



THE NCSTM
The National Citizen SurveyTM

San José, CA

Technical Appendices

2018



NRC
National Research Center Inc

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

ICMA

Leaders at the Core of Better Communities

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

Contents

Appendix A: Complete Survey Responses	1
Appendix B: Benchmark Comparisons	19
Appendix C: Detailed Survey Methods	29
Appendix D: Survey Materials	35



The National Citizen Survey™
© 2001-2018 National Research Center, Inc.

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

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

Appendix A: Complete Survey Responses

Responses excluding “don’t know”

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

Table 1: Question 1

Please rate each of the following aspects of quality of life in San José:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
San José as a place to live	7%	N=253	45%	N=1610	34%	N=1226	14%	N=497	100%	N=3586
Your neighborhood as a place to live	16%	N=559	44%	N=1574	29%	N=1031	11%	N=409	100%	N=3574
San José as a place to raise children	6%	N=205	34%	N=1117	37%	N=1192	23%	N=730	100%	N=3244
San José as a place to work	18%	N=574	45%	N=1477	28%	N=898	9%	N=300	100%	N=3248
San José as a place to visit	5%	N=169	27%	N=923	41%	N=1401	28%	N=951	100%	N=3444
San José as a place to retire	2%	N=64	10%	N=321	22%	N=722	66%	N=2187	100%	N=3294
The overall quality of life in San José	4%	N=149	38%	N=1340	44%	N=1562	14%	N=511	100%	N=3562

Table 2: Question 2

Please rate each of the following characteristics as they relate to San José as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in San José	3%	N=114	29%	N=1034	39%	N=1394	29%	N=1024	100%	N=3567
Overall ease of getting to the places you usually have to visit	5%	N=170	30%	N=1073	39%	N=1406	26%	N=912	100%	N=3561
Quality of overall natural environment in San José	6%	N=209	34%	N=1191	40%	N=1404	20%	N=718	100%	N=3523
Overall “built environment” of San José (including overall design, buildings, parks and transportation systems)	2%	N=87	24%	N=861	47%	N=1659	26%	N=913	100%	N=3520
Health and wellness opportunities in San José	10%	N=346	39%	N=1286	39%	N=1302	11%	N=368	100%	N=3301
Overall opportunities for education and enrichment	14%	N=462	42%	N=1403	32%	N=1072	12%	N=398	100%	N=3335
Overall economic health of San José	11%	N=360	40%	N=1344	31%	N=1034	19%	N=648	100%	N=3386
Sense of community	3%	N=105	23%	N=794	43%	N=1493	32%	N=1111	100%	N=3504
Overall image or reputation of San José	3%	N=92	30%	N=1032	44%	N=1523	24%	N=840	100%	N=3486

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in San José to someone who asks	9%	N=326	34%	N=1183	26%	N=897	30%	N=1052	100%	N=3458
Remain in San José for the next five years	36%	N=1211	31%	N=1041	17%	N=562	16%	N=556	100%	N=3371

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	32%	N=1128	36%	N=1269	10%	N=359	15%	N=533	6%	N=217	100%	N=3505
In San José’s downtown during the day	16%	N=522	38%	N=1256	17%	N=557	22%	N=718	8%	N=270	100%	N=3323
In your neighborhood after dark	12%	N=428	34%	N=1177	15%	N=524	24%	N=847	15%	N=515	100%	N=3492
In San José’s downtown after dark	3%	N=90	16%	N=533	14%	N=471	32%	N=1041	35%	N=1136	100%	N=3271

The National Citizen Survey™

Table 5: Question 5

Please rate each of the following characteristics as they relate to San José as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	1%	N=21	15%	N=514	36%	N=1229	49%	N=1676	100%	N=3441
Ease of public parking	3%	N=108	22%	N=732	41%	N=1361	34%	N=1146	100%	N=3347
Ease of travel by car in San José	3%	N=112	25%	N=864	41%	N=1396	31%	N=1060	100%	N=3432
Ease of travel by public transportation in San José	4%	N=115	16%	N=438	32%	N=877	47%	N=1280	100%	N=2710
Ease of travel by bicycle in San José	6%	N=146	30%	N=681	40%	N=925	24%	N=551	100%	N=2303
Ease of walking in San José	8%	N=246	34%	N=1104	40%	N=1304	19%	N=603	100%	N=3257
Availability of paths and walking trails	9%	N=273	34%	N=1075	41%	N=1281	16%	N=510	100%	N=3140
Air quality	4%	N=133	34%	N=1138	43%	N=1456	19%	N=660	100%	N=3388
Cleanliness of San José	1%	N=43	16%	N=535	33%	N=1135	50%	N=1711	100%	N=3424
Overall appearance of San José	1%	N=49	22%	N=770	44%	N=1516	32%	N=1092	100%	N=3428
Public places where people want to spend time	3%	N=105	27%	N=886	47%	N=1562	24%	N=788	100%	N=3341
Variety of housing options	3%	N=105	12%	N=405	30%	N=958	55%	N=1770	100%	N=3238
Availability of affordable quality housing	2%	N=76	3%	N=107	14%	N=430	81%	N=2561	100%	N=3174
Fitness opportunities (including exercise classes and paths or trails, etc.)	14%	N=449	40%	N=1285	37%	N=1189	10%	N=315	100%	N=3238
Recreational opportunities	11%	N=359	40%	N=1282	37%	N=1191	12%	N=392	100%	N=3225
Availability of affordable quality food	13%	N=441	41%	N=1386	34%	N=1138	12%	N=403	100%	N=3368
Availability of affordable quality health care	11%	N=334	34%	N=1027	36%	N=1082	19%	N=556	100%	N=2998
Availability of preventive health services	12%	N=333	40%	N=1126	34%	N=957	14%	N=406	100%	N=2821
Availability of affordable quality mental health care	7%	N=144	19%	N=384	29%	N=600	46%	N=942	100%	N=2070

Table 6: Question 6

Please rate each of the following characteristics as they relate to San José as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	6%	N=99	17%	N=283	32%	N=532	46%	N=767	100%	N=1682
K-12 education	5%	N=115	31%	N=722	39%	N=904	24%	N=562	100%	N=2303
Adult educational opportunities	10%	N=211	39%	N=840	39%	N=828	12%	N=263	100%	N=2142
Opportunities to attend cultural/arts/music activities	16%	N=472	42%	N=1265	33%	N=991	9%	N=272	100%	N=3000
Opportunities to participate in religious or spiritual events and activities	18%	N=380	50%	N=1065	25%	N=540	8%	N=165	100%	N=2150
Employment opportunities	23%	N=676	42%	N=1243	26%	N=780	10%	N=293	100%	N=2992
Shopping opportunities	25%	N=819	49%	N=1586	20%	N=640	6%	N=209	100%	N=3254
Cost of living in San José	2%	N=61	4%	N=126	22%	N=715	73%	N=2385	100%	N=3287
Overall quality of business and service establishments in San José	7%	N=232	45%	N=1457	40%	N=1275	8%	N=245	100%	N=3208
Vibrant downtown/commercial area	4%	N=122	27%	N=819	42%	N=1290	27%	N=830	100%	N=3061
Overall quality of new development in San José	6%	N=165	33%	N=922	39%	N=1091	22%	N=613	100%	N=2791
Opportunities to participate in social events and activities	9%	N=279	43%	N=1264	39%	N=1141	9%	N=257	100%	N=2941
Opportunities to volunteer	19%	N=506	51%	N=1343	25%	N=649	5%	N=122	100%	N=2621
Opportunities to participate in community matters	12%	N=324	43%	N=1170	33%	N=906	12%	N=316	100%	N=2717
Openness and acceptance of the community toward people of diverse backgrounds	23%	N=680	43%	N=1285	26%	N=794	8%	N=251	100%	N=3010
Neighborliness of residents in San José	6%	N=198	30%	N=949	43%	N=1373	21%	N=669	100%	N=3188

The National Citizen Survey™

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	8%	N=256	92%	N=3013	100%	N=3269
Made efforts to make your home more energy efficient	22%	N=728	78%	N=2535	100%	N=3263
Observed a code violation or other hazard in San José	28%	N=908	72%	N=2345	100%	N=3253
Household member was a victim of a crime in San José	76%	N=2491	24%	N=774	100%	N=3265
Reported a crime to the police in San José	63%	N=2067	37%	N=1201	100%	N=3268
Stocked supplies in preparation for an emergency	52%	N=1701	48%	N=1564	100%	N=3266
Campaigned or advocated for an issue, cause or candidate	65%	N=2120	35%	N=1134	100%	N=3254
Contacted the City of San José (in-person, phone, email or web) for help or information	45%	N=1476	55%	N=1787	100%	N=3262
Contacted San José elected officials (in-person, phone, email or web) to express your opinion	68%	N=2211	32%	N=1052	100%	N=3263

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	4%	N=143	10%	N=334	27%	N=873	58%	N=1864	100%	N=3214
Visited a neighborhood park or City park	21%	N=660	30%	N=953	38%	N=1218	12%	N=382	100%	N=3212
Used San José public libraries or their services	7%	N=230	20%	N=645	34%	N=1098	39%	N=1240	100%	N=3214
Participated in religious or spiritual activities in San José	9%	N=284	14%	N=437	16%	N=504	62%	N=1987	100%	N=3212
Attended a City-sponsored event	1%	N=21	6%	N=205	44%	N=1423	49%	N=1564	100%	N=3213
Used bus, rail, subway or other public transportation instead of driving	10%	N=331	7%	N=224	27%	N=870	56%	N=1795	100%	N=3220
Carpooled with other adults or children instead of driving alone	20%	N=640	16%	N=529	21%	N=687	42%	N=1358	100%	N=3215
Walked or biked instead of driving	20%	N=627	17%	N=558	22%	N=699	41%	N=1329	100%	N=3213
Volunteered your time to some group/activity in San José	9%	N=300	13%	N=403	25%	N=813	53%	N=1701	100%	N=3218
Participated in a club	6%	N=191	10%	N=328	13%	N=417	71%	N=2265	100%	N=3200
Talked to or visited with your immediate neighbors	32%	N=1016	32%	N=1015	25%	N=812	12%	N=372	100%	N=3215
Done a favor for a neighbor	12%	N=400	22%	N=715	41%	N=1323	24%	N=773	100%	N=3211
Visited the City of San José website (at www.sanjoseca.gov)	5%	N=176	15%	N=476	54%	N=1727	26%	N=836	100%	N=3214
Used the City's website to conduct business or pay bills	2%	N=62	6%	N=177	27%	N=879	65%	N=2090	100%	N=3209

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	2%	N=50	5%	N=148	26%	N=822	68%	N=2161	100%	N=3180
Watched (online or on television) a local public meeting	3%	N=88	4%	N=136	19%	N=612	74%	N=2340	100%	N=3177

Table 10: Question 10

Please rate the quality of each of the following services in San José:	Excellent		Good		Fair		Poor		Total	
Police services	7%	N=193	27%	N=755	38%	N=1059	28%	N=767	100%	N=2774
Fire services	31%	N=687	51%	N=1121	15%	N=340	3%	N=61	100%	N=2208
Ambulance or emergency medical services	26%	N=476	51%	N=913	18%	N=331	5%	N=88	100%	N=1808
Crime prevention	3%	N=79	13%	N=327	32%	N=837	52%	N=1341	100%	N=2583

