



REGULAR MEETING OF THE MILPITAS CITY COUNCIL

AGENDA

TUESDAY, FEBRUARY 16, 2021

MILPITAS, CA

6:00 PM (CLOSED SESSION)

7:00 PM (PUBLIC BUSINESS)

For assistance in the following languages, you may call:

Đối với Việt Nam, gọi 408-586-3122

Para sa Tagalog, tumawag sa 408-586-3051

Para español, llame 408-586-3232

City Council meeting is held via teleconference /Zoom webinar only (no physical meeting space).
You may watch the Council meeting without providing public comment by accessing it via links here.

Meeting shall be livestreamed - Go to:

Facebook: <https://www.facebook.com/CityofMilpitas/>

YouTube: <https://www.ci.milpitas.ca.gov/youtube>

Web Streaming: <https://www.ci.milpitas.ca.gov/webstreaming>

PUBLIC COMMENT INSTRUCTIONS

Oral public comments may be provided live during the City Council meeting by first registering for the zoom meeting in advance by: providing email address (not disclosed) and a name. Here is the link to register for this meeting only:

https://ci-milpitas-ca-gov.zoom.us/webinar/register/WN_rGROfqi4SBa4a1_ibOdbSA

A link will be sent to you to join the City Council meeting in order to give your comments. All registered meeting attendees who wish to speak must click on the “raise hand” icon when the Mayor calls for public comments. If participating by calling in on your phone, dial *9 to use the “raise hand” feature, and when you are called upon, hit *6 to unmute your phone. Your phone number will be displayed in the live meeting. The Mayor or staff will call the speakers to begin.

All comments provided shall be limited to three minutes or less as determined by the Mayor. All members of the public will be limited to one comment per agenda item, and one comment for non-agenda items. online written comment form previously used is no longer available for public comment.

MILPITAS CITY COUNCIL CODE OF CONDUCT

- Be respectful and courteous (words, tone, and body language).
- Model civility.
- Avoid surprises.
- Praise publicly and criticize privately.
- Focus on the issue, not the person.
- Refrain from using electronic devices while on the Council dais.
- Disclose conflicts of interest and affiliations related to agenda items.
- Separate governing from campaigning.
- The Council speaks with one voice after making policy on issues.
- Respect the line between policy and administration.
- Council will hold one another accountable to comply with this Code of Conduct.

CALL MEETING TO ORDER by Mayor and ROLL CALL by City Clerk (6:00 PM)

ADJOURN TO CLOSED SESSION

(a) CONFERENCE WITH LEGAL COUNSEL – EXISTING LITIGATION

Pursuant to Government Code Section 54956.9(d)(1)

City as Plaintiff

County Sanitation District 2-3, West Valley Sanitation District, Burbank Sanitary District, Cupertino Sanitary District, and City of Milpitas v. City of San Jose, City of Santa Clara

CLOSED SESSION ANNOUNCEMENT: Report on action taken in Closed Session, if required per Government Code Section 54957.1, including the vote or abstention of each member present

PLEDGE OF ALLEGIANCE (7:00 PM)

INVOCATION (*assigned to Vice Mayor Montano*)

PRESENTATIONS

PUBLIC FORUM

Those interested are invited to address City Council on any subject not on tonight's agenda, orally via zoom webinar (instructions on page 1). Speakers may provide their name and city of residence for the Clerk's record, and comments may be limited to three minutes or less. As an item not listed on the agenda, no response is required from City staff or the Council and no action can be taken. The City Council may instruct the City Manager to place the item on a future meeting agenda.

ANNOUNCEMENTS AND FUTURE AGENDA ITEMS (7:20 PM)

Members of the City Council or City Manager may make brief announcements at this time. Members of the City Council may also suggest future agenda items at this time. For future agenda items, the City Council shall not debate the topic or engage in discussion but shall simply state a "yes" or "no" as to whether to direct the City Manager to place the item on a future meeting agenda. If a majority of the City Council agrees to place an item on a future meeting agenda, the City Manager shall place the item on a subsequent agenda for City Council discussion.

ANNOUNCEMENT OF CONFLICT OF INTEREST AND CAMPAIGN CONTRIBUTIONS

READING OF THE CITY COUNCIL CODE OF CONDUCT

APPROVAL OF AGENDA

CONSENT CALENDAR (7:45 PM)

Consent calendar items are considered to be routine and will be considered for adoption by one motion. There will be no separate discussion of these items unless a City Councilmember, member of the audience or staff requests the Council to remove an item from (or be added to) the consent calendar. Any person desiring to speak on any item on the consent calendar should ask to have that item removed from the consent calendar.

C1. Receive City Council Calendars of Meetings for February and March 2021 (Staff Contact: Wendy Wood, 408-586-3001)

C2. Approve City Council meeting minutes of the January 26, 2021 Special City Council Meeting and February 2, 2021 Regular City Council Meeting (Staff Contact: Pam Caronongan, 408-586-3003)

Recommendation: Approve meeting minutes of the January 26, 2021 Special City Council meeting and February 2, 2021 Regular City Council Meeting as drafted by the Deputy City Clerk.

C3. Adopt a Resolution Granting Acceptance of City Improvements Constructed by Valley Water District as part of the Lower Berryessa Creek Flood Protection Work, and Approve and Authorize Reimbursement to Valley Water District for the Construction Cost of City Improvements Completed (Staff Contact: Steve Erickson, 408-586-3301)

Recommendation: Adopt a resolution granting acceptance of City improvements constructed by Valley Water District as part of the Lower Berryessa Creek Flood Protection Work, and authorize reimbursement to Valley Water District for the Construction Cost of City Improvements completed.

C4. Adopt a Resolution Granting Acceptance of Public Improvements and Approving Reduction of Faithful Performance Bond for Public Improvements for Siena Amalfi II Subdivision at 600 Amalfi Loop by LS-Milpitas LLC, and Granting Authorization to the City Engineer to Release the Performance Bond After the One-year Warranty Period. (Staff Contact: Steve Erickson, 408-586-3301)

Recommendations: Adopt a resolution:

- a. Granting acceptance of public improvements for Siena Amalfi II Subdivision at 600 Amalfi Loop, Tract 10420, Public Improvement Plan No. 2-1359; and
- b. Approving a reduction in the faithful performance bond to \$4,500, which shall be subject to and in effect for the duration of a one-year warranty period; and
- c. Granting authorization to the City Engineer to release the performance bond after the one-year warranty period, without further City Council action provided all required warranty work is completed to the satisfaction of the City Engineer.

C5. Approve and Authorize the City Manager to Execute the Five-Year Professional Services Agreement with JPMorgan Chase Bank, N.A. to Provide Comprehensive Banking Services (Staff Contact: Walter C. Rossmann, 408-586-3111)

Recommendation: Approve and authorize the City Manager to execute the Government Merchant Processing Agreement, Commercial Card Participation Agreement, and the five-year Professional Services Agreement and related banking services implementation documents with JPMorgan Chase Bank, N.A. to provide comprehensive banking services subject to annual appropriation of funds

C6. Accept the resignations of George Chen from the Community Advisory Commission; Aakar Shah from the Parks, Recreation and Cultural Resources Commission; Binh Nguyen from the Science, Technology and Innovation Commission; and Vicky Young from the Public Safety and Emergency Preparedness Commission (Staff Contact: Wendy Wood, 408-586-3001)

Recommendation: Accept the resignations of George Chen from the Community Advisory Commission; Binh Nguyen from the Science, Technology and Innovation Commission; Aakar Shah from the Parks, Recreation and Cultural Resources; and Vicky Young from the Public Safety and Emergency Preparedness Commission; and confirm noticing of the unscheduled vacancy.

LEADERSHIP AND SUPPORT SERVICES (8:00 PM)

7. Receive Report on 2021 Citywide Community Engagement Survey (Staff Contact: Ashwini Kantak, 408-586-3053)

Recommendation: Receive a report on results of the 2021 Citywide Community Engagement Survey.

8. FY 2020-21 Second Quarter Financial Status Report and Mid-Year Budget Amendments (Staff Contact: Walter C. Rossmann, 408-586-3111)

Recommendations:

- a. Review the FY 2020-21 Quarterly Financial Status Report for the Quarter Ending December 31, 2020;
- b. Approve FY 2020-2021 Mid-Year Budget Amendments; and
- c. Establish the “Public Art” Capital Improvement Project

9. Adopt Urgency Ordinance No. 310 Temporarily Suspending Penalties for Delinquent Fire Permit Fees (Staff Contact: Walter C. Rossmann, 408-586-3111 and Christopher J. Diaz, 408-586-3040)

Recommendation: Adopt Urgency Ordinance No. 310 temporarily suspending penalties for delinquent fire permit fees.

10. Adopt a Resolution Authorizing the License Tax Collector to Delay or Waive Collection of the Business License Tax (Staff Contacts: Walter C. Rossmann, 408-586-3111 and Christopher J. Diaz, 408-586-3040)

Recommendation: Adopt a Resolution Authorizing the License Tax Collector to Delay or Waive Collection of the Business License Tax.

REPORTS OF MAYOR & COUNCILMEMBERS - from assigned Commissions, Committees and Agencies
(9:30 PM)

11. Consider Recommendations from Mayor Tran for Appointments and Removal for City Commissions (Contact: Mayor Tran, 408- 586-3029)

Recommendation: Receive Mayor Tran’s recommendations and approve recommendations for final appointment by the Mayor for Energy & Environmental Sustainability Commission; and approve recommendation of two removals by the Mayor for the Parks, Recreation, and Cultural Resources Commission.

12. Per Mayor’s Recommendations, Appoint Seven Members and Two Alternate Members to the Measure F Oversight Committee (Staff Contact: Mayor Rich Tran, 408-586-3029)

Recommendation: Per Mayor’s Recommendations, Appoint Seven Members and Two Alternate Members to the Measure F Oversight Committee for 3-year terms to expire in March 2024.

13. Per Councilmember Chua, Discuss Allocation of \$50,000 Fund Towards Hotel Vouchers for Homeless Residents during Cold Winter Months and Frequent Power Outages. (Contact: Councilmember Chua, 408-586-3023)

14. Receive and Direct Staff on List of Agenda Items Requested by City Councilmembers (Contacts: Mayor and City Councilmembers, 408-586-3000)

Recommendation: Review list of items presented (list in agenda packet) that have been requested by City Councilmembers on a form, at a Council meeting, or through the City Manager. Direct items to a City Council Subcommittee, to be placed onto a specific meeting date, or specify alternate direction to staff. No substantive discussion about any specific item shall occur and the City Council shall hold all debate about the item until it is scheduled as a full agenda item.

NEXT AGENDA PREVIEW (10:20 PM)

15. **Receive Preview List of Anticipated Items for the Next Regular City Council Meeting Scheduled on March 2, 2021 (Staff Contact: Pam Caronongan, 408-586-3003)**

Recommendation: Receive list of anticipated agenda items for the March 2, 2021 regular City Council meeting.

ADJOURNMENT (10:30 PM)

KNOW YOUR RIGHTS UNDER THE OPEN GOVERNMENT ORDINANCE

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions and other City agencies exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and City operations are open to the people's review. For more information on your rights under the Open Government Ordinance or to report a violation, contact the City Attorney's office at Milpitas City Hall, 455 E. Calaveras Blvd., Milpitas, CA 95035
e-mail: cdiaz@ci.milpitas.ca.gov / Phone: 408-586-3040

The Open Government Ordinance is codified in the Milpitas Municipal Code as Title I Chapter 310 and is available online at the City's website www.ci.milpitas.ca.gov by selecting the Milpitas Municipal Code link.

Materials related to an item on this agenda submitted to the City Council after initial distribution of the agenda packet are available for public inspection at the City Clerk's office at Milpitas City Hall, 3rd floor 455 E. Calaveras Blvd., Milpitas and on City website. City Council agendas and related materials can be viewed online: www.ci.milpitas.ca.gov/government/council/agenda_minutes.asp (select meeting date)

APPLY TO SERVE ON A CITY COMMISSION

Commission application forms are available online at www.ci.milpitas.ca.gov or at Milpitas City Hall. Contact the City Clerk's office at 408-586-3001 for more information.

If you need assistance, per the Americans with Disabilities Act, for any City of Milpitas public meeting, please call the City Clerk at 408-586-3001 or send an e-mail to wwood@ci.milpitas.ca.gov prior to the meeting. You may request a larger font agenda.

January 2021						
S	M	T	W	T	F	S
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March 2021						
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28	29	30	31			

Milpitas City Council Calendar

February 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 7:00 PM -Parks, Recreation & Cultural Resources Commission (CM)	2 6:00 PM -Closed Session 7:00 PM -City Council	3 2:00 PM -Santa Clara VTA Monthly Briefing - Northeast Group (CM) 5:30 PM -Veterans Commission (RT) 7:00 PM -Community Advisory Commission (EC)	4 5:30 PM -Milpitas Chamber of Commerce Board (EC) 5:30 PM -Santa Clara VTA Board of Directors (CM)	5	6
7	8 4:30 PM -Economic Development and Trade Commission (KD) 7:00 PM -Special Arts Commission (RT)	9 4:00 PM -Milpitas HOPE Suicide Prevention Task Force	10 7:00 PM -Silicon Valley Clean Energy Board of Directors (EC) 7:00 PM -Planning Commission	11 3:30 PM -Youth Advisory Commission (EC) 4:00 PM -Treatment Plant Advisory Committee (CM) 4:00 PM -Santa Clara VTA Policy Advisory Committee (AP) 5:30 PM – Special City Council – CIP Study Session 7:00 PM -Cities Assoc of SCC (CM)	12 3:00 PM -City Council Transportation Subcommittee (RT/CM) *4:30 PM -City Council Finance Subcommittee (RT/CM)	13
14	15 PRESIDENT'S DAY  CITY HALL CLOSED	16 6:00 PM -Closed Session 7:00 PM -City Council	17 6:00 PM -Energy and Environmental Sustainability Commission (EC)	18	19	20
21	22 7:00 PM -Science, Technology, and Innovation Commission (RT)	23 1:30 PM -Senior Advisory Commission (EC)	24 5:30 PM -Cities Assoc of SCC – Recycling and Waste Reduction Commission (AP) 7:00 PM -Planning Commission	25	26	27
28						

**Finance Subcommittee will meet only as needed*

February 2021						
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April 2021						
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					30	

Milpitas City Council Calendar

March 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 7:00 PM -Parks, Recreation & Cultural Resources Commission (CM)	2 7:00 PM -Closed Session 7:00 PM -City Council	3 2:00 PM -Santa Clara VTA Monthly Briefing - Northeast Group (CM) 7:00 PM -Community Advisory Commission (EC)	4 5:30 PM -Santa Clara VTA Board of Directors (CM) 5:30 PM -Milpitas Chamber of Commerce Board (EC)	5	6
7	8 4:30 PM -Economic Development and Trade Commission (KD)	9 4:00 PM - Milpitas HOPE Suicide Prevention Task Force	10 7:00 PM -Planning Commission 7:00 PM -Silicon Valley Clean Energy Board of Directors (EC)	11 4:00 PM -Santa Clara VTA Policy Advisory Committee (AP) 4:00 PM -Treatment Plant Advisory Committee (CM) (San Jose) 7:00 PM -Cities Assoc of SCC (CM) 7:00 PM -Youth Advisory Commission (EC)	12 <i>*4:30 PM-City Council Finance Subcommittee (RT/CM)</i>	13
14	15 7:00 PM -Science, Technology, and Innovation Commission (RT)	16 7:00 PM -Closed Session 7:00 PM -City Council	17 6:00 PM -Energy and Environmental Sustainability Commission (EC)	18 6:30 PM -Bay Area Water Supply Conserv Agency (CM) 7:00 PM -Public Safety and Emergency Preparedness Commission (KD)	19	20
21	22 7:00 PM -Arts Commission (RT)	23	24 7:00 PM -Planning Commission	25 4:00 PM -Silicon Valley Regional Interoperability Authority (SVRIA) (KD)	26	27
28	29 7:00 PM -Library and Education Commission (EC)	30	31  Cesar Chavez Day City Hall Closed			

**Finance Subcommittee will meet only as needed*

**MEETING MINUTES
CITY OF MILPITAS**

Minutes of:	Special Meeting of Milpitas City Council
Date:	Tuesday, January 26, 2021
Time:	5:30 PM
Location:	Teleconference / Zoom Meeting Milpitas, California

CALL TO ORDER

Mayor Rich Tran called the special meeting to order at 5:33 PM. Acting City Clerk Pam Caronongan took the Roll Call.

PRESENT: Mayor Tran, Vice Mayor Montano, Councilmembers Montano, Dominguez, and Phan

ABSENT: None

Staff Present: City Manager Steve McHarris, Assistant City Manager Ashwini Kankar, Deputy City Manager Walter C. Rossmann, City Attorney Chris Diaz, and City's Executive Leadership Team (ELT)

CLOSED SESSION

City Council adjourned to Closed Session to discuss one item listed on the agenda – City Manager's Performance Evaluation. At 7:18 PM, the members reconvened for the public meeting.

**CLOSED SESSION
ANNOUNCEMENT**

City Attorney Diaz announced that there was no reportable action out of Closed Session.

PLEDGE

Mayor Tran led the Pledge of Allegiance.

PUBLIC FORUM

The following spoke before Closed Session:

1. Urvishkumar Mehta

The following spoke during Public Forum:

1. Srinivas Sreepada
2. Sagar Kekare
3. Urvishkumar Mehta
4. Ganesh Waghmare

**ANNOUNCEMENT
OF CONFLICT OF
INTEREST AND
CAMPAIGN
CONTRIBUTIONS**

City Attorney Diaz asked the Mayor and City Councilmembers if they had any personal conflicts of interest or reportable campaign contributions. By roll call, no conflicts of interest or contributions were reported.

CODE OF CONDUCT City Attorney Diaz read aloud the City Council Code of Conduct.

APPROVAL OF AGENDA Motion: to approve the January 26, 2021 special meeting agenda, as submitted.

Motion / Second: Mayor Tran / Vice Mayor Montano

Motion carried by a vote of: AYES: 5
NOES: 0

LEADERSHIP

1. IAFF Side Letter Motion: to approve and authorize the City Manager to enter into a side letter agreement with the International Association of Fire Fighters (IAFF) to extend the existing labor agreement through June 30, 2024; eliminate a 4% salary increase scheduled for July 2021; and provide for salary increases of 2% each for January 2023 and January 2024.

Motion / Second: Mayor Tran / Councilmember Dominguez

Motion carried by a vote of: AYES: 5
NOES: 0

2. Budget Study Session City Manager McHarris led the budget study session discussion.

Deputy City Manager Rossmann continued the presentation by providing a preliminary financial forecast for FY 2022-32 and a forecast update on the FY 2021-22 budget shortfall.

Deputy City Manager Rossmann presented budget balancing approaches in addressing the FY 2021-22 budget shortfall.

Assistant City Manager Kantak and Public Information Officer Angelo provided information on community engagement as part of the budget process.

Department directors, City Manager's Office, and City Attorney provided information on major accomplishments, workplans, operational challenges and budget balancing considerations.

After staff responded to requests for clarification from City Council, Mayor Tran proposed to defer discussion, feedback, and staff direction to the next regular meeting scheduled for February 2, 2021. The rest of City Council agreed with Mayor Tran's proposal.

ADJOURNMENT The Special Meeting was adjourned at 10:33 PM.

The foregoing minutes is respectfully submitted to the Milpitas City Council on February 16, 2021.

Pam Caronongan
Deputy City Clerk



CITY OF MILPITAS AGENDA REPORT (AR)

Item Title:	Adopt a Resolution Granting Acceptance of City Improvements Constructed by Valley Water District as part of the Lower Berryessa Creek Flood Protection Work, and Approve and Authorize Reimbursement to Valley Water District for the Construction Cost of City Improvements Completed
Category:	Consent Calendar-Community Services and Sustainable Infrastructure
Meeting Date:	2/16/2021
Staff Contact:	Steve Erickson, 408-586-3301
Recommendations:	Adopt a Resolution Granting Acceptance of City Improvements Constructed by Valley Water District as part of the Lower Berryessa Creek Flood Protection Work, and Authorize Reimbursement to Valley Water District for the Construction Cost of City Improvements Completed

Background:

Project No. 3452, (Rmb) Santa Clara Valley Water District ("District") Creek Projects, is included in the City's 2020-2025 Capital Improvement Program and provides for the reimbursement to the District for the construction of City improvements and infrastructure installed as part of their flood protect improvement work with the City of Milpitas.

The District owns and maintains waterways within the City of Milpitas and recently completed enhancements to portions of Lower Berryessa Creek to improve flood capacity. The flood control work included construction of approximately 8,700 feet of creek channel from the Lower Berryessa Creek confluence with Lower Penitencia Creek upstream to Calaveras Boulevard.

The City of Milpitas owns and maintains infrastructure improvements that were constructed within creeks and upon District land allowed by a District Permit at the time of their original construction. Along the Lower Berryessa Creek, the City infrastructure includes asphalt walking trail along the levee, pedestrian bridge across the creek, and a concrete pedestrian access ramp from the street to the levee trail. The flood control work included raising and modifying the levees which required removal of the pedestrian bridge and trail including modification to the access ramp. As required by the terms of the original District Permit, the City is responsible for the cost for the removal and replacement of these City improvements necessary to allow the District to complete its flood control work.

It was recommended that both agencies cooperate to remove, modify, and reinstall City infrastructure necessary to complete the levee and flood control work, and for the City to reimburse the District for the actual construction cost. A Master Project Agreement between the City and the District was created to specify the limits of construction and the terms and cost for City reimbursement. The City Council approved the Master Agreement on February 2, 2021.

Analysis:

The District successfully completed the Lower Berryessa Creek flood control improvements including the modification and replacement of the City's pedestrian bridge, access ramp and the pedestrian trail improvements. City staff inspected the completed City infrastructure work and recommends the City Council adopt a resolution granting acceptance of the improvements and authorizing the reimbursement to the District for an amount not to exceed \$1,046,575.

Policy Alternative:

Alternative: Do not adopt Resolution and deny Project acceptance and reimbursement to the District.

Pros: None

Cons: A denial would result in the City being in default of the Master Agreement for reimbursement of City improvements.

Reason not Recommended: Denial would result in the City being unable to close out the Project with the District.

Fiscal Impact:

Sufficient funds are available in the project titled (Rmb) SCVWD Creek Projects (Project No. 3452) to pay for the reimbursement to the District.

Recommendations:

Adopt a Resolution Granting Acceptance of City Improvements Constructed by Santa Clara Valley Water District as part of the Lower Berryessa Creek Flood Protection Work, and Approve and Authorize Reimbursement to Santa Clara Valley Water District for the Construction Cost of City Improvements Completed

Attachment:

Resolution

RESOLUTION NO. _____

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MILPITAS GRANTING
ACCEPTANCE OF THE CITY IMPROVEMENTS COMPLETED WITHIN LOWER
BERRYESSA CREEK BY VALLEY WATER DISTRICT AS PART OF THE LOWER
BERRYESSA CREEK FLOOD PROTECTION WORK, PROJECT NO. 3452, AND
AUTHORIZING REIMBURSEMENT TO VALLEY WATER DISTRICT FOR THE
CONSTRUCTION COST OF CITY IMPROVEMENTS COMPLETED AS PART OF THE
LOWER BERRYESSA CREEK FLOOD PROTECTION WORK, PROJECT NO. 3452**

WHEREAS, the City of Milpitas has heretofore approved a permit with Valley Water District (“District”) for flood protection work and various City improvements within Lower Berryessa Creek (“Project”), and the City Engineer of the City of Milpitas has recommended acceptance of said City improvements as completed in accordance with plans, specifications and permit requirements, and in accordance with the final inspection of said City Engineer.

NOW, THEREFORE, the City Council of the City of Milpitas hereby finds, determines, and resolves as follows:

1. The City Council has considered the full record before it, which may include but is not limited to such things as the staff report, testimony by staff and the public, and other materials and evidence submitted or provided to it. Furthermore, the recitals set forth above are found to be true and correct and are incorporated herein by reference.
2. The City of Milpitas does hereby accept said Project City improvements as completed on this 16th day of February 2021, and does hereby approve and authorize and direct the City Engineer of the City of Milpitas to reimburse the District for City improvements completed as part of the Project.

PASSED AND ADOPTED this _____ day of _____, 2021, by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

ATTEST:

APPROVED:

Wendy Wood, City Clerk

Rich Tran, Mayor

APPROVED AS TO FORM:

Christopher J. Diaz, City Attorney



CITY OF MILPITAS AGENDA REPORT (AR)

Item Title:	Adopt a Resolution Granting Acceptance of Public Improvements and Approving Reduction of Faithful Performance Bond for Public Improvements for Siena Amalfi II Subdivision at 600 Amalfi Loop by LS-Milpitas LLC, and Granting Authorization to the City Engineer to Release the Performance Bond After the One-year Warranty Period.
Category:	Consent Calendar-Community Development
Meeting Date:	2/16/2021
Staff Contact:	Steve Erickson, 408-586-3301
Recommendation:	Adopt a resolution: 1. Granting acceptance of public improvements for Siena Amalfi II Subdivision at 600 Amalfi Loop, Tract 10420, Public Improvement Plan No. 2-1359; and 2. Approving a reduction in the faithful performance bond to \$4,500, which shall be subject to and in effect for the duration of a one-year warranty period; and 3. Granting authorization to the City Engineer to release the performance bond after the one-year warranty period, without further City Council action provided all required warranty work is completed to the satisfaction of the City Engineer.

Background:

On December 5th, 2017, the City Council approved the Final Map, public improvement plans, and the Subdivision Improvement Agreement ("Agreement") for Tract 10420 for Siena Amalfi II Subdivision located at 600 Amalfi Loop by LS-Milpitas LLC ("Developer").

Public improvements include installation of utility services, signing and striping and other miscellaneous items of work along Amalfi Loop and Merry Loop project frontages.

Analysis:

Public improvements have been successfully completed in accordance with the approved plans and specifications, and the work is ready for City acceptance and commencement of the 1-year warranty period. Staff recommends the City Council adopt a resolution to accept the public improvements, to reduce the performance bond to \$4,500, which is 10% of the security's original value, and authorize the City Engineer to release the performance bond after the one-year warranty period once all required warranty work is satisfactorily completed.

Policy Alternatives:

Alternative 1:

Do not adopt the resolution granting acceptance of installed public improvements.

Pros: None

Cons: The Subdivision Improvement Agreement between the City and Developer requires the City to accept successfully installed public improvements that have passed inspection and meet the requirements of the Agreement and the approved plans and specifications. Not accepting the completed public improvements as

required by the Subdivision Improvement Agreement would delay the project and may subject the City to a claim by the Developer.

Reason not recommended: Staff recommends the City Council grant acceptance of installed public improvements in compliance with the requirements of the Subdivision Improvement Agreement allowing the City to own and maintain the improvements.

Fiscal Impact:

The public improvements have been constructed by the Developer as a requirement of the Subdivision Improvement Agreement. The City will have perpetual maintenance responsibilities for the improvements following completion of the 1-year warranty period.

California Environmental Quality Act:

Granting acceptance of public improvements and reducing faithful performance bond for public improvements are not considered projects under CEQA, as there will be no direct or reasonably foreseeable indirect physical change in the environment.

Recommendation:

Adopt a resolution:

1. Granting acceptance of public improvements for Siena Amalfi II Subdivision at 600 Amalfi Loop, Tract 10420, Public Improvement Plan No. 2-1359; and
2. Approving a reduction in the faithful performance bond to \$4,500, which shall be subject to and in effect for the duration of a one-year warranty period; and
3. Granting authorization to the City Engineer to release the performance bond after the one-year warranty period, without further City Council action provided all required warranty work is completed to the satisfaction of the City Engineer.

Attachments:

Resolution

RESOLUTION NO. _____

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MILPITAS APPROVING
ACCEPTANCE AND REDUCING PERFORMANCE BOND OF SIENA AMALFI II
SUBDIVISION, TRACT NO. 10420, AND GRANTING AUTHORIZATION TO THE CITY
ENGINEER TO RELEASE THE PERFORMANCE BOND AFTER THE ONE-YEAR
WARRANTY PERIOD**

WHEREAS, the City Council of the City of Milpitas on December 5, 2017, approved the plans and specifications for Siena Amalfi II Subdivision, Tract No. 10420 (the “Project”), to be completed by LS-Milpitas LLC, as part of its residential development on 600 Amalfi Loop; and

WHEREAS, the City of Milpitas has heretofore entered into a subdivision improvement agreement on December 5, 2017 with LS-Milpitas LLC, for Siena Amalfi II Subdivision; and

WHEREAS, LS-Milpitas LLC, as Principal, and Philadelphia Indemnity Insurance Company, as Surety, executed and posted a certain Performance Bond No. PB03010404574 conditioned upon the faithful performance of the provisions of said subdivision improvement agreement and upon the faithful performance of all improvement work required thereunder; and

WHEREAS, said public improvements for Siena Amalfi II Subdivision have been completed and the subdivision improvement agreement provides that the security shall extend for a period of one year after the date of acceptance of said improvements to cover the warranty period of said improvements under said agreement; and

WHEREAS, the City Council is willing to consent to a reduction in the penal sum of said security during said one year warranty period; and

WHEREAS, the City Engineer of the City of Milpitas has made a final inspection of said improvements for Siena Amalfi II Subdivision and recommends that the City Council of the City of Milpitas accept the same as constructed in accordance with the approved plans and specifications.

NOW, THEREFORE, the City Council of the City of Milpitas hereby finds, determines, and resolves as follows:

1. The City Council has considered the full record before it, which may include but is not limited to such things as the staff report, testimony by staff and the public, and other materials and evidence submitted or provided to it. Furthermore, the recitals set forth above are found to be true and correct and are incorporated herein by reference.
2. Those certain public improvements constructed as part of Siena Amalfi II Subdivision, Tract No. 10420, are hereby accepted as constructed in accordance with the approved plans and specifications upon recommendation of the City Engineer of the City of Milpitas.
3. The penal sum of the faithful performance bond securing said improvements may be reduced to the sum of \$4,500, upon request of Principal and Surety, with said penal sum as reduced to apply from the date of completion and acceptance of said improvements and to extend for the balance of the term of one year of said security. Provided, however, that nothing herein contained shall in any way be deemed to be a waiver, release or relinquish by City of any obligations imposed upon the developer or his surety, or sureties, by law or by the above referenced public improvement agreement, save and except as expressly set forth herein.

4. The City Council grants authorization to the City Engineer to release the performance bond after the one-year warranty period without further City Council action provided all required warranty work is completed to the satisfaction of the City Engineer.

PASSED AND ADOPTED this ____ day of _____, 2021, by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

ATTEST:

APPROVED:

Wendy Wood, City Clerk

Rich Tran, Mayor

APPROVED AS TO FORM:

Christopher J. Diaz, City Attorney



CITY OF MILPITAS AGENDA REPORT (AR)

Item Title:	Approve and Authorize the City Manager to Execute the Five-Year Professional Services Agreement with JPMorgan Chase Bank, N.A. to Provide Comprehensive Banking Services
Category:	Consent Calendar-Leadership and Support Services
Meeting Date:	2/16/2021
Staff Contact:	Walter C. Rossmann, 408-586-3111
Recommendation:	Approve and authorize the City Manager to execute the Government Merchant Processing Agreement, Commercial Card Participation Agreement, and the five-year Professional Services Agreement and related banking services implementation documents with JPMorgan Chase Bank, N.A. to provide comprehensive banking services subject to annual appropriation of funds

Background:

Since early 2000, Wells Fargo has provided a comprehensive package of disbursement and depository services, cash management tools, and online reporting functionality to the City. Wells Fargo has also provided two lockboxes for the collection and processing of the City's utility payments. Wells Fargo serves as the City's merchant card processor (the collection and processing of credit card payments) for the acceptance of in-person payments for utility billing, building permits, and police records.

In addition to these services provided by Wells Fargo, the City maintains a separate relationship for purchasing card services through U.S. Bank under the State of California CAL-Card program. U.S. Bank's CAL-Card program is a cooperative program available to jurisdictions throughout the State of California. The CAL-Card program allows for tailored Visa credit cards to be issued to select City staff for small purchases of goods needed for the normal course of business.

In May 2020, the City entered into an agreement with PFM Asset Management LLC (PFM), an expert consulting firm in the banking services field, to assess the City's current utilization of banking services and relevant policies and procedures. Based on the assessment, PFM assisted the City with developing the scope of work for a Banking Services RFP, provided guidance in the evaluation of responses to the RFP, and helped achieve best pricing and negotiate terms and conditions for the recommended award of contract.

Analysis:

On August 14, 2020 the City's Purchasing Division released RFP No. 2466 for Comprehensive Banking Services. The scope of work was developed working in concert with PFM. The scope of work was divided into five service groups that were to be evaluated individually by key City staff for the respective areas and was structured to allow the City to select separate vendors for each of the following service groups:

1. General Banking Services
2. Lockbox Services
3. Merchant Card Services
4. Purchasing Card Services
5. Integrated Payables Services

The RFP was publicly noticed in accordance with the City's Municipal Code, advertised on the City's website, emailed to companies registered with the City via ProcureNow.com (the City's eProcurement system) and a bid notice posted to PublicPurchase.com as well. Additionally, the RFP was published on the City website. Up

release, 255 firms received notification of the RFP. Ten firms downloaded the RFP documents. One addendum was issued and sixty-one clarifying questions were answered by City staff. Five firms responded to the RFP by the published closing date of September 16, 2020. The proposals received were reviewed by Purchasing staff for compliance and responsiveness and all were accepted.

The five (5) firms that continued in the evaluation process were:

1. Bank of the West
2. Citibank
3. Deluxe Corp.
4. JPMorgan Chase
5. Wells Fargo

The evaluation committee comprised of City staff that specialized in each of the five services groups and reviewed proposals based on the following criteria:

1. Operational Requirements
2. Firm Experience
3. Social Responsibility
4. Financial Strength, Security and Regulatory Compliance
5. Compliance with the Requirements of the RFP and Quality of Proposal
6. Proposed Fees

The evaluation committee comprised of City staff members, and assisted by PFM, ranked the proposals submitted by JPMorgan Chase Bank N.A. and Wells Fargo as the two highest ranked submissions. These two banks were invited to attend video interviews (due to the on-going Shelter-in-Place order) to gather further information regarding their proposals and offer the evaluation committee the opportunity to ask clarifying questions. Thereafter, staff initiated a Best and Final Offer process with both firms before entering into final negotiations with JPMorgan Chase.

The table below shows the final evaluation scores with the recommended firm highlighted in green:

Comprehensive Banking Services RFP No. 2466	JPMorgan Chase	Wells Fargo	Citibank	Bank of the West	Deluxe
Service Group 1: General Banking Services	85.4	78.1	53.7	55.6	Not Bid
Service Group 2: Lockbox Services	89.2	64.3	66.9	69.0	39.9
Service Group 3: Merchant Card Services	86.7	83.0	54.9	68.9	Not Bid
Service Group 4: Purchasing Card Services	82.3	65.9	53.2	77.5	Not Bid
Service Group 5: Integrated Payables Services	87.1	82.1	Not Bid	75.8	Not Bid

Through the RFP process, JPMorgan Chase consistently established a strong desire and innovative banking tools to win the City's business and ensure a smooth transition within the City's desired implementation

timeline to start services on August 1, 2021. The JPMorgan Chase RFP response and finalist interviews demonstrated innovative solutions, enhanced capabilities such as including, in-house check printing services, a fully integrated cash management tool using Microsoft Excel, and a robust and flexible online platform to further automate and improve the City's reporting needs. The finalist presentation was well organized and confirmed the bank's ability to exceed the needs and requirements of the City.

JPMorgan Chase demonstrated strength across all individual service groups and went above and beyond the competition throughout the entire RFP process. As a collective bonus for awarding all service groups to JPMorgan Chase, the City will be entitled to a \$55,000 credit over the first 18 months of the contract. By selecting a single provider to provide a comprehensive array of services, the City is expected to improve its operational efficiency and simplify the management of its banking services through a consolidated relationship with a dedicated relationship management team at the bank.

Additionally, the fees staff and PFM negotiated with JPMorgan Chase for the entire package of banking services are the lowest among all responding banks. Through the selection of JPMorgan Chase, the City is well positioned to leverage its new banking partner to implement enhancements to each of the service group operations.

Based on the proposal submitted and subsequent negotiations, staff recommends awarding a contract to JPMorgan Chase, the bank that submitted the most advantageous proposal. For the initial five-year term, pricing is fixed. Should the City and JPMorgan Chase mutually agree to extend services for each of the two two-year options contemplated in the agreement, the City and JPMorgan Chase will need to agree on pricing for services provided subject to Council approval.

Next Steps

If Council approves staff's recommendation, staff will start transitioning banking services to JPMorgan Chase for the various services with an expected completion date by early next fiscal year. PFM will continue to serve the City as a consultant through this process and will provide independent advice on the best strategy for transitioning banking partners and implementing services.

Policy Alternatives:

Alternative 1: Not award banking services to JPMorgan Chase Bank N.A.

Pros: None.

Cons: The City will be without a contract for banking services.

Reason not recommended: City will not benefit from the horizontal integration of its banking service groups and increased efficiency in the delivery of services to residents, businesses and the City.

Fiscal Impact:

The cost for the five-year contract amounts to \$267,862 with an estimated annual cost of approximately \$54,000 subject to annual appropriation of funds. Once the contract is implemented, savings will be recognized during 21-22 mid-year budget adjustment process. For start-up costs including transactional costs during the first 18 months, the City negotiated a credit of \$55,000.

California Environmental Quality Act:

Not applicable. The selection and contractual arrangement of banking services do not constitute a project, in accordance with Section 15378 of the CEQA Guidelines.

Recommendation:

Approve and authorize the City Manager to execute the Government Merchant Processing Agreement, Commercial Card Participation Agreement, and the five-year Professional Services Agreement and related

banking services implementation documents with JPMorgan Chase Bank, N.A. to provide comprehensive banking services subject to annual appropriation of funds.

Attachments:

1. Professional Services Agreement with JPMorgan Chase Bank, N.A.
2. Government Merchant Processing Agreement
3. Commercial Card Participation Agreement

CITY OF MILPITAS PROFESSIONAL SERVICES AGREEMENT

This Agreement is made and entered into as of _____ (“Effective Date”) by and between the City of Milpitas, a municipal corporation organized and operating under the laws of the State of California with its principal place of business at 455 E. Calaveras Boulevard, Milpitas, California 95035 (“City”), and **JPMorgan Chase Bank, N.A.**, a national banking association, with an office at **560 Mission St, 4th Floor, San Francisco, CA, 94105-2907** (hereinafter referred to as “Contractor”). City and Contractor are sometimes individually referred to as “Party” and collectively as “Parties” in this Agreement.

RECITALS

A. City is a public agency of the State of California and is in need of professional services for the following project:

GENERAL BANKING SERVICES

(hereinafter referred to as “the Project”).

B. Contractor is duly licensed and has the necessary qualifications to provide such services.

C. The Parties desire by this Agreement to establish the terms for City to retain Contractor to provide the services described herein.

AGREEMENT

NOW, THEREFORE, IT IS AGREED AS FOLLOWS:

1. Services.

Subject to the provisions of Contractor’s account terms and service terms attached as Exhibit C to this Agreement and incorporated herein by this reference, Contractor shall provide the City with the services described in the Scope of Services attached hereto as Exhibit A (the “Services”) in the manner specified in Exhibit A. Exhibit A is attached hereto for the purpose of defining the manner and scope of services to be provided by Contractor and is not intended to, and shall not be construed so as to, modify or expand the terms, conditions or provisions contained in this Agreement. In the event of any conflict between this Agreement and Exhibits A or C, or without limitation any document relating to the Services or payment therefor, the terms of this Agreement shall control and prevail. For the avoidance of doubt, the services to be provided under this Agreement do not include merchant card processing services or purchasing cards. The provision of any such services by Contractor or its affiliates will be subject to separate agreements between the City and Contractor or its affiliates.

2. Compensation.

a. Subject to paragraph 2(b) below, the City shall pay for such services in accordance with the Schedule of Charges set forth in Exhibit B.

b. Periodic payments shall be made as provided below after an invoice on Contractor's form of account analysis statement is made available to the City which includes a detailed description of the work performed. Payments to Contractor for work performed will be made on a monthly billing basis. The City authorizes Contractor to: (a) apply the City's earnings credit allowance against the fees and other compensation amounts reflected in the account analysis statement for each monthly billing period and (b) automatically debit from the City's accounts on the fifteenth (15th) calendar day of each month (or the next banking day if the fifteenth (15th) calendar day falls on a weekend or a bank holiday) any fees and other compensation amounts that remain unpaid after Contractor applies the earnings credits allowance for such billing period

3. Additional Work.

If changes in the work seem merited by Contractor or the City, and informal consultations with the other party indicate that a change is warranted, it shall be processed in the following manner: a letter outlining the changes shall be forwarded to the City by Contractor with a statement of estimated changes in fee or time schedule. A mutually agreeable amendment to this Agreement shall be prepared by the City and executed by both Parties before the City requests, and Contractor commences, performance of such services, or the City will not be required to pay for the changes in the scope of work and Contractor shall not be required to perform such work. Such amendment shall not render ineffective or invalidate unaffected portions of this Agreement.

4. Maintenance of Records.

Books, documents, papers, accounting records, and other evidence pertaining to costs incurred shall be maintained by Contractor and made available at all reasonable times during the Agreement term and for four (4) years from the date of final payment under the Agreement for inspection by City, subject to Contractor's standard record retention policy and retention periods established thereunder for each category of records. Contractor record retention policies generally apply across its organization and are designed to comply with various legal, regulatory and operational requirements with respect to the types of records that Contractor manages and the jurisdictions in which it operates. Notwithstanding anything to the contrary in this Agreement, Contractor's maintenance, return, removal or destruction of any books or records is subject to Contractor's standard record retention policy and retention periods established thereunder for each category of records. Nothing in this Agreement shall require Contractor to disclose or permit access to any examination reports, internal audit reports, records relating to other parties or personnel who are not responsible for overseeing Contractor's performance of the Services, or any records that Contractor does not disclose to third parties in the ordinary course of its business. Further, any audit, inspection or review under this Agreement shall be conducted at a mutually agreeable date, time and place and is: a) subject to Contractor's receipt of a written request from the City specifically describing the books or records required, b) solely for the purpose of verifying Contractor's compliance with this Agreement and c) subject to Contractor's record retention policies. If the City requires access to Contractor's facilities, such access will be subject to Contractor's security procedures and Contractor may impose reasonable restrictions on the number of individuals allowed access, the frequency and length of access, and the areas accessed.

5. Term.

The term of this Agreement shall be from the date first written above to June 30, 2026, unless earlier terminated as provided herein, with two (2) two-year renewals, subject to the mutual agreement of both Parties, for a maximum possible agreement term of nine (9) years. The Schedule of Charges for each

renewal may be adjusted as mutually agreed upon at the time of such renewal. The City reserves the right to review the Contractor's performance at the end of each year and cancel all or part of the Agreement.

6. Delays in Performance.

a. Neither City nor Contractor shall be considered in default of this Agreement for delays in performance caused by circumstances beyond the reasonable control of the non-performing party. For purposes of this Agreement, such circumstances include but are not limited to, abnormal weather conditions; floods; earthquakes; fire; epidemics; war; riots and other civil disturbances; strikes, lockouts, work slowdowns, and other labor disturbances; sabotage or judicial restraint.

b. Should such circumstances occur, the non-performing party shall, within a reasonable time of being prevented from performing, give written notice to the other party describing the circumstances preventing continued performance and the efforts being made to resume performance of this Agreement.

7. Compliance with Law.

a. Contractor shall comply with all applicable laws, ordinances, codes and regulations of the federal, state and local government, including Cal/OSHA requirements, to the extent the foregoing are binding on Contractor in the performance of its obligations under this Agreement. To the extent that any laws, statutes, codes, ordinances, rules, regulations or policies of the City currently, or in the future, impose obligations upon its contractors or consultants that provide services contemplated in this Agreement, which are not expressly set forth in this Agreement, Contractor will, if notified of such requirements, endeavor to comply with the same, except to the extent that it reasonably concludes that compliance with such requirements subject it to additional obligations, liability or expense or impose upon it reporting requirements of confidential or non-public information or information that it does not currently monitor. If Contractor makes such determination, and the parties are unable to resolve these issues through mutually agreeable amendments to this Agreement, either party may terminate this Agreement for convenience upon notice to the other. Nothing in this Agreement shall be construed to require any party to violate any laws, statutes, codes, ordinances, rules, regulations or policies binding upon such party or to comply with any laws, statutes, codes, ordinances, rules, regulations or policies from which it is exempt

b. If required, Contractor shall assist the City, as requested, in obtaining and maintaining all permits required of Contractor by federal, state and local regulatory agencies.

c. If applicable, Contractor is responsible for all costs of clean up and/ or removal of hazardous and toxic substances spilled as a result of his or her services or operations performed under this Agreement.

8. Standard of Care

Contractor's services will be performed in accordance with generally accepted professional practices and principles and in a manner consistent with the level of care and skill ordinarily exercised by members of the profession currently practicing under similar conditions.

9. Assignment and Subcontractor

Contractor shall not assign, sublet, or transfer this Agreement or any rights under or interest in this Agreement without the written consent of the City, which may be withheld for any reason. Contractor agrees that the City shall have the right to approve any and all subcontractors to be used by Contractor in the performance of this Agreement before Contractor contracts with or otherwise engages any such subcontractors. Notwithstanding the foregoing, Contractor may assign or transfer this Agreement without the prior written consent of the City to a successor in interest in connection with a merger, reorganization, consolidation, or a disposition of a particular business to which this Agreement relates, and may assign or transfer this Agreement to an affiliate or subsidiary. In the event of such an assignment or transfer, Contractor shall notify the City and the City shall have the right to immediately terminate this Agreement. Any attempt to so assign or so transfer without such consent (when required) shall be void and without legal effect and shall constitute grounds for termination. Subcontracts, if any, shall contain a provision making them subject to all provisions stipulated in this Agreement. Nothing contained herein shall prevent Contractor from employing independent associates, and subcontractors as Contractor may deem appropriate to assist in the performance of services hereunder and no consent shall be required in connection therewith. For all purposes under this Agreement, inclusive of all attachments hereto, "subconsultant", "subcontractor" and "subcontract" shall refer to a third party or an agreement with such third party, if any and as applicable, engaged by Contractor to specifically aid in the performance of its obligations under this Agreement, but shall not include any third party engaged by Contractor, from time to time, in the performance of certain operational, technological, incidental, or back office functions that assist Contractor in its performance of services, on a common basis, for all or most of its customers utilizing such services, such latter category of third parties being referred to as Third Party Service Providers. Contractor will obtain the City's consent prior to its use of any subcontractors in the performance of services, to the extent and in the manner required under this Section. It is understood that Contractor shall not be required to notify or obtain consent from the City for the use of Third Party Service Providers.

10. Independent Contractor

Contractor is retained as an independent contractor and is not an employee of City. No employee or agent of Contractor shall become an employee of City by virtue of this Agreement. The work to be performed shall be in accordance with the work described in this Agreement, subject to such directions and amendments from City as herein provided.

11. Insurance. Contractor shall not commence work for the City until it has provided evidence satisfactory to the City it has secured all insurance required under Exhibit D (Insurance Requirements), attached hereto and incorporated herein by this reference. In addition, Contractor shall not allow any subcontractor to commence work on any subcontract until it has secured all insurance required therein.

12. Indemnification.

To the fullest extent permitted by law, Contractor shall defend, indemnify and hold the City, its officials, officers, employees, volunteers, and agents free and harmless from any and all claims, demands, causes of action, costs, expenses, liability, loss, damage or injury of any kind, in law or equity, to property or persons, including wrongful death, to the extent the same are caused by any negligent acts, errors or omissions, or willful misconduct of Contractor, its officials, officers, employees, subcontractors, consultants or agents in connection with the performance of the Contractor's services under this Agreement, including without limitation the payment of all damages, expert witness fees and attorney's fees and other related costs and expenses. Contractor's obligation to indemnify shall not be restricted to insurance proceeds, if any, received by Contractor, the City, its officials, officers, employees, agents, or volunteers. Notwithstanding anything to the contrary in this Agreement, neither party shall be liable to the other, as a

consequence of the Services and the performance or failure to perform their respective obligations under this Agreement, for any indirect, incidental, consequential, exemplary, punitive or special damages, including lost profits, regardless of the form of action or theory of recovery, even if the party has been advised of the possibility of those damages or the same are reasonably foreseeable. Contractor's obligation to defend, indemnify, and/or hold free and harmless the City, its officials, officers, employees, volunteers, and agents from claims, demands, causes of action, costs, expenses, liabilities, losses, damages or injuries of third parties shall not exceed, in the aggregate, an amount equal to two (2) times the average annual fees paid or payable to Contractor under this Agreement (exclusive of any earnings credits used to offset such fees).

13. California Labor Code Requirements. [RESERVED]

14. Verification of Employment Eligibility.

By executing this Agreement, Contractor verifies that it fully complies with all requirements and restrictions of state and federal law respecting the employment of undocumented aliens, including, but not limited to, the Immigration Reform and Control Act of 1986, as may be amended from time to time, and shall require all subcontractors and sub-subcontractors to comply with the same.

15. City Material Requirements. [RESERVED]

16. Laws and Venue.

This Agreement shall be interpreted in accordance with the laws of the State of California, except to the extent preempted by federal law, in which case federal law shall govern. If any action is brought to interpret or enforce any term of this Agreement, the action shall be brought in a state or federal court situated in the County of Santa Clara, State of California.

17. Termination or Abandonment

a. City has the right to terminate or abandon any portion or all of the work under this Agreement by giving ten (10) calendar days written notice to Contractor. City shall pay Contractor in accordance with the Schedule of Charges set forth in Exhibit B for services rendered for any portion of the work completed or services in the process of being completed that cannot reasonably be cancelled prior to termination and City shall reimburse Contractor for any credit extended to City in connection with the Services. If said termination occurs prior to completion of any task for the Project for which a payment request has not been received, the charge for services performed during such task shall be the reasonable value of such services, based on an amount mutually agreed to by City and Contractor of the portion of such task completed but not paid prior to said termination. City shall not be liable for any costs other than the charges or portions thereof which are specified herein. Contractor shall not be entitled to payment for unperformed services, and shall not be entitled to damages or compensation for termination of work.

b. Contractor may terminate its obligation to provide further services under this Agreement upon thirty (30) calendar days' written notice to City in the event of substantial failure by City to perform in accordance with the terms of this Agreement through no fault of Contractor. Contractor also reserves the right to terminate the Services as provided in the Service Terms set forth in Exhibit C.

c. The Contractor understands and accepts that at all times; the Agreement is subject to appropriation of funds by the Milpitas City Council. The Agreement may terminate without penalty,

liability or expense of any kind to the City at the end of Agreement term. The City has no obligation to make appropriations for the Agreement in lieu of appropriations for new or other contracts. City budget decisions are subject to the discretion of the Mayor and City Council. Contractor's assumption of risk of possible termination of the Agreement due to non-appropriation after the City's current fiscal year is a part of the consideration for the Agreement. For the avoidance of doubt, nothing in this Section shall affect the City's obligation to pay for services performed or in the process of being performed that cannot reasonably be cancelled prior to the Contractor's receipt of a written notice of termination from the City and to reimburse the Contractor for any credit extended to the City in connection with the services. This Section controls against any and all other provisions of the Agreement.

18. Documents. Except as otherwise provided in "Termination or Abandonment," above, all original field notes, written reports, and other documents, produced or developed for the City's sole and exclusive use in connection with the Project shall, upon payment in full for the services described in this Agreement, be furnished to and become the property of the City, to the extent the same have not been previously furnished or made available to the City. Nothing in this Agreement gives the City any ownership right or title to any intellectual property of Contractor or its licensors, or to any user guides, instructions, training materials, marketing materials, service terms, forms, templates or other documents that Contractor provides to other parties.

19. Organization

Contractor shall assign **Bev Correa** as Project Manager. To the extent practicable, the Project Manager shall not be removed from the Project or reassigned without the prior written consent of the City (which consent shall not be unreasonably withheld).

20. Limitation of Agreement.

This Agreement is limited to and includes only the work included in the Project described above, unless otherwise amended as set forth in Section 3 "Additional Work".

21. Notice

Any notice or instrument required to be given or delivered by this Agreement may be given or delivered by depositing the same in any United States Post Office, certified mail, return receipt requested, postage prepaid, addressed to:

CITY:

City of Milpitas
455 E. Calaveras Boulevard
Milpitas, California 95035
Attn: Director of Finance

CONTRACTOR:

JPMorgan Chase Bank, N.A.
560 Mission St, 4th Floor
Mail Code: CA1-0401
San Francisco, CA, 94105-2907
Attn: Bev Correa or CB Gov't Industry Mgr

and shall be effective upon receipt thereof. A duplicate copy of any notice or instrument physically mailed as provided above shall also be sent electronically to the addressee. Receipt by e-mail does not affect the date that the physically mailed notice or instrument is deemed received.

22. Third Party Rights

Nothing in this Agreement shall be construed to give any rights or benefits to anyone other than the City and the Contractor.

23. Equal Opportunity Employment.

Contractor represents that it is an equal opportunity employer and that it shall make all reasonable efforts to not discriminate against any employee or applicant for employment because of race, religion, color, national origin, ancestry, sex, age or other interests protected by the State or Federal Constitutions. Such nondiscrimination shall include, but not be limited to, all activities related to initial employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination.

24. Entire Agreement

This Agreement, together with its exhibits and attachments, represents the entire understanding of City and Contractor as to those matters contained herein, and supersedes and cancels any prior or contemporaneous oral or written understanding, promises or representations with respect to those matters covered hereunder. Each party acknowledges that no representations, inducements, promises or agreements have been made by any person which are not incorporated herein, and that any other agreements shall be void. This Agreement may not be modified or altered except in writing signed by both Parties hereto. This is an integrated Agreement.

25. Severability

The unenforceability, invalidity or illegality of any provision(s) of this Agreement shall not render the provisions unenforceable, invalid or illegal.

26. Successors and Assigns

This Agreement shall be binding upon and shall inure to the benefit of the successors in interest, executors, administrators and assigns of each party to this Agreement. However, except as provided in Section 9 "Assignment and Subcontractor", Contractor shall not assign or transfer by operation of law or otherwise any or all of its rights, burdens, duties or obligations without the prior written consent of City. Any attempted assignment without such consent (when required under this Agreement) shall be invalid and void.

27. Non-Waiver

None of the provisions of this Agreement shall be considered waived by either party, unless such waiver is specifically specified in writing.

28. Time of Essence

Time is of the essence for each and every provision of this Agreement.

29. City's Right to Employ Other Contractors and Consultants

City reserves its right to employ other contractors and consultants, including engineers, in connection with this Project or other projects.

30. Prohibited Interests

Contractor warrants that it has not employed nor retained any company or person, other than a bona fide employee working solely for Contractor, to solicit or secure this Agreement. Further, Contractor warrants that it has not paid nor has it agreed to pay any company or person, other than a bona fide employee working solely for Contractor, any fee, commission, percentage, brokerage fee, gift or other consideration contingent upon or resulting from the award or making of this Agreement. For breach or violation of this warranty, City shall have the right to rescind this Agreement without liability. For the term of this Agreement, no director, official, officer or employee of City, during the term of his or her service with City, shall have any direct interest in this Agreement, or obtain any present or anticipated material benefit arising therefrom. Contractor is a wholly owned subsidiary of JPMorgan Chase & Co. ("Holding Company"), a publicly traded company. Contractor does not consider interests in Holding Company or any of its other publicly traded affiliates to constitute an interest for the purposes of this provision. Mere ownership of interests in such publicly traded companies does not entitle a shareholder to manage or participate in Contractor's business.

31. Wage Theft Prevention

a. Subject to Section 7 "Compliance with Law", Contractor, and any subcontractor it employs to complete work under this Agreement, shall comply with all applicable federal, state and local wage and hour laws. Applicable laws may include, but are not limited to, the Federal Fair Labor Standards Act, the California Labor Code and the Milpitas Minimum Wage Ordinance. Contractor's affirmations and its compliance with this Section are limited to the Government Banking division of its Commercial Banking line of business. Contractor shall not be required to disclose, provide notice of or satisfy any matters under this Section that do not involve the Government Banking division of its Commercial Banking line of business.

b. BY SIGNING THIS AGREEMENT, CONTRACTOR AFFIRMS THAT IT HAS DISCLOSED ANY FINAL JUDGMENTS, DECISIONS OR ORDERS FROM A COURT OR INVESTIGATORY GOVERNMENT AGENCY, FINDING IN THE FIVE (5) YEARS PRIOR TO EXECUTING THIS AGREEMENT THAT CONTRACTOR OR ITS SUBCONTRACTOR HAS VIOLATED ANY APPLICABLE WAGE AND HOUR LAWS. CONTRACTOR FURTHER AFFIRMS THAT IT OR ITS SUBCONTRACTOR(S) HAS EITHER FULLY SATISFIED EACH JUDGMENT, DECISION OR ORDER, OR, IF ANY JUDGMENT, DECISION OR ORDER HAS NOT BEEN FULLY SATISFIED, CONTRACTOR AFFIRMS THAT IT OR ITS SUBCONTRACTOR(S) IS CURRENTLY SATISFYING SAID JUDGMENT, DECISION OR ORDER THROUGH A PAYMENT OR ALTERNATIVE PLAN APPROVED BY THE APPLICABLE COURT/GOVERNMENT AGENCY AND THAT CONTRACTOR OR ITS SUBCONTRACTOR(S) ARE IN COMPLIANCE WITH SAID PLAN AS OF THE DATE OF EXECUTING THIS AGREEMENT.

c. If at any time during the term of this Agreement, a court or investigatory government agency issues a final judgment, decision or order finding that Contractor or a subcontractor it employs to perform work under this Agreement has violated any applicable wage and hour law, or Contractor learns of such a judgment, decision, or order that was not previously disclosed in its bid/proposal, Contractor shall inform the City no more than fifteen (15) calendar days after the judgment, decision or

order becomes final or from the date of learning of the final judgment, decision or order. Contractor or its subcontractor(s) shall, within thirty (30) calendar days after notifying the City, either (i) fully satisfy any such judgment, decision, or order and provide the City with documentary evidence of satisfying said judgment, decision or order; or (ii) provide the City documentary evidence of a payment or other alternative plan approved by the court/government agency to satisfy the judgment, decision or order. If the Contractor or its subcontractor is subject to a payment or other alternative plan, the Contractor or its subcontractor shall continue to submit documentary evidence every thirty (30) calendar days during the term of the Agreement demonstrating continued compliance with the plan until the judgment, decision or order has been fully satisfied.

d. For purposes of this Section, a "final judgment, decision, or order" refers to one for which all appeals have been exhausted or the time period to appeal has expired. Relevant investigatory government agencies include: the United States Department of Labor, the California Division of Labor Standards Enforcement, the City, or any other governmental entity or division tasked with the investigation and enforcement of wage and hour laws.

e. Failure to comply with any part of this Section constitutes a material breach of this Agreement. Such breach may serve as a basis for immediate termination of this Agreement and/or any other remedies available under this Agreement and/or law.

f. Notice provided to the City shall be addressed to: Attention: Finance Director, 455 E. Calaveras Blvd. Milpitas, CA 95035. The Notice provisions of this Section are separate from any other notice provisions in this Agreement and, accordingly, only notice provided to the above address satisfies the notice requirements in this Section.

[SIGNATURES ON FOLLOWING PAGE]

**SIGNATURE PAGE FOR PROFESSIONAL SERVICES AGREEMENT BETWEEN
THE CITY OF MILPITAS
AND JPMORGAN CHASE BANK, N.A.**

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the date first written above.

CITY OF MILPITAS

JPMORGAN CHASE BANK, N.A.

Approved By:

Steven G. McHarris, City Manager

Bev Correa, Authorized Officer

Date

Date

Approved As To Form:

Christopher J. Diaz, City Attorney

Approved:

Walter C. Rossmann, Risk Manager/Director
of Finance

EXHIBIT A

Scope of Services

General Banking Services, Lockbox Processing Services and Integrated Payables Services

[SEE EXHIBIT A – BANKING SERVICES]

6. Service Group 1: General Banking Services

(Only firms proposing for Service Group 1 shall respond to this section.)

a. Customer Service

i. Fill in the following table. Include only the individuals who will work with the City on a regular basis.

Name	Proposed Role	Location	Experience with other Municipal Entities	# Years in Field	# Years with Firm	# Client Relationships Responsible For
Ana Prieto	Client Service Professional (CSP)	Phoenix, AZ	1	1	7	*Please see note

* The bank's CSPs' portfolios vary in size depending on client needs, complexity of the relationships and the amount of cash management business supported. Our client service management regularly reviews CSP portfolio size to make sure your needs will be met with a high level of service.

ii. What are the hours of operation of the customer service unit involved in supporting the proposed services?

Our CSPs are available during standard business hours. In addition, our Commercial Banking Service Center and Access Support Team offer extended hours of operation from 5:00 a.m. to 5:00 p.m. PT, Monday through Friday.

Our Transmissions team provides support for initiating file transfer or receiving reporting via Direct Transmissions.

Transmission support	Hours of operations
ACH	Monday, 5:00 a.m. PT through Friday, 11:00 p.m. PT
ARP	Monday through Friday, 5:00 a.m. PT to 5:00 p.m. PT
Host-to-Host Reporting	Monday through Friday, 5:00 a.m. PT to 3:00 p.m. PT
Host-to-Host Connectivity	Monday, 5:00 a.m. PT through Friday, 8:00 p.m. PT (On-call Support Available during off hours)

iii. How are relationship managers kept apprised of day-to-day requests? At what point will the relationship manager be notified and get involved if an issue can't be resolved?

Client Service regularly communicates with your relationship manager and treasury services associate to make sure that all parties supporting you are informed of your relationship activity.

They will also have authority to engage all levels of Commercial Banking management and escalate issues as appropriate. Client Service has a detailed matrix of contacts and escalation procedures to expedite resolution for each service provided to you. These procedures also include internal service standards to make sure other J.P. Morgan groups are providing timely responses.

b. Vault Processing

i. Which vault location are you proposing the City use for deposits handled by its armored car provider (Garda)?

We recommend the City use our Milpitas vault location.

ii. Do you own the vault? If not, provide information about the vault operator (i.e. name, number of years of partnership, etc.).

No, the vault location is operated by Loomis. We have partnered with Loomis for close to three decades.

iii. What is the ledger cutoff time for deposits at the vault deposit location, if applicable?

The ledger cutoff time for deposits at the Milpitas vault location are as follows:

- **Cash-only deposits:** 8:00 p.m. PT
- **Mixed deposits:** 5:00 p.m. PT
- **Check-only deposits:** 5:00 p.m. PT

iv. When are deposits credited? If provisional credit is given, when does verification take place?

If we receive your deposit prior to the cutoff time (8:00 p.m. for cash-only and 5:00 p.m. PT for mixed deposit at the Milpitas vault), we will provide a provisional same-day ledger credit, allowing for your cash deposits to be converted into usable funds on the same day. Coin deposits greater than \$10 may be credited to your account on a delayed basis.

Your cash-only deposit transactions will post to your designated demand deposit account (DDA) with the deposit bag number and deposit ticket date, to assist with your reconciliation. Verification of the cash will occur within 48 hours.

v. If the firm corrects a vault deposit, how will the City be informed of this change (i.e. phone call, online notification, fax, e-mail)?

Should any discrepancies arise, you can request an email notification of adjustment information, a mailed advice on the day following verification or access to our Web Currency Services portal to view your account detail. This choice is made during implementation.

Adjustments will post electronically to Access Online and to your bank statement. A cash credit or debit adjustment with the dollar amount, the City account number, original deposit amount, original deposit date, processing vault ID and adjustment reason will be included.

vi. Are deliveries of change and currency orders available via the armored car? If so, explain the timelines and procedures for placing change and currency order requests.

J.P. Morgan offers automated coin and currency ordering services (change order services) for pick-up through our vaults and branches. The City may request change orders as needed, establish a standing

vault order or use a combination of orders. Coin and currency orders are placed via telephone using an interactive voice response (IVR) or through our Web Currency Services ordering platform.

- Your as-needed change orders can be set up 24/7 and up to 6 months in advance of the requested delivery date. Orders placed prior to 1:00 p.m. PT will be available for armored courier pick up by the end of the business day in the vaults or ready for pick up the following morning at the specified branch.
- A standing vault order is an established, repetitive order prepared for a predetermined amount and delivered on predetermined delivery days, e.g., every Monday and Thursday. Amounts may vary by delivery day. Orders can be delivered daily Sunday through Saturday, subject to your armored courier service restrictions.

Change order process flow

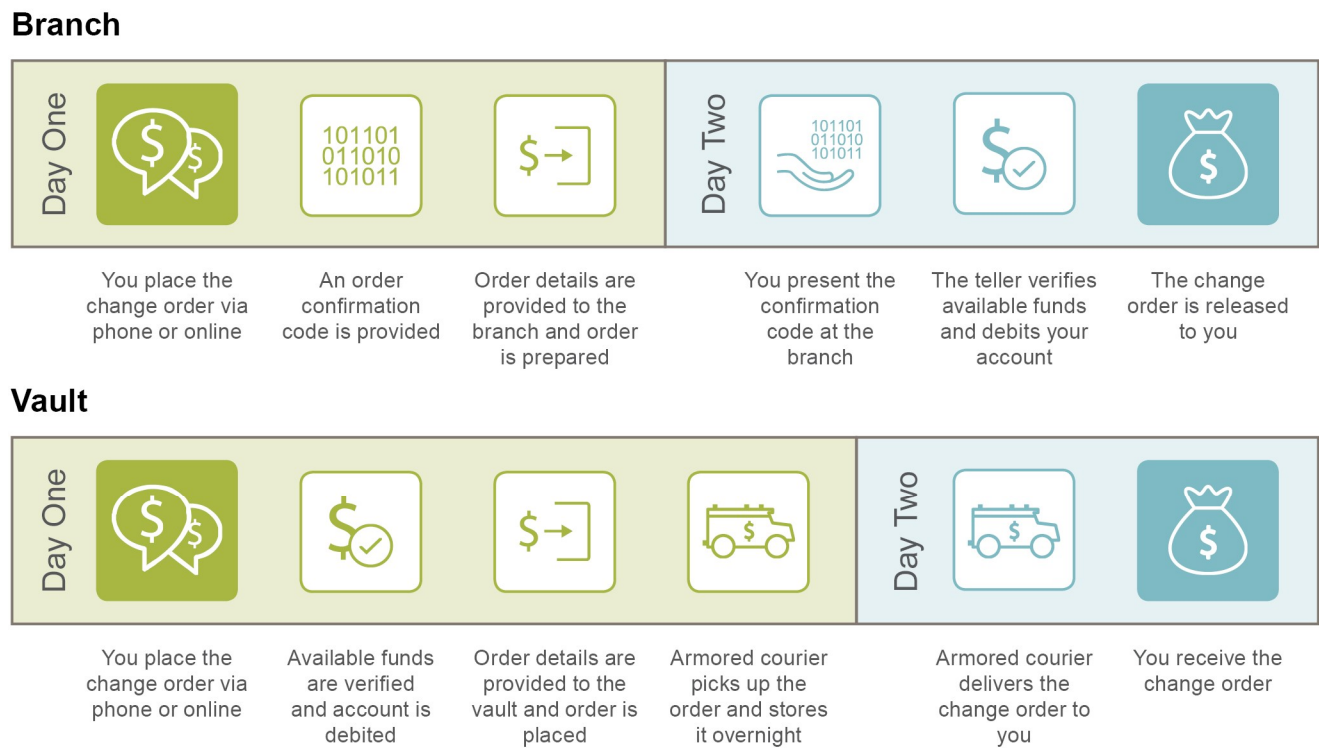


Figure 5.

Orders placed for branch pick-up may be restricted to a maximum of \$5,000. Orders that are not placed using our IVR or Web Currency Services ordering platform will require a valid government issued ID at time of pick-up.

We only release change orders to an approved armored courier if they are picked up at one of the bank’s vaults. The City must contract with an armored courier to act as an agent to transport change orders. You need to notify us of the specific armored courier for each location. Change order delivery is based on armored courier commitments. It is typically scheduled for the following day or within two or three days from when the change order was picked up at the vault.

Security begins when we issue the City two confidential system access numbers for each location. You are responsible to keep access numbers in a secure place and reveal them only to authorized associates within your organization. You can change existing access numbers by contacting your CSP. We also establish daily order limits both at relationship and location levels based on the City's credit risk rating and cash needs.

All orders are filled in a controlled environment. The change order teller "buys" the specific denominations needed to fill your order and a second teller strap verifies and inspects the contents. The City's orders placed by 1:00 p.m. PT are prepared same day and available for pick-up the next morning. Vault orders are available for pick-up by your armored courier by the next day.

We bill all fees related to the change order through the account analysis system.

c. Reconciliation Services

i. Describe the firm's deposit reconciliation services.

Receivables Online and Access Online offers the ability to reconcile remote check deposits via reporting functions that capture deposit information from each of the City's locations. Each of your locations are identified by a unique location identifier (ULID) number printed on the deposit slip, which is then reported back to the City separately for each location.

ii. What are the specifications for assigning unique deposit identification numbers (i.e. maximum number of digits, numeric-only, etc.)?

If multiple locations are depositing into the same account, the ULID must be included in the MICR line field on the deposit ticket for reporting.

iii. Are daily deposit totals reported by each location separately?

Yes. Totals are calculated by each ULID location ID for the date range selected.

iv. On what online reports can the deposit identification number be found?

The Location Report view within the Balance and Transaction Master Report captures and reports deposit information for the period the City determines. Totals are calculated by each ULID location ID for the date range selected along with other optional totals. The information captured includes:

- ULID number
- Deposit date
- Deposit amount
- Deposit ticket and deposited check images (online output only)

Sample Balance and Transaction Report – Location view

JPMORGANACCESS INTERNAL CLIENT

J.P.Morgan

** All values are subject to verification and adjustments. **

Balance and Transaction Report - Location

Transaction Date: 06/26/2014

Includes Credits:

ADJ, ADT, CHK, CASH, D/R, LBX, RTN

Report Settings:

Only Include Accounts with Activity, Include Multi-

Account Name:	AMC INC	Last Updated:
Account Number:	999999999	06/27/2014
Currency:	USD - US Dollar	03:44 AM EDT
Bank:	07100001 - JPMorgan Chase Bank, N.A. (IL)	
06/26/2014	Opening Available	1,878,441.92
	Opening Ledger	1,931,563.34

Credits				
Tran. Date	Description	Customer Ref.	Bank Ref.	Credit Amount
Value Date				
06/26/2014	REMOTE DEPOSIT ONLINE	1001	3580953085	41,787.56
06/26/2014				
06/26/2014	CASH DEPOSIT	1001		33,520.85
06/26/2014				
	Cash Svcs Cash Dep, Depdate= 06/24/2014, Bag= IFHY477U, ULID= 0000001001, VltID= 800			
Total Credits for Location:		1001		75,308.41
				2 items
06/26/2014	DEPOSIT	1002	3580973574	49,497.12
06/26/2014				
06/26/2014	DEPOSIT	1002	3580970988	41,037.05
06/26/2014				
06/26/2014	CASH DEPOSIT	1002		33,700.35
06/26/2014				
	Cash Svcs Cash Dep, Depdate= 06/24/2014, Bag= IAAKOLUVU, ULID= 0000001002, VltID= 800			
Total Credits for Location:		1002		124,234.52
				3 items
06/26/2014	DEPOSIT	1003	9180586869	27,293.40
06/26/2014				
Total Credits for Location:		1003		27,293.40
				1 item
06/26/2014	DEPOSIT	1005	3580951931	126,277.43
06/26/2014				
06/26/2014	CASH DEPOSIT	1005		819.18
06/26/2014				
	Cash Svcs Cash Dep, Depdate= 06/24/2014, Bag= IHG4157U, ULID= 0000001005, VltID= 800			
Total Credits for Location:		1005		127,096.61
				2 items

Figure 6.

Note: Only paper-based deposit images are included within the Location Report.

Access Online Reports allows the City to create deposit detail reports itemizing the City's deposits by ULID location. Users can select daily, weekly, monthly, or customized date ranges with totals for each ULID location over the time frame selected.

The City's users can schedule reports with the frequency and format desired by each user, who can share customized reports with other the City users.

d. Branch Services

i. Will a check cashing agreement be required when a non-account holder cashes a City check drawn from an account held with your firm at the firm's branch location? If yes, include a copy.

J.P. Morgan offers on us check cashing which does not require a check cashing agreement.

ii. *Is the firm willing to cash these checks drawn from an account held with your firm at no charge to the City or the presenter?*

J.P. Morgan will cash the City's payroll checks drawn on J.P. Morgan. For non-account holders, the City usually elects to have fees charged to the payees or to absorb fees on behalf of the payees. We understand the importance of providing this service for the remaining City employees and vendors still receiving paper checks and have adjusted pricing for non-account holders to \$0 per item.

Reasonable thresholds will be established for the City based on the expected activity and risk for the account. The threshold represents a maximum per check limit. The standard maximum threshold is \$5,000; any increase in that threshold requires additional reviews and approvals.

e. *Remote Deposit Capture ("RDC")*

i. *Describe the firm's ability to process checks by Remote Deposit Capture ("RDC").*

Remote Deposit Capture is an end-to-end hardware, software and processing solution for reducing paper check payments at branch locations, drop boxes, and internal retail and consumer lockboxes. To use our remote capture services, the City needs a high-speed Internet connection, a desktop check scanner and a Windows-based PC.

Remote Deposit Capture is for use only in the U.S.

- For U.S. accounts, checks must be:
 - Scanned from a U.S. location.
 - Drawn on a U.S. financial institution.
 - In U.S. dollars.
 - Deposited into a J.P. Morgan U.S.-domiciled DDA.
- The solution allows the City to deposit business, government and consumer checks, Postal Money Orders, Western Union Money Orders, demand drafts and government warrants.
- The City scans images of checks and transmits them electronically to the bank for clearing.
- Transmissions are conducted through secure HTTPS protocols employing 128-bit encryption.
- The bank maintains check images in an archive for online access.
 - We retain images to detect duplicates for 14 days.
 - The City can remove a suspected duplicate check from the deposit or choose to continue to deposit it.
- We provide same-day ledger credit for checks received by the deadline.
- An onboarding specialist works with the City to set up remote capture services.
- Check images are typically available in the image archive within several minutes after a deposit is submitted. J.P. Morgan maintains your remote captured images in the online repository up to 10 years.
- Our remote capture service maintains detailed deposit history reports that the City can easily download and import to Cayenta. You can download reports and view images at any time.

Remote Deposit Capture workflow

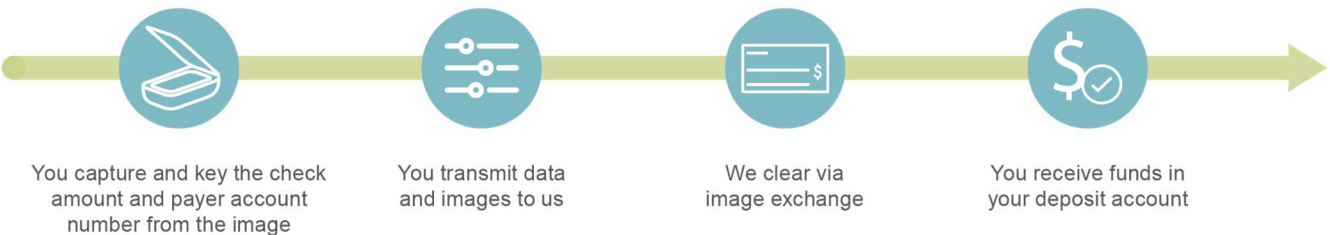


Figure 7.

Remote Deposit Capture (RDC) process flow



Figure 8.

OCR: Optical character recognition. MICR: Magnetic ink character recognition.

Remote Deposit Capture with Mobile

Our remote capture service is available on mobile devices extending the reach of a remote deposit service to the point of check receipt. Mobile capabilities provide another efficient and cost-effective electronic alternative to paper deposits. It only requires a compatible smartphone or tablet, connectivity service plan, a wireless signal and a J.P. Morgan DDA.

- Remote Deposit Capture via mobile is for use in the U.S. only.
 - Checks must be scanned from a U.S. location.
 - Drawn on a U.S. financial institution.
 - In U.S. funds.
 - Into a J.P. Morgan U.S.-domiciled DDA.
- Our mobile remote capture service is fully integrated with our desktop solution providing the same features and functionality.
- To maximize organizational efficiencies, use desktop scanners and the mobile solution together or stand alone.
- The application is intuitive and easy to use, requiring minimal training or support.
- Employees in the field can photograph and capture checks for deposit to your J.P. Morgan DDA.
- Optional user fields allow data entry of additional deposit information (numeric, alpha, alphanumeric, amount, or date fields) that will flow through with the associated check image.
- The check image and/or document is uploaded and transmitted to the bank for processing.
- Review 14-day deposit history on the mobile device. Remote captured images are available on the online repository up to 10 years.
- No sensitive data is stored on the mobile device once a deposit is completed.

ii. Are the City's existing RDC terminals (Panini Vision X) compatible with your system?

Yes, the City's existing terminals are currently compatible. For a current list of our supported scanners and the requirements, please visit <https://www.jpmorgan.com/country/US/en/ts/remote-capture-resource-center>.

iii. If the City needs replacement or additional RDC equipment, what equipment would the firm recommend? Indicate how many items these machines can handle.

J.P. Morgan recommends the Epson CaptureOne 90/100, which can handle 90 checks/coupons per minute.

iv. Does the firm verify that an item hasn't been previously deposited? If so, for how many prior days does duplicate detection service check?

Yes. We use the data captured from the check, including the check amount and MICR line, to identify potential duplicates. When a potential duplicate check is identified, the user will be presented the current check and the originally deposited check to determine if the check is a duplicate.

Duplicate item

J.P.Morgan Receivables Edge SM

February 5, 2009

Home Search Alerts Upload Files Reports Remitter Admin Service Capture

Home > Capture Search > Capture Summary > Capture Entry

Capture Entry

Error: Potential duplicate payment.

Lockbox: 13033 - MVRWTESTLEK11 Capture Type: Check(s) and Document(s) Scanner: Panasonic KV-S1025C Status: Requires User Action

Image 1 of 2 Show Rear Image

Type: ☒ Check ☐ Doc

New Transaction: ☒

Amount: 35.05

Group Name: (2) Group Test 2

Reference:

☒ Not duplicate ☐ Duplicate

Save & Continue

Control #: 14370
Amount: 35.05
Payment#: 2035
Remitter RT: 022300173
Remitter DDA: 545489896

Potential duplicate payment image:

Figure 9.

We retain images to detect duplicates for 14 days.

- v. ***Is there a limit on the number of checks that can be contained in a single deposit? How many checks would you recommend be processed in a single deposit?***

While our remote capture service allows deposits of up to 999 checks, J.P. Morgan strongly recommends limiting a deposit batch to 30–50 checks to help make reconciliation a manageable process for the City's users. Multiple batches can be scanned prior to submitting for deposit. You can make as many deposits as needed in a single day. Mobile users submit a single check at a time for deposit.

- vi. ***What is the ledger cutoff time for items processed by RDC to receive same-day ledger credit?***

The Remote Deposit Capture cutoff to receive same-day credit is 7:00 p.m. PT.

- vii. ***Does your service allow for multiple batches to be scanned throughout the day and processed as a single deposit at the end of the day?***

Yes.

- viii. ***If batches are processed by different users, are batches consolidated or are they separate deposits?***

Our remote capture service aggregates deposits submitted from multiple, geographically dispersed processing sites, including mobile, by the deposit deadline into one credit per account/ULID or one credit per batch. Reporting is at the aggregate credit level. We offer the option to view deposits by batch on your bank reports and statements.

ix. How and when will items not meeting acceptable image quality standards be alerted to the user?

Image quality acceptability (IQA) is performed in real time, at the user's desktop or mobile device, while scanning the check for deposit. The City's users can also correct any incorrect MICR codes at their desktop before images are sent for deposit. MICR cannot be corrected using a smartphone or tablet.

Upon receipt at the bank, J.P. Morgan subjects images to an additional two-part review to confirm optimal accuracy. First, the bank performs IQA to make certain images meet standards for presentment. Images that fail IQA are manually reviewed.

Unacceptable items are returned as exception items or nonconforming images (NCIs). We debit your account for NCIs on the same business day.

Our Receivables Online portal provides notifications of returns. You may set up email Alerts for notification or search for the item. We will provide the reason for the exception item due to unresolved legal line and courtesy box amount entries, unacceptable payees, MICR quality and image quality analysis failures. In some cases, rejects can be rescanned and deposited.

x. How will the City be notified of deposit adjustments for RDC items?

The remote capture process requires the user to balance the imaged checks to the total deposit amount of the batch, therefore deposit adjustments do not occur. Return and adjustment reports and alerts are available via Access Online.

xi. For how long are electronic check images of items deposited by RDC stored and available for viewing on the firm's website?

The electronic check images and data are available for viewing for up to 10 years via Receivables Online.

xii. Are deposit reconciliation numbers shown on RDC deposits?

Yes, the Remote Deposit Capture Details Report provides the details for each deposit including the deposit level indicator (deposit serial # which is determined at implementation—Batch#, Group # or ULID) and you can sort to narrow the results.

f. Returned Item Processing

i. Does the firm offer Represented Check Entries ("RCK") services?

Re-presented Check Entry (RCK) is a special redeposit process that converts eligible paper check returns into an ACH-formatted debit record to be re-presented via ACH. Compared with paper redeposit, RCK rules allow an extra presentment when the City chooses one paper redeposit followed by a final ACH presentment or two ACH presentments. RCK can accelerate the process, and may reduce the costs, of returned check collection.

Only checks that meet the following criteria are eligible for RCK:

- Returned for NSF or uncollected funds
- Written for an amount less than \$2,500
- Drawn on a consumer bank account
- Not drawn on a Federal Reserve Bank or Federal Home Bank

- Contain a preprinted serial number
- Dated fewer than 180 days prior to ACH debit transaction

ii. **Can the firm provide online access to electronic images (front and back) of returned items to the City? How soon after an item is returned can these images be accessed?**

Yes, Access Online will provide next-day access of front and back images of returned and redeposited items to the City.

iii. **Provide a screen shot of the details available for a returned check. (Note: Please include this returned check screen shot in the body of your proposal response versus referring to an Attachment or Appendix.)**

Returned check details are provided to the City through both Access Online and Receivables Online as shown in the screen shots below.

Returned check in Access Online

WIZARD ELECTRONICS (02)
Your session is SSL-protected

Transaction Details

Transaction Results		Hide Transaction		Previous Transaction 4 of 4 Next	
Type	Payment Status	Transaction Total	Credit Date	Process Date	Lockbox
LBX	Returned	USD 985.95	2/14/20	2/14/20	9399902
Control Number	Reference Text	Invoice Difference		Site	Batch
		USD 0.00		Chicago	428
				Item	Group
				4	1
				Pages	3

Payment Number	Amount	Remitter	Remitter RT	Remitter DDA	Customer ID	Customer Classification	Payment Disposition
2992	USD 985.95	HOLUBKA DISTRIBUTORS, INC.	031100267	1003948567	1234567890	MID ATLANTIC	

[View Final Return](#)

Exception	Reason Code	Status:Assigned	Assigned To	Last Modified By	Last Modified On
☐	UPI-Unpaid Invoice	☐ Close	cindy hammer	cindy hammer	6/12/20

[Save](#) [Cancel](#)

Note

Dispute
pls research resolve

Created On: 3/22/11 03:04 PM CDT
Entered By: 9/21/15 12:27 PM CDT
Last Updated: 3/22/11 03:04 PM CDT
9/21/15 12:27 PM CDT

[Add Note](#)

Reference Details: [Supplemental Data Entry](#)

Unassociated Remittances:

Unassociated Invoices:

1 51% [Refresh](#)

Scanned Check Image:

H/D HOLUBKA DISTRIBUTORS
4884 N. Airport Drive
St. Louis, MO 63005
Telephone: (123) 456-7890
Fax: (123) 456-7891

PAY NINE HUNDRED EIGHTY FIVE DOLLARS AND 85 CENTS

TO THE ORDER OF: WIZARD ELECTRONICS
P.O. BOX 93999
CHICAGO IL 60670

VENDOR NO. DATE CHECK NO. PAY THIS AMOUNT
021456 2/12/07 3992 \$985.95

HOLUBKA DISTRIBUTORS
John Roper

⑆3992⑆ ⑆031100267⑆ ⑆1003948567⑆ ⑆0000098595⑆

Figure 10.

Returns and Exceptions Report via Access Online

Cash Reporting - Returns and Exceptions Report

Company Name: UATWAMU

As of: 10/20/2009

Date Type: Post Date

J.P.Morgan

Report Filters

Beneficiary Name:	n/a	Viewing Option(s):	n/a
Amount Range:	n/a	Your Ref:	n/a
Status:	All Statuses		

****For Informational Purposes Only****

Bank: JPMORGAN CHASE BANK, N.A.

Account Number: 12345678900

Account Name: Your Account Name

Currency: USD

References	Company/Location ID	Amount	Post/Orig.	Status	Return/Reject Reason
Ref/Check #: 00000000001156 Name: T JONES Bank: 322271627 Account: 2222222222 Cust. Trace: 082846402001610 Bank Trace: 021000028895554 Batch Desc: PAYMENT Orig. Name: FINE COMPANY	1596023083	238.79	10/20/2009 10/17/2009	RETURN	R01 INSUFFICIENT FUNDS CHECKING
Ref/Check #: 00000000000118 Name: W SMITH Bank: 111908271 Account: 3333333333 Cust. Trace: 082841902009349 Bank Trace: 021000028895553 Batch Desc: PAYMENT Orig. Name: SOME COMPANY	1596023083	60.20	10/20/2009 10/18/2009	RETURN	R01 INSUFFICIENT FUNDS CHECKING
ID Sub Total:		298.99	Items: 2		
ACH Return		298.99	Items: 2		
Ref/Check #: 304 Name: E CLARK Bank: 11100002 Account: 5555555555	1460	45.00	10/20/2009	RCK	01 NSF 1ST PRESENTMENT
ID Sub Total:		45.00	Items: 1		
RCK		45.00	Items: 1		
Account Total:		343.99	Items: 3		
Grand Total:		343.99	Items: 3		

End of Report

Figure 11.

Returned check details via Receivables Online

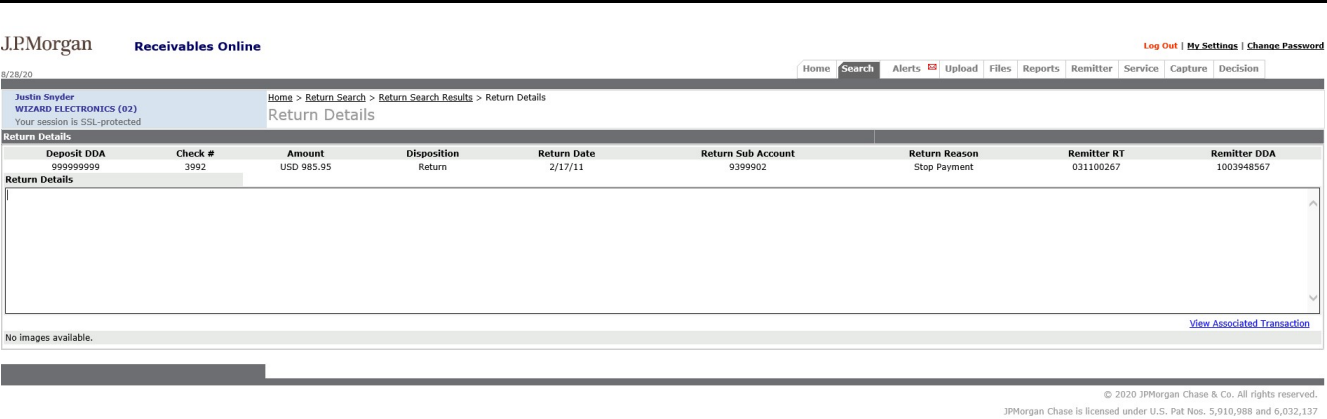


Figure 12.

g. Availability of Deposits

i. How does the firm determine and calculate availability of deposited items? Does the firm calculate availability by item or formula?

The availability schedule determines availability for each item. Availability is based on the drawee bank routing/transit number, the time the deposit is processed, fractional float assignment, and in some instances, the dollar amount of the item.

With one of the largest check-clearing networks in the country, the bank offers accelerated funds availability. J.P. Morgan clears more than 99% of all deposited checks as images through approximately 22,000 endpoints.

J.P. Morgan calculates availability by item.

ii. Does the firm give immediate availability for on-us items?

J.P. Morgan calculates availability by item according to the schedules provided in Appendix 3.

iii. Provide a copy of the availability schedules the firm proposes to use for the City, including branch deposits, vault deposits, and RDC.

See the availability schedules in Appendix 3.

h. eLockbox Services

i. Does the firm offer eLockbox services for payments made from consumer bill payment service providers? Describe the firm's eLockbox service.

Yes, we offer the City an electronic payment consolidation service.

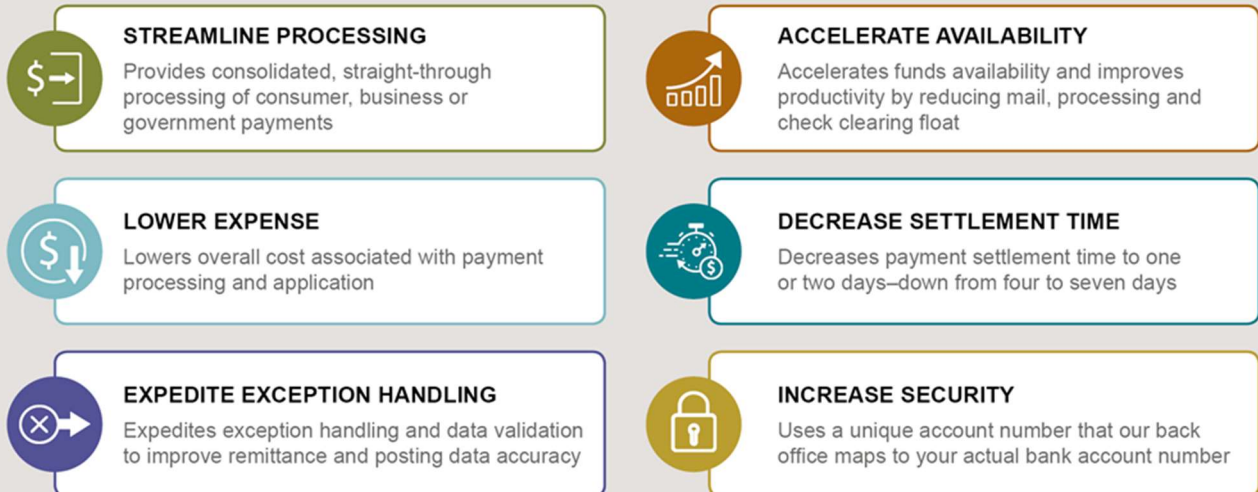
Streamline receivables posting by consolidating electronic payments received from multiple sources into a single deposit with ACH eLockbox. Receive credit to your account on the morning of the next business day after receipt of payments.

Our Transaction Repair service expedites the exception process by allowing you to review and repair exception items online for faster posting to your back-office system. We provide you with a single accounts receivable file and upload this data into your back-office system to help you save time, improve productivity and reduce costs.

WHY J.P. MORGAN

We offer eLockbox consolidation from more than 70 providers, including Fiserv, FIS, Paytrust, Mastercard RPPS, and PEC, enabling you to streamline your accounts receivable updating process.

BENEFITS OF OUR APPROACH TO ACH eLockbox



Use Transaction Repair available through Access Online to expedite exception processing. The City reviews and repairs exception items online for faster posting to your back-office system. Submit returns and notifications of change to your originators online through our Transaction Repair service or Access Transaction Services to correct future issues and improve straight-through processing.

In summary, improve consumer satisfaction through faster payment posting, research and problem resolution with ACH eLockbox service.

ACH eLockbox—how it works

1. The City notifies your payment processors to send the payment files directly to your ACH eLockbox. We will work with each processor on your behalf to complete the payment redirection.
2. Your customers send you payments electronically (e.g., online banking, credit cards, bank by phone, government remitters, etc.)

3. After validating the billing account numbers and data match each transaction, we consolidate the payments automatically on receipt.
4. A single credit, along with remittances, posts to your account—all in the same business day.

ACH eLockbox: how it works

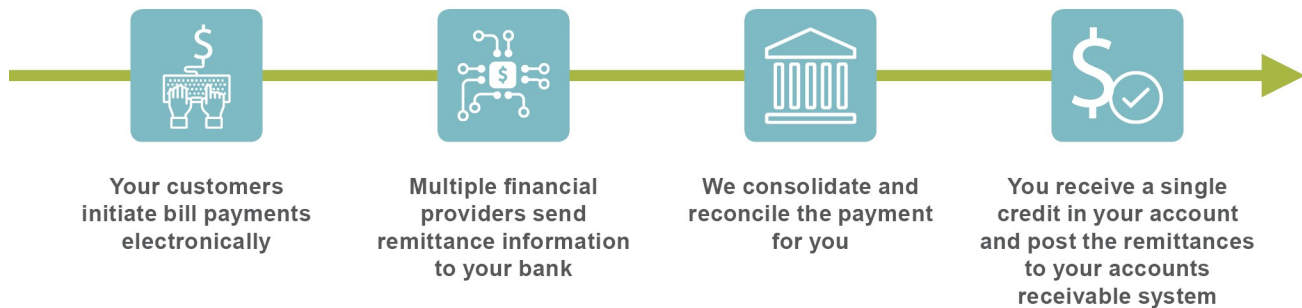


Figure 13.

Added security: To help protect your account information, we issue you a City-specific account number that is used to collect payments into your ACH eLockbox account. This account number is then translated to your actual account number by our back office.

Streamlined information reporting: Daily remittance data, such as billing data, corresponding dollar amounts, transaction edits, etc., is formatted into either our standard accounts receivable format or your proprietary format and routed directly to your back office via ACH eLockbox. We provide batch ranges for the electronic payments.

Or, have this data integrated into our file management service (Host-to-Host Receivables and Advising Reporting), which retrieves and consolidates lockbox, ACH and wire payment details and transmits it to your accounts receivable system.

Improved settlement and customer service: With ACH eLockbox, you have access to timely payment information, which allows you to respond to your customer inquiries without delays.

In addition, it helps you avoid unnecessary service disruptions and reduce days sales outstanding by shortening the payment settlement process by up to two days.

Debt management payments: ACH eLockbox offers a solution for receiving debt management payments electronically from consumer credit counseling service agencies.

Efficient exception processing: With ACH eLockbox, you receive an exception report that shows where payment edits have failed. This helps you reduce manual exception processing hassles and collection costs associated with your bill payment service providers' "check and list" information.

As a result, your staff can address and return exceptions more quickly to the originator. Notifications of changes are provided automatically to the payment originator for payee database updating. Additionally, search and view remittance information online, return transactions and submit notifications of change to originators to correct future transactions.

As mentioned above, submit returns and notification of change requests using Access Transaction Services or through our Transaction Repair service.

Reporting, posting and funding

We post one payment to your bank account at the opening of bank business. This total correlates to the total of the detailed payment file transmitted to you. The daily posting files and other standard reports are delivered through Access Online.

ACH eLockbox funds movement timeline

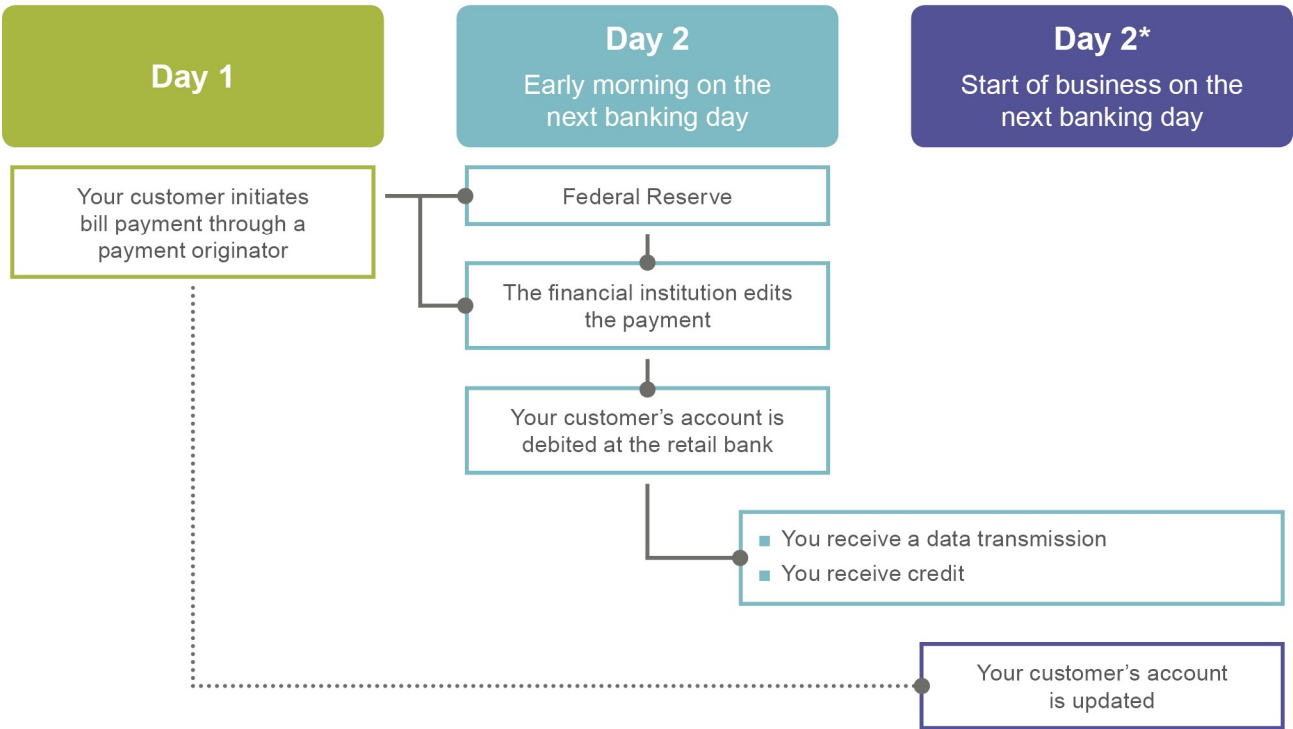


Figure 14.

* Subject to applicable cutoff times.

Cutoff times

Opening of bank business: We consolidate payment activity through 12:00 a.m. PT (subject to applicable cutoff times) each banking day and render settlement and data to you by the opening of bank business.

Intraday payment file: We also report intraday payments, whereby payments made by consumers or corporations that are received by us by 11:00 a.m. PT are reported to you by 2:00 p.m. PT.

Implementation

ACH eLockbox implementations typically take four to eight weeks to complete but can take longer depending on customization requirements. We work with you to determine your requirements, including account format, reporting format and data transmission connections. We validate bank account numbers, mask combinations and support updates, as necessary, to apply against the next incoming file from a myriad of providers. You can also choose to receive both standard and customized reports via transmission or encrypted email.

To minimize file processing errors, we perform testing on new electronic remittance customers as well as changes that affect the mask combination table and correction file process.

Incoming ACH items are marked by the originator for deposit in your bank account with accompanying remittance detail provided per your specifications. You see one daily credit post with detailed payment reporting provided separately.

ii. Which clearing networks provide check issuance information to the firm?

We offer eLockbox consolidation from more than 70 providers, including Fiserv, FIS, Paytrust, Mastercard RPPS, and PEC, enabling you to streamline your accounts receivable updating process.

iii. How will the eLockbox service report payment details to the City (i.e. account numbers, names, etc.)

Daily remittance data, such as billing data, corresponding dollar amounts, transaction edits, etc., is formatted into either our standard accounts receivable format or your proprietary format and routed directly to your back office via ACH eLockbox. We provide batch ranges for the electronic payments.

Or, have this data integrated into our file management service (Host-to-Host Receivables and Advising Reporting), which retrieves and consolidates lockbox, ACH and wire payment details and transmits it to your accounts receivable system.

iv. Will the City be able to require field specifications for customer account numbers?

The City can identify fields that need to be captured by the lockbox with instructions to capture the last seven characters (numerical value) of the customer account number.

v. What type of validation routines can be used to identify, filter, and repair invalid payments? If a payment is identified as invalid, can the City repair the transaction with an online exception repair tool?

Transaction Repair, optionally available through Access Online, streamlines the exception process so you can review and repair exception items online for faster posting to your back-office system.

We match incoming transactions against your posting rules (e.g., customer reference number or account number) and send you a list of exceptions to review and repair online via Access Online to facilitate posting.

Transaction Repair allows you to return transactions you cannot post or submit notifications of change electronically to the originators to correct future transactions to improve straight-through processing.

- Act on and validate payments from your customers to accept incoming CIE, CCD, CCD+, CTX, web, TEL, PPD and PPD+ transactions.

- Automatically receive and review transactions that do not meet your edit/validation instructions and correct these transactions securely online. When we have received your online corrections by the established cutoff time, we will remit the corresponding payments to you in your designated eLockbox posting file that same day. You can greatly reduce future exceptions with our Auto Repair feature, where any repairs you make will be automatically applied to any future incoming items with that same erroneous information.

ACH eLockbox Transaction Review and Repair

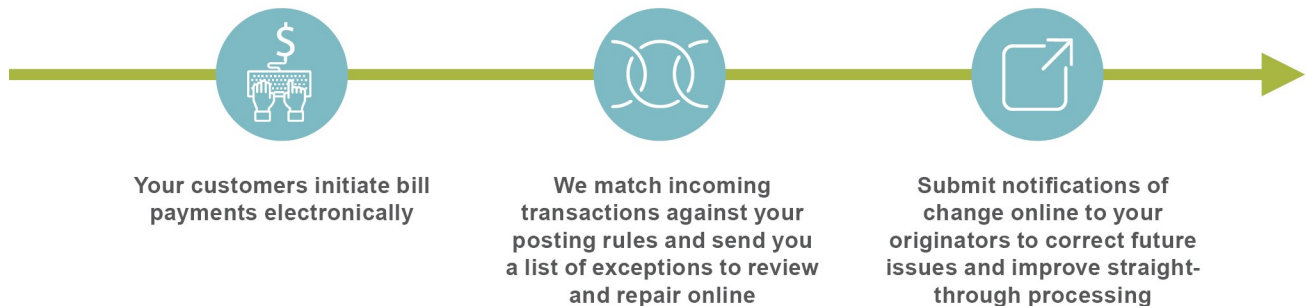


Figure 15.

Auto Repair Option: Let us correct and repair transactions automatically and then send to you for automatic posting.

i. Check Disbursements/Positive Pay

i. Does the firm offer payee positive pay?

Yes. We offer our clients a variety of fraud prevention services, including positive pay with optional payee verification. Our payee name review digitally interrogates the payee name and looks for alterations or additions above, below or to the right of the payee name that would change the payee identification. Mismatched items are visually evaluated to eliminate digital interrogation reading errors, and remaining items are sent in the daily positive pay exception reporting for decisioning.

J.P. Morgan's positive pay with payee verification

Payee verification interrogates and detects altered payee line and any variable data field

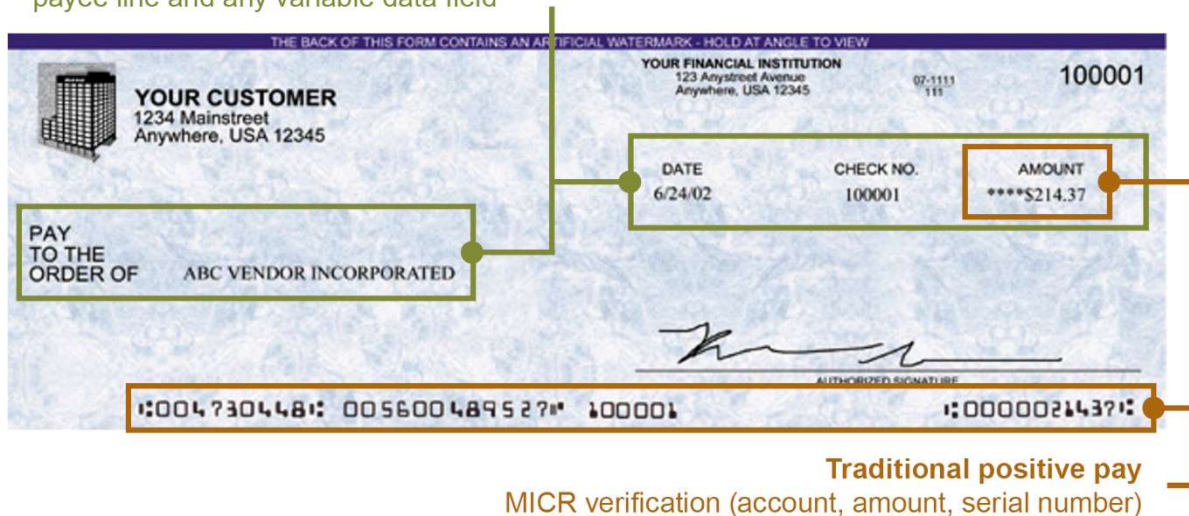


Figure 16.

- ii. *Is payee information a searchable field within the firm's online reporting system (i.e. can you enter "ABC Company" and any disbursement checks to "ABC Company" will be retrieved)?*

Yes. The City can use Access Online to perform single and range-based searches by:

- Account number
- Check number
- Amount
- Sequence number
- Paid
- Issue date
- Payee name

We also can provide additional characters of data details, such as invoice number, vendor identification, etc. This enables the City to perform a check inquiry on the data.

- iii. *Can an e-mail notification be sent to specific users alerting them that there is an exception item to review? What other notification methods are available?*

Both Access Online and Access Mobile give the City access to positive pay exception items. A daily email notification is provided to your designated individuals, to alert them of any positive pay exceptions that require review. The associated exception report is delivered via Access Online at the beginning of the next business day, providing the report to the authorized the City user(s) upon log in for pay or return.

The daily positive pay email notification indicates accounts with exception items (or discrepancies) or “no items today,” providing more complete reporting to the City.

Using “PUSH” technology, Access Online provides a daily positive pay email notification that indicates accounts with exception items (or discrepancies) or a notice stating “no items today.”

