



2005 City of San José Community Survey

Sample Size N = 1,000

April 2006

320-271

Fairbank, Maslin, Maullin & Associates
Opinion Research & Public Policy Analysis

Santa Monica, CA – Oakland, CA – Madison, WI - Mexico City

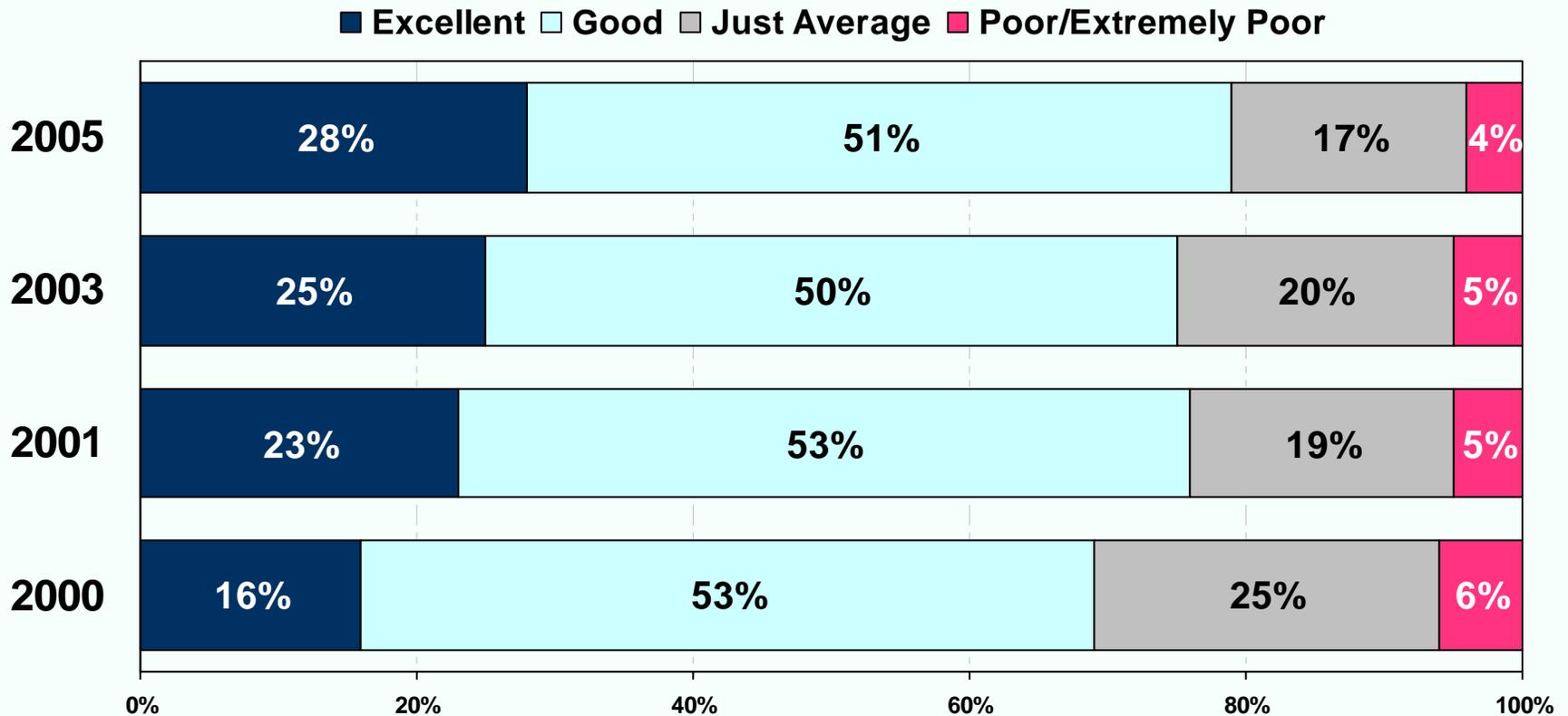
Methodology

- ✓ Telephone survey of 1,000 randomly selected adult San José residents
- ✓ Interviews conducted in English, Spanish and Vietnamese from December 15-21, 2005

City of San José Community Survey



Residents' opinions of the quality of life in San José have improved.

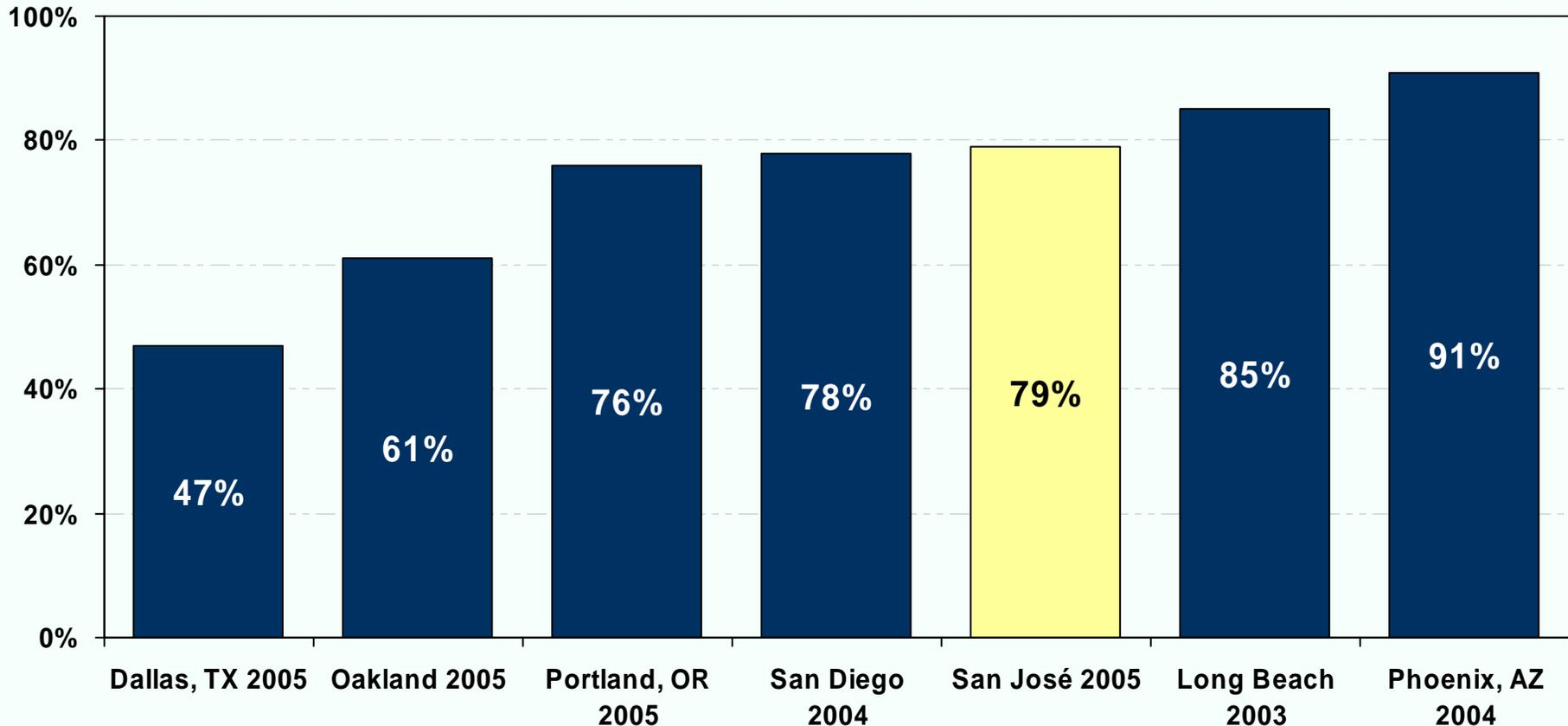


3. Generally speaking, how would you rate San José as a place to live: is it an excellent place to live, a good place to live, just average, poor, or an extremely poor place to live?

