

# San José State University 2022 Survey of Students, Faculty & Staff TABLES OF RESPONSES

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The National Community Survey™  
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The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

# Survey Background

The National Community Survey™ (The NCS™), conducted by National Research Center (NRC) was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

The City of San José has participated in The NCS annually since 2011 through 2020. Prior to the 2019 iteration of The NCS for San José, the Knight Foundation expressed interest in funding research for San José State University (SJSU) to conduct a similar study, during the same time period as the administration of the City's annual survey. In 2019 and 2020, SJSU conducted a survey of students, faculty and staff concurrently with the City's annual survey. In 2022, the Knight Foundation funded the University Survey for a third time. Please contact Mohamed Abousalem, San José State University Vice President for Research and Innovation (VPRI), at [mohamed.abousalem@sjsu.edu](mailto:mohamed.abousalem@sjsu.edu) should you have any questions about the survey.

The 2022 questionnaire was nearly identical to the 2020 questionnaire, with the addition of two additional questions. On March 15, 2022, San José State University's VPRI sent an initial email invitation to students, faculty and staff encouraging them to complete the survey online using the URL provided. Follow up communications were sent at later dates. The online survey was available in English, Spanish, and Vietnamese and was open for four weeks. A total of 593 surveys were completed; of these, 591 were completed in English, one in Spanish and one in Vietnamese.

The following pages contain the full frequencies of responses to the 2022 SJSU survey as well as separate summary tables comparing the results to the responses from 2019 and 2020.

# Frequency of Responses to 2022 Survey

The following pages contain a complete set of responses to each question on the 2022 survey. For questions that included a “don’t know” response option, two tables for that question are provided: the first that excludes the “don’t know” responses, and the second that includes those responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

**Table 1: Preliminary Question**

Please select the option(s) that best describe your relationship with San Jose State University Total may exceed 100% as respondents could select more than one option	Percent	Number
Full-time student	39%	N=232
Part-time student	8%	N=47
Non-Faculty Employee (Staff or Management)	34%	N=204
Tenure-track faculty	12%	N=74
Non-tenure track faculty (Lecturer)	8%	N=50
I am not a student, staff or faculty member at San José State University	0%	N=0

**Table 2: Question #1 without "don't know" responses**

Please rate each of the following aspects of quality of life in San José.	Excellent		Good		Fair		Poor		Total	
San José as a place to live	9%	N=48	36%	N=200	31%	N=176	24%	N=135	100%	N=559
San José as a place to work	15%	N=81	43%	N=238	32%	N=177	9%	N=52	100%	N=548
The overall quality of life in San José	7%	N=40	36%	N=208	37%	N=214	20%	N=114	100%	N=576
Sense of community	5%	N=31	25%	N=144	38%	N=218	32%	N=183	100%	N=576
San José as a city in which to teach or study	13%	N=74	42%	N=237	32%	N=184	13%	N=72	100%	N=567

**Table 3: Question #1 with "don't know" responses**

Please rate each of the following aspects of quality of life in San José.	Excellent		Good		Fair		Poor		Don't know		Total	
San José as a place to live	8%	N=48	34%	N=200	30%	N=176	23%	N=135	5%	N=31	100%	N=590
San José as a place to work	14%	N=81	40%	N=238	30%	N=177	9%	N=52	7%	N=43	100%	N=591
The overall quality of life in San José	7%	N=40	35%	N=208	36%	N=214	19%	N=114	3%	N=15	100%	N=591
Sense of community	5%	N=31	24%	N=144	37%	N=218	31%	N=183	2%	N=13	100%	N=589
San José as a city in which to teach or study	13%	N=74	40%	N=237	31%	N=184	12%	N=72	4%	N=25	100%	N=592

**Table 4: Question #2 without "don't know" responses**

Please rate each of the following characteristics as they relate to San José as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall quality of the transportation system (auto, bicycle, foot, bus) in San José	8%	N=45	31%	N=174	36%	N=200	25%	N=143	100%	N=562
Overall design or layout of San José's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	4%	N=22	28%	N=162	42%	N=242	26%	N=146	100%	N=572
Overall quality of the utility infrastructure in San José (water, sewer, storm water, electric/gas)	6%	N=31	37%	N=202	37%	N=200	20%	N=106	100%	N=539
Overall feeling of safety in San José	3%	N=16	18%	N=107	36%	N=213	43%	N=251	100%	N=587
Overall quality of natural environment in San José	5%	N=29	28%	N=163	40%	N=230	26%	N=151	100%	N=573
Overall quality of parks and recreation opportunities	9%	N=50	29%	N=165	39%	N=216	23%	N=129	100%	N=560
Overall health and wellness opportunities in San José	8%	N=44	35%	N=187	39%	N=209	17%	N=92	100%	N=532
Overall opportunities for education, culture and the arts	15%	N=86	42%	N=240	34%	N=193	10%	N=55	100%	N=574
Residents' connection and engagement with their community	5%	N=27	25%	N=129	41%	N=218	29%	N=152	100%	N=526

**Table 5: Question #2 with "don't know" responses**

Please rate each of the following characteristics as they relate to San José as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall quality of the transportation system (auto, bicycle, foot, bus) in San José	8%	N=45	29%	N=174	34%	N=200	24%	N=143	5%	N=31	100%	N=593
Overall design or layout of San José's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	4%	N=22	28%	N=162	41%	N=242	25%	N=146	3%	N=17	100%	N=589
Overall quality of the utility infrastructure in San José (water, sewer, storm water, electric/gas)	5%	N=31	34%	N=202	34%	N=200	18%	N=106	9%	N=52	100%	N=591
Overall feeling of safety in San José	3%	N=16	18%	N=107	36%	N=213	42%	N=251	1%	N=4	100%	N=591
Overall quality of natural environment in San José	5%	N=29	28%	N=163	39%	N=230	26%	N=151	2%	N=14	100%	N=587
Overall quality of parks and recreation opportunities	8%	N=50	28%	N=165	37%	N=216	22%	N=129	5%	N=30	100%	N=590
Overall health and wellness opportunities in San José	7%	N=44	32%	N=187	35%	N=209	16%	N=92	10%	N=57	100%	N=589
Overall opportunities for education, culture and the arts	15%	N=86	41%	N=240	33%	N=193	9%	N=55	3%	N=17	100%	N=591
Residents' connection and engagement with their community	5%	N=27	22%	N=129	37%	N=218	26%	N=152	11%	N=64	100%	N=590

**Table 6: Question #3 without "don't know" responses**

Please indicate how likely or unlikely you are to do each of the following.	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in San José to someone who asks	9%	N=50	34%	N=192	24%	N=138	33%	N=187	100%	N=567
Remain in San José for the next five years	27%	N=148	28%	N=156	17%	N=94	29%	N=159	100%	N=557
Recommend studying in San José to someone who asks	23%	N=130	49%	N=274	16%	N=89	12%	N=67	100%	N=560

