

City of San José Resident Satisfaction Survey – San José State University

2019



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

About this Report

The National Community Survey™ (The NCS™), conducted by National Research Center (NRC) 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.

The City of San José has participated in The NCS annually since 2011. Prior to the 2019 iteration of The NCS for San José, the Knight Foundation expressed interest in funding research for San José State University (SJSU) to conduct a similar study, during the same time period as the administration of the City's annual survey. The goal of the survey conducted for SJSU was to compare the results of the City's survey to that of the university. For more information about the City's 2019 survey, see the report, *The National Community Survey: Technical Appendices, 2019* under separate cover. Please contact Mohamed Abousalem of SJSU at mohamed.abousalem@sjsu.edu you have any questions about the survey.

San José State University staff worked with NRC staff to customize a survey based on The NCS created for the City of San José. Some questions were modified or omitted so that the survey was applicable to the university. On October 15, 2019, San José State University's President sent an email invitation to students, faculty and staff encouraging them to complete the survey online using the URL provided. The online survey was available in English, Spanish, and Vietnamese and was open for two weeks. A total of 694 surveys were completed; of these 693 were completed in English and one was completed in Spanish.

The following pages contain the results of the 2019 SJSU survey (see *Complete Survey Responses*) as well as the comparisons of the SJSU results to the City of San José results (see *Comparisons by Survey Type* on page 24).

Complete Survey Responses

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=”).

Responses excluding “don’t know”

Table 1: Preliminary Question

Please select the option(s) that best describe your relationship with San José State University	Percent	Number
Full-time student	44%	N=302
Part-time student	5%	N=38
Staff member	36%	N=253
Tenure-track faculty	11%	N=78
Non-tenure track faculty (Lecturer)	7%	N=48
I am not a student, staff or faculty member at San José State University	0%	N=0

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

Table 2: Question 1

Please rate each of the following aspects of quality of life in San José:	Excellent		Good		Fair		Poor		Total	
San José as a place to live	7%	N=46	33%	N=213	39%	N=253	21%	N=135	100%	N=647
San José as a place to work	17%	N=110	49%	N=311	27%	N=175	6%	N=41	100%	N=637
San José as a city in which to teach or study	17%	N=109	44%	N=277	27%	N=169	11%	N=68	100%	N=623
The overall quality of life in San José	5%	N=36	41%	N=270	41%	N=269	13%	N=87	100%	N=662

Table 3: Question 2

Please rate each of the following characteristics as they relate to San José as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in San José	3%	N=22	23%	N=153	43%	N=278	31%	N=201	100%	N=654
Overall ease of getting to and from the university	11%	N=69	35%	N=225	30%	N=195	24%	N=154	100%	N=643
Quality of overall natural environment in San José	6%	N=39	31%	N=199	39%	N=245	24%	N=150	100%	N=633
Overall "built environment" of San José (including overall design, buildings, parks and transportation systems)	4%	N=25	30%	N=191	46%	N=291	21%	N=132	100%	N=639
Health and wellness opportunities in San José	8%	N=44	35%	N=199	42%	N=242	15%	N=85	100%	N=570
Overall opportunities for education and enrichment	20%	N=124	47%	N=294	27%	N=172	6%	N=36	100%	N=626
Overall economic health of San José	8%	N=49	37%	N=225	32%	N=191	23%	N=136	100%	N=601

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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
Sense of community	4%	N=23	24%	N=146	42%	N=253	30%	N=184	100%	N=606
Overall image or reputation of San José	4%	N=24	34%	N=213	45%	N=279	17%	N=108	100%	N=624

Table 4: 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	8%	N=50	34%	N=213	30%	N=188	28%	N=179	100%	N=630
Remain in San José for the next five years	27%	N=164	30%	N=179	21%	N=124	23%	N=136	100%	N=603
Recommend studying in San José to someone who asks	28%	N=173	43%	N=264	17%	N=106	12%	N=73	100%	N=616

Table 5: 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
On SJSU campus during the day	44%	N=277	37%	N=235	9%	N=60	8%	N=49	2%	N=13	100%	N=634
In San José's downtown during the day	19%	N=118	42%	N=264	15%	N=96	19%	N=120	5%	N=33	100%	N=631
On SJSU campus after dark	7%	N=44	29%	N=180	16%	N=96	32%	N=195	17%	N=104	100%	N=619
In San José's downtown after dark	2%	N=14	16%	N=102	11%	N=68	31%	N=192	40%	N=250	100%	N=626

Table 6: 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=6	19%	N=112	39%	N=234	41%	N=249	100%	N=601
Ease of public parking	2%	N=9	9%	N=54	30%	N=175	59%	N=336	100%	N=574
Ease of travel by car in San José	4%	N=21	21%	N=121	44%	N=259	32%	N=185	100%	N=586
Ease of travel by public transportation in San José	7%	N=36	20%	N=100	38%	N=192	34%	N=172	100%	N=500
Ease of travel by bicycle in San José	10%	N=35	34%	N=119	36%	N=125	20%	N=68	100%	N=347
Ease of walking in San José	10%	N=60	40%	N=233	37%	N=215	13%	N=76	100%	N=584
Availability of paths and walking trails	8%	N=41	37%	N=193	38%	N=201	17%	N=88	100%	N=523
Air quality	3%	N=18	31%	N=180	49%	N=289	17%	N=100	100%	N=587
Cleanliness of San José	1%	N=9	18%	N=112	40%	N=244	40%	N=241	100%	N=606
Overall appearance of San José	2%	N=14	26%	N=157	50%	N=304	21%	N=130	100%	N=605
Public places where people want to spend time	3%	N=20	27%	N=157	45%	N=264	25%	N=147	100%	N=588
Variety of housing options	2%	N=9	10%	N=55	25%	N=140	63%	N=347	100%	N=551
Availability of affordable quality housing	0%	N=2	2%	N=12	10%	N=54	88%	N=485	100%	N=553
Fitness opportunities (including exercise classes and paths or trails, etc.)	8%	N=43	36%	N=190	43%	N=231	13%	N=68	100%	N=532
Recreational opportunities	9%	N=46	35%	N=188	43%	N=232	13%	N=72	100%	N=538
Availability of affordable quality food	8%	N=50	30%	N=178	43%	N=256	19%	N=110	100%	N=594

