



# CITY OF SAN JOSÉ, CA 2013



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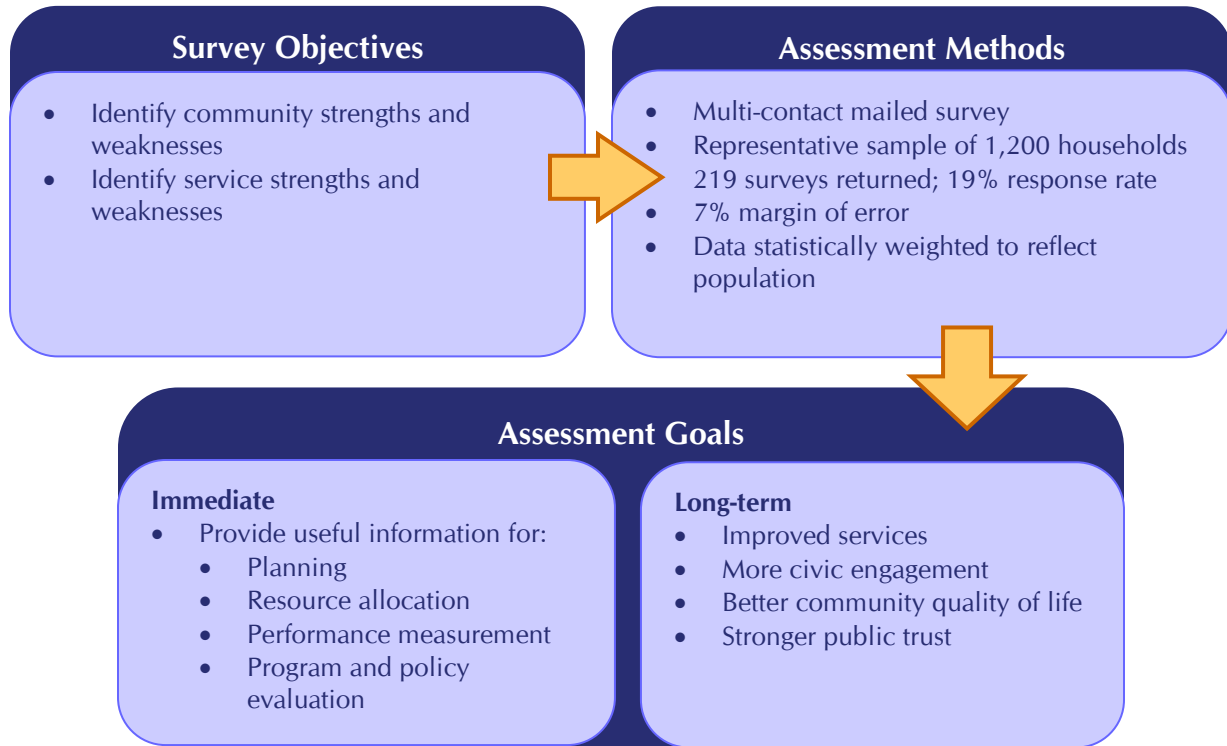
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## SURVEY BACKGROUND

### ABOUT THE NATIONAL CITIZEN SURVEY™

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

FIGURE 1: THE NATIONAL CITIZEN SURVEY™ METHODS AND GOALS



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

FIGURE 2: THE NATIONAL CITIZEN SURVEY™ FOCUS AREAS



The survey and its administration are standardized to assure high quality research methods and directly comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage-paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community. A total of 219 completed surveys were obtained, providing an overall response rate of 19%. 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 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 (219 completed surveys) is plus or minus seven 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 53-67% 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 57% of respondents. About 8 in 10 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 toward people of diverse backgrounds and opportunities to participate in religious or spiritual activities. The three characteristics receiving the least positive ratings were traffic flow, the availability of affordable quality housing and the availability of affordable quality child care.

Ratings of community characteristics were compared to the benchmark database. Of the 31 characteristics for which comparisons were available, two were above the national benchmark comparison, three were similar to the national benchmark comparison and 26 were below.

Residents in the City of San José were somewhat civically engaged. While only 19% had attended a meeting of local elected public officials or other local public meeting in the previous 12 months, 96% had provided help to a friend or neighbor. About 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 mild trust 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 high marks to those employees. Most rated their overall impression of employees as “excellent” or “good.”

On average, residents gave somewhat unfavorable ratings to most local government services. City services rated were able to be compared to the benchmark database. Of the 32 services for which comparisons were available, none were above the benchmark comparison, three were similar to the benchmark comparison and 29 were below.

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

Ratings were compared to the 2012 survey. Transportation service ratings increased for street repair, street cleaning, street lighting, sidewalk maintenance and bus or transit services. A few transportation ratings decreased, however, including ease of car travel and ease of walking. Ratings also increased for code enforcement, but decreased for services to youth, services to low-income people and opportunities to participate in community matters.

## 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.

A majority 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

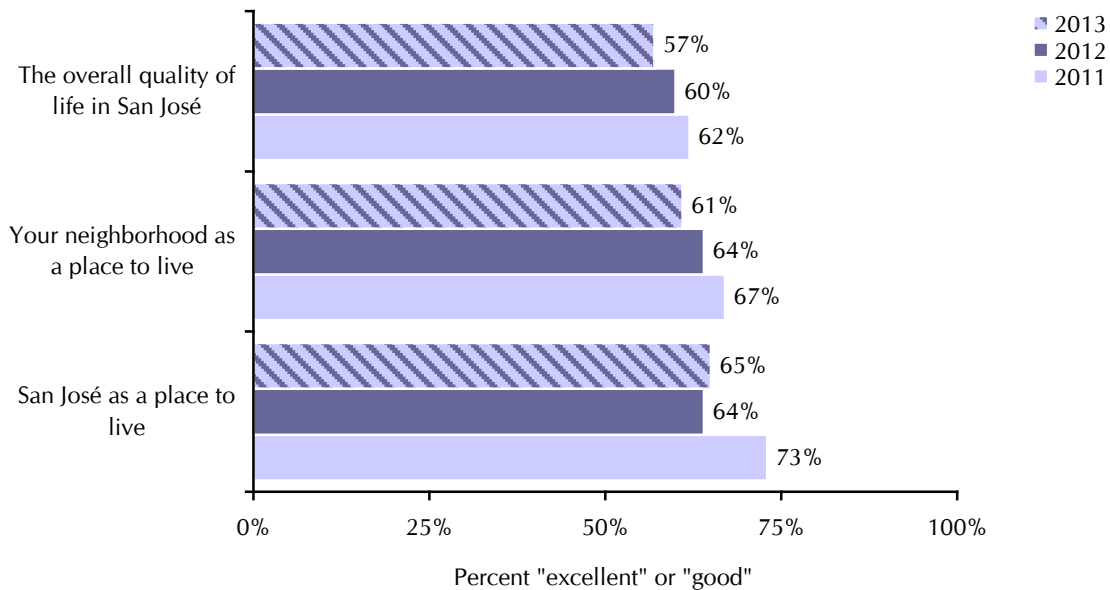


FIGURE 4: LIKELIHOOD OF REMAINING IN COMMUNITY AND RECOMMENDING COMMUNITY BY YEAR

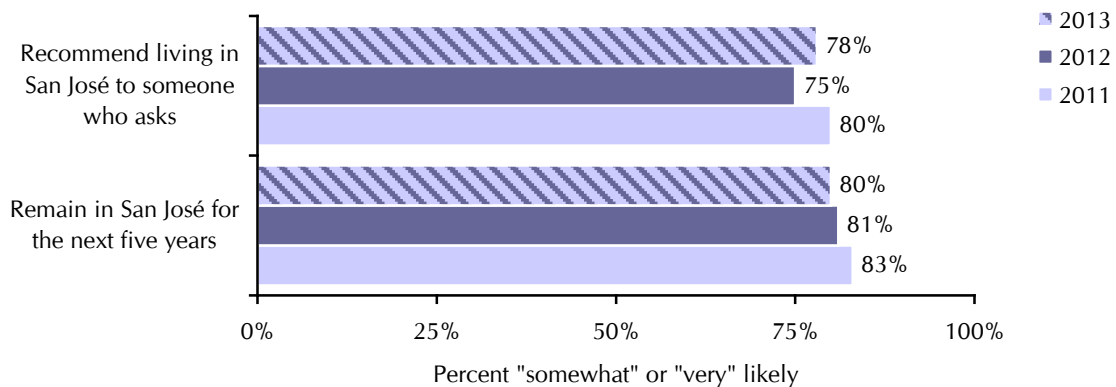




FIGURE 5: OVERALL COMMUNITY QUALITY BENCHMARKS

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

## COMMUNITY DESIGN

### Transportation

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

Residents responding to the survey were given a list of seven aspects of mobility to rate on a scale of “excellent,” “good,” “fair” and “poor.” The availability of paths and walking trails was given the most positive rating, followed by ease of walking. These ratings tended to be lower than the benchmark and similar to years past. However, ratings for ease of car travel and ease of walking decreased compared to the previous survey.

FIGURE 6: RATINGS OF TRANSPORTATION IN COMMUNITY BY YEAR

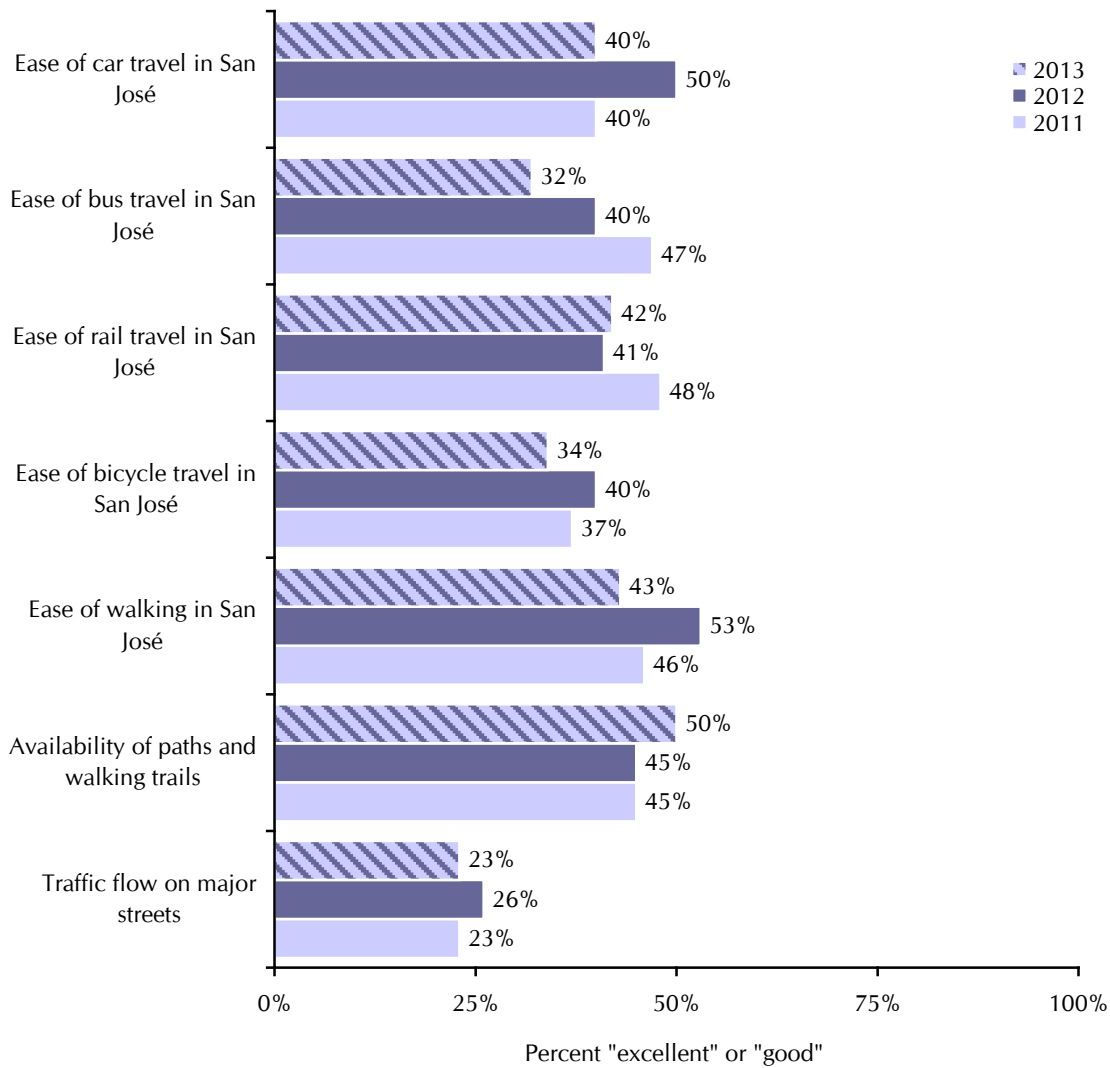


FIGURE 7: COMMUNITY TRANSPORTATION BENCHMARKS

|   | Comparison to benchmark |
|---|-------------------------|
| Ease of car travel in San José            | Much below              |
| Ease of bus travel in San José            | Below                   |
| Ease of rail or subway travel in San José | Below                   |
| Ease of bicycle travel in San José        | Much 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. Compared to the 2012 survey however, ratings increased for street repair, street cleaning, street lighting, sidewalk maintenance and bus or transit services.

FIGURE 8: RATINGS OF TRANSPORTATION AND PARKING SERVICES BY YEAR

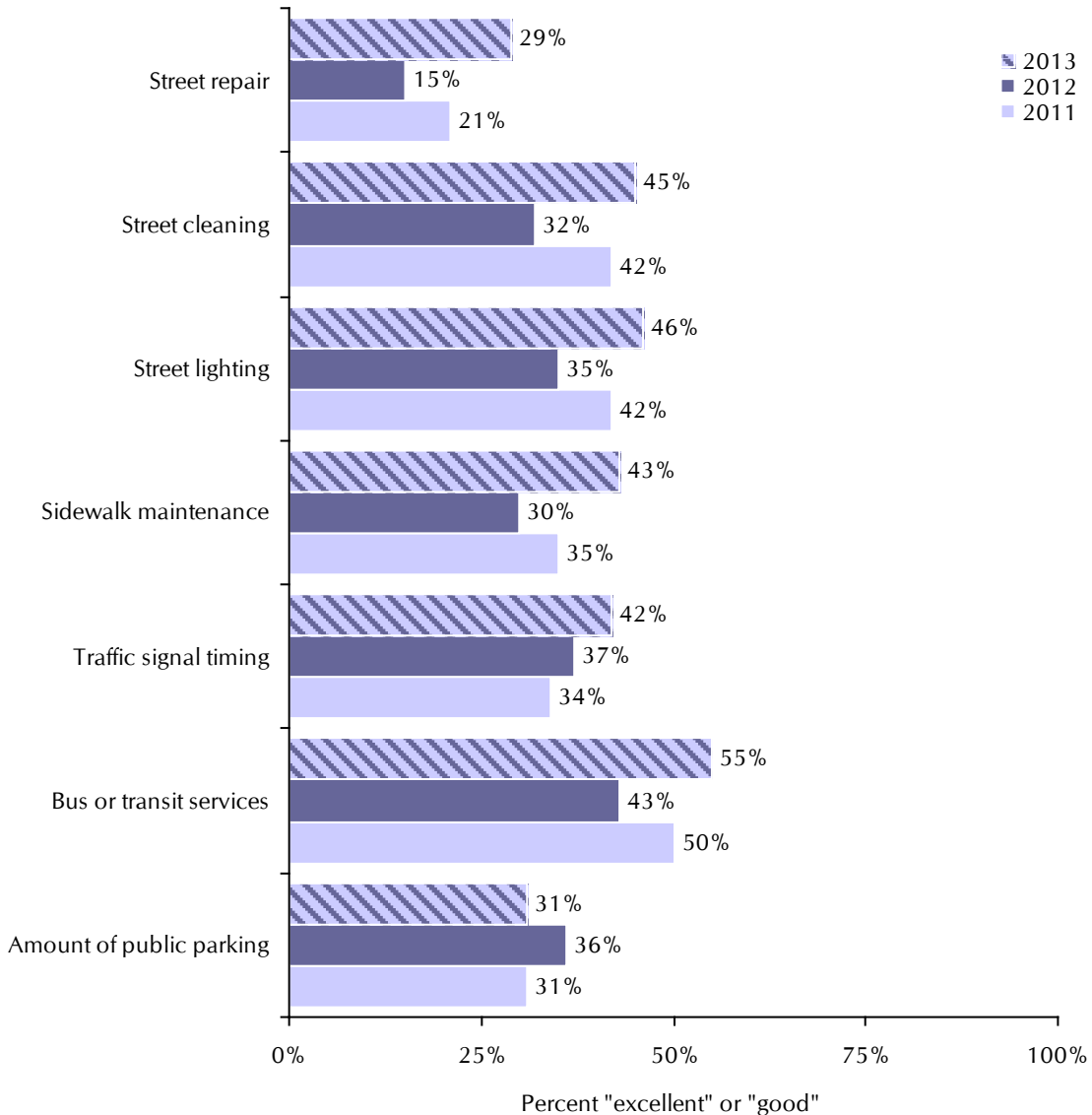


FIGURE 9: TRANSPORTATION AND PARKING SERVICES BENCHMARKS

|                          | 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  | Similar                 |
| Amount of public parking | Much below              |

By measuring choice of travel mode over time, communities can monitor their success in providing attractive alternatives to the traditional mode of travel, the single-occupied automobile. When asked how they typically traveled to work, single-occupancy (SOV) travel was the overwhelming mode of use. However, 7% of work commute trips were made by transit, 2% by bicycle and 2% by foot.

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

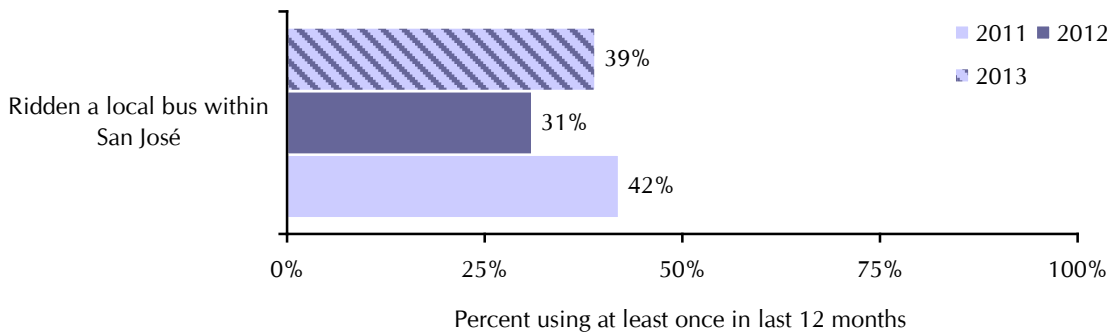


FIGURE 11: FREQUENCY OF BUS USE BENCHMARKS

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

FIGURE 12: MODE OF TRAVEL USED FOR WORK COMMUTE BY YEAR

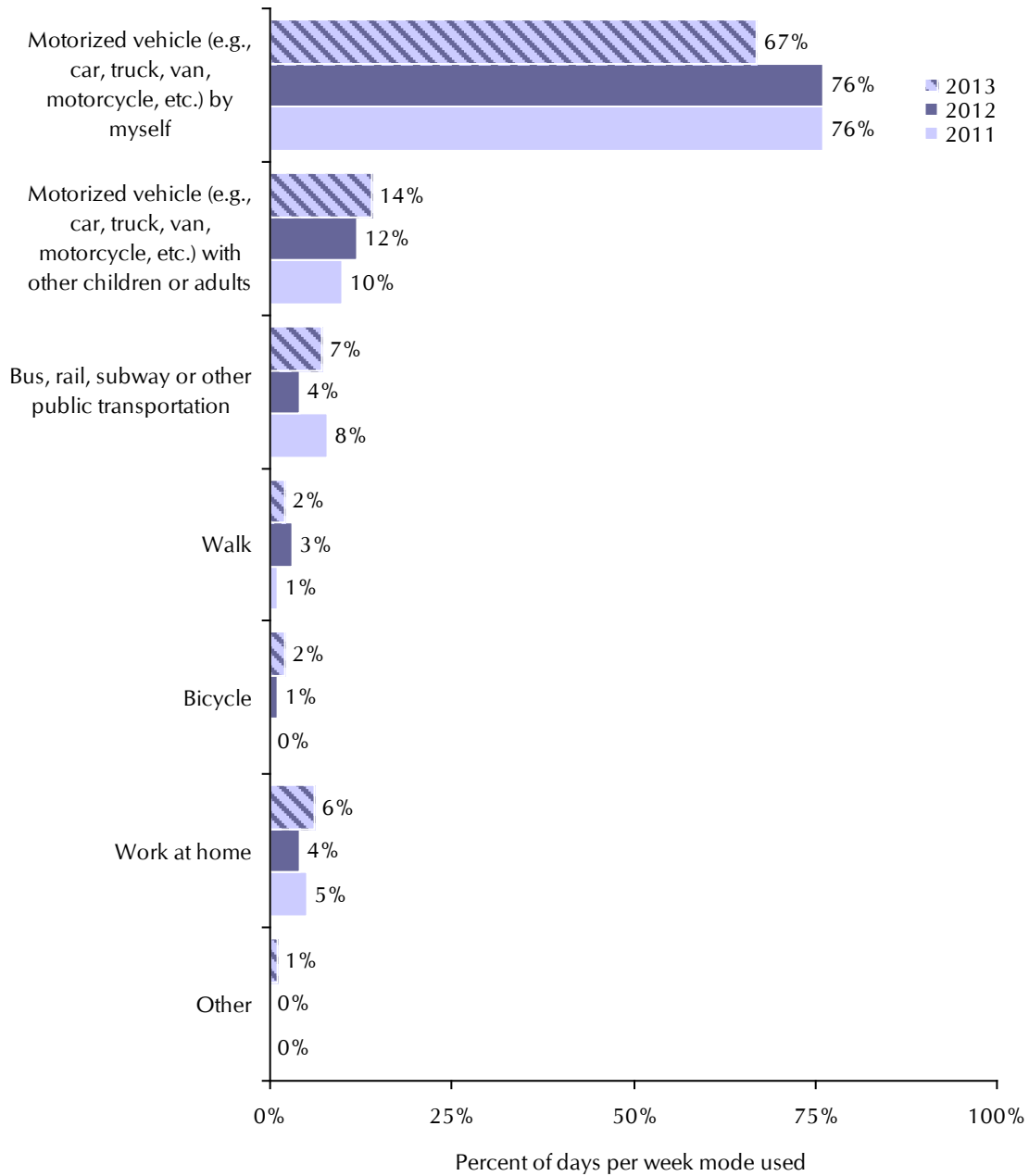


FIGURE 13: DRIVE ALONE BENCHMARKS

| Comparison to benchmark                                     |      |
|---|------|
| Average percent of work commute trips made by driving alone | Less |

## 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 22% of respondents, while the variety of housing options was rated as “excellent” or “good” by 37% 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.

