



# CITY OF SAN JOSÉ, CA 2012



2955 Valmont Road, Suite 300  
Boulder, CO 80301  
[www.n-r-c.com](http://www.n-r-c.com) • 303-444-7863



777 North Capitol Street NE, Suite 500  
Washington, DC 20002  
[www.icma.org](http://www.icma.org) • 202-289-ICMA

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

Survey Background..... 1  
     About The National Citizen Survey™ ..... 1  
     Understanding the Results..... 3

Executive Summary ..... 5

Community Ratings ..... 6  
     Overall Community Quality..... 6  
     Community Design ..... 8  
         Transportation ..... 8  
         Housing ..... 13  
         Land Use and Zoning..... 15  
     Economic Sustainability ..... 18  
     Public Safety ..... 21  
     Environmental Sustainability ..... 27  
     Recreation and Wellness..... 30  
         Parks and Recreation..... 30  
         Culture, Arts and Education..... 32  
         Health and Wellness ..... 34  
     Community Inclusiveness ..... 35  
     Civic Engagement ..... 38  
         Civic Activity..... 38  
         Information and Awareness..... 41  
         Social Engagement ..... 42  
     Public Trust..... 43  
         City of San José Employees ..... 45

Custom Questions ..... 47

Appendix A: Complete Survey Frequencies..... 48  
     Frequencies Excluding “Don’t Know” Responses..... 48  
     Frequencies Including “Don’t Know” Responses..... 60

Appendix B: Survey Methodology..... 76

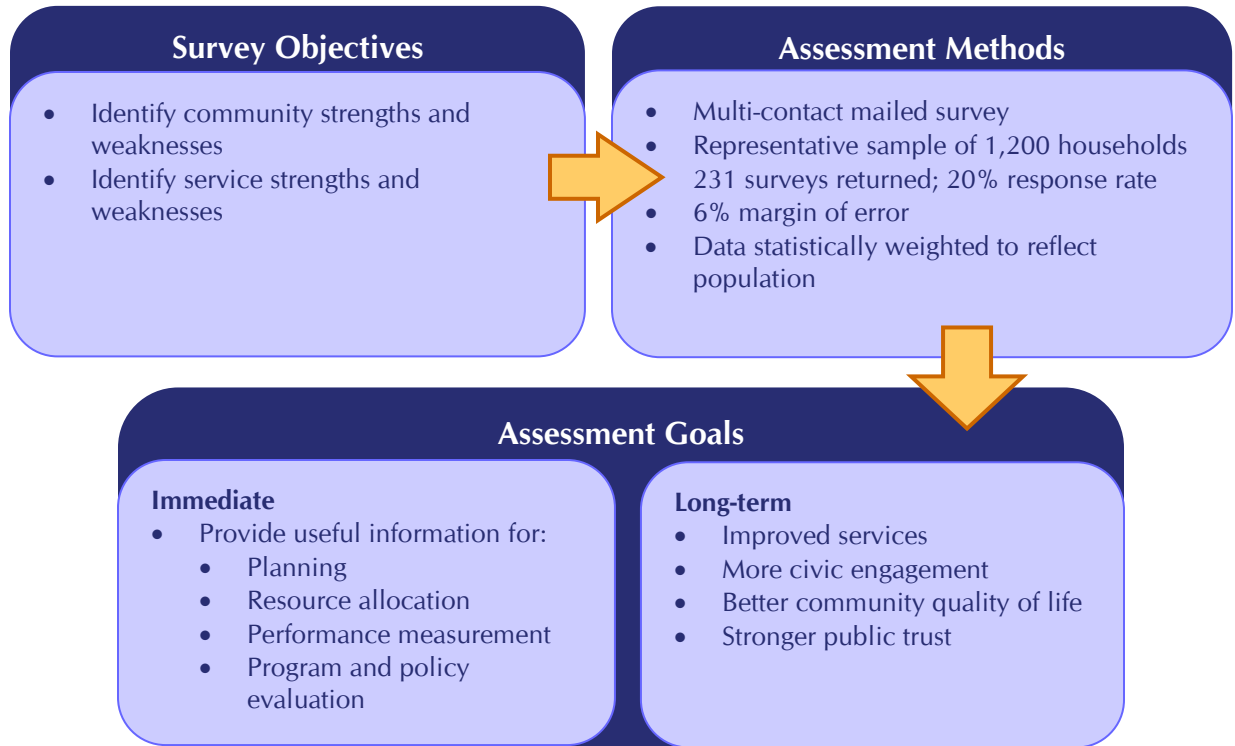
Appendix C: Survey Materials..... 86

## 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 231 completed surveys were obtained, providing an overall response rate of 20%. Typically, response rates obtained on citizen surveys range from 25% 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 a Spanish language survey, a Vietnamese language survey and several custom questions.

## 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 (231 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.

### Interpreting Comparisons to Previous Years

This report contains comparisons with prior years' results. In this report, we are comparing this year's data with existing data in the graphs. Differences between years can be considered "statistically significant" if they are greater than nine percentage points. Trend data for your jurisdiction represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

### 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 60% of respondents. Most 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 three characteristics receiving the most favorable ratings were shopping opportunities, the openness and acceptance of the community towards people of diverse backgrounds and the overall quality of business and service establishments. The three characteristics receiving the least positive ratings were the availability of affordable quality child care, traffic flow on major streets 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, four were above the national benchmark comparison, two were similar to the national benchmark comparison and 25 were below.

Residents in the City of San José were somewhat civically engaged. While only 15% had attended a meeting of local elected public officials or other local public meeting in the previous 12 months, 93% 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 similar to 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 lower than the benchmark. Those residents who had interacted with an employee of the City of San José in the previous 12 months gave average marks to those employees. The 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, two were similar to the benchmark comparison and 30 were below.

Respondents were asked to rate how frequently they participated in various activities in San José. The most popular activities included recycling and providing help to a friend or neighbor; while the least popular activities were watching a meeting of local elected officials and attending a meeting of local elected officials. Generally, participation rates in the various activities in the community were similar to other communities.

While most ratings remained stable compared to the 2011 survey, some ratings changed. Ratings for the ease of car travel and for contact with the fire department increased. Ratings also increased for the availability of affordable quality health care, San Jose as a place to raise children, and the availability of affordable quality child care. There were also decreases in ratings for City parks, traffic enforcement, crime prevention, the cleanliness of San José, services to seniors and services to low-income people.

## 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.

Many 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 BY YEAR

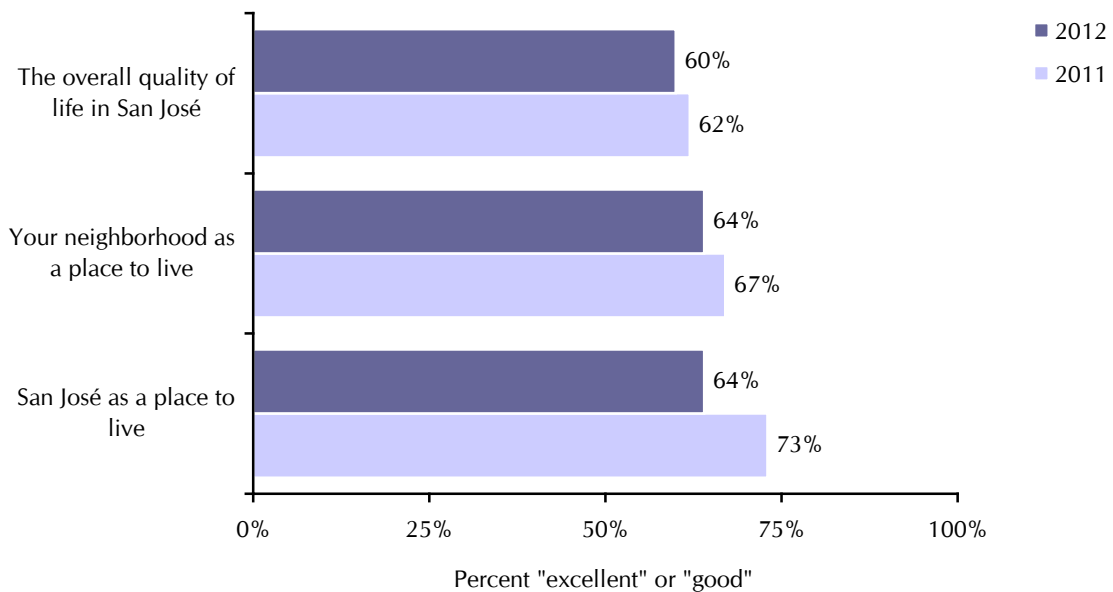


FIGURE 4: LIKELIHOOD OF REMAINING IN COMMUNITY AND RECOMMENDING COMMUNITY

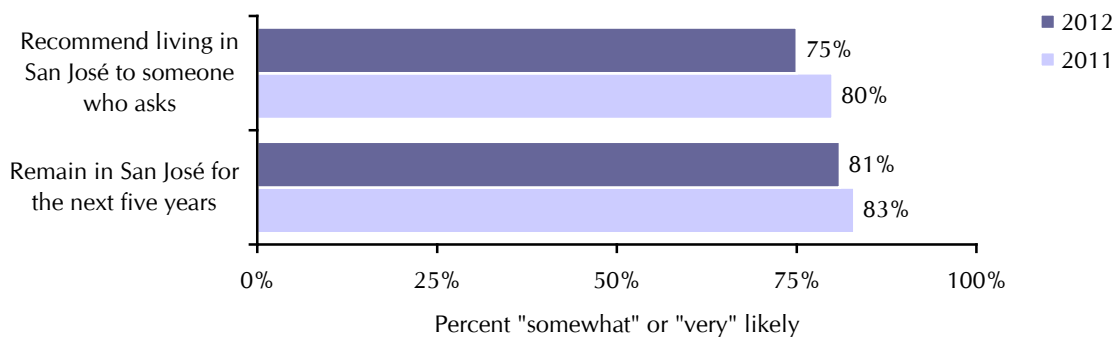




FIGURE 5: OVERALL COMMUNITY QUALITY BENCHMARKS

	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	Below

## 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 walking was given the most positive rating, followed by ease of car travel. The ratings for ease of car travel increased from 2011 to 2012.

FIGURE 6: RATINGS OF TRANSPORTATION IN COMMUNITY BY YEAR

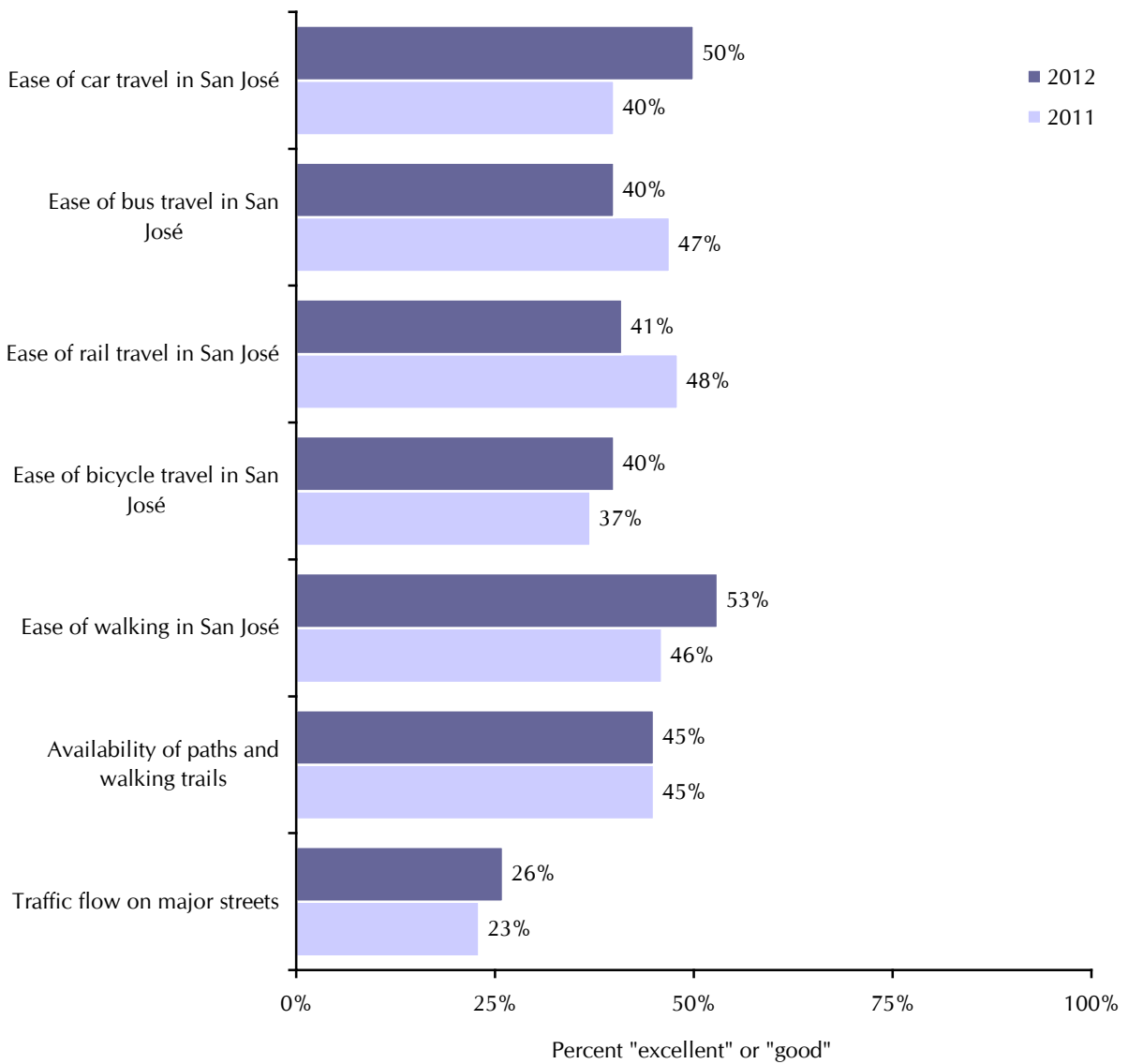


FIGURE 7: COMMUNITY TRANSPORTATION BENCHMARKS

	Comparison to benchmark
Ease of car travel in San José	Below
Ease of bus travel in San José	Below
Ease of rail travel in San José	Below
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 negative. All services were below the benchmark. Ratings for street cleaning decreased compared to the 2011 survey.

FIGURE 8: RATINGS OF TRANSPORTATION AND PARKING SERVICES BY YEAR

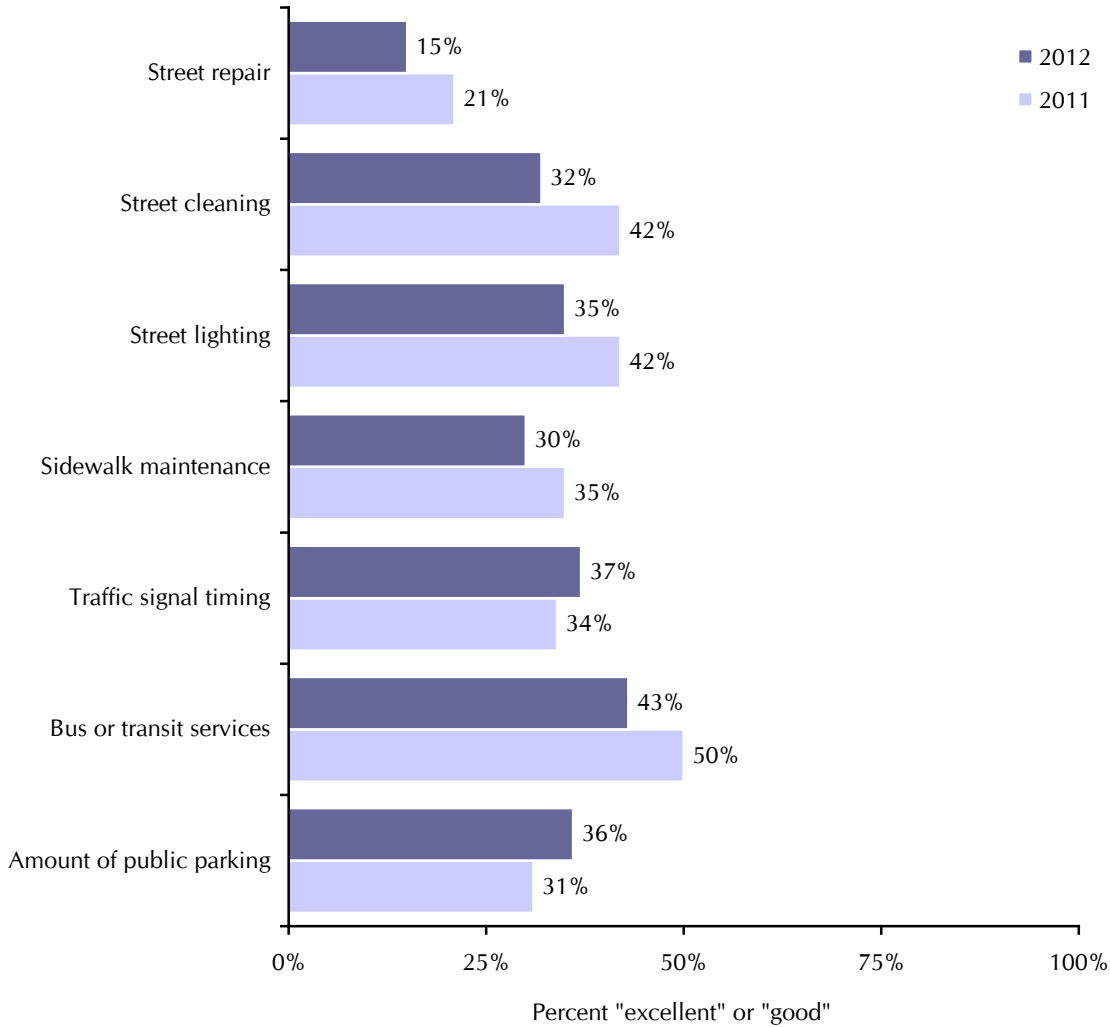


FIGURE 9: TRANSPORTATION AND PARKING SERVICES BENCHMARKS

	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	Below
Amount of public parking	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, 4% of work commute trips were made by transit and 1% by bicycle.

FIGURE 10: FREQUENCY OF BUS USE IN LAST 12 MONTHS BY YEAR

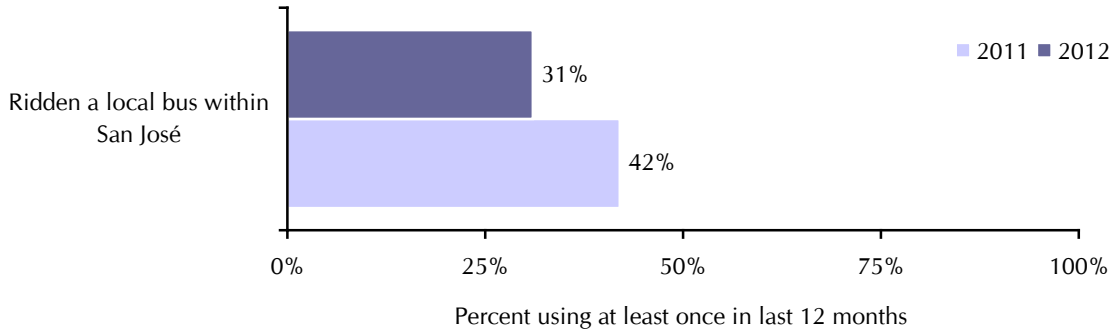


FIGURE 11: FREQUENCY OF BUS USE BENCHMARKS

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

FIGURE 12: MODE OF TRAVEL USED FOR WORK COMMUTE

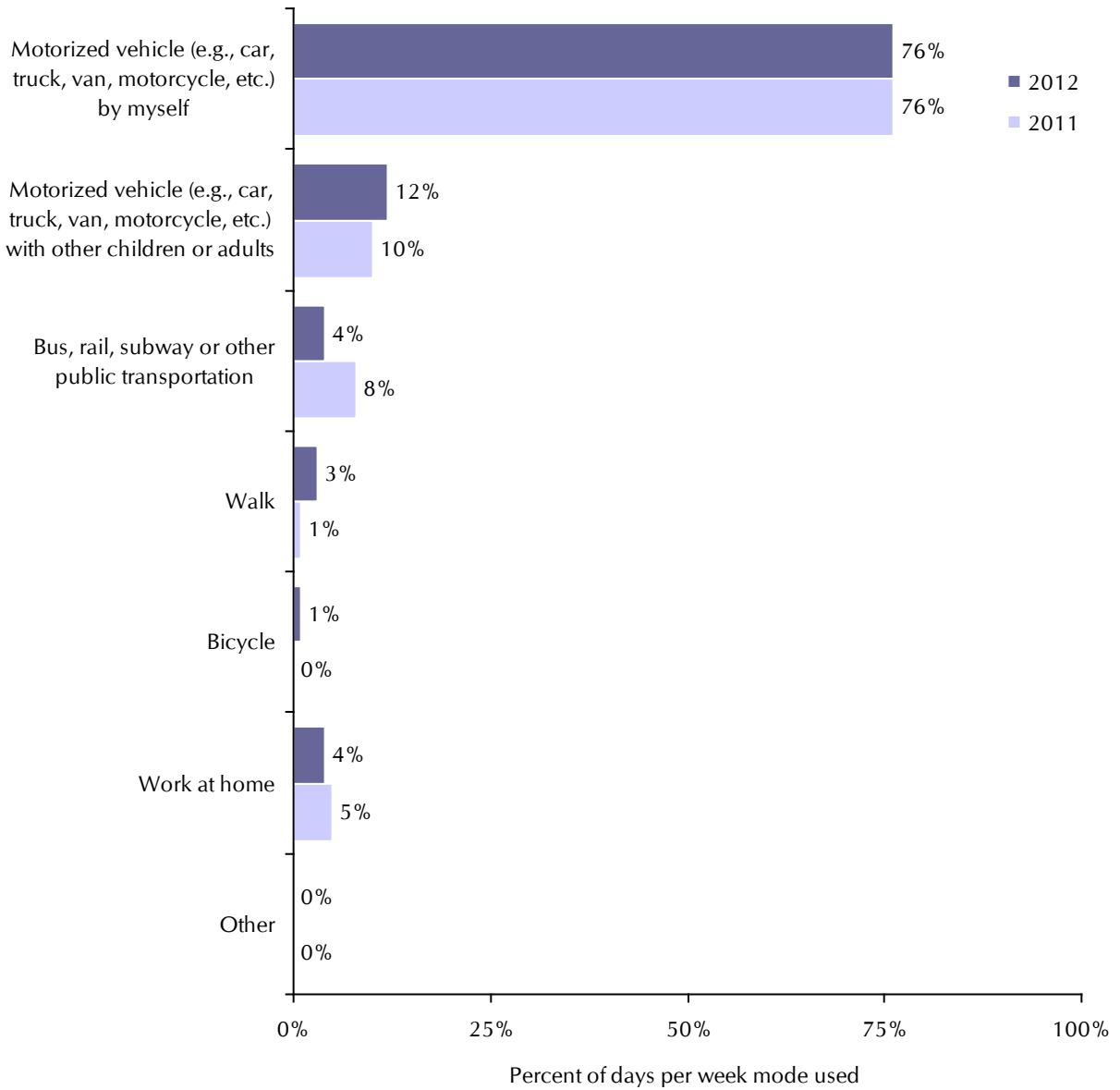


FIGURE 13: DRIVE ALONE BENCHMARKS

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 21% of respondents, while the variety of housing options was rated as “excellent” or “good” by 39% of respondents. The rating of perceived affordable housing availability was worse in the City of San José than the ratings, on average, in comparison jurisdictions. When compared to the 2011 survey, ratings for the variety of housing options decreased.

