



THE NCSTM
The National Citizen SurveyTM

San José, CA

Technical Appendices
FINAL
2016



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The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

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	8%	N=310	48%	N=1756	35%	N=1301	8%	N=312	100%	N=3679
Your neighborhood as a place to live	16%	N=610	46%	N=1717	28%	N=1035	9%	N=341	100%	N=3703
San José as a place to raise children	8%	N=273	37%	N=1250	37%	N=1236	19%	N=627	100%	N=3386
San José as a place to work	19%	N=634	46%	N=1575	26%	N=878	9%	N=313	100%	N=3400
San José as a place to visit	6%	N=229	28%	N=1002	40%	N=1451	26%	N=919	100%	N=3601
San José as a place to retire	3%	N=98	11%	N=358	26%	N=864	61%	N=2048	100%	N=3369
The overall quality of life in San José	5%	N=195	39%	N=1420	45%	N=1659	11%	N=393	100%	N=3667

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	4%	N=128	29%	N=1034	39%	N=1404	28%	N=995	100%	N=3561
Overall ease of getting to the places you usually have to visit	6%	N=201	32%	N=1130	39%	N=1390	23%	N=828	100%	N=3550
Quality of overall natural environment in San José	6%	N=210	35%	N=1232	43%	N=1511	17%	N=586	100%	N=3540
Overall “built environment” of San José (including overall design, buildings, parks and transportation systems)	3%	N=104	29%	N=1036	45%	N=1600	23%	N=807	100%	N=3547
Health and wellness opportunities in San José	10%	N=314	43%	N=1408	35%	N=1147	12%	N=375	100%	N=3243
Overall opportunities for education and enrichment	13%	N=434	43%	N=1395	32%	N=1038	12%	N=385	100%	N=3251
Overall economic health of San José	9%	N=306	38%	N=1273	37%	N=1227	16%	N=543	100%	N=3349
Sense of community	3%	N=104	24%	N=839	43%	N=1502	30%	N=1060	100%	N=3505
Overall image or reputation of San José	3%	N=122	30%	N=1035	45%	N=1562	22%	N=786	100%	N=3505

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	11%	N=381	40%	N=1358	28%	N=961	21%	N=736	100%	N=3436
Remain in San José for the next five years	36%	N=1227	33%	N=1113	17%	N=581	14%	N=483	100%	N=3404

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	37%	N=1323	38%	N=1353	12%	N=407	10%	N=360	3%	N=95	100%	N=3537
In San José’s downtown during the day	15%	N=502	42%	N=1425	19%	N=650	18%	N=593	6%	N=207	100%	N=3376
In your neighborhood after dark	13%	N=476	34%	N=1204	17%	N=589	25%	N=871	11%	N=385	100%	N=3525
In San José’s downtown after dark	2%	N=73	14%	N=478	18%	N=585	36%	N=1187	30%	N=997	100%	N=3320

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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	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	1%	N=34	16%	N=549	39%	N=1345	44%	N=1497	100%	N=3425
Ease of public parking	4%	N=134	22%	N=748	44%	N=1487	30%	N=1030	100%	N=3398
Ease of travel by car in San José	5%	N=155	25%	N=873	44%	N=1513	26%	N=896	100%	N=3437
Ease of travel by public transportation in San José	3%	N=94	20%	N=536	34%	N=923	43%	N=1176	100%	N=2729
Ease of travel by bicycle in San José	4%	N=97	27%	N=624	42%	N=966	27%	N=621	100%	N=2309
Ease of walking in San José	6%	N=206	33%	N=1065	39%	N=1253	21%	N=662	100%	N=3186
Availability of paths and walking trails	9%	N=285	34%	N=1073	38%	N=1195	18%	N=574	100%	N=3127
Air quality	4%	N=145	38%	N=1311	43%	N=1473	14%	N=478	100%	N=3407
Cleanliness of San José	1%	N=39	21%	N=716	40%	N=1379	38%	N=1320	100%	N=3454
Overall appearance of San José	1%	N=49	29%	N=984	46%	N=1566	24%	N=842	100%	N=3441
Public places where people want to spend time	3%	N=91	30%	N=1001	48%	N=1610	20%	N=666	100%	N=3367
Variety of housing options	3%	N=82	17%	N=553	32%	N=1056	48%	N=1575	100%	N=3266
Availability of affordable quality housing	1%	N=33	4%	N=120	17%	N=540	78%	N=2477	100%	N=3170
Fitness opportunities (including exercise classes and paths or trails, etc.)	12%	N=388	40%	N=1270	37%	N=1175	11%	N=363	100%	N=3197
Recreational opportunities	10%	N=325	39%	N=1265	39%	N=1281	12%	N=377	100%	N=3247
Availability of affordable quality food	14%	N=467	43%	N=1477	33%	N=1119	11%	N=362	100%	N=3425
Availability of affordable quality health care	10%	N=312	38%	N=1157	35%	N=1082	16%	N=503	100%	N=3054
Availability of preventive health services	12%	N=350	39%	N=1126	36%	N=1045	12%	N=344	100%	N=2865
Availability of affordable quality mental health care	7%	N=142	21%	N=414	35%	N=682	37%	N=720	100%	N=1959

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	
	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	5%	N=84	20%	N=352	35%	N=606	40%	N=691	100%	N=1734
K-12 education	7%	N=159	34%	N=790	39%	N=894	20%	N=466	100%	N=2309
Adult educational opportunities	9%	N=194	42%	N=905	36%	N=789	13%	N=290	100%	N=2178
Opportunities to attend cultural/arts/music activities	14%	N=417	42%	N=1291	34%	N=1029	10%	N=300	100%	N=3037
Opportunities to participate in religious or spiritual events and activities	18%	N=402	48%	N=1052	28%	N=613	6%	N=123	100%	N=2191
Employment opportunities	17%	N=514	39%	N=1138	32%	N=946	12%	N=351	100%	N=2948
Shopping opportunities	25%	N=842	50%	N=1677	20%	N=659	5%	N=157	100%	N=3335
Cost of living in San José	1%	N=27	4%	N=134	27%	N=893	69%	N=2295	100%	N=3349
Overall quality of business and service establishments in San José	6%	N=181	45%	N=1481	41%	N=1352	8%	N=259	100%	N=3273
Vibrant downtown/commercial area	4%	N=122	27%	N=851	44%	N=1386	25%	N=791	100%	N=3151
Overall quality of new development in San José	4%	N=113	33%	N=954	42%	N=1220	21%	N=605	100%	N=2893
Opportunities to participate in social events and activities	10%	N=304	40%	N=1189	40%	N=1202	9%	N=279	100%	N=2974
Opportunities to volunteer	21%	N=545	50%	N=1304	24%	N=637	4%	N=115	100%	N=2601
Opportunities to participate in community matters	14%	N=370	46%	N=1232	31%	N=844	9%	N=241	100%	N=2686
Openness and acceptance of the community toward people of diverse backgrounds	21%	N=631	45%	N=1370	26%	N=792	9%	N=268	100%	N=3061
Neighborliness of residents in San José	5%	N=167	31%	N=1006	44%	N=1410	20%	N=643	100%	N=3226

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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=111	97%	N=3216	100%	N=3327
Made efforts to make your home more energy efficient	18%	N=591	82%	N=2720	100%	N=3312
Observed a code violation or other hazard in San José	37%	N=1214	63%	N=2100	100%	N=3314
Household member was a victim of a crime in San José	76%	N=2541	24%	N=789	100%	N=3330
Reported a crime to the police in San José	59%	N=1950	41%	N=1376	100%	N=3326
Stocked supplies in preparation for an emergency	56%	N=1866	44%	N=1455	100%	N=3322
Campaigned or advocated for an issue, cause or candidate	71%	N=2337	29%	N=966	100%	N=3302
Contacted the City of San José (in-person, phone, email or web) for help or information	48%	N=1605	52%	N=1719	100%	N=3324
Contacted San José elected officials (in-person, phone, email or web) to express your opinion	73%	N=2425	27%	N=898	100%	N=3324

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	6%	N=184	10%	N=319	27%	N=888	57%	N=1862	100%	N=3252
Visited a neighborhood park or City park	18%	N=590	31%	N=995	39%	N=1286	12%	N=388	100%	N=3259
Used San José public libraries or their services	8%	N=265	20%	N=657	34%	N=1103	38%	N=1242	100%	N=3267
Participated in religious or spiritual activities in San José	8%	N=248	15%	N=492	16%	N=528	61%	N=1993	100%	N=3262
Attended a City-sponsored event	1%	N=36	5%	N=158	42%	N=1381	52%	N=1683	100%	N=3258
Used bus, rail, subway or other public transportation instead of driving	8%	N=262	8%	N=250	29%	N=959	55%	N=1795	100%	N=3267
Carpooled with other adults or children instead of driving alone	20%	N=649	17%	N=565	18%	N=597	44%	N=1451	100%	N=3262
Walked or biked instead of driving	17%	N=554	17%	N=554	22%	N=715	44%	N=1441	100%	N=3265
Volunteered your time to some group/activity in San José	8%	N=248	12%	N=395	24%	N=774	57%	N=1846	100%	N=3263
Participated in a club	5%	N=168	8%	N=261	13%	N=434	74%	N=2398	100%	N=3262
Talked to or visited with your immediate neighbors	31%	N=1010	30%	N=994	26%	N=856	13%	N=412	100%	N=3272
Done a favor for a neighbor	13%	N=423	21%	N=693	39%	N=1278	26%	N=853	100%	N=3248
Visited the City of San José website (at www.sanjoseca.gov)	5%	N=150	14%	N=450	50%	N=1630	32%	N=1040	100%	N=3270
Used the City's website to conduct business or pay bills	2%	N=60	6%	N=182	26%	N=852	66%	N=2171	100%	N=3265

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=10	3%	N=98	24%	N=755	72%	N=2226	100%	N=3089
Watched (online or on television) a local public meeting	1%	N=27	3%	N=113	16%	N=505	80%	N=2606	100%	N=3252

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	6%	N=163	23%	N=637	35%	N=993	36%	N=1011	100%	N=2804
Fire services	23%	N=507	52%	N=1135	21%	N=468	3%	N=67	100%	N=2177
Ambulance or emergency medical services	18%	N=349	53%	N=1002	25%	N=474	4%	N=70	100%	N=1895
Crime prevention	2%	N=50	12%	N=312	33%	N=870	54%	N=1419	100%	N=2651

