

Resident perceptions about Quality of Life and City Services in San José

COMMUNITY SURVEY

2021 marked San José’s first year of participation in The Community Opinion Survey (referred to throughout this report as the community survey). The survey was developed by True North Research (working closely with the City Auditor's Office and the City Manager's Office) to provide a statistically valid sampling of resident opinions about their community and services provided by local government. Survey results in this chapter and in the following chapters provide the opinions of 1,227 randomly selected residents of the city who responded by telephone or online. The survey was administered in four languages: English, Spanish, Chinese and Vietnamese.

In previous years, The National Community Survey, created and administered by the National Research Center, was used for the Services Report. To improve the validity and reliability of the data and better align questions with the City's interest, the questions and response scales were changed for the 2021 community survey. Because of these changes, survey results from prior years are not shown in the report for comparison.

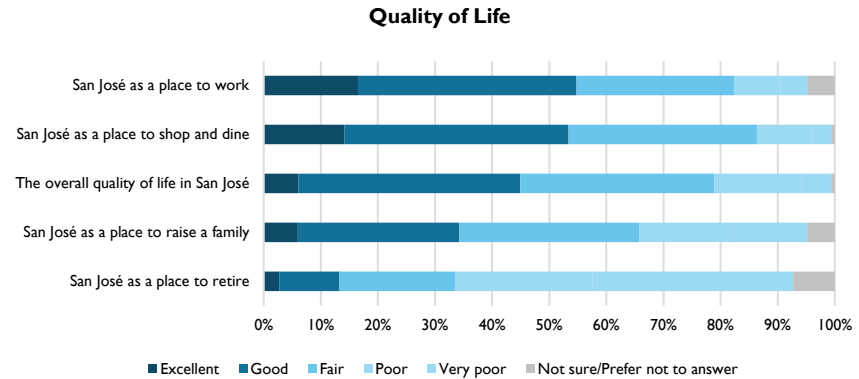
Complete survey results are posted online at sanjoseca.gov/servicesreport. The end of this chapter provides more specific information about the survey methodology.

QUALITY OF LIFE IN SAN JOSÉ

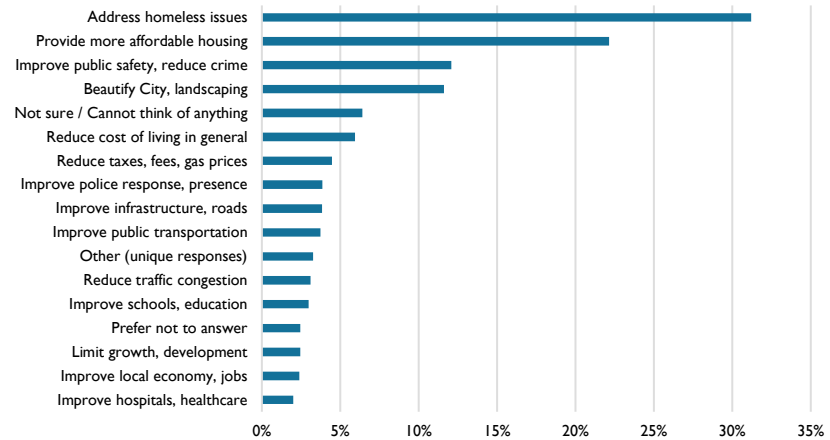
How residents rate their overall quality of life is an indicator of the overall health of a community.

Surveyed residents had the most favorable opinions of San José as a place to work (55 percent rated as "excellent" or "good") and as a place to shop and dine (53 percent rated as "excellent" or "good"), followed by the overall quality of life in the City and as a place to raise a family. Only 13 percent rated the City as a place to retire as "excellent" or "good".

Among resident priorities for specific changes to make San José a better place to live, addressing homeless issues was the most commonly mentioned (31 percent), followed by providing more affordable housing (22 percent), and improving public safety/reducing crime (12 percent).



Resident Priorities for City Improvements



Note: Verbatim responses were recorded and later grouped. Categories identified by at least 2% of respondents shown in the chart.