FIGURE 14: RATINGS OF HOUSING IN COMMUNITY BY YEAR

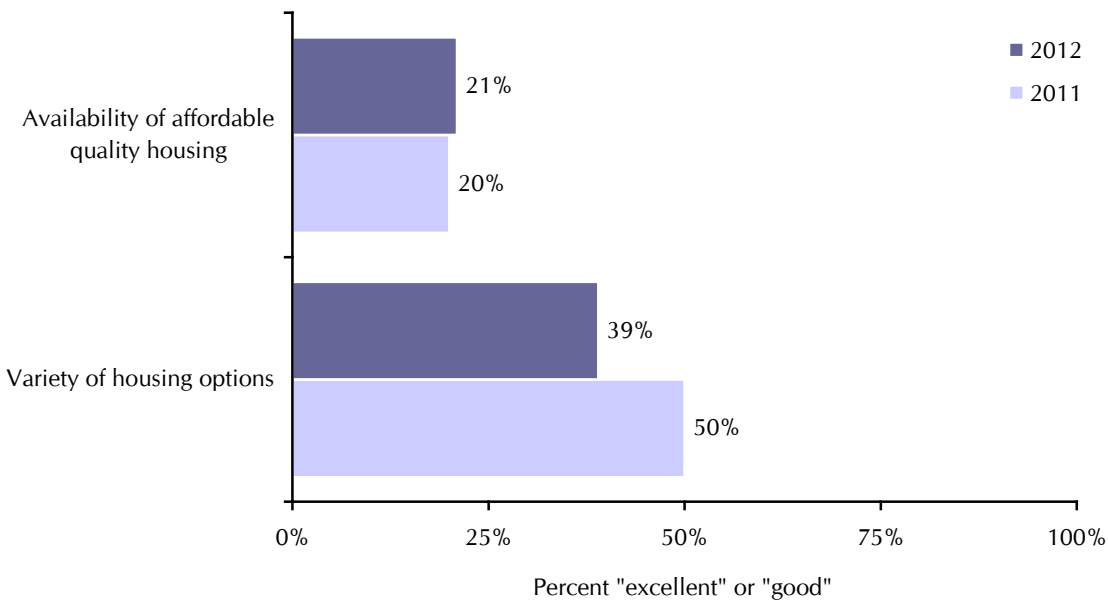


FIGURE 15: HOUSING CHARACTERISTICS BENCHMARKS

	Comparison to benchmark
Availability of affordable quality housing	Much below
Variety of housing options	Much 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 half 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 BY YEAR

	2011	2012
Housing costs 30% or more of income	59%	52%
Percent of respondents		

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 6% of respondents and as "good" by an additional 48%. The overall appearance of San José was rated as "excellent" or "good" by 48% of respondents and was 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, 17% thought they were a "major" problem.

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

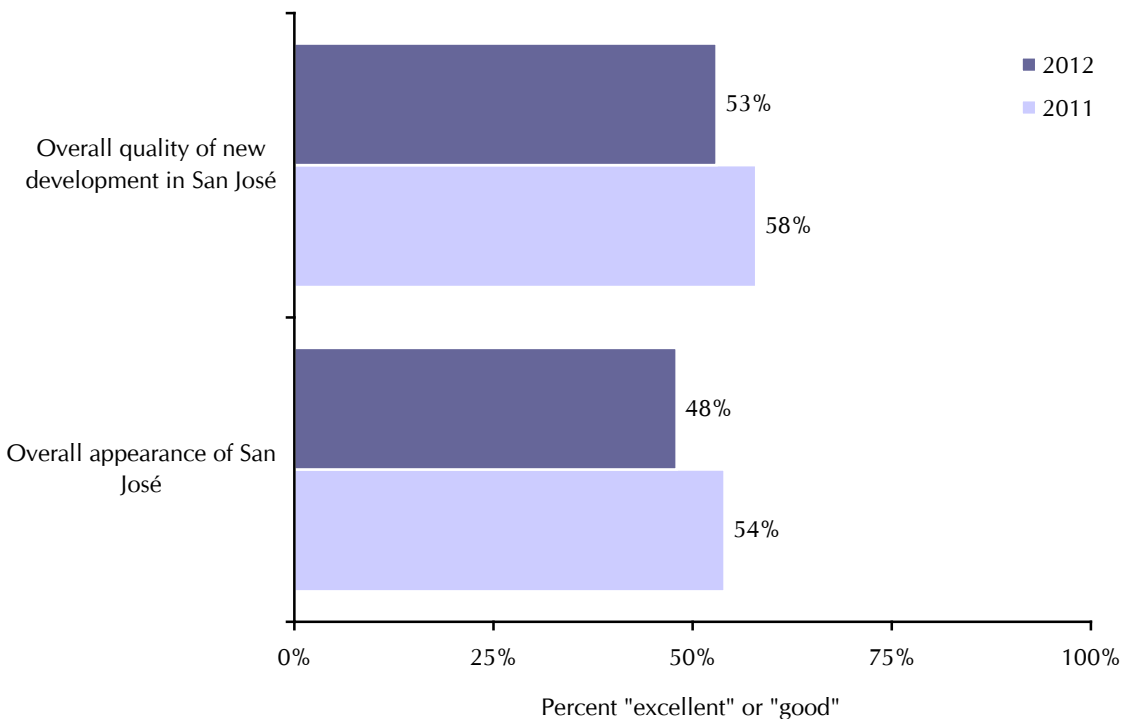


FIGURE 19: BUILT ENVIRONMENT BENCHMARKS

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

FIGURE 20: RATINGS OF POPULATION GROWTH BY YEAR

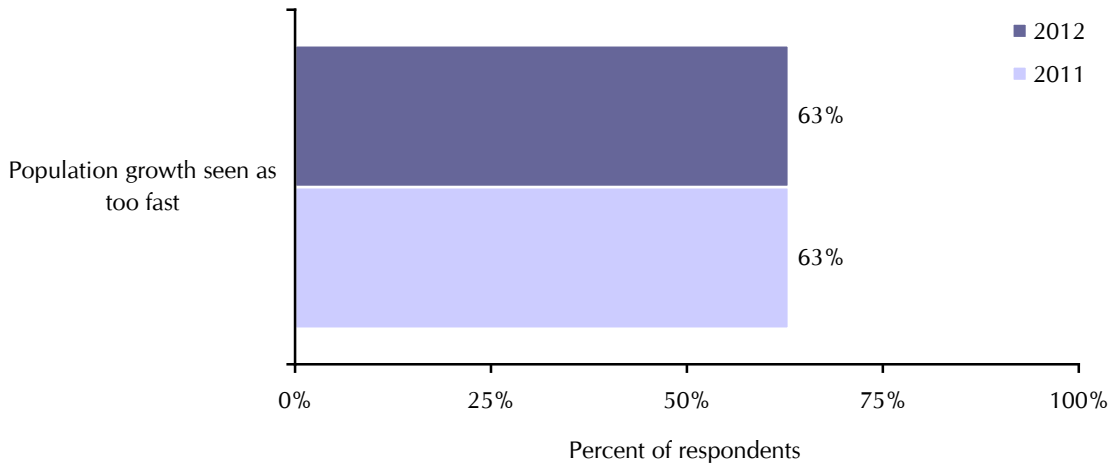


FIGURE 21: POPULATION GROWTH BENCHMARKS

Comparison to benchmark	
Population growth seen as too fast	Much more

FIGURE 22: RATINGS OF NUISANCE PROBLEMS BY YEAR

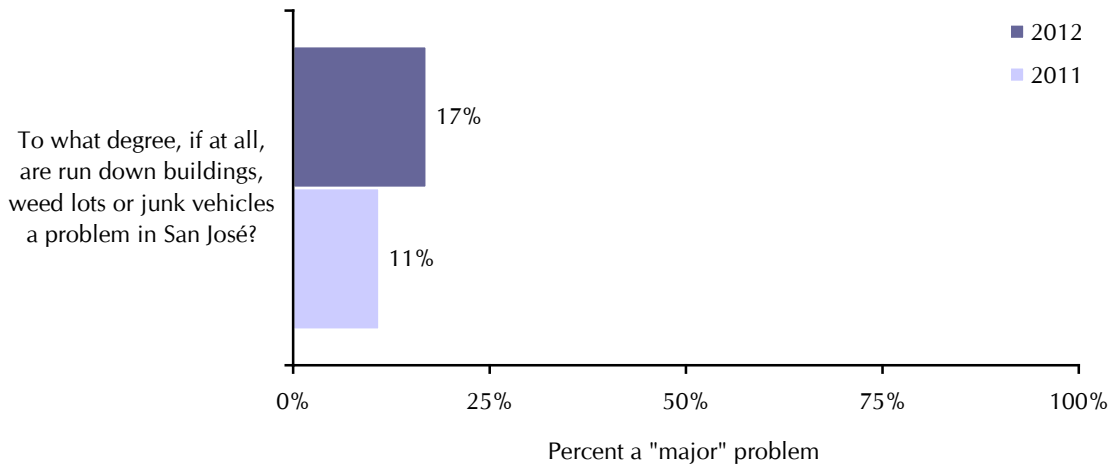


FIGURE 23: NUISANCE PROBLEMS BENCHMARKS

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

FIGURE 24: RATINGS OF PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BY YEAR

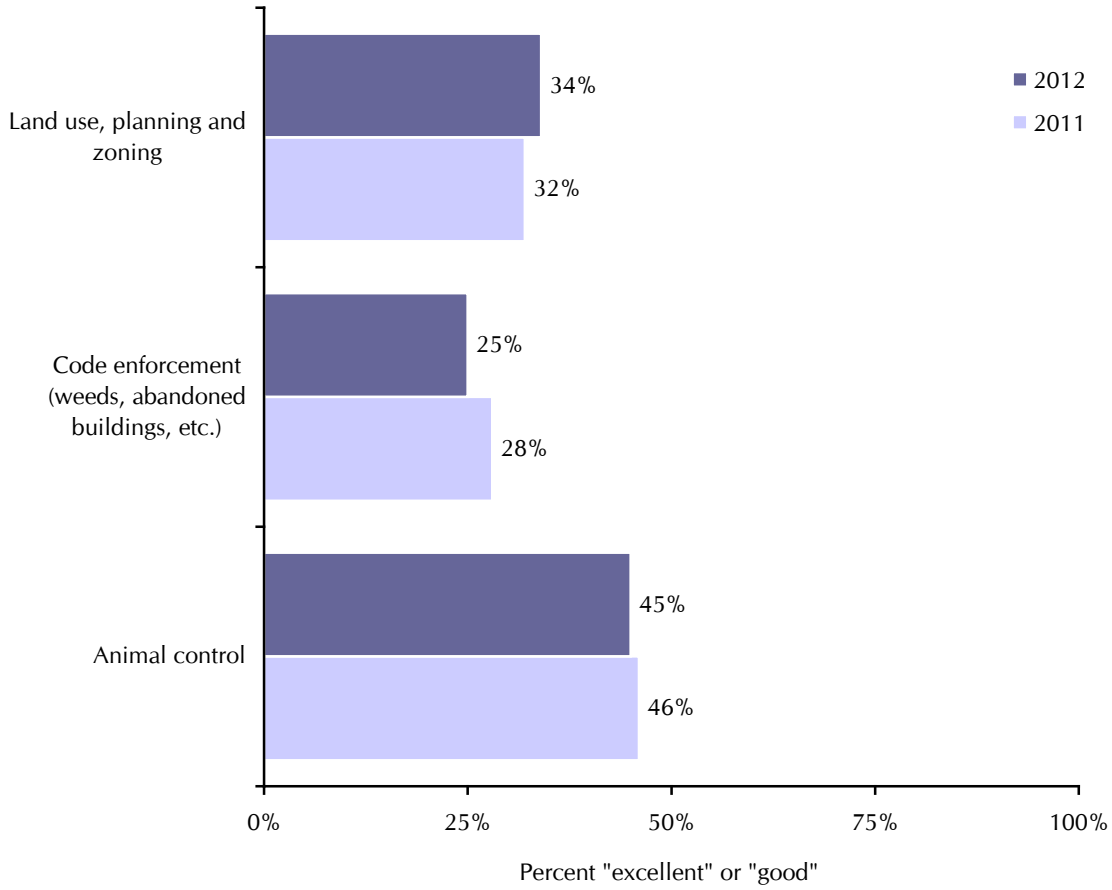


FIGURE 25: PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BENCHMARKS

	Comparison to benchmark
Land use, planning and zoning	Below
Code enforcement (weeds, abandoned buildings, etc.)	Much below
Animal control	Much 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 José as a place to work. Employment opportunities, shopping opportunities and San José as a place to work were all rated much above the benchmark.

FIGURE 26: RATINGS OF ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BY YEAR

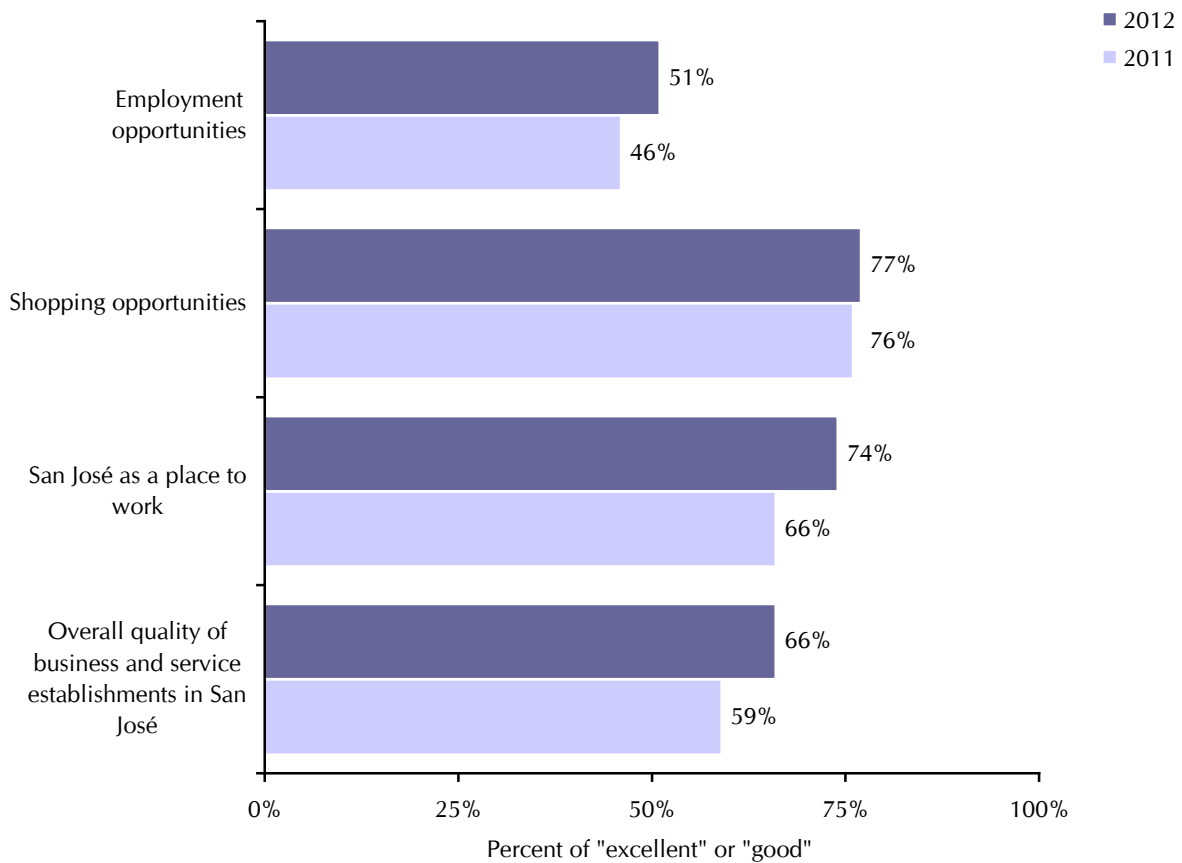


FIGURE 27: ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Employment opportunities	Much above
Shopping opportunities	Much above
San José as a place to work	Much 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, 72% responded that it was “too slow,” while 21% reported retail growth as “too slow.” Fewer residents in San José compared to other jurisdictions believed that retail growth was too slow and fewer residents believed that jobs growth was too slow.

FIGURE 28: RATINGS OF RETAIL AND JOB GROWTH BY YEAR

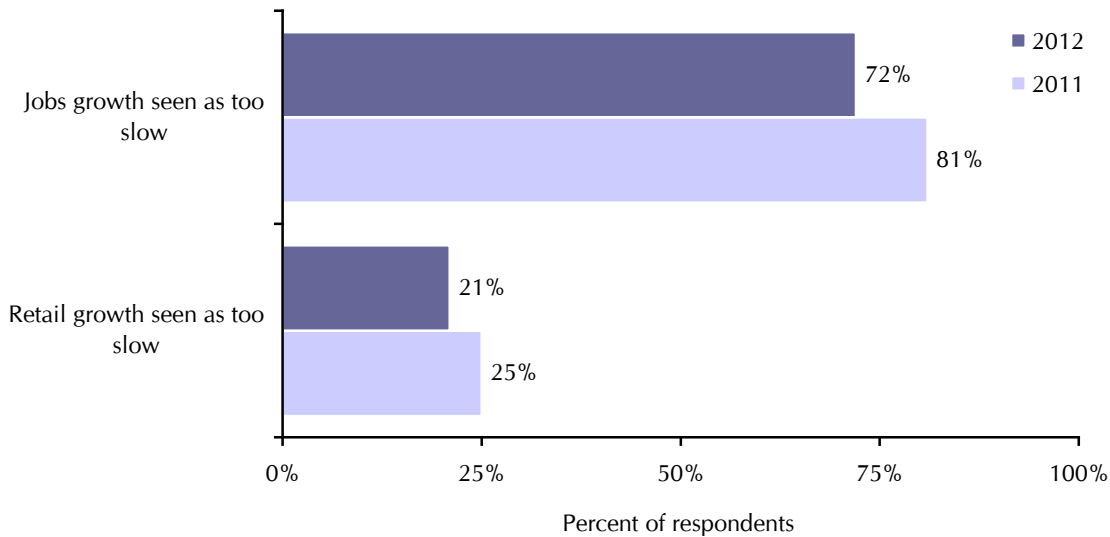


FIGURE 29: RETAIL AND JOB GROWTH BENCHMARKS

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

FIGURE 30: RATINGS OF ECONOMIC DEVELOPMENT SERVICES BY YEAR

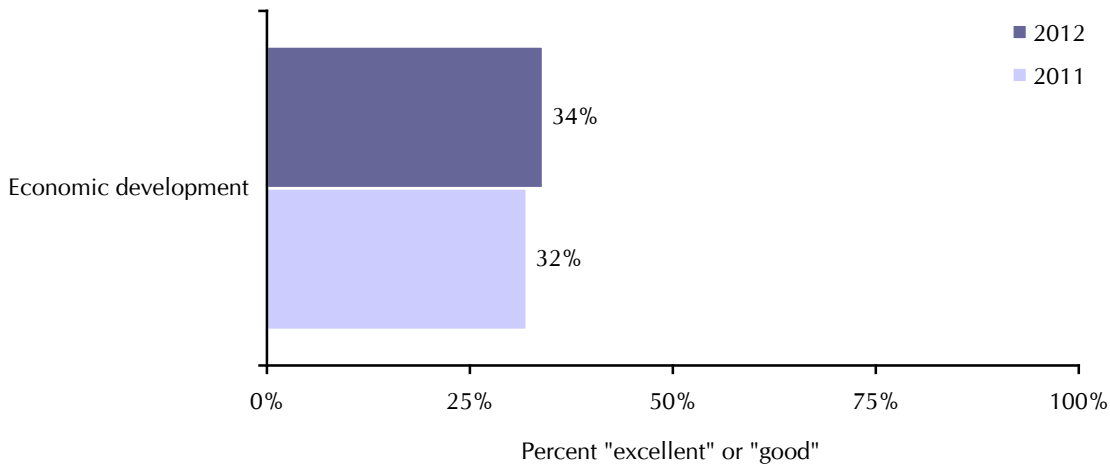


FIGURE 31: ECONOMIC DEVELOPMENT SERVICES BENCHMARKS

	Comparison to benchmark
Economic development	Below

Residents were asked to reflect on their economic prospects in the near term. Twenty-seven 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. The percent of residents with an optimistic outlook on their household income was much greater than comparison jurisdictions.

FIGURE 32: RATINGS OF PERSONAL ECONOMIC FUTURE BY YEAR

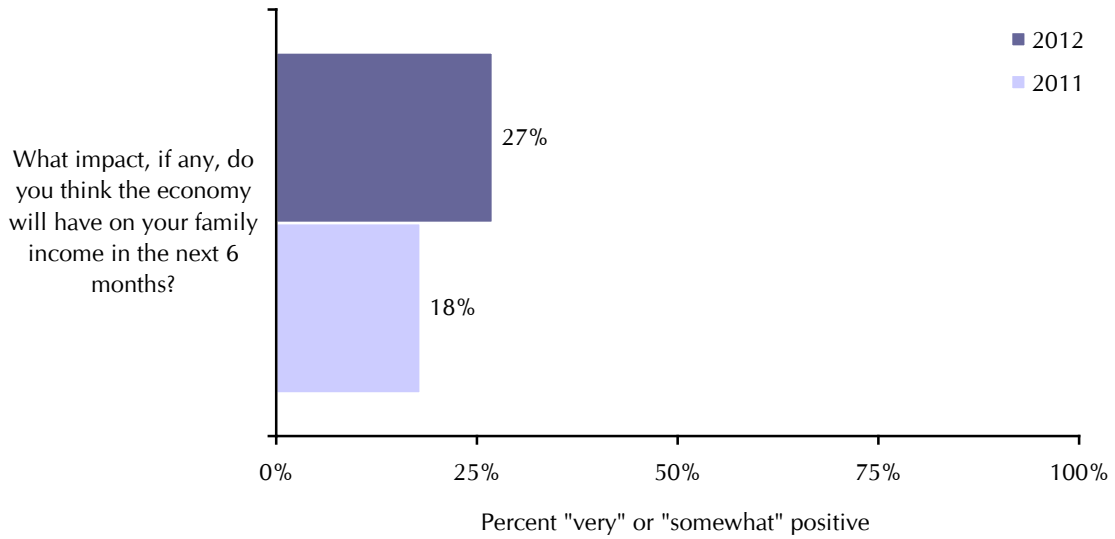


FIGURE 33: PERSONAL ECONOMIC FUTURE BENCHMARKS

Comparison to benchmark	
Positive impact of economy on household income	Much above

## 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. More than 40% of those completing the questionnaire said they felt “very” or “somewhat” safe from violent crimes and 54% 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 BY YEAR

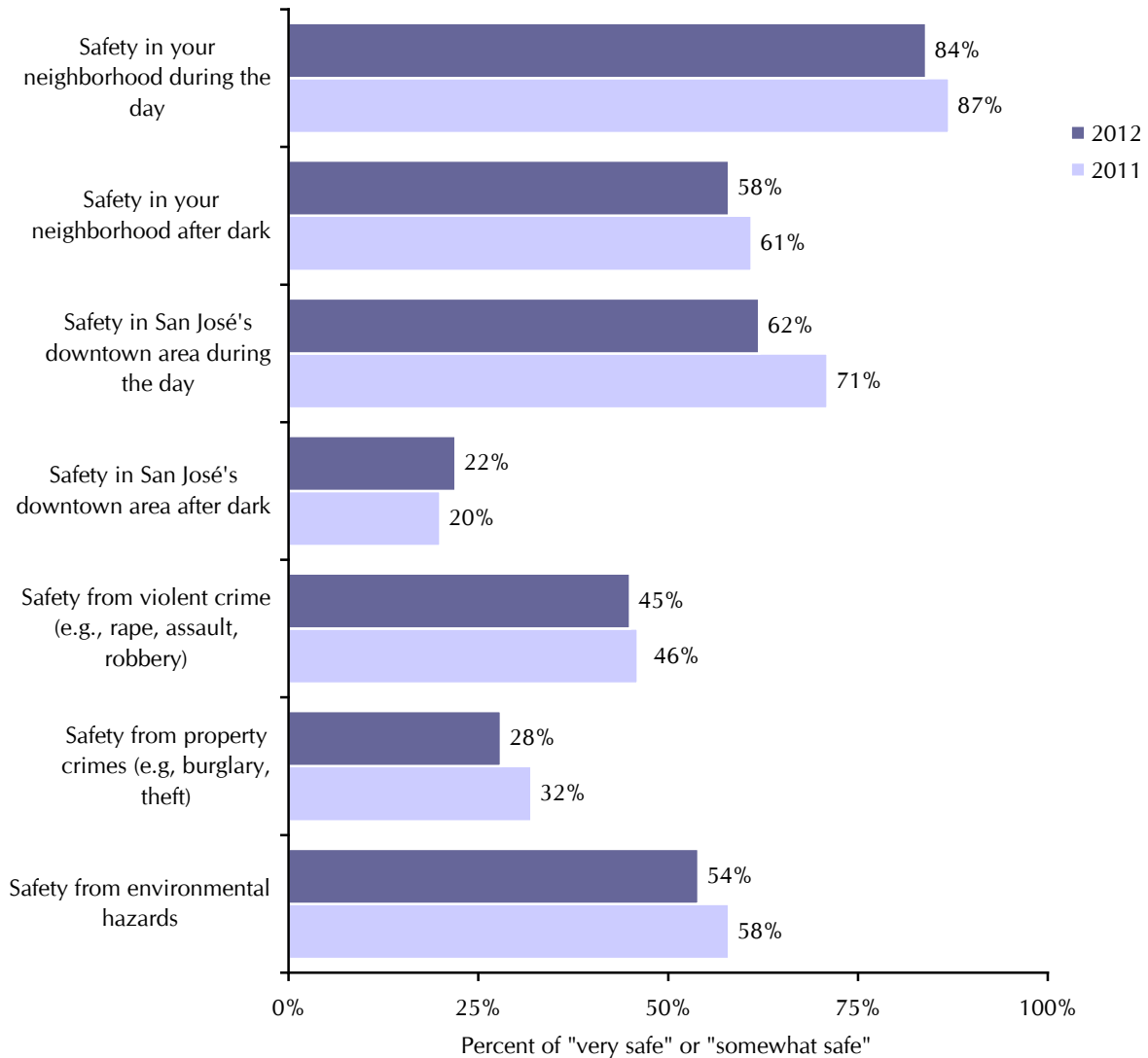


FIGURE 35: COMMUNITY AND PERSONAL PUBLIC SAFETY BENCHMARKS

	Comparison to benchmark
In your neighborhood during the day	Much 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, 78% 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 and about the same percent of San José residents had reported their most recent crime victimization to the police.