If there are exception items to view, your authorized user logs on to Access Online or Access Mobile to review the list. Once logged on, authorized users click the check number of each item to view images of the front and back of the check, select the pay or return button for each item (or select the pay all or return all button), and submit the decision to the bank.

In addition, the City may opt to receive reminder email notifications if outstanding exceptions still require a decision one hour before the deadline to decision.

iv. *At what time will the City receive the information on exception items? How much time will the City have to review discrepancies and notify the firm to accept or reject?*

Notification is sent by 11:00 a.m. PT and includes a link to the Access Online logon page.

You have until 4:00 p.m. PT to notify the bank of your pay/no pay decisions.

Optionally, receive a reminder email notification. If outstanding exceptions still require a decision at 3:00 p.m. PT, the bank sends out a reminder email notification indicating that the bank is awaiting a final payment decision. A default decision is applied to any positive pay exception item that is still awaiting a payment disposition by 4:00 p.m. PT. While the typical default is setup as return, you determine specific default parameters during implementation.

v. *Are checks identified as an exception deducted from the City’s ledger balance prior to the item is presented for decisioning?*

Yes. We systematically compare checks that have been presented against the City’s check issue file and generate an exception report on a next day basis, identifying any mismatched or no-issue information on file items. J.P. Morgan reviews the exceptions to verify that there are no incorrectly encoded items. The report is emailed via Checks at the beginning of the following business day, providing the report to the authorized City user(s) upon log in for pay/return decisioning. The exception items report provides both a front and back image of each item.

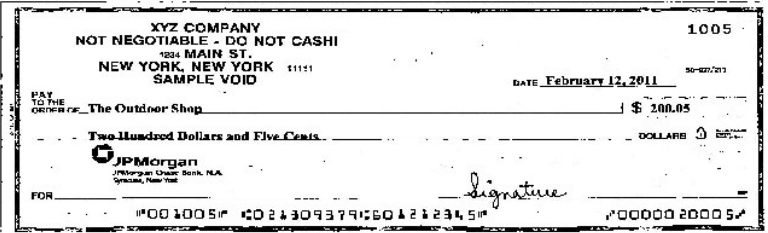
Authorized City users simply click on the check number of each item to view the front and back check images, and can select the pay or return button for each item or select the pay all or return all button. Users can then electronically submit the decisions to J.P. Morgan. The City receives an online confirmation indicating the submission was successful, which can be saved electronically or printed for future reference. No special software is needed for this functionality.

The City has the ability to set default decisions on the different types of exceptions. The City can elect to pay on all transaction where the check presented does not match the issuance record. The City may set the default disposition (for each exception type) during initial setup. In the absence of any client decision, J.P. Morgan will accept the City’s default disposition.

Exception check image

PosPay Exception Item Decision Entry [Home](#) [Sec Admin](#) [Inquiry](#) [Stops](#) [Photos](#) [Data Download](#) [Recon Input](#) [Check Print](#)

[Back](#)



Chk#: 1005 Acct#: 021309379 \$Amt: 200.05

Payee Line 1:
Payee Line 2:
Comments:

Total: 20
Submitted: 5
In Process: 10
Pending: 5
Sub. By Me: 5

[Front/Back](#)
[Zoom](#)
[Print](#)

Items Per Page: 10 * Denotes default reason where applicable [Print Images](#) [Submit Decisions](#)

#	Account No.	Check No.	Amount	Posted Date	Ex. Type	Default	Pay / Rtn	Return Reason
1	06300011111	1005	200.05	2/13/2011	PNI	Return	☐ / ☐	
2	06300011111	1006	376.50	2/13/2011	PNI	Return	☐ / ☐	
3	06300011111	1007	1,475.43	2/13/2011	PNI	Return	☐ / ☐	

Figure 17.

vi. **What are the options for transmitting check issuance information to the firm for positive pay services?**

The City can transmit check issue data to us via file transmission, online upload or manual entry into Access Online. The deadline for the City to submit manual entry or file upload via Access Online is 7:30 p.m. PT. The deadline for the City to transmit check issuance files via direct transmission to the bank is 7:45 p.m. PT.

vii. **Does the firm confirm receipt of files? If so, what options are available for the City to receive confirmation?**

For validation, the City may choose to receive an automated acknowledgement of your check issuance file transmission within one hour of file receipt via the Internet or transmission. Depending on the initiation method used to submit an issue file to the bank, the City will have access to information in the following manner.

- **Access Online:** For files submitted through Access Online, an online confirmation report is available indicating that the submission was successful, which can be saved electronically or printed for future reference.
- **Transmission:** For files submitted via transmission, an electronic acknowledgement file is sent once a transmission is received by the bank. The file indicates the records that have been received and are scheduled to be processed in the nightly batch. Since each client's check payment cycle varies, we do not offer an option to receive an email alert for non-receipt of issuance data. Instead, the City should pro-actively monitor the bank's receipt of all positive pay files.

As a backup, the City also has the option to call J.P. Morgan's Connectivity help desk for confirmation.

viii. *How and when is the City notified if a file upload fails?*

The City will receive a confirmation within one hour that a file has been successful via Access Online or an electronic acknowledgement file. The City should pro-actively monitor the bank's receipt of all positive pay files.

ix. *Can stale-dated checks be reported as exception items?*

Stale-dated checks are reported as an exception when the City sets up positive pay. While our default is 180 days, the City customized this setting between 1-999 days from check issue date. Checks being presented to the bank exceeding the valid number of days from the issue date are reported as positive pay exceptions. The valid number of days will be determined by the City during the implementation process.

Stale-dated items will continue to report as outstanding items eligible to receive full reconciliation reports. The City will need to send us a file to remove stale-dated items from the outstanding list. Your account must be subscribed to positive pay and we must receive the issue record in advance of the check being presented for payment.

For positive pay accounts, these checks appear as exceptions on the daily positive pay exception report, which allows the City to decide whether each item should be paid or returned. The City may also have the Access Online system automatically return all items prior to having them reported for your review.

a. *What type of exception item are stale-dated checks identified as?*

Stale-date exception service where checks are being presented to the bank exceeding the valid number of days from the issue date are reported as positive pay exceptions, or automatic returns for non-positive pay accounts. The valid number of days will be determined by the City during the implementation process.

b. *Are stale-dated checks automatically removed from the issue file after a set number of days or does the City need to send a file removing the checks from the issue file?*

Stale-dated checks are not removed as issues. To remove the item as an issue, the City needs to send a positive pay file and identify applicable stale-dated checks as a cancel.

x. *If a check is deposited by the payee using mobile technology and the payee attempts to deposit the item a second time, will your firm's positive pay service identify this item as an exception, or will it be automatically returned as a "check previously paid" item? How does this item appear in the City's daily reports?*

In this circumstance, the City would see second item as part of their positive pay exceptions as a duplicate requiring a decision. J.P. Morgan recommends that the positive pay setup has a default setting of return in case no decision is made.

j. *Stop Payments*

i. *What initial term options are available for stop payments?*

Stop payments made via Access Online are effective for one year and will automatically renew annually for six additional years.

ii. Will the system automatically verify if a check has been paid before processing the stop payment?

Yes. When placing stop requests via Access Online, the system will search 90 days of transaction history to identify if the check has been paid (extended retention periods are available) for payment requests entered manually. If the record shows the check has been paid, the system will report the date the item was paid. The user can choose to continue to request the stop on a check that has already been paid by clicking “enter;” for example, this could prevent payment of a second presentment of an item with the same check information. If the customer does not want to place the stop payment, they would need to click on the “cancel” button.

iii. Is there a report that lists stop payments that are set to expire?

Access Online provide the following report to help the City identify stop payment items set to expire:

- Stop on File History allows the City to search by account number. This report provides stops on file, regardless of the application used to place the stop request as well as an option to view all stops expiring within the next 30 days.

Additional stop payment audit reports include:

- Stop Payment Request Activity allows the City to search accounts or a single account, search by date or date range, check number or check number range, and by all users or one user. This report provides details for stops placed online via Access Online.
- Stop Payment Revoke History provides details for revokes placed online via Access Online.

iv. Can stop payments be automatically renewed? If so, for how long?

Stop payments can automatically renew annually for six additional years.

k. ACH Processing

i. When does the firm need the file from the City for payments to be made on a same-day, next-day and 2-day settlement? Please complete the following table:

	Same-Day (Transit)	Next-Day	2-Day
Deadline for File Upload	See table below	See table below	Same as next-day but with settlement date for two days ahead.

City initiation method	Next-day ACH	Same-day ACH
Direct transmission (1,2)	7:00 p.m. PT	9:30 a.m. PT (prefund) and 10:15 a.m. PT
ACH payments via Access Online (1)	7:00 p.m. PT	9:00 a.m. PT (prefund) and 10:00 a.m. PT
Host-to-Host Payments (1)	7:00 p.m. PT	8:00 a.m. PT (prefund) and 8:30 a.m. PT

(1) ACH PPDs must be received two business days in advance.

(2) If later deadlines are required, this should be discussed with your relationship team.

ii. **Confirm that the firm is willing to establish an ACH daily exposure limit of no less than \$1.4 million for the City?**

ACH service is subject to and contingent upon credit approval according to the bank's current credit policies for credit and debit applications. J.P. Morgan will discuss this with the City during the implementation process to determine what dollar values to expect and will endeavor to provide sufficient lines to cover ongoing ACH exposure.

iii. **Can transactions be added online for future processing dates? What is the firm's maximum retention for future dated transactions?**

Yes.

For origination files received via direct transmission, the maximum retention time for future-date transactions is 90 days. Transactions are maintained for online inquiry for 180 days after the effective dates.

ACH payments via Access Online can be warehoused for up to 60 days in advance of the value date.

iv. **Does the firm provide automatic file receipt acknowledgements? If so, how is the acknowledgement transmitted?**

	Yes/No
Phone	Yes
E-mail	Yes
Fax	No
Other (Please Specify)	Yes - Transmission File

To confirm the receipt of the City's direct transmission files, the City may choose to receive any of the following acknowledgement files:

- The **ACH File Receipt Notification Service** is available to clients who provide J.P. Morgan with Direct Send ACH files, and sends the City an email notification that your submitted ACH file was either successfully received by the ACH back office and validated, or rejected for further processing. The bank can send email notifications to a maximum of 10 corporate email addresses (personal email addresses are not supported) and does not include notification of successful ACH processing of client files.
- The **ACH Acknowledgement File** automatically transmits a copy of the City's original File Header (1) record and File Control (9) record allowing you to reconcile back to your original ACH file processing records.
- The **ACH Companion (Mirror) File** provides a complete copy of the original incoming ACH NACHA detail payment file received by J.P. Morgan. This re-confirms the individual payment instructions that will be processed and is often used as a reconciliation file. The file reports any ACH rejects or returns back to the City within one to three business days.

- The **ACH Transaction Summary Report (Journal)** is created post-processing and summarizes the settlement results and totals for either an individual file or for the entire business day. The bank sends the report to the City via secure email or direct transmission delivery within 90 minutes of receipt of the ACH initiation file. The acknowledgement includes item count and dollar amount.
- **ACH InfoDex** offers the City a “hands-on” telephonic method to have authorized users securely verify and release ACH files. This is done by listening to the total dollar amount and number of items and approving that this information conforms to the City’s own records.

v. ***Is the City required to submit a control total of an ACH batch? How would the City communicate ACH control totals to the firm (i.e. phone, online, email)?***

No. The City is not required to submit control totals separately. J.P. Morgan prefers to receive unbalanced ACH files in order for us to create the offsetting ACH transaction.

vi. ***How are returned and rejected ACH transactions handled? What information does the firm provide to assist in identifying returned and rejected ACH transactions? When is this information available?***

Returned funds post at the end of the banking business day. Prior to posting, information concerning these items is available on J.P. Morgan’s current-day report. To confirm that a return belongs to the City, J.P. Morgan will perform edits on account number, date, individual ID and trace number.

ADVANTAGE FOR THE CITY

We have carefully designed our return item process to minimize the problems exception items can cause.

Return item processing

J.P. Morgan carefully designed our return item process so that it acts as an interface to help provide the City with accurate data. This was done to minimize the problems associated with exception items.

The bank may provide return items to the City via direct transmission, encrypted email or online via the Return and Exception Report from Access Online. J.P. Morgan strongly recommends that the City utilize data transmission options to reduce delivery problems and minimize the time between the return and the time to receive notification of a return.

To help provide the City with complete and accurate data on each return, J.P. Morgan uses key fields from the returned items to retrieve the original record sent to the bank from a historical file. This file contains records for ACH transactions initiated in the past 15 months.

- If the search does not locate an exact match, the entries are declined to the Receiving Depository Financial Institution (RDFI) for correction and resubmission.
- If the correct item is found, data from the original record is supplied to the City with the reason for the return.

The bank issues one debit per entity or application against the City’s account for the total of the return file. This simplifies reconciliation, because all returns are in a single return transmission.

Returned credits also are included in the return data file and will be credited to the City’s checking account with a separate entry per company ID. Return entries are not netted against one another or against the new item settlement.

vii. *If an individual ACH transaction within a file is rejected, will the entire file be rejected and not processed? How will the individual rejected ACH transactions be communicated?*

If an individual ACH transaction within a file is rejected, such as for a duplicate item, the system will reject the entire file and indicate the reason within the error message.

Depending on which services the City selects, notification of change and returned item advices transmit on the day of posting via:

- Transmission
- Access Online
- Encrypted Email

Additionally, Access Online can be used to retrieve return/NOC information post settlement date.

Return files are available at the start of business, Monday through Friday. This information includes:

- Original date of settlement
- Return date
- Return reason code
- Information included with the original transaction(s), such as:
 - Client individual name
 - Individual ID
 - Receiver's account/ABA, amount, etc.

For sample reports, please see Appendix 4.

viii. *Provide a screen shot of the information returned for an ACH NOC (Note: Please include this screen shot in the body of your proposal response versus referring to an Attachment or Appendix).*

Please see below.

Returns and Exceptions Report

ABC Company LLC

** All values are subject to verification and adjustments. **

Returns and Exceptions Report - Account

J.P.Morgan

Original Date: 29-Nov-2016

Date Type:
Status:

Original Date:
All

Data Display:

Only Include Accounts with Activity, Page Break by Account, Credits and Debits, Include Multi-Byte and Accented Characters, Confidential and Non-Confidential

Account Group:
Account Name:
Account Number:
Currency:
Bank:

Operational Accounts
ABC COMPANY LLC
566691234
USD - US Dollar
02100002 - JPMORGAN CHASE NEW YORK

Last Updated:
30-Nov-2016
06:01 AM EST

Post Date	Original Date Reject Date	Company / Location ID	Status	Return / Reject Reason	Credit Amount	Debit Amount
30-Nov-2016	29-Nov-2016 29-Nov-2016	ABCDEF11	ACHREDEPOSIT	N01 FIRST TIME REDEPOSIT 122715 CHECKING		192.52
Beneficiary ID: ABC98bb45678 Name: XYZ GROUP Bank: ABCABCDE - ABCDEF11 Account: 98bb45678 Originator: A000 INC Bank Trace: 0000000000 Customer Trace: 29bb57891 Batch Description: RDP RETRY						
30-Nov-2016	29-Nov-2016 29-Nov-2016	4bb789123	ACHREDEPOSIT	N01 FIRST TIME REDEPOSIT 040318 CHECKING		184.18
Beneficiary ID: XYZ2bb67891 Name: ABCDE LIMITED Bank: ABCZY11 - XYZABC12 Account: 56bb91234 Originator: A000 INC Bank Trace: 39bb78912 Customer Trace: 0000000000 Batch Description: RDP RETRY						
30-Nov-2016	29-Nov-2016 29-Nov-2016	4bb789123	ACHREDEPOSIT	N01 FIRST TIME REDEPOSIT 0 CHECKING		27.00
Beneficiary ID: A00001bb656789 Name: NAME GROUP Bank: ABCXY234 - XYZABCDE Account: 78bb23456 Originator: ABCD INC Bank Trace: 021000026512115 Customer Trace: 021000028918541 Batch Description: RDP RETRY						
30-Nov-2016	29-Nov-2016 29-Nov-2016	4bb89123	ACHREDEPOSIT	N00 FIRST TIME REDEPOSIT CHECKING		234.33
Beneficiary ID: A00056bb12345 Name: XYZ FINANCIAL CO Bank: ABCDEFG - ABCXYZ35 Account: Originator: BLANK MUTUAL Bank Trace: 090000000 Customer Trace: 88bb12345 Batch Description: RDP RETRY						

Returns and Exceptions Report - Account
Created On: 15-Feb-2017 07:24 AM EST

Page 1 of 2

Figure 18.

ix. How can the City gain access to addenda information (i.e. CCD, CCD+ and CTX) for incoming ACH transactions? Can this information be viewed online with current and previous day reporting, or does the City need to download special EDI reports?

ACH Addenda is included on Access Online reports and export files (e.g., PDF, BAI2 and MT940) in ANSI X12 format. This information can be viewed online within Access Balance and Transaction online reports and Access Online EDI reports.

For sample reports, see Appendix 4.

- x. *Do you provide any validation services on ACH credits initiated by the City to ensure the correct payee is paid (i.e. Early Warning)? If not, what best practices would you recommend?*

Early Warning Integrated Solution

J.P. Morgan is one of seven bank owners of Early Warning Services, LLC offering an array of services that can mitigate risk and enhance the account validation and bank owner authentication process. Our financial account verification service provides Real-time Payment Chek® with Account Owner Authentication—the Early Warning Service—as a value-added service for you.

We have recently enhanced the Early Warning service to provide an integrated solution which rides the rails of our Corporate Quick Pay digital payments solution. The Early Warning Integrated Solution enables clients to submit inquiries to determine account status and ownership and receive a simplified response to aid in determining an actionable decision on a transaction. The Early Warning Integrated Solution via Corporate Quick Pay may be used solely for bank account verification purposes, or it can be integrated within the digital payment process. Support for implementation and ongoing customer service will be supported by J.P. Morgan as well.

Early Warning Integrated Solution



Figure 19.

How the solution works

The City will initiate inquiries to Early Warning's National Shared DatabaseSM Resource via our Corporate Quick Pay digital payment solution. Early Warning will provide Account Owner Authentication and Real-Time *Payment Chek* data back to Corporate Quick Pay on each inquiry.

Real-time *Payment Chek* with Account Owner Authentication will:

- Validate account owner and account signatory (Match/No Match)

- Provide status of that account (Open/Active, Closed/Inactive, Debit Return Likely)

Benefits

- Verifies that the account exists
- Determines account status
- Determines an account's associated risk
- Determines the likelihood of an item being returned
- Reduces unauthorized ACH transactions and administrative ACH returns
- Verifies account owner information (Account Owner Authentication)
- Does NOT provide account balances

ADVANTAGE FOR THE CITY

We have automated tools to help protect you against lost files and duplicate transmissions

Breadth of accounts verified

The Early Warning network has the scale and capacity to verify more than 700 million accounts across 3,000 financial institutions and thousands of corporate contributors throughout the United States. The specific participating financial institutions and corporate contributors are confidential.

I. *Fraud Protection & Controls*

i. *What controls are in place to protect against lost files, duplicate transmissions and ACH file edits?*

The ACH product is governed by Nacha rules. J.P. Morgan has automated file-scheduling packages to help maintain data integrity. The bank also provides duplication recognition capabilities over a nine-month time span. ACH Criteria Duplicate Check for all Nacha origination files (including receive files from network): any file transmitted with the same Origin ID, Company ID and effective date of another batch—containing a corresponding exact item count/amount—will automatically be rejected. If the system suspects that a file received is a duplicate, J.P. Morgan will call the City the same day to verify.

Authentication

To authenticate items processed by the City, J.P. Morgan uses authentication software. Using the software and a set of secret keys, a message authentication code (MAC) is created for the data in the file. The City then transmits the file to ACH. At ACH, the same software and keys are used to calculate the MAC. If the MAC codes do not match, the file is rejected and the transmission desk contacts the City. If the MACs match, the file is allowed to continue processing through the ACH data stream. Inside the software, the MAC code is created using a variant of the Data Encryption Standard (DES) and secret keys. The secret keys are kept securely on both the client's and J.P. Morgan's computer systems. The keys are exchanged via overnight courier in pieces so no single piece of mail has the entire key.

Encryption

The ACH Business requires its clients to meet Nacha requirements for encryption in transit. A number of encryption methods are available and must be implemented.

ii. *Describe the firm's ability to block unauthorized ACH debits received. If the firm provides ACH debit filtering, what level of filtering can be applied (originator, originator & dollar amount, etc.)?*

Unauthorized ACH transactions are promptly returned to the originator upon notification from the City. You will be able to further reduce the risk of unauthorized transactions by subscribing to J.P. Morgan's suite of fraud prevention tools:

- **ACH Transaction Blocking:** ACH transaction blocking is a self-service tool that allows clients to add ACH debit and/or ACH credit block setups at the account level, with optional dollar amount thresholds using our robust Access Online portal. The ACH block can be setup through Access Online via the Checks module.
- **ACH debit blocking:** Block unauthorized ACH debits automatically from posting to accounts. Also set dollar-limit ceilings, allow specific debits to post or block all ACH debits from posting.
- **ACH Transaction Review:** Use this tool to review and confirm ACH debit and credit transactions online and return unauthorized transactions on a case-by-case basis. Using a sophisticated filter, the City can limit the number of transactions reviewed, by using the following criteria: debits and credits, company IDs, dollar amount and or dollar amount range and transaction type.

iii. *With ACH debit blocking, can the firm provide reports to the City of attempts to debit funds that have been automatically rejected?*

Yes. With the ACH Debit Block Transaction Report, the City receives a daily report that provides a listing of all transactions that were blocked. The City can use the data to have your CSP update your ACH debit block profile to allow future payments to be processed without being returned. Also, the report enables you to notify trading partners proactively about returned payments.

iv. *Does the firm offer ACH positive pay (ability to make pay/no pay decisions on unidentified transactions)? What is the timeframe for receiving exception information and providing a decision?*

Yes. Clients have until 4:00 p.m. PT, to submit decisions. If a Pay or Return decision is not submitted by the client, the default Pay or Return decision, as established in the related profile, will be applied.

v. *Does the firm offer any supplemental services of incoming EFTs to facilitate the reconciliation and identification of the entity originating payment?*

Within Receivables Online, the City can leverage supplemental data entry to assist in reconciliation.

vi. *Can accounts be designated "post no checks" to prevent any check from clearing?*

Yes. J.P. Morgan offers the City our Post No Checks solution to guard the City's accounts. This service blocks all checks from your J.P. Morgan depository account or account used for electronic debits only.

Post No Checks can be added or removed from an account in one business day. There is no notification of checks attempting to clear the blocked account.

m. Wire Processing

i. Please fill in the following table with the cutoff time for an Outgoing Domestic Fedwire by origination method.

	Online	Phone
Outgoing Domestic Fedwire	2:30 p.m. PT	2:00 p.m. PT

Payment/receipt processing operates from 6:00 p.m. PT each Sunday through 4:00 p.m. PT each Friday, excluding U.S. Federal holidays. By actively participating in the extended CHIPS and Fedwire operating hours, J.P. Morgan provides clients with generous cutoff times to enable same-day execution of their payment instructions.

These timeframes are outlined below (all times are PT). Please note that payments requiring repair will have a cutoff time 30 minutes prior to the times stated below. Payment instructions received after these cutoff times will be completed on a reasonable-effort basis.

Type of transfer	Input method			
	Telephone	Internet	Host-to-host	Automated standing transfer
Fedwire	2:00 p.m.	2:30 p.m.	2:30 p.m.	See note below (1)
Book transfer/internal	3:00 p.m.	3:30 p.m.	3:30 p.m.	
Drawdown (via Fedwire)	12:00 p.m.	12:30 p.m.	12:30 p.m.	

(1) Automatic Standing Transfer: As standing orders/payment instructions are repetitive, there is no deadline, per se. In most cases, we execute the standing order early each morning. If it is to be based on an account balance either in a J.P. Morgan account or in an account at another bank, the transfer will be based on the closing balance as of the prior business day.

Payment instructions received after cutoff times will be completed on a reasonable-effort basis.

ii. If wire transfers can be initiated online, describe the system's security features. Can varying degrees of authorization be set (i.e. multiple authorizers, maximum dollar amounts, etc.)?

Access Online allows the City to designate the rights of each user on the platform with comprehensive and configurable user entitlements, limits and approval workflow to provide optimal control. Services available accommodate a wide range of security options, including dual control among users and daily or transaction limits.

By separating duties, accounts and approval workflows, the City can help reduce the risk of fraud or compromised data. The City's security administrators are the only individuals able to assign users with transaction initiation privileges.

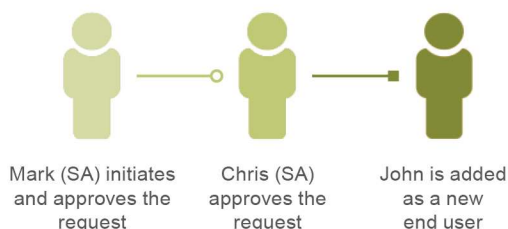
Standard security administrator model

STANDARD SECURITY ADMINISTRATOR MODEL

- Two security administrators (SA) are required to change user entitlements
- Security administrators cannot change their own profiles

CASE ONE

John needs to be added as a new user.
An existing user's profile that needs updating is also managed using this process.



CASE TWO

Maria is a security administrator. Her profile needs to be updated to include end-user entitlements. She cannot change her own profile even though she is a security administrator.

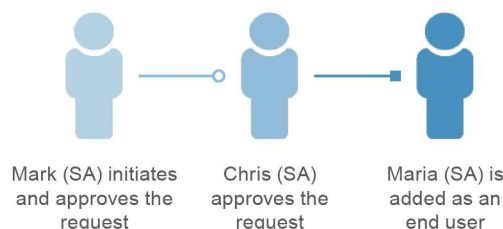


Figure 20.

Additionally, Access Online automatically prevents a single user from performing all actions (create, approve and release) on a single payment, even if the user is entitled to create, approve and release. At the point of release, the application verifies that two unique users are involved in the payment life cycle, which includes the creation, approval and release of the payment, as well as the creation, approval and activation of any underlying template. Therefore, even if users have all three entitlements, they will still not be able to take all three actions on a payment on their own.

Helping the City prevent wire transfer fraud on your accounts is a high priority for J.P. Morgan. In addition to Access Online's security features, the Administration functions and implementation options offer the City the ability to choose settings and features that help prevent fraud.

- Access Online uses multi-layered security designed to protect the City's data and transactions.
- Access Online automatically prevent a single user from performing all actions (create, approve and release) on a single payment, even if the user is entitled to create, approve and release.
- For those functions that demand an extra level of security, Access Online provides two-factor authentication via RSA SecurID® token technology.
- PSTP or Portable Security Transaction Protocol, a patent pending technology developed by J.P. Morgan, uses RSA SecurID devices to digitally sign transactions and provide a level of security formerly available only using digital certificates.
- The City can setup Access Online with strict controls over user access to functions and accounts. This also helps to enforce compliance with internal audit requirements while enhancing security. Some of the available fraud prevention options include:

- Enabling IP filtering to restrict access by limiting authorized users' ability to log on from only IP addresses you designate.
- Customizing the payment approval process by creating rules that determine the number and identity of approvers for different types of transactions, including separate approval rules for repetitive templates and free form wires, as well as the order in which that review must occur.
- Separating duties, accounts and approval workflows, the City can help reduce the risk of fraud or compromised data. The City's security administrators are the only individuals able to assign users with transaction initiation privileges.
- Limiting each Access Online user to a single, designated computer.
- Requiring transaction and daily aggregate limits at the account and user level as a security measure to help reduce losses associated with erroneous or unauthorized transactions.
- Creating templates with payment details to prevent wires from being initiated and executed without prior approval of the recipient bank account numbers and template details.

n. System Administrators

i. Are all of the solutions proposed for general banking reside in a single online platform or are multiple platforms used? If multiple platforms are used (i.e. upload of file transmissions), are separate credentials required/necessary?

Yes, all solutions proposed for general banking reside in a single online platform—Access Online—meaning no separate credentials are necessary.

ii. What capabilities and functionalities do administrators have?

Banking Function	Yes / No
Create new user profiles	Yes
Assign usernames for new users	Yes
Reset user passwords	Yes
Authorize users to access specific modules	Yes
Temporarily disable a user's account defined period of time and have the account automatically reinstated on a future date	Yes

iii. Can a “user role” be established within your online reporting system and individuals granted the permissions according to that “user role”?

Yes, using the ‘Express Setup’ option within Access Online, the City may assign product and functions to a user using pre-defined roles. Another option is to use the ‘Clone’ option to assign identical products and functions as another user.

o. Online Reporting System

i. How soon after the cut-off date are the following items ready?

	Online	By Mail
Bank Statements	2 business days	2 business days plus delivery
Partial Reconciliation Information	5 business days	5 business days plus delivery
Full Reconciliation Information	5 business days	5 business days plus delivery
Account Analysis Statement	6 business days	6 business days plus delivery

ii. Describe any recent or upcoming major upgrades to your online reporting system.

The key themes of simplification, visibility and customization drive our strategy to continue to improve Access Online through innovation.

Access Online innovations

- | | |
|-----------------------------|---|
| Benefits to the City | <ul style="list-style-type: none">• Simplification• Visibility• Customization |
|-----------------------------|---|

- | | |
|----------------------------|---|
| Recent enhancements | <ul style="list-style-type: none">• Dashboard landing page with summary information, and quick links to key features• Quick and easy user setup process• Integrated transactions and information capabilities• Expanded payment status from the beneficiary bank and view payments initiated in all channels• Implementation of soft token• Integration of password and token management into Administration• Artificial Intelligence-powered virtual assistant |
|----------------------------|---|

- | | |
|------------------------------|--|
| Upcoming developments | <ul style="list-style-type: none">• Merchant Service reporting• Card and receivables all unite into a single, centralized platform• Expansion of payment types supported in a single initiation workflow• Expanded bulk FX payments |
|------------------------------|--|

iii. **Complete the following table indicating how long each item is available online? Differentiate between the standard term and the terms available for an additional fee.**

How long are the following items available?	Standard Term	Optional Terms Available
Prior / Previous Day Reporting	45 days	90 days, 1 or 2 years
Monthly Account Statements	7 years	
Images of Checks Paid	7 years	10 years
Images of Items Deposited with RDC	10 years	

iv. **In what file formats can transaction data be downloaded? Can activity be downloaded into Excel?**

Access Online can export information throughout the day to update the City's Cayenta system. For interface to treasury workstation environments, the service provides balance and transaction information in the following formats:

- BAI2
- Comma-separated Values (CSV)
- SWIFT MT942/MT940
- ISO camt.052/053, camt.054
- Open Financial Exchange (OFX)
- Formatted reports

The City can also export data from Access Online to Microsoft Excel and other software packages. The City can export to Excel from any File List View.

In addition, to facilitate an automated interface to Cayenta, J.P. Morgan can provide the City with a direct transmission of current and/or prior-day balance and transaction information in BAI2, MT940/942, or ISO 20022 formats. This offering, separate from the bank's online product, is typically requested for large-volume accounts.

v. **What technology options would you recommend the City use for archiving historical check images (i.e. CD-ROM, online retention, data transmission)?**

We offer paid item images⁴ in different media to meet the City's image strategy. The paid check image options are:

- **Online via Access Online:** Retrieval time is measured in seconds, compared with hours or even days for physical retrieval and the quality of the reproduced image is extremely clear (see image example below).

⁴ JPMorgan Chase is licensed under U.S. patent nos. 5,910,988 and 6,032,137.

- **Image Transmissions:** Provides fast, automated image files directly transmitted to your internal check archive for high-volume clients.

Access Online—image service

Access Online provides online image history inquiry for seven years. This service includes an advanced upfront check search functionality that provides the City with the status of each check. Your users can perform single and range-based searches by account number, check number and amount, sequence number, paid and issue dates and payee name. The results tell you whether the check is still outstanding, has an active or revoked stop, is canceled (voided), was returned or has paid.

Additionally, batches of images can be requested in an offline request mode for more efficient origination of larger numbers of requests.

Access Online is more efficient than paper or CD-ROMs, especially when retrieving information quickly. Check images are available the same day checks are presented. This browser-based solution enables the City to retrieve check images for all applicable accounts without waiting for a photocopy or CD-ROM to arrive.

Access Online Checks function - sample check image

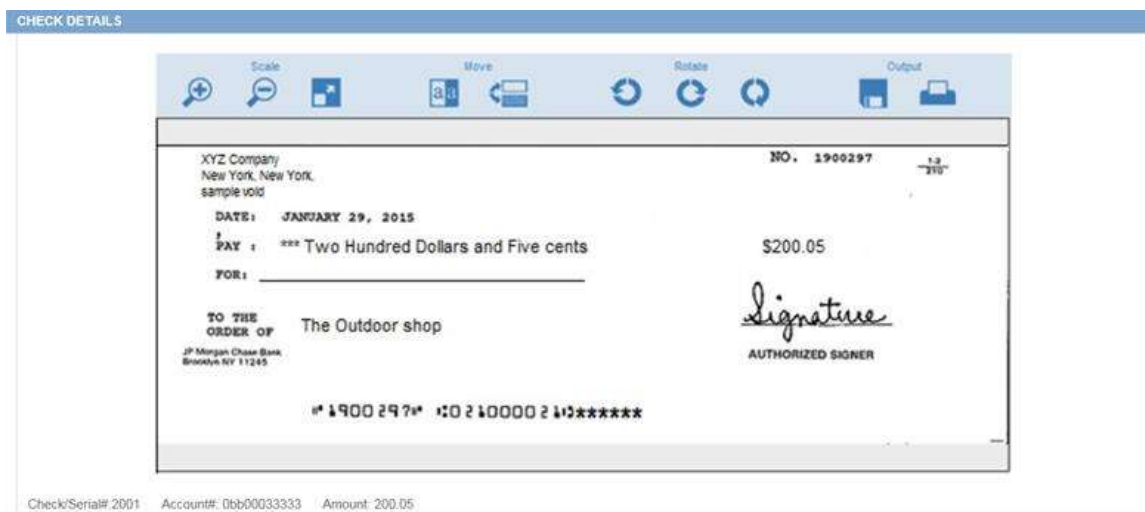


Figure 21.

Long-term online check image retrieval

The City's authorized users may access paid check images online for accounts to which they have the appropriate entitlements and initiate a search using:

- Account number
- Check number
- Paid date

- Dollar value
- Payee name
- Custom search fields chosen by the City, such as general ledger number or vendor number

Access Online displays search results online where users can select an individual item and view the corresponding image. Images are stored and available for online retrieval for a standard period of seven years, with the option of extending to ten years.

vi. *For historical images of disbursement checks that are accessible online, does your firm charge per image stored or per image accessed?*

The City will be charged a maintenance fee and per image stored fee. Please refer to the pricing in Appendix 2 for details.

vii. *Can electronic reports be customized by users within the firm's online platform? Can these customized reports be saved? Can the templates be shared with other users?*

Yes. The City can create and save customized reports through a set of filter criteria (e.g., date range, accounts, reference numbers, check numbers, transaction types, etc.) Users can:

- Run, view and modify all customized reports quickly and easily.
- Customize how to view or download reports, tailored to your specific needs, with a set of interactive features including:
 - Ability to move, show or hide columns within the report.
 - Sort columns on the fly.
 - Use J.P. Morgan's web search tool to filter data.
 - Add and customize graphs or charts (pie, bar, line, etc.) to quickly see trends.
- Share a customized report, where one user can run a copy according to their schedule. A copy of the shared report will appear in the recipient's Reports Inbox, with an icon indicating it has been shared with them. When the original report is modified, the recipient's report will reflect the same modifications.
- Schedule online reports for automatic generation (PDF, XLS).
- View reports online or export them to Adobe PDF or Microsoft Excel formats. The City can export to Excel from any File List View.
- Most reports can be exported into CSV, BAI2, OFX, ISO camt.052/.053/.054 or SWIFT MT942/MT940 files.

Output will be delivered to your Reports Inbox and available for 24 hours.

viii. *Can electronic reports be scheduled to be generated automatically and e-mailed to designated users? Is there a cost for these automatically generated reports?*

Yes, electronic reports can be scheduled to be generated automatically in PDF or Excel formats. The City can choose to be emailed when a report becomes available.

There is no cost associated with the electronic reports that would be scheduled.

ix. Can the firm's online reporting system send e-mail alerts? Is there a cost for individual e-mails? If so, which e-mails incur a cost?

Yes, Access Online supports alerts via email or through the Access Online inbox to notify users that payments were entered for approval or have been approved. Access Online offers a wide variety of customizable business critical alert notifications to save the City time and make sure you never miss anything.

Alerts are free and activation is easy. You can elect to receive Access Online alert notifications via email and/or online via the Alerts Inbox. You can define, manage and view messages from anywhere in the Access Online platform. For example:

- Receive notification of incoming payments
- Choose to be alerted to new items in your payments in-box that require action, such as transactions pending approval or see templates that have been modified
- Set up alerts for when balances are above or below a preferred level, transactions/checks are available, or payments require your attention, with links to supporting detail
- Receive an alert when a scheduled report is complete

x. Describe any mobile applications that you offer for smartphones or tablets. What banking services can be completed using these applications? Complete the following table indicating which banking functions can be completed through the mobile applications.

Banking Function	Yes / No
Initiate a repetitive wire	No
Provide secondary approval for a wire transfer	Yes
Decision of positive pay items	Yes
Decision of ACH positive pay items	No
Reset a user's password	No
Obtain balance reports	Yes
Deposit an individual check	Yes
Availability of soft token for multi-factor authentication	Yes
Biometric log-on capability	Yes

J.P. Morgan Access® Mobile

Our Mobile service enables clients to log on to Access Online on the move. The City's authorized users can use our app on a smartphone or tablet. It provides a range of services, including access to cash reporting balances and transactions. Make pay or return decisions on check exceptions, deposit U.S. denominated checks, drawn on a U.S. bank, and upload documents at the point of receipt as allowed by your Access Online entitlements.

- Take action on payments by approving or releasing payments to help ensure timely delivery. Users will have the option to use either token or voice/swipe as forms of authentication for logging in and payment approval/releases.
- Deposit U.S. denominated checks drawn on a U.S. bank, and upload documents at the point of receipt. View up to 14 business days of your desktop and mobile activity.
- Take action on positive pay exceptions or enter check issuance information.
- Use local language functionality based on your device, settings available for English, Spanish, Japanese, Traditional & Simplified Chinese, German and Portuguese.

ADVANTAGE FOR THE CITY

Access ranks #1 in mobile access.

- Voice and swipe technology
- Approve and release payments
- Approve positive pay exceptions

Source: Greenwich Associates

Mobile features

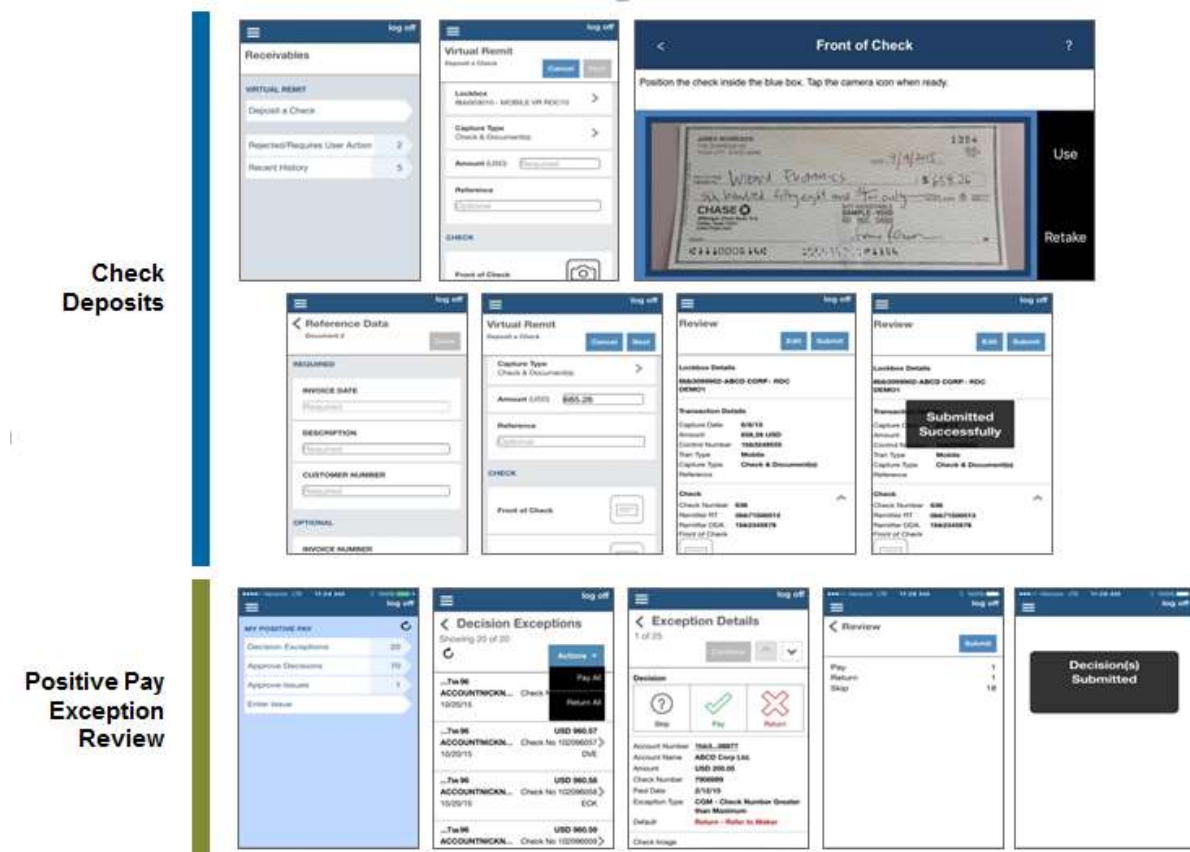


Figure 22.

Set up and operation is simple; the service is highly secure; and no new client agreement is required. Use voice and swipe password authentication for secure log-on and secure digital signature for authorizing payments. For U.S. accounts, users can also approve payments on U.S. multibank accounts, located anywhere.

xi. Are tokens required for all users accessing the online reporting system, including those that access the system for view-only access?

Yes. At the Access Online single sign-on page, authorized users will enter their user ID, password, token ID as well as confirm the unique site phrase they created upon first logon. Once logged onto the system, and depending on entitlements, authorized users can view balances and underlying transactions for all accounts, make payments and run reports.

xii. What type of multi-factor authentication options are available?

Type	Yes/No
RSA SecureID Token	Yes
Mobile Token	Yes
Phone Call-Back Token	No
Other (please list)	Mobile users can use voice/swipe for authentication

p. Reconciliation Services

i. Does the firm offer full and partial Account Reconciliation Program (ARP) services?

Yes. J.P. Morgan offers a range of account reconciliation (ARP) services. All ARP services are optional and are designed to enhance reconciliation efficiencies. These services are described in further detail below.

Full reconciliation

J.P. Morgan offers the City a reconciliation of outstanding and paid checks, with the option of reconciling accounts by the week, month, fiscal or calendar year in a format tailored to meet your needs. You provide us with detailed check issue data, including account numbers, check numbers, issue dates, dollar amounts and reference information (up to 15 bytes). The City chooses how you wish to supply this data: In a file transmission or by upload or manual key entry to Access Online, as warranted by the check activity in each account.

With check issued data, J.P. Morgan will perform a full reconciliation of activity in the account, delivering a reconciliation report package online via Access Online. The standard full reconciliation package contains an account statement, balance sheet, paid and outstanding check listing, plus a summary including check number, issue date, amount paid and paid date.

Account reconciliation reports

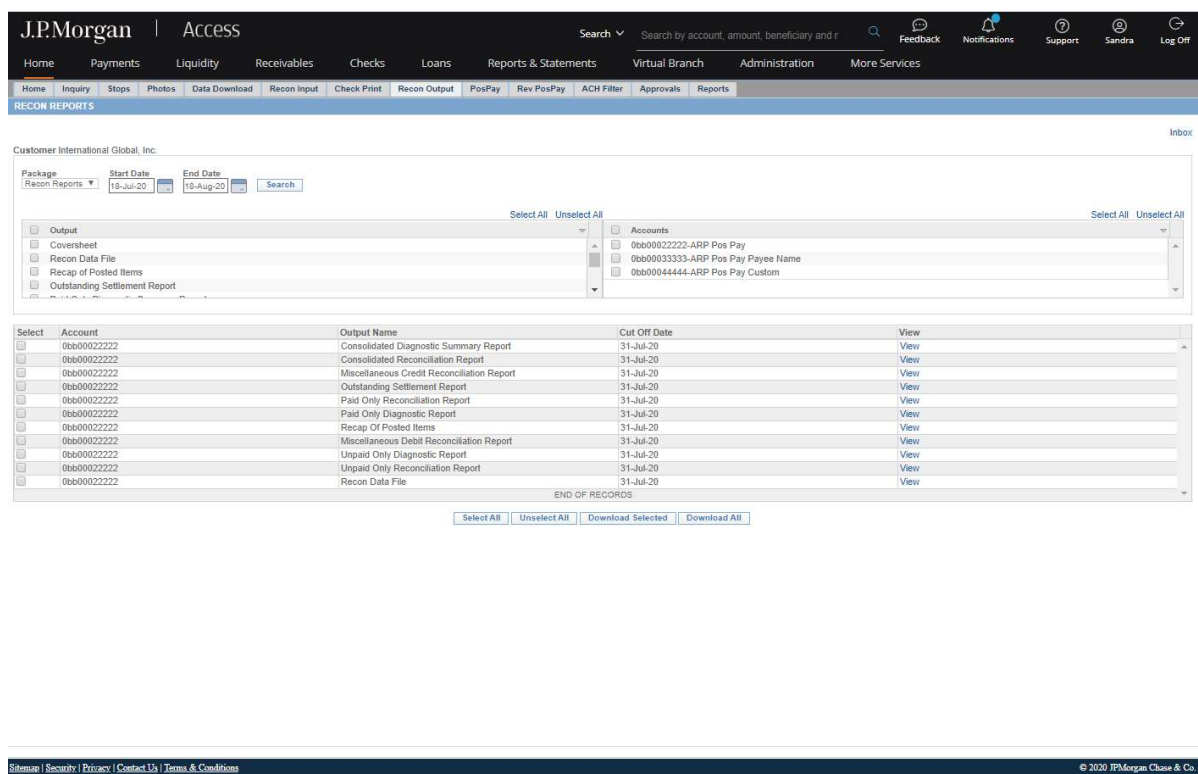


Figure 23.

Partial reconciliation

Partial reconciliation provides the City with a detailed listing of checks paid against a disbursement account over a client-defined period of time. This service also details certain other categories, such as stopped checks. Checks are typically listed in check serial number sequence with the amount and date each check was paid. The reports are available via Access Online.

ii. **Does the City need to send a separate check issue file, or will the information required for reconciliation be captured through the positive pay file upload?**

No separate file is needed. The information required for reconciliation will be captured through the positive pay upload.

iii. **Describe how reconciliation data would be transmitted to the City.**

The City's reconciliation report package will be available online via Access Online within five business days from the close of a cutoff cycle. The City can also receive direct transmissions of prior-day balance reporting in BAI2 format and direct transmissions of check paid detail for uploading into Cayenta. In addition, we offer a Data Download feature which we describe below.

Data Download

The City can use the Data Download feature in Access Online to reconcile accounts or perform extensive research on check activity:

- Data Download enables the City to download disbursement transaction detail information in a comma separated value (CSV) or QuickBooks format file (QBO).
- Transactions available for ARP are outstanding and cancelled check status transactions along with paid, stop payment and return transactions.
- Non-ARP accounts will only have paid, stop payment and return transactions.

The City will determine the filters. The options are:

- Account number
- Transaction status category
- Date paid
- Effective date

Each request is tracked and delivered in the City's Access Online inbox.

If you activate this service, you will incur a monthly maintenance fee on your account analysis statement.

q. *Earnings Credit Rates*

i. *What is the firm's current earnings credit rate? What earnings credit rate are you offering to City?*

The firm's current earnings credit rate (ECR) for September 2020 is 0.18%. The ECR being offered to the City is 0.28%.

ii. *Are you willing to link the earnings credit rate to a market index? If so, which index would you suggest?*

Our ECR and deposit rates are managed rates that are not tied to any specific index. Managed rates allow for pricing flexibility while protecting you from the short-term rate volatility indexed rates create. When adjusting our managed rates, we consider a range of factors including the market rate environment and our demand for funds.

iii. *Will the firm set a floor for the earnings credit rate offered to the City? What rate floor are you offering?*

J.P. Morgan does not offer a floor for the ECR offered to the City. J.P. Morgan's deposit rates are bank managed and reviewed and updated periodically by J.P. Morgan after considering a range of factors including Federal Reserve monetary policy, the market interest rate environment and the firm's appetite for capital to support lending activities.

iv. *Does a reserve requirement apply on balances?*

In calculating the ECR, J.P. Morgan currently does not deduct the reserve requirement from the available balance.

Since October 1, 2008, the Federal Reserve has paid interest on reserves held at the Federal Reserve by member banks. J.P. Morgan passes this benefit to you by basing the earnings credit on 100% of the eligible balance of non-interest-bearing DDAs.

- v. **Will the firm assess any balance-based charge (FDIC-like, FICO, or other) to the City? How is this charge computed?**

J.P. Morgan charges a balance-based charge (BBC), which is a monthly administrative fee assessed to address various regulatory and other charges affecting the bank. The rate is set by the bank and subject to periodic review and adjustment.

The following formula is used to calculate the BBC:

Balance-based charge calculation (monthly)

$$\frac{\text{Average positive ledger balance} \times \text{charge rate} \times \text{number of calendar days in the month}}{\text{Actual number of days in the year}}$$

Since January 2, 2010, our BBC rate has been 0.13%.

As with other eligible fees, the monthly Balance Based Charge may be offset by earnings credit provided by J.P. Morgan. This charge is included in the monthly account analysis statements.

- vi. **If the firm assesses a balance-based charge, what is the current charge for an entire year on a \$1,000,000 balance?**

Since January 2, 2010, our BBC rate has been 0.13%, which is equivalent to \$1,300 per year on a \$1,000,000 balance.

- vii. **Provide the earnings credit rate history for the 24-month period from July 2018 through June 2020. Please indicate the earnings credit rate for each month.**

Below is the standard ECR for the past 24 months period from July 2018 through June 2020.

Earnings credit rate history

Jul-18	0.45%	Mar-19	0.75%	Nov-19	0.50%
Aug-18	0.53%	Apr-19	0.75%	Dec-19	0.67%
Sept-18	0.53%	May-19	0.75%	Jan-20	0.67%
Oct-18	0.65%	Jun-19	0.75%	Feb-20	0.67%
Nov-18	0.65%	Jul-19	0.85%	Mar-20	0.18%
Dec-18	0.65%	Aug-19	0.65%	Apr-20	0.18%
Jan-19	0.75%	Sept-19	0.65%	May-20	0.18%
Feb-19	0.75%	Oct-19	0.60%	Jun-20	0.18%

- viii. ***If the proposed earnings credit rate is higher than the bank's standard ECR, do you plan on maintaining this spread for the City over the life of the contract?***

The proposed earning credit rate is a bank managed rate which is reviewed and updated periodically by J.P. Morgan after considering a range of factors. It is not a fixed rate or spread over the life of the contract. The City will benefit from a competitive managed ECR of 0.28% which will be managed in accordance with market conditions, our demand for funds and within the context of the stability of deposits and overall relationship. Every client is unique, and we will strive to maintain a premium rate over the term of the contract.

- ix. ***Does the firm have a minimum deposit that must be maintained?***

No, there is not a minimum deposit amount that the City must maintain with J.P. Morgan. Conversely, there are no limits to the amounts of deposits the City could maintain with J.P. Morgan.

- x. ***Can "excess" earnings credits be carried forward to cover charges in the following month? Is there a limit on how far forward excess earnings credits can be carried?***

Earnings credit is calculated and applied on a monthly basis. Excess credit amounts cannot be carried forward to the next month. Excess earnings credit would fall off at the end of the invoice settlement period.

Earnings credit is calculated and applied within the billing cycle it is earned.

- r. ***Investment Option or Interest-Bearing Bank Deposit (If you are proposing more than one sweep vehicle, please make sure each of the following questions is answered for each option.)***

- i. ***What short-term investment vehicle(s) or interest-bearing account(s) does the firm propose to use for the overnight sweep of the City's demand deposit accounts? If the firm is proposing a money market mutual fund, identify the class of shares by providing the ticker symbol or CUSIP.***

Investment Option	Ticker Symbol/CUSIP (if applicable)
J.P. Morgan U.S. Government Money Market Fund	MJGXX/4812C2676
Hybrid DDA	Not applicable

J.P. Morgan offers a variety of deposit and investment alternatives for your operating and reserve balances including:

- Commercial Checking with Interest
- Money Market Deposit Account (MMDA)
- Hybrid DDA
- Investment Sweeps

Commercial Checking with Interest

J.P. Morgan's Commercial Checking with Interest, also known as a DDA, is part of a suite of products which provides the option of either paying an earned credit rate (ECR) or "soft dollar" interest on balances which are applied against bank fees or "hard dollar" interest.

The DDA with ECR and the DDA with interest are both fully liquid with no restrictions on withdrawals. J.P. Morgan also offers a Hybrid DDA which offers both soft and hard dollar interest. Soft dollar interest is applied against bank fees up to a pre-determined level of balances and hard dollar interest is applied to the balance over that predetermined level. Please refer to the Hybrid DDA section for more information.

The offered rates—on the standalone interest-bearing DDA and Hybrid DDA—are bank managed rates which are reviewed and updated periodically by J.P. Morgan after considering a range of factors, including the market rate environment. Using a managed rate helps to maintain pricing flexibility while helping to protect you from the short-term rate volatility that could result from using an indexed rate.

Money Market Deposit Accounts

For balances that are not immediately needed to cover operating cash needs and/or are of a reserve nature, J.P. Morgan offers a Money Market Deposit Account (MMDA) that earns a premium rate above other overnight deposit alternatives. This product is suitable when you have reserve cash with long-term characteristics, that must be invested in an overnight instrument either due to investment policy guidelines or to effectively manage maximum weighted average maturity (WAM) requirements of your overall cash portfolio.

MMDA balances earn a competitive rate of interest, which accrues daily and is posted to the account on the last business day of each month. MMDAs provide greater flexibility than fixed term products as they are not subject to breakage costs. In addition, monthly maintenance or service fees are waived if certain minimum required balances are maintained.

MMDAs allow up to six electronic withdrawals per calendar month, in accordance with Federal Reserve Regulation D. There are no limits to the number of deposits that can be made into the account.

The City can monitor account activity and view reports on an MMDA using Access Online. There are no fees to open an MMDA.

MMDAs are backed by the full faith and credit of J.P. Morgan. As interest-bearing bank obligations, they are FDIC-insured up to \$250,000 per depositor.

Hybrid DDA

J.P. Morgan offers both an end-of-day investment sweep as well as our Hybrid DDA services for excess operating balances not needed to offset bank fees with earnings credit allowance.

Hybrid DDA summary

In today's current rate environment, the City may consider using our Hybrid DDA for excess cash balances. The Hybrid DDA allows you to earn interest on excess funds without moving them to an investment account. This innovative solution opens the door to a simplified account structure, allows for balances to offset service fees and minimizes time spent managing investments.

How it works

The Hybrid DDA offers a solution similar to the functionality of an overnight sweep service. In the Hybrid DDA solution, balances earn an earnings credit allowance up to a predetermined threshold to offset bank service fees with balances above the threshold earning hard dollar interest. Thus, instead of sweeping to a separate account each night, your excess balance remains in the DDA and earns interest. Additionally, the Hybrid DDA does not have an investment cap like an end-of-day MMF sweep solution.

Balances up to a predetermined threshold (“the peg balance”) earn an earnings credit allowance at the proposed ECR of 0.28%. Funds up to the peg balance are used to offset bank service fees. Balances above the peg balance threshold earn hard dollar interest at a proposed rate of 0.05%. Interest accrues daily and is paid monthly. The below illustrates how the Hybrid DDA works:

Hybrid DDA structure

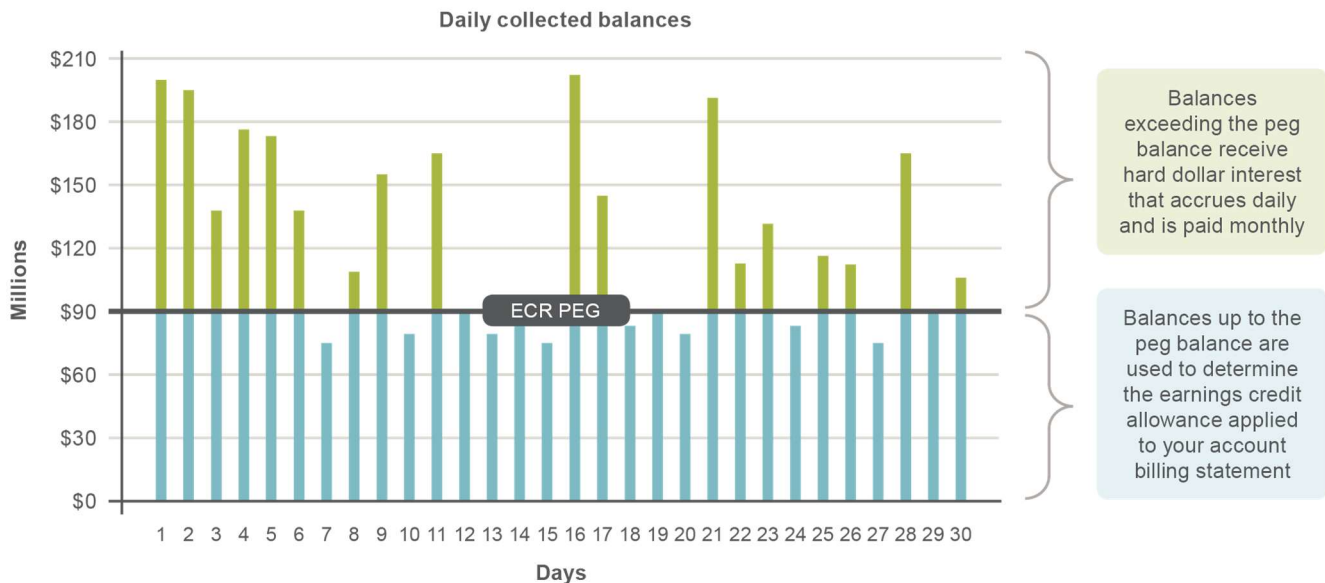


Figure 24.

The peg balance may be changed at any time prior to the next billing cycle (and will be applied on a go forward basis) to adjust for unplanned changes in service fees (e.g., significant volume changes, service additions/deletions, to compensate for periods in which minimum balance levels fall below the peg balance amount).

Calculation of ECR and interest

The earning credit rate and interest rate are bank managed rates which are reviewed and updated periodically by J.P. Morgan after considering a range of factors, including the market rate environment. Using a managed rate helps to maintain pricing flexibility while helping to protect you from the short-term rate volatility that could result from using an indexed rate.

The earnings credit allowance is calculated and applied on a monthly basis on the balances up to the peg balance threshold.

Monthly earnings credit allowance calculation

$$\frac{(\text{Average monthly investable balance} \times \text{ECR} \times \text{actual number of days in month})}{\text{Actual number of days in year}}$$

Hard dollar interest accrues on a daily basis on the closing daily balance above the ECR peg and is paid on a monthly basis.

Daily interest accrual calculation

$$\frac{(\text{Daily positive collected balance above the peg} \times \text{account interest rate})}{\text{Actual number of days in year}}$$

Benefits

- **Operational efficiency:** The Hybrid DDA product structure decreases the time spent managing multiple accounts and/or investments for excess funds. The City will optimize your cash management in comparison to managing a sweep option or direct investment because the funds remain in one cash account and are available for use as needed.
- **Balance availability:** The City will have full utilization of balances.
- **Full liquidity:** Balances are fully liquid throughout the business day with no restrictions on withdrawals.
- **Attractive rate of return:** In the current market, the Hybrid DDA can offer the City a competitive rate of return, as compared to other short-term investment products providing overnight liquidity.
- **FDIC insured deposits:** Balances are FDIC-insured up to the standard maximum of \$250,000 per depositor.
- **No reserve requirement:** A reserve requirement does not apply to a Hybrid DDA.

The offered rates—on the standalone interest-bearing DDA and Hybrid DDA—are bank managed rates which are reviewed and updated periodically by J.P. Morgan after considering a range of factors, including the market rate environment. Using a managed rate helps to maintain pricing flexibility while helping to protect you from the short-term rate volatility that could result from using an indexed rate.

Investment Sweeps

The automated intraday and end-of-day investment sweep to J.P. Morgan and select third-party money market funds (MMF) helps clients efficiently invest account balances, maintain liquidity and meet investment guidelines. Investment sweep services afford competitive returns while simultaneously providing fluid integration with operating accounts. Our sweep product offering provides visibility of accounts and returns online through J.P. Morgan Access Liquidity Solutions.

The City can use J.P. Morgan's breadth of services, reputation, and financial strength and stability to build upon the efficiency and value of our own cash management operation. Below please see investment details on the sweep offering available to you.

Sweep offering

Money market funds (MMF)

Exposure	The specific MMF selected; see prospectus at www.jpmgloballiquidity.com
Rating	
Sweep type	End-of-day and intraday
Timing	- End-of-day: Last transaction of the business banking day - Intraday: One hour prior to fund close
Return of funds	- End-of-day: The morning of the next business day - Intraday: Only when DDA balance falls below target
Interest/Dividends	Dividends accrue daily, paid monthly on a 365-day basis
Restrictions/Comments	- U.S. corporations/entities must invest in U.S.-registered funds - End-of-day sweep: Investment cap established based on average stable balance - See prospectus for fund details

J.P. Morgan offers the City end-of-day and intraday sweep options with J.P. Morgan and select third-party money market funds (MMFs) to implement an effective sweep structure. The amount invested via the sweep is determined by the available account balance at sweep time in conjunction with pre-established, client-defined sweep parameters. The City has control to set these parameters, such as target balance and sweep increments, during the initial sweep setup. You may modify the parameters by contacting Customer Service.

- **End-of-day sweeps** are based on a target balance set by the City which should be maintained in the DDA at all times. When the balance exceeds the target, the sweep system moves the excess into the selected investment vehicle in sweep increments, as defined by you.
 - End-of-day collected balances that exceed the target balance are automatically invested up to the account's investment cap. Balances above the cap may also be invested depending on availability of shares.
 - End-of-day sweeps are processed as the last transaction of the business day. MMFs are automatically returned the morning of the next trading day.
 - For maximum flexibility, J.P. Morgan permits sweep increments as small as \$1.00.
 - An investment cap is established for each account based on the estimated average sweep balances.
- **Intraday sweeps** are based on a target balance defined by the City that is to be maintained in the account. Collected balances exceeding the target at the afternoon sweep cutoff time are automatically invested. If collected balances are less than the target at the cutoff time, exactly sufficient funds are redeemed to bring the account balance up to the target.

- Funds remain invested, with automatic daily purchases and redemptions of MMF shares, within the pre-established DDA target balance.
- The sweep cutoff is one hour prior to fund close. Please refer to the table below for our fund availability and cutoff times.

The City can combine intraday and end-of-day investments as a way to address any cash flow activity that may take place after intraday investment cutoff times.

Money market funds availability and cutoff times

J.P. Morgan fund	Direct investment	Intraday sweep	End-of-day sweep
Prime Money Market Fund	11:30 a.m. PT	11:00 a.m. PT	Y
U.S. Government Money Market Fund	1:30 p.m. PT	1:00 p.m. PT	Y
U.S. Treasury Plus Money Market Fund	1:30 p.m. PT	1:00 p.m. PT	Y
Federal Money Market Fund	11:30 a.m. PT	11:00 a.m. PT	N
100% U.S. Treasury Money Market Fund	11:30 a.m. PT	11:00 a.m. PT	Y

Note: Select third-party provider funds may be available. The table above includes cutoff times for the direct investment product offering which is also available with J.P. Morgan Money Market Funds. The Prime Fund calculates its net asset value to four decimals (e.g., \$1.0000) using market-based pricing and operates with a floating net asset value.

ii. Does a reserve requirement apply to any of the proposed options? If so, specify which.

The reserve requirement does not apply to sweep balances, it applies to account balances that earn earnings credit. In calculating the ECR, J.P. Morgan currently does not deduct the reserve requirement from the available balance.

Since October 1, 2008, the Federal Reserve has paid interest on reserves held at the Federal Reserve by member banks. J.P. Morgan passes this benefit to you by basing the earnings credit on 100% of the eligible balance of non-interest-bearing DDAs.

iii. Does an FDIC assessment, deposit-based fee, or similar fee apply to the proposed option? How is this charge computed?

J.P. Morgan charges a balance-based charge (BBC), which is a monthly administrative fee assessed to address various regulatory and other charges affecting the bank. The rate is set by the bank and subject to periodic review and adjustment.

The following formula is used to calculate the BBC:

Balance-based charge calculation (monthly)

$$\frac{\text{Average positive ledger balance} \times \text{charge rate} \times \text{number of calendar days in the month}}{\text{Actual number of days in the year}}$$

iv. If a fee does apply, what is the current charge for a full year on a \$1,000,000 balance?

Since January 2, 2010, our BBC rate has been 0.13%, which is equivalent to \$1,300 per year on a \$1,000,000 balance.

v. If a money market mutual fund is proposed, does your firm credit the full amount of interest paid from the fund or is a “haircut” deducted prior to the dividend payment is posted? If a haircut is assessed, what is the amount?

J.P. Morgan credits the full amount of the dividend payment for the income earned on the money market mutual fund investment (no haircut is assessed).

vi. Provide investment return history for the 24-month period from July 2018 through June 2020 for each option proposed. Show the yield for each month.

Please see the below table for our investment return history.

Return history – July 2018 through June 2020					
Jul-18	1.38%	Mar-19	1.89%	Nov-19	1.15%
Aug-18	1.40%	Apr-19	1.90%	Dec-19	1.08%
Sept-18	1.46%	May-19	1.87%	Jan-20	1.07%
Oct-18	1.62%	Jun-19	1.84%	Feb-20	1.07%
Nov-18	1.67%	Jul-19	1.83%	Mar-20	0.41%
Dec-18	1.78%	Aug-19	1.61%	Apr-20	0.01%
Jan-19	1.87%	Sept-19	1.58%	May-20	0.01%
Feb-19	1.88%	Oct-19	1.34%	Jun-20	0.01%

vii. If a sweep is proposed, what time of day is the sweep deadline? Is it end-of-day or next-day sweep?

The City can combine intraday and end-of-day investments to address any cash flow activity that may take place after intraday investment cutoff times.

Money market funds availability and cutoff times			
J.P. Morgan fund	Direct investment	Intraday sweep	End-of-day sweep
Prime Money Market Fund	11:30 a.m. PT	11:00 a.m. PT	Y
U.S. Government Money Market Fund	1:30 p.m. PT	1:00 p.m. PT	Y
U.S. Treasury Plus Money Market Fund	1:30 p.m. PT	1:00 p.m. PT	Y
Federal Money Market Fund	11:30 a.m. PT	11:00 a.m. PT	N
100% U.S. Treasury Money Market Fund	11:30 a.m. PT	11:00 a.m. PT	Y

Note: Select third-party provider funds may be available. The table above includes cutoff times for the direct investment product offering which is also available with J.P. Morgan Money Market Funds. The Prime Fund calculates its net asset value to four decimals (e.g., \$1.0000) using market-based pricing and operates with a floating net asset value.

viii. **Does your firm have the ability to establish a peg balance on the primary operating DDA, with excess funds being automatically transferred to the selected interest-bearing account or investment vehicle?**

Yes, we can establish a peg balance with the end-of-day sweeps which is based on a target balance set by the City which should be maintained in the DDA at all times. When the balance exceeds the target, the sweep system moves the excess into the selected investment vehicle in sweep increments, as defined by you.

s. **Account Analysis Statements**

i. **Provide a sample analysis statement.**

A sample account analysis statement is provided below.

Balance and Compensation Analysis section

J.P.Morgan
JPMORGAN CHASE BANK, N.A.
123 LOMBARD AVE
HOUSTON TX 12345

ACCOUNT ANALYSIS STATEMENT
FOR JANUARY 2014

DETAIL OF ACCOUNT 000 00bb00000123456789

PAGE 1 OF 4

ACCOUNT: 000 00bb00000123456789
PRODUCTION DATE: 02-06-2014

OFFICER CONTACT:
PAUL ROMAN
(212) 123-XXXX

OTHER CONTACT:
JOHAN LAPISTAR
(212) 123-XXXX

12345 LOC 000 123 4567 - NN

BALANCE AND COMPENSATION ANALYSIS

EARNINGS ALLOWANCE RATE: XX.XX%
MULTIPLIER: \$ 4,709.67000

AFP CODE	DESCRIPTION	BALANCE INFORMATION	COMPENSATION INFORMATION
000000	AVERAGE NET LEDGER BALANCE	5,000,000	0.00
000030	LESS AVERAGE FLOAT BALANCE	00	.00
000010	AVERAGE NET COLLECTED BALANCE	5,000,000	0.00
000011	AVG POSITIVE COLLECTED BALANCE	5,000,000	0.00
000420	LESS DDA BAL RESERVE REQUIREMENT	00	.00
000040	INVESTABLE BALANCE	5,000,000	0.00
000400	BAL EQUIV LNT-TOT SERVICE CHRGS	XX.XX	XX.XX
000410	EXCESS-(DEFICIT) INVESTBLE BAL	XX.XX	XX.XX
000240	EARNINGS ALLOWANCE	XX.XX	XX.XX
000331	BAL COMPENSABLE SRVC CHARGES	XX.XX	XX.XX
000241	EXCESS-(DEFICIT) EARNING ALLOW	XX.XX	XX.XX
000314	SERVICE CHARGE AMOUNT	XX.XX	XX.XX


00000001234567891234

Figure 25.

Activity Summary section

00067 LCC 802 008 34018 - NN

J.P.Morgan
ABC COMPANY INC

ACCOUNT ANALYSIS STATEMENT
FOR NOVEMBER 2018

DETAIL OF ACCOUNT 000 000000000XXXXXXX

PAGE 2 OF 6
ACCOUNT: 000 000000000XXXXXXX
PRODUCTION DATE: 12-06-2018

ACTIVITY SUMMARY

PRODUCT LINE AND DESCRIPTION	BANK SERVICE CODE	AFP SERVICE CODE	UNIT PRICE (\$)	VOLUME	SERVICE CHARGE (\$)	BALANCE EQUIVALENT (\$)	FEE BASED CHARGES (\$)
ACCOUNT SERVICES							
ACCOUNT MAINTENANCE	01005	010000	33.5000	1	33.50	90.574	0.00
CASH CONCENTRATION MAINTMASTER	07656	010020	25.0000	1	25.00	67.593	0.00
STATEMENT CYCLES	01010	010307	0.0000	1	0.00	0	0.00
POST NO CHECKS MAINTENANCE	03499	150022	0.0000	1	0.00	0	0.00
SUBTOTAL					58.50	158.167	
BALANCE BASED CHARGES							
BALANCE BASED CHARGES	00035	000230	13.0000	1,780	0.19	514	0.00
SUBTOTAL					0.19	514	
TOTAL CHARGE FOR SERVICES		000300			58.69	0	
TOTAL FEE BASED CHARGES		000330			0.00	0	
BAL COMPENSABLE SRVC CHARGES		000331			-58.69	0	
BAL EQUIVLT TOT SERVICE CHRG		000400			0.00	158.680	

Figure 26.

Relationship Balance Compensation History section

12345 LCC 000 123 4567 - NN

J.P.Morgan

ACCOUNT ANALYSIS STATEMENT
FOR JANUARY 2014

DETAIL OF ACCOUNT 000 000b00000123456789

PAGE 3 OF 4
ACCOUNT: 000 000b00000123456789
PRODUCTION DATE: 02-06-2014

RELATIONSHIP BALANCE COMPENSATION HISTORY

MONTH	AVERAGE NET LEDGER BALANCE (\$)	AVERAGE NET COLLECTED BALANCE (\$)	INVESTABLE BALANCE (\$)	BALANCE EQUIVALENT TOTAL SERVICE CHARGES (\$)	EXCESS/ (DEFICIT) INVESTABLE BALANCE (\$)	EARNINGS ALLOWANCE RATE (%)	EARNINGS ALLOWANCE (\$)	BALANCE COMPENSABLE SERVICE CHARGES (\$)	EXCESS/ (DEFICIT) EARNINGS ALLOWANCE (\$)
JANS	0.000.000	5.000.000	5.000.000	XX.XX	XX.XX	XX.XX%	XX.XX	XX.XX	XX.XX
JAN - JAN AVERAGE	5.000.000	5.000.000	5.000.000	XX.XX					
JAN - JAN NET					XX.XX		XX.XX	XX.XX	XX.XX


000000001234567891234

Figure 27.

- ii. **Can the Association for Financial Professionals (AFP) Service Codes be included on the analysis statement? If not, provide a report that maps your service descriptions to the AFP codes.**

Yes, J.P. Morgan provides a statement option that includes AFP service codes⁵ on U.S. account analysis statements.

- iii. **Provide a glossary defining all service descriptions used in your account analysis statements as part of the appendix to your response.**

Please see Appendix 5.

- iv. **Are account analysis statements available online? How many prior months are available? Can the account analysis details be downloaded into Microsoft Excel?**

Yes, Account analysis statements can be viewed online, or exported in Excel, PDF and CSV format. In addition, statements can be downloaded in a BAI file via Access Reports or via Host-to-Host Direct Transmission.

Account analysis statements can be viewed starting on the sixth business day after the close of the billing period. Account analysis statements are available online for up to 13 months.

- t. **End-of-Day Overdrafts**

- i. **Does the firm return items if an overdraft exists? If yes, how flexible is this policy?**

J.P. Morgan's policy is that collected balances be maintained in the account(s) at all times to cover daily cash disbursements.

The City's relationship manager, Bev Correa, handles overdrafts caused by funding failures and may contact you to help confirm the account is processed appropriately. However, an interest overdraft fee may be assessed on uncollected balances.

- ii. **What are the fees and interest charges associated with overdrafts? How are these charges calculated?**

J.P. Morgan charges for the use of end-of-day uncollected funds by applying a daily variable overdraft rate (OD) to individual DDAs for each day an overdraft occurs. Interest and overdraft fees can be offset by an earnings credit allowance and may be assessed on a per-occurrence basis.

The formula for Negative Collected Balance Fee is as follows:

Negative collected balance fee calculation

$$\frac{(\text{Negative collected balance} \times \text{overdraft rate} \times \text{number of days overdrawn})}{360 \text{ days}}$$

⁵ A portion of this material related to the AFP Service Codes is copyrighted by the Association for Financial Professionals and has been reprinted with permission.

J.P. Morgan's policy is that collected balances be maintained in the account(s) at all times to cover daily cash disbursements. Credit arrangements or netting/pooling arrangements that may be required would be determined and discussed in advance with the City's relationship manager.

iii. Is there a fee per check or per occurrence when there is an overdraft? If so, what is it?

Yes. There is also a per occurrence fee for each individual overdraft when paid or returned. Please see Appendix 2 for detailed pricing information.

iv. Is there a daily cap on fees? If so, what is it?

No, there is no daily cap on overdraft fees. The negative collected balance amount would be assessed a fee based on our prevailing Prime Rate + 3%. There is no cap on this charge.

We can also discuss establishing a facility such as a line of credit which is subject to adjustment, within the discretion of J.P. Morgan, based upon the City's continued creditworthiness. In addition, we understand the potential cash flow needs the City may have around tax season and would be willing to work with the City on potential credit needs, such as a Revenue Anticipation Note.

u. Daylight Overdrafts

i. Describe the firm's policies concerning daylight balance overdrafts. Indicate whether this is applied to each individual account or across all accounts of a client relationship.

All your accounts are netted together for tracking intraday liquidity usage. Real-time balance and transaction information is available via Access Online.

Daylight overdrafts are referenced in the context of either intraday credit line or intraday liquidity (Fed daylight overdraft) usage. The bank does not charge for intraday or daylight overdrafts.

J.P. Morgan charges for the use of end-of-day uncollected funds by applying a daily variable overdraft rate (OD) to individual DDAs. Overdraft fees can be offset by an earnings credit allowance and may be assessed on a per occurrence basis.

The formula for end-of-day Negative Collected Balance Fee is as follows:

Negative Collected Balance Fee calculation

$$\frac{(\text{Negative Collected Balance} \times \text{OD Rate}^* \times \text{Number of Days Overdrawn})}{360 \text{ days}}$$

*OD Rate = J.P. Morgan's Prime +3%

ii. Is wire transfer processing stopped when the intra-day limit is reached?

Recognizing a client's credit standing, an appropriate intraday credit limit will be made available to make sure your transactions flow smoothly and efficiently through our systems. This limit is electronically verified by our Funds Transfer Balance Control System. Payments within the limit, plus the current cash position in your account, will instantly flow through to the appropriate execution mechanism.

Should a payment take your account balances over the intraday limit, the transfer will be stored electronically and referred to your funds control officer for approval. If covering funds are received while the payment is stored, the transfer will be automatically released without manual intervention.

One important feature of our system is the ability to group designated accounts together into a single relationship for intraday credit purposes. This provides for the release of payments when the total balance and intraday limit in your grouped accounts is sufficient.

v. *Check Print Outsourcing (Note: This is a new service that the City would be interested in exploring.)*

i. *Describe the firm's experience in providing check printing services.*

For more than 30 years, we have helped clients benefit from outsourcing the check print function. Through significant infrastructure and technology investments in our U.S. printing facilities, we offer a low-cost, high-quality printing solution that is designed specifically for you and can be adapted as your needs change.

Our innovative print production facilities use digital printing technologies to deliver accurate, high-quality checks. And, we maintain and upgrade our check printing equipment regularly. Recently, we invested \$20 million in our redundant check print facilities. We print and mail more than 50 million checks annually, including 1.3 million checks per month, for our treasury services clients.

ii. *Would checks be printed in-house or is this service outsourced?*

Checks will be printed in-house.

iii. *Can printed checks be sent to multiple locations, such as having a batch of checks delivered by overnight mail to the City and others sent by U.S. Postal Service to individual check recipients?*

Yes. Using special-handling mail instruction codes, the City can choose to have the bank print and then return back specific checks, or a group of checks, to specific pre-determined business locations and contacts. During the implementation process, we will work with your staff to identify all possible overnight addresses that will be required. Each one will have a unique mail instruction code assigned to it, along with a FedEx or UPS Overnight billing account. Within the check print instruction file, the City will provide the needed mail handling code for each individual check or statement. Upon printing, they will be out-sorted into a unique print stream along with the associated shipment instruction banner and billing information.

iv. *What is the location where checks will be printed and mailed?*

J.P. Morgan has two redundant regional check printing facilities and will consult with the City during the implementation process to determine which facility would best match your mail distribution requirements. Our two processing locations are in Ohio and Texas. During the implementation process, you will be assigned a primary print location, but on any given day, your work may be printed in the other location to make certain SLAs are met.

v. *Will outsourced checks be mailed using bulk postage rates?*

Postage cost savings are achieved by processing the City's payments/documents with J.P. Morgan's own large mail volume. All addresses are printed in Optical Character Recognition (OCR) font and J.P. Morgan prints the postal bar code required for the pre-sort rate. U.S. Postal Service-certified sorting equipment is used by J.P. Morgan's pre-sort vendor to perform pre-sort processing.

vi. **Does the firm offer any escheating service that could help with the due diligence of reaching out to the individuals whose check is outstanding and then fulfill the unclaimed property reporting to the states?**

Although J.P. Morgan does not currently offer escheatment services, J.P. Morgan can provide a list of service providers upon the City’s request.

vii. **When does the firm need the check print instruction files from the City for payments to be made on a same-day, next-day and 2-day settlement? Indicate the times in the following table:**

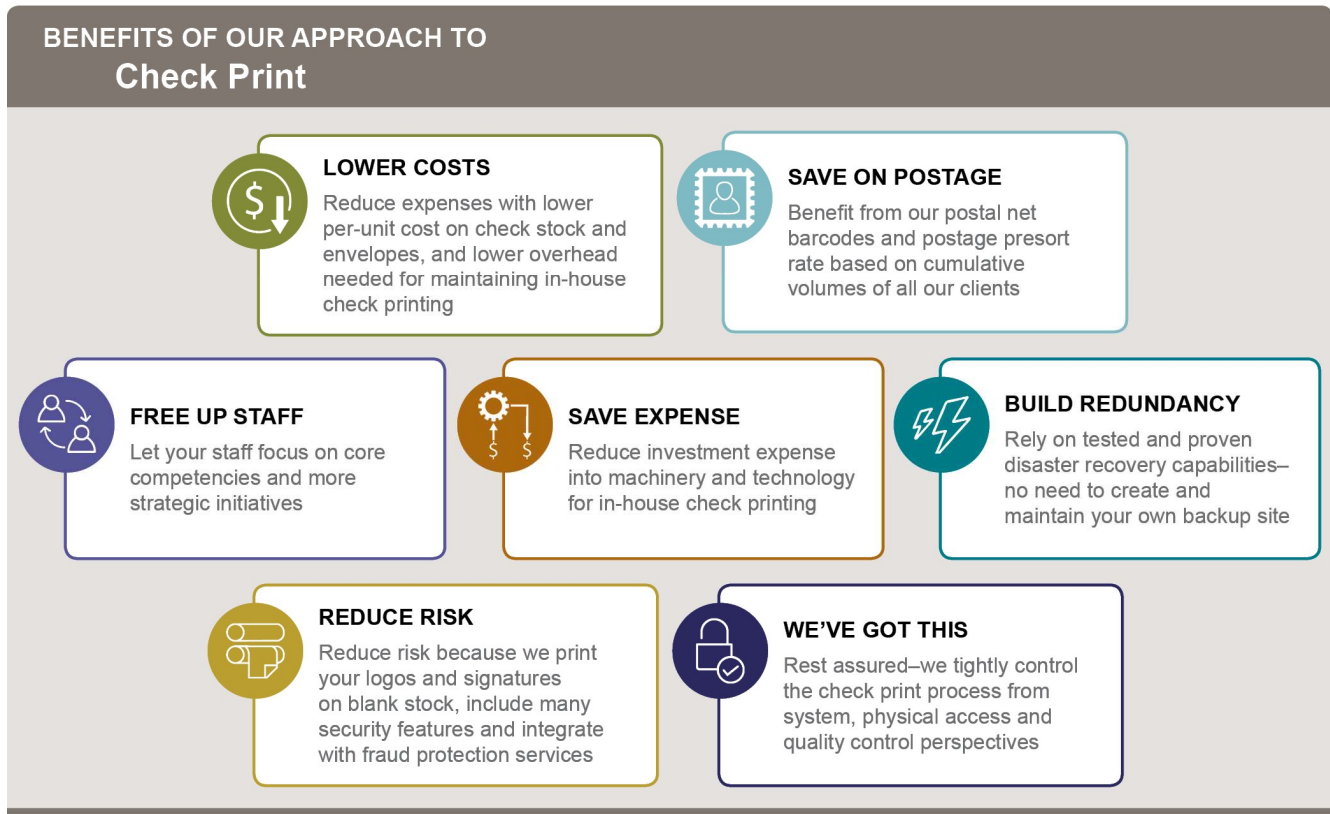
	Same-Day	Next-Day	2-Day
Deadline for File Transmission	8:30 a.m. PT	9:00 a.m. PT	Not applicable, checks are printed on a same-day/next-day basis

J.P. Morgan offers both same-day and next-day print and mail solutions based on the time the file is received, Monday through Friday (excluding holidays). Check payments must be received by 8:30 a.m. PT to print, postmark and mail checks with a presort discount postal rate the same day. The bank prints checks throughout the day. Check payments received after 9:00 a.m. PT are printed the next business day.

J.P. Morgan sanction screens all check print requests. Checks with questionable information will not print until the item passes sanction screening. Therefore, questionable information on the check may cause the check to be delayed for print. Reports indicate if an item was delayed for print due to sanction screening.

viii. *Describe any new services or ideas that will enhance the City's use of check printing services.*

Check print provides numerous benefits:



7. Service Group 2: Lockbox Processing Services

(Only firms proposing for Service Group 2 shall respond to this section)

a. Customer Service

i. Fill in the following table. Include only the individuals who will work with the City on a regular basis.

Name	Proposed Role	Location	Experience with other Municipal Entities	# Years in Field	# Years with Firm	# Client Relationships Responsible For
Ana Prieto	Client Service Professional (CSP)	Phoenix, AZ	1	1	7	*Please see note

* The bank's CSPs' portfolios vary in size depending on client needs, complexity of the relationships and the amount of cash management business supported. Our client service management regularly reviews CSP portfolio size to make sure your needs will be met with a high level of service.

ii. What are the hours of operation of the customer service unit involved in supporting the proposed services?

Our CSPs are available during standard business hours. In addition, our Commercial Banking Service Center and Access Support Team offer extended hours of operation from 5:00 a.m. to 5:00 p.m. PT, Monday through Friday.

Our Transmissions team provides support for initiating file transfer or receiving reporting via Direct Transmissions.

Transmission support	Hours of operations
Lockbox	Monday through Friday, 5:00 a.m. PT to 5:00 p.m. PT

iii. How are relationship managers kept apprised of day-to-day requests? At what point will the relationship manager be notified and get involved if an issue can't be resolved?

Client Service regularly communicates with your relationship manager and treasury services associate to make sure that all parties supporting you are informed of your relationship activity.

They will also have authority to engage all levels of Commercial Banking management and escalate issues as appropriate. Client Service has a detailed matrix of contacts and escalation procedures to expedite resolution for each service provided to you. These procedures also include internal service standards to make sure other J.P. Morgan groups are providing timely responses.

- b. Describe the firm's experience providing lockbox services to municipal entities for the collection of utility payments. Describe any special services or capabilities that are relevant to the collection of medical care payments.**

Currently, we provide financial solutions to more than 1,780 state and local governments in 40 states.

Please note when we provide services that involve sensitive medical/healthcare information, we use an additional set of procedures and controls designed to comply with applicable elements of HIPAA and associated regulations that include elements of the Privacy Rule, Security Rule and Breach Notification Rule. We maintain specific and formal processes to comply with required HIPAA and associated regulations. A HIPAA oversight committee, chaired by the dedicated privacy officer, is attended by business, risk and legal managers. All proposed changes to health regulations are reviewed and assessed against our standard policies and procedures.

c. Third-Party Process

- i. Does the firm operate its own lockbox, or does it use the services of a third-party?**

J.P. Morgan owns and operates our own nationwide wholesale lockbox network.

- ii. If a third-party lockbox is used, name the lockbox operator and the length of time the operator has had a relationship with your firm for lockbox processing.**

Not applicable.

- iii. If there are service or quality issues, who would City call for resolution, the bank or the third-party processor? Provide contact information.**

One of the advantages of our network is our service staff. Your designated CSP, Ana Prieto, handles all of your lockbox adjustments and error resolutions. As a result, you have one contact for any questions or issue resolution.

Ana Prieto

Client Service Professional
201 North Central Avenue, 21st Floor
Phoenix, AZ 85004
Phone: (602) 221-1039
ana.c.prieto@jpmorgan.com

- d. For the City's utility lockbox, would your firm treat it as a single lockbox or two lockboxes (one for payments with OCR remittance documents and a second for payments without this information)?**

The City will only need one lockbox for both types of payments. Our workflow diagram below shows how we separate the different payments for processing.

Lockbox process flow

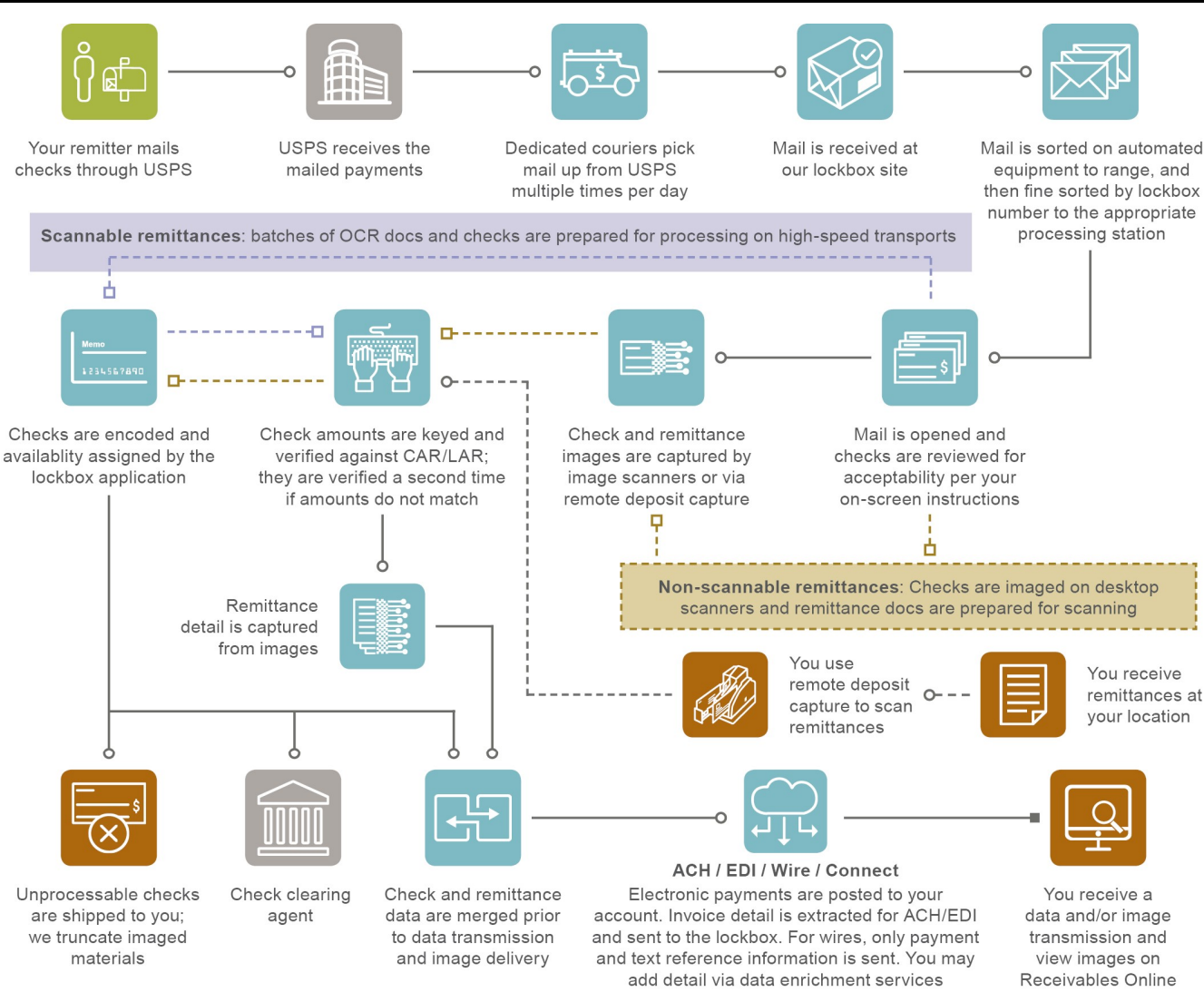


Figure 28.

e. Location

i. Where do you propose processing lockbox items? How many employees work at the proposed location?

J.P. Morgan recommends our Los Angeles, California processing site. The number of employees at this site is proprietary to the firm.

- ii. *What was the average monthly volume for the lockbox operation that would process the City's payments during the last twelve months (items, dollars, number of lockboxes and number of customers)?*

The average monthly volume for the Los Angeles lockbox site is listed below.

Wholesale lockbox monthly averages – FY 2019

Site	Items	Dollars processed (000)	Keystrokes	Document images	Number of active lockboxes	Number of clients
Los Angeles	568,714	\$2,950,374,837	24,279	781,830	1,136	552

- f. *What is the ledger cut-off time for lockbox deposits (include weekends and holidays)? What is the latest mail pickup to be included in the current day's deposit?*

Ledger cutoff time

The end-of-day general ledger cutoff time for lockbox deposits processed at any of our network sites is 4:00 p.m. PT. The cutoff time for any end-of-day transmissions or hard stop notifications is 5:00 p.m. PT. Remittances processed and deposited on the weekend are posted for ledger credit the next business day. J.P. Morgan does not provide holiday processing.

Latest U.S. Postal Service mail pickup

The last mail pickup time to be eligible for same-day processing is approximately 6:00 a.m. PT. Items available at the processing site by 12:00 p.m. PT on a banking day are eligible for same-day deposit. Mail picked up after that time may not be available for processing until the next banking day.

Courier/messenger packages

Any courier or messenger package delivered to the Los Angeles lockbox site by 12:00 p.m. PT, will be deposited for same-day ledger credit, assuming you have no conflicting deposit or information reporting deadlines.

- A minimum of four hours between courier/messenger package receipt and your deposit-reporting deadline is required.
- A minimum of four hours is required when manually data keyed information (e.g., invoice number, remitter name) is to be included in the scheduled report.
- J.P. Morgan may not be able to process all items for same-day ledger if the data capture volume received by courier package exceeds 10,000 keystrokes.
- J.P. Morgan may not be able to process all items for same-day ledger if there are more than 75 payments in a single courier/messenger package.

Daily workflow controls

From post office pickup through all stages of processing, each day's work is logged and tracked for processing according to the daily cutoff times, generally on a first-in/first-out (FIFO) basis.

Trays of mail are counted and logged at the post office and verified upon arrival at the lockbox site. Once mail is sorted and staged for processing, each tray is labeled with its "work of" date. As work moves through the various steps (e.g., opening, extraction, sorting, batching, scanning, data capture, encoding, etc.), detailed workflow monitoring maintains tracking controls from start to finish.

Using these controls, the site can verify completion of incoming work throughout the day.

- g. Will you process and deposit all of the City's payments on the same ledger day as received? If not, when are these items deposited?**

Please refer to item f. above.

- h. Describe the process of establishing processing procedures for each of the City's lockboxes. Who is involved with these discussions (i.e. relationship manager, implementation coordinator, lockbox specialist)?**

During your lockbox implementation process:

- A dedicated onboarding specialist will work closely with you to document your processing requirements. We create a unique client outline based on our interviews with you, which is saved online as your processing instructions. We develop a second set of instructions if data capture is required (for example, invoice numbers and amounts are to be keyed from remittance documents).
- Our lockbox team also reviews and clarifies the City's processing instructions for our associates and prepares for production.

- i. If changes are made to the City's processing instructions, how are these changes communicated? How do you ensure that specifications are adhered to when assigned persons are unavailable?**

The City will make all requests for changes to processing instructions to your CSP who will:

- Work with you to validate full understanding of the requested change and, if appropriate, suggest an alternative way of meeting your need that may be more accurate or efficient.
- Forward the change to our production support staff, which is responsible for making changes to processing and data keying instructions within the lockbox operating system. Each time instructions are changed, the lockbox number will appear on a daily production management report that shows all changes. In addition, when the updated instructions are put into production, a pop-up box on the lockbox operator's screen alerts the operator to the changes.

Lockbox associates review the City's instructions prior to processing your lockbox. This helps verify adherence to your instructions even when the regular associate is absent.

- j. What specifications, if any, for the remittance documents are recommended to minimize errors and reduce lockbox processing costs?**

A key step in our implementation process is to evaluate your remittance documents for image capture suitability. We will prepare a document assessment report based on a representative sampling of your

documents and let the City know in advance any problems we foresee. We will also provide the City with data gathering instructions and ask you to send us 25 (nonreturnable) original documents.

During this evaluation, we look for documents that may result in poor quality images or are difficult to capture. Documents that may render poor images include listing tapes, carbon copies or those produced on a dot matrix printer. Documents that are difficult to capture generally have unusual dimensions or paperweight (e.g., listing tapes, computer printouts, multi-ply paper) and often require special handling in the image capture process. One document shape that is particularly difficult to capture is a very long, thin document (e.g., an invoice tear-off strip). While we expect a few exceptions, lockboxes with an unusually high percentage of these exceptions are subject to a document preparation surcharge. If the City provides your customers with any type of remittance return document (e.g., coupon, tear-off strip or duplicate invoice), we require that you provide us with original samples for review. We will be happy to consult with the City regarding options for handling problem documents identified during the evaluation process.

k. If a payment is received without the remittance document, does the firm offer any technology that can aid in determining the customer account?

With our Receivables Online platform, a payer database with customer name, customer ID, user assignment, customer-defined classification code and other identifiers can be provided by the client or built by J.P. Morgan lockbox.

l. How are checks processed for deposit (physical deposit vs IRDs)?

The lockbox department assigns availability, encodes and endorses the checks. Items processed at Wholesale lockbox sites are cleared via Image Cash Letter. Lockbox posts credits and associated float to client accounts.

m. Which of the following alternatives do you use for the capture and transmission of remittance details such as account number or invoice number?

	Yes/No
Manually Key Entry	Yes
Optical Character Recognition (OCR)	Yes
Intelligent Character Recognition (ICR)	Yes
Other	No

n. Does your equipment have mark-sense technology that detects change-of-address information or other exception-based information provided?

Yes, you can use mark sense—check box on your remittance stub—for your customers to indicate they are including additional information such as an address change. Our mail extraction equipment can optically identify using mark sense technology to sort these remittance stubs. Our standard lockbox processing will scan these remittances into a separate batch. Imaged materials are stored for 14 calendar days and are then destroyed.

The City may also utilize statement messaging to direct your customers to your website or call center.

o. What controls do you have in place to ensure accurate processing per customer specifications?

During your lockbox implementation process:

- A dedicated onboarding specialist will work closely with you to document your processing requirements. We create a unique client outline based on our interviews with you, which is saved online as your processing instructions. We develop a second set of instructions if data capture is required (for example, invoice numbers and amounts are to be keyed from remittance documents).
- Our lockbox team also reviews and clarifies the City's processing instructions for our associates and prepares for production.

All reported errors can be tracked to the individual responsible so that corrective action can be taken (e.g., clarification of language on the outline, additional training for the associates or modification of procedures).

p. Returned items processed in the lockbox

i. Can returned checks be automatically redeposited in the lockbox environment?

Yes.

ii. How will the City be notified of returned items?

The actual return items are matched to a return item advice and mailed to you via U.S. First Class Mail to the DDA statement address. The return advice lists the dollar amount and the reason for return for each item. You may also be notified via Receivables Online.

Receivables Online

The Receivables Online check return service provides timely notification of return activity for U.S. lockboxes, allowing the City to follow up promptly with delinquent customers and update your accounting records.

- Both redeposited items and final returns are available on the business day following a return item's processing date.
- For all final returns, the original item is updated with a status marker to indicate that the item was returned. This information is available for 10 years, with long-term storage.
- The Return Item Summary report helps the City analyze patterns and trends of delinquent payers.
- An alert can be setup to automatically notify the City of return activity.
- A monthly return item maintenance fee applies per lockbox. We assess a detail reporting fee per return item in addition to regular return item handling fees.

q. How soon after the lockbox cutoff would daily lockbox image files be available to the City?

For lockboxes that do not receive unique batching, images first become available for viewing approximately 30 minutes from the first scheduled deposit time; subsequent batches are available within 30 minutes of batch completion, i.e., checks are encoded and data entry is complete. If the lockbox

receives unique batching based on rules or logical groups, batches are made available within one hour of the contracted deposit time.

r. Describe processing options for the following types of exceptions:

i. Stub in envelope with no check

We work with you during the implementation process to understand how you want various situations handled including stubs received without a check.

ii. Check in envelope with no stub

We work with you during the implementation process to understand how you want various situations handled including checks received without any remittance detail.

iii. Non-balancing remittances

We work with you during the implementation process to understand how you want various situations handled including non-balancing remittances.

s. Exception Items

i. Describe the firm's procedures for processing exception items.

J.P. Morgan will process your items according to City-defined criteria. If an item does not meet your parameters, it will be presented to you for decision.

Decision Manager is a solution that will allow the City to configure rules that will stop payments from being processed through the lockbox if they meet your defined criteria.

How Decision Manager works

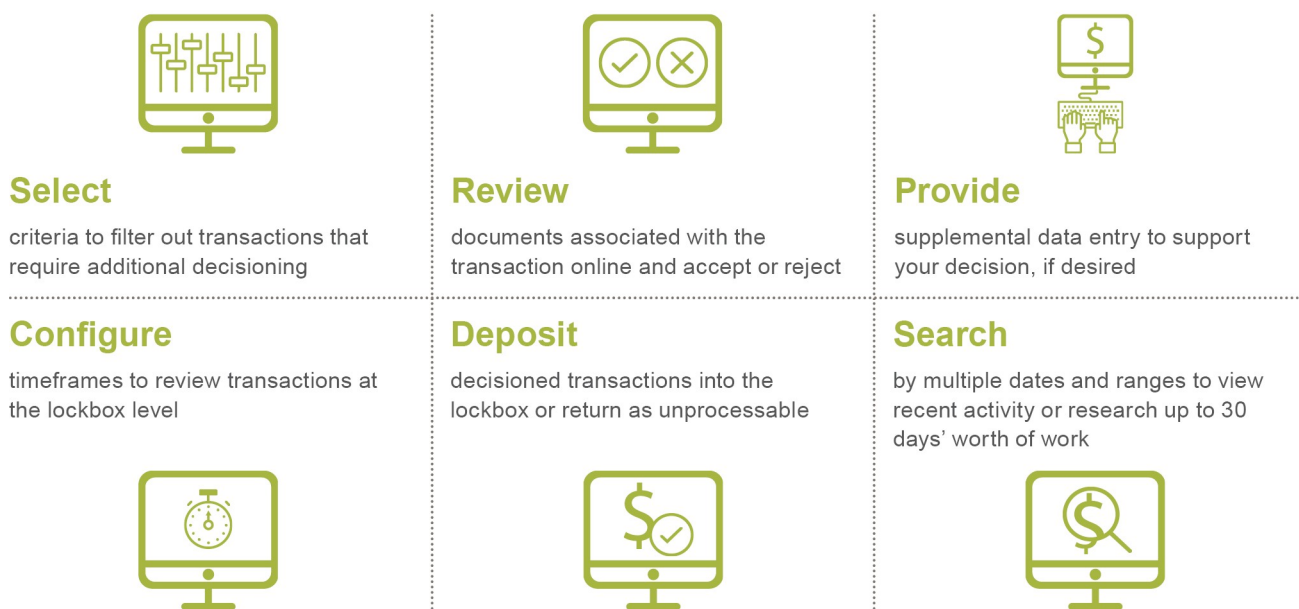


Figure 29.

Decision Manager criteria could include:

- Check only transaction
- Missing data
- Unbalanced amounts
- Stop/Go file exceptions

The City can view these exception items and make deposit decisions on the same day to provide any missing data required to post the transaction. You are able to add or delete additional rows of remittance data as part of the decision process.

If you choose not to have us deposit a specific transaction, your staff will indicate a “reject” decision and that transaction will be mailed back to you unprocessed.

Decision Manager will display a notification if another authorized user is already working the transaction. The notice will indicate which user and allow for the transaction to be unlocked to override access.

Decision Manager exception process

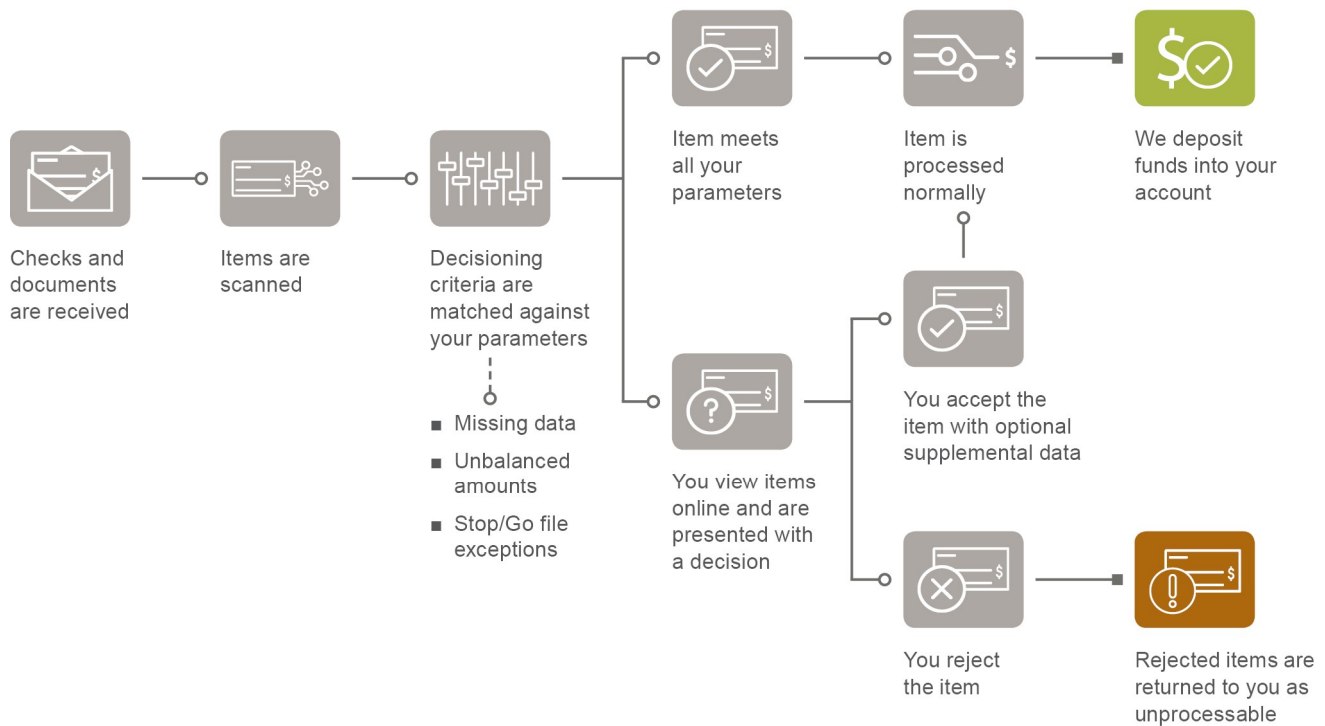


Figure 30.

ii. **Can the City review exception items online?**

Yes. Exceptions are managed within Receivables Online allowing the City to review and decision exception items that would otherwise be forwarded as unprocessed work. We identify exception items during lockbox processing and then present to you same day on Receivables Online. The City can use this online tool to determine if the payment should be accepted or rejected and mailed back to you. You have up to 72 hours from capture to provide instructions to our lockbox team.

iii. **Can business or workflow rules be established for decisioning exception items?**

Yes.

iv. **How long can items remain in queue awaiting to be decisioned by the City?**

You have up to 72 hours from capture to provide instructions to our lockbox team.

v. **If items can remain in queue awaiting to be decisioned for only a certain period of time, what happens to the item (i.e. the check and remittance document is returned in the mail, the check is processed, but the remittance item is returned, other)?**

Items that are not decisioned will be marked as unprocessed and will be delivered to the City.

vi. Are emails sent to authorized users alerting them that an item is awaiting to be decisioned?

