

RESIDENT SURVEY

Resident perceptions about the Quality of Life and City Services in San José

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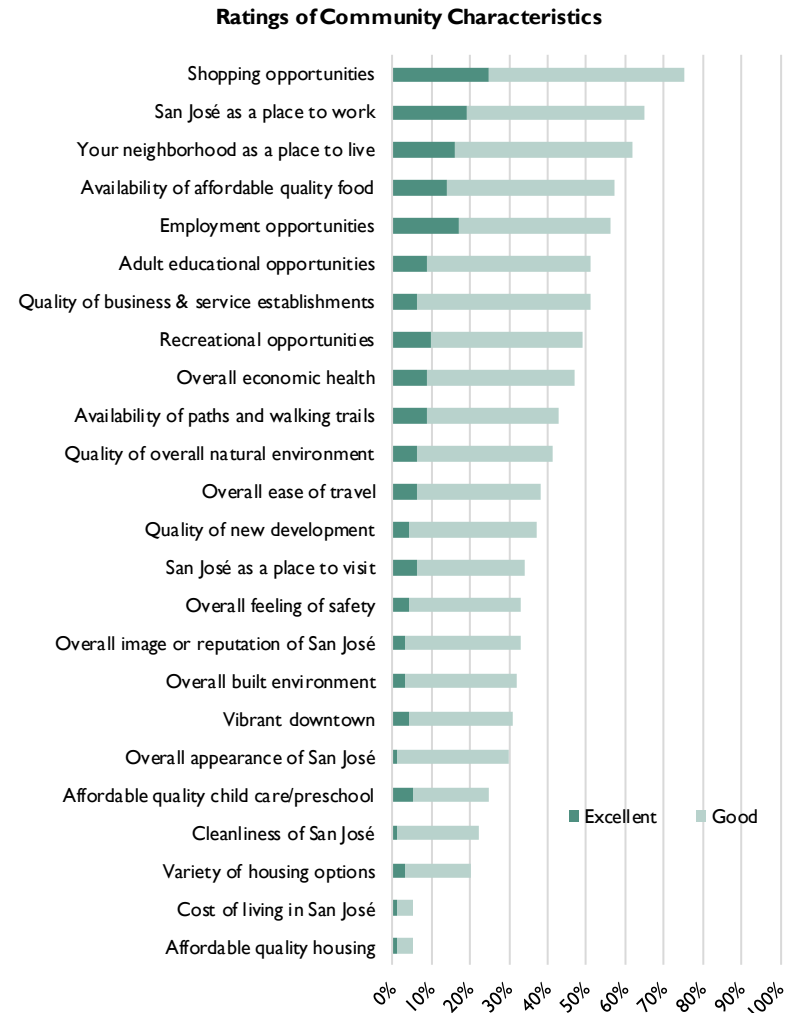
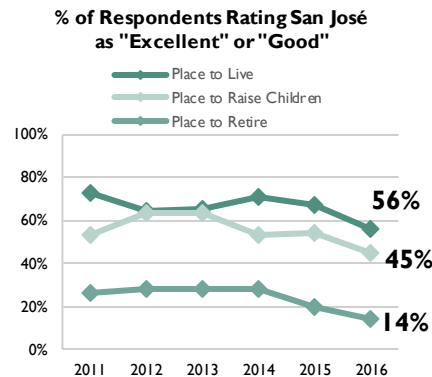
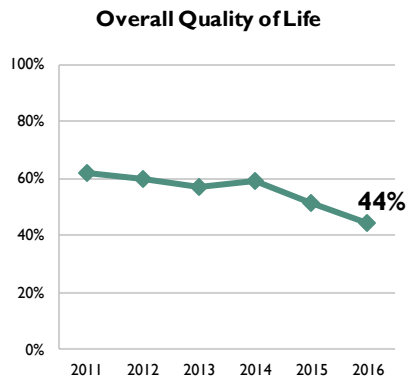
2016 marked San José's sixth year of participation in The National Citizen Survey™ (referred to throughout this report as the resident survey). The National Citizen Survey™ is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey was developed by NRC to provide a statistically valid sampling of resident opinions about their community and services provided by local government. Survey results in this chapter and in the following chapters provide the opinions of 3,722 residents of the City who responded to either a mail or online survey.

