



THE NCSTM
The National Community SurveyTM

San José, CA

Technical Appendices

2019



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 28
Appendix D: Survey Materials 34



The National Community Survey™
© 2001-2019 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	9%	N=376	44%	N=1786	35%	N=1430	12%	N=507	100%	N=4099
Your neighborhood as a place to live	17%	N=682	43%	N=1700	29%	N=1122	11%	N=430	100%	N=3934
San José as a place to raise children	9%	N=331	35%	N=1294	36%	N=1309	20%	N=730	100%	N=3664
San José as a place to work	16%	N=604	47%	N=1752	26%	N=965	10%	N=372	100%	N=3693
San José as a place to visit	7%	N=256	29%	N=1120	38%	N=1464	25%	N=965	100%	N=3805
San José as a place to retire	3%	N=102	10%	N=365	23%	N=830	64%	N=2333	100%	N=3631
The overall quality of life in San José	5%	N=210	38%	N=1474	43%	N=1656	14%	N=545	100%	N=3885

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	5%	N=199	32%	N=1293	38%	N=1527	25%	N=1004	100%	N=4023
Overall ease of getting to the places you usually have to visit	6%	N=219	30%	N=1176	37%	N=1445	27%	N=1025	100%	N=3865
Quality of overall natural environment in San José	6%	N=223	36%	N=1387	39%	N=1476	19%	N=730	100%	N=3816
Overall “built environment” of San José (including overall design, buildings, parks and transportation systems)	3%	N=119	28%	N=1057	44%	N=1686	25%	N=959	100%	N=3821
Health and wellness opportunities in San José	10%	N=347	42%	N=1550	36%	N=1304	12%	N=454	100%	N=3656
Overall opportunities for education and enrichment	13%	N=480	44%	N=1621	31%	N=1149	12%	N=443	100%	N=3693
Overall economic health of San José	10%	N=386	39%	N=1451	31%	N=1161	19%	N=688	100%	N=3685
Sense of community	3%	N=126	24%	N=915	41%	N=1553	31%	N=1180	100%	N=3774
Overall image or reputation of San José	4%	N=147	32%	N=1205	42%	N=1588	22%	N=833	100%	N=3773

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	10%	N=376	34%	N=1321	26%	N=1016	30%	N=1175	100%	N=3887
Remain in San José for the next five years	34%	N=1248	30%	N=1106	17%	N=611	19%	N=694	100%	N=3660

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	36%	N=1387	36%	N=1351	11%	N=412	13%	N=477	5%	N=175	100%	N=3802
In San José’s downtown during the day	15%	N=543	38%	N=1347	18%	N=653	21%	N=753	8%	N=278	100%	N=3575
In your neighborhood after dark	16%	N=608	34%	N=1294	16%	N=589	23%	N=856	11%	N=427	100%	N=3774
In San José’s downtown after dark	3%	N=92	16%	N=545	16%	N=557	34%	N=1193	32%	N=1120	100%	N=3506

The National Community 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	2%	N=65	14%	N=522	38%	N=1451	47%	N=1810	100%	N=3848
Ease of public parking	3%	N=118	23%	N=835	40%	N=1464	34%	N=1240	100%	N=3656
Ease of travel by car in San José	4%	N=148	26%	N=961	41%	N=1530	29%	N=1069	100%	N=3709
Ease of travel by public transportation in San José	3%	N=85	14%	N=419	33%	N=962	50%	N=1456	100%	N=2922
Ease of travel by bicycle in San José	6%	N=141	28%	N=689	41%	N=1013	26%	N=640	100%	N=2483
Ease of walking in San José	6%	N=208	35%	N=1233	40%	N=1391	19%	N=673	100%	N=3505
Availability of paths and walking trails	8%	N=275	35%	N=1199	40%	N=1368	16%	N=552	100%	N=3394
Air quality	4%	N=130	35%	N=1277	45%	N=1640	16%	N=587	100%	N=3635
Cleanliness of San José	2%	N=63	18%	N=670	35%	N=1311	45%	N=1662	100%	N=3707
Overall appearance of San José	2%	N=90	24%	N=875	44%	N=1629	30%	N=1098	100%	N=3692
Public places where people want to spend time	4%	N=133	29%	N=1038	45%	N=1602	23%	N=813	100%	N=3587
Variety of housing options	2%	N=81	15%	N=535	29%	N=1013	53%	N=1863	100%	N=3492
Availability of affordable quality housing	1%	N=29	5%	N=160	13%	N=430	82%	N=2817	100%	N=3436
Fitness opportunities (including exercise classes and paths or trails, etc.)	12%	N=415	41%	N=1433	37%	N=1280	10%	N=346	100%	N=3474
Recreational opportunities	11%	N=374	40%	N=1406	35%	N=1237	14%	N=491	100%	N=3508
Availability of affordable quality food	10%	N=384	38%	N=1405	35%	N=1298	16%	N=575	100%	N=3662
Availability of affordable quality health care	9%	N=288	34%	N=1111	34%	N=1127	23%	N=747	100%	N=3273
Availability of preventive health services	10%	N=310	37%	N=1150	37%	N=1145	16%	N=503	100%	N=3108
Availability of affordable quality mental health care	4%	N=97	19%	N=434	32%	N=748	45%	N=1047	100%	N=2326

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	4%	N=93	18%	N=424	32%	N=732	46%	N=1073	100%	N=2322
K-12 education	7%	N=201	34%	N=940	39%	N=1091	20%	N=553	100%	N=2786
Adult educational opportunities	9%	N=224	39%	N=962	38%	N=921	14%	N=347	100%	N=2455
Opportunities to attend cultural/arts/music activities	15%	N=476	42%	N=1368	33%	N=1067	11%	N=342	100%	N=3253
Opportunities to participate in religious or spiritual events and activities	19%	N=471	48%	N=1207	28%	N=693	5%	N=134	100%	N=2504
Employment opportunities	20%	N=660	44%	N=1439	25%	N=814	10%	N=342	100%	N=3255
Shopping opportunities	23%	N=819	50%	N=1776	21%	N=742	6%	N=200	100%	N=3536
Cost of living in San José	0%	N=12	5%	N=173	20%	N=700	75%	N=2679	100%	N=3565
Overall quality of business and service establishments in San José	7%	N=238	47%	N=1605	38%	N=1297	9%	N=297	100%	N=3437
Vibrant downtown/commercial area	4%	N=125	26%	N=861	45%	N=1470	26%	N=842	100%	N=3298
Overall quality of new development in San José	6%	N=169	31%	N=933	42%	N=1260	22%	N=652	100%	N=3015
Opportunities to participate in social events and activities	11%	N=336	41%	N=1318	37%	N=1170	12%	N=370	100%	N=3194
Opportunities to volunteer	22%	N=617	49%	N=1392	25%	N=720	5%	N=136	100%	N=2864
Opportunities to participate in community matters	13%	N=392	44%	N=1270	32%	N=935	11%	N=317	100%	N=2914
Openness and acceptance of the community toward people of diverse backgrounds	20%	N=656	43%	N=1425	27%	N=905	9%	N=310	100%	N=3295
Neighborliness of residents in San José	5%	N=174	31%	N=1062	41%	N=1389	23%	N=794	100%	N=3419

The National Community 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	10%	N=373	90%	N=3248	100%	N=3620
Made efforts to make your home more energy efficient	26%	N=944	74%	N=2672	100%	N=3616
Observed a code violation or other hazard in San José (weeds, abandoned buildings, etc.)	35%	N=1267	65%	N=2325	100%	N=3592
Household member was a victim of a crime in San José	80%	N=2865	20%	N=721	100%	N=3586
Reported a crime to the police in San José	68%	N=2428	32%	N=1158	100%	N=3586
Stocked supplies in preparation for an emergency	43%	N=1554	57%	N=2022	100%	N=3576
Campaigned or advocated for an issue, cause or candidate	70%	N=2516	30%	N=1062	100%	N=3578
Contacted the City of San José (in-person, phone, email or web) for help or information	50%	N=1794	50%	N=1795	100%	N=3589
Contacted San José elected officials (in-person, phone, email or web) to express your opinion	73%	N=2623	27%	N=963	100%	N=3586

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in San José?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used San José recreation centers or their services	7%	N=252	12%	N=420	31%	N=1090	50%	N=1786	100%	N=3547
Visited a neighborhood park or City park	21%	N=732	32%	N=1123	37%	N=1300	10%	N=368	100%	N=3523
Used San José public libraries or their services	9%	N=329	25%	N=886	36%	N=1265	29%	N=1037	100%	N=3517
Participated in religious or spiritual activities in San José	8%	N=294	16%	N=551	16%	N=578	60%	N=2095	100%	N=3518
Attended a City-sponsored event	1%	N=38	5%	N=192	44%	N=1558	49%	N=1727	100%	N=3515
Used bus, rail, subway or other public transportation instead of driving	9%	N=302	6%	N=211	26%	N=928	59%	N=2084	100%	N=3526
Carpooled with other adults or children instead of driving alone	24%	N=830	18%	N=641	20%	N=710	38%	N=1328	100%	N=3510
Walked or biked instead of driving	16%	N=570	17%	N=593	24%	N=836	43%	N=1504	100%	N=3503
Volunteered your time to some group/activity in San José	10%	N=350	12%	N=422	24%	N=853	54%	N=1892	100%	N=3517
Participated in a club	6%	N=222	9%	N=331	15%	N=511	70%	N=2438	100%	N=3502
Talked to or visited with your immediate neighbors	28%	N=1000	29%	N=1020	28%	N=982	15%	N=511	100%	N=3512
Done a favor for a neighbor	12%	N=420	21%	N=733	40%	N=1417	27%	N=944	100%	N=3513
Visited the City of San José website (at www.sanjoseca.gov)	6%	N=220	13%	N=448	52%	N=1840	29%	N=1004	100%	N=3513
Used the City's website to conduct business or pay bills	2%	N=79	5%	N=160	27%	N=936	67%	N=2334	100%	N=3509

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=22	3%	N=117	23%	N=804	73%	N=2564	100%	N=3507
Watched (online or on television) a local public meeting	1%	N=40	4%	N=139	19%	N=671	76%	N=2643	100%	N=3494

Table 10: Question 10

Please rate the quality of each of the following services in San José:	Excellent		Good		Fair		Poor		Total	
Police services	9%	N=280	34%	N=1026	34%	N=1027	22%	N=645	100%	N=2978
Fire services	32%	N=786	52%	N=1304	15%	N=366	1%	N=30	100%	N=2484
Ambulance or emergency medical services	25%	N=539	50%	N=1070	22%	N=458	3%	N=60	100%	N=2127
Crime prevention	4%	N=104	18%	N=468	33%	N=860	45%	N=1194	100%	N=2627

