2005 City of San José Community Survey

Sample Size N = 1,000

April 2006

Fairbank, Maslin, Maullin & Associates
Opinion Research & Public Policy Analysis
Santa Monica, CA – Oakland, CA – Madison, WI - Mexico City
Methodology

- Telephone survey of 1,000 randomly selected adult San José residents
- Interviews conducted in English, Spanish and Vietnamese from December 15-21, 2005
Residents’ opinions of the quality of life in San José have improved.

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?
City of San José Community Survey

Ratings of quality of life in San José are comparable to other cities.

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?
Crime and traffic continue to top residents’ concerns.

4. 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?
Residents continue to have generally positive feelings about the quality of City services.

13. Thinking about the overall quality of the services provided by the City of San José, would you say that you are..?
Ratings of city services in San José are high compared to other cities.

13. Thinking about the overall quality of the services provided by the City of San José, would you say that you are..?
Library services and fire protection earn the most positive evaluations.

14. 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.
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Residents’ opinions of the physical condition of their neighborhoods remain positive.

5. 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…?
Residents’ feelings of safety in parks and downtown have improved.

- In the city park closest to your residence during the day:
  - 2000: 80%
  - 2001: 62%
  - 2003: 69%
  - 2005: 84%

- In the Downtown area during the day:
  - 2000: 71%
  - 2001: 65%
  - 2003: 69%
  - 2005: 84%

- In the city park closest to your residence during the night:
  - 2000: 46%
  - 2001: 49%
  - 2003: 44%
  - 2005: 51%

- In the Downtown area during the night:
  - 2000: 34%
  - 2001: 40%
  - 2003: 38%
  - 2005: 43%

Q20/Q22. Can you tell me how safe you feel during the day/night when walking _________? Do you feel safe, unsafe, or neither safe nor unsafe?
Perceptions of traffic have improved in the last five years.

12. 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.
30. Which of the following sources of information do you use most often to get news and information about San José City government?
By a sizable margin, residents would prefer to contact City departments by phone.

- Making a phone call to a specific City department: 44%
- Visiting the City’s website, www.sanjoseca.gov: 15%
- Making a phone call to the City’s Customer Service Call Center, 535-3500: 14%
- Visiting a City office in person: 13%
- Sending an e-mail: 7%
- Sending a letter: 2%
- Other: 1%
- DK/NA: 4%

31. 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?
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320-271

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4. 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?
14. 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.
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Residents continue to feel safe in their neighborhoods.

Q20/Q22. Can you tell me how safe you feel during the day/night when walking _________? Do you feel safe, unsafe, or neither safe nor unsafe?
Four out of five residents feel safe driving on San José streets.

<table>
<thead>
<tr>
<th>Method</th>
<th>2005</th>
<th>2003</th>
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</thead>
<tbody>
<tr>
<td>Driving on San José streets</td>
<td>83%</td>
<td>81%</td>
</tr>
<tr>
<td>Walking in San José</td>
<td>79%</td>
<td>75%</td>
</tr>
<tr>
<td>Bicycling in San José</td>
<td>48%</td>
<td>41%</td>
</tr>
</tbody>
</table>

23. How safe do you feel traffic conditions are when you travel in San José using the following methods? Do you feel safe, unsafe, or neither safe nor unsafe?