The National Citizen Survey™

Please rate the quality of each of the following services in San José:	Excellent		Good		Fair		Poor		Total	
Fire prevention and education	10%	N=176	42%	N=752	34%	N=597	14%	N=245	100%	N=1769
Traffic enforcement	4%	N=100	19%	N=500	34%	N=913	43%	N=1152	100%	N=2665
Street repair	1%	N=44	13%	N=377	30%	N=903	56%	N=1672	100%	N=2996
Street cleaning	3%	N=78	24%	N=702	33%	N=968	41%	N=1216	100%	N=2965
Street lighting	5%	N=161	36%	N=1094	36%	N=1099	23%	N=686	100%	N=3041
Sidewalk maintenance	3%	N=78	25%	N=736	38%	N=1114	34%	N=994	100%	N=2923
Traffic signal timing	3%	N=86	28%	N=840	41%	N=1233	28%	N=830	100%	N=2990
Bus or transit services	8%	N=146	26%	N=492	36%	N=666	30%	N=566	100%	N=1869
Garbage collection	21%	N=628	50%	N=1481	22%	N=667	7%	N=203	100%	N=2979
Recycling	22%	N=638	48%	N=1418	23%	N=678	7%	N=216	100%	N=2949
Yard waste pick-up	24%	N=632	47%	N=1222	21%	N=551	8%	N=213	100%	N=2617
Storm drainage	9%	N=215	43%	N=980	33%	N=756	15%	N=345	100%	N=2295
Drinking water	12%	N=334	36%	N=1048	33%	N=944	20%	N=569	100%	N=2896
Sewer services	16%	N=378	50%	N=1194	28%	N=663	6%	N=154	100%	N=2389
Utility billing	9%	N=246	38%	N=1040	38%	N=1035	15%	N=394	100%	N=2714
City parks	11%	N=304	44%	N=1267	34%	N=985	11%	N=320	100%	N=2876
Recreation programs or classes	10%	N=142	43%	N=613	35%	N=504	12%	N=173	100%	N=1433
Recreation centers or facilities	9%	N=142	44%	N=692	36%	N=555	11%	N=173	100%	N=1562
Land use, planning and zoning	2%	N=37	19%	N=379	39%	N=780	40%	N=805	100%	N=2001
Code enforcement (weeds, abandoned buildings, etc.)	1%	N=34	12%	N=269	31%	N=706	56%	N=1284	100%	N=2292
Animal control	7%	N=120	38%	N=669	36%	N=641	19%	N=331	100%	N=1761
Economic development	7%	N=149	34%	N=738	37%	N=787	22%	N=466	100%	N=2140
Public library services	30%	N=685	47%	N=1091	20%	N=469	3%	N=63	100%	N=2308
Public information services	8%	N=152	42%	N=802	38%	N=735	12%	N=238	100%	N=1926
Cable television	9%	N=197	33%	N=696	30%	N=638	27%	N=568	100%	N=2099
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	4%	N=71	27%	N=491	37%	N=658	32%	N=578	100%	N=1797
Preservation of natural areas such as open space, farmlands and greenbelts	8%	N=198	33%	N=814	33%	N=801	26%	N=647	100%	N=2461
Overall customer service by San José employees (police, receptionists, planners, etc.)	8%	N=181	36%	N=855	38%	N=894	19%	N=455	100%	N=2385
Services to seniors	6%	N=68	30%	N=354	34%	N=404	30%	N=357	100%	N=1182
Services to youth	10%	N=128	33%	N=434	35%	N=450	22%	N=288	100%	N=1300
Services to low-income people	11%	N=156	19%	N=265	27%	N=379	44%	N=619	100%	N=1420
Graffiti removal	6%	N=142	24%	N=570	31%	N=755	39%	N=947	100%	N=2414
Gang prevention efforts	3%	N=42	17%	N=274	26%	N=434	54%	N=892	100%	N=1642
Street tree maintenance	3%	N=83	24%	N=603	35%	N=885	38%	N=977	100%	N=2547
Building permit services	4%	N=43	22%	N=254	36%	N=404	38%	N=435	100%	N=1136
Overall ease of using Mineta San José International Airport	29%	N=848	46%	N=1325	20%	N=575	5%	N=152	100%	N=2900
Availability of flights at Mineta San José International Airport	20%	N=578	50%	N=1415	24%	N=666	6%	N=169	100%	N=2828

The National Citizen Survey™

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of San José	4%	N=111	35%	N=975	41%	N=1127	20%	N=567	100%	N=2779
The Federal Government	5%	N=116	19%	N=476	44%	N=1123	32%	N=824	100%	N=2539
The State Government	3%	N=84	29%	N=734	39%	N=1012	29%	N=737	100%	N=2567
Santa Clara County Government	4%	N=95	35%	N=864	42%	N=1042	19%	N=476	100%	N=2477

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	3%	N=76	16%	N=444	36%	N=982	45%	N=1226	100%	N=2728
The overall direction that San José is taking	5%	N=136	25%	N=676	31%	N=859	39%	N=1064	100%	N=2735
The job San José government does at welcoming resident involvement	6%	N=127	28%	N=645	34%	N=779	33%	N=751	100%	N=2303
Overall confidence in San José government	4%	N=105	22%	N=597	36%	N=990	39%	N=1066	100%	N=2757
Generally acting in the best interest of the community	5%	N=124	25%	N=667	34%	N=909	37%	N=1011	100%	N=2711
Being honest	5%	N=116	25%	N=612	33%	N=802	36%	N=873	100%	N=2403
Treating all residents fairly	6%	N=137	23%	N=561	34%	N=806	37%	N=893	100%	N=2397

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	66%	N=1990	28%	N=836	6%	N=166	0%	N=5	100%	N=2996
Overall ease of getting to the places you usually have to visit	36%	N=1092	47%	N=1418	15%	N=451	1%	N=33	100%	N=2995
Quality of overall natural environment in San José	34%	N=1012	44%	N=1320	20%	N=590	2%	N=64	100%	N=2986
Overall "built environment" of San José (including overall design, buildings, parks and transportation systems)	29%	N=871	45%	N=1349	23%	N=700	2%	N=72	100%	N=2992
Health and wellness opportunities in San José	25%	N=761	39%	N=1157	30%	N=898	6%	N=168	100%	N=2983
Overall opportunities for education and enrichment	34%	N=1021	39%	N=1173	22%	N=661	4%	N=133	100%	N=2988
Overall economic health of San José	47%	N=1410	42%	N=1257	9%	N=281	1%	N=31	100%	N=2980
Sense of community	28%	N=849	43%	N=1295	25%	N=755	3%	N=83	100%	N=2983

Table 14: Question 14

Please rate how safe or unsafe you feel from the following:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
Violent crime (e.g. rape, assault, robbery)	12%	N=344	32%	N=944	15%	N=457	24%	N=727	17%	N=495	100%	N=2967
Property crimes	3%	N=90	19%	N=548	13%	N=392	28%	N=819	37%	N=1081	100%	N=2930

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	2%	N=54	1%	N=18	3%	N=96	18%	N=544	76%	N=2244	100%	N=2955
Purchase goods or services from a business located in San José	1%	N=26	1%	N=31	19%	N=558	53%	N=1550	27%	N=783	100%	N=2947
Eat at least 5 portions of fruits and vegetables a day	2%	N=59	12%	N=349	33%	N=971	35%	N=1027	18%	N=530	100%	N=2936
Participate in moderate or vigorous physical activity	2%	N=46	13%	N=370	32%	N=949	32%	N=939	22%	N=635	100%	N=2940
Read or watch local news (via television, paper, computer, etc.)	3%	N=80	10%	N=296	20%	N=580	29%	N=860	38%	N=1134	100%	N=2951
Vote in local elections	8%	N=239	2%	N=61	6%	N=189	16%	N=459	68%	N=2000	100%	N=2948

The National Citizen Survey™

Table 16: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	21%	N=617
Very good	43%	N=1268
Good	29%	N=856
Fair	6%	N=173
Poor	2%	N=47
Total	100%	N=2962

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=246
Somewhat positive	24%	N=707
Neutral	44%	N=1280
Somewhat negative	18%	N=522
Very negative	5%	N=153
Total	100%	N=2909

Table 18: Question D4

What is your employment status?	Percent	Number
Working full time for pay	67%	N=1986
Working part time for pay	10%	N=289
Unemployed, looking for paid work	3%	N=96
Unemployed, not looking for paid work	3%	N=95
Fully retired	16%	N=484
Total	100%	N=2949

Table 19: Question D5

Do you work inside the boundaries of San José?	Percent	Number
Yes, outside the home	44%	N=1216
Yes, from home	8%	N=231
No	48%	N=1317
Total	100%	N=2764

Table 20: Question D6

How many years have you lived in San José?	Percent	Number
Less than 2 years	7%	N=197
2 to 5 years	14%	N=427
6 to 10 years	10%	N=302
11 to 20 years	15%	N=450
More than 20 years	54%	N=1591
Total	100%	N=2968

The National Citizen Survey™

Table 21: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	65%	N=1819
Building with two or more homes (duplex, townhome, apartment or condominium)	33%	N=936
Mobile home	1%	N=23
Other	1%	N=30
Total	100%	N=2808

Table 22: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	33%	N=904
Owned	67%	N=1861
Total	100%	N=2765

Table 23: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	2%	N=65
\$300 to \$599 per month	4%	N=111
\$600 to \$999 per month	5%	N=131
\$1,000 to \$1,499 per month	9%	N=250
\$1,500 to \$2,499 per month	23%	N=673
\$2,500 to \$2,999 per month	18%	N=514
\$3,000 or more per month	40%	N=1142
Total	100%	N=2885

Table 24: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	67%	N=1878
Yes	33%	N=941
Total	100%	N=2819

Table 25: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	73%	N=2043
Yes	27%	N=768
Total	100%	N=2811

The National Citizen Survey™

Table 26: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	5%	N=134
\$25,000 to \$49,999	9%	N=255
\$50,000 to \$99,999	22%	N=612
\$100,000 to \$149,999	22%	N=613
\$150,000 or more	43%	N=1200
Total	100%	N=2814

Table 27: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	77%	N=2215
Yes, I consider myself to be Spanish, Hispanic or Latino	23%	N=648
Total	100%	N=2864

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	5%	N=144
Asian, Asian Indian or Pacific Islander	26%	N=726
Black or African American	4%	N=124
White	60%	N=1692
Other	21%	N=587

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	4%	N=108
25 to 34 years	19%	N=555
35 to 44 years	22%	N=646
45 to 54 years	23%	N=660
55 to 64 years	16%	N=448
65 to 74 years	12%	N=344
75 years or older	4%	N=115
Total	100%	N=2877

Table 30: Question D16

What is your sex?	Percent	Number
Female	53%	N=1253
Male	47%	N=1119
Total	100%	N=2372

The National Citizen Survey™

Table 31: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	72%	N=1735
Land line	11%	N=268
Both	16%	N=395
Total	100%	N=2398

The National Citizen Survey™

Responses including “don’t know”

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

Table 32: Question 1

Please rate each of the following aspects of quality of life in San José:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
San José as a place to live	7%	N=253	45%	N=1610	34%	N=1226	14%	N=497	0%	N=2	100%	N=3588
Your neighborhood as a place to live	16%	N=559	44%	N=1574	29%	N=1031	11%	N=409	0%	N=2	100%	N=3576
San José as a place to raise children	6%	N=205	31%	N=1117	33%	N=1192	20%	N=730	9%	N=329	100%	N=3573
San José as a place to work	16%	N=574	41%	N=1477	25%	N=898	8%	N=300	9%	N=315	100%	N=3563
San José as a place to visit	5%	N=169	26%	N=923	39%	N=1401	27%	N=951	3%	N=119	100%	N=3564
San José as a place to retire	2%	N=64	9%	N=321	20%	N=722	61%	N=2187	8%	N=267	100%	N=3562
The overall quality of life in San José	4%	N=149	38%	N=1340	44%	N=1562	14%	N=511	0%	N=6	100%	N=3568

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	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in San José	3%	N=114	29%	N=1034	39%	N=1394	29%	N=1024	0%	N=1	100%	N=3568
Overall ease of getting to the places you usually have to visit	5%	N=170	30%	N=1073	39%	N=1406	26%	N=912	0%	N=1	100%	N=3562
Quality of overall natural environment in San José	6%	N=209	33%	N=1191	39%	N=1404	20%	N=718	1%	N=35	100%	N=3558
Overall “built environment” of San José (including overall design, buildings, parks and transportation systems)	2%	N=87	24%	N=861	47%	N=1659	26%	N=913	1%	N=40	100%	N=3559
Health and wellness opportunities in San José	10%	N=346	36%	N=1286	37%	N=1302	10%	N=368	7%	N=260	100%	N=3561
Overall opportunities for education and enrichment	13%	N=462	39%	N=1403	30%	N=1072	11%	N=398	6%	N=223	100%	N=3558
Overall economic health of San José	10%	N=360	38%	N=1344	29%	N=1034	18%	N=648	5%	N=176	100%	N=3561
Sense of community	3%	N=105	22%	N=794	42%	N=1493	31%	N=1111	1%	N=47	100%	N=3551
Overall image or reputation of San José	3%	N=92	29%	N=1032	43%	N=1523	24%	N=840	2%	N=71	100%	N=3558

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	
	%	N	%	N	%	N	%	N	%	N	%	N
Recommend living in San José to someone who asks	9%	N=326	34%	N=1183	26%	N=897	30%	N=1052	1%	N=43	100%	N=3501
Remain in San José for the next five years	35%	N=1211	30%	N=1041	16%	N=562	16%	N=556	3%	N=117	100%	N=3487

