



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

## San José, CA

Technical Appendices

2014



**NRC**  
National Research Center Inc

2955 Valmont Road Suite 300  
Boulder, Colorado 80301  
n-r-c.com • 303-444-7863

**ICMA**

*Leaders at the Core of Better Communities*

777 North Capitol Street NE Suite 500  
Washington, DC 20002  
icma.org • 800-745-8780

# Contents

Appendix A: Complete Survey Responses .....	1
Appendix B: Benchmark Comparisons .....	19
Appendix C: Detailed Survey Methods .....	28
Appendix D: Survey Materials .....	33

# Appendix A: Complete Survey Responses

## Responses excluding “don’t know”

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

Table 1: Question 1

Please rate each of the following aspects of quality of life in San José:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
San José as a place to live	16%	N=75	54%	N=252	25%	N=114	5%	N=22	100%	N=463
Your neighborhood as a place to live	19%	N=90	48%	N=221	26%	N=121	7%	N=32	100%	N=464
San José as a place to raise children	11%	N=48	42%	N=176	34%	N=141	13%	N=54	100%	N=419
San José as a place to work	23%	N=101	50%	N=217	23%	N=98	4%	N=19	100%	N=435
San José as a place to visit	14%	N=61	36%	N=159	33%	N=146	18%	N=80	100%	N=447
San José as a place to retire	8%	N=33	21%	N=86	32%	N=135	39%	N=165	100%	N=418
The overall quality of life in San José	10%	N=46	49%	N=224	36%	N=163	5%	N=24	100%	N=458

Table 2: Question 2

Please rate each of the following characteristics as they relate to San José as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in San José	7%	N=32	39%	N=180	39%	N=181	16%	N=73	100%	N=466
Overall ease of getting to the places you usually have to visit	7%	N=35	46%	N=213	37%	N=173	9%	N=43	100%	N=464
Quality of overall natural environment in San José	7%	N=31	43%	N=199	39%	N=182	11%	N=49	100%	N=461
Overall “built environment” of San José (including overall design, buildings, parks and transportation systems)	7%	N=30	40%	N=181	44%	N=200	10%	N=47	100%	N=456
Health and wellness opportunities in San José	10%	N=44	50%	N=212	31%	N=131	9%	N=36	100%	N=423
Overall opportunities for education and enrichment	13%	N=59	45%	N=197	35%	N=154	7%	N=30	100%	N=439
Overall economic health of San José	10%	N=46	44%	N=199	33%	N=149	13%	N=59	100%	N=452
Sense of community	4%	N=19	32%	N=144	46%	N=208	17%	N=78	100%	N=449
Overall image or reputation of San José	7%	N=30	45%	N=203	38%	N=173	11%	N=48	100%	N=454

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in San José to someone who asks	21%	N=94	50%	N=228	21%	N=97	8%	N=37	100%	N=456
Remain in San José for the next five years	47%	N=205	35%	N=152	12%	N=51	7%	N=28	100%	N=436

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	47%	N=217	37%	N=172	9%	N=44	6%	N=28	1%	N=7	100%	N=467
In San José’s downtown during the day	20%	N=88	44%	N=189	19%	N=81	14%	N=59	4%	N=16	100%	N=433
In your neighborhood after dark	22%	N=102	44%	N=202	12%	N=54	17%	N=79	6%	N=27	100%	N=464
In San José’s downtown after dark	3%	N=12	24%	N=103	25%	N=105	30%	N=127	19%	N=80	100%	N=426

The National Citizen Survey™

Table 5: Question 5

Please rate each of the following characteristics as they relate to San José as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	2%	N=11	30%	N=140	40%	N=187	27%	N=126	100%	N=463
Ease of public parking	6%	N=29	32%	N=146	39%	N=179	23%	N=106	100%	N=460
Ease of travel by car in San José	5%	N=24	43%	N=196	40%	N=182	11%	N=52	100%	N=454
Ease of travel by public transportation in San José	8%	N=28	30%	N=108	39%	N=141	23%	N=83	100%	N=360
Ease of travel by bicycle in San José	10%	N=35	33%	N=111	43%	N=143	14%	N=46	100%	N=335
Ease of walking in San José	10%	N=43	42%	N=182	38%	N=165	10%	N=45	100%	N=434
Availability of paths and walking trails	12%	N=49	45%	N=190	35%	N=149	8%	N=36	100%	N=424
Air quality	6%	N=28	35%	N=161	47%	N=218	12%	N=55	100%	N=462
Cleanliness of San José	4%	N=20	29%	N=136	48%	N=222	18%	N=86	100%	N=464
Overall appearance of San José	7%	N=31	39%	N=178	47%	N=217	8%	N=35	100%	N=460
Public places where people want to spend time	9%	N=40	41%	N=180	42%	N=185	8%	N=37	100%	N=442
Variety of housing options	4%	N=18	30%	N=129	41%	N=180	25%	N=107	100%	N=434
Availability of affordable quality housing	2%	N=6	14%	N=58	35%	N=150	50%	N=213	100%	N=427
Fitness opportunities (including exercise classes and paths or trails, etc.)	13%	N=55	44%	N=187	35%	N=150	7%	N=30	100%	N=423
Recreational opportunities	10%	N=41	44%	N=186	37%	N=156	9%	N=40	100%	N=424
Availability of affordable quality food	12%	N=52	48%	N=217	35%	N=156	5%	N=24	100%	N=449
Availability of affordable quality health care	10%	N=41	39%	N=163	39%	N=161	12%	N=50	100%	N=415
Availability of preventive health services	11%	N=44	44%	N=173	34%	N=135	10%	N=40	100%	N=393
Availability of affordable quality mental health care	9%	N=25	33%	N=88	39%	N=105	19%	N=51	100%	N=269

Table 6: Question 6

Please rate each of the following characteristics as they relate to San José as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	11%	N=26	34%	N=82	36%	N=87	18%	N=44	100%	N=239
K-12 education	9%	N=28	39%	N=118	34%	N=104	18%	N=55	100%	N=305
Adult educational opportunities	10%	N=32	43%	N=141	38%	N=123	9%	N=30	100%	N=327
Opportunities to attend cultural/arts/music activities	13%	N=50	47%	N=188	36%	N=144	4%	N=17	100%	N=399
Opportunities to participate in religious or spiritual events and activities	18%	N=64	51%	N=183	27%	N=98	3%	N=11	100%	N=356
Employment opportunities	15%	N=59	46%	N=185	31%	N=126	8%	N=33	100%	N=402
Shopping opportunities	25%	N=113	50%	N=225	21%	N=94	4%	N=17	100%	N=448
Cost of living in San José	1%	N=3	11%	N=48	43%	N=190	46%	N=202	100%	N=443
Overall quality of business and service establishments in San José	9%	N=40	49%	N=210	37%	N=160	5%	N=20	100%	N=430
Vibrant downtown/commercial area	7%	N=26	33%	N=131	46%	N=182	14%	N=56	100%	N=395
Overall quality of new development in San José	12%	N=46	34%	N=129	45%	N=173	9%	N=36	100%	N=384
Opportunities to participate in social events and activities	11%	N=42	45%	N=177	39%	N=150	6%	N=22	100%	N=390
Opportunities to volunteer	17%	N=61	45%	N=163	31%	N=111	7%	N=25	100%	N=359
Opportunities to participate in community matters	12%	N=42	41%	N=146	41%	N=147	6%	N=22	100%	N=357
Openness and acceptance of the community toward people of diverse backgrounds	19%	N=79	45%	N=182	28%	N=112	8%	N=32	100%	N=405
Neighborliness of residents in San José	8%	N=32	33%	N=136	46%	N=187	13%	N=54	100%	N=409

The National Citizen Survey™

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	3%	N=16	97%	N=442	100%	N=458
Made efforts to make your home more energy efficient	15%	N=67	85%	N=391	100%	N=459
Observed a code violation or other hazard in San José (weeds, abandoned buildings, etc.)	45%	N=203	55%	N=247	100%	N=449
Household member was a victim of a crime in San José	81%	N=370	19%	N=88	100%	N=458
Reported a crime to the police in San José	69%	N=314	31%	N=144	100%	N=457
Stocked supplies in preparation for an emergency	51%	N=234	49%	N=223	100%	N=457
Campaigned or advocated for an issue, cause or candidate	73%	N=330	27%	N=122	100%	N=453
Contacted the City of San José (in-person, phone, email or web) for help or information	56%	N=256	44%	N=200	100%	N=457
Contacted San José elected officials (in-person, phone, email or web) to express your opinion	81%	N=368	19%	N=87	100%	N=455

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in San José?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used San José recreation centers or their services	7%	N=32	15%	N=69	28%	N=128	49%	N=222	100%	N=451
Visited a neighborhood park or City park	21%	N=94	28%	N=130	38%	N=172	13%	N=61	100%	N=457
Used San José public libraries or their services	7%	N=32	26%	N=117	30%	N=137	37%	N=170	100%	N=456
Participated in religious or spiritual activities in San José	12%	N=56	21%	N=95	17%	N=75	50%	N=228	100%	N=454
Attended a City-sponsored event	1%	N=5	3%	N=15	36%	N=162	60%	N=270	100%	N=451
Used bus, rail, subway or other public transportation instead of driving	7%	N=31	10%	N=44	32%	N=145	52%	N=236	100%	N=457
Carpooled with other adults or children instead of driving alone	22%	N=103	16%	N=73	22%	N=100	40%	N=183	100%	N=459
Walked or biked instead of driving	20%	N=92	17%	N=79	27%	N=123	35%	N=162	100%	N=457
Volunteered your time to some group/activity in San José	11%	N=50	10%	N=48	25%	N=112	54%	N=247	100%	N=457
Participated in a club	8%	N=37	9%	N=42	12%	N=54	71%	N=325	100%	N=457
Talked to or visited with your immediate neighbors	30%	N=137	27%	N=125	27%	N=121	16%	N=73	100%	N=456
Done a favor for a neighbor	16%	N=72	20%	N=93	35%	N=159	29%	N=133	100%	N=457
Visited the City of San José website (at www.sanjoseca.gov)	4%	N=20	8%	N=38	38%	N=172	50%	N=227	100%	N=456
Used the City's website to conduct business or pay bills	4%	N=19	7%	N=33	24%	N=109	65%	N=295	100%	N=456

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	0%	N=2	2%	N=7	17%	N=77	81%	N=371	100%	N=457
Watched (online or on television) a local public meeting	2%	N=9	3%	N=16	15%	N=68	80%	N=361	100%	N=453

Table 10: Question 10

Please rate the quality of each of the following services in San José:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Police services	9%	N=37	37%	N=147	35%	N=140	18%	N=72	100%	N=396
Fire services	21%	N=73	54%	N=184	22%	N=77	3%	N=10	100%	N=344
Ambulance or emergency medical services	19%	N=56	49%	N=142	28%	N=83	4%	N=12	100%	N=292
Crime prevention	5%	N=18	26%	N=92	38%	N=132	31%	N=107	100%	N=348