City of San José Community Survey



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

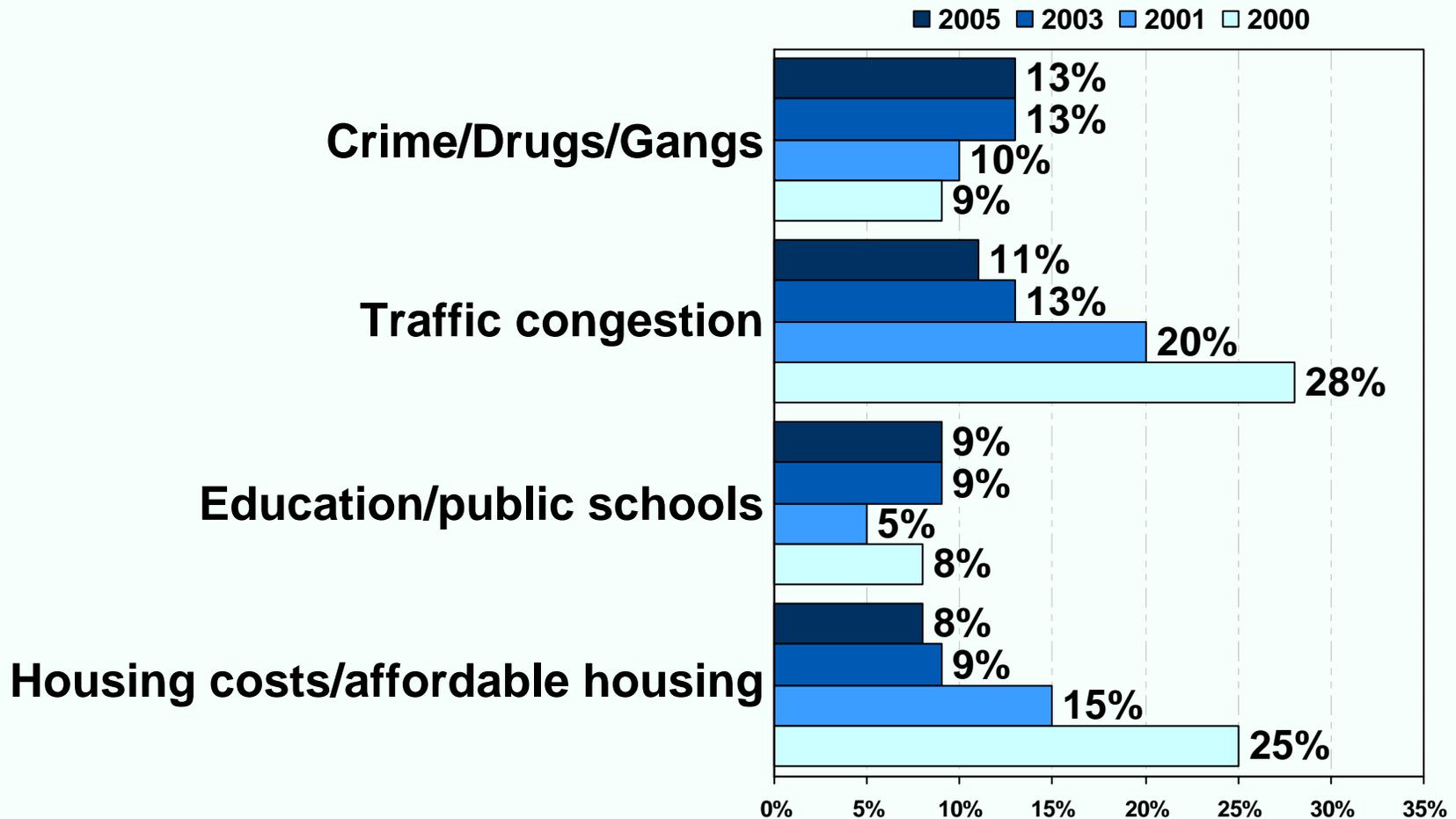


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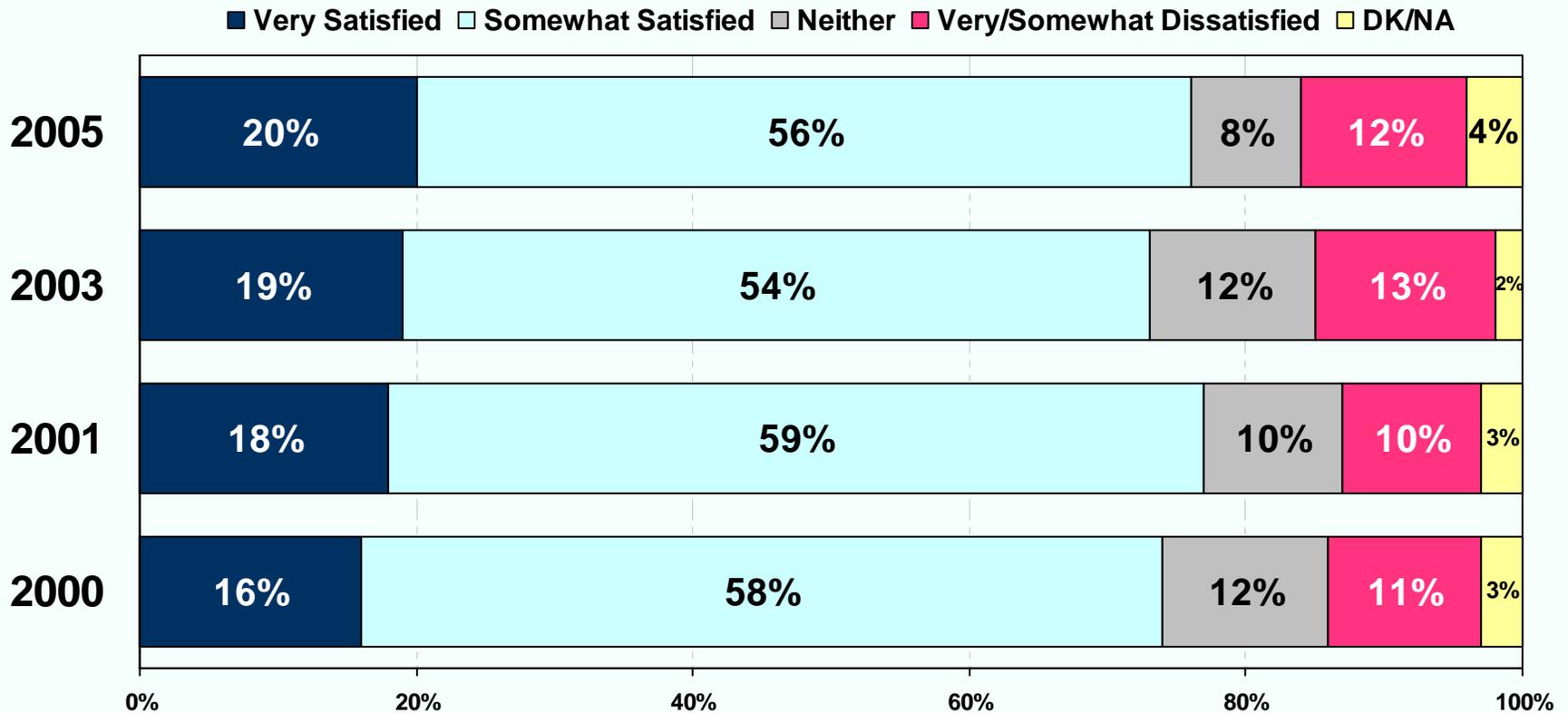
Crime and traffic continue to top residents' concerns.