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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	9%	N=164	37%	N=672	37%	N=676	16%	N=295	100%	N=1807
Traffic enforcement	4%	N=110	20%	N=528	34%	N=928	42%	N=1136	100%	N=2702
Street repair	2%	N=53	10%	N=300	30%	N=888	59%	N=1754	100%	N=2995
Street cleaning	5%	N=144	26%	N=791	34%	N=1030	35%	N=1066	100%	N=3031
Street lighting	7%	N=209	35%	N=1100	38%	N=1172	20%	N=621	100%	N=3103
Sidewalk maintenance	4%	N=109	24%	N=724	40%	N=1200	32%	N=976	100%	N=3009
Traffic signal timing	4%	N=126	28%	N=862	40%	N=1220	28%	N=845	100%	N=3053
Bus or transit services	7%	N=138	29%	N=569	37%	N=735	27%	N=523	100%	N=1964
Garbage collection	21%	N=647	51%	N=1549	22%	N=684	5%	N=166	100%	N=3047
Recycling	21%	N=623	51%	N=1535	22%	N=680	6%	N=191	100%	N=3030
Yard waste pick-up	23%	N=585	48%	N=1237	22%	N=563	7%	N=175	100%	N=2561
Storm drainage	10%	N=244	43%	N=1052	35%	N=871	12%	N=288	100%	N=2455
Drinking water	11%	N=336	36%	N=1047	33%	N=969	20%	N=588	100%	N=2941
Sewer services	15%	N=366	48%	N=1171	31%	N=746	6%	N=158	100%	N=2441
Utility billing	9%	N=253	39%	N=1091	38%	N=1052	14%	N=395	100%	N=2791
City parks	11%	N=318	44%	N=1285	35%	N=1002	10%	N=295	100%	N=2899
Recreation programs or classes	11%	N=175	42%	N=650	36%	N=553	11%	N=164	100%	N=1542
Recreation centers or facilities	9%	N=159	48%	N=839	33%	N=581	10%	N=168	100%	N=1747
Land use, planning and zoning	3%	N=69	21%	N=428	40%	N=832	36%	N=752	100%	N=2081
Code enforcement (weeds, abandoned buildings, etc.)	2%	N=44	13%	N=284	36%	N=816	49%	N=1105	100%	N=2248
Animal control	7%	N=130	36%	N=690	39%	N=753	18%	N=354	100%	N=1926
Economic development	5%	N=103	31%	N=649	42%	N=892	22%	N=466	100%	N=2110
Public library services	24%	N=567	50%	N=1159	22%	N=505	4%	N=92	100%	N=2323
Public information services	10%	N=191	42%	N=795	37%	N=712	11%	N=209	100%	N=1906
Cable television	8%	N=187	35%	N=807	32%	N=740	26%	N=606	100%	N=2340
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	6%	N=110	32%	N=560	41%	N=717	20%	N=347	100%	N=1734
Preservation of natural areas such as open space, farmlands and greenbelts	8%	N=195	33%	N=789	35%	N=836	24%	N=570	100%	N=2390
Overall customer service by San José employees (police, receptionists, planners, etc.)	6%	N=149	32%	N=771	40%	N=960	21%	N=514	100%	N=2395
Services to seniors	8%	N=106	27%	N=339	40%	N=509	24%	N=303	100%	N=1257
Services to youth	8%	N=99	28%	N=353	41%	N=523	24%	N=302	100%	N=1277
Services to low-income people	8%	N=105	17%	N=220	36%	N=466	39%	N=496	100%	N=1288
Graffiti removal	5%	N=129	23%	N=581	34%	N=878	38%	N=967	100%	N=2555
Gang prevention efforts	3%	N=51	15%	N=281	32%	N=589	50%	N=908	100%	N=1828
Street tree maintenance	4%	N=110	23%	N=588	38%	N=976	35%	N=890	100%	N=2564
Building permit services	5%	N=60	25%	N=286	38%	N=427	32%	N=364	100%	N=1137
Overall ease of using Mineta San José International Airport	27%	N=791	47%	N=1365	21%	N=611	5%	N=134	100%	N=2901
Availability of flights at Mineta San José International Airport	20%	N=563	47%	N=1355	26%	N=752	7%	N=195	100%	N=2865

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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	4%	N=117	34%	N=984	42%	N=1216	19%	N=558	100%	N=2874
The Federal Government	3%	N=74	29%	N=764	45%	N=1184	23%	N=595	100%	N=2617
The State Government	3%	N=83	31%	N=829	43%	N=1129	23%	N=596	100%	N=2637
Santa Clara County Government	4%	N=105	38%	N=958	41%	N=1050	17%	N=438	100%	N=2551

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=47	16%	N=429	36%	N=973	46%	N=1229	100%	N=2677
The overall direction that San José is taking	3%	N=93	22%	N=576	37%	N=989	38%	N=1010	100%	N=2668
The job San José government does at welcoming resident involvement	4%	N=91	25%	N=523	35%	N=751	36%	N=753	100%	N=2118
Overall confidence in San José government	3%	N=76	21%	N=558	40%	N=1073	37%	N=1010	100%	N=2717
Generally acting in the best interest of the community	3%	N=80	23%	N=622	37%	N=989	36%	N=965	100%	N=2655
Being honest	4%	N=82	25%	N=572	37%	N=867	35%	N=804	100%	N=2326
Treating all residents fairly	4%	N=88	25%	N=590	36%	N=847	35%	N=825	100%	N=2350

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	69%	N=2070	25%	N=744	5%	N=155	1%	N=28	100%	N=2997
Overall ease of getting to the places you usually have to visit	35%	N=1055	44%	N=1328	19%	N=554	2%	N=49	100%	N=2986
Quality of overall natural environment in San José	29%	N=862	46%	N=1366	23%	N=702	2%	N=62	100%	N=2993
Overall "built environment" of San José (including overall design, buildings, parks and transportation systems)	27%	N=821	43%	N=1278	27%	N=793	3%	N=99	100%	N=2992
Health and wellness opportunities in San José	27%	N=816	37%	N=1098	30%	N=908	6%	N=169	100%	N=2992
Overall opportunities for education and enrichment	37%	N=1095	36%	N=1070	23%	N=688	4%	N=133	100%	N=2987
Overall economic health of San José	49%	N=1455	41%	N=1219	10%	N=288	1%	N=32	100%	N=2994
Sense of community	31%	N=922	42%	N=1256	23%	N=700	4%	N=121	100%	N=2999

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)	10%	N=294	31%	N=912	20%	N=582	25%	N=729	15%	N=443	100%	N=2960
Property crimes	2%	N=73	17%	N=497	14%	N=420	32%	N=959	35%	N=1037	100%	N=2986

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=16	2%	N=54	4%	N=134	16%	N=475	77%	N=2298	100%	N=2977
Purchase goods or services from a business located in San José	0%	N=8	2%	N=74	17%	N=493	51%	N=1520	30%	N=888	100%	N=2982
Eat at least 5 portions of fruits and vegetables a day	2%	N=59	13%	N=388	36%	N=1064	31%	N=936	18%	N=530	100%	N=2977
Participate in moderate or vigorous physical activity	1%	N=31	13%	N=380	35%	N=1039	32%	N=942	20%	N=594	100%	N=2986
Read or watch local news (via television, paper, computer, etc.)	2%	N=72	8%	N=243	19%	N=577	30%	N=890	40%	N=1206	100%	N=2988
Vote in local elections	10%	N=309	4%	N=129	6%	N=172	15%	N=458	64%	N=1910	100%	N=2978

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Table 16: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	19%	N=568
Very good	43%	N=1275
Good	31%	N=918
Fair	7%	N=208
Poor	1%	N=31
Total	100%	N=2998

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	6%	N=178
Somewhat positive	22%	N=663
Neutral	48%	N=1423
Somewhat negative	19%	N=569
Very negative	5%	N=152
Total	100%	N=2986

Table 18: Question D4

What is your employment status?	Percent	Number
Working full time for pay	66%	N=1974
Working part time for pay	9%	N=281
Unemployed, looking for paid work	5%	N=148
Unemployed, not looking for paid work	4%	N=110
Fully retired	16%	N=470
Total	100%	N=2984

Table 19: Question D5

Do you work inside the boundaries of San José?	Percent	Number
Yes, outside the home	39%	N=1143
Yes, from home	9%	N=274
No	52%	N=1520
Total	100%	N=2937

Table 20: Question D6

How many years have you lived in San José?	Percent	Number
Less than 2 years	10%	N=304
2 to 5 years	14%	N=432
6 to 10 years	11%	N=321
11 to 20 years	15%	N=445
More than 20 years	50%	N=1500
Total	100%	N=3003

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Table 21: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	63%	N=1875
Building with two or more homes (duplex, townhome, apartment or condominium)	36%	N=1070
Mobile home	1%	N=35
Other	1%	N=20
Total	100%	N=2999

Table 22: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	35%	N=1053
Owned	65%	N=1929
Total	100%	N=2982

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	2%	N=62
\$300 to \$599 per month	3%	N=101
\$600 to \$999 per month	4%	N=103
\$1,000 to \$1,499 per month	8%	N=236
\$1,500 to \$2,499 per month	26%	N=763
\$2,500 to \$2,999 per month	18%	N=532
\$3,000 or more per month	38%	N=1106
Total	100%	N=2904

Table 24: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	63%	N=1876
Yes	37%	N=1089
Total	100%	N=2964

Table 25: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	75%	N=2215
Yes	25%	N=750
Total	100%	N=2964

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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	6%	N=159
\$25,000 to \$49,999	10%	N=282
\$50,000 to \$99,999	23%	N=664
\$100,000 to \$149,999	23%	N=649
\$150,000 or more	38%	N=1074
Total	100%	N=2827

Table 27: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	75%	N=2208
Yes, I consider myself to be Spanish, Hispanic or Latino	25%	N=718
Total	100%	N=2926

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	3%	N=89
Asian, Asian Indian or Pacific Islander	29%	N=831
Black or African American	3%	N=79
White	56%	N=1603
Other	19%	N=556

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	2%	N=54
25 to 34 years	26%	N=771
35 to 44 years	23%	N=673
45 to 54 years	19%	N=569
55 to 64 years	15%	N=440
65 to 74 years	11%	N=310
75 years or older	4%	N=112
Total	100%	N=2930