The National Citizen Survey™

Please rate the quality of each of the following services in San José:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Fire prevention and education	10%	N=30	44%	N=135	36%	N=109	10%	N=31	100%	N=305
Traffic enforcement	4%	N=15	36%	N=140	41%	N=159	19%	N=72	100%	N=387
Street repair	3%	N=13	25%	N=110	33%	N=143	39%	N=169	100%	N=435
Street cleaning	6%	N=27	27%	N=121	43%	N=189	23%	N=103	100%	N=439
Street lighting	6%	N=26	34%	N=148	43%	N=191	17%	N=76	100%	N=442
Sidewalk maintenance	5%	N=22	30%	N=132	38%	N=166	27%	N=119	100%	N=438
Traffic signal timing	5%	N=22	38%	N=164	43%	N=188	14%	N=61	100%	N=435
Bus or transit services	14%	N=43	33%	N=103	37%	N=115	17%	N=53	100%	N=314
Garbage collection	22%	N=95	50%	N=216	23%	N=100	6%	N=25	100%	N=436
Recycling	23%	N=102	48%	N=209	25%	N=111	4%	N=16	100%	N=438
Yard waste pick-up	25%	N=96	45%	N=173	27%	N=104	4%	N=14	100%	N=387
Storm drainage	12%	N=39	42%	N=141	34%	N=115	13%	N=43	100%	N=339
Drinking water	16%	N=70	35%	N=154	34%	N=149	14%	N=61	100%	N=434
Sewer services	14%	N=50	46%	N=168	34%	N=125	6%	N=23	100%	N=366
Utility billing	8%	N=33	43%	N=180	44%	N=187	5%	N=23	100%	N=424
City parks	15%	N=62	47%	N=194	32%	N=135	6%	N=26	100%	N=416
Recreation programs or classes	9%	N=22	48%	N=125	33%	N=86	11%	N=28	100%	N=261
Recreation centers or facilities	9%	N=24	47%	N=129	37%	N=102	8%	N=21	100%	N=276
Land use, planning and zoning	3%	N=10	30%	N=88	52%	N=154	14%	N=41	100%	N=293
Code enforcement (weeds, abandoned buildings, etc.)	4%	N=10	28%	N=82	42%	N=124	26%	N=76	100%	N=292
Animal control	8%	N=24	42%	N=131	36%	N=113	15%	N=46	100%	N=314
Economic development	7%	N=24	40%	N=129	43%	N=138	9%	N=30	100%	N=321
Public library services	20%	N=69	47%	N=163	30%	N=103	4%	N=13	100%	N=348
Public information services	9%	N=29	42%	N=130	43%	N=132	6%	N=18	100%	N=308
Cable television	7%	N=27	34%	N=126	41%	N=152	18%	N=67	100%	N=372
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	7%	N=18	39%	N=102	37%	N=96	17%	N=43	100%	N=260
Preservation of natural areas such as open space, farmlands and greenbelts	8%	N=27	33%	N=116	40%	N=143	19%	N=69	100%	N=355
Overall customer service by San José employees (police, receptionists, planners, etc.)	9%	N=32	37%	N=126	41%	N=139	13%	N=45	100%	N=342
Services to seniors	9%	N=20	41%	N=92	38%	N=85	12%	N=28	100%	N=224
Services to youth	6%	N=15	39%	N=96	44%	N=107	11%	N=27	100%	N=245
Services to low-income people	7%	N=19	25%	N=64	40%	N=102	28%	N=73	100%	N=258
Graffiti removal	4%	N=16	26%	N=98	37%	N=140	33%	N=126	100%	N=380
Gang prevention efforts	4%	N=11	26%	N=76	28%	N=82	42%	N=122	100%	N=291
Street tree maintenance	5%	N=22	28%	N=113	41%	N=164	25%	N=102	100%	N=401
Building permit services	4%	N=9	39%	N=85	44%	N=95	12%	N=27	100%	N=215
Overall ease of using Mineta San José International Airport	30%	N=122	44%	N=179	21%	N=86	4%	N=18	100%	N=404
Availability of flights at Mineta San José International Airport	21%	N=84	49%	N=196	24%	N=98	6%	N=23	100%	N=402

The National Citizen Survey™

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of San José	6%	N=26	47%	N=195	36%	N=148	10%	N=42	100%	N=411
The Federal Government	6%	N=25	34%	N=131	49%	N=189	11%	N=44	100%	N=389
The State Government	5%	N=20	33%	N=129	52%	N=205	10%	N=38	100%	N=391
Santa Clara County Government	8%	N=30	40%	N=151	44%	N=168	8%	N=32	100%	N=380

Table 12: Question 12

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%	N=8	27%	N=111	46%	N=185	25%	N=103	100%	N=407
The overall direction that San José is taking	4%	N=15	37%	N=150	40%	N=161	19%	N=76	100%	N=401
The job San José government does at welcoming citizen involvement	6%	N=18	31%	N=102	46%	N=150	17%	N=55	100%	N=325
Overall confidence in San José government	3%	N=13	29%	N=116	48%	N=190	20%	N=79	100%	N=398
Generally acting in the best interest of the community	4%	N=15	36%	N=134	42%	N=156	18%	N=68	100%	N=372
Being honest	4%	N=14	34%	N=120	42%	N=146	20%	N=70	100%	N=350
Treating all residents fairly	5%	N=19	33%	N=121	44%	N=160	18%	N=65	100%	N=366

Table 13: Question 13

Please rate how important, if at all, you think it is for the San José community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in San José	56%	N=259	39%	N=180	5%	N=23	1%	N=3	100%	N=465
Overall ease of getting to the places you usually have to visit	25%	N=116	56%	N=259	18%	N=82	1%	N=5	100%	N=463
Quality of overall natural environment in San José	28%	N=131	51%	N=234	20%	N=95	1%	N=3	100%	N=463
Overall "built environment" of San José (including overall design, buildings, parks and transportation systems)	23%	N=107	49%	N=226	26%	N=122	2%	N=10	100%	N=464
Health and wellness opportunities in San José	24%	N=109	53%	N=243	20%	N=93	3%	N=12	100%	N=457
Overall opportunities for education and enrichment	38%	N=174	47%	N=215	13%	N=61	2%	N=10	100%	N=461
Overall economic health of San José	42%	N=194	49%	N=226	9%	N=41	1%	N=3	100%	N=463
Sense of community	27%	N=125	48%	N=224	22%	N=100	3%	N=13	100%	N=462

Table 14: Question 14

Please rate how safe or unsafe you feel from the following:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
Violent crime (e.g. rape, assault, robbery)	12%	N=55	41%	N=184	17%	N=77	17%	N=77	13%	N=61	100%	N=454
Property crimes	4%	N=16	38%	N=169	17%	N=77	20%	N=92	21%	N=96	100%	N=451

Table 15: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	1%	N=6	3%	N=13	5%	N=25	18%	N=80	73%	N=327	100%	N=451
Purchase goods or services from a business located in San José	1%	N=3	2%	N=7	12%	N=56	45%	N=205	40%	N=179	100%	N=450
Eat at least 5 portions of fruits and vegetables a day	1%	N=6	10%	N=46	30%	N=135	34%	N=152	24%	N=109	100%	N=448
Participate in moderate or vigorous physical activity	2%	N=9	9%	N=41	32%	N=145	33%	N=148	24%	N=108	100%	N=451
Read or watch local news (via television, paper, computer, etc.)	3%	N=14	10%	N=44	17%	N=75	32%	N=143	39%	N=174	100%	N=450
Vote in local elections	12%	N=54	6%	N=25	12%	N=55	22%	N=98	48%	N=217	100%	N=449

The National Citizen Survey™

Table 16: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	21%	N=95
Very good	43%	N=196
Good	27%	N=123
Fair	8%	N=36
Poor	1%	N=3
Total	100%	N=454

Table 17: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	14%	N=61
Somewhat positive	23%	N=105
Neutral	50%	N=224
Somewhat negative	10%	N=43
Very negative	3%	N=14
Total	100%	N=447

Table 18: Question D4

What is your employment status?	Percent	Number
Working full time for pay	63%	N=286
Working part time for pay	10%	N=46
Unemployed, looking for paid work	5%	N=24
Unemployed, not looking for paid work	5%	N=22
Fully retired	16%	N=74
Total	100%	N=452

Table 19: Question D5

Do you work inside the boundaries of San José?	Percent	Number
Yes, outside the home	49%	N=211
Yes, from home	7%	N=29
No	45%	N=193
Total	100%	N=433

Table 20: Question D6

How many years have you lived in San José?	Percent	Number
Less than 2 years	14%	N=65
2 to 5 years	13%	N=60
6 to 10 years	10%	N=45
11 to 20 years	16%	N=74
More than 20 years	46%	N=208
Total	100%	N=452



The National Citizen Survey™

Table 21: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	60%	N=269
Building with two or more homes (duplex, townhome, apartment or condominium)	38%	N=172
Mobile home	1%	N=6
Other	1%	N=2
Total	100%	N=450

Table 22: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	41%	N=186
Owned	59%	N=269
Total	100%	N=454

Table 23: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	3%	N=14
\$300 to \$599 per month	5%	N=20
\$600 to \$999 per month	5%	N=23
\$1,000 to \$1,499 per month	14%	N=62
\$1,500 to \$2,499 per month	34%	N=153
\$2,500 to \$2,999 per month	14%	N=63
\$3,000 or more per month	25%	N=114
Total	100%	N=449

Table 24: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	62%	N=282
Yes	38%	N=171
Total	100%	N=453

Table 25: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	71%	N=323
Yes	29%	N=130
Total	100%	N=453

The National Citizen Survey™

Table 26: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	14%	N=62
\$25,000 to \$49,999	18%	N=81
\$50,000 to \$99,999	27%	N=119
\$100,000 to \$149,999	18%	N=78
\$150,000 or more	24%	N=105
Total	100%	N=444

Table 27: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	70%	N=310
Yes, I consider myself to be Spanish, Hispanic or Latino	30%	N=135
Total	100%	N=444

Table 28: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=6
Asian, Asian Indian or Pacific Islander	32%	N=143
Black or African American	5%	N=20
White	48%	N=212
Other	20%	N=89

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

Table 29: Question D15

In which category is your age?	Percent	Number
18 to 24 years	7%	N=31
25 to 34 years	23%	N=105
35 to 44 years	19%	N=88
45 to 54 years	22%	N=99
55 to 64 years	11%	N=51
65 to 74 years	12%	N=53
75 years or older	6%	N=25
Total	100%	N=452

Table 30: Question D16

What is your sex?	Percent	Number
Female	50%	N=223
Male	50%	N=226
Total	100%	N=448

The National Citizen Survey™

Table 31: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	67%	N=297
Land line	15%	N=68
Both	18%	N=81
Total	100%	N=445