City of San José Community Survey



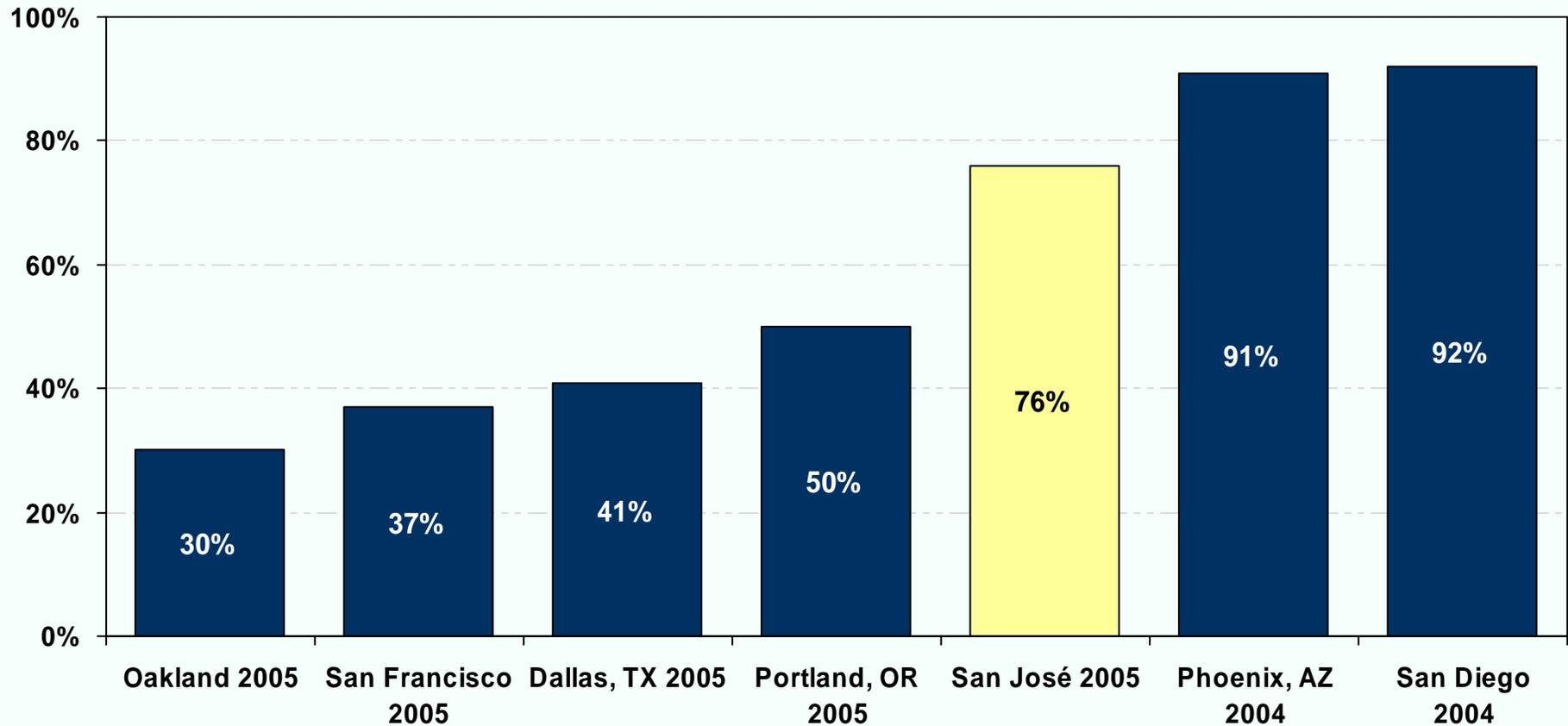
Residents continue to have generally positive feelings about the quality of City services.



City of San José Community Survey



Ratings of city services in San José are high compared to other cities.



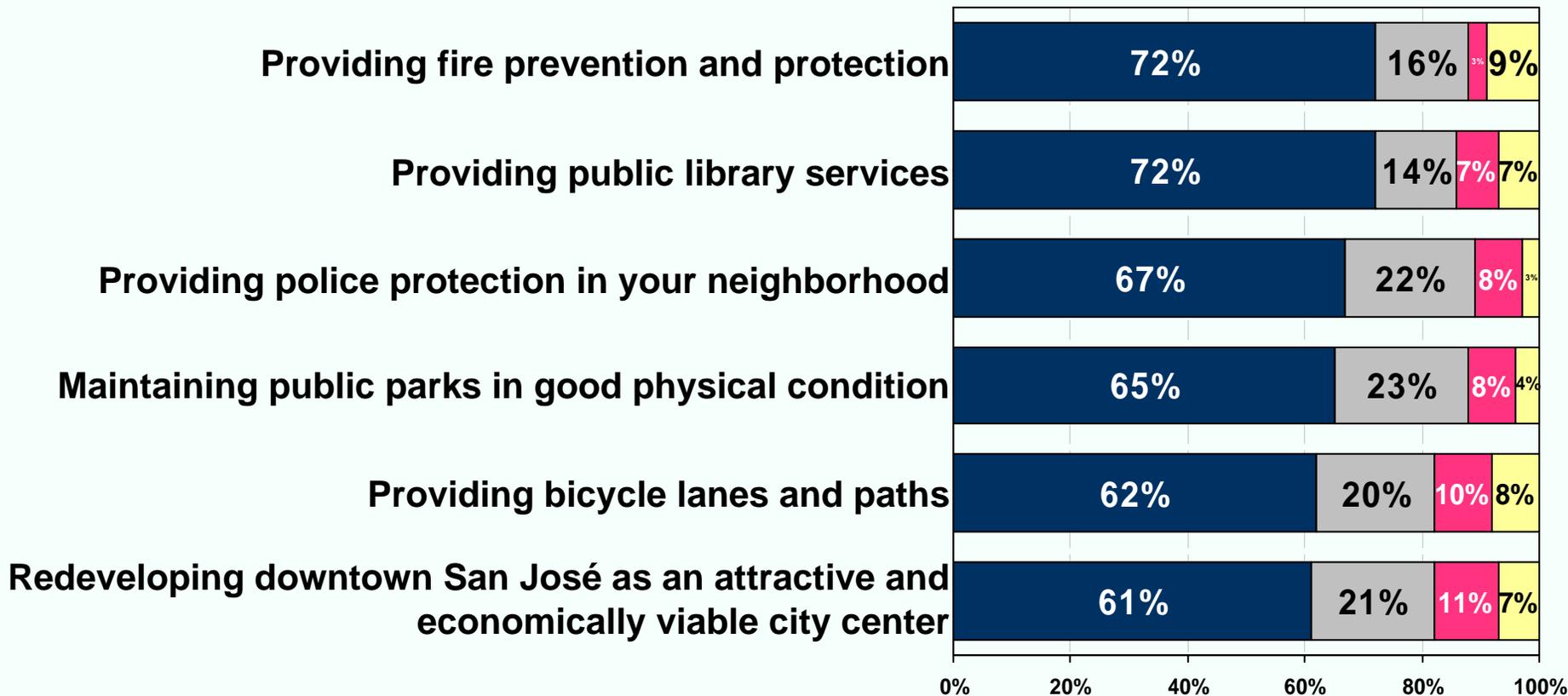
13. Thinking about the overall quality of the services provided by the City of San José, would you say that you are..?

City of San José Community Survey



Library services and fire protection earn the most positive evaluations.

■ Exc./Good ■ Just Avg. ■ Poor/Ext. Poor ■ DK/No Op.

