

THE NCS™

The National Community Survey™

San José, CA

Technical Appendices
2020



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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: 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=300	44%	N=1642	35%	N=1291	13%	N=481	100%	N=3713
Your neighborhood as a place to live	16%	N=609	42%	N=1551	30%	N=1130	11%	N=421	100%	N=3711
San José as a place to raise children	8%	N=259	35%	N=1171	36%	N=1202	21%	N=694	100%	N=3326
San José as a place to work	17%	N=598	47%	N=1656	28%	N=962	8%	N=273	100%	N=3488
San José as a place to visit	6%	N=214	25%	N=905	39%	N=1404	30%	N=1089	100%	N=3612
San José as a place to retire	3%	N=92	11%	N=390	23%	N=793	63%	N=2134	100%	N=3409
The overall quality of life in San José	5%	N=191	37%	N=1374	42%	N=1558	16%	N=581	100%	N=3704
Sense of community	4%	N=138	23%	N=846	40%	N=1466	33%	N=1189	100%	N=3639

Table 2: 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=300	44%	N=1642	35%	N=1291	13%	N=481	0%	N=5	100%	N=3718
Your neighborhood as a place to live	16%	N=609	42%	N=1551	30%	N=1130	11%	N=421	0%	N=7	100%	N=3718
San José as a place to raise children	7%	N=259	32%	N=1171	32%	N=1202	19%	N=694	10%	N=382	100%	N=3708
San José as a place to work	16%	N=598	45%	N=1656	26%	N=962	7%	N=273	6%	N=211	100%	N=3699
San José as a place to visit	6%	N=214	25%	N=905	38%	N=1404	29%	N=1089	2%	N=79	100%	N=3691
San José as a place to retire	2%	N=92	11%	N=390	21%	N=793	58%	N=2134	8%	N=298	100%	N=3707
The overall quality of life in San José	5%	N=191	37%	N=1374	42%	N=1558	16%	N=581	0%	N=10	100%	N=3714
Sense of community	4%	N=138	23%	N=846	39%	N=1466	32%	N=1189	2%	N=83	100%	N=3722

Table 3: 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	
	%	N	%	N	%	N	%	N	%	N
Overall economic health of San José	5%	N=194	38%	N=1349	38%	N=1338	18%	N=654	100%	N=3535
Overall quality of the transportation system (auto, bicycle, foot, bus) in San José	3%	N=124	26%	N=928	39%	N=1392	31%	N=1115	100%	N=3560
Overall design or layout of San José's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	4%	N=146	33%	N=1207	43%	N=1556	20%	N=722	100%	N=3631
Overall quality of the utility infrastructure in San José (water, sewer, storm water, electric/gas)	6%	N=201	42%	N=1506	35%	N=1230	17%	N=622	100%	N=3560
Overall feeling of safety in San José	4%	N=159	29%	N=1073	38%	N=1407	29%	N=1069	100%	N=3708
Overall quality of natural environment in San José	5%	N=199	35%	N=1284	40%	N=1457	19%	N=705	100%	N=3645
Overall quality of parks and recreation opportunities	10%	N=344	39%	N=1395	34%	N=1239	17%	N=614	100%	N=3592
Overall health and wellness opportunities in San José	8%	N=273	41%	N=1397	37%	N=1266	14%	N=491	100%	N=3427
Overall opportunities for education, culture, and the arts	9%	N=331	38%	N=1358	37%	N=1305	16%	N=557	100%	N=3551
Residents' connection and engagement with their community	2%	N=82	22%	N=758	46%	N=1586	30%	N=1048	100%	N=3474

Table 4: 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	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall economic health of San José	5%	N=194	36%	N=1349	36%	N=1338	18%	N=654	5%	N=193	100%	N=3727
Overall quality of the transportation system (auto, bicycle, foot, bus) in San José	3%	N=124	25%	N=928	38%	N=1392	30%	N=1115	4%	N=144	100%	N=3704
Overall design or layout of San José's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	4%	N=146	33%	N=1207	42%	N=1556	19%	N=722	2%	N=73	100%	N=3703
Overall quality of the utility infrastructure in San José (water, sewer, storm water, electric/gas)	5%	N=201	41%	N=1506	33%	N=1230	17%	N=622	4%	N=139	100%	N=3699
Overall feeling of safety in San José	4%	N=159	29%	N=1073	38%	N=1407	29%	N=1069	0%	N=9	100%	N=3717
Overall quality of natural environment in San José	5%	N=199	35%	N=1284	39%	N=1457	19%	N=705	2%	N=60	100%	N=3704
Overall quality of parks and recreation opportunities	9%	N=344	38%	N=1395	34%	N=1239	17%	N=614	2%	N=88	100%	N=3680
Overall health and wellness opportunities in San José	7%	N=273	38%	N=1397	34%	N=1266	13%	N=491	7%	N=268	100%	N=3695

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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 opportunities for education, culture, and the arts	9%	N=331	37%	N=1358	35%	N=1305	15%	N=557	4%	N=151	100%	N=3702
Residents' connection and engagement with their community	2%	N=82	20%	N=758	43%	N=1586	28%	N=1048	6%	N=232	100%	N=3706

Table 5: 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	10%	N=368	37%	N=1363	25%	N=908	28%	N=1024	100%	N=3663
Remain in San José for the next five years	32%	N=1143	31%	N=1121	16%	N=557	21%	N=746	100%	N=3567

Table 6: 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	10%	N=368	37%	N=1363	24%	N=908	27%	N=1024	2%	N=62	100%	N=3725
Remain in San José for the next five years	31%	N=1143	30%	N=1121	15%	N=557	20%	N=746	4%	N=147	100%	N=3714

Table 7: 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 your neighborhood during the day	40%	N=1500	37%	N=1366	9%	N=318	11%	N=414	4%	N=135	100%	N=3734
In San José's downtown during the day	14%	N=497	38%	N=1340	15%	N=529	23%	N=801	11%	N=373	100%	N=3541
From property crime	8%	N=279	28%	N=1023	17%	N=631	26%	N=944	21%	N=747	100%	N=3623
From violent crime	15%	N=560	32%	N=1173	19%	N=682	22%	N=802	11%	N=401	100%	N=3619
From fire, flood, or other natural disaster	18%	N=658	42%	N=1532	20%	N=745	15%	N=539	5%	N=188	100%	N=3662
In your neighborhood after dark	13%	N=41	36%	N=119	21%	N=67	20%	N=65	11%	N=35	100%	N=328
In San José's downtown after dark	1%	N=4	17%	N=55	18%	N=60	32%	N=107	32%	N=104	100%	N=330

Table 8: 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 your neighborhood during the day	40%	N=1500	37%	N=1366	9%	N=318	11%	N=414	4%	N=135	0%	N=3	100%	N=3736
In San José's downtown during the day	13%	N=497	36%	N=1340	14%	N=529	22%	N=801	10%	N=373	5%	N=172	100%	N=3713
From property crime	8%	N=279	28%	N=1023	17%	N=631	25%	N=944	20%	N=747	3%	N=94	100%	N=3718
From violent crime	15%	N=560	32%	N=1173	19%	N=682	22%	N=802	11%	N=401	2%	N=64	100%	N=3683
From fire, flood, or other natural disaster	18%	N=658	41%	N=1532	20%	N=745	14%	N=539	5%	N=188	2%	N=63	100%	N=3724
In your neighborhood after dark	12%	N=41	36%	N=119	20%	N=67	19%	N=65	10%	N=35	2%	N=7	100%	N=335
In San José's downtown after dark	1%	N=4	15%	N=55	16%	N=60	29%	N=107	29%	N=104	10%	N=36	100%	N=366

Table 9: 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	7%	N=238	33%	N=1119	40%	N=1359	19%	N=640	100%	N=3356
Attracting people from diverse backgrounds	21%	N=728	43%	N=1452	25%	N=850	11%	N=379	100%	N=3408
Valuing/respecting residents from diverse backgrounds	17%	N=581	42%	N=1449	29%	N=999	11%	N=383	100%	N=3412
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	4%	N=129	18%	N=586	32%	N=1030	46%	N=1511	100%	N=3256

Table 10: 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	6%	N=238	30%	N=1119	36%	N=1359	17%	N=640	10%	N=377	100%	N=3733
Attracting people from diverse backgrounds	20%	N=728	39%	N=1452	23%	N=850	10%	N=379	9%	N=317	100%	N=3725
Valuing/respecting residents from diverse backgrounds	16%	N=581	39%	N=1449	27%	N=999	10%	N=383	8%	N=296	100%	N=3708
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	3%	N=129	16%	N=586	28%	N=1030	41%	N=1511	13%	N=466	100%	N=3722

Table 11: 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	8%	N=308	52%	N=1897	32%	N=1147	8%	N=273	100%	N=3626
Variety of business and service establishments in San José	16%	N=563	47%	N=1698	30%	N=1071	8%	N=286	100%	N=3618
Vibrancy of downtown/commercial area	4%	N=139	26%	N=910	41%	N=1419	29%	N=993	100%	N=3462
Employment opportunities	16%	N=545	41%	N=1351	32%	N=1057	11%	N=368	100%	N=3322
Shopping opportunities	19%	N=699	48%	N=1739	26%	N=935	8%	N=278	100%	N=3650
Cost of living in San José	0%	N=17	4%	N=146	21%	N=776	74%	N=2743	100%	N=3683
Overall image or reputation of San José	3%	N=110	28%	N=1017	45%	N=1637	24%	N=870	100%	N=3633

Table 12: 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	8%	N=308	51%	N=1897	31%	N=1147	7%	N=273	2%	N=90	100%	N=3715
Variety of business and service establishments in San José	15%	N=563	46%	N=1698	29%	N=1071	8%	N=286	2%	N=72	100%	N=3689
Vibrancy of downtown/commercial area	4%	N=139	25%	N=910	38%	N=1419	27%	N=993	7%	N=248	100%	N=3709
Employment opportunities	15%	N=545	37%	N=1351	29%	N=1057	10%	N=368	10%	N=377	100%	N=3698
Shopping opportunities	19%	N=699	47%	N=1739	25%	N=935	8%	N=278	1%	N=43	100%	N=3693
Cost of living in San José	0%	N=17	4%	N=146	21%	N=776	74%	N=2743	0%	N=15	100%	N=3698
Overall image or reputation of San José	3%	N=110	27%	N=1017	44%	N=1637	23%	N=870	2%	N=72	100%	N=3705

