



**CITY OF SUNNYVALE, CA
2008**



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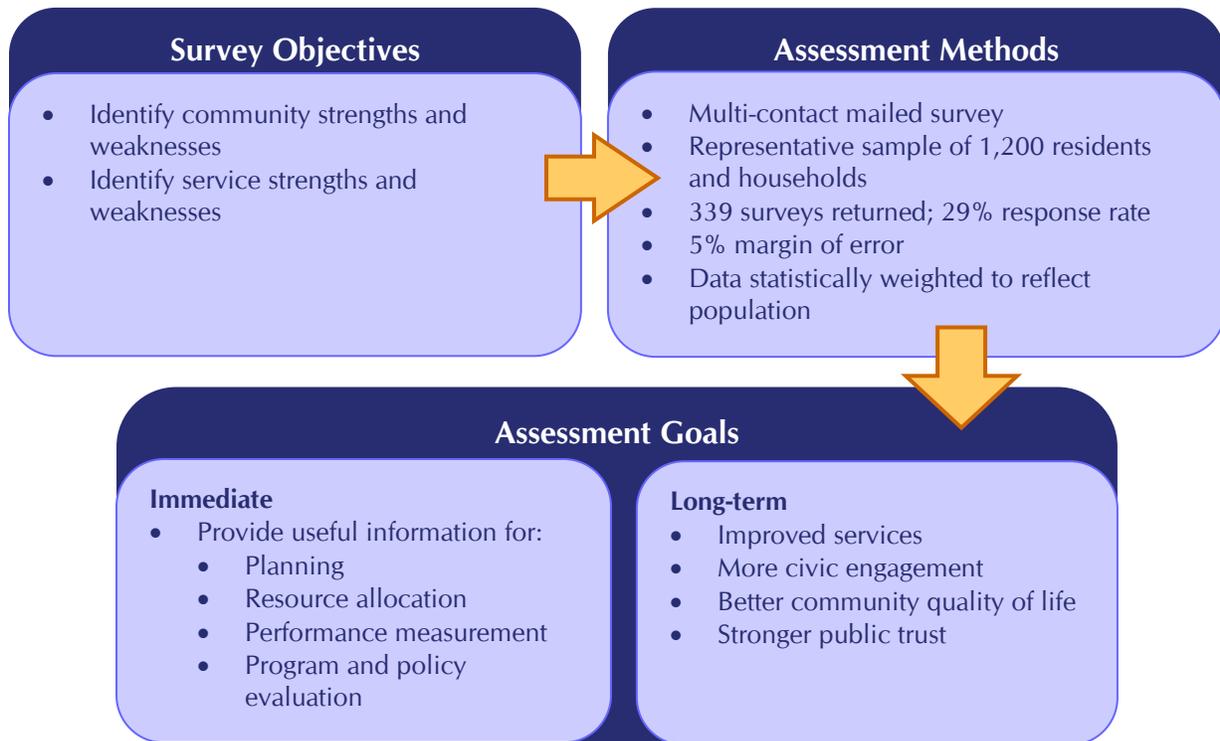
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SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

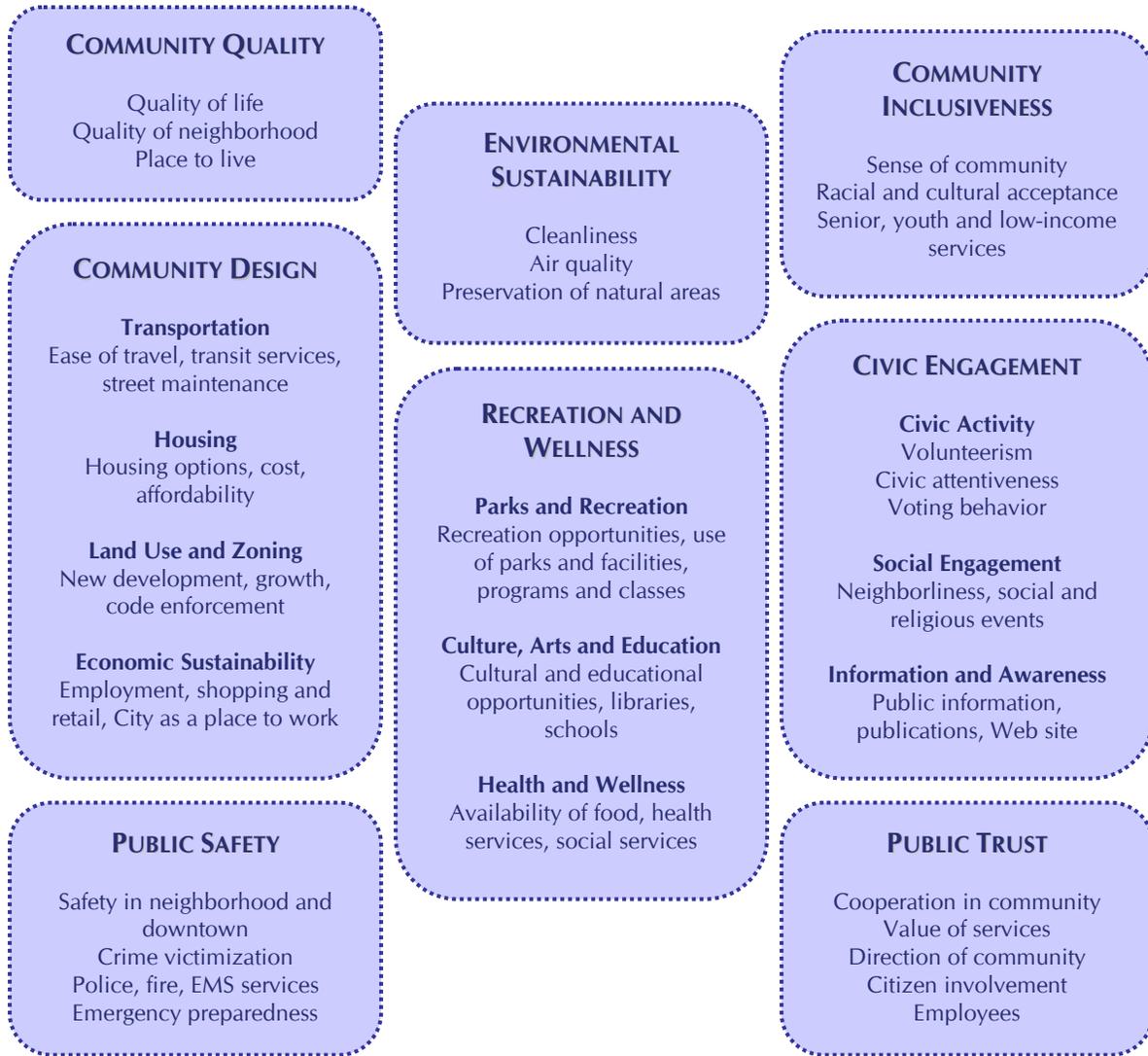
The National Citizen Survey™ (The NCS) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The NCS was developed by NRC to provide a statistically valid survey of resident opinions about community and services provided by local government. The survey results may be used by staff, elected officials and other stakeholders for community planning and resource allocation, program improvement and policy making.

FIGURE 1: THE NATIONAL CITIZEN SURVEY™ METHODS AND GOALS



The NCS focuses on a series of community characteristics and local government services, as well as issues of public trust. Resident behaviors related to civic engagement in the community also were measured in the survey.

FIGURE 2: THE NATIONAL CITIZEN SURVEY™ FOCUS AREAS



The survey and its administration are standardized to assure high quality research methods and directly comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage-paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community. A total of 339 completed surveys were obtained, providing an overall response rate of 29%. Typically, response rates obtained on citizen surveys range from 25% to 40%.

The National Citizen Survey™ customized for the City of Sunnyvale was developed in close cooperation with local jurisdiction staff. Sunnyvale staff selected items from a menu of questions about services and community problems and provided the appropriate letterhead and signatures for mailings. City of Sunnyvale staff also augmented The National Citizen Survey™ basic service through a variety of options including crosstabulation of results and several policy questions.

UNDERSTANDING THE RESULTS

As shown in Figure 2, this report is based around respondents' reports about eight larger categories: community quality, community design, public safety, environmental sustainability, recreation and wellness, community inclusiveness, civic engagement and public trust. Each section begins with residents' ratings of community characteristics and is followed by residents' ratings of service quality. For all evaluative questions, the percent of residents rating the service or community feature as "excellent" or "good" is presented. To see the full set of responses for each question on the survey, please see Appendix A: Complete Survey Frequencies.

Margin of Error

It is customary to describe the precision of estimates made from surveys by a "level of confidence" (or margin of error). The 95% confidence interval quantifies the sampling error or precision of the estimates made from the survey results. A 95% confidence interval can be calculated for any question and indicates that for every 100 random samples of this many residents, the population response to that question would be within the stated interval 95 times. The 95% confidence level for the City of Sunnyvale survey is generally no greater than plus or minus five percentage points around any given percent reported for the entire sample (339 completed surveys).

Comparing Survey Results

Certain kinds of services tend to be thought better of by residents in many communities across the country. For example, public safety services tend to be received better than transportation services by residents of most American communities. Where possible, the better comparison is not from one service to another in the City of Sunnyvale, but from City of Sunnyvale services to services like them provided by other jurisdictions.

Interpreting Comparisons to Previous Years

This report contains comparisons with prior years' results. In this report, we are comparing this year's data with existing data in the graphs. Differences between years can be considered "statistically significant" if they are greater than five percentage points. Trend data for your jurisdiction represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Benchmark Comparisons

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The City of Sunnyvale chose to have comparisons made to the entire database. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the City of Sunnyvale Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons were available, the City of Sunnyvale results were noted as being "above" the benchmark, "below" the benchmark or "similar to" the benchmark. This evaluation of "above," "below" or "similar to" comes from a statistical comparison of the City of Sunnyvale's rating to the benchmark.

“Don’t Know” Responses and Rounding

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select more than one answer. When the total exceeds 100% in a table for a multiple response question, it is because some respondents did select more than one response. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of percentages being rounded to the nearest whole number.

For more information on understanding The NCS report, please see Appendix B: Survey Methodology.

EXECUTIVE SUMMARY

This report of the City of Sunnyvale survey provides the opinions of a representative sample of residents about community quality of life, service delivery, civic participation and unique issues of local interest. A periodic sounding of resident opinion offers staff, elected officials and other stakeholders an opportunity to identify challenges and to plan for and evaluate improvements and to sustain services and amenities for long-term success.

Most residents experience a good quality of life in the City of Sunnyvale and believe the City is a good place to live. The overall quality of life in the City of Sunnyvale was rated as “excellent” or “good” by 92% of respondents. Almost all report they plan on staying in the City of Sunnyvale for the next five years.

A variety of characteristics of the community were evaluated by those participating in the study. The three receiving the most favorable ratings were openness and acceptance of the community towards people of diverse backgrounds, overall image or reputation of Sunnyvale and overall appearance of Sunnyvale. The three characteristics receiving the least positive ratings were ease of bicycle travel in Sunnyvale, availability of affordable quality child care and availability of affordable quality housing.

Many of the community characteristics rated were able to be compared to the benchmark database. Of the eight characteristics for which comparisons were available, five were above the benchmark comparison, two were similar to the benchmark comparison and one was below.

Residents in the City of Sunnyvale were somewhat civically engaged. While only 14% had attended a meeting of local elected public officials or other local public meeting in the previous 12 months, 22% had volunteered to some group or activity.

In general, survey respondents demonstrated moderate trust in local government. Two-thirds rated the overall direction being taken by the City of Sunnyvale as “good” or “excellent.” This was higher than the benchmark. Those residents who had interacted with an employee of the City of Sunnyvale in the previous 12 months gave high marks to those employees. Most rated their overall impression as “excellent” or “good.”

On average, residents gave generally favorable ratings to a majority of local government services. Many of the City services rated were able to be compared to the benchmark database. Of the 22 services for which comparisons were available, 20 were above the benchmark comparison, two were similar to the benchmark comparison and none were below.

A Key Driver Analysis was conducted for the City of Sunnyvale which examined the relationships between ratings of each service and ratings of the City of Sunnyvale's services overall. Those key driver services that correlated most strongly with residents' perceptions about overall City service quality have been identified. By targeting improvements in key services, the City of Sunnyvale can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality. Services found to be influential in ratings of overall service quality from the Key Driver Analysis were:

- Street repair
- Public schools
- Garbage collection
- Sewer services
- Police services

Of these services, those deserving the most attention may be those that have experienced declining ratings over time or those that were similar to the benchmark comparisons. In the case of Sunnyvale, only public schools fit these criteria as it was rated similar to the benchmark; no trend data was available, however. For the other four key drivers, the City of Sunnyvale is above the benchmark and should continue to ensure high quality performance.

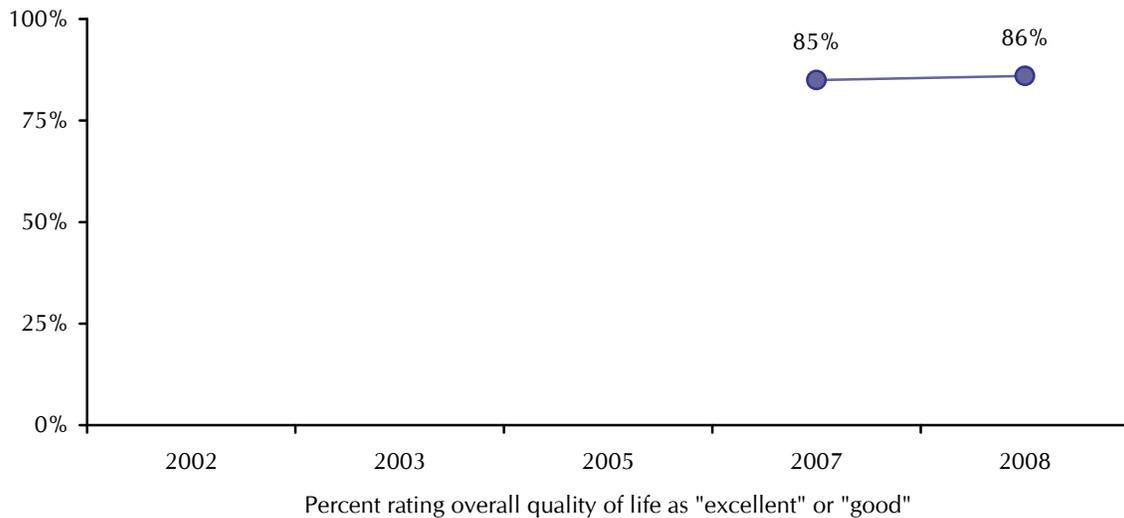
COMMUNITY RATINGS

OVERALL COMMUNITY QUALITY

Overall quality of community life may be the single best indicator of success in providing the natural ambience, services and amenities that make for an attractive community. The National Citizen Survey™ contained many questions related to quality of community life in the City of Sunnyvale – not only direct questions about quality of life overall and in neighborhoods, but questions to measure residents’ commitment to the City of Sunnyvale. Residents were asked whether they planned to move soon or if they would recommend the City of Sunnyvale to others. Intentions to stay and willingness to make recommendations provide evidence that the City of Sunnyvale offers services and amenities that work.