Table 30: Question D16

What is your sex?	Percent	Number
Female	50%	N=1475
Male	50%	N=1452
Total	100%	N=2927

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Table 31: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	70%	N=2080
Land line	12%	N=351
Both	18%	N=525
Total	100%	N=2955

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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	8%	N=310	48%	N=1756	35%	N=1301	8%	N=312	0%	N=5	100%	N=3684
Your neighborhood as a place to live	16%	N=610	46%	N=1717	28%	N=1035	9%	N=341	0%	N=4	100%	N=3707
San José as a place to raise children	7%	N=273	34%	N=1250	33%	N=1236	17%	N=627	8%	N=310	100%	N=3695
San José as a place to work	17%	N=634	43%	N=1575	24%	N=878	8%	N=313	8%	N=301	100%	N=3701
San José as a place to visit	6%	N=229	27%	N=1002	39%	N=1451	25%	N=919	3%	N=93	100%	N=3694
San José as a place to retire	3%	N=98	10%	N=358	23%	N=864	56%	N=2048	9%	N=320	100%	N=3689
The overall quality of life in San José	5%	N=195	39%	N=1420	45%	N=1659	11%	N=393	1%	N=20	100%	N=3687

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	4%	N=128	29%	N=1034	39%	N=1404	28%	N=995	0%	N=2	100%	N=3563
Overall ease of getting to the places you usually have to visit	6%	N=201	32%	N=1130	39%	N=1390	23%	N=828	0%	N=11	100%	N=3561
Quality of overall natural environment in San José	6%	N=210	35%	N=1232	42%	N=1511	16%	N=586	1%	N=30	100%	N=3570
Overall ""built environment"" of San José (including overall design, buildings, parks and transportation systems)	3%	N=104	29%	N=1036	45%	N=1600	23%	N=807	1%	N=19	100%	N=3565
Health and wellness opportunities in San José	9%	N=314	39%	N=1408	32%	N=1147	10%	N=375	9%	N=327	100%	N=3570
Overall opportunities for education and enrichment	12%	N=434	39%	N=1395	29%	N=1038	11%	N=385	9%	N=313	100%	N=3564
Overall economic health of San José	9%	N=306	36%	N=1273	34%	N=1227	15%	N=543	6%	N=219	100%	N=3568
Sense of community	3%	N=104	24%	N=839	42%	N=1502	30%	N=1060	2%	N=56	100%	N=3561
Overall image or reputation of San José	3%	N=122	29%	N=1035	44%	N=1562	22%	N=786	2%	N=56	100%	N=3561

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	11%	N=381	39%	N=1358	28%	N=961	21%	N=736	2%	N=56	100%	N=3492
Remain in San José for the next five years	35%	N=1227	32%	N=1113	17%	N=581	14%	N=483	3%	N=107	100%	N=3511

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	37%	N=1323	38%	N=1353	11%	N=407	10%	N=360	3%	N=95	0%	N=9	100%	N=3546
In San José's downtown during the day	14%	N=502	40%	N=1425	18%	N=650	17%	N=593	6%	N=207	5%	N=164	100%	N=3541
In your neighborhood after dark	13%	N=476	34%	N=1204	17%	N=589	25%	N=871	11%	N=385	1%	N=18	100%	N=3543
In San José's downtown after dark	2%	N=73	14%	N=478	17%	N=585	34%	N=1187	28%	N=997	6%	N=221	100%	N=3541

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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	1%	N=34	16%	N=549	39%	N=1345	44%	N=1497	0%	N=12	100%	N=3437
Ease of public parking	4%	N=134	22%	N=748	43%	N=1487	30%	N=1030	2%	N=59	100%	N=3458
Ease of travel by car in San José	5%	N=155	25%	N=873	44%	N=1513	26%	N=896	0%	N=6	100%	N=3442
Ease of travel by public transportation in San José	3%	N=94	15%	N=536	27%	N=923	34%	N=1176	21%	N=734	100%	N=3463
Ease of travel by bicycle in San José	3%	N=97	18%	N=624	28%	N=966	18%	N=621	33%	N=1154	100%	N=3463
Ease of walking in San José	6%	N=206	31%	N=1065	36%	N=1253	19%	N=662	8%	N=270	100%	N=3456
Availability of paths and walking trails	8%	N=285	31%	N=1073	35%	N=1195	17%	N=574	10%	N=335	100%	N=3462
Air quality	4%	N=145	38%	N=1311	43%	N=1473	14%	N=478	2%	N=52	100%	N=3459
Cleanliness of San José	1%	N=39	21%	N=716	40%	N=1379	38%	N=1320	0%	N=3	100%	N=3457
Overall appearance of San José	1%	N=49	28%	N=984	45%	N=1566	24%	N=842	0%	N=16	100%	N=3457
Public places where people want to spend time	3%	N=91	29%	N=1001	46%	N=1610	19%	N=666	3%	N=95	100%	N=3462
Variety of housing options	2%	N=82	16%	N=553	30%	N=1056	45%	N=1575	6%	N=199	100%	N=3465
Availability of affordable quality housing	1%	N=33	3%	N=120	16%	N=540	72%	N=2477	8%	N=291	100%	N=3461
Fitness opportunities (including exercise classes and paths or trails, etc.)	11%	N=388	37%	N=1270	34%	N=1175	11%	N=363	8%	N=264	100%	N=3461
Recreational opportunities	9%	N=325	37%	N=1265	37%	N=1281	11%	N=377	6%	N=206	100%	N=3453
Availability of affordable quality food	13%	N=467	43%	N=1477	32%	N=1119	10%	N=362	1%	N=37	100%	N=3462
Availability of affordable quality health care	9%	N=312	33%	N=1157	31%	N=1082	15%	N=503	12%	N=411	100%	N=3465
Availability of preventive health services	10%	N=350	33%	N=1126	30%	N=1045	10%	N=344	17%	N=595	100%	N=3460
Availability of affordable quality mental health care	4%	N=142	12%	N=414	20%	N=682	21%	N=720	44%	N=1508	100%	N=3467

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	3%	N=84	11%	N=352	18%	N=606	21%	N=691	48%	N=1612	100%	N=3346
K-12 education	5%	N=159	24%	N=790	27%	N=894	14%	N=466	31%	N=1035	100%	N=3344
Adult educational opportunities	6%	N=194	27%	N=905	24%	N=789	9%	N=290	34%	N=1144	100%	N=3322
Opportunities to attend cultural/arts/music activities	12%	N=417	39%	N=1291	31%	N=1029	9%	N=300	9%	N=309	100%	N=3346
Opportunities to participate in religious or spiritual events and activities	12%	N=402	31%	N=1052	18%	N=613	4%	N=123	35%	N=1165	100%	N=3356
Employment opportunities	15%	N=514	34%	N=1138	28%	N=946	10%	N=351	12%	N=405	100%	N=3353
Shopping opportunities	25%	N=842	50%	N=1677	20%	N=659	5%	N=157	1%	N=24	100%	N=3359
Cost of living in San José	1%	N=27	4%	N=134	27%	N=893	68%	N=2295	0%	N=13	100%	N=3362
Overall quality of business and service establishments in San José	5%	N=181	44%	N=1481	40%	N=1352	8%	N=259	3%	N=88	100%	N=3361
Vibrant downtown/commercial area	4%	N=122	25%	N=851	41%	N=1386	24%	N=791	6%	N=199	100%	N=3351
Overall quality of new development in San José	3%	N=113	28%	N=954	36%	N=1220	18%	N=605	14%	N=456	100%	N=3348
Opportunities to participate in social events and activities	9%	N=304	35%	N=1189	36%	N=1202	8%	N=279	11%	N=376	100%	N=3350
Opportunities to volunteer	16%	N=545	39%	N=1304	19%	N=637	3%	N=115	23%	N=768	100%	N=3369
Opportunities to participate in community matters	11%	N=370	37%	N=1232	25%	N=844	7%	N=241	20%	N=663	100%	N=3350
Openness and acceptance of the community toward people of diverse backgrounds	19%	N=631	41%	N=1370	24%	N=792	8%	N=268	9%	N=297	100%	N=3357
Neighborliness of residents in San José	5%	N=167	30%	N=1006	42%	N=1410	19%	N=643	4%	N=134	100%	N=3360

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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=111	97%	N=3216	100%	N=3327
Made efforts to make your home more energy efficient	18%	N=591	82%	N=2720	100%	N=3312
Observed a code violation or other hazard in San José	37%	N=1214	63%	N=2100	100%	N=3314
Household member was a victim of a crime in San José	76%	N=2541	24%	N=789	100%	N=3330
Reported a crime to the police in San José	59%	N=1950	41%	N=1376	100%	N=3326
Stocked supplies in preparation for an emergency	56%	N=1866	44%	N=1455	100%	N=3322
Campaigned or advocated for an issue, cause or candidate	71%	N=2337	29%	N=966	100%	N=3302
Contacted the City of San José (in-person, phone, email or web) for help or information	48%	N=1605	52%	N=1719	100%	N=3324
Contacted San José elected officials (in-person, phone, email or web) to express your opinion	73%	N=2425	27%	N=898	100%	N=3324

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	6%	N=184	10%	N=319	27%	N=888	57%	N=1862	100%	N=3252
Visited a neighborhood park or City park	18%	N=590	31%	N=995	39%	N=1286	12%	N=388	100%	N=3259
Used San José public libraries or their services	8%	N=265	20%	N=657	34%	N=1103	38%	N=1242	100%	N=3267
Participated in religious or spiritual activities in San José	8%	N=248	15%	N=492	16%	N=528	61%	N=1993	100%	N=3262
Attended a City-sponsored event	1%	N=36	5%	N=158	42%	N=1381	52%	N=1683	100%	N=3258
Used bus, rail, subway or other public transportation instead of driving	8%	N=262	8%	N=250	29%	N=959	55%	N=1795	100%	N=3267
Carpooled with other adults or children instead of driving alone	20%	N=649	17%	N=565	18%	N=597	44%	N=1451	100%	N=3262
Walked or biked instead of driving	17%	N=554	17%	N=554	22%	N=715	44%	N=1441	100%	N=3265
Volunteered your time to some group/activity in San José	8%	N=248	12%	N=395	24%	N=774	57%	N=1846	100%	N=3263
Participated in a club	5%	N=168	8%	N=261	13%	N=434	74%	N=2398	100%	N=3262
Talked to or visited with your immediate neighbors	31%	N=1010	30%	N=994	26%	N=856	13%	N=412	100%	N=3272
Done a favor for a neighbor	13%	N=423	21%	N=693	39%	N=1278	26%	N=853	100%	N=3248
Visited the City of San José website (at www.sanjoseca.gov)	5%	N=150	14%	N=450	50%	N=1630	32%	N=1040	100%	N=3270
Used the City's website to conduct business or pay bills	2%	N=60	6%	N=182	26%	N=852	66%	N=2171	100%	N=3265