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	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	32%	N=1128	36%	N=1269	10%	N=359	15%	N=533	6%	N=217	0%	N=7	100%	N=3512
In San José’s downtown during the day	15%	N=522	36%	N=1256	16%	N=557	21%	N=718	8%	N=270	5%	N=164	100%	N=3487
In your neighborhood after dark	12%	N=428	34%	N=1177	15%	N=524	24%	N=847	15%	N=515	0%	N=11	100%	N=3503
In San José’s downtown after dark	3%	N=90	15%	N=533	13%	N=471	30%	N=1041	33%	N=1136	6%	N=224	100%	N=3495

The National Citizen Survey™

Table 36: Question 5

Please rate each of the following characteristics as they relate to San José as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	1%	N=21	15%	N=514	36%	N=1229	49%	N=1676	0%	N=12	100%	N=3453
Ease of public parking	3%	N=108	21%	N=732	39%	N=1361	33%	N=1146	3%	N=101	100%	N=3448
Ease of travel by car in San José	3%	N=112	25%	N=864	40%	N=1396	31%	N=1060	0%	N=15	100%	N=3447
Ease of travel by public transportation in San José	3%	N=115	13%	N=438	25%	N=877	37%	N=1280	21%	N=740	100%	N=3450
Ease of travel by bicycle in San José	4%	N=146	20%	N=681	27%	N=925	16%	N=551	33%	N=1147	100%	N=3450
Ease of walking in San José	7%	N=246	32%	N=1104	38%	N=1304	17%	N=603	6%	N=192	100%	N=3449
Availability of paths and walking trails	8%	N=273	31%	N=1075	37%	N=1281	15%	N=510	9%	N=305	100%	N=3446
Air quality	4%	N=133	33%	N=1138	42%	N=1456	19%	N=660	1%	N=48	100%	N=3436
Cleanliness of San José	1%	N=43	16%	N=535	33%	N=1135	50%	N=1711	1%	N=22	100%	N=3446
Overall appearance of San José	1%	N=49	22%	N=770	44%	N=1516	32%	N=1092	0%	N=14	100%	N=3442
Public places where people want to spend time	3%	N=105	26%	N=886	45%	N=1562	23%	N=788	3%	N=98	100%	N=3439
Variety of housing options	3%	N=105	12%	N=405	28%	N=958	51%	N=1770	6%	N=204	100%	N=3442
Availability of affordable quality housing	2%	N=76	3%	N=107	13%	N=430	74%	N=2561	8%	N=265	100%	N=3439
Fitness opportunities (including exercise classes and paths or trails, etc.)	13%	N=449	37%	N=1285	34%	N=1189	9%	N=315	6%	N=211	100%	N=3449
Recreational opportunities	10%	N=359	37%	N=1282	35%	N=1191	11%	N=392	6%	N=209	100%	N=3434
Availability of affordable quality food	13%	N=441	40%	N=1386	33%	N=1138	12%	N=403	2%	N=78	100%	N=3446
Availability of affordable quality health care	10%	N=334	30%	N=1027	31%	N=1082	16%	N=556	13%	N=452	100%	N=3450
Availability of preventive health services	10%	N=333	33%	N=1126	28%	N=957	12%	N=406	18%	N=622	100%	N=3444
Availability of affordable quality mental health care	4%	N=144	11%	N=384	17%	N=600	27%	N=942	40%	N=1378	100%	N=3448

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=99	9%	N=283	16%	N=532	23%	N=767	49%	N=1634	100%	N=3315
K-12 education	3%	N=115	22%	N=722	27%	N=904	17%	N=562	30%	N=1002	100%	N=3306
Adult educational opportunities	6%	N=211	25%	N=840	25%	N=828	8%	N=263	35%	N=1153	100%	N=3295
Opportunities to attend cultural/arts/music activities	14%	N=472	38%	N=1265	30%	N=991	8%	N=272	9%	N=311	100%	N=3311
Opportunities to participate in religious or spiritual events and activities	12%	N=380	32%	N=1065	16%	N=540	5%	N=165	35%	N=1154	100%	N=3304
Employment opportunities	20%	N=676	38%	N=1243	24%	N=780	9%	N=293	10%	N=319	100%	N=3312
Shopping opportunities	25%	N=819	48%	N=1586	19%	N=640	6%	N=209	2%	N=52	100%	N=3307
Cost of living in San José	2%	N=61	4%	N=126	22%	N=715	72%	N=2385	1%	N=19	100%	N=3306
Overall quality of business and service establishments in San José	7%	N=232	44%	N=1457	39%	N=1275	7%	N=245	3%	N=92	100%	N=3301
Vibrant downtown/commercial area	4%	N=122	25%	N=819	39%	N=1290	25%	N=830	7%	N=242	100%	N=3303
Overall quality of new development in San José	5%	N=165	28%	N=922	33%	N=1091	19%	N=613	15%	N=503	100%	N=3294
Opportunities to participate in social events and activities	8%	N=279	38%	N=1264	35%	N=1141	8%	N=257	11%	N=358	100%	N=3298
Opportunities to volunteer	15%	N=506	41%	N=1343	20%	N=649	4%	N=122	21%	N=684	100%	N=3304
Opportunities to participate in community matters	10%	N=324	36%	N=1170	28%	N=906	10%	N=316	18%	N=577	100%	N=3294
Openness and acceptance of the community toward people of diverse backgrounds	21%	N=680	39%	N=1285	24%	N=794	8%	N=251	9%	N=286	100%	N=3295
Neighborliness of residents in San José	6%	N=198	29%	N=949	42%	N=1373	20%	N=669	3%	N=109	100%	N=3298

The National Citizen Survey™

Table 38: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	8%	N=256	92%	N=3013	100%	N=3269
Made efforts to make your home more energy efficient	22%	N=728	78%	N=2535	100%	N=3263
Observed a code violation or other hazard in San José	28%	N=908	72%	N=2345	100%	N=3253
Household member was a victim of a crime in San José	76%	N=2491	24%	N=774	100%	N=3265
Reported a crime to the police in San José	63%	N=2067	37%	N=1201	100%	N=3268
Stocked supplies in preparation for an emergency	52%	N=1701	48%	N=1564	100%	N=3266
Campaigned or advocated for an issue, cause or candidate	65%	N=2120	35%	N=1134	100%	N=3254
Contacted the City of San José (in-person, phone, email or web) for help or information	45%	N=1476	55%	N=1787	100%	N=3262
Contacted San José elected officials (in-person, phone, email or web) to express your opinion	68%	N=2211	32%	N=1052	100%	N=3263

Table 39: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in San José?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used San José recreation centers or their services	4%	N=143	10%	N=334	27%	N=873	58%	N=1864	100%	N=3214
Visited a neighborhood park or City park	21%	N=660	30%	N=953	38%	N=1218	12%	N=382	100%	N=3212
Used San José public libraries or their services	7%	N=230	20%	N=645	34%	N=1098	39%	N=1240	100%	N=3214
Participated in religious or spiritual activities in San José	9%	N=284	14%	N=437	16%	N=504	62%	N=1987	100%	N=3212
Attended a City-sponsored event	1%	N=21	6%	N=205	44%	N=1423	49%	N=1564	100%	N=3213
Used bus, rail, subway or other public transportation instead of driving	10%	N=331	7%	N=224	27%	N=870	56%	N=1795	100%	N=3220
Carpooled with other adults or children instead of driving alone	20%	N=640	16%	N=529	21%	N=687	42%	N=1358	100%	N=3215
Walked or biked instead of driving	20%	N=627	17%	N=558	22%	N=699	41%	N=1329	100%	N=3213
Volunteered your time to some group/activity in San José	9%	N=300	13%	N=403	25%	N=813	53%	N=1701	100%	N=3218
Participated in a club	6%	N=191	10%	N=328	13%	N=417	71%	N=2265	100%	N=3200
Talked to or visited with your immediate neighbors	32%	N=1016	32%	N=1015	25%	N=812	12%	N=372	100%	N=3215
Done a favor for a neighbor	12%	N=400	22%	N=715	41%	N=1323	24%	N=773	100%	N=3211
Visited the City of San José website (at www.sanjoseca.gov)	5%	N=176	15%	N=476	54%	N=1727	26%	N=836	100%	N=3214
Used the City's website to conduct business or pay bills	2%	N=62	6%	N=177	27%	N=879	65%	N=2090	100%	N=3209

Table 40: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	2%	N=50	5%	N=148	26%	N=822	68%	N=2161	100%	N=3180
Watched (online or on television) a local public meeting	3%	N=88	4%	N=136	19%	N=612	74%	N=2340	100%	N=3177

Table 41: Question 10

Please rate the quality of each of the following services in San José:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Police services	6%	N=193	24%	N=755	34%	N=1059	24%	N=767	11%	N=359	100%	N=3133
Fire services	22%	N=687	36%	N=1121	11%	N=340	2%	N=61	29%	N=916	100%	N=3124
Ambulance or emergency medical services	15%	N=476	29%	N=913	11%	N=331	3%	N=88	42%	N=1310	100%	N=3118
Crime prevention	3%	N=79	10%	N=327	27%	N=837	43%	N=1341	17%	N=531	100%	N=3115

The National Citizen Survey™

Please rate the quality of each of the following services in San José:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Fire prevention and education	6%	N=176	24%	N=752	19%	N=597	8%	N=245	43%	N=1342	100%	N=3111
Traffic enforcement	3%	N=100	16%	N=500	29%	N=913	37%	N=1152	15%	N=455	100%	N=3120
Street repair	1%	N=44	12%	N=377	29%	N=903	54%	N=1672	4%	N=128	100%	N=3124
Street cleaning	2%	N=78	23%	N=702	31%	N=968	39%	N=1216	5%	N=155	100%	N=3120
Street lighting	5%	N=161	35%	N=1094	35%	N=1099	22%	N=686	3%	N=82	100%	N=3123
Sidewalk maintenance	3%	N=78	24%	N=736	36%	N=1114	32%	N=994	6%	N=198	100%	N=3121
Traffic signal timing	3%	N=86	27%	N=840	39%	N=1233	27%	N=830	4%	N=134	100%	N=3124
Bus or transit services	5%	N=146	16%	N=492	21%	N=666	18%	N=566	40%	N=1240	100%	N=3109
Garbage collection	20%	N=628	48%	N=1481	21%	N=667	7%	N=203	4%	N=137	100%	N=3116
Recycling	20%	N=638	46%	N=1418	22%	N=678	7%	N=216	5%	N=165	100%	N=3114
Yard waste pick-up	20%	N=632	39%	N=1222	18%	N=551	7%	N=213	16%	N=499	100%	N=3116
Storm drainage	7%	N=215	32%	N=980	24%	N=756	11%	N=345	26%	N=812	100%	N=3107
Drinking water	11%	N=334	34%	N=1048	30%	N=944	18%	N=569	7%	N=215	100%	N=3111
Sewer services	12%	N=378	38%	N=1194	21%	N=663	5%	N=154	23%	N=717	100%	N=3106
Utility billing	8%	N=246	34%	N=1040	33%	N=1035	13%	N=394	12%	N=387	100%	N=3101
City parks	10%	N=304	41%	N=1267	32%	N=985	10%	N=320	7%	N=231	100%	N=3108
Recreation programs or classes	5%	N=142	20%	N=613	16%	N=504	6%	N=173	54%	N=1677	100%	N=3110
Recreation centers or facilities	5%	N=142	22%	N=692	18%	N=555	6%	N=173	50%	N=1542	100%	N=3104
Land use, planning and zoning	1%	N=37	12%	N=379	25%	N=780	26%	N=805	36%	N=1103	100%	N=3104
Code enforcement (weeds, abandoned buildings, etc.)	1%	N=34	9%	N=269	23%	N=706	41%	N=1284	26%	N=810	100%	N=3102
Animal control	4%	N=120	21%	N=669	21%	N=641	11%	N=331	43%	N=1351	100%	N=3112
Economic development	5%	N=149	24%	N=738	25%	N=787	15%	N=466	31%	N=960	100%	N=3100
Public library services	22%	N=685	35%	N=1091	15%	N=469	2%	N=63	26%	N=804	100%	N=3112
Public information services	5%	N=152	26%	N=802	24%	N=735	8%	N=238	38%	N=1176	100%	N=3102
Cable television	6%	N=197	23%	N=696	21%	N=638	18%	N=568	32%	N=992	100%	N=3091
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	2%	N=71	16%	N=491	21%	N=658	19%	N=578	42%	N=1292	100%	N=3089
Preservation of natural areas such as open space, farmlands and greenbelts	6%	N=198	26%	N=814	26%	N=801	21%	N=647	20%	N=631	100%	N=3092
Overall customer service by San José employees (police, receptionists, planners, etc.)	6%	N=181	28%	N=855	29%	N=894	15%	N=455	23%	N=711	100%	N=3096
Services to seniors	2%	N=68	11%	N=354	13%	N=404	12%	N=357	62%	N=1919	100%	N=3101
Services to youth	4%	N=128	14%	N=434	15%	N=450	9%	N=288	58%	N=1804	100%	N=3104
Services to low-income people	5%	N=156	9%	N=265	12%	N=379	20%	N=619	54%	N=1673	100%	N=3094
Graffiti removal	5%	N=142	18%	N=570	24%	N=755	31%	N=947	22%	N=687	100%	N=3101
Gang prevention efforts	1%	N=42	9%	N=274	14%	N=434	29%	N=892	47%	N=1461	100%	N=3103
Street tree maintenance	3%	N=83	19%	N=603	29%	N=885	31%	N=977	18%	N=556	100%	N=3103
Building permit services	1%	N=43	8%	N=254	13%	N=404	14%	N=435	63%	N=1950	100%	N=3087
Overall ease of using Mineta San José International Airport	27%	N=848	43%	N=1325	19%	N=575	5%	N=152	6%	N=200	100%	N=3100
Availability of flights at Mineta San José International Airport	19%	N=578	46%	N=1415	22%	N=666	5%	N=169	8%	N=256	100%	N=3084

