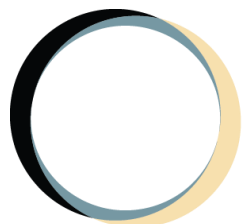


THE NCSTM
The National Citizen SurveyTM

San José, CA

Technical Appendices

2015



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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	
San José as a place to live	16%	N=81	51%	N=253	26%	N=127	7%	N=34	100%	N=495
Your neighborhood as a place to live	20%	N=97	43%	N=213	24%	N=120	13%	N=62	100%	N=493
San José as a place to raise children	12%	N=57	41%	N=190	33%	N=154	13%	N=59	100%	N=461
San José as a place to work	21%	N=100	50%	N=234	23%	N=107	7%	N=31	100%	N=472
San José as a place to visit	12%	N=59	31%	N=148	37%	N=178	20%	N=97	100%	N=482
San José as a place to retire	6%	N=27	14%	N=60	26%	N=113	54%	N=236	100%	N=437
The overall quality of life in San José	7%	N=35	44%	N=218	39%	N=193	9%	N=46	100%	N=491

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	
Overall feeling of safety in San José	6%	N=29	35%	N=172	40%	N=197	20%	N=99	100%	N=497
Overall ease of getting to the places you usually have to visit	12%	N=59	36%	N=175	35%	N=170	18%	N=87	100%	N=490
Quality of overall natural environment in San José	8%	N=42	35%	N=172	42%	N=208	15%	N=72	100%	N=494
Overall "built environment" of San José (including overall design, buildings, parks and transportation systems)	11%	N=54	30%	N=146	45%	N=220	15%	N=72	100%	N=492
Health and wellness opportunities in San José	10%	N=45	46%	N=215	36%	N=168	8%	N=37	100%	N=465
Overall opportunities for education and enrichment	10%	N=48	47%	N=227	35%	N=169	7%	N=36	100%	N=479
Overall economic health of San José	8%	N=37	44%	N=206	34%	N=160	14%	N=67	100%	N=470
Sense of community	4%	N=19	28%	N=133	41%	N=194	26%	N=123	100%	N=470
Overall image or reputation of San José	6%	N=29	35%	N=171	45%	N=220	13%	N=65	100%	N=485

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	
Recommend living in San José to someone who asks	16%	N=77	50%	N=240	19%	N=91	15%	N=74	100%	N=482
Remain in San José for the next five years	40%	N=186	37%	N=176	13%	N=59	10%	N=49	100%	N=470

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	
In your neighborhood during the day	41%	N=204	37%	N=185	9%	N=43	11%	N=54	2%	N=11	100%	N=498
In San José’s downtown during the day	17%	N=77	41%	N=187	25%	N=113	14%	N=64	4%	N=21	100%	N=462
In your neighborhood after dark	18%	N=86	37%	N=180	18%	N=87	17%	N=84	10%	N=49	100%	N=486
In San José’s downtown after dark	1%	N=5	20%	N=89	20%	N=89	35%	N=154	25%	N=110	100%	N=446

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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	
Traffic flow on major streets	1%	N=6	22%	N=108	40%	N=198	37%	N=184	100%	N=496
Ease of public parking	2%	N=12	25%	N=120	41%	N=196	32%	N=152	100%	N=480
Ease of travel by car in San José	3%	N=14	37%	N=183	41%	N=202	19%	N=91	100%	N=489
Ease of travel by public transportation in San José	4%	N=16	30%	N=115	36%	N=139	30%	N=114	100%	N=384
Ease of travel by bicycle in San José	6%	N=20	34%	N=119	40%	N=140	21%	N=72	100%	N=350
Ease of walking in San José	11%	N=50	36%	N=168	36%	N=167	17%	N=77	100%	N=462
Availability of paths and walking trails	9%	N=40	35%	N=156	38%	N=166	18%	N=81	100%	N=442
Air quality	5%	N=22	33%	N=158	44%	N=212	19%	N=94	100%	N=485
Cleanliness of San José	5%	N=22	21%	N=101	47%	N=229	28%	N=136	100%	N=488
Overall appearance of San José	3%	N=14	31%	N=151	52%	N=256	14%	N=69	100%	N=490
Public places where people want to spend time	5%	N=25	35%	N=162	44%	N=207	16%	N=76	100%	N=470
Variety of housing options	4%	N=18	15%	N=69	34%	N=158	47%	N=217	100%	N=461
Availability of affordable quality housing	3%	N=12	7%	N=33	21%	N=96	68%	N=306	100%	N=448
Fitness opportunities (including exercise classes and paths or trails, etc.)	10%	N=45	37%	N=167	45%	N=202	8%	N=35	100%	N=450
Recreational opportunities	3%	N=15	36%	N=165	43%	N=201	18%	N=82	100%	N=463
Availability of affordable quality food	8%	N=40	41%	N=198	37%	N=178	13%	N=65	100%	N=480
Availability of affordable quality health care	7%	N=32	35%	N=160	41%	N=184	17%	N=76	100%	N=452
Availability of preventive health services	9%	N=37	38%	N=160	41%	N=170	12%	N=50	100%	N=417
Availability of affordable quality mental health care	7%	N=21	28%	N=79	33%	N=95	32%	N=91	100%	N=287

Table 6: Question 6

Please rate each of the following characteristics as they relate to San José as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	5%	N=14	32%	N=91	33%	N=94	30%	N=83	100%	N=282
K-12 education	7%	N=26	31%	N=106	47%	N=161	14%	N=50	100%	N=342
Adult educational opportunities	12%	N=43	43%	N=157	35%	N=130	10%	N=38	100%	N=368
Opportunities to attend cultural/arts/music activities	11%	N=50	41%	N=180	37%	N=164	11%	N=47	100%	N=442
Opportunities to participate in religious or spiritual events and activities	14%	N=52	50%	N=182	30%	N=110	6%	N=24	100%	N=368
Employment opportunities	13%	N=56	40%	N=179	36%	N=161	11%	N=49	100%	N=445
Shopping opportunities	22%	N=107	48%	N=226	25%	N=117	5%	N=25	100%	N=476
Cost of living in San José	1%	N=6	9%	N=42	29%	N=141	61%	N=292	100%	N=481
Overall quality of business and service establishments in San José	7%	N=34	36%	N=172	48%	N=226	9%	N=41	100%	N=473
Vibrant downtown/commercial area	5%	N=23	27%	N=118	45%	N=194	23%	N=99	100%	N=435
Overall quality of new development in San José	8%	N=33	36%	N=149	44%	N=183	12%	N=52	100%	N=417
Opportunities to participate in social events and activities	10%	N=42	36%	N=157	44%	N=195	11%	N=46	100%	N=440
Opportunities to volunteer	12%	N=47	46%	N=176	36%	N=136	6%	N=21	100%	N=381
Opportunities to participate in community matters	5%	N=22	42%	N=167	43%	N=172	10%	N=38	100%	N=399
Openness and acceptance of the community toward people of diverse backgrounds	12%	N=53	48%	N=207	31%	N=133	9%	N=40	100%	N=432
Neighborliness of residents in San José	4%	N=20	32%	N=147	47%	N=217	17%	N=79	100%	N=463

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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	
Made efforts to conserve water	2%	N=10	98%	N=484	100%	N=494
Made efforts to make your home more energy efficient	19%	N=92	81%	N=399	100%	N=492
Observed a code violation or other hazard in San José	43%	N=207	57%	N=278	100%	N=485
Household member was a victim of a crime in San José	79%	N=388	21%	N=104	100%	N=493
Reported a crime to the police in San José	65%	N=319	35%	N=170	100%	N=488
Stocked supplies in preparation for an emergency	49%	N=243	51%	N=250	100%	N=493
Campaigned or advocated for an issue, cause or candidate	78%	N=381	22%	N=108	100%	N=489
Contacted the City of San José (in-person, phone, email or web) for help or information	60%	N=294	40%	N=196	100%	N=490
Contacted San José elected officials (in-person, phone, email or web) to express your opinion	82%	N=399	18%	N=90	100%	N=489

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	
Used San José recreation centers or their services	7%	N=37	13%	N=63	30%	N=148	49%	N=241	100%	N=490
Visited a neighborhood park or City park	20%	N=98	32%	N=156	35%	N=172	13%	N=64	100%	N=490
Used San José public libraries or their services	10%	N=49	20%	N=100	34%	N=167	36%	N=176	100%	N=492
Participated in religious or spiritual activities in San José	14%	N=68	18%	N=89	16%	N=80	52%	N=256	100%	N=492
Attended a City-sponsored event	1%	N=7	5%	N=26	32%	N=154	61%	N=295	100%	N=482
Used bus, rail, subway or other public transportation instead of driving	12%	N=58	9%	N=42	27%	N=134	52%	N=256	100%	N=490
Carpooled with other adults or children instead of driving alone	27%	N=131	17%	N=80	19%	N=93	37%	N=180	100%	N=484
Walked or biked instead of driving	22%	N=107	20%	N=96	16%	N=77	43%	N=208	100%	N=488
Volunteered your time to some group/activity in San José	9%	N=44	10%	N=47	20%	N=99	61%	N=297	100%	N=487
Participated in a club	9%	N=44	10%	N=48	14%	N=68	67%	N=327	100%	N=487
Talked to or visited with your immediate neighbors	29%	N=139	26%	N=127	27%	N=130	18%	N=87	100%	N=483
Done a favor for a neighbor	15%	N=73	20%	N=99	40%	N=194	25%	N=123	100%	N=489
Visited the City of San José website (at www.sanjoseca.gov)	3%	N=14	10%	N=49	39%	N=189	48%	N=237	100%	N=489
Used the City's website to conduct business or pay bills	4%	N=17	7%	N=32	28%	N=137	62%	N=304	100%	N=491

