



COMMUNITY OPINION SURVEY
SUMMARY REPORT

PREPARED FOR THE
CITY OF SAN JOSÉ



NOVEMBER 30, 2021



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TABLE OF CONTENTS

Table of Contents	i
List of Tables	iii
List of Figures	iv
Introduction	1
Purpose of Study	1
Overview of Methodology.....	1
Organization of Report.....	2
Methodological Changes	2
Acknowledgements	2
Disclaimer	2
About True North.....	2
Just the Facts	3
Quality of Life.....	3
City Services.....	3
Public Safety.....	3
Traffic	4
Library & parks.....	4
Neighborhood Issues & Code Enforcement.....	4
Customer Service & Governance.....	5
Conclusions	6
Quality of Life	8
Overall Quality of Life.....	8
Question 2	8
Changes to Improve San José	9
Question 3	10
City Services	12
Overall Satisfaction.....	12
Question 4	12
Specific Services.....	13
Question 5	14
Differentiators of Opinion	15
Public Safety	17
How Safe is San José as a Place to Live?	17
Question 6	17
Safety in Specific Scenarios.....	18
Question 7	19
Traffic Safety	20
Question 8	20
Emergency Preparedness	21
Question 9	21
Question 10	24
Traffic	25
Traffic Circulation	25
Question 11	25
Library & Parks	27
Library and Park Visits	27
Question 12	27
Rating Library Services	28
Question 13	29
Neighborhood Issues & Code Enforcement	31
Rating Aspects of Neighborhood	31
Question 14	31

Code Enforcement 32
 Question 15 32
 Question 16 34
Customer Service & Governance 36
 Contact with City Staff 36
 Question 17 36
 Rating City Staff 37
 Question 18 38
 Language Barrier to City Services 38
 Question 19 38
 Perceptions of City Government 39
 Question 20 40
Background & Demographics 41
Methodology 42
 Questionnaire Development 42
 Programming, Pre-Test & Translation 42
 Sample, Recruiting & Data Collection 42
 Margin of Error due to Sampling 43
 Data Processing & Weighting 44
 Rounding 44
Questionnaire & Toplines 45



LIST OF TABLES

Table 1	Rating City of San José by Years in San José & Home Ownership Status	8
Table 2	Rating City of San José by Age & Child in Hsld.	9
Table 3	Rating City of San José by Ethnicity	9
Table 4	Rating City of San José by Gender & Survey Language	9
Table 5	Rating City of San José by Employment	9
Table 6	Rating City Services by Overall Satisfaction with City	15
Table 7	Rating Local Neighborhood Aspects by Overall Satisfaction	32
Table 8	Demographics of Sample	41



LIST OF FIGURES

Figure 1	Rating City of San José	8
Figure 2	Changes to Improve City	10
Figure 3	Changes to Improve City by Overall Satisfaction	11
Figure 4	Overall Satisfaction	12
Figure 5	Overall Satisfaction by Years in San José & Age	12
Figure 6	Overall Satisfaction by Ethnicity, Gender & Home Ownership Status	13
Figure 7	Overall Satisfaction by Survey Language, Child in Hsld & Employment Status	13
Figure 8	Rating City Services Tier 1	14
Figure 9	Rating City Services Tier 2	14
Figure 10	Opinion of City Safety	17
Figure 11	Opinion of City Safety by Years in San José, Age & Overall Satisfaction	17
Figure 12	Opinion of City Safety by Ethnicity, Gender & Home Ownership Status	18
Figure 13	Opinion of City Safety by Survey Language, Child in Hsld & Employment Status	18
Figure 14	Safety Ratings by Scenario	19
Figure 15	Safety Ratings by Scenario by Age & Gender	19
Figure 16	Safety Ratings by Scenario by Ethnicity	19
Figure 17	Traffic Safety Ratings	20
Figure 18	Traffic Safety Ratings by Age & Gender	20
Figure 19	Traffic Safety Ratings by Ethnicity	21
Figure 20	Hsld Prepared to be Self-Sufficient in Natural Disaster	21
Figure 21	Hsld Prepared to be Self-Sufficient in Natural Disaster by Years in San José & Age	22
Figure 22	Hsld Prepared to be Self-Sufficient in Natural Disaster by Ethnicity	22
Figure 23	Hsld Prepared to be Self-Sufficient in Natural Disaster by Survey Language & Employment Status	23
Figure 24	Hsld Prepared to be Self-Sufficient in Natural Disaster by Overall Satisfaction, Gender, Home Ownership Status, Child in Hsld & Perception of City Safety	23
Figure 25	Hsld Emergency Preparedness	24
Figure 26	Rating Traffic Circulation	25
Figure 27	Rating Traffic Circulation by Overall Satisfaction	26
Figure 28	Hsld Visits in the Past 12 Months	27
Figure 29	At Least One Hsld Visit in the Past 12 Months by Years in San José & Home Ownership Status	28
Figure 30	At Least One Hsld Visit in the Past 12 Months by Survey Language, Child in Hsld & Overall Satisfaction	28
Figure 31	Rating Library Services	29
Figure 32	Rating Library Services by Hsld Library Use in Past 12 Months & Age	29
Figure 33	Rating Library Services by Ethnicity & Child in Hsld	29
Figure 34	Rating Library Services by Survey Language & Education Level	30
Figure 35	Rating Local Neighborhood Aspects	31
Figure 36	Satisfaction With City Efforts to Enforce Code Violations	32
Figure 37	Satisfaction With City Efforts to Enforce Code Violations by Years in San José, Age & Overall Satisfaction	33
Figure 38	Satisfaction With City Efforts to Enforce Code Violations by Ethnicity	33
Figure 39	Satisfaction With City Efforts to Enforce Code Violations by Survey Language, Home Ownership Status, Child in Hsld & Commute Within City	34
Figure 40	Issue, Code Violation in Neighborhood	34
Figure 41	Contacted City Staff in Past 12 Months	36
Figure 42	Contacted City Staff in Past 12 Months by Years in San José, Age & Overall Satisfaction	36

Figure 43 Contacted City Staff in Past 12 Months by Ethnicity, Gender & Home Ownership Status 37

Figure 44 Contacted City Staff in Past 12 Months by Survey Language, Child in Hsld & Employment Status 37

Figure 45 Satisfaction With City Staff Performance 38

Figure 46 Experienced Language Barrier Problem Accessing City Services 38

Figure 47 Experienced Language Barrier Problem Accessing City Services by Ethnicity & Contact With Staff in Past 12 Months 39

Figure 48 Experienced Language Barrier Problem Accessing City Services by Survey Language, Hsld Library Use in Past 12 Months & Hsld Regional Park Visit in Past 12 Months 39

Figure 49 Agreement With Statements About San José 40

Figure 50 Agreement With Statements About San José by Overall Satisfaction 40

Figure 51 Maximum Margin of Error 43





INTRODUCTION

Encompassing 178 square miles in the heart of Silicon Valley and currently home to an estimated 1,029,782 residents¹, the City of San José is the nation's 10th largest city and one of the most diverse demographically. The City's mission is to provide quality public services, facilities, and opportunities that create, sustain, and enhance a safe, livable, and vibrant community for its diverse residents, businesses, and visitors.

As part of its commitment to provide high quality services and responsive local governance, the City of San José engages its residents on a daily basis and receives regular feedback on issue, policy, and performance matters. Although these informal feedback mechanisms are a valuable source of information for the City in that they provide timely and accurate information about the opinions of specific residents, it is important to recognize that they do not necessarily provide an accurate picture of the community as a whole. For the most part, informal feedback mechanisms rely on the resident to initiate feedback, which creates a self-selection bias—the City receives feedback only from those residents who are motivated enough to initiate the feedback process. Because these residents tend to be either very pleased or very displeased with the service they have received, their collective opinions are not necessarily representative of the City's resident population as a whole.

PURPOSE OF STUDY The motivation for the current study was to design and employ a methodology that would avoid the self-selection bias noted above and thereby provide the City with a *statistically reliable* understanding of its residents' satisfaction, priorities, and concerns as they relate to services, facilities, and policies provided by the City. Ultimately, the survey results and analyses presented in this report provide the San José City Council and staff with information that can be used to make sound, strategic decisions in a variety of areas including service improvements and enhancements, measuring and tracking internal performance, strategic planning, budgeting, policymaking, and community engagement.

To assist in this effort, the City selected True North to design the research plan and conduct the study. Broadly defined, the study was designed to:

- Identify key issues of importance for residents, as well as their perceptions of the quality of life in San José;
- Measure residents' overall satisfaction with the City's efforts to provide municipal services, and their satisfaction with a variety of specific services;
- Gather detailed feedback on topics such as public safety, traffic, neighborhood issues, code enforcement, and customer service; *and*
- Collect additional background and demographic data that are relevant to understanding residents' perceptions, needs, and interests.

OVERVIEW OF METHODOLOGY A full description of the methodology used for this study is included later in this report (see *Methodology* on page 42). In brief, the survey was administered to a stratified random sample of 1,227 adults who reside within the City of San José. The survey followed a mixed-method design that employed multiple recruiting methods

1. Source: State of California, Department of Finance, E-1 City/County Population Estimates, January 2021.

(email, text, and telephone) and multiple data collection methods (telephone and online). Administered in English, Spanish, Chinese, and Vietnamese between October 28 and November 8, 2021, the average interview lasted 20 minutes.

ORGANIZATION OF REPORT This report is designed to meet the needs of readers who prefer a summary of the findings as well as those who are interested in the details of the results. For those who seek an overview of the findings, the sections titled *Just the Facts* and *Conclusions* are for you. They provide a summary of the most important factual findings of the survey in bullet-point format and a discussion of their implications. For the interested reader, this section is followed by a more detailed question-by-question discussion of the results from the survey by topic area (see *Table of Contents*), as well as a description of the methodology employed for collecting and analyzing the data. And, for the truly ambitious reader, the questionnaire used for the interviews is contained at the back of this report (see *Questionnaire & Toplines* on page 45), and a complete set of crosstabulations for the survey results is contained in Appendix A.

METHODOLOGICAL CHANGES When developing the 2021 survey questionnaire, the research team and staff opted to change the response scales used for most questions in the interest of improving the *validity* and *reliability* of the measures. Although these changes improve the quality of the data moving forward, they also create a break in the time-series as the responses for the 2021 survey can't be directly compared to those of prior surveys that asked the same questions, but used a different response scale. It is for this reason that the graphics in this report do not include comparisons to prior survey results.

ACKNOWLEDGEMENTS True North thanks the City of San José for the opportunity to conduct the study and for contributing valuable input during the design stage of this study. The collective experience, insight, and local knowledge provided by city staff improved the overall quality of the research presented here.

DISCLAIMER The statements and conclusions in this report are those of the authors (Dr. Timothy McLarney and Richard Sarles) at True North Research and not necessarily those of the City of San José. Any errors and omissions are the responsibility of the authors.

ABOUT TRUE NORTH True North is a full-service survey research firm that is dedicated to providing public agencies with a clear understanding of the values, perceptions, priorities, and concerns of their residents and customers. Through designing and implementing scientific surveys, focus groups, and one-on-one interviews, as well as expert interpretation of the findings, True North helps its clients to move with confidence when making strategic decisions in a variety of areas—such as planning, policy evaluation, performance management, establishing fiscal priorities, passing revenue measures, and developing effective public information campaigns.

During their careers, Dr. McLarney (President) and Mr. Sarles (Principal Researcher) have designed and conducted over 1,000 survey research studies for public agencies—including more than 400 studies for California municipalities and special districts.



JUST THE FACTS

The following section is an outline of the main factual findings from the survey. For the reader's convenience, the findings are organized by the section titles used in the body of this report. Thus, to learn more about a particular finding, simply turn to the appropriate report section.

QUALITY OF LIFE

- When asked to rate the City of San José on a number of key dimensions, respondents expressed the most favorable opinions of San José as a place to work (55% excellent or good) and as a place to shop and dine (53%), followed by the overall quality of life in the City (45%) and as a place to raise a family (34%).
- The cost of living in Silicon Valley can make San José a challenging place to retire, which is reflected in respondents' ratings of San José as a place to retire (13% excellent or good).
- Among the specific changes desired by residents to make San José a better place to live, addressing homelessness/homeless issues was the most commonly mentioned (31%), followed by providing more affordable housing (22%), improving public safety/reducing crime (12%), and beautifying the City/landscaping (12%).

CITY SERVICES

- Approximately half (48%) of respondents indicated they were satisfied with the City's overall performance in providing municipal services, 46% were dissatisfied, and 7% were unsure or unwilling to share their opinion.
- When presented with a list of 31 specific services, respondents provided the most positive ratings for the City's efforts to operate the San José International Airport (71% excellent or good), provide library services to their neighborhood (65%), provide trash, recycling, and yard waste services (60%), provide fire protection and prevention services (59%), provide emergency medical services (57%), provide bicycle lanes and paths (55%), ensure new construction follows proper building and safety codes (53%), and provide for diversity and inclusion within City events, services, programs and policies (49%).
- At the other end of the spectrum, comparatively few respondents rated the City's performance in addressing homelessness (4%), facilitating the creation of affordable housing (10%), cleaning up litter and trash that people dump along streets, sidewalks, and public areas (17%), and reducing gang activity (17%) as excellent or good.

PUBLIC SAFETY

- More than six-in-ten residents rated San José as either very safe (10%) or somewhat safe (51%) as a place to live, with the remainder viewing the City as somewhat unsafe (28%), very unsafe (11%), or preferring not to answer the question (1%).
- The vast majority of residents indicated that they felt safe walking in their neighborhood during the day (86%) and in the city park closest to their home during the day (79%), and most also felt safe walking in Downtown San José during the day (64%) and in their neighborhood at night (56%).
- After dark, however, the percentage who felt safe when walking declined to 35% in the city park closest to their home, and to 22% in Downtown San José.
- Nearly three-quarters of respondents (73%) with an opinion indicated that they feel very or somewhat safe when driving on San José streets, while close to two-thirds (64%) indicated they feel very or somewhat safe walking alongside or crossing streets in San José.

- When it comes to bicycling in San José, however, just under half of respondents (47%) offered that they feel very or somewhat safe.
- Overall, 12% indicated their household is well-prepared to be self-sufficient in the event of a natural disaster or other city-wide emergency, whereas 34% felt somewhat prepared, and 33% slightly prepared. Approximately 18% of respondents indicated that their household is not at all prepared to be self-sufficient if a natural disaster or other city-wide emergency were to occur, and 4% were either unsure or unwilling to share their opinion.
- Approximately three-quarters of respondents indicated their household has a First Aid Kit (76%) and a 72-hour supply of prescription medications for all family members and pets (72%).
- Nearly two-thirds of respondents also indicated that they have a 72-hour supply of emergency food and water for family members and pets (65%), while just over half (58%) have the name and phone number of a person outside of San José that has been designated in advance as a contact person in case of an emergency.

TRAFFIC

- Residents provided the most positive ratings for traffic circulation in their neighborhood, with 54% rating it as either excellent or good, 30% fair, and 16% poor or very poor.
- When asked to rate *overall* traffic circulation within the City of San José, 29% rated it as excellent or good, 40% fair, whereas 29% rated it as a poor or very poor. The ratings were similar for traffic circulation on major streets in San José, with approximately one-quarter (24%) rating it as excellent or good, 42% fair, and 32% poor or very poor.
- When compared to the other scenarios tested, traffic circulation on local freeways and expressways during commute hours received the least positive ratings, with 17% rating it excellent or good, 32% fair, and 48% describing it as poor or very poor.

LIBRARY & PARKS

- Most respondents (63%) indicated that their household had visited a large regional park in San José at least once during the past 12 months, with one-quarter (24%) doing so at least seven times during this period.
- Visits to a San José library and/or use of the City's online library services was less common, with 40% of households reporting at least one visit/use during the period of interest, and 15% visiting a library and/or using the City's online library services at least seven times.
- More than seven-in-ten respondents who provided an opinion rated the variety of books and materials available in the Library's collection as excellent or good (71%), while more than six-in-ten (63%) provided a rating of excellent or good for the variety of education and digital literacy programs provided by the Library. Among those with an opinion, more than half (58%) rated the hours that local branch libraries are open as excellent or good.

NEIGHBORHOOD ISSUES & CODE ENFORCEMENT

- Among the neighborhood aspects tested, respondents provided the most positive ratings for the condition of residential properties (54% excellent or good), the availability of shops and restaurants nearby (54%), the condition of trees along neighborhood streets (52%), the appearance of nearby parks (50%), and the adequacy of street lights (46%).
- Approximately four-in-ten respondents also rated as excellent or good the condition of sidewalks (41% excellent or good), maintenance of streets (41%), and condition of landscaping along streets and medians (40%) in their neighborhood.

- When compared to the other dimensions tested, the availability and variety of arts and cultural offerings near their neighborhood received a significantly lower rating (29% excellent or good).
- One-third of respondents (33%) indicated they were generally satisfied with the City's code enforcement efforts, 41% were dissatisfied, whereas 24% were unsure and 2% were unwilling to share their opinion.
- Among those dissatisfied with the City's code enforcement efforts, illegally parked recreational vehicles (RVs) and cars (24%) and abandoned vehicles on streets (24%) were the most common reasons for their dissatisfaction, followed by homeless camping/living in vehicles (18%) and illegal dumping/trash (17%).

CUSTOMER SERVICE & GOVERNANCE

- Approximately one-third of respondents (31%) indicated they had been in contact with staff from the City of San José during the 12 months preceding the interview.
- Approximately three-quarters (75%) of those who contacted staff reported being satisfied with the *courtesy* shown to them by San José staff, nearly two-thirds (64%) were satisfied with the *timeliness* of the response they received, and 60% were satisfied with the *competence* staff displayed in handling their issue.
- Just 6% of respondents indicated that a language barrier had interfered with their ability to access city services at some point in the past, with 2% describing it as a major problem and 4% a minor problem.
- The majority of respondents with an opinion (51%) agreed that they trust the City of San José, while 45% perceived that the City operates in a way that is open and accountable to the public.
- Fewer respondents agreed that the City listens to residents when making important decisions (37%) and manages its finances well (35%).



CONCLUSIONS

As noted in the *Introduction*, this study was designed to provide the City of San José with a statistically reliable understanding of its residents' opinions, satisfaction, and priorities as they relate to services, facilities, and policies provided by the City. As such, the findings of this study can provide the City with information needed to make sound, strategic decisions in a variety of areas including performance management, planning, establishing budget priorities, and community engagement.

Whereas subsequent sections of this report are devoted to conveying the detailed results of the survey, in this section we attempt to 'see the forest through the trees' and note how the survey results answer key questions that motivated the research. The following conclusions are based on True North's interpretations of the results, as well as the firm's experience conducting similar studies for government agencies throughout the State.

Overall, how well is the City performing in meeting the needs of San José residents?

The two years leading up to the *2021 Community Opinion Survey* were punctuated by difficult and dramatic events in San José. The coronavirus pandemic that arrived in early 2020 has taken lives, threatened livelihoods, and forced dramatic changes in the way residents live, work, socialize, and play. Non-essential businesses were shuttered for weeks or months at a time to curb the spread of COVID-19, and the City's operations were also adjusted to protect public health and adhere to State guidelines. Services that could be effectively moved to an online format were able to continue in that form, whereas other programs and services were modified, curtailed, or canceled to protect the safety of the public and city employees. Many city facilities were also closed for portions of the pandemic to prevent the spread of COVID-19.

Against this challenging backdrop, it is understandable that residents' opinions about the City's performance in providing municipal services were mixed. When asked to rate the City's *overall* performance in providing municipal services, opinions were evenly split between those who were generally satisfied with the City's performance (48%) and those who were dissatisfied (46%), with 7% unsure or unwilling to share their opinion. When compared to their respective counterparts, those who had lived in San José less than 10 years, seniors, Caucasians, those without a child in the home, homemakers, retirees, and part-time employees were the most likely to report being satisfied with the City's overall performance.

In what service areas is the City performing best?

Respondents were asked to provide their assessment of the City's performance in more than 30 service areas spanning across most City departments. At the top of the list, respondents provided the most positive ratings for the City's efforts to operate the San José International Airport (71% excellent or good), provide library services to their neighborhood (65%), provide trash, recycling, and yard waste services (60%), provide fire protection and prevention services (59%), provide emergency medi-

cal services (57%), provide bicycle lanes and paths (55%), ensure new construction follows proper building and safety codes (53%), and provide for diversity and inclusion within City events, services, programs and policies (49%).

City staff are also a bright spot and appear to be instrumental in keeping residents satisfied with the City overall. When those who had contact with the City during the 12 months prior to the survey were asked to comment on staff's performance, staff received high marks for being courteous, timely in their response, and competent when handling respondents' issues.

Where should the City focus on improvement?

In addition to measuring the City's current performance, a primary goal of this study was to look *forward* and identify opportunities to adjust services, improve facilities, and/or refine strategies to best meet the community's evolving needs and expectations. Although residents were generally satisfied with the City's performance in many areas (as described above), there is always room for improvement. Below we note some of the areas that present the best opportunities in this regard.