FIGURE 14: RATINGS OF HOUSING IN COMMUNITY BY YEAR

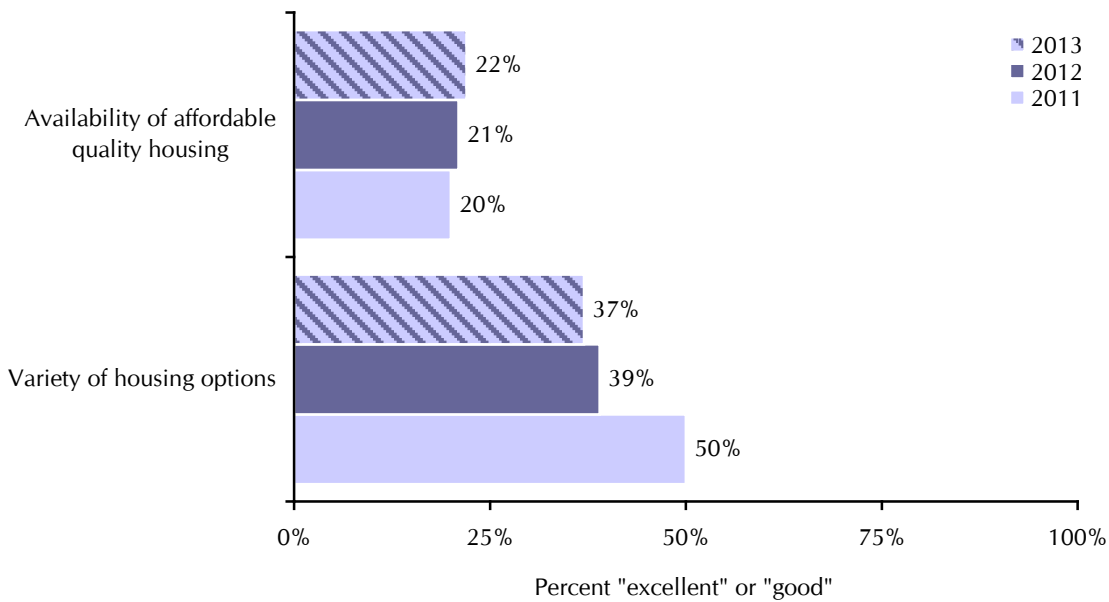


FIGURE 15: HOUSING CHARACTERISTICS BENCHMARKS

|  | 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 63% 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

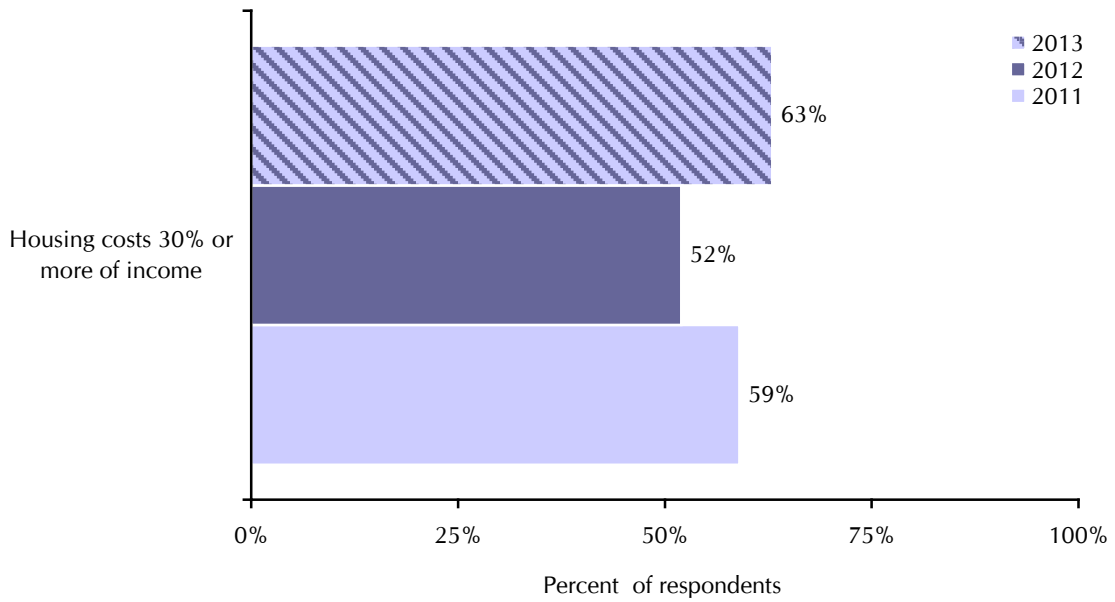


FIGURE 17: HOUSING COSTS BENCHMARKS

| 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 5% of respondents and as "good" by an additional 44%. The overall appearance of San José was rated as "excellent" or "good" by 43% 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, 18% thought they were a "major" problem. The services of land use, planning and zoning, code enforcement and animal control were rated below the benchmark. Ratings increased for code enforcement compared to the previous survey.

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

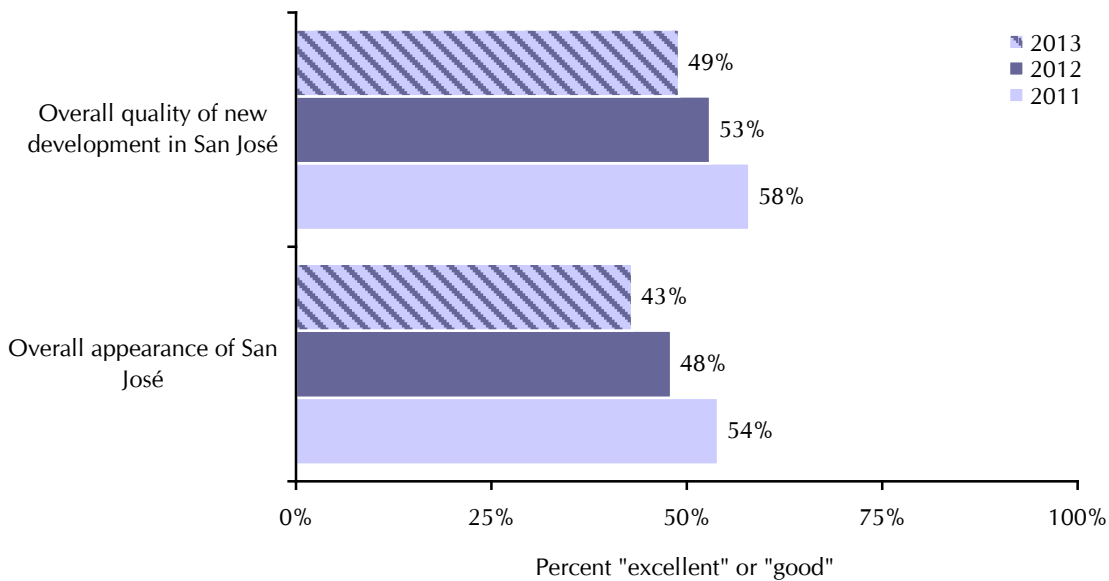


FIGURE 19: BUILT ENVIRONMENT BENCHMARKS

|  | 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

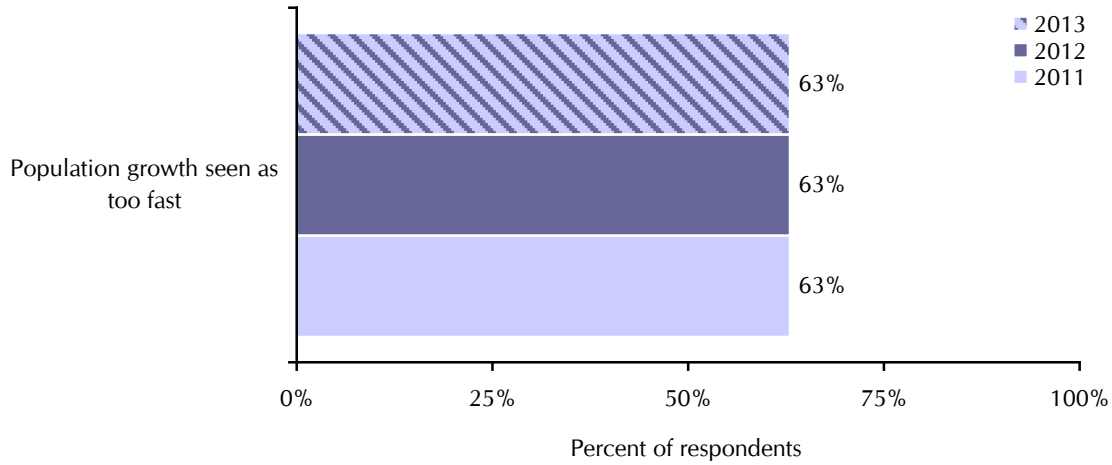


FIGURE 21: POPULATION GROWTH BENCHMARKS

| Comparison to benchmark            |           |
|------------------------------------|-----------|
| Population growth seen as too fast | Much more |

FIGURE 22: RATINGS OF NUISANCE PROBLEMS BY YEAR

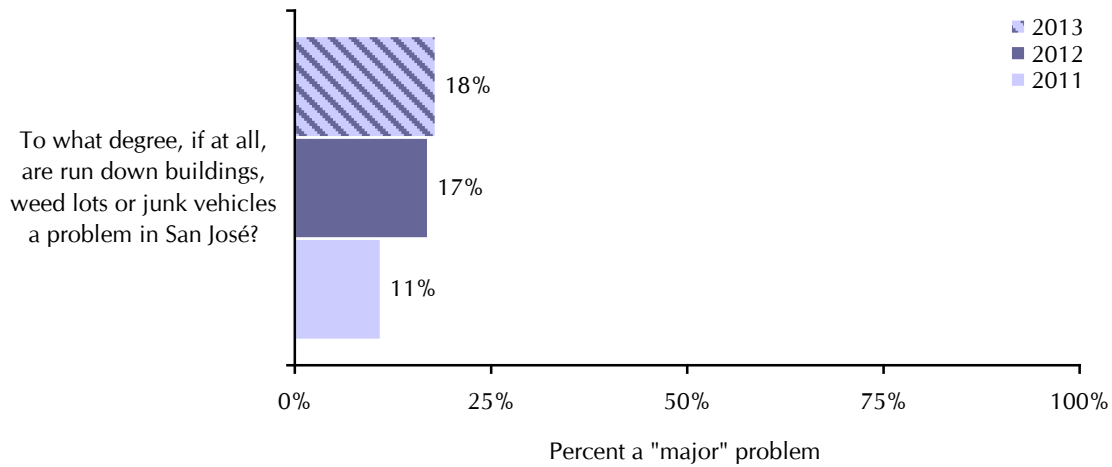


FIGURE 23: NUISANCE PROBLEMS BENCHMARKS

| 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

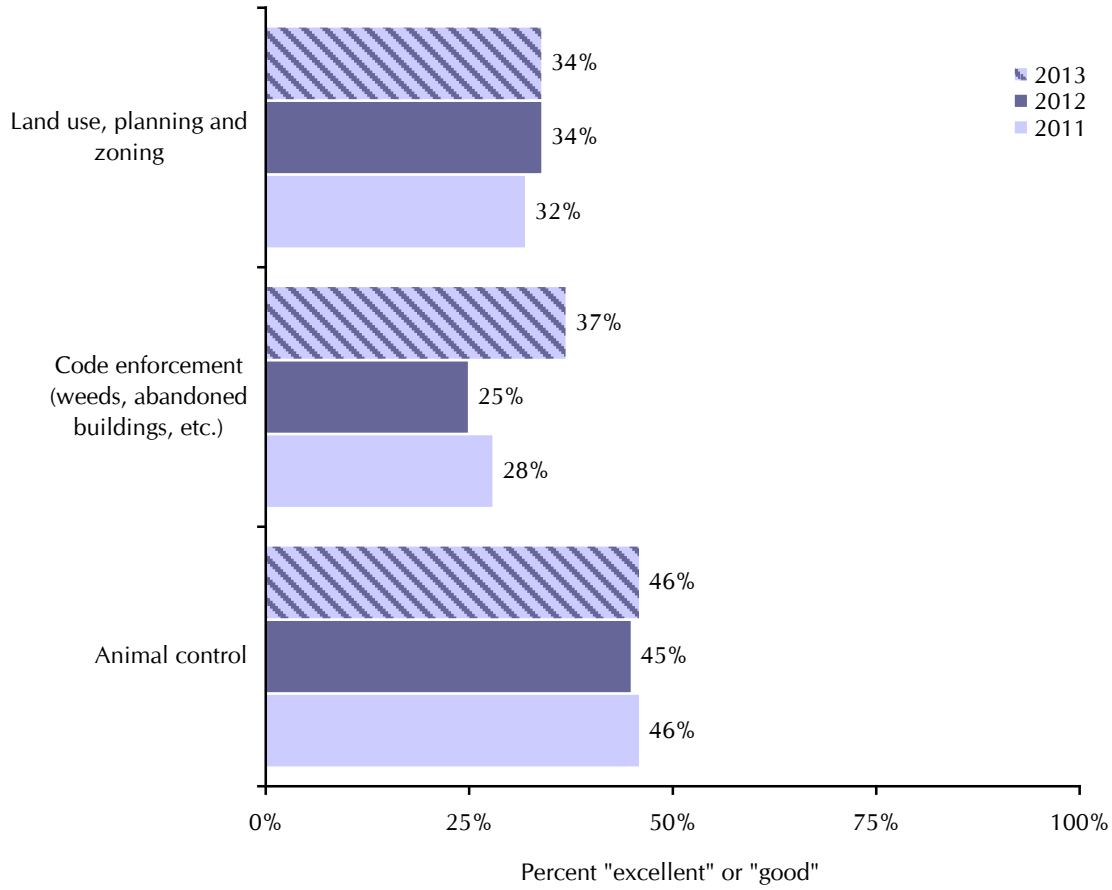


FIGURE 25: PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BENCHMARKS

|   | Comparison to benchmark |
|---|-------------------------|
| Land use, planning and zoning                       | Much below              |
| Code enforcement (weeds, abandoned buildings, etc.) | 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. Receiving the lowest rating was employment opportunities. Both employment opportunities and shopping opportunities were above the benchmark while San José as a place to work and the overall quality of business and service establishments were similar to the benchmark.

FIGURE 26: RATINGS OF ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BY YEAR

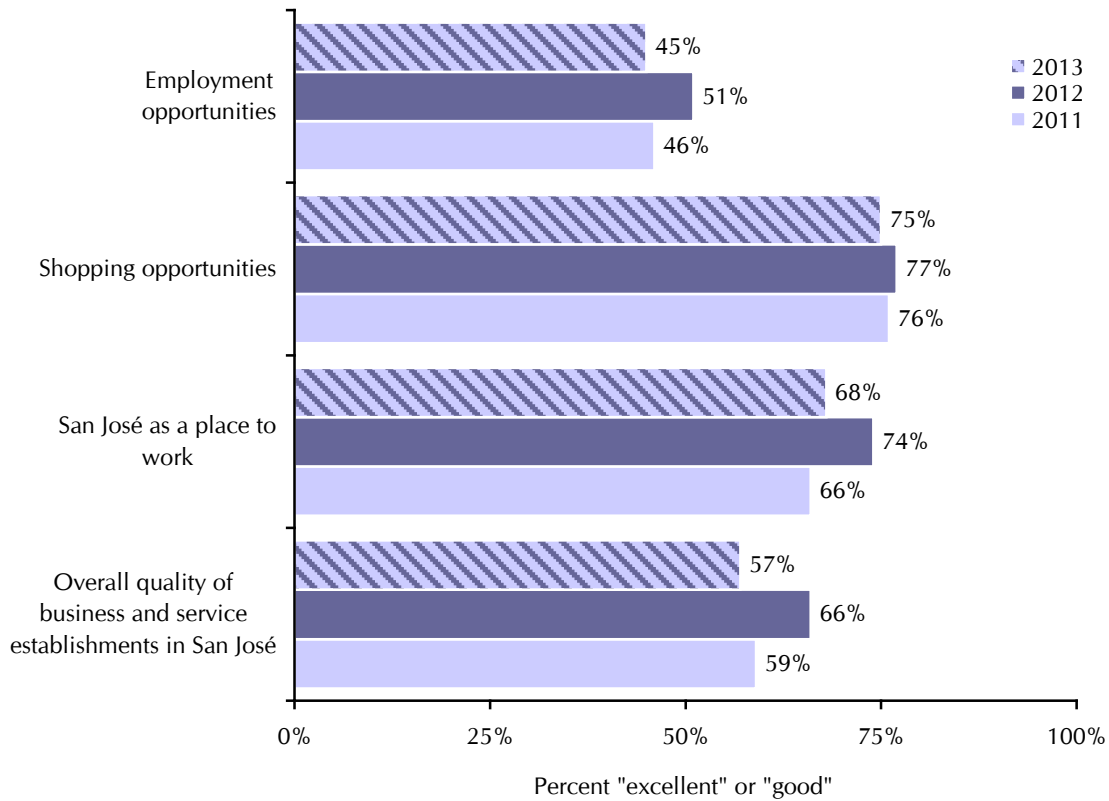


FIGURE 27: ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BENCHMARKS

|  | Comparison to benchmark |
|--|-------------------------|
| Employment opportunities   | Above                   |
| Shopping opportunities   | Much above              |
| San José as a place to work  | Similar                 |
| 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, 65% responded that it was “too slow,” while 22% reported retail growth as “too slow.” Fewer residents in San José compared to other jurisdictions believed that retail growth was too slow and that jobs growth was too slow.

FIGURE 28: RATINGS OF RETAIL AND JOB GROWTH BY YEAR

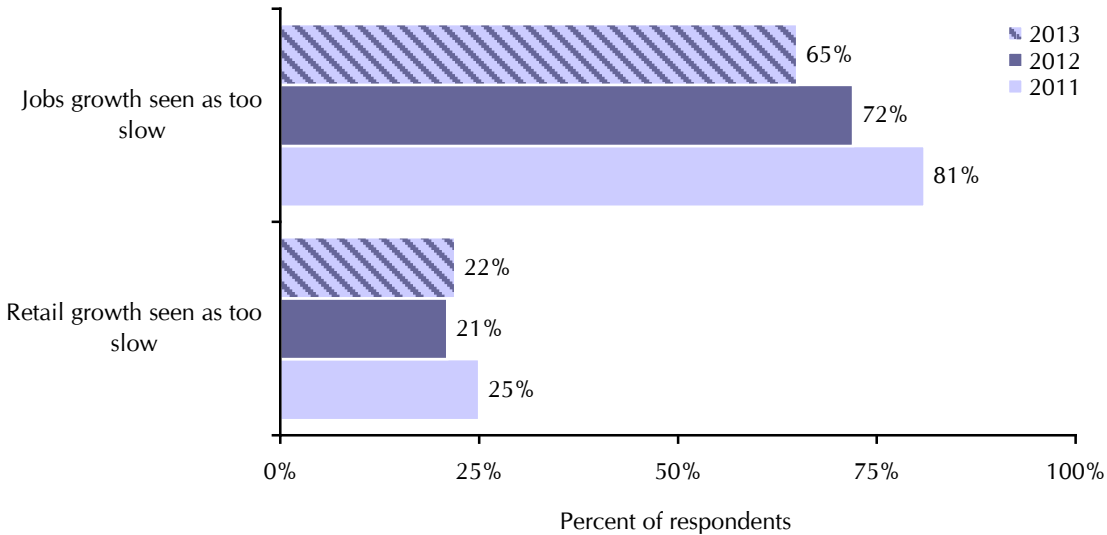


FIGURE 29: RETAIL AND JOB GROWTH BENCHMARKS

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

FIGURE 30: RATINGS OF ECONOMIC DEVELOPMENT SERVICES BY YEAR

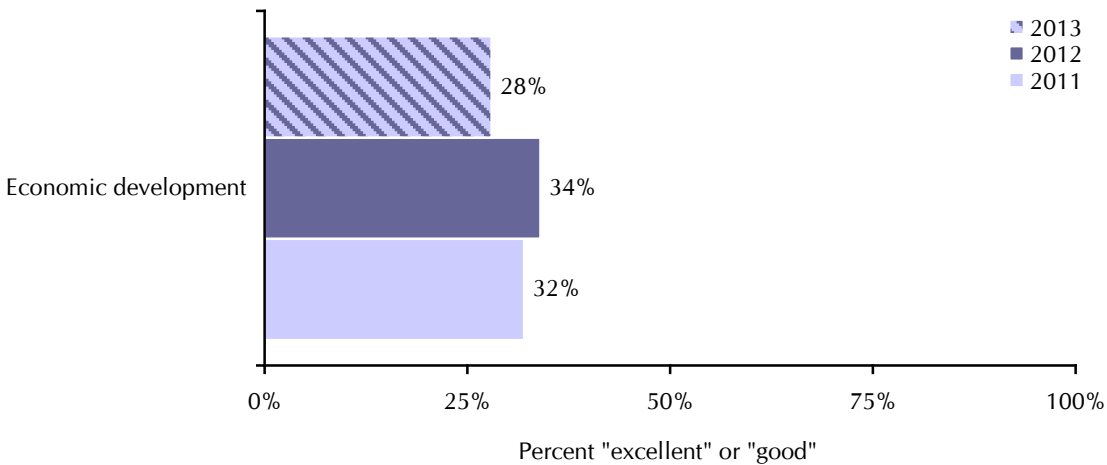


FIGURE 31: ECONOMIC DEVELOPMENT SERVICES BENCHMARKS

|                      | Comparison to benchmark |
|----------------------|-------------------------|
| Economic development | Much below              |

Residents were asked to reflect on their economic prospects in the near term. Twenty-nine 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