**Table 7: Question #3 with "don't know" responses**

Please indicate how likely or unlikely you are to do each of the following.	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in San José to someone who asks	9%	N=50	33%	N=192	24%	N=138	32%	N=187	3%	N=17	100%	N=584
Remain in San José for the next five years	25%	N=148	26%	N=156	16%	N=94	27%	N=159	6%	N=34	100%	N=591
Recommend studying in San José to someone who asks	22%	N=130	46%	N=274	15%	N=89	11%	N=67	5%	N=31	100%	N=591



**Table 8: Question #4 without "don't know" responses**

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
In San José's downtown during the day	15%	N=88	36%	N=210	13%	N=74	24%	N=141	11%	N=65	100%	N=578
From property crime	5%	N=26	22%	N=123	18%	N=99	32%	N=182	24%	N=133	100%	N=563
From violent crime	9%	N=49	24%	N=137	18%	N=102	31%	N=181	18%	N=106	100%	N=575
From fire, flood or other natural disaster	20%	N=110	38%	N=215	26%	N=144	11%	N=60	5%	N=30	100%	N=559
On SJSU campus during the day	43%	N=252	39%	N=230	9%	N=52	6%	N=38	2%	N=12	100%	N=590
On SJSU campus after dark	7%	N=37	25%	N=139	12%	N=67	33%	N=184	24%	N=133	100%	N=560
In San José's downtown after dark	2%	N=14	10%	N=59	10%	N=57	28%	N=162	49%	N=283	100%	N=575

**Table 9: Question #4 with "don't know" responses**

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In San José's downtown during the day	15%	N=88	36%	N=210	13%	N=74	24%	N=141	11%	N=65	1%	N=5	100%	N=583
From property crime	4%	N=26	21%	N=123	17%	N=99	31%	N=182	23%	N=133	4%	N=24	100%	N=587
From violent crime	8%	N=49	23%	N=137	17%	N=102	31%	N=181	18%	N=106	2%	N=13	100%	N=588
From fire, flood or other natural disaster	19%	N=110	37%	N=215	25%	N=144	10%	N=60	5%	N=30	5%	N=28	100%	N=587
On SJSU campus during the day	43%	N=252	39%	N=230	9%	N=52	6%	N=38	2%	N=12	1%	N=6	100%	N=590
On SJSU campus after dark	6%	N=37	23%	N=139	11%	N=67	31%	N=184	22%	N=133	5%	N=32	100%	N=592
In San José's downtown after dark	2%	N=14	10%	N=59	10%	N=57	27%	N=162	48%	N=283	3%	N=15	100%	N=590

**Table 10: Question #5 without "don't know" responses**

Please rate the job you feel the San José community does at each of the following.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Making all residents feel welcome	9%	N=50	30%	N=158	38%	N=200	23%	N=120	100%	N=528
Attracting people from diverse backgrounds	28%	N=154	43%	N=236	20%	N=111	8%	N=46	100%	N=547
Valuing/respecting residents from diverse backgrounds	21%	N=112	39%	N=213	27%	N=149	13%	N=71	100%	N=545
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	5%	N=23	14%	N=71	29%	N=146	53%	N=271	100%	N=511

**Table 11: Question #5 with "don't know" responses**

Please rate the job you feel the San José community does at each of the following.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Making all residents feel welcome	9%	N=50	27%	N=158	34%	N=200	21%	N=120	9%	N=54	100%	N=582
Attracting people from diverse backgrounds	26%	N=154	41%	N=236	19%	N=111	8%	N=46	6%	N=35	100%	N=582
Valuing/respecting residents from diverse backgrounds	19%	N=112	37%	N=213	26%	N=149	12%	N=71	7%	N=38	100%	N=583
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	4%	N=23	12%	N=71	25%	N=146	47%	N=271	12%	N=71	100%	N=582

**Table 12: Question #6 without "don't know" responses**

Please rate each of the following characteristics as they relate to San José as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall quality of business and service establishments in San José	11%	N=59	46%	N=254	32%	N=177	11%	N=59	100%	N=549
Variety of business and service establishments in San José	18%	N=102	42%	N=236	26%	N=146	13%	N=74	100%	N=558
Vibrancy of downtown/commercial area	8%	N=45	23%	N=128	38%	N=209	30%	N=165	100%	N=547
Employment opportunities	14%	N=70	42%	N=208	34%	N=172	10%	N=49	100%	N=499
Shopping opportunities	19%	N=103	39%	N=214	28%	N=153	15%	N=82	100%	N=552
Cost of living in San José	0%	N=2	2%	N=9	15%	N=85	83%	N=464	100%	N=560
Overall image or reputation of San José	4%	N=25	26%	N=144	43%	N=243	27%	N=151	100%	N=563

**Table 13: Question #6 with "don't know" responses**

Please rate each of the following characteristics as they relate to San José as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall quality of business and service establishments in San José	10%	N=59	45%	N=254	31%	N=177	10%	N=59	4%	N=21	100%	N=570
Variety of business and service establishments in San José	18%	N=102	41%	N=236	25%	N=146	13%	N=74	3%	N=16	100%	N=574
Vibrancy of downtown/commercial area	8%	N=45	22%	N=128	36%	N=209	29%	N=165	5%	N=28	100%	N=575
Employment opportunities	12%	N=70	36%	N=208	30%	N=172	9%	N=49	13%	N=75	100%	N=574
Shopping opportunities	18%	N=103	37%	N=214	27%	N=153	14%	N=82	4%	N=22	100%	N=574
Cost of living in San José	0%	N=2	2%	N=9	15%	N=85	81%	N=464	3%	N=16	100%	N=576
Overall image or reputation of San José	4%	N=25	25%	N=144	42%	N=243	26%	N=151	2%	N=12	100%	N=575

**Table 14: Question #7 without "don't know" responses**

Please rate each of the following characteristics as they relate to San José as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	2%	N=12	20%	N=113	42%	N=234	35%	N=193	100%	N=552
Ease of public parking	3%	N=15	15%	N=84	34%	N=185	48%	N=263	100%	N=547
Ease of travel by car in San José	7%	N=40	32%	N=177	38%	N=211	22%	N=124	100%	N=552
Ease of travel by public transportation in San José	6%	N=29	23%	N=107	35%	N=162	36%	N=167	100%	N=465
Ease of travel by bicycle in San José	8%	N=30	28%	N=110	39%	N=153	26%	N=102	100%	N=395
Ease of walking in San José	9%	N=47	33%	N=177	37%	N=201	22%	N=119	100%	N=544
Well-planned residential growth	3%	N=12	14%	N=58	33%	N=135	50%	N=204	100%	N=409
Well-planned commercial growth	4%	N=15	22%	N=87	36%	N=145	38%	N=154	100%	N=401
Well-designed neighborhoods	3%	N=16	18%	N=83	45%	N=214	34%	N=161	100%	N=474
Preservation of the historical or cultural character of the community	7%	N=34	35%	N=165	35%	N=164	23%	N=106	100%	N=469
Public places where people want to spend time	4%	N=21	26%	N=142	41%	N=220	29%	N=158	100%	N=541
Variety of housing options	3%	N=16	11%	N=56	32%	N=165	54%	N=281	100%	N=518
Availability of affordable quality housing	1%	N=6	3%	N=16	10%	N=52	86%	N=447	100%	N=521
Overall quality of new development in San José	3%	N=14	23%	N=99	43%	N=181	31%	N=130	100%	N=424
Overall appearance of San José	3%	N=19	25%	N=139	45%	N=249	27%	N=151	100%	N=558
Cleanliness of San José	1%	N=8	15%	N=84	38%	N=212	46%	N=260	100%	N=564
Water resources (beaches, lakes, ponds, riverways, etc.)	3%	N=15	18%	N=87	37%	N=177	42%	N=199	100%	N=478
Air quality	3%	N=18	28%	N=151	52%	N=283	17%	N=94	100%	N=546
Availability of paths and walking trails	8%	N=40	32%	N=165	41%	N=209	20%	N=101	100%	N=515
Fitness opportunities (including exercise classes and paths or trails, etc.)	12%	N=58	35%	N=167	37%	N=173	16%	N=74	100%	N=472
Recreational opportunities	12%	N=55	33%	N=158	37%	N=178	18%	N=84	100%	N=475
Availability of affordable quality food	6%	N=32	30%	N=161	37%	N=198	27%	N=148	100%	N=539
Availability of affordable quality health care	5%	N=22	27%	N=117	37%	N=159	31%	N=135	100%	N=433

