

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

Draft
2020



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

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

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

About this Report

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

The City of San José has participated in The NCS annually since 2011. Prior to the 2019 iteration of The NCS for San José, the Knight Foundation expressed interest in funding research for San José State University (SJSU) to conduct a similar study, during the same time period as the administration of the City's annual survey. The goal of the survey conducted for SJSU was to compare the results of the City's survey to that of the university. In 2020, SJSU conducted the survey for a second time. For more information about the City's 2020 survey, see the report, *The National Community Survey: Technical Appendices, 2020* under separate cover. Please contact Mohamed Abousalem of SJSU at mohamed.abousalem@sjsu.edu you have any questions about the survey.

San José State University staff worked with NRC staff to customize a survey based on The NCS created for the City of San José. Some questions were modified or omitted so that the survey was applicable to the university. On September 30, 2020, San José State University's President sent an email invitation to students, faculty and staff encouraging them to complete the survey online using the URL provided. Follow up communications were sent in October. The online survey was available in English, Spanish, and Vietnamese and was open for two weeks. A total of 970 surveys were completed; of these, 965 were completed in English and five were completed in Vietnamese.

The following pages contain the results of the 2020 SJSU survey as well as the comparisons of the SJSU results to the City of San José results (see *Comparisons by Survey Type*) and the comparisons of the 2020 SJSU results to those from 2019 (see *Trends Over Time*).

Appendix A: Complete Survey Responses

The following pages contain a complete set of responses to each question on the survey. For questions that included a “don’t know” response option, two tables for that question are provided: the first that excludes the “don’t know” responses, and the second that includes those responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Preliminary Question

Please select the option(s) that best describe your relationship with San José State University	Percent	Number
Full-time student	36%	N=352
Part-time student	9%	N=83
Staff member	32%	N=307
Tenure-track faculty	15%	N=148
Non-tenure track faculty (Lecturer)	11%	N=102
I am not a student, staff or faculty member at San José State University	0%	N=0

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

Table 2: Question 1 without "don't know" responses

Please rate each of the following aspects of quality of life in San José.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
San José as a place to live	8%	N=76	42%	N=377	31%	N=285	19%	N=168	100%	N=906
San José as a place to work	15%	N=135	51%	N=458	27%	N=241	7%	N=59	100%	N=893
The overall quality of life in San José	6%	N=55	43%	N=402	36%	N=334	15%	N=135	100%	N=926
Sense of community	7%	N=63	26%	N=238	39%	N=355	27%	N=243	100%	N=899
San José as a city in which to teach or study	14%	N=128	45%	N=409	28%	N=257	12%	N=108	100%	N=902

Table 3: Question 1 with "don't know" responses

Please rate each of the following aspects of quality of life in San José.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
San José as a place to live	8%	N=76	39%	N=377	30%	N=285	17%	N=168	6%	N=59	100%	N=965
San José as a place to work	14%	N=135	48%	N=458	25%	N=241	6%	N=59	7%	N=65	100%	N=958
The overall quality of life in San José	6%	N=55	42%	N=402	35%	N=334	14%	N=135	4%	N=37	100%	N=963

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Please rate each of the following aspects of quality of life in San José.	Excellent		Good		Fair		Poor		Don't know		Total	
Sense of community	7%	N=63	25%	N=238	37%	N=355	26%	N=243	5%	N=50	100%	N=949
San José as a city in which to teach or study	13%	N=128	43%	N=409	27%	N=257	11%	N=108	6%	N=58	100%	N=960

Table 4: Question 2 without "don't know" responses

Please rate each of the following characteristics as they relate to San José as a whole.	Excellent		Good		Fair		Poor		Total	
Overall quality of the transportation system (auto, bicycle, foot, bus) in San José	9%	N=86	31%	N=287	38%	N=347	21%	N=195	100%	N=915
Overall design or layout of San José's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	5%	N=49	35%	N=316	40%	N=359	20%	N=184	100%	N=908
Overall quality of the utility infrastructure in San José (water, sewer, storm water, electric/gas)	8%	N=64	41%	N=345	36%	N=301	16%	N=134	100%	N=844
Overall feeling of safety in San José	3%	N=27	25%	N=240	36%	N=341	36%	N=342	100%	N=950
Overall quality of natural environment in San José	6%	N=55	31%	N=287	41%	N=375	22%	N=208	100%	N=925
Overall quality of parks and recreation opportunities	10%	N=88	35%	N=314	34%	N=301	21%	N=185	100%	N=888
Overall health and wellness opportunities in San José	9%	N=80	38%	N=322	36%	N=301	17%	N=140	100%	N=843
Overall opportunities for education, culture, and the arts	17%	N=158	42%	N=387	29%	N=266	12%	N=108	100%	N=919
Residents' connection and engagement with their community	4%	N=36	27%	N=228	39%	N=332	29%	N=245	100%	N=841

Table 5: Question 2 with "don't know" responses

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 quality of the transportation system (auto, bicycle, foot, bus) in San José	9%	N=86	30%	N=287	36%	N=347	20%	N=195	5%	N=51	100%	N=966
Overall design or layout of San José's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	5%	N=49	33%	N=316	37%	N=359	19%	N=184	5%	N=51	100%	N=959
Overall quality of the utility infrastructure in San José (water, sewer, storm water, electric/gas)	7%	N=64	36%	N=345	31%	N=301	14%	N=134	12%	N=115	100%	N=959
Overall feeling of safety in San José	3%	N=27	25%	N=240	35%	N=341	36%	N=342	1%	N=13	100%	N=963
Overall quality of natural environment in San José	6%	N=55	30%	N=287	39%	N=375	22%	N=208	3%	N=30	100%	N=955
Overall quality of parks and recreation opportunities	9%	N=88	33%	N=314	31%	N=301	19%	N=185	7%	N=71	100%	N=959

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Please rate each of the following characteristics as they relate to San José as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall health and wellness opportunities in San José	8%	N=80	34%	N=322	31%	N=301	15%	N=140	12%	N=118	100%	N=961
Overall opportunities for education, culture, and the arts	17%	N=158	40%	N=387	28%	N=266	11%	N=108	4%	N=37	100%	N=956
Residents' connection and engagement with their community	4%	N=36	24%	N=228	35%	N=332	26%	N=245	12%	N=119	100%	N=960

Table 6: Question 3 without "don't know" responses

Please indicate how likely or unlikely you are to do each of the following.	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in San José to someone who asks	11%	N=103	40%	N=363	22%	N=202	27%	N=250	100%	N=918
Remain in San José for the next five years	31%	N=278	30%	N=268	16%	N=141	22%	N=196	100%	N=883
Recommend studying in San José to someone who asks	30%	N=276	45%	N=410	14%	N=130	11%	N=101	100%	N=917

Table 7: Question 3 with "don't know" responses

Please indicate how likely or unlikely you are to do each of the following.	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recommend living in San José to someone who asks	11%	N=103	38%	N=363	21%	N=202	26%	N=250	4%	N=40	100%	N=958
Remain in San José for the next five years	29%	N=278	28%	N=268	15%	N=141	20%	N=196	8%	N=76	100%	N=959
Recommend studying in San José to someone who asks	29%	N=276	43%	N=410	14%	N=130	11%	N=101	4%	N=41	100%	N=958

