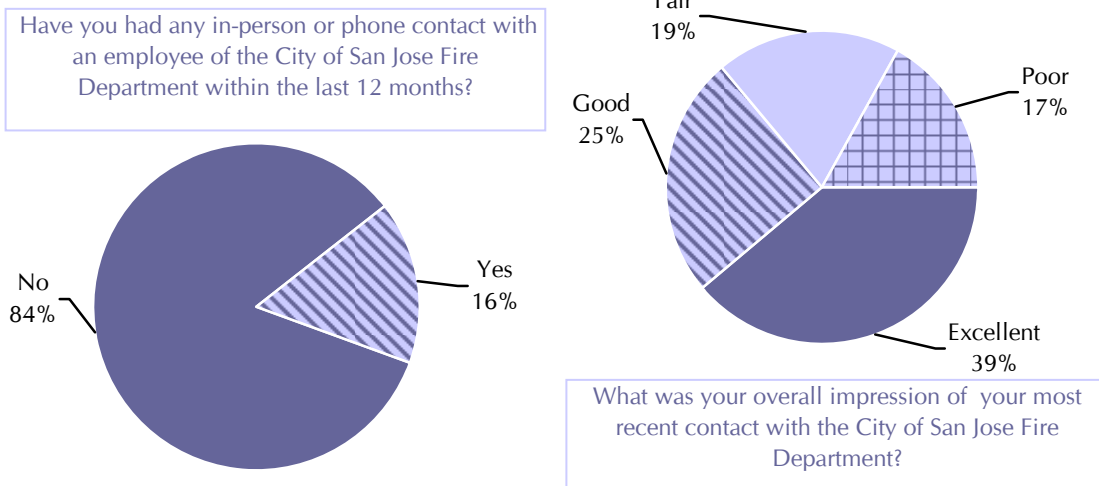


FIGURE 42: CONTACT WITH POLICE AND FIRE DEPARTMENTS BENCHMARKS

	Comparison to benchmark
Had contact with the City of San José Police Department	Much less
Overall impression of most recent contact with the City of San José Police Department	Much below
Had contact with the City of San José Fire Department	Similar
Overall impression of most recent contact with the City of San José Fire Department	Much below

## ENVIRONMENTAL SUSTAINABILITY

Residents value the aesthetic qualities of their hometowns and appreciate features such as overall cleanliness and landscaping. In addition, the appearance and smell or taste of the air and water do not go unnoticed. These days, increasing attention is paid to proper treatment of the environment. At the same time that they are attending to community appearance and cleanliness, cities, counties, states and the nation are going “Green”. These strengthening environmental concerns extend to trash haul, recycling, sewer services, the delivery of power and water and preservation of open spaces. Treatment of the environment affects air and water quality and, generally, how habitable and inviting a place appears.

Residents of the City of San José were asked to evaluate their local environment and the services provided to ensure its quality. The overall quality of the natural environment was rated as “excellent” or “good” by 43% of survey respondents. The cleanliness of San José received the highest rating.

FIGURE 43: RATINGS OF THE COMMUNITY'S NATURAL ENVIRONMENT

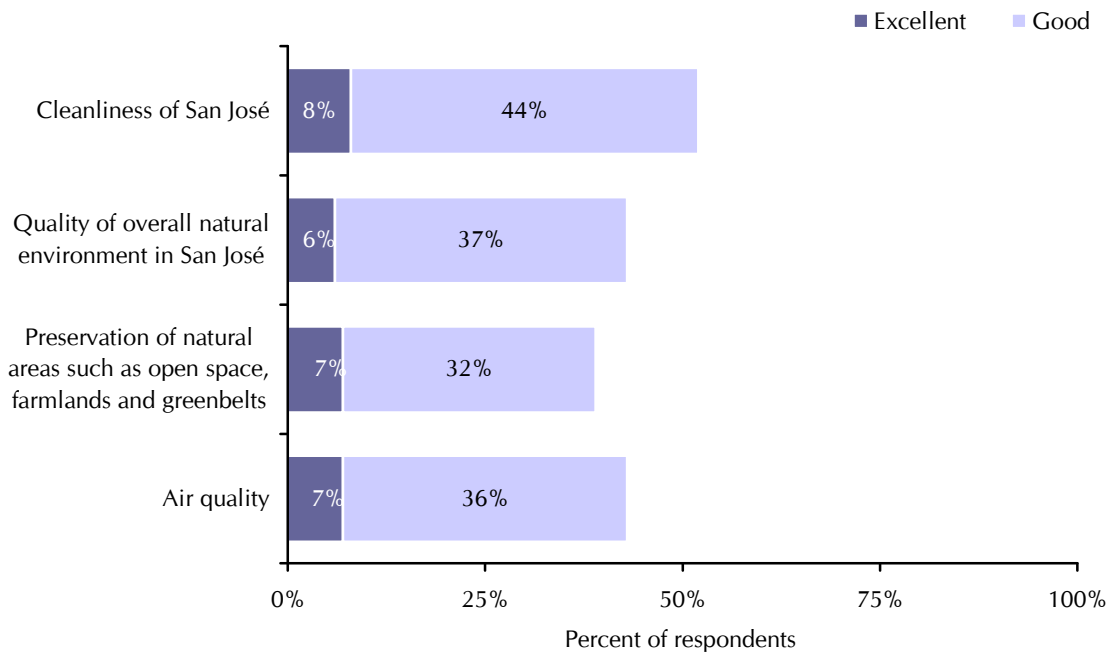


FIGURE 44: COMMUNITY ENVIRONMENT BENCHMARKS

	Comparison to benchmark
Cleanliness of San José	Much below
Quality of overall natural environment in San José	Much below
Preservation of natural areas such as open space, farmlands and greenbelts	Much below
Air quality	Much below

Resident recycling was much greater than recycling reported in comparison communities.

FIGURE 45: FREQUENCY OF RECYCLING IN LAST 12 MONTHS

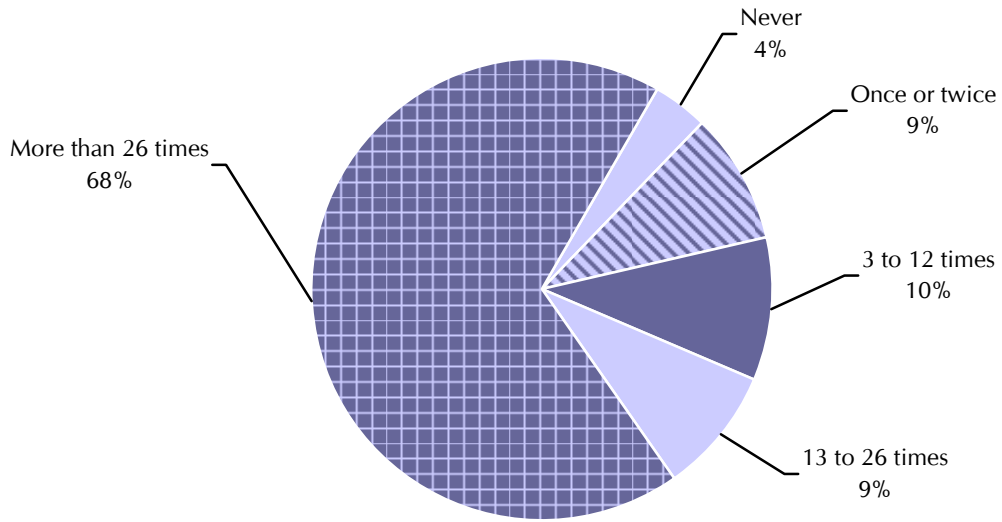


FIGURE 46: FREQUENCY OF RECYCLING BENCHMARKS

Comparison to benchmark	
Recycled used paper, cans or bottles from your home	Much more

Of the six utility services rated by those completing the questionnaire, three were similar to the benchmark comparison and three were rated below the benchmark comparison.

FIGURE 47: RATINGS OF UTILITY SERVICES

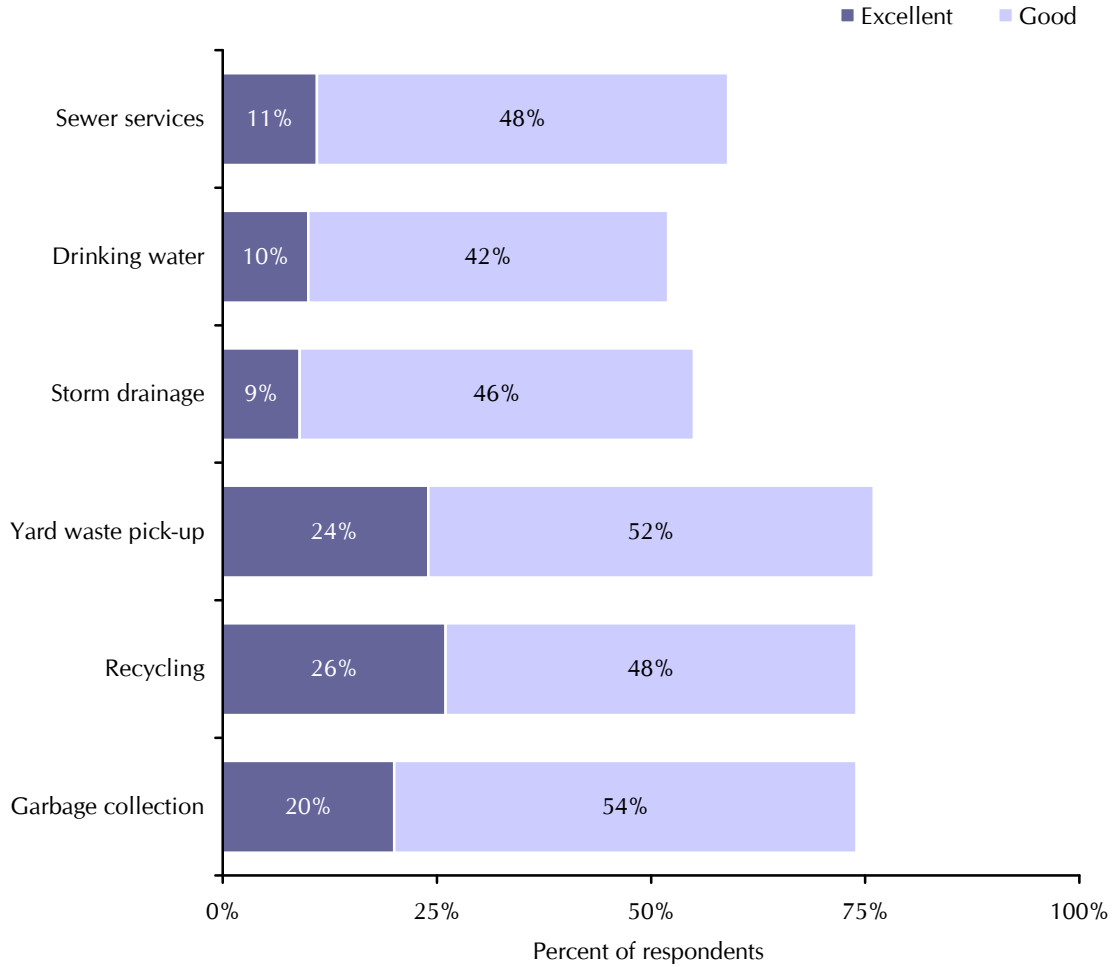


FIGURE 48: UTILITY SERVICES BENCHMARKS

	Comparison to benchmark
Sewer services	Much below
Drinking water	Much below
Storm drainage	Similar
Yard waste pick-up	Similar
Recycling	Similar
Garbage collection	Below

## RECREATION AND WELLNESS

### Parks and Recreation

Quality parks and recreation opportunities help to define a community as more than the grind of its business, traffic and hard work. Leisure activities vastly can improve the quality of life of residents, serving both to entertain and mobilize good health. The survey contained questions seeking residents' perspectives about opportunities and services related to the community's parks and recreation services.

Recreation opportunities in the City of San José were rated moderately as were services related to parks and recreation. City parks, recreation programs or classes and recreation centers or facilities were rated much lower than the benchmark.

Resident use of San José parks and recreation facilities tells its own story about the attractiveness and accessibility of those services. The percent of residents that used San José recreation centers was smaller than the percent of users in comparison jurisdictions. Similarly, recreation program use in San José was lower than use in comparison jurisdictions.

FIGURE 49: RATINGS OF COMMUNITY RECREATIONAL OPPORTUNITIES

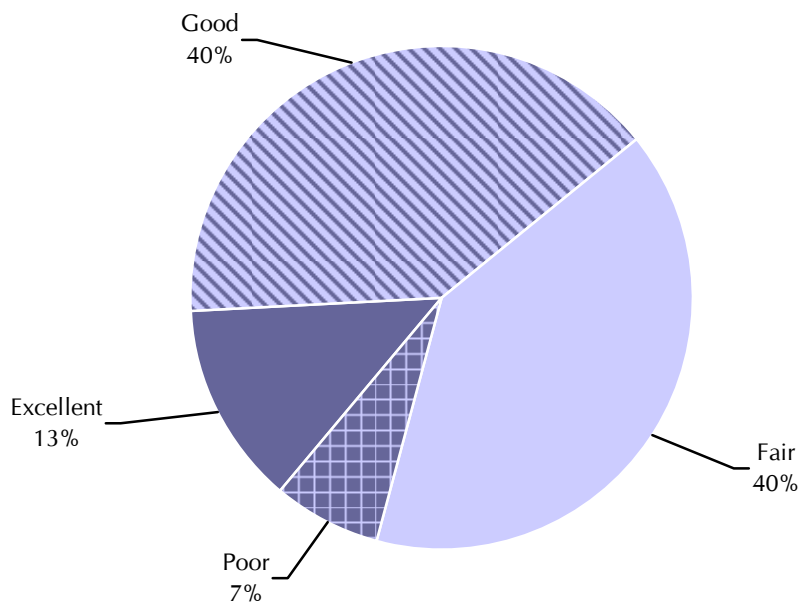


FIGURE 50: COMMUNITY RECREATIONAL OPPORTUNITIES BENCHMARKS

Comparison to benchmark	
Recreation opportunities	Below



FIGURE 51: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES

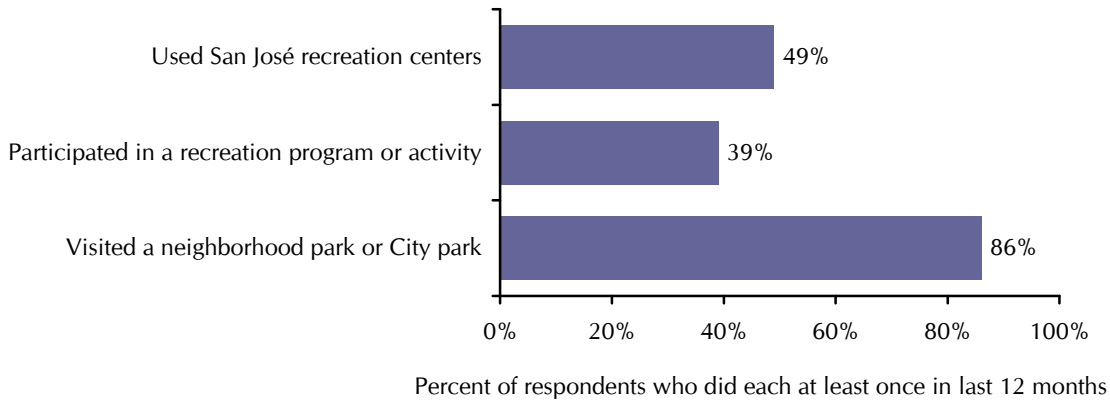


FIGURE 52: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Used San José recreation centers	Much less
Participated in a recreation program or activity	Much less
Visited a neighborhood park or City park	Similar

FIGURE 53: RATINGS OF PARKS AND RECREATION SERVICES

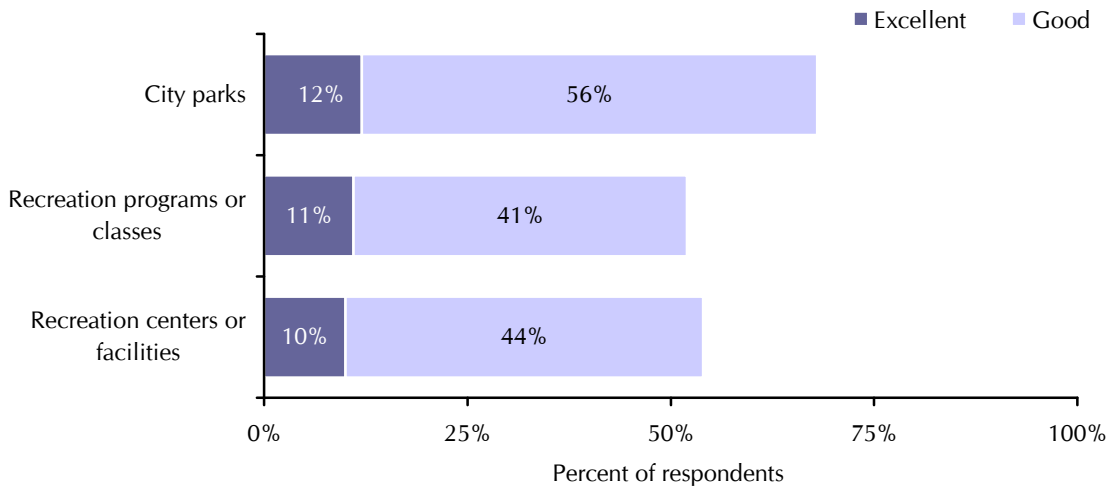


FIGURE 54: PARKS AND RECREATION SERVICES BENCHMARKS

	Comparison to benchmark
City parks	Much below
Recreation programs or classes	Much below
Recreation centers or facilities	Much below

## Culture, Arts and Education

A full service community does not address only the life and safety of its residents. Like individuals who simply go to the office and return home, a community that pays attention only to the life sustaining basics becomes insular, dreary and uninspiring. In the case of communities without thriving culture, arts and education opportunities, the magnet that attracts those who might consider relocating there is vastly weakened. Cultural, artistic, social and educational services elevate the opportunities for personal growth among residents. In the survey, residents were asked about the quality of opportunities to participate in cultural and educational activities.

Opportunities to attend cultural activities were rated as “excellent” or “good” by 64% of respondents. Educational opportunities were rated as “excellent” or “good” by 57% of respondents. Ratings for educational and cultural activity opportunities were similar to the average of comparison jurisdictions.

About 74% of San José residents used a City library at least once in the 12 months preceding the survey. This participation rate for library use was similar to comparison jurisdictions.

FIGURE 55: RATINGS OF CULTURAL AND EDUCATIONAL OPPORTUNITIES

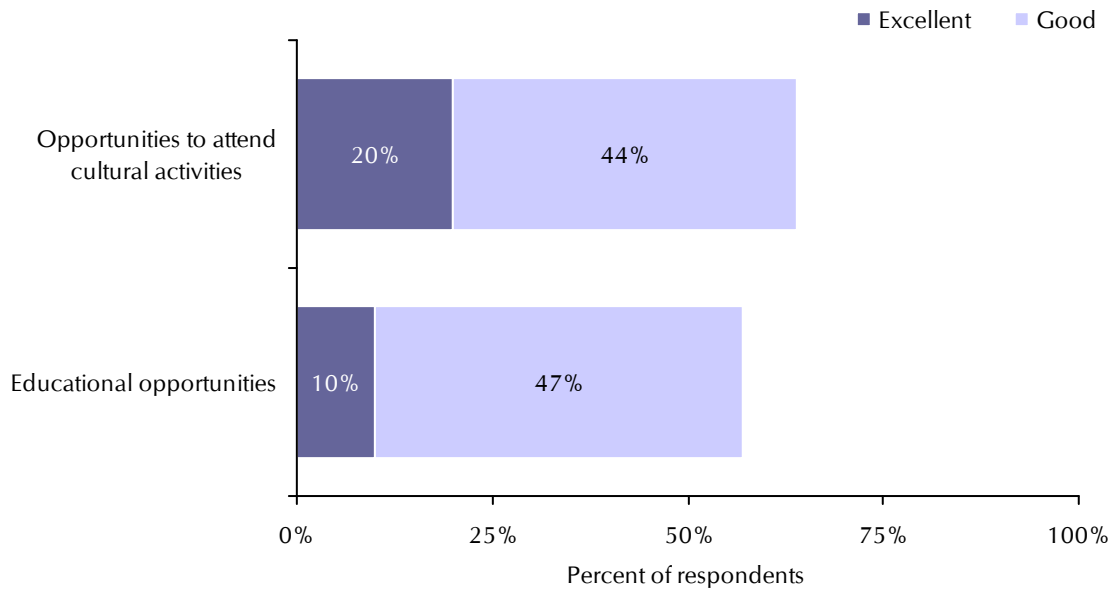


FIGURE 56: CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to attend cultural activities	Much above
Educational opportunities	Below

FIGURE 57: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES

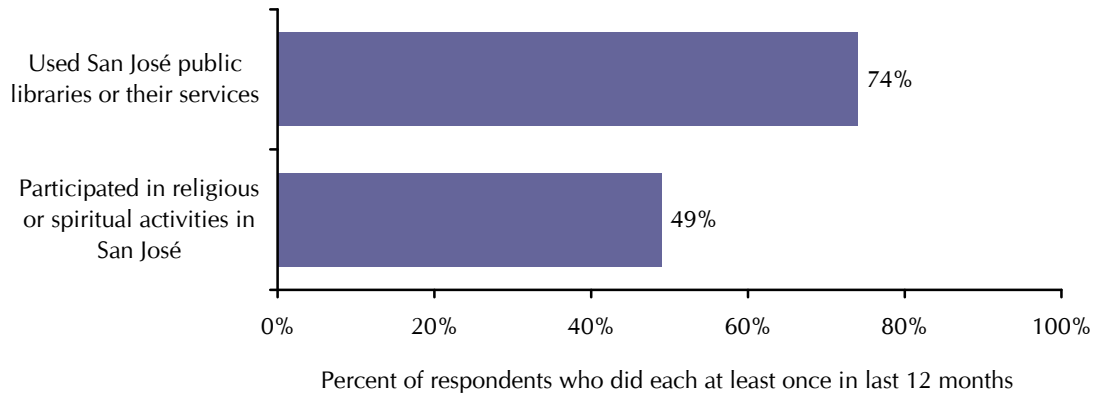


FIGURE 58: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Used San José public libraries or their services	Similar
Participated in religious or spiritual activities in San José	Similar

FIGURE 59: PERCEPTION OF CULTURAL AND EDUCATIONAL SERVICES

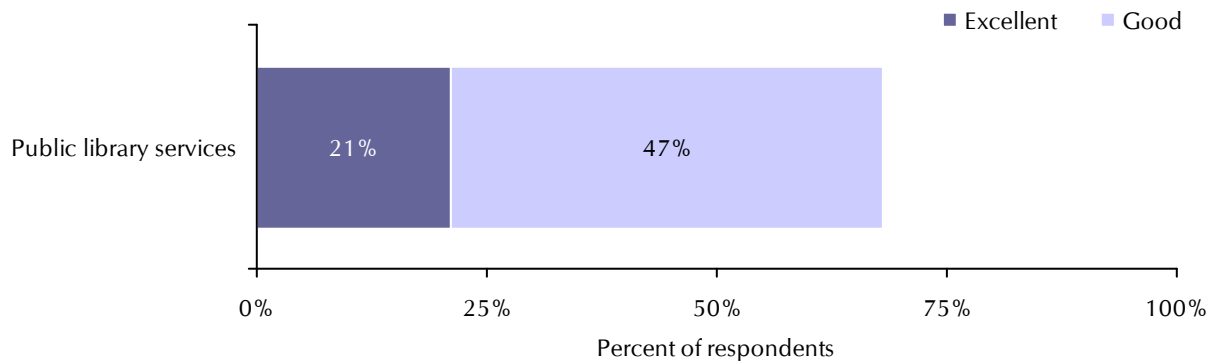


FIGURE 60: CULTURAL AND EDUCATIONAL SERVICES BENCHMARKS

	Comparison to benchmark
Public library services	Much below

## Health and Wellness

Healthy residents have the wherewithal to contribute to the economy as volunteers or employees and they do not present a burden in cost and time to others. Although residents bear the primary responsibility for their good health, local government provides services that can foster that well being and that provide care when residents are ill.

Residents of the City of San José were asked to rate the availability of health care and high quality affordable food in the community. Among San José residents, 5% rated affordable quality health care as “excellent” while 23% rated it as “good.” Those ratings were below the ratings of comparison communities.

