



**COMMUNITY OPINION SURVEY**  
SUMMARY REPORT

PREPARED FOR THE  
**CITY OF SAN JOSÉ**



AUGUST 2025



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# TABLE OF CONTENTS

<b>Table of Contents</b> .....	<b>i</b>
<b>List of Tables</b> .....	<b>iii</b>
<b>List of Figures</b> .....	<b>iv</b>
<b>Introduction</b> .....	<b>1</b>
Purpose of Study .....	1
Geographic Subareas .....	1
Overview of Methodology & Year-to-Year Comparisons.....	2
Statistical Significance .....	3
Organization of Report.....	3
Acknowledgements .....	3
Disclaimer .....	3
About True North.....	3
<b>Key Findings</b> .....	<b>4</b>
<b>Quality of Life</b> .....	<b>8</b>
Overall Quality of Life.....	8
Question 2 .....	8
Changes to Improve San José .....	10
Question 3 .....	10
<b>City Services</b> .....	<b>12</b>
Overall Satisfaction.....	12
Question 4 .....	12
Specific Services.....	14
Question 5 .....	15
Differentiators of Opinion .....	16
Home Drinking Water .....	17
Question 6 .....	17
<b>Public Safety</b> .....	<b>20</b>
How Safe is San José as a Place to Live? .....	20
Question 7 .....	20
Safety in Specific Scenarios.....	22
Question 8 .....	22
Traffic Safety .....	24
Question 9 .....	24
Emergency Preparedness .....	26
Question 10 .....	26
<b>Traffic</b> .....	<b>29</b>
Traffic Circulation .....	29
Question 11 .....	29
<b>Library &amp; Parks</b> .....	<b>31</b>
Library and Park Visits .....	31
Question 12 .....	31
Rating Library Services .....	33
Question 13 .....	33
<b>Neighborhood Issues &amp; Code Enforcement</b> .....	<b>36</b>
Neighborhood Appearance.....	36
Question 14 .....	36
Rating Aspects of Neighborhood .....	38
Question 15 .....	39
Code Enforcement .....	40
Question 16 .....	40
Question 17 .....	42

**Customer Service & Governance** ..... 44

    Contact with City Staff ..... 44

        Question 18 ..... 44

    Rating City Staff ..... 46

        Question 19 ..... 46

    Language Barrier to City Services ..... 47

        Question 20 ..... 47

        Question 21 ..... 49

    Perceptions of City Government ..... 50

        Question 22 ..... 50

    Thriving in San José: Community, Connection & Independence ..... 51

        Question 23 ..... 52

**Background & Demographics** ..... 54

**Methodology** ..... 55

    Questionnaire Development ..... 55

    Programming, Pre-Test & Translation ..... 55

    Sample, Recruiting & Data Collection ..... 55

    Margin of Error due to Sampling ..... 56

    Data Processing & Weighting ..... 57

    Rounding ..... 58

**Questionnaire & Toplines** ..... 59



## LIST OF TABLES

Table 1	Rating City of San José by Study Year . . . . .	8
Table 2	Rating City of San José by Years in San José & Home Ownership Status (Showing % Excellent & Good) . . . . .	9
Table 3	Rating City of San José by Age & Child in Hsld (Showing % Excellent & Good) . . . . .	9
Table 4	Rating City of San José by Ethnicity (Showing % Excellent & Good) . . . . .	9
Table 5	Rating City of San José by Gender & Survey Language (Showing % Excellent & Good) . . . . .	9
Table 6	Rating City of San José by Employment Status (Showing % Excellent & Good) . . . . .	9
Table 7	Rating City of San José by Area of City (Showing % Excellent & Good) . . . . .	9
Table 8	Changes to Improve City by Study Year . . . . .	11
Table 9	Rating City Services by Study Year . . . . .	16
Table 10	Rating City Services by Overall Satisfaction with City . . . . .	17
Table 11	Safety Ratings by Scenario by Study Year . . . . .	23
Table 12	Traffic Safety Ratings by Study Year . . . . .	25
Table 13	Rating Traffic Circulation by Study Year . . . . .	29
Table 14	Rating Library Services by Study Year . . . . .	34
Table 15	Rating Local Neighborhood Aspects by Study Year . . . . .	39
Table 16	Rating Local Neighborhood Aspects by Overall Satisfaction . . . . .	40
Table 17	Issue, Code Violation in Neighborhood by Study Year . . . . .	43
Table 18	Satisfaction With City Staff Performance by Study Year . . . . .	47
Table 19	Agreement With Statements About San José by Study Year . . . . .	50
Table 20	Agreement With Personal Statements by Study Year . . . . .	52
Table 21	Demographics of Sample by Study Year . . . . .	54



# LIST OF FIGURES

Figure 1	Map of Inclusionary Housing Ordinance Areas. . . . .	2
Figure 2	Rating City of San José . . . . .	8
Figure 3	Changes to Improve City. . . . .	10
Figure 4	Changes to Improve City by Overall Satisfaction . . . . .	11
Figure 5	Overall Satisfaction by Study Year . . . . .	12
Figure 6	Overall Satisfaction by Years in San José & Age . . . . .	13
Figure 7	Overall Satisfaction by Ethnicity & Gender . . . . .	13
Figure 8	Overall Satisfaction by Survey Language & Employment Status . . . . .	13
Figure 9	Overall Satisfaction by Child in Hsld, Area of City & Home Ownership Status. . . . .	14
Figure 10	Rating City Services Tier 1. . . . .	15
Figure 11	Rating City Services Tier 2. . . . .	15
Figure 12	Opinion of Home Drinking Water Safety . . . . .	17
Figure 13	Opinion of Home Drinking Water Safety by Years in San José & Age . . . . .	18
Figure 14	Opinion of Home Drinking Water Safety by Ethnicity & Gender . . . . .	18
Figure 15	Opinion of Home Drinking Water Safety by Survey Language & Employment Status . . . . .	19
Figure 16	Opinion of Home Drinking Water Safety by Overall Satisfaction, Area of City, Home Ownership Status & Child in Hsld . . . . .	19
Figure 17	Opinion of City Safety by Study Year . . . . .	20
Figure 18	Opinion of City Safety by Years in San José & Age . . . . .	21
Figure 19	Opinion of City Safety by Ethnicity & Gender . . . . .	21
Figure 20	Opinion of City Safety by Survey Language & Employment Status . . . . .	21
Figure 21	Opinion of City Safety by Overall Satisfaction, Area of City, Home Ownership Status & Child in Hsld . . . . .	22
Figure 22	Safety Ratings by Scenario . . . . .	22
Figure 23	Safety Ratings by Scenario by Age & Gender . . . . .	23
Figure 24	Safety Ratings by Scenario by Ethnicity . . . . .	23
Figure 25	Safety Ratings by Area of City . . . . .	24
Figure 26	Traffic Safety Ratings . . . . .	24
Figure 27	Traffic Safety Ratings by Age & Gender . . . . .	25
Figure 28	Traffic Safety Ratings by Ethnicity . . . . .	25
Figure 29	Traffic Safety Ratings by Area of City . . . . .	26
Figure 30	Hsld Prepared to be Self-Sufficient in Natural Disaster by Study Year. . . . .	26
Figure 31	Hsld Prepared to be Self-Sufficient in Natural Disaster by Years in San José & Age. . . . .	27
Figure 32	Hsld Prepared to be Self-Sufficient in Natural Disaster by Ethnicity, Perception of City Safety & Gender . . . . .	27
Figure 33	Hsld Prepared to be Self-Sufficient in Natural Disaster by Survey Language, Area of City & Overall Satisfaction. . . . .	28
Figure 34	Hsld Prepared to be Self-Sufficient in Natural Disaster by Home Ownership Status, Child in Hsld & Employment Status . . . . .	28
Figure 35	Rating Traffic Circulation . . . . .	29
Figure 36	Rating Traffic Circulation by Overall Satisfaction . . . . .	30
Figure 37	Hsld Visits in the Past 12 Months by Study Year . . . . .	31
Figure 38	At Least One Hsld Visit in the Past 12 Months by Years in San José & Home Ownership Status . . . . .	32
Figure 39	At Least One Hsld Visit in the Past 12 Months by Survey Language, Child in Hsld & Overall Satisfaction . . . . .	32
Figure 40	At Least One Visit in Past 12 Months by Area of City. . . . .	33
Figure 41	Rating Library Services . . . . .	33
Figure 42	Rating Library Services by Hsld Library Use in Past 12 Months & Age. . . . .	34
Figure 43	Rating Library Services by Ethnicity . . . . .	34

Figure 44 Rating Library Services by Child in Hsld & Education Level. . . . . 35

Figure 45 Rating Library Services by Survey Language & Area of City . . . . . 35

Figure 46 Neighborhood Appearance Rating by Study Year. . . . . 36

Figure 47 Neighborhood Appearance Rating by Years in San José & Age . . . . . 37

Figure 48 Neighborhood Appearance Rating by Ethnicity & Gender. . . . . 37

Figure 49 Neighborhood Appearance Rating by Survey Language & Employment Status . . . . 38

Figure 50 Neighborhood Appearance Rating by Overall Satisfaction, Area of City, Home  
Ownership Status & Child in Hsld . . . . . 38

Figure 51 Rating Local Neighborhood Aspects . . . . . 39

Figure 52 Satisfaction With City Efforts to Enforce Code Violations by Study Year . . . . . 40

Figure 53 Satisfaction With City Efforts to Enforce Code Violations by Years in San José  
& Age . . . . . 41

Figure 54 Satisfaction With City Efforts to Enforce Code Violations by Overall  
Satisfaction, Ethnicity & Commute Type . . . . . 41

Figure 55 Satisfaction With City Efforts to Enforce Code Violations by Survey Language,  
Home Ownership Status, Child in Hsld & Area of City . . . . . 42

Figure 56 Issue, Code Violation in Neighborhood . . . . . 42

Figure 57 Contacted City Staff in Past 12 Months by Study Year . . . . . 44

Figure 58 Contacted City Staff in Past 12 Months by Years in San José & Age . . . . . 45

Figure 59 Contacted City Staff in Past 12 Months by Ethnicity & Gender . . . . . 45

Figure 60 Contacted City Staff in Past 12 Months by Survey Language & Employment  
Status . . . . . 45

Figure 61 Contacted City Staff in Past 12 Months by Overall Satisfaction, Home  
Ownership Status, Area of City & Child in Hsld . . . . . 46

Figure 62 Satisfaction With City Staff Performance . . . . . 46

Figure 63 Experienced Language Barrier Accessing City Services by Study Year. . . . . 47

Figure 64 Experienced Language Barrier Accessing City Services by Ethnicity & Contact  
With Staff in Past 12 Months . . . . . 48

Figure 65 Experienced Language Barrier Accessing City Services by Survey Language,  
Hsld Library Use in Past 12 Months & Hsld Park Visit in Past 12 Months . . . . . 48

Figure 66 Agreement With Statements About San José . . . . . 50

Figure 67 Agreement With Statements About San José by Overall Satisfaction. . . . . 51

Figure 68 Agreement With Personal Statements . . . . . 52

Figure 69 Agreement With Personal Statements by Years in San José & Age . . . . . 52

Figure 70 Agreement With Personal Statements by Ethnicity & Gender . . . . . 53

Figure 71 Agreement With Personal Statements by Survey Language & Employment  
Status . . . . . 53

Figure 72 Agreement With Personal Statements BY Child in Hsld, Area of City & Home  
Ownership Status . . . . . 53

Figure 73 Map of Inclusionary Housing Ordinance Areas. . . . . 56

Figure 74 Maximum Margin of Error . . . . . 57





## INTRODUCTION

Encompassing 178 square miles in the heart of Silicon Valley and currently home to an estimated 979,415 residents,<sup>1</sup> the City of San José is the nation's 12th 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 Research (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.

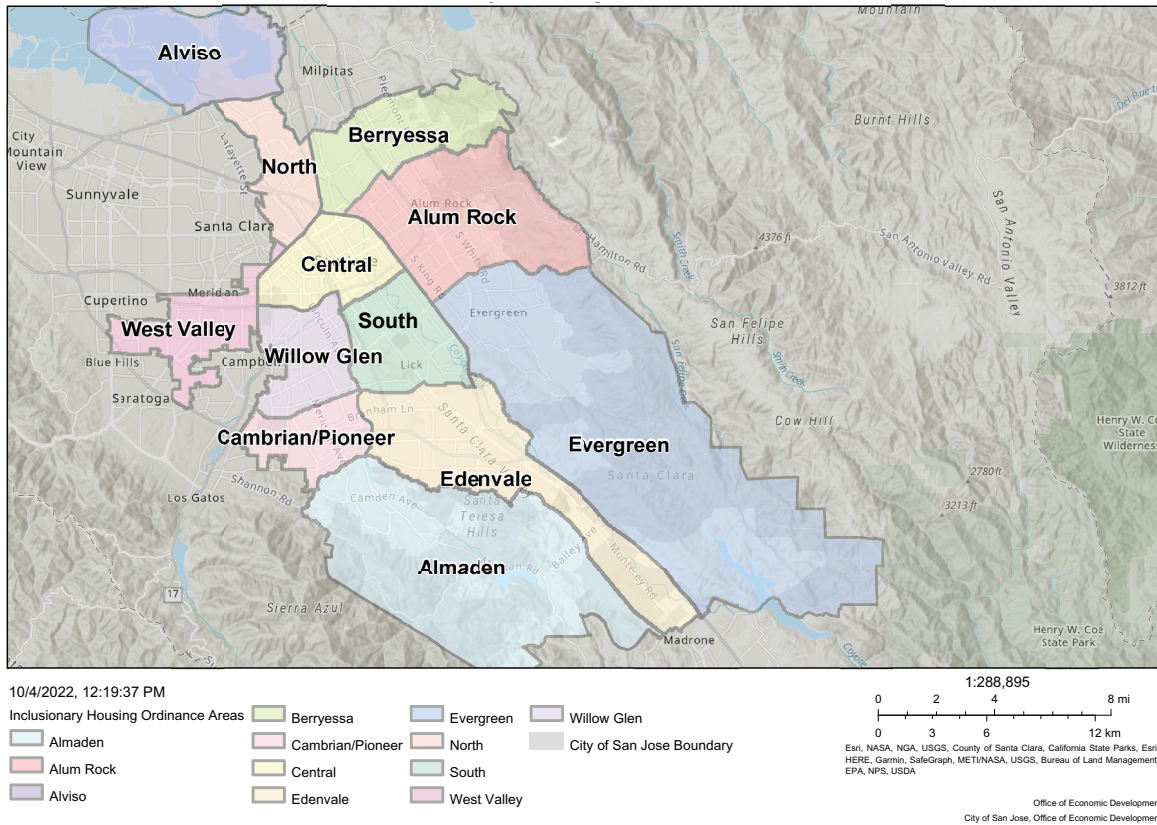
**GEOGRAPHIC SUBAREAS** To accommodate the City's interest in evaluating how survey responses may vary among residents living in different areas of San José, respondents were grouped into one of the five areas displayed in Figure 1 on the next page (North, Central, East, West, South) based on the City's 12 inclusionary housing ordinance areas.

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1. Source: State of California, Department of Finance, E-1City/County Population Estimates, January 2025.

- **North:** Alviso, North, and Berryessa
- **Central:** Central and South
- **East:** Alum Rock and Evergreen
- **West:** West Valley and Willow Glen
- **South:** Cambrian/Pioneer, Edenvale, and Almaden.

**FIGURE 1 MAP OF INCLUSIONARY HOUSING ORDINANCE AREAS**



**OVERVIEW OF METHODOLOGY & YEAR-TO-YEAR COMPARISONS** A full description of the methodology used for this study is included later in this report (see *Methodology* on page 55). In brief, the survey was administered to a stratified random sample of 1,258 adults who reside within the City of San José. The survey followed a mixed-method design that employed multiple recruiting methods (email, text, and telephone) and multiple data collection methods (telephone and online). Administered in English, Spanish, Chinese, and Vietnamese between August 6 and August 17, 2025, the average interview lasted 20 minutes.

This is not the first public opinion survey conducted for the City. In fact, since 2007, more than a dozen similar public opinion surveys have been conducted, with the most recent being in 2024. That said, the design of the survey questionnaire, recruiting protocols, and data collection methodologies were all updated in 2021, resulting in a methodological break in the survey time series. For this reason, only results from 2021 forward are displayed in this report.

**STATISTICAL SIGNIFICANCE** Many figures and tables in this report present the results of questions asked in 2025 alongside the results found in the 2024 survey for identical questions. In such cases, True North conducted the appropriate tests of statistical significance to identify changes that likely reflect actual changes in public opinion between the prior survey (2024) and the current (2025)—as opposed to being due to chance associated with selecting two samples independently and at random. Differences between the two studies are identified as *statistically significant* if we can be 95% confident that the differences reflect an actual change in public opinion between the two studies. Statistically significant differences within response categories over time are denoted by the † symbol which appears in the figure next to the appropriate response value for 2025.

**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 section titled *Key Findings* is for you. It provides a summary of the most important factual findings of the survey in a Question & Answer format. 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 59), and a complete set of crosstabulations for the survey results is contained in Appendix A.

**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 project. 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 1,500 survey research studies for public agencies—including more than 500 studies for California municipalities and special districts.



## KEY FINDINGS

As noted in the *Introduction*, this study was designed to provide the City of San José with a statistically reliable assessment of residents' opinions, satisfaction levels, and priorities regarding City services, facilities, and policies. The results offer actionable insight that can help City leaders make sound, strategic decisions across a range of areas, including performance management, long-term planning, budgeting, 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.

*How well is the City performing in meeting the needs of San José residents?*

The 2025 San José Community Survey reveals widespread improvement in resident satisfaction, ratings, and perceptions across nearly all topic areas compared to last year. When asked to rate the City's *overall* performance in providing municipal services, six-in-ten (59% of) respondents were very (9%) or somewhat (50%) satisfied and 34% were dissatisfied. An additional 8% were unsure or unwilling to share their opinion. Notably, overall satisfaction increased 7 percentage points from 2024 to 2025.

When compared to their respective counterparts, residents who have lived in San José for 15 to 19 years, younger (18-34) and older (65+) respondents, Caucasian and African American respondents, men, those who took the survey in Chinese, students, retirees, and the unemployed (including laid off and furloughed employees), respondents without any children in the household, and those living in the west part of San José were the most likely to report being satisfied with the City's overall performance (see *Overall Satisfaction* on page 12).

When asked to assess 30 service areas spanning across most city departments, respondents provided the most positive ratings for the City's performance operating the San José International Airport (81% excellent or good), providing public library services to their neighborhood (72%), providing fire protection and prevention services (72%), providing emergency medical services (70%), providing trash, recycling, and yard waste services (67%), providing reliable drinking water (60%), and providing bicycle lanes and paths (60%).

Every service area trended positive from 2024 to 2025, with 12 of the increases reaching statistical significance. Double-digit gains were observed for cleaning up litter and trash that people dump along streets, sidewalks, and in public areas (+13%), providing emergency medical services (+10%), creating a vibrant downtown San José (+10%), making available a variety of arts and cultural offerings (+10%), removing graffiti from buildings (+10%), and providing animal control services (+10%).

*How do residents view local governance and city staff's performance?*

Three-quarters of respondents with an opinion agreed that the City is committed to improving residents' quality of life regardless of race, gender identity, disability, religion, language spoken, and other identities (75% strongly or somewhat agree) and six-in-ten said they trust the City of San José (66%) and that the City operates in a way that is open and accountable to the public (61%). Half agreed that the City listens to residents when making important decisions (50%) and 45% said the City manages its finances well. Agreement was significantly higher in 2025 than 2024 for each statement, ranging from +6% to +10% (see *Perceptions of City Government* on page 50).

Staff members at the City of San José are often the “face” of the City for residents who are using city facilities, participating in various programs or events, or in need of assistance from the City on any number of matters. When those who had contact with the City during the 12 months prior to the survey (36% of respondents, down from 41% in 2024 but in line with the 2022 and 2023) were asked to comment on staff's performance, staff received solid marks for being courteous (72% very or somewhat satisfied), knowledgeable when handling respondents' issues (67%), and timely in their response (63%). Although still high with 72% satisfied, the courtesy metric showed a 6% decline from 2024, and is also below the levels recorded from 2021 to 2023 (see *Rating City Staff* on page 46).

*How do residents rate San José as a place to live, work, and raise a family?*

Residents expressed the most favorable opinions of San José as a place to work (59% excellent or good), followed by as a place to shop and dine (58%), the overall quality of life in the City (55%), and as a place to raise a family (42%). 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 (17%). From 2024 to 2025, statistically significant increases were recorded in the percentage of residents who used excellent or good to describe San José as a place to work, its overall quality of life, and as a place to shop and dine (each +5%). The other two attributes remained statistically consistent over the past year. Ratings varied substantially across subgroups depending on the dimension tested, with the most variation in opinion (i.e., the difference between the highest and lowest ratings within a category) found across employment status, age, ethnicity, and survey language subgroups (see *Quality of Life* on page 8).

Up four percentage points from 2024, seven-in-ten (72% of) residents rated the appearance of their neighborhood as very clean (24%) or somewhat clean (48%) in 2025. Ratings also improved across the board for specific neighborhood attributes, with statistically significant increases recorded for six of the seven items. Respondents provided the most positive ratings for the appearance of nearby parks and the condition of residential properties (each 60% excellent or good among those who

provided an opinion). Achieving an all-time high in 2025, 38% of respondents indicated they were generally satisfied with the City's code enforcement efforts (up +8% from 2024, see *Neighborhood Issues & Code Enforcement* on page 36).

Higher than 2024 levels, 85% of households in 2025 had visited a park in San José at least once during the past 12 months (+3%, but not statistically significant) and 59% had been to a San José library and/or used the City's online library services (+6%). The Library received high marks from users and non-users alike for the variety and availability of books and materials available in the Library's collection (76% excellent or good among those who provided an opinion), the variety of education and digital literacy programs provided by the Library (73%), and the hours that local branch libraries are open (69%). Ratings were higher for each of the three services in 2025, with the increase in excellent and good marks for the variety and availability of books and materials available in the Library's collection meeting the threshold for statistical significance (see *Library & Parks* on page 31).

*How safe do residents feel in San José?*

Seven-in-ten (73% of) residents rated San José as either very safe (18%) or somewhat safe (55%) as a place to live, with the remainder viewing the City as somewhat unsafe (21%), very unsafe (6%), or preferring not to answer the question (1%). Compared with the 2024 survey, there was a statistically significant increase in the percentage who rated the City as a safe place to live (driven by +5% very safe ratings). Having improved three years in a row, safety ratings are up significantly from 2022's low of 55% (see *How Safe is San José as a Place to Live?* on page 20). Perhaps most impressive, ratings were higher for every single individual-level safety and traffic scenario from 2024 to 2025, with 9 of the 11 items achieving statistical significance (discussed more below).

As one might expect, residents' perceived safety varied considerably depending on the scenario. The vast majority of residents who provided an opinion rated downtown San José during the day (80% very or somewhat safe), their neighborhood (80%) and the city park closest to their home (77%) as safe. Close to half (47%) of respondents felt downtown San José in general was safe, while nearly one-third (32%) felt the same about downtown San José at night. Safety ratings improved from 2024 to 2025, with statistically significant increases in each scenario (see *Safety in Specific Scenarios* on page 22).

Approximately seven-in-ten (72% of) respondents with an opinion reported feeling very or somewhat safe when driving on San José streets, and 65% indicated they feel safe walking alongside or crossing streets. Just over half (51%) indicated that they feel very or somewhat safe bicycling in San José. Notably, perceptions of safety when walking and bicycling reached all-time highs in 2025 (see *Traffic Safety* on page 24).

Turning to traffic circulation, respondents were most positive about conditions in their own neighborhoods, with 54% rating neighborhood traffic circulation as excellent or good, a six-point increase from 2024. Ratings were lower for overall traffic circulation within San José (27%) and for circulation on major streets (26%). Both overall circulation within San José (27%) and circulation on major streets (26%) showed modest gains from 2024 (+1% and +5%, respectively), though the improvement in overall circulation was not statistically significant (see *Traffic* on page 29).

Finally, when asked how prepared their household is to be self-sufficient in the event of a natural disaster or other city-wide emergency, 10% indicated their household is well-prepared, 33% felt somewhat prepared, and 35% slightly prepared. One-in-five (21% 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 2% were either unsure or unwilling to share their opinion. Household self-sufficiency remained consistent from 2024 to 2025 (each 77%, see *Emergency Preparedness* on page 26).

*Where should the City focus on improvement?*

In addition to evaluating the City's current performance, a primary goal of this study was to look *forward* and identify opportunities to adjust services, improve facilities, and refine strategies to best meet the community's evolving needs and expectations. While residents expressed satisfaction with the City's performance in many areas (as described previously), 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 city government could do to make San José a better place to live (see *Changes to Improve San José* on page 10), the performance ratings they assigned to a wide variety of services (see *Specific Services* on page 14), and their responses on other topics, addressing homelessness and homeless issues, facilitating the creation of affordable housing, facilitating the production of market rate housing, and code enforcement related to illegally parked/abandoned cars and RVs stood out as key areas of opportunity and interest for residents.

Although these priorities are consistent with past recommendations, the list is notably shorter than in the previous survey. Issues such as improving public safety and reducing crime, cleaning up illegally dumped litter and trash, and improving traffic circulation on major streets remain important to residents but were not identified as top priorities this year—reflecting the substantial progress the City has made in each of these areas over the past year.

# 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 that city government could implement to make the community a better place to live.

**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 2 below, respondents expressed the most favorable opinions of San José as a place to work (59% excellent or good), followed by as a place to shop and dine (58%), the overall quality of life in the City (55%), and as a place to raise a family (42%). 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 (17%).

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

**FIGURE 2 RATING CITY OF SAN JOSÉ**

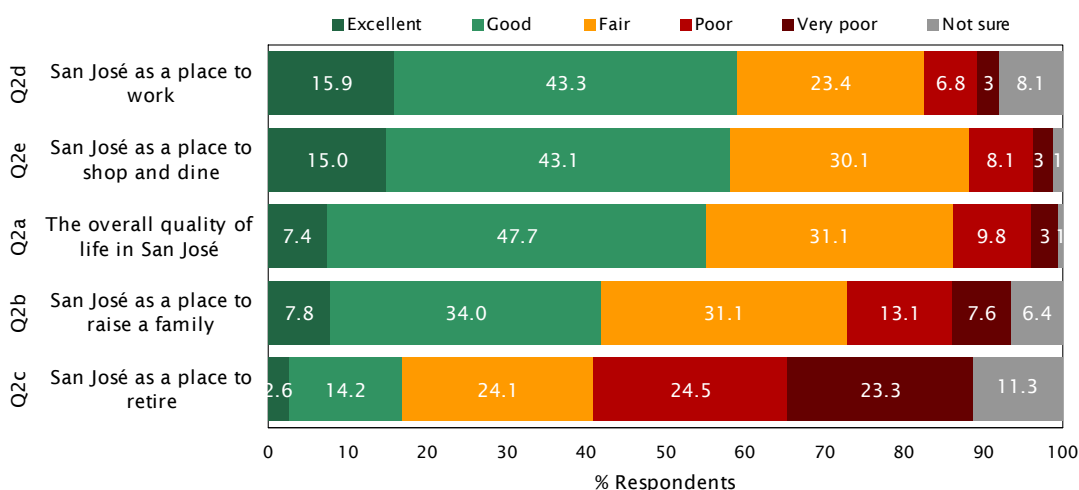


Table 1 displays the percentage of respondents who rated each dimension as excellent or good by study year. From 2024 to 2025, statistically significant increases were recorded in the percentage of residents who used excellent or good to describe San José as a place to work, its overall quality of life, and as a place to shop and dine (each +5%). The other two attributes remained statistically consistent over the past year.

**TABLE 1 RATING CITY OF SAN JOSÉ BY STUDY YEAR**

	Study Year					Change in % Excellent + Good 2024 to 2025
	2025	2024	2023	2022	2021	
San José as a place to work	59.1	53.8	57.7	59.2	54.8	+5.4†
The overall quality of life in San José	55.1	49.8	47.2	47.2	44.9	+5.3†
San José as a place to shop and dine	58.1	53.6	55.1	54.6	53.4	+4.5†
San José as a place to raise a family	41.8	39.0	34.9	34.0	34.2	+2.8
San José as a place to retire	16.8	17.8	16.3	15.5	13.2	-1.1

† Statistically significant change (p < 0.05) between the 2024 and 2025 studies.

For the interested reader, tables 2-7 show how the ratings for each dimension tested in Question 2 varied according to key demographic traits. Ratings varied substantially across subgroups depending on the dimension tested, with the most variation in opinion (i.e., the difference between the highest and lowest ratings within a category) found across employment status, age, ethnicity, and survey language subgroups.