Table 13: 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=69	20%	N=748	41%	N=1486	37%	N=1357	100%	N=3659
Ease of public parking	4%	N=125	25%	N=882	42%	N=1485	30%	N=1065	100%	N=3558
Ease of travel by car in San José	7%	N=259	38%	N=1380	38%	N=1401	17%	N=617	100%	N=3657
Ease of travel by public transportation in San José	3%	N=85	18%	N=506	36%	N=1042	43%	N=1238	100%	N=2871
Ease of travel by bicycle in San José	5%	N=147	30%	N=815	41%	N=1123	24%	N=641	100%	N=2726
Ease of walking in San José	6%	N=203	35%	N=1226	37%	N=1271	22%	N=776	100%	N=3476
Well-planned residential growth	3%	N=90	17%	N=523	38%	N=1143	42%	N=1292	100%	N=3048
Well-planned commercial growth	4%	N=116	25%	N=710	41%	N=1199	30%	N=864	100%	N=2889
Well-designed neighborhoods	3%	N=95	25%	N=832	44%	N=1471	28%	N=916	100%	N=3314
Preservation of the historical or cultural character of the community	6%	N=177	33%	N=1011	38%	N=1165	23%	N=703	100%	N=3056
Public places where people want to spend time	4%	N=138	27%	N=935	42%	N=1489	27%	N=961	100%	N=3523
Variety of housing options	3%	N=99	20%	N=680	38%	N=1296	40%	N=1358	100%	N=3433
Availability of affordable quality housing	2%	N=57	5%	N=155	18%	N=595	76%	N=2533	100%	N=3340
Overall quality of new development in San José	3%	N=102	27%	N=779	44%	N=1296	26%	N=752	100%	N=2929
Overall appearance of San José	3%	N=103	25%	N=895	43%	N=1566	30%	N=1086	100%	N=3652
Cleanliness of San José	2%	N=66	16%	N=582	31%	N=1120	52%	N=1888	100%	N=3656
Water resources (beaches, lakes, ponds, riverways, etc.)	3%	N=85	20%	N=655	43%	N=1431	35%	N=1187	100%	N=3359
Air quality	2%	N=81	25%	N=915	45%	N=1605	28%	N=1004	100%	N=3606
Availability of paths and walking trails	9%	N=299	37%	N=1280	39%	N=1354	16%	N=559	100%	N=3490
Fitness opportunities (including exercise classes and paths or trails, etc.)	10%	N=328	41%	N=1386	35%	N=1183	14%	N=480	100%	N=3376
Recreational opportunities	7%	N=242	37%	N=1260	41%	N=1399	14%	N=480	100%	N=3381
Availability of affordable quality food	10%	N=364	38%	N=1377	37%	N=1318	15%	N=534	100%	N=3594
Availability of affordable quality health care	8%	N=273	34%	N=1118	36%	N=1195	21%	N=699	100%	N=3284
Availability of preventive health services	9%	N=284	38%	N=1147	37%	N=1131	16%	N=491	100%	N=3052
Availability of affordable quality mental health care	6%	N=137	21%	N=500	29%	N=694	44%	N=1038	100%	N=2369

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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
Opportunities to attend cultural/arts/music activities	10%	N=326	37%	N=1227	37%	N=1221	17%	N=554	100%	N=3328
Community support for the arts	8%	N=227	33%	N=944	40%	N=1154	20%	N=564	100%	N=2888
Availability of affordable quality childcare/preschool	3%	N=58	18%	N=392	36%	N=765	43%	N=908	100%	N=2124
K-12 education	5%	N=131	31%	N=835	38%	N=1027	26%	N=698	100%	N=2691
Adult educational opportunities	8%	N=186	36%	N=864	39%	N=948	18%	N=432	100%	N=2429
Sense of civic/community pride	3%	N=87	25%	N=842	46%	N=1524	27%	N=887	100%	N=3340
Neighborliness of residents in San José	4%	N=127	28%	N=987	45%	N=1581	22%	N=780	100%	N=3475
Opportunities to participate in social events and activities	5%	N=173	33%	N=1059	44%	N=1418	17%	N=544	100%	N=3194
Opportunities to attend special events and festivals	9%	N=287	37%	N=1237	38%	N=1266	16%	N=543	100%	N=3333
Opportunities to volunteer	14%	N=417	44%	N=1306	34%	N=997	8%	N=222	100%	N=2942
Opportunities to participate in community matters	9%	N=256	38%	N=1126	38%	N=1146	15%	N=461	100%	N=2988
Openness and acceptance of the community toward people of diverse backgrounds	16%	N=506	42%	N=1382	31%	N=1022	11%	N=355	100%	N=3265

Table 14: 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=69	20%	N=748	40%	N=1486	37%	N=1357	1%	N=42	100%	N=3701
Ease of public parking	3%	N=125	24%	N=882	41%	N=1485	29%	N=1065	3%	N=94	100%	N=3652
Ease of travel by car in San José	7%	N=259	37%	N=1380	38%	N=1401	17%	N=617	1%	N=24	100%	N=3682
Ease of travel by public transportation in San José	2%	N=85	14%	N=506	28%	N=1042	34%	N=1238	22%	N=805	100%	N=3676
Ease of travel by bicycle in San José	4%	N=147	22%	N=815	31%	N=1123	17%	N=641	26%	N=953	100%	N=3679
Ease of walking in San José	6%	N=203	33%	N=1226	35%	N=1271	21%	N=776	5%	N=193	100%	N=3670
Well-planned residential growth	2%	N=90	14%	N=523	31%	N=1143	35%	N=1292	17%	N=608	100%	N=3656
Well-planned commercial growth	3%	N=116	19%	N=710	33%	N=1199	24%	N=864	21%	N=781	100%	N=3671
Well-designed neighborhoods	3%	N=95	23%	N=832	40%	N=1471	25%	N=916	10%	N=353	100%	N=3667

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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	
Preservation of the historical or cultural character of the community	5%	N=177	28%	N=1011	32%	N=1165	19%	N=703	16%	N=595	100%	N=3651
Public places where people want to spend time	4%	N=138	25%	N=935	40%	N=1489	26%	N=961	4%	N=154	100%	N=3677
Variety of housing options	3%	N=99	19%	N=680	35%	N=1296	37%	N=1358	6%	N=232	100%	N=3665
Availability of affordable quality housing	2%	N=57	4%	N=155	16%	N=595	69%	N=2533	9%	N=338	100%	N=3677
Overall quality of new development in San José	3%	N=102	21%	N=779	35%	N=1296	21%	N=752	20%	N=734	100%	N=3663
Overall appearance of San José	3%	N=103	24%	N=895	43%	N=1566	30%	N=1086	1%	N=25	100%	N=3677
Cleanliness of San José	2%	N=66	16%	N=582	30%	N=1120	51%	N=1888	1%	N=26	100%	N=3682
Water resources (beaches, lakes, ponds, riverways, etc.)	2%	N=85	18%	N=655	39%	N=1431	32%	N=1187	9%	N=326	100%	N=3685
Air quality	2%	N=81	25%	N=915	44%	N=1605	27%	N=1004	1%	N=52	100%	N=3659
Availability of paths and walking trails	8%	N=299	35%	N=1280	37%	N=1354	15%	N=559	5%	N=189	100%	N=3679
Fitness opportunities (including exercise classes and paths or trails, etc.)	9%	N=328	38%	N=1386	32%	N=1183	13%	N=480	8%	N=297	100%	N=3672
Recreational opportunities	7%	N=242	34%	N=1260	38%	N=1399	13%	N=480	8%	N=281	100%	N=3663
Availability of affordable quality food	10%	N=364	37%	N=1377	36%	N=1318	15%	N=534	2%	N=81	100%	N=3675
Availability of affordable quality health care	7%	N=273	30%	N=1118	32%	N=1195	19%	N=699	11%	N=392	100%	N=3677
Availability of preventive health services	8%	N=284	31%	N=1147	31%	N=1131	13%	N=491	17%	N=615	100%	N=3667
Availability of affordable quality mental health care	4%	N=137	14%	N=500	19%	N=694	28%	N=1038	35%	N=1290	100%	N=3659
Opportunities to attend cultural/arts/music activities	9%	N=326	33%	N=1227	33%	N=1221	15%	N=554	9%	N=343	100%	N=3670
Community support for the arts	6%	N=227	26%	N=944	32%	N=1154	15%	N=564	21%	N=765	100%	N=3654
Availability of affordable quality childcare/preschool	2%	N=58	11%	N=392	21%	N=765	25%	N=908	42%	N=1539	100%	N=3663
K-12 education	4%	N=131	23%	N=835	28%	N=1027	19%	N=698	27%	N=988	100%	N=3679
Adult educational opportunities	5%	N=186	24%	N=864	26%	N=948	12%	N=432	34%	N=1235	100%	N=3664
Sense of civic/community pride	2%	N=87	23%	N=842	42%	N=1524	24%	N=887	9%	N=314	100%	N=3654
Neighborliness of residents in San José	3%	N=127	27%	N=987	43%	N=1581	21%	N=780	5%	N=172	100%	N=3648
Opportunities to participate in social events and activities	5%	N=173	29%	N=1059	39%	N=1418	15%	N=544	12%	N=442	100%	N=3636

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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
Opportunities to attend special events and festivals	8%	N=287	34%	N=1237	35%	N=1266	15%	N=543	9%	N=312	100%	N=3645
Opportunities to volunteer	11%	N=417	36%	N=1306	27%	N=997	6%	N=222	19%	N=703	100%	N=3645
Opportunities to participate in community matters	7%	N=256	31%	N=1126	31%	N=1146	13%	N=461	18%	N=650	100%	N=3638
Openness and acceptance of the community toward people of diverse backgrounds	14%	N=506	38%	N=1382	28%	N=1022	10%	N=355	10%	N=355	100%	N=3620

Table 15: Question 8

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Contacted the City of San José (in-person, phone, email or web) for help or information	54%	N=1989	46%	N=1673	100%	N=3662
Contacted San José elected officials (in-person, phone, email or web) to express your opinion	73%	N=2673	27%	N=981	100%	N=3654
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	74%	N=2725	26%	N=933	100%	N=3659
Watched (online or on television) a local public meeting	66%	N=2395	34%	N=1260	100%	N=3655
Volunteered your time to some group/activity in San José	63%	N=2314	37%	N=1337	100%	N=3650
Campaigned or advocated for a local issue, cause or candidate	80%	N=2942	20%	N=716	100%	N=3658
Voted in your most recent local election	22%	N=817	78%	N=2829	100%	N=3646
Used bus, rail, subway, or other public transportation instead of driving	62%	N=2256	38%	N=1392	100%	N=3647
Carpooled with other adults or children instead of driving alone	47%	N=1714	53%	N=1950	100%	N=3664
Walked or biked instead of driving	37%	N=1363	63%	N=2289	100%	N=3652
Stocked supplies in preparation for an emergency	28%	N=1011	72%	N=2648	100%	N=3659
Observed a code violation or other hazard in San José	34%	N=1257	66%	N=2387	100%	N=3644

Table 16: 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	
	%	N	%	N	%	N	%	N	%	N
Public information services	7%	N=209	42%	N=1322	39%	N=1235	12%	N=375	100%	N=3142
Economic development	4%	N=122	37%	N=1053	40%	N=1155	19%	N=537	100%	N=2867
Traffic enforcement	3%	N=100	26%	N=866	36%	N=1179	35%	N=1168	100%	N=3314