The National Community Survey™

Please rate the quality of each of the following services in San José:	Excellent		Good		Fair		Poor		Total	
Fire prevention and education	11%	N=230	44%	N=890	33%	N=682	12%	N=240	100%	N=2043
Traffic enforcement	4%	N=114	25%	N=703	34%	N=973	37%	N=1065	100%	N=2855
Street repair	3%	N=108	17%	N=556	31%	N=1006	48%	N=1568	100%	N=3238
Street cleaning	5%	N=165	24%	N=782	35%	N=1116	36%	N=1155	100%	N=3218
Street lighting	7%	N=216	38%	N=1262	35%	N=1164	20%	N=655	100%	N=3297
Sidewalk maintenance	3%	N=109	26%	N=848	38%	N=1223	33%	N=1061	100%	N=3240
Traffic signal timing	4%	N=123	31%	N=1024	41%	N=1337	24%	N=781	100%	N=3264
Bus or transit services	6%	N=119	28%	N=574	33%	N=689	34%	N=700	100%	N=2082
Garbage collection	23%	N=755	52%	N=1686	19%	N=618	5%	N=177	100%	N=3235
Recycling	22%	N=687	49%	N=1553	22%	N=689	8%	N=259	100%	N=3188
Yard waste pick-up	25%	N=706	48%	N=1352	21%	N=583	7%	N=194	100%	N=2834
Storm drainage	11%	N=262	45%	N=1122	31%	N=769	13%	N=327	100%	N=2481
Drinking water	12%	N=362	39%	N=1227	30%	N=934	19%	N=609	100%	N=3133
Sewer services	15%	N=384	54%	N=1379	25%	N=639	7%	N=171	100%	N=2573
Power (electric and/or gas) utility	10%	N=337	40%	N=1278	29%	N=932	21%	N=670	100%	N=3217
Utility billing	9%	N=269	37%	N=1127	33%	N=1018	21%	N=634	100%	N=3048
City parks	12%	N=376	47%	N=1478	30%	N=948	12%	N=364	100%	N=3166
Recreation programs or classes	12%	N=231	47%	N=932	30%	N=595	11%	N=219	100%	N=1978
Recreation centers or facilities	12%	N=257	46%	N=982	32%	N=675	10%	N=219	100%	N=2133
Land use, planning and zoning	3%	N=69	22%	N=460	39%	N=829	36%	N=777	100%	N=2135
Code enforcement (weeds, abandoned buildings, etc.)	3%	N=61	16%	N=400	35%	N=850	46%	N=1117	100%	N=2428
Animal control	7%	N=140	42%	N=830	34%	N=682	17%	N=340	100%	N=1991
Economic development	7%	N=169	34%	N=780	38%	N=892	21%	N=477	100%	N=2319
Public library services	32%	N=869	46%	N=1245	19%	N=512	3%	N=74	100%	N=2699
Public information services	7%	N=162	40%	N=873	39%	N=845	14%	N=306	100%	N=2185
Cable television	8%	N=179	33%	N=734	34%	N=760	25%	N=565	100%	N=2238
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	7%	N=146	36%	N=778	37%	N=820	20%	N=446	100%	N=2189
Preservation of natural areas such as open space, farmlands and greenbelts	9%	N=221	33%	N=847	35%	N=909	23%	N=591	100%	N=2567
Overall customer service by San José employees (police, receptionists, planners, etc.)	9%	N=232	38%	N=959	34%	N=843	19%	N=474	100%	N=2509
Services to seniors	9%	N=125	36%	N=515	32%	N=463	23%	N=332	100%	N=1434
Services to youth	9%	N=140	35%	N=578	36%	N=592	20%	N=332	100%	N=1642
Services to low-income people	7%	N=120	23%	N=373	29%	N=461	41%	N=650	100%	N=1604
Graffiti removal	6%	N=142	24%	N=602	34%	N=857	36%	N=915	100%	N=2516
Gang prevention efforts	5%	N=83	19%	N=329	33%	N=565	43%	N=737	100%	N=1714
Street tree maintenance	4%	N=111	25%	N=680	36%	N=974	35%	N=962	100%	N=2727
Building permit services	4%	N=54	22%	N=272	38%	N=476	36%	N=458	100%	N=1261
Overall ease of using Mineta San José International Airport	30%	N=943	49%	N=1536	18%	N=564	4%	N=123	100%	N=3167
Availability of flights at Mineta San José International Airport	23%	N=696	50%	N=1527	22%	N=685	5%	N=162	100%	N=3070

The National Community 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	6%	N=174	39%	N=1185	38%	N=1143	17%	N=521	100%	N=3023
The Federal Government	3%	N=84	23%	N=611	42%	N=1132	33%	N=882	100%	N=2709
The State Government	4%	N=96	29%	N=798	40%	N=1094	27%	N=743	100%	N=2731
Santa Clara County Government	6%	N=148	35%	N=922	39%	N=1052	20%	N=544	100%	N=2665

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=102	19%	N=558	34%	N=1002	43%	N=1263	100%	N=2925
The overall direction that San José is taking	5%	N=145	26%	N=758	31%	N=914	38%	N=1123	100%	N=2940
The job San José government does at welcoming resident involvement	6%	N=130	26%	N=617	34%	N=803	34%	N=790	100%	N=2340
Overall confidence in San José government	4%	N=126	25%	N=725	36%	N=1056	35%	N=1024	100%	N=2931
Generally acting in the best interest of the community	5%	N=148	26%	N=742	34%	N=985	35%	N=1022	100%	N=2898
Being honest	6%	N=157	28%	N=703	33%	N=841	33%	N=838	100%	N=2539
Treating all residents fairly	5%	N=128	26%	N=677	31%	N=790	38%	N=985	100%	N=2580

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	64%	N=2059	30%	N=955	6%	N=182	0%	N=12	100%	N=3207
Overall ease of getting to the places you usually have to visit	38%	N=1223	44%	N=1405	16%	N=515	1%	N=43	100%	N=3186
Quality of overall natural environment in San José	37%	N=1177	44%	N=1404	18%	N=566	1%	N=33	100%	N=3180
Overall "built environment" of San José (including overall design, buildings, parks and transportation systems)	30%	N=942	41%	N=1291	27%	N=853	3%	N=89	100%	N=3175
Health and wellness opportunities in San José	31%	N=978	40%	N=1277	26%	N=825	3%	N=95	100%	N=3175
Overall opportunities for education and enrichment	40%	N=1269	40%	N=1260	18%	N=567	2%	N=78	100%	N=3174
Overall economic health of San José	45%	N=1438	43%	N=1352	11%	N=351	1%	N=38	100%	N=3180
Sense of community	32%	N=1002	43%	N=1358	23%	N=735	3%	N=81	100%	N=3176

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=372	33%	N=1040	18%	N=577	23%	N=745	14%	N=443	100%	N=3178
Property crime	5%	N=149	24%	N=747	15%	N=466	29%	N=914	28%	N=880	100%	N=3156

Table 15: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	1%	N=37	1%	N=33	4%	N=130	20%	N=635	74%	N=2345	100%	N=3180
Purchase goods or services from a business located in San José	1%	N=26	3%	N=85	19%	N=615	47%	N=1476	31%	N=971	100%	N=3173
Eat at least 5 portions of fruits and vegetables a day	2%	N=70	10%	N=321	34%	N=1070	35%	N=1096	19%	N=609	100%	N=3166
Participate in moderate or vigorous physical activity	2%	N=53	11%	N=352	32%	N=1010	34%	N=1080	21%	N=668	100%	N=3163
Read or watch local news (via television, paper, computer, etc.)	4%	N=115	10%	N=330	20%	N=642	30%	N=962	35%	N=1118	100%	N=3166
Vote in local elections	11%	N=333	5%	N=153	7%	N=209	13%	N=424	65%	N=2046	100%	N=3165

The National Community Survey™

Table 16: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	19%	N=600
Very good	42%	N=1338
Good	31%	N=1005
Fair	7%	N=226
Poor	1%	N=29
Total	100%	N=3197

Table 17: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	6%	N=198
Somewhat positive	15%	N=486
Neutral	49%	N=1539
Somewhat negative	23%	N=730
Very negative	6%	N=204
Total	100%	N=3156

Table 18: Question D4

What is your employment status?	Percent	Number
Working full time for pay	63%	N=2009
Working part time for pay	11%	N=353
Unemployed, looking for paid work	4%	N=133
Unemployed, not looking for paid work	4%	N=136
Fully retired	17%	N=541
Total	100%	N=3172

Table 19: Question D5

Do you work inside the boundaries of San José?	Percent	Number
Yes, outside the home	45%	N=1355
Yes, from home	9%	N=276
No	46%	N=1381
Total	100%	N=3013

Table 20: Question D6

How many years have you lived in San José?	Percent	Number
Less than 2 years	5%	N=151
2 to 5 years	12%	N=370
6 to 10 years	10%	N=327
11 to 20 years	17%	N=550
More than 20 years	56%	N=1797
Total	100%	N=3195

The National Community Survey™

Table 21: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	63%	N=2355
Building with two or more homes (duplex, townhome, apartment or condominium)	35%	N=1302
Mobile home	1%	N=41
Other	2%	N=66
Total	100%	N=3764

Table 22: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	35%	N=1322
Owned	65%	N=2432
Total	100%	N=3755

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=50
\$300 to \$599 per month	4%	N=114
\$600 to \$999 per month	4%	N=132
\$1,000 to \$1,499 per month	9%	N=266
\$1,500 to \$2,499 per month	22%	N=648
\$2,500 to \$2,999 per month	17%	N=494
\$3,000 or more per month	42%	N=1252
Total	100%	N=2955

Table 24: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	54%	N=1612
Yes	46%	N=1362
Total	100%	N=2974

Table 25: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	73%	N=2303
Yes	27%	N=846
Total	100%	N=3149

The National Community 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	7%	N=197
\$25,000 to \$49,999	10%	N=307
\$50,000 to \$99,999	20%	N=615
\$100,000 to \$149,999	21%	N=642
\$150,000 or more	41%	N=1242
Total	100%	N=3002

Table 27: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	73%	N=2284
Yes, I consider myself to be Spanish, Hispanic or Latino	27%	N=847
Total	100%	N=3131

Table 28: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	4%	N=127
Asian, Asian Indian or Pacific Islander	27%	N=830
Black or African American	4%	N=116
White	55%	N=1657
Other	20%	N=608

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	3%	N=135
25 to 34 years	21%	N=880
35 to 44 years	25%	N=1054
45 to 54 years	21%	N=889
55 to 64 years	14%	N=581
65 to 74 years	10%	N=435
75 years or older	6%	N=236
Total	100%	N=4209

Table 30: Question D16

What is your sex?	Percent	Number
Female	56%	N=2080
Male	44%	N=1632
Total	100%	N=3712

The National Community Survey™

Table 31: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	79%	N=2498
Land line	7%	N=223
Both	14%	N=445
Total	100%	N=3167

Responses including “don’t know”