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=10	3%	N=98	24%	N=755	72%	N=2226	100%	N=3089
Watched (online or on television) a local public meeting	1%	N=27	3%	N=113	16%	N=505	80%	N=2606	100%	N=3252

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	5%	N=163	20%	N=637	32%	N=993	32%	N=1011	10%	N=324	100%	N=3129
Fire services	16%	N=507	36%	N=1135	15%	N=468	2%	N=67	31%	N=963	100%	N=3140
Ambulance or emergency medical services	11%	N=349	32%	N=1002	15%	N=474	2%	N=70	40%	N=1255	100%	N=3150
Crime prevention	2%	N=50	10%	N=312	28%	N=870	45%	N=1419	16%	N=502	100%	N=3153

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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	5%	N=164	21%	N=672	22%	N=676	9%	N=295	42%	N=1331	100%	N=3138
Traffic enforcement	3%	N=110	17%	N=528	29%	N=928	36%	N=1136	14%	N=455	100%	N=3157
Street repair	2%	N=53	9%	N=300	28%	N=888	55%	N=1754	5%	N=168	100%	N=3163
Street cleaning	5%	N=144	25%	N=791	33%	N=1030	34%	N=1066	4%	N=128	100%	N=3160
Street lighting	7%	N=209	35%	N=1100	37%	N=1172	20%	N=621	2%	N=52	100%	N=3155
Sidewalk maintenance	3%	N=109	23%	N=724	38%	N=1200	31%	N=976	5%	N=144	100%	N=3153
Traffic signal timing	4%	N=126	27%	N=862	39%	N=1220	27%	N=845	3%	N=93	100%	N=3146
Bus or transit services	4%	N=138	18%	N=569	23%	N=735	17%	N=523	38%	N=1185	100%	N=3149
Garbage collection	20%	N=647	49%	N=1549	22%	N=684	5%	N=166	4%	N=111	100%	N=3157
Recycling	20%	N=623	49%	N=1535	22%	N=680	6%	N=191	4%	N=128	100%	N=3158
Yard waste pick-up	19%	N=585	39%	N=1237	18%	N=563	6%	N=175	19%	N=598	100%	N=3159
Storm drainage	8%	N=244	33%	N=1052	28%	N=871	9%	N=288	22%	N=696	100%	N=3151
Drinking water	11%	N=336	33%	N=1047	31%	N=969	19%	N=588	7%	N=207	100%	N=3148
Sewer services	12%	N=366	37%	N=1171	24%	N=746	5%	N=158	22%	N=701	100%	N=3142
Utility billing	8%	N=253	35%	N=1091	34%	N=1052	13%	N=395	11%	N=349	100%	N=3139
City parks	10%	N=318	41%	N=1285	32%	N=1002	9%	N=295	8%	N=244	100%	N=3142
Recreation programs or classes	6%	N=175	21%	N=650	18%	N=553	5%	N=164	51%	N=1580	100%	N=3122
Recreation centers or facilities	5%	N=159	27%	N=839	19%	N=581	5%	N=168	44%	N=1383	100%	N=3130
Land use, planning and zoning	2%	N=69	14%	N=428	27%	N=832	24%	N=752	33%	N=1046	100%	N=3127
Code enforcement (weeds, abandoned buildings, etc.)	1%	N=44	9%	N=284	26%	N=816	35%	N=1105	28%	N=894	100%	N=3143
Animal control	4%	N=130	22%	N=690	24%	N=753	11%	N=354	39%	N=1215	100%	N=3141
Economic development	3%	N=103	21%	N=649	29%	N=892	15%	N=466	32%	N=1013	100%	N=3122
Public library services	18%	N=567	37%	N=1159	16%	N=505	3%	N=92	26%	N=823	100%	N=3146
Public information services	6%	N=191	25%	N=795	23%	N=712	7%	N=209	39%	N=1223	100%	N=3129
Cable television	6%	N=187	26%	N=807	24%	N=740	19%	N=606	25%	N=782	100%	N=3122
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	4%	N=110	18%	N=560	23%	N=717	11%	N=347	45%	N=1399	100%	N=3133
Preservation of natural areas such as open space, farmlands and greenbelts	6%	N=195	25%	N=789	27%	N=836	18%	N=570	23%	N=734	100%	N=3124
Overall customer service by San José employees (police, receptionists, planners, etc.)	5%	N=149	25%	N=771	31%	N=960	16%	N=514	24%	N=741	100%	N=3136
Services to seniors	3%	N=106	11%	N=339	16%	N=509	10%	N=303	60%	N=1890	100%	N=3146
Services to youth	3%	N=99	11%	N=353	17%	N=523	10%	N=302	59%	N=1846	100%	N=3123
Services to low-income people	3%	N=105	7%	N=220	15%	N=466	16%	N=496	59%	N=1843	100%	N=3130
Graffiti removal	4%	N=129	18%	N=581	28%	N=878	31%	N=967	19%	N=595	100%	N=3150
Gang prevention efforts	2%	N=51	9%	N=281	19%	N=589	29%	N=908	42%	N=1314	100%	N=3142
Street tree maintenance	4%	N=110	19%	N=588	31%	N=976	28%	N=890	18%	N=573	100%	N=3138
Building permit services	2%	N=60	9%	N=286	14%	N=427	12%	N=364	64%	N=1988	100%	N=3125
Overall ease of using Mineta San José International Airport	25%	N=791	43%	N=1365	19%	N=611	4%	N=134	8%	N=243	100%	N=3144
Availability of flights at Mineta San José International Airport	18%	N=563	43%	N=1355	24%	N=752	6%	N=195	9%	N=287	100%	N=3152

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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	4%	N=117	31%	N=984	39%	N=1216	18%	N=558	8%	N=259	100%	N=3132
The Federal Government	2%	N=74	24%	N=764	38%	N=1184	19%	N=595	17%	N=522	100%	N=3139
The State Government	3%	N=83	26%	N=829	36%	N=1129	19%	N=596	16%	N=498	100%	N=3135
Santa Clara County Government	3%	N=105	31%	N=958	33%	N=1050	14%	N=438	19%	N=583	100%	N=3134

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=47	14%	N=429	32%	N=973	41%	N=1229	11%	N=319	100%	N=2996
The overall direction that San José is taking	3%	N=93	19%	N=576	33%	N=989	34%	N=1010	11%	N=325	100%	N=2994
The job San José government does at welcoming resident involvement	3%	N=91	18%	N=523	25%	N=751	25%	N=753	29%	N=867	100%	N=2985
Overall confidence in San José government	3%	N=76	19%	N=558	36%	N=1073	34%	N=1010	9%	N=277	100%	N=2994
Generally acting in the best interest of the community	3%	N=80	21%	N=622	33%	N=989	32%	N=965	11%	N=337	100%	N=2992
Being honest	3%	N=82	19%	N=572	29%	N=867	27%	N=804	22%	N=672	100%	N=2998
Treating all residents fairly	3%	N=88	20%	N=590	28%	N=847	28%	N=825	22%	N=650	100%	N=3000

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	69%	N=2070	25%	N=744	5%	N=155	1%	N=28	100%	N=2997
Overall ease of getting to the places you usually have to visit	35%	N=1055	44%	N=1328	19%	N=554	2%	N=49	100%	N=2986
Quality of overall natural environment in San José	29%	N=862	46%	N=1366	23%	N=702	2%	N=62	100%	N=2993
Overall "built environment" of San José (including overall design, buildings, parks and transportation systems)	27%	N=821	43%	N=1278	27%	N=793	3%	N=99	100%	N=2992
Health and wellness opportunities in San José	27%	N=816	37%	N=1098	30%	N=908	6%	N=169	100%	N=2992
Overall opportunities for education and enrichment	37%	N=1095	36%	N=1070	23%	N=688	4%	N=133	100%	N=2987
Overall economic health of San José	49%	N=1455	41%	N=1219	10%	N=288	1%	N=32	100%	N=2994
Sense of community	31%	N=922	42%	N=1256	23%	N=700	4%	N=121	100%	N=2999

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)	10%	N=294	31%	N=912	20%	N=582	24%	N=729	15%	N=443	1%	N=22	100%	N=2983
Property crimes	2%	N=73	17%	N=497	14%	N=420	32%	N=959	35%	N=1037	1%	N=18	100%	N=3004

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=16	2%	N=54	4%	N=134	16%	N=475	77%	N=2298	100%	N=2977
Purchase goods or services from a business located in San José	0%	N=8	2%	N=74	17%	N=493	51%	N=1520	30%	N=888	100%	N=2982
Eat at least 5 portions of fruits and vegetables a day	2%	N=59	13%	N=388	36%	N=1064	31%	N=936	18%	N=530	100%	N=2977
Participate in moderate or vigorous physical activity	1%	N=31	13%	N=380	35%	N=1039	32%	N=942	20%	N=594	100%	N=2986

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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.)	2%	N=72	8%	N=243	19%	N=577	30%	N=890	40%	N=1206	100%	N=2988
Vote in local elections	10%	N=309	4%	N=129	6%	N=172	15%	N=458	64%	N=1910	100%	N=2978

Table 47: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	19%	N=568
Very good	43%	N=1275
Good	31%	N=918
Fair	7%	N=208
Poor	1%	N=31
Total	100%	N=2998

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	6%	N=178
Somewhat positive	22%	N=663
Neutral	48%	N=1423
Somewhat negative	19%	N=569
Very negative	5%	N=152
Total	100%	N=2986

Table 49: Question D4

What is your employment status?	Percent	Number
Working full time for pay	66%	N=1974
Working part time for pay	9%	N=281
Unemployed, looking for paid work	5%	N=148
Unemployed, not looking for paid work	4%	N=110
Fully retired	16%	N=470
Total	100%	N=2984

Table 50: Question D5

Do you work inside the boundaries of San José?	Percent	Number
Yes, outside the home	39%	N=1143
Yes, from home	9%	N=274
No	52%	N=1520
Total	100%	N=2937