Considering respondents' verbatim answers regarding what the city government could do to make San José a better place to live (see *Changes to Improve San José* on page 9), the performance ratings they assigned to a wide variety of services (see *Specific Services* on page 13), and their responses on other topics, addressing homelessness and homeless issues, facilitating the creation of affordable housing, improving public safety, reducing gang activity, traffic management, code enforcement related to illegally parked/abandoned cars and RVs, and cleaning up trash, litter and graffiti stood out as key areas of opportunity and interest for residents.

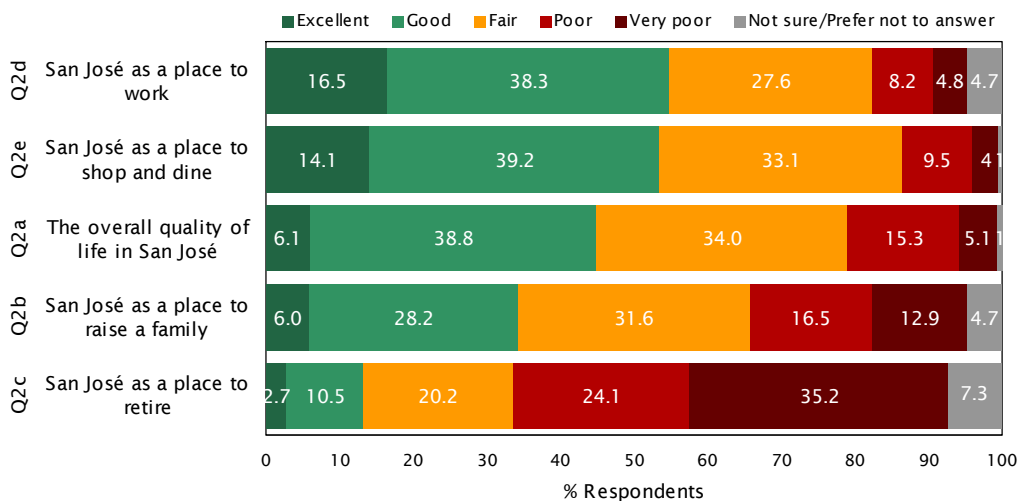
QUALITY OF LIFE

The opening series of questions in the survey was designed to assess residents' top of mind perceptions about the quality of life in the City of San José, as well as their ideas on changes the city government could implement to make the community a better place to live, now and in the future.

OVERALL QUALITY OF LIFE At the outset of the survey, residents were asked to rate the City of San José on a number of key dimensions including overall quality of life, as a place to raise a family, and as a place to work, using a five-point scale of excellent, good, fair, poor, or very poor. As shown in Figure 1 below, respondents expressed the most favorable opinions of San José as a place to work (55% excellent or good) and as a place to shop and dine (53%), followed by the overall quality of life in the City (45%) and as a place to raise a family (34%). The cost of living in Silicon Valley can make San José a challenging place to retire, which is reflected in respondents' ratings of San José as a place to retire (13%).

Question 2 *How would you rate: _____? Would you say it is excellent, good, fair, poor or very poor?*

FIGURE 1 RATING CITY OF SAN JOSÉ



For the interested reader, tables 1-5 how show how the percentage who rated each aspect tested in Question 2 as excellent or good varied by length of residence, home ownership, age, presence of a child in the home, ethnicity, gender, the language in which the survey was administered, and employment status. Although the ratings varied across subgroups depending on the dimension tested, seniors and retirees were consistently among the most positive subgroups.

TABLE 1 RATING CITY OF SAN JOSÉ BY YEARS IN SAN JOSÉ & HOME OWNERSHIP STATUS

	Years in San Jose (Q1)					Home Ownership Status (QD2)	
	Less than 5	5 to 9	10 to 14	15 to 19	20 or more	Own	Rent
San José as a place to work	54.0	54.5	50.2	48.7	56.2	60.1	50.6
San José as a place to shop and dine	58.8	55.8	46.2	56.3	52.2	51.1	56.6
The overall quality of life in San José	47.1	38.6	50.2	50.4	43.7	52.6	35.9
San José as a place to raise a family	28.6	33.6	28.0	37.4	35.6	40.1	26.8
San José as a place to retire	11.5	12.1	11.0	10.8	14.4	15.5	10.7

TABLE 2 RATING CITY OF SAN JOSÉ BY AGE & CHILD IN HSLD

	Age (QD1)						Child in Hsld (QD3)	
	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Yes	No
San José as a place to work	46.5	50.1	48.6	59.1	63.2	63.2	56.5	54.8
San José as a place to shop and dine	66.9	56.1	48.7	44.2	48.4	65.8	50.7	55.4
The overall quality of life in San José	52.1	34.7	38.6	39.3	45.4	66.4	36.8	49.7
San José as a place to raise a family	40.3	27.6	35.7	26.1	34.6	46.3	36.8	33.1
San José as a place to retire	19.8	11.0	3.9	6.0	12.5	29.5	7.2	16.1

TABLE 3 RATING CITY OF SAN JOSÉ BY ETHNICITY

	Ethnicity (QD9)							
	Latino/Hispanic	Caucasian/White	Chinese	Vietnamese	Other Asian	East Indian	Af American/Black	Mixed/Other
San José as a place to work	50.4	59.4	58.6	47.8	57.4	58.7	67.3	45.0
San José as a place to shop and dine	49.1	58.8	55.1	57.8	60.8	44.2	50.0	56.1
The overall quality of life in San José	33.7	55.8	53.3	40.8	48.7	45.5	56.2	40.7
San José as a place to raise a family	25.7	41.4	40.4	33.6	35.5	40.5	42.7	30.7
San José as a place to retire	10.4	15.8	18.4	18.7	12.7	13.4	8.8	7.1

TABLE 4 RATING CITY OF SAN JOSÉ BY GENDER & SURVEY LANGUAGE

	Gender (QD7)		Survey Language			
	Male	Female	English	Spanish	Chinese	Vietnamese
San José as a place to work	56.4	55.6	56.2	50.2	57.0	37.8
San José as a place to shop and dine	50.6	58.2	53.9	47.7	53.1	55.7
The overall quality of life in San José	49.0	42.9	47.4	30.5	45.8	32.5
San José as a place to raise a family	35.9	34.8	36.6	19.7	30.8	27.6
San José as a place to retire	14.1	13.2	13.0	11.7	21.2	15.3

TABLE 5 RATING CITY OF SAN JOSÉ BY EMPLOYMENT

	Employment Status (QD4)						
	Full time	Part time	Self-employed	Student	Home-maker	Retired	Unemployed
San José as a place to work	54.9	54.9	62.3	39.7	59.5	62.6	34.3
San José as a place to shop and dine	49.5	67.8	47.7	69.3	62.2	62.7	41.3
The overall quality of life in San José	37.7	52.5	53.7	47.9	51.3	64.7	32.8
San José as a place to raise a family	30.1	39.3	35.5	49.0	46.2	46.4	13.8
San José as a place to retire	6.5	24.3	14.0	17.3	14.8	29.9	3.7

CHANGES TO IMPROVE SAN JOSÉ The next question in this series asked residents to indicate the one thing that city government could *change* to make San José a better place to live. Question 3 was presented in an open-ended manner, allowing residents to mention any aspect or attribute that came to mind without being prompted by, or restricted to, a particular list of options. True North later reviewed the verbatim responses and grouped them into the categories shown in Figure 2 on the next page.

Approximately eight percent of respondents could not think of a desired change (6%) or stated flatly that no changes are needed (2%). Among the specific changes desired to make San José a better place to live, addressing homelessness/homeless issues was the most commonly mentioned (31%), followed by providing more affordable housing (22%), improving public safety/reducing crime (12%), and beautifying the City/landscaping (12%). Other desired changes mentioned by at least 3% of respondents included reducing the cost of living (6%), reducing taxes/fees/gas prices (5%), improving police response/presence (4%), improving infrastructure/roads (4%), improving public transportation (4%), reducing traffic congestion (3%), and improving schools/education (3%).

Question 3 *If the City government could change one thing to make San José a better place to live, what change would you like to see?*

FIGURE 2 CHANGES TO IMPROVE CITY

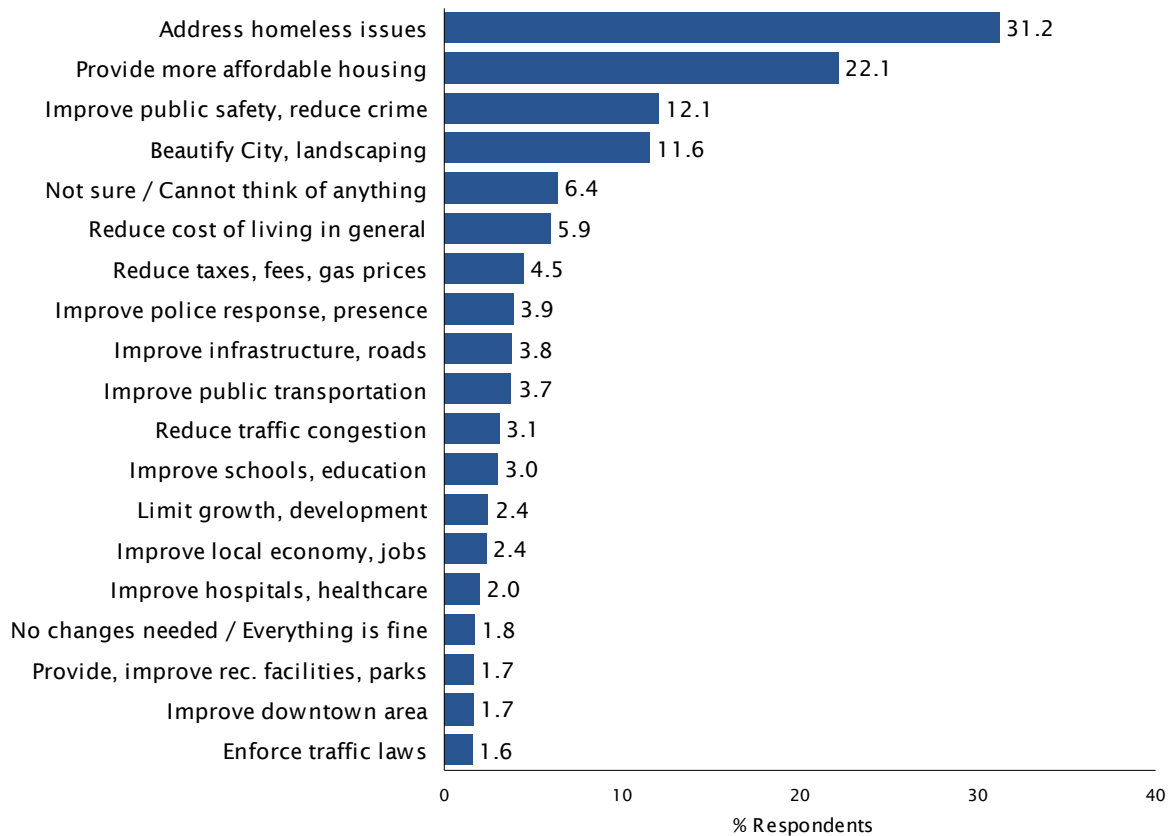
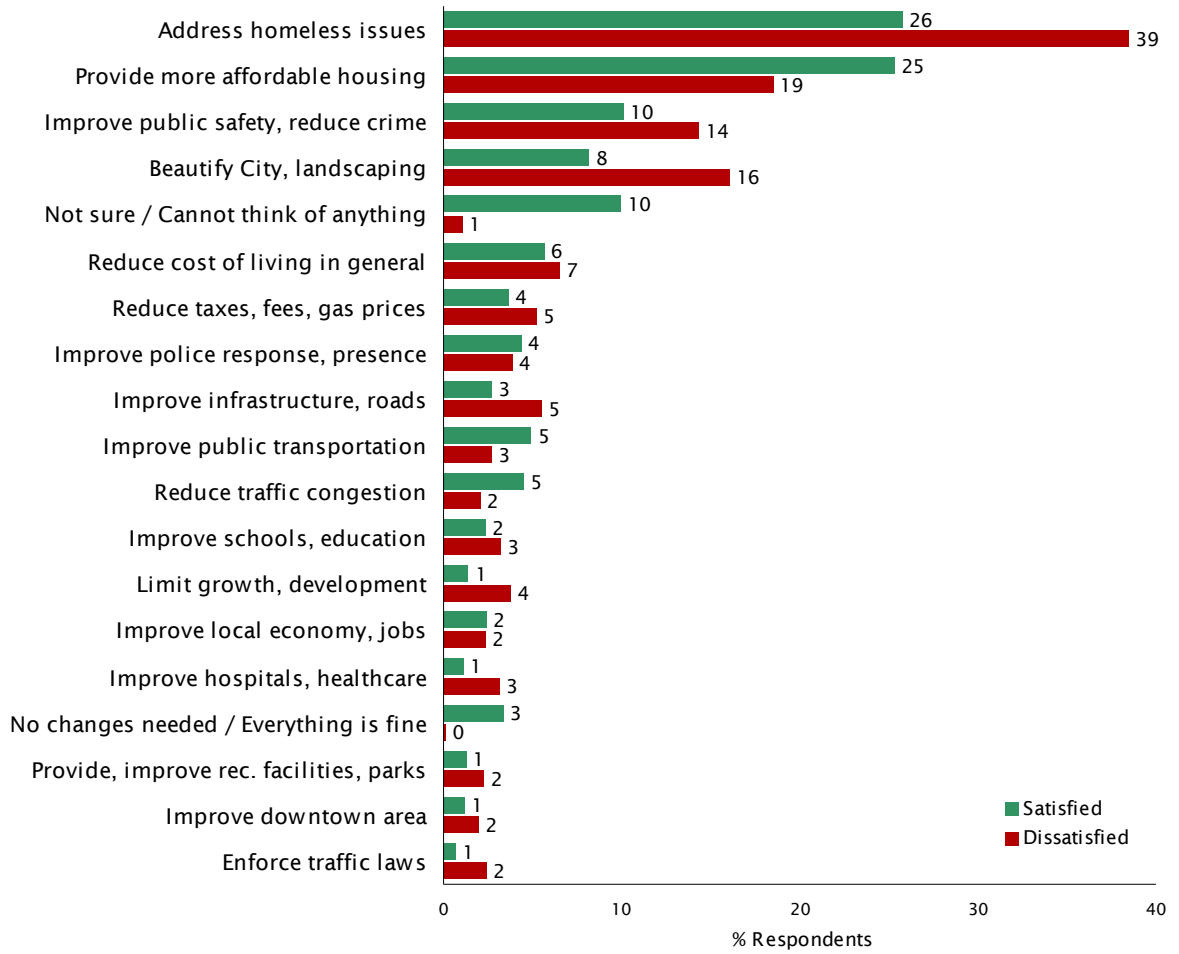


Figure 3 on the next page shows how the responses to Question 3 differed according to whether respondents were generally satisfied (green bars) or dissatisfied (red bars) with the City's *overall* performance in providing municipal services. When compared to their counterparts, those dissatisfied with the City's overall performance in providing municipal services were substantially more likely to mention addressing homelessness/homeless issues (+13%), beautifying the City/landscaping (+8%), and improving public safety/crime (+4%) as the one change that would make San José a better place to live.

FIGURE 3 CHANGES TO IMPROVE CITY BY OVERALL SATISFACTION



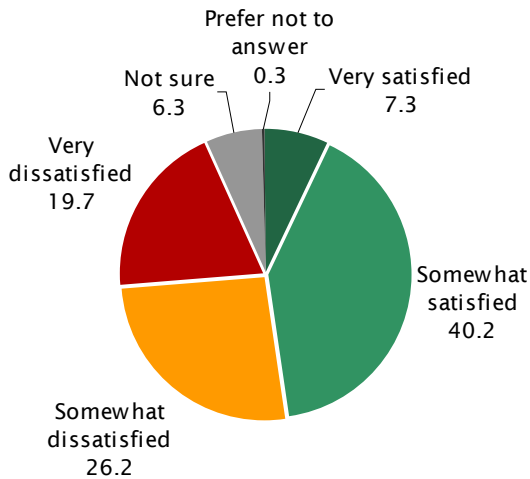
CITY SERVICES

After measuring respondents' perceptions of the quality of life in San José, the survey next turned to assessing their opinions about the City's performance in providing various municipal services.

OVERALL SATISFACTION The first question in this series asked respondents to indicate if, overall, they were satisfied or dissatisfied with the job the City of San José is doing to provide city services. Because this question does not reference a specific program, facility, or service and requested that the respondent consider the City's performance in general, the findings of this question may be regarded as an *overall performance rating* for the City.

Question 4 *Generally speaking, are you satisfied or dissatisfied with the job the City of San José is doing to provide city services?*

FIGURE 4 OVERALL SATISFACTION



As shown in Figure 4, respondents were fairly evenly split in their assessment of the City's overall performance in providing municipal services, with 48% indicating they were satisfied with the City's performance, 46% dissatisfied, and 7% unsure or unwilling to share their opinion. When compared to their respective counterparts, those who had lived in San José less than 10 years, seniors, Caucasians, those without a child in the home, homemakers, retirees, and part-time employees were the most likely to report being satisfied with the City's overall performance (see figures 5-7).

FIGURE 5 OVERALL SATISFACTION BY YEARS IN SAN JOSÉ & AGE

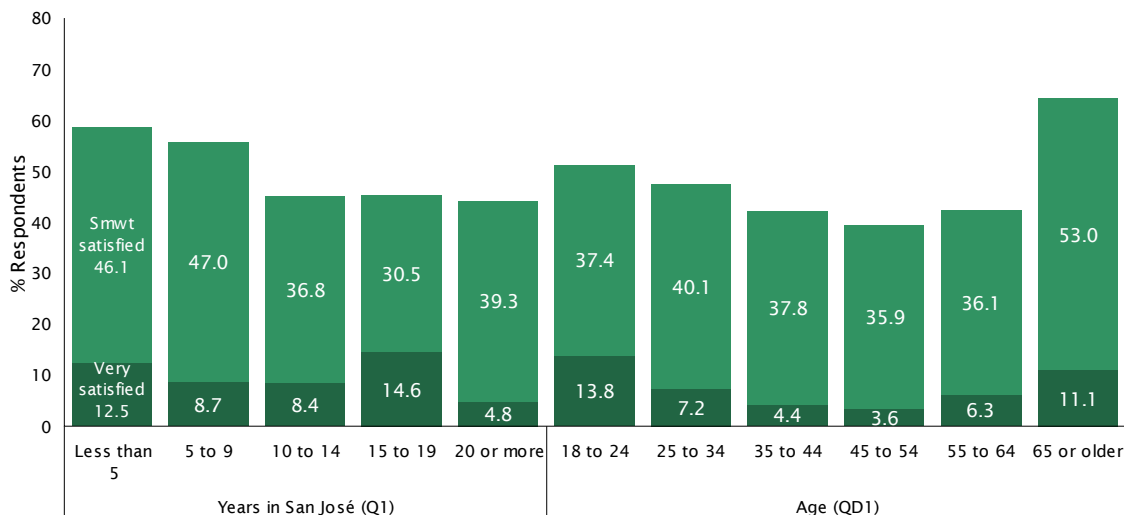


FIGURE 6 OVERALL SATISFACTION BY ETHNICITY, GENDER & HOME OWNERSHIP STATUS

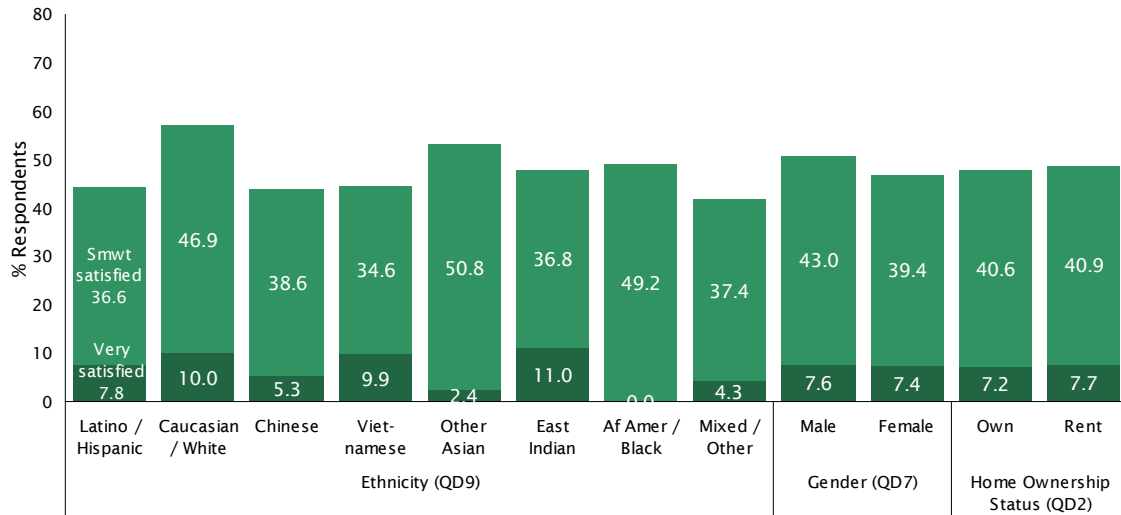
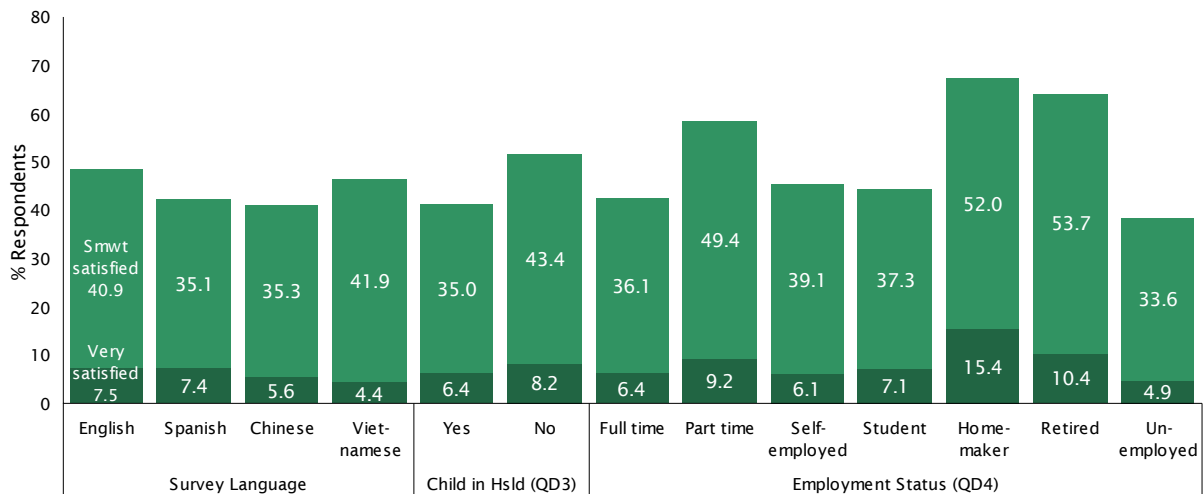


FIGURE 7 OVERALL SATISFACTION BY SURVEY LANGUAGE, CHILD IN HSLD & EMPLOYMENT STATUS



SPECIFIC SERVICES Whereas Question 4 addressed the City’s *overall* performance, Question 5 asked respondents to rate the job the City is doing providing each of the *specific* services shown in figures 8 and 9 on the next page. The order in which the items was presented was randomized for each respondent to avoid a systematic position bias, but they are sorted from high to low in the following figures based on the combined percentage of respondents who rated the City’s performance as either excellent or good. For comparison purposes between the services, only respondents who held an opinion are included in the figure. Those who did not have an opinion were removed from this analysis. The percentage who shared an opinion is shown in the brackets next to the label for each service.