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	
Attended a local public meeting	1%	N=4	1%	N=6	16%	N=76	82%	N=399	100%	N=485
Watched (online or on television) a local public meeting	1%	N=6	3%	N=16	14%	N=69	81%	N=396	100%	N=487

Table 10: Question 10

Please rate the quality of each of the following services in San José:	Excellent		Good		Fair		Poor		Total	
Police services	9%	N=40	35%	N=155	34%	N=151	21%	N=94	100%	N=440
Fire services	27%	N=100	47%	N=176	25%	N=92	1%	N=5	100%	N=374
Ambulance or emergency medical services	18%	N=63	58%	N=197	21%	N=72	3%	N=11	100%	N=343
Crime prevention	4%	N=17	21%	N=81	39%	N=155	36%	N=140	100%	N=393

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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	8%	N=27	37%	N=120	43%	N=138	11%	N=36	100%	N=321
Traffic enforcement	5%	N=24	23%	N=104	41%	N=180	31%	N=136	100%	N=444
Street repair	6%	N=30	18%	N=84	28%	N=135	48%	N=230	100%	N=480
Street cleaning	6%	N=26	29%	N=140	37%	N=176	28%	N=135	100%	N=477
Street lighting	10%	N=48	35%	N=167	39%	N=184	16%	N=78	100%	N=476
Sidewalk maintenance	6%	N=29	24%	N=110	40%	N=187	30%	N=142	100%	N=468
Traffic signal timing	6%	N=27	32%	N=150	41%	N=194	22%	N=102	100%	N=474
Bus or transit services	11%	N=38	40%	N=135	31%	N=105	17%	N=57	100%	N=335
Garbage collection	21%	N=99	52%	N=245	21%	N=101	6%	N=30	100%	N=475
Recycling	20%	N=92	53%	N=249	22%	N=105	6%	N=27	100%	N=473
Yard waste pick-up	19%	N=77	48%	N=193	26%	N=104	8%	N=33	100%	N=407
Storm drainage	15%	N=52	34%	N=120	41%	N=144	11%	N=39	100%	N=356
Drinking water	13%	N=57	39%	N=176	32%	N=143	17%	N=76	100%	N=452
Sewer services	16%	N=59	43%	N=160	36%	N=132	6%	N=21	100%	N=372
Utility billing	12%	N=51	41%	N=181	38%	N=167	9%	N=42	100%	N=441
City parks	12%	N=53	44%	N=198	36%	N=160	8%	N=36	100%	N=447
Recreation programs or classes	11%	N=31	39%	N=106	35%	N=95	14%	N=39	100%	N=271
Recreation centers or facilities	8%	N=22	40%	N=106	41%	N=110	11%	N=29	100%	N=267
Land use, planning and zoning	5%	N=16	29%	N=91	45%	N=143	21%	N=66	100%	N=316
Code enforcement (weeds, abandoned buildings, etc.)	4%	N=13	18%	N=62	41%	N=141	37%	N=127	100%	N=343
Animal control	13%	N=41	32%	N=103	41%	N=134	15%	N=48	100%	N=325
Economic development	9%	N=31	33%	N=111	43%	N=145	15%	N=51	100%	N=338
Public library services	23%	N=91	46%	N=177	25%	N=98	6%	N=22	100%	N=388
Public information services	11%	N=36	37%	N=126	42%	N=143	11%	N=38	100%	N=343
Cable television	10%	N=38	32%	N=119	36%	N=132	22%	N=82	100%	N=372
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	10%	N=30	27%	N=77	39%	N=112	24%	N=68	100%	N=287
Preservation of natural areas such as open space, farmlands and greenbelts	8%	N=28	30%	N=104	38%	N=134	24%	N=85	100%	N=351
Overall customer service by San José employees (police, receptionists, planners, etc.)	9%	N=33	30%	N=115	40%	N=152	21%	N=82	100%	N=382
Services to seniors	13%	N=30	33%	N=77	36%	N=82	18%	N=41	100%	N=229
Services to youth	10%	N=25	31%	N=80	39%	N=100	19%	N=49	100%	N=255
Services to low-income people	12%	N=33	25%	N=66	27%	N=74	36%	N=98	100%	N=270
Graffiti removal	6%	N=24	19%	N=71	39%	N=149	36%	N=140	100%	N=383
Gang prevention efforts	5%	N=16	19%	N=57	33%	N=99	42%	N=125	100%	N=297
Street tree maintenance	7%	N=29	26%	N=105	35%	N=141	32%	N=127	100%	N=402
Building permit services	13%	N=28	25%	N=55	38%	N=83	23%	N=51	100%	N=217
Overall ease of using Mineta San José International Airport	28%	N=119	45%	N=196	22%	N=94	5%	N=21	100%	N=430
Availability of flights at Mineta San José International Airport	18%	N=75	47%	N=197	27%	N=114	7%	N=30	100%	N=417

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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	7%	N=31	42%	N=189	39%	N=178	12%	N=56	100%	N=454
The Federal Government	5%	N=20	29%	N=115	47%	N=186	20%	N=78	100%	N=399
The State Government	6%	N=24	29%	N=117	44%	N=177	21%	N=85	100%	N=402
Santa Clara County Government	9%	N=34	35%	N=139	42%	N=166	14%	N=55	100%	N=393

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	5%	N=20	20%	N=89	44%	N=194	30%	N=133	100%	N=437
The overall direction that San José is taking	7%	N=31	30%	N=133	41%	N=180	22%	N=99	100%	N=442
The job San José government does at welcoming citizen involvement	7%	N=26	23%	N=83	42%	N=149	28%	N=99	100%	N=357
Overall confidence in San José government	3%	N=13	27%	N=118	43%	N=188	27%	N=118	100%	N=437
Generally acting in the best interest of the community	6%	N=25	25%	N=110	39%	N=171	29%	N=128	100%	N=435
Being honest	3%	N=12	27%	N=104	41%	N=158	29%	N=110	100%	N=384
Treating all residents fairly	4%	N=17	27%	N=111	38%	N=153	31%	N=127	100%	N=407

Table 13: Question 13

Please rate how important, if at all, you think it is for the San José community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in San José	56%	N=277	38%	N=186	5%	N=26	1%	N=5	100%	N=494
Overall ease of getting to the places you usually have to visit	25%	N=120	53%	N=258	22%	N=106	1%	N=4	100%	N=489
Quality of overall natural environment in San José	31%	N=152	45%	N=219	22%	N=107	1%	N=5	100%	N=482
Overall "built environment" of San José (including overall design, buildings, parks and transportation systems)	20%	N=98	48%	N=233	30%	N=146	2%	N=10	100%	N=487
Health and wellness opportunities in San José	32%	N=156	42%	N=206	22%	N=106	4%	N=20	100%	N=489
Overall opportunities for education and enrichment	36%	N=174	45%	N=218	17%	N=84	2%	N=9	100%	N=486
Overall economic health of San José	40%	N=195	46%	N=227	13%	N=62	1%	N=6	100%	N=490
Sense of community	26%	N=124	49%	N=238	23%	N=110	3%	N=13	100%	N=485

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)	9%	N=43	40%	N=196	15%	N=72	20%	N=98	16%	N=75	100%	N=484
Property crimes	4%	N=18	31%	N=149	13%	N=61	26%	N=123	27%	N=128	100%	N=479

Table 15: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	1%	N=6	4%	N=18	4%	N=20	18%	N=86	73%	N=355	100%	N=486
Purchase goods or services from a business located in San José	0%	N=2	3%	N=16	14%	N=68	44%	N=212	38%	N=182	100%	N=482
Eat at least 5 portions of fruits and vegetables a day	3%	N=13	13%	N=63	34%	N=166	31%	N=149	19%	N=94	100%	N=485
Participate in moderate or vigorous physical activity	3%	N=15	10%	N=49	41%	N=196	31%	N=150	15%	N=73	100%	N=483
Read or watch local news (via television, paper, computer, etc.)	3%	N=15	11%	N=55	19%	N=94	31%	N=152	35%	N=169	100%	N=485
Vote in local elections	19%	N=92	7%	N=32	11%	N=52	21%	N=103	42%	N=204	100%	N=483

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Table 16: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	18%	N=86
Very good	39%	N=188
Good	33%	N=159
Fair	8%	N=37
Poor	3%	N=15
Total	100%	N=484

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	8%	N=40
Somewhat positive	28%	N=137
Neutral	43%	N=209
Somewhat negative	16%	N=76
Very negative	5%	N=22
Total	100%	N=484

Table 18: Question D4

What is your employment status?	Percent	Number
Working full time for pay	60%	N=293
Working part time for pay	14%	N=67
Unemployed, looking for paid work	6%	N=31
Unemployed, not looking for paid work	5%	N=27
Fully retired	14%	N=70
Total	100%	N=488

Table 19: Question D5

Do you work inside the boundaries of San José?	Percent	Number
Yes, outside the home	43%	N=197
Yes, from home	9%	N=41
No	48%	N=223
Total	100%	N=461

Table 20: Question D6

How many years have you lived in San José?	Percent	Number
Less than 2 years	8%	N=39
2 to 5 years	12%	N=60
6 to 10 years	9%	N=45
11 to 20 years	19%	N=94
More than 20 years	51%	N=246
Total	100%	N=485

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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	54%	N=263
Building with two or more homes (duplex, townhome, apartment or condominium)	41%	N=197
Mobile home	4%	N=20
Other	1%	N=4
Total	100%	N=484

Table 22: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	40%	N=194
Owned	60%	N=291
Total	100%	N=485