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Please rate the quality of each of the following services in San José.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic signal timing	4%	N=133	35%	N=1224	41%	N=1431	21%	N=724	100%	N=3512
Street repair	3%	N=94	20%	N=691	36%	N=1292	41%	N=1467	100%	N=3544
Street cleaning	4%	N=135	26%	N=909	34%	N=1203	36%	N=1279	100%	N=3526
Street lighting	6%	N=211	39%	N=1409	36%	N=1294	19%	N=674	100%	N=3588
Sidewalk maintenance	3%	N=103	28%	N=982	39%	N=1367	30%	N=1068	100%	N=3520
Bus or transit services	5%	N=126	25%	N=644	40%	N=1038	30%	N=784	100%	N=2592
Land use, planning, and zoning	2%	N=60	20%	N=514	43%	N=1113	35%	N=918	100%	N=2605
Code enforcement (weeds, abandoned buildings, etc.)	1%	N=32	12%	N=343	31%	N=900	56%	N=1635	100%	N=2910
Affordable high-speed internet access	6%	N=202	26%	N=822	33%	N=1033	34%	N=1063	100%	N=3120
Garbage collection	19%	N=687	49%	N=1760	25%	N=875	7%	N=244	100%	N=3566
Drinking water	13%	N=456	43%	N=1504	28%	N=998	16%	N=544	100%	N=3502
Sewer services	15%	N=474	52%	N=1644	28%	N=890	5%	N=167	100%	N=3175
Storm water management (storm drainage, dams, levees, etc.)	11%	N=314	45%	N=1318	32%	N=946	12%	N=335	100%	N=2913
Power (electric and/or gas) utility	8%	N=289	37%	N=1298	33%	N=1181	22%	N=765	100%	N=3532
Utility billing	6%	N=202	33%	N=1127	39%	N=1327	22%	N=733	100%	N=3389
Police services	8%	N=264	28%	N=920	36%	N=1190	28%	N=923	100%	N=3296
Crime prevention	3%	N=93	19%	N=582	34%	N=1071	44%	N=1384	100%	N=3130
Animal control	8%	N=190	39%	N=928	38%	N=911	15%	N=351	100%	N=2381
Ambulance or emergency medical services	19%	N=443	48%	N=1100	28%	N=646	4%	N=99	100%	N=2289
Fire services	31%	N=878	49%	N=1374	17%	N=476	3%	N=75	100%	N=2802
Fire prevention and education	13%	N=321	42%	N=1022	30%	N=721	14%	N=345	100%	N=2410
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	8%	N=211	35%	N=959	37%	N=1013	20%	N=535	100%	N=2718
Preservation of natural areas (open space, farmlands, and greenbelts)	10%	N=306	35%	N=1057	34%	N=1018	20%	N=611	100%	N=2993
San José open space	10%	N=291	33%	N=977	37%	N=1106	20%	N=597	100%	N=2971
Recycling	13%	N=436	42%	N=1415	31%	N=1070	14%	N=482	100%	N=3403

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Please rate the quality of each of the following services in San José.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Yard waste pick-up	20%	N=620	44%	N=1342	24%	N=733	11%	N=346	100%	N=3041
City parks	10%	N=338	41%	N=1414	34%	N=1166	15%	N=504	100%	N=3422
Recreation programs or classes	9%	N=197	39%	N=882	37%	N=833	15%	N=344	100%	N=2255
Recreation centers or facilities	8%	N=192	40%	N=966	38%	N=924	14%	N=326	100%	N=2408
Health services	7%	N=186	43%	N=1074	37%	N=935	13%	N=327	100%	N=2523
Public library services	32%	N=1023	47%	N=1503	17%	N=550	4%	N=144	100%	N=3219
Overall customer service by San José employees (police, receptionists, planners, etc.)	12%	N=358	38%	N=1149	36%	N=1072	15%	N=437	100%	N=3016

Table 17: 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=209	36%	N=1322	34%	N=1235	10%	N=375	13%	N=489	100%	N=3631
Economic development	3%	N=122	29%	N=1053	32%	N=1155	15%	N=537	20%	N=738	100%	N=3605
Traffic enforcement	3%	N=100	24%	N=866	32%	N=1179	32%	N=1168	9%	N=319	100%	N=3632
Traffic signal timing	4%	N=133	34%	N=1224	39%	N=1431	20%	N=724	3%	N=122	100%	N=3633
Street repair	3%	N=94	19%	N=691	36%	N=1292	40%	N=1467	3%	N=93	100%	N=3637
Street cleaning	4%	N=135	25%	N=909	33%	N=1203	35%	N=1279	3%	N=101	100%	N=3627
Street lighting	6%	N=211	39%	N=1409	36%	N=1294	19%	N=674	1%	N=52	100%	N=3640
Sidewalk maintenance	3%	N=103	27%	N=982	38%	N=1367	29%	N=1068	3%	N=124	100%	N=3644
Bus or transit services	3%	N=126	18%	N=644	29%	N=1038	22%	N=784	29%	N=1035	100%	N=3626
Land use, planning, and zoning	2%	N=60	14%	N=514	31%	N=1113	26%	N=918	28%	N=991	100%	N=3596
Code enforcement (weeds, abandoned buildings, etc.)	1%	N=32	9%	N=343	25%	N=900	45%	N=1635	20%	N=707	100%	N=3617
Affordable high-speed internet access	6%	N=202	23%	N=822	28%	N=1033	29%	N=1063	14%	N=514	100%	N=3635
Garbage collection	19%	N=687	48%	N=1760	24%	N=875	7%	N=244	2%	N=81	100%	N=3647
Drinking water	13%	N=456	41%	N=1504	27%	N=998	15%	N=544	4%	N=146	100%	N=3648
Sewer services	13%	N=474	46%	N=1644	25%	N=890	5%	N=167	12%	N=434	100%	N=3609

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Please rate the quality of each of the following services in San José.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Storm water management (storm drainage, dams, levees, etc.)	9%	N=314	36%	N=1318	26%	N=946	9%	N=335	19%	N=700	100%	N=3613
Power (electric and/or gas) utility	8%	N=289	36%	N=1298	33%	N=1181	21%	N=765	3%	N=100	100%	N=3632
Utility billing	6%	N=202	31%	N=1127	37%	N=1327	20%	N=733	6%	N=232	100%	N=3621
Police services	7%	N=264	25%	N=920	33%	N=1190	25%	N=923	9%	N=335	100%	N=3630
Crime prevention	3%	N=93	16%	N=582	30%	N=1071	38%	N=1384	14%	N=498	100%	N=3628
Animal control	5%	N=190	26%	N=928	25%	N=911	10%	N=351	34%	N=1242	100%	N=3622
Ambulance or emergency medical services	12%	N=443	30%	N=1100	18%	N=646	3%	N=99	37%	N=1330	100%	N=3619
Fire services	24%	N=878	38%	N=1374	13%	N=476	2%	N=75	23%	N=824	100%	N=3626
Fire prevention and education	9%	N=321	28%	N=1022	20%	N=721	10%	N=345	33%	N=1191	100%	N=3600
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	6%	N=211	27%	N=959	28%	N=1013	15%	N=535	25%	N=890	100%	N=3608
Preservation of natural areas (open space, farmlands, and greenbelts)	8%	N=306	29%	N=1057	28%	N=1018	17%	N=611	17%	N=616	100%	N=3609
San José open space	8%	N=291	27%	N=977	31%	N=1106	16%	N=597	18%	N=650	100%	N=3620
Recycling	12%	N=436	39%	N=1415	29%	N=1070	13%	N=482	6%	N=232	100%	N=3636
Yard waste pick-up	17%	N=620	37%	N=1342	20%	N=733	10%	N=346	16%	N=589	100%	N=3631
City parks	9%	N=338	39%	N=1414	32%	N=1166	14%	N=504	5%	N=170	100%	N=3593
Recreation programs or classes	5%	N=197	24%	N=882	23%	N=833	10%	N=344	38%	N=1354	100%	N=3609
Recreation centers or facilities	5%	N=192	27%	N=966	26%	N=924	9%	N=326	33%	N=1198	100%	N=3606
Health services	5%	N=186	30%	N=1074	26%	N=935	9%	N=327	30%	N=1065	100%	N=3587
Public library services	28%	N=1023	42%	N=1503	15%	N=550	4%	N=144	11%	N=384	100%	N=3603
Overall customer service by San José employees (police, receptionists, planners, etc.)	10%	N=358	32%	N=1149	30%	N=1072	12%	N=437	16%	N=585	100%	N=3601

Table 18: 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 value of services for the taxes paid to San José	2%	N=72	20%	N=661	39%	N=1264	39%	N=1285	100%	N=3283
The overall direction that San José is taking	4%	N=116	25%	N=819	33%	N=1091	38%	N=1237	100%	N=3263
The job San José government does at welcoming resident involvement	5%	N=135	26%	N=700	40%	N=1082	29%	N=797	100%	N=2714
Overall confidence in San José government	4%	N=121	26%	N=866	35%	N=1163	35%	N=1172	100%	N=3322
Generally acting in the best interest of the community	4%	N=139	28%	N=929	35%	N=1154	32%	N=1053	100%	N=3274
Being honest	5%	N=142	30%	N=883	36%	N=1068	29%	N=870	100%	N=2963
Being open and transparent to the public	5%	N=153	27%	N=811	36%	N=1083	32%	N=960	100%	N=3006
Informing residents about issues facing the community	6%	N=193	30%	N=950	36%	N=1146	29%	N=918	100%	N=3206
Treating all residents fairly	6%	N=180	28%	N=810	35%	N=1016	32%	N=923	100%	N=2930
Treating residents with respect	7%	N=217	35%	N=1052	35%	N=1039	23%	N=671	100%	N=2979

Table 19: 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 value of services for the taxes paid to San José	2%	N=72	18%	N=661	35%	N=1264	36%	N=1285	9%	N=334	100%	N=3617
The overall direction that San José is taking	3%	N=116	23%	N=819	30%	N=1091	34%	N=1237	9%	N=334	100%	N=3597
The job San José government does at welcoming resident involvement	4%	N=135	20%	N=700	30%	N=1082	22%	N=797	24%	N=865	100%	N=3578
Overall confidence in San José government	3%	N=121	24%	N=866	32%	N=1163	33%	N=1172	7%	N=265	100%	N=3587
Generally acting in the best interest of the community	4%	N=139	26%	N=929	32%	N=1154	29%	N=1053	9%	N=332	100%	N=3607
Being honest	4%	N=142	25%	N=883	30%	N=1068	24%	N=870	18%	N=631	100%	N=3594
Being open and transparent to the public	4%	N=153	23%	N=811	30%	N=1083	27%	N=960	16%	N=582	100%	N=3588
Informing residents about issues facing the community	5%	N=193	26%	N=950	32%	N=1146	26%	N=918	11%	N=382	100%	N=3588
Treating all residents fairly	5%	N=180	23%	N=810	28%	N=1016	26%	N=923	18%	N=665	100%	N=3594
Treating residents with respect	6%	N=217	29%	N=1052	29%	N=1039	19%	N=671	17%	N=606	100%	N=3585