Question 5 For each of the following services I read, please tell me whether you think the City of San José is doing an excellent, good, fair, poor, or very poor job in providing the service.

FIGURE 8 RATING CITY SERVICES TIER 1

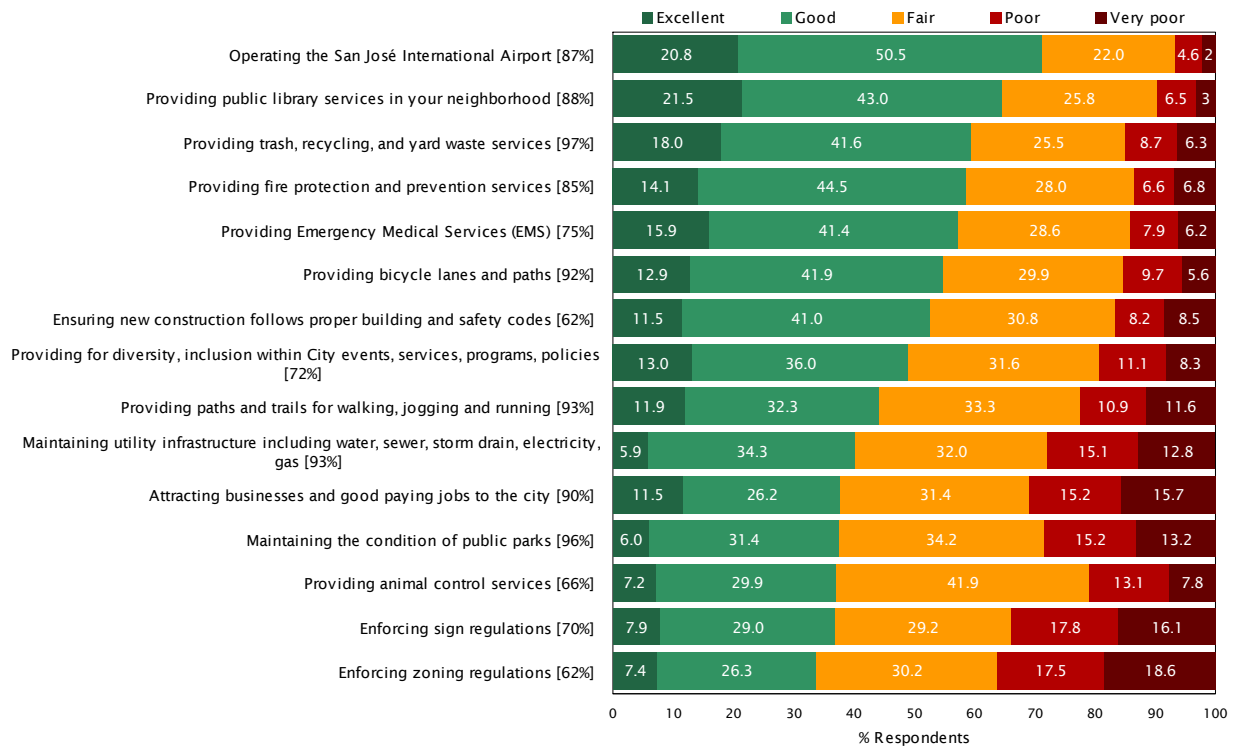
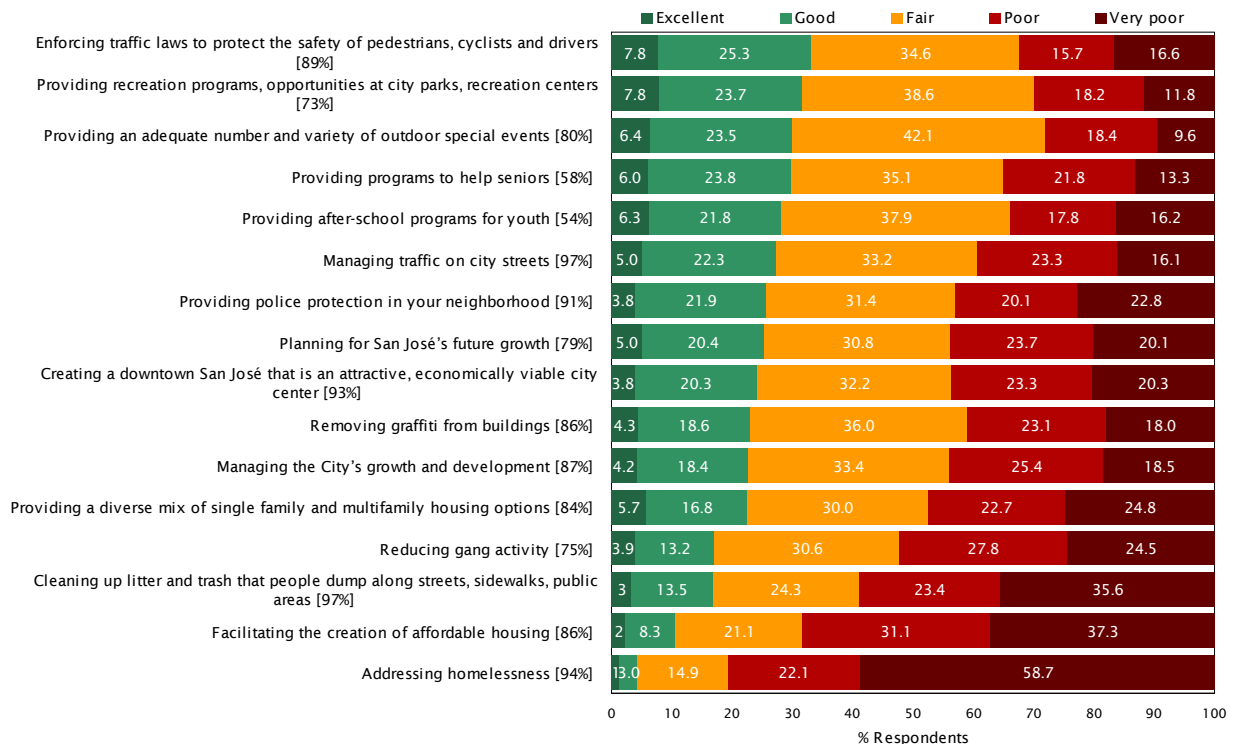


FIGURE 9 RATING CITY SERVICES TIER 2



At the top of the list, respondents provided the most positive ratings for the City’s efforts to operate the San José International Airport (71% excellent or good), provide library services to their neighborhood (65%), provide trash, recycling, and yard waste services (60%), provide fire protection and prevention services (59%), provide emergency medical services (57%), provide bicycle lanes and paths (55%), ensure new construction follows proper building and safety codes (53%), and provide for diversity and inclusion within City events, services, programs and policies (49%).

At the other end of the spectrum, far fewer respondents rated the City’s performance in addressing homelessness (4%), facilitating the creation of affordable housing (10%), cleaning up litter and trash that people dump along streets, sidewalks, and public areas (17%), and reducing gang activity (17%) as excellent or good.

DIFFERENTIATORS OF OPINION For the interested reader, Table 6 displays how ratings of each specific service tested in Question 5 varied according to residents’ overall performance ratings for the City. The table divides residents who were satisfied with the City’s *overall performance* into one group based on Question 4 and those dissatisfied into a second group. Also displayed is the *difference* between the two groups in terms of the percentage who rated as excellent or good the City’s efforts to provide each specific service tested in Question 5 (far right column). For convenience, the services are sorted by that difference, with the greatest differentiators of opinion near the top of the table.

TABLE 6 RATING CITY SERVICES BY OVERALL SATISFACTION WITH CITY

		City’s Overall Performance (Q4)		Difference Between Groups For Each Service
		Very or somewhat satisfied	Very or somewhat dissatisfied	
% Respondents That Rated Service as Excellent or Good	Enforcing zoning regulations	54.9	15.3	39.7
	Attracting businesses and good paying jobs to the city	58.0	18.4	39.5
	Maintaining utility infrastructure including water, sewer, storm drain, electricity, gas	60.3	20.8	39.4
	Enforcing sign regulations	56.7	17.3	39.3
	Providing trash, recycling, and yard waste services	78.4	40.9	37.5
	Providing Emergency Medical Services (EMS)	74.8	38.4	36.3
	Maintaining the condition of public parks	55.7	19.7	36.0
	Ensuring new construction follows proper building and safety codes	70.1	34.6	35.5
	Providing programs to help seniors	66.2	31.0	35.1
	Providing fire protection and prevention services	75.7	40.8	34.9
	Planning for San José’s future growth	41.7	8.3	33.4
	Providing paths and trails for walking, jogging and running	59.6	26.3	33.3
	Providing animal control services	53.8	21.6	32.2
	Providing for diversity, inclusion within City events, services, programs, policies	44.5	12.9	31.6
	Enforcing traffic laws to protect the safety of pedestrians, cyclists and drivers	48.7	17.8	30.9
	Providing recreation programs, opportunities at city parks, recreation centers	45.6	15.5	30.2
	Providing an adequate number and variety of outdoor special events	44.1	14.0	30.1
	Managing the City’s growth and development	38.2	8.3	29.9
	Operating the San José International Airport	85.9	57.1	28.8
	Providing police protection in your neighborhood	39.8	12.0	27.8
	Managing traffic on city streets	40.0	13.3	26.7
	Removing graffiti from buildings	36.4	9.8	26.6
	Providing bicycle lanes and paths	67.6	41.1	26.5
	Providing after-school programs for youth	40.1	14.5	25.6
	Providing public library services in your neighborhood	75.6	51.9	23.8
	Creating a downtown San José that is an attractive, economically viable city center	34.7	11.4	23.3
	Reducing gang activity	29.3	6.7	22.6
	Providing a diverse mix of single family and multifamily housing options	34.5	12.1	22.4
Cleaning up litter and trash that people dump along streets, sidewalks, public areas	24.9	8.1	16.8	
Facilitating the creation of affordable housing	16.0	6.3	9.7	
Addressing homelessness	7.5	1.3	6.3	

When compared with their counterparts, those satisfied with the City’s *overall* performance in providing city services were more likely to provide a rating of excellent or good for the City’s efforts to provide each of the *specific* services tested in Question 5. With that said, the greatest

specific differentiators of opinion between satisfied and dissatisfied residents were found with respect to the City's efforts to enforce zoning regulations, attract businesses and good paying jobs to the City, maintain utility infrastructure including water, sewer, storm drain, electricity, and gas infrastructure, enforce sign regulations, provide trash, recycling and yard waste services, provide emergency medical services, maintain the condition of parks, and ensure new construction follows property building and safety codes.

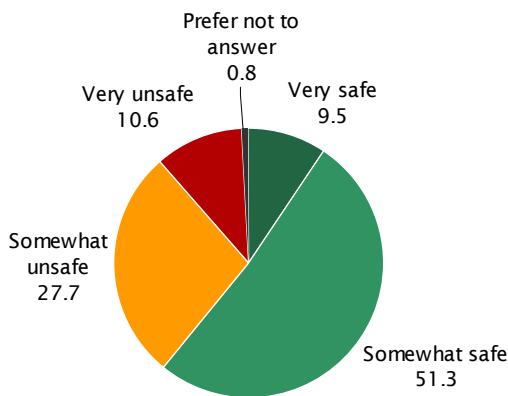
PUBLIC SAFETY

Ensuring the personal safety of residents is the most basic function of local government. It is important to keep in mind, of course, that public safety is as much a matter of perceptions as it is a matter of reality. Regardless of actual crime statistics, if residents don't *feel* safe then they will not enjoy the many cultural, recreational, and shopping opportunities available in the City of San José that will enhance their quality of life. Accordingly, the 2021 survey included questions related to how safe residents feel in a variety of situations, as well as how prepared they are to be self-sufficient should a natural disaster or other city-wide emergency occur.

HOW SAFE IS SAN JOSÉ AS A PLACE TO LIVE? The first question in this series asked respondents to rate the overall safety of San José as a place to live. More than six-in-ten residents rated San José as either very safe (10%) or somewhat safe (51%) as a place to live, with the remainder viewing the City as somewhat unsafe (28%), very unsafe (11%), or preferring not to answer the question (1%).

Question 6 Overall, how safe is the City of San José as a place to live? Would you say it is very safe, somewhat safe, somewhat unsafe, or very unsafe?

FIGURE 10 OPINION OF CITY SAFETY



Figures 11-13 show how residents' assessments of San José's safety varied across subgroups. In general, respondents under 25 or over 64 years of age, those satisfied with the City's overall performance in providing city services, African Americans, males, and part-time employees, students, and retirees were the most likely to view San José as a safe place to live.

FIGURE 11 OPINION OF CITY SAFETY BY YEARS IN SAN JOSÉ, AGE & OVERALL SATISFACTION

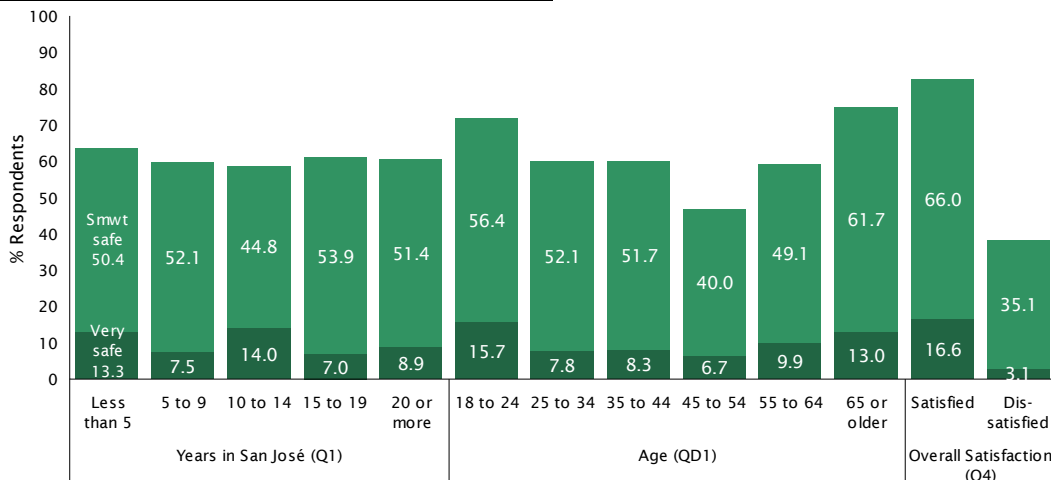
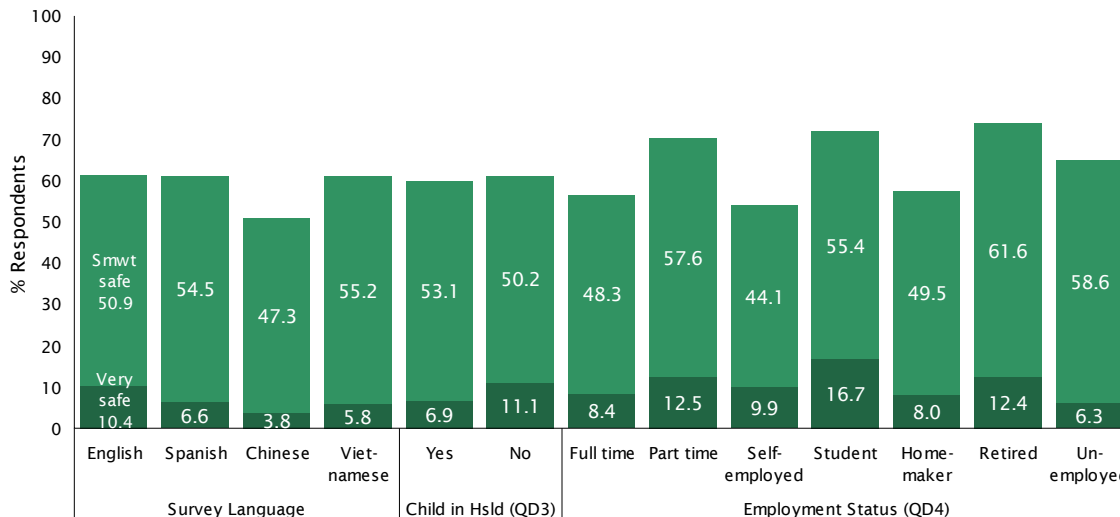


FIGURE 12 OPINION OF CITY SAFETY BY ETHNICITY, GENDER & HOME OWNERSHIP STATUS



FIGURE 13 OPINION OF CITY SAFETY BY SURVEY LANGUAGE, CHILD IN HSLD & EMPLOYMENT STATUS



SAFETY IN SPECIFIC SCENARIOS

Whereas Question 6 asked respondents to rate the overall safety of San José as a place to live, Question 7 presented the six specific scenarios listed at the bottom of Figure 14 and asked residents to describe how safe they feel in each scenario using the scale shown on the right of the figure. As shown in the figure, residents’ perceived safety varied considerably depending on the scenario. The vast majority of residents indicated that they felt safe walking in their neighborhood during the day (86%) and in the city park closest to their home during the day (79%), and most also felt safe walking in Downtown San José during the day (64%) and in their neighborhood at night (56%). After dark, however, the percentage who felt safe when walking declined to 35% in the city park closest to their home, and to 22% in Downtown San José. Figures 15 and 16 show how feelings of safety in each scenario varied by age, gender, and ethnicity.

Question 7 When you are walking: _____, would you say that you feel very safe, somewhat safe, somewhat unsafe, or very unsafe?