FIGURE 61: RATINGS OF COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES

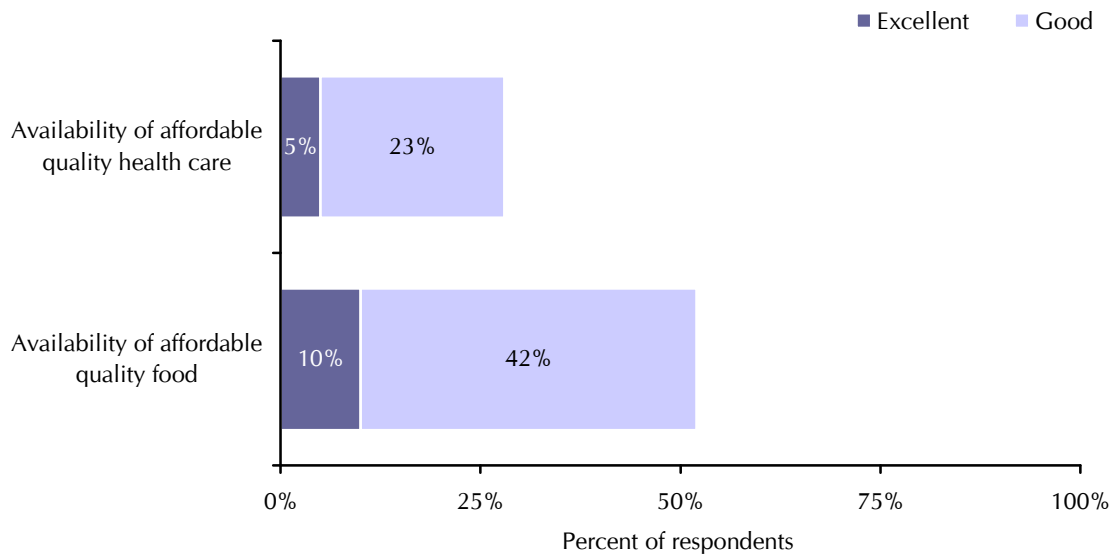


FIGURE 62: COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Availability of affordable quality health care	Much below
Availability of affordable quality food	Below

## COMMUNITY INCLUSIVENESS

Diverse communities that include among their residents a mix of races, ages, wealth, ideas and beliefs have the raw material for the most vibrant and creative society. However, the presence of these features alone does not ensure a high quality or desirable space. Surveyed residents were asked about the success of the mix: the sense of community, the openness of residents to people of diverse backgrounds and the attractiveness of the City of San José as a place to raise children or to retire. They were also questioned about the quality of services delivered to various population subgroups, including older adults, youth and residents with few resources. A community that succeeds in creating an inclusive environment for a variety of residents is a community that offers more to many.

A moderate percentage of residents rated the City of San José as an “excellent” or “good” place to raise kids and a low percentage rated it as an excellent or good place to retire. Most survey respondents felt the City of San José was open and accepting towards people of diverse backgrounds.

FIGURE 63: RATINGS OF COMMUNITY QUALITY AND INCLUSIVENESS

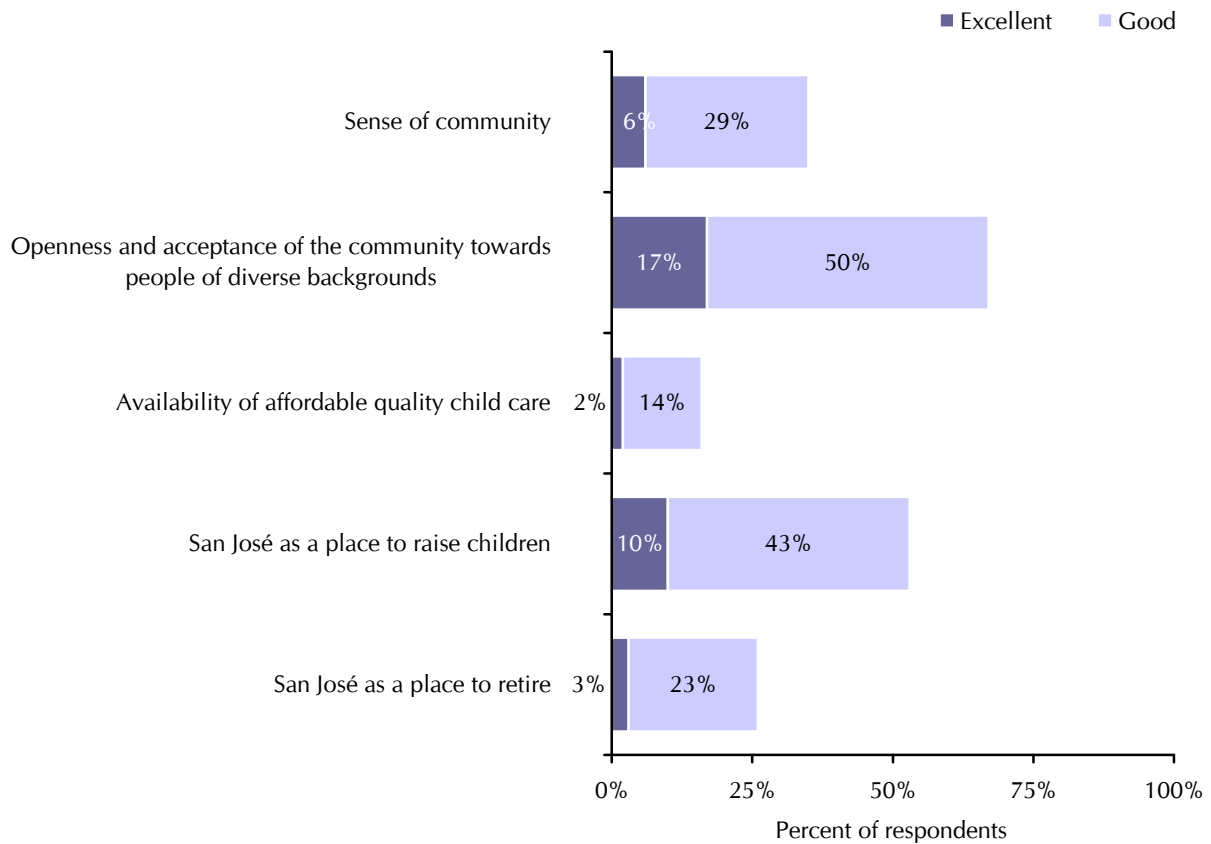


FIGURE 64: COMMUNITY QUALITY AND INCLUSIVENESS BENCHMARKS

	Comparison to benchmark
Sense of community	Much below
Openness and acceptance of the community toward people of diverse backgrounds	Similar
Availability of affordable quality child care	Much below
San José as a place to raise kids	Much below
San José as a place to retire	Much below

Services to more vulnerable populations (e.g., seniors, youth or low-income residents) ranged from 34% to 49% with ratings of “excellent” or “good.” Services to youth and services to seniors were rated much below the benchmark and services to low-income people were rated similarly when compared to other communities.

FIGURE 65: RATINGS OF QUALITY OF SERVICES PROVIDED FOR POPULATION SUBGROUPS

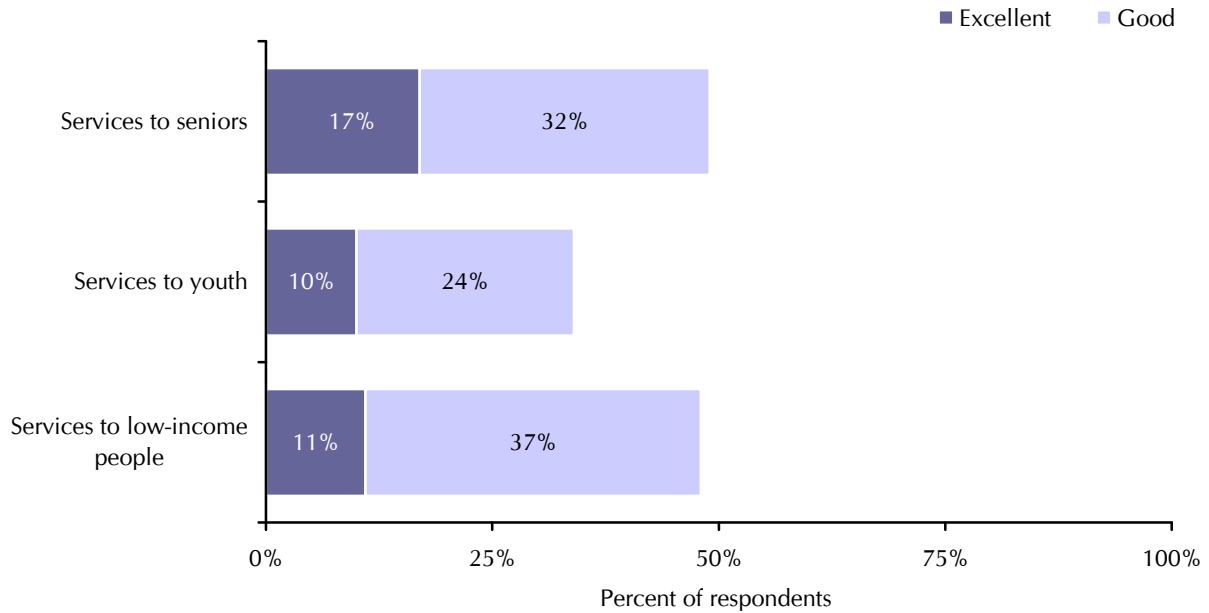


FIGURE 66: SERVICES PROVIDED FOR POPULATION SUBGROUPS BENCHMARKS

	Comparison to benchmark
Services to seniors	Much below
Services to youth	Much below
Services to low income people	Similar

## CIVIC ENGAGEMENT

Community leaders cannot run a jurisdiction alone and a jurisdiction cannot run effectively if residents remain strangers with little to connect them. Elected officials and staff require the assistance of local residents whether that assistance comes in tacit approval or eager help; and commonality of purpose among the electorate facilitates policies and programs that appeal to most and causes discord among few. Furthermore, when neighbors help neighbors, the cost to the community to provide services to residents in need declines. When residents are civically engaged, they have taken the opportunity to participate in making the community more livable for all. The extent to which local government provides opportunities to become informed and engaged and the extent to which residents take those opportunities is an indicator of the connection between government and populace. By understanding your residents' level of connection to, knowledge of and participation in local government, the City can find better opportunities to communicate and educate citizens about its mission, services, accomplishments and plans. Communities with strong civic engagement may be more likely to see the benefits of programs intended to improve the quality of life of all residents and therefore would be more likely to support those new policies or programs.

### Civic Activity

Respondents were asked about the perceived community volunteering opportunities and their participation as citizens of the City of San José. Survey participants rated the volunteer opportunities in the City of San José favorably. Opportunities to attend or participate in community matters were rated “excellent” or “good” by 55% of respondents.

The rating for opportunities to participate in community matters was below the benchmark while the rating for opportunities to volunteer was similar to the benchmark comparison.

FIGURE 67: RATINGS OF CIVIC ENGAGEMENT OPPORTUNITIES

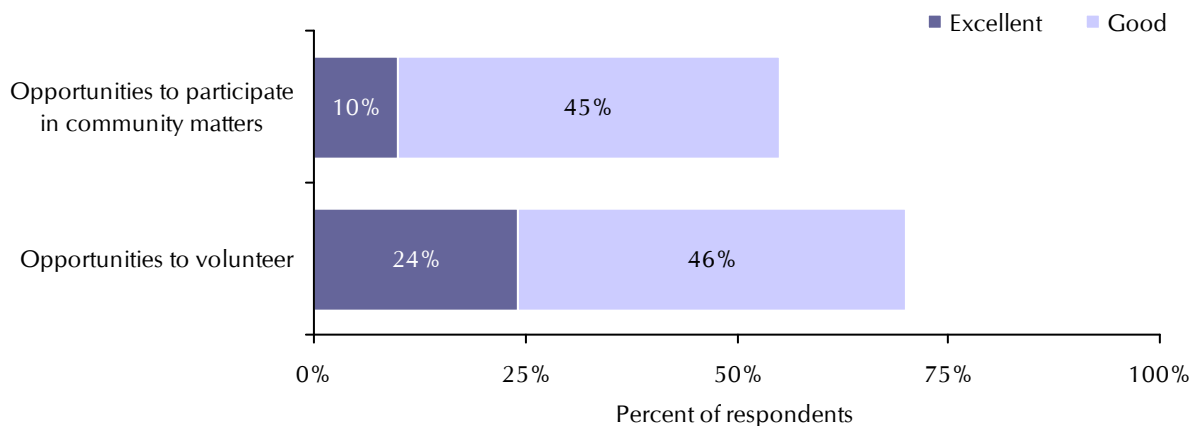


FIGURE 68: CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to participate in community matters	Below
Opportunities to volunteer	Similar



Most of the participants in this survey had not attended a public meeting, volunteered time to a group or participated in a club in the 12 months prior to the survey, but the vast majority had helped a friend.

FIGURE 69: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES

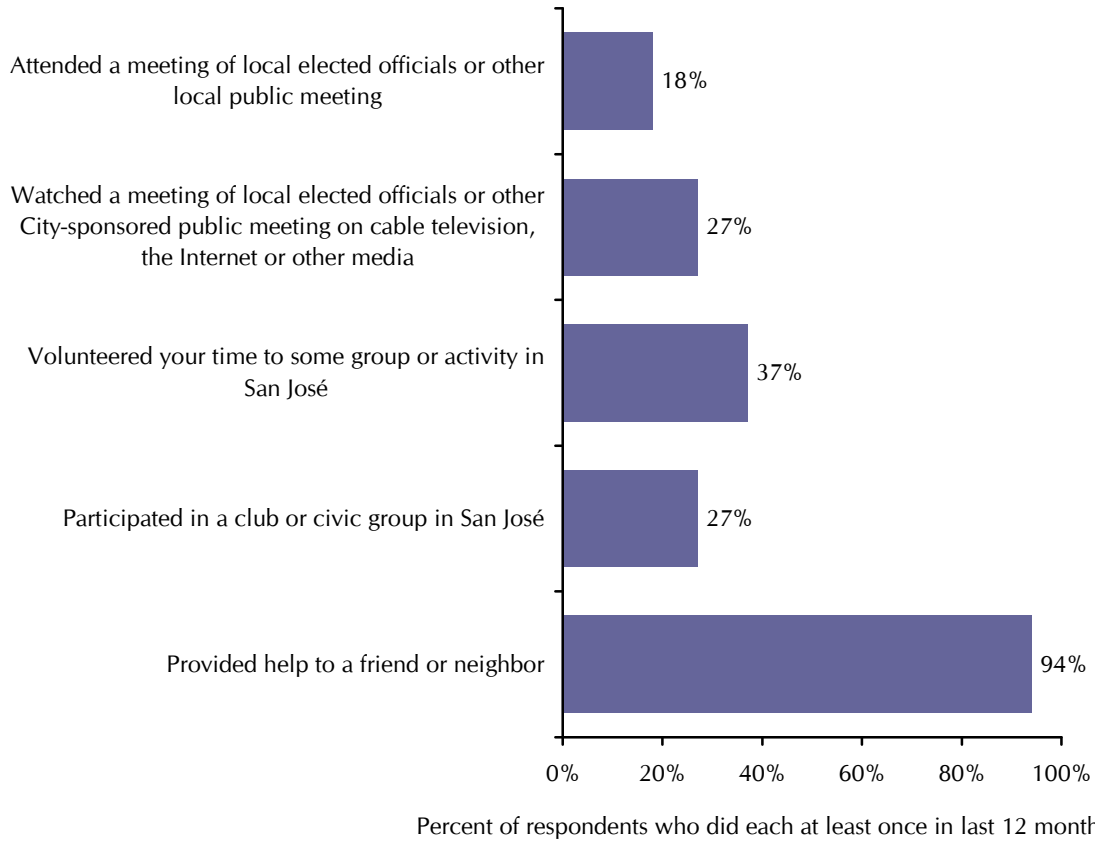


FIGURE 70: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	Much less
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	Much less
Volunteered your time to some group or activity in San José	Much less
Participated in a club or civic group in San José	Similar
Provided help to a friend or neighbor	Similar

Sixty-nine percent reported they were registered to vote and 66% indicated they had voted in the last general election. This rate of self-reported voting was lower than that of comparison communities.

FIGURE 71: REPORTED VOTING BEHAVIOR

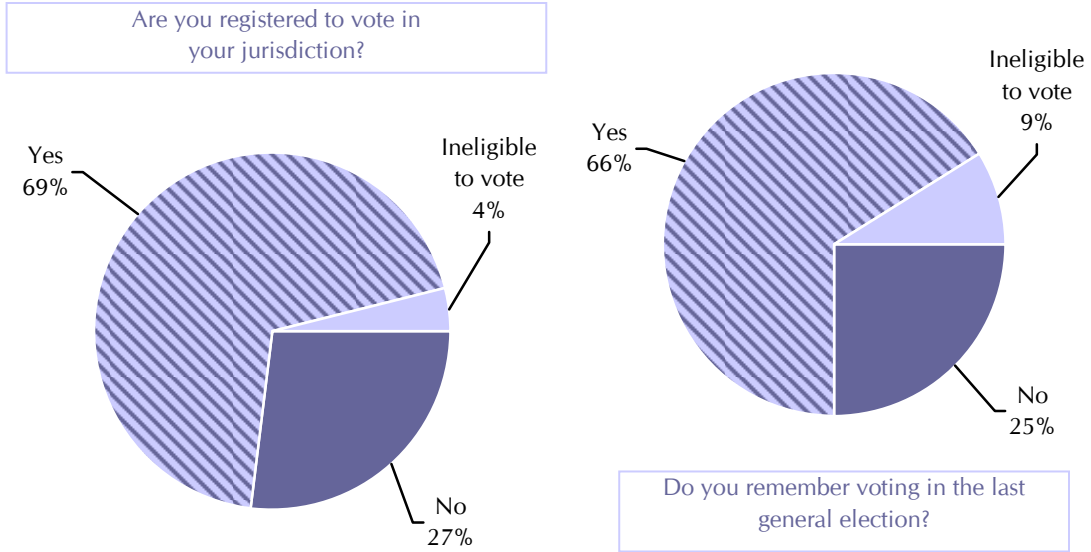


FIGURE 72: VOTING BEHAVIOR BENCHMARKS

	Comparison to benchmark
Registered to vote	Much less
Voted in last general election	Much less

## Information and Awareness

Those completing the survey were asked about their use and perceptions of various information sources and local government media services. When asked whether they had visited the City of San José Web site in the previous 12 months, 58% reported they had done so at least once. Public information services were rated much lower when compared to benchmark data.

FIGURE 73: USE OF INFORMATION SOURCES

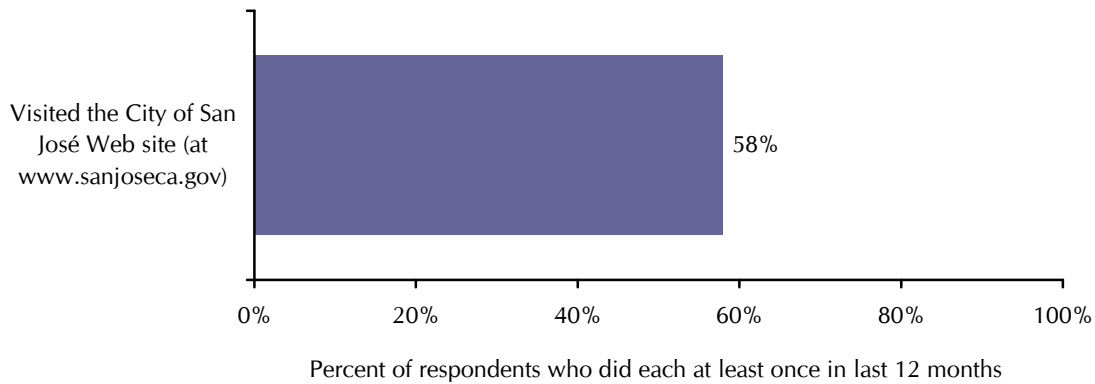


FIGURE 74: USE OF INFORMATION SOURCES BENCHMARKS

Comparison to benchmark	
Visited the City of San José Web site	Similar

FIGURE 75: RATINGS OF LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION

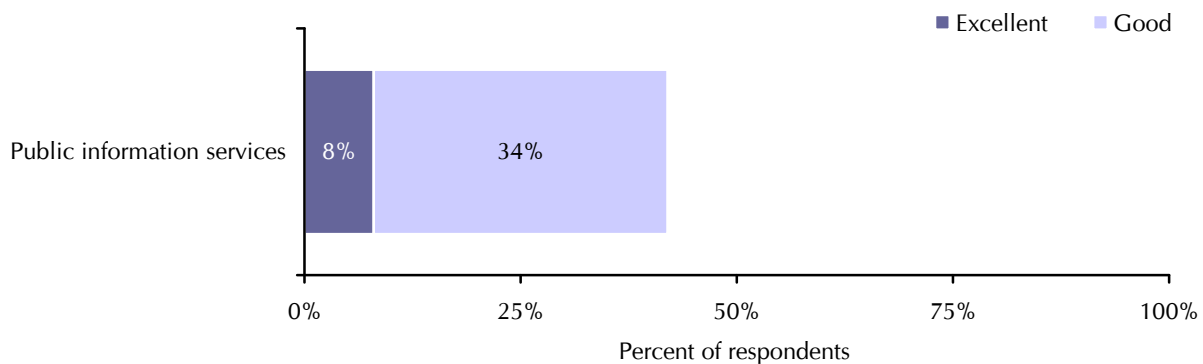


FIGURE 76: LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BENCHMARKS

Comparison to benchmark	
Public information services	Much below

## Social Engagement

Opportunities to participate in social events and activities were rated as “excellent” or “good” by 57% of respondents, while even more rated opportunities to participate in religious or spiritual events and activities as “excellent” or “good.”

FIGURE 77: RATINGS OF SOCIAL ENGAGEMENT OPPORTUNITIES

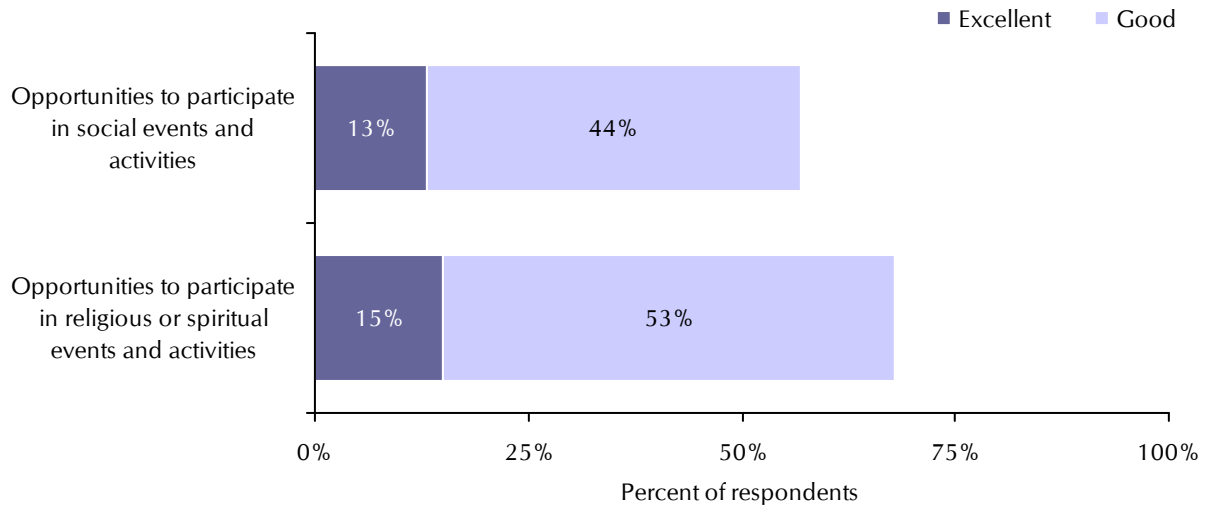


FIGURE 78: SOCIAL ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to participate in social events and activities	Similar
Opportunities to participate in religious or spiritual events and activities	Below

Residents in San José reported a fair amount of neighborliness. About 39% indicated talking or visiting with their neighbors at least several times a week.