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Table 51: Question D6

How many years have you lived in San José?	Percent	Number
Less than 2 years	10%	N=304
2 to 5 years	14%	N=432
6 to 10 years	11%	N=321
11 to 20 years	15%	N=445
More than 20 years	50%	N=1500
Total	100%	N=3003

Table 52: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	63%	N=1875
Building with two or more homes (duplex, townhome, apartment or condominium)	36%	N=1070
Mobile home	1%	N=35
Other	1%	N=20
Total	100%	N=2999

Table 53: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	35%	N=1053
Owned	65%	N=1929
Total	100%	N=2982

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	2%	N=62
\$300 to \$599 per month	3%	N=101
\$600 to \$999 per month	4%	N=103
\$1,000 to \$1,499 per month	8%	N=236
\$1,500 to \$2,499 per month	26%	N=763
\$2,500 to \$2,999 per month	18%	N=532
\$3,000 or more per month	38%	N=1106
Total	100%	N=2904

Table 55: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	63%	N=1876
Yes	37%	N=1089
Total	100%	N=2964

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Table 56: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	75%	N=2215
Yes	25%	N=750
Total	100%	N=2964

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	6%	N=159
\$25,000 to \$49,999	10%	N=282
\$50,000 to \$99,999	23%	N=664
\$100,000 to \$149,999	23%	N=649
\$150,000 or more	38%	N=1074
Total	100%	N=2827

Table 58: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	75%	N=2208
Yes, I consider myself to be Spanish, Hispanic or Latino	25%	N=718
Total	100%	N=2926

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	3%	N=89
Asian, Asian Indian or Pacific Islander	29%	N=831
Black or African American	3%	N=79
White	56%	N=1603
Other	19%	N=556

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	2%	N=54
25 to 34 years	26%	N=771
35 to 44 years	23%	N=673
45 to 54 years	19%	N=569
55 to 64 years	15%	N=440
65 to 74 years	11%	N=310
75 years or older	4%	N=112
Total	100%	N=2930

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Table 61: Question D16

What is your sex?	Percent	Number
Female	50%	N=1475
Male	50%	N=1452
Total	100%	N=2927

Table 62: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	70%	N=2080
Land line	12%	N=351
Both	18%	N=525
Total	100%	N=2955

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	44%	409	418	Much lower
Overall image or reputation of San José	33%	288	315	Much lower
San José as a place to live	56%	349	359	Much lower
Your neighborhood as a place to live	63%	269	282	Lower
San José as a place to raise children	45%	331	346	Much lower
San José as a place to retire	14%	325	325	Much lower
Overall appearance of San José	30%	321	325	Much 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	33%	265	269	Much lower
	In your neighborhood during the day	76%	311	323	Lower
	In San José's downtown during the day	57%	272	275	Much lower
Mobility	Overall ease of getting to the places you usually have to visit	38%	186	189	Much lower
	Availability of paths and walking trails	43%	245	282	Lower
	Ease of walking in San José	40%	244	263	Lower
	Ease of travel by bicycle in San José	31%	233	269	Lower
	Ease of travel by public transportation in San José	23%	135	160	Lower
	Ease of travel by car in San José	30%	267	274	Much lower
	Ease of public parking	26%	143	154	Lower
Natural Environment	Traffic flow on major streets	17%	315	321	Much lower
	Quality of overall natural environment in San José	41%	248	250	Much lower
	Cleanliness of San José	22%	248	249	Much lower
Built Environment	Air quality	43%	221	226	Much lower
	Overall "built environment" of San José (including overall design, buildings, parks and transportation systems)	32%	174	179	Lower
	Overall quality of new development in San José	37%	228	256	Lower
	Availability of affordable quality housing	5%	273	276	Much lower
	Variety of housing options	19%	245	250	Much lower
Economy	Public places where people want to spend time	32%	165	172	Much lower
	Overall economic health of San José	47%	135	184	Similar
	Vibrant downtown/commercial area	31%	124	168	Lower
	Overall quality of business and service establishments in San José	51%	184	246	Similar
	Cost of living in San José	5%	178	180	Much lower
	Shopping opportunities	76%	63	267	Higher
	Employment opportunities	56%	39	284	Higher
	San José as a place to visit	34%	176	194	Much lower
	San José as a place to work	65%	162	324	Similar
	Recreation and Wellness	Health and wellness opportunities in San José	53%	156	181
Availability of affordable quality mental health care		28%	138	155	Lower
Availability of preventive health services		52%	157	211	Similar
Availability of affordable quality health care		48%	185	235	Similar
Availability of affordable quality food		57%	162	212	Similar
Recreational opportunities		49%	229	277	Lower
Education and	Fitness opportunities (including exercise classes and paths or trails, etc.)	52%	149	173	Lower
	Overall opportunities for education and enrichment	56%	135	181	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Enrichment	Opportunities to participate in religious or spiritual events and activities	66%	156	182	Similar
	Opportunities to attend cultural/arts/music activities	56%	139	266	Similar
	Adult educational opportunities	50%	118	162	Similar
	K-12 education	41%	220	241	Much lower
	Availability of affordable quality child care/preschool	25%	221	229	Much lower
Community Engagement	Opportunities to participate in social events and activities	50%	166	233	Similar
	Neighborliness of San José	36%	168	174	Lower
	Openness and acceptance of the community toward people of diverse backgrounds	65%	93	261	Similar
	Opportunities to participate in community matters	60%	156	248	Similar
	Opportunities to volunteer	71%	131	239	Similar

Table 65: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of San José	38%	399	405	Much lower
Overall customer service by San José employees (police, receptionists, planners, etc.)	38%	336	339	Much lower
Value of services for the taxes paid to San José	18%	369	370	Much lower
Overall direction that San José is taking	25%	285	290	Much lower
Job San José government does at welcoming resident involvement	29%	279	285	Lower
Overall confidence in San José government	23%	177	181	Lower
Generally acting in the best interest of the community	26%	175	180	Lower
Being honest	28%	166	173	Lower
Treating all residents fairly	29%	169	178	Lower
Services provided by the Federal Government	32%	180	226	Similar

Table 66: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police services	29%	413	415	Much lower
	Fire services	75%	337	342	Lower
	Ambulance or emergency medical services	71%	315	318	Lower
	Crime prevention	14%	321	322	Much lower
	Fire prevention and education	46%	257	257	Much lower
	Animal control	43%	285	310	Lower
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	39%	245	255	Lower
Mobility	Traffic enforcement	24%	337	337	Much lower
	Street repair	12%	370	381	Much lower
	Street cleaning	31%	287	291	Much lower
	Street lighting	42%	265	288	Lower
	Sidewalk maintenance	28%	278	297	Lower
	Traffic signal timing	32%	226	233	Lower
Natural Environment	Bus or transit services	36%	160	199	Lower
	Garbage collection	72%	300	325	Similar
	Recycling	71%	264	331	Similar
	Yard waste pick-up	71%	163	246	Similar
	Drinking water	47%	292	310	Lower
	Preservation of natural areas such as open space,	41%	227	236	Lower

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	farmlands and greenbelts				
Built Environment	Storm drainage	53%	254	324	Similar
	Sewer services	63%	258	298	Similar
	Utility billing	48%	152	163	Lower
	Land use, planning and zoning	24%	269	275	Lower
	Code enforcement (weeds, abandoned buildings, etc.)	15%	338	340	Much lower
	Cable television	42%	149	178	Similar
Economy	Economic development	36%	207	259	Similar
Recreation and Wellness	City parks	55%	289	305	Lower
	Recreation programs or classes	54%	275	312	Lower
	Recreation centers or facilities	57%	213	257	Similar
Education and Enrichment	Public library services	74%	275	318	Similar
Community Engagement	Public information services	52%	228	261	Similar

Table 67: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	27%	276	281	Much lower
Recommend living in San José to someone who asks	51%	253	255	Much lower
Remain in San José for the next five years	69%	237	247	Lower
Contacted San José (in-person, phone, email or web) for help or information	52%	80	280	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	44%	38	159	Similar
	Did NOT report a crime to the police	59%	169	176	Lower
	Household member was NOT a victim of a crime	76%	241	248	Lower
Mobility	Used bus, rail, subway or other public transportation instead of driving	45%	29	144	Higher
	Carpooled with other adults or children instead of driving alone	56%	15	167	Higher
	Walked or biked instead of driving	56%	86	172	Similar
Natural Environment	Made efforts to conserve water	97%	8	163	Higher
	Made efforts to make your home more energy efficient	82%	22	163	Similar
	Recycle at home	98%	20	233	Higher
Built Environment	Did NOT observe a code violation or other hazard in San José	37%	149	168	Lower
	NOT experiencing housing costs stress	51%	221	229	Lower
Economy	Purchase goods or services from a business located in San José	97%	82	170	Similar
	Economy will have positive impact on income	28%	103	231	Similar
	Work inside boundaries of San José	48%	59	170	Similar
Recreation and Wellness	Used San José recreation centers or their services	43%	209	215	Lower
	Visited a neighborhood park or City park	88%	76	246	Similar
	Eat at least 5 portions of fruits and vegetables a day	85%	68	165	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Participate in moderate or vigorous physical activity	86%	74	169	Similar
	In very good to excellent health	61%	96	168	Similar
Education and Enrichment	Used San José public libraries or their services	62%	129	215	Similar
	Participated in religious or spiritual activities in San José	39%	132	180	Similar
	Attended City-sponsored event	48%	113	172	Similar
	Campaigned or advocated for an issue, cause or candidate	29%	25	156	Similar
Community Engagement	Contacted San José elected officials (in-person, phone, email or web) to express your opinion	27%	8	170	Similar
	Volunteered your time to some group/activity in San José	43%	93	237	Similar
	Participated in a club	26%	109	216	Similar
	Talked to or visited with your immediate neighbors	87%	135	168	Similar
	Done a favor for a neighbor	74%	145	162	Similar
	Attended a local public meeting	28%	40	238	Similar
	Watched (online or on television) a local public meeting	20%	142	203	Similar
	Read or watch local news (via television, paper, computer, etc.)	89%	41	171	Similar
	Vote in local elections	85%	59	231	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.