San José State University Survey Results 2022

Please rate each of the following characteristics as they relate to San José as a whole.	Excellent		Good		Fair		Poor		Total	
Availability of preventive health services	6%	N=23	29%	N=116	39%	N=159	27%	N=109	100%	N=407
Availability of affordable quality mental health care	4%	N=16	13%	N=51	32%	N=122	51%	N=197	100%	N=386
Opportunities to attend cultural/arts/music activities	15%	N=75	41%	N=206	33%	N=164	12%	N=58	100%	N=503
Community support for the arts	11%	N=53	41%	N=192	34%	N=160	14%	N=64	100%	N=469
Availability of affordable quality childcare/preschool	4%	N=12	15%	N=42	28%	N=76	52%	N=142	100%	N=272
K-12 education	6%	N=18	29%	N=91	42%	N=132	23%	N=73	100%	N=314
Adult educational opportunities	10%	N=38	43%	N=165	37%	N=141	10%	N=40	100%	N=384
Sense of civic/community pride	5%	N=23	28%	N=131	43%	N=198	24%	N=112	100%	N=464
Neighborliness of residents in San José	5%	N=24	23%	N=111	43%	N=205	29%	N=139	100%	N=479
Opportunities to participate in social events and activities	10%	N=49	37%	N=174	39%	N=183	14%	N=68	100%	N=474
Opportunities to attend special events and festivals	13%	N=64	38%	N=189	35%	N=173	14%	N=68	100%	N=494
Opportunities to volunteer	19%	N=82	43%	N=185	30%	N=129	8%	N=33	100%	N=429
Opportunities to participate in community matters	12%	N=48	40%	N=165	36%	N=149	13%	N=53	100%	N=415
Openness and acceptance of the community toward people of diverse backgrounds	18%	N=91	39%	N=197	31%	N=159	12%	N=60	100%	N=507

**Table 15: Question #7 with "don't know" responses**

Please rate each of the following characteristics as they relate to San José as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	2%	N=12	20%	N=113	41%	N=234	34%	N=193	3%	N=18	100%	N=570
Ease of public parking	3%	N=15	15%	N=84	32%	N=185	46%	N=263	4%	N=25	100%	N=572
Ease of travel by car in San José	7%	N=40	31%	N=177	37%	N=211	22%	N=124	4%	N=22	100%	N=574
Ease of travel by public transportation in San José	5%	N=29	19%	N=107	28%	N=162	29%	N=167	19%	N=107	100%	N=572
Ease of travel by bicycle in San José	5%	N=30	19%	N=110	27%	N=153	18%	N=102	31%	N=177	100%	N=572
Ease of walking in San José	8%	N=47	31%	N=177	35%	N=201	21%	N=119	4%	N=25	100%	N=569
Well-planned residential growth	2%	N=12	10%	N=58	24%	N=135	36%	N=204	28%	N=156	100%	N=565
Well-planned commercial growth	3%	N=15	15%	N=87	25%	N=145	27%	N=154	30%	N=168	100%	N=569
Well-designed neighborhoods	3%	N=16	15%	N=83	38%	N=214	28%	N=161	17%	N=94	100%	N=568
Preservation of the historical or cultural character of the community	6%	N=34	29%	N=165	29%	N=164	19%	N=106	17%	N=97	100%	N=566
Public places where people want to spend time	4%	N=21	25%	N=142	39%	N=220	28%	N=158	5%	N=30	100%	N=571
Variety of housing options	3%	N=16	10%	N=56	29%	N=165	49%	N=281	9%	N=52	100%	N=570
Availability of affordable quality housing	1%	N=6	3%	N=16	9%	N=52	79%	N=447	8%	N=46	100%	N=567
Overall quality of new development in San José	2%	N=14	18%	N=99	32%	N=181	23%	N=130	24%	N=137	100%	N=561
Overall appearance of San José	3%	N=19	25%	N=139	44%	N=249	27%	N=151	1%	N=8	100%	N=566
Cleanliness of San José	1%	N=8	15%	N=84	37%	N=212	46%	N=260	1%	N=7	100%	N=571
Water resources (beaches, lakes, ponds, riverways, etc.)	3%	N=15	15%	N=87	31%	N=177	35%	N=199	16%	N=88	100%	N=566
Air quality	3%	N=18	27%	N=151	50%	N=283	17%	N=94	4%	N=20	100%	N=566
Availability of paths and walking trails	7%	N=40	29%	N=165	37%	N=209	18%	N=101	9%	N=52	100%	N=567
Fitness opportunities (including exercise classes and paths or trails, etc.)	10%	N=58	30%	N=167	31%	N=173	13%	N=74	16%	N=93	100%	N=565
Recreational opportunities	10%	N=55	28%	N=158	32%	N=178	15%	N=84	16%	N=90	100%	N=565
Availability of affordable quality food	6%	N=32	29%	N=161	35%	N=198	26%	N=148	4%	N=24	100%	N=563
Availability of affordable quality health care	4%	N=22	21%	N=117	28%	N=159	24%	N=135	23%	N=126	100%	N=559