FIGURE 79: CONTACT WITH IMMEDIATE NEIGHBORS

About how often, if at all, do you talk to or visit with

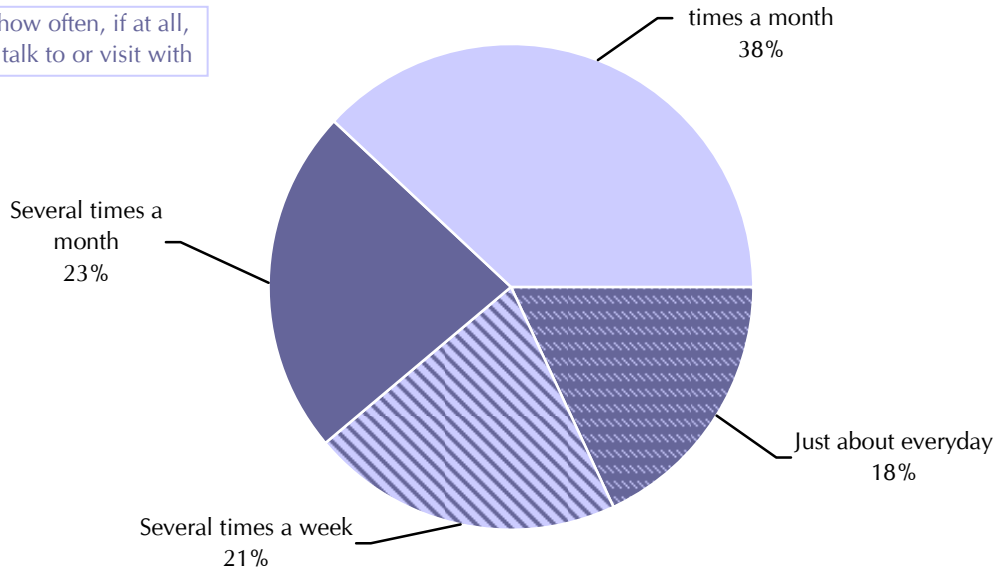


FIGURE 80: CONTACT WITH IMMEDIATE NEIGHBORS BENCHMARKS

	Comparison to benchmark
Has contact with neighbors at least several times per week	Much less

## PUBLIC TRUST

When local government leaders are trusted, an environment of cooperation is more likely to surround all decisions they make. Cooperation leads to easier communication between leaders and residents and increases the likelihood that high value policies and programs will be implemented to improve the quality of life of the entire community. Trust can be measured in residents' opinions about the overall direction the City of San José is taking, their perspectives about the service value their taxes purchase and the openness of government to citizen participation. In addition, resident opinion about services provided by the City of San José could be compared to their opinion about services provided by the state and federal governments. If residents find nothing to admire in the services delivered by any level of government, their opinions about the City of San José may be colored by their dislike of what all levels of government provide.

About one-quarter of respondents felt that the value of services for taxes paid was "excellent" or "good." When asked to rate the job the City of San José does at welcoming citizen involvement, 38% rated it as "excellent" or "good." Of these four ratings, all were below the benchmark.

FIGURE 81: PUBLIC TRUST RATINGS

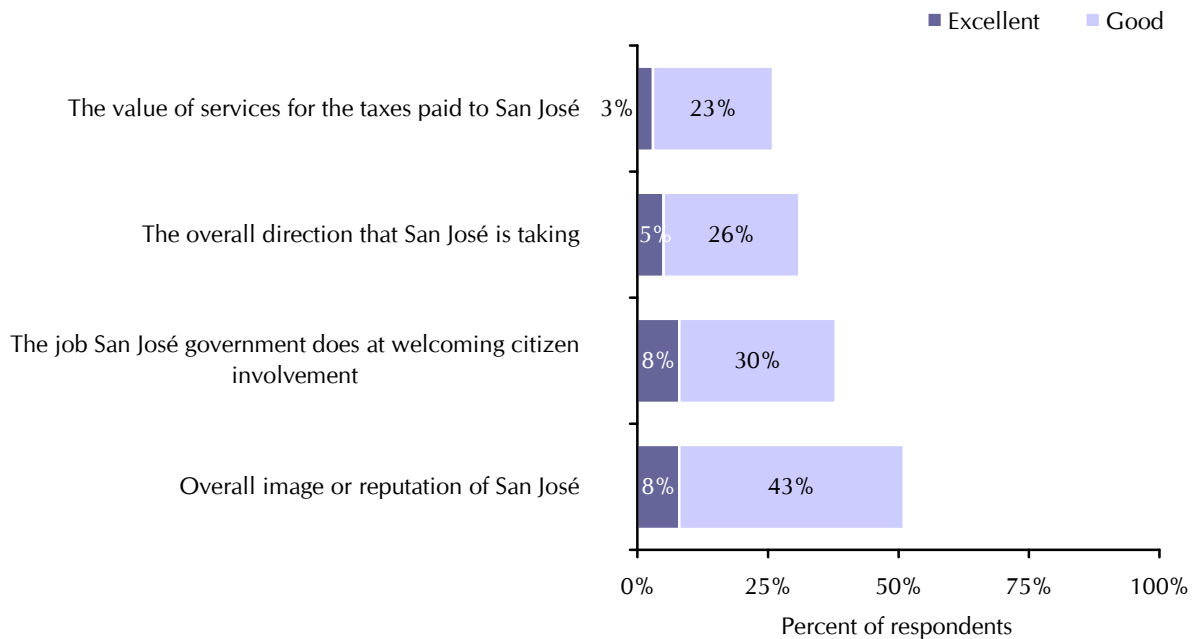


FIGURE 82: PUBLIC TRUST BENCHMARKS

	Comparison to benchmark
Value of services for the taxes paid to San José	Much below
The overall direction that San José is taking	Much below
Job San José government does at welcoming citizen involvement	Below
Overall image or reputation of San José	Much below

On average, residents of the City of San José gave the highest evaluations to their own local government and the lowest average rating to the State Government. The overall quality of services delivered by the City of San José was rated as “excellent” or “good” by 45% of survey participants. The City of San José’s rating was much below the benchmark when compared to other communities.

FIGURE 83: RATINGS OF SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS

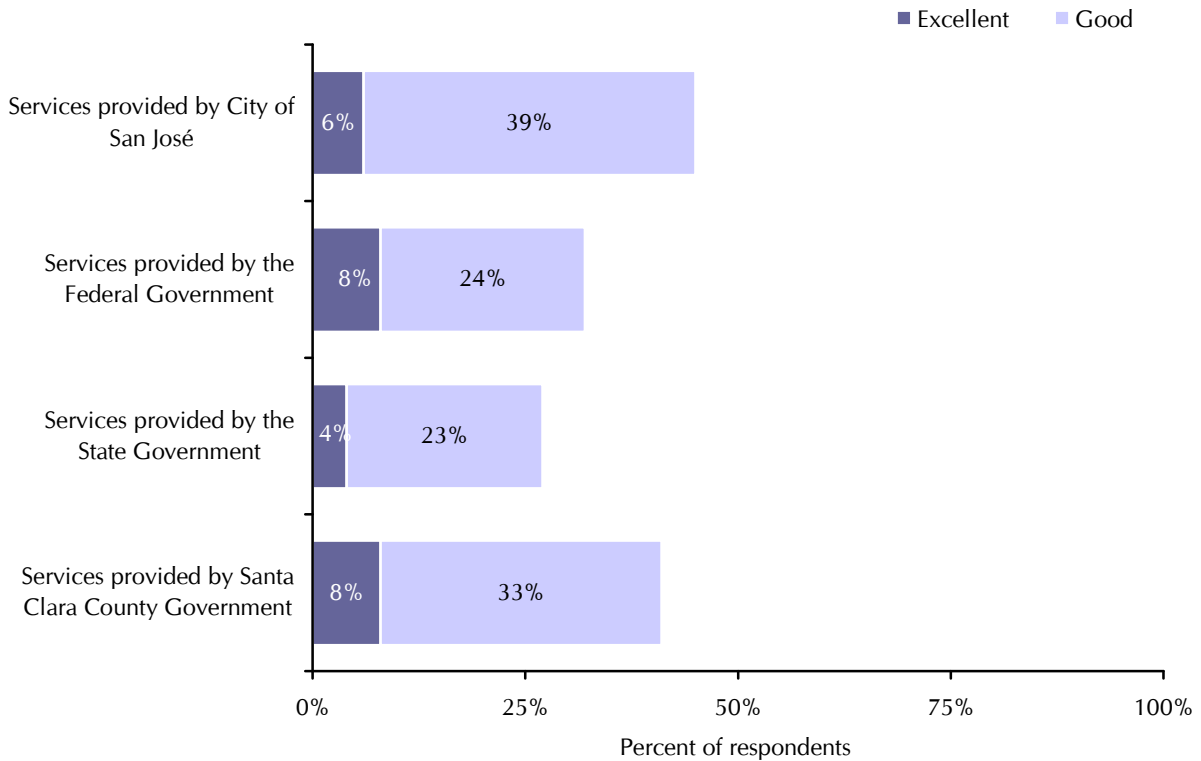


FIGURE 84: SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BENCHMARKS

	Comparison to benchmark
Services provided by the City of San José	Much below
Services provided by the Federal Government	Similar
Services provided by the State Government	Much below
Services provided by Santa Clara County Government	Below

## City of San José Employees

The employees of the City of San José who interact with the public create the first impression that most residents have of the City of San José. Front line staff who provide information, assist with bill paying, collect trash, create service schedules, fight fires and crime and even give traffic tickets are the collective face of the City of San José. As such, it is important to know about residents' experience talking with that "face." When employees appear to be knowledgeable, responsive and courteous, residents are more likely to feel that any needs or problems may be solved through positive and productive interactions with the City of San José staff.

Those completing the survey were asked if they had been in contact with a City employee either in-person, over the phone or via email in the last 12 months; the 32% who reported that they had been in contact (a percent that is much lower than the benchmark comparison) were then asked to indicate overall how satisfied they were with the employee in their most recent contact. City employees were rated moderately; 58% of respondents rated their overall impression as "excellent" or "good."

FIGURE 85: PROPORTION OF RESPONDENTS WHO HAD CONTACT WITH CITY EMPLOYEES IN PREVIOUS 12 MONTHS

Have you had any in-person, phone or email contact with an employee of San Jose within the last 12 months?

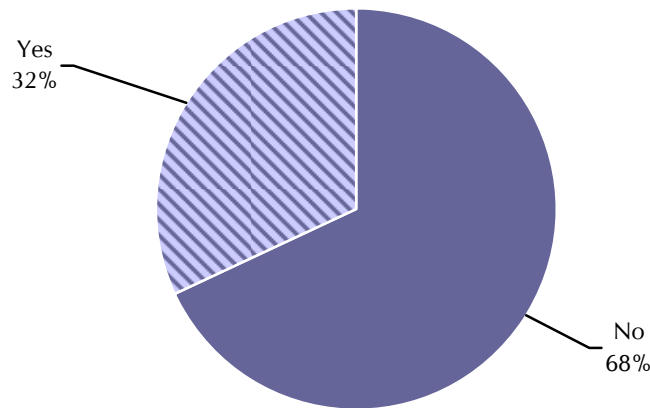


FIGURE 86: CONTACT WITH CITY EMPLOYEES BENCHMARKS

	Comparison to benchmark
Had contact with City employee(s) in last 12 months	Much less



FIGURE 87: RATINGS OF CITY EMPLOYEES (AMONG THOSE WHO HAD CONTACT)

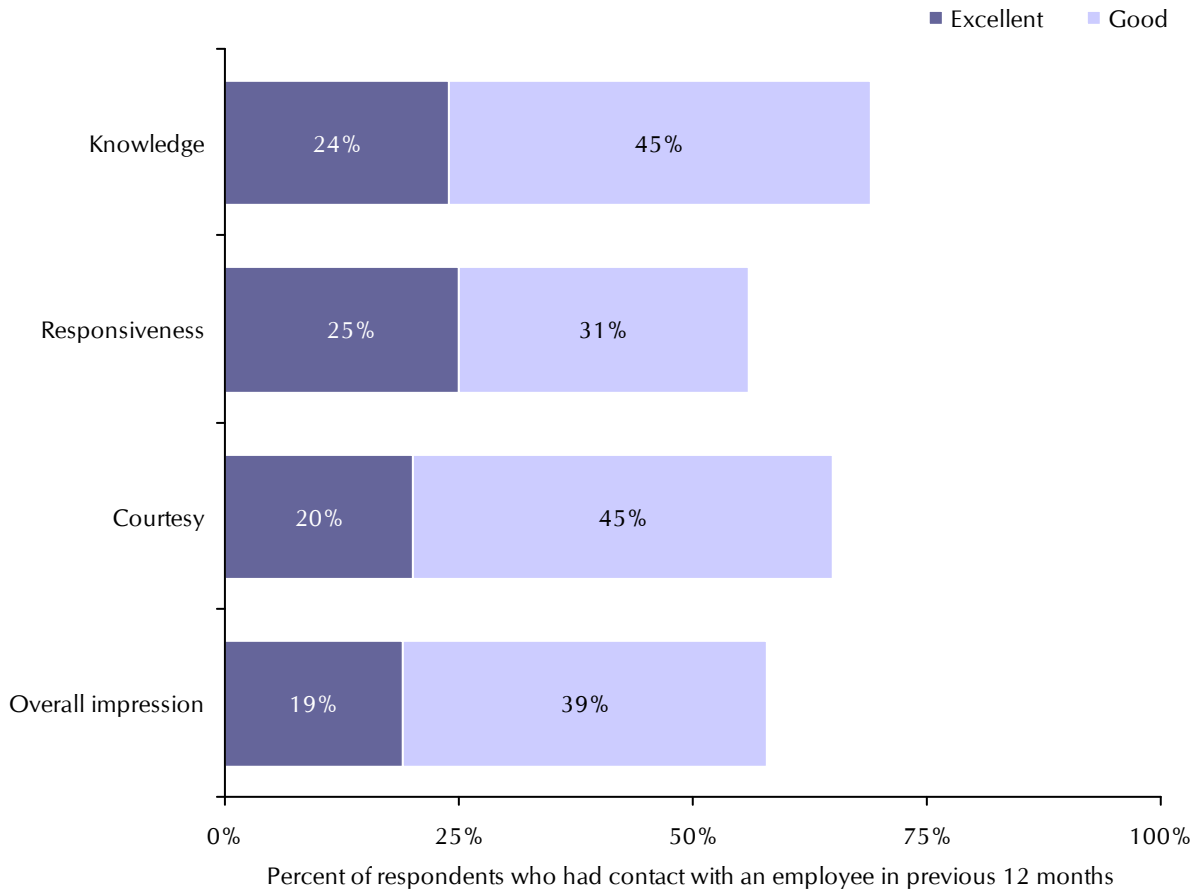


FIGURE 88: RATINGS OF CITY EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BENCHMARKS

	Comparison to benchmark
Knowledge	Below
Responsiveness	Much below
Courteousness	Much below
Overall impression	Much below

## CUSTOM QUESTIONS

“Don’t know” responses have been removed from the following questions, when applicable.

Custom Question 1					
Please rate the following aspects of Mineta San José International Airport:	Excellent	Good	Fair	Poor	Total
Overall ease of use of Mineta San José International Airport	26%	51%	19%	4%	100%
Availability of flights at Mineta San José International Airport	18%	45%	19%	18%	100%

Custom Question 2	
Do you have water-saving fixtures such as low-flow shower heads and low-flush toilets in your home?	Percent of respondents
No	26%
Yes	74%
Total	100%

Custom Question 3	
How important, if at all, is it for you to conserve water in your home?	Percent of respondents
Essential	29%
Very important	52%
Somewhat important	16%
Not at all important	3%
Total	100%

## APPENDIX A: COMPLETE SURVEY FREQUENCIES

### FREQUENCIES EXCLUDING “DON’T KNOW” RESPONSES

Question 1: Quality of Life					
Please rate each of the following aspects of quality of life in San Jose:	Excellent	Good	Fair	Poor	Total
San Jose as a place to live	18%	54%	23%	4%	100%
Your neighborhood as a place to live	14%	53%	26%	8%	100%
San Jose as a place to raise children	10%	43%	41%	6%	100%
San Jose as a place to work	15%	51%	22%	12%	100%
San Jose as a place to retire	3%	23%	37%	37%	100%
The overall quality of life in San Jose	5%	57%	34%	4%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to San Jose as a whole:	Excellent	Good	Fair	Poor	Total
Sense of community	6%	29%	44%	20%	100%
Openness and acceptance of the community towards people of diverse backgrounds	17%	50%	25%	8%	100%
Overall appearance of San Jose	7%	47%	36%	9%	100%
Cleanliness of San Jose	8%	44%	33%	14%	100%
Overall quality of new development in San Jose	8%	50%	33%	9%	100%
Variety of housing options	8%	42%	32%	19%	100%
Overall quality of business and service establishments in San Jose	14%	45%	34%	7%	100%
Shopping opportunities	27%	49%	21%	3%	100%
Opportunities to attend cultural activities	20%	44%	30%	6%	100%
Recreational opportunities	13%	40%	40%	7%	100%
Employment opportunities	7%	39%	29%	25%	100%
Educational opportunities	10%	47%	32%	11%	100%
Opportunities to participate in social events and activities	13%	44%	35%	8%	100%
Opportunities to participate in religious or spiritual events and activities	15%	53%	29%	3%	100%
Opportunities to volunteer	24%	46%	27%	3%	100%
Opportunities to participate in community matters	10%	45%	36%	9%	100%
Ease of car travel in San Jose	5%	35%	36%	24%	100%
Ease of bus travel in San Jose	13%	34%	34%	18%	100%
Ease of rail in San Jose	17%	31%	33%	19%	100%
Ease of bicycle travel in San Jose	8%	29%	43%	21%	100%
Ease of walking in San Jose	9%	37%	39%	16%	100%
Availability of paths and walking trails	6%	39%	36%	19%	100%

Question 2: Community Characteristics					
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%	22%	40%	37%	100%
Amount of public parking	6%	25%	45%	24%	100%
Availability of affordable quality housing	4%	15%	37%	43%	100%
Availability of affordable quality child care	2%	14%	50%	34%	100%
Availability of affordable quality health care	5%	23%	44%	28%	100%
Availability of affordable quality food	10%	42%	37%	11%	100%
Air quality	7%	36%	45%	12%	100%
Quality of overall natural environment in San Jose	6%	37%	46%	11%	100%
Overall image or reputation of San Jose	8%	43%	41%	8%	100%

Question 3: Growth						
Please rate the speed of growth in the following categories in San Jose over the past 2 years:	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Total
Population growth	0%	4%	33%	42%	21%	100%
Retail growth (stores, restaurants, etc.)	3%	22%	57%	12%	6%	100%
Jobs growth	29%	51%	16%	2%	1%	100%

Question 4: Code Enforcement	
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in San Jose?	Percent of respondents
Not a problem	10%
Minor problem	29%
Moderate problem	50%
Major problem	11%
Total	100%

Question 5: Community Safety						
Please rate how safe or unsafe you feel from the following in San Jose:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
Violent crime (e.g., rape, assault, robbery)	11%	36%	25%	18%	10%	100%
Property crimes (e.g., burglary, theft)	8%	24%	30%	27%	11%	100%
Environmental hazards, including toxic waste	18%	40%	27%	12%	2%	100%

Question 6: Personal Safety						
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	42%	45%	9%	2%	2%	100%
In your neighborhood after dark	15%	46%	16%	19%	4%	100%
In San Jose's downtown area during the day	19%	52%	17%	10%	1%	100%
In San Jose's downtown area after dark	3%	17%	17%	44%	20%	100%

Question 7: Contact with Police Department		
Have you had any in-person or phone contact with an employee of the City of San Jose Police Department within the last 12 months?	No	Yes
Have you had any in-person or phone contact with an employee of the City of San Jose Police Department within the last 12 months?	71%	29%

Question 8: Ratings of Contact with Police Department				
What was your overall impression of your most recent contact with the City of San Jose Police Department?	Excellent	Good	Fair	Poor
What was your overall impression of your most recent contact with the City of San Jose Police Department?	22%	45%	14%	19%

Question 9: Crime Victim	
During the past 12 months, were you or anyone in your household the victim of any crime?	Percent of respondents
No	88%
Yes	12%
Total	100%

Question 10: Crime Reporting	
If yes, was this crime (these crimes) reported to the police?	Percent of respondents
No	29%
Yes	71%
Total	100%

Question 11: Resident Behaviors						
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in San Jose?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Used San Jose public libraries or their services	26%	17%	30%	20%	7%	100%
Used San Jose recreation centers	51%	21%	21%	4%	3%	100%
Participated in a recreation program or activity	61%	24%	9%	3%	3%	100%
Visited a neighborhood park or City park	14%	20%	36%	17%	13%	100%
Ridden a local bus within San Jose	58%	19%	8%	3%	12%	100%
Attended a meeting of local elected officials or other local public meeting	82%	11%	5%	0%	3%	100%
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	73%	13%	9%	1%	3%	100%
Visited the City of San Jose Web site (at <a href="http://www.sanjoseca.gov">www.sanjoseca.gov</a> )	42%	22%	27%	4%	5%	100%
Recycled used paper, cans or bottles from your home	4%	9%	10%	9%	68%	100%
Volunteered your time to some group or activity in San Jose	63%	15%	10%	4%	8%	100%
Participated in religious or spiritual activities in San Jose	51%	19%	12%	5%	13%	100%
Participated in a club or civic group in San Jose	73%	10%	11%	2%	5%	100%
Provided help to a friend or neighbor	6%	19%	39%	18%	18%	100%

Question 12: Neighborliness	
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents
Just about everyday	18%
Several times a week	21%
Several times a month	23%
Less than several times a month	38%
Total	100%

Question 13: Service Quality					
Please rate the quality of each of the following services in San Jose:	Excellent	Good	Fair	Poor	Total
Police services	14%	47%	32%	7%	100%
Fire services	27%	58%	14%	1%	100%
Ambulance or emergency medical services	29%	54%	16%	1%	100%
Crime prevention	6%	32%	47%	15%	100%
Fire prevention and education	9%	49%	34%	8%	100%
Traffic enforcement	6%	50%	28%	15%	100%
Street repair	4%	17%	40%	39%	100%
Street cleaning	8%	34%	40%	18%	100%
Street lighting	8%	34%	41%	17%	100%
Sidewalk maintenance	4%	31%	41%	23%	100%
Traffic signal timing	4%	30%	50%	16%	100%
Bus or transit services	14%	36%	34%	16%	100%
Garbage collection	20%	54%	19%	6%	100%
Recycling	26%	48%	23%	3%	100%
Yard waste pick-up	24%	52%	15%	9%	100%
Storm drainage	9%	46%	33%	13%	100%
Drinking water	10%	42%	34%	15%	100%
Sewer services	11%	48%	34%	8%	100%
City parks	12%	56%	25%	7%	100%
Recreation programs or classes	11%	41%	35%	14%	100%
Recreation centers or facilities	10%	44%	30%	16%	100%
Land use, planning and zoning	3%	28%	52%	16%	100%
Code enforcement (weeds, abandoned buildings, etc.)	3%	25%	47%	25%	100%
Animal control	9%	37%	41%	13%	100%
Economic development	5%	27%	43%	25%	100%
Services to seniors	17%	32%	34%	17%	100%
Services to youth	10%	24%	41%	26%	100%
Services to low-income people	11%	37%	31%	21%	100%
Public library services	21%	47%	27%	5%	100%
Public information services	8%	34%	47%	11%	100%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	8%	29%	34%	28%	100%
Preservation of natural areas such as open space, farmlands and greenbelts	7%	32%	42%	20%	100%
Graffiti removal	7%	20%	44%	29%	100%
Gang prevention efforts	4%	24%	33%	38%	100%
Street tree maintenance	6%	30%	39%	25%	100%
Building permit services	4%	21%	53%	22%	100%

Question 14: Government Services Overall					
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 Jose	6%	39%	44%	10%	100%
The Federal Government	8%	24%	44%	24%	100%
The State Government	4%	23%	46%	27%	100%
Santa Clara County Government	8%	33%	43%	15%	100%

Question 15: Recommendation and Longevity					
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 Jose to someone who asks	24%	56%	9%	11%	100%
Remain in San Jose for the next five years	54%	28%	12%	5%	100%

Question 16: Impact of the Economy	
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 of respondents
Very positive	3%
Somewhat positive	14%
Neutral	36%
Somewhat negative	39%
Very negative	8%
Total	100%

Question 17: Contact with Fire Department		
Have you had any in-person or phone contact with an employee of the City of San Jose Fire Department within the last 12 months?	No	Yes
Have you had any in-person or phone contact with an employee of the City of San Jose Fire Department within the last 12 months?	84%	16%