**TABLE 2 RATING CITY OF SAN JOSÉ BY YEARS IN SAN JOSÉ & HOME OWNERSHIP STATUS (SHOWING % EXCELLENT & GOOD)**

	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	44.9	61.9	60.2	58.0	61.3	62.4	57.5
San José as a place to shop and dine	62.8	63.9	61.5	55.3	57.1	56.0	63.1
The overall quality of life in San José	50.5	61.0	48.1	59.5	55.7	62.0	50.0
San José as a place to raise a family	35.5	44.2	37.1	43.1	43.1	47.6	36.9
San José as a place to retire	8.1	14.2	17.7	19.2	18.1	20.6	13.2

**TABLE 3 RATING CITY OF SAN JOSÉ BY AGE & CHILD IN HSLD (SHOWING % EXCELLENT & GOOD)**

	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	45.7	61.8	54.3	56.8	62.6	69.3	55.9	62.9
San José as a place to shop and dine	66.2	65.7	53.6	47.8	54.6	63.4	56.3	59.9
The overall quality of life in San José	45.4	51.2	49.0	54.1	60.1	70.8	50.1	59.4
San José as a place to raise a family	54.2	34.9	32.0	41.7	42.8	52.0	39.2	44.2
San José as a place to retire	13.0	11.9	10.5	9.8	18.9	37.0	9.0	21.0

**TABLE 4 RATING CITY OF SAN JOSÉ BY ETHNICITY (SHOWING % EXCELLENT & GOOD)**

	Ethnicity (QD9)							
	Latino/Hispanic	Caucasian / White	Chinese	Vietnamese	Other Asian	East Indian	Af American / Black	Mixed/ Other
San José as a place to work	53.1	61.5	53.3	57.4	70.3	66.7	67.3	55.3
San José as a place to shop and dine	57.9	61.1	47.7	56.8	70.0	57.7	67.3	48.9
The overall quality of life in San José	42.1	70.4	55.6	41.1	59.2	63.2	72.6	58.0
San José as a place to raise a family	35.9	47.0	45.3	36.8	41.9	49.1	43.6	50.6
San José as a place to retire	12.6	18.9	22.7	10.5	19.8	24.8	27.5	11.6

**TABLE 5 RATING CITY OF SAN JOSÉ BY GENDER & SURVEY LANGUAGE (SHOWING % EXCELLENT & GOOD)**

	Gender (QD7)		Survey Language			
	Male	Female	English	Spanish	Chinese	Vietnamese
San José as a place to work	63.3	56.9	59.7	51.2	65.1	65.4
San José as a place to shop and dine	57.9	60.3	57.6	59.5	49.5	65.2
The overall quality of life in San José	56.6	54.4	58.8	37.3	66.7	49.0
San José as a place to raise a family	44.2	40.9	43.0	30.9	54.9	44.6
San José as a place to retire	17.0	17.0	17.5	11.9	28.3	12.7

**TABLE 6 RATING CITY OF SAN JOSÉ BY EMPLOYMENT STATUS (SHOWING % EXCELLENT & GOOD)**

	Employment Status (QD4)						
	Full time	Part time	Self-employed	Student	Home-maker	Retired	Unemployed
San José as a place to work	60.3	61.7	59.3	55.0	38.2	66.4	46.3
San José as a place to shop and dine	57.3	70.3	57.9	58.3	52.8	62.2	59.1
The overall quality of life in San José	53.6	56.0	62.2	49.8	40.9	68.3	51.7
San José as a place to raise a family	38.7	32.6	49.3	63.6	31.9	51.0	40.3
San José as a place to retire	12.4	8.6	23.4	12.5	9.7	34.9	11.5

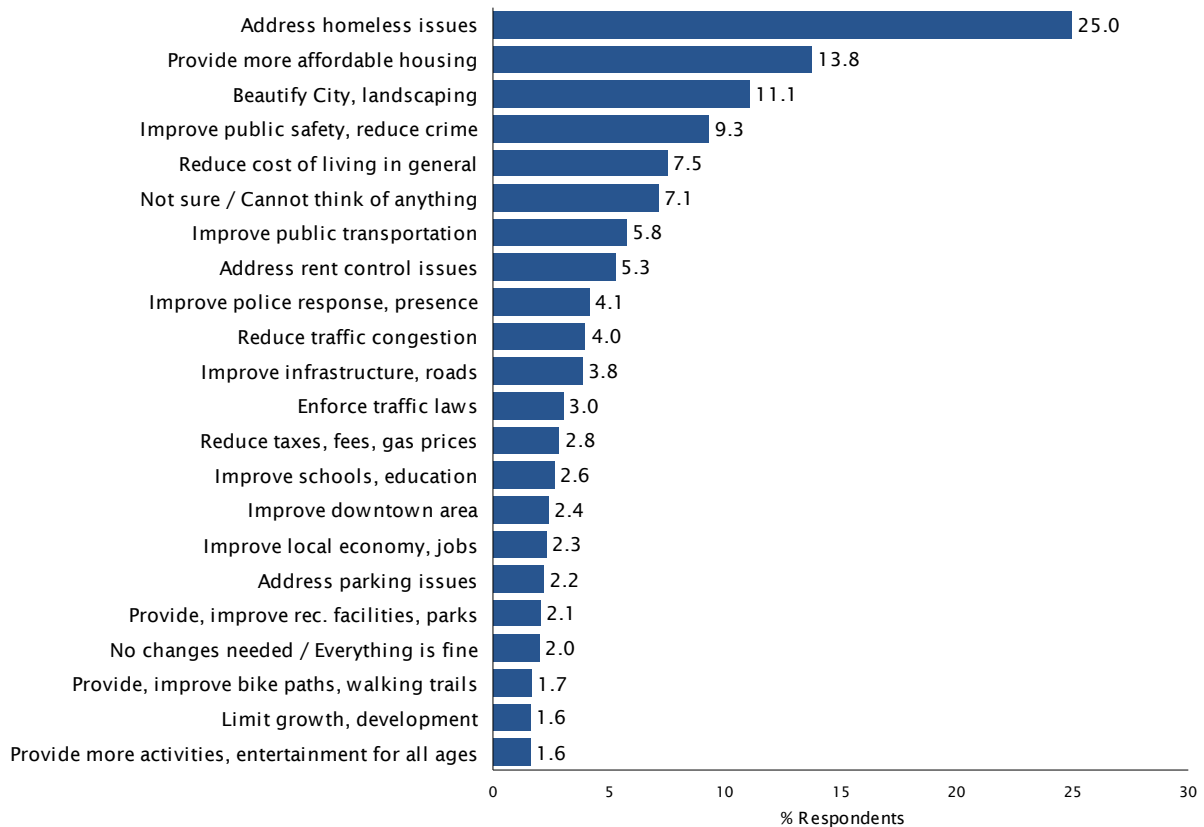
**TABLE 7 RATING CITY OF SAN JOSÉ BY AREA OF CITY (SHOWING % EXCELLENT & GOOD)**

	Area of City				
	Central	East	North	South	West
San José as a place to work	57.6	60.0	57.9	60.1	58.9
San José as a place to shop and dine	55.5	60.4	54.2	55.6	63.2
The overall quality of life in San José	53.0	51.2	46.1	58.8	62.8
San José as a place to raise a family	33.8	41.5	33.8	48.9	46.2
San José as a place to retire	14.4	17.0	14.0	18.9	17.9

**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 3 below.

**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 3 CHANGES TO IMPROVE CITY**



Among the specific changes desired to make San José a better place to live, addressing homeless issues was the most commonly mentioned (25%), followed by providing more affordable housing (14%), beautifying the City/landscaping (11%), improving public safety/reducing crime (9%), and reducing the cost of living (8%).

Other specific changes mentioned by at least 5% of respondents included improving public transportation (6%) and addressing rent control issues (5%). Approximately nine percent (9%) of respondents could not think of a desired change (7%) or stated flatly that no changes are needed (2%).

**TABLE 8 CHANGES TO IMPROVE CITY BY STUDY YEAR**

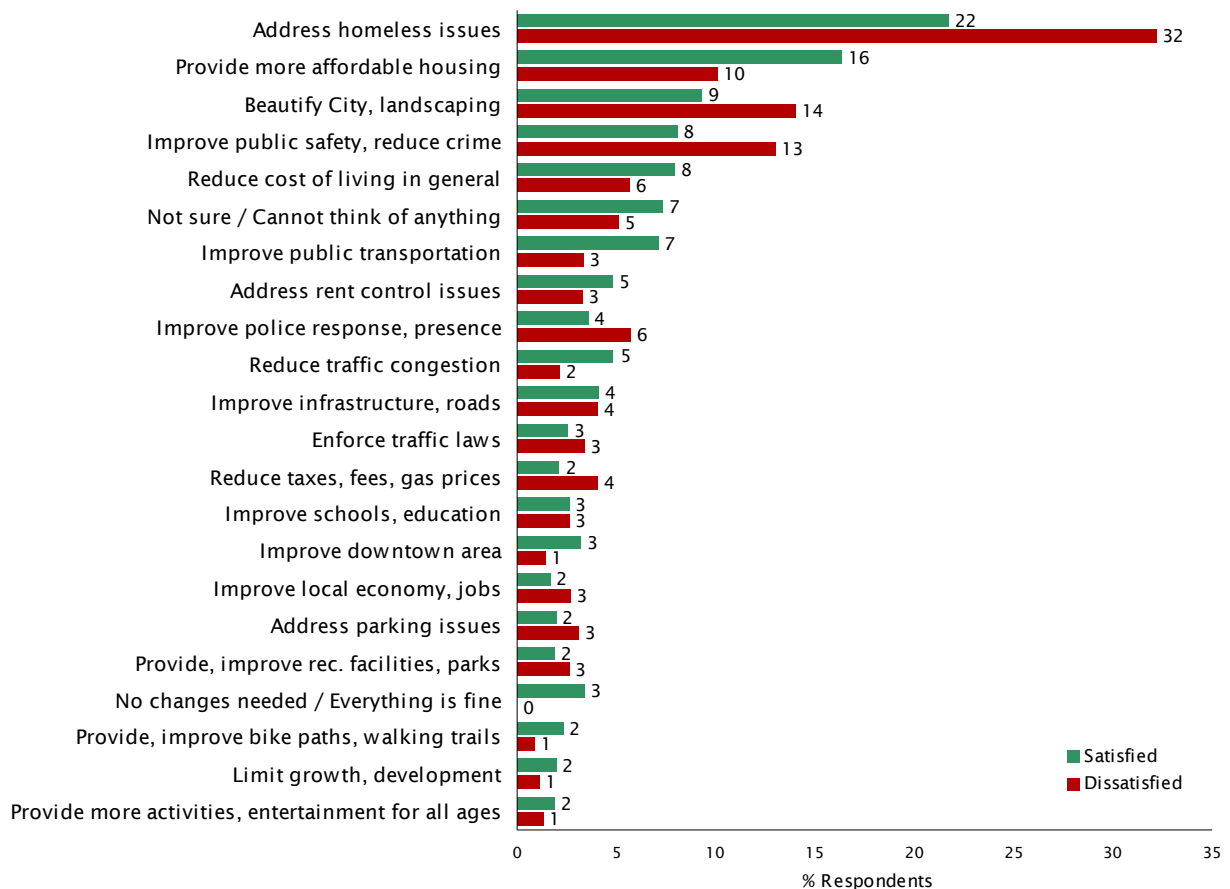
Study Year				
2025	2024	2023	2022	2021
Address homeless issues	Address homeless issues	Address homeless issues	Address homeless issues	Address homeless issues
Provide more affordable housing	Provide more affordable housing	Provide more affordable housing	Improve public safety, reduce crime	Provide more affordable housing
Beautify City, landscaping	Improve public safety, reduce crime	Improve public safety, reduce crime	Provide more affordable housing	Improve public safety, reduce crime
Improve public safety, reduce crime	Beautify City, landscaping	Beautify City, landscaping	Beautify City, landscaping	Beautify City, landscaping
Reduce cost of living in general	Reduce cost of living in general	Improve police response, presence	Improve police response, presence	Not sure / Cannot think of anything

Table 8 provides the top five responses to Question 3 by study year and reveals that the top five desired changes remained the same over the past year (although the order shifted somewhat).

Figure 4 below shows how responses 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 much more likely to mention addressing homeless issues (+10%) as the one change that would make San José a better place to live.

**FIGURE 4 CHANGES TO IMPROVE CITY BY OVERALL SATISFACTION**



## CITY SERVICES

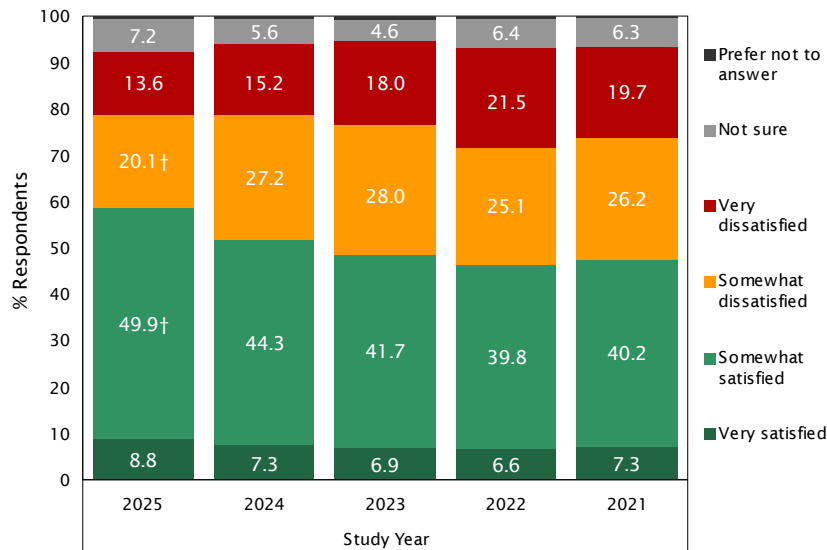
After measuring respondents' perceptions of the quality of life in San José, the survey turned to assessing their opinions about the City's performance in providing various municipal services.

**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.

As shown in Figure 5, six-in-ten (59% of) respondents were very (9%) or somewhat (50%) satisfied with the City's overall performance in providing municipal services, whereas 34% were dissatisfied. An additional 8% were unsure or unwilling to share their opinion. Overall satisfaction improved from 2024 to 2025 (+7%), driven by a statistically significant increase in the percentage somewhat satisfied (+6%).

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

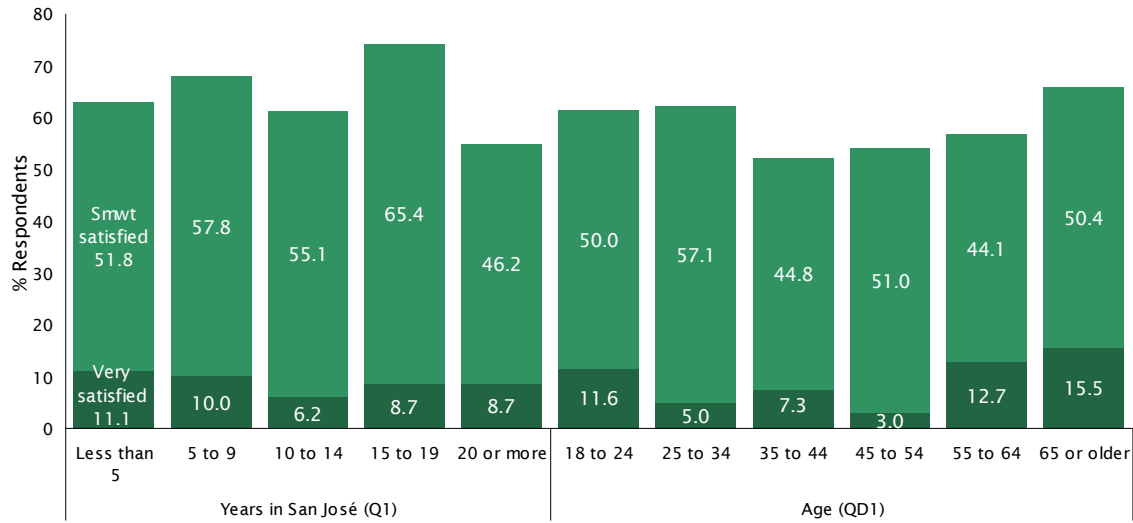
FIGURE 5 OVERALL SATISFACTION BY STUDY YEAR



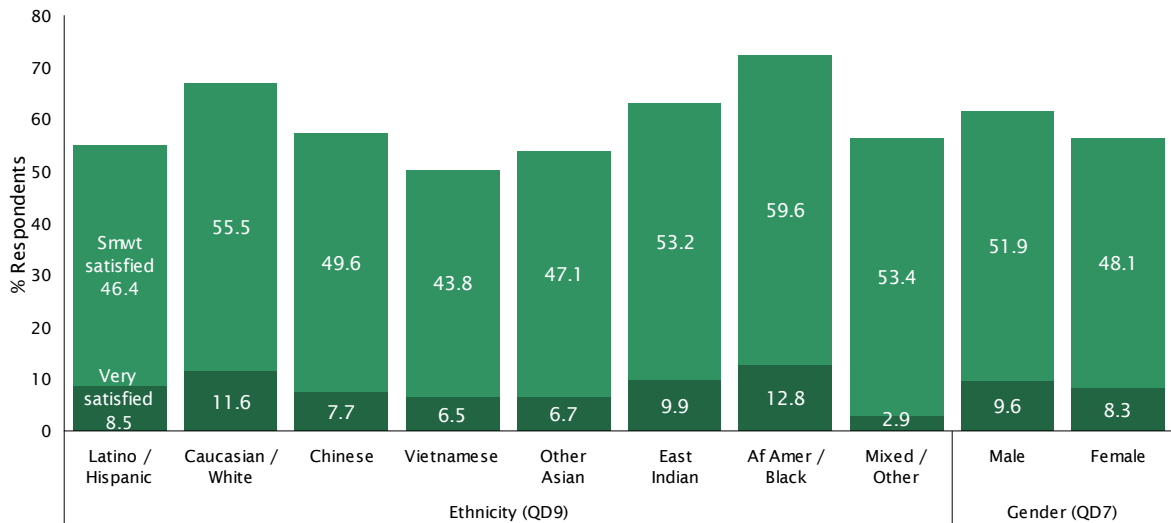
† Statistically significant change ( $p < 0.05$ ) between the 2024 and 2025 studies.

When compared to their respective counterparts, residents who have lived in San José for 15 to 19 years, younger (18-34) and older (65+) respondents, Caucasian and African American respondents, men, those who took the survey in Chinese, students, retirees, and the unemployed (including laid off and furloughed employees), respondents without any children in the household, and those living in the west part of San José were the most likely to report being satisfied with the City's overall performance (see figures 6-9).

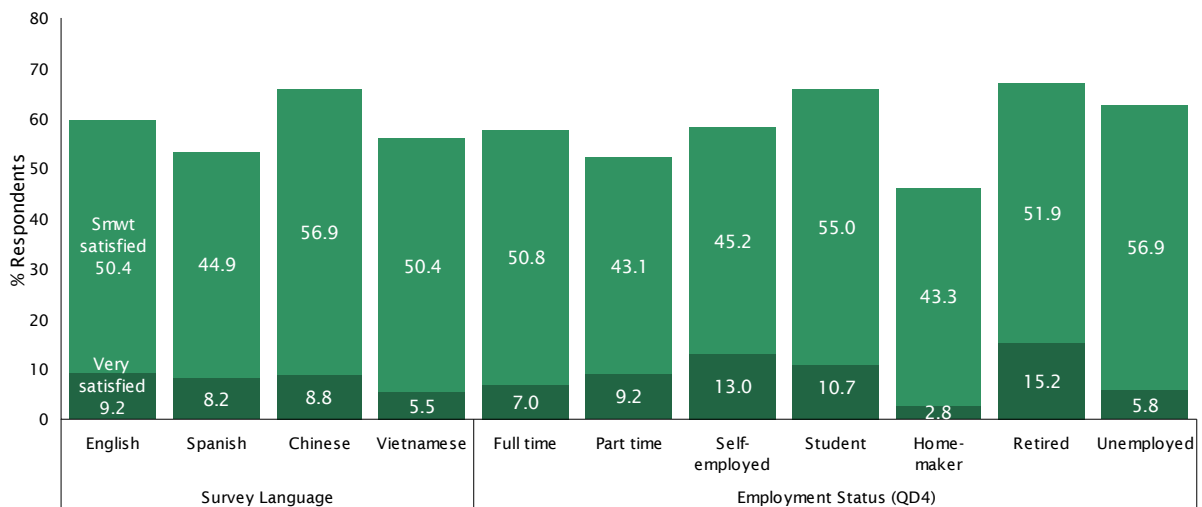
**FIGURE 6 OVERALL SATISFACTION BY YEARS IN SAN JOSÉ & AGE**



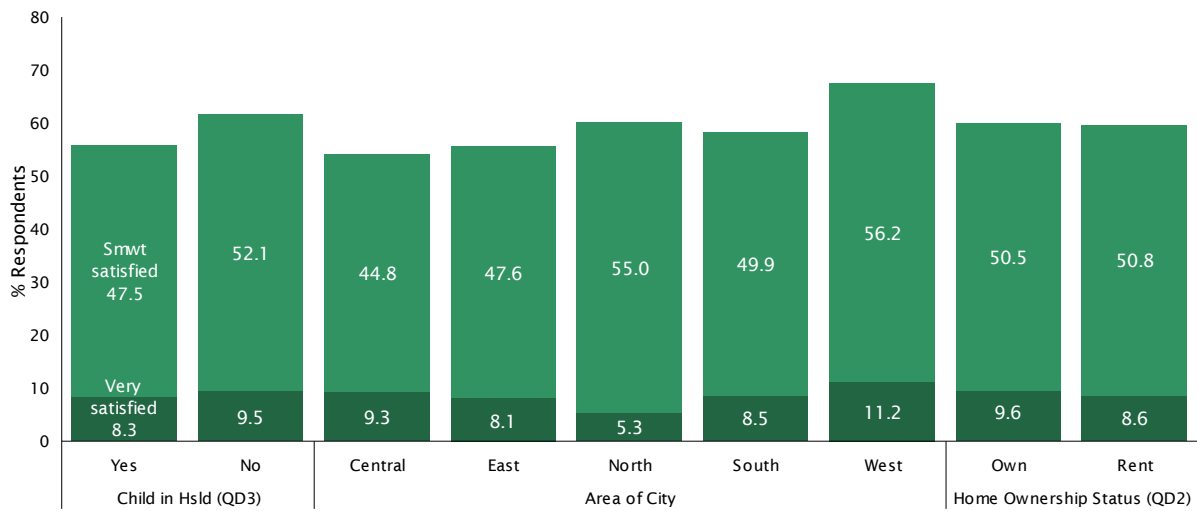
**FIGURE 7 OVERALL SATISFACTION BY ETHNICITY & GENDER**



**FIGURE 8 OVERALL SATISFACTION BY SURVEY LANGUAGE & EMPLOYMENT STATUS**



**FIGURE 9 OVERALL SATISFACTION BY CHILD IN HSLD, AREA OF CITY & HOME OWNERSHIP 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 10 and 11 on the next page. The order in which the items were presented was randomized for each respondent to avoid a systematic position bias, and they are sorted from high to low in the figures based on the combined percentage of respondents who rated the City’s performance as either excellent or good<sup>2</sup>. 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.

At the top of the list, respondents provided the most positive ratings for the City’s performance operating the San José International Airport (81% excellent or good), providing public library services to their neighborhood (72%), providing fire protection and prevention services (72%), providing emergency medical services (70%), providing trash, recycling, and yard waste services (67%), providing reliable drinking water (60%), and providing bicycle lanes and paths (60%).

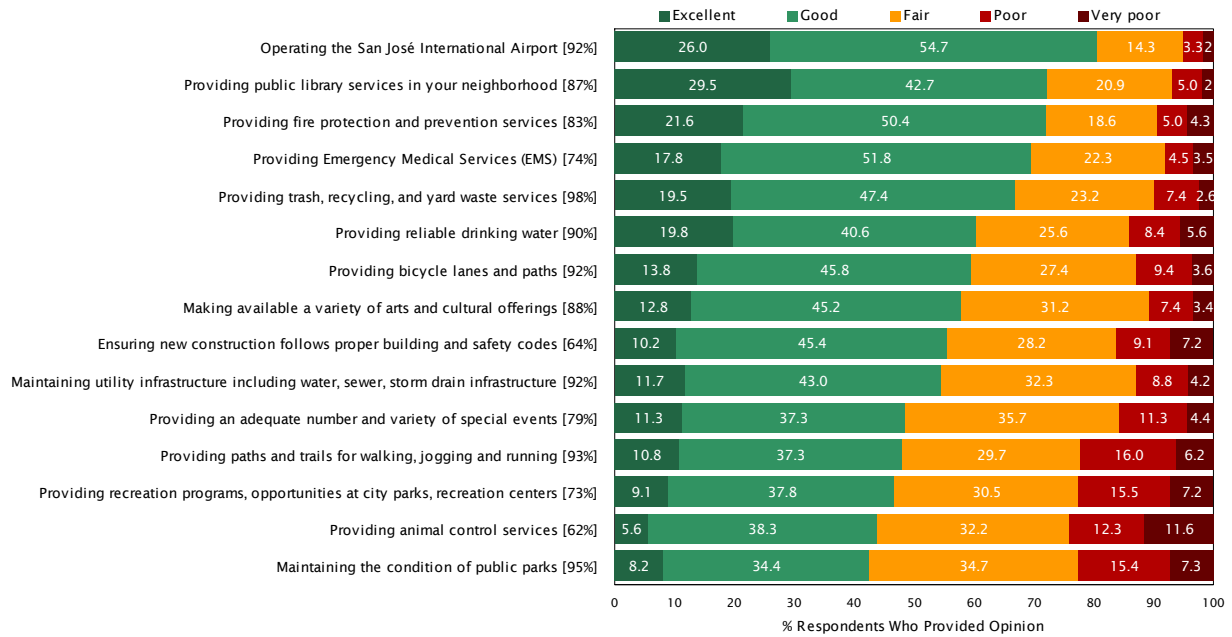
At the other end of the spectrum, far fewer respondents rated the City’s performance in addressing homelessness (11%), facilitating the creation of affordable housing (12%), and facilitating the production of market rate housing (14%) as excellent or good.

Ratings trended up from 2024 to 2025, with 12 statistically significant improvements (Table 9 on page 16). Double-digit gains were recorded for cleaning up litter and trash that people dump along streets, sidewalks, and in public areas (+13%), providing emergency medical services (+10%), creating a vibrant downtown San José (+10%), making available a variety of arts and cultural offerings (+10%), removing graffiti from buildings (+10%), and providing animal control services (+10%).

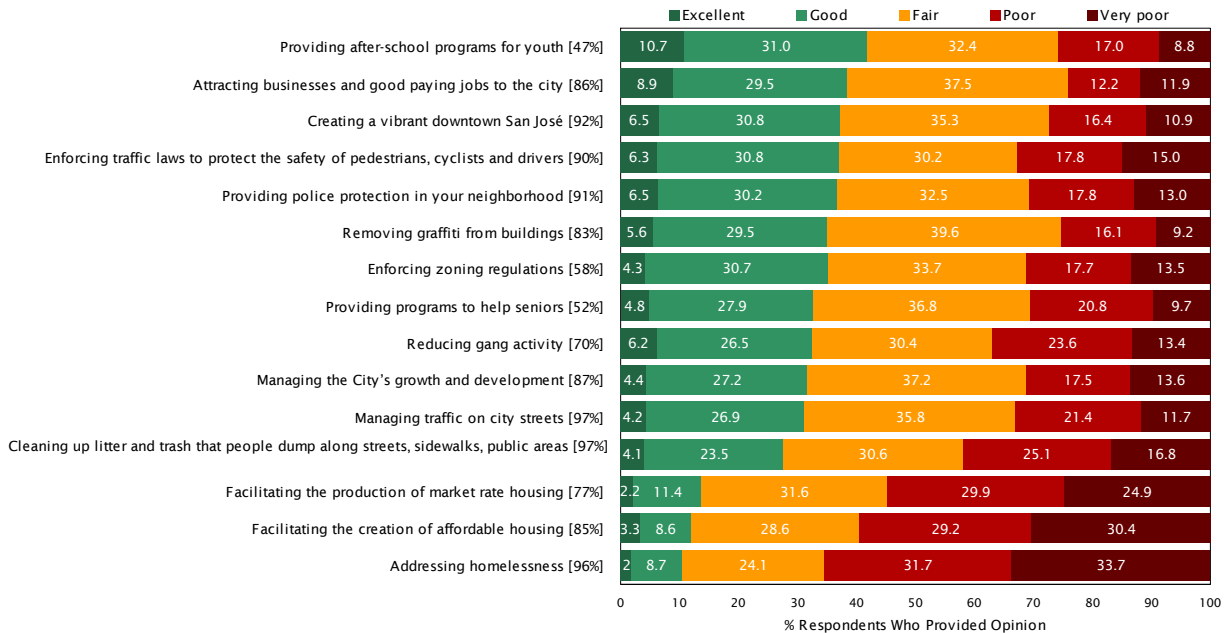
2. Given the large number of services tested, a split sample approach was utilized (i.e., respondents were divided into two groups and each group was asked to rate approximately half of the items).