FIGURE 36: CRIME VICTIMIZATION AND REPORTING BY YEAR

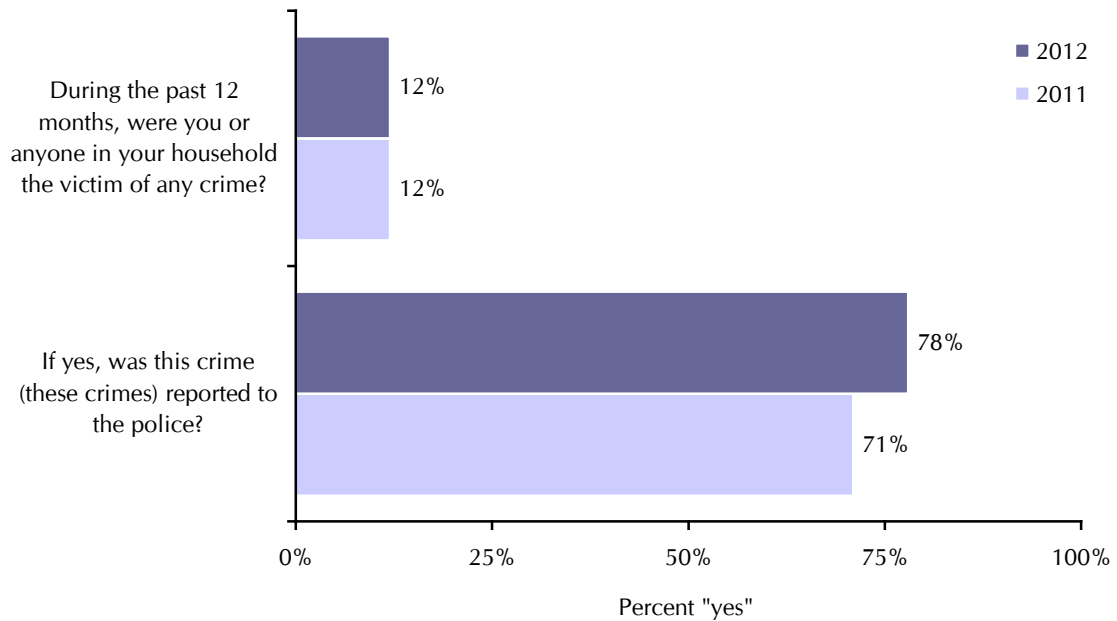


FIGURE 37: CRIME VICTIMIZATION AND REPORTING BENCHMARKS

	Comparison to benchmark
Victim of crime	Similar
Reported crimes	Similar

Residents rated seven City public safety services; of these, all seven were rated below the benchmark comparison. Fire services received the highest ratings, while crime prevention received the lowest ratings. Ratings for ambulance or emergency services, crime prevention and traffic enforcement decreased from 2011 to 2012.

FIGURE 38: RATINGS OF PUBLIC SAFETY SERVICES BY YEAR

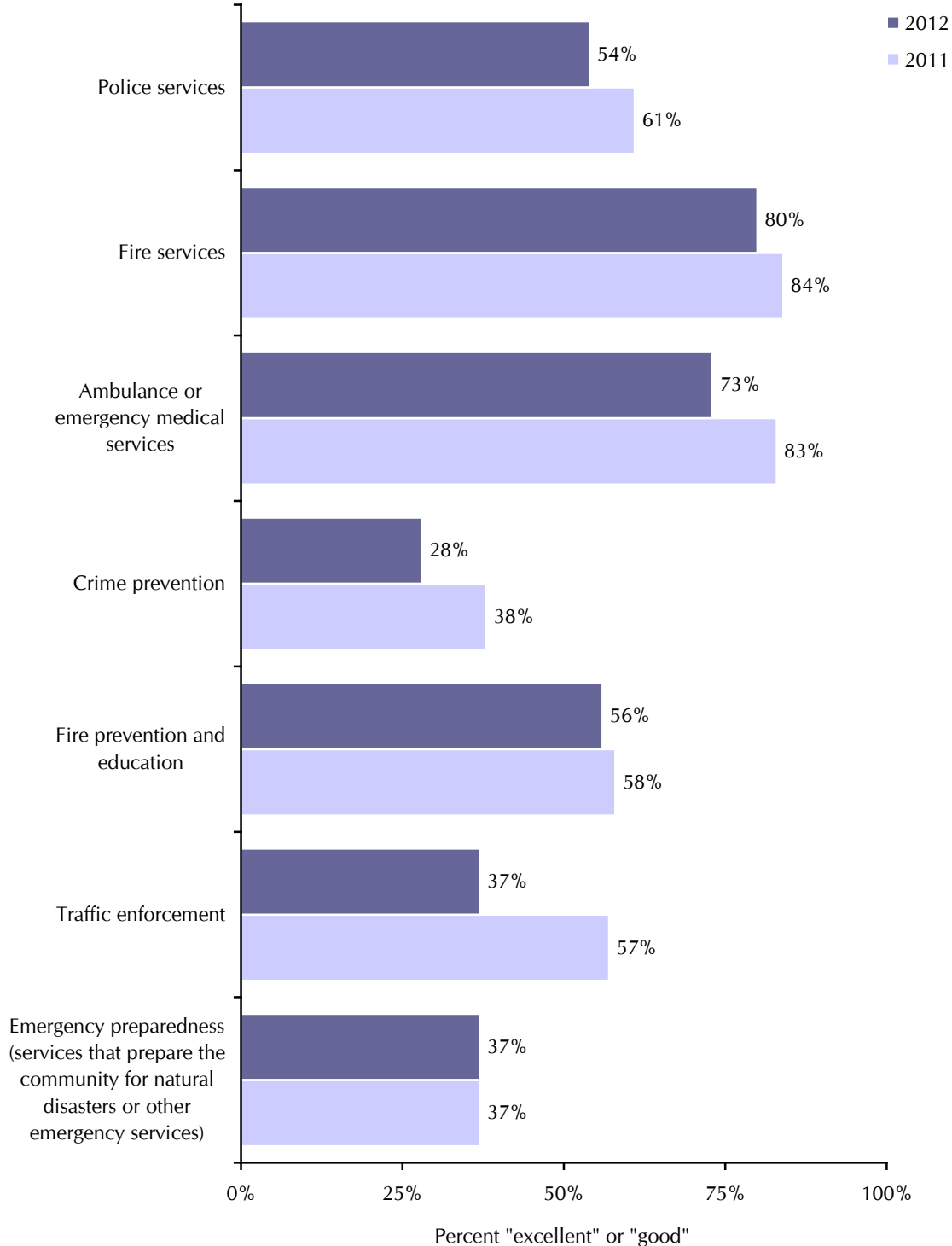


FIGURE 39: PUBLIC SAFETY SERVICES BENCHMARKS

	Comparison to benchmark
Police services	Much below
Fire services	Much below
Ambulance or emergency medical services	Much 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 AND FIRE DEPARTMENTS BY YEAR

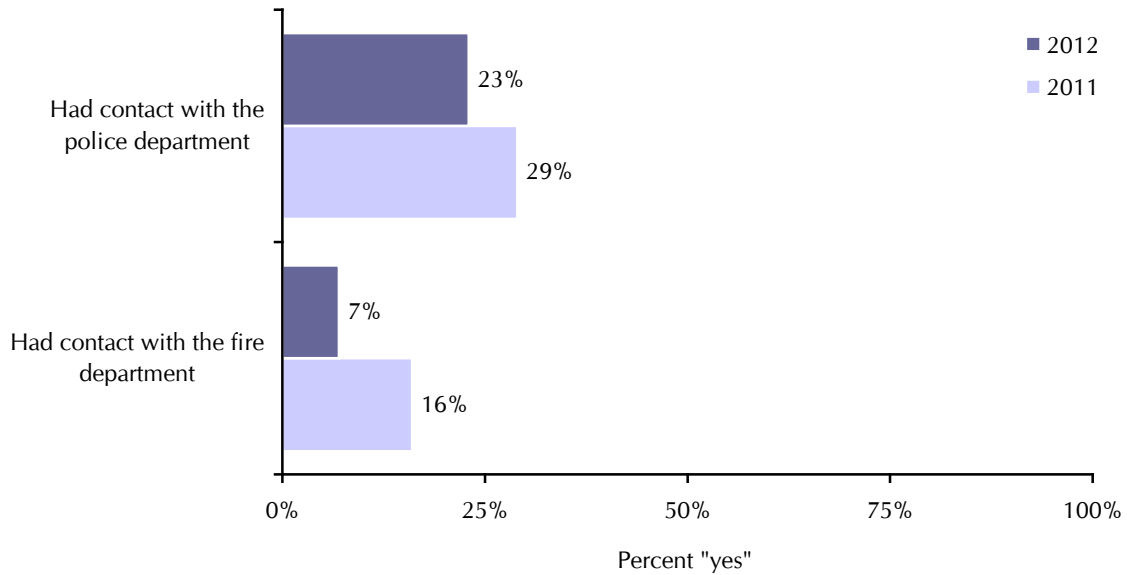


FIGURE 41: RATINGS OF CONTACT WITH POLICE AND FIRE DEPARTMENTS BY YEAR

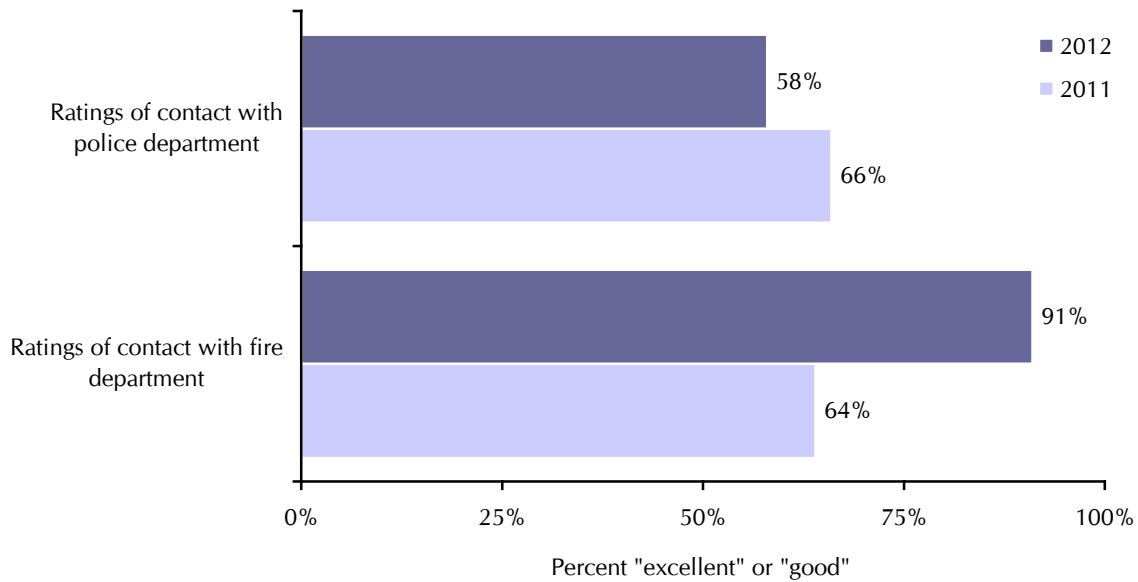


FIGURE 42: CONTACT WITH POLICE AND FIRE DEPARTMENTS BENCHMARKS

	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	Less
Overall impression of most recent contact with the City of San José Fire Department	Similar

## 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 48% of survey respondents. Air quality and the quality of the overall natural environment received the highest ratings, but were much below the benchmark. Ratings for the cleanliness of San José decreased compared to the previous survey iteration.

FIGURE 43: RATINGS OF THE COMMUNITY'S NATURAL ENVIRONMENT BY YEAR

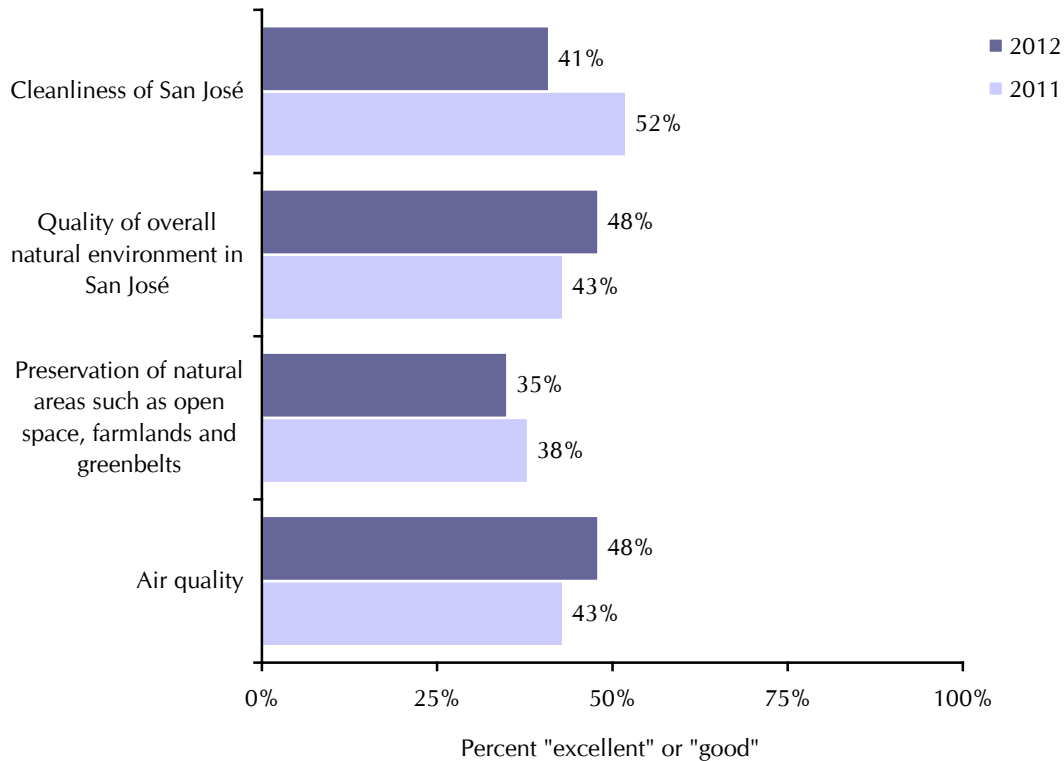


FIGURE 44: COMMUNITY ENVIRONMENT BENCHMARKS

	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.

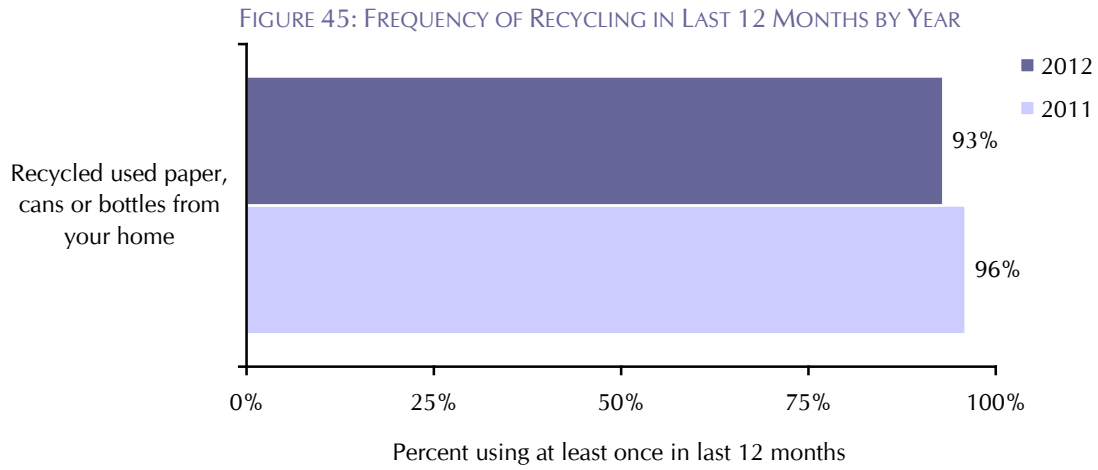


FIGURE 46: FREQUENCY OF RECYCLING BENCHMARKS

	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, six were similar to the benchmark comparison and four were below the benchmark comparison. These service ratings trends were stable when compared to the past survey.

FIGURE 47: RATINGS OF UTILITY SERVICES BY YEAR

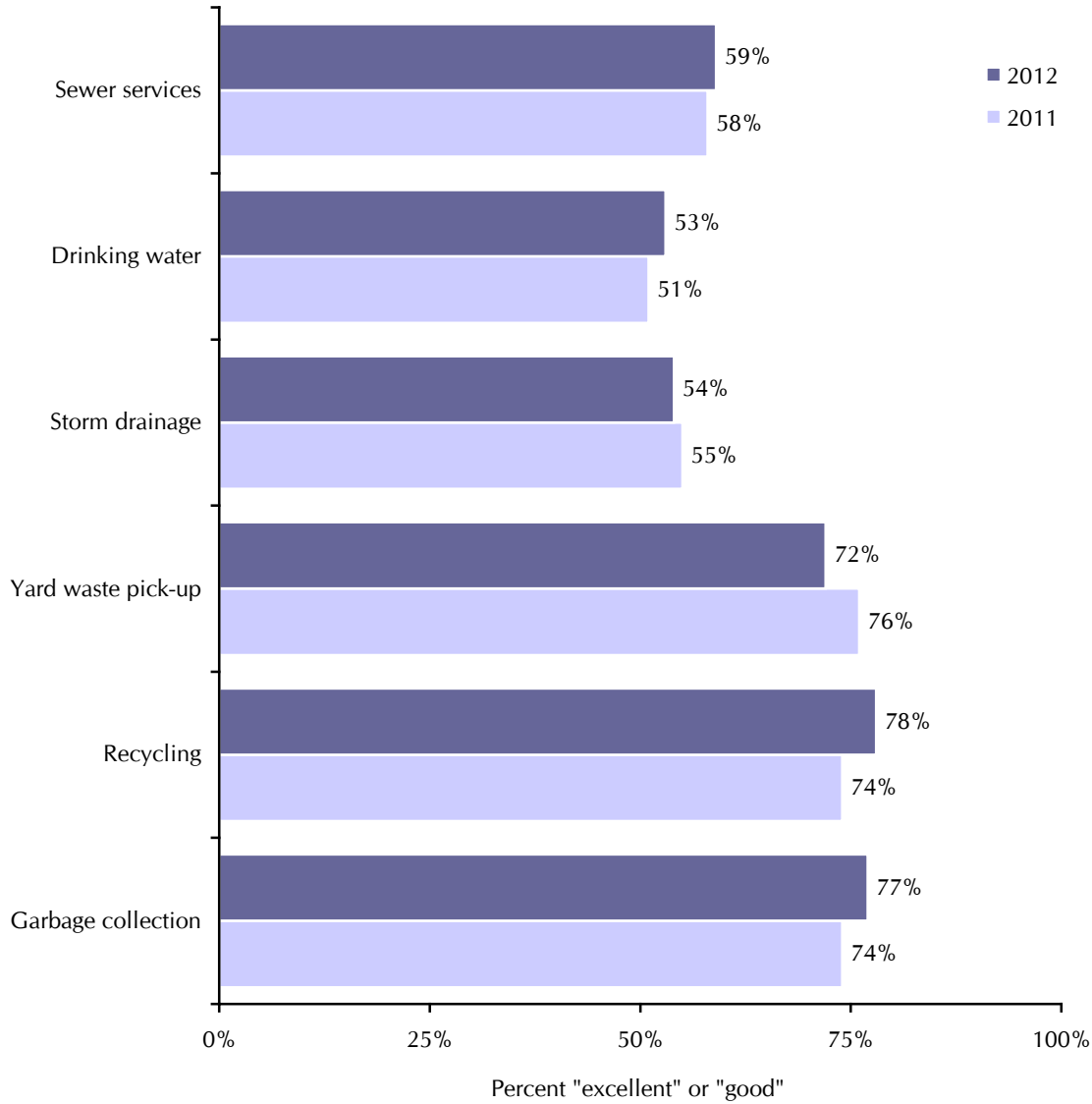


FIGURE 48: UTILITY SERVICES BENCHMARKS

	Comparison to benchmark
Sewer services	Much below
Drinking water	Much below
Storm drainage	Below
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 somewhat positively as were services related to parks and recreation. City parks received the highest rating, but were lower than the benchmark. Recreation programs and recreation facilities received the lowest ratings and were lower than the national benchmark. Parks and recreation ratings decreased over time.