Table 8: Question 4 without "don't know" responses

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 San José's downtown during the day	17%	N=156	41%	N=387	12%	N=112	21%	N=202	9%	N=87	100%	N=944
From property crime	7%	N=65	25%	N=227	18%	N=163	32%	N=287	17%	N=155	100%	N=897
From violent crime	9%	N=84	28%	N=260	18%	N=163	29%	N=268	15%	N=141	100%	N=916
From fire, flood, or other natural disaster	20%	N=182	36%	N=323	21%	N=187	17%	N=152	7%	N=60	100%	N=904
On SJSU campus during the day	44%	N=404	37%	N=342	10%	N=88	7%	N=67	2%	N=18	100%	N=919
On SJSU campus after dark	6%	N=50	27%	N=243	14%	N=121	33%	N=299	20%	N=180	100%	N=893
In San José's downtown after dark	2%	N=18	11%	N=106	13%	N=125	30%	N=279	43%	N=399	100%	N=927

Table 9: Question 4 with "don't know" responses

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
In San José's downtown during the day	16%	N=156	40%	N=387	12%	N=112	21%	N=202	9%	N=87	2%	N=20	100%	N=964
From property crime	7%	N=65	24%	N=227	17%	N=163	30%	N=287	16%	N=155	7%	N=63	100%	N=960
From violent crime	9%	N=84	27%	N=260	17%	N=163	28%	N=268	15%	N=141	4%	N=36	100%	N=952
From fire, flood, or other natural disaster	19%	N=182	34%	N=323	20%	N=187	16%	N=152	6%	N=60	5%	N=52	100%	N=956
On SJSU campus during the day	42%	N=404	36%	N=342	9%	N=88	7%	N=67	2%	N=18	4%	N=42	100%	N=961
On SJSU campus after dark	5%	N=50	25%	N=243	13%	N=121	31%	N=299	19%	N=180	7%	N=65	100%	N=958
In San José's downtown after dark	2%	N=18	11%	N=106	13%	N=125	29%	N=279	41%	N=399	4%	N=35	100%	N=962

Table 10: Question 5 without "don't know" responses

Please rate the job you feel the San José community does at each of the following.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Making all residents feel welcome	9%	N=80	32%	N=276	41%	N=353	18%	N=159	100%	N=868
Attracting people from diverse backgrounds	28%	N=248	40%	N=355	23%	N=203	9%	N=80	100%	N=886
Valuing/respecting residents from diverse backgrounds	19%	N=169	41%	N=361	28%	N=242	12%	N=108	100%	N=880
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	5%	N=38	16%	N=130	30%	N=242	49%	N=397	100%	N=807

Table 11: Question 5 with "don't know" responses

Please rate the job you feel the San José community does at each of the following.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Making all residents feel welcome	8%	N=80	29%	N=276	37%	N=353	17%	N=159	9%	N=88	100%	N=956
Attracting people from diverse backgrounds	26%	N=248	37%	N=355	21%	N=203	8%	N=80	7%	N=65	100%	N=951
Valuing/respecting residents from diverse backgrounds	18%	N=169	38%	N=361	25%	N=242	11%	N=108	7%	N=70	100%	N=950
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	4%	N=38	14%	N=130	25%	N=242	42%	N=397	15%	N=145	100%	N=952

Table 12: Question 6 without "don't know" responses

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 quality of business and service establishments in San José	12%	N=108	47%	N=430	33%	N=298	8%	N=77	100%	N=913
Variety of business and service establishments in San José	18%	N=160	45%	N=409	26%	N=234	12%	N=106	100%	N=909
Vibrancy of downtown/commercial area	8%	N=69	30%	N=275	37%	N=338	25%	N=231	100%	N=913
Employment opportunities	14%	N=115	40%	N=327	34%	N=272	12%	N=97	100%	N=811
Shopping opportunities	18%	N=160	40%	N=369	27%	N=249	15%	N=136	100%	N=914
Cost of living in San José	1%	N=5	5%	N=48	16%	N=145	78%	N=710	100%	N=908
Overall image or reputation of San José	4%	N=35	31%	N=290	48%	N=438	17%	N=159	100%	N=922

Table 13: Question 6 with "don't know" responses

Please rate each of the following characteristics as they relate to San José as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall quality of business and service establishments in San José	11%	N=108	45%	N=430	31%	N=298	8%	N=77	4%	N=35	100%	N=948
Variety of business and service establishments in San José	17%	N=160	43%	N=409	25%	N=234	11%	N=106	4%	N=33	100%	N=942
Vibrancy of downtown/commercial area	7%	N=69	29%	N=275	36%	N=338	24%	N=231	4%	N=34	100%	N=947
Employment opportunities	12%	N=115	34%	N=327	29%	N=272	10%	N=97	14%	N=137	100%	N=948
Shopping opportunities	17%	N=160	39%	N=369	26%	N=249	14%	N=136	3%	N=30	100%	N=944
Cost of living in San José	1%	N=5	5%	N=48	15%	N=145	76%	N=710	3%	N=31	100%	N=939
Overall image or reputation of San José	4%	N=35	31%	N=290	46%	N=438	17%	N=159	3%	N=24	100%	N=946

Table 14: Question 7 without "don't know" responses

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=18	24%	N=220	40%	N=367	34%	N=307	100%	N=912
Ease of public parking	3%	N=24	19%	N=168	35%	N=315	44%	N=396	100%	N=903
Ease of travel by car in San José	7%	N=62	34%	N=312	38%	N=348	21%	N=192	100%	N=914
Ease of travel by public transportation in San José	7%	N=58	24%	N=190	39%	N=301	29%	N=229	100%	N=778
Ease of travel by bicycle in San José	9%	N=56	31%	N=202	40%	N=257	20%	N=131	100%	N=646

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Please rate each of the following characteristics as they relate to San José as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Ease of walking in San José	10%	N=85	37%	N=330	38%	N=336	16%	N=142	100%	N=893
Well-planned residential growth	3%	N=23	20%	N=135	40%	N=268	37%	N=249	100%	N=675
Well-planned commercial growth	4%	N=29	23%	N=148	42%	N=274	30%	N=194	100%	N=645
Well-designed neighborhoods	3%	N=21	23%	N=182	47%	N=370	28%	N=218	100%	N=791
Preservation of the historical or cultural character of the community	7%	N=53	35%	N=270	37%	N=292	21%	N=167	100%	N=782
Public places where people want to spend time	6%	N=53	28%	N=258	41%	N=373	25%	N=224	100%	N=908
Variety of housing options	3%	N=24	17%	N=143	34%	N=281	46%	N=386	100%	N=834
Availability of affordable quality housing	2%	N=17	4%	N=37	16%	N=133	77%	N=637	100%	N=824
Overall quality of new development in San José	6%	N=42	25%	N=182	46%	N=333	23%	N=169	100%	N=726
Overall appearance of San José	4%	N=40	27%	N=246	50%	N=456	19%	N=175	100%	N=917
Cleanliness of San José	3%	N=29	15%	N=138	38%	N=345	44%	N=408	100%	N=920
Water resources (beaches, lakes, ponds, riverways, etc.)	3%	N=23	20%	N=160	41%	N=332	36%	N=293	100%	N=808
Air quality	3%	N=28	25%	N=230	47%	N=424	25%	N=224	100%	N=906
Availability of paths and walking trails	9%	N=73	34%	N=285	40%	N=334	18%	N=147	100%	N=839
Fitness opportunities (including exercise classes and paths or trails, etc.)	12%	N=100	38%	N=302	36%	N=287	14%	N=112	100%	N=801
Recreational opportunities	11%	N=90	36%	N=289	38%	N=311	15%	N=124	100%	N=814
Availability of affordable quality food	12%	N=106	35%	N=315	34%	N=304	19%	N=166	100%	N=891
Availability of affordable quality health care	8%	N=57	32%	N=235	39%	N=288	22%	N=165	100%	N=745
Availability of preventive health services	8%	N=56	33%	N=234	40%	N=280	19%	N=134	100%	N=704
Availability of affordable quality mental health care	7%	N=41	18%	N=110	34%	N=209	41%	N=251	100%	N=611
Opportunities to attend cultural/arts/music activities	15%	N=133	39%	N=331	32%	N=273	14%	N=122	100%	N=859
Community support for the arts	12%	N=99	37%	N=294	36%	N=286	15%	N=119	100%	N=798
Availability of affordable quality childcare/preschool	5%	N=26	18%	N=88	31%	N=147	45%	N=216	100%	N=477
K-12 education	7%	N=39	31%	N=182	41%	N=237	22%	N=127	100%	N=585
Adult educational opportunities	15%	N=99	40%	N=266	34%	N=229	11%	N=77	100%	N=671