**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 10 RATING CITY SERVICES TIER 1**



**FIGURE 11 RATING CITY SERVICES TIER 2**



**TABLE 9 RATING CITY SERVICES BY STUDY YEAR**

	Study Year					Change in % Excellent + Good 2024 to 2025
	2025	2024	2023	2022	2021	
Cleaning up litter, trash that people dump along streets, sidewalks, public areas	27.5	15.1	17.8	16.0	16.8	+12.5†
Providing Emergency Medical Services (EMS)	69.6	59.4	59.4	56.1	57.3	+10.2†
Creating a vibrant downtown San José	37.3	27.6	N/A	N/A	N/A	+9.7†
Making available a variety of arts and cultural offerings	57.9	48.4	N/A	N/A	N/A	+9.5†
Removing graffiti from buildings	35.2	25.7	25.8	25.6	22.9	+9.5†
Providing animal control services	43.8	34.4	36.4	36.5	37.1	+9.5†
Providing police protection in your neighborhood	36.7	28.0	23.6	23.8	25.7	+8.7†
Providing bicycle lanes and paths	59.5	50.9	55.0	56.0	54.8	+8.6†
Providing recreation programs, opportunities at city parks, recreation centers	46.9	38.4	40.3	38.8	31.5	+8.4†
Enforcing traffic laws to protect the safety of pedestrians, cyclists and drivers	37.1	29.0	31.9	29.5	33.1	+8.1†
Providing fire protection and prevention services	72.0	65.5	60.4	59.4	58.6	+6.5†
Operating the San José International Airport	80.6	74.5	74.0	71.3	71.3	+6.1†
Maintaining utility infrastructure including water, sewer, storm drain infrastructure	54.6	49.0	46.4	39.2	40.2	+5.6
Providing an adequate number and variety of special events	48.6	43.0	36.6	39.6	29.9	+5.6
Reducing gang activity	32.6	27.5	20.3	20.3	17.1	+5.1
Providing after-school programs for youth	41.8	37.1	40.0	32.3	28.1	+4.7
Managing traffic on city streets	31.2	27.0	26.0	26.0	27.4	+4.2
Providing public library services in your neighborhood	72.2	68.1	69.4	67.7	64.5	+4.2
Providing trash, recycling, and yard waste services	66.9	62.7	64.1	62.4	59.6	+4.2
Maintaining the condition of public parks	42.6	38.4	34.0	31.8	37.4	+4.2
Managing the City's growth and development	31.6	27.5	26.7	24.8	22.7	+4.2
Addressing homelessness	10.5	6.5	7.2	3.1	4.4	+4.0
Ensuring new construction follows proper building and safety codes	55.6	52.2	51.7	48.4	52.6	+3.4
Facilitating the creation of affordable housing	11.8	8.6	11.7	10.5	10.5	+3.2
Providing paths and trails for walking, jogging and running	48.1	45.4	43.7	43.3	44.2	+2.7
Enforcing zoning regulations	35.1	32.4	35.1	34.6	33.7	+2.7
Facilitating the production of market rate housing	13.6	11.0	N/A	N/A	N/A	+2.6
Attracting businesses and good paying jobs to the city	38.4	36.4	36.7	39.5	37.8	+2.1
Providing programs to help seniors	32.7	31.8	33.6	35.9	29.8	+0.9
Providing reliable drinking water	60.4	N/A	N/A	N/A	N/A	N/A

† Statistically significant change (p < 0.05) between the 2024 and 2025 studies.

**DIFFERENTIATORS OF OPINION** For the interested reader, Table 10 on the next page 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* in Question 4 into one group 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.

Thus, for example, among those who were generally satisfied with the City's overall performance in providing municipal services, 71% also provided an excellent or good rating for the City's efforts in ensuring new construction follows proper building and safety codes, whereas 29% of those generally dissatisfied with the City's overall performance provided a positive rating for this specific service area. This results in a large gap in satisfaction between these two groups (42%) for this service.

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. However, with only a few percentage points separating the vast majority of items in Table 10, no specific services stood out as primary differentiators of opinion. That said, satisfied and dissatisfied residents differed most with regard to the City's efforts to ensure new construction follows proper building and safety codes, followed by the City's efforts to maintain the condition of public parks, provide public library services in their neighborhood, and provide recreation programs and opportunities at city parks and recreation centers.

As shown at the bottom of the table, there was much less difference between the two resident groups regarding their ratings for the City’s efforts to facilitate the creation of affordable housing, address homelessness, and facilitate the production of market rate housing.

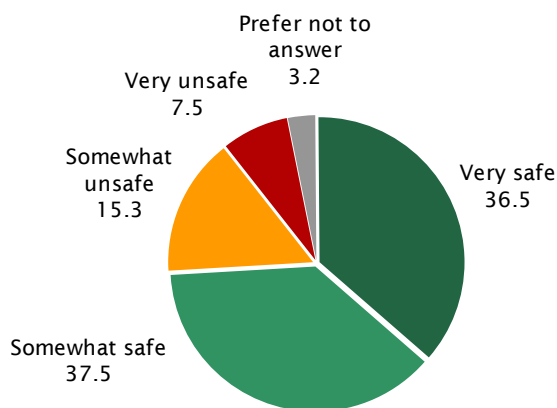
**TABLE 10 RATING CITY SERVICES BY OVERALL SATISFACTION WITH CITY**

		Satisfaction With 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	Ensuring new construction follows proper building and safety codes	70.9	29.2	41.7
	Maintaining the condition of public parks	56.9	18.7	38.2
	Providing public library services in your neighborhood	85.5	47.7	37.7
	Providing recreation programs, opportunities at city parks, recreation centers	61.7	24.5	37.2
	Maintaining utility infrastructure including water, sewer, storm drain infrastructure	68.0	31.6	36.4
	Providing police protection in your neighborhood	51.6	15.7	35.9
	Providing an adequate number and variety of special events	62.1	26.6	35.5
	Providing paths and trails for walking, jogging and running	62.2	26.8	35.4
	Providing trash, recycling, and yard waste services	80.2	45.0	35.2
	Providing after-school programs for youth	57.9	23.3	34.7
	Providing animal control services	58.4	23.7	34.7
	Making available a variety of arts and cultural offerings	69.3	35.3	34.0
	Enforcing zoning regulations	46.8	13.7	33.0
	Enforcing traffic laws to protect the safety of pedestrians, cyclists and drivers	48.4	17.2	31.2
	Managing traffic on city streets	43.4	12.8	30.6
	Providing Emergency Medical Services (EMS)	80.7	50.7	30.0
	Reducing gang activity	44.8	15.2	29.6
	Removing graffiti from buildings	47.2	18.1	29.1
	Providing fire protection and prevention services	81.5	52.5	28.9
	Creating a vibrant downtown San José	46.6	18.7	28.0
Managing the City's growth and development	41.9	14.3	27.7	
Attracting businesses and good paying jobs to the city	49.2	22.1	27.1	
Providing bicycle lanes and paths	68.9	42.1	26.8	
Cleaning up litter and trash that people dump along streets, sidewalks, public areas	38.1	11.3	26.8	
Providing programs to help seniors	44.7	17.9	26.8	
Providing reliable drinking water	70.3	45.2	25.1	
Operating the San José International Airport	88.5	66.3	22.1	
Facilitating the production of market rate housing	18.9	5.9	13.0	
Addressing homelessness	15.0	3.3	11.7	
Facilitating the creation of affordable housing	16.1	6.5	9.6	

**HOME DRINKING WATER** New to the 2025 survey, residents were asked about their perception of the drinking water in their home.

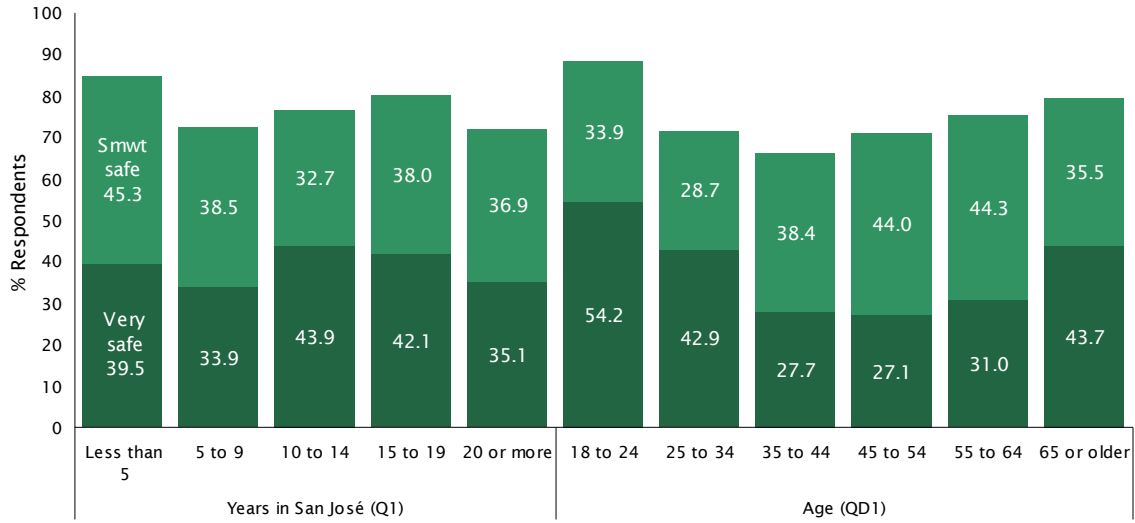
**Question 6** *In general, how safe or unsafe is the drinking water in your home? Would you say it is very safe, somewhat safe, somewhat unsafe, or very unsafe?*

**FIGURE 12 OPINION OF HOME DRINKING WATER SAFETY**

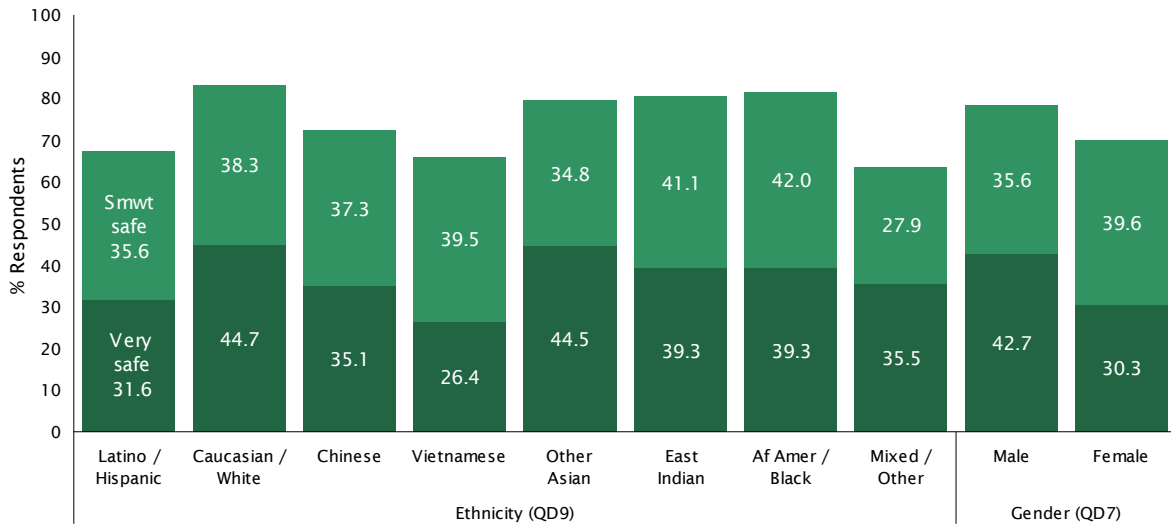


More specifically, whether they would rate the drinking water in their home as very safe, somewhat safe, somewhat unsafe, or very unsafe. As shown in Figure 12, 74% of residents felt their drinking water was safe, with 37% saying it is very safe. Twenty-three percent (23%) of residents rated their home drinking water as unsafe, while the remaining 3% were unsure or declined to state. For the interested reader, figures 13 to 16 show how ratings varied according to demographic characteristics of the respondent.

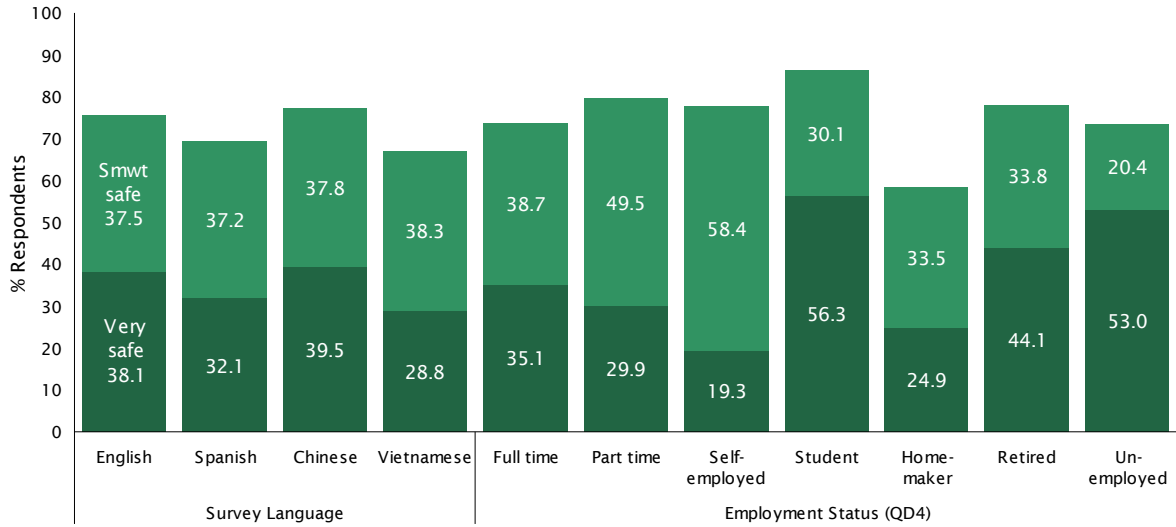
**FIGURE 13 OPINION OF HOME DRINKING WATER SAFETY BY YEARS IN SAN JOSÉ & AGE**



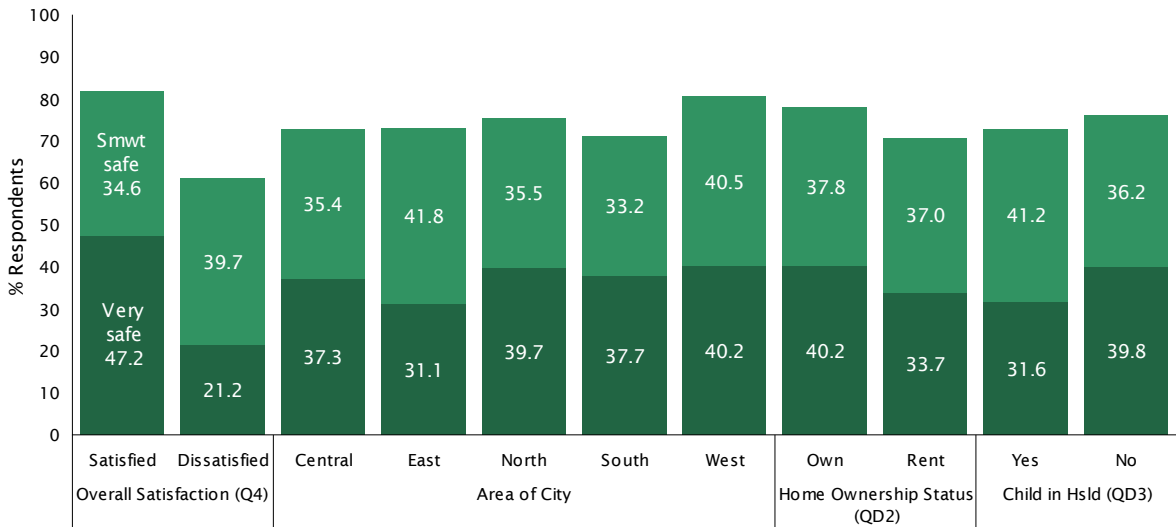
**FIGURE 14 OPINION OF HOME DRINKING WATER SAFETY BY ETHNICITY & GENDER**



**FIGURE 15 OPINION OF HOME DRINKING WATER SAFETY BY SURVEY LANGUAGE & EMPLOYMENT STATUS**



**FIGURE 16 OPINION OF HOME DRINKING WATER SAFETY BY OVERALL SATISFACTION, AREA OF CITY, HOME OWNERSHIP STATUS & CHILD IN HSLD**



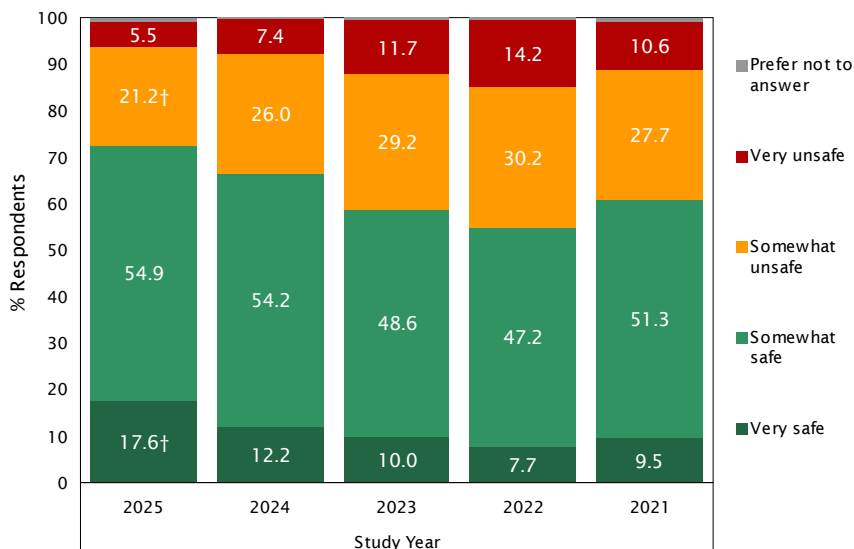
## PUBLIC SAFETY

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 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. Seven-in-ten (73% of) residents rated San José as either very safe (18%) or somewhat safe (55%) as a place to live, with the remainder viewing the City as somewhat unsafe (21%), very unsafe (6%), or preferring not to answer (1%). Compared with the 2024 survey, there was a statistically significant increase in the percentage who rated the City as a safe place to live (driven by a +5% increase in *very safe* ratings) and a statistically significant decline in the percentage who rated the City as unsafe (driven by a -5% decrease in *somewhat unsafe* ratings).

**Question 7** 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?

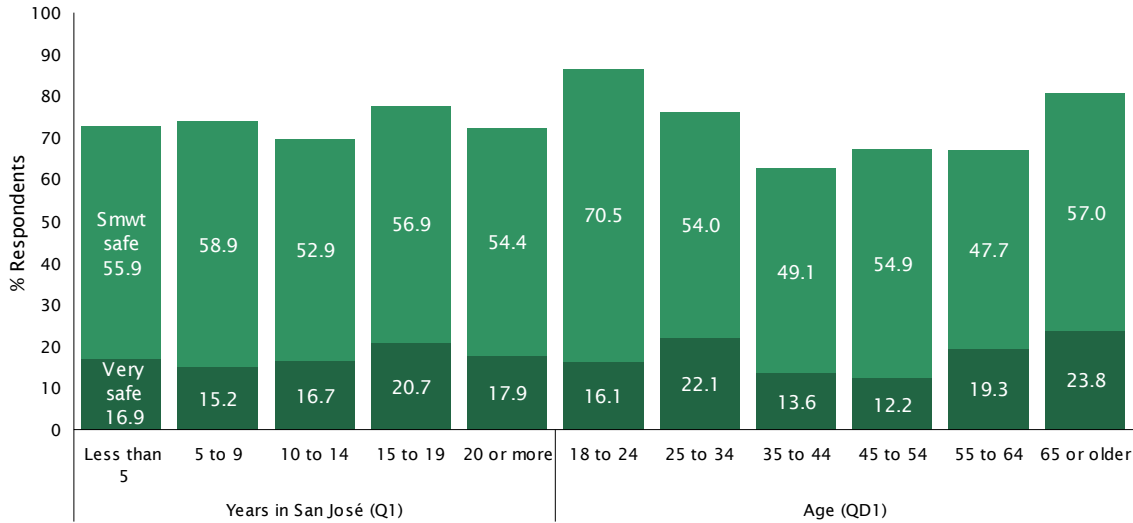
FIGURE 17 OPINION OF CITY SAFETY BY STUDY YEAR



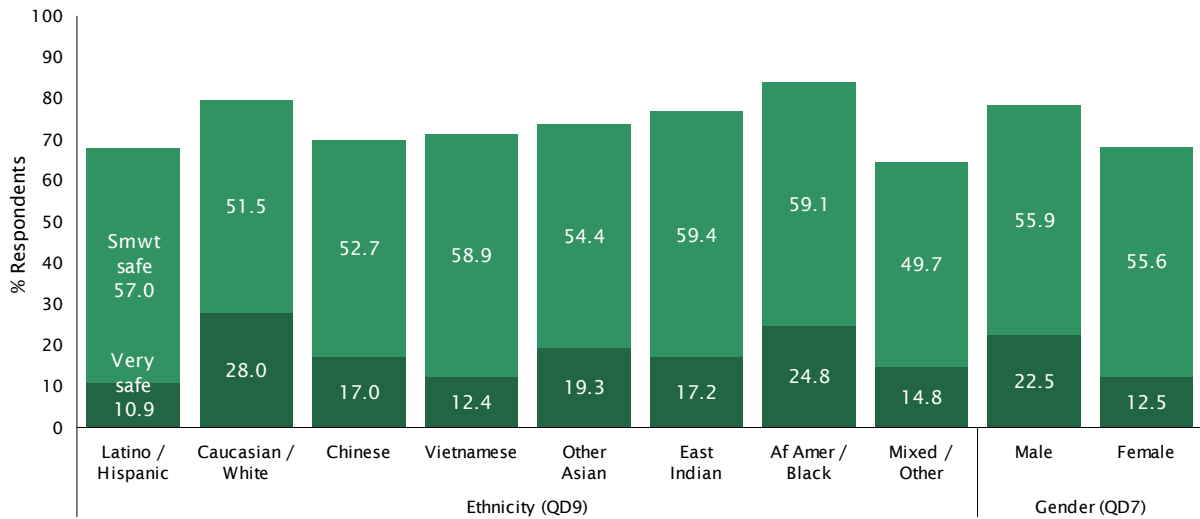
† Statistically significant change ( $p < 0.05$ ) between the 2024 and 2025 studies.

Figures 18-21 show how residents' assessments of San José's safety varied across subgroups. In general, younger (18-34) and older (65+) respondents, Caucasians and African Americans, male respondents, those who took the survey in Vietnamese, part-time employees, students, and retirees, homeowners, and respondents satisfied with the City's overall performance in providing city services were the most likely to view San José as a safe place to live.

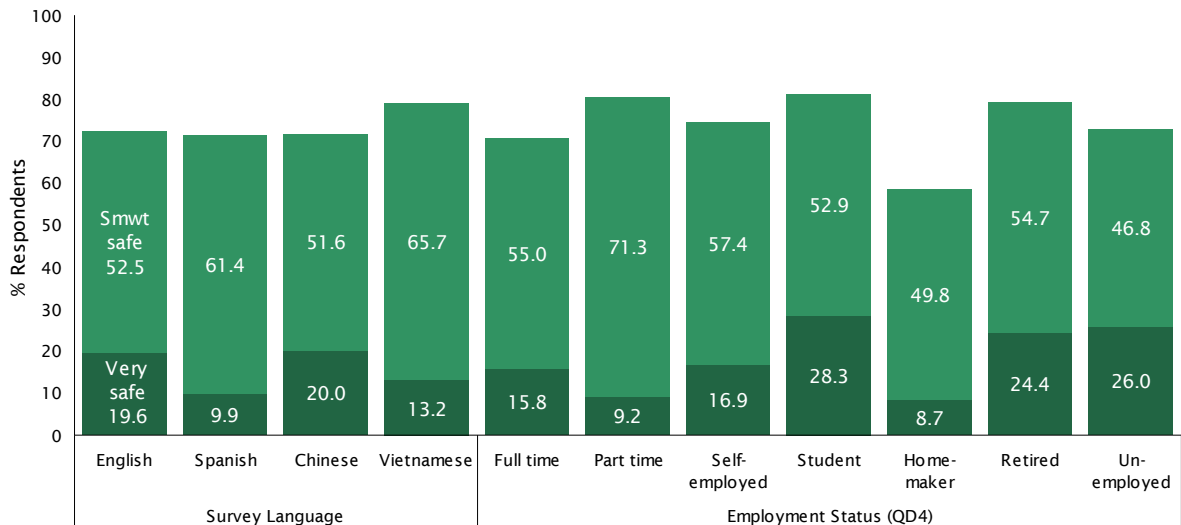
**FIGURE 18 OPINION OF CITY SAFETY BY YEARS IN SAN JOSÉ & AGE**



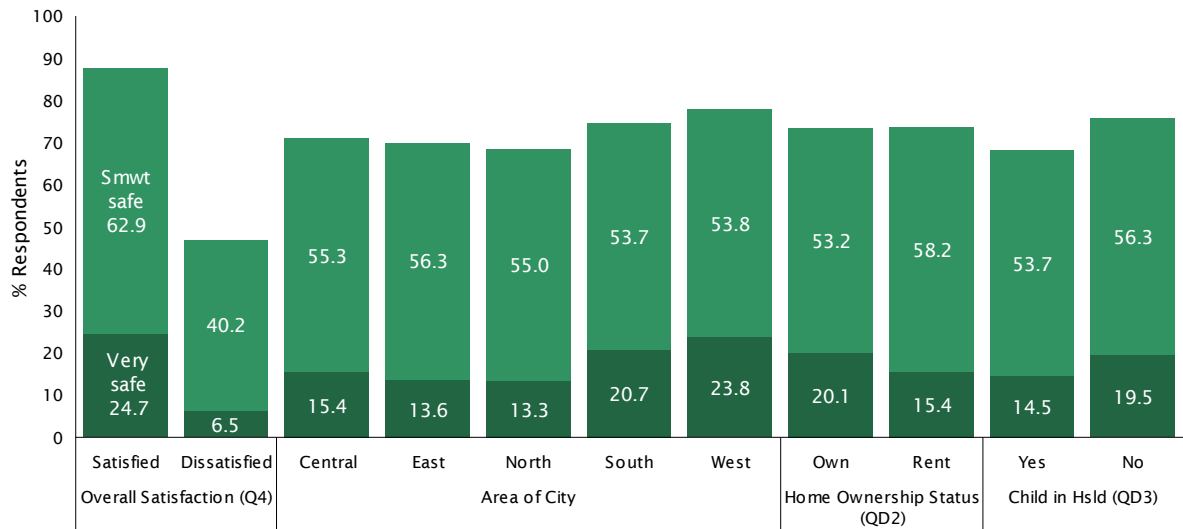
**FIGURE 19 OPINION OF CITY SAFETY BY ETHNICITY & GENDER**



**FIGURE 20 OPINION OF CITY SAFETY BY SURVEY LANGUAGE & EMPLOYMENT STATUS**



**FIGURE 21 OPINION OF CITY SAFETY BY OVERALL SATISFACTION, AREA OF CITY, HOME OWNERSHIP STATUS & CHILD IN HSLD IN HSLD**



**SAFETY IN SPECIFIC SCENARIOS** Whereas Question 7 asked respondents to rate the overall safety of San José as a place to live, Question 8 presented the five specific scenarios listed at the bottom of Figure 22 and asked residents to describe how safe they feel in each scenario (using the scale shown on the right of the figure). To ease comparisons, only those who provided an opinion are included in the percentage results shown in Figure 22, and the percentage who did so is shown in brackets at the end of each label.

**Question 8** Overall, how safe is: \_\_\_\_\_? Would you say it is very safe, somewhat safe, somewhat unsafe, or very unsafe?

**FIGURE 22 SAFETY RATINGS BY SCENARIO**



As shown in Figure 22, residents’ perceived safety varied considerably depending on the scenario. The vast majority of residents who provided an opinion rated downtown San José during the day (80% very or somewhat safe), their neighborhood (80%) and the city park closest to their home (77%) as safe. Close to half (47%) of respondents felt downtown San José in general was safe, while nearly one-third (32%) felt the same about downtown San José at night. Safety ratings improved from 2024 to 2025, with statistically significant increases for each scenario.