Complete survey results are posted online at www.sanjoseca.gov/servicesreport. The end of this chapter provides more specific information about the survey methodology.

QUALITY OF LIFE IN SAN JOSÉ

How residents rate their overall quality of life is an indicator of the overall health of a community. This can include opinions about a community's natural and built environments; the availability of services and amenities; overall feelings about safety or the economic health of the community; and other aspects of life.

Several aspects of community quality were rated highly by survey respondents, including shopping opportunities, the City as a place to work, and respondents' neighborhoods as places to live. The availability of affordable housing and the cost of living remain the lowest rated community characteristics.

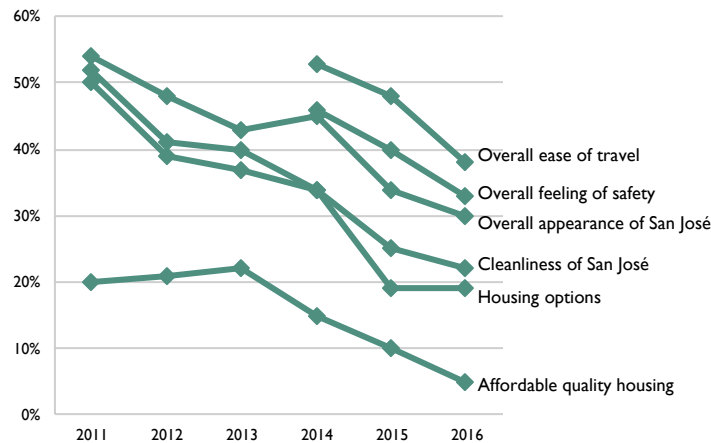


Although survey results for some community characteristics are similar to past years (e.g., respondents' neighborhood as a place to live, shopping and employment opportunities, the overall natural environment), responses about others have decreased significantly over the past five years.

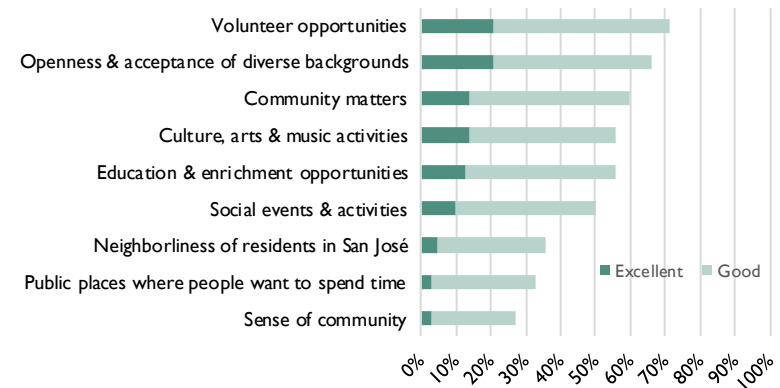
SENSE OF COMMUNITY

The charts below indicate how satisfied residents are with opportunities to engage with the community. According to the 2016 National Citizen Survey™, nearly three in four residents report that they think it is essential or very important for the San José community to focus on sense of community in the next two years.

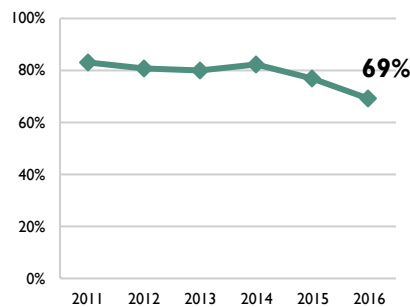
% of Respondents Rating San José as "Excellent" or "Good" for Select Characteristics



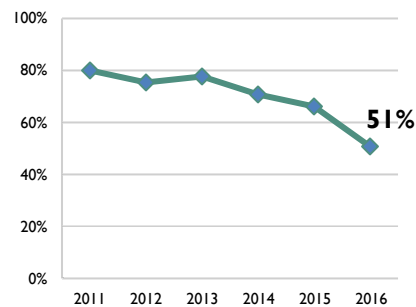
Satisfaction with Opportunities to Participate in the Community