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 BY YEAR

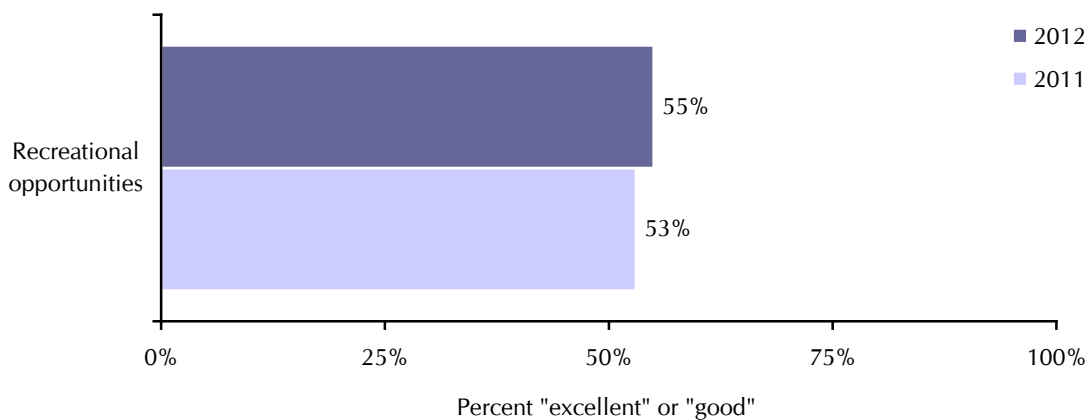


FIGURE 50: COMMUNITY RECREATIONAL OPPORTUNITIES BENCHMARKS

Recreation opportunities	Comparison to benchmark
	Below



FIGURE 51: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BY YEAR

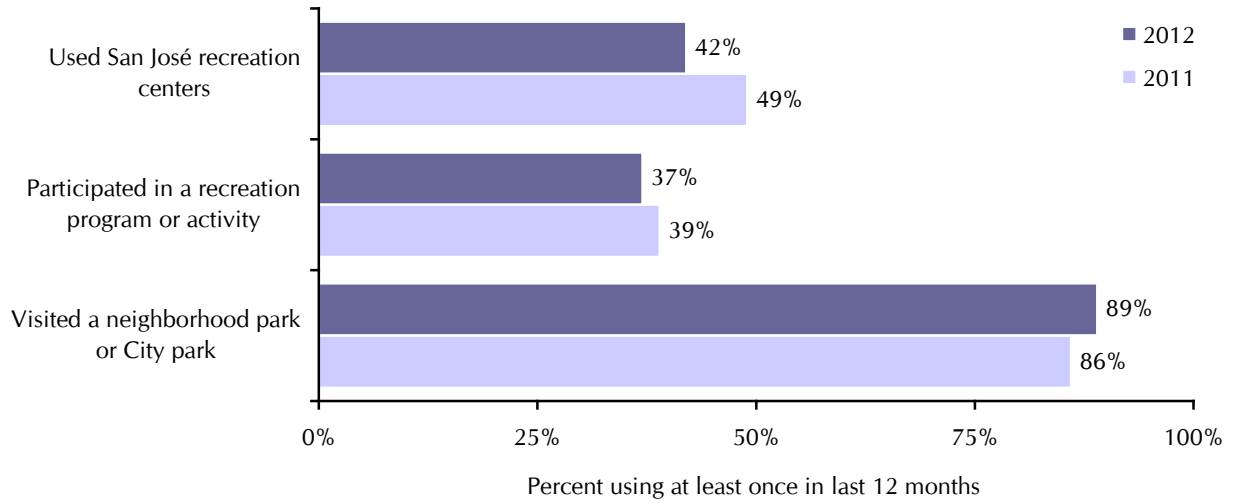


FIGURE 52: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BENCHMARKS

	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 BY YEAR

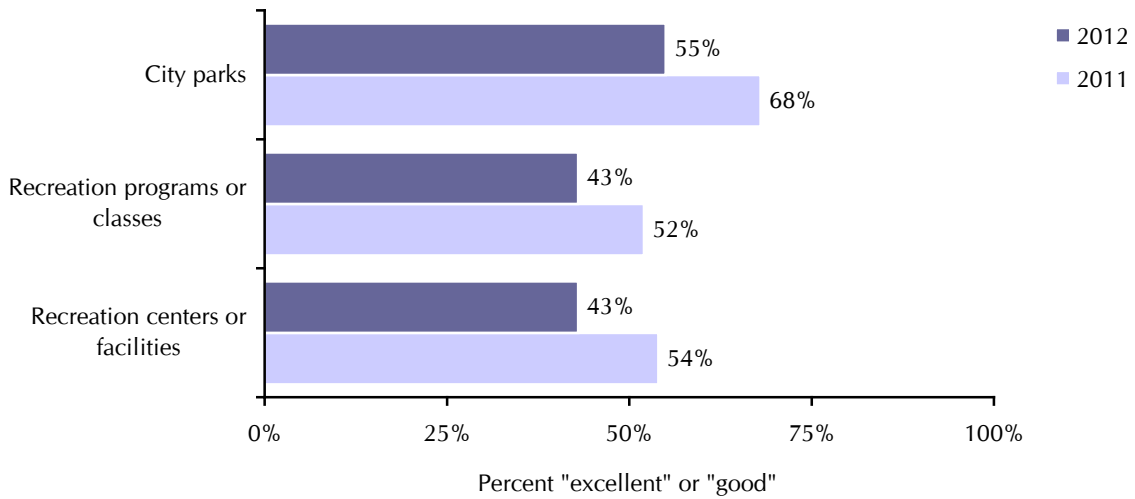


FIGURE 54: PARKS AND RECREATION SERVICES BENCHMARKS

	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 60% of respondents. Educational opportunities were rated as “excellent” or “good” by 59% of respondents. Compared to the benchmark data, educational opportunities were below the average of comparison jurisdictions, while cultural activity opportunities were rated below the benchmark comparison.

About 70% 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 BY YEAR

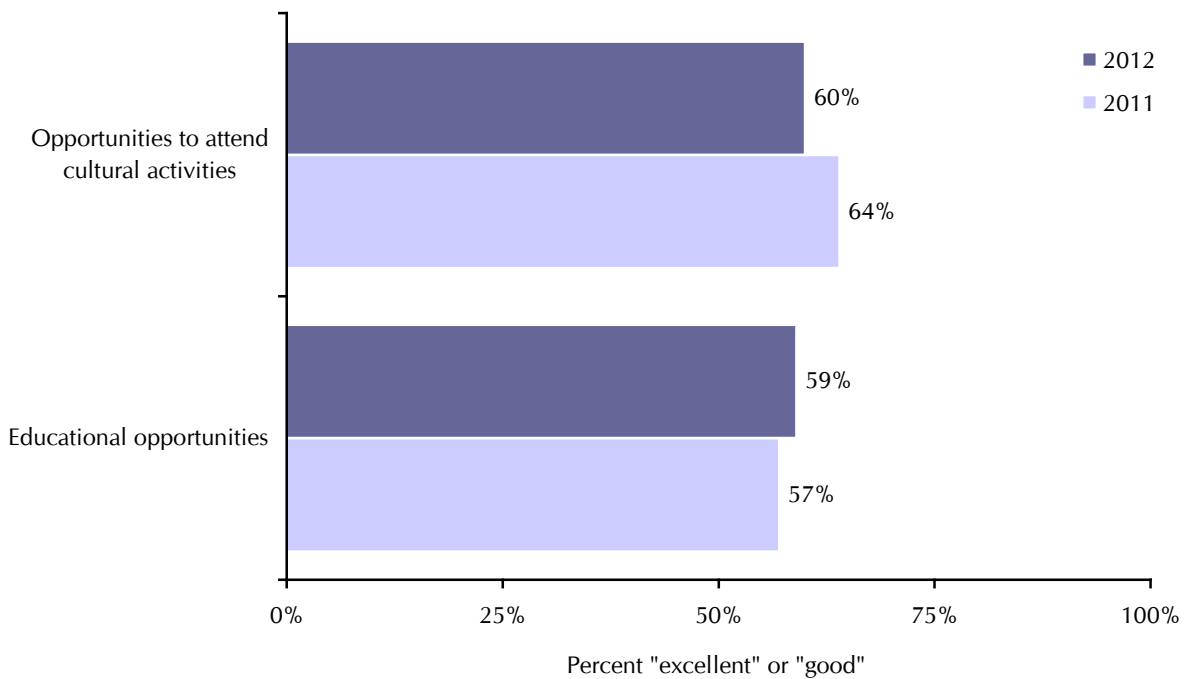


FIGURE 56: CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to attend cultural activities	Above
Educational opportunities	Below

FIGURE 57: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BY YEAR

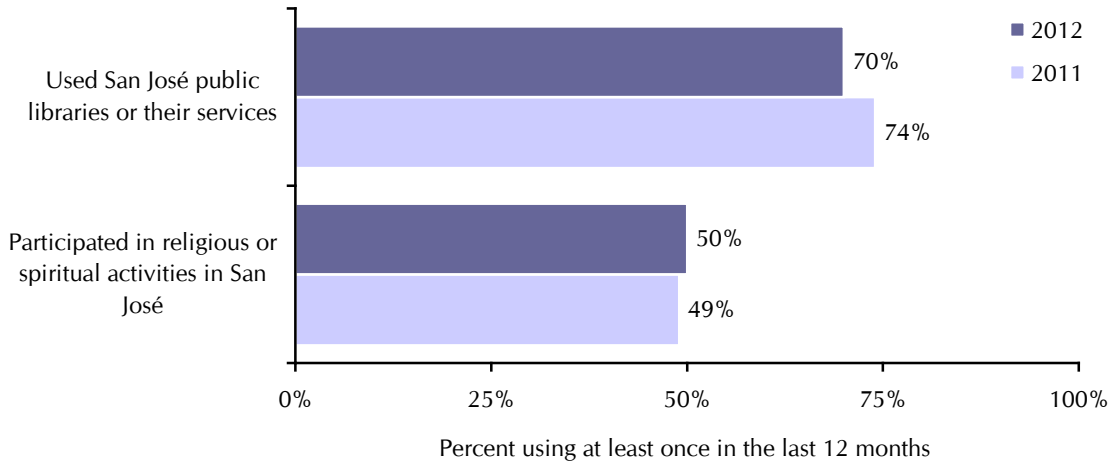


FIGURE 58: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	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 BY YEAR

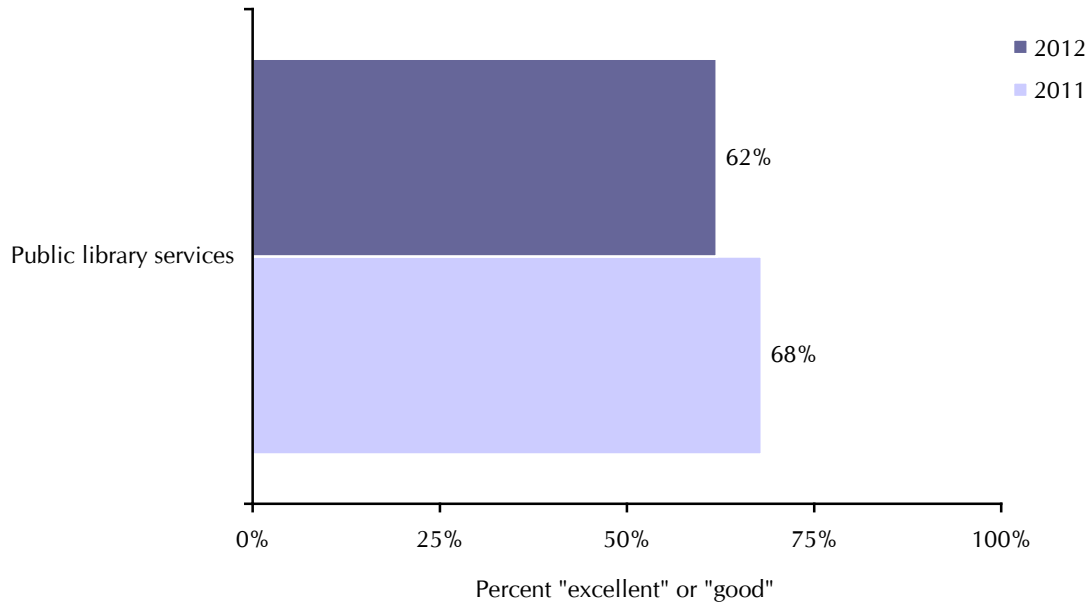


FIGURE 60: CULTURAL AND EDUCATIONAL SERVICES BENCHMARKS

	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 community’s health services as well as the availability of health care, high quality affordable food and preventive health care services. The availability of affordable quality food was rated most positively for the City of San José, while the availability for affordable quality health care was rated less favorably by residents. Ratings increased for the availability of affordable quality health care compared to the 2011 survey.

Among San José residents, 44% rated affordable quality health care as “excellent” or “good.” Those ratings were below the ratings of comparison communities.

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

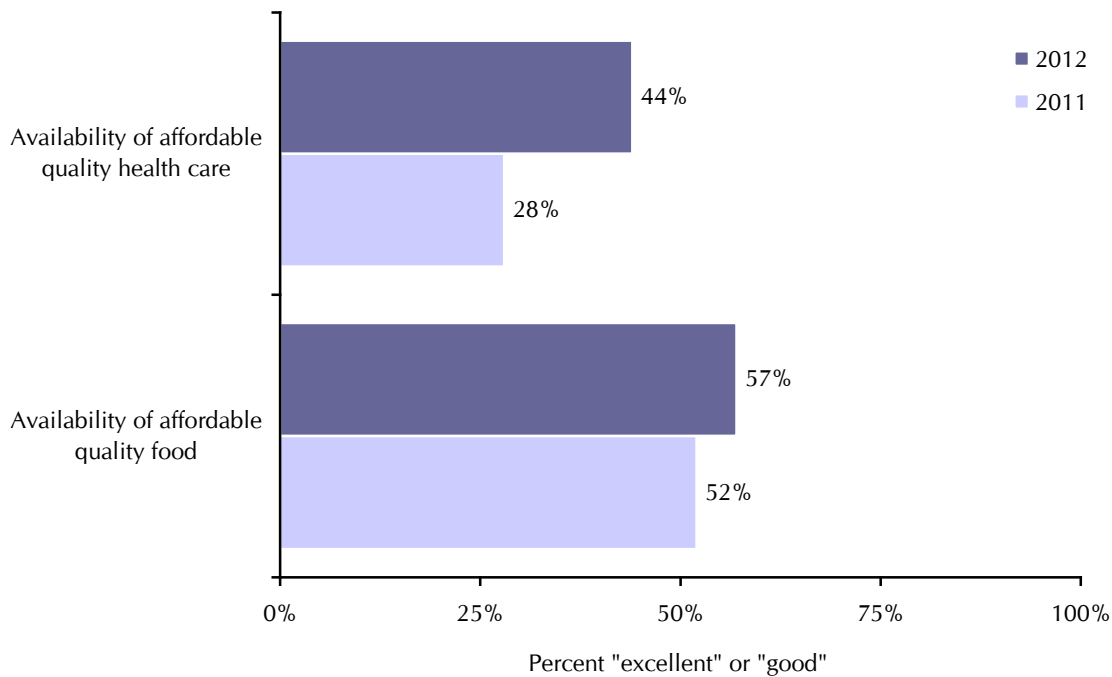


FIGURE 62: COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Availability of affordable quality health care	Below
Availability of affordable quality food	Similar

## 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 majority of residents rated the City of San José as an “excellent” or “good” place to raise kids and about 28% rated it as an excellent or good place to retire. Some residents felt that the local sense of community was “excellent” or “good.” Most survey respondents felt the City of San José was open and accepting towards people of diverse backgrounds. The availability of affordable quality child care was rated the lowest by residents and was lower than the benchmark. When compared to the previous survey, ratings increased for the availability of affordable quality child care and for San José as a place to raise children.

FIGURE 63: RATINGS OF COMMUNITY QUALITY AND INCLUSIVENESS BY YEAR

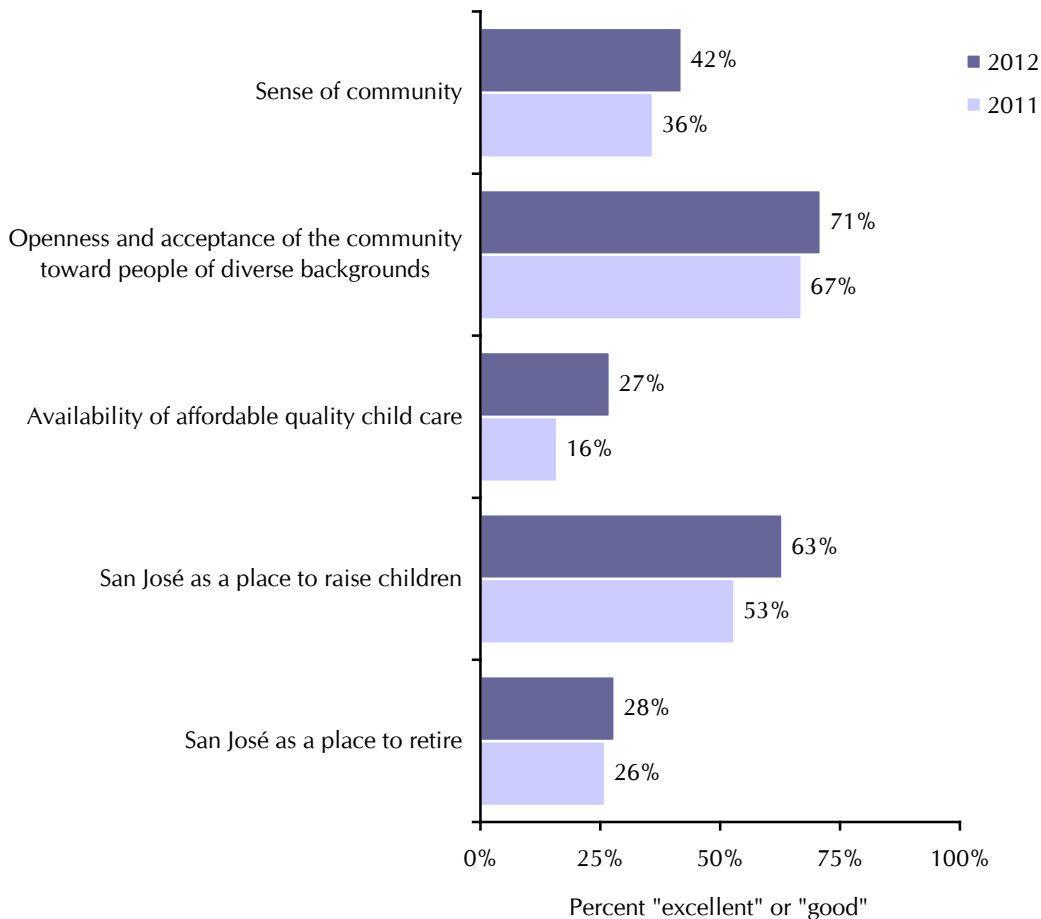


FIGURE 64: COMMUNITY QUALITY AND INCLUSIVENESS BENCHMARKS

	Comparison to benchmark
Sense of community	Much below
Openness and acceptance of the community toward people of diverse backgrounds	Above
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 36% to 39% with ratings of “excellent” or “good.” All services for more vulnerable populations were below the benchmark.

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

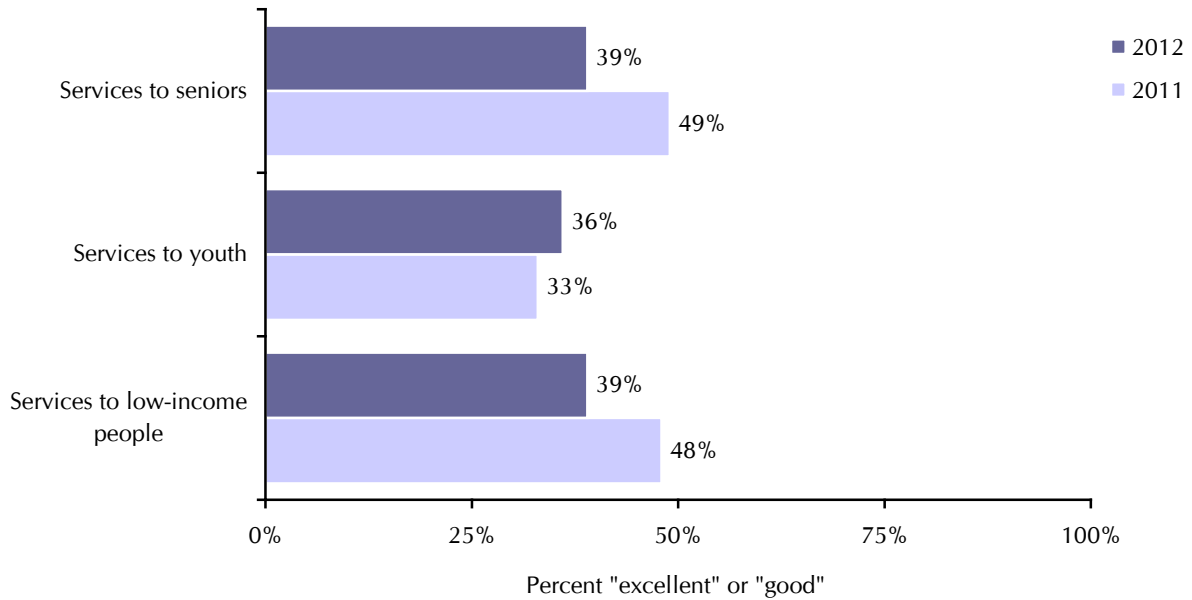


FIGURE 66: SERVICES PROVIDED FOR POPULATION SUBGROUPS BENCHMARKS

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

## 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 similarly.

Ratings of civic engagement opportunities were below ratings from comparison jurisdictions where these questions were asked.

FIGURE 67: RATINGS OF CIVIC ENGAGEMENT OPPORTUNITIES

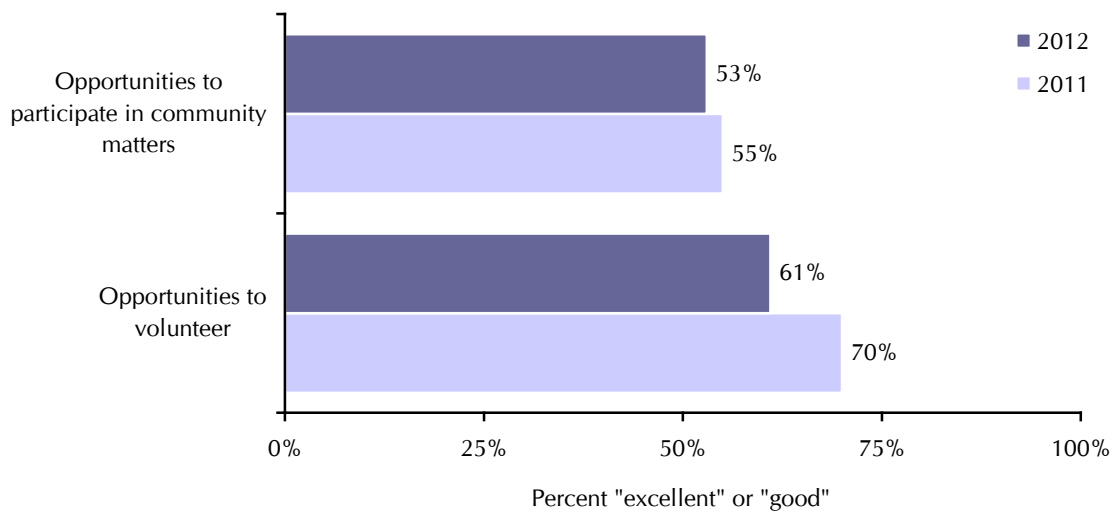


FIGURE 68: CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

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



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. The participation rates of these civic behaviors were compared to the rates in other jurisdictions. Volunteering time to a group and providing help to a neighbor showed similar rates of involvement; while attending a meeting of local elected officials, watching a meeting of local elected officials and participating in a club showed lower rates of community engagement.