A majority of the City of Sunnyvale’s residents gave high ratings to their neighborhoods and the community as a place to live. Further, most reported they would recommend the community to others and plan to stay for the next five years.

FIGURE 3: RATINGS OF OVERALL QUALITY OF LIFE BY YEAR



Differences in ratings over time may be at least partially attributable to changes in question wording and response options.

FIGURE 4: RATINGS OF OVERALL COMMUNITY QUALITY BY YEAR

	2008	2007	2005	2003	2002
The overall quality of life in Sunnyvale	86%	85%	NA	NA	NA
Your neighborhood as a place to live	78%	84%	NA	NA	NA
Sunnyvale as a place to live	92%	93%	94%	94%	95%
Percent "excellent" or "good"					

Differences in ratings over time may be at least partially attributable to changes in question wording and response options.

FIGURE 5: LIKELIHOOD OF REMAINING IN COMMUNITY AND RECOMMENDING COMMUNITY

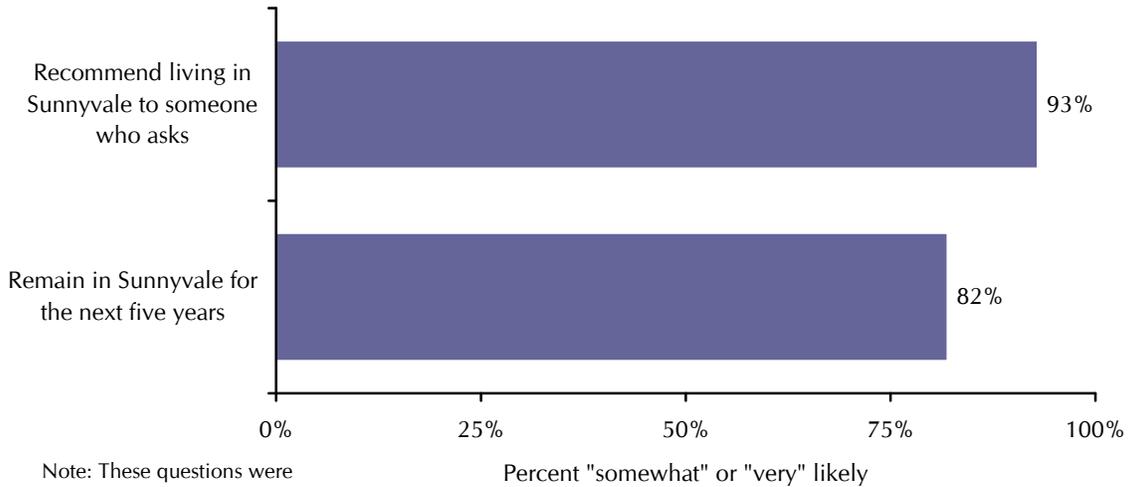


FIGURE 6: OVERALL COMMUNITY QUALITY BENCHMARKS

	Comparison to benchmark
Overall quality of life in Sunnyvale	Above
Your neighborhood as place to live	Similar
Sunnyvale as a place to live	Above
Remain in Sunnyvale for the next five years	Similar
Recommend living in Sunnyvale to someone who asks	Above

Overall community quality was compared to survey data from previous years. Trends from 2007 to 2008 were stable (overall community quality was not asked in 2002, 2003 or 2005).

COMMUNITY DESIGN

Transportation

The ability to move easily throughout a community can greatly affect the quality of life of residents by diminishing time wasted in traffic congestion and by providing opportunities to travel quickly and safely by modes other than the automobile. High quality options for resident mobility not only require local government to remove barriers to flow but they require government programs and policies that create quality opportunities for all modes of travel.

Residents responding to the survey were given two aspects of mobility to rate on a scale of “excellent,” “good,” “fair” and “poor.” Ease of walking was rated more positively than ease of bicycle travel. These ratings tended to be higher than the national benchmark, with ratings for ease of bicycle travel higher in 2008 than 2007. Ratings were not available surveys conducted in 2005 and earlier.

FIGURE 7: RATINGS OF TRANSPORTATION IN COMMUNITY BY YEAR

	2008	2007	2005	2003	2002
Ease of bicycle travel in Sunnyvale	59%	51%	NA	NA	NA
Ease of walking in Sunnyvale	67%	68%	NA	NA	NA
Percent "excellent" or "good"					

Differences in ratings over time may be at least partially attributable to changes in question wording and response options.

FIGURE 8: COMMUNITY TRANSPORTATION BENCHMARKS

	Comparison to benchmark
Ease of walking in Sunnyvale	Above
Ease of bicycle travel in Sunnyvale	Above

Four transportation services were rated in Sunnyvale. As compared to most communities across America, ratings tended to be favorable. All four services were above the benchmark. Since 2002, transportation services ratings have tended to decline although differences in question wording between survey years may be partially attributable to these differences.

FIGURE 9: RATINGS OF TRANSPORTATION AND PARKING SERVICES BY YEAR

	2008	2007	2005	2003	2002
Street repair	58%	60%	78%	76%	79%
Street cleaning	68%	63%	NA	NA	NA
Street lighting	74%	70%	87%	91%	85%
Traffic signal timing	61%	63%	82%	83%	79%
Percent "excellent" or "good"					

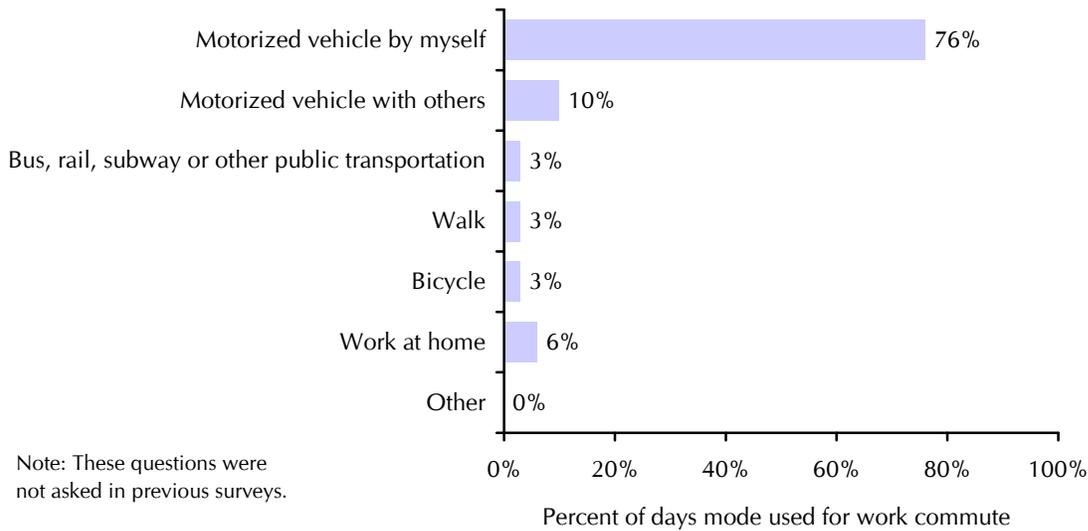
Differences in ratings over time may be at least partially attributable to changes in question wording and response options.

FIGURE 10: TRANSPORTATION AND PARKING SERVICES BENCHMARKS

	Comparison to benchmark
Street repair /maintenance	Above
Street cleaning	Above
Street lighting	Above
Light timing	Above

By measuring choice of travel mode over time, communities can monitor their success in providing attractive alternatives to the traditional mode of travel, the single-occupied automobile. When asked how they typically traveled to work, single-occupancy (SOV) travel was the overwhelming mode of use. However, 3% of work commute trips were made by transit, 3% by bicycle and 3% by foot.

FIGURE 11: MODE OF TRAVEL USED FOR WORK COMMUTE



Housing

Housing variety and affordability are not luxuries for any community. When there are too few options for housing style and affordability, the characteristics of a community tilt heavily to a homogeneous palette, often of well-off residents. While this may seem attractive to a community, the absence of affordable townhomes, condominiums, mobile homes, single family detached homes and apartments means that in addition to losing the vibrancy of diverse thoughts and lifestyles, the community loses the service workers that sustain all communities – police officers, school teachers, house painters and electricians. These workers must live elsewhere and commute in at great personal cost and to the detriment of traffic flow and air quality. Furthermore lower income residents who can sustain in a community with mostly high cost housing pay so much of their income to rent or mortgage that little remains to bolster their own quality of life or local business.

The survey of the City of Sunnyvale residents asked respondents to reflect on the availability of affordable housing. The availability of affordable housing was rated as “excellent” or “good” by 23% of respondents, which was similar to ratings given in 2007. (Ratings were not available for surveys conducted prior to 2007). The rating of perceived affordable housing availability was worse in the City of Sunnyvale than the ratings, on average, in comparison jurisdictions.

FIGURE 12: RATINGS OF HOUSING IN COMMUNITY BY YEAR

	2008	2007	2005	2003	2002
Availability of affordable quality housing	23%	23%	NA	NA	NA
Percent "excellent" or "good"					

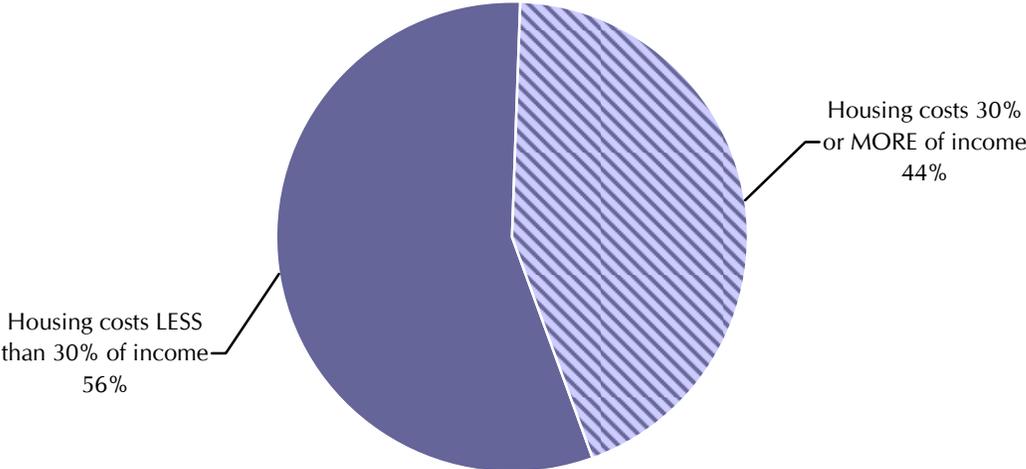
Differences in ratings over time may be at least partially attributable to changes in question wording and response options.

FIGURE 13: HOUSING CHARACTERISTICS BENCHMARKS

	Comparison to benchmark
Availability of affordable quality housing	Below

To augment the perceptions of affordable housing in Sunnyvale, the cost of housing as reported in the survey was compared to residents' reported monthly income to create a rough estimate of the proportion of residents of the City of Sunnyvale experiencing housing cost stress. More than 4 in 10 of survey participants were found to pay housing costs of more than 30% of their monthly household income.

FIGURE 14: PROPORTION OF RESPONDENTS WHOSE HOUSING COSTS ARE "AFFORDABLE"



Note: This question was not asked in previous surveys.

Land Use and Zoning

Community development contributes to a feeling among residents and even visitors of the attention given to the speed of growth, the location of residences and businesses, the kind of housing that is appropriate for the community and the ease of access to commerce, green space and residences. Even the community's overall appearance often is attributed to the planning and enforcement functions of the local jurisdiction. Residents will appreciate an attractive, well-planned community. The NCS questionnaire asked residents to evaluate the appearance of the City of Sunnyvale and the speed of population growth.

The overall appearance of Sunnyvale was rated as "excellent" or "good" by 77% of respondents and was higher than the benchmark. When rating to what extent run down buildings, weed lots or junk vehicles were a problem in the City of Sunnyvale, 76% thought they were a "major" or "moderate" problem. The services of code enforcement and animal control were rated above the benchmark. Ratings showed a varied pattern when compared to past years.

FIGURE 15: RATINGS OF THE COMMUNITY'S "BUILT ENVIRONMENT" BY YEAR

	2008	2007	2005	2003	2002
Overall appearance of Sunnyvale	77%	72%	NA	NA	NA
Percent "excellent" or "good"					

Differences in ratings over time may be at least partially attributable to changes in question wording and response options.

FIGURE 16: BUILT ENVIRONMENT BENCHMARKS

	Comparison to benchmark
Overall appearance of Sunnyvale	Above

FIGURE 17: RATINGS OF POPULATION GROWTH BY YEAR

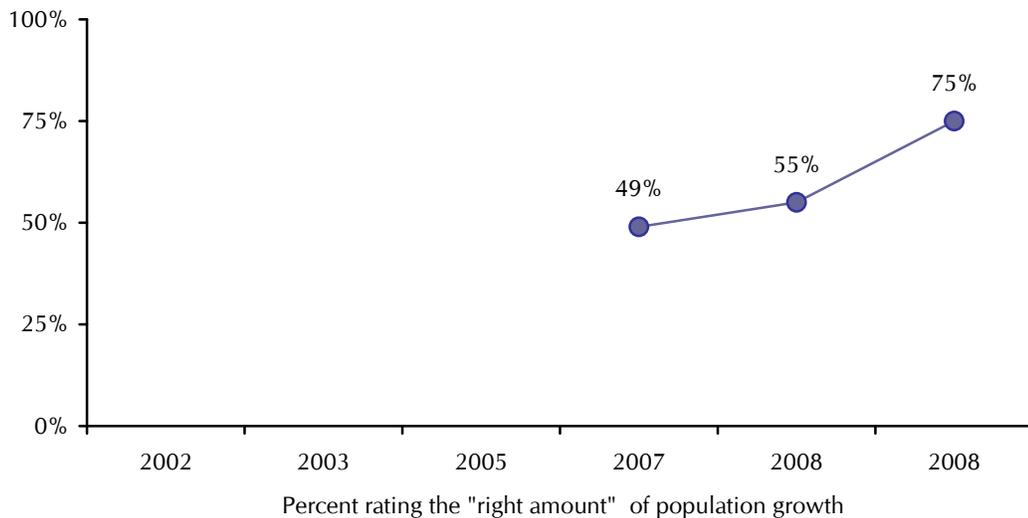
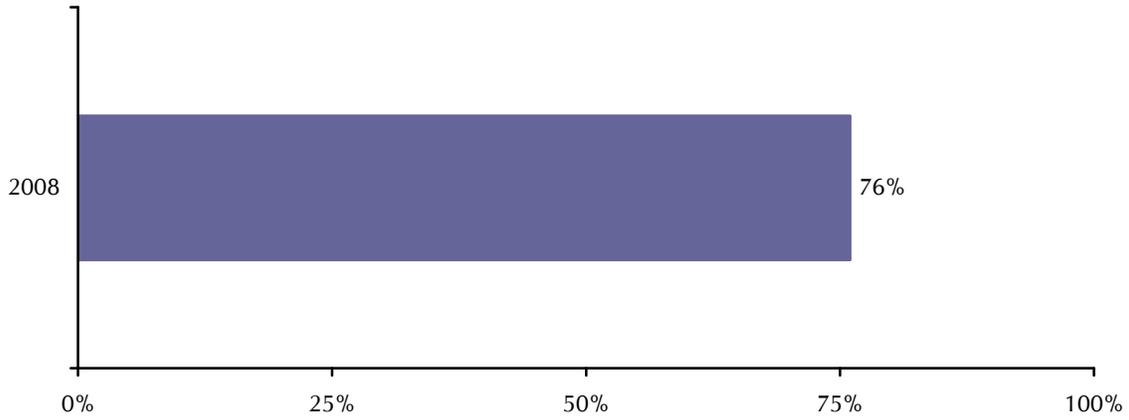


FIGURE 18: POPULATION GROWTH BENCHMARKS

	Comparison to benchmark
Population growth seen as too fast	Below

FIGURE 19: RATINGS OF NUISANCE PROBLEMS BY YEAR



Percent rating run down buildings, weed lots or junk vehicles as at least a "minor" problem
 Note: This question was not asked in previous surveys.