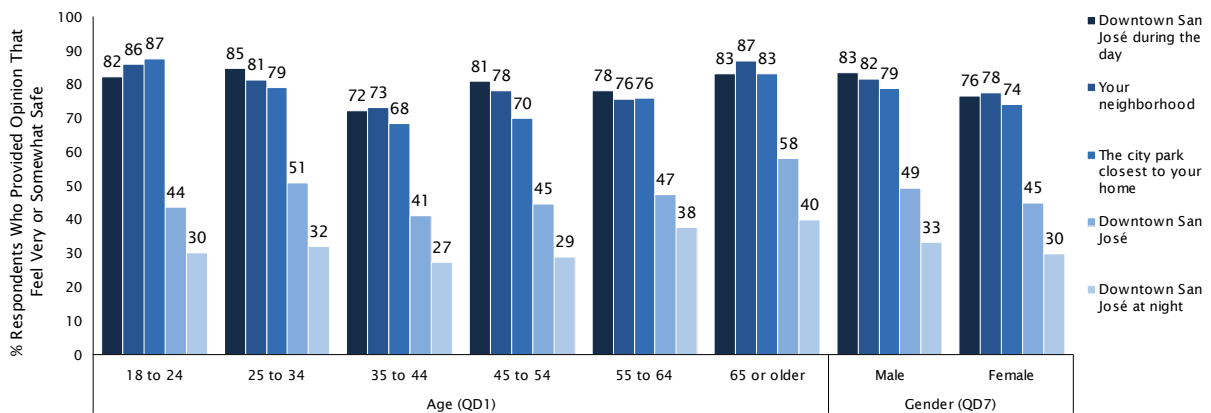
**TABLE 11 SAFETY RATINGS BY SCENARIO BY STUDY YEAR<sup>3</sup>**

	Study Year					Change in % Very + Smwt Safe 2024 to 2025
	2025	2024	2023	2022	2021	
Downtown San José during the day	79.7	70.0	59.9	60.4	63.5	+9.7†
Downtown San José	47.1	39.6	N/A	N/A	N/A	+7.5†
The city park closest to your home	76.5	69.4	N/A	N/A	N/A	+7.1†
Downtown San José at night	31.8	25.6	22.4	19.4	22.1	+6.2†
Your neighborhood	79.6	74.9	N/A	N/A	N/A	+4.8†

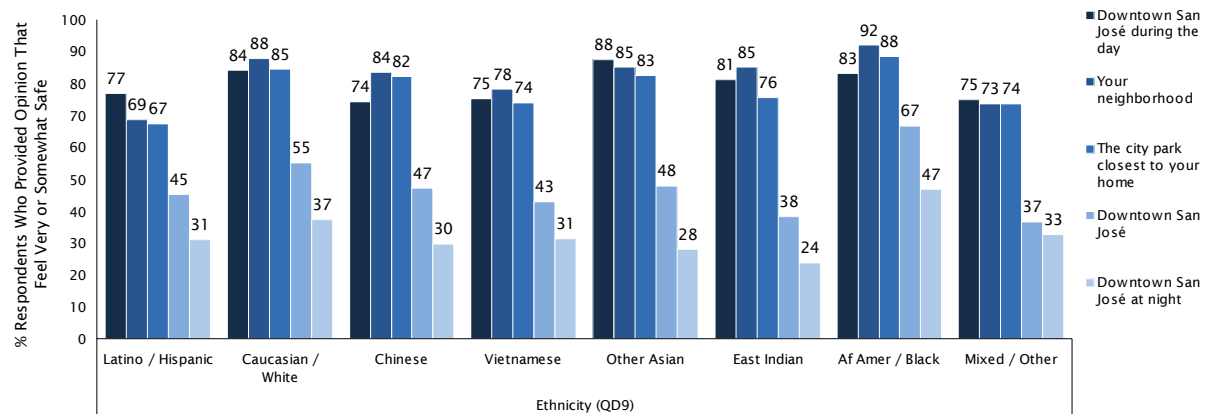
† Statistically significant change (p < 0.05) between the 2024 and 2025 studies.

For the interested reader, figures 23 to 25 show how safety ratings for each scenario varied by age, gender, ethnicity, and geographic area.

**FIGURE 23 SAFETY RATINGS BY SCENARIO BY AGE & GENDER**

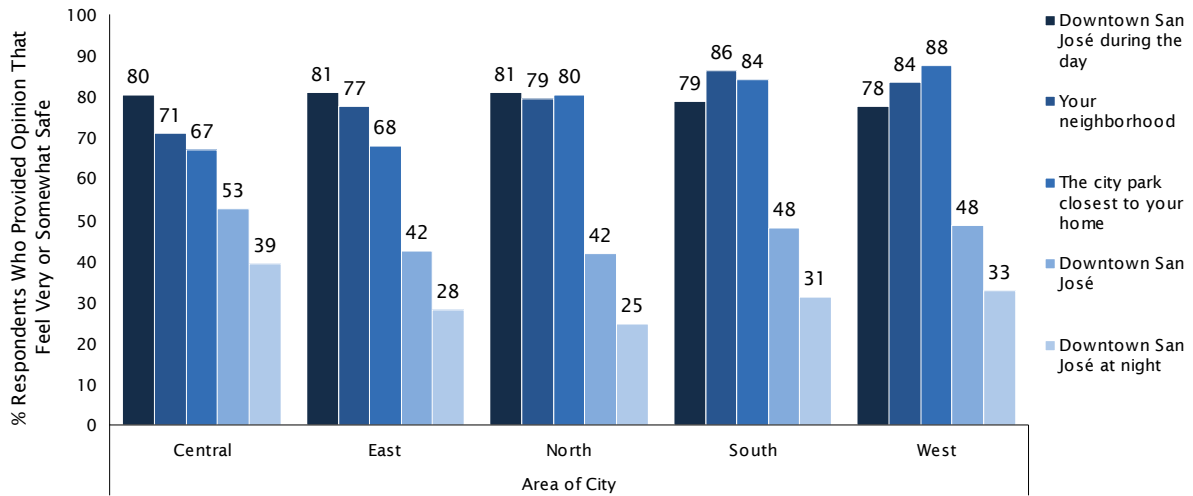


**FIGURE 24 SAFETY RATINGS BY SCENARIO BY ETHNICITY**



3. The questionnaire was updated in 2024 to remove the daytime/after dark distinction for several scenarios.

**FIGURE 25 SAFETY RATINGS BY AREA OF CITY**



**TRAFFIC SAFETY** In a manner similar to that described previously, 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. As in the prior series, only those who provided an opinion are included in the percentage results shown in Figure 26 (percentage with an opinion is shown in brackets below each scenario label).

Seven-in-ten (72% of) respondents with an opinion indicated that they feel very or somewhat safe when driving on San José streets and 65% indicated they feel safe walking alongside or crossing streets in San José. When it comes to bicycling in San José, 51% of respondents offered that they feel very or somewhat safe.

**Question 9** *Thinking next about traffic safety - when you are: \_\_\_\_\_, would you say that you feel very safe, somewhat safe, somewhat unsafe, or very unsafe?*

**FIGURE 26 TRAFFIC SAFETY RATINGS**



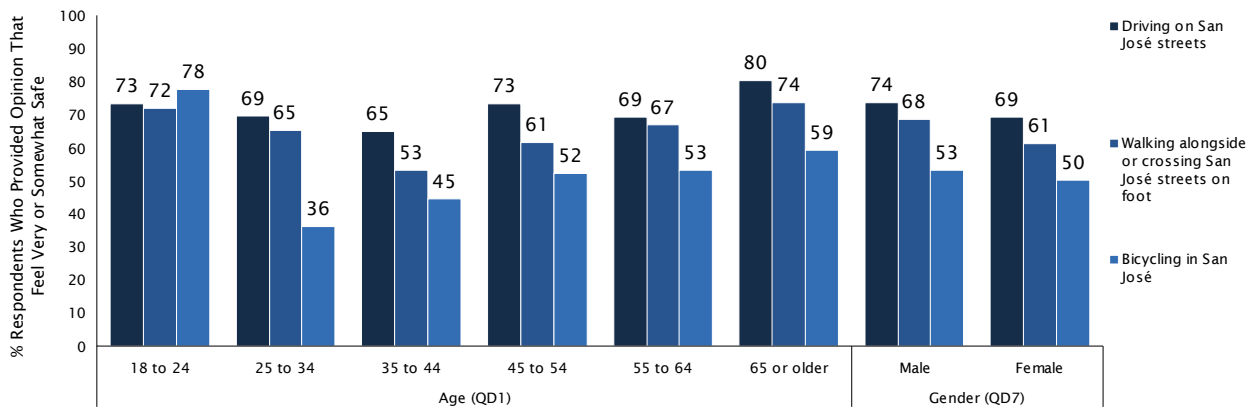
As shown in Table 12, the percentage of respondents who felt safe walking alongside or crossing streets in San José and bicycling in San José reached all-time highs in 2025 and were statistically higher than 2024 (+10% and +7%, respectively), whereas the perceived safety of driving remained consistent. Figures 27 through 29 show how feelings of safety in these traffic scenarios varied by age, gender, ethnicity, and geographic area.

**TABLE 12 TRAFFIC SAFETY RATINGS BY STUDY YEAR**

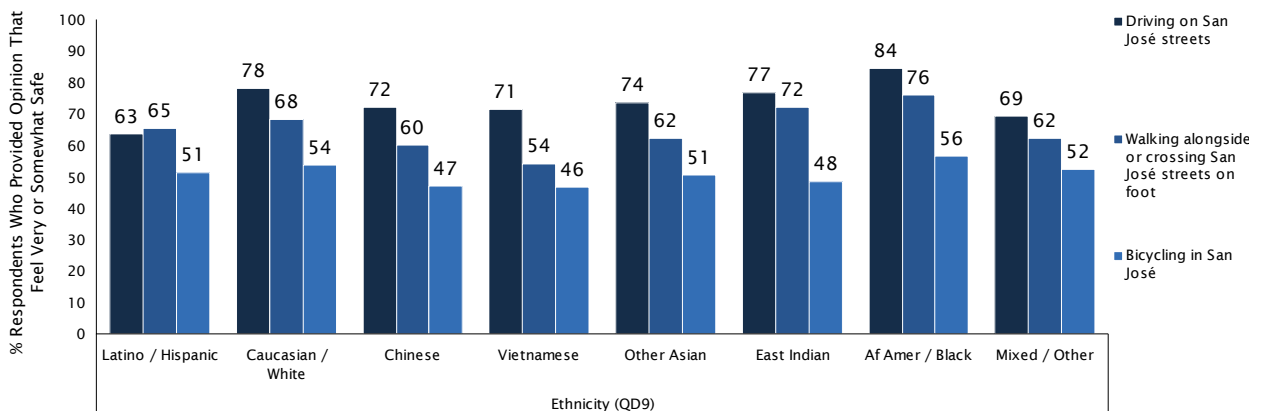
	Study Year					Change in % Very + Smwt Safe 2024 to 2025
	2025	2024	2023	2022	2021	
Walking alongside or crossing San José streets on foot	64.8	55.3	59.6	59.7	64.1	+9.5†
Bicycling in San José	50.6	44.0	49.2	48.0	46.9	+6.6†
Driving on San José streets	71.5	69.0	69.6	72.1	73.4	+2.5

† Statistically significant change (p < 0.05) between the 2024 and 2025 studies.

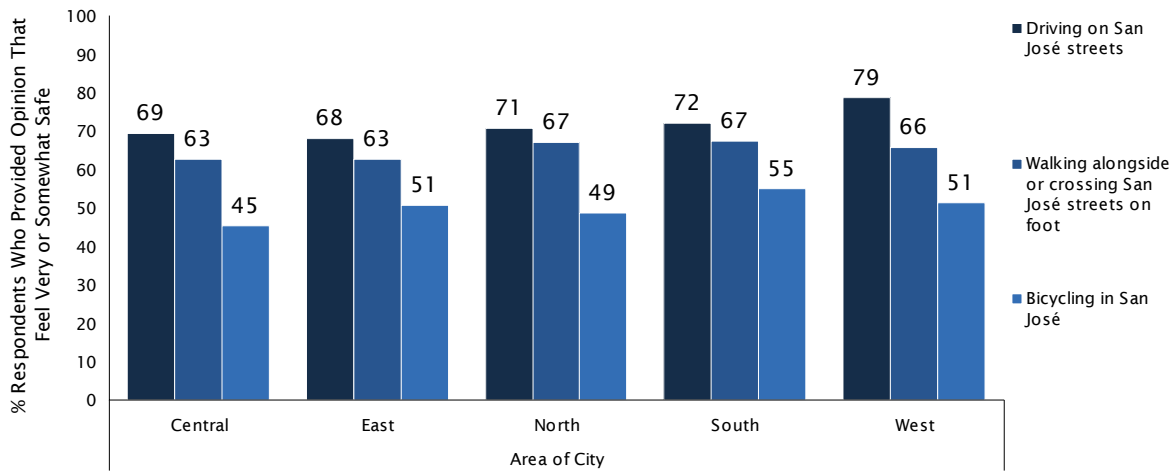
**FIGURE 27 TRAFFIC SAFETY RATINGS BY AGE & GENDER**



**FIGURE 28 TRAFFIC SAFETY RATINGS BY ETHNICITY**



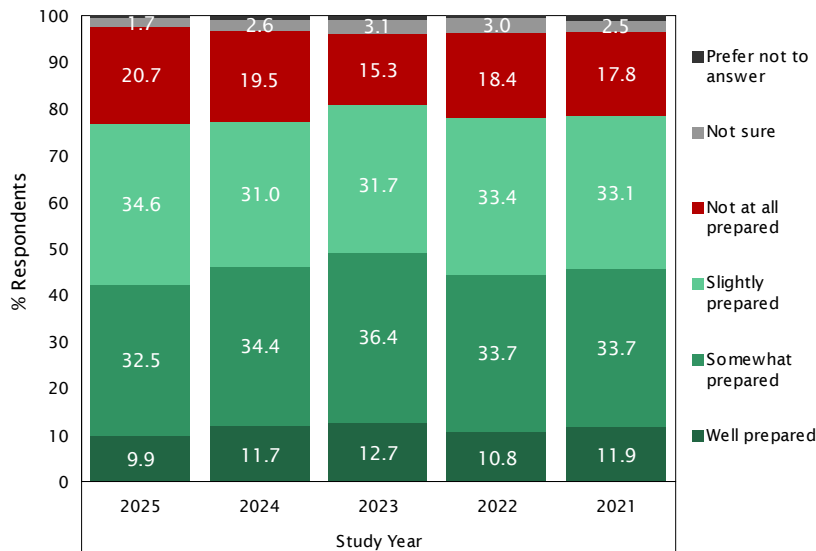
**FIGURE 29 TRAFFIC SAFETY RATINGS BY AREA OF CITY**



**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, 10% indicated their household is well-prepared to be self-sufficient in the event of a natural disaster or other emergency, whereas 33% felt somewhat prepared, and 35% slightly prepared. One-in-five (21% 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 2% were either unsure or unwilling to share their opinion (see Figure 30). Household self-sufficiency remained consistent from 2024 to 2025 (each 77%).

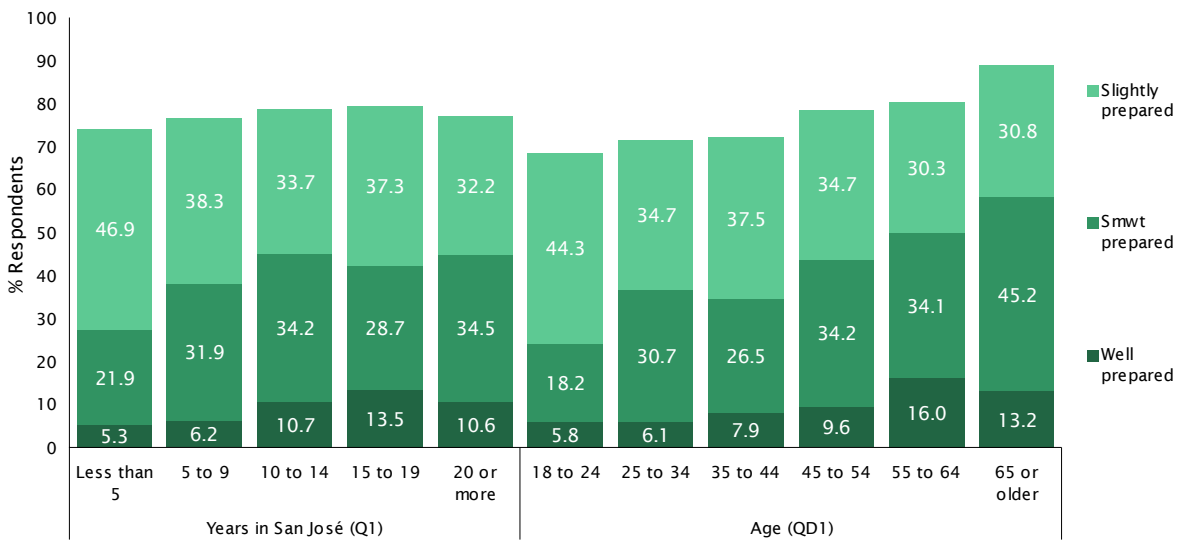
**Question 10** *How prepared would you say your household is to be self-sufficient in the event of a natural disaster or other city-wide emergency? Would you say you are well prepared, somewhat prepared, slightly prepared, or not at all prepared?*

**FIGURE 30 HSLD PREPARED TO BE SELF-SUFFICIENT IN NATURAL DISASTER BY STUDY YEAR**

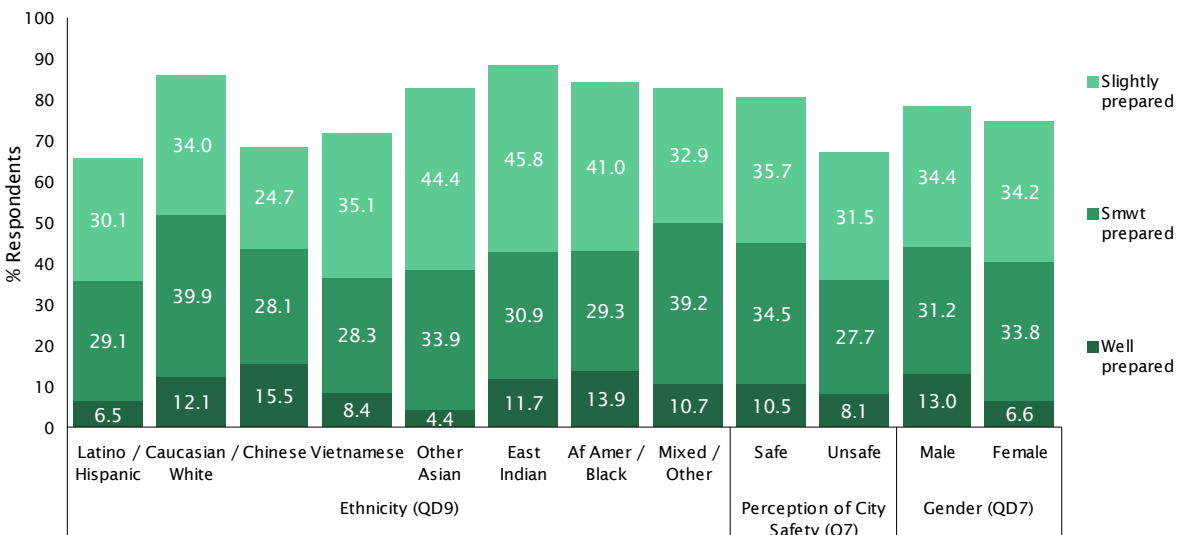


Figures 31-34 show how prepared residents feel they are to be self-sufficient in the event of a natural disaster or other emergency by length of residence, age, ethnicity, how safe they feel San José is as a place to live, gender, the language in which the survey was administered, geographic area, overall satisfaction with the City’s performance in providing municipal services, home ownership, presence of a child in the home, and employment status. At least 80% of respondents who have lived in San José between 15 and 19 years, residents 55 years and older, those in an ethnic category *other than* Latino/Hispanic, Chinese, or Vietnamese, respondents who rated the City as a safe place to live, those who took the survey in English, residents living in the south area of the City, those satisfied with the City’s overall performance, homeowners, and those self-employed, retired, or who described themselves as a homemaker said they were prepared. Additionally, there was a positive correlation between feeling self-sufficient and age.

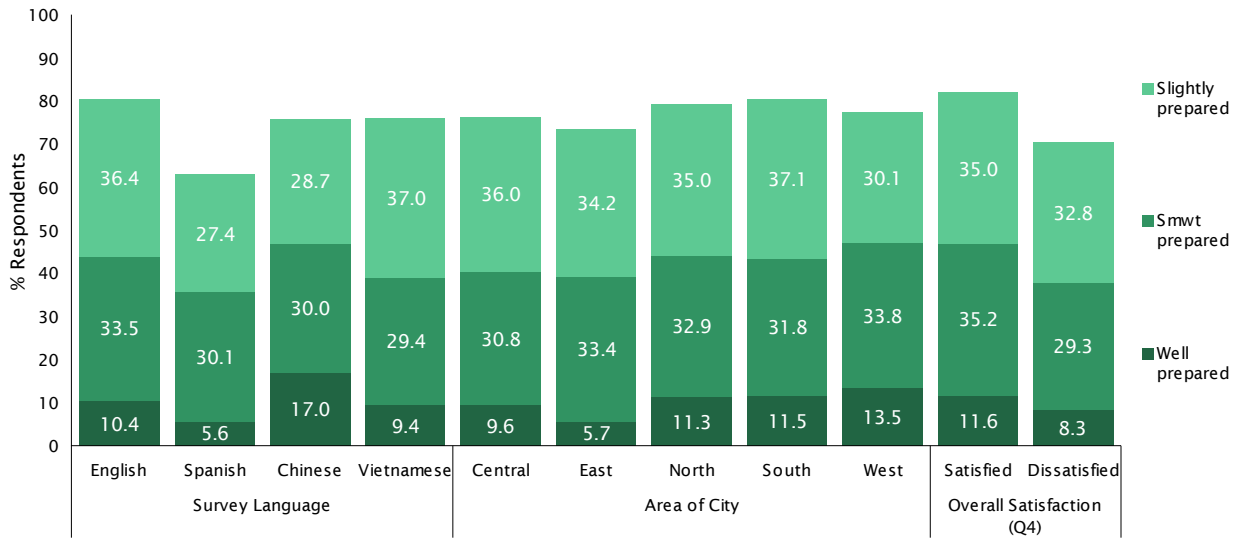
**FIGURE 31 HSLD PREPARED TO BE SELF-SUFFICIENT IN NATURAL DISASTER BY YEARS IN SAN JOSÉ & AGE**



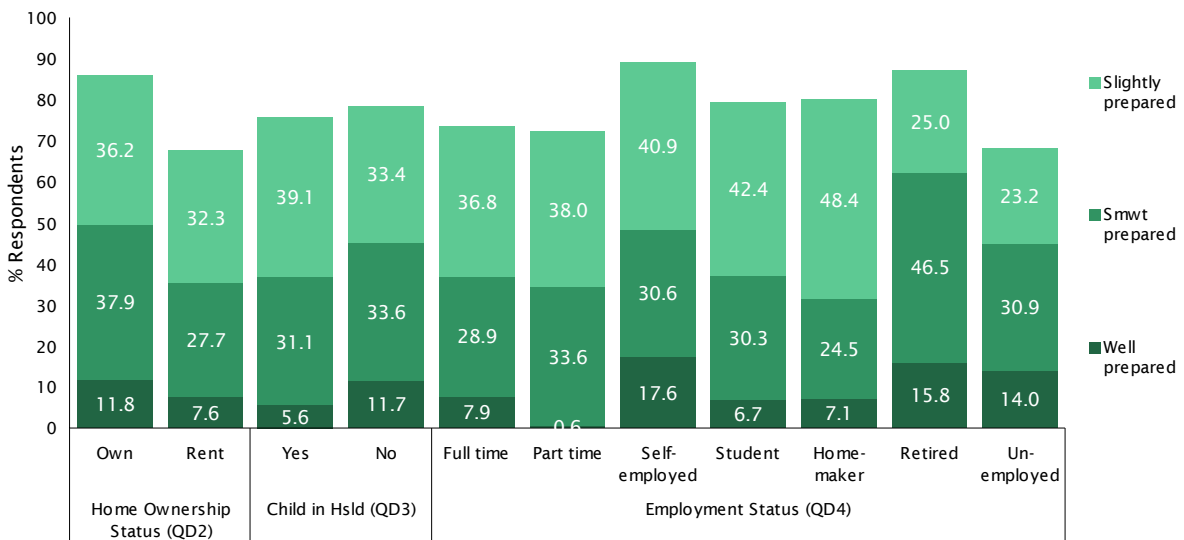
**FIGURE 32 HSLD PREPARED TO BE SELF-SUFFICIENT IN NATURAL DISASTER BY ETHNICITY, PERCEPTION OF CITY SAFETY & GENDER**



**FIGURE 33 HSLD PREPARED TO BE SELF-SUFFICIENT IN NATURAL DISASTER BY SURVEY LANGUAGE, AREA OF CITY & OVERALL SATISFACTION**



**FIGURE 34 HSLD PREPARED TO BE SELF-SUFFICIENT IN NATURAL DISASTER BY HOME OWNERSHIP STATUS, CHILD IN HSLD & EMPLOYMENT STATUS**



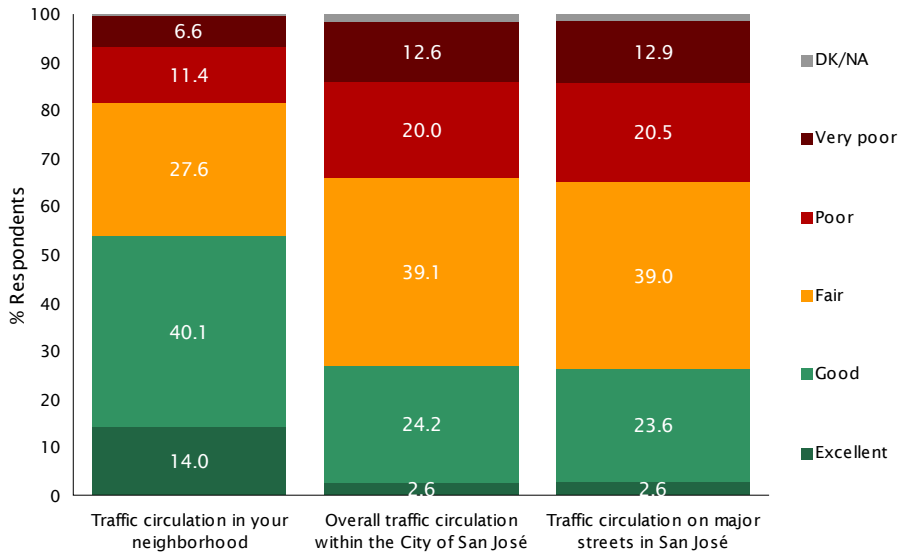
# TRAFFIC

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 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, and in their neighborhood. As shown in Figure 35, residents provided the most positive ratings for traffic circulation in their neighborhood, with 54% rating it as either excellent or good, 28% fair, and 18% poor or very poor. When asked to rate overall traffic circulation within the City of San José, 27% rated it as excellent or good and 39% said fair, whereas 33% rated it as poor or very poor. The ratings were similar for traffic circulation on major streets in San José, with 26% rating it as excellent or good, 39% fair, and 33% poor or very poor. As shown in Table 13, there were statistically significant improvements in ratings for traffic circulation in neighborhoods (+6%) and on major streets in San José (+5%) from 2024 to 2025.

**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 35 RATING TRAFFIC CIRCULATION**



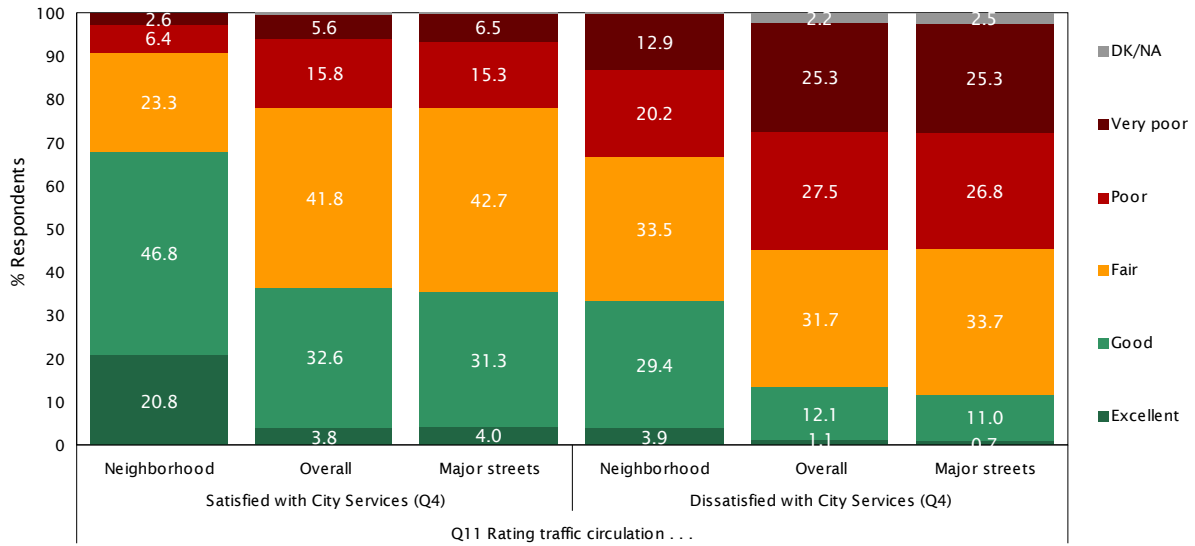
**TABLE 13 RATING TRAFFIC CIRCULATION BY STUDY YEAR**

	Study Year					Change in % Excellent + Good 2024 to 2025
	2025	2024	2023	2022	2021	
Traffic circulation in your neighborhood	54.1	48.1	51.8	53.7	53.6	+6.1†
Traffic circulation on major streets in San José	26.2	21.1	25.6	24.7	24.2	+5.1†
Overall traffic circulation within the City of San José	26.8	25.8	27.5	27.8	28.8	+1.0

† Statistically significant change (p < 0.05) between the 2024 and 2025 studies.