The National Citizen Survey™

Table 42: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The City of San José	4%	N=111	32%	N=975	37%	N=1127	19%	N=567	8%	N=233	100%	N=3013
The Federal Government	4%	N=116	16%	N=476	37%	N=1123	27%	N=824	15%	N=464	100%	N=3004
The State Government	3%	N=84	24%	N=734	34%	N=1012	25%	N=737	14%	N=433	100%	N=3001
Santa Clara County Government	3%	N=95	29%	N=864	35%	N=1042	16%	N=476	17%	N=520	100%	N=2997

Table 43: Question 12

Please rate the following categories of San José government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to San José	3%	N=76	15%	N=444	33%	N=982	41%	N=1226	9%	N=279	100%	N=3007
The overall direction that San José is taking	5%	N=136	22%	N=676	29%	N=859	35%	N=1064	9%	N=274	100%	N=3009
The job San José government does at welcoming resident involvement	4%	N=127	21%	N=645	26%	N=779	25%	N=751	23%	N=699	100%	N=3001
Overall confidence in San José government	3%	N=105	20%	N=597	33%	N=990	35%	N=1066	8%	N=246	100%	N=3003
Generally acting in the best interest of the community	4%	N=124	22%	N=667	30%	N=909	34%	N=1011	10%	N=294	100%	N=3005
Being honest	4%	N=116	20%	N=612	27%	N=802	29%	N=873	20%	N=601	100%	N=3004
Treating all residents fairly	5%	N=137	19%	N=561	27%	N=806	30%	N=893	20%	N=598	100%	N=2995

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	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in San José	66%	N=1990	28%	N=836	6%	N=166	0%	N=5	100%	N=2996
Overall ease of getting to the places you usually have to visit	36%	N=1092	47%	N=1418	15%	N=451	1%	N=33	100%	N=2995
Quality of overall natural environment in San José	34%	N=1012	44%	N=1320	20%	N=590	2%	N=64	100%	N=2986
Overall "built environment" of San José (including overall design, buildings, parks and transportation systems)	29%	N=871	45%	N=1349	23%	N=700	2%	N=72	100%	N=2992
Health and wellness opportunities in San José	25%	N=761	39%	N=1157	30%	N=898	6%	N=168	100%	N=2983
Overall opportunities for education and enrichment	34%	N=1021	39%	N=1173	22%	N=661	4%	N=133	100%	N=2988
Overall economic health of San José	47%	N=1410	42%	N=1257	9%	N=281	1%	N=31	100%	N=2980
Sense of community	28%	N=849	43%	N=1295	25%	N=755	3%	N=83	100%	N=2983

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	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Violent crime (e.g. rape, assault, robbery)	12%	N=344	32%	N=944	15%	N=457	24%	N=727	17%	N=495	1%	N=18	100%	N=2985
Property crimes	3%	N=90	18%	N=548	13%	N=392	28%	N=819	36%	N=1081	2%	N=46	100%	N=2976

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	2%	N=54	1%	N=18	3%	N=96	18%	N=544	76%	N=2244	100%	N=2955
Purchase goods or services from a business located in San José	1%	N=26	1%	N=31	19%	N=558	53%	N=1550	27%	N=783	100%	N=2947

The National Citizen Survey™

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Eat at least 5 portions of fruits and vegetables a day	2%	N=59	12%	N=349	33%	N=971	35%	N=1027	18%	N=530	100%	N=2936
Participate in moderate or vigorous physical activity	2%	N=46	13%	N=370	32%	N=949	32%	N=939	22%	N=635	100%	N=2940
Read or watch local news (via television, paper, computer, etc.)	3%	N=80	10%	N=296	20%	N=580	29%	N=860	38%	N=1134	100%	N=2951
Vote in local elections	8%	N=239	2%	N=61	6%	N=189	16%	N=459	68%	N=2000	100%	N=2948

Table 47: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	21%	N=617
Very good	43%	N=1268
Good	29%	N=856
Fair	6%	N=173
Poor	2%	N=47
Total	100%	N=2962

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=246
Somewhat positive	24%	N=707
Neutral	44%	N=1280
Somewhat negative	18%	N=522
Very negative	5%	N=153
Total	100%	N=2909

Table 49: Question D4

What is your employment status?	Percent	Number
Working full time for pay	67%	N=1986
Working part time for pay	10%	N=289
Unemployed, looking for paid work	3%	N=96
Unemployed, not looking for paid work	3%	N=95
Fully retired	16%	N=484
Total	100%	N=2949

Table 50: Question D5

Do you work inside the boundaries of San José?	Percent	Number
Yes, outside the home	44%	N=1216
Yes, from home	8%	N=231
No	48%	N=1317
Total	100%	N=2764

The National Citizen Survey™

Table 51: Question D6

How many years have you lived in San José?	Percent	Number
Less than 2 years	7%	N=197
2 to 5 years	14%	N=427
6 to 10 years	10%	N=302
11 to 20 years	15%	N=450
More than 20 years	54%	N=1591
Total	100%	N=2968

Table 52: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	65%	N=1819
Building with two or more homes (duplex, townhome, apartment or condominium)	33%	N=936
Mobile home	1%	N=23
Other	1%	N=30
Total	100%	N=2808

Table 53: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	33%	N=904
Owned	67%	N=1861
Total	100%	N=2765

Table 54: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	2%	N=65
\$300 to \$599 per month	4%	N=111
\$600 to \$999 per month	5%	N=131
\$1,000 to \$1,499 per month	9%	N=250
\$1,500 to \$2,499 per month	23%	N=673
\$2,500 to \$2,999 per month	18%	N=514
\$3,000 or more per month	40%	N=1142
Total	100%	N=2885

Table 55: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	67%	N=1878
Yes	33%	N=941
Total	100%	N=2819

The National Citizen Survey™

Table 56: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	73%	N=2043
Yes	27%	N=768
Total	100%	N=2811

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	5%	N=134
\$25,000 to \$49,999	9%	N=255
\$50,000 to \$99,999	22%	N=612
\$100,000 to \$149,999	22%	N=613
\$150,000 or more	43%	N=1200
Total	100%	N=2814

Table 58: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	77%	N=2215
Yes, I consider myself to be Spanish, Hispanic or Latino	23%	N=648
Total	100%	N=2864

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	5%	N=144
Asian, Asian Indian or Pacific Islander	26%	N=726
Black or African American	4%	N=124
White	60%	N=1692
Other	21%	N=587

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	4%	N=108
25 to 34 years	19%	N=555
35 to 44 years	22%	N=646
45 to 54 years	23%	N=660
55 to 64 years	16%	N=448
65 to 74 years	12%	N=344
75 years or older	4%	N=115
Total	100%	N=2877

The National Citizen Survey™

Table 61: Question D16

What is your sex?	Percent	Number
Female	53%	N=1253
Male	47%	N=1119
Total	100%	N=2372

Table 62: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	72%	N=1735
Land line	11%	N=268
Both	16%	N=395
Total	100%	N=2398

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,” 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. Being rated as “higher” or “lower” than the benchmark means that San José’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then San José’s average rating was more than 20 points different when compared to the benchmark.

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	42%	436	445	Much lower
Overall image or reputation of San José	32%	317	342	Much lower
San José as a place to live	52%	378	382	Much lower
Your neighborhood as a place to live	60%	301	305	Lower
San José as a place to raise children	41%	361	371	Much lower
San José as a place to retire	12%	345	346	Much lower
Overall appearance of San José	24%	347	349	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	32%	336	341	Much lower	
	In your neighborhood during the day	68%	346	348	Much lower	
	In San José's downtown during the day	53%	305	308	Much lower	
Mobility	Overall ease of getting to the places you usually have to visit	35%	256	258	Much lower	
	Availability of paths and walking trails	43%	262	310	Lower	
	Ease of walking in San José	41%	265	298	Lower	
	Ease of travel by bicycle in San José	36%	226	298	Lower	
	Ease of travel by public transportation in San José	20%	185	217	Lower	
	Ease of travel by car in San José	28%	292	298	Much lower	
	Ease of public parking	25%	203	216	Lower	
	Traffic flow on major streets	16%	325	334	Much lower	
	Natural Environment	Quality of overall natural environment in San José	40%	270	270	Much lower
Cleanliness of San José		17%	277	278	Much lower	
Air quality		38%	236	241	Much lower	
Built Environment	Overall "built environment" of San José (including overall design, buildings, parks and transportation systems)	27%	244	247	Much lower	
	Overall quality of new development in San José	39%	240	285	Lower	
	Availability of affordable quality housing	6%	292	296	Much lower	
	Variety of housing options	16%	265	273	Much lower	
	Public places where people want to spend time	30%	235	240	Much lower	
Economy	Overall economic health of San José	50%	194	253	Similar	
	Vibrant downtown/commercial area	31%	175	230	Lower	
	Overall quality of business and service establishments in San José	53%	193	266	Similar	
	Cost of living in San José	6%	247	250	Much lower	
	Shopping opportunities	74%	71	289	Higher	
	Employment opportunities	64%	25	302	Higher	
	San José as a place to visit	32%	254	267	Much lower	
	San José as a place to work	63%	181	351	Similar	
	Recreation and Wellness	Health and wellness opportunities in San José	49%	217	248	Lower
		Availability of affordable quality mental health care	26%	202	218	Lower
Availability of preventive health services		52%	177	232	Similar	
Availability of affordable quality health care		45%	207	253	Similar	
Availability of affordable quality food		54%	190	238	Similar	
Recreational opportunities		51%	242	289	Lower	
	Fitness opportunities (including exercise classes and paths or trails, etc.)	54%	201	238	Similar	

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Overall opportunities for education and enrichment	56%	186	250	Similar
	Opportunities to participate in religious or spiritual events and activities	67%	177	199	Similar
	Opportunities to attend cultural/arts/music activities	58%	150	288	Similar
	Adult educational opportunities	49%	160	227	Similar
	K-12 education	36%	246	264	Much lower
	Availability of affordable quality child care/preschool	23%	238	248	Much lower
Community Engagement	Opportunities to participate in social events and activities	52%	188	257	Similar
	Neighborhoodliness of San José	36%	238	242	Lower
	Openness and acceptance of the community toward people of diverse backgrounds	65%	84	286	Similar
	Opportunities to participate in community matters	55%	212	269	Similar
	Opportunities to volunteer	71%	134	257	Similar

Table 65: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of San José	39%	415	420	Much lower
Overall customer service by San José employees (police, receptionists, planners, etc.)	43%	362	372	Lower
Value of services for the taxes paid to San José	19%	394	396	Much lower
Overall direction that San José is taking	30%	301	309	Much lower
The job San José government does at welcoming resident involvement	34%	297	315	Lower
Overall confidence in San José government	25%	249	253	Lower
Generally acting in the best interest of the community	29%	247	253	Lower
Being honest	30%	235	245	Lower
Treating all residents fairly	29%	237	250	Lower
Services provided by the Federal Government	23%	244	245	Lower