Question 18: Ratings of Contact with Fire Department				
What was your overall impression of your most recent contact with the City of San Jose Fire Department?	Excellent	Good	Fair	Poor
What was your overall impression of your most recent contact with the City of San Jose Fire Department?	39%	25%	19%	17%



Question 19: Contact with City Employees	
Have you had any in-person, phone or email with an employee of the City of San Jose within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents
No	68%
Yes	32%
Total	100%

Question 20: City Employees					
What was your impression of the employee(s) of the City of San Jose in your most recent contact?	Excellent	Good	Fair	Poor	Total
Knowledge	24%	45%	26%	5%	100%
Responsiveness	25%	31%	28%	16%	100%
Courtesy	20%	45%	25%	10%	100%
Overall impression	19%	39%	28%	15%	100%

Question 21: Government Performance					
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 Jose	3%	23%	51%	23%	100%
The overall direction that San Jose is taking	5%	26%	49%	20%	100%
The job San Jose government does at welcoming citizen involvement	8%	30%	41%	21%	100%

Question 22: Custom Question 1					
Please rate the following aspects of Mineta San Jose International Airport:	Excellent	Good	Fair	Poor	Total
Overall ease of use of Mineta San Jose International Airport	26%	51%	19%	4%	100%
Availability of flights at Mineta San Jose International Airport	18%	45%	19%	18%	100%

Question 23: Custom Question 2	
Do you have water-saving fixtures such as low-flow shower heads and low-flush toilets in your home?	Percent of respondents
No	26%
Yes	74%
Total	100%

Question 24: Custom Question 3	
How important, if at all, is it for you to conserve water in your home?	Percent of respondents
Essential	29%
Very important	52%
Somewhat important	16%
Not at all important	3%
Total	100%

Question D1: Employment Status	
Are you currently employed for pay?	Percent of respondents
No	31%
Yes, full-time	58%
Yes, part-time	11%
Total	100%

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	76%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults	10%
Bus, rail, subway or other public transportation	8%
Walk	1%
Bicycle	0%
Work at home	5%
Other	0%

Question D3: Length of Residency	
How many years have you lived in San Jose?	Percent of respondents
Less than 2 years	9%
2 to 5 years	14%
6 to 10 years	13%
11 to 20 years	18%
More than 20 years	46%
Total	100%

Question D4: Housing Unit Type	
Which best describes the building you live in?	Percent of respondents
One family house detached from any other houses	52%
House attached to one or more houses (e.g., a duplex or townhome)	6%
Building with two or more apartments or condominiums	36%
Mobile home	6%
Other	0%
Total	100%

Question D5: Housing Tenure (Rent/Own)	
Is this house, apartment or mobile home...	Percent of respondents
Rented for cash or occupied without cash payment	43%
Owned by you or someone in this house with a mortgage or free and clear	57%
Total	100%

Question D6: Monthly Housing Cost	
About how much is the total monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent of respondents
Less than \$300 per month	2%
\$300 to \$599 per month	9%
\$600 to \$999 per month	14%
\$1,000 to \$1,499 per month	13%
\$1,500 to \$2,499 per month	42%
\$2,500 or more per month	20%
Total	100%

Question D7: Presence of Children in Household	
Do any children 17 or under live in your household?	Percent of respondents
No	56%
Yes	44%
Total	100%

Question D8: Presence of Older Adults in Household	
Are you or any other members of your household aged 65 or older?	Percent of respondents
No	77%
Yes	23%
Total	100%

Question D9: Household Income	
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 of respondents
Less than \$24,999	17%
\$25,000 to \$49,999	28%
\$50,000 to \$99,999	28%
\$100,000 to \$149,000	17%
\$150,000 or more	9%
Total	100%

Question D10: Ethnicity	
Are you Spanish, Hispanic or Latino?	Percent of respondents
No, not Spanish, Hispanic or Latino	70%
Yes, I consider myself to be Spanish, Hispanic or Latino	30%
Total	100%

Question D11: Race	
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents
American Indian or Alaskan Native	1%
Asian, Asian Indian or Pacific Islander	35%
Black or African American	4%
White	50%
Other	15%
Total may exceed 100% as respondents could select more than one option	

Question D12: Age	
In which category is your age?	Percent of respondents
18 to 24 years	6%
25 to 34 years	22%
35 to 44 years	17%
45 to 54 years	25%
55 to 64 years	13%
65 to 74 years	10%
75 years or older	8%
Total	100%

Question D13: Gender	
What is your sex?	Percent of respondents
Female	52%
Male	48%
Total	100%

Question D14: Registered to Vote	
Are you registered to vote in your jurisdiction?	Percent of respondents
No	27%
Yes	69%
Ineligible to vote	4%
Total	100%

Question D15: Voted in Last General Election	
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents
No	25%
Yes	66%
Ineligible to vote	9%
Total	100%

Question D16: Has Cell Phone	
Do you have a cell phone?	Percent of respondents
No	9%
Yes	91%
Total	100%

Question D17: Has Land Line	
Do you have a land line at home?	Percent of respondents
No	25%
Yes	75%
Total	100%

Question D18: Primary Phone	
If you have both a cell phone and a land line, which do you consider your primary telephone number?	Percent of respondents
Cell	43%
Land line	43%
Both	14%
Total	100%

### FREQUENCIES INCLUDING “DON’T KNOW” RESPONSES

These tables contain the percentage of respondents for each response category as well as the “n” or total number of respondents for each category, next to the percentage.

Question 1: Quality of Life												
Please rate each of the following aspects of quality of life in San Jose:	Excellent		Good		Fair		Poor		Don't know		Total	
	San Jose as a place to live	18%	44	54%	130	23%	55	4%	10	0%	0	100%
Your neighborhood as a place to live	14%	32	53%	125	26%	61	7%	18	0%	0	100%	237
San Jose as a place to raise children	9%	22	39%	93	37%	88	6%	14	8%	20	100%	238
San Jose as a place to work	14%	32	47%	110	21%	49	11%	26	7%	15	100%	233
San Jose as a place to retire	3%	7	20%	46	33%	75	33%	76	12%	27	100%	231
The overall quality of life in San Jose	5%	13	56%	135	34%	82	3%	8	1%	1	100%	239

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to San Jose as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	Sense of community	6%	14	28%	63	41%	95	19%	44	6%	13	100%
Openness and acceptance of the community towards people of diverse backgrounds	16%	38	49%	115	24%	56	8%	18	4%	9	100%	237
Overall appearance of San Jose	7%	17	47%	113	36%	86	9%	22	0%	1	100%	239
Cleanliness of San Jose	8%	19	44%	105	33%	79	14%	34	0%	1	100%	238
Overall quality of new development in San Jose	7%	17	43%	102	28%	67	8%	19	13%	31	100%	236
Variety of housing options	8%	18	39%	93	30%	71	18%	42	5%	13	100%	237
Overall quality of business and service establishments in San Jose	13%	32	44%	106	34%	80	7%	16	2%	5	100%	238
Shopping opportunities	27%	65	48%	116	21%	50	3%	7	1%	2	100%	240
Opportunities to attend cultural activities	19%	45	41%	97	28%	67	5%	13	8%	18	100%	240
Recreational opportunities	13%	30	38%	89	38%	90	7%	16	5%	12	100%	237
Employment opportunities	7%	16	36%	86	27%	64	23%	54	9%	21	100%	240
Educational opportunities	10%	23	45%	108	31%	74	11%	26	3%	8	100%	240
Opportunities to participate in social events and activities	12%	29	39%	94	32%	75	7%	17	10%	23	100%	238

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to San Jose as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	Opportunities to participate in religious or spiritual events and activities	12%	28	42%	100	23%	55	3%	6	20%	48	100%
Opportunities to volunteer	20%	47	38%	90	22%	52	2%	6	18%	42	100%	237
Opportunities to participate in community matters	8%	20	37%	86	29%	69	8%	18	18%	42	100%	234
Ease of car travel in San Jose	5%	12	34%	80	35%	83	23%	56	3%	6	100%	237
Ease of bus travel in San Jose	9%	22	23%	55	23%	55	13%	30	31%	74	100%	236
Ease of rail in San Jose	12%	28	22%	53	23%	55	13%	32	30%	71	100%	239
Ease of bicycle travel in San Jose	6%	13	20%	48	30%	72	15%	35	29%	70	100%	239
Ease of walking in San Jose	8%	19	34%	81	36%	85	15%	35	7%	17	100%	237
Availability of paths and walking trails	5%	13	34%	81	31%	74	17%	40	12%	29	100%	237
Traffic flow on major streets	1%	3	22%	52	40%	94	37%	88	0%	1	100%	238
Amount of public parking	6%	15	24%	56	43%	102	23%	54	5%	11	100%	238
Availability of affordable quality housing	4%	9	13%	30	32%	75	36%	86	16%	37	100%	238
Availability of affordable quality child care	1%	3	9%	20	31%	72	21%	49	39%	90	100%	234
Availability of affordable quality health care	4%	9	19%	46	37%	87	24%	56	16%	38	100%	236
Availability of affordable quality food	10%	24	41%	97	37%	87	10%	24	1%	3	100%	236
Air quality	7%	16	36%	85	44%	105	11%	27	2%	5	100%	239
Quality of overall natural environment in San Jose	6%	14	36%	86	45%	107	10%	24	3%	7	100%	238
Overall image or reputation of San Jose	8%	18	43%	101	40%	96	8%	18	2%	4	100%	237

Question 3: Growth														
Please rate the speed of growth in the following categories in San Jose over the past 2 years:	Much too slow		Somewhat too slow		Right amount		Somewhat too fast		Much too fast		Don't know		Total	
	Population growth	0%	0	3%	8	26%	61	34%	80	17%	39	21%	50	100%
Retail growth (stores, restaurants, etc.)	3%	7	19%	44	49%	117	10%	24	5%	12	14%	33	100%	238
Jobs growth	25%	60	44%	104	14%	33	2%	4	1%	2	15%	35	100%	238



Question 4: Code Enforcement		
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in San Jose?	Percent of respondents	Count
Not a problem	8%	19
Minor problem	24%	56
Moderate problem	42%	97
Major problem	9%	21
Don't know	17%	39
<b>Total</b>	<b>100%</b>	<b>231</b>

Question 5: Community Safety														
Please rate how safe or unsafe you feel from the following in San Jose:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	Violent crime (e.g., rape, assault, robbery)	10%	24	35%	80	24%	56	18%	41	10%	23	3%	7	100%
Property crimes (e.g., burglary, theft)	8%	18	23%	54	29%	67	25%	59	10%	24	5%	11	100%	233
Environmental hazards, including toxic waste	17%	40	37%	86	25%	59	11%	26	2%	5	8%	19	100%	234

Question 6: Personal Safety														
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	42%	99	45%	106	9%	21	2%	5	2%	4	0%	0	100%
In your neighborhood after dark	15%	35	45%	105	16%	37	18%	43	4%	10	2%	5	100%	234
In San Jose's downtown area during the day	17%	41	48%	113	16%	37	10%	23	1%	2	8%	19	100%	235
In San Jose's downtown area after dark	2%	6	15%	34	14%	34	37%	88	17%	40	14%	33	100%	235

Question 7: Contact with Police Department								
Have you had any in-person or phone contact with an employee of the City of San Jose Police Department within the last 12 months?	No		Yes		Don't know		Total	
Have you had any in-person or phone contact with an employee of the City of San Jose Police Department within the last 12 months?	69%	159	28%	64	3%	8	100%	231

Question 8: Ratings of Contact with Police Department												
What was your overall impression of your most recent contact with the City of San Jose Police Department?	Excellent		Good		Fair		Poor		Don't know		Total	
What was your overall impression of your most recent contact with the City of San Jose Police Department?	21%	14	44%	28	14%	9	19%	12	1%	1	100%	64

Question 9: Crime Victim		
During the past 12 months, were you or anyone in your household the victim of any crime?	Percent of respondents	Count
No	87%	200
Yes	12%	28
Don't know	1%	3
Total	100%	231

Question 10: Crime Reporting		
If yes, was this crime (these crimes) reported to the police?	Percent of respondents	Count
No	29%	8
Yes	71%	20
Don't know	0%	0
Total	100%	28

Question 11: Resident Behaviors												
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in San Jose?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
	Used San Jose public libraries or their services	26%	62	17%	40	30%	71	20%	46	7%	17	100%
Used San Jose recreation centers	51%	120	21%	51	21%	49	4%	9	3%	8	100%	235
Participated in a recreation program or activity	61%	141	24%	55	9%	21	3%	7	3%	7	100%	231
Visited a neighborhood park or City park	14%	32	20%	48	36%	85	17%	39	13%	30	100%	234
Ridden a local bus within San Jose	58%	135	19%	44	8%	18	3%	7	12%	27	100%	231
Attended a meeting of local elected officials or other local public meeting	82%	192	11%	25	5%	11	0%	0	3%	6	100%	234
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	73%	170	13%	31	9%	22	1%	3	3%	7	100%	233
Visited the City of San Jose Web site (at www.sanjoseca.gov)	42%	99	22%	52	27%	62	4%	10	5%	11	100%	234
Recycled used paper, cans or bottles from your home	4%	10	9%	21	10%	22	9%	22	68%	159	100%	234
Volunteered your time to some group or activity in San Jose	63%	145	15%	33	10%	23	4%	9	8%	19	100%	230
Participated in religious or spiritual activities in San Jose	51%	120	19%	45	12%	28	5%	11	13%	31	100%	236
Participated in a club or civic group in San Jose	73%	169	10%	22	11%	26	2%	4	5%	11	100%	232
Provided help to a friend or neighbor	6%	14	19%	44	39%	92	18%	43	18%	42	100%	236

Question 12: Neighborliness		
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents	Count
Just about everyday	18%	41
Several times a week	21%	49
Several times a month	23%	55
Less than several times a month	38%	89
Total	100%	234

Question 13: Service Quality												
Please rate the quality of each of the following services in San Jose:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Police services	13%	30	41%	96	28%	64	6%	14	13%	29	100%	233
Fire services	21%	50	46%	108	12%	27	1%	2	20%	46	100%	234
Ambulance or emergency medical services	21%	49	39%	92	12%	27	0%	1	28%	65	100%	235
Crime prevention	5%	10	25%	58	37%	85	11%	26	22%	51	100%	230
Fire prevention and education	5%	12	30%	70	21%	48	5%	12	38%	88	100%	229
Traffic enforcement	5%	13	44%	102	24%	57	13%	31	13%	31	100%	234
Street repair	3%	8	16%	38	37%	87	36%	85	8%	18	100%	235
Street cleaning	8%	18	32%	75	38%	90	17%	39	6%	13	100%	236
Street lighting	8%	18	33%	79	39%	93	16%	39	3%	8	100%	237
Sidewalk maintenance	4%	10	29%	69	39%	92	22%	52	5%	12	100%	235
Traffic signal timing	4%	10	29%	69	49%	116	16%	37	2%	4	100%	236
Bus or transit services	10%	23	25%	58	23%	55	11%	26	31%	72	100%	234
Garbage collection	20%	47	53%	124	19%	44	6%	15	2%	6	100%	236
Recycling	25%	59	46%	107	22%	51	3%	7	4%	10	100%	235
Yard waste pick-up	20%	48	43%	103	13%	30	8%	18	16%	38	100%	237
Storm drainage	7%	16	35%	83	25%	59	10%	23	23%	55	100%	236
Drinking water	9%	20	38%	87	30%	71	14%	32	10%	22	100%	233
Sewer services	9%	20	38%	89	27%	63	6%	15	20%	46	100%	233
City parks	11%	26	51%	121	23%	53	7%	16	8%	19	100%	234
Recreation programs or classes	6%	14	23%	53	19%	45	7%	17	45%	105	100%	234
Recreation centers or facilities	6%	15	27%	63	18%	43	10%	22	39%	91	100%	234
Land use, planning and zoning	2%	4	16%	36	29%	67	9%	21	44%	102	100%	231
Code enforcement (weeds, abandoned buildings, etc.)	2%	5	17%	39	32%	74	17%	40	32%	75	100%	232
Animal control	6%	15	25%	60	28%	66	9%	21	31%	74	100%	236
Economic development	4%	9	19%	44	30%	70	17%	40	31%	72	100%	235
Services to seniors	9%	21	18%	42	19%	44	9%	22	45%	105	100%	234

Question 13: Service Quality												
Please rate the quality of each of the following services in San Jose:	Excellent		Good		Fair		Poor		Don't know		Total	
	Services to youth	5%	12	13%	29	22%	51	14%	32	47%	110	100%
Services to low-income people	6%	14	22%	50	18%	41	12%	29	42%	97	100%	232
Public library services	18%	43	40%	94	23%	54	4%	9	15%	34	100%	235
Public information services	5%	12	22%	50	30%	68	7%	16	36%	83	100%	230
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	5%	11	17%	41	21%	48	17%	40	40%	93	100%	232
Preservation of natural areas such as open space, farmlands and greenbelts	5%	11	23%	53	30%	70	15%	34	28%	66	100%	235
Graffiti removal	5%	12	15%	35	34%	77	23%	52	23%	53	100%	230
Gang prevention efforts	3%	7	16%	39	23%	53	26%	61	32%	75	100%	235
Street tree maintenance	5%	12	27%	64	35%	82	23%	54	10%	24	100%	236
Building permit services	1%	4	8%	20	21%	51	9%	21	60%	142	100%	236

Question 14: Government Services Overall												
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 Jose	6%	14	37%	87	41%	98	9%	22	7%	16	100%
The Federal Government	7%	16	20%	47	36%	85	19%	46	18%	42	100%	236
The State Government	3%	8	20%	47	39%	92	23%	55	14%	34	100%	237
Santa Clara County Government	7%	16	28%	66	36%	85	13%	30	16%	38	100%	236

Question 15: Recommendation and Longevity												
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 Jose to someone who asks	23%	55	55%	130	9%	22	11%	25	2%	4	100%
Remain in San Jose for the next five years	52%	123	27%	64	12%	28	5%	11	4%	9	100%	235

Question 16: Impact of the Economy		
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 of respondents	Count
Very positive	3%	7
Somewhat positive	14%	32
Neutral	36%	85
Somewhat negative	39%	93
Very negative	8%	19
Total	100%	237

Question 17: Contact with Fire Department								
Have you had any in-person or phone contact with an employee of the City of San Jose Fire Department within the last 12 months?	No		Yes		Don't know		Total	
Have you had any in-person or phone contact with an employee of the City of San Jose Fire Department within the last 12 months?	82%	196	15%	37	2%	5	100%	238

Question 18: Ratings of Contact with Fire Department												
What was your overall impression of your most recent contact with the City of San Jose Fire Department?	Excellent		Good		Fair		Poor		Don't know		Total	
What was your overall impression of your most recent contact with the City of San Jose Fire Department?	39%	14	25%	9	19%	7	17%	6	0%	0	100%	36

Question 19: Contact with City Employees		
Have you had any in-person, phone or email with an employee of the City of San Jose within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents	Count
No	68%	160
Yes	32%	76
Total	100%	236

Question 20: City Employees												
What was your impression of the employee(s) of the City of San Jose in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
	Knowledge	24%	18	44%	33	25%	19	5%	4	2%	1	100%
Responsiveness	25%	19	31%	24	28%	21	16%	12	0%	0	100%	76
Courtesy	20%	15	44%	34	25%	19	10%	8	1%	1	100%	76
Overall impression	19%	14	39%	29	28%	21	15%	11	0%	0	100%	76

Question 21: Government Performance												
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 Jose	3%	7	20%	47	43%	104	20%	47	14%	34	100%
The overall direction that San Jose is taking	4%	10	23%	54	44%	103	18%	42	12%	27	100%	235
The job San Jose government does at welcoming citizen involvement	6%	14	22%	51	30%	71	15%	36	26%	62	100%	235

Question 22: Custom Question 1												
Please rate the following aspects of the San Jose International Airport	Excellent		Good		Fair		Poor		Don't know		Total	
	Overall ease of use of Mineta San Jose International Airport	22%	52	43%	101	16%	38	3%	7	16%	38	100%
Availability of flights at Mineta San Jose International Airport	15%	35	37%	87	16%	38	15%	34	17%	40	100%	235

Question 23: Custom Question 2		
Do you have water-saving fixtures such as low-flow shower heads and low-flush toilets in your home?	Percent of respondents	Count
No	22%	53
Yes	64%	153
Don't know	14%	32
Total	100%	239

Question 24: Custom Question 3		
How important, if at all, is it for you to conserve water in your home?	Percent of respondents	Count
Essential	29%	69
Very important	52%	123
Somewhat important	16%	37
Not at all important	3%	8
Total	100%	237

Question D1: Employment Status		
Are you currently employed for pay?	Percent of respondents	Count
No	31%	72
Yes, full-time	58%	136
Yes, part-time	11%	26
Total	100%	234



Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	76%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults	10%
Bus, rail, subway or other public transportation	8%
Walk	1%
Bicycle	0%
Work at home	5%
Other	0%

Question D3: Length of Residency		
How many years have you lived in San Jose?	Percent of respondents	Count
Less than 2 years	9%	21
2 to 5 years	14%	34
6 to 10 years	13%	31
11 to 20 years	18%	42
More than 20 years	46%	109
Total	100%	237

Question D4: Housing Unit Type		
Which best describes the building you live in?	Percent of respondents	Count
One family house detached from any other houses	52%	123
House attached to one or more houses (e.g., a duplex or townhome)	6%	14
Building with two or more apartments or condominiums	36%	84
Mobile home	6%	13
Other	0%	1
Total	100%	235

Question D5: Housing Tenure (Rent/Own)		
Is this house, apartment or mobile home...	Percent of respondents	Count
Rented for cash or occupied without cash payment	43%	99
Owned by you or someone in this house with a mortgage or free and clear	57%	130
Total	100%	229

Question D6: Monthly Housing Cost		
About how much is the total monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners" association (HOA) fees)?	Percent of respondents	Count
Less than \$300 per month	2%	6
\$300 to \$599 per month	9%	20
\$600 to \$999 per month	14%	31
\$1,000 to \$1,499 per month	13%	29
\$1,500 to \$2,499 per month	42%	96
\$2,500 or more per month	20%	46
Total	100%	227

Question D7: Presence of Children in Household		
Do any children 17 or under live in your household?	Percent of respondents	Count
No	56%	130
Yes	44%	101
Total	100%	231

Question D8: Presence of Older Adults in Household		
Are you or any other members of your household aged 65 or older?	Percent of respondents	Count
No	77%	183
Yes	23%	53
Total	100%	236

Question D9: Household Income		
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 of respondents	Count
Less than \$24,999	17%	38
\$25,000 to \$49,999	28%	64
\$50,000 to \$99,999	28%	63
\$100,000 to \$149,000	17%	39
\$150,000 or more	9%	21
Total	100%	224

Question D10: Ethnicity		
Are you Spanish, Hispanic or Latino?	Percent of respondents	Count
No, not Spanish, Hispanic or Latino	70%	160
Yes, I consider myself to be Spanish, Hispanic or Latino	30%	68
Total	100%	228

Question D11: Race		
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents	Count
American Indian or Alaskan Native	1%	2
Asian, Asian Indian or Pacific Islander	35%	80
Black or African American	4%	9
White	50%	115
Other	15%	35
Total may exceed 100% as respondents could select more than one option		

Question D12: Age		
In which category is your age?	Percent of respondents	Count
18 to 24 years	6%	15
25 to 34 years	22%	52
35 to 44 years	17%	39
45 to 54 years	25%	59
55 to 64 years	13%	30
65 to 74 years	10%	24
75 years or older	8%	18
Total	100%	237

Question D13: Gender		
What is your sex?	Percent of respondents	Count
Female	52%	123
Male	48%	112
Total	100%	234

Question D14: Registered to Vote		
Are you registered to vote in your jurisdiction?	Percent of respondents	Count
No	25%	58
Yes	63%	149
Ineligible to vote	3%	8
Don't know	9%	21
Total	100%	236

Question D15: Voted in Last General Election		
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents	Count
No	24%	58
Yes	66%	155
Ineligible to vote	9%	21
Don't know	1%	2
Total	100%	236

Question D16: Has Cell Phone		
Do you have a cell phone?	Percent of respondents	Count
No	9%	22
Yes	91%	213
Total	100%	235

Question D17: Has Land Line		
Do you have a land line at home?	Percent of respondents	Count
No	25%	60
Yes	75%	176
Total	100%	235

Question D18: Primary Phone		
If you have both a cell phone and a land line, which do you consider your primary telephone number?	Percent of respondents	Count
Cell	43%	67
Land line	43%	68
Both	14%	23
Total	100%	157

## APPENDIX B: SURVEY METHODOLOGY

The National Citizen Survey™ (The NCS™) was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The NCS™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The NCS™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The NCS™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

### SURVEY VALIDITY

The question of survey validity has two parts: 1) how can a jurisdiction 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 jurisdiction. 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 jurisdiction to receive the survey. A random selection ensures that the households selected to receive the survey are similar to the entire population. A non-random sample may only include households from one geographic area, or from households of only one type.
- 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.
- Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member, thus appealing to the recipients' sense of civic responsibility.
- Providing a self-addressed, postage-paid return envelope.
- Offering the survey in Spanish when appropriate and requested by City officials.
- Using the most recent available information about the characteristics of jurisdiction residents to weight the data 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 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 tend to be ambiguous, 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). Whether or not some research confirms the relationship between what residents think about a community and what can be seen “objectively” in a community, NRC has argued that resident opinion is a perspective that cannot be ignored by government administrators. 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.”