FIGURE 20: RATINGS OF PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BY YEAR

	2008	2007	2005	2003	2002
Code enforcement (weeds, abandoned buildings, etc)	64%	60%	75%	68%	61%
Animal control	71%	75%	78%	74%	NA

Percent "excellent" or "good"

Differences in ratings over time may be at least partially attributable to changes in question wording and response options.

FIGURE 21: PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BENCHMARKS

	Comparison to benchmark
Code enforcement (weeds, abandoned buildings, etc)	Above
Animal control	Above

ECONOMIC SUSTAINABILITY

The health of the economy may color how residents perceive their environment and all the services that local government delivers. In particular, a strong or weak local economy will shape what residents think about job and shopping opportunities. Just as residents have an idea about the speed of local population growth, they have a sense of how fast job and shopping opportunities are growing.

About 8 in 10 respondents rated Sunnyvale as a place to work as “excellent” or “good;” these ratings were similar to ratings received in 2007.

FIGURE 22: RATINGS OF ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BY YEAR

	2008	2007	2005	2003	2002
Sunnyvale as a place to work	87%	84%	NA	NA	NA

Percent "excellent" or "good"

Differences in ratings over time may be at least partially attributable to changes in question wording and response options.

FIGURE 23: ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Place to work	Above

When asked to evaluate the rate of job growth in Sunnyvale, 40% responded that it was the “right amount,” while 56% reported the “right amount” of retail growth was occurring in Sunnyvale.

FIGURE 24: RATINGS OF JOB AND RETAIL GROWTH BY YEAR

	2008	2007	2005	2003	2002
Jobs growth	40%	47%	NA	NA	NA
Retail growth (stores, restaurants, etc.)	56%	46%	NA	NA	NA

Percent "right amount" of growth

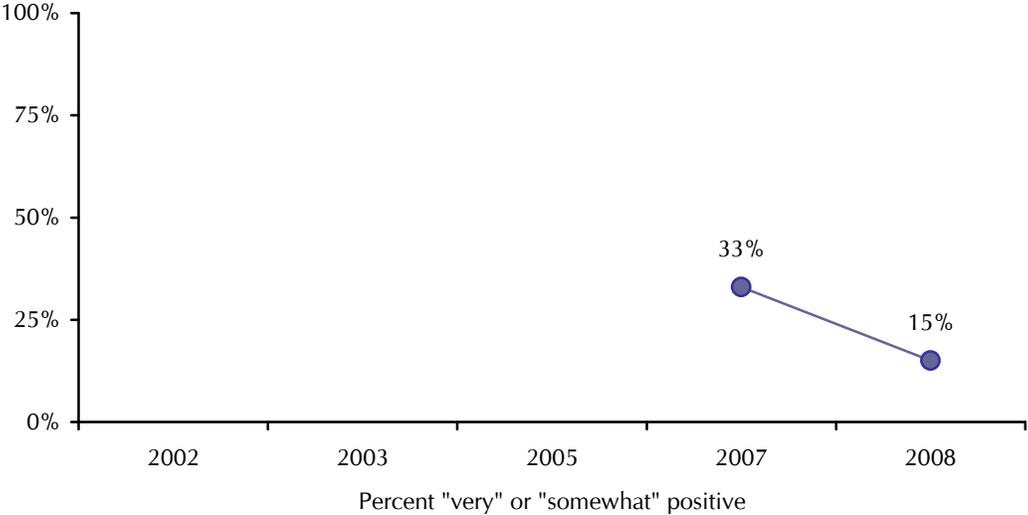
Differences in ratings over time may be at least partially attributable to changes in question wording and response options.

FIGURE 25: JOB AND RETAIL GROWTH BENCHMARKS

	Comparison to benchmark
Retail growth seen as too fast	Below
Jobs growth seen as too slow	Below

Residents were asked to reflect on their economic prospects in the near term. Fifteen percent of the City of Sunnyvale residents expected that the coming six months would have a “somewhat” or “very” positive impact on their family.

FIGURE 26: RATINGS OF PERSONAL ECONOMIC FUTURE BY YEAR



Differences in ratings over time may be at least partially attributable to changes in question wording and response options.

FIGURE 27: PERSONAL ECONOMIC FUTURE BENCHMARKS

	Comparison to benchmark
Positive impact of economy on household income	Below

PUBLIC SAFETY

Safety from violent or property crimes creates the cornerstone of an attractive community. No one wants to live in fear of crime, fire or natural hazards, and communities in which residents feel protected or unthreatened are communities that are more likely to show growth in population, commerce and property value.

Residents were asked to rate their feelings of safety from violent crimes, property crimes, fire and environmental dangers and to evaluate the local agencies whose main charge is to provide protection from these dangers. A majority gave positive ratings of safety in the City Sunnyvale. More than 8 in 10 completing the questionnaire said they felt “very” or “somewhat” safe from violent crimes and almost the same amount felt “very” or “somewhat” safe from environmental hazards. Daytime sense of safety was better than nighttime safety and neighborhoods felt safer than downtown.

FIGURE 28: RATINGS OF COMMUNITY AND PERSONAL PUBLIC SAFETY BY YEAR

	2008	2007	2005	2003	2002
Safety in your neighborhood during the day	96%	96%	100%	99%	100%
Safety in your neighborhood after dark	80%	83%	94%	92%	95%
Safety in Sunnyvale's downtown area during the day	94%	95%	99%	99%	100%
Safety in Sunnyvale's downtown area after dark	68%	68%	91%	87%	84%
Safety from violent crime	87%	88%	NA	NA	NA
Safety from property crimes	75%	69%	NA	NA	NA
Safety from environmental hazards	79%	NA	NA	NA	NA
Percent "very" or "somewhat" safe					

Differences in ratings over time may be at least partially attributable to changes in question wording and response options.

FIGURE 29: COMMUNITY AND PERSONAL PUBLIC SAFETY BENCHMARKS

	Comparison to benchmark
Safety in your neighborhood during the day	Above
Safety in your neighborhood after dark	Above
Safety in Sunnyvale's downtown area during the day	Above
Safety in Sunnyvale's downtown area after dark	Above
Safety from violent crime (e.g., rape, assault, robbery)	Above
Safety from property crimes (e.g., burglary, theft)	Above
Toxic waste or other environmental hazard(s)	Similar

As assessed by the survey, 8% of respondents reported that someone in the household had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 77% had reported it to police.

FIGURE 30: CRIME VICTIMIZATION AND REPORTING BY YEAR

	2008	2007	2005	2003	2002
During the past twelve months, were you or anyone in your household the victim of any crime?	8%	8%	NA	NA	NA
If yes, was this crime (these crimes) reported to the police?	77%	77%	NA	NA	NA

Percent "yes"

Differences in ratings over time may be at least partially attributable to changes in question wording and response options.

FIGURE 31: CRIME VICTIMIZATION AND REPORTING BENCHMARKS

	Comparison to benchmark
Victim of crime	Below
Reported crimes	Similar

Residents rated four City public safety services; all of which were rated above the benchmark comparison. Fire services and ambulance or emergency medical services received the highest ratings, while traffic enforcement received the lowest ratings. All services were rated higher in Sunnyvale than in other communities across the nation, and ratings were similar to those given in previous years.

FIGURE 32: RATINGS OF PUBLIC SAFETY SERVICES BY YEAR

	2008	2007	2005	2003	2002
Police services	87%	89%	91%	90%	93%
Fire services	93%	94%	94%	92%	95%
Ambulance or emergency medical services	89%	90%	93%	89%	85%
Traffic enforcement	72%	73%	80%	70%	68%

Percent "excellent" or "good"

Differences in ratings over time may be at least partially attributable to changes in question wording and response options.

FIGURE 33: PUBLIC SAFETY SERVICES BENCHMARKS

	Comparison to benchmark
Police services	Above
Fire services	Above
EMS/ambulance	Above
Traffic enforcement	Above

ENVIRONMENTAL SUSTAINABILITY

Residents value the aesthetic qualities of their hometowns and appreciate features such as overall cleanliness and landscaping. In addition, the appearance and smell or taste of the air and water do not go unnoticed. These days, increasing attention is paid to proper treatment of the environment. At the same time that they are attending to community appearance and cleanliness, cities, counties, states and the nation are going “Green”. These strengthening environmental concerns extend to trash haul, recycling, sewer services, the delivery of power and water and preservation of open spaces. Treatment of the environment affects air and water quality and, generally, how habitable and inviting a place appears

All five utility services rated by those completing the questionnaire were higher than the benchmark comparison. These service ratings trends were stable when compared to past surveys.

FIGURE 34: RATINGS OF UTILITY SERVICES BY YEAR

	2008	2007	2005	2003	2002
Sewer services	82%	78%	85%	NA	NA
Drinking water	69%	66%	65%	69%	71%
Storm drainage	79%	79%	84%	83%	71%
Recycling	76%	76%	NA	NA	NA
Garbage collection	82%	81%	85%	85%	86%

Percent "excellent" or "good"

Differences in ratings over time may be at least partially attributable to changes in question wording and response options.

FIGURE 35: UTILITY SERVICES BENCHMARKS

	Comparison to benchmark
Sewer services	Above
Drinking water	Above
Storm drainage	Above
Recycling	Above
Garbage collection	Above

RECREATION AND WELLNESS

Parks and Recreation

Quality parks and recreation opportunities help to define a community as more than the grind of its business, traffic and hard work. Leisure activities vastly can improve the quality of life of residents, serving both to entertain and mobilize good health. The survey contained questions seeking residents' perspectives about services related the community's parks and recreation services.

Recreation services in the City of Sunnyvale were rated positively, and all three were rated higher than the benchmark. Recreation centers received the lowest rating and was higher than the national benchmark. Parks and recreation ratings have stayed constant over time.

FIGURE 36: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BY YEAR

	2008	2007	2005	2003	2002
Used Sunnyvale recreation centers	52%	41%	NA	NA	NA
Participated in a recreation program or activity	35%	37%	NA	NA	NA
Visited a neighborhood park or City park	89%	90%	NA	NA	NA
Percent using at least once in last 12 months					

Differences in ratings over time may be at least partially attributable to changes in question wording and response options.

FIGURE 37: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Used Sunnyvale recreation centers	Similar
Participated in a recreation program or activity	Below
Visited a neighborhood park or City park	Above

FIGURE 38: RATINGS OF PARKS AND RECREATION SERVICES BY YEAR

	2008	2007	2005	2003	2002
City parks	85%	88%	89%	67%	70%
Recreation programs or classes	80%	77%	82%	79%	82%
Recreation centers or facilities	78%	76%	NA	NA	NA
Percent "excellent" or "good"					

Differences in ratings over time may be at least partially attributable to changes in question wording and response options.

FIGURE 39: PARKS AND RECREATION SERVICES BENCHMARKS

	Comparison to benchmark
City parks	Above
Recreation programs or classes	Above
Recreation centers or facilities	Above

Culture, Arts and Education

A full service community does not address only the life and safety of its residents. Like an individual who drudges to the office and returns home, a community that pays attention only to the life sustaining basics becomes insular, dreary and uninspiring to business and individuals. In the case of communities without thriving culture, arts and education opportunities, the magnet that attracts those who might consider relocating there is vastly weakened. Cultural, artistic, social and educational services elevate the opportunities for personal growth among residents. In the survey, residents were asked about the quality of opportunities to participate in cultural and educational activities.

Seventy percent of respondents reported having used public libraries at least once in the past 12 months. Use levels of the library have remained constant over the years. Additionally, 90% rated library services as “excellent” or “good,” while about two-thirds rated public schools as “excellent’ or “good.”

FIGURE 40: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BY YEAR

	2008	2007	2005	2003	2002
Used Sunnyvale public libraries or their services	70%	73%	NA	NA	NA
Percent using at least once in last 12 months					

Differences in ratings over time may be at least partially attributable to changes in question wording and response options.

FIGURE 41: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Used Sunnyvale public libraries or their services	Similar

FIGURE 42: PERCEPTION OF CULTURAL AND EDUCATIONAL SERVICES BY YEAR

	2008	2007	2005	2003	2002
Public schools	68%	NA	NA	NA	NA
Public library services	90%	87%	86%	87%	88%
Percent "excellent" or "good"					

Differences in ratings over time may be at least partially attributable to changes in question wording and response options.

FIGURE 43: CULTURAL AND EDUCATIONAL SERVICES BENCHMARKS

	Comparison to benchmark
Public schools	Similar
Public library services	Above

Community Inclusiveness

Diverse communities that include among their residents a mix of races, ages, wealth, ideas and beliefs have the raw material for the most vibrant and creative society. However, the presence of these features alone does not ensure a high quality or desirable space. Surveyed residents were asked about the success of the mix: the sense of community, the openness of residents to people of diverse backgrounds and the attractiveness of the City of Sunnyvale as a place to raise children or to retire. A community that succeeds in creating an inclusive environment for a variety of residents is a community that offers more to many.

A moderate percentage of residents rated the City of Sunnyvale as an “excellent” or “good” place to raise kids and to retire. Some residents felt the local sense of community was excellent or good. Most survey respondents felt the City of Sunnyvale was open and accepting towards people of diverse backgrounds. Availability of affordable quality child care was rated the lowest by residents and was similar to the benchmark.

FIGURE 44: RATINGS OF COMMUNITY QUALITY AND INCLUSIVENESS BY YEAR

	2008	2007	2005	2003	2002
Sense of community	62%	65%	59%	NA	NA
Openness and acceptance of the community towards people of diverse backgrounds	82%	85%	NA	NA	NA
Availability of affordable quality child care	32%	31%	59%	56%	NA
Sunnyvale as a place to raise children	77%	81%	NA	NA	NA
Sunnyvale as a place to retire	61%	49%	NA	NA	NA
Percent "excellent" or "good"					

Differences in ratings over time may be at least partially attributable to changes in question wording and response options.