FIGURE 14 SAFETY RATINGS BY SCENARIO

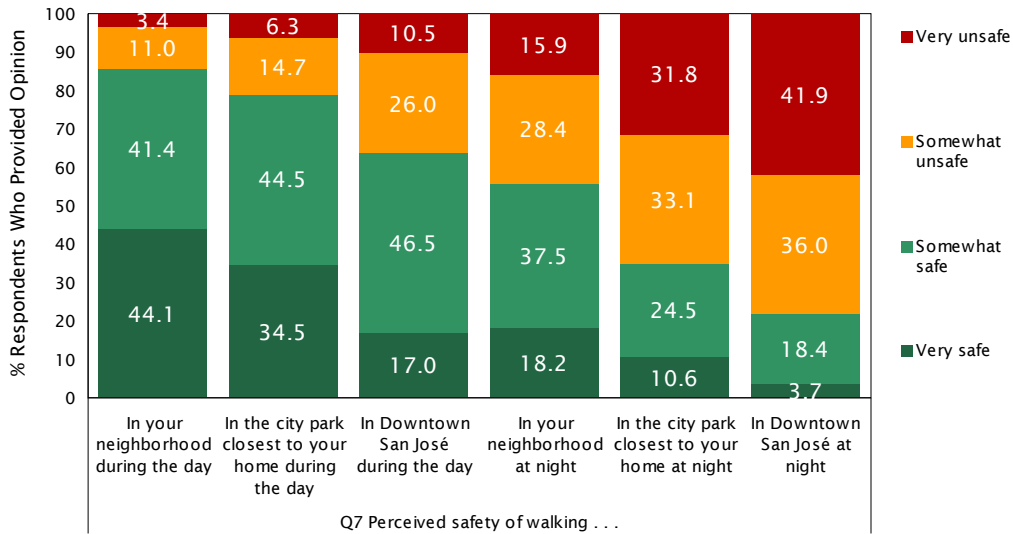


FIGURE 15 SAFETY RATINGS BY SCENARIO BY AGE & GENDER

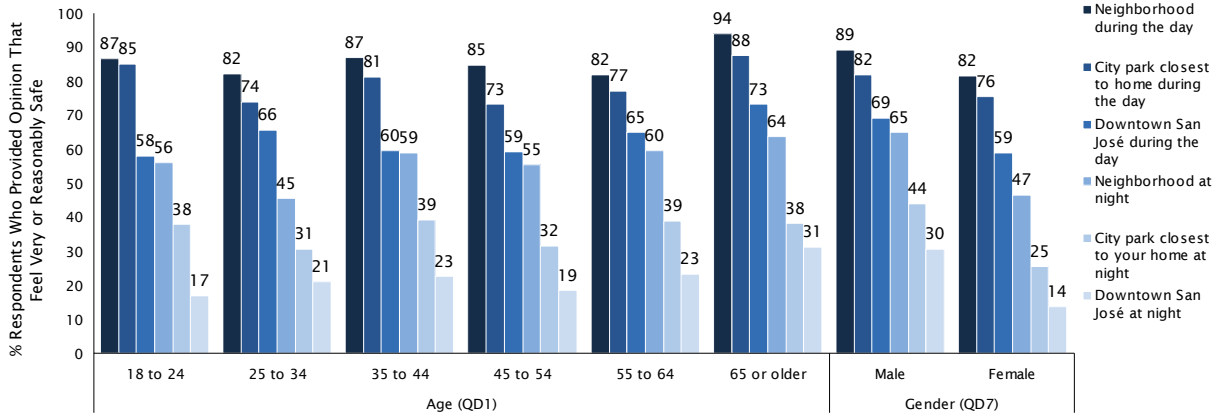
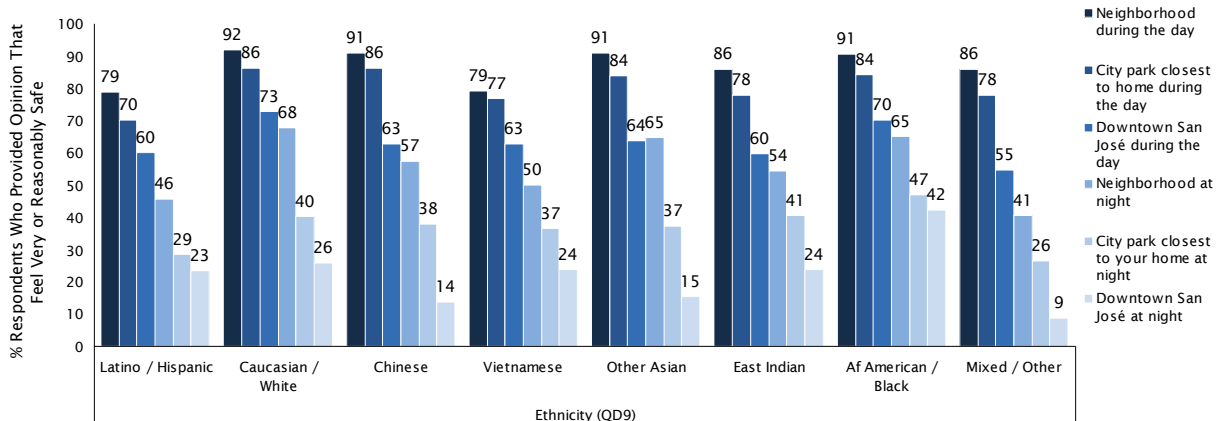


FIGURE 16 SAFETY RATINGS BY SCENARIO BY ETHNICITY



TRAFFIC SAFETY In a manner similar to that described above, respondents were next asked how safe they feel when driving on San José streets, walking alongside or crossing streets in San José, and bicycling in San José. To ease comparisons, only those who provided an opinion are included in the percentage results shown in Figure 17, and the percentage who did so is shown in brackets below each scenario label.

Nearly three-quarters of respondents (73%) with an opinion indicated that they feel very or somewhat safe when driving on San José streets, while close to two-thirds (64%) indicated they feel very or somewhat safe walking alongside or crossing streets in San José. When it comes to bicycling in San José, however, just under half of respondents (47%) offered that they feel very or somewhat safe (Figure 17). Figures 18 and 19 show how feelings of safety in these traffic scenarios varied by age, gender, and ethnicity.

Question 8 *Thinking next about traffic safety - when you are: _____, would you say that you feel very safe, somewhat safe, somewhat unsafe, or very unsafe?*

FIGURE 17 TRAFFIC SAFETY RATINGS

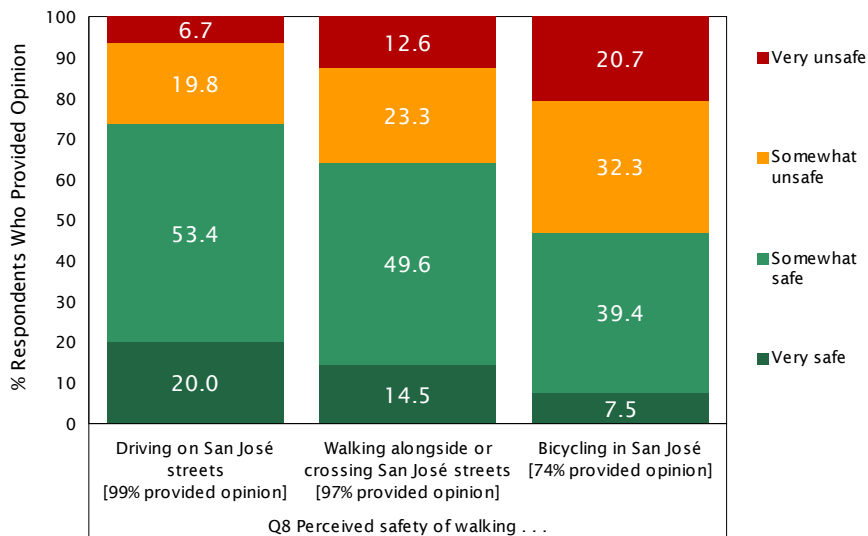


FIGURE 18 TRAFFIC SAFETY RATINGS BY AGE & GENDER

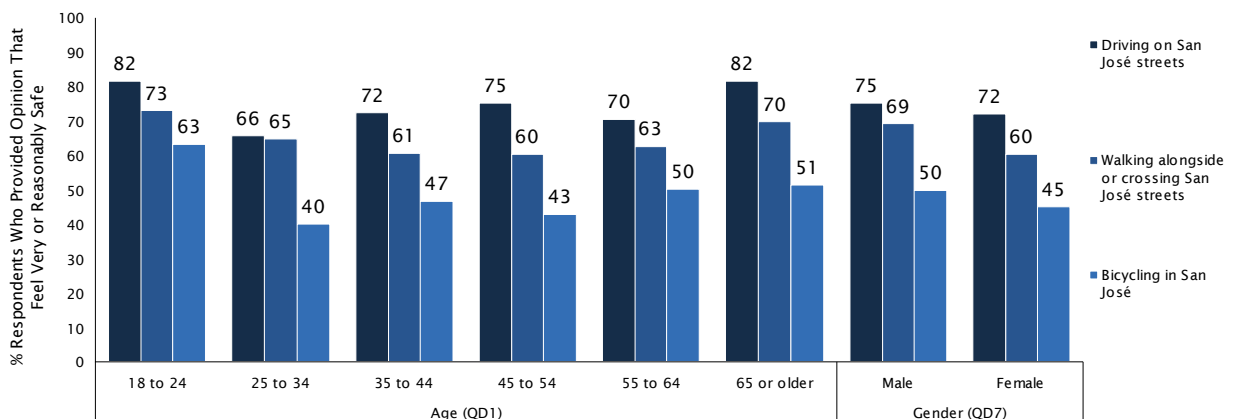
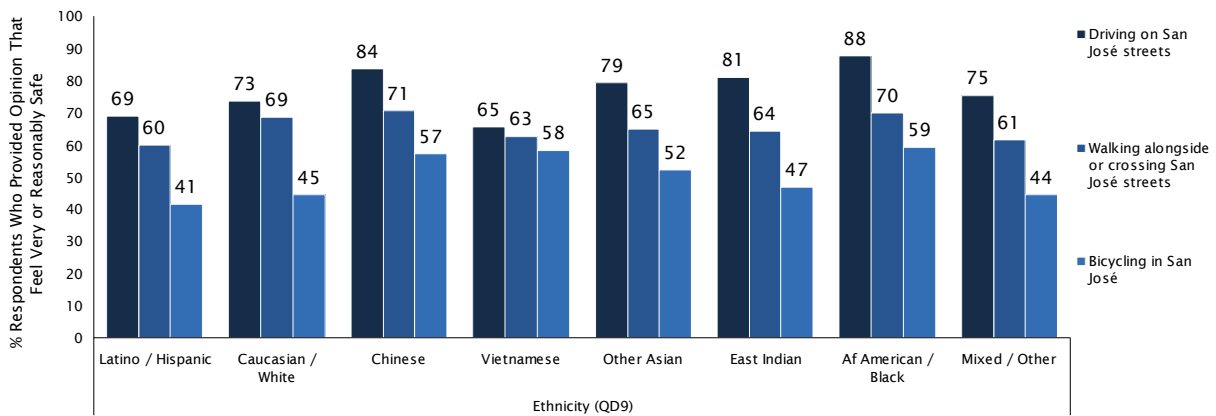


FIGURE 19 TRAFFIC SAFETY RATINGS BY ETHNICITY



EMERGENCY PREPAREDNESS Continuing with the safety theme, all respondents were next asked to describe how prepared their household is to be self-sufficient in the event of a natural disaster or other city-wide emergency. Overall, 12% indicated their household is well-prepared to be self-sufficient in the event of a natural disaster or other emergency, whereas 34% felt somewhat prepared, and 33% slightly prepared. Approximately 18% of respondents indicated that their household is not at all prepared to be self-sufficient if a natural disaster or other city-wide emergency were to occur, and 4% were either unsure or unwilling to share their opinion (Figure 20). Figures 21-24 show how prepared residents felt they were to be self-sufficient in the event of a natural disaster or other emergency by length of residence, age, ethnicity, the language in which the survey was administered, employment status, overall satisfaction with the City’s performance in providing municipal services, gender, home ownership, presence of a child in the home, and how safe they feel San José is as a place to live.

Question 9 *How prepared would you say your household is to be self-sufficient in the event of a natural disaster or other city-wide emergency? Would you say you are well prepared, somewhat prepared, slightly prepared, or not at all prepared?*

FIGURE 20 HSLD PREPARED TO BE SELF-SUFFICIENT IN NATURAL DISASTER

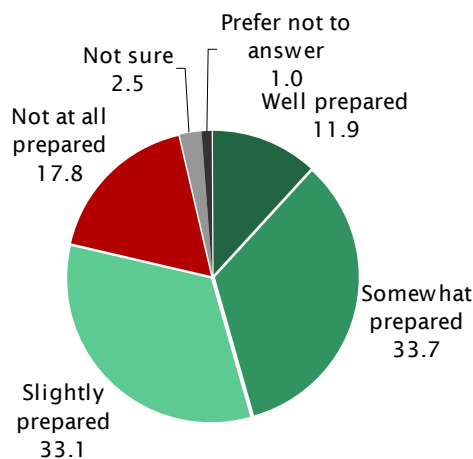


FIGURE 21 HSLD PREPARED TO BE SELF-SUFFICIENT IN NATURAL DISASTER BY YEARS IN SAN JOSÉ & AGE

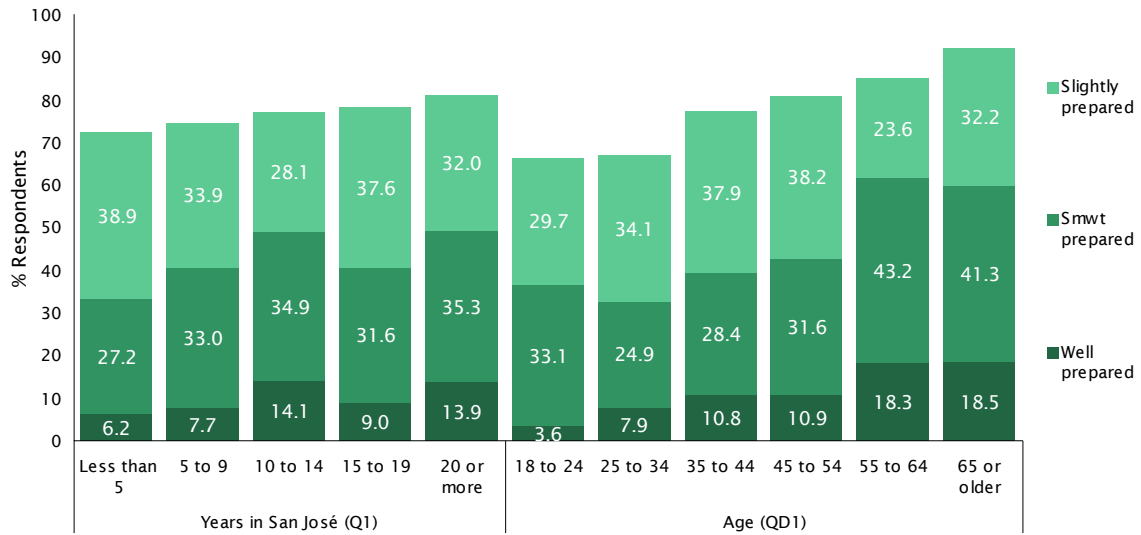


FIGURE 22 HSLD PREPARED TO BE SELF-SUFFICIENT IN NATURAL DISASTER BY ETHNICITY

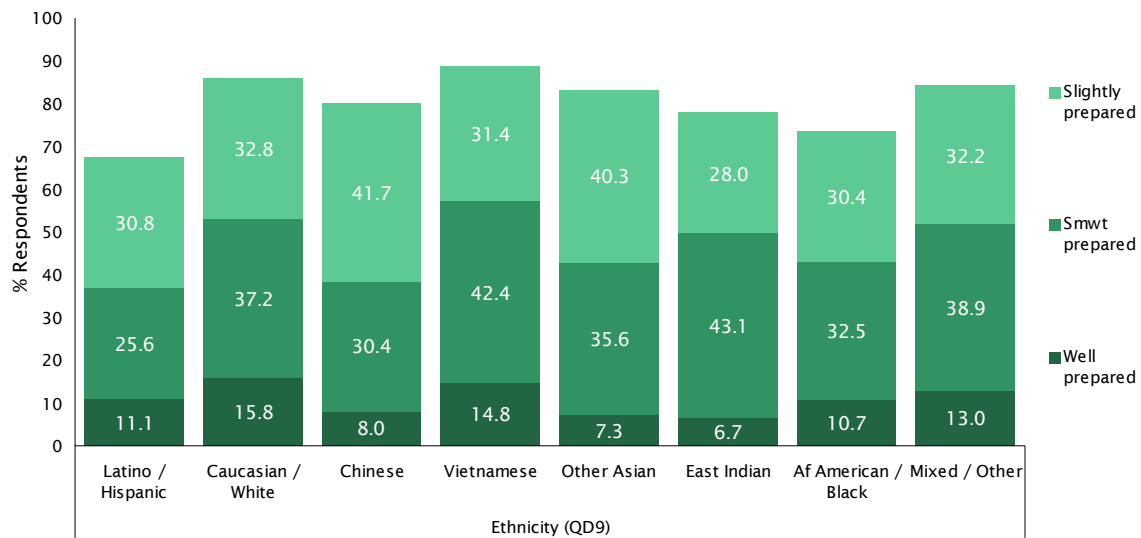


FIGURE 23 HSLD PREPARED TO BE SELF-SUFFICIENT IN NATURAL DISASTER BY SURVEY LANGUAGE & EMPLOYMENT STATUS

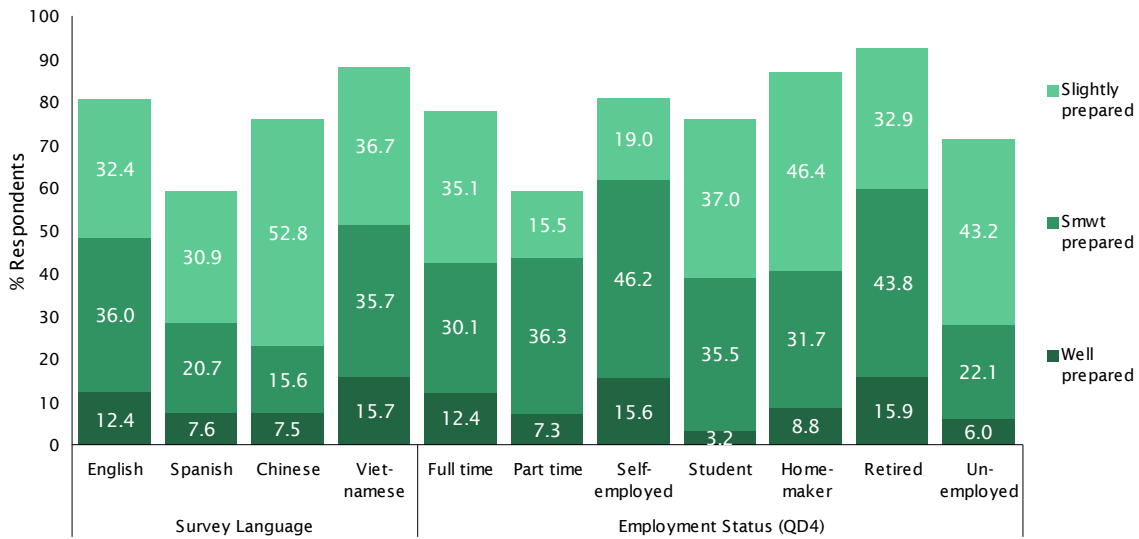
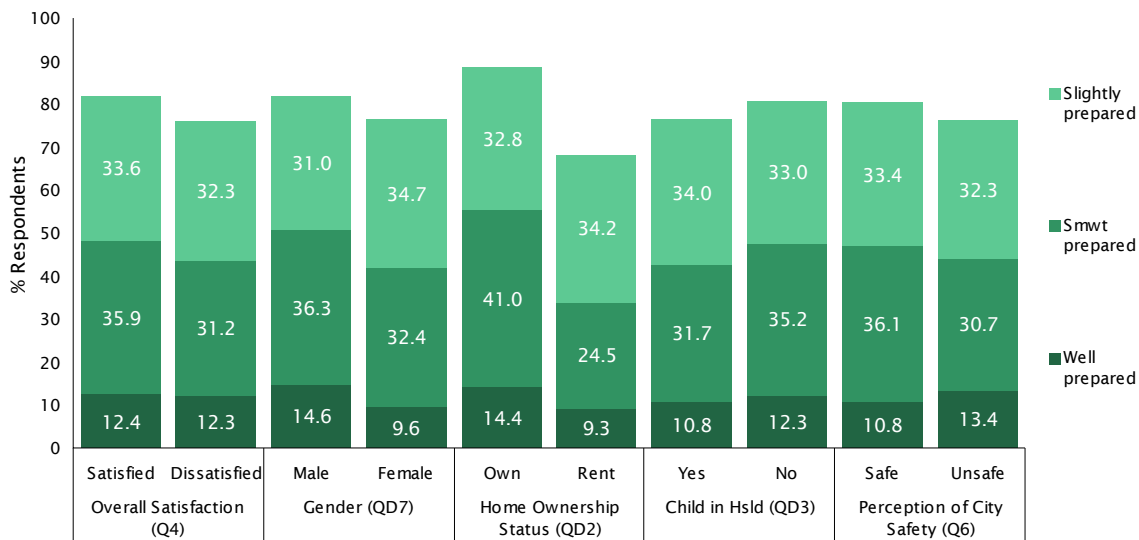


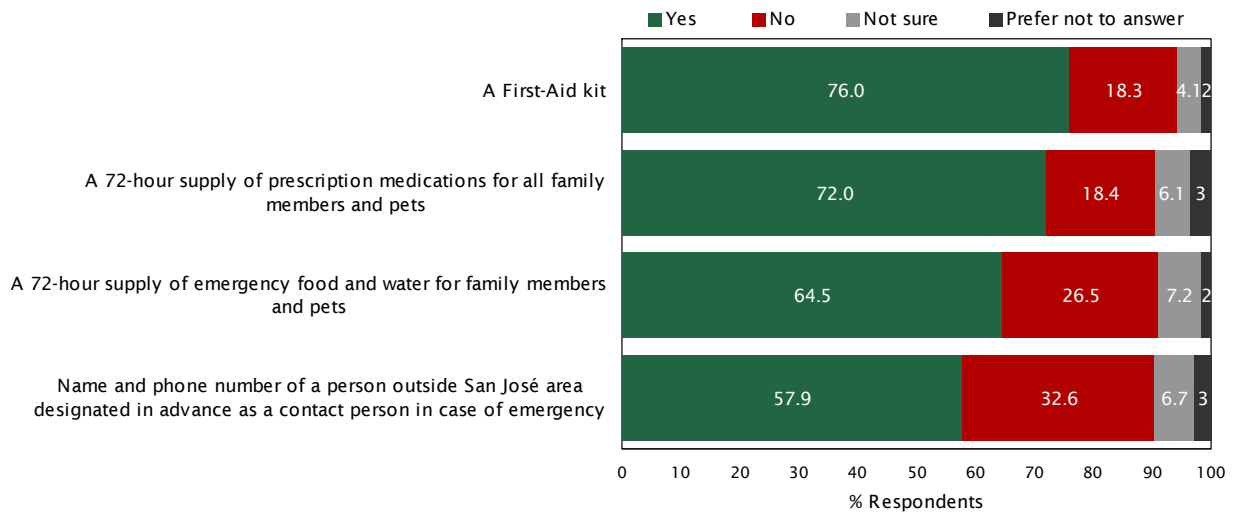
FIGURE 24 HSLD PREPARED TO BE SELF-SUFFICIENT IN NATURAL DISASTER BY OVERALL SATISFACTION, GENDER, HOME OWNERSHIP STATUS, CHILD IN HSLD & PERCEPTION OF CITY SAFETY



Regardless of how prepared respondents felt they were to be self-sufficient in the event of a natural disaster or other city-wide emergency, all respondents were subsequently asked if their household has each of the items shown in Figure 25 that are considered essential items for self-sufficiency in an emergency. Approximately three-quarters of respondents indicated their household has a First Aid Kit (76%) and a 72-hour supply of prescription medications for all family members and pets (72%). Nearly two-thirds of respondents also indicated that they have a 72-hour supply of emergency food and water for family members and pets (65%), while just over half (58%) have the name and phone number of a person outside of San José that has been designated in advance as a contact person in case of an emergency.