FIGURE 69: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BY YEAR

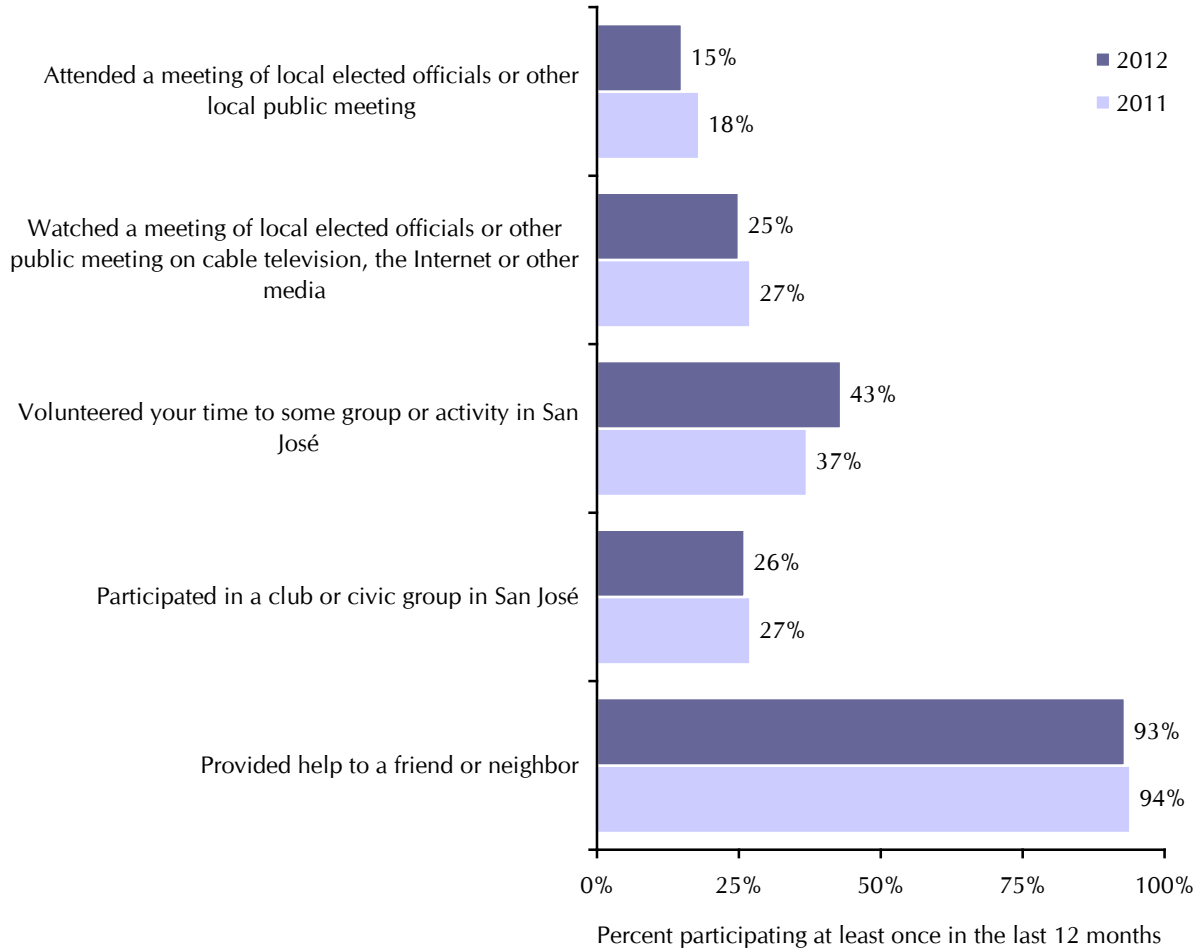
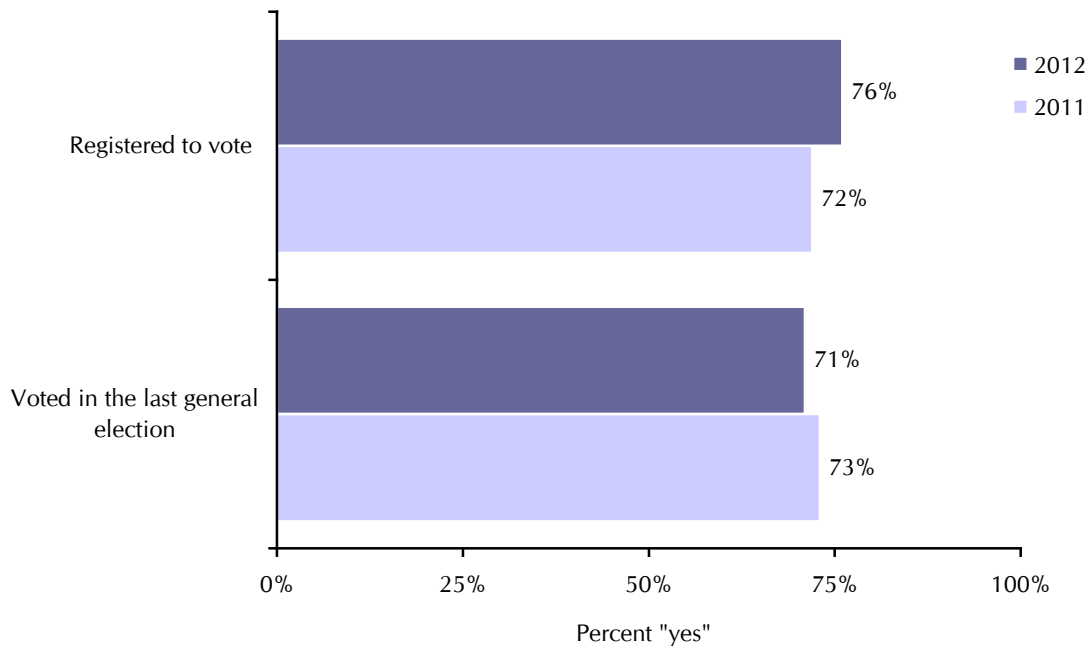


FIGURE 70: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	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	Similar
Participated in a club or civic group in San José	Less
Provided help to a friend or neighbor	Similar

City of San José residents showed the largest amount of civic engagement in the area of electoral participation. Seventy-six percent reported they were registered to vote and 71% 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 BY YEAR



Note: In addition to the removal of “don’t know” responses, those who said “ineligible to vote” also have been omitted from this calculation. The full frequencies appear in Appendix A.

FIGURE 72: VOTING BEHAVIOR BENCHMARKS

	Comparison to benchmark
Registered to vote	Much less
Voted in last general election	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, 55% reported they had done so at least once. Public information services were rated unfavorably compared to benchmark data.

FIGURE 73: USE OF INFORMATION SOURCES

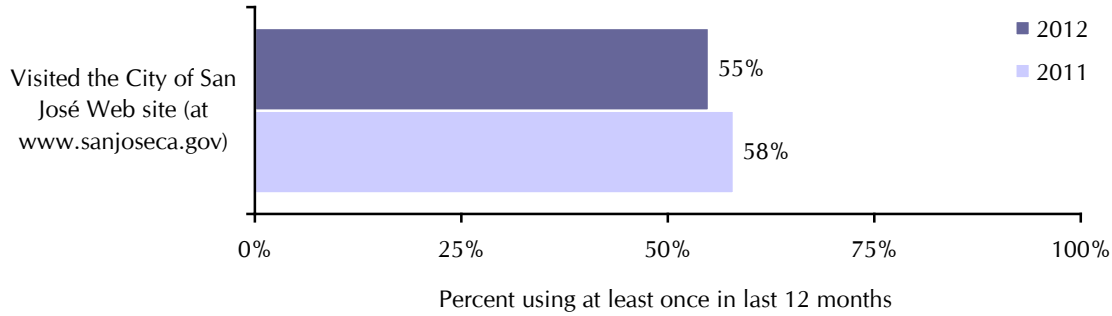


FIGURE 74: USE OF INFORMATION SOURCES BENCHMARKS

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

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

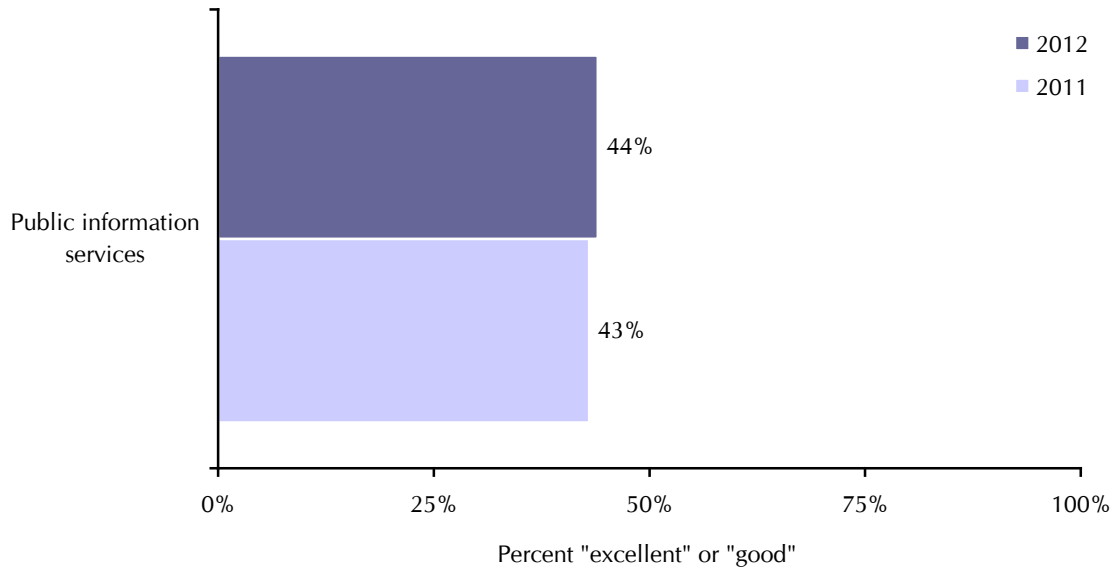


FIGURE 76: LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BENCHMARKS

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 46% of respondents, while even more rated opportunities to participate in religious or spiritual events and activities as “excellent” or “good.” Opportunities to participate in social events trended lower compared to the previous survey year.

FIGURE 77: RATINGS OF SOCIAL ENGAGEMENT OPPORTUNITIES

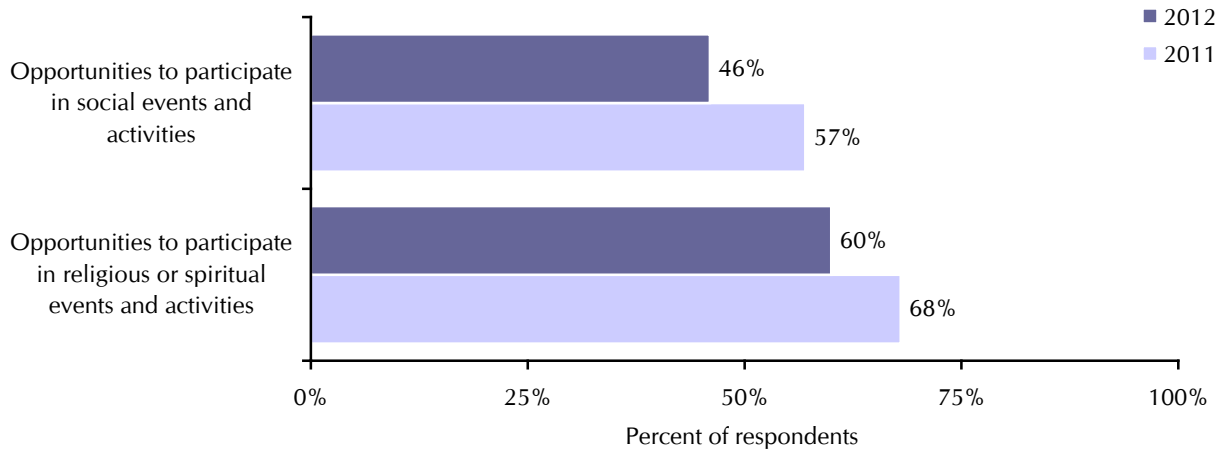


FIGURE 78: SOCIAL ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to participate in social events and activities	Much below
Opportunities to participate in religious or spiritual events and activities	Much below

Residents in San José reported a fair amount of neighborliness. About 35% indicated talking or visiting with their neighbors at least several times a week. This amount of contact with neighbors was less than the amount of contact reported in other communities.

FIGURE 79: CONTACT WITH IMMEDIATE NEIGHBORS

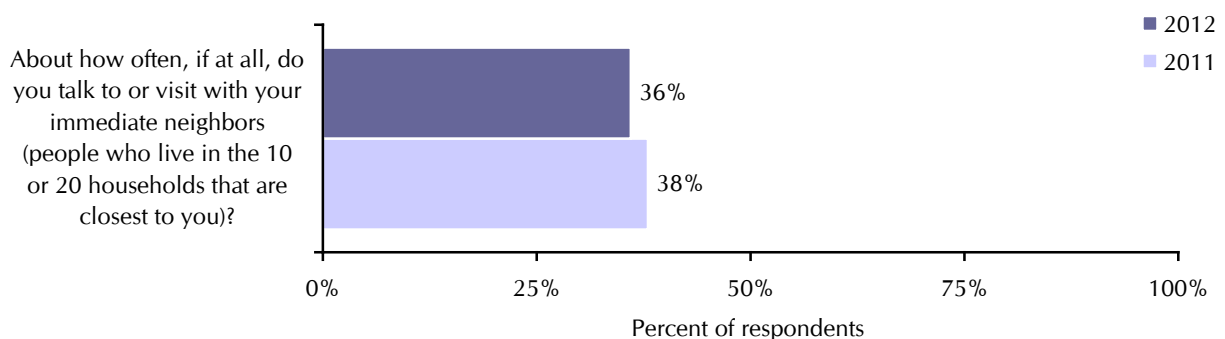


FIGURE 80: CONTACT WITH IMMEDIATE NEIGHBORS BENCHMARKS

	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.

Less than half 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, 37% rated it as "excellent" or "good." Of these four ratings, all four were much below the benchmark.

FIGURE 81: PUBLIC TRUST RATINGS BY YEAR

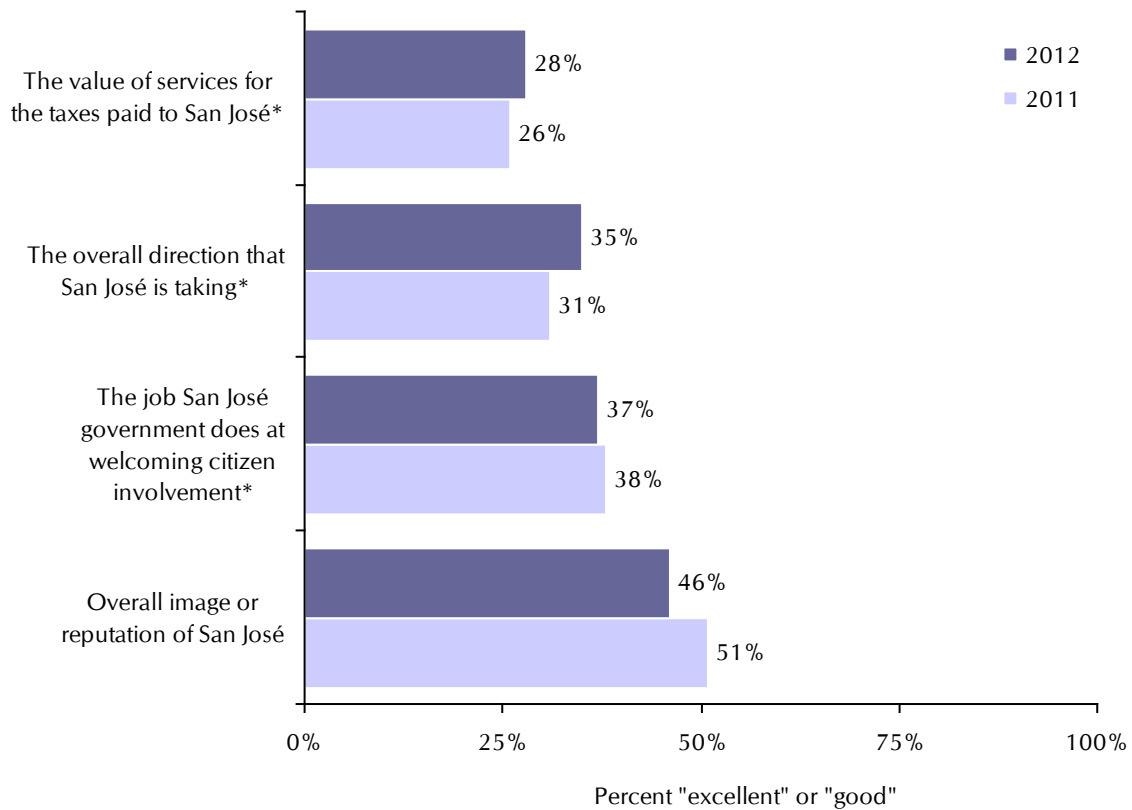


FIGURE 82: PUBLIC TRUST BENCHMARKS

	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	Much 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 42% of survey participants. The City of San José’s rating was below the benchmark when compared to other communities in the nation. Ratings of overall City services have remained stable over the last year.

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

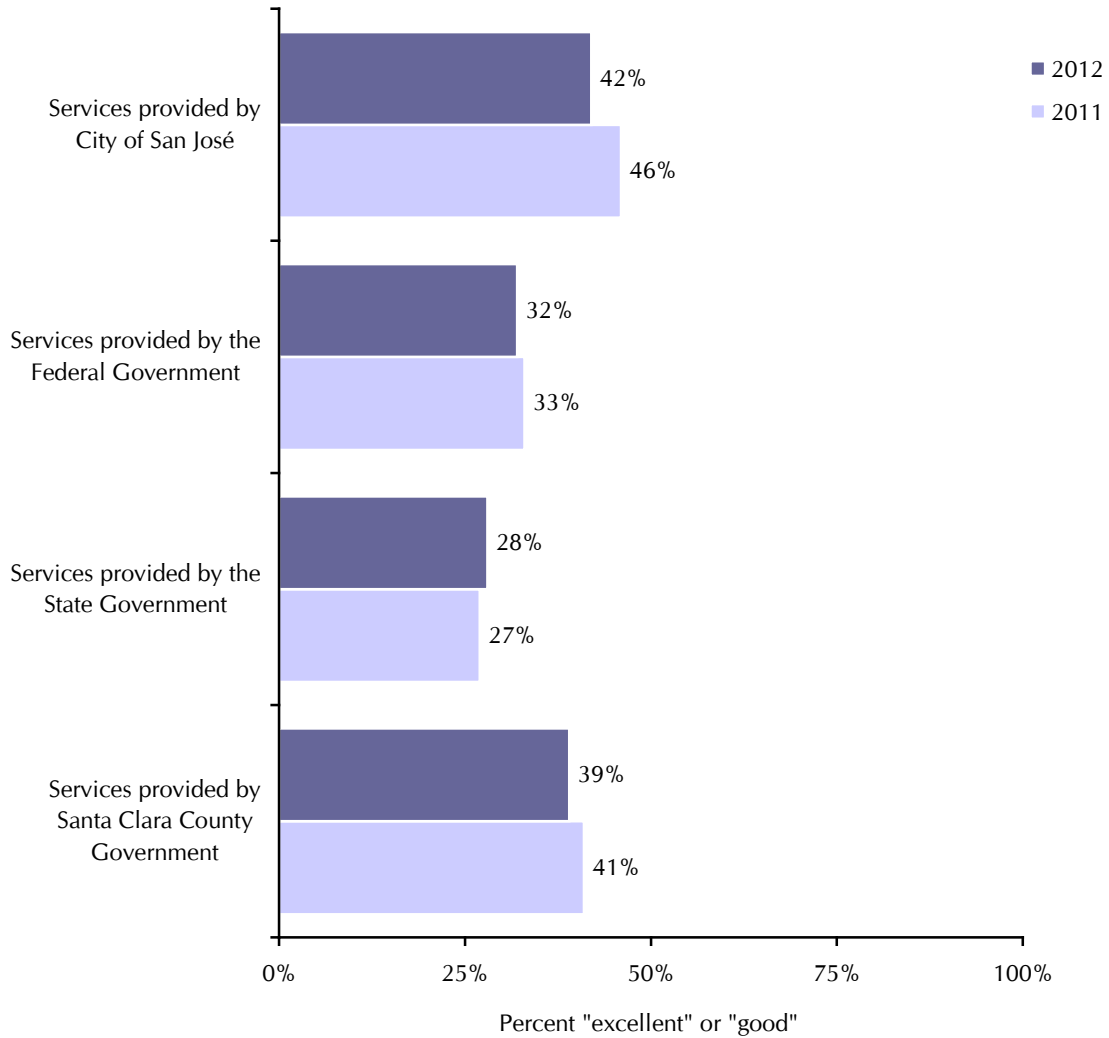


FIGURE 84: SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BENCHMARKS

	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	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 30% who reported that they had been in contact (a percent that is 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 highly; 53% of respondents rated their overall impression as "excellent" or "good." Employees ratings were lower than the national benchmark and were similar to the past survey.