The National Citizen Survey™

Responses including “don’t know”

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

Table 32: Question 1

Please rate each of the following aspects of quality of life in San José:	Excellent		Good		Fair		Poor		Don't know		Total	
San José as a place to live	16%	N=75	54%	N=252	25%	N=114	5%	N=22	0%	N=1	100%	N=464
Your neighborhood as a place to live	19%	N=90	47%	N=221	26%	N=121	7%	N=32	0%	N=1	100%	N=465
San José as a place to raise children	10%	N=48	39%	N=176	31%	N=141	12%	N=54	8%	N=36	100%	N=455
San José as a place to work	22%	N=101	47%	N=217	21%	N=98	4%	N=19	6%	N=27	100%	N=462
San José as a place to visit	13%	N=61	35%	N=159	32%	N=146	17%	N=80	3%	N=13	100%	N=460
San José as a place to retire	7%	N=33	19%	N=86	29%	N=135	36%	N=165	9%	N=43	100%	N=461
The overall quality of life in San José	10%	N=46	48%	N=224	35%	N=163	5%	N=24	2%	N=7	100%	N=465

Table 33: Question 2

Please rate each of the following characteristics as they relate to San José as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in San José	7%	N=32	39%	N=180	39%	N=181	16%	N=73	0%	N=1	100%	N=467
Overall ease of getting to the places you usually have to visit	7%	N=35	46%	N=213	37%	N=173	9%	N=43	0%	N=2	100%	N=465
Quality of overall natural environment in San José	7%	N=31	43%	N=199	39%	N=182	11%	N=49	0%	N=2	100%	N=463
Overall "built environment" of San José (including overall design, buildings, parks and transportation systems)	6%	N=30	39%	N=181	43%	N=200	10%	N=47	2%	N=10	100%	N=466
Health and wellness opportunities in San José	10%	N=44	46%	N=212	28%	N=131	8%	N=36	8%	N=36	100%	N=459
Overall opportunities for education and enrichment	13%	N=59	42%	N=197	33%	N=154	6%	N=30	5%	N=25	100%	N=464
Overall economic health of San José	10%	N=46	43%	N=199	32%	N=149	13%	N=59	3%	N=13	100%	N=465
Sense of community	4%	N=19	31%	N=144	45%	N=208	17%	N=78	3%	N=15	100%	N=464
Overall image or reputation of San José	6%	N=30	44%	N=203	37%	N=173	10%	N=48	2%	N=9	100%	N=463

Table 34: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in San José to someone who asks	20%	N=94	49%	N=228	21%	N=97	8%	N=37	2%	N=8	100%	N=464
Remain in San José for the next five years	45%	N=205	33%	N=152	11%	N=51	6%	N=28	5%	N=21	100%	N=457

Table 35: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	46%	N=217	37%	N=172	9%	N=44	6%	N=28	1%	N=7	0%	N=1	100%	N=468
In San José's downtown during the day	19%	N=88	41%	N=189	17%	N=81	13%	N=59	3%	N=16	7%	N=31	100%	N=464
In your neighborhood after dark	22%	N=102	43%	N=202	12%	N=54	17%	N=79	6%	N=27	0%	N=1	100%	N=465
In San José's downtown after dark	3%	N=12	22%	N=103	23%	N=105	28%	N=127	17%	N=80	8%	N=36	100%	N=463

The National Citizen Survey™

Table 36: Question 5

Please rate each of the following characteristics as they relate to San José as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	2%	N=11	30%	N=140	40%	N=187	27%	N=126	0%	N=1	100%	N=465
Ease of public parking	6%	N=29	31%	N=146	38%	N=179	23%	N=106	2%	N=8	100%	N=468
Ease of travel by car in San José	5%	N=24	42%	N=196	39%	N=182	11%	N=52	2%	N=8	100%	N=462
Ease of travel by public transportation in San José	6%	N=28	23%	N=108	31%	N=141	18%	N=83	22%	N=102	100%	N=462
Ease of travel by bicycle in San José	7%	N=35	24%	N=111	31%	N=143	10%	N=46	28%	N=130	100%	N=465
Ease of walking in San José	9%	N=43	39%	N=182	36%	N=165	10%	N=45	6%	N=28	100%	N=463
Availability of paths and walking trails	11%	N=49	41%	N=190	32%	N=149	8%	N=36	9%	N=40	100%	N=464
Air quality	6%	N=28	35%	N=161	47%	N=218	12%	N=55	0%	N=2	100%	N=463
Cleanliness of San José	4%	N=20	29%	N=136	48%	N=222	18%	N=86	0%	N=1	100%	N=464
Overall appearance of San José	7%	N=31	38%	N=178	47%	N=217	8%	N=35	1%	N=2	100%	N=463
Public places where people want to spend time	9%	N=40	39%	N=180	40%	N=185	8%	N=37	5%	N=25	100%	N=467
Variety of housing options	4%	N=18	28%	N=129	39%	N=180	23%	N=107	7%	N=32	100%	N=466
Availability of affordable quality housing	1%	N=6	12%	N=58	32%	N=150	46%	N=213	8%	N=40	100%	N=467
Fitness opportunities (including exercise classes and paths or trails, etc.)	12%	N=55	40%	N=187	32%	N=150	7%	N=30	9%	N=42	100%	N=465
Recreational opportunities	9%	N=41	40%	N=186	34%	N=156	9%	N=40	8%	N=38	100%	N=462
Availability of affordable quality food	11%	N=52	47%	N=217	34%	N=156	5%	N=24	3%	N=12	100%	N=461
Availability of affordable quality health care	9%	N=41	35%	N=163	35%	N=161	11%	N=50	11%	N=50	100%	N=466
Availability of preventive health services	10%	N=44	37%	N=173	29%	N=135	9%	N=40	15%	N=70	100%	N=464
Availability of affordable quality mental health care	5%	N=25	19%	N=88	23%	N=105	11%	N=51	42%	N=196	100%	N=466

Table 37: Question 6

Please rate each of the following characteristics as they relate to San José as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	6%	N=26	18%	N=82	19%	N=87	10%	N=44	47%	N=210	100%	N=449
K-12 education	6%	N=28	26%	N=118	23%	N=104	12%	N=55	31%	N=140	100%	N=444
Adult educational opportunities	7%	N=32	31%	N=141	27%	N=123	7%	N=30	27%	N=122	100%	N=449
Opportunities to attend cultural/arts/music activities	11%	N=50	42%	N=188	32%	N=144	4%	N=17	11%	N=49	100%	N=449
Opportunities to participate in religious or spiritual events and activities	14%	N=64	41%	N=183	22%	N=98	2%	N=11	21%	N=92	100%	N=448
Employment opportunities	13%	N=59	42%	N=185	28%	N=126	7%	N=33	10%	N=44	100%	N=446
Shopping opportunities	25%	N=113	50%	N=225	21%	N=94	4%	N=17	0%	N=2	100%	N=450
Cost of living in San José	1%	N=3	11%	N=48	43%	N=190	45%	N=202	1%	N=4	100%	N=447
Overall quality of business and service establishments in San José	9%	N=40	46%	N=210	35%	N=160	4%	N=20	5%	N=24	100%	N=454
Vibrant downtown/commercial area	6%	N=26	29%	N=131	41%	N=182	13%	N=56	11%	N=51	100%	N=446
Overall quality of new development in San José	10%	N=46	29%	N=129	39%	N=173	8%	N=36	14%	N=62	100%	N=446
Opportunities to participate in social events and activities	9%	N=42	40%	N=177	34%	N=150	5%	N=22	13%	N=56	100%	N=447
Opportunities to volunteer	14%	N=61	36%	N=163	25%	N=111	6%	N=25	20%	N=89	100%	N=448
Opportunities to participate in community matters	9%	N=42	33%	N=146	33%	N=147	5%	N=22	20%	N=91	100%	N=447
Openness and acceptance of the community toward people of diverse backgrounds	18%	N=79	41%	N=182	25%	N=112	7%	N=32	10%	N=43	100%	N=448
Neighborliness of residents in San José	7%	N=32	31%	N=136	42%	N=187	12%	N=54	8%	N=34	100%	N=442

The National Citizen Survey™

Table 38: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	3%	N=16	97%	N=442	100%	N=458
Made efforts to make your home more energy efficient	15%	N=67	85%	N=391	100%	N=459
Observed a code violation or other hazard in San José (weeds, abandoned buildings, etc.)	45%	N=203	55%	N=247	100%	N=449
Household member was a victim of a crime in San José	81%	N=370	19%	N=88	100%	N=458
Reported a crime to the police in San José	69%	N=314	31%	N=144	100%	N=457
Stocked supplies in preparation for an emergency	51%	N=234	49%	N=223	100%	N=457
Campaigned or advocated for an issue, cause or candidate	73%	N=330	27%	N=122	100%	N=453
Contacted the City of San José (in-person, phone, email or web) for help or information	56%	N=256	44%	N=200	100%	N=457
Contacted San José elected officials (in-person, phone, email or web) to express your opinion	81%	N=368	19%	N=87	100%	N=455

Table 39: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in San José?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used San José recreation centers or their services	7%	N=32	15%	N=69	28%	N=128	49%	N=222	100%	N=451
Visited a neighborhood park or City park	21%	N=94	28%	N=130	38%	N=172	13%	N=61	100%	N=457
Used San José public libraries or their services	7%	N=32	26%	N=117	30%	N=137	37%	N=170	100%	N=456
Participated in religious or spiritual activities in San José	12%	N=56	21%	N=95	17%	N=75	50%	N=228	100%	N=454
Attended a City-sponsored event	1%	N=5	3%	N=15	36%	N=162	60%	N=270	100%	N=451
Used bus, rail, subway or other public transportation instead of driving	7%	N=31	10%	N=44	32%	N=145	52%	N=236	100%	N=457
Carpooled with other adults or children instead of driving alone	22%	N=103	16%	N=73	22%	N=100	40%	N=183	100%	N=459
Walked or biked instead of driving	20%	N=92	17%	N=79	27%	N=123	35%	N=162	100%	N=457
Volunteered your time to some group/activity in San José	11%	N=50	10%	N=48	25%	N=112	54%	N=247	100%	N=457
Participated in a club	8%	N=37	9%	N=42	12%	N=54	71%	N=325	100%	N=457
Talked to or visited with your immediate neighbors	30%	N=137	27%	N=125	27%	N=121	16%	N=73	100%	N=456
Done a favor for a neighbor	16%	N=72	20%	N=93	35%	N=159	29%	N=133	100%	N=457
Visited the City of San José website (at www.sanjoseca.gov)	4%	N=20	8%	N=38	38%	N=172	50%	N=227	100%	N=456
Used the City's website to conduct business or pay bills	4%	N=19	7%	N=33	24%	N=109	65%	N=295	100%	N=456