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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 health care	7%	N=32	33%	N=150	38%	N=171	23%	N=103	100%	N=456
Availability of preventive health services	9%	N=38	32%	N=141	40%	N=179	19%	N=84	100%	N=442
Availability of affordable quality mental health care	5%	N=19	19%	N=69	34%	N=124	42%	N=156	100%	N=368

Table 7: Question 6

Please rate each of the following characteristics as they relate to San José as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	5%	N=10	16%	N=29	26%	N=49	53%	N=99	100%	N=187
K-12 education	7%	N=20	34%	N=94	40%	N=111	19%	N=53	100%	N=278
Adult educational opportunities	11%	N=43	45%	N=171	33%	N=125	10%	N=39	100%	N=378
Opportunities to attend cultural/arts/music activities	20%	N=99	45%	N=227	27%	N=136	7%	N=37	100%	N=499
Opportunities to participate in religious or spiritual events and activities	21%	N=69	47%	N=155	25%	N=83	6%	N=21	100%	N=328
Employment opportunities	16%	N=82	41%	N=204	33%	N=166	9%	N=47	100%	N=499
Shopping opportunities	22%	N=117	47%	N=256	23%	N=125	8%	N=45	100%	N=543
Cost of living in San José	1%	N=4	3%	N=16	13%	N=72	83%	N=452	100%	N=544
Overall quality of business and service establishments in San José	7%	N=38	41%	N=218	45%	N=241	8%	N=41	100%	N=538
Vibrant downtown/commercial area	6%	N=32	28%	N=155	41%	N=225	25%	N=134	100%	N=546
Overall quality of new development in San José	7%	N=33	36%	N=169	39%	N=183	18%	N=82	100%	N=467
Opportunities to participate in social events and activities	10%	N=49	43%	N=212	38%	N=188	9%	N=47	100%	N=496
Opportunities to volunteer	20%	N=81	49%	N=195	26%	N=102	5%	N=20	100%	N=398
Opportunities to participate in community matters	16%	N=62	45%	N=175	28%	N=108	11%	N=44	100%	N=389
Openness and acceptance of the community toward people of diverse backgrounds	22%	N=116	46%	N=236	24%	N=126	7%	N=38	100%	N=516
Neighborliness of residents in San José	5%	N=22	32%	N=152	38%	N=181	25%	N=116	100%	N=471

Table 8: 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
Household member was a victim of a crime in San José	79%	N=444	21%	N=118	100%	N=562
Reported a crime to the police in San José	70%	N=394	30%	N=167	100%	N=561
Campaigned or advocated for an issue, cause or candidate	71%	N=396	29%	N=161	100%	N=557
Contacted the City of San José (in-person, phone, email or web) for help or information	67%	N=374	33%	N=185	100%	N=559
Contacted San José elected officials (in-person, phone, email or web) to express your opinion	81%	N=455	19%	N=104	100%	N=559

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Table 9: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in San José?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used San José recreation centers or their services	6%	N=32	10%	N=56	28%	N=153	55%	N=300	100%	N=541
Visited a neighborhood park or City park	13%	N=72	26%	N=138	43%	N=234	18%	N=96	100%	N=540
Used San José public libraries or their services	24%	N=131	27%	N=145	31%	N=168	18%	N=95	100%	N=539
Participated in religious or spiritual activities in San José	6%	N=34	12%	N=66	15%	N=82	66%	N=355	100%	N=537
Attended a City-sponsored event	1%	N=4	5%	N=29	44%	N=234	50%	N=269	100%	N=536
Used bus, rail, subway or other public transportation instead of driving	28%	N=147	12%	N=64	19%	N=104	41%	N=219	100%	N=534
Carpooled with other adults or children instead of driving alone	22%	N=120	19%	N=100	16%	N=88	43%	N=230	100%	N=538
Walked or biked instead of driving	32%	N=172	15%	N=80	15%	N=83	38%	N=202	100%	N=537
Volunteered your time to some group/activity in San José	8%	N=45	12%	N=65	27%	N=146	52%	N=281	100%	N=537
Participated in a club	9%	N=50	12%	N=62	13%	N=71	66%	N=354	100%	N=537
Visited the City of San José website (at www.sanJoseca.gov)	3%	N=16	10%	N=53	46%	N=245	42%	N=223	100%	N=537
Used the City's website to conduct business or pay bills	1%	N=7	3%	N=14	19%	N=102	77%	N=414	100%	N=537

Table 10: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	0%	N=2	2%	N=9	19%	N=101	79%	N=420	100%	N=532
Watched (online or on television) a local public meeting	1%	N=6	3%	N=17	17%	N=91	79%	N=423	100%	N=537

Table 11: Question 10

Please rate the quality of each of the following services in San José:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Police services	10%	N=41	40%	N=159	31%	N=121	19%	N=73	100%	N=394
Fire services	28%	N=85	57%	N=176	14%	N=42	1%	N=4	100%	N=307
Ambulance or emergency medical services	25%	N=65	52%	N=138	19%	N=50	5%	N=12	100%	N=265
Crime prevention	3%	N=11	18%	N=62	38%	N=127	40%	N=136	100%	N=336
Traffic enforcement	5%	N=18	27%	N=107	40%	N=158	28%	N=109	100%	N=392
Street repair	4%	N=18	18%	N=82	38%	N=177	40%	N=185	100%	N=462
Street cleaning	6%	N=26	29%	N=137	35%	N=165	30%	N=142	100%	N=470
Street lighting	7%	N=31	36%	N=169	38%	N=182	20%	N=94	100%	N=476
Sidewalk maintenance	4%	N=20	30%	N=138	42%	N=196	24%	N=113	100%	N=467
Traffic signal timing	6%	N=28	34%	N=161	37%	N=176	22%	N=105	100%	N=470