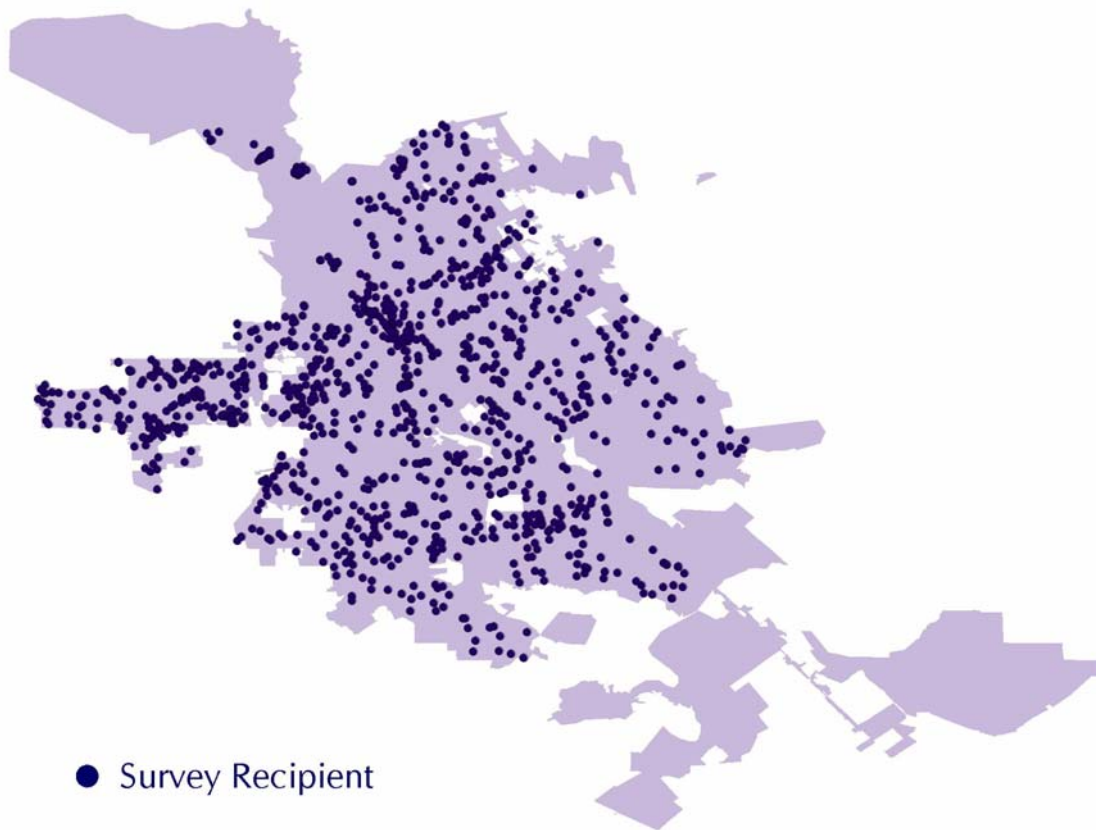
## SURVEY SAMPLING

“Sampling” refers to the method by which survey recipients were chosen. All households within the City of San José were eligible to participate in the survey; 1,200 were selected to receive the survey. These 1,200 households were randomly selected from a comprehensive list of all housing units within the City of San José boundaries. The basis of the list of all housing units was a United States Postal Service listing of housing units within zip codes. Since some of the zip codes that serve the City of San José households may also serve addresses that lie outside of the jurisdiction, the exact geographic location of each housing unit was compared to jurisdiction boundaries, using the most current municipal boundary file (updated on a quarterly basis), and addresses located outside of the City of San José boundaries were removed from consideration.

To choose the 1,200 survey recipients, a systematic sampling method was applied to the list of households known to be within the City of San José. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every Nth one until the appropriate amount of items is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units.

FIGURE 89: LOCATION OF SURVEY RECIPIENTS

## The National Citizen Survey™ San Jose, CA 2011

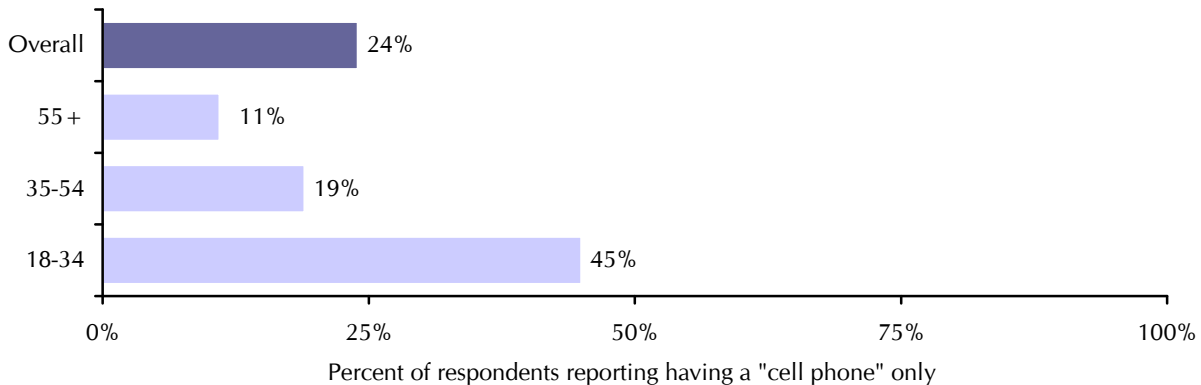


An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship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



In response to the growing number of the cell-phone population (so-called “cord cutters”), which includes a large proportion of young adults, questions about cell phones and land lines are included on The NCS™ questionnaire. As of the middle of 2010 (the most recent estimates available as of the end of 2010), 26.6% of U.S. households had a cell phone but no landline.<sup>1</sup> Among younger adults (age 18-34), 53.7% of households were “cell-only.” Based on survey results, San José has an overall “cord cutter” population similar to the nationwide 2010 estimates

FIGURE 90: PREVALENCE OF CELL-PHONE ONLY RESPONDENTS IN SAN JOSÉ



## SURVEY ADMINISTRATION

Selected households received three mailings, one week apart, beginning September 14, 2011. The first mailing was a prenotification postcard that included English, Spanish and Vietnamese text announcing the upcoming survey. The next mailing contained a letter from the city auditor inviting the household to participate, an invitation for recipients to request a Spanish or Vietnamese language survey, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, an invitation to request a Spanish or Vietnamese language survey, another questionnaire and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who have already done so to refrain from turning in another survey. Completed surveys were collected over the following seven weeks.

## SURVEY RESPONSE RATE AND 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. The confidence interval for the City of San José survey is no greater than plus or minus six percentage points around any given percent reported for the entire sample (253 completed surveys). Survey responses were tracked by each quadrant of the City. Of the completed surveys, 81 were from the Northwest quadrant of the City, 54 were from the Northeast, 64 were from the Southwest, and 53 were from the Southeast quadrant of San José. One Vietnamese survey was completed.

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

<sup>1</sup> <http://www.cdc.gov/nchs/data/nhis/earlyrelease/wireless201012.pdf>

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 jurisdiction is between 71% and 79%. This source of error 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.

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points

### SURVEY PROCESSING (DATA ENTRY)

Completed surveys received by NRC 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; NRC staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

## SURVEY DATA WEIGHTING

The demographic characteristics of the survey sample were compared to those found in the 2010 Census estimates for adults in the City of San José. Sample results were weighted using the population norms to reflect the appropriate percent of those residents. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were housing tenure, housing unit type, race, ethnicity and sex and age. This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The saliency of these variables in detecting differences of opinion among subgroups
- The importance to the community of correct racial or ethnic representation

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. A third criterion sometimes used is the importance that the community places on a specific variable. For example, if a jurisdiction feels that accurate race representation is key to staff and public acceptance of the study results, additional consideration will be given in the weighting process to adjusting the race variable.

A special software program using mathematical algorithms is used to calculate the appropriate weights. Data weighting can adjust up to 5 demographic variables. Several different weighting “schemes” may be tested to ensure the best fit for the data.

The process actually begins at the point of sampling. Knowing that residents in single family dwellings are more likely to respond to a mail survey, NRC oversamples residents of multi-family dwellings to ensure their proper representation in the sample data. Rather than giving all residents an equal chance of receiving the survey, this is systematic, stratified sampling, which gives each resident of the jurisdiction a known chance of receiving the survey (and apartment dwellers, for example, a greater chance than single family home dwellers). As a consequence, results must be weighted to recapture the proper representation of apartment dwellers.

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

San Jose, CA Citizen Survey Weighting Table			
Characteristic	Population Norm <sup>2</sup>	Unweighted Data	Weighted Data
<b>Housing</b>			
Rent home	42%	34%	43%
Own home	58%	66%	57%
Detached unit	60%	57%	58%
Attached unit	40%	43%	42%
<b>Race and Ethnicity</b>			
White	45%	53%	46%
Not white	55%	47%	54%
Not Hispanic	71%	89%	70%
Hispanic	29%	11%	30%
White alone, not Hispanic	32%	49%	35%
Hispanic and/or other race	68%	51%	65%
<b>Sex and Age</b>			
Female	50%	51%	52%
Male	50%	49%	48%
18-34 years of age	33%	12%	28%
35-54 years of age	40%	41%	42%
55+ years of age	27%	47%	31%
Females 18-34	16%	10%	15%
Females 35-54	20%	23%	21%
Females 55+	14%	18%	16%
Males 18-34	17%	3%	13%
Males 35-54	20%	17%	21%
Males 55+	12%	29%	14%

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<sup>2</sup> Source: 2010 Census

## SURVEY DATA ANALYSIS AND REPORTING

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). Frequency distributions were presented in the body of the report.

### Use of the “Excellent, Good, Fair, Poor” Response Scale

The scale on which respondents are asked to record their opinions about service and community quality is “excellent,” “good,” “fair” or “poor” (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity was one that NRC did not want to dismiss when crafting The National Citizen Survey™ questionnaire, because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, NRC has found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents’ perceptions of quality in favor of their report on the acceptability of the level of service offered).

### “Don’t Know” Responses

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 body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### Benchmark Comparisons

NRC has been leading the strategic use of surveys for local governments since 1991, when the principals of the company wrote the first edition of what became the classic text on citizen surveying. In *Citizen Surveys: how to do them, how to use them, what they mean*, published by ICMA, not only were the principles for quality survey methods articulated, but both the idea of benchmark data for citizen opinion and the method for gathering benchmark data were pioneered. The argument for benchmarks was called “In Search of Standards.” “What has been missing from a local government’s analysis of its survey results is the context that school administrators can supply when they tell parents how an 80 percent score on the social studies test compares to test results from other school systems...”

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that are conducted by NRC with those that others have conducted. The integration methods have been thoroughly described not only in the Citizen Surveys book, but also in *Public Administration Review, Journal of Policy Analysis and Management*. Scholars who specialize in the analysis of citizen surveys regularly have relied on this work (e.g., Kelly, J. &

Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction. *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331- 341). The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC's proprietary databases. NRC's work on calculating national benchmarks for resident opinions about service delivery and quality of life won the Samuel C. May award for research excellence from the Western Governmental Research Association.

The comparison evaluations are from the most recent survey completed in each jurisdiction; 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 Role of Comparisons

Benchmark comparisons are used for performance measurement. Jurisdictions use the comparative information to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up "good" citizen evaluations, jurisdictions need to know how others rate their services to understand if "good" is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. More important and harder questions need to be asked; for example, how do residents' ratings of fire service compare to opinions about fire service in other communities?

A police department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes and keeps the crime rate low – still has a problem to fix if the residents in the community it intends to protect believe services are not very good compared to ratings given by residents to their own objectively "worse" departments. The benchmark data can help that police department – or any department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. NRC recommends that citizen opinion be used in conjunction with other sources of data about budget, personnel and politics to help managers know how to respond to comparative results.

Jurisdictions in the benchmark database are distributed geographically across the country and range from small to large in population size. Most commonly, comparisons are made to the entire database. Comparisons may also be made to subsets of jurisdictions (for example, within a given region or population category). Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources and practices vary, the objective in every community is to provide services that are so timely, tailored and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

### Comparison of San José to the Benchmark Database

The City of San José chose to have comparisons made to the entire database. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was

asked) has been provided when a similar question on the City of San José Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons for quality ratings were available, the City of San José's results were generally noted as being "above" the benchmark, "below" the benchmark or "similar" to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as "more," "similar" or "less" (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem.) In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). These labels come from a statistical comparison of the City of San José 's rating to the benchmark where a rating is considered "similar" if it is within the margin of error; "above," "below," "more" or "less" if the difference between your jurisdiction's rating and the benchmark is greater the margin of error; and "much above," "much below," "much more" or "much less" if the difference between your jurisdiction's rating and the benchmark is more than twice the margin of error.

## APPENDIX C: SURVEY MATERIALS

The following pages contain copies of the survey materials sent to randomly selected households within the City of San José.



Dear City of San José  
Resident,

Estimado residente de la  
ciudad de San José,

Thân Gởi Công Dân  
Thành Phố San José,

Your household has been randomly selected to participate in a citizen survey about the City of San José. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Please be assured that your answers will be kept anonymous. Thank you in advance for helping us with this important project!

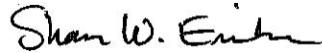
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Sincerely,

Atentamente,

Thân mến,



Sharon W. Erickson  
City Auditor/Auditor de la Ciudad /Giám định viên thành phố  
The City of San José/La Ciudad de San José /Thành Phố San José

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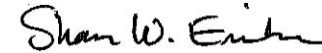
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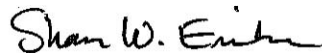
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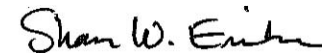
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September 2011

Dear City of San José Resident:

The City of San Jose wants to know what you think about our community and City government. You have been randomly selected to participate in San José's 2011 Citizen Survey.

En este documento la Ciudad le da a usted una oportunidad importante para decirnos lo que piensa de los servicios de la Ciudad, y su opinión de la calidad de vida aquí en San José. Se seleccionó su hogar al azar para participar en esta encuesta. Si usted no puede hacer la encuesta incluida en inglés por favor llámenos al número (408) 535-1232 para pedir una copia de la encuesta en español. Todos sus respuestas se quedarán completamente anónimos. ¡Deseamos sus opiniones! Favor de entregar la encuesta en el sobre adjunto, lo cuál está con franqueo pagado. Muchas gracias.

Thành Phố San Jose muốn biết quý vị nghĩ gì về cộng đồng và chính quyền thành phố. Gia đình của quý vị được chọn ngẫu nhiên để tham gia vào Bản Khảo Sát Công Dân 2011 của San Jose. Thành Phố muốn cho quý vị có cơ hội chia sẻ với chúng tôi cảm nghĩ về các dịch vụ cung cấp và ý kiến của quý vị về mức độ đời sống tại San Jose. Câu trả lời của quý vị sẽ giúp cho Hội Đồng Thành Phố lấy những quyết định ảnh hưởng đến cộng đồng chúng ta. Quý vị sẽ thấy những câu hỏi này rất thú vị và chắc chắn câu trả lời của quý vị sẽ rất hữu ích. Xin hãy tham gia! Nếu quý vị không thể điền bản khảo sát bằng tiếng Anh trong tập tài liệu, xin gọi cho chúng tôi theo số (408) 535-1217 để lấy bản khảo sát tiếng Việt. Quý vị sẽ nhận bản khảo sát và bao thư đã trả cước phí để gửi lại cho chúng tôi. Tất cả câu trả lời của quý vị sẽ hoàn toàn ẩn danh. Xin giúp chúng tôi thay đổi tương lai của San José. Cảm ơn quý vị đã dành thời gian tham gia

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help the San José City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

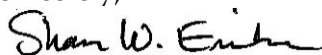
To get a representative sample of San José residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend the few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call (408) 535-1250.

Please help us shape the future of San José. Thank you for your time and participation.

Sincerely,



Sharon W. Erickson  
City Auditor

September 2011

Dear City of San José Resident:

About one week ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. The City of San Jose wants to know what you think about our community and municipal government. You have been randomly selected to participate in the City of San José's 2011 Citizen Survey.

En este documento la Ciudad le da a usted una oportunidad importante para decirnos lo que piensa de los servicios de la Ciudad, y su opinión de la calidad de vida aquí en San José. Se seleccionó su hogar al azar para participar en esta encuesta. Si usted no puede hacer la encuesta incluida en inglés por favor llámenos al número (408) 535-1232 para pedir una copia de la encuesta en español. Todos sus respuestas se quedarán completamente anónimos. ¡Deseamos sus opiniones! Favor de entregar la encuesta en el sobre adjunto, lo cuál está con franqueo pagado. Muchas gracias.

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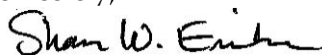
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City Auditor

# The City of San José 2011 Citizen 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 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>
Sense of community.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5
Overall appearance of San José.....	1	2	3	4	5
Cleanliness of San José.....	1	2	3	4	5
Overall quality of new development in San José .....	1	2	3	4	5
Variety of housing options .....	1	2	3	4	5
Overall quality of business and service establishments in San José.....	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Opportunities to attend cultural activities.....	1	2	3	4	5
Recreational opportunities .....	1	2	3	4	5
Employment opportunities .....	1	2	3	4	5
Educational opportunities .....	1	2	3	4	5
Opportunities to participate in social events and activities .....	1	2	3	4	5
Opportunities to participate in religious or spiritual 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
Ease of car travel in San José .....	1	2	3	4	5
Ease of bus travel in San José .....	1	2	3	4	5
Ease of rail travel in San José.....	1	2	3	4	5
Ease of bicycle travel 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
Traffic flow on major streets.....	1	2	3	4	5
Amount of public parking .....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Availability of affordable quality child care .....	1	2	3	4	5
Availability of affordable quality health care .....	1	2	3	4	5
Availability of affordable quality food .....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Quality of overall natural environment in San José.....	1	2	3	4	5
Overall image or reputation of San José .....	1	2	3	4	5

**3. Please rate the speed of growth in the following categories in San José over the past 2 years:**

	<i>Much too slow</i>	<i>Somewhat too slow</i>	<i>Right amount</i>	<i>Somewhat too fast</i>	<i>Much too fast</i>	<i>Don't know</i>
Population growth .....	1	2	3	4	5	6
Retail growth (stores, restaurants, etc.).....	1	2	3	4	5	6
Jobs growth.....	1	2	3	4	5	6

4. To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in San José?  
 Not a problem     Minor problem     Moderate problem     Major problem     Don't know

5. Please rate how safe or unsafe you feel from the following in San José:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
Violent crime (e.g., rape, assault, robbery) .....	1	2	3	4	5	6
Property crimes (e.g., burglary, theft).....	1	2	3	4	5	6
Environmental hazards, including toxic waste.....	1	2	3	4	5	6

6. Please rate how safe or unsafe you feel:

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

7. Have you had any in-person or phone contact with an employee of the City of San José Police Department within the last 12 months?

- No → Go to Question 9     Yes → Go to Question 8     Don't know → Go to Question 9

8. What was your overall impression of your most recent contact with the City of San José Police Department?

- Excellent     Good     Fair     Poor     Don't know

9. During the past 12 months, were you or anyone in your household the victim of any crime?

- No → Go to Question 11     Yes → Go to Question 10     Don't know → Go to Question 11

10. If yes, was this crime (these crimes) reported to the police?

- No     Yes     Don't know

11. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in San José?

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
Used San José public libraries or their services.....	1	2	3	4	5
Used San José recreation centers.....	1	2	3	4	5
Participated in a recreation program or activity .....	1	2	3	4	5
Visited a neighborhood park or City park.....	1	2	3	4	5
Ridden a local bus within San José.....	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting .....	1	2	3	4	5
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media .....	1	2	3	4	5
Visited the City of San José Web site (at www.sanjoseca.gov) .....	1	2	3	4	5
Recycled used paper, cans or bottles from your home.....	1	2	3	4	5
Volunteered your time to some group or activity in San José.....	1	2	3	4	5
Participated in religious or spiritual activities in San José.....	1	2	3	4	5
Participated in a club or civic group in San José.....	1	2	3	4	5
Provided help to a friend or neighbor .....	1	2	3	4	5

12. About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?

- Just about every day  
 Several times a week  
 Several times a month  
 Less than several times a month

# The City of San José 2011 Citizen Survey

## 13. 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
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
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
Public library services .....	1	2	3	4	5
Public information services .....	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
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

## 14. 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

**15. 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
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

**16. 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

**17. Have you had any in-person or phone contact with an employee of the City of San José Fire Department within the last 12 months?**

- No → Go to Question 19     
  Yes → Go to Question 18     
  Don't know → Go to Question 19

**18. What was your overall impression of your most recent contact with the City of San José Fire Department?**

- Excellent     
  Good     
  Fair     
  Poor     
  Don't know

**19. Have you had any in-person, phone or email contact with an employee of the City of San José within the last 12 months (including police, receptionists, planners or any others)?**

- No → Go to Question 21     
  Yes → Go to Question 20

**20. What was your impression of the employee(s) of the City of San José in your most recent contact? (Rate each characteristic below.)**

	Excellent	Good	Fair	Poor	Don't know
Knowledge.....	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy .....	1	2	3	4	5
Overall impression.....	1	2	3	4	5

**21. Please rate the following categories of San José government performance:**

	Excellent	Good	Fair	Poor	Don't know
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 citizen involvement .....	1	2	3	4	5

**22. Please rate the following aspects of Mineta San José International Airport:**

	Excellent	Good	Fair	Poor	Don't know
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

**23. Do you have water-saving fixtures such as low-flow shower heads and low-flush toilets in your home?**

- No     
  Yes     
  Don't know

**24. How important, if at all, is it for you to conserve water in your home?**

- Essential  
 Very important  
 Somewhat important  
 Not at all important



# The City of San José 2011 Citizen 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. Are you currently employed for pay?**

- No → Go to Question D3
- Yes, full time → Go to Question D2
- Yes, part time → Go to Question D2

**D2. During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below? (Enter the total number of days, using whole numbers.)**

- Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself ..... days
- Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults ..... days
- Bus, rail or other public transportation ..... days
- Walk ..... days
- Bicycle ..... days
- Work at home ..... days
- Other ..... days

**D3. 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

**D4. Which best describes the building you live in?**

- One family house detached from any other houses
- House attached to one or more houses (e.g., a duplex or townhome)
- Building with two or more apartments or condominiums
- Mobile home
- Other

**D5. Is this house, apartment or mobile home...**

- Rented for cash or occupied without cash payment?
- Owned by you or someone in this house with a mortgage or free and clear?

**D6. 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

**D7. Do any children 17 or under live in your household?**

- No                       Yes

**D8. Are you or any other members of your household aged 65 or older?**

- No                       Yes

**D9. 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 \$24,999
- \$25,000 to \$49,999
- \$50,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 or more

**Please respond to both questions D10 and D11:**

**D10. Are you Spanish, Hispanic or Latino?**

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

**D11. 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

**D12. 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

**D13. What is your sex?**

- Female                 Male

**D14. Are you registered to vote in your jurisdiction?**

- No                       Ineligible to vote
- Yes                      Don't know

**D15. Many people don't have time to vote in elections. Did you vote in the last general election?**

- No                       Ineligible to vote
- Yes                      Don't know

**D16. Do you have a cell phone?**

- No                       Yes

**D17. Do you have a land line at home?**

- No                       Yes

**D18. If you have both a cell phone and a land line, which do you consider 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

Septiembre 2011

Estimado residente de San José:

La Ciudad de San José desea saber qué piensa usted sobre la comunidad y el gobierno municipal. **Su hogar es uno de entre de algunos hogares seleccionados al azar para participar en la Ciudad de San José 2011 Encuesta de los Ciudadanos.**

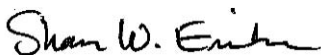
Por favor tome unos pocos minutos para llenar la Encuesta de Ciudadanos adjunta. Sus respuestas ayudarán a que el Concejo de la Ciudad tome decisiones para mejorar la entrega de los servicios a nuestra comunidad. Encontrará que las preguntas son interesantes y nosotros definitivamente encontraremos que sus respuestas son útiles. ¡Por favor participe!