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Please rate each of the following characteristics as they relate to San José as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Sense of civic/community pride	5%	N=45	32%	N=271	40%	N=342	23%	N=194	100%	N=852
Neighborliness of residents in San José	5%	N=44	29%	N=238	42%	N=345	24%	N=201	100%	N=828
Opportunities to participate in social events and activities	10%	N=80	37%	N=305	38%	N=311	16%	N=131	100%	N=827
Opportunities to attend special events and festivals	12%	N=98	43%	N=364	32%	N=269	14%	N=121	100%	N=852
Opportunities to volunteer	18%	N=136	46%	N=359	28%	N=215	8%	N=63	100%	N=773
Opportunities to participate in community matters	12%	N=95	41%	N=313	34%	N=259	12%	N=95	100%	N=762
Openness and acceptance of the community toward people of diverse backgrounds	19%	N=161	40%	N=337	29%	N=249	12%	N=104	100%	N=851

Table 15: Question 7 with "don't know" responses

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=18	23%	N=220	39%	N=367	33%	N=307	3%	N=31	100%	N=943
Ease of public parking	3%	N=24	18%	N=168	34%	N=315	42%	N=396	4%	N=35	100%	N=938
Ease of travel by car in San José	7%	N=62	33%	N=312	37%	N=348	20%	N=192	3%	N=26	100%	N=940
Ease of travel by public transportation in San José	6%	N=58	20%	N=190	32%	N=301	24%	N=229	17%	N=165	100%	N=943
Ease of travel by bicycle in San José	6%	N=56	21%	N=202	27%	N=257	14%	N=131	31%	N=294	100%	N=940
Ease of walking in San José	9%	N=85	35%	N=330	36%	N=336	15%	N=142	5%	N=47	100%	N=940
Well-planned residential growth	2%	N=23	14%	N=135	29%	N=268	27%	N=249	28%	N=264	100%	N=939
Well-planned commercial growth	3%	N=29	16%	N=148	29%	N=274	21%	N=194	31%	N=293	100%	N=938
Well-designed neighborhoods	2%	N=21	19%	N=182	39%	N=370	23%	N=218	16%	N=152	100%	N=943
Preservation of the historical or cultural character of the community	6%	N=53	29%	N=270	31%	N=292	18%	N=167	17%	N=155	100%	N=937
Public places where people want to spend time	6%	N=53	27%	N=258	39%	N=373	24%	N=224	4%	N=37	100%	N=945
Variety of housing options	3%	N=24	15%	N=143	30%	N=281	41%	N=386	11%	N=108	100%	N=942
Availability of affordable quality housing	2%	N=17	4%	N=37	14%	N=133	68%	N=637	12%	N=113	100%	N=937
Overall quality of new development in San José	4%	N=42	19%	N=182	36%	N=333	18%	N=169	22%	N=209	100%	N=935

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Please rate each of the following characteristics as they relate to San José as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall appearance of San José	4%	N=40	26%	N=246	48%	N=456	19%	N=175	3%	N=25	100%	N=942
Cleanliness of San José	3%	N=29	15%	N=138	37%	N=345	43%	N=408	2%	N=18	100%	N=938
Water resources (beaches, lakes, ponds, riverways, etc.)	2%	N=23	17%	N=160	35%	N=332	31%	N=293	14%	N=130	100%	N=938
Air quality	3%	N=28	25%	N=230	45%	N=424	24%	N=224	3%	N=30	100%	N=936
Availability of paths and walking trails	8%	N=73	30%	N=285	36%	N=334	16%	N=147	11%	N=99	100%	N=938
Fitness opportunities (including exercise classes and paths or trails, etc.)	11%	N=100	32%	N=302	30%	N=287	12%	N=112	15%	N=141	100%	N=942
Recreational opportunities	10%	N=90	31%	N=289	33%	N=311	13%	N=124	13%	N=119	100%	N=933
Availability of affordable quality food	11%	N=106	33%	N=315	32%	N=304	18%	N=166	5%	N=50	100%	N=941
Availability of affordable quality health care	6%	N=57	25%	N=235	31%	N=288	18%	N=165	21%	N=195	100%	N=940
Availability of preventive health services	6%	N=56	25%	N=234	30%	N=280	14%	N=134	25%	N=232	100%	N=936
Availability of affordable quality mental health care	4%	N=41	12%	N=110	22%	N=209	27%	N=251	35%	N=324	100%	N=935
Opportunities to attend cultural/arts/music activities	14%	N=133	35%	N=331	29%	N=273	13%	N=122	8%	N=79	100%	N=938
Community support for the arts	11%	N=99	31%	N=294	30%	N=286	13%	N=119	15%	N=140	100%	N=938
Availability of affordable quality childcare/preschool	3%	N=26	9%	N=88	16%	N=147	23%	N=216	49%	N=461	100%	N=938
K-12 education	4%	N=39	19%	N=182	25%	N=237	14%	N=127	37%	N=350	100%	N=935
Adult educational opportunities	11%	N=99	28%	N=266	24%	N=229	8%	N=77	28%	N=265	100%	N=936
Sense of civic/community pride	5%	N=45	29%	N=271	37%	N=342	21%	N=194	9%	N=81	100%	N=933
Neighborliness of residents in San José	5%	N=44	26%	N=238	37%	N=345	22%	N=201	11%	N=101	100%	N=929
Opportunities to participate in social events and activities	9%	N=80	33%	N=305	33%	N=311	14%	N=131	11%	N=102	100%	N=929
Opportunities to attend special events and festivals	11%	N=98	39%	N=364	29%	N=269	13%	N=121	8%	N=79	100%	N=931
Opportunities to volunteer	15%	N=136	39%	N=359	23%	N=215	7%	N=63	17%	N=158	100%	N=931
Opportunities to participate in community matters	10%	N=95	34%	N=313	28%	N=259	10%	N=95	18%	N=165	100%	N=927
Openness and acceptance of the community toward people of diverse backgrounds	17%	N=161	36%	N=337	27%	N=249	11%	N=104	8%	N=74	100%	N=925