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	5%	N=22
\$300 to \$599 per month	6%	N=28
\$600 to \$999 per month	7%	N=32
\$1,000 to \$1,499 per month	18%	N=85
\$1,500 to \$2,499 per month	27%	N=130
\$2,500 to \$2,999 per month	15%	N=70
\$3,000 or more per month	23%	N=111
Total	100%	N=478

Table 24: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	62%	N=301
Yes	38%	N=184
Total	100%	N=485

Table 25: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	74%	N=357
Yes	26%	N=127
Total	100%	N=484

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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	15%	N=73
\$25,000 to \$49,999	17%	N=82
\$50,000 to \$99,999	27%	N=129
\$100,000 to \$149,999	17%	N=82
\$150,000 or more	23%	N=106
Total	100%	N=472

Table 27: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	70%	N=335
Yes, I consider myself to be Spanish, Hispanic or Latino	30%	N=146
Total	100%	N=481

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	4%	N=20
Asian, Asian Indian or Pacific Islander	31%	N=150
Black or African American	4%	N=20
White	45%	N=216
Other	21%	N=101

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	6%	N=31
25 to 34 years	24%	N=116
35 to 44 years	18%	N=88
45 to 54 years	23%	N=111
55 to 64 years	10%	N=50
65 to 74 years	10%	N=48
75 years or older	8%	N=39
Total	100%	N=484

Table 30: Question D16

What is your sex?	Percent	Number
Female	52%	N=252
Male	48%	N=231
Total	100%	N=483

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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=339
Land line	15%	N=71
Both	16%	N=77
Total	100%	N=487

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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	16%	N=81	51%	N=253	26%	N=127	7%	N=34	0%	N=1	100%	N=496
Your neighborhood as a place to live	20%	N=97	43%	N=213	24%	N=120	13%	N=62	0%	N=0	100%	N=493
San José as a place to raise children	12%	N=57	39%	N=190	31%	N=154	12%	N=59	6%	N=31	100%	N=492
San José as a place to work	20%	N=100	48%	N=234	22%	N=107	6%	N=31	4%	N=20	100%	N=492
San José as a place to visit	12%	N=59	30%	N=148	36%	N=178	20%	N=97	2%	N=12	100%	N=494
San José as a place to retire	5%	N=27	12%	N=60	23%	N=113	48%	N=236	11%	N=52	100%	N=489
The overall quality of life in San José	7%	N=35	44%	N=218	39%	N=193	9%	N=46	1%	N=4	100%	N=495

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	6%	N=29	35%	N=172	40%	N=197	20%	N=99	0%	N=0	100%	N=497
Overall ease of getting to the places you usually have to visit	12%	N=59	36%	N=175	34%	N=170	18%	N=87	0%	N=2	100%	N=492
Quality of overall natural environment in San José	8%	N=42	35%	N=172	42%	N=208	15%	N=72	1%	N=4	100%	N=497
Overall "built environment" of San José (including overall design, buildings, parks and transportation systems)	11%	N=54	29%	N=146	44%	N=220	14%	N=72	1%	N=4	100%	N=496
Health and wellness opportunities in San José	9%	N=45	44%	N=215	34%	N=168	8%	N=37	5%	N=27	100%	N=492
Overall opportunities for education and enrichment	10%	N=48	46%	N=227	35%	N=169	7%	N=36	2%	N=10	100%	N=490
Overall economic health of San José	8%	N=37	42%	N=206	32%	N=160	14%	N=67	5%	N=24	100%	N=494
Sense of community	4%	N=19	27%	N=133	40%	N=194	25%	N=123	3%	N=16	100%	N=486
Overall image or reputation of San José	6%	N=29	34%	N=171	44%	N=220	13%	N=65	3%	N=13	100%	N=497

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	16%	N=77	49%	N=240	18%	N=91	15%	N=74	2%	N=11	100%	N=494
Remain in San José for the next five years	38%	N=186	36%	N=176	12%	N=59	10%	N=49	4%	N=21	100%	N=491

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	41%	N=204	37%	N=185	9%	N=43	11%	N=54	2%	N=11	0%	N=1	100%	N=498
In San José's downtown during the day	15%	N=77	38%	N=187	23%	N=113	13%	N=64	4%	N=21	7%	N=36	100%	N=497
In your neighborhood after dark	17%	N=86	36%	N=180	18%	N=87	17%	N=84	10%	N=49	2%	N=9	100%	N=495
In San José's downtown after dark	1%	N=5	18%	N=89	18%	N=89	31%	N=154	22%	N=110	10%	N=51	100%	N=497

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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=6	22%	N=108	40%	N=198	37%	N=184	1%	N=3	100%	N=499
Ease of public parking	2%	N=12	24%	N=120	39%	N=196	31%	N=152	3%	N=17	100%	N=497
Ease of travel by car in San José	3%	N=14	37%	N=183	41%	N=202	18%	N=91	1%	N=5	100%	N=494
Ease of travel by public transportation in San José	3%	N=16	23%	N=115	28%	N=139	23%	N=114	23%	N=112	100%	N=496
Ease of travel by bicycle in San José	4%	N=20	24%	N=119	28%	N=140	15%	N=72	29%	N=141	100%	N=492
Ease of walking in San José	10%	N=50	34%	N=168	34%	N=167	16%	N=77	6%	N=28	100%	N=490
Availability of paths and walking trails	8%	N=40	32%	N=156	34%	N=166	16%	N=81	10%	N=49	100%	N=492
Air quality	4%	N=22	32%	N=158	43%	N=212	19%	N=94	2%	N=9	100%	N=494
Cleanliness of San José	5%	N=22	20%	N=101	47%	N=229	28%	N=136	1%	N=4	100%	N=491
Overall appearance of San José	3%	N=14	31%	N=151	52%	N=256	14%	N=69	1%	N=4	100%	N=494
Public places where people want to spend time	5%	N=25	33%	N=162	42%	N=207	15%	N=76	5%	N=26	100%	N=496
Variety of housing options	4%	N=18	14%	N=69	32%	N=158	44%	N=217	7%	N=35	100%	N=497
Availability of affordable quality housing	2%	N=12	7%	N=33	20%	N=96	62%	N=306	9%	N=45	100%	N=493
Fitness opportunities (including exercise classes and paths or trails, etc.)	9%	N=45	34%	N=167	41%	N=202	7%	N=35	8%	N=38	100%	N=488
Recreational opportunities	3%	N=15	34%	N=165	41%	N=201	17%	N=82	6%	N=30	100%	N=493
Availability of affordable quality food	8%	N=40	40%	N=198	36%	N=178	13%	N=65	3%	N=14	100%	N=495
Availability of affordable quality health care	6%	N=32	32%	N=160	37%	N=184	15%	N=76	9%	N=46	100%	N=498
Availability of preventive health services	7%	N=37	32%	N=160	35%	N=170	10%	N=50	15%	N=75	100%	N=492
Availability of affordable quality mental health care	4%	N=21	16%	N=79	19%	N=95	19%	N=91	42%	N=205	100%	N=492

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=14	18%	N=91	19%	N=94	17%	N=83	43%	N=210	100%	N=492
K-12 education	5%	N=26	22%	N=106	33%	N=161	10%	N=50	30%	N=146	100%	N=488
Adult educational opportunities	9%	N=43	32%	N=157	27%	N=130	8%	N=38	25%	N=121	100%	N=490
Opportunities to attend cultural/arts/music activities	10%	N=50	37%	N=180	34%	N=164	10%	N=47	9%	N=43	100%	N=485
Opportunities to participate in religious or spiritual events and activities	11%	N=52	37%	N=182	22%	N=110	5%	N=24	25%	N=121	100%	N=489
Employment opportunities	12%	N=56	37%	N=179	33%	N=161	10%	N=49	8%	N=41	100%	N=485
Shopping opportunities	22%	N=107	47%	N=226	24%	N=117	5%	N=25	2%	N=8	100%	N=483
Cost of living in San José	1%	N=6	9%	N=42	29%	N=141	60%	N=292	1%	N=4	100%	N=485
Overall quality of business and service establishments in San José	7%	N=34	35%	N=172	46%	N=226	8%	N=41	3%	N=16	100%	N=490
Vibrant downtown/commercial area	5%	N=23	25%	N=118	40%	N=194	21%	N=99	10%	N=48	100%	N=483
Overall quality of new development in San José	7%	N=33	30%	N=149	38%	N=183	11%	N=52	14%	N=71	100%	N=487
Opportunities to participate in social events and activities	9%	N=42	32%	N=157	40%	N=195	10%	N=46	9%	N=44	100%	N=484
Opportunities to volunteer	10%	N=47	36%	N=176	28%	N=136	4%	N=21	22%	N=106	100%	N=486
Opportunities to participate in community matters	4%	N=22	35%	N=167	36%	N=172	8%	N=38	17%	N=81	100%	N=480
Openness and acceptance of the community toward people of diverse backgrounds	11%	N=53	43%	N=207	28%	N=133	8%	N=40	10%	N=49	100%	N=481
Neighborliness of residents in San José	4%	N=20	30%	N=147	45%	N=217	16%	N=79	4%	N=20	100%	N=483

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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	
Made efforts to conserve water	2%	N=10	98%	N=484	100%	N=494
Made efforts to make your home more energy efficient	19%	N=92	81%	N=399	100%	N=492
Observed a code violation or other hazard in San José	43%	N=207	57%	N=278	100%	N=485
Household member was a victim of a crime in San José	79%	N=388	21%	N=104	100%	N=493
Reported a crime to the police in San José	65%	N=319	35%	N=170	100%	N=488
Stocked supplies in preparation for an emergency	49%	N=243	51%	N=250	100%	N=493
Campaigned or advocated for an issue, cause or candidate	78%	N=381	22%	N=108	100%	N=489
Contacted the City of San José (in-person, phone, email or web) for help or information	60%	N=294	40%	N=196	100%	N=490
Contacted San José elected officials (in-person, phone, email or web) to express your opinion	82%	N=399	18%	N=90	100%	N=489