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Please rate the quality of each of the following services in San José:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Bus or transit services	9%	N=33	30%	N=108	40%	N=144	21%	N=78	100%	N=363
Garbage collection	16%	N=63	49%	N=192	28%	N=111	7%	N=29	100%	N=395
Recycling	15%	N=56	48%	N=180	28%	N=103	9%	N=35	100%	N=374
Yard waste pick-up	16%	N=47	46%	N=140	27%	N=83	11%	N=33	100%	N=303
Storm drainage	8%	N=24	37%	N=108	40%	N=115	15%	N=43	100%	N=290
City parks	7%	N=31	42%	N=174	35%	N=145	16%	N=69	100%	N=419
Recreation programs or classes	9%	N=17	45%	N=83	38%	N=71	8%	N=15	100%	N=186
Recreation centers or facilities	7%	N=14	49%	N=104	36%	N=75	9%	N=18	100%	N=211
Code enforcement (weeds, abandoned buildings, etc.)	4%	N=11	16%	N=43	32%	N=85	48%	N=130	100%	N=269
Public library services	36%	N=153	47%	N=196	15%	N=63	2%	N=8	100%	N=420
Public information services	10%	N=26	41%	N=110	41%	N=111	8%	N=22	100%	N=269
Preservation of natural areas such as open space, farmlands and greenbelts	9%	N=30	30%	N=95	36%	N=115	25%	N=78	100%	N=318
Graffiti removal	4%	N=13	27%	N=91	36%	N=124	33%	N=113	100%	N=341
Gang prevention efforts	5%	N=10	22%	N=48	30%	N=67	43%	N=95	100%	N=220
Street tree maintenance	5%	N=18	34%	N=119	40%	N=137	21%	N=72	100%	N=346
Building permit services	6%	N=8	24%	N=31	44%	N=57	26%	N=34	100%	N=130
Overall ease of using Mineta San José International Airport	33%	N=146	47%	N=209	18%	N=79	2%	N=11	100%	N=445
Availability of flights at Mineta San José International Airport	26%	N=112	49%	N=215	21%	N=92	4%	N=16	100%	N=435

Table 12: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The City of San José	5%	N=22	38%	N=162	43%	N=183	13%	N=57	100%	N=424
The Federal Government	1%	N=5	20%	N=81	45%	N=178	34%	N=133	100%	N=397
The State Government	4%	N=15	39%	N=159	39%	N=160	18%	N=74	100%	N=408
Santa Clara County Government	6%	N=22	40%	N=150	41%	N=155	13%	N=47	100%	N=374

Table 13: Question 12

Please rate the following categories of San José government performance:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The overall direction that San José is taking	6%	N=24	34%	N=146	34%	N=148	26%	N=111	100%	N=429
The job San José government does at welcoming resident involvement	6%	N=21	26%	N=86	40%	N=131	28%	N=93	100%	N=331
Overall confidence in San José government	5%	N=23	28%	N=117	40%	N=169	26%	N=110	100%	N=419
Generally acting in the best interest of the community	6%	N=23	33%	N=133	34%	N=137	26%	N=105	100%	N=398

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Table 14: 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	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Overall feeling of safety in San José	64%	N=314	29%	N=142	6%	N=31	1%	N=5	100%	N=492
Overall ease of getting to the places you usually have to visit	46%	N=228	41%	N=201	11%	N=55	1%	N=7	100%	N=491
Quality of overall natural environment in San José	39%	N=192	42%	N=205	18%	N=86	1%	N=7	100%	N=490
Overall "built environment" of San José (including overall design, buildings, parks and transportation systems)	33%	N=161	41%	N=201	25%	N=122	1%	N=5	100%	N=489
Health and wellness opportunities in San José	35%	N=170	37%	N=181	26%	N=126	3%	N=13	100%	N=490
Overall opportunities for education and enrichment	44%	N=214	41%	N=201	13%	N=65	2%	N=10	100%	N=490
Overall economic health of San José	45%	N=221	44%	N=215	9%	N=45	1%	N=7	100%	N=488
Sense of community	31%	N=150	39%	N=190	26%	N=128	4%	N=21	100%	N=489

Table 15: 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	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Violent crime (e.g. rape, assault, robbery)	8%	N=36	34%	N=165	17%	N=82	26%	N=126	15%	N=71	100%	N=480
Property crime	4%	N=20	24%	N=113	17%	N=77	32%	N=147	23%	N=109	100%	N=466

Table 16: Veteran Status

Have you ever served on active duty in the U.S. Armed Forces, Reserves or National Guard?	Percent	Number
Never served in the military	98%	N=479
Now on active duty	0%	N=2
On active duty in the past, but not now	2%	N=10
Total	100%	N=491

Table 17: San José Resident

Do you live inside the boundaries of San José?	Percent	Number
No	24%	N=120
Yes	76%	N=373
Total	100%	N=493

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Table 18: Frequency of Commute

How many days a week do you commute into San José?	Percent	Number
1 day or fewer per week	5%	N=5
2-3 days per week	11%	N=11
4-5 days per week	34%	N=34
5 or more days per week	50%	N=51
Total	100%	N=101

This question was only asked of those that do not live in San José.

Table 19: Length of Residency in San José

How many years have you lived in San José?	Percent	Number
Less than 2 years	17%	N=62
2 to 5 years	22%	N=81
6 to 10 years	7%	N=25
11 to 20 years	16%	N=58
More than 20 years	39%	N=143
Do not live in San Jose	0%	N=0
Total	100%	N=369

This question was only asked of those that live in San José.

Table 20: Type of Housing

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	52%	N=252
Building with two or more homes (duplex, townhome, apartment or condominium)	39%	N=188
Mobile home	2%	N=9
Student housing	2%	N=12
Other	5%	N=23
Total	100%	N=484

Table 21: Housing Tenure

Is this house, apartment or mobile home...	Percent	Number
Rented	50%	N=215
Owned	50%	N=215
Total	100%	N=430

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Table 22: Housing Costs

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	1%	N=6
\$300 to \$599 per month	3%	N=13
\$600 to \$999 per month	7%	N=29
\$1,000 to \$1,499 per month	8%	N=33
\$1,500 to \$2,499 per month	27%	N=114
\$2,500 to \$2,999 per month	17%	N=71
\$3,000 or more per month	37%	N=159
Total	100%	N=425

Table 23: Annual Household Income

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	12%	N=58
\$25,000 to \$49,999	10%	N=49
\$50,000 to \$99,999	26%	N=123
\$100,000 to \$149,999	24%	N=116
\$150,000 or more	27%	N=129
Total	100%	N=475

Table 24: Ethnicity

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	80%	N=389
Yes, I consider myself to be Spanish, Hispanic or Latino	20%	N=97
Total	100%	N=486

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Table 25: Race

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=21
Asian	21%	N=98
Asian Indian	4%	N=19
Pacific Islander	2%	N=11
Black or African American	5%	N=22
White	59%	N=271
Other	18%	N=80

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

Table 26: Age

In which category is your age?	Percent	Number
18 to 24 years	23%	N=112
25 to 34 years	21%	N=102
35 to 44 years	19%	N=91
45 to 54 years	16%	N=80
55 to 64 years	15%	N=74
65 to 74 years	5%	N=22
75 years or older	1%	N=6
Total	100%	N=487

Table 27: Assigned Birth Sex

What was your assigned birth sex?	Percent	Number
Female	63%	N=298
Male	37%	N=175
Intersex	0%	N=0
Total	100%	N=473

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Table 28: Class Standing

What is your current academic class standing?	Percent	Number
Freshman	7%	N=13
Sophomore	7%	N=14
Junior	24%	N=47
Senior	32%	N=63
Graduate student	27%	N=52
Professional student	3%	N=5
Total	100%	N=194

This question was only asked of part-time or full-time students.