Question 10 *Does your household have: _____?*

FIGURE 25 HSLD EMERGENCY PREPAREDNESS



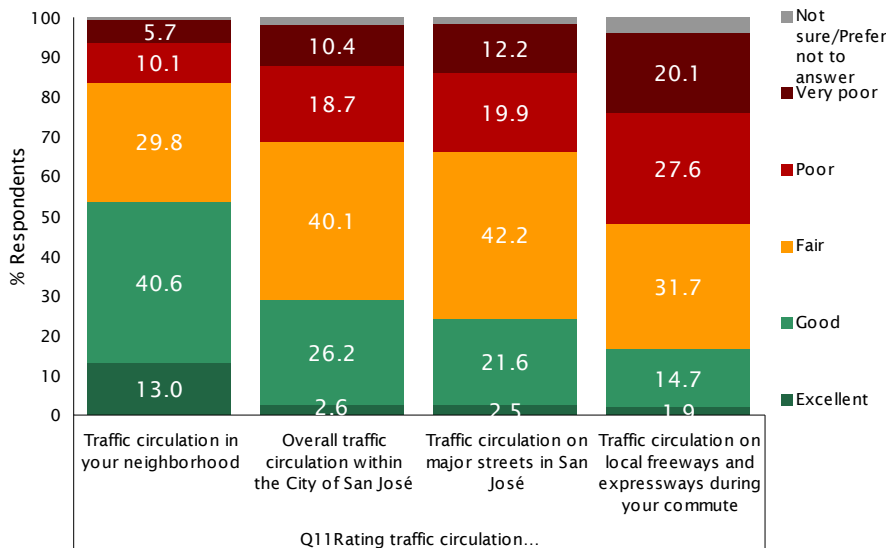
T R A F F I C

In many cities, traffic congestion ranks among the most pressing problems that residents would like local and regional governments to solve. Anticipating that traffic congestion would be a concern for some residents, the 2021 survey explored how perceptions of congestion in San José varied depending on the location and/or type of roadway.

TRAFFIC CIRCULATION The survey measured residents’ perceptions of traffic circulation in the City *overall*, on major streets, in the respondent’s neighborhood, and on local freeways and expressways during their commute. As shown in Figure 26, residents provided the most positive ratings for traffic circulation in their neighborhood, with 54% rating it as either excellent or good, 30% fair, and 16% poor or very poor. When asked to rate overall traffic circulation within the City of San José, 29% rated it as excellent or good, 40% fair, whereas 29% rated it as a poor or very poor. The ratings were similar for traffic circulation on major streets in San José, with approximately one-quarter (24%) rating it as excellent or good, 42% fair, and 32% poor or very poor. When compared to the other scenarios, traffic circulation on local freeways and expressways during commute hours received the least positive ratings, with 17% rating it excellent or good, 32% fair, and 48% describing it as poor or very poor.

Question 11 *Next, I'd like to ask you a few questions about traffic circulation. By traffic circulation, I mean the ability to drive around San José without encountering long delays. Would you rate: _____ as excellent, good, fair, poor or very poor?*

FIGURE 26 RATING TRAFFIC CIRCULATION



For the interested reader, Figure 27 on the next page shows how ratings of traffic circulation in San José varied according to whether a respondent was generally satisfied with the City’s overall performance in providing municipal services (left side of figure) or dissatisfied. The figure demonstrates that perceptions of traffic circulation were related to residents’ opinions of the City’s overall performance, with those who were generally satisfied with the job the City is doing to provide municipal services also providing more positive ratings for traffic circulation.

FIGURE 27 RATING TRAFFIC CIRCULATION BY OVERALL SATISFACTION



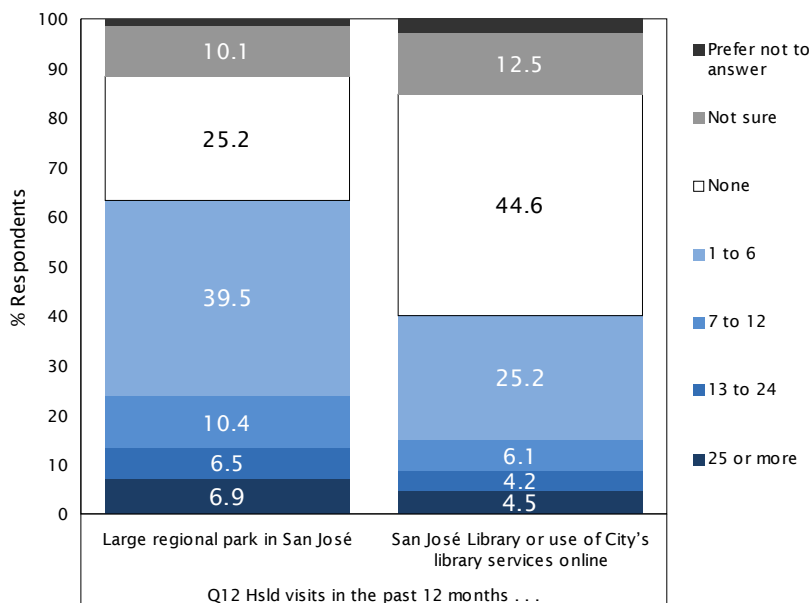
LIBRARY & PARKS

Although general perceptions of San José’s libraries and parks were included in the series of items tested in Question 5 (see *Specific Services* on page 13), the survey also measured how frequently respondents’ visited San José’s libraries and parks, as well as their assessment of library hours, variety of books and materials, and variety of education and digital literacy programs.

LIBRARY AND PARK VISITS The first question in this series simply asked respondents how often they or other members of their household visited a San José library or used the City’s online library services during the preceding 12 months, as well as how often they visited a large regional park in San José (not including neighborhood parks). Most respondents (63%) indicated that their household had visited a large regional park in San José at least once during the past 12 months, with one-quarter (24%) doing so at least seven times during this period. Visits to a San José library and/or use of the City’s online library services was less common, with 40% of households reporting at least one visit/use during the period of interest, and 15% visiting a library and/or using the City’s online library services at least seven times (Figure 28).

Question 12 *In the past 12 months, how many times did you or other members of your household: _____?*

FIGURE 28 HSLD VISITS IN THE PAST 12 MONTHS



Figures 29 and 30 on the next page show how the percentage of households with at least one visit/use during the 12 months preceding the interview varied by length of residence, home ownership, the language in which the survey was administered, presence of a child in the home, and overall satisfaction with the City’s efforts to provide municipal services. Among all subgroups, respondents who have at least one child living in their home were the most likely to report visiting a large regional park in San José *and* visiting a local library or using the City’s online library services during the period of interest.

FIGURE 29 AT LEAST ONE HSLD VISIT IN THE PAST 12 MONTHS BY YEARS IN SAN JOSÉ & HOME OWNERSHIP STATUS

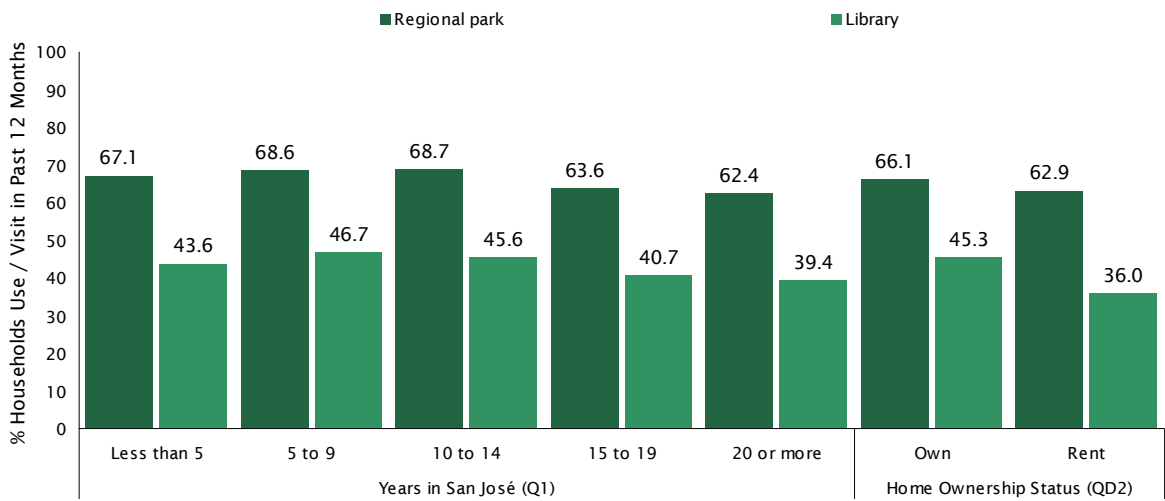
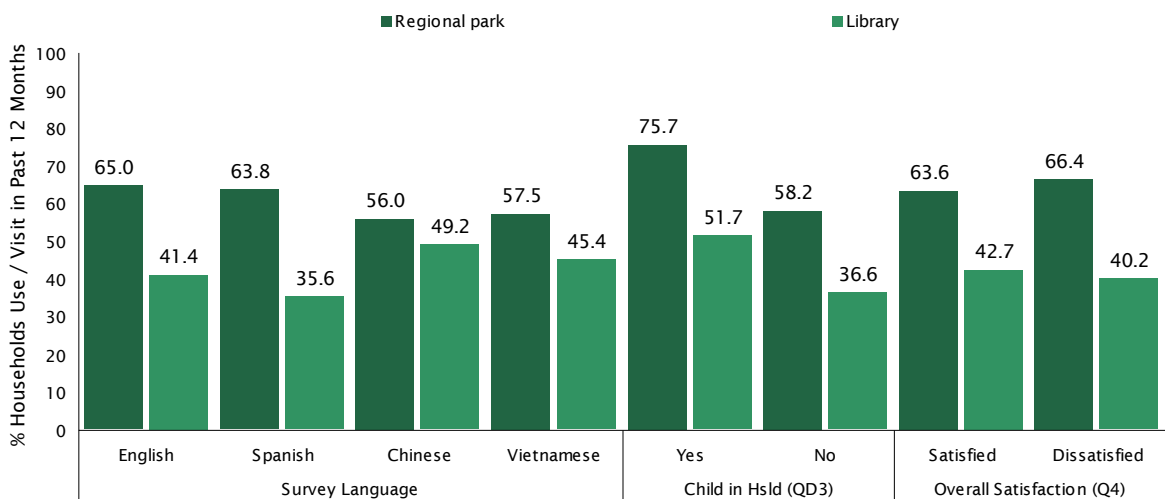


FIGURE 30 AT LEAST ONE HSLD VISIT IN THE PAST 12 MONTHS BY SURVEY LANGUAGE, CHILD IN HSLD & OVERALL SATISFACTION



RATING LIBRARY SERVICES All respondents were next asked to rate several aspects of the City of San José’s library services (see Figure 31 on the next page). More than seven-in-ten respondents who provided an opinion rated the variety of books and materials available in the Library’s collection as excellent or good (71%), while more than six-in-ten (63%) provided a rating of excellent or good for the variety of education and digital literacy programs provided by the Library. Among those with an opinion, more than half (58%) rated the hours that local branch libraries are open as excellent or good. For the interested reader, figures 32-34 show how ratings for each aspect of library services varied by household use of the Library system or online services in the past year, age, ethnicity, presence of a child in the home, the language in which the survey was administered, and the highest level of education achieved by the respondent.

Question 13 How would you rate: _____? Would you say it is excellent, good, fair, poor or very poor?

FIGURE 31 RATING LIBRARY SERVICES

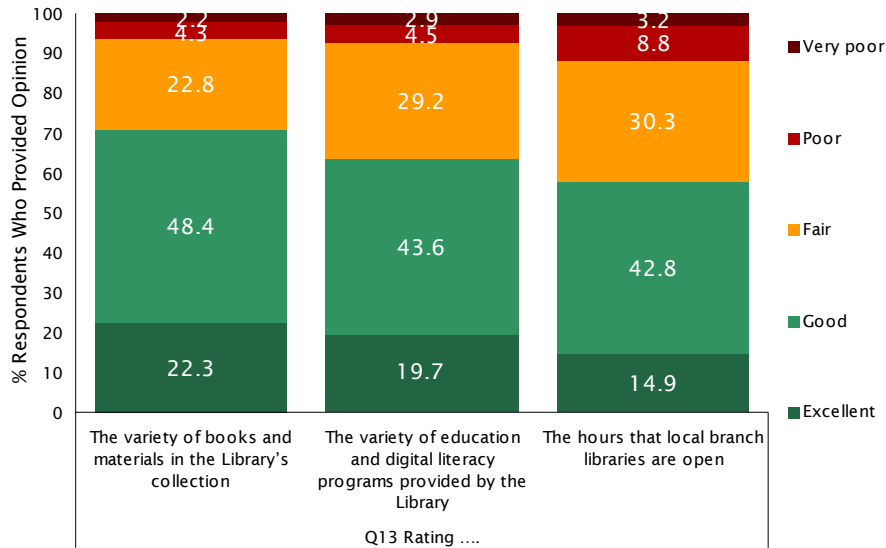


FIGURE 32 RATING LIBRARY SERVICES BY HSLD LIBRARY USE IN PAST 12 MONTHS & AGE

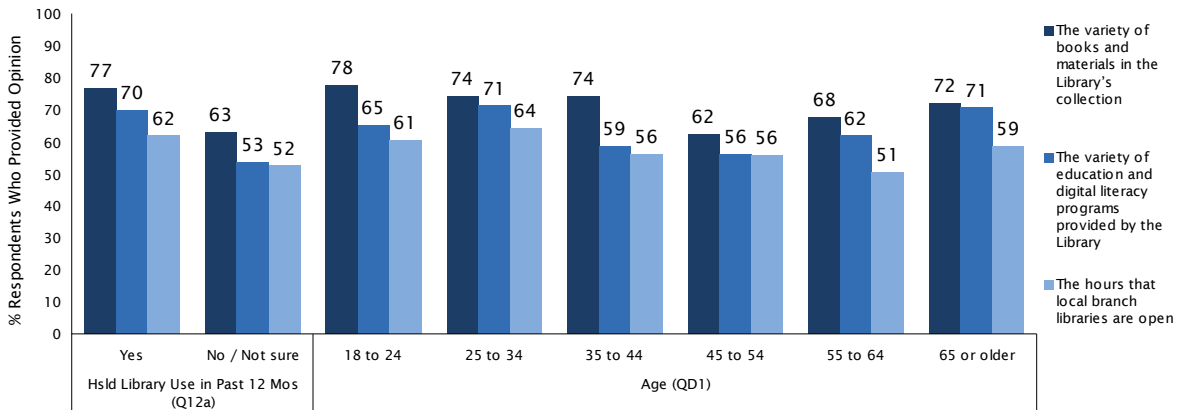


FIGURE 33 RATING LIBRARY SERVICES BY ETHNICITY & CHILD IN HSLD

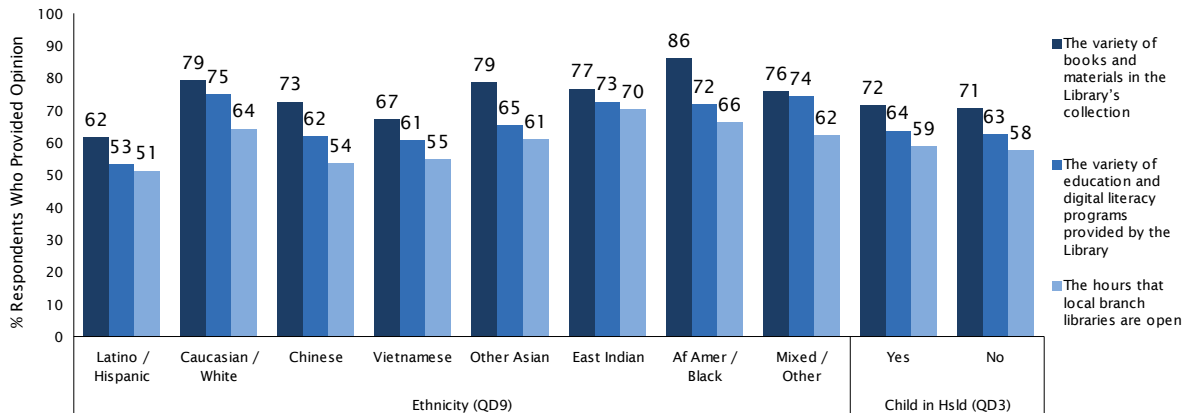
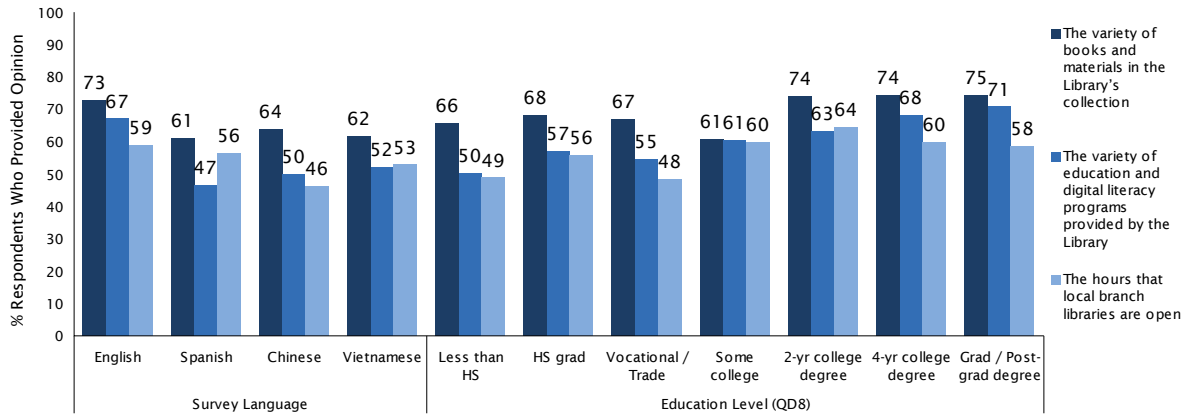


FIGURE 34 RATING LIBRARY SERVICES BY SURVEY LANGUAGE & EDUCATION LEVEL



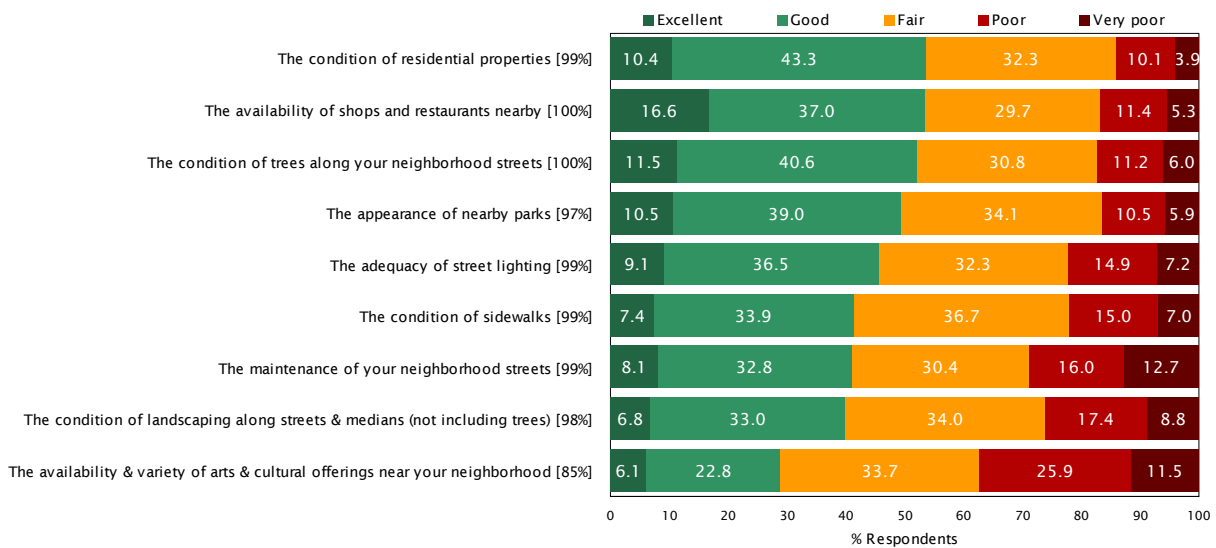
NEIGHBORHOOD ISSUES & CODE ENFORCEMENT

Although most of the questions in the survey were framed such that respondents were considering the City of San José as a whole, Question 14 began a series of questions that focused respondents' gaze on their own neighborhoods.

