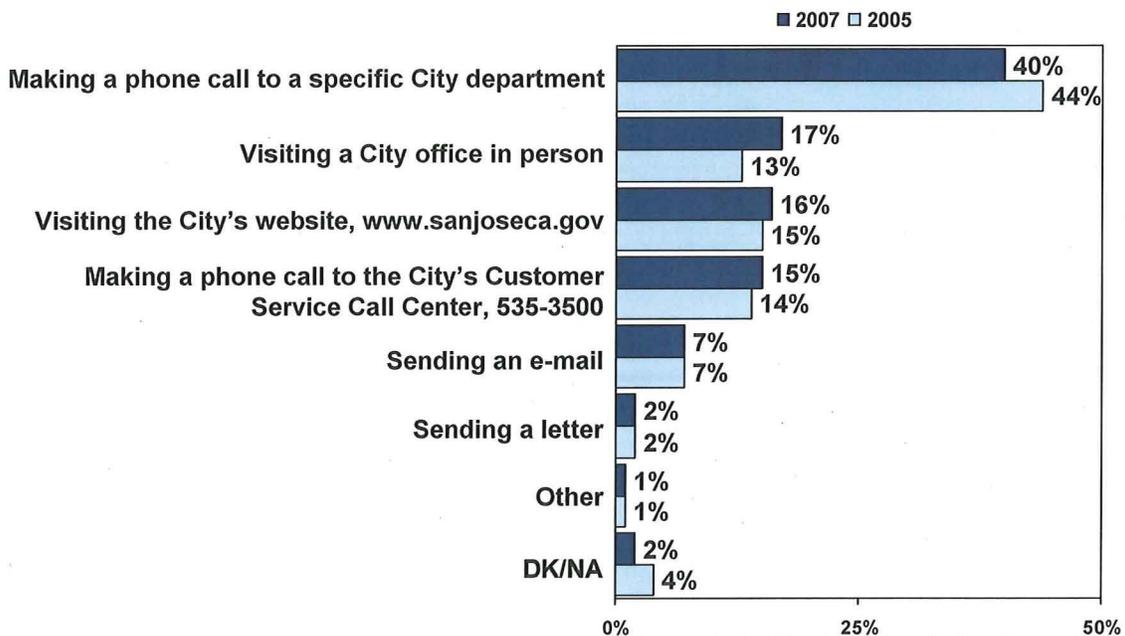


**PART 6: INFORMATION SOURCES**

When asked how residents would prefer to contact the City to get information or request services in a non-emergency situation, the highest proportion said they would make a phone call to the specific City department they needed (40%). Far fewer said they would visit the City office in person (17%), visit the City’s website (16%), or make a phone call to the City’s Customer Service Call Center (15%). Just seven percent would send an e-mail and two percent would send a letter (see **FIGURE 34**). These preferences were statistically unchanged from those offered by survey respondents in 2005.

**FIGURE 34:**  
**Methods of Contacting City Government for Services or Information in a Non-Emergency Situation, 2005 and 2007**



30. In non-emergency situations, if you needed to request services or information from the City of San José, which of the following methods would you prefer to use to contact the City?

Residents in every demographic group analyzed said they would be most likely to phone the specific City department needed to request services or information. However, younger residents, the most affluent (those earning \$100,000 a year or more), and college-educated residents said they would visit [www.sanjoseca.com](http://www.sanjoseca.com) in higher proportions than did other subgroups. African-American (24%) and Latino (23%) residents are more likely to say they would visit an office in person than are white (14%) or Asian-American (13%) residents. Non-English-speaking residents are more likely to visit in person than English-speaking residents (38% to 15%).

**PART 7: PARTICIPATION IN ENERGY-EFFICIENT PRACTICES**

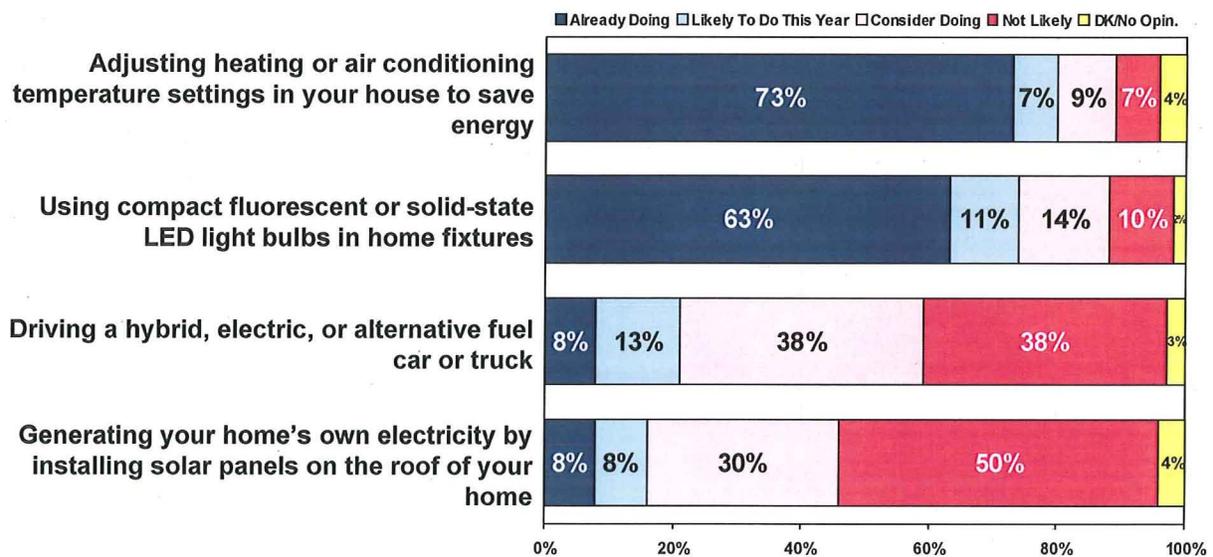
For the first time this year, residents were asked if they are currently taking a number of steps in their daily lives to save energy and help the environment. The findings show that nearly three out of four residents (73%) are already *adjusting heating or air conditioning temperature settings in your house to save energy*. Another seven percent said they are likely to do so in the coming year and nine percent are considering this action. Just seven percent said they are not likely to do so.