Table 29: Student Living Situation

Which best describes your current living situation?	Percent	Number
I live in student housing with no roommates	2%	N=4
I live in student housing with 1 roommate	5%	N=10
I live in student housing with 2 or more roommates	3%	N=6
I live off-campus with no roommates	32%	N=60
I live off-campus with 2 roommate	16%	N=30
I live off-campus with 2 or more roommates	42%	N=79
Total	100%	N=189

This question was only asked of part-time or full-time students.

Table 30: Student Employment Status

What is your current employment status?	Percent	Number
Working part-time for pay	44%	N=81
Working full-time for pay	19%	N=36
Unemployed, looking for paid work	19%	N=35
Unemployed, not looking for paid work	18%	N=33
Total	100%	N=185

This question was only asked of part-time or full-time students.

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Table 31: Length of Employment

How long have you been a member of San José State University's faculty?	Percent	Number
Less than 2 years	18%	N=19
2-5 years	21%	N=23
6-10 years	13%	N=14
10-20 years	27%	N=29
More than 20 years	21%	N=22
Total	100%	N=107

This question was only asked of faculty.

Table 32: Length of Employment

How long have you been a staff member of San José State University?	Percent	Number
Less than 2 years	22%	N=44
2-5 years	28%	N=56
6-10 years	9%	N=19
10-20 years	29%	N=59
More than 20 years	12%	N=25
Total	100%	N=203

This question was only asked of staff.

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 33: Preliminary Question

Please select the option(s) that best describe your relationship with San José State University	Percent	Number
Full-time student	44%	N=302
Part-time student	5%	N=38
Staff member	36%	N=253
Tenure-track faculty	11%	N=78
Non-tenure track faculty (Lecturer)	7%	N=48
I am not a student, staff or faculty member at San José State University	0%	N=0

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

Table 34: Question 1

Please rate each of the following aspects of quality of life in San José:	Excellent		Good		Fair		Poor		Don't know		Total	
San José as a place to live	7%	N=46	31%	N=213	37%	N=253	19%	N=135	7%	N=46	100%	N=693
San José as a place to work	16%	N=110	46%	N=311	26%	N=175	6%	N=41	6%	N=44	100%	N=681
San José as a city in which to teach or study	16%	N=109	41%	N=277	25%	N=169	10%	N=68	7%	N=50	100%	N=673
The overall quality of life in San José	5%	N=36	40%	N=270	40%	N=269	13%	N=87	2%	N=16	100%	N=678

Table 35: Question 2

Please rate each of the following characteristics as they relate to San José as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in San José	3%	N=22	23%	N=153	42%	N=278	31%	N=201	0%	N=1	100%	N=655
Overall ease of getting to and from the university	11%	N=69	35%	N=225	30%	N=195	24%	N=154	0%	N=3	100%	N=646
Quality of overall natural environment in San José	6%	N=39	31%	N=199	38%	N=245	23%	N=150	1%	N=9	100%	N=642
Overall "built environment" of San José (including overall design, buildings, parks and transportation systems)	4%	N=25	30%	N=191	45%	N=291	20%	N=132	1%	N=6	100%	N=645
Health and wellness opportunities in San José	7%	N=44	31%	N=199	38%	N=242	13%	N=85	11%	N=73	100%	N=643
Overall opportunities for education and enrichment	19%	N=124	46%	N=294	27%	N=172	6%	N=36	3%	N=18	100%	N=644
Overall economic health of San José	8%	N=49	35%	N=225	30%	N=191	21%	N=136	6%	N=40	100%	N=641
Sense of community	4%	N=23	23%	N=146	39%	N=253	29%	N=184	5%	N=35	100%	N=641
Overall image or reputation of San José	4%	N=24	33%	N=213	44%	N=279	17%	N=108	3%	N=17	100%	N=641

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Table 36: 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	8%	N=50	33%	N=213	29%	N=188	28%	N=179	2%	N=12	100%	N=642
Remain in San José for the next five years	26%	N=164	28%	N=179	19%	N=124	21%	N=136	5%	N=33	100%	N=636
Recommend studying in San José to someone who asks	27%	N=173	42%	N=264	17%	N=106	12%	N=73	2%	N=14	100%	N=630

Table 37: 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
On SJSU campus during the day	44%	N=277	37%	N=235	9%	N=60	8%	N=49	2%	N=13	0%	N=2	100%	N=636
In San José's downtown during the day	19%	N=118	42%	N=264	15%	N=96	19%	N=120	5%	N=33	0%	N=3	100%	N=634
On SJSU campus after dark	7%	N=44	28%	N=180	15%	N=96	31%	N=195	16%	N=104	2%	N=15	100%	N=634
In San José's downtown after dark	2%	N=14	16%	N=102	11%	N=68	30%	N=192	39%	N=250	1%	N=8	100%	N=634