Table 16: Question 8

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	Percentage	N	Percentage	N	Percentage	N
Contacted the City of San José (in-person, phone, email or web) for help or information	66%	N=618	34%	N=312	100%	N=930
Contacted San José elected officials (in-person, phone, email or web) to express your opinion	78%	N=726	22%	N=205	100%	N=931
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	76%	N=704	24%	N=225	100%	N=929
Watched (online or on television) a local public meeting	65%	N=603	35%	N=324	100%	N=927
Volunteered your time to some group/activity in San José	58%	N=539	42%	N=387	100%	N=926
Campaigned or advocated for a local issue, cause or candidate	76%	N=703	24%	N=227	100%	N=930
Voted in your most recent local election	27%	N=245	73%	N=679	100%	N=924
Used bus, rail, subway, or other public transportation instead of driving	45%	N=414	55%	N=514	100%	N=928
Carpooled with other adults or children instead of driving alone	43%	N=400	57%	N=530	100%	N=930
Walked or biked instead of driving	32%	N=296	68%	N=632	100%	N=928

Table 17: Question 9 without "don't know" responses

Please rate the quality of each of the following services in San José.	Excellent		Good		Fair		Poor		Total	
	Percentage	N	Percentage	N	Percentage	N	Percentage	N	Percentage	N
Public information services	7%	N=51	41%	N=283	39%	N=272	13%	N=88	100%	N=694
Traffic enforcement	4%	N=32	32%	N=253	41%	N=317	23%	N=177	100%	N=779
Traffic signal timing	5%	N=44	38%	N=328	40%	N=340	17%	N=148	100%	N=860
Street repair	4%	N=37	21%	N=188	40%	N=348	35%	N=302	100%	N=875
Street cleaning	5%	N=45	26%	N=228	40%	N=351	29%	N=254	100%	N=878
Street lighting	5%	N=48	33%	N=286	43%	N=377	19%	N=166	100%	N=877
Sidewalk maintenance	5%	N=48	26%	N=231	43%	N=374	26%	N=226	100%	N=879
Bus or transit services	7%	N=53	33%	N=233	39%	N=273	21%	N=150	100%	N=709
Code enforcement (weeds, abandoned buildings, etc.)	3%	N=22	17%	N=111	36%	N=238	44%	N=290	100%	N=661
Affordable high-speed internet access	7%	N=55	28%	N=214	37%	N=276	28%	N=207	100%	N=752
Garbage collection	20%	N=159	42%	N=330	30%	N=234	9%	N=68	100%	N=791
Storm water management (storm drainage, dams, levees, etc.)	11%	N=75	38%	N=247	37%	N=244	14%	N=91	100%	N=657

San José State University Results 2020

Please rate the quality of each of the following services in San José.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Police services	7%	N=56	29%	N=228	36%	N=282	27%	N=211	100%	N=777
Crime prevention	3%	N=26	20%	N=155	35%	N=267	41%	N=310	100%	N=758
Ambulance or emergency medical services	17%	N=91	48%	N=259	30%	N=160	5%	N=29	100%	N=539
Fire services	28%	N=169	49%	N=301	20%	N=125	3%	N=17	100%	N=612
Preservation of natural areas (open space, farmlands, and greenbelts)	11%	N=78	31%	N=217	37%	N=255	20%	N=139	100%	N=689
San José open space	11%	N=76	30%	N=212	38%	N=268	21%	N=149	100%	N=705
Recycling	14%	N=106	40%	N=297	30%	N=228	16%	N=119	100%	N=750
Yard waste pick-up	19%	N=119	40%	N=256	28%	N=181	13%	N=80	100%	N=636
City parks	10%	N=79	34%	N=274	39%	N=314	17%	N=140	100%	N=807
Recreation programs or classes	11%	N=60	35%	N=195	41%	N=225	13%	N=71	100%	N=551
Recreation centers or facilities	11%	N=61	36%	N=208	39%	N=227	14%	N=80	100%	N=576
Health services	8%	N=53	39%	N=243	38%	N=242	14%	N=91	100%	N=629
Public library services	35%	N=287	42%	N=342	19%	N=158	4%	N=30	100%	N=817

Table 18: Question 9 with "don't know" responses

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
Public information services	6%	N=51	31%	N=283	30%	N=272	10%	N=88	24%	N=222	100%	N=916
Traffic enforcement	3%	N=32	28%	N=253	35%	N=317	19%	N=177	15%	N=137	100%	N=916
Traffic signal timing	5%	N=44	36%	N=328	37%	N=340	16%	N=148	7%	N=62	100%	N=922
Street repair	4%	N=37	20%	N=188	38%	N=348	33%	N=302	6%	N=51	100%	N=926
Street cleaning	5%	N=45	25%	N=228	38%	N=351	27%	N=254	5%	N=46	100%	N=924
Street lighting	5%	N=48	31%	N=286	41%	N=377	18%	N=166	4%	N=40	100%	N=917
Sidewalk maintenance	5%	N=48	25%	N=231	41%	N=374	25%	N=226	4%	N=40	100%	N=919
Bus or transit services	6%	N=53	25%	N=233	30%	N=273	16%	N=150	23%	N=207	100%	N=916
Code enforcement (weeds, abandoned buildings, etc.)	2%	N=22	12%	N=111	26%	N=238	31%	N=290	28%	N=260	100%	N=921
Affordable high-speed internet access	6%	N=55	23%	N=214	30%	N=276	22%	N=207	18%	N=169	100%	N=921

San José State University Results 2020

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
Garbage collection	17%	N=159	36%	N=330	25%	N=234	7%	N=68	14%	N=130	100%	N=921
Storm water management (storm drainage, dams, levees, etc.)	8%	N=75	27%	N=247	27%	N=244	10%	N=91	28%	N=256	100%	N=913
Police services	6%	N=56	25%	N=228	31%	N=282	23%	N=211	16%	N=145	100%	N=922
Crime prevention	3%	N=26	17%	N=155	29%	N=267	34%	N=310	18%	N=163	100%	N=921
Ambulance or emergency medical services	10%	N=91	28%	N=259	17%	N=160	3%	N=29	41%	N=378	100%	N=917
Fire services	18%	N=169	33%	N=301	14%	N=125	2%	N=17	33%	N=302	100%	N=914
Preservation of natural areas (open space, farmlands, and greenbelts)	9%	N=78	24%	N=217	28%	N=255	15%	N=139	25%	N=225	100%	N=914
San José open space	8%	N=76	23%	N=212	29%	N=268	16%	N=149	23%	N=212	100%	N=917
Recycling	12%	N=106	32%	N=297	25%	N=228	13%	N=119	18%	N=165	100%	N=915
Yard waste pick-up	13%	N=119	28%	N=256	20%	N=181	9%	N=80	31%	N=286	100%	N=922
City parks	9%	N=79	30%	N=274	34%	N=314	15%	N=140	12%	N=108	100%	N=915
Recreation programs or classes	7%	N=60	21%	N=195	25%	N=225	8%	N=71	40%	N=363	100%	N=914
Recreation centers or facilities	7%	N=61	23%	N=208	25%	N=227	9%	N=80	37%	N=338	100%	N=914
Health services	6%	N=53	27%	N=243	27%	N=242	10%	N=91	31%	N=278	100%	N=907
Public library services	31%	N=287	37%	N=342	17%	N=158	3%	N=30	11%	N=102	100%	N=919

Table 19: Question 10 without "don't know" responses

Please rate the following categories of San José government performance.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The overall direction that San José is taking	4%	N=35	33%	N=257	39%	N=304	24%	N=191	100%	N=787
The job San José government does at welcoming resident involvement	5%	N=36	30%	N=204	38%	N=260	27%	N=182	100%	N=682
Overall confidence in San José government	4%	N=34	32%	N=256	36%	N=286	28%	N=225	100%	N=801
Generally acting in the best interest of the community	6%	N=48	34%	N=263	33%	N=262	27%	N=212	100%	N=785
Being open and transparent to the public	6%	N=46	29%	N=214	37%	N=272	28%	N=205	100%	N=737
Informing residents about issues facing the community	7%	N=52	30%	N=227	37%	N=285	26%	N=202	100%	N=766