Just over six in ten (63%) are currently *using compact fluorescent or solid-state LED light bulbs in home fixtures*. Another one-quarter said they are likely to do so in the coming year (11%) or are considering doing so (14%). One in ten said they were unlikely to take this action.

Far fewer are *driving a hybrid, electric, or alternative fuel car or truck* or considering doing so. Just eight percent currently drive such a vehicle. Another 13 percent said they are likely to do so in the next year and just under four in ten (38%) are considering this action. However, 38 percent said they are unlikely to drive such a vehicle.

Eight percent also said they are *generating your home’s own electricity by installing solar panels on the roof of your home*. Another eight percent said they are likely to take this action in the next year and three in ten (30%) said they are considering doing so. However, half are not likely to install solar panels. **FIGURE 35** illustrates the results.

**FIGURE 35:  
 Energy Saving Efforts, 2007**



10. I am going to read you a list of things that people can do in their daily lives to save energy and help the environment. For each please tell me whether you are already doing this, are likely to do this in the coming year, are considering doing this, or are not likely to do this.

### ***Results among subgroups***

Longer term residents, homeowners, post-graduates, registered voters, English-speaking respondents, those under the age of 30, and the more affluent are at least slightly more likely to say they are currently *using compact fluorescent or solid-state LED light bulbs in home fixtures*.

Homeowners, homemakers, college graduates, non-Latinos, registered voters, women, English-speaking respondents, the more affluent, and those in non-SNI neighborhoods are more likely to be already *adjusting heating or air conditioning temperature settings in your house to save energy*.

No more than 12 percent of any group (other than those 30 to 39 years of age, at 16%) are currently driving an alternative fuel vehicle. More affluent residents are, however, more likely to say they plan to use such a vehicle in the coming year.

Registered voters are more likely than non-voters to say they are likely to use solar panels in the next year (16% to 5%). This is also more true of those under age 50 than of those older (11% to 3%). However, no more than 14 percent of any major subgroup of the population indicated a likelihood to use solar panels, other than non-English-speaking residents (at 21 percent).

**APPENDIX A:**  
**TOPLINE SURVEY RESULTS**

Interviewer \_\_\_\_\_ Station \_\_\_\_\_

Time Began \_\_\_\_\_ Time Finished \_\_\_\_\_ Total Time \_\_\_\_\_

|  |
|--|
| <p><b>2007 CITY OF SAN JOSÉ COMMUNITY SURVEY</b><br/> <b>320-335WT</b><br/> <b>N=1,000</b></p> |
|--|

Hello, I'm \_\_\_\_\_ from FMMA, a public opinion research company. We're conducting a public opinion survey about issues that interest residents of the City of San José. **(IF RESPONDENT REPLIES IN SPANISH OR VIETNAMESE, OR DESIRES TO SPEAK ONE OF THESE LANGUAGES, FOLLOW THE ESTABLISHED PROCEDURE FOR HANDING OFF TO AN INTERVIEWER WHO SPEAKS THE APPROPRIATE LANGUAGE.)** We are definitely not trying to sell anything, and we are only interested in your opinions. May I speak with the youngest adult in the household who is 18 years of age or older? **(IF NOT AVAILABLE, ASK:)** "May I speak to another adult in the household?"

1. I will not need to know your exact address, but in order to help me verify that you live within the boundaries of our interviewing area, could you please tell me what the ZIP code is for your current residence? **(TERMINATE ALL WHOSE ZIP CODE IS NOT ON THE LIST OF SAN JOSE ZIPS)**

**(T)** **(RECORD ZIP CODE)** \_\_\_\_\_

2. Do you live in the City of San José or in some other city?

**(T)** San José----- 100%  
All other responses----- **TERMINATE**  
**(DON'T KNOW/NA)**----- **TERMINATE**

3. Generally speaking, how would you rate San José as a place to live: is it an excellent place to live, a good place to live, just average, poor, or an extremely poor place to live?

**(T)** Excellent----- 27%  
Good ----- 53%  
Just average ----- 17%  
Poor ----- 2%  
Extremely poor ----- 1%  
**(DON'T KNOW/NA)**----- 0%

4. Next, what do you think is the most serious issue facing the residents of San José that you would like to see City government do something about? **(DO NOT READ OPTIONS-- OPEN-END)**

(T)

|  |            |
|--|------------|
| Traffic congestion-----                  | 15%        |
| Crime -----                              | 11%        |
| Housing costs/affordable housing-----    | 9%         |
| Education/public schools-----            | 7%         |
| Street maintenance -----                 | 7%         |
| Gangs/violence -----                     | 7%         |
| Homelessness -----                       | 3%         |
| Cost of living -----                     | 2%         |
| Drugs-----                               | 2%         |
| Growth and development-----              | 2%         |
| Immigration issues -----                 | 2%         |
| Public transportation/buses/rail-----    | 2%         |
| Jobs/keeping businesses -----            | 2%         |
| More police -----                        | 2%         |
| Environment/pollution-----               | 1%         |
| Garbage pick-up -----                    | 1%         |
| Government waste/inefficiency -----      | 1%         |
| Overcrowding/overpopulation-----         | 1%         |
| Water supplies -----                     | 1%         |
| Health care -----                        | 1%         |
| Budget deficit-----                      | 1%         |
| Gasoline prices -----                    | 1%         |
| Revitalizing neighborhoods-----          | 1%         |
| Parking-----                             | 1%         |
| Street lighting -----                    | 1%         |
| Taxes-----                               | 1%         |
| Blight/abandoned buildings-----          | 0%         |
| Cable TV service -----                   | 0%         |
| Energy/power plants -----                | 0%         |
| Housing – repair or condition-----       | 0%         |
| Public recreation-----                   | 0%         |
| Recycling pick-up -----                  | 0%         |
| Revitalizing downtown -----              | 0%         |
| Sewer maintenance-----                   | 0%         |
| Sidewalk repairs -----                   | 0%         |
| Speeding/unsafe traffic conditions ----- | 0%         |
| Tree trimming-----                       | 0%         |
| <b>None/Nothing -----</b>                | <b>4%</b>  |
| <b>(DK/NA) -----</b>                     | <b>10%</b> |
| <b>(OTHER) (SPECIFY) _____</b>           | <b>2%</b>  |