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Please rate each of the following characteristics as they relate to San José as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of preventive health services	4%	N=23	21%	N=116	28%	N=159	19%	N=109	27%	N=154	100%	N=561
Availability of affordable quality mental health care	3%	N=16	9%	N=51	22%	N=122	35%	N=197	31%	N=175	100%	N=561
Opportunities to attend cultural/arts/music activities	13%	N=75	37%	N=206	29%	N=164	10%	N=58	10%	N=57	100%	N=560
Community support for the arts	9%	N=53	34%	N=192	29%	N=160	11%	N=64	16%	N=92	100%	N=561
Availability of affordable quality childcare/preschool	2%	N=12	7%	N=42	14%	N=76	25%	N=142	52%	N=290	100%	N=562
K-12 education	3%	N=18	16%	N=91	24%	N=132	13%	N=73	44%	N=246	100%	N=560
Adult educational opportunities	7%	N=38	29%	N=165	25%	N=141	7%	N=40	32%	N=177	100%	N=561
Sense of civic/community pride	4%	N=23	23%	N=131	35%	N=198	20%	N=112	17%	N=97	100%	N=561
Neighborliness of residents in San José	4%	N=24	20%	N=111	37%	N=205	25%	N=139	14%	N=81	100%	N=560
Opportunities to participate in social events and activities	9%	N=49	31%	N=174	33%	N=183	12%	N=68	15%	N=82	100%	N=556
Opportunities to attend special events and festivals	11%	N=64	34%	N=189	31%	N=173	12%	N=68	11%	N=64	100%	N=558
Opportunities to volunteer	15%	N=82	33%	N=185	23%	N=129	6%	N=33	23%	N=128	100%	N=557
Opportunities to participate in community matters	9%	N=48	30%	N=165	27%	N=149	10%	N=53	25%	N=141	100%	N=556
Openness and acceptance of the community toward people of diverse backgrounds	16%	N=91	35%	N=197	29%	N=159	11%	N=60	9%	N=49	100%	N=556

**Table 16: Question #8**

<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	<b>No</b>		<b>Yes</b>		<b>Total</b>	
Contacted the City of San José (in-person, phone, email or web) for help or information	67%	N=376	33%	N=188	100%	N=564
Contacted San José elected officials (in-person, phone, email or web) to express your opinion	82%	N=464	18%	N=99	100%	N=563
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	83%	N=464	17%	N=98	100%	N=562
Watched (online or on television) a local public meeting	73%	N=410	27%	N=152	100%	N=562
Volunteered your time to some group/activity in San José	61%	N=345	39%	N=217	100%	N=562
Campaigned or advocated for a local issue, cause or candidate	78%	N=440	22%	N=121	100%	N=561
Voted in your most recent local election	30%	N=167	70%	N=394	100%	N=561
Used bus, rail, subway or other public transportation instead of driving	53%	N=299	47%	N=261	100%	N=560
Carpooled with other adults or children instead of driving alone	43%	N=244	57%	N=317	100%	N=561
Walked or biked instead of driving	34%	N=190	66%	N=372	100%	N=562



**Table 17: Question #9 without "don't know" responses**

Please rate the quality of each of the following services in San José.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Public information services	4%	N=17	39%	N=156	43%	N=171	14%	N=55	100%	N=399
Traffic enforcement	4%	N=21	31%	N=145	41%	N=190	24%	N=112	100%	N=468
Traffic signal timing	4%	N=21	36%	N=187	41%	N=210	19%	N=100	100%	N=518
Street repair	2%	N=11	22%	N=113	36%	N=189	40%	N=211	100%	N=524
Street cleaning	4%	N=22	27%	N=138	41%	N=209	28%	N=146	100%	N=515
Street lighting	6%	N=31	34%	N=175	38%	N=200	22%	N=115	100%	N=521
Sidewalk maintenance	5%	N=24	26%	N=138	43%	N=223	27%	N=139	100%	N=524
Bus or transit services	6%	N=27	31%	N=133	39%	N=168	24%	N=104	100%	N=432
Code enforcement (weeds, abandoned buildings, etc.)	3%	N=13	15%	N=55	37%	N=140	45%	N=169	100%	N=377
Affordable high-speed internet access	8%	N=36	31%	N=137	35%	N=154	26%	N=112	100%	N=439
Garbage collection	17%	N=78	41%	N=191	34%	N=159	8%	N=38	100%	N=466
Storm water management (storm drainage, dams, levees, etc.)	9%	N=33	37%	N=139	40%	N=148	14%	N=54	100%	N=374
Police services	7%	N=31	28%	N=128	40%	N=182	26%	N=118	100%	N=459
Crime prevention	3%	N=14	13%	N=60	33%	N=147	51%	N=228	100%	N=449
Ambulance or emergency medical services	17%	N=50	43%	N=131	33%	N=100	7%	N=22	100%	N=303
Fire services	24%	N=85	48%	N=167	23%	N=79	5%	N=16	100%	N=347
Preservation of natural areas (open space, farmlands and greenbelts)	7%	N=28	33%	N=144	35%	N=149	25%	N=109	100%	N=430
San José open space	7%	N=31	31%	N=132	38%	N=166	24%	N=103	100%	N=432
Recycling	12%	N=55	40%	N=183	30%	N=136	19%	N=87	100%	N=461
Yard waste pick-up	18%	N=63	40%	N=145	29%	N=106	13%	N=46	100%	N=360
City parks	10%	N=48	33%	N=159	38%	N=186	19%	N=92	100%	N=485
Recreation programs or classes	10%	N=31	34%	N=109	40%	N=126	16%	N=50	100%	N=316
Recreation centers or facilities	8%	N=28	39%	N=130	37%	N=122	15%	N=50	100%	N=330

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Please rate the quality of each of the following services in San José.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Health services	7%	N=26	38%	N=138	38%	N=139	18%	N=65	100%	N=368
Public library services	35%	N=171	43%	N=206	18%	N=85	4%	N=21	100%	N=483

**Table 18: Question #9 with "don't know" responses**

Please rate the quality of each of the following services in San José.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Public information services	3%	N=17	29%	N=156	31%	N=171	10%	N=55	27%	N=147	100%	N=546
Traffic enforcement	4%	N=21	26%	N=145	34%	N=190	20%	N=112	16%	N=89	100%	N=557
Traffic signal timing	4%	N=21	33%	N=187	38%	N=210	18%	N=100	7%	N=41	100%	N=559
Street repair	2%	N=11	20%	N=113	34%	N=189	38%	N=211	6%	N=34	100%	N=558
Street cleaning	4%	N=22	25%	N=138	37%	N=209	26%	N=146	8%	N=45	100%	N=560
Street lighting	6%	N=31	31%	N=175	36%	N=200	21%	N=115	7%	N=37	100%	N=558
Sidewalk maintenance	4%	N=24	25%	N=138	40%	N=223	25%	N=139	6%	N=36	100%	N=560
Bus or transit services	5%	N=27	24%	N=133	30%	N=168	19%	N=104	23%	N=128	100%	N=560
Code enforcement (weeds, abandoned buildings, etc.)	2%	N=13	10%	N=55	25%	N=140	30%	N=169	32%	N=178	100%	N=555
Affordable high-speed internet access	6%	N=36	25%	N=137	28%	N=154	20%	N=112	21%	N=117	100%	N=556
Garbage collection	14%	N=78	35%	N=191	29%	N=159	7%	N=38	16%	N=87	100%	N=553
Storm water management (storm drainage, dams, levees, etc.)	6%	N=33	25%	N=139	27%	N=148	10%	N=54	32%	N=180	100%	N=554
Police services	6%	N=31	23%	N=128	33%	N=182	21%	N=118	18%	N=98	100%	N=557
Crime prevention	3%	N=14	11%	N=60	26%	N=147	41%	N=228	19%	N=107	100%	N=556
Ambulance or emergency medical services	9%	N=50	24%	N=131	18%	N=100	4%	N=22	45%	N=250	100%	N=553
Fire services	16%	N=85	30%	N=167	14%	N=79	3%	N=16	37%	N=201	100%	N=548
Preservation of natural areas (open space, farmlands and greenbelts)	5%	N=28	26%	N=144	27%	N=149	20%	N=109	22%	N=120	100%	N=550
San José open space	6%	N=31	24%	N=132	30%	N=166	19%	N=103	21%	N=117	100%	N=549
Recycling	10%	N=55	33%	N=183	25%	N=136	16%	N=87	16%	N=91	100%	N=552
Yard waste pick-up	11%	N=63	26%	N=145	19%	N=106	8%	N=46	35%	N=191	100%	N=551
City parks	9%	N=48	29%	N=159	34%	N=186	17%	N=92	12%	N=68	100%	N=553
Recreation programs or classes	6%	N=31	20%	N=109	23%	N=126	9%	N=50	43%	N=235	100%	N=551
Recreation centers or facilities	5%	N=28	24%	N=130	22%	N=122	9%	N=50	40%	N=221	100%	N=551