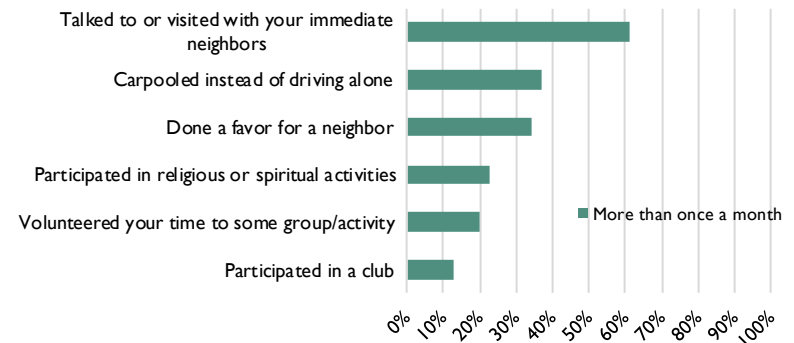
Remain in San José for the Next Five Years



Recommend Living in San José to Someone Who Asks



Participation in the San José Community



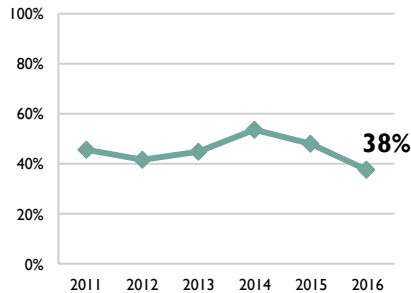
RESIDENT SURVEY

CITYWIDE QUALITY OF SERVICES

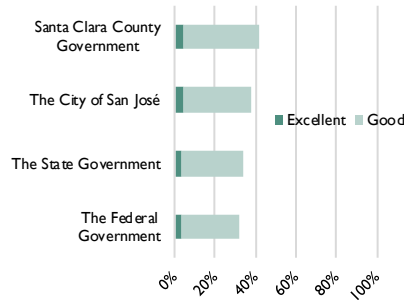
In the 2016 National Citizen Survey™, less than 40 percent of surveyed residents rated the overall quality of City services “good” or “excellent.” This is down from prior years when nearly half rated City services in that manner.

Satisfaction with specific government services ranges from a high of 75 percent of residents rating fire services as good or excellent to a low of 12 percent for street repairs. Other highly rated government services include the ease of using the San José Mineta International Airport; public libraries; and recycling, garbage, and yard waste pick-up. More information on survey results related to specific services can be found in individual department pages later in this report.