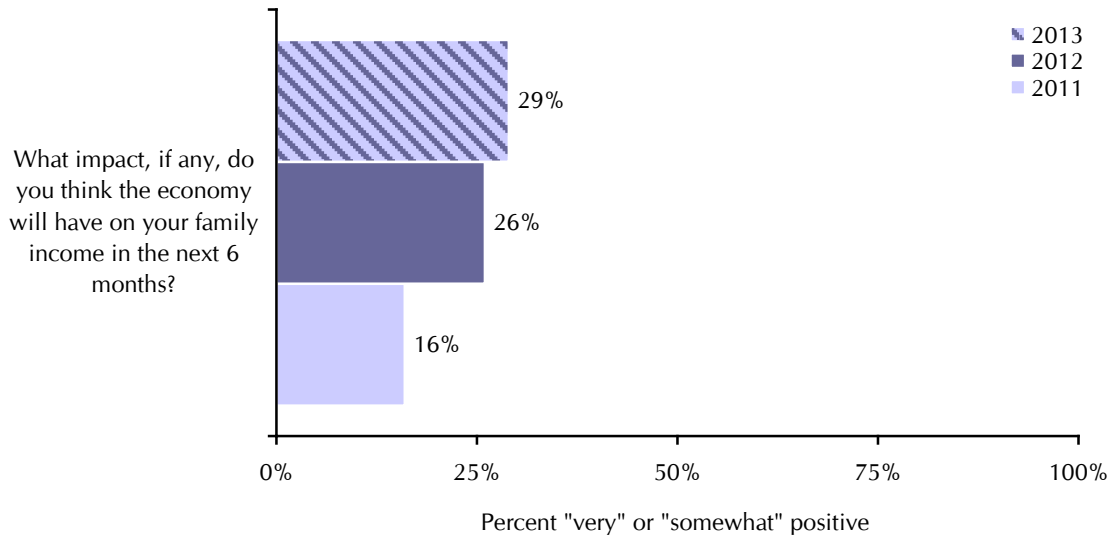


FIGURE 33: PERSONAL ECONOMIC FUTURE BENCHMARKS

| 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. A majority gave positive ratings of some aspects of safety in the City of San José. About 4 in 10 of those completing the questionnaire said they felt “very” or “somewhat” safe from violent crimes and almost half 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

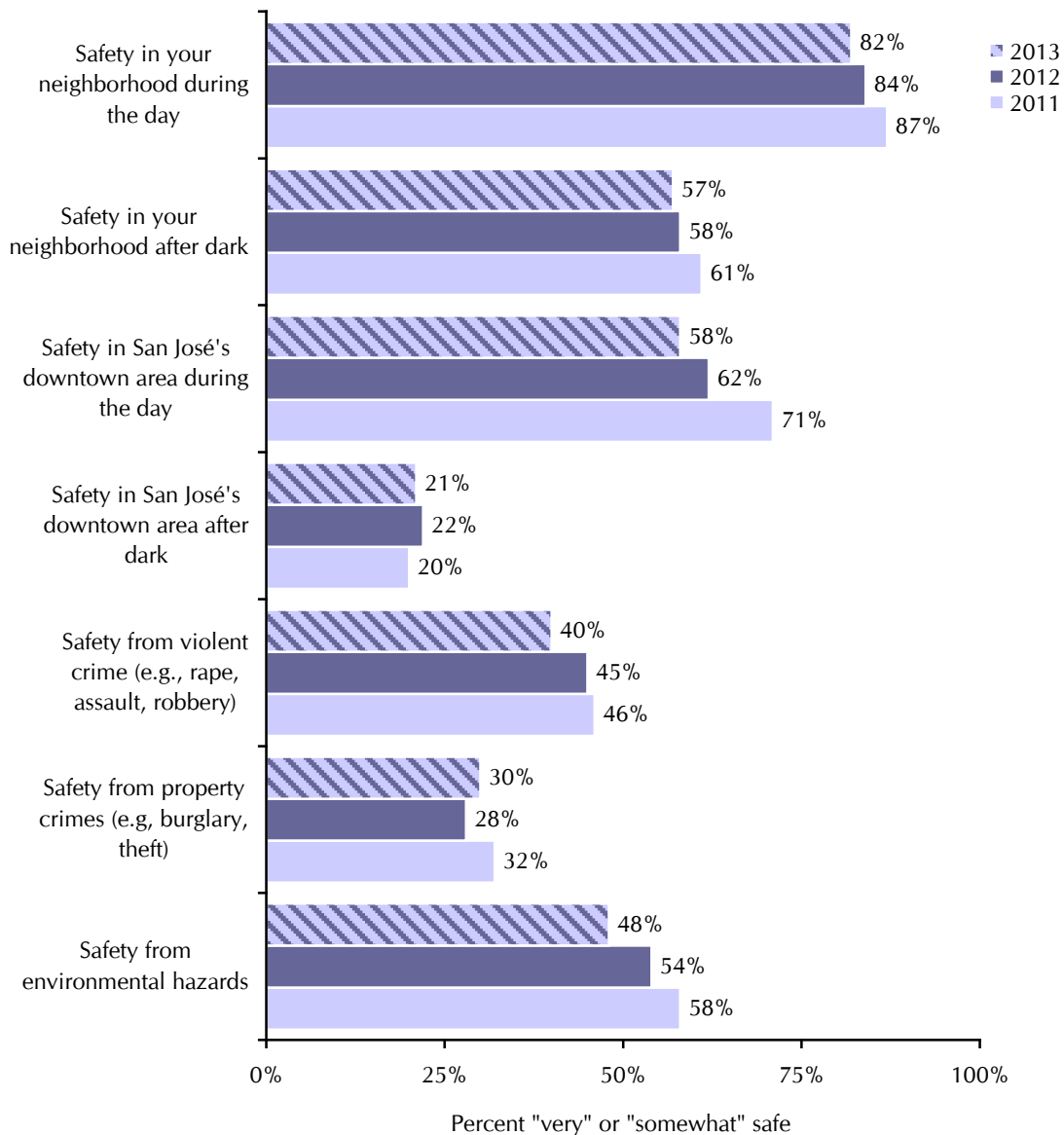


FIGURE 35: COMMUNITY AND PERSONAL PUBLIC SAFETY BENCHMARKS

|  | 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, 27% 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, 75% had reported it to police. Compared to other jurisdictions more San José residents had been victims of crime in the 12 months preceding the survey and fewer San José residents had reported their most recent crime victimization to the police. The number of respondents reporting to have been a victim of one more crimes in the past year increased compared to previous survey iterations.

FIGURE 36: CRIME VICTIMIZATION AND REPORTING BY YEAR

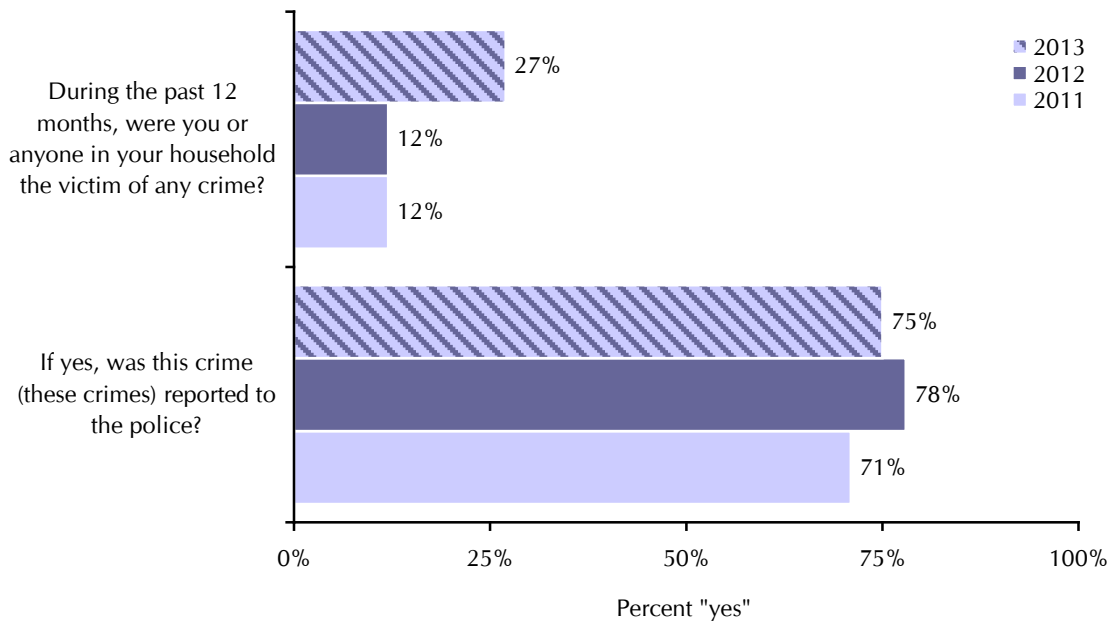


FIGURE 37: CRIME VICTIMIZATION AND REPORTING BENCHMARKS

|                 | Comparison to benchmark |
|-----------------|-------------------------|
| Victim of crime | Much more               |
| Reported crimes | Less                    |

Residents rated seven City public safety services; all seven were rated below the benchmark comparison. Fire services and ambulance or emergency medical services received the highest ratings, while crime prevention and emergency preparedness received the lowest ratings. All were rated similar compared to the previous year.

FIGURE 38: RATINGS OF PUBLIC SAFETY SERVICES BY YEAR

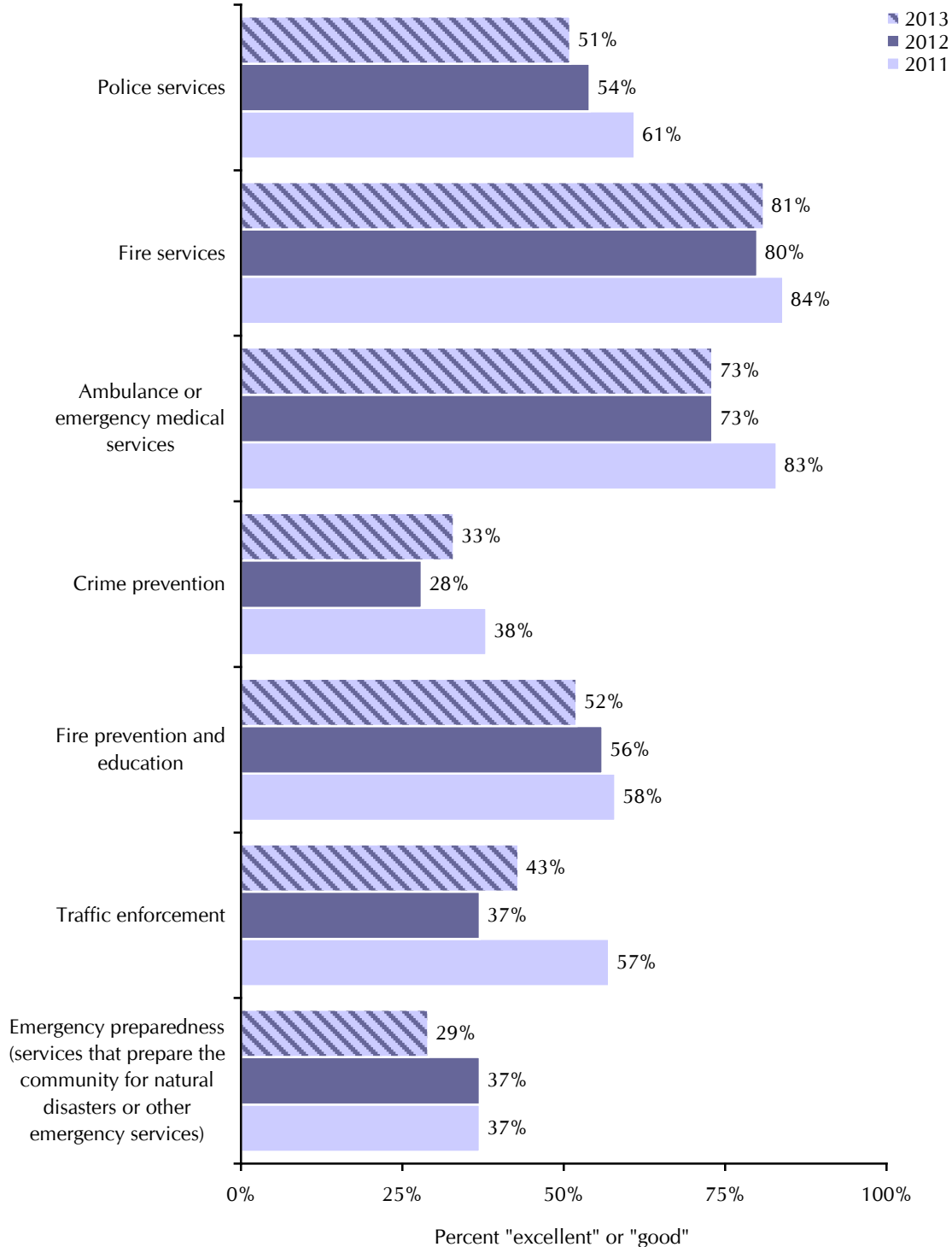




FIGURE 39: PUBLIC SAFETY SERVICES BENCHMARKS

|  | 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

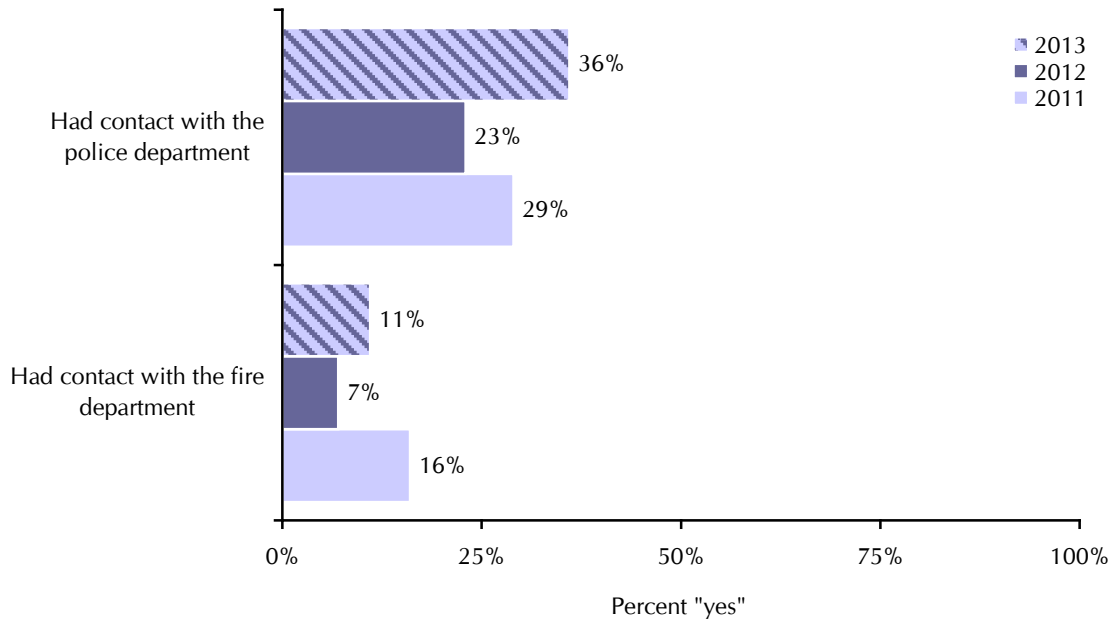


FIGURE 41: RATINGS OF CONTACT WITH POLICE AND FIRE DEPARTMENTS BY YEAR

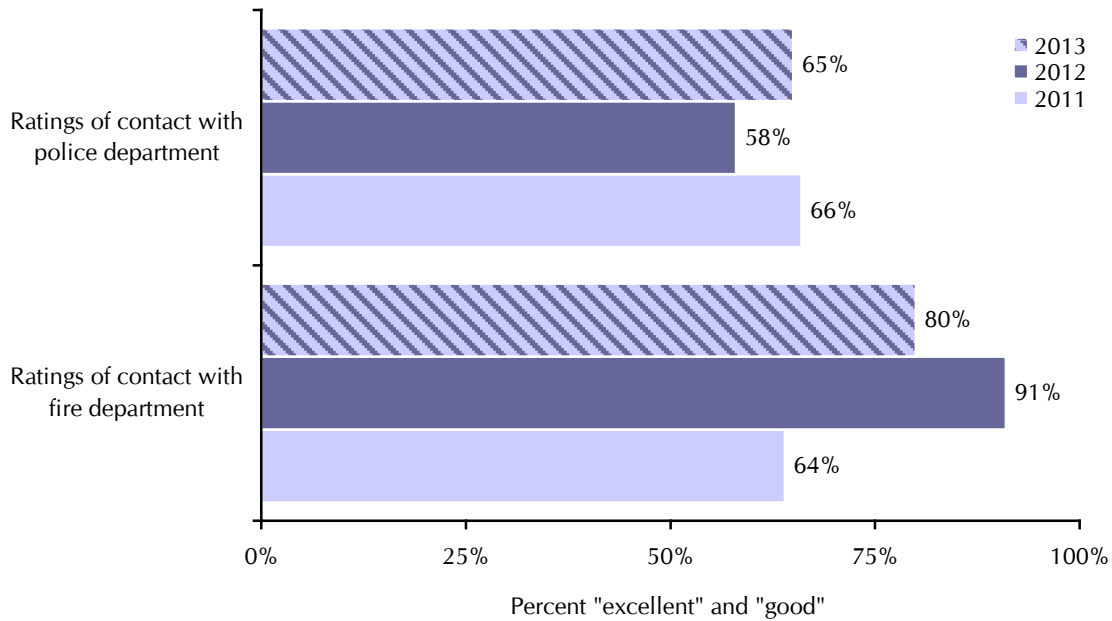


FIGURE 42: CONTACT WITH POLICE AND FIRE DEPARTMENTS BENCHMARKS

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

## ENVIRONMENTAL SUSTAINABILITY

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

Residents of the City of San José were asked to evaluate their local environment and the services provided to ensure its quality. The overall quality of the natural environment was rated as “excellent” or “good” by 44% of survey respondents and received the highest rating.

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

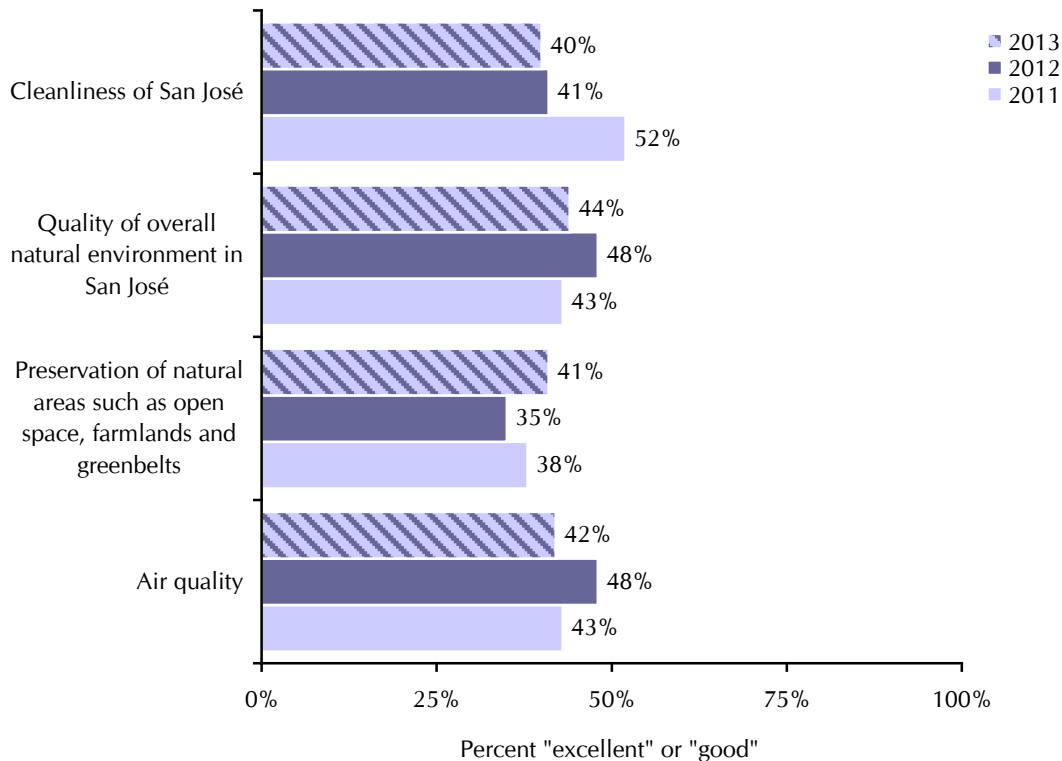


FIGURE 44: COMMUNITY ENVIRONMENT BENCHMARKS

|  | 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.

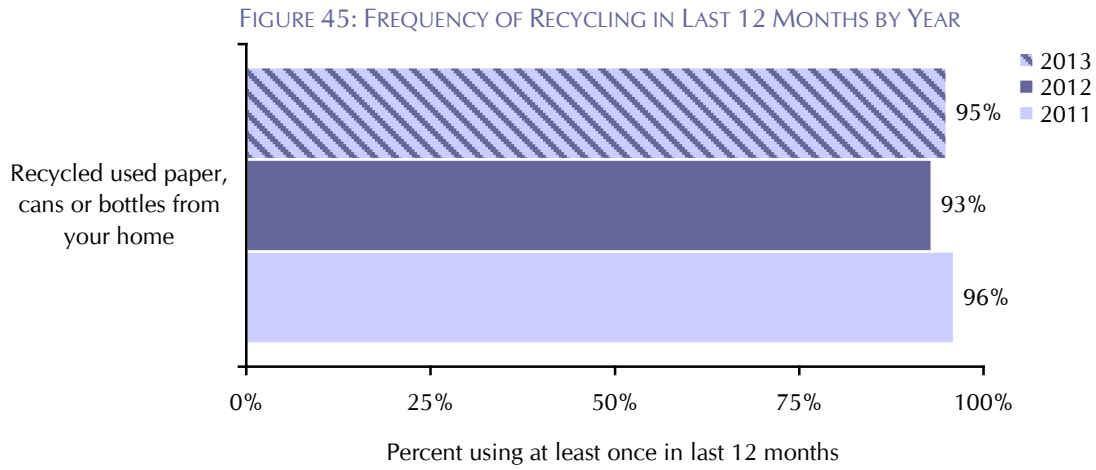


FIGURE 46: FREQUENCY OF RECYCLING BENCHMARKS

|   | 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, two were similar to the benchmark and four were below the benchmark comparison. These service ratings trends were stable when compared to past surveys.