Table 20: Question 10 with "don't know" responses

Please rate the following categories of San José government performance.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The overall direction that San José is taking	4%	N=35	28%	N=257	33%	N=304	21%	N=191	14%	N=126	100%	N=913
The job San José government does at welcoming resident involvement	4%	N=36	22%	N=204	29%	N=260	20%	N=182	25%	N=227	100%	N=909
Overall confidence in San José government	4%	N=34	28%	N=256	31%	N=286	25%	N=225	12%	N=110	100%	N=911
Generally acting in the best interest of the community	5%	N=48	29%	N=263	29%	N=262	23%	N=212	14%	N=129	100%	N=914
Being open and transparent to the public	5%	N=46	24%	N=214	30%	N=272	23%	N=205	19%	N=173	100%	N=910
Informing residents about issues facing the community	6%	N=52	25%	N=227	31%	N=285	22%	N=202	16%	N=145	100%	N=911

Table 21: Question 11 without "don't know" responses

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The City of San José	6%	N=51	39%	N=313	38%	N=306	17%	N=142	100%	N=812
The Federal Government	3%	N=23	19%	N=141	34%	N=258	45%	N=340	100%	N=762
The State Government	7%	N=57	45%	N=342	34%	N=263	13%	N=102	100%	N=764
Santa Clara County Government	7%	N=58	41%	N=328	34%	N=266	18%	N=139	100%	N=791

Table 22: Question 11 with "don't know" responses

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The City of San José	6%	N=51	34%	N=313	34%	N=306	16%	N=142	11%	N=100	100%	N=912
The Federal Government	3%	N=23	15%	N=141	28%	N=258	37%	N=340	16%	N=148	100%	N=910
The State Government	6%	N=57	38%	N=342	29%	N=263	11%	N=102	16%	N=147	100%	N=911
Santa Clara County Government	6%	N=58	36%	N=328	29%	N=266	15%	N=139	13%	N=116	100%	N=907

Table 23: Question 12

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 economic health of San José	48%	N=436	39%	N=350	12%	N=111	1%	N=9	100%	N=906
Overall quality of the transportation system (auto, bicycle, foot, bus) in San José	45%	N=407	39%	N=356	14%	N=125	2%	N=21	100%	N=909
Overall design or layout of San José's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	31%	N=278	40%	N=364	25%	N=228	4%	N=39	100%	N=909
Overall quality of the utility infrastructure in San José (water, sewer, storm water, electric/gas)	46%	N=422	38%	N=348	14%	N=131	2%	N=14	100%	N=915
Overall feeling of safety in San José	66%	N=598	26%	N=236	8%	N=72	1%	N=6	100%	N=912
Overall quality of natural environment in San José	43%	N=396	39%	N=358	15%	N=141	2%	N=17	100%	N=912
Overall quality of parks and recreation opportunities	34%	N=309	43%	N=389	21%	N=191	2%	N=20	100%	N=909
Overall health and wellness opportunities in San José	42%	N=381	40%	N=363	16%	N=147	2%	N=17	100%	N=908
Overall opportunities for education, culture and the arts	43%	N=393	39%	N=354	15%	N=139	3%	N=23	100%	N=909
Residents' connection and engagement with their community	27%	N=248	43%	N=389	26%	N=241	4%	N=35	100%	N=913

Table 24: Question 13 without "don't know" responses

Please rate the quality of each of the following services in San José.	Excellent		Good		Fair		Poor		Total	
Graffiti removal	7%	N=48	28%	N=187	35%	N=232	29%	N=190	100%	N=657
Gang prevention efforts	5%	N=22	23%	N=111	37%	N=176	36%	N=173	100%	N=482
Overall ease of using Mineta San José International Airport	34%	N=274	44%	N=356	20%	N=158	3%	N=22	100%	N=810
Availability of flights at Mineta San José International Airport	26%	N=205	49%	N=387	22%	N=174	4%	N=29	100%	N=795

Table 25: Question 13 with "don't know" responses

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
Graffiti removal	5%	N=48	20%	N=187	25%	N=232	21%	N=190	28%	N=259	100%	N=916
Gang prevention efforts	2%	N=22	12%	N=111	19%	N=176	19%	N=173	47%	N=424	100%	N=906
Overall ease of using Mineta San José International Airport	30%	N=274	39%	N=356	17%	N=158	2%	N=22	12%	N=108	100%	N=918
Availability of flights at Mineta San José International Airport	22%	N=205	42%	N=387	19%	N=174	3%	N=29	13%	N=121	100%	N=916

Table 26: Question 14 without "don't know" responses

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
Visited a neighborhood park or City park	21%	N=195	25%	N=231	35%	N=321	19%	N=170	100%	N=917
Used San José recreation centers or their services	5%	N=44	8%	N=69	27%	N=249	60%	N=544	100%	N=906
Used San José public libraries or their services	14%	N=130	26%	N=236	35%	N=315	25%	N=231	100%	N=912
Visited the City of San José website (at www.sanjoseca.gov)	4%	N=34	12%	N=110	48%	N=440	36%	N=332	100%	N=916
Attended City-sponsored events	1%	N=12	5%	N=50	35%	N=317	59%	N=535	100%	N=914

Table 27: Question 14 with "don't know" responses

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
Visited a neighborhood park or City park	21%	N=195	25%	N=231	35%	N=321	19%	N=170	100%	N=917
Used San José recreation centers or their services	5%	N=44	8%	N=69	27%	N=249	60%	N=544	100%	N=906
Used San José public libraries or their services	14%	N=130	26%	N=236	35%	N=315	25%	N=231	100%	N=912
Visited the City of San José website (at www.sanjoseca.gov)	4%	N=34	12%	N=110	48%	N=440	36%	N=332	100%	N=916
Attended City-sponsored events	1%	N=12	5%	N=50	35%	N=317	59%	N=535	100%	N=914

Table 28: Question D1 without "don't know" responses

Thinking about a typical week, how many times do you:	Several times a day		Once a day		A few times a week		Every few weeks		Less often or never		Total	
Access the internet from your home using a computer, laptop or tablet computer	97%	N=891	2%	N=17	0%	N=3	0%	N=1	0%	N=4	100%	N=916
Access the internet from your cell phone	92%	N=837	3%	N=26	2%	N=22	1%	N=6	2%	N=21	100%	N=912
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	67%	N=615	11%	N=99	7%	N=61	3%	N=27	12%	N=110	100%	N=912
Use or check email	93%	N=849	5%	N=46	2%	N=17	0%	N=3	0%	N=1	100%	N=916
Share your opinions online	19%	N=172	7%	N=58	17%	N=149	15%	N=133	42%	N=372	100%	N=884
Shop online	14%	N=129	6%	N=56	33%	N=303	37%	N=332	10%	N=88	100%	N=908