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Please rate the quality of each of the following services in San José.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Health services	5%	N=26	25%	N=138	25%	N=139	12%	N=65	33%	N=179	100%	N=547
Public library services	31%	N=171	37%	N=206	15%	N=85	4%	N=21	13%	N=69	100%	N=552

**Table 19: Question #10 without "don't know" responses**

Please rate the following categories of San José government performance.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The overall direction that San José is taking	4%	N=19	28%	N=126	36%	N=160	32%	N=144	100%	N=449
The job San José government does at welcoming resident involvement	5%	N=19	26%	N=102	37%	N=144	31%	N=121	100%	N=386
Overall confidence in San José government	4%	N=17	24%	N=112	36%	N=165	36%	N=168	100%	N=462
Generally acting in the best interest of the community	5%	N=22	28%	N=128	34%	N=155	34%	N=155	100%	N=460
Being open and transparent to the public	5%	N=19	24%	N=99	38%	N=162	33%	N=141	100%	N=421
Informing residents about issues facing the community	5%	N=20	25%	N=109	36%	N=158	34%	N=149	100%	N=436

**Table 20: Question #10 with "don't know" responses**

Please rate the following categories of San José government performance.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The overall direction that San José is taking	3%	N=19	23%	N=126	29%	N=160	26%	N=144	18%	N=98	100%	N=547
The job San José government does at welcoming resident involvement	4%	N=19	19%	N=102	27%	N=144	22%	N=121	29%	N=156	100%	N=542
Overall confidence in San José government	3%	N=17	20%	N=112	30%	N=165	31%	N=168	16%	N=87	100%	N=549
Generally acting in the best interest of the community	4%	N=22	23%	N=128	28%	N=155	28%	N=155	16%	N=87	100%	N=547
Being open and transparent to the public	3%	N=19	18%	N=99	30%	N=162	26%	N=141	23%	N=126	100%	N=547
Informing residents about issues facing the community	4%	N=20	20%	N=109	29%	N=158	27%	N=149	20%	N=112	100%	N=548

**Table 21: Question #11 without "don't know" responses**

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The City of San José	5%	N=22	31%	N=147	41%	N=196	23%	N=110	100%	N=475
The Federal Government	4%	N=18	27%	N=125	42%	N=194	27%	N=127	100%	N=464
Santa Clara County Government	9%	N=39	35%	N=157	37%	N=165	19%	N=86	100%	N=447
The State Government	5%	N=22	34%	N=160	39%	N=184	22%	N=103	100%	N=469

**Table 22: Question #11 with "don't know" responses**

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The City of San José	4%	N=22	27%	N=147	36%	N=196	20%	N=110	13%	N=72	100%	N=547
The Federal Government	3%	N=18	23%	N=125	35%	N=194	23%	N=127	15%	N=83	100%	N=547
Santa Clara County Government	7%	N=39	29%	N=157	30%	N=165	16%	N=86	18%	N=99	100%	N=546
The State Government	4%	N=22	29%	N=160	34%	N=184	19%	N=103	14%	N=77	100%	N=546

**Table 23: Question #12**

Please rate how important, if at all, you think it is for the San José community to focus on each of the following in the coming two years.	Essential		Very important		Somewhat important		Not at all important		Total	
Overall economic health of San José	46%	N=238	35%	N=183	17%	N=88	2%	N=13	100%	N=522
Overall quality of the transportation system (auto, bicycle, foot, bus) in San José	45%	N=245	36%	N=198	16%	N=88	2%	N=13	100%	N=544
Overall design or layout of San José's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	36%	N=194	36%	N=193	25%	N=138	3%	N=17	100%	N=542
Overall quality of the utility infrastructure in San José (water, sewer, storm water, electric/gas)	49%	N=266	36%	N=195	15%	N=79	1%	N=3	100%	N=543
Overall feeling of safety in San José	66%	N=360	24%	N=129	10%	N=54	1%	N=5	100%	N=548
Overall quality of natural environment in San José	43%	N=231	37%	N=199	19%	N=105	1%	N=8	100%	N=543
Overall quality of parks and recreation opportunities	32%	N=172	44%	N=236	23%	N=124	1%	N=8	100%	N=540
Overall health and wellness opportunities in San José	42%	N=226	37%	N=198	21%	N=111	1%	N=6	100%	N=541
Overall opportunities for education, culture and the arts	39%	N=214	40%	N=218	19%	N=105	2%	N=10	100%	N=547
Residents' connection and engagement with their community	24%	N=131	41%	N=223	29%	N=159	6%	N=32	100%	N=545

**Table 24: Question #13**

Please rate how important, if at all, you think it is for the City to focus on each of the following:	Essential		Very important		Somewhat important		Not at all important		Total	
Displacement of residents (due to housing prices, etc.)	67%	N=365	23%	N=126	9%	N=47	2%	N=10	100%	N=548
Displacement of small businesses (due to costs, gentrification, etc.)	51%	N=281	34%	N=187	12%	N=67	2%	N=13	100%	N=548

**Table 25: Question #14 without "don't know" responses**

Please rate the quality of each of the following services in San José.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Graffiti removal	6%	N=25	27%	N=108	41%	N=162	26%	N=101	100%	N=396
Gang prevention efforts	6%	N=16	22%	N=62	29%	N=84	44%	N=125	100%	N=287
Overall ease of using Mineta San José International Airport	32%	N=147	46%	N=212	17%	N=79	5%	N=21	100%	N=459
Availability of flights at Mineta San José International Airport	23%	N=104	48%	N=219	22%	N=98	7%	N=31	100%	N=452

**Table 26: Question #14 with "don't know" responses**

Please rate the quality of each of the following services in San José.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Graffiti removal	5%	N=25	20%	N=108	30%	N=162	18%	N=101	28%	N=151	100%	N=547
Gang prevention efforts	3%	N=16	11%	N=62	15%	N=84	23%	N=125	48%	N=261	100%	N=548
Overall ease of using Mineta San José International Airport	27%	N=147	39%	N=212	14%	N=79	4%	N=21	16%	N=88	100%	N=547
Availability of flights at Mineta San José International Airport	19%	N=104	40%	N=219	18%	N=98	6%	N=31	17%	N=95	100%	N=547