**Para obtener una verdadera muestra representativa de los residentes de San José, solicitamos que llene la encuesta el adulto que haya tenido su cumpleaños más recientemente. La edad del adulto no importa siempre que tenga 18 años de edad o más. Al seleccionar de ésta forma a la persona que debe llenar la encuesta, se asegura que la encuesta en los hogares de la ciudad mejorara la exactitud de los resultados. Por favor tenga usted la seguridad de que sus respuestas se mantendrán anónimas.**

Por favor, haga que el adecuado miembro del hogar pase unos minutos contestando todas las preguntas y devuelva la encuesta en el sobre adjunto con el franqueo pagado. Si tiene alguna pregunta acerca de la Encuesta de los Ciudadanos por favor llámenos al (408) 535-1232.

Su participación en esta encuesta es muy importante especialmente puesto que su hogar es uno del pequeño numero que está siendo encuestado. Por favor, ayúdenos a darle forma al futuro de San José. Gracias por su tiempo y participación.

Sinceramente,



Sharon W. Erickson  
Auditor de la Ciudad  
La Ciudad de San José

# Encuesta Ciudadana del 2011 de la Ciudad de San José

Por favor complete este cuestionario si usted es el adulto (18 años o más) de su casa que más recientemente haya celebrado su cumpleaños. El año de nacimiento del adulto no importa. Por favor encierre en un círculo la respuesta que mejor represente su opinión en cada pregunta. Sus respuestas son anónimas y solo serán reportadas en forma general.

## 1. Por favor clasifique cada uno de los siguientes aspectos de la calidad de vida en San José:

	<i>Excelente</i>	<i>Bueno</i>	<i>Pasable</i>	<i>Bajo</i>	<i>No sé</i>
San José como lugar en donde vivir .....	1	2	3	4	5
Su vecindario como lugar en donde vivir.....	1	2	3	4	5
San José como lugar para criar niños.....	1	2	3	4	5
San José como lugar para trabajar .....	1	2	3	4	5
San José como lugar para jubilarse/retirarse .....	1	2	3	4	5
La calidad general de vida en San José.....	1	2	3	4	5

## 2. Por favor evalúe la forma en que cada una de las siguientes características se relaciona en general con la Ciudad de San José:

	<i>Excelente</i>	<i>Bueno</i>	<i>Pasable</i>	<i>Bajo</i>	<i>No sé</i>
Sentido de cooperación comunitaria.....	1	2	3	4	5
Aceptación de la comunidad a gente de diferentes antecedentes.....	1	2	3	4	5
Aspecto general de la Ciudad de San José.....	1	2	3	4	5
Limpieza de San José .....	1	2	3	4	5
Calidad general de desarrollo nuevo en San José .....	1	2	3	4	5
Variedad de opciones de vivienda .....	1	2	3	4	5
Calidad general de empresas y establecimientos de servicio en San José .....	1	2	3	4	5
Suficientes lugares de compra .....	1	2	3	4	5
Oportunidades para asistir a actividades culturales .....	1	2	3	4	5
Oportunidades de recreación.....	1	2	3	4	5
Oportunidades para empleo .....	1	2	3	4	5
Oportunidades educativas.....	1	2	3	4	5
Oportunidades para participar en eventos y actividades sociales.....	1	2	3	4	5
Oportunidades para participar en eventos y actividades religiosos o espirituales .....	1	2	3	4	5
Oportunidades para ser voluntario.....	1	2	3	4	5
Oportunidades para participar en asuntos de comunidad.....	1	2	3	4	5
Facilidad para andar en carro.....	1	2	3	4	5
Facilidad para andar en autobús.....	1	2	3	4	5
Facilidad para viajar en tren .....	1	2	3	4	5
Facilidad para andar en bicicleta.....	1	2	3	4	5
Facilidad para caminar.....	1	2	3	4	5
Disponibilidad de caminos y senderos para caminar.....	1	2	3	4	5
Flujo de tráfico sobre las calles principales .....	1	2	3	4	5
Disponibilidad de Estacionamiento Público .....	1	2	3	4	5
Disponibilidad de viviendas a precios accesibles .....	1	2	3	4	5
Guarderías infantiles a precios accesibles.....	1	2	3	4	5
Asistencia médica a precios accesibles.....	1	2	3	4	5
Disponibilidad de servicios preventivos de salud .....	1	2	3	4	5
Calidad del medio ambiente (aire) .....	1	2	3	4	5
Calidad del ambiente natural general en San José .....	1	2	3	4	5
Imagen/reputación general de San José .....	1	2	3	4	5

## 3. Por favor evalúe la rapidez de crecimiento durante los últimos 2 años en las siguientes categorías:

	<i>demasiado lento</i>	<i>un poco lento</i>	<i>cantidad apropiada</i>	<i>un poco rápido</i>	<i>muy rápido</i>	<i>no sé</i>
Crecimiento de la población .....	1	2	3	4	5	6
Crecimiento del comercio (tiendas, restaurantes, etc.) .....	1	2	3	4	5	6
Aumento de oportunidad de empleo .....	1	2	3	4	5	6

**4. ¿Hasta qué grado son problema los edificios en ruinas, lotes de hierba mala o vehículos chatarra en San José?**

- No son problema  
  Problema menor  
  Problema moderado  
  Problema mayor  
  No sé

**5. Por favor clasifique qué tan seguro o inseguro se siente usted de lo siguiente en San José:**

	<i>muy seguro</i>	<i>más o menos seguro</i>	<i>ni seguro ni inseguro</i>	<i>más o menos inseguro</i>	<i>muy inseguro</i>	<i>no sé</i>
Crimen violento (Ej. violación, ataque, robo) .....	1	2	3	4	5	6
Crímenes de propiedad (Ej. robo, asalto).....	1	2	3	4	5	6
Peligros ambientales, incluyendo desecho tóxico.....	1	2	3	4	5	6

**6. Por favor clasifique qué tan seguro o inseguro se siente usted:**

	<i>muy seguro</i>	<i>más o menos seguro</i>	<i>ni seguro ni inseguro</i>	<i>más o menos inseguro</i>	<i>muy inseguro</i>	<i>no sé</i>
En su vecindario durante el día .....	1	2	3	4	5	6
En su vecindario durante la noche .....	1	2	3	4	5	6
En el centro de la Ciudad durante el día.....	1	2	3	4	5	6
En el centro de la Ciudad durante la noche.....	1	2	3	4	5	6

**7. ¿Ha tenido algún contacto en persona o por teléfono con un empleado del Ciudad del Departamento de Policía San José dentro de los últimos 12 meses?**

- No → Vaya a la Pregunta 9  
  Sí → Vaya a la Pregunta 8  
  No sé → Vaya a la Pregunta 9

**8. ¿Cuál fue la impresión general de su contacto más reciente con el Ciudad del Departamento de Policía San José?**

- Excelente  
  Buena  
  Regular  
  Deficiente  
  No sé

**9. Durante los últimos 12 meses, ¿usted o alguno de los miembros de su familia fue víctima de algún crimen?**

- No → Vaya a la pregunta 11  
  Sí → Vaya a la pregunta 10  
  No sé → Vaya a la pregunta 11

**10. ¿Si usted marcó sí, denunció esos crímenes a la policía?**

- No  
  Sí  
  No sé

**11. Durante los últimos 12 meses, ¿cuántas veces (usted o algún miembro de su familia) participó en las siguientes actividades en la Ciudad de San José?**

	<i>Nunca</i>	<i>1 ó 2 veces</i>	<i>3 a 12 veces</i>	<i>13 a 26 veces</i>	<i>más de 26 veces</i>
Utilizó las bibliotecas públicas de San José y sus servicios .....	1	2	3	4	5
Utilizó los centros de recreación de San José .....	1	2	3	4	5
Participó en programas o actividades recreativas.....	1	2	3	4	5
Visitó un parque del vecindario o de la Ciudad.....	1	2	3	4	5
Utilizó un autobús local dentro de la Ciudad .....	1	2	3	4	5
Asistió a una reunión de autoridades locales u otra reunión pública .....	1	2	3	4	5
Miró una reunión de oficiales locales electos u otra reunión pública patrocinada por la Ciudad en televisión por cable, la Internet u otros medio.....	1	2	3	4	5
Visitó la Ciudad del sitio en red San José (en <a href="http://www.sanjoseca.gov">www.sanjoseca.gov</a> ) .....	1	2	3	4	5
Recicló papel, latas o botellas en su casa .....	1	2	3	4	5
Trabajó de voluntario en algún grupo o actividad .....	1	2	3	4	5
Participó en actividades religiosas o espirituales en San José.....	1	2	3	4	5
Participó en un club o grupo cívico en San José.....	1	2	3	4	5
Proporcionó ayuda a un amigo o vecino.....	1	2	3	4	5

**12. ¿Como qué tan a menudo, si lo hace, habla o tiene visita con sus vecinos inmediatos (gente que vive en los 10 o 20 hogares más cercanos a usted)?**

- Casi todos los días  
 Varias veces por semana  
 Varias veces al mes  
 Menos de varias veces al mes

# Encuesta Ciudadana del 2011 de la Ciudad de San José

## 13. Por favor clasifique la calidad de cada uno de los siguientes servicios en San José:

	<i>Excelente</i>	<i>Bueno</i>	<i>Pasable</i>	<i>Bajo</i>	<i>No sé</i>
Servicios de la Policía .....	1	2	3	4	5
Servicios de Bomberos.....	1	2	3	4	5
Servicios de Ambulancia / Médicos de Emergencia.....	1	2	3	4	5
Prevención de Crímenes .....	1	2	3	4	5
Educación y Prevención contra Incendios .....	1	2	3	4	5
Imposición de las Leyes de Tránsito .....	1	2	3	4	5
Reparación de Calles .....	1	2	3	4	5
Limpieza de Calles.....	1	2	3	4	5
Iluminación de Calles .....	1	2	3	4	5
Mantenimiento de Aceras / Veredas.....	1	2	3	4	5
Regulación de Semáforos / Señales de Tránsito .....	1	2	3	4	5
Servicios de Autobús / Transporte .....	1	2	3	4	5
Recolección de Basura.....	1	2	3	4	5
Reciclaje.....	1	2	3	4	5
Recolección de Desechos del Patio (jardín) .....	1	2	3	4	5
Drenajes .....	1	2	3	4	5
Agua Potable .....	1	2	3	4	5
Servicios de Cañería .....	1	2	3	4	5
Parques de Ciudad.....	1	2	3	4	5
Clases o Programas Recreativos .....	1	2	3	4	5
Centros de Recreación .....	1	2	3	4	5
Uso, Planificación y Zonificación de Terreno.....	1	2	3	4	5
Imposición de las Ordenanzas (mala hierba, maleza, edificios abandonados, etc.).....	1	2	3	4	5
Control de Animales .....	1	2	3	4	5
Desarrollo Económico .....	1	2	3	4	5
Servicios para Personas Mayores (de la tercera edad, Ciudadanos de oro, "seniors") .....	1	2	3	4	5
Servicios para la juventud .....	1	2	3	4	5
Servicios para Personas de Bajos Recursos .....	1	2	3	4	5
Servicios de Bibliotecas Públicas.....	1	2	3	4	5
Servicios de Información Pública .....	1	2	3	4	5
Preparación de emergencia (servicios que preparan a la comunidad para desastres u otras situaciones de emergencia). .....	1	2	3	4	5
Preservación de áreas naturales tales como espacio abierto, tierra de cultivo y áreas verdes.....	1	2	3	4	5
Retiro de la pintada.....	1	2	3	4	5
Esfuerzos de la prevención de la cuadrilla.....	1	2	3	4	5
Mantenimiento del árbol de la calle.....	1	2	3	4	5
Servicios de la licencia de obras .....	1	2	3	4	5

## 14. En general, ¿cómo evalúa usted los servicios suministrados por...

	<i>Excelente</i>	<i>Bueno</i>	<i>Pasable</i>	<i>Bajo</i>	<i>No sé</i>
la Ciudad de San José .....	1	2	3	4	5
el Gobierno Federal .....	1	2	3	4	5
el Gobierno Estatal.....	1	2	3	4	5
Gobierno del Condado de Santa Clara .....	1	2	3	4	5

## 15. Por favor indique qué tan probable o improbable es usted para hacer cada uno de los siguientes:

	<i>Muy Probable</i>	<i>Algo probable</i>	<i>Algo improbable</i>	<i>Muy Improbable</i>	<i>No sé</i>
Recomendarle vivir en San José a alguien que pregunta.....	1	2	3	4	5
Permanecer en San José para los próximos cinco años.....	1	2	3	4	5

16. **¿Qué impacto, si existe, piensa usted que la economía tendrá en los ingresos de su familia en los próximos 6 meses? Usted piensa que el impacto será:**  
 Muy positivo     Más o menos positivo     Neutral     Más o menos negativo     Muy negativo
17. **¿Ha tenido algún contacto en persona o por teléfono con un empleado del Ciudad del Departamento de Bomberos San José dentro de los últimos 12 meses?**  
 No → Vaya a la Pregunta 19     Sí → Vaya a la Pregunta 18     No sé → Vaya a la Pregunta 19
18. **¿Cuál fue la impresión general de su contacto más reciente con el Ciudad del Departamento de Bomberos San José?**  
 Excelente     Buena     Regular     Deficiente     No sé
19. **¿Ha tenido contacto personal, teléfono o por correo electrónico con algún empleado de la Ciudad de San José durante los últimos 12 meses (incluyendo policías, recepcionistas, planificadores u otros)?**  
 No → Vaya a la pregunta 21     Sí → Vaya a la pregunta 20
20. **¿Cuál fue su impresión de los empleados de la Ciudad de San José en su más reciente contacto? (Evalúe cada característica abajo.)**

	<i>Excelente</i>	<i>Buena</i>	<i>Pasable</i>	<i>Bajo</i>	<i>No sé</i>
Conocimiento .....	1	2	3	4	5
Simpatía.....	1	2	3	4	5
Cortesía .....	1	2	3	4	5
Impresión General .....	1	2	3	4	5

21. **Por favor clasifique las siguientes categorías del desempeño gubernamental en San José:**

	<i>Excelente</i>	<i>Buena</i>	<i>Pasable</i>	<i>Bajo</i>	<i>No sé</i>
El valor de servicios para los impuestos pagados a San José .....	1	2	3	4	5
La dirección general que está tomando San José .....	1	2	3	4	5
La labor del gobierno de San José para incluir la participación ciudadana.....	1	2	3	4	5

22. **Por favor clasifique los siguientes aspectos del Aeropuerto Internacional Mineta de San José:**

	<i>Excelente</i>	<i>Buena</i>	<i>Regular</i>	<i>Deficiente</i>	<i>No sé</i>
Facilidad general para usar el Aeropuerto Internacional Mineta de San José .....	1	2	3	4	5
Disponibilidad de vuelos en el Aeropuerto Internacional Mineta de San José .....	1	2	3	4	5

23. **¿Tiene usted aparatos fijos para ahorrar el agua tales como cabezas de ducha de bajo flujo e inodoros de bajo flujo en su hogar?**  
 No     Sí     No sé
24. **¿Qué tan importante, si lo es del todo, es que usted conserve el agua en su hogar?**  
 Esencial  
 Muy importante  
 Algo importante  
 No importante en absoluto

# Encuesta Ciudadana del 2011 de la Ciudad de San José

Nuestras últimas preguntas son acerca de usted y su hogar. De nuevo, todas las respuestas son anónimas y serán reportadas en forma general.

## D1. ¿Actualmente está empleado con sueldo?

- No → Vaya a la Pregunta D3
- Sí, tiempo completo → Vaya a la Pregunta D2
- Sí, medio tiempo → Vaya a la Pregunta D2

## D2. Durante una semana típica, ¿cuántos días hace un recorrido hasta el trabajo (para la mayor distancia que recorre) de cada manera en la lista de abajo? (Ponga el número total de días, usando números enteros.)

- Vehículo motorizado (Ej. carro, camión, motocicleta, etc...) solo ..... días
- Vehículo motorizado (Ej. carro, camión, motocicleta, etc...) con otros niños o adultos ..... días
- Autobús, vía férrea u otro transporte público ..... días
- Caminar ..... días
- Bicicleta ..... días
- Trabajar en el hogar ..... días
- Otro ..... días

## D3. ¿Cuántos años tiene usted viviendo en Wichita?

- Menos de 2 años
- 2-5 años
- 6-10 años
- 11-20 años
- Más de 20 años

## D4. ¿Cuál describe mejor el edificio en el que vive?

- Casa de una sola familia separada de cualquier otra casa
- Casa adjunta a una o más casas (p.ej., un dúplex o townhome)
- Edificio con dos o más apartamentos o condominios
- Hogar móvil
- Otro

## D5. ¿Es esta casa, apartamento o casa rodante / trailer es...

- Alquilada o la ocupa sin pago?
- Propia, o alguno de su familia la paga con hipoteca o ya está pagado?

## D6. ¿Como cuánto es su costo mensual de vivienda para el lugar donde vive? (incluyendo renta, pago de hipoteca, impuesto de propiedad, seguro de propiedad y cuotas de asociación de propietarios (HOA))?

- Menos de \$300 por mes
- \$300 a \$599 por mes
- \$600 a \$999 por mes
- \$1,000 a \$1,499 por mes
- \$1,500 a \$2,499 por mes
- \$2,500 o más por mes

## D7. ¿Algún niño de 17 años o menos vive en su hogar?

- No
- Sí

## D8. ¿Tiene usted o cualquiera de los miembros de su familia 65 años o más?

- No
- Sí

## D9. ¿Cuánto cree usted que será el ingreso de su familia antes de impuestos para el año actual? (Por favor incluya en su ingreso total todo ingreso de todas las personas de su casa.)

- Menos de \$24,999
- \$25,000 a \$49,999
- \$50,000 a \$99,999
- \$100,000 a \$149,999
- \$150,000 o más

## Por favor responda a ambas preguntas D10 y D11:

### D10. ¿Es usted Español, Hispano o Latino?

- No, no soy Español, Hispano o Latino
- Sí, me considero Español, Hispano o Latino

### D11. ¿Cuál es su raza? (Marque uno o más grupos que indiquen lo que usted se considera.)

- Indio Americano o nativo de Alaska
- Asiático o de las Islas del Pacífico
- Negro, Afro-americano
- Blanco / Caucásico
- Otro

## D12. ¿En que categoría está su edad?

- 18-24 años
- 25-34 años
- 35-44 años
- 45-54 años
- 55-64 años
- 65-74 años
- 75 años o más

## D13. ¿Cuál es su sexo?

- Femenino
- Masculino

## D14. ¿Está registrado para votar en su jurisdicción?

- No
- Sí
- No tengo derecho a votar
- No sé

## D15. Muchas personas no tienen tiempo para votar en las elecciones. ¿Recuerda usted haber votado en la última elección general?

- No
- Sí
- No tengo derecho a votar
- No sé

## D16. ¿Usted tiene un teléfono celular?

- No
- Sí

## D17. ¿Usted tiene una línea de tierra (conexión a la pared) en el hogar?

- No
- Sí

## D18. Si usted tiene tanto un teléfono celular como una línea de tierra, ¿a cuál considera como su número primordial de teléfono?

- Celular
- Línea de tierra
- Ambos

Gracias por completar esta encuesta. Por favor regrese la encuesta en el sobre prepagado a:  
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502

Tháng Chín năm 2011

Thân gửi Công Dân Thành Phố San José:

Thành Phố San Jose muốn biết quý vị nghĩ gì về cộng đồng và chánh quyền thành phố. Quý vị được chọn ngẫu nhiên để tham gia vào Bản Khảo Sát Công Dân 2011 của San José.

Xin dành vài phút để điền vào Bản Khảo Sát Công Dân đính kèm. Câu trả lời của quý vị sẽ giúp cho Hội Đồng Thành Phố San José lấy những quyết định ảnh hưởng đến cộng đồng chúng ta. Quý vị sẽ thấy những câu hỏi này rất thú vị và chắc chắn câu trả lời của quý vị sẽ rất hữu ích. Xin hãy tham gia!

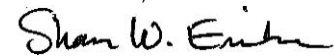
**Muốn lấy một mẫu cư dân tiêu biểu của San José, người lớn (từ 18 tuổi trở lên) trong gia đình có ngày sinh nhật gần đây nhất cần điền vào bản khảo sát này. Năm sinh của người lớn không quan trọng.**

Xin yêu cầu thân quyết thích hợp trong gia đình dành vài phút để trả lời tất cả các câu hỏi và gửi trả lại bản khảo sát trong bao thư đã trả cước phí đính kèm. **Câu trả lời của quý vị sẽ hoàn toàn ẩn danh.**

Việc tham gia vào bản khảo sát này của quý vị là điều rất quan trọng – đặc biệt vì gia đình của quý vị là một trong những số ít gia đình được khảo sát. Nếu quý vị có bất cứ thắc mắc nào về Bản Khảo Sát Công Dân, xin gọi số (408) 535-1250.

Xin giúp chúng tôi thay đổi tương lai của San José. Cảm ơn quý vị đã dành thời gian tham gia.

Thân mến,



Sharon W. Erickson

Giám định viên thành phố



# Bản Khảo Sát Công Dân 2011 Thành Phố San José

Xin điền vào bảng câu hỏi này nếu quý vị là người lớn (từ 18 tuổi trở lên) trong gia đình có ngày sinh nhật gần đây nhất. Năm sinh của người lớn không quan trọng. Xin chọn câu trả lời (bằng cách khoanh tròn số hoặc đánh dấu vào ô) thể hiện sát ý kiến của quý vị nhất cho từng câu hỏi. Câu trả lời của quý vị sẽ ẩn danh và chỉ được báo cáo theo nhóm.