Table 66: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police services	34%	449	454	Much lower
	Fire services	82%	323	379	Similar
	Ambulance or emergency medical services	77%	315	341	Lower
	Crime prevention	16%	354	355	Much lower
	Fire prevention and education	52%	273	277	Lower
	Animal control	45%	301	335	Lower
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	31%	271	272	Much lower
Mobility	Traffic enforcement	23%	364	364	Much lower
	Street repair	14%	364	381	Much lower
	Street cleaning	26%	314	317	Much lower
	Street lighting	41%	296	321	Lower
	Sidewalk maintenance	28%	293	315	Lower
	Traffic signal timing	31%	250	258	Lower
Natural Environment	Bus or transit services	34%	172	224	Lower
	Garbage collection	71%	318	348	Similar
	Recycling	70%	277	352	Similar
	Yard waste pick-up	71%	174	263	Similar
	Drinking water	48%	281	308	Lower

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Preservation of natural areas such as open space, farmlands and greenbelts	41%	240	250	Lower
Built Environment	Storm drainage	52%	271	345	Similar
	Sewer services	66%	255	314	Similar
	Utility billing	47%	211	220	Lower
	Land use, planning and zoning	21%	288	294	Lower
	Code enforcement (weeds, abandoned buildings, etc.)	13%	378	380	Much lower
	Cable television	43%	160	198	Similar
Economy	Economic development	41%	206	278	Similar
Recreation and Wellness	City parks	55%	299	318	Lower
	Recreation programs or classes	53%	272	318	Lower
	Recreation centers or facilities	53%	230	271	Lower
Education and Enrichment	Public library services	77%	252	332	Similar
Community Engagement	Public information services	50%	256	281	Lower

Table 67: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	26%	298	305	Much lower
Recommend living in San José to someone who asks	44%	281	281	Much lower
Remain in San José for the next five years	67%	262	273	Lower
Contacted San José (in-person, phone, email or web) for help or information	55%	42	315	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	48%	46	218	Higher
	Did NOT report a crime to the police	63%	229	245	Lower
	Household member was NOT a victim of a crime	76%	256	266	Lower
Mobility	Used bus, rail, subway or other public transportation instead of driving	44%	40	198	Higher
	Carpooled with other adults or children instead of driving alone	58%	12	232	Higher
	Walked or biked instead of driving	59%	105	241	Similar
Natural Environment	Made efforts to conserve water	92%	24	227	Higher
	Made efforts to make your home more energy efficient	78%	70	228	Similar
	Recycle at home	98%	30	252	Higher
Built Environment	Did NOT observe a code violation or other hazard in San José	28%	231	234	Much lower
	NOT experiencing housing costs stress	65%	166	251	Similar
Economy	Purchase goods or services from a business located in San José	98%	62	238	Similar
	Economy will have positive impact on income	33%	116	252	Similar
	Work inside boundaries of San José	52%	73	239	Higher
Recreation and Wellness	Used San José recreation centers or their services	42%	226	234	Lower
	Visited a neighborhood park or City park	88%	78	263	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Eat at least 5 portions of fruits and vegetables a day	86%	71	230	Similar
	Participate in moderate or vigorous physical activity	86%	107	234	Similar
	In very good to excellent health	64%	115	234	Similar
Education and Enrichment	Used San José public libraries or their services	61%	135	239	Similar
	Participated in religious or spiritual activities in San José	38%	140	197	Similar
	Attended City-sponsored event	51%	154	241	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	35%	26	222	Higher
	Contacted San José elected officials (in-person, phone, email or web) to express your opinion	32%	9	237	Higher
	Volunteered your time to some group/activity in San José	47%	71	258	Similar
	Participated in a club	29%	88	237	Similar
	Talked to or visited with your immediate neighbors	88%	179	236	Similar
	Done a favor for a neighbor	76%	192	231	Similar
	Attended a local public meeting	32%	30	257	Similar
	Watched (online or on television) a local public meeting	26%	74	224	Similar
	Read or watch local news (via television, paper, computer, etc.)	87%	76	239	Similar
	Vote in local elections	90%	33	252	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	Avon town, IN	12,446
Airway Heights city, WA	6,114	Avondale city, AZ	76,238
Albany city, OR	50,158	Azusa city, CA	46,361
Albemarle County, VA	98,970	Bainbridge Island city, WA	23,025
Albert Lea city, MN	18,016	Baltimore city, MD	620,961
Alexandria city, VA	139,966	Bartonville town, TX	1,469
Algonquin village, IL	30,046	Battle Creek city, MI	52,347
Aliso Viejo city, CA	47,823	Bay City city, MI	34,932
American Canyon city, CA	19,454	Bay Village city, OH	15,651
Ames city, IA	58,965	Baytown city, TX	71,802
Ankeny city, IA	45,582	Bedford city, TX	46,979
Ann Arbor city, MI	113,934	Bedford town, MA	13,320
Apache Junction city, AZ	35,840	Bellevue city, WA	122,363
Arapahoe County, CO	572,003	Bellingham city, WA	80,885
Arkansas City city, AR	366	Benbrook city, TX	21,234
Arlington city, TX	365,438	Bend city, OR	76,639
Arvada city, CO	106,433	Bethlehem township, PA	23,730
Asheville city, NC	83,393	Bettendorf city, IA	33,217
Ashland city, OR	20,078	Billings city, MT	104,170
Ashland town, MA	16,593	Bloomington city, IN	80,405
Ashland town, VA	7,225	Bloomington city, MN	82,893
Aspen city, CO	6,658	Blue Springs city, MO	52,575
Athens-Clarke County, GA	115,452	Boise City city, ID	205,671
Auburn city, AL	53,380	Bonner Springs city, KS	7,314
Augusta CCD, GA	134,777	Boone County, KY	118,811
Aurora city, CO	325,078	Boulder city, CO	97,385
Austin city, TX	790,390	Bowling Green city, KY	58,067
Avon town, CO	6,447	Bozeman city, MT	37,280

The National Citizen Survey™

Brentwood city, MO	8,055	Cottonwood Heights city, UT	33,433
Brentwood city, TN	37,060	Creve Coeur city, MO	17,833
Brighton city, CO	33,352	Cupertino city, CA	58,302
Brighton city, MI	7,444	Dacono city, CO	4,152
Bristol city, TN	26,702	Dakota County, MN	398,552
Broken Arrow city, OK	98,850	Dallas city, OR	14,583
Brookline CDP, MA	58,732	Dallas city, TX	1,197,816
Brooklyn Center city, MN	30,104	Danville city, KY	16,218
Brooklyn city, OH	11,169	Dardenne Prairie city, MO	11,494
Broomfield city, CO	55,889	Darien city, IL	22,086
Brownsburg town, IN	21,285	Davenport city, FL	2,888
Buffalo Grove village, IL	41,496	Davidson town, NC	10,944
Burlingame city, CA	28,806	Dayton city, OH	141,527
Cabarrus County, NC	178,011	Dayton town, WY	757
Cambridge city, MA	105,162	Dearborn city, MI	98,153
Canandaigua city, NY	10,545	Decatur city, GA	19,335
Cannon Beach city, OR	1,690	Del Mar city, CA	4,161
Cañon City city, CO	16,400	DeLand city, FL	27,031
Canton city, SD	3,057	Delaware city, OH	34,753
Cape Coral city, FL	154,305	Denison city, TX	22,682
Carlisle borough, PA	18,682	Denton city, TX	113,383
Carlsbad city, CA	105,328	Denver city, CO	600,158
Carroll city, IA	10,103	Des Moines city, IA	203,433
Cartersville city, GA	19,731	Des Peres city, MO	8,373
Cary town, NC	135,234	Destin city, FL	12,305
Castine town, ME	1,366	Dover city, NH	29,987
Castle Rock town, CO	48,231	Dublin city, CA	46,036
Cedar Hill city, TX	45,028	Dublin city, OH	41,751
Cedar Rapids city, IA	126,326	Duluth city, MN	86,265
Celina city, TX	6,028	Durham city, NC	228,330
Centennial city, CO	100,377	Durham County, NC	267,587
Chandler city, AZ	236,123	Dyer town, IN	16,390
Chandler city, TX	2,734	Eagan city, MN	64,206
Chanhassen city, MN	22,952	Eagle Mountain city, UT	21,415
Chapel Hill town, NC	57,233	Eagle town, CO	6,508
Chardon city, OH	5,148	Eau Claire city, WI	65,883
Charles County, MD	146,551	Eden Prairie city, MN	60,797
Charlotte city, NC	731,424	Eden town, VT	1,323
Charlotte County, FL	159,978	Edgerton city, KS	1,671
Charlottesville city, VA	43,475	Edgewater city, CO	5,170
Chattanooga city, TN	167,674	Edina city, MN	47,941
Chautauqua town, NY	4,464	Edmond city, OK	81,405
Chesterfield County, VA	316,236	Edmonds city, WA	39,709
Clackamas County, OR	375,992	El Cerrito city, CA	23,549
Clarendon Hills village, IL	8,427	El Dorado County, CA	181,058
Clayton city, MO	15,939	El Paso de Robles (Paso Robles) city, CA	29,793
Clearwater city, FL	107,685	Elk Grove city, CA	153,015
Cleveland Heights city, OH	46,121	Elko New Market city, MN	4,110
Clinton city, SC	8,490	Elmhurst city, IL	44,121
Clive city, IA	15,447	Englewood city, CO	30,255
Clovis city, CA	95,631	Erie town, CO	18,135
College Park city, MD	30,413	Escambia County, FL	297,619
College Station city, TX	93,857	Estes Park town, CO	5,858
Colleyville city, TX	22,807	Euclid city, OH	48,920
Columbia city, MO	108,500	Fairview town, TX	7,248
Columbia city, SC	129,272	Farmers Branch city, TX	28,616
Columbia Falls city, MT	4,688	Farmersville city, TX	3,301
Commerce City city, CO	45,913	Farmington Hills city, MI	79,740
Concord city, CA	122,067	Farmington town, CT	25,340
Concord town, MA	17,668	Fayetteville city, NC	200,564
Conshohocken borough, PA	7,833	Fernandina Beach city, FL	11,487
Coolidge city, AZ	11,825	Flagstaff city, AZ	65,870
Coon Rapids city, MN	61,476	Flower Mound town, TX	64,669
Copperas Cove city, TX	32,032	Forest Grove city, OR	21,083
Coral Springs city, FL	121,096	Fort Collins city, CO	143,986
Coronado city, CA	18,912	Franklin city, TN	62,487
Corvallis city, OR	54,462	Frederick town, CO	8,679