Table 38: Question 5

Please rate each of the following characteristics as they relate to San José as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	1%	N=6	18%	N=112	38%	N=234	41%	N=249	2%	N=12	100%	N=613
Ease of public parking	1%	N=9	9%	N=54	29%	N=175	55%	N=336	5%	N=33	100%	N=607
Ease of travel by car in San José	3%	N=21	20%	N=121	43%	N=259	31%	N=185	3%	N=20	100%	N=606
Ease of travel by public transportation in San José	6%	N=36	16%	N=100	32%	N=192	28%	N=172	18%	N=107	100%	N=607
Ease of travel by bicycle in San José	6%	N=35	20%	N=119	21%	N=125	11%	N=68	43%	N=261	100%	N=608
Ease of walking in San José	10%	N=60	38%	N=233	35%	N=215	13%	N=76	4%	N=22	100%	N=606
Availability of paths and walking trails	7%	N=41	32%	N=193	33%	N=201	15%	N=88	14%	N=82	100%	N=605
Air quality	3%	N=18	30%	N=180	48%	N=289	17%	N=100	3%	N=18	100%	N=605
Cleanliness of San José	1%	N=9	18%	N=112	40%	N=244	40%	N=241	0%	N=1	100%	N=607
Overall appearance of San José	2%	N=14	26%	N=157	50%	N=304	21%	N=130	0%	N=1	100%	N=606
Public places where people want to spend time	3%	N=20	26%	N=157	44%	N=264	24%	N=147	2%	N=15	100%	N=603
Variety of housing options	1%	N=9	9%	N=55	23%	N=140	57%	N=347	9%	N=54	100%	N=605
Availability of affordable quality housing	0%	N=2	2%	N=12	9%	N=54	80%	N=485	9%	N=52	100%	N=605
Fitness opportunities (including exercise classes and paths or trails, etc.)	7%	N=43	31%	N=190	38%	N=231	11%	N=68	12%	N=75	100%	N=607
Recreational opportunities	8%	N=46	31%	N=188	38%	N=232	12%	N=72	11%	N=69	100%	N=607
Availability of affordable quality food	8%	N=50	29%	N=178	42%	N=256	18%	N=110	2%	N=10	100%	N=604

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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 health care	5%	N=32	25%	N=150	28%	N=171	17%	N=103	25%	N=151	100%	N=607
Availability of preventive health services	6%	N=38	23%	N=141	29%	N=179	14%	N=84	27%	N=165	100%	N=607
Availability of affordable quality mental health care	3%	N=19	11%	N=69	20%	N=124	26%	N=156	39%	N=237	100%	N=605

Table 39: 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	2%	N=10	5%	N=29	9%	N=49	17%	N=99	67%	N=385	100%	N=572
K-12 education	4%	N=20	17%	N=94	20%	N=111	9%	N=53	51%	N=290	100%	N=568
Adult educational opportunities	8%	N=43	30%	N=171	22%	N=125	7%	N=39	34%	N=192	100%	N=570
Opportunities to attend cultural/arts/music activities	17%	N=99	40%	N=227	24%	N=136	7%	N=37	12%	N=68	100%	N=567
Opportunities to participate in religious or spiritual events and activities	12%	N=69	27%	N=155	15%	N=83	4%	N=21	42%	N=241	100%	N=569
Employment opportunities	14%	N=82	36%	N=204	29%	N=166	8%	N=47	12%	N=68	100%	N=567
Shopping opportunities	21%	N=117	45%	N=256	22%	N=125	8%	N=45	4%	N=25	100%	N=568
Cost of living in San José	1%	N=4	3%	N=16	13%	N=72	80%	N=452	4%	N=21	100%	N=565
Overall quality of business and service establishments in San José	7%	N=38	38%	N=218	43%	N=241	7%	N=41	5%	N=29	100%	N=567
Vibrant downtown/commercial area	6%	N=32	27%	N=155	40%	N=225	24%	N=134	4%	N=21	100%	N=567
Overall quality of new development in San José	6%	N=33	30%	N=169	33%	N=183	15%	N=82	17%	N=94	100%	N=561
Opportunities to participate in social events and activities	9%	N=49	37%	N=212	33%	N=188	8%	N=47	12%	N=70	100%	N=566
Opportunities to volunteer	14%	N=81	34%	N=195	18%	N=102	4%	N=20	30%	N=169	100%	N=567
Opportunities to participate in community matters	11%	N=62	31%	N=175	19%	N=108	8%	N=44	31%	N=177	100%	N=566
Openness and acceptance of the community toward people of diverse backgrounds	20%	N=116	41%	N=236	22%	N=126	7%	N=38	9%	N=53	100%	N=569
Neighborliness of residents in San José	4%	N=22	27%	N=152	32%	N=181	20%	N=116	17%	N=95	100%	N=566

Table 40: 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
Household member was a victim of a crime in San José	79%	N=444	21%	N=118	100%	N=562
Reported a crime to the police in San José	70%	N=394	30%	N=167	100%	N=561
Campaigned or advocated for an issue, cause or candidate	71%	N=396	29%	N=161	100%	N=557
Contacted the City of San José (in-person, phone, email or web) for help or information	67%	N=374	33%	N=185	100%	N=559
Contacted San José elected officials (in-person, phone, email or web) to express your opinion	81%	N=455	19%	N=104	100%	N=559

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Table 41: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in San José?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used San José recreation centers or their services	6%	N=32	10%	N=56	28%	N=153	55%	N=300	100%	N=541
Visited a neighborhood park or City park	13%	N=72	26%	N=138	43%	N=234	18%	N=96	100%	N=540
Used San José public libraries or their services	24%	N=131	27%	N=145	31%	N=168	18%	N=95	100%	N=539
Participated in religious or spiritual activities in San José	6%	N=34	12%	N=66	15%	N=82	66%	N=355	100%	N=537
Attended a City-sponsored event	1%	N=4	5%	N=29	44%	N=234	50%	N=269	100%	N=536
Used bus, rail, subway or other public transportation instead of driving	28%	N=147	12%	N=64	19%	N=104	41%	N=219	100%	N=534
Carpooled with other adults or children instead of driving alone	22%	N=120	19%	N=100	16%	N=88	43%	N=230	100%	N=538
Walked or biked instead of driving	32%	N=172	15%	N=80	15%	N=83	38%	N=202	100%	N=537
Volunteered your time to some group/activity in San José	8%	N=45	12%	N=65	27%	N=146	52%	N=281	100%	N=537
Participated in a club	9%	N=50	12%	N=62	13%	N=71	66%	N=354	100%	N=537
Visited the City of San José website (at www.sanJoseca.gov)	3%	N=16	10%	N=53	46%	N=245	42%	N=223	100%	N=537
Used the City's website to conduct business or pay bills	1%	N=7	3%	N=14	19%	N=102	77%	N=414	100%	N=537

Table 42: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	0%	N=2	2%	N=9	19%	N=101	79%	N=420	100%	N=532
Watched (online or on television) a local public meeting	1%	N=6	3%	N=17	17%	N=91	79%	N=423	100%	N=537