Yes, certain alerts can be established.

t. Remittance File

i. Approximately how long after the daily processing cutoff time will daily remittance files with transaction detail be available to City?

We provide data transmissions between the hours of 5:00 a.m. and 10:00 a.m. PT at a pre-designated, mutually agreed-upon time. We generally request a two-hour transmission window.

The cutoff time for any end-of-day transmissions or hard stop notifications is 5:00 p.m. PT.

ii. How much flexibility would the City have to customize the specifications of data fields in remittance files?

Your data capture is customized to match your specific requirements. When a batch is retrieved by the operator, the data-entry page displays your required fields and column headings for the lockbox.

- Edit checks are built into the system to minimize keystroke errors. Simple edits to create a valid entry include:
 - Field length requirements (maximums, minimums, fixed)
 - Alpha or numeric designations
 - Check digit routines
- Complex edits can be customized to include:
 - Specific invoice number characteristics (i.e., alpha character position, number of digits etc.)

An online set of keying instructions can also be developed for your lockbox.

- To prevent the operator from advancing to the next transaction without entering the required data.
 - Example: If a check is received without remittance detail, you may request that we enter a predefined dummy invoice number (e.g., 999999). This confirms that the materials were reviewed and we could not find remittance detail.
- To define each field to be captured, including any identifiable characteristics.
 - Example: May state that invoice numbers are six or seven characters and will always have an alpha character in the first position.
- To balance invoice amounts to the check amounts
 - Example: If the sum of the invoice amounts does not match the check amount, the operator reviews the captured information. Once all amounts are verified we can:
 - Leave the item unbalanced.
 - Enter the difference using a mutually agreed-upon dummy invoice number

We verify data record file validity via controls built into the file formats:

- The standard Bank Administration Institute (BAI) lockbox record layout includes control records that allow the receiver to determine if the entire file has been received.

- The Service Total Record (one included at the end of the data stream created for each lockbox) contains the total number of checks and dollars for that lockbox and a cumulative transmission dollar total that will increase with each subsequent lockbox included on the transmission. These check items and value totals can be compared to lockbox totals reported via balance reporting systems and shown on the paper deposit advices provided daily.
- The Destination Trailer Record, the final record of the data file, has a count of the total number of records in the transmission. If an incomplete (e.g., connection is interrupted) or unreadable file is received, you can contact our Help Desk (which is staffed 24/7) and have the file resent immediately.
- Similar control features are built into the ANSI X.12 823 and 820 formats (EPOS files).

u. Lockbox Portal

i. Describe the reporting capabilities of the firm's web-based lockbox portal.

Receivables Online

Receivables Online is an Internet-based service that can help the City efficiently manage your receivables. You can access images and information related to payments received in your J.P. Morgan lockboxes, as well as remote deposit captured checks and electronic payments received via ACH or Fedwire—all through a single portal. Easy navigation, advanced queries, payment alerts and workflow tools give your accounts receivable, credit and customer service staff the ability to make informed business decisions quickly without handling paper documents.

Receivables Online lets the City view transaction data and images that are stored on a server at the bank. You access the server via the Internet, using a standard web browser. Your lockbox images are available shortly after lockbox processing is completed. Further, electronic payments are available on a scheduled basis. Images are retained in a high-speed, online storage archive for more than a month. The City may also choose to use our 10-year archive solution, on the same web browser, for your long-term retention needs.

Receivables Online is accessible via Access Online, which allows Access Online to act as your one-stop shop for all of your reporting needs.

Online features

Home page quick links: After logging on to Receivables Online, the City users are presented with a home page that provides single-click access to the most common search requests. This eliminates the need to use the detailed search engine unless a unique or detailed query is needed. The home page also provides access to user-specified Saved Queries and New Alert notifications that include payment notifications, return notifications and archive requests with subscription to any or all of these alert services.

Receivables Online home page

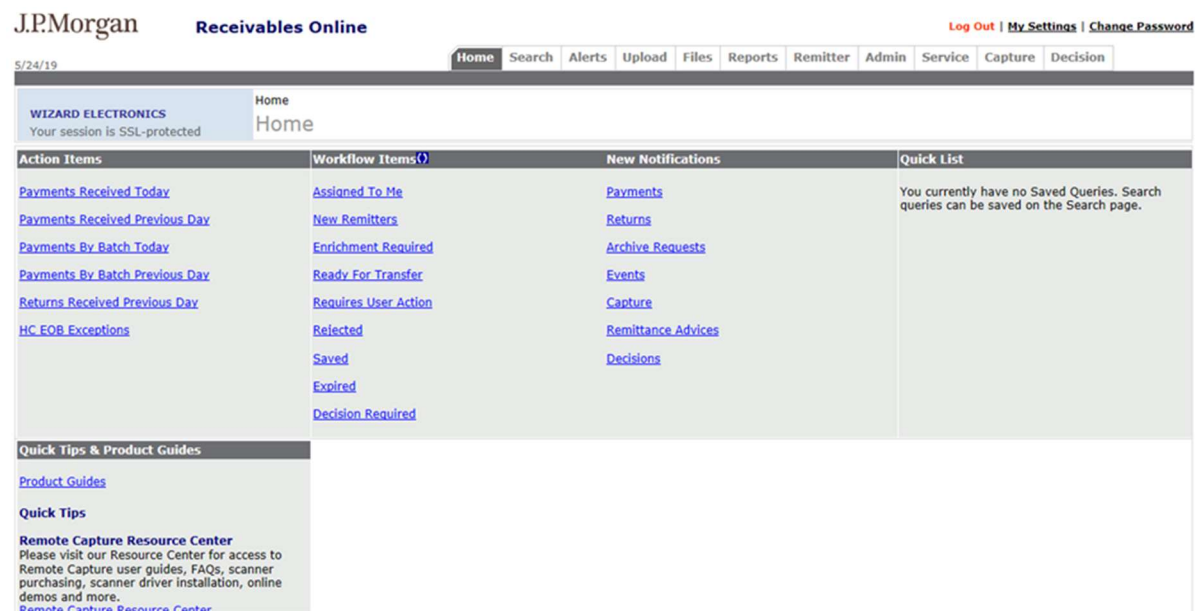


Figure 31.

Flexible queries: A robust search engine lets the City quickly retrieve what you need. Transaction search criteria include bank transaction identifiers, payment data, supplemental invoice fields captured from your remittance documents, and workflow status and notation fields that you have previously assigned. Some typical queries let you retrieve:

- A single transaction with a specific check number or check amount
- A single transaction containing a specific invoice number
- All transactions for a given remitter name for a selected period of time
- All items which you have previously flagged as cash application exceptions

Transaction level queries display images of checks and related remittance documents—plus any workflow status or notations added by you or your staff.

The Saved Queries feature retains queries that you may make on a regular basis. For example, the City users may wish to periodically view all payments from a specific remitter. Up to 20 saved queries can be created by each user. The queries are not shared between users.

Same-Day Viewing: Lockbox images are viewable on Receivables Online following your first deposit time. Additional items become available as work is completed throughout the day. The number and timing of incremental deliveries may vary based on your processing requirements and volume. For most lockboxes, batches are delivered within 30 minutes after processing is completed. Deliveries will occur at subsequent deposit times if the City has any special lockbox grouping or batch requirements.

Fast Retrieval: Images and data are retained using online storage that provides instantaneous retrieval for any user with a high-speed Internet connection. Standard service includes 45 days of online storage. The City may subscribe to additional months of online disk storage if you require immediate access to older transactions.

Easy image viewing: Images are presented on Receivables Online in a PNG format that can be viewed using browser software alone. The entire transaction is displayed for easy viewing and scrolling. Documents of normal size and quality are clear when viewed on monitors of recommended size. Receivables Online images can be downloaded to TIFF or PDF formats.

Receivables Online comes equipped with a built-in image viewer (iViewer) that is accessed by clicking on the related PNG-formatted image. The iViewer displays a single page in full page width; arrow buttons allow for navigation to other pages within the transaction. Features include:

- Single image presentment to aid in user data entry from image
- On-screen ruler to aid in reading tabular data
- Magnifying tool to enlarge sections within a transaction for close-up evaluation
- Contrast tool to switch background from white to black and vice versa
- One-click printing of images of a single page, transaction or a group of transactions
- One-click saving of images of a single page, transaction or a group of transactions

User-defined presentation options: With Receivables Online, the City users can customize their transaction query results and transaction views to match their preferred work methods. For example, users can specify the number of items to be displayed on screen, select a default view for daily receipts (batch summary or transaction list), select an image-viewing format and select a default sort order for transaction lists. In addition to these user-defined defaults, single-click operations let you change the sort order of transaction lists and let you hide or display certain regions of some transaction screens.

Workflow and notation tools: Receivables Online provides the City staff with tools to manage the completion of cash posting activities and to record pertinent information regarding a payment's disposition.

At the individual transaction level, users with the appropriate entitlements can update the following fields:

- **Exception flag:** Typically used to note cash application exceptions or other conditions that require further follow up; once an exception has been resolved, the exception flag may be toggled off.
- **Exception reason code:** Select from a reason code table that you create.
- **Assigned to:** Select another Receivables Online user who should follow up on a transaction. That user would subsequently query for items assigned to them; once the follow-up action is complete, he or she could mark it as unassigned, add a note, exception reason and/or turn off the exception flag, depending on entitlements.
- **Workflow status:** Automatic assigned and reviewed status updates are based on user assignment or review by assignee; closed status requires explicit action.
- **Multiple notes:** As note fields are added to a transaction; a user ID and date are recorded with each. The note field allows 1,024 characters of free-form text per note. You may want to use this field to record resolution of cash application discrepancies or to record making a customer phone call related to the item. The field has copy and paste text capabilities.

These workflow fields are used in various query, update and report functions in Receivables Online to support various workflow scenarios:

- For clients performing manual cash application, easy-to-use workflow tools can be used to distribute work among cash appliers and monitor progress through completion. For example, a supervisor executes a home page quick link to display current day batches and assigns users to each batch. Then cash appliers execute the home page quick link, "Assigned To Me," to retrieve the items assigned to them. As each item is viewed by the assignee, the workflow status automatically changes from "assigned" to "reviewed." Further updates can be made by the cash applier to change the workflow status to closed, set an exception flag, add an exception reason code, assign a transaction to another user and/or add a note. The supervisor can monitor the progress of cash appliers through the Workflow Status Summary Report.
- Clients using an automated cash application process will only review items that were not automatically applied. Users retrieve individual transactions on Receivables Online, research the reason, manually apply the item and reflect the resolution in a note and reason code. For any item that requires further action, the exception flag can be set and/or the item can be assigned to another user.
- To speed the retrieval of automated cash application exceptions, Receivables Online includes a file upload tool that can integrate exception results from your external accounts receivable system of record. After uploading some or all of the workflow fields, the selected items are automatically presented for further action. Using the exception flag as a search filter, any user can subsequently retrieve the individual transactions and complete the cash application process.

Reports

Online reports: Receivables Online provides lockbox information in formatted reports to facilitate the City's daily balancing and cash application and to help you analyze patterns and trends. These dynamically generated reports may be viewed online or downloaded in HTML (web compatible) or CSV (spreadsheet compatible) format. Your users can request all reports for a single lockbox or for all of your lockboxes. If you subscribe to the Transmission Reporting service, electronic payment data may also be included.

Several reports are included in the Receivables Online standard service; additional reports are included with some select service offerings as noted. All reports include a time and date stamp determined by the global time zone that is designated by each user on the My Settings page in Receivables Online.

Receivables Online reports

Report name	Description	Usage	Conditions
Standard reports			
Activity Summary I	Deposit totals (items and dollars) by credit date and lockbox for 1 to 31 days.	Balance lockbox totals to bank deposit reports and/or accounts receivable.	Included.
Batch Recap	Batch totals for a single credit date.	Balancing by batch.	Included.

Receivables Online reports

Report name	Description	Usage	Conditions
Payment Detail	List of payments received in one or all lockboxes for a single credit date. Payment data may be sorted two ways: by processing date and lockbox number or by remitter name. You can specify subtotal by lockbox or batch.	Cash application.	Included.
Assigned-to Summary	Transaction totals (items and dollars) by user and workflow status for 1 to 31 days.	Monitor completion of cash application or exception review assignments.	Included; you must use the workflow status field for this report to be meaningful.
Exception Reason Summary	Transaction totals (items and dollars) by exception reason for 1 to 31 days.	Monitor cash application exception reasons to identify trends requiring review.	Included; your security administrator must define and use the exception reason table for this report to be meaningful.
User Audit Report	A list that identifies all active and inactive user IDs and their respective security status.	Track users security events.	Included as part of the Security Administration tools.
Optional reports			
Activity Summary II	Deposit totals by credit date and lockbox for 1 to 31 days; includes separate totals for weekend days.	Balancing lockbox totals to bank deposit reports and/or accounts receivable.	Included if you subscribe to weekend lockbox processing. Additional lockbox processing fees apply.
Group Recap	Totals by assigned group code within lockbox for a single credit date.	Monitoring composition of lockbox receipts.	Included if special grouping is performed for your lockboxes. Additional lockbox processing fees apply.
Extended Detail	List of payments received in one or all lockboxes for a single credit date. Payment data may be sorted two ways: by processing date and lockbox number or by remitter name. You can specify subtotal by lockbox or batch. Includes 1 to 9,999 lines of reference (invoice) details per payment. Reference lines include up to four additional invoice-related fields.	Cash application.	Optional report. Additional reporting fee applies.
CSV+ Detail	A delimited file containing all Receivables Edge transaction data elements for a single credit date.	Cash application or import to an external application for further analysis or reporting.	Companies needing a report with more than four supplemental data fields reported. Additional reporting fee applies.

Receivables Online reports

Report name	Description	Usage	Conditions
Check Return Summary	Return totals (items and dollars) by return reason and disposition for 1 to 31 days.	Monitor return activity to identify trends requiring review.	Included if you subscribe to Check Return service.

Downloadable reports: Receivables Online provides for delivery of reports produced by other systems and containing data not provided via the online dynamic reporting tool. These optional reports include Lockbox Deposit Advices, Lockbox Transmission Journals, Electronic Payment Detail Reports and our Custom Report.

Optional services

Transmission reporting: If some of the City's customers pay you electronically, you may elect to have ACH and wire payments presented via Receivables Online. No images are associated with these transactions, but payment data and selected invoice information are provided. Transactions are assigned to an "electronic lockbox" and can be included in any query or report. Separate Electronic Payment Detail Reports can also be included with this service. Transmission Reporting is available only for electronic payments received into a U.S. account.

For ACH payments in CTX or CCD+ format, we map seventeen standard ANSI X12 820 fields into the Receivables Online database (e.g., invoice number, invoice amount, discount amount, government contract number). For reference, you will have access to a complete list of data elements from the Receivables Online FAQ. For wire payments, payment transaction level information is available for reporting purposes, including remitter, originating bank RTN, originating bank account number, date, transaction dollar amount, payee and the free-form payment reference field.

For lockbox transactions, images of checks and remittance documents provide the full remittance details needed for cash application and exception resolution. Receivables Online provides the equivalent detail for ACH and wire payments in the form of an Electronic Payment Detail Report that is available as a downloadable report. The report provides details for multiple electronic payments for a single date. The report is purged from Receivables Online after 14 calendar days; it is not included in the long-term archive.

ACH and wire data files are delivered to the Receivables Online repository on a scheduled basis. Payments processed after the final feed are reported with the next day's work. Detail reports are delivered after 7:00 p.m. PT. This service is available for additional fees from both Receivables Online and the electronic payment systems. Receivables Online Transmission Reporting requires information reporting via direct transmission with client connectivity.

A separate lockbox service allows ACH and wire payments to be included in the daily lockbox transmission. Note that if the City chooses to receive electronic payments via both Receivables Online and transmission, the same payment types must be included in both. For example, if you have ACH and wire transactions viewable on Receivables Online, you could not have only ACH transactions included on your transmission.

Check Returns: The Receivables Online check return service provides timely notification of return activity, so that the City can follow up promptly with delinquent customers and correct your accounting records. Both redeposited items and final returns are available on the business day following a return item's processing date. Further, for all final returns, the original item is updated to indicate that the item was returned. This information is available for the life of the transaction, including long-term storage.

Automatic notifications (alerts): Receivables Online can be set up to send the City timely notification of important events, such as payment receipt, returned checks, rejected remotely captured items and newly created remittance advices. The system scans all new transactions and sends the matched items to your Receivables Online Alert inbox based on your pre-established criteria. In addition, you can elect to receive an email notification and/or designate other registered users to receive a copy of the notification. Clicking a link in the email provides the City with immediate access to the related transactions upon successful log on. Alerts can be designated as one-time or recurring.

Scenarios where you may want to use a notification include:

- The City places a credit hold on new shipments to a customer but wants to release the goods as soon as payment is received. A one-time payment alert could be used to notify you and the Shipping department that the expected payment amount from a specific remitter has been received.
- You may want to receive notification of exceptionally large payments to optimize working capital. A recurring payment alert could be used to notify you any time a payment over a specific dollar threshold is received.
- You need timely notification of check returns to follow up promptly with remitters. If you subscribe to the Check Return service, you can set up a recurring return notification alert for all returns with a disposition of "chargeback."

The alert feature is an optional service and a fee may be assessed for each payment flagged by an alert. Up to twenty alerts can be created by each authorized user.

File download facility: Our lockbox can deliver the City's data and/or image transmission, determined at implementation, through:

- Our centralized telecommunication utility that supports secure FTP and other sophisticated Host-to-Host protocols and security mechanisms.
- The Receivables Online file download service that allows for a human-initiated download that uses the same web browser and Internet security protocol you use for image viewing.

The City's transmission is delivered to the Receivables Online repository at a scheduled time each day. You simply download the file from the Receivables Online portal and store the file on your local network for subsequent import to your accounts receivable system or image repository. Files are retained on the system for 14 days and then automatically purged.

We recommend our host-to-host file transmission option for delivery of files larger than five megabytes. This limit generally restricts the use of the download service to data files only. Image files would be limited to very small daily files (fewer than 250 average-sized image pages).

Continuous operation

System availability: Receivables Online is available 24/7. We broadcast an advance notice to users on the infrequent occasions when the system is taken down for maintenance.

Business continuity: Receivables Online features advanced disaster recovery, long-term storage and retrieval of archived images, and provides two independently located archives. Each system mirrors the other and offers multi-tiered redundancy; replications at the hardware, server and facility level occur every 15 minutes so that if a disaster occurs at one facility, the same information is retrievable from the other.

ii. How quickly after processing the daily work are images available for viewing?

Images are available the same day they are processed.

iii. What retention options are available for these images?

Image retention solutions

Our standard service allows 45 days of historical, online access to images in Receivables Online. Images and data are retained in online disk storage that provides high-speed retrieval for your current activity. The City also may need longer record retention for customer service and audit purposes. Receivables Online offers these optional storage features to accommodate those needs:

- **Extended high-speed storage:** Up to 12 additional months of online disk storage is available. The City can access images within seconds because they are stored online. This option may be added to your service even if you also use the long-term archive.
- **Long-term archive:** Your archived transactions are readily available when you need them if you subscribe to our long-term archive solution. This optional service safeguards your important business data and images for a 10-year period in dual, secure locations. Because you use the same Receivables Online user interface that you use for accessing your current activity, your remote users do not need to call a central location.

The Receivables Online search page is used to retrieve archived items. The City is sent an alert when the image has been retrieved and is ready for viewing so you can perform other activities while the request is being fulfilled. Retrieval time depends on the volume and age of the transaction query. Once a transaction has been retrieved from archive, it is held in high-speed disk storage for five calendar days. You can update workflow fields or add notes to archived items throughout the 10-year archive period. You can also include archived items in any of the standard or optional reports.

iv. For a given day's lockbox activity, at what time of day can you report the total amount that will be credited to the City's account?

By using Access Online, our Internet-based reporting service, you can retrieve deposit total and availability breakdown information throughout the day. We report updated lockbox deposit information ten times throughout the day:

- 3:00 a.m. PT
- 5:00 a.m. PT
- 7:00 a.m. PT
- 9:00 a.m. PT
- 11:00 a.m. PT
- 12:00 p.m. PT

- 1:00 p.m. PT
- 2:00 p.m. PT
- 3:00 p.m. PT
- End of day

The updates include all batches completed no later than 30 minutes prior to the stated update time, even if the update time precedes one of your scheduled deposit times. Updated information should be presented on Access Online within 15 minutes of the update time. For clients receiving weekend deposits, separate weekend feeds are made on Monday morning.

Any balance, float and transaction information reported intraday is subject to final verification.

v. *Do you offer any web-based document search and electronic archiving? If so, does the system allow searches on any data field?*

Yes. Using Receivables Online you can view transaction data and images that are stored within a data server at J.P. Morgan. The City will access the application via the Internet, using a standard web browser. Beginning with your first scheduled deposit time, your lockbox images are available within a half-hour after lockbox processing is completed. Further, the City will be able to access electronic payments on a scheduled basis. We retain images in a high-speed, online storage archive for 45 days. The online storage archive provides unlimited retrieval of check and invoice images. For your extended record retention needs, the City may also choose to use our long-term, 10-year archive solution or we can also provide image delivery via direct transmission through secure file transfer protocol (SFTP) channels.

Easy navigation, advanced queries, payment alerts and workflow tools give your accounts receivable, credit and service staff the ability to make informed business decisions quickly without handling paper documents.

v. *What differentiates the firm's service from that of other providers? What are some of the latest services or features added to the firm's lockbox solution?*

J.P. Morgan is a leading provider of cash management services. With our expanded product set, consultative approach, commitment to leadership and global strength, we can offer tailored solutions rather than prepackaged off-the-shelf software. You will have access to a strategic advisory team, made up of product specialists, risk specialists, industry experts, service consultants and others, working behind the scenes on your behalf. J.P. Morgan has maintained a long-term commitment to the receivables industry as evidenced by a history of investment and innovations. J.P. Morgan remittance processing has distinguished itself as:

- Industry-leading receivables processor:
 - First bank with fully integrated network of lockbox sites
 - First bank to offer secure same-day imaging of checks and remittance documents over the Internet (since 1995)
 - First bank to offer long-term archival of checks and remittance documents (10 years) with fully redundant archives
- Offering a proprietary online image browser with extensive search capabilities and payment notifications, that includes the ability to add personal notes which are also searchable
- Originator of the lockbox, offering lockbox service since 1947

- Provider of network lockbox services for more than three decades, since 1984
- Demonstrating a commitment to national lockbox sites, offering six sites in the U.S. and one in Canada
- Providing an extensive geographic presence, with processing facilities in six states
- Capable of meeting complex and specialized requirements
- Healthcare solutions designed specifically for the healthcare industry to improve funds availability

Industry-leading online presentment

Our web-based lockbox image browser application, Receivables Online, can help the City efficiently manage your receivables. Through this single portal, the City can access images and information related to payments received in your J.P. Morgan lockboxes, as well as electronic payments received via ACH or wire. Easy navigation, advanced queries, payment alerts and workflow tools give your accounts receivable, credit and client service staff the ability to make informed business decisions quickly without handling paper documents. Additional services that are available through J.P. Morgan's lockbox with Receivables Online include:

- **Collect** provides the City with a remote capture solution for checks and full-page and/or scannable documents. The City scans checks and documents through a single desktop scanning device or mobile device. Remote Lockbox Capture fully integrates the transaction into the lockbox process flow, or Remote Deposit Capture deposits directly to your account. The City will access remote capture images via Receivables Online.
- **Receivables Online Reconcile** provides the ability to associate remittance information to payments via email, browser upload and data entry.
- **Report** allows for long term storage of 10 years for all transaction activity. There are also data and image transmissions available for daily payment and data received. With our Decision Manager feature the City provides criteria to temporarily stop processing and create an exception item that is viewable same day. You have up to 72 hours to communicate deposit instructions to lockbox operations for items that would otherwise be forwarded as unprocessed work.

Integrated hub-and-spoke network

Each of our lockbox processing sites (spoke) is fully image-enabled and online with the central hub. Images are captured locally and then sent to the hub for automated processing and routing as appropriate throughout the network. Transmissions are fully integrated and delivered to you in a seamless environment. Our CSPs are online with all lockbox sites and can respond in a real-time environment to your processing questions and changes.

Integrated image presentment

Our Internet lockbox image-viewing service is offered for each of our lockbox sites with a 10-year archive service. When using any combination of sites you can view images from all your lockboxes using one Client ID.

Complex processing

Our Operations teams use standard processing requirements that have been thoroughly tested and proven highly effective, with excellent quality and efficiency rates. When more complex processing is required (complex sorting, balancing and validation, etc.) we pursue a technical solution based on edits programmed during the implementation and setup phase that accommodate these functions.

Commitment to quality

We are committed to the delivery of superior financial services and solutions driven by in-depth knowledge of client requirements and a commitment to high-quality execution. Our quality assurance practices include a disciplined approach to process management; performance metrics and satisfaction indicators that are linked to client priorities; and employee merit-based performance, reward and recognition programs. Our strategic focus on creating value for clients provides continuity in approach and ongoing commitment to deliver the high-quality products, services and solutions our clients have come to expect.

8. Service Group 3: Merchant Card Processing Services

(Only firms proposing for Service Group 3 shall respond to this section)

Responsive client service and support

As a client of J.P. Morgan, you will have one team working to support your overall financial needs. Our Client Services Team of Pooled Relationship Managers will work to understand your current objectives and provide a strategic approach to solving your challenges. Together, they will recommend comprehensive solutions allowing you to maximize efficiencies across your entire commerce cycle. The following enhances our responsive client services and support for City Milpitas:

- We fully support your long-term success and overall growth through our responsive, in-house client service teams.
- Relationship managers will help determine the right processing solutions and incorporate best practices, identify potential business savings and processing efficiencies, and share insights on industry and regulatory trends to help you effectively lead and grow your organization.
- Additional highly specialized teams—including account management, chargeback, training, production and client support experts—are part of your client support model.

a. Customer Service

i. Fill in the following table. Include only the individuals who will work with the City on a regular basis.

Name	Proposed Role	Location	Experience with other Municipal Entities	# Years in Field	# Years with Firm	# Client Relationships Responsible For
Jesse Anderson	Business Development Representative - Government	Plano, Texas	19 Years	19 Years	3 Years	491 Government Clients
Client Services Team – Pooled Relationship Managers	Relationship Management – Government Sector	Plano, Texas	35 Years	35 Years	Average of 10 Years with the Firm	12,000 Government Clients

ii. What are the hours of operation of the customer service unit involved in supporting the proposed services?

City of Milpitas will be backed by experts that understand your objectives and Help Desk teams that provide technical support and resolution. Our U.S.-based customer service will be available 24/7/365. Technical, Operations and Point of Sale Help Desks are staffed 24/7/365.

iii. How are relationship managers kept apprised of day-to-day requests? At what point will the relationship manager be notified and get involved if an issue can't be resolved?

Our Merchant Services' client service team is designed to support your business needs. We assign a relationship manager, who will be responsible for managing your account and providing strategic collaboration with City of Milpitas' staff. In addition, your assigned account manager will assist with your day-to-day activities and facilitating support from other specialized service teams. We align our client service team with your organization based on geography and/or vertical sector. Additional service teams (chargeback management, operations and infrastructure, point of sale, technical help, etc.) are organized by function to help support your account as needed.

Your account manager is your primary contact for problem resolution and will facilitate the escalation process, should it be necessary. For issues that require escalation, we will provide you with a contact list detailing the appropriate escalation paths. A typical chain of command includes your account manager, relationship manager and their group manager.

Turnaround times for most research requests to your client service team range from one to two business days. However, time frames can vary from this average range depending upon the scope and complexity of the request. Routine requests made to a specific help desk can usually be fulfilled while you are on the phone.

b. What is your annual number of transactions and corresponding dollar amount processed by your firm across all clients for the year ending December 31, 2019?

	Processor Only	Processor with Responding Bank
Annual Number of Transactions	Please see below	Please see below
Annual Dollar Volume	Please see below	Please see below

As of December 31, 2019, Merchant Services' customer base includes 327,165 merchants with 638,203 locations, including many of the top brands.

Our portfolio boasts clients from almost every industry, including airlines, automotive, billers (telecommunications, insurance and utilities), e-commerce, hospitality, mail order/telephone order, petroleum, associations and franchises, retail, supermarket and the public sector.

Processing volumes	2019	2018	2017
Bankcard Volume (in trillions)	\$1,511.5	\$1,366.1	\$1,191.7

As each client's business is subject to a number of processing characteristics, we do not provide an average number of transactions processed daily. We typically run our systems at a maximum of 40 to 45 percent utilization on the busiest days of the year, so we have excess capacity in case we have to run all processing at a single site.

Our platform has a capacity of 4,800 total transactions per second (2,400 per site). The maximum 60-minute sustained peak has been in excess of 1,883 TPS.

c. *Are the City's existing FD130 Duo merchant card terminals compatible with your processor or are new terminals required?*

The City's current FD130 Duo terminals are not compatible, they are proprietary to First Data and not compatible with J.P. Morgan. New terminals are required.

d. *If the City needs replacement or additional terminals, what terminals would the firm recommend? What is the cost of the recommended terminals? Identify which terminals are PCI-validated P2PE terminals.*

We recommend the Chase Ingenico Tetra Desk 5000 EMV Terminal. Ingenico Desk 5000 terminals are supported and valued at \$299 each. All Chase Class A Terminals are PCI-validated P2PE terminals.

e. *Secure Payment Gateway*

i. *Does the firm have a preferred secure payment gateway? Is it owned by the firm, or is it a third-party solution? Provide information about this gateway solution.*

Orbital Gateway – Our proprietary Orbital Gateway allows you to establish automated, secure online transaction processing in a true one-stop-shop environment. You can use this solution for any card-not-present processing scenario (MOTO, recurring billing, etc.).

Our Orbital Gateway service provides both a secure Internet connection to us and a virtual terminal management system. Orbital Gateway also reduces the need for the City to have relationships with several different vendors to complete electronic payments processing. This solution supports the full range of payment methods we offer and accepts transactions from any card-not-present sales channel—websites and mail-order/phone order departments.

Orbital Virtual Terminal – The Orbital Virtual Terminal is a web-based application we host for you. With Orbital Virtual Terminal, you can perform basic transaction processing and much more. Orbital Virtual Terminal provides full management of your transactions and payment capture options. Alternatively, you may set one default "auto close" time during setup and your activity will automatically close at this time on a daily basis.

Orbital Virtual Terminal reduces the need for hardware and dedicated phone lines. All you need to accept credit cards is an Internet connection and a web browser. This system is for key-entered or card-not-present transactions only. It supports the full range of needs: authorization only, authorization and capture, refunds, reversals, voids and electronic receipts. You can also enter extended order data as needed for tracking and reconciliation.

ii. *How is payment information (i.e. amount and account number) transmitted to the City for posting? What type of file formats are available?*

For settlement, you may send all card types in one file; there is no need to send separate files. Funds will be electronically deposited into any account specified by your organization via ACH transfer. Non-bankcard deposits are electronically conveyed for settlement to the appropriate company, while payment is sent to you directly from that company. Transfer on U.S. Federal Reserve holidays occurs one business day later than normal. Our multibank account system allows you to choose one or many bank settlement accounts in one or many financial institutions. Each merchant number you establish is linked to a specific bank settlement account.

Based on your contracts with Discover and American Express, and your processing agreement with J.P. Morgan, Discover and American Express transactions can be settled through us or conveyed.

Please refer to the diagram below outlining our settlement process.

Settlement process

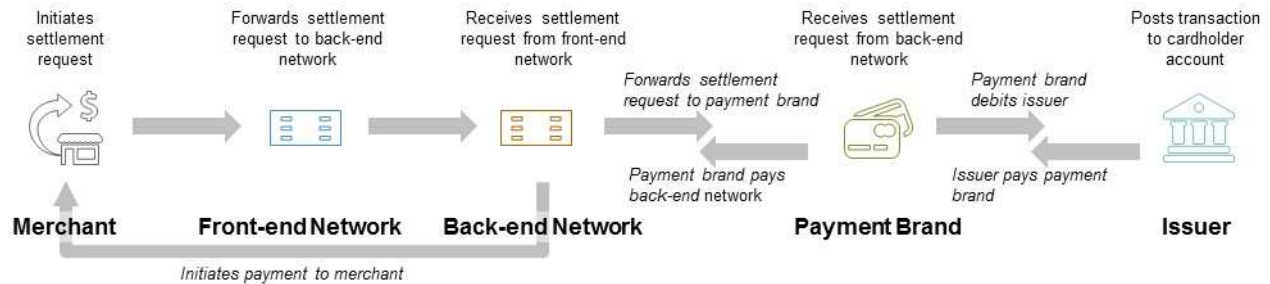


Figure 32.

Next business day funding is available if you have a J.P. Morgan DDA*. Our cutoff settlement time for next business day funding is 8:59 p.m. PT. This late window allows access to Visa, Mastercard and debit funds that are deposited into your J.P. Morgan account by 6:00 a.m. PT on the next business day (i.e., excluding weekends and bank holidays); Saturday and Sunday settlements are funded Monday. Gross settlement clients must designate the same J.P. Morgan DDA for all funding categories to be eligible for next business day funding.

If you do not have a J.P. Morgan DDA, our cutoff settlement times are 10:00 a.m. PT and 2:00 a.m. PT. Our window of 10:00 a.m. PT allows for access to Visa, Mastercard and debit funds that we deposit into the bank of your choice the next business day. Our deposit window of 2:00 a.m. PT allows you to submit “whole day” processing at one time for funding the following business day. Separate funding is provided, according to the chart below, if we receive multiple settlement files within each settlement time. Saturday and Sunday settlements are grouped with Monday’s settlements for transferring funds to your bank account(s).

We electronically convey non-bank card deposits for settlement to the appropriate company, while that company sends payment to you directly. You may send all card types in one file; there is no need to send separate files. Funds will be electronically deposited into the account(s) specified by your organization via ACH transfer.

Based on your contracts with Discover and American Express, and your processing agreement with J.P. Morgan, Discover and American Express transactions can be settled through us or conveyed.

Transfer on U.S. Federal Reserve holidays occurs one business day later than normal. Our multibank account system allows you to choose one or many bank settlement accounts in one or many financial institutions. Each merchant number you establish is linked to a specific bank settlement account.

Our reports break out each day’s deposits, fees, chargebacks, etc. in detail, including Saturday and Sunday.

J.P. Morgan DDA* clients		Non-J.P. Morgan DDA clients	
File to Merchant Services	Client credited via ACH**	File to Merchant Services	Client credited via ACH
8:59 p.m. PT	6:00 a.m. PT Next business day	10:00 a.m. PT	Next business day
		2:00 a.m. PT***	Next business day

*The designated settlement account for merchant funds must be a DDA with JPMorgan Chase Bank, N.A.

**Funding day is calculated based upon the day and time the settlement file is received

***Preferred settlement time for “whole day” processing

iii. Describe your ability and experience in processing transactions that initiate from the following application.

Payment Activity	Software Application
Building Permits	CRW

Our clients benefit from the flexibility and convenience that our relationships with third-party service providers offer. From terminal hardware to gateway technology, hundreds of technology providers are certified to us, including PayPal PayFlowPro. Based on these certifications, the City of Milpitas may continue processing as you do today.

We support the Secure Payment Gateway currently utilized by the City for the CRW Software Application with the Building Permits Department. PayPal PayFlowPro Gateway for the CRW Trakit Application is certified to our Chase processing platform.

f. Convenience Fees/Service Fees

i. Describe the options available to the City for charging convenience fees/service fees on transactions above \$10,000.

J.P. Morgan supports the City’s current 2.40% convenience fee options for percentage of the amount paid transactions above \$10,000.

ii. Can fees be assessed as a percentage of the transaction?

Convenience fee can be a percentage of the amount paid or, rather, can be based on a sliding scale of the amount paid.

g. Is your organization, including all subcontractors and third-party processors, in compliance with all applicable Payment Card Industry Data Security Standard (PCI DSS) requirements?

We are compliant with the Payment Card Industry Data Security Standards (PCI DSS). We will support the City of Milpitas’ compliance by facilitating/providing the following:

- **Compliance expertise** – Our dedicated team of payment card industry and information security compliance experts focuses solely on clients’ PCI compliance matters and needs.

- **Industry leadership** – We represent our clients and the acquiring industry via the PCI SSC and its Board of Advisors, and we have been elected to the Board numerous times since the founding of the board in 2006. We also participate in forums for sharing information about fraud, threats, vulnerabilities and risk mitigation in the payments industry, including the Financial Services Information Sharing and Analysis Center (FS-ISAC) and the Payment Processor Information Sharing Center (PPISC).
- **Credentialing and certification** – Members of our Merchant Compliance team, hold advanced degrees and certifications, ISACA-accredited Certified Information Security Manager (CISM), Certified Information Security Auditor (CISA) and Certified in Risk and Information Systems Controls (CRISC).
- **Industry engagement** – We hold awareness sessions at industry events, publish articles and provide webinars in industry-facing media.
- **Client communication** – Upon request we are able to conduct conference calls with you that include your client service team, members of our Merchant Compliance team, our product teams, technology providers, payment brands and PCI Council, etc.

h. Has the processor been certified as being in compliance with PCI DSS requirements by a third-party assessor?

Merchant Services adopted PCI DSS in 2004 and has maintained compliance as an approved service provider.

We have not been assessed a non-compliance fine by any of the payment brands since adoption of the standards in 2004.

We are compliant with the Payment Card Industry Data Security Standards (PCI DSS). You may view our compliant status on the Visa and Mastercard websites:

Visa: <http://www.visa.com/splisting>. From Visa's Global Registry of Service Providers webpage, navigate to "Search Service Providers" and enter "Paymentech, LLC" in the "company" field of the search criteria to view the file that shows Chase Paymentech as compliant.

Mastercard: <https://www.mastercard.us/en-us/merchants/safety-security/security-recommendations/service-providers-need-to-know.html>. Click on the "Download List" and search "Paymentech, LLC" as the provider name.

i. Describe the process and features of your program to assist merchants in becoming and remaining PCI compliant.

Our Merchant Compliance team condenses multiple payment brands' rules into a single, least-common-denominator set of requirements that, if followed, helps the City comply with all applicable payment brands' data security programs requirements. Our Merchant Compliance team stands ready to provide guidance to help address your individual payment cardholder data security issues along with hosting PCI data security webinars and disseminating industry bulletins.

We serve as your advocate with the major payment brands with regard to meeting PCI DSS compliance. We have also made arrangements for our clients to receive services and pricing from selected industry-leading data security firms.

i. What is the fee?

Not applicable (no fee assessed)

ii. Is this charge based on terminals, merchant ID, or other method?

Not applicable (no fee assessed). J.P. Morgan terminal equipment is PCI compliant and supported on our Chase merchant services platform.

iii. Is this a mandatory charge?

Not applicable (no fee assessed)

j. Do you require a Self-Assessment Questionnaire (“SAQ”) for each merchant ID or a single SAQ for the entire City?

Our dedicated team of payment card industry and information security compliance experts focuses solely on clients’ PCI compliance matters and needs.

k. What type of data security solutions (tokenization, end-to-end encryption, point-to-point encryption) do you offer? Describe the solution in detail.

Security and technology are at the core of what we do. Since Merchant Services’ inception in 1985, we have not had a reportable security breach within our cardholder data environment. Supported by the firm’s vast annual investment in security, we work tirelessly to help protect JAA and your customers against fraudulent payments activity through the following:

- Proactive fraud monitoring and testing
- Real-time threat analysis
- Safetech Encryption
- Safetech Tokenization
- 3-D Secure: Visa Secure, Mastercard Identity Check, American Express SafeKey and Discover ProtectBuy
- American Express and Discover CID
- Address Verification Service
- Instant fraud alerts

Our proven systems and infrastructure, robust fraud controls, and teams of fraud and analytic experts that specialize in payments tokenization, encryption and fraud detection capabilities are in place to help minimize fraudulent activity and maximize transaction approvals for the City of Milpitas.

i. Provide complete pricing details for the security options, including all fixed and transaction costs.

There is no cost associated with the security options we provide to the City.

l. Interchange Qualification

i. Describe the special emerging market interchange rates applicable for utility payments received by the City. What is required to qualify for these special interchange rates?

Payment acceptance can be complex and costly. Fee increases, inflexible rules and regulations, and fragmented payment structures can make it difficult to predict and manage operational costs over time.

That is why we offer ChaseNet, our unique processing platform for Chase-issued U.S. domestic Visa credit and debit card payments. With ChaseNet, we process payments directly which can generate real savings for your organization through simplified and predictable pricing.

On-ramp to innovation

The payments landscape is ever evolving. That is why it is important to partner with a company that continues to invest in the future. ChaseNet lays the foundation for future innovations.

How it works

ChaseNet is a closed-loop payments platform. Chase-issued U.S. domestic Visa credit and debit card payments are processed directly by us through ChaseNet instead of routing through Visa. As we process Chase Visa transactions, we remove the intermediaries and reduce the potential points of failure.

ChaseNet model



Figure 33.

Access a straightforward pricing structure

When you use ChaseNet, you take the guesswork out of your cost per transaction through transparent and predictable pricing to offset payment costs. You receive a single rate for Chase Visa credit, a single rate for Chase Visa signature debit and a single rate for PIN debit transactions. Your ChaseNet rates are inclusive of applicable interchange, acquirer and other payment brands' fees.

Since ChaseNet is our unique processing platform, we set the pricing, rules and standards for ChaseNet transactions.

What is included in your ChaseNet rate?

- Standard Chase card issuing interchange expense (Variable rate)
- Visa fees relevant to ChaseNet eligible transactions
- Merchant Services standard processing fees

What is not in your ChaseNet rate?

- Visa payment brand fees applicable to transactions not relevant to ChaseNet such as FANF1A/1B
- Fees for optional Merchant Services solutions/services
- Any costs incurred for non ChaseNet payment brand rules violations

Technical requirements

There are multiple setup options for ChaseNet as our clients' needs vary. In many instances, there is no unique certification and little to no change to their processing environment. We look forward to discussing the best setup option for your organization.

ii. *What process do you use to ensure that the transactions qualify for the lowest interchange category?*

Increased payments authorizations including recurring payments for utility payments can lead to higher fraud, chargebacks and interchange rates, which can impact your bottom line. The following are the City's differentiators by choosing J.P. Morgan.

- We use a Total Value of Acceptance methodology to analyze your unique processing environment from all angles and determine the optimal processing solutions for your needs.
- We holistically evaluate your setup, balancing tradeoffs between high and low authorization rates, fraud and interchange downgrades, focusing on the financial implications of each.
- Our payments experts will help design a payments acceptance solution that helps you control processing costs, safeguard against fraud and avoid disputes, resulting in an overall program that delivers a differentiated customer experience.

iii. *Do you provide any review of account activity to help identify opportunities to improve qualification rates?*

As a client of J.P. Morgan, you will have one team working to support your overall financial needs. The relationship management team will recommend comprehensive solutions allowing you to maximize efficiencies across your entire commerce cycle. The following enhances our responsive client services and support for the City of Milpitas:

- We fully support your long-term success and overall growth through our responsive, in-house client service teams.
- The City will be backed by experts that understand your objectives and 24/7/365 Help Desk teams that provide technical support and resolution.
- Relationship managers will help determine the right processing solutions and incorporate best practices, identify potential business savings and processing efficiencies, and share insights on industry and regulatory trends to help you effectively lead and grow your organization.
- Additional highly specialized teams—including account management, chargeback, training, production and client support experts—are part of your client support model.

- m. Do you offer any reports that would alert the City of abnormal activity that is resulting in transactions being downgraded and processed at higher interchange rates? When does the City receive these alerts (i.e. real-time, after month-end, after quarter-end, or after a relationship review)?**

We help the City's staff leverage the payment methods that matter most through our comprehensive online reporting tools. Our Resource Online web-based reporting suite is supported 24/7/365 by a knowledgeable technical staff. Clients can contact this department by calling the toll-free number or via email. We will provide the City's staff the following online reporting and interactive voice response systems:

- | | |
|--|-----------------------|
| • Financial reports – daily, weekly, monthly | • Admin |
| • Virtual Transaction Manager | • Bank lookup |
| • Recon Solution | • File Download |
| • Chargeback Management Module | • Merchant Search |
| • Multilevel security | • Transaction history |
| • Bank information | • User documentation |
| • Chargeback management | • Available 24/7/365 |

- n. What is the latest time you can receive card transactions for settlement on the next business day, assuming the deposit is made at your firm?**

Next business day funding is available for clients who settle to a J.P. Morgan DDA*.

We process settlement files multiple times throughout the day. Our standard cutoff settlement time is 5:00 p.m. PT. Non-bank card deposits are electronically conveyed for settlement to the appropriate company, and you receive payment directly from that company. You may send all card types in one file; there is no need to send separate files for non-bank card transactions.

Based on your contracts with Discover and American Express, and your processing agreement with J.P. Morgan, Discover and American Express transactions can be settled through us or conveyed.

For standard processing, Saturday and Sunday settlements are grouped with Monday's settlements for transferring funds to your bank account(s). Our reports, however, break out each day's deposits, fees, chargebacks, etc., in detail, including Saturday and Sunday.

Accelerated weekend funding provides funding for Saturday and Sunday activity on Monday as opposed to Tuesday. This option is available upon request for clients and is dependent on product approval.

Our multibank account system allows you to choose one or many bank settlement accounts in one or many financial institutions. Each merchant number you establish is linked to a specific bank settlement account.

All transactions received by time noted above will be sent to your bank for value as defined below. On bank holidays, transfers will occur one business day later than normal.

Day of file receipt	J.P. Morgan DDA* clients day paid via ACH or wire USD	Non-J.P. Morgan DDA clients day paid via ACH USD	Non-J.P. Morgan DDA clients day paid via wire USD
Sunday	Monday**	Wednesday	Tuesday
Monday	Tuesday	Wednesday	Tuesday
Tuesday	Wednesday	Thursday	Wednesday
Wednesday	Thursday	Friday	Thursday
Thursday	Friday	Monday	Friday
Friday	Monday	Tuesday	Monday
Saturday	Monday**	Wednesday	Tuesday

*The designated settlement account for merchant funds must be a DDA with JPMorgan Chase Bank, N.A.

**Accelerated weekend funding must be requested and is dependent upon credit approval

o. When deposits are made into the City cash management bank, can settlement amounts be listed by:

	Yes/No
Batch	Yes
Merchant identification number	Yes

p. What information appears in the ACH addendum information to facilitate reconciliation (i.e. batch number, MID, etc.)?

Settlement is typically made via a standard ACH transfer. Funds will be electronically deposited the next business day (i.e., excluding weekends and bank holidays) into the account specified by the City, according to the transfer method you choose.

Fedwire is also an option; however, in today's funding environment there is no advantage to wiring funds because the payment arrives the same day as the ACH funds, but with an increased cost.

For each funds transfer, we provide the following information to your financial institution; however, they determine what data is displayed on your bank statement.

- Reporting ID number
- Transaction code:
 - 22 (Checking credit)
 - 27 (Checking debit)
 - 32 (Savings credit)
 - 37 (Savings debit)

- Client routing number
- Client bank account number
- Division ID
- Account holder name
- Funds transfer number/bank trace number

q. *Please confirm that interchange fees will be deducted at the end of the monthly cycle. If not, when will fees be deducted from the bank account?*

Interchange fees will be deducted at the end of the monthly cycle.

r. *Please confirm that the processor's fees will be deducted at the end of the monthly cycle. If not, when will fees be deducted from the bank account?*

Processor's fees will be deducted at the end of the monthly cycle.

s. *Can the City provide documentation in response to chargebacks online?*

According to the payment brands' Operating Regulations, an acquirer must respond to a ticket retrieval request within 30 calendar days from the date when the issuer's request is processed. Clients must fulfill ticket retrieval requests by day 21 of the 30-day window. If clients have not fulfilled a request as of day seven, we will send a second request, and if not fulfilled on day 14, a third request will be sent via fax or mail if the client is set up for fax delivery of their retrieval request notifications. Generally, the retrieval may become a dispute/chargeback if clients do not fulfill a retrieval request (i.e., do not present copy of receipt). We accept facsimiles and scanned images of the requested drafts.

Our operating procedures for exception processing, including retrievals and disputes/chargebacks, aim to minimize client impact while addressing cardholder issues. We have written our processing rules to generate a retrieval or dispute/chargeback response without your involvement, as long as the required information is accessible to us.

We receive retrieval requests electronically as part of our daily incoming dispute/chargeback files. We automatically match them against our transaction history database. For a card-not-present transaction, we produce a facsimile draft and send it to the payment brands as an image. If a sales draft is required, we will forward the retrieval requests to you via fax or mail to obtain the required sales slip.

For faster notification and resolution, we encourage you to sign up for access to the Online Chargeback Management System. The optional interactive Chargeback Management module enables clients to manage disputes/chargebacks and retrievals online. Users can view and respond to inquiries, dispute or accept disputes/chargebacks, and fulfill retrieval requests. Clients can respond to us by providing a scanned sales receipt, other documentation, or a combination of both. Dispute/chargeback information is updated three times each day.

Upon receipt of disputes/chargebacks from issuers, when we can, we automatically respond on the client's behalf. If additional information is needed, we post the dispute/chargeback to the Online Chargeback Management interface. Clients review a dispute/chargeback and upload documentation as needed. Access to documentation associated with a dispute/chargeback makes it easy for clients to manage the entire process from their computer. We also post retrieval requests for clients to access and respond to by uploading a scanned image of the signed sales slip.

Online Chargeback Management enables clients to:

- Minimize paper processing and reduce mailing costs as you manage disputes/chargebacks through our online chargeback management interface
- Help reduce manual intervention by uploading dispute/chargeback documentation directly into the chargeback management system
- Help simplify dispute/chargeback processes with an online interface that is designed to be easy to use

t. Online Reporting Functionality

i. Describe the firm's online reporting functionality for merchant card transactions.

We offer the City a full array of processing reports through Resource Online, our proprietary suite of innovative web-based tools that enables you to quickly and easily access your payments processing data. Resource Online provides access to front-end point-of-sale data, back-end reconciliation data, and more. Access is modular, so we can tailor the reporting tools to meet your needs and to make the most sense for your organization.

Resource Online offers the following features and benefits to support your needs:

- **Cost savings analysis** – View and analyze payment data quickly and efficiently
- **Improved cash flow** – Review deposit activity daily
- **Time savings** – Review data quickly with 24/7/365 access
- **Fraud tools** – Take advantage of tools and reports that can help identify fraudulent activity
- **Security measures** – Secure access with card masking
- **Variety of reports** – Summary, detail and trending reports allow you to effectively manage your payments processing data
- **Customizable view** – Tailor how you view your data with user preferences and filters
- **Analysis** – View, print, save or export your data for further analysis
- **Easy to learn** – Online help just a click away

The modules of Resource Online provide access to reports that can be generated on a daily, weekly and monthly basis and include financial and transaction detail, retrievals and chargebacks, and customized analytical summaries. Internet access and a web browser are the only prerequisites for access. You can select from a broad variety of standard reports to suit your documentation needs. Together with your client service team, you can also design customized reports to meet the special needs of your organization.

Each module within the Resource Online suite offers a variety of transaction and portfolio-based information. Resource Online's modules include:

- **Virtual Transaction Manager** – Point-of-sale, authorization reports
- **Recon Solution** – Settlement, funding and reconciliation reports
- **Chargeback Management System** – Chargeback management
- **Instant Alerts** – Payment activity monitoring and notification system

Resource Online also includes standard features available to all subscribers, including:

- **Admin** – Create additional users, change report access or delete users

- **Bank Lookup** – Search for card issuing information to assist in research
- **File Download** – Receive data files, if applicable
- **Merchant Search** – Search for locations within your hierarchy using various search criteria

Please refer to Appendix 6 Resource Online Report Samples.

ii. *Is transaction information available by terminal or merchant identification number?*

Transaction information is available by merchant identification number.

iii. *Can summary reports by department or organization be created?*

Yes. Summary reports can be customized and created by department or organization.

iv. *Are these standard or custom reports created by individual users?*

Individual users can pull standard reports or create custom reports.

v. *Can reports be downloaded into Excel?*

Yes. Reports can be exported via Excel.

vi. *Will the reports show details about all fees paid to card-issuing banks, card associations, and the payment processors? Provide sample reports.*

Yes. Reports show details about all fees paid to card-issuing banks, card associations, and the payment processors. Please refer to Appendix 6 Resource Online Report Samples.

u. *How many City employees will the firm permit to access the online reporting system with a unique log on identification? Is there a charge for additional users?*

The City can add up to 99 administrators to access online reporting systems with a unique log on identification. There is no charge for additional users.

v. *Fees*

i. *Credit Card*

a. *What transaction fee does the bank assess?*

Please refer to Appendix 7 Schedule A.

b. *What fee (in basis points) will the bank assess on the dollar amount of total transactions?*

Please refer to Appendix 7 Schedule A.

ii. *Signature and PINless Debit Card*

a. *What transaction fee does the bank assess?*

Please refer to Appendix 7 Schedule A.

- b. What fee (in basis points) will the bank assess on the dollar amount of total transactions?**

Please refer to Appendix 7 Schedule A.

iii. PIN Debit Card

- a. What transaction fee does the bank assess?**

Please refer to Appendix 7 Schedule A.

- b. What fee (in basis points) will the bank assess on the dollar amount of total transactions?**

Please refer to Appendix 7 Schedule A.

- iv. Do you charge a card brand fee? If so, answer the questions below?**

Please refer to Appendix 7 Schedule A.

- a. Provide a detailed list of the card brand fees you pass on to the merchant, including both the name of the charge and amount.**

Please refer to Appendix 7 Schedule A.

- b. Do you mark up any of these fees?**

No additional mark up. Please refer to Appendix 7 Schedule A.

- v. Complete the table below regarding monthly merchant card processing fees:**

Monthly Fee	Total Relationship	Per MID
Maintenance	\$40 – (4) MID's	\$10
Online Reporting	Not applicable - \$0	Not applicable - \$0
PCI Compliance	Not applicable - \$0	Not applicable - \$0
Non- PCI Compliance	Not applicable - \$0	Not applicable - \$0

- vi. Will all interchange on returned sales (credits) be returned to the merchant?**

All interchange on returned sales (credits) will be returned to the merchant.

9. Service Group 4: Purchasing Card

(Only firms proposing for Service Group 4 shall respond to this section)

a. Customer Service

i. Fill in the following table. Include only the individuals who will work with the City on a regular basis.

Name	Proposed Role	Location	Experience with other Municipal Entities	# Years in Field	# Years with Firm	# Client Relationships Responsible For
Karen Sbaschnig	Card Program Relationship Manager	New York	2	2	15	380 and 237 of those clients are government entities

ii. What are the hours of operation of the customer service unit involved in supporting the proposed services?

The City's cardholders will have 24/7 access to our commercial card customer service team.

iii. How are relationship managers kept apprised of day-to-day requests? At what point will the relationship manager be notified and get involved if an issue can't be resolved?

The City's program administrators will have access to our program coordinator team for assistance with day-to-day requests.

Our program coordinators are your program administrators' main contact for regular operational support and can often provide complete assistance in a single call. Program coordinators also have access to subject matter experts throughout the bank who they can call for further information and support.

If an immediate solution is not available, the program coordinator will communicate a time commitment to the program administrator and research the issue, as needed. Program coordinators can also escalate issues to supervisors and managers when necessary.

b. Card Distribution

i. Can the card design be customized to include the City's logo and embossed lines for Tax ID Number and exemption statement? If so, what options are offered for customization (i.e., hot stamp image, different colored stock, card stock background graphic)?

Yes. There are four lines available on the card for embossing. The first three lines are reserved for the account number, expiration date and cardholder name. The fourth line is for client use and offers up to 21 custom characters. This line can be used for an agency or department name, a tax ID number or a combination of both.

Using a hot stamp process, J.P. Morgan can print the City's logo on the front face of the card along with additional information that will not fit within the standard embossing lines, such as the words "For Official Use Only" (all components of the hot stamp will be combined into one image).

The process takes approximately four weeks to complete and requires black-and-white, camera-ready artwork of the City's logo.

Using the hot stamp option, the City's logo can be printed in silver, which is the default color. However, the logo can also be printed in white, if requested. Note that the final design must be approved by J.P. Morgan.

Card plastic design / color

The standard card design for our One Card is dark gray. The left margin of the card is silver with the program type 'One Card' printed.

ii. What is the turnaround time from date of order for the following types of card delivery?

	Number of Days
New cards	7-10 days, 8-11 days for Executive Cards
Replacement cards – standard delivery	7-10 days, 8-11 days for Executive Cards
Replacement cards – expedited delivery	3-5 days

iii. Confirm that all new and replacement cards can be sent directly to a single point of contact (Purchasing) at the City?

Confirmed. Cards can be sent either directly to the cardholder or to your program administrator depending on your preference.

c. **Card Program Management System**

i. **Provide an overview of the software/web-based card program management system that supports the firm’s purchasing card program.**

PaymentNet is a fully hosted online solution that requires no client-side software and is accessible from virtually any secure Internet browser. Designed, developed and supported in house by J.P. Morgan, our easy-to-use system helps the City streamline time-consuming tasks and offers key features, including:

- **Simplified day-to-day account management:** From real-time profile changes and declined transaction viewing for program administrators to streamlined reporting options for cardholders, PaymentNet can help you handle everyday tasks more quickly and efficiently.

- **Mass update capabilities:** PaymentNet allows program administrators to send mass updates of approvals, accounting codes and cardholder applications, reducing the need for repetitive manual updates.

- **Flexible receipt imaging:** The City is given access to PaymentNet’s versatile receipt imaging options, including the ability to fax or upload scanned receipts.

- **Time-saving reporting options:** PaymentNet lets users create and save report queries, schedule reports to run automatically and view reports on screen for quick transaction reviews. PaymentNet includes a suite of standard reports and customizable reports to assist the City in monitoring, analyzing and reporting on your program spend.

- **Custom fields and transaction splitting:** The City can use PaymentNet’s custom fields to meet their auditing needs, and the ability to easily split transactions simplifies the reconciliation process.

- **Online disputes:** Any cardholder or authorized user can submit a dispute in PaymentNet, which is not possible in many competitors’ systems.

PaymentNet’s built-in hierarchy support gives program administrators and other authorized personnel access to a wide range of administrative options, and allows cardholders to benefit from convenient, self-service features. In addition, PaymentNet can be set up to export files compatible with the City’s Cayenta system during implementation, enabling your organization to leverage the full extent of your transaction data in support of your program goals. As an added benefit, J.P. Morgan will provide PaymentNet to the City at no charge.

To help you get the most out of PaymentNet, J.P. Morgan will provide comprehensive training for your program administrator, as well as a variety of training options and materials for cardholders and other users.

PAYMENTNET ADVANTAGES

- Complete, online solution wholly owned by J.P. Morgan
- Real time adjustments of account controls
- Multiple standard reports, query capabilities, plus customized reports by adding data elements from all reporting categories
- Full hierarchy support
- Seamless integration with your financial systems
- Simple user interface

PaymentNet features

Our PaymentNet system allows the City to efficiently manage all aspects of your commercial card program, from policy adherence tracking and spend control to real-time adjustments of credit limits and

other account parameters. Unlike other management software, PaymentNet provides a consolidated platform for all card-related needs, creating a uniform and consistent user experience.

PaymentNet home page

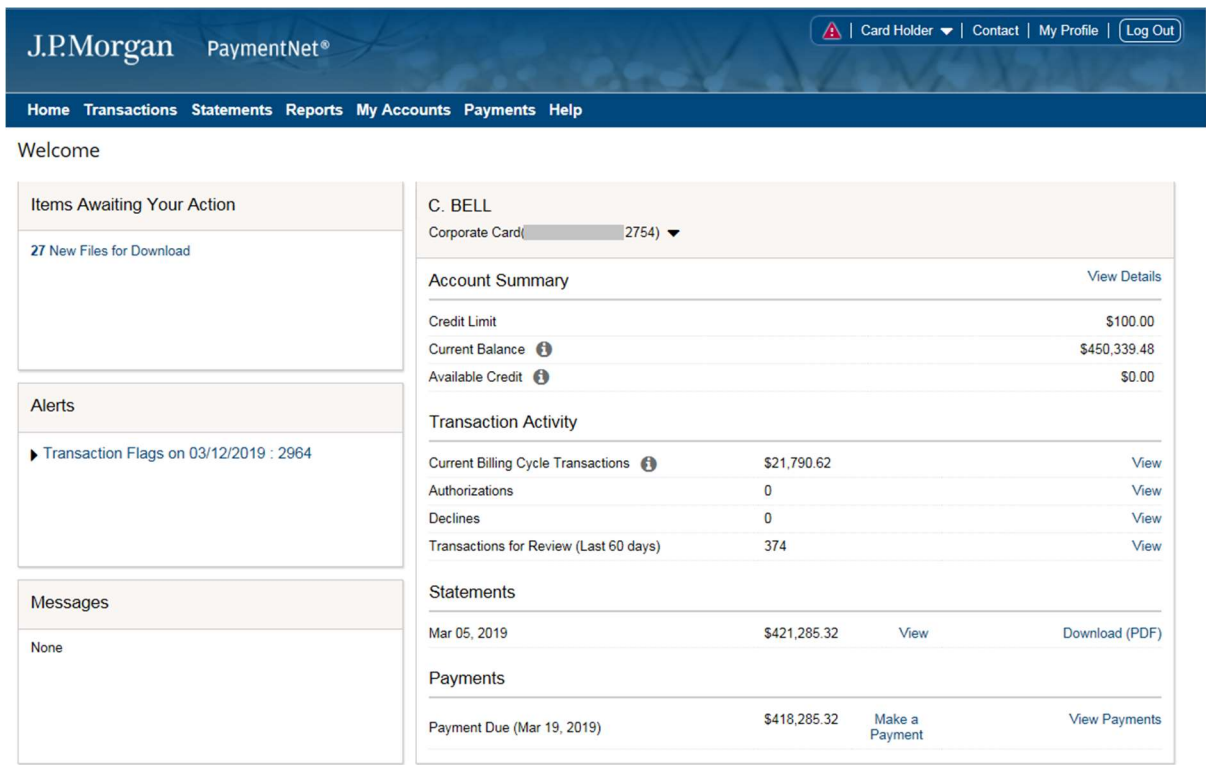


Figure 34.

PaymentNet's intuitive interface gives users quick, efficient access to all key account activities.

The following are the core features of PaymentNet:

- **Transaction management:** PaymentNet offers transaction viewing, powerful reallocation capabilities (including a flexible number of splits) and real-time updates. Simple checkboxes allow users to indicate reconciliation tasks for each transaction, and custom fields for transactions, accounts, employees, merchants and MCCs provide additional options.
- **Account management:** PaymentNet's account management function allows account changes, including credit limit adjustments, maintenance activities and deactivations, to be made online with immediate effect. Changes can be completed through a standard account import process in PaymentNet. Temporary credit limit changes and account suspensions can be applied to support upcoming events.
- **Employee management:** The City's program administrator can manage all user tasks including the setup of new users and passwords, creating new hierarchy levels, and linking users to accounts. Custom greetings can be configured to be displayed organization-wide or to specific departments and user roles. PaymentNet also supports decentralized administration, with the option for multiple program administrators throughout your hierarchy.

- **Spend analysis and reporting:** With a suite of standard reports that can be run at any time (or scheduled to run automatically), you can easily monitor transaction data for expense reporting, policy adherence, vendor negotiations and virtually all other situation analyses. Advanced query and sorting options allow for the tailoring of reports to users' specific needs.
- **Data integration:** PaymentNet can produce data files for download directly to the City's existing Cayenta system. You can specify different record types, order and sorting based on your system requirements, helping to provide a seamless and accurate interface.
- **Electronic statements:** Cardholders can view statements online for a rolling 24-month period.
- **Electronic payment:** Cardholders and Program Administrators of Corporate Accounts can make direct debit payments, reducing paperwork and facilitating prompt payment.
- **Account Request Manager:** Program administrators can manage each step of the online card application and approval process within PaymentNet, minimizing manual tasks and increasing administrative speed, accuracy and transparency.

Your valuable data is protected through industry-proven Transport Layer Security (TLS) encryption technology. All sensitive data is masked, the log-on process is password protected and security access levels can be configured to help make sure that only authorized the City personnel have access to critical information.

The scalable architecture of PaymentNet is designed to accommodate as many logins as needed without sacrificing speed or consistency. Because PaymentNet is housed online and wholly owned by J.P. Morgan, updates and enhancements are taken care of behind the scenes, saving your organization the time and money associated with software maintenance.

In providing PaymentNet, J.P. Morgan's objective is to meet clients' unique organizational needs and program goals in an efficient, comprehensive and user-friendly manner. We would be pleased to discuss PaymentNet's numerous features with the City in greater detail at any time.

ii. Is the software/web-based card program management system wholly owned by your firm? If not, specify the owner of the software/web-based card program management system.

Yes, PaymentNet is wholly owned by J.P. Morgan.

iii. Does the firm's card program offer the following methods of card controls, usage restrictions and access?

	Yes/No
Company level restrictions	Yes
Cardholder level restrictions	Yes
Department level restrictions	Yes
Merchant Category Code (MCC) restrictions	Yes
Cash advance restrictions	Yes
Dollar limits	Yes
Limitations to preferred suppliers	No*
Declining balance cards	Yes
Convenience checks	Yes

*We cannot limit to preferred suppliers unless the merchant has their own unique Merchant Category Code (MCC). We do offer reporting within PaymentNet where the City can audit spending to certain suppliers after the transaction has posted.

iv. Can card profiles associated with an employee job title or position be made available to quickly set up new cardholders with a specific transaction or credit limits?

Yes. When your program administrator creates a new account in PaymentNet, they can select an account number to use as a template.

v. Can card profiles associated with an employee job title or position be made available to quickly set up new cardholders with specific MCC restrictions?

Yes. As a best practice, clients usually establish templates of MCC groups that apply to different cardholder profiles. You can leverage up to 180 MCCs per group in as many as nine MCC groups, each of which can have a custom name applied for your internal purposes. Available limits include daily number of transactions, daily spend amount and monthly number of transactions. We can also place boundaries by MCC group to determine how much a cardholder can spend at a group of merchants. This MCC group limitation can be restricted by daily number of transactions, transaction amount and monthly spend. Your program relationship manager will be happy to assist you in opening or blocking MCC groups as needed.

vi. Using the table below, indicate the online capabilities and functionalities that program administrators will have?

Function	Yes/No
Add new cardholders	Yes
Adjust cardholder credit limits	Yes
Review transaction activities	Yes
Change MCC restrictions	Yes
Make temporary adjustments to cardholder profiles that automatically revert back to the original profile on a specified future date	Yes
Order replacement cards	Yes
Deactivate a card for a terminated employee	Yes
Adjust restrictions, cardholder limits, and controls on individual cards in “real-time” or “near real time”	Yes

Administrative Reporting

i. Does your Card Program Management System offer the ability to generate the following types of reports?

Report Type	Yes/No
Dormant accounts that have no activity for a designated time period	Yes
Total amount spent by all cardholders for individual suppliers, such as by merchant Taxpayer Identification Number	Yes

ii. Are workflow reports available to program administrators to show an audit trail of specific activity, such as card review/approvals (name, date, activity) and temporary credit limit approvals?

Yes. PaymentNet has a full range of on-screen audit trails, as well as standard reporting, to audit changes made to entities (e.g., account, employee, payable, etc.) providing transparency and accountability for your program.

PaymentNet features enhanced monitoring controls through extensive audit reporting. Auditing is available for transactions, accounts, employees, hierarchy, chart of accounts, and payables. The City can view the last 20 changes made to any of these objects using the History page. We offer standard reports for each of these objects and provide up to one year of data. Our system and reports show each individual change, including previous and new values, the user ID of the person who made the change and the time that the change was made.

To further help promote user compliance, PaymentNet offers seven standard auditing reports:

- **Account Audit:** This report lists all card changes made during a selected date range; it contains the account number, change date, a description of the field changed, original data, new data and PaymentNet user ID that made the change.
- **Chart of Accounts Audit:** Any chart of accounts creations and changes to an existing chart of accounts using PaymentNet can be queried using a date range. This report will display all changes made to a chart of accounts during a requested period of time. It contains change date, change time, chart name, segment, segment value, field name, previous value, new value and user ID that made the change.
- **Employee Audit:** Any new employee account creations or changes to an existing employee account using PaymentNet can be queried using a date range. This report lists all employee changes made during a requested time period and contains change date, change time, user ID changed or added, field name, previous value, new value and user ID that made the change.
- **Hierarchy Audit:** Any new hierarchy creations or changes to an existing hierarchy using PaymentNet can be queried using a date range. This report will show all hierarchy changes made during a requested time period. It contains change date, change time, hierarchy ID, field name, previous value, new value and user ID that made the change.
- **Login Audit:** PaymentNet logins can be queried using a date range. This report lists all logins during a requested time period and contains logon date and time, user ID and session duration.

- **Payable Audit:** Any payable creations or changes to an existing payable using PaymentNet can be queried using a date range. This report will show all changes made during a requested period of time from the Payable Detail's "Payable" tab; however, it will not include changes made on the Payable Detail's "Transactions" and "Notifications" tabs. The report contains change date, change time, interface, payable ID, field name, previous value, new value and user ID that made the change.
- **Transaction Audit:** This report will provide all transaction changes made during a selected date range; it contains the transaction ID, change date, a description of the field changed, original data, new data and PaymentNet user ID that made the change.

In addition, because PaymentNet offers powerful splitting and reallocation capabilities, the *Transaction Allocation* report will track how each transaction is being split among different cost centers. This report allows your program administrator and managers to confirm that cardholders are not reassigning charges to incorrect accounting codes.

e. ***Expense Reporting Module***

i. ***Do your firm offer an expense reporting module?***

Yes, rather than building an expense report, PaymentNet serves as a complete online program management solution. The City will have full visibility from an expense/transaction perspective, whether purchases are business-to-business (B2B) or travel related. In addition, the City will have the ability to create an approval structure, based on hierarchy or other preference. If the City elects to leverage the services of a traditional expense reporting provider to create expense reports, PaymentNet can easily share payment details, along with associated receipts via transmission.

Expense reporting is frequently managed through specially designed systems such as Cayenta. Rather than simply mirroring the functionality of these systems, we have found that our clients prefer importing commercial card data directly from PaymentNet into these existing applications.

The advantage of this solution is twofold. First, our clients can continue to use the in-house systems in which they have already made significant investments (many organizations, for example, already have customized policies and procedures that are incorporated into these systems). Second, we have more than two decades of experience in this area and can map card data to virtually any expense reporting system. In addition, our clients work closely with J.P. Morgan's technical consultants to help make sure that the data interface process works smoothly before the first commercial card purchase is even made.

J.P. Morgan has considerable experience and expertise in integrating data with our clients' internal systems, including setup of a Common Data Format (CDF) file feeds for Mastercard programs. We also offer several other file options to fit clients' data formatting needs, giving you additional benefits over a CDF (e.g., access to hierarchy data). The City's implementation project manager will consult with you on the transmission method that best fits your organization's needs.

Allocating transactions

PaymentNet's custom accounting code system can imitate your existing system, allowing the City to define your accounting code segments. The segments can also accommodate multiple codes within each segment. Once your codes are set up in the system, PaymentNet will automatically attach default accounting codes to each transaction based on transaction defaulting rules for employee, hierarchy, merchant, MCC, account or customer code. Each accounting code can have a flexible number of alphanumeric characters, giving you the flexibility needed to accurately and easily allocate transactions.

Default accounting codes

J.P.MorganPaymentNet®

Program Administrator | Contact | My Profile | Log Out

HomeTransactionsReportsAccountsEmployeesPaymentsAdministrationHelp

Transaction Detail - General Information

Return to Transaction List

General InformationReceiptsAddendumHistory

7 of 12

SaveDispute

* Required Fields

Transaction Information

Approval Status – New

Settlement MethodCommercial Card

Transaction TypePurchase

Account Number7702

Transaction Date02/23/19

Post Date02/14/19

MCC3061

MerchantAirline 3061

Merchant LocationHOUSTON, TX,

Original MerchantAirline 3061

Parent MerchantAirline 3061

Customer Code

Micro Reference24036219134655000003639

Authorization Number077423

Review

Accounting Codes

Chart of AccountsCompany ABC Chart

Company273 - Commercial Card Se

Cost Center59608 - West Sales Team

GL Account6431014 - AIR TRAVEL

Transaction Custom Fields

Receipt Attached

Transaction Notes

3000 characters maximum (applies to all transaction notes)

Figure 35.

Default accounting codes are automatically attached to transactions in PaymentNet.

ii. Are you proposing a proprietary or third-party expense reporting module? If the system is provided by a third party, identify the provider and how long your firm has been offering the expense reporting module from this provider.

We are proposing PaymentNet, our proprietary system.

iii. Can this expense reporting module be customized to reference the City’s general ledger chart of accounts?

Yes, during implementation, the City’s chart of accounts will be created, validated and loaded into PaymentNet. Your chart of accounts can contain your general ledger accounts, cost centers and any other required fields. The City’s program administrator and/or cardholders will then be able to select the appropriate account code value from a drop-down menu (only validated numbers will appear) for reconciliation. Program administrators and cardholders will also be able to type a value directly into a text box (again, the system will validate the user has entered a valid value).

To simplify the process even further, the City can limit the number of codes available to each user and include descriptions along with the codes. Within two business days of the transaction (to allow time for merchant posting, and batch data load processes), users will be able to access the transaction and edit department or cost-center code assignments before downloading data into your general ledger.

In addition, J.P. Morgan uses alphanumeric character fields, which means that we can incorporate any accounting code structure and thereby accommodate your existing accounting string.

Accounting code structure

Chart of Accounts Detail - Structure

Structure Values History

Save Export All Delete Chart of Account

* Required Field

Chart Name* Bucketlist Travel Company (Must be unique name)

Note: Segment length can be increased but not reduced. Changing dependencies may require re-importing Chart of Accounts.

Segment	Length*	Description*	Dependent	Field Type	Validate	Required	Action
1	3	Company		DropDownList	☒	☒	
2	4	Cost Center	Company	DropDownList	☒	☒	
3	4	Region	Cost Center	DropDownList	☒	☒	
4	4	Department	Cost Center	DropDownList	☒	☒	Add

Save Export All Delete Chart of Account

Figure 36.

Each chart of accounts structure can accommodate up to 1,500 characters.

- iv. ***In the expense reporting module, how many fields are available to customize for cardholder input of data? What customization options are available (i.e. numeric only fields, fixed field lengths, drop-down options)?***

PaymentNet offers editable fields that can be modified for each user access role in key categories across your organization, including account, employee, merchant, MCC, transaction and payable. The City's program administrator can give each custom field a unique name, provide a description of the information to be supplied, and specify whether the field will be a checkbox, a text box, or a drop-down list with a defined range of values for each user to choose from.

- v. ***For free-form fields, how many characters are available to describe the business purpose for a particular expense?***

Custom text box fields can contain up to 99 characters.

- vi. ***Can transactions be split and coded to multiple general ledger accounts?***

Yes, with PaymentNet, the City will be able to manage reconciliation by assigning default accounting codes and then reallocating or splitting transactions. When reconciliation is complete, users can simply mark transactions as reviewed and submit them for approval based on rules you establish.

Reallocating transactions

Within two business days of merchant posting, PaymentNet users can access transactions, edit chart of account segments and custom transaction field(s) attributes before downloading data into the City's general ledger. As users review the information, each transaction will be shown with pre-populated accounting codes. Users then manually allocate accounting codes by free-form input or by selecting the appropriate code from a drop-down menu. The accounting codes displayed within the menus will be appropriate for each user based on the user's position in your hierarchy. This capability will benefit the City by enabling managers, auditing teams and program administrators to effectively monitor which transactions have been edited, viewed and approved.

Splitting transactions

Users can split transactions up to 99 times among accounting codes. A *Transaction Allocation* report is available in PaymentNet to track how each transaction is being split among cost centers. This will allow your program administrator and managers to confirm that charges are not being reassigned to incorrect accounting codes.

- vii. Do you offer the ability for a cardholder to save a “favorite” general ledger code to identify commonly used codes?**

Yes. Cardholders will have the option to save a favorite set of codes in PaymentNet.

- viii. If no general ledger code or category is entered by a cardholder within an expense report, does your system save to:**

- a. A “favorite” code previously entered by the cardholder**
- b. A code determined by the City**
- c. A system generated default code, or**
- d. Another standard entry code?**

PaymentNet's custom accounting code system can imitate your existing system, allowing the City to define your accounting code segments. Once your codes are set up in the system, PaymentNet will automatically attach default accounting codes to each transaction based on transaction defaulting rules for employee, hierarchy, merchant, MCC, account or customer code.

- ix. Does your expense reporting module offer the ability to attach receipts? Are receipts associated with individual transactions or with a monthly statement?**

Yes, our receipt imaging feature enables users to scan and upload or fax receipts into PaymentNet and associate them with transactions for easy reference and retention. Receipts can be associated with reference data such as a description, the receipt date and the amount.

Within two hours of uploading a receipt, the information can be viewed and downloaded via a link next to the transaction. Multiple receipt images can be downloaded in one action. Clients will also have the option to receive a file transmission daily containing all receipt images that were uploaded the previous day.

Adding receipts to transactions

Figure 37.

Users can easily append receipts to transactions for more efficient oversight, increased control and policy compliance, and reduced costs.

Receipts must be uploaded and attached to a transaction one at a time, using the 'Attach Receipt' button. There is no limit to the total number of files that can be attached to a transaction. Please note that scanned receipts can be up to 5 megabytes (MB).

x. What options are available to upload receipts?

Cardholders using PaymentNet have two ways to attach receipts to their transactions:

- Upload scanned receipts. When this option is enabled, cardholders can upload their receipts in JPG, GIF, or PDF format. Individual files cannot exceed 10MB. There is no limit to the total number of files attached to a transaction, but only five files can be uploaded at one time.
- Fax receipt images. When this option is enabled, cardholders can fax their receipts to the number indicated on the fax cover sheet that is generated automatically. The cover sheet shows the transaction details and cardholder information.

PaymentNet Mobile

Cardholders using the PaymentNet Mobile website have two ways to attach receipts to their transactions:

- Capture an image using the camera on their phone.
- Upload an image previously saved to their phone.

To attach receipt images using PaymentNet Mobile:

- Tap an item in the Posted list to display transaction details.
- Tap the Attach Receipt icon.

xi. Can a cardholder print an expense report, or a combination of transactions accompanied with the receipt images, without having to print each receipt separately?

No.

xii. Do cardholder expense reports indicate next to each transaction whether a receipt had been uploaded for the transaction? If so, provide a sample of an expense report with receipts attached.

No.

xiii. Does your firm offer a mobile application that can directly associate a receipt image with a specific transaction?

Yes. Cardholders using PaymentNet Mobile can also attach receipts, either by using the camera on their phone to take a photo of a receipt or by using a photo they have saved to their photo library. These features allow clients to manage receipts electronically and provide a quick reference point for transaction approvers and auditors.

xiv. How long are receipt images accessible by the City directly from the online reporting system? Are extended receipt images accessible by contacting customer service?

Receipt images are available for a rolling 36-month period in our PaymentNet reporting system.

xv. Can receipt images be transmitted in bulk to the City? How would the images be indexed during transmission?

Yes. Using the Receipt Imaging capabilities provided in PaymentNet, cardholders can attach receipts to their transactions and program administrators can receive a daily bulk export file of the uploaded receipt images.

If the Receipt Imaging functionality is enabled at the organization level, cardholders can attach receipts to their transactions in PaymentNet by either uploading scanned receipts or faxing them (or both, depending on which options are selected). Cardholders using PaymentNet Mobile can also attach receipts, either by using the camera on their phone to take a photo of a receipt or by using a photo they have saved to their photo library. These features allow clients to manage receipts electronically and provide a quick reference point for transaction approvers and auditors.

The Receipt Imaging Bulk Export feature gives clients the option to receive daily transmission of an export file containing all the receipt images that cardholders uploaded the previous day. This feature allows clients to export receipt images in bulk from PaymentNet on a regular basis. It also eliminates the need for cardholders to download their own receipt images individually and send them to their program administrator.

Reference data for indexing

The reference data associated with transaction receipts can be added to template-based reports and flex mappers. For a template-based report, the following fields are available in the Transactions module's Select Columns page and can be included in the sorting and grouping criteria for the report:

- Receipt amount
- Receipt currency
- Receipt date
- Receipt file type
- Receipt name
- Receipt upload date

- Receipt description

xvi. Are transactions that have been coded with the accompanying documentation sent to a manager for approval by:

	Yes/No
Transaction Level	See note
Expense Report Created by Cardholder	See note
Statement Level	See note

Note: Approvals and rejections are made on a transaction-by-transaction basis, as opposed to a true expense report, and can be made according to individual cardholder transactions or en masse across multiple cardholders.

xvii. Can default general ledger information be used for transactions that have not been processed by the cardholder prior the deadline? Is the default code provided by the City or system generated?

PaymentNet does not allow default general ledger information to be used for transactions that have not been processed by the cardholder prior to the deadline.

xviii. Can an employee reclassify a general ledger code after an expense report is submitted?

When transactions are rejected, they are sent back to the appropriate cardholder to make the necessary adjustment.

Please note that PaymentNet is not an expense reporting system. Approvals and rejections in PaymentNet are made on a transaction-by-transaction basis, as opposed to a true expense report, and can be made according to individual cardholder transactions or en masse across multiple cardholders.

xix. Can a program administrator send automated e-mail blasts to all cardholders and/or approvers through the firm's system to remind them to complete expense reports?

Email notifications of status changes can be enabled on a daily, weekly or monthly basis (or at cycle end) to inform approvers or cardholders when actions are required.

xx. Are there management reports that identify employees that have not submitted expense reports?

No.

xxi. Can approvers generate notifications through your system to remind employees to complete expense reports?

Yes. Email notifications of status changes can be enabled on a daily, weekly or monthly basis (or at cycle end) to inform cardholders or approvers when actions are required.

xxii. Can automated notifications be sent to employees that have outstanding expense transactions expenses after a designated time period?

Yes, email notifications can be set up to remind users if they have transactions that are pending review or approval.

f. Reconciler and Approver

i. Does your expense reporting platform support a “reconciler” or “proxy” role for individuals other than cardholders or approvers? (Note: This would be extremely helpful for the City as it migrates to an electronic platform for tracking and recording purchasing card transactions.)

Yes, clients generally designate a single individual to handle payment processing for their organizations. This helps to maintain tight control over accounts payable activities. Through the user access roles offered by our systems, the City can specify which of your employees are authorized to initiate, alter, cancel and report on your single-use account payments. During the implementation process, your designated implementation project manager will work with you to establish user access roles and privileges that meet your organization’s requirements and procedures.

a. Will the reconciler be able to add or change accounting general ledger information, attach receipts, etc. on the card program management system?

Yes.

b. Describe how this role is established. Does the cardholder give permission for someone to act as their reconciler or proxy or does a program administrator have to grant permission?

The City’s program administrator will assign user roles in PaymentNet and define the transaction approval rules for users.

ii. Can completed expense reports be sent to multiple approvers simultaneously?

In PaymentNet you can set the transaction approver to “Any” or select a specific approver.

a. If the primary approver fails to approve an expense report within a designated time period, can the transactions be automatically routed to a secondary approver?

The City’s program administrator can reassign a transaction to another approver.

b. What other options are available for approving expense reports that have not been approved by a primary approver within a designated time period?

None.

iii. Does the system have features that would encourage employee compliance with expense reporting policies, such as suspending card usage if expense reports are not submitted on a timely basis?

No.

iv. If an approver rejects or returns an individual transaction to the cardholder, is the reject or return on an individual transaction or on the entire report?

The reject or return is on an individual transaction.

v. Does the approver have the ability to modify general ledger coding information prior to the approval of the transaction/expense report, or does it need to be sent back to the cardholder for the change to be made?

Yes, the approver has the ability to modify general ledger coding information prior to the approval of the transaction/expense report.

vi. Can program administrators insert comments into the portal that can be retrieved for audit purposes?

Yes, our system can add custom fields passed with payment requests to transaction data. Clients most often add a payment reference number, allowing them to use the unique reference number to automatically reconcile the transaction back to their general ledgers.

The City can edit existing transaction notes as well as add new notes from the Transaction Detail page.

g. Cardholder Support

i. Discuss any benefits for cardholders (i.e. loss damage waiver and liability insurance on rental cars, accident insurance, emergency card replacement, etc.).

At no cost to the City, J.P. Morgan provides your cardholders with one of the most comprehensive insurance and service offerings in the commercial card industry. Automatic coverage for cardholders using the J.P. Morgan Purchasing Card includes:

- Legal referral assistance
- Medical referral assistance
- Emergency message service
- Prescription and document delivery assistance

When a cardholder uses a purchasing card for travel purposes, the following benefits also apply:

- Primary auto rental insurance
- Emergency transportation assistance
- Roadside assistance
- VAT reclaim service

In addition, our Customer Service team is available 24/7/365 to cancel lost or stolen cards and reissue new plastic, as needed. Delivery of new cards is made within five to seven business days. If a rush card replacement is requested, a card can be delivered within one to two days.

ii. Will telephone customer service for cardholders be staffed for live representative support 24/7/365?

Yes, the City's cardholders will be supported 24/7/365 by our customer service specialists in Elgin, IL, and Columbus, OH. By simply calling the toll-free number on the back of their cards, cardholders are identified by their card number and then routed to the proper service specialist. In areas where toll-free calling is not offered, a collect number is also listed on the back of every card to provide for prompt, efficient service. Importantly, our customer service specialists are solely dedicated to commercial card support and do not handle any other bank products.

Services tailored to cardholder needs

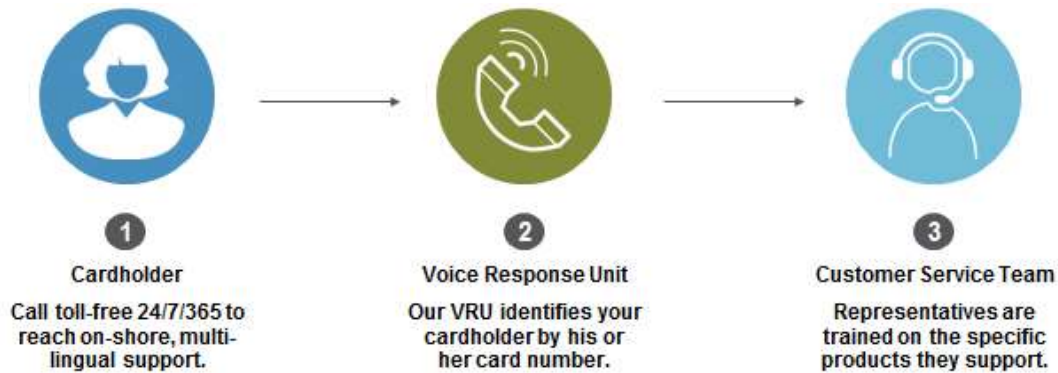


Figure 38.

Our specialized service structure enables cardholders to access the support they require 24 hours a day.

Knowledgeable and experienced support

We offer support from approximately 100 specialists in two locations. Each customer service specialist is trained and knowledgeable about the specific programs they support. All customer service specialists receive targeted training, enabling them to become experts in their roles.

Services and information our specialists offer for your cardholders include:

- Lost/stolen card reporting
- Answers to statement questions
- Card activation
- General account information
- Balance/credit information
- Billing disputes
- Fraud reporting
- Payment information
- Cardholder transaction information
- Specific charge details (including declines)
- Account closures/card cancellations
- Replacement card requests
- Emergency assistance
- Online password assistance

Our average response time is less than 20 seconds. If issues cannot be resolved immediately, a time commitment will be communicated to the cardholder within 48 hours.

Additional services provided through our call center include an easy-to-use voice response unit (VRU) for commonly asked questions and an interpretation service to assist non-English-speaking cardholders in over 100 languages (e.g., Spanish, German, Italian and French).

h. Dispute Resolution

i. Does your commercial card program offer similar protections as consumer cards receive through Visa/MasterCard's "Zero Liability Policy"?

Yes. Subject to the terms and conditions outlined in our attached financial offering (*Appendix 9*), the City will not be liable for fraudulent transactions made on accounts.

a. If not, what are the differences?

Not applicable.

ii. Will losses from unauthorized transactions be deducted from the rebate generated to the organization?

If there are fraud losses, they are typically netted out of the program rebate opportunity.

iii. For suspected fraud activity, does the firm offer the ability to send mobile text alerts directly to the cardholder?

Yes. As an option, cardholders can enroll to receive fraud alerts via text message, email or phone. Fraud alerts notify cardholders when suspicious transactions are identified on their account.

a. If yes, can the cardholder respond by texting a reply back to confirm the activity as fraud instead of calling a customer service representative?

Yes cardholders can reply to the text messages to validate transactions.

i. Rebate Schedule

i. How can the City receive billing statements, i.e., e-mail, online, paper statements?

Cardholders can use PaymentNet's online statement functionality to view their statements. They can also make direct debit payments for individually billed accounts. Statements are available for viewing within two business days after the billing cycle ends. The City has the opportunity to earn higher rebates associated with faster payment by receiving billing statements earlier.

Cardholder access to the online statement and payment feature is granted by the City's program administrators. Once authorized, Cardholders can use PaymentNet on an ongoing basis to make payments from their own checking or savings accounts. Payments can be made to any account that the user has payment privileges and are posted within 24 hours.

PaymentNet statements can also be customized with messages designed specifically for the City, such as names of preferred vendors.

PaymentNet can also generate several standard reports that contain all transactions made during a billing cycle:

- **Statement of Account:** This report provides a listing of previous cycle transaction information as well as accounting code allocations, transaction notes, custom fields and transaction addendum detail when available.
- **Transaction Summary by Hierarchy:** This report provides summary information on spend by hierarchy and cardholders within a defined cycle/period. It includes the total number of debits and credits, total dollar amount of debits and credits, and the aggregate total of all debit and credit transactions.

Reports can be scheduled to generate on a recurring basis or run on demand. Note that transaction reports are not official bank billing statements and cannot be used for remittance purposes.

ii. *What billing/payment cycles do you offer?*

For the Texas Payment Card Consortium, J.P. Morgan offers 30/14 payment terms. Billing runs on a 30-day cycle with payment due 14 days after the end of the cycle for purchasing cards.

iii. *What are the payment terms from “statement date”? Provide a rebate schedule in Exhibit C - Pricing Pro Forma for card spend activity at each of the volume tiers in the table.*

Standard purchasing card payment is due 14 days from the statement date.

Please refer to our rebate schedule Exhibit C.

iv. *Identify any exceptions to the rebate schedule (i.e. large dollar items or discounted rate interchange programs). If there are exceptions, specifically define what constitutes a “large dollar”, “large ticket” or discounted rate interchange item.*

Categories that do not qualify as spend for rebate purposes include the following:

- Annual fees, finance charges, and other fees or charges posted to accounts (e.g., late fees, returned check fees, cash advance fees, collection costs and administrative fees)
- Convenience checks, cash advance transactions and fees
- Fraudulent charges reported to a lost or stolen card or unauthorized charges posted to accounts

v. *What is the proposed rebate on large ticket or discounted interchange program items?*

The proposed rebate on large ticket items is 70 bps.

vi. *Is the spend on large ticket and discounted interchange rate items included in the total spend volume for the purpose of placement in volume tiers on the rebate schedule?*

Yes, large ticket item transactions will be included in the total spend volume for placement in the volume tiers.

vii. *Do you offer a speed of pay incentive? If so, how is speed of payment incentive calculated?*

Yes. A speed of pay incentive or file turn adjustment can be offered to reward a client for paying faster than the required contractual settlement terms. The standard file turn adjustment is calculated as 0.0050% per day that payment is made before the end of the payment cycle. For example, if the cycle cutoff date is on the 25th of the month and you pay on the 22nd, you would receive 0.0050% of additional rebate for three days.

viii. What other factors, such as average transaction size, etc., affect the rebate amount?

The main drivers that could potentially impact the City's rebate and costs, are as follows:

- **Annual spend volume:** Higher spend volumes may generate larger rebates.
- **Number of cardholders:** The number of employees that participate in a commercial card program could impact overall spend or affect overall costs.
- **Payment terms:** The amount of time between the statement date and the payment due date may affect rebate. Early payments may result in a higher rebate based on the speed-of-payment incentive.
- **Average transaction size:** The average amount of transactions charged by cardholders is aggregated for the entire program.
- **Complexity of implementation:** The amount of time that is spent on program rollout can affect overall costs—even though there is no specific cost for implementation.
- **Credit status and requirements:** A client's credit status (which must be approved prior to implementation) can affect potential spend volume and, therefore, rebate earnings.

ix. What is the minimum spend volume required for the City to be eligible to receive a rebate?

The minimum spend volume is \$500,000 to be eligible to receive a rebate.

j. Service Fees

i. What is the cost to send monthly paper statements to individual cardholders, if any?

There is no cost for paper statements.

ii. What fee would apply, if any, for expedited (1-2 day) bulk card delivery of initial card order to the City?

There would be no fee for expedited delivery of the initial card order.

iii. What fee would apply to cardholders that request expedited (1-2 day) card delivery?

\$25 per card if processed through J.P. Morgan. If processed through the Credit Card Network, the Organization shall pay any fees charged by the Credit Card Network.

iv. Identify any costs for card stock customization.

Other than adding a logo, no additional customization is offered for card stock customization. There is no cost associated with adding a logo to the card stock.

v. Are there any costs to the City for the expense reporting module?

No, PaymentNet is offered at no cost to the City.

vi. Identify all other fees/charges associated with your purchasing card program.

If payment in full is not received, the following late payment charges will be applied:

- **Central Bill:** 1% of the past due amount assessed at end of the cycle in which payment first became due and each cycle thereafter

- **Individual Bill:** 1% of the past due amount assessed 28 days after end of the cycle in which payment first became due and each cycle thereafter

Please refer to Appendix 9 for additional fee information.

vii. *Address additional proposed incentives, including signing bonuses.*

No incentives including signing bonuses are offered for the Texas Payment Card consortium.

10. Service Group 5: Integrated Payables Services

(Only firms proposing for Service Group 5 shall respond to this section)

a. Customer Service

i. Fill in the following table. Include only the individuals who will work with the City on a regular basis.

Name	Proposed Role	Location	Experience with other Municipal Entities	# Years in Field	# Years with Firm	# Client Relationships Responsible For
Ana Prieto	Client Service Professional (CSP)	Phoenix, AZ	1	1	7	*Please see note
Karen Sbaschnig	Card Program Relationship Manager	New York	2	2	15	380 and 237 of those clients are government entities

* The bank's CSPs' portfolios vary in size depending on client needs, complexity of the relationships and the amount of cash management business supported. Our client service management regularly reviews CSP portfolio size to make sure your needs will be met with a high level of service.

ii. What are the hours of operation of the customer service unit involved in supporting the proposed services?

ACH

Our CSPs are available during standard business hours. In addition, our Commercial Banking Service Center and Access Support Team offer extended hours of operation from 5:00 a.m. to 5:00 p.m. PT, Monday through Friday.

Transmission

Our Transmissions team provides support for initiating file transfer or receiving reporting via Direct Transmissions.

Transmission support	Hours of operations
Host-to-Host Reporting	Monday through Friday, 5:00 a.m. PT to 3:00 p.m. PT
Host-to-Host Connectivity	Monday, 5:00 a.m. PT through Friday, 8:00 p.m. PT (On-call Support Available during off hours)

SUA

Our call centers are staffed by experienced commercial card service specialists 24/7/365.

iii. *How are relationship managers kept apprised of day-to-day requests? At what point will the relationship manager be notified and get involved if an issue can't be resolved?*

Client Service regularly communicates with your relationship manager and treasury services associate to make sure that all parties supporting you are informed of your relationship activity.

They will also have authority to engage all levels of Commercial Banking management and escalate issues as appropriate. Client Service has a detailed matrix of contacts and escalation procedures to expedite resolution for each service provided to you. These procedures also include internal service standards to make sure other J.P. Morgan groups are providing timely responses.

In addition, your program relationship manager for Card will always loop in the City's banking partners with any communication.

b. *Provide an overview of the firm's integrated payables processing capabilities and highlight the benefits of your approach. Include diagrams of file and payment flows for your process.*

To address the City's need for an integrated payables solution, we propose using a consolidated disbursement solution. We understand the complexity of making payments can be a genuine challenge. Some of the common hurdles include:

- Employing effective internal risk controls.
- Using appropriate payment types to minimize cost.
- Juggling multiple currencies for payments across the globe.
- Satisfying global regulatory requirements.

With Host-to-Host Payments, the City can streamline operations and reduce expense by transferring many of the tasks involved in payment initiation from your operations to the bank. A secure connection can be established between your enterprise resource planning (ERP) to J.P. Morgan. This will enable you to send a single payment file containing multiple payment types (e.g., U.S. ACH, wire, Corporate Quick Pay, single-use accounts and check) to the bank. Host-to-Host Payments will authenticate the file, validate the content and route the transactions to the appropriate settlement networks.

Initiating the integrated payables process

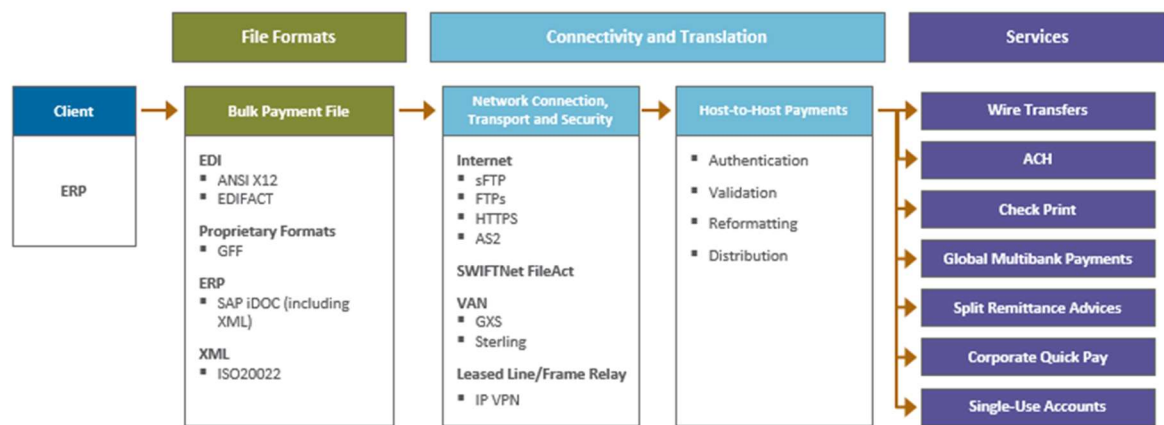


Figure 39.

Benefits of integrated payables

Online tools help the City manage your file-based communications and transaction workflow in real time, which provides greater visibility into your transactions.

Host-to-Host benefits	
Efficiency	- Consolidates payment requests, such as accounts payable and payroll, to enable an efficient file transfer - Simplifies the payment and e-collections processes to reduce cost and resources
Visibility	- Manages file delivery and workflow in real time and allows you to view initiation status and transactions - Allows viewing of initiation status and individual transactions and provides a final approval step before the file is processed
Compatibility	- Integrates with ERP systems by leveraging industry-standard formats and standard network protocols - Multibank payment information advising for payments across all banks, and SEPA for European payments
Security	- Designed to protect transaction privacy and authenticity to reduce the risk of payment fraud: files are encrypted, digitally signed and transmitted through secure channels - Automated process reduces human error and improves risk control

c. Summarize your firm’s experience in offering an integrated payables solution that includes virtual card and ACH payments.

J.P. Morgan began offering Single-Use Accounts in 2004 and ACH services in 1972.

i. How long has your firm offered integrated payables services?

Integrated Payables was first offered in 2017.

ii. How many of your customers currently use your integrated payables processing services?

Integrated Payables is a solution-oriented approach to your payables process. Because the services included in each integrated payables solution are custom to each client's need, we are unable to provide information on volumes and the number of clients.

iii. Have you worked with another client that uses Cayenta as its ERP system to generate an acceptable payment instruction file to implement the firm's integrated payables solution? If so, who?

Yes, please refer to the references we have provided—City of Garland also uses Cayenta and we would encourage you to reach out to them to discuss their experience with you. Please also refer to our Open Banking response on page 192.

d. When sending a single payment instruction file, list the data elements that are required to be transmitted when a single payment instruction file is issued. Complete the table below to identify only those data fields that are required for each payment type.

	Required Data Fields
General payment information (Required regardless of payment type included)	Payee Name, Amount, Transaction Date, account information for electronic transactions, and address for Check Print items
Virtual cards	Payee Name, Payee Email Address, Payable Total Amount, Begin Date, End Date, Invoice Number
ACH payments to suppliers (where City provides bank ACH instructions)	Payee Name, Amount, Transaction Date, Payee Account & Routing Number, Account Type (e.g., Checking or Savings)
ACH payments to suppliers (where the firm provides bank ACH instructions)	Payee Name, Amount, Transaction Date, Payee Account & Routing Number, Account Type (e.g., Checking or Savings)

e. Payments to Suppliers by Virtual Card

i. What solutions do you offer for cardless payment transactions settled through card association networks, including ghost cards, virtual cards, etc.?

J.P. Morgan's Single-Use Accounts (SUA) solution is a virtual electronic accounts payable solution that can help the City more efficiently manage your payment process as well as help reduce costs and transform traditional areas of expense into potential revenue generators.

SUA offers all the benefits of the J.P. Morgan Purchasing Card and more, including:

- The opportunity to improve your bottom line by:
 - Maximizing rebate potential by combining SUA with a J.P. Morgan Purchasing Card program
 - Working capital gains that can extend float and increase liquidity



- Reducing time spent by your resources by minimizing check cutting, reconciliation and exceptions
- Reduced fraud and misuse through enhanced security controls:
 - Each single-use account has a credit limit equal to the approved payment amount. Therefore, merchants have access to approved funds for a specific transaction
 - Transaction and velocity spend controls reduce the time required to monitor adherence
 - Detailed remittance data easily matches payments to claims and streamlines reconciliation
- Stronger supplier relationships achieved through the ability to:
 - Create mutually beneficial value with strategic suppliers by decreasing their Days Sales Outstanding (DSO), while still improving the City's Days Payables Outstanding (DPO)
 - Provide access to enhanced features that improve the supplier experience, including an online supplier portal and push payment processing capabilities
 - Partner with J.P. Morgan's Campaign Management Team which recruits suppliers on the City's behalf and manages their initial setup

Moreover, J.P. Morgan's SUA solution is configurable for the City's needs, making it entirely flexible and scalable. With SUA, we will help you find opportunities to:

- Increase your rebate by developing a strategic payments strategy that captures more spend
- Maximize growth through vendor analysis, consultative support, and enablement services
- Uncover areas of program optimization through the ability to customize reports
- Simplify business processes by managing multiple accounts and transactions online through our platforms

How SUA can benefit the City



Figure 40.

As part of our SUA solution, the City will have access to J.P. Morgan's industry-leading PaymentNet system, the engine that interfaces with Mastercard to create your accounts. You can also use PaymentNet for account and transaction management, advanced reporting, activity monitoring, statement access, reconciliation and data integration tasks.

PaymentNet’s dashboard provides a high-level overview of each SUA corporate account

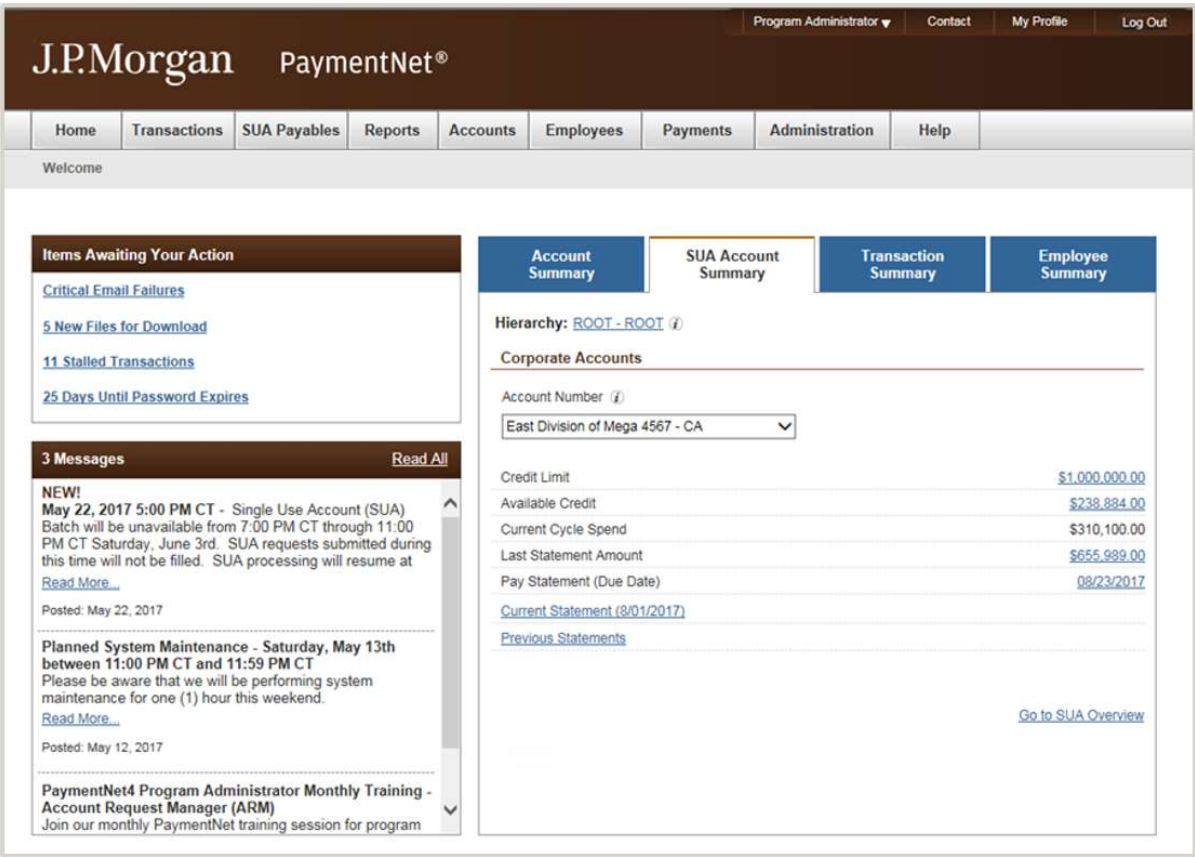


Figure 41.