FIGURE 47: RATINGS OF UTILITY SERVICES BY YEAR

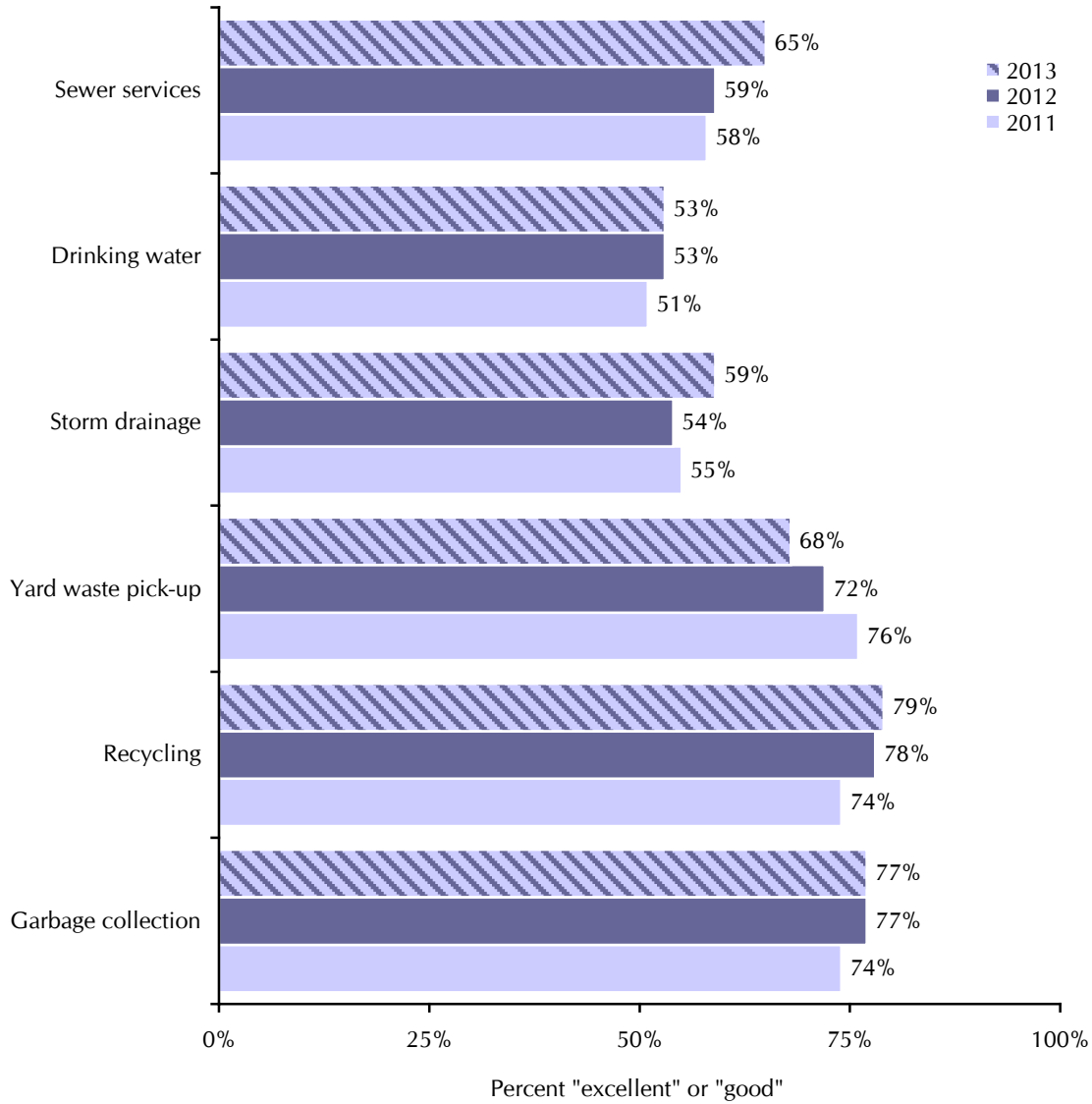


FIGURE 48: UTILITY SERVICES BENCHMARKS

|                    | Comparison to benchmark |
|--------------------|-------------------------|
| Sewer services     | Much below              |
| Drinking water     | Much below              |
| Storm drainage     | Similar                 |
| Yard waste pick-up | Below                   |
| 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 national benchmark. Parks and recreation ratings have varied 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. However, park visitation in San José was higher than use in comparison jurisdictions.

FIGURE 49: RATINGS OF COMMUNITY RECREATIONAL OPPORTUNITIES BY YEAR

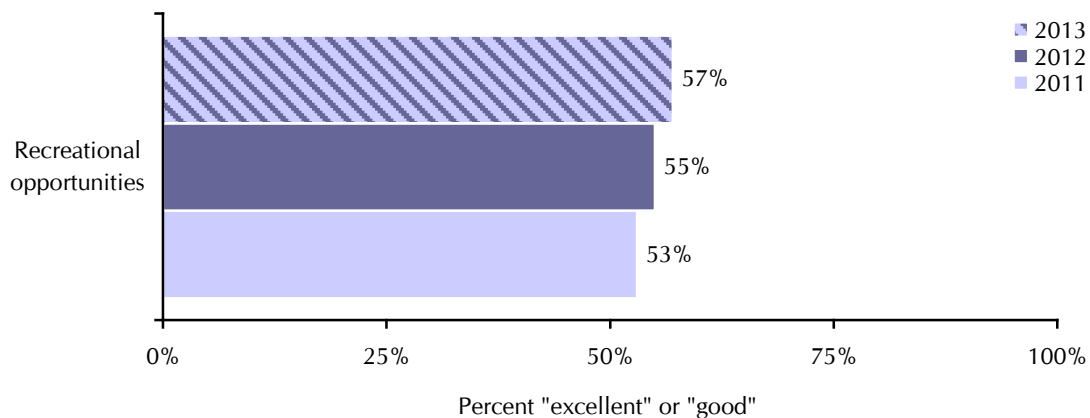


FIGURE 50: COMMUNITY RECREATIONAL OPPORTUNITIES BENCHMARKS

|                          |                         |
|--------------------------|-------------------------|
| Recreation opportunities | Comparison to benchmark |
|                          | Below                   |

FIGURE 51: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BY YEAR

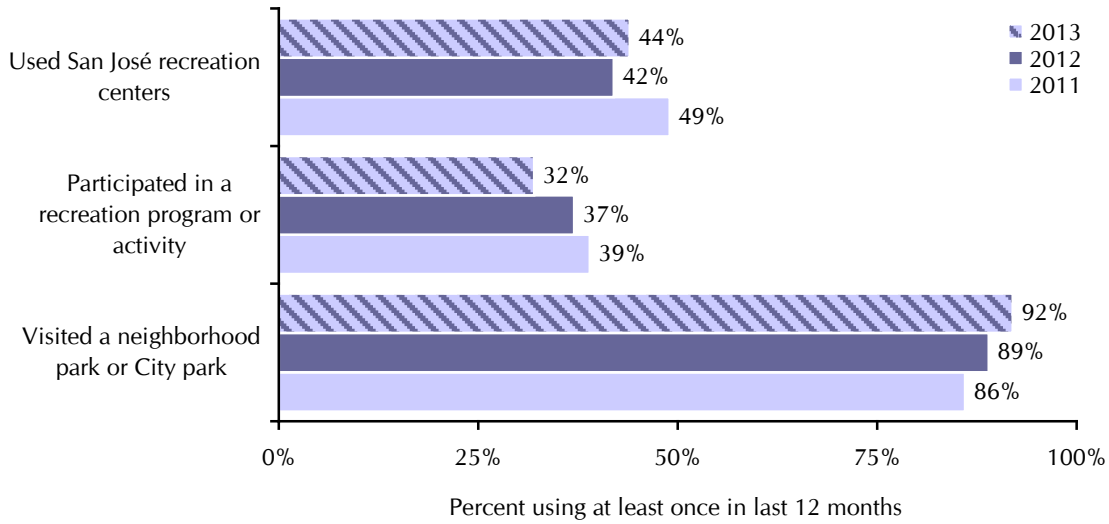


FIGURE 52: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BENCHMARKS

|  | 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         | More                    |

FIGURE 53: RATINGS OF PARKS AND RECREATION SERVICES BY YEAR

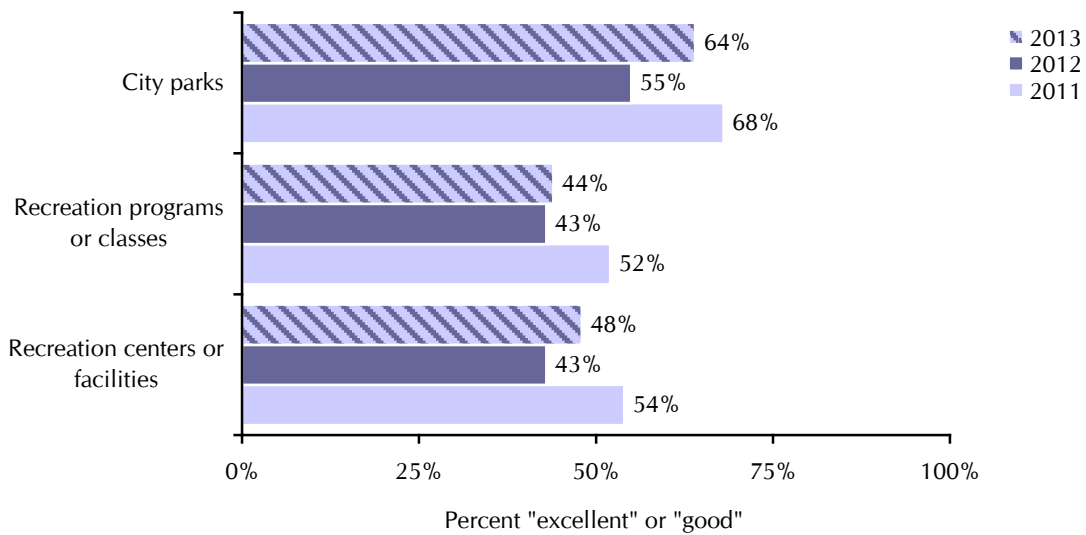


FIGURE 54: PARKS AND RECREATION SERVICES BENCHMARKS

|                                  | 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 53% of respondents. Educational opportunities were rated as “excellent” or “good” by 58% of respondents. Compared to the benchmark data, educational opportunities were below the average of comparison jurisdictions, while cultural activity opportunities were rated similar to the benchmark comparison.

About 68% 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

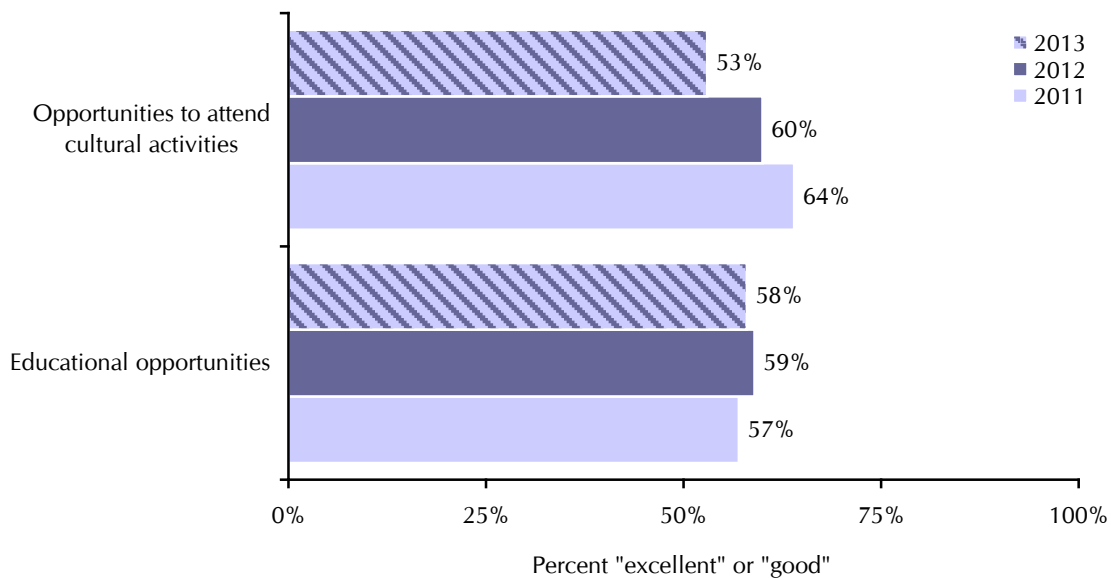


FIGURE 56: CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

|   | Comparison to benchmark |
|---|-------------------------|
| Opportunities to attend cultural activities | Similar                 |
| Educational opportunities                   | Below                   |



FIGURE 57: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BY YEAR

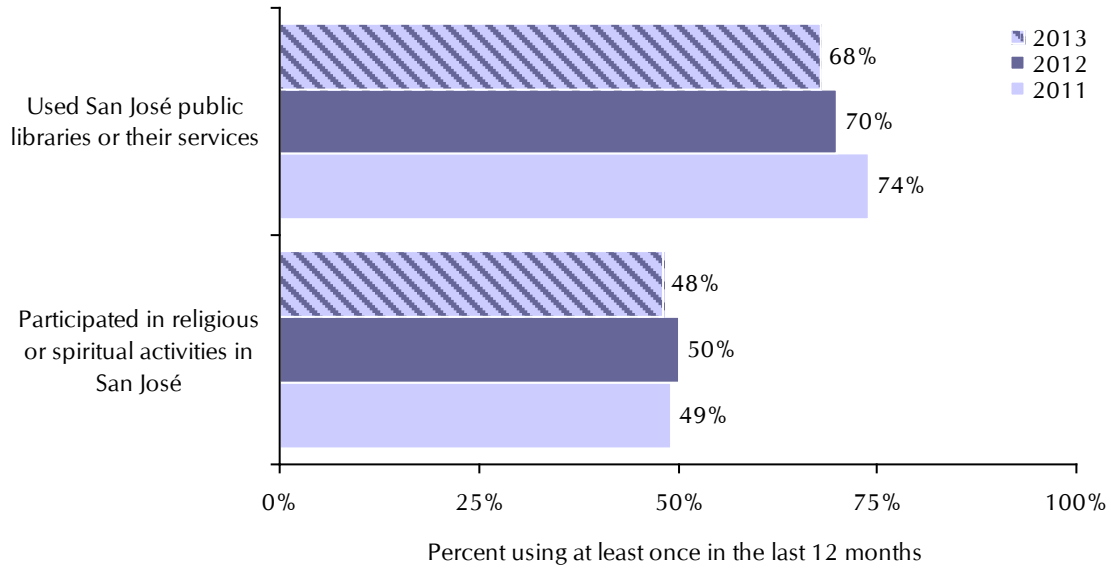


FIGURE 58: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

|   | 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

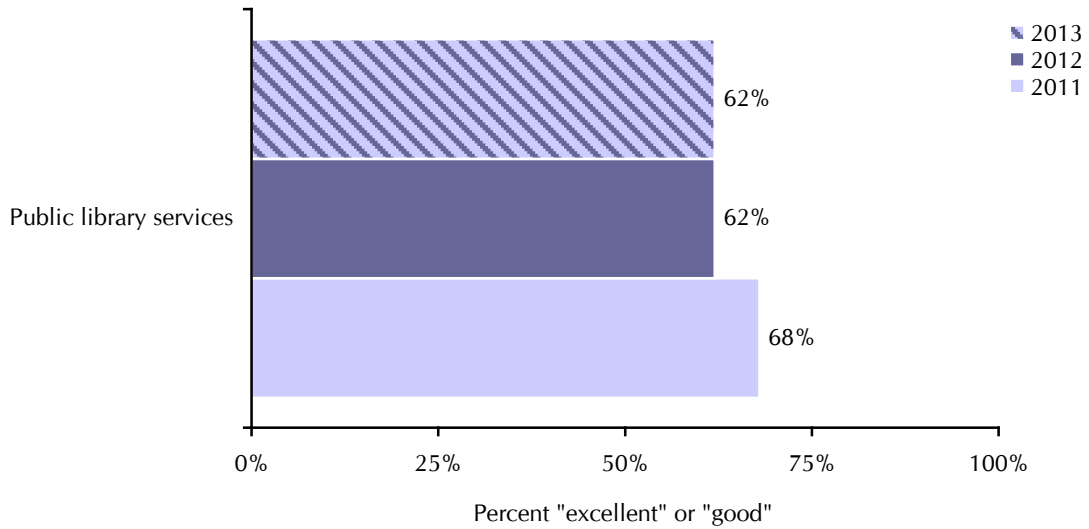


FIGURE 60: CULTURAL AND EDUCATIONAL SERVICES BENCHMARKS

|                         | 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 availability of health care and high quality affordable food. The availability of affordable quality food was rated most positively for the City of San José, while the availability of affordable quality health care was rated less favorably by residents. Compared to the previous survey, ratings for the availability of affordable quality health care decreased.

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

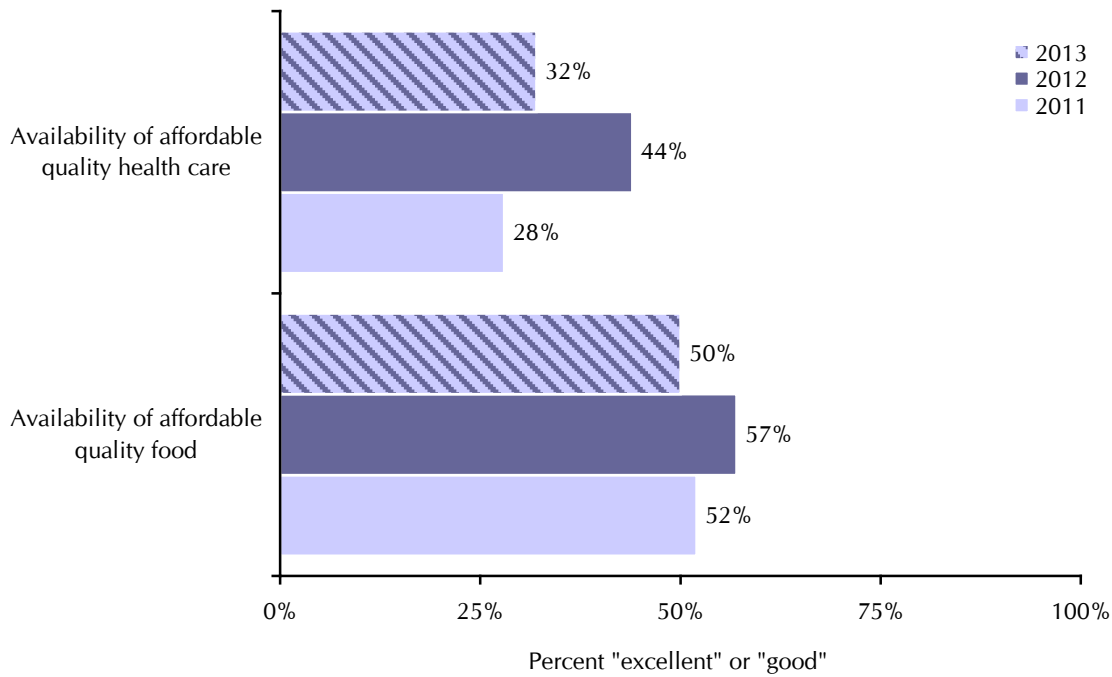


FIGURE 62: COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES BENCHMARKS

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

## COMMUNITY INCLUSIVENESS

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

A moderate percentage of residents rated the City of San José as an “excellent” or “good” place to raise kids and a low percentage rated it as an excellent or good place to retire. 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. Ratings remained stable compared to the previous survey iteration, except for ratings for the openness and acceptance of the community toward people of diverse backgrounds, which decreased.

FIGURE 63: RATINGS OF COMMUNITY QUALITY AND INCLUSIVENESS BY YEAR

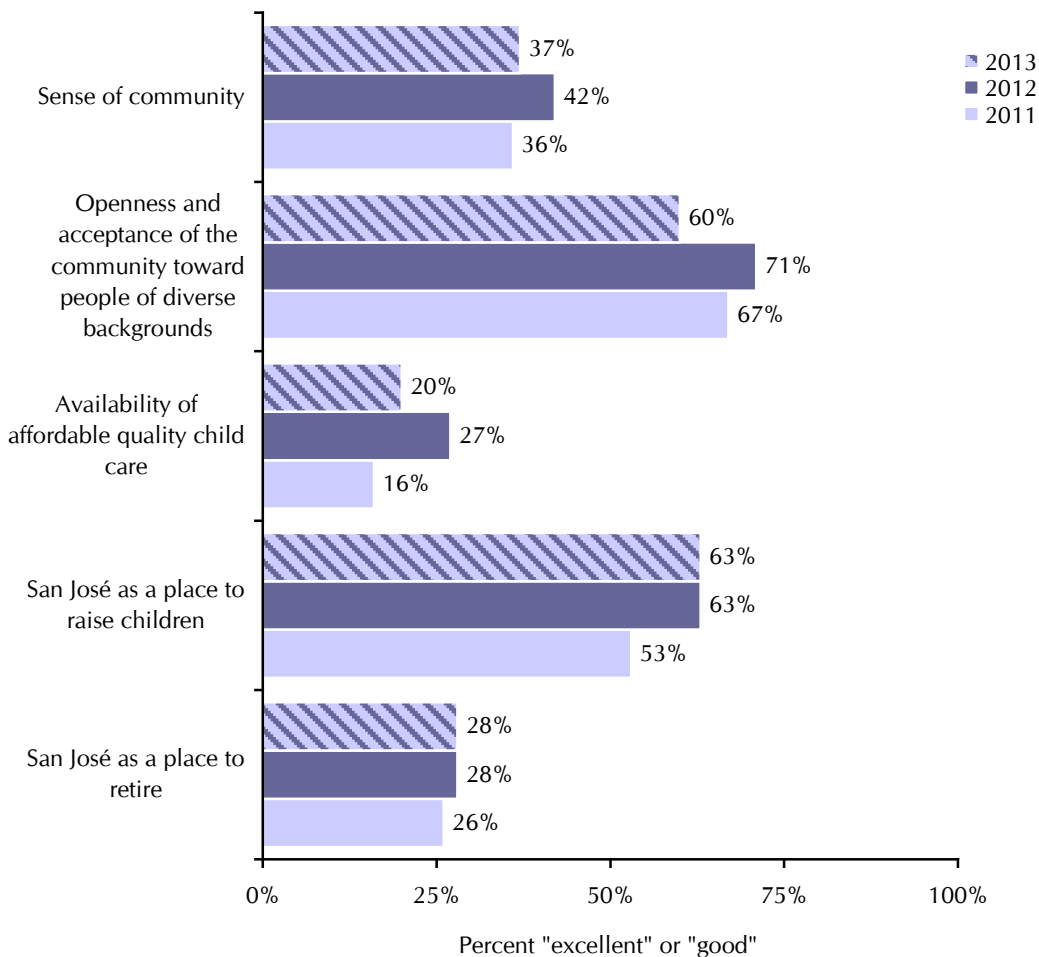


FIGURE 64: COMMUNITY QUALITY AND INCLUSIVENESS BENCHMARKS

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

Services to more vulnerable populations (e.g., seniors, youth or low-income residents) ranged from 24% to 32% with ratings of “excellent” or “good.” Ratings have decreased over time for services to vulnerable populations.