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	
Used San José recreation centers or their services	7%	N=37	13%	N=63	30%	N=148	49%	N=241	100%	N=490
Visited a neighborhood park or City park	20%	N=98	32%	N=156	35%	N=172	13%	N=64	100%	N=490
Used San José public libraries or their services	10%	N=49	20%	N=100	34%	N=167	36%	N=176	100%	N=492
Participated in religious or spiritual activities in San José	14%	N=68	18%	N=89	16%	N=80	52%	N=256	100%	N=492
Attended a City-sponsored event	1%	N=7	5%	N=26	32%	N=154	61%	N=295	100%	N=482
Used bus, rail, subway or other public transportation instead of driving	12%	N=58	9%	N=42	27%	N=134	52%	N=256	100%	N=490
Carpooled with other adults or children instead of driving alone	27%	N=131	17%	N=80	19%	N=93	37%	N=180	100%	N=484
Walked or biked instead of driving	22%	N=107	20%	N=96	16%	N=77	43%	N=208	100%	N=488
Volunteered your time to some group/activity in San José	9%	N=44	10%	N=47	20%	N=99	61%	N=297	100%	N=487
Participated in a club	9%	N=44	10%	N=48	14%	N=68	67%	N=327	100%	N=487
Talked to or visited with your immediate neighbors	29%	N=139	26%	N=127	27%	N=130	18%	N=87	100%	N=483
Done a favor for a neighbor	15%	N=73	20%	N=99	40%	N=194	25%	N=123	100%	N=489
Visited the City of San José website (at www.sanjoseca.gov)	3%	N=14	10%	N=49	39%	N=189	48%	N=237	100%	N=489
Used the City's website to conduct business or pay bills	4%	N=17	7%	N=32	28%	N=137	62%	N=304	100%	N=491

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	
Attended a local public meeting	1%	N=4	1%	N=6	16%	N=76	82%	N=399	100%	N=485
Watched (online or on television) a local public meeting	1%	N=6	3%	N=16	14%	N=69	81%	N=396	100%	N=487

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	
Police services	8%	N=40	32%	N=155	31%	N=151	19%	N=94	10%	N=48	100%	N=488
Fire services	21%	N=100	36%	N=176	19%	N=92	1%	N=5	23%	N=110	100%	N=484
Ambulance or emergency medical services	13%	N=63	41%	N=197	15%	N=72	2%	N=11	29%	N=141	100%	N=484
Crime prevention	4%	N=17	17%	N=81	32%	N=155	29%	N=140	18%	N=87	100%	N=480

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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	6%	N=27	25%	N=120	29%	N=138	8%	N=36	33%	N=158	100%	N=478
Traffic enforcement	5%	N=24	21%	N=104	37%	N=180	28%	N=136	8%	N=40	100%	N=484
Street repair	6%	N=30	17%	N=84	28%	N=135	47%	N=230	1%	N=7	100%	N=487
Street cleaning	5%	N=26	29%	N=140	36%	N=176	28%	N=135	2%	N=8	100%	N=485
Street lighting	10%	N=48	34%	N=167	38%	N=184	16%	N=78	2%	N=8	100%	N=484
Sidewalk maintenance	6%	N=29	23%	N=110	39%	N=187	29%	N=142	4%	N=17	100%	N=485
Traffic signal timing	6%	N=27	31%	N=150	40%	N=194	21%	N=102	2%	N=10	100%	N=483
Bus or transit services	8%	N=38	28%	N=135	22%	N=105	12%	N=57	30%	N=144	100%	N=480
Garbage collection	20%	N=99	51%	N=245	21%	N=101	6%	N=30	2%	N=10	100%	N=485
Recycling	19%	N=92	51%	N=249	22%	N=105	6%	N=27	3%	N=13	100%	N=486
Yard waste pick-up	16%	N=77	40%	N=193	22%	N=104	7%	N=33	15%	N=74	100%	N=480
Storm drainage	11%	N=52	25%	N=120	30%	N=144	8%	N=39	26%	N=127	100%	N=483
Drinking water	12%	N=57	36%	N=176	29%	N=143	16%	N=76	7%	N=33	100%	N=485
Sewer services	12%	N=59	33%	N=160	28%	N=132	4%	N=21	22%	N=105	100%	N=477
Utility billing	11%	N=51	38%	N=181	35%	N=167	9%	N=42	8%	N=40	100%	N=481
City parks	11%	N=53	41%	N=198	33%	N=160	7%	N=36	8%	N=37	100%	N=484
Recreation programs or classes	6%	N=31	22%	N=106	20%	N=95	8%	N=39	43%	N=207	100%	N=478
Recreation centers or facilities	5%	N=22	22%	N=106	23%	N=110	6%	N=29	43%	N=206	100%	N=473
Land use, planning and zoning	3%	N=16	19%	N=91	30%	N=143	14%	N=66	35%	N=166	100%	N=482
Code enforcement (weeds, abandoned buildings, etc.)	3%	N=13	13%	N=62	30%	N=141	27%	N=127	28%	N=135	100%	N=477
Animal control	8%	N=41	21%	N=103	28%	N=134	10%	N=48	33%	N=157	100%	N=482
Economic development	6%	N=31	24%	N=111	31%	N=145	11%	N=51	29%	N=136	100%	N=474
Public library services	19%	N=91	37%	N=177	21%	N=98	5%	N=22	19%	N=90	100%	N=478
Public information services	8%	N=36	27%	N=126	30%	N=143	8%	N=38	28%	N=131	100%	N=474
Cable television	8%	N=38	25%	N=119	28%	N=132	17%	N=82	23%	N=108	100%	N=480
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	6%	N=30	16%	N=77	23%	N=112	14%	N=68	40%	N=191	100%	N=478
Preservation of natural areas such as open space, farmlands and greenbelts	6%	N=28	22%	N=104	28%	N=134	18%	N=85	26%	N=121	100%	N=472
Overall customer service by San José employees (police, receptionists, planners, etc.)	7%	N=33	24%	N=115	32%	N=152	17%	N=82	20%	N=95	100%	N=477
Services to seniors	6%	N=30	16%	N=77	17%	N=82	9%	N=41	52%	N=252	100%	N=481
Services to youth	5%	N=25	17%	N=80	21%	N=100	10%	N=49	47%	N=226	100%	N=480
Services to low-income people	7%	N=33	14%	N=66	15%	N=74	20%	N=98	44%	N=212	100%	N=482
Graffiti removal	5%	N=24	15%	N=71	31%	N=149	29%	N=140	20%	N=98	100%	N=481
Gang prevention efforts	3%	N=16	12%	N=57	21%	N=99	26%	N=125	38%	N=184	100%	N=481
Street tree maintenance	6%	N=29	22%	N=105	30%	N=141	27%	N=127	16%	N=75	100%	N=477
Building permit services	6%	N=28	12%	N=55	17%	N=83	11%	N=51	55%	N=262	100%	N=480
Overall ease of using Mineta San José International Airport	25%	N=119	40%	N=196	19%	N=94	4%	N=21	11%	N=55	100%	N=485
Availability of flights at Mineta San José International Airport	15%	N=75	41%	N=197	24%	N=114	6%	N=30	14%	N=69	100%	N=485

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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	6%	N=31	39%	N=189	37%	N=178	12%	N=56	6%	N=31	100%	N=485
The Federal Government	4%	N=20	24%	N=115	38%	N=186	16%	N=78	18%	N=86	100%	N=484
The State Government	5%	N=24	24%	N=117	37%	N=177	18%	N=85	17%	N=82	100%	N=484
Santa Clara County Government	7%	N=34	29%	N=139	34%	N=166	11%	N=55	19%	N=91	100%	N=485

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	4%	N=20	18%	N=89	39%	N=194	27%	N=133	11%	N=55	100%	N=492
The overall direction that San José is taking	6%	N=31	27%	N=133	37%	N=180	20%	N=99	10%	N=48	100%	N=490
The job San José government does at welcoming citizen involvement	5%	N=26	17%	N=83	30%	N=149	20%	N=99	27%	N=134	100%	N=491
Overall confidence in San José government	3%	N=13	24%	N=118	39%	N=188	24%	N=118	10%	N=51	100%	N=488
Generally acting in the best interest of the community	5%	N=25	22%	N=110	35%	N=171	26%	N=128	12%	N=57	100%	N=492
Being honest	2%	N=12	21%	N=104	32%	N=158	22%	N=110	22%	N=107	100%	N=491
Treating all residents fairly	3%	N=17	23%	N=111	31%	N=153	26%	N=127	17%	N=84	100%	N=491

Table 44: Question 13

Please rate how important, if at all, you think it is for the San José community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in San José	56%	N=277	38%	N=186	5%	N=26	1%	N=5	100%	N=494
Overall ease of getting to the places you usually have to visit	25%	N=120	53%	N=258	22%	N=106	1%	N=4	100%	N=489
Quality of overall natural environment in San José	31%	N=152	45%	N=219	22%	N=107	1%	N=5	100%	N=482
Overall "built environment" of San José (including overall design, buildings, parks and transportation systems)	20%	N=98	48%	N=233	30%	N=146	2%	N=10	100%	N=487
Health and wellness opportunities in San José	32%	N=156	42%	N=206	22%	N=106	4%	N=20	100%	N=489
Overall opportunities for education and enrichment	36%	N=174	45%	N=218	17%	N=84	2%	N=9	100%	N=486
Overall economic health of San José	40%	N=195	46%	N=227	13%	N=62	1%	N=6	100%	N=490
Sense of community	26%	N=124	49%	N=238	23%	N=110	3%	N=13	100%	N=485