Use PaymentNet for account and transaction management, advanced reporting, activity monitoring, statement access, reconciliation and data integration tasks.

The Single-Use Account payment process

J.P. Morgan offers flexible single-use account setup options to meet the City’s virtual payment needs.

- Our batch option utilizes current ERP and general ledger systems to manage accounts payable-type expenses.
- API single-use accounts integrate with clients’ internal systems and PaymentNet, allowing users to send requests and receive account numbers in real time via either their internal system or PaymentNet. This option is suited for clients who need to integrate the single-use account payment process into their day-to-day operations.
- Our manual online option allows clients that do not fully integrate into ERP systems to instantly access single-use account numbers within PaymentNet as needed. Clients with batch and API have the option of using the manual online option too.

Batch Single-Use Accounts

Batch single-use accounts support payments made within a set terms schedule (e.g., 30-day payments). This payment option is ideal for accounts payable and claims type transactions and is designed to be integrated with the City's internal financial system, allowing you to utilize the resources you have in place today. During implementation, we will work with your organization to set up your system's output and input file formats to support single-use accounts.

When your payment is approved in your financial system, the City can load those approved payments into your system throughout the day. Your system will then create a file with payment requests to be sent to J.P. Morgan for single-use account creation. Our clients typically batch payment files once per day (often at the end of the day) and send them to J.P. Morgan for overnight processing.

After creating your single-use account payments, J.P. Morgan will send the City a confirmation file within four hours (we regularly beat this goal). If the payment file is received toward the end of a business day, it will be processed the next business day. In addition, the time that it takes for the supplier to process the payment may vary.

We will also send payment notifications to your suppliers via email; if desired, your organization can choose to send these notifications yourself. Notification emails include details such as line items, payment amounts, validity dates and remittance information to support reconciliation within your internal system. Emails also include the last nine digits of single-use account numbers. Your suppliers will combine these digits with the seven digits they will be provided during enrollment to create a unique virtual credit card number. Suppliers process single-use accounts the same way they would any other credit card payment—by keying information in their point-of-sale terminals.

Single-Use Account process flow: Batch

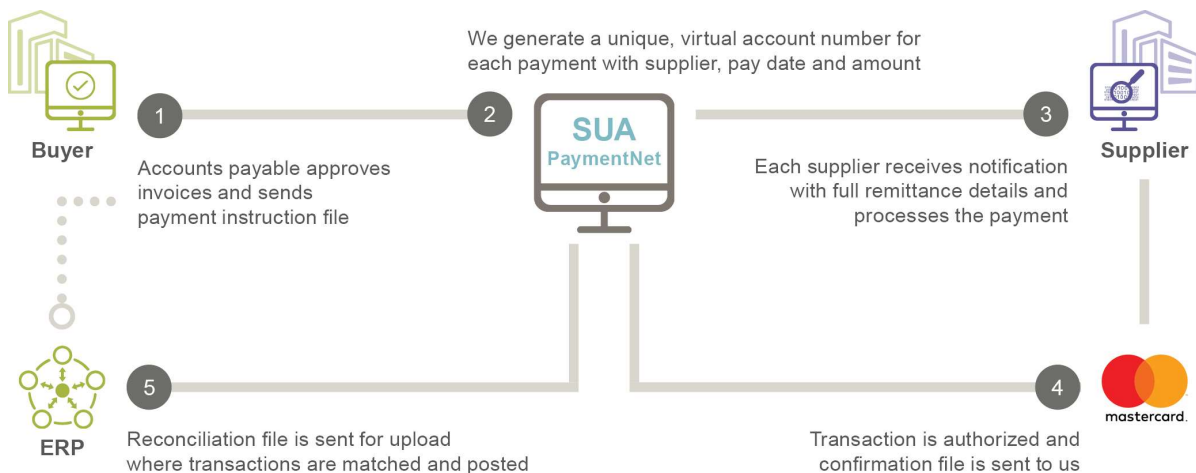


Figure 42.

Our batch process allows users to create single-use accounts from within their ERP systems.

As an additional benefit, the City can also log into PaymentNet to create immediate payments as needed. By simply logging into the system, you can easily input payment details to request single-use accounts. Note that, in comparison to the batch process, clients typically provide limited remittance

detail when requesting accounts in PaymentNet (e.g., invoice number, reference number and payment and control parameters).

Once the payment details are entered into PaymentNet, the account number will be immediately available for payment (via J.P. Morgan's secure email channel or via client notification channels).

API Single-Use Accounts

J.P. Morgan's API single-use account solution is utilized by organizations that require immediate access to accounts for payments such as e-purchases, warranty payments, travel reservations and event planning. This solution will be integrated into both the City's financial system and PaymentNet, allowing you to use either system to request payments:

- The City can enter payment information into Cayenta, which will request single-use accounts via XML messaging. Account numbers will be sent back to Cayenta within seconds and numbers can be immediately used for payment.
- The City can log into PaymentNet to enter payment information (e.g., payment reference number and payment details). The single-use account is approved via API message within seconds, and the account number will be immediately available for payment.

Single-Use Account process flow: Real Time via API

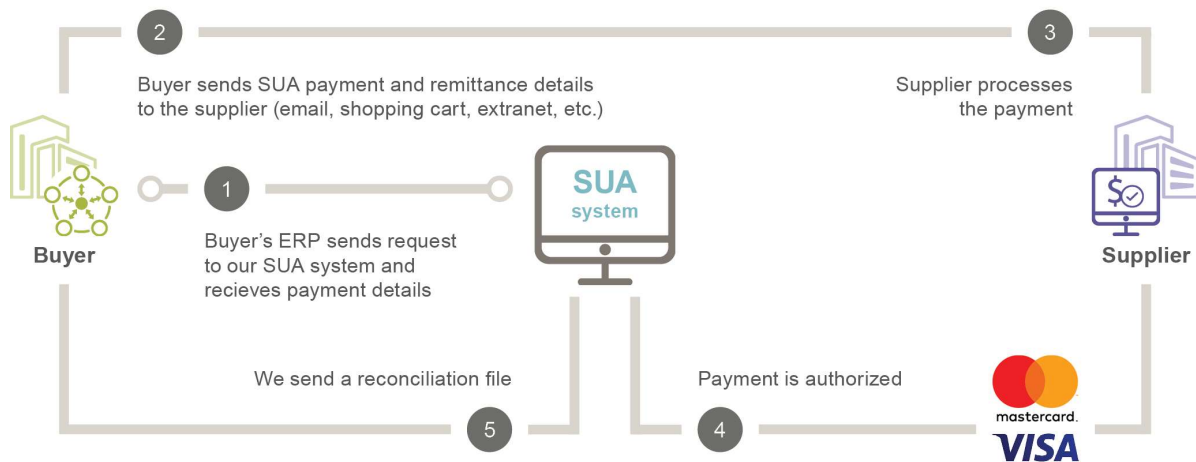


Figure 43.

Real-time single-use accounts allow users to easily create payments within PaymentNet as needed.

Our solution activates single-use accounts and fulfills payables in real time using the following process:

- The City submits a payable to J.P. Morgan via Cayenta or PaymentNet requesting a single-use account number for settlement.
- J.P. Morgan returns a single-use account number to the City with requested credit limit, expiration date and other merchant parameters.
- The City uses the new account number to settle the payable.

- If any modifications are needed to the account to fulfill a payable, such as increasing the available credit, the City can submit a modification request; the account will then be updated as requested.
- If needed, the City can also manually deactivate the account. (Normally, the account will automatically be reconciled.)
- Once the payable is settled and the payment has been made, the single-use account is deactivated and cannot be used for additional charges.
- PaymentNet will map the transaction back to Cayenta, automatically reconciling it in your system.
- The City can use PaymentNet's built-in reporting capabilities to generate reports as needed.
- At the end of the billing cycle, the City resolves all credit charges with J.P. Morgan.

Online Single-Use Accounts

With our online solution, the City will log into PaymentNet to request your single-use accounts. There are two options for creating accounts within PaymentNet: SUA Simple File and manual online creation.

SUA payments online with simple file

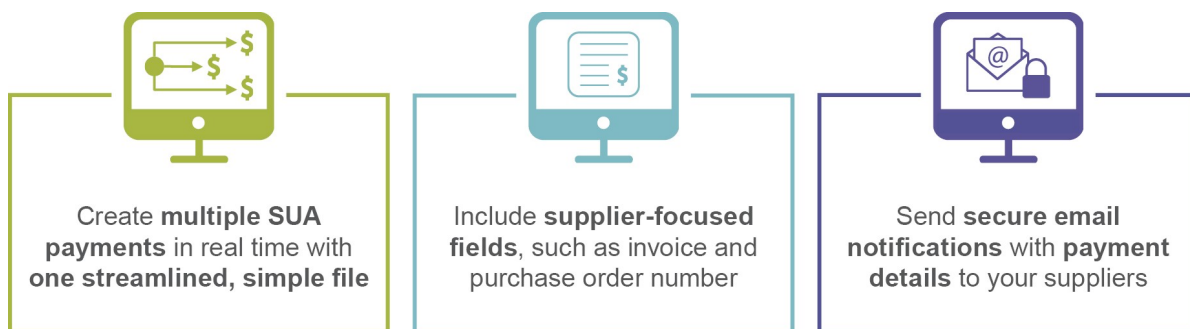


Figure 44.

For both options, you will only need to provide limited remittance detail within the system (e.g., invoice number and payment reference number), and you can also specify payment and control parameters.

Once the payment details are entered into PaymentNet or uploaded via the SUA Simple File, the account number will be immediately available for payment. The City can communicate payment via internal processes (e.g., by email or over the phone) and can access PaymentNet to review payment information.

Single-Use Account process flow: PaymentNet (online)

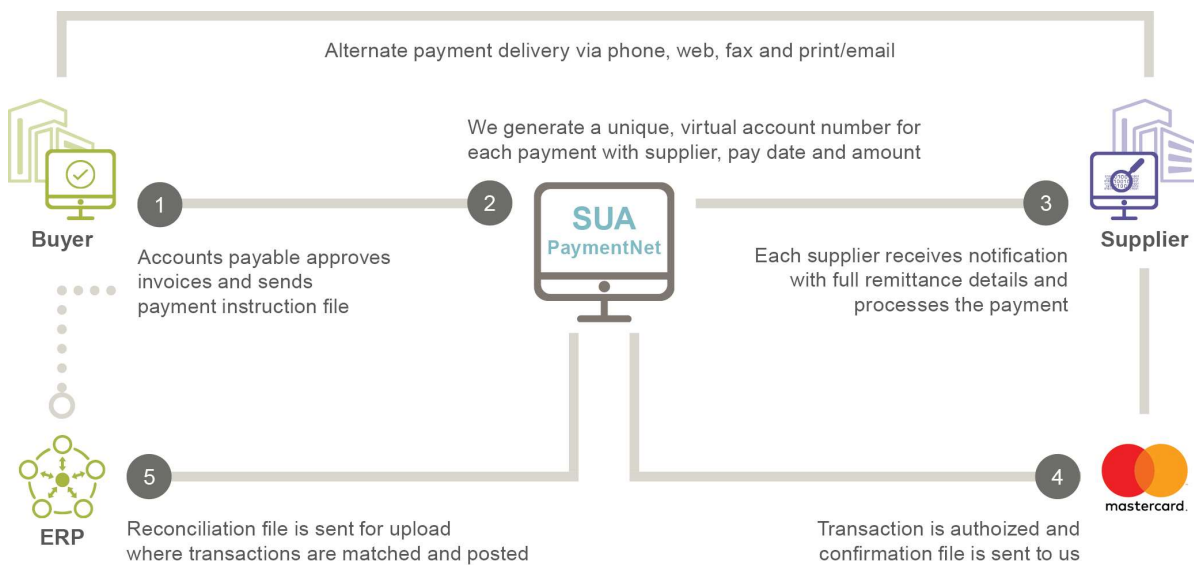


Figure 45.

Our manual process allows users to create and manage single-use accounts within PaymentNet.

Ghost cards

Purchasing card account numbers can be given to your authorized suppliers to keep on file for use in all organizational transactions. These 'Ghost' accounts enable your organization to make purchases through a single purchasing card and account number.

The transaction itself becomes an electronic form of a purchase order, reducing manual purchase orders. The City can use J.P. Morgan's ghost accounts to combine billings for regularly used suppliers and isolate expenses for cardholders as well as non-cardholders. Ghost accounts can help control supplier spending, consolidate purchases into a single bill and payment and help make sure the use of preferred suppliers.

The City can help make sure that all transactions are marked for accounting purposes by utilizing cost centers or department codes.

Using PaymentNet, you can view ghost card transactions and create reports, which can be downloaded to your general ledger or accounts payables system. The online statement and payment function in PaymentNet allows authorized employees to view statements and balances, as well as make payments electronically.

Our processor (TSYS) requires that a plastic card be issued. The cardholder can provide the account number to your vendors to keep on file for all future transactions.

ii. Supplier Payment

a. How would suppliers receive instructions related to payments made by virtual cards?

Most often, our clients request that we send payment information directly to their suppliers via email. We encourage suppliers to set up secure email during enrollment. This is a one-time process and allows the supplier to receive remittance information and complete payment information (comprised of full single-use account number, expiration date and three-digit security code). As an alternative, the City can communicate payment and remittance information directly to your suppliers following your own internal communication processes.

Secure email

J.P. Morgan offers secure email functionality using Voltage SecureMail. Secure email provides full account information in a single, encrypted email message.

The full account information includes:

- 16-digit account number
- Expiration date
- Card security code (also known as CVV/CVV2)
- Billing zip code

Merchants can opt in by choosing the opt-in link at the bottom of the payment notification sent within the last 30 days and following the steps to register. Once registered, payment notifications to that merchant will be sent via secure email.

b. Do you offer a portal for suppliers to retrieve virtual card payment notices and instructions?

Yes.

SUA Connection (supplier website/vendor portal)

SUA Connection, available for PaymentNet programs, makes it easy for your suppliers to process and track SUA payments. A user-friendly online resource, SUA Connection empowers suppliers via:

- Full visibility into SUA payment status
- Intuitive user interface to simplify payment processing and tracking
- Self-serve options to minimize missed/expired payments and improve days sales outstanding (DSO)
- Easy access to aggregate remittance data to streamline reconciliation
- Supplier-defined profile, preferences and user access control to deliver tailored support

SUA Connection is easy to navigate and offered to suppliers at no additional cost.

Your suppliers will be able to:

- See payments waiting to be processed and the number of days remaining until expiration

- Review payment declines (including decline rationale), along with any missed payments
- View any account number to see if it allows multiple transactions, as well as the amount remaining and any posted transactions
- Download aggregate remittance data
- Maintain profile, preference and contact information for their organization
- Control user access
- Leverage the Technical Support Desk for questions/issues

Benefits

SUA Connection makes processing payments easier for your suppliers and reduces one-off calls to you.

Supplier benefits	Buyer benefits
• Greater control, plus another layer of insight and support	• Fewer one-off supplier calls or emails requesting information
• On demand data to easily troubleshoot issues	• Less time spent researching payment issues
• Fewer missed/expired payments	• Reduced need to reissue requests for missed/expired payments
• Streamlined reconciliation; no more cutting and pasting data from multiple emails	• More options for suppliers, more support to grow your program

Unlike some sites with complex interfaces and multiple applications, SUA Connection was developed with your suppliers in mind and designed to allow for optimal self-service.

Supplier registration

Registering for SUA Connection is quick and easy, requiring only three steps:

- The City's supplier agrees to accept SUA and J.P. Morgan sends them an email with a link validating their acceptance.
- The first time the City submits a payment, your supplier will receive an email with a link to the SUA Connection registration page.
- The City's supplier receives temporary credentials, sets up a username and password, and is officially registered.

c. *When suppliers log into the portal, will they see payments from all entities making payments to them or only transactions initiated by the City?*

Suppliers will be able to see all of their SUA transaction data from all of their customers who use SUA in one convenience place.

SUA Connection – Payments at a Glance

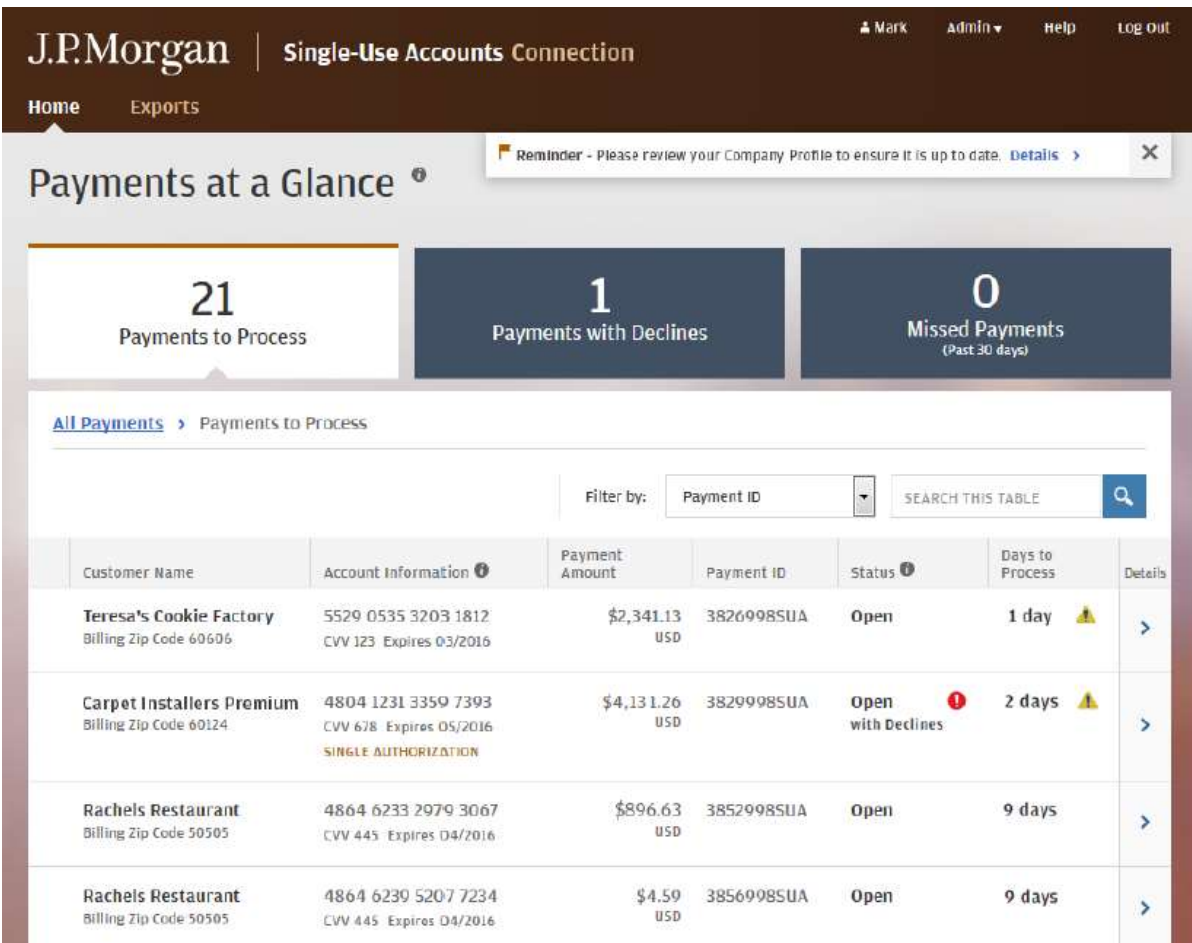


Figure 46.

Participating suppliers will be able to access all of their SUA transaction data from all of their customers who use SUA in one convenient place.

d. Payment authorization emails:

i. Provide an example of the payment authorization correspondence sent to suppliers.

A sample email has been provided in Appendix 8.

ii. Can the body of the email be customized by the City?

Yes. The body of the email can be customized by the City prior to sending to vendors.

iii. Does the e-mail contain the full 16-digit merchant card number? If not, what identifying information is provided?

Yes.

iv. How are e-mail addresses for suppliers verified prior to sending the first notice of payment?

Recruitment specialists initiate the single-use account payments acceptance process by sending confirmation email messages to suppliers on behalf of the City. The supplier clicks on the acceptance link embedded within the confirmation email and is directed to a secure landing page where the supplier enters remittance email information and clicks 'Submit' to confirm acceptance.

e. How can the firm deliver remittance details (i.e., invoice information) to suppliers for payments made by virtual cards?

Remittance details are submitted via email to vendors for payments made by SUA.

i. Is there an additional fee to either the City or the suppliers for providing remittance details to suppliers?

No, there are no additional fees for providing remittance details to vendors.

f. If a supplier does not process a virtual card payment, after how many days does the authorization "expire" and can no longer be used?

Your organization can determine the length of time within which a vendor must accept payment. Our recommended standard active account period is 30 days; however, active periods can range from 1 day to 1 year (i.e., 365 days).

If the single-use account is not processed within the time frame specified by your organization, the account will automatically close. the City can use PaymentNet to extend a payment's active period, as well as to create customized reminder emails for suppliers. These emails can be configured to be sent automatically within a certain number of days before an account's end date. In addition, you can use PaymentNet to track the status of each payment (including changes).

i. Can the City extend the expiration date of the prior virtual card payment or will a new virtual card payment need to be initiated?

The City has the option of extending account number end dates in PaymentNet.

ii. Before the authorization expires does your system send an automated reminder notice to the suppliers informing them that they have a payment that has not been processed?

Yes. Account expiration warnings are generated by our system and sent out via email at 14, 7 and 1 day prior to the expiration date. The City has the option of extending account number end dates in PaymentNet. If the merchant's email address is included when extending the payable's expiration date, the system will continue to generate appropriate reminder emails.

iii. How will the City be notified if a supplier does not process a card payment?

Payment aging status is readily available within the J.P. Morgan system. Your program administrators will be able to review this data on a regular basis and the system sends automated email reminders to suppliers that have not processed their card payments.

As a best practice, the City should have an outreach plan when a supplier repeatedly fails to process payment.

g. Do you offer a Buyer Initiated Payment (push pay) Program?

Yes.

i. **If so, provide an explanation of how this service would operate.**

Push Payment Processing is a proprietary, touchless receivables solution to automate SUA payments. Our solution allows SUA payments to be pushed to suppliers—eliminating the need to manually process at the point-of-sale, minimizing missed payments and reducing errors.

Push Payment Processing – how it works

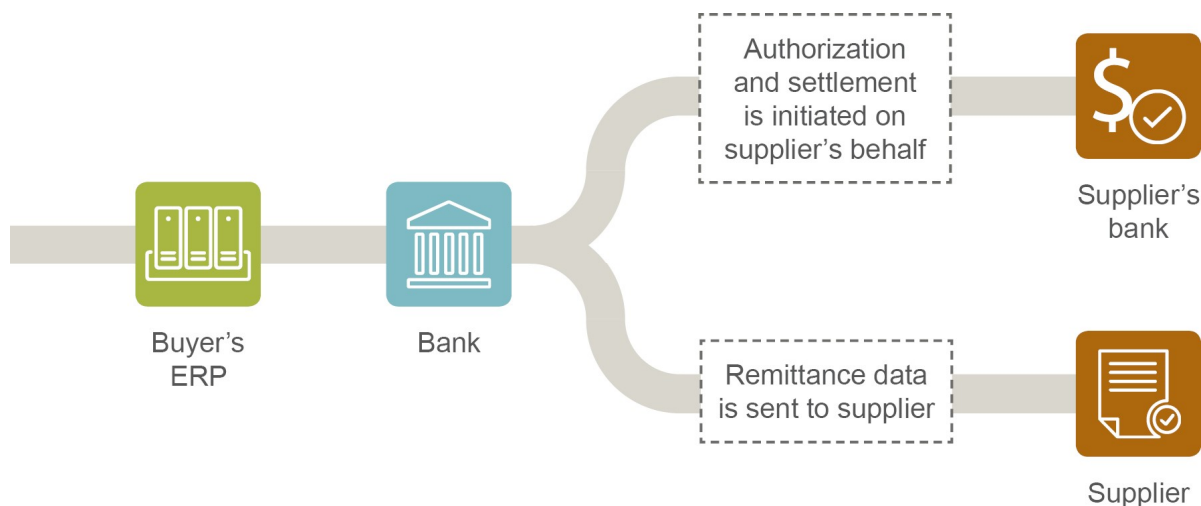


Figure 47.

Push Payment Processing eliminates steps in the payment process, accelerating the transaction flow.

Push Payment Processing can be accomplished in conjunction with our subsidiary merchant acquirer, Merchant Services. In addition, the City may also leverage your existing relationship with Boost Payment Solutions (Boost) and/or Bora Payment Systems (Bora). J.P. Morgan collaborates with Boost and Bora to offer the convenience and efficiency associated with buyer-initiated payments.

Additionally, because there is a unique account number for every payment, reconciliation is easier when compared against buyer-initiated payments, which use the same account number. Most importantly, a single-use account number greatly reduces the potential for fraud.

Client benefits

Our Push Payment relationships:

- Provide a variety of processing options driven by supplier needs
- Automatically deposits payments into your supplier's merchant account
- Reduces manual work related to payment processing
- Decrease Days Sales Outstanding (DSO) for your supplier, improving working capital
- Increases security with no need to store card information or view full account numbers
- Streamlines payment reconciliation for your supplier

Supplier benefits

Your suppliers benefit from:

- Reduced expired/missed payments
- Expedited payment processing that can improve Days Sales Outstanding (DSO)
- Streamlined reconciliation including remittance detail
- Reduced fraud from receiving a true single-use account number for each payment

ii. *Will the same rebate apply for buyer-initiated payments (push pay) or payments initiated by suppliers (pull pay)?*

Yes, the same rebate will apply for suppliers who receive card payments via a push-payment or pull payment process.

iii. *If not, provide details on the different rebate schedules.*

Not applicable.

iii. *Virtual Card Management System*

a. *List any reports available through your card management system that specifically relate to virtual cards.*

J.P. Morgan's PaymentNet system can support the City's single-use account reporting needs. The following PaymentNet reports are specifically designed to deliver audit and transaction management data for single-use accounts:

- **Order Transaction Detail:** This report can be used to monitor transactions for each single-use account against the payable. It lists account number, transaction ID, order ID, transaction and post dates, transaction amount, merchant name, merchant city and state/province, MCC and MCC description, currency code and original amount. Subtotals show total transaction amount for each payable, and there are grand totals for the entire report. This report is also available in a version optimized for Excel.
- **Order Audit:** This report is used to review creations or changes made to an existing payable over the requested period of time. Report information includes change date and time, order ID, interface, field name, previous and new values and "modified by" data.

Our system also enables flexible reporting by coupling our rich online database with powerful search and query capabilities. Users can now use quick search to find any account number or payable ID (including those created more than 30 days in the past). Authorized employees have complete access and visibility to transaction data, which can be filtered and sorted by fields such as supplier, date and document status.

PaymentNet reports can be viewed online 24 hours a day and printed or downloaded for further manipulation and distribution. Reports can also be scheduled for automatic generation on a frequency that meets your specific objectives.

b. Are there any reports that the City can access that identify initiated but unprocessed card payments?

Yes. The City can view single-use account unprocessed card payment reports anytime within PaymentNet. In addition, missed payable transactions can be easily viewed on the SUA Overview page within PaymentNet.

c. For the program administrator, provide a screen shot of the page summarizing virtual card transactions that will be expiring soon or have expired.

Our user-friendly SUA Payables module offers increased visibility and efficiency. The SUA Overview page is the new home page for the Payables module. This page presents information about payables, vendors, and the overall SUA Payables program in one centralized place. Benefits include:

- A streamlined experience for full visibility into SUA payables status, bringing relevant information to a single page.
- At-a-glance view of all payables that may require attention along with multiple configurations to view payables list.
- Detailed vendor information (spend, updates, etc.) as well as data provided by suppliers via SUA Connection, our supplier portal.

SUA overview page

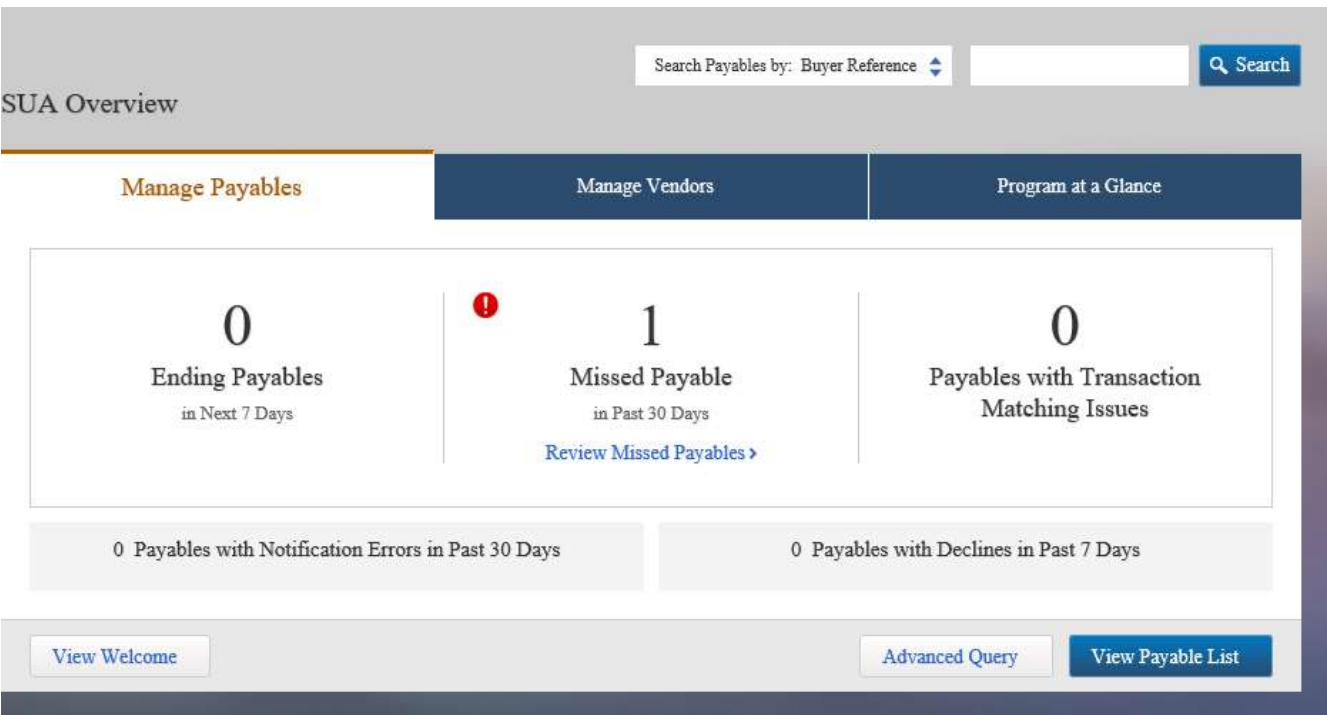


Figure 48.

d. *Will the firm transmit a reconciliation file detailing the processed supplier payments? What information will be included in the reconciliation file?*

Yes. The single-use account automated reconciliation process is based on matching key elements of purchase orders or invoices to the same elements in transactions. When you make a payment with a single-use account, the transaction has a one-to-one match with the following four elements:

- Account number
- Validity dates
- Dollar value (including tolerances)
- Merchant Category Code (MCC)
- In order to meet your reporting needs, we will configure our flexible data mapper to provide exactly the data that Cayenta requires. This data will automatically be passed to your system during reconciliation (assuming it is provided by the merchant).
- As an added benefit, all data elements associated with each single-use account transaction are also available in PaymentNet, including data you have elected not to receive in your ERP system. This enables you to take advantage of PaymentNet's reporting capabilities in addition to the reports already offered by Cayenta.
- Our clients report a matching and automatic reconciliation rate of 97.5% to 99.9%. The reconciliation file sent from PaymentNet to the City's Cayenta system can assist you in identifying discrepancies such as partial payment amounts. PaymentNet also provides exception reporting on all of your transactions (e.g., the Order Audit and Unusual Activity Analysis reports). In the rare case when an automatic match does not occur, your program administrator can manually reconcile the transaction in the system.

iv. *Payment Instruction Files for Virtual Cards*

a. *File Specifications*

i. *What are the mandatory fields that must be transmitted to your firm in payment instruction files sent by batch transmission?*

J.P. Morgan's single-use accounts batch solution accepts a simple comma-delimited text file. The file format allows parameters such as payment amount, expiration date to be specified at the individual single-use account level. The file format also accommodates up to thirty custom fields, which can be leveraged to pass invoice details. The comma-delimited format has the benefit of allowing easy configuration and integration into existing accounts payable processes. Files are sent via secure transmission to J.P. Morgan for payable creation. Once the file is processed, J.P. Morgan sends a confirmation file that contains payable and account information. This file can be set up to import directly into Cayenta.

We have found that the primary advantage of this solution is the use of common, everyday technologies with which most clients are already familiar. This allows clients to leverage existing resources and further customize the process according to their preferred accounts payable policies.

ii. *Do the data fields in payment instruction file need to be organized in a certain order?*

Yes. A Developer's Guide is provided during implementation with the formatting instructions for the payment instruction file.

iii. Provide your firm's file specifications for payment instruction files.

Our standard flat file payment interface is a comma-separated values (CSV) file, which is designed to support the integration of payment and remittance information.

The CSV-formatted payment information file is delimited with variable-length fields. The file comprises multiple record types; the type is indicated by a three-digit ID at the beginning of the record, and records are delimited by carriage returns/line feeds with no trailing commas. (Line feed only is also an option.)

Each payment file will include a single interchange record to identify the payer, followed by a series of records for each payment in the file. For each payment record, there will be one remittance header record and one or more remittance detail records. Every payment file should be uniquely named and include the timestamp and file extension so that multiple files can be passed on the same day without the risk of overwriting files.

b. What methods do you offer for transmitting supplier payment instructions?

J.P. Morgan's single-use accounts batch solution accepts a simple comma-delimited text file. The file format allows parameters such as payment amount, expiration date to be specified at the individual single-use account level. The file format also accommodates up to thirty custom fields, which can be leveraged to pass invoice details. The comma-delimited format has the benefit of allowing easy configuration and integration into existing accounts payable processes. Files are sent via secure transmission to J.P. Morgan for payable creation.

We have found that the primary advantage of this solution is the use of common, everyday technologies with which most clients are already familiar. This allows clients to leverage existing resources and further customize the process according to their preferred accounts payable policies.

Host-to-Host Payments

Host-to-Host (H2H) Payments is a front-end payment service that receives, translates and forwards payment instructions to the respective J.P. Morgan back offices for processing. Offered through the J.P. Morgan Treasury Services group, Host-to-Host Payments establishes a secure connection between our clients' ERP systems and J.P. Morgan. The H2H mixed payables file enables clients to send a single payment file containing a wide range of payment types, such as Single-Use Accounts (SUA), wires, ACH and check instructions. Upon receipt, J.P. Morgan translates and then routes transactions to the correct processing systems via the appropriate settlement networks.

Additional benefits of this solution are detailed in the table below.

Benefit	Host-to-Host Payments feature
Efficiency	Consolidates payment requests and simplifies the payment and e-collections process, reducing costs
Visibility	Manages file delivery and workflow in real time, allowing you to view initiation status and transactions
Compatibility	Integrates with ERP systems and leverages industry-standard formats and standard network protocols
Security	Designed to protect transaction privacy and authenticity to reduce the risk of payment fraud; also reduces human error and improves risk control

Host-to-Host Payments offers a full range of file formats and transmission protocols and supports most payment types offered by J.P. Morgan. Our solution also employs industry standard file formats, advanced communications and data security interfaces.

c. **Does the firm provide any acknowledgement of the receipt of a payment instruction file? What information is contained in the receipt (i.e. number of payments, dollar amount of payments, etc.)?**

Once the file is processed, J.P. Morgan sends a confirmation file that contains payable and account information. This file can be set up to import directly into Cayenta.

v. **Supplier Outreach for Payment by Virtual Card**

a. **Do you provide supplier outreach services to encourage acceptance of payment by virtual card?**

Yes. The J.P. Morgan client campaign management team applies effective strategies to convert targeted suppliers from their current payment type to rebate-generating plastic and/or virtual card payments.

Campaign management at-a-glance



Figure 49.
The City's campaign will run concurrently with program implementation.

Campaign management features and benefits

- Campaign management services are provided at no additional charge

- A collaborative working relationship focused on your objectives
- Dedicated resource for supplier outreach, program education and acceptance
- More than 10 years of experience identifying and onboarding suppliers
- Statistics-driven supplier recruitment forecasts applied to the targeted vendor list
- Pre-developed supplier communication templates to meet client needs
- Ongoing support, tracking and communication of supplier outreach results within campaign duration

Campaign management process timeline

A typical campaign takes approximately 12 weeks to complete (including preparation and campaign time) but may be shorter or longer based on your level of engagement.

Client campaign management process

- Dedicated campaign manager, guides you through the process of supplier enablement
- Analyze supplier base to identify recruiting targets and prepare campaign communication
- Execute recruiting campaign to optimize supplier adoption

Supplier analysis

Our analytics team will review, analyze and segment the City's vendor (AP) data to determine each supplier's likelihood of converting payments. Applying informed analytics, experience and proven methodologies, we're able to identify suppliers who would be the most receptive targets for your campaign.

Strategy development

A campaign manager will meet with the City to understand your preferences and to acquire your supplier information (for example, you may prefer to contact strategic suppliers directly rather than through J.P. Morgan). Comprehensive supplier data is critical to the success of our campaigns and the more insight you can provide the campaign manager about your suppliers, the smoother the campaign process is likely to be.

Campaign preparation

Your campaign manager will work closely to guide you through a successful supplier campaign. During this stage, he or she will address program requirements and introduce proven methodologies to encourage card or SUA acceptance. In addition, your campaign manager will cover topics that should be communicated to your internal stakeholders to help educate and prepare the City impacted resources.

Supplier recruitment

The City's campaign manager will provide you with your targeted supplier list, project timeline and communication templates to be used when contacting your suppliers. Upon approval of these key deliverables, the recruitment specialists will begin contacting your suppliers.

During the campaign, your campaign manager will provide you with a detailed report, tracking overall effort and progress that will be reviewed during weekly conference calls. These calls also serve as an opportunity to resolve issues that may arise (e.g., incorrect supplier information). In conjunction to the scheduled calls, your campaign manager will be available to provide consultative support on an ongoing basis as needed.

As suppliers confirm acceptance of card or SUA payments, the City can update Cayenta to reflect the new payment type, enter the email address(es) for payment notification delivery (when applicable) and begin paying those suppliers via card or SUA.

Outline of recruitment process



Figure 50.

Recruitment specialists initiate the single-use account payments acceptance process by sending confirmation email messages to suppliers on behalf of the City. The supplier clicks on the acceptance

link embedded within the confirmation email and is directed to a secure landing page where the supplier enters remittance email information and clicks 'Submit' to confirm acceptance.

Suppliers only need a standard point-of-sale terminal used to process credit card transactions to process single-use account virtual card payments.

An email link allows suppliers to quickly and easily enroll in the program. A thank-you email then validates the enrollment.

b. *Who makes outbound phone calls to suppliers (i.e. employees of your firm or a third-party)?*

J.P. Morgan's recruitment specialists communicate with the suppliers targeted for the City's virtual SUA program. We offer contact via phone and email based on the supplier information you have available. We recommend the City be involved in the communication with your most strategic suppliers.

J.P. Morgan uses internal resources to perform supplier campaign and support services for clients. We augment our internal staff with a trusted third-party partner, Winn Technology, allowing J.P. Morgan the ability to ramp up quickly to support campaign and servicing activities. Winn Technology is located in the United States and has worked with J.P. Morgan for over 10-years.

Pre-engagement screening, consisting of fingerprinting and background checks, must be conducted for any employee or contractor prior to their starting an assignment with J.P. Morgan. Consultants are held to the same standards as J.P. Morgan employees and must go through extensive Code of Conduct training.

Client data is stored within J.P. Morgan's CRM tool with controlled access. J.P. Morgan's Quality Control team performs quality checks on data within the CRM tool, as well as recorded calls, to make sure recruitment and support requirements are being met.

A team will be assigned to help the City and onboard suppliers. Currently, there are eight Supplier Experience project managers. The team's average tenure at J.P. Morgan is 10 years.

c. *How often would you recommend contacting suppliers who initially chose not to accept payment by card for City' virtual card program?*

We typically run vendor recruitment campaigns every 1-2 years, as needed, to be sure we are capturing all of the suppliers who opt out in the initial campaign along with any new vendors you add to your system.

d. *For suppliers unwilling to accept virtual card payments, can your outreach team encourage them to accept payments by ACH as an alternative to checks?*

Yes. Part of our commitment is working with your organization to continuously streamline your payables process. Allow us to present options that can help remove the costly and cumbersome processes associated with paper check payments.

As part of your campaign management service, we can help convert targeted suppliers from their current payment type to rebate-generating plastic and/or virtual card payments like SUA. Further, if suppliers are resistant to commercial card payment options, we can use the recruitment process to also identify suppliers willing to accept ACH payments in lieu of checks (when originating ACH is with J.P. Morgan).

J.P. Morgan offers an integrated approach to Commercial Card and ACH supplier recruitment

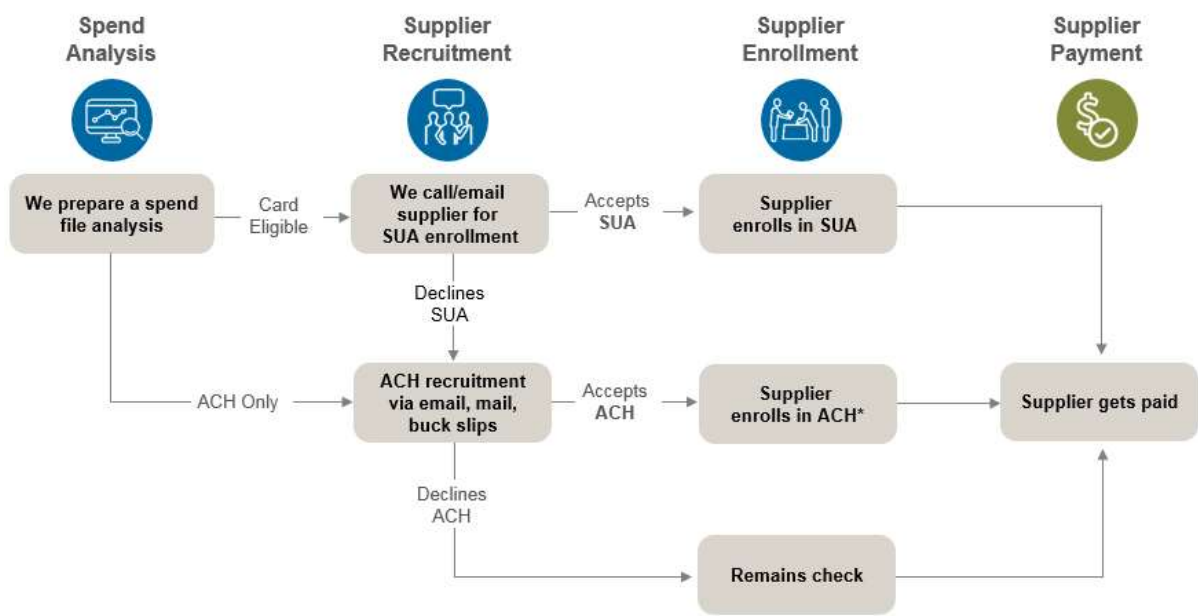


Figure 51.

While card-based options offer the opportunity to earn rebate revenue, ACH serves as a widely accepted and inexpensive payment alternative.

vi. Administrative Support for Virtual Cards

a. Supplier Inquiries:

i. Will the firm handle questions from suppliers related to processing payment transactions?

Yes. The Supplier Support team is usually the first point of contact for suppliers for any payment processing and payment delivery related questions or issues.

ii. What other types of supplier questions would the firm handle through its helpdesk?

Our Supplier Experience team encompasses a holistic approach to onboarding and supporting suppliers. To that end we provide Supplier Support and Supplier Retention services. The Supplier Support team is usually the first point of contact for suppliers for any payment processing and payment delivery related questions or issues. Additionally, the Supplier Retention team works with any suppliers that are expressing a desire to switch to a different payment method to understand the underlying reason and use the product capabilities and levers to present a compelling value proposition to the supplier to stay on SUA.

The SUA Supplier Support Team provides support to Commercial Card SUA suppliers on a range of payment processing, SecureMail and SUA Connection registration, troubleshooting inquiries and retention.

All suppliers receive an invitation to the SUA Supplier Support Survey upon case closure.

iii. What types of inquiries for suppliers will the firm refer to the City for responses?

Inquiries related to payment details will be referred to the City.

vii. Rebate Schedule for Virtual Cards

a. What billing/payment cycles do you offer?

As with traditional plastic cards, single-use accounts run on a monthly billing cycle, and the City will be able to define the cycle closing dates.

b. Is the spend for purchasing cards and virtual cards combined for calculating rebates?

Yes, the spend is combined for both the purchasing and virtual cards for rebate calculation.

c. If the rebate for virtual cards is different than for purchasing cards:

The rebate for the virtual card is the same for the purchasing card.

i. Provide a rebate schedule in Exhibit C - Pricing Pro Forma for virtual card spend activity at each of the volume tiers in the table.

Please refer to our rebate schedule in Exhibit C.

ii. Identify any exceptions to the rebate schedule (i.e. large dollar items or discounted interchange rate programs). If there are exceptions, specifically define what constitutes a "large dollar", "large ticket" or discounted interchange rate transactions.

Large ticket interchange (LTI) is an exception to the rebate schedule. LTI is defined as a discount given to suppliers for processing certain transactions. These discounts are given only for larger transactions, if the supplier passes level III enhanced detail. Discounted fees for large ticket transactions encourage suppliers to accept credit cards for larger purchases.

iii. What is the proposed rebate on large ticket or discounted interchange rate transaction items?

The proposed rebate on large ticket items is 70 bps.

iv. Is the spend on large ticket and discounted interchange rate items included in the total spend volume for the purpose of placement in volume tiers on the rebate schedule?

Yes, large ticket item transactions will be included in the total spend volume for placement in the volume tiers.

v. Do you offer a speed of pay incentive? If so, how is speed of payment incentive calculated?

A speed of pay incentive or file turn adjustment can be offered to reward a client for paying faster than the required contractual settlement terms. The standard file turn adjustment is calculated as .0050% per day that payment is made before the end of the payment cycle. For example, if the cycle cutoff date is on the 25th of each month and you pay on the 22nd, you would receive .0050% of additional rebate for 3 days.

vi. What other factors, such as average transaction size, etc., affect the virtual card rebate amount?

Please refer to our rebate schedule for the Texas Payment Card Consortium, Appendix 9, for information related to our rebate rate classifications. Additionally, the rebate schedule also explains how your organization's early pay escalator can influence the rebate rates by 0.5 basis points per file-turn-day of acceleration or deceleration. We would be happy to discuss this further should we be awarded your business or selected as a finalist.

f. Payments to Suppliers by ACH

i. Will your firm, the City, or a third-party store supplier ACH instructions, including bank routing and account number information?

Once the supplier's ACH banking information is entered into Connect, it is stored on J.P. Morgan's servers, which eliminates the City's need to house the data on your own system.

a. Identify any third-party organization engaged by the firm for this purpose, if applicable.

All of Connect's ACH payments are processed by J.P. Morgan.

b. If a third-party organization is used, how long has your firm used them to facilitate ACH payment?

Not applicable.

ii. Does your firm have an online self-enrollment portal that suppliers can use to provide their ACH payment information?

Yes, J.P. Morgan's Integrated Payables Connect allows the City to pay your suppliers electronically, once they have enrolled their bank account using a City-branded online and mobile enrollment portal.

With this service, J.P. Morgan will host an online and mobile enrollment portal for you allowing your suppliers to provide their ACH routing information. When you provide payment instructions, Payables Connect will look up your vendor to determine if they have enrolled to receive ACH payments, then initiate payment. If the vendor has not enrolled, we can automatically print and mail a check to them to make the payment. As you increase the number of your electronic payments, these ACH transactions will increase while your number of checks printed correspondingly declines.

Integrated Payables Connect is an organized, systemic way to gradually migrate your suppliers to electronic payments. The solution provides numerous benefits, including:

- Eliminates the need for you to collect and store confidential financial information (PCI-related information) about your suppliers. Given recent cybercrime activity, it is a best practice to secure this data and minimize potential liability.
- Allows for different brand options to present to suppliers.
- Reduces the processing error rate by providing more up-to-date routing information.
- Simplifies your processing and improves reconciliation through reduced escheatment, stop payments, postage, printing and other check-related issues and costs.
- Leverages a single-file for payment initiation using Host-to-Host Payments.

a. Is the online portal owned and operated by your firm or a third-party?

Connect is a proprietary, fully bank-owned solution.

- b. Will suppliers be able to update bank routing and account number information using your self-enrollment portal after being initially enrolled?**

No. The City must edit bank account information after original enrollment.

- c. Is there a minimum spend amount required for a supplier to be eligible to use the online self-enrollment portal?**

There is not a minimum spend amount required for this solution.

- iii. Does your firm offer methods other than an online self-enrollment portal for capturing bank routing and account number information from suppliers? If so, how is the bank account information collected.**

Yes, authorized City personnel can also enter the information into the Connect Administration portal.

- iv. For suppliers enrolled by your firm for ACH transactions, can the City get a file of suppliers' bank account information? Will the City be required to include the bank account information in the ACH payment origination files?**

When you provide payment instructions, Payables Connect will look up your supplier to determine if they have enrolled to receive ACH payments, then initiate payment. If the supplier has not enrolled, we can automatically print and mail a check to them to make the payment.

This service eliminates the need for you to collect and store confidential financial information (PCI-related information) about your suppliers. Given recent cybercrime activity, it is a best practice to secure this data and minimize potential liability.

Reports will show the last four digits of the account, but full account numbers can be accessed when viewing specific suppliers through other research tools on Access Online.

- v. Does your firm assign a supplier or vendor code? Is the code assigned by your firm or do you use the City's unique supplier identification code?**

Yes. Payables Connect can support the City's unique vendor identification code subject to meeting J.P. Morgan code parameters.

- vi. If a supplier is already enrolled with your payables platform to receive payments by ACH, can these suppliers be paid immediately, or does your supplier enrollment team have to contact the supplier first?**

These suppliers can be paid immediately using ACH. During the supplier recruitment for SUA, the campaign team speaks with the City about offering ACH as an alternative, and will only pay via ACH with your permission.

- vii. What information is provided to the supplier with the ACH transaction?**

Invoice data such as invoice number, description and amount due is presented.

viii. *As part of the enrollment and maintenance processes, which of the following steps does your firm take to ensure funds are sent to the correct payee?*

	Supplier Enrollment Yes/No	Individual Transaction Initiation Yes/No	Change in instructions Yes/No
Match supplier data to OFAC sanctions list	No	No	No
Validate suppliers' Form W-9	No	No	No
Validate account status using ACH prenotes	No	No	No
Validate account status using microdeposits	No	No	No
Validate account status using 3rd party service such as Early Warning Services or GIACT	Yes	Yes	Yes
Authenticate account ownership using 3rd party service such as Early Warning Services or GIACT	Yes	Yes	Yes
Validate contact phone numbers and email addresses used to verify changes	Yes	Yes	Yes

Other methods of payee validation (list if applicable)	Yes. • Account number length and format validations • Bank routing number verification with mod-10 check • Recoding of a credit or debit authorization with valid date and timestamp • Notification of change updates automatically processed • Automatic subscription to ACH Artificial Intelligence which reduces returns by correcting transactions before they are processed using collective data from all J.P. Morgan ACH originators	Yes. • Account number length and format validations • Bank routing number verification with mod-10 check • Recoding of a credit or debit authorization with valid date and timestamp • Notification of change updates automatically processed • Automatic subscription to ACH Artificial Intelligence which reduces returns by correcting transactions before they are processed using collective data from all J.P. Morgan ACH originators	Yes. Notification of change updates automatically processed.
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11. Control

(All firms must respond to this section)

- a. **Describe the firm's security environment. Specifically cover the physical and digital security and software safeguards that you have put in place to control access to funds transfer systems and client account information for each Service Group proposed.**

Please see Appendix 10 for our client letter which covers:

- How our Information Security Program is designed
- How we are governed
- How the Program is implemented
- Information Security is a shared responsibility

Payments efficiency, security and accountability

Demonstrating fiscal responsibility and accountability to constituents is critical for federal, state and local government entities. Everything from the payment methods and ease of payment's City of Milpitas offers to how you protect personal data can be subject to scrutiny. J.P. Morgan offers solutions and strategies to help you achieve fiscal accountability and compliance, while elevating your constituents' payment experience to improve revenue collection.

Data breaches can quickly erode public confidence and damage your organization's reputation. Government entities also face potential penalties for noncompliance with PCI standards and payment brands' rules and regulations. To help City of Milpitas improve compliance and reduce risk, we provide:

- PCI compliance-enabling technologies (e.g., masking and truncation, hosted pay page, tokenization and end-to-end encryption)
- Ongoing guidance on PCI regulations and periodic webinars regarding PCI regulations and fraud prevention

- b. **Describe the firm's security procedures for its information reporting system, both for access and information protection (e.g. RSA tokens, secure certification, soft tokens etc.).**

Service Group 1: General Banking Services and Service Group 2: Lockbox Processing Services

J.P. Morgan Access® OnlineSM employs a multi-layered security framework designed to protect the privacy and identity of users, while enhancing data and transaction integrity including the following features:

- **Data protection:** Industry-standard 128-bit or 256-bit Transport Layer Security (TLS) protocol encryption helps maintain confidential access and delivery of data.
- **Access control:** Client designated Security Administrators can use the Administration Center to establish and approve users and user entitlements. Control of all user management functions remains centralized by the Security Administrators.

- **Computer registration:** Each time a user logs on through an unrecognized computer, J.P. Morgan Access Online prompts the user to re-register the unit using an activation code delivered via an out-of-band channel, such as email, help desk or in person by a Client Security Administrator.
- **Multi-factor authentication:** Authentication based on personal password and physical TOTP (Timebased One Time PIN) security token.
- **Rules Based Approvals:** This service enables configuration of the payment approval workflow in Payments to reflect authorizers' signatory limits.
- **Site Phrase:** Users establish a Site Phrase on their first logon. The Site Phrase is presented to them on the logon page after they've entered their user ID. The user must validate the site phrase before being allowed to enter their password. This security feature is intended to mitigate phishing attacks.
- **Digital Signature:** Payment approvals and releases require digital signing so that the payment details are not altered after approval or release. Digital signing also forces the user to re-authenticate themselves.

Service Group 3: Merchant Card Services

Fortress-level security and controls

Security and technology are at the core of what we do. Since Merchant Services' inception in 1985, we have not had a reportable security breach within our cardholder data environment. Supported by the firm's vast annual investment in security, we work tirelessly to help protect JAA and your customers against fraudulent payments activity through the following:

- Proactive fraud monitoring and testing
- Real-time threat analysis
- Safetech Encryption
- Safetech Tokenization
- 3-D Secure: Visa Secure, Mastercard Identity Check, American Express SafeKey and Discover ProtectBuy
- American Express and Discover CID
- Address Verification Service
- Instant fraud alerts

Our proven systems and infrastructure, robust fraud controls, and teams of fraud and analytic experts that specialize in payments tokenization, encryption and fraud detection capabilities are in place to help minimize fraudulent activity and maximize transaction approvals for City of Milpitas.

Service Group 4: Purchasing Cards

PaymentNet's system and network architecture are designed to promote the highest level of industry security standards while still offering unlimited user access. PaymentNet security is based on digital certificate technology that utilizes certificates issued by recognized authorities, and Internet-based access is restricted to secure, encrypted browser sessions using 128-bit TLS. Additional security measures include the following:

- Web servers protected by multiple, redundant hardware
- Firewall equipment and hardware augmented by an intrusion detection system
- No remote access by unauthorized third parties
- All servers on internal network segments, not accessible from the Internet
- Data transfers based on TLS (default) or custom encryption arrangements made on a client needs basis (PKI, PGP, etc.)

Authentication

To control data and network access, we have established several strong authentication measures, including the following:

- PaymentNet uses an ID naming convention consisting of a three-part key: organization ID, user ID and password. Password entry is masked on all input forms.
- Program administrators can set passwords. Once created, a password is stored as a one-way encrypted token, and the actual password cannot be retrieved.
- Security event logging/monitoring for authentication and authorization failures can be provided to clients on administrative reports.
- File permissions are set on an as-needed basis and are frequently reviewed.

Encryption

PaymentNet uses industry-accepted encryption procedures, including:

- Encryption in all communications with the PaymentNet site or FTP server
- TLS for all HTTP; PKI, PGP, SecureExport and similar methods for file transfer and storage
- Typical: TLS 1.2, RC4 with 128-bit encryption (high); RSA with 2048-bit exchange

Session management

Methods for session management include:

- Session timeout features and timeout period
- Session management values established by use of a random user session ID and deleted at session termination
- Access to information beyond the login page secured from access after session is completed by application authentication against a session token on each page request
- Memory-based cookies used to manage session ID
- Persistent cookies used for local ID retention only

Application design

The following application design elements of PaymentNet also enhance security:

- Integrated features to eliminate caching of confidential data after user session completion
- Application architecture that includes separation of application, data, and security
- No utilization of standard Common Gateway Interface (CGI) programs or directories
- Dynamic directory listings disabled on web servers
- No persistent code downloaded to web browser clients

Environment

J.P. Morgan environmental security mechanisms (used to reduce or mitigate threats that could result in lost availability of service due to acts of nature or human error) include the following:

- Temperature, humidity, moisture, sound level, and power outage detection with local alarms and auto-dialer to alert operations and facilities staff
- Redundant cooling systems
- Fire and smoke detectors and alarm/extinguishing agents
- Raised floor data center
- UPS devices backed up by diesel generators and tested weekly
- Equipment recertification plans for critical components
- Data back-up performed to an alternate location
- Tape backups moved daily to a secure offsite vault

Service Group 5: Integrated Payables Services

The City can control the level of access to the Payables Connect Administration channel through user entitlements. The City's authorized security officers will be established during implementation and can define which administrative functions align to which administrative roles and can assign individual employees to those roles. Usernames and passwords are established for individuals to access the administrative application.

All external systems are monitored for malware intrusion with continuous scans of infrastructure components for security vulnerabilities.

- c. ***Discuss the firm's security environment related to cybersecurity. Specifically describe the cyber risks to which the proposed services may be exposed and explain your approach and response to protection against these risks. What are the firm's crisis communications plans in the event of a cyber-attack?***

Please see Appendix 10 for our client letter which covers:

- How our Information Security Program is designed
- How we are governed
- How the Program is implemented

- Information Security is a shared responsibility

d. *Describe the encryption capabilities that are supported by the firm for the transmission of data between the firm and the City.*

Encrypted Transmission is required to minimize the risk of unauthorized entries. J.P. Morgan requires all confidential information exchanged between clients/third parties and J.P. Morgan to be encrypted.

Details of the cryptographic algorithms and methods are confidential, proprietary to J.P. Morgan and not for public disclosure. However, all J.P. Morgan internal wireless networks are centrally managed and encrypted minimally to industry-accepted standards. Additionally, endpoints (laptops etc.) joining these networks must pass multi-factor authentication and are subject to stringent configuration controls verification as a condition of access. This ensures the endpoints are authentic/approved, secured and healthy, both prior to being granted access and while connected.

e. *List the types and amounts of insurance and bonding carried. Provide copies of the insurance certificates.*

Please see Appendix 11 for more information.

f. *Does the firm maintain cyber liability insurance? If so, list the types and amount/limits carried.*

Yes. J.P. Morgan currently maintains Cyber Security Liability and Excess Cyber Security Liability insurance with a combined overall limit of \$600 million in the annual aggregate through July 2021.

Please see Appendix 11 for more information.

12. Implementation / Conversion

(All firms must respond to this section)

- a. **Provide a detailed conversion plan for transitioning each of the proposed Service Groups to your firm. Include the estimated length of time for the transition and the amount of effort required by the City's staff.**

Please see the sample implementation plan provided in Appendix 12.

- b. **Who will be responsible for coordinating the transition for each of the proposed services? If a conversion team is used, how will the City's account be transitioned to the ongoing client service team?**

An onboarding specialist, Mark O'Brien, will be assigned to serve as the City's primary point of contact throughout the process. Mark, who has end-to-end ownership and accountability of the implementation, is responsible for communicating regularly with you and coordinates activities across the bank. Regular, often weekly, meetings occur to share information and measure progress.

Mark works with you to validate the solutions you have requested, establish timelines for implementation and then coordinates with the necessary teams across your organization and J.P. Morgan to complete the setup.

We view the implementation process as a pivotal phase in our relationship and an opportunity to demonstrate the value of our expertise and consultative capabilities. Our project management methodology is designed to build a strong understanding of your objectives.

Mark is responsible for:

- Forwarding new account and product documentation, file specifications, start-up packet(s) and procedure manuals to the City.
- Contacting your designated representative(s) to complete all required documentation and determine specific product instructions.
- Reviewing and completing product questionnaires with you, as appropriate.
- Opening required accounts.
- Ordering depository supplies.
- Coordinating with our operations group to make sure products are set up to your specifications.
- Coordinating file and transmission testing with the technical implementation specialist for both teams, which includes:
 - Transmission options review and setup
 - File testing
 - File security
 - Providing test and reports to the City
 - Examining all reports and elements of file testing and processing
 - Updating all parties on progress
- Confirming delivery of PINS and instruction guides.
- Providing required training or other assistance, as needed.

- Monitoring initial depository activity and confirming depository products are working as expected.
- Organizing a post-implementation meeting to review your account analysis statement.
- Coordinating the hand-off to your designated CSP, Ana Prieto, for ongoing servicing.

An established project flow and framework is followed when executing the setup of products and services.

Implementation process flow



Figure 52.

c. **Indicate the firm's plans for initial and ongoing education and training of City employees in the use of your firm's systems.**

We offer the City a variety of methods for training without any cost to you, such as webinars, phone and short step-by-step prerecorded videos.

The following resources are available:

- **Change Order Procedures/Systems:** The City will be provided with a number of materials, including the procedures and worksheets for our automated IVR or web-based coin and currency ordering system, depending on your preference, during the implementation process.
- **Access Online:** Available on Access Online's Support via the Education tab. Resources include online help articles, FAQs, guides and a range of live and pre-recorded webinar offerings on how the City can use the Access Online products and services. Short how-to videos are also available from certain Access Online screens.
 - **Webinar Training:** Instructor-led sessions are available on many of our products including Receivables Online and Remote Deposit Capture. For Access Online, we have webinars for each of our products in the Access Online family. Each webinar lasts between 15-90 minutes. Webinar registration is available via Access Online's Support/Education page.
 - **Phone Training:** Customized one-on-one training conducted over the phone is offered to meet the City's unique needs for all Access Online products and services. To schedule a one-on-one session, you may contact Client Access Training, Monday through Friday, 4:30 a.m. until 4:00 p.m. PT.

d. ***Does the firm offer any file translation service that would allow the City to send a file in its preferred/standard format and the bank reformats the file, if necessary, for processing?***

As part of our Open Banking strategy, we work with numerous ERP and TMS providers. J.P. Morgan has an extensive experience in integrating with our clients' ERP systems. Our clients primarily use ISO 20022 XML and our proprietary Global Flat File format for payment initiation. Our Host-to-Host channel offers full end-to-end integration and supports industry standards for both file formats and connectivity, providing an ERP agnostic solution. We have successfully worked with a number of our global clients, both in the region and locally, in establishing an interface between their ERP systems and the electronic banking channels we offer.

The City's authorized users can also leverage our electronic banking platform, Access Online, as your primary payment channel. We have discussed in the following sections how we can support your integration efforts via both Access Online and Host-to-Host.

Access Online

The City can securely import payments from your ERP system to the Access Online system using the following file formats:

- ISO 20022 XML and J.P. Morgan's GFF mixed payment format with Host-to-Host Online
- Access Online CSV (J.P. Morgan proprietary Comma-Separated Values format) for domestic and cross-border wire-related payments
- Nacha for PPD, CCD, WEB and CTX related ACH transactions
- ISO 20022 XML (EPC) for SEPA payments

The City can likewise securely export statements and data from Access Online through the reports function in the following file formats:

- BAI2
- MT940/MT942
- CSV
- ISO camt. 052/.053/.054
- OFX

The City can also download data from Access Online and save in PDF or Microsoft Excel formats.

In addition, the scheduling facility can be used to automatically create the file(s) ready for onward integration with your accounting or ERP systems.

Host-to-Host

Host-to-Host is a secure data communications environment that provides the City with a comprehensive two-way exchange of data between your ERP system and J.P. Morgan. This leverages industry-standard communication protocols, such as SWIFTNet, FileAct, sFTP, FTPs, AS2, HTTPS, VANs and others.

We support industry-standard file formats, including:

- **For Payments:** ISO 20022 XML, pain.001.001.03 (and v2), collections pain.008.001.02, GFF, J.P. Morgan's proprietary Global Flat File ASC X12, UN/EDIFACT, SAP IDoc PEXR 2002 and PEXR2003
- **For Confirmations:** ISO 20022 XML, pain.002, ASC X12, EDIFACT
- **For Reporting:** BAI2, MT940/2, ISO 20022 XML camt.052/.053/.054, CSV
- **For Initiations:** J.P. Morgan's proprietary Global Flat File (GFF)

If the City requires another format to interface with a back office system, we will perform an analysis to validate the data elements and formatting. Depending on the level of effort required to reformat the file, additional fees could be incurred.

Supporting your integration efforts

We will work with the City during the implementation phase to establish the pre-agreed file format interface between Cayenta and our electronic banking channels.

We have developed a number of key services to facilitate the required integration with Cayenta:

- We provide documentation on the required specification details for both import and export file formats and can provide sample files on request.
- Your designated Host-to-Host Technical Implementation Manager, together with your designated implementation onboarding specialist, will work with you to make the process of integrating our system with yours as simple as possible.
- During the implementation stage, we will help validate and provide feedback on files.

Additionally, for implementing a direct host-to-host connectivity, we have a designated testing environment managed by our Client Testing Center, ensuring all required host-to-host channel testing is executed efficiently and effectively. The technical integration follows the following testing process:

- Tests are designed to validate connectivity between the City and J.P. Morgan. The City must pre-test file contents and formats prior to testing linkage to J.P. Morgan.
- Test transmissions should simulate production files, containing positive dollar value transactions. All test files are received into a test environment and do not post to activate accounts. Testing will include all requested acknowledgment services.
- Testing results, as well as any necessary modifications, will be communicated and documented. Testing will continue until acceptable results are achieved. J.P. Morgan requires three successive successful tests prior to moving to the production environment.
- J.P. Morgan proactively monitors all initial production (live) files.

To provide a smooth migration to J.P. Morgan's platforms, our Technical Service Group will also provide training and assistance to the City's staff to make certain that users are familiar with the functionality of the system.

13. New Services & Ideas

(All firms must respond to this section)

a. Describe any new services or ideas that will enhance the City's use of banking services.

J.P. Morgan's particular expertise lies in adapting and aligning our vast breadth of solutions to the specific operating requirements and unique environments of our clients. We accomplish this by listening to our clients and developing an understanding of their operating environments. We then construct a solution that not only meets our clients' existing operational needs, but also challenges them to consider additional operational improvements. It is our intent to bring this same approach to the City as we endeavor to strengthen and grow our relationship.

The City may benefit from our Smart Safe solution for your cash depositing needs.

Smart Safe

J.P. Morgan's Smart Safe with Advanced Credit provides the City with daily credit on currency that is validated and deposited into a leased or purchased Smart Safe from Brinks, Dunbar, Garda or Loomis. Advanced credit allows you to reduce the armored services schedule with your vendor to lower costs. Smart Safe with Advanced Credit is designed to improve daily cash flows and incorporates bill validation, counterfeit detection, secured storage and detailed reporting. The efficiencies gained using Smart Safe with Advanced Credit will allow the City to eliminate time-consuming deposit preparation of cash, freeing staff to spend more time on other tasks.

We recommend that the City meet with our approved armored courier providers to understand the Smart Safe solution that is right for your operations. They will review the equipment options, placement, capacity and related pricing with you to help determine a solution that meets your needs.

Smart Safe benefits

Improves cash flow	• Receive provisional credit for cash placed in the Smart Safe without making a trip to the bank
Automation saves time and reduces cost	• Reduce time spent on deposit preparation, adjustments and related research • Simplify reconciliation through end-of-day Smart Safe report to POS system • Deposits reflected each morning on Access Online or by BAI reporting file • Access user/location reporting through your armored courier • Reduce costs through fewer scheduled armored courier pickups
Strengthen security and control	• Provides secure storage for cash (coin and checks can be stored, as well) • Limits cash held in registers and potential theft because Smart Safes can only be opened by the armored provider • Deliver deposits to J.P. Morgan via armored courier—not by your employees going to a branch

How it works

Smart Safe – process flow

DAY 1



Deposit

Cashiers deposit cash into the Smart Safe bill reader until end of the business day



Transmit

Your safe will transmit business day totals to your armored courier vendor



Receive

The armored courier will transmit the totals to us



Credit

We provide provisional credit for the deposit into your account

DAY 2



Report

Your provisional credit for the previous day's deposit may be viewed using our online banking portal

WEEKLY



Pickup

Physical cash is picked up from safes at your locations by your armored courier vendor



Verify

Physical cash is verified by the vendor and placed in our inventory—we review the cash deposit for any adjustments

Figure 53.

Armored courier

J.P. Morgan does not provide Smart Safe equipment services. These services are provided by one of our approved armored courier providers, Brinks, Dunbar, Garda or Loomis. Working with the armored courier providers, the City will choose a model of Smart Safe and negotiate purchase or leasing terms and contracts. This would include maintenance and warranty terms.

Smart Safes accept, validate, record and store cash securely



Figure 54.

Deposit tickets are not required for cash deposits validated through the Smart Safe. Your employees will insert cash into the Smart Safe bill reader until business day-end. The machine reads the currency amounts as the cash is inserted into the machine and electronic data files are created and reported/received by the courier. Your business day aggregate totals will be transmitted to J.P. Morgan by your armored courier. We will post one credit to your account per business day for each Smart Safe.

Smart Safe validated cash can be maintained on-site in a Smart Safe for up to a week. On your service date, the armored provider will collect the cash contents and deliver to the vault for verification. J.P. Morgan reconciles the verified cash total to the advanced credits previously posted to your account. Any discrepancies will result in an adjustment to your account.

The Smart Safe provider has the ability to generate a multitude of reports, either locally via an integrated printer or remotely via the courier supported online portal.

Coin or check deposits in the Smart Safe storage vault should follow standard vault deposit guidelines and include a deposit slip with a tamper evident deposit bag. Bank credit for these deposits is provided upon physical delivery and verification at the vault.

Reporting

Deposits will be posted to your account and can be viewed on Access Online. Access Online provides a powerful, easy-to-use reporting tool providing prior-day information reporting by 7:00 a.m. PT.

Detailed reporting for Smart Safe transactions will be provided by the armored courier through their reporting tool.

EXHIBIT B

Schedule of Charges/Payments

Contractor will invoice City on a monthly cycle. Contractor will inform City regarding any out-of-scope work being performed by Contractor.

[SEE EXHIBIT B – PRICING]

Cover letter

City of Milpitas
Attn: Zachary Devine, Purchasing
Milpitas, CA 95050

RE: Comprehensive Banking Services Award | Incentive Credit

Dear Zachary,

Please note that we have agreed to the City's request to extend the \$55,000 transition credit from 12 to the first 18 months. The time of transition begins from the moment the implementation is initiated.

Please also note that the \$55,000 transition credit for General Banking in addition to being applied to fees on the analysis statement can be used for other banking related costs including hardware (check scanners, credit card terminals, etc.) as well as check and deposit order supplies as appropriate to support the City's day-to-day banking requirements.

Your banking team will provide monthly updates on the amount used and remaining amount.

We look forward to commencing a customized implementation plan with you as soon as convenient. We appreciate the City's thoughtful consideration and look forward to a long and mutually beneficial relationship.

Sincerely,

Bev Correa,
Relationship Manager

Pro Forma Analysis

December 2020

Customer: City of Milpitas

Treasury Officer: ALISSA HUNT
Banker: BEVERLY CORREA

J.P.Morgan

ECR Rate: 0.2800%

Service Analysis*

Service Description	AFP	Number of Units	Unit Price	Charge For Service	Comments
ACCOUNT SERVICES					
2 - NEGATIVE COLLECTED BALANCE FEE	000210	1	\$0.0000	\$0.00	
105 - DAILY OVERDRAFT OCCURRENCE FEE	000212	0	\$0.0000	\$0.00	
1005 - ACCOUNT MAINTENANCE	010000	5	\$10.0000	\$50.00	
1008 - ACCT MAINT-INT ADJ BAL	010010	0	\$15.0000	\$0.00	
1010 - STATEMENT CYCLES	010307	5	\$0.0000	\$0.00	
3499 - POST NO CHECKS MAINTENANCE	1500ZZ	1	\$0.0000	\$0.00	
5185 - INTEREST EXPENSE	019999	1	\$0.0000	\$0.00	
7640 - CREDIT POSTED- ELECTRONIC	010101	0	\$0.0700	\$0.00	
7641 - DEBIT POSTED - ELECTRONIC	010100	102	\$0.0700	\$7.14	
7856 - CASH CONCENTRATION MAINTMASTER	010020	1	\$10.0000	\$10.00	
7857 - CASH CONCENTRATION MAINT SUB	010021	3	\$5.0000	\$15.00	
Subtotal				\$82.14	
AUTOMATED CLEARING HOUSE					
2237 - TRANS REVIEW MAINTENANCE	250000	1	\$10.0000	\$10.00	
2238 - TRANS REVIEW FILTER EXCEPTION	250102	3	\$0.0000	\$0.00	
2239 - TRANS REVIEW REJECT - MANUAL	250302	0	\$5.0000	\$0.00	
2695 - ACH MAINTENANCE	250000	0	\$10.0000	\$0.00	
2700 - CREDIT ORIGINATED	250101	0	\$0.0300	\$0.00	
2705 - DEBIT ORIGINATED	250100	0	\$0.0300	\$0.00	
2710 - DELETION / REVERSAL - MANUAL	250620	5	\$15.0000	\$75.00	
** 2714 - ACH IMPLEMENTATION-DIRECT SEND	251000	1	\$0.0000	\$0.00	
2716 - CREDIT RECEIVED	250201	208	\$0.0700	\$14.56	
2717 - DEBIT RECEIVED	250200	0	\$0.0700	\$0.00	
2720 - RETURN ITEM	250302	1	\$2.0000	\$2.00	
2722 - NOTIFICATION OF CHANGE	251070	4	\$2.0000	\$8.00	
2729 - RETURN NOTIFICATION - ONLINE	250400	0	\$1.0000	\$0.00	
2730 - NOTIF OF CHANGE - ONLINE	250400	4	\$1.0000	\$4.00	
2732 - ELOCKBOX FILE PROCESSING	259925	21	\$2.0000	\$42.00	
2740 - RETURN ITEM REDEPOSIT	250310	1	\$1.5000	\$1.50	
2742 - CREDIT ORIGINATED - JPM ACCESS	250101	2,617	\$0.0500	\$130.85	
2744 - DEBIT ORIGINATED - JPM ACCESS	250100	0	\$0.0500	\$0.00	
2746 - JPM ACCESS ACH MAINTENANCE	250000	3	\$15.0000	\$45.00	
2751 - ELOCKBOX RETURN - ELECTRONIC	250302	0	\$2.5000	\$0.00	
2752 - ELOCKBOX NOC - ELECTRONIC	251070	0	\$2.5000	\$0.00	
2753 - DELETION / REVERSAL - ELEC	250620	2	\$2.5000	\$5.00	
2765 - ACH BATCH/FILE PROCESSED	250501	0	\$5.0000	\$0.00	
2796 - ADDENDA RECORD ORIGINATED	250120	6	\$0.0500	\$0.30	
2809 - NOTIF OF CHANGE - EMAIL	251070	0	\$1.0000	\$0.00	
2810 - RETURN NOTIFICATION - EMAIL	250400	0	\$1.0000	\$0.00	
2860 - TRANSACTION BLOCK MAINTENANCE	251050	1	\$5.0000	\$5.00	
2861 - ACH TRANS BLOCK AUTHORIZED ID	251051	0	\$0.0700	\$0.00	
5159 - CQP CLIENT PROGRAM MAINTENANCE	250000	1	\$0.0000	\$0.00	
** 5488 - ELOCKBOX IMPLEMENTATION	251000	1	\$0.0000	\$0.00	
5489 - ELOCKBOX MAINTENANCE	050030	1	\$10.0000	\$10.00	
5490 - ELOCKBOX TRANSACTION RECEIVED	050300	932	\$0.0500	\$46.60	
5491 - ELOCKBOX TRANSACTION REFORMAT	050311	932	\$0.0000	\$0.00	
5493 - ELOCKBOX ADDENDA RECEIVED	250220	0	\$0.0200	\$0.00	
5497 - ELOCKBOX TRN REPAIR MAINT	999999	0	\$25.0000	\$0.00	
5498 - ELOCKBOX TRN REPAIR ITEM EDIT	999999	0	\$0.5000	\$0.00	
8003 - EWS ACCOUNT AUTHENTICATION	250101	1	\$800.0000	\$800.00	
8019 - ACH ORIGINATED SAME DAY CREDIT	250101	0	\$0.2500	\$0.00	
8020 - ACH ORIGINATED SAME DAY DEBIT	250100	0	\$0.2500	\$0.00	
8021 - ACH ONLINE SAME DAY CREDIT	250101	1	\$0.5000	\$0.50	
8022 - ACH ONLINE SAME DAY DEBIT	250100	0	\$0.5000	\$0.00	
8023 - ACH UNAUTHORIZED ENTRY FEE	250312	0	\$4.5000	\$0.00	
Subtotal				\$1,200.31	
BALANCE BASED CHARGES					
35 - BALANCE BASED CHARGES	000230	1	\$534.2400	\$534.24	
Subtotal				\$534.24	
BANKING CENTER SERVICES					
1306 - BRANCH CREDITS POSTED	100000	14	\$3.0000	\$42.00	
1312 - ATM CASH DEPOSIT - IMAGE	100000	0	\$0.0000	\$0.00	
7173 - NIGHT DROP CASH VERIFICATION	100000	0	\$0.0000	\$0.00	
Subtotal				\$42.00	
DEPOSITORY SERVICES					
501 - CHECK DEPOSITED-ON US	100220	10	\$0.0500	\$0.50	
513 - CHECK DEPOSITED-TRANSIT	100224	29	\$0.0500	\$1.45	
541 - REMOTE DEPOSIT CAPTURE ITEM		500	\$0.0000	\$0.00	
		614	\$0.0700	\$42.98	
	101320	1,114		\$42.98	
548 - REMOTE DEPOSIT CAPTURE MAINT	101300	1	\$5.0000	\$5.00	
1400 - CREDITS POSTED	010101	94	\$1.0000	\$94.00	
1435 - RETURN ITEM	100400	4	\$5.0000	\$20.00	
1436 - RCK ACH REDEPOSIT	100400	3	\$1.0000	\$3.00	
1446 - RETURN IMAGE	100415	5	\$1.0000	\$5.00	
1450 - RETURN ITEM REDEPOSIT	100402	3	\$1.0000	\$3.00	

Subtotal				\$174.93
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DISBURSEMENT SERVICES				
1030 - CHASE CONNECT PHOTOCOPY REQUST	010610	1	\$5.0000	\$5.00
1321 - CHECK CASHING NON-ACCT HOLDER	150501	5	\$0.0000	\$0.00
2325 - OFFICIAL CHECKS	150511	1	\$5.0000	\$5.00
2370 - CHECK / DEBIT POSTED	010100	812	\$0.0500	\$40.60
3472 - CHECK PRINT PER ITEM	151810	812	\$0.3000	\$243.60
3475 - CHECK PRINTING ADDL PAGE	151830	0	\$0.1000	\$0.00
3476 - CHECK PRINT MANUAL PULL	151820	0	\$5.0000	\$0.00
3487 - CHECK PRINT POSTAGE	151850	0	\$0.4139	\$0.00
3495 - IMAGE STORAGE PER ITEM	151351	754	\$0.0100	\$7.54
6618 - CHECK INQUIRY MAINTENANCE		3	\$5.0000	\$15.00
	151710	3		\$15.00
6625 - EXCEPTION NOTIFICATION - ACCT	150030	3	\$2.0000	\$6.00
6639 - STOP PAYMENT - ELECTRONIC	150410	4	\$2.0000	\$8.00
6641 - DATA DOWNLOAD	200306	0	\$5.0000	\$0.00
6645 - IMAGE RETRIEVAL PER RETRIEVE	151352	4	\$1.0000	\$4.00
6646 - IMAGE RETRIEVAL >91DAY	151352	2	\$2.0000	\$4.00
7715 - CHECK PRINT DIRECT ENTRY	151810	0	\$1.0000	\$0.00
7772 - CHECK PRINT ONLINE MAINT	150040	1	\$15.0000	\$15.00
Subtotal				\$353.74

INT REC & PAY - REPORT				
6179 - RECEIVABLES MAINT - ONLINE	050005	2	\$7.0000	\$14.00
6185 - EXTENDED IMAGE STORAGE	050428	0	\$0.0050	\$0.00
6187 - LONG TERM STORAGE - CHECK	050620	2,293	\$0.0100	\$22.93
6188 - LONG TERM STORAGE - DOCUMENT	050620	950	\$0.0100	\$9.50
6852 - TRANSMISSION MAINT - DATA	050400	1	\$1.5000	\$1.50
6853 - TRANSMISSION PER ITEM - DATA	050401	0	\$0.0300	\$0.00
6855 - TRANSMISSION MAINT - IMAGE	050420	1	\$1.5000	\$1.50
6856 - TRANSMISSION PER ITEM - IMAGE	050420	1,164	\$0.0100	\$11.64
Subtotal				\$61.07

JPMORGAN ACCESS				
6040 - MONTHLY SERVICE	400610	1	\$20.0000	\$20.00
6041 - ACCOUNTS REPORTED	40044Z	5	\$10.0000	\$50.00
6044 - TRANSACTIONS REPORTED - 90 DAY	40066Z	1,170	\$0.0500	\$58.50
6051 - TRANSACTIONS REPORTED - 2 YEAR	40066Z	0	\$0.0700	\$0.00
6053 - EXTENDED TRANSACTION DETAIL	40066Z	3,510	\$0.0000	\$0.00
6076 - ACCT TRANSFER ITEM	400699	0	\$1.0000	\$0.00
Subtotal				\$128.50

LIQUIDITY SERVICES				
1048 - EOD FED FUNDS INVESTED-MAINT	450020	1	\$15.0000	\$15.00
Subtotal				\$15.00

RECONCILIATION SERVICES				
3205 - FULL RECONCILEMENT - PER ITEM	200110	93	\$0.0800	\$7.44
3207 - FULL RECONCILEMENT - MAINT	200010	1	\$10.0000	\$10.00
3209 - PARTIAL RECONCILEMENT - MAINT	200020	2	\$10.0000	\$20.00
3210 - PARTIAL RECONCILIATION-PER ITM	200120	759	\$0.0700	\$53.13
3228 - PAYEE NAME VERIFICATION	150122	754	\$0.0200	\$15.08
3262 - POSITIVE PAY MAINTENANCE	150030	3	\$0.0000	\$0.00
3263 - EXCEPTION ITEM	150300	0	\$1.0000	\$0.00
3268 - PP NON RECON MAINTENANCE	150030	0	\$5.0000	\$0.00
3270 - POS PAY WITHOUT RECON ITEMS	150120	0	\$0.0000	\$0.00
3272 - CHECK EXCEPTION RETURN	150320	1	\$3.0000	\$3.00
3293 - EXCESSIVE ARP REJECTS	200210	59	\$1.0000	\$59.00
3294 - DATA ENTRY - MANUAL	200210	0	\$2.0000	\$0.00
3322 - DEPOSIT RECON MAINTENANCE	100600	1	\$10.0000	\$10.00
3325 - DEPOSIT RECON ITEMS	100610	280	\$0.0500	\$14.00
3386 - IMAGE CAPTURE PER ITEM	151351	754	\$0.0100	\$7.54
Subtotal				\$199.19

VAULT SERVICES				
1310 - VAULT DEPOSIT	100100	78	\$1.5000	\$117.00
1459 - VAULT DEPOSIT PER \$1,000	10011Z	74	\$0.7000	\$51.80
1471 - VAULT NOTES DEPOSITED	100118	4,111	\$0.0000	\$0.00
1477 - VAULT ORDER - COIN ROLL BOX	100146	0	\$0.0800	\$0.00
1479 - VAULT ORDER COIN BAG LOOSE	100147	0	\$1.0000	\$0.00
1495 - VAULT STANDARD ORDERS	100141	2	\$2.0000	\$4.00
1497 - VAULT ORDER CURRENCY STD STRAP	10014A	1,690	\$0.4000	\$676.00
1498 - VAULT EXPEDITED SPECIAL ORDERS	100143	0	\$10.0000	\$0.00
1499 - VAULT ORDER CURR NON STD STRAP	100148	110	\$0.0100	\$1.10
1506 - VAULT DEP PARTIAL OR MIXED BAG	100111	0	\$3.0000	\$0.00
1535 - VAULT ENVELOPE DEPOSIT VERIF	100104	0	\$2.0000	\$0.00
1617 - VAULT DEPOSIT ADJUSTMENT	100501	3	\$5.0000	\$15.00
1620 - SMART SAFE MAINTENANCE	100199	0	\$10.0000	\$0.00
1621 - SMART SAFE ADVANCED CREDIT	100199	0	\$1.0000	\$0.00
Subtotal				\$864.90

WHOLESALE LOCKBOX				
6101 - LOCKBOX - MAINT	050001	2	\$75.0000	\$150.00
6106 - WHOLESALE ITEM	050100	1,164	\$0.1700	\$197.88
6114 - UNPROCESSABLE ITEM	050530	18	\$0.3500	\$6.30
6115 - NO CHECK ITEM	05011M	80	\$0.5000	\$40.00
6116 - CHECK CLEARING	10021Z	1,179	\$0.0500	\$58.95
6117 - INCOMING COURIER PACKAGE	05011P	0	\$17.0000	\$0.00
6120 - CASH PROCESSING	05013B	1	\$11.0000	\$11.00
6126 - CHECK MICR CAPTURE	050121	1,179	\$0.0100	\$11.79
6127 - DATA CAPTURE	050126	2,530	\$0.0050	\$12.65
6135 - PAPER DELIVERY PREP	05011L	54	\$0.2500	\$13.50
6136 - OUTGOING PACKAGE PREP	05041Z	54	\$0.0000	\$0.00

6140 - DOCUMENT IMAGE CAPTURE	05011R	1,179	\$0.0700	\$82.53
** 6154 - ADDITIONAL PROGRAMMING	050137	10	\$150.0000	\$1,500.00
6245 - DEPOSIT PREPARATION	050301	39	\$2.2500	\$87.75
6744 - WHOLESALE ITEM - HC	050100	15	\$0.6000	\$9.00
6805 - ONLINE DECISION MGR MAINT	050006	1	\$50.0000	\$50.00
Subtotal				\$731.35
WIRE - U.S.				
5822 - ELECTRONIC BOOK DEBIT S/T	350124	6	\$2.0000	\$12.00
5823 - ELECTRONIC BOOK DEBIT REPAIR	350122	0	\$5.0000	\$0.00
5824 - ELECTRONIC FED DEBIT S/T	350100	0	\$4.0000	\$0.00
5825 - ELECTRONIC FED DEBIT REPAIR	350102	0	\$6.0000	\$0.00
5826 - ELECTRONIC CHIP DEBIT S/T	350110	0	\$4.0000	\$0.00
5827 - ELECTRONIC CHIP DEBIT REPAIR	350541	0	\$6.0000	\$0.00
5836 - ELECTRONIC FX DEBIT	600221	1	\$5.0000	\$5.00
5851 - ELECTRONIC FX DEBIT, "OUR"	600221	0	\$5.0000	\$0.00
5883 - FED TRANSFER FEE	350599	0	\$0.0000	\$0.00
5886 - BOOK CREDIT	350320	0	\$2.0000	\$0.00
5887 - FED CREDIT S/T	350300	15	\$4.0000	\$60.00
5888 - FED CREDIT REPAIR	350330	0	\$6.0000	\$0.00
5889 - CHIPS CREDIT S/T	350300	0	\$4.0000	\$0.00
5890 - CHIPS CREDIT REPAIR	350330	0	\$6.0000	\$0.00
Subtotal				\$77.00

Total Charge for Services	\$4,464.37
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* Volumes and Balances on this Pro Forma are estimated. Actual volumes and balances may be different, which will result in different charges than are specified above.

** Denotes Service is a one-time charge and will not appear on customer statement on a monthly basis.

EXHIBIT C

Service Terms

[SEE ATTACHMENT A – SERVICE TERMS]

Consolidated Service Terms

J.P. Morgan Chase provides an array of treasury services to meet your business needs. This booklet contains important information about J.P. Morgan Chase solutions that we provide. If you would like to add a service that is covered in this booklet, please contact your Commercial Banking Representative

TREASURY SERVICES (United States)
Commercial Bank

Welcome to JPMorgan Chase Bank, National Association ("J.P. Morgan", "Chase", or "Bank"). We are pleased that you have decided to maintain a banking relationship with us. This Consolidated Service Terms booklet ("Booklet") contains the terms and conditions for certain cash management services ("Service Terms") J.P. Morgan may provide to you. By executing the Account Terms Acceptance Letter, Certificate Regarding Accounts, Business Signature Card, service implementation form or similar document, or by using or continuing to use any of the services referenced herein after receipt of this Booklet, you agree that the Service Terms included in this Booklet, in addition to the Account Terms and such supplements, amendments, notices and additional service terms provided to you from time to time will govern your existing and future deposit accounts maintained with us, in addition to those services that the Bank provides to you, as applicable.

This Booklet includes Treasury Services Service Terms applicable to all Commercial Banking customers. All Service Terms are subject to the Bank's Account Terms. Any modifications to this Booklet, including but not limited to any changes, amendments, deletions, and/or additions, will not be binding upon the Bank unless such modifications are acknowledged and agreed to in writing by an officer of JPMorgan Chase. JPMorgan Chase Bank, N.A. is organized under the laws of U.S.A. with limited liability.

We look forward to serving your business needs and thank you again for choosing Chase.

SERVICES FOR CUSTOMERS

- [A. ACH Origination](#)
- [B. ACH Transaction Blocking & ACH Transaction Review](#)
- [C. Lockbox](#)
- [D. Coin & Currency](#)
- [E. Positive Pay, Reverse Positive Pay and Payee Verification](#)
- [F. Controlled Disbursements](#)
- [G. Image Cash Letter](#)
- [H. Check Print](#)
- [I. ACH Tax Payment](#)
- [J. Remote Capture Service Terms](#)
- [K. Electronic Channels](#)

Service Terms – Consolidated Service Terms Booklet

The services described herein (each a "Service") are subject to the Bank's Account Terms (as may be amended from time to time), which are hereby incorporated by reference into each Service Terms. By using any of the Services described hereunder, the Customer acknowledges that it has received and agreed to the Account Terms, as supplemented by these Service Terms. Capitalized terms in the Service Terms, unless otherwise defined herein, shall have the meanings set forth in the Account Terms

A. ACH ORIGATION

The Automated Clearing House (ACH) is a batch processing payment system that U.S. banks use to exchange and settle credit and debit transactions on behalf of their clients or themselves. The origination of ACH Entries and the transmission and issuance of related transactions and information will be pursuant to these terms and the Operating Rules and Guidelines (collectively the "Rules") of the National Automated Clearing House Association. Capitalized terms used in this subpart, unless otherwise defined in this subpart shall have the same meanings as set forth in the Rules. The Customer and the Bank agree to comply with and be bound by the Rules as in effect from time to time, including without limitation, the provision making payment of a Credit Entry by an RDFI to the Receiver provisional until receipt by the RDFI of final settlement for such Credit Entry and the Customer acknowledges that it has received notice of such rule and of the fact that if such settlement is not received, the RDFI will be entitled to a refund from the Receiver of the amount credited and the Customer will not be deemed to have paid the Receiver the amount of such Credit Entry.

1. Service. Bank provides automated clearing house ("ACH") origination services that will enable Customer to do one or more of the following:

- originate ACH Debit Entries;
- originate ACH Credit Entries; and
- instruct the Bank to issue or transmit prenotifications, reversals, requests for return, notifications of change or other information pertaining to the Entries.

Origination of ACH Credit Entries and origination of ACH Debit Entries are two separate services and approval or set up for one ACH service does not automatically create the ability to utilize the other. The Rules and these Service Terms shall apply to all Entries, whether or not transmitted through an ACH Operator.

It is Customer's responsibility to provide Entries and instructions to Bank with all the necessary information to complete Customer's requested transactions. Customer agrees to transmit Entries to Bank in the manner, at the times and in accordance with approved media, content and format as agreed by Bank and Customer. Bank may reject or delay processing transactions or information if instructions are not complete or are inaccurate, contain an inactive Company ID or otherwise do not meet the criteria Bank specifies for acceptance. All requests to Bank must be received by Bank before Bank's established cut-off time in order for processing to commence on that ACH processing day. Any request that is incomplete or that Bank finishes receiving after the relevant cut-off time will be processed by Bank on the next day Bank processes ACH transactions. All transactions are subject to acceptance by Bank. Bank will notify Customer of any transactions or other transmissions that are rejected or returned. If Customer wants Bank to re-process those transactions or transmissions, Customer must correct them and re-submit them. Customer agrees to furnish Bank with copies of any authorizations or notifications, if requested, as well as any other information reasonably requested by Bank relating to Entries originated by the Customer. Customer shall provide Bank's auditors and other personnel with reasonable access at all reasonable times to the Customer's facilities, data and records relating to the initiation of Entries for the purpose of auditing Customer's compliance with these Service Terms and the Rules.

2. Security and Data Protection Procedures. All instructions received by Bank in Customer's name are subject to verification pursuant to mutually agreed security procedures. If Bank follows those procedures, Bank may process and transmit transactions or information in Customer's name. Unless Customer and Bank both otherwise agree, transmissions to Bank will be authenticated and/or encrypted using commercially reasonable security technologies meeting standards acceptable to Bank. If Customer uses a security procedure other than as described above, Customer acknowledges that Customer refused Bank's security procedure and chose another and Customer agrees to be bound by any transaction, whether or not authorized, issued in Customer's name and accepted by Bank in compliance with the security procedure Customer chose. If Customer elects not to utilize recommended message authentication and/or encryption technology, Customer assumes all responsibility for unauthorized disclosure or unauthorized access to Customer's data that occurs during transmission or while such data is in storage. Customer shall not disclose any Receiver's account number or routing number to any third party for such third party's use, directly or indirectly, in initiating a separate Debit.

3. Settlement and Exposure Limits. On the settlement date, Bank will credit Customer's account with Bank that Customer specifies for the total of:

- Customer's Debit Entries that Bank processed for settlement that day;
- RCCs issued for deposit to Customer's account on that day; and
- any returned or reversed Credit Entries.

Bank may delay the availability of funds deposited into Customer's account by Debit Entry or RCC until those transactions cannot be reversed in accordance with the Rules or applicable law.

Bank will debit Customer's account with Bank that Customer specifies for the total of Credit Entries processed in Customer's name and for any returned Debit Entries and RCCs. Bank may require Customer to pay Bank the amount of any Credit Entries on the date of transmission to Bank or otherwise prior to the settlement date. Bank also may require Customer to maintain collateral with Bank in an amount Bank specifies.

Bank may from time to time establish or revise maximum dollar limits for the total value of all outstanding files of Credit Entries and/or Debit Entries and RCCs that Bank will release on Customer's behalf. Bank may change or cancel the limits at any time without prior notice to Customer; although Bank will try to notify Customer before Bank does that.

- 4. Warranties; Indemnity.** Except as specified below, Customer will be deemed to make the same warranties to Bank as Bank makes pursuant to the Rules. In the case of an Entry to another account with Bank, warranties will be deemed to be given as of the time Bank first processes the Entry. Customer will not be deemed to warrant the power of the Bank under applicable law to comply with the requirements of the Rules or the conformity of Entries and other data Bank transmits to the file specifications contained in the Rules. The Customer further represents, warrants and covenants that (a) each Entry and RCC it originates will comply with all applicable U.S. laws and regulations and acknowledges that Entries may not be initiated that violate the laws of the United States, (b) unless Customer has identified itself to Bank as a Third Party Sender (as defined in Section 7) and obtained Bank's express consent to originate Entries as a Third Party Sender, Customer will not originate any Entries, or use any of its Company IDs to originate Entries, on behalf of third parties (including, without limitation, any affiliate of Customer), and (c) Customer will not permit a third party to originate Entries using a Customer account as the offset account unless Customer obtains Bank's express consent to do so.

Customer agrees to indemnify Bank and Bank's employees, officers, directors and agents, and hold all of them harmless from and against any and all claims, demands, losses, liabilities or expenses (including attorneys' fees and costs) resulting directly or indirectly from (a) Customer's breach of any warranty made under these Service Terms and (b) compliance by Bank and the RDFI with any request Customer makes for a cancellation, stop payment, reversal or recall of any Entry or any RCC created by Bank under Section 1 hereof.

Bank shall have no responsibility for any delay by any ACH Operator or RDFI in processing any Entry the Bank transmits to the ACH Operator or failure to process or credit or debit any such Entry.

- 5. Stop Payments; Reversals and Recalls; Rejections.** Customer's instruction to cancel, stop payment of, reverse or recall one or more Entries must be received by Bank in such time and manner as Bank specifies. Bank will process these transactions in accordance with Bank's procedures advised to Customer. Any reversal or recall initiated by Bank is subject to acceptance by the RDFI. Instructions to reverse or recall an ACH Credit Entry that are not initiated by Customer in time to meet the prescribed NACHA deadline for reversals may be originated by Bank as a Debit Entry; Customer shall obtain authorization from the Receiver in accordance with the Rules for any such Debit Entry and all other terms of these Service Terms applicable to Debit Entries shall apply. Entries or other instructions may not be amended or modified.

If Customer originates Debit Entries to an account or accounts at a financial institution that is not a Participating Depository Financial Institution in the ACH system (such account hereafter called a "Non-ACH Eligible Account"), all such Debit Entries will be rejected unless Customer subscribes to a service, subject to Bank's prior consent, pursuant to which Bank will process each such Debit Entry to a Non-ACH Eligible Account by preparing a remotely created check, as such term is defined in Federal Reserve Regulation CC (an "RCC"), on the Customer's behalf. The RCC will be drawn in the amount and on the Non-Eligible ACH Account of the individual or entity specified as the receiver in the Customer's instructions and will be deposited to the Customer's designated account with Bank. Such RCC will thereafter be processed through the check clearing system. If the Customer is using such service, the Customer hereby authorizes the Bank to create each RCC as described herein and the Customer warrants to the Bank, with respect to each RCC, that the person on whose account the RCC is drawn authorized the issuance of such RCC in the amount and to the payee stated in the RCC. The Customer authorizes the Bank to debit the Customer's account for any claim or return based upon an unauthorized RCC. All other terms herein related to Entries shall also apply to RCCs created under this Section. The Bank shall not create or process RCCs or other paper drafts in lieu of ACH Debits under any circumstances other than for Non-ACH Eligible Accounts and only when the Bank has consented to provide such service, even if the Customer includes an instruction in its file for the Bank to otherwise originate an RCC or paper draft.

- 6. Third Party Service Providers.** Customer may choose to use a third party service provider or service bureau to issue Entries or other instructions, handle returned Entries or perform other functions for and on Customer's behalf. If Bank accepts such Entries or other instructions, Customer will be bound by them. Customer is responsible for all actions taken or not taken by Customer's provider and Customer is responsible for all costs and expenses of Customer's provider.
- 7. Third Party Sender.** If Customer is a Third Party Sender, as such term is hereafter defined, (a) Customer warrants that the Originator has agreed to be bound by the Rules and has satisfied the obligations of an Originator under the Rules; (b) in any case where the Originator fails to perform its obligations under the Rules as an Originator, Customer shall indemnify, defend and hold Bank harmless from and against any and all claims, demands, losses, liabilities and expenses, including attorneys' fees and costs, that result directly or indirectly from the failure of the Originator to perform its obligations as an Originator under the Rules; (c) Customer agrees to cooperate with Bank regarding any request for information concerning the identity of any Originator; and (d) Customer represents, warrants and covenants that neither these Service Terms nor anything related to the ACH Origination Services violates, contravenes or is inconsistent with any of the terms, conditions or provisions of any agreement, understanding or arrangement between Customer and the Originator. Further, Bank will rely on Customer to evaluate the legitimacy of the Originators and their transactions originated by Customer and for ensuring that instructions do not involve illegal activities. Customer must notify Bank immediately if Customer suspects or become aware of any activity or transaction of an Originator that Customer believes may be of an illegal or illegitimate nature or that involves the proceeds of illegal activity or that was conducted, in part or whole, for the purpose of disguising the source

of funds. Bank will be entitled at any time upon notice to Customer to decline to provide the ACH Origination Services, or terminate the provision of ACH Origination Services, for any Originator on whose behalf are originating Entries if Bank determines that there are excessive returns or reversals of Entries originated on behalf of such Originator or if Bank becomes aware of any information indicating suspicious, fraudulent or illegal activity related to such Originator or for any other reason. As used herein, "Third Party Sender" means an entity that is not an Originator, that has authorized an ODFI or another Third Party Sender to transmit, for the account of the Third Party Sender or another Third Party Sender, (i) a credit entry to the account of a Receiver in order to effect a payment from the Originator (i.e., the third party on whose behalf the Third Party Sender is transmitting the entry) to the Receiver, or (ii) a debit entry to the account of a Receiver in order to effect a payment from the Receiver to the Originator (i.e., the third party on whose behalf the Third Party Sender is transmitting the entry). Without limitation of the foregoing, Third Party Senders include U.S. regulated financial institutions, brokers and other financial intermediaries as well as any other regulated or unregulated payment processors that are customers of the Bank and use their accounts to process payments for third parties (including affiliates of the Customer).

8. **IAT Entries.** If Customer is originating Entries that are required to be formatted under the Rules as IAT Entries, Customer will comply with all applicable Rules relating thereto, and Customer will originate such Entries only through one of Bank's ACH origination channels that support IAT origination. Some of Bank's ACH origination channels do not accommodate IAT Entries; upon request, the Bank will advise Customer as to which of Bank's ACH origination channels can be used for IAT origination.

If a foreign currency conversion is performed by Bank in connection with an IAT Entry, Customer acknowledges that the foreign currency exchange rates fluctuate, and accepts the risk of such fluctuation, including fluctuations in rate between the time Customer submits the Entry Data Instructions and the time the transaction is executed and/or reversed, returned or recalled. Any payment returns and/or reversals will be credited to Customer's account in the currency in which Customer's account is denominated, and Customer is responsible for any rate fluctuations.

In the event of an erroneous or duplicate IAT Entry originated for payment to a receiving bank outside the United States, the rights of Bank and Customer with respect to reversal or recall of such Entry are subject to the laws, regulations and payment system rules of the receiving bank's jurisdiction.

Customer acknowledges and agrees that IAT Entries may be delayed in processing or posting due to the Bank's or RDFI's review of such Entries for OFAC compliance. Further, Customer understands and acknowledges that unlike PPD Credit Entries, there is no requirement under the Rules that IAT Credit Entries that are made available to an RDFI by its ACH operator by 5:00 pm on the banking day prior to the Settlement Date be made available to the Receiver at the opening of business on the Settlement date; cleared IAT Credit Entries must be made available no later than the Settlement Date of the Entry, but funds are not required to be available at opening of business on the Settlement Date.

9. **Incorporation of Account Documentation; Termination.** The provisions of the account documentation, including terms and conditions governing the operation of business accounts and services, are incorporated into these Service Terms by reference. By acknowledging or signing the applicable account documentation or by using or continuing to use the ACH Origination Services, Customer agrees to these Service Terms. In addition to Bank's termination rights under the aforementioned documentation, Bank shall have the right to terminate or suspend these Service Terms and the Services upon notice to Customer in the event of the Customer's breach of the Rules.

B. ACH TRANSACTION BLOCKING & ACH TRANSACTION REVIEW

ACH Transaction Blocking is a Service that allows a Customer to block and return ACH debit and credit Entries originated to the Customer's account with the Bank. ACH Transaction Review allows the Customer to review ACH debit and credit Entries originated and posted to the Customer's account with the Bank and to instruct the Bank to return some or all of these transactions.

1. ACH Transaction Blocking:

- (a) **Service.** The Customer can select from a variety of authorization or blocking criteria and advise the Bank in a manner and form acceptable to the Bank. The Bank will return any blocked transaction indicating that the ACH debit was not authorized or that the ACH credit was refused.
- (b) **Company IDs.** If the Customer elects an option that blocks or allows ACH debits or credits from specified companies, the Customer must supply the Bank with the applicable ACH Company ID of the Originator as it appears on the Company/Batch Header Record. The Company ID will be the sole criterion for blocking debit and credit Entries (unless Customer has also set maximum dollar limits) and Bank will have no obligation to take any other steps to determine the identity of the Originator. The Customer will be solely responsible for obtaining the correct Company ID for each such Originator.

The Customer understands that Company IDs are not unique and that a Company ID may identify more than one Originator, and one Originator may have multiple Company IDs. The Customer understands that Company IDs are not a perfect filter and that transactions from Originators may be blocked or allowed if the Originator uses a Company ID other than the one Customer identifies. The Bank will not be responsible for transactions blocked or allowed in accordance with the instructions the Customer provides for the Company ID.