FIGURE 45: COMMUNITY QUALITY AND INCLUSIVENESS BENCHMARKS

	Comparison to benchmark
Sense of community	Similar
Openness and acceptance of the community toward people of diverse backgrounds	Above
Availability of affordable quality child care	Similar
Sunnyvale as a place to raise kids	Above
Sunnyvale as a place to retire	Similar

CIVIC ENGAGEMENT

Government leaders, elected or hired, cannot run a jurisdiction alone and a jurisdiction cannot run effectively if residents remain strangers with little to connect them. Staff and elected officials require the assistance of local residents whether that assistance comes in tacit approval or eager help; and commonality of purpose among the electorate facilitates policies and programs that appeal to most and causes discord among few. Furthermore, when neighbors help neighbors, the cost to the community to provide services to residents in need declines. When residents are civically engaged, they have taken the opportunity to participate in making the community more livable for all. The extent to which local government provides opportunities to become informed and engaged and the extent to which residents take those opportunities is an indicator of the connection between government and populace. By understanding your residents' level of connection to, knowledge of and participation in local government, the City can find better opportunities to communicate and educate citizens about its mission, services, accomplishments and plans. This survey information is essential for public communication and for helping local government staff to conceive strategies for reaching reluctant voters whose confidence in government may need boosting prior to important referenda.

Civic Activity

Most of the participants in this survey had not attended a public meeting in the 12 months prior, but slightly more had watched a public meeting on cable television. Fewer residents in Sunnyvale participated in the various civic activities when compared to other communities across the nation.

FIGURE 46: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BY YEAR

	2008	2007	2005	2003	2002
Attended a meeting of local elected officials or other local public meeting	14%	13%	NA	NA	NA
Watched a meeting of local elected officials or other local public meeting on cable television	27%	24%	NA	NA	NA
Volunteered your time to some group or activity in Sunnyvale	22%	NA	NA	NA	NA
Percent participating at least once in the last 12 months					

Differences in ratings over time may be at least partially attributable to changes in question wording and response options.

FIGURE 47: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	Below
Watched a meeting of local elected officials or other local public meeting on cable television	Below
Volunteered your time to some group or activity in Sunnyvale	Below

City of Sunnyvale residents showed the largest amount of civic engagement in the area of electoral participation. About 73% reported they were registered to vote; 69% indicated they had voted in the last general election.

FIGURE 48: REPORTED VOTING BEHAVIOR BY YEAR

	2008	2007	2005	2003	2002
Registered to vote	73%	65%	NA	NA	NA
Voted in the last general election	69%	54%	NA	NA	NA
Percent "yes"					

Differences in ratings over time may be at least partially attributable to changes in question wording and response options.

Information and Awareness

Those completing the survey were asked about their use and perceptions of various information sources and local government media services. Most respondents reported having used the Sunnyvale Newsletter at least once in the past 12 months. Public information services were rated favorably compared to benchmark data.

FIGURE 49: USE OF INFORMATION SOURCES BY YEAR

	2008	2007	2005	2003	2002
Read Sunnyvale Newsletter	87%	76%	NA	NA	NA

Percent using at least once in last 12 months

Differences in ratings over time may be at least partially attributable to changes in question wording and response options.

FIGURE 50: USE OF INFORMATION SOURCES BENCHMARKS

	Comparison to benchmark
Read Sunnyvale Newsletter	Above

FIGURE 51: RATINGS OF LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BY YEAR

	2008	2007	2005	2003	2002
Cable television	52%	58%	NA	NA	NA
Public information services	78%	72%	NA	NA	NA

Percent "excellent" or "good"

Differences in ratings over time may be at least partially attributable to changes in question wording and response options.

FIGURE 52: LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BENCHMARKS

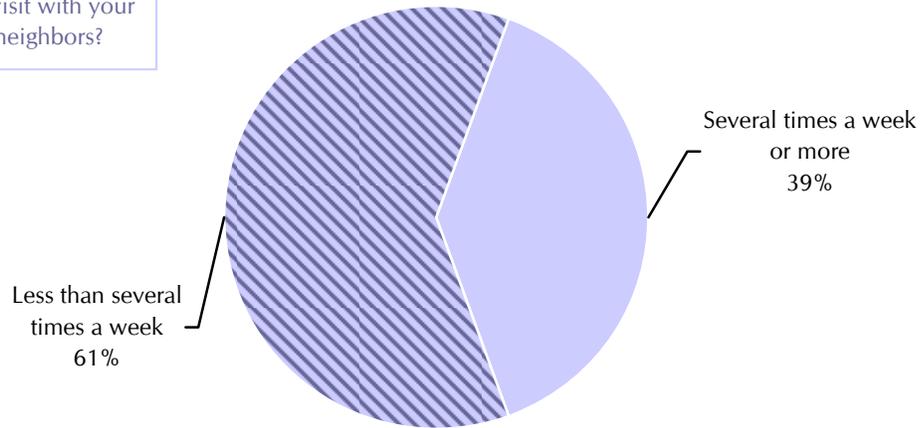
	Comparison to benchmark
Cable television	Similar
Public information services	Above

Social Engagement

Residents in Sunnyvale reported a fair amount of neighborliness. About 4 in 10 indicated talking or visiting with their neighbors several times a week or more frequently.

FIGURE 53: CONTACT WITH IMMEDIATE NEIGHBORS BY YEAR

About how often, if at all, do you talk to or visit with your immediate neighbors?



Note: This question was not asked in previous surveys.

FIGURE 54: CONTACT WITH IMMEDIATE NEIGHBORS BENCHMARKS

	Comparison to benchmark
Has contact with neighbors at least once per month	Below

PUBLIC TRUST

Residents are more likely to cooperate with the proposals and policies advanced by their community leaders when trust in local government officials runs high. Trust can be measured in residents’ opinions about the overall direction the City of Sunnyvale is taking, their perspectives about the service value their taxes purchase and the openness of government to citizen participation. In addition, resident opinion about services provided by the City of Sunnyvale could be compared to their opinion about services provided by the state and federal governments. If residents find nothing to admire in the services delivered by any level of government, their opinions about the City of Sunnyvale may be colored by their dislike of what all levels of government provide.

About two thirds of respondents felt that the value of services for taxes paid was “excellent” or “good.” When asked to rate the job the City of Sunnyvale does at listening to citizens, 51% rated it as “excellent” or “good.”

FIGURE 55: PUBLIC TRUST RATINGS BY YEAR

	2008	2007	2005	2003	2002
The value of services for the taxes paid to Sunnyvale	66%	70%	NA	NA	NA
The overall direction that Sunnyvale is taking	66%	65%	NA	NA	NA
The job Sunnyvale government does at welcoming citizen involvement	56%	70%	NA	NA	NA
The job Sunnyvale government does at listening to citizens	51%	57%	NA	NA	NA
Overall image or reputation of Sunnyvale	80%	79%	NA	NA	NA

Percent "excellent" or "good"

Note: In previous years, these questions were asked on an “agree/disagree” scale.

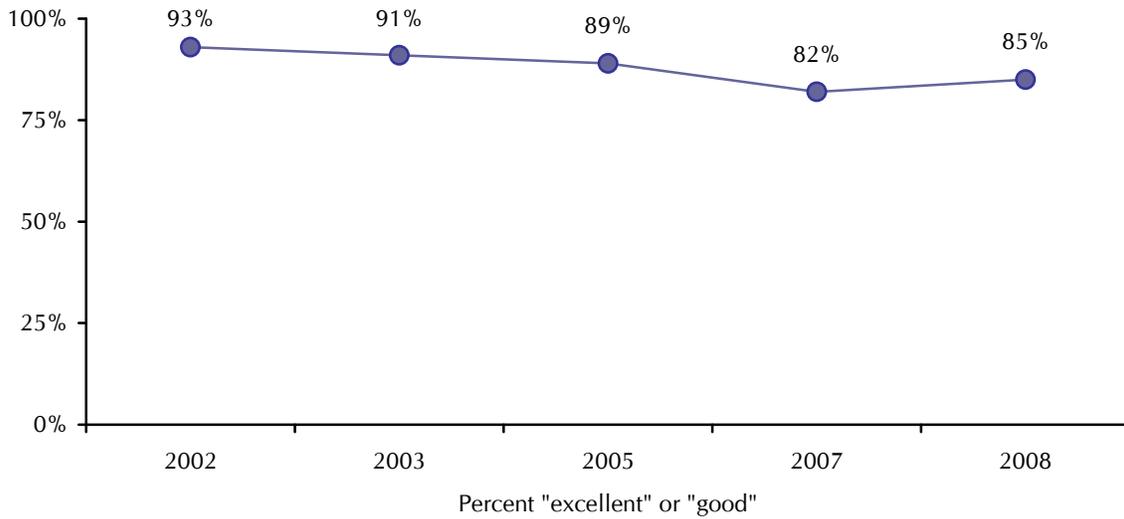
Differences in ratings over time may be at least partially attributable to changes in question wording and response options.

FIGURE 56: PUBLIC TRUST BENCHMARKS

	Comparison to benchmark
Value of services for the taxes paid to Sunnyvale	Above
The overall direction that Sunnyvale is taking	Above
Job Sunnyvale government does at welcoming citizen involvement	Similar
Job Sunnyvale government does at listening to citizens	Similar
Overall image or reputation of Sunnyvale	Above

On average, residents of the City of Sunnyvale gave the highest evaluations to their own local government and the lowest average rating to the Federal government. The overall quality of services delivered by the City of Sunnyvale was rated as “excellent” or “good” by 85% of survey participants. The City of Sunnyvale’s rating was above the benchmark when compared to other communities in the nation. Ratings of overall City services have remained stable over the last three years.

FIGURE 57: RATING OVERALL QUALITY OF SERVICES PROVIDED BY THE CITY OF SUNNYVALE BY YEAR



Differences in ratings over time may be at least partially attributable to changes in question wording and response options.

FIGURE 58: RATINGS OF SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BY YEAR

	2008	2007	2005	2003	2002
Services provided by City of Sunnyvale	85%	82%	89%	91%	93%
Services provided by the Federal Government	43%	36%	NA	NA	NA
Services provided by the State Government	47%	47%	NA	NA	NA
Services provided by Santa Clara County Government	62%	NA	NA	NA	NA
Percent "excellent" or "good"					

Differences in ratings over time may be at least partially attributable to changes in question wording and response options.

FIGURE 59: SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BENCHMARKS

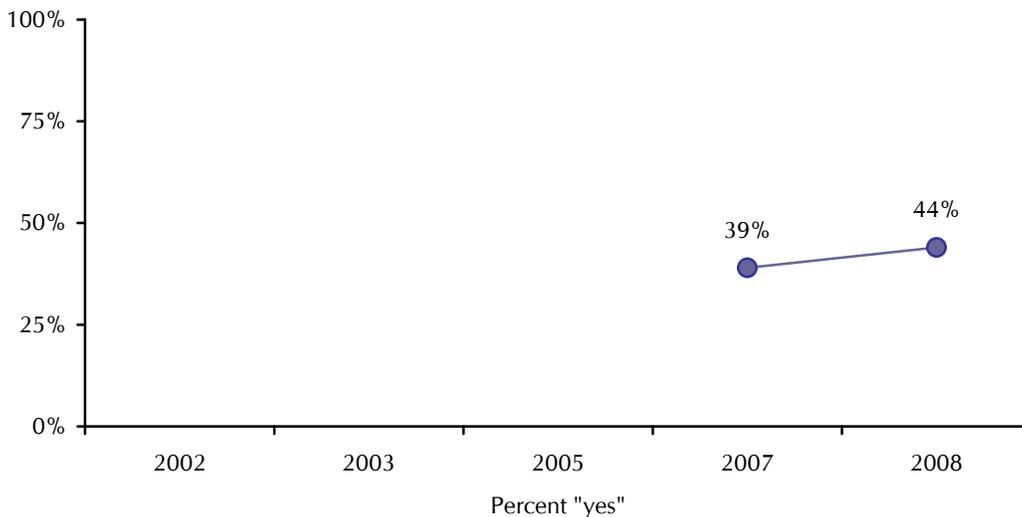
	Comparison to benchmark
Services provided by the City of Sunnyvale	Above
Services provided by the Federal Government	Similar
Services provided by the State Government	Similar
Santa Clara County government general	Above

City of Sunnyvale Employees

The employees of the City of Sunnyvale who interact with the public create the first impression that most residents have of the City of Sunnyvale. Front line staff who provide information, assist with bill paying, collect trash, create service schedules, fight fires and crime and even give traffic tickets are the collective face of the City of Sunnyvale. As such, it is important to know about residents' experience talking with that "face." When employees appear to be knowledgeable, responsive and courteous, residents are more likely to feel that any needs or problems may be solved through positive and productive interactions with the City of Sunnyvale staff.

Those completing the survey were asked if they had been in contact with a City employee either in-person or over the phone in the last 12 months; the 44% who reported that they had been in contact were then asked to indicate overall how satisfied they were with the employee in their most recent contact. City employees were rated highly; 76% of respondents rated their overall impression as "excellent" or "good." Employees ratings were similar to or higher than the benchmark and were similar to past survey years.

FIGURE 60: PROPORTION OF RESPONDENTS WHO HAD CONTACT WITH CITY EMPLOYEES IN PREVIOUS 12 MONTHS BY YEAR



Differences in ratings over time may be at least partially attributable to changes in question wording and response options.

FIGURE 61: RATINGS OF CITY EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BY YEAR

	2008	2007	2005	2003	2002
Knowledge	76%	83%	NA	NA	NA
Responsiveness	68%	77%	NA	NA	NA
Courtesy	82%	82%	NA	NA	88%
Overall impression	76%	79%	NA	NA	79%
Percent "excellent" or "good"					

Differences in ratings over time may be at least partially attributable to changes in question wording and response options.

FIGURE 62: CONTACT WITH CITY EMPLOYEES BENCHMARKS

	Comparison to benchmark
Had contact with city employee(s) in last 12 months	Below

FIGURE 63: RATINGS OF CITY EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BENCHMARKS

	Comparison to benchmark
City employee knowledge	Similar
City employee responsiveness	Similar
City employee courteousness	Above
Overall impression	Above

FROM DATA TO ACTION

RESIDENT PRIORITIES

Knowing where to focus limited resources to improve residents' opinions of local government requires information that targets the services that are most important to residents. However, when residents are asked what services are most important, they rarely stray beyond core services – those directed to save lives and improve safety.

In market research, identifying the most important characteristics of a transaction or product is called Key Driver Analysis. The key drivers that are identified from that analysis do not come from asking customers to self-report which service or product characteristic most influenced their decision to buy or return, but rather from statistical analyses of the predictors of their behavior. When customers are asked to name the most important characteristics of a good or service, responses often are expected or misleading – just as they can be in the context of a citizen survey. For example, air travelers often claim that safety is the primary consideration in their choice of an airline, yet key driver analysis reveals that frequent flier perks or in-flight entertainment predicts their buying decisions.