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

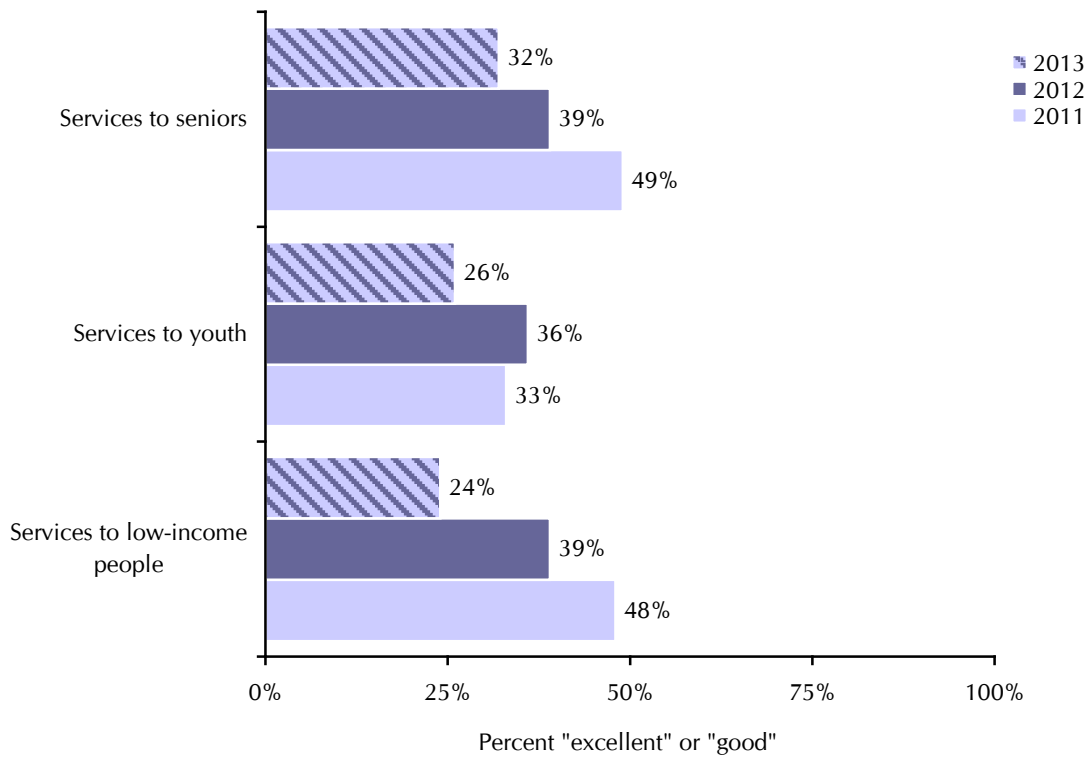


FIGURE 66: SERVICES PROVIDED FOR POPULATION SUBGROUPS BENCHMARKS

|                               | Comparison to benchmark |
|-------------------------------|-------------------------|
| Services to seniors           | Much below              |
| Services to youth             | Much below              |
| Services to low income people | Much 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 less favorably.

Ratings of civic engagement opportunities were below ratings from comparison jurisdictions where these questions were asked. Compared to the 2012 survey, ratings decreased for opportunities to participate in community matters.

FIGURE 67: RATINGS OF CIVIC ENGAGEMENT OPPORTUNITIES

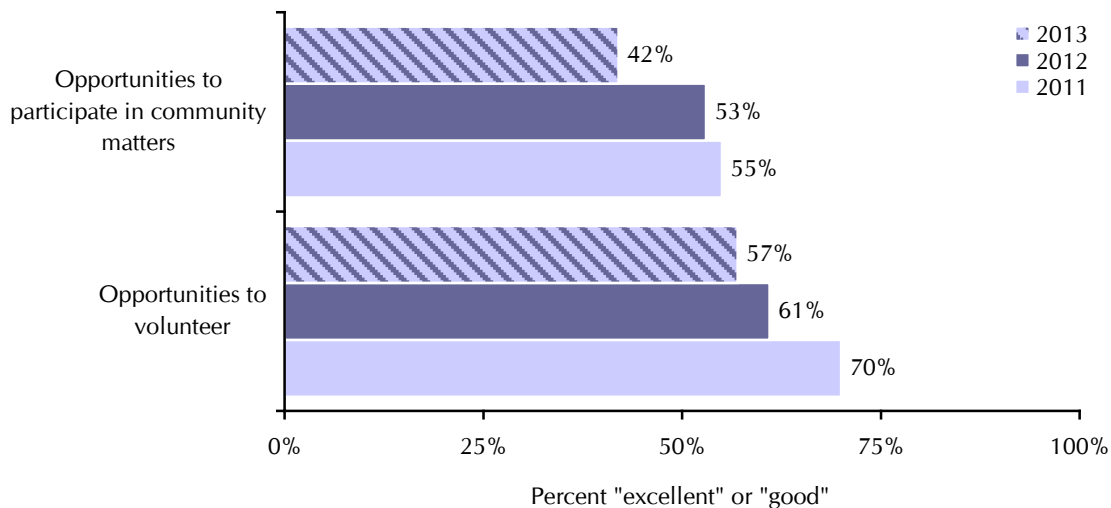


FIGURE 68: CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

|   | Comparison to benchmark |
|---|-------------------------|
| Opportunities to participate in community matters | Much below              |
| Opportunities to volunteer                        | Much 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, participating in a club and helping a friend or neighbor showed similar rates of involvement; while attending or watching a meeting of local elected officials showed lower rates of community engagement.

FIGURE 69: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BY YEAR

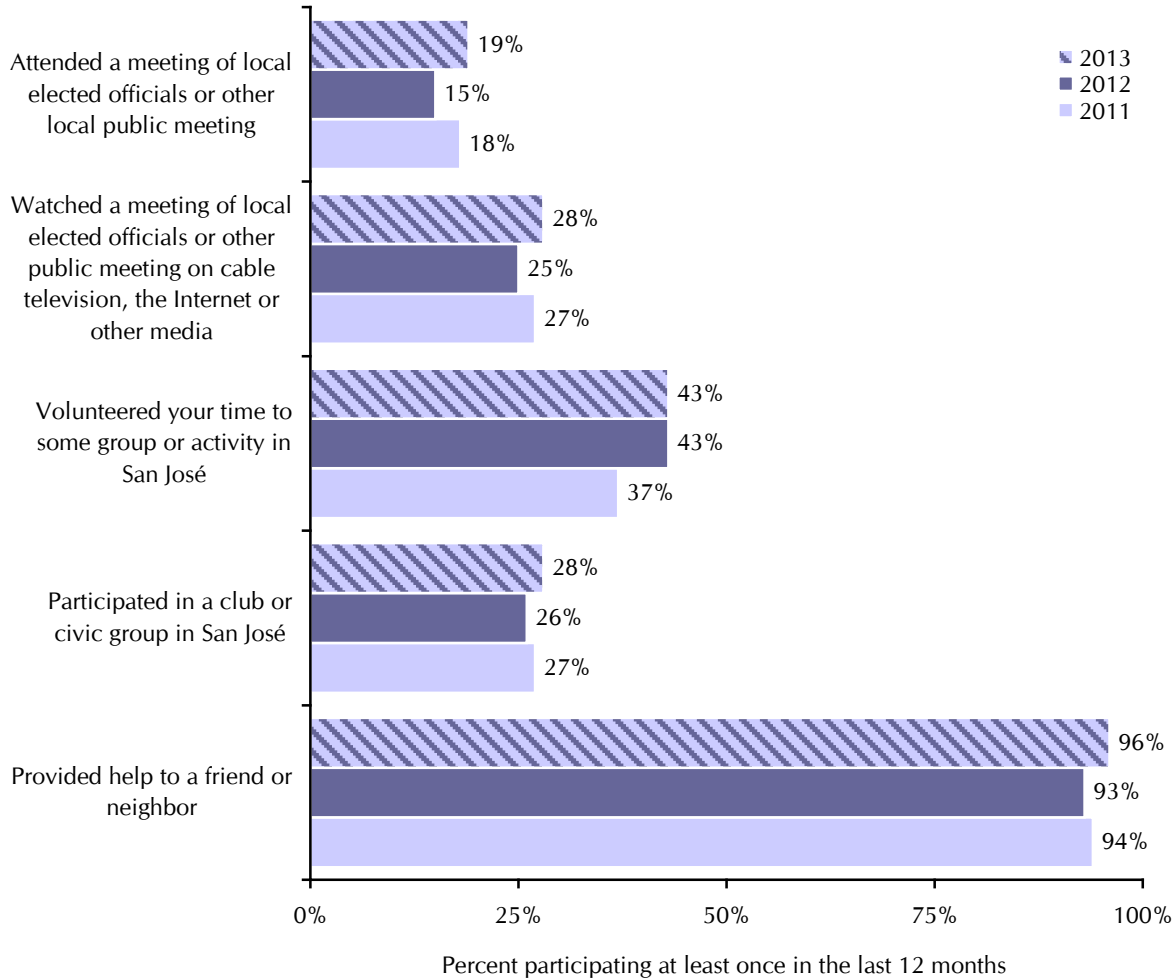
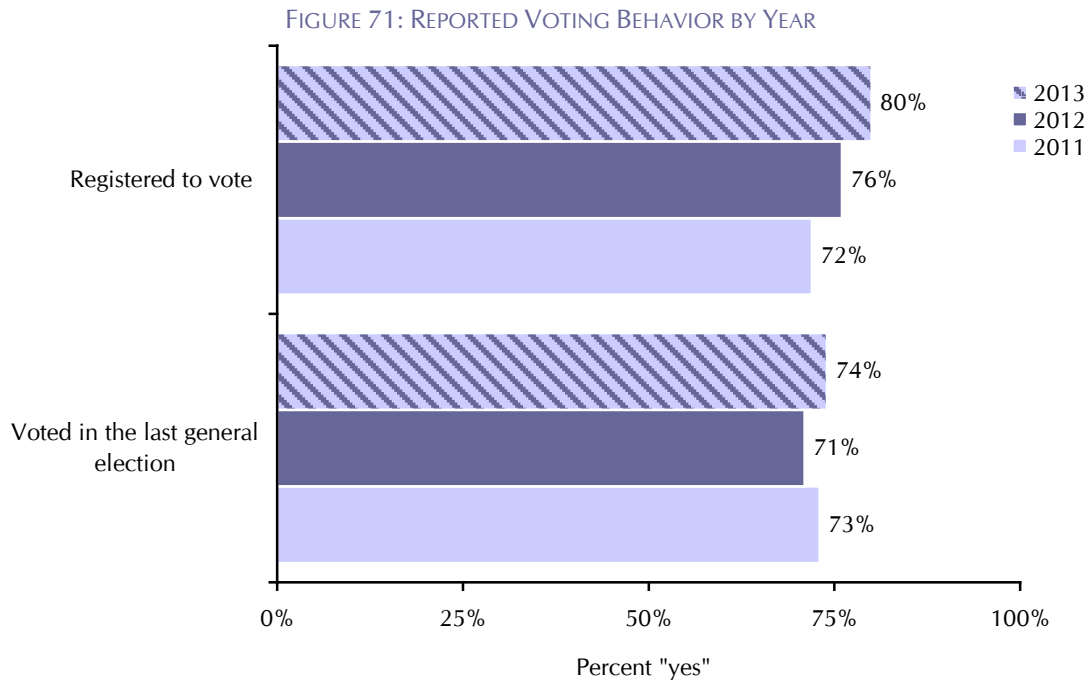


FIGURE 70: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

|   | Comparison to benchmark |
|---|-------------------------|
| Attended a meeting of local elected officials or other local public meeting   | 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   | Similar                 |
| 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. Eighty percent reported they were registered to vote and 74% indicated they had voted in the last general election. This rate of self-reported voting was lower than that of comparison communities.



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 | Much less               |

## Information and Awareness

Those completing the survey were asked about their use and perceptions of various information sources and local government media services. When asked whether they had visited the City of San José Web site in the previous 12 months, 62% reported they had done so at least once. Public information services were rated unfavorably compared to benchmark data.

FIGURE 73: USE OF INFORMATION SOURCES

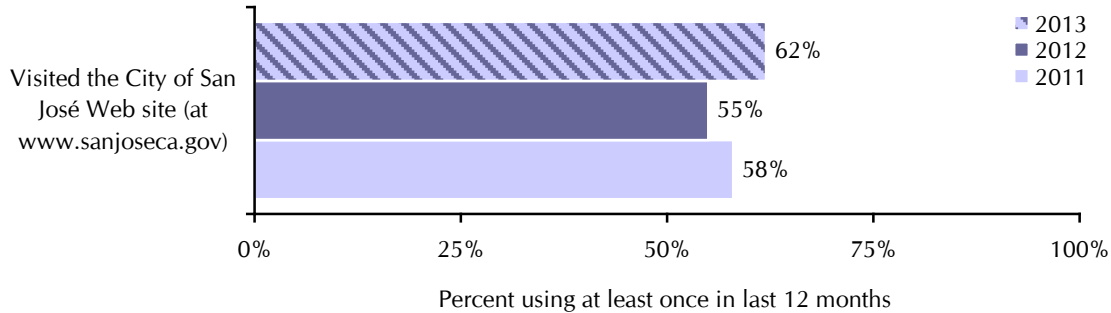


FIGURE 74: USE OF INFORMATION SOURCES BENCHMARKS

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

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

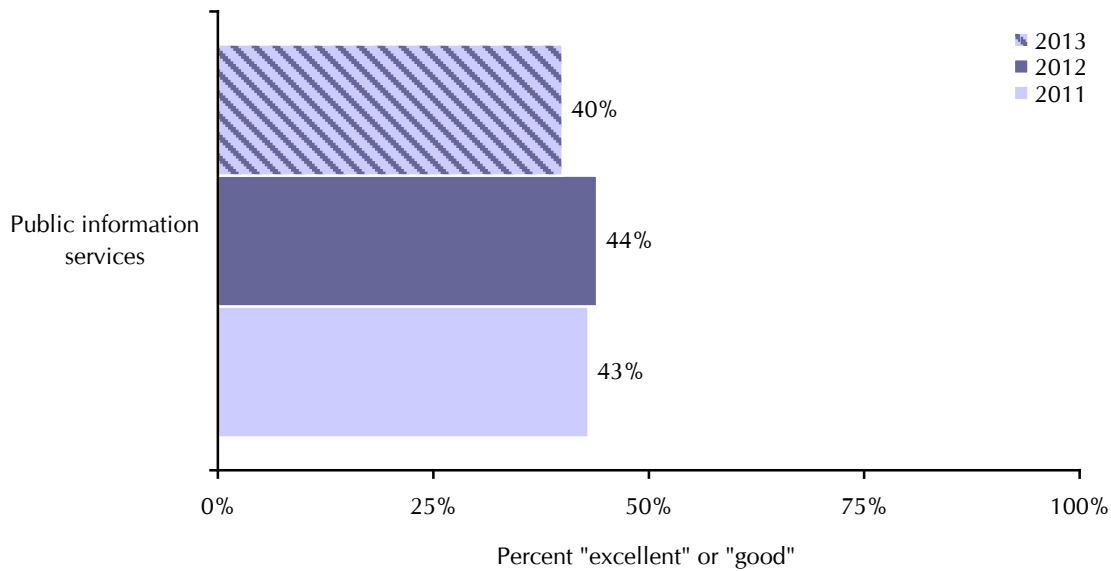


FIGURE 76: LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BENCHMARKS

| 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 50% of respondents, while even more rated opportunities to participate in religious or spiritual events and activities as “excellent” or “good.”

FIGURE 77: RATINGS OF SOCIAL ENGAGEMENT OPPORTUNITIES COMPARED BY YEAR

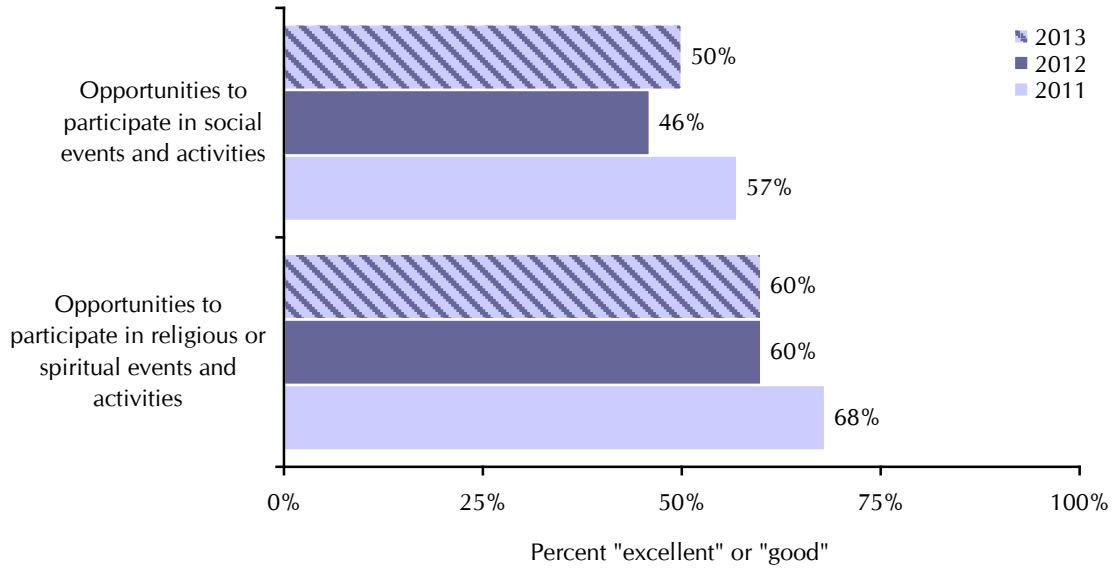


FIGURE 78: SOCIAL ENGAGEMENT OPPORTUNITIES BENCHMARKS

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

Residents in San José reported a low amount of neighborliness. About one-third 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

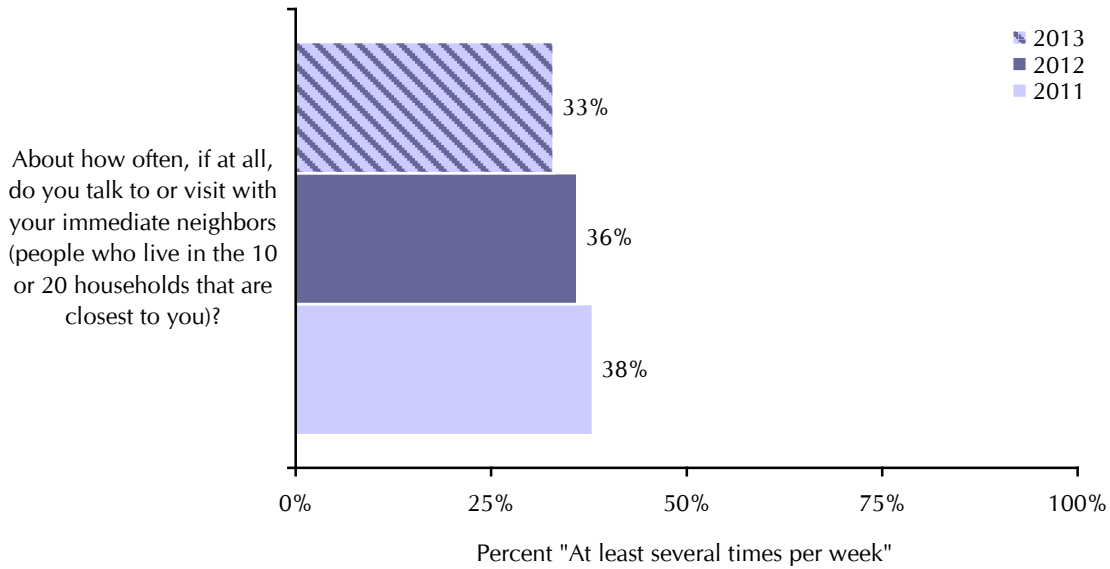


FIGURE 80: CONTACT WITH IMMEDIATE NEIGHBORS BENCHMARKS

|  | 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, 26% rated it as "excellent" or "good," and this was lower than in 2012. All four of these ratings were below the benchmark.