Table 43: Question 10

Please rate the quality of each of the following services in San José:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Police services	8%	N=41	31%	N=159	24%	N=121	14%	N=73	23%	N=116	100%	N=510
Fire services	17%	N=85	35%	N=176	8%	N=42	1%	N=4	39%	N=199	100%	N=506
Ambulance or emergency medical services	13%	N=65	27%	N=138	10%	N=50	2%	N=12	48%	N=242	100%	N=507
Crime prevention	2%	N=11	12%	N=62	25%	N=127	27%	N=136	33%	N=169	100%	N=505
Traffic enforcement	4%	N=18	21%	N=107	31%	N=158	22%	N=109	22%	N=111	100%	N=503
Street repair	4%	N=18	16%	N=82	35%	N=177	37%	N=185	9%	N=44	100%	N=506
Street cleaning	5%	N=26	27%	N=137	33%	N=165	28%	N=142	7%	N=33	100%	N=503
Street lighting	6%	N=31	33%	N=169	36%	N=182	19%	N=94	6%	N=30	100%	N=506
Sidewalk maintenance	4%	N=20	27%	N=138	39%	N=196	22%	N=113	8%	N=39	100%	N=506

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Please rate the quality of each of the following services in San José:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic signal timing	6%	N=28	32%	N=161	35%	N=176	21%	N=105	7%	N=36	100%	N=506
Bus or transit services	7%	N=33	21%	N=108	28%	N=144	15%	N=78	28%	N=144	100%	N=507
Garbage collection	12%	N=63	38%	N=192	22%	N=111	6%	N=29	22%	N=110	100%	N=505
Recycling	11%	N=56	36%	N=180	20%	N=103	7%	N=35	26%	N=131	100%	N=505
Yard waste pick-up	9%	N=47	28%	N=140	16%	N=83	7%	N=33	40%	N=204	100%	N=507
Storm drainage	5%	N=24	21%	N=108	23%	N=115	8%	N=43	43%	N=216	100%	N=506
City parks	6%	N=31	34%	N=174	29%	N=145	14%	N=69	17%	N=87	100%	N=506
Recreation programs or classes	3%	N=17	17%	N=83	14%	N=71	3%	N=15	63%	N=317	100%	N=503
Recreation centers or facilities	3%	N=14	21%	N=104	15%	N=75	4%	N=18	58%	N=295	100%	N=506
Code enforcement (weeds, abandoned buildings, etc.)	2%	N=11	9%	N=43	17%	N=85	26%	N=130	47%	N=236	100%	N=505
Public library services	30%	N=153	39%	N=196	12%	N=63	2%	N=8	17%	N=86	100%	N=506
Public information services	5%	N=26	22%	N=110	22%	N=111	4%	N=22	47%	N=236	100%	N=505
Preservation of natural areas such as open space, farmlands and greenbelts	6%	N=30	19%	N=95	23%	N=115	15%	N=78	37%	N=189	100%	N=507
Graffiti removal	3%	N=13	18%	N=91	24%	N=124	22%	N=113	33%	N=167	100%	N=508
Gang prevention efforts	2%	N=10	10%	N=48	13%	N=67	19%	N=95	56%	N=284	100%	N=504
Street tree maintenance	4%	N=18	24%	N=119	27%	N=137	14%	N=72	31%	N=159	100%	N=505
Building permit services	2%	N=8	6%	N=31	11%	N=57	7%	N=34	74%	N=376	100%	N=506
Overall ease of using Mineta San José International Airport	29%	N=146	41%	N=209	16%	N=79	2%	N=11	12%	N=63	100%	N=508
Availability of flights at Mineta San José International Airport	22%	N=112	42%	N=215	18%	N=92	3%	N=16	14%	N=72	100%	N=507

Table 44: 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=22	32%	N=162	37%	N=183	11%	N=57	15%	N=76	100%	N=500
The Federal Government	1%	N=5	16%	N=81	36%	N=178	27%	N=133	20%	N=101	100%	N=498
The State Government	3%	N=15	32%	N=159	32%	N=160	15%	N=74	18%	N=90	100%	N=498
Santa Clara County Government	4%	N=22	30%	N=150	31%	N=155	10%	N=47	24%	N=119	100%	N=493

Table 45: 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 overall direction that San José is taking	5%	N=24	29%	N=146	30%	N=148	22%	N=111	14%	N=69	100%	N=498
The job San José government does at welcoming resident involvement	4%	N=21	17%	N=86	26%	N=131	19%	N=93	33%	N=166	100%	N=497

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Please rate the following categories of San José government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall confidence in San José government	5%	N=23	23%	N=117	34%	N=169	22%	N=110	16%	N=79	100%	N=498
Generally acting in the best interest of the community	5%	N=23	27%	N=133	28%	N=137	21%	N=105	20%	N=97	100%	N=495

Table 46: 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	64%	N=314	29%	N=142	6%	N=31	1%	N=5	100%	N=492
Overall ease of getting to the places you usually have to visit	46%	N=228	41%	N=201	11%	N=55	1%	N=7	100%	N=491
Quality of overall natural environment in San José	39%	N=192	42%	N=205	18%	N=86	1%	N=7	100%	N=490
Overall "built environment" of San José (including overall design, buildings, parks and transportation systems)	33%	N=161	41%	N=201	25%	N=122	1%	N=5	100%	N=489
Health and wellness opportunities in San José	35%	N=170	37%	N=181	26%	N=126	3%	N=13	100%	N=490
Overall opportunities for education and enrichment	44%	N=214	41%	N=201	13%	N=65	2%	N=10	100%	N=490
Overall economic health of San José	45%	N=221	44%	N=215	9%	N=45	1%	N=7	100%	N=488
Sense of community	31%	N=150	39%	N=190	26%	N=128	4%	N=21	100%	N=489

Table 47: 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)	7%	N=36	33%	N=165	17%	N=82	26%	N=126	14%	N=71	3%	N=14	100%	N=494
Property crime	4%	N=20	23%	N=113	16%	N=77	30%	N=147	22%	N=109	5%	N=27	100%	N=493

Table 48: Veteran Status

Have you ever served on active duty in the U.S. Armed Forces, Reserves or National Guard?	Percent	Number
Never served in the military	98%	N=479
Now on active duty	0%	N=2
On active duty in the past, but not now	2%	N=10
Total	100%	N=491

Table 49: San José Resident

Do you live inside the boundaries of San José?	Percent	Number
No	24%	N=120
Yes	76%	N=373
Total	100%	N=493

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Table 50: Frequency of Commute

How many days a week do you commute into San José?	Percent	Number
1 day or fewer per week	5%	N=5
2-3 days per week	11%	N=11
4-5 days per week	34%	N=34
5 or more days per week	50%	N=51
Total	100%	N=101

This question was only asked of those that do not live in San José.