Figure 36 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 in each scenario by a factor of at least 2:1.

**FIGURE 36 RATING TRAFFIC CIRCULATION BY OVERALL SATISFACTION**



# LIBRARY & PARKS

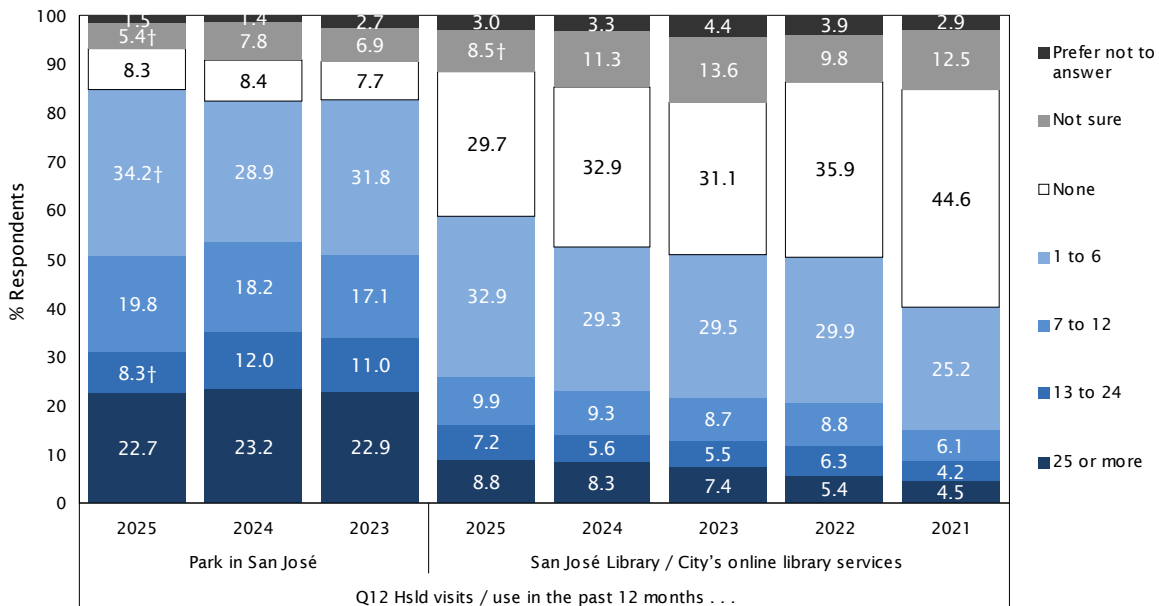
Although general perceptions of San José’s libraries and parks were included in the series of items tested in Question 5 (see *Specific Services* on page 14), the survey also measured how frequently respondents visit San José’s libraries and parks, as well as their assessment of library hours, variety 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 have visited a San José library or used the City’s online library services during the preceding 12 months, as well as how often they have visited a park in San José. Eighty-five percent (85%) of respondents in 2025 indicated that their household had visited a park in San José at least once during the past 12 months, with the majority (51%) doing so at least seven times during this period.<sup>4</sup> Although the overall percentage remained consistent, there were some shifts in the frequency of visitation (-4% for 13 to 24 times and +5% for 1 to 6 times).

The majority (59%) of households reported at least one visit to a San José library and/or use of the City’s online library services during the period of interest (up +6% from 2024), with 26% visiting a library and/or using the City’s online library services at least seven times (Figure 37).

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

**FIGURE 37 HSLD VISITS IN THE PAST 12 MONTHS BY STUDY YEAR**



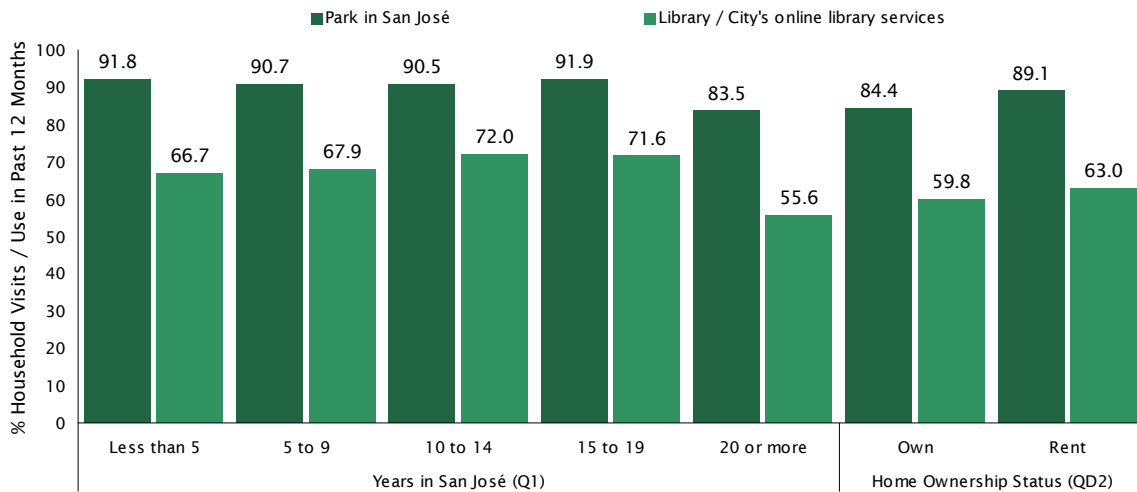
† Statistically significant change (p < 0.05) between the 2024 and 2025 studies.

4. Given that the scope of this item was expanded in 2023 from visiting large regional parks in San José (not including neighborhood parks) to any park in the City, comparisons to prior years are not shown.

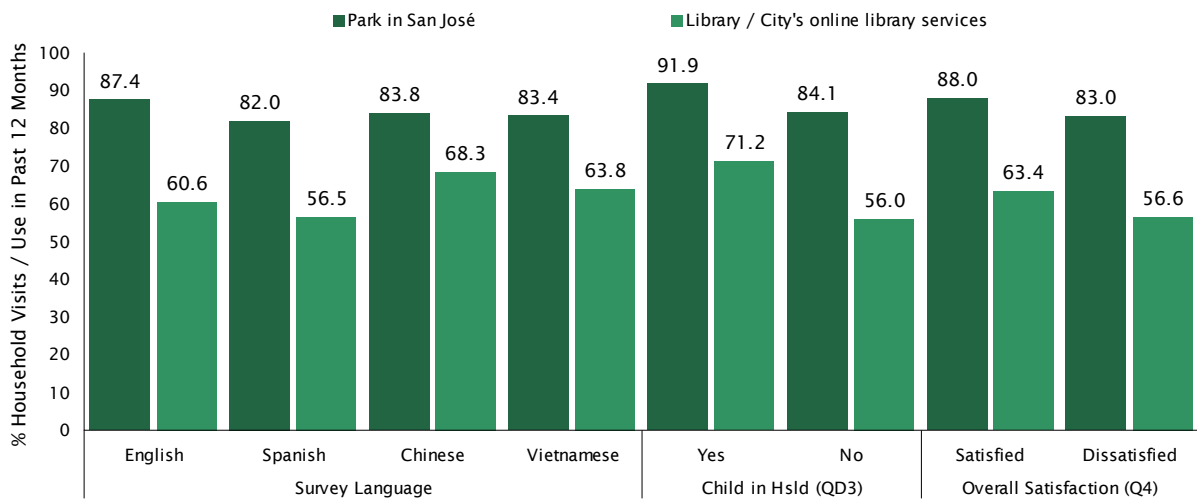
Figures 38-40 show how the percentage of households with at least one visit/use during the 12 months preceding the interview varied by length of residence, home ownership, the language in which the survey was administered, presence of a child in the home, overall satisfaction with the City’s efforts to provide municipal services, and geographic area.

Responses were consistently high across all subgroups. Most notably, households with a child in the home or respondents who have lived in the City less than 20 years were much more likely to report using both park and library resources when compared to those without a child in the home or long-tenured residents (20+ years).

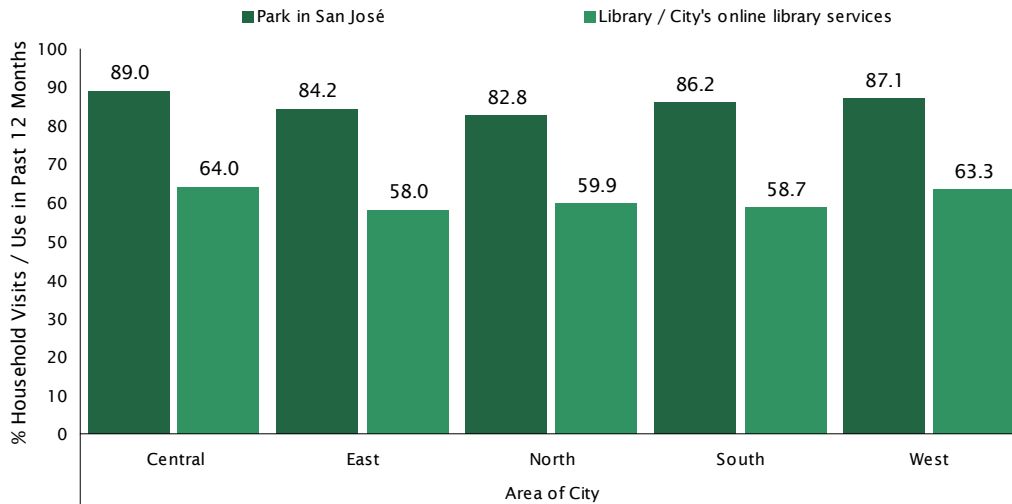
**FIGURE 38 AT LEAST ONE HSLD VISIT IN THE PAST 12 MONTHS BY YEARS IN SAN JOSÉ & HOME OWNERSHIP STATUS**



**FIGURE 39 AT LEAST ONE HSLD VISIT IN THE PAST 12 MONTHS BY SURVEY LANGUAGE, CHILD IN HSLD & OVERALL SATISFACTION**



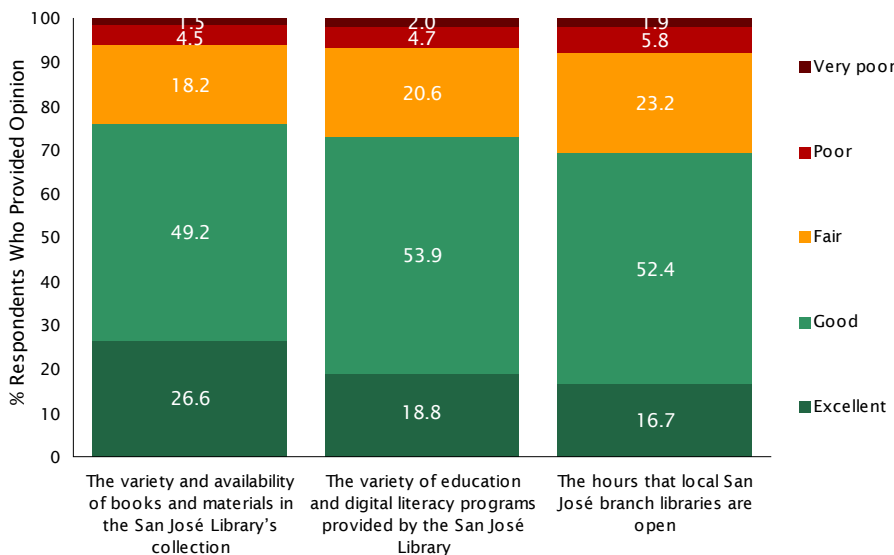
**FIGURE 40 AT LEAST ONE VISIT IN PAST 12 MONTHS BY AREA OF CITY**



**RATING LIBRARY SERVICES** All respondents were next asked to rate several aspects of the City of San José’s library services (see Figure 41). Respondents provided the highest rating for the variety and availability of books and materials available in the Library’s collection (76% excellent or good among those who provided an opinion), followed by the variety of education and digital literacy programs provided by the Library (73%) and the hours that local branch libraries are open (69%). Ratings trended up from 2024 to 2025, with a statistically significant increase for the variety and availability of books and materials available in the Library’s collection (see Table 14 on the next page).

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

**FIGURE 41 RATING LIBRARY SERVICES**



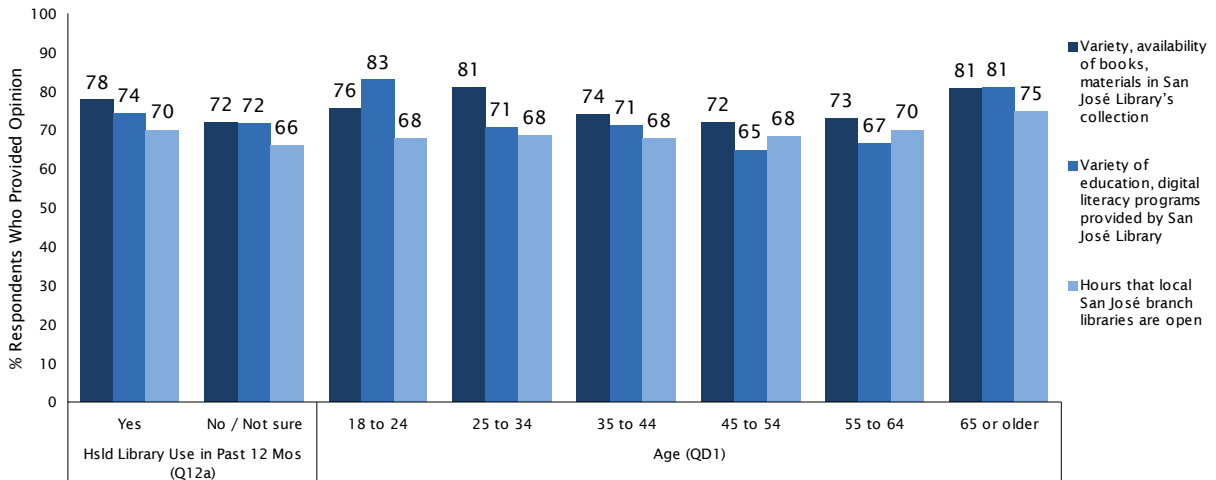
**TABLE 14 RATING LIBRARY SERVICES BY STUDY YEAR**

	Study Year					Change in % Excellent + Good 2024 to 2025
	2025	2024	2023	2022	2021	
Variety of education, digital literacy programs provided by San José Library	72.8	65.2	69.8	71.1	63.3	+7.5†
Hours that local San José branch libraries are open	69.1	66.2	69.9	66.8	57.7	+2.9
Variety, availability of books and materials in San José Library's collection	75.8	73.2	75.0	74.4	70.7	+2.6

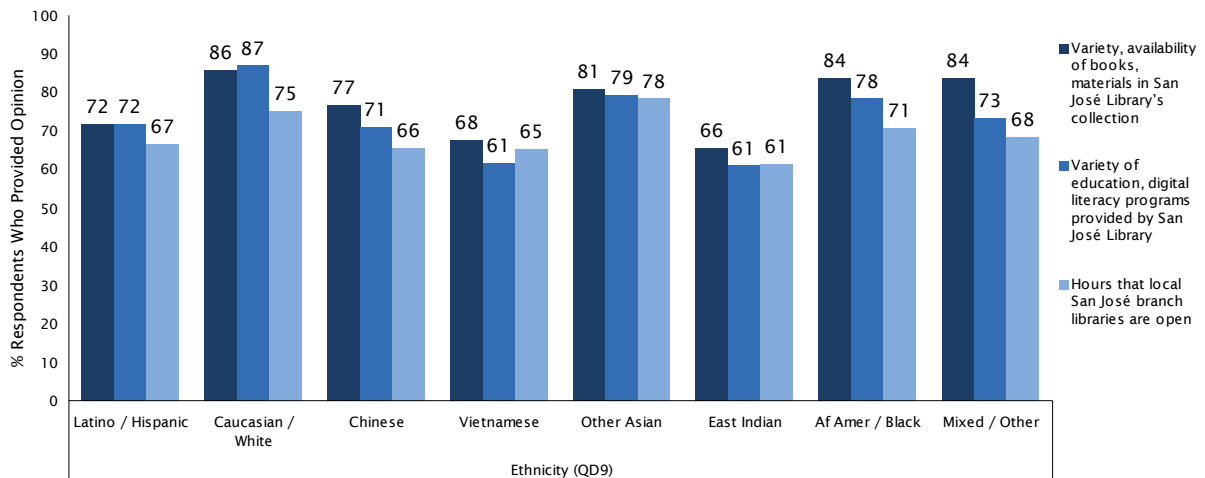
† Statistically significant change ( $p < 0.05$ ) between the 2024 and 2025 studies.

Figures 42-45 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 highest level of education achieved by the respondent, the language in which the survey was administered, and geographic area. Responses were fairly consistent among library user/non-user households. Residents 65 years and older, Caucasian respondents, and those living in the west area of the City provided higher than average ratings across the three library aspects tested, while those with less than a high school degree provided the lowest ratings across all subgroups (with the majority of this subgroup rating the items as fair).

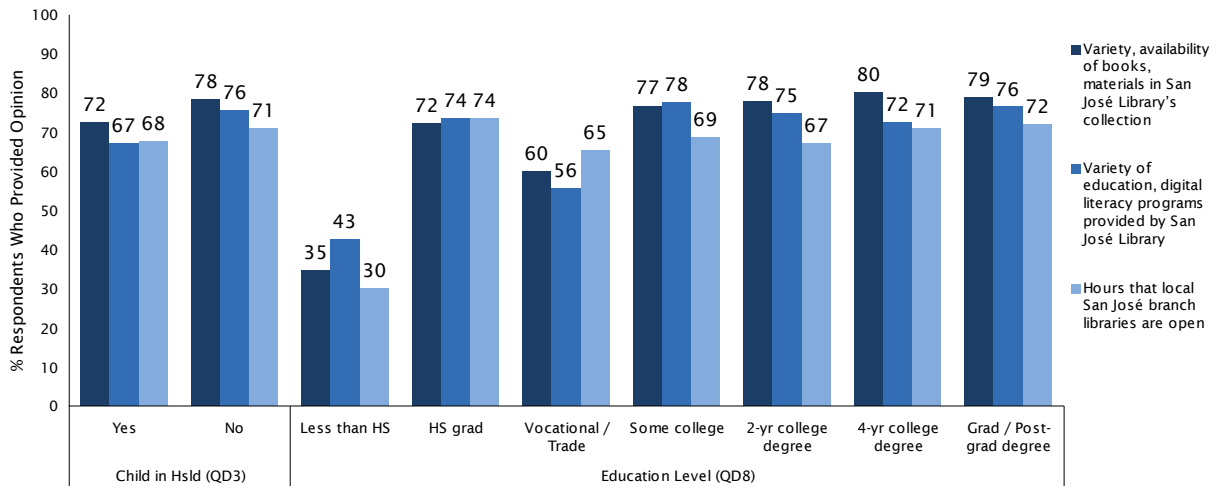
**FIGURE 42 RATING LIBRARY SERVICES BY HSLD LIBRARY USE IN PAST 12 MONTHS & AGE**



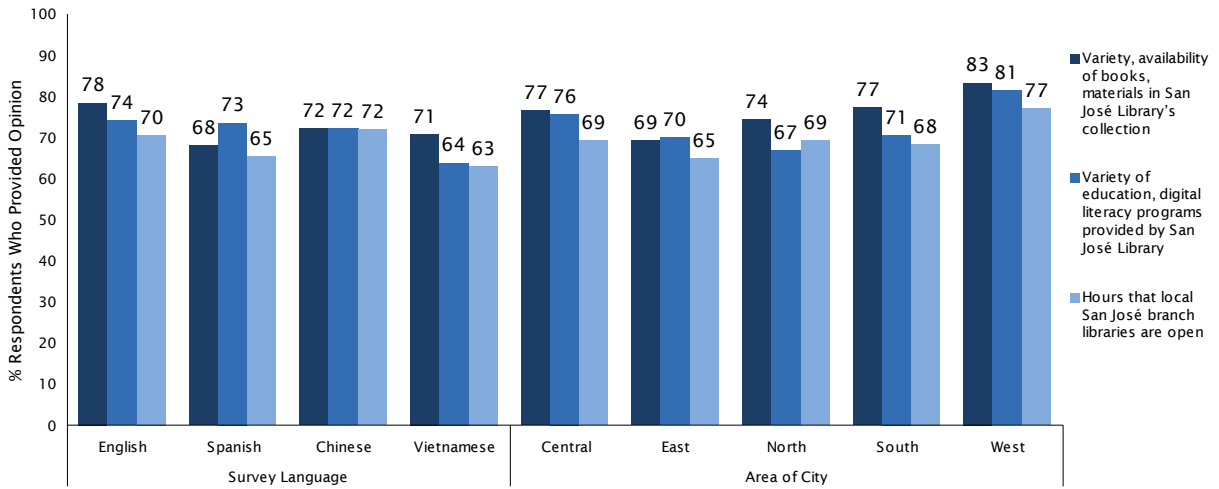
**FIGURE 43 RATING LIBRARY SERVICES BY ETHNICITY**



**FIGURE 44 RATING LIBRARY SERVICES BY CHILD IN HSLD & EDUCATION LEVEL**



**FIGURE 45 RATING LIBRARY SERVICES BY SURVEY LANGUAGE & AREA OF CITY**



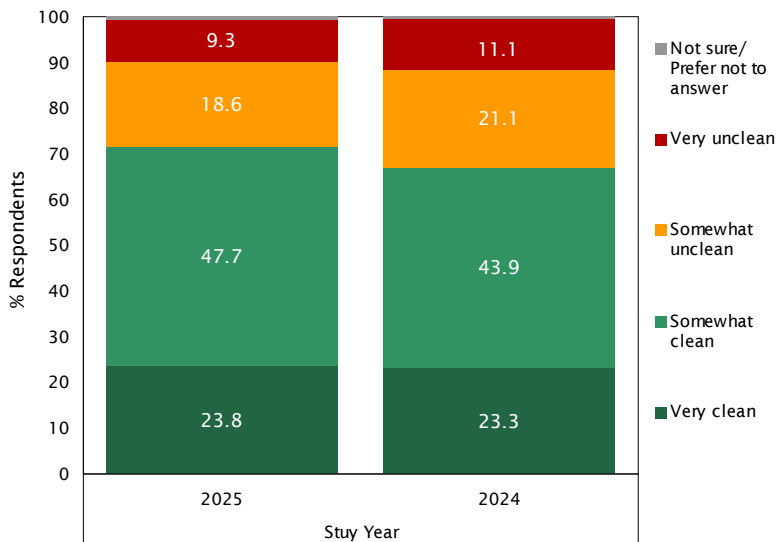
# NEIGHBORHOOD ISSUES & CODE ENFORCEMENT

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.

**NEIGHBORHOOD APPEARANCE** First introduced in 2024, respondents were asked to rate the general appearance of their neighborhood. Seven-in-ten (72% of) residents rated the appearance of their neighborhood as very clean (24%) or somewhat clean (48%), whereas the remainder felt it was somewhat (19%) or very (9%) unclean. Although none of the individual-level changes achieved statistical significance, the collective percentage of respondents who rated their neighborhood as clean was higher in 2025 than 2024 (+4%).

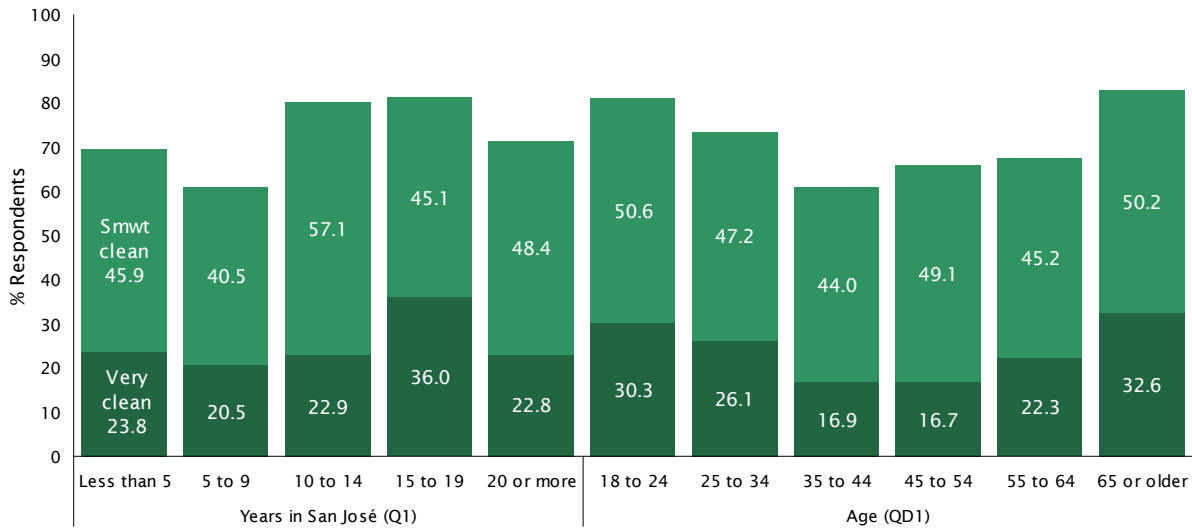
**Question 14** *In general, how would you rate the appearance of your neighborhood? Would you say it is very clean, somewhat clean, somewhat unclean, or very unclean?*

**FIGURE 46 NEIGHBORHOOD APPEARANCE RATING BY STUDY YEAR**

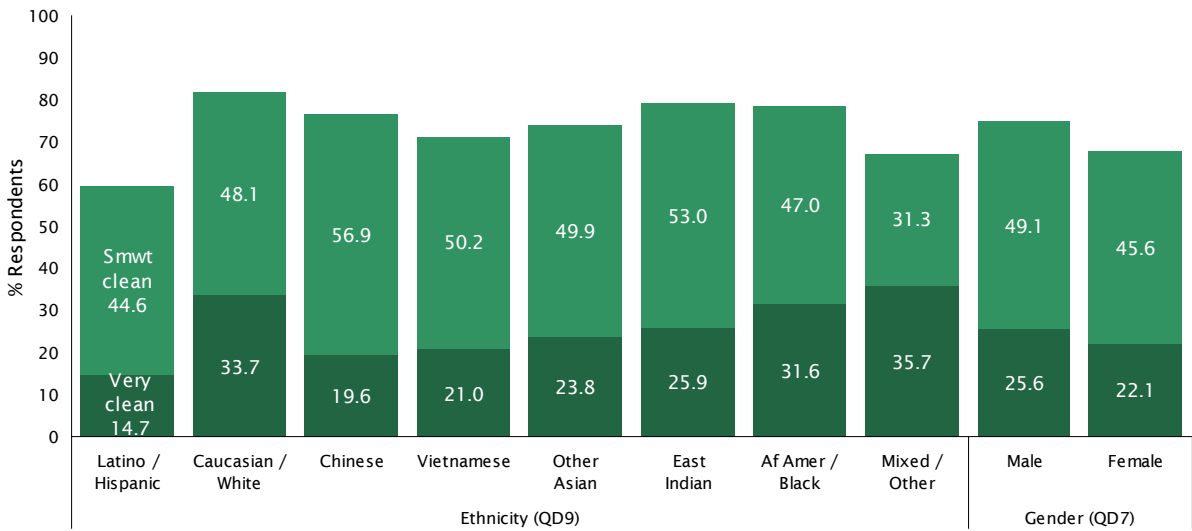


By subgroups, respondents who have lived in San José between 10 and 19 years, younger (18-24) and older (65+) residents, Caucasian, East Indian, and African American respondents, men, respondents who took the survey in a language *other than* Spanish, retirees, residents satisfied with the City's overall performance, those living in the south or west areas of the City, and those without children in the home gave the most positive ratings for the cleanliness of their neighborhood.