Airway Heights city, WA	6,114
Albany city, OR	50,158
Albemarle County, VA.....	98,970
Albert Lea city, MN.....	18,016
Alexandria city, VA.....	139,966
Algonquin village, IL.....	30,046
Aliso Viejo city, CA	47,823
Altoona city, IA.....	14,541
American Canyon city, CA.....	19,454
Ames city, IA.....	58,965
Andover CDP, MA.....	8,762
Ankeny city, IA.....	45,582
Ann Arbor city, MI.....	113,934
Annapolis city, MD	38,394
Apache Junction city, AZ.....	35,840
Apple Valley town, CA	69,135
Arapahoe County, CO.....	572,003
Arkansas City city, AR.....	366
Arlington County, VA.....	207,627
Arvada city, CO.....	106,433
Asheville city, NC	83,393
Ashland city, OR	20,078
Ashland town, MA.....	16,593
Ashland town, VA.....	7,225
Aspen city, CO	6,658
Athens-Clarke county, GA.....	115,452
Auburn city, AL	53,380
Auburn city, WA.....	70,180
Augusta CCD, GA.....	134,777
Aurora city, CO	325,078
Austin city, TX	790,390

Avon town, CO	6,447
Bainbridge Island city, WA.....	23,025
Baltimore city, MD.....	620,961
Bartonville town, TX.....	1,469
Battle Creek city, MI.....	52,347
Bay City city, MI.....	34,932
Baytown city, TX.....	71,802
Bedford city, TX.....	46,979
Bedford town, MA	13,320
Bellevue city, WA	122,363
Bellingham city, WA	80,885
Beltrami County, MN	44,442
Benbrook city, TX.....	21,234
Bend city, OR.....	76,639
Bettendorf city, IA.....	33,217
Billings city, MT.....	104,170
Blaine city, MN.....	57,186
Bloomfield Hills city, MI	3,869
Bloomington city, MN	82,893
Blue Springs city, MO	52,575
Boise City city, ID	205,671
Boone County, KY	118,811
Boulder city, CO.....	97,385
Bowling Green city, KY	58,067
Bozeman city, MT	37,280
Brentwood city, MO.....	8,055
Brentwood city, TN	37,060
Brighton city, CO.....	33,352
Brighton city, MI	7,444
Bristol city, TN	26,702
Broken Arrow city, OK	98,850

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Brookfield city, WI	37,920	Davenport city, IA.....	99,685
Brookline CDP, MA	58,732	Davidson town, NC.....	10,944
Broomfield city, CO	55,889	Decatur city, GA.....	19,335
Brownsburg town, IN	21,285	Del Mar city, CA.....	4,161
Burien city, WA.....	33,313	Delaware city, OH.....	34,753
Burleson city, TX.....	36,690	Delray Beach city, FL.....	60,522
Cabarrus County, NC.....	178,011	Denison city, TX.....	22,682
Cambridge city, MA.....	105,162	Denton city, TX.....	113,383
Cannon Beach city, OR.....	1,690	Denver city, CO.....	600,158
Cañon City city, CO.....	16,400	Derby city, KS.....	22,158
Canton city, SD.....	3,057	Des Moines city, IA.....	203,433
Cape Coral city, FL.....	154,305	Des Peres city, MO.....	8,373
Cape Girardeau city, MO.....	37,941	Destin city, FL.....	12,305
Carlisle borough, PA.....	18,682	Dothan city, AL.....	65,496
Carlsbad city, CA.....	105,328	Douglas County, CO.....	285,465
Carroll city, IA.....	10,103	Dover city, NH.....	29,987
Cartersville city, GA.....	19,731	Dublin city, CA.....	46,036
Cary town, NC.....	135,234	Dublin city, OH.....	41,751
Casper city, WY.....	55,316	Duluth city, MN.....	86,265
Castine town, ME.....	1,366	Duncanville city, TX.....	38,524
Castle Pines North city, CO.....	10,360	Durham city, NC.....	228,330
Castle Rock town, CO.....	48,231	Durham County, NC.....	267,587
Cedar Hill city, TX.....	45,028	Eagan city, MN.....	64,206
Cedar Rapids city, IA.....	126,326	Eagle town, CO.....	6,508
Celina city, TX.....	6,028	East Baton Rouge Parish, LA.....	440,171
Centennial city, CO.....	100,377	East Grand Forks city, MN.....	8,601
Chambersburg borough, PA.....	20,268	East Lansing city, MI.....	48,579
Chandler city, AZ.....	236,123	Eau Claire city, WI.....	65,883
Chandler city, TX.....	2,734	Eden Prairie city, MN.....	60,797
Chanhassen city, MN.....	22,952	Edgerton city, KS.....	1,671
Chapel Hill town, NC.....	57,233	Edgewater city, CO.....	5,170
Charles County, MD.....	146,551	Edina city, MN.....	47,941
Charlotte city, NC.....	731,424	Edmond city, OK.....	81,405
Charlotte County, FL.....	159,978	Edmonds city, WA.....	39,709
Charlottesville city, VA.....	43,475	El Cerrito city, CA.....	23,549
Chattanooga city, TN.....	167,674	El Dorado County, CA.....	181,058
Chesterfield County, VA.....	316,236	El Paso city, TX.....	649,121
Chippewa Falls city, WI.....	13,661	Elk Grove city, CA.....	153,015
Citrus Heights city, CA.....	83,301	Elk River city, MN.....	22,974
Clackamas County, OR.....	375,992	Elko New Market city, MN.....	4,110
Clarendon Hills village, IL.....	8,427	Elmhurst city, IL.....	44,121
Clayton city, MO.....	15,939	Encinitas city, CA.....	59,518
Clearwater city, FL.....	107,685	Englewood city, CO.....	30,255
Cleveland Heights city, OH.....	46,121	Erie town, CO.....	18,135
Clinton city, SC.....	8,490	Escambia County, FL.....	297,619
Clive city, IA.....	15,447	Estes Park town, CO.....	5,858
Clovis city, CA.....	95,631	Fairview town, TX.....	7,248
College Park city, MD.....	30,413	Farmersville city, TX.....	3,301
College Station city, TX.....	93,857	Farmington Hills city, MI.....	79,740
Colleyville city, TX.....	22,807	Fayetteville city, NC.....	200,564
Collinsville city, IL.....	25,579	Fishers town, IN.....	76,794
Columbia city, SC.....	129,272	Flower Mound town, TX.....	64,669
Columbia Falls city, MT.....	4,688	Forest Grove city, OR.....	21,083
Columbus city, WI.....	4,991	Fort Collins city, CO.....	143,986
Commerce City city, CO.....	45,913	Fort Lauderdale city, FL.....	165,521
Concord city, CA.....	122,067	Fort Smith city, AR.....	86,209
Concord town, MA.....	17,668	Fort Worth city, TX.....	741,206
Coon Rapids city, MN.....	61,476	Fountain Hills town, AZ.....	22,489
Copperas Cove city, TX.....	32,032	Franklin city, TN.....	62,487
Coronado city, CA.....	18,912	Fredericksburg city, VA.....	24,286
Corvallis city, OR.....	54,462	Fremont city, CA.....	214,089
Creve Coeur city, MO.....	17,833	Friendswood city, TX.....	35,805
Cross Roads town, TX.....	1,563	Fruita city, CO.....	12,646
Dacono city, CO.....	4,152	Gahanna city, OH.....	33,248
Dade City city, FL.....	6,437	Gaithersburg city, MD.....	59,933
Dakota County, MN.....	398,552	Galveston city, TX.....	47,743
Dallas city, OR.....	14,583	Gardner city, KS.....	19,123
Dallas city, TX.....	1,197,816	Geneva city, NY.....	13,261
Danville city, KY.....	16,218	Georgetown city, TX.....	47,400
Dardenne Prairie city, MO.....	11,494	Germantown city, TN.....	38,844

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Gilbert town, AZ.....	208,453	Kirkland city, WA.....	48,787
Gillette city, WY	29,087	Kirkwood city, MO.....	27,540
Glendora city, CA	50,073	Knoxville city, IA	7,313
Glenview village, IL.....	44,692	La Mesa city, CA	57,065
Globe city, AZ	7,532	La Plata town, MD.....	8,753
Golden city, CO.....	18,867	La Porte city, TX	33,800
Golden Valley city, MN.....	20,371	La Vista city, NE.....	15,758
Goodyear city, AZ	65,275	Lafayette city, CO	24,453
Grafton village, WI.....	11,459	Laguna Beach city, CA.....	22,723
Grand Blanc city, MI.....	8,276	Laguna Hills city, CA.....	30,344
Grand Island city, NE	48,520	Laguna Niguel city, CA	62,979
Grants Pass city, OR.....	34,533	Lake Forest city, IL	19,375
Grass Valley city, CA	12,860	Lake Oswego city, OR	36,619
Greenville city, NC.....	84,554	Lake Stevens city, WA	28,069
Greenwich town, CT	61,171	Lake Worth city, FL	34,910
Greenwood Village city, CO.....	13,925	Lake Zurich village, IL	19,631
Greer city, SC	25,515	Lakeville city, MN	55,954
Guilford County, NC	488,406	Lakewood city, CO	142,980
Gunnison County, CO	15,324	Lakewood city, WA.....	58,163
Hailey city, ID	7,960	Lane County, OR.....	351,715
Haines Borough, AK	2,508	Lansing city, MI	114,297
Hallandale Beach city, FL.....	37,113	Laramie city, WY.....	30,816
Hamilton city, OH.....	62,477	Larimer County, CO.....	299,630
Hanover County, VA.....	99,863	Las Vegas city, NV	583,756
Harrisburg city, SD	4,089	Lawrence city, KS.....	87,643
Harrisonburg city, VA	48,914	Lee's Summit city, MO.....	91,364
Harrisonville city, MO	10,019	Lehi city, UT	47,407
Hayward city, CA	144,186	Lenexa city, KS	48,190
Henderson city, NV	257,729	Lewis County, NY.....	27,087
Herndon town, VA.....	23,292	Lewiston city, ID.....	31,894
High Point city, NC	104,371	Lewisville city, TX.....	95,290
Highland Park city, IL	29,763	Libertyville village, IL.....	20,315
Highlands Ranch CDP, CO	96,713	Lincoln city, NE	258,379
Holland city, MI.....	33,051	Lindsborg city, KS	3,458
Honolulu County, HI.....	953,207	Little Chute village, WI	10,449
Hooksett town, NH.....	13,451	Littleton city, CO	41,737
Hopkins city, MN.....	17,591	Livermore city, CA.....	80,968
Hopkinton town, MA.....	14,925	Lone Tree city, CO	10,218
Hoquiam city, WA	8,726	Long Grove village, IL	8,043
Horry County, SC	269,291	Longmont city, CO	86,270
Hudson city, OH.....	22,262	Longview city, TX.....	80,455
Hudson town, CO.....	2,356	Lonsdale city, MN.....	3,674
Hudsonville city, MI.....	7,116	Los Altos Hills town, CA	7,922
Huntersville town, NC.....	46,773	Louisville city, CO.....	18,376
Hurst city, TX.....	37,337	Lynchburg city, VA	75,568
Hutchinson city, MN	14,178	Lynnwood city, WA	35,836
Hutto city, TX	14,698	Macomb County, MI	840,978
Hyattsville city, MD	17,557	Manhattan Beach city, CA.....	35,135
Independence city, MO.....	116,830	Manhattan city, KS	52,281
Indian Trail town, NC	33,518	Mankato city, MN	39,309
Indianola city, IA	14,782	Maple Grove city, MN	61,567
Iowa City city, IA	67,862	Marshfield city, WI	19,118
Irving city, TX	216,290	Martinez city, CA	35,824
Issaquah city, WA	30,434	Marysville city, WA	60,020
Jackson County, MI.....	160,248	Matthews town, NC.....	27,198
James City County, VA	67,009	McAllen city, TX	129,877
Jefferson County, NY.....	116,229	McDonough city, GA.....	22,084
Johnson City city, TN.....	63,152	McMinnville city, OR	32,187
Johnston city, IA	17,278	Menlo Park city, CA	32,026
Jupiter town, FL.....	55,156	Mercer Island city, WA	22,699
Kansas City city, KS.....	145,786	Meridian charter township, MI	39,688
Kansas City city, MO.....	459,787	Meridian city, ID	75,092
Keizer city, OR.....	36,478	Merriam city, KS.....	11,003
Kenmore city, WA	20,460	Mesa County, CO	146,723
Kennedale city, TX	6,763	Miami Beach city, FL	87,779
Kennett Square borough, PA.....	6,072	Miami city, FL	399,457
Kettering city, OH	56,163	Middleton city, WI.....	17,442
Key West city, FL	24,649	Midland city, MI	41,863
King City city, CA	12,874	Milford city, DE	9,559
King County, WA.....	1,931,249	Milton city, GA	32,661