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)	9%	N=43	40%	N=196	15%	N=72	20%	N=98	15%	N=75	2%	N=11	100%	N=495
Property crimes	4%	N=18	30%	N=149	12%	N=61	25%	N=123	26%	N=128	3%	N=15	100%	N=494

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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	
	%	N	%	N	%	N	%	N	%	N	%	N
Recycle at home	1%	N=6	4%	N=18	4%	N=20	18%	N=86	73%	N=355	100%	N=486
Purchase goods or services from a business located in San José	0%	N=2	3%	N=16	14%	N=68	44%	N=212	38%	N=182	100%	N=482
Eat at least 5 portions of fruits and vegetables a day	3%	N=13	13%	N=63	34%	N=166	31%	N=149	19%	N=94	100%	N=485
Participate in moderate or vigorous physical activity	3%	N=15	10%	N=49	41%	N=196	31%	N=150	15%	N=73	100%	N=483
Read or watch local news (via television, paper, computer, etc.)	3%	N=15	11%	N=55	19%	N=94	31%	N=152	35%	N=169	100%	N=485
Vote in local elections	19%	N=92	7%	N=32	11%	N=52	21%	N=103	42%	N=204	100%	N=483

Table 47: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	18%	N=86
Very good	39%	N=188
Good	33%	N=159
Fair	8%	N=37
Poor	3%	N=15
Total	100%	N=484

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	8%	N=40
Somewhat positive	28%	N=137
Neutral	43%	N=209
Somewhat negative	16%	N=76
Very negative	5%	N=22
Total	100%	N=484

Table 49: Question D4

What is your employment status?	Percent	Number
Working full time for pay	60%	N=293
Working part time for pay	14%	N=67
Unemployed, looking for paid work	6%	N=31
Unemployed, not looking for paid work	5%	N=27
Fully retired	14%	N=70
Total	100%	N=488

Table 50: Question D5

Do you work inside the boundaries of San José?	Percent	Number
Yes, outside the home	43%	N=197
Yes, from home	9%	N=41
No	48%	N=223
Total	100%	N=461

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Table 51: Question D6

How many years have you lived in San José?	Percent	Number
Less than 2 years	8%	N=39
2 to 5 years	12%	N=60
6 to 10 years	9%	N=45
11 to 20 years	19%	N=94
More than 20 years	51%	N=246
Total	100%	N=485

Table 52: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	54%	N=263
Building with two or more homes (duplex, townhome, apartment or condominium)	41%	N=197
Mobile home	4%	N=20
Other	1%	N=4
Total	100%	N=484

Table 53: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	40%	N=194
Owned	60%	N=291
Total	100%	N=485

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	5%	N=22
\$300 to \$599 per month	6%	N=28
\$600 to \$999 per month	7%	N=32
\$1,000 to \$1,499 per month	18%	N=85
\$1,500 to \$2,499 per month	27%	N=130
\$2,500 to \$2,999 per month	15%	N=70
\$3,000 or more per month	23%	N=111
Total	100%	N=478

Table 55: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	62%	N=301
Yes	38%	N=184
Total	100%	N=485

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Table 56: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	74%	N=357
Yes	26%	N=127
Total	100%	N=484

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	15%	N=73
\$25,000 to \$49,999	17%	N=82
\$50,000 to \$99,999	27%	N=129
\$100,000 to \$149,999	17%	N=82
\$150,000 or more	23%	N=106
Total	100%	N=472

Table 58: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	70%	N=335
Yes, I consider myself to be Spanish, Hispanic or Latino	30%	N=146
Total	100%	N=481

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	4%	N=20
Asian, Asian Indian or Pacific Islander	31%	N=150
Black or African American	4%	N=20
White	45%	N=216
Other	21%	N=101

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	6%	N=31
25 to 34 years	24%	N=116
35 to 44 years	18%	N=88
45 to 54 years	23%	N=111
55 to 64 years	10%	N=50
65 to 74 years	10%	N=48
75 years or older	8%	N=39
Total	100%	N=484

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Table 61: Question D16

What is your sex?	Percent	Number
Female	52%	N=252
Male	48%	N=231
Total	100%	N=483

Table 62: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	70%	N=339
Land line	15%	N=71
Both	16%	N=77
Total	100%	N=487

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	51%	379	396	Lower
Overall image or reputation of San José	41%	259	295	Lower
San José as a place to live	67%	306	339	Lower
Your neighborhood as a place to live	63%	250	261	Lower
San José as a place to raise children	54%	302	330	Lower
San José as a place to retire	20%	313	313	Much lower
Overall appearance of San José	34%	298	308	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	40%	214	222	Much lower
	In your neighborhood during the day	78%	287	301	Lower
	In San José's downtown/commercial area during the day	57%	251	255	Much lower
Mobility	Overall ease of getting to the places you usually have to visit	48%	135	138	Lower
	Availability of paths and walking trails	44%	227	264	Lower
	Ease of walking in San José	47%	204	245	Lower
	Ease of travel by bicycle in San José	39%	187	249	Similar
	Ease of travel by public transportation in San José	34%	84	122	Similar
	Ease of travel by car in San José	40%	240	252	Lower
	Ease of public parking	27%	105	112	Lower
	Traffic flow on major streets	23%	284	297	Lower
Natural Environment	Quality of overall natural environment in San José	43%	227	233	Much lower
	Cleanliness of San José	25%	224	226	Much lower
	Air quality	37%	203	208	Much lower
Built Environment	Overall "built environment" of San José (including overall design, buildings, parks and transportation systems)	41%	111	132	Lower
	Overall quality of new development in San José	44%	183	241	Similar
	Availability of affordable quality housing	10%	251	253	Much lower
	Variety of housing options	19%	231	232	Much lower
	Public places where people want to spend time	40%	114	125	Lower
Economy	Overall economic health of San José	52%	92	137	Similar
	Vibrant downtown/commercial area	33%	82	122	Similar
	Overall quality of business and service establishments in San José	43%	184	226	Similar
	Cost of living in San José	10%	129	131	Much lower
	Shopping opportunities	70%	80	251	Similar
	Employment opportunities	53%	35	265	Higher
	San José as a place to visit	43%	119	145	Lower
	San José as a place to work	71%	118	304	Similar
Recreation and Wellness	Health and wellness opportunities in San José	56%	113	134	Lower
	Availability of affordable quality mental health care	35%	93	114	Similar
	Availability of preventive health services	47%	157	188	Similar
	Availability of affordable quality health care	42%	180	213	Lower
	Availability of affordable quality food	49%	167	188	Lower
	Recreational opportunities	39%	244	257	Lower
	Fitness opportunities (including exercise classes and paths or trails, etc.)	47%	119	129	Lower

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Overall opportunities for education and enrichment	57%	96	132	Similar
	Opportunities to participate in religious or spiritual events and activities	64%	161	169	Lower
	Opportunities to attend cultural/arts/music activities	52%	138	250	Similar
	Adult educational opportunities	54%	76	119	Similar
	K-12 education	39%	200	222	Lower
	Availability of affordable quality child care/preschool	37%	195	211	Lower
Community Engagement	Opportunities to participate in social events and activities	45%	174	213	Similar
	Neighborhoodness of San José	36%	120	127	Lower
	Openness and acceptance of the community toward people of diverse backgrounds	60%	151	242	Similar
	Opportunities to participate in community matters	47%	202	225	Similar
	Opportunities to volunteer	59%	176	220	Similar

Table 65: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of San José	48%	358	384	Lower
Overall customer service by San José employees (police, receptionists, planners, etc.)	39%	317	319	Much lower
Value of services for the taxes paid to San José	25%	339	345	Lower
Overall direction that San José is taking	37%	252	276	Lower
Job San José government does at welcoming citizen involvement	31%	247	263	Lower
Overall confidence in San José government	30%	116	132	Lower
Generally acting in the best interest of the community	31%	123	132	Lower
Being honest	30%	121	128	Lower
Treating all residents fairly	31%	123	131	Lower
Services provided by the Federal Government	34%	121	204	Similar

Table 66: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police services	44%	378	381	Much lower
	Fire services	74%	302	308	Lower
	Ambulance or emergency medical services	76%	292	297	Lower
	Crime prevention	25%	304	305	Much lower
	Fire prevention and education	46%	242	242	Lower
	Animal control	44%	247	292	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	37%	226	239	Lower
	Traffic enforcement	29%	324	325	Much lower
Mobility	Street repair	24%	333	370	Lower
	Street cleaning	35%	266	274	Lower
	Street lighting	45%	230	269	Similar
	Sidewalk maintenance	30%	252	274	Lower
	Traffic signal timing	37%	184	213	Similar
	Bus or transit services	52%	108	182	Similar
Natural Environment	Garbage collection	72%	277	305	Similar
	Recycling	72%	243	312	Similar
	Yard waste pick-up	66%	173	225	Similar
	Drinking water	52%	260	289	Lower

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Preservation of natural areas such as open space, farmlands and greenbelts	38%	210	217	Lower
Built Environment	Storm drainage	48%	240	313	Similar
	Sewer services	59%	251	274	Similar
	Utility billing	53%	108	117	Similar
	Land use, planning and zoning	34%	211	253	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	22%	300	313	Lower
	Cable television	42%	133	162	Similar
Economy	Economic development	42%	150	241	Similar
Recreation and Wellness	City parks	56%	266	283	Lower
	Recreation programs or classes	50%	278	296	Lower
	Recreation centers or facilities	48%	221	240	Lower
Education and Enrichment	Public library services	69%	272	298	Lower
Community Engagement	Public information services	47%	223	245	Lower