Table 20: 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=199	35%	N=1170	39%	N=1313	21%	N=694	100%	N=3376
The Federal Government	4%	N=120	19%	N=615	38%	N=1229	40%	N=1298	100%	N=3262
Santa Clara County Government	7%	N=236	37%	N=1201	38%	N=1231	18%	N=577	100%	N=3245
The State Government	6%	N=196	32%	N=1067	36%	N=1181	26%	N=864	100%	N=3308

Table 21: 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	5%	N=199	32%	N=1170	36%	N=1313	19%	N=694	7%	N=244	100%	N=3620
The Federal Government	3%	N=120	17%	N=615	34%	N=1229	36%	N=1298	9%	N=338	100%	N=3600
Santa Clara County Government	7%	N=236	33%	N=1201	34%	N=1231	16%	N=577	10%	N=367	100%	N=3612
The State Government	5%	N=196	30%	N=1067	33%	N=1181	24%	N=864	8%	N=304	100%	N=3612

Table 22: 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	
	%	N	%	N	%	N	%	N	%	N
Overall economic health of San José	48%	N=1746	39%	N=1407	11%	N=414	1%	N=42	100%	N=3609
Overall quality of the transportation system (auto, bicycle, foot, bus) in San José	34%	N=1229	41%	N=1469	22%	N=803	3%	N=93	100%	N=3595
Overall design or layout of San José's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	27%	N=994	42%	N=1532	26%	N=942	4%	N=147	100%	N=3614
Overall quality of the utility infrastructure in San José (water, sewer, storm water, electric/gas)	46%	N=1665	39%	N=1404	13%	N=484	1%	N=43	100%	N=3597
Overall feeling of safety in San José	63%	N=2283	29%	N=1036	7%	N=264	1%	N=40	100%	N=3622
Overall quality of natural environment in San José	36%	N=1300	44%	N=1592	18%	N=634	2%	N=72	100%	N=3598
Overall quality of parks and recreation opportunities	28%	N=1001	47%	N=1674	23%	N=818	2%	N=80	100%	N=3572
Overall health and wellness opportunities in San José	30%	N=1091	42%	N=1488	23%	N=839	4%	N=159	100%	N=3576
Overall opportunities for education, culture and the arts	30%	N=1075	42%	N=1523	24%	N=850	4%	N=143	100%	N=3591

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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	
	21%	N=761	41%	N=1472	33%	N=1174	5%	N=181	100%	N=3588
Residents' connection and engagement with their community	21%	N=761	41%	N=1472	33%	N=1174	5%	N=181	100%	N=3588

Table 23: 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	
	7%	N=116	37%	N=624	37%	N=616	19%	N=322	100%	N=1679
Services to seniors	7%	N=116	37%	N=624	37%	N=616	19%	N=322	100%	N=1679
Services to youth	5%	N=101	32%	N=634	44%	N=879	20%	N=399	100%	N=2013
Services to low-income people	8%	N=174	22%	N=468	33%	N=709	37%	N=791	100%	N=2142
Graffiti removal	5%	N=129	21%	N=597	32%	N=907	42%	N=1190	100%	N=2823
Gang prevention efforts	2%	N=38	17%	N=344	32%	N=649	49%	N=986	100%	N=2017
Overall ease of using Mineta San José International Airport	30%	N=1008	47%	N=1564	19%	N=651	4%	N=118	100%	N=3341
Availability of flights at Mineta San José International Airport	21%	N=668	50%	N=1625	25%	N=807	4%	N=139	100%	N=3239

Table 24: 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	
	3%	N=116	17%	N=624	17%	N=616	9%	N=322	54%	N=1950	100%	N=3628
Services to seniors	3%	N=116	17%	N=624	17%	N=616	9%	N=322	54%	N=1950	100%	N=3628
Services to youth	3%	N=101	18%	N=634	24%	N=879	11%	N=399	44%	N=1597	100%	N=3610
Services to low-income people	5%	N=174	13%	N=468	20%	N=709	22%	N=791	41%	N=1461	100%	N=3603
Graffiti removal	4%	N=129	17%	N=597	25%	N=907	33%	N=1190	22%	N=788	100%	N=3611
Gang prevention efforts	1%	N=38	10%	N=344	18%	N=649	27%	N=986	44%	N=1573	100%	N=3590
Overall ease of using Mineta San José International Airport	28%	N=1008	43%	N=1564	18%	N=651	3%	N=118	8%	N=283	100%	N=3624
Availability of flights at Mineta San José International Airport	18%	N=668	45%	N=1625	22%	N=807	4%	N=139	10%	N=377	100%	N=3616

Table 25: 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	
Visited a neighborhood park or City park	32%	N=1149	28%	N=1017	31%	N=1116	10%	N=358	100%	N=3639
Used San José recreation centers or their services	4%	N=156	9%	N=309	24%	N=854	63%	N=2273	100%	N=3592
Used San José public libraries or their services	13%	N=453	23%	N=811	32%	N=1149	33%	N=1174	100%	N=3587
Visited the City of San José website (at www.sanjoseca.gov)	8%	N=286	18%	N=635	50%	N=1824	24%	N=879	100%	N=3624
Attended City-sponsored events	1%	N=37	4%	N=156	34%	N=1226	61%	N=2200	100%	N=3619

Table 26: 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	
Visited a neighborhood park or City park	32%	N=1149	28%	N=1017	31%	N=1116	10%	N=358	100%	N=3639
Used San José recreation centers or their services	4%	N=156	9%	N=309	24%	N=854	63%	N=2273	100%	N=3592
Used San José public libraries or their services	13%	N=453	23%	N=811	32%	N=1149	33%	N=1174	100%	N=3587
Visited the City of San José website (at www.sanjoseca.gov)	8%	N=286	18%	N=635	50%	N=1824	24%	N=879	100%	N=3624
Attended City-sponsored events	1%	N=37	4%	N=156	34%	N=1226	61%	N=2200	100%	N=3619

Table 27: Question 15

Do you work inside the boundaries of San José?	Percent	Number
Yes, outside the home	34%	N=1240
Yes, from home	33%	N=1212
No	32%	N=1178
Total	100%	N=3630

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	
	%	N	%	N	%	N	%	N	%	N	%	N
Access the internet from your home using a computer, laptop or tablet computer	90%	N=3285	5%	N=171	3%	N=110	0%	N=11	1%	N=54	100%	N=3631
Access the internet from your cell phone	89%	N=3198	4%	N=152	3%	N=95	1%	N=32	4%	N=132	100%	N=3608
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	59%	N=2135	12%	N=434	8%	N=279	5%	N=163	16%	N=593	100%	N=3605
Use or check email	88%	N=3176	9%	N=330	2%	N=65	1%	N=24	1%	N=25	100%	N=3620
Share your opinions online	15%	N=548	4%	N=155	16%	N=576	17%	N=609	47%	N=1660	100%	N=3548
Shop online	12%	N=450	8%	N=271	35%	N=1264	35%	N=1249	10%	N=372	100%	N=3606

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	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Access the internet from your home using a computer, laptop or tablet computer	90%	N=3285	5%	N=171	3%	N=110	0%	N=11	1%	N=54	0%	N=9	100%	N=3640
Access the internet from your cell phone	88%	N=3198	4%	N=152	3%	N=95	1%	N=32	4%	N=132	1%	N=22	100%	N=3630
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	59%	N=2135	12%	N=434	8%	N=279	4%	N=163	16%	N=593	1%	N=31	100%	N=3636
Use or check email	88%	N=3176	9%	N=330	2%	N=65	1%	N=24	1%	N=25	0%	N=7	100%	N=3627
Share your opinions online	15%	N=548	4%	N=155	16%	N=576	17%	N=609	46%	N=1660	2%	N=83	100%	N=3630
Shop online	12%	N=450	7%	N=271	35%	N=1264	34%	N=1249	10%	N=372	0%	N=17	100%	N=3623

Table 30: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	23%	N=858
Very good	45%	N=1631
Good	25%	N=904
Fair	6%	N=234
Poor	1%	N=31
Total	100%	N=3659

Table 31: 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	4%	N=140
Somewhat positive	14%	N=512
Neutral	48%	N=1761
Somewhat negative	27%	N=994
Very negative	7%	N=244
Total	100%	N=3651

Table 32: Question D4

How many years have you lived in San José?	Percent	Number
Less than 2 years	7%	N=248
2 to 5 years	13%	N=478
6 to 10 years	12%	N=441
11 to 20 years	15%	N=558
More than 20 years	53%	N=1951
Total	100%	N=3676

Table 33: Question D5

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	59%	N=2192
Building with two or more homes (duplex, townhome, apartment or condominium)	38%	N=1415
Mobile home	2%	N=62
Other	2%	N=62
Total	100%	N=3730

Table 34: Question D6

Do you rent or own your home?	Percent	Number
Rent	40%	N=1490
Own	60%	N=2239
Total	100%	N=3729

Table 35: Question D7

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	3%	N=116
\$500 to \$999 per month	6%	N=203
\$1,000 to \$1,499 per month	9%	N=305
\$1,500 to \$1,999 per month	10%	N=369
\$2,000 to \$2,499 per month	14%	N=509
\$2,500 to \$2,999 per month	16%	N=582
\$3,000 to \$3,499 per month	15%	N=528
\$3,500 or more per month	27%	N=970
Total	100%	N=3581

Table 36: Question D8

Do any children 17 or under live in your household?	Percent	Number
No	60%	N=2184
Yes	40%	N=1466
Total	100%	N=3651

Table 37: Question D9

Are you or any other members of your household aged 65 or older?	Percent	Number
No	73%	N=2662
Yes	27%	N=994
Total	100%	N=3656

Table 38: Question D10

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	5%	N=184
\$25,000 to \$49,999	9%	N=304
\$50,000 to \$74,999	12%	N=420
\$75,000 to \$99,999	13%	N=470
\$100,000 to \$149,999	20%	N=709
\$150,000 or more	40%	N=1402
Total	100%	N=3489

Table 39: Question D11

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	71%	N=2569
Yes, I consider myself to be Spanish, Hispanic or Latino	29%	N=1031
Total	100%	N=3600

Table 40: Question D12

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	3%	N=123
Asian, Asian Indian or Pacific Islander	27%	N=968
Black or African American	3%	N=109
White	52%	N=1860
Other	23%	N=816

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

Table 41: Question D13

In which category is your age?	Percent	Number
18 to 24 years	4%	N=143
25 to 34 years	25%	N=942
35 to 44 years	22%	N=815
45 to 54 years	20%	N=751
55 to 64 years	14%	N=506
65 to 74 years	10%	N=383
75 years or older	5%	N=179
Total	100%	N=3720

Table 42: Question D14

What is your gender?	Percent	Number
Female	51%	N=1902
Male	48%	N=1783
Identify in another way	1%	N=38
Total	100%	N=3723

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 43: Quality of Life

Quality of Life Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall image or reputation of San José	31%	322	343	Much lower
The overall quality of life in San José	42%	419	430	Much lower
San José as a place to live	52%	367	372	Much lower
Recommend living in San José to someone who asks	47%	286	288	Much lower
Remain in San José for the next five years	63%	276	281	Lower