In local government core services – like fire protection – invariably land at the top of the list created when residents are asked about the most important local government services. And core services are important. But by using Key Driver Analysis, our approach digs deeper to identify the less obvious, but more influential services that are most related to residents' ratings of overall quality of local government services. Because services focused directly on life and safety remain essential to quality government, it is suggested that core services should remain the focus of continuous monitoring and improvement where necessary – but monitoring core services or asking residents to identify important services is not enough.

A Key Driver Analysis (KDA) was conducted for the City of Sunnyvale by examining the relationships between ratings of each service and ratings of the City of Sunnyvale's overall services. Those key driver services that correlated most highly with residents' perceptions about overall City service quality have been identified. By targeting improvements in key services, the City of Sunnyvale can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality.

Services found to be most strongly correlated with ratings of overall service quality from the Sunnyvale Key Driver Analysis were:

- Street repair
- Public schools
- Garbage collection
- Sewer services
- Police services

CITY OF SUNNYVALE ACTION CHART

The 2008 City of Sunnyvale Action Chart™ on the following page combines three dimensions of performance:

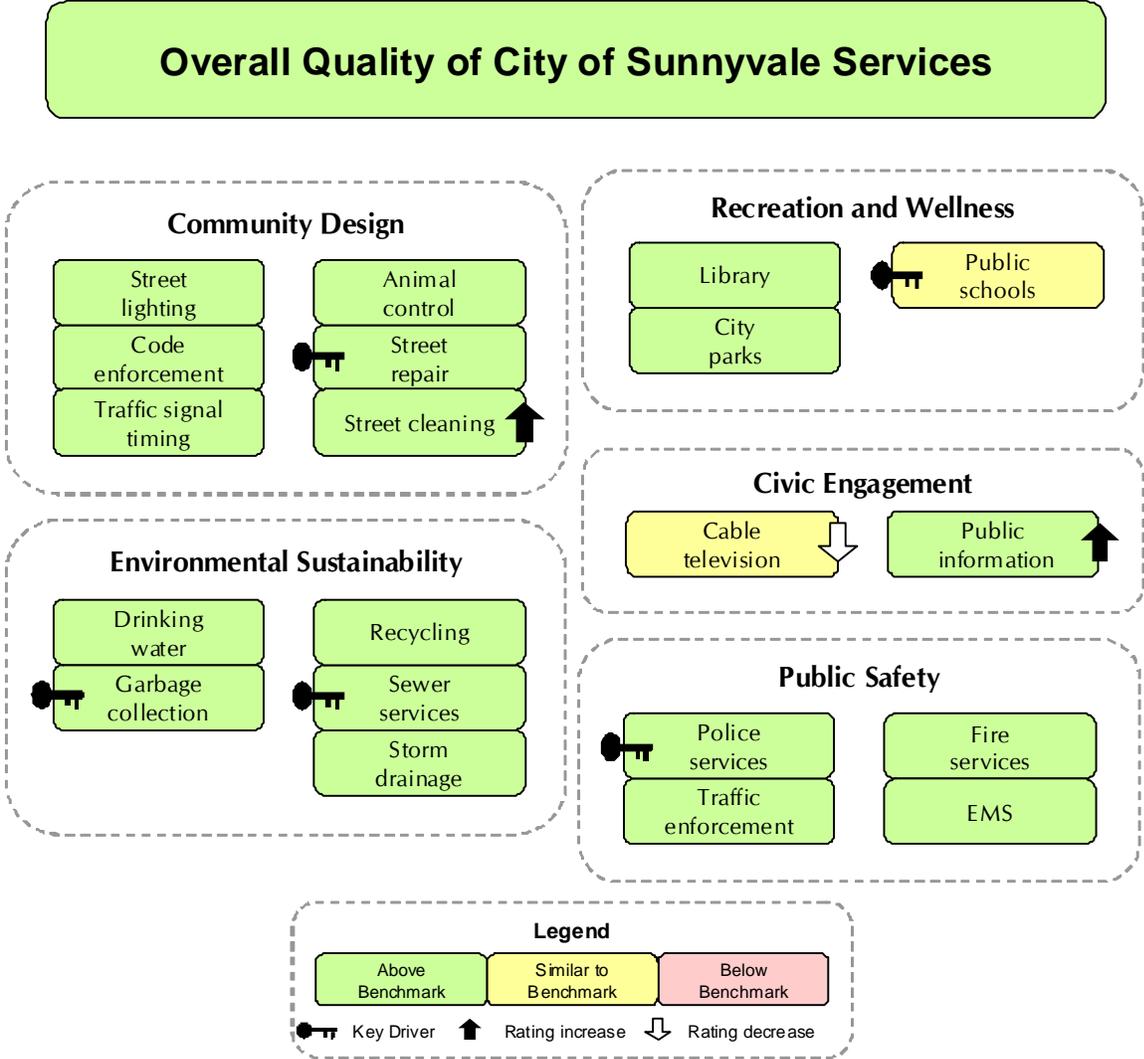
- Comparison to resident evaluations from other communities. When a comparison is available, the background color of each service box indicates whether the service is above the benchmark (green), similar to the benchmark (yellow) or below the benchmark (red).
- Identification of key services. A black key icon next to a service box indicates that service is key (either core or key driver)
- Trend line icons (up and down arrows), indicating whether the current ratings are higher or lower than the previous survey.

Twenty services were included in the KDA for the City of Sunnyvale. Of these, 18 were above the benchmark, none were below the benchmark and two were similar to the benchmark. Ratings for two services were trending up and one was trending down, while 14 remained similar to the previous survey and only one, public schools, had no trend data available. The five key drivers are shown.

Considering all performance data included in the Action Chart, a jurisdiction typically will want to consider improvements to any key driver services that are trending down or that are not at least similar to the benchmark. In the case of Sunnyvale, no key drivers were below the benchmark or trending lower in the current survey. Therefore, Sunnyvale may wish to seek improvements to public schools, as this key driver received ratings similar to other benchmark jurisdictions. More detail about interpreting results can be found in the next section.

Services with a high percent of respondents answering “don’t know” were excluded from the analysis and were considered services that would be less influential. See Appendix A: Complete Survey Frequencies, Frequencies Including “Don’t Know” Responses (beginning on page 49) for the percent “don’t know” for each service.

FIGURE 64: CITY OF SUNNYVALE ACTION CHART™



Using Your Action Chart™

The key drivers derived for the City of Sunnyvale provide a list of those services that are uniquely related to overall service quality here. Those key drivers are marked by key symbols in the action chart. Because key driver results are based on a relatively small number of responses, the relationships or correlations that define the key drivers are subject to more variability than is seen when key drivers are derived from a large national dataset of resident responses. To benefit the City of Sunnyvale, NRC lists the key drivers derived from tens of thousands of resident responses from across the county. This list is updated every three years so that you can compare your key drivers to the key drivers from the entire NRC data set. Where your locally derived key drivers overlap national key drivers, it makes sense to focus even more strongly on your keys. Similarly, when your local key drivers overlap your core services, there is stronger argument to make for attending to your key drivers that overlap with core services. In the following table, we have listed your key drivers, core services and the national key drivers below and we have indicated the City of Sunnyvale key drivers that overlap core services or the nationally derived keys.

FIGURE 65: KEY DRIVERS COMPARED

Service	City of Sunnyvale Key Drivers	National Key Drivers	Core Services
Code enforcement			✓
Economic development		✓	
EMS			✓
Fire			✓
Garbage collection	✓		✓
Land use planning and zoning		✓	
Police services	✓	✓	✓
Public information services		✓	
Public schools	✓	✓	
Sewer	✓		✓
Storm drainage			✓
Street repair	✓		✓
Water			✓

POLICY QUESTIONS

“Don’t know” responses have been removed from the following questions.

Question 18a: Policy Question 1						
Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
In Sunnyvale parks during the day	66%	29%	5%	0%	0%	100%
In Sunnyvale parks after dark	13%	41%	26%	16%	4%	100%
When driving, based on road conditions in the City of Sunnyvale	39%	48%	11%	2%	0%	100%

Question 18b: Policy Question 2	
To what extent do you agree or disagree with this statement: "Information provided by the City of Sunnyvale (on KSUN, the City's Web site, contained in the Quarterly Report, etc.) is accessible, timely and relevant"?	Percent of respondents
Strongly agree	34%
Somewhat agree	58%
Somewhat disagree	7%
Strongly disagree	1%
Total	100%

Question 18c: Policy Question 3	
How confident, if at all, are you that your tax dollars are being spent wisely by the City of Sunnyvale?	Percent of respondents
Very confident	20%
Somewhat confident	69%
Not confident at all	11%
Total	100%

Question 18d: Policy Question 4	
In the past 12 months, how many times, if at all, have you or another household member visited downtown Sunnyvale for shopping, dining or entertainment?	Percent of respondents
Never/0 times	4%
1-3 times	16%
3-4 times	13%
5-6 times	14%
7 or more times	53%
Total	100%

Question 18e: Policy Question 5	
To what degree, if at all, are code enforcement issues a problem in Sunnyvale?	Percent of respondents
Not a problem	40%
Minor problem	39%
Moderate problem	19%
Major problem	3%
Total	100%

Question 18f: Policy Question 6	
Please select the Sunnyvale park or school that is closest to your home (select only one):	Percent of respondents
Fair Oaks Park	8%
Washington Park	8%
Ellis School	7%
Ponderosa Park/School	6%
Baylands Park	5%
Fremont High School	5%
Lakewood Park/School	5%
Murphy Park	4%
Vargas School	4%
Braly Park/School	3%
Las Palmas Park	3%
Peterson Jr. High School	3%
Raynor Park	3%
Serra Park/School	3%
Bishop School	2%
Cherry Chase School	2%
Community Ctr/Orchard Heritage Park	2%
Cumberland (District 5)	2%
Cupertino Jr. High School	2%
De Anza Park/School	2%
Fairwood Park/School	2%
Homestead High School	2%
Ortega Park/Stocklmeir	2%
Sunken Gardens Golf Course	2%
Sunnyvale Golf Course	2%
Sunnyvale Middle School	2%
Cannery Park (District 1)	1%
Columbia Park/School	1%
Encinal Park	1%
Laurelwood Elementary	1%
Nimitz School	1%
Panama Park	1%
Victory Village Park	1%
West Valley Park	1%
George Mayne	0%
San Antonio Park	0%
San Miguel School	0%
Total	100%

APPENDIX A: COMPLETE SURVEY FREQUENCIES

FREQUENCIES EXCLUDING "DON'T KNOW" RESPONSES

Question 1: Quality of Life					
Please rate each of the following aspects of quality of life in Sunnyvale:	Excellent	Good	Fair	Poor	Total
Sunnyvale as a place to live	40%	52%	8%	0%	100%
Your neighborhood as a place to live	29%	49%	20%	2%	100%
Sunnyvale as a place to raise children	33%	44%	20%	3%	100%
Sunnyvale as a place to work	31%	55%	11%	2%	100%
Sunnyvale as a place to retire	22%	39%	22%	17%	100%
The overall quality of life in Sunnyvale	29%	57%	14%	1%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to Sunnyvale as a whole:	Excellent	Good	Fair	Poor	Total
Sense of community	11%	51%	29%	9%	100%
Openness and acceptance of the community towards people of diverse backgrounds	33%	49%	17%	2%	100%
Overall appearance of Sunnyvale	19%	57%	21%	3%	100%
Ease of bicycle travel in Sunnyvale	21%	39%	31%	10%	100%
Ease of walking in Sunnyvale	21%	46%	25%	8%	100%
Availability of affordable quality housing	4%	19%	39%	38%	100%
Availability of affordable quality child care	9%	23%	48%	21%	100%
Overall image or reputation of Sunnyvale	19%	61%	18%	2%	100%

Question 3: Growth						
Please rate the speed of growth in the following categories in Sunnyvale over the past 2 years:	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Total
Population growth	0%	3%	55%	31%	11%	100%
Retail growth (stores, restaurants, etc.)	4%	27%	56%	10%	3%	100%
Jobs growth	11%	48%	40%	1%	0%	100%

Question 4: Code Enforcement	
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Sunnyvale?	Percent of respondents
Not a problem	24%
Minor problem	47%
Moderate problem	27%
Major problem	2%
Total	100%

Question 5: Community Safety						
Please rate how safe or unsafe you feel from the following in Sunnyvale:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
Violent crime (e.g., rape, assault, robbery)	45%	42%	8%	4%	1%	100%
Property crimes (e.g., burglary, theft)	25%	50%	13%	11%	1%	100%
Environmental hazards, including toxic waste	32%	48%	15%	4%	1%	100%

Question 6: Personal Safety						
Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
In your neighborhood during the day	70%	25%	1%	2%	1%	100%
In your neighborhood after dark	30%	50%	11%	7%	2%	100%
In Sunnyvale's downtown area during the day	62%	31%	4%	1%	1%	100%
In Sunnyvale's downtown area after dark	22%	46%	20%	12%	1%	100%

Question 7: Crime Victim	
During the past twelve months, were you or anyone in your household the victim of any crime?	Percent of respondents
No	92%
Yes	8%
Total	100%

Question 8: Crime Reporting	
If yes, was this crime (these crimes) reported to the police?	Percent of respondents
No	23%
Yes	77%
Total	100%

Question 9: Resident Behaviors						
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Sunnyvale?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Used Sunnyvale public libraries or their services	30%	20%	31%	9%	9%	100%
Used Sunnyvale recreation centers	48%	30%	13%	4%	6%	100%
Participated in a recreation program or activity	65%	19%	11%	3%	3%	100%
Visited a neighborhood park or City park	11%	24%	29%	15%	21%	100%
Attended a meeting of local elected officials or other local public meeting	86%	11%	3%	0%	0%	100%
Watched a meeting of local elected officials or other local public meeting on cable television	73%	17%	8%	1%	1%	100%
Read Sunnyvale Newsletter	13%	31%	42%	9%	5%	100%
Volunteered your time to some group or activity in Sunnyvale	78%	12%	5%	2%	4%	100%

Question 10: Neighborliness	
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents
Just about everyday	12%
Several times a week	28%
Several times a month	26%
Once a month	9%
Several times a year	14%
Once a year or less	5%
Never	8%
Total	100%