Table 67: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	32%	253	260	Much lower
Recommend living in San José to someone who asks	66%	218	234	Lower
Remain in San José for the next five years	77%	189	229	Similar
Contacted San José (in-person, phone, email or web) for help or information	40%	192	266	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	51%	11	118	Higher
	Did NOT report a crime to the police	65%	117	128	Lower
	Household member was NOT a victim of a crime	79%	213	226	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	48%	22	106	Much higher
	Carpooled with other adults or children instead of driving alone	63%	2	124	Higher
	Walked or biked instead of driving	57%	57	128	Similar
Natural Environment	Made efforts to conserve water	98%	4	119	Higher
	Made efforts to make your home more energy efficient	81%	21	119	Similar
	Recycle at home	95%	56	213	Similar
Built Environment	Did NOT observe a code violation or other hazard in San José	43%	94	120	Lower
	NOT experiencing housing costs stress	51%	200	209	Lower
Economy	Purchase goods or services from a business located in San José	96%	78	124	Similar
	Economy will have positive impact on income	37%	29	211	Similar
	Work inside boundaries of San José	52%	44	124	Similar
Recreation and Wellness	Used San José recreation centers or their services	51%	153	197	Similar
	Visited a neighborhood park or City park	87%	86	229	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Eat at least 5 portions of fruits and vegetables a day	84%	57	121	Similar
	Participate in moderate or vigorous physical activity	87%	42	122	Similar
	In very good to excellent health	56%	94	123	Similar
Education and Enrichment	Used San José public libraries or their services	64%	113	199	Similar
	Participated in religious or spiritual activities in San José	48%	91	166	Similar
	Attended City-sponsored event	39%	111	125	Lower
Community Engagement	Campaigned or advocated for an issue, cause or candidate	22%	51	116	Similar
	Contacted San José elected officials (in-person, phone, email or web) to express your opinion	18%	48	123	Similar
	Volunteered your time to some group/activity in San José	39%	116	218	Similar
	Participated in a club	33%	61	194	Similar
	Talked to or visited with your immediate neighbors	82%	122	124	Similar
	Done a favor for a neighbor	75%	105	119	Similar
	Attended a local public meeting	18%	156	218	Similar
	Watched (online or on television) a local public meeting	19%	146	183	Lower
	Read or watch local news (via television, paper, computer, etc.)	86%	73	123	Similar
	Vote in local elections	74%	155	211	Similar

Communities included in national comparisons

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

Adams County, CO	441,603	Austin city, TX	790,390
Airway Heights city, WA	6,114	Bainbridge Island city, WA	23,025
Albany city, OR	50,158	Baltimore city, MD	620,961
Albemarle County, VA	98,970	Bartonville town, TX	1,469
Albert Lea city, MN	18,016	Battle Creek city, MI	52,347
Algonquin village, IL	30,046	Bay City city, MI	34,932
Aliso Viejo city, CA	47,823	Baytown city, TX	71,802
Altoona city, IA	14,541	Bedford city, TX	46,979
American Canyon city, CA	19,454	Bedford town, MA	13,320
Ames city, IA	58,965	Bellevue city, WA	122,363
Andover CDP, MA	8,762	Bellingham city, WA	80,885
Ankeny city, IA	45,582	Beltrami County, MN	44,442
Ann Arbor city, MI	113,934	Benbrook city, TX	21,234
Annapolis city, MD	38,394	Bend city, OR	76,639
Apache Junction city, AZ	35,840	Benicia city, CA	26,997
Apple Valley town, CA	69,135	Bettendorf city, IA	33,217
Arapahoe County, CO	572,003	Billings city, MT	104,170
Arkansas City city, AR	366	Blaine city, MN	57,186
Arlington city, TX	365,438	Bloomfield Hills city, MI	3,869
Arlington County, VA	207,627	Bloomington city, MN	82,893
Arvada city, CO	106,433	Blue Springs city, MO	52,575
Asheville city, NC	83,393	Boise City city, ID	205,671
Ashland city, OR	20,078	Boone County, KY	118,811
Ashland town, VA	7,225	Boulder city, CO	97,385
Aspen city, CO	6,658	Bowling Green city, KY	58,067
Auburn city, AL	53,380	Brentwood city, MO	8,055
Auburn city, WA	70,180	Brentwood city, TN	37,060
Augusta CCD, GA	134,777	Brighton city, CO	33,352
Aurora city, CO	325,078	Bristol city, TN	26,702

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Broken Arrow city, OK	98,850	Dayton city, OH	141,527
Brookfield city, WI	37,920	Decatur city, GA	19,335
Brookline CDP, MA	58,732	Del Mar city, CA	4,161
Broomfield city, CO	55,889	Delray Beach city, FL	60,522
Brownsburg town, IN	21,285	Denison city, TX	22,682
Bryan city, TX	76,201	Denton city, TX	113,383
Burien city, WA	33,313	Denver city, CO	600,158
Burleson city, TX	36,690	Derby city, KS	22,158
Cabarrus County, NC	178,011	Des Peres city, MO	8,373
Cambridge city, MA	105,162	Destin city, FL	12,305
Canton city, SD	3,057	Dorchester County, MD	32,618
Cape Coral city, FL	154,305	Dothan city, AL	65,496
Cape Girardeau city, MO	37,941	Douglas County, CO	285,465
Carlisle borough, PA	18,682	Dover city, NH	29,987
Carlsbad city, CA	105,328	Dublin city, CA	46,036
Carroll city, IA	10,103	Duluth city, MN	86,265
Cartersville city, GA	19,731	Duncanville city, TX	38,524
Cary town, NC	135,234	Durham city, NC	228,330
Casa Grande city, AZ	48,571	Eagle town, CO	6,508
Casper city, WY	55,316	East Baton Rouge Parish, LA	440,171
Castine town, ME	1,366	East Grand Forks city, MN	8,601
Castle Pines North city, CO	10,360	East Lansing city, MI	48,579
Castle Rock town, CO	48,231	Eau Claire city, WI	65,883
Centennial city, CO	100,377	Eden Prairie city, MN	60,797
Centralia city, IL	13,032	Edgerton city, KS	1,671
Chambersburg borough, PA	20,268	Edgewater city, CO	5,170
Chandler city, AZ	236,123	Edina city, MN	47,941
Chanhassen city, MN	22,952	Edmond city, OK	81,405
Chapel Hill town, NC	57,233	Edmonds city, WA	39,709
Charlotte city, NC	731,424	El Cerrito city, CA	23,549
Charlotte County, FL	159,978	El Dorado County, CA	181,058
Charlottesville city, VA	43,475	El Paso city, TX	649,121
Chattanooga city, TN	167,674	Elk Grove city, CA	153,015
Chesterfield County, VA	316,236	Elk River city, MN	22,974
Chippewa Falls city, WI	13,661	Elko New Market city, MN	4,110
Citrus Heights city, CA	83,301	Elmhurst city, IL	44,121
Clackamas County, OR	375,992	Encinitas city, CA	59,518
Clarendon Hills village, IL	8,427	Englewood city, CO	30,255
Clayton city, MO	15,939	Erie town, CO	18,135
Clearwater city, FL	107,685	Escambia County, FL	297,619
Cleveland Heights city, OH	46,121	Estes Park town, CO	5,858
Clive city, IA	15,447	Fairview town, TX	7,248
Clovis city, CA	95,631	Farmington Hills city, MI	79,740
College Park city, MD	30,413	Fayetteville city, NC	200,564
College Station city, TX	93,857	Fishers town, IN	76,794
Colleyville city, TX	22,807	Flower Mound town, TX	64,669
Collinsville city, IL	25,579	Forest Grove city, OR	21,083
Columbia city, MO	108,500	Fort Collins city, CO	143,986
Columbia city, SC	129,272	Fort Smith city, AR	86,209
Columbia Falls city, MT	4,688	Fort Worth city, TX	741,206
Columbus city, WI	4,991	Fountain Hills town, AZ	22,489
Commerce City city, CO	45,913	Franklin city, TN	62,487
Concord city, CA	122,067	Fredericksburg city, VA	24,286
Concord town, MA	17,668	Fremont city, CA	214,089
Cookeville city, TN	30,435	Friendswood city, TX	35,805
Coon Rapids city, MN	61,476	Fruita city, CO	12,646
Copperas Cove city, TX	32,032	Gahanna city, OH	33,248
Coronado city, CA	18,912	Gaithersburg city, MD	59,933
Corvallis city, OR	54,462	Galveston city, TX	47,743
Creve Coeur city, MO	17,833	Gardner city, KS	19,123
Cross Roads town, TX	1,563	Geneva city, NY	13,261
Crystal Lake city, IL	40,743	Georgetown city, TX	47,400
Dade City city, FL	6,437	Gilbert town, AZ	208,453
Dakota County, MN	398,552	Gillette city, WY	29,087
Dallas city, OR	14,583	Glendora city, CA	50,073
Dallas city, TX	1,197,816	Glenview village, IL	44,692
Danville city, KY	16,218	Globe city, AZ	7,532
Dardenne Prairie city, MO	11,494	Golden Valley city, MN	20,371
Davenport city, IA	99,685	Goodyear city, AZ	65,275
Davidson town, NC	10,944	Grafton village, WI	11,459