5. Next, I would like you to picture in your mind the neighborhood in San José where you live. Would you say that the overall physical condition of your neighborhood – that is, the physical condition of the houses and/or apartment buildings, front and back yards, shops, streets and sidewalks – is generally **(READ RESPONSES)**

(T)

|                           |     |
|---------------------------|-----|
| Excellent-----            | 22% |
| Good -----                | 49% |
| Just average -----        | 25% |
| Poor, or -----            | 4%  |
| Extremely poor -----      | 1%  |
| <b>(DON'T KNOW)</b> ----- | 0%  |
| <b>(NO ANSWER)</b> -----  | 0%  |

6. Thinking again about your neighborhood, would you say the physical condition of your neighborhood has gotten better or gotten worse over the past two years? **(IF BETTER/WORSE, ASK: Is that much BETTER / WORSE or just somewhat?)**

(T)

|                               |     |
|-------------------------------|-----|
| Much better -----             | 11% |
| Somewhat better-----          | 30% |
| <b>(ABOUT THE SAME)</b> ----- | 41% |
| Somewhat worse -----          | 11% |
| Much worse -----              | 3%  |
| <b>(DON'T KNOW)</b> -----     | 2%  |
| <b>(NO ANSWER)</b> -----      | 1%  |

7. Next, would you say that most people in the neighborhood in which you live share a sense of local community pride, or would you say most people in your neighborhood do not care much about the local community? **(IF HAVE PRIDE/NOT CARE, ASK: “Is that definitely or just probably?”)**

(T)

|                              |     |
|------------------------------|-----|
| Definitely have pride-----   | 35% |
| Probably have pride-----     | 33% |
| Probably do not care -----   | 16% |
| Definitely do not care-----  | 7%  |
| <b>(DON'T KNOW/NA)</b> ----- | 8%  |

8. Still keeping the focus on the San José neighborhood where you live, I am going to mention some items that have an effect on a neighborhood’s overall quality of life. After I read each one, please tell me whether you would rate that particular item in your neighborhood as excellent, good, just average, poor, or extremely poor. Here is the first one...**(ROTATE START)**

**(SPLIT SAMPLE A ONLY)**

|  | <u>EXCELL.</u> | <u>GOOD</u> | <u>JUST AVERAGE</u> | <u>POOR</u> | <u>EXT. POOR</u> | <u>DK/ NO OP.</u> |
|--|----------------|-------------|---------------------|-------------|------------------|-------------------|
| [ ]a.(T) The appearance of local parks in or near your neighborhood-----         | 17%            | 53%         | 22%                 | 6%          | 1%               | 2%                |
| [ ]b.(T) The condition of your neighborhood’s streets-----                       | 10%            | 51%         | 26%                 | 11%         | 2%               | 0%                |
| [ ]c.(T) The adequacy of street lighting -----                                   | 9%             | 50%         | 24%                 | 14%         | 2%               | 1%                |
| [ ]d.(T) The physical condition of trees along your neighborhood’s streets ----- | 13%            | 54%         | 21%                 | 8%          | 2%               | 2%                |

|  | <u>EXCELL.</u> | <u>GOOD</u> | <u>JUST AVERAGE</u> | <u>POOR</u> | <u>EXT. POOR</u> | <u>DK/ NO OP.</u> |
|--|----------------|-------------|---------------------|-------------|------------------|-------------------|
| [ ]e.(T) The availability and variety of arts and cultural offerings in or near your neighborhood----- | 10%            | 37%         | 24%                 | 16%         | 3%               | 11%               |

**(SPLIT SAMPLE B ONLY)**

|  |     |     |     |    |    |    |
|--|-----|-----|-----|----|----|----|
| [ ]f.(T) The condition of City sidewalks-----  | 13% | 48% | 30% | 7% | 1% | 1% |
| [ ]g.(T) The physical condition of landscaping on city streets other than trees, like on median islands----- | 12% | 51% | 26% | 7% | 1% | 2% |
| [ ]h.(T) The physical attractiveness of commercial buildings-----  | 10% | 47% | 30% | 7% | 1% | 5% |
| [ ]i.(T) The physical attractiveness of residences and residential property-----                             | 16% | 52% | 27% | 4% | 1% | 0% |

**(RESUME ASKING ALL RESPONDENTS)**

9. Next, let me ask you about another subject. During the past year, have you volunteered your time to any type of community or government organization in San Jose?

|     |                           |     |
|-----|---------------------------|-----|
| (T) | Yes-----                  | 33% |
|     | No-----                   | 66% |
|     | <b>(DON'T KNOW)</b> ----- | 1%  |

10. Now, I am going to read you a list of things that people can do in their daily lives to save energy and help the environment. For each please tell me whether you are already doing this, are likely to do this in the coming year, are considering doing this, or are not likely to do this. Here is the first one...**(ROTATE START)**

|  | <u>ALREAD. DOING</u> | <u>LIKELY COMING YEAR</u> | <u>CONSID. LIKELY</u> | <u>NOT LIKELY</u> | <u>(DK/ NO OP.)</u> |
|--|----------------------|---------------------------|-----------------------|-------------------|---------------------|
|--|----------------------|---------------------------|-----------------------|-------------------|---------------------|

**(SPLIT SAMPLE A ONLY)**

|  |     |     |     |     |    |
|--|-----|-----|-----|-----|----|
| [ ]a. Using compact fluorescent or solid-state L-E-D light bulbs in home fixtures-----             | 63% | 11% | 14% | 10% | 2% |
| [ ]b. Adjusting heating or air conditioning temperature settings in your house to save energy----- | 73% | 7%  | 9%  | 7%  | 3% |