RATING ASPECTS OF NEIGHBORHOOD The first question in this series asked respondents to rate their local neighborhood on the nine dimensions shown on the left of Figure 35 using the familiar excellent, good, fair, poor, or very poor scale. To allow for apples-to-apples comparisons, only those who provided an opinion on a dimension are included in the percentage results shown in Figure 35. For reference, the percentage who provided an opinion is shown in brackets to the right of the dimension label.

Question 14 *Thinking about your own local neighborhood, how would you rate: _____? Would you say it is excellent, good, fair, poor or very poor?*

FIGURE 35 RATING LOCAL NEIGHBORHOOD ASPECTS



Among the neighborhood aspects tested, respondents provided the most positive ratings for the condition of residential properties (54% excellent or good), the availability of shops and restaurants nearby (54%), the condition of trees along neighborhood streets (52%), the appearance of nearby parks (50%), and the adequacy of street lights (46%). Approximately four-in-ten respondents also rated as excellent or good the condition of sidewalks (41%), maintenance of streets (41%), and condition of landscaping along streets and medians (40%) in their neighborhood. When compared to the other dimensions tested, the availability and variety of arts and cultural offerings near their neighborhood received a significantly lower rating (29%).

Table 7 on the next page shows how neighborhood ratings varied according to respondents' overall satisfaction with the City's efforts to provide municipal services. Respondents who were satisfied with the job the City is doing to provide city services overall also provided more positive

ratings for each aspect of their neighborhood tested in Question 14 when compared to those generally dissatisfied with the City’s performance. The largest differences in opinion between these two groups were found with respect to the maintenance of neighborhood streets, appearance of nearby parks, and the condition of landscaping along streets and medians.

TABLE 7 RATING LOCAL NEIGHBORHOOD ASPECTS BY OVERALL SATISFACTION

		City’s Overall Performance (Q4)		Difference Between Groups For Each Service
		Very or somewhat satisfied	Very or somewhat dissatisfied	
% Respondents That Rated Neighborhood Aspect as Excellent or Good	The maintenance of your neighborhood streets	57.8	23.4	34.4
	The appearance of nearby parks	65.9	34.1	31.7
	The condition of landscaping along streets & medians (not including trees)	54.6	25.5	29.1
	The condition of trees along your neighborhood streets	66.8	38.6	28.2
	The condition of residential properties	67.8	40.0	27.8
	The condition of sidewalks	54.3	27.7	26.6
	The adequacy of street lighting	58.7	33.6	25.1
	The availability of shops and restaurants nearby	64.5	43.5	21.0
	The availability & variety of arts & cultural offerings near your neighborhood	38.7	18.8	19.9

CODE ENFORCEMENT The City of San José has created codes to address and prevent a variety of issues that can negatively impact a neighborhood, such as abandoned vehicles, non-permitted construction, junk storage, and yards not being properly maintained. Following this brief overview, Question 15 asked respondents whether they were generally satisfied or dissatisfied with the City’s efforts to enforce code violations.

Overall, one-third of respondents (33%) indicated they were generally satisfied with the City’s code enforcement efforts, 41% were dissatisfied, whereas 24% were unsure and 2% were unwilling to share their opinion (Figure 36). Satisfaction with the City’s efforts to enforce code violations was highest among newer residents (less than 5 years), those under 25 or over 64 years of age, respondents who were satisfied with the City’s overall performance in providing municipal services, and respondents who completed the survey in Vietnamese (see figures 37-39).

Question 15 *The City of San José has created codes to address and prevent a variety of issues that can negatively impact a neighborhood, such as abandoned vehicles, non-permitted construction, junk storage, and yards not being properly maintained. Overall, are you satisfied or dissatisfied with the City’s efforts to enforce code violations, or do you not have an opinion?*

FIGURE 36 SATISFACTION WITH CITY EFFORTS TO ENFORCE CODE VIOLATIONS

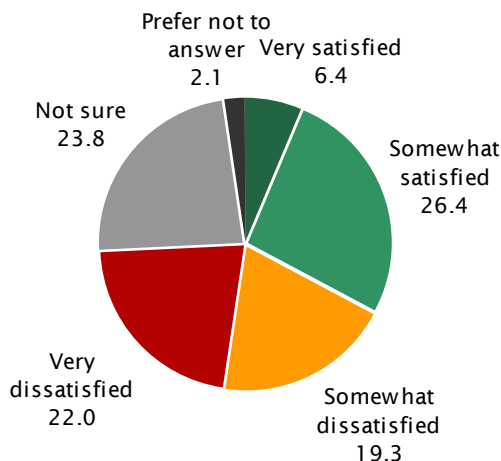


FIGURE 37 SATISFACTION WITH CITY EFFORTS TO ENFORCE CODE VIOLATIONS BY YEARS IN SAN JOSÉ, AGE & OVERALL SATISFACTION

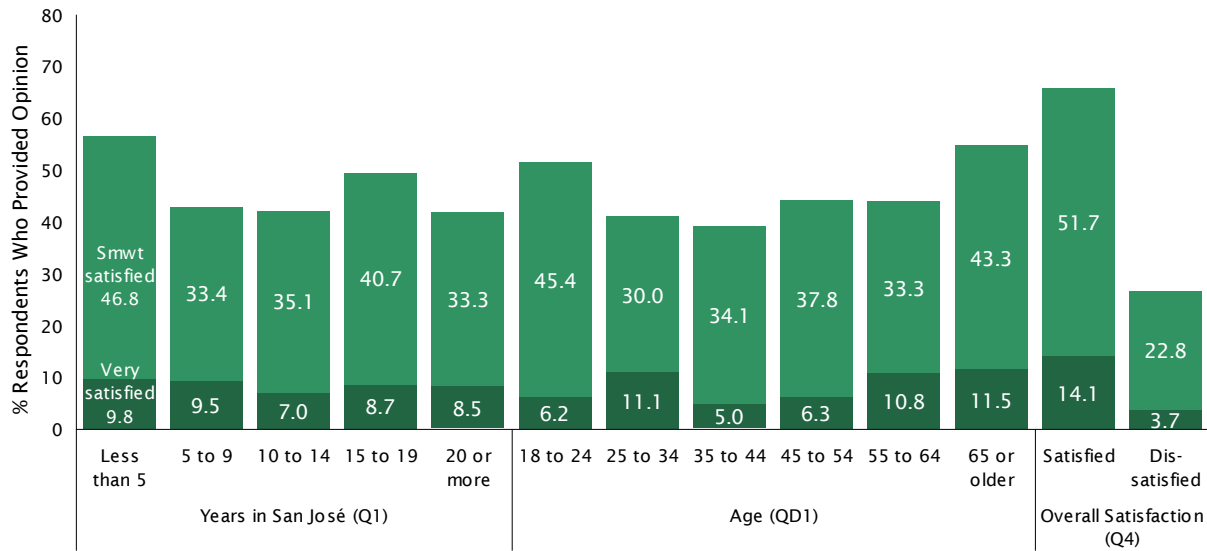


FIGURE 38 SATISFACTION WITH CITY EFFORTS TO ENFORCE CODE VIOLATIONS BY ETHNICITY

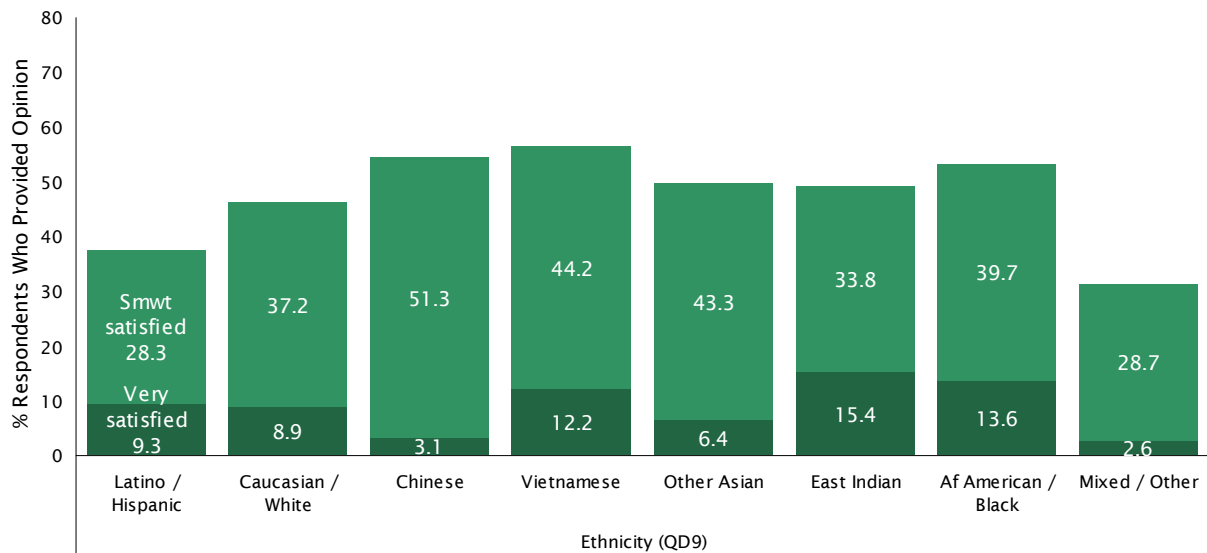
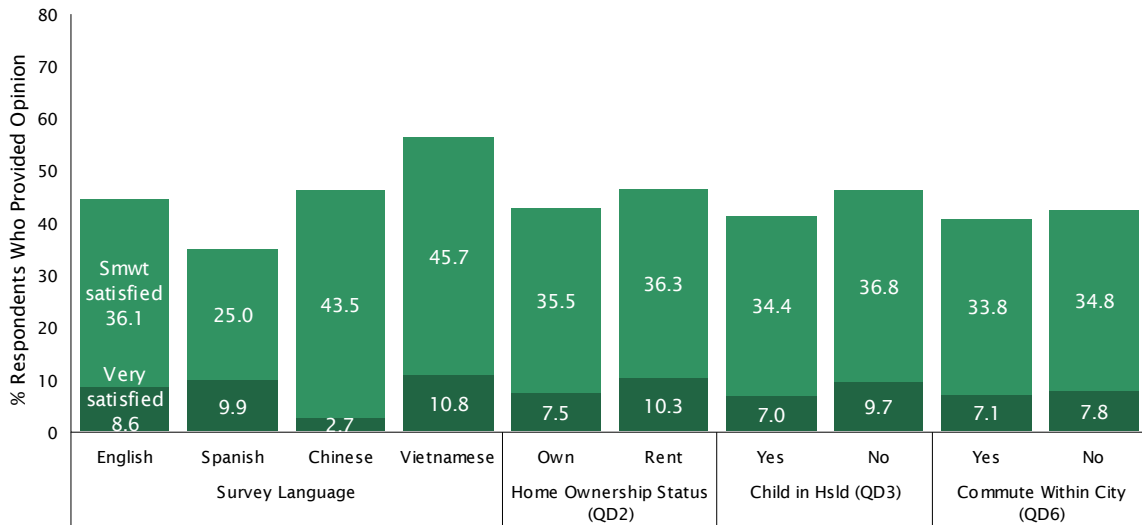


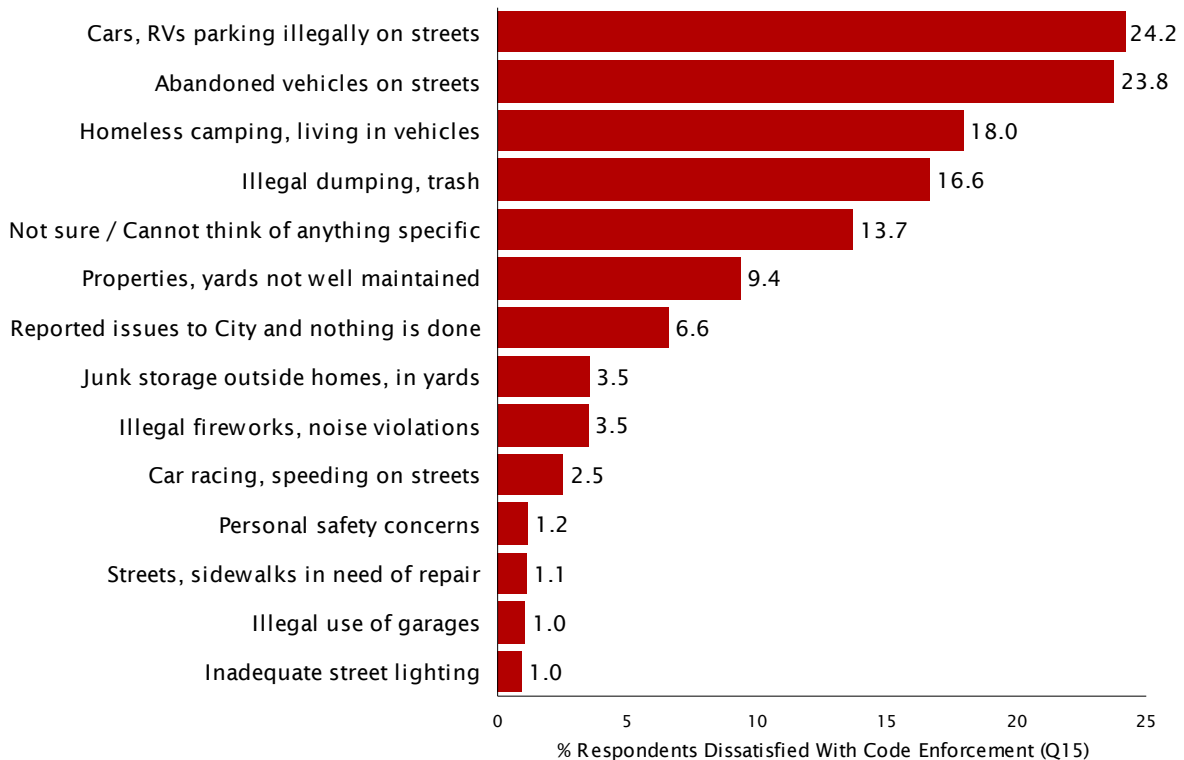
FIGURE 39 SATISFACTION WITH CITY EFFORTS TO ENFORCE CODE VIOLATIONS BY SURVEY LANGUAGE, HOME OWNERSHIP STATUS, CHILD IN HSLD & COMMUTE WITHIN CITY



Respondents who reported being dissatisfied with the City’s efforts to enforce code violations were subsequently asked to describe the particular issue or code violation in their neighborhood that the City isn’t addressing that is causing their dissatisfaction. True North reviewed the verbatim responses and grouped them into the categories shown below in Figure 40.

Question 16 *Is there a particular issue or code violation in your neighborhood the City isn’t addressing that leads you to be dissatisfied?*

FIGURE 40 ISSUE, CODE VIOLATION IN NEIGHBORHOOD



Among those dissatisfied with the City's code enforcement efforts, illegally parked recreational vehicles (RVs) and cars (24%) and abandoned vehicles on streets (24%) were the most common reasons for their dissatisfaction, followed by homeless camping/living in vehicles (18%) and illegal dumping/trash (17%).

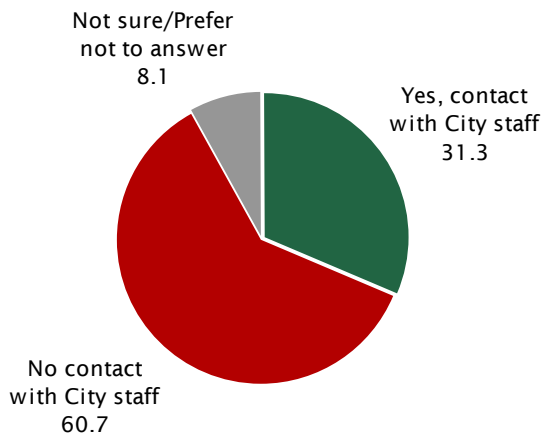
CUSTOMER SERVICE & GOVERNANCE

Although much of the survey focused on residents’ satisfaction with the City’s efforts to provide specific services, San José —like other progressive cities—recognizes there is more to good local governance than simply providing satisfactory services. Do residents perceive that the City is accessible and responsive to residents’ needs? Do residents feel that staff serves their needs in a professional manner? How well do residents trust the City, and do they view the City as fiscally responsible? Answers to questions like these are as important as service or policy-related questions in measuring the City’s performance in meeting residents’ needs. Accordingly, they were the focus of the final substantive section of the interview.

CONTACT WITH CITY STAFF Question 17 asked all respondents whether they had been in contact with staff from the City of San José in person, on the phone, or by email during the 12 months preceding the interview. Approximately one-third of respondents (31%) indicated they had been in contact with staff from the City during the period of interest (Figure 41).

Question 17 *In the past 12 months, have you been in contact with staff from the City of San José in person, on the phone, or by email?*

FIGURE 41 CONTACTED CITY STAFF IN PAST 12 MONTHS



Figures 42-44 show how the percentage of respondents who had contact with City staff during the 12 months preceding the interview varied across demographic subgroups. The most striking pattern in the figures is the lower rates of staff contact among newer residents (less than 5 years), younger residents (under 25), those who completed the survey in a language other than English, students, and homemakers.