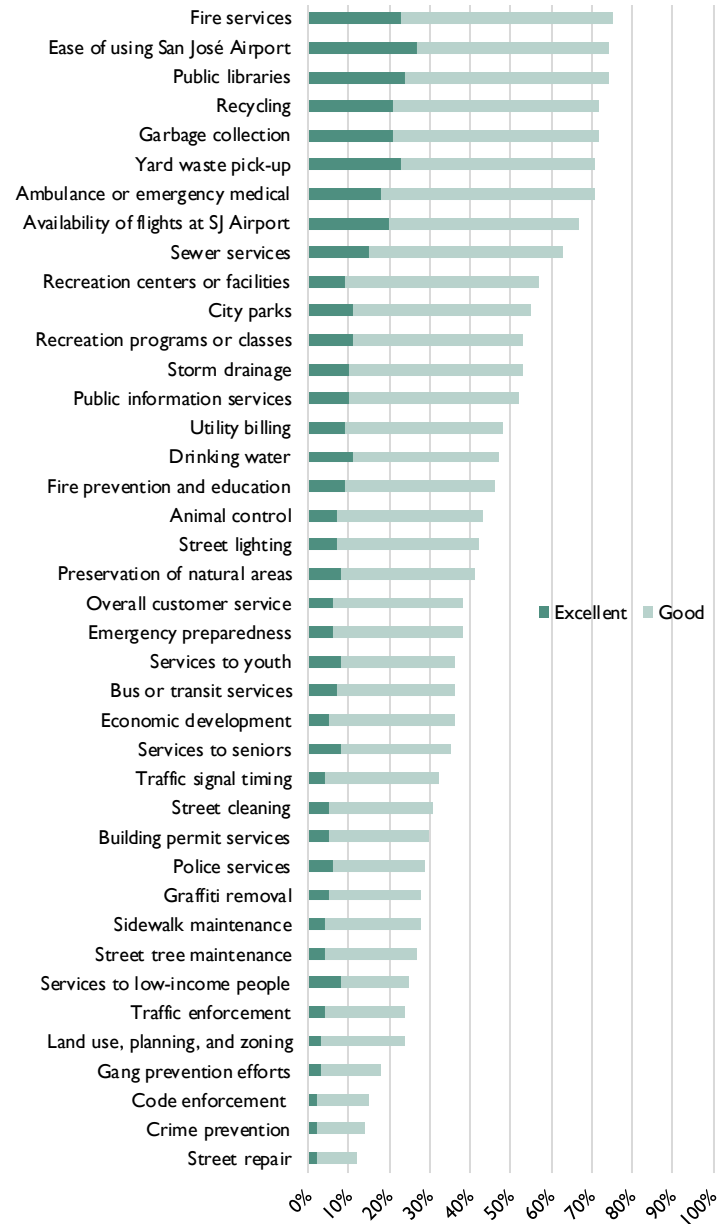
% of Respondents Rating Quality of Services Provided by San José as "Excellent" or "Good"



Satisfaction with Services Provided by Level of Government



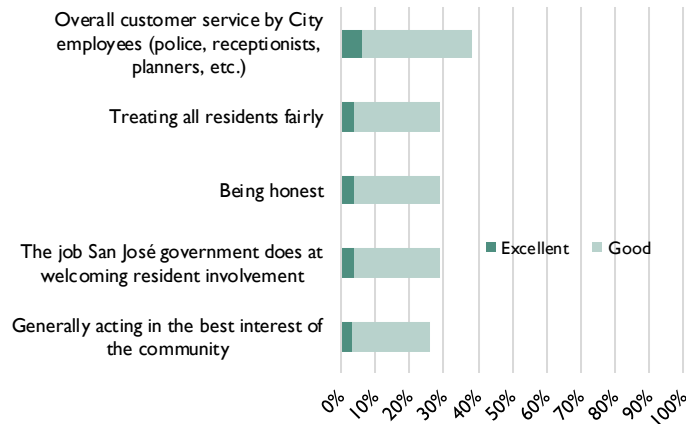
Quality of Government Services



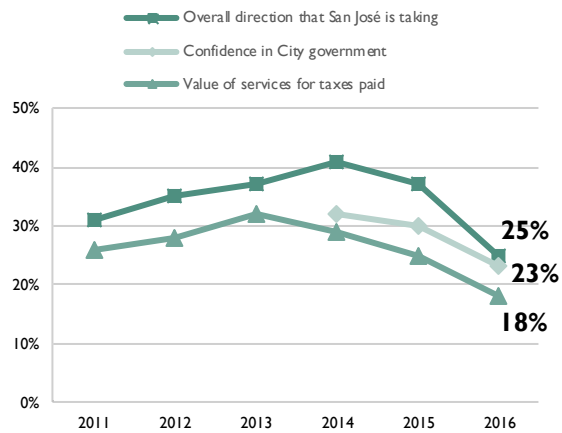
CITYWIDE PUBLIC TRUST

The 2016 National Citizen Survey™ also asked residents a variety of questions about their contact with City government and their confidence in San José's governance.