Table 40: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	0%	N=2	2%	N=7	17%	N=77	81%	N=371	100%	N=457
Watched (online or on television) a local public meeting	2%	N=9	3%	N=16	15%	N=68	80%	N=361	100%	N=453

Table 41: Question 10

Please rate the quality of each of the following services in San José:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Police services	8%	N=37	32%	N=147	31%	N=140	16%	N=72	12%	N=56	100%	N=452
Fire services	16%	N=73	41%	N=184	17%	N=77	2%	N=10	24%	N=108	100%	N=452
Ambulance or emergency medical services	12%	N=56	32%	N=142	18%	N=83	3%	N=12	35%	N=155	100%	N=448
Crime prevention	4%	N=18	20%	N=92	29%	N=132	24%	N=107	23%	N=103	100%	N=451

The National Citizen Survey™

Please rate the quality of each of the following services in San José:	Excellent		Good		Fair		Poor		Don't know		Total	
Fire prevention and education	7%	N=30	30%	N=135	24%	N=109	7%	N=31	32%	N=141	100%	N=446
Traffic enforcement	3%	N=15	32%	N=140	36%	N=159	16%	N=72	13%	N=58	100%	N=445
Street repair	3%	N=13	24%	N=110	32%	N=143	37%	N=169	4%	N=17	100%	N=452
Street cleaning	6%	N=27	27%	N=121	42%	N=189	23%	N=103	3%	N=13	100%	N=452
Street lighting	6%	N=26	33%	N=148	42%	N=191	17%	N=76	3%	N=12	100%	N=454
Sidewalk maintenance	5%	N=22	29%	N=132	37%	N=166	26%	N=119	3%	N=14	100%	N=452
Traffic signal timing	5%	N=22	36%	N=164	42%	N=188	14%	N=61	3%	N=15	100%	N=450
Bus or transit services	10%	N=43	23%	N=103	26%	N=115	12%	N=53	30%	N=136	100%	N=451
Garbage collection	21%	N=95	48%	N=216	22%	N=100	5%	N=25	4%	N=17	100%	N=454
Recycling	23%	N=102	46%	N=209	24%	N=111	3%	N=16	4%	N=17	100%	N=454
Yard waste pick-up	22%	N=96	39%	N=173	23%	N=104	3%	N=14	13%	N=60	100%	N=447
Storm drainage	9%	N=39	32%	N=141	26%	N=115	10%	N=43	24%	N=107	100%	N=446
Drinking water	16%	N=70	34%	N=154	33%	N=149	14%	N=61	4%	N=19	100%	N=453
Sewer services	11%	N=50	37%	N=168	28%	N=125	5%	N=23	19%	N=86	100%	N=452
Utility billing	7%	N=33	40%	N=180	41%	N=187	5%	N=23	6%	N=29	100%	N=453
City parks	14%	N=62	43%	N=194	30%	N=135	6%	N=26	8%	N=35	100%	N=452
Recreation programs or classes	5%	N=22	28%	N=125	19%	N=86	6%	N=28	42%	N=191	100%	N=452
Recreation centers or facilities	5%	N=24	29%	N=129	23%	N=102	5%	N=21	39%	N=175	100%	N=451
Land use, planning and zoning	2%	N=10	20%	N=88	34%	N=154	9%	N=41	35%	N=156	100%	N=449
Code enforcement (weeds, abandoned buildings, etc.)	2%	N=10	18%	N=82	28%	N=124	17%	N=76	35%	N=155	100%	N=447
Animal control	5%	N=24	29%	N=131	25%	N=113	10%	N=46	30%	N=135	100%	N=449
Economic development	5%	N=24	29%	N=129	32%	N=138	7%	N=30	27%	N=117	100%	N=438
Public library services	15%	N=69	36%	N=163	23%	N=103	3%	N=13	22%	N=101	100%	N=449
Public information services	7%	N=29	29%	N=130	30%	N=132	4%	N=18	30%	N=134	100%	N=443
Cable television	6%	N=27	28%	N=126	34%	N=152	15%	N=67	18%	N=79	100%	N=451
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	4%	N=18	23%	N=102	21%	N=96	10%	N=43	42%	N=189	100%	N=449
Preservation of natural areas such as open space, farmlands and greenbelts	6%	N=27	26%	N=116	32%	N=143	16%	N=69	20%	N=88	100%	N=444
Overall customer service by San José employees (police, receptionists, planners, etc.)	7%	N=32	28%	N=126	31%	N=139	10%	N=45	24%	N=106	100%	N=448
Services to seniors	4%	N=20	20%	N=92	19%	N=85	6%	N=28	50%	N=226	100%	N=450
Services to youth	3%	N=15	21%	N=96	24%	N=107	6%	N=27	45%	N=204	100%	N=449
Services to low-income people	4%	N=19	14%	N=64	23%	N=102	16%	N=73	42%	N=190	100%	N=448
Graffiti removal	4%	N=16	22%	N=98	31%	N=140	28%	N=126	14%	N=64	100%	N=444
Gang prevention efforts	2%	N=11	17%	N=76	18%	N=82	27%	N=122	35%	N=160	100%	N=451
Street tree maintenance	5%	N=22	25%	N=113	37%	N=164	23%	N=102	10%	N=46	100%	N=447
Building permit services	2%	N=9	19%	N=85	21%	N=95	6%	N=27	52%	N=232	100%	N=448
Overall ease of using Mineta San José International Airport	27%	N=122	40%	N=179	19%	N=86	4%	N=18	10%	N=46	100%	N=450
Availability of flights at Mineta San José International Airport	19%	N=84	44%	N=196	22%	N=98	5%	N=23	11%	N=49	100%	N=451

The National Citizen Survey™

Table 42: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of San José	6%	N=26	43%	N=195	33%	N=148	9%	N=42	9%	N=39	100%	N=450
The Federal Government	5%	N=25	29%	N=131	42%	N=189	10%	N=44	14%	N=62	100%	N=450
The State Government	4%	N=20	29%	N=129	46%	N=205	8%	N=38	13%	N=60	100%	N=450
Santa Clara County Government	7%	N=30	34%	N=151	37%	N=168	7%	N=32	16%	N=70	100%	N=450

Table 43: Question 12

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%	N=8	24%	N=111	40%	N=185	22%	N=103	12%	N=53	100%	N=460
The overall direction that San José is taking	3%	N=15	32%	N=150	35%	N=161	16%	N=76	13%	N=60	100%	N=461
The job San José government does at welcoming citizen involvement	4%	N=18	22%	N=102	33%	N=150	12%	N=55	29%	N=133	100%	N=459
Overall confidence in San José government	3%	N=13	25%	N=116	42%	N=190	17%	N=79	13%	N=60	100%	N=458
Generally acting in the best interest of the community	3%	N=15	29%	N=134	34%	N=156	15%	N=68	19%	N=88	100%	N=460
Being honest	3%	N=14	26%	N=120	32%	N=146	15%	N=70	24%	N=110	100%	N=460
Treating all residents fairly	4%	N=19	26%	N=121	35%	N=160	14%	N=65	21%	N=95	100%	N=461

Table 44: Question 13

Please rate how important, if at all, you think it is for the San José community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in San José	56%	N=259	39%	N=180	5%	N=23	1%	N=3	100%	N=465
Overall ease of getting to the places you usually have to visit	25%	N=116	56%	N=259	18%	N=82	1%	N=5	100%	N=463
Quality of overall natural environment in San José	28%	N=131	51%	N=234	20%	N=95	1%	N=3	100%	N=463
Overall "built environment" of San José (including overall design, buildings, parks and transportation systems)	23%	N=107	49%	N=226	26%	N=122	2%	N=10	100%	N=464
Health and wellness opportunities in San José	24%	N=109	53%	N=243	20%	N=93	3%	N=12	100%	N=457
Overall opportunities for education and enrichment	38%	N=174	47%	N=215	13%	N=61	2%	N=10	100%	N=461
Overall economic health of San José	42%	N=194	49%	N=226	9%	N=41	1%	N=3	100%	N=463
Sense of community	27%	N=125	48%	N=224	22%	N=100	3%	N=13	100%	N=462

Table 45: Question 14

Please rate how safe or unsafe you feel from the following:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
Violent crime (e.g. rape, assault, robbery)	12%	N=55	40%	N=184	17%	N=77	17%	N=77	13%	N=61	2%	N=7	100%	N=461
Property crimes	4%	N=16	37%	N=169	17%	N=77	20%	N=92	21%	N=96	3%	N=12	100%	N=463

Table 46: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	1%	N=6	3%	N=13	5%	N=25	18%	N=80	73%	N=327	100%	N=451
Purchase goods or services from a business located in San José	1%	N=3	2%	N=7	12%	N=56	45%	N=205	40%	N=179	100%	N=450
Eat at least 5 portions of fruits and vegetables a day	1%	N=6	10%	N=46	30%	N=135	34%	N=152	24%	N=109	100%	N=448
Participate in moderate or vigorous physical activity	2%	N=9	9%	N=41	32%	N=145	33%	N=148	24%	N=108	100%	N=451



The National Citizen Survey™

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Read or watch local news (via television, paper, computer, etc.)	3%	N=14	10%	N=44	17%	N=75	32%	N=143	39%	N=174	100%	N=450
Vote in local elections	12%	N=54	6%	N=25	12%	N=55	22%	N=98	48%	N=217	100%	N=449

Table 47: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	21%	N=95
Very good	43%	N=196
Good	27%	N=123
Fair	8%	N=36
Poor	1%	N=3
Total	100%	N=454

Table 48: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	14%	N=61
Somewhat positive	23%	N=105
Neutral	50%	N=224
Somewhat negative	10%	N=43
Very negative	3%	N=14
Total	100%	N=447

Table 49: Question D4

What is your employment status?	Percent	Number
Working full time for pay	63%	N=286
Working part time for pay	10%	N=46
Unemployed, looking for paid work	5%	N=24
Unemployed, not looking for paid work	5%	N=22
Fully retired	16%	N=74
Total	100%	N=452

Table 50: Question D5

Do you work inside the boundaries of San José?	Percent	Number
Yes, outside the home	49%	N=211
Yes, from home	7%	N=29
No	45%	N=193
Total	100%	N=433

Table 51: Question D6

How many years have you lived in San José?	Percent	Number
Less than 2 years	14%	N=65
2 to 5 years	13%	N=60
6 to 10 years	10%	N=45

The National Citizen Survey™

How many years have you lived in San José?	Percent	Number
11 to 20 years	16%	N=74
More than 20 years	46%	N=208
Total	100%	N=452

Table 52: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	60%	N=269
Building with two or more homes (duplex, townhome, apartment or condominium)	38%	N=172
Mobile home	1%	N=6
Other	1%	N=2
Total	100%	N=450

Table 53: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	41%	N=186
Owned	59%	N=269
Total	100%	N=454