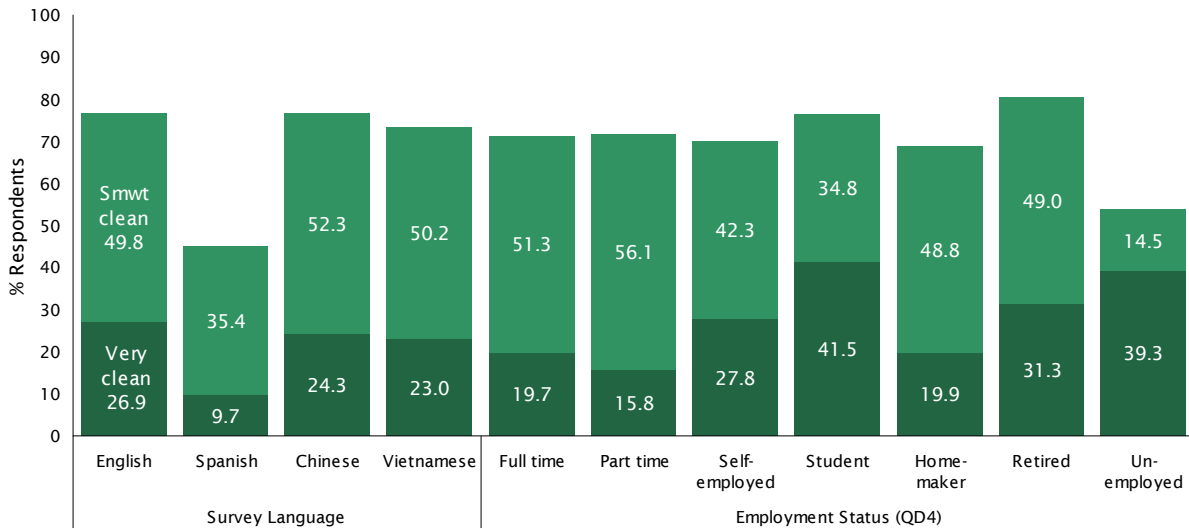
**FIGURE 47 NEIGHBORHOOD APPEARANCE RATING BY YEARS IN SAN JOSÉ & AGE**



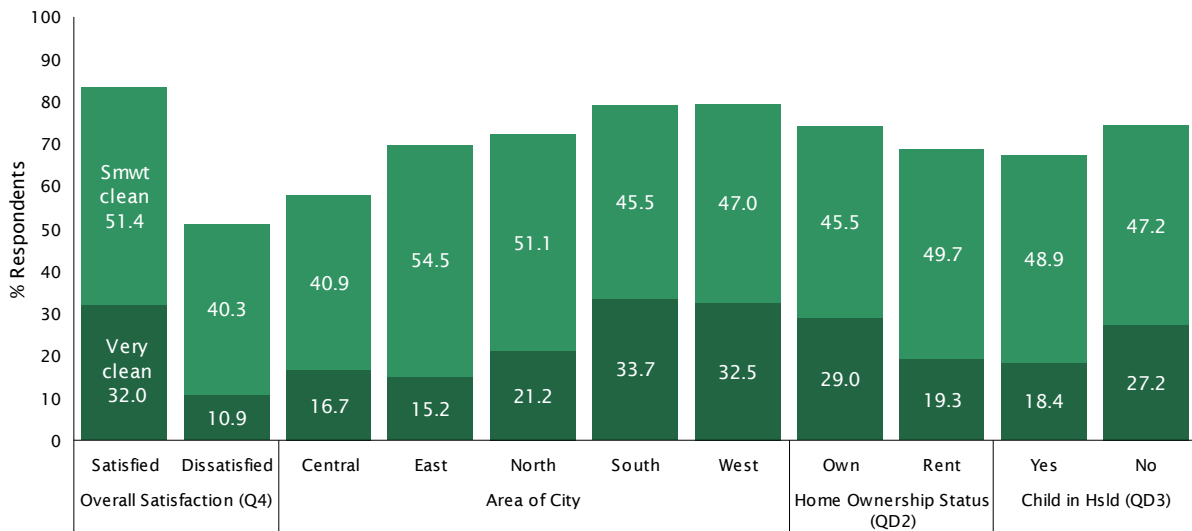
**FIGURE 48 NEIGHBORHOOD APPEARANCE RATING BY ETHNICITY & GENDER**



**FIGURE 49 NEIGHBORHOOD APPEARANCE RATING BY SURVEY LANGUAGE & EMPLOYMENT STATUS**



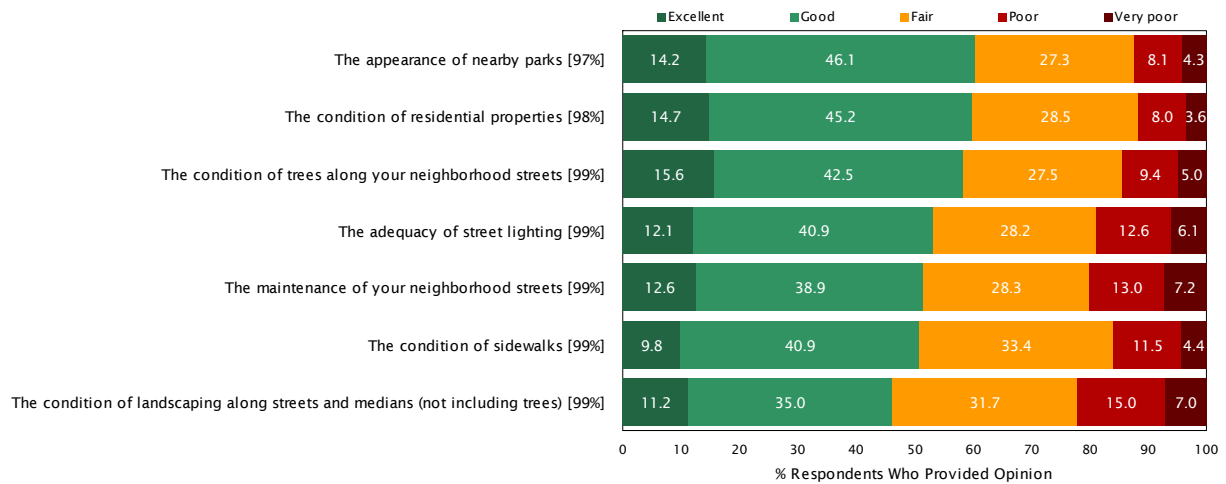
**FIGURE 50 NEIGHBORHOOD APPEARANCE RATING BY OVERALL SATISFACTION, AREA OF CITY, HOME OWNERSHIP STATUS & CHILD IN HSLD**



**RATING ASPECTS OF NEIGHBORHOOD** The next question in this series asked respondents to rate their local neighborhood on the seven dimensions shown on the left of Figure 51 on the next page 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 51. For reference, the percentage who provided an opinion is shown in brackets to the right of the dimension label.

**Question 15** Thinking about your own local neighborhood, how would you rate: \_\_\_\_\_? Would you say it is excellent, good, fair, poor or very poor?

**FIGURE 51 RATING LOCAL NEIGHBORHOOD ASPECTS**



Among the neighborhood aspects tested, respondents provided the most positive ratings for the appearance of nearby parks and the condition of residential properties (each 60% excellent or good among those who provided an opinion), followed by the condition of trees along neighborhood streets (58%), the adequacy of street lighting (53%), the maintenance of streets in their neighborhood (52%), and the condition of sidewalks (51%). Just under half of respondents with an opinion assigned a positive rating to the condition of landscaping along streets and medians in their neighborhood, excluding trees (46%). Ratings improved across the board from 2024 to 2025, with statistically significant increases found in six of the seven items (Table 15).

**TABLE 15 RATING LOCAL NEIGHBORHOOD ASPECTS BY STUDY YEAR**

	Study Year					Change in % Excellent + Good 2024 to 2025
	2025	2024	2023	2022	2021	
The appearance of nearby parks	60.4	52.7	49.2	48.9	49.5	+7.7†
The condition of sidewalks	50.7	44.1	44.2	41.7	41.3	+6.6†
The condition of residential properties	59.8	54.2	49.2	51.8	53.7	+5.6†
The condition of trees along your neighborhood streets	58.1	53.0	51.2	50.0	52.0	+5.1†
The adequacy of street lighting	53.1	48.1	48.6	46.2	45.6	+5.0†
The condition of landscaping along streets and medians (not including trees)	46.2	41.8	38.8	37.9	39.8	+4.4†
The maintenance of your neighborhood streets	51.5	48.0	45.0	42.0	40.9	+3.4

† Statistically significant change (p < 0.05) between the 2024 and 2025 studies.

Table 16 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 when compared to those generally dissatisfied with the City's performance. The differences in opinion between these two groups was relatively consistent across the seven items tested (28% to 39%).

**TABLE 16 RATING LOCAL NEIGHBORHOOD ASPECTS BY OVERALL SATISFACTION**

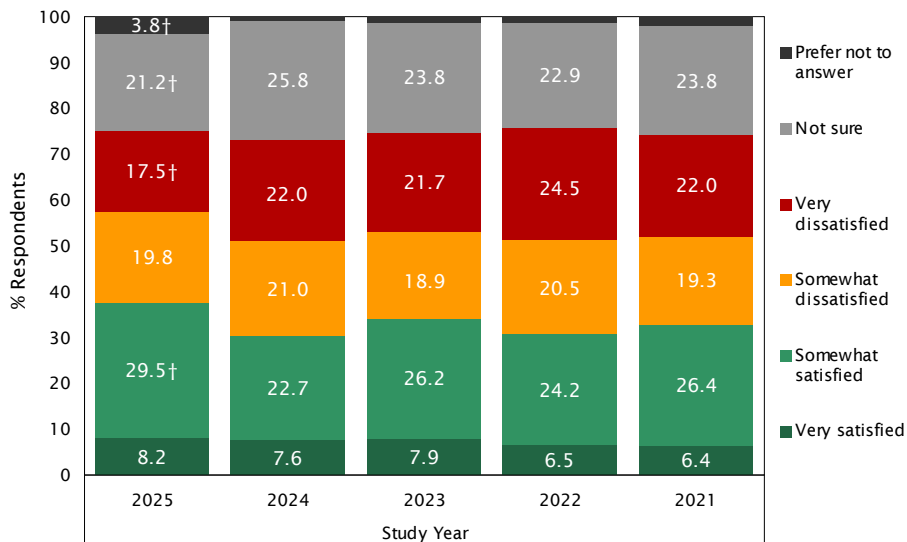
		Satisfaction With City's Overall Performance (Q4)		Difference Between Groups For Each Service
		Very or somewhat satisfied	Very or somewhat dissatisfied	
% Respondents That Rated Neighborhood Aspect as Excellent or Good	The condition of sidewalks	64.9	25.7	39.2
	The maintenance of your neighborhood streets	65.5	26.6	38.9
	The condition of trees along your neighborhood streets	72.8	34.2	38.5
	The appearance of nearby parks	73.0	37.8	35.3
	The condition of landscaping along streets and medians (not including trees)	59.8	24.6	35.2
	The adequacy of street lighting	64.9	33.4	31.5
	The condition of residential properties	70.7	42.3	28.4

**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 16 asked respondents whether they were generally satisfied or dissatisfied with the City’s efforts to enforce code violations.

Achieving an all-time high in 2025, 38% of respondents indicated they were generally satisfied with the City’s code enforcement efforts (up +8% from 2024), 37% were dissatisfied (down -5% from 2024), 21% were unsure (-5% from 2024), and 4% were unwilling to share their opinion (up +3% from 2024).

**Question 16** *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?*

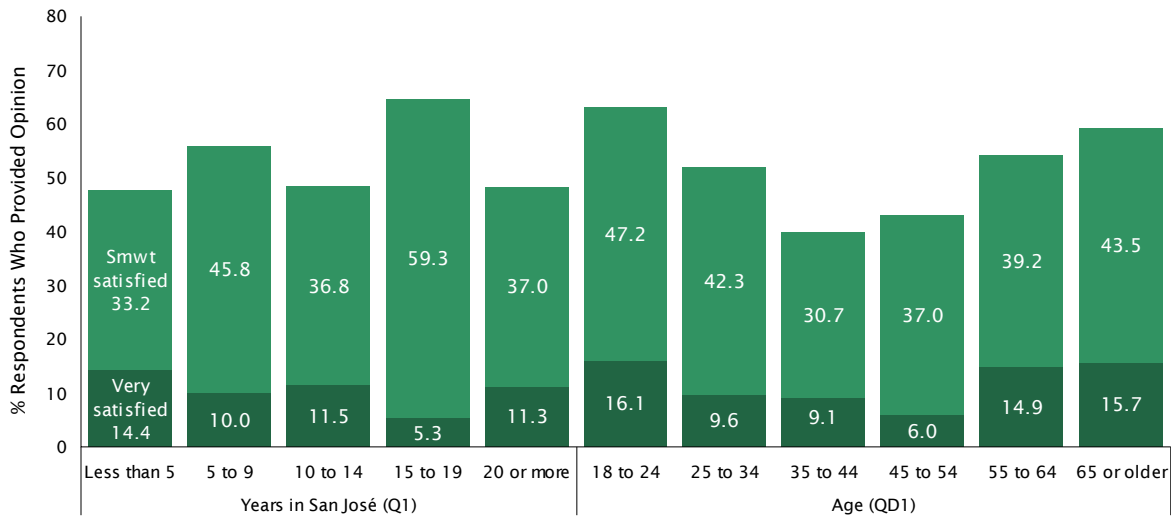
**FIGURE 52 SATISFACTION WITH CITY EFFORTS TO ENFORCE CODE VIOLATIONS BY STUDY YEAR**



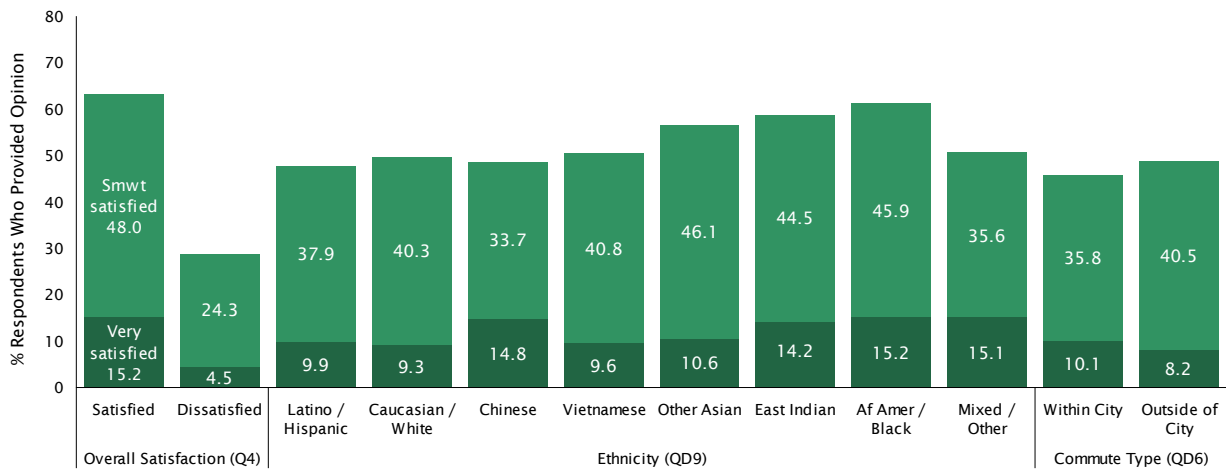
† Statistically significant change (p < 0.05) between the 2024 and 2025 studies.

Among those with an opinion, satisfaction with the City’s efforts to enforce code violations varied considerably, from a low of 29% to a high of 65% (see figures 53-55). As one might expect, satisfaction with code enforcement was strongly correlated with residents’ overall performance rating for the City.

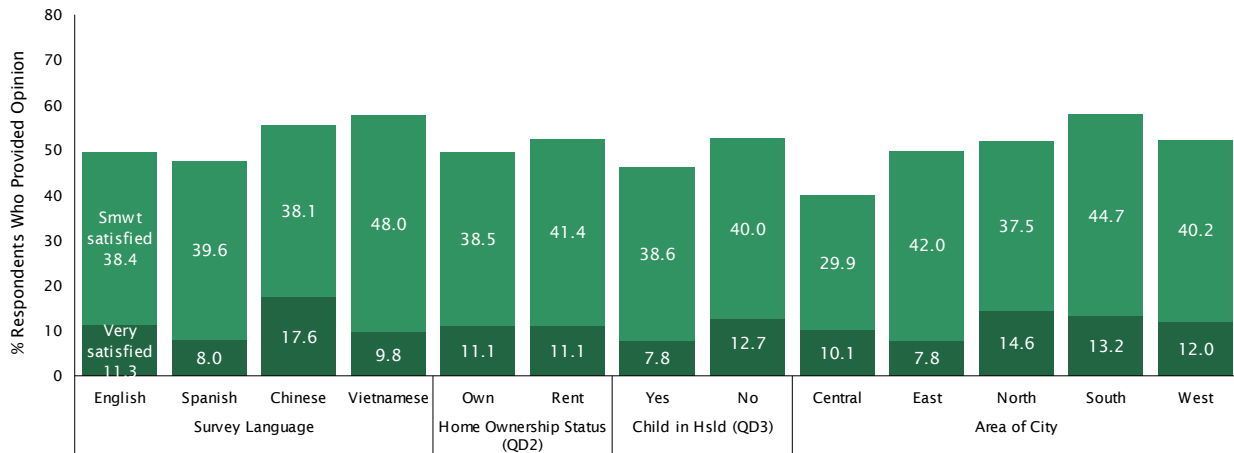
**FIGURE 53 SATISFACTION WITH CITY EFFORTS TO ENFORCE CODE VIOLATIONS BY YEARS IN SAN JOSÉ & AGE**



**FIGURE 54 SATISFACTION WITH CITY EFFORTS TO ENFORCE CODE VIOLATIONS BY OVERALL SATISFACTION, ETHNICITY & COMMUTE TYPE**



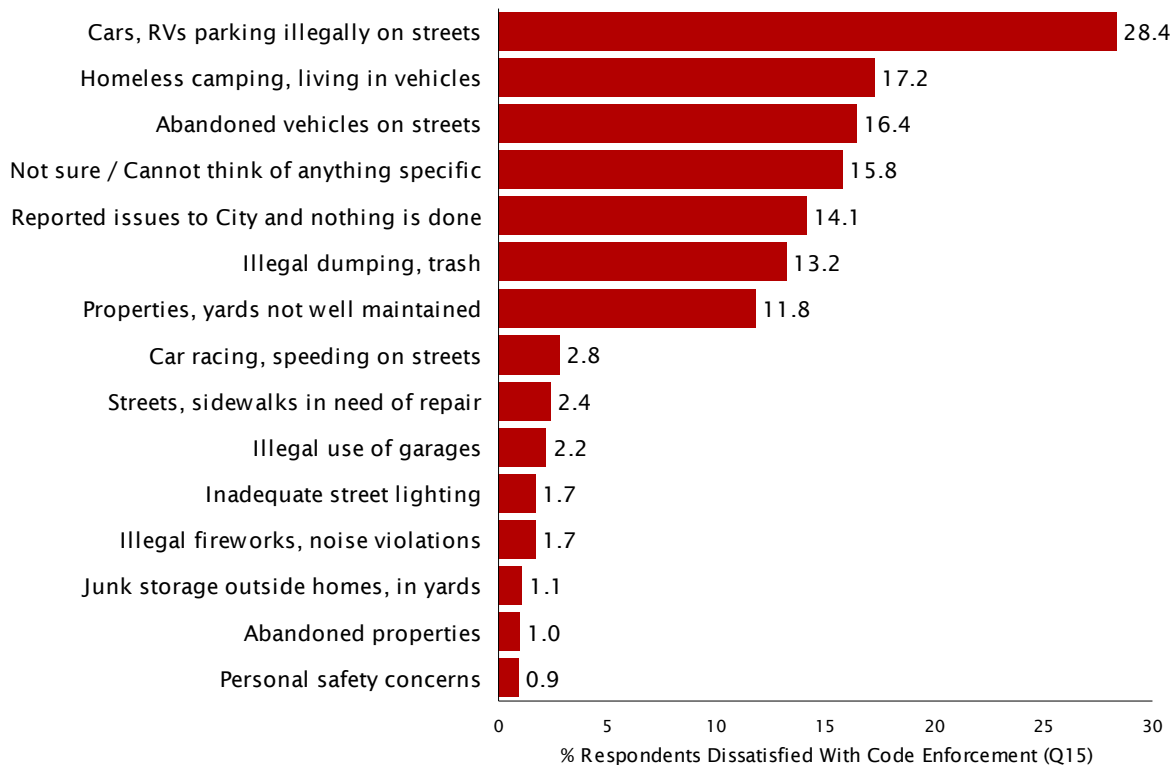
**FIGURE 55 SATISFACTION WITH CITY EFFORTS TO ENFORCE CODE VIOLATIONS BY SURVEY LANGUAGE, HOME OWNERSHIP STATUS, CHILD IN HSLD & AREA OF CITY**



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 56.

**Question 17** *Is there a particular issue or code violation in your neighborhood the City isn't addressing that leads you to be dissatisfied?*

**FIGURE 56 ISSUE, CODE VIOLATION IN NEIGHBORHOOD**



Among those dissatisfied with the City’s code enforcement efforts, illegally parked recreational vehicles and cars (28%) was the most common reason for their dissatisfaction, followed by homeless camping/living in vehicles (17%), abandoned vehicles on streets (16%), not sure/cannot think of anything (16%), having reported issues to the City and nothing is done (14%), illegal dumping/trash (13%), and properties/yards not well maintained (12%).

Although the order has shifted somewhat since 2021, four of the top five code enforcement issues have remained the same (Table 17). Noteworthy is that illegal dumping dropped from the top five for the first time in 2025, now ranked sixth.

**TABLE 17 ISSUE, CODE VIOLATION IN NEIGHBORHOOD BY STUDY YEAR**

Study Year				
2025	2024	2023	2022	2021
Cars, RVs parking illegally on streets	Cars, RVs parking illegally on streets	Abandoned vehicles on streets	Cars, RVs parking illegally on streets	Cars, RVs parking illegally on streets
Homeless camping, living in vehicles	Abandoned vehicles on streets	Cars, RVs parking illegally on streets	Abandoned vehicles on streets	Abandoned vehicles on streets
Abandoned vehicles on streets	Illegal dumping, trash	Illegal dumping, trash	Homeless camping, living in vehicles	Homeless camping, living in vehicles
Not sure / Cannot think of anything specific	Homeless camping, living in vehicles	Homeless camping, living in vehicles	Illegal dumping, trash	Illegal dumping, trash
Reported issues to City and nothing is done	Reported issues to City and nothing is done	Not sure / Cannot think of anything specific	Not sure / Cannot think of anything specific	Not sure / Cannot think of anything specific

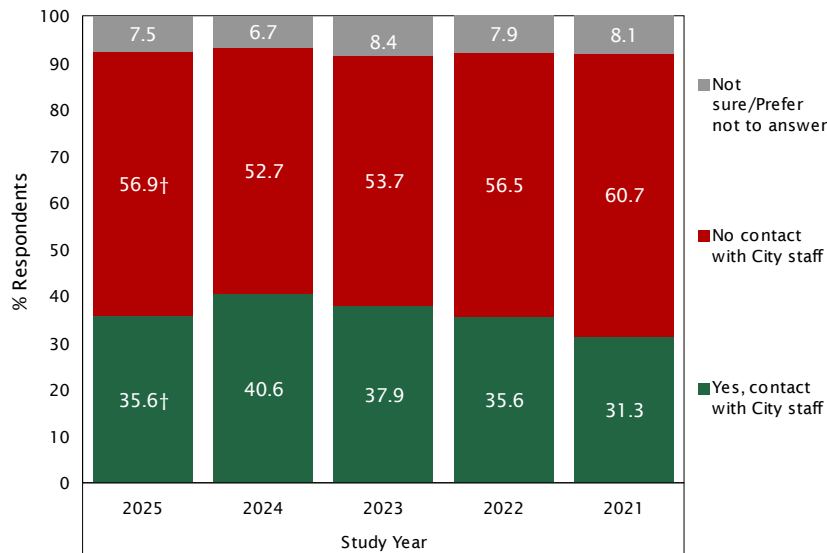
## CUSTOMER SERVICE & GOVERNANCE

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 operates in a way that is open and accountable to the public? Do residents feel that staff serves their needs in a timely and courteous 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 18 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. Thirty-six percent (36%) of respondents indicated they had been in contact with staff from the City during the period of interest, which is lower than the percentage recorded in 2024 (-5%) but in line with the 2022 and 2023 surveys (Figure 57).

**Question 18** *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?*

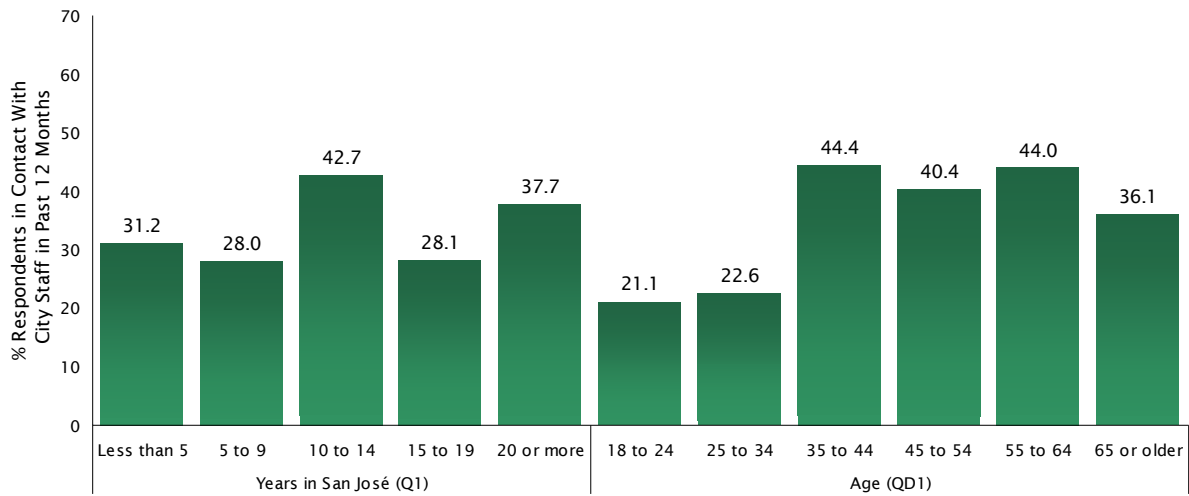
**FIGURE 57 CONTACTED CITY STAFF IN PAST 12 MONTHS BY STUDY YEAR**



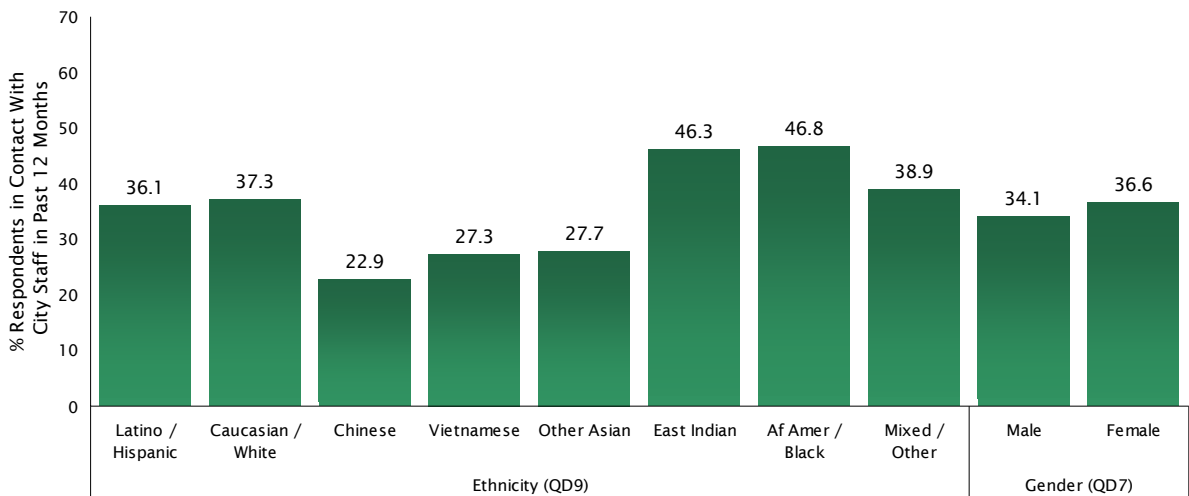
† Statistically significant change ( $p < 0.05$ ) between the 2024 and 2025 studies.

Figures 58-61 show how the percentage of respondents who had contact with city staff during the 12 months preceding the interview varied across demographic subgroups. Staff contact was lowest among respondents who have lived in the City less than 10 years or between 15 and 19 years, those 18 to 34 years of age, Asian subgroups, respondents who completed the survey in Chinese, part-time employees, students, and the unemployed (including laid off and furloughed employees), those satisfied with the City’s overall performance, renters, residents in the north and south areas of the City, and those without children in the home.