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

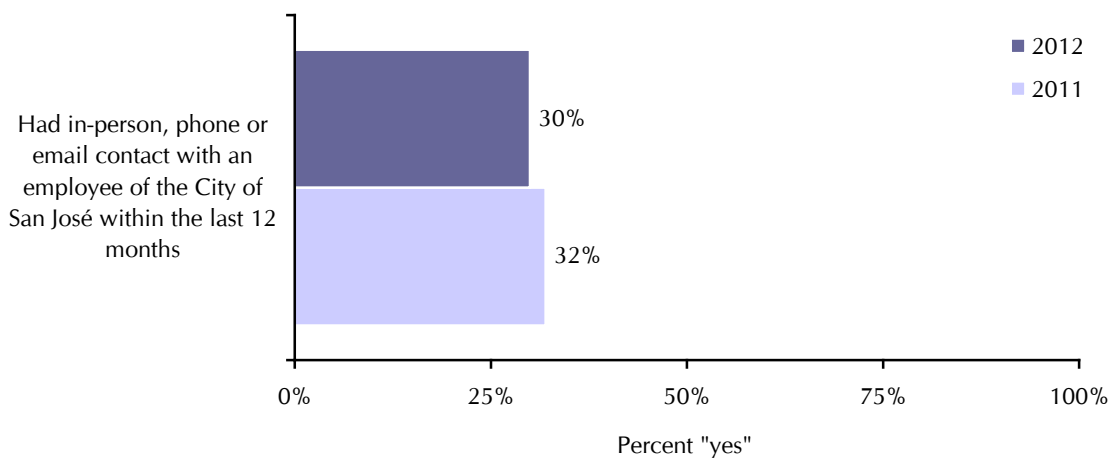


FIGURE 86: CONTACT WITH CITY EMPLOYEES BENCHMARKS

	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) BY YEAR

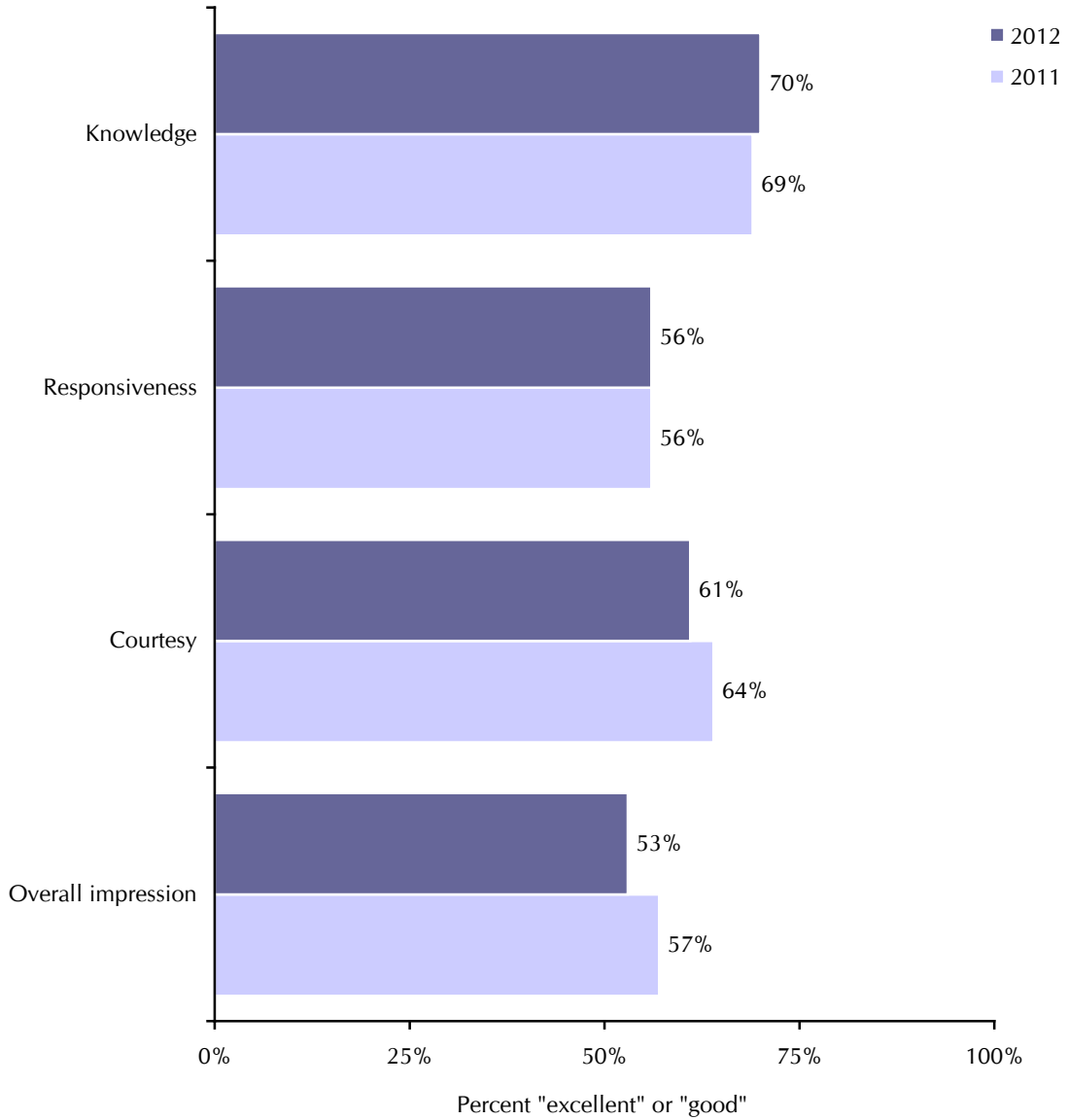


FIGURE 88: RATINGS OF CITY EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BENCHMARKS

	Comparison to benchmark
Knowledge	Much 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 using Mineta San José International Airport	25%	51%	22%	1%	100%
Availability of flights at Mineta San José International Airport	17%	48%	27%	9%	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	36%
Yes	64%
Total	100%

Custom Question 3	
How important, if at all, is it for you to conserve water in your home?	Percent of respondents
Essential	19%
Very important	45%
Somewhat important	31%
Not at all important	5%
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 José:	Excellent	Good	Fair	Poor	Total
San José as a place to live	19%	45%	29%	7%	100%
Your neighborhood as a place to live	20%	45%	29%	6%	100%
San José as a place to raise children	16%	47%	25%	12%	100%
San José as a place to work	26%	48%	23%	4%	100%
San José as a place to retire	10%	18%	36%	36%	100%
The overall quality of life in San José	12%	48%	35%	5%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to San José as a whole:	Excellent	Good	Fair	Poor	Total
Sense of community	2%	40%	42%	16%	100%
Openness and acceptance of the community toward people of diverse backgrounds	20%	51%	22%	8%	100%
Overall appearance of San José	5%	44%	41%	11%	100%
Cleanliness of San José	1%	40%	43%	16%	100%
Overall quality of new development in San José	6%	48%	37%	10%	100%
Variety of housing options	6%	33%	39%	22%	100%
Overall quality of business and service establishments in San José	12%	54%	28%	6%	100%
Shopping opportunities	26%	51%	21%	3%	100%
Opportunities to attend cultural activities	15%	45%	32%	8%	100%
Recreational opportunities	10%	45%	35%	10%	100%
Employment opportunities	13%	38%	33%	15%	100%
Educational opportunities	11%	48%	29%	11%	100%
Opportunities to participate in social events and activities	11%	35%	42%	11%	100%
Opportunities to participate in religious or spiritual events and activities	13%	47%	34%	6%	100%
Opportunities to volunteer	15%	46%	35%	4%	100%
Opportunities to participate in community matters	10%	43%	38%	9%	100%
Ease of car travel in San José	5%	45%	38%	12%	100%
Ease of bus travel in San José	4%	36%	35%	25%	100%
Ease of rail travel in San José	6%	35%	39%	19%	100%
Ease of bicycle travel in San José	4%	35%	41%	19%	100%
Ease of walking in San José	6%	47%	33%	15%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to San José as a whole:	Excellent	Good	Fair	Poor	Total
Availability of paths and walking trails	8%	37%	41%	14%	100%
Traffic flow on major streets	1%	25%	51%	23%	100%
Amount of public parking	2%	34%	44%	20%	100%
Availability of affordable quality housing	2%	19%	40%	39%	100%
Availability of affordable quality child care	1%	26%	46%	27%	100%
Availability of affordable quality health care	6%	38%	36%	20%	100%
Availability of affordable quality food	15%	43%	34%	8%	100%
Air quality	5%	43%	41%	11%	100%
Quality of overall natural environment in San José	4%	44%	41%	10%	100%
Overall image or reputation of San José	4%	42%	46%	8%	100%

Question 3: Growth						
Please rate the speed of growth in the following categories in San José over the past 2 years:	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Total
Population growth	0%	3%	34%	44%	19%	100%
Retail growth (stores, restaurants, etc.)	3%	18%	63%	11%	4%	100%
Jobs growth	20%	52%	26%	2%	0%	100%

Question 4: Code Enforcement	
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in San José?	Percent of respondents
Not a problem	3%
Minor problem	33%
Moderate problem	47%
Major problem	17%
Total	100%

Question 5: Community Safety						
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	Total
Violent crime (e.g., rape, assault, robbery)	8%	38%	20%	29%	6%	100%
Property crimes (e.g., burglary, theft)	3%	25%	18%	40%	13%	100%
Environmental hazards, including toxic waste	16%	38%	29%	13%	3%	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	40%	44%	10%	7%	0%	100%
In your neighborhood after dark	15%	43%	18%	20%	5%	100%
In San José's downtown area during the day	18%	44%	21%	14%	3%	100%
In San José's downtown area after dark	2%	20%	19%	39%	19%	100%

Question 7: Contact with Police Department			
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	Yes	Total
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?	77%	23%	100%

Question 8: Ratings of Contact with Police Department					
What was your overall impression of your most recent contact with the City of San José Police Department?	Excellent	Good	Fair	Poor	Total
What was your overall impression of your most recent contact with the City of San José Police Department?	20%	38%	20%	22%	100%

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	22%
Yes	78%
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 José?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Used San José public libraries or their services	30%	28%	22%	11%	9%	100%
Used San José recreation centers	58%	18%	15%	5%	4%	100%
Participated in a recreation program or activity	63%	18%	14%	3%	1%	100%
Visited a neighborhood park or City park	11%	17%	36%	17%	19%	100%
Ridden a local bus within San José	69%	13%	10%	3%	5%	100%
Attended a meeting of local elected officials or other local public meeting	85%	8%	6%	1%	0%	100%
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	75%	14%	8%	1%	3%	100%
Visited the City of San José Web site (at www.sanjoseca.gov)	45%	31%	19%	3%	2%	100%
Recycled used paper, cans or bottles from your home	7%	5%	16%	6%	66%	100%
Volunteered your time to some group or activity in San José	57%	20%	13%	4%	6%	100%
Participated in religious or spiritual activities in San José	50%	18%	13%	3%	16%	100%
Participated in a club or civic group in San José	74%	13%	9%	1%	3%	100%
Provided help to a friend or neighbor	7%	27%	37%	16%	13%	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	15%
Several times a week	21%
Several times a month	24%
Less than several times a month	40%
Total	100%

Question 13: Service Quality					
Please rate the quality of each of the following services in San José:	Excellent	Good	Fair	Poor	Total
Police services	9%	45%	34%	13%	100%
Fire services	24%	56%	19%	1%	100%
Ambulance or emergency medical services	20%	53%	24%	2%	100%
Crime prevention	3%	25%	45%	27%	100%
Fire prevention and education	4%	51%	34%	11%	100%
Traffic enforcement	6%	31%	44%	19%	100%
Street repair	3%	12%	37%	48%	100%
Street cleaning	4%	28%	44%	23%	100%
Street lighting	5%	30%	47%	18%	100%
Sidewalk maintenance	2%	28%	38%	32%	100%
Traffic signal timing	4%	32%	44%	19%	100%
Bus or transit services	3%	39%	44%	13%	100%
Garbage collection	23%	54%	19%	4%	100%
Recycling	25%	53%	20%	2%	100%
Yard waste pick-up	24%	49%	23%	5%	100%
Storm drainage	8%	45%	35%	12%	100%
Drinking water	10%	43%	29%	19%	100%
Sewer services	12%	47%	34%	8%	100%
City parks	9%	46%	37%	8%	100%
Recreation programs or classes	4%	40%	41%	16%	100%
Recreation centers or facilities	3%	40%	43%	13%	100%
Land use, planning and zoning	2%	32%	50%	16%	100%
Code enforcement (weeds, abandoned buildings, etc.)	2%	24%	41%	33%	100%
Animal control	3%	41%	38%	17%	100%
Economic development	6%	28%	49%	18%	100%
Services to seniors	4%	35%	42%	19%	100%
Services to youth	3%	32%	47%	18%	100%
Services to low-income people	5%	34%	35%	26%	100%
Public library services	11%	51%	31%	7%	100%
Public information services	5%	39%	48%	7%	100%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	8%	29%	37%	26%	100%
Preservation of natural areas such as open space, farmlands and greenbelts	8%	27%	43%	22%	100%
Graffiti removal	4%	19%	45%	31%	100%
Gang prevention efforts	1%	15%	40%	44%	100%
Street tree maintenance	2%	30%	37%	30%	100%
Building permit services	2%	26%	48%	25%	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 José	5%	36%	49%	9%	100%
The Federal Government	2%	30%	49%	19%	100%
The State Government	4%	24%	50%	22%	100%
Santa Clara County Government	3%	36%	50%	12%	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 José to someone who asks	29%	45%	17%	9%	100%
Remain in San José for the next five years	46%	36%	7%	11%	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	22%
Neutral	52%
Somewhat negative	16%
Very negative	6%
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 José Fire Department within the last 12 months?	No	Yes	Total
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?	93%	7%	100%

Question 18: Ratings of Contact with Fire Department					
What was your overall impression of your most recent contact with the City of San José Fire Department?	Excellent	Good	Fair	Poor	Total
What was your overall impression of your most recent contact with the City of San José Fire Department?	66%	25%	3%	5%	100%

Question 19: Contact with City Employees	
Have you had any in-person, phone or email with an employee of the City of San José within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents
No	70%
Yes	30%
Total	100%

Question 20: City Employees					
What was your impression of the employee(s) of the City of San José in your most recent contact?	Excellent	Good	Fair	Poor	Total
Knowledge	7%	63%	14%	15%	100%
Responsiveness	9%	47%	28%	16%	100%
Courtesy	16%	45%	20%	19%	100%
Overall impression	8%	45%	28%	18%	100%

Question 21: Government Performance					
Please rate the following categories of San José government performance:	Excellent	Good	Fair	Poor	Total
The value of services for the taxes paid to San José	3%	25%	43%	29%	100%
The overall direction that San José is taking	2%	32%	47%	18%	100%
The job San José government does at welcoming citizen involvement	2%	35%	36%	28%	100%

Question 22: Custom Question 1					
Please rate the following aspects of Mineta San José International Airport:	Excellent	Good	Fair	Poor	Total
Overall ease of using Mineta San José International Airport	25%	51%	22%	1%	100%
Availability of flights at Mineta San José International Airport	17%	48%	27%	9%	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	36%
Yes	64%
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	19%
Very important	45%
Somewhat important	31%
Not at all important	5%
Total	100%

Question D1: Employment Status	
Are you currently employed for pay?	Percent of respondents
No	26%
Yes, full-time	64%
Yes, part-time	10%
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	12%
Bus, rail, subway or other public transportation	4%
Walk	3%
Bicycle	1%
Work at home	4%
Other	0%

Question D3: Length of Residency	
How many years have you lived in San José?	Percent of respondents
Less than 2 years	11%
2 to 5 years	7%
6 to 10 years	15%
11 to 20 years	20%
More than 20 years	47%
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)	5%
Building with two or more apartments or condominiums	35%
Mobile home	8%
Other	1%
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	40%
Owned by you or someone in this house with a mortgage or free and clear	60%
Total	100%

Question D6: Monthly Housing Cost	
About how much is the 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	1%
\$300 to \$599 per month	6%
\$600 to \$999 per month	12%
\$1,000 to \$1,499 per month	20%
\$1,500 to \$2,499 per month	30%
\$2,500 or more per month	31%
Total	100%

Question D7: Presence of Children in Household	
Do any children 17 or under live in your household?	Percent of respondents
No	61%
Yes	39%
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	79%
Yes	21%
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	15%
\$25,000 to \$49,999	16%
\$50,000 to \$99,999	28%
\$100,000 to \$149,999	21%
\$150,000 or more	20%
Total	100%

Question D10: Ethnicity	
Are you Spanish, Hispanic or Latino?	Percent of respondents
No, not Spanish, Hispanic or Latino	72%
Yes, I consider myself to be Spanish, Hispanic or Latino	28%
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	2%
Asian, Asian Indian or Pacific Islander	31%
Black or African American	3%
White	55%
Other	20%
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	4%
25 to 34 years	26%
35 to 44 years	21%
45 to 54 years	20%
55 to 64 years	13%
65 to 74 years	8%
75 years or older	8%
Total	100%

Question D13: Gender	
What is your sex?	Percent of respondents
Female	51%
Male	49%
Total	100%

Question D14: Registered to Vote	
Are you registered to vote in your jurisdiction?	Percent of respondents
No	23%
Yes	73%
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	27%
Yes	66%
Ineligible to vote	7%
Total	100%

Question D16: Has Cell Phone	
Do you have a cell phone?	Percent of respondents
No	10%
Yes	90%
Total	100%

Question D17: Has Land Line	
Do you have a land line at home?	Percent of respondents
No	43%
Yes	57%
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	36%
Land line	33%
Both	31%
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 José:	Excellent		Good		Fair		Poor		Don't know		Total	
	San José as a place to live	19%	44	45%	102	29%	65	7%	17	0%	1	100%
Your neighborhood as a place to live	20%	45	45%	102	29%	67	6%	15	0%	0	100%	229
San José as a place to raise children	14%	32	42%	96	22%	51	10%	23	11%	26	100%	228
San José as a place to work	23%	53	44%	100	21%	47	3%	7	9%	19	100%	226
San José as a place to retire	8%	19	16%	36	31%	70	31%	71	13%	30	100%	226
The overall quality of life in San José	12%	27	48%	110	35%	79	5%	11	0%	0	100%	228

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to San José as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	Sense of community	2%	5	37%	84	39%	88	15%	35	6%	13	100%
Openness and acceptance of the community toward people of diverse backgrounds	19%	42	49%	109	21%	47	7%	16	4%	9	100%	224
Overall appearance of San José	5%	10	43%	98	40%	92	10%	24	1%	3	100%	226
Cleanliness of San José	1%	3	40%	90	42%	95	16%	36	1%	2	100%	225
Overall quality of new development in San José	5%	11	41%	94	32%	73	9%	19	13%	30	100%	227
Variety of housing options	6%	13	30%	68	35%	80	21%	47	9%	19	100%	227
Overall quality of business and service establishments in San José	11%	25	52%	117	27%	61	6%	13	4%	10	100%	226
Shopping opportunities	26%	59	50%	115	21%	47	3%	6	1%	2	100%	228
Opportunities to attend cultural activities	13%	30	41%	91	29%	65	8%	17	9%	21	100%	224
Recreational opportunities	9%	21	42%	95	33%	74	9%	21	7%	16	100%	227
Employment opportunities	12%	28	35%	79	30%	69	14%	32	8%	19	100%	227
Educational opportunities	10%	24	45%	102	27%	62	11%	24	7%	17	100%	228

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to San José as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	Opportunities to participate in social events and activities	10%	23	33%	75	39%	89	11%	24	7%	16	100%
Opportunities to participate in religious or spiritual events and activities	11%	24	38%	87	28%	63	5%	10	19%	43	100%	228
Opportunities to volunteer	11%	26	35%	79	27%	61	3%	6	23%	53	100%	224
Opportunities to participate in community matters	7%	17	32%	72	29%	65	7%	15	25%	58	100%	227
Ease of car travel in San José	5%	11	44%	100	37%	83	12%	28	3%	6	100%	228
Ease of bus travel in San José	3%	6	23%	53	23%	52	16%	37	35%	80	100%	227
Ease of rail travel in San José	4%	10	26%	59	29%	66	14%	33	27%	60	100%	228
Ease of bicycle travel in San José	3%	7	25%	56	29%	66	13%	30	30%	69	100%	229
Ease of walking in San José	5%	12	43%	97	30%	68	13%	30	9%	20	100%	227
Availability of paths and walking trails	7%	16	33%	75	37%	83	12%	27	10%	23	100%	223
Traffic flow on major streets	1%	2	24%	55	50%	112	22%	50	2%	4	100%	224
Amount of public parking	2%	4	32%	74	41%	94	19%	42	6%	13	100%	227
Availability of affordable quality housing	2%	4	16%	37	34%	79	34%	78	13%	31	100%	228
Availability of affordable quality child care	0%	1	13%	30	23%	53	14%	31	49%	112	100%	226
Availability of affordable quality health care	5%	10	31%	71	29%	67	17%	38	18%	41	100%	228
Availability of affordable quality food	14%	31	42%	93	33%	74	8%	18	3%	7	100%	223
Air quality	5%	12	41%	93	39%	89	11%	25	4%	9	100%	228
Quality of overall natural environment in San José	4%	9	42%	95	39%	89	10%	23	5%	11	100%	227
Overall image or reputation of San José	4%	10	41%	93	45%	103	8%	19	1%	3	100%	227

Question 3: Growth														
Please rate the speed of growth in the following categories in San José 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	2%	5	26%	59	34%	77	15%	34	22%	50	100%
Retail growth (stores, restaurants, etc.)	2%	5	16%	37	56%	125	10%	22	4%	9	12%	27	100%	225
Jobs growth	15%	34	41%	92	20%	46	1%	3	0%	0	22%	50	100%	226

Question 4: Code Enforcement		
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in San José?	Percent of respondents	Count
Not a problem	3%	6
Minor problem	30%	66
Moderate problem	43%	96
Major problem	16%	35
Don't know	9%	20
Total	100%	224

Question 5: Community Safety														
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		Total	
	Violent crime (e.g., rape, assault, robbery)	8%	17	37%	83	19%	44	28%	64	6%	13	2%	6	100%
Property crimes (e.g., burglary, theft)	3%	7	25%	56	18%	41	39%	89	13%	29	3%	6	100%	227
Environmental hazards, including toxic waste	14%	33	34%	77	26%	58	12%	26	3%	7	12%	26	100%	227



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	39%	90	43%	98	9%	22	7%	15	0%	0	2%	4	100%
In your neighborhood after dark	14%	33	42%	96	17%	40	19%	44	5%	11	2%	5	100%	229
In San José's downtown area during the day	17%	39	41%	94	19%	44	13%	30	3%	7	7%	15	100%	229
In San José's downtown area after dark	2%	5	18%	42	18%	40	36%	82	18%	40	9%	20	100%	229

Question 7: Contact with Police Department													
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		Yes		Don't know		Total	
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?						76%	171	23%	52	1%	2	100%	225

Question 8: Ratings of Contact with Police Department															
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		Total	
What was your overall impression of your most recent contact with the City of San José Police Department?				20%	10	38%	20	20%	11	22%	11	0%	0	100%	52

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%	194
Yes		12%	27
Don't know		1%	3
Total		100%	223

Question 10: Crime Reporting		
If yes, was this crime (these crimes) reported to the police?	Percent of respondents	Count
No	21%	6
Yes	77%	20
Don't know	2%	0
Total	100%	27

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 José?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
Used San José public libraries or their services	30%	69	28%	63	22%	50	11%	25	9%	21	100%	227
Used San José recreation centers	58%	131	18%	40	15%	34	5%	12	4%	9	100%	227
Participated in a recreation program or activity	63%	143	18%	41	14%	32	3%	7	1%	3	100%	226
Visited a neighborhood park or City park	11%	24	17%	39	36%	83	17%	38	19%	43	100%	227
Ridden a local bus within San José	69%	153	13%	30	10%	21	3%	7	5%	11	100%	222
Attended a meeting of local elected officials or other local public meeting	85%	193	8%	17	6%	13	1%	2	0%	1	100%	226
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	75%	168	14%	31	8%	18	1%	1	3%	7	100%	226
Visited the City of San José Web site (at <a href="http://www.sanjoseca.gov">www.sanjoseca.gov</a> )	45%	101	31%	70	19%	42	3%	7	2%	4	100%	225
Recycled used paper, cans or bottles from your home	7%	16	5%	10	16%	36	6%	13	66%	146	100%	220
Volunteered your time to some group or activity in San José	57%	125	20%	43	13%	29	4%	9	6%	13	100%	219
Participated in religious or spiritual activities in San José	50%	113	18%	41	13%	29	3%	7	16%	35	100%	226
Participated in a club or civic group in San José	74%	168	13%	30	9%	21	1%	1	3%	6	100%	226
Provided help to a friend or neighbor	7%	15	27%	62	37%	84	16%	36	13%	30	100%	227

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	15%	34
Several times a week	21%	47
Several times a month	24%	55
Less than several times a month	40%	90
Total	100%	226

Question 13: Service Quality												
Please rate the quality of each of the following services in San José:	Excellent		Good		Fair		Poor		Don't know		Total	
	Police services	7%	17	38%	85	29%	64	11%	24	15%	33	100%
Fire services	18%	41	42%	94	14%	32	1%	2	25%	57	100%	225
Ambulance or emergency medical services	14%	31	36%	82	17%	37	2%	4	32%	72	100%	226
Crime prevention	2%	4	18%	40	32%	70	20%	43	28%	62	100%	219
Fire prevention and education	3%	7	33%	75	22%	50	7%	15	35%	80	100%	227
Traffic enforcement	5%	12	26%	58	37%	83	16%	36	17%	37	100%	225
Street repair	3%	6	11%	25	35%	78	45%	101	6%	13	100%	223
Street cleaning	4%	9	26%	59	42%	93	22%	48	6%	13	100%	222
Street lighting	5%	11	29%	65	46%	103	17%	39	3%	8	100%	226
Sidewalk maintenance	2%	4	27%	60	36%	81	30%	68	6%	13	100%	226
Traffic signal timing	4%	10	31%	71	43%	96	18%	41	3%	7	100%	225
Bus or transit services	2%	5	25%	55	28%	61	8%	18	38%	83	100%	222
Garbage collection	22%	51	53%	120	19%	42	4%	8	2%	5	100%	226
Recycling	25%	56	51%	116	19%	43	2%	4	4%	8	100%	227
Yard waste pick-up	20%	46	42%	95	20%	44	4%	9	15%	33	100%	227
Storm drainage	6%	14	33%	74	25%	57	9%	19	27%	61	100%	225
Drinking water	9%	20	39%	88	26%	59	17%	38	9%	21	100%	226
Sewer services	9%	21	38%	86	27%	62	6%	14	19%	42	100%	225