Table 54: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	3%	N=14
\$300 to \$599 per month	5%	N=20
\$600 to \$999 per month	5%	N=23
\$1,000 to \$1,499 per month	14%	N=62
\$1,500 to \$2,499 per month	34%	N=153
\$2,500 to \$2,999 per month	14%	N=63
\$3,000 or more per month	25%	N=114
Total	100%	N=449

Table 55: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	62%	N=282
Yes	38%	N=171
Total	100%	N=453

Table 56: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	71%	N=323
Yes	29%	N=130
Total	100%	N=453

The National Citizen Survey™

Table 57: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	14%	N=62
\$25,000 to \$49,999	18%	N=81
\$50,000 to \$99,999	27%	N=119
\$100,000 to \$149,999	18%	N=78
\$150,000 or more	24%	N=105
Total	100%	N=444

Table 58: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	70%	N=310
Yes, I consider myself to be Spanish, Hispanic or Latino	30%	N=135
Total	100%	N=444

Table 59: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=6
Asian, Asian Indian or Pacific Islander	32%	N=143
Black or African American	5%	N=20
White	48%	N=212
Other	20%	N=89

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

Table 60: Question D15

In which category is your age?	Percent	Number
18 to 24 years	7%	N=31
25 to 34 years	23%	N=105
35 to 44 years	19%	N=88
45 to 54 years	22%	N=99
55 to 64 years	11%	N=51
65 to 74 years	12%	N=53
75 years or older	6%	N=25
Total	100%	N=452

Table 61: Question D16

What is your sex?	Percent	Number
Female	50%	N=223
Male	50%	N=226
Total	100%	N=448

The National Citizen Survey™

Table 62: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	67%	N=297
Land line	15%	N=68
Both	18%	N=81
Total	100%	N=445

## Appendix B: Benchmark Comparisons

### Comparison Data

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

### Interpreting the Results

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

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

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

## National Benchmark Comparisons

Table 63: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in San José	59%	347	384	Lower
Overall image or reputation of San José	51%	232	287	Lower
San José as a place to live	71%	285	326	Lower
Your neighborhood as a place to live	67%	232	254	Lower
San José as a place to raise children	53%	292	318	Lower
San José as a place to retire	28%	300	302	Much lower
Overall appearance of San José	45%	260	302	Lower

Table 64: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in San José	46%	158	166	Much lower
	In your neighborhood during the day	83%	261	291	Similar
	In San José's downtown/commercial area during the day	64%	239	247	Lower
Mobility	Overall ease of getting to the places you usually have to visit	53%	74	76	Lower
	Availability of paths and walking trails	56%	158	245	Similar
	Ease of walking in San José	52%	173	241	Similar
	Ease of travel by bicycle in San José	44%	153	250	Similar
	Ease of travel by public transportation in San José	38%	50	84	Similar
	Ease of travel by car in San José	48%	207	245	Similar
	Ease of public parking	38%	45	58	Lower
Natural Environment	Traffic flow on major streets	32%	247	285	Lower
	Quality of overall natural environment in San José	50%	214	230	Lower
	Cleanliness of San José	34%	213	221	Much lower
Built Environment	Air quality	41%	198	209	Lower
	Overall "built environment" of San José (including overall design, buildings, parks and transportation systems)	46%	58	72	Similar
	Overall quality of new development in San José	46%	168	235	Similar
	Availability of affordable quality housing	15%	245	250	Much lower
	Variety of housing options	34%	211	223	Lower
Economy	Public places where people want to spend time	50%	52	69	Similar
	Overall economic health of San José	54%	48	76	Similar
	Vibrant downtown/commercial area	40%	39	68	Similar
	Overall quality of business and service establishments in San José	58%	132	219	Similar
	Cost of living in San José	11%	72	74	Much lower
	Shopping opportunities	75%	46	242	Higher
	Employment opportunities	61%	20	261	Higher
	San José as a place to visit	49%	62	83	Lower
	San José as a place to work	73%	95	295	Similar
	Recreation and Wellness	Health and wellness opportunities in San José	61%	58	72
Availability of affordable quality mental health care		42%	40	65	Similar
Availability of preventive health services		55%	119	181	Similar
Availability of affordable quality health care		49%	138	214	Similar
Availability of affordable quality food		60%	121	180	Similar
	Recreational opportunities	54%	188	253	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Fitness opportunities (including exercise classes and paths or trails, etc.)	57%	56	72	Similar
	Overall opportunities for education and enrichment	58%	50	71	Similar
Education and Enrichment	Opportunities to participate in religious or spiritual events and activities	69%	136	172	Similar
	Opportunities to attend cultural/arts/music activities	60%	98	245	Similar
	Adult educational opportunities	53%	47	67	Similar
	K-12 education	48%	182	214	Lower
	Availability of affordable quality child care/preschool	45%	122	213	Similar
	Opportunities to participate in social events and activities	56%	125	206	Similar
Community Engagement	Neighborhoodness of San José	41%	62	69	Lower
	Openness and acceptance of the community toward people of diverse backgrounds	65%	91	239	Similar
	Opportunities to participate in community matters	53%	154	221	Similar
	Opportunities to volunteer	62%	166	218	Similar

Table 65: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of San José	54%	332	368	Lower
Overall customer service by San José employees (police, receptionists, planners, etc.)	46%	296	303	Lower
Value of services for the taxes paid to San José	29%	329	344	Lower
Overall direction that San José is taking	41%	233	268	Lower
Job San José government does at welcoming citizen involvement	37%	205	257	Similar
Overall confidence in San José government	32%	62	75	Lower
Generally acting in the best interest of the community	40%	57	73	Similar
Being honest	38%	59	73	Lower
Treating all residents fairly	38%	53	73	Similar
Services provided by the Federal Government	40%	41	205	Similar

Table 66: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police services	46%	359	362	Much lower
	Fire services	75%	295	299	Lower
	Ambulance or emergency medical services	68%	285	287	Lower
	Crime prevention	31%	288	291	Much lower
	Fire prevention and education	54%	236	240	Lower
	Animal control	49%	233	273	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	46%	207	235	Lower
Mobility	Traffic enforcement	40%	307	313	Lower
	Street repair	28%	327	364	Lower
	Street cleaning	34%	241	251	Lower
	Street lighting	40%	239	259	Lower
	Sidewalk maintenance	35%	229	254	Lower
	Traffic signal timing	43%	144	206	Similar
	Bus or transit services	46%	114	181	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Natural Environment	Garbage collection	71%	269	290	Similar
	Recycling	71%	215	300	Similar
	Yard waste pick-up	70%	129	219	Similar
	Drinking water	52%	231	278	Lower
	Preservation of natural areas such as open space, farmlands and greenbelts	40%	195	214	Lower
Built Environment	Storm drainage	53%	224	299	Similar
	Sewer services	59%	241	264	Similar
	Utility billing	50%	65	69	Similar
	Land use, planning and zoning	34%	195	245	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	32%	250	298	Lower
Economy	Cable television	41%	145	164	Similar
Economy	Economic development	48%	116	235	Similar
Recreation and Wellness	City parks	61%	244	269	Lower
	Recreation programs or classes	56%	248	272	Lower
	Recreation centers or facilities	55%	196	228	Lower
Education and Enrichment	Public library services	66%	266	283	Lower
Community Engagement	Public information services	51%	193	230	Similar

Table 67: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	36%	244	255	Lower
Recommend living in San José to someone who asks	71%	204	229	Lower
Remain in San José for the next five years	82%	149	227	Similar
Contacted San José (in-person, phone, email or web) for help or information	44%	165	262	Similar

Table 68: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	49%	11	66	Higher
	Did NOT report a crime to the police	69%	62	73	Similar
	Household member was NOT a victim of a crime	81%	202	227	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	48%	13	60	Higher
	Carpooled with other adults or children instead of driving alone	60%	3	71	Higher
	Walked or biked instead of driving	65%	21	72	Similar
Natural Environment	Made efforts to conserve water	97%	1	68	Higher
	Made efforts to make your home more energy efficient	85%	2	69	Similar
	Recycle at home	96%	29	213	Higher
Built Environment	Did NOT observe a code violation or other hazard in San José	45%	51	68	Similar
	NOT experiencing housing costs stress	49%	201	209	Lower
Economy	Purchase goods or services from a business located in San José	98%	21	69	Similar



The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Economy will have positive impact on income	37%	7	212	Higher
	Work inside boundaries of San José	55%	18	69	Higher
Recreation and Wellness	Used San José recreation centers or their services	51%	144	189	Similar
	Visited a neighborhood park or City park	87%	99	223	Similar
	Eat at least 5 portions of fruits and vegetables a day	88%	10	68	Similar
	Participate in moderate or vigorous physical activity	89%	12	68	Similar
	In very good to excellent health	64%	38	69	Similar
	Used San José public libraries or their services	63%	138	195	Similar
Education and Enrichment	Participated in religious or spiritual activities in San José	50%	94	170	Similar
	Attended City-sponsored event	40%	56	69	Lower
	Campaigned or advocated for an issue, cause or candidate	27%	16	68	Similar
Community Engagement	Contacted San José elected officials (in-person, phone, email or web) to express your opinion	19%	25	69	Similar
	Volunteered your time to some group/activity in San José	46%	90	219	Similar
	Participated in a club	29%	94	192	Similar
	Talked to or visited with your immediate neighbors	84%	62	69	Similar
	Done a favor for a neighbor	71%	66	67	Lower
	Attended a local public meeting	19%	164	219	Similar
	Watched (online or on television) a local public meeting	20%	145	177	Lower
	Read or watch local news (via television, paper, computer, etc.)	87%	40	68	Similar
	Vote in local elections	82%	74	211	Similar

Communities included in national comparisons

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

Abilene city, KS.....	6,844	Aspen city, CO.....	6,658
Adams County, CO.....	441,603	Auburn city, AL.....	53,380
Airway Heights city, WA.....	6,114	Auburn city, WA.....	70,180
Albany city, OR.....	50,158	Aurora city, CO.....	325,078
Albemarle County, VA.....	98,970	Austin city, TX.....	790,390
Albert Lea city, MN.....	18,016	Bainbridge Island city, WA.....	23,025
Algonquin village, IL.....	30,046	Baltimore city, MD.....	620,961
Aliso Viejo city, CA.....	47,823	Baltimore County, MD.....	805,029
Altoona city, IA.....	14,541	Battle Creek city, MI.....	52,347
Ames city, IA.....	58,965	Bay City city, MI.....	34,932
Andover CDP, MA.....	8,762	Baytown city, TX.....	71,802
Ankeny city, IA.....	45,582	Bedford city, TX.....	46,979
Ann Arbor city, MI.....	113,934	Bedford town, MA.....	13,320
Annapolis city, MD.....	38,394	Bellevue city, WA.....	122,363
Apple Valley town, CA.....	69,135	Bellingham city, WA.....	80,885
Arapahoe County, CO.....	572,003	Beltrami County, MN.....	44,442
Arkansas City city, AR.....	366	Benbrook city, TX.....	21,234
Arlington city, TX.....	365,438	Bend city, OR.....	76,639
Arlington County, VA.....	207,627	Benicia city, CA.....	26,997
Arvada city, CO.....	106,433	Bettendorf city, IA.....	33,217
Ashland city, OR.....	20,078	Billings city, MT.....	104,170
Ashland town, VA.....	7,225	Blaine city, MN.....	57,186