Table 44: Governance

Governance Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall confidence in San José government	30%	260	276	Lower
The overall direction that San José is taking	29%	311	317	Much lower
The value of services for the taxes paid to San José	22%	377	380	Much lower
Generally acting in the best interest of the community	33%	261	277	Lower
Being honest	35%	247	269	Lower
Being open and transparent to the public	32%	24	26	Lower
Informing residents about issues facing the community	36%	24	26	Lower
The job San José government does at welcoming resident involvement	31%	299	317	Lower
Treating all residents fairly	34%	256	274	Lower
Treating residents with respect	43%	26	26	Lower
Overall customer service by San José employees	50%	353	371	Lower
Public information services	49%	263	284	Lower
Quality of services provided by the City of San José	41%	385	392	Much lower
Quality of services provided by the Federal Government	23%	257	258	Lower

Table 45: Economy

Economy Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall economic health of San José	44%	234	274	Lower
Economic development	41%	221	283	Similar
Overall quality of business and service establishments in San José	61%	177	277	Similar
Variety of business and service establishments in San José	62%	14	25	Similar
Vibrancy of downtown/commercial area	30%	202	252	Lower
Shopping opportunities	67%	102	294	Similar
San José as a place to visit	31%	278	291	Much lower
San José as a place to work	65%	177	353	Similar
Employment opportunities	57%	60	309	Higher
Cost of living in San José	4%	270	272	Much lower
Economy will have positive impact on income	18%	251	263	Lower
NOT experiencing housing costs stress	59%	219	263	Similar

Table 46: Mobility

Mobility Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of the transportation system in San José	30%	277	279	Much lower
Traffic flow on major streets	22%	307	331	Lower
Ease of travel by car in San José	45%	273	307	Lower
Ease of travel by public transportation in San José	21%	195	242	Lower
Ease of travel by bicycle in San José	35%	230	306	Lower
Ease of walking in San José	41%	278	307	Lower
Ease of public parking	28%	215	237	Lower
Bus or transit services	30%	195	237	Lower
Traffic enforcement	29%	351	353	Much lower
Traffic signal timing	39%	229	267	Similar
Street repair	22%	306	351	Lower
Street cleaning	30%	299	307	Much lower
Street lighting	45%	283	326	Lower
Sidewalk maintenance	31%	275	303	Lower
Used bus, rail, subway, or other public transportation instead of driving	38%	53	224	Higher
Carpooled with other adults or children instead of driving alone	53%	34	256	Higher
Walked or biked instead of driving	63%	94	264	Similar

Table 47: Community Design

Community Design Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall design or layout of San José's residential and commercial areas	37%	254	269	Lower
Overall appearance of San José	27%	337	340	Much lower
Your neighborhood as a place to live	58%	305	309	Lower
Overall quality of new development in San José	30%	275	293	Lower
Well-planned residential growth	20%	29	29	Much lower
Well-planned commercial growth	29%	29	29	Lower
Well-designed neighborhoods	28%	30	30	Much lower
Preservation of the historical or cultural character of the community	39%	23	24	Lower
Public places where people want to spend time	30%	261	263	Much lower
Variety of housing options	23%	263	282	Much lower
Availability of affordable quality housing	6%	300	306	Much lower
Land use, planning, and zoning	22%	288	298	Lower
Code enforcement	13%	360	362	Much lower

Table 48: Utilities

Utilities Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of the utility infrastructure in San José	48%	23	26	Lower
Affordable high-speed internet access	33%	23	23	Lower
Power (electric and/or gas) utility	45%	191	191	Much lower
Garbage collection	69%	306	333	Lower
Drinking water	56%	254	301	Lower
Sewer services	67%	251	301	Similar
Storm water management	56%	236	327	Similar
Utility billing	39%	234	237	Lower

Table 49: Safety

Safety Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall feeling of safety in San José	33%	347	352	Much lower
Police services	36%	415	419	Much lower
Crime prevention	22%	348	349	Much lower
Animal control	47%	273	317	Similar

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Safety Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Ambulance or emergency medical services	67%	311	319	Lower
Fire services	80%	317	360	Similar
Fire prevention and education	56%	274	283	Lower
Emergency preparedness	43%	260	280	Lower
In your neighborhood during the day	77%	333	345	Lower
In San José's downtown/commercial area during the day	52%	317	319	Much lower
From property crime	36%	39	39	Much lower
From violent crime	48%	39	39	Much lower
From fire, flood, or other natural disaster	60%	25	26	Lower

Table 50: Natural Environment

Natural Environment Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of natural environment in San José	41%	279	280	Much lower
Cleanliness of San José	18%	298	299	Much lower
Water resources	22%	22	22	Much lower
Air quality	28%	251	253	Much lower
Preservation of natural areas	46%	226	258	Lower
San José open space	43%	225	248	Lower
Recycling	54%	311	341	Lower
Yard waste pick-up	65%	217	268	Similar

Table 51: Parks and Recreation

Parks and Recreation Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of parks and recreation opportunities	48%	26	26	Much lower
Availability of paths and walking trails	45%	257	305	Lower
City parks	51%	301	309	Much lower
Recreational opportunities	44%	269	294	Lower
Recreation programs or classes	48%	285	313	Lower
Recreation centers or facilities	48%	249	281	Lower
Fitness opportunities	51%	238	260	Lower

Table 52: Health and Wellness

Health and Wellness Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall health and wellness opportunities in San José	49%	246	272	Lower
Health services	50%	198	230	Lower
Availability of affordable quality health care	42%	235	266	Lower
Availability of preventive health services	47%	206	248	Lower
Availability of affordable quality mental health care	27%	219	242	Lower
Availability of affordable quality food	48%	222	252	Lower
In very good to excellent health	68%	92	258	Similar

Table 53: Education, Arts, and Culture

Education, Arts, and Culture Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall opportunities for education, culture, and the arts	48%	233	271	Lower
Opportunities to attend cultural/arts/music activities	47%	220	293	Similar
Opportunities to attend special events and festivals	46%	269	287	Lower
Community support for the arts	41%	23	26	Lower
Public library services	78%	242	319	Similar
Availability of affordable quality child care/preschool	21%	254	264	Much lower
K-12 education	36%	251	268	Much lower
Adult educational opportunities	43%	202	251	Similar

Table 54: Inclusivity and Engagement

Inclusivity and Engagement Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Residents' connection and engagement with their community	24%	26	26	Much lower
Sense of community	27%	298	304	Much lower
Sense of civic/community pride	28%	26	26	Much lower
Neighborliness of San José	32%	263	264	Lower
San José as a place to raise children	43%	357	369	Much lower
San José as a place to retire	14%	354	355	Much lower
Openness and acceptance of the community toward people of diverse backgrounds	58%	181	298	Similar

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Inclusivity and Engagement Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Making all residents feel welcome	40%	26	26	Much lower
Attracting people from diverse backgrounds	64%	10	26	Similar
Valuing/respecting residents from diverse backgrounds	59%	21	26	Similar
Taking care of vulnerable residents	22%	26	26	Much lower
Opportunities to participate in social events and activities	39%	251	269	Lower
Opportunities to volunteer	59%	227	272	Similar
Opportunities to participate in community matters	46%	260	278	Lower

Table 55: Participation

Participation Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Contacted San José for help or information	46%	157	328	Similar
Contacted San José elected officials to express your opinion	27%	24	263	Similar
Attended a local public meeting	26%	65	269	Similar
Watched (online or on television) a local public meeting	34%	29	240	Higher
Volunteered your time to some group/activity in San José	37%	138	271	Similar
Campaigned or advocated for an issue, cause or candidate	20%	154	250	Similar
Voted in your most recent local election	78%	9	26	Similar
Access the internet from your home using a computer, laptop or tablet computer	98%	2	26	Similar
Access the internet from your cell phone	95%	1	26	Similar
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	79%	16	26	Similar
Use or check email	99%	2	26	Similar
Share your opinions online	36%	5	26	Similar
Shop online	55%	10	26	Similar

Table 56: Focus Areas

Importance Items	Percent essential or very important	Rank	Number of communities in comparison	Comparison to benchmark
Overall economic health of San José	87%	131	251	Similar
Overall quality of the transportation system in San José	75%	136	251	Similar
Overall design or layout of San José's residential and commercial areas	70%	218	251	Similar
Overall quality of the utility infrastructure in San José	85%	16	26	Similar
Overall feeling of safety in San José	92%	71	251	Similar
Overall quality of natural environment in San José	80%	142	251	Similar
Overall quality of parks and recreation opportunities	75%	22	26	Similar
Overall health and wellness opportunities in San José	72%	150	250	Similar
Overall opportunities for education, culture, and the arts	72%	200	251	Similar
Residents' connection and engagement with their community	62%	251	251	Much lower

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	Baltimore city, MD.....	619,796
Airway Heights city, WA.....	8,017	Baltimore County, MD.....	828,637
Albemarle County, VA.....	105,105	Batavia city, IL.....	26,499
Albert Lea city, MN.....	17,716	Battle Creek city, MI.....	51,505
Alexandria city, VA.....	154,710	Bay Village city, OH.....	15,426
Allegan County, MI.....	114,145	Baytown city, TX.....	76,205
American Canyon city, CA.....	20,341	Beaumont city, CA.....	43,641
Ankeny city, IA.....	56,237	Bellingham city, WA.....	85,388
Ann Arbor city, MI.....	119,303	Bend city, OR.....	87,167
Apache Junction city, AZ.....	38,452	Bethlehem township, PA.....	23,800
Arapahoe County, CO.....	626,612	Bettendorf city, IA.....	35,293
Arlington city, TX.....	388,225	Billings city, MT.....	109,082
Arvada city, CO.....	115,320	Bloomington city, IN.....	83,636
Asheville city, NC.....	89,318	Bloomington city, MN.....	85,417
Ashland city, OR.....	20,733	Boise City city, ID.....	220,859
Ashland town, MA.....	17,478	Bonner Springs city, KS.....	7,644
Ashland town, VA.....	7,554	Boulder city, CO.....	106,271
Aspen city, CO.....	7,097	Bowling Green city, KY.....	64,302
Athens-Clarke County, GA.....	122,292	Bozeman city, MT.....	43,132
Auburn city, AL.....	61,462	Brookline CDP, MA.....	59,246
Aurora city, CO.....	357,323	Brooklyn Center city, MN.....	30,885
Austin city, TX.....	916,906	Brooklyn city, OH.....	10,891
Avon town, CO.....	6,503	Broomfield city, CO.....	64,283
Avon town, IN.....	16,479	Brownsburg town, IN.....	24,625
Avondale city, AZ.....	81,590	Buffalo Grove village, IL.....	41,551
Azusa city, CA.....	49,029	Burlingame city, CA.....	30,401
Bainbridge Island city, WA.....	23,689	Cabarrus County, NC.....	196,716