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

Table 32: Question 1

Please rate each of the following aspects of quality of life in San José:	Excellent		Good		Fair		Poor		Don't know		Total	
San José as a place to live	9%	N=376	43%	N=1786	35%	N=1430	12%	N=507	0%	N=8	100%	N=4107
Your neighborhood as a place to live	17%	N=682	43%	N=1700	28%	N=1122	11%	N=430	0%	N=2	100%	N=3936
San José as a place to raise children	8%	N=331	33%	N=1294	33%	N=1309	19%	N=730	6%	N=251	100%	N=3915
San José as a place to work	15%	N=604	45%	N=1752	25%	N=965	9%	N=372	6%	N=231	100%	N=3924
San José as a place to visit	7%	N=256	29%	N=1120	37%	N=1464	25%	N=965	3%	N=98	100%	N=3903
San José as a place to retire	3%	N=102	9%	N=365	21%	N=830	60%	N=2333	7%	N=276	100%	N=3906
The overall quality of life in San José	5%	N=210	38%	N=1474	42%	N=1656	14%	N=545	0%	N=16	100%	N=3901

Table 33: Question 2

Please rate each of the following characteristics as they relate to San José as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in San José	5%	N=199	32%	N=1293	38%	N=1527	25%	N=1004	0%	N=9	100%	N=4032
Overall ease of getting to the places you usually have to visit	6%	N=219	30%	N=1176	37%	N=1445	26%	N=1025	0%	N=4	100%	N=3868
Quality of overall natural environment in San José	6%	N=223	36%	N=1387	38%	N=1476	19%	N=730	1%	N=41	100%	N=3857
Overall "built environment" of San José (including overall design, buildings, parks and transportation systems)	3%	N=119	27%	N=1057	44%	N=1686	25%	N=959	1%	N=37	100%	N=3859
Health and wellness opportunities in San José	9%	N=347	40%	N=1550	34%	N=1304	12%	N=454	5%	N=200	100%	N=3856
Overall opportunities for education and enrichment	12%	N=480	42%	N=1621	30%	N=1149	11%	N=443	4%	N=163	100%	N=3856
Overall economic health of San José	10%	N=386	38%	N=1451	30%	N=1161	18%	N=688	4%	N=172	100%	N=3858
Sense of community	3%	N=126	24%	N=915	41%	N=1553	31%	N=1180	2%	N=61	100%	N=3834
Overall image or reputation of San José	4%	N=147	31%	N=1205	41%	N=1588	22%	N=833	2%	N=76	100%	N=3850

Table 34: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in San José to someone who asks	10%	N=376	33%	N=1321	26%	N=1016	30%	N=1175	1%	N=57	100%	N=3944
Remain in San José for the next five years	33%	N=1248	29%	N=1106	16%	N=611	18%	N=694	3%	N=122	100%	N=3782

Table 35: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	36%	N=1387	35%	N=1351	11%	N=412	13%	N=477	5%	N=175	0%	N=5	100%	N=3807
In San José's downtown during the day	14%	N=543	35%	N=1347	17%	N=653	20%	N=753	7%	N=278	6%	N=220	100%	N=3795
In your neighborhood after dark	16%	N=608	34%	N=1294	16%	N=589	23%	N=856	11%	N=427	1%	N=20	100%	N=3794
In San José's downtown after dark	2%	N=92	14%	N=545	15%	N=557	31%	N=1193	29%	N=1120	8%	N=293	100%	N=3800

The National Community 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	2%	N=65	13%	N=522	38%	N=1451	47%	N=1810	0%	N=17	100%	N=3865
Ease of public parking	3%	N=118	22%	N=835	39%	N=1464	33%	N=1240	2%	N=79	100%	N=3735
Ease of travel by car in San José	4%	N=148	26%	N=961	41%	N=1530	29%	N=1069	0%	N=17	100%	N=3726
Ease of travel by public transportation in San José	2%	N=85	11%	N=419	26%	N=962	39%	N=1456	22%	N=809	100%	N=3731
Ease of travel by bicycle in San José	4%	N=141	18%	N=689	27%	N=1013	17%	N=640	33%	N=1248	100%	N=3731
Ease of walking in San José	6%	N=208	33%	N=1233	37%	N=1391	18%	N=673	6%	N=226	100%	N=3730
Availability of paths and walking trails	7%	N=275	32%	N=1199	37%	N=1368	15%	N=552	9%	N=339	100%	N=3732
Air quality	4%	N=130	34%	N=1277	44%	N=1640	16%	N=587	2%	N=75	100%	N=3710
Cleanliness of San José	2%	N=63	18%	N=670	35%	N=1311	45%	N=1662	1%	N=20	100%	N=3728
Overall appearance of San José	2%	N=90	24%	N=875	44%	N=1629	30%	N=1098	1%	N=27	100%	N=3719
Public places where people want to spend time	4%	N=133	28%	N=1038	43%	N=1602	22%	N=813	3%	N=130	100%	N=3716
Variety of housing options	2%	N=81	14%	N=535	27%	N=1013	50%	N=1863	6%	N=231	100%	N=3723
Availability of affordable quality housing	1%	N=29	4%	N=160	12%	N=430	76%	N=2817	8%	N=287	100%	N=3723
Fitness opportunities (including exercise classes and paths or trails, etc.)	11%	N=415	39%	N=1433	34%	N=1280	9%	N=346	7%	N=245	100%	N=3719
Recreational opportunities	10%	N=374	38%	N=1406	33%	N=1237	13%	N=491	6%	N=209	100%	N=3717
Availability of affordable quality food	10%	N=384	38%	N=1405	35%	N=1298	15%	N=575	1%	N=56	100%	N=3718
Availability of affordable quality health care	8%	N=288	30%	N=1111	30%	N=1127	20%	N=747	12%	N=453	100%	N=3726
Availability of preventive health services	8%	N=310	31%	N=1150	31%	N=1145	14%	N=503	17%	N=615	100%	N=3723
Availability of affordable quality mental health care	3%	N=97	12%	N=434	20%	N=748	28%	N=1047	37%	N=1393	100%	N=3719

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=93	11%	N=424	20%	N=732	29%	N=1073	37%	N=1374	100%	N=3696
K-12 education	6%	N=201	26%	N=940	30%	N=1091	15%	N=553	22%	N=808	100%	N=3594
Adult educational opportunities	6%	N=224	27%	N=962	26%	N=921	10%	N=347	31%	N=1123	100%	N=3578
Opportunities to attend cultural/arts/music activities	13%	N=476	38%	N=1368	30%	N=1067	10%	N=342	9%	N=327	100%	N=3580
Opportunities to participate in religious or spiritual events and activities	13%	N=471	34%	N=1207	19%	N=693	4%	N=134	30%	N=1077	100%	N=3582
Employment opportunities	18%	N=660	40%	N=1439	23%	N=814	10%	N=342	9%	N=325	100%	N=3580
Shopping opportunities	23%	N=819	50%	N=1776	21%	N=742	6%	N=200	1%	N=51	100%	N=3586
Cost of living in San José	0%	N=12	5%	N=173	20%	N=700	75%	N=2679	0%	N=13	100%	N=3578
Overall quality of business and service establishments in San José	7%	N=238	45%	N=1605	36%	N=1297	8%	N=297	4%	N=142	100%	N=3578
Vibrant downtown/commercial area	3%	N=125	24%	N=861	41%	N=1470	24%	N=842	8%	N=281	100%	N=3579
Overall quality of new development in San José	5%	N=169	26%	N=933	35%	N=1260	18%	N=652	16%	N=570	100%	N=3584
Opportunities to participate in social events and activities	9%	N=336	37%	N=1318	33%	N=1170	10%	N=370	11%	N=376	100%	N=3570
Opportunities to volunteer	17%	N=617	39%	N=1392	20%	N=720	4%	N=136	20%	N=727	100%	N=3592
Opportunities to participate in community matters	11%	N=392	35%	N=1270	26%	N=935	9%	N=317	19%	N=671	100%	N=3584
Openness and acceptance of the community toward people of diverse backgrounds	18%	N=656	40%	N=1425	25%	N=905	9%	N=310	8%	N=289	100%	N=3584
Neighborliness of residents in San José	5%	N=174	30%	N=1062	39%	N=1389	22%	N=794	5%	N=167	100%	N=3587

The National Community 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	10%	N=373	90%	N=3248	100%	N=3620
Made efforts to make your home more energy efficient	26%	N=944	74%	N=2672	100%	N=3616
Observed a code violation or other hazard in San José (weeds, abandoned buildings, etc.)	35%	N=1267	65%	N=2325	100%	N=3592
Household member was a victim of a crime in San José	80%	N=2865	20%	N=721	100%	N=3586
Reported a crime to the police in San José	68%	N=2428	32%	N=1158	100%	N=3586
Stocked supplies in preparation for an emergency	43%	N=1554	57%	N=2022	100%	N=3576
Campaigned or advocated for an issue, cause or candidate	70%	N=2516	30%	N=1062	100%	N=3578
Contacted the City of San José (in-person, phone, email or web) for help or information	50%	N=1794	50%	N=1795	100%	N=3589
Contacted San José elected officials (in-person, phone, email or web) to express your opinion	73%	N=2623	27%	N=963	100%	N=3586

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	7%	N=252	12%	N=420	31%	N=1090	50%	N=1786	100%	N=3547
Visited a neighborhood park or City park	21%	N=732	32%	N=1123	37%	N=1300	10%	N=368	100%	N=3523
Used San José public libraries or their services	9%	N=329	25%	N=886	36%	N=1265	29%	N=1037	100%	N=3517
Participated in religious or spiritual activities in San José	8%	N=294	16%	N=551	16%	N=578	60%	N=2095	100%	N=3518
Attended a City-sponsored event	1%	N=38	5%	N=192	44%	N=1558	49%	N=1727	100%	N=3515
Used bus, rail, subway or other public transportation instead of driving	9%	N=302	6%	N=211	26%	N=928	59%	N=2084	100%	N=3526
Carpooled with other adults or children instead of driving alone	24%	N=830	18%	N=641	20%	N=710	38%	N=1328	100%	N=3510
Walked or biked instead of driving	16%	N=570	17%	N=593	24%	N=836	43%	N=1504	100%	N=3503
Volunteered your time to some group/activity in San José	10%	N=350	12%	N=422	24%	N=853	54%	N=1892	100%	N=3517
Participated in a club	6%	N=222	9%	N=331	15%	N=511	70%	N=2438	100%	N=3502
Talked to or visited with your immediate neighbors	28%	N=1000	29%	N=1020	28%	N=982	15%	N=511	100%	N=3512
Done a favor for a neighbor	12%	N=420	21%	N=733	40%	N=1417	27%	N=944	100%	N=3513
Visited the City of San José website (at www.sanjoseca.gov)	6%	N=220	13%	N=448	52%	N=1840	29%	N=1004	100%	N=3513
Used the City's website to conduct business or pay bills	2%	N=79	5%	N=160	27%	N=936	67%	N=2334	100%	N=3509

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	1%	N=22	3%	N=117	23%	N=804	73%	N=2564	100%	N=3507
Watched (online or on television) a local public meeting	1%	N=40	4%	N=139	19%	N=671	76%	N=2643	100%	N=3494