CITYWIDE QUALITY OF SERVICES

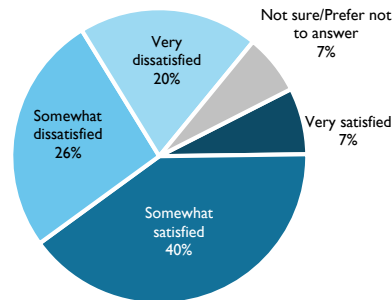
Overall, 47 percent of surveyed residents were satisfied with the City's overall performance in providing services.

Satisfaction with specific government services varied. Highly rated government services include the City's efforts to operate the San José International Airport (SJC); providing trash, recycling, and yard waste services; providing library services; and providing fire protection and prevention services.

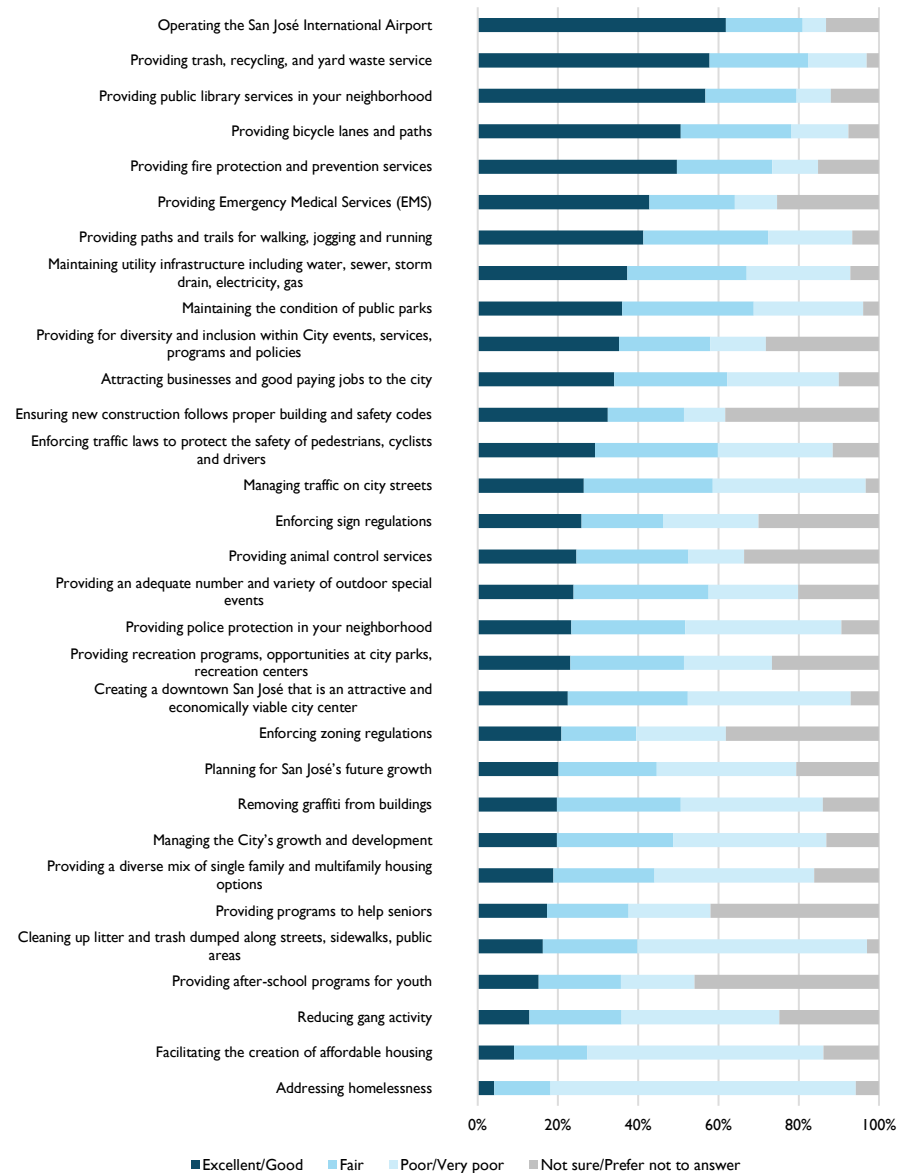
In comparison, few surveyed residents rated the City's performance in addressing homelessness, facilitating the creation of affordable housing, and cleaning dumped litter and trash "excellent" or "good".