- (c) **Transactions Not Affected by Blocking.** ACH debit and credit blocks do not apply to certain transactions. The following types of ACH-related transactions will not be blocked:

- debits or credits to the Customer's account to offset any ACH credit or debit Entries originated by the Customer through Bank ;

- reversals of previously received ACH credit or debit Entries;
- returns or reversals by the RDFI of ACH debit or credit Entries originated by the Customer through the Bank;
- Reclamation Entries (debits);
- debits or credits to the Customer's account initiated by the Bank or Bank's agent or affiliate to correct processing errors, effect back valuations, make other adjustments or, with respect to debits, for fees, charges or other amounts the Customer owes the Bank or Bank's affiliates; and
- debits or credits to the Customer's account that the Bank posts pursuant to its internal procedures in order to comply with applicable law, regulations or payment system rules or guidance.

2. ACH Transaction Review:

- (a) **Service.** Customer shall use filter criteria available through the service to select the types or categories of incoming ACH debit and/or credit transactions it wishes to review or the Customer may elect to review all incoming ACH transactions subject to Section 2(d) below.
- (b) **Review and Return Process.** Based upon the filter criteria selected by the Customer, ACH transactions meeting that criteria will be made available for the Customer to review not later than a designated time on the banking day following the day on which the transactions are posted to the Customer's account. The details provided by the Bank for each Entry will include account number, dollar amount, company ID, receiver's name, standard entry class code and settlement date.
- (c) The Customer shall advise the Bank by means of an agreed upon transmission method not later than the Bank's designated cut-off time on the same day as transaction information is made available of those transactions, if any, that are unauthorized and that the Customer wishes to return. The Bank is entitled to rely on any instructions which it receives and which it reasonably believes to be genuine. The Bank shall return all such transactions and make corresponding adjustments to the Customer's account to which the transactions had been posted. All transactions reported to the Customer as to which Bank does not receive a timely instruction from the Customer will remain posted or be returned based on the Transaction Review profile default decision setting established by the Customer.
- (d) **ACH Transactions Not Subject to Review.** The following types of ACH transactions will not be made available for the Customer's review and decisioning:
 - debits or credits to the Customer's account to offset any ACH Entries originated by the Customer through the Bank ;
 - reversals of previously received ACH Entries;
 - returns or reversals by the RDFI of ACH Entries originated by the Customer through the Bank;
 - Reclamation Entries;
 - debits or credits to the Customer's account initiated by the Bank or Bank's agent or affiliate to correct processing errors, effect back valuations, make other adjustments, or to comply with legal requirements or for fees or charges the Customer owes the Bank or Bank's affiliates; and
 - if the Customer is also subscribing to the ACH Transaction Blocking service, any transactions blocked and returned pursuant to that service.
- (e) **Certain Reviewed Transactions Maybe Returned/Posted Despite Instructions.** Certain transactions reviewed and approved by the Customer may nevertheless be returned by the Bank. This will happen if (i) there are insufficient funds in the Customer's account to cover the amount of an ACH debit or other charge, (ii) a stop payment was previously placed on the transaction, or (iii) the Bank determines the transaction must be returned for legal or regulatory reasons. Certain transactions that the Customer advises should be returned may nevertheless be posted by the Bank; these include ACH debits or credits to the Customer's account that the Bank posts pursuant to its internal procedures in order to comply with applicable law, regulations or payment system rules or guidance.

C. LOCKBOX

Lockbox is a remittance processing Service offered to customers to support their accounts receivables business needs. Through this service, the Customer's remittance deposits are sent to a Post Office Box and picked up by the Bank and delivered to or via courier for further processing and posting to the Customer's deposit account.

1. **Service.** The Bank will maintain the Post Office Box for the Customer's remittances and will have unrestricted and exclusive access to the Post Office Box while providing the Lockbox Service. Customers requiring Caller Service or Business Reply Mail Service for remittance collection must obtain prior approval from the Bank. Upon approval, the Customer will secure such services directly with the United States Postal Service (the "USPS") and ensure the Bank is authorized to collect the mail. The Bank shall not be responsible for delays in processing due to the Customer's failure to pay the USPS for such services or any other action taken or not taken by USPS. The Bank may direct clients to include specific codes or formats within their assigned address in order to ensure mail is identified correctly. The Customer is responsible for ensuring their customers' remittances are properly addressed in order to prevent delays in processing.
2. **Deposit; Endorsement.** The Bank will collect all mail delivered to the designated Post Office Box, and will open the mail, process the checks eligible for this service (the "Items") and credit the funds to the Customer account or process for collection the Items received, except: i) Items which the Customer has instructed the Bank in writing, and the Bank has agreed not to process; ii) Items which the Bank believes should receive the Customer's special attention; iii) Items for which the Customer is not the payee, unless the Customer has provided proper authorization to process for credit or collection of such Items; and iv) any other matter or merchandise received. The Bank will not process such excepted Items or other matters or merchandise, but will forward them to the Customer unprocessed. The Bank assumes no responsibility for the inadvertent processing of Items excepted from processing. The Bank will process credit card payments as point of sale transactions, obtaining authorization as required by applicable card rules; provided, however, the Bank will not place phone calls for authorization of referrals or process credit transactions. The Bank shall not be deemed a merchant processor and shall not be liable for any data entry errors or any chargeback. The Bank assumes no liability for any matter or merchandise received through the Post Office which is not a depositable Item, including cash. Any failure by the Bank to process an Item other than as provided herein does not constitute a failure by the Bank to exercise ordinary care. The Customer shall be liable to the Bank as a general endorser on all Items processed by the Bank.
3. **Differing Amounts.** If the amount of an Item written in words and figures differ, the Item will be processed for amount written in words. If the Item is accompanied by an invoice or statement and the amount on the statement matches the amount written in figures, and the Customer has requested, and the Bank has agreed, to process such Item for the amount written in figures, the Item may be processed for the amount written in figures. In the event the Bank processes the Item for the amount written in figures, the Customer indemnifies the Bank for any claim which may arise from that action.
4. **Foreign Items.** This Service is limited to Items drawn on domestic banks so to the extent the Bank notices that any Items drawn on foreign banks have been deposited, such Items shall be forwarded to Customer as unprocessable.
5. **Returned Items; Re-presentation.** If any Item is returned to the Bank unpaid for any reason or there is a claim involving an Item deposited to the Customer Account, the Bank will charge back that Item, together with any fees or other amounts allowed on such claims or for returned Items, against the Customer Account, regardless of whether such debit causes an overdraft to the Customer Account. If, however, the Bank has been instructed in writing by the Customer to re-present Items which have been dishonored or returned to the Bank unpaid for reasons other than account closed, the Bank may do so automatically and without notice to the Customer, and the Bank reserves the same rights to debit the Customer Account should any such Items remain unpaid after the re-presentation.
6. **Security for Imaged Items.** The Bank has specified Security Procedures for receiving and accessing Imaged Items, Imaged Documents and lockbox transaction data. The Bank is not obligated to send any images or data or allow access through the Delivery Media to any images or data which are not requested or accessed in accordance with the Security Procedures. The Customer acknowledges that once a CD-ROM is received, or it has accessed images by any Delivery Media, persons having access to the Customer's computers and image archives may have access to the Imaged Items, Imaged Documents and lockbox transaction data.
7. **Image Option.** If the Customer elects and this image option is available at the designated Bank processing location, the Bank will provide images of the Items ("Imaged Items") received together with images of related documents ("Imaged Documents"), through the media ("Delivery Media") and at the intervals agreed upon between the Bank and the Customer. The Customer may receive additional service material, including user guides, software licenses and other terms in connection with the selection of this option.
8. **Original Documents; Image Storage.** Unless the Bank has agreed otherwise, the Bank will image all Items and associated remittances and retain original documents on site for no longer than 14 days. All original documents will be destroyed 14 days after processing. If the Customer uses the Bank's Regional Retail Lockbox product, associated original documents are retained on site no longer than 7 days. The Bank will store Imaged Items for a period of seven (7) years from the date of the applicable transaction regardless of any additional imaging service requested by the Customer. If the Customer elects storage of Imaged Documents, the Bank will store Imaged Documents for a period of thirty (30) days (Short Term Storage) to ten (10) years (Long Term Storage) from the processing date of the applicable transaction., per the Customer's selection If the Customer elects to image and not store Imaged Documents with the Bank, such images will be delivered to the Customer via daily Direct Image Transmission.
9. **Accuracy; Legibility.** The information delivered to the Customer through the Delivery Media will be the same as the information in the data entry file provided to the Customer for the applicable time period. If the data entry file contains errors, those errors will also occur on the Delivery Media. The Bank will provide images that are as legible as possible given the legibility of the underlying remittance documents and the selected Delivery Media. The Bank has no liability or responsibility for the condition of the original remittance items provided to the Bank, and it reserves the right to review and approve sample remittance items for legibility prior to providing this service. The Customer is responsible for reviewing images obtained through the Delivery Media and to promptly notify the Bank of any images that are not clear.
10. **Disclosures.** As between the Customer and the Customer's clients, if applicable, certain payments collected hereunder may be subject to various cut-off times and payment deadlines (the "Disclosures"). The Customer acknowledges and agrees that the Bank has no duty to inquire as to the content of any such Disclosures, is not bound by them, and makes no representations or warranties, explicitly or implicitly, regarding same. The

Customer is responsible for ensuring that the processing and payment cut-off times established by the Bank are in compliance with the Disclosures and Customer's responsibilities under applicable laws and regulations. The Customer further acknowledges and agrees that the data processed by the Bank belongs to the Customer or the Customer's clients.

D. COIN & CURRENCY

Coin and Currency Services, also referred to as Cash Vault Services, provides coin and currency delivery and deposit services to companies that use large quantities of cash. With a nationwide vault network, Customers can place orders for coin and currency, make deposits and track activity by location through electronic reporting options.

1. Cash Orders

- 1.1. **Placement of Cash Orders.** The Customer may issue written instructions for the Bank to release United States coin and currency ("Cash") to an armored courier service (the "Courier") as designated by the Customer in accordance with the Bank's guidelines ("Cash Order"). The Customer acknowledges that Cash Orders may be transmitted to the Bank only during such times as set forth in the guidelines. The Bank is authorized to debit the account of the Customer designated in the Cash Order for the amount set forth in the Cash Order. If the Bank has agreed to such an arrangement, the Customer may also place a Cash Order directly at one of the Bank's branch locations by issuing a check to debit the Customer's account at the Bank or as a "cash for cash" exchange. If there are insufficient funds in the designated account, the Bank is authorized to refuse the Cash Order, to fill a partial Cash Order or to debit the designated account even if such debit causes an overdraft, or to debit any other account of the Customer at the Bank.
- 1.2. **Cash Order Limits.** The Bank and the Customer may agree to limit the amount of Cash that may be delivered pursuant to a Cash Order ("Cash Limit").
- 1.3. **Discrepancies for Cash Orders.** All Cash Orders must be validated by the Customer within 24 hours of receipt. If a currency strap, coin bag or wrapped coin discrepancy is identified, the Customer may contact Cash Services Customer Support at 888-872-0517 to request a Cash Order Claim Form. The completed form and proper documentation must be sent to the Bank and post marked within 48 hours of receipt of the Cash Order. Any claims post marked after the 48 hour period may be denied and the Customer will have no right to refuse or receive an adjustment after such time period.
- 1.4. **Cancellations and Amendments.** A Cash Order may be cancelled by the Customer telephonically, electronically or in writing by a person the Bank reasonably believes to be authorized to act on behalf of the Customer and only if the cancellation is received within a reasonable time before the Cash is delivered to the Courier ("Cancellation"). A Cash Order may only be amended telephonically and the Bank will not be responsible for any change in a Cash Order it has received. Any attempt to amend a Cash Order electronically may result in duplicate Cash being delivered.
- 1.5. **Notice of Rejection/Execution.** If the Bank rejects a Cash Order request, it will promptly notify the Customer of the reason. The Bank will notify the Customer when it has executed a Cash Order. Unless, within three (3) business days after receipt of notification of the execution of a Cash Order the Customer notifies the Bank in writing that a Cash Order was unauthorized or otherwise unenforceable against the Customer, the Bank shall not be liable for executing the Cash Order as notified, including any loss of interest.
- 1.6. **Security Procedure.** The Bank must receive a Cash Order using a touch-tone telephone, or other electronic communications device mutually agreed upon by the Customer and the Bank, based upon codes assigned by the Bank to the Customer that identify the Customer and the location (collectively, "Codes"). The Customer agrees that use of the Codes constitutes a security procedure for verifying the authenticity of the Cash Order as being that of the Customer ("Security Procedure")... The Customer and the Bank will maintain reasonable security and control of the Codes. The Bank is not responsible or liable for detecting any error in the transmission or content of any Cash Order or Cancellation and the Security Procedure is not intended to detect any such error. No agreement or instruction of the Customer restricting acceptance of any Cash Order or Cancellation is binding on the Bank, except as set forth in these Service Terms or in a writing signed by the Customer and the Bank. These Security Procedures do not apply to Cash Order requests made by the Customer at one of our branch locations when the Customer is making a "cash for cash" exchange or issuing a check to debit the Customer's account at the Bank.
- 1.7. **Geographical Limitations.** The Customer represents and warrants that all Cash Orders will be used by Customer in its normal course of business at the Customer's store/office locations in the United States.

2. Cash Deposits

- 2.1. **Standard Courier Service.** The Customer may deliver and pick up shipments of Cash or checks to or from the Bank by using the services of a Courier that has been authorized by the Bank, who will act solely as the Customer's agent. The Courier must comply with the Bank's guidelines, as amended from time to time, and must maintain all licenses and permits required by law in addition to adequate insurance to cover its liabilities in providing courier services to the Customer. The Bank may refuse to permit any courier to enter its premises with or without cause, in which case the Bank will use reasonable efforts to promptly notify the Customer. With regard to Customer's Courier, Customer is responsible for any individual's actions while at the Bank's facilities including theft, property damage, intentional crimes and any other act or omission even if such actions would be considered outside the scope of their employment and whether the individual is impersonating an employee of the courier if the Bank has followed its customary procedures for identifying the individual.

- 2.2. **Deposit Presentment and Processing for Standard Courier Service.** With regard to deposits delivered to one of the Bank's vault locations, the Customer's Courier must deliver deposits in sealed tamper-proof plastic security deposit bags that meet the standards described in the Bank's guidelines and contain only Cash and checks. The bags may also contain food stamps if the Customer provides proof satisfactory to the Bank of the Customer's authority to redeem food stamps. The Bank will open the bags and process the deposits.
- (a) **Delivery to Vault.** If the Bank agrees to accept the Customer deposits at a vault location, the Bank will provide a receipt indicating the number of bags it has received. This receipt is not an acknowledgment of the contents of any bag, nor is any telephonic or other acknowledgment of a deposit of which the Customer notifies the Bank by telephone or by electronic means.
- (b) **Delivery to Branch for Delayed Processing.** If the Bank agrees to accept the Customer deposits at a branch location, the Bank will not verify the amount of the deposits at the time of receipt but will provide the Customer with a receipt showing the amount indicated in the Customer's deposit slip. This receipt is not an acknowledgment of the contents of any bag.
- 2.3. **Courier Service through the use of a Smart Safe or Recycler Machine.** The Customer may use the services of a courier that has been authorized by the Bank, who will act solely as the Customer's agent. The courier must comply with the Bank's guidelines, as amended from time to time, and must maintain all licenses and permits required by law in addition to adequate insurance to cover its liabilities in providing courier services. The Bank may refuse to permit any courier to enter its premises with or without cause, in which case the Bank will use reasonable efforts to promptly notify the Customer. The Customer will receive Advance Credit only for Cash placed in Deposit Cassette (as defined below) component of the machine. The Customer's courier is authorized to transmit the Cash information only with regard to the Deposit Cassette component of the machine to the Bank on the Customer's behalf and the Bank, upon receipt of such data transmission, will provide provisional credit to the Customer's designated account. The courier will deliver the Cash to the Bank as directed by the Bank at the Customer's expense. The Customer authorizes the Bank to instruct the courier to pick up any Cash for which the Bank has given provisional credit at any time at the Customer's expense. For purpose of these Service Terms, "Deposit Cassette" is the component of the machine whereby the Customer places Cash into such component and only the courier is able to access such Cash once it is placed in the Deposit Cassette.
- 2.4. **Deposit Presentment and Processing through the use of a Smart Safe or Recycler Machine.** The Customer agrees that once the Cash is in the Deposit Cassette component of the machine, the Customer no longer has any ownership, control or rights with regard to the physical Cash and that the Bank is authorized to rely upon the transmitted information from the Customer's courier with regard to deposits or adjustments to the Customer's deposit account with the Bank. Once the Customer's courier has completed the verification of the Cash from the Deposit Cassette component of the machine and has transmitted the deposit/adjustment information to the Bank, the Cash is then placed into the Bank's inventory at the courier's location. In the event of a dispute related to the amount credited to the Customer's deposit account, the Customer will initiate its claim and request for an investigation with its courier.
- 2.5. **Discrepancies.** All deposits are subject to verification. If there are differences between the amount credited by the Bank and the amount shown on the deposit slip prepared by the Customer, the receipt provided to the Customer or its agent upon initial presentment or the transmission received from the courier on the Customer's behalf, the currency will be re-counted for discrepancies over the minimum amount specified in the Cash Vault Services Product Guide, the "Threshold" amount, the Customer's representative designated in the service implementation questionnaire will be notified of the adjustment, and an adjustment fee will be charged. If the discrepancy is in the Threshold amount or less, the Bank will not adjust the Customer's account, the Bank will retain the discrepancy amount, and no adjustment fee will be charged. The Bank's determination and records as to its receipt of any bag and as to the contents of any bag is conclusive and binding on the Customer.
- 2.6. **Relationship upon Delivery of Bags.** Until the Bank recounts the contents of the bags and enters a final credit to the Customer's account, the Bank is not responsible for any claimed contents of the bags. The Customer should not include anything in a bag other than Cash and its deposit slip, and the Bank shall have no responsibility or liability if there is any other property included or claimed to have been included in a bag...
- 2.7. **Delivery to Unattended Facility.** If the Bank agrees to allow the Customer to use one of the Bank's unattended facilities (including but not limited to a night depository or commercial ATM), the Bank may provide the Customer with an access device (such as a key or card that may require a personal identification number ("PIN")). The Customer must return all access devices to the Bank upon request. The Bank will process any deposits delivered to an unattended facility as provided for in the Bank's guidelines. If the Customer receives a receipt from an unattended facility, the receipt is not an acknowledgment of the contents of any bag or of the receipt of any bag. While the Customer or the Customer's Courier is physically present at one of the Bank's unattended facilities, the Customer is a licensee only and the Bank has no responsibility for the safety of the Customer or its Courier while at such facility.
- 2.8. **Liability at Unattended Facility.** The Customer assumes all risks of using any unattended facilities, including risks of theft, robbery and personal injury; the Bank is not responsible if a facility fails to operate properly in any way, including failing to open, close, lock or unlock. It is the Customer's responsibility to verify that its bags have dropped down completely into the facility, and the Customer agrees that it will not leave any bags in any facility that does not appear to be operating properly. The Bank will not be liable to the Customer if any unattended facility, tele-entry or online system is closed or otherwise unavailable for use at any time.
- 2.9. **Geographical Limitations of Cash Deposits.** Cash Deposits must be delivered to the Bank by Customer's courier and from Customer's physical store/office locations in the United States. Cross-border cash deposits (i.e., cash brought into the United States from outside the United States) are strictly prohibited

E. POSITIVE PAY, REVERSE POSITIVE PAY AND PAYEE VERIFICATION

JPMorgan Chase Bank, N.A. (the "Bank") will provide Customer, in accordance with the provisions set forth in these Service Terms, with one or more of the services listed below (each a "Service") that help prevent check fraud on deposit accounts by identifying discrepancies between checks ("Items") presented to the Bank for payment from the Customer's demand deposit account associated with the Service (the "Account") and those Items that are issued by Customer. The provisions of the Bank's account documentation, including terms and conditions governing the operation of business accounts and services as well as other service guides or material (the "Account Documentation") are incorporated into these Service Terms by reference. By signing the applicable Account Documentation or by using or continuing to use any of these Services, the Customer agrees to these Service Terms.

1. Services.

With Positive Pay, the Customer sends check issuance information to the Bank and the Bank compares such information to Items being presented for payment. With Reverse Positive Pay, the Bank sends the Customer information on Items being presented for payment and the Customer does its own comparison. Payee Verification is an enhanced feature for Positive Pay whereby the Customer includes payee name information and the Bank compares such information against the payee names on Items being presented. As a condition precedent for receiving Payee Verification, the Customer must be receiving Positive Pay in connection with the same Account.

2. Issuance Information.

The following information is defined as "Issuance Information" for each Item: i) Account number on which the Item is drawn; ii) Item serial number; iii) dollar amount; iv) issue date, (not as part of Reverse Positive Pay); and v) for Payee Verification only, the payee name. For Positive Pay and Payee Verification, the Customer will provide the Bank the Issuance Information by the banking day on which the Customer issues Items by means of a mutually agreed upon transmission method. The Bank will compare the Issuance Information with the Items presented to the Bank for payment against the Account. For Reverse Positive Pay, the Bank will send the Customer the Issuance Information and the Customer will compare such information with the Items they have issued.

3. Discrepancies.

For Positive Pay and Payee Verification, if an Item is presented to the Bank for which it has not received timely Issuance Information or that contains information different from the Issuance Information for that Item, the Bank will notify the Customer by means of a mutually agreed upon method, by the designated time of the Banking Day following the Banking Day the Item is presented to the Bank for payment. The Customer shall advise the Bank by means of a mutually agreed upon method by the designated time on that same Banking Day whether any such Item is authorized for payment ("Presentment Decision"). In the event that the Customer fails to timely inform the Bank about any Item for which a Presentment Decision is requested, the Bank is authorized to return such Item unless otherwise agreed by the Customer and the Bank. For Reverse Positive Pay, the Bank will provide Issuance Information to the Customer of Items presented for payment; the Customer shall advise the Bank by means of a mutually agreed upon method by the designated time on that same Banking Day whether any such Item is not authorized for payment, and in the event that the Customer fails to timely inform the Bank as required, the Bank is authorized to pay such Item(s) unless otherwise agreed by the Customer and the Bank. The Bank is entitled to rely on any instructions by the Customer which it receives and which it reasonably believes to be genuine. If a Customer attempts to change an instruction previously given by sending an email or other message to the Bank, the Bank may, but has no obligation to, act upon such change request.

4. Payee Verification Additional Terms.

For Payee Verification, Customer acknowledges that Items which have been converted to ACH transactions prior to being presented for payment will not be eligible for this service and the payee name information will not be compared to the Issuance Information for Items that have been converted to ACH transactions. If Customer fails to provide the Issuance Information in the file format required by the Bank, the Bank will not be liable for failing to detecting any discrepancy between the Item and the Issuance Information or for processing and payment of such Item. The Bank reserves the right to set a threshold amount for Items (as may be revised by the Bank from time to time) to be reviewed under the Payee Verification service (the "Threshold Amount"). The Items below the Threshold Amount will be handled according to the standard Account Documentation governing the Customer's Account; however, Customer will not be liable for such Items if the discrepancy would have otherwise been detected under this Service. With regard to Payee Verification, the Bank will compare the payee name provided in the Issuance Information to the payee lines contained in the name/address block identified on the Item (presented as provided for in the Bank's set-up requirements) and will otherwise be limited to those parameters specifically agreed to by the Customer and Bank.

5. Voided Items.

The Customer agrees to place a void on an Item in the Issuance Information only with respect to Items that are not in circulation. If the Customer decides to stop pay an Item that it has already issued, the Customer is required to place a Stop Payment request pursuant to the relevant terms of the Account Documentation, outside of these services.

6. Item Payment.

The Bank is not obligated to maintain signature cards for the Account and whether or not the Bank does maintain such signature cards, in no event shall the Bank be obligated to inspect any Item for the presence or authenticity of any signature or to determine whether any signature is authorized. The Customer acknowledges that the Bank's adherence to these procedures in these terms, in lieu of signature examination, will constitute the exercise of good faith and ordinary care by the Bank in handling Items presented for payment against the Account.

7. Over the Counter Presentment.

The Bank may, without liability to the Customer, refuse to pay any Item presented for encashment at any of the Bank's branch locations. If an Item is presented for encashment at one of the Bank's branch locations at the teller line and the account is under the Positive Pay or Payee Verification Service, the Customer authorizes the Bank to pay such Item based upon the Positive Pay information at the teller line. If an Item is presented for encashment at one of the Bank's branch locations at the teller line and the account is under the Reverse Positive Pay Service, (i) the Customer authorizes the Bank to

pay such Item pursuant to the Bank's policies and procedures for encashment, (ii) Customer assumes the risk of any loss that would have been prevented through the use of Positive Pay or Payee Verification services; and (iii) Customer agrees to unconditionally release, indemnify and hold harmless the Bank against any and all liability loss or claim relating to an Item being cashed or returned over-the-counter. The Bank may charge a person who cashes an Item drawn on the Customer's Account a fee at the time of encashment.

F. CONTROLLED DISBURSEMENTS

Controlled Disbursement Accounts help customers effectively manage the disbursement process to gain control over idle balances and automate funding transfers and is designed to provide disbursement totals early each business day.

1. **Controlled Disbursement Account.** Each controlled disbursement account ("Controlled Disbursement Account"), except as set forth herein, shall be opened and maintained in accordance with the Account Documentation. Customer agrees that if it fails to utilize one of the Bank's positive pay services on the Controlled Disbursement Account, that failure will constitute Customer negligence contributing to the making of any unauthorized signature and Customer assumes the risk that checks or drafts ("Items") presented against the Controlled Disbursement Account may be forged or altered, to the extent that the positive pay services the Bank offers may have prevented any loss. The Bank will have no liability for any loss related to an Item presented against the Controlled Disbursement Account which would otherwise generally have been returned under such positive pay services.
2. **Payment of Items.** Bank, on each banking day, will advise Customer of the total amount of Items drawn against the Controlled Disbursement Accounts that are presented for payment, on that day, to the Bank by a Federal Reserve Bank or another depository institution pursuant to a same-day settlement arrangement. Bank will honor Items which are properly payable, but shall have no obligation to pay any Item should sufficient immediately available funds to cover such Items not be transferred to the Controlled Disbursement Account in accordance with these Service Terms and the Account Documentation.
3. **Over-the-Counter Presentment.** Bank may, without liability to Customer, refuse to pay any Item presented for encashment at any of the Bank's branch locations.
4. **Funding Account for Controlled Disbursement.** Customer will maintain with Bank a designated account for purposes of funding the Controlled Disbursement Account, or the funding account may be maintained at an affiliated bank or other financial institution (the "Funding Account"). Customer authorizes Bank to debit the Funding Account for the total amount of the Items presented and any funds transfers against the Controlled Disbursement Account, and to promptly transfer such amount to the Controlled Disbursement Account even though such a debit may bring about or increase an overdraft. All funds transfers from the Funding Account to the Controlled Disbursement Account shall be in immediately available funds. Customer will maintain sufficient available funds in the Funding Account to cover Items and funds transfers presented against the Controlled Disbursement Account, and the Bank shall have no obligation to transfer funds, process Items for payment or complete any funds transfers unless there are sufficient available funds in the Funding Account. The Bank is authorized to debit the Funding Account for any obligations owed directly or indirectly on the Controlled Disbursement Account. The Bank shall not be liable for failure to pay any Item presented for payment against any Controlled Disbursement Account due to insufficient funds in the Funding Account.
5. **Media.** Bank will transmit to Customer by the transmission method or media agreed to by Customer and Bank information regarding Customer's Controlled Disbursement Account.
6. **Routing Transit Number.** Customer agrees to use the designated controlled disbursement account routing transit number on the Items it issues from the Controlled Disbursement Account. Customer acknowledges that if it fails to use such designated controlled disbursement account routing transit number the Bank is authorized to terminate this Service or any Service feature upon notice to the Customer.
7. **Financial Condition.** In the event of the deterioration of the financial condition of the Customer, as determined in the Bank's sole discretion, the Bank may immediately terminate the Service, any Service feature, and/or may convert any Controlled Disbursement Account to a stand-alone demand deposit account without prior notice to the Customer.
8. **Third Party Usage.** Customer agrees that it will not permit a third party to write checks on or otherwise issue payment transactions or instructions on Customer's Controlled Disbursement Account. Customer agrees to indemnify and hold Bank harmless from and against any and all actions, claims, demands, losses, liabilities or expenses whatsoever, including attorney's fees and costs, resulting directly or indirectly from Customer's breach of this Section 8. This indemnity shall survive the termination of these Service Terms. Notwithstanding anything to the contrary, Customer acknowledges that, if Customer breaches this Section 8, Bank may immediately terminate this Service or any Service feature upon notice to the Customer.

G. IMAGE CASH LETTER

1. Service.

These terms govern the image cash letter service (the "Service") which allows image-enabled check customers to prepare and transmit electronic deposit information and check images instead of preparing and physically depositing paper cash letters and associated original check.

2. Transmission and Processing.

Customer shall provide through its own methods or devices the captured check images and check data from the Check, including the magnetic ink character recognition formatting (MICR) information through electronic transmissions (the "Transmissions") in the format and specifications required by the Bank's File Standards and within the cut-off times provided by the Bank. Customer authorizes Bank to process the Transmissions as substitute checks, electronic images or photos in lieu, as may be applicable for further clearing through any other financial institution, clearinghouse or Federal Reserve Bank. If the Customer is eligible and has chosen to have Checks processed as ACH transactions, Bank will convert eligible Checks to ARC or POP entries, as defined and provided for in the ACH Origination Service Terms. Customer agrees that it is solely responsible for the creation and transmission of these Transmissions to the Bank. If any Transmission (including any source document for purposes of these Service Terms) does not meet the Bank's or any transferee's standard requirements for processing, Customer assumes all risk of loss or delay in processing such Transmission and authorizes the Bank to either (a) return the Transmission to the Customer without further processing, (b) process the Transmission as sent from the Customer, (c) process the Checks as photocopies in lieu of the originals, or (d) repair or attempt to repair the Transmission for further processing. Under this Service, "Checks" shall mean checks and drafts drawn in US dollars on, or payable through, banks located in the United States (including Puerto Rico, Guam and the US Virgin Islands), endorsed for deposit to Customer's account at the Bank.

3. Image Cash Letter File Deposit Time.

The Transmissions must be sent to Bank prior to the deposit deadline. Any Transmission will be deemed to have been received by Bank when the entire file has been written onto Bank's system and made available for Bank to validate. Based upon the size of the Transmission file, there may be a significant delay between the time Customer begins to send the file and the completion of the transfer as stated above. As a result, Customer will make every effort to send the Transmission file as early as possible. Files that are received after a deposit deadline will be considered deposited as of the next deposit deadline. Processing fees and funds availability will be assessed based on the deposit deadline that is met.

4. Customer Liability.

Customer shall be solely responsible if any Transmission for which Customer has been given provisional credit is returned or reversed, and neither Bank nor its subcontractors shall be liable or responsible for same. Customer acknowledges that all credits received for deposit are provisional, subject to verification, final settlement or return. Information and data reported hereunder: (a) may be received prior to final posting and confirmation and is subject to correction and (b) is for informational purposes only and may not be relied upon. Customer agrees that Bank shall have no liability for the content of payment-related information as received from the Customer. Customer shall be solely responsible for the original Checks, including storage and retrieval. Customer agrees to provide a legible copy of an image or the original Check if requested by the Bank within five (5) business days of such request. If Customer is unable to provide the original or legible copy, Customer shall be liable for any associated loss or claim involving the Check. Customer will not present a Transmission or the original Check or substitute check more than once to the Bank if the initial Transmission was processed as an ACH transaction and shall be responsible for any and all losses or claims resulting from the Customer presenting such Check or Transmission for payment more than once through any method.

5. Suspension/Cancellation of Service.

Bank reserves the right to suspend or terminate the Service, in whole or in part if Bank believes Customer is in breach of these Service Terms or is otherwise using or accessing the Service in a manner inconsistent with the rules and regulations relating to the Service being provided and such breach, use or access is not cured within three business days after notice to Customer. Further, this Service will automatically terminate if the Customer's account with the Bank is closed for any reason. Either party may terminate the Service upon thirty (30) days' prior written notice to the other party; provided, however, that the terms of Section 9 will apply to any termination prior to the time period set forth in the Pricing Schedule.

6. Intellectual Property Ownership.

Neither these Service Terms nor the provision of the Service transfer to Customer any ownership or proprietary rights in the Bank's technology or any work or any part thereof, and all right, title and interest in and to the Bank's technology will remain solely with Bank or its subcontractors.

7. WARRANTIES AND DISCLAIMERS.

7.1. CUSTOMER WARRANTY. CUSTOMER WARRANTS AND REPRESENTS TO THE BANK THAT: (A) EACH TRANSMISSION CONTAINS ACCURATE AND LEGIBLE IMAGES OF ALL OF THE INFORMATION ON THE FRONT AND BACK OF THE ORIGINAL CHECKS AT THE TIME EACH CHECK WAS TRUNCATED; (B) EACH TRANSMISSION ALSO CONTAINS A RECORD OF ALL APPLICABLE MICR-LINE INFORMATION REQUIRED FOR A SUBSTITUTE CHECK AND THE ACCURATE AMOUNT OF THE CHECK; (C) EACH TRANSMISSION CONFORMS TO THE TECHNICAL STANDARDS FOR AN ELECTRONIC ITEM SET FORTH IN REGULATION J AND FEDERAL RESERVE BANK OPERATING CIRCULARS AND FOR A SUBSTITUTE CHECK SET FORTH IN REGULATION CC; (D) NO PERSON WILL RECEIVE A TRANSFER, PRESENTMENT OR RETURN OF, OR OTHERWISE BE CHARGED FOR, THE CHECK (EITHER THE ORIGINAL CHECK, OR A PAPER OR ELECTRONIC REPRESENTATION OF THE ORIGINAL CHECK) SUCH THAT THE PERSON WILL BE ASKED TO MAKE PAYMENT BASED UPON A CHECK IT HAS ALREADY PAID; (E) CUSTOMER WILL NOT REDEPOSIT THROUGH THIS SERVICE ANY TRANSMISSION REPRESENTING A CHECK PREVIOUSLY DEPOSITED AND RETURNED TO THE CUSTOMER; (F) CUSTOMER WILL EMPLOY COMMERCIALLY REASONABLE SECURITY MEASURES AND FIREWALLS SUFFICIENT TO PROTECT THE TRANSMISSIONS AND STORAGE TO ENSURE NO UNAUTHORIZED ACCESS OR DUPLICATE PRESENTMENT; (G) CUSTOMER WILL ONLY CREATE TRANSMISSIONS FOR CHECKS THAT ORIGINATED AS PAPER CHECKS; (H) CUSTOMER HAS ESTABLISHED AN ANTI-MONEY LAUNDERING PROGRAM IN COMPLIANCE WITH ANTI-MONEY LAUNDERING LAWS AND REGULATIONS APPLICABLE TO IT AND SUCH ANTI-MONEY LAUNDERING PROGRAM INCLUDES POLICIES, PROCEDURES AND CONTROLS DESIGNED TO DETECT AND PREVENT MONEY LAUNDERING WHICH CUSTOMER BELIEVES EFFECTIVELY PREVENTS THE USE OF CUSTOMER'S OPERATIONS, PERSONNEL OR FACILITIES FOR MONEY LAUNDERING PURPOSES; AND

(I) CUSTOMER WILL ONLY ACCESS THE SERVICE AND SEND TRANSMISSIONS TO THE BANK FROM LOCATIONS WITHIN THE UNITED STATES; (J) CUSTOMER IS IN COMPLIANCE WITH ALL LOCAL LAWS AND REGULATIONS APPLICABLE TO IT IN THE USE OF THIS SERVICE.

7.2. **DISCLAIMER.** BANK AND ITS SUBCONTRACTORS MAKE NO REPRESENTATIONS OR WARRANTIES, WHETHER EXPRESS, IMPLIED OR STATUTORY REGARDING OR RELATING TO ANY OF THE TECHNOLOGY OR SERVICE AND/OR ACCESS TO OR USE OF THE SERVICE OR TECHNOLOGY PROVIDED TO CUSTOMER HEREUNDER. BANK AND ITS SUBCONTRACTORS SPECIFICALLY DISCLAIM ANY AND ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. CUSTOMER ACKNOWLEDGES THAT THERE ARE CERTAIN SECURITY, CORRUPTION, TRANSMISSION ERROR AND ACCESS AVAILABILITY RISKS ASSOCIATED WITH USING OPEN NETWORKS SUCH AS THE INTERNET, AND CUSTOMER ASSUMES ALL SUCH RISKS. CUSTOMER SHALL MAKE AN INDEPENDENT ASSESSMENT OF THE ADEQUACY OF THE INTERNET IN USE OF THE SERVICE PURSUANT TO THE BANK'S PROCEDURES. CUSTOMER FURTHER ACKNOWLEDGES THAT THE SELECTION AND USE BY IT OF ANY THIRD PARTY SECURITY AND COMMUNICATIONS SOFTWARE AND THIRD PARTY SERVICE PROVIDERS IS THE SOLE RESPONSIBILITY OF CUSTOMER, AND BANK DISCLAIMS ALL RISKS RELATED THERETO, NOTWITHSTANDING THAT THE BANK MAY RECOMMEND CERTAIN SECURITY AND/OR COMMUNICATIONS SOFTWARE AND SERVICES. CUSTOMER AGREES TO, AT ITS SOLE EXPENSE, PROCURE AND MAINTAIN ALL HARDWARE, BROWSERS, SOFTWARE AND TELECOMMUNICATIONS EQUIPMENT NECESSARY TO ACCESS THE SERVICE IN ACCORDANCE WITH THE BANK'S RECOMMENDED SYSTEM CONFIGURATION.

8. INDEMNIFICATION.

IN ADDITION TO ITS INDEMNIFICATION OBLIGATIONS IN THE ACCOUNT TERMS, AND EXCEPT FOR LOSSES OR EXPENSES CAUSED BY BANK'S FAILURE TO EXERCISE ORDINARY CARE OR WILLFUL MISCONDUCT, CUSTOMER AGREES TO INDEMNIFY BANK FOR ANY LOSS OR EXPENSE SUSTAINED (INCLUDING ATTORNEY'S FEES AND EXPENSES OF LITIGATION) RESULTING FROM (i) CUSTOMER'S LACK OF AUTHORITY TO MAKE THE WARRANTIES PROVIDED HEREIN; (ii) ANY ACTION TAKEN OR NOT TAKEN BY BANK WITHIN THE SCOPE OF ITS AUTHORITY UNDER THESE SERVICE TERMS IN HANDLING A CHECK; AND (iii) ANY WARRANTY OR INDEMNITY REQUIRED TO BE MADE BY BANK WITH RESPECT TO A CHECK UNDER APPLICABLE LAW OR REGULATION.

9. Pricing Schedule/Volume/Termination Penalties.

Bank and Customer agree to the terms of the Pricing Schedule which are incorporated herein by reference, including the length of time the Service will be provided, the charges/fees and the volumes, as may be stated in the Pricing Schedule. If Customer terminates the Service or the Service is otherwise terminated without fault of the Bank prior to the period of time set forth in the Pricing Schedule, Customer shall pay the Bank a termination fee equal to twelve (12) times the average monthly transaction fee for the Service for the period of time the Service was provided to Customer. Such termination fee shall be paid within thirty (30) days' after the effective termination date.

10. Audit.

Customer authorizes the Bank to audit its facilities where the Checks are imaged, stored and destroyed as well as where the Transmissions are processed under this Service upon reasonable prior written notice from the Bank.

11. Online Adjustments Services.

If Bank and Customer agree, Customer will submit its adjustment requests through the web-based SVPCO Online Adjustment Service ("Online Adjustment") based on the following terms:

For Customers choosing the deposit account option where they settle for the Items through the Customer's deposit account at Bank ("Deposit Account") option, Customer agrees to be bound by the SVPCO Electronic Adjustment Exchange Rules, as may be amended from time to time ("SVPCO Rules"). Bank will assist the Customer in implementing and registering for Online Adjustment. Customer will designate at least one Administrator by submitting the Secure ID Token Form for Online Adjustments ("Form"). After the initial registration, Customer will be able to update its designated users directly through SVPCO. Bank may conclusively rely upon any information or instructions purported to be sent by the Customer through Online Adjustment. Customer agrees that Bank may charge Customer's Account for any adjustments and related fees. Customer agrees that the Bank shall have no responsibility with regard to the adjustment information transmitted through Online Adjustment. Notwithstanding anything to the contrary in these Service Terms or the Account Documentation, Online Adjustment will automatically terminate upon the termination or expiration of the agreement covering the SVPCO online adjustment service between Bank and The Clearing House.

H. CHECK PRINT

The Check Print Service enables the Customer instruct the Bank to create and mail checks and/or documents on behalf of the Customer.

1. **Print Orders.** The Bank will execute each print order requested by the Customer which is received by the Bank in a manner described in these Service Terms or as otherwise provided by the Bank (the "Print Order"). Print Order information shall include payee names and addresses. Customer agrees that it will not include any other personally identifiable information or any protected health information in its Print Orders. Print Orders may include printing of non-payment documents ("Documents") if agreed to by the Bank based upon these Service Terms.

2. **Check Pull Requests.** For any Print Order received by the Bank, the Customer may request the Bank to pull a check(s) from processing by completing the Bank's manual check pull request form ("Check Pull Request"); provided, however, that a Check Pull Request will not be effective unless and until it is received by the Bank in the form required and the Bank has had a reasonable time to act upon such request. A Print Order may not be amended or modified. The Bank has no obligation to adjust or stop the payment or posting of a Print Order it has accepted.
3. **Receipt of Print Orders.** The Customer shall transmit Print Orders to Bank to the location and in compliance with the formatting and other requirements of the Bank set forth in its operating procedures. Bank may reject any Print Order that does not comply with these Service Terms.
4. **Issuance of Checks/Documents.** For each Print Order accepted by the Bank, the Bank will: (a) cause a check to be printed and completed; (b) cause a laser facsimile signature authorized by the Customer to be placed on the check; (c) if agreed upon, cause other documents to be completed and included with the check issuance ("Documents"); and (d) mail or send the check by courier along with any Documents as agreed upon (collectively, the "Issuance"). The Customer expressly grants the Bank the authority to create and process such Issuances.
5. **Notice of Rejection.** The Bank will promptly notify the Customer if a Print Order is rejected by the Bank and will advise the Customer as to the reason. The notice or advice shall be deemed commercially reasonable if made available through the Check Print Service or given electronically, orally, by telephone or facsimile transmission.
6. **Control.** The Bank is not responsible or liable for the detection of errors contained in any Print Order as received from the Customer and is entitled to rely on the information contained therein.
7. **Reliance Upon Instructions.** The Customer is responsible for, and the Bank may rely upon, the contents of any notice or instructions that Bank believes in good faith to be from the Customer without any independent investigation. The Bank shall have no duty to inquire into the authority of the individual giving such notice or instruction. In the event the Bank receives conflicting notices or instructions, the Bank is authorized to act on either the notice or instruction, or it can refuse to act. No restriction on the Bank's acceptance of any Print Order will be binding on the Bank, except as set forth in these Service Terms unless agreed to in writing by the Bank and the Bank has had a reasonable opportunity to act upon such change.
8. **Limitation of Liability.**

The Bank's liability shall be limited to direct damages caused by the Bank's failure to use reasonable care. Reasonable care in providing the Check Print Service shall be measured by the relevant provisions of any service levels or business requirements and the standard of reasonableness of the procedures established for the transaction involved. Mere inadvertence or honest mistake of judgment shall not constitute a failure to perform such obligations or a failure to exercise reasonable care and in no case will be deemed wrongful.

9. **Cashier's Checks.** If the Bank creates cashier's checks under the Check Print Service, the following additional terms will apply: (a) Customer will send the cashier's check print file information ("File Information") to the Bank by the Bank's cut off time on a given day ("Day One"); (b) the Customer authorizes the Bank to debit the Customer's designated account ("Funding Account") for the amounts shown on the File Information on Day One; (c) as the cashier's checks from the File Information are being processed, the account reconciliation issue file ("ARP File") must match the date of funding found in the File Information of the next banking day ("Day Two"); (d) for any cashier's check for which there is insufficient funds in the Funding Account on Day One to fund the purchase of the cashier's check, the Bank is authorized to reject the creation of such cashier's check; (e) fully funded cashier's checks will be printed on Day Two; (f) if the Customer is using one of the Bank's online services, Customer will be able to view information regarding the cashier's checks which were funded and created and those that were rejected; (g) any information from the File Information which can not be used to create a cashier's check will be communicated to the Customer for further research and reconciliation; (h) if any cashier's check is returned as undeliverable, the cashier's check will remain outstanding in the Bank's cashier's check account and escheated according to applicable laws and regulations. If the payee of a cashier's check claims that the cashier's check was lost, stolen or destroyed before the funds are escheated, such claim will be handled in accordance with the Bank's procedures.

I. ACH TAX PAYMENT

1. **Service.** Bank will provide a service (the "Service") whereby Customer can direct Bank, via touchtone telephone or internet platform, to make tax payments through the automated clearing house (ACH) system from an account with Bank that Customer specifies. Customer may use the service to pay:
 - any federal taxes covered by the Federal Tax Deposit Coupons (Form 8109) that Customer has executed and delivered to Bank from time to time;
 - certain state taxes; and
 - certain municipal taxes.

Bank may pay taxes from Customer's account in accordance with any instructions issued in Customer's name that Bank verifies pursuant to the security procedures specified in these Service Terms. In using the Service, Customer agrees to comply with and be bound by the Operating Rules of the National Automated Clearing House Association ("NACHA Rules").

2. **Receipt of Instructions and Cancellations.** Customer may issue instructions and cancellations only during service hours that Bank specifies, and Customer acknowledges that Bank may change such service hours upon prior notice to Customer. Bank must receive instructions, including but not limited to payment cancellation instructions, not later than 6:00 p.m. ET (or such other time as Bank specifies) on the Business Day prior to the day on which the tax payment is due. For purposes of this Section, "Business Day" means a day on which the Bank is open for business in its New York office. Instructions received after such time shall not be processed until the following business day and Customer shall be liable for any charges, fees or costs associated with such payment. Bank may reject or delay processing of a tax payment if the request is not complete or is inaccurate or otherwise does not meet the criteria Bank specifies for acceptance herein or in the User Guide (as hereafter defined).

The Service is not designed or intended to be used for any ACH tax payment that is required to be formatted as an "International ACH Transaction" (or IAT) under the NACHA Rules. Customer agrees not to use or attempt to use the Service to originate any ACH tax payment that is required to be formatted under the NACHA Rules as an "International ACH Transaction" (or IAT). Customer shall indemnify and hold Bank harmless from and against any and all claims, demands, losses, fines, penalties, damages, liabilities and expenses, including, without limitation, legal fees and expenses, resulting directly or indirectly from any ACH tax payment processed or requested to be processed by Customer via the Service which should have been formatted under the NACHA Rules as an IAT.

3. **Tax Payment Security Procedures.**

- (a) A Bank-issued or approved access code and PIN and/or other security device ("Security Device") is required to access the Service. The Customer shall be bound by and adhere to the security procedures and other procedures for use of the Service advised to it in writing through any medium by the Bank, as may be revised from time to time upon notice to the Customer (the "User Guide"). The Customer shall notify the Bank immediately of loss or theft of a Security Device, any unauthorized use of a Security Device or any other breach of security. The Bank may dishonor or disable any Security Device at any time and will inform the Customer of the same. The Customer agrees that any use of the Service with a Security Device is deemed to be carried out directly by and on behalf of the Customer. The Customer agrees to safeguard all Security Devices and to instruct each Authorized User (as defined below) to do the same.
- (b) This Section 3(b) applies to use of the Service through the designated internet platform, but does not apply to touchtone telephone access. Customer shall designate an administrator (the "Administrator") who shall have authority in accordance with the operational instructions for the Service provided to Customer in the User Guide. Customer agrees to notify Bank of any change in Administrator in the manner and form designated by Bank. Any such changes shall be effective at such time as Bank has received such notice and has had a reasonable opportunity to act upon it. In accordance with the procedures contained in the User Guide, the Administrator shall be responsible for (i) designating individuals as users ("Authorized Users"); (ii) identifying the functions of the Service; (iii) requesting, creating, controlling, disseminating, and/or canceling user entitlements; (iv) receiving and distributing materials, notices, documents and correspondence relating to the security procedures; and (v) advising each Authorized User of his/her obligations hereunder and under the User Guide. The Administrator shall provide to the Bank, upon the Bank's request, a list of Authorized Users.

4. **Open Network Access.** The Customer acknowledges that there are certain security, corruption, transmission error and access availability risks associated with using open networks such as the internet, and the Customer assumes all such risks. The Customer shall make an independent assessment of the adequacy of the internet and the Bank's security procedures. The Customer further acknowledges that the selection and use by it of any third party security and communications software and third party service providers is the sole responsibility of the Customer, and the Bank disclaims all risks related thereto, notwithstanding that the Bank may recommend certain security and/or communications software and services. The Customer agrees to, at its sole expense, procure and maintain all hardware, browsers, software and telecommunications equipment necessary to access the Service in accordance with the Bank's recommended system configuration.

5. **Funding.** Customer authorizes Bank to debit Customer's applicable account for the amount of each tax payment and for any applicable bank fees and charges when due. In the event Customer does not have sufficient funds in Customer's applicable account to cover the amount of a tax payment, Bank shall have no obligation to make the tax payment for Customer. Bank may require Customer to pay Bank the amount of each tax payment on the date of transmission of the tax payment instruction or otherwise prior to the tax payment due date. Bank may from time to time establish or revise maximum dollar limits for the total value of all outstanding files of tax payments that Bank will release on customer's behalf. Bank may change or cancel the limits any time without prior notice to Customer, although Bank will try to notify Customer before Bank does that. Funds Bank receives and holds pursuant to the Service shall be held as a deposit liability to Customer and not in trust for Customer or the taxing authority.

6. **Warranties; Indemnity.** Except as specified below, Customer will be deemed to make the same warranties to Bank as Bank makes pursuant to the NACHA Rules although Customer will not be deemed to warrant the power of the Bank under applicable law to comply with the requirements of the NACHA Rules or the conformity of tax payments and other data Bank transmits to the file specifications contained in the NACHA Rules. Customer further represents and warrants to Bank that: (i) Customer shall not access the Service from any jurisdiction in which the Service is not authorized; and (ii) each tax payment Customer originates will comply with applicable U.S. laws and regulations and Customer acknowledges that payments may not be initiated that violate the laws of the United States.

Customer agrees to indemnify Bank and Bank's employees, officers, directors and agents, and hold all of them harmless from and against any and all claims, demands, losses, liabilities or expenses (including attorney's fees and costs) resulting directly or indirectly from (a) Customer's breach of any warranty made under this Section and (b) compliance by Bank with any request Customer makes for a cancellation, stop payment, reversal or recall of any tax payment.

Bank shall have no responsibility for any delay by any ACH Operator (as such term is defined in the NACHA Rules) or taxing authority in processing any tax payment Bank transmits to such entity or failure by such entity to process or apply any tax payment.

7. **Stop Payments; Reversals and Recalls.** Customer's instruction to stop payment of, reverse or recall one or more tax payments must be received by Bank in such time and manner as Bank specifies. Bank will process these transactions in accordance with Bank's procedures advised to Customer. Any reversal or recall initiated by Bank is subject to acceptance by the relevant taxing authority. Tax payment instructions may not be amended or modified.
8. **Payment Limits.** Bank may from time to time establish or revise (a) maximum dollar limits for each payment to be made by the Customer to a specified taxing authority, and (b) aggregate limits for all payments to be made by the Customer to a specified taxing authority within a 24-hour period. Bank may change or cancel the limits at any time without prior notice to Customer, although Bank will endeavor to give prior notice to Customer. Bank may require Customer to pay Bank the amount of any tax payment on the date of transmission to Bank or otherwise prior to the settlement date. Bank also may require Customer to maintain collateral with Bank in an amount Bank specifies.
9. **Limitation of Liability.** Bank's maximum aggregate liability in connection with the Service shall be limited as provided in the Account Documentation (as defined in Section 9 below) and shall be further limited to the lesser of the amount of any penalty or interest actually imposed by the applicable taxing authority or the total fees Customer paid Bank during the prior 12 months.
10. **Incorporation of Account Documentation; Termination.** The Bank's terms governing the operation of business accounts and services ("Account Documentation") are incorporated herein, as the same may be amended from time to time. If and to the extent that there is a conflict between the Account Documentation and these Service Terms, the provisions of these Service Terms shall prevail. In addition to Bank's termination rights under the Account Documentation, Bank shall have the right to terminate or suspend these Service Terms and the Service upon notice to Customer in the event of Customer's breach of the NACHA Rules.

J. REMOTE CAPTURE SERVICE TERMS

Remote Capture is a remote scanning service that processes remittances and promotes Customers' efficiency in their businesses. Through this service, the Customer's remittance deposits can be imaged and transferred to the Bank via a Bank supplied data platform for further processing and posting to the Customer's deposit account.

1. Service

The Bank, which may include designated agents of the Bank, will provide Customer with Remote Capture services for domestic transactions (the "Service") in accordance with the provisions set forth in this document (the "Service Terms"). The Service allows Customer to electronically transmit deposits of eligible checks and items (eligible checks and items are limited to personal checks, money orders, business checks, cashiers checks, traveler's checks payable in U.S. Dollars and drawn on U.S. banks or U.S. Postal Service Money Orders, payable to the Customer) by using a capture device, including a desktop scanner or mobile device (hereinafter referred to as a "Scanner"), to create an electronic image of an original paper check or item and other paper source documents (collectively, "Item") and transmitting the image of the Item ("Item Image") and related data to Bank. The provisions of the Lockbox Service Terms, Account Terms, Client Access Service Terms, and any other applicable Service Terms as may be amended from time to time (collectively, the "Account Documentation") are incorporated into these Service Terms by reference. By signing the applicable Account Documentation or by using or continuing to use the Service, Customer agrees to these Service Terms. If and to the extent there is a conflict between the Account Documentation and these Service Terms, the provisions of these Service Terms will prevail.

- a. Customer agrees that after the Item Image has been created and transmitted to the Bank for deposit, Customer shall not otherwise transfer or negotiate the original Item, substitute check or any other image of the Item. Customer further agrees that Customer shall be solely responsible for the original Items, including storage, retrieval and destruction. Customer must have in place policies and procedures for the secure storage and destruction of the original Items.
- b. Customer agrees that a copy made from the Item Image or substitute check of the Item, as defined by federal law, will become the legal representation of the Item for all purposes, including return item processing.
- c. Subpart B of Federal Regulation CC (availability of funds) does not apply when electronic images of Items are transmitted to Bank. Funds from deposits made via this Service will be available in accordance with the availability schedule for the Service. However, Bank may apply additional delays on the availability of funds based on any other factors as determined in the Bank's sole discretion.

2. Processing

Customer shall provide through Bank approved devices, including a desktop scanner or mobile device, the Item Images in the format and specifications and in accordance with the procedures required by the Bank. The Bank may process the Items as substitute checks, electronic images or photos-in-lieu, as may be applicable for further clearing through another financial institution, clearinghouse or the Federal Reserve Bank. Customer assumes sole responsibility for the creation of these images and their subsequent provision to the Bank. If any Item Image does not meet the Bank's or any transferee's standard processing requirements, in processing such Items, Customer assumes all risk of loss or delay and authorizes the Bank to either (a) return the Item to the Customer without further processing, (b) process the Item as sent from the Customer, (c) process the Items as photos-in-lieu of the originals, or (d) repair or attempt to repair the items for further processing. Access to the Item Images and the use of a mobile device in conjunction with the Service are governed by the Client Access Service Terms, as may be amended from time to time.

3. Deposit Time

Item Images are deemed received by the Bank when the Item Images have been transferred onto the Bank's system and validated by the Bank. Based upon the size of the batch of items, there may be a significant delay between the time Customer begins to send the items and the completion of the transfer as stated above. If Bank receives and validates the submitted deposit transmission no later than the Bank's designated cut off time (the "Cutoff Time") on a day that the Bank is generally open for business, i.e., Monday through Friday excluding weekends and state or federal holidays ("Business Day"), Bank will consider that Business Day to be the day of deposit (i.e., the date deposit is credited). If Bank receives and validates the submitted deposit transmission after the Cutoff Time or on a non-Business Day, the deposit will be considered to be made on the next Business Day. Whether the Cutoff Time has been met will be determined by the time displayed on the Bank's internal system clocks which may not necessarily be synchronized with the internal clock displayed on Customer's computer or device. For this reason, Bank suggests that Customer submit its deposit transmissions to Bank sufficiently in advance of the Cutoff Time to avoid the possibility of missing the Cutoff Time.

4. Foreign Items

The Service only accepts and processes Items drawn on U.S. chartered banks.

5. Warranties.

5.1 Customer represents and warrants to Bank that:

- Customer will capture and transmit all Item Images using Bank approved hardware and software applicable to the Service's function;
- Any image Bank receives accurately and legibly represents all of the information on the front and back of the Item as of the time the Item was truncated;
- The information Customer transmits to Bank corresponding to an Item contains a record of all applicable MICR-line information required for a substitute check and the accurate amount of the Item;
- The Item Image conforms to the technical standards for an electronic Item set forth in Regulation J or Federal Reserve Bank Operating Circular 3, and for a substitute check set forth in Regulation CC;
- No person will receive a transfer, presentment, or return of, or otherwise be charged for, the Item (either the original Item, or a paper or electronic representation of the original Item) such that the person will be asked to make payment based on an Item it has already paid;
- Customer will not redeposit through this Service any Item previously deposited and returned to Customer;
- Customer will employ commercially reasonable security measures, including firewalls, sufficient to protect against unauthorized access or duplicate presentment;
- Customer will only transmit Items that originated as paper checks;
- Customer will comply with all applicable laws and regulations;
- Customer will not use the Service for any purpose prohibited by foreign exchange regulations, postal regulations or any other treaty, statute, regulation or authority; and
- If the Customer is depositing Items on behalf of third parties, the Customer also represents and warrants to the Bank that with respect to each Item deposited through the Service, the owner of the Item has authorized the electronic transmittal of the Item and guarantees all prior endorsements; Customer has established an anti-money laundering program in compliance with anti-money laundering laws and regulations applicable to it and such anti-money laundering program includes policies, procedures and controls designed to detect and prevent money laundering, including "know-your-customer" policies and procedures, monitoring of transactions for suspicious activities and reporting of suspicious activities, which Customer believes effectively prevents the use of Customer's operations, personnel or facilities for money laundering purposes.

6. New Features. Bank may, from time to time, introduce new features to the Service or modify or delete existing features in its sole discretion. Bank shall notify Customer of any of these changes to features if Bank is legally required to do so. By using any new or modified features when they become available, Customer agrees to be bound by the rules concerning these features.

7. Disclaimer.

Bank makes no representations or warranties, whether express, implied or statutory regarding or relating to any of the software, capture devices or other hardware and/or access to or use of them or the related materials and the Service. Bank specifically disclaims any and all implied warranties

of merchantability and fitness for a particular purpose and non-infringement. Bank and its subcontractors also do not guarantee that Customer's access to the Services will be uninterrupted, error free or secure.

8. Indemnification.

Customer agrees to indemnify and hold the Bank harmless for any loss or expense (including attorney's fees and expenses of litigation) resulting from: breach of any of the warranties made by Customer pursuant to these Service Terms or the Lockbox Service Terms; any claim pertaining to any warranty or indemnity that Bank makes with respect to an Item under the Check Clearing for the 21st Century Act, Federal Reserve Board Regulations CC and J and all other laws, regulations and industry and clearing house rules applicable to Items as either the bank of first deposit, truncating or reconverting bank.

9. Customer Liability.

Customer shall be solely responsible if any item for which Customer has been given provisional credit is returned or reversed, and neither Bank nor its subcontractors shall be liable or responsible for same. Customer acknowledges that all credits received for deposit are provisional, subject to verification, final settlement, warranty claims or return. Information and data reported under these Service Terms: (a) may be received prior to final posting and confirmation and are subject to correction and (b) are for informational purposes only and may not be relied upon. Customer agrees that Bank shall have no liability for the content of payment-related information as received from the Customer. Customer shall be solely responsible for the original Items, including storage, retrieval and destruction. Customer agrees to provide a legible copy of an image or the original Item if requested by the Bank. If Customer is unable to provide the original or legible copy, Customer shall be liable for any associated loss or claim involving the Item.

10. Suspension/Cancellation of Service.

Bank reserves the right to suspend or terminate the Service, in whole or in part if Bank believes Customer is in breach of these Service Terms or is otherwise using or accessing the Service in a manner inconsistent with the rules and regulations relating to the Service being provided and such breach, use or access is not cured within three business days after notice to Customer. Further, this Service will automatically terminate if the Customer's account with the Bank is closed for any reason. Either party may terminate the Service upon thirty (30) days' prior written notice to the other party.

11. Intellectual Property Ownership.

Neither these Service Terms nor the provision of the Service transfer to Customer any ownership or proprietary rights in the Bank's technology or any work or any part thereof, and all right, title and interest in and to the Bank's technology will remain solely with Bank or its subcontractors.

- 12. Audits.** Customer agrees that the Bank shall have the right to audit Customer's books, records, processes and procedures for managing and maintaining the security and safety of the scanners, transmissions and original Items, including the right to audit Customer's and Customer's agents, if any, physical locations where Customer scans original Items and processes electronic check images and data related to the Service. . Customer agrees that the use of scanners, including mobile devices, in conjunction with this Service is limited to the United States.

K. ELECTRONIC CHANNELS

1. Service and Service Terms.

The Bank will provide a service (the "**Service**") for electronic access to the Customer's account information, reports and data (collectively, "**Data**") and for the electronic transmission to the Bank of messages, service requests, and payment and non-payment instructions (each an "**Instruction**") and from the Bank of messages, notifications and alerts, via the J.P. Morgan Access® Online, J.P. Morgan Access® Mobile, J.P. Morgan Host-to-Host/managed file transfer and J.P. Morgan Treasury Services API channels. The Bank reserves the right to modify the applications and products available via the Service. The Service is governed by these terms (the "**Service Terms**"), which incorporate the Bank's terms governing the business accounts and services, including service terms that govern the Bank's processing of Instructions transmitted via the Service (collectively, the "**Account Documentation**"), as the same may be amended from time to time. If and to the extent that there is a conflict between the Account Documentation and these Service Terms, the provisions of these Service Terms shall prevail. Capitalized terms used in these Service Terms, and not otherwise defined, have the meaning set forth in the Global Account Terms or other account terms applicable to the Customer. JPMorgan Chase Bank, N.A. is organized under the laws of U.S.A. with limited liability.

2. Security Procedures and Other Controls

2.1. General. The security procedures for each channel are set forth below, as may be modified on notice to the Customer through any medium (each, a "**Security Procedure**"). Any Instruction, the authenticity of which has been verified through a Security Procedure, shall be effective as that of the Customer, whether or not authorized, and notwithstanding that the Instruction may result in an overdraft of an Account. Controls unilaterally implemented by the Bank shall not be deemed to be Security Procedures for purposes hereof unless explicitly identified as such in writing. The Customer is responsible for implementing any procedures and requirements set forth in the applicable documentation provided to it by the Bank, as well as any subsequent modification to the procedures and requirements that are designed to strengthen the Security Procedures.

2.2. Security Procedures and Other Controls for Access Online and Mobile Channels.

- 2.2.1. **Access Online.** The Security Procedure for verifying payment Instructions given in the Customer's name via the Access Online channel is validation of a user ID and confidential password of an Authorized User (as defined in Section 2.6 below), a token code generated by a Bank issued or approved security device ("**Security Device**") assigned to that Authorized User and Bank transaction review as specified in Section 2.5.
- 2.2.2. **Access Mobile.** The Security Procedure for verifying payment Instructions given in the Customer's name via the Access Mobile channel is either (i) validation of the registration with the Bank of the mobile device, a biometric identifier, and the private swipe key of an Authorized User (as defined in Section 2.6 below) and transaction review as specified in Section 2.5 or (ii) validation of a user ID and confidential password of an Authorized User (as defined in Section 2.6 below), a token code generated by Security Device assigned to that Authorized User and transaction review as specified in Section 2.5.
- 2.2.3. **Controls Offered to Customer.** For Access Online and Mobile, the Customer may choose to apply certain controls offered by the Bank to the Customer from time to time designed to reduce the Customer's risk of unauthorized transactions. The Customer is responsible for choosing controls that are appropriate for the Customer taking into account, among other things, the nature and scale of the Customer's business, including the size, type and frequency of payment orders normally issued to the Bank, and the nature of its technical environment, internal accounting controls and information security policies and procedures (collectively, "**Customer Internal Controls**"). The Security Procedure that is established by agreement of the Customer and the Bank herein is established in view of the Customer Internal Controls applied by the Customer. For the avoidance of doubt, none of the controls described in this Section are part of the Security Procedures for the channels.
- 2.3. **Security Procedures and Certificate Procedures for Host-to-Host/Managed File Transfer Channel.** The Security Procedure for verifying payment Instructions given in the Customer's name via the Host-to-Host/managed file transfer channel is authentication of a digital signature certificate, which authenticates transmitted files on the basis of the corresponding security key (the "**Signature Certificate**") and transaction review as provided in Section 2.5. The Customer and the Bank will use the following procedures for the use of a transport certificate, which establishes a secure session between the Bank and the Customer on the basis of a corresponding security key (the "**Transport Certificate**") and the Signature Certificate. Each of the Signature Certificate and the Transport Certificate are referred to herein as a "**Certificate**" and the corresponding security key as a "**Security Key**".
- 2.3.1. **Certificate Procedures and Requirements.** The Customer shall comply with the Bank's procedures and requirements for Certificates and Security Keys notified to the Customer, including but not limited to Certificate validity period, key strength and cryptographic specifications, as amended from time to time. Any request to the Bank to add, update or delete a Security Key shall include the applicable Certificate, a text file or other physical representation of the public Security Key of such Certificate and any other information in the manner and form designated by the Bank. The Bank shall have the right to rely on any request that the Bank believes in good faith to have been sent by the designated security administrator ("**Security Administrator**"), notwithstanding that such Security Administrator may be a third party acting on behalf of the Customer.
- 2.3.2. **Certificate Expiration.** Notwithstanding any courtesy notifications the Bank may send to the Customer regarding the Customer's impending Certificate expiration, the Customer acknowledges that it is the Customer's sole responsibility to update the Certificate prior to its expiration date. The Bank shall have no liability for any loss or damage (including, for the avoidance of doubt, any indirect, special, punitive or consequential damages or losses) arising from the Customer's failure to timely update its Certificate. To allow for proper execution of administrative procedures, and to prevent any lapse in service or emergency procedures, the Customer must request a Certificate change at least 30 days prior to actual Certificate expiration.
- 2.4. **Security Procedure and Certificate/Token Procedures for API Channel.** The Security Procedure for verifying payment Instructions given in the Customer's name via the API channel is authentication of a Signature Certificate and transaction review as provided in Section 2.5.
- 2.4.1. **Secure Session.** The Customer and the Bank will establish a secure session between the Customer and the Bank by validation of either (i) a Transport Certificate or (ii) a Bank-generated token ("**API Token**").
- 2.4.2. **Certificate Procedures and Requirements.** The Customer and the Bank will use the procedures set forth in Sections 2.3.1 and 2.3.2 for the use of Certificates for the API channel.
- 2.4.3. **API Token Procedures and Requirements.** The Customer shall comply with the Bank's procedures and requirements for API Tokens, as amended from time to time, including but not limited to the generation and safekeeping of any credentials used for the validation of the API Token, notified to the Customer. The Bank shall have the right to revoke an API Token at any time, including in reliance on a request or communication related to an API Token that the Bank believes in good faith to have been sent by the Security Administrator, notwithstanding that such Security Administrator may be a third party acting on behalf of Customer. Any request to the Bank to update an API Token shall be made solely in the manner and form designated by the Bank.
- 2.5. **Transaction Review.** In addition to the Security Procedures described above, the applicable Security Procedure for each channel also includes transaction review based on various risk characteristics. The transaction review shall be conducted in accordance with commercially reasonable protocols selected by the Bank. Additional authentication from the Customer, such as call-back verification, may be required to complete certain transactions identified by the Bank through transaction review.
- 2.6. **Confidentiality/Security Breach.** The Customer will be responsible for safeguarding and ensuring that the Security Procedures, Security Devices, API Tokens and any credentials used for the validation of the API Token are known to and used (i) in the case of Access Online and Mobile, only by individuals designated as users by the Security Administrators ("**Authorized Users**"), or, (ii) in the case of the Host-to-Host/managed file transfer and API channels, only by the Security Administrators, as applicable. The Customer shall notify the Bank immediately in the event of any loss, theft or unauthorized use of a Security Procedure, a Security Device, API Token, any credentials used for the validation of the API Token or any other breach of security. The Bank may dishonor or disable any Security Device, API Token, any credentials used for the validation of the API Token or any aspect of the Security Procedures at any time without prior notice and will inform

the Customer of the same. In addition, each Customer must implement its own physical and logical security, as well as management controls, that appropriately protect the hardware, software, and access controls used in the transaction process from unauthorized access and use.

- 2.7. **Security Administrator Designation.** The Customer shall designate Security Administrators who shall have equal authority as specified in Section 2.8 below. The Bank is entitled to rely on any such designation of a Security Administrator. The Customer agrees to notify the Bank of any change in Security Administrators in the manner and form designated by the Bank. Any such change shall be effective at such time as the Bank has received such notice and has had a reasonable opportunity to act upon it.
- 2.8. **Security Administrator Responsibilities.** Each Security Administrator shall be authorized by the Customer to and be responsible for (i) designating individuals as Authorized Users with respect to the Access Online and Mobile channels; (ii) identifying the functions of the Service that each Authorized User may access; (iii) requesting, creating, controlling, disseminating, and/or canceling user entitlements with respect to the Access Online and Mobile channels; (iv) managing the Customer's Certificates and corresponding Security Keys or API Tokens and any credentials used for the validation of the API Token with respect to the Host-to-Host/managed file transfer and API channels, as applicable; (v) receiving and distributing materials, notices, documents and correspondence relating to the Security Procedures, as applicable; and (vi) advising each Authorized User of his/her obligations hereunder or under any of the applicable Account Documentation. The Security Administrators shall provide to the Bank, upon the Bank's request, a list of Authorized Users for the Access Online and Mobile channels. In the absence of a valid designation of a Security Administrator at any time or in the event that, after reasonable efforts, the Bank is unable to contact a Security Administrator, the Bank may deliver Security Devices, API Tokens (and any attendant credentials) and materials and deliver/receive Security Keys to/from any person authorized to act on behalf of the Customer with respect to the Accounts.
- 2.9. **Processing.** The Customer acknowledges that the application of the Security Procedures and any controls unilaterally implemented by the Bank may cause delays in processing Instructions or result in the Bank declining to execute an Instruction.

3. Open Network Access; Equipment

THE SERVICE IS PROVIDED "AS IS" AND "AS AVAILABLE". TO THE MAXIMUM EXTENT PERMITTED UNDER APPLICABLE LAW, ALL WARRANTIES AND REPRESENTATIONS, EXPRESS, STATUTORY OR IMPLIED, WITH REGARD TO THE SERVICE ARE HEREBY DISCLAIMED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE AND COURSE OF DEALING OR USAGE OF TRADE OR WARRANTIES OF NON-INFRINGEMENT OR WARRANTIES AS TO ANY RESULTS TO BE OBTAINED FROM THE USE OF THE SERVICE. TO THE EXTENT THAT ANY IMPLIED WARRANTIES CANNOT BE DISCLAIMED UNDER APPLICABLE LAW, ANY SUCH IMPLIED WARRANTIES ARE LIMITED IN DURATION TO 30 DAYS FROM THE INITIAL DELIVERY DATE OF THE RELEVANT SERVICE. THE BANK AND ITS THIRD PARTY DATA AND SERVICE PROVIDERS DO NOT WARRANT OR GUARANTEE THE SECURITY, SEQUENCE, TIMELINESS, ACCURACY, PERFORMANCE OR COMPLETENESS OF THE DATA OR THAT ANY PART OF THE SERVICE WILL BE ERROR-FREE, WITHOUT DELAY OR UNINTERRUPTED.

The Customer is responsible for, at its sole expense, obtaining, installing, maintaining and operating all browsers, software, hardware, telecommunications equipment or other equipment (collectively, "**System**") necessary for the Customer to access and use the Service in accordance with the Bank's recommended system configuration. The Bank makes no endorsement of any System or third party site, notwithstanding that the Bank may recommend certain Systems or provide a link to a third party site where the Customer may download software. The Customer shall at all times maintain current and effective anti-virus, anti-spyware or other security software and shall take all reasonable measures to maintain the security of its System. The Customer acknowledges that there are certain security, corruption, transmission error, and access availability risks associated with using open networks such as the Internet. The Customer further acknowledges that it has made an independent assessment of the adequacy of the Internet, the System and the Security Procedures in connection with the use of the Service. The Customer assumes all risks and liabilities associated with the operation, performance and security of its System and the use of the Internet or other open networks, failure or use of Customer's or third party equipment, hardware, browsers, operating systems and/or other software or programs, and services or persons outside of the Bank's control, and the Bank disclaims all such risks. The Customer shall not use any equipment, hardware, software or program that harms the Bank. The Customer agrees to indemnify and hold the Bank, and its agents, employees, officers and directors, harmless from and against any and all claims, damages, demands, judgments, liabilities, losses, costs and expenses arising, directly or indirectly, from the Customer's use of Customer's or third-party software or program. The Bank may in its discretion provide training or information on best practices to the Customer from time to time but in so doing it will not be considered a consultant or advisor with respect to cybersecurity.

4. Instructions; Data

- 4.1. The Customer shall be solely responsible for the genuineness and accuracy, both as to content and form, of all Instructions given to the Bank's in the Customer's name and verified through the applicable Security Procedure.
- 4.2. The Customer acknowledges that Data may not have been reviewed by the Bank, may be inaccurate, and may be periodically updated and adjusted. The Bank is not obligated to assure the accuracy of Data and will not be liable for any loss or damage arising out of the inaccuracy of Data. Further, the Bank shall have no liability for the receipt or viewing by any party of Data sent to the destinations designated by the Customer, including but not limited to email addresses, fax and telephone number(s).

5. Customer Warranties

The Customer represents, warrants and covenants to the Bank that: (i) prior to submitting any document or Instruction that designates Authorized Users, the Customer shall obtain from each individual referred to in such document or Instruction all necessary consents to enable the Bank to process the data set out therein for the purposes of providing the Service; (ii) the Customer has accurately designated in writing or electronically the geographic location of its Authorized Users and shall provide all updates to such information; (iii) the Customer shall not access the Service from any jurisdiction which the Bank informs the Customer or where the Customer has knowledge that the Service is not authorized; and (iv) the Security Procedures offered to the Customer conform to the Customer's wishes and needs and the Customer has not requested Security Procedures other than those expressly agreed by the Customer and the Bank. The Customer hereby represents, warrants and covenants to the Bank that these Service Terms constitute its legal and binding obligations enforceable in accordance with its terms.

6. Miscellaneous

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- 6.1. The additional jurisdiction specific provisions set forth in the attached Exhibit are applicable to the Customer based on the domicile of the Customer. Where any local laws or regulations of any jurisdiction apply as a result of the Customer's Authorized Users accessing the Service from such jurisdiction or as a result of the location of such accounts in such jurisdiction, the jurisdictional specific provisions of that jurisdiction set forth in the attached Exhibit shall apply to the use of the Service by such Authorized Users.
- 6.2. These Service Terms shall be governed by and construed in accordance with the laws of the State of California, USA (without reference to the conflict of laws rules thereof).
- 6.3. All disputes relating to or in connection with these Service Terms solely arising outside the United States shall be finally settled under the Rules of Arbitration of the International Chamber of Commerce by one or more arbitrators appointed in accordance with the said Rules. The place of arbitration shall be (i) Singapore where the dispute arises solely in Asia and (ii) London where the dispute arises elsewhere (other than the United States) and the arbitration shall be conducted in English, except that (a) disputes solely between a Customer domiciled in the People's Republic of China and JPMorgan Chase Bank (China) Company Limited shall be submitted to the China International Economic and Trade Arbitration Commission ("CIETAC") for arbitration in accordance with its rules in effect at the time an application is made, with the place of arbitration being Beijing and the arbitration being conducted in English; and (b) disputes involving a Customer domiciled in Taiwan shall be irrevocably submitted to the exclusive jurisdiction of the courts of the State of California located in Santa Clara County, California, and the United States District Court located in the Northern District of California, if federal jurisdiction is present. With respect to any dispute, suit, action or proceedings arising in the United States relating to these Service Terms, the Customer irrevocably submits to the exclusive jurisdiction of the courts of the State of California located in Santa Clara County, California, and the United States District Court located in the Northern District of California, if federal jurisdiction is present.

7. Mobile

- 7.1. Accepting use of the Bank's SMS text notification service and/or Access Mobile channel constitutes the Customer's authorization for the Bank to send Data, message notifications and alerts through any communication service providers, including both Internet and telecommunications providers, which shall each be deemed to be acting as the Customer's agent. Such providers may not encrypt communications.
- 7.2. Authorized Users may be required to accept an application agreement or license in order to download Access Mobile. The Customer acknowledges that the Account Documentation shall in all cases govern the provision of these services.
- 7.3. The Customer acknowledges that the Bank shall not be liable for any delays in any Data, message notification or alert delivered via any mobile device.

EXHIBIT A - JURISDICTION SPECIFIC PROVISIONS

A. Australia & New Zealand

To the extent that any supply made by the Bank under these Service Terms is a taxable supply for the purposes of the Australian Goods and Services Tax, or that goods and services tax under the New Zealand Goods and Services Tax Act 1985 is payable in respect of any supply under this License Agreement, ("GST"), the fees payable in respect of that taxable supply ("**original amount**") will be increased by the amount of GST payable in respect of that taxable supply. Customer must pay the increased amount at the same time and in the same manner as the original amount.

B. Indonesia

The Bank and the Customer agree that, for the effectiveness of any termination of these Service Terms or the Services provided hereunder, they hereby waive any provisions, procedures and operation of any applicable law to the extent a court order is required for the termination of these Service Terms and the Account Documentation as applicable to the services provided under these Service Terms.

Section 7.3 shall be replaced by "Except for losses directly resulting from errors or delay caused by the Bank's gross negligence or willful misconduct, the Customer acknowledges that the Bank shall not be liable for any delays in any Data, message notification or alert delivered via any mobile device."

C. Malaysia/Labuan

In relation to accounts held in Malaysia (excluding Labuan) and/or where the Service is provided in Malaysia (excluding Labuan) references in the Service Terms to "Bank," shall mean J.P. Morgan Chase Bank Berhad. In relation to accounts held in Labuan and/or where the Service is provided in Labuan, references in the Service Terms to "Bank," shall mean J.P. Morgan Chase Bank, N.A., Labuan Branch. The Service provided by J.P. Morgan Chase Bank Berhad shall be accessed through <http://www.jpmorganaccess.com.my> and the Customer undertakes not to access or utilize or attempt to access or utilize the Service through any other JPMorgan website.

D. Republic of China (Taiwan)

Section 7.3 shall be replaced by "Except for losses directly resulting from errors or delay caused by the Bank's gross negligence or willful misconduct, the Customer acknowledges that the Bank shall not be liable for any delays in any Data, message notification or alert delivered via any mobile device."

The Customer acknowledges that it will take steps to ensure it enters into the correct website before attempting to access the Service.

E. European Union.

The Customer acknowledges that it is not a "consumer" for the purpose of the European Union's Electronic Commerce Directive ("**ECD**") (i.e., that it is not an individual) and agrees that the Bank shall not be required to make any disclosures or do any other thing which a non-consumer may agree not to require under the UK rules and legislation implementing the ECD. For further information on the Bank, please see "Notice regarding EU e-commerce information" in the Terms & Conditions on <http://www.jpmorgan.com>.

- A. The Bank will collect information about the Customer and the Customer's employees and agents (such as, without limitation, authorized signatory details) which may constitute personal data for the purposes of the data protection law. Such personal data may be collected by or on behalf of the Bank in a number of ways (the "**Collection Methods**"), including via documentation relating to the provision to or use by the Customer of electronic banking services or via the Customer's use of such electronic banking services and via other correspondence or communications between the Customer and the Bank.
- B. Details of the Bank's processing activities of personal data can be found in its EMEA Privacy Policy, which is available on the Bank's website at www.jpmorgan.com/privacy/EMEA. The Bank's EMEA Privacy Policy may be updated or revised from time to time without prior notice. The EMEA Privacy Policy may be used to assist the Customer with providing a fair processing notice to the Customer's underlying data subjects.
- C. The Customer agrees that it has an appropriate legal basis to provide personal data to the Bank and that the Customer will provide any requisite notice to individuals and ensure that there is a proper legal basis for the Bank to process the personal data as described in and for the purposes detailed in the Bank's EMEA Privacy Policy. Both the Customer and the Bank will comply with its respective obligations under applicable data protection and privacy laws.

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Eligibility for particular products and services is subject to final determination by J.P. Morgan and/or its affiliates.

IN WITNESS WHEREOF, the parties hereto have caused these Service Terms to be executed by their respective authorized officers. These Service Terms shall be legally binding and deemed effective upon the date when the Service Terms have been executed by both the Customer and the Bank.

JPMORGAN CHASE BANK, N.A.

Signature: _____
Print Name: _____
Title: _____
Date: _____

CUSTOMER

Signature: _____
Print Name: _____
Title: _____
Date: _____

ACCOUNT TERMS

V1.6_07_22_20(negotiated)

INTRODUCTION

This document, as amended or supplemented by account addenda for each country in which the Accounts are held, (collectively, the “Account Terms”) contains the general terms, conditions and disclosures for the Accounts and Services selected by the Customer and constitutes an agreement between the Bank and the Customer and supersedes all previous drafts, discussions and negotiations, whether oral or written, between them in connection with the opening of Accounts and receipt of Services.

References to the “Bank” shall mean **JPMorgan Chase Bank, N.A.**, and any of its affiliates. References to the “Customer” shall mean the City of Milpitas, the entity to which the Bank, as an independent contractor, provides Accounts and Services. All accounts subject to the Account Terms are, regardless of their location, referred to as “Accounts”. References to “Services” shall mean services offered by the Bank and subject to the Account Terms and any applicable Service Terms. References to “Service Terms” shall mean any terms and conditions regarding specific types of Accounts or Services that are subject to the Account Terms. Use of a Service constitutes acceptance of the relevant Service Terms. In addition to the Account Terms and Service Terms, the Accounts are subject to other Account-related documentation, including signature cards and application forms (the “Account Documentation”).

The Customer shall not transfer any of its rights and obligations in an Account or with respect to a Service, or create any form of security interest over such rights and obligations in an Account, without the prior written consent of the Bank. Failure to obtain the Bank’s prior written consent constitutes a breach of these Account Terms by the Customer and may result in immediate closure of Accounts or termination of Services.

The Account Terms, Account Documentation and Service Terms may vary applicable law to the maximum extent permitted under any such law. Any provision of applicable law that cannot be varied shall supersede any conflicting term of the Account Terms, Account Documentation or Service Terms.

The Account Terms may be supplemented or amended as set forth in Section 17.6 (Amendments; Supplement; Waivers) herein.

1. Authorized Persons.

1.1 Authorized Persons. The Bank is authorized to rely on any document or designation that identifies a person authorized to act on behalf of the Customer (“Authorized Person”) with respect to the Accounts and Services, until the authority for such Authorized Person is withdrawn by the Customer upon written notice to the Bank, and the Bank has had a reasonable opportunity to act on such notice. The Customer will provide a specimen signature for Authorized Persons in the manner requested by the Bank.

1.2 Authorizations. Each Authorized Person is independent of the Bank and, subject to any written limitation provided by the Customer and received and accepted by the Bank, is authorized on behalf of the Customer to: open, operate and close Accounts; overdraw Accounts as permitted by the Bank; appoint and remove Authorized Persons; execute or otherwise agree to any form of agreement relating to the Accounts or Services, including Account Documentation; execute guarantees, indemnities or other undertakings to the Bank in relation to guarantees, letters of credit or other financial transactions, or in relation to missing documents; draw, accept, endorse or discount checks, drafts, bills of exchange, notes and other financial instruments (“Items”); receive materials related to security procedures; and give instructions (“Instructions”), including requests and payment orders, by means other than the signing of an Item, with respect to any Account transaction. Without limitation, such Instructions may direct: (i) the payment, transfer or withdrawal of funds; (ii) the disposition of money, credits, items or property at any time held by the Bank for account of the Customer; (iii) the provision of access as described in Section 1.4 (Third Party Access) and Section 2.1 (Third Party Instructions) below; (iv) the provision of information regarding the Accounts; (v) any other transaction of the Customer with the Bank; or (vi) the amendment or cancellation of any prior Instruction.

1.3 Facsimile Signatures. If the Customer provides the Bank with facsimile signature specimens, or if the Customer issues Items with a facsimile signature on one or more occasions, the Bank is authorized to pay Items signed by facsimile signature (including computer generated signatures) if the actual or purported facsimile signature, regardless of how or by whom affixed, resembles the specimens filed with the Bank by the Customer, or resembles a specimen facsimile signature otherwise employed for the Customer’s benefit.

1.4 Third Party Access. The Customer may request that the Bank permit a third party to have access to an Account by submitting an access request in a form acceptable to the Bank (an “Access Request”, and the third party designated in such form will be referred to as a “Third Party”). Each Third Party is authorized by the Customer to issue Instructions to the Bank in relation to an Account, including to initiate payments and transfers against an Account, and to access and receive balance and transaction information (including account statements, information reporting and transaction advices) by any method of communication, including the Bank’s electronic channels, facsimile transmission, in writing, by telephone and SWIFT message, and the Bank is authorized to act on such Instructions and provide such access as described in this Section and Section 2.1 (Third Party Instructions) below. Subject to the Third Party’s completion of documentation required by the Bank, the Bank is authorized to act upon any Instructions issued in the name of any authorized person of the Third Party who has been nominated by the Third Party in a form acceptable to the Bank, and such authorized person shall be deemed an Authorized Person with respect to the provisions of these Account Terms relating to the use of the Accounts and the giving of Instructions with respect to the Accounts. The Customer may revoke an Access Request at any time by giving the Bank written notice of such revocation; such revocation shall be effective when the Bank has received such notice and has had a reasonable opportunity to act upon it.

2. Security Procedures; Confirmations.

2.1 Security Procedures Generally. When issuing Instructions, the Customer is required to follow the Bank's security procedures as communicated to the Customer by the Bank from time to time, including the procedures set forth herein, and shall be bound by such security procedures for use of the Service. Upon receipt of an Instruction, the Bank will use the security procedures to verify that the Instruction is effective as that of the Customer. A security procedure may require the use of algorithms or other codes, identifying words or numbers, encryption, call back procedures or similar security devices. It is understood that the purpose of the security procedure is to verify the authenticity of, and not to detect errors in, Instructions. The Customer shall safeguard the security procedure and make it available only to persons that it has authorized. Any Instruction, the authenticity of which has been verified through such security procedure, shall be effective as that of the Customer, whether or not authorized.

Security Procedure for Verbal or Written Instructions. Unless the Customer and the Bank have agreed in writing to an alternate security procedure, the Bank may verify the authenticity of verbal or written (including those transmitted by facsimile) funds transfer Instructions by telephonic call-back to an Authorized Person. The Customer agrees that this security procedure is commercially reasonable for such Instructions.

Security Procedure for Instructions Received through Electronic Channels. If the Bank receives an Instruction in the name of the Customer by means of any of Bank's electronic channels, the Customer's SWIFT BIC codes, or other electronic channels through which the Bank has notified Customer that it will accept Instructions, then Bank may rely on authentication procedures established by such electronic channels as the security procedure. Any such Instruction shall be deemed to have been given by an Authorized Person and shall be effective as that of the Customer, whether or not authorized. By using an electronic channel to provide Instructions to the Bank, the Customer agrees that this security procedure is commercially reasonable for such Instructions.

Security Procedure for Third Party Instructions. The security procedures applicable to Instructions from any Third Party shall be those security procedures established by the Bank with the Third Party. Any Instruction that the Bank receives from the Third Party, the authenticity of which has been verified through such security procedure, shall be effective as that of the Customer, whether or not authorized, and shall be deemed an Instruction given on behalf of the Customer for all purposes of these Account Terms. The Bank is authorized to act upon any Instructions received via any of the SWIFT BIC codes specified in an Access Request whether or not such SWIFT BIC codes are associated with the Customer or the Third Party.

2.2 Confirmations. If the Customer, other than with respect to security procedures, chooses to confirm an Instruction, any confirmation must be clearly marked as a confirmation, and, if there is any discrepancy between an Instruction and a confirmation, the terms of the Instruction shall prevail. Subject to Section 2.1 (Security Procedure for Verbal or Written Instructions), the Bank may, at its option, confirm or clarify any request or Instruction using any means, even if a security procedure appears to have been followed. If the Bank is not satisfied with any confirmation or clarification, it may decline to honor the Instruction.

3. Deposits.

3.1 Processing Incoming Items. All Items deposited or cashed are received for collection only and are subject to receipt of final payment. The Bank may agree with other banks and clearing houses to vary procedures regarding the collection or return of Items, and deadlines to the extent permitted by applicable law or market practice. The Bank chooses the method of collecting Items and may use other banks in the process. The Bank will present Items in accordance with the custom and market practice of the jurisdictions in which the Items are handled for collection. The Bank is not responsible for actions or omissions of other banks, nor for the loss or destruction of any Item in the possession of other banks or in transit. The Customer shall use reasonable efforts to assist the Bank in locating or obtaining replacements of Items lost while in the Bank's possession. For purposes of determining when an Item is sent to the Customer, the provision of an image of the Item or information identifying the Item (e.g., Item number, amount, date of Item) is a sufficient substitute for the actual Item.

3.2 Availability of Funds; Credits Not Received. Credits and deposits to an Account will be available in accordance with the Bank's availability policy and applicable law. If the Bank credits an Account: (i) in contemplation of receiving funds for the Customer's credit and those funds are not actually received by the Bank; or (ii) in reliance on a transaction which is subsequently returned, reversed, set aside or revoked, or if the Bank does not receive funds for the Customer's credit for value on the date advised by or on behalf of the Customer, or if final settlement is not received by the Bank for any reason, then the Bank shall be entitled to debit any Account of the Customer with the amount previously credited and/or with any other charges incurred, even if doing so creates or increases an overdraft.

3.3 Collection Basis Processing. If an Item is processed by the Bank on a collection basis, the Bank may defer credit to the relevant Account until it has received final, non-reversible, payment in accordance with applicable law and market practice.

4. Payment of Items.

4.1 Processing Outgoing Items. The Bank is authorized to pay any Item drawn on the Account, in accordance with the Bank's usual procedures, including any Item that purports to be a substitute check. The Bank is authorized to debit the Account on which the Item is drawn on the day the Item is presented, certified or accepted, or at such earlier time when the Bank receives notice by electronic or other means that an Item drawn on an Account has been deposited for collection. The Bank may determine Account balances in order to decide whether to dishonor an Item for insufficient funds at any time between receiving such presentment or notice and the time of the return of the Item, and need make no more than one such determination.

4.2 No Inquiry. The Bank is authorized to pay all Items presented to it or cashed at the Bank, regardless of amount and without inquiry as to the circumstances of issue, negotiation or endorsement or as to the disposition of proceeds, even if drawn, endorsed or payable to cash, bearer or the order of the signer or any Authorized Person or to a lender in payment of the signer's or Authorized Person's obligations.

4.3 Limitations. The Customer shall immediately notify the Bank if it becomes aware that any Items (whether completed or blank) are lost or stolen. The Customer shall not allow any third party to issue Items against or otherwise use the Accounts unless specifically agreed to in writing by the Bank. The Customer shall not issue Items that are post-dated, and the Bank shall not be liable for any damages caused by premature payment or certification of a post-dated Item. Further, the Customer shall not put any condition, restriction, or legend on any Item; and the Bank is not required to comply with any such condition, restriction or legend.

4.4 Electronic Processing; Specifications. The Bank may process any Item by electronic means. All Items issued by the Customer against any Account must comply with industry standards and the Bank's check specifications and image standards, published from time to time. The Bank shall not be liable for damages or losses due to any delay or failure in procuring, collecting, or paying Items not conforming to such specifications or standards, except to the extent such losses or damages are the direct result of the Bank's gross negligence or willful misconduct.

5. Funds Transfer Instructions.

5.1 Processing Funds Transfer Instructions. The Customer may issue funds transfer Instructions against Accounts, subject to the Bank's acceptance. Funds transfer Instructions will be received, processed and transmitted only on the Bank's funds transfer business days, and within the Bank's established cut-off hours on such days. Instructions requesting cancellation or amendment of funds transfer Instructions must be clearly marked as such and received at a time and in a manner affording the Bank a reasonable opportunity to act on the cancellation or amendment instruction. The Customer may reverse, amend, cancel or revoke any Instructions only with the consent of the Bank and, if applicable, the beneficiary's bank. The Bank will debit the Account for the amount of each funds transfer Instruction accepted by the Bank, and the Customer authorizes the Bank to debit the Account for, or deduct from the amount of the funds transfer, all associated fees, including debit and credit processing charges. In processing a funds transfer, other banks may deduct fees from the funds transfer. No restrictions upon the acceptance of funds transfer Instructions by the Bank or upon the Accounts that the Bank may debit shall be binding unless agreed to by the Bank in writing. The Bank shall not be required to inquire into the circumstances of any transaction.

5.2 Acting on Instructions. Notwithstanding any Instructions by the Customer to the contrary, the Bank reserves the right to use any funds transfer system and any intermediary bank in the execution of any funds transfer Instruction and may otherwise use any means of executing the funds transfer Instruction that the Bank deems reasonable in the circumstances.

5.3 Inconsistent Name and Number. The Bank and other financial institutions, including the beneficiary's bank, may rely upon the identifying number of the beneficiary, the beneficiary's bank or any intermediary bank included in a funds transfer Instruction, even if it identifies a person different from the beneficiary, the beneficiary's bank or intermediary bank identified by name.

5.4 Foreign Exchange.

- a) If the Bank accepts a funds transfer Instruction issued in the Customer's name for payment in a currency (the "Non-Account Currency") other than the currency of the Account (the "Account Currency"), the Bank is authorized to enter into a foreign exchange transaction to sell to the Customer the amount of Non-Account Currency required to complete the funds transfer and debit the Account for the purchase price of the Non-Account Currency. If the Bank receives a payment to the Account in a Non-Account Currency, the Bank is authorized to purchase the Non-Account Currency from the Customer and to credit the purchase price to the Customer's Account in lieu of the Non-Account Currency.
- b) The applicable foreign exchange rate and spread for any of the foregoing transactions shall be determined by the Bank in its sole discretion and may differ from foreign exchange rates and spreads at which comparable transactions are entered into with other customers or the range of foreign exchange rates or spreads at which the Bank otherwise enters into foreign exchange transactions on the relevant date. The Bank may generate additional profit or loss in connection with the Bank's execution of a foreign exchange transaction or management of its risk related thereto in addition to the applicable spread. Further, (i) the Bank may execute such foreign exchange transactions in such manner as the Bank determines in its sole discretion; and (ii) the Bank may manage the associated risks of the Bank's own position in the market in a manner it deems appropriate without regard to the impact of such activities on the Customer. Any such foreign exchange transaction will be between the Bank and the Customer as principals, and the Bank will not be acting as agent or fiduciary for the Customer.
- c) Notwithstanding any prior action or course of dealing, subject to applicable law, the Bank has no obligation to cancel, reverse or otherwise buy back foreign currencies purchased by the Customer under a Service and the Bank makes no commitment to buy back currencies. The Customer acknowledges that it may not be able to sell back certain foreign currencies once purchased.

5.5 Cancellation of Foreign Exchange Drafts. Subject to applicable law, the Bank may cancel any draft issued by the Bank on behalf of the Customer in a Non-Account Currency if the draft is not presented for payment within one hundred eighty (180) calendar days after the date of issuance, and the Customer authorizes the Bank to recredit the Customer's Account with an equivalent amount of Account Currency at a foreign exchange rate and spread, and at such date and time, as the Bank determines in its sole discretion. Following such cancellation, the Customer shall be responsible for all claims that may be asserted against the Bank in respect of the draft.

6. Interest; Fees; Taxes.

6.1 Interest. The Bank may apply interest on balances in Accounts at rates determined by the Bank in its sole discretion, subject to any withholding or deduction for tax as required by applicable law (including the Foreign Account Tax Compliance Act ("FATCA")). The Bank may deduct from the Accounts charges for early withdrawals, which may include a deduction from principal (if permitted or required by law). If the rate applied by the Bank is negative, the Customer may be required to make a negative rate payment, including on non-interest bearing Accounts, which the Bank shall be entitled to collect by debiting the Account.

6.2 Fees and Taxes.

- (a) The Bank may impose and the Customer will pay fees for Accounts and Services provided by the Bank, including transaction, maintenance, balance-deficiency, and service fees and other charges (collectively "Fees"). The Bank may debit any Account for Fees and/or Taxes, even if such debit creates or increases an overdraft of the Account. References to "Taxes" shall mean any taxes (including value added taxes, sales taxes and similar taxes), levies, imposts, deductions, charges, stamp, transaction and other duties and withholdings (together with any related interest, penalties, fines, and expenses) in connection with the Fees, Accounts or Services (including payments or receipts to an Account) except if such Taxes are imposed on the overall net income of the Bank.
- (b) All payments (including Fees and interest on overdrafts) from the Customer to the Bank pursuant to the Account Terms, the Service Terms and any Account Documentation shall be in full, without set-off or counterclaim, and free of any withholding or deduction (collectively, a "Deduction") related to any tax or other claim, unless a Deduction is required by applicable law. If any Deduction is required by applicable law in respect of any payment due to the Bank, the Customer shall:
 - (i) ensure that the Deduction is made;
 - (ii) pay the amount of the Deduction as required by applicable law;
 - (iii) increase the payment in respect of which the Deduction is required so that the net amount received by the Bank after the Deduction shall be equal to the amount which the Bank would have been entitled to receive in the absence of any requirement to make any Deduction; and
 - (iv) deliver to the Bank, within thirty (30) days after it has made payment to the applicable authority, a certified copy of the original receipt issued by the authority, evidencing the payment to the authority of all amounts required to be deducted.
- (c) All Fees are exclusive of Taxes. In addition to any Fees or other amounts due and except to the extent the Bank is otherwise compensated for such Taxes under this Section 6, the Customer will pay or reimburse the Bank for any Taxes which the Bank is required to account for to any tax authority under any applicable law and, where required by applicable law, the Customer shall account for any Taxes directly to the applicable tax authority.

6.3 Tax Documentation and Information. The Customer will provide the Bank with such documentation and information as the Bank may require in connection with taxation, and warrants that such information is true and correct in every respect and shall immediately notify the Bank if any information requires updating or correction.

7. Account Statements.

The Bank will issue Account statements, confirmations, or advices ("Account Statements") at the frequency and in the manner advised to the Customer from time to time. The Customer is responsible for ensuring that an Authorized Person promptly examines each Account Statement and any accompanying Items that are made available to it by the Bank, and reporting any irregularities to the Bank in writing, including any claim of unauthorized funds transfer activity. The Bank shall not be responsible for the Customer's reliance on balance, transaction or related information that is subsequently updated or corrected or for the accuracy or timeliness of information supplied by any third party to the Bank. Electronic Account Statements, if applicable, shall be deemed to be received by the Customer when the Bank sends notice to the Customer that the Account Statement has been posted by electronic means (including by posting such Account Statement on a Bank website).

8. Overdrafts.

8.1 Overdrafts. The Bank may debit an Account even if the debit may cause or increase an overdraft. Unless otherwise agreed in writing, the Bank is under no obligation to permit any overdraft or to continue to permit overdrafts after having permitted an overdraft or to provide notice of any refusal to permit an overdraft, in each case notwithstanding any prior action or course of dealing. Any overdraft shall be immediately due and payable by the Customer to the Bank, unless otherwise agreed in writing. If the Bank permits an overdraft, the Bank is authorized to charge interest on the amount of the overdraft as long as the overdraft is outstanding, at a rate determined by the Bank, up to the maximum rate permitted by law at the time of the overdraft or at the specific rate agreed in writing between the Customer and the Bank. Subject to applicable law, interest shall accrue on any negative balance in an Account notwithstanding closure of the Account and/or termination of these Account Terms. If the Bank pays an Item that causes or increases an overdraft, the Bank may deduct applicable Fees and expenses from the Account without notice.

8.2 Order of Payment. When Items and other debits to the Account are presented to the Bank for payment on the same day and there are insufficient available funds in the Account to pay all of these transactions, the Bank may choose the order in which it pays transactions, including the largest transaction first or any other order determined by the Bank, in its sole discretion.

9. Set Off; Security Interest.

Set-Off. The Bank may at any time, without prejudice to any other rights which it may have, and without prior notice or demand for payment, combine, consolidate or merge all or any of the Accounts of the Customer or may retain, apply or set off any money, deposits or balances held in, or standing to the credit of, any Account in any currency towards payment of any amount owing by the Customer to the Bank or any of its affiliates. The Bank shall be entitled to accelerate the maturity of any time deposit or fixed term deposit. For the purposes of this Section the Bank may effect currency conversions at such times or rates as it may think reasonable and may effect such transfers between any Accounts as it considers necessary. In addition to the foregoing contractual rights, all common law and statutory rights of the Bank and all contractual rights granted under any other agreement between Customer and Bank, in each case whether existing now or in the future, with respect to set off, liens or security interests in the Accounts and/or funds therein are expressly preserved.

9.1 Security Interest. The Customer grants to the Bank a lien and security interest on the funds in any Accounts of the Customer at the Bank, in order to secure any and all obligations and liabilities of the Customer to the Bank or any of its affiliates and solely to the extent of such obligations and liabilities.

10. Confidential Information; Agents; Offshoring; Consents.

10.1 Confidential Information. The Bank agrees to take customary and reasonable measures to maintain the confidentiality of Customer confidential information. The Customer authorizes the Bank and its affiliates, and their respective agents, employees, officers and directors to disclose Account opening documentation and information with respect to any Account or Service, any banking transaction, and the Customer itself in connection with the Bank's provision of Accounts or Services, compliance with internal policies, and legal, regulatory and tax requirements (including FATCA) and operational, and risk management purposes: (i) to branches and affiliates of the Bank; (ii) to unaffiliated third parties, including the transmission of information to other banks and clearing houses and through channels and networks operated by third parties, and to agents of the Bank in connection with the provision of Accounts or Services; (iii) to a proposed assignee of the rights of the Bank; (iv) to the auditors, legal advisers and consultants of the Bank, its branches and affiliates; (v) to the auditors of the Customer; (vi) to the Bank's or its affiliates' or the Customer's examiners or other regulators, including tax authorities, law enforcement agencies, courts of competent jurisdiction or other official bodies; and (vii) pursuant to subpoena or other court process, or to establish, exercise or defend the legal rights, or satisfy the legal obligations, of the Bank and its affiliates.

10.2 Agents. The Bank may retain agents to perform data processing, collection and other services in connection with the Accounts and Services.

10.3 Offshoring. Subject to applicable laws (including FATCA), processing of Customer confidential information may be performed by any Bank affiliate, including affiliates, branches and units located in any country in which we conduct business or have a service provider. The Customer authorizes the Bank to transfer Customer confidential information to such affiliates, branches and units at such locations as the Bank deems appropriate.

10.4 Consents. The Customer represents and warrants that prior to submitting to the Bank information about natural persons related to the Customer (including Authorized Persons, users of the Bank's electronic access systems, officers and directors, employees, beneficial owners, and customers and persons on whose behalf the Customer is receiving or transmitting funds, issuing items or maintaining an Account), the Customer shall have obtained such consents as may be required by applicable law or agreement, for the Bank to process and use the information for purposes of providing the Accounts or Services.

11. Liability Limitation; Force Majeure.

11.1 Liability. The Bank, its agents, employees, officers and directors, shall not be liable for any damage, loss, expense or liability of any nature which the Customer may suffer or incur, except to the extent of losses or expenses directly resulting from the gross negligence or willful misconduct of the Bank, its agents, employees, officers or directors. Neither party nor its respective agents, employees, officers and directors shall, in any event, be liable for indirect, special, consequential or punitive loss or damage of any kind (including lost profits, loss of business or loss of goodwill), in each case, whether or not foreseeable, even if such party, its agents, employees, officers or directors have been advised of the likelihood of such loss or damage, and regardless of whether the claim for loss or damage is made in negligence, gross negligence, for breach of contract or otherwise; provided, however, that the foregoing shall not apply to the extent such loss or damage is caused by fraud on the part of such party, its agents, employees, officers or directors. Customer shall promptly provide the Bank with a notice of any claims it receives regarding a Service. Notwithstanding the foregoing, this provision will not apply to any indemnification obligations of the Customer under the Account Terms or any Service Terms.

11.2 Force Majeure. Neither the Bank nor the Customer shall be liable for any loss or damage, expense or liability of any nature to the other for its failure to perform or delay in the performance of its obligations resulting from an act of God, act of governmental or other authority, de jure or de facto, legal constraint, civil or labor disturbance, fraud or forgery (other than on the part of the other party or its employees), war, terrorism, catastrophe, fire, flood or electrical, computer, mechanical or telecommunications failure or malfunction, including inability to obtain or interruption of communications facilities, or failure of any agent or correspondent, or unavailability or failure of or the effect of rules or operations of a payment or funds transfer system, including non-availability of appropriate foreign exchange or foreign currency, or any cause beyond its reasonable control.

12. Indemnity.

The Customer indemnifies and holds the Bank, and its agents, employees, officers and directors, harmless from and against any and all claims, damages, demands, judgments, liabilities, losses, costs and expenses (including attorneys' fees) (collectively, "Losses") arising out of or resulting from: (i) the Bank's acceptance or execution of any request, direction or transaction in connection with any Account or any Service provided to the Customer, including Items and Instructions; or (ii) the Bank's payment of any taxes, interest or penalty otherwise due from the Customer paid on the Customer's behalf, or for which the Bank has no responsibility under the Account Terms, the Service Terms or any Account Documentation. Notwithstanding the foregoing, the Bank, its agents, employees, officers and directors shall not be indemnified for any Losses to the extent resulting directly from its own gross negligence, willful misconduct or fraud.