**Table 27: Question #15**

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in San José?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Visited a neighborhood park or City park	23%	N=122	26%	N=138	34%	N=182	18%	N=96	100%	N=539
Used San José recreation centers or their services	6%	N=31	8%	N=42	25%	N=135	61%	N=330	100%	N=539
Used San José public libraries or their services	19%	N=103	24%	N=132	31%	N=167	26%	N=142	100%	N=544
Visited the City of San José website (at www.sanjoseca.gov)	3%	N=16	11%	N=61	46%	N=252	40%	N=215	100%	N=544
Attended City-sponsored events	1%	N=5	4%	N=20	35%	N=190	60%	N=329	100%	N=544

**Table 28: Question #16 without "don't know" responses**

How confident, if at all, are you that each of these transportation projects will be completed in the next ten years?	Not confident		Slightly confident		Moderately confident		Very confident		Total	
	%	N	%	N	%	N	%	N	%	N
BART Phase II to Downtown San Jose	40%	N=179	30%	N=134	22%	N=97	9%	N=40	100%	N=450
High-Speed Rail to Downtown San Jose	60%	N=269	20%	N=91	15%	N=65	4%	N=20	100%	N=445

**Table 29: Question #16 with "don't know" responses**

How confident, if at all, are you that each of these transportation projects will be completed in the next ten years?	Not confident		Slightly confident		Moderately confident		Very confident		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
BART Phase II to Downtown San Jose	33%	N=179	24%	N=134	18%	N=97	7%	N=40	18%	N=99	100%	N=549
High-Speed Rail to Downtown San Jose	49%	N=269	17%	N=91	12%	N=65	4%	N=20	18%	N=100	100%	N=545

**Table 30: Question D1 without "don't know" responses**

Thinking about a typical week, how many times do you:	Several times a day		Once a day		A few times a week		Every few weeks		Less often or never		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Access the internet from your home using a computer, laptop or tablet computer	94%	N=512	3%	N=18	2%	N=10	0%	N=0	1%	N=5	100%	N=545
Access the internet from your cell phone	91%	N=498	4%	N=21	3%	N=14	1%	N=3	2%	N=9	100%	N=545
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	64%	N=343	10%	N=53	7%	N=38	3%	N=18	16%	N=88	100%	N=540
Use or check email	92%	N=499	5%	N=29	2%	N=12	0%	N=2	0%	N=2	100%	N=544
Share your opinions online	12%	N=62	5%	N=29	13%	N=69	18%	N=95	52%	N=274	100%	N=529
Shop online	11%	N=60	5%	N=29	32%	N=172	40%	N=219	12%	N=63	100%	N=543

**Table 31: Question D1 with "don't know" responses**

Thinking about a typical week, how many times do you:	Several times a day		Once a day		A few times a week		Every few weeks		Less often or never		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Access the internet from your home using a computer, laptop or tablet computer	93%	N=512	3%	N=18	2%	N=10	0%	N=0	1%	N=5	1%	N=4	100%	N=549
Access the internet from your cell phone	91%	N=498	4%	N=21	3%	N=14	1%	N=3	2%	N=9	1%	N=5	100%	N=550
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	63%	N=343	10%	N=53	7%	N=38	3%	N=18	16%	N=88	1%	N=6	100%	N=546
Use or check email	91%	N=499	5%	N=29	2%	N=12	0%	N=2	0%	N=2	1%	N=4	100%	N=548
Share your opinions online	11%	N=62	5%	N=29	13%	N=69	17%	N=95	50%	N=274	3%	N=19	100%	N=548
Shop online	11%	N=60	5%	N=29	31%	N=172	40%	N=219	12%	N=63	1%	N=4	100%	N=547

**Table 32: Veteran Status**

<b>Have you ever served on active duty in the U.S. Armed Forces, Reserves or National Guard?</b>	<b>Percent</b>	<b>Number</b>
Never served in the military	97%	N=529
Now on active duty	0%	N=1
On active duty in the past, but not now	2%	N=13
Total	100%	N=543

**Table 33: San Jose Resident Status**

<b>Do you live inside the boundaries of San José?</b>	<b>Percent</b>	<b>Number</b>
Yes	77%	N=428
No	23%	N=127
Total	100%	N=555

**Table 34: Frequency of Commute**

<b>How many days a week do you commute into San José? (if non-resident)</b>	<b>Percent</b>	<b>Number</b>
1 day or fewer per week	15%	N=19
2-3 days per week	48%	N=61
4-5 days per week	25%	N=31
5 or more days per week	12%	N=15
Total	100%	N=126

**Table 35: Length of Residency in San Jose**

<b>How many years have you lived in San José? (if resident)</b>	<b>Percent</b>	<b>Number</b>
Less than 2 years	20%	N=82
2 to 5 years	15%	N=62
6 to 10 years	11%	N=44
11 to 20 years	15%	N=59
More than 20 years	39%	N=158
Total	100%	N=405

**Table 36: Type of Housing**

<b>Which best describes the building you live in?</b>	<b>Percent</b>	<b>Number</b>
One family house detached from any other houses	47%	N=261
Building with two or more homes (duplex, townhome, apartment or condominium)	40%	N=225
Mobile home	2%	N=10
Student housing	8%	N=45
Other	3%	N=16
Total	100%	N=557

**Table 37: Housing Tenure**

<b>Do you rent or own your home?</b>	<b>Percent</b>	<b>Number</b>
Rent	56%	N=310
Own	44%	N=243
Total	100%	N=553

**Table 38: Housing Costs**

<b>About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?</b>	<b>Percent</b>	<b>Number</b>
Less than \$500 per month	3%	N=16
\$500 to \$999 per month	6%	N=31
\$1,000 to \$1,499 per month	9%	N=50
\$1,500 to \$1,999 per month	15%	N=80
\$2,000 to \$2,499 per month	20%	N=104
\$2,500 to \$2,999 per month	17%	N=92
\$3,000 to \$3,499 per month	11%	N=61
\$3,500 or more per month	19%	N=99
Total	100%	N=533

**Table 39: Annual Household Income**

<b>How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)</b>	<b>Percent</b>	<b>Number</b>
Less than \$25,000	15%	N=82
\$25,000 to \$49,999	9%	N=50
\$50,000 to \$74,999	19%	N=99
\$75,000 to \$99,999	16%	N=85
\$100,000 to \$149,999	17%	N=89
\$150,000 or more	24%	N=129
Total	100%	N=534

**Table 40: Ethnicity**

<b>Are you Spanish, Hispanic or Latino?</b>	<b>Percent</b>	<b>Number</b>
No, not Spanish, Hispanic or Latino	77%	N=426
Yes, I consider myself to be Spanish, Hispanic or Latino	23%	N=124
Total	100%	N=550

**Table 41: Race**

<b>What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.) Total may exceed 100% as respondents could select more than one option.</b>	<b>Percent</b>	<b>Number</b>
American Indian/Alaskan Native	4%	N=21
Asian/Asian Indian or Pacific Islander	26%	N=143
Black or African American	5%	N=26
White	55%	N=301
Other	19%	N=104