The National Citizen Survey™

Fremont city, CA.....	214,089	Johnston city, IA.....	17,278
Friendswood city, TX.....	35,805	Jupiter town, FL.....	55,156
Fruita city, CO.....	12,646	Kalamazoo city, MI.....	74,262
Gahanna city, OH.....	33,248	Kansas City city, KS.....	145,786
Gaithersburg city, MD.....	59,933	Kansas City city, MO.....	459,787
Galveston city, TX.....	47,743	Keizer city, OR.....	36,478
Gardner city, KS.....	19,123	Kenmore city, WA.....	20,460
Georgetown city, TX.....	47,400	Kennedale city, TX.....	6,763
Germantown city, TN.....	38,844	Kent city, WA.....	92,411
Gilbert town, AZ.....	208,453	Kerrville city, TX.....	22,347
Gillette city, WY.....	29,087	Kettering city, OH.....	56,163
Glen Ellyn village, IL.....	27,450	Key West city, FL.....	24,649
Glendora city, CA.....	50,073	King City city, CA.....	12,874
Glenview village, IL.....	44,692	Kirkland city, WA.....	48,787
Golden city, CO.....	18,867	Kirkwood city, MO.....	27,540
Golden Valley city, MN.....	20,371	Knoxville city, IA.....	7,313
Goodyear city, AZ.....	65,275	La Plata town, MD.....	8,753
Grafton village, WI.....	11,459	La Vista city, NE.....	15,758
Grand Blanc city, MI.....	8,276	Laguna Niguel city, CA.....	62,979
Grants Pass city, OR.....	34,533	Lake Forest city, IL.....	19,375
Grass Valley city, CA.....	12,860	Lake in the Hills village, IL.....	28,965
Greeley city, CO.....	92,889	Lake Stevens city, WA.....	28,069
Greenville city, NC.....	84,554	Lake Worth city, FL.....	34,910
Greenwich town, CT.....	61,171	Lake Zurich village, IL.....	19,631
Greenwood Village city, CO.....	13,925	Lakeville city, MN.....	55,954
Greer city, SC.....	25,515	Lakewood city, CO.....	142,980
Gunnison County, CO.....	15,324	Lakewood city, WA.....	58,163
Haltom City city, TX.....	42,409	Lancaster County, SC.....	76,652
Hamilton city, OH.....	62,477	Lane County, OR.....	351,715
Hamilton town, MA.....	7,764	Lansing city, MI.....	114,297
Hampton city, VA.....	137,436	Laramie city, WY.....	30,816
Hanover County, VA.....	99,863	Larimer County, CO.....	299,630
Harrisburg city, SD.....	4,089	Las Cruces city, NM.....	97,618
Harrisonburg city, VA.....	48,914	Las Vegas city, NM.....	13,753
Harrisonville city, MO.....	10,019	Lawrence city, KS.....	87,643
Hastings city, MN.....	22,172	Lawrenceville city, GA.....	28,546
Hayward city, CA.....	144,186	Lee's Summit city, MO.....	91,364
Henderson city, NV.....	257,729	Lehi city, UT.....	47,407
Herndon town, VA.....	23,292	Lenexa city, KS.....	48,190
High Point city, NC.....	104,371	Lewisville city, TX.....	95,290
Highland Park city, IL.....	29,763	Lewisville town, NC.....	12,639
Highlands Ranch CDP, CO.....	96,713	Libertyville village, IL.....	20,315
Homer Glen village, IL.....	24,220	Lincolnwood village, IL.....	12,590
Honolulu County, HI.....	953,207	Lindsborg city, KS.....	3,458
Hooksett town, NH.....	13,451	Little Chute village, WI.....	10,449
Hopkins city, MN.....	17,591	Littleton city, CO.....	41,737
Hopkinton town, MA.....	14,925	Livermore city, CA.....	80,968
Hoquiam city, WA.....	8,726	Lombard village, IL.....	43,165
Horry County, SC.....	269,291	Lone Tree city, CO.....	10,218
Howard village, WI.....	17,399	Long Grove village, IL.....	8,043
Hudson town, CO.....	2,356	Longmont city, CO.....	86,270
Huntley village, IL.....	24,291	Longview city, TX.....	80,455
Hurst city, TX.....	37,337	Lonsdale city, MN.....	3,674
Hutchinson city, MN.....	14,178	Los Alamos County, NM.....	17,950
Hutto city, TX.....	14,698	Los Altos Hills town, CA.....	7,922
Independence city, MO.....	116,830	Louisville city, CO.....	18,376
Indianola city, IA.....	14,782	Lower Merion township, PA.....	57,825
Indio city, CA.....	76,036	Lynchburg city, VA.....	75,568
Iowa City city, IA.....	67,862	Lynnwood city, WA.....	35,836
Irving city, TX.....	216,290	Macomb County, MI.....	840,978
Issaquah city, WA.....	30,434	Manassas city, VA.....	37,821
Jackson city, MO.....	13,758	Manhattan Beach city, CA.....	35,135
Jackson County, MI.....	160,248	Manhattan city, KS.....	52,281
James City County, VA.....	67,009	Mankato city, MN.....	39,309
Jefferson County, NY.....	116,229	Maple Grove city, MN.....	61,567
Jefferson Parish, LA.....	432,552	Maplewood city, MN.....	38,018
Johnson City city, TN.....	63,152	Maricopa County, AZ.....	3,817,117

The National Citizen Survey™

Marion city, IA.....	34,768	Novi city, MI.....	55,224
Mariposa County, CA.....	18,251	O'Fallon city, IL.....	28,281
Marshfield city, WI.....	19,118	O'Fallon city, MO.....	79,329
Martinez city, CA.....	35,824	Oak Park village, IL.....	51,878
Marysville city, WA.....	60,020	Oakland city, CA.....	390,724
Matthews town, NC.....	27,198	Oakley city, CA.....	35,432
Maui County, HI.....	154,834	Oklahoma City city, OK.....	579,999
McAllen city, TX.....	129,877	Olathe city, KS.....	125,872
McKinney city, TX.....	131,117	Old Town city, ME.....	7,840
McMinnville city, OR.....	32,187	Olmsted County, MN.....	144,248
Menlo Park city, CA.....	32,026	Olympia city, WA.....	46,478
Menomonee Falls village, WI.....	35,626	Orange village, OH.....	3,323
Mercer Island city, WA.....	22,699	Orland Park village, IL.....	56,767
Meridian charter township, MI.....	39,688	Orleans Parish, LA.....	343,829
Meridian city, ID.....	75,092	Oshkosh city, WI.....	66,083
Merriam city, KS.....	11,003	Oshtemo charter township, MI.....	21,705
Mesa city, AZ.....	439,041	Oswego village, IL.....	30,355
Mesa County, CO.....	146,723	Ottawa County, MI.....	263,801
Miami Beach city, FL.....	87,779	Overland Park city, KS.....	173,372
Miami city, FL.....	399,457	Paducah city, KY.....	25,024
Middleton city, WI.....	17,442	Palm Beach Gardens city, FL.....	48,452
Midland city, MI.....	41,863	Palm Coast city, FL.....	75,180
Milford city, DE.....	9,559	Palo Alto city, CA.....	64,403
Milton city, GA.....	32,661	Palos Verdes Estates city, CA.....	13,438
Minneapolis city, MN.....	382,578	Papillion city, NE.....	18,894
Minnetrista city, MN.....	6,384	Paradise Valley town, AZ.....	12,820
Missouri City city, TX.....	67,358	Park City city, UT.....	7,558
Modesto city, CA.....	201,165	Parker town, CO.....	45,297
Monroe city, MI.....	20,733	Parkland city, FL.....	23,962
Monterey city, CA.....	27,810	Pasco city, WA.....	59,781
Montgomery city, MN.....	2,956	Pasco County, FL.....	464,697
Montgomery County, MD.....	971,777	Payette city, ID.....	7,433
Monticello city, UT.....	1,972	Pearland city, TX.....	91,252
Montrose city, CO.....	19,132	Peoria city, AZ.....	154,065
Monument town, CO.....	5,530	Peoria city, IL.....	115,007
Moraga town, CA.....	16,016	Pflugerville city, TX.....	46,936
Morristown city, TN.....	29,137	Pinehurst village, NC.....	13,124
Morrisville town, NC.....	18,576	Piqua city, OH.....	20,522
Morro Bay city, CA.....	10,234	Pitkin County, CO.....	17,148
Mountain Village town, CO.....	1,320	Plano city, TX.....	259,841
Mountlake Terrace city, WA.....	19,909	Platte City city, MO.....	4,691
Murphy city, TX.....	17,708	Pleasant Hill city, IA.....	8,785
Naperville city, IL.....	141,853	Pleasanton city, CA.....	70,285
Napoleon city, OH.....	8,749	Polk County, IA.....	430,640
Nederland city, TX.....	17,547	Pompano Beach city, FL.....	99,845
Needham CDP, MA.....	28,886	Port Orange city, FL.....	56,048
Nevada City city, CA.....	3,068	Port St. Lucie city, FL.....	164,603
Nevada County, CA.....	98,764	Portland city, OR.....	583,776
New Braunfels city, TX.....	57,740	Powell city, OH.....	11,500
New Brighton city, MN.....	21,456	Powhatan County, VA.....	28,046
New Hope city, MN.....	20,339	Prince William County, VA.....	402,002
New Orleans city, LA.....	343,829	Prior Lake city, MN.....	22,796
New Smyrna Beach city, FL.....	22,464	Pueblo city, CO.....	106,595
New Ulm city, MN.....	13,522	Purcellville town, VA.....	7,727
Newberg city, OR.....	22,068	Queen Creek town, AZ.....	26,361
Newport city, RI.....	24,672	Raleigh city, NC.....	403,892
Newport News city, VA.....	180,719	Ramsey city, MN.....	23,668
Newton city, IA.....	15,254	Raymond town, ME.....	4,436
Noblesville city, IN.....	51,969	Raymore city, MO.....	19,206
Norcross city, GA.....	9,116	Redmond city, OR.....	26,215
Norfolk city, NE.....	24,210	Redmond city, WA.....	54,144
Norfolk city, VA.....	242,803	Redwood City city, CA.....	76,815
North Mankato city, MN.....	13,394	Reno city, NV.....	225,221
North Port city, FL.....	57,357	Reston CDP, VA.....	58,404
North Richland Hills city, TX.....	63,343	Richland city, WA.....	48,058
North Yarmouth town, ME.....	3,565	Richmond city, CA.....	103,701
Novato city, CA.....	51,904	Richmond Heights city, MO.....	8,603

The National Citizen Survey™

Rio Rancho city, NM	87,521	St. Cloud city, FL.....	35,183
River Falls city, WI.....	15,000	St. Joseph city, MO	76,780
Riverside city, CA.....	303,871	St. Joseph town, WI.....	3,842
Roanoke city, VA	97,032	St. Louis County, MN.....	200,226
Roanoke County, VA.....	92,376	State College borough, PA	42,034
Rochester Hills city, MI	70,995	Steamboat Springs city, CO	12,088
Rock Hill city, SC	66,154	Sugar Grove village, IL	8,997
Rockville city, MD	61,209	Sugar Land city, TX.....	78,817
Roeland Park city, KS.....	6,731	Suisun City city, CA	28,111
Rogers city, MN	8,597	Summit County, UT.....	36,324
Rohnert Park city, CA.....	40,971	Summit village, IL	11,054
Rolla city, MO.....	19,559	Sunnyvale city, CA	140,081
Roselle village, IL	22,763	Surprise city, AZ.....	117,517
Rosemount city, MN	21,874	Suwanee city, GA.....	15,355
Rosenberg city, TX	30,618	Tacoma city, WA.....	198,397
Roseville city, MN	33,660	Takoma Park city, MD	16,715
Round Rock city, TX	99,887	Tamarac city, FL	60,427
Royal Oak city, MI	57,236	Temecula city, CA	100,097
Royal Palm Beach village, FL	34,140	Tempe city, AZ	161,719
Sacramento city, CA	466,488	Temple city, TX.....	66,102
Sahuarita town, AZ.....	25,259	Texarkana city, TX	36,411
Sammamish city, WA.....	45,780	The Woodlands CDP, TX.....	93,847
San Anselmo town, CA.....	12,336	Thousand Oaks city, CA.....	126,683
San Diego city, CA	1,307,402	Tigard city, OR.....	48,035
San Francisco city, CA.....	805,235	Tracy city, CA	82,922
San José city, CA	945,942	Trinidad CCD, CO.....	12,017
San Marcos city, CA	83,781	Tualatin city, OR	26,054
San Marcos city, TX	44,894	Tulsa city, OK	391,906
San Rafael city, CA	57,713	Tustin city, CA	75,540
Sangamon County, IL	197,465	Twin Falls city, ID	44,125
Santa Fe city, NM	67,947	Unalaska city, AK	4,376
Santa Fe County, NM.....	144,170	University Heights city, OH	13,539
Santa Monica city, CA	89,736	University Park city, TX.....	23,068
Sarasota County, FL.....	379,448	Upper Arlington city, OH.....	33,771
Savage city, MN	26,911	Urbandale city, IA	39,463
Schaumburg village, IL	74,227	Vail town, CO.....	5,305
Schertz city, TX	31,465	Ventura CCD, CA.....	111,889
Scott County, MN	129,928	Vernon Hills village, IL.....	25,113
Scottsdale city, AZ	217,385	Vestavia Hills city, AL	34,033
Sedona city, AZ	10,031	Victoria city, MN.....	7,345
Sevierville city, TN	14,807	Vienna town, VA	15,687
Shakopee city, MN.....	37,076	Virginia Beach city, VA.....	437,994
Sharonville city, OH	13,560	Walnut Creek city, CA.....	64,173
Shawnee city, KS.....	62,209	Warrensburg city, MO	18,838
Shawnee city, OK	29,857	Washington County, MN	238,136
Sherborn town, MA.....	4,119	Washington town, NH	1,123
Shoreline city, WA	53,007	Washoe County, NV	421,407
Shoreview city, MN	25,043	Washougal city, WA	14,095
Shorewood village, IL	15,615	Wauwatosa city, WI	46,396
Shorewood village, WI	13,162	Waverly city, IA	9,874
Sierra Vista city, AZ	43,888	Wentzville city, MO.....	29,070
Silverton city, OR.....	9,222	West Carrollton city, OH	13,143
Sioux Center city, IA	7,048	Western Springs village, IL	12,975
Sioux Falls city, SD	153,888	Westerville city, OH.....	36,120
Skokie village, IL	64,784	Westlake town, TX.....	992
Snoqualmie city, WA.....	10,670	Westminster city, CO.....	106,114
Snowmass Village town, CO	2,826	Weston town, MA.....	11,261
Somerset town, MA	18,165	Wheat Ridge city, CO	30,166
South Jordan city, UT	50,418	White House city, TN	10,255
South Lake Tahoe city, CA	21,403	Wichita city, KS.....	382,368
Southlake city, TX.....	26,575	Williamsburg city, VA.....	14,068
Spearfish city, SD	10,494	Willowbrook village, IL	8,540
Spring Hill city, KS	5,437	Wilmington city, NC.....	106,476
Springfield city, MO	159,498	Wilsonville city, OR.....	19,509
Springville city, UT.....	29,466	Windsor town, CO.....	18,644
St. Augustine city, FL.....	12,975	Windsor town, CT	29,044
St. Charles city, IL	32,974	Winnetka village, IL	12,187