Question 11: Service Quality					
Please rate the quality of each of the following services in Sunnyvale:	Excellent	Good	Fair	Poor	Total
Police services	42%	45%	10%	3%	100%
Fire services	50%	43%	7%	0%	100%
Ambulance or emergency medical services	47%	42%	11%	0%	100%
Traffic enforcement	26%	46%	21%	7%	100%
Street repair	17%	41%	32%	10%	100%
Street cleaning	18%	50%	26%	6%	100%
Street lighting	20%	53%	23%	3%	100%
Traffic signal timing	14%	47%	29%	10%	100%
Garbage collection	36%	46%	15%	3%	100%
Recycling	30%	46%	18%	7%	100%
Storm drainage	24%	55%	17%	4%	100%
Drinking water	21%	48%	25%	7%	100%
Sewer services	29%	53%	16%	3%	100%
City parks	35%	49%	15%	1%	100%
Recreation programs or classes	26%	54%	19%	1%	100%
Recreation centers or facilities	28%	50%	20%	2%	100%
Code enforcement (weeds, abandoned buildings, etc)	17%	47%	25%	11%	100%
Animal control	24%	47%	21%	8%	100%
Public library services	43%	47%	10%	0%	100%
Public information services	28%	49%	21%	2%	100%
Public schools	21%	47%	26%	6%	100%
Cable television	9%	43%	31%	17%	100%

Question 12: Government Services Overall					
Overall, how would you rate the quality of the services provided by each of the following?	Excellent	Good	Fair	Poor	Total
The City of Sunnyvale	27%	58%	14%	1%	100%
The Federal Government	4%	38%	42%	16%	100%
The State Government	5%	41%	41%	12%	100%
Santa Clara County Government	9%	53%	34%	3%	100%

Question 13: Contact with City Employees	
Have you had any in-person or phone contact with an employee of the City of Sunnyvale within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents
No	56%
Yes	44%
Total	100%

Question 14: City Employees					
What was your impression of the employee(s) of the City of Sunnyvale in your most recent contact?	Excellent	Good	Fair	Poor	Total
Knowledge	39%	37%	21%	4%	100%
Responsiveness	37%	31%	25%	7%	100%
Courtesy	41%	41%	12%	5%	100%
Overall impression	35%	41%	19%	5%	100%

Question 15: Government Performance					
Please rate the following categories of Sunnyvale government performance:	Excellent	Good	Fair	Poor	Total
The value of services for the taxes paid to Sunnyvale	14%	53%	28%	5%	100%
The overall direction that Sunnyvale is taking	16%	50%	31%	4%	100%
The job Sunnyvale government does at welcoming citizen involvement	15%	41%	37%	7%	100%
The job Sunnyvale government does at listening to citizens	13%	39%	39%	9%	100%

Question 16: Recommendation and Longevity					
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 Sunnyvale to someone who asks	53%	40%	6%	1%	100%
Remain in Sunnyvale for the next five years	51%	31%	13%	6%	100%

Question 17: Impact of the Economy	
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent of respondents
Very positive	3%
Somewhat positive	12%
Neutral	34%
Somewhat negative	44%
Very negative	7%
Total	100%

Question 18a: Policy Question 1						
Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
In Sunnyvale parks during the day	66%	29%	5%	0%	0%	100%
In Sunnyvale parks after dark	13%	41%	26%	16%	4%	100%
When driving, based on road conditions in the City of Sunnyvale	39%	48%	11%	2%	0%	100%

Question 18b: Policy Question 2	
To what extent do you agree or disagree with this statement: "Information provided by the City of Sunnyvale (on KSUN, the City's Web site, contained in the Quarterly Report, etc.) is accessible, timely and relevant"?	Percent of respondents
Strongly agree	34%
Somewhat agree	58%
Somewhat disagree	7%
Strongly disagree	1%
Total	100%

Question 18c: Policy Question 3	
How confident, if at all, are you that your tax dollars are being spent wisely by the City of Sunnyvale?	Percent of respondents
Very confident	20%
Somewhat confident	69%
Not confident at all	11%
Total	100%

Question 18d: Policy Question 4	
In the past 12 months, how many times, if at all, have you or another household member visited downtown Sunnyvale for shopping, dining or entertainment?	Percent of respondents
Never/0 times	4%
1-3 times	16%
3-4 times	13%
5-6 times	14%
7 or more times	53%
Total	100%

Question 18e: Policy Question 5	
To what degree, if at all, are code enforcement issues a problem in Sunnyvale?	Percent of respondents
Not a problem	40%
Minor problem	39%
Moderate problem	19%
Major problem	3%
Total	100%

Question 18f: Policy Question 6	
Please select the Sunnyvale park or school that is closest to your home (select only one):	Percent of respondents
Fair Oaks Park	8%
Washington Park	8%
Ellis School	7%
Ponderosa Park/School	6%
Baylands Park	5%
Lakewood Park/School	5%
Fremont High School	5%
Vargas School	4%
Murphy Park	4%
Braly Park/School	3%
Raynor Park	3%
Serra Park/School	3%
Peterson Jr. High School	3%
Las Palmas Park	3%
Bishop School	2%
Cherry Chase School	2%
Cupertino Jr. High School	2%
De Anza Park/School	2%
Fairwood Park/School	2%
Ortega Park/Stockmeir	2%
Sunken Gardens Golf Course	2%
Sunnyvale Golf Course	2%
Sunnyvale Middle School	2%
Cumberland (District 5)	2%
Homestead High School	2%
Community Ctr/Orchard Heritage Park	2%
Columbia Park/School	1%
Encinal Park	1%
Nimitz School	1%
Panama Park	1%

Question 18f: Policy Question 6	
Please select the Sunnyvale park or school that is closest to your home (select only one):	Percent of respondents
Victory Village Park	1%
West Valley Park	1%
Cannery Park (District 1)	1%
Laurelwood Elementary	1%
San Antonio Park	0%
San Miguel School	0%
George Mayne	0%
Total	100%

Question D1: Employment Status	
Are you currently employed for pay?	Percent of respondents
No	24%
Yes, full-time	65%
Yes, part-time	11%
Total	100%

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself	76%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults	10%
Bus, rail, subway or other public transportation	3%
Bicycle	3%
Bicycle	3%
Work at home	6%
Other	0%

Question D3: Length of Residency	
How many years have you lived in Sunnyvale?	Percent of respondents
Less than 2 years	17%
2 to 5 years	28%
6 to 10 years	13%
11 to 20 years	17%
More than 20 years	25%
Total	100%

Question D4: Housing Unit Type	
Which best describes the building you live in?	Percent of respondents
One family house detached from any other houses	33%
House attached to one or more houses (e.g., a duplex or townhome)	13%
Building with two or more apartments or condominiums	47%
Mobile home	6%
Other	1%
Total	100%

Question D5: Housing Tenure (Rent/Own)	
Is this house, apartment or mobile home...	Percent of respondents
Rented for cash or occupied without cash payment	48%
Owned by you or someone in this house with a mortgage or free and clear	52%
Total	100%

Question D6: Monthly Housing Cost	
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)?	Percent of respondents
Less than \$300 per month	3%
\$300 to \$599 per month	5%
\$600 to \$999 per month	9%
\$1,000 to \$1,499 per month	30%
\$1,500 to \$2,499 per month	27%
\$2,500 or more per month	25%
Total	100%

Question D7: Presence of Children in Household	
Do any children 17 or under live in your household?	Percent of respondents
No	67%
Yes	33%
Total	100%

Question D8: Presence of Older Adults in Household	
Are you or any other members of your household aged 65 or older?	Percent of respondents
No	81%
Yes	19%
Total	100%

Question D9: Household Income	
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.)	Percent of respondents
Less than \$24,999	12%
\$25,000 to \$49,999	16%
\$50,000 to \$99,999	30%
\$100,000 to \$149,000	21%
\$150,000 or more	20%
Total	100%

Question D10: Ethnicity	
Are you Spanish, Hispanic or Latino?	Percent of respondents
No, not Spanish, Hispanic or Latino	73%
Yes, I consider myself to be Spanish, Hispanic or Latino	27%
Total	100%

Question D11: Race	
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents
American Indian or Alaskan Native	0%
Asian, Asian Indian or Pacific Islander	35%
Black or African American	1%
White	51%
Other	17%
Total may exceed 100% as respondents could select more than one option	

Question D12: Age	
In which category is your age?	Percent of respondents
18 to 24 years	4%
25 to 34 years	28%
35 to 44 years	25%
45 to 54 years	18%
55 to 64 years	10%
65 to 74 years	10%
75 years or older	5%
Total	100%

Question D13: Gender	
What is your sex?	Percent of respondents
Female	49%
Male	51%
Total	100%

Question D14: Registered to Vote	
Are you registered to vote in your jurisdiction?	Percent of respondents
No	24%
Yes	65%
Ineligible to vote	11%
Total	100%

Question D15: Voted in Last General Election	
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents
No	26%
Yes	58%
Ineligible to vote	16%
Total	100%

FREQUENCIES INCLUDING “DON’T KNOW” RESPONSES

These tables contain the percentage of respondents for each response category as well as the “n” or total number of respondents for each category, next to the percentage.

Question 1: Quality of Life												
Please rate each of the following aspects of quality of life in Sunnyvale:	Excellent		Good		Fair		Poor		Don't know		Total	
	Sunnyvale as a place to live	40%	133	52%	176	8%	26	0%	1	0%	0	100%
Your neighborhood as a place to live	29%	97	49%	163	20%	67	2%	7	0%	2	100%	335
Sunnyvale as a place to raise children	27%	91	37%	123	17%	56	3%	9	16%	53	100%	331
Sunnyvale as a place to work	25%	82	44%	145	9%	30	2%	6	21%	70	100%	333
Sunnyvale as a place to retire	17%	55	30%	97	17%	55	13%	43	23%	76	100%	326
The overall quality of life in Sunnyvale	29%	97	56%	188	14%	45	1%	3	1%	2	100%	335

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to Sunnyvale as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	Sense of community	11%	36	49%	161	28%	92	9%	30	4%	12	100%
Openness and acceptance of the community towards people of diverse backgrounds	31%	105	47%	159	16%	54	2%	5	4%	14	100%	338
Overall appearance of Sunnyvale	19%	62	57%	187	20%	67	3%	9	2%	5	100%	330
Ease of bicycle travel in Sunnyvale	15%	51	29%	97	23%	76	8%	25	26%	86	100%	336
Ease of walking in Sunnyvale	20%	68	45%	149	24%	80	8%	25	3%	11	100%	332
Availability of affordable quality housing	4%	12	17%	56	35%	118	34%	115	10%	34	100%	336
Availability of affordable quality child care	4%	12	10%	32	20%	67	9%	29	58%	190	100%	330
Overall image or reputation of Sunnyvale	19%	64	60%	203	18%	60	2%	7	1%	4	100%	338

Question 3: Growth														
Please rate the speed of growth in the following categories in Sunnyvale over the past 2 years:	Much too slow		Somewhat too slow		Right amount		Somewhat too fast		Much too fast		Don't know		Total	
	Population growth	0%	0	2%	7	36%	120	20%	66	7%	23	35%	118	100%
Retail growth (stores, restaurants, etc.)	3%	10	22%	75	46%	154	8%	27	2%	7	19%	64	100%	337
Jobs growth	6%	20	25%	83	21%	69	1%	2	0%	0	48%	160	100%	335

Question 4: Code Enforcement		
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Sunnyvale?	Percent of respondents	Count
Not a problem	20%	68
Minor problem	40%	135
Moderate problem	23%	78
Major problem	2%	5
Don't know	14%	48
Total	100%	335

Question 5: Community Safety														
Please rate how safe or unsafe you feel from the following in Sunnyvale:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	Violent crime (e.g., rape, assault, robbery)	43%	144	41%	135	8%	27	4%	13	1%	2	3%	11	100%
Property crimes (e.g., burglary, theft)	24%	81	49%	164	12%	42	11%	36	1%	4	2%	7	100%	334
Environmental hazards, including toxic waste	28%	92	42%	139	13%	44	4%	12	1%	4	12%	40	100%	331

Question 6: Personal Safety														
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 your neighborhood during the day	70%	234	25%	85	1%	4	2%	7	1%	4	0%	0	100%
In your neighborhood after dark	30%	102	49%	165	11%	38	7%	23	2%	6	1%	3	100%	336
In Sunnyvale's downtown area during the day	57%	191	29%	95	4%	13	1%	3	1%	3	8%	27	100%	333
In Sunnyvale's downtown area after dark	17%	58	37%	123	16%	54	9%	31	0%	2	20%	67	100%	335

Question 7: Crime Victim		
During the past twelve months, were you or anyone in your household the victim of any crime?	Percent of respondents	Count
No	91%	299
Yes	8%	26
Don't know	2%	5
Total	100%	331

Question 8: Crime Reporting		
If yes, was this crime (these crimes) reported to the police?	Percent of respondents	Count
No	22%	6
Yes	76%	20
Don't know	2%	0
Total	100%	26

Question 9: Resident Behaviors												
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Sunnyvale?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
	Used Sunnyvale public libraries or their services	30%	101	20%	66	31%	103	9%	31	9%	31	100%
Used Sunnyvale recreation centers	48%	160	30%	101	13%	42	4%	15	6%	19	100%	336
Participated in a recreation program or activity	65%	215	19%	63	11%	36	3%	8	3%	10	100%	333
Visited a neighborhood park or City park	11%	37	24%	79	29%	98	15%	49	21%	69	100%	333
Attended a meeting of local elected officials or other local public meeting	86%	285	11%	37	3%	8	0%	0	0%	1	100%	332
Watched a meeting of local elected officials or other local public meeting on cable television	73%	244	17%	59	8%	28	1%	3	1%	2	100%	336
Read Sunnyvale Newsletter	13%	42	31%	99	42%	138	9%	29	5%	17	100%	324
Volunteered your time to some group or activity in Sunnyvale	78%	260	12%	41	5%	15	2%	5	4%	12	100%	334

Question 10: Neighborliness		
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents	Count
Just about everyday	12%	39
Several times a week	28%	94
Several times a month	26%	86
Once a month	9%	31
Several times a year	14%	46
Once a year or less	5%	15
Never	8%	25
Total	100%	337

Question 11: Service Quality												
Please rate the quality of each of the following services in Sunnyvale:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Police services	34%	112	37%	123	8%	26	3%	9	18%	60	100%	330
Fire services	36%	121	32%	105	5%	17	0%	0	27%	89	100%	332
Ambulance or emergency medical services	29%	94	26%	85	7%	22	0%	0	39%	128	100%	329
Traffic enforcement	22%	72	38%	125	18%	58	6%	19	17%	56	100%	329
Street repair	16%	53	39%	128	30%	101	9%	30	6%	19	100%	331
Street cleaning	18%	59	48%	160	25%	83	6%	19	3%	10	100%	332
Street lighting	20%	66	52%	172	23%	74	3%	11	2%	5	100%	329
Traffic signal timing	13%	45	46%	154	29%	96	9%	32	3%	9	100%	335
Garbage collection	35%	114	44%	145	14%	47	3%	10	4%	13	100%	329
Recycling	28%	92	43%	143	16%	55	6%	21	7%	23	100%	335
Storm drainage	21%	69	47%	156	15%	50	3%	11	14%	46	100%	331
Drinking water	20%	65	44%	147	23%	76	6%	21	7%	24	100%	334
Sewer services	24%	80	44%	146	13%	43	2%	8	16%	54	100%	331
City parks	33%	110	46%	153	14%	45	1%	2	7%	23	100%	333
Recreation programs or classes	15%	48	31%	103	11%	35	1%	3	43%	140	100%	329
Recreation centers or facilities	16%	54	29%	95	12%	38	1%	3	42%	136	100%	326
Code enforcement (weeds, abandoned buildings, etc)	11%	36	31%	103	17%	55	7%	23	35%	115	100%	332
Animal control	15%	49	28%	94	13%	42	5%	17	39%	130	100%	331
Public library services	35%	116	38%	128	8%	28	0%	0	18%	60	100%	332
Public information services	19%	65	34%	115	15%	49	1%	4	31%	103	100%	334
Public schools	13%	44	29%	96	17%	55	4%	12	37%	122	100%	328
Cable television	7%	23	33%	110	24%	81	13%	44	22%	74	100%	333