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Cambridge city, MA.....	110,893	Dover city, NH.....	30,901
Canandaigua city, NY.....	10,402	Dublin city, CA.....	57,022
Cannon Beach city, OR.....	1,517	Dublin city, OH.....	44,442
Cañon City city, CO.....	16,298	Duluth city, MN.....	86,066
Cape Coral city, FL.....	173,679	Durham city, NC.....	257,232
Carlsbad city, CA.....	113,147	Durham County, NC.....	300,865
Cartersville city, GA.....	20,235	Dyer town, IN.....	16,077
Cary town, NC.....	159,715	Eagan city, MN.....	66,102
Castle Rock town, CO.....	57,274	Eagle Mountain city, UT.....	27,773
Cedar Hill city, TX.....	48,149	Eau Claire city, WI.....	67,945
Cedar Park city, TX.....	70,010	Eden Prairie city, MN.....	63,660
Cedar Rapids city, IA.....	130,330	Eden town, VT.....	1,254
Celina city, TX.....	7,910	Edgewater city, CO.....	5,299
Centennial city, CO.....	108,448	Edina city, MN.....	50,603
Chandler city, TX.....	2,896	Edmond city, OK.....	89,769
Chanhassen city, MN.....	25,108	Edmonds city, WA.....	41,309
Chapel Hill town, NC.....	59,234	El Cerrito city, CA.....	24,982
Chardon city, OH.....	5,166	El Paso de Robles (Paso Robles) city, CA.....	31,409
Charles County, MD.....	156,021	Elgin city, IL.....	112,628
Charlotte County, FL.....	173,236	Elk Grove city, CA.....	166,228
Charlottesville city, VA.....	46,487	Elmhurst city, IL.....	46,139
Chattanooga city, TN.....	176,291	Englewood city, CO.....	33,155
Chautauqua town, NY.....	4,362	Erie town, CO.....	22,019
Chesterfield County, VA.....	335,594	Escambia County, FL.....	309,924
Clayton city, MO.....	16,214	Estes Park town, CO.....	6,248
Clearwater city, FL.....	112,794	Euclid city, OH.....	47,698
Clinton city, SC.....	8,538	Farmers Branch city, TX.....	33,808
Clive city, IA.....	17,134	Farmersville city, TX.....	3,440
Clovis city, CA.....	104,411	Farmington Hills city, MI.....	81,235
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
Commerce City city, CO.....	52,905	Flower Mound town, TX.....	71,575
Conshohocken borough, PA.....	7,985	Forest Grove city, OR.....	23,554
Coolidge city, AZ.....	12,221	Fort Collins city, CO.....	159,150
Coon Rapids city, MN.....	62,342	Franklin city, TN.....	72,990
Coral Springs city, FL.....	130,110	Frederick town, CO.....	11,397
Coronado city, CA.....	24,053	Fremont city, CA.....	230,964
Corvallis city, OR.....	56,224	Frisco town, CO.....	2,977
Cottonwood Heights city, UT.....	34,214	Fruita city, CO.....	13,039
Coventry Lake CDP, CT.....	2,932	Gahanna city, OH.....	34,691
Coventry town, CT.....	12,458	Gaithersburg city, MD.....	67,417
Cupertino city, CA.....	60,687	Galveston city, TX.....	49,706
Dacono city, CO.....	4,929	Gardner city, KS.....	21,059
Dakota County, MN.....	414,655	Germantown city, TN.....	39,230
Dallas city, OR.....	15,413	Gilbert town, AZ.....	232,176
Dallas city, TX.....	1,300,122	Gillette city, WY.....	31,783
Danvers town, MA.....	27,527	Glen Ellyn village, IL.....	27,983
Danville city, KY.....	16,657	Glendora city, CA.....	51,891
Darien city, IL.....	22,206	Glenview village, IL.....	47,066
Davidson town, NC.....	12,325	Golden city, CO.....	20,365
Dayton city, OH.....	140,939	Golden Valley city, MN.....	21,208
Dayton town, WY.....	815	Goodyear city, AZ.....	74,953
Dearborn city, MI.....	95,295	Grafton village, WI.....	11,576
Decatur city, GA.....	22,022	Grand Rapids city, MI.....	195,355
DeLand city, FL.....	30,315	Grand Traverse County, MI.....	91,222
Delaware city, OH.....	38,193	Greeley city, CO.....	100,760
Denison city, TX.....	23,342	Greenville city, NC.....	90,347
Denton city, TX.....	131,097	Greer city, SC.....	28,587
Denver city, CO.....	678,467	Gunnison County, CO.....	16,215
Des Moines city, IA.....	214,778	Haltom City city, TX.....	44,059
Des Peres city, MO.....	8,536	Hamilton city, OH.....	62,216
Destin city, FL.....	13,421	Hamilton town, MA.....	7,991
Dothan city, AL.....	67,784	Hampton city, VA.....	136,255

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Hanover County, VA.....	103,218	Long Grove village, IL.....	7,980
Harrisburg city, SD.....	5,429	Longmont city, CO.....	91,730
Hastings city, MN.....	22,620	Lonsdale city, MN.....	3,850
Henderson city, NV.....	284,817	Los Alamos County, NM.....	18,031
High Point city, NC.....	109,849	Los Altos Hills town, CA.....	8,490
Highland Park city, IL.....	29,796	Loudoun County, VA.....	374,558
Highlands Ranch CDP, CO.....	105,264	Louisville city, CO.....	20,319
Homer Glen village, IL.....	24,403	Lower Merion township, PA.....	58,500
Honolulu County, HI.....	990,060	Lynchburg city, VA.....	79,237
Hopkinton town, MA.....	16,720	Lynnwood city, WA.....	37,242
Hoquiam city, WA.....	8,416	Manassas city, VA.....	41,379
Horry County, SC.....	310,186	Manhattan Beach city, CA.....	35,698
Hudson town, CO.....	1,709	Manhattan city, KS.....	55,427
Huntley village, IL.....	26,265	Mankato city, MN.....	41,241
Huntsville city, TX.....	40,727	Maple Grove city, MN.....	68,362
Hutchinson city, MN.....	13,836	Maplewood city, MN.....	40,127
Hutto city, TX.....	22,644	Maricopa County, AZ.....	4,155,501
Hyattsville city, MD.....	18,225	Marin County, CA.....	260,814
Independence city, MO.....	117,369	Marion city, IA.....	38,014
Indio city, CA.....	86,867	Mariposa County, CA.....	17,658
Iowa City city, IA.....	73,415	Marshfield city, WI.....	18,326
Issaquah city, WA.....	35,629	Martinez city, CA.....	37,902
Jackson city, MO.....	14,690	Marysville city, WA.....	66,178
Jackson County, MI.....	158,989	Mauai 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	Merriam city, KS.....	11,259
Kent city, WA.....	126,561	Mesa city, AZ.....	479,317
Kerrville city, TX.....	22,931	Mesquite city, TX.....	144,118
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	Middletown town, RI.....	16,100
Kirkland city, WA.....	86,772	Milford city, DE.....	10,645
Kirkwood city, MO.....	27,659	Milton city, GA.....	37,556
La Mesa city, CA.....	59,479	Minneapolis city, MN.....	411,452
La Plata town, MD.....	9,160	Minnetrissa city, MN.....	7,187
La Vista city, NE.....	17,062	Missoula County, MT.....	114,231
Lake Forest city, IL.....	18,931	Missouri City city, TX.....	72,688
Lake in the Hills village, IL.....	28,908	Moline city, IL.....	42,644
Lake Zurich village, IL.....	19,983	Monroe city, MI.....	20,128
Lakeville city, MN.....	61,056	Montgomery city, MN.....	2,921
Lakewood city, CO.....	151,411	Montgomery County, MD.....	1,039,198
Lakewood city, WA.....	59,102	Monticello city, UT.....	2,599
Lancaster County, SC.....	86,544	Montrose city, CO.....	18,918
Laramie city, WY.....	32,104	Moraga town, CA.....	17,231
Larimer County, CO.....	330,976	Morristown city, TN.....	29,446
Las Cruces city, NM.....	101,014	Morrisville town, NC.....	23,873
Las Vegas city, NM.....	13,445	Morro Bay city, CA.....	10,568
Lawrence city, KS.....	93,954	Moscow city, ID.....	24,833
Lawrenceville city, GA.....	29,287	Mountlake Terrace city, WA.....	20,922
Lehi city, UT.....	58,351	Murphy city, TX.....	20,361
Lenexa city, KS.....	52,030	Naperville city, IL.....	146,431
Lewisville city, TX.....	103,638	Napoleon city, OH.....	8,646
Libertyville village, IL.....	20,504	Needham CDP, MA.....	30,429
Lincolnwood village, IL.....	12,637	Nevada City city, CA.....	3,112
Lindsborg city, KS.....	3,313	Nevada County, CA.....	98,838
Little Chute village, WI.....	11,006	New Braunfels city, TX.....	70,317
Littleton city, CO.....	45,848	New Brighton city, MN.....	22,440
Livermore city, CA.....	88,232	New Concord village, OH.....	2,561
Lombard village, IL.....	43,776	New Hope city, MN.....	20,909
Lone Tree city, CO.....	13,430	Newport city, RI.....	24,745

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Newport News city, VA.....	180,775	Richmond Heights city, MO.....	8,466
Newton city, IA.....	15,085	Rio Rancho city, NM.....	93,317
Niles village, IL.....	29,823	River Falls city, WI.....	15,256
Noblesville city, IN.....	59,807	Riverside city, CA.....	321,570
Norcross city, GA.....	16,474	Roanoke city, VA.....	99,572
Norfolk city, NE.....	24,352	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
Oakdale city, MN.....	27,972	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
Orland Park village, IL.....	59,161	Sacramento city, CA.....	489,650
Orleans Parish, LA.....	388,182	Sahuarita town, AZ.....	28,257
Oshkosh city, WI.....	66,649	Sammamish city, WA.....	62,877
Oswego village, IL.....	33,759	San Carlos city, CA.....	29,954
Overland Park city, KS.....	186,147	San Diego city, CA.....	1,390,966
Paducah city, KY.....	24,879	San Francisco city, CA.....	864,263
Palm Beach Gardens city, FL.....	53,119	San José city, CA.....	1,023,031
Palm Coast city, FL.....	82,356	San Marcos city, TX.....	59,935
Palo Alto city, CA.....	67,082	Sangamon County, IL.....	198,134
Palos Verdes Estates city, CA.....	13,591	Santa Fe city, NM.....	82,980
Panama City Beach city, FL.....	12,461	Santa Fe County, NM.....	147,514
Papillion city, NE.....	19,478	Savage city, MN.....	30,011
Paradise Valley town, AZ.....	13,961	Schaumburg village, IL.....	74,427
Park City city, UT.....	8,167	Schertz city, TX.....	38,199
Parker town, CO.....	51,125	Scott County, MN.....	141,463
Pasco city, WA.....	70,607	Scottsdale city, AZ.....	239,283
Pasco County, FL.....	498,136	Sedona city, AZ.....	10,246
Payette city, ID.....	7,366	Sevierville city, TN.....	16,387
Pearland city, TX.....	113,693	Shakopee city, MN.....	40,024
Peoria city, IL.....	115,424	Shawnee city, KS.....	64,840
Pflugerville city, TX.....	58,013	Shawnee city, OK.....	30,974
Philadelphia city, PA.....	1,569,657	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
Plymouth city, MN.....	76,258	Snowmass Village town, CO.....	2,827
Port Orange city, FL.....	60,315	Somerset town, MA.....	18,257
Port St. Lucie city, FL.....	178,778	South Jordan city, UT.....	65,523
Portland city, OR.....	630,331	Southlake city, TX.....	30,090
Powell city, OH.....	12,658	Spearfish city, SD.....	11,300
Powhatan County, VA.....	28,364	Springville city, UT.....	32,319
Prairie Village city, KS.....	21,932	St. Augustine city, FL.....	13,952
Pueblo city, CO.....	109,122	St. Charles city, IL.....	32,730
Purcellville town, VA.....	9,217	St. Cloud city, MN.....	67,093
Queen Creek town, AZ.....	33,298	St. Joseph city, MO.....	76,819
Raleigh city, NC.....	449,477	St. Louis County, MN.....	200,294
Ramsey city, MN.....	25,853	St. Lucie County, FL.....	298,763
Raymore city, MO.....	20,358	State College borough, PA.....	42,224
Redmond city, OR.....	28,492	Steamboat Springs city, CO.....	12,520
Redmond city, WA.....	60,712	Sugar Land city, TX.....	86,886
Redwood City city, CA.....	84,368	Suisun City city, CA.....	29,280
Reno city, NV.....	239,732	Summit County, UT.....	39,731
Richfield city, MN.....	35,993	Sunnyvale city, CA.....	151,565
Richland city, WA.....	53,991	Surprise city, AZ.....	129,534
Richmond city, CA.....	108,853	Suwanee city, GA.....	18,655