13. Notices.

13.1 Notice to the Customer. All Account Terms, Service Terms, Account Documentation, notices and other documents may be delivered, made available and/or made accessible to the Customer by ordinary mail or courier at the address of the Customer provided to the Bank, or by facsimile transmission, electronic means and channels (including SWIFT message, emails and by posting on a Bank website) or by such other means as the Customer and the Bank may agree upon from time to time.

13.2 Notice to the Bank. Unless otherwise arranged, all notices to the Bank must be sent to the Bank officer or service representative managing the Account or to any other address notified by the Bank to the Customer in writing from time to time, and must be sent by ordinary mail, by courier, by facsimile transmission, by electronic transmission or by such other means as the Customer and the Bank agree upon from time to time. The Bank shall have a reasonable time to act on any notices received.

14. Termination.

Unless otherwise agreed, either the Bank or the Customer may close an Account and/or terminate a Service:

- (a) by giving the other party not less than ninety (90) calendar days' prior written notice of intent to close or terminate, or
- (b) immediately upon written notice to the other party in the event of: (i) a breach of the Account Terms, Account Documentation or Service Terms by the other party; (ii) the other party's inability to meet its debts as they become due, receivership, administration, liquidation, or voluntary or involuntary bankruptcy; or the institution of any proceeding therefor, any assignment for the benefit of the other party's creditors, or anything analogous to the foregoing in any applicable jurisdiction, or a determination in good faith by the terminating party that the financial or business condition of the other party has become impaired; (iii) a determination by the terminating party, in its sole opinion, that termination is necessary or required by applicable legal, tax or regulatory requirements, or as a result of a court or regulatory agency order or proceeding; or (iv) a good faith belief by the terminating party that the other party is engaged in activities that are inconsistent with the terminating party's policies, provided however, that any closure and/or termination will be effective only after the Bank has had reasonable time to act on such notice.

The Bank shall only be required to process requests or Instructions for transactions that the Bank reasonably estimates will be completed prior to the date of closure of the Account or termination of the relevant Service, but shall not be precluded from completing a request or Instruction received by it prior to the date of the closure or termination. Any such closing or termination shall not affect the Customer's liabilities to the Bank arising prior to, or on, such closing or termination, all of which shall continue in full force and effect. Notwithstanding anything to the contrary in any Service Terms, upon the closing of an Account, all Services linked to such Account are simultaneously terminated (unless otherwise specifically agreed to by the parties). In the absence of Instructions from the Customer on transfer of monies standing to the credit of an Account that is being terminated, the Bank may issue a cashier's check and send it to the address of the Customer on the Bank's record.

15. Account Disclosures.

15.1 Rejection of Funds; Reversal of Erroneous Postings.

- (a) The Bank may return or refuse to accept all or any part of a deposit or credit to an Account, at any time, and will not be liable to the Customer for doing so, even if such action causes outstanding Items to be dishonored and returned, or payment orders to be rejected.
- (b) The Bank may reverse any transactions posted to the Account if it determines such posting was made in error and that Customer was not entitled to the funds posted.

15.2 Withdrawal. The Bank may refuse to allow withdrawals from Accounts, may block or suspend an Account, or perform any other function in certain circumstances, including where: (i) there appears to be a dispute relating to an Account, including disputes regarding the persons authorized to issue Instructions; (ii) as required by applicable law, legal process affecting the Account, or order of any relevant government regulatory, judicial or tax authority, including a levy or restraining notice; (iii) the Account is being used as collateral to secure indebtedness to the Bank or its affiliates; (iv) documentation requested by the Bank has not been presented; or (v) the Customer fails to pay its indebtedness to the Bank or its affiliates when due.

15.3 Payable Branch; Deposits Outside of the U.S. Any amount standing to the credit of any Account with the Bank is payable exclusively at a branch in the country at which the Account is held; however, payment may be suspended from time to time in order to comply with any applicable law, governmental decree or similar order, in any jurisdiction, for the time period affecting the Bank, its officers, employees, affiliates, subsidiaries,

agents or correspondents. The Customer acknowledges that deposits held in a branch of the Bank located outside the United States are not payable in the United States and: (i) are not insured by the Federal Deposit Insurance Corporation or any other United States governmental agency; (ii) are subject to cross-border risks; and (iii) have a lesser preference as compared to deposits held in the United States in the event of a liquidation of the Bank.

15.4 Commissions and Rebates. In connection with the provision of any Service by the Bank to the Customer, the Bank may from time to time receive commission, rebate or similar payments from other banks or third parties.

16. Governing Law and Procedure.

16.1 Governing Law. The Account Terms, the relevant Account Documentation and the rights and obligations of the Customer and the Bank in respect of each Account shall be governed by and construed in accordance with the laws of the jurisdiction in which the branch holding the relevant Account is located.

16.2 Waiver of Jury Trial; Limitation of Claims. The Customer and the Bank hereby knowingly, voluntarily and intentionally irrevocably waive, to the fullest extent permitted by applicable law, all right to, and will not seek, prejudgment interest and a trial by jury in any action, proceeding or counterclaim, of whatever type or nature, arising out of these Account Terms, the Account Documentation or the relationship established hereby. Any claim in connection with any Account or Service, unless a shorter period of time is expressly provided, must be brought against either party within the time provided by the applicable statute of limitations.

16.3 Venue. In relation to each Account, the courts of the country or state in which the branch or affiliate of the Bank at which the Account is held shall have exclusive jurisdiction to settle any disputes that arise out of or are connected with the Account Terms, the Account Documentation and/or the Account and the Customer agrees to submit to the jurisdiction of such courts and waive any objection to venue or their convenience as a forum. This section is for the benefit of the Bank only and does not prevent the Bank from taking proceedings in the courts of any other country, state or province with jurisdiction including, to the extent allowed by law, concurrently in any number of countries or states.

17. Miscellaneous.

17.1 Languages. If the Account Terms, Account Documentation or Service Terms are translated into, or appear in a language other than English, the English language version shall control.

17.2 Successors and Assigns. The Account Terms, Service Terms and Account Documentation will be binding on each of the parties' successors, assigns and transferees. The parties agree that neither party may assign or transfer any of its rights or obligations under the Account Terms, Service Terms or Account Documentation without the prior written consent of the other party, which consent will not be unreasonably withheld or delayed; except that the Bank may assign or transfer the Account Terms, Service Terms and Account Documentation (a) to any affiliate or subsidiary of the Bank, or (b) in connection with a merger, reorganization or other restructuring involving the Bank or its business; upon notice to the Customer, and the Customer hereby consents to the same.

17.3 Order of Precedence. Any terms of any supplement, amendment, agreement, Service Terms or notice that are inconsistent with a provision of the Account Terms or the Account Documentation shall supersede such provision of the Account Terms or the Account Documentation for purposes of the particular Account or Service that is the subject thereof. The Account Terms and Account Documentation supersede and replace any other account conditions previously sent to the Customer.

17.4 Interpretation. Section and subsection headings are for convenience only and shall not affect the meaning of the Account Terms, the Service Terms and any Account Documentation. References to Schedules, Sections, Subsections and Clauses are to Schedules, Sections, Subsections and Clauses of the Account Terms, the Service Terms and any Account Documentation. Words in the singular import the plural and vice versa. If any provision of the Account Terms, the Service Terms and any Account Documentation shall be held to be illegal, invalid, or unenforceable the validity of the remaining portions of the Account Terms the Service Terms and any Account Documentation shall not be affected. The term "including" shall in all cases mean "including without limitation" unless otherwise indicated. The term "affiliates" shall mean with respect to any entity, an entity, whether directly or indirectly, that controls, is controlled by, or is under common control with that entity. The term "applicable laws" or similar terms shall mean any law, statute, order, decree, rule, injunction, license, consent, approval, agreement, guideline, circular or regulation of a government authority.

17.5 Compliance; Transaction Screening. The Customer shall comply with all applicable laws and with the Bank's policies notified to the Customer. The Bank is required to act in accordance with Bank policies, the laws of various jurisdictions relating to the prevention of money laundering and the implementation of sanctions, including economic or financial sanctions or trade embargoes imposed, administered or enforced from time to time by the U.S. government, including those administered by the Office of Foreign Assets Control of the U.S. Department of the Treasury or the U.S. Department of State. The Bank is not obligated to execute payment orders or effect any other transaction where a party to the transaction is a person or entity with whom the Bank is prohibited from doing business by any law applicable to the Bank, or in any case where compliance would, in the Bank's opinion, conflict with applicable law or market practice or its own policies and procedures. Where the Bank does not execute a payment order or effect a transaction for such reasons, the Bank may take any action required by any law applicable to the Bank including freezing or blocking funds. Transaction screening may result in delays in the posting of transactions and/or funds availability. The Bank may direct the Customer (a) to make changes to the activity in the Customer's Accounts, including to cease and desist from using the Accounts for particular types of transactions or for transactions involving particular parties from time to time, and (b) not to use the Accounts to send payments with certain characteristics. The Customer agrees to comply with such directions.

17.6 Amendments; Supplements; Waivers. All amendments must be in writing. The Account Terms may be amended or supplemented on notice to the Customer, including by terms contained in any Service Terms or Account Documentation. The Service Terms may be amended or supplemented on notice to the Customer. These amendments or supplements, with respect to the Account operations and processes or services, may impose restrictions on the Accounts and Services, as the Bank deems necessary in the course of its business, and will be effective on notice to the Customer or at such other time to be specified in the notice; provided that amendments or supplements that are required by law may be implemented immediately or as required by law. By signing an Account signature card, Account application or similar document or by using or continuing to use any of the Accounts or Services, the Customer agrees to the Account Terms, the Account Documentation, Service Terms and any amendments or supplements, as applicable.

The Bank may waive any of provision of these Account Terms, the Account Documentation or the Service Terms, but such waiver shall apply only on that occasion. Such waiver shall not constitute a waiver of any other provision of the Account Terms, the Account Documentation or the Service Terms. Any such waiver shall not affect the Bank's right to enforce any of its rights with respect to other customers or to enforce any of its rights with respect to later transactions with Customer and is not sufficient to modify the terms and conditions of the Account Terms, the Account Documentation or the Service Terms. The rights and remedies in the Account Terms, the Service Terms and any Account Documentation are cumulative and are not exclusive of any other rights or remedies provided by applicable law.

17.7 Waiver of Immunity. To the extent that the Customer has or hereafter may acquire any immunity (including sovereign, crown or similar immunity) for itself or its assets from jurisdiction of any court, suit or legal process (whether from service of notice, injunction, attachment, execution or enforcement of any judgment or otherwise), the Customer irrevocably waives and agrees not to claim such immunity against the Bank or its affiliates.

17.8 Internet Services; Notice of Claims. The Customer agrees at its sole expense: (i) to advise each of its employees, officers, agents or other persons accessing any Service by or on behalf of Customer ("Users") of their obligations under the Account Terms, Account Documentation or under any Service Terms or ancillary Service material, including the obligation to refrain from using the Service via the Internet in the countries identified by the Bank; and (ii) to provide the Bank with all information reasonably necessary to setup and provide Services for the Customer, including advising the Bank of the countries from which Users will access any Service via the Internet.

17.9 Recordings. The Bank and the Customer, each consent to the other party making and retaining recordings of telephone conversations between the Customer and the Bank.

17.10 Instructions. Instructions may be sent to the Bank using such means as the Bank may permit from time to time. All Instructions, whether Items, payment orders or otherwise, are subject to applicable laws, and rules, policies, operations and market practices of the applicable clearing or settlement systems or payment networks.

17.11 Electronic Copies. The Bank may retain copies (paper, electronic or otherwise) of any documents or Items relating to the Accounts and Services in a form preserving an image of any such documents or Items, including signatures, or a regular business record and discard the original documents or Items. The Customer hereby waives any objection to the use of such records in lieu of their paper equivalents for any purpose and in any forum, venue or jurisdiction, including objections arising from the Bank's role or acquiescence in the destruction of the originals.

17.12 Intellectual Property. All intellectual property rights in or relating to a Service, including any trademarks, service marks, logos, and trade names used in conjunction with a Service are the property of the Bank or its licensors and are protected by applicable copyright, patent, trademark and other intellectual property law. Except as provided herein, the Customer shall not reproduce, transmit, sell, display, distribute, establish any hyperlink to, provide access to, modify, or commercially exploit in whole or in part any part of a Service, without the prior written consent of the Bank. Further, Customer shall not make any public announcements (including interviews) or publish any promotional or marketing materials, publicity or press releases, customer listings, testimonials or advertising in relation to the Accounts or Services or the subject matter of these terms and conditions without obtaining the prior written approval of Bank.

17.13 Know Your Customer. To assist in the prevention of the funding of terrorism and money laundering activities, applicable law may require financial institutions to obtain, verify, and record information that identifies each person who opens an account. What this means for the Customer: when the Customer opens an Account, the Bank may ask for the Customer's name, address, date of birth (for natural persons), and/or other information and documents that will allow the Bank to identify the Customer. The Bank may also request and obtain certain information from third parties regarding the Customer. For purposes of this provision, the Customer, to the extent required by applicable law, shall include any Authorized Person or signatory on an Account.

Information. To fulfill the Bank's "know your customer" responsibilities, the Bank will request information from the Customer from time to time, inter alia, regarding the Customer's organization, business, Third Parties and, to the extent applicable, Authorized Persons and beneficial owner(s) of the Customer, the Customer's customers, and their beneficial owners, including relevant natural or legal persons, and the Customer shall procure and furnish the same to the Bank in a timely manner. The Bank may also request further information and/or documentation in connection with the provision of the Accounts or Services. Any information and/or documentation furnished by the Customer is the sole responsibility of the Customer and the Bank is entitled to rely on the information and/or documentation without making any verification whatsoever (except for the authentication under the security procedures, as applicable). The Customer represents and warrants that all such information and/or documentation is true, correct and not misleading and shall advise the Bank promptly of any changes and, except as prohibited by applicable law, the Customer agrees to provide complete responses to the Bank's requests within the timeframes specified. The Customer will notify the Bank in writing if any Accounts or monies it holds or places with the Bank are subject to restrictions or otherwise held or received by the Customer in a capacity other than previously disclosed to the Bank, including monies being held for the benefit of third parties, whether as fiduciary or otherwise, monies subject to encumbrances, monies received as intermediary, processor or payment service provider, or arising from undisclosed

business or similar sources. The Bank may, at its sole discretion and subject to such further conditions as it may impose, including execution of further documentation in form and manner acceptable to the Bank, permit the holding of such Accounts or deposits or receipt of funds. Unless prohibited by applicable law, the Customer agrees to promptly disclose to the Bank activity in the Customer's Accounts that is suspicious or violates applicable laws or sanctions.

If the Customer fails to provide or consent to the provision of any information required by this Section, the Bank may close any Account or suspend or discontinue providing any Service without further notice.

17.14 Click-Thru and Electronic Signatures. The Bank may make Service Terms and Account Documentation available to the Customer via electronic means (including by posting on a Bank website or electronic signature platform). The Bank may request that an Authorized Person "click" or electronically sign to indicate the Customer's approval of such terms. The Customer agrees that the act of "clicking" its acceptance or applying its electronic signature (or any similar act which has the same effect) with respect to any such Service Terms or Account Documentation will be evidence of Customer's acceptance of such Service Terms and Account Documentation, to the same extent, and with the same force and effect, as if Customer had manually executed a written version of such Service Terms and Account Documentation.

18. Interpleader; Reimbursement.

18.1 Interpleader. The Bank may apply to an appropriate court for resolution of any dispute relating to the Customer's Accounts, including any dispute: (i) regarding the ownership of or entitlement to the funds; (ii) regarding the persons authorized to issue Instructions or act on behalf of the Customer; or (iii) by or amongst persons authorized to act or purportedly authorized to act on behalf of the Customer. If permitted by the court, the Bank may pay funds held by the Bank for the account of the Customer into the court pending resolution of such dispute.

18.2 Reimbursement. The Customer agrees to reimburse the Bank for any expenses, including its attorneys' fees and costs incurred in connection with the resolution of disputes (including interpleader proceedings) or in connection with the Bank's response to, any legal or regulatory process relating to an Account or the Services.

19. Provisional Recredit.

In connection with any dispute regarding an Account, the Bank may choose to credit the Account pending completion of the Bank's investigation of the dispute. If the Bank determines that the Customer is not entitled to such credit, then, the Bank may reverse the provisional recredit to the Account, even if that reversal results in an overdraft.

IN WITNESS WHEREOF, the parties hereto have caused these Account Terms to be executed by their respective authorized officers. These Account Terms shall be legally binding and deemed effective upon the date when the Account Terms have been executed by both the Customer and the Bank.

JPMORGAN CHASE BANK, N.A.

Signature: _____

Print Name: _____

Title: _____

Date: _____

CUSTOMER

Signature: _____

Print Name: _____

Title: _____

Date: _____

ADDENDUM TO ACCOUNT TERMS UNITED STATES OF AMERICA

V1.11_07_22_20(negotiated)

Accounts maintained by the Customer with the Bank are subject to the Bank's Account Terms. This addendum ("Addendum") amends or supplements the Account Terms with respect to Accounts maintained in the United States of America ("U.S.") and to Services provided in connection with such U.S. Accounts, regardless of the location where Services are provided. Capitalized terms used in this Addendum, and not otherwise defined, have the meanings set forth in the Account Terms. By using any Account maintained in the U.S., the Customer acknowledges receipt of, and agrees to be bound by, the Account Terms which includes this Addendum, each as may be amended or supplemented from time to time.

Section 2 of the Account Terms (Instructions; Security Procedures) is amended by adding the following provision:

- 2.3 The Customer represents and warrants to the Bank that the Customer has not requested funds transfer security procedures other than those expressly agreed by the Customer and the Bank.

Section 3 of the Account Terms (Deposits) is amended by adding the following provisions:

- 3.4 Verification; Adjustments. Receipts issued by the Bank for deposits are based solely on the amounts stated in the deposit ticket. Credits for Items received for deposit or collection (whether or not accompanied by a deposit ticket) are subject to verification and the Bank's receipt of final payment of deposited Items. The Bank may make adjustments to the Account for any errors appearing on deposit tickets or occurring during processing or otherwise, but the Bank has no obligation to do so for *de minimis* discrepancies.
- 3.5 Foreign Currency Items. The Bank may handle Items drawn on a non-U.S. bank or Items payable in a foreign currency on a collection basis, not for deposit, even if the Bank has received the Items in a deposit. The Customer may not receive provisional credit for such Items or, if provisional credit has been given, the Bank may revoke it. Credit for Items payable in a foreign currency will be converted into U.S. dollars at a foreign exchange rate and spread, and at such date and time, as the Bank determines in its discretion.
- 3.6 Endorsements. Endorsement must be placed on the back of Items only in the area within 1.5 inches from the trailing edge of the Item. The trailing edge of the Item is defined as the left-hand edge of the check looking at it from the front. If the Customer is authorized in writing to endorse Items on the Bank's behalf, the Customer agrees to comply with the endorsement standards of the Bank.
- 3.7 Encoding. If the Customer encodes information on an Item, the Customer warrants to the Bank and to all other collecting and paying banks of that Item that it is properly encoded and the Customer will be liable for losses related to encoding errors, including any loss due to delay in processing caused by an encoding error.
- 3.8 Return or Charge Back. The Customer should not use carrier documents (Items placed inside envelopes) in either high-speed forward or return cash letters. The Bank may charge the Account for Items returned unpaid to the Bank or for claims based on asserted unauthorized signatures, endorsements or alterations.
- 3.9 Collections. The Customer agrees that the Bank may collect any Item deposited to Customer's Account by electronic means. The Bank has no duty to inspect such Item during the deposit and collection process.
- 3.10 Variance. The Bank may agree with other banks and clearing houses to vary procedures regarding the collection or return of Items, and to vary applicable deadlines, to the maximum extent permitted by applicable laws, and rules, policies, operations and practices of the applicable clearing or settlement systems or payment networks (collectively "Rules & Regulations").
- 3.11 Substitute Checks. The Customer will not deposit any substitute checks (that are not returned Items) unless the Bank expressly agrees to accept such Items for deposit. In the absence of the Bank's express agreement, the Customer will be solely responsible for any loss or claim in connection with its use of substitute checks.
- 3.12 Night Depository Deposits. The Bank is not liable for any deposit made through the use of the Bank's night depositories until the Bank issues a written acknowledgement of the deposit. The Bank's count of the amount deposited in a night depository will be conclusive. The Customer is solely responsible for any loss that may be incurred before the Bank verifies the contents of the deposit.
- 3.13 Remotely Created Checks. If the Customer deposits a remotely created check ("RCC"), as such term is defined in Federal Reserve Regulation CC, the Customer warrants to the Bank, with respect to each RCC, that the person on whose account the RCC is drawn, authorized the issuance of such RCC in the amount and to the payee stated on the RCC. The Customer authorizes the Bank to debit the Customer's account for any claim or return based upon an unauthorized RCC and the Customer agrees to indemnify and hold the Bank harmless from and against any claims, liabilities, costs and expenses (including attorneys' fees) resulting directly or indirectly from any breach of the foregoing warranty.
- 3.14 Electronically-Created Items. The Customer should not deposit electronically-created items ("ECIs") to its account, as such term is defined in Federal Reserve Regulation CC. ECIs are included in the definition of an Item. If the Customer does deposit an ECI, the Customer authorizes the Bank to debit the Customer's account for any claim, return or adjustment related to the ECI, and the Customer agrees to indemnify and

hold the Bank harmless from and against any claims, liabilities, costs and expenses (including attorneys' fees) resulting directly or indirectly from the Customer's deposit of the ECI.

- 3.15 ATM Cards. The Bank may issue one or more automated teller machine ("ATM") cards ("Cards") and personal identification numbers ("PINs") to Customer's employees or agents for use in initiating certain Account transactions at Bank owned ATMs. Unless otherwise agreed by Bank, Customer agrees that Cards will be used only at ATMs owned by the Bank and Customer shall be liable for any transactions and fees resulting from the use of such Cards. The Customer agrees that the types of transactions offered through the use of any Card may be limited by the Bank, in its sole discretion. The Bank may cancel any Card at any time and for any reason, and will notify Customer of such cancellation. The Customer agrees to obtain possession of and return to the Bank or destroy all cancelled Cards. If the Customer believes a Card or PIN has been lost or stolen, the Customer shall immediately contact the Bank's ATM call center. All ATM transactions are subject to verification. Any deposit transaction through an ATM that is not made on a business day or made after the Bank's designated cut-off time will be processed on the Bank's next business day.
- 3.16 Internet Gambling. The Customer agrees not to conduct any transactions through the Account that are directly or indirectly related to unlawful Internet gambling, including the acceptance or receipt of any funds or deposits in connection therewith. The term "unlawful Internet gambling," as used in this section, shall have its meaning set forth in 12 C.F.R. Section 233.2(bb).

Section 4 of the Account Terms (Payment of Items) is hereby amended by adding the following provisions:

- 4.5 Cashing Items. The Bank may, in its discretion, cash Items drawn on an Account when presented by the holder. If a holder who is not a deposit customer of the Bank presents an Item drawn on the Account for cash, the Bank may refuse to cash the Item, or may charge the holder a fee for cashing the Item.
- 4.6 Signatures. If the Customer establishes an Account which purports to: (i) require two or more signatures on Items drawn on the Account, or (ii) limits the amount for which an Item can be issued, the Customer acknowledges that any such requirements are solely for the Customer's own internal control purposes. The Customer agrees that, provided that the Bank follows its usual and customary procedures for processing and paying Items, the Bank will not be liable for paying any Item (a) lacking the required number of signatures, or (b) in an amount exceeding the applicable limit.
- 4.7 Fraudulent Items. The Bank provides Services to which the Customer may subscribe, such as Positive Pay and Reverse Positive Pay, which are reasonably designed to prevent payment of unauthorized or altered Items. Customer agrees that failure to use such Services will constitute Customer negligence contributing to the making of an unauthorized signature or the alteration of an Item, and the Customer will assume the risk that Items paid against its Account may be unauthorized or altered. In that event, the Customer will be precluded from asserting any claims against the Bank for paying any unauthorized, altered, counterfeit or other fraudulent Items. The Bank shall not be required to re-credit Customer's Account or otherwise have any liability for paying such Items to the extent such Services would likely have prevented such loss.
- 4.8 Obscured Endorsements. The Customer assumes responsibility for losses that the Customer or the Bank may incur as the result of processing delays caused by the Customer's: (i) issuance of an Item in such a manner that information, marks or bands on the back of the Item obscure endorsements; or (ii) placement of an endorsement on the back of the Item which obscures other endorsements.
- 4.9 Negotiation Outside of U.S. If an Item is transferred or negotiated outside of the U.S. and is subsequently sent to the Bank for deposit, collection or payment in the U.S., the Customer shall be deemed to make, to the Bank, the transfer and presentment warranties under the Rules & Regulations, as if such Item were negotiated or otherwise transferred in the U.S.
- 4.10 Stop Payments. A stop payment Instruction from the Customer will be effective with respect to an Item if: (i) the Bank has a reasonable opportunity to act on such Instruction prior to its payment or encashment, which shall be at least one (1) full Business Day following the Business Day on which the Bank received the Instruction; and (ii) the Instruction is in the form required by the Bank, the information is complete and is delivered to the location designated by the Bank. For purposes of this Section, "Business Day" means a day on which the Bank is generally open for business in the jurisdiction where the Account is maintained. Stop payment Instructions, unless otherwise provided, will be valid for one (1) year and will automatically renew up to six (6) additional years unless the Bank receives Customer's revocation of a stop payment Instruction. The Customer may request, through the Bank's call center or other authorized representative, a non-renewable stop payment, which will be effective for a 180-day period. The Bank shall not be liable for any Item properly paid or cashed prior to the effective time of a stop payment request. The Customer acknowledges that a stop payment instruction does not limit or vary its obligation to pay the subject Item and, notwithstanding a stop payment instruction, the Bank may properly pay such an item to a person entitled to enforce it.

- 4.11 Standard of Care. Any Item issued by the Customer drawn on its Account shall be deemed to be endorsed in the name of the payee if: the Item is endorsed or deposited into an account in a name that is substantially similar to that of the payee; the payee is a fictitious person; the Customer was wrongfully or erroneously induced to issue the Item payable to the stated payee; the deposit of the item was accomplished by an employee entrusted with responsibility for the Item or person working in concert with such an employee; or the Customer or payee failed to act with ordinary care with respect to the Item. The Bank shall not be liable for any loss caused by the alteration or unauthorized signature or endorsement on any Item issued by the Customer, unless the Customer establishes that the Bank failed to handle the Item with ordinary care, and that such failure substantially contributed to the loss. If the Bank's failure to act with ordinary care substantially contributed to the loss on the item, the loss shall be allocated between the Customer and the Bank based upon the extent to which their respective failures to exercise ordinary care contributed to the loss. For purposes of this section, "employee" shall include the Customer and its independent contractors and third parties, and their respective employees, delivery agents, officers, directors, attorneys, fiduciaries, administrators, service providers, and other agents. The Bank may process any Item by electronic means and is not required to inspect the Item paid by automated payment processing.

Section 5 of the Account Terms (Funds Transfer Instructions) is amended by adding the following provisions:

5.4 Foreign Exchange.

...

(d) If the Bank accepts a funds transfer Instruction issued in the Customer's name for payment from its Account in the Account Currency to a beneficiary account the Bank determines is a Non Account Currency account, the Bank is authorized in its discretion to enter into a foreign exchange transaction to convert the Account Currency funds into an amount of the relevant Non-Account Currency of such beneficiary account and complete the funds transfer as provided in Section 5.4(a) above.

- 5.6 Funds Transfer by Check. If the Customer, through the Bank's funds transfer services, requests that payment be made by check, the Customer authorizes the Bank to debit the Customer's Account on receipt of the Instruction and to issue a check as agent for the Customer in accordance with the Instruction. If the Customer requests the Bank to place a stop payment on the check before the check has been presented for payment, such request must be clearly identified as a stop payment request, including the reference number given for the transaction, and it must be received by the Bank at a time and in a manner designated by the Bank from time to time. If the check is not presented for payment within one hundred eighty (180) days after issuance, the Bank may place a stop payment on the check and transfer the funds back to the Account.

- 5.7 Credit Entries Received Through Automated Clearing House (ACH) System. Credit given by the Bank to the Customer for an ACH credit entry shall be provisional, until the Bank receives final payment. If the Bank does not receive final payment, the Bank may revoke the provisional credit and charge back the amount of the entry to the Account, or obtain a refund from the Customer, in which case the originator of the credit entry shall not be deemed to have paid the Customer the amount of such entry. The Bank shall not be obligated to notify the Customer of the receipt of a payment order or ACH entry for credit or debit to an Account.

- 5.8 Same Day Amend and Cancel. The Customer may subscribe to a service to enable same day amendment and cancellation of payment orders. All cancellation or amendment messages sent to the Bank shall be in the format specified by the Bank and must be received by the Bank no later than such time as may be established by the Bank upon notice to the Customer.

- 5.9 Priority/Timed. The Bank will determine the order in which it processes payment orders. If the Customer's payment order bears the codeword "PRIORITY" in such field as the Bank specifies, the Bank will use reasonable efforts to execute such payment order in advance of the Customer's standard payment orders. If the Customer's payment order bears the codeword "TIMED" in such field as the Bank specifies, the Bank will endeavor, but will have no obligation, to process the payment order by the time requested by the Customer within the payment order. For "TIMED" payment orders, funds in the Customer's Account are reserved by the Bank on the payment value date until processed. For the avoidance of doubt, all payment orders are subject to the Bank's acceptance, and the Bank will have no liability for failure to process payments by the time requested by the Customer.

- 5.10 Real Time Payments. Payments received through the Real Time Payment System operated by The Clearing House Payments Company LLC ("RTP System") will be processed pursuant to the RTP Operating Rules and any other applicable Rules & Regulations, to which the Customer agrees to be bound. If the Customer receives a payment through the RTP System on behalf of another person or entity, such other person or entity must be a resident of, or otherwise domiciled in the United States. In the further transmission of any such payments, the Customer agrees to comply with all applicable US laws and regulations, including, without limitation, those administered by the US Office of Foreign Assets Control.

- 5.11 Messaging Standards. To the extent there is any inconsistency between a fund transfer financial messaging standard and the governing law set forth in Section 16.1, the governing law set forth in Section 16.1 will govern.

Section 6 of the Account Terms (Interest; Fees; Taxes) is amended by adding the following provisions:

- 6.4 Earnings Credit Account Analysis. The Customer may instruct the Bank to calculate and apply a credit (the "Earnings Credit") on eligible Accounts by calculating an earnings credit rate (the "ECR") to balances held in an Account (the "ECR Balance"). The ECR and ECR Balance are set out in the Account Statements. The Bank, in its sole discretion, may establish a threshold on the ECR Balance (the "Threshold") and apply (a) ECR to the portion of the ECR Balance that is below the Threshold and (b) interest to the portion of the ECR Balance that is above the Threshold. The Earnings Credit calculated for each billing period will be applied by the Bank as an offset (the "ECR Application") against

Fees actually incurred by the Customer during the same billing period for the use of certain of the Bank's products or services. Fees eligible for the ECR Application shall be determined by the Bank in its sole discretion. Any excess Earnings Credit remaining after the ECR Application expires immediately and will not be carried forward or backward in relation to the billing period in which the Fees are charged. If the Earnings Credit is insufficient to offset all Fees, the Customer remains responsible for paying all remaining Fees.

Section 7 of the Account Terms (Account Statements) is amended by adding the following provisions:

- 7.2 Images Sufficient. The Customer acknowledges that Account Statements and images of paid Items are available to it and are sufficient to allow it to make all examinations and reports of Account activity including errors, as required in this Section. The Bank is not required to return paid or cancelled Items with the Account Statement.
- 7.3 Obligation to Inspect. The Customer must notify the Bank in writing, within a reasonable period of time not to exceed 60 calendar days of the date of an Account Statement, of (i) the failure to receive the Account Statement, or (ii) any errors, unauthorized payments, charges, alterations, discrepancies or irregularities reported on the Account Statement ("Errors"). The Customer must notify the Bank in writing of any unauthorized, improper, or missing endorsements within six (6) months after the date of the Account Statement on which the Item was reported to have been paid. The Customer must provide the Bank with all information necessary for the Bank to investigate any claim based upon an endorsement or Error, and must provide all supporting evidence that the Bank requests. Failure to comply with the time frames set forth above shall be deemed conclusive proof that the Customer failed to exercise reasonable care and promptness in examining Account Statements and paid Items or identifying Errors and that such failure may cause subsequent loss to the Bank. If the Customer fails to comply with the notice requirements set forth above, the Bank is not required to reimburse the Customer for the Customer's claimed loss and the Customer shall be barred from bringing any action against the Bank.
- 7.4 Inactive Accounts. If an Account has no activity other than charges assessed or interest credited by the Bank for a period of six (6) or more months, the Bank is not required to provide an Account statement until additional activity occurs in the Account. If an Account has no activity other than charges assessed or interest credited by the Bank for a period of twelve (12) or more months, the Customer may be unable to access the Account until the Customer contacts the Bank.
- 7.5 Advice Services. The Customer may subscribe to Bank services for the delivery of account-related information ("Advices") to a party designated by the Customer, including information relating to credits and debits to a Customer account, and the return or rejection of certain payments. Advices may be sent via SWIFT, electronic mail, facsimile transmission, ordinary mail, telephone, through internet sites, or as otherwise agreed by the parties. The Customer is responsible for maintaining the accuracy of the information that is required for delivery of Advices, including the address, telephone and/or facsimile number of the recipient and, if applicable, the messaging components and conditions that will trigger the transmission of the Advices.

Section 10 of the Account Terms (Agents; Information) is amended by replacing Section 10.3 with the following provision:

- 10.3 Offshoring. Certain services may be performed by Bank or any affiliate, including affiliates, branches or units located in any country in which Bank conducts business or has a service provider. The Customer authorizes Bank to transfer Customer information to such affiliates, branches or units at such locations as the Bank deems appropriate. Bank reserves the right to store, access, or view data in locations it deems appropriate for the services provided.

Section 15 of the Account Terms (Account Disclosures) is amended by adding the following provisions:

- 15.5 Withdrawal Limitations on Certain Account Types. U.S. federal regulations limit the number of pre-authorized or automatic transfers or withdrawals or telephonic/electronic instructions (including check, draft, debit card or similar order payable to third parties) that can be made from a savings account (including a savings sub-account (as described below) and a money market deposit account) to a total of six (6) per calendar month or statement cycle or similar period. The Customer agrees to comply at all times with such restrictions. Exceeding these withdrawal limits may result in the Bank converting the savings account into a non-interest bearing demand deposit account, with any attendant changes in pricing and account terms and conditions. Further, the Bank is required by U.S. law to reserve the right to require at least seven (7) days' notice prior to a withdrawal from a savings account (including a savings sub-account) or an interest-bearing negotiable order of withdrawal account ("NOW Account").
- 15.6 NOW Accounts. The Customer, if eligible, may open a NOW Account. There is no limit on the number of withdrawals that the Customer may make from the demand deposit or NOW sub-account.
- 15.7 Administrative Subaccounts. The Bank is authorized, for regulatory reporting and internal accounting purposes, to divide an Account: (i) in the case of a demand deposit checking Account, into a non-interest bearing demand deposit sub-account and a non-interest bearing savings sub-account; (ii) in the case of a NOW Account, into an interest bearing NOW sub-account and an interest bearing savings sub-account, and, in both cases, to transfer funds on a daily basis between these sub-accounts in accordance with U.S. law at no cost to the Customer. The Bank will record the sub-accounts and any transfers between them on the Bank's books and records only. The sub-accounts and any transfers between them will not affect the Account number, balance requirement or use of the Account, except as described herein.
- 15.8 Savings Subaccounts. The Bank will establish a target balance for the Customer's demand deposit or NOW sub-account, which it may change at any time. To the extent funds in the demand deposit or NOW sub-account exceed the target balance, the excess will be transferred to the Customer's savings sub-account, unless the maximum number of transfers from the savings sub-account for that calendar month or statement cycle have already occurred. If withdrawals from the demand deposit or NOW sub-account exceed the available balance in the demand deposit or NOW sub-account, funds from the Customer's savings sub-account will be transferred to the demand deposit or NOW

sub-account up to the entire balance of available funds in the savings sub-account to cover the shortfall and to replenish any target balance that the Bank has established for the demand deposit or NOW sub-account. If a sixth transfer is needed during a calendar month or statement cycle, it will be for the entire balance in the Customer's savings sub-account, and such funds will remain in the demand deposit or NOW sub-account for the remainder of the calendar month or statement cycle.

- 15.9 Branch Designation. The Bank, for its administrative purposes may designate a branch of the Bank as the branch of record of an Account which may be different from the branch at which the Account is opened. This designation requires no action on the part of the Customer and will not change the Bank's operations, Services or customer support.
- 15.10 No Fiduciary Relationship. Bank's relationship with Customer concerning the Accounts is that of a debtor and creditor. No fiduciary, quasi-fiduciary or other special relationship exists between Bank and Customer or any third parties regarding the Accounts.

Section 16 of the Account Terms (Governing Law) is amended by replacing Section 16.1 with the following provision:

- 16.1 Except as otherwise agreed in writing by the Bank and the Customer, the rights and obligations of the Customer and the Bank in respect of each Account maintained in the U.S. shall be governed by and construed in accordance with the laws of the State of California (without regard to its conflict of laws rules). Each of the Customer and the Bank irrevocably and unconditionally submits to the exclusive jurisdiction and venue of any State court located in Santa Clara County, California, and the Federal court sitting in the Northern District of California, provided that federal jurisdiction is present, over any action, suit, proceeding, claim or controversy arising out of or relating to the Account Terms which includes this Addendum. The rights and remedies of the Bank and the Customer under this Addendum, the Account Terms, the Account Documentation, the Service Terms, and the Agreement, are in addition to the rights and remedies of the Bank and the Customer under applicable law (as provided above in this Section), are cumulative and may be exercised successively or concurrently, and are retained by the Bank and the Customer.

Section 16 of the Account Terms (Governing Law) is amended by adding the following provision:

- 16.4 In the event the Bank is required to remit funds to any state as abandoned property, the Account may be charged for fees in remitting funds to that state. In addition, the Bank may charge fees in connection with its handling of dormant funds and accounts.

Section 17 of the Account Terms (Miscellaneous) is amended by adding the following provisions:

- 17.15 When the Customer provides the Bank any information requested by the Bank under its "Know Your Customer" or Anti-Money Laundering or other compliance policies pertaining to any natural or other persons, the Customer represents and warrants to the Bank that the Customer has obtained that person's consent that the Bank may make continued use of that person's information in order for the Bank to discharge any of its responsibilities in connection with "Know Your Customer" or Anti-Money Laundering, or other compliance purposes.
- 17.16 Beneficial Ownership. Customer agrees to adhere to the FinCEN Customer Due Diligence final rule which requires certain entities to provide and certify beneficial ownership information to the Bank at 10% and provide information on a controller when opening a new USD account. The Bank is required to collect and validate certain information (e.g. Name, Address, DOB, SSN or Passport # for non US individuals) for new accounts impacted by the rule. If an entity is exempt from rule, the Bank may require documentation to support the exemption.
- 17.17 Payable Through Accounts. If the Customer is a bank or financial institution and is not organized under the laws of the U.S., it shall not permit its customers to conduct banking transactions in the U.S. through the Customer's Account, and shall not provide its customers with check stock, drafts, wire transfer capabilities or any other means which would enable its customers to draw on the Customer's Account. These types of arrangements are typically called "payable through accounts" and are prohibited under these Account Terms. The Customer acknowledges that the sale of U.S. dollar checks or drafts to third parties is prohibited without the express written approval of the Bank.
- 17.18 No Advice. The Customer acknowledges and agrees that the Bank has not provided and will not provide any investment, tax or accounting advice or recommendation in relation to the Accounts or any investments made under any Service.
- 17.19 ERISA Status. The Customer will notify the Bank in writing, reasonably in advance of the Account opening, if any Accounts or monies it holds or places with the Bank are subject to the Employee Retirement Income Security Act of 1974, as amended ("ERISA"), together with all the rules promulgated thereunder, or Section 4975 of the Internal Revenue Code, together with all the rules promulgated thereunder. The Bank may, in its sole discretion and subject to such further conditions as it may impose, including, without limitation, execution of further documentation in form and manner acceptable to the Bank, permit the holding of such Accounts or deposits or receipt of funds.
- 17.20 Additional Representation for ERISA Benefit Plans.
(i) If the Customer is or represents a "benefit plan," as defined in Section 3(42) of ERISA, and U.S. Department of Labor Regulations Section 2510.3-101, as modified by Section 3(42) of ERISA (together, the "Plan Asset Rules" and each such benefit plan investor, a "Benefit Plan"), or is acting on behalf of one or more Benefit Plans, the Customer represents and warrants that:
- (1) the Bank has not or will not provide advice with respect to the services obtained by the Benefit Plan.
 - (2) the Benefit Plan fiduciary (the "Plan Fiduciary") is independent of the Bank, and is not an individual acting for his or her own Individual Retirement Account, and such Plan Fiduciary is either (a) a bank as defined in Section 202 of the Investment Advisers Act of 1940 (the "Advisers Act"), or similar institution that is regulated and supervised and subject to periodic examination by a State or Federal

agency; (b) an insurance carrier which is qualified under the laws of more than one state to perform the services of managing, acquiring or disposing of assets of a Benefit Plan; (c) an investment adviser registered under the Advisers Act or, if not registered as an investment adviser under the Advisers Act by reason of paragraph (a)(1) of Section 203A of the Advisers Act, is registered as an investment adviser under the laws of the state in which it maintains its principal office and place of business; (d) a broker-dealer registered under the Securities Exchange Act of 1934, as amended; or (e) has, and will at all times have, total assets of at least U.S. \$50,000,000 under its management or control;

- (3) the Plan Fiduciary is capable of evaluating investment risks independently, both in general and with respect to the Accounts and Services;
- (4) the Plan Fiduciary is a "fiduciary" with respect to the Benefit Plan within the meaning of Section 3(21) of ERISA, Section 4975 of the Code, or both, and is responsible for exercising independent judgment in evaluating the receipt of Services by the Benefit Plan;
- (5) the Bank has not exercised any authority to cause the Benefit Plan to agree to these Account Terms; and
- (6) the Plan Fiduciary has been informed (a) that the Bank is not undertaking to provide impartial investment advice or to give advice in a fiduciary capacity in connection with the Services; and (b) of the existence and nature of the financial interests of the Bank, as disclosed in the Account Terms and Service Terms.

(ii) The representations and covenants in the above clauses are intended to comply with the U.S. Department of Labor's Reg. Sections 29 C.F.R. 2510.3-21(a) and (c)(1) as promulgated on April 8, 2016 (81 Fed. Reg. 20,997). If these regulations are revoked or repealed, these representations shall be deemed no longer in effect.

17.21 FDIC Part 370 Disclosure. If the Customer's Account is eligible for "pass through" deposit insurance from the Federal Deposit Insurance Corporation (the "FDIC") as set forth in the Federal Deposit Insurance Act and 12 CFR § 330, then the Customer acknowledges and agrees that if the Bank becomes insolvent or enters into receivership (hereinafter a "Bank Receivership"), the Customer will: (a) cooperate fully with the Bank and the FDIC in connection with determining the insured status of funds in each Account, and (b) provide the FDIC with the information that identifies each beneficial owner and its interest in the funds in each such Account within 24 hours of the Bank Receivership, unless it falls within one of the enumerated exceptions in 12 CFR 370.5(b). The information described in (b) must be sent to the Bank in the format specified by the FDIC (see: www.fdic.gov/regulations/resources/recordkeeping/index.html). The Bank shall provide the Customer an opportunity to validate its capability to deliver the information described in (b) in the format specified by the FDIC so that a timely calculation of deposit insurance coverage for the Account can be completed.

The Customer further acknowledges and agrees that following a Bank Receivership: (i) a hold will be placed on each Account once a receiver of the Bank is appointed so that the FDIC can conduct the deposit insurance determination and such hold will not be released until the FDIC obtains the necessary data to enable the FDIC to calculate the deposit insurance coverage for each Account; (ii) its failure to provide the necessary data to the FDIC may result in a delay in receipt of insured funds and legal claims against the Customer from the beneficial owners of the funds in the applicable Account; and (iii) failure to provide the data the FDIC requires may result in the applicable Account being frozen until the information is received, delaying receipt of FDIC insurance proceeds.

Notwithstanding other provisions in this Agreement, this section survives after the FDIC is appointed as the Bank's receiver, and the FDIC is considered a third party beneficiary of this section.

AVAILABILITY POLICY - FOR ACCOUNTS MAINTAINED IN THE U.S.

The Bank's policy is to make funds available to the Customer on the same, next or second business day after the day of deposit depending on the type of deposit and when the deposit is made as described below. If the Customer will need the funds from a deposit immediately, the Customer should ask the Bank when the funds will be available. The Bank and Customer acknowledge and agree that there are many availability schedules under this policy, and in the event of a conflict between this Availability Policy and the Availability Schedule for a particular product or service, including but not limited to the schedules provided to Customer in the Bank's proposal response dated September 16, 2020, the schedule for that product or service will govern.

A. Determining the Day of a Deposit. If a deposit is made to an account on a business day before the Bank's cutoff time established for that location (which will be no earlier than 2 p.m. local time), then the Bank will consider that day to be the day of deposit. However, if a deposit is made after the cutoff time or on a day that is not a business day, then the Bank will consider the deposit to have been made no later than the next business day. For determining the availability of deposits, every day is a business day, except Saturdays, Sundays, and federal holidays. Availability with respect to any deposit will be determined by the location of the banking center or other facility where the deposit was received. For deposits made at the Bank's automated teller machines (ATMs) the cutoff time is 11 p.m. Eastern Time unless otherwise noted on the ATM screen.

B. Same Day Availability. Funds from the following deposits made at a banking center or at an ATM that do not require deposit envelopes will be available on the business day the Bank determines the deposit is made:

- Cash;
- Wire transfers; and
- Electronic direct deposits to an account.

C. Next Day Availability. Funds from the following deposits are available on the first business day after the business day the Bank determines the deposit is made:

- U.S. Treasury checks that are payable to the Customer;
- Checks drawn on a Bank affiliate that holds the applicable account (excluding a Controlled Disbursement site); and
- At least, the first \$225 from a day's total deposits.

If the deposit is made in person to a Bank employee, funds from the following deposits are also available on the first business day after the business day the Bank determines the deposit is made:

- State and local government checks that are payable to the Customer, if a special deposit slip, available upon request at any Bank banking center is used;
- Cashier's, certified, and teller's checks that are payable to the Customer, if a special deposit slip, available upon request at any Bank banking center, is used; and
- Federal Reserve Bank checks, Federal Home Loan Bank checks, and postal money orders, if these items are payable to the Customer.

If a special deposit slip is not used, availability of funds from these deposits will follow the schedule identified in the Availability of Other Check Deposits section below.

D. Availability of Other Check Deposits. Generally, funds from all other deposits of checks drawn on banks (as defined in Federal Reserve Regulation CC) will be available no later than the second business day after the day of deposit. Checks that require special handling may receive delayed availability. The amount of funds available to the Customer will be reduced by the amount of any deposited check that is returned unpaid. If the Bank reprocesses the check, the funds will become available no later than the second business day after the business day in which the check is reprocessed.

E. Longer Delays May Apply. In some cases the Bank may not make all of the funds that are deposited by check available. Depending on the type of check deposited, funds may not be available as set forth above. However, the first \$225 of the aggregate deposit will be available on the first business day after the day of deposit.

If the Bank is not going to make all of the funds from a deposit available at the times shown above, it will notify the Customer and specify when the funds will be available. If a deposit is not made directly to a Bank employee, or if the Bank decides to take this action after the Customer has left the premises, the Bank will mail or otherwise send the notice to the Customer by the business day after the day of deposit.

Funds deposited by check may be delayed for a longer period under the following circumstances:

- The Bank believes a deposited check will not be paid;
- Deposited checks for all of the Customer's accounts total more than \$5,525 in any one day;
- The Customer redeposited a check that has been returned unpaid;
- The Customer has overdrawn one or more of its accounts repeatedly in the last six months; or
- There is an emergency, such as failure of communications or computer equipment.

In such circumstances, funds will generally be available no later than the seventh business day after the day of deposit. Inclement weather or transportation problems may lead to additional delays under certain availability schedules. Customer may have specific availability schedules related to a banking service.

F. Special Rules for New Accounts. If the account is a new account, the following special rules may apply during the first thirty days the account is open:

- Funds from deposits of the first \$5,525 of that day's total deposits of cashier's, certified, teller's, traveler's and federal, state and local government checks payable to the Customer will be available on the first business day after the day of deposit. The excess over \$5,525 will be available no later than the ninth business day after the day of deposit. If the deposit of checks (other than U.S. Treasury checks) is not made in person to one of the Bank's employees, the first \$5,525 may not be made available until the second business day after the day of deposit; and
- Funds from all other check deposits will be made available no later than the fifteenth business day after the day of deposit.

G. Large Dollar Deposits. The U.S. Federal Reserve Banks will not forward process any Item over \$99,999,999.99 and considers such Items as "non-cash items." Such Items should not be deposited in the Account. If Customer does deposit such an Item, the Bank may refuse to process such Item or handle it as a collection Item. If handled as a collection Item, Customer credit and availability will be deferred accordingly.

This Availability Policy and availability schedules may be changed without notice.

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JPMorgan Chase Bank, N.A. Member FDIC.

IN WITNESS WHEREOF, the parties hereto have caused these Account Terms to be executed by their respective authorized officers. These Account Terms shall be legally binding and deemed effective upon the date when the Account Terms have been executed by both the Customer and the Bank.

JPMORGAN CHASE BANK, N.A.

Signature: _____

Print Name: _____

Title: _____

Date: _____

CUSTOMER

Signature: _____

Print Name: _____

Title: _____

Date: _____

EXHIBIT “D”

INSURANCE REQUIREMENTS

Please refer to the insurance requirements listed below. **Those that have an “X” indicated in the space before the requirement apply to Contractor’s or Contractor’s Agreement.**

Contractor or Contractor shall procure and maintain for the duration of the Agreement insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder and the results of that work by the Contractor or Contractor, its agents, representatives, employees or subcontractors.

Contractor or Contractor shall provide its insurance broker(s)/agent(s) with a copy of these requirements and request that they provide Certificates of Insurance complete with copies of all required endorsements.

Contractor or Contractor shall furnish City with copies of original endorsements affecting coverage required by this Exhibit D. The endorsements are to be signed by a person authorized by that insurer to bind coverage on its behalf. All endorsements and certificates are to be received and approved by City before work commences. City has the right to require Contractor’s or Contractor’s insurer to provide complete, certified copies of all required insurance policies, including endorsements affecting the coverage required by these specifications.

Commercial General Liability (CGL):

 X Coverage at least as broad as Insurance Services Office (“ISO”) Form CG 00 01 covering CGL on an “occurrence” basis, including products and completed operations, property damage, bodily injury and personal and advertising injury with limits no less than \$2,000,000.00 per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit.

 Coverage at least as broad as ISO Form CG 00 01 covering CGL on an “occurrence” basis, including products and completed operations, property damage, bodily injury and personal and advertising injury with limits no less than \$1,000,000.00 per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit.

 Coverage at least as broad as ISO Form CG 00 01 covering CGL on an “occurrence” basis, including products and completed operations, property damage, bodily injury and personal and advertising injury with limits no less than \$5,000,000.00 per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit.

Business Automobile Liability:

X Coverage at least as broad as ISO Form Number CA 0001 covering, Code 1 (any auto), of if Contractor or Consultant has no owned autos, Code 8 (hired) and 9 (non-owned), with limits no less than \$1,000,000.00 combined single limit for bodily injury and property damage.

___ Coverage at least as broad as ISO Form Number CA 0001 covering, Code 1 (any auto), with limits no less than \$5,000,000.00 combined single limit for bodily injury and property damage.

___ Garage keepers' extra liability endorsement to extend coverage to all vehicles in the care, custody and control of the Contractor or Consultant, regardless of where the vehicles are kept or driven.

Professional Liability (Errors and Omissions):

___ Insurance appropriate to the Contractor or Consultant's profession, with limit no less than \$1,000,000.00 per occurrence or claim, \$2,000,000.00 aggregate.

___ (If Design/Build), with limits no less than \$1,000,000.00 per occurrence or claim, and \$2,000,000.00 policy aggregate.

___ Insurance appropriate to the Contractor or Consultant's profession, with limit no less than _____ per occurrence or claim, _____ aggregate

Workers' Compensation Insurance:

X Insurance as required by the State of California, with Statutory Limits, and Employer's Liability Insurance with limit of no less than \$1,000,000.00 per accident for bodily injury or disease. *(Not required if Contractor or Consultant provides written verification it has no employees)*

The Employer's Liability policy shall be endorsed to waive any right of subrogation as respects the City, its elected and appointed officials, officers, attorneys, agents, and employees.

Builder's Risk (Course of Construction): [Not applicable]

Contractor's or Consultant's Pollution Legal Liability: [Not applicable]

Cyber Liability Insurance

X Cyber Liability Insurance with limits not less than \$2,000,000 per claim.

Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by Contractor or Consultant in this Agreement and shall include, but not be limited to, claims

involving infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion, and network security.

The policy shall provide coverage for breach response costs as well as regulatory fines and penalties, and credit monitoring expenses with limits sufficient to respond to these obligations.

Surety Bonds:

Contractor shall provide the following Surety Bonds:

____ Bid Bond
____ Performance Bond
____ Payment Bond

The Payment Bond and Performance Bond shall be in a sum equal to the contract price. Bonds shall be duly executed by a responsible corporate surety, authorized to issue such bonds in the State of California and secured through an authorized agent with an office in California.

Other Insurance Provisions:

The insurance policies are to contain, or be endorsed to contain the following provisions:

X Additional Insured Status and Primary/Non-Contributory Language:

Contractor's general liability and business automobile liability policies shall be primary and shall not seek contribution from the City's coverage and include the City and its officers, and employees as additional insureds under such policies using Insurance Services Office form CG 20 10 (or equivalent) on the general liability policy as their interests pertain to this contract. For construction projects, an endorsement providing completed operations coverage for the additional insured on the general liability policy, ISO form CG 20 37 (or equivalent), is also required.

The limits of insurance required in this Agreement may be satisfied by a combination of primary and umbrella or excess insurance. Any umbrella or excess insurance shall contain or be endorsed to contain a provision that such coverage shall also apply on a primary and non-contributory basis for the benefit of City (if agreed to in a written contract or agreement) before the City's own insurance or self-insurance shall be called upon to protect it as a named insured.

___ Loss Payee Status – Builder's Risk/Course of Construction Insurance (applicable to Construction Contracts only)

Contractor or Consultant may submit evidence of Builder's Risk insurance in the form of Course of Construction coverage. Such coverage shall name the City as a loss payee as their interest may appear.

X Notice of Cancellation, Suspension or Otherwise Voiding Policies:

Contractor will endeavor to send notice if changes to the policy are below the minimum requirements of this contract or for cancellation..

X Waiver of Subrogation:

Contractor or Consultant hereby grants to City a waiver of any right to subrogation which any insurer of said Contractor or Consultant may acquire against the City by virtue of the payment of any loss under such insurance. Contractor or Consultant agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether or not the City has received a waiver of subrogation endorsement from the insurer. The Workers' Compensation Policy shall be endorsed with a waiver of subrogation in favor of the City for all work performed by Contractor or Consultant, its employees, agents and subcontractors.

Completed Operations

For Construction Agreements, Contractor shall maintain insurance as required by this Agreement to the fullest amount allowed by law and shall maintain insurance for a minimum of five (5) years following the completion of this project. In the event Contractor fails to obtain or maintain completed operations coverage as required by this Agreement, the City at its sole discretion may purchase the coverage required and the cost will be paid by Contractor.

THE FOLLOWING PROVISIONS APPLY TO ALL AGREEMENTS

Acceptability of Insurers:

Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A-:VII, unless otherwise acceptable to City.

Claims Made Policies: (note - should be applicable only to professional liability, see below)

1. The Retroactive Date must be shown and must be before the date of the contract or the beginning of contract work.
2. Insurance must be maintained, and evidence of insurance must be provided for at least one (1) year after completion of contract of work.
3. If coverage is canceled or non-renewed, and not replaced with another claims made policy form with a Retroactive Date prior to the contract effective date, the Contractor or Consultant must purchase "extended reporting" coverage for a minimum of one (1) year after completion of work.

4. A copy of the claims reporting requirements must be submitted to the City for review.

5. If the services involve lead-based paint or asbestos identification/remediation, the

Contractor's Pollution Liability Policy shall not contain lead-based paint or asbestos exclusions. If the services involve mold identification/remediation, the Contractor's Pollution Liability Policy shall not contain a mold exclusion, and the definition of Pollution shall include microbial matter, including mold.

Verification of Coverage:

Contractor or Consultant shall furnish the City with original certificates and amendatory endorsements effecting coverage required by this clause. All certificates and endorsements are to be received and approved by the City before work commences. However, failure to obtain the required documents prior to the work beginning shall not waive the Contractor or Consultant's obligation to provide them.

Special Risks or Circumstances

City reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage or other special circumstances.

Failure to Comply:

Each insurance policy required above shall contain or be endorsed to contain that any failure to comply with reporting provisions of the policies shall not affect coverage provided to the City, its elected and appointed officials, , attorneys, and employees.

Applicability of Coverage:

Each insurance policy required above shall contain or be endorsed to contain that the Contractor's or Consultant's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.



J.P.Morgan

U.S. SELECT GOVERNMENT MERCHANT PROCESSING AGREEMENT

THIS U.S. SELECT GOVERNMENT MERCHANT PROCESSING AGREEMENT (the “**Agreement**”) is entered into by and between **JPMorgan Chase Bank, N.A.**, a national banking association (“**Chase**”), **Paymentech, LLC**, a Delaware limited liability company also known as Chase Merchant Services, (“**CMS**”), and the City of Milpitas, a California municipal corporation (“**Merchant**”).

WHEREAS, Chase is a member of several Card Networks and CMS is authorized, through Chase, to process the Merchant’s Transactions; and

WHEREAS, Merchant wishes to accept Cards from its Customers as a method of payment for goods or services offered by Merchant;

ACCORDINGLY, in consideration of the mutual promises made and the mutual benefits to be derived from this Agreement, CMS, Chase and Merchant agree to the following terms and conditions intending to be legally bound:

1. General Services.

1.1 Services; Technical Discovery Process.

CMS agrees to provide authorization, conveyance, settlement and related services with respect to Merchant’s Transactions, together with those additional ancillary services identified or described in any schedule, addendum or amendment hereto (the “**Services**”). Except as otherwise agreed in writing between the parties, this Agreement shall apply only to Merchant’s Transactions originating in the U.S. The parties acknowledge that the pricing set forth in this Agreement, and CMS’ ability to provide the Services set forth herein is dependent upon satisfactory completion of a technical discovery process related to Merchant’s specific technical implementation requirements. In the event that such process reveals any significant costs, expenses, development requirements or technical obstacles not currently known to CMS and which materially impact CMS’ ability to implement and provide the Services for Merchant (or the cost to CMS of doing so), the parties agree to discuss such issues in good faith in an attempt to resolve such issues; provided, however, that in the event that such matters cannot be resolved in a manner satisfactory to the parties, either party shall be entitled to terminate the Agreement with no further obligation hereunder.

1.2 Compliance with Applicable Laws and Card Network Rules.

Merchant agrees to comply with all Card Network Rules for any Card accepted by Merchant. Merchant shall not, through act or omission, cause CMS or Chase to violate any Card Network Rules. Merchant shall perform its obligations under this Agreement in compliance with all applicable federal, state and local laws and regulations and shall not submit any Transaction that it knows to be illegal. Merchant acknowledges receipt of the ChaseNet Rules and agrees to abide by the ChaseNet Rules with respect to all Chase Transactions. CMS reserves the right to temporarily suspend funding or refuse to process any Transaction if we reasonably suspect that it was prepared in violation of any provision of this Agreement, applicable law, or the Card Network Rules. Merchant agrees to pay any and all fines, fees, penalties, liabilities, charges and other amounts which may be imposed or assessed by the Card Networks on Merchant, Chase or CMS as a result of Merchant’s actions, omissions, Transactions or Chargebacks, including without limitation, Merchant’s failure to comply with the Card Network Rules, ChaseNet Rules, this Agreement or Security Standards (the “**Card Network Liabilities**”). CMS shall provide Merchant with prompt written notification of any Card Network Liabilities of which it receives notification from the Card Networks. In the event that Merchant desires to contest or appeal any such Card Network Liabilities, and such contest or appeal is permitted under the applicable Card Network Rules, CMS shall reasonably assist and cooperate with Merchant, and reasonably advocate on Merchant’s behalf, in connection with such contest or appeal, provided, however, that Merchant shall be responsible for the payment of any appeal fees or other direct costs associated therewith.

1.3 Chase Pay.

In the event the parties desire for Merchant to implement Chase Pay and accept Chase Pay Transactions, the following provisions will apply:

- (a) **Specifications and Requirements.** CMS will provide or make available to Merchant all specifications and requirements for the implementation and use of Chase Pay (including, but not limited to, all technical requirements, transaction specifications (and required data elements), security requirements (including customer validation/authentication requirements for online and Merchant Application implementation), and Customer issue response protocols (including, but not limited to, requirements for notifying CMS of any material issues related to the acceptance of Chase Pay Transactions, and cooperating with CMS to resolve any such issues), and Merchant shall comply with all such specifications and requirements in connection with the development, testing, and implementation of Chase Pay.
- (b) **Fraud Prevention.** To the extent Merchant utilizes any fraud screening or prevention technologies, tools or other measures with respect to its Transactions, Merchant agrees to utilize the same technologies, tools or measures for its Chase Pay Transactions (to the extent such technologies, tools or measures can be reasonably applied to Chase Pay Transactions).
- (c) **Marketing; Non-Discrimination.** Upon CMS' request, Merchant and CMS will work together in good faith to agree upon a marketing plan designed to promote and drive awareness of acceptance of Chase Pay Transactions at Merchant's locations (such as agreed upon marketing plan, the "Marketing Plan"), and thereafter to implement such Marketing Plan, which shall at a minimum provide for the promotion of Merchant's acceptance of Chase Pay through the display of Chase Pay acceptance marks at all of Merchant's store and retail locations. Merchant agrees that it will not in any way discourage Chase Pay usage or discriminate against or disadvantage Chase Pay or Chase Pay Transactions (relative to customers using, or Transactions involving, other payment methods). Chase shall be entitled to identify Merchant by name as a Chase Pay acceptor, and specify Merchant locations accepting Chase Pay (by address or otherwise), including, without limitation within a directory of Chase Pay acceptors, on a map displaying each location within the Chase Application or on Chase's website.
- (d) **Chase Pay License.** During the term of this Agreement, CMS hereby grants to Merchant a non-exclusive, non-transferable license to use, solely within the United States and solely for the purpose of enabling the use of the Chase Pay product, any software and/or other materials that have been provided or otherwise made available to Merchant by CMS for that purpose. For the avoidance of doubt, this license does not include any third party software (e.g., Apple iOS). Except as provided in this section, this Agreement does not transfer or grant any patent rights, copyrights, trade secrets or other licenses, expressed or implied, to Merchant. This license shall terminate if Merchant's right to use Chase Pay ceases for any reason.
- (e) **Trademarks.** Any party's use of the other party's trademarks or service marks under this Agreement shall be limited to the approved use, for the marketing, promotion, and administration of the acceptance of Chase Pay Transactions, and shall be in compliance with such other party's current brand guidelines, as the same may be provided by each party to the other from time to time. Notwithstanding the foregoing or anything else in this Agreement to the contrary, Chase shall be entitled to identify Merchant by name as a Chase Pay acceptor, and specify Merchant locations accepting Chase Pay. Each party shall use commercially reasonable efforts to cease use of any marketing materials that incorporate the other party's (or its Affiliates') trademarks or service marks or that otherwise relate to acceptance of Chase Pay Transactions reasonably promptly after either (i) notice of withdrawal of approval of such marketing materials from the applicable party or (ii) termination or expiration of the Agreement.
- (f) **Legal Compliance.** Merchant shall reasonably cooperate to investigate, address or resolve any CMS or Chase inquiry or concern regarding Merchant's compliance with any applicable law with respect to this Agreement.

2. Authorization and Settlement.

2.1 Submission of Data.

Merchant shall submit all of its Transactions to CMS electronically in accordance with CMS' standard protocols, specifications, formats and procedures for the creation and transmission of data to CMS. CMS shall not be liable or responsible for (i) the authenticity, or accuracy, of transaction data received from Merchant, or (ii) the corruption, loss, alteration, theft, or destruction of Transactions or Transaction data, during transmission of such data to CMS (by Merchant or its service provider), and CMS shall be entitled to rely on data received from or on behalf of Merchant in the discharge of its obligations hereunder.

2.2 Authorizations.

Merchant shall obtain an authorization code through CMS for each Transaction and CMS reserves the right to refuse to process any Transaction presented by Merchant unless it includes a proper authorization. Merchant acknowledges that authorization of a Transaction does not constitute a representation from CMS, a Card Network, or a card-issuing bank that a particular Transaction is in fact valid or undisputed.

2.3 Merchant's Settlement Account.

Merchant shall designate and maintain one or more accounts to be used exclusively for business purposes and that are capable of receiving ACH or wire transfers and that permits CMS to debit and credit such account for amounts due under this Agreement (collectively referred to as "Settlement Account"). Merchant authorizes CMS or its authorized agent(s) to initiate electronic credit and debit entries (via ACH, wire transfer, or other means) to the Settlement Account, or to any other bank account designated by Merchant in writing, at any time and from time to time, for amounts due under this Agreement, without regard to the source of any monies therein, and this authority will remain in full force and effect until all amounts which are or may reasonably become due from Merchant under this Agreement have been paid in full. During the term of this Agreement, and for one hundred eighty (180) days thereafter or such longer period of time as CMS may notify Merchant is reasonably required for the payments of amounts due under this Agreement, Merchant shall not close or revoke its consent to debit its Settlement Account without giving CMS at least five (5) business days' prior written notice and designating another Settlement Account. Merchant shall be liable for all fees, costs, and overdrafts associated with the Settlement Account.

2.4 Transfer of Settlement Funds.

CMS shall submit Merchant's Transactions to the applicable Card Network (or, with respect to Transactions involving Eligible Chase Cards, to Chase for processing as Chase Transactions to the extent Schedule A sets forth pricing specific to Chase Transactions). Promptly after CMS receives funds for Merchant's Transactions from the applicable Card Network, CMS will fund the Settlement Account. Transactions received after the established cutoff time will be combined with the next business day's transactions. CMS will not be liable for any delays in receipt of funds or errors in Settlement Account entries caused by third parties, including, without limitation, delays or errors by the Card Networks or Merchant's bank. The funds payable to Merchant in this Section shall be equal to the total Transaction amounts minus the sum of the following: (a) all fees, charges, and other amounts described on Schedule A or that Merchant has otherwise agreed to pay; (b) all Chargebacks and Refunds; (c) any required Reserve Account amounts; (d) any Card Network Liabilities and (e) any and all amounts due and payable by Merchant to CMS or any Affiliate of CMS, whether or not Merchant or such Affiliate is in default in its obligations to CMS or such Affiliate. Merchant agrees that all fees and other amounts are due and payable at the time the Services are performed or such fees or amounts are incurred. In the event CMS does not deduct any such amounts from Merchant's proceeds when such amounts first become due and payable, CMS may collect such amounts in any manner set forth for the collection of amounts due, as set forth in this Agreement. Furthermore, Merchant agrees to reimburse CMS, Chase, the Card Network, and their respective affiliates, officers, directors, employees, agents, and sponsoring banks from any losses, liabilities, and damages of any and every kind (including, without limitation, CMS' costs, expenses, and reasonable attorneys' fees) arising out of any claim, complaint, or Chargeback (a) made or claimed by a Customer with respect to any Transaction or Transaction data submitted by Merchant; (b) caused by Merchant's noncompliance with this Agreement or the Card Network Rules (including without limitation any breach of a representation or warranty made by Merchant or Merchant's failure to comply with the Security Standards); (c) resulting from any voluntary or involuntary bankruptcy or insolvency proceeding by or against Merchant; or (d) related to Merchant's placement or the placement of any person owning or controlling Merchant's business in one or more databases of terminated or high risk merchants maintained by the Card Networks. The obligations provided for in this Section shall survive termination of this Agreement and do not apply to any claim or complaint to the extent they are caused by CMS' own negligence or willful misconduct.

2.5 Collection of Amounts Due.

In addition to any other rights and remedies CMS may have under this Agreement, CMS may pursue one or more of the following options with respect to amounts due under this Agreement:

- (a) withhold all or some of Merchant's settlement funds (or any other funds that would otherwise be payable by CMS to Merchant) and apply them against the amounts due;
- (b) debit the Settlement Account for the amounts due;
- (c) request and receive prompt payment for such amounts; and
- (d) apply funds held in any existing Reserve Account against the amounts due.

2.6 Reserve Account.

If:

- (a) Merchant begins accepting payment in advance of the shipment of goods or fulfillment of services, or materially increases the amount of time between Merchant's acceptance of payment and the anticipated shipment or delivery of goods or fulfillment of services;
- (b) Merchant receives a number of Chargebacks in excess of one percent (1%) of its total number of Transactions over a period of sixty (60) or more consecutive days, or CMS is notified by any Card Network of Merchant's inclusion in any

chargeback monitoring or similar risk-based program, or of any Card Network Liabilities to be assessed as a result of Merchant's Chargebacks;

- (c) CMS has received notification from any Card Network(s) or has otherwise become aware of any material violation of the Card Network Rule(s), causing CMS to believe that it is reasonably likely to be subject to Card Network Liabilities;
- (d) CMS reasonably suspects fraud or other illegal activity;
- (e) either party provides notification of non-renewal or termination of this Agreement, or this Agreement is terminated for any reason; or
- (f) required by CMS, and communicated to Merchant in writing prior to the execution of this Agreement, as a condition of CMS' entering into this Agreement;

then CMS may designate an amount of funds that shall be funded by Merchant and maintained by CMS to protect CMS against the reasonably anticipated risk associated with Merchant's account (such funds being hereinafter referred to as the "Reserve Account"). Any required Reserve Account shall be due upon request, and may be collected by CMS in any manner provided in this Agreement for the collection of amounts due. The amount of such Reserve Account shall not exceed the sum of (i) one month's average fees including without limitation, processing fees, interchange assessments and third-party fees collected by CMS; plus (ii) one month's average monthly Chargebacks multiplied by six; plus (iii) one month's average monthly Refunds multiplied by two; plus (iv) the aggregate value of Transactions, if any, submitted by Merchant to CMS with respect to goods and/or services not yet delivered to Customers; plus (v) the amount of any Card Network Liabilities reasonably anticipated by CMS. For purposes of this calculation, each monthly average shall be calculated over the immediately preceding consecutive twelve (12) month period (or, if CMS has not yet been processing for Merchant for twelve (12) consecutive months, such shorter period of time as CMS may have been processing for Merchant or the parties may otherwise agree). CMS may (but is not required to) apply funds in the Reserve Account toward, and set off any funds that would otherwise be payable by CMS to Merchant against, the satisfaction of any amounts due from Merchant pursuant to this Agreement. Funds in the Reserve Account will be held and controlled by CMS, will not bear interest, and may be commingled with other funds, (but will be accounted for separately). Merchant shall have no interest in the Reserve Account other than a contingent right to receive funds, as set forth below. Reserve Accounts (and CMS' right to require a Reserve Account after termination of this Agreement as set forth above) shall survive termination of the Agreement. Upon satisfaction of all of Merchant's reasonably anticipated obligations under this Agreement and the expiration of the applicable timeframes for Chargebacks (as set by the various Card Networks), CMS will return to Merchant any unused funds remaining in the Reserve Account. In addition, upon Merchant's request from time to time, but in no event more than once per month, CMS will review the risk associated with Merchant's account and as needed adjust the amount currently held in the Reserve Account and return to Merchant any funds in the Reserve Account which CMS no longer believes to be reasonably necessary to cover the remaining risk.

3. Reporting.

CMS will provide online access to reporting reflecting the activity of Merchant's account(s) and allowing Merchant to generate detailed statements of such activity. Merchant agrees that it has responsibility to monitor its account activity and that it waives all claims against CMS for any errors that are not reported to CMS within ninety (90) days from the posting of the activity in Merchant's online account report.

4. Future Deliverables; Refunds; Chargeback Liability.

4.1 Future Deliverables.

Unless CMS has agreed in writing in advance, Merchant shall not submit Transactions to CMS (including in connection with any installment sales or deferred payment plans) until (i) the goods are delivered or shipped or (ii) the services are performed. The foregoing restriction applies to installment sales, deferred payment plans and recurring transactions.

4.2 Refunds.

To the extent required by the Card Network rules, Merchant shall maintain a written policy with regards to Refunds and shall disclose or make available such policy to its customers. Upon request, Merchant shall make such policy available to CMS. Merchant shall not accept any payment from a Customer as consideration for issuing a Refund. Except to the extent permitted by the Card Network Rules or expressly required by applicable law, Merchant shall not give cash (or cash equivalent) refunds to a Customer in connection with a prior Transaction. Unless otherwise required by the ChaseNet Rules or Card Network rules, any Refunds shall be prepared and submitted to CMS within three (3) days of Merchant's approval of Customer's request for such Refund. Merchant shall have liability for all Refunds submitted by Merchant, its employees, agents or representatives, or by third parties using Merchant's identification number without Merchant's authorization, except where such third party obtained Merchant's identification number as a result of the negligence of CMS.

4.3 Chargeback Liability.

Merchant shall have full liability for all Chargebacks assessed to CMS in accordance with the applicable Card Network Rules; provided, however, that (i) in the event that any Chargeback is ultimately reversed in favor of Merchant, CMS shall refund Merchant for the amount thereof, and (ii) Merchant shall not be liable for Chargebacks resulting from consumer-initiated, fraudulent Chase Pay Transactions made at Merchant except to the extent that Merchant or any of its employees, affiliates, agents, vendors or Service Providers is complicit in the fraudulent activity. For purposes of the foregoing, consumer-initiated fraudulent Chase Pay Transactions means sales that are initiated through activities such as the unauthorized use of a lost/stolen mobile device or other unauthorized use of a Chase Card to process a Chase Pay Transaction at Merchant. Merchant shall use reasonable efforts to provide CMS with all necessary data relating to the investigation and management of any reasonably suspected fraud or fraudulent Transactions that is reasonably requested by CMS (such data to be used by CMS and Chase for fraud protection and prevention purposes only).

5. Fees; Adjustments.

5.1 Schedule A.

Merchant shall pay all fees and amounts (e.g. interchange and assessments) set forth in this Agreement (including, without limitation, those set forth on Schedule A hereto). Unless otherwise indicated on Schedule A, Merchant shall be solely responsible for all communication expenses required to transmit Transactions to CMS. For each file or batch submitted by Merchant, CMS will group the Transaction data by Transaction characteristics, including, without limitation, type of Transaction, method of payment, and interchange qualification category. For each such group, CMS will calculate the applicable fees to two decimal places. The fees for each will be rounded to the nearest full cent using conventional mathematical rounding logic for currency.

5.2 Price Adjustments.

- (a) General. Fees set forth in this Agreement are based upon Merchant's annual volume, average Transaction size, as set forth in Schedule A, or in any amendment to this Agreement, and other information provided by Merchant. To the extent any of the foregoing proves to be materially inaccurate, CMS may modify Merchant's pricing set forth in this Agreement upon thirty (30) days' prior written notice; provided, however, that in such event, Merchant shall be entitled to terminate this Agreement by providing CMS with notice of termination no later than one hundred eighty (180) days after Merchant's receipt of notification of such increase. In addition, Merchant's fees may be adjusted to reflect (i) increases by Card Networks in interchange, assessments, (ii) other Card Network fees, additional fees imposed by the Card Networks, or (iii) increases in third party fees identified in this Agreement, Schedule A or as otherwise agreed by the parties in writing. Merchant shall pay all such fees, as so adjusted. Each such adjustment shall become effective upon the date the corresponding increase or additional fee is implemented by the Card Network or third party provider. If you have negotiated a custom interchange rate directly with the Card Networks, then you agree that CMS may require a reasonable period of time to develop and implement that custom rate, and as a condition of doing so may require Merchant to pay a development fee (to be mutually agreed between the parties).
- (b) Chase Transaction Pricing. CMS shall be entitled at any time, upon thirty (30) days' written notice, to modify the pricing applicable to Merchant's Chase Transactions; provided, however, that in such event, Merchant shall be entitled to discontinue having its Eligible Chase Cards processed as Chase Transactions by providing CMS with notice thereof, in which case all Transactions involving Eligible Chase Cards shall be processed by CMS as normal Visa Transactions, subject to the pricing set forth in Schedule A for Visa Transactions, and subject to normal Visa interchange rates and network fee pass-through. For the purpose of reviewing, evaluating and (if applicable) modifying Merchant's Chase Transaction pricing, Merchant authorizes CMS to use Merchant's non-Chase Transaction processing data and pricing, including, without limitation, the qualification levels and interchange rates applicable to its non-Chase Transactions.

5.3 Custom Interchange Rates.

Merchant agrees that CMS will not be responsible for honoring or implementing any custom interchange rate(s) which Merchant may have negotiated, or may in the future negotiate, directly with the Card Networks (a "Custom Rate") unless Merchant notifies CMS of such rate in writing and CMS agrees in writing to implement such Custom Rate. Merchant agrees that implementation of any Custom Rate may require time and development work, and, as a condition of doing so, CMS may require Merchant to pay a development fee (to be mutually agreed between the parties). In addition, Merchant agrees to notify CMS in writing of any published tier interchange rates and/or any industry-specific interchange programs (such as those for the utility and debit repayment industries) in which Merchant believes it is eligible to participate, and CMS shall not be responsible for implementing any such rates or programs unless it has been so notified by Merchant.

6. Termination.

6.1 Term.

This Agreement takes effect upon the date on which it first becomes signed by all parties hereto (i.e. the date on which the last party to the Agreement signs), and continues for three (3) years from such date. Unless otherwise terminated by either party as provided in this Agreement, this Agreement will automatically renew for successive one-year terms. Either party may give notice of non-renewal of this Agreement in writing no more than ninety (90) days and no less than thirty (30) days prior to any expiration date.

6.2 Events of Default.

In the event that either party fails in any material respect to comply with any provision, term, warranty, condition, covenant, or agreement contained in this Agreement, including, without limitation, the Card Network Rules and Security Standards, or any representation in this Agreement is or was false or incorrect in any material respect when made (any such event, an "Event of Default"), and such party fails to cure such Event of Default within thirty (30) days of its receipt of written notification from the non-defaulting party specifying such Event of Default, then the non-defaulting party shall be entitled to terminate this Agreement upon written notice of termination; provided, however, that no cure period shall be allowed, and CMS shall be entitled to terminate this Agreement immediately, in the event that Merchant fails in any material respect to perform any of its obligations with respect to the funding or establishing of a Reserve Account, as detailed in Section 2.6 above.

6.3 Other Termination Events.

In addition, CMS shall be entitled to terminate this Agreement immediately upon written notice to Merchant in the event of any of the following:

- (a) Merchant is placed in any Chargeback monitoring or similar risk-based program designated by any Card Network for merchants with high levels of Chargebacks or presenting high levels of risk, and are not removed from such program by the applicable Card Network within ninety (90) days;
- (b) CMS reasonably determines Merchant, based on its financial statements, payment record with creditors, and other relevant factors, to be financially insecure and unlikely to be able to meet its obligations under this Agreement;
- (c) any Card Network: (i) notifies CMS or Chase that it is no longer willing to accept Merchant's Transactions; (ii) requires CMS or Chase to terminate or limit this Agreement or Merchant's ability to accept Cards; or (iii) imposes unduly burdensome, costly or impractical conditions or requirements relating to Merchant or Merchant's transactions;
- (d) a party or any individual entity or organization holding any material ownership interest in such party or any officer or director of such party, is determined at any time to be an individual, entity, or organization (i) with whom the other parties are prohibited from dealing by any United States law, regulation or executive order, including names appearing on the U.S. Department of Treasury's Office of Foreign Asset Control's Specially Designated Nationals and Blocked Persons List, or (ii) that is listed in one or more databases of terminated or high risk merchants maintained by the Card Networks;
- (e) Merchant (i) ceases to exist (other than as a result of a permitted assignment or sale by such party) or to conduct its normal and customary business operations, or (ii) is convicted of or pleads no contest to a felony charge;
- (f) CMS reasonably believes that Merchant (i) is involved in a material violation of applicable law or other domestic or foreign law or regulation; (ii) has or is engaged in bribery, fraud, money laundering or corruption; or (iii) has otherwise become the subject of public disrepute, contempt, or scandal that CMS reasonably determines may cause a material adverse impact on the reputation and goodwill of CMS, Chase, or any Card Network, regardless of whether such controversy relates to this Agreement;
- (g) Merchant is in material breach or default of any term, condition, covenant, representation, or warranty contained in any credit facility, loan document or other agreement between Merchant and Chase or any affiliate of Chase (and such breach is not cured in any applicable cure period provided in such document); or
- (h) Merchant does not transmit Transactions to CMS for a period of more than one hundred eighty (180) consecutive days.

6.4 Budget Appropriations.

Upon thirty (30) days written notice, Merchant, if it is a government entity, may terminate this Agreement in the event that funds are not appropriated/allocated by Merchant for the expenses associated with credit card processing for any fiscal year. However, Merchant will continue to be responsible for any liabilities, commitments or obligations arising from payment transactions processed pursuant to this Agreement prior to the effective date of termination.

6.5 Account Activity After Termination.

After termination of this Agreement, Merchant shall continue to be liable for Chargebacks, Refunds, fees, Card Network Liabilities, credits, and adjustments resulting from or relating to Transactions processed pursuant to this Agreement. If Merchant submits Transactions to CMS after the date of termination, CMS may, but is not required to process such Transactions in accordance with and subject to all of the terms of this Agreement.

7. Indemnification.

CMS agrees to indemnify and hold harmless Merchant and its affiliates, officers, directors, employees, and agents from any losses, liabilities, and damages of any and every kind (including, without limitation, Merchant's costs, expenses, and reasonable attorneys' fees) arising out of any third party claim or complaint relating to: (a) CMS' noncompliance with Card Network Rules or the Security Standards; (b) a Data Compromise Event of CMS or its service providers; (c) any voluntary or involuntary bankruptcy or insolvency proceeding by or against CMS; or, (d) CMS' violation of applicable federal, state and local laws and regulations. This indemnification does not apply to any claim or complaint to the extent caused by Merchant's own negligence, recklessness or willful misconduct. The indemnification provided under this Section shall survive termination and is subject to the limitation of liability set forth in Section 11 of this Agreement.

8. Confidential Information; Use of Data; Card Industry Compliance.

8.1 Confidentiality.

- (a) Each party has made and will continue to make available to the other party information that is not generally known to the public and at the time of disclosure is identified as, or would reasonably be understood by the receiving party to be, proprietary or confidential ("**Confidential Information**"). Confidential Information may be disclosed in oral, written, visual, electronic or other form. Information meeting the definition of Confidential Information that is disclosed by a party during the term of this Agreement and that is not otherwise subject to a separate nondisclosure agreement between the parties will be considered Confidential Information, even if the information is unrelated to this Agreement or the Services to be provided hereunder. Each party's Confidential Information includes its: (i) business plans, strategies, forecasts, projects and analyses; (ii) financial information and fee structures (including CMS' pricing and pricing proposals); (iii) business processes, methods and models; (iv) employee, customer, dealer, business partner and supplier information; (v) hardware and system designs, architectures, structure and protocols; (vi) product and service specifications; and (vii) the terms of this Agreement. The following information shall be deemed the Confidential Information of CMS: (i) any SOC1 (Disclosure of Service Organization Control Report No. 1), SSAE-16 or SSAE-18 (Statement on Standards for Attestation Engagements No. 16 or No. 18) report provided by CMS; (ii) any attestation of compliance or similar letter or report provided by CMS with respect to its compliance with the Security Standards; (iii) any data and information (including data analytics and attribution data) about Chase Customers provided to Merchant by CMS or any of its affiliates; (iv) Card Information associated with a Chase Card or Chase Customer; and (v) the fact that any Customer(s) is/are a Chase Customer. For Transactions that are processed under this Agreement, information (other than Card Information associated with a Chase Card) that is customarily part of the payment transaction (e.g., transaction date and amount) may be utilized by each of the parties subject to the Security Standards, Card Network and ChaseNet Rules, as applicable, and shall not be deemed the Confidential Information of any party.
- (b) Except as otherwise permitted under this Agreement or with the prior written consent of the disclosing party, the receiving party will not disclose, transmit or otherwise disseminate in any manner whatsoever any Confidential Information of the disclosing party to any third party. The receiving party will use the same care and discretion to avoid disclosure, publication or dissemination of any Confidential Information received from the disclosing party as the receiving party uses with its own similar information that it does not wish to disclose, publish or disseminate (but in no event less than a reasonable degree of care). CMS and Chase may disclose Merchant's Confidential Information: (i) to the Card Networks in connection with the processing of Transactions and the provision of ancillary services (including services made available directly through the Card Networks such as Address Verification and Account Updater, if used by Merchant) and activity for which such disclosure is otherwise required (e.g., Retrieval Requests, Chargeback adjudication, fraud detection and prevention); (ii) to its or its subcontractors' employees, consultants or agents for the purpose of performing its obligations under this Agreement and only to those who are obligated to maintain the confidentiality of Merchant's Confidential Information upon terms similar to those contained in this Agreement; and (iii) as may be necessary by reason of legal, accounting or regulatory requirements.

- (c) The obligations set forth in this Section do not apply to any Confidential Information that the receiving party can demonstrate: (i) the receiving party possessed prior to disclosure by the disclosing party, without an obligation of confidentiality; (ii) is or becomes publicly available without breach of this Agreement by the receiving party; (iii) is or was independently developed by the receiving party without the use of any Confidential Information of the disclosing party; or (iv) is or was received by the receiving party from a third party that does not have an obligation of confidentiality to the disclosing party or its Affiliates. Either party may disclose the terms of this Agreement to potential parties to acquisition, divestiture or similar transactions to facilitate due diligence and closing of the transaction, provided that potential party is subject to written non-disclosure obligations and limitations on use only for the prospective or closed transaction, each party to that transaction using commercially reasonable efforts to limit the extent of the disclosure.
- (d) If the receiving party is legally required to disclose any Confidential Information of the disclosing party in connection with any legal or regulatory proceeding, the receiving party will, if lawfully permitted to do so, endeavor to notify the disclosing party within a reasonable time prior to disclosure and to allow the disclosing party a reasonable opportunity to seek appropriate protective measures or other remedies prior to disclosure and/or waive compliance with the terms of this Agreement. If these protective measures or other remedies are not obtained, or the disclosing party waives compliance with the terms of this Agreement, the receiving party may disclose only that portion of that Confidential Information that it is, according to the opinion of counsel, legally required to disclose and will exercise reasonable efforts to obtain assurance that confidential treatment will be accorded to that Confidential Information. However, nothing contained in this Agreement will restrict CMS' or Chase's ability to disclose Merchant's Confidential Information to regulatory or governmental bodies asserting jurisdiction over CMS or its affiliates.

8.2 Use of Data.

- (a) General. Certain Merchant Confidential Information, including without limitation, financial information, information related to Merchant's Transactions, and other information that Merchant provides to CMS may be shared by CMS or Chase with its affiliates and the Card Networks. Except as otherwise agreed by the parties in writing, CMS shall not otherwise use or disclose such information other than, (a) as necessary to process Merchant's Transactions or otherwise provide services and maintain Merchant's account pursuant to this Agreement; (b) for CMS' and Chase's internal and operational purposes; (c) to monitor, detect, prevent, reduce, or otherwise address fraud, risk, security, or technical issues; (d) to enhance or improve CMS' and Chase's products and services generally; or (d) as required or permitted by the Card Networks or applicable law. CMS and Chase may use and/or share with third parties information derived from Transactions provided that it is either aggregated or de-identified (meaning that reasonable steps have been taken to ensure that the information does not identify Merchant and does not identify any individual person).
- (b) Referral Partner. If applicable, CMS may also share and exchange such information with any Referral Partner (as defined below), as reasonably necessary to administer any referral or similar program between Referral Partner and CMS. This may include the sharing or exchanging of Merchant information for the purposes of calculating any referral fees payable in connection with, and otherwise implementing and maintaining such program, and, in some cases, servicing and managing Merchant's account. The information that may be shared or otherwise exchanged may include Merchant's name, identification/account number, transaction volume, card summary, status with CMS (e.g. the existence and terms of this Agreement, whether Merchant's application was accepted or declined, and whether this Agreement has terminated or expired), Merchant's status with Referral Partner (e.g. membership or participation in any Referral Partner organization or program), and such other information that is reasonably necessary for the purposes described above. Merchant understands and agrees that CMS shall not be responsible for Referral Partner's subsequent use or disclosure of such information.

8.3 Payment Card Industry Compliance.

- (a) Each party agrees to comply with all applicable Security Standards.
- (b) Merchant further agrees to provide CMS, upon its request, with such tests, scans, and assessments of Merchant's compliance with Security Standards as may from time to time be required by the Card Network Rules in order for CMS to confirm or validate Merchant's compliance with the Security Standards.
- (c) Merchant understands that its or its Service Providers failure to comply with the Card Network Rules, including the Security Standards, may result in Card Network Liabilities for which Merchant shall be responsible.
- (d) Merchant shall immediately notify CMS of its use of any Service Provider(s), and Merchant is responsible for ensuring that any and all Service Providers and third-party payment software or applications used by Merchant to transmit, store or process Card Information, are compliant with all applicable Security Standards and appropriately registered with, or otherwise recognized as being compliant with the Security Standards, by all applicable Card Networks.

- (e) If a forensic examination of Merchant or any of Merchant's Service Providers is required pursuant to the Card Network Rules, Merchant agrees to engage an approved PCI Forensic Investigator ("PFI") (a list of which is available from the PCI Council), and cause such forensic examination to be completed within the timeframe required by the Card Network Rules, and cooperate with the PFI in connection therewith. Notwithstanding the foregoing, the Card Networks may directly engage, or demand that CMS engage, an examiner on behalf of the Merchant in order to expedite the investigation of a suspected Data Compromise Event, and/or may require CMS to investigate such Data Compromise Event. Merchant agrees to pay for all costs and expenses related to any required forensic examination and all liabilities associated with any Data Compromise Event. Furthermore, if Merchant is undergoing a forensic investigation at the time this Agreement is executed, Merchant shall fully cooperate with the investigation and agrees to continue so cooperating until the investigation is completed.

8.4 Access to Information.

Merchant shall be responsible for ensuring that only employees and representatives with a need to know shall have access to Card Information. Merchant may, from time to time, designate certain employees or representatives for which CMS shall provide access (via login credentials or otherwise) to Merchant reporting, which may include access to Card Information. Merchant shall be responsible for any unauthorized access to such information or any unauthorized transactions submitted, utilizing the login credentials of Merchant's employees and representatives. In the event that any employee or other representative previously designated by Merchant to CMS for purposes of allowing such access, Merchant agrees to notify CMS promptly in the event such representative ceases to be employed by or associated with Merchant, or otherwise no longer has a reasonable business need to retain such access.

9. Information About Merchant and Merchant's Business.

9.1 Additional Financial Information.

Upon five (5) business days' written notice, Merchant agrees to furnish to CMS (i) complete audited financial statements of Merchant (or such lesser format financial statements of Merchant as CMS may agree to accept) from the most recently completed fiscal year if such request occurs more than one hundred twenty (120) days after the end of such fiscal year, and otherwise from the fiscal year immediately prior thereto, and (ii) its most recently prepared interim financial statements.

9.2 Other Information.

Merchant agrees to provide CMS at least thirty (30) days' prior written notice of: (i) any significant changes to the nature of its business, product lines or services; (ii) Merchant beginning to accept payment in advance of the shipment of goods or fulfillment of services, or materially increasing the amount of time between acceptance of payment and the anticipated delivery or shipment of goods or fulfillment of services; (iii) any sale of all or substantially all of the assets of Merchant; or (iv) any person or entity becoming the beneficial owner, directly or indirectly, of securities representing more than fifty percent (50%) of the combined voting power of Merchant's securities, or otherwise acquiring voting control of Merchant. If CMS determines such a change is material to its relationship with Merchant, CMS may refuse to process Transactions made subsequent to the change or terminate this Agreement. Merchant agrees to provide CMS with prompt written notice if Merchant is the subject of any voluntary or involuntary bankruptcy or insolvency petition or proceeding. Merchant agrees to provide CMS with any additional information CMS may request pertaining to Merchant's business or Transactions in connection with any CMS inquiries or investigation concerning suspected fraud or fraudulent Transactions.

10. ChaseNet and Chase Pay Availability.

CMS reserves the right, at any time upon thirty (30) days' prior written notice, to discontinue the processing of Merchant's eligible Transactions as Chase Transactions, in which case Transactions involving Eligible Chase Cards (i.e. Transactions which would otherwise have been processed as Chase Transactions and/or Chase Pay Transactions) shall thereafter be processed as normal Visa Transactions subject to Visa pricing as set forth on Schedule A and normal Visa interchange rates and network fee pass-through. In addition, CMS and Chase reserve the right to change, terminate, discontinue or suspend (for any period of time) any or all functionality associated with Chase Pay (including without limitation, the ability of Merchant to accept and processing Chase Pay Transactions) at any time upon reasonable prior written notice to Merchant.

11. Limitations of Liability; Disclaimer of Warranties.

Under no circumstances will CMS' and Chase's combined financial liabilities arising out of or related to this Agreement exceed the total fees paid to CMS under this Agreement (net of Card Network and other third party fees including, without limitation, interchange, assessments, and Card Network Liabilities) for the six months prior to the time the liability arose; provided, however,

that such limitation shall not apply with respect to CMS' indemnity obligations with respect to a Data Compromise Event pursuant to Section 7.1(b). EXCEPT AS OTHERWISE PROVIDED FOR IN THIS AGREEMENT, IN NO EVENT WILL ANY PARTY, ITS RESPECTIVE DIRECTORS, OFFICERS, EMPLOYEES, OR AFFILIATES, BE LIABLE FOR SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, OR LOST PROFITS, REGARDLESS OF THE FORM OF ACTION AND EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. ANY CARD NETWORK LIABILITIES SHALL BE DEEMED TO BE DIRECT DAMAGES. ALL PARTIES ACKNOWLEDGE THAT THIS IS AN AGREEMENT FOR COMMERCIAL SERVICES. THE UNIFORM COMMERCIAL CODE DOES NOT APPLY AND CMS AND CHASE HEREBY DISCLAIM ANY AND ALL WARRANTIES, EXPRESS OR IMPLIED, MADE TO MERCHANT OR ANY OTHER PERSON, REGARDING QUALITY, SUITABILITY, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR OTHERWISE (REGARDLESS OF ANY COURSE OF DEALING, CUSTOM, OR USAGE OF TRADE) OF ANY SERVICES PROVIDED UNDER THIS AGREEMENT OR ANY GOODS PROVIDED INCIDENTAL TO SUCH SERVICES.

12. Miscellaneous.

12.1 Taxes.

The fees described in this Agreement are exclusive of all taxes. Unless Merchant is otherwise exempt, and, if applicable, provides a valid exemption certificate, Merchant agrees to pay all applicable taxes and similar charges however designated (other than taxes assessed on CMS' net income) including sales, use, property, lease, excise, goods and services, value added, gross receipts and like taxes ("Taxes") which are imposed by any governmental authority related to the Services, equipment, supplies, software, intellectual property and other goods provided under this Agreement. Merchant also agrees to pay any Taxes imposed on interchange, assessments or other third party fees collected by CMS pursuant to this Agreement. Merchant authorizes CMS to increase the amount collected from Merchant to reflect any and all such Taxes and any assessments or increases in the Taxes imposed on such sale or lease of the Services, equipment, supplies, software, intellectual property and other goods provided under this Agreement. CMS may deduct withholding taxes, if any, from proceeds payable to Merchant where required under applicable law and will provide to Merchant documentation required to be provided to Merchant under applicable law.

12.2 Section Headings.

The section headings of this Agreement are for convenience only and do not define, limit, or describe the scope or intent of this Agreement.

12.3 Assignment; Other Events.

- (a) CMS may not transfer or assign this Agreement, in whole or in part, without the prior written consent of Merchant, not to be unreasonably withheld, except that such prior written consent shall not be required in connection with: (i) the transfer of all or substantially all of the merchant acquiring business of CMS (whether by merger, stock sale, asset sale or otherwise); (ii) an internal reorganization resulting in an assignment or transfer to an affiliate of CMS; or (iii) as permitted under the Card Network rules, the substitution of another Card Network member for Chase, as the member bank under whose sponsorship the Services are provided.
- (b) Merchant may not transfer or assign this Agreement without the prior written consent of CMS, not to be unreasonably withheld subject to CMS' standard credit and risk underwriting policies and procedures (which shall in no event be deemed unreasonable).

12.4 Parties; Independent Contractor.

This Agreement is binding upon and inures to the benefit of the parties and their respective heirs, administrators, representatives, and permitted successors and assigns. Merchant agrees that it is responsible for its employees' and Service Provider's actions. In providing services to Merchant, CMS will not be acting in the capacity of agent, partner, or joint venturer; CMS is acting solely as an independent contractor.

12.5 Representations.

- (a) Merchant represents and warrants that all written information that it has or will submit to CMS, including without limitation statements made on its Application and any subsequent addendums, are true, complete and not misleading as of the date the statements were or will be made. Merchant further represents and warrants that only its authorized representatives will submit written information to CMS.
- (b) CMS and Merchant each represent and warrant that its execution of and performance under this Agreement: (i) in no way breaches, contravenes, violates, or in any manner conflicts with any of its other legal obligations, including,

without limitation, its corporate charter or similar document or any agreement with any third party or affiliated entity; (ii) has been duly authorized by all necessary action and does not require any consent or other action by or in respect of any third party; and (iii) that the person signing this Agreement is duly authorized to do so.

12.6 Publicity.

Except to the extent required by applicable law, neither party shall make press releases or similar public statements regarding the business relationship that is the subject of this Agreement, without the prior written consent of the other. Neither party shall use the other party's name or trademarks, except as otherwise provided in this Agreement, without the other party's prior written permission.

12.7 Severability.

Should any provision of this Agreement be determined to be invalid or unenforceable under any applicable law, rule, regulation, or Card Network Rule, such determination will not affect the validity or enforceability of any other provision of this Agreement.

12.8 Waivers.

No term or condition of this Agreement may be waived, and failure by either party to enforce any terms or conditions of this Agreement shall not be construed as a waiver or relinquishment of any rights granted hereunder or of the future performance of any such term or condition, except pursuant to a written waiver executed by the party against whom such waiver is sought to be enforced.

12.9 Entire Agreement.

The Application, taxpayer identification and certification documentation, and all schedules, supplements, exhibits and attachments to this Agreement are made a part of this Agreement for all purposes. This Agreement represents the entire understanding between Merchant, Chase and CMS with respect to the matters contained herein and supersedes any prior agreements between the parties. Merchant agrees that in entering into this Agreement it has not relied on any statement of CMS, Chase or their representatives. This Agreement shall prevail over any conflicting terms of any agreement governing the Settlement Account. In the event that any of the terms and conditions of this Agreement contradicts or conflict with the terms and conditions of Merchant's previously submitted Request for Proposal ("RFP") or CMS' or Chase's subsequent response to Merchant's RFP, the terms and conditions of this Agreement shall control.

12.10 Notices.

Except as otherwise provided in this Agreement, all notices shall be given in writing and either hand delivered, mailed first class, postage prepaid (return receipt requested), transmitted electronically by email, or sent via overnight courier (with package tracking capability) (and will be deemed to be given when so delivered or mailed) to the addresses set forth below or to such other address as either party may from time to time specify to the other party in writing.

12.11 Governing Law; Waivers of Right to Contest Jurisdiction; Immunity and Jury Trial.

This Agreement will be governed by and construed in accordance with the laws of the State in which Merchant has its primary residence without reference to conflict of law provisions; unless otherwise mandated by applicable law. . THE PARTIES HEREBY KNOWINGLY, VOLUNTARILY, AND INTENTIONALLY WAIVE ANY RIGHTS EITHER OF THEM MAY HAVE TO CONTEST JURISDICTION OR VENUE. MERCHANT WAIVES ANY IMMUNITY (SOVEREIGN OR OTHERWISE) THAT IT MAY HAVE IN CONNECTION WITH THIS AGREEMENT. THE PARTIES HEREBY KNOWINGLY, VOLUNTARILY, AND INTENTIONALLY WAIVE ANY RIGHTS EITHER OF THEM MAY HAVE TO A TRIAL BY JURY IN RESPECT OF ANY LITIGATION BASED ON, ARISING OUT OF, OR IN CONNECTION WITH THIS AGREEMENT.

12.12 Force Majeure.

Neither party will be liable for delays in processing or other nonperformance caused by such events as fires, telecommunications failures, utility failures, internet failures, power failures, equipment failures, labor strife, riots, war, terrorist attack, acts of God, or other causes over which the respective party has no reasonable control, except that nothing in this Section will affect or excuse Merchant's liabilities and obligations for Chargebacks, refunds, or unfulfilled goods and services.

12.13 Amendment.

Except as otherwise set forth in this Agreement, the Agreement may be amended only by written agreement of the parties. Notwithstanding the foregoing, in the event the terms of this Agreement must be amended pursuant to a change required by the Card Network Rules or required for compliance with applicable law, such amendment will be effective immediately upon written notice to Merchant.

12.14 Counterparts and Electronic Signature.

This Agreement may be executed in several counterparts, each of which will be deemed an original, but all of which together will constitute one and the same instrument. A signature received via facsimile or electronically via email shall be as legally binding for all purposes as an original signature.

12.15 Prohibition of Unlawful Internet Gambling.

Merchant understands and agrees that the use of the Services to conduct transactions (including, without limitation, the acceptance or receipt of settlement proceeds or other funds related to such transactions) that are related, directly or indirectly, to unlawful Internet gambling is strictly prohibited by CMS and Chase. The term "unlawful Internet gambling," as used in this Notice, shall have its meaning set forth in 12 C.F.R. Section 233.2(bb). Merchant agrees not to engage in, submit for processing or facilitate any Transactions under this Agreement that directly or indirectly involve or are related to unlawful Internet gambling.

13. Survival.

The terms that expressly or by their nature contemplate performance after the termination or expiration of this Agreement shall survive and continue in full force and effect. For the avoidance of doubt the provisions relating to Authorization and Settlement, Refunds, Chargebacks, Termination, Indemnification, Confidentiality, Use of Data, Audit Rights and Limitation of Liability each, by their nature, contemplate performance or observance after this Agreement expires or terminates and therefore shall survive.

14. Definitions.

“**Affiliate**” of any Person mean shall mean (a) any other Person which, directly or indirectly, controls or is controlled by or is under common control with such Person, (b) any officer or director of such Person, and (c) with respect to the Bank, any entity administered or managed by the Bank, or an Affiliate or investment advisor thereof and which is engaged in making, purchasing, holding or otherwise investing in commercial loans. A Person shall be deemed to be "controlled by" any other Person if such Person possesses, directly or indirectly, power to direct or cause the direction of the management and policies of such Person whether by contract, ownership of voting securities, membership interests or otherwise.

“**Application**” means a statement of Merchant’s financial condition, a description of the characteristics of Merchant’s business or organization, and related information Merchant has previously or concurrently submitted to CMS, including credit, financial and other business related information, to induce CMS to enter into this Agreement with Merchant and that has induced CMS to process Merchant’s Transactions under the terms and conditions of this Agreement.

“**Card**” means a physical or virtual credit or debit card, or any evidence thereof (e.g. account number, access number, token, code, payment credential, or other form factor or access device), or any device, mobile application, digital wallet or other technology, medium or method (regardless of form) used to access an account or account number through which Card Network payment services are delivered, authorized and established between a Customer and a Card Network, or representatives or members of a Card Network that Merchant accepts from Customers as payment for goods or services.

“**Card Information**” means information related to a Customer or the Customer’s Card, that is obtained by Merchant from the Customer's Card, or provided by the Customer in connection with his or her use of a Card, including, without limitation, Card account numbers and expiration dates, security codes (e.g. CVV2, CVC2, etc.), PIN numbers, credit limits, account balances, or Customer billing address, phone numbers, or zip codes (when provided solely as part of an identity verification system), and any data read, scanned, imprinted, or otherwise obtained from the Card, whether printed thereon, or magnetically, electronically, or otherwise stored thereon. For the avoidance of doubt, information about Customers which is not specific to Customer’s Card and which is voluntarily provided to Merchant by Customers for purposes of shipping or delivering goods or services, Customer’s participation in a loyalty program, mailing list, special offers, or similar purposes (e.g., Customer’s name, mailing address, phone number, email address, birthdate or age), shall not be deemed Card Information.

“Card Network” means any payment card network provider whose payment method is accepted by CMS for processing, including, without limitation, Visa Inc., MasterCard International, Inc., Discover Financial Services, LLC, American Express, Pulse, and STAR.

“Card Network Rules” means all bylaws, rules, programs, regulations, specifications, and manuals, as they exist from time to time, of the Card Networks. With respect to the Chase Transactions, the ChaseNet Rules are the applicable Card Network Rules.

“Chargeback” means a reversal of a Transaction Merchant previously presented to CMS pursuant to Card Network Rules.

“Chase Card” means a Card issued by Chase or its affiliates and used to access a line of credit, prepaid account, or deposit account, issued or maintained by Chase or its affiliates.

“Chase Customer” means any person or entity to whom a Chase Card is issued or who is otherwise authorized to use a Chase Card.