**Table 42: Age**

<b>In which category is your age?</b>	<b>Percent</b>	<b>Number</b>
18 to 24 years	25%	N=140
25 to 34 years	21%	N=115
35 to 44 years	19%	N=107
45 to 54 years	14%	N=80
55 to 64 years	12%	N=68
65 to 74 years	7%	N=37
75 years or older	1%	N=5
Total	100%	N=552

**Table 43: Assigned Birth Sex**

<b>What is your gender?</b>	<b>Percent</b>	<b>Number</b>
Female	61%	N=336
Male	36%	N=196
Identify in another way	4%	N=20
Total	100%	N=552

**Table 44: Class Standing**

<b>What is your current academic class standing?</b>	<b>Percent</b>	<b>Number</b>
<b>Note: This question was only asked of part-time or full-time students</b>		
Freshman	14%	N=36
Sophomore	8%	N=20
Junior	28%	N=71
Senior	22%	N=56
Graduate student	28%	N=70
Professional student	0%	N=1
Total	100%	N=254

**Table 45: Student Living Situation**

<b>Which best describes your current living situation?</b> <b>Note: This question was only asked of part-time or full-time students</b>	<b>Percent</b>	<b>Number</b>
I live in student housing with no roommates	2%	N=6
I live in student housing with 1 roommate	7%	N=17
I live in student housing with 2 or more roommates	8%	N=21
I live off-campus with no roommates	28%	N=70
I live off-campus with 1 roommate	20%	N=49
I live off-campus with 2 or more roommates	34%	N=85
Total	100%	N=248

**Table 46: Student Employment Status**

<b>What is your current employment status?</b> <b>Note: This question was only asked of part-time or full-time students.</b>	<b>Percent</b>	<b>Number</b>
Working part-time for pay	38%	N=97
Working full-time for pay	13%	N=34
Unemployed, looking for paid work	30%	N=76
Unemployed, not looking for paid work	18%	N=45
Total	100%	N=252



**Table 47: Length of Faculty Employment**

<b>How long have you been a member of San José State University's faculty?</b> <b>Note: This question was only asked of faculty.</b>	<b>Percent</b>	<b>Number</b>
Less than 2 years	9%	N=11
2-5 years	29%	N=34
6-10 years	16%	N=19
10-20 years	24%	N=28
More than 20 years	23%	N=27
Total	100%	N=119

**Table 48: Length of Staff Employment**

<b>How long have you been a staff member of San José State University?</b> <b>Note: This question was only asked of staff.</b>	<b>Percent</b>	<b>Number</b>
Less than 2 years	17%	N=33
2-5 years	31%	N=61
6-10 years	17%	N=33
10-20 years	22%	N=43
More than 20 years	14%	N=28
Total	100%	N=198

# Survey Responses Over Time (2019, 2020, 2022)

The tables on the pages that follow compare the results of the SJSU from 2019, 2020 and 2022. For most of the questions, one number appears for each question. Responses have been summarized to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who participated in an activity at least once. It should be noted that when a table that does include all responses (not a single number) for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Chi-square or ANOVA tests of significance were applied to responses by year. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant. Statistical testing was not performed on multiple response questions.

Each column in the following tables is labeled with a letter for each subgroup being compared. For each pair of subgroups ratings within a row (a single question item) that has a statistically significant difference, an upper case letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no upper case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table 49 on the next page, respondents in 2020 (B) gave higher ratings to San José as a place to live than did respondents in 2019 or 2022. This is denoted by the “A” and “C” listed in the cell for the 2020 results.

**Table 49: Question #1**

<b>Please rate each of the following aspects of quality of life in San Jose: Percent excellent or good</b>	<b>2019 (A)</b>	<b>2020 (B)</b>	<b>2022 (C)</b>
San José as a place to live	40%	50% A C	44%
San José as a place to work	66% C	66% C	58%
The overall quality of life in San José	46%	49% C	43%
Sense of community	28%	33% A	30%
San José as a city in which to teach or study	62% C	60%	55%

**Table 50: Question #2**

<b>Please rate each of the following characteristics as they relate to San Jose as a whole: Percent excellent or good</b>	<b>2019 (A)</b>	<b>2020 (B)</b>	<b>2022 (C)</b>
Overall quality of the transportation system (auto, bicycle, foot, bus) in San José	46% C	41%	39%
Overall design or layout of San José's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	34%	40% A C	32%
Overall quality of the utility infrastructure in San José (water, sewer, storm water, electric/gas)	.	48%	43%
Overall feeling of safety in San José	27% C	28% C	21%
Overall quality of natural environment in San José	38%	37%	34%
Overall quality of parks and recreation opportunities	.	45% C	38%
Overall health and wellness opportunities in San José	43%	48%	43%
Overall opportunities for education, culture and the arts	67% B C	59%	57%

**Table 51: Question #3**

<b>Please indicate how likely or unlikely you are to do each of the following: Percent very or somewhat likely</b>	<b>2019 (A)</b>	<b>2020 (B)</b>	<b>2022 (C)</b>
Recommend living in San José to someone who asks	42%	51% A C	43%
Remain in San José for the next five years	57%	62% C	55%
Recommend studying in San José to someone who asks	71%	75%	72%

**Table 52: Question #4**

<b>Please rate how safe or unsafe you feel: Percent very or somewhat safe</b>	<b>2019 (A)</b>	<b>2020 (B)</b>	<b>2022 (C)</b>
In San José's downtown during the day	61% C	58% C	52%
From property crime	29%	33% C	26%
From violent crime	42% C	38% C	32%
On SJSU campus during the day	81%	81%	83%
On SJSU campus after dark	36%	33%	31%
In San José's downtown after dark	19% B C	13%	13%

**Table 53: Question #5**

<b>Please rate the job you feel the San José community does at each of the following. Percent excellent or good</b>	<b>2019 (A)</b>	<b>2020 (B)</b>	<b>2022 (C)</b>
Making all residents feel welcome	.	41%	39%
Attracting people from diverse backgrounds	.	68%	71%
Valuing/respecting residents from diverse backgrounds	.	60%	60%
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	.	21%	18%

**Table 54: Question #6**

<b>Please rate each of the following characteristics as they relate to San Jose as a whole: Percent excellent or good</b>	<b>2019</b>	<b>2020</b>	<b>2022</b>
	<b>(A)</b>	<b>(B)</b>	<b>(C)</b>
Overall quality of business and service establishments in San José	48%	59% A	57% A
Vibrancy of downtown/commercial area	34%	38% C	32%
Employment opportunities	57%	55%	56%
Shopping opportunities	69% B C	58%	57%
Cost of living in San José	4%	6% A C	2%
Overall image or reputation of San José	38% C	35% C	30%