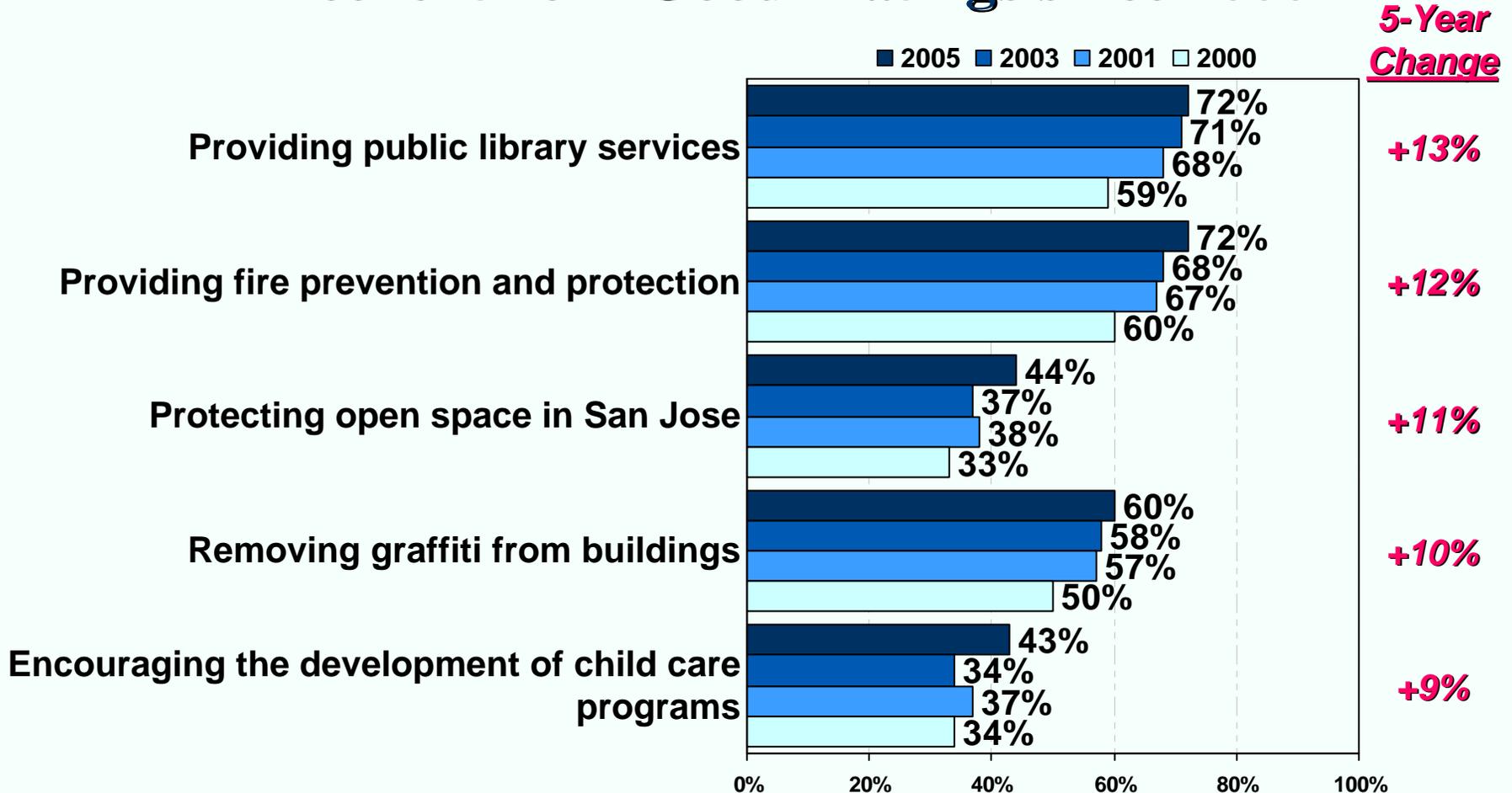


14. Let me ask you about some specific services provided by San José's City government. After I mention each one, please tell me how you would rate the job being done by the City in providing that service. Is it excellent, good, just average, poor, or extremely poor? If you have no opinion or don't know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

City of San José Community Survey



Services showing greatest increase in “Excellent” or “Good” ratings since 2000

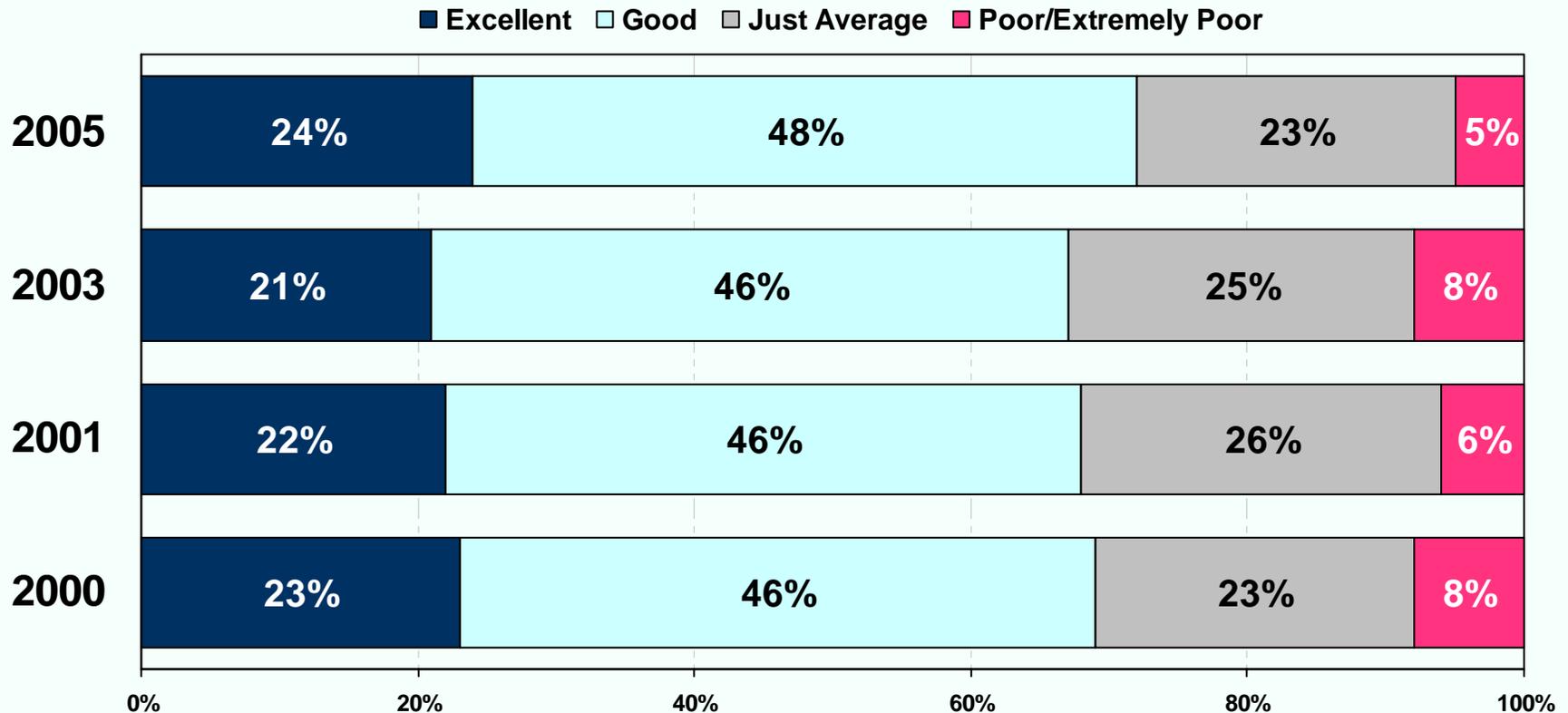


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Residents' opinions of the physical condition of their neighborhoods remain positive.