## 1. Xin đánh giá từng khía cạnh sau đây về mức độ đời sống tại San José:

	Xuất sắc	Tốt	Khá	Kém	Không biết
San José là nơi sống.....	1	2	3	4	5
Khu láng giềng của quý vị là nơi sống .....	1	2	3	4	5
San José là nơi nuôi dạy con .....	1	2	3	4	5
San José là nơi làm việc.....	1	2	3	4	5
San José là nơi hồi hưu.....	1	2	3	4	5
Mức độ đời sống chung tại San José .....	1	2	3	4	5

## 2. Xin đánh giá từng đặc điểm sau đây có liên quan đến José nói chung:

	Xuất sắc	Tốt	Khá	Kém	Không biết
Ý thức cộng đồng.....	1	2	3	4	5
Cởi mở và chấp nhận cộng đồng đối với những người có nguồn gốc đa dạng.....	1	2	3	4	5
Bề ngoài tổng quát của San José .....	1	2	3	4	5
Tình trạng sạch sẽ của San José .....	1	2	3	4	5
Phẩm chất chung về mức độ phát triển mới tại San José.....	1	2	3	4	5
Nhiều lựa chọn gia cư khác nhau .....	1	2	3	4	5
Tổng quát phẩm chất kinh doanh và thiết lập dịch vụ tại San José.....	1	2	3	4	5
Cơ hội mua sắm .....	1	2	3	4	5
Cơ hội tham dự các hoạt động văn hóa .....	1	2	3	4	5
Cơ hội giải trí .....	1	2	3	4	5
Cơ hội việc làm.....	1	2	3	4	5
Cơ hội học tập.....	1	2	3	4	5
Cơ hội tham gia vào các sinh hoạt và hoạt động xã hội.....	1	2	3	4	5
Cơ hội tham gia vào các sinh hoạt tôn giáo hay tinh thần và các hoạt động.....	1	2	3	4	5
Cơ hội làm việc tự nguyện.....	1	2	3	4	5
Cơ hội tham gia vào những vấn đề cộng đồng .....	1	2	3	4	5
Đi lại thoải mái bằng xe hơi tại San José.....	1	2	3	4	5
Đi lại thoải mái bằng xe buýt tại San José.....	1	2	3	4	5
Đi lại thoải mái bằng xe lửa tại San José .....	1	2	3	4	5
Đi lại thoải mái bằng xe đạp tại San José .....	1	2	3	4	5
Đi bộ thoải mái tại San José.....	1	2	3	4	5
Có nhiều đường đi và đường mòn .....	1	2	3	4	5
Lượng giao thông trên những đường chính .....	1	2	3	4	5
Số chỗ đậu xe công cộng.....	1	2	3	4	5
Có nhiều gia cư tốt giá cả phải chăng.....	1	2	3	4	5
Có nhiều nơi giữ trẻ tốt, giá cả phải chăng.....	1	2	3	4	5
Có nhiều nơi chăm sóc sức khỏe, giá cả phải chăng.....	1	2	3	4	5
Có nhiều loại thực phẩm ngon, giá cả phải chăng .....	1	2	3	4	5
Phẩm chất không khí.....	1	2	3	4	5
Phẩm chất môi trường tự nhiên tổng quát tại San José.....	1	2	3	4	5
Hình ảnh hay danh tiếng chung của San José .....	1	2	3	4	5

## 3. Xin đánh giá tốc độ phát triển theo những phân loại sau đây tại San José trong 2 năm qua:

	Rất chậm	Hơi chậm	Vừa phải	Hơi nhanh	Rất nhanh	Không biết
Tăng dân số .....	1	2	3	4	5	6
Tăng bán lẻ (cửa tiệm, nhà hàng, v.v...).....	1	2	3	4	5	6
Tăng việc làm .....	1	2	3	4	5	6

4. Những tòa nhà đổ nát, bãi cỏ dại hay xe phế thải là vấn đề khó giải quyết theo mức độ nào tại San José?  
 Không phải là vấn đề  Vấn đề nhỏ  Vấn đề trung bình  Vấn đề lớn  Không biết

5. Xin đánh giá quý vị thấy an toàn hay không an toàn như thế nào từ những điều sau tại San José:

	Rất an toàn	Hơi an toàn	Không an toàn cũng không nguy hiểm	Hơi không an toàn	Rất không an toàn	Không biết
Tội phạm bạo lực (chẳng hạn như hiếp dâm, hành hung, cướp bóc).....	1	2	3	4	5	6
Trộm cắp tài sản (chẳng hạn như trộm cắp, ăn cắp).....	1	2	3	4	5	6
Nguy hại môi trường, bao gồm chất thải độc hại .....	1	2	3	4	5	6

6. Xin đánh giá mức độ an toàn hay không an toàn:

	Rất an toàn	Hơi an toàn	Không an toàn cũng không nguy hiểm	Hơi không an toàn	Rất không an toàn	Không biết
Tại khu láng giềng của quý vị trong ngày .....	1	2	3	4	5	6
Tại khu láng giềng của quý vị vào ban đêm.....	1	2	3	4	5	6
Tại khu vực trung tâm thành phố của San José trong ngày.....	1	2	3	4	5	6
Tại khu trung tâm của San José vào ban đêm.....	1	2	3	4	5	6

7. Quý vị có gặp hay điện thoại trực tiếp nhân viên của Sở Cảnh Sát Thành Phố San José trong vòng 12 tháng qua không?

Không → Sang Câu Hỏi 9  Có → Sang Câu Hỏi 8  Không biết → Sang Câu Hỏi 9

8. Ấn tượng chung của quý vị về lần liên lạc gần đây nhất với Sở Cảnh Sát Thành Phố San José là gì?

Xuất sắc  Tốt  Khá  Kém  Không biết

9. Trong 12 tháng qua, có phải quý vị hay thân quyến trong gia đình quý vị là nạn nhân của bất cứ tội phạm nào không?

Không → Sang Câu Hỏi 11  Có → Sang Câu Hỏi 10  Không biết → Sang Câu Hỏi 11

10. Nếu có, tội phạm này (những tội phạm này) có được báo cho cảnh sát không?

Không  Có  Không biết

11. Trong 12 tháng qua, khoảng bao nhiêu lần, nếu có, quý vị hay thân quyến khác trong gia đình có tham gia vào những hoạt động sau đây tại San José không?

	Chưa bao giờ	Một hay hai lần	3 đến 12 lần	13 đến 26 lần	Hơn 26 lần
Sử dụng thư viện công cộng hay dịch vụ khác của San José .....	1	2	3	4	5
Sử dụng trung tâm giải trí của San José .....	1	2	3	4	5
Tham gia vào chương trình hay hoạt động giải trí .....	1	2	3	4	5
Viếng thăm công viên khu láng giềng hay công viên Thành Phố .....	1	2	3	4	5
Đi xe buýt địa phương trong phạm vi San José .....	1	2	3	4	5
Tham dự buổi họp viên chức được bầu chọn địa phương hay buổi họp khác của địa phương.....	1	2	3	4	5
Xem buổi họp của các viên chức được bầu chọn địa phương hay buổi họp khác của địa phương do thành phố tài trợ trên TV, Internet hay phương tiện khác.....	1	2	3	4	5
Viếng thăm mạng lưới của Thành Phố San José (tại <a href="http://www.sanjoseca.gov">www.sanjoseca.gov</a> ) .....	1	2	3	4	5
Tái chế giấy, lon hay chai cũ ở nhà .....	1	2	3	4	5
Tự nguyện dành thời gian cho một số nhóm hay hoạt động tại San José .....	1	2	3	4	5
Tham gia vào các hoạt động tôn giáo hay tinh thần tại San José.....	1	2	3	4	5
Tham gia vào câu lạc bộ hay nhóm dân chính tại San José .....	1	2	3	4	5
Giúp đỡ bạn bè hay hàng xóm.....	1	2	3	4	5

12. Quý vị nói chuyện hay viếng thăm hàng xóm sát bên (người sống tại 10 hay 20 gia đình gần quý vị nhất) khoảng bao nhiêu lần?

Gần như hàng ngày  
 Vài lần một tuần  
 Vài lần một tháng  
 Chưa đến vài lần một tháng

# Bản Khảo Sát Công Dân 2011 Thành Phố San José

## 13. Xin đánh giá phẩm chất của từng dịch vụ sau đây tại San José:

	<i>Xuất sắc</i>	<i>Tốt</i>	<i>Khá</i>	<i>Kém</i>	<i>Không biết</i>
Dịch vụ cảnh sát .....	1	2	3	4	5
Dịch vụ cứu hỏa.....	1	2	3	4	5
Dịch vụ xe cứu thương hay y tế khẩn cấp .....	1	2	3	4	5
Ngăn ngừa tội phạm.....	1	2	3	4	5
Phòng ngừa và giáo dục về hỏa hoạn .....	1	2	3	4	5
Chấp hành giao thông.....	1	2	3	4	5
Sửa chữa đường phố .....	1	2	3	4	5
Vệ sinh đường phố.....	1	2	3	4	5
Chiếu sáng đường phố .....	1	2	3	4	5
Bảo trì vỉa hè.....	1	2	3	4	5
Định giờ tín hiệu giao thông .....	1	2	3	4	5
Dịch vụ xe buýt hay trung chuyển.....	1	2	3	4	5
Thâu gom rác.....	1	2	3	4	5
Tái chế.....	1	2	3	4	5
Thâu dọn rác cây .....	1	2	3	4	5
Thoát nước mưa.....	1	2	3	4	5
Nước uống.....	1	2	3	4	5
Dịch vụ ống cống.....	1	2	3	4	5
Công viên thành phố.....	1	2	3	4	5
Chương trình hay lớp học giải trí.....	1	2	3	4	5
Trung tâm hay cơ sở giải trí.....	1	2	3	4	5
Sử dụng đất, hoạch định và phân vùng.....	1	2	3	4	5
Thực thi pháp luật (cò đại, tòa nhà bỏ phế, v.v...).....	1	2	3	4	5
Kiểm soát động vật.....	1	2	3	4	5
Phát triển kinh tế.....	1	2	3	4	5
Dịch vụ cho lão niên .....	1	2	3	4	5
Dịch vụ cho thanh thiếu niên.....	1	2	3	4	5
Dịch vụ cho người có lợi tức thấp .....	1	2	3	4	5
Dịch vụ thư viện công cộng .....	1	2	3	4	5
Dịch vụ thông tin công cộng.....	1	2	3	4	5
Chuẩn bị cho tình trạng khẩn cấp (dịch vụ chuẩn bị cho cộng đồng đối phó với thiên tai hay trường hợp khẩn cấp khác) .....	1	2	3	4	5
Bảo quản khu thiên nhiên như không gian rộng rãi, nông trại, và vườn đại xanh.....	1	2	3	4	5
Xóa hình vẽ bậy trên tường .....	1	2	3	4	5
Nỗ lực ngăn ngừa băng đảng.....	1	2	3	4	5
Bảo trì cây xanh trên đường phố .....	1	2	3	4	5
Dịch vụ xin phép cất nhà .....	1	2	3	4	5

## 14. Nhìn chung, quý vị đánh giá thế nào về phẩm chất dịch vụ do từng nơi sau đây cung cấp?

	<i>Xuất sắc</i>	<i>Tốt</i>	<i>Khá</i>	<i>Kém</i>	<i>Không biết</i>
Thành Phố San José.....	1	2	3	4	5
Chánh Quyền Liên Bang.....	1	2	3	4	5
Chánh Quyền Tiểu Bang.....	1	2	3	4	5
Chánh Quyền Quận Santa Clara .....	1	2	3	4	5

15. Xin nêu rõ quý vị có thể hay không thể thực hiện từng điều sau đây như thế nào:

	Rất có thể	Hơi có thể	Hơi không thể	Rất không thể	Không biết
Khuyên người nào đó nên sống tại San José .....	1	2	3	4	5
Vẫn cư ngụ tại San José trong năm năm nữa.....	1	2	3	4	5

16. Quý vị thấy kinh tế có tác động gì, nếu có, đến lợi tức gia đình của mình trong 6 tháng tới? Quý vị cho rằng tác động đó là:

- Rất tích cực     
  Hơi tích cực     
  Trung lập     
  Hơi tiêu cực     
  Rất tiêu cực

17. Quý vị có gặp hay điện thoại trực tiếp cho nhân viên của Sở Cứu Hỏa Thành Phố San José trong vòng 12 tháng qua không?

- Không → Sang Câu Hỏi 19     
  Có → Sang Câu Hỏi 18     
  Không biết → Sang Câu Hỏi 19

18. Ấn tượng chung của quý vị về lần liên lạc gần đây nhất với Sở Cứu Hỏa Thành Phố San José là gì?

- Xuất sắc     
  Tốt     
  Khá     
  Kém     
  Không biết

19. Quý vị có liên lạc trực tiếp, gọi điện thoại hay gửi điện thư cho nhân viên của Thành Phố San José trong vòng 12 tháng qua (bao gồm cảnh sát, người tiếp tân, kế hoạch gia hay bất cứ người nào khác) không?

- Không → Sang Câu Hỏi 21     
  Có → Sang Câu Hỏi 20

20. Ấn tượng của quý vị về (những) nhân viên của Thành Phố San José trong lần liên lạc gần đây nhất là gì? (Đánh giá từng đặc điểm dưới đây.)

	Xuất sắc	Tốt	Khá	Kém	Không biết
Hiểu biết.....	1	2	3	4	5
Nhậm nhọt.....	1	2	3	4	5
Lịch sự.....	1	2	3	4	5
Ấn tượng chung.....	1	2	3	4	5

21. Xin đánh giá các phân loại sau đây về năng lực của chánh quyền San José:

	Xuất sắc	Tốt	Khá	Kém	Không biết
Giá trị của các dịch vụ từ tiền thuế đóng cho San José.....	1	2	3	4	5
Xu hướng chung San José đang theo .....	1	2	3	4	5
Công việc mà chánh quyền San José thực hiện khi chào đón công dân tham gia.....	1	2	3	4	5

22. Xin đánh giá những khía cạnh sau đây về Phi Trường Quốc Tế Mineta San José:

	Xuất sắc	Tốt	Khá	Kém	Không biết
Sử dụng thuận tiện Phi Trường Quốc Tế Mineta San José.....	1	2	3	4	5
Nhiều chuyến bay tại Phi Trường Quốc Tế Mineta San José.....	1	2	3	4	5

23. Quý vị có đồ đạc tiết kiệm nước như vòi hoa sen tiết kiệm nước hay nhà vệ sinh dội ít nước trong nhà không?

- Không     
  Có     
  Không biết

24. Tiết kiệm nước trong nhà quan trọng ra sao đối với quý vị?

- Cần thiết  
 Rất quan trọng  
 Hơi quan trọng  
 Không quan trọng gì cả

# Bản Khảo Sát Công Dân 2011 Thành Phố San José

Câu hỏi sau cùng là về quý vị và gia đình quý vị. Một lần nữa, tất cả câu trả lời của quý vị trong bản khảo sát này là hoàn toàn ẩn danh và chỉ được báo cáo theo nhóm.

## D1. Quý vị hiện có đi làm lãnh lương không?

- Không → Sang Câu Hỏi D3
- Có, toàn nhiệm → Sang Câu Hỏi D2
- Có, kiêm nhiệm → Sang Câu Hỏi D2

## D2. Trong một tuần tiêu biểu, quý vị đi làm (khoảng cách đi lại dài nhất) bằng mỗi phương tiện nêu dưới đây bao nhiêu ngày? (Ghi tổng số ngày, dùng con số nguyên.)

Tự đi bằng xe có động cơ (chẳng hạn như xe hơi, xe tải, xe van, xe gắn máy, v.v...) ..... ngày

Đi bằng xe có động cơ (chẳng hạn như xe hơi, xe tải, xe van, xe gắn máy, v.v...) với trẻ em hay người lớn khác ..... ngày

Xe buýt, xe lửa hay phương tiện công cộng khác..... ngày

Đi bộ..... ngày

Xe đạp..... ngày

Làm việc tại gia..... ngày

Dạng khác..... ngày

## D3. Quý vị cư ngụ tại San José bao nhiêu năm?

- Chưa đến 2 năm
- 2-5 năm
- 6-10 năm
- 11-20 năm
- Hơn 20 năm

## D4. Câu nào mô tả đúng nhất dãy nhà quý vị đang cư ngụ?

- Nhà một gia đình tách biệt với những nhà khác
- Nhà sát với một hay nhiều nhà khác (như nhà liền vách hay kê vách)
- Dãy nhà có hai hay nhiều căn hộ hoặc công đô
- Nhà di động
- Dạng khác

## D5. Căn nhà, căn hộ hay nhà di động này...

- Cho thuê lấy tiền mặt hay cho ở không lấy tiền?
- Do quý vị hay người khác trong nhà này sở hữu trả tiền vay mua nhà hay đã trả xong?

## D6. Chi phí gia cư hàng tháng của quý vị khoảng bao nhiêu (bao gồm tiền thuê, tiền vay mua nhà, thuế thổ trạch, bảo hiểm bất động sản và phí hội gia chủ (Homeowners' association, hay HOA)?

- Chưa đến \$300 một tháng
- \$300 đến \$599 một tháng
- \$600 đến \$999 một tháng
- \$1,000 đến \$1,499 một tháng
- \$1,500 đến \$2,499 một tháng
- \$2,500 hay nhiều hơn một tháng

## D7. Quý vị có con nào từ 17 tuổi trở xuống sống chung trong nhà không?

- Không
- Có

## D8. Có phải quý vị hay thân quyến khác trong gia đình từ 65 tuổi trở lên không?

- Không
- Có

## D9. Quý vị ước tính tổng lợi tức trước thuế của gia đình mình sẽ là bao nhiêu cho năm hiện tại? (Xin tính tổng lợi tức từ tất cả các nguồn cho tất cả những người sống trong gia đình của quý vị.)

- Chưa đến \$24,999
- \$25,000 đến \$49,999
- \$50,000 đến \$99,999
- \$100,000 đến \$149,999
- \$150,000 hay nhiều hơn

## Xin trả lời cả hai câu hỏi D10 và D11:

### D10. Quý vị có phải là người Tây Ban Nha, Tây Bồ Nha hay La Tinh không?

- Không, không phải Tây Ban Nha, Tây Bồ Nha hay La Tinh
- Phải, tôi cho là mình là người Tây Ban Nha, Tây Bồ Nha hay La Tinh

### D11. Chủng tộc của quý vị là gì? (Đánh dấu vào một hay nhiều chủng tộc hơn để nêu rõ quý vị là chủng tộc nào.)

- Người Mỹ da đỏ hay Alaska bản xứ
- Á Châu, Á Ấn hay quần đảo Thái Bình Dương
- Da Đen hoặc Mỹ gốc Phi Châu
- Da trắng
- Dạng khác

### D12. Quý vị thuộc nhóm tuổi nào?

- 18-24 tuổi
- 25-34 tuổi
- 35-44 tuổi
- 45-54 tuổi
- 55-64 tuổi
- 65-74 tuổi
- 75 tuổi trở lên

### D13. Giới tính của quý vị là gì?

- Nữ
- Nam

### D14. Quý vị có được ghi danh bầu cử tại nơi cư ngụ của mình không?

- Không
- Có
- Không đủ tiêu chuẩn bầu cử
- Không biết

### D15. Nhiều người không có thời gian để đi bầu trong các cuộc bầu cử.

#### Quý vị có đi bầu trong lần tổng tuyển cử vừa qua không?

- Không
- Có
- Không đủ tiêu chuẩn đi bầu
- Không biết

### D16. Quý vị có điện thoại di động không?

- Không
- Có

### D17. Quý vị có điện thoại để bàn tại gia không?

- Không
- Có

### D18. Nếu quý vị có điện thoại di động lẫn điện thoại để bàn, thì số điện thoại nào là số chính của quý vị?

- Di động
- Điện thoại để bàn
- Cả hai

Cám ơn quý vị đã điền vào bản khảo sát này. Xin gửi lại bản khảo sát đã điền vào trong bao thư đã trả cước phí đến:  
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502

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# CITY OF SAN JOSÉ, CA 2011

## Benchmark Report

**C O N T E N T S**

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## UNDERSTANDING THE BENCHMARK COMPARISONS

### COMPARISON DATA

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; 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 jurisdictions in the database represent a wide geographic and population range as shown in the table below.

Jurisdiction Characteristic	Percent of Jurisdictions
<b>Region</b>	
West Coast <sup>1</sup>	16%
West <sup>2</sup>	21%
North Central West <sup>3</sup>	11%
North Central East <sup>4</sup>	13%
South Central <sup>5</sup>	7%
South <sup>6</sup>	26%
Northeast West <sup>7</sup>	2%
Northeast East <sup>8</sup>	4%
<b>Population</b>	
Less than 40,000	45%
40,000 to 74,999	20%
75,000 to 149,000	17%
150,000 or more	19%

<sup>1</sup> Alaska, Washington, Oregon, California, Hawaii

<sup>2</sup> Montana, Idaho, Wyoming, Colorado, Utah, Nevada, Arizona, New Mexico

<sup>3</sup> North Dakota, South Dakota, Nebraska, Kansas, Iowa, Missouri, Minnesota

<sup>4</sup> Illinois, Indiana, Ohio, Michigan, Wisconsin

<sup>5</sup> Oklahoma, Texas, Louisiana, Arkansas

<sup>6</sup> West Virginia, Virginia, Kentucky, Tennessee, Mississippi, Alabama, Georgia, Florida, South Carolina, North Carolina, Maryland, Delaware, Washington DC

<sup>7</sup> New York, Pennsylvania, New Jersey

<sup>8</sup> Connecticut, Rhode Island, Massachusetts, New Hampshire, Vermont, Maine

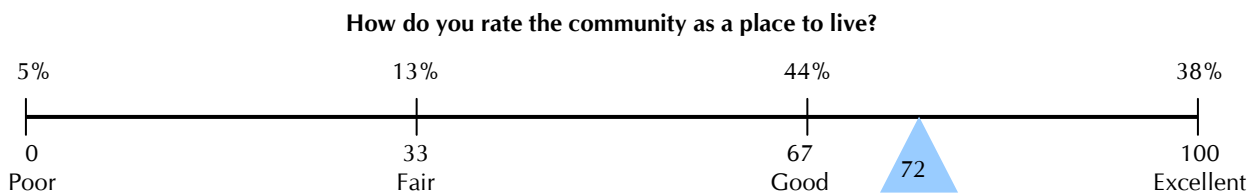
## PUTTING EVALUATIONS ONTO THE 100-POINT SCALE

Although responses to many of the evaluative questions were made on a four point scale with 1 representing the best rating and 4 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus four points based on all respondents.

The 100-point scale is not a percent. It is a conversion of responses to an average rating. Each response option is assigned a value that is used in calculating the average score. For example, “excellent” = 100, “good” = 67, “fair” = 33 and “poor” = 0. If everyone reported “excellent,” then the average rating would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor,” the result would be 0 on the 100-point scale. If half the respondents gave a score of “excellent” and half gave a score of “poor,” the average would be in the middle of the scale (like the center post of a teeter totter) between “fair” and “good.” An example of how to convert survey frequencies into an average rating appears below.

Example of Converting Responses to the 100-point Scale

How do you rate the community as a place to live?						
Response option	Total with “don’t know”	Step 1: Remove the percent of “don’t know” responses	Total without “don’t know”	Step 2: Assign scale values	Step 3: Multiply the percent by the scale value	Step 4: Sum to calculate the average rating
Excellent	36%	= 36 ÷ (100-5) =	38%	100	= 38% x 100 =	38
Good	42%	= 42 ÷ (100-5) =	44%	67	= 44% x 67 =	30
Fair	12%	= 12 ÷ (100-5) =	13%	33	= 13% x 33 =	4
Poor	5%	= 5 ÷ (100-5) =	5%	0	= 5% x 0 =	0
Don’t know	5%		--			
Total	100%		100%			72



## INTERPRETING THE RESULTS

Average ratings are compared when similar questions are included in NRC's database, and there are at least five jurisdictions in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first column is your jurisdiction's rating on the 100-point scale. The second column is the rank assigned to your jurisdiction's rating among jurisdictions where a similar question was asked. The third column is the number of jurisdictions that asked a similar question. The final column shows the comparison of your jurisdiction's average rating to the benchmark.

Where comparisons for quality ratings were available, the City of San José's results were generally noted as being "above" the benchmark, "below" the benchmark or "similar" to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as "more," "similar" or "less" (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem.) In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). These labels come from a statistical comparison of the City of San José's rating to the benchmark where a rating is considered "similar" if it is within the margin of error; "above," "below," "more" or "less" if the difference between your jurisdiction's rating and the benchmark is greater the margin of error; and "much above," "much below," "much more" or "much less" if the difference between your jurisdiction's rating and the benchmark is more than twice the margin of error.

This report contains benchmarks at the national level.