Table 29: Question D1 with "don't know" responses

Thinking about a typical week, how many times do you:	Several times a day		Once a day		A few times a week		Every few weeks		Less often or never		Don't know		Total	
Access the internet from your home using a computer, laptop or tablet computer	97%	N=891	2%	N=17	0%	N=3	0%	N=1	0%	N=4	1%	N=6	100%	N=922
Access the internet from your cell phone	91%	N=837	3%	N=26	2%	N=22	1%	N=6	2%	N=21	1%	N=8	100%	N=920
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	67%	N=615	11%	N=99	7%	N=61	3%	N=27	12%	N=110	1%	N=11	100%	N=923
Use or check email	92%	N=849	5%	N=46	2%	N=17	0%	N=3	0%	N=1	0%	N=4	100%	N=920
Share your opinions online	19%	N=172	6%	N=58	16%	N=149	14%	N=133	40%	N=372	4%	N=38	100%	N=922
Shop online	14%	N=129	6%	N=56	33%	N=303	36%	N=332	10%	N=88	1%	N=13	100%	N=921

Table 30: Veteran Status

Have you ever served on active duty in the U.S. Armed Forces, Reserves or National Guard?	Percent	Number
Never served in the military	97%	N=884
Now on active duty	0%	N=0
On active duty in the past, but not now	3%	N=31
Total	100%	N=915

Table 31: San José Resident

Do you live inside the boundaries of San José?	Percent	Number
Yes	72%	N=664
No	28%	N=260
Total	100%	N=924

Table 32: Frequency of Commute

How many days a week do you commute into San José? (if non-resident)	Percent	Number
1 day or fewer per week	36%	N=90
2-3 days per week	22%	N=54
4-5 days per week	25%	N=62
5 or more days per week	17%	N=43
Total	100%	N=249

Table 33: Length of Residency in San José

How many years have you lived in San José? (if resident)	Percent	Number
Less than 2 years	13%	N=84
2 to 5 years	21%	N=135
6 to 10 years	10%	N=64
11 to 20 years	19%	N=123
More than 20 years	37%	N=239
Total	100%	N=645

Table 34: Type of Housing

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	53%	N=492
Building with two or more homes (duplex, townhome, apartment or condominium)	38%	N=353
Mobile home	2%	N=15
Student housing	4%	N=38
Other	3%	N=32
Total	100%	N=930

Table 35: Housing Tenure

Do you rent or own your home?	Percent	Number
Rent	53%	N=485
Own	47%	N=430
Total	100%	N=915

Table 36: Housing Costs

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$500 per month	4%	N=32
\$500 to \$999 per month	7%	N=66
\$1,000 to \$1,499 per month	12%	N=106
\$1,500 to \$1,999 per month	12%	N=108
\$2,000 to \$2,499 per month	15%	N=138
\$2,500 to \$2,999 per month	17%	N=153
\$3,000 to \$3,499 per month	15%	N=135
\$3,500 or more per month	17%	N=155
Total	100%	N=893

Table 37: Annual Household Income

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	14%	N=122
\$25,000 to \$49,999	11%	N=97
\$50,000 to \$74,999	16%	N=140
\$75,000 to \$99,999	14%	N=120
\$100,000 to \$149,999	21%	N=190
\$150,000 or more	24%	N=216
Total	100%	N=885

Table 38: Ethnicity

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	78%	N=711
Yes, I consider myself to be Spanish, Hispanic or Latino	22%	N=203
Total	100%	N=914

Table 39: Race

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	4%	N=33
Asian, Asian Indian or Pacific Islander	30%	N=268
Black or African American	6%	N=50
White	52%	N=474
Other	19%	N=172

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

Table 40: Age

In which category is your age?	Percent	Number
18 to 24 years	25%	N=228
25 to 34 years	21%	N=190
35 to 44 years	16%	N=146
45 to 54 years	17%	N=161
55 to 64 years	15%	N=137
65 to 74 years	6%	N=58
75 years or older	0%	N=4
Total	100%	N=924

Table 41: Assigned Birth Sex

What is your gender?	Percent	Number
Female	64%	N=589
Male	34%	N=308
Identify in another way	2%	N=22
Total	100%	N=919

Table 42: Class Standing

What is your current academic class standing?	Percent	Number
Freshman	10%	N=42
Sophomore	7%	N=28
Junior	24%	N=100
Senior	29%	N=118
Graduate student	28%	N=114
Professional student	2%	N=8
Total	100%	N=410

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

Table 43: Student Living Situation

Which best describes your current living situation?	Percent	Number
I live in student housing with no roommates	4%	N=15
I live in student housing with 1 roommate	2%	N=7
I live in student housing with 2 or more roommates	4%	N=16
I live off-campus with no roommates	37%	N=146
I live off-campus with 1 roommate	17%	N=69
I live off-campus with 2 or more roommates	37%	N=147
Total	100%	N=400

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

Table 44: Student Employment Status

What is your current employment status?	Percent	Number
Working part-time for pay	33%	N=134
Working full-time for pay	17%	N=69
Unemployed, looking for paid work	28%	N=113
Unemployed, not looking for paid work	23%	N=92
Total	100%	N=408

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

Table 45: Length of Employment

How long have you been a member of San José State University's faculty?	Percent	Number
Less than 2 years	12%	N=28
2-5 years	27%	N=64
6-10 years	15%	N=36
10-20 years	25%	N=59
More than 20 years	21%	N=49
Total	100%	N=236

This question was only asked of faculty.

Table 46: Length of Employment

How long have you been a staff member of San José State University?	Percent	Number
Less than 2 years	18%	N=54
2-5 years	31%	N=94
6-10 years	14%	N=41
10-20 years	22%	N=66
More than 20 years	15%	N=44
Total	100%	N=299

This question was only asked of staff.

Comparisons by Survey Type and Year

The tables on the pages that follow compare the results of the 2020 City of San José Community Survey (The NCS) to the results of the SJSU 2020 Survey. For most of the questions, one number appears for each question. Responses have been summarized to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who participated in an activity at least once. It should be noted that when a table that does include all responses (not a single number) for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

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

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

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

For example, in Table 47 below, respondents to the SJSU survey (B) gave higher praises of the sense of community in San José compared to respondents to the City survey (A). This is denoted by the “A” listed in the cell for the SJSU results overall. In another example in Table 48, respondents to the City survey (A) gave higher evaluations to the overall feeling of safety and the overall quality of the natural environment in San José compared to SJSU respondents (B).

Survey Type Comparisons

Table 47: Question 1

Please rate each of the following aspects of quality of life in San José:	City Overall	SJSU Overall
	(A)	(B)
San José as a place to live	52%	50%
San José as a place to work	65%	66%
The overall quality of life in San José	42%	49% A
Sense of community	27%	33% A

Table 48: Question 2

Please rate each of the following characteristics as they relate to San José as a whole:	City Overall	SJSU Overall
	(A)	(B)
Overall quality of the transportation system (auto, bicycle, foot, bus) in San José	30%	41% A
Overall design or layout of San José's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	37%	40%
Overall quality of the utility infrastructure in San José (water, sewer, storm water, electric/gas)	48%	48%
Overall feeling of safety in San José	33% B	28%
Overall quality of natural environment in San José	41% B	37%
Overall quality of parks and recreation opportunities	48%	45%
Overall health and wellness opportunities in San José	49%	48%
Overall opportunities for education, culture, and the arts	48%	59% A
Residents' connection and engagement with their community	24%	31% A

Table 49: Question 3

Please indicate how likely or unlikely you are to do each of the following:	City Overall	SJSU Overall
	(A)	(B)
Recommend living in San José to someone who asks	47%	51%
Remain in San José for the next five years	63%	62%

Table 50: Question 4

Please rate how safe or unsafe you feel:	City Overall	SJSU Overall
	(A)	(B)
In San José's downtown during the day	52%	58% A
From property crime	36%	33%
From violent crime	48% B	38%
From fire, flood, or other natural disaster	60% B	56%
In San José's downtown after dark	16%	13%