**(SPLIT SAMPLE B ONLY)**

|   |    |     |     |     |    |
|---|----|-----|-----|-----|----|
| [ ]c. Driving a hybrid, electric, or alternative fuel car or truck-----                               | 8% | 13% | 38% | 38% | 3% |
| [ ]d. Generating your home's own electricity by installing solar panels on the roof of your home----- | 8% | 8%  | 30% | 50% | 4% |

**(RESUME ASKING ALL RESPONDENTS)**

11. Now I am going to mention different types of traffic in and around the City of San José. After I read each one, please tell me whether you consider that type of traffic to be moving at an acceptable or unacceptable pace. **(IF ACCEPTABLE/UNACCEPTABLE, ASK: Is that completely ACCEPTABLE/UNACCEPTABLE or just somewhat?)**

|  | <u>COMP. ACCEPT.</u> | <u>SMWHT ACCEPT.</u> | <u>(DON'T READ) NEITHER</u> | <u>SMWHT UNACCEPT.</u> | <u>COMP. UNACCEPT.</u> | <u>DK/ NO OPIN.</u> |
|--|----------------------|----------------------|-----------------------------|------------------------|------------------------|---------------------|
| [ ]a. <b>(T)</b> Traffic in your neighborhood -----                                  | 29%                  | 44%                  | 3%                          | 16%                    | 7%                     | 1%                  |
| [ ]b. <b>(T)</b> Traffic on city streets during your commute -----                   | 11%                  | 45%                  | 6%                          | 19%                    | 14%                    | 5%                  |
| [ ]c. <b>(T)</b> Traffic on local freeways and expressways during your commute ----- | 8%                   | 32%                  | 5%                          | 25%                    | 25%                    | 5%                  |

**NOW I WOULD LIKE TO ASK YOU ABOUT SOME OF THE SERVICES SAN JOSÉ'S CITY GOVERNMENT PROVIDES TO ITS RESIDENTS.**

12. First, thinking about the overall quality of the services provided by the City of San José, would you say that you are..? **(READ LIST)**

|  |     |
|--|-----|
| <b>(T)</b> Very satisfied -----          | 21% |
| Somewhat satisfied-----                  | 57% |
| Neither satisfied nor dissatisfied ----- | 11% |
| Somewhat dissatisfied, or -----          | 7%  |
| Very dissatisfied-----                   | 2%  |
| <b>(DON'T KNOW/NA)</b> -----             | 2%  |

13. Now let me ask you about some specific services provided by San José's City government. After I mention each one, please tell me how you would rate the job being done by the City in providing that service. Is it excellent, good, just average, poor, or extremely poor? If you have no opinion or don't know about a service I mention to you, you can tell me that too. Here is the first one... **(ROTATE START)**

| <b>(SPLIT SAMPLE A ONLY)</b>   | <u>EXCELL.</u> | <u>GOOD</u> | <u>JUST AVG.</u> | <u>POOR</u> | <u>EXT. POOR</u> | <u>DK/ NO OP.</u> |
|--|----------------|-------------|------------------|-------------|------------------|-------------------|
| [ ]a. <b>(T)</b> Providing recreation opportunities and programs at city parks and recreation centers--- | 8%             | 40%         | 28%              | 8%          | 1%               | 14%               |
| [ ]b. <b>(T)</b> Maintaining public parks in good physical condition -----                               | 10%            | 57%         | 24%              | 7%          | 1%               | 2%                |
| [ ]c. <b>(T)</b> Providing police protection in your neighborhood-----                                   | 15%            | 51%         | 22%              | 7%          | 2%               | 3%                |
| [ ]d. <b>(T)</b> Providing public library services -----   | 26%            | 49%         | 14%              | 4%          | 1%               | 5%                |
| [ ]e. <b>(T)</b> Providing an adequate number and variety of outdoor special events -----                | 9%             | 37%         | 29%              | 11%         | 2%               | 12%               |
| [ ]f. <b>(T)</b> Protecting open space in San José -----   | 5%             | 37%         | 28%              | 10%         | 5%               | 15%               |
| [ ]g. <b>(T)</b> Providing programs to help seniors that live on their own-----                          | 9%             | 32%         | 17%              | 6%          | 2%               | 34%               |
| [ ]h. <b>(T)</b> Supporting a diverse range of arts and cultural activities-----                         | 11%            | 36%         | 28%              | 11%         | 1%               | 13%               |
| [ ]i. <b>(T)</b> Providing bicycle lanes and paths -----   | 11%            | 50%         | 21%              | 8%          | 3%               | 7%                |

|   | <u>EXCELL.</u> | <u>GOOD</u> | <u>JUST</u><br><u>AVG.</u> | <u>POOR</u> | <u>EXT.</u><br><u>POOR</u> | <u>DK/</u><br><u>NO OP.</u> |
|---|----------------|-------------|----------------------------|-------------|----------------------------|-----------------------------|
| [ ]j. (T) Enforcing building and safety codes to protect public health and safety -----             | 10%            | 45%         | 19%                        | 5%          | 2%                         | 18%                         |
| <b>(SPLIT SAMPLE B ONLY)</b>  |                |             |                            |             |                            |                             |
| [ ]k. (T) Providing fire prevention and protection -----  | 27%            | 50%         | 13%                        | 3%          | 1%                         | 7%                          |
| [ ]l. (T) Redeveloping downtown San José as an attractive and economically viable city center ----- | 15%            | 47%         | 23%                        | 6%          | 2%                         | 7%                          |
| [ ]m.(T) Planning for San Jose’s future growth -----  | 11%            | 40%         | 23%                        | 7%          | 3%                         | 16%                         |
| [ ]n.(T) Enforcing traffic laws to protect the safety of drivers, bikers, and pedestrians -----     | 12%            | 50%         | 25%                        | 9%          | 1%                         | 3%                          |
| [ ]o.(T) Enhancing public spaces with public art-----   | 7%             | 39%         | 30%                        | 9%          | 2%                         | 13%                         |
| [ ]p. (T) Encouraging the development of child care programs -----                                  | 9%             | 34%         | 19%                        | 8%          | 2%                         | 28%                         |
| [ ]q. (T) Providing after-school programs for young people -----                                    | 13%            | 31%         | 21%                        | 7%          | 2%                         | 26%                         |
| [ ]r. (T) Removing graffiti from buildings -----  | 11%            | 41%         | 29%                        | 9%          | 2%                         | 8%                          |
| [ ]s. Preventing water pollution in creeks -----  | 8%             | 38%         | 23%                        | 7%          | 1%                         | 22%                         |
| [ ]t. Treating wastewater -----   | 7%             | 41%         | 20%                        | 4%          | 1%                         | 27%                         |
| [ ]u. Addressing climate change -----   | 4%             | 34%         | 23%                        | 6%          | 2%                         | 31%                         |