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Tacoma city, WA.....	207,280	Wentzville city, MO.....	35,768
Takoma Park city, MD.....	17,643	West Carrollton city, OH.....	12,963
Tempe city, AZ.....	178,339	West Chester township, OH.....	62,804
Temple city, TX.....	71,795	West Des Moines city, IA.....	62,999
Texarkana city, TX.....	37,222	Western Springs village, IL.....	13,187
The Woodlands CDP, TX.....	109,608	Westerville city, OH.....	38,604
Thousand Oaks city, CA.....	128,909	Westlake town, TX.....	1,006
Tigard city, OR.....	51,355	Westminster city, CO.....	111,895
Tinley Park village, IL.....	57,107	Westminster city, MD.....	18,557
Tracy city, CA.....	87,613	Wheat Ridge city, CO.....	31,162
Trinidad CCD, CO.....	10,819	White House city, TN.....	11,107
Tualatin city, OR.....	27,135	Wichita city, KS.....	389,054
Tulsa city, OK.....	401,352	Williamsburg city, VA.....	14,817
Tustin city, CA.....	80,007	Willowbrook village, IL.....	8,598
Twin Falls city, ID.....	47,340	Wilmington city, NC.....	115,261
Unalaska city, AK.....	4,809	Wilsonville city, OR.....	22,789
University Heights city, OH.....	13,201	Windsor town, CO.....	23,386
University Park city, TX.....	24,692	Windsor town, CT.....	29,037
Urbandale city, IA.....	42,222	Winter Garden city, FL.....	40,799
Vail town, CO.....	5,425	Woodbury city, MN.....	67,648
Vernon Hills village, IL.....	26,084	Woodinville city, WA.....	11,675
Victoria city, MN.....	8,679	Wyandotte County, KS.....	163,227
Vienna town, VA.....	16,474	Wyoming city, MI.....	75,124
Virginia Beach city, VA.....	450,057	Yakima city, WA.....	93,182
Walnut Creek city, CA.....	68,516	York County, VA.....	67,196
Warrensburg city, MO.....	19,890	Yorktown town, IN.....	11,200
Washington County, MN.....	250,979	Yorkville city, IL.....	18,691
Washoe County, NV.....	445,551	Yountville city, CA.....	2,978
Waunakee village, WI.....	13,284		
Wauwatosa city, WI.....	47,687		

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

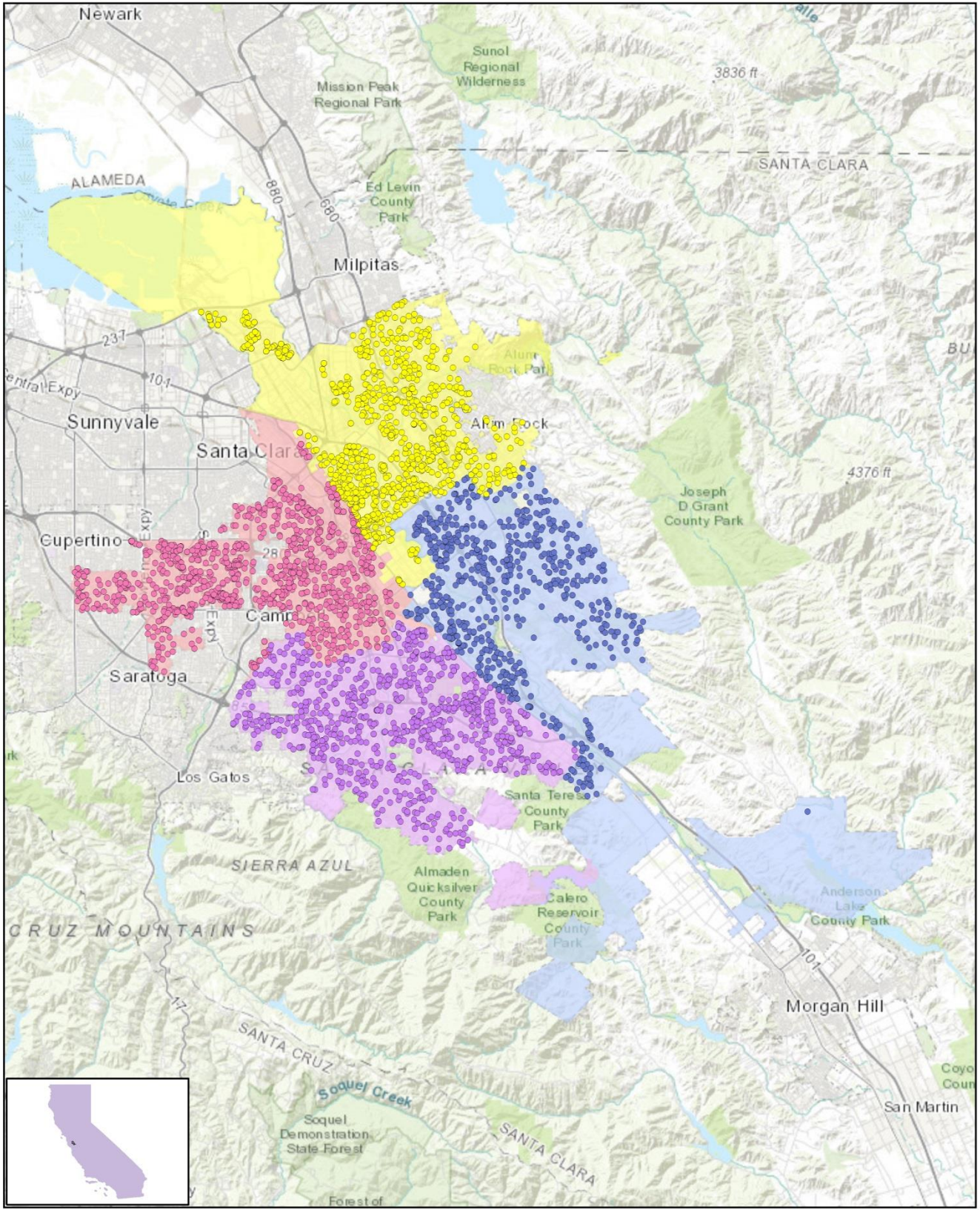
being within City boundaries was further identified as being within one of the City's four quadrants (Northeast, Northwest, Southeast or Southwest).

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 and posted to the City of San José website. This opt-in survey was identical to the scientific survey and open to all City residents.

Figure 1: Location of Survey Recipients



Survey Recipients in San Jose, CA

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



Survey Administration and Response

Selected households received mailings beginning on August 28, 2020. For 3,000 households, the first mailing was a postcard announcing the upcoming survey with a link to complete the survey online. 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. For 1,000 households, the first mailing was a postcard with a link to complete the survey online, followed one week later by a reminder postcard with a link to the survey. The second postcard also asked respondents not to complete the survey a second time.

The survey was available in English, Spanish, Vietnamese and Chinese. All mailings included a URL through which the residents could choose to respond online. The mailings also contained paragraphs in Spanish, Vietnamese and Chinese instructing participants to complete the survey online in their language of choice. Completed surveys were collected over seven weeks. The online “opt-in” survey became available to all residents on September 30, 2020 and remained open for two weeks.

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, 584 completed the survey, providing an overall response rate of 15%. Of the 584 completed surveys, two were completed in Spanish, two in Vietnamese, 10 in Chinese and 570 in English; 311 surveys were completed online. Additionally, responses were tracked by geographic area; response rates by quadrant ranged from 13% to 18%. The response rates were calculated using AAPOR’s response rate #2¹ for mailed surveys of unnamed persons. Additionally, 3,166 residents completed the online open-participation survey, providing a grand total of 3,750 completed surveys.

Table 57: Survey Response Rates by Area

	Northeast	Northwest	Southeast	Southwest	Overall
Total sample used	1,127	1,187	724	962	4,000
I=Complete Interviews	135	154	109	171	569
P=Partial Interviews	5	6	3	1	15
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	962	995	606	776	3,339
NE=Not eligible	25	32	6	14	77
Response rate: $(I+P)/(I+P) + (R+NC+O) + (UH+UO)$	13%	14%	16%	18%	15%

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

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 (584 completed surveys).

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 uses Polco, an online public engagement tool designed primarily for local governments, to collect online survey data. The Polco platform includes many features of online survey tools, but also includes elements tailored to the civic environment. For example, like NRC’s mailed surveys, surveys on Polco are presented with the City name, logo (or other image) and a description, so residents understand who is asking for input and why. Optionally, Polco can also verify respondents with local public data to ensure respondents are residents or voters. More generally,

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.

an advantage of online programming and data gathering is that it allows for more rigid control of the data format, making extensive data cleaning unnecessary.