## The National Citizen Survey™

Bloomfield Hills city, MI .....	3,869	Dade City city, FL .....	6,437
Bloomington city, IL .....	76,610	Dakota County, MN .....	398,552
Bloomington city, MN .....	82,893	Dallas city, OR .....	14,583
Blue Springs city, MO .....	52,575	Dallas city, TX .....	1,197,816
Boise City city, ID .....	205,671	Dardenne Prairie city, MO .....	11,494
Boonville city, MO .....	8,319	Davenport city, IA .....	99,685
Boulder city, CO .....	97,385	Davidson town, NC .....	10,944
Boulder County, CO .....	294,567	Decatur city, GA .....	19,335
Bowling Green city, KY .....	58,067	Delray Beach city, FL .....	60,522
Brentwood city, TN .....	37,060	Denison city, TX .....	22,682
Bristol city, TN .....	26,702	Denver city, CO .....	600,158
Broken Arrow city, OK .....	98,850	Derby city, KS .....	22,158
Brookfield city, WI .....	37,920	Des Moines city, IA .....	203,433
Brookline CDP, MA .....	58,732	Des Peres city, MO .....	8,373
Brookline town, NH .....	4,991	Destin city, FL .....	12,305
Broomfield city, CO .....	55,889	Dewey-Humboldt town, AZ .....	3,894
Brownsburg town, IN .....	21,285	Dorchester County, MD .....	32,618
Bryan city, TX .....	76,201	Dothan city, AL .....	65,496
Burien city, WA .....	33,313	Douglas County, CO .....	285,465
Burleson city, TX .....	36,690	Dover city, NH .....	29,987
Cabarrus County, NC .....	178,011	Dublin city, OH .....	41,751
Cambridge city, MA .....	105,162	Duluth city, MN .....	86,265
Canton city, SD .....	3,057	Duncanville city, TX .....	38,524
Cape Coral city, FL .....	154,305	Durham city, NC .....	228,330
Cape Girardeau city, MO .....	37,941	East Baton Rouge Parish, LA .....	440,171
Carlisle borough, PA .....	18,682	East Grand Forks city, MN .....	8,601
Carlsbad city, CA .....	105,328	East Lansing city, MI .....	48,579
Cartersville city, GA .....	19,731	Eau Claire city, WI .....	65,883
Cary town, NC .....	135,234	Eden Prairie city, MN .....	60,797
Casa Grande city, AZ .....	48,571	Edgerton city, KS .....	1,671
Casper city, WY .....	55,316	Edina city, MN .....	47,941
Castine town, ME .....	1,366	Edmonds city, WA .....	39,709
Castle Pines North city, CO .....	10,360	El Cerrito city, CA .....	23,549
Castle Rock town, CO .....	48,231	El Dorado County, CA .....	181,058
Cedar Falls city, IA .....	39,260	El Paso city, TX .....	649,121
Cedar Rapids city, IA .....	126,326	Elk Grove city, CA .....	153,015
Centennial city, CO .....	100,377	Elk River city, MN .....	22,974
Centralia city, IL .....	13,032	Elko New Market city, MN .....	4,110
Chambersburg borough, PA .....	20,268	Elmhurst city, IL .....	44,121
Chandler city, AZ .....	236,123	Encinitas city, CA .....	59,518
Chanhassen city, MN .....	22,952	Englewood city, CO .....	30,255
Chapel Hill town, NC .....	57,233	Erie town, CO .....	18,135
Charlotte city, NC .....	731,424	Escambia County, FL .....	297,619
Charlotte County, FL .....	159,978	Estes Park town, CO .....	5,858
Charlottesville city, VA .....	43,475	Fairview town, TX .....	7,248
Chesterfield County, VA .....	316,236	Farmington Hills city, MI .....	79,740
Chippewa Falls city, WI .....	13,661	Fayetteville city, NC .....	200,564
Citrus Heights city, CA .....	83,301	Fishers town, IN .....	76,794
Clackamas County, OR .....	375,992	Flagstaff city, AZ .....	65,870
Clayton city, MO .....	15,939	Flower Mound town, TX .....	64,669
Clearwater city, FL .....	107,685	Flushing city, MI .....	8,389
Clive city, IA .....	15,447	Forest Grove city, OR .....	21,083
Clovis city, CA .....	95,631	Fort Collins city, CO .....	143,986
College Park city, MD .....	30,413	Fort Smith city, AR .....	86,209
College Station city, TX .....	93,857	Fort Worth city, TX .....	741,206
Colleyville city, TX .....	22,807	Fountain Hills town, AZ .....	22,489
Collinsville city, IL .....	25,579	Franklin city, TN .....	62,487
Columbia city, MO .....	108,500	Fredericksburg city, VA .....	24,286
Columbus city, WI .....	4,991	Freeport CDP, ME .....	1,485
Commerce City city, CO .....	45,913	Freeport city, IL .....	25,638
Concord city, CA .....	122,067	Fremont city, CA .....	214,089
Concord town, MA .....	17,668	Friendswood city, TX .....	35,805
Conyers city, GA .....	15,195	Fruita city, CO .....	12,646
Cookeville city, TN .....	30,435	Gahanna city, OH .....	33,248
Coon Rapids city, MN .....	61,476	Gainesville city, FL .....	124,354
Cooper City city, FL .....	28,547	Gaithersburg city, MD .....	59,933
Coronado city, CA .....	18,912	Galveston city, TX .....	47,743
Corvallis city, OR .....	54,462	Garden City city, KS .....	26,658
Cross Roads town, TX .....	1,563	Gardner city, KS .....	19,123
Crystal Lake city, IL .....	40,743	Geneva city, NY .....	13,261

The National Citizen Survey™

Georgetown city, TX.....	47,400	La Plata town, MD.....	8,753
Gilbert town, AZ.....	208,453	La Porte city, TX.....	33,800
Gillette city, WY.....	29,087	La Vista city, NE.....	15,758
Globe city, AZ.....	7,532	Lafayette city, CO.....	24,453
Golden Valley city, MN.....	20,371	Laguna Beach city, CA.....	22,723
Goodyear city, AZ.....	65,275	Laguna Hills city, CA.....	30,344
Grafton village, WI.....	11,459	Laguna Niguel city, CA.....	62,979
Grand Blanc city, MI.....	8,276	Lake Oswego city, OR.....	36,619
Grand Island city, NE.....	48,520	Lake Zurich village, IL.....	19,631
Grass Valley city, CA.....	12,860	Lakeville city, MN.....	55,954
Greeley city, CO.....	92,889	Lakewood city, CO.....	142,980
Green Valley CDP, AZ.....	21,391	Lane County, OR.....	351,715
Greenwood Village city, CO.....	13,925	Larimer County, CO.....	299,630
Greer city, SC.....	25,515	Las Cruces city, NM.....	97,618
Guilford County, NC.....	488,406	Las Vegas city, NV.....	583,756
Gunnison County, CO.....	15,324	Lawrence city, KS.....	87,643
Gurnee village, IL.....	31,295	League City city, TX.....	83,560
Hailey city, ID.....	7,960	Lee County, FL.....	618,754
Haines Borough, AK.....	2,508	Lee's Summit city, MO.....	91,364
Hallandale Beach city, FL.....	37,113	Lewis County, NY.....	27,087
Hamilton city, OH.....	62,477	Lewiston city, ME.....	36,592
Hampton city, VA.....	137,436	Lincoln city, NE.....	258,379
Hanover County, VA.....	99,863	Lindsborg city, KS.....	3,458
Harrisonburg city, VA.....	48,914	Littleton city, CO.....	41,737
Harrisonville city, MO.....	10,019	Livermore city, CA.....	80,968
Hayward city, CA.....	144,186	Lone Tree city, CO.....	10,218
Henderson city, NV.....	257,729	Longmont city, CO.....	86,270
Hermiston city, OR.....	16,745	Longview city, TX.....	80,455
High Point city, NC.....	104,371	Los Alamos County, NM.....	17,950
Highland Park city, IL.....	29,763	Louisville city, CO.....	18,376
Highlands Ranch CDP, CO.....	96,713	Lynchburg city, VA.....	75,568
Hillsborough town, NC.....	6,087	Lynnwood city, WA.....	35,836
Holden town, MA.....	17,346	Madison city, WI.....	233,209
Holland city, MI.....	33,051	Mankato city, MN.....	39,309
Honolulu County, HI.....	953,207	Maple Grove city, MN.....	61,567
Hooksett town, NH.....	13,451	Maple Valley city, WA.....	22,684
Hopkins city, MN.....	17,591	Maricopa County, AZ.....	3,817,117
Hopkinton town, MA.....	14,925	Marin County, CA.....	252,409
Hoquiam city, WA.....	8,726	Maryland Heights city, MO.....	27,472
Houston city, TX.....	2,099,451	Matthews town, NC.....	27,198
Hudson city, OH.....	22,262	McAllen city, TX.....	129,877
Hudson town, CO.....	2,356	McDonough city, GA.....	22,084
Hudsonville city, MI.....	7,116	McKinney city, TX.....	131,117
Huntersville town, NC.....	46,773	McMinnville city, OR.....	32,187
Hurst city, TX.....	37,337	Mecklenburg County, NC.....	919,628
Hutchinson city, MN.....	14,178	Medford city, OR.....	74,907
Hutto city, TX.....	14,698	Menlo Park city, CA.....	32,026
Hyattsville city, MD.....	17,557	Mercer Island city, WA.....	22,699
Indian Trail town, NC.....	33,518	Meridian charter township, MI.....	39,688
Indianola city, IA.....	14,782	Meridian city, ID.....	75,092
Iowa City city, IA.....	67,862	Merriam city, KS.....	11,003
Jackson County, MI.....	160,248	Merrill city, WI.....	9,661
James City County, VA.....	67,009	Mesa city, AZ.....	439,041
Jefferson City city, MO.....	43,079	Mesa County, CO.....	146,723
Jefferson County, CO.....	534,543	Miami Beach city, FL.....	87,779
Jefferson County, NY.....	116,229	Miami city, FL.....	399,457
Jerome city, ID.....	10,890	Midland city, MI.....	41,863
Johnson City city, TN.....	63,152	Milford city, DE.....	9,559
Johnson County, KS.....	544,179	Milton city, GA.....	32,661
Johnston city, IA.....	17,278	Minneapolis city, MN.....	382,578
Jupiter town, FL.....	55,156	Mission Viejo city, CA.....	93,305
Kalamazoo city, MI.....	74,262	Modesto city, CA.....	201,165
Kansas City city, KS.....	145,786	Monterey city, CA.....	27,810
Kansas City city, MO.....	459,787	Montgomery County, MD.....	971,777
Keizer city, OR.....	36,478	Montgomery County, VA.....	94,392
Kenmore city, WA.....	20,460	Montpelier city, VT.....	7,855
Kennedale city, TX.....	6,763	Monument town, CO.....	5,530
Kennett Square borough, PA.....	6,072	Moorestown town, NC.....	32,711
Kirkland city, WA.....	48,787	Morristown city, TN.....	29,137
La Mesa city, CA.....	57,065	Moscow city, ID.....	23,800