FIGURE 81: PUBLIC TRUST RATINGS BY YEAR

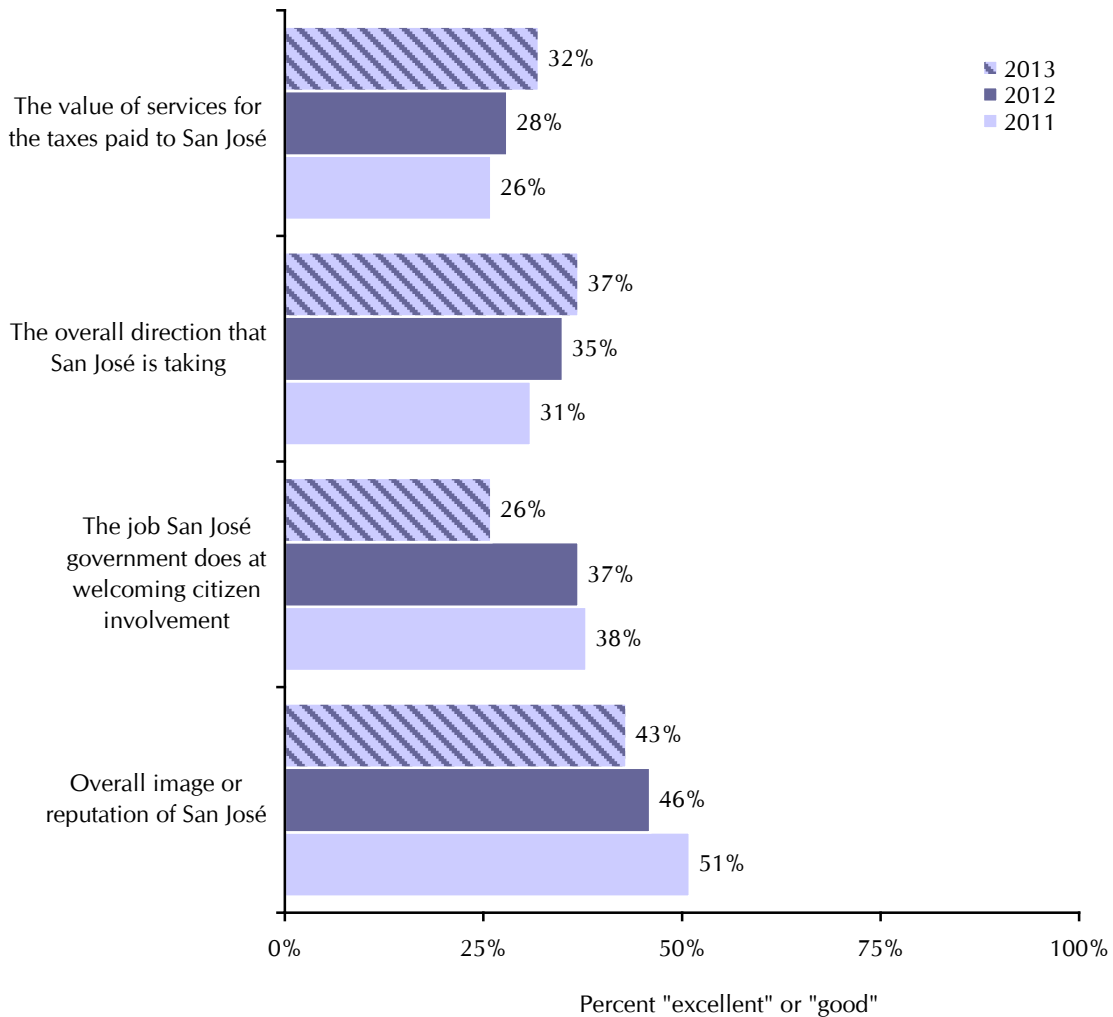


FIGURE 82: PUBLIC TRUST BENCHMARKS

|   | 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 Santa Clara County Government. The overall quality of services delivered by the City of San José was rated as “excellent” or “good” by 45% of survey participants. The City of San José’s rating was below the benchmark when compared to other communities in the nation. Ratings of overall City services have remained stable over the last three years.

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

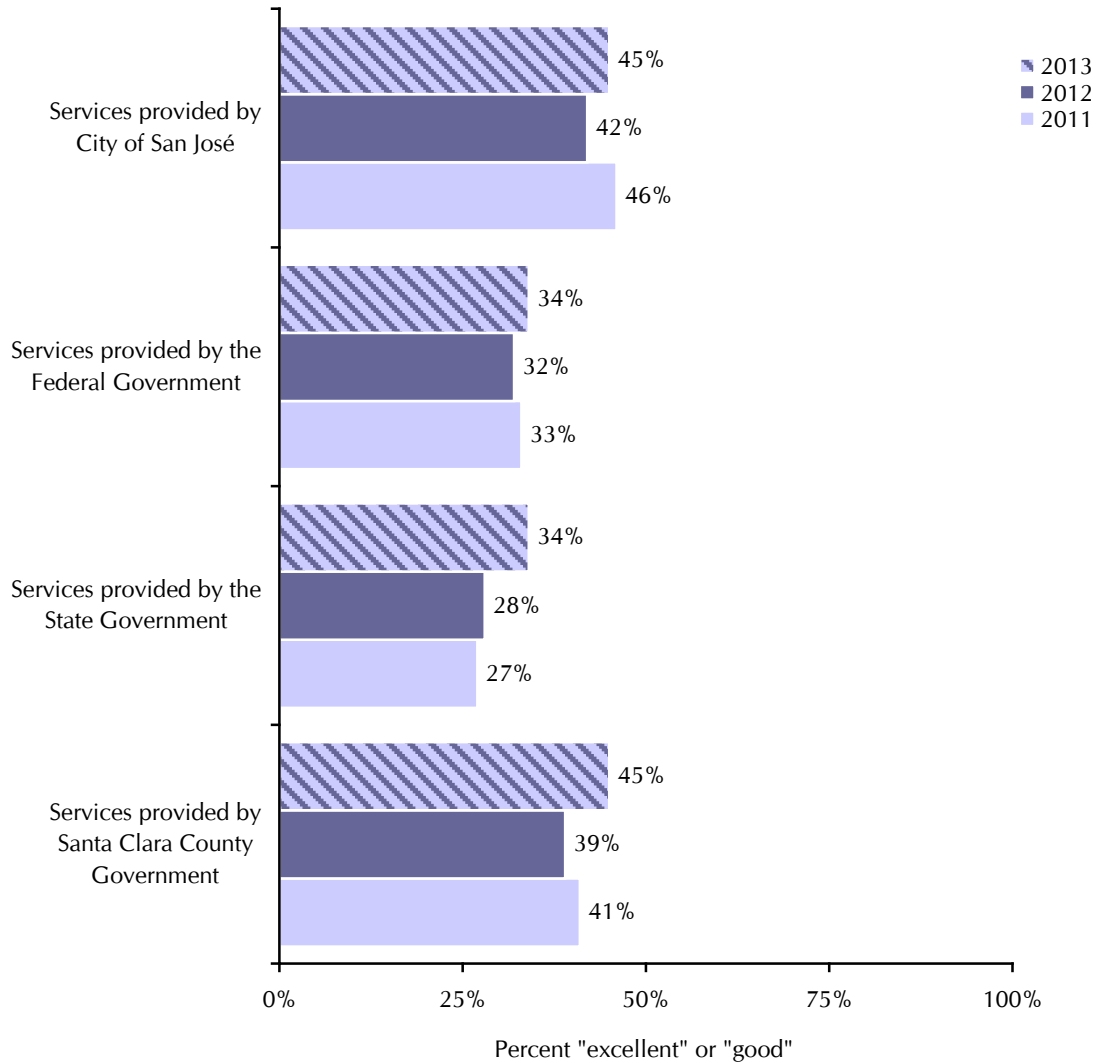


FIGURE 84: SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BENCHMARKS

|  | Comparison to benchmark |
|--|-------------------------|
| Services provided by the City of San José          | Much below              |
| Services provided by the Federal Government        | Below                   |
| 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 45% who reported that they had been in contact (a percent that is lower than the benchmark comparison and has increased compared to previous years) were then asked to indicate overall how satisfied they were with the employee in their most recent contact. City employees were rated highly; 64% of respondents rated their overall impression as "excellent" or "good." Employee ratings were lower than the benchmark. Ratings increased however for courtesy and overall impression compared to previous years.

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

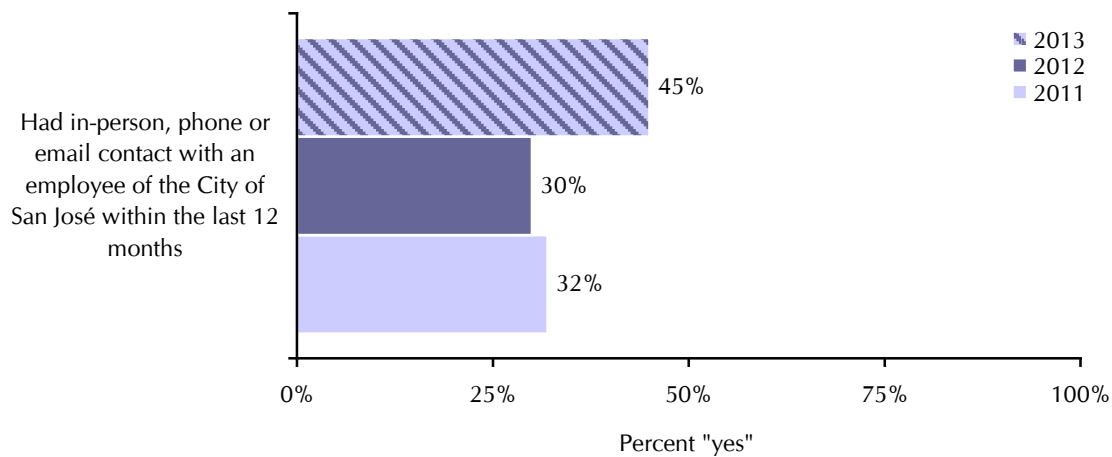


FIGURE 86: CONTACT WITH CITY EMPLOYEES BENCHMARKS

|   | Comparison to benchmark |
|---|-------------------------|
| Had contact with City employee(s) in last 12 months | Less                    |

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

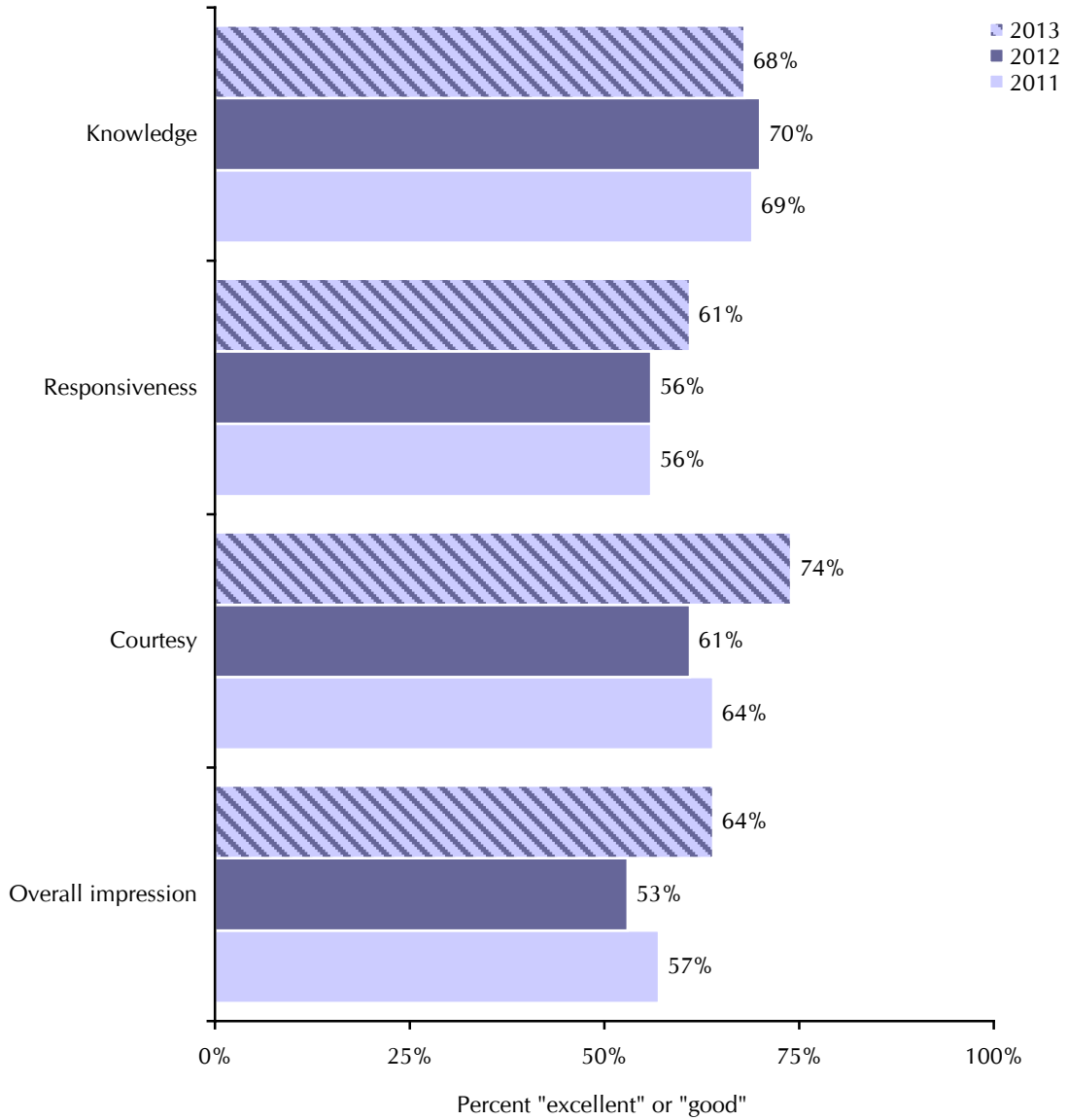


FIGURE 88: RATINGS OF CITY EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BENCHMARKS

|                    | Comparison to benchmark |
|--------------------|-------------------------|
| Knowledge          | Below                   |
| Responsiveness     | Much below              |
| Courteousness      | Below                   |
| Overall impression | 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                 | 37%       | 42%  | 14%  | 7%   | 100%  |
| Availability of flights at Mineta San José International Airport            | 22%       | 43%  | 25%  | 10%  | 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  | 22%                    |
| Yes   | 78%                    |
| Total   | 100%                   |

| Custom Question 3   |                        |
|---|------------------------|
| How important, if at all, is it for you to conserve water in your home? | Percent of respondents |
| Essential   | 28%                    |
| Very important  | 48%                    |
| Somewhat important  | 21%                    |
| Not at all important  | 4%                     |
| 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   | 12%       | 53%  | 28%  | 6%   | 100%  |
| Your neighborhood as a place to live                                      | 18%       | 44%  | 28%  | 10%  | 100%  |
| San José as a place to raise children                                     | 8%        | 55%  | 30%  | 7%   | 100%  |
| San José as a place to work   | 16%       | 52%  | 23%  | 9%   | 100%  |
| San José as a place to retire   | 5%        | 23%  | 33%  | 39%  | 100%  |
| The overall quality of life in San José                                   | 7%        | 50%  | 37%  | 6%   | 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   | 4%        | 33%  | 44%  | 19%  | 100%  |
| Openness and acceptance of the community toward people of diverse backgrounds            | 13%       | 46%  | 33%  | 7%   | 100%  |
| Overall appearance of San José   | 4%        | 39%  | 47%  | 11%  | 100%  |
| Cleanliness of San José  | 3%        | 37%  | 42%  | 18%  | 100%  |
| Overall quality of new development in San José   | 5%        | 43%  | 40%  | 12%  | 100%  |
| Variety of housing options   | 3%        | 34%  | 36%  | 27%  | 100%  |
| Overall quality of business and service establishments in San José                       | 11%       | 46%  | 39%  | 3%   | 100%  |
| Shopping opportunities   | 25%       | 50%  | 21%  | 3%   | 100%  |
| Opportunities to attend cultural activities  | 11%       | 42%  | 40%  | 7%   | 100%  |
| Recreational opportunities   | 9%        | 48%  | 32%  | 11%  | 100%  |
| Employment opportunities   | 10%       | 35%  | 34%  | 21%  | 100%  |
| Educational opportunities  | 10%       | 48%  | 35%  | 8%   | 100%  |
| Opportunities to participate in social events and activities                             | 10%       | 40%  | 41%  | 10%  | 100%  |
| Opportunities to participate in religious or spiritual events and activities             | 12%       | 49%  | 35%  | 5%   | 100%  |
| Opportunities to volunteer   | 8%        | 49%  | 34%  | 9%   | 100%  |
| Opportunities to participate in community matters  | 6%        | 36%  | 42%  | 16%  | 100%  |
| Ease of car travel in San José   | 7%        | 32%  | 44%  | 16%  | 100%  |
| Ease of bus travel in San José   | 9%        | 24%  | 39%  | 29%  | 100%  |
| Ease of rail travel in San José  | 12%       | 30%  | 38%  | 20%  | 100%  |
| Ease of bicycle travel in San José   | 6%        | 28%  | 50%  | 16%  | 100%  |
| Ease of walking in San José  | 7%        | 36%  | 45%  | 12%  | 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   | 9%        | 42%  | 36%  | 13%  | 100%  |
| Traffic flow on major streets  | 2%        | 22%  | 41%  | 36%  | 100%  |
| Amount of public parking   | 4%        | 27%  | 41%  | 28%  | 100%  |
| Availability of affordable quality housing   | 0%        | 22%  | 33%  | 45%  | 100%  |
| Availability of affordable quality child care  | 0%        | 20%  | 44%  | 36%  | 100%  |
| Availability of affordable quality health care   | 3%        | 29%  | 38%  | 30%  | 100%  |
| Availability of affordable quality food  | 7%        | 42%  | 39%  | 11%  | 100%  |
| Air quality  | 7%        | 36%  | 42%  | 16%  | 100%  |
| Quality of overall natural environment in San José                                       | 4%        | 40%  | 43%  | 13%  | 100%  |
| Overall image or reputation of San José  | 5%        | 38%  | 42%  | 14%  | 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%            | 2%                | 34%          | 43%               | 20%           | 100%  |
| Retail growth (stores, restaurants, etc.)  | 4%            | 19%               | 52%          | 15%               | 11%           | 100%  |
| Jobs growth  | 18%           | 48%               | 32%          | 2%                | 1%            | 100%  |

| Question 4: Code Enforcement   |                        |
|--|------------------------|
| To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in San José? | Percent of respondents |
| Not a problem  | 7%                     |
| Minor problem  | 36%                    |
| Moderate problem   | 39%                    |
| Major problem  | 18%                    |
| 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)                            | 7%        | 33%           | 23%                     | 23%             | 14%         | 100%  |
| Property crimes (e.g., burglary, theft)                                 | 4%        | 26%           | 24%                     | 21%             | 25%         | 100%  |
| Environmental hazards, including toxic waste                            | 16%       | 32%           | 30%                     | 15%             | 7%          | 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        | 36%       | 45%           | 15%                     | 4%              | 0%          | 100%  |
| In your neighborhood after dark            | 17%       | 40%           | 17%                     | 21%             | 6%          | 100%  |
| In San José's downtown area during the day | 17%       | 41%           | 21%                     | 15%             | 6%          | 100%  |
| In San José's downtown area after dark     | 3%        | 19%           | 24%                     | 30%             | 26%         | 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? | 64% | 36% | 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? | 23%       | 42%  | 19%  | 16%  | 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   | 73%                    |
| Yes  | 27%                    |
| Total  | 100%                   |

| Question 10: Crime Reporting                                  |                        |
|---|------------------------|
| If yes, was this crime (these crimes) reported to the police? | Percent of respondents |
| No  | 25%                    |
| Yes   | 75%                    |
| 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  | 32%   | 29%           | 22%           | 9%             | 8%                 | 100%  |
| Used San José recreation centers  | 56%   | 22%           | 13%           | 2%             | 7%                 | 100%  |
| Participated in a recreation program or activity  | 68%   | 16%           | 11%           | 3%             | 3%                 | 100%  |
| Visited a neighborhood park or City park  | 8%    | 25%           | 37%           | 10%            | 19%                | 100%  |
| Ridden a local bus within San José  | 61%   | 21%           | 10%           | 4%             | 3%                 | 100%  |
| Attended a meeting of local elected officials or other local public meeting   | 81%   | 14%           | 3%            | 3%             | 0%                 | 100%  |
| Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media            | 72%   | 20%           | 5%            | 0%             | 2%                 | 100%  |
| Visited the City of San José Web site (at <a href="http://www.sanJoseca.gov">www.sanJoseca.gov</a> )  | 38%   | 24%           | 29%           | 7%             | 3%                 | 100%  |
| Recycled used paper, cans or bottles from your home   | 5%    | 6%            | 11%           | 11%            | 66%                | 100%  |
| Volunteered your time to some group or activity in San José   | 57%   | 20%           | 10%           | 7%             | 6%                 | 100%  |
| Participated in religious or spiritual activities in San José   | 52%   | 17%           | 8%            | 11%            | 12%                | 100%  |
| Participated in a club or civic group in San José   | 72%   | 15%           | 7%            | 2%             | 4%                 | 100%  |
| Provided help to a friend or neighbor   | 4%    | 18%           | 46%           | 14%            | 18%                | 100%  |