Table 51: Question 5

Please rate the job you feel the San José community does at each of the following.	City Overall	SJSU Overall
	(A)	(B)
Making all residents feel welcome	40%	41%
Attracting people from diverse backgrounds	64%	68% A
Valuing/respecting residents from diverse backgrounds	59%	60%
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	22%	21%

Table 52: Question 6

Please rate each of the following characteristics as they relate to San José as a whole:	City Overall	SJSU Overall
	(A)	(B)
Overall quality of business and service establishments in San José	61%	59%
Variety of business and service establishments in San José	62%	63%
Vibrancy of downtown/commercial area	30%	38% A
Employment opportunities	57%	55%
Shopping opportunities	67% B	58%
Cost of living in San José	4%	6%
Overall image or reputation of San José	31%	35% A

Table 53: Question 7

Please rate each of the following characteristics as they relate to San José as a whole:	City Overall	SJSU Overall
	(A)	(B)
Traffic flow on major streets	22%	26% A
Ease of public parking	28% B	21%
Ease of travel by car in San José	45% B	41%
Ease of travel by public transportation in San José	21%	32% A
Ease of travel by bicycle in San José	35%	40% A
Ease of walking in San José	41%	46% A
Well-planned residential growth	20%	23%
Well-planned commercial growth	29%	27%
Well-designed neighborhoods	28%	26%
Preservation of the historical or cultural character of the community	39%	41%
Public places where people want to spend time	30%	34% A
Variety of housing options	23%	20%
Availability of affordable quality housing	6%	7%
Overall quality of new development in San José	30%	31%
Overall appearance of San José	27%	31% A
Cleanliness of San José	18%	18%
Water resources (beaches, lakes, ponds, riverways, etc.)	22%	23%
Air quality	28%	28%
Availability of paths and walking trails	45%	43%
Fitness opportunities (including exercise classes and paths or trails, etc.)	51%	50%
Recreational opportunities	44%	47%
Availability of affordable quality food	48%	47%
Availability of affordable quality health care	42%	39%
Availability of preventive health services	47% B	41%
Availability of affordable quality mental health care	27%	25%

Please rate each of the following characteristics as they relate to San José as a whole:	City Overall	SJSU Overall
	(A)	(B)
Opportunities to attend cultural/arts/music activities	47%	54% A
Community support for the arts	41%	49% A
Availability of affordable quality childcare/preschool	21%	24%
K-12 education	36%	38%
Adult educational opportunities	43%	54% A
Sense of civic/community pride	28%	37% A
Neighborhoodness of residents in San José	32%	34%
Opportunities to participate in social events and activities	39%	47% A
Opportunities to attend special events and festivals	46%	54% A
Opportunities to volunteer	59%	64% A
Opportunities to participate in community matters	46%	54% A
Openness and acceptance of the community toward people of diverse backgrounds	58%	59%

Table 54: Question 8

Please indicate whether or not you have done each of the following in the last 12 months.	City Overall	SJSU Overall
	(A)	(B)
Contacted the City of San José (in-person, phone, email or web) for help or information	46% B	34%
Contacted San José elected officials (in-person, phone, email or web) to express your opinion	27% B	22%
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	26%	24%
Watched (online or on television) a local public meeting	34%	35%
Volunteered your time to some group/activity in San José	37%	42% A
Campaigned or advocated for a local issue, cause or candidate	20%	24% A
Voted in your most recent local election	78% B	73%

Please indicate whether or not you have done each of the following in the last 12 months.	City Overall	SJSU Overall
	(A)	(B)
Used bus, rail, subway, or other public transportation instead of driving	38%	55% A
Carpooled with other adults or children instead of driving alone	53%	57% A
Walked or biked instead of driving	63%	68% A

Table 55: Question 9

Please rate the quality of each of the following services in San José:	City Overall	SJSU Overall
	(A)	(B)
Public information services	49%	48%
Traffic enforcement	29%	37% A
Traffic signal timing	39%	43% A
Street repair	22%	26% A
Street cleaning	30%	31%
Street lighting	45% B	38%
Sidewalk maintenance	31%	32%
Bus or transit services	30%	40% A
Code enforcement (weeds, abandoned buildings, etc.)	13%	20% A
Affordable high-speed internet access	33%	36%
Garbage collection	69% B	62%
Storm water management (storm drainage, dams, levees, etc.)	56% B	49%
Police services	36%	37%
Crime prevention	22%	24%
Ambulance or emergency medical services	67%	65%
Fire services	80% B	77%
Preservation of natural areas (open space, farmlands, and greenbelts)	46%	43%

Please rate the quality of each of the following services in San José:	City Overall	SJSU Overall
	(A)	(B)
San José open space	43%	41%
Recycling	54%	54%
Yard waste pick-up	65% B	59%
City parks	51% B	44%
Recreation programs or classes	48%	46%
Recreation centers or facilities	48%	47%
Health services	50%	47%
Public library services	78%	77%

Table 56: Question 10

Please rate the following categories of San José government performance:	City Overall	SJSU Overall
	(A)	(B)
The overall direction that San José is taking	29%	37% A
The job San José government does at welcoming resident involvement	31%	35% A
Overall confidence in San José government	30%	36% A
Generally acting in the best interest of the community	33%	40% A
Being open and transparent to the public	32%	35%
Informing residents about issues facing the community	36%	36%

Table 57: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	City Overall	SJSU Overall
	(A)	(B)
The City of San José	41%	45% A
The Federal Government	23%	22%
Santa Clara County Government	44%	49% A
The State Government	38%	52% A

Table 58: Question 12

Please rate how important, if at all, you think it is for the San José community to focus on each of the following in the coming two years.	City Overall	SJSU Overall
	(A)	(B)
Overall economic health of San José	87%	87%
Overall quality of the transportation system (auto, bicycle, foot, bus) in San José	75%	84% A
Overall design or layout of San José's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	70%	71%
Overall quality of the utility infrastructure in San José (water, sewer, storm water, electric/gas)	85%	84%
Overall feeling of safety in San José	92%	91%
Overall quality of natural environment in San José	80%	83%
Overall quality of parks and recreation opportunities	75%	77%
Overall health and wellness opportunities in San José	72%	82% A
Overall opportunities for education, culture and the arts	72%	82% A
Residents' connection and engagement with their community	62%	70% A

Table 59: Question 13

Please rate the quality of each of the following services in San José.	City Overall	SJSU Overall
	(A)	(B)
Graffiti removal	26%	36% A
Gang prevention efforts	19%	28% A
Overall ease of using Mineta San José International Airport	77%	78%
Availability of flights at Mineta San José International Airport	71%	74% A

Table 60: Question 14

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in San José?	City Overall	SJSU Overall
	(A)	(B)
Visited a neighborhood park or City park	90% B	81%
Used San José recreation centers or their services	37%	40%
Used San José public libraries or their services	67%	75% A

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in San José?	City Overall	SJSU Overall
	(A)	(B)
Visited the City of San José website (at www.sanjoseca.gov)	76% B	64%
Attended City-sponsored events	39%	41%

Table 61: Question D1

In general, how many times do you:	City Overall	SJSU Overall
	(A)	(B)
Access the internet from your home using a computer, laptop or tablet computer	99%	100% A
Access the internet from your cell phone	96%	98% A
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	84%	88% A
Use or check email	99%	100% A
Share your opinions online	53%	58% A
Shop online	90%	90%

Trends Over Time Comparisons

Table 62: Question 1

Please rate each of the following aspects of quality of life in San José:	2019	2020
	(A)	(B)
San José as a place to live	40%	50% A
San José as a place to work	66%	66%
The overall quality of life in San José	46%	49%
Sense of community	28%	33% A
San José as a city in which to teach or study	62%	60%

Table 63: Question 2

Please rate each of the following characteristics as they relate to San José as a whole:	2019	2020
	(A)	(B)
Overall quality of the transportation system (auto, bicycle, foot, bus) in San José	46%	41%
Overall design or layout of San José's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	34%	40% A
Overall feeling of safety in San José	27%	28%
Overall quality of natural environment in San José	38%	37%
Overall health and wellness opportunities in San José	43%	48%
Overall opportunities for education, culture, and the arts	67% B	59%

In the 2020 survey, there were several changes to the wording of the question items. In 2019, the wording was: "Overall ease of getting to and from the university," "Overall "built environment" of San José (including overall design, buildings, parks and transportation systems)," "Health and wellness opportunities in San José," and "Overall opportunities for education and enrichment."