Question 12: Government Services Overall												
Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	The City of Sunnyvale	25%	85	54%	180	13%	45	1%	2	7%	22	100%
The Federal Government	4%	12	30%	100	33%	111	12%	41	21%	72	100%	336
The State Government	4%	14	33%	109	32%	107	10%	33	21%	70	100%	333
Santa Clara County Government	7%	24	40%	134	26%	88	3%	9	24%	81	100%	336

Question 13: Contact with City Employees		
Have you had any in-person or phone contact with an employee of the City of Sunnyvale within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents	Count
No	56%	186
Yes	44%	145
Total	100%	331

Question 14: City Employees												
What was your impression of the employee(s) of the City of Sunnyvale in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
	Knowledge	39%	56	37%	53	20%	29	4%	5	1%	1	100%
Responsiveness	37%	54	31%	45	25%	36	7%	11	0%	0	100%	145
Courtesy	41%	59	41%	59	12%	18	5%	8	0%	0	100%	144
Overall impression	35%	50	41%	60	19%	27	5%	7	0%	0	100%	144

Question 15: Government Performance												
Please rate the following categories of Sunnyvale government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	The value of services for the taxes paid to Sunnyvale	11%	35	41%	136	22%	73	4%	14	22%	73	100%
The overall direction that Sunnyvale is taking	12%	42	40%	133	24%	81	3%	9	20%	68	100%	334
The job Sunnyvale government does at welcoming citizen involvement	9%	30	25%	83	22%	74	4%	13	39%	130	100%	331
The job Sunnyvale government does at listening to citizens	7%	23	21%	70	21%	71	5%	17	45%	151	100%	333

Question 16: Recommendation and Longevity												
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 Sunnyvale to someone who asks	52%	172	39%	131	5%	18	1%	4	2%	7	100%
Remain in Sunnyvale for the next five years	49%	163	29%	98	12%	40	6%	18	4%	14	100%	334

Question 17: Impact of the Economy		
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent of respondents	Count
Very positive	3%	10
Somewhat positive	12%	39
Neutral	34%	114
Somewhat negative	44%	149
Very negative	7%	23
Total	100%	336

Question 18a: Policy Question 1												
Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	In Sunnyvale parks during the day	66%	208	29%	92	5%	17	0%	1	0%	0	100%
In Sunnyvale parks after dark	13%	34	41%	109	26%	68	16%	41	4%	11	100%	264
When driving, based on road conditions in the City of Sunnyvale	39%	129	48%	162	11%	37	2%	6	0%	1	100%	335

Question 18b: Policy Question 2		
To what extent do you agree or disagree with this statement: "Information provided by the City of Sunnyvale (on KSUN, the City's Web site, contained in the Quarterly Report, etc.) is accessible, timely and relevant"?	Percent of respondents	Count
Strongly agree	17%	56
Somewhat agree	29%	97
Somewhat disagree	4%	12
Strongly disagree	0%	1
Don't know	51%	171
Total	100%	338

Question 18c: Policy Question 3		
How confident, if at all, are you that your tax dollars are being spent wisely by the City of Sunnyvale?	Percent of respondents	Count
Very confident	15%	53
Somewhat confident	52%	178
Not confident at all	8%	28
Don't know	24%	81
Total	100%	340

Question 18d: Policy Question 4		
In the past 12 months, how many times, if at all, have you or another household member visited downtown Sunnyvale for shopping, dining or entertainment?	Percent of respondents	Count
Never/0 times	4%	14
1-3 times	16%	55
3-4 times	13%	43
5-6 times	14%	47
7 or more times	53%	182
Total	100%	340

Question 18e: Policy Question 5		
To what degree, if at all, are code enforcement issues a problem in Sunnyvale?	Percent of respondents	Count
Not a problem	22%	75
Minor problem	22%	74
Moderate problem	10%	35
Major problem	1%	5
Don't know	44%	151
Total	100%	339

Question 18f: Policy Question 6		
Please select the Sunnyvale park or school that is closest to your home (select only one):	Percent of respondents	Count
Fair Oaks Park	8%	24
Washington Park	8%	25
Ellis School	7%	21
Ponderosa Park/School	6%	19
Baylands Park	5%	15
Lakewood Park/School	5%	17
Fremont High School	5%	17
Vargas School	4%	11
Murphy Park	4%	11
Braly Park/School	3%	8
Raynor Park	3%	8
Serra Park/School	3%	9
Peterson Jr. High School	3%	9
Las Palmas Park	3%	10
Bishop School	2%	6
Cherry Chase School	2%	8
Cupertino Jr. High School	2%	8
De Anza Park/School	2%	7
Fairwood Park/School	2%	6
Ortega Park/Stockmeir	2%	7
Sunken Gardens Golf Course	2%	7
Sunnyvale Golf Course	2%	5
Sunnyvale Middle School	2%	8
Cumberland (District 5)	2%	5
Homestead High School	2%	8
Community Ctr/Orchard Heritage Park	2%	6
Columbia Park/School	1%	3

Question 18f: Policy Question 6		
Please select the Sunnyvale park or school that is closest to your home (select only one):	Percent of respondents	Count
Encinal Park	1%	3
Nimitz School	1%	3
Panama Park	1%	4
Victory Village Park	1%	2
West Valley Park	1%	4
Cannery Park (District 1)	1%	2
Laurelwood Elementary	1%	3
San Antonio Park	0%	0
San Miguel School	0%	1
George Mayne	0%	0
Total	100%	309

Question D1: Employment Status		
Are you currently employed for pay?	Percent of respondents	Count
No	24%	80
Yes, full-time	65%	217
Yes, part-time	11%	37
Total	100%	335

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself	76%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults	10%
Bus, rail, subway or other public transportation	3%
Bicycle	3%
Bicycle	3%
Work at home	6%
Other	0%

Question D3: Length of Residency		
How many years have you lived in Sunnyvale?	Percent of respondents	Count
Less than 2 years	17%	58
2 to 5 years	28%	94
6 to 10 years	13%	43
11 to 20 years	17%	57
More than 20 years	25%	86
Total	100%	338

Question D4: Housing Unit Type		
Which best describes the building you live in?	Percent of respondents	Count
One family house detached from any other houses	33%	110
House attached to one or more houses (e.g., a duplex or townhome)	13%	44
Building with two or more apartments or condominiums	47%	158
Mobile home	6%	21
Other	1%	3
Total	100%	337

Question D5: Housing Tenure (Rent/Own)		
Is this house, apartment or mobile home...	Percent of respondents	Count
Rented for cash or occupied without cash payment	48%	156
Owned by you or someone in this house with a mortgage or free and clear	52%	171
Total	100%	327

Question D6: Monthly Housing Cost		
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)?	Percent of respondents	Count
Less than \$300 per month	3%	10
\$300 to \$599 per month	5%	17
\$600 to \$999 per month	9%	29
\$1,000 to \$1,499 per month	30%	100
\$1,500 to \$2,499 per month	27%	91
\$2,500 or more per month	25%	84
Total	100%	330

Question D7: Presence of Children in Household		
Do any children 17 or under live in your household?	Percent of respondents	Count
No	67%	227
Yes	33%	110
Total	100%	337

Question D8: Presence of Older Adults in Household		
Are you or any other members of your household aged 65 or older?	Percent of respondents	Count
No	81%	271
Yes	19%	65
Total	100%	335

Question D9: Household Income		
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.)	Percent of respondents	Count
Less than \$24,999	12%	40
\$25,000 to \$49,999	16%	52
\$50,000 to \$99,999	30%	98
\$100,000 to \$149,000	21%	68
\$150,000 or more	20%	63
Total	100%	321

Question D10: Ethnicity		
Are you Spanish, Hispanic or Latino?	Percent of respondents	Count
No, not Spanish, Hispanic or Latino	73%	241
Yes, I consider myself to be Spanish, Hispanic or Latino	27%	88
Total	100%	330

Question D11: Race		
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents	Count
American Indian or Alaskan Native	0%	0
Asian, Asian Indian or Pacific Islander	35%	112
Black or African American	1%	3
White	51%	165
Other	17%	56
Total may exceed 100% as respondents could select more than one option		

Question D12: Age		
In which category is your age?	Percent of respondents	Count
18 to 24 years	4%	14
25 to 34 years	28%	93
35 to 44 years	25%	84
45 to 54 years	18%	61
55 to 64 years	10%	32
65 to 74 years	10%	33
75 years or older	5%	17
Total	100%	335

Question D13: Gender		
What is your sex?	Percent of respondents	Count
Female	49%	163
Male	51%	171
Total	100%	334

Question D14: Registered to Vote		
Are you registered to vote in your jurisdiction?	Percent of respondents	Count
No	24%	82
Yes	64%	217
Ineligible to vote	11%	36
Don't know	1%	2
Total	100%	337

Question D15: Voted in Last General Election		
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents	Count
No	26%	88
Yes	57%	192
Ineligible to vote	16%	53
Don't know	1%	4
Total	100%	337

APPENDIX B: SURVEY METHODOLOGY

The National Citizen Survey™ was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The National Citizen Survey™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The National Citizen Survey™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The National Citizen Survey™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

SURVEY VALIDITY

The question of survey validity has two parts: 1) how can a jurisdiction be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire jurisdiction. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the jurisdiction to receive the survey. A random selection ensures that the households selected to receive the survey are similar to the entire population. A non-random sample may only include households from one geographic area, or from households of only one type.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income, or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member, thus appealing to the recipients' sense of civic responsibility.
- Providing a self-addressed, postage-paid return envelope.
- Offering the survey in Spanish when appropriate and requested by City officials.
- Using the most recent available information about the characteristics of jurisdiction residents to weight the data to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for

service quality play a role as well as the “objective” quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident’s report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward “oppressed groups,” likelihood of voting a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents’ tendency to report what they think the “correct” response should be.

Research on the correlation of resident opinion about service quality and “objective” ratings of service quality tend to be ambiguous, some showing stronger relationships than others. NRC’s own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be “objectively” worse than the highest rated fire services (expenditures per capita, response time, “professional” status of firefighters, breadth of services and training provided). Whether some research confirms or disconfirms that relationship between what residents think about a community and what can be seen “objectively” in a community, NRC has argued that resident opinion is a perspective that cannot be ignored by government administrators. NRC principals have written, “If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem.”

SURVEY SAMPLING

“Sampling” refers to the method by which survey recipients were chosen. All households within the City of Sunnyvale were eligible to participate in the survey; 1,200 were selected to receive the survey. These 1,200 households were randomly selected from a comprehensive list of all housing units within the City of Sunnyvale boundaries. The basis of the list of all housing units was a United States Postal Service listing of housing units within zip codes. Since some of the zip codes that serve the City of Sunnyvale households may also serve addresses that lie outside of the jurisdiction, the exact geographic location of each housing unit was compared to jurisdiction boundaries, using the most current municipal boundary file (updated on a quarterly basis), and addresses located outside of the City of Sunnyvale boundaries were removed from consideration.

To choose the 1,200 survey recipients, a systematic sampling method was applied to the list of households known to be within the City of Sunnyvale. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every Nth one until the appropriate amount of items is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

SURVEY ADMINISTRATION

Selected households received three mailings, one week apart, beginning July, 21 2008. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the city manager inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who have already done so to refrain from turning in another survey. Completed surveys were collected over the following five weeks.

SURVEY RESPONSE RATE AND CONFIDENCE INTERVALS

Of the surveys mailed, 22 were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 1,178 households receiving the survey mailings, 339 completed the survey, providing a response rate of 29%. In general, response rates obtained on local government resident surveys range from 25% to 40%.

In theory, in 95 cases out of 100, the results based on the number of responses obtained will differ by no more than five percentage points in either direction from what would have been obtained had responses been collected from all City of Sunnyvale adults. This difference from the presumed population finding is referred to as the sampling error (or the “margin of error” or 95% confidence interval”). For subgroups of responses, the margin of sampling error is larger. In addition to sampling error, the practical difficulties of conducting any survey of the public may introduce other sources of error. For example, the failure of some of the selected adults to participate in the sample or the difficulty of including all sectors of the population, such as residents of some institutions or group residences, may lead to somewhat different results.

SURVEY PROCESSING (DATA ENTRY)

Completed surveys received by NRC were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; NRC staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

SURVEY DATA WEIGHTING

The demographic characteristics of the survey sample were compared to those found in the 2006 American Community Survey estimates. Sample results were weighted using the population norms to reflect the appropriate percent of those residents. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were gender/age, housing unit type and Hispanic. This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The saliency of these variables in detecting differences of opinion among subgroups
- The importance to the community of correct ethnic representation

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. A third criterion sometimes used is the importance that the community places on a specific variable. For example, if a jurisdiction feels that accurate race representation is key to staff and public acceptance of the study results, additional consideration will be given in the weighting process to adjusting the race variable.

A special software program using mathematical algorithms is used to calculate the appropriate weights. A limitation of data weighting is that only 2-3 demographic variables can be adjusted in a single study. Several different weighting “schemes” are tested to ensure the best fit for the data.

The process actually begins at the point of sampling. Knowing that residents in single family dwellings are more likely to respond to a mail survey, NRC oversamples residents of multi-family dwellings to ensure their proper representation in the sample data. Rather than giving all residents an equal chance of receiving the survey, this is systematic, stratified sampling, which gives each resident of the jurisdiction a known chance of receiving the survey (and apartment dwellers, for example, a greater chance than single family home dwellers). As a consequence, results must be weighted to recapture the proper representation of apartment dwellers.

The results of the weighting scheme are presented in the table on the following page.

Sunnyvale, CA 2008 Citizen Survey Weighting Table			
Characteristic	Population Norm ¹	Unweighted Data	Weighted Data
Housing			
Rent home	52%	35%	48%
Own home	48%	65%	52%
Detached unit	39%	55%	39%
Attached unit	61%	45%	61%
Race and Ethnicity			
Not Hispanic	73%	90%	73%
Hispanic	27%	10%	27%
White	51%	57%	47%
Non-white	49%	43%	53%
Sex and Age			
18-34 years of age	32%	20%	32%
35-54 years of age	42%	39%	43%
55+ years of age	26%	41%	25%
Female	47%	48%	49%
Male	53%	52%	51%
Females 18-34	14%	8%	15%
Females 35-54	19%	18%	20%
Females 55+	14%	22%	14%
Males 18-34	18%	12%	17%
Males 35-54	23%	21%	23%
Males 55+	12%	19%	11%

¹ Source: 2006 American Community Survey

SURVEY DATA ANALYSIS AND REPORTING

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). Frequency distributions were presented in the body of the report.