FIGURE 42 CONTACTED CITY STAFF IN PAST 12 MONTHS BY YEARS IN SAN JOSÉ, AGE & OVERALL SATISFACTION

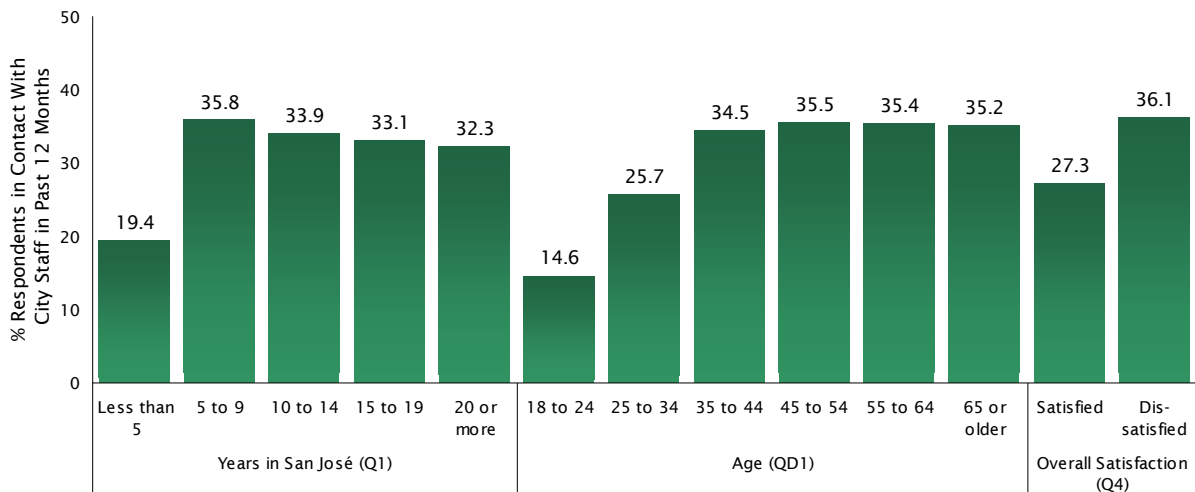


FIGURE 43 CONTACTED CITY STAFF IN PAST 12 MONTHS BY ETHNICITY, GENDER & HOME OWNERSHIP STATUS

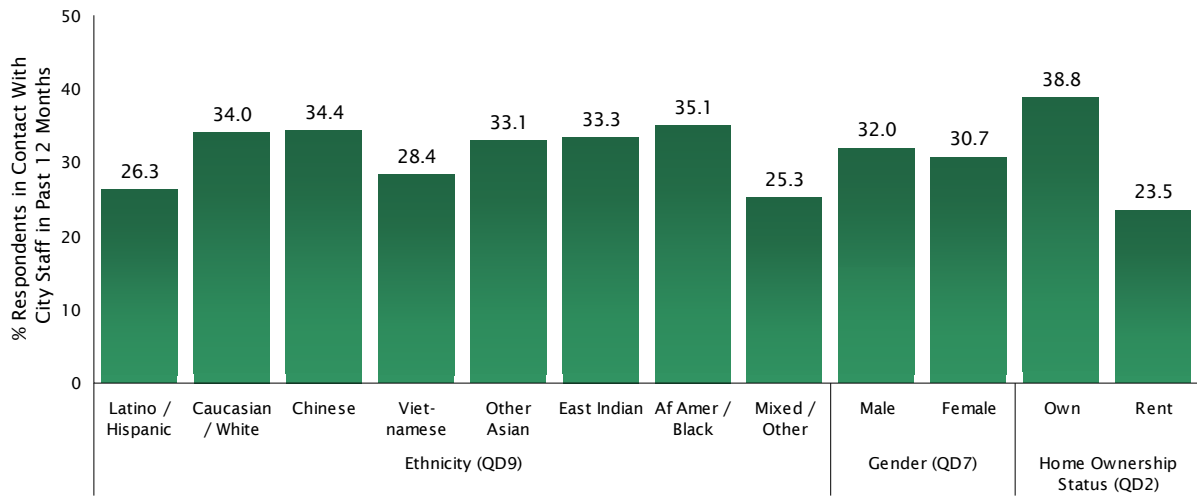
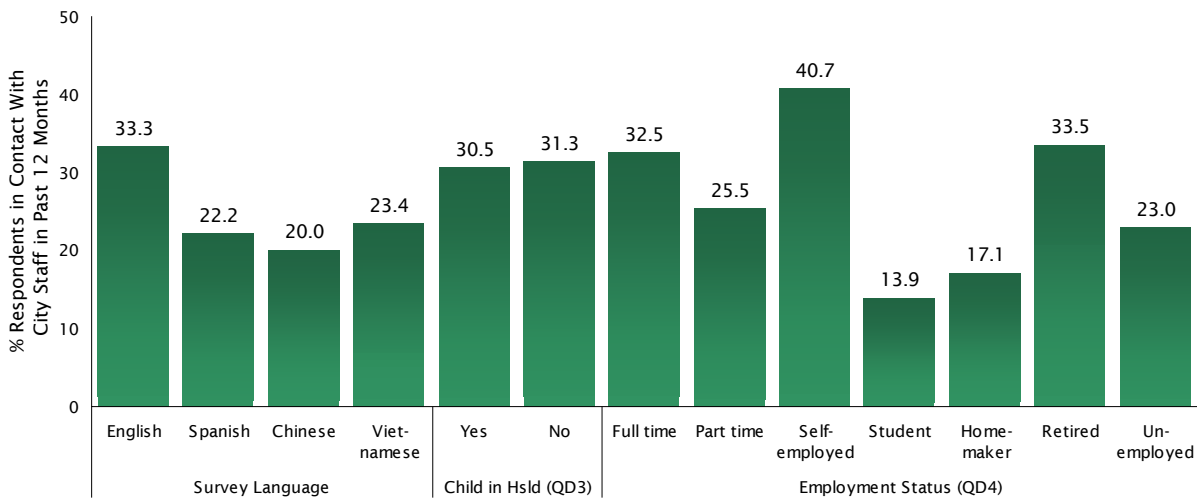


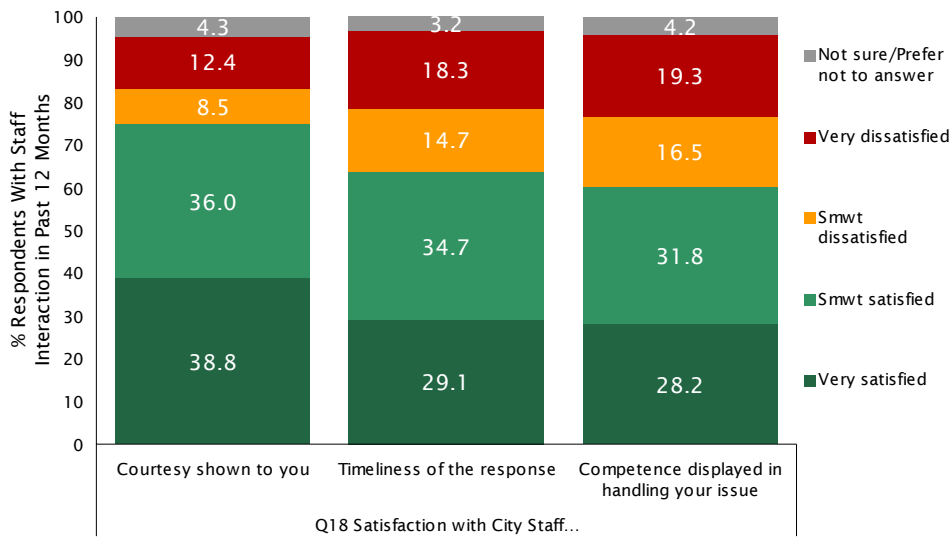
FIGURE 44 CONTACTED CITY STAFF IN PAST 12 MONTHS BY SURVEY LANGUAGE, CHILD IN HSLD & EMPLOYMENT STATUS



RATING CITY STAFF Respondents who had contact with city staff in the 12 months preceding the interview were asked to describe their level of satisfaction with city staff on three dimensions: courtesy shown, timeliness of response, and competence in handling their issue. As displayed in Figure 45 on the next page, the majority of San José residents reported being satisfied with staff on all three dimensions. Approximately three-quarters (75%) of those who contacted staff reported being satisfied with the *courtesy* shown to them by San José staff, nearly two-thirds (64%) were satisfied with the *timeliness* of the response they received, and 60% were satisfied with the *competence* staff displayed in handling their issue.

Question 18 *Were you satisfied or dissatisfied with the _____ by the San José City employee or employees with whom you had contact?*

FIGURE 45 SATISFACTION WITH CITY STAFF PERFORMANCE



LANGUAGE BARRIER TO CITY SERVICES Question 19 asked respondents whether they had ever experienced a problem accessing city services because of a language barrier. Just 6% of respondents indicated that a language barrier had interfered with their ability to access city services, with 2% describing it as a major problem and 4% a minor problem. The remaining respondents indicated they had not experienced a problem accessing city services due to a language barrier (90%), were unsure (4%), or preferred to not answer (1%). Respondents who completed the survey in Chinese or Vietnamese were the most likely to report experiencing a problem receiving city services due to a language barrier (see figures 47 & 48).

Question 19 *Have you ever experienced a problem accessing city services because of a language barrier? If yes: Was it a major problem or a minor problem?*

FIGURE 46 EXPERIENCED LANGUAGE BARRIER PROBLEM ACCESSING CITY SERVICES

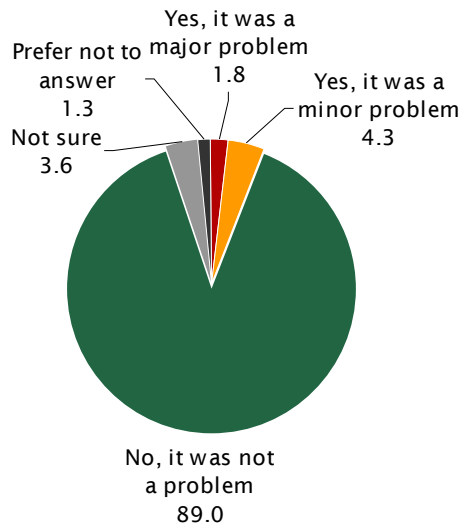


FIGURE 47 EXPERIENCED LANGUAGE BARRIER PROBLEM ACCESSING CITY SERVICES BY ETHNICITY & CONTACT WITH STAFF IN PAST 12 MONTHS

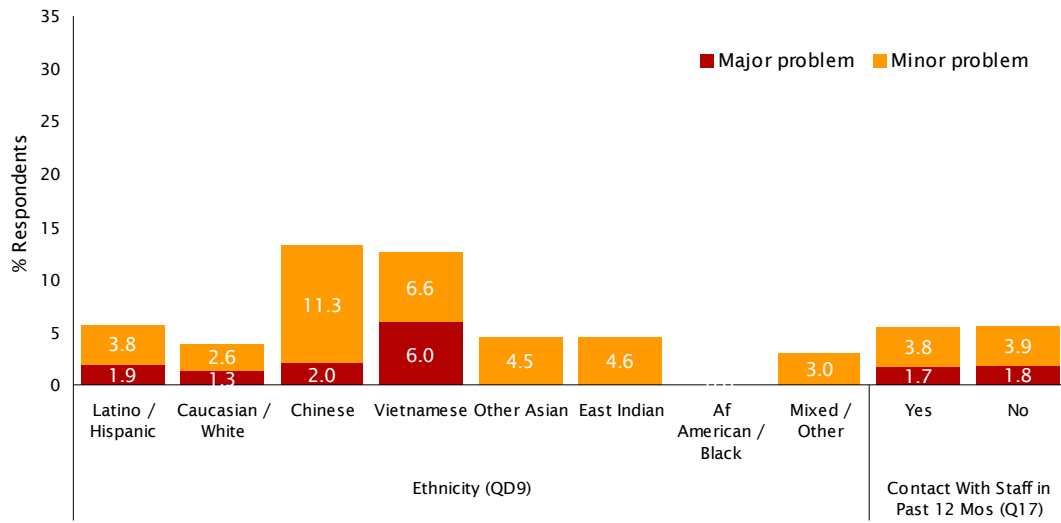
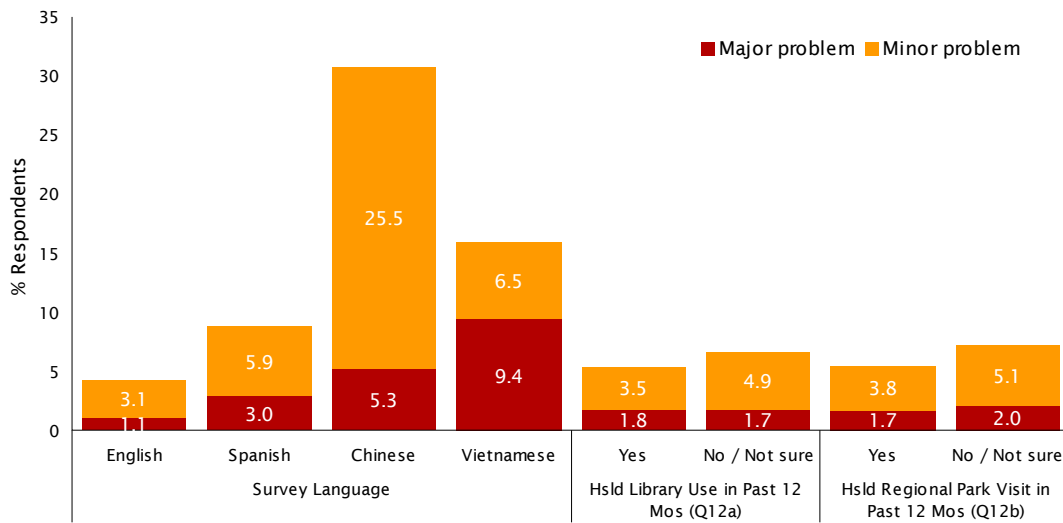


FIGURE 48 EXPERIENCED LANGUAGE BARRIER PROBLEM ACCESSING CITY SERVICES BY SURVEY LANGUAGE, HSLD LIBRARY USE IN PAST 12 MONTHS & HSLD REGIONAL PARK VISIT IN PAST 12 MONTHS



PERCEPTIONS OF CITY GOVERNMENT The final substantive question of the survey was designed to profile respondents’ perceptions of city government on a variety of dimensions, including fiscal responsibility and transparency. For each of the four statements shown along the bottom of Figure 49, respondents were asked whether they agreed or disagreed with the statement, or if they had no opinion. The percentages shown in the colored bars are among those who provided an opinion, and the percentage who provided an opinion is shown in brackets under the dimension label.

The majority of respondents with an opinion (51%) agreed that they trust the City of San José , while 45% perceived that the City operates in a way that is open and accountable to the public. Fewer respondents agreed that the City listens to residents when making important decisions (37%) and manages its finances well (35%). As one might expect, perceptions of city government

on these dimensions was strongly related to resident satisfaction with the City’s overall performance in providing municipal services. Those who were generally satisfied with the City’s overall performance in providing municipal services were much more likely to agree with each of the statements tested in Question 20 (see Figure 50).

Question 20 Next, I'm going to read you a series of statements about the City of San José. For each, I'd like you to tell me whether you agree or disagree with the statement.

FIGURE 49 AGREEMENT WITH STATEMENTS ABOUT SAN JOSÉ

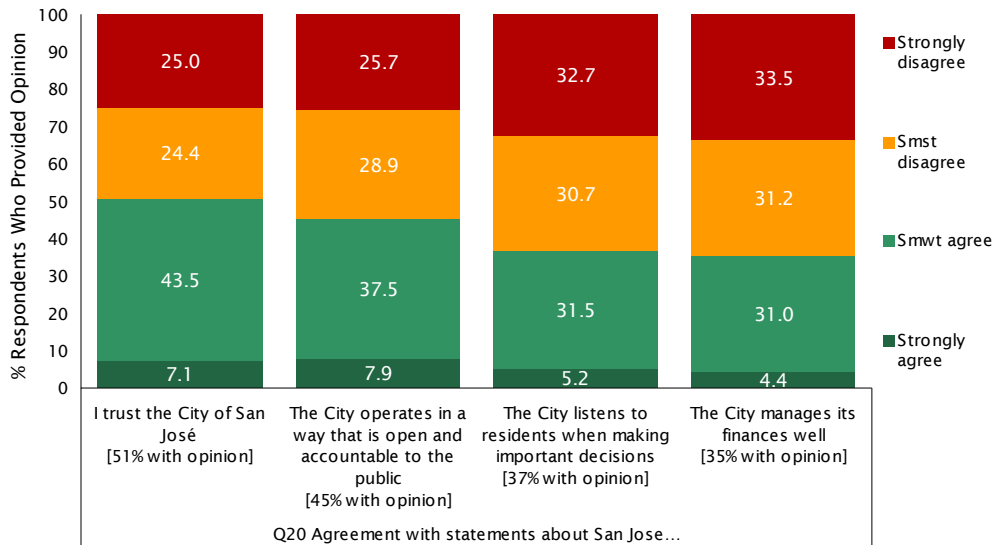
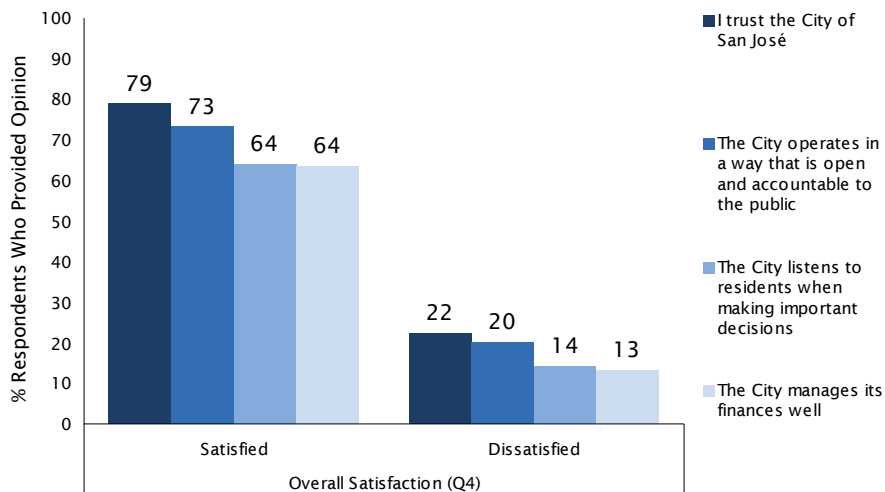


FIGURE 50 AGREEMENT WITH STATEMENTS ABOUT SAN JOSÉ BY OVERALL SATISFACTION





BACKGROUND & DEMOGRAPHICS

TABLE 8 DEMOGRAPHICS OF SAMPLE

Total Respondents	1227
Years in San José (Q1)	
Less than 5	12.4
5 to 9	10.1
10 to 14	8.4
15 to 19	9.1
20 or more	59.5
Prefer not to answer	0.6
Age (QD1)	
18 to 24	9.8
25 to 34	19.7
35 to 44	18.1
45 to 54	16.8
55 to 64	14.8
65 or older	16.6
Prefer not to answer	4.1
Home Ownership Status (QD2)	
Own	52.8
Rent	42.9
Prefer not to answer	4.3
Child in Hsld (QD3)	
Yes	32.2
No	64.1
Prefer not to answer	3.7
Employment Status (QD4)	
Full time	52.7
Part time	6.3
Self-employed	6.0
Student	5.1
Home- maker	3.0
Retired	18.0
Unemployed	4.4
Prefer not to answer	4.5
Work Location (QD5)	
Work from home	15.7
Commute outside home	29.7
Mixture of both	18.5
Not employed	30.5
Prefer not to answer	5.5
Gender (QD7)	
Male	48.3
Female	46.4
Prefer not to answer	5.3
Education Level (QD8)	
Less than HS	3.0
HS grad	11.2
Vocational / Trade	4.6
Some college	13.0
2-yr college degree	9.9
4-yr college degree	26.8
Grad / Post-grad degree	28.1
Prefer not to answer	3.2
Ethnicity (QD9)	
Latino / Hispanic	30.3
Caucasian / White	25.3
Chinese	8.9
Vietnamese	8.8
Other Asian	8.5
East Indian	6.0
Af American / Black	4.2
Mixed / Other	4.4
Prefer not to answer	3.6
Survey Language	
English	81.7
Spanish	10.2
Chinese	3.4
Vietnamese	4.7

Table 8 presents the key demographic information collected during the survey. Because of the probability-based sampling methodology used in this study (see *Sample, Recruiting & Data Collection* on page 42) and weighting to match the latest Census ACS estimates, the distributions shown in the table are representative of adult residents in the City of San José . In addition to keeping track of the sample profile, the background and demographic information was collected to provide insight into how the results of the substantive questions of the survey vary by demographic characteristics (see Appendix A for more details).



M E T H O D O L O G Y

The following sections outline the methodology used in the study, as well as the motivation for using certain techniques.

QUESTIONNAIRE DEVELOPMENT Dr. McLarney of True North Research worked closely with the City of San José to develop a questionnaire that covered the topics of interest and avoided many possible sources of systematic measurement error, including position-order effects, wording effects, response-category effects, scaling effects, and priming. Several questions included multiple individual items. Because asking items in a set order can lead to a systematic position bias in responses, the items were asked in a random order for each respondent.

Some questions asked in this study were presented only to a subset of respondents. For example, only respondents who indicated they were dissatisfied with the City's code enforcement efforts (Question 15) were subsequently asked to describe the particular issue or code violation that the City isn't addressing that causes their dissatisfaction (Question 16). The questionnaire included with this report (see *Questionnaire & Toplines* on page 45) identifies the skip patterns used during the interview to ensure that each respondent received the appropriate questions.

PROGRAMMING, PRE-TEST & TRANSLATION Prior to fielding the survey, the questionnaire was CATI (Computer Assisted Telephone Interviewing) programmed to assist interviewers when conducting the telephone interviews. The CATI program automatically navigates the skip patterns, randomizes the appropriate question items, and alerts interviewers to certain types of keypunching mistakes should they happen during the interview. The survey was also programmed into a passcode-protected online survey application to allow online participation for sampled residents. The integrity of the questionnaire was pre-tested internally by True North and by dialing into random homes in the City prior to formally beginning the survey. The final questionnaire was also professionally translated into Spanish, Chinese, and Vietnamese to allow for data collection in four languages.

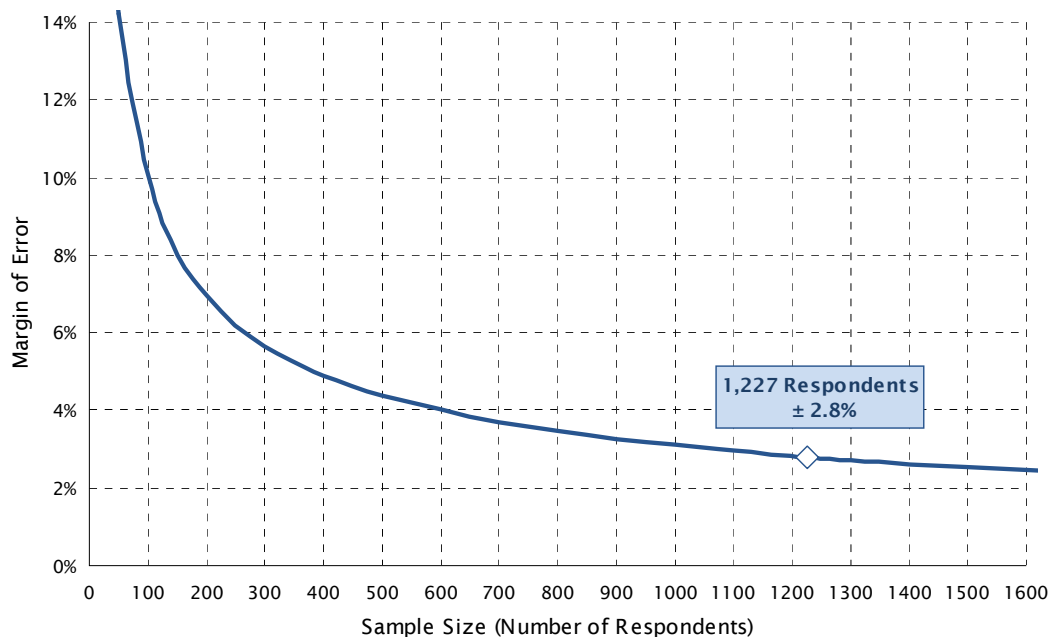
SAMPLE, RECRUITING & DATA COLLECTION A comprehensive database of San José households was utilized for this study, ensuring that all households in San José had the opportunity to be selected for the survey. Once selected at random, contact information was appended to each record including email addresses and telephone numbers for adult residents. Individuals were subsequently recruited to participate in the survey through multiple recruiting methods. Using a combination of email and text invitations, sampled residents were initially invited to participate in the survey online at a secure, passcode-protected website designed and hosted by True North. Each individual was assigned a unique passcode to ensure that only San José residents who received an invitation could access the online survey site, and that the survey could be completed only one time per passcode. An email reminder notice was also sent to encourage participation among those who had yet to take the survey. Following a period of online data collection, True North began placing telephone calls to land lines and cell phone numbers of sampled residents that had yet to participate in the online survey or for whom only telephone contact information was available.