“Chase Pay” means Chase’s proprietary Chase Pay-branded digital wallet product allowing Chase Customers to use their Eligible Chase Cards to purchase goods or services from merchants by using: (i) the Chase Pay Application at the Point of Sale; (ii) the Merchant Application, at the point of sale and/or for purchases made within the Merchant Application; (iii) any third party mobile application(s) which may support Chase Pay and which CMS has notified Merchant in writing can be utilized for Merchant’s Chase Pay Transactions at the Point of Sale; or (iv) Chase’s Chase Pay-branded “payment button” which may be incorporated into or embedded in Merchant’s online and/or mobile ecommerce websites, in each case together with all associated Chase software, code, applications, technical specifications, application program interface, software development kit (“**SDK**”), and related tools and materials.

“Chase Pay Application” means a mobile software application published by Chase which houses Chase Pay and provides payment options and other loyalty solutions to Chase Customers.

“Chase Pay Transaction” means a Chase Transaction which is facilitated by use of Chase Pay and processed by CMS pursuant to this Agreement.

“Chase Transaction” means a Transaction utilizing an Eligible Chase Card and which is processed over the ChaseNet platform.

“ChaseNet” means Chase’s payment processing platform(s) where Transactions involving Eligible Chase Cards are processed directly between Merchant and Chase, bypassing the traditional Card Network “interchange” system.

“ChaseNet Rules” means the Chase Merchant Program Requirements, as amended, revised and updated from time to time, which set forth the rules and requirements applicable to the acceptance of Chase Transactions.

“Customer” means the person or entity to whom a Card is issued or who is otherwise authorized to use a Card.

“Data Compromise Event” means an occurrence that results, or may have resulted, directly or indirectly, in the unauthorized access to or disclosure of Card Information in the possession or control of a party to this Agreement or its service providers.

“Effective Date” means the date the Agreement takes effect pursuant to [Section 6.1](#).

“Eligible Chase Card” means a Chase Card of a type that Chase, in its sole discretion, has determined to be eligible for use in Chase Transactions processed over ChaseNet generally. Unless CMS has notified Merchant otherwise in writing (or the parties have agreed in writing to Chase Transaction pricing specific to another Card type, e.g. PIN debit), Eligible Chase Cards shall be limited to consumer and small business Chase Cards for which a Visa-branded credit or signature debit card has been issued.

“Merchant” means the legal entity identified in the Application and on the first and signature pages of this Agreement.

“Merchant Application” means any software application developed by or on behalf of Merchant that provides various services and capabilities for Merchant’s customers including the ability purchase or otherwise effect payment for Merchant goods or services.

“Person” shall mean any natural person, partnership, limited liability company, corporation, trust, joint venture, joint stock company, association, unincorporated organization, government or agency or political subdivision thereof, or other entity, whether acting in an individual, fiduciary or other capacity.

“Point of Sale” means the physical point of sales systems (including fuel pumps) owned or managed by Merchant and used by Merchant to accept payment for their own goods and services.

“Referral Partner” is a third party that has entered into a (i) formal referral relationship with CMS pursuant to which it referred Merchant to CMS for payment processing services and/or (ii) preferred pricing program with CMS. The Referral Partner may be paid a fee by CMS for the referral of Merchant to CMS. In addition, the Referral Partner may be involved in the servicing and maintenance of Merchant’s account. Referral partners may include, as applicable, without limitation, financial institutions, Merchant’s franchisor, independent sales organizations, trade associations or groups and service providers.

“Refund” means any refund or credit issued for any reason, including, without limitation, for a return of merchandise or cancellation of services, and any adjustment of a Transaction.

“Reserve Account” shall have the meaning set forth in Section 2.6.

“Security Standards” means all rules, regulations, standards, or guidelines adopted or required by the Card Networks or the Payment Card Industry Security Standards Council relating to privacy, data security, and the safeguarding, disclosure, and handling of Payment Card Information, including, without limitation, the Payment Card Industry Data Security Standards (“**PCI DSS**”), Visa’s Cardholder Information Security Program, Discover’s Information Security & Compliance Program, American Express’s Data Security Operating Policy, MasterCard’s Site Data Protection Program, Visa’s Payment Application Best Practices, the Payment Card Industry’s Payment Application Data Security Standard, MasterCard’s POS Terminal Security program, and the Payment Card Industry PIN Transmission Security program, in each case as they may be amended from time to time.

“Service Provider” means any party that processes, stores, receives, transmits, or has access to Card Information on Merchant’s behalf, including, without limitation, its agents, business partners, contractors, and subcontractors.

“Transaction” means any transaction conducted between a Customer and Merchant utilizing a Card in which consideration is exchanged between the Customer and Merchant.

“U.S.” means the forty eight (48) contiguous states of the United States, District of Columbia, Alaska and Hawaii. For the avoidance of doubt, all other United States possessions and territories are excluded, except as may otherwise be provided in an addendum hereto.

IN WITNESS WHEREOF, the undersigned parties have duly executed this Agreement.

Agreed and Accepted by:

City of Milipitas
Merchant Legal Name

By (Authorized Signature)

Print Name and Title

By (City Attorney-Authorized Signature)

Print Name and Title

Date

455 East Calaveras Blvd.
Address

Milipitas, CA 95035
City, State Zip

Agreed and Accepted by:

PAYMENTECH, LLC for itself and on behalf of
JPMORGAN CHASE BANK, N.A.

By

Print Name and Title

Date

8181 Communications Pkwy, Bldg. B, Floor 05
Address

Plano, Texas 75024
City, State Zip

V. 14254

To Be Completed By Paymentech, LLC

Merchant Agreement Contract Number is: _____
Merchant Processing Identification Number Will Be Provided At Time of Processing Set Up

Schedule A to Merchant Agreement

Merchant: **CITY OF MILPITAS**

NAPFINSCHEDAICPT2F 202005

Assumptions

Transaction related assumptions		Other assumptions	
Payment Transaction Sales Volume	\$1,965,842	Number of locations	4
Average Transaction Amount	\$496.00	Authorization / Capture %	105.0%
Debit / EBT Transactions	152	Chargebacks as % of Sales Transactions	0.0300%
Conveyed Transactions	N/A	Billing Frequency	Monthly
Safetech Encrypted Items	N/A		

Target Qualification Level:

MasterCard:	Merit III	MM3	American Express:	Emerging Market - Tier 1	AEM1
Visa:	CPS Retail	VPSC	Discover:	PSL Retail - Core	D164

1. Fees applied on every transaction

Payment Brand Interchange & any incremental discount rate % – MasterCard, Visa and Discover assess an Interchange Rate, Assessment Fee and Network Fee for each transaction. American Express assesses a Wholesale Discount Rate and Network Fee for each transaction. These rates and fees will be passed through at cost. Payment Brand interchange rates can be accessed by visiting the Support & Resources section of Chase Merchant Service's website, and selecting "Interchange".

Interchange and Wholesale Discount Rates	as set by each Payment Brand
MasterCard, Visa & Discover Incremental Discount Rate	0.1400%
American Express Incremental Discount Rate	0.1400%
PIN Debit, PINLess Debit, and/or EBT Network Fees	All standard Debit Network Fees will be assessed
Debit – Incremental Discount Rate	N/A
JCB (Japanese Credit Bureau)	N/A
Voyager Discount Rate (if settled)	N/A
Wright Express (WEX) Discount Rate (if settled)	N/A

Payment Brand Assessments			Payment Brand Network Fees			Credit	Debit
MasterCard	Credit transactions < \$1000 and all Debit transactions	0.130%	MasterCard Network Access & Brand Usage Fee (NABU) (Charged per Authorization & per Refund)	\$0.0195	\$0.0195	\$0.0195	\$0.0195
	Credit transactions > \$1000	0.140%					
Visa	Debit transactions	0.130%	Visa Domestic Sales Auth (APF) (Charged per Authorization & per Refund)	\$0.0195	\$0.0155	\$0.0195	\$0.0155
	Credit transactions	0.140%					
American Express OptBlue Network Fee		0.150%	Visa Intl Sales Auth (APF) (Charged per Authorization & per Refund)	\$0.0395	\$0.0355		
Discover		0.130%	Discover Data Usage Fee	\$0.0195	\$0.0195		

Payment Brand Fees

MC Connectivity Fee* (per Transaction and Authorization)	\$0.0014	VI Financial Transaction Fee	\$0.0018
MC Reporting & Infrastructure	\$0.0003	VI Reporting & Data Transfer	\$0.0002

*In some cases, it is not possible to allocate the associated expenses from the payment networks directly to transaction counts or volume, so Chase Merchant Services produces a rate that is based on the associated expense from the payment networks and applies that expense accordingly.

Customer initials

x

Please initial to acknowledge pg. 1 of the Schedule A pricing sheet

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CONTROL NUMBER: 638133.V3208

Printed: December 1, 2020

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Transaction Fees	
MasterCard per transaction	N/A
Visa per transaction	N/A
Discover per transaction	N/A
JCB per transaction	N/A
American Express per transaction	\$0.1000
PIN Debit per transaction	\$0.2000
PINLess Debit per transaction	N/A
EBT per transaction	N/A
Check Verification – Scan per transaction	N/A
Voyager per transaction	N/A
Wright Express per transaction	N/A
Hosted Pay Page per transaction	N/A

Authorization Fees	
MasterCard per authorization	\$0.1000
Visa per authorization	\$0.1000
Discover per authorization	\$0.1000
JCB per authorization	N/A
American Express per authorization	\$0.1000
Voyager per authorization	N/A
Wright Express per authorization	N/A
Private Label per authorization	N/A
Dial Backup authorization surcharge	\$0.0100
Encryption & Tokenization Fees	
Safetech Encryption per transaction	N/A
Safetech Tokenization per transaction	N/A

2. One Time and Periodic Fees

One Time Fees		Monthly Fees		Periodic Fees	
Account Setup Fee	N/A	Monthly Service Fee ¹	\$10.00	Annual Fee	N/A
Rush Fee	N/A	Monthly Minimum Fee ²	\$25.00	Payment Brand Fees	
Terminal Reprogram Fee	N/A	Monthly Helpdesk Fee	N/A	Visa Fixed Acquirer Network Fee ⁴	Varies
PIN Debit Setup Fee	N/A	Online Reporting Tool	N/A	MC Merchant Location Fee ⁵	\$1.25
PIN Pad Encryption Fee	N/A	Safetech Encryption ³	N/A		
Internet Product: NetConnect					
Setup fee	N/A	Monthly fee	N/A		
Third Party Setup fee	N/A	Third Party Monthly fee	N/A		

- 1 – Monthly service fees will be debited for the first time in the month after your account has been set up. These fees will be debited regardless of whether you are processing transactions through your account.
- 2 – We will apply the Monthly Minimum Fee only when the total amount of all processing fees (Sections 1, 3A, & 4) is less than \$25.00. If your processing fees do not reach \$25.00, we will charge the difference. For example, if processing fees total \$17.00 we would charge an additional \$8.00 to meet the \$25.00 minimum.
- 3 – If Merchant obtains point of sale device(s) from Chase for use with Safetech Encryption, the following additional fees shall be assessed: (a) a one-time fee of \$10.90 per Verifone device; (b) a one-time fee of \$10.00 per Ingenico device; and (c) an encryption injection fee of \$34.95 per device per occurrence. These assessments are in addition to the above Safetech Encryption Fee(s). If Merchant obtains point of sale device(s) from a third party, additional fees may apply. Merchant acknowledges and understands that its use of any fraud mitigation or security enforcement solution (e.g. an encryption product or service), whether provided to merchant by Chase or a third party, in no way limits Merchant's obligation to comply with the Security Standards or Merchant's liabilities set forth in this Agreement.
- 4 – Visa Fixed Acquirer Network Fee is a monthly fee assessed by Visa based on Merchant Category Code (MCC), dollar volume, number of merchant locations, number of Tax IDs, and whether the physical Visa card is present or not present at the time of the transaction. This fee can vary monthly.
- 5 – MasterCard Merchant Location Fee of \$1.25 will be applicable for each month with \$200.00 or more in MasterCard volume. This fee will be assessed quarterly based on the previous 3 months activity.

JPM Payments Platform			
JPM Payments Platform Transaction Fee	N/A	JPM Payments Platform Monthly Fee	N/A
JPM Payments Platform Setup Fee	N/A		

3. Per Incidence Fees

3A. Per Incidence Fees: Charged every time your account incurs one of the below items

Chargeback Fee	\$10.00	Charged when a cardholder or card-issuing bank formally protests a charge
Voice Authorization Fee	\$0.65	Charged when you call the Voice Authorization phone number to authorize a credit card
AVS Fee – Electronic	N/A	Charge for each electronic address verification authorization
Batch Settlement Fee	N/A	Charged for each batch of transaction(s) you submit for settlement
ACH fee	N/A	Charged for each ACH (transmission of funds) sent to your account
ACH Return Fee	\$25.00	Charged when Chase is unable to debit fees from your account

Customer initials	x	Please initial to acknowledge pg. 2 of the Schedule A pricing sheet	257
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3B. Per Request Fees: Charged every time you request one of the below items

Supplies: Billed Per Order		N/A	Charges for supply orders vary based on the items ordered			
Dynamic Debit Surcharge Fee		N/A	Charged for each PIN Debit transaction routed with the Dynamic Routing product			
PIN Debit Injection Fee		\$40.00	Charged when merchant elects PIN Debit processing and applies to each device not purchased from Chase.			
Statement Type:	Resource Online		No Statement / No Recap		Statement Frequency:	N/A

4. Payment Brand Fees – Per Incidence

MC Acquiring License Fee *	0.004%	Charged on MasterCard Gross Sales volume. See additional information under Payment Brand Charges section on page 4.
MC Digital Enablement / Card Not Present Fee	0.010%	Charged on MasterCard Card Not Present Gross Sales volume.
AX OptBlue Card Not Present Fee	0.300%	Charged on American Express Card Not Present Gross Sales volume.
AX OptBlue Application-initiated Fee	0.300%	Charged on American Express transactions initiated by a digital wallet application.
Discover Network Authorization Fee	\$0.0025	Charged by Discover on all authorizations for card transactions that are settled through the Discover Network
MC Auth Access Fee – AVS Card Present	\$0.010	Charged by MasterCard when a merchant uses the address verification service to validate a cardholder address
MC Auth Access Fee – AVS Card Not Present	\$0.010	
MC Card Validation Code 2 Fee	\$0.0025	Charged by MasterCard when a merchant submits the Card Validation Code 2 (CVC2) in an authorization request
MC SecureCode Transaction Fee	\$0.030	Charged on MC SecureCode transactions that are sent for verification.
MC Account Status Fee (Intra-regional)	\$0.025	Charged by MasterCard or Visa when a merchant uses this service to do an inquiry that a card number is valid
MC Account Status Fee (Inter-regional)	\$0.03	
Visa Zero \$ Account Verification Fee	\$0.025	
MC Processing Integrity Fee Pre Authorization	\$0.045	Charged when a card is authorized but not deposited and the authorization is not reversed in a timely manner. * the minimum fee amount for a Final Authorization is \$0.04
Final Authorization *	0.250%	
Visa Misuse of Authorization Fee	\$0.093	
Visa Zero Floor Limit Fee	\$0.20	Charged when a transaction is deposited but never authorized
Visa Transaction Integrity Fee – Credit	\$0.10	Charged on Visa transactions that do not meet qualification criteria for US Custom Payment Service (CPS) categories.
Visa Transaction Integrity Fee – Debit / Prepaid	\$0.10	
MC Ineligible Chargeback Blocking Fee	\$3.00	Charged when a fraud related Chargeback is blocked by MasterCard.
MC Cross Border Assessment Fee	0.60%	Charged by MasterCard, Visa, American Express, and Discover on foreign bank issued cards.
Visa International Service Assessment Fee	1.00%	
AX OptBlue International Fee	0.40%	
Discover International Service Fee	0.80%	
MC International Support Fee	0.85%	Additional fee charged by MasterCard, Visa and Discover on foreign bank issued cards.
Visa Interregional Acquiring Fee	0.45%	
Discover International Processing Fee	0.50%	
Visa Partial Auth Non-Participation Fee	\$0.01	Applies to Petroleum merchants using automated fuel pumps that do not support Partial Authorization
MC Global Wholesale Travel Transaction Program B2B Fee	1.57%	Applies to Travel merchants for transactions qualifying at the MasterCard Commercial Business-to-Business interchange category.
Visa Global B2B Virtual Payment Service Fee	1.55%	Applies to Travel merchants for transactions qualifying at the Visa Global B2B Virtual Payments interchange category.
MC Humanitarian Program Fee	0.25%	Applies to transactions qualifying at the MasterCard Humanitarian Prepaid card interchange category. When this fee applies, other MC Payment Brand fees will be waived.
MC Freight Program Fee	0.50%	Applies to Freight transactions qualifying at the Freight Program interchange category.

5. Other Fees

Fee Description	Amount	Fee Description	Amount

Customer initials x Please initial to acknowledge pg. 3 of the Schedule A pricing sheet

Equipment Swap Fees

Type	Description	Fee
Refund for Returned Equipment	A full refund will be provided on POS Terminals, Tablet Hardware and Tablet Accessories that are returned within ninety (90) days of purchase.	
Replacement Fee (swap)	In warranty POS Terminals, Tablet Hardware and Tablet Accessories ¹	\$50.00
Replacement Fee (swap)	Out of warranty POS Terminals, Tablet Hardware and Tablet Accessories: Replacement (swap) fees vary based on Manufacturer and Model and will fall within the specified range to the right	\$100 - \$1,000
Encryption Fee	Safetech	\$34.95
Late Fee	For all equipment returned late, or not returned	Up to \$1,000

¹\$50.00 swap fee applies to POS Terminals, Tablet Hardware, and Tablet Accessories that are in warranty at the time of the swap; provided that the POS Terminals are compliant with the latest Payment Card Industry standards and supported by CMS.

Amount payable upon Termination

In addition to the other amounts due under this Agreement (including without limitation, the fees and charges described in this Schedule A), you may owe an amount in the event you terminate this Agreement.

Payment Brand Charges

Part of the fees that we charge you for processing your transactions consist of fees we pay to the Payment Brands. These charges, called "Payment Brand Charges", include, but are not limited to, interchange rates, assessments, file transmission fees, access fees, and international and cross border fees. Therefore, in addition to the rates set forth above, you also will be charged Payment Brand Charges. Payment Brand interchange rates can be accessed online by visiting the Learning & Resources section of Chase Merchant Service's website, and selecting "Understanding Interchange".

Please note that Paymentech, LLC ("Chase") may, from time to time, elect not to charge you for certain existing, new or increased Payment Brand Charges. If we elect not to charge you, we still reserve the right to begin charging you for existing, new or increased Payment Brand Charges at any time in the future, upon notice to you. No such Payment Brand Charges will be imposed retroactively.

* MasterCard assesses the MasterCard Acquiring License Fee annually to each Acquirer based on the total annual volume of MasterCard-branded sales (excluding Maestro PIN debit volume) of its U.S. domiciled merchants. To fairly distribute the fee across all Chase MasterCard-accepting merchants, a rate of 0.004% will be applied to all of your MasterCard gross sales transactions.

NOTICE REQUIRED BY AMERICAN EXPRESS: American Express requires that Chase inform you that (i) American Express charges Chase a wholesale discount rate and not interchange and (ii) American Express operates a non-interchange based network.

IF YOU SELECT TO USE NETCONNECT, PLEASE READ THE FOLLOWING CAREFULLY

NetConnect is a product that utilizes the Internet for the transmission to us of your Card transactions. We cannot and will not be responsible for the reliability or security of your transmissions to us while they are in transit to us via the Internet. We strongly recommend that you maintain a dial back-up option to us for transmission of Card transactions for use during periods when your Internet connection is unavailable. Transactions sent to us via a dial back-up option during such periods will be billed the additional amount listed as "Dial Backup Authorization Surcharge".

6. Authorized Signature

Authorized Representative Signature: Must appear on Merchant Application

Print Name

Title

X

Signature

Date

Please ensure you have initialed pages 1, 2 and 3

PARTICIPATION AGREEMENT

THIS PARTICIPATION AGREEMENT (the "Participation Agreement") is made and effective this _____ day of _____, 20__ (the "Effective Date"), by and between **City of Milpitas** (the "Participant") and JPMorgan Chase Bank, N.A. or Chase Bank USA, N.A., as may be determined from time to time, (the "Bank") each a national banking association.

WITNESSETH:

WHEREAS, pursuant to that certain Commercial Card Agreement dated as of August 31, 2007 (the "Commercial Card Agreement") between City of Fort Worth (the "Client") and the Bank, the Bank has agreed to provide commercial card services to the Client (the "Program") on the terms and conditions of the Commercial Card Agreement, attached hereto and incorporated herein as Exhibit I; and

WHEREAS, the Participant desires to participate in the Program, subject to the terms and conditions of the Commercial Card Agreement;

NOW, THEREFORE, in consideration of the foregoing premises and the mutual agreements, provisions and covenants contained herein, the parties agree as follows:

- Definitions.** Except as otherwise provided herein, all capitalized terms used herein and not otherwise defined and which are defined in the Commercial Card Agreement shall be used herein as so defined in the Commercial Card Agreement.
- Mutual Obligations.** By their execution of this Participation Agreement, the Participant and Bank hereby agree to be bound by all the terms and conditions of the Commercial Card Agreement as may be amended, supplemented, restated, or replaced from time to time attached hereto as Exhibit I. In the event of a conflict between the provisions of this Participation Agreement and the provisions of the Commercial Card Agreement, the provisions of this Participation Agreement will prevail. This Participation Agreement shall remain in effect according to its terms without regard to the continued existence or enforceability of the Commercial Card Agreement with respect to the original parties thereto. All references to "Client" in the Commercial Card Agreement shall be deemed to constitute references to the Participant hereunder.

Without limiting the generality of the foregoing, the Participant further agrees that it shall be responsible only for transactions and for fees, charges and other amounts due under the Commercial Card Agreement related to the use of Accounts of the Participant pursuant to the Commercial Card Agreement and that the Client shall not be liable for any such transactions and for any such fees, charges and other amounts.

- Representations and Warranties.** The Participant represents and warrants that this Participation Agreement constitutes its legal, valid and binding obligation enforceable in accordance with its terms, and that execution and performance of this Participation Agreement (i) does not breach any agreement with any third party, (ii) does not violate any law, rule, or regulation, or any duty arising in law or equity applicable to it, (iii) is within its organizational powers, and (iv) has been authorized by all necessary organizational action of Participant.
- Termination.** Notwithstanding the provisions of the Commercial Card Agreement, either party may terminate this Participation Agreement at any time and for any reason upon sixty (60) days' prior notice to the other party. Notwithstanding the foregoing, this Participation Agreement may be terminated by the Bank upon the Participant's default after Participant receives notice of such default and has failed to remedy said default within thirty (30) days of Participant's receipt of said notice. The Bank may refuse to allow further Transactions or revoke any of the Accounts at any time and for any reason.
- Incentives.** For purposes of calculating rebates, Combined Charge Volume for each Participant will begin to accrue on the first day of the month following the date the Participation Agreement is executed.
- Notices.** Notwithstanding the provisions of the Commercial Card Agreement, all notices and other communications required or permitted to be given under this Participation Agreement shall be in writing and shall be effective on the date on which such notice is actually received by the party to which addressed. All notices shall be sent to the address set forth below or such other address as specified in a written form from one party to the other.

To the Bank: JPMorgan Chase Bank, N.A.
10 S. Dearborn, Floor 06
Mail Code IL1-0286
Chicago, IL 60603-2300
Attn: Commercial Card Contracts Manager

To the Participant: City of Milpitas
455 E. Calaveras Blvd.
Milpitas, CA 95035
Attn: Zachary Devine

- Fees.** Notwithstanding the provisions of the Commercial Card Agreement, the following fee shall apply to the Participant:

OPTIONAL PROGRAM/TECHNOLOGY SERVICES	
SDOL monthly maintenance fee	WAIVED

- Miscellaneous.** This Participation Agreement shall be governed by and construed in accordance with the substantive laws of the State of California, and as applicable, federal law. The headings, captions, and arrangements used in this Participation Agreement at

convenience only and shall not affect the interpretation of this Participation Agreement. This Participation Agreement embodies the entire agreement and understanding between the Participant and Bank and supersedes all prior agreements and understandings between the Participant and Bank relating to the subject matter thereof. Notwithstanding the provisions of the Commercial Card Agreement, this Participation Agreement may be amended or waived, subject to applicable law, only by notice to the Participant in writing from Bank. This Participation Agreement may be signed in one or more counterparts, each of which shall be an original, with the same effect as if the signatures were upon the same document. Facsimile signatures shall have the same force and effect as the original.

IN WITNESS WHEREOF, the parties have caused this Participation Agreement to be duly executed as of the date first written above.

BANK

By: _____

Name: _____

Title _____

PARTICIPANT

By: _____

Name: _____

Title _____

APPROVED AS TO FROM

By: _____

Name: _____

Title _____

Participant Attestation:

The undersigned, a duly authorized officer or representative of Participant, does hereby certify that Participant has been duly authorized to enter into and perform this Participation Agreement and that the person signing above on behalf of the Participant, whose execution of this Participation Agreement was witnessed by the undersigned, is an officer, partner, member or other representative of Participant possessing authority to execute this Participation Agreement.

By: _____

Name: _____

Title _____



CITY OF MILPITAS AGENDA REPORT (AR)

Item Title:	Accept the resignations of George Chen from the Community Advisory Commission; Aakar Shah from the Parks, Recreation and Cultural Resources Commission; Binh Nguyen from the Science, Technology and Innovation Commission; and Vicky Young from the Public Safety and Emergency Preparedness Commission.
Category:	Consent Calendar-Leadership and Support Services
Meeting Date:	2/16/2021
Staff Contact:	Wendy Wood, 408-586-3001
<u>Recommendation:</u>	Accept the resignations of George Chen from the Community Advisory Commission; Binh Nguyen from the Science, Technology and Innovation Commission; Aakar Shah from the Parks, Recreation and Cultural Resources; and Vicky Young from the Public Safety and Emergency Preparedness Commission; and confirm noticing of the unscheduled vacancy.

Background:

In accordance with the City of Milpitas Commission By-Laws, any member or alternate member of a Commission who is no longer available to serve, must submit a resignation in writing by sending a written communication to the Mayor and the City Clerk. This is per adopted City Council Resolution No. 7702. The written resignation must then be accepted and confirmed by City Council via action on the consent calendar at a regularly scheduled City Council meeting. George Chen submitted a letter of resignation from the Community Advisory Commission on January 1, 2021. Commissioner Binh Nguyen submitted a letter of resignation from the Science, Technology and Innovation Commission on January 24, 2021. Commissioner Aakar Shah submitted a letter of resignation from the Parks, Recreation and Cultural Resources Commission on January 28, 2021. Commissioner Vicky Young submitted a letter of resignation from the Safety and Emergency Preparedness Commission on February 1, 2021.

Analysis:

By state law, a 20-day Notice of Vacancy must then be posted by the City Clerk to invite new applicants for the vacant Commission seat. The notice of the Unscheduled Vacancy for the Community Advisory Commission was posted on January 4, 2021. The notices for the Unscheduled Vacancies for the Science, Technology and Innovation Commission and the Parks; Recreation and Cultural Resources Commission; and Safety and Emergency Preparedness Commission were posted on February 11, 2021, in accordance with California Government Code 54974 (a).

Fiscal Impact:

There is no fiscal impact associated with this item.

Recommendation:

Accept the resignations of George Chen from the Community Advisory Commission; Binh Nguyen from the Science, Technology and Innovation Commission; Aakar Shah from the Parks, Recreation and Cultural

Resources; and Vicky Young from the Public Safety and Emergency Preparedness Commission; and confirm noticing of the unscheduled vacancy.

Attachments:

1. Email from Commissioner George Chen
2. Email from Commissioner Binh Nguyen
3. Email from Commissioner Aakar Shah
4. Email from Alternate 2 Vicky Young

Wendy Wood

Subject: FW: Resignation as the CAC commissioner

From: George Chen_GVSLLC
Sent: Friday, January 1, 2021 4:02 PM
To: Van Lan Truong
Cc: Robert Musallam <rmusallam@ci.milpitas.ca.gov>
Subject: Resignation as the CAC commissioner

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links.

Dear Chair Van Lan Truong,

My term as the CAC commissioner ends in January 2021.

Herby, I submit my resignation effectively today, 1/1/2021.

It has been my honor to work with commissioners and the City staffs in the past.

Wish the CAC and all of you have a wonderful 2021.

Best regards,

George Chen

1/1/2021

Wendy Wood

Subject: FW: [BULK] Resign from Milpitas STI Commission

From: [Binh Nguyen](#)

Sent: Sunday, January 24, 2021 11:50 PM

To: [Mike Luu](#); [Anh Bao](#)

Subject: [BULK] Resign from Milpitas STI Commission

Importance: Low

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links.

Good evening Mike and Anh-Bao,

I regret to inform you that I am resigning from the Milpitas STI Commission. I received a call from my former company asking me to come back to work on some critical satellite tests. After some consideration I decided to accept the new job. I will start the job next week. This job might require me to work irregular and long hours depending on the test schedule so I would not have time to make good contribution to the commission.

Regards,

Binh Nguyen

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Binh Nguyen

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Binh Nguyen

Wendy Wood

Subject: FW: PRCRC - notification from Commissioner Aakar Shah

From: Aakar Shah

Sent: Thursday, January 28, 2021 2:20 PM

To: Rosana Cacao <rcacao@ci.milpitas.ca.gov>

Subject: [BULK] Re: PRCRC

Importance: Low

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links.

Hello Rosana

I will no longer be part of PRCRC.

Best
Aakar Shah

Sent from my iPhone

Wendy Wood

Subject: FW: Resigning from PSEPC

From: Vicki Young

Date: February 1, 2021 at 3:57:52 PM PST

To: Toni-Lynn Charlop <tcharlop@ci.milpitas.ca.gov>, Mary Lavelle <mlavelle@ci.milpitas.ca.gov>

Cc: Vicki

Subject: Resigning from PSEPC

Toni,

It's been great working with you for the past four years. I enjoyed very much.

See you around.

Mary,

I am submitting my resignation and resigning from the PSEPC seat.

Thanks.

Vicki

Sent from my iPhone



CITY OF MILPITAS AGENDA REPORT (AR)

Item Title:	Receive Report on 2021 Citywide Community Engagement Survey
Category:	Leadership and Support Services
Meeting Date:	2/16/2021
Staff Contact:	Ashwini Kantak, Assistant City Manager, 408-586-3053
<u>Recommendation:</u>	Receive a report on results of the 2021 Citywide Community Engagement Survey.

Background

The City has been conducting an annual community survey to understand community priorities and level of satisfaction with City services. This survey has been used to inform the annual budget development process. As discussed at the January 26, 2021 Council Budget Study Session, a citywide survey was conducted by Fairbank, Maslin, Mauling, Metz & Associates (FM3) in January. FM3 is a California-based company that has been conducting public policy-oriented opinion research since 1981. FM3 has worked with hundreds of local government agencies in research and strategic services and, has been assisting the City with community surveys and other public opinion surveys for the past several years.

Analysis

In order to conduct a true community satisfaction survey of adult residents, FM3 conducted an “address-based” survey with some combination of phone numbers, emails, and residential addresses. The survey was conducted January 5 through January 20, 2021 and was available in English, Mandarin, Spanish, and Vietnamese. Both email and mailed postcards were sent to geographical clusters throughout the City directing recipients to complete an online survey and after the first wave was completed, remaining open areas were targeted to complete a telephone survey. Because of the strong response from the community, FM3 was able to provide statistically sound and fully representative results from the adult residents of Milpitas at a 95% confidence interval, clearly demonstrating that the community is eager to provide their feedback to the City Council and administration and have a very strong favorable sentiment towards Milpitas and the services offered.

FM3 will present the detailed survey results at the Council meeting. Topline results include:

- The overall quality of life rating is consistent with last year at 79%, suggesting that residents continue to view living in Milpitas favorably;
- Over 80% of residents overwhelmingly agree that Milpitas’ diversity is an asset, different cultures are celebrated, and the City is family friendly;
- 65% trust the City’s plan for Milpitas’ future, impressions of the City Council remain unchanged, and 74% approve of the City’s response to the pandemic;
- Residents’ highest priorities for the City’s pandemic recovery had to do with the economy (i.e., support small businesses, address housing/homelessness, allow businesses/churches/schools to reopen, etc.);
- Police, 911 response and infrastructure continue to rate as residents’ top priorities;
- The share of those who think Milpitas is “growing too fast” has steadily declined since 2019, from 51% to 41% last year and 35% this year;

- Opinions are more mixed as to whether the City is “exciting”, and a majority of survey respondents do not think the City is “affordable”;
- Residents’ allocation of \$100 towards Council priority areas suggests three different tiers of priorities. Tier one is public safety; tier two is economic development and neighborhoods/housing; and tier three is environment, community wellness and transportation.

As with the Council provided feedback at the Council Budget Study Session and Council Retreat, this online and telephone survey is just one additional tool being used to facilitate preparation of the Fiscal Year 2021-22 annual city budget. In addition to this survey, there will be numerous community meetings for the general public, business community, external agencies with which Milpitas partners, and non-profit and volunteer agencies. The intent is to provide the Council with a collective representation of information for consideration as priorities and goals are identified, and to effectively prepare the budget for Council’s consideration over the next several months. Further, it is the intent to budget and plan future community surveys so as to continually have current, statistically-valid public opinion polling completed on a regular basis for Council’s consideration.

Fiscal Impact:

There is no fiscal impact associated with receiving the report on the survey results. However, as noted above, findings from the survey will inform the development of the FY 2021-22 Proposed Budget.

Recommendation:

Receive a report on results of the 2021 Citywide Community Engagement Survey.

Attachment:

2021 City of Milpitas Community Survey Results

BANNER OVERALL	Q1 RIGHT DIR 50%	PERCENT OF SAMPLE 100%
Interviewed in Chinese	75%	3%
Ages 18-29	62%	21%
Interviewed on Landline	62%	16%
Interviewed in Vietnamese	62%	5%
Mode of Interview Phone	61%	50%
Contact Method Phone	61%	50%
Indian	61%	10%
Interviewed on Cell Phone	60%	34%
Asian/PI Women	60%	21%
Asian/PI Ages 50+	60%	13%
Women with No Children	59%	23%
Women of Color	58%	33%
Renters	58%	33%
Non-College Educated Women	58%	28%
HH Income <\$60,000	58%	16%
HH Income \$150,000-\$180,000	58%	5%
Lived in Milpitas <5 yrs	57%	19%
Latinos	57%	13%
Ages 75+	57%	5%
All People of Color	55%	67%
High School Educated	55%	25%
People of Color Ages 50+	55%	20%
Women Ages 50+	55%	19%
Women	54%	49%
Do Not Have Children	54%	49%
People of Color Ages 18-49	54%	45%
Asians/Pacific Islanders	54%	44%
Women Ages 18-49	54%	29%
Lived in Milpitas 11-20 yrs	54%	22%
Chinese	54%	14%
Vietnamese	54%	13%
HH Income \$90,000-\$120,000	54%	12%
Some College or Less	53%	52%
Ages 18-49	52%	59%
Men of Color	52%	34%

BANNER OVERALL	Q1 RIGHT DIR 50%	PERCENT OF SAMPLE 100%
Some College Education	52%	27%
Moms	52%	25%
Asian/PI Ages 18-49	51%	30%
Men Ages 18-49	51%	28%
HH Income \$180,000+	51%	18%
Filipinos	51%	6%
Men with No Children	50%	25%
Lived in Milpitas 5-15 yrs	50%	16%
Interviewed in Spanish	50%	4%
Four-year College Graduates	49%	29%
Asian/PI Men	49%	23%
College-Educated Women	49%	21%
Ages 60-74	49%	18%
White Women	49%	14%
HH Income \$120,000-\$150,000	49%	11%
Interviewed in English	48%	88%
Non-College Educated Men	48%	24%
HH Income \$60,000-\$90,000	48%	19%
Ages 30-39	48%	19%
Homeowners	47%	60%
Have Children	47%	48%
Have Young Children at Home	47%	27%
Ages 65+	47%	15%
White Ages 18-49	47%	11%
Men	46%	49%
Four-year College or More	46%	46%
Ages 50+	46%	38%
Lived in Milpitas 21-30 yrs	46%	23%
College-Educated Men	45%	25%
Contact Method Postcard	45%	3%
Ages 40-49	44%	19%
Lived in Milpitas 41+ yrs	44%	8%
Dads	43%	23%
Post-Graduate Educated	42%	17%
Whites	41%	28%

BANNER	Q1	PERCENT
OVERALL	RIGHT DIR	OF SAMPLE
	50%	100%
Ages 50-59	39%	15%
Mode of Interview Online	38%	50%
Contact Method Email	38%	47%
Men Ages 50+	38%	19%
White Ages 50+	37%	16%
Lived in Milpitas 31-40 yrs	37%	10%
White Men	32%	14%

BANNER OVERALL	Q1 WRONG TRACK	PERCENT OF SAMPLE
	29%	100%
Lived in Milpitas 31-40 yrs	47%	10%
White Ages 50+	41%	16%
Ages 50-59	38%	15%
White Men	38%	14%
Lived in Milpitas 41+ yrs	38%	8%
Post-Graduate Educated	37%	17%
Contact Method Email	36%	47%
Whites	36%	28%
Mode of Interview Online	35%	50%
White Women	35%	14%
Interviewed in Spanish	35%	4%
Ages 40-49	34%	19%
Lived in Milpitas 5-15 yrs	34%	16%
Homeowners	33%	60%
Have Young Children at Home	33%	27%
Latinos	33%	13%
Have Children	32%	48%
Ages 50+	32%	38%
Dads	32%	23%
Men Ages 50+	32%	19%
Women Ages 50+	32%	19%
HH Income \$180,000+	32%	18%
Moms	31%	25%
HH Income \$60,000-\$90,000	31%	19%
Interviewed in English	30%	88%
Some College Education	30%	27%
College-Educated Men	30%	25%
Ages 65+	30%	15%
White Ages 18-49	30%	11%
Four-year College or More	29%	46%
Non-College Educated Women	29%	28%
Lived in Milpitas 21-30 yrs	29%	23%
Ages 60-74	29%	18%
Some College or Less	28%	52%
Women	28%	49%

BANNER OVERALL	Q1 WRONG TRACK	PERCENT OF SAMPLE
	29%	100%
Men	28%	49%
HH Income \$150,000-\$180,000	28%	5%
College-Educated Women	27%	21%
Ages 75+	27%	5%
Ages 18-49	26%	59%
Women Ages 18-49	26%	29%
HH Income <\$60,000	26%	16%
HH Income \$90,000-\$120,000	26%	12%
Filipinos	26%	6%
Men Ages 18-49	25%	28%
Non-College Educated Men	25%	24%
People of Color Ages 50+	25%	20%
All People of Color	24%	67%
Women of Color	24%	33%
Four-year College Graduates	24%	29%
High School Educated	24%	25%
Women with No Children	24%	23%
Do Not Have Children	23%	49%
People of Color Ages 18-49	23%	45%
Men of Color	23%	34%
Interviewed on Cell Phone	23%	34%
Asian/PI Men	23%	23%
Lived in Milpitas 11-20 yrs	23%	22%
Ages 30-39	23%	19%
Indian	23%	10%
Mode of Interview Phone	22%	50%
Contact Method Phone	22%	50%
Asians/Pacific Islanders	22%	44%
Asian/PI Ages 18-49	22%	30%
Men with No Children	22%	25%
HH Income \$120,000-\$150,000	22%	11%
Ages 18-29	21%	21%
Asian/PI Women	21%	21%
Chinese	21%	14%
Asian/PI Ages 50+	21%	13%

BANNER	Q1	PERCENT
OVERALL	29%	100%
Renters	20%	33%
Vietnamese	20%	13%
Interviewed on Landline	19%	16%
Contact Method Postcard	17%	3%
Lived in Milpitas <5 yrs	16%	19%
Interviewed in Chinese	12%	3%
Interviewed in Vietnamese	8%	5%

BANNER	Q1	PERCENT
OVERALL	DK/NA	OF SAMPLE
	22%	100%
Contact Method Postcard	38%	3%
Men Ages 50+	30%	19%
White Men	30%	14%
Interviewed in Vietnamese	30%	5%
Ages 30-39	29%	19%
HH Income \$120,000-\$150,000	29%	11%
Men with No Children	28%	25%
Asian/PI Men	28%	23%
Mode of Interview Online	27%	50%
Asian/PI Ages 18-49	27%	30%
Four-year College Graduates	27%	29%
Non-College Educated Men	27%	24%
Lived in Milpitas <5 yrs	27%	19%
Men	26%	49%
Contact Method Email	26%	47%
Vietnamese	26%	13%
College-Educated Men	25%	25%
Chinese	25%	14%
Four-year College or More	24%	46%
Asians/Pacific Islanders	24%	44%
Men of Color	24%	34%
Men Ages 18-49	24%	28%
Lived in Milpitas 21-30 yrs	24%	23%
Dads	24%	23%
Lived in Milpitas 11-20 yrs	24%	22%
College-Educated Women	24%	21%
White Ages 18-49	24%	11%
Do Not Have Children	23%	49%
Whites	23%	28%
Ages 65+	23%	15%
Ages 50-59	23%	15%
Filipinos	23%	6%
Interviewed in English	22%	88%
Ages 18-49	22%	59%
People of Color Ages 18-49	22%	45%

BANNER	Q1	PERCENT
OVERALL	DK/NA	OF SAMPLE
	22%	100%
Ages 50+	22%	38%
Renters	22%	33%
Ages 40-49	22%	19%
Ages 60-74	22%	18%
White Ages 50+	22%	16%
All People of Color	21%	67%
Homeowners	21%	60%
Have Children	21%	48%
High School Educated	21%	25%
People of Color Ages 50+	21%	20%
Post-Graduate Educated	21%	17%
Women Ages 18-49	20%	29%
Have Young Children at Home	20%	27%
HH Income \$60,000-\$90,000	20%	19%
Some College or Less	19%	52%
Asian/PI Women	19%	21%
Interviewed on Landline	19%	16%
Asian/PI Ages 50+	19%	13%
HH Income \$90,000-\$120,000	19%	12%
Women of Color	18%	33%
Some College Education	18%	27%
Moms	18%	25%
Lived in Milpitas 41+ yrs	18%	8%
Mode of Interview Phone	17%	50%
Contact Method Phone	17%	50%
Women	17%	49%
Interviewed on Cell Phone	17%	34%
Women with No Children	17%	23%
Ages 18-29	17%	21%
HH Income \$180,000+	17%	18%
Lived in Milpitas 31-40 yrs	17%	10%
Ages 75+	17%	5%
HH Income <\$60,000	16%	16%
Lived in Milpitas 5-15 yrs	16%	16%
White Women	16%	14%

BANNER	Q1	PERCENT
OVERALL	DK/NA	OF SAMPLE
	22%	100%
Indian	16%	10%
Interviewed in Spanish	15%	4%
HH Income \$150,000-\$180,000	14%	5%
Non-College Educated Women	13%	28%
Women Ages 50+	13%	19%
Interviewed in Chinese	13%	3%
Latinos	10%	13%

BANNER	Q2	PERCENT
OVERALL	VERY SAT	OF SAMPLE
	24%	100%
Interviewed on Landline	39%	16%
Ages 75+	35%	5%
Non-College Educated Women	34%	28%
Women Ages 50+	34%	19%
Moms	33%	25%
Indian	33%	10%
White Women	32%	14%
Latinos	32%	13%
Interviewed in Spanish	31%	4%
Women of Color	30%	33%
HH Income <\$60,000	30%	16%
HH Income \$90,000-\$120,000	30%	12%
Mode of Interview Phone	29%	50%
Contact Method Phone	29%	50%
Women	29%	49%
Renters	28%	33%
Ages 65+	28%	15%
Interviewed in Chinese	28%	3%
High School Educated	27%	25%
Women with No Children	27%	23%
White Ages 18-49	27%	11%
Some College or Less	26%	52%
Women Ages 18-49	26%	29%
Asian/PI Women	26%	21%
People of Color Ages 50+	26%	20%
HH Income \$60,000-\$90,000	26%	19%
Interviewed in Vietnamese	26%	5%
Have Children	25%	48%
Interviewed on Cell Phone	25%	34%
Whites	25%	28%
Some College Education	25%	27%
Lived in Milpitas 11-20 yrs	25%	22%
Lived in Milpitas <5 yrs	25%	19%
Lived in Milpitas 41+ yrs	25%	8%
All People of Color	24%	67%

BANNER	Q2	PERCENT
OVERALL	VERY SAT	OF SAMPLE
	24%	100%
Ages 50+	24%	38%
Lived in Milpitas 21-30 yrs	24%	23%
Ages 18-29	24%	21%
White Ages 50+	24%	16%
Interviewed in English	23%	88%
Ages 18-49	23%	59%
People of Color Ages 18-49	23%	45%
Have Young Children at Home	23%	27%
Ages 30-39	23%	19%
Ages 60-74	23%	18%
Homeowners	22%	60%
Do Not Have Children	22%	49%
Four-year College Graduates	22%	29%
College-Educated Women	22%	21%
Lived in Milpitas 5-15 yrs	22%	16%
Ages 50-59	22%	15%
Asian/PI Ages 50+	22%	13%
Filipinos	22%	6%
Asians/Pacific Islanders	21%	44%
Men Ages 18-49	21%	28%
Ages 40-49	21%	19%
Vietnamese	21%	13%
Four-year College or More	20%	46%
Asian/PI Ages 18-49	20%	30%
College-Educated Men	20%	25%
HH Income \$120,000-\$150,000	20%	11%
Men	19%	49%
Men of Color	19%	34%
Men with No Children	19%	25%
Dads	19%	23%
HH Income \$180,000+	19%	18%
Lived in Milpitas 31-40 yrs	19%	10%
Mode of Interview Online	18%	50%
Contact Method Email	18%	47%
White Men	18%	14%

BANNER	Q2	PERCENT
OVERALL	VERY SAT	OF SAMPLE
	24%	100%
Contact Method Postcard	18%	3%
Non-College Educated Men	17%	24%
Asian/PI Men	17%	23%
Post-Graduate Educated	17%	17%
Men Ages 50+	15%	19%
Chinese	14%	14%
HH Income \$150,000-\$180,000	5%	5%

BANNER OVERALL	Q2 VERY DISSAT 4%	PERCENT OF SAMPLE 100%
Interviewed in Chinese	10%	3%
White Ages 18-49	8%	11%
HH Income \$60,000-\$90,000	7%	19%
Lived in Milpitas <5 yrs	7%	19%
Chinese	7%	14%
Interviewed on Cell Phone	6%	34%
Renters	6%	33%
Dads	6%	23%
Ages 40-49	6%	19%
Ages 30-39	6%	19%
Ages 50-59	6%	15%
Ages 18-49	5%	59%
Have Children	5%	48%
Contact Method Email	5%	47%
Asian/PI Ages 18-49	5%	30%
Men Ages 18-49	5%	28%
Whites	5%	28%
Have Young Children at Home	5%	27%
Non-College Educated Men	5%	24%
College-Educated Women	5%	21%
Post-Graduate Educated	5%	17%
HH Income <\$60,000	5%	16%
White Men	5%	14%
HH Income \$150,000-\$180,000	5%	5%
Interviewed in English	4%	88%
Some College or Less	4%	52%
Mode of Interview Online	4%	50%
Mode of Interview Phone	4%	50%
Contact Method Phone	4%	50%
Women	4%	49%
Men	4%	49%
Four-year College or More	4%	46%
People of Color Ages 18-49	4%	45%
Asians/Pacific Islanders	4%	44%
Women of Color	4%	33%

BANNER OVERALL	Q2 VERY DISSAT 4%	PERCENT OF SAMPLE 100%
Women Ages 18-49	4%	29%
Four-year College Graduates	4%	29%
Non-College Educated Women	4%	28%
Some College Education	4%	27%
High School Educated	4%	25%
Asian/PI Men	4%	23%
Lived in Milpitas 11-20 yrs	4%	22%
Women Ages 50+	4%	19%
Lived in Milpitas 5-15 yrs	4%	16%
White Women	4%	14%
Lived in Milpitas 31-40 yrs	4%	10%
Interviewed in Vietnamese	4%	5%
All People of Color	3%	67%
Homeowners	3%	60%
Do Not Have Children	3%	49%
Ages 50+	3%	38%
Men of Color	3%	34%
Moms	3%	25%
Women with No Children	3%	23%
Lived in Milpitas 21-30 yrs	3%	23%
Asian/PI Women	3%	21%
Ages 18-29	3%	21%
People of Color Ages 50+	3%	20%
HH Income \$180,000+	3%	18%
Latinos	3%	13%
Lived in Milpitas 41+ yrs	3%	8%
Filipinos	3%	6%
College-Educated Men	2%	25%
Men with No Children	2%	25%
Men Ages 50+	2%	19%
Ages 60-74	2%	18%
White Ages 50+	2%	16%
Ages 65+	2%	15%
Vietnamese	2%	13%
Indian	2%	10%

BANNER	Q2	PERCENT
OVERALL	VERY DISSAT	OF SAMPLE
	4%	100%
HH Income \$90,000-\$120,000	1%	12%
HH Income \$120,000-\$150,000	1%	11%
Interviewed on Landline	0%	16%
Asian/PI Ages 50+	0%	13%
Ages 75+	0%	5%
Interviewed in Spanish	0%	4%
Contact Method Postcard	0%	3%

BANNER	Q2	PERCENT
OVERALL	TOTAL SAT	OF SAMPLE
	79%	100%
Interviewed in Vietnamese	93%	5%
Ages 75+	90%	5%
Interviewed in Chinese	90%	3%
Indian	89%	10%
Interviewed on Landline	88%	16%
HH Income \$90,000-\$120,000	88%	12%
Asian/PI Ages 50+	87%	13%
Mode of Interview Phone	86%	50%
Contact Method Phone	86%	50%
Contact Method Postcard	86%	3%
Interviewed on Cell Phone	85%	34%
High School Educated	85%	25%
Lived in Milpitas 11-20 yrs	85%	22%
Ages 18-29	85%	21%
People of Color Ages 50+	85%	20%
HH Income \$120,000-\$150,000	85%	11%
Men with No Children	84%	25%
Women with No Children	84%	23%
Asian/PI Women	84%	21%
Ages 65+	84%	15%
Vietnamese	84%	13%
Do Not Have Children	83%	49%
Women of Color	83%	33%
All People of Color	82%	67%
Asians/Pacific Islanders	82%	44%
Four-year College Graduates	82%	29%
Non-College Educated Men	82%	24%
Women Ages 50+	82%	19%
Lived in Milpitas <5 yrs	82%	19%
Ages 60-74	82%	18%
Some College or Less	81%	52%
Ages 50+	81%	38%
Men of Color	81%	34%
Lived in Milpitas 21-30 yrs	81%	23%
Asian/PI Men	81%	23%

BANNER	Q2	PERCENT
OVERALL	TOTAL SAT	OF SAMPLE
	79%	100%
HH Income <\$60,000	81%	16%
Homeowners	80%	60%
Women	80%	49%
People of Color Ages 18-49	80%	45%
Asian/PI Ages 18-49	80%	30%
Non-College Educated Women	80%	28%
Men Ages 50+	80%	19%
White Women	80%	14%
Men	79%	49%
Renters	79%	33%
Women Ages 18-49	79%	29%
College-Educated Men	79%	25%
College-Educated Women	79%	21%
White Ages 50+	79%	16%
HH Income \$150,000-\$180,000	79%	5%
Interviewed in English	78%	88%
Ages 18-49	78%	59%
Four-year College or More	78%	46%
Men Ages 18-49	78%	28%
Whites	78%	28%
Moms	78%	25%
Ages 50-59	78%	15%
Chinese	78%	14%
White Men	78%	14%
Have Children	77%	48%
Some College Education	77%	27%
Dads	77%	23%
Ages 30-39	77%	19%
HH Income \$60,000-\$90,000	77%	19%
Latinos	77%	13%
White Ages 18-49	77%	11%
Filipinos	77%	6%
Lived in Milpitas 31-40 yrs	76%	10%
Have Young Children at Home	75%	27%
HH Income \$180,000+	74%	18%

BANNER	Q2	PERCENT
OVERALL	TOTAL SAT	OF SAMPLE
	79%	100%
Lived in Milpitas 41+ yrs	74%	8%
Interviewed in Spanish	74%	4%
Mode of Interview Online	73%	50%
Contact Method Email	72%	47%
Post-Graduate Educated	72%	17%
Ages 40-49	71%	19%
Lived in Milpitas 5-15 yrs	70%	16%

BANNER	Q2	PERCENT
OVERALL	TOTAL DISSAT	OF SAMPLE
	20%	100%
Lived in Milpitas 5-15 yrs	30%	16%
Contact Method Email	28%	47%
Ages 40-49	28%	19%
Post-Graduate Educated	28%	17%
Mode of Interview Online	27%	50%
Have Young Children at Home	25%	27%
HH Income \$180,000+	25%	18%
Lived in Milpitas 31-40 yrs	24%	10%
Lived in Milpitas 41+ yrs	24%	8%
Have Children	23%	48%
Dads	23%	23%
White Ages 18-49	23%	11%
Whites	22%	28%
Moms	22%	25%
Ages 30-39	22%	19%
HH Income \$60,000-\$90,000	22%	19%
Ages 50-59	22%	15%
White Men	22%	14%
Chinese	22%	14%
Filipinos	22%	6%
Interviewed in English	21%	88%
Ages 18-49	21%	59%
Four-year College or More	21%	46%
Men Ages 18-49	21%	28%
Some College Education	21%	27%
College-Educated Men	21%	25%
White Ages 50+	21%	16%
HH Income \$150,000-\$180,000	21%	5%
Interviewed in Spanish	21%	4%
Men	20%	49%
Renters	20%	33%
Asian/PI Ages 18-49	20%	30%
Women Ages 18-49	20%	29%
College-Educated Women	20%	21%
Men Ages 50+	20%	19%

BANNER	Q2	PERCENT
OVERALL	TOTAL DISSAT	OF SAMPLE
	20%	100%
White Women	20%	14%
Latinos	20%	13%
Homeowners	19%	60%
Women	19%	49%
People of Color Ages 18-49	19%	45%
Ages 50+	19%	38%
Men of Color	19%	34%
Asian/PI Men	19%	23%
HH Income <\$60,000	19%	16%
All People of Color	18%	67%
Some College or Less	18%	52%
Asians/Pacific Islanders	18%	44%
Non-College Educated Women	18%	28%
Non-College Educated Men	18%	24%
Lived in Milpitas <5 yrs	18%	19%
Women Ages 50+	18%	19%
Ages 60-74	18%	18%
Four-year College Graduates	17%	29%
Lived in Milpitas 21-30 yrs	17%	23%
Do Not Have Children	16%	49%
Women of Color	16%	33%
Men with No Children	16%	25%
Asian/PI Women	16%	21%
Ages 65+	16%	15%
Vietnamese	16%	13%
Interviewed on Cell Phone	15%	34%
High School Educated	15%	25%
People of Color Ages 50+	15%	20%
HH Income \$120,000-\$150,000	15%	11%
Women with No Children	14%	23%
Lived in Milpitas 11-20 yrs	14%	22%
Ages 18-29	14%	21%
Contact Method Postcard	14%	3%
Mode of Interview Phone	13%	50%
Contact Method Phone	13%	50%

BANNER OVERALL	Q2	PERCENT
	TOTAL DISSAT 20%	OF SAMPLE 100%
Asian/PI Ages 50+	13%	13%
HH Income \$90,000-\$120,000	12%	12%
Indian	11%	10%
Ages 75+	10%	5%
Interviewed in Chinese	10%	3%
Interviewed on Landline	9%	16%
Interviewed in Vietnamese	7%	5%

BANNER OVERALL	Q6 MUCH TOO FAST OF	PERCENT SAMPLE
	21%	100%
White Women	37%	14%
White Ages 50+	36%	16%
Lived in Milpitas 41+ yrs	36%	8%
Lived in Milpitas 31-40 yrs	35%	10%
Whites	32%	28%
Ages 65+	31%	15%
Some College Education	30%	27%
HH Income \$150,000-\$180,000	30%	5%
Moms	29%	25%
Women Ages 50+	29%	19%
Ages 60-74	29%	18%
Filipinos	29%	6%
Contact Method Email	27%	47%
Non-College Educated Women	27%	28%
White Men	27%	14%
White Ages 18-49	27%	11%
Mode of Interview Online	26%	50%
Ages 50+	26%	38%
Ages 50-59	26%	15%
Have Children	25%	48%
Lived in Milpitas 21-30 yrs	25%	23%
Women	24%	49%
Ages 40-49	24%	19%
HH Income \$60,000-\$90,000	24%	19%
HH Income \$90,000-\$120,000	24%	12%
Interviewed in English	23%	88%
Homeowners	23%	60%
Men Ages 50+	23%	19%
HH Income \$180,000+	23%	18%
Have Young Children at Home	22%	27%
College-Educated Women	22%	21%
Post-Graduate Educated	22%	17%
Some College or Less	21%	52%
Four-year College or More	21%	46%
Women Ages 18-49	21%	29%

BANNER OVERALL	Q6 MUCH TOO FAST OF	PERCENT SAMPLE
	21%	100%
Four-year College Graduates	21%	29%
College-Educated Men	20%	25%
Dads	20%	23%
Latinos	20%	13%
Lived in Milpitas 5-15 yrs	19%	16%
Ages 18-49	18%	59%
Men	18%	49%
Women of Color	18%	33%
Women with No Children	18%	23%
Do Not Have Children	17%	49%
Renters	17%	33%
People of Color Ages 50+	17%	20%
Ages 30-39	17%	19%
HH Income <\$60,000	17%	16%
Interviewed on Landline	17%	16%
Ages 75+	17%	5%
Interviewed in Spanish	17%	4%
All People of Color	16%	67%
Mode of Interview Phone	16%	50%
Contact Method Phone	16%	50%
People of Color Ages 18-49	16%	45%
Interviewed on Cell Phone	16%	34%
Lived in Milpitas 11-20 yrs	16%	22%
Men Ages 18-49	15%	28%
Men with No Children	15%	25%
Non-College Educated Men	15%	24%
Ages 18-29	15%	21%
Asian/PI Ages 50+	15%	13%
Contact Method Postcard	15%	3%
Men of Color	14%	34%
Asians/Pacific Islanders	13%	44%
Asian/PI Ages 18-49	13%	30%
High School Educated	13%	25%
Asian/PI Men	13%	23%
Asian/PI Women	12%	21%

BANNER	Q6	PERCENT
OVERALL	MUCH TOO FAST OF SAMPLE	
	21%	100%
Vietnamese	12%	13%
Indian	12%	10%
HH Income \$120,000-\$150,000	11%	11%
Lived in Milpitas <5 yrs	10%	19%
Chinese	8%	14%
Interviewed in Vietnamese	0%	5%
Interviewed in Chinese	0%	3%

BANNER	Q6	PERCENT
OVERALL	TOTAL TOO FAST OF SAMPLE	35% 100%
White Women	58%	14%
White Ages 50+	54%	16%
Lived in Milpitas 31-40 yrs	53%	10%
Lived in Milpitas 41+ yrs	52%	8%
Women Ages 50+	48%	19%
Ages 65+	48%	15%
Whites	47%	28%
Moms	46%	25%
Ages 60-74	46%	18%
Non-College Educated Women	44%	28%
Some College Education	43%	27%
Mode of Interview Online	41%	50%
Have Children	41%	48%
Contact Method Email	41%	47%
Ages 50+	41%	38%
Women	40%	49%
HH Income \$150,000-\$180,000	40%	5%
Lived in Milpitas 21-30 yrs	39%	23%
Ages 40-49	39%	19%
Post-Graduate Educated	39%	17%
White Ages 18-49	39%	11%
Homeowners	38%	60%
HH Income \$60,000-\$90,000	38%	19%
Ages 75+	38%	5%
Contact Method Postcard	38%	3%
Interviewed in English	37%	88%
Have Young Children at Home	37%	27%
Dads	37%	23%
Ages 50-59	37%	15%
White Men	37%	14%
Some College or Less	36%	52%
HH Income \$180,000+	36%	18%
Filipinos	36%	6%
Women Ages 18-49	35%	29%
College-Educated Women	35%	21%

BANNER	Q6	PERCENT
OVERALL	TOTAL TOO FAST OF SAMPLE	35% 100%
Men Ages 50+	35%	19%
Latinos	35%	13%
HH Income \$90,000-\$120,000	35%	12%
Four-year College or More	34%	46%
Interviewed in Spanish	34%	4%
College-Educated Men	33%	25%
Four-year College Graduates	32%	29%
Women with No Children	32%	23%
Lived in Milpitas 11-20 yrs	32%	22%
Ages 18-49	31%	59%
Women of Color	31%	33%
Lived in Milpitas 5-15 yrs	31%	16%
Indian	31%	10%
Men	30%	49%
Asian/PI Ages 50+	30%	13%
All People of Color	29%	67%
People of Color Ages 18-49	29%	45%
People of Color Ages 50+	29%	20%
Interviewed on Landline	29%	16%
Mode of Interview Phone	28%	50%
Contact Method Phone	28%	50%
Do Not Have Children	28%	49%
Interviewed on Cell Phone	28%	34%
High School Educated	28%	25%
Ages 30-39	28%	19%
Renters	27%	33%
Men Ages 18-49	27%	28%
Ages 18-29	27%	21%
Asians/Pacific Islanders	26%	44%
Men of Color	26%	34%
Non-College Educated Men	26%	24%
Asian/PI Men	26%	23%
HH Income <\$60,000	26%	16%
Asian/PI Ages 18-49	25%	30%
Asian/PI Women	25%	21%

BANNER	Q6	PERCENT
OVERALL	TOTAL TOO FAST OF SAMPLE	
	35%	100%
HH Income \$120,000-\$150,000	25%	11%
Men with No Children	22%	25%
Chinese	22%	14%
Vietnamese	20%	13%
Lived in Milpitas <5 yrs	18%	19%
Interviewed in Chinese	14%	3%
Interviewed in Vietnamese	7%	5%

BANNER OVERALL	Q6 ABT RIGHT/DK/NA	PERCENT OF SAMPLE
	53%	100%
Interviewed in Vietnamese	77%	5%
Interviewed in Chinese	72%	3%
Vietnamese	67%	13%
Interviewed on Landline	66%	16%
Asian/PI Women	63%	21%
Lived in Milpitas <5 yrs	62%	19%
Asians/Pacific Islanders	61%	44%
Asian/PI Ages 18-49	61%	30%
Chinese	61%	14%
HH Income \$120,000-\$150,000	60%	11%
Filipinos	60%	6%
Asian/PI Men	59%	23%
People of Color Ages 50+	59%	20%
HH Income <\$60,000	59%	16%
Asian/PI Ages 50+	59%	13%
Mode of Interview Phone	58%	50%
Contact Method Phone	58%	50%
Women of Color	58%	33%
All People of Color	57%	67%
High School Educated	57%	25%
Men with No Children	57%	25%
Lived in Milpitas 11-20 yrs	57%	22%
Ages 18-29	57%	21%
Do Not Have Children	56%	49%
Men of Color	56%	34%
Renters	56%	33%
Four-year College Graduates	56%	29%
Non-College Educated Men	56%	24%
Women with No Children	56%	23%
People of Color Ages 18-49	55%	45%
Women Ages 18-49	55%	29%
College-Educated Women	55%	21%
Ages 30-39	55%	19%
Lived in Milpitas 5-15 yrs	55%	16%
Indian	55%	10%

BANNER OVERALL	Q6 ABT RIGHT/DK/NA	PERCENT OF SAMPLE
	53%	100%
Ages 18-49	54%	59%
Men	54%	49%
Four-year College or More	54%	46%
Interviewed on Cell Phone	54%	34%
HH Income \$90,000-\$120,000	54%	12%
Men Ages 18-49	53%	28%
College-Educated Men	53%	25%
Men Ages 50+	53%	19%
HH Income \$60,000-\$90,000	53%	19%
Dads	52%	23%
White Men	52%	14%
Interviewed in English	51%	88%
Homeowners	51%	60%
Some College or Less	51%	52%
Women	51%	49%
Have Young Children at Home	51%	27%
Ages 75+	51%	5%
Post-Graduate Educated	50%	17%
Have Children	49%	48%
Ages 50+	49%	38%
Ages 40-49	49%	19%
Ages 60-74	49%	18%
HH Income \$180,000+	49%	18%
Latinos	49%	13%
Contact Method Email	48%	47%
Lived in Milpitas 21-30 yrs	48%	23%
Ages 50-59	48%	15%
White Ages 18-49	48%	11%
Mode of Interview Online	47%	50%
Non-College Educated Women	47%	28%
Contact Method Postcard	47%	3%
Moms	46%	25%
Ages 65+	46%	15%
HH Income \$150,000-\$180,000	46%	5%
Some College Education	45%	27%

BANNER	Q6	PERCENT
OVERALL	ABT RIGHT/DK/NA OF SAMPLE	
	53%	100%
Women Ages 50+	44%	19%
Lived in Milpitas 31-40 yrs	44%	10%
Whites	43%	28%
Interviewed in Spanish	39%	4%
White Ages 50+	38%	16%
Lived in Milpitas 41+ yrs	37%	8%
White Women	33%	14%

BANNER	Q6	PERCENT
OVERALL	TOTAL TOO SLOW OF SAMPLE	
	13%	100%
Interviewed in Spanish	27%	4%
Men with No Children	21%	25%
Men Ages 18-49	20%	28%
Lived in Milpitas <5 yrs	20%	19%
Interviewed on Cell Phone	18%	34%
Men of Color	18%	34%
Non-College Educated Men	18%	24%
Renters	17%	33%
Ages 30-39	17%	19%
Chinese	17%	14%
Do Not Have Children	16%	49%
Men	16%	49%
Ages 18-29	16%	21%
Latinos	16%	13%
Interviewed in Vietnamese	16%	5%
Ages 18-49	15%	59%
People of Color Ages 18-49	15%	45%
High School Educated	15%	25%
Asian/PI Men	15%	23%
HH Income \$180,000+	15%	18%
HH Income <\$60,000	15%	16%
Ages 50-59	15%	15%
HH Income \$120,000-\$150,000	15%	11%
Contact Method Postcard	15%	3%
Interviewed in Chinese	15%	3%
All People of Color	14%	67%
Mode of Interview Phone	14%	50%
Contact Method Phone	14%	50%
Asian/PI Ages 18-49	14%	30%
College-Educated Men	14%	25%
HH Income \$150,000-\$180,000	14%	5%
Some College or Less	13%	52%
Asians/Pacific Islanders	13%	44%
Lived in Milpitas 21-30 yrs	13%	23%
Lived in Milpitas 5-15 yrs	13%	16%

BANNER	Q6	PERCENT
OVERALL	TOTAL TOO SLOW OF SAMPLE	
	13%	100%
Vietnamese	13%	13%
White Ages 18-49	13%	11%
Indian	13%	10%
Interviewed in English	12%	88%
Four-year College or More	12%	46%
Four-year College Graduates	12%	29%
Some College Education	12%	27%
Have Young Children at Home	12%	27%
Dads	12%	23%
Women with No Children	12%	23%
People of Color Ages 50+	12%	20%
Ages 40-49	12%	19%
Men Ages 50+	12%	19%
HH Income \$90,000-\$120,000	12%	12%
Homeowners	11%	60%
Mode of Interview Online	11%	50%
Contact Method Email	11%	47%
Lived in Milpitas 11-20 yrs	11%	22%
Asian/PI Women	11%	21%
Post-Graduate Educated	11%	17%
White Men	11%	14%
Asian/PI Ages 50+	11%	13%
Lived in Milpitas 41+ yrs	11%	8%
Ages 75+	11%	5%
Have Children	10%	48%
Ages 50+	10%	38%
Women of Color	10%	33%
Women Ages 18-49	10%	29%
Whites	10%	28%
College-Educated Women	10%	21%
Women	9%	49%
Non-College Educated Women	9%	28%
HH Income \$60,000-\$90,000	9%	19%
Moms	8%	25%
White Ages 50+	8%	16%

BANNER	Q6	PERCENT
OVERALL	TOTAL TOO SLOW	OF SAMPLE
	13%	100%
White Women	8%	14%
Women Ages 50+	7%	19%
Interviewed on Landline	6%	16%
Ages 65+	6%	15%
Ages 60-74	5%	18%
Filipinos	5%	6%
Lived in Milpitas 31-40 yrs	4%	10%

BANNER	Q8	PERCENT
OVERALL	VERY SAT	OF SAMPLE
	21%	100%
Interviewed on Landline	37%	16%
Ages 75+	33%	5%
Lived in Milpitas 41+ yrs	32%	8%
Interviewed in Spanish	32%	4%
Moms	31%	25%
Mode of Interview Phone	29%	50%
Contact Method Phone	29%	50%
White Women	29%	14%
Indian	29%	10%
Interviewed in Chinese	29%	3%
Women Ages 50+	28%	19%
Latinos	28%	13%
Non-College Educated Women	27%	28%
HH Income <\$60,000	26%	16%
White Ages 18-49	26%	11%
Interviewed in Vietnamese	26%	5%
Have Children	25%	48%
Interviewed on Cell Phone	25%	34%
Renters	25%	33%
Whites	25%	28%
Lived in Milpitas 11-20 yrs	25%	22%
White Ages 50+	25%	16%
Ages 65+	25%	15%
Some College or Less	24%	52%
Women	24%	49%
Some College Education	24%	27%
High School Educated	24%	25%
Ages 60-74	24%	18%
Ages 50+	23%	38%
Women of Color	23%	33%
People of Color Ages 50+	23%	20%
HH Income \$60,000-\$90,000	23%	19%
Have Young Children at Home	22%	27%
Lived in Milpitas 21-30 yrs	22%	23%
Filipinos	22%	6%

BANNER	Q8	PERCENT
OVERALL	VERY SAT	OF SAMPLE
	21%	100%
Non-College Educated Men	21%	24%
Asian/PI Women	21%	21%
Ages 30-39	21%	19%
White Men	21%	14%
Asian/PI Ages 50+	21%	13%
Interviewed in English	20%	88%
All People of Color	20%	67%
Homeowners	20%	60%
Women Ages 18-49	20%	29%
Ages 18-49	19%	59%
Asians/Pacific Islanders	19%	44%
Dads	19%	23%
College-Educated Women	19%	21%
Men Ages 50+	19%	19%
Ages 50-59	19%	15%
Vietnamese	19%	13%
Men	18%	49%
Do Not Have Children	18%	49%
People of Color Ages 18-49	18%	45%
Men of Color	18%	34%
Asian/PI Ages 18-49	18%	30%
Four-year College Graduates	18%	29%
Men Ages 18-49	18%	28%
Men with No Children	18%	25%
Women with No Children	18%	23%
Ages 18-29	18%	21%
Ages 40-49	18%	19%
Lived in Milpitas <5 yrs	18%	19%
HH Income \$180,000+	18%	18%
HH Income \$120,000-\$150,000	18%	11%
Four-year College or More	17%	46%
Asian/PI Men	17%	23%
HH Income \$90,000-\$120,000	17%	12%
Lived in Milpitas 31-40 yrs	17%	10%
College-Educated Men	16%	25%

BANNER	Q8	PERCENT
OVERALL	VERY SAT	OF SAMPLE
	21%	100%
Post-Graduate Educated	14%	17%
Lived in Milpitas 5-15 yrs	14%	16%
Mode of Interview Online	13%	50%
Contact Method Email	13%	47%
Chinese	13%	14%
Contact Method Postcard	13%	3%
HH Income \$150,000-\$180,000	12%	5%

BANNER	Q8	PERCENT
OVERALL	TOTAL SAT	OF SAMPLE
	75%	100%
Interviewed in Chinese	100%	3%
Interviewed in Vietnamese	89%	5%
Interviewed in Spanish	87%	4%
Interviewed on Landline	86%	16%
Mode of Interview Phone	84%	50%
Contact Method Phone	84%	50%
Interviewed on Cell Phone	83%	34%
Vietnamese	83%	13%
Ages 75+	83%	5%
Contact Method Postcard	83%	3%
High School Educated	82%	25%
Asian/PI Ages 50+	82%	13%
Ages 18-29	81%	21%
Women Ages 50+	81%	19%
Ages 60-74	81%	18%
Latinos	81%	13%
Indian	81%	10%
Lived in Milpitas 11-20 yrs	80%	22%
People of Color Ages 50+	80%	20%
Ages 65+	80%	15%
All People of Color	79%	67%
Asians/Pacific Islanders	79%	44%
Women of Color	79%	33%
Non-College Educated Women	79%	28%
Moms	79%	25%
Asian/PI Men	79%	23%
Lived in Milpitas 21-30 yrs	79%	23%
HH Income \$60,000-\$90,000	79%	19%
HH Income \$120,000-\$150,000	79%	11%
Men of Color	78%	34%
Asian/PI Ages 18-49	78%	30%
Asian/PI Women	78%	21%
HH Income \$90,000-\$120,000	78%	12%
Some College or Less	77%	52%
Women	77%	49%

BANNER	Q8	PERCENT
OVERALL	TOTAL SAT	OF SAMPLE
	75%	100%
People of Color Ages 18-49	77%	45%
Have Children	76%	48%
Renters	76%	33%
Women with No Children	76%	23%
Chinese	76%	14%
Filipinos	76%	6%
Homeowners	75%	60%
Ages 50+	75%	38%
Men Ages 18-49	75%	28%
Have Young Children at Home	75%	27%
Non-College Educated Men	75%	24%
Dads	75%	23%
HH Income <\$60,000	75%	16%
White Women	75%	14%
Ages 18-49	74%	59%
Do Not Have Children	74%	49%
Women Ages 18-49	74%	29%
Four-year College Graduates	74%	29%
College-Educated Women	74%	21%
Men	73%	49%
Some College Education	73%	27%
Men with No Children	73%	25%
Lived in Milpitas 31-40 yrs	73%	10%
Interviewed in English	72%	88%
Four-year College or More	72%	46%
College-Educated Men	72%	25%
Ages 30-39	72%	19%
Lived in Milpitas <5 yrs	70%	19%
Men Ages 50+	69%	19%
Ages 40-49	69%	19%
HH Income \$180,000+	69%	18%
Post-Graduate Educated	69%	17%
Lived in Milpitas 5-15 yrs	69%	16%
White Ages 50+	69%	16%
Lived in Milpitas 41+ yrs	69%	8%

BANNER	Q8	PERCENT
OVERALL	TOTAL SAT	OF SAMPLE
	75%	100%
Whites	68%	28%
Mode of Interview Online	66%	50%
Contact Method Email	65%	47%
Ages 50-59	65%	15%
White Ages 18-49	65%	11%
HH Income \$150,000-\$180,000	63%	5%
White Men	61%	14%

BANNER	Q8	PERCENT
OVERALL	TOTAL DISSAT	OF SAMPLE
	18%	100%
Lived in Milpitas 41+ yrs	28%	8%
Ages 50-59	27%	15%
HH Income \$150,000-\$180,000	27%	5%
Ages 40-49	26%	19%
Contact Method Email	25%	47%
Post-Graduate Educated	25%	17%
Lived in Milpitas 5-15 yrs	25%	16%
White Men	25%	14%
White Ages 18-49	25%	11%
Mode of Interview Online	24%	50%
Men Ages 50+	23%	19%
Whites	22%	28%
Dads	21%	23%
HH Income \$180,000+	21%	18%
Men	20%	49%
Have Young Children at Home	20%	27%
College-Educated Men	20%	25%
White Ages 50+	20%	16%
Interviewed in English	19%	88%
Homeowners	19%	60%
White Women	19%	14%
HH Income \$90,000-\$120,000	19%	12%
Lived in Milpitas 31-40 yrs	19%	10%
Have Children	18%	48%
Four-year College or More	18%	46%
Ages 50+	18%	38%
Men Ages 18-49	18%	28%
Some College Education	18%	27%
Non-College Educated Men	18%	24%
Filipinos	18%	6%
Ages 18-49	17%	59%
Men of Color	17%	34%
Men with No Children	17%	25%
HH Income <\$60,000	17%	16%
Some College or Less	16%	52%

BANNER	Q8	PERCENT
OVERALL	TOTAL DISSAT	OF SAMPLE
	18%	100%
Women Ages 18-49	16%	29%
College-Educated Women	16%	21%
People of Color Ages 50+	16%	20%
All People of Color	15%	67%
Do Not Have Children	15%	49%
Women	15%	49%
Four-year College Graduates	15%	29%
Moms	15%	25%
High School Educated	15%	25%
Asian/PI Men	15%	23%
Lived in Milpitas <5 yrs	15%	19%
Ages 30-39	15%	19%
HH Income \$60,000-\$90,000	15%	19%
Chinese	15%	14%
Latinos	15%	13%
People of Color Ages 18-49	14%	45%
Renters	14%	33%
Non-College Educated Women	14%	28%
Lived in Milpitas 21-30 yrs	14%	23%
Lived in Milpitas 11-20 yrs	14%	22%
Ages 65+	14%	15%
Asian/PI Ages 50+	14%	13%
Asians/Pacific Islanders	13%	44%
Interviewed on Cell Phone	13%	34%
Asian/PI Ages 18-49	13%	30%
Women Ages 50+	13%	19%
Ages 60-74	13%	18%
Women of Color	12%	33%
Women with No Children	12%	23%
Ages 18-29	12%	21%
Asian/PI Women	12%	21%
Ages 75+	12%	5%
Mode of Interview Phone	11%	50%
Contact Method Phone	11%	50%
HH Income \$120,000-\$150,000	11%	11%

BANNER	Q8	PERCENT
OVERALL	TOTAL DISSAT	OF SAMPLE
	18%	100%
Indian	11%	10%
Vietnamese	10%	13%
Interviewed on Landline	8%	16%
Interviewed in Spanish	8%	4%
Contact Method Postcard	6%	3%
Interviewed in Vietnamese	3%	5%
Interviewed in Chinese	0%	3%

BANNER OVERALL	Q8 DK/NA 8%	PERCENT OF SAMPLE 100%
Lived in Milpitas <5 yrs	15%	19%
Ages 30-39	14%	19%
White Men	14%	14%
Mode of Interview Online	11%	50%
Do Not Have Children	11%	49%
Contact Method Email	11%	47%
Four-year College Graduates	11%	29%
Women with No Children	11%	23%
White Ages 50+	11%	16%
HH Income \$150,000-\$180,000	11%	5%
Contact Method Postcard	11%	3%
Four-year College or More	10%	46%
Renters	10%	33%
Women Ages 18-49	10%	29%
Whites	10%	28%
Men with No Children	10%	25%
College-Educated Women	10%	21%
Asian/PI Women	10%	21%
HH Income \$180,000+	10%	18%
White Ages 18-49	10%	11%
HH Income \$120,000-\$150,000	10%	11%
Ages 18-49	9%	59%
People of Color Ages 18-49	9%	45%
Women of Color	9%	33%
Asian/PI Ages 18-49	9%	30%
Some College Education	9%	27%
Chinese	9%	14%
Interviewed in English	8%	88%
Women	8%	49%
Asians/Pacific Islanders	8%	44%
College-Educated Men	8%	25%
Ages 18-29	8%	21%
Men Ages 50+	8%	19%
Ages 50-59	8%	15%
Lived in Milpitas 31-40 yrs	8%	10%

BANNER OVERALL	Q8 DK/NA 8%	PERCENT OF SAMPLE 100%
Indian	8%	10%
Interviewed in Vietnamese	8%	5%
All People of Color	7%	67%
Men	7%	49%
Ages 50+	7%	38%
Men Ages 18-49	7%	28%
Non-College Educated Women	7%	28%
Lived in Milpitas 21-30 yrs	7%	23%
Post-Graduate Educated	7%	17%
HH Income <\$60,000	7%	16%
Vietnamese	7%	13%
Homeowners	6%	60%
Some College or Less	6%	52%
Non-College Educated Men	6%	24%
Asian/PI Men	6%	23%
Lived in Milpitas 11-20 yrs	6%	22%
HH Income \$60,000-\$90,000	6%	19%
Ages 60-74	6%	18%
Interviewed on Landline	6%	16%
Lived in Milpitas 5-15 yrs	6%	16%
Ages 65+	6%	15%
White Women	6%	14%
Filipinos	6%	6%
Mode of Interview Phone	5%	50%
Contact Method Phone	5%	50%
Have Children	5%	48%
Men of Color	5%	34%
Interviewed on Cell Phone	5%	34%
Have Young Children at Home	5%	27%
Moms	5%	25%
Dads	5%	23%
Women Ages 50+	5%	19%
Ages 40-49	5%	19%
Asian/PI Ages 50+	5%	13%
Ages 75+	5%	5%

BANNER	Q8	PERCENT
OVERALL	DK/NA	OF SAMPLE
	8%	100%
Interviewed in Spanish	5%	4%
High School Educated	4%	25%
Latinos	4%	13%
People of Color Ages 50+	3%	20%
HH Income \$90,000-\$120,000	3%	12%
Lived in Milpitas 41+ yrs	3%	8%
Interviewed in Chinese	0%	3%

BANNER OVERALL	Q13 YES 38%	PERCENT OF SAMPLE 100%
Ages 75+	60%	5%
Lived in Milpitas 41+ yrs	57%	8%
White Ages 50+	55%	16%
HH Income \$150,000-\$180,000	55%	5%
Ages 65+	54%	15%
Dads	51%	23%
HH Income \$180,000+	49%	18%
White Men	49%	14%
Lived in Milpitas 31-40 yrs	49%	10%
Women Ages 50+	48%	19%
Ages 50+	47%	38%
Whites	47%	28%
Men Ages 50+	47%	19%
Mode of Interview Online	46%	50%
Contact Method Email	46%	47%
Ages 60-74	46%	18%
White Women	46%	14%
Have Children	45%	48%
Post-Graduate Educated	45%	17%
College-Educated Men	44%	25%
Ages 50-59	44%	15%
Homeowners	43%	60%
Have Young Children at Home	43%	27%
Contact Method Postcard	43%	3%
Four-year College or More	42%	46%
People of Color Ages 50+	42%	20%
Four-year College Graduates	41%	29%
Asian/PI Ages 50+	41%	13%
Interviewed in English	40%	88%
Some College Education	40%	27%
College-Educated Women	40%	21%
Ages 40-49	40%	19%
Lived in Milpitas 5-15 yrs	40%	16%
Men	39%	49%
Moms	39%	25%

BANNER OVERALL	Q13 YES 38%	PERCENT OF SAMPLE 100%
Indian	39%	10%
HH Income \$90,000-\$120,000	38%	12%
Filipinos	38%	6%
Women	37%	49%
Asian/PI Women	37%	21%
HH Income \$120,000-\$150,000	37%	11%
White Ages 18-49	37%	11%
Asians/Pacific Islanders	36%	44%
Non-College Educated Women	36%	28%
Some College or Less	35%	52%
Women of Color	35%	33%
Non-College Educated Men	35%	24%
Asian/PI Men	35%	23%
Chinese	35%	14%
Interviewed in Vietnamese	35%	5%
All People of Color	34%	67%
Men of Color	34%	34%
Asian/PI Ages 18-49	34%	30%
Lived in Milpitas 21-30 yrs	34%	23%
Men Ages 18-49	33%	28%
Women with No Children	33%	23%
Lived in Milpitas 11-20 yrs	33%	22%
Vietnamese	33%	13%
Ages 18-49	32%	59%
Lived in Milpitas <5 yrs	32%	19%
Do Not Have Children	31%	49%
People of Color Ages 18-49	31%	45%
Women Ages 18-49	31%	29%
HH Income <\$60,000	31%	16%
Interviewed on Landline	31%	16%
Interviewed in Chinese	31%	3%
Mode of Interview Phone	30%	50%
Contact Method Phone	30%	50%
High School Educated	30%	25%
Interviewed on Cell Phone	29%	34%

BANNER	Q13	PERCENT
OVERALL	YES	OF SAMPLE
	38%	100%
Renters	29%	33%
Ages 30-39	29%	19%
Men with No Children	28%	25%
Ages 18-29	28%	21%
HH Income \$60,000-\$90,000	28%	19%
Latinos	23%	13%
Interviewed in Spanish	8%	4%

FAIRBANK, MASLIN, MAULLIN, METZ & ASSOCIATES
CITY OF MILPITAS 2021 COMMUNITY SURVEY - 320-934 (JANUARY 5-20, 2021)

BANNER OVERALL	Q13 NO 59%	PERCENT OF SAMPLE 100%
Interviewed in Spanish	92%	4%
Latinos	76%	13%
Interviewed on Cell Phone	71%	34%
Ages 18-29	71%	21%
HH Income \$60,000-\$90,000	71%	19%
Mode of Interview Phone	70%	50%
Contact Method Phone	70%	50%
High School Educated	69%	25%
Interviewed on Landline	69%	16%
Interviewed in Chinese	69%	3%
Men with No Children	68%	25%
Renters	67%	33%
HH Income <\$60,000	67%	16%
Do Not Have Children	66%	49%
People of Color Ages 18-49	65%	45%
Women Ages 18-49	65%	29%
Lived in Milpitas 11-20 yrs	65%	22%
Ages 30-39	65%	19%
Interviewed in Vietnamese	65%	5%
Ages 18-49	64%	59%
Men Ages 18-49	64%	28%
Non-College Educated Men	64%	24%
Lived in Milpitas <5 yrs	64%	19%
Vietnamese	64%	13%
All People of Color	63%	67%
Some College or Less	63%	52%
Men of Color	63%	34%
Non-College Educated Women	63%	28%
Women with No Children	63%	23%
Women of Color	62%	33%
Asian/PI Ages 18-49	62%	30%
Asian/PI Men	62%	23%
HH Income \$90,000-\$120,000	62%	12%
Filipinos	61%	6%
Women	60%	49%

BANNER OVERALL	Q13 NO 59%	PERCENT OF SAMPLE 100%
Asians/Pacific Islanders	60%	44%
Lived in Milpitas 21-30 yrs	60%	23%
HH Income \$120,000-\$150,000	60%	11%
White Ages 18-49	60%	11%
Men	59%	49%
Moms	59%	25%
Asian/PI Women	59%	21%
Lived in Milpitas 5-15 yrs	59%	16%
Chinese	59%	14%
Some College Education	58%	27%
Indian	58%	10%
Interviewed in English	57%	88%
Asian/PI Ages 50+	57%	13%
People of Color Ages 50+	56%	20%
Ages 40-49	56%	19%
Homeowners	55%	60%
Four-year College Graduates	55%	29%
College-Educated Women	55%	21%
Ages 50-59	55%	15%
Four-year College or More	54%	46%
Have Young Children at Home	54%	27%
Contact Method Postcard	54%	3%
Have Children	53%	48%
Ages 60-74	53%	18%
College-Educated Men	52%	25%
Women Ages 50+	52%	19%
White Women	52%	14%
Ages 50+	51%	38%
Whites	51%	28%
Post-Graduate Educated	51%	17%
Men Ages 50+	50%	19%
Lived in Milpitas 31-40 yrs	50%	10%
White Men	49%	14%
Mode of Interview Online	48%	50%
Contact Method Email	48%	47%

BANNER	Q13	PERCENT
OVERALL	NO	OF SAMPLE
	59%	100%
Dads	47%	23%
HH Income \$180,000+	45%	18%
White Ages 50+	44%	16%
Ages 65+	43%	15%
Lived in Milpitas 41+ yrs	43%	8%
HH Income \$150,000-\$180,000	42%	5%
Ages 75+	33%	5%

BANNER	Q14	PERCENT
OVERALL	TOTAL SAT	OF SAMPLE
	77%	100%
Interviewed in Spanish	100%	1%
Interviewed in Vietnamese	88%	4%
Vietnamese	87%	11%
Asian/PI Ages 18-49	86%	26%
Chinese	86%	13%
HH Income \$150,000-\$180,000	86%	8%
Latinos	86%	8%
Interviewed in Chinese	86%	3%
Asian/PI Men	84%	22%
High School Educated	84%	20%
Lived in Milpitas 5-15 yrs	84%	17%
Men of Color	83%	30%
College-Educated Men	83%	28%
White Women	83%	17%
Asians/Pacific Islanders	82%	42%
Non-College Educated Women	82%	26%
Interviewed on Landline	82%	14%
Indian	82%	10%
Mode of Interview Phone	81%	39%
Contact Method Phone	81%	39%
People of Color Ages 18-49	81%	37%
Have Young Children at Home	81%	30%
Dads	81%	30%
Ages 40-49	81%	20%
Asian/PI Women	81%	20%
All People of Color	80%	61%
Have Children	80%	57%
Four-year College Graduates	80%	31%
Moms	80%	26%
Interviewed on Cell Phone	80%	26%
Renters	80%	25%
HH Income \$60,000-\$90,000	80%	14%
HH Income \$120,000-\$150,000	80%	11%
Women Ages 18-49	79%	24%
Lived in Milpitas 11-20 yrs	79%	20%

BANNER	Q14	PERCENT
OVERALL	TOTAL SAT	OF SAMPLE
	77%	100%
Ages 18-29	79%	15%
Four-year College or More	78%	51%
Ages 18-49	78%	50%
Women	78%	48%
Men Ages 18-49	78%	25%
Women Ages 50+	78%	24%
People of Color Ages 50+	78%	23%
Ages 60-74	78%	22%
Women with No Children	78%	20%
Lived in Milpitas <5 yrs	78%	16%
Men	77%	50%
Women of Color	77%	30%
HH Income \$180,000+	77%	23%
Interviewed in English	76%	92%
Homeowners	76%	68%
Some College or Less	76%	48%
Ages 50+	76%	48%
White Ages 50+	76%	24%
Asian/PI Ages 50+	76%	14%
Ages 65+	75%	22%
Post-Graduate Educated	75%	20%
Mode of Interview Online	74%	61%
Contact Method Email	74%	58%
Men Ages 50+	74%	24%
Ages 50-59	74%	17%
Ages 75+	74%	8%
Do Not Have Children	73%	40%
Whites	73%	35%
College-Educated Women	73%	22%
Lived in Milpitas 21-30 yrs	73%	21%
Ages 30-39	72%	15%
Lived in Milpitas 31-40 yrs	72%	13%
Lived in Milpitas 41+ yrs	72%	13%
HH Income <\$60,000	71%	13%
Some College Education	70%	29%

BANNER	Q14	PERCENT
OVERALL	TOTAL SAT	OF SAMPLE
	77%	100%
HH Income \$90,000-\$120,000	70%	12%
Non-College Educated Men	69%	22%
Men with No Children	69%	19%
White Ages 18-49	68%	11%
White Men	66%	18%
Filipinos	65%	6%
Contact Method Postcard	65%	3%

BANNER	Q14	PERCENT
OVERALL	TOTAL DISSAT	OF SAMPLE
	23%	100%
Contact Method Postcard	35%	3%
White Men	34%	18%
White Ages 18-49	32%	11%
Filipinos	32%	6%
Non-College Educated Men	31%	22%
Some College Education	30%	29%
Men with No Children	30%	19%
Ages 30-39	28%	15%
Lived in Milpitas 41+ yrs	28%	13%
HH Income <\$60,000	28%	13%
Lived in Milpitas 31-40 yrs	28%	13%
Whites	27%	35%
HH Income \$90,000-\$120,000	27%	12%
Men Ages 50+	26%	24%
Lived in Milpitas 21-30 yrs	26%	21%
Ages 50-59	26%	17%
Ages 75+	26%	8%
Mode of Interview Online	25%	61%
Do Not Have Children	25%	40%
College-Educated Women	25%	22%
Ages 65+	25%	22%
Interviewed in English	24%	92%
Homeowners	24%	68%
Contact Method Email	24%	58%
Ages 50+	24%	48%
White Ages 50+	24%	24%
Post-Graduate Educated	24%	20%
Asian/PI Ages 50+	24%	14%
Men	23%	50%
Some College or Less	23%	48%
Men Ages 18-49	22%	25%
Women Ages 50+	22%	24%
People of Color Ages 50+	22%	23%
Ages 60-74	22%	22%
Lived in Milpitas <5 yrs	22%	16%

BANNER	Q14	PERCENT
OVERALL	TOTAL DISSAT	OF SAMPLE
	23%	100%
Four-year College or More	21%	51%
Ages 18-49	21%	50%
Women	21%	48%
HH Income \$180,000+	21%	23%
Women of Color	20%	30%
Interviewed on Cell Phone	20%	26%
Renters	20%	25%
HH Income \$60,000-\$90,000	20%	14%
HH Income \$120,000-\$150,000	20%	11%
All People of Color	19%	61%
Have Children	19%	57%
Mode of Interview Phone	19%	39%
Contact Method Phone	19%	39%
Four-year College Graduates	19%	31%
Dads	19%	30%
Moms	19%	26%
Women with No Children	19%	20%
Lived in Milpitas 11-20 yrs	19%	20%
Have Young Children at Home	18%	30%
Women Ages 18-49	18%	24%
Ages 40-49	18%	20%
Interviewed on Landline	18%	14%
People of Color Ages 18-49	17%	37%
Men of Color	17%	30%
College-Educated Men	17%	28%
Non-College Educated Women	17%	26%
White Women	17%	17%
Ages 18-29	17%	15%
Asians/Pacific Islanders	16%	42%
Asian/PI Men	16%	22%
Indian	16%	10%
Asian/PI Women	15%	20%
Lived in Milpitas 5-15 yrs	15%	17%
High School Educated	14%	20%
Chinese	14%	13%

BANNER	Q14	PERCENT
OVERALL	TOTAL DISSAT	OF SAMPLE
	23%	100%
Latinos	14%	8%
HH Income \$150,000-\$180,000	14%	8%
Interviewed in Chinese	14%	3%
Asian/PI Ages 18-49	12%	26%
Interviewed in Vietnamese	12%	4%
Vietnamese	9%	11%
Interviewed in Spanish	0%	1%

Table 1: Q11 MILPITAS BUDGET SCENARIO MEAN SCORE SUMMARY TABLE

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE										
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+		
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119		
PUBLIC SAFETY	24.7	22.4	22.1	22.3	27.1	23.9	25.4	22.3	27.0	27.8	21.4	22.1	25.1	27.4	27.8	26.7	22.8	27.5	28.8		
NEIGHBORHOODS/HOUSING	17.5	17.8	16.7	17.5	17.5	18.3	16.7	17.5	17.7	14.8	18.9	18.2	18.2	15.7	16.3	15.8	18.5	16.0	16.2		
ECONOMIC DEVELOPMENT	17.2	18.4	20.3	19.0	15.4	18.8	15.6	19.0	15.2	19.2	17.5	16.8	19.8	16.2	16.4	12.9	18.0	15.9	14.5		
ENVIRONMENT	14.1	13.9	15.0	14.3	14.0	13.4	14.9	14.3	14.1	11.7	14.1	14.5	12.4	13.5	14.2	22.0	13.7	15.0	16.4		
COMM WELLNESS/OPEN SPACE	13.6	13.3	13.5	13.4	13.9	13.3	14.0	13.4	13.9	14.2	14.7	14.7	12.2	13.7	13.0	12.4	13.9	13.2	13.3		
TRANSPORTATION/TRANSIT	12.9	14.2	12.4	13.6	12.2	12.3	13.4	13.6	12.1	12.3	13.4	13.6	12.4	13.5	12.3	10.2	13.1	12.5	10.7		
	QC RACE/ETHNICITY								QD GENDER				QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA	
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174	
PUBLIC SAFETY	24.7	27.4	25.0	25.2	21.0	21.8	22.6	23.1	23.2	23.7	25.7	23.6	26.5	24.1	24.4	25.1	24.2	23.5	27.7	23.4	
NEIGHBORHOODS/HOUSING	17.5	16.9	18.4	15.7	20.8	16.6	17.3	16.9	17.9	16.8	18.1	17.6	19.3	16.9	15.5	18.5	16.4	17.5	17.0	18.1	
ECONOMIC DEVELOPMENT	17.2	16.0	16.6	17.7	17.1	18.7	19.0	18.3	17.7	18.3	16.0	18.8	15.8	17.7	15.9	17.2	17.0	18.1	15.1	17.9	
ENVIRONMENT	14.1	14.3	13.2	14.6	15.9	14.4	15.3	15.0	14.3	14.0	14.3	14.9	13.5	13.9	14.8	14.2	14.3	14.6	13.3	14.1	
COMM WELLNESS/OPEN SPACE	13.6	12.9	14.7	14.0	12.7	13.8	12.9	13.5	13.8	14.0	13.2	12.0	13.4	14.5	15.0	12.7	14.7	13.2	14.6	13.3	
TRANSPORTATION/TRANSIT	12.9	12.6	12.1	12.9	12.5	14.8	12.9	13.2	13.1	13.1	12.7	13.1	11.6	12.9	14.3	12.3	13.4	13.1	12.3	13.1	
	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION				
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT	
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68	
PUBLIC SAFETY	24.7	24.5	28.9	23.7	28.7	29.1	27.3	23.7	21.2	23.9	27.5	23.7	28.0	26.0	25.9	23.8	27.0	31.2	25.3	28.4	
NEIGHBORHOODS/HOUSING	17.5	18.2	19.7	17.8	16.5	15.9	16.7	17.6	19.1	17.9	17.6	17.6	17.4	16.8	17.3	17.7	16.6	21.2	16.6	19.6	
ECONOMIC DEVELOPMENT	17.2	18.7	16.2	17.4	15.7	14.0	14.7	18.2	19.7	19.6	14.4	17.6	14.6	18.8	16.3	17.8	16.6	11.2	17.4	12.7	
ENVIRONMENT	14.1	12.9	11.4	14.4	13.4	14.1	14.3	14.2	13.6	13.2	15.3	14.1	14.1	14.0	14.6	13.8	13.0	14.7	14.4	14.5	
COMM WELLNESS/OPEN SPACE	13.6	12.8	12.9	13.5	14.1	14.7	14.7	13.1	13.0	12.2	12.9	13.6	13.7	14.0	14.3	13.2	14.6	12.0	14.3	14.6	
TRANSPORTATION/TRANSIT	12.9	13.0	10.9	13.2	11.6	12.2	12.3	13.1	13.4	13.3	12.2	13.3	12.1	10.4	11.6	13.7	12.2	9.8	11.9	10.3	

Table 1: Q11 MILPITAS BUDGET SCENARIO MEAN SCORE SUMMARY TABLE

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K- \$90K	\$90K- \$120K	\$120K- \$150K	\$150K- \$180K	\$180K+
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140
PUBLIC SAFETY	24.7	24.0	23.8	23.4	23.1	28.8	30.9	23.9	25.4	23.5	25.2	23.9	27.6	23.3	25.8	21.6	24.7	24.9
NEIGHBORHOODS/HOUSING	17.5	18.4	18.9	16.3	17.2	17.1	17.0	16.8	16.8	18.4	15.8	19.9	17.8	17.8	16.8	21.9	14.9	16.0
ECONOMIC DEVELOPMENT	17.2	16.0	17.1	19.1	18.5	16.0	13.1	18.3	17.2	17.4	17.6	16.6	16.2	16.6	15.6	18.7	19.0	17.5
ENVIRONMENT	14.1	13.4	14.3	15.7	13.8	11.9	15.1	14.6	14.6	13.9	14.6	13.7	13.8	14.9	12.5	14.2	12.9	14.4
COMM WELLNESS/OPEN SPACE	13.6	14.3	13.6	13.3	13.9	13.9	12.5	13.8	13.4	13.7	13.8	13.0	12.5	13.6	16.2	12.9	14.4	13.7
TRANSPORTATION/TRANSIT	12.9	13.9	12.5	12.3	13.6	12.3	11.5	12.7	12.7	13.2	12.9	12.9	12.2	13.8	13.2	10.8	14.1	13.4
	GENDER BY AGE				EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW					
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN	
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26	
PUBLIC SAFETY	24.7	20.8	28.1	24.9	26.9	23.5	26.4	23.9	24.9	24.5	26.2	22.6	24.6	24.9	19.3	24.1	26.6	
NEIGHBORHOODS/HOUSING	17.5	18.5	14.1	18.3	17.9	17.7	19.1	16.0	16.9	16.0	17.4	17.7	19.1	17.8	16.4	15.5	14.2	
ECONOMIC DEVELOPMENT	17.2	19.5	16.9	16.6	14.7	19.1	15.6	17.6	16.1	18.8	15.8	18.2	16.5	16.7	22.8	22.8	17.3	
ENVIRONMENT	14.1	13.9	14.3	13.6	15.7	13.9	14.5	14.3	14.3	14.5	14.7	13.7	14.0	14.1	14.3	14.7	13.2	
COMM WELLNESS/OPEN SPACE	13.6	14.5	13.4	13.3	13.1	13.2	12.3	14.7	14.6	13.6	13.1	14.3	13.0	13.7	13.6	11.6	14.1	
TRANSPORTATION/TRANSIT	12.9	12.9	13.2	13.3	11.7	12.6	12.2	13.5	13.3	12.6	12.7	13.6	12.8	12.9	13.7	11.3	14.6	
	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR									
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN					
Base	795	88	130	111	109	236	104	185	163	359	162	270	262					
PUBLIC SAFETY	24.7	22.5	31.0	28.4	27.0	22.6	24.1	22.1	24.2	22.3	25.0	21.8	24.6					
NEIGHBORHOODS/HOUSING	17.5	19.8	14.2	17.1	16.4	17.8	15.1	16.4	17.5	18.4	17.1	16.8	19.0					
ECONOMIC DEVELOPMENT	17.2	17.2	15.5	17.2	14.8	18.5	16.8	19.2	17.2	18.2	16.0	18.8	16.5					
ENVIRONMENT	14.1	13.3	14.8	12.4	16.1	14.4	16.8	15.0	14.9	14.0	15.4	14.7	14.0					
COMM WELLNESS/OPEN SPACE	13.6	13.9	12.3	12.3	13.4	13.7	13.2	14.2	12.8	14.0	13.5	14.7	13.0					
TRANSPORTATION/TRANSIT	12.9	13.3	12.1	12.6	12.5	13.0	14.0	13.1	13.4	13.1	12.9	13.3	12.9					

Table 1: Q3 JOB PERFORMANCE APPROVAL MATRIX SUMMARY TABLE (STRONGLY APPROVE)

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
F MILPITAS FIRE DEPARTMENT	60	63	69	65	55	59	61	65	55	53	54	58	63	62	64	73	58	64	72	
D MILPITAS POLICE DEPARTMENT	45	40	57	46	44	44	45	46	43	46	23	35	51	53	58	69	36	58	65	
C CITY'S RESPONSE TO CV	26	35	32	34	18	26	26	34	18	8	21	28	34	29	26	8	27	25	21	
A MILPITAS CITY GOV'T OVERALL	14	18	30	22	7	13	15	22	7	2	16	13	7	17	17	20	12	17	16	
E MILPITAS CITY COUNCIL	13	16	33	21	5	11	15	21	5	2	12	16	5	16	13	20	11	15	14	
B CITY'S BUDGET MANAGEMENT	10	11	24	15	4	10	10	15	4	2	9	10	5	13	9	19	8	12	13	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
F MILPITAS FIRE DEPARTMENT	60	66	72	50	60	66	56	56	59	60	61	62	71	50	61	67	54	64	59	52
D MILPITAS POLICE DEPARTMENT	45	52	41	39	33	60	42	44	41	42	48	43	51	39	46	47	42	49	42	37
C CITY'S RESPONSE TO CV	26	23	41	15	27	34	30	26	28	25	28	24	34	23	23	29	23	35	16	17
A MILPITAS CITY GOV'T OVERALL	14	15	20	11	16	21	13	14	14	12	17	18	16	13	8	17	11	22	6	8
E MILPITAS CITY COUNCIL	13	12	14	12	18	27	11	15	14	12	15	21	13	10	8	17	9	19	5	9
B CITY'S BUDGET MANAGEMENT	10	10	15	9	8	12	9	9	10	9	11	12	10	9	8	11	9	16	3	4
	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
F MILPITAS FIRE DEPARTMENT	60	76	45	64	48	63	67	57	54	86	43	66	47	36	61	59	72	46	66	45
D MILPITAS POLICE DEPARTMENT	45	69	16	49	27	44	47	46	34	75	30	50	34	21	49	42	65	31	55	32
C CITY'S RESPONSE TO CV	26	48	5	30	12	22	23	29	23	56	3	32	6	8	23	28	35	7	28	9
A MILPITAS CITY GOV'T OVERALL	14	39	0	18	1	9	8	20	7	44	0	19	1	4	10	18	17	0	13	1
E MILPITAS CITY COUNCIL	13	34	8	16	4	7	9	17	10	40	0	17	0	5	10	16	14	5	11	5
B CITY'S BUDGET MANAGEMENT	10	28	0	12	1	5	6	12	8	31	0	13	0	1	8	11	14	2	10	2

Table 1: Q3 JOB PERFORMANCE APPROVAL MATRIX SUMMARY TABLE (STRONGLY APPROVE)

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140
F MILPITAS FIRE DEPARTMENT	60	51	61	60	61	65	73	62	62	58	61	60	62	57	66	50	73	57
D MILPITAS POLICE DEPARTMENT	45	38	48	43	40	49	67	48	49	39	48	41	46	35	47	39	49	47
C CITY'S RESPONSE TO CV	26	24	27	30	24	19	34	33	29	24	26	30	29	29	22	22	31	26
A MILPITAS CITY GOV'T OVERALL	14	13	12	18	18	9	13	17	19	11	16	14	25	17	11	16	13	10
E MILPITAS CITY COUNCIL	13	14	12	15	14	7	14	12	16	11	12	16	25	15	11	15	6	7
B CITY'S BUDGET MANAGEMENT	10	12	8	10	11	2	16	8	11	9	10	11	19	10	7	8	8	7

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
F MILPITAS FIRE DEPARTMENT	60	59	62	58	67	65	68	55	53	61	64	57	59	59	75	57	66
D MILPITAS POLICE DEPARTMENT	45	34	56	39	60	43	50	42	43	50	50	35	45	44	36	47	59
C CITY'S RESPONSE TO CV	26	27	23	28	27	28	29	22	25	27	31	23	25	24	39	42	27
A MILPITAS CITY GOV'T OVERALL	14	11	14	14	21	12	21	12	10	15	23	10	12	13	27	18	23
E MILPITAS CITY COUNCIL	13	11	13	12	18	13	20	11	8	13	19	11	11	12	16	14	29
B CITY'S BUDGET MANAGEMENT	10	8	11	9	13	9	13	9	9	10	12	9	10	9	8	13	25