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	8%	N=280	30%	N=1026	30%	N=1027	19%	N=645	13%	N=430	100%	N=3408
Fire services	23%	N=786	39%	N=1304	11%	N=366	1%	N=30	26%	N=894	100%	N=3378
Ambulance or emergency medical services	16%	N=539	32%	N=1070	14%	N=458	2%	N=60	37%	N=1250	100%	N=3377
Crime prevention	3%	N=104	14%	N=468	26%	N=860	35%	N=1194	22%	N=736	100%	N=3363

The National Community Survey™

Please rate the quality of each of the following services in San José:	Excellent		Good		Fair		Poor		Don't know		Total	
Fire prevention and education	7%	N=230	26%	N=890	20%	N=682	7%	N=240	39%	N=1330	100%	N=3372
Traffic enforcement	3%	N=114	21%	N=703	29%	N=973	32%	N=1065	15%	N=519	100%	N=3374
Street repair	3%	N=108	16%	N=556	30%	N=1006	46%	N=1568	4%	N=145	100%	N=3384
Street cleaning	5%	N=165	23%	N=782	33%	N=1116	34%	N=1155	5%	N=160	100%	N=3378
Street lighting	6%	N=216	37%	N=1262	35%	N=1164	19%	N=655	2%	N=77	100%	N=3374
Sidewalk maintenance	3%	N=109	25%	N=848	36%	N=1223	31%	N=1061	4%	N=138	100%	N=3378
Traffic signal timing	4%	N=123	30%	N=1024	40%	N=1337	23%	N=781	3%	N=110	100%	N=3375
Bus or transit services	4%	N=119	17%	N=574	20%	N=689	21%	N=700	38%	N=1290	100%	N=3372
Garbage collection	22%	N=755	50%	N=1686	18%	N=618	5%	N=177	4%	N=130	100%	N=3365
Recycling	20%	N=687	46%	N=1553	20%	N=689	8%	N=259	5%	N=176	100%	N=3364
Yard waste pick-up	21%	N=706	40%	N=1352	17%	N=583	6%	N=194	16%	N=534	100%	N=3368
Storm drainage	8%	N=262	33%	N=1122	23%	N=769	10%	N=327	26%	N=876	100%	N=3356
Drinking water	11%	N=362	36%	N=1227	28%	N=934	18%	N=609	7%	N=237	100%	N=3369
Sewer services	11%	N=384	41%	N=1379	19%	N=639	5%	N=171	23%	N=790	100%	N=3363
Power (electric and/or gas) utility	10%	N=337	38%	N=1278	28%	N=932	20%	N=670	4%	N=151	100%	N=3368
Utility billing	8%	N=269	34%	N=1127	30%	N=1018	19%	N=634	9%	N=306	100%	N=3355
City parks	11%	N=376	44%	N=1478	28%	N=948	11%	N=364	6%	N=192	100%	N=3357
Recreation programs or classes	7%	N=231	28%	N=932	18%	N=595	7%	N=219	41%	N=1381	100%	N=3359
Recreation centers or facilities	8%	N=257	29%	N=982	20%	N=675	7%	N=219	36%	N=1218	100%	N=3351
Land use, planning and zoning	2%	N=69	14%	N=460	25%	N=829	23%	N=777	36%	N=1212	100%	N=3347
Code enforcement (weeds, abandoned buildings, etc.)	2%	N=61	12%	N=400	25%	N=850	33%	N=1117	28%	N=928	100%	N=3356
Animal control	4%	N=140	25%	N=830	20%	N=682	10%	N=340	41%	N=1361	100%	N=3352
Economic development	5%	N=169	23%	N=780	27%	N=892	14%	N=477	31%	N=1034	100%	N=3353
Public library services	26%	N=869	37%	N=1245	15%	N=512	2%	N=74	19%	N=645	100%	N=3344
Public information services	5%	N=162	26%	N=873	25%	N=845	9%	N=306	35%	N=1153	100%	N=3339
Cable television	5%	N=179	22%	N=734	23%	N=760	17%	N=565	33%	N=1113	100%	N=3351
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	4%	N=146	23%	N=778	25%	N=820	13%	N=446	34%	N=1149	100%	N=3338
Preservation of natural areas such as open space, farmlands and greenbelts	7%	N=221	25%	N=847	27%	N=909	18%	N=591	23%	N=773	100%	N=3340
Overall customer service by San José employees (police, receptionists, planners, etc.)	7%	N=232	29%	N=959	25%	N=843	14%	N=474	24%	N=814	100%	N=3322
Services to seniors	4%	N=125	15%	N=515	14%	N=463	10%	N=332	57%	N=1925	100%	N=3359
Services to youth	4%	N=140	17%	N=578	18%	N=592	10%	N=332	51%	N=1704	100%	N=3346
Services to low-income people	4%	N=120	11%	N=373	14%	N=461	19%	N=650	52%	N=1738	100%	N=3342
Graffiti removal	4%	N=142	18%	N=602	25%	N=857	27%	N=915	25%	N=849	100%	N=3365
Gang prevention efforts	2%	N=83	10%	N=329	17%	N=565	22%	N=737	49%	N=1643	100%	N=3357
Street tree maintenance	3%	N=111	20%	N=680	29%	N=974	29%	N=962	19%	N=629	100%	N=3356
Building permit services	2%	N=54	8%	N=272	14%	N=476	14%	N=458	62%	N=2084	100%	N=3345
Overall ease of using Mineta San José International Airport	28%	N=943	46%	N=1536	17%	N=564	4%	N=123	6%	N=201	100%	N=3367
Availability of flights at Mineta San José International Airport	21%	N=696	45%	N=1527	20%	N=685	5%	N=162	9%	N=290	100%	N=3360

The National Community 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	
The City of San José	5%	N=174	36%	N=1185	35%	N=1143	16%	N=521	8%	N=250	100%	N=3273
The Federal Government	3%	N=84	19%	N=611	35%	N=1132	27%	N=882	17%	N=543	100%	N=3252
The State Government	3%	N=96	25%	N=798	34%	N=1094	23%	N=743	16%	N=523	100%	N=3254
Santa Clara County Government	5%	N=148	28%	N=922	32%	N=1052	17%	N=544	18%	N=574	100%	N=3239

Table 43: Question 12

Please rate the following categories of San José government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to San José	3%	N=102	17%	N=558	31%	N=1002	39%	N=1263	10%	N=336	100%	N=3261
The overall direction that San José is taking	4%	N=145	23%	N=758	28%	N=914	34%	N=1123	10%	N=321	100%	N=3261
The job San José government does at welcoming resident involvement	4%	N=130	19%	N=617	25%	N=803	24%	N=790	28%	N=917	100%	N=3257
Overall confidence in San José government	4%	N=126	22%	N=725	32%	N=1056	31%	N=1024	10%	N=330	100%	N=3261
Generally acting in the best interest of the community	5%	N=148	23%	N=742	30%	N=985	31%	N=1022	11%	N=364	100%	N=3262
Being honest	5%	N=157	22%	N=703	26%	N=841	26%	N=838	22%	N=704	100%	N=3243
Treating all residents fairly	4%	N=128	21%	N=677	24%	N=790	30%	N=985	21%	N=680	100%	N=3260

Table 44: Question 13

Please rate how important, if at all, you think it is for the San José community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in San José	64%	N=2059	30%	N=955	6%	N=182	0%	N=12	100%	N=3207
Overall ease of getting to the places you usually have to visit	38%	N=1223	44%	N=1405	16%	N=515	1%	N=43	100%	N=3186
Quality of overall natural environment in San José	37%	N=1177	44%	N=1404	18%	N=566	1%	N=33	100%	N=3180
Overall "built environment" of San José (including overall design, buildings, parks and transportation systems)	30%	N=942	41%	N=1291	27%	N=853	3%	N=89	100%	N=3175
Health and wellness opportunities in San José	31%	N=978	40%	N=1277	26%	N=825	3%	N=95	100%	N=3175
Overall opportunities for education and enrichment	40%	N=1269	40%	N=1260	18%	N=567	2%	N=78	100%	N=3174
Overall economic health of San José	45%	N=1438	43%	N=1352	11%	N=351	1%	N=38	100%	N=3180
Sense of community	32%	N=1002	43%	N=1358	23%	N=735	3%	N=81	100%	N=3176

Table 45: Question 14

Please rate how safe or unsafe you feel from the following:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
Violent crime (e.g. rape, assault, robbery)	12%	N=372	32%	N=1040	18%	N=577	23%	N=745	14%	N=443	1%	N=45	100%	N=3223
Property crime	5%	N=149	23%	N=747	15%	N=466	29%	N=914	28%	N=880	1%	N=44	100%	N=3200

The National Community Survey™

Table 46: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	1%	N=37	1%	N=33	4%	N=130	20%	N=635	74%	N=2345	100%	N=3180
Purchase goods or services from a business located in San José	1%	N=26	3%	N=85	19%	N=615	47%	N=1476	31%	N=971	100%	N=3173
Eat at least 5 portions of fruits and vegetables a day	2%	N=70	10%	N=321	34%	N=1070	35%	N=1096	19%	N=609	100%	N=3166
Participate in moderate or vigorous physical activity	2%	N=53	11%	N=352	32%	N=1010	34%	N=1080	21%	N=668	100%	N=3163
Read or watch local news (via television, paper, computer, etc.)	4%	N=115	10%	N=330	20%	N=642	30%	N=962	35%	N=1118	100%	N=3166
Vote in local elections	11%	N=333	5%	N=153	7%	N=209	13%	N=424	65%	N=2046	100%	N=3165

Table 47: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	19%	N=600
Very good	42%	N=1338
Good	31%	N=1005
Fair	7%	N=226
Poor	1%	N=29
Total	100%	N=3197

Table 48: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	6%	N=198
Somewhat positive	15%	N=486
Neutral	49%	N=1539
Somewhat negative	23%	N=730
Very negative	6%	N=204
Total	100%	N=3156

Table 49: Question D4

What is your employment status?	Percent	Number
Working full time for pay	63%	N=2009
Working part time for pay	11%	N=353
Unemployed, looking for paid work	4%	N=133
Unemployed, not looking for paid work	4%	N=136
Fully retired	17%	N=541
Total	100%	N=3172

Table 50: Question D5

Do you work inside the boundaries of San José?	Percent	Number
Yes, outside the home	45%	N=1355
Yes, from home	9%	N=276
No	46%	N=1381
Total	100%	N=3013

The National Community Survey™

Table 51: Question D6

How many years have you lived in San José?	Percent	Number
Less than 2 years	5%	N=151
2 to 5 years	12%	N=370
6 to 10 years	10%	N=327
11 to 20 years	17%	N=550
More than 20 years	56%	N=1797
Total	100%	N=3195

Table 52: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	63%	N=2355
Building with two or more homes (duplex, townhome, apartment or condominium)	35%	N=1302
Mobile home	1%	N=41
Other	2%	N=66
Total	100%	N=3764

Table 53: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	35%	N=1322
Owned	65%	N=2432
Total	100%	N=3755