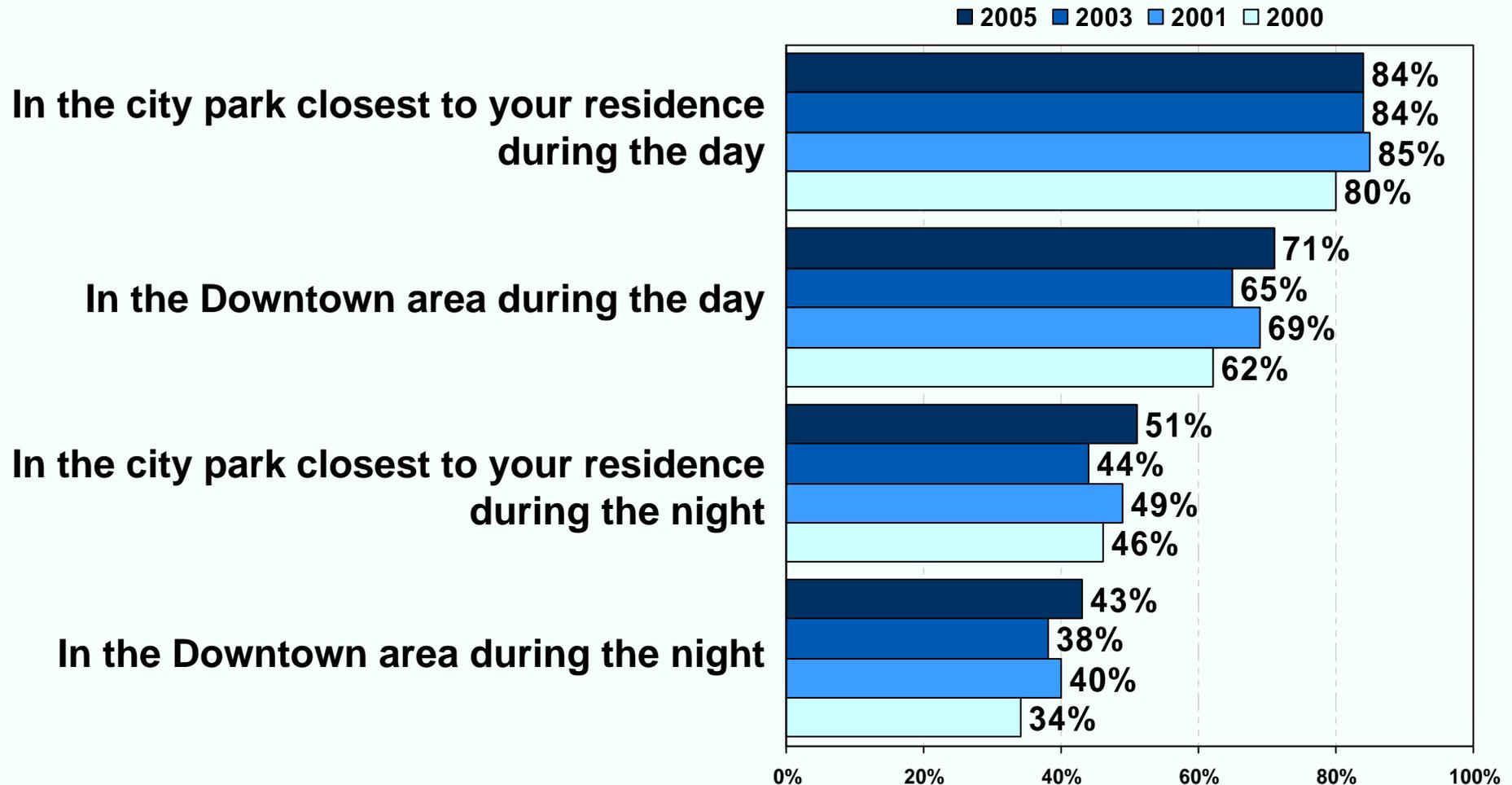


5. I would like you to picture in your mind the neighborhood in San José where you live. Would you say that the overall physical condition of your neighborhood – that is, the physical condition of the houses and/or apartment buildings, front and back yards, shops, streets and sidewalks – is generally...?

City of San José Community Survey



Residents' feelings of safety in parks and downtown have improved.

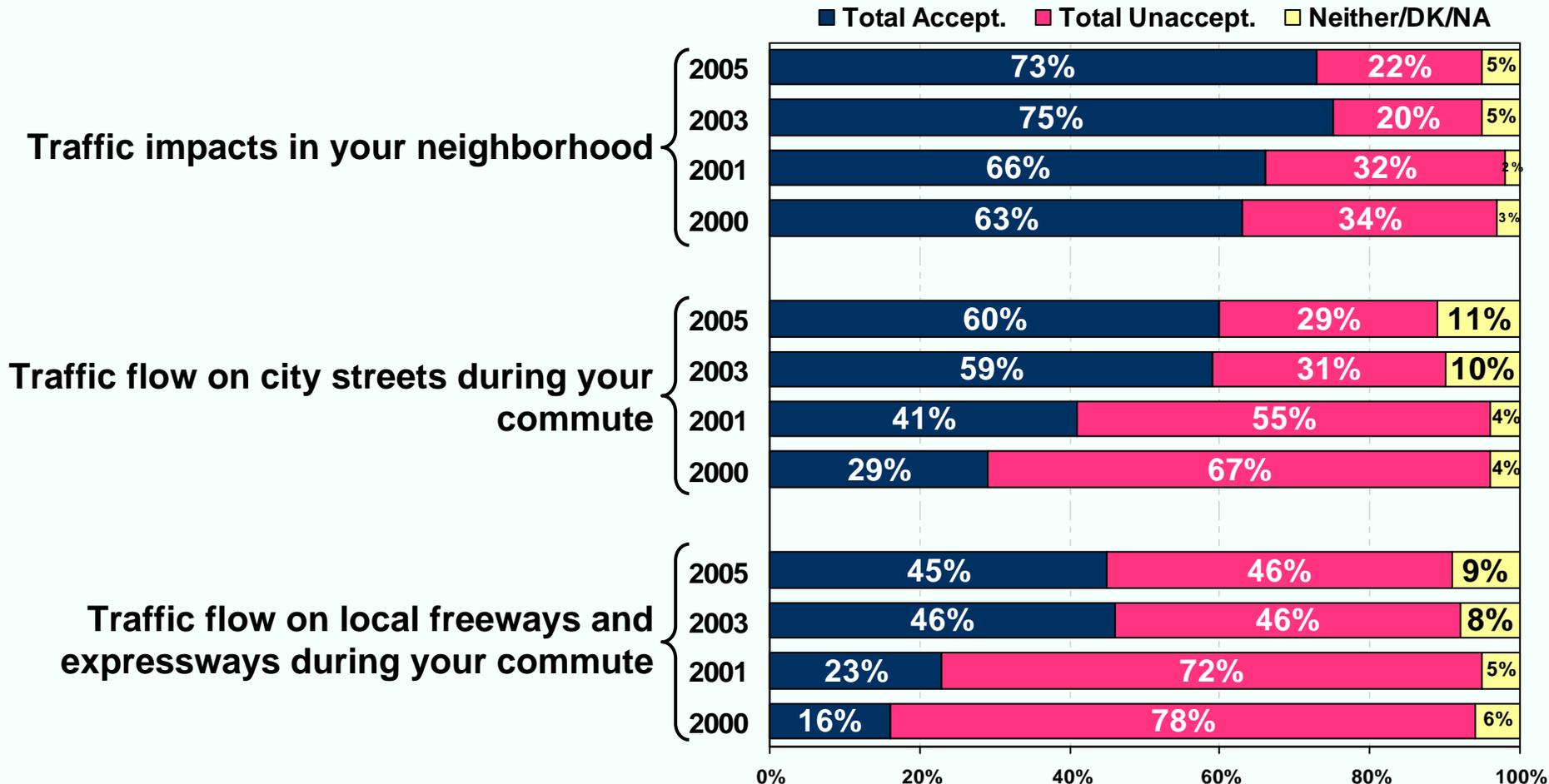


Q20/Q22. Can you tell me how safe you feel during the day/night when walking _____? Do you feel safe, unsafe, or neither safe nor unsafe?

City of San José Community Survey



Perceptions of traffic have improved in the last five years.