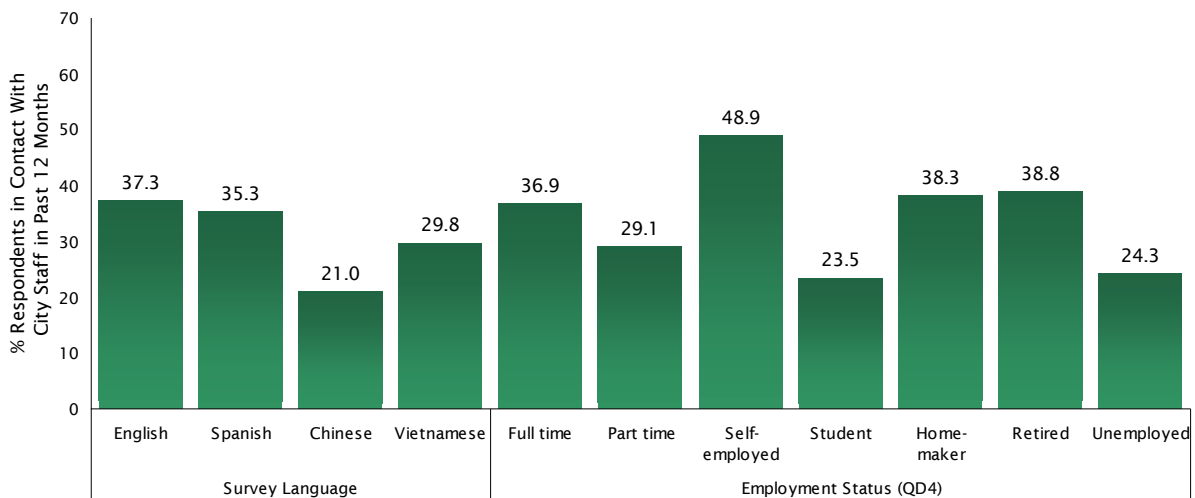
**FIGURE 58 CONTACTED CITY STAFF IN PAST 12 MONTHS BY YEARS IN SAN JOSÉ & AGE**



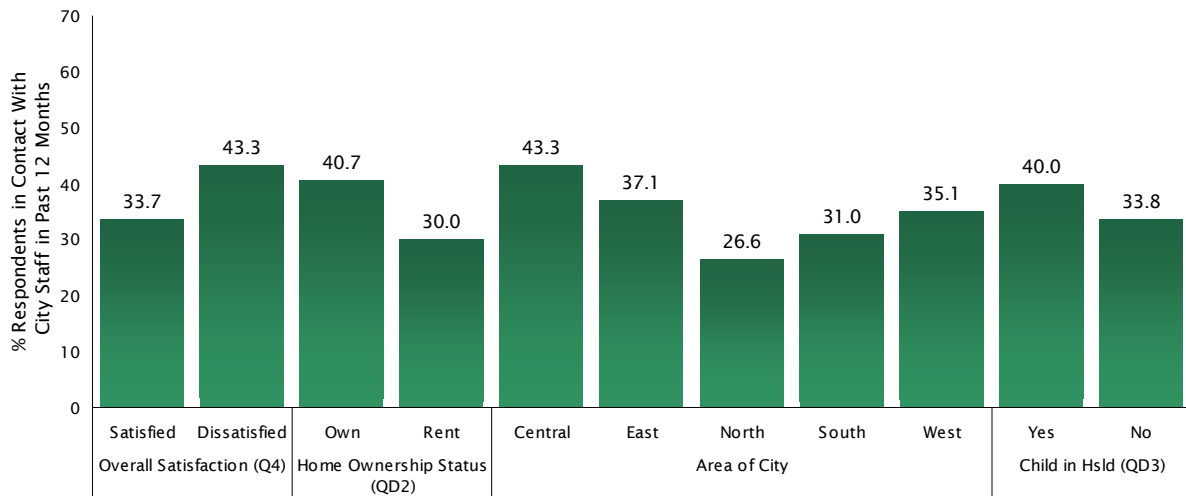
**FIGURE 59 CONTACTED CITY STAFF IN PAST 12 MONTHS BY ETHNICITY & GENDER**



**FIGURE 60 CONTACTED CITY STAFF IN PAST 12 MONTHS BY SURVEY LANGUAGE & EMPLOYMENT STATUS**



**FIGURE 61 CONTACTED CITY STAFF IN PAST 12 MONTHS BY OVERALL SATISFACTION, HOME OWNERSHIP STATUS, AREA OF CITY & CHILD IN HSLD**



**RATING CITY STAFF** Respondents who had contact with city staff during 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 the knowledge displayed in handling their issue. As displayed in Figure 62 below, 72% of those with staff contact reported being satisfied with the *courtesy* shown to them by San José staff, 67% were satisfied with the *knowledge* staff displayed in handling their issue, and 63% were satisfied with the *timeliness* of the response they received. As shown in Table 18 on the next page, satisfaction with staff’s courtesy experienced a statistically significant decline from the high watermark recorded in 2024.

**Question 19** *Were you satisfied or dissatisfied with the \_\_\_\_\_ by the San José City employee or employees with whom you had contact?*

**FIGURE 62 SATISFACTION WITH CITY STAFF PERFORMANCE**

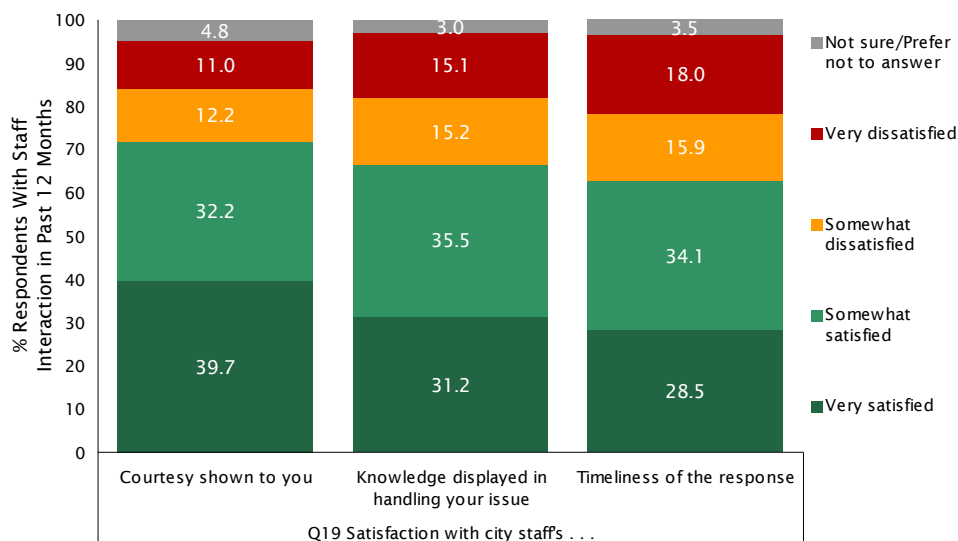


TABLE 18 SATISFACTION WITH CITY STAFF PERFORMANCE BY STUDY YEAR<sup>5</sup>

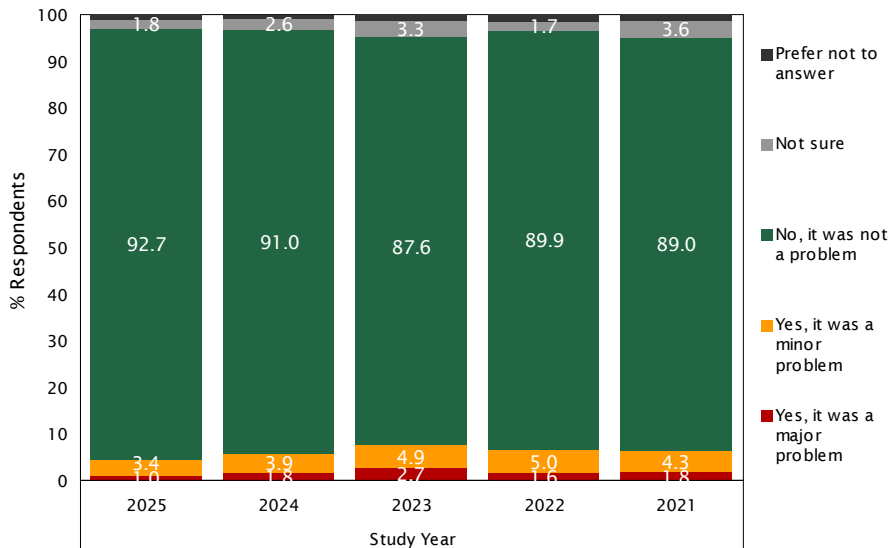
	Study Year					Change in % Satisfied 2024 to 2025
	2025	2024	2023	2022	2021	
Timeliness of the response	62.6	60.0	60.5	60.4	63.9	+2.7
Courtesy shown to you	71.9	78.2	75.2	74.7	74.8	-6.2†
Knowledge displayed in handling your issue	66.7	N/A	N/A	N/A	N/A	N/A

† Statistically significant change (p < 0.05) between the 2024 and 2025 studies.

**LANGUAGE BARRIER TO CITY SERVICES** Question 20 asked respondents whether they had ever experienced a problem accessing city services because of a language barrier. Just 4% of respondents in 2025 indicated that a language barrier had interfered with their ability to access city services, with 1% describing it as a major problem and 3% stating it was a minor problem. Nine-in-ten (93% of) respondents indicated they had not experienced a problem accessing city services due to a language barrier, while the remainder were unsure (2%) or preferred to not answer (1%). Responses were statistically consistent from 2024 to 2025. Respondents who completed the survey in Chinese were the most likely to report experiencing a problem receiving city services due to a language barrier, while those completing the survey in Vietnamese were the most likely to report it being a *major* problem (see figures 64 & 65 on next page).

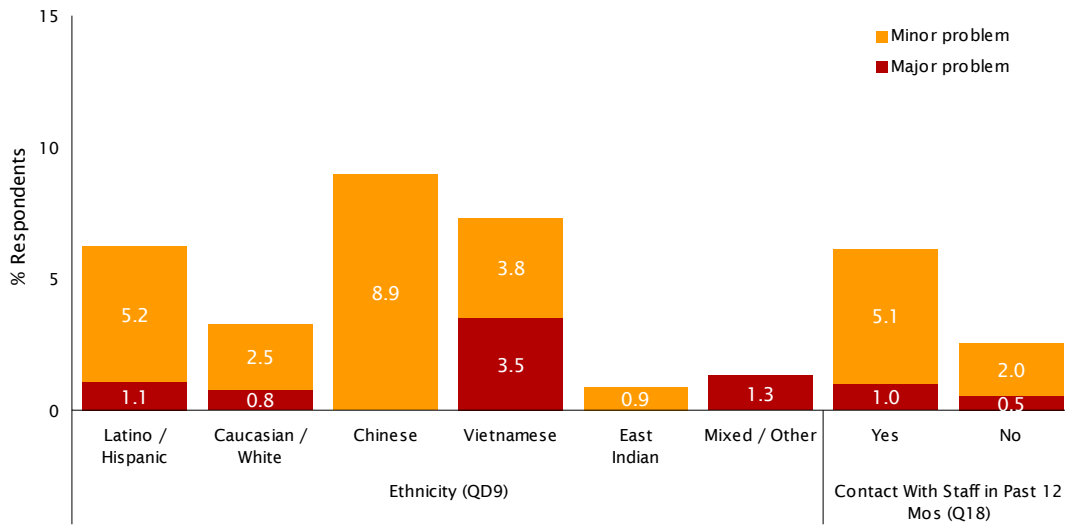
**Question 20** *Have you ever experienced a problem accessing city services because of a language barrier? If yes: Was it a major problem or a minor problem?*

FIGURE 63 EXPERIENCED LANGUAGE BARRIER ACCESSING CITY SERVICES BY STUDY YEAR

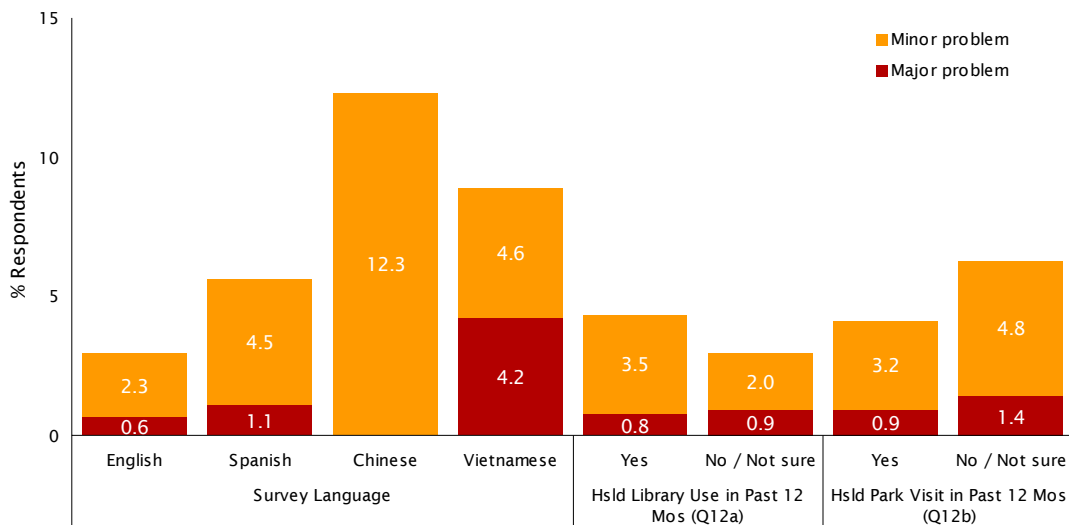


5. Wording change from competency to knowledge in 2025.

**FIGURE 64 EXPERIENCED LANGUAGE BARRIER ACCESSING CITY SERVICES BY ETHNICITY & CONTACT WITH STAFF IN PAST 12 MONTHS**



**FIGURE 65 EXPERIENCED LANGUAGE BARRIER ACCESSING CITY SERVICES BY SURVEY LANGUAGE, HSLD LIBRARY USE IN PAST 12 MONTHS & HSLD PARK VISIT IN PAST 12 MONTHS**



The small percentage of respondents who had experienced difficulty accessing city services because of a language barrier were asked to provide more information about the issue they were reaching out about or the service they were seeking. As one might expect, responses varied considerably for this question, and language barriers were described in both directions—from the respondent to the City *and* from city representatives to the respondent. For the interested reader, a selection of verbatim responses is presented on the next page.

**Question 21** *What specific issue were you reaching out about or what service were you seeking when you encountered the language barrier?*

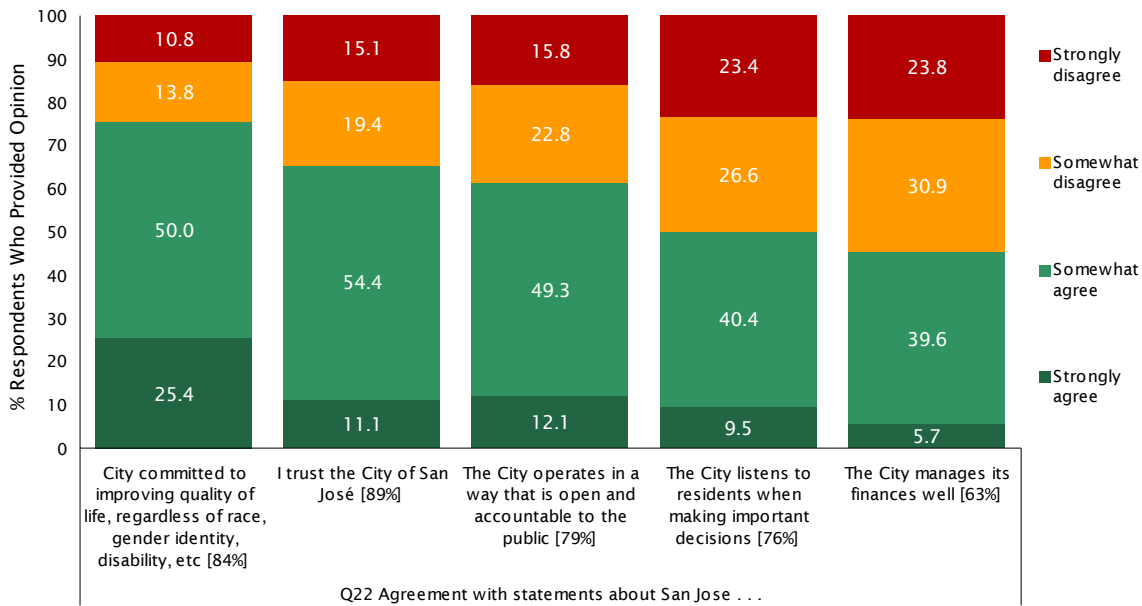
- *Address change.*
- *Police help for mental health issues in neighborhood.*
- *They did not speak fluent English. Too many non-American languages are being offered.*
- *Some of the representatives English was not their primary language and difficult to understand.*
- *The city employee had a strong non-English accent.*
- *As I recall now, the lady asking me about picking up old appliances had a heavy Vietnamese accent, and I had trouble understanding her questions.*
- *Bicycle lane plastic barriers - ugly and confusing. I could not understand the city employees with their heavy accent. Speak understandable English when dealing with the public.*
- *No information in Spanish.*
- *Calling permit desk.*
- *Cleaning our creeks from homeless and punishing them for being in non public spaces.*
- *Public works.*
- *Not being able to learn about how to maintain or operate a company in San José.*
- *Sewer Mainline stoppage.*
- *Speaking to customer service and had to explain things 5 times by then had to ask for someone else.*
- *Dealing with the garbage company twice. Horrible company. Green waste or something like that. They dumped a whole grocery bag of dog feces and a fireplace worth of ashes on the street and never cleaned it. The supervisor took a month to get back to me.*
- *Community Center Office.*
- *Removing a mechanic's shop on the street and cars occupying the street, on cleaning day the city does not give them a fine, nor do they move them to clean.*
- *Illegally parked car blocking driveway.*
- *San José water.*
- *Illegal dumping.*
- *Code enforcement. Engagement with police.*
- *Health resources issues.*
- *NPRS, Building and Code.*
- *I use the 311 website to report issues. The city has not removed graffiti I reported over a month ago. An RV has been in our neighborhood for over 3 YEARS that is being lived in and I've reported it several times.*

**PERCEPTIONS OF CITY GOVERNMENT** The next 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 five statements shown along the bottom of Figure 66, 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 following the dimension label.

Three-quarters of respondents with an opinion agreed that the City is committed to improving residents' quality of life regardless of race, gender identity, disability, religion, language spoken, and other identities (75% strongly or somewhat agree) and six-in-ten said they trust the City of San José (66%) and that the City operates in a way that is open and accountable to the public (61%). Half agreed that the City listens to residents when making important decisions (50%) and 45% said the City manages its finances well. Agreement was significantly higher in 2025 than 2024 for each statement, ranging from +6% to +10% (see Table 19).

**Question 22** 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 66 AGREEMENT WITH STATEMENTS ABOUT SAN JOSÉ**



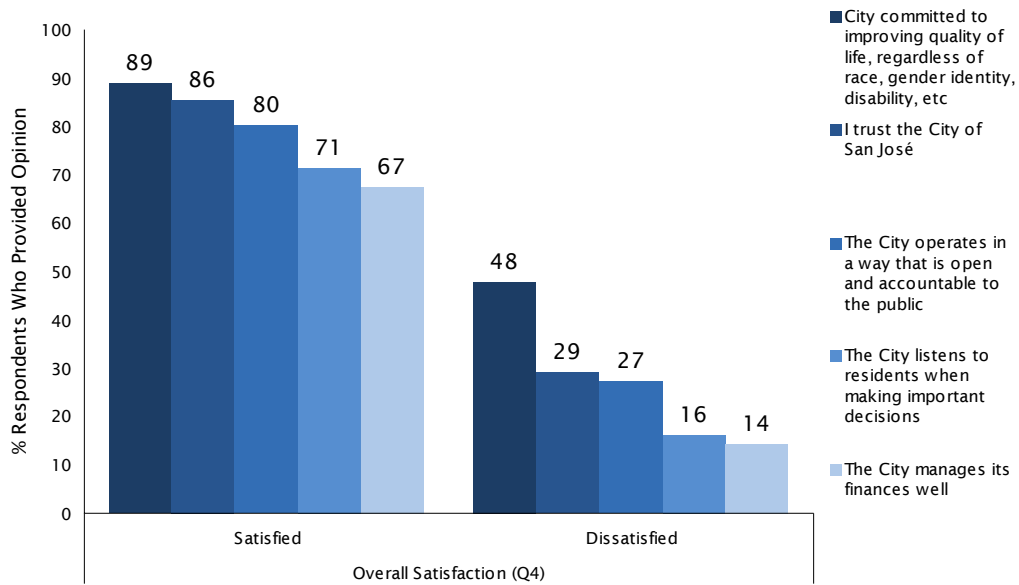
**TABLE 19 AGREEMENT WITH STATEMENTS ABOUT SAN JOSÉ BY STUDY YEAR**

	Study Year					Change in % Agree 2024 to 2025
	2025	2024	2023	2022	2021	
City committed to improving quality of life, regardless of race, gender identity, disability, etc	75.5	66.0	N/A	N/A	N/A	+9.5†
The City operates in a way that is open and accountable to the public	61.4	52.0	52.3	47.9	45.4	+9.4†
I trust the City of San José	65.5	56.8	53.7	48.0	50.6	+8.7†
The City listens to residents when making important decisions	49.9	41.9	42.7	37.9	36.7	+8.1†
The City manages its finances well	45.3	39.5	38.8	36.7	35.4	+5.8†

† Statistically significant change (p < 0.05) between the 2024 and 2025 studies.

As one might expect, perceptions of city government were 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 were much more likely to agree with each of the statements tested in Question 22 (Figure 67).

**FIGURE 67 AGREEMENT WITH STATEMENTS ABOUT SAN JOSÉ BY OVERALL SATISFACTION**



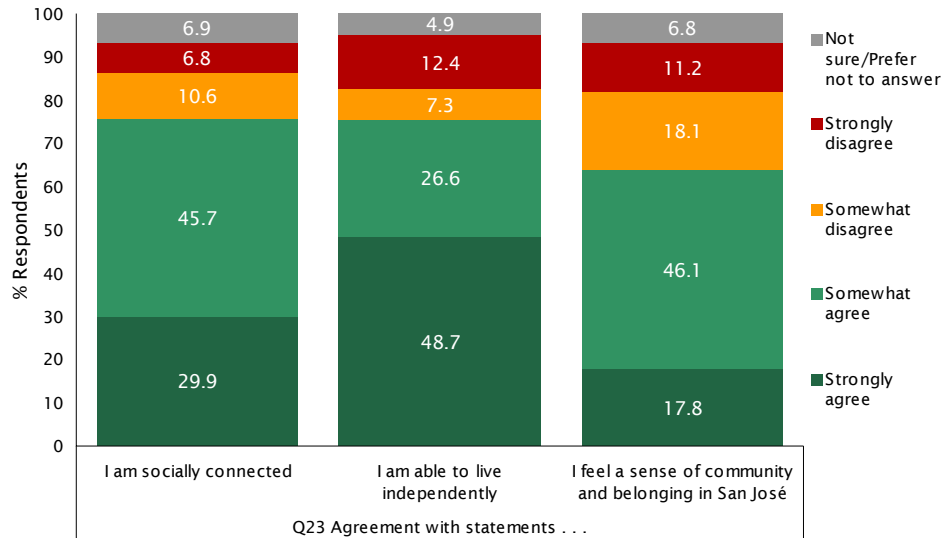
**THRIVING IN SAN JOSÉ: COMMUNITY, CONNECTION & INDEPENDENCE** First introduced in 2024, the final substantive question of the survey presented residents with three statements related to their sense of community, feelings of social connectedness, and ability to live independently and asked them to detail their level of agreement with each (see Figure 68 on the next page). Both *I am socially connected* (76% strongly or somewhat agree) and *I am able to live independently* (75%) received strong levels of agreement. Six-in-ten respondents (64%) also agreed with the statement *I feel a sense of community and belonging in San José* (up +5% from 2024 as shown in Table 20).

Figures 69 to 72 display respondents’ level of agreement with each statement by a host of demographic characteristics. Of note is the higher than average level of agreement among residents at least 65 years of age.

Laid off, furloughed, and unemployed residents had the lowest level of agreement of any subgroup for the statement *I am socially connected* (57%). Sentiment was lowest among respondents in the 18 to 24 year age group for the statement *I am able to live independently* (36%), while homemakers were the least likely to agree that *I feel a sense of community and belonging in San José* (54%).

**Question 23** 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 68 AGREEMENT WITH PERSONAL STATEMENTS**

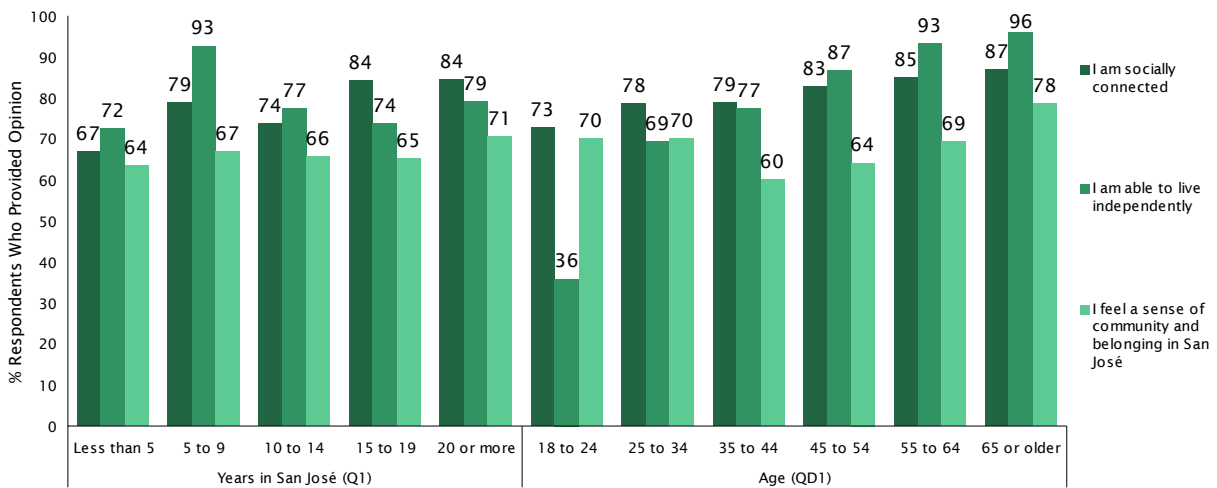


**TABLE 20 AGREEMENT WITH PERSONAL STATEMENTS BY STUDY YEAR**

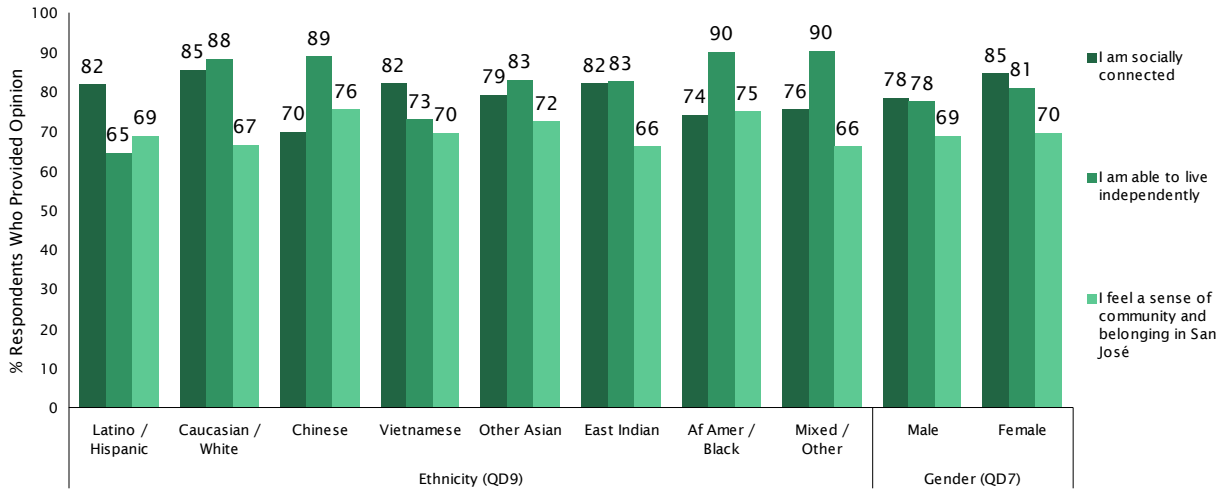
	Study Year		Change in % Agree 2024 to 2025
	2025	2024	
I feel a sense of community and belonging in San José	63.9	59.3	+4.6†
I am socially connected	75.7	72.7	+2.9
I am able to live independently	75.3	74.9	+0.4

† Statistically significant change (p < 0.05) between the 2024 and 2025 studies.