## NATIONAL BENCHMARK COMPARISONS

Overall Community Quality Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Overall quality of life in San José	55	299	338	Much below
Your neighborhood as place to live	58	229	254	Much below
San José as a place to live	62	237	295	Much below
Recommend living in San José to someone who asks	64	146	166	Much below
Remain in San José for the next five years	77	79	166	Similar

Community Transportation Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ease of car travel in San José	40	221	240	Much below
Ease of bus travel in San José	47	78	176	Similar
Ease of rail travel in San José	49	26	49	Similar
Ease of bicycle travel in San José	41	162	238	Below
Ease of walking in San José	46	188	243	Much below
Availability of paths and walking trails	44	121	161	Much below
Traffic flow on major streets	29	189	201	Much below

Frequency of Bus Use Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ridden a local bus within San José	42	23	150	Much more

Drive Alone Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Average percent of work commute trips made by driving alone	76	86	156	Similar

Transportation and Parking Services Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Street repair	29	299	334	Much below
Street cleaning	44	215	250	Much below
Street lighting	45	226	261	Much below
Sidewalk maintenance	39	193	229	Much below
Traffic signal timing	41	172	200	Below
Bus or transit services	49	110	188	Similar
Amount of public parking	38	156	184	Much below

Housing Characteristics Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality housing	27	224	256	Much below
Variety of housing options	46	121	153	Below

Housing Costs Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	59	2	162	Much more

Built Environment Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Quality of new development in San José	52	123	224	Similar
Overall appearance of San José	51	202	270	Much below

Population Growth Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Population growth seen as too fast	63	33	217	Much more

Nuisance Problems Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Run down buildings, weed lots and junk vehicles seen as a "major" problem	11	101	218	Similar

Planning and Community Code Enforcement Services Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Land use, planning and zoning	40	174	251	Below
Code enforcement (weeds, abandoned buildings, etc.)	35	242	294	Much below
Animal control	47	203	257	Below

Economic Sustainability and Opportunities Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Employment opportunities	43	68	248	Much above
Shopping opportunities	67	31	245	Much above
San José as a place to work	56	105	263	Above
Overall quality of business and service establishments in San José	55	88	152	Similar

Economic Development Services Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Economic development	38	184	238	Below

Job and Retail Growth Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Retail growth seen as too slow	25	154	216	Much less
Jobs growth seen as too slow	81	83	219	More

Personal Economic Future Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Positive impact of economy on household income	16	100	211	Similar

Community and Personal Public Safety Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
In your neighborhood during the day	81	234	269	Below
In your neighborhood after dark	62	226	266	Much below
In San José's downtown area during the day	70	228	239	Much below
In San José's downtown area after dark	35	237	247	Much below
Violent crime (e.g., rape, assault, robbery)	55	227	246	Much below
Property crimes (e.g., burglary, theft)	48	217	246	Much below
Environmental hazards, including toxic waste	65	148	163	Much below

Crime Victimization and Reporting Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Victim of crime	12	110	216	Similar
Reported crimes	71	169	215	Much less

Public Safety Services Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Police services	56	295	323	Much below
Fire services	70	251	272	Below
Ambulance or emergency medical services	71	206	271	Below
Crime prevention	43	248	271	Much below
Fire prevention and education	53	215	223	Much below
Traffic enforcement	49	262	288	Much below
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	39	168	173	Much below

Contact with Police and Fire Departments Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with the City of San José Police Department	28	44	46	Much less
Overall impression of most recent contact with the City of San José Police Department	56	53	57	Much below
Had contact with the City of San José Fire Department	15	13	37	Similar
Overall impression of most recent contact with the City of San José Fire Department	62	41	42	Much below

Community Environment Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cleanliness of San José	49	140	163	Much below
Quality of overall natural environment in San José	46	152	160	Much below
Preservation of natural areas such as open space, farmlands and greenbelts	42	143	159	Much below
Air quality	46	176	197	Much below

Frequency of Recycling Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recycled used paper, cans or bottles from your home	96	19	203	Much more

Utility Services Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sewer services	54	213	241	Much below
Drinking water	48	191	238	Much below
Storm drainage	50	179	276	Similar
Yard waste pick-up	64	112	198	Similar
Recycling	66	151	264	Similar
Garbage collection	63	245	281	Below

Community Recreational Opportunities Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recreation opportunities	53	163	253	Below



Participation in Parks and Recreation Opportunities Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used San José recreation centers	49	140	176	Much less
Participated in a recreation program or activity	39	172	206	Much less
Visited a neighborhood park or City park	86	108	212	Similar

Parks and Recreation Services Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
City parks	58	235	261	Much below
Recreation programs or classes	50	254	272	Much below
Recreation centers or facilities	50	200	222	Much below

Cultural and Educational Opportunities Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to attend cultural activities	60	63	254	Much above
Educational opportunities	52	137	213	Below

Participation in Cultural and Educational Opportunities Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used San José public libraries or their services	74	79	187	Similar
Participated in religious or spiritual activities in San José	49	74	111	Similar

Cultural and Educational Services Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public library services	62	230	253	Much below

Community Health and Wellness Access and Opportunities Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality health care	35	193	210	Much below
Availability of affordable quality food	51	121	152	Below

Community Quality and Inclusiveness Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sense of community	41	249	256	Much below
Openness and acceptance of the community toward people of diverse backgrounds	59	86	230	Similar
Availability of affordable quality child care	28	193	203	Much below
San José as a place to raise kids	52	255	291	Much below
San José as a place to retire	31	277	280	Much below

Services Provided for Population Subgroups Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services to seniors	50	204	254	Much below
Services to youth	39	204	234	Much below
Services to low income people	46	95	207	Similar

Civic Engagement Opportunities Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in community matters	52	112	155	Below
Opportunities to volunteer	64	80	157	Similar

Participation in Civic Engagement Opportunities Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	18	201	214	Much less
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	27	148	171	Much less
Volunteered your time to some group or activity in San José	37	151	215	Much less
Participated in a club or civic group in San José	27	83	132	Similar
Provided help to a friend or neighbor	94	75	130	Similar

Voter Behavior Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Registered to vote	69	217	222	Much less
Voted in last general election	66	183	221	Much less

Use of Information Sources Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Visited the City of San José Web site	58	95	153	Similar

Local Government Media Services and Information Dissemination Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public information services	47	221	243	Much below

Social Engagement Opportunities Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in social events and activities	54	97	156	Similar
Opportunities to participate in religious or spiritual events and activities	60	109	126	Below

Contact with Immediate Neighbors Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Has contact with neighbors at least several times per week	38	139	148	Much less

Public Trust Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Value of services for the taxes paid to San José	35	290	306	Much below
The overall direction that San José is taking	39	238	267	Much below
Job San José government does at welcoming citizen involvement	42	214	275	Below
Overall image or reputation of San José	50	190	251	Much below

Services Provided by Local, State and Federal Governments Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services provided by the City of San José	47	307	330	Much below
Services provided by the Federal Government	39	158	226	Similar
Services provided by the State Government	35	204	227	Much below
Services provided by Santa Clara County Government	45	107	143	Below

Contact with City Employees Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with City employee(s) in last 12 months	32	241	245	Much less

Perceptions of City Employees (Among Those Who Had Contact) Benchmarks				
	San José average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Knowledge	63	241	274	Below
Responsiveness	55	267	274	Much below
Courteousness	58	226	231	Much below
Overall impression	54	292	302	Much below

## JURISDICTIONS INCLUDED IN NATIONAL BENCHMARK COMPARISONS

Valdez, AK.....	3,976	Mountain View, CA.....	74,066
Auburn, AL.....	53,380	Newport Beach, CA.....	85,186
Gulf Shores, AL.....	9,741	Palm Springs, CA.....	44,552
Tuskegee, AL.....	9,865	Palo Alto, CA.....	64,403
Vestavia Hills, AL.....	34,033	Poway, CA.....	47,811
Fayetteville, AR.....	73,580	Rancho Cordova, CA.....	64,776
Little Rock, AR.....	193,524	Richmond, CA.....	103,701
Avondale, AZ.....	76,238	San Diego, CA.....	1,307,402
Casa Grande, AZ.....	48,571	San Francisco, CA.....	805,235
Chandler, AZ.....	236,123	San Luis Obispo County, CA.....	269,637
Cococino County, AZ.....	134,421	San Mateo, CA.....	97,207
Dewey-Humboldt, AZ.....	3,894	San Rafael, CA.....	57,713
Flagstaff, AZ.....	65,870	Santa Monica, CA.....	89,736
Florence, AZ.....	25,536	South Lake Tahoe, CA.....	21,403
Gilbert, AZ.....	208,453	Stockton, CA.....	291,707
Goodyear, AZ.....	65,275	Sunnyvale, CA.....	140,081
Green Valley, AZ.....	21,391	Temecula, CA.....	100,097
Kingman, AZ.....	28,068	Thousand Oaks, CA.....	126,683
Marana, AZ.....	34,961	Visalia, CA.....	124,442
Maricopa County, AZ.....	3,817,117	Walnut Creek, CA.....	64,173
Mesa, AZ.....	439,041	Adams County, CO.....	441,603
Peoria, AZ.....	154,065	Arapahoe County, CO.....	572,003
Phoenix, AZ.....	1,445,632	Archuleta County, CO.....	12,084
Pinal County, AZ.....	375,770	Arvada, CO.....	106,433
Prescott Valley, AZ.....	38,822	Aspen, CO.....	6,658
Queen Creek, AZ.....	26,361	Aurora, CO.....	325,078
Scottsdale, AZ.....	217,385	Boulder, CO.....	97,385
Sedona, AZ.....	10,031	Boulder County, CO.....	294,567
Surprise, AZ.....	117,517	Breckenridge, CO.....	4,540
Tempe, AZ.....	161,719	Broomfield, CO.....	55,889
Yuma, AZ.....	93,064	Centennial, CO.....	100,377
Yuma County, AZ.....	195,751	Clear Creek County, CO.....	9,088
Apple Valley, CA.....	69,135	Colorado Springs, CO.....	416,427
Benicia, CA.....	26,997	Commerce City, CO.....	45,913
Brea, CA.....	39,282	Craig, CO.....	9,464
Brisbane, CA.....	4,282	Crested Butte, CO.....	1,487
Burlingame, CA.....	28,806	Denver, CO.....	600,158
Carlsbad, CA.....	105,328	Douglas County, CO.....	285,465
Chula Vista, CA.....	243,916	Durango, CO.....	16,887
Concord, CA.....	122,067	Eagle County, CO.....	52,197
Coronado, CA.....	18,912	Edgewater, CO.....	5,170
Cupertino, CA.....	58,302	El Paso County, CO.....	622,263
Davis, CA.....	65,622	Englewood, CO.....	30,255
Del Mar, CA.....	4,161	Estes Park, CO.....	5,858
Dublin, CA.....	46,036	Fort Collins, CO.....	143,986
El Cerrito, CA.....	23,549	Frisco, CO.....	2,683
Elk Grove, CA.....	153,015	Fruita, CO.....	12,646
Galt, CA.....	23,647	Georgetown, CO.....	1,034
La Mesa, CA.....	57,065	Gilpin County, CO.....	5,441
Laguna Beach, CA.....	22,723	Golden, CO.....	18,867
Livermore, CA.....	80,968	Grand County, CO.....	14,843
Lodi, CA.....	62,134	Greenwood Village, CO.....	13,925
Long Beach, CA.....	462,257	Gunnison County, CO.....	15,324
Lynwood, CA.....	69,772	Highlands Ranch, CO.....	96,713
Menlo Park, CA.....	32,026	Hot Sulphur Springs, CO.....	663
Mission Viejo, CA.....	93,305	Hudson, CO.....	2,356

Jackson County, CO.....	1,394	Panama City, FL.....	36,484
Jefferson County, CO.....	534,543	Pasco County, FL.....	464,697
Lafayette, CO.....	24,453	Pinellas County, FL.....	916,542
Lakewood, CO.....	142,980	Pinellas Park, FL.....	49,079
Larimer County, CO.....	299,630	Port Orange, FL.....	56,048
Lone Tree, CO.....	10,218	Port St. Lucie, FL.....	164,603
Longmont, CO.....	86,270	Sanford, FL.....	53,570
Louisville, CO.....	18,376	Sarasota, FL.....	51,917
Loveland, CO.....	66,859	Seminole, FL.....	17,233
Mesa County, CO.....	146,723	South Daytona, FL.....	12,252
Montrose, CO.....	19,132	St. Cloud, FL.....	35,183
Northglenn, CO.....	35,789	Tallahassee, FL.....	181,376
Park County, CO.....	16,206	Titusville, FL.....	43,761
Parker, CO.....	45,297	Volusia County, FL.....	494,593
Pitkin County, CO.....	17,148	Walton County, FL.....	55,043
Pueblo, CO.....	106,595	Winter Garden, FL.....	34,568
Salida, CO.....	5,236	Winter Park, FL.....	27,852
Steamboat Springs, CO.....	12,088	Albany, GA.....	77,434
Sterling, CO.....	14,777	Alpharetta, GA.....	57,551
Summit County, CO.....	27,994	Cartersville, GA.....	19,731
Teller County, CO.....	23,350	Conyers, GA.....	15,195
Thornton, CO.....	118,772	Decatur, GA.....	19,335
Westminster, CO.....	106,114	McDonough, GA.....	22,084
Wheat Ridge, CO.....	30,166	Milton, GA.....	32,661
Windsor, CO.....	18,644	Peachtree City, GA.....	34,364
Coventry, CT.....	2,990	Roswell, GA.....	88,346
Hartford, CT.....	124,775	Sandy Springs, GA.....	93,853
Dover, DE.....	36,047	Savannah, GA.....	136,286
Rehoboth Beach, DE.....	1,327	Smyrna, GA.....	51,271
Belleair Beach, FL.....	1,560	Snellville, GA.....	18,242
Brevard County, FL.....	543,376	Suwanee, GA.....	15,355
Cape Coral, FL.....	154,305	Valdosta, GA.....	54,518
Charlotte County, FL.....	159,978	Honolulu, HI.....	953,207
Clearwater, FL.....	107,685	Ames, IA.....	58,965
Collier County, FL.....	321,520	Ankeny, IA.....	45,582
Cooper City, FL.....	28,547	Bettendorf, IA.....	33,217
Coral Springs, FL.....	121,096	Cedar Falls, IA.....	39,260
Dania Beach, FL.....	29,639	Cedar Rapids, IA.....	126,326
Daytona Beach, FL.....	61,005	Davenport, IA.....	99,685
Delray Beach, FL.....	60,522	Des Moines, IA.....	203,433
Destin, FL.....	12,305	Indianola, IA.....	14,782
Escambia County, FL.....	297,619	Muscatine, IA.....	22,886
Eustis, FL.....	18,558	Urbandale, IA.....	39,463
Gainesville, FL.....	124,354	West Des Moines, IA.....	56,609
Hillsborough County, FL.....	1,229,226	Boise, ID.....	205,671
Jupiter, FL.....	55,156	Jerome, ID.....	10,890
Kissimmee, FL.....	59,682	Meridian, ID.....	75,092
Lee County, FL.....	618,754	Moscow, ID.....	23,800
Martin County, FL.....	146,318	Post Falls, ID.....	27,574
Miami Beach, FL.....	87,779	Twin Falls, ID.....	44,125
North Palm Beach, FL.....	12,015	Batavia, IL.....	26,045
Oakland Park, FL.....	41,363	Bloomington, IL.....	76,610
Ocala, FL.....	56,315	Centralia, IL.....	13,032
Oldsmar, FL.....	13,591	Collinsville, IL.....	25,579
Oviedo, FL.....	33,342	Crystal Lake, IL.....	40,743
Palm Bay, FL.....	103,190	DeKalb, IL.....	43,862
Palm Beach County, FL.....	1,320,134	Elmhurst, IL.....	44,121
Palm Beach Gardens, FL.....	48,452	Evanston, IL.....	74,486
Palm Coast, FL.....	75,180	Freeport, IL.....	25,638

Gurnee, IL.....	31,295	Escanaba, MI.....	12,616
Highland Park, IL.....	29,763	Farmington Hills, MI.....	79,740
Lincolnwood, IL.....	12,590	Flushing, MI.....	8,389
Lyons, IL.....	10,729	Gladstone, MI.....	4,973
Naperville, IL.....	141,853	Howell, MI.....	9,489
Normal, IL.....	52,497	Jackson County, MI.....	160,248
Oak Park, IL.....	51,878	Kalamazoo, MI.....	74,262
O'Fallon, IL.....	28,281	Kalamazoo County, MI.....	250,331
Palatine, IL.....	68,557	Midland, MI.....	41,863
Park Ridge, IL.....	37,480	Novi, MI.....	55,224
Peoria County, IL.....	186,494	Ottawa County, MI.....	263,801
Riverside, IL.....	8,875	Petoskey, MI.....	5,670
Sherman, IL.....	4,148	Port Huron, MI.....	30,184
Shorewood, IL.....	15,615	Rochester, MI.....	12,711
Skokie, IL.....	64,784	Sault Sainte Marie, MI.....	14,144
Sugar Grove, IL.....	8,997	South Haven, MI.....	4,403
Wilmington, IL.....	5,724	Village of Howard City, MI.....	1,808
Woodridge, IL.....	32,971	Blue Earth, MN.....	3,353
Fishers, IN.....	76,794	Carver County, MN.....	91,042
Munster, IN.....	23,603	Chanhassen, MN.....	22,952
Noblesville, IN.....	51,969	Dakota County, MN.....	398,552
Abilene, KS.....	6,844	Duluth, MN.....	86,265
Arkansas City, KS.....	12,415	Fridley, MN.....	27,208
Fairway, KS.....	3,882	Hutchinson, MN.....	14,178
Garden City, KS.....	26,658	Maple Grove, MN.....	61,567
Gardner, KS.....	19,123	Mayer, MN.....	1,749
Johnson County, KS.....	544,179	Medina, MN.....	4,892
Lawrence, KS.....	87,643	Minneapolis, MN.....	382,578
Merriam, KS.....	11,003	Olmsted County, MN.....	144,248
Mission, KS.....	9,323	Scott County, MN.....	129,928
Olathe, KS.....	125,872	St. Louis County, MN.....	200,226
Overland Park, KS.....	173,372	Washington County, MN.....	238,136
Roeland Park, KS.....	6,731	Woodbury, MN.....	61,961
Salina, KS.....	47,707	Blue Springs, MO.....	52,575
Wichita, KS.....	382,368	Branson, MO.....	10,520
Bowling Green, KY.....	58,067	Clay County, MO.....	221,939
Daviess County, KY.....	96,656	Clayton, MO.....	15,939
New Orleans, LA.....	343,829	Ellisville, MO.....	9,133
Andover, MA.....	8,762	Harrisonville, MO.....	10,019
Barnstable, MA.....	49,985	Jefferson City, MO.....	43,079
Burlington, MA.....	24,498	Joplin, MO.....	50,150
Cambridge, MA.....	105,162	Lee's Summit, MO.....	91,364
Needham, MA.....	28,886	Liberty, MO.....	29,149
Worcester, MA.....	181,045	Maryland Heights, MO.....	27,472
Baltimore, MD.....	620,961	Maryville, MO.....	11,972
Baltimore County, MD.....	805,029	Platte City, MO.....	4,691
Dorchester County, MD.....	32,618	Raymore, MO.....	19,206
Gaithersburg, MD.....	59,933	Richmond Heights, MO.....	8,603
La Plata, MD.....	8,753	Riverside, MO.....	2,937
Montgomery County, MD.....	971,777	Rolla, MO.....	19,559
Ocean City, MD.....	7,102	Wentzville, MO.....	29,070
Prince George's County, MD.....	863,420	Starkville, MS.....	23,888
Rockville, MD.....	61,209	Billings, MT.....	104,170
Takoma Park, MD.....	16,715	Bozeman, MT.....	37,280
Saco, ME.....	18,482	Missoula, MT.....	66,788
Scarborough, ME.....	4,403	Asheville, NC.....	83,393
South Portland, ME.....	25,002	Cabarrus County, NC.....	178,011
Ann Arbor, MI.....	113,934	Cary, NC.....	135,234
Battle Creek, MI.....	52,347	Charlotte, NC.....	731,424

Concord, NC	79,066	McMinnville, OR	32,187
Davidson, NC	10,944	Medford, OR	74,907
High Point, NC	104,371	Multnomah County, OR	735,334
Hillsborough, NC	6,087	Portland, OR	583,776
Indian Trail, NC	33,518	Springfield, OR	59,403
Kannapolis, NC	42,625	Tualatin, OR	26,054
Mecklenburg County, NC	919,628	Borough of Ebensburg, PA	3,351
Mooreville, NC	32,711	Cumberland County, PA	235,406
Wake Forest, NC	30,117	Kutztown Borough, PA	5,012
Wilmington, NC	106,476	Philadelphia, PA	1,526,006
Wahpeton, ND	7,766	State College, PA	42,034
Cedar Creek, NE	390	East Providence, RI	47,037
Grand Island, NE	48,520	Newport, RI	24,672
La Vista, NE	15,758	Rock Hill, SC	66,154
Dover, NH	29,987	Rapid City, SD	67,956
Lebanon, NH	13,151	Sioux Falls, SD	153,888
Alamogordo, NM	30,403	Cookeville, TN	30,435
Albuquerque, NM	545,852	Johnson City, TN	63,152
Bloomfield, NM	8,112	Nashville, TN	601,222
Farmington, NM	45,877	Oak Ridge, TN	29,330
Los Alamos County, NM	17,950	White House, TN	10,255
Rio Rancho, NM	87,521	Arlington, TX	365,438
San Juan County, NM	130,044	Austin, TX	790,390
Carson City, NV	55,274	Benbrook, TX	21,234
Henderson, NV	257,729	Bryan, TX	76,201
North Las Vegas, NV	216,961	Colleyville, TX	22,807
Reno, NV	225,221	Corpus Christi, TX	305,215
Sparks, NV	90,264	Dallas, TX	1,197,816
Washoe County, NV	421,407	Denton, TX	113,383
Canandaigua, NY	10,545	Duncanville, TX	38,524
Geneva, NY	13,261	El Paso, TX	649,121
New York City, NY	8,175,133	Flower Mound, TX	64,669
Ogdensburg, NY	11,128	Fort Worth, TX	741,206
Blue Ash, OH	12,114	Georgetown, TX	47,400
Delaware, OH	34,753	Grand Prairie, TX	175,396
Dublin, OH	41,751	Houston, TX	2,099,451
Kettering, OH	56,163	Hurst, TX	37,337
Lebanon, OH	20,033	Hutto, TX	14,698
Orange Village, OH	3,323	Irving, TX	216,290
Sandusky, OH	25,793	League City, TX	83,560
Springboro, OH	17,409	McAllen, TX	129,877
Sylvania Township, OH	18,965	McKinney, TX	131,117
Upper Arlington, OH	33,771	Pasadena, TX	149,043
Broken Arrow, OK	98,850	Plano, TX	259,841
Edmond, OK	81,405	Round Rock, TX	99,887
Norman, OK	110,925	Rowlett, TX	56,199
Oklahoma City, OK	579,999	San Marcos, TX	44,894
Stillwater, OK	45,688	Shenandoah, TX	2,134
Tulsa, OK	391,906	Southlake, TX	26,575
Albany, OR	50,158	Sugar Land, TX	78,817
Ashland, OR	20,078	Temple, TX	66,102
Bend, OR	76,639	Tomball, TX	10,753
Corvallis, OR	54,462	Westlake, TX	992
Eugene, OR	156,185	Farmington, UT	18,275
Forest Grove, OR	21,083	Park City, UT	7,558
Hermiston, OR	16,745	Provo, UT	112,488
Jackson County, OR	203,206	Riverdale, UT	8,426
Keizer, OR	36,478	Salt Lake City, UT	186,440
Lane County, OR	351,715	Sandy, UT	87,461



Saratoga Springs, UT .....	17,781	Bellingham, WA .....	80,885
Springville, UT .....	29,466	Clark County, WA .....	425,363
Washington City, UT .....	18,761	Federal Way, WA .....	89,306
Albemarle County, VA .....	98,970	Gig Harbor, WA .....	7,126
Arlington County, VA .....	207,627	Hoquiam, WA .....	8,726
Ashland, VA .....	7,225	Kirkland, WA .....	48,787
Blacksburg, VA .....	42,620	Kitsap County, WA .....	251,133
Botetourt County, VA .....	33,148	Lynnwood, WA .....	35,836
Chesapeake, VA .....	222,209	Maple Valley, WA .....	22,684
Chesterfield County, VA .....	316,236	Mountlake Terrace, WA .....	19,909
Fredericksburg, VA .....	24,286	Olympia, WA .....	46,478
Hampton, VA .....	137,436	Pasco, WA .....	59,781
Hanover County, VA .....	99,863	Redmond, WA .....	54,144
Herndon, VA .....	23,292	Renton, WA .....	90,927
Hopewell, VA .....	22,591	Snoqualmie, WA .....	10,670
James City County, VA .....	67,009	Spokane Valley, WA .....	75,206
Lexington, VA .....	7,042	Tacoma, WA .....	198,397
Lynchburg, VA .....	75,568	Vancouver, WA .....	161,791
Montgomery County, VA .....	94,392	West Richland, WA .....	11,811
Newport News, VA .....	180,719	Woodland, WA .....	5,509
Prince William County, VA .....	402,002	Columbus, WI .....	4,991
Purcellville, VA .....	7,727	De Pere, WI .....	23,800
Radford, VA .....	16,408	Eau Claire, WI .....	65,883
Roanoke, VA .....	97,032	Madison, WI .....	233,209
Spotsylvania County, VA .....	122,397	Merrill, WI .....	9,661
Stafford County, VA .....	128,961	Oshkosh, WI .....	66,083
Virginia Beach, VA .....	437,994	Racine, WI .....	78,860
Williamsburg, VA .....	14,068	Wausau, WI .....	39,106
York County, VA .....	65,464	Wind Point, WI .....	1,723
Chittenden County, VT .....	156,545	Morgantown, WV .....	29,660
Montpelier, VT .....	7,855	Cheyenne, WY .....	59,466
Airway Heights, WA .....	6,114	Gillette, WY .....	29,087
Auburn, WA .....	70,180	Laramie, WY .....	30,816
Bellevue, WA .....	122,363	Teton County, WY .....	21,294