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Minneapolis city, MN	382,578	Pinehurst village, NC	13,124
Mission Viejo city, CA	93,305	Piqua city, OH	20,522
Modesto city, CA	201,165	Pitkin County, CO	17,148
Monterey city, CA	27,810	Plano city, TX	259,841
Montgomery County, VA	94,392	Platte City city, MO	4,691
Monticello city, UT	1,972	Plymouth city, MN	70,576
Monument town, CO	5,530	Pocatello city, ID	54,255
Mooreville town, NC	32,711	Polk County, IA	430,640
Morristown city, TN	29,137	Pompano Beach city, FL	99,845
Morrisville town, NC	18,576	Port Orange city, FL	56,048
Morro Bay city, CA	10,234	Portland city, OR	583,776
Mountain Village town, CO	1,320	Post Falls city, ID	27,574
Mountlake Terrace city, WA	19,909	Powell city, OH	11,500
Murphy city, TX	17,708	Prince William County, VA	402,002
Naperville city, IL	141,853	Prior Lake city, MN	22,796
Napoleon city, OH	8,749	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	Radnor township, PA	31,531
New Hanover County, NC	202,667	Ramsey city, MN	23,668
New Orleans city, LA	343,829	Raymond town, ME	4,436
New Smyrna Beach city, FL	22,464	Raymore city, MO	19,206
New Ulm city, MN	13,522	Redmond city, WA	54,144
Newberg city, OR	22,068	Rehoboth Beach city, DE	1,327
Newport city, RI	24,672	Reno city, NV	225,221
Newport News city, VA	180,719	Reston CDP, VA	58,404
Newton city, IA	15,254	Richmond city, CA	103,701
Noblesville city, IN	51,969	Richmond Heights city, MO	8,603
Nogales city, AZ	20,837	Rifle city, CO	9,172
Norcross city, GA	9,116	Rio Rancho city, NM	87,521
Norfolk city, VA	242,803	River Falls city, WI	15,000
North Port city, FL	57,357	Riverside city, CA	303,871
North Richland Hills city, TX	63,343	Riverside city, MO	2,937
Northglenn city, CO	35,789	Roanoke County, VA	92,376
Novato city, CA	51,904	Rochester Hills city, MI	70,995
Novi city, MI	55,224	Rock Hill city, SC	66,154
O'Fallon city, IL	28,281	Rockville city, MD	61,209
O'Fallon city, MO	79,329	Rogers city, MN	8,597
Oak Park village, IL	51,878	Rolla city, MO	19,559
Oakland city, CA	390,724	Roselle village, IL	22,763
Oakley city, CA	35,432	Rosemount city, MN	21,874
Ogdensburg city, NY	11,128	Rosenberg city, TX	30,618
Oklahoma City city, OK	579,999	Roseville city, MN	33,660
Olathe city, KS	125,872	Round Rock city, TX	99,887
Old Town city, ME	7,840	Royal Oak city, MI	57,236
Olmsted County, MN	144,248	Saco city, ME	18,482
Olympia city, WA	46,478	Sahuarita town, AZ	25,259
Orland Park village, IL	56,767	Salida city, CO	5,236
Oshkosh city, WI	66,083	Sammamish city, WA	45,780
Oshtemo charter township, MI	21,705	San Anselmo town, CA	12,336
Otsego County, MI	24,164	San Antonio city, TX	1,327,407
Oviedo city, FL	33,342	San Carlos city, CA	28,406
Paducah city, KY	25,024	San Diego city, CA	1,307,402
Palm Beach Gardens city, FL	48,452	San Francisco city, CA	805,235
Palm Coast city, FL	75,180	San José city, CA	945,942
Palo Alto city, CA	64,403	San Juan County, NM	130,044
Papillion city, NE	18,894	San Marcos city, CA	83,781
Paradise Valley town, AZ	12,820	San Marcos city, TX	44,894
Park City city, UT	7,558	San Rafael city, CA	57,713
Parker town, CO	45,297	Sanford city, FL	53,570
Parkland city, FL	23,962	Sangamon County, IL	197,465
Pasadena city, CA	137,122	Santa Clarita city, CA	176,320
Pasco city, WA	59,781	Santa Fe County, NM	144,170
Pasco County, FL	464,697	Santa Monica city, CA	89,736
Pearland city, TX	91,252	Sarasota County, FL	379,448
Peoria city, AZ	154,065	Savage city, MN	26,911
Peoria city, IL	115,007	Schaumburg village, IL	74,227
Peoria County, IL	186,494	Scott County, MN	129,928
Pflugerville city, TX	46,936	Scottsdale city, AZ	217,385
Phoenix city, AZ	1,445,632	Seaside city, CA	33,025

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Sevierville city, TN	14,807	Twin Falls city, ID	44,125
Shawnee city, KS	62,209	Tyler city, TX	96,900
Sheboygan city, WI	49,288	Umatilla city, OR	6,906
Sherborn town, MA	4,119	University Park city, TX.....	23,068
Shoreview city, MN	25,043	Upper Arlington city, OH.....	33,771
Shorewood city, MN	7,307	Urbandale city, IA	39,463
Shorewood village, IL	15,615	Vail town, CO.....	5,305
Shorewood village, WI	13,162	Vancouver city, WA.....	161,791
Sierra Vista city, AZ.....	43,888	Ventura CCD, CA.....	111,889
Sioux Center city, IA	7,048	Vernon Hills village, IL.....	25,113
Sioux Falls city, SD.....	153,888	Vestavia Hills city, AL	34,033
Skokie village, IL.....	64,784	Victoria city, MN.....	7,345
Snellville city, GA	18,242	Vienna town, VA	15,687
South Lake Tahoe city, CA.....	21,403	Virginia Beach city, VA.....	437,994
Southborough town, MA.....	9,767	Wake Forest town, NC.....	30,117
Southlake city, TX	26,575	Walnut Creek city, CA.....	64,173
Spokane Valley city, WA	89,755	Washington County, MN	238,136
Spring Hill city, KS.....	5,437	Washington town, NH	1,123
Springboro city, OH.....	17,409	Washougal city, WA	14,095
Springfield city, MO.....	159,498	Watauga city, TX	23,497
Springville city, UT	29,466	Wauwatosa city, WI	46,396
St. Augustine city, FL	12,975	Waverly city, IA	9,874
St. Charles city, IL.....	32,974	Weddington town, NC	9,459
St. Cloud city, FL.....	35,183	Wentzville city, MO.....	29,070
St. Cloud city, MN	65,842	West Carrollton city, OH	13,143
St. Joséph city, MO	76,780	West Chester borough, PA.....	18,461
St. Louis County, MN.....	200,226	West Des Moines city, IA.....	56,609
St. Louis Park city, MN	45,250	Western Springs village, IL	12,975
Stallings town, NC.....	13,831	Westerville city, OH.....	36,120
State College borough, PA	42,034	Westlake town, TX.....	992
Steamboat Springs city, CO	12,088	Westminster city, CO.....	106,114
Sterling Heights city, MI	129,699	Weston town, MA.....	11,261
Sugar Grove village, IL	8,997	White House city, TN	10,255
Sugar Land city, TX.....	78,817	Wichita city, KS.....	382,368
Suisun City city, CA	28,111	Williamsburg city, VA.....	14,068
Summit city, NJ.....	21,457	Willowbrook village, IL	8,540
Summit County, UT.....	36,324	Wilmington city, NC.....	106,476
Sunnyvale city, CA	140,081	Wilsonville city, OR.....	19,509
Surprise city, AZ.....	117,517	Winchester city, VA	26,203
Suwanee city, GA.....	15,355	Windsor town, CO.....	18,644
Tacoma city, WA.....	198,397	Windsor town, CT	29,044
Takoma Park city, MD	16,715	Winnetka village, IL	12,187
Tamarac city, FL	60,427	Winston-Salem city, NC.....	229,617
Temecula city, CA	100,097	Winter Garden city, FL.....	34,568
Tempe city, AZ	161,719	Woodbury city, MN.....	61,961
Texarkana city, TX	36,411	Woodland city, CA.....	55,468
The Woodlands CDP, TX.....	93,847	Wrentham town, MA	10,955
Thornton city, CO.....	118,772	Wyandotte County, KS	157,505
Thousand Oaks city, CA.....	126,683	Yakima city, WA.....	91,067
Tigard city, OR.....	48,035	York County, VA.....	65,464
Tracy city, CA	82,922	Yorktown town, IN.....	9,405
Trinidad CCD, CO.....	12,017	Yountville city, CA	2,933
Tualatin city, OR	26,054		
Tulsa city, OK	391,906		

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., 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. The City of San José funded this research. Please contact the San José Office of the City Auditor at 408-535-1250 if you have any questions about the survey.