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, geographic area, 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 58: San José, CA 2020 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	43%	24%	40%
Own home	57%	76%	60%
Detached unit*	58%	73%	60%
Attached unit*	42%	27%	40%
Race and Ethnicity			
White	45%	60%	46%
Not white	55%	40%	54%
Not Hispanic	70%	83%	71%
Hispanic	30%	17%	29%
Sex and Age			
Female	50%	60%	52%
Male	50%	40%	48%
18-34 years of age	33%	12%	29%
35-54 years of age	40%	45%	42%
55+ years of age	27%	43%	29%
Females 18-34	16%	8%	15%
Females 35-54	20%	28%	21%
Females 55+	14%	24%	16%
Males 18-34	17%	5%	14%
Males 35-54	21%	17%	21%
Males 55+	12%	19%	13%
Geographic Location			
Northeast	27%	23%	27%
Northwest	28%	29%	29%
Southeast	20%	16%	19%
Southwest	25%	32%	26%

* 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: Your household has been randomly selected to participate in a survey about your community. Please complete the survey online at:

Estimado residente de San José: Su hogar ha sido seleccionado al azar para participar en una encuesta acerca de su comunidad. Conteste la encuesta en línea en:

Kính thưa quý vị cư dân thành phố San José: Hộ gia đình quý vị đã được chọn ngẫu nhiên để tham gia khảo sát về cộng đồng San José.
Hãy cho chúng tôi biết ý kiến của quý vị bằng cách vô mạng và điền vào khảo sát:

亲爱的圣荷西居民：您的家庭已被随机选择参加关于您所在社区的一项调查。请在下列网站在线填写调查：



Joe Rois
City Auditor

Dear San José resident: Your household has been randomly selected to participate in a survey about your community. Please complete the survey online at:

Estimado residente de San José: Su hogar ha sido seleccionado al azar para participar en una encuesta acerca de su comunidad. Conteste la encuesta en línea en:

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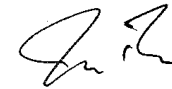
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City Auditor

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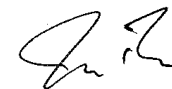
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City Auditor

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亲爱的圣荷西居民：您的家庭已被随机选择参加关于您所在社区的一项调查。请在下列网站在线填写调查：



Joe Rois
City Auditor

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200 East Santa Clara Street
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Dear City of San José Resident: You have been selected at random to participate in the 2020 San José Resident Survey. Your feedback will help San José make decisions that affect our City. Your responses are completely anonymous. **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

If you have any questions about the survey please call (408) 535-1220.

Estimado residente de la Ciudad de San José: Usted ha sido seleccionado al azar para participar en la Encuesta de residentes de San José 2020. Sus comentarios ayudarán a San José a tomar decisiones que afectan a nuestra ciudad. Sus respuestas son totalmente anónimas. **Conteste la encuesta en línea en:**

Si tiene alguna pregunta sobre la encuesta, llame al (408) 535-1220.

Kính thưa quý vị cư dân thành phố San José: Hộ gia đình quý vị đã được chọn ngẫu nhiên để tham gia khảo sát về cộng đồng San José năm 2020. Ý kiến của quý vị về chính quyền thành phố của chúng ta sẽ giúp những điều quyết định ảnh hưởng thành phố San José. Những câu trả lời của quý vị hoàn toàn bảo mật. **Chúng ta xin quý vị gửi lại khảo sát bằng thư trong phong bì với tem sẵn, hoặc là quý vị vô mạng và điền vào khảo sát:**

Nếu quý vị có câu hỏi nào về khảo sát thì nên gọi số (408) 535-1220.

亲爱的圣荷西市居民：您已被选择参加 2020 年圣荷西居民调查。您的反馈意见将有助于圣荷西做出对本市产生影响的决策。您的作答完全是匿名的。请在下列网站在线填写调查：

如果您有关于调查的任何问题，请致电 (408) 535-1220。



Joe Rois
City Auditor

Dear City of San José Resident: Here's a second chance if you haven't already responded to the 2020 San José Community 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.)** Your responses are completely anonymous. **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at: [xx.placeholder.xx](#)**
If you have any questions about the survey please call (408) 535-1220.

Estimado residente de la Ciudad de San José: ¡Aquí tiene una segunda oportunidad si no ha contestado aún la Encuesta comunitaria 2020 de San José! **(Si ya la contestó y envió, le agradecemos su tiempo y le pedimos que recicle esta encuesta. No conteste dos veces.)** Sus respuestas son totalmente anónimas. **Conteste la encuesta en línea en:**


Si tiene alguna pregunta sobre la encuesta, llame al (408) 535-1220.

Kính thưa quý vị cư dân thành phố San José: Sau đây là cơ hội thứ nhì để tham gia, nếu quý vị chưa trả lời Khảo Sát Cộng Đồng San José năm 2020! (Nếu quý vị đã điền đầy đủ rồi gởi trả lại thì chúng tôi xin cảm ơn quý vị đã dành thì giờ góp ý, và xin bỏ qua bản này. Đừng trả lời hai lần.) Những câu trả lời của quý vị hoàn toàn bảo mật. **Chúng ta xin quý vị gửi lại khảo sát bằng thư trong phong bì với tem trả trước, hoặc là quý vị vô mạng và điền vào khảo sát:**

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亲爱的圣荷西市居民：如果您还没有填写 2020年圣荷西社区调查，现在还有第二次机会！（如果您已填写并寄回调查，我们对您所花时间表示感谢，您无须再次填写此调查）。您的作答完全是匿名的。请在下列网站在线填写调查：

如果您有关于调查的任何问题，请致电 (408) 535-1220。



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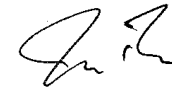
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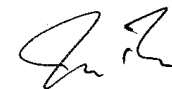
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xx.placeholder.xx

If you have any questions about the survey please call (408) 535-1220.

Estimado residente de la Ciudad de San José: Usted ha sido seleccionado al azar para participar en la Encuesta de residentes de San José 2020. Sus comentarios ayudarán a San José a tomar decisiones que afectan a nuestra ciudad. Sus respuestas son totalmente anónimas. **Puede contestar la encuesta en línea en:**

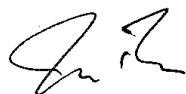
Si tiene alguna pregunta sobre la encuesta, llame al (408) 535-1220.

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Nếu quý vị có câu hỏi nào về khảo sát thì nên gọi số (408) 535-1220.

亲爱的圣荷西市居民：您已被选择参加 2020 年圣荷西居民调查。您的反馈意见将有助于圣荷西做出对本市产生影响的决策。您的作答完全是匿名的。您可在下列网站在线填写调查：

如果您有关于调查的任何问题，请致电 (408) 535-1220。



Joe Rois
City Auditor

Dear San José resident: If you have not yet completed San José's 2020 Community Survey, please do so. Your participation in this survey is very important. Please complete the survey online at:

Estimado residente de San José: Si no ha contestado aún la Encuesta comunitaria 2020 de San José, por favor contéstela. Su participación en esta encuesta es muy importante. Conteste la encuesta en línea en:

Kính thưa quý vị cư dân thành phố San José: Nếu quý vị vẫn chưa tham gia Khảo Sát Cộng Đồng San José năm 2020 thì chúng ta yêu cầu quý vị tham gia. Sự tham gia vào khảo sát và ý kiến của quý vị rất quan trọng. Chúng ta xin quý vị vô mạng và điền vào khảo sát:

亲爱的圣荷西居民: 如果您尚未完成 2020 年圣荷西社区调查, 希望您能抽空完成。您参加本调查非常重要。请在下列网站在线填写调查:



Joe Rois
City Auditor

Dear San José resident: If you have not yet completed San José's 2020 Community Survey, please do so. Your participation in this survey is very important. Please complete the survey online at:

Estimado residente de San José: Si no ha contestado aún la Encuesta comunitaria 2020 de San José, por favor contéstela. Su participación en esta encuesta es muy importante. Conteste la encuesta en línea en:

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亲爱的圣荷西居民: 如果您尚未完成 2020 年圣荷西社区调查, 希望您能抽空完成。您参加本调查非常重要。请在下列网站在线填写调查:



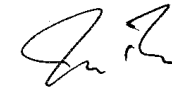
Joe Rois
City Auditor

Dear San José resident: If you have not yet completed San José's 2020 Community Survey, please do so. Your participation in this survey is very important. Please complete the survey online at:

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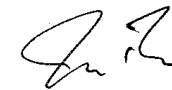
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Joe Rois
City Auditor

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The City of San José 2020 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). 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.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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
Sense of community.....	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of San José.....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in San José.....	1	2	3	4	5
Overall design or layout of San José's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in San José (water, sewer, storm water, electric/gas)	1	2	3	4	5
Overall feeling of safety in San José.....	1	2	3	4	5
Overall quality of natural environment in San José	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in San José.....	1	2	3	4	5
Overall opportunities for education, culture and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

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

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
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:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
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
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood or other natural disaster	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 the job you feel the San José community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in San José	1	2	3	4	5
Variety of business and service establishments in San José.....	1	2	3	4	5
Vibrancy of downtown/commercial area	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 image or reputation of San José.....	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	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
Overall quality of new development in San José	1	2	3	4	5
Overall appearance of San José.....	1	2	3	4	5
Cleanliness of San José.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.)	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	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
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in San José	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to attend special events and festivals.....	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

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

	<u>No</u>	<u>Yes</u>
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
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in San José.....	1	2
Campaigned or advocated for a local issue, cause or candidate.....	1	2
Voted in your most recent local election	1	2
Used bus, rail, subway or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2
Stocked supplies in preparation for an emergency.....	1	2
Observed a code violation or other hazard in San José	1	2

The City of San José 2020 Community Survey

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	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
Bus or transit services.....	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
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	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 (open space, farmlands and greenbelts).....	1	2	3	4	5
San José open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	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
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by San José employees (police, receptionists, planners, etc.).....	1	2	3	4	5

10. Please rate the following categories of San José government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5

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

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

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.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of San José.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in San José.....	1	2	3	4
Overall design or layout of San José's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in San José (water, sewer, storm water, electric/gas).....	1	2	3	4
Overall feeling of safety in San José.....	1	2	3	4
Overall quality of natural environment in San José.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in San José.....	1	2	3	4
Overall opportunities for education, culture and the arts.....	1	2	3	4
Residents' connection and engagement with their community.....	1	2	3	4

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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
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

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?

	<u>2 times a week or more a month</u>	<u>2-4 times a month</u>	<u>Once a month or less</u>	<u>Not at all</u>
Visited a neighborhood park or City park.....	1	2	3	4
Used San José recreation centers or their services.....	1	2	3	4
Used San José public libraries or their services.....	1	2	3	4
Visited the City of San José website (at www.sanjoseca.gov).....	1	2	3	4
Attended City-sponsored events.....	1	2	3	4

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

- Yes, outside the home
- Yes, from home
- No

The City of San José 2020 Community 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. In general, 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
Access the internet from your home using a computer, laptop or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

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. How many years have you lived in San José?

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

D5. 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

D6. Do you rent or own your home?

- Rent
 Own

D7. 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 \$500 \$2,000 to \$2,499
 \$500 to \$999 \$2,500 to \$2,999
 \$1,000 to \$1,499 \$3,000 to \$3,499
 \$1,500 to \$1,999 \$3,500 or more

D8. Do any children 17 or under live in your household?

- No Yes

D9. Are you or any other members of your household aged 65 or older?

- No Yes

D10. 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 \$75,000 to \$99,999
 \$25,000 to \$49,999 \$100,000 to \$149,999
 \$50,000 to \$74,999 \$150,000 or more

D11. Are you Spanish, Hispanic or Latino?

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

D12. 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

D13. 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

D14. What is your gender?

- Female
 Male
 Identify in another way

Thank you!

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

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