**Table 55: Question #7**

<b>Please rate each of the following characteristics as they relate to San Jose as a whole: Percent excellent or good</b>	<b>2019</b>	<b>2020</b>	<b>2022</b>
	<b>(A)</b>	<b>(B)</b>	<b>(C)</b>
Traffic flow on major streets	20%	26% A	23%
Ease of public parking	11%	21% A	18% A
Ease of travel by car in San José	24%	41% A	39% A
Ease of travel by public transportation in San José	27%	32%	29%
Ease of travel by bicycle in San José	44% C	40%	35%
Ease of walking in San José	50% C	46%	41%
Public places where people want to spend time	30%	34%	30%
Variety of housing options	12%	20% A C	14%
Availability of affordable quality housing	3%	7% A C	4%
Overall quality of new development in San José	43% B C	31%	27%
Overall appearance of San José	28%	31%	28%
Cleanliness of San José	20%	18%	16%
Air quality	34% B	28%	31%
Availability of paths and walking trails	45%	43%	40%
Fitness opportunities (including exercise classes and paths or trails, etc.)	44%	50% A	48%
Recreational opportunities	43%	47%	45%
Availability of affordable quality food	38%	47% A C	36%
Availability of affordable quality health care	40% C	39% C	32%
Availability of preventive health services	40%	41% C	34%
Availability of affordable quality mental health care	24% C	25% C	17%
Opportunities to attend cultural/arts/music activities	65% B C	54%	56%
Availability of affordable quality childcare/preschool	21%	24%	20%
K-12 education	41%	38%	35%
Adult educational opportunities	57%	54%	53%
Neighborliness of residents in San José	37%	34%	28%

<b>Please rate each of the following characteristics as they relate to San Jose as a whole: Percent excellent or good</b>	<b>2019 (A)</b>	<b>2020 (B)</b>	<b>2022 (C)</b>
	C	C	
Opportunities to participate in social events and activities	53% B	47%	47%
Opportunities to volunteer	69% C	64%	62%
Opportunities to participate in community matters	61% B C	54%	51%
Openness and acceptance of the community toward people of diverse backgrounds	68% B C	59%	57%

**Table 56: Question #8**

<b>Please indicate whether or not you have done each of the following in the last 12 months. Percent who HAD done each</b>	<b>2019 (A)</b>	<b>2020 (B)</b>	<b>2022 (C)</b>
Contacted the City of San José (in-person, phone, email or web) for help or information	33%	34%	33%
Contacted San José elected officials (in-person, phone, email or web) to express your opinion	19%	22% C	18%
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	21%	24% C	17%
Watched (online or on television) a local public meeting	21%	35% A C	27% A
Volunteered your time to some group/activity in San José	48% B C	42%	39%
Campaigned or advocated for a local issue, cause or candidate	29% C	24%	22%
Used bus, rail, subway or other public transportation instead of driving	59% C	55% C	47%
Carpooled with other adults or children instead of driving alone	57%	57%	57%
Walked or biked instead of driving	62%	68% A	66%

**Table 57: Question #9**

<b>Please rate the quality of each of the following services in San Jose: Percent excellent or good</b>	<b>2019 (A)</b>	<b>2020 (B)</b>	<b>2022 (C)</b>
Public information services	51%	48%	43%
Traffic enforcement	32%	37%	35%
Traffic signal timing	40%	43%	40%
Street repair	22%	26%	24%
Street cleaning	35%	31%	31%
Street lighting	42%	38%	40%
Sidewalk maintenance	34%	32%	31%
Bus or transit services	39%	40%	37%
Code enforcement (weeds, abandoned buildings, etc.)	20%	20%	18%
Garbage collection	65% C	62%	58%
Storm water management (storm drainage, dams, levees, etc.)	46%	49%	46%
Police services	51% B C	37%	35%
Crime prevention	22%	24% C	16%
Ambulance or emergency medical services	77% B C	65%	60%
Fire services	85% B C	77%	73%
Preservation of natural areas (open space, farmlands and greenbelts)	39%	43%	40%
Recycling	63% B C	54%	52%
Yard waste pick-up	62%	59%	58%
City parks	49%	44%	43%
Recreation programs or classes	54% C	46%	44%
Recreation centers or facilities	56% B	47%	48%
Public library services	83% B	77%	78%



**Table 58: Question #10**

<b>Please rate the following categories of San Jose government performance: Percent excellent or good</b>	<b>2019 (A)</b>	<b>2020 (B)</b>	<b>2022 (C)</b>
The overall direction that San José is taking	40% C	37%	32%
The job San José government does at welcoming resident involvement	32%	35%	31%
Overall confidence in San José government	33%	36% C	28%
Generally acting in the best interest of the community	39% C	40% C	33%

**Table 59: Question #11**

<b>Overall, how would you rate the quality of the services provided by each of the following? Percent excellent or good</b>	<b>2019 (A)</b>	<b>2020 (B)</b>	<b>2022 (C)</b>
The City of San José	43% C	45% C	36%
The Federal Government	22%	22%	31% A B
The State Government	46% C	49% C	39%
Santa Clara County Government	43%	52% A C	44%

**Table 60: Question #12**

<b>Please rate how important, if at all, you think it is for the San Jose community to focus on each of the following in the coming two years. Percent essential or very important</b>	<b>2019 (A)</b>	<b>2020 (B)</b>	<b>2022 (C)</b>
Overall economic health of San José	89% C	87% C	81%
Overall quality of the transportation system (auto, bicycle, foot, bus) in San José	87% C	84%	81%
Overall design or layout of San José’s residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	74%	71%	71%
Overall quality of the utility infrastructure in San José (water, sewer, storm water, electric/gas)	.	84%	85%
Overall feeling of safety in San José	93%	91%	89%
Overall quality of natural environment in San José	81%	83%	79%
Overall health and wellness opportunities in San José	72%	82% A	78% A
Overall opportunities for education, culture and the arts	85% C	82%	79%
Residents’ connection and engagement with their community	70%	70%	65%

**Table 61: Question #14**

<b>Please rate the quality of each of the following services in San José. Percent excellent or good</b>	<b>2019 (A)</b>	<b>2020 (B)</b>	<b>2022 (C)</b>
Graffiti removal	30%	36%	34%
Gang prevention efforts	26%	28%	27%
Overall ease of using Mineta San José International Airport	80%	78%	78%
Availability of flights at Mineta San José International Airport	75%	74%	71%

**Table 62: Question #15**

<b>In the last 12 months, about how many times, if at all, have you or other household members done each of the following in San José? Percent who had done each at least once</b>	<b>2019 (A)</b>	<b>2020 (B)</b>	<b>2022 (C)</b>
Visited a neighborhood park or City park	82%	81%	82%
Used San José recreation centers or their services	45% C	40%	39%
Used San José public libraries or their services	82% B C	75%	74%
Visited the City of San José website (at <a href="http://www.sanjoseca.gov">www.sanjoseca.gov</a> )	58%	64% A	60%
Attended City-sponsored events	50% B C	41%	40%

**Table 63: Question D1**

<b>In general, how many times do you: Percent who do each a few times a week or more</b>	<b>2019 (A)</b>	<b>2020 (B)</b>	<b>2022 (C)</b>
Access the internet from your home using a computer, laptop or tablet computer	.	99%	98%
Access the internet from your cell phone	.	96%	97%
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	.	84% C	79%
Use or check email	.	99%	99%
Share your opinions online	.	41% C	29%
Shop online	.	53%	48%