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

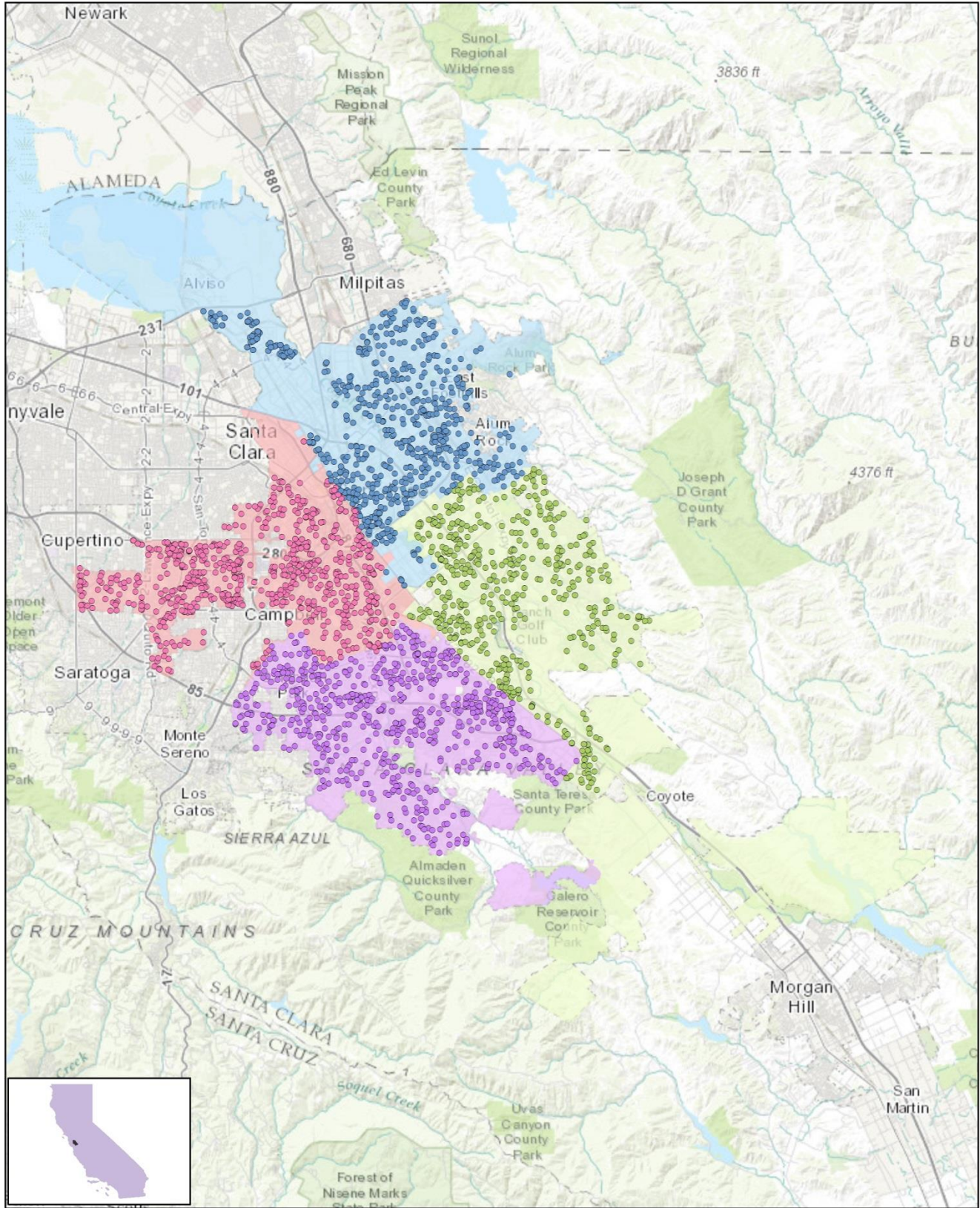
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of San José were eligible to participate in the survey. A list of all households within the zip codes serving San José was purchased based on updated listings from the United States Postal Service. 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 quadrants.

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 households is culled, selecting every *N*th one, giving each eligible household a known probability of selection, until the appropriate number of households 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.

In addition to the scientific, random sample, a link to an online "opt-in" survey was publicized and posted to the City of San José website. This opt-in survey was identical to the scientific survey and open to all San José residents.

Figure 1: Location of Survey Recipients



Survey Recipients in San Jose, CA

- In NW Quadrant
- In NE Quadrant
- In SE Quadrant
- In SW Quadrant
- In NE Quadrant
- In SW Quadrant

0 10 20 Miles



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on September 16, 2016. 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 cover letters contained instructions in Spanish and Vietnamese for residents to participate. Respondents could opt to take the survey online as well in their language of preference. Completed surveys were collected over the following seven weeks. The online “opt-in” survey became available to all residents on October 21, 2016 and remained open for two 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 2,951 households that received the mailed survey, 520 completed the survey, providing an overall response rate of 18%. Of the 520 completed surveys in the scientific sample, 3 were completed in Spanish, none were completed in Vietnamese and 40 were completed online. Additionally, responses were tracked by geographic area; response rates by area ranged from 15% to 22%. Additionally, 3,202 residents completed the online “opt-in” survey, provided a grand total of 3,722 completed surveys.

Table 69: Survey Response Rates by Area

Area name	Number mailed	Undeliverable	Eligible	Returned	Response rate
NE	825	18	807	122	15%
NW	876	11	865	151	17%
SE	541	4	537	87	16%
SW	758	16	742	160	22%
Overall	3,000	49	2,951	520	18%

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.¹

The margin of error for the City of San José survey is no greater than plus or minus two percentage points around any given percent reported for the entire sample (3,722 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.

NRC used Qualtrics, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip

¹ 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™

patterns are programmed into system so respondents are automatically “skipped” to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

Upon receipt, completed surveys were automatically entered into an electronic dataset and assigned a unique identification number. A series of quality control checks are also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

Survey Data Weighting

Upon completion of data collection for both the scientific (probability) and online “opt-in” (non-probability) samples, data were compared in order to determine whether it was appropriate to combine, or blend, both samples together. In the case of San José, the non-probability sample’s characteristics were similar to the probability sample, in both respondent trait and opinion, indicating that the samples could be blended. This decision reflects a growing trend in survey research toward integration of traditional scientific probability samples and non-probability samples (opt-in).

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. Both samples were weighted independently and then combined into one final dataset. The characteristics used for weighting were housing tenure (rent or own), housing type (detached or attached), race, ethnicity, sex, age and area.

In addition to the demographic variables, the nonscientific open participation data were weighted using a calibration technique that takes into consideration behavioral characteristics of the sample. This calibration technique reduces the differences between the scientific and nonscientific samples by using the scientific data to inform the weighting scheme of the nonscientific sample. An index score was calculated based on respondents’ levels of engagement in the community (e.g., contact with City employees, recreation center use, frequency of volunteering, recycling habits, voting behavior and more). The index scores were categorized (“binned”) into four equal groups. The “norms” for the categorized index scores were derived from the scientific sample and then included in the weighting scheme of the nonscientific data.

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

The National Citizen Survey™

Table 70: San José, CA 2016 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	42%	15%	35%
Own home	58%	85%	65%
Detached unit	58%	79%	64%
Attached unit	42%	21%	36%
Race and Ethnicity			
White	45%	70%	48%
Not white	55%	30%	52%
Not Hispanic	71%	89%	75%
Hispanic	29%	11%	25%
Sex and Age			
Female	32%	65%	40%
Male	68%	35%	60%
18-34 years of age	50%	58%	50%
35-54 years of age	50%	42%	50%
55+ years of age	33%	11%	28%
Females 18-34	40%	42%	42%
Females 35-54	27%	47%	29%
Females 55+	16%	6%	14%
Males 18-34	20%	25%	21%
Males 35-54	14%	27%	16%
Males 55+	17%	5%	15%
Area			
NE	27%	24%	27%
NW	28%	29%	27%
SE	20%	17%	20%
SW	25%	31%	26%

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.

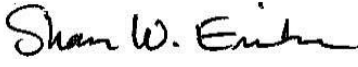
Appendix D: Survey Materials

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!

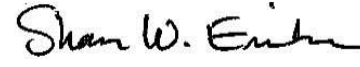

Sharon Winslow Erickson
City Auditor

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!

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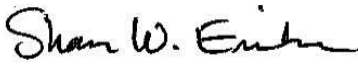

Sharon Winslow Erickson
City Auditor

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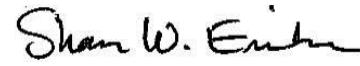

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Sharon Winslow Erickson
City Auditor

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

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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 2016 San José Resident 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/sj2016.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 Residentes de San José del 2016.

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:

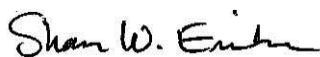
- **Sus respuestas son completamente anónimas.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
- **Puede devolver la encuesta por correo en el sobre pre-pagado adjunto, o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

www.n-r-c.com/survey/sj2016.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 Cư Dân San José năm 2016.

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/sj2016.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!

Dear City of San José Resident:

Here's a second chance if you haven't already responded to the 2016 San José Resident 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 2016 San José Resident 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.
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www.n-r-c.com/survey/sj2016.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 Residentes de San José del 2016! **(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 Residentes de San José del 2016.

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:

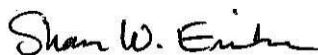
- **Sus respuestas son completamente anónimas.**
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Si tiene alguna pregunta sobre la encuesta por favor llame al
(408) 535-1250.

¡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 Cư Dân San José năm 2016! **(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 Cư Dân San José năm 2016.

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Một vài điều cần nhớ:

- **Các câu trả lời đều hoàn toàn匿名.**
- 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/sj2016.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 2016 Resident 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 2016 Resident 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 resident 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 2016 Resident 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 or more 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

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OFFICE OF THE CITY AUDITOR
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