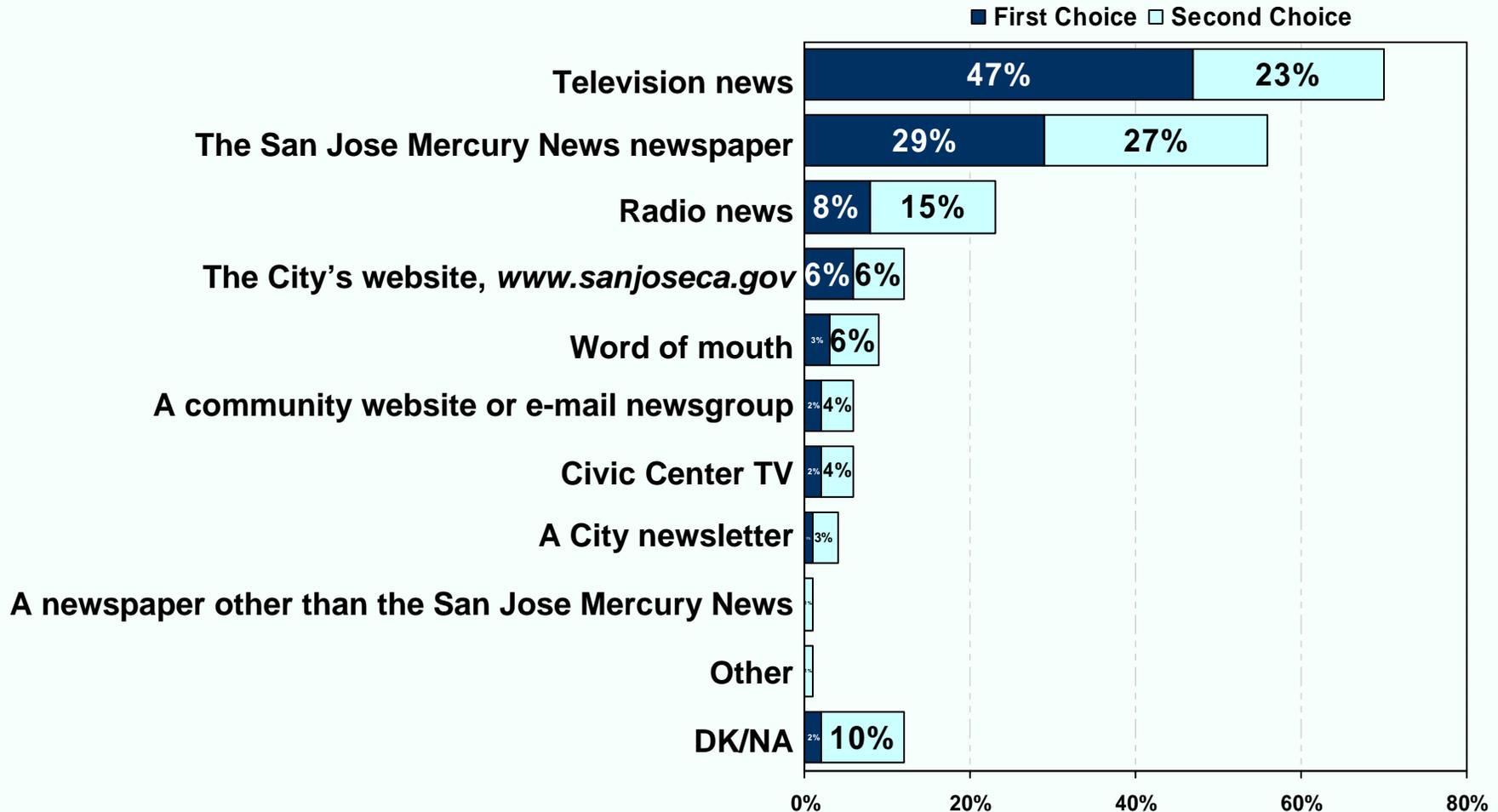


12. I am going to mention different types of traffic in and around the City of San José. After I read each one, please tell me whether you consider that type of traffic to be moving at an acceptable or unacceptable pace.

City of San José Community Survey



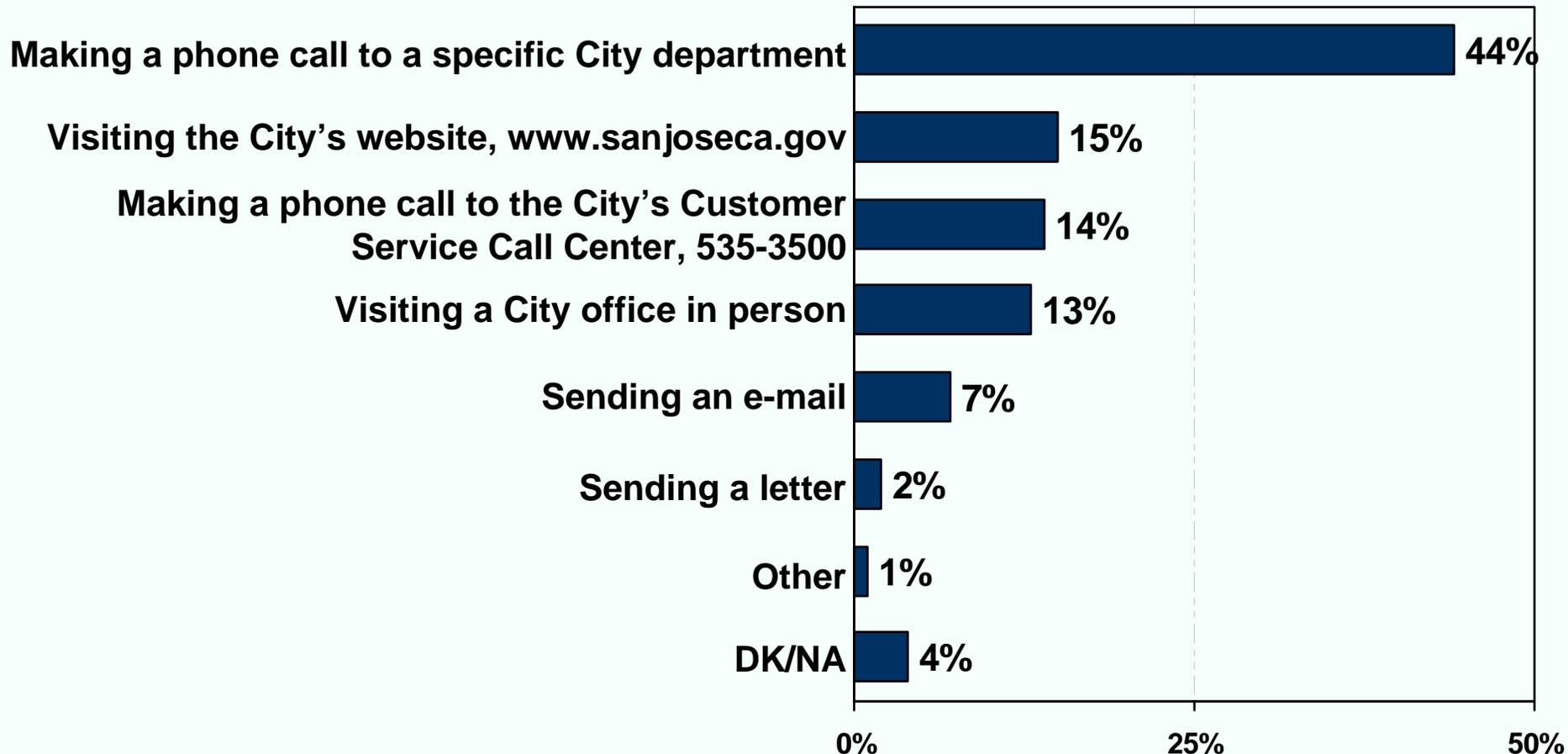
TV news is residents' top source of information about City government.



City of San José Community Survey



By a sizable margin, residents would prefer to contact City departments by phone.