Table 51: Length of Residency in San José

How many years have you lived in San José?	Percent	Number
Less than 2 years	17%	N=62
2 to 5 years	22%	N=81
6 to 10 years	7%	N=25
11 to 20 years	16%	N=58
More than 20 years	39%	N=143
Do not live in San Jose	0%	N=0
Total	100%	N=369

This question was only asked of those that live in San José.

Table 52: Type of Housing

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	52%	N=252
Building with two or more homes (duplex, townhome, apartment or condominium)	39%	N=188
Mobile home	2%	N=9
Student housing	2%	N=12
Other	5%	N=23
Total	100%	N=484

Table 53: Housing Tenure

Is this house, apartment or mobile home...	Percent	Number
Rented	50%	N=215
Owned	50%	N=215
Total	100%	N=430

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Table 54: Housing Costs

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	1%	N=6
\$300 to \$599 per month	3%	N=13
\$600 to \$999 per month	7%	N=29
\$1,000 to \$1,499 per month	8%	N=33
\$1,500 to \$2,499 per month	27%	N=114
\$2,500 to \$2,999 per month	17%	N=71
\$3,000 or more per month	37%	N=159
Total	100%	N=425

Table 55: Annual Household Income

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	12%	N=58
\$25,000 to \$49,999	10%	N=49
\$50,000 to \$99,999	26%	N=123
\$100,000 to \$149,999	24%	N=116
\$150,000 or more	27%	N=129
Total	100%	N=475

Table 56: Ethnicity

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	80%	N=389
Yes, I consider myself to be Spanish, Hispanic or Latino	20%	N=97
Total	100%	N=486

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Table 57: Race

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=21
Asian	21%	N=98
Asian Indian	4%	N=19
Pacific Islander	2%	N=11
Black or African American	5%	N=22
White	59%	N=271
Other	18%	N=80

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

Table 58: Age

In which category is your age?	Percent	Number
18 to 24 years	23%	N=112
25 to 34 years	21%	N=102
35 to 44 years	19%	N=91
45 to 54 years	16%	N=80
55 to 64 years	15%	N=74
65 to 74 years	5%	N=22
75 years or older	1%	N=6
Total	100%	N=487

Table 59: Assigned Birth Sex

What was your assigned birth sex?	Percent	Number
Female	63%	N=298
Male	37%	N=175
Intersex	0%	N=0
Total	100%	N=473

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Table 60: Class Standing

What is your current academic class standing?	Percent	Number
Freshman	7%	N=13
Sophomore	7%	N=14
Junior	24%	N=47
Senior	32%	N=63
Graduate student	27%	N=52
Professional student	3%	N=5
Total	100%	N=194

This question was only asked of part-time or full-time students.

Table 61: Student Living Situation

Which best describes your current living situation?	Percent	Number
I live in student housing with no roommates	2%	N=4
I live in student housing with 1 roommate	5%	N=10
I live in student housing with 2 or more roommates	3%	N=6
I live off-campus with no roommates	32%	N=60
I live off-campus with 2 roommate	16%	N=30
I live off-campus with 2 or more roommates	42%	N=79
Total	100%	N=189

This question was only asked of part-time or full-time students.

Table 62: Student Employment Status

What is your current employment status?	Percent	Number
Working part-time for pay	44%	N=81
Working full-time for pay	19%	N=36
Unemployed, looking for paid work	19%	N=35
Unemployed, not looking for paid work	18%	N=33
Total	100%	N=185

This question was only asked of part-time or full-time students.

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Table 63: Length of Employment

How long have you been a member of San José State University's faculty?	Percent	Number
Less than 2 years	18%	N=19
2-5 years	21%	N=23
6-10 years	13%	N=14
10-20 years	27%	N=29
More than 20 years	21%	N=22
Total	100%	N=107

This question was only asked of faculty.

Table 64: Length of Employment

How long have you been a staff member of San José State University?	Percent	Number
Less than 2 years	22%	N=44
2-5 years	28%	N=56
6-10 years	9%	N=19
10-20 years	29%	N=59
More than 20 years	12%	N=25
Total	100%	N=203

This question was only asked of staff.

Comparisons by Survey Type

The tables on the pages that follow compare the results of the 2019 City of San José Community Survey (The NCS) to the results of the SJSU 2019 Survey. For most of the questions, one number appears for each question. Responses have been summarized to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who participated in an activity at least once. It should be noted that when a table that does include all responses (not a single number) 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.

The subgroup comparison tables contain the crosstabulations of survey questions by selected respondent characteristics. Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant. Statistical testing was not performed on multiple response questions.

Each column in the following tables is labeled with a letter for each subgroup being compared. The “Overall” column, which shows the ratings for all respondents, also has a column designation of “(A)”, but no statistical tests were done for the overall rating.

For each pair of subgroups ratings within a row (a single question item) that has a statistically significant difference, an upper case letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no upper case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table 65 below, respondents to the City survey (A) gave higher praises of San José as a place to live compared to respondents to the SJSU survey (B). This is denoted by the “B” listed in the cell for the City results overall. In another example in Table 66, respondents to the City survey (A) gave higher evaluations to the overall feeling of safety in San José compared to SJSU respondents (B).

Table 65: Question 1

	City Overall (A)	SJSU Overall (B)
Please rate each of the following aspects of quality of life in San José:		
San José as a place to live	53% B	40%
San José as a place to work	64%	66%
The overall quality of life in San José	43%	46%

Table 66: Question 2

	City Overall (A)	SJSU Overall (B)
Please rate each of the following characteristics as they relate to San José as a whole:		
Overall feeling of safety in San José	37% B	27%
Quality of overall natural environment in San José	42% B	38%
Overall “built environment” of San José (including overall design, buildings, parks and transportation systems)	31%	34%
Health and wellness opportunities in San José	52% B	43%

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	City Overall	SJSU Overall
Please rate each of the following characteristics as they relate to San José as a whole:	(A)	(B)
Overall opportunities for education and enrichment	57%	67% A
Overall economic health of San José	50%	46%
Sense of community	28%	28%
Overall image or reputation of San José	36%	38%

Table 67: Question 3

	City Overall	SJSU Overall
Please indicate how likely or unlikely you are to do each of the following:	(A)	(B)
Recommend living in San José to someone who asks	44%	42%
Remain in San José for the next five years	64% B	57%