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Grand Blanc city, MI.....	8,276	La Porte city, TX	33,800
Grand Island city, NE	48,520	La Vista city, NE.....	15,758
Grass Valley city, CA.....	12,860	Lafayette city, CO	24,453
Greeley city, CO.....	92,889	Laguna Beach city, CA.....	22,723
Green Valley CDP, AZ.....	21,391	Laguna Hills city, CA.....	30,344
Greenville city, NC.....	84,554	Laguna Niguel city, CA	62,979
Greenwich town, CT.....	61,171	Lake Oswego city, OR	36,619
Greenwood Village city, CO.....	13,925	Lake Stevens city, WA	28,069
Greer city, SC	25,515	Lake Worth city, FL	34,910
Guilford County, NC	488,406	Lake Zurich village, IL	19,631
Gunnison County, CO	15,324	Lakeville city, MN	55,954
Gurnee village, IL.....	31,295	Lakewood city, CO	142,980
Hailey city, ID	7,960	Lane County, OR.....	351,715
Haines Borough, AK	2,508	Larimer County, CO.....	299,630
Hallandale Beach city, FL.....	37,113	Las Cruces city, NM.....	97,618
Hamilton city, OH.....	62,477	Las Vegas city, NV	583,756
Hanover County, VA.....	99,863	Lawrence city, KS.....	87,643
Harrisonburg city, VA	48,914	League City city, TX	83,560
Harrisonville city, MO	10,019	Lee's Summit city, MO	91,364
Hayward city, CA	144,186	Lehi city, UT	47,407
Henderson city, NV	257,729	Lenexa city, KS	48,190
Herndon town, VA.....	23,292	Lewis County, NY	27,087
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
Hillsborough town, NC.....	6,087	Lindsborg city, KS	3,458
Holland city, MI.....	33,051	Littleton city, CO	41,737
Honolulu County, HI.....	953,207	Livermore city, CA.....	80,968
Hooksett town, NH.....	13,451	Lombard village, IL	43,165
Hopkins city, MN	17,591	Lone Tree city, CO	10,218
Hopkinton town, MA.....	14,925	Long Grove village, IL	8,043
Hoquiam city, WA	8,726	Longmont city, CO	86,270
Horry County, SC	269,291	Longview city, TX.....	80,455
Hudson city, OH.....	22,262	Los Alamos County, NM.....	17,950
Hudson town, CO.....	2,356	Louisville city, CO.....	18,376
Hudsonville city, MI.....	7,116	Lynchburg city, VA	75,568
Huntersville town, NC.....	46,773	Lynnwood city, WA	35,836
Hurst city, TX.....	37,337	Macomb County, MI	840,978
Hutchinson city, MN	14,178	Madison city, WI	233,209
Hutto city, TX	14,698	Manhattan Beach city, CA	35,135
Hyattsville city, MD	17,557	Mankato city, MN	39,309
Independence city, MO.....	116,830	Maple Grove city, MN	61,567
Indian Trail town, NC	33,518	Maple Valley city, WA	22,684
Indianola city, IA.....	14,782	Maricopa County, AZ	3,817,117
Iowa City city, IA	67,862	Martinez city, CA	35,824
Issaquah city, WA	30,434	Maryland Heights city, MO	27,472
Jackson County, MI.....	160,248	Matthews town, NC.....	27,198
James City County, VA	67,009	McAllen city, TX	129,877
Jefferson City city, MO.....	43,079	McDonough city, GA.....	22,084
Jefferson County, CO	534,543	McKinney city, TX.....	131,117
Jefferson County, NY	116,229	McMinnville city, OR	32,187
Jerome city, ID	10,890	Medford city, OR.....	74,907
Johnson City city, TN.....	63,152	Menlo Park city, CA	32,026
Johnston city, IA	17,278	Mercer Island city, WA	22,699
Jupiter town, FL.....	55,156	Meridian charter township, MI	39,688
Kalamazoo city, MI.....	74,262	Meridian city, ID	75,092
Kansas City city, KS.....	145,786	Merriam city, KS.....	11,003
Kansas City city, MO.....	459,787	Mesa County, CO	146,723
Keizer city, OR	36,478	Miami Beach city, FL	87,779
Kenmore city, WA	20,460	Miami city, FL	399,457
Kennedale city, TX	6,763	Middleton city, WI.....	17,442
Kennett Square borough, PA.....	6,072	Midland city, MI	41,863
Kettering city, OH	56,163	Milford city, DE	9,559
Key West city, FL	24,649	Milton city, GA	32,661
King County, WA.....	1,931,249	Minneapolis city, MN	382,578
Kirkland city, WA.....	48,787	Mission Viejo city, CA	93,305
Kirkwood city, MO	27,540	Modesto city, CA	201,165
Knoxville city, IA	7,313	Monterey city, CA.....	27,810
La Mesa city, CA	57,065	Montgomery County, VA.....	94,392
La Plata town, MD.....	8,753	Monticello city, UT.....	1,972

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Monument town, CO	5,530	Pompano Beach city, FL	99,845
Mooreville town, NC	32,711	Port Huron city, MI	30,184
Morristown city, TN	29,137	Port Orange city, FL	56,048
Morrisville town, NC	18,576	Portland city, OR	583,776
Moscow city, ID	23,800	Post Falls city, ID	27,574
Mountain Village town, CO	1,320	Prince William County, VA	402,002
Mountlake Terrace city, WA	19,909	Prior Lake city, MN	22,796
Muscataine city, IA	22,886	Provo city, UT	112,488
Naperville city, IL	141,853	Pueblo city, CO	106,595
Needham CDP, MA	28,886	Purcellville town, VA	7,727
New Braunfels city, TX	57,740	Queen Creek town, AZ	26,361
New Brighton city, MN	21,456	Radnor township, PA	31,531
New Hanover County, NC	202,667	Ramsey city, MN	23,668
New Orleans city, LA	343,829	Rapid City city, SD	67,956
New Smyrna Beach city, FL	22,464	Raymore city, MO	19,206
Newberg city, OR	22,068	Redmond city, WA	54,144
Newport Beach city, CA	85,186	Rehoboth Beach city, DE	1,327
Newport News city, VA	180,719	Reno city, NV	225,221
Newton city, IA	15,254	Reston CDP, VA	58,404
Noblesville city, IN	51,969	Richmond city, CA	103,701
Nogales city, AZ	20,837	Richmond Heights city, MO	8,603
Norfolk city, VA	242,803	Rifle city, CO	9,172
North Richland Hills city, TX	63,343	River Falls city, WI	15,000
Northglenn city, CO	35,789	Riverdale city, UT	8,426
Novato city, CA	51,904	Riverside city, CA	303,871
Novi city, MI	55,224	Riverside city, MO	2,937
O'Fallon city, IL	28,281	Rochester Hills city, MI	70,995
O'Fallon city, MO	79,329	Rock Hill city, SC	66,154
Oak Park village, IL	51,878	Rockford city, IL	152,871
Oakland city, CA	390,724	Rockville city, MD	61,209
Oakland Park city, FL	41,363	Rogers city, MN	8,597
Oakley city, CA	35,432	Rolla city, MO	19,559
Ogdensburg city, NY	11,128	Roselle village, IL	22,763
Oklahoma City city, OK	579,999	Rosemount city, MN	21,874
Olathe city, KS	125,872	Roseville city, MN	33,660
Old Town city, ME	7,840	Roswell city, GA	88,346
Olmsted County, MN	144,248	Round Rock city, TX	99,887
Olympia city, WA	46,478	Royal Oak city, MI	57,236
Orland Park village, IL	56,767	Saco city, ME	18,482
Oshkosh city, WI	66,083	Sahuarita town, AZ	25,259
Oshtemo charter township, MI	21,705	Sammamish city, WA	45,780
Otsego County, MI	24,164	San Anselmo town, CA	12,336
Overland Park city, KS	173,372	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 Coast city, FL	75,180	San Francisco city, CA	805,235
Palo Alto city, CA	64,403	San José city, CA	945,942
Papillion city, NE	18,894	San Juan County, NM	130,044
Park City city, UT	7,558	San Marcos city, CA	83,781
Parker town, CO	45,297	San Marcos city, TX	44,894
Parkland city, FL	23,962	San Rafael city, CA	57,713
Pasadena city, CA	137,122	Sandy Springs city, GA	93,853
Pasco city, WA	59,781	Sanford city, FL	53,570
Pasco County, FL	464,697	Sangamon County, IL	197,465
Pearland city, TX	91,252	Santa Clarita city, CA	176,320
Peoria city, AZ	154,065	Santa Fe County, NM	144,170
Peoria city, IL	115,007	Santa Monica city, CA	89,736
Peoria County, IL	186,494	Sarasota County, FL	379,448
Petoskey city, MI	5,670	Savage city, MN	26,911
Pflugerville city, TX	46,936	Scarborough CDP, ME	4,403
Phoenix city, AZ	1,445,632	Schaumburg village, IL	74,227
Pinal County, AZ	375,770	Scott County, MN	129,928
Pinehurst village, NC	13,124	Scottsdale city, AZ	217,385
Piqua city, OH	20,522	Seaside city, CA	33,025
Pitkin County, CO	17,148	SeaTac city, WA	26,909
Plano city, TX	259,841	Sevierville city, TN	14,807
Platte City city, MO	4,691	Shawnee city, KS	62,209
Plymouth city, MN	70,576	Sheboygan city, WI	49,288
Pocatello city, ID	54,255	Shoreview city, MN	25,043
Polk County, IA	430,640	Shorewood city, MN	7,307