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=50
\$300 to \$599 per month	4%	N=114
\$600 to \$999 per month	4%	N=132
\$1,000 to \$1,499 per month	9%	N=266
\$1,500 to \$2,499 per month	22%	N=648
\$2,500 to \$2,999 per month	17%	N=494
\$3,000 or more per month	42%	N=1252
Total	100%	N=2955

Table 55: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	54%	N=1612
Yes	46%	N=1362
Total	100%	N=2974

The National Community Survey™

Table 56: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	73%	N=2303
Yes	27%	N=846
Total	100%	N=3149

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	7%	N=197
\$25,000 to \$49,999	10%	N=307
\$50,000 to \$99,999	20%	N=615
\$100,000 to \$149,999	21%	N=642
\$150,000 or more	41%	N=1242
Total	100%	N=3002

Table 58: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	73%	N=2284
Yes, I consider myself to be Spanish, Hispanic or Latino	27%	N=847
Total	100%	N=3131

Table 59: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	4%	N=127
Asian, Asian Indian or Pacific Islander	27%	N=830
Black or African American	4%	N=116
White	55%	N=1657
Other	20%	N=608

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	3%	N=135
25 to 34 years	21%	N=880
35 to 44 years	25%	N=1054
45 to 54 years	21%	N=889
55 to 64 years	14%	N=581
65 to 74 years	10%	N=435
75 years or older	6%	N=236
Total	100%	N=4209

The National Community Survey™

Table 61: Question D16

What is your sex?	Percent	Number
Female	56%	N=2080
Male	44%	N=1632
Total	100%	N=3712

Table 62: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	79%	N=2498
Land line	7%	N=223
Both	14%	N=445
Total	100%	N=3167

Appendix B: Benchmark Comparisons

Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community 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	43%	419	430	Much lower
Overall image or reputation of San José	36%	310	338	Much lower
San José as a place to live	53%	368	375	Much lower
Your neighborhood as a place to live	61%	299	306	Lower
San José as a place to raise children	44%	353	366	Much lower
San José as a place to retire	13%	345	346	Much lower
Overall appearance of San José	26%	334	337	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	37%	338	347	Much lower
	In your neighborhood during the day	72%	342	344	Lower
	In San José's downtown/commercial area during the day	53%	309	312	Much lower
Mobility	Overall ease of getting to the places you usually have to visit	36%	269	271	Much lower
	Availability of paths and walking trails	43%	258	307	Lower
	Ease of walking in San José	41%	270	301	Lower
	Ease of travel by bicycle in San José	33%	237	300	Lower
	Ease of travel by public transportation in San José	17%	202	233	Lower
	Ease of travel by car in San José	30%	293	299	Much lower
	Ease of public parking	26%	215	230	Lower
Natural Environment	Traffic flow on major streets	15%	318	327	Much lower
	Quality of overall natural environment in San José	42%	273	273	Much lower
	Cleanliness of San José	20%	279	280	Much lower
Built Environment	Air quality	39%	237	243	Much lower
	Overall "built environment" of San José (including overall design, buildings, parks and transportation systems)	31%	258	262	Lower
	Overall quality of new development in San José	37%	248	287	Lower
	Availability of affordable quality housing	5%	295	296	Much lower
	Variety of housing options	18%	265	275	Much lower
	Public places where people want to spend time	33%	249	256	Much lower
	Overall economic health of San José	50%	207	268	Lower
	Vibrant downtown/commercial area	30%	189	245	Lower
	Overall quality of business and service establishments in San José	54%	199	270	Similar
	Cost of living in San José	5%	262	264	Much lower
Economy	Shopping opportunities	73%	75	288	Higher
	Employment opportunities	64%	36	305	Higher
	San José as a place to visit	36%	260	282	Much lower
	San José as a place to work	64%	186	350	Similar
	Health and wellness opportunities in San José	52%	229	263	Lower
	Availability of affordable quality mental health care	23%	217	233	Lower
	Availability of preventive health services	47%	196	237	Lower
Recreation and Wellness	Availability of affordable quality health care	43%	227	256	Lower
	Availability of affordable quality food	49%	212	243	Lower
	Recreational opportunities	51%	243	288	Lower
	Fitness opportunities (including exercise classes and paths or trails, etc.)	53%	215	254	Lower

The National Community Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Overall opportunities for education and enrichment	57%	195	265	Similar
	Opportunities to participate in religious or spiritual events and activities	67%	178	204	Similar
	Opportunities to attend cultural/arts/music activities	57%	165	285	Similar
	Adult educational opportunities	48%	177	242	Similar
	K-12 education	41%	239	266	Much lower
	Availability of affordable quality child care/preschool	22%	245	255	Much lower
Community Engagement	Opportunities to participate in social events and activities	52%	205	261	Similar
	Neighborhoodliness of San José	36%	255	257	Lower
	Openness and acceptance of the community toward people of diverse backgrounds	63%	113	288	Similar
	Opportunities to participate in community matters	57%	199	271	Similar
	Opportunities to volunteer	70%	131	262	Similar

Table 65: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of San José	45%	386	400	Lower
Overall customer service by San José employees (police, receptionists, planners, etc.)	47%	354	366	Lower
Value of services for the taxes paid to San José	23%	381	384	Much lower
Overall direction that San José is taking	31%	303	309	Lower
Job San José government does at welcoming resident involvement	32%	297	312	Lower
Overall confidence in San José government	29%	253	269	Lower
Generally acting in the best interest of the community	31%	253	269	Lower
Being honest	34%	240	260	Lower
Treating all residents fairly	31%	254	266	Lower
Services provided by the Federal Government	26%	248	249	Lower

Table 66: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police services	44%	418	425	Much lower
	Fire services	84%	300	363	Similar
	Ambulance or emergency medical services	76%	302	326	Lower
	Crime prevention	22%	347	348	Much lower
	Fire prevention and education	55%	272	280	Lower
	Animal control	49%	269	316	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	42%	256	274	Lower
Mobility	Traffic enforcement	29%	351	352	Much lower
	Street repair	21%	327	357	Lower
	Street cleaning	29%	302	312	Much lower
	Street lighting	45%	275	314	Lower
	Sidewalk maintenance	30%	280	305	Lower
	Traffic signal timing	35%	237	259	Lower
Natural Environment	Bus or transit services	33%	184	227	Lower
	Garbage collection	75%	284	332	Similar
	Recycling	70%	266	339	Similar
	Yard waste pick-up	73%	162	264	Similar
	Drinking water	51%	260	295	Lower

The National Community Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Preservation of natural areas such as open space, farmlands and greenbelts	42%	235	251	Lower
Built Environment	Storm drainage	56%	237	330	Similar
	Sewer services	69%	238	301	Similar
	Power (electric and/or gas) utility	50%	184	185	Lower
	Utility billing	46%	225	231	Lower
	Land use, planning and zoning	25%	280	293	Lower
	Code enforcement (weeds, abandoned buildings, etc.)	19%	360	371	Much lower
	Cable television	41%	164	199	Similar
Economy	Economic development	41%	211	279	Similar
Recreation and Wellness	City parks	59%	286	308	Lower
	Recreation programs or classes	59%	246	309	Similar
	Recreation centers or facilities	58%	215	272	Similar
Education and Enrichment	Public library services	78%	233	319	Similar
Community Engagement	Public information services	47%	266	282	Lower

Table 67: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	28%	294	300	Much lower
Recommend living in San José to someone who asks	44%	279	279	Much lower
Remain in San José for the next five years	64%	268	274	Lower
Contacted San José (in-person, phone, email or web) for help or information	50%	82	317	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	57%	22	234	Higher
	Did NOT report a crime to the police	68%	237	260	Lower
	Household member was NOT a victim of a crime	80%	250	269	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	41%	47	213	Higher
	Carpooled with other adults or children instead of driving alone	62%	6	248	Higher
	Walked or biked instead of driving	57%	124	257	Similar
Natural Environment	Made efforts to conserve water	90%	38	242	Similar
	Made efforts to make your home more energy efficient	74%	155	244	Similar
	Recycle at home	98%	28	256	Higher
Built Environment	Did NOT observe a code violation or other hazard in San José	35%	235	251	Lower
	NOT experiencing housing costs stress	63%	195	255	Similar
Economy	Purchase goods or services from a business located in San José	96%	154	254	Similar
	Economy will have positive impact on income	22%	245	256	Lower
	Work inside boundaries of San José	54%	68	255	Higher
Recreation and Wellness	Used San José recreation centers or their services	50%	184	237	Similar
	Visited a neighborhood park or City park	90%	55	264	Similar

The National Community Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Eat at least 5 portions of fruits and vegetables a day	88%	35	245	Similar
	Participate in moderate or vigorous physical activity	87%	92	250	Similar
	In very good to excellent health	61%	142	250	Similar
Education and Enrichment	Used San José public libraries or their services	71%	54	245	Similar
	Participated in religious or spiritual activities in San José	40%	131	204	Similar
	Attended City-sponsored event	51%	159	259	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	30%	43	238	Similar
	Contacted San José elected officials (in-person, phone, email or web) to express your opinion	27%	22	252	Similar
	Volunteered your time to some group/activity in San José	46%	68	262	Similar
	Participated in a club	30%	77	243	Similar
	Talked to or visited with your immediate neighbors	85%	220	252	Similar
	Done a favor for a neighbor	73%	221	247	Similar
	Attended a local public meeting	27%	51	261	Similar
	Watched (online or on television) a local public meeting	24%	87	231	Similar
	Read or watch local news (via television, paper, computer, etc.)	86%	100	255	Similar
	Vote in local elections	85%	129	257	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 American Community Survey (ACS) 2017 5-year estimates.