Use of the “Excellent, Good, Fair, Poor” Response Scale

The scale on which respondents are asked to record their opinions about service and community quality is “excellent,” “good,” “fair” or “poor” (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity was one that NRC did not want to dismiss when crafting The National Citizen Survey™ questionnaire, because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, NRC has found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents’ perceptions of quality in favor of their report on the acceptability of the level of service offered).

“Don’t Know” Responses

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Benchmark Comparisons

NRC has been leading the strategic use of surveys for local governments since 1991, when the principals of the company wrote the first edition of what became the classic text on citizen surveying. In *Citizen Surveys: how to do them, how to use them, what they mean*, published by ICMA, not only were the principles for quality survey methods articulated, but both the idea of benchmark data for citizen opinion and the method for gathering benchmark data were pioneered. The argument for benchmarks was called “In Search of Standards.” “What has been missing from a local government’s analysis of its survey results is the context that school administrators can supply when they tell parents how an 80 percent score on the social studies test compares to test results from other school systems...”

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that conducted by NRC with those that others have conducted. The integration methods have been thoroughly described not only in the Citizen Surveys book, but also in *Public Administration Review, Journal of Policy Analysis and Management*. Scholars who

specialize in the analysis of citizen surveys regularly have relied on this work (e.g., Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction. *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331- 341). The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC's proprietary databases. NRC's work on calculating national benchmarks for resident opinions about service delivery and quality of life won the Samuel C. May award for research excellence from the Western Governmental Research Association.

The Role of Comparisons

Benchmark comparisons are used for performance measurement. Jurisdictions use the comparative information to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions, to measure local government performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up "good" citizen evaluations, jurisdictions need to know how others rate their services to understand if "good" is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. More important and harder questions need to be asked; for example, how do residents' ratings of fire service compare to opinions about fire service in other communities?

A police department that provides the fastest and most efficient service—one that closes most of its cases, solves most of its crimes and keeps the crime rate low—still has a problem to fix if the residents in the community it intends to protect believe services are not very good compared to ratings given by residents to their own objectively "worse" departments. The benchmark data can help that police department – or any department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. NRC recommends that citizen opinion be used in conjunction with other sources of data about budget, personnel and politics to help managers know how to respond to comparative results.

Jurisdictions in the benchmark database are distributed geographically across the country and range from small to large in population size. Most commonly, comparisons are made to the entire database. Comparisons may also be made to subsets of jurisdictions (for example, within a given region or population category). Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources and practices vary, the objective in every community is to provide services that are so timely, tailored and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

Comparison of Sunnyvale to the Benchmark Database

The City of Sunnyvale chose to have comparisons made to the entire database. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the City of Sunnyvale Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most

questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons are available, Sunnyvale results are noted as being “above” the benchmark, “below” the benchmark or “similar to” the benchmark. This evaluation of “above,” “below” or “similar to” comes from a statistical comparison of Sunnyvale's rating to the benchmark (the rating from all the comparison jurisdictions where a similar question was asked).

APPENDIX C: SURVEY MATERIALS

The following pages contain copies of the survey materials sent to randomly selected households within the City of Sunnyvale.

Dear Sunnyvale Resident,

Your household has been selected at random to participate in an anonymous community survey about the City of Sunnyvale. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



Amy Chan
City Manager

Dear Sunnyvale Resident,

Your household has been selected at random to participate in an anonymous community survey about the City of Sunnyvale. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,

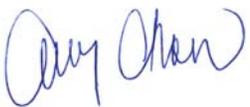


Amy Chan
City Manager

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Sincerely,

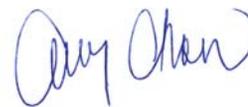


Amy Chan
City Manager

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Sincerely,



Amy Chan
City Manager



City of Sunnyvale
P.O. Box 3707
Sunnyvale, CA 94088-3707

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



City of Sunnyvale
P.O. Box 3707
Sunnyvale, CA 94088-3707

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



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City of Sunnyvale
P.O. Box 3707
Sunnyvale, CA 94088-3707

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



July 2008

Dear Sunnyvale Resident:

The City of Sunnyvale wants to know what you think about our community and municipal government. You have been randomly selected to participate in Sunnyvale's 2008 Community Survey.

Please take a few minutes to fill out the enclosed Community Survey. Your answers will help City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Sunnyvale residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Community Survey please contact the Communications Division at (408) 730-7535, TDD (408) 730-7501 or by e-mail to communications@ci.sunnyvale.ca.us.

Please help us shape the future of Sunnyvale. Thank you for your time and participation.

Sincerely,

A handwritten signature in blue ink that reads "Amy Chan".

Amy Chan
City Manager



August 2008

Dear Sunnyvale Resident:

About one week ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. The City of Sunnyvale wants to know what you think about our community and municipal government. You have been randomly selected to participate in the City of Sunnyvale's Community Survey.

Please take a few minutes to fill out the enclosed Community Survey. Your answers will help Sunnyvale City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Sunnyvale residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

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Please help us shape the future of Sunnyvale. Thank you for your time and participation.

Sincerely,

A handwritten signature in blue ink that reads "Amy Chan". The signature is written in a cursive, flowing style.

Amy Chan
City Manager

The City of Sunnyvale 2008 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Sunnyvale:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Sunnyvale as a place to live	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Sunnyvale as a place to raise children	1	2	3	4	5
Sunnyvale as a place to work	1	2	3	4	5
Sunnyvale as a place to retire	1	2	3	4	5
The overall quality of life in Sunnyvale	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Sunnyvale as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Sense of community.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Overall appearance of Sunnyvale.....	1	2	3	4	5
Ease of bicycle travel in Sunnyvale.....	1	2	3	4	5
Ease of walking in Sunnyvale	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Availability of affordable quality child care	1	2	3	4	5
Overall image or reputation of Sunnyvale	1	2	3	4	5

3. Please rate the speed of growth in the following categories in Sunnyvale over the past 2 years:

	<i>Much too slow</i>	<i>Somewhat too slow</i>	<i>Right amount</i>	<i>Somewhat too fast</i>	<i>Much too fast</i>	<i>Don't know</i>
Population growth	1	2	3	4	5	6
Retail growth (stores, restaurants, etc.).....	1	2	3	4	5	6
Jobs growth.....	1	2	3	4	5	6

4. To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Sunnyvale?
 Not a problem Minor problem Moderate problem Major problem Don't know

5. Please rate how safe or unsafe you feel from the following in Sunnyvale:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
Violent crime (e.g., rape, assault, robbery)	1	2	3	4	5	6
Property crimes (e.g., burglary, theft).....	1	2	3	4	5	6
Environmental hazards, including toxic waste.....	1	2	3	4	5	6

6. Please rate how safe or unsafe you feel:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In your neighborhood during the day.....	1	2	3	4	5	6
In your neighborhood after dark.....	1	2	3	4	5	6
In Sunnyvale's downtown area during the day	1	2	3	4	5	6
In Sunnyvale's downtown area after dark.....	1	2	3	4	5	6

7. During the past twelve months, were you or anyone in your household the victim of any crime?
 No → Go to Question 9 Yes → Go to Question 8 Don't know → Go to Question 9

8. If yes, was this crime (these crimes) reported to the police?
 No Yes Don't know

9. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Sunnyvale?

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
Used Sunnyvale public libraries or their services	1	2	3	4	5
Used Sunnyvale recreation centers.....	1	2	3	4	5
Participated in a recreation program or activity	1	2	3	4	5
Visited a neighborhood park or City park.....	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting	1	2	3	4	5
Watched a meeting of local elected officials or other local public meeting on cable television	1	2	3	4	5
Read Sunnyvale Newsletter.....	1	2	3	4	5
Volunteered your time to some group or activity in Sunnyvale.....	1	2	3	4	5

10. About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?

- Just about every day
 Several times a week
 Several times a month
 Once a month
 Several times a year
 Once a year or less
 Never

The City of Sunnyvale 2008 Citizen Survey

11. Please rate the quality of each of the following services in Sunnyvale:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police services	1	2	3	4	5
Fire services	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Traffic signal timing	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc)	1	2	3	4	5
Animal control	1	2	3	4	5
Public library services	1	2	3	4	5
Public information services	1	2	3	4	5
Public schools.....	1	2	3	4	5
Cable television	1	2	3	4	5

12. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of Sunnyvale	1	2	3	4	5
The Federal Government	1	2	3	4	5
The State Government	1	2	3	4	5
Santa Clara County Government.....	1	2	3	4	5

13. Have you had any in-person or phone contact with an employee of the City of Sunnyvale within the last 12 months (including police, receptionists, planners or any others)?

- No → Go to Question 15 Yes → Go to Question 14

14. What was your impression of the employee(s) of the City of Sunnyvale in your most recent contact? (Rate each characteristic below.)

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Knowledge.....	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy	1	2	3	4	5
Overall impression.....	1	2	3	4	5

15. Please rate the following categories of Sunnyvale government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Sunnyvale	1	2	3	4	5
The overall direction that Sunnyvale is taking	1	2	3	4	5
The job Sunnyvale government does at welcoming citizen involvement..	1	2	3	4	5
The job Sunnyvale government does at listening to citizens.....	1	2	3	4	5

16. Please indicate how likely or unlikely you are to do each of the following:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Sunnyvale to someone who asks.....	1	2	3	4	5
Remain in Sunnyvale for the next five years	1	2	3	4	5

17. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

18. Please check the response that comes closest to your opinion for each of the following questions:

a. Please rate how safe or unsafe you feel:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In Sunnyvale parks during the day	1	2	3	4	5	6
In Sunnyvale parks after dark.....	1	2	3	4	5	6
When driving, based on road conditions in the City of Sunnyvale.....	1	2	3	4	5	6

b. To what extent do you agree or disagree with this statement: "Information provided by the City of Sunnyvale (on KSUN-15, the City's Web site, contained in the Quarterly Report, etc.) is accessible, timely and relevant"?

- Strongly agree
 Somewhat agree
 Somewhat disagree
 Strongly disagree
 Don't know

c. How confident, if at all, are you that your tax dollars are being spent wisely by the City of Sunnyvale?

- Very confident
 Somewhat confident
 Not confident at all
 Don't know

d. In the past 12 months, how many times, if at all, have you or another household member visited downtown Sunnyvale for shopping, dining or entertainment?

- Never/0 times
 1-3 times
 3-4 times
 5-6 times
 7 or more times

e. To what degree, if at all, are code enforcement issues a problem in Sunnyvale?

- Not a problem
 Minor problem
 Moderate problem
 Major problem
 Don't know

f. Please select the Sunnyvale park or school that is closest to your home (select only one):

- | | | |
|-------------------------------------------------|--------------------------------------------------|-----------------------------------------------------------|
| <input type="radio"/> Baylands Park | <input type="radio"/> Murphy Park | <input type="radio"/> Victory Village Park |
| <input type="radio"/> Bishop School | <input type="radio"/> Nimitz School | <input type="radio"/> Washington Park |
| <input type="radio"/> Braly Park/School | <input type="radio"/> Ortega Park/Stocklmeir | <input type="radio"/> West Valley Park |
| <input type="radio"/> Cherry Chase School | <input type="radio"/> Panama Park | <input type="radio"/> Cannery Park (District 1) |
| <input type="radio"/> Columbia Park/School | <input type="radio"/> Ponderosa Park/School | <input type="radio"/> Cumberland (District 5) |
| <input type="radio"/> Cupertino Jr. High School | <input type="radio"/> Raynor Park | <input type="radio"/> Fremont High School |
| <input type="radio"/> De Anza Park/School | <input type="radio"/> San Antonio Park | <input type="radio"/> George Mayne |
| <input type="radio"/> Ellis School | <input type="radio"/> San Miguel School | <input type="radio"/> Homestead High School |
| <input type="radio"/> Encinal Park | <input type="radio"/> Serra Park/School | <input type="radio"/> Laurelwood Elementary |
| <input type="radio"/> Fair Oaks Park | <input type="radio"/> Sunken Gardens Golf Course | <input type="radio"/> Peterson Jr. High School |
| <input type="radio"/> Fairwood Park/School | <input type="radio"/> Sunnyvale Golf Course | <input type="radio"/> Community Ctr/Orchard Heritage Park |
| <input type="radio"/> Lakewood Park/School | <input type="radio"/> Sunnyvale Middle School | <input type="radio"/> Las Palmas Park |
| <input type="radio"/> Vargas School | | |

The City of Sunnyvale 2008 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. Are you currently employed for pay?

- No → Go to Question D3
- Yes, full time → Go to Question D2
- Yes, part time → Go to Question D2

D2. During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below? (Enter the total number of days, using whole numbers.)

- Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself days
- Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults days
- Bus, Rail, Subway or other public transportation days
- Walk days
- Bicycle days
- Work at home days
- Other days

D3. How many years have you lived in Sunnyvale?

- Less than 2 years 11-20 years
- 2-5 years More than 20 years
- 6-10 years

D4. Which best describes the building you live in?

- One family house detached from any other houses
- House attached to one or more houses (e.g., a duplex or townhome)
- Building with two or more apartments or condominiums
- Mobile home
- Other

D5. Is this house, apartment or mobile home...

- Rented for cash or occupied without cash payment?
- Owned by you or someone in this house with a mortgage or free and clear?

D6. 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)?

- Less than \$300 per month
- \$300 to \$599 per month
- \$600 to \$999 per month
- \$1,000 to \$1,499 per month
- \$1,500 to \$2,499 per month
- \$2,500 or more per month

D7. Do any children 17 or under live in your household?

- No Yes

D8. Are you or any other members of your household aged 65 or older?

- No Yes

D9. 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.)

- Less than \$24,999
- \$25,000 to \$49,999
- \$50,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 or more

Please respond to both question D10 and D11:

D10. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic or Latino
- Yes, I consider myself to be Spanish, Hispanic or Latino

D11. What is your race? (Mark one or more races to indicate what race you consider yourself to be)

- American Indian or Alaskan Native
- Asian, Asian Indian or Pacific Islander
- Black or African American
- White
- Other

D12. In which category is your age?

- 18-24 years 55-64 years
- 25-34 years 65-74 years
- 35-44 years 75 years or older
- 45-54 years

D13. What is your sex?

- Female
- Male

D14. Are you registered to vote in your jurisdiction?

- No
- Yes
- Ineligible to vote
- Don't know

D15. Many people don't have time to vote in elections. Did you vote in the last general election?

- No
- Yes
- Ineligible to vote
- Don't know

Thank you for completing this survey. Please return the completed survey in the postage paid envelope to:
National Research Center, Inc., 3005 30th St., Boulder, CO 80301



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