| Question 12: Neighborliness   |                        |
|---|------------------------|
| About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)? | Percent of respondents |
| Just about everyday   | 13%                    |
| Several times a week  | 19%                    |
| Several times a month   | 25%                    |
| Less than several times a month   | 43%                    |
| 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  | 8%        | 43%  | 35%  | 14%  | 100%  |
| Fire services  | 28%       | 53%  | 17%  | 1%   | 100%  |
| Ambulance or emergency medical services  | 22%       | 51%  | 23%  | 4%   | 100%  |
| Crime prevention   | 3%        | 29%  | 38%  | 29%  | 100%  |
| Fire prevention and education  | 8%        | 44%  | 36%  | 12%  | 100%  |
| Traffic enforcement  | 9%        | 34%  | 36%  | 21%  | 100%  |
| Street repair  | 5%        | 24%  | 36%  | 34%  | 100%  |
| Street cleaning  | 10%       | 35%  | 38%  | 17%  | 100%  |
| Street lighting  | 5%        | 41%  | 35%  | 19%  | 100%  |
| Sidewalk maintenance   | 6%        | 37%  | 39%  | 19%  | 100%  |
| Traffic signal timing  | 2%        | 40%  | 41%  | 17%  | 100%  |
| Bus or transit services  | 7%        | 48%  | 28%  | 17%  | 100%  |
| Garbage collection   | 23%       | 54%  | 21%  | 2%   | 100%  |
| Recycling  | 25%       | 54%  | 20%  | 1%   | 100%  |
| Yard waste pick-up   | 18%       | 50%  | 27%  | 5%   | 100%  |
| Storm drainage   | 8%        | 51%  | 31%  | 10%  | 100%  |
| Drinking water   | 10%       | 43%  | 37%  | 10%  | 100%  |
| Sewer services   | 9%        | 56%  | 31%  | 4%   | 100%  |
| City parks   | 9%        | 55%  | 31%  | 5%   | 100%  |
| Recreation programs or classes   | 3%        | 41%  | 46%  | 11%  | 100%  |
| Recreation centers or facilities   | 3%        | 45%  | 41%  | 12%  | 100%  |
| Land use, planning and zoning  | 1%        | 33%  | 46%  | 19%  | 100%  |
| Code enforcement (weeds, abandoned buildings, etc.)  | 4%        | 32%  | 43%  | 20%  | 100%  |
| Animal control   | 7%        | 39%  | 40%  | 14%  | 100%  |
| Economic development   | 2%        | 27%  | 55%  | 16%  | 100%  |
| Services to seniors  | 4%        | 28%  | 41%  | 27%  | 100%  |
| Services to youth  | 1%        | 25%  | 43%  | 30%  | 100%  |
| Services to low-income people  | 4%        | 21%  | 45%  | 31%  | 100%  |
| Public library services  | 15%       | 46%  | 26%  | 12%  | 100%  |
| Public information services  | 3%        | 37%  | 49%  | 11%  | 100%  |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 4%        | 25%  | 45%  | 26%  | 100%  |
| Preservation of natural areas such as open space, farmlands and greenbelts                                       | 4%        | 37%  | 41%  | 18%  | 100%  |
| Graffiti removal   | 6%        | 20%  | 39%  | 35%  | 100%  |
| Gang prevention efforts  | 2%        | 19%  | 35%  | 43%  | 100%  |
| Street tree maintenance  | 4%        | 25%  | 38%  | 33%  | 100%  |
| Building permit services   | 3%        | 26%  | 43%  | 28%  | 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   | 3%        | 41%  | 43%  | 12%  | 100%  |
| The Federal Government   | 1%        | 32%  | 45%  | 22%  | 100%  |
| The State Government   | 2%        | 32%  | 45%  | 21%  | 100%  |
| Santa Clara County Government  | 2%        | 42%  | 44%  | 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                            | 22%         | 56%             | 16%               | 6%            | 100%  |
| Remain in San José for the next five years                                  | 50%         | 31%             | 12%               | 8%            | 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  | 10%                    |
| Somewhat positive  | 19%                    |
| Neutral  | 50%                    |
| Somewhat negative  | 17%                    |
| Very negative  | 5%                     |
| 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? | 89% | 11% | 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? | 54%       | 26%  | 20%  | 0%   | 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   | 55%                    |
| Yes  | 45%                    |
| 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  | 34%       | 34%  | 26%  | 6%   | 100%  |
| Responsiveness   | 33%       | 28%  | 20%  | 19%  | 100%  |
| Courtesy   | 36%       | 37%  | 19%  | 8%   | 100%  |
| Overall impression   | 33%       | 30%  | 26%  | 11%  | 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                     | 2%        | 29%  | 45%  | 23%  | 100%  |
| The overall direction that San José is taking                            | 3%        | 34%  | 43%  | 20%  | 100%  |
| The job San José government does at welcoming citizen involvement        | 4%        | 22%  | 47%  | 26%  | 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                 | 37%       | 42%  | 14%  | 7%   | 100%  |
| Availability of flights at Mineta San José International Airport            | 22%       | 43%  | 25%  | 10%  | 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  | 22%                    |
| Yes   | 78%                    |
| 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   | 28%                    |
| Very important  | 48%                    |
| Somewhat important  | 21%                    |
| Not at all important  | 4%                     |
| Total   | 100%                   |

| Question D1: Employment Status      |                        |
|-------------------------------------|------------------------|
| Are you currently employed for pay? | Percent of respondents |
| No                                  | 29%                    |
| Yes, full-time                      | 57%                    |
| Yes, part-time                      | 14%                    |
| 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  | 67%                       |
| Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults  | 14%                       |
| Bus, rail, subway or other public transportation   | 7%                        |
| Walk   | 2%                        |
| Bicycle  | 2%                        |
| Work at home   | 6%                        |
| Other  | 1%                        |

| Question D3: Length of Residency           |                        |
|--|------------------------|
| How many years have you lived in San José? | Percent of respondents |
| Less than 2 years                          | 9%                     |
| 2 to 5 years                               | 12%                    |
| 6 to 10 years                              | 11%                    |
| 11 to 20 years                             | 17%                    |
| More than 20 years                         | 50%                    |
| 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                   | 56%                    |
| House attached to one or more houses (e.g., a duplex or townhome) | 11%                    |
| Building with two or more apartments or condominiums              | 33%                    |
| Mobile home   | 0%                     |
| Other   | 0%                     |
| Total   | 100%                   |

| Question D5: Housing Tenure (Rent/Own)                                  |                        |
|---|------------------------|
| Is this house, apartment or mobile home...                              | Percent of respondents |
| Rented for cash or occupied without cash payment                        | 42%                    |
| Owned by you or someone in this house with a mortgage or free and clear | 58%                    |
| 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  | 3%                     |
| \$300 to \$599 per month   | 7%                     |
| \$600 to \$999 per month   | 9%                     |
| \$1,000 to \$1,499 per month   | 20%                    |
| \$1,500 to \$2,499 per month   | 32%                    |
| \$2,500 or more per month  | 29%                    |
| Total  | 100%                   |

| Question D7: Presence of Children in Household      |                        |
|---|------------------------|
| Do any children 17 or under live in your household? | Percent of respondents |
| No  | 68%                    |
| Yes   | 32%                    |
| 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   | 74%                    |
| Yes  | 26%                    |
| Total  | 100%                   |

| Question D9: Household Income  |                        |
|--|------------------------|
| How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.) | Percent of respondents |
| Less than \$24,999   | 17%                    |
| \$25,000 to \$49,999   | 25%                    |
| \$50,000 to \$99,999   | 25%                    |
| \$100,000 to \$149,999   | 18%                    |
| \$150,000 or more  | 14%                    |
| Total  | 100%                   |

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

| Question D11: Race  |                        |
|---|------------------------|
| What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.) | Percent of respondents |
| American Indian or Alaskan Native   | 2%                     |
| Asian, Asian Indian or Pacific Islander   | 26%                    |
| Black or African American   | 5%                     |
| White   | 49%                    |
| Other   | 22%                    |
| 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                 | 2%                     |
| 25 to 34 years                 | 28%                    |
| 35 to 44 years                 | 17%                    |
| 45 to 54 years                 | 22%                    |
| 55 to 64 years                 | 14%                    |
| 65 to 74 years                 | 9%                     |
| 75 years or older              | 8%                     |
| Total                          | 100%                   |

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

| Question D14: Registered to Vote                 |                        |
|--|------------------------|
| Are you registered to vote in your jurisdiction? | Percent of respondents |
| No   | 19%                    |
| Yes  | 74%                    |
| Ineligible to vote                               | 7%                     |
| 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   | 23%                    |
| Yes  | 66%                    |
| Ineligible to vote   | 10%                    |
| Total  | 100%                   |

| Question D16: Has Cell Phone |                        |
|------------------------------|------------------------|
| Do you have a cell phone?    | Percent of respondents |
| No                           | 7%                     |
| Yes                          | 93%                    |
| Total                        | 100%                   |

| Question D17: Has Land Line      |                        |
|----------------------------------|------------------------|
| Do you have a land line at home? | Percent of respondents |
| No                               | 40%                    |
| Yes                              | 60%                    |
| 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  | 52%                    |
| Land line   | 28%                    |
| Both  | 19%                    |
| 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 | 12% | 26   | 53% | 115  | 28% | 61   | 6% | 14         | 0% | 0     | 100% |
| Your neighborhood as a place to live                                      | 18%                         | 38  | 43%  | 94  | 28%  | 61  | 10%  | 22 | 1%         | 2  | 100%  | 216  |
| San José as a place to raise children                                     | 7%                          | 15  | 50%  | 106 | 27%  | 57  | 7%   | 14 | 9%         | 19 | 100%  | 212  |
| San José as a place to work   | 15%                         | 31  | 48%  | 101 | 21%  | 44  | 8%   | 18 | 9%         | 18 | 100%  | 212  |
| San José as a place to retire   | 4%                          | 9   | 18%  | 38  | 26%  | 55  | 30%  | 64 | 21%        | 44 | 100%  | 210  |
| The overall quality of life in San José                                   | 7%                          | 14  | 49%  | 104 | 36%  | 78  | 6%   | 12 | 3%         | 5  | 100%  | 213  |

| 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 | 4% | 9    | 32% | 67   | 43% | 91   | 18% | 38         | 2% | 4     | 100% |
| Openness and acceptance of the community toward people of diverse backgrounds            | 13%                | 28 | 45%  | 97  | 33%  | 70  | 7%   | 15  | 2%         | 5  | 100%  | 215  |
| Overall appearance of San José   | 4%                 | 8  | 39%  | 84  | 46%  | 101 | 10%  | 23  | 1%         | 1  | 100%  | 217  |
| Cleanliness of San José  | 3%                 | 6  | 37%  | 80  | 42%  | 92  | 18%  | 39  | 0%         | 0  | 100%  | 217  |
| Overall quality of new development in San José   | 5%                 | 10 | 39%  | 84  | 36%  | 77  | 10%  | 22  | 10%        | 21 | 100%  | 214  |
| Variety of housing options   | 3%                 | 6  | 32%  | 68  | 34%  | 73  | 25%  | 53  | 6%         | 13 | 100%  | 212  |
| Overall quality of business and service establishments in San José                       | 11%                | 24 | 44%  | 95  | 38%  | 82  | 3%   | 7   | 3%         | 6  | 100%  | 213  |
| Shopping opportunities   | 25%                | 54 | 50%  | 109 | 21%  | 46  | 3%   | 7   | 0%         | 0  | 100%  | 216  |
| Opportunities to attend cultural activities  | 10%                | 22 | 40%  | 85  | 37%  | 80  | 7%   | 14  | 6%         | 13 | 100%  | 215  |
| Recreational opportunities   | 8%                 | 18 | 47%  | 97  | 31%  | 64  | 11%  | 22  | 3%         | 7  | 100%  | 208  |
| Employment opportunities   | 9%                 | 19 | 32%  | 68  | 31%  | 67  | 19%  | 41  | 10%        | 21 | 100%  | 216  |
| Educational opportunities  | 9%                 | 20 | 45%  | 96  | 33%  | 70  | 7%   | 16  | 6%         | 13 | 100%  | 215  |

| 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 | 9% | 19   | 35% | 76   | 36% | 78   | 9% | 19         | 11% | 23    | 100% |
| Opportunities to participate in religious or spiritual events and activities             | 9%   | 19 | 37%  | 79  | 26%  | 56  | 4%   | 8  | 24%        | 50  | 100%  | 213  |
| Opportunities to volunteer   | 7%   | 14 | 43%  | 92  | 30%  | 63  | 8%   | 17 | 13%        | 27  | 100%  | 213  |
| Opportunities to participate in community matters  | 5%   | 11 | 30%  | 65  | 35%  | 76  | 14%  | 29 | 16%        | 34  | 100%  | 215  |
| Ease of car travel in San José   | 7%   | 16 | 32%  | 68  | 44%  | 93  | 16%  | 33 | 1%         | 3   | 100%  | 213  |
| Ease of bus travel in San José   | 6%   | 13 | 17%  | 36  | 28%  | 61  | 21%  | 44 | 28%        | 59  | 100%  | 214  |
| Ease of rail travel in San José  | 10%  | 22 | 25%  | 53  | 32%  | 69  | 17%  | 35 | 16%        | 34  | 100%  | 213  |
| Ease of bicycle travel in San José   | 5%   | 10 | 22%  | 48  | 41%  | 86  | 13%  | 28 | 19%        | 40  | 100%  | 212  |
| Ease of walking in San José  | 6%   | 14 | 34%  | 73  | 43%  | 91  | 11%  | 24 | 5%         | 10  | 100%  | 212  |
| Availability of paths and walking trails   | 8%   | 17 | 38%  | 81  | 33%  | 71  | 12%  | 26 | 10%        | 21  | 100%  | 216  |
| Traffic flow on major streets  | 2%   | 4  | 21%  | 45  | 40%  | 86  | 35%  | 75 | 2%         | 4   | 100%  | 213  |
| Amount of public parking   | 4%   | 8  | 27%  | 57  | 40%  | 85  | 27%  | 58 | 3%         | 6   | 100%  | 215  |
| Availability of affordable quality housing   | 0%   | 1  | 19%  | 40  | 29%  | 62  | 39%  | 83 | 12%        | 26  | 100%  | 212  |
| Availability of affordable quality child care  | 0%   | 0  | 12%  | 26  | 28%  | 59  | 23%  | 48 | 37%        | 80  | 100%  | 213  |
| Availability of affordable quality health care   | 2%   | 5  | 24%  | 52  | 32%  | 68  | 25%  | 54 | 16%        | 34  | 100%  | 214  |
| Availability of affordable quality food  | 7%   | 15 | 41%  | 88  | 37%  | 80  | 11%  | 24 | 4%         | 8   | 100%  | 215  |
| Air quality  | 6%   | 14 | 35%  | 74  | 42%  | 88  | 15%  | 32 | 2%         | 4   | 100%  | 212  |
| Quality of overall natural environment in San José                                       | 4%   | 9  | 39%  | 84  | 42%  | 91  | 13%  | 28 | 1%         | 3   | 100%  | 215  |
| Overall image or reputation of San José  | 5%   | 11 | 38%  | 82  | 42%  | 91  | 14%  | 30 | 0%         | 1   | 100%  | 214  |

| 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% | 1                 | 2% | 4            | 27% | 56                | 33% | 71            | 16% | 34         | 22% | 46    | 100% |
| Retail growth (stores, restaurants, etc.)  | 3%                | 7  | 16%               | 34 | 45%          | 95  | 13%               | 28  | 10%           | 20  | 13%        | 27  | 100%  | 211  |
| Jobs growth  | 14%               | 29 | 37%               | 78 | 25%          | 52  | 1%                | 3   | 1%            | 2   | 23%        | 49  | 100%  | 211  |

| 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  | 6%                     | 14    |
| Minor problem  | 33%                    | 71    |
| Moderate problem   | 36%                    | 78    |
| Major problem  | 17%                    | 35    |
| Don't know   | 7%                     | 15    |
| Total  | 100%                   | 214   |

| 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) | 7% | 15            | 33% | 70                      | 22% | 48              | 22% | 48          | 14% | 29         | 2% | 3     | 100% |
| Property crimes (e.g., burglary, theft)                                 | 4%   | 9  | 25%           | 54  | 24%                     | 50  | 20%             | 43  | 24%         | 52  | 2%         | 5  | 100%  | 213  |
| Environmental hazards, including toxic waste                            | 14%  | 30 | 30%           | 62  | 28%                     | 58  | 14%             | 28  | 6%          | 14  | 8%         | 17 | 100%  | 208  |

| 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 | 36% | 78            | 45% | 97                      | 15% | 32              | 4% | 8           | 0% | 0          | 0% | 1     | 100% |
| In your neighborhood after dark            | 17%                                 | 36  | 40%           | 86  | 17%                     | 36  | 21%             | 44 | 6%          | 12 | 0%         | 0  | 100%  | 214  |
| In San José's downtown area during the day | 15%                                 | 33  | 38%           | 81  | 20%                     | 42  | 14%             | 30 | 6%          | 12 | 7%         | 15 | 100%  | 214  |
| In San José's downtown area after dark     | 2%                                  | 5   | 17%           | 37  | 22%                     | 47  | 27%             | 58 | 23%         | 50 | 8%         | 17 | 100%  | 214  |

| 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? | 64% | 134 | 36% | 76         | 0% | 1     | 100% | 211 |

| 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? | 23% | 17   | 41% | 31   | 18% | 14   | 16% | 12         | 1% | 1     | 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 | Count |
| No   | 73%                    | 156   |
| Yes  | 27%                    | 58    |
| Don't know   | 0%                     | 0     |
| Total  | 100%                   | 215   |



| Question 10: Crime Reporting                                  |                        |       |
|---|------------------------|-------|
| If yes, was this crime (these crimes) reported to the police? | Percent of respondents | Count |
| No  | 25%                    | 15    |
| Yes   | 73%                    | 42    |
| Don't know  | 2%                     | 1     |
| Total   | 100%                   | 58    |

| 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 | 32% | 69            | 29% | 64            | 22% | 48             | 9% | 19                 | 8%  | 18    | 100% |
| Used San José recreation centers  | 56%  | 120 | 22%           | 47  | 13%           | 28  | 2%             | 5  | 7%                 | 15  | 100%  | 216  |
| Participated in a recreation program or activity  | 68%  | 146 | 16%           | 34  | 11%           | 23  | 3%             | 5  | 3%                 | 6   | 100%  | 214  |
| Visited a neighborhood park or City park  | 8%   | 18  | 25%           | 52  | 37%           | 78  | 10%            | 22 | 19%                | 41  | 100%  | 210  |
| Ridden a local bus within San José  | 61%  | 131 | 21%           | 46  | 10%           | 22  | 4%             | 9  | 3%                 | 6   | 100%  | 215  |
| Attended a meeting of local elected officials or other local public meeting   | 81%  | 175 | 14%           | 30  | 3%            | 6   | 3%             | 6  | 0%                 | 0   | 100%  | 217  |
| Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media            | 72%  | 156 | 20%           | 44  | 5%            | 12  | 0%             | 1  | 2%                 | 3   | 100%  | 215  |
| Visited the City of San José Web site (at <a href="http://www.sanJoseca.gov">www.sanJoseca.gov</a> )  | 38%  | 81  | 24%           | 52  | 29%           | 62  | 7%             | 14 | 3%                 | 6   | 100%  | 215  |
| Recycled used paper, cans or bottles from your home   | 5%   | 12  | 6%            | 14  | 11%           | 23  | 11%            | 24 | 66%                | 143 | 100%  | 216  |
| Volunteered your time to some group or activity in San José   | 57%  | 123 | 20%           | 44  | 10%           | 21  | 7%             | 14 | 6%                 | 14  | 100%  | 215  |
| Participated in religious or spiritual activities in San José   | 52%  | 114 | 17%           | 36  | 8%            | 18  | 11%            | 24 | 12%                | 26  | 100%  | 217  |
| Participated in a club or civic group in San José   | 72%  | 155 | 15%           | 33  | 7%            | 15  | 2%             | 3  | 4%                 | 8   | 100%  | 215  |
| Provided help to a friend or neighbor   | 4%   | 10  | 18%           | 39  | 46%           | 101 | 14%            | 29 | 18%                | 38  | 100%  | 217  |

| 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   | 13%                    | 29    |
| Several times a week  | 19%                    | 41    |
| Several times a month   | 25%                    | 52    |
| Less than several times a month   | 43%                    | 91    |
| Total   | 100%                   | 214   |

| 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%        | 16 | 39%  | 83  | 32%  | 68 | 13%  | 27 | 9%         | 20 | 100%  | 214 |
| Fire services  | 22%       | 47 | 42%  | 90  | 14%  | 29 | 1%   | 2  | 21%        | 44 | 100%  | 213 |
| Ambulance or emergency medical services                                | 16%       | 35 | 38%  | 81  | 17%  | 37 | 3%   | 6  | 26%        | 57 | 100%  | 215 |
| Crime prevention   | 3%        | 6  | 25%  | 52  | 32%  | 68 | 24%  | 51 | 16%        | 35 | 100%  | 212 |
| Fire prevention and education  | 5%        | 11 | 30%  | 64  | 24%  | 52 | 8%   | 17 | 32%        | 68 | 100%  | 213 |
| Traffic enforcement  | 8%        | 18 | 30%  | 63  | 32%  | 68 | 19%  | 40 | 11%        | 23 | 100%  | 212 |
| Street repair  | 5%        | 10 | 24%  | 50  | 35%  | 74 | 33%  | 70 | 4%         | 8  | 100%  | 212 |
| Street cleaning  | 9%        | 20 | 34%  | 74  | 37%  | 80 | 17%  | 37 | 2%         | 5  | 100%  | 216 |
| Street lighting  | 5%        | 12 | 40%  | 86  | 34%  | 73 | 19%  | 40 | 2%         | 5  | 100%  | 215 |
| Sidewalk maintenance   | 6%        | 12 | 35%  | 74  | 37%  | 79 | 18%  | 38 | 5%         | 10 | 100%  | 213 |
| Traffic signal timing  | 2%        | 5  | 39%  | 83  | 40%  | 86 | 16%  | 35 | 2%         | 5  | 100%  | 215 |
| Bus or transit services  | 5%        | 11 | 35%  | 74  | 21%  | 44 | 13%  | 27 | 26%        | 54 | 100%  | 210 |
| Garbage collection   | 22%       | 48 | 53%  | 114 | 21%  | 45 | 2%   | 3  | 2%         | 5  | 100%  | 216 |
| Recycling  | 24%       | 51 | 52%  | 112 | 20%  | 42 | 1%   | 2  | 4%         | 8  | 100%  | 214 |
| Yard waste pick-up   | 15%       | 33 | 43%  | 93  | 23%  | 49 | 4%   | 9  | 14%        | 31 | 100%  | 216 |
| Storm drainage   | 7%        | 15 | 43%  | 93  | 27%  | 57 | 8%   | 18 | 15%        | 32 | 100%  | 215 |