The National Citizen Survey™

Winter Garden city, FL 34,568
Woodbury city, MN 61,961
Woodinville city, WA 10,938
Woodland city, CA 55,468
Wyandotte County, KS 157,505

Yakima city, WA 91,067
York County, VA 65,464
Yorktown town, IN 9,405
Yorkville city, IL 16,921
Yountville city, CA 2,933

Appendix C: Detailed Survey Methods

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

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of San José funded this research. Please contact the San José Office of the City Auditor at 408-535-1250 or city.auditor@sanjoseca.gov 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."

Selecting Survey Recipients

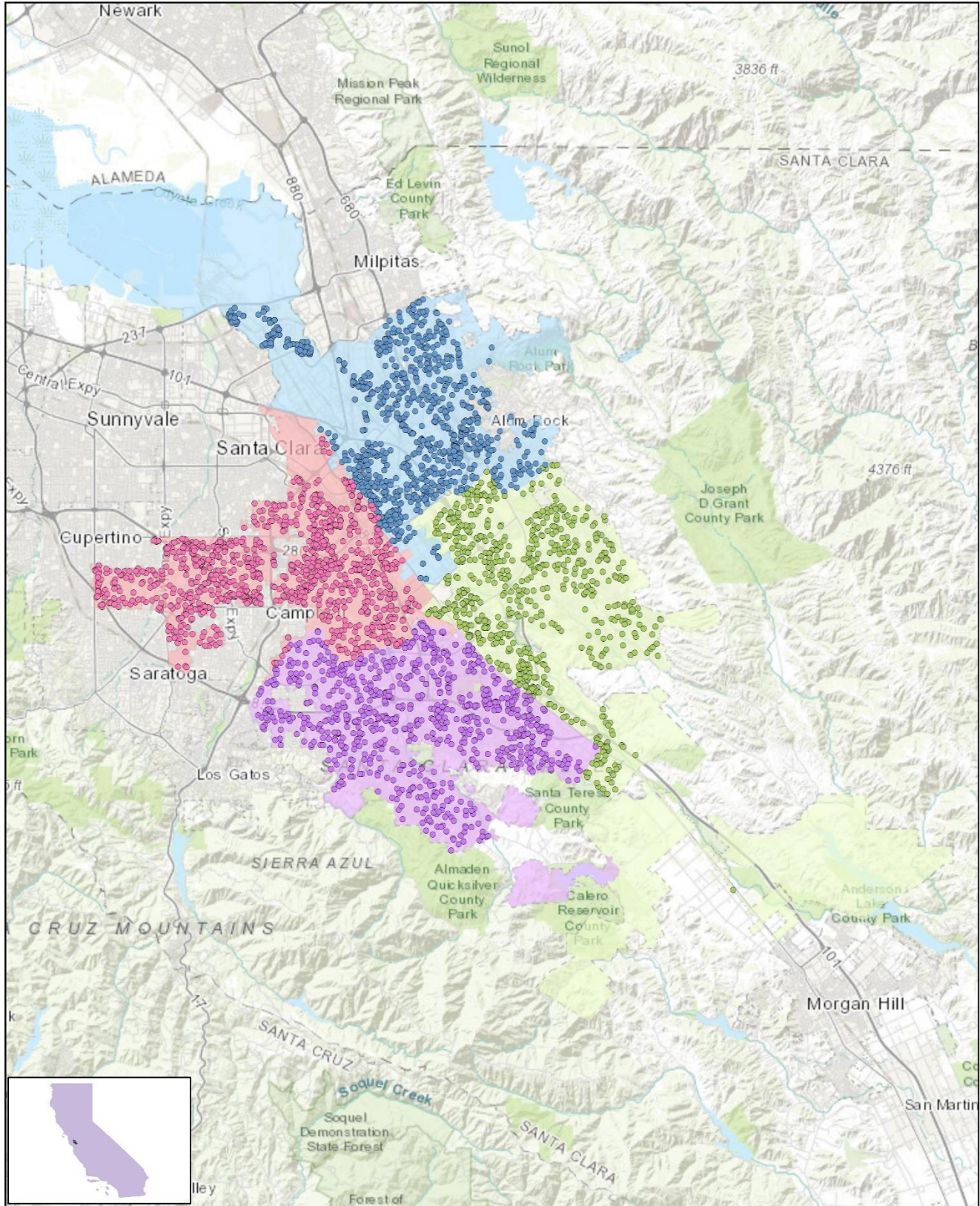
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of San José were eligible to participate in the survey. A list of all households within the zip codes serving San José was purchased from Go-Dog Direct based on updated listings from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

To choose the 4,000 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate 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 selected at an actual rate that is slightly above or below that).

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

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

Figure 1: Location of Survey Recipients



Survey Recipients in San Jose, CA

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

Survey Administration and Response

Selected households received three mailings, one week apart, beginning on August 29, 2018. Of the 4,000 households selected to receive survey mailings, 3,000 had the option to complete the survey via mail or web while 1,000 had the option to complete the survey online only. For the 3,000 households that were selected to receive the surveys via mail with mail or web options for completion; 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. The remaining 1,000 households had the option to complete the survey online only. Their mailed invitations were sent on the same schedule as the 3,000 households that had the option to complete the survey via mail or web. The first mailing was a postcard announcing the upcoming survey, the next mailing contained a letter from the City Auditor and the final mailing was another postcard. All mailings for the web-only sample contained the web link. All mailings also contained instructions in English, Spanish and Vietnamese.

About 2% of the 4,000 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 3,920 households that received the survey, 613 completed the survey, providing an overall response rate of 16%. Of the 613 completed surveys, 3 were completed in Spanish, none in Vietnamese and 610 in English; 122 surveys were completed online. Additionally, responses were tracked by geographic area; response rates by quadrant ranged from 12% to 21%. The response rate(s) were calculated using AAPOR's response rate #2¹ for mailed surveys of unnamed persons. Additionally, 3,075 residents completed the online opt-in survey, providing a grand total of 3,688 completed surveys. 3,073 of the opt-in surveys were completed in English, one in Spanish and one in Vietnamese.

Table 69: Survey Response Rate by Quadrant

	Northeast	Northwest	Southeast	Southwest	Overall
Total sample used	1,149	1,221	701	929	4,000
I=Complete Interviews	130	174	99	191	594
P=Partial Interviews	6	6	2	5	19
R=Refusal and break off	0	0	0	0	0
NC=Non Contact	0	0	0	0	0
O=Other	0	0	0	0	0
UH=Unknown household	0	0	0	0	0
UO=Unknown other	985	1,006	593	723	3,307
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	12%	15%	15%	21%	16%

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.² The margin of error for the City of San José survey is no greater than plus or minus four³ percentage points around any given percent reported for all respondents (613 completed surveys from the scientific sample). However, because the scientific sample was augmented with the opt-in surveys, the survey ended with a new sample size of 3,688. This sample size holds a margin of error of +/-2%.

¹ See AAPOR's Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

² 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.

³ Although this has become the traditional way to describe survey research precision, when opt-in results are blended with scientific results, assumptions about randomness of responses are not the same as when results come only from the random sample. Consequently other terms sometimes are used in place of “confidence interval” or “margin of error,” such as “credibility intervals.” We hew to the traditional way of describing sample-driven uncertainty while we work with the industry to sort out the best ways to describe these new approaches.

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller.

Survey Processing (Data Entry)

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

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

NRC used SurveyGizmo, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into system so respondents are automatically “skipped” to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

Survey Data Weighting

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

The demographic characteristics of the survey respondents 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 respondents reflective of the larger population of the community. Both survey datasets were weighted independently and then combined into one final dataset. The characteristics used for weighting were housing tenure, housing unity type, ethnicity, sex and age and geographic area. No adjustments were made for design effects.

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

The National Citizen Survey™

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

Table 70: San José, CA 2018 Weighting Table

Characteristic	2010 Census	Unweighted Data	Weighted Data
Housing			
Rent home	42%	24%	38%
Own home	58%	76%	62%
Detached unit*	58%	66%	61%
Attached unit*	42%	34%	39%
Race and Ethnicity			
White	45%	52%	44%
Not white	55%	48%	56%
Not Hispanic	70%	88%	74%
Hispanic	30%	12%	26%
Sex and Age			
Female	50%	44%	50%
Male	50%	56%	50%
18-34 years of age	33%	8%	29%
35-54 years of age	40%	34%	42%
55+ years of age	27%	58%	30%
Females 18-34	16%	3%	14%
Females 35-54	20%	16%	20%
Females 55+	14%	24%	15%
Males 18-34	17%	4%	15%
Males 35-54	21%	19%	22%
Males 55+	12%	33%	13%
AREA			
NE	26%	22%	26%
NW	28%	29%	27%
SE	20%	16%	19%
SW	26%	32%	28%

* U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

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. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

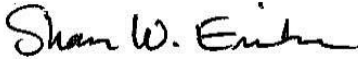
Appendix D: Survey Materials

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

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

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

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

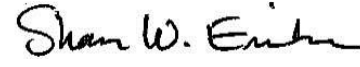

Sharon Winslow Erickson
City Auditor

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

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

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

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

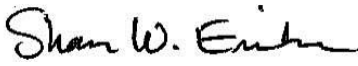

Sharon Winslow Erickson
City Auditor

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

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

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

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

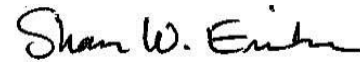

Sharon Winslow Erickson
City Auditor

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

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

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

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


Sharon Winslow Erickson
City Auditor

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

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

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

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

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

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

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

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

Dear City of San José Resident:

Please help us shape the future of San José! You have been selected at random to participate in the 2018 San José Resident Survey.

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

A few things to remember:

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

<http://bit.ly/placeholder>

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

Thank you for your time and participation!

Estimado Residente de la Ciudad de San José:

¡Por favor ayúdenos a moldear el futuro de San José! Usted ha sido seleccionado al azar para participar en la Encuesta de Residentes de San José del 2018.

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

Algunas cosas para recordar:

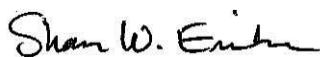
- **Sus respuestas son completamente anónimas.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
- **Puede devolver la encuesta por correo en el sobre pre-pagado adjunto, o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

<http://bit.ly/placeholder>

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

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

¡Gracias por su tiempo y participación!



Sharon Winslow Erickson
City Auditor

Thân gọi cư dân thành phố San José,

Hãy giúp chúng tôi kiến tạo tương lai của San José! Quý vị đã được chọn ngẫu nhiên vào cuộc Khảo Sát Cư Dân San José năm 2018.

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

Một vài điều cần nhớ:

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

<http://bit.ly/placeholder>

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

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

Dear City of San José Resident:

Here's a second chance if you haven't already responded to the 2018 San José Resident Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of San José! You have been selected at random to participate in the 2018 San José Resident Survey.

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

A few things to remember:

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

<http://bit.ly/placeholder>

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

Thank you for your time and participation!