**(RESUME ASKING ALL RESPONDENTS)**

14. Overall, how confident are you that San José city government operates in a way that is open and accountable to the public: **(READ LIST)**

|                            |     |
|----------------------------|-----|
| Extremely confident -----  | 8%  |
| Very confident-----        | 27% |
| Somewhat confident -----   | 46% |
| Not too confident, or----- | 10% |
| Not at all confident-----  | 4%  |
| <b>(DON'T KNOW)</b> -----  | 5%  |

15. Now let me ask you to rate the physical condition of some of San José’s public facilities. After I mention a particular facility, please tell me whether you would rate its condition as excellent, good, just average, poor, or extremely poor? If you have no opinion or don't know about a facility I mention to you, you can tell me that too. Here is the first one... **(ROTATE START)**

|   | <u>EXCELL.</u> | <u>GOOD</u> | <u>JUST</u><br><u>AVERAGE</u> | <u>POOR</u> | <u>EXT.</u><br><u>POOR</u> | <u>DK/</u><br><u>NO OP.</u> |
|---|----------------|-------------|-------------------------------|-------------|----------------------------|-----------------------------|
| [ ]a. (T) Public library buildings -----                                | 35%            | 47%         | 11%                           | 1%          | 0%                         | 4%                          |
| [ ]b. (T) Community centers-----  | 16%            | 46%         | 16%                           | 3%          | 1%                         | 17%                         |
| [ ]c. (T) Government offices-----                                       | 18%            | 45%         | 17%                           | 3%          | 1%                         | 17%                         |
| [ ]d. (T) Cultural facilities such as public theaters and museums ----- | 18%            | 50%         | 20%                           | 3%          | 0%                         | 8%                          |
| [ ]e. (T) City parks -----  | 16%            | 53%         | 21%                           | 5%          | 2%                         | 3%                          |

16. Now I would like to return your attention to your own particular San José neighborhood. Please tell me whether each of the following public or private facilities or services is easily accessible or not to people living in your neighborhood. **(IF EASILY ACCESSIBLE, ASK: "Is that very accessible or just somewhat?") (IF NOT ACCESSIBLE, ASK: "Is that not too or not at all accessible?")** If you have no opinion or don't know about the accessibility of the facility or service I mention, you can tell me that too. Here is the first one... **(ROTATE START)**

|   | <u>VERY<br/>EASILY<br/>ACCESS.</u> | <u>SMWHT.<br/>EASILY<br/>ACCESS.</u> | <u>(DON'T<br/>READ)<br/>NEITHER</u> | <u>NOT TOO<br/>EASILY<br/>ACCESS.</u> | <u>NOT AT<br/>ALL<br/>ACCESS.</u> | <u>DK/<br/>NO<br/>OPIN.</u> |
|---|------------------------------------|--------------------------------------|-------------------------------------|---------------------------------------|-----------------------------------|-----------------------------|
| <b>(SPLIT SAMPLE A ONLY)</b>                    |                                    |                                      |                                     |                                       |                                   |                             |
| [ ]a. (T) The City's public library system----- | 54%                                | 31%                                  | 3%                                  | 6%                                    | 2%                                | 4%                          |
| [ ]b. (T) City parks-----                       | 56%                                | 35%                                  | 2%                                  | 4%                                    | 1%                                | 3%                          |
| [ ]c. (T) Local trails and natural areas-----   | 33%                                | 41%                                  | 4%                                  | 11%                                   | 3%                                | 9%                          |
| [ ]d. (T) Public transit-----                   | 39%                                | 36%                                  | 5%                                  | 10%                                   | 3%                                | 8%                          |
| [ ]e. (T) San José International Airport-----   | 30%                                | 44%                                  | 4%                                  | 12%                                   | 4%                                | 6%                          |
| [ ]f. (T) City recreation services-----         | 23%                                | 44%                                  | 7%                                  | 7%                                    | 2%                                | 17%                         |

|  |     |     |     |     |    |     |
|--|-----|-----|-----|-----|----|-----|
| <b>(SPLIT SAMPLE B ONLY)</b>   |     |     |     |     |    |     |
| [ ]g. (T) Basic consumer services like<br>restaurants, retail stores, groceries,<br>dry cleaning, and drug stores----- | 56% | 35% | 3%  | 4%  | 1% | 1%  |
| [ ]h. (T) Downtown San José-----   | 30% | 47% | 6%  | 9%  | 2% | 5%  |
| [ ]i. (T) Parking in lots and garages in<br>Downtown San José-----   | 17% | 40% | 10% | 20% | 7% | 7%  |
| [ ]j. (T) Major shopping centers and malls-----  | 41% | 41% | 6%  | 8%  | 2% | 2%  |
| [ ]k. (T) The H-P Pavilion Arena-----  | 33% | 40% | 8%  | 8%  | 2% | 10% |

**(RESUME ASKING ALL RESPONDENTS)**

17. How often would you say that you visit downtown San José; frequently, occasionally, rarely, or never?

|     |                                |           |
|-----|--------------------------------|-----------|
| (T) | Frequently-----                | 26%       |
|     | Occasionally-----              | 45%       |
|     | Rarely-----                    | 26%       |
|     | Never-----                     | 3%        |
|     | <b>(DON'T READ) DK/NA-----</b> | <b>1%</b> |