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



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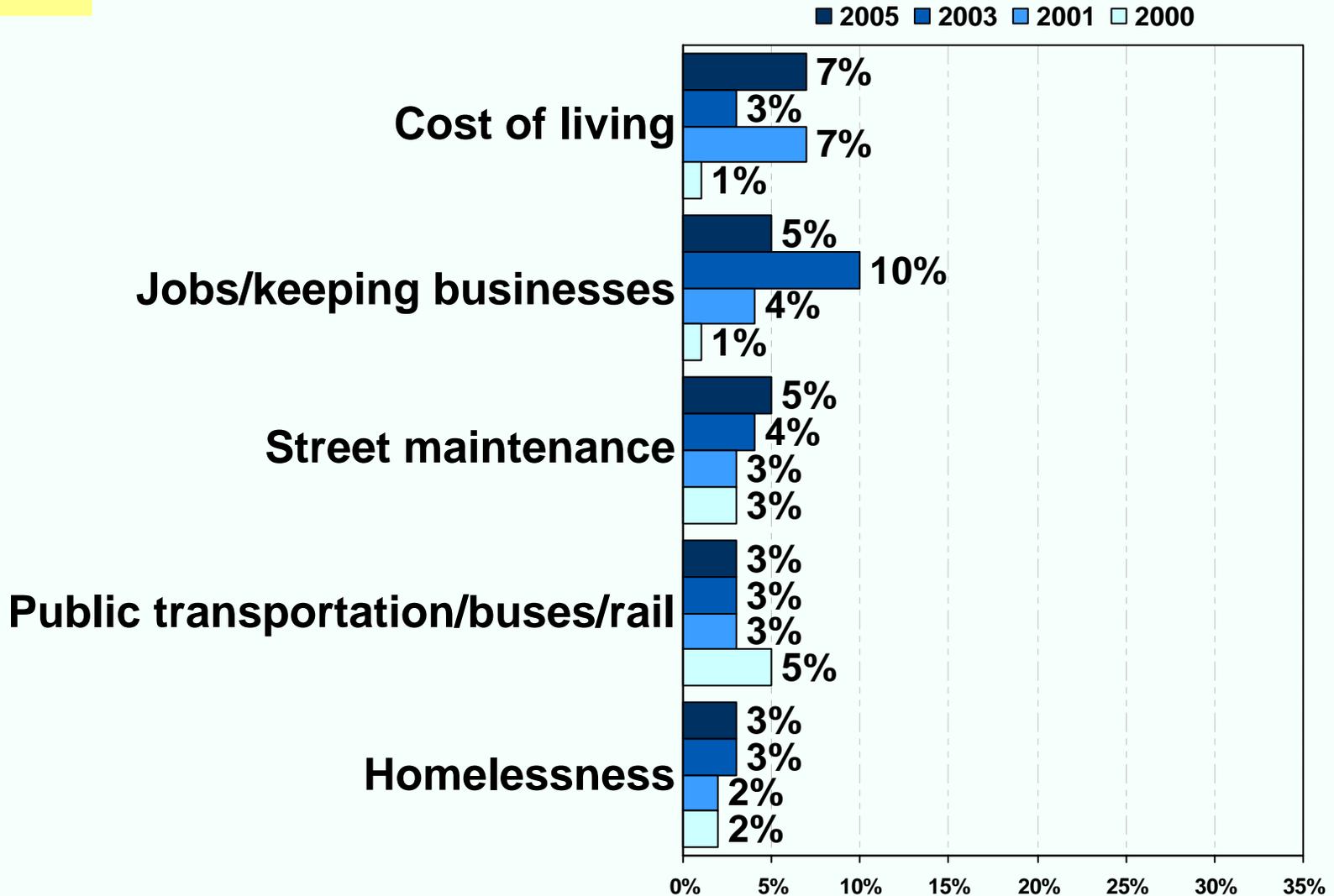
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Continued

■ Exc./Good ■ Just Avg. ■ Poor/Ext. Poor ■ DK/No Op.

Removing graffiti from buildings



Enforcing traffic laws to protect the safety of drivers, bikers, and pedestrians



Enforcing building and safety codes to protect public health and safety



Supporting a diverse range of arts and cultural activities



Providing recreation opportunities and programs at city parks and recreation centers