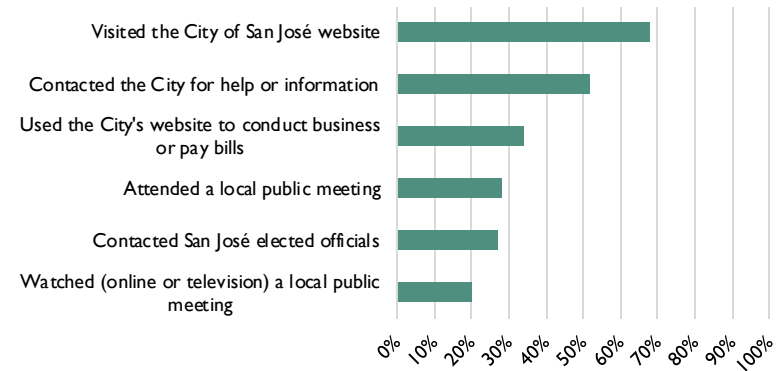
Public Trust and Confidence in Governance



% of Respondents Rating as "Excellent" or "Good"



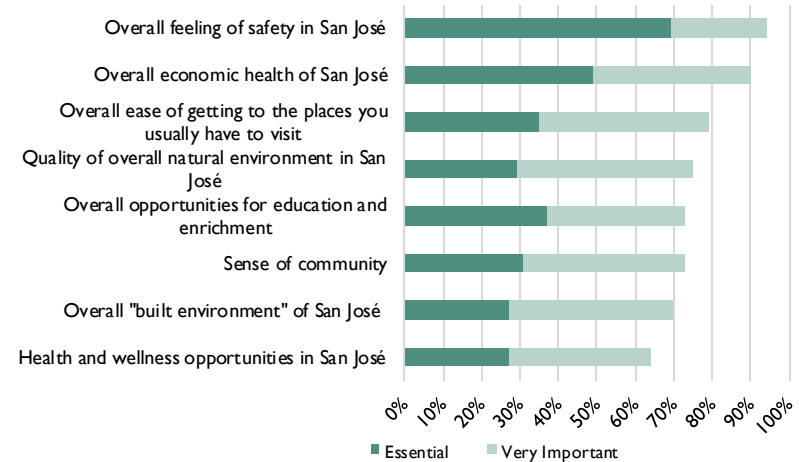
Contact with City Governance



PRIORITY ISSUES FOR RESIDENTS

Residents were asked to assess priorities for the San José community to focus on in the coming two years. Nearly all respondents felt that it was essential or very important to focus on the overall feeling of safety in San José and nearly nine out of ten residents also felt it was essential or very important to focus on economic health.

Resident Priority of Issues to Focus on in the Coming Two Years



RESIDENT SURVEY

SURVEY METHODOLOGY

Surveys were mailed to a total of 3,000 San José households in September and October 2016 (49 of which were returned). Completed surveys were received from 520 residents, for a response rate of 18 percent. Typical response rates obtained on citizen surveys range from 25 to 40 percent. Survey respondents were selected at random and survey responses were tracked by each quadrant of the City. Participation was encouraged with multiple mailings; self-addressed, postage-paid envelopes; and three language choices—English, Spanish, and Vietnamese. Results were statistically re-weighted, as necessary, to reflect the actual demographic composition of the entire community.

An additional 3,202 residents completed an online “opt-in” survey. Upon completion of data collection of both the mail and “opt-in” surveys, data from the two samples were compared in order to determine whether it was appropriate to combine, or blend, both samples together. NRC determined that the mail and “opt-in” sample characteristics were similar, indicating that the two samples could be blended.

In addition to the demographic variables, the “opt-in” survey data were weighted using a calibration technique that takes into consideration behavioral characteristics of the sample. This calibration technique reduces the differences that may occur between the mail and “opt-in” samples by using the mail results to inform the weighting scheme of the “opt-in” sample. An index score was calculated based on respondent’s levels of engagement in the community (e.g., contact with City employees, recreation center use, frequency of volunteering). The index scores were categorized into four equal groups; the “norms” for the categorized index scores were derived from the mail sample and then included in the weighting scheme for the “opt-in” sample.

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 percent. The margin of error around results for the City of San José Survey is plus or minus two percentage points. With this margin of error, one may conclude that when 60 percent of survey respondents report that a particular service is “excellent” or “good,” somewhere between 58 to 62 percent of all residents are likely to feel that way. Differences between 2015 and 2016 results can be considered statistically significant if they are plus or minus than six percentage points.