**MY NEXT QUESTIONS ARE ABOUT SAN JOSÉ'S CITY PUBLIC LIBRARY SYSTEM.**

18. First, I am going to mention different aspects of the City of San José's Public Library system. After I read each one, please tell me whether you would rate that aspect of the Library System's operations as excellent, good, just average, poor or extremely poor. If you have no opinion or don't know, you can tell me that too. Here is the first one... **(ROTATE START)**

|   | <u>EXCELL.</u> | <u>GOOD</u> | <u>JUST<br/>AVERAGE</u> | <u>POOR</u> | <u>EXT.<br/>POOR</u> | <u>DK/<br/>NO OP.</u> |
|---|----------------|-------------|-------------------------|-------------|----------------------|-----------------------|
| [ ]a. (T) The hours local branch libraries are open-----                              | 19%            | 49%         | 15%                     | 3%          | 1%                   | 13%                   |
| [ ]b. (T) The availability of books and materials in<br>the library's collection----- | 20%            | 48%         | 15%                     | 3%          | 1%                   | 13%                   |
| [ ]c. (T) The variety of books and materials in the<br>library's collection-----      | 21%            | 48%         | 14%                     | 3%          | 1%                   | 13%                   |

19. In the past year, how many times have you or your family gone to a San Jose Library or used its services online? (READ LIST)

- (T)
- Not at all, ----- 19%
  - One to six times,----- 33%
  - Seven to twelve times, or----- 16%
  - More than twelve times----- 30%
  - (DON'T READ) DK/NA ----- 2%

20. And in the past year, how many times have you visited a regional park in San Jose – that is, a large park and not a local neighborhood park: (READ LIST)

- Not at all, ----- 21%
- One to two times,----- 33%
- Three to five times, or ----- 19%
- six or more times ----- 24%
- (DON'T READ) DK/NA ----- 3%

**NOW I WOULD LIKE TO ASK YOU A FEW QUESTIONS ABOUT PUBLIC SAFETY IN SAN JOSÉ.**

21. First, can you tell me how safe you feel during the day when walking \_\_\_\_\_? Do you feel safe, unsafe, or neither safe nor unsafe? (IF SAFE/UNSAFE, ASK: Is that very SAFE/UNSAFE or just somewhat?) (READ LIST)

|   | VERY<br>SAFE | SOMEWHAT<br>SAFE | (NEITHER<br>SAFE<br>NOR UNSAFE) | SOMEWHAT<br>UNSAFE | VERY<br>UNSAFE | (DK/<br>NO<br>OPIN.) |
|---|--------------|------------------|---------------------------------|--------------------|----------------|----------------------|
| [ ]a. (T) In your neighborhood -----                          | 60%          | 30%              | 3%                              | 5%                 | 2%             | 1%                   |
| [ ]b. (T) In the city park closest to<br>your residence ----- | 46%          | 37%              | 5%                              | 5%                 | 3%             | 4%                   |
| [ ]c. (T) In the Downtown area-----                           | 26%          | 42%              | 7%                              | 12%                | 6%             | 7%                   |

22. What about at night? How safe do you feel at night walking \_\_\_\_\_? Do you feel safe, unsafe, or neither safe nor unsafe? (IF SAFE/UNSAFE, ASK: Is that very SAFE/UNSAFE or just somewhat?) (READ LIST)

|   | VERY<br>SAFE | SOMEWHAT<br>SAFE | (NEITHER<br>SAFE<br>NOR UNSAFE) | SOMEWHAT<br>UNSAFE | VERY<br>UNSAFE | (DK/<br>NO<br>OPIN.) |
|---|--------------|------------------|---------------------------------|--------------------|----------------|----------------------|
| [ ]a. (T) In your neighborhood -----                          | 33%          | 37%              | 6%                              | 13%                | 9%             | 2%                   |
| [ ]b. (T) In the city park closest to<br>your residence ----- | 17%          | 31%              | 8%                              | 20%                | 15%            | 9%                   |
| [ ]c. (T) In the Downtown area-----                           | 11%          | 30%              | 8%                              | 22%                | 19%            | 10%                  |

23. How safe do you feel traffic conditions are when you travel in San Jose using the following methods? Do you feel safe, unsafe, or neither safe nor unsafe? **(IF SAFE/UNSAFE, ASK: Is that very SAFE/UNSAFE or just somewhat?) (READ LIST)**

|  | <u>VERY SAFE</u> | <u>SOMEWHAT SAFE</u> | <u>(NEITHER SAFE NOR UNSAFE)</u> | <u>SOMEWHAT UNSAFE</u> | <u>VERY UNSAFE</u> | <u>(DK/NO OPIN.)</u> |
|--|------------------|----------------------|----------------------------------|------------------------|--------------------|----------------------|
| [ ]a. <b>(T)</b> Driving on San José streets | 35%              | 45%                  | 6%                               | 8%                     | 3%                 | 3%                   |
| [ ]b. <b>(T)</b> Bicycling in San José       | 14%              | 33%                  | 7%                               | 14%                    | 7%                 | 26%                  |
| [ ]c. <b>(T)</b> Walking in San José         | 29%              | 44%                  | 8%                               | 9%                     | 6%                 | 5%                   |

24. Next, the Office of the Independent Police Auditor oversees citizen complaints filed against San Jose Police officers. Have you heard anything about this office? **(IF YES, ASK: Is that a lot or just a little?)**

**(T)**

|                           |     |
|---------------------------|-----|
| Yes, a lot                | 9%  |
| Yes, a little             | 20% |
| No                        | 67% |
| <b>(DON'T READ) DK/NA</b> | 3%  |

25. The Office of Independent Police Auditor provides civilian oversight of the San José Police Department. How confident are you that the Office of Independent Auditor can be effective in providing civilian oversight of the San José Police Department. Would you say you are...? **(READ RESPONSE CATEGORIES)**