Question 13: Service Quality												
Please rate the quality of each of the following services in San José:	Excellent		Good		Fair		Poor		Don't know		Total	
	City parks	8%	19	42%	94	34%	76	7%	17	9%	19	100%
Recreation programs or classes	2%	4	20%	45	21%	46	8%	18	50%	112	100%	225
Recreation centers or facilities	2%	4	21%	48	23%	52	7%	16	47%	104	100%	224
Land use, planning and zoning	1%	3	18%	41	29%	66	9%	21	42%	95	100%	225
Code enforcement (weeds, abandoned buildings, etc.)	1%	2	16%	35	28%	62	22%	50	33%	75	100%	224
Animal control	2%	5	27%	62	25%	57	11%	25	34%	76	100%	225
Economic development	4%	9	20%	44	34%	78	12%	28	29%	67	100%	226
Services to seniors	2%	4	16%	37	20%	45	9%	20	53%	121	100%	227
Services to youth	2%	4	17%	38	25%	56	9%	21	47%	107	100%	227
Services to low-income people	2%	5	15%	35	16%	36	12%	27	55%	124	100%	226
Public library services	9%	19	40%	91	25%	55	6%	13	21%	46	100%	225
Public information services	3%	7	24%	53	30%	65	4%	10	39%	86	100%	221
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	5%	10	16%	35	20%	44	14%	31	46%	102	100%	223
Preservation of natural areas such as open space, farmlands and greenbelts	5%	11	18%	40	29%	64	15%	33	33%	74	100%	221
Graffiti removal	3%	7	15%	34	36%	81	25%	55	20%	46	100%	224
Gang prevention efforts	1%	1	10%	21	25%	56	28%	62	36%	80	100%	221
Street tree maintenance	2%	5	26%	57	31%	69	26%	57	15%	33	100%	220
Building permit services	1%	2	9%	21	17%	38	9%	20	64%	144	100%	224

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 José	5%	11	34%	76	46%	103	8%	18	7%	17	100%
The Federal Government	2%	3	25%	56	41%	91	16%	35	18%	40	100%	225
The State Government	4%	8	20%	44	42%	95	18%	41	16%	36	100%	225
Santa Clara County Government	3%	6	30%	67	41%	93	10%	21	17%	38	100%	225

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 José to someone who asks	28%	64	43%	99	16%	36	8%	18	4%	9	100%
Remain in San José for the next five years	45%	100	35%	78	7%	16	11%	24	3%	6	100%	224

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%	8
Somewhat positive	22%	50
Neutral	52%	118
Somewhat negative	16%	36
Very negative	6%	14
Total	100%	226

Question 17: Contact with Fire Department

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		Yes		Don't know		Total	
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?	92%	208	7%	16	1%	2	100%	226

Question 18: Ratings of Contact with Fire Department

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		Total	
What was your overall impression of your most recent contact with the City of San José Fire Department?	66%	10	25%	4	3%	1	5%	1	0%	0	100%	16

Question 19: Contact with City Employees

Have you had any in-person, phone or email with an employee of the City of San José within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents	Count
No	70%	159
Yes	30%	68
Total	100%	226

Question 20: City Employees

What was your impression of the employee(s) of the City of San José in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
Knowledge	7%	5	63%	42	14%	10	15%	10	0%	0	100%	68
Responsiveness	9%	6	47%	31	28%	18	16%	10	0%	0	100%	65
Courtesy	16%	10	45%	28	20%	13	19%	12	0%	0	100%	62
Overall impression	8%	6	45%	29	28%	19	18%	12	0%	0	100%	65

Question 21: Government Performance												
Please rate the following categories of San José government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	The value of services for the taxes paid to San José	2%	5	22%	49	37%	84	25%	57	14%	31	100%
The overall direction that San José is taking	2%	4	28%	63	40%	91	15%	35	15%	33	100%	226
The job San José government does at welcoming citizen involvement	1%	3	24%	54	24%	55	19%	43	31%	70	100%	226

Question 22: Custom Question 1												
Please rate the following aspects of Mineta San José International Airport	Excellent		Good		Fair		Poor		Don't know		Total	
	Overall ease of using Mineta San José International Airport	23%	52	47%	106	20%	45	1%	3	9%	21	100%
Availability of flights at Mineta San José International Airport	14%	33	42%	94	23%	53	8%	18	12%	28	100%	226

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	32%	72
Yes	56%	126
Don't know	12%	27
Total	100%	225

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	19%	42
Very important	45%	103
Somewhat important	31%	70
Not at all important	5%	11
Total	100%	227

Question D1: Employment Status		
Are you currently employed for pay?	Percent of respondents	Count
No	26%	58
Yes, full-time	64%	145
Yes, part-time	10%	22
Total	100%	225

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	12%
Bus, rail, subway or other public transportation	4%
Walk	3%
Bicycle	1%
Work at home	4%
Other	0%

Question D3: Length of Residency		
How many years have you lived in San José?	Percent of respondents	Count
Less than 2 years	11%	25
2 to 5 years	7%	16
6 to 10 years	15%	33
11 to 20 years	20%	45
More than 20 years	47%	107
Total	100%	226



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%	117
House attached to one or more houses (e.g., a duplex or townhome)	5%	12
Building with two or more apartments or condominiums	35%	79
Mobile home	8%	17
Other	1%	2
Total	100%	226

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	40%	87
Owned by you or someone in this house with a mortgage or free and clear	60%	131
Total	100%	218

Question D6: Monthly Housing Cost		
About how much is the 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	1%	3
\$300 to \$599 per month	6%	13
\$600 to \$999 per month	12%	26
\$1,000 to \$1,499 per month	20%	45
\$1,500 to \$2,499 per month	30%	66
\$2,500 or more per month	31%	69
Total	100%	223

Question D7: Presence of Children in Household		
Do any children 17 or under live in your household?	Percent of respondents	Count
No	61%	137
Yes	39%	88
Total	100%	225

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	79%	179
Yes	21%	49
Total	100%	227

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	15%	33
\$25,000 to \$49,999	16%	35
\$50,000 to \$99,999	28%	61
\$100,000 to \$149,999	21%	47
\$150,000 or more	20%	45
Total	100%	220

Question D10: Ethnicity		
Are you Spanish, Hispanic or Latino?	Percent of respondents	Count
No, not Spanish, Hispanic or Latino	72%	159
Yes, I consider myself to be Spanish, Hispanic or Latino	28%	62
Total	100%	221

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	2%	3
Asian, Asian Indian or Pacific Islander	31%	69
Black or African American	3%	7
White	55%	121
Other	20%	45
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	4%	9
25 to 34 years	26%	59
35 to 44 years	21%	47
45 to 54 years	20%	45
55 to 64 years	13%	30
65 to 74 years	8%	17
75 years or older	8%	18
Total	100%	224

Question D13: Gender		
What is your sex?	Percent of respondents	Count
Female	51%	113
Male	49%	108
Total	100%	220

Question D14: Registered to Vote		
Are you registered to vote in your jurisdiction?	Percent of respondents	Count
No	22%	49
Yes	70%	156
Ineligible to vote	4%	9
Don't know	4%	9
Total	100%	223

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	25%	57
Yes	64%	143
Ineligible to vote	7%	15
Don't know	4%	9
Total	100%	225

Question D16: Has Cell Phone		
Do you have a cell phone?	Percent of respondents	Count
No	10%	24
Yes	90%	202
Total	100%	225

Question D17: Has Land Line		
Do you have a land line at home?	Percent of respondents	Count
No	43%	97
Yes	57%	127
Total	100%	224

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	36%	39
Land line	33%	36
Both	31%	34
Total	100%	109

## 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 and Vietnamese 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."

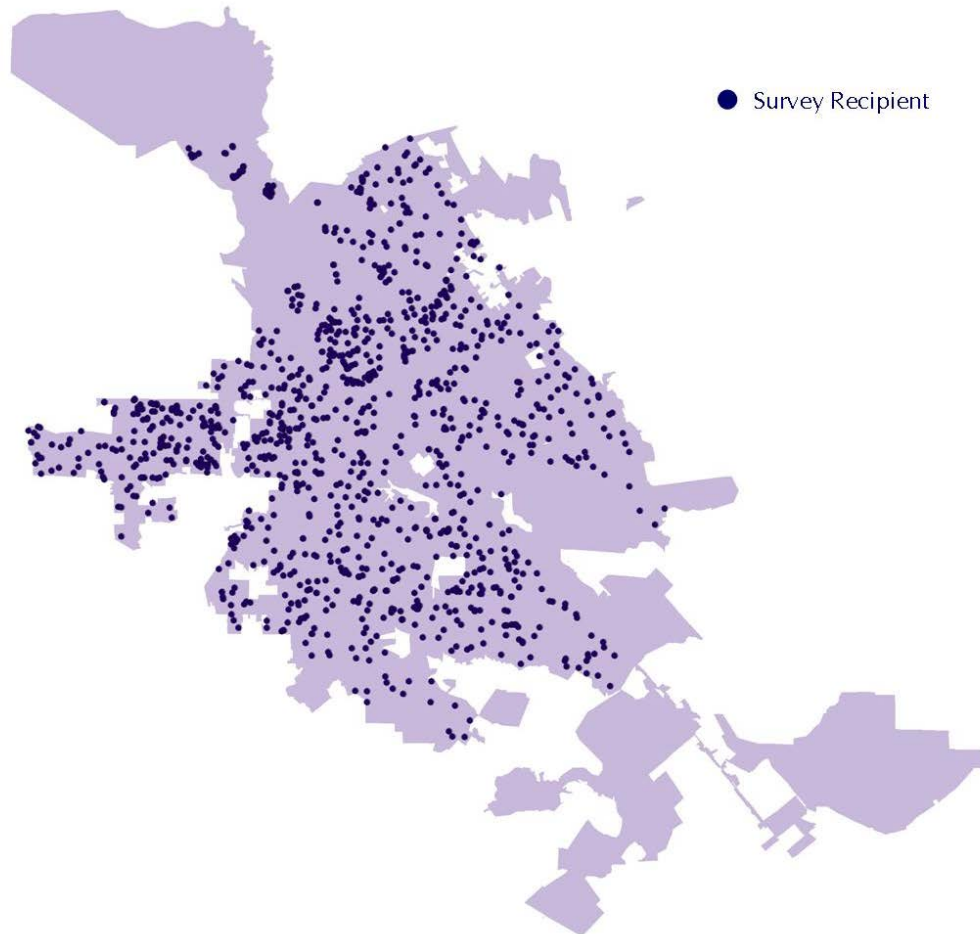
## SURVEY SAMPLING

"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 2012



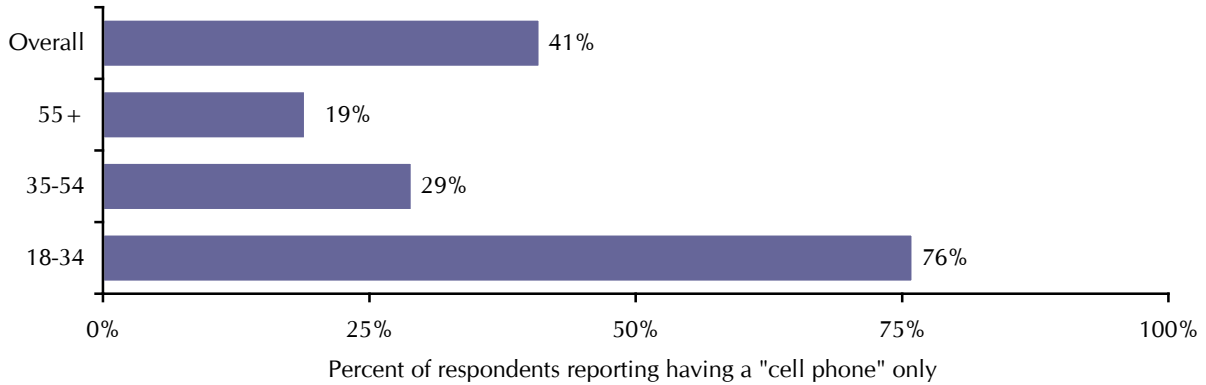
An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship 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 a “cord cutter” population greater than 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 7, 2012. 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 six 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 (231 completed surveys). Survey responses were tracked by each quadrant of the City. Of the completed surveys, 78 were from the Northwest quadrant of the City, 48 were from the Northeast, 70 were from the Southwest, and 35 were from the Southeast quadrant of San José.

A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire jurisdiction is between 71% and 79%. This source of

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

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 and the 2005-2009 American Community Survey and other population norms 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 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.

City of San José Citizen Survey Weighting Table			
Characteristic	Population Norm <sup>1</sup>	Unweighted Data	Weighted Data
<b>Housing</b>			
Rent home	42%	33%	40%
Own home	58%	67%	60%
Detached unit	60%	56%	59%
Attached unit	40%	44%	41%
<b>Race and Ethnicity</b>			
White	45%	57%	46%
Not white	55%	43%	54%
Not Hispanic	71%	83%	72%
Hispanic	29%	17%	28%
White alone, not Hispanic	32%	49%	37%
Hispanic and/or other race	68%	51%	63%
<b>Sex and Age</b>			
Female	50%	47%	51%
Male	50%	53%	49%
18-34 years of age	33%	15%	31%
35-54 years of age	40%	41%	41%
55+ years of age	27%	44%	29%
Females 18-34	16%	7%	15%
Females 35-54	20%	20%	20%
Females 55+	14%	20%	16%
Males 18-34	17%	8%	16%
Males 35-54	20%	21%	21%
Males 55+	12%	24%	13%

<sup>1</sup> Source: 2010 Census/2005-2009 ACS

## 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 Cộng 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!

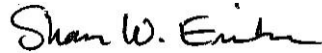
Su hogar ha sido seleccionado para participar en una encuesta anónima de ciudadanos sobre la Ciudad de San José. Usted recibirá una copia de la encuesta la próxima semana por correo con instrucciones en completar y regresar la encuesta. Gracias de antemano por su ayuda con este proyecto importante!

Gia đình của quý vị được chọn ngẫu nhiên để tham gia vào cuộc khảo sát công dân về Thành Phố San José. Quý vị sẽ nhận một bản khảo sát trong tuần tới qua đường bưu điện với những hướng dẫn điền vào và gửi trả lại. Xin nhớ rằng câu trả lời của quý vị sẽ được giữ tên. Cám ơn quý vị đã giúp chúng tôi hoàn tất dự án quan trọng này!

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

Dear City of San José  
Resident,

Estimado residente de la  
ciudad de San José,

Thân Gởi Cộng 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!

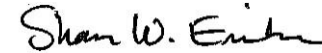
Su hogar ha sido seleccionado para participar en una encuesta anónima de ciudadanos sobre la Ciudad de San José. Usted recibirá una copia de la encuesta la próxima semana por correo con instrucciones en completar y regresar la encuesta. Gracias de antemano por su ayuda con este proyecto importante!

Gia đình của quý vị được chọn ngẫu nhiên để tham gia vào cuộc khảo sát công dân về Thành Phố San José. Quý vị sẽ nhận một bản khảo sát trong tuần tới qua đường bưu điện với những hướng dẫn điền vào và gửi trả lại. Xin nhớ rằng câu trả lời của quý vị sẽ được giữ tên. Cám ơn quý vị đã giúp chúng tôi hoàn tất dự án quan trọng này!

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

Dear City of San José  
Resident,

Estimado residente de la  
ciudad de San José,

Thân Gởi Cộng 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!

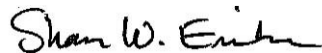
Su hogar ha sido seleccionado para participar en una encuesta anónima de ciudadanos sobre la Ciudad de San José. Usted recibirá una copia de la encuesta la próxima semana por correo con instrucciones en completar y regresar la encuesta. Gracias de antemano por su ayuda con este proyecto importante!

Gia đình của quý vị được chọn ngẫu nhiên để tham gia vào cuộc khảo sát công dân về Thành Phố San José. Quý vị sẽ nhận một bản khảo sát trong tuần tới qua đường bưu điện với những hướng dẫn điền vào và gửi trả lại. Xin nhớ rằng câu trả lời của quý vị sẽ được giữ tên. Cám ơn quý vị đã giúp chúng tôi hoàn tất dự án quan trọng này!

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

Dear City of San José  
Resident,

Estimado residente de la  
ciudad de San José,

Thân Gởi Cộng 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!

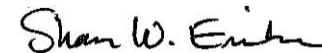
Su hogar ha sido seleccionado para participar en una encuesta anónima de ciudadanos sobre la Ciudad de San José. Usted recibirá una copia de la encuesta la próxima semana por correo con instrucciones en completar y regresar la encuesta. Gracias de antemano por su ayuda con este proyecto importante!

Gia đình của quý vị được chọn ngẫu nhiên để tham gia vào cuộc khảo sát công dân về Thành Phố San José. Quý vị sẽ nhận một bản khảo sát trong tuần tới qua đường bưu điện với những hướng dẫn điền vào và gửi trả lại. Xin nhớ rằng câu trả lời của quý vị sẽ được giữ tên. Cám ơn quý vị đã giúp chúng tôi hoàn tất dự án quan trọng này!

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

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

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

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

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

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

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

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

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

September 2012

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 2012 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 José 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 2012 của San José. 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 José. 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) 975-1438 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!

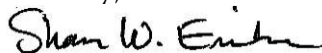
To get a representative sample of San José residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

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 2012

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 José 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 2012 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 José 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 2012 của San José. 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) 975-1438 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. Cám 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!

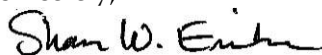
To get a representative sample of San José residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

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

# The City of San José 2012 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 2012 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 2012 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 2012

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 2012 Encuesta de los Ciudadanos.**

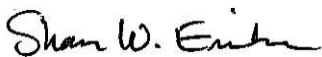
Por favor tome unos pocos minutos para llenar la Encuesta de Ciudadanos adjunta. Sus respuestas ayudarán a que el Concejo de la Ciudad tome decisiones para mejorar la entrega de los servicios a nuestra comunidad. Encontrará que las preguntas son interesantes y nosotros definitivamente encontraremos que 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 número 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 2012 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 2012 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 Departamentamento 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.)**

	Excelente	Buena	Pasable	Bajo	No sé
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:**

	Excelente	Buena	Pasable	Bajo	No sé
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:**

	Excelente	Buena	Regular	Deficiente	No sé
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 2012 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 San José?**

- 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 2012

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 2012 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!

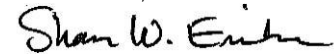
**Muốn lấy một mẫu cư dân tiêu biểu của San José, người lớn (từ 18 tuổi trở lên) trong gia đình có ngày sinh nhật gần đây nhất cần điền vào bản khảo sát này. Năm sinh của người lớn không quan trọng.**

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) 975-1438.

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 2012 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 chánh .....	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:**

	<i>Rất an toàn</i>	<i>Hơi an toàn</i>	<i>Không an toàn cũng không nguy hiểm</i>	<i>Hơi không an toàn</i>	<i>Rất không an toàn</i>	<i>Không biết</i>
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:**

	<i>Rất an toàn</i>	<i>Hơi an toàn</i>	<i>Không an toàn cũng không nguy hiểm</i>	<i>Hơi không an toàn</i>	<i>Rất không an toàn</i>	<i>Không biết</i>
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?**

	<i>Chưa bao giờ</i>	<i>Một hay hai lần</i>	<i>3 đến 12 lần</i>	<i>13 đến 26 lần</i>	<i>Hơn 26 lần</i>
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 2012 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 đổi 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
Khuyến 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 nhẽ .....	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 2012 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

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

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





# CITY OF SAN JOSÉ, CA 2012

## Benchmark Report



2955 Valmont Road, Suite 300  
Boulder, CO 80301  
[www.n-r-c.com](http://www.n-r-c.com) • 303-444-7863



777 North Capitol Street NE, Suite 500  
Washington, DC 20002  
[www.icma.org](http://www.icma.org) • 202-289-ICMA



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

Understanding the Benchmark Comparisons ..... 1

    Comparison Data ..... 1

    Putting Evaluations onto the 100-point Scale ..... 2

    Interpreting the Results..... 3

National Benchmark Comparisons ..... 4

    Jurisdictions Included in National Benchmark Comparisons ..... 13

# 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>	17%
West <sup>2</sup>	20%
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	46%
40,000 to 74,999	19%
75,000 to 149,000	17%
150,000 or more	18%

<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

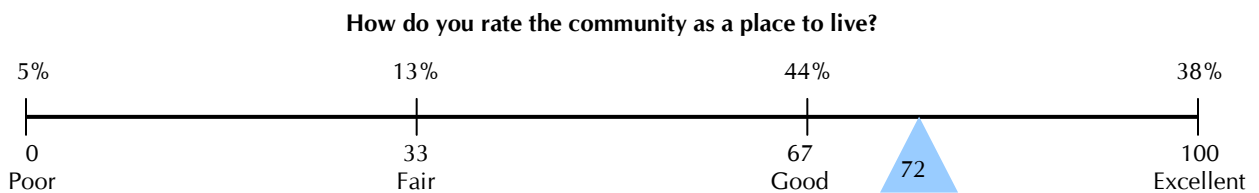
## PUTTING EVALUATIONS ONTO THE 100-POINT SCALE

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 Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Overall quality of life in San José	56	352	408	Much below
Your neighborhood as place to live	59	243	271	Much below
San José as a place to live	59	303	336	Much below
Recommend living in San José to someone who asks	65	172	206	Much below
Remain in San José for the next five years	72	164	206	Below

Community Transportation Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ease of car travel in San José	47	202	268	Below
Ease of bus travel in San José	39	135	193	Below
Ease of rail travel in San José	43	38	54	Below
Ease of bicycle travel in San José	42	188	265	Below
Ease of walking in San José	48	196	259	Much below
Availability of paths and walking trails	46	153	204	Much below
Traffic flow on major streets	35	222	260	Much below

Frequency of Bus Use Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ridden a local bus within San José	31	42	168	Much more

Drive Alone Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Average percent of work commute trips made by driving alone	76	106	194	Similar

Transportation and Parking Services Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Street repair	23	376	389	Much below
Street cleaning	38	255	262	Much below
Street lighting	41	274	285	Much below
Sidewalk maintenance	34	236	249	Much below
Traffic signal timing	41	187	218	Below
Bus or transit services	44	147	197	Below
Amount of public parking	40	158	204	Below

Housing Characteristics Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality housing	28	244	271	Much below
Variety of housing options	41	180	200	Much below

Housing Costs Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	52	12	196	Much more

Built Environment Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Quality of new development in San José	50	179	251	Below
Overall appearance of San José	47	261	308	Much below

Population Growth Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Population growth seen as too fast	63	24	227	Much more

Nuisance Problems Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Run down buildings, weed lots and junk vehicles seen as a "major" problem	17	53	227	More

Planning and Community Code Enforcement Services Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Land use, planning and zoning	40	191	270	Below
Code enforcement (weeds, abandoned buildings, etc.)	31	299	323	Much below
Animal control	44	257	283	Much below

Economic Sustainability and Opportunities Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Employment opportunities	50	31	274	Much above
Shopping opportunities	67	35	259	Much above
San José as a place to work	65	68	302	Much above
Overall quality of business and service establishments in San José	57	100	195	Similar

Economic Development Services Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Economic development	41	172	256	Below

Job and Retail Growth Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Retail growth seen as too slow	21	192	227	Much less
Jobs growth seen as too slow	72	153	229	Less

Personal Economic Future Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Positive impact of economy on household income	26	24	222	Much above