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Shorewood village, IL.....	15,615	Twin Falls city, ID	44,125
Shorewood village, WI.....	13,162	Tyler city, TX	96,900
Sioux Center city, IA	7,048	Umatilla city, OR	6,906
Sioux Falls city, SD.....	153,888	Upper Arlington city, OH.....	33,771
Skokie village, IL.....	64,784	Urbandale city, IA	39,463
Snellville city, GA	18,242	Vail town, CO.....	5,305
Snowmass Village town, CO.....	2,826	Vancouver city, WA	161,791
South Kingstown town, RI	30,639	Vestavia Hills city, AL	34,033
South Lake Tahoe city, CA.....	21,403	Victoria city, MN.....	7,345
South Portland city, ME	25,002	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
Sparks city, NV	90,264	Washington County, MN	238,136
Spokane Valley city, WA	89,755	Washington town, NH	1,123
Spring Hill city, KS.....	5,437	Washoe County, NV	421,407
Springboro city, OH.....	17,409	Watauga city, TX	23,497
Springfield city, MO	159,498	Wauwatosa city, WI	46,396
Springfield city, OR	59,403	Waverly city, IA	9,874
Springville city, UT	29,466	Weddington town, NC	9,459
St. Charles city, IL.....	32,974	Wentzville city, MO.....	29,070
St. Cloud city, FL.....	35,183	West Carrollton city, OH	13,143
St. Cloud city, MN	65,842	West Chester borough, PA	18,461
St. Joséph city, MO	76,780	West Des Moines city, IA	56,609
St. Louis County, MN.....	200,226	West Richland city, WA.....	11,811
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	Wheat Ridge city, CO	30,166
Sugar Land city, TX.....	78,817	White House city, TN.....	10,255
Summit city, NJ.....	21,457	Wichita city, KS.....	382,368
Summit County, UT.....	36,324	Williamsburg city, VA.....	14,068
Sunnyvale city, CA	140,081	Wilmington city, NC.....	106,476
Surprise city, AZ.....	117,517	Wilsonville city, OR.....	19,509
Suwanee city, GA	15,355	Winchester city, VA	26,203
Tacoma city, WA.....	198,397	Windsor town, CO	18,644
Takoma Park city, MD	16,715	Windsor town, CT	29,044
Tamarac city, FL	60,427	Winnetka village, IL.....	12,187
Temecula city, CA	100,097	Winston-Salem city, NC	229,617
Tempe city, AZ	161,719	Winter Garden city, FL.....	34,568
Temple city, TX.....	66,102	Woodbury city, MN.....	61,961
The Woodlands CDP, TX.....	93,847	Woodland city, CA.....	55,468
Thornton city, CO.....	118,772	Woodland city, WA.....	5,509
Thousand Oaks city, CA.....	126,683	Wrentham town, MA	10,955
Tigard city, OR.....	48,035	Yakima city, WA.....	91,067
Tracy city, CA	82,922	York County, VA.....	65,464
Tualatin city, OR	26,054	Yorktown town, IN.....	9,405
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 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."

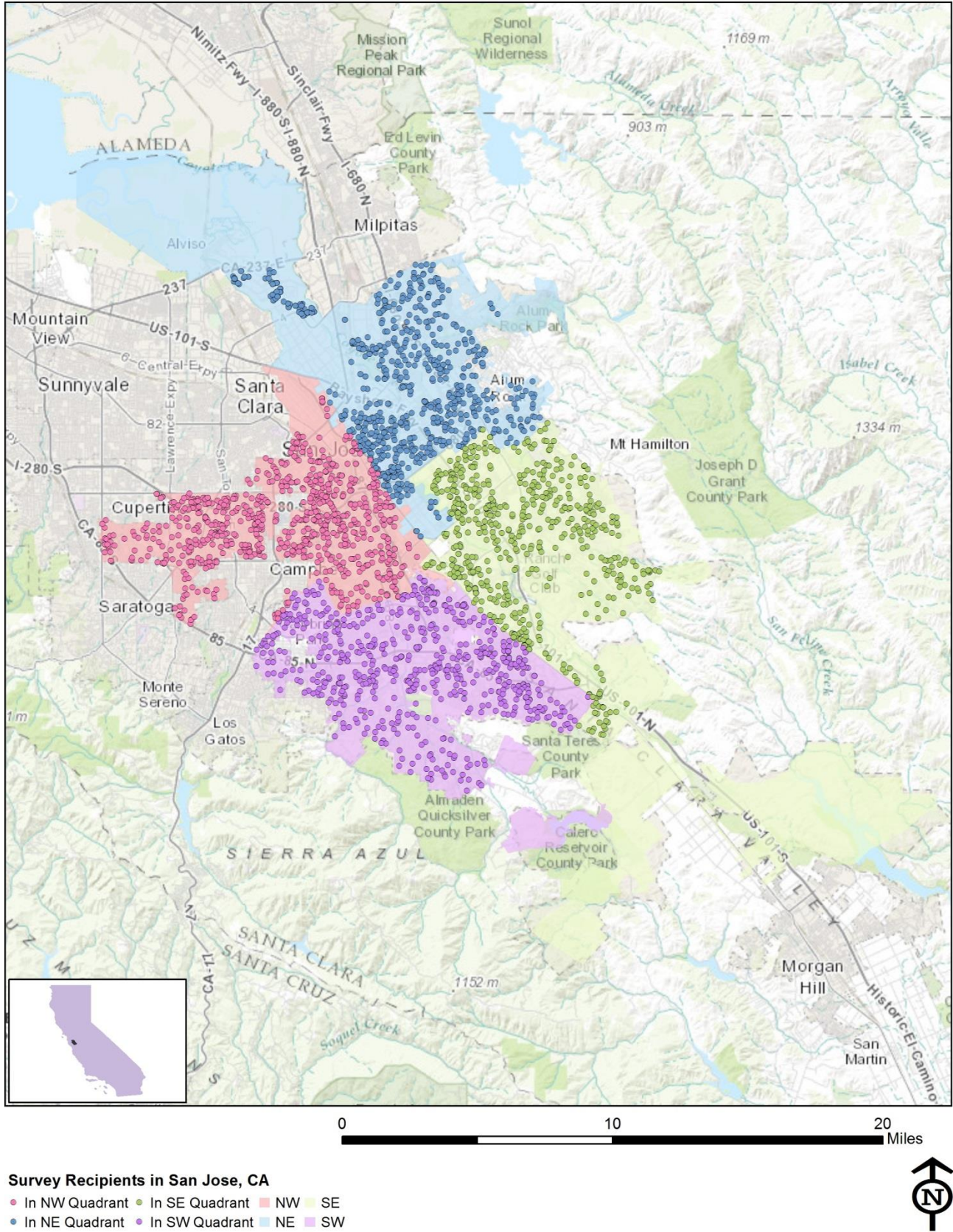
Survey Sampling

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

To choose the 3,000 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every *N*th one until the appropriate amount of items is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be sampled at an actual rate that is slightly above or below that).

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

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received **three mailings, one week apart, beginning on September 21, 2015.** The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the City Auditor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. Both letters contained instructions in Spanish and Vietnamese for participants to participate. Respondents could opt to take the survey online as well in their language of preference. Completed surveys were collected over the following six weeks.

About 1% 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 2,961 households that received the survey, 505 completed the survey, providing an overall response rate of 17%. Of the 505 completed surveys, two were completed in Spanish, none were completed in Vietnamese and 30 were completed online. Additionally, responses were tracked by geographic area; response rates by area ranged from 15% to 21%.

Table 69: Survey Response Rates by Area

Geographic Area	Number mailed	Undeliverable	Eligible	Returned	Response rate
Northeast	811	11	800	117	15%
Northwest	901	12	889	154	17%
Southeast	598	8	590	90	15%
Southwest	690	8	682	144	21%
Overall	3,000	39	2,961	505	17%

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 four percentage points around any given percent reported for the entire sample (505 completed surveys).

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Survey Processing (Data Entry)

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

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

Survey Data Weighting

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

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™

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

Table 70: San José, CA 2015 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	42%	26%	40%
Own home	58%	74%	60%
Detached unit	59%	64%	58%
Attached unit	41%	36%	42%
Race and Ethnicity			
White	45%	57%	42%
Not white	55%	43%	58%
Not Hispanic	70%	84%	70%
Hispanic	30%	16%	30%
Sex and Age			
Female	50%	47%	52%
Male	50%	53%	48%
18-34 years of age	33%	11%	30%
35-54 years of age	40%	31%	41%
55+ years of age	27%	58%	28%
Females 18-34	16%	7%	17%
Females 35-54	20%	14%	20%
Females 55+	14%	26%	15%
Males 18-34	17%	4%	13%
Males 35-54	21%	18%	21%
Males 55+	12%	32%	13%
Geographic Area			
Northeast	26%	23%	34%
Northwest	28%	30%	26%
Southeast	20%	18%	22%
Southwest	25%	28%	18%

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

The City of San José 2015 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in San José:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
San José as a place to live	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
San José as a place to raise children	1	2	3	4	5
San José as a place to work	1	2	3	4	5
San José as a place to visit.....	1	2	3	4	5
San José as a place to retire.....	1	2	3	4	5
The overall quality of life in San José	1	2	3	4	5

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

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

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

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

4. Please rate how safe or unsafe you feel:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. How often, if at all, do you do each of the following, considering all of the times you could?

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

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

- Excellent
 Very good
 Good
 Fair
 Poor

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

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. What is your employment status?

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

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

- Yes, outside the home
 Yes, from home
 No

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

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

D7. Which best describes the building you live in?

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

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

- Rented
 Owned

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

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

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

- No
 Yes

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

- No
 Yes

D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

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

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

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

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

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

D15. In which category is your age?

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

D16. What is your sex?

- Female
 Male

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

- Cell
 Land line
 Both

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