**(T)**

|  |     |
|--|-----|
| Very confident                               | 13% |
| Somewhat confident                           | 40% |
| <b>(NEITHER CONFIDENT NOR NOT CONFIDENT)</b> | 11% |
| Not too confident                            | 7%  |
| Not at all confident                         | 5%  |
| <b>(DON'T READ) Don't know</b>               | 24% |

26. Changing subjects somewhat, I am going to read you a list of the items that you and your family may need in the event of an emergency or natural disaster. Please tell me whether you currently have each of the following supplies available at your home:

|   | <u>YES</u> | <u>NO</u> | <u>(DK/NA)</u> |
|---|------------|-----------|----------------|
| [ ]a. <b>(T)</b> Three gallons of bottled drinking water for each family member   | 61%        | 38%       | 1%             |
| [ ]b. <b>(T)</b> A three-day supply of prescription medications for each person who needs them  | 68%        | 26%       | 6%             |
| [ ]c. <b>(T)</b> The name and phone number of a contact person outside of the San Jose area, whom you have designated in advance as a contact person in case of emergency | 71%        | 26%       | 2%             |

27. How well-informed are you about what things you should do during and after an emergency or disaster: very well-informed, somewhat well-informed, or not well-informed?

**(T)**

|                           |     |
|---------------------------|-----|
| Very well-informed        | 37% |
| Somewhat well-informed    | 49% |
| Not well-informed         | 12% |
| <b>(DON'T READ) DK/NA</b> | 1%  |

**NOW I'D LIKE TO ASK ABOUT YOUR EXPERIENCES WITH CITY OF SAN JOSÉ DEPARTMENTS AND EMPLOYEES.**

28. Have you had any direct contact, either in person or by telephone, with an employee or employees of a San José City government department over the past two years?

- (T)
- Yes ----- (ASK Q28)--29%
  - No ----- (SKIP TO Q28)--69%
  - (DON'T READ) DK/NA ----- (SKIP TO Q28)--2%

**(IF "YES" ON QUESTION Q28, ASK QUESTION Q29)**

29. Were you satisfied or dissatisfied with the \_\_\_\_\_ by the San José City employee or employees with whom you had contact? **(IF SATISFIED/DISSATISFIED, ASK: "Was that very or just somewhat?") (ROTATE START)**

|  | <u>VERY SATIS.</u> | <u>SOMEWHAT SATIS.</u> | <u>NEITHER SAT. NOR DISSAT.</u> | <u>SOMEWHAT DISSAT.</u> | <u>VERY DISSAT.</u> | <u>(DK/NO OPIN.)</u> |
|--|--------------------|------------------------|---------------------------------|-------------------------|---------------------|----------------------|
| [ ]a. (T) Timeliness of the response -----                 | 46%                | 33%                    | 6%                              | 7%                      | 7%                  | 1%                   |
| [ ]b. (T) Courtesy shown to you -----                      | 57%                | 31%                    | 3%                              | 3%                      | 4%                  | 1%                   |
| [ ]c. (T) Competence displayed in handling your issue----- | 47%                | 34%                    | 4%                              | 7%                      | 7%                  | 1%                   |

**(RESUME ASKING ALL RESPONDENTS)**

30. (T) In non-emergency situations, if you needed to request services or information from the City of San José, which of the following methods would you prefer to use to contact the City? **(ROTATE)**

- [ ] Visiting a City office in person ----- 17%
- [ ] Making a phone call to a specific City department-- 40%
- [ ] Making a phone call to the City's Customer Service Call Center, 408-535-3500 ----- 15%
- [ ] Sending an e-mail-----7%
- [ ] Sending a letter-----2%
- [ ] Visiting the City's website, [www.sanjoseca.gov](http://www.sanjoseca.gov) ----- 16%
- (OTHER-SPECIFY)** -----1%
- (DON'T READ) DK/NA** -----2%

31. Using words of your own, in your opinion, what is the most important thing the City of San José can do to improve city services for the people who live and/or work in San José? **(OPEN-END; RECORD VERBATIM ANSWER BELOW AND THEN CODE AFTERWARDS)**

(T)

|   |     |  |     |
|---|-----|--|-----|
| Police patrol more frequently/<br>instead of making new ones -----                                    | 11% | Taxes/lower taxes -----  | 1%  |
| Traffic flow/reduce traffic<br>congestion/improve traffic flow-----                                   | 8%  | Senior support activities -----                                      | 1%  |
| Roads (repair/expand)-----  | 7%  | Cultural/arts funding/events/<br>Activities -----                    | 1%  |
| Mass transit/BART/light rail/<br>improve bus system-----  | 6%  | Eliminate automated phone systems -----                              | 1%  |
| Housing prices/rent control -----   | 2%  | Stop/reduce development/<br>preserve open space -----                | 0%  |
| Improve information resources/<br>accessibility -----   | 3%  | Eliminate government corruption/<br>special interest influence ----- | 0%  |
| Youth issues (control gangs, youth<br>activities, day care for children-----                          | 3%  | Library improvement/<br>more libraries -----                         | 0%  |
| Improve city services (general) -----   | 3%  | Enforce speed limits/<br>ticket traffic violations-----              | 0%  |
| Jobs/better wages -----   | 3%  | Pay attention/do their best-----                                     | 0%  |
| Assistance for poor/homeless -----  | 2%  | Don't need new city hall-----  | 0%  |
| Infrastructure improvements/<br>street lighting improvements -----                                    | 2%  | Reduce population-----   | 0%  |
| Schools (improve, build more)-----  | 2%  | More friendly to small businesses-----                               | 0%  |
| Take care of the people/<br>listen to the people -----  | 2%  | Adult activities/entertainment -----                                 | 0%  |
| Town hall meetings/let us know<br>what they're doing/personal<br>interaction with neighborhoods ----- | 2%  | Fire department funding -----  | 0%  |
| Hire more help/better employee<br>training/friendlier employees-----                                  | 2%  | Improve airport -----  | 0%  |
| Beautification/city/neighborhood<br>renovation/cleanup-----   | 2%  | Stagger work hours-----  | 0%  |
| Recreation areas/more parks-----  | 2%  | Less government involvement-----                                     | 0%  |
| Better response time -----  | 2%  | Legalized marijuana-----   | 0%  |
| Less bureaucracy/improve<br>efficiency-----   | 2%  | Racial issues-----   | 0%  |
| Better health care-----   | 1%  | Neighborhood watch-----  | 0%  |
| Illegal Immigration -----   | 1%  | Everything-----  | 0%  |
| Better trash collecting -----   | 1%  | Nothing/no problems-----   | 6%  |
| Parking improvements -----  | 1%  | Other -----  | 2%  |
| Plan for growth (housing, traffic<br>patterns, population, etc.) -----                                | 1%  | DK/NA/Refused -----  | 16% |
| Environment/air quality<br>improvement/water control<br>improvement-----                              | 1%  |  |     |