The National Citizen Survey™

Mountain Village town, CO.....	1,320	Post Falls city, ID.....	27,574
Mountlake Terrace city, WA.....	19,909	Prince William County, VA.....	402,002
Munster town, IN.....	23,603	Prior Lake city, MN.....	22,796
Muscatine city, IA.....	22,886	Provo city, UT.....	112,488
Naperville city, IL.....	141,853	Pueblo city, CO.....	106,595
Needham CDP, MA.....	28,886	Purcellville town, VA.....	7,727
New Braunfels city, TX.....	57,740	Queen Creek town, AZ.....	26,361
New Brighton city, MN.....	21,456	Radford city, VA.....	16,408
New Hanover County, NC.....	202,667	Radnor township, PA.....	31,531
New Orleans city, LA.....	343,829	Ramsey city, MN.....	23,668
Newberg city, OR.....	22,068	Rapid City city, SD.....	67,956
Newport Beach city, CA.....	85,186	Raymore city, MO.....	19,206
Newport city, RI.....	24,672	Redmond city, WA.....	54,144
Newport News city, VA.....	180,719	Rehoboth Beach city, DE.....	1,327
Newton city, IA.....	15,254	Reno city, NV.....	225,221
Noblesville city, IN.....	51,969	Reston CDP, VA.....	58,404
Nogales city, AZ.....	20,837	Richmond city, CA.....	103,701
Norfolk city, VA.....	242,803	Richmond Heights city, MO.....	8,603
Norman city, OK.....	110,925	Rifle city, CO.....	9,172
North Las Vegas city, NV.....	216,961	River Falls city, WI.....	15,000
Northglenn city, CO.....	35,789	Riverdale city, UT.....	8,426
Novato city, CA.....	51,904	Riverside city, CA.....	303,871
Novi city, MI.....	55,224	Riverside city, MO.....	2,937
O'Fallon city, IL.....	28,281	Rochester city, MI.....	12,711
O'Fallon city, MO.....	79,329	Rochester Hills city, MI.....	70,995
Oak Park village, IL.....	51,878	Rock Hill city, SC.....	66,154
Oakland Park city, FL.....	41,363	Rockford city, IL.....	152,871
Oakley city, CA.....	35,432	Rockville city, MD.....	61,209
Ogdensburg city, NY.....	11,128	Rogers city, MN.....	8,597
Oklahoma City city, OK.....	579,999	Rolla city, MO.....	19,559
Olathe city, KS.....	125,872	Roswell city, GA.....	88,346
Old Town city, ME.....	7,840	Round Rock city, TX.....	99,887
Olmsted County, MN.....	144,248	Royal Oak city, MI.....	57,236
Orland Park village, IL.....	56,767	Saco city, ME.....	18,482
Oshkosh city, WI.....	66,083	Sahuarita town, AZ.....	25,259
Otsego County, MI.....	24,164	Salida city, CO.....	5,236
Oviedo city, FL.....	33,342	Salt Lake City city, UT.....	186,440
Paducah city, KY.....	25,024	Sammamish city, WA.....	45,780
Palm Coast city, FL.....	75,180	San Anselmo town, CA.....	12,336
Palm Springs city, CA.....	44,552	San Antonio city, TX.....	1,327,407
Palo Alto city, CA.....	64,403	San Carlos city, CA.....	28,406
Panama City city, FL.....	36,484	San Diego city, CA.....	1,307,402
Papillion city, NE.....	18,894	San Francisco city, CA.....	805,235
Park City city, UT.....	7,558	San José city, CA.....	945,942
Parker town, CO.....	45,297	San Juan County, NM.....	130,044
Parkland city, FL.....	23,962	San Marcos city, TX.....	44,894
Pasadena city, CA.....	137,122	San Rafael city, CA.....	57,713
Pasco city, WA.....	59,781	Sandy Springs city, GA.....	93,853
Pasco County, FL.....	464,697	Sanford city, FL.....	53,570
Peachtree City city, GA.....	34,364	Sangamon County, IL.....	197,465
Pearland city, TX.....	91,252	Santa Clarita city, CA.....	176,320
Peoria city, AZ.....	154,065	Santa Fe County, NM.....	144,170
Peoria city, IL.....	115,007	Santa Monica city, CA.....	89,736
Peoria County, IL.....	186,494	Sarasota County, FL.....	379,448
Peters township, PA.....	21,213	Savage city, MN.....	26,911
Petoskey city, MI.....	5,670	Savannah city, GA.....	136,286
Pflugerville city, TX.....	46,936	Scarborough CDP, ME.....	4,403
Phoenix city, AZ.....	1,445,632	Schaumburg village, IL.....	74,227
Pinal County, AZ.....	375,770	Scott County, MN.....	129,928
Pinehurst village, NC.....	13,124	Scottsdale city, AZ.....	217,385
Piqua city, OH.....	20,522	Seaside city, CA.....	33,025
Pitkin County, CO.....	17,148	SeaTac city, WA.....	26,909
Platte City city, MO.....	4,691	Sevierville city, TN.....	14,807
Plymouth city, MN.....	70,576	Sheboygan city, WI.....	49,288
Pocatello city, ID.....	54,255	Shoreview city, MN.....	25,043
Polk County, IA.....	430,640	Shorewood city, MN.....	7,307
Port Huron city, MI.....	30,184	Shorewood village, WI.....	13,162
Port Orange city, FL.....	56,048	Sioux Falls city, SD.....	153,888
Port St. Lucie city, FL.....	164,603	Skokie village, IL.....	64,784
Portland city, OR.....	583,776	Snellville city, GA.....	18,242

## The National Citizen Survey™

South Kingstown town, RI .....	30,639	Urbandale city, IA .....	39,463
South Lake Tahoe city, CA .....	21,403	Vail town, CO .....	5,305
South Portland city, ME .....	25,002	Vancouver city, WA .....	161,791
Southborough town, MA .....	9,767	Ventura CCD, CA .....	111,889
Southlake city, TX .....	26,575	Vestavia Hills city, AL .....	34,033
Sparks city, NV .....	90,264	Virginia Beach city, VA .....	437,994
Spokane Valley city, WA .....	89,755	Wake Forest town, NC .....	30,117
Spring Hill city, KS .....	5,437	Walnut Creek city, CA .....	64,173
Springboro city, OH .....	17,409	Washington County, MN .....	238,136
Springfield city, MO .....	159,498	Washoe County, NV .....	421,407
Springfield city, OR .....	59,403	Watauga city, TX .....	23,497
Springville city, UT .....	29,466	Wauwatosa city, WI .....	46,396
St. Charles city, IL .....	32,974	Waverly city, IA .....	9,874
St. Cloud city, FL .....	35,183	Weddington town, NC .....	9,459
St. Cloud city, MN .....	65,842	Wentzville city, MO .....	29,070
St. Joseph city, MO .....	76,780	West Carrollton city, OH .....	13,143
St. Louis County, MN .....	200,226	West Chester borough, PA .....	18,461
St. Louis Park city, MN .....	45,250	West Des Moines city, IA .....	56,609
Stallings town, NC .....	13,831	West Richland city, WA .....	11,811
State College borough, PA .....	42,034	Westerville city, OH .....	36,120
Sterling Heights city, MI .....	129,699	Westlake town, TX .....	992
Sugar Grove village, IL .....	8,997	Westminster city, CO .....	106,114
Sugar Land city, TX .....	78,817	Weston town, MA .....	11,261
Summit city, NJ .....	21,457	Wheat Ridge city, CO .....	30,166
Summit County, UT .....	36,324	White House city, TN .....	10,255
Sunnyvale city, CA .....	140,081	Whitewater township, MI .....	2,597
Surprise city, AZ .....	117,517	Wichita city, KS .....	382,368
Suwanee city, GA .....	15,355	Williamsburg city, VA .....	14,068
Tacoma city, WA .....	198,397	Wilmington city, NC .....	106,476
Takoma Park city, MD .....	16,715	Wilsonville city, OR .....	19,509
Tamarac city, FL .....	60,427	Winchester city, VA .....	26,203
Temecula city, CA .....	100,097	Windsor town, CO .....	18,644
Temple city, TX .....	66,102	Windsor town, CT .....	29,044
The Woodlands CDP, TX .....	93,847	Winston-Salem city, NC .....	229,617
Thornton city, CO .....	118,772	Winter Garden city, FL .....	34,568
Thousand Oaks city, CA .....	126,683	Woodland city, CA .....	55,468
Tualatin city, OR .....	26,054	Woodland city, WA .....	5,509
Tulsa city, OK .....	391,906	Wrentham town, MA .....	10,955
Twin Falls city, ID .....	44,125	Wyandotte city, MI .....	25,883
Tyler city, TX .....	96,900	Yakima city, WA .....	91,067
Umatilla city, OR .....	6,906	York County, VA .....	65,464
Upper Arlington city, OH .....	33,771	Yuma city, AZ .....	93,064

## Appendix C: Detailed Survey Methods

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

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents.