More information on survey results related to specific services can be found in individual department pages later in this report. In many cases, we are including "Not sure/Prefer not to answer" in our reported results. The summary report provided by True North removes those responses in some cases.

Overall satisfaction with the City providing services



Quality of Government Services



COMMUNITY SURVEY

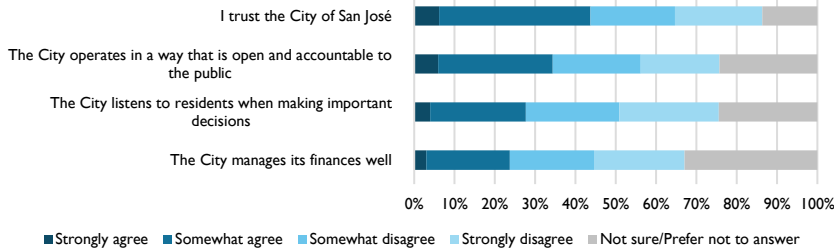
CUSTOMER SERVICE AND GOVERNANCE

The community survey also asked residents a variety of questions about their interactions with City staff and their perceptions of the City.

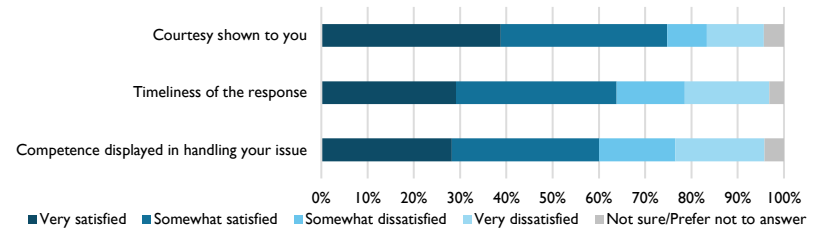
About a third of surveyed residents have had contact with City staff in the past 12 months, either in person, on the phone, or by email. Surveyed residents who've had contact with City staff were asked about their satisfaction on three measures. Overall, residents were satisfied with the courtesy shown by City staff, the timeliness of the response, and competence displayed.

Six percent reported that a language barrier had interfered with their ability to access City services. Surveyed residents who were Chinese or Vietnamese were the most likely to report an issue receiving City services due to a language barrier.

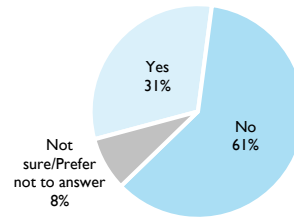
Public Trust and Confidence in City Government



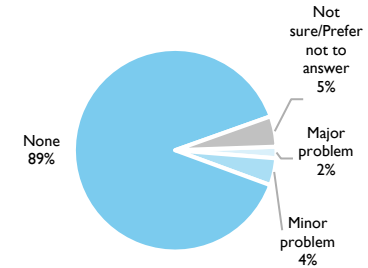
Satisfaction with City Staff Performance And Contact With Staff in Past 12 Months