**HERE ARE MY FINAL QUESTIONS. THEY ARE JUST FOR STATISTICAL PURPOSES.**

32. About how long have you lived in San José? **(READ LIST)**

- Less than two years ----- 7%
- Three to four years ----- 7%
- Five to six years ----- 6%
- Seven to ten years ----- 13%
- 11 to 15 years ----- 12%
- 16 to 20 years ----- 11%
- 21 years or more ----- 43%
- (DON'T READ)** Don't know/Refused --- 1%

33. Do you live in a single-residence detached home, or do you live in a multi-family apartment, mobile home park, or condo building?

- Single family detached house ----- 73%
- Multi-family apt/condo ----- 22%
- Mobile home park ----- 3%
- (DON'T READ)** Don't know/Refused --- 1%

34. Do you own or rent the house or apartment where you live?

- Own ----- 67%
- Rent ----- 32%
- (DON'T READ)** Don't know/Refused --- 1%

35. Are there any children under the age of 18 living in your household?

- Yes ----- 48%
- No ----- 51%
- (DK/NA)** ----- 1%

36. What is your current employment status? Are you... **(READ LIST)**

- Employed full-time ----- **(ASK Q37)**--57%
- Employed part-time ----- **(ASK Q37)**--10%
- A homemaker who does not  
work outside the home ----- **(SKIP TO Q37)**--7%
- Retired ----- **(SKIP TO Q37)**--15%
- A student ----- **(SKIP TO Q37)**--6%
- Unemployed ----- **(SKIP TO Q37)**--5%
- (DON'T READ)** Refused ----- **(SKIP TO Q37)**--1%

**(IF "EMPLOYED FULL-TIME" OR "PART-TIME" IN QUESTION Q37, ASK:)**

37. Is your work located in the City of San José or not? **(IF "NOT IN SAN JOSE," ASK: Do you telecommute to your job from your residence in San José?)**

- In San José ----- 60%
- Not in San José ----- 35%
- Not in San José, telecommute ----- 3%
- (DON'T READ)** Don't know/Refused --- 2%

**(RESUME ASKING ALL RESPONDENTS)**

38. What was the last level of school you completed?

|   |     |
|---|-----|
| Grades 1-8-----                                 | 3%  |
| Grades 9-11 -----                               | 4%  |
| High School Graduate (12) -----                 | 23% |
| Some College -----                              | 24% |
| Business/Vocational School -----                | 5%  |
| College Graduate (4)-----                       | 28% |
| Post-Graduate Work/Professional<br>School ----- | 11% |
| <b>(DON'T READ)</b> DK/Refused-----             | 1%  |

39. Please stop me when I come to the category that best describes the ethnic or racial group with which you identify yourself. Is it....?

|   |     |
|---|-----|
| Hispanic/Latino-----                    | 27% |
| African-American -----                  | 3%  |
| Asian -----                             | 22% |
| Caucasian/White-----                    | 39% |
| Native American/Indian -----            | 1%  |
| Some other group or identification----- | 5%  |
| <b>(DON'T READ)</b> Refused-----        | 3%  |

40. In what year were you born?

|                                  |     |
|----------------------------------|-----|
| 1989-1983 (18-24) -----          | 10% |
| 1982-1978 (25-29) -----          | 9%  |
| 1977-1973 (30-34) -----          | 10% |
| 1972-1968 (35-39) -----          | 10% |
| 1967-1963 (40-44) -----          | 11% |
| 1962-1958 (45-49) -----          | 10% |
| 1957-1953 (50-54) -----          | 9%  |
| 1952-1948 (55-59) -----          | 8%  |
| 1947-1943 (60-64) -----          | 6%  |
| 1942 or earlier (65 & over)----- | 11% |
| Refused -----                    | 6%  |

41. I don't need to know the exact amount but I'm going to read you some categories for household income. Would you please stop me when I have read the category indicating the total combined income for all the people in your household before taxes in 2006?

|                                  |     |
|----------------------------------|-----|
| \$10,000 and under-----          | 5%  |
| \$10,001 - \$20,000 -----        | 8%  |
| \$20,001 - \$30,000 -----        | 11% |
| \$30,001 - \$60,000 -----        | 18% |
| \$60,001 - \$75,000 -----        | 9%  |
| \$75,001 - \$100,000-----        | 8%  |
| More than \$100,000-----         | 15% |
| <b>(DON'T READ)</b> Refused----- | 27% |

42. Are you a registered voter in the City of San José?

Yes ----- 74%  
 No ----- 23%  
**(DON'T READ)** Refused----- 3%

43. Here is my final question. Could you tell me the cross streets of the main intersection near where you live? **(WRITE IN STREET NAMES)**

Street \_\_\_\_\_

with

Street \_\_\_\_\_

**THANK YOU VERY MUCH FOR YOUR TIME AND ATTENTION TO MY QUESTIONS.**

**Gender by observation:**

Male----- 50%  
 Female----- 50%

**Language by observation:**

English----- 92%  
 Spanish ----- 7%  
 Vietnamese----- 2%

Phone # \_\_\_\_\_

Date \_\_\_\_\_

City \_\_\_\_\_

Interviewer \_\_\_\_\_

Verified by \_\_\_\_\_

ZIP \_\_\_\_\_

County \_\_\_\_\_

Cluster # \_\_\_\_\_

Page # \_\_\_\_\_