Community and Personal Public Safety Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
In your neighborhood during the day	79	276	304	Much below
In your neighborhood after dark	61	263	294	Much below
In San José's downtown area during the day	65	253	259	Much below
In San José's downtown area after dark	37	251	265	Much below
Violent crime (e.g., rape, assault, robbery)	53	244	263	Much below
Property crimes (e.g., burglary, theft)	41	253	264	Much below
Environmental hazards, including toxic waste	63	187	200	Much below

Crime Victimization and Reporting Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Victim of crime	12	101	235	Similar
Reported crimes	78	135	233	Similar

Public Safety Services Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Police services	50	369	378	Much below
Fire services	68	288	307	Much below
Ambulance or emergency medical services	64	282	292	Much below
Crime prevention	34	300	307	Much below
Fire prevention and education	50	246	251	Much below
Traffic enforcement	41	324	326	Much below
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	40	207	220	Much below



Contact with Police and Fire Departments Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with the City of San José Police Department	23	102	105	Much less
Overall impression of most recent contact with the City of San José Police Department	52	104	108	Much below
Had contact with the City of San José Fire Department	7	79	79	Less
Overall impression of most recent contact with the City of San José Fire Department	84	40	81	Similar

Community Environment Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cleanliness of San José	42	195	207	Much below
Quality of overall natural environment in San José	47	190	208	Much below
Preservation of natural areas such as open space, farmlands and greenbelts	40	191	205	Much below
Air quality	47	186	215	Much below

Frequency of Recycling Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recycled used paper, cans or bottles from your home	93	51	219	Much more

Utility Services Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sewer services	54	244	272	Much below
Drinking water	48	245	286	Much below
Storm drainage	50	225	322	Below
Yard waste pick-up	64	125	226	Similar
Recycling	67	166	306	Similar
Garbage collection	65	254	313	Below

Community Recreational Opportunities Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recreation opportunities	51	188	270	Below

Participation in Parks and Recreation Opportunities Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used San José recreation centers	42	175	186	Much less
Participated in a recreation program or activity	37	192	219	Much less
Visited a neighborhood park or City park	89	69	228	Similar

Parks and Recreation Services Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
City parks	52	277	283	Much below
Recreation programs or classes	44	285	291	Much below
Recreation centers or facilities	44	236	246	Much below

Cultural and Educational Opportunities Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to attend cultural activities	55	100	275	Above
Educational opportunities	53	147	238	Below

Participation in Cultural and Educational Opportunities Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used San José public libraries or their services	70	128	201	Similar
Participated in religious or spiritual activities in San José	50	86	141	Similar

Cultural and Educational Services Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public library services	55	292	303	Much below

Community Health and Wellness Access and Opportunities Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality health care	43	165	222	Below
Availability of affordable quality food	54	115	175	Similar

Community Quality and Inclusiveness Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sense of community	43	259	276	Much below
Openness and acceptance of the community toward people of diverse backgrounds	61	76	252	Above
Availability of affordable quality child care	34	192	221	Much below
San José as a place to raise kids	56	275	335	Much below
San José as a place to retire	34	316	321	Much below

Services Provided for Population Subgroups Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services to seniors	41	263	273	Much below
Services to youth	40	216	252	Much below
Services to low income people	39	191	226	Below

Civic Engagement Opportunities Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in community matters	51	150	200	Below
Opportunities to volunteer	57	162	199	Below

Participation in Civic Engagement Opportunities Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	15	223	230	Much less
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	25	159	185	Much less
Volunteered your time to some group or activity in San José	43	120	227	Similar
Participated in a club or civic group in San José	26	106	168	Less
Provided help to a friend or neighbor	93	111	167	Similar

Voter Behavior Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Registered to vote	73	218	231	Much less
Voted in last general election	66	182	231	Less

Use of Information Sources Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Visited the City of San José Web site	55	139	193	Less

Local Government Media Services and Information Dissemination Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public information services	47	228	249	Much below

Social Engagement Opportunities Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in social events and activities	49	151	192	Much below
Opportunities to participate in religious or spiritual events and activities	56	148	156	Much below

Contact with Immediate Neighbors Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Has contact with neighbors at least several times per week	36	181	186	Much less

Public Trust Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Value of services for the taxes paid to San José	34	355	361	Much below
The overall direction that San José is taking	40	264	299	Much below
Job San José government does at welcoming citizen involvement	37	269	292	Much below
Overall image or reputation of San José	47	242	293	Much below

Services Provided by Local, State and Federal Governments Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services provided by the City of San José	46	361	377	Much below
Services provided by the Federal Government	38	183	233	Similar
Services provided by the State Government	37	200	234	Below
Services provided by Santa Clara County Government	44	136	170	Below

Contact with City Employees Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with City employee(s) in last 12 months	30	262	266	Much less

Perceptions of City Employees (Among Those Who Had Contact) Benchmarks				
	San Jose average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Knowledge	54	295	299	Much below
Responsiveness	50	291	295	Much below
Courteousness	52	246	248	Much below
Overall impression	48	335	340	Much below

## JURISDICTIONS INCLUDED IN NATIONAL BENCHMARK COMPARISONS

Valdez, AK .....	3,976	Livermore, CA.....	80,968
Auburn, AL.....	53,380	Lodi, CA .....	62,134
Dothan, AL.....	65,496	Long Beach, CA .....	462,257
Gulf Shores, AL .....	9,741	Marin County, CA.....	252,409
Tuskegee, AL.....	9,865	Menlo Park, CA.....	32,026
Vestavia Hills, AL .....	34,033	Mission Viejo, CA .....	93,305
Fayetteville, AR .....	73,580	Newport Beach, CA .....	85,186
Fort Smith, AR.....	86,209	Palm Springs, CA .....	44,552
Little Rock, AR .....	193,524	Palo Alto, CA .....	64,403
Avondale, AZ .....	76,238	Pasadena, CA.....	137,122
Casa Grande, AZ .....	48,571	Richmond, CA .....	103,701
Chandler, AZ.....	236,123	San Carlos, CA .....	28,406
Cococino County, AZ.....	134,421	San Diego, CA .....	1,307,402
Dewey-Humboldt, AZ.....	3,894	San Francisco, CA .....	805,235
Flagstaff, AZ .....	65,870	San Luis Obispo County, CA.....	269,637
Florence, AZ .....	25,536	San Mateo, CA .....	97,207
Gilbert, AZ .....	208,453	San Rafael, CA .....	57,713
Goodyear, AZ .....	65,275	Santa Monica, CA .....	89,736
Green Valley, AZ .....	21,391	Seaside, CA.....	33,025
Kingman, AZ .....	28,068	South Lake Tahoe, CA.....	21,403
Marana, AZ .....	34,961	Stockton, CA.....	291,707
Maricopa, AZ .....	43,482	Sunnyvale, CA .....	140,081
Maricopa County, AZ.....	3,817,117	Temecula, CA .....	100,097
Mesa, AZ.....	439,041	Thousand Oaks, CA .....	126,683
Nogales, AZ .....	20,837	Visalia, CA.....	124,442
Peoria, AZ .....	154,065	Walnut Creek, CA.....	64,173
Phoenix, AZ .....	1,445,632	Adams County, CO.....	441,603
Pinal County, AZ.....	375,770	Arapahoe County, CO.....	572,003
Prescott Valley, AZ.....	38,822	Archuleta County, CO.....	12,084
Queen Creek, AZ .....	26,361	Arvada, CO.....	106,433
Scottsdale, AZ .....	217,385	Aspen, CO.....	6,658
Sedona, AZ .....	10,031	Aurora, CO .....	325,078
Surprise, AZ .....	117,517	Boulder, CO .....	97,385
Tempe, AZ .....	161,719	Boulder County, CO .....	294,567
Yuma, AZ.....	93,064	Broomfield, CO .....	55,889
Yuma County, AZ.....	195,751	Castle Rock, CO.....	48,231
Apple Valley, CA.....	69,135	Centennial, CO .....	100,377
Benicia, CA .....	26,997	Clear Creek County, CO .....	9,088
Brea, CA.....	39,282	Colorado Springs, CO .....	416,427
Brisbane, CA .....	4,282	Commerce City, CO.....	45,913
Burlingame, CA.....	28,806	Craig, CO.....	9,464
Concord, CA .....	122,067	Crested Butte, CO .....	1,487
Coronado, CA .....	18,912	Denver, CO .....	600,158
Cupertino, CA .....	58,302	Douglas County, CO.....	285,465
Davis, CA.....	65,622	Eagle County, CO .....	52,197
Dublin, CA.....	46,036	Edgewater, CO.....	5,170
El Cerrito, CA .....	23,549	El Paso County, CO.....	622,263
Elk Grove, CA .....	153,015	Englewood, CO .....	30,255
Galt, CA .....	23,647	Estes Park, CO.....	5,858
Laguna Beach, CA .....	22,723	Fort Collins, CO.....	143,986
Laguna Hills, CA .....	30,344	Frisco, CO.....	2,683

Fruita, CO .....	12,646	Miami Beach, FL .....	87,779
Georgetown, CO .....	1,034	North Palm Beach, FL .....	12,015
Gilpin County, CO .....	5,441	Oakland Park, FL .....	41,363
Golden, CO .....	18,867	Ocala, FL .....	56,315
Grand County, CO .....	14,843	Oviedo, FL .....	33,342
Greeley, CO .....	92,889	Palm Bay, FL .....	103,190
Gunnison County, CO .....	15,324	Palm Beach County, FL .....	1,320,134
Highlands Ranch, CO .....	96,713	Palm Coast, FL .....	75,180
Hudson, CO .....	2,356	Panama City, FL .....	36,484
Jackson County, CO .....	1,394	Pasco County, FL .....	464,697
Jefferson County, CO .....	534,543	Pinellas County, FL .....	916,542
Lafayette, CO .....	24,453	Port Orange, FL .....	56,048
Lakewood, CO .....	142,980	Port St. Lucie, FL .....	164,603
Larimer County, CO .....	299,630	Sanford, FL .....	53,570
Lone Tree, CO .....	10,218	Sarasota, FL .....	51,917
Longmont, CO .....	86,270	St. Cloud, FL .....	35,183
Louisville, CO .....	18,376	Titusville, FL .....	43,761
Loveland, CO .....	66,859	Winter Garden, FL .....	34,568
Mesa County, CO .....	146,723	Albany, GA .....	77,434
Montrose, CO .....	19,132	Alpharetta, GA .....	57,551
Northglenn, CO .....	35,789	Cartersville, GA .....	19,731
Park County, CO .....	16,206	Conyers, GA .....	15,195
Parker, CO .....	45,297	Decatur, GA .....	19,335
Pueblo, CO .....	106,595	McDonough, GA .....	22,084
Rifle, CO .....	9,172	Peachtree City, GA .....	34,364
Salida, CO .....	5,236	Roswell, GA .....	88,346
Teller County, CO .....	23,350	Sandy Springs, GA .....	93,853
Thornton, CO .....	118,772	Savannah, GA .....	136,286
Vail, CO .....	5,305	Smyrna, GA .....	51,271
Westminster, CO .....	106,114	Snellville, GA .....	18,242
Wheat Ridge, CO .....	30,166	Suwanee, GA .....	15,355
Windsor, CO .....	18,644	Valdosta, GA .....	54,518
Coventry, CT .....	2,990	Honolulu, HI .....	953,207
Hartford, CT .....	124,775	Altoona, IA .....	14,541
Dover, DE .....	36,047	Ames, IA .....	58,965
Rehoboth Beach, DE .....	1,327	Ankeny, IA .....	45,582
Brevard County, FL .....	543,376	Bettendorf, IA .....	33,217
Cape Coral, FL .....	154,305	Cedar Falls, IA .....	39,260
Charlotte County, FL .....	159,978	Cedar Rapids, IA .....	126,326
Clearwater, FL .....	107,685	Clive, IA .....	15,447
Collier County, FL .....	321,520	Des Moines, IA .....	203,433
Cooper City, FL .....	28,547	Indianola, IA .....	14,782
Dade City, FL .....	6,437	Muscatine, IA .....	22,886
Dania Beach, FL .....	29,639	Urbandale, IA .....	39,463
Daytona Beach, FL .....	61,005	West Des Moines, IA .....	56,609
Delray Beach, FL .....	60,522	Boise, ID .....	205,671
Destin, FL .....	12,305	Hailey, ID .....	7,960
Escambia County, FL .....	297,619	Jerome, ID .....	10,890
Gainesville, FL .....	124,354	Meridian, ID .....	75,092
Hillsborough County, FL .....	1,229,226	Moscow, ID .....	23,800
Jupiter, FL .....	55,156	Pocatello, ID .....	54,255
Lee County, FL .....	618,754	Post Falls, ID .....	27,574
Martin County, FL .....	146,318	Twin Falls, ID .....	44,125

Batavia, IL .....	26,045	La Plata, MD .....	8,753
Bloomington, IL.....	76,610	Montgomery County, MD .....	971,777
Centralia, IL.....	13,032	Prince George's County, MD .....	863,420
Collinsville, IL .....	25,579	Rockville, MD.....	61,209
Crystal Lake, IL.....	40,743	Takoma Park, MD .....	16,715
DeKalb, IL .....	43,862	Freeport, ME .....	1,485
Elmhurst, IL .....	44,121	Lewiston, ME .....	36,592
Evanston, IL .....	74,486	Saco, ME.....	18,482
Freeport, IL.....	25,638	Scarborough, ME.....	4,403
Highland Park, IL.....	29,763	South Portland, ME .....	25,002
Lincolnwood, IL .....	12,590	Ann Arbor, MI.....	113,934
Lyons, IL.....	10,729	Battle Creek, MI .....	52,347
Naperville, IL .....	141,853	Escanaba, MI.....	12,616
Normal, IL .....	52,497	Farmington Hills, MI .....	79,740
Oak Park, IL .....	51,878	Flushing, MI.....	8,389
O'Fallon, IL .....	28,281	Gladstone, MI .....	4,973
Orland Park, IL.....	56,767	Howell, MI .....	9,489
Palatine, IL .....	68,557	Hudsonville, MI .....	7,116
Park Ridge, IL.....	37,480	Jackson County, MI .....	160,248
Peoria County, IL.....	186,494	Kalamazoo, MI.....	74,262
Riverside, IL .....	8,875	Kalamazoo County, MI .....	250,331
Sherman, IL .....	4,148	Midland, MI .....	41,863
Shorewood, IL .....	15,615	Novi, MI .....	55,224
Skokie, IL .....	64,784	Otsego County, MI.....	24,164
Sugar Grove, IL .....	8,997	Petoskey, MI .....	5,670
Wilmington, IL .....	5,724	Port Huron, MI.....	30,184
Brownsburg, IN .....	21,285	Rochester, MI.....	12,711
Fishers, IN .....	76,794	South Haven, MI .....	4,403
Munster, IN .....	23,603	Albert Lea, MN .....	18,016
Noblesville, IN.....	51,969	Beltrami County, MN .....	44,442
Abilene, KS .....	6,844	Blaine, MN .....	57,186
Arkansas City, KS.....	12,415	Bloomington, MN .....	82,893
Fairway, KS .....	3,882	Carver County, MN.....	91,042
Garden City, KS.....	26,658	Chanhassen, MN.....	22,952
Gardner, KS.....	19,123	Coon Rapids, MN .....	61,476
Johnson County, KS.....	544,179	Dakota County, MN.....	398,552
Lawrence, KS.....	87,643	Duluth, MN .....	86,265
Mission, KS .....	9,323	Edina, MN.....	47,941
Olathe, KS .....	125,872	Elk River, MN .....	22,974
Roeland Park, KS.....	6,731	Fridley, MN .....	27,208
Wichita, KS .....	382,368	Hutchinson, MN .....	14,178
Bowling Green, KY.....	58,067	Inver Grove Heights, MN.....	33,880
New Orleans, LA.....	343,829	Mankato, MN.....	39,309
Andover, MA.....	8,762	Maple Grove, MN.....	61,567
Barnstable, MA.....	45,193	Mayer, MN .....	1,749
Burlington, MA.....	24,498	Minneapolis, MN .....	382,578
Cambridge, MA.....	105,162	Olmsted County, MN.....	144,248
Needham, MA.....	28,886	Savage, MN .....	26,911
Annapolis, MD.....	38,394	Scott County, MN .....	129,928
Baltimore, MD .....	620,961	Shorewood, MN .....	7,307
Baltimore County, MD .....	805,029	St. Louis County, MN.....	200,226
Dorchester County, MD .....	32,618	Washington County, MN .....	238,136
Gaithersburg, MD .....	59,933	Woodbury, MN .....	61,961



Blue Springs, MO .....	52,575	Sparks, NV .....	90,264
Branson, MO .....	10,520	Washoe County, NV .....	421,407
Cape Girardeau, MO .....	37,941	Geneva, NY .....	13,261
Clay County, MO .....	221,939	New York City, NY .....	8,175,133
Clayton, MO .....	15,939	Ogdensburg, NY .....	11,128
Columbia, MO .....	108,500	Blue Ash, OH .....	12,114
Ellisville, MO .....	9,133	Delaware, OH .....	34,753
Harrisonville, MO .....	10,019	Dublin, OH .....	41,751
Jefferson City, MO .....	43,079	Hamilton, OH .....	62,477
Lee's Summit, MO .....	91,364	Hudson, OH .....	22,262
Maryland Heights, MO .....	27,472	Kettering, OH .....	56,163
Platte City, MO .....	4,691	Orange Village, OH .....	3,323
Raymore, MO .....	19,206	Piqua, OH .....	20,522
Richmond Heights, MO .....	8,603	Springboro, OH .....	17,409
Riverside, MO .....	2,937	Sylvania Township, OH .....	18,965
Rolla, MO .....	19,559	Upper Arlington, OH .....	33,771
Wentzville, MO .....	29,070	Broken Arrow, OK .....	98,850
Billings, MT .....	104,170	Edmond, OK .....	81,405
Bozeman, MT .....	37,280	Norman, OK .....	110,925
Missoula, MT .....	66,788	Oklahoma City, OK .....	579,999
Asheville, NC .....	83,393	Stillwater, OK .....	45,688
Cabarrus County, NC .....	178,011	Tulsa, OK .....	391,906
Cary, NC .....	135,234	Albany, OR .....	50,158
Charlotte, NC .....	731,424	Ashland, OR .....	20,078
Davidson, NC .....	10,944	Bend, OR .....	76,639
High Point, NC .....	104,371	Corvallis, OR .....	54,462
Hillsborough, NC .....	6,087	Forest Grove, OR .....	21,083
Huntersville, NC .....	46,773	Hermiston, OR .....	16,745
Indian Trail, NC .....	33,518	Jackson County, OR .....	203,206
Mecklenburg County, NC .....	919,628	Keizer, OR .....	36,478
Mooresville, NC .....	32,711	Lake Oswego, OR .....	36,619
Stallings, NC .....	13,831	Lane County, OR .....	351,715
Wake Forest, NC .....	30,117	McMinnville, OR .....	32,187
Wilmington, NC .....	106,476	Medford, OR .....	74,907
Winston-Salem, NC .....	229,617	Portland, OR .....	583,776
Wahpeton, ND .....	7,766	Springfield, OR .....	59,403
Grand Island, NE .....	48,520	Tualatin, OR .....	26,054
La Vista, NE .....	15,758	Umatilla, OR .....	6,906
Lincoln, NE .....	258,379	Wilsonville, OR .....	19,509
Papillion, NE .....	18,894	Chambersburg, PA .....	20,268
Dover, NH .....	29,987	Cumberland County, PA .....	235,406
Lebanon, NH .....	13,151	Kennett Square, PA .....	6,072
Summit, NJ .....	21,457	Kutztown Borough, PA .....	5,012
Albuquerque, NM .....	545,852	Radnor Township, PA .....	30,878
Farmington, NM .....	45,877	State College, PA .....	42,034
Las Cruces, NM .....	97,618	West Chester, PA .....	18,461
Los Alamos County, NM .....	17,950	East Providence, RI .....	47,037
Rio Rancho, NM .....	87,521	Newport, RI .....	24,672
San Juan County, NM .....	130,044	Greer, SC .....	25,515
Carson City, NV .....	55,274	Rock Hill, SC .....	66,154
Henderson, NV .....	257,729	Rapid City, SD .....	67,956
North Las Vegas, NV .....	216,961	Sioux Falls, SD .....	153,888
Reno, NV .....	225,221	Cookeville, TN .....	30,435

Germantown, TN .....	38,844	Herndon, VA .....	23,292
Morristown, TN.....	29,137	James City County, VA.....	67,009
Nashville, TN.....	601,222	Lexington, VA .....	7,042
White House, TN .....	10,255	Lynchburg, VA .....	75,568
Arlington, TX.....	365,438	Montgomery County, VA .....	94,392
Austin, TX .....	790,390	Newport News, VA.....	180,719
Benbrook, TX.....	21,234	Norfolk, VA .....	242,803
Bryan, TX .....	76,201	Purcellville, VA .....	7,727
College Station, TX.....	93,857	Radford, VA .....	16,408
Colleyville, TX.....	22,807	Roanoke, VA.....	97,032
Corpus Christi, TX .....	305,215	Spotsylvania County, VA.....	122,397
Dallas, TX.....	1,197,816	Virginia Beach, VA.....	437,994
Denton, TX.....	113,383	Williamsburg, VA.....	14,068
Duncanville, TX .....	38,524	York County, VA.....	65,464
El Paso, TX .....	649,121	Montpelier, VT.....	7,855
Flower Mound, TX .....	64,669	Airway Heights, WA .....	6,114
Fort Worth, TX .....	741,206	Auburn, WA .....	70,180
Georgetown, TX.....	47,400	Bellevue, WA.....	122,363
Houston, TX.....	2,099,451	Clark County, WA.....	425,363
Hurst, TX.....	37,337	Edmonds, WA.....	39,709
Hutto, TX .....	14,698	Federal Way, WA.....	89,306
La Porte, TX.....	33,800	Gig Harbor, WA.....	7,126
League City, TX .....	83,560	Hoquiam, WA.....	8,726
McAllen, TX.....	129,877	Kirkland, WA .....	48,787
McKinney, TX .....	131,117	Lynnwood, WA.....	35,836
Plano, TX .....	259,841	Maple Valley, WA.....	22,684
Round Rock, TX .....	99,887	Mountlake Terrace, WA .....	19,909
Rowlett, TX .....	56,199	Pasco, WA .....	59,781
San Marcos, TX .....	44,894	Redmond, WA .....	54,144
Southlake, TX.....	26,575	Renton, WA .....	90,927
Temple, TX.....	66,102	Sammamish, WA .....	45,780
The Woodlands, TX.....	93,847	SeaTac, WA .....	26,909
Tomball, TX .....	10,753	Snoqualmie, WA.....	10,670
Watauga, TX.....	23,497	Spokane Valley, WA .....	89,755
Westlake, TX.....	992	Tacoma, WA.....	198,397
Park City, UT.....	7,558	Vancouver, WA .....	161,791
Provo, UT.....	112,488	West Richland, WA.....	11,811
Riverdale, UT .....	8,426	Woodland, WA.....	5,509
Salt Lake City, UT.....	186,440	Yakima, WA.....	91,067
Sandy, UT .....	87,461	Chippewa Falls, WI.....	13,661
Saratoga Springs, UT .....	17,781	Columbus, WI.....	4,991
Springville, UT .....	29,466	De Pere, WI .....	23,800
Washington City, UT.....	18,761	Eau Claire, WI.....	65,883
Albemarle County, VA .....	98,970	Madison, WI .....	233,209
Arlington County, VA .....	207,627	Merrill, WI .....	9,661
Ashland, VA .....	7,225	Oshkosh, WI.....	66,083
Botetourt County, VA .....	33,148	Racine, WI.....	78,860
Chesapeake, VA .....	222,209	Wauwatosa, WI .....	46,396
Chesterfield County, VA .....	316,236	Wind Point, WI.....	1,723
Fredericksburg, VA.....	24,286	Casper, WY.....	55,316
Hampton, VA.....	137,436	Cheyenne, WY.....	59,466
Hanover County, VA.....	99,863	Gillette, WY.....	29,087