### Survey Validity

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

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

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

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

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual

behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

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

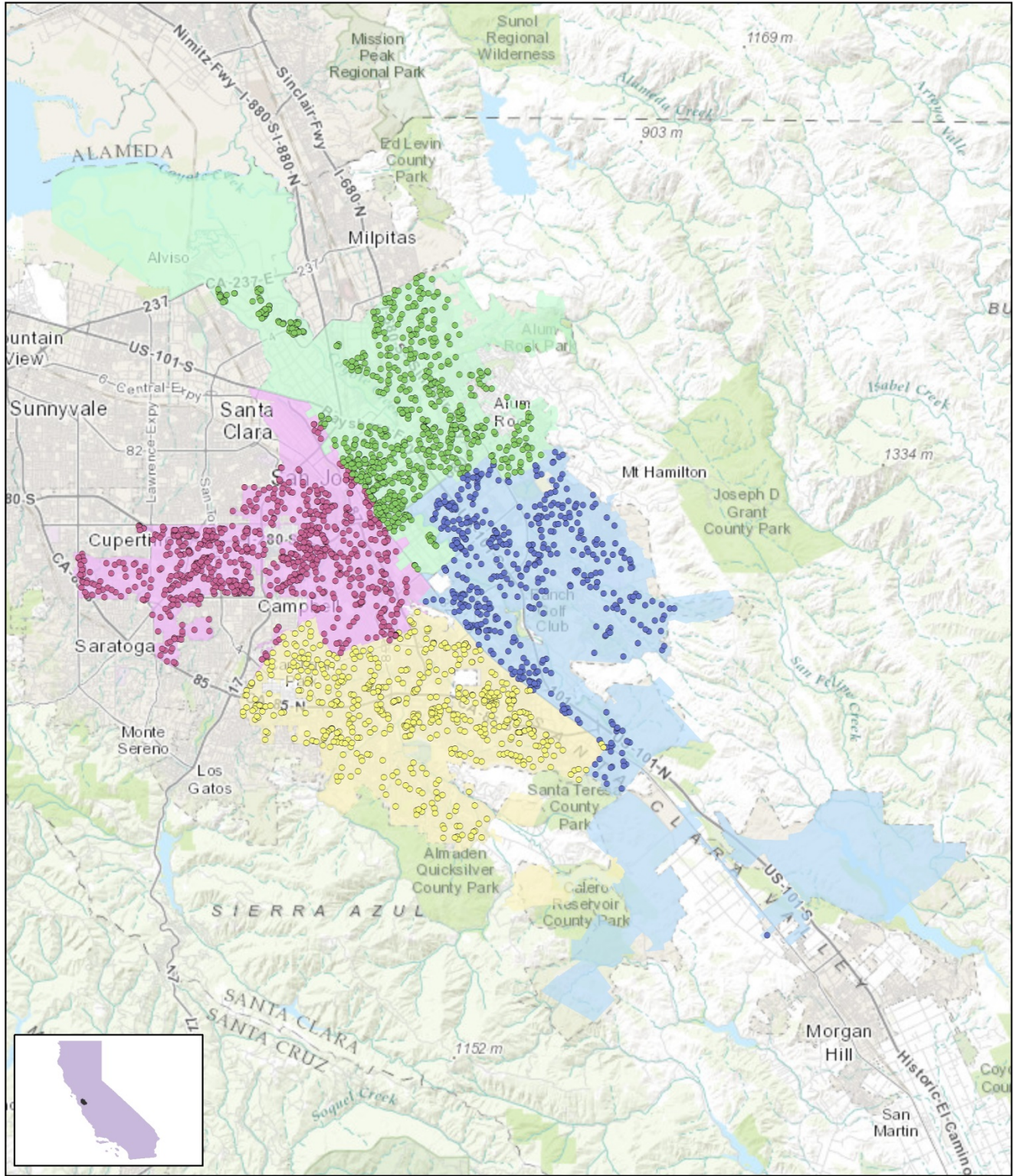
## Survey Sampling

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

To choose the 3,000 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible 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 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be sampled at an actual rate that is slightly above or below that).

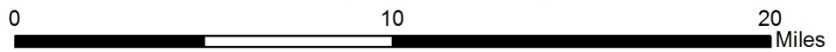
An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship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

Figure 1: Location of Survey Recipients



**Survey Recipients in San Jose, CA**

- In Area 1    ■ Quadrant 1: NW
- In Area 2    ■ Quadrant 2: NE
- In Area 3    ■ Quadrant 3: SW
- In Area 4    ■ Quadrant 4: SE





## Survey Administration and Response

Selected households received three mailings, one week apart, beginning in September 2014. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the City Auditor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. Both letters contained instructions in Spanish and Vietnamese for participants to participate. Respondents could opt to take the survey online as well in their language of preference. Completed surveys were collected over the following six weeks.

About 2% of the 3,000 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,941 households that received the survey, 469 completed the survey, providing an overall response rate of 16%; average response rates for a mailed resident survey range from 25% to 40%. Of the 469 completed surveys, two were completed in Spanish, none were completed in Vietnamese and 26 were completed online. Additionally, responses were tracked by geographic area; response rates by area ranged from 13% to 19%.

Table 69: Survey Response Rates by Area

	Number mailed	Undeliverable	Eligible	Returned	Response rate
Northwest	979	20	959	182	19%
Northeast	866	28	838	107	13%
Southwest	650	5	645	112	17%
Southeast	505	6	499	67	13%
Overall	3,000	59	2,941	469	16%

## Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.<sup>1</sup>

The margin of error for the City of San José survey is no greater than plus or minus five percentage points around any given percent reported for the entire sample (469 completed surveys).

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)

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

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

## Survey Data Weighting

The demographic characteristics of the survey sample were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of San José. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The characteristics

<sup>1</sup> A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

The National Citizen Survey™

used for weighting were housing tenure, housing unit type, race, ethnicity and sex and age. The results of the weighting scheme are presented in the following table.

Table 70: San José, CA 2014 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
<b>Housing</b>			
Rent home	42%	34%	41%
Own home	58%	66%	59%
Detached unit	59%	56%	61%
Attached unit	41%	44%	39%
<b>Race and Ethnicity</b>			
White	45%	55%	44%
Not white	55%	45%	56%
Not Hispanic	70%	84%	70%
Hispanic	30%	16%	30%
<b>Sex and Age</b>			
Female	50%	52%	50%
Male	50%	48%	50%
18-34 years of age	33%	16%	30%
35-54 years of age	40%	33%	41%
55+ years of age	27%	51%	29%
Females 18-34	16%	9%	15%
Females 35-54	20%	18%	20%
Females 55+	14%	26%	15%
Males 18-34	17%	7%	16%
Males 35-54	21%	15%	21%
Males 55+	12%	25%	14%
<b>Area</b>			
Northwest	29%	39%	29%
Northeast	26%	23%	26%
Southwest	25%	24%	25%
Southeast	20%	14%	20%

### Survey Data Analysis and Reporting

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

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

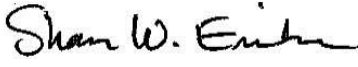
## Appendix D: Survey Materials

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

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

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

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

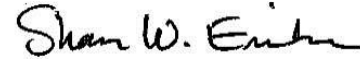
  
Sharon Winslow Erickson  
City Auditor

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

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

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

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

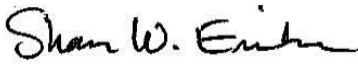
  
Sharon Winslow Erickson  
City Auditor

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

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

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

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

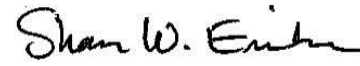
  
Sharon Winslow Erickson  
City Auditor

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

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

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

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

  
Sharon Winslow Erickson  
City Auditor

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

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

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

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

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

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

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

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

September 2014

Dear City of San José Resident:

Please help us shape the future of San José! You have been selected at random to participate in the 2014 San José Citizen Survey.

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

**A few things to remember:**

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

[www.n-r-c.com/survey/sanjose.htm](http://www.n-r-c.com/survey/sanjose.htm)

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

Thank you for your time and participation!

Estimado Residente de la Ciudad de San José:

¡Por favor ayúdenos a moldear el futuro de San José! Usted ha sido seleccionado al azar para participar en la Encuesta de Ciudadanos de San José del 2014.

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

**Algunas cosas para recordar:**

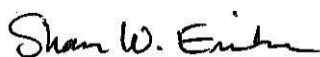
- **Sus respuestas son completamente anónimas.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
- **Puede devolver la encuesta por correo en el sobre pre-pagado adjunto, o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

[www.n-r-c.com/survey/sanjose.htm](http://www.n-r-c.com/survey/sanjose.htm)

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

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

¡Gracias por su tiempo y participación!



Sharon Winslow Erickson  
City Auditor

Thân gọi cư dân thành phố San José,

Hãy giúp chúng tôi kiến tạo tương lai của San José! Quý vị đã được chọn ngẫu nhiên vào cuộc Khảo Sát Công Dân San José năm 2014.

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

Một vài điều cần nhớ:

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

[www.n-r-c.com/survey/sanjose.htm](http://www.n-r-c.com/survey/sanjose.htm)

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

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

October 2014

Dear City of San José Resident:

Here's a second chance if you haven't already responded to the 2014 San José Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of San José! You have been selected at random to participate in the 2014 San José Citizen Survey.

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

**A few things to remember:**

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

[www.n-r-c.com/survey/sanjose.htm](http://www.n-r-c.com/survey/sanjose.htm)

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

Thank you for your time and participation!

Estimado Residente de la Ciudad de San José:

¡Aquí tiene una segunda oportunidad si usted aún no ha respondido a la Encuesta de Ciudadanos de San José del 2014! **(Si usted la completó y la devolvió, le damos las gracias por su tiempo y le pedimos que recicle esta encuesta. Por favor no responda dos veces.)**

¡Por favor ayúdenos a moldear el futuro de San José! Usted ha sido seleccionado al azar para participar en la Encuesta de Ciudadanos de San José del 2014.

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

**Algunas cosas para recordar:**

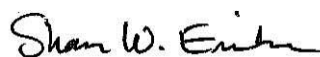
- **Sus respuestas son completamente anónimas.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
- **Puede devolver la encuesta por correo en el sobre pre-pagado adjunto, o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

[www.n-r-c.com/survey/sanjose.htm](http://www.n-r-c.com/survey/sanjose.htm)

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

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

¡Gracias por su tiempo y participación!



Sharon Winslow Erickson  
City Auditor

Thân gửi cư dân thành phố San José,

Sau đây là cơ hội thứ nhì, nếu quý vị chưa trả lời Khảo Sát Công Dân San José năm 2014! **(Nếu đã điền đầy đủ rồi gửi trả thì chúng tôi xin cảm ơn quý vị đã dành thì giờ góp ý, và nên bỏ qua bản thứ nhì này. Đừng trả lời hai lần.)**

Hãy giúp chúng tôi kiến tạo tương lai của San José! Quý vị đã được chọn ngẫu nhiên vào cuộc Khảo Sát Công Dân San José năm 2014.

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

Một vài điều cần nhớ:

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

[www.n-r-c.com/survey/sanjose.htm](http://www.n-r-c.com/survey/sanjose.htm)

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

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

# The City of San José 2014 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 visit .....	1	2	3	4	5
San José as a place to retire .....	1	2	3	4	5
The overall quality of life in San José .....	1	2	3	4	5

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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

# The City of San José 2014 Citizen Survey

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

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

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

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

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

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

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

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

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

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

# The City of San José 2014 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. How often, if at all, do you do each of the following, considering all of the times you could?**

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

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

- Excellent     
  Very good     
  Good     
  Fair     
  Poor

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

- Very positive     
  Somewhat positive     
  Neutral     
  Somewhat negative     
  Very negative

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

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

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

- Yes, outside the home  
 Yes, from home  
 No

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

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

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

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

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

- Rented  
 Owned

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

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

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

- No       Yes

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

- No       Yes

**D12. How much do you anticipate your household's total income before taxes will be for the current year?**

**(Please include in your total income money from all sources for all persons living in your household.)**

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

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

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

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

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

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

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

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

**D16. What is your sex?**

- Female       Male

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

- Cell       Land line       Both

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

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

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