Estimado Residente de la Ciudad de San José:

¡Aquí tiene una segunda oportunidad si usted aún no ha respondido a la Encuesta de Residentes de San José del 2018! **(Si usted la completó y la devolvió, le damos las gracias por su tiempo y le pedimos que recicle esta encuesta. Por favor no responda dos veces.)**

¡Por favor ayúdenos a moldear el futuro de San José! Usted ha sido seleccionado al azar para participar en la Encuesta de Residentes de San José del 2018.

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

Algunas cosas para recordar:

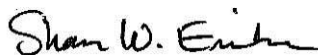
- **Sus respuestas son completamente anónimas.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
- **Puede devolver la encuesta por correo en el sobre pre-pagado adjunto, o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

<http://bit.ly/placeholder>

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

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

¡Gracias por su tiempo y participación!



Sharon Winslow Erickson
City Auditor

Thân gọi cư dân thành phố San José,

Sau đây là cơ hội thứ nhì, nếu quý vị chưa trả lời Khảo Sát Cư Dân San José năm 2018! **(Nếu đã điền đầy đủ rồi gửi trả thì chúng tôi xin cảm ơn quý vị đã dành thì giờ góp ý, và nên bỏ qua bản thứ nhì này. Đừng trả lời hai lần.)**

Hãy giúp chúng tôi kiến tạo tương lai của San José! Quý vị đã được chọn ngẫu nhiên vào cuộc Khảo Sát Cư Dân San José năm 2018.

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

Một vài điều cần nhớ:

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

<http://bit.ly/placeholder>

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

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

The City of San José 2018 Resident Survey

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

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

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

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

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

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

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

4. Please rate how safe or unsafe you feel:

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

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

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

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

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

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

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

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

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

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

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

The City of San José 2018 Resident Survey

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

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

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

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

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

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

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

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

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

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

The City of San José 2018 Resident Survey

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

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

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

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

- Excellent
 Very good
 Good
 Fair
 Poor

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

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. What is your employment status?

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

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

- Yes, outside the home
 Yes, from home
 No

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

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

D7. Which best describes the building you live in?

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

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

- Rented
 Owned

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

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

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

- No Yes

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

- No Yes

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

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

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

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

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

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

D15. In which category is your age?

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

D16. What is your sex?

- Female Male

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

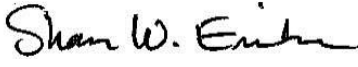
- Cell Land line Both

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

Dear San José Resident,
It won't take much of your time to make a big difference!
Your household has been randomly selected to participate in a survey about your community. Please complete the survey online at:
www.xxplaceholder
Thank you for helping create a better City!

Estimado Residente de San José,
iNo le tomará mucho de su tiempo para marcar una gran diferencia!
Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. También puede completar la encuesta en línea en español en:
www.xxplaceholder
iGracias por ayudar a crear una San José mejor!

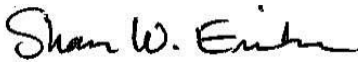
Thân gửi cư dân San José,
Sẽ không mất nhiều thì giờ để làm nên điều khác biệt lớn!
Gia hộ quý vị đã được chọn ngẫu nhiên để khảo sát về cộng đồng.
Vui lòng hoàn thành bản khảo sát trực tuyến tại:
www.xxplaceholder
Xin cảm ơn quý vị đã góp phần tạo dựng một Thành Phố tốt đẹp hơn!


Sharon Winslow Erickson
City Auditor

Dear San José Resident,
It won't take much of your time to make a big difference!
Your household has been randomly selected to participate in a survey about your community. Please complete the survey online at:
www.xxplaceholder
Thank you for helping create a better City!

Estimado Residente de San José,
iNo le tomará mucho de su tiempo para marcar una gran diferencia!
Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. También puede completar la encuesta en línea en español en:
www.xxplaceholder
iGracias por ayudar a crear una San José mejor!

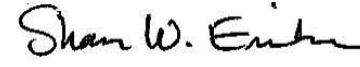
Thân gửi cư dân San José,
Sẽ không mất nhiều thì giờ để làm nên điều khác biệt lớn!
Gia hộ quý vị đã được chọn ngẫu nhiên để khảo sát về cộng đồng.
Vui lòng hoàn thành bản khảo sát trực tuyến tại:
www.xxplaceholder
Xin cảm ơn quý vị đã góp phần tạo dựng một Thành Phố tốt đẹp hơn!


Sharon Winslow Erickson
City Auditor

Dear San José Resident,
It won't take much of your time to make a big difference!
Your household has been randomly selected to participate in a survey about your community. Please complete the survey online at:
www.xxplaceholder
Thank you for helping create a better City!

Estimado Residente de San José,
iNo le tomará mucho de su tiempo para marcar una gran diferencia!
Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. También puede completar la encuesta en línea en español en:
www.xxplaceholder
iGracias por ayudar a crear una San José mejor!

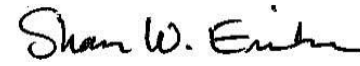
Thân gửi cư dân San José,
Sẽ không mất nhiều thì giờ để làm nên điều khác biệt lớn!
Gia hộ quý vị đã được chọn ngẫu nhiên để khảo sát về cộng đồng.
Vui lòng hoàn thành bản khảo sát trực tuyến tại:
www.xxplaceholder
Xin cảm ơn quý vị đã góp phần tạo dựng một Thành Phố tốt đẹp hơn!


Sharon Winslow Erickson
City Auditor

Dear San José Resident,
It won't take much of your time to make a big difference!
Your household has been randomly selected to participate in a survey about your community. Please complete the survey online at:
www.xxplaceholder
Thank you for helping create a better City!

Estimado Residente de San José,
iNo le tomará mucho de su tiempo para marcar una gran diferencia!
Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. También puede completar la encuesta en línea en español en:
www.xxplaceholder
iGracias por ayudar a crear una San José mejor!

Thân gửi cư dân San José,
Sẽ không mất nhiều thì giờ để làm nên điều khác biệt lớn!
Gia hộ quý vị đã được chọn ngẫu nhiên để khảo sát về cộng đồng.
Vui lòng hoàn thành bản khảo sát trực tuyến tại:
www.xxplaceholder
Xin cảm ơn quý vị đã góp phần tạo dựng một Thành Phố tốt đẹp hơn!


Sharon Winslow Erickson
City Auditor

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

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

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

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

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

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

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

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

Dear City of San José Resident:

Please help us shape the future of San José! You have been selected at random to participate in the 2018 San José Resident Survey.

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help San José make decisions that affect our City.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **Please complete the survey online at:**

<http://bit.ly/placeholder>

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

Thank you for your time and participation!

Estimado Residente de la Ciudad de San José:

¡Por favor ayúdenos a moldear el futuro de San José! Usted ha sido seleccionado al azar para participar en la Encuesta de Residentes de San José del 2018.

Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones le ayudarán a San José tomar decisiones que afectarán a nuestra Ciudad.

Algunas cosas para recordar:

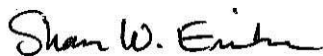
- **Sus respuestas son completamente anónimas.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
- **También puede completar la encuesta en línea en español en:**

<http://bit.ly/placeholder>

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

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

¡Gracias por su tiempo y participación!



Sharon Winslow Erickson
City Auditor

Thân gọi cư dân thành phố San José,

Hãy giúp chúng tôi kiến tạo tương lai của San José! Quý vị đã được chọn ngẫu nhiên vào cuộc Khảo Sát Cư Dân San José năm 2018.

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

Một vài điều cần nhớ:

- **Các câu trả lời đều hoàn toàn匿 danh.**
- Để có ý kiến từ nhiều nhóm dân cư, chúng tôi xin mời người trưởng thành trong gia hộ (18 tuổi trở lên, có ngày sinh nhật vào thời điểm gần đây nhất) trả lời khảo sát.
- **Vui lòng hoàn thành bản khảo sát trực tuyến tại:**

<http://bit.ly/placeholder>

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

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

Dear San José Resident,

Just a reminder, if you have not yet completed San José's 2018 Community Survey please do so.

Your participation in this survey is very important. Please complete the survey online at:
www.xxplaceholder

Thank you very much!

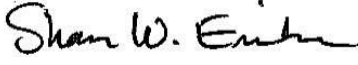
Estimado Residente de San José,

Solamente un recordatorio, si usted aún no ha completado la Encuesta Ciudadana del 2018 de la Ciudad de San José, por favor hágalo. Su participación en esta encuesta es muy importante. También puede completar la encuesta en línea en español en:
www.xxplaceholder

¡Muchas gracias!

Thân gửi cư dân San José, Xin nhắc lại, nếu bạn chưa hoàn thành Điều tra cộng đồng năm 2018 của San José, xin vui lòng làm như vậy. Góp phần tham gia vào khảo sát này là điều rất quan trọng - nhất là khi gia hộ của quý vị chỉ là một trong vài gia hộ được khảo sát. Vui lòng hoàn thành bản khảo sát trực tuyến tại:
www.xxplaceholder

Cảm ơn rất nhiều!


Sharon Winslow Erickson
City Auditor

Dear San José Resident,

Just a reminder, if you have not yet completed San José's 2018 Community Survey please do so.

Your participation in this survey is very important. Please complete the survey online at:
www.xxplaceholder

Thank you very much!

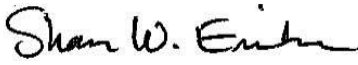
Estimado Residente de San José,

Solamente un recordatorio, si usted aún no ha completado la Encuesta Ciudadana del 2018 de la Ciudad de San José, por favor hágalo. Su participación en esta encuesta es muy importante. También puede completar la encuesta en línea en español en:
www.xxplaceholder

¡Muchas gracias!

Thân gửi cư dân San José, Xin nhắc lại, nếu bạn chưa hoàn thành Điều tra cộng đồng năm 2018 của San José, xin vui lòng làm như vậy. Góp phần tham gia vào khảo sát này là điều rất quan trọng - nhất là khi gia hộ của quý vị chỉ là một trong vài gia hộ được khảo sát. Vui lòng hoàn thành bản khảo sát trực tuyến tại:
www.xxplaceholder

Cảm ơn rất nhiều!


Sharon Winslow Erickson
City Auditor

Dear San José Resident,

Just a reminder, if you have not yet completed San José's 2018 Community Survey please do so.

Your participation in this survey is very important. Please complete the survey online at:
www.xxplaceholder

Thank you very much!

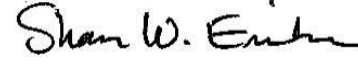
Estimado Residente de San José,

Solamente un recordatorio, si usted aún no ha completado la Encuesta Ciudadana del 2018 de la Ciudad de San José, por favor hágalo. Su participación en esta encuesta es muy importante. También puede completar la encuesta en línea en español en:
www.xxplaceholder

¡Muchas gracias!

Thân gửi cư dân San José, Xin nhắc lại, nếu bạn chưa hoàn thành Điều tra cộng đồng năm 2018 của San José, xin vui lòng làm như vậy. Góp phần tham gia vào khảo sát này là điều rất quan trọng - nhất là khi gia hộ của quý vị chỉ là một trong vài gia hộ được khảo sát. Vui lòng hoàn thành bản khảo sát trực tuyến tại:
www.xxplaceholder

Cảm ơn rất nhiều!


Sharon Winslow Erickson
City Auditor

Dear San José Resident,

Just a reminder, if you have not yet completed San José's 2018 Community Survey please do so.

Your participation in this survey is very important. Please complete the survey online at:
www.xxplaceholder

Thank you very much!

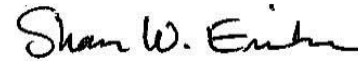
Estimado Residente de San José,

Solamente un recordatorio, si usted aún no ha completado la Encuesta Ciudadana del 2018 de la Ciudad de San José, por favor hágalo. Su participación en esta encuesta es muy importante. También puede completar la encuesta en línea en español en:
www.xxplaceholder

¡Muchas gracias!

Thân gửi cư dân San José, Xin nhắc lại, nếu bạn chưa hoàn thành Điều tra cộng đồng năm 2018 của San José, xin vui lòng làm như vậy. Góp phần tham gia vào khảo sát này là điều rất quan trọng - nhất là khi gia hộ của quý vị chỉ là một trong vài gia hộ được khảo sát. Vui lòng hoàn thành bản khảo sát trực tuyến tại:
www.xxplaceholder

Cảm ơn rất nhiều!


Sharon Winslow Erickson
City Auditor

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

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

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

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

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

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

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

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

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

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