Adams County, CO.....	487,850	Azusa city, CA.....	49,029
Airway Heights city, WA.....	8,017	Bainbridge Island city, WA.....	23,689
Albany city, OR.....	52,007	Baltimore city, MD.....	619,796
Albemarle County, VA.....	105,105	Baltimore County, MD.....	828,637
Albert Lea city, MN.....	17,716	Battle Creek city, MI.....	51,505
Alexandria city, VA.....	154,710	Bay Village city, OH.....	15,426
American Canyon city, CA.....	20,341	Baytown city, TX.....	76,205
Ames city, IA.....	65,005	Bedford city, TX.....	49,082
Ankeny city, IA.....	56,237	Bedford town, MA.....	14,105
Ann Arbor city, MI.....	119,303	Bellevue city, WA.....	139,014
Apache Junction city, AZ.....	38,452	Bellingham city, WA.....	85,388
Arapahoe County, CO.....	626,612	Bend city, OR.....	87,167
Arlington city, TX.....	388,225	Bethlehem township, PA.....	23,800
Arvada city, CO.....	115,320	Bettendorf city, IA.....	35,293
Asheville city, NC.....	89,318	Billings city, MT.....	109,082
Ashland city, OR.....	20,733	Bloomington city, IN.....	83,636
Ashland town, MA.....	17,478	Bloomington city, MN.....	85,417
Ashland town, VA.....	7,554	Boise City city, ID.....	220,859
Aspen city, CO.....	7,097	Bonner Springs city, KS.....	7,644
Athens-Clarke County, GA.....	122,292	Boulder city, CO.....	106,271
Auburn city, AL.....	61,462	Bowling Green city, KY.....	64,302
Augusta CCD, GA.....	136,103	Bozeman city, MT.....	43,132
Aurora city, CO.....	357,323	Brentwood city, TN.....	41,524
Austin city, TX.....	916,906	Brighton city, CO.....	38,016
Avon town, CO.....	6,503	Brookline CDP, MA.....	59,246
Avon town, IN.....	16,479	Brooklyn Center city, MN.....	30,885
Avondale city, AZ.....	81,590	Brooklyn city, OH.....	10,891

The National Community Survey™

Broomfield city, CO	64,283	Decatur city, GA.....	22,022
Brownsburg town, IN	24,625	Del Mar city, CA	4,338
Buffalo Grove village, IL	41,551	DeLand city, FL.....	30,315
Burlingame city, CA.....	30,401	Delaware city, OH	38,193
Cabarrus County, NC.....	196,716	Denison city, TX.....	23,342
Cambridge city, MA.....	110,893	Denton city, TX.....	131,097
Canandaigua city, NY	10,402	Denver city, CO.....	678,467
Cannon Beach city, OR.....	1,517	Des Moines city, IA	214,778
Cañon City city, CO	16,298	Des Peres city, MO.....	8,536
Canton city, SD.....	3,352	Destin city, FL.....	13,421
Cape Coral city, FL.....	173,679	Dover city, NH	30,901
Carlsbad city, CA.....	113,147	Dublin city, CA	57,022
Carroll city, IA.....	9,937	Dublin city, OH	44,442
Cartersville city, GA.....	20,235	Duluth city, MN.....	86,066
Cary town, NC	159,715	Durham city, NC	257,232
Castle Rock town, CO.....	57,274	Durham County, NC	300,865
Cedar Hill city, TX	48,149	Dyer town, IN.....	16,077
Cedar Park city, TX	70,010	Eagan city, MN	66,102
Cedar Rapids city, IA.....	130,330	Eagle Mountain city, UT.....	27,773
Celina city, TX.....	7,910	Eau Claire city, WI	67,945
Centennial city, CO.....	108,448	Eden Prairie city, MN.....	63,660
Chandler city, AZ	245,160	Eden town, VT.....	1,254
Chandler city, TX	2,896	Edgewater city, CO	5,299
Chanhassen city, MN.....	25,108	Edina city, MN	50,603
Chapel Hill town, NC	59,234	Edmond city, OK	89,769
Chardon city, OH	5,166	Edmonds city, WA.....	41,309
Charles County, MD	156,021	El Cerrito city, CA.....	24,982
Charlotte County, FL	173,236	El Paso de Robles (Paso Robles) city, CA	31,409
Charlottesville city, VA.....	46,487	Elk Grove city, CA	166,228
Chattanooga city, TN.....	176,291	Elmhurst city, IL.....	46,139
Chautauqua town, NY	4,362	Englewood city, CO.....	33,155
Chesterfield County, VA.....	335,594	Erie town, CO	22,019
Clackamas County, OR	399,962	Estes Park town, CO.....	6,248
Clayton city, MO	16,214	Euclid city, OH	47,698
Clearwater city, FL	112,794	Fairview town, TX	8,473
Cleveland Heights city, OH	45,024	Farmers Branch city, TX	33,808
Clinton city, SC	8,538	Farmersville city, TX.....	3,440
Clive city, IA	17,134	Farmington Hills city, MI.....	81,235
Clovis city, CA.....	104,411	Farmington town, CT	25,596
College Park city, MD	32,186	Fate city, TX	10,339
College Station city, TX	107,445	Fayetteville city, GA.....	17,069
Colleyville city, TX.....	25,557	Fayetteville city, NC.....	210,324
Collinsville city, IL	24,767	Ferguson township, PA.....	18,837
Columbia city, MO.....	118,620	Fernandina Beach city, FL.....	11,957
Columbia city, SC	132,236	Flower Mound town, TX.....	71,575
Columbia Falls city, MT.....	5,054	Forest Grove city, OR	23,554
Commerce City city, CO.....	52,905	Fort Collins city, CO.....	159,150
Concord city, CA	128,160	Franklin city, TN.....	72,990
Concord town, MA.....	19,357	Frederick town, CO	11,397
Conshohocken borough, PA	7,985	Fremont city, CA	230,964
Coolidge city, AZ	12,221	Fruita city, CO.....	13,039
Coon Rapids city, MN	62,342	Gahanna city, OH.....	34,691
Coral Springs city, FL.....	130,110	Gaithersburg city, MD.....	67,417
Coronado city, CA	24,053	Galveston city, TX	49,706
Corvallis city, OR.....	56,224	Gardner city, KS.....	21,059
Cottonwood Heights city, UT	34,214	Germantown city, TN	39,230
Coventry Lake CDP, CT	2,932	Gilbert town, AZ.....	232,176
Creve Coeur city, MO	18,259	Gillette city, WY	31,783
Cupertino city, CA	60,687	Glen Ellyn village, IL.....	27,983
Dacono city, CO.....	4,929	Glendora city, CA	51,891
Dakota County, MN.....	414,655	Glenview village, IL	47,066
Dallas city, OR	15,413	Golden city, CO.....	20,365
Dallas city, TX.....	1,300,122	Golden Valley city, MN.....	21,208
Danville city, KY	16,657	Goodyear city, AZ	74,953
Darien city, IL.....	22,206	Grafton village, WI	11,576
Davenport city, FL.....	3,665	Grand Blanc city, MI.....	7,964
Davidson town, NC.....	12,325	Grants Pass city, OR.....	36,687
Dayton city, OH	140,939	Grass Valley city, CA	12,893
Dayton town, WY.....	815	Greeley city, CO	100,760
Dearborn city, MI.....	95,295	Greenville city, NC.....	90,347

The National Community Survey™

Greenwich town, CT.....	62,782	Lehi city, UT.....	58,351
Greenwood Village city, CO.....	15,397	Lenexa city, KS.....	52,030
Greer city, SC.....	28,587	Lewisville city, TX.....	103,638
Gunnison County, CO.....	16,215	Lewisville town, NC.....	13,516
Haltom City city, TX.....	44,059	Libertyville village, IL.....	20,504
Hamilton city, OH.....	62,216	Lincolnwood village, IL.....	12,637
Hamilton town, MA.....	7,991	Lindsborg city, KS.....	3,313
Hampton city, VA.....	136,255	Little Chute village, WI.....	11,006
Hanover County, VA.....	103,218	Littleton city, CO.....	45,848
Harrisburg city, SD.....	5,429	Livermore city, CA.....	88,232
Harrisonburg city, VA.....	53,064	Lombard village, IL.....	43,776
Harrisonville city, MO.....	10,025	Lone Tree city, CO.....	13,430
Hastings city, MN.....	22,620	Long Grove village, IL.....	7,980
Henderson city, NV.....	284,817	Longmont city, CO.....	91,730
Herndon town, VA.....	24,545	Lonsdale city, MN.....	3,850
High Point city, NC.....	109,849	Los Alamos County, NM.....	18,031
Highland Park city, IL.....	29,796	Los Altos Hills town, CA.....	8,490
Highlands Ranch CDP, CO.....	105,264	Loudoun County, VA.....	374,558
Homer Glen village, IL.....	24,403	Louisville city, CO.....	20,319
Honolulu County, HI.....	990,060	Lower Merion township, PA.....	58,500
Hoquiam city, WA.....	8,416	Lynchburg city, VA.....	79,237
Horry County, SC.....	310,186	Lynnwood city, WA.....	37,242
Hudson town, CO.....	1,709	Manassas city, VA.....	41,379
Huntley village, IL.....	26,265	Manhattan Beach city, CA.....	35,698
Huntsville city, TX.....	40,727	Manhattan city, KS.....	55,427
Hutchinson city, MN.....	13,836	Mankato city, MN.....	41,241
Hutto city, TX.....	22,644	Maple Grove city, MN.....	68,362
Independence city, MO.....	117,369	Maplewood city, MN.....	40,127
Indio city, CA.....	86,867	Maricopa County, AZ.....	4,155,501
Iowa City city, IA.....	73,415	Marin County, CA.....	260,814
Irving city, TX.....	235,648	Marion city, IA.....	38,014
Issaquah city, WA.....	35,629	Mariposa County, CA.....	17,658
Jackson city, MO.....	14,690	Marshfield city, WI.....	18,326
Jackson County, MI.....	158,989	Martinez city, CA.....	37,902
James City County, VA.....	73,028	Marysville city, WA.....	66,178
Jefferson County, NY.....	116,567	Maui County, HI.....	164,094
Jefferson Parish, LA.....	437,038	McKinney city, TX.....	164,760
Jerome city, ID.....	11,306	McMinnville city, OR.....	33,211
Johnson City city, TN.....	65,598	Mecklenburg County, NC.....	1,034,290
Johnston city, IA.....	20,172	Menlo Park city, CA.....	33,661
Jupiter town, FL.....	62,373	Menomonee Falls village, WI.....	36,411
Kalamazoo city, MI.....	75,833	Mercer Island city, WA.....	24,768
Kansas City city, KS.....	151,042	Meridian charter township, MI.....	41,903
Kansas City city, MO.....	476,974	Meridian city, ID.....	91,917
Keizer city, OR.....	37,910	Merriam city, KS.....	11,259
Kent city, WA.....	126,561	Mesa city, AZ.....	479,317
Kerrville city, TX.....	22,931	Miami Beach city, FL.....	92,187
Key West city, FL.....	25,316	Miami city, FL.....	443,007
King City city, CA.....	13,721	Middleton city, WI.....	18,951
Kingman city, AZ.....	28,855	Midland city, MI.....	41,958
Kirkland city, WA.....	86,772	Milford city, DE.....	10,645
Kirkwood city, MO.....	27,659	Milton city, GA.....	37,556
Knoxville city, IA.....	7,202	Minneapolis city, MN.....	411,452
La Plata town, MD.....	9,160	Minnetrista city, MN.....	7,187
La Vista city, NE.....	17,062	Missouri City city, TX.....	72,688
Laguna Niguel city, CA.....	65,429	Moline city, IL.....	42,644
Lake Forest city, IL.....	18,931	Monroe city, MI.....	20,128
Lake in the Hills village, IL.....	28,908	Montgomery city, MN.....	2,921
Lake Zurich village, IL.....	19,983	Montgomery County, MD.....	1,039,198
Lakeville city, MN.....	61,056	Monticello city, UT.....	2,599
Lakewood city, CO.....	151,411	Montrose city, CO.....	18,918
Lakewood city, WA.....	59,102	Moraga town, CA.....	17,231
Lancaster County, SC.....	86,544	Morristown city, TN.....	29,446
Lansing city, MI.....	115,222	Morrisville town, NC.....	23,873
Laramie city, WY.....	32,104	Morro Bay city, CA.....	10,568
Larimer County, CO.....	330,976	Mountlake Terrace city, WA.....	20,922
Las Cruces city, NM.....	101,014	Murphy city, TX.....	20,361
Las Vegas city, NM.....	13,445	Naperville city, IL.....	146,431
Lawrence city, KS.....	93,954	Napoleon city, OH.....	8,646
Lawrenceville city, GA.....	29,287	Nederland city, TX.....	17,284