Telephone interviews averaged 20 minutes in length and were conducted during weekday evenings (5:30PM to 9PM) and on weekends (10AM to 5PM). It is standard practice not to call during the day on weekdays because most working adults are unavailable and thus calling during those hours would bias the sample. A total of 1,227 completed surveys were gathered online and by telephone between October 28 and November 8, 2021.

MARGIN OF ERROR DUE TO SAMPLING The results of the survey can be used to estimate the opinions of all adult residents of the City. Because not every adult resident of the City participated in the survey, however, the results have what is known as a statistical margin of error due to sampling. The margin of error refers to the difference between what was found in the survey of 1,227 adult residents for a particular question and what would have been found if all of the estimated 792,913 adult residents² had been interviewed.

Figure 51 provides a plot of the *maximum* margin of error in this study at the 95% confidence level. The maximum margin of error for a dichotomous percentage result occurs when the answers are evenly split such that 50% provide one response and 50% provide the alternative response. For this survey, the maximum margin of error is $\pm 2.8\%$ for questions answered by all 1,227 respondents.

FIGURE 51 MAXIMUM MARGIN OF ERROR



Within this report, figures and tables show how responses to certain questions varied by demographic characteristics such as length of residence and age of the respondent. Figure 51 is thus useful for understanding how the maximum margin of error for a percentage estimate will grow as the number of individuals asked a question (or in a particular subgroup) shrinks. Because the margin of error grows exponentially as the sample size decreases, the reader should use caution when generalizing and interpreting the results for small subgroups.

2. Source: U.S. Census Bureau American Community Survey estimate, July 2019.

DATA PROCESSING & WEIGHTING Data processing consisted of checking the data for errors or inconsistencies, coding and recoding responses, categorizing verbatim responses, and preparing frequency analyses and cross-tabulations. The final data were weighted to balance the sample by age and ethnicity, and the final sample distribution closely matches the City of 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.

ROUNDING Numbers that end in 0.5 or higher are rounded up to the nearest whole number, whereas numbers that end in 0.4 or lower are rounded down to the nearest whole number. These same rounding rules are also applied, when needed, to arrive at numbers that include a decimal place in constructing figures and tables. Occasionally, these rounding rules lead to small discrepancies in the first decimal place when comparing tables and charts for a given question.

QUESTIONNAIRE & TOPLINES



City of San José
Community Survey
Final Toplines (n=1,227)
November 2021

Section 1: Introduction to Study

Hi, may I please speak to ____? Hi, my name is ____ and I'm calling from TNR on behalf of the City of San José (Ho-Zay). The City is conducting a survey of residents about important issues and I'd like to get your opinions - it should take about 12 minutes.

If needed: This is a survey about important issues in your community. I'm NOT trying to sell anything and I won't ask for a donation.

If needed: Your responses to the survey will be confidential.

If needed: If now is not a convenient time, can you let me know a better time so I can call back?

Section 2: Quality of Life

Q1 To begin, how long have you lived in San José?

1	Less than 1 year	3%
2	1 to 4 years	9%
3	5 to 9 years	10%
4	10 to 14 years	8%
5	15 to 19 years	9%
5	20 years or longer	59%
99	Not sure / Prefer not to answer	1%

Q2 How would you rate: ____? Would you say it is excellent, good, fair, poor or very poor?

		Excellent	Good	Fair	Poor	Very Poor	Not Sure	Prefer not to answer
	<i>Always ask A first, then randomize B-E</i>							
A	The overall quality of life in San José	6%	39%	34%	15%	5%	0%	0%
B	San José as a place to raise a family	6%	28%	32%	17%	13%	4%	1%
C	San José as a place to retire	3%	11%	20%	24%	35%	7%	1%
D	San José as a place to work	16%	38%	28%	8%	5%	4%	1%
E	San José as a place to shop and dine	14%	39%	33%	9%	4%	0%	0%

Q3	If the City government could change <i>one</i> thing to make San José a better place to live, what change would you like to see? Verbatim responses recorded and later grouped into categories below. Categories mentioned by at least 2% of respondents shown here.	
	Address homeless issues	31%
	Provide more affordable housing	22%
	Improve public safety, reduce crime	12%
	Beautify City, landscaping	12%
	Not sure / Cannot think of anything	6%
	Reduce cost of living in general	6%
	Reduce taxes, fees, gas prices	4%
	Improve police response, presence	4%
	Improve infrastructure, roads	4%
	Improve public transportation	4%
	Reduce traffic congestion	3%
	Improve schools, education	3%
	Limit growth, development	2%
	Improve local economy, jobs	2%
	Improve hospitals, healthcare	2%
	No changes needed / Everything is fine	2%
	Provide, improve rec. facilities, parks	2%
	Improve downtown area	2%
	Enforce traffic laws	2%

Section 3: City Services

Q4	Generally speaking, are you satisfied or dissatisfied with the job the City of San José is doing to provide city services? <i>Get answer, then ask:</i> Would that be very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?	
	1 Very satisfied	7%
	2 Somewhat satisfied	40%
	3 Somewhat dissatisfied	26%
	4 Very dissatisfied	20%
	98 Not sure	6%
	99 Prefer not to answer	0%

Split Sample for Q5. Subsample A gets items A-P, Subsample B gets items Q-EE.

Q5 For each of the following services I read, please tell me whether you think the City of San José is doing an excellent, good, fair, poor, or very poor job in providing the service. Here is the (first/next) one: _____. Is the City doing an excellent, good, fair, poor or very poor job providing this service – or are you not sure?								
	<i>Randomize</i>	Excellent	Good	Fair	Poor	Very Poor	Not sure	Prefer not to answer
A	Providing recreation programs and opportunities at city parks and recreation centers	6%	17%	28%	13%	9%	24%	3%
B	Maintaining the condition of public parks	6%	30%	33%	15%	13%	3%	1%
C	Providing police protection in your neighborhood	3%	20%	28%	18%	21%	8%	1%
D	Providing public library services in your neighborhood	19%	38%	23%	6%	3%	11%	1%
E	Providing an adequate number and variety of outdoor special events	5%	19%	34%	15%	8%	18%	2%
F	Providing programs to help seniors	3%	14%	20%	13%	8%	39%	3%
G	Providing paths and trails for walking, jogging and running	11%	30%	31%	10%	11%	6%	1%
H	Providing bicycle lanes and paths	12%	39%	28%	9%	5%	6%	2%
I	Cleaning up litter and trash that people dump along streets, sidewalks, and in public areas	3%	13%	24%	23%	35%	3%	0%
J	Creating a downtown San José that is an attractive and economically viable city center	4%	19%	30%	22%	19%	7%	1%
K	Planning for San José's future growth	4%	16%	24%	19%	16%	19%	1%
L	Enforcing traffic laws to protect the safety of pedestrians, cyclists and drivers	7%	22%	31%	14%	15%	11%	1%
M	Managing traffic on city streets	5%	22%	32%	23%	16%	3%	0%
N	Providing after-school programs for youth	3%	12%	20%	10%	9%	42%	4%
O	Removing graffiti from buildings	4%	16%	31%	20%	15%	12%	2%
P	Providing animal control services	5%	20%	28%	9%	5%	31%	2%
Q	Operating the San José International Airport	18%	44%	19%	4%	2%	12%	1%
R	Addressing homelessness	1%	3%	14%	21%	55%	4%	1%
S	Reducing gang activity	3%	10%	23%	21%	18%	24%	1%
T	Attracting businesses and good paying jobs to the city	10%	24%	28%	14%	14%	9%	1%
U	Facilitating the creation of affordable housing	2%	7%	18%	27%	32%	11%	3%
V	Providing fire protection and prevention services	12%	38%	24%	6%	6%	14%	1%

W	Providing Emergency Medical Services (EMS)	12%	31%	21%	6%	5%	24%	2%
X	Providing trash, recycling, and yard waste services	17%	40%	25%	8%	6%	3%	0%
Y	Maintaining the City's utility infrastructure including water, sewer, storm drain, electricity, and gas infrastructure	5%	32%	30%	14%	12%	7%	0%
Z	Managing the City's growth and development	4%	16%	29%	22%	16%	12%	1%
AA	Providing a diverse mix of single family and multifamily housing options	5%	14%	25%	19%	21%	14%	2%
BB	Enforcing zoning regulations	5%	16%	19%	11%	11%	35%	3%
CC	Enforcing sign regulations	6%	20%	20%	12%	11%	28%	2%
DD	Ensuring new construction follows proper building and safety codes	7%	25%	19%	5%	5%	35%	3%
EE	Providing for diversity and inclusion within City events, services, programs and policies	9%	26%	23%	8%	6%	23%	5%

Section 4: Public Safety

Q6	Overall, how safe is the City of San José as a place to live? Would you say it is very safe, somewhat safe, somewhat unsafe, or very unsafe?							
	1	Very safe	10%					
	2	Somewhat safe	51%					
	3	Somewhat unsafe	28%					
	4	Very unsafe	11%					
	99	Prefer not to answer	1%					
Q7	When you are walking: _____, would you say that you feel very safe, somewhat safe, somewhat unsafe, or very unsafe?							
	<i>Ask A, B & C first in random order. Then ask D, E & F in random order.</i>		Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe	Not sure	Prefer not to answer
A	In your neighborhood during the day		44%	41%	11%	3%	0%	0%
B	In the city park closest to your home during the day		33%	43%	14%	6%	3%	1%
C	In Downtown San José during the day		16%	44%	25%	10%	5%	0%
D	In your neighborhood at night		18%	37%	28%	16%	1%	0%
E	In the city park closest to your home at night		10%	22%	30%	29%	7%	1%
F	In Downtown San José at night		3%	17%	33%	39%	7%	1%

Q8		Thinking next about traffic safety - when you are: _____, would you say that you feel very safe, somewhat safe, somewhat unsafe, or very unsafe?					
<i>Randomize</i>		Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe	Not sure/Not applicable	Prefer not to answer
A	Driving on San José streets	20%	53%	20%	7%	1%	0%
B	Bicycling in San José	6%	29%	24%	15%	24%	2%
C	Walking alongside or crossing San José streets on foot	14%	48%	23%	12%	3%	0%
Q9		How prepared would you say your household is to be <i>self-sufficient</i> in the event of a natural disaster or other city-wide emergency? Would you say you are well prepared, somewhat prepared, slightly prepared, or not at all prepared?					
	1	Well prepared		12%			
	2	Somewhat prepared		34%			
	3	Slightly prepared		33%			
	4	Not at all prepared		18%			
	98	Not sure		3%			
	99	Prefer not to answer		1%			
Q10		Does your household have: _____?					
<i>Randomize.</i>		Yes	No	Not sure	Prefer not to answer		
A	A 72-hour supply of emergency food and water for family members and pets	65%	27%	7%	2%		
B	A 72-hour supply of prescription medications for all family members and pets	72%	18%	6%	3%		
C	A First-Aid kit	76%	18%	4%	2%		
D	The name and phone number of a person outside the San José area whom you have designated in advance as a contact person in case of emergency	58%	33%	7%	3%		

Section 5: Traffic								
Q11	Next, I'd like to ask you a few questions about traffic circulation. By <u>traffic circulation</u> , I mean the ability to drive around San José <u>without</u> encountering <u>long</u> delays.							
	Would you rate: _____ as excellent, good, fair, poor or very poor?							
	<i>Read in Order</i>	Excellent	Good	Fair	Poor	Very Poor	Not Sure	Prefer not to answer
A	Overall traffic circulation within the City of San José	3%	26%	40%	19%	10%	1%	1%
B	Traffic circulation on local freeways and expressways during your commute	2%	15%	32%	28%	20%	2%	1%
C	Traffic circulation on major streets in San José	3%	22%	42%	20%	12%	1%	0%
D	Traffic circulation in your neighborhood	13%	41%	30%	10%	6%	0%	0%

Section 6: Library & Parks								
Q12	In the past 12 months, how many times did you or other members of your household: _____?							
	<i>Read in Order</i>	None	1 to 6	7 to 12	13 to 24	25 or more	Not sure	Prefer not to answer
A	Visit a San José Library or used the City's library services online	45%	25%	6%	4%	5%	12%	3%
B	Visit a large regional park in San José (not including local neighborhood parks)	25%	40%	10%	7%	7%	10%	1%
Q13	How would you rate: _____? Would you say it is excellent, good, fair, poor or very poor?							
	<i>Randomize</i>	Excellent	Good	Fair	Poor	Very Poor	Not sure	Prefer not to answer
A	The hours that local branch libraries are open	9%	27%	19%	6%	2%	33%	4%
B	The variety of books and materials in the Library's collection	14%	30%	14%	3%	1%	34%	4%
C	The variety of education and digital literacy programs provided by the Library	9%	21%	14%	2%	1%	48%	5%

Section 7: Neighborhood Issues & Code Enforcement								
Q14	Thinking about your own local neighborhood , how would you rate: ____? Would you say it is excellent, good, fair, poor or very poor?							
	<i>Randomize</i>	Excellent	Good	Fair	Poor	Very Poor	Not sure	Prefer not to answer
A	The appearance of nearby parks	10%	38%	33%	10%	6%	3%	0%
B	The maintenance of your neighborhood streets	8%	33%	30%	16%	13%	1%	0%
C	The adequacy of street lighting	9%	36%	32%	15%	7%	1%	0%
D	The condition of trees along your neighborhood streets	11%	40%	31%	11%	6%	0%	0%
E	The availability and variety of arts and cultural offerings near your neighborhood	5%	19%	29%	22%	10%	14%	1%
F	The condition of sidewalks	7%	34%	36%	15%	7%	1%	0%
G	The condition of landscaping along streets and medians (not including trees)	7%	32%	33%	17%	9%	2%	0%
H	The condition of residential properties	10%	43%	32%	10%	4%	1%	0%
I	The availability of shops and restaurants nearby	17%	37%	30%	11%	5%	0%	0%
Q15	The City of San José has created codes to address and prevent a variety of issues that can negatively impact a neighborhood, such as abandoned vehicles, non-permitted construction, junk storage, and yards not being properly maintained. Overall, are you satisfied or dissatisfied with the City's efforts to enforce code violations, or do you not have an opinion? <i>Get answer. If 'satisfied' or 'dissatisfied', then ask: Would that be very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?</i>							
	1	Very satisfied	6%		Skip to Q17			
	2	Somewhat satisfied	26%		Skip to Q17			
	3	Somewhat dissatisfied	19%		Ask Q16			
	4	Very dissatisfied	22%		Ask Q16			
	98	No opinion	24%		Skip to Q17			
	99	Prefer not to answer	2%		Skip to Q17			
Q16	Is there a particular issue or code violation in your neighborhood the City isn't addressing that leads you to be dissatisfied? <i>If yes, ask: Please briefly describe it to me. Verbatim responses recorded and later grouped into categories below.</i>							
	Cars, RVs parking illegally on streets		24%					
	Abandoned vehicles on streets		24%					
	Homeless camping, living in vehicles		18%					
	Illegal dumping, trash		17%					
	Not sure / Cannot think of anything specific		14%					

Properties, yards not well maintained	9%
Reported issues to City and nothing is done	7%
Junk storage outside homes, in yards	4%
Illegal fireworks, noise violations	3%
Car racing, speeding on streets	3%
Personal safety concerns	1%
Streets, sidewalks in need of repair	1%
Illegal use of garages	1%
Inadequate street lighting	1%

Section 8: Customer Service & Governance

Q17	In the past 12 months, have you been in contact with staff from the City of San José in person, on the phone, or by email?						
1	Yes	31%	Ask Q18				
2	No	61%	Skip to Q19				
98	Not sure	7%	Skip to Q19				
99	Prefer not to answer	1%	Skip to Q19				
Q18	Were you satisfied or dissatisfied with the _____ by the San José City employee or employees with whom you had contact? <i>Get answer, then ask: Would that be very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?</i>						
	<i>Randomize</i>	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Not sure	Prefer not to answer
A	Timeliness of the response	29%	35%	15%	18%	2%	1%
B	Courtesy shown to you	39%	36%	9%	12%	3%	1%
C	Competence displayed in handling your issue	28%	32%	16%	19%	3%	1%
Q19	Have you ever experienced a problem accessing city services because of a language barrier ? <i>If yes, ask: Was it a major problem or a minor problem?</i>						
1	Yes, it was a major problem						2%
2	Yes, it was a minor problem						4%
3	No						89%
98	Not sure						4%
99	Prefer not to answer						1%

<p>Next, I'm going to read you a series of statements about the City of San José. For each, I'd like you to tell me whether you agree or disagree with the statement.</p> <p>Q20 Here is the (first/next) one: ----- Do you agree or disagree, or do you not have an opinion? <i>If agree or disagree, ask: Would that be strongly (agree/disagree) or somewhat (agree/disagree)?</i></p>							
	<i>Randomize</i>	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	No Opinion/Not sure	Prefer not to answer
A	The City operates in a way that is open and accountable to the public	6%	28%	22%	19%	22%	2%
B	The City manages its finances well	3%	21%	21%	22%	31%	2%
C	The City listens to residents when making important decisions	4%	24%	23%	25%	23%	2%
D	I trust the City of San José	6%	38%	21%	22%	12%	1%

Section 9: Background & Demographics

Thank you so much for your participation. I have just a few more background questions for statistical purposes.

D1	In what year were you born? Year recorded and grouped into categories shown below.						
	18 to 24						10%
	25 to 34						20%
	35 to 44						18%
	45 to 54						17%
	55 to 64						15%
	65 or older						17%
	Prefer not to answer						4%
D2	Do you own or rent your residence in San José?						
	1	Own					53%
	2	Rent					43%
	99	Prefer not to answer					4%
D3	Do you currently have any children under the age of 18 living in your home?						
	1	Yes					32%
	2	No					64%
	99	Prefer not to answer					4%

D4	Which of the following best describes your employment status? Would you say you are employed full-time, part-time, self-employed, a student, a homemaker, retired, or are you currently laid-off or furloughed from work?			
	1	Employed full-time	53%	Ask D5
	2	Employed part-time	6%	Ask D5
	3	Self-employed	6%	Ask D5
	4	Student	5%	Skip to D7
	5	Homemaker	3%	Skip to D7
	6	Retired	18%	Skip to D7
	7	Laid off, furloughed or unemployed	4%	Skip to D7
	99	Prefer not to answer	5%	Skip to D7
D5	Are you currently working from home, commuting to a workplace outside of your home, or a mixture of both?			
	1	Working from home	24%	Skip to D7
	2	Commuting to a workplace outside home	46%	Ask D6
	3	Mixture of both	29%	Ask D6
	99	Prefer not to answer	2%	Skip to D7
D6	When commuting to a workplace outside of your home, is that place within the City of San José?			
	1	Yes	54%	
	2	No	43%	
	99	Prefer not to answer	3%	
D7	What is your gender?			
	1	Male	48%	
	2	Female	46%	
	3	Non-binary	1%	
	99	Prefer not to answer	4%	

D8	What is the last level of school or college you completed?		
	1	Less than high school	3%
	2	High school graduate	11%
	3	Vocational/Trade certificate	5%
	4	Some college	13%
	5	Two-year degree	10%
	6	Four-year degree	27%
	7	Post-graduate work/Graduate degree	28%
	99	Prefer not to answer	3%
D9	What ethnic group do you consider yourself a part of or feel closest to? <i>Read list if respondent hesitates</i>		
	1	Latino/Latina/Latinx/Hispanic	30%
	2	Caucasian/White	25%
	3	Chinese	9%
	4	Korean	1%
	5	Vietnamese	9%
	6	Other Asian	8%
	7	East Indian	6%
	8	African-American/Black	4%
	9	American Indian or Alaskan Native	<1%
	10	Pacific Islander	<1%
	11	Middle Eastern	2%
	12	Mixed Heritage	1%
	98	Other ethnic group	1%
	99	Prefer not to answer	4%
Thanks so much for participating in this important survey! This survey was conducted for the City of San José.			

Post Interview Items			
S1	Survey Language		
	1	English	82%
	2	Spanish	10%
	3	Simplified Chinese	1%
	4	Traditional Chinese	2%
	5	Vietnamese	5%