Planning for San José's future growth



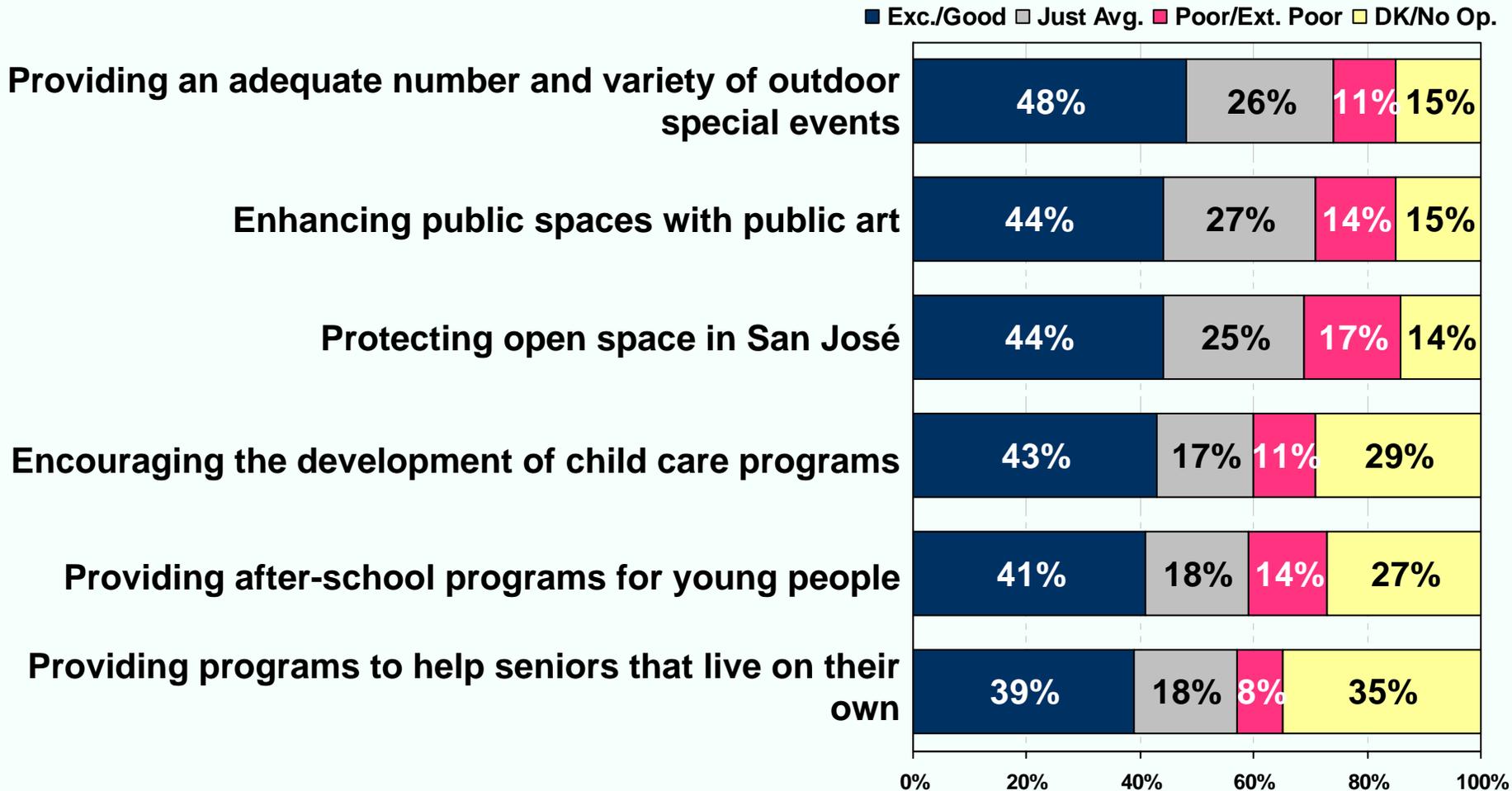
0% 20% 40% 60% 80% 100%

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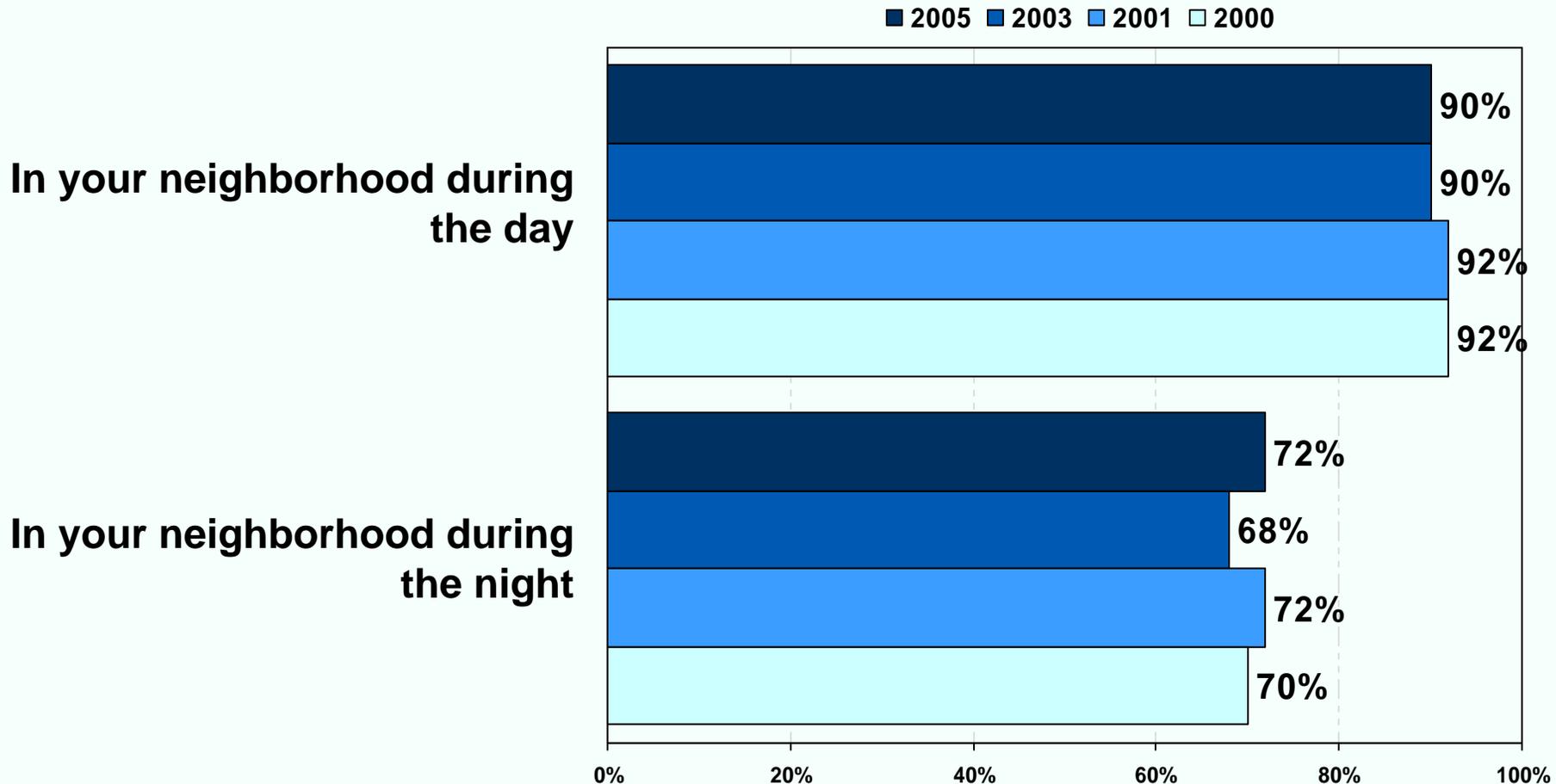


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Residents continue to feel safe in their neighborhoods.

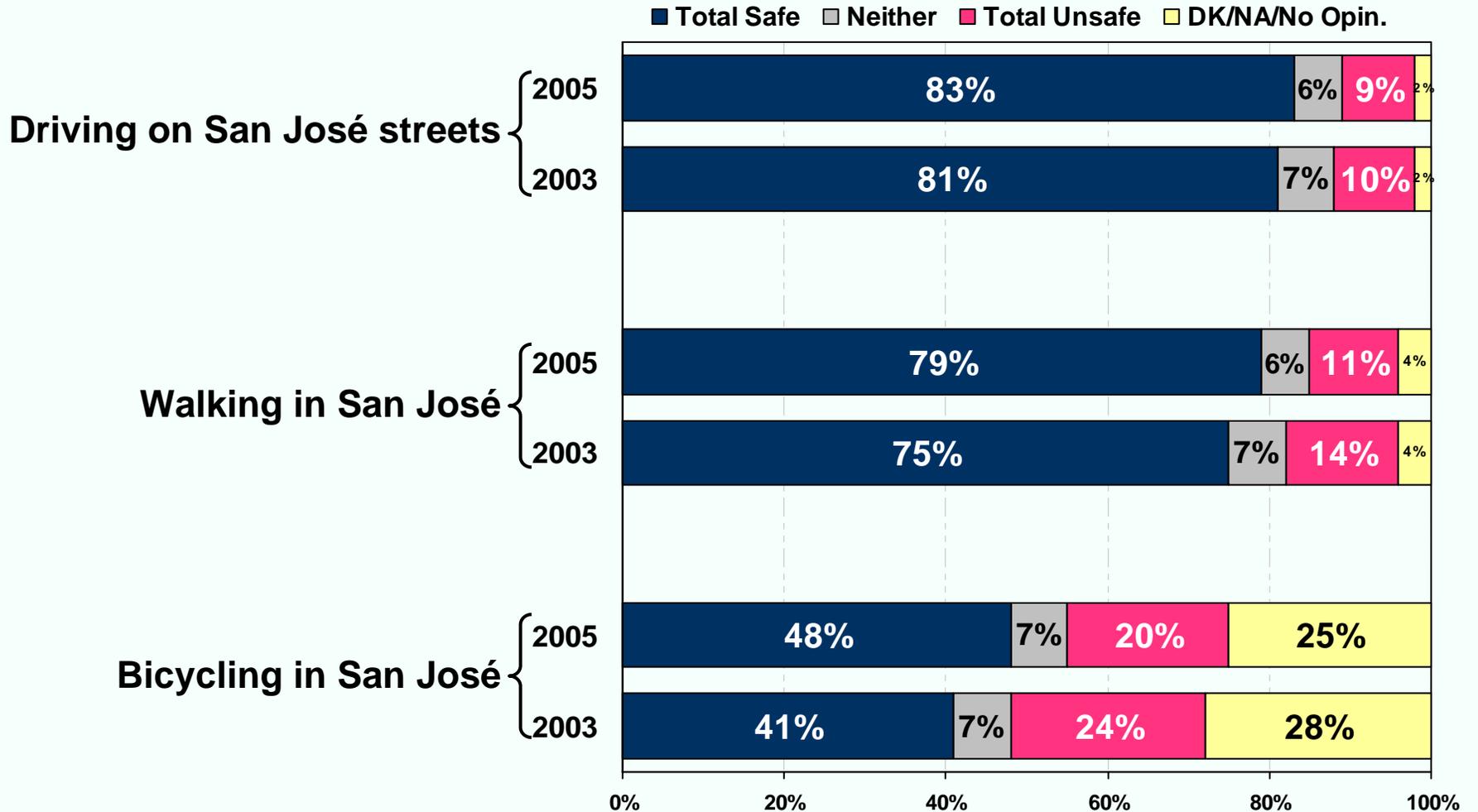


Q20/Q22. Can you tell me how safe you feel during the day/night when walking _____? Do you feel safe, unsafe, or neither safe nor unsafe?

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Four out of five residents feel safe driving on San Jose streets.



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