The National Community Survey™

Needham CDP, MA.....	30,429	Queen Creek town, AZ	33,298
Nevada City city, CA.....	3,112	Raleigh city, NC	449,477
Nevada County, CA	98,838	Ramsey city, MN.....	25,853
New Braunfels city, TX	70,317	Raymond town, ME.....	4,497
New Brighton city, MN.....	22,440	Raymore city, MO	20,358
New Concord village, OH.....	2,561	Redmond city, OR.....	28,492
New Hope city, MN	20,909	Redmond city, WA	60,712
New Orleans city, LA	388,182	Redwood City city, CA	84,368
New Ulm city, MN	13,249	Reno city, NV.....	239,732
Newport city, RI.....	24,745	Richland city, WA	53,991
Newport News city, VA.....	180,775	Richmond city, CA.....	108,853
Newton city, IA.....	15,085	Richmond Heights city, MO.....	8,466
Niles village, IL	29,823	Rio Rancho city, NM.....	93,317
Noblesville city, IN	59,807	River Falls city, WI	15,256
Norcross city, GA	16,474	Riverside city, CA	321,570
Norfolk city, NE.....	24,352	Roanoke city, VA.....	99,572
Norfolk city, VA.....	245,752	Roanoke County, VA	93,419
North Mankato city, MN.....	13,583	Rochester city, NY.....	209,463
North Port city, FL.....	62,542	Rock Hill city, SC.....	70,764
North Yarmouth town, ME	3,714	Rockville city, MD.....	66,420
Northglenn city, CO.....	38,473	Roeland Park city, KS	6,810
Novato city, CA.....	55,378	Rohnert Park city, CA	42,305
Novi city, MI	58,835	Rolla city, MO	20,013
O'Fallon city, IL.....	29,095	Rosemount city, MN.....	23,474
Oak Park village, IL	52,229	Rosenberg city, TX.....	35,867
Oakley city, CA	39,950	Roseville city, MN.....	35,624
Oklahoma City city, OK.....	629,191	Round Rock city, TX.....	116,369
Olmsted County, MN	151,685	Royal Palm Beach village, FL.....	37,665
Olympia city, WA	49,928	Sacramento city, CA	489,650
Orange village, OH.....	3,280	Sahuarita town, AZ	28,257
Orland Park village, IL.....	59,161	Sammamish city, WA	62,877
Orleans Parish, LA.....	388,182	San Diego city, CA	1,390,966
Oshkosh city, WI.....	66,649	San José city, CA	1,023,031
Oswego village, IL.....	33,759	San Marcos city, CA	93,493
Ottawa County, MI.....	280,243	San Marcos city, TX.....	59,935
Overland Park city, KS.....	186,147	Sangamon County, IL.....	198,134
Paducah city, KY.....	24,879	Santa Fe city, NM.....	82,980
Palm Beach Gardens city, FL.....	53,119	Santa Fe County, NM	147,514
Palm Coast city, FL.....	82,356	Sarasota County, FL.....	404,839
Palo Alto city, CA	67,082	Savage city, MN.....	30,011
Palos Verdes Estates city, CA	13,591	Schaumburg village, IL	74,427
Papillion city, NE.....	19,478	Schertz city, TX.....	38,199
Paradise Valley town, AZ	13,961	Scott County, MN.....	141,463
Park City city, UT	8,167	Scottsdale city, AZ	239,283
Parker town, CO	51,125	Sedona city, AZ.....	10,246
Parkland city, FL	28,901	Sevierville city, TN	16,387
Pasco city, WA.....	70,607	Shakopee city, MN	40,024
Pasco County, FL	498,136	Sharonville city, OH.....	13,974
Payette city, ID.....	7,366	Shawnee city, KS	64,840
Pearland city, TX.....	113,693	Shawnee city, OK.....	30,974
Peoria city, IL	115,424	Sherborn town, MA	4,302
Pflugerville city, TX	58,013	Shoreline city, WA.....	55,431
Pinehurst village, NC	15,580	Shoreview city, MN	26,432
Piqua city, OH.....	20,793	Shorewood village, IL.....	16,809
Pitkin County, CO.....	17,747	Sierra Vista city, AZ.....	43,585
Plano city, TX	281,566	Silverton city, OR	9,757
Platte City city, MO.....	4,867	Sioux Falls city, SD.....	170,401
Pleasant Hill city, IA	9,608	Skokie village, IL.....	64,773
Pleasanton city, CA	79,341	Snoqualmie city, WA	12,944
Polk County, IA.....	467,235	Snowmass Village town, CO.....	2,827
Pompano Beach city, FL	107,542	Somerset town, MA.....	18,257
Port Orange city, FL	60,315	South Jordan city, UT	65,523
Port St. Lucie city, FL	178,778	Southlake city, TX.....	30,090
Portland city, OR.....	630,331	Spearfish city, SD.....	11,300
Powell city, OH	12,658	Springfield city, MO.....	165,785
Powhatan County, VA.....	28,364	Springville city, UT	32,319
Prince William County, VA.....	450,763	St. Augustine city, FL	13,952
Prior Lake city, MN.....	25,452	St. Charles city, IL.....	32,730
Pueblo city, CO	109,122	St. Joseph city, MO	76,819
Purcellville town, VA.....	9,217	St. Louis County, MN.....	200,294

The National Community Survey™

St. Lucie County, FL	298,763	Walnut Creek city, CA.....	68,516
State College borough, PA	42,224	Warrensburg city, MO	19,890
Steamboat Springs city, CO	12,520	Washington County, MN.....	250,979
Sugar Land city, TX.....	86,886	Washoe County, NV	445,551
Suisun City city, CA	29,280	Washougal city, WA	15,241
Summit County, UT.....	39,731	Wauwatosa city, WI	47,687
Sunnyvale city, CA	151,565	Wentzville city, MO.....	35,768
Surprise city, AZ.....	129,534	West Carrollton city, OH	12,963
Suwanee city, GA.....	18,655	West Chester township, OH	62,804
Tacoma city, WA.....	207,280	Western Springs village, IL	13,187
Takoma Park city, MD	17,643	Westerville city, OH.....	38,604
Temecula city, CA	110,722	Westlake town, TX.....	1,006
Tempe city, AZ	178,339	Westminster city, CO.....	111,895
Temple city, TX.....	71,795	Westminster city, MD	18,557
Texarkana city, TX	37,222	Wheat Ridge city, CO	31,162
The Woodlands CDP, TX.....	109,608	White House city, TN	11,107
Tigard city, OR.....	51,355	Wichita city, KS.....	389,054
Tinley Park village, IL	57,107	Williamsburg city, VA.....	14,817
Tracy city, CA	87,613	Willowbrook village, IL	8,598
Trinidad CCD, CO.....	10,819	Wilmington city, NC.....	115,261
Tualatin city, OR.....	27,135	Wilsonville city, OR.....	22,789
Tulsa city, OK	401,352	Windsor town, CO.....	23,386
Tustin city, CA	80,007	Windsor town, CT	29,037
Twin Falls city, ID	47,340	Winnetka village, IL	12,504
Unalaska city, AK	4,809	Winter Garden city, FL.....	40,799
University Heights city, OH	13,201	Woodbury city, MN.....	67,648
University Park city, TX.....	24,692	Woodinville city, WA.....	11,675
Urbandale city, IA	42,222	Wyandotte County, KS	163,227
Vail town, CO.....	5,425	Yakima city, WA.....	93,182
Ventura CCD, CA.....	115,218	York County, VA.....	67,196
Vernon Hills village, IL.....	26,084	Yorktown town, IN.....	11,200
Vestavia Hills city, AL	34,003	Yorkville city, IL	18,691
Victoria city, MN.....	8,679	Yountville city, CA	2,978
Vienna town, VA	16,474		
Virginia Beach city, VA.....	450,057		

Appendix C: Detailed Survey Methods

The National Community 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

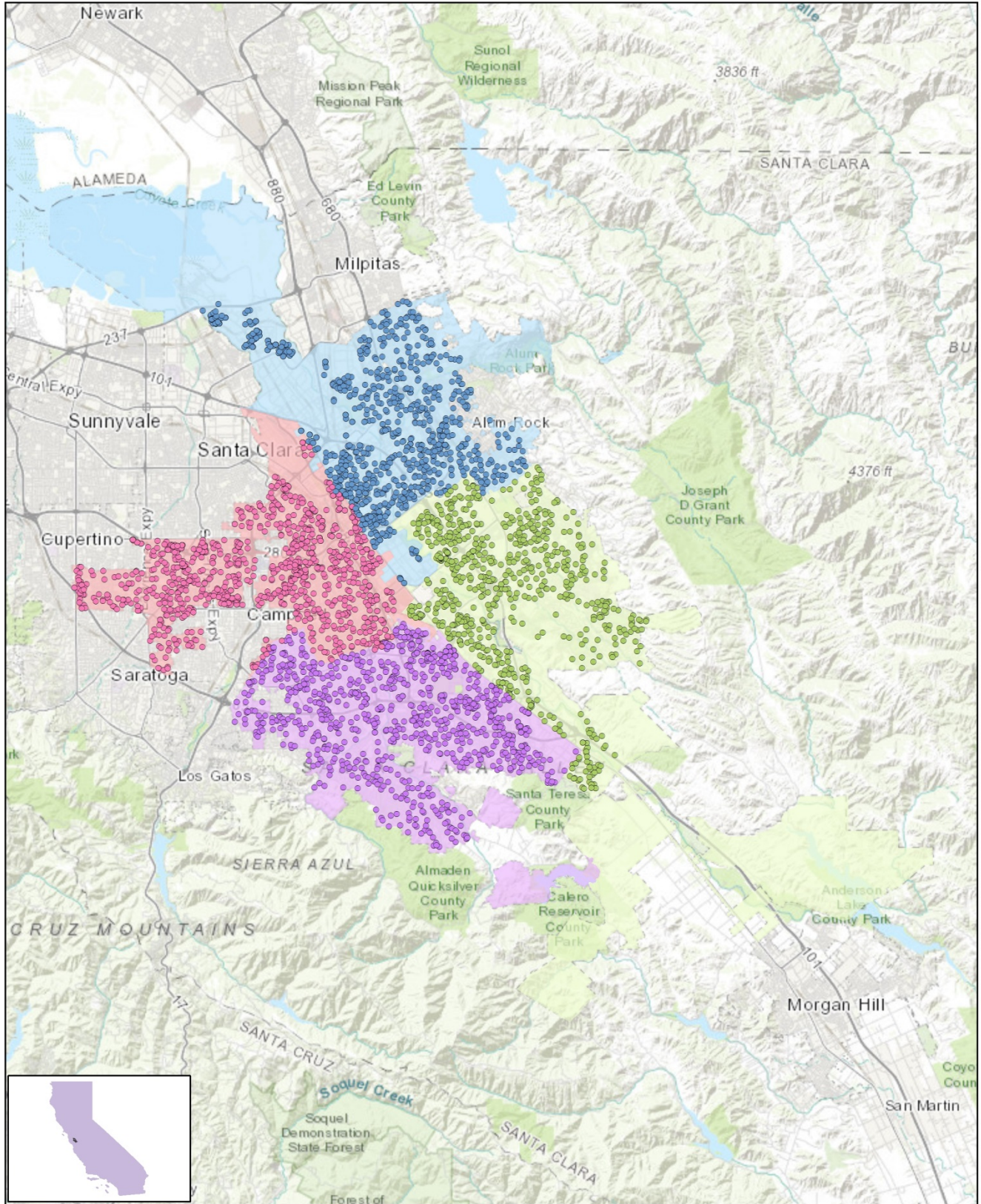
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of San José were eligible to participate in the survey. A list of all households within the zip codes serving San José was purchased from Go-Dog Direct based on updated listings from 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
- In NE Quadrant
- In SW Quadrant
- In NW Quadrant
- In SE Quadrant