Table 64: Question 3

Please indicate how likely or unlikely you are to do each of the following:	2019	2020
	(A)	(B)
Recommend living in San José to someone who asks	42%	51% A
Remain in San José for the next five years	57%	62%
Recommend studying in San José to someone who asks	71%	75%

Table 65: Question 4

Please rate how safe or unsafe you feel:	2019	2020
	(A)	(B)
In San José's downtown during the day	61%	58%
From property crime	29%	33%
From violent crime	42%	38%
On SJSU campus during the day	81%	81%
On SJSU campus after dark	36%	33%
In San José's downtown after dark	19% B	13%

Table 66: Question 6

Please rate each of the following characteristics as they relate to San José as a whole:	2019	2020
	(A)	(B)
Overall quality of business and service establishments in San José	48%	59% A
Vibrancy of downtown/commercial area	34%	38%
Employment opportunities	57%	55%
Shopping opportunities	69% B	58%
Cost of living in San José	4%	6%
Overall image or reputation of San José	38%	35%

Table 67: Question 7

Please rate each of the following characteristics as they relate to San José as a whole:	2019	2020
	(A)	(B)
Traffic flow on major streets	20%	26% A
Ease of public parking	11%	21% A
Ease of travel by car in San José	24%	41% A
Ease of travel by public transportation in San José	27%	32%
Ease of travel by bicycle in San José	44%	40%
Ease of walking in San José	50%	46%
Public places where people want to spend time	30%	34%
Variety of housing options	12%	20% A

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	2019	2020
Please rate each of the following characteristics as they relate to San José as a whole:	(A)	(B)
Availability of affordable quality housing	3%	7% A
Overall quality of new development in San José	43% B	31%
Overall appearance of San José	28%	31%
Cleanliness of San José	20%	18%
Air quality	34% B	28%
Availability of paths and walking trails	45%	43%
Fitness opportunities (including exercise classes and paths or trails, etc.)	44%	50% A
Recreational opportunities	43%	47%
Availability of affordable quality food	38%	47% A
Availability of affordable quality health care	40%	39%
Availability of preventive health services	40%	41%
Availability of affordable quality mental health care	24%	25%
Opportunities to attend cultural/arts/music activities	65% B	54%
Availability of affordable quality childcare/preschool	21%	24%
K-12 education	41%	38%
Adult educational opportunities	57%	54%
Neighborliness of residents in San José	37%	34%
Opportunities to participate in social events and activities	53% B	47%
Opportunities to volunteer	69%	64%
Opportunities to participate in community matters	61% B	54%
Openness and acceptance of the community toward people of diverse backgrounds	68% B	59%

Table 68: Question 8

Please indicate whether or not you have done each of the following in the last 12 months.	2019	2020
	(A)	(B)
Contacted the City of San José (in-person, phone, email or web) for help or information	33%	34%
Contacted San José elected officials (in-person, phone, email or web) to express your opinion	19%	22%
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	21%	24%
Watched (online or on television) a local public meeting	21%	35% A
Volunteered your time to some group/activity in San José	48% B	42%
Campaigned or advocated for a local issue, cause or candidate	29%	24%
Used bus, rail, subway, or other public transportation instead of driving	59%	55%
Carpooled with other adults or children instead of driving alone	57%	57%
Walked or biked instead of driving	62%	68% A

Table 69: Question 9

Please rate the quality of each of the following services in San José:	2019	2020
	(A)	(B)
Public information services	51%	48%
Traffic enforcement	32%	37%
Traffic signal timing	40%	43%
Street repair	22%	26%
Street cleaning	35%	31%
Street lighting	42%	38%
Sidewalk maintenance	34%	32%
Bus or transit services	39%	40%
Code enforcement (weeds, abandoned buildings, etc.)	20%	20%
Garbage collection	65%	62%
Storm water management (storm drainage, dams, levees, etc.)	46%	49%
Police services	51% B	37%
Crime prevention	22%	24%
Ambulance or emergency medical services	77% B	65%
Fire services	85% B	77%

Please rate the quality of each of the following services in San José:	2019	2020
	(A)	(B)
Preservation of natural areas (open space, farmlands, and greenbelts)	39%	43%
Recycling	63% B	54%
Yard waste pick-up	62%	59%
City parks	49%	44%
Recreation programs or classes	54%	46%
Recreation centers or facilities	56% B	47%
Public library services	83% B	77%

In 2020, there were some changes to the wording of question items. In 2019, “Storm water management (storm drainage, dams, levees, etc.)” was “Storm drainage.”

Table 70: Question 10

Please rate the following categories of San José government performance:	2019	2020
	(A)	(B)
The overall direction that San José is taking	40%	37%
The job San José government does at welcoming resident involvement	32%	35%
Overall confidence in San José government	33%	36%
Generally acting in the best interest of the community	39%	40%

Table 71: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	2019	2020
	(A)	(B)
The City of San José	43%	45%
The Federal Government	22%	22%
Santa Clara County Government	46%	49%
The State Government	43%	52% A

Table 72: Question 12

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.	2019	2020
	(A)	(B)
Overall economic health of San José	89%	87%
Overall quality of the transportation system (auto, bicycle, foot, bus) in San José	87%	84%
Overall design or layout of San José's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	74%	71%
Overall feeling of safety in San José	93%	91%

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.	2019	2020
	(A)	(B)
Overall quality of natural environment in San José	81%	83%
Overall health and wellness opportunities in San José	72%	82% A
Overall opportunities for education, culture and the arts	85%	82%
Residents' connection and engagement with their community	70%	70%

In the 2020 survey, there were several changes to the wording of the question items. In 2019, the wording was: “Overall ease of getting to and from the university,” “Overall “built environment” of San José (including overall design, buildings, parks and transportation systems),” “Health and wellness opportunities in San José,” “Overall opportunities for education and enrichment,” and “Sense of community.”

Table 73: Question 13

Please rate the quality of each of the following services in San José.	2019	2020
	(A)	(B)
Graffiti removal	30%	36%
Gang prevention efforts	26%	28%
Overall ease of using Mineta San José International Airport	80%	78%
Availability of flights at Mineta San José International Airport	75%	74%

Table 74: Question 14

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?	2019	2020
	(A)	(B)
Visited a neighborhood park or City park	82%	81%
Used San José recreation centers or their services	45%	40%
Used San José public libraries or their services	82% B	75%
Visited the City of San José website (at www.sanjoseca.gov)	58%	64% A
Attended City-sponsored events	50% B	41%