| 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 |       |
|  | %         | Count | %    | Count | %    | Count | %    | Count | %          | Count | %     | Count |
| Drinking water   | 9%        | 20    | 41%  | 89    | 35%  | 76    | 10%  | 21    | 4%         | 10    | 100%  | 215   |
| Sewer services   | 8%        | 16    | 46%  | 98    | 25%  | 54    | 4%   | 8     | 17%        | 36    | 100%  | 211   |
| City parks   | 9%        | 19    | 52%  | 112   | 30%  | 64    | 5%   | 10    | 4%         | 9     | 100%  | 214   |
| Recreation programs or classes   | 2%        | 3     | 23%  | 49    | 25%  | 54    | 6%   | 13    | 44%        | 95    | 100%  | 215   |
| Recreation centers or facilities   | 2%        | 4     | 26%  | 55    | 24%  | 50    | 7%   | 15    | 42%        | 89    | 100%  | 212   |
| Land use, planning and zoning  | 1%        | 2     | 22%  | 47    | 31%  | 65    | 13%  | 27    | 34%        | 72    | 100%  | 213   |
| Code enforcement (weeds, abandoned buildings, etc.)  | 3%        | 6     | 23%  | 49    | 30%  | 65    | 14%  | 30    | 30%        | 64    | 100%  | 214   |
| Animal control   | 4%        | 10    | 26%  | 55    | 26%  | 56    | 10%  | 20    | 34%        | 73    | 100%  | 215   |
| Economic development   | 1%        | 3     | 20%  | 41    | 41%  | 85    | 12%  | 25    | 26%        | 55    | 100%  | 209   |
| Services to seniors  | 3%        | 5     | 16%  | 34    | 24%  | 51    | 16%  | 34    | 42%        | 89    | 100%  | 214   |
| Services to youth  | 1%        | 2     | 15%  | 32    | 26%  | 55    | 18%  | 39    | 40%        | 86    | 100%  | 213   |
| Services to low-income people  | 2%        | 5     | 13%  | 28    | 28%  | 61    | 20%  | 42    | 36%        | 78    | 100%  | 213   |
| Public library services  | 12%       | 26    | 37%  | 80    | 21%  | 45    | 9%   | 20    | 20%        | 42    | 100%  | 214   |
| Public information services  | 2%        | 4     | 27%  | 58    | 36%  | 77    | 8%   | 17    | 27%        | 56    | 100%  | 212   |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 3%        | 6     | 16%  | 33    | 29%  | 61    | 17%  | 36    | 36%        | 76    | 100%  | 212   |
| Preservation of natural areas such as open space, farmlands and greenbelts                                       | 3%        | 7     | 27%  | 57    | 30%  | 64    | 13%  | 28    | 26%        | 55    | 100%  | 211   |
| Graffiti removal   | 5%        | 11    | 16%  | 34    | 33%  | 69    | 29%  | 61    | 17%        | 35    | 100%  | 210   |
| Gang prevention efforts  | 2%        | 4     | 14%  | 30    | 25%  | 54    | 30%  | 65    | 29%        | 62    | 100%  | 214   |
| Street tree maintenance  | 3%        | 7     | 22%  | 47    | 34%  | 72    | 29%  | 61    | 12%        | 26    | 100%  | 212   |
| Building permit services   | 1%        | 2     | 11%  | 23    | 18%  | 37    | 12%  | 25    | 58%        | 121   | 100%  | 209   |

| 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 | 3% | 7    | 38% | 81   | 39% | 84   | 11% | 24         | 8% | 18    | 100% |
| The Federal Government   | 1%                   | 3  | 28%  | 60  | 39%  | 84  | 19%  | 41  | 12%        | 26 | 100%  | 213  |
| The State Government   | 1%                   | 3  | 29%  | 61  | 40%  | 86  | 19%  | 41  | 11%        | 23 | 100%  | 213  |
| Santa Clara County Government  | 2%                   | 5  | 37%  | 78  | 38%  | 81  | 10%  | 22  | 13%        | 28 | 100%  | 213  |

| 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 | 21% | 46              | 55% | 118               | 16% | 34            | 6% | 13         | 2% | 4     | 100% |
| Remain in San José for the next five years                                  | 49%  | 105 | 30%             | 64  | 12%               | 26  | 8%            | 16 | 2%         | 4  | 100%  | 215  |

| 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  | 10%                    | 22    |
| Somewhat positive  | 19%                    | 40    |
| Neutral  | 50%                    | 108   |
| Somewhat negative  | 17%                    | 37    |
| Very negative  | 5%                     | 10    |
| Total  | 100%                   | 217   |

| 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? | 85% | 185 | 11% | 23 | 4%         | 8 | 100%  | 217 |  |

| 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? | 54%       | 12 | 26%  | 6 | 20%  | 5 | 0%   | 0 | 0%         | 0 | 100%  | 23 |

| 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   | 55%                    | 117   |
| Yes  | 45%                    | 94    |
| Total  | 100%                   | 211   |

| 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  | 34%       | 31 | 33%  | 31 | 26%  | 24 | 6%   | 5  | 2%         | 2 | 100%  | 93 |
| Responsiveness   | 33%       | 31 | 28%  | 27 | 20%  | 19 | 19%  | 18 | 0%         | 0 | 100%  | 94 |
| Courtesy   | 36%       | 34 | 37%  | 35 | 19%  | 17 | 8%   | 7  | 0%         | 0 | 100%  | 93 |
| Overall impression   | 33%       | 31 | 30%  | 28 | 26%  | 24 | 11%  | 10 | 0%         | 0 | 100%  | 93 |

| 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% | 4    | 25% | 54   | 38% | 83   | 20% | 43         | 15% | 33    | 100% |
| The overall direction that San José is taking                            | 2%   | 5  | 28%  | 61  | 36%  | 78  | 17%  | 37  | 16%        | 34  | 100%  | 216  |
| The job San José government does at welcoming citizen involvement        | 3%   | 6  | 16%  | 35  | 34%  | 73  | 19%  | 41  | 29%        | 62  | 100%  | 216  |

| 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 | 35% | 75   | 40% | 86   | 14% | 29   | 6% | 13         | 6% | 12    | 100% |
| Availability of flights at Mineta San José International Airport            | 20%   | 43  | 38%  | 82  | 23%  | 49  | 9%   | 19 | 10%        | 22 | 100%  | 215  |

| 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  | 20%                    | 45    |
| Yes   | 72%                    | 156   |
| Don't know  | 8%                     | 17    |
| Total   | 100%                   | 218   |

| 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   | 28%                    | 60    |
| Very important  | 48%                    | 104   |
| Somewhat important  | 21%                    | 45    |
| Not at all important  | 4%                     | 9     |
| Total   | 100%                   | 218   |

| Question D1: Employment Status      |                        |       |
|-------------------------------------|------------------------|-------|
| Are you currently employed for pay? | Percent of respondents | Count |
| No                                  | 29%                    | 61    |
| Yes, full-time                      | 57%                    | 122   |
| Yes, part-time                      | 14%                    | 30    |
| Total                               | 100%                   | 214   |

| 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  | 67%                       |
| Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults  | 14%                       |
| Bus, rail, subway or other public transportation   | 7%                        |
| Walk   | 2%                        |
| Bicycle  | 2%                        |
| Work at home   | 6%                        |
| Other  | 1%                        |

| Question D3: Length of Residency           |                        |       |
|--|------------------------|-------|
| How many years have you lived in San José? | Percent of respondents | Count |
| Less than 2 years                          | 9%                     | 19    |
| 2 to 5 years                               | 12%                    | 27    |
| 6 to 10 years                              | 11%                    | 23    |
| 11 to 20 years                             | 17%                    | 37    |
| More than 20 years                         | 50%                    | 108   |
| Total                                      | 100%                   | 215   |

| 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                   | 56%                    | 121   |
| House attached to one or more houses (e.g., a duplex or townhome) | 11%                    | 23    |
| Building with two or more apartments or condominiums              | 33%                    | 70    |
| Mobile home   | 0%                     | 1     |
| Other   | 0%                     | 1     |
| Total   | 100%                   | 215   |

| 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                        | 42%                    | 90    |
| Owned by you or someone in this house with a mortgage or free and clear | 58%                    | 123   |
| Total   | 100%                   | 213   |

| 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  | 3%                     | 7     |
| \$300 to \$599 per month   | 7%                     | 14    |
| \$600 to \$999 per month   | 9%                     | 18    |
| \$1,000 to \$1,499 per month   | 20%                    | 42    |
| \$1,500 to \$2,499 per month   | 32%                    | 67    |
| \$2,500 or more per month  | 29%                    | 59    |
| Total  | 100%                   | 207   |



| Question D7: Presence of Children in Household      |                        |       |
|---|------------------------|-------|
| Do any children 17 or under live in your household? | Percent of respondents | Count |
| No  | 68%                    | 147   |
| Yes   | 32%                    | 69    |
| Total   | 100%                   | 216   |

| 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   | 74%                    | 161   |
| Yes  | 26%                    | 56    |
| Total  | 100%                   | 217   |

| Question D9: Household Income  |                        |       |
|--|------------------------|-------|
| How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.) | Percent of respondents | Count |
| Less than \$24,999   | 17%                    | 36    |
| \$25,000 to \$49,999   | 25%                    | 52    |
| \$50,000 to \$99,999   | 25%                    | 51    |
| \$100,000 to \$149,999   | 18%                    | 37    |
| \$150,000 or more  | 14%                    | 29    |
| Total  | 100%                   | 205   |

| Question D10: Ethnicity                                  |                        |       |
|--|------------------------|-------|
| Are you Spanish, Hispanic or Latino?                     | Percent of respondents | Count |
| No, not Spanish, Hispanic or Latino                      | 70%                    | 149   |
| Yes, I consider myself to be Spanish, Hispanic or Latino | 30%                    | 65    |
| Total  | 100%                   | 214   |

| 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%                     | 5     |
| Asian, Asian Indian or Pacific Islander   | 26%                    | 54    |
| Black or African American   | 5%                     | 11    |
| White   | 49%                    | 101   |
| Other   | 22%                    | 46    |
| 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                 | 2%                     | 5     |
| 25 to 34 years                 | 28%                    | 60    |
| 35 to 44 years                 | 17%                    | 37    |
| 45 to 54 years                 | 22%                    | 47    |
| 55 to 64 years                 | 14%                    | 30    |
| 65 to 74 years                 | 9%                     | 18    |
| 75 years or older              | 8%                     | 16    |
| Total                          | 100%                   | 214   |

| Question D13: Gender |                        |       |
|----------------------|------------------------|-------|
| What is your sex?    | Percent of respondents | Count |
| Female               | 52%                    | 111   |
| Male                 | 48%                    | 103   |
| Total                | 100%                   | 214   |

| Question D14: Registered to Vote                 |                        |       |
|--|------------------------|-------|
| Are you registered to vote in your jurisdiction? | Percent of respondents | Count |
| No   | 18%                    | 39    |
| Yes  | 73%                    | 157   |
| Ineligible to vote                               | 7%                     | 15    |
| Don't know                                       | 2%                     | 4     |
| Total  | 100%                   | 215   |

| 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   | 23%                    | 49    |
| Yes  | 64%                    | 138   |
| Ineligible to vote   | 10%                    | 22    |
| Don't know   | 3%                     | 7     |
| Total  | 100%                   | 216   |

| Question D16: Has Cell Phone |                        |       |
|------------------------------|------------------------|-------|
| Do you have a cell phone?    | Percent of respondents | Count |
| No                           | 7%                     | 16    |
| Yes                          | 93%                    | 201   |
| Total                        | 100%                   | 217   |

| Question D17: Has Land Line      |                        |       |
|----------------------------------|------------------------|-------|
| Do you have a land line at home? | Percent of respondents | Count |
| No                               | 40%                    | 86    |
| Yes                              | 60%                    | 129   |
| Total                            | 100%                   | 215   |

| 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  | 52%                    | 60    |
| Land line   | 28%                    | 32    |
| Both  | 19%                    | 22    |
| Total   | 100%                   | 115   |

## 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 a high ranking official, 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.

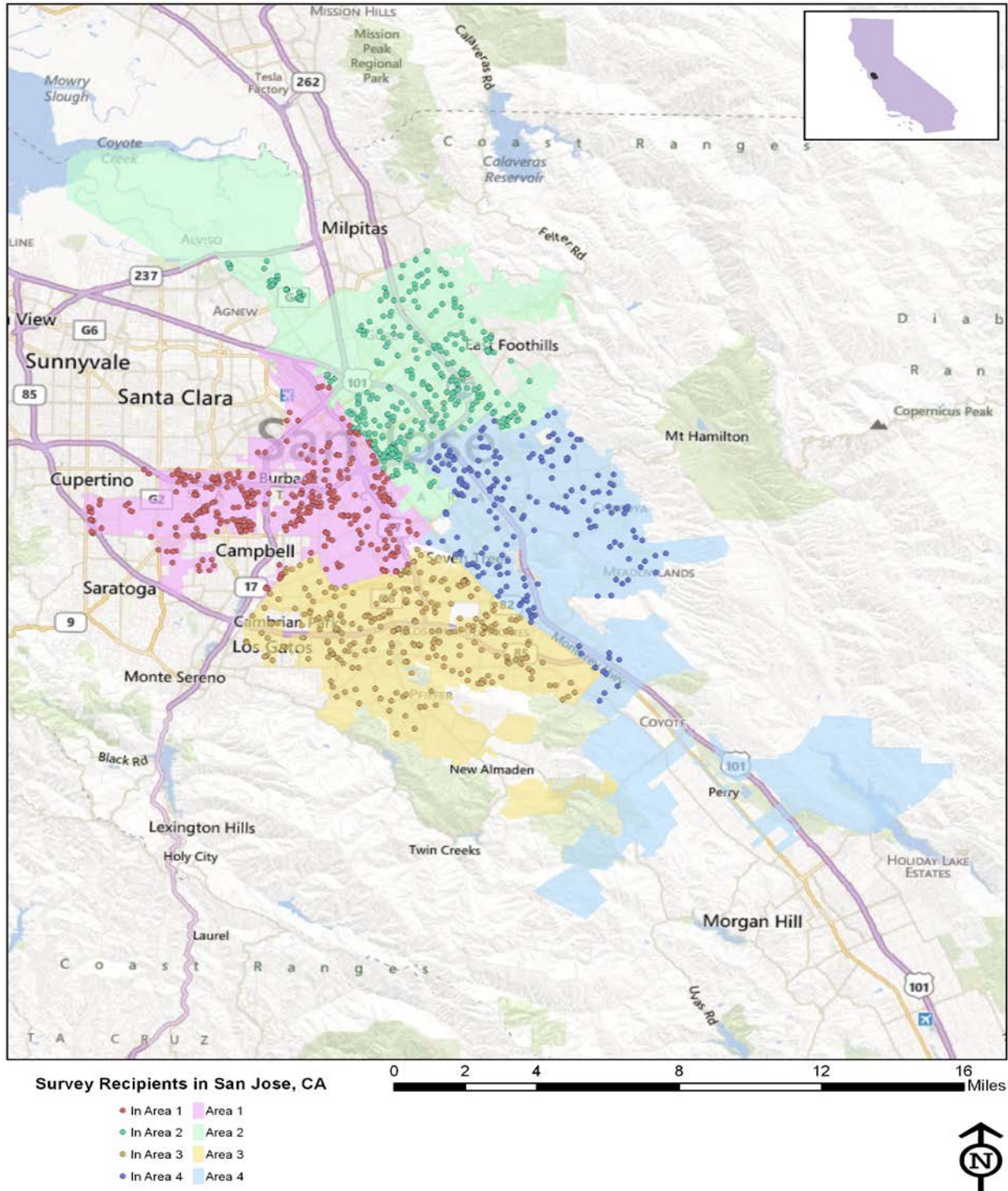
Research on the correlation of resident opinion about service quality and "objective" ratings of service quality tend to be ambiguous, some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities 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

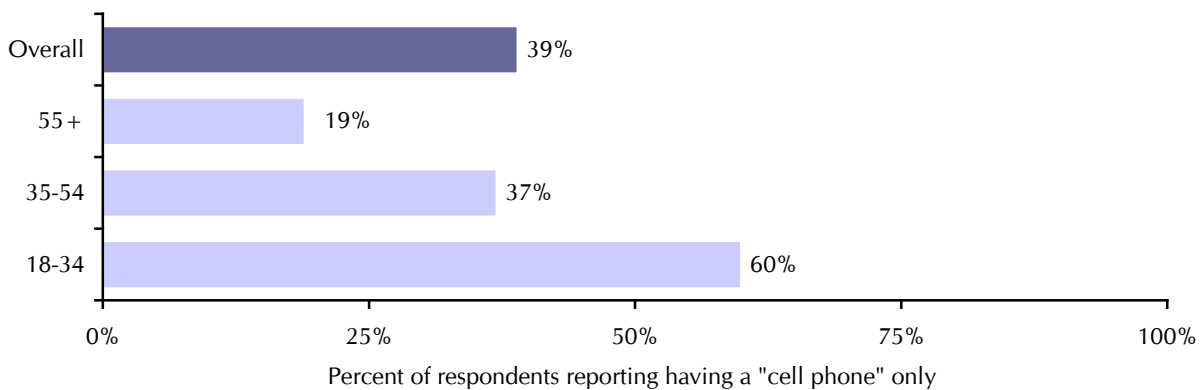


The National Citizen Survey™ by National Research Center, Inc.

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 2013. The first mailing was a prenotification postcard announcing the upcoming survey in English, Spanish and Vietnamese. The next mailing contained a letter from the City Auditor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who have already done so to refrain from turning in another survey. Both letters contained paragraphs in Spanish and Vietnamese instructing participants to contact the City if they needed a questionnaire in either language. Completed surveys were collected over the following seven weeks.

## SURVEY RESPONSE RATE AND CONFIDENCE INTERVALS

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions. The confidence interval for the City of San José survey is no greater than plus or minus seven percentage points around any given percent reported for the entire sample (219 completed surveys). Survey responses were tracked by each quadrant of the City. Of

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



the completed surveys, 58 were from the Northwest quadrant of the City, 52 were from the Northeast, 68 were from the Southwest, and 38 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 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 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.

| San José 2013 Citizen Survey Weighting Table |                              |                 |               |
|--|------------------------------|-----------------|---------------|
| Characteristic                               | Population Norm <sup>1</sup> | Unweighted Data | Weighted Data |
| <b>Housing</b>                               |                              |                 |               |
| Rent home                                    | 42%                          | 31%             | 42%           |
| Own home                                     | 58%                          | 69%             | 58%           |
| Detached unit                                | 59%                          | 53%             | 56%           |
| Attached unit                                | 41%                          | 47%             | 44%           |
| <b>Race and Ethnicity</b>                    |                              |                 |               |
| White  | 45%                          | 54%             | 46%           |
| Not white                                    | 55%                          | 46%             | 54%           |
| Not Hispanic                                 | 71%                          | 82%             | 70%           |
| Hispanic                                     | 29%                          | 18%             | 30%           |
| White alone, not Hispanic                    | 32%                          | 46%             | 35%           |
| Hispanic and/or other race                   | 68%                          | 54%             | 65%           |
| <b>Sex and Age</b>                           |                              |                 |               |
| Female                                       | 50%                          | 56%             | 52%           |
| Male   | 50%                          | 44%             | 48%           |
| 18-34 years of age                           | 33%                          | 14%             | 30%           |
| 35-54 years of age                           | 40%                          | 37%             | 40%           |
| 55+ years of age                             | 27%                          | 49%             | 30%           |
| Females 18-34                                | 16%                          | 9%              | 15%           |
| Females 35-54                                | 20%                          | 22%             | 20%           |
| Females 55+                                  | 14%                          | 25%             | 17%           |
| Males 18-34                                  | 17%                          | 5%              | 16%           |
| Males 35-54                                  | 20%                          | 16%             | 20%           |
| 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 Công Dân  
Thành Phố San José,

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

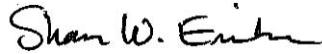
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Sincerely,

Atentamente,

Thân mến,



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

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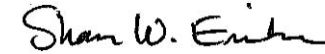
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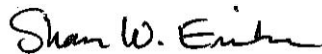
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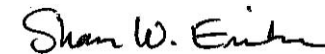
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September 2013

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 2013 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 2013 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!

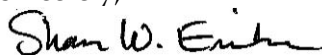
To get a representative sample of San José residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

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 2013

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 2013 Citizen Survey.

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

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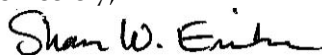
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City Auditor

# The City of San José 2013 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 2013 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<br>natural disasters or other emergency situations) ..... | 1                | 2           | 3           | 4           | 5                 |
| Preservation of natural areas such as open space, farmlands and<br>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 2013 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 2013

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 2013 Encuesta de los Ciudadanos.**

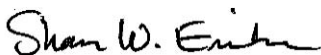
Por favor tome unos pocos minutos para llenar la Encuesta de Ciudadanos adjunta. Sus respuestas ayudarán a que el Concejo de la Ciudad tome decisiones para mejorar la entrega de los servicios a nuestra comunidad. Encontrará que las preguntas son interesantes y nosotros definitivamente encontraremos que 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 2013 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<br>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<br>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<br>sociales.....                   | 1                | 2            | 3              | 4           | 5            |
| Oportunidades para participar en eventos y actividades<br>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<br/>lento</i> | <i>un poco<br/>lento</i> | <i>cantidad<br/>apropiada</i> | <i>un poco<br/>rápido</i> | <i>muy<br/>rápido</i> | <i>no<br/>sé</i> |
|---|----------------------------|--------------------------|-------------------------------|---------------------------|-----------------------|------------------|
| Crecimiento de la población .....                               | 1                          | 2                        | 3                             | 4                         | 5                     | 6                |
| Crecimiento del comercio (tiendas, restaurantes,<br>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 2013 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.)

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

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

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

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

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

23. ¿Tiene usted aparatos fijos para ahorrar el agua tales como cabezas de ducha de bajo flujo e inodoros de bajo flujo en su hogar?

- No                                       Sí                                       No sé

24. ¿Qué tan importante, si lo es del todo, es que usted conserve el agua en su hogar?

- Esencial  
 Muy importante  
 Algo importante  
 No importante en absoluto

# Encuesta Ciudadana del 2013 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



***Văn Phòng Giám Định Viên Thành Phố***  
Sharon W. Erickson, Giám Định Viên Thành Phố

Tháng Chín năm 2013

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 2013 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 2013 Thành Phố San José

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

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

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

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

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

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

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



**4. Những tòa nhà đổ nát, bãi cỏ dại hay xe phế thải là vấn đề khó giải quyết theo mức độ nào tại San José?**

- Không phải là vấn đề   
  Vấn đề nhỏ   
  Vấn đề trung bình   
  Vấn đề lớn   
  Không biết

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

|   | <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 2013 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<br>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<br>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:

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

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

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

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

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

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

- Xuất sắc     
  Tốt     
  Khá     
  Kém     
  Không biết

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

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

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

|                      | <i>Xuất sắc</i> | <i>Tốt</i> | <i>Khá</i> | <i>Kém</i> | <i>Không biết</i> |
|----------------------|-----------------|------------|------------|------------|-------------------|
| Hiểu biết .....      | 1               | 2          | 3          | 4          | 5                 |
| Nhậm nhọt .....      | 1               | 2          | 3          | 4          | 5                 |
| Lịch sự .....        | 1               | 2          | 3          | 4          | 5                 |
| Ấn tượng chung ..... | 1               | 2          | 3          | 4          | 5                 |

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

|  | <i>Xuất sắc</i> | <i>Tốt</i> | <i>Khá</i> | <i>Kém</i> | <i>Không biết</i> |
|--|-----------------|------------|------------|------------|-------------------|
| 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:

|   | <i>Xuất sắc</i> | <i>Tốt</i> | <i>Khá</i> | <i>Kém</i> | <i>Không biết</i> |
|---|-----------------|------------|------------|------------|-------------------|
| 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 2013 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 lần 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:  
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