Table 68: Question 4

	City Overall	SJSU Overall
Please rate how safe or unsafe you feel:	(A)	(B)
In San José's downtown during the day	53%	61% A
In San José's downtown after dark	18%	19%

Table 69: Question 5

	City Overall	SJSU Overall
Please rate each of the following characteristics as they relate to San José as a whole:	(A)	(B)
Traffic flow on major streets	15%	20% A
Ease of public parking	26% B	11%
Ease of travel by car in San José	30% B	24%
Ease of travel by public transportation in San José	17%	27% A
Ease of travel by bicycle in San José	33%	44% A
Ease of walking in San José	41%	50% A
Availability of paths and walking trails	43%	45%
Air quality	39% B	34%
Cleanliness of San José	20%	20%
Overall appearance of San José	26%	28%
Public places where people want to spend time	33%	30%
Variety of housing options	18% B	12%
Availability of affordable quality housing	5% B	3%
Fitness opportunities (including exercise classes and paths or trails, etc.)	53% B	44%
Recreational opportunities	51% B	43%
Availability of affordable quality food	49% B	38%
Availability of affordable quality health care	43%	40%

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	City Overall	SJSU Overall
Please rate each of the following characteristics as they relate to San José as a whole:	(A)	(B)
Availability of preventive health services	47% B	40%
Availability of affordable quality mental health care	23%	24%

Table 70: Question 6

	City Overall	SJSU Overall
Please rate each of the following characteristics as they relate to San José as a whole:	(A)	(B)
Availability of affordable quality child care/preschool	22%	21%
K-12 education	41%	41%
Adult educational opportunities	48%	57% A
Opportunities to attend cultural/arts/music activities	57%	65% A
Opportunities to participate in religious or spiritual events and activities	67%	68%
Employment opportunities	64% B	57%
Shopping opportunities	73% B	69%
Cost of living in San José	5%	4%
Overall quality of business and service establishments in San José	54% B	48%
Vibrant downtown/commercial area	30%	34% A
Overall quality of new development in San José	37%	43% A
Opportunities to participate in social events and activities	52%	53%
Opportunities to volunteer	70%	69%
Opportunities to participate in community matters	57%	61%
Openness and acceptance of the community toward people of diverse backgrounds	63%	68% A
Neighborliness of residents in San José	36%	37%

Table 71: Question 7

	City Overall	SJSU Overall
Please indicate whether or not you have done each of the following in the last 12 months.	(A)	(B)
Household member was a victim of a crime in San José	80%	79%
Reported a crime to the police in San José	68%	70%
Campaigned or advocated for an issue, cause or candidate	30%	29%
Contacted the City of San José (in-person, phone, email or web) for help or information	50% B	33%
Contacted San José elected officials (in-person, phone, email or web) to express your opinion	27% B	19%

Table 72: Question 8

	City Overall	SJSU Overall
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?	(A)	(B)
Used San José recreation centers or their services	50% B	45%
Visited a neighborhood park or City park	90% B	82%
Used San José public libraries or their services	71%	82% A

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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?	City Overall	SJSU Overall
	(A)	(B)
Participated in religious or spiritual activities in San José	40% B	34%
Attended a City-sponsored event	51%	50%
Used bus, rail, subway or other public transportation instead of driving	41%	59% A
Carpooled with other adults or children instead of driving alone	62% B	57%
Walked or biked instead of driving	57%	62% A
Volunteered your time to some group/activity in San José	46%	48%
Participated in a club	30%	34%
Visited the City of San José website (at www.sanJoseca.gov)	71% B	58%
Used the City's website to conduct business or pay bills	33% B	23%

Table 73: 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?	City Overall	SJSU Overall
	(A)	(B)
Attended a local public meeting	27% B	21%
Watched (online or on television) a local public meeting	24%	21%

Table 74: Question 10

Please rate the quality of each of the following services in San José:	City Overall	SJSU Overall
	(A)	(B)
Police services	44%	51% A
Fire services	84%	85%
Ambulance or emergency medical services	76%	77%
Crime prevention	22%	22%
Traffic enforcement	29%	32%
Street repair	21%	22%
Street cleaning	29%	35% A
Street lighting	45%	42%
Sidewalk maintenance	30%	34%
Traffic signal timing	35%	40% A
Bus or transit services	33%	39% A
Garbage collection	75% B	65%
Recycling	70% B	63%
Yard waste pick-up	73% B	62%
Storm drainage	56% B	46%
City parks	59% B	49%
Recreation programs or classes	59%	54%

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Please rate the quality of each of the following services in San José:	City Overall	SJSU Overall
	(A)	(B)
Recreation centers or facilities	58%	56%
Code enforcement (weeds, abandoned buildings, etc.)	19%	20%
Public library services	78%	83%
		A
Public information services	47%	51%
Preservation of natural areas such as open space, farmlands and greenbelts	42%	39%
Graffiti removal	30%	30%
Gang prevention efforts	24%	26%
Street tree maintenance	29%	40%
		A
Building permit services	26%	30%
Overall ease of using Mineta San José International Airport	78%	80%
Availability of flights at Mineta San José International Airport	72%	75%

Table 75: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	City Overall	SJSU Overall
	(A)	(B)
The City of San José	45%	43%
The Federal Government	26%	22%
The State Government	33%	43%
		A
Santa Clara County Government	40%	46%
		A

Table 76: Question 12

Please rate the following categories of San José government performance:	City Overall	SJSU Overall
	(A)	(B)
The overall direction that San José is taking	31%	40%
		A
The job San José government does at welcoming resident involvement	32%	32%
Overall confidence in San José government	29%	33%
Generally acting in the best interest of the community	31%	39%
		A

Table 77: 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:	City Overall	SJSU Overall
	(A)	(B)
Overall feeling of safety in San José	94%	93%
Overall ease of getting to the places you usually have to visit	82%	87%
		A
Quality of overall natural environment in San José	81%	81%
Overall "built environment" of San José (including overall design, buildings, parks and transportation systems)	70%	74%
Health and wellness opportunities in San José	71%	72%
Overall opportunities for education and enrichment	80%	85%
		A
Overall economic health of San José	88%	89%
Sense of community	74%	70%
	B	

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Table 78: Question 14

Please rate how safe or unsafe you feel from the following:	City Overall	SJSU Overall
	(A)	(B)
Violent crime (e.g. rape, assault, robbery)	44%	42%
Property crime	28%	29%