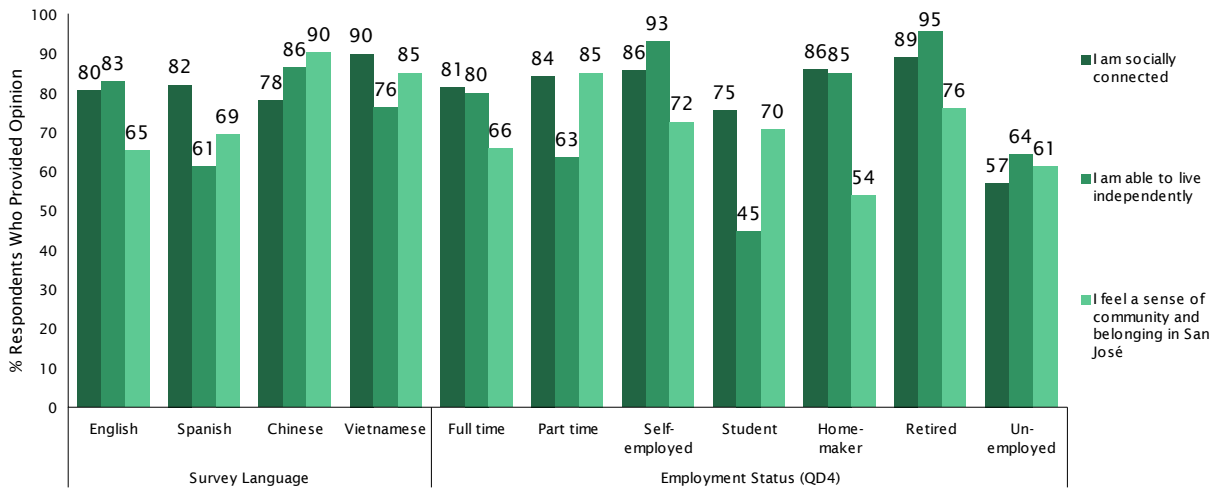
**FIGURE 69 AGREEMENT WITH PERSONAL STATEMENTS BY YEARS IN SAN JOSÉ & AGE**



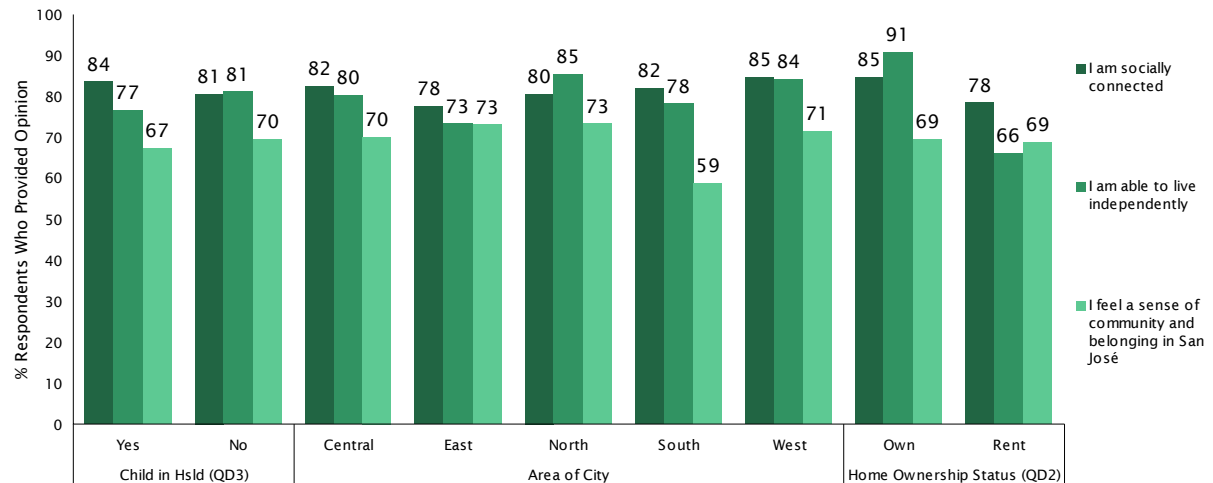
**FIGURE 70 AGREEMENT WITH PERSONAL STATEMENTS BY ETHNICITY & GENDER**



**FIGURE 71 AGREEMENT WITH PERSONAL STATEMENTS BY SURVEY LANGUAGE & EMPLOYMENT STATUS**



**FIGURE 72 AGREEMENT WITH PERSONAL STATEMENTS BY CHILD IN HSLD, AREA OF CITY & HOME OWNERSHIP STATUS**



# BACKGROUND & DEMOGRAPHICS

**TABLE 21 DEMOGRAPHICS OF SAMPLE BY STUDY YEAR**

	Study Year				
	2025	2024	2023	2022	2021
<b>Total Respondents</b>	<b>1,258</b>	<b>1,122</b>	<b>1,048</b>	<b>1,464</b>	<b>1,227</b>
<b>Years in San José (Q1)</b>					
Less than 5	9.6	9.7	8.7	10.6	12.4
5 to 9	8.4	7.8	6.9	8.8	10.1
10 to 14	7.7	6.9	8.5	8.2	8.4
15 to 19	8.9	7.2	6.9	7.4	9.1
20 or more	64.7	67.3	67.8	64.1	59.5
Prefer not to answer	0.7	1.0	1.2	1.0	0.6
<b>Age (QD1)</b>					
18 to 24	11.4	11.4	11.0	9.6	9.8
25 to 34	19.8	19.9	18.5	20.3	19.7
35 to 44	17.3	17.3	17.3	18.1	18.1
45 to 54	16.3	16.0	16.7	16.2	16.8
55 to 64	14.6	14.1	14.7	14.7	14.8
65 or older	16.4	16.8	17.5	15.8	16.6
Prefer not to answer	4.1	4.5	4.3	5.4	4.1
<b>Home Ownership Status (QD2)</b>					
Own	52.3	52.4	52.5	52.7	52.8
Rent	42.8	42.9	42.2	42.2	42.9
Prefer not to answer	4.9	4.7	5.3	5.1	4.3
<b>Child in Hsld (QD3)</b>					
Yes	28.4	28.6	31.4	30.7	32.2
No	66.2	69.0	63.8	65.0	64.1
Prefer not to answer	5.3	2.3	4.8	4.3	3.7
<b>Employment Status (QD4)</b>					
Full time	52.6	50.9	51.9	53.6	52.7
Part time	6.7	7.8	5.9	6.7	6.3
Self-employed	4.4	4.8	5.6	5.4	6.0
Student	6.2	5.6	6.0	4.7	5.1
Home- maker	1.9	1.2	2.9	2.1	3.0
Retired	18.7	20.3	18.5	17.7	18.0
Unemployed	5.0	4.5	4.2	2.8	4.4
Prefer not to answer	4.6	4.9	5.0	7.0	4.5
<b>Work Location (QD5)</b>					
Work from home	7.2	6.2	9.3	9.8	15.7
Commute outside home	35.9	35.3	31.7	32.8	29.7
Mixture of both	19.8	21.3	20.8	22.2	18.5
Not employed	31.8	31.6	31.6	27.3	30.5
Prefer not to answer	5.3	5.6	6.5	7.9	5.5
<b>Gender (QD7)</b>					
Male	50.4	49.6	48.0	47.8	48.3
Female	44.8	46.4	47.5	47.4	46.4
Non-binary	1.1	0.8	0.3	0.8	1.4
Prefer not to answer	3.6	3.2	4.1	4.1	3.9
<b>Education Level (QD8)</b>					
Less than HS	2.9	2.7	4.5	3.7	3.0
HS grad	10.6	9.3	12.5	8.7	11.2
Vocational / Trade	4.6	3.6	3.9	4.4	4.6
Some college	11.2	13.7	13.0	12.2	13.0
2-yr college degree	14.6	9.2	10.9	9.1	9.9
4-yr college degree	26.1	30.5	23.3	28.3	26.8
Grad / Post-grad degree	27.5	27.4	29.1	29.3	28.1
Prefer not to answer	2.4	3.6	2.8	4.3	3.2
<b>Ethnicity (QD9)</b>					
Latino / Hispanic	30.1	28.6	29.5	29.5	30.3
Caucasian / White	24.6	24.5	23.6	24.6	25.3
Chinese	7.0	6.2	6.7	8.0	8.9
Vietnamese	9.6	9.7	12.1	10.5	8.8
Other Asian	8.9	12.4	9.5	10.1	8.5
East Indian	8.9	8.5	6.3	6.2	6.0
Af American / Black	4.0	5.5	5.5	4.1	4.2
Mixed / Other	3.9	2.9	3.9	4.1	4.4
Prefer not to answer	3.0	1.7	2.8	3.0	3.6
<b>Survey Language</b>					
English	71.4	77.8	75.0	82.0	81.7
Spanish	15.5	13.7	14.2	10.5	10.2
Chinese	5.1	3.4	3.3	2.3	3.4
Vietnamese	7.9	5.1	7.4	5.3	4.7
<b>Area of City</b>					
Central	21.2	21.2	21.2	21.2	N/A
East	26.4	26.3	26.3	26.3	N/A
North	9.4	9.4	9.4	9.4	N/A
South	24.6	24.6	24.6	24.6	N/A
West	18.4	18.5	18.5	18.5	N/A

Table 21 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 55) and weighting to match Census American Community Survey (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 16) were subsequently asked to describe the particular issue or code violation that the City isn't addressing that caused their dissatisfaction (Question 17). The questionnaire included with this report (see *Questionnaire & Toplines* on page 59) identifies the skip patterns used during the interview to ensure that each respondent received the appropriate questions.

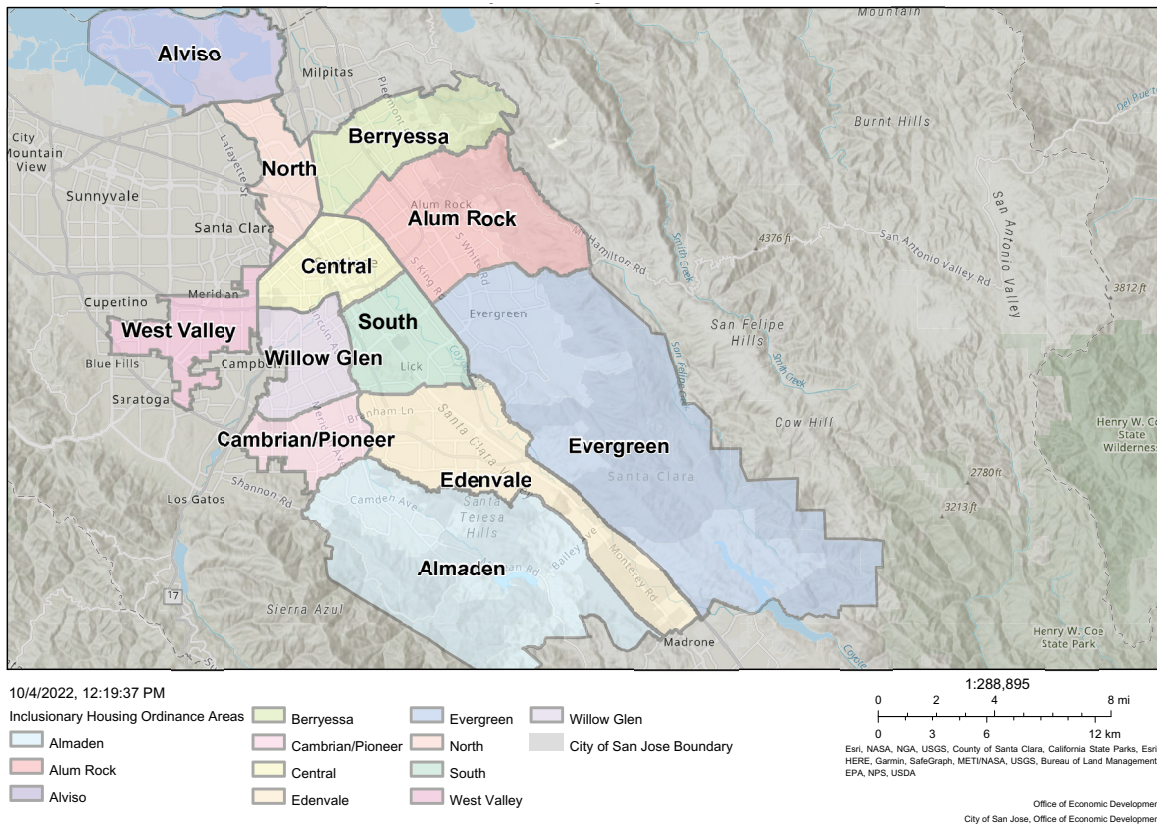
**PROGRAMMING, PRE-TEST & TRANSLATION** Prior to fielding the survey, the questionnaire was CATI (Computer Assisted Telephone Interviewing) programmed to assist interviewers when conducting the telephone interviews. The CATI program automatically navigates the skip patterns, randomizes the appropriate 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.

To accommodate the City's interest in evaluating how survey responses may vary among residents living in different areas of San José, respondents were grouped into one of the five areas displayed in Figure 73 (North, Central, East, West, South) based on the City's 12 inclusionary housing ordinance areas.

- **North:** Alviso, North, and Berryessa
- **Central:** Central and South
- **East:** Alum Rock and Evergreen
- **West:** West Valley and Willow Glen
- **South:** Cambrian/Pioneer, Edenvale, and Almaden.

**FIGURE 73 MAP OF INCLUSIONARY HOUSING ORDINANCE AREAS**



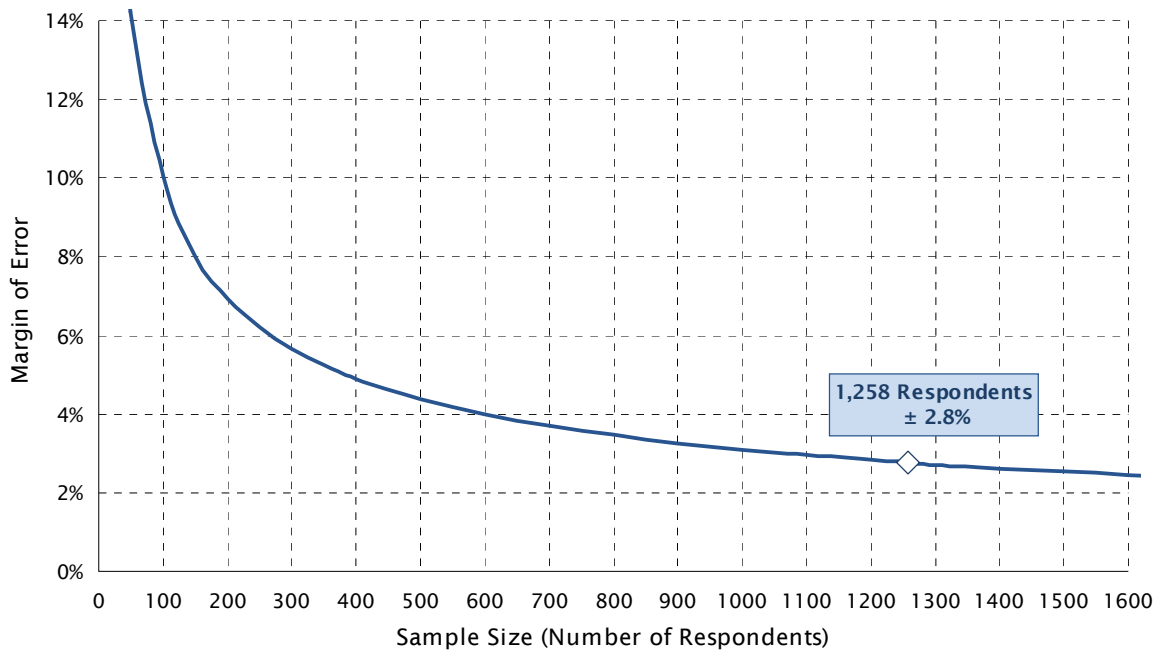
Telephone interviews averaged 20 minutes in length and were conducted during weekday evenings (5:30PM to 9PM) and on weekends (10AM to 5PM). It is standard practice not to call during the day on weekdays because most working adults are unavailable and thus calling during those hours would bias the sample. A total of 1,258 completed surveys were gathered online and by telephone between August 6 and August 17, 2025.

**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 1,258 adult residents for a particular question and what would have been found if all of the estimated 773,039 adult residents<sup>6</sup> had been interviewed.

Figure 74 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 1,258 respondents.

**FIGURE 74 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 74 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.

**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, presence of a child in the home, and geographic area based on Census ACS estimates.

6. Source: U.S. Census Bureau American Community Survey 1-year estimate, 2023.

Because the research objectives involved comparing the current results with those of prior studies (where appropriate), True North also accessed and processed past data to allow for comparisons and tests of statistical significance.

**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. Due to rounding, some figures and narrative include numbers that add to more than or less than 100%.

# QUESTIONNAIRE & TOPLINES



City of San José  
Community Survey  
Final Toplines (n=1,258)  
August 2025

## 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	6%
3	5 to 9 years	8%
4	10 to 14 years	8%
5	15 to 19 years	9%
5	20 years or longer	65%
99	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 <b>quality of life</b> in San José	7%	48%	31%	10%	3%	0%	0%
B	San José as a place to <b>raise a family</b>	8%	34%	31%	13%	8%	5%	1%
C	San José as a place to <b>retire</b>	3%	14%	24%	25%	23%	11%	1%
D	San José as a place to <b>work</b>	16%	43%	23%	7%	3%	7%	1%
E	San José as a place to <b>shop and dine</b>	15%	43%	30%	8%	3%	1%	0%

Q3 If the City government could change *one* 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 shown below.

Address homeless issues	25%
Provide more affordable housing	14%
Beautify City, landscaping	11%
Improve public safety, reduce crime	9%
Reduce cost of living in general	8%

Not sure / Cannot think of anything	7%
Improve public transportation	6%
Address rent control issues	5%
Reduce traffic congestion	4%
Improve infrastructure, roads	4%
Improve police response, presence	4%
Enforce traffic laws	3%
Reduce taxes, fees, gas prices	3%
Improve schools, education	3%
Improve local economy, jobs	2%
Provide, improve bike paths, walking trails	2%
Limit growth, development	2%
Address parking issues	2%
Provide, improve rec. facilities, parks	2%
Provide more activities, entertainment for all ages	2%
Improve downtown area	2%
No changes needed / Everything is fine	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	9%
	2	Somewhat satisfied	50%
	3	Somewhat dissatisfied	20%
	4	Very dissatisfied	14%
	98	Not sure	7%
	99	Prefer not to answer	1%

<i>Split Sample for Q5. Subsample A gets items A-P, Subsample B gets items Q-EE.</i>								
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	7%	27%	22%	11%	5%	27%	1%
B	Maintaining the condition of public parks	8%	33%	33%	15%	7%	5%	0%
C	Providing police protection in your neighborhood	6%	27%	30%	16%	12%	7%	3%
D	Providing public library services in your neighborhood	26%	37%	18%	4%	2%	12%	1%
E	Providing an adequate number and variety of special events	9%	30%	28%	9%	4%	19%	1%
F	Providing programs to help seniors	3%	14%	19%	11%	5%	47%	1%
G	Providing paths and trails for walking, jogging and running	10%	35%	28%	15%	6%	6%	1%
H	Providing bicycle lanes and paths	13%	42%	25%	9%	3%	5%	3%
I	Cleaning up litter and trash that people dump along streets, sidewalks, and in public areas	4%	23%	30%	24%	16%	3%	0%
J	Creating a vibrant downtown San José	6%	28%	32%	15%	10%	7%	1%
L	Enforcing traffic laws to protect the safety of pedestrians, cyclists and drivers	6%	28%	27%	16%	13%	10%	1%
M	Managing traffic on city streets	4%	26%	35%	21%	11%	3%	0%
N	Providing after-school programs for youth	5%	15%	15%	8%	4%	51%	2%
O	Removing graffiti from buildings	5%	25%	33%	13%	8%	15%	1%
P	Providing animal control services	3%	24%	20%	8%	7%	37%	1%
Q	Operating the San José International Airport	24%	50%	13%	3%	2%	8%	0%
R	Addressing homelessness	2%	8%	23%	30%	32%	4%	1%
S	Reducing gang activity	4%	18%	21%	17%	9%	29%	2%
T	Attracting businesses and good paying jobs to the city	8%	25%	32%	11%	10%	13%	1%
U	Facilitating the creation of affordable housing	3%	7%	24%	25%	26%	13%	2%
V	Providing fire protection and prevention services	18%	42%	15%	4%	4%	17%	0%

W	Providing Emergency Medical Services (EMS)	13%	38%	17%	3%	3%	26%	0%
X	Providing trash, recycling, and yard waste services	19%	46%	23%	7%	3%	2%	0%
Y	Maintaining the City's utility infrastructure including water, sewer, and storm drain infrastructure	11%	39%	30%	8%	4%	8%	0%
Z	Managing the City's growth and development	4%	24%	32%	15%	12%	13%	0%
AA	Facilitating the production of market rate housing	2%	9%	24%	23%	19%	21%	2%
BB	Enforcing zoning regulations	3%	18%	20%	10%	8%	40%	3%
CC	Making available a variety of arts and cultural offerings	11%	40%	28%	6%	3%	10%	1%
DD	Ensuring new construction follows proper building and safety codes	7%	29%	18%	6%	5%	34%	2%
EE	Providing reliable drinking water	18%	37%	23%	8%	5%	9%	0%
Q6	In general, how safe or unsafe is the drinking water in your home? Would you say it is very safe, somewhat safe, somewhat unsafe, or very unsafe?							
	1	Very safe	37%					
	2	Somewhat safe	37%					
	3	Somewhat unsafe	15%					
	4	Very unsafe	8%					
	99	Prefer not to answer	3%					

**Section 4: Public Safety**

Q7	Overall, how <b>safe</b> 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	18%					
	2	Somewhat safe	55%					
	3	Somewhat unsafe	21%					
	4	Very unsafe	5%					
	99	Prefer not to answer	1%					

Q8 Overall, how safe is: \_\_\_\_\_? Would you say it is very safe, somewhat safe, somewhat unsafe, or very unsafe?

		Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Not sure	Prefer not to answer
<i>Read in Order</i>							
A	Your neighborhood	32%	47%	15%	5%	0%	0%
B	The city park closest to your home	27%	46%	16%	7%	5%	0%
C	Downtown San José	5%	38%	32%	16%	8%	1%

D	Downtown San José during the <b>day</b>	24%	49%	15%	4%	8%	1%
E	Downtown San José at <b>night</b>	2%	25%	36%	24%	12%	1%
Q9	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	17%	53%	19%	9%	2%	0%
B	Bicycling in San José	7%	31%	22%	14%	23%	3%
C	Walking alongside or crossing San José streets on foot	13%	50%	24%	11%	2%	0%
Q10	How prepared would you say your household is to be <b>self-sufficient</b> 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		10%			
	2	Somewhat prepared		32%			
	3	Slightly prepared		35%			
	4	Not at all prepared		21%			
	98	Not sure		2%			
	99	Prefer not to answer		1%			

<b>Section 5: Traffic</b>								
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 long 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%	24%	39%	20%	13%	1%	0%
B	Traffic circulation on major streets in San José	3%	24%	39%	20%	13%	1%	0%
C	Traffic circulation in your neighborhood	14%	40%	28%	11%	7%	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 <b>Library</b> or use the City's library services online	30%	33%	10%	7%	9%	8%	3%
B	Visit a <b>park</b> in San José	8%	34%	20%	8%	23%	5%	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 <b>hours</b> that local San José branch libraries are open	12%	37%	16%	4%	1%	28%	2%
B	The variety and availability of <b>books</b> and <b>materials</b> in the San José Library's collection	19%	34%	13%	3%	1%	29%	2%
C	The variety of education and digital literacy <b>programs</b> provided by the San José Library	10%	28%	10%	2%	1%	47%	2%

Section 7: Neighborhood Issues & Code Enforcement		
Q14	In general, how would you rate the <b>appearance</b> of your neighborhood? Would you say it is very clean, somewhat clean, somewhat unclean, or very unclean?	
	1	Very clean
	2	Somewhat clean
	3	Somewhat unclean
	4	Very unclean
	98	Not sure
	99	Prefer not to answer
		24%
		48%
		19%
		9%
		0%
		0%

Q15		Thinking about your own local <b>neighborhood</b> , 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	14%	45%	26%	8%	4%	3%	0%
B	The maintenance of your neighborhood streets	13%	39%	28%	13%	7%	0%	0%
C	The adequacy of street lighting	12%	41%	28%	12%	6%	1%	0%
D	The condition of trees along your neighborhood streets	15%	42%	27%	9%	5%	1%	0%
F	The condition of sidewalks	10%	41%	33%	11%	4%	1%	0%
G	The condition of landscaping along streets and medians (not including trees)	11%	34%	31%	15%	7%	1%	1%
H	The condition of residential properties	14%	44%	28%	8%	4%	1%	0%
Q16		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 <b>enforce</b> 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			8%		Skip to Q18	
	2	Somewhat satisfied			29%		Skip to Q18	
	3	Somewhat dissatisfied			20%		Ask Q17	
	4	Very dissatisfied			18%		Ask Q17	
	98	Not sure			21%		Skip to Q18	
	99	Prefer not to answer			4%		Skip to Q18	
Q17		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 shown below.</i>						
	Cars, RVs parking illegally on streets				28%			
	Homeless camping, living in vehicles				17%			
	Abandoned vehicles on streets				16%			
	Not sure / Cannot think of anything specific				16%			
	Reported issues to City and nothing is done				14%			
	Illegal dumping, trash				13%			
	Properties, yards not well maintained				12%			
	Car racing, speeding on streets				3%			

Illegal fireworks, noise violations	2%
Illegal use of garages	2%
Inadequate street lighting	2%
Streets, sidewalks in need of repair	2%
Junk storage outside homes, in yards	1%
Abandoned properties	1%
Personal safety concerns	1%

**Section 8: Customer Service & Governance**

**Q18** 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	36%	Ask Q19
2	No	57%	Skip to Q20
98	Not sure	5%	Skip to Q20
99	Prefer not to answer	2%	Skip to Q20

**Q19** Were you satisfied or dissatisfied with the \_\_\_\_\_ by the San José City employee or employees with whom you had contact? *Get answer, then ask: Would that be very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?*

<i>Randomize</i>		Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Not sure	Prefer not to answer
A	Timeliness of the response	28%	34%	16%	18%	2%	1%
B	Courtesy shown to you	40%	32%	12%	11%	3%	2%
C	Knowledge displayed in handling your issue	31%	35%	15%	15%	2%	1%

**Q20** Have you ever experienced a problem accessing city services because of a **language barrier**? *If yes, ask: Was it a major problem or a minor problem?*

1	Yes, it was a major problem	1%	Ask Q21
2	Yes, it was a minor problem	3%	Ask Q21
3	No	93%	Skip to Q22
98	Not sure	2%	Skip to Q22
99	Prefer not to answer	1%	Skip to Q22

Q21	What specific issue were you reaching out about or what service were you seeking when you encountered the language barrier? <i>Verbatim responses recorded and later grouped into categories shown below.</i>						
	Verbatims responses recorded	Data on file					
Q22	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. 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>						
	<i>Randomize</i>	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Not sure	Prefer not to answer
A	The City operates in a way that is <b>open and accountable</b> to the public	10%	39%	18%	12%	20%	1%
B	The City manages its <b>finances</b> well	4%	25%	20%	15%	34%	2%
C	The City <b>listens</b> to residents when making important decisions	7%	31%	20%	18%	23%	2%
D	I <b>trust</b> the City of San José	10%	48%	17%	14%	9%	2%
E	The City is committed to improving residents' <b>quality of life</b> regardless of race, gender identity, disability, religion, language spoken, and other identities	21%	42%	12%	9%	14%	2%
Q23	Next, I'm going to read three statements. For each, I'd like you to tell me whether you agree or disagree the statement matches <u>your</u> opinion. 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>						
	<i>Randomize</i>	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Not sure	Prefer not to answer
A	I feel a sense of community and belonging in San José	18%	46%	18%	11%	5%	2%
B	I am socially connected	30%	46%	11%	7%	4%	3%
C	I am able to live independently	49%	27%	7%	12%	2%	3%

**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 of birth recoded into age categories shown below.			
	18 to 24		11%	
	25 to 34		20%	
	35 to 44		17%	
	45 to 54		16%	
	55 to 64		15%	
	65 or older		16%	
	Prefer not to answer		4%	
D2	Do you own or rent your residence in San José?			
	1	Own	52%	
	2	Rent	43%	
	99	Prefer not to answer	5%	
D3	Do you currently have any children under the age of 18 living in your home?			
	1	Yes	28%	
	2	No	66%	
	99	Prefer not to answer	5%	
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	7%	Ask D5
	3	Self-employed	4%	Ask D5
	4	Student	6%	Skip to D7
	5	Homemaker	2%	Skip to D7
	6	Retired	19%	Skip to D7
	7	Laid off, furloughed or unemployed	5%	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	11%
	2	Commuting to a workplace outside home	57%
	3	Mixture of both	31%
	99	Prefer not to answer	1%
D6	When commuting to a workplace outside of your home, is that place within the City of San José?		
	1	Yes	51%
	2	No	47%
	99	Prefer not to answer	2%
D7	What is your gender?		
	1	Male	50%
	2	Female	45%
	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	11%
	5	Two-year degree	15%
	6	Four-year degree	26%
	7	Post-graduate work/Graduate degree	28%
	99	Prefer not to answer	2%
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	7%
	4	Korean	1%
	5	Vietnamese	10%
	6	Other Asian	8%

7	East Indian	9%
8	African-American/Black	4%
9	American Indian or Alaskan Native	<1%
10	Pacific Islander	1%
11	Middle Eastern	1%
12	Mixed Heritage	2%
98	Other	1%
99	Prefer not to answer	3%

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	71%
	2	Spanish	16%
	3	Simplified Chinese	4%
	4	Traditional Chinese	1%
	5	Vietnamese	8%
S2	Area of City		
	1	Central: Central and South	21%
	2	East: Alum Rock and Evergreen	26%
	3	North: Alviso, North, and Berryessa	9%
	4	South: Cambrian/Pioneer, Edenvale, and Almaden	25%
	5	West: West Valley and Willow Glen	18%