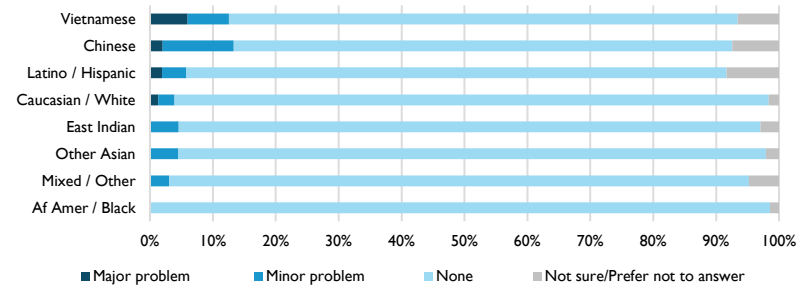
Contacted City staff in past 12 months



Experienced language barrier problem accessing city services

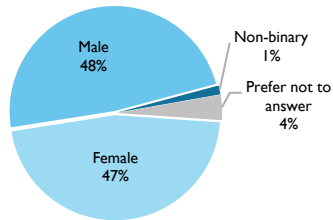


Experienced Language Barrier Problem By Ethnicity And Contact With Staff in Past 12 Months

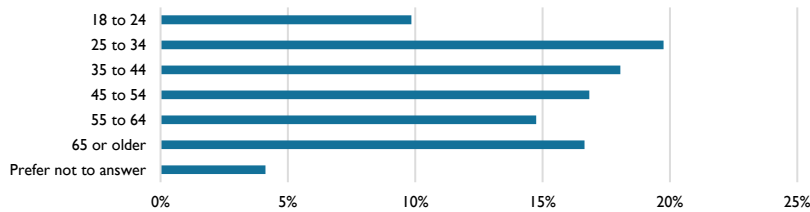


SURVEYED RESIDENTS' DEMOGRAPHICS

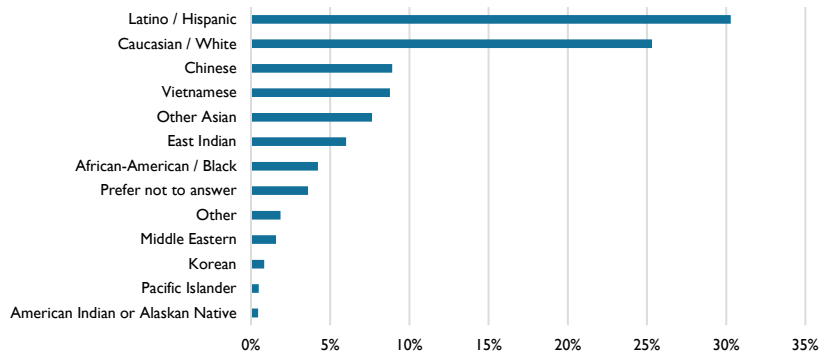
Gender



Age



Ethnicity



SURVEY METHODOLOGY

The survey data presented in this report was collected and analyzed by the [True North Research, Inc.](#) on behalf of the City Auditor's Office and the City Manager's Office. True North was selected through a competitive Request for Proposal process in 2021 conducted jointly by the City Auditor's Office and the City Manager's Office.

True North collected survey results from phone interviews and online surveys. To ensure all households had the opportunity to participate in the survey, True North used a database of San José households. Once randomly selected, individuals were recruited to participate in the survey either through text or email invitations to the online survey. After a period of online data collection, True North made calls to those who had not yet participated in the online survey (who were previously recruited via text or email) or for whom only a telephone contact information was available.

A total of 1,227 completed surveys were gathered online and by telephone between October 28 and November 8, 2021. The survey was administered in four languages including English, Spanish, Chinese, and Vietnamese.

True North re-weighted the final data results to balance the sample by age and ethnicity, to closely reflect San José's demographic profile on age, ethnicity, home ownership, and presence of a child in the home based on the latest Census ACS estimates.

The precision of estimates made from surveys are usually described 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 percent. The margin of error around results for this survey is plus or minus 2.8 percentage points for questions answered by all 1,227 respondents. With this margin of error, one may conclude that when 60 percent of survey respondents report that a particular service is "excellent" or "good," somewhere between 57.2 to 62.8 percent of all residents are likely to feel that way. For questions where not all 1,227 respondents provided a response, the margin of error is likely greater. Figure 51 in the methodology section of the complete report (linked below) graphically represents an estimate of the margin of error based on different level of responses.

Complete survey report and cross tabulations are posted online at sanjoseca.gov/servicesreport.