Survey Administration and Response

Selected households received three mailings, one week apart, beginning on August 30, 2019. 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 3,923 households that received the survey, 601 completed the survey, providing an overall response rate of 15%. Of the 601 completed surveys, 11 were completed in Spanish, three in Vietnamese and 587 in English; 195 surveys were completed online. Additionally, responses were tracked by geographic area; response rates by quadrant ranged from 13% to 17%. The response rate(s) were calculated using AAPOR's response rate #2¹ for mailed surveys of unnamed persons. Additionally, 3,787 residents completed the online opt-in survey, providing a grand total of 4,388 completed surveys. 3,760 of the opt-in surveys were completed in English, 20 in Spanish and seven in Vietnamese.

Table 69: Survey Response Rate by Quadrant

	Northeast	Northwest	Southeast	Southwest	Overall
Total sample used	1,133	1,163	726	978	4,000
I=Complete Interviews	141	160	116	153	570
P=Partial Interviews	6	8	8	9	31
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	959	965	601	797	3,322
NE=Not eligible	27	30	1	19	77
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	13%	15%	17%	17%	15%

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 (601 completed surveys from the scientific sample). However, because the scientific

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.

sample was augmented with the opt-in surveys, the survey ended with a new sample size of 4,388. This sample size holds a margin of error of +/-2%.

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 unit type, race, ethnicity and sex and age. 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 results of the weighting scheme are presented in the following table.

Table 70: San José, CA 2019 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	43%	27%	36%
Own home	57%	73%	64%
Detached unit*	58%	65%	63%
Attached unit*	42%	35%	37%
Race and Ethnicity			
White	45%	50%	48%
Not white	55%	50%	52%
Not Hispanic	70%	86%	72%
Hispanic	30%	14%	28%
Sex and Age			
Female	50%	45%	56%
Male	50%	55%	44%
18-34 years of age	33%	11%	25%
35-54 years of age	40%	36%	46%
55+ years of age	27%	53%	29%
Females 18-34	16%	5%	15%
Females 35-54	20%	17%	25%
Females 55+	14%	23%	16%
Males 18-34	17%	6%	11%
Males 35-54	21%	19%	21%
Males 55+	12%	30%	12%
Geographic Area			
Northeast	27%	24%	26%
Northwest	27%	28%	31%
Southeast	20%	21%	15%
Southwest	25%	27%	28%

* U.S. Census Bureau ACS 2017 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,

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. Your survey will arrive in a few days.

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. Su encuesta le llegará dentro de pocos días.

iGracias por ayudar a crear una San José mejor!



Joe Rois
City Auditor

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. Văn bản khảo sát sẽ được gửi đến trong vài ngày nữa.

Xin cảm ơn quý vị đã góp phần tạo dựng một Thành Phố tốt đẹp hơn!

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. Your survey will arrive in a few days.

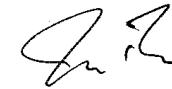
Thank you for helping create a better City!

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. Su encuesta le llegará dentro de pocos días.

iGracias por ayudar a crear una San José mejor!



Joe Rois
City Auditor

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. Văn bản khảo sát sẽ được gửi đến trong vài ngày nữa.

Xin cảm ơn quý vị đã góp phần tạo dựng một Thành Phố tốt đẹp hơn!

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. Your survey will arrive in a few days.

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. Su encuesta le llegará dentro de pocos días.

iGracias por ayudar a crear una San José mejor!



Joe Rois
City Auditor

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. Văn bản khảo sát sẽ được gửi đến trong vài ngày nữa.

Xin cảm ơn quý vị đã góp phần tạo dựng một Thành Phố tốt đẹp hơn!

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. Your survey will arrive in a few days.

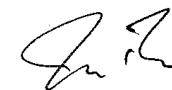
Thank you for helping create a better City!

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. Su encuesta le llegará dentro de pocos días.

iGracias por ayudar a crear una San José mejor!



Joe Rois
City Auditor

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. Văn bản khảo sát sẽ được gửi đến trong vài ngày nữa.

Xin cảm ơn quý vị đã góp phần tạo dựng một Thành Phố tốt đẹp hơn!

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 2019 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 2019.

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!



Joe Rois
City Auditor

Kính thưa quý vị cư dân thành phố San José,

Hãy giúp chúng tôi kiến tạo tương lai của thành phố San José! Quý vị đã được chọn ngẫu nhiên để tham gia vào Khảo Sát Cư Dân San José năm 2019.

Chúng ta sinh quý vị dành vài phút để điền bản khảo sát. Quý vị tham gia điền vào khảo sát là rất quan trọng - nhất là khi hộ gia đình của quý vị chỉ là một trong vài hộ gia đình được khảo sát. Ý kiến của quý vị sẽ giúp những điều quyết định ảnh hưởng thành phố San José.

Một vài điều cần nhớ:

- **Các câu trả lời đều hoàn toàn bảo mật.**
- Để có ý kiến từ nhiều nhóm cư dân, chúng tôi xin mời người trong gia đình 18 tuổi trở lên và có ngày sinh nhật mới qua nên trả lời khảo sát.
- **Sinh quý vị gửi lại bản khảo sát trong phong bì thư có tem sẵn hoặc là điền vào trên mạng:**

<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 tham dự!

Dear City of San José Resident:

Here's a second chance if you haven't already responded to the 2019 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 2019 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 2019! **(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 2019.

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!



Joe Rois
City Auditor

Kính thưa quý vị cư dân thành phố San José,

Nếu quý vị chưa trả lời Khảo Sát Cư Dân San José năm 2019, đây là cơ hội thứ nhì! **(Nếu quý vị đã điền đầy đủ rồi và gửi lại thì chúng tôi xin cảm ơn quý vị đã dành thì giờ để góp ý, và nên bỏ qua bản thứ nhì này. Quý vị không cần trả lời hai lần.)**

Chúng ta sinh quý vị dành vài phút để điền bản khảo sát. Quý vị tham gia điền vào khảo sát là rất quan trọng - nhất là khi hộ gia đình của quý vị chỉ là một trong vài hộ gia đình được khảo sát. Ý kiến của quý vị sẽ giúp những điều quyết định ảnh hưởng thành phố San José.

Một vài điều cần nhớ:

- **Các câu trả lời đều hoàn toàn bảo mật.**
- Để có ý kiến từ nhiều nhóm cư dân, chúng tôi xin mời người trong gia đình 18 tuổi trở lên và có ngày sinh nhật mới qua nên trả lời khảo sát.
- **Sinh quý vị gửi lại bản khảo sát trong phong bì thư có tem sẵn hoặc là điền vào trên mạng:**

<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 tham dự!

The City of San José 2019 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 2019 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
Power (electric and/or gas) utility.....	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 crime	1	2	3	4	5	6

The City of San José 2019 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 to \$2,999 per month
 \$3,000 or more per month

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

- No Yes

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

- No Yes

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

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

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

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

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

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

D15. In which category is your age?

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

D16. What is your sex?

- Female Male

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

- Cell Land line Both

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

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!



Joe Rois
City Auditor

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!

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!



Joe Rois
City Auditor

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!

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!



Joe Rois
City Auditor

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!

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

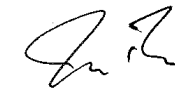
Thank you for helping create a better City!

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!



Joe Rois
City Auditor

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!

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 2019 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 2019.

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:

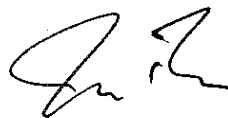
- **Sus respuestas son completamente anónimas.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
- **También puede completar la encuesta en línea en español en:**

<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!



Joe Rois
City Auditor

Kính thưa quý vị cư dân thành phố San José,

Hãy giúp chúng tôi kiến tạo tương lai của thành phố San José! Quý vị đã được chọn ngẫu nhiên để tham gia vào Khảo Sát Cư Dân San José năm 2019.

Chúng ta sinh quý vị dành vài phút để điền bản khảo sát. Quý vị tham gia điền vào khảo sát là rất quan trọng - nhất là khi hộ gia đình của quý vị chỉ là một trong vài hộ gia đình được khảo sát. Ý kiến của quý vị sẽ giúp những điều quyết định ảnh hưởng thành phố San José.

Một vài điều cần nhớ:

- **Các câu trả lời đều hoàn toàn bảo mật.**
- Để có ý kiến từ nhiều nhóm cư dân, chúng tôi xin mời người trong gia đình 18 tuổi trở lên và có ngày sinh nhật mới qua nên trả lời khảo sát.
- **Sinh quý vị gửi lại bản khảo sát trong phong bì thư có tem sẵn hoặc là điền vào trên mạng:**

<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 tham dự!

Dear San José Resident,
Just a reminder, if you have not yet completed San José's 2019 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!

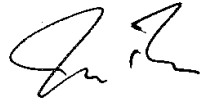
Estimado Residente de San José,

Solamente un recordatorio, si usted aún no ha completado la Encuesta Ciudadana del 2019 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



Joe Rois
City Auditor

Điều tra cộng đồng năm 2019 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!

Dear San José Resident,
Just a reminder, if you have not yet completed San José's 2019 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!

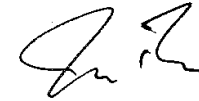
Estimado Residente de San José,

Solamente un recordatorio, si usted aún no ha completado la Encuesta Ciudadana del 2019 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



Joe Rois
City Auditor

Điều tra cộng đồng năm 2019 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!

Dear San José Resident,
Just a reminder, if you have not yet completed San José's 2019 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 2019 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



Joe Rois
City Auditor

Điều tra cộng đồng năm 2019 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!

Dear San José Resident,
Just a reminder, if you have not yet completed San José's 2019 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!

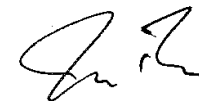
Estimado Residente de San José,

Solamente un recordatorio, si usted aún no ha completado la Encuesta Ciudadana del 2019 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



Joe Rois
City Auditor

Điều tra cộng đồng năm 2019 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!

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