	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR				
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	795	88	130	111	109	236	104	185	163	359	162	270	262
F MILPITAS FIRE DEPARTMENT	60	65	68	62	71	55	60	58	55	57	62	59	59
D MILPITAS POLICE DEPARTMENT	45	40	62	49	57	38	55	42	46	34	55	39	43
C CITY'S RESPONSE TO CV	26	31	18	21	25	24	29	24	27	27	32	26	30
A MILPITAS CITY GOV'T OVERALL	14	16	15	12	19	12	19	13	16	11	20	12	17
E MILPITAS CITY COUNCIL	13	11	13	8	15	13	21	15	16	12	18	14	15
B CITY'S BUDGET MANAGEMENT	10	9	11	5	15	8	9	9	10	8	13	11	10

Table 2: Q3 JOB PERFORMANCE APPROVAL MATRIX SUMMARY TABLE (TOTAL APPROVE)

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
F MILPITAS FIRE DEPARTMENT	89	93	93	93	85	92	87	93	85	93	88	85	91	91	93	91	88	92	93	
D MILPITAS POLICE DEPARTMENT	81	80	89	83	79	80	81	83	78	95	67	76	86	79	94	93	76	88	95	
C CITY'S RESPONSE TO CV	74	81	81	81	67	73	75	81	67	67	78	75	77	68	78	60	77	72	70	
A MILPITAS CITY GOV'T OVERALL	62	67	79	71	53	61	63	71	53	56	66	61	61	53	66	65	63	61	64	
E MILPITAS CITY COUNCIL	54	63	73	66	41	51	56	66	41	34	64	52	49	43	56	60	55	51	56	
B CITY'S BUDGET MANAGEMENT	48	54	59	55	41	48	48	55	40	54	52	49	46	44	46	55	49	47	45	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
F MILPITAS FIRE DEPARTMENT	89	91	87	85	94	94	86	88	88	89	90	95	91	84	89	93	86	91	91	83
D MILPITAS POLICE DEPARTMENT	81	81	76	78	82	89	86	83	80	82	81	85	79	78	82	82	80	87	74	75
C CITY'S RESPONSE TO CV	74	71	75	75	70	80	82	77	77	75	74	82	73	72	71	77	71	86	57	70
A MILPITAS CITY GOV'T OVERALL	62	55	65	57	72	73	75	68	66	61	64	67	64	61	55	65	59	82	32	55
E MILPITAS CITY COUNCIL	54	48	65	42	67	61	58	54	57	51	58	64	56	49	44	60	47	72	28	45
B CITY'S BUDGET MANAGEMENT	48	41	65	39	67	56	52	51	52	47	50	53	49	49	40	51	46	66	26	37
	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
F MILPITAS FIRE DEPARTMENT	89	94	78	91	85	89	90	88	91	94	78	92	84	71	88	90	88	82	89	86
D MILPITAS POLICE DEPARTMENT	81	90	46	84	69	78	81	81	77	89	59	85	73	55	79	81	89	54	84	65
C CITY'S RESPONSE TO CV	74	87	30	80	53	68	72	77	68	86	42	80	52	63	71	76	79	41	77	52
A MILPITAS CITY GOV'T OVERALL	62	81	15	70	29	48	53	70	51	84	6	73	25	33	55	67	63	19	63	26
E MILPITAS CITY COUNCIL	54	77	18	61	26	45	49	59	45	73	15	64	21	27	44	60	47	22	50	25
B CITY'S BUDGET MANAGEMENT	48	71	18	54	25	38	41	56	38	66	8	59	14	20	41	53	49	9	49	15

Table 2: Q3 JOB PERFORMANCE APPROVAL MATRIX SUMMARY TABLE (TOTAL APPROVE)

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K- \$90K	\$90K- \$120K	\$120K- \$150K	\$150K- \$180K	\$180K+
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140
F MILPITAS FIRE DEPARTMENT	89	81	89	90	92	91	94	89	90	89	90	90	89	91	94	90	90	84
D MILPITAS POLICE DEPARTMENT	81	72	84	83	80	79	92	82	83	78	83	78	80	80	78	84	83	80
C CITY'S RESPONSE TO CV	74	70	75	78	79	66	70	79	73	76	74	77	80	73	74	78	73	74
A MILPITAS CITY GOV'T OVERALL	62	56	63	68	67	50	58	63	62	64	62	65	66	64	66	66	63	57
E MILPITAS CITY COUNCIL	54	50	48	62	59	47	48	54	55	54	51	62	63	57	65	54	47	45
B CITY'S BUDGET MANAGEMENT	48	48	48	49	56	36	42	49	49	48	46	54	59	54	52	40	48	48

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
F MILPITAS FIRE DEPARTMENT	89	87	92	89	92	91	94	88	83	86	93	92	86	89	91	85	95
D MILPITAS POLICE DEPARTMENT	81	76	90	78	86	81	82	82	79	84	84	80	77	79	91	93	86
C CITY'S RESPONSE TO CV	74	76	74	78	69	77	78	72	70	75	73	75	77	74	70	81	77
A MILPITAS CITY GOV'T OVERALL	62	63	59	64	62	61	69	63	55	59	66	65	62	60	78	74	62
E MILPITAS CITY COUNCIL	54	54	47	59	56	56	64	47	48	50	61	54	55	51	87	69	62
B CITY'S BUDGET MANAGEMENT	48	48	46	52	47	49	53	46	46	46	53	48	49	47	69	53	42

	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR				
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	795	88	130	111	109	236	104	185	163	359	162	270	262
F MILPITAS FIRE DEPARTMENT	89	88	93	90	93	88	90	90	87	88	91	89	88
D MILPITAS POLICE DEPARTMENT	81	75	86	81	82	78	93	84	83	76	89	82	80
C CITY'S RESPONSE TO CV	74	79	68	68	74	76	80	77	78	78	75	78	77
A MILPITAS CITY GOV'T OVERALL	62	59	52	50	60	65	73	68	68	65	68	66	67
E MILPITAS CITY COUNCIL	54	53	46	42	56	51	61	50	59	58	56	55	61
B CITY'S BUDGET MANAGEMENT	48	38	44	31	51	49	54	51	51	53	50	53	51

Table 3: Q3 JOB PERFORMANCE APPROVAL MATRIX SUMMARY TABLE (TOTAL DISAPPROVE)

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
E MILPITAS CITY COUNCIL	27	16	11	15	40	29	26	15	40	45	14	22	33	39	29	34	23	34	34	
A MILPITAS CITY GOV'T OVERALL	25	19	14	18	33	25	25	18	33	27	17	17	29	34	30	28	21	32	32	
B CITY'S BUDGET MANAGEMENT	24	17	14	16	33	24	25	16	33	20	22	17	30	25	25	31	23	26	32	
C CITY'S RESPONSE TO CV	17	15	7	12	21	17	16	12	21	17	15	14	17	22	15	24	15	19	18	
D MILPITAS POLICE DEPARTMENT	12	15	6	12	13	13	12	12	14	2	24	9	12	13	5	7	15	8	4	
F MILPITAS FIRE DEPARTMENT	2	2	2	2	2	2	2	2	2	0	2	2	4	2	1	2	3	1	2	
	QC RACE/ETHNICITY								QD GENDER			QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
E MILPITAS CITY COUNCIL	27	33	22	32	21	15	18	23	23	28	26	18	29	26	37	24	30	9	62	23
A MILPITAS CITY GOV'T OVERALL	25	33	27	23	17	13	15	18	20	25	24	21	25	23	33	23	27	6	63	18
B CITY'S BUDGET MANAGEMENT	24	29	21	22	19	19	20	20	21	22	26	19	27	24	29	23	25	10	54	19
C CITY'S RESPONSE TO CV	17	19	17	14	24	10	11	13	15	16	17	15	19	16	15	17	16	8	34	13
D MILPITAS POLICE DEPARTMENT	12	12	16	13	14	8	9	11	13	13	11	10	14	14	11	12	13	7	22	11
F MILPITAS FIRE DEPARTMENT	2	1	7	0	0	1	5	2	3	2	2	2	2	3	1	2	2	2	4	1
	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
E MILPITAS CITY COUNCIL	27	9	76	19	62	45	38	19	31	10	66	20	61	23	40	20	35	66	32	65
A MILPITAS CITY GOV'T OVERALL	25	10	71	16	63	43	38	16	27	7	78	16	65	25	36	18	26	74	27	66
B CITY'S BUDGET MANAGEMENT	24	9	61	17	56	39	35	15	33	8	63	16	63	18	34	18	20	61	26	61
C CITY'S RESPONSE TO CV	17	6	58	13	34	21	19	13	28	8	44	12	36	15	19	15	12	41	15	35
D MILPITAS POLICE DEPARTMENT	12	6	54	9	25	16	14	10	19	7	41	10	22	16	17	10	6	38	13	28
F MILPITAS FIRE DEPARTMENT	2	3	11	2	4	3	3	2	2	1	9	1	6	0	4	1	3	8	5	4

Table 3: Q3 JOB PERFORMANCE APPROVAL MATRIX SUMMARY TABLE (TOTAL DISAPPROVE)

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K- \$90K	\$90K- \$120K	\$120K- \$150K	\$150K- \$180K	\$180K+
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140
E MILPITAS CITY COUNCIL	27	16	34	21	29	40	38	31	29	23	32	18	23	24	26	18	35	34
A MILPITAS CITY GOV'T OVERALL	25	14	30	21	23	46	34	27	28	20	29	17	23	26	29	18	26	24
B CITY'S BUDGET MANAGEMENT	24	14	30	26	21	39	28	28	25	22	26	19	18	22	34	21	28	22
C CITY'S RESPONSE TO CV	17	14	19	15	13	22	26	16	17	15	17	15	14	17	17	16	21	14
D MILPITAS POLICE DEPARTMENT	12	10	14	11	16	16	6	14	12	13	12	13	14	14	17	10	11	10
F MILPITAS FIRE DEPARTMENT	2	2	3	3	2	2	1	5	4	1	2	3	2	4	2	2	2	3

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
E MILPITAS CITY COUNCIL	27	21	38	23	29	25	23	30	29	33	24	21	25	29	3	9	25
A MILPITAS CITY GOV'T OVERALL	25	18	36	22	28	25	21	23	29	32	24	17	22	26	17	11	29
B CITY'S BUDGET MANAGEMENT	24	20	25	26	26	19	26	24	27	26	23	18	26	25	17	19	17
C CITY'S RESPONSE TO CV	17	14	18	16	20	18	16	14	18	16	18	15	15	18	17	12	3
D MILPITAS POLICE DEPARTMENT	12	16	9	13	8	12	12	14	10	12	10	13	13	13	4	7	10
F MILPITAS FIRE DEPARTMENT	2	3	1	2	2	3	1	2	3	5	2	0	2	2	5	9	0

	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR				
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	795	88	130	111	109	236	104	185	163	359	162	270	262
E MILPITAS CITY COUNCIL	27	25	40	37	29	23	20	23	23	21	27	24	22
A MILPITAS CITY GOV'T OVERALL	25	25	39	38	27	17	19	16	20	18	24	19	20
B CITY'S BUDGET MANAGEMENT	24	30	29	30	29	22	16	17	24	20	23	19	23
C CITY'S RESPONSE TO CV	17	15	21	23	16	14	12	12	14	14	17	13	16
D MILPITAS POLICE DEPARTMENT	12	18	7	14	9	13	6	10	11	15	10	13	13
F MILPITAS FIRE DEPARTMENT	2	2	0	1	0	2	2	1	3	3	2	3	3

Table 4: Q4 STATEMENTS ABOUT MILPITAS AGREEMENT MATRIX SUMMARY TABLE (TOTAL AGREE)

	DATA COLLECTN										QB AGE									
	QA CELL PHONE			MODE		A/B SPLIT		CONTACT METHOD												
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
H PUBLIC SAFETY/TOP PRIORITY	96	98	99	98	94	0	96	98	94	100	93	99	93	98	98	100	95	98	100	
C PUBLIC INFRAST. TOP PRIORITY	90	95	92	94	86	90	0	94	86	88	92	89	91	94	83	88	91	88	81	
L DIVERSITY AN ASSET TO CITY	87	90	90	90	84	0	87	90	83	93	94	93	78	87	91	53	88	84	73	
B DIFF. CULTURES CELEBRATED	83	86	88	86	80	82	85	86	80	97	83	82	85	84	85	80	83	84	82	
K GREAT PLACE TO RAISE A FAMILY	82	86	92	88	76	0	82	88	76	81	87	85	78	74	86	76	83	80	80	
A PROUD TO LIVE IN MILPITAS	80	83	95	87	73	79	81	87	73	83	85	77	76	79	84	82	80	82	83	
D RECOMMEND AS A PLACE TO LIVE	77	88	94	90	64	77	0	90	63	94	82	78	71	82	76	80	77	79	73	
F GENERALLY WELCOMED	72	82	86	84	60	72	0	84	59	65	83	65	76	64	75	41	75	67	56	
G GREAT PLACE FOR SENIORS	69	81	90	85	53	69	0	85	52	76	82	68	62	68	65	68	71	67	68	
E TRUST TO PLAN FOR FUTURE	65	82	85	83	47	65	0	83	47	41	81	58	65	60	63	64	68	62	59	
J OPEN/ACCOUNTABLE TO PUBLIC	61	65	79	69	53	0	61	69	51	78	62	63	65	48	62	63	63	57	57	
I TRUST TO MANAGE TAX DOLLARS	59	67	75	69	49	0	59	69	48	62	61	62	58	47	62	65	60	57	57	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
H PUBLIC SAFETY/TOP PRIORITY	96	95	100	96	98	95	93	95	97	96	97	98	97	94	95	98	94	96	94	98
C PUBLIC INFRAST. TOP PRIORITY	90	90	84	87	91	95	97	92	91	93	87	90	91	91	89	90	90	94	84	89
L DIVERSITY AN ASSET TO CITY	87	78	94	90	92	91	95	92	92	91	83	84	90	91	83	87	88	89	81	87
B DIFF. CULTURES CELEBRATED	83	85	79	84	87	92	85	87	84	83	84	85	81	86	81	83	84	89	75	83
K GREAT PLACE TO RAISE A FAMILY	82	72	96	81	85	91	92	86	87	83	83	86	80	81	81	83	81	92	68	76
A PROUD TO LIVE IN MILPITAS	80	73	87	74	89	88	84	82	84	79	82	83	79	84	72	81	79	93	60	76
D RECOMMEND AS A PLACE TO LIVE	77	71	85	74	82	83	88	80	81	80	77	85	75	78	71	80	76	94	48	83
F GENERALLY WELCOMED	72	60	77	63	73	83	86	77	76	70	74	87	59	73	67	72	71	83	62	62
G GREAT PLACE FOR SENIORS	69	57	80	60	75	82	81	74	75	69	69	79	61	70	64	70	67	82	47	70
E TRUST TO PLAN FOR FUTURE	65	55	76	61	83	66	79	71	72	66	66	78	62	67	49	70	60	90	33	56
J OPEN/ACCOUNTABLE TO PUBLIC	61	56	53	71	46	69	74	67	64	58	66	63	67	61	50	65	57	77	30	60
I TRUST TO MANAGE TAX DOLLARS	59	56	73	59	42	68	77	63	63	60	60	68	60	59	46	64	54	75	32	54

Table 4: Q4 STATEMENTS ABOUT MILPITAS AGREEMENT MATRIX SUMMARY TABLE (TOTAL AGREE)

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
H PUBLIC SAFETY/TOP PRIORITY	96	97	88	96	95	97	97	96	95	99	88	98	92	86	96	96	99	91	98	90
C PUBLIC INFRAST. TOP PRIORITY	90	93	64	94	79	84	87	93	85	96	88	93	82	79	86	92	88	84	88	83
L DIVERSITY AN ASSET TO CITY	87	93	78	89	76	82	84	88	88	90	81	89	79	81	83	90	82	72	84	80
B DIFF. CULTURES CELEBRATED	83	91	47	88	66	79	82	87	74	93	61	87	72	70	83	84	90	67	87	70
K GREAT PLACE TO RAISE A FAMILY	82	97	18	89	52	74	77	86	80	96	55	89	63	61	77	87	80	72	80	64
A PROUD TO LIVE IN MILPITAS	80	95	20	90	40	66	73	86	75	97	48	88	50	71	74	84	82	58	78	59
D RECOMMEND AS A PLACE TO LIVE	77	98	41	90	34	60	66	86	72	96	44	87	40	77	70	82	78	36	76	47
F GENERALLY WELCOMED	72	86	30	79	48	73	71	75	61	88	47	79	50	52	63	77	73	35	70	39
G GREAT PLACE FOR SENIORS	69	88	49	78	38	49	57	79	57	91	50	78	37	52	63	73	72	38	69	43
E TRUST TO PLAN FOR FUTURE	65	90	33	76	26	40	47	80	53	93	26	76	23	51	57	71	66	21	63	33
J OPEN/ACCOUNTABLE TO PUBLIC	61	86	25	67	32	52	55	66	54	80	16	72	27	29	54	66	64	30	58	36
I TRUST TO MANAGE TAX DOLLARS	59	83	0	67	25	45	49	63	67	75	4	68	28	41	53	63	58	35	60	31

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140
H PUBLIC SAFETY/TOP PRIORITY	96	95	96	94	99	96	100	97	97	95	97	96	97	96	98	95	97	94
C PUBLIC INFRAST. TOP PRIORITY	90	91	90	90	90	84	93	87	89	92	91	91	87	92	96	89	90	93
L DIVERSITY AN ASSET TO CITY	87	86	91	84	95	93	57	90	85	88	85	90	87	88	95	87	87	85
B DIFF. CULTURES CELEBRATED	83	77	83	87	88	78	81	82	82	85	86	80	81	81	86	89	82	83
K GREAT PLACE TO RAISE A FAMILY	82	72	85	81	85	91	82	81	79	85	82	84	87	86	91	81	93	72
A PROUD TO LIVE IN MILPITAS	80	73	73	87	82	83	83	79	80	82	81	80	81	83	86	79	90	75
D RECOMMEND AS A PLACE TO LIVE	77	84	67	85	79	62	74	75	77	80	79	80	85	76	83	81	81	69
F GENERALLY WELCOMED	72	68	73	79	71	65	69	81	74	69	71	72	75	73	80	74	72	67
G GREAT PLACE FOR SENIORS	69	62	65	79	76	55	71	72	69	69	68	72	78	78	74	67	47	59
E TRUST TO PLAN FOR FUTURE	65	71	56	80	64	46	62	65	64	68	61	75	77	74	70	66	61	57
J OPEN/ACCOUNTABLE TO PUBLIC	61	55	68	66	60	43	68	59	61	62	61	65	63	59	67	61	81	55
I TRUST TO MANAGE TAX DOLLARS	59	61	63	57	59	50	67	57	56	63	55	71	73	68	61	59	60	45

Table 4: Q4 STATEMENTS ABOUT MILPITAS AGREEMENT MATRIX SUMMARY TABLE (TOTAL AGREE)

	Total	GENDER BY AGE				EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
		MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
H PUBLIC SAFETY/TOP PRIORITY	96	93	98	96	98	96	99	95	94	96	99	95	95	96	100	85	100
C PUBLIC INFRAST. TOP PRIORITY	90	94	92	88	84	96	85	92	88	91	88	96	87	90	74	100	92
L DIVERSITY AN ASSET TO CITY	87	93	89	85	79	91	83	92	85	90	82	92	84	86	85	100	91
B DIFF. CULTURES CELEBRATED	83	81	86	86	82	81	84	85	83	79	86	87	83	84	70	80	82
K GREAT PLACE TO RAISE A FAMILY	82	85	78	84	82	83	84	82	82	78	82	86	84	80	100	94	100
A PROUD TO LIVE IN MILPITAS	80	77	83	84	79	80	81	79	82	78	82	81	83	79	96	94	78
D RECOMMEND AS A PLACE TO LIVE	77	79	82	78	76	88	74	74	79	80	75	82	80	75	100	100	91
F GENERALLY WELCOMED	72	71	65	78	69	70	74	70	72	71	78	68	70	71	63	100	58
G GREAT PLACE FOR SENIORS	69	71	70	73	63	76	66	64	73	72	66	66	74	66	87	100	75
E TRUST TO PLAN FOR FUTURE	65	67	67	73	57	76	66	58	66	66	64	67	71	62	75	94	91
J OPEN/ACCOUNTABLE TO PUBLIC	61	58	56	70	59	56	74	60	55	56	69	60	64	59	57	79	86
I TRUST TO MANAGE TAX DOLLARS	59	60	58	63	56	66	63	52	58	57	58	63	63	56	68	94	79

	Total	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR			
		18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	795	88	130	111	109	236	104	185	163	359	162	270	262
H PUBLIC SAFETY/TOP PRIORITY	96	89	99	94	97	95	96	95	95	96	97	96	97
C PUBLIC INFRAST. TOP PRIORITY	90	96	85	89	91	91	95	95	89	90	92	95	87
L DIVERSITY AN ASSET TO CITY	87	81	75	82	73	91	93	95	90	91	92	96	88
B DIFF. CULTURES CELEBRATED	83	90	82	83	87	86	88	87	86	82	87	84	84
K GREAT PLACE TO RAISE A FAMILY	82	72	72	72	76	85	89	86	87	87	87	87	88
A PROUD TO LIVE IN MILPITAS	80	72	75	73	75	79	91	81	85	82	88	82	87
D RECOMMEND AS A PLACE TO LIVE	77	74	69	78	66	78	91	80	82	80	88	81	83
F GENERALLY WELCOMED	72	67	55	57	63	76	82	74	80	76	78	75	78
G GREAT PLACE FOR SENIORS	69	59	59	64	52	72	80	73	75	75	74	72	78
E TRUST TO PLAN FOR FUTURE	65	68	48	60	51	68	82	68	77	71	75	68	76
J OPEN/ACCOUNTABLE TO PUBLIC	61	64	50	44	70	66	70	68	67	64	63	63	65
I TRUST TO MANAGE TAX DOLLARS	59	57	54	54	60	58	72	61	66	62	63	62	64

Table 5: Q4 STATEMENTS ABOUT MILPITAS AGREEMENT MATRIX SUMMARY TABLE (TOTAL DISAGREE)

	DATA COLLECTN										QB AGE									
	QA CELL PHONE			MODE		A/B SPLIT		CONTACT METHOD												
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
I TRUST TO MANAGE TAX DOLLARS	30	25	24	25	35	0	30	25	35	38	30	22	35	41	32	6	29	32	28	
E TRUST TO PLAN FOR FUTURE	28	14	10	13	43	28	0	13	43	29	16	25	29	34	31	25	23	32	33	
J OPEN/ACCOUNTABLE TO PUBLIC	27	25	21	24	30	0	27	24	31	16	24	21	28	38	24	28	25	30	32	
G GREAT PLACE FOR SENIORS	20	9	5	8	33	20	0	8	35	5	16	15	24	18	26	25	18	23	27	
D RECOMMEND AS A PLACE TO LIVE	20	10	6	8	32	20	0	8	34	0	15	18	28	12	24	20	20	19	26	
A PROUD TO LIVE IN MILPITAS	17	15	4	11	23	17	17	11	23	13	15	15	22	16	15	16	17	16	15	
F GENERALLY WELCOMED	14	12	2	9	20	14	0	9	20	16	12	17	10	17	12	30	13	16	21	
K GREAT PLACE TO RAISE A FAMILY	14	11	8	10	18	0	14	10	18	19	10	10	20	24	9	6	13	14	9	
B DIFF. CULTURES CELEBRATED	11	10	7	9	13	12	10	9	14	3	16	9	11	7	12	13	12	10	13	
L DIVERSITY AN ASSET TO CITY	8	7	2	6	10	0	8	6	10	7	2	3	18	5	6	32	7	9	18	
C PUBLIC INFRAST. TOP PRIORITY	7	4	3	4	9	7	0	4	9	12	4	7	5	6	11	12	5	9	12	
H PUBLIC SAFETY/TOP PRIORITY	3	1	1	1	4	0	3	1	4	0	4	1	6	2	0	0	4	1	0	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
I TRUST TO MANAGE TAX DOLLARS	30	31	22	22	48	23	21	26	28	31	29	24	31	29	40	28	33	12	62	34
E TRUST TO PLAN FOR FUTURE	28	35	21	31	11	26	13	21	22	25	28	17	30	25	41	24	31	6	63	24
J OPEN/ACCOUNTABLE TO PUBLIC	27	28	38	15	34	20	20	21	26	29	24	28	25	23	35	26	27	12	57	24
G GREAT PLACE FOR SENIORS	20	30	16	22	15	8	15	15	15	20	21	16	26	18	23	21	20	9	43	15
D RECOMMEND AS A PLACE TO LIVE	20	26	15	20	14	13	12	16	16	17	22	14	22	20	25	18	22	6	48	13
A PROUD TO LIVE IN MILPITAS	17	22	13	21	11	9	12	14	13	17	16	15	18	13	24	17	17	6	37	16
F GENERALLY WELCOMED	14	21	10	20	17	4	7	12	11	17	12	7	21	14	16	14	15	8	23	17
K GREAT PLACE TO RAISE A FAMILY	14	17	4	15	15	8	8	12	11	13	14	10	16	12	17	13	14	4	31	16
B DIFF. CULTURES CELEBRATED	11	9	14	8	10	3	10	8	11	12	11	12	13	9	11	12	9	7	19	11
L DIVERSITY AN ASSET TO CITY	8	14	6	2	5	9	3	4	5	7	9	9	9	4	12	9	7	7	15	2
C PUBLIC INFRAST. TOP PRIORITY	7	6	10	7	6	4	3	5	6	5	8	8	6	5	7	7	6	4	12	5
H PUBLIC SAFETY/TOP PRIORITY	3	3	0	3	2	3	4	3	2	3	2	1	3	3	4	2	3	2	6	0

Table 5: Q4 STATEMENTS ABOUT MILPITAS AGREEMENT MATRIX SUMMARY TABLE (TOTAL DISAGREE)

	Q2 LIFE QUALITY										Q6 GROWTH RATE					Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT						
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68						
I TRUST TO MANAGE TAX DOLLARS	30	12	91	22	68	50	43	24	22	12	89	23	61	27	40	24	41	52	34	58						
E TRUST TO PLAN FOR FUTURE	28	5	67	15	71	56	46	13	35	6	61	18	70	20	38	21	26	76	30	63						
J OPEN/ACCOUNTABLE TO PUBLIC	27	11	60	19	60	41	36	19	34	10	84	19	61	23	39	19	36	59	35	54						
G GREAT PLACE FOR SENIORS	20	3	42	12	50	36	29	13	28	2	31	12	53	26	27	16	19	48	22	43						
D RECOMMEND AS A PLACE TO LIVE	20	1	59	9	60	37	31	13	24	3	47	12	57	16	27	16	20	54	23	42						
A PROUD TO LIVE IN MILPITAS	17	3	72	8	54	30	25	12	18	3	48	10	48	18	24	13	16	35	20	36						
F GENERALLY WELCOMED	14	4	50	9	34	16	15	9	31	4	23	11	28	18	22	10	10	50	18	34						
K GREAT PLACE TO RAISE A FAMILY	14	1	82	6	47	25	21	8	18	2	45	8	34	24	20	8	20	21	18	30						
B DIFF. CULTURES CELEBRATED	11	5	45	8	25	15	14	7	21	3	27	9	21	6	12	11	7	19	11	17						
L DIVERSITY AN ASSET TO CITY	8	5	16	6	18	16	13	5	8	5	15	7	14	4	11	6	12	23	10	16						
C PUBLIC INFRAST. TOP PRIORITY	7	4	36	3	17	11	9	3	14	2	9	5	16	4	10	4	7	16	9	16						
H PUBLIC SAFETY/TOP PRIORITY	3	2	12	2	5	3	3	2	5	0	12	1	6	4	4	1	1	9	2	10						

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME						
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+	
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140	
I TRUST TO MANAGE TAX DOLLARS	30	20	29	34	32	40	25	36	34	25	37	14	19	20	33	33	35	40	
E TRUST TO PLAN FOR FUTURE	28	22	39	17	24	46	31	28	30	23	31	20	18	24	26	27	34	33	
J OPEN/ACCOUNTABLE TO PUBLIC	27	24	26	24	31	34	23	31	28	24	27	23	19	21	27	28	11	34	
G GREAT PLACE FOR SENIORS	20	22	22	17	13	35	24	21	21	19	20	20	12	13	22	27	30	25	
D RECOMMEND AS A PLACE TO LIVE	20	11	33	14	19	35	26	25	21	16	19	17	15	23	14	19	14	27	
A PROUD TO LIVE IN MILPITAS	17	18	25	11	16	17	15	18	17	15	17	16	17	16	11	21	8	22	
F GENERALLY WELCOMED	14	22	15	7	12	12	18	15	17	12	14	17	15	16	11	11	8	18	
K GREAT PLACE TO RAISE A FAMILY	14	18	14	14	15	3	15	18	17	10	15	10	9	11	6	15	7	21	
B DIFF. CULTURES CELEBRATED	11	13	11	10	8	12	16	11	12	10	9	14	13	14	12	9	11	9	
L DIVERSITY AN ASSET TO CITY	8	7	6	9	1	5	38	8	11	5	10	4	6	10	3	12	11	6	
C PUBLIC INFRAST. TOP PRIORITY	7	7	5	7	5	10	7	10	9	4	6	7	9	6	2	11	7	4	
H PUBLIC SAFETY/TOP PRIORITY	3	2	3	6	1	0	0	3	2	3	2	2	0	3	2	3	3	4	

Table 5: Q4 STATEMENTS ABOUT MILPITAS AGREEMENT MATRIX SUMMARY TABLE (TOTAL DISAGREE)

	Total	GENDER BY AGE				EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
		MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
I TRUST TO MANAGE TAX DOLLARS	30	29	33	28	30	29	26	32	33	37	32	25	24	32	32	6	12
E TRUST TO PLAN FOR FUTURE	28	22	26	21	38	18	29	31	28	28	31	21	23	30	11	6	9
J OPEN/ACCOUNTABLE TO PUBLIC	27	29	30	19	30	30	22	27	26	31	25	26	21	27	43	12	6
G GREAT PLACE FOR SENIORS	20	17	21	18	25	18	23	22	17	20	22	20	17	23	0	0	0
D RECOMMEND AS A PLACE TO LIVE	20	18	16	21	22	9	25	22	19	19	23	13	19	22	0	0	9
A PROUD TO LIVE IN MILPITAS	17	18	14	15	18	16	17	17	16	18	16	14	15	18	4	6	22
F GENERALLY WELCOMED	14	16	19	11	13	18	11	15	13	22	13	13	11	15	11	0	31
K GREAT PLACE TO RAISE A FAMILY	14	12	15	13	14	12	14	14	14	20	14	8	13	15	0	6	0
B DIFF. CULTURES CELEBRATED	11	13	10	10	11	14	12	9	9	14	10	9	11	10	21	15	13
L DIVERSITY AN ASSET TO CITY	8	5	10	9	9	7	11	6	7	9	14	5	5	8	15	0	0
C PUBLIC INFRAST. TOP PRIORITY	7	5	5	5	13	4	10	6	6	8	9	2	6	7	12	0	0
H PUBLIC SAFETY/TOP PRIORITY	3	4	2	3	0	3	1	3	3	3	1	3	3	3	0	6	0

	Total	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR			
		18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	795	88	130	111	109	236	104	185	163	359	162	270	262
I TRUST TO MANAGE TAX DOLLARS	30	30	33	36	27	31	18	28	25	28	29	28	29
E TRUST TO PLAN FOR FUTURE	28	23	40	31	37	22	16	21	21	21	23	23	21
J OPEN/ACCOUNTABLE TO PUBLIC	27	21	32	34	22	22	18	24	18	25	28	28	24
G GREAT PLACE FOR SENIORS	20	19	34	24	36	20	4	17	13	17	12	18	12
D RECOMMEND AS A PLACE TO LIVE	20	26	27	21	31	18	7	15	17	17	11	16	16
A PROUD TO LIVE IN MILPITAS	17	24	20	23	21	17	8	14	14	15	11	14	12
F GENERALLY WELCOMED	14	15	26	22	21	15	3	15	8	13	7	15	8
K GREAT PLACE TO RAISE A FAMILY	14	18	17	19	16	13	10	12	12	11	11	10	12
B DIFF. CULTURES CELEBRATED	11	5	12	11	7	9	6	9	7	13	8	12	11
L DIVERSITY AN ASSET TO CITY	8	14	15	14	15	4	5	4	5	5	5	3	7
C PUBLIC INFRAST. TOP PRIORITY	7	1	10	7	6	6	3	4	6	6	7	4	7
H PUBLIC SAFETY/TOP PRIORITY	3	6	1	4	2	4	1	3	3	3	1	3	2

Table 6: Q4 STATEMENTS ABOUT MILPITAS AGREEMENT MATRIX SUMMARY TABLE (DK/NA)

	DATA COLLECTN										QB AGE									
	QA CELL PHONE		MODE		A/B SPLIT		CONTACT METHOD													
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
F GENERALLY WELCOMED	14	5	12	8	20	14	0	8	20	19	4	18	14	19	13	29	12	17	22	
J OPEN/ACCOUNTABLE TO PUBLIC	12	11	0	7	17	0	12	7	18	6	14	16	7	14	14	9	12	13	12	
I TRUST TO MANAGE TAX DOLLARS	11	8	1	6	16	0	11	6	17	0	10	16	7	12	6	29	11	12	14	
G GREAT PLACE FOR SENIORS	11	10	5	8	14	11	0	8	14	19	2	17	14	14	10	7	11	11	5	
E TRUST TO PLAN FOR FUTURE	7	3	5	4	11	7	0	4	10	30	3	17	6	5	6	11	9	6	8	
B DIFF. CULTURES CELEBRATED	6	4	5	5	6	6	5	5	7	0	1	9	4	9	4	7	5	6	6	
L DIVERSITY AN ASSET TO CITY	5	3	8	4	6	0	5	4	7	0	4	4	5	8	3	15	4	7	9	
K GREAT PLACE TO RAISE A FAMILY	4	3	0	2	6	0	4	2	6	0	3	5	2	2	5	18	3	6	11	
C PUBLIC INFRAST. TOP PRIORITY	4	1	5	2	5	4	0	2	5	0	4	4	4	0	6	0	4	3	7	
A PROUD TO LIVE IN MILPITAS	3	2	2	2	4	4	2	2	4	4	0	7	2	5	1	2	3	3	2	
D RECOMMEND AS A PLACE TO LIVE	2	2	0	1	4	2	0	1	3	6	2	4	1	5	1	0	2	3	1	
H PUBLIC SAFETY/TOP PRIORITY	1	1	0	1	2	0	1	1	2	0	3	0	2	0	2	0	2	1	0	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
F GENERALLY WELCOMED	14	19	13	17	10	13	7	11	12	14	15	6	20	13	17	14	15	10	15	22
J OPEN/ACCOUNTABLE TO PUBLIC	12	16	9	14	21	11	6	12	10	13	10	9	8	17	15	9	16	11	13	16
I TRUST TO MANAGE TAX DOLLARS	11	13	5	19	10	9	1	11	9	10	11	8	8	12	14	8	13	13	6	13
G GREAT PLACE FOR SENIORS	11	12	5	18	10	10	5	11	10	11	10	5	13	12	14	9	13	9	10	16
E TRUST TO PLAN FOR FUTURE	7	11	3	8	6	8	8	7	6	9	6	4	7	8	10	6	9	3	4	19
B DIFF. CULTURES CELEBRATED	6	6	7	7	3	4	5	5	5	5	6	4	5	5	9	5	7	5	7	6
L DIVERSITY AN ASSET TO CITY	5	8	0	8	3	0	2	4	3	2	8	7	1	5	5	4	5	4	4	10
K GREAT PLACE TO RAISE A FAMILY	4	10	0	4	0	1	0	2	2	4	3	4	3	6	2	4	5	5	1	7
C PUBLIC INFRAST. TOP PRIORITY	4	4	6	6	3	2	0	3	3	2	5	2	3	4	4	3	4	2	4	6
A PROUD TO LIVE IN MILPITAS	3	4	0	5	0	2	4	3	2	4	2	2	3	3	4	3	3	1	3	8
D RECOMMEND AS A PLACE TO LIVE	2	2	0	6	4	4	0	3	3	3	2	1	3	2	5	2	3	1	4	4
H PUBLIC SAFETY/TOP PRIORITY	1	2	0	1	0	3	3	2	1	1	1	1	0	3	1	1	2	2	0	2

Table 6: Q4 STATEMENTS ABOUT MILPITAS AGREEMENT MATRIX SUMMARY TABLE (DK/NA)

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
F GENERALLY WELCOMED	14	10	21	12	18	12	13	16	8	8	31	10	23	30	15	12	17	15	12	27
J OPEN/ACCOUNTABLE TO PUBLIC	12	3	15	14	8	7	9	15	12	10	0	9	12	48	8	15	0	11	7	10
I TRUST TO MANAGE TAX DOLLARS	11	5	9	12	7	4	8	13	10	13	7	8	12	32	8	12	1	13	7	11
G GREAT PLACE FOR SENIORS	11	9	9	10	12	15	13	8	15	6	19	10	10	22	10	11	9	14	9	14
E TRUST TO PLAN FOR FUTURE	7	5	0	8	3	5	7	6	12	1	13	5	7	29	5	8	8	3	6	4
B DIFF. CULTURES CELEBRATED	6	3	8	5	8	6	4	7	4	4	11	3	7	23	5	6	3	14	2	13
L DIVERSITY AN ASSET TO CITY	5	2	6	5	6	2	3	7	4	4	4	4	7	15	6	4	6	5	6	4
K GREAT PLACE TO RAISE A FAMILY	4	2	0	5	1	1	2	6	1	2	0	3	3	15	3	5	0	7	2	6
C PUBLIC INFRAST. TOP PRIORITY	4	3	0	3	4	5	4	4	1	2	3	3	2	17	3	3	5	0	4	2
A PROUD TO LIVE IN MILPITAS	3	2	8	2	5	4	2	3	6	1	4	2	2	11	2	3	2	7	2	5
D RECOMMEND AS A PLACE TO LIVE	2	1	0	1	6	3	3	1	4	1	9	2	3	7	3	1	2	11	1	11
H PUBLIC SAFETY/TOP PRIORITY	1	1	0	2	0	0	0	2	0	1	0	0	1	10	0	2	0	0	0	0

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140
F GENERALLY WELCOMED	14	9	12	14	17	23	13	4	9	19	16	12	10	11	9	15	20	15
J OPEN/ACCOUNTABLE TO PUBLIC	12	20	6	10	9	23	9	10	11	14	12	12	17	19	6	11	9	11
I TRUST TO MANAGE TAX DOLLARS	11	19	8	9	9	11	8	6	9	12	8	15	8	12	5	8	5	15
G GREAT PLACE FOR SENIORS	11	16	12	4	11	10	5	7	10	12	12	8	10	9	4	6	23	17
E TRUST TO PLAN FOR FUTURE	7	8	5	3	12	8	7	7	6	9	8	4	5	3	4	7	5	10
B DIFF. CULTURES CELEBRATED	6	10	6	3	4	9	3	7	6	5	5	6	6	6	2	2	7	9
L DIVERSITY AN ASSET TO CITY	5	7	2	7	4	2	6	2	4	7	5	6	7	3	2	1	2	9
K GREAT PLACE TO RAISE A FAMILY	4	10	1	6	0	6	2	1	3	5	3	6	4	3	3	5	0	7
C PUBLIC INFRAST. TOP PRIORITY	4	3	5	3	4	6	0	3	2	5	3	2	4	1	2	0	3	3
A PROUD TO LIVE IN MILPITAS	3	9	2	2	2	0	2	3	3	3	2	5	2	1	3	0	2	3
D RECOMMEND AS A PLACE TO LIVE	2	5	0	2	3	3	0	0	2	3	2	3	0	1	3	0	5	4
H PUBLIC SAFETY/TOP PRIORITY	1	3	1	1	0	4	0	0	0	2	1	1	3	2	0	2	0	2

Table 6: Q4 STATEMENTS ABOUT MILPITAS AGREEMENT MATRIX SUMMARY TABLE (DK/NA)

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
F GENERALLY WELCOMED	14	13	16	11	18	12	15	15	15	8	10	19	19	14	26	0	11
J OPEN/ACCOUNTABLE TO PUBLIC	12	13	14	10	12	14	4	13	19	13	7	13	15	14	0	9	9
I TRUST TO MANAGE TAX DOLLARS	11	11	9	10	14	4	11	16	9	6	10	12	13	12	0	0	9
G GREAT PLACE FOR SENIORS	11	13	9	9	12	7	11	14	10	8	12	14	10	11	13	0	25
E TRUST TO PLAN FOR FUTURE	7	11	7	6	5	7	5	12	6	6	6	12	6	8	13	0	0
B DIFF. CULTURES CELEBRATED	6	6	4	4	8	5	4	5	8	7	5	4	6	5	9	5	5
L DIVERSITY AN ASSET TO CITY	5	2	2	5	12	2	6	2	8	1	4	3	11	6	0	0	9
K GREAT PLACE TO RAISE A FAMILY	4	3	7	3	4	5	2	4	4	2	4	6	3	5	0	0	0
C PUBLIC INFRAST. TOP PRIORITY	4	1	3	7	3	0	5	2	6	1	4	3	7	3	13	0	8
A PROUD TO LIVE IN MILPITAS	3	4	3	2	2	4	2	5	2	4	2	5	2	3	0	0	0
D RECOMMEND AS A PLACE TO LIVE	2	4	2	1	3	3	1	3	2	1	2	5	1	3	0	0	0
H PUBLIC SAFETY/TOP PRIORITY	1	3	0	1	2	1	0	2	3	1	0	2	3	1	0	9	0

	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR			
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
		18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	795	88	130	111	109	236	104	185	163	359	162	270	262
F GENERALLY WELCOMED	14	19	19	21	16	10	15	11	12	11	15	11	14
J OPEN/ACCOUNTABLE TO PUBLIC	12	14	18	22	9	12	12	8	15	11	8	9	10
I TRUST TO MANAGE TAX DOLLARS	11	13	13	10	13	11	10	11	9	10	8	10	7
G GREAT PLACE FOR SENIORS	11	22	7	12	12	8	15	10	12	8	14	10	11
E TRUST TO PLAN FOR FUTURE	7	9	12	9	12	10	1	12	2	8	2	9	3
B DIFF. CULTURES CELEBRATED	6	5	7	6	6	4	7	4	7	5	5	5	5
L DIVERSITY AN ASSET TO CITY	5	4	10	4	11	5	1	1	5	4	3	1	5
K GREAT PLACE TO RAISE A FAMILY	4	10	11	10	9	3	1	3	1	2	2	2	1
C PUBLIC INFRAST. TOP PRIORITY	4	2	5	4	4	3	2	1	5	5	1	1	6
A PROUD TO LIVE IN MILPITAS	3	4	5	4	5	4	1	5	1	3	1	4	1
D RECOMMEND AS A PLACE TO LIVE	2	0	4	2	3	4	2	5	1	3	2	4	1
H PUBLIC SAFETY/TOP PRIORITY	1	5	0	2	2	1	3	2	2	1	2	1	1

Table 7: Q5 MILPITAS DESCRIPTION ACCURACY MATRIX SUMMARY TABLE (TOTAL WELL)

	DATA COLLECTN										QB AGE									
	QA CELL PHONE			MODE		A/B SPLIT		CONTACT METHOD												
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	140	71	199	199	398	397	199	189	11	85	79	75	60	74	23	236	154	60	
E YOU CAN BE YOURSELF	90	95	97	96	85	90	0	96	84	100	93	94	91	85	89	95	93	88	91	
A DIVERSE	89	94	94	94	85	89	0	94	85	89	94	92	85	88	88	92	90	89	87	
C SAFE	89	96	99	97	82	89	0	97	81	88	92	90	84	90	89	89	89	89	91	
K GREAT LOCATION	87	83	100	88	86	0	87	88	86	83	86	90	78	86	95	88	85	90	95	
F ACCEPTING	86	92	90	92	81	86	0	92	81	86	92	89	87	80	84	76	89	82	77	
D GOOD PLACE TO LIVE, PLAY	81	91	94	92	70	81	0	92	70	80	88	82	76	79	78	80	82	78	75	
G GROWING	77	81	87	83	71	0	77	83	70	78	77	80	81	69	78	59	79	72	72	
L INCLUSIVE	72	77	75	76	69	0	72	76	68	73	76	72	70	77	75	42	73	71	58	
H THRIVING	71	79	88	82	60	0	71	82	61	59	78	71	68	66	72	62	73	68	67	
I UP AND COMING	66	69	85	74	57	0	66	74	57	72	66	62	68	61	65	71	65	65	65	
B EXCITING	46	60	61	60	32	46	0	60	33	18	45	48	45	49	43	58	46	47	44	
J AFFORDABLE	42	40	50	43	42	0	42	43	41	56	39	37	33	38	57	58	36	50	51	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
	398	111	52	56	24	38	52	175	268	195	195	99	107	115	68	207	183	209	121	93
E YOU CAN BE YOURSELF	90	87	83	92	94	98	99	96	93	91	92	96	87	91	89	91	90	96	75	98
A DIVERSE	89	92	84	86	94	97	92	92	90	89	89	93	87	87	92	90	89	95	83	86
C SAFE	89	90	90	89	88	96	95	92	91	91	88	93	88	88	88	90	88	96	78	91
K GREAT LOCATION	87	82	91	84	84	93	90	87	89	84	90	85	86	91	86	86	89	93	74	88
F ACCEPTING	86	82	85	85	91	94	94	91	88	88	86	92	77	89	90	84	90	95	73	87
D GOOD PLACE TO LIVE, PLAY	81	75	80	86	78	96	93	89	85	83	80	91	72	86	73	81	81	92	62	85
G GROWING	77	66	81	77	85	84	80	80	81	73	81	73	78	77	79	76	78	91	51	76
L INCLUSIVE	72	68	74	72	63	88	86	78	75	80	66	67	77	73	74	72	73	79	56	77
H THRIVING	71	67	86	57	75	83	79	72	74	71	72	78	72	70	64	75	67	87	40	70
I UP AND COMING	66	60	80	55	56	77	73	65	68	65	68	73	62	65	65	67	65	81	44	55
B EXCITING	46	41	48	33	55	57	63	51	49	46	47	59	38	45	39	48	43	58	32	41
J AFFORDABLE	42	44	29	52	29	56	54	50	43	42	43	42	45	39	44	44	41	47	30	45

Table 7: Q5 MILPITAS DESCRIPTION ACCURACY MATRIX SUMMARY TABLE (TOTAL WELL)

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	326	90	87	140	210	51	89	20	298	72	34	153	239	59	19	118	35
E YOU CAN BE YOURSELF	90	99	68	96	71	78	83	96	87	97	64	95	71	86	86	94	91	62	91	70
A DIVERSE	89	96	48	94	75	85	88	91	87	98	70	93	78	78	87	91	95	82	90	75
C SAFE	89	99	63	94	73	86	88	93	76	99	45	96	63	87	86	91	95	51	93	64
K GREAT LOCATION	87	96	53	91	66	79	82	93	74	99	57	91	68	89	83	90	91	73	86	73
F ACCEPTING	86	97	31	94	61	80	84	91	74	99	54	93	64	78	79	91	89	47	85	57
D GOOD PLACE TO LIVE, PLAY	81	96	46	90	52	71	74	88	73	95	38	90	50	71	72	87	74	45	76	54
G GROWING	77	92	29	82	52	66	71	85	60	89	43	83	51	76	71	80	75	71	70	75
L INCLUSIVE	72	84	30	76	54	74	72	74	65	81	51	77	54	64	65	77	81	47	72	41
H THRIVING	71	85	8	78	36	62	64	78	62	92	32	80	43	51	67	74	73	56	73	50
I UP AND COMING	66	85	18	71	39	58	64	69	53	87	24	75	32	47	58	70	66	39	61	46
B EXCITING	46	74	19	54	19	33	35	58	31	69	31	54	24	16	40	50	47	16	43	32
J AFFORDABLE	42	53	13	47	21	27	32	52	30	62	19	48	22	31	40	43	47	42	42	36

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME		Q18 OWN/RENT HOME		Q19 INCOME						
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	67	97	94	42	37	111	194	197	248	136	68	83	49	45	23	74
E YOU CAN BE YOURSELF	90	93	87	94	90	87	87	93	90	92	91	92	94	89	92	96	79	94
A DIVERSE	89	88	86	93	92	89	83	87	88	92	91	88	88	91	99	91	87	88
C SAFE	89	88	84	94	93	79	92	90	92	88	88	92	89	85	99	95	67	87
K GREAT LOCATION	87	89	84	86	83	94	93	80	85	88	85	90	87	89	90	87	88	78
F ACCEPTING	86	82	87	93	85	85	84	87	85	90	87	86	82	94	91	88	79	86
D GOOD PLACE TO LIVE, PLAY	81	78	77	90	84	70	79	86	84	79	82	82	86	83	86	83	81	77
G GROWING	77	76	79	81	73	77	74	78	77	77	76	81	67	74	83	91	71	80
L INCLUSIVE	72	70	68	76	76	67	70	67	68	77	75	66	59	84	80	70	78	73
H THRIVING	71	71	76	66	70	70	80	71	71	73	68	83	70	77	75	75	72	65
I UP AND COMING	66	62	67	74	59	62	73	68	68	64	62	79	72	68	72	66	61	57
B EXCITING	46	43	50	54	43	36	51	57	52	42	46	51	54	46	61	37	31	38
J AFFORDABLE	42	35	48	34	49	47	42	39	44	40	48	31	44	47	46	25	47	47

Table 7: Q5 MILPITAS DESCRIPTION ACCURACY MATRIX SUMMARY TABLE (TOTAL WELL)

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	398	116	81	118	76	97	114	100	85	93	99	104	93	357	20	19	14
E YOU CAN BE YOURSELF	90	92	89	94	88	92	91	90	92	91	90	91	95	89	100	100	100
A DIVERSE	89	90	88	91	89	90	89	89	89	88	89	90	92	90	74	91	69
C SAFE	89	91	91	88	88	95	87	88	88	93	92	89	86	88	91	100	100
K GREAT LOCATION	87	82	88	88	92	81	89	87	91	83	87	85	92	87	88	87	94
F ACCEPTING	86	88	86	91	77	89	80	87	93	85	85	92	88	87	62	100	79
D GOOD PLACE TO LIVE, PLAY	81	84	80	82	76	87	76	80	85	88	82	79	81	80	75	93	100
G GROWING	77	76	68	83	78	70	81	77	81	74	81	74	81	76	88	85	80
L INCLUSIVE	72	75	85	72	55	81	65	80	68	77	62	83	70	71	74	81	80
H THRIVING	71	72	68	74	68	75	75	67	69	68	75	74	72	69	100	87	58
I UP AND COMING	66	64	65	69	66	66	69	64	67	66	72	65	64	64	95	69	64
B EXCITING	46	43	51	49	44	51	47	43	45	53	51	40	44	45	53	78	36
J AFFORDABLE	42	36	47	36	54	42	45	41	41	49	41	36	46	42	25	54	47

	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR			
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	398	45	67	56	55	123	57	96	84	181	81	135	131
E YOU CAN BE YOURSELF	90	91	84	90	85	95	98	94	98	93	92	91	95
A DIVERSE	89	96	89	91	92	92	93	91	93	90	90	89	90
C SAFE	89	92	89	92	88	91	93	91	92	90	92	91	92
K GREAT LOCATION	87	73	88	82	82	87	88	85	89	88	91	85	92
F ACCEPTING	86	91	77	82	83	89	94	90	92	89	86	90	88
D GOOD PLACE TO LIVE, PLAY	81	79	72	74	77	88	91	90	88	85	85	88	83
G GROWING	77	82	55	60	73	76	87	79	81	79	86	78	85
L INCLUSIVE	72	74	65	80	58	77	80	85	71	73	77	80	69
H THRIVING	71	75	61	61	74	66	83	72	72	73	75	75	73
I UP AND COMING	66	56	63	51	71	61	70	69	61	68	65	70	67
B EXCITING	46	42	43	41	43	49	57	49	53	48	52	48	50
J AFFORDABLE	42	48	40	39	49	40	70	48	52	35	60	43	42

Table 8: Q5 MILPITAS DESCRIPTION ACCURACY MATRIX SUMMARY TABLE (TOTAL NOT WELL)

	DATA COLLECTN																			
	QA CELL PHONE		MODE		A/B SPLIT		CONTACT METHOD			QB AGE										
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	140	71	199	199	398	397	199	189	11	85	79	75	60	74	23	236	154	60	
J AFFORDABLE	56	59	45	55	57	0	56	55	57	44	60	62	66	58	41	39	62	47	46	
B EXCITING	51	38	35	37	64	51	0	37	64	71	55	46	53	45	54	37	52	48	51	
I UP AND COMING	28	20	12	18	38	0	28	18	38	28	27	32	28	32	26	20	29	28	30	
H THRIVING	25	15	12	14	35	0	25	14	35	35	16	23	30	34	21	35	22	28	27	
L INCLUSIVE	18	17	9	15	21	0	18	15	22	18	20	21	27	15	12	6	22	12	14	
D GOOD PLACE TO LIVE, PLAY	18	8	2	6	29	18	0	6	30	20	12	18	22	17	22	14	17	19	24	
G GROWING	17	11	9	10	24	0	17	10	24	13	16	12	16	28	12	32	15	21	20	
K GREAT LOCATION	12	17	0	12	13	0	12	12	13	11	14	9	22	14	5	9	15	9	3	
C SAFE	10	3	1	2	18	10	0	2	19	12	8	8	16	10	11	11	10	11	9	
F ACCEPTING	10	7	3	5	15	10	0	5	15	7	8	8	7	18	13	6	8	14	14	
E YOU CAN BE YOURSELF	9	4	3	3	14	9	0	3	15	0	7	5	9	10	11	5	7	10	9	
A DIVERSE	8	4	4	4	12	8	0	4	12	11	6	6	11	10	10	5	7	9	10	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	24	38	52	175	268	195	195	99	107	115	68	207	183	209	121	93
J AFFORDABLE	56	51	71	46	71	44	44	49	56	57	55	55	53	59	56	54	58	51	70	49
B EXCITING	51	55	52	62	43	36	37	46	48	51	50	39	58	52	56	49	53	39	67	53
I UP AND COMING	28	33	20	32	44	15	21	27	26	28	26	22	31	27	31	27	28	13	50	37
H THRIVING	25	30	14	34	25	10	19	22	21	26	23	19	21	27	34	20	29	8	57	25
L INCLUSIVE	18	14	24	17	26	8	9	14	19	15	20	19	16	19	16	17	18	10	36	15
D GOOD PLACE TO LIVE, PLAY	18	23	17	14	22	4	5	10	14	17	18	9	24	14	25	17	18	7	37	14
G GROWING	17	23	19	15	15	11	16	14	14	21	13	19	16	14	20	17	16	5	43	12
K GREAT LOCATION	12	18	9	15	16	6	10	11	11	15	9	15	14	8	14	14	10	7	25	11
C SAFE	10	9	10	11	12	4	5	8	9	9	12	7	12	11	12	10	11	4	22	9
F ACCEPTING	10	13	9	13	6	2	4	7	9	8	12	8	18	8	5	13	7	4	23	8
E YOU CAN BE YOURSELF	9	11	17	6	6	2	1	4	7	9	7	4	11	9	11	7	9	4	21	2
A DIVERSE	8	6	11	12	6	2	2	6	8	9	8	7	9	9	7	8	9	3	13	11

Table 8: Q5 MILPITAS DESCRIPTION ACCURACY MATRIX SUMMARY TABLE (TOTAL NOT WELL)

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	326	90	87	140	210	51	89	20	298	72	34	153	239	59	19	118	35
J AFFORDABLE	56	42	87	51	79	70	66	47	66	38	81	51	78	58	60	54	53	58	58	64
B EXCITING	51	23	81	42	79	61	61	40	67	29	69	43	75	72	58	46	50	84	55	66
I UP AND COMING	28	7	70	23	52	37	32	21	43	7	76	20	62	29	37	21	32	56	33	52
H THRIVING	25	9	92	18	59	36	35	16	32	2	68	17	55	33	31	20	27	40	26	45
L INCLUSIVE	18	7	70	14	38	19	20	14	29	6	44	13	40	13	24	14	7	39	18	46
D GOOD PLACE TO LIVE, PLAY	18	4	54	9	46	28	24	11	27	5	62	10	50	16	27	12	26	47	24	41
G GROWING	17	4	59	12	39	29	22	8	38	2	48	12	42	9	24	12	22	18	26	19
K GREAT LOCATION	12	4	47	8	33	21	18	7	23	1	43	9	30	11	16	10	9	23	14	23
C SAFE	10	1	37	6	27	14	12	6	24	0	55	4	37	13	14	9	5	49	7	36
F ACCEPTING	10	1	66	3	34	17	14	5	22	0	43	6	29	11	17	6	6	49	12	37
E YOU CAN BE YOURSELF	9	1	32	4	25	19	14	4	13	3	34	4	27	9	12	6	8	28	9	24
A DIVERSE	8	3	39	5	20	12	10	6	12	0	26	5	21	3	10	7	5	8	8	16

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME		Q18 OWN/RENT HOME		Q19 INCOME						
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	67	97	94	42	37	111	194	197	248	136	68	83	49	45	23	74
J AFFORDABLE	56	63	50	62	50	53	58	61	53	58	50	67	49	50	54	73	53	53
B EXCITING	51	52	46	45	54	62	49	39	45	56	50	46	44	48	39	58	69	61
I UP AND COMING	28	25	27	23	37	28	21	28	27	28	32	13	11	27	26	34	33	33
H THRIVING	25	19	23	30	25	27	20	24	24	24	29	13	17	22	22	25	25	29
L INCLUSIVE	18	15	27	18	16	22	8	26	20	16	16	21	17	12	19	22	19	19
D GOOD PLACE TO LIVE, PLAY	18	19	23	10	14	27	21	14	14	20	17	16	13	17	11	17	19	23
G GROWING	17	11	17	16	20	19	24	15	18	15	19	12	16	21	13	9	25	16
K GREAT LOCATION	12	9	16	14	17	4	7	19	15	11	14	10	11	11	9	13	12	21
C SAFE	10	10	16	6	7	21	8	10	8	12	12	7	11	14	1	5	33	13
F ACCEPTING	10	16	9	5	11	9	11	10	12	8	9	13	15	5	7	12	14	6
E YOU CAN BE YOURSELF	9	5	13	6	9	10	13	7	8	7	8	7	6	11	5	4	21	6
A DIVERSE	8	9	12	6	5	7	14	10	10	5	7	9	10	5	1	6	13	11

Table 8: Q5 MILPITAS DESCRIPTION ACCURACY MATRIX SUMMARY TABLE (TOTAL NOT WELL)

	Total	GENDER BY AGE				EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
		MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	398	116	81	118	76	97	114	100	85	93	99	104	93	357	20	19	14
J AFFORDABLE	56	62	51	63	43	56	53	58	57	50	57	63	53	56	75	40	53
B EXCITING	51	52	47	50	50	47	49	53	53	44	45	56	55	52	47	22	64
I UP AND COMING	28	29	29	27	27	27	26	29	27	29	24	26	29	31	5	13	0
H THRIVING	25	24	28	20	29	20	20	30	27	28	19	22	25	27	0	13	22
L INCLUSIVE	18	22	7	21	18	16	19	14	21	17	21	13	18	19	26	10	0
D GOOD PLACE TO LIVE, PLAY	18	16	18	16	20	12	21	20	14	12	16	20	18	19	11	0	0
G GROWING	17	19	24	10	17	21	14	19	12	23	12	17	13	18	12	6	0
K GREAT LOCATION	12	18	12	12	6	19	11	12	8	17	12	14	7	13	12	13	6
C SAFE	10	9	9	11	12	5	13	12	10	7	8	11	12	11	9	0	0
F ACCEPTING	10	8	9	6	20	9	17	8	5	12	12	6	9	10	12	0	21
E YOU CAN BE YOURSELF	9	7	11	6	8	8	7	10	8	9	8	8	5	10	0	0	0
A DIVERSE	8	9	9	6	9	9	8	9	8	12	8	6	5	8	12	0	31

	Total	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR			
		18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	398	45	67	56	55	123	57	96	84	181	81	135	131
J AFFORDABLE	56	50	53	58	46	58	30	51	47	64	40	56	57
B EXCITING	51	55	53	56	53	48	38	47	44	49	45	48	48
I UP AND COMING	28	40	29	36	29	30	23	27	28	25	29	25	26
H THRIVING	25	21	37	37	24	28	12	23	22	21	21	20	22
L INCLUSIVE	18	20	10	10	18	17	9	12	17	22	14	18	21
D GOOD PLACE TO LIVE, PLAY	18	21	24	24	21	12	7	10	10	15	13	12	15
G GROWING	17	11	32	29	19	15	11	17	12	15	13	18	10
K GREAT LOCATION	12	27	12	18	18	12	10	14	9	12	7	15	7
C SAFE	10	6	11	8	10	9	7	9	8	10	8	9	8
F ACCEPTING	10	5	17	9	15	8	4	7	6	8	10	8	9
E YOU CAN BE YOURSELF	9	9	12	10	10	4	2	5	2	6	8	9	5
A DIVERSE	8	1	9	9	3	6	3	6	5	8	8	8	7

Table 9: Q7 MILPITAS SAFETY MATRIX SUMMARY TABLE (TOTAL SAFE)

	DATA COLLECTN										QB AGE									
	QA CELL PHONE			MODE		A/B SPLIT		CONTACT METHOD												
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
D IN YOUR NEIGHBORHOOD	89	95	94	95	83	90	88	95	83	77	91	89	88	87	92	83	89	89	87	
E IN THE CITY PARK CLOSEST	85	92	93	92	78	85	85	92	78	85	89	82	85	85	87	84	85	86	83	
B WALKING IN MILPITAS	83	92	90	91	75	85	82	91	76	69	85	80	88	79	87	77	85	82	80	
C DRIVING IN MILPITAS	82	88	89	89	75	82	82	89	76	67	85	86	79	82	84	68	83	81	76	
A BICYCLING IN MILPITAS	65	74	77	75	54	67	63	75	54	52	77	63	63	61	63	56	68	61	54	
	QC RACE/ETHNICITY									QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
D IN YOUR NEIGHBORHOOD	89	89	94	85	84	90	97	88	90	90	88	91	89	90	86	90	88	95	77	90
E IN THE CITY PARK CLOSEST	85	85	88	82	82	91	87	86	87	87	84	91	83	85	84	86	85	91	77	83
B WALKING IN MILPITAS	83	84	83	78	85	87	90	84	84	84	83	88	80	85	80	84	83	90	73	81
C DRIVING IN MILPITAS	82	73	85	85	89	90	89	87	87	82	82	81	80	86	82	80	85	92	67	79
A BICYCLING IN MILPITAS	65	55	75	55	74	76	79	69	69	69	61	73	61	65	61	67	63	72	56	61
	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
D IN YOUR NEIGHBORHOOD	89	99	60	93	73	80	83	93	88	99	55	94	67	83	84	93	92	63	89	66
E IN THE CITY PARK CLOSEST	85	92	58	90	68	79	81	88	84	92	52	91	64	76	83	87	92	56	88	66
B WALKING IN MILPITAS	83	91	48	89	62	75	80	87	77	94	56	89	62	79	79	86	89	62	83	64
C DRIVING IN MILPITAS	82	93	40	88	60	73	73	88	82	94	50	88	61	75	77	85	86	55	82	61
A BICYCLING IN MILPITAS	65	76	30	70	45	53	57	70	66	76	40	71	46	46	57	70	60	47	58	54

Table 9: Q7 MILPITAS SAFETY MATRIX SUMMARY TABLE (TOTAL SAFE)

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K- \$90K	\$90K- \$120K	\$120K- \$150K	\$150K- \$180K	\$180K+
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140
D IN YOUR NEIGHBORHOOD	89	85	82	93	93	91	83	87	88	91	88	91	89	89	95	98	86	85
E IN THE CITY PARK CLOSEST	85	84	81	88	88	87	76	86	87	86	85	86	82	84	91	90	85	85
B WALKING IN MILPITAS	83	79	80	83	90	90	75	83	83	85	83	85	83	87	90	92	72	79
C DRIVING IN MILPITAS	82	79	79	86	86	87	68	86	82	83	83	81	80	80	88	86	80	82
A BICYCLING IN MILPITAS	65	56	61	64	76	67	61	64	63	68	65	67	64	75	68	75	51	57

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
D IN YOUR NEIGHBORHOOD	89	90	91	90	87	93	87	88	90	89	88	92	90	88	97	98	100
E IN THE CITY PARK CLOSEST	85	89	85	83	87	88	85	88	82	88	87	89	83	85	92	92	85
B WALKING IN MILPITAS	83	87	81	84	83	85	83	84	84	85	81	84	88	82	91	97	85
C DRIVING IN MILPITAS	82	84	82	84	81	80	80	85	85	83	82	84	83	81	92	92	86
A BICYCLING IN MILPITAS	65	69	69	67	53	70	64	69	57	66	60	72	65	63	87	92	53

	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR				
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	795	88	130	111	109	236	104	185	163	359	162	270	262
D IN YOUR NEIGHBORHOOD	89	91	88	91	88	88	90	88	89	90	90	90	89
E IN THE CITY PARK CLOSEST	85	87	83	80	90	83	91	91	80	86	89	91	83
B WALKING IN MILPITAS	83	90	80	82	87	81	91	82	87	84	85	85	83
C DRIVING IN MILPITAS	82	83	70	71	77	85	92	87	87	85	91	87	87
A BICYCLING IN MILPITAS	65	65	50	63	48	67	75	70	68	69	71	71	68

Table 10: Q7 MILPITAS SAFETY MATRIX SUMMARY TABLE (TOTAL UNSAFE)

	DATA COLLECTN										QB AGE									
	QA CELL PHONE		MODE		A/B SPLIT		CONTACT METHOD													
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
A BICYCLING IN MILPITAS	14	11	8	10	17	14	13	10	17	25	12	14	17	12	14	4	14	12	14	
C DRIVING IN MILPITAS	10	6	5	6	15	10	10	6	15	13	8	9	13	10	8	12	10	9	11	
B WALKING IN MILPITAS	9	6	4	6	13	9	10	6	13	18	11	11	8	8	9	3	10	8	9	
D IN YOUR NEIGHBORHOOD	6	3	3	3	10	6	7	3	10	18	6	6	8	7	5	0	7	5	5	
E IN THE CITY PARK CLOSEST	6	4	2	4	8	6	6	4	8	8	7	5	5	5	5	3	6	5	5	
	QC RACE/ETHNICITY										QD GENDER		QE EDUCATION					Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
A BICYCLING IN MILPITAS	14	14	13	19	15	9	8	13	13	11	16	9	14	14	17	12	15	8	24	12
C DRIVING IN MILPITAS	10	17	9	5	9	1	4	4	6	10	10	7	15	7	10	11	8	3	21	11
B WALKING IN MILPITAS	9	7	13	13	9	7	4	9	10	8	10	6	12	7	11	9	9	4	19	9
D IN YOUR NEIGHBORHOOD	6	4	5	9	10	7	2	7	7	6	7	4	6	7	8	5	8	3	15	4
E IN THE CITY PARK CLOSEST	6	4	6	8	11	4	5	7	6	4	6	6	6	4	6	6	5	2	12	7
	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
A BICYCLING IN MILPITAS	14	7	54	9	32	26	20	9	14	7	38	10	28	13	18	10	10	28	16	26
C DRIVING IN MILPITAS	10	2	42	6	25	20	16	7	8	5	40	5	28	20	12	9	6	39	8	27
B WALKING IN MILPITAS	9	4	45	5	28	19	13	6	12	4	35	6	25	11	11	8	5	30	8	21
D IN YOUR NEIGHBORHOOD	6	1	32	3	19	13	10	4	8	1	31	3	21	8	10	4	3	28	6	25
E IN THE CITY PARK CLOSEST	6	1	30	3	17	11	7	4	11	2	32	2	22	6	9	4	1	27	5	21

Table 10: Q7 MILPITAS SAFETY MATRIX SUMMARY TABLE (TOTAL UNSAFE)

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K- \$90K	\$90K- \$120K	\$120K- \$150K	\$150K- \$180K	\$180K+
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140
A BICYCLING IN MILPITAS	14	15	14	14	10	14	14	18	17	9	14	12	14	11	13	7	27	19
C DRIVING IN MILPITAS	10	13	11	7	8	10	17	8	9	10	8	12	9	10	10	9	14	10
B WALKING IN MILPITAS	9	12	14	9	7	4	11	11	9	9	9	10	12	8	1	5	21	10
D IN YOUR NEIGHBORHOOD	6	9	10	3	6	4	7	10	8	4	6	5	6	6	3	1	10	9
E IN THE CITY PARK CLOSEST	6	5	8	5	5	5	9	8	7	4	6	5	11	5	1	1	9	7

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
A BICYCLING IN MILPITAS	14	12	9	16	16	7	16	14	16	14	20	8	9	14	8	3	34
C DRIVING IN MILPITAS	10	8	10	10	9	11	11	8	9	9	8	9	11	11	4	3	0
B WALKING IN MILPITAS	9	7	9	12	7	8	10	7	10	8	9	9	10	10	9	3	15
D IN YOUR NEIGHBORHOOD	6	6	4	6	6	2	7	8	7	7	7	4	5	7	3	2	0
E IN THE CITY PARK CLOSEST	6	3	5	7	4	4	7	4	5	5	7	3	5	6	3	3	15

	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR				
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	795	88	130	111	109	236	104	185	163	359	162	270	262
A BICYCLING IN MILPITAS	14	15	12	12	15	16	6	12	14	14	11	10	16
C DRIVING IN MILPITAS	10	15	17	21	13	5	1	5	4	7	2	5	7
B WALKING IN MILPITAS	9	6	7	11	2	11	3	8	9	11	7	7	12
D IN YOUR NEIGHBORHOOD	6	6	3	5	3	7	5	7	8	6	6	6	7
E IN THE CITY PARK CLOSEST	6	2	4	6	1	8	3	3	10	6	4	3	9

Table 11: Q7 MILPITAS SAFETY MATRIX SUMMARY TABLE (NEITHER SAFE NOR UNSAFE/DK/NA)

	DATA COLLECTN																			
	QA CELL PHONE			MODE		A/B SPLIT		CONTACT METHOD			QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
A BICYCLING IN MILPITAS	22	15	15	15	28	19	24	15	29	23	11	23	20	27	22	40	18	27	32	
E IN THE CITY PARK CLOSEST	9	4	4	4	14	9	9	4	14	7	4	13	11	9	8	13	9	9	12	
C DRIVING IN MILPITAS	8	6	6	6	10	8	8	6	10	20	7	6	8	8	8	19	7	10	13	
B WALKING IN MILPITAS	7	2	6	3	12	6	8	3	11	13	4	8	5	13	5	20	5	10	11	
D IN YOUR NEIGHBORHOOD	5	2	4	2	7	4	5	2	7	6	3	4	5	6	3	17	4	6	8	
	QC RACE/ETHNICITY									QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
A BICYCLING IN MILPITAS	22	31	12	26	11	14	12	18	18	21	23	17	25	22	22	21	22	20	20	28
E IN THE CITY PARK CLOSEST	9	12	6	10	7	4	8	8	7	8	10	4	11	10	10	8	10	7	11	11
C DRIVING IN MILPITAS	8	9	5	10	3	9	7	8	7	8	8	13	6	7	8	9	7	5	11	11
B WALKING IN MILPITAS	7	10	3	9	6	6	6	7	6	8	6	5	8	7	10	7	8	5	9	10
D IN YOUR NEIGHBORHOOD	5	6	1	6	6	3	1	4	4	4	5	5	5	3	6	5	4	2	8	6
	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
A BICYCLING IN MILPITAS	22	16	16	21	22	21	23	22	20	16	22	19	26	41	25	20	30	25	26	21
E IN THE CITY PARK CLOSEST	9	6	13	8	14	10	12	8	5	5	16	7	14	18	8	9	8	17	7	13
C DRIVING IN MILPITAS	8	4	18	6	15	7	12	5	10	2	10	7	12	5	11	7	8	6	10	13
B WALKING IN MILPITAS	7	4	7	6	11	6	7	7	11	2	9	6	12	10	10	5	6	8	8	15
D IN YOUR NEIGHBORHOOD	5	1	8	4	8	7	7	3	4	0	14	3	12	9	6	4	5	9	5	9

Table 11: Q7 MILPITAS SAFETY MATRIX SUMMARY TABLE (NEITHER SAFE NOR UNSAFE/DK/NA)

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K- \$90K	\$90K- \$120K	\$120K- \$150K	\$150K- \$180K	\$180K+
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140
A BICYCLING IN MILPITAS	22	28	26	22	14	19	24	18	20	23	21	21	22	15	19	18	22	23
E IN THE CITY PARK CLOSEST	9	11	11	7	7	8	15	6	7	10	9	9	7	10	8	10	6	8
C DRIVING IN MILPITAS	8	8	11	7	6	4	15	6	9	7	9	6	11	10	2	4	6	9
B WALKING IN MILPITAS	7	9	7	8	3	6	14	6	9	5	9	5	5	5	9	3	7	11
D IN YOUR NEIGHBORHOOD	5	5	8	3	2	4	10	4	4	5	5	4	5	6	1	2	4	6

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
A BICYCLING IN MILPITAS	22	19	22	17	31	23	20	17	26	21	20	19	26	24	5	5	13
E IN THE CITY PARK CLOSEST	9	8	10	10	9	8	7	8	13	7	6	8	13	10	5	5	0
C DRIVING IN MILPITAS	8	8	8	6	10	9	9	7	7	9	9	7	6	8	5	5	14
B WALKING IN MILPITAS	7	6	10	5	9	7	7	9	6	7	10	8	2	8	0	0	0
D IN YOUR NEIGHBORHOOD	5	4	5	4	7	5	6	4	4	4	5	4	5	5	0	0	0

	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR				
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	795	88	130	111	109	236	104	185	163	359	162	270	262
A BICYCLING IN MILPITAS	22	20	38	26	37	17	19	17	18	17	18	19	17
E IN THE CITY PARK CLOSEST	9	11	12	13	9	9	6	6	9	8	6	6	8
C DRIVING IN MILPITAS	8	2	14	7	11	9	6	8	9	8	7	8	7
B WALKING IN MILPITAS	7	3	13	7	11	8	5	10	4	6	8	8	4
D IN YOUR NEIGHBORHOOD	5	3	9	3	9	5	4	5	4	4	4	4	3

Table 12: Q9 IMPORTANCE OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (EXTREMELY IMPORTANT)

	DATA COLLECTN										QB AGE								
	QA CELL PHONE			MODE		A/B SPLIT		CONTACT METHOD											
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	398	140	71	199	199	398	397	199	189	11	85	79	75	60	74	23	236	154	60
V EMERGENCY 911/FIRE RESPONSE	54	42	38	40	68	0	54	40	68	79	44	53	68	53	54	53	55	53	65
O SEWER/WASTEWATER SYSTEM	51	41	39	40	61	0	51	40	60	79	43	58	59	38	57	41	53	48	58
C POLICE PROTECTION	44	31	46	36	53	44	0	36	53	54	31	38	44	48	64	52	37	56	66
M TRAFFIC LAWS	42	35	25	32	52	0	42	32	50	77	34	43	56	32	46	38	44	39	46
D EMERGENCIES/NAT DISASTERS	41	30	38	33	49	41	0	33	49	47	52	31	43	31	50	24	42	40	48
G STREETS AND ROADS	41	27	35	30	51	41	0	30	53	22	42	31	37	36	59	40	37	48	60
B PUBLIC PARKS	36	27	34	30	41	36	0	30	41	48	35	45	37	26	38	30	39	32	42
U SUSTAINABLE LIVING PROGRAMS	35	28	31	29	42	0	35	29	42	45	36	40	42	28	38	15	39	31	33
K AFFORDABLE HOUSING POLICIES	34	27	25	26	41	34	0	26	41	38	47	34	30	22	35	27	37	29	35
H PUBLIC FACILITIES	33	21	23	22	44	33	0	22	43	53	35	40	27	22	41	19	34	31	42
N AFTER-SCHOOL PROGRAMS	32	28	34	29	35	0	32	29	36	32	30	34	43	24	34	12	35	27	31
R COMMUNITY INFORMED	32	29	24	27	38	0	32	27	37	42	36	33	46	22	29	6	38	23	24
Q NEW EMPLOYERS AND JOBS	27	21	21	21	33	0	27	21	31	72	22	33	36	27	26	14	30	24	26
T BUSINESS PERMITS/LICENSES	27	22	28	24	30	0	27	24	28	70	29	26	27	24	33	22	27	28	28
P ARTS/CULTURAL DIVERSITY	26	25	28	26	27	0	26	26	26	28	31	29	33	19	18	16	31	18	17
E SENIORS PROGRAMS	25	22	22	22	29	25	0	22	30	12	29	21	25	19	36	29	25	28	43
J NEW BUSINESSES/COMPANIES	23	20	22	21	26	23	0	21	26	26	13	25	24	28	31	16	21	28	31
S CELEBRATE DIVERSITY	23	20	25	21	25	0	23	21	25	17	28	28	20	18	20	12	26	18	15
A RECREATION OPPORTUNITIES	23	16	21	18	28	23	0	18	27	39	31	26	19	10	26	14	26	18	23
L HOMELESS SERVICES	22	22	19	21	23	22	0	21	24	5	43	20	16	12	22	6	27	16	22
I GOVERNMENT OPPORTUNITIES	19	18	20	19	20	19	0	19	20	17	21	29	6	20	21	16	19	20	22
F BICYCLE LANES AND PATHS	19	13	14	14	24	19	0	14	24	31	26	25	16	16	17	4	22	15	14

Table 12: Q9 IMPORTANCE OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (EXTREMELY IMPORTANT)

	QC RACE/ETHNICITY									QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	24	38	52	175	268	195	195	99	107	115	68	207	183	209	121	93
V EMERGENCY 911/FIRE RESPONSE	54	60	67	46	59	48	37	45	52	56	53	47	57	54	64	52	58	50	65	53
O SEWER/WASTEWATER SYSTEM	51	54	60	47	51	52	32	45	49	47	55	44	54	47	62	49	53	47	61	47
C POLICE PROTECTION	44	46	44	41	51	51	38	42	43	42	47	44	48	37	48	46	41	43	46	45
M TRAFFIC LAWS	42	44	46	33	48	44	27	37	40	38	45	31	53	38	49	42	42	36	50	45
D EMERGENCIES/NAT DISASTERS	41	40	39	32	58	43	51	44	41	38	44	38	43	40	40	41	40	43	42	36
G STREETS AND ROADS	41	44	48	32	43	44	36	38	38	42	39	42	40	38	41	41	39	36	47	41
B PUBLIC PARKS	36	34	50	23	46	49	29	33	36	32	39	30	37	34	43	33	37	35	36	37
U SUSTAINABLE LIVING PROGRAMS	35	26	44	27	47	39	43	37	39	29	42	33	38	37	33	36	36	34	40	34
K AFFORDABLE HOUSING POLICIES	34	32	38	23	51	36	34	34	34	25	41	32	41	32	24	37	29	35	33	31
H PUBLIC FACILITIES	33	30	39	25	46	44	39	35	34	33	33	23	31	41	36	28	39	35	30	32
N AFTER-SCHOOL PROGRAMS	32	30	58	21	40	28	20	25	34	24	40	29	44	28	26	37	27	30	38	30
R COMMUNITY INFORMED	32	22	44	33	35	35	27	32	36	25	39	23	42	28	34	33	30	32	35	30
Q NEW EMPLOYERS AND JOBS	27	17	42	16	36	36	21	25	31	28	27	25	30	27	30	27	28	28	30	22
T BUSINESS PERMITS/LICENSES	27	26	22	25	44	35	12	25	27	24	30	26	30	29	22	28	26	27	28	27
P ARTS/CULTURAL DIVERSITY	26	20	42	16	41	33	19	24	29	20	32	25	33	24	21	29	23	27	28	24
E SENIORS PROGRAMS	25	29	39	10	31	31	20	21	25	18	33	27	29	22	21	28	21	26	27	23
J NEW BUSINESSES/COMPANIES	23	25	23	29	22	24	16	24	22	26	20	20	22	20	34	21	25	26	24	18
S CELEBRATE DIVERSITY	23	19	33	17	36	28	10	21	25	21	25	23	29	23	15	26	20	24	21	22
A RECREATION OPPORTUNITIES	23	22	30	18	30	25	26	23	24	24	21	24	20	26	21	22	24	26	20	21
L HOMELESS SERVICES	22	20	38	8	40	21	27	20	24	17	27	21	26	22	16	24	20	25	22	17
I GOVERNMENT OPPORTUNITIES	19	20	34	7	21	15	19	14	19	16	21	24	20	12	19	22	15	20	19	17
F BICYCLE LANES AND PATHS	19	21	30	9	23	25	14	16	19	17	21	17	21	18	19	19	18	20	18	20

Table 12: Q9 IMPORTANCE OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (EXTREMELY IMPORTANT)

Base	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
	398	98	18	326	90	87	140	210	51	89	20	298	72	34	153	239	59	19	118	35
V EMERGENCY 911/FIRE RESPONSE	54	59	67	52	63	68	65	50	43	60	77	54	57	50	61	50	66	67	58	73
O SEWER/WASTEWATER SYSTEM	51	54	48	50	54	66	60	47	42	56	66	50	53	49	57	46	62	53	54	65
C POLICE PROTECTION	44	56	48	45	43	56	51	43	32	64	45	46	46	25	47	42	43	57	42	63
M TRAFFIC LAWS	42	45	62	40	48	58	55	36	30	45	61	41	52	29	46	39	55	54	43	60
D EMERGENCIES/NAT DISASTERS	41	51	38	42	39	51	51	37	32	54	39	42	42	33	47	36	36	57	45	54
G STREETS AND ROADS	41	44	25	43	33	50	49	37	33	45	53	40	48	29	42	38	36	56	39	54
B PUBLIC PARKS	36	50	25	38	29	43	44	31	29	49	37	37	32	27	37	36	35	48	36	40
U SUSTAINABLE LIVING PROGRAMS	35	41	37	35	36	46	42	33	28	39	50	35	36	36	38	34	31	39	32	55
K AFFORDABLE HOUSING POLICIES	34	38	40	33	35	31	36	30	39	40	36	33	39	25	36	32	25	43	34	39
H PUBLIC FACILITIES	33	41	15	36	23	42	41	28	30	49	18	34	27	34	37	30	33	40	37	38
N AFTER-SCHOOL PROGRAMS	32	43	50	31	38	44	39	31	22	46	22	35	29	19	34	32	37	26	33	41
R COMMUNITY INFORMED	32	44	48	31	39	42	35	32	28	36	41	32	37	29	33	33	33	35	29	41
Q NEW EMPLOYERS AND JOBS	27	32	23	26	34	30	30	25	30	35	36	27	34	16	28	27	27	20	26	35
T BUSINESS PERMITS/LICENSES	27	33	41	27	29	35	35	23	21	40	42	27	30	18	29	26	28	43	23	50
P ARTS/CULTURAL DIVERSITY	26	41	22	27	24	32	28	26	21	43	15	28	22	17	22	30	17	16	20	26
E SENIORS PROGRAMS	25	35	11	27	22	29	30	23	22	38	38	26	31	12	27	25	25	54	24	35
J NEW BUSINESSES/COMPANIES	23	34	32	24	24	21	23	21	32	31	39	24	24	16	31	19	25	40	27	45
S CELEBRATE DIVERSITY	23	30	21	24	18	25	27	22	15	38	31	25	21	13	24	23	19	24	21	34
A RECREATION OPPORTUNITIES	23	24	16	24	21	22	26	21	24	33	36	24	23	12	27	20	21	44	26	30
L HOMELESS SERVICES	22	29	15	23	17	20	25	20	23	33	29	23	21	12	26	20	24	36	25	26
I GOVERNMENT OPPORTUNITIES	19	32	7	20	17	18	19	19	18	34	40	19	24	11	19	20	14	40	14	34
F BICYCLE LANES AND PATHS	19	22	20	20	18	17	19	19	20	25	44	19	22	15	18	20	14	43	14	33

Table 12: Q9 IMPORTANCE OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (EXTREMELY IMPORTANT)

Base	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K- \$90K	\$90K- \$120K	\$120K- \$150K	\$150K- \$180K	\$180K+
	398	83	67	97	94	42	37	111	194	197	248	136	68	83	49	45	23	74
V EMERGENCY 911/FIRE RESPONSE	54	54	48	55	52	66	63	63	61	47	52	59	55	41	59	42	75	57
O SEWER/WASTEWATER SYSTEM	51	51	52	51	43	65	53	54	52	49	47	55	58	39	50	44	72	51
C POLICE PROTECTION	44	34	43	40	49	60	52	44	50	38	51	37	52	42	32	37	61	41
M TRAFFIC LAWS	42	43	44	36	38	52	47	50	45	39	40	45	37	35	37	31	60	42
D EMERGENCIES/NAT DISASTERS	41	33	50	44	40	44	40	39	39	42	42	38	50	32	28	44	50	39
G STREETS AND ROADS	41	30	44	35	43	53	52	40	40	40	44	33	43	39	42	29	53	39
B PUBLIC PARKS	36	38	35	31	37	50	23	43	38	34	38	33	31	34	34	34	53	34
U SUSTAINABLE LIVING PROGRAMS	35	27	35	40	36	45	26	38	34	36	32	42	35	33	37	30	41	30
K AFFORDABLE HOUSING POLICIES	34	27	33	28	44	43	28	26	29	39	26	44	44	38	38	25	43	21
H PUBLIC FACILITIES	33	27	36	32	35	37	32	27	30	35	35	29	36	20	32	36	50	35
N AFTER-SCHOOL PROGRAMS	32	28	29	28	36	38	44	40	38	28	28	40	48	31	36	24	39	23
R COMMUNITY INFORMED	32	34	31	32	32	34	33	37	31	34	30	33	39	33	36	27	45	23
Q NEW EMPLOYERS AND JOBS	27	32	26	26	24	31	30	38	31	22	25	32	32	16	40	20	31	30
T BUSINESS PERMITS/LICENSES	27	26	15	32	34	31	18	29	28	26	27	27	39	21	25	28	20	29
P ARTS/CULTURAL DIVERSITY	26	32	17	25	34	22	22	33	28	25	20	35	41	26	34	20	27	16
E SENIORS PROGRAMS	25	24	30	17	20	42	37	21	26	27	25	26	41	26	22	18	33	21
J NEW BUSINESSES/COMPANIES	23	32	27	13	19	28	28	30	26	21	28	20	17	22	22	16	39	36
S CELEBRATE DIVERSITY	23	27	17	15	35	25	12	30	23	23	18	29	32	25	17	17	25	18
A RECREATION OPPORTUNITIES	23	21	21	22	30	21	18	24	24	23	23	21	26	14	19	34	46	25
L HOMELESS SERVICES	22	18	20	25	29	18	17	17	15	30	20	24	33	25	26	26	16	15
I GOVERNMENT OPPORTUNITIES	19	21	22	15	16	21	23	17	20	19	17	23	37	9	17	11	31	15
F BICYCLE LANES AND PATHS	19	19	23	13	20	27	16	21	18	21	17	21	28	14	18	17	33	21

Table 12: Q9 IMPORTANCE OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (EXTREMELY IMPORTANT)

	Total	GENDER BY AGE				EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
		MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	398	116	81	118	76	97	114	100	85	93	99	104	93	357	20	19	14
V EMERGENCY 911/FIRE RESPONSE	54	55	59	54	48	56	48	57	59	64	60	48	46	57	57	46	8
O SEWER/WASTEWATER SYSTEM	51	45	51	60	45	47	51	48	59	48	56	44	54	52	72	28	16
C POLICE PROTECTION	44	39	48	36	65	46	45	38	47	47	53	38	38	45	41	43	38
M TRAFFIC LAWS	42	40	37	47	42	41	43	37	48	38	51	38	40	44	34	31	25
D EMERGENCIES/NAT DISASTERS	41	39	37	46	41	38	43	35	46	37	42	38	46	41	25	51	38
G STREETS AND ROADS	41	38	49	36	47	42	40	41	37	40	40	42	38	40	42	42	41
B PUBLIC PARKS	36	37	25	41	39	31	36	34	43	32	44	33	35	36	42	43	16
U SUSTAINABLE LIVING PROGRAMS	35	33	25	45	38	31	40	28	44	27	41	30	43	36	39	46	8
K AFFORDABLE HOUSING POLICIES	34	29	20	44	37	25	46	24	34	20	38	31	46	34	25	32	44
H PUBLIC FACILITIES	33	37	28	33	33	26	29	39	40	29	31	35	36	34	12	42	8
N AFTER-SCHOOL PROGRAMS	32	26	21	43	33	29	44	20	36	27	46	21	34	32	66	21	9
R COMMUNITY INFORMED	32	31	19	45	28	24	41	26	36	21	39	28	39	32	46	33	27
Q NEW EMPLOYERS AND JOBS	27	31	26	30	23	28	26	27	29	31	32	24	21	27	45	19	16
T BUSINESS PERMITS/LICENSES	27	27	23	27	35	22	34	28	25	28	28	21	32	29	19	7	25
P ARTS/CULTURAL DIVERSITY	26	25	14	37	23	22	36	19	28	19	36	21	29	24	60	28	20
E SENIORS PROGRAMS	25	16	23	35	33	19	36	17	27	17	34	21	34	27	30	9	9
J NEW BUSINESSES/COMPANIES	23	24	31	16	23	27	16	27	23	29	24	26	17	23	30	24	39
S CELEBRATE DIVERSITY	23	27	15	25	22	24	27	18	22	26	22	18	28	24	40	9	0
A RECREATION OPPORTUNITIES	23	27	19	24	18	24	20	25	24	25	21	23	23	24	0	35	8
L HOMELESS SERVICES	22	20	14	34	18	17	29	18	22	12	18	23	37	22	54	17	8
I GOVERNMENT OPPORTUNITIES	19	15	20	22	21	19	24	14	15	15	24	19	19	20	30	9	8
F BICYCLE LANES AND PATHS	19	19	13	25	16	18	19	16	21	13	22	21	20	20	30	0	0

Table 12: Q9 IMPORTANCE OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (EXTREMELY IMPORTANT)

	Total	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR			
		18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	398	45	67	56	55	123	57	96	84	181	81	135	131
V EMERGENCY 911/FIRE RESPONSE	54	53	63	58	63	45	47	48	43	54	45	55	48
O SEWER/WASTEWATER SYSTEM	51	53	55	51	57	46	44	39	51	52	42	45	54
C POLICE PROTECTION	44	36	55	46	48	38	57	45	39	37	56	40	45
M TRAFFIC LAWS	42	48	41	39	50	39	35	34	39	42	37	38	42
D EMERGENCIES/NAT DISASTERS	41	48	36	40	39	45	41	40	48	42	40	37	46
G STREETS AND ROADS	41	43	48	53	37	36	45	41	34	35	45	37	38
B PUBLIC PARKS	36	44	29	34	35	35	29	32	36	37	36	31	42
U SUSTAINABLE LIVING PROGRAMS	35	33	22	15	36	36	40	31	44	41	38	34	45
K AFFORDABLE HOUSING POLICIES	34	43	25	24	37	35	32	25	45	36	32	24	44
H PUBLIC FACILITIES	33	34	29	27	35	37	29	37	32	35	31	35	33
N AFTER-SCHOOL PROGRAMS	32	35	25	17	42	24	27	17	32	36	28	27	40
R COMMUNITY INFORMED	32	35	14	13	32	34	29	28	37	39	29	30	41
Q NEW EMPLOYERS AND JOBS	27	17	18	12	23	21	34	25	25	33	29	34	28
T BUSINESS PERMITS/LICENSES	27	26	26	18	33	22	33	24	27	27	30	26	28
P ARTS/CULTURAL DIVERSITY	26	29	14	11	28	24	25	18	30	32	21	24	35
E SENIORS PROGRAMS	25	32	28	26	33	20	26	15	29	24	29	15	35
J NEW BUSINESSES/COMPANIES	23	23	28	34	17	21	29	23	24	18	29	23	21
S CELEBRATE DIVERSITY	23	24	16	16	22	20	22	16	26	27	20	23	27
A RECREATION OPPORTUNITIES	23	32	16	19	25	24	17	28	17	25	21	26	21
L HOMELESS SERVICES	22	29	15	15	24	24	14	17	24	27	19	18	30
I GOVERNMENT OPPORTUNITIES	19	24	18	20	19	14	15	14	14	18	23	15	23
F BICYCLE LANES AND PATHS	19	36	11	23	17	19	10	16	16	19	18	15	23

Table 13: Q9 IMPORTANCE OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (EXTREMELY/VERY IMPORTANT)

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD			QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	398	140	71	199	199	398	397	199	189	11	85	79	75	60	74	23	236	154	60
V EMERGENCY 911/FIRE RESPONSE	92	90	95	92	93	0	92	92	92	100	86	93	94	92	97	94	91	95	94
O SEWER/WASTEWATER SYSTEM	91	87	92	88	94	0	91	88	94	100	85	94	91	92	97	94	90	94	98
D EMERGENCIES/NAT DISASTERS	86	87	88	88	85	86	0	88	85	81	86	85	83	89	92	85	85	90	89
G STREETS AND ROADS	86	82	86	83	89	86	0	83	90	80	84	80	87	94	95	73	83	93	90
H PUBLIC FACILITIES	84	79	74	77	90	84	0	77	90	94	75	92	77	89	91	74	81	88	88
B PUBLIC PARKS	83	82	84	83	84	83	0	83	83	100	83	79	81	93	90	79	81	90	83
C POLICE PROTECTION	83	80	76	79	87	83	0	79	86	93	62	89	83	90	96	91	78	93	93
M TRAFFIC LAWS	82	77	86	79	86	0	82	79	85	100	75	80	84	86	89	82	79	87	89
U SUSTAINABLE LIVING PROGRAMS	78	72	88	77	79	0	78	77	78	96	82	77	72	83	74	88	77	80	76
R COMMUNITY INFORMED	77	67	88	73	80	0	77	73	79	94	79	72	70	84	80	75	74	81	77
N AFTER-SCHOOL PROGRAMS	73	77	75	77	69	0	73	77	68	90	78	71	80	68	68	69	76	68	71
E SENIORS PROGRAMS	72	68	82	73	72	72	0	73	73	47	68	69	72	79	85	67	70	80	82
A RECREATION OPPORTUNITIES	69	73	67	71	67	69	0	71	66	93	71	77	62	72	72	55	70	70	62
Q NEW EMPLOYERS AND JOBS	69	71	71	71	66	0	69	71	65	89	64	70	75	79	67	56	69	70	64
K AFFORDABLE HOUSING POLICIES	68	75	66	72	64	68	0	72	64	69	84	70	60	63	70	53	72	65	67
T BUSINESS PERMITS/LICENSES	64	62	71	65	64	0	64	65	63	83	63	60	63	75	75	47	62	71	65
J NEW BUSINESSES/COMPANIES	61	66	57	63	59	61	0	63	58	76	49	66	59	60	73	73	57	68	66
F BICYCLE LANES AND PATHS	60	63	57	61	60	60	0	61	59	64	65	66	49	71	58	50	60	62	49
P ARTS/CULTURAL DIVERSITY	59	59	66	61	58	0	59	61	57	63	73	50	64	58	57	36	63	54	51
S CELEBRATE DIVERSITY	59	57	74	62	56	0	59	62	55	69	68	54	57	59	58	35	60	55	47
L HOMELESS SERVICES	58	69	62	66	50	58	0	66	52	28	76	61	47	58	57	32	62	55	52
I GOVERNMENT OPPORTUNITIES	58	65	53	61	55	58	0	61	55	54	57	61	48	65	62	61	56	63	61

Table 13: Q9 IMPORTANCE OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (EXTREMELY/VERY IMPORTANT)

	QC RACE/ETHNICITY									QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	24	38	52	175	268	195	195	99	107	115	68	207	183	209	121	93
V EMERGENCY 911/FIRE RESPONSE	92	89	95	95	98	94	89	92	94	94	91	93	91	91	95	92	92	93	92	91
O SEWER/WASTEWATER SYSTEM	91	94	90	91	97	90	83	89	90	88	95	93	92	88	95	92	90	92	90	91
D EMERGENCIES/NAT DISASTERS	86	87	86	81	91	85	95	87	87	84	90	93	88	83	78	91	81	91	82	83
G STREETS AND ROADS	86	87	80	71	92	94	95	87	86	86	87	89	89	82	84	89	83	86	89	84
H PUBLIC FACILITIES	84	78	83	92	80	85	91	88	87	83	85	82	84	87	80	83	84	87	82	78
B PUBLIC PARKS	83	85	89	71	95	89	87	83	84	81	86	86	85	81	82	86	82	86	81	80
C POLICE PROTECTION	83	80	81	91	82	86	78	85	83	82	85	77	90	78	87	84	81	88	80	76
M TRAFFIC LAWS	82	83	77	80	91	82	78	82	82	78	88	84	85	80	81	85	81	83	79	87
U SUSTAINABLE LIVING PROGRAMS	78	67	75	82	84	82	87	83	82	71	86	80	81	78	68	80	74	80	75	77
R COMMUNITY INFORMED	77	70	73	76	79	84	82	80	79	71	82	78	78	74	76	78	75	77	73	81
N AFTER-SCHOOL PROGRAMS	73	65	89	63	95	80	68	72	76	64	81	75	78	67	71	77	68	73	77	69
E SENIORS PROGRAMS	72	67	83	57	66	77	91	73	75	66	79	80	81	65	62	80	64	78	67	68
A RECREATION OPPORTUNITIES	69	68	65	64	89	74	70	71	70	65	74	76	66	69	64	71	67	75	60	68
Q NEW EMPLOYERS AND JOBS	69	65	61	68	76	77	64	70	70	70	67	72	67	66	70	69	68	75	59	65
K AFFORDABLE HOUSING POLICIES	68	65	76	60	85	77	76	71	71	61	75	70	79	66	51	75	60	77	58	64
T BUSINESS PERMITS/LICENSES	64	61	62	59	69	73	64	64	66	63	66	57	67	70	58	62	66	62	64	71
J NEW BUSINESSES/COMPANIES	61	59	50	74	59	70	49	65	61	64	59	54	65	61	66	60	63	65	59	55
F BICYCLE LANES AND PATHS	60	60	74	51	60	64	61	58	61	57	63	61	67	61	50	64	57	62	58	60
P ARTS/CULTURAL DIVERSITY	59	50	73	55	75	60	63	61	64	53	66	61	63	60	50	62	56	66	46	60
S CELEBRATE DIVERSITY	59	49	68	53	68	66	55	59	63	54	64	68	61	58	42	65	52	64	45	63
L HOMELESS SERVICES	58	62	69	26	68	59	76	54	59	56	61	60	66	60	39	63	52	63	51	58
I GOVERNMENT OPPORTUNITIES	58	53	65	46	61	62	57	56	59	54	62	71	56	53	50	63	52	64	56	48

Table 13: Q9 IMPORTANCE OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (EXTREMELY/VERY IMPORTANT)

Base	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
	398	98	18	326	90	87	140	210	51	89	20	298	72	34	153	239	59	19	118	35
V EMERGENCY 911/FIRE RESPONSE	92	89	98	91	96	92	94	94	84	96	86	94	86	90	94	91	99	86	95	91
O SEWER/WASTEWATER SYSTEM	91	95	85	91	92	95	94	89	94	96	97	92	91	87	92	90	96	95	91	94
D EMERGENCIES/NAT DISASTERS	86	94	81	89	78	87	88	84	90	92	75	91	78	63	88	85	91	81	91	77
G STREETS AND ROADS	86	86	64	90	76	91	91	83	86	85	97	86	90	78	84	88	84	94	83	88
H PUBLIC FACILITIES	84	87	86	85	80	88	90	80	81	94	68	87	75	69	83	85	85	68	86	76
B PUBLIC PARKS	83	91	64	86	76	85	86	81	83	90	90	86	78	66	84	84	87	89	84	83
C POLICE PROTECTION	83	92	68	85	77	87	86	83	75	92	88	85	81	62	83	82	88	87	82	90
M TRAFFIC LAWS	82	86	94	81	88	87	84	84	71	87	88	80	90	90	80	84	89	86	79	82
U SUSTAINABLE LIVING PROGRAMS	78	83	77	81	67	69	74	79	86	86	78	82	68	66	73	81	72	69	71	79
R COMMUNITY INFORMED	77	89	55	79	69	77	74	79	74	74	70	81	68	57	74	78	86	55	76	65
N AFTER-SCHOOL PROGRAMS	73	83	81	74	68	77	75	71	75	80	63	77	66	55	68	77	72	51	69	66
E SENIORS PROGRAMS	72	80	66	74	68	70	72	73	72	81	74	75	69	51	72	73	77	81	72	73
A RECREATION OPPORTUNITIES	69	75	63	73	55	73	68	67	80	79	70	72	61	60	70	69	72	71	73	60
Q NEW EMPLOYERS AND JOBS	69	76	44	69	67	56	62	71	78	68	53	70	69	55	66	71	65	56	65	70
K AFFORDABLE HOUSING POLICIES	68	73	78	71	57	56	61	73	66	77	66	71	57	64	66	70	70	63	69	56
T BUSINESS PERMITS/LICENSES	64	74	72	64	62	61	66	63	64	75	61	67	59	50	61	67	66	57	60	66
J NEW BUSINESSES/COMPANIES	61	67	68	63	55	54	55	60	83	64	72	62	62	51	60	61	60	52	62	55
F BICYCLE LANES AND PATHS	60	67	44	63	49	55	56	60	70	62	73	61	59	57	58	63	55	70	57	63
P ARTS/CULTURAL DIVERSITY	59	76	56	62	47	55	59	62	48	66	33	66	43	38	52	66	54	30	53	47
S CELEBRATE DIVERSITY	59	75	42	62	43	52	56	61	57	70	38	64	43	44	56	62	54	45	54	59
L HOMELESS SERVICES	58	64	44	63	42	49	55	63	48	64	59	61	52	49	55	63	58	67	55	54
I GOVERNMENT OPPORTUNITIES	58	70	56	60	51	47	58	59	51	67	78	61	57	23	59	59	62	54	60	59

Table 13: Q9 IMPORTANCE OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (EXTREMELY/VERY IMPORTANT)

Base	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K- \$90K	\$90K- \$120K	\$120K- \$150K	\$150K- \$180K	\$180K+
	398	83	67	97	94	42	37	111	194	197	248	136	68	83	49	45	23	74
V EMERGENCY 911/FIRE RESPONSE	92	87	95	94	88	95	100	94	94	90	92	92	97	91	86	89	98	93
O SEWER/WASTEWATER SYSTEM	91	93	92	90	92	90	92	93	92	90	91	90	95	83	87	93	91	96
D EMERGENCIES/NAT DISASTERS	86	82	86	89	85	91	86	84	88	86	87	88	93	88	82	96	82	77
G STREETS AND ROADS	86	74	90	87	91	92	85	87	88	84	90	79	81	92	96	90	81	79
H PUBLIC FACILITIES	84	78	87	84	85	83	87	79	86	82	89	74	81	80	87	90	92	83
B PUBLIC PARKS	83	84	75	84	87	87	77	84	89	80	86	83	88	86	89	88	85	79
C POLICE PROTECTION	83	77	86	85	83	89	78	90	91	74	88	77	91	82	79	68	85	88
M TRAFFIC LAWS	82	83	86	77	79	84	100	85	87	78	82	85	85	79	79	76	89	85
U SUSTAINABLE LIVING PROGRAMS	78	82	78	80	78	71	72	76	76	81	76	80	81	79	75	71	71	79
R COMMUNITY INFORMED	77	76	75	75	80	71	86	74	78	76	79	71	75	83	85	65	69	75
N AFTER-SCHOOL PROGRAMS	73	66	74	70	82	64	80	80	78	69	73	74	77	76	78	58	67	72
E SENIORS PROGRAMS	72	62	76	75	69	78	84	74	76	70	70	77	85	76	81	67	74	53
A RECREATION OPPORTUNITIES	69	65	66	73	75	73	52	77	73	68	69	72	79	75	74	54	63	68
Q NEW EMPLOYERS AND JOBS	69	73	77	66	66	62	64	80	73	65	66	77	73	65	67	69	66	74
K AFFORDABLE HOUSING POLICIES	68	69	57	70	71	78	61	64	65	75	62	77	81	77	75	61	69	49
T BUSINESS PERMITS/LICENSES	64	66	59	71	64	58	57	67	68	62	62	71	63	64	60	67	59	71
J NEW BUSINESSES/COMPANIES	61	64	66	54	63	59	55	69	67	56	65	59	50	73	64	42	56	71
F BICYCLE LANES AND PATHS	60	61	69	58	56	54	66	59	60	62	58	63	79	52	63	55	65	59
P ARTS/CULTURAL DIVERSITY	59	53	62	60	63	50	64	63	63	57	57	64	69	73	65	42	54	46
S CELEBRATE DIVERSITY	59	61	57	58	66	45	55	68	65	54	55	66	66	63	57	57	53	55
L HOMELESS SERVICES	58	63	50	63	56	53	60	49	48	72	53	67	65	63	73	57	61	40
I GOVERNMENT OPPORTUNITIES	58	51	62	59	56	59	63	54	61	56	60	54	72	58	51	47	70	52

Table 13: Q9 IMPORTANCE OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (EXTREMELY/VERY IMPORTANT)

	Total	GENDER BY AGE				EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
		MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	398	116	81	118	76	97	114	100	85	93	99	104	93	357	20	19	14
V EMERGENCY 911/FIRE RESPONSE	92	92	98	89	92	95	89	94	92	96	94	93	87	92	100	94	92
O SEWER/WASTEWATER SYSTEM	91	85	92	95	98	86	97	90	93	90	97	86	94	92	100	77	77
D EMERGENCIES/NAT DISASTERS	86	83	84	88	96	88	93	79	85	85	92	84	88	87	87	92	70
G STREETS AND ROADS	86	81	93	86	92	88	90	84	82	87	89	85	84	87	77	100	49
H PUBLIC FACILITIES	84	83	83	80	94	81	85	85	85	86	86	80	84	83	87	88	82
B PUBLIC PARKS	83	77	87	85	92	82	89	81	82	88	91	77	83	83	87	94	79
C POLICE PROTECTION	83	81	87	76	99	81	86	82	82	89	95	77	73	83	87	70	100
M TRAFFIC LAWS	82	74	84	86	90	78	90	78	86	79	94	77	81	84	77	76	70
U SUSTAINABLE LIVING PROGRAMS	78	72	69	82	92	70	90	71	79	66	84	75	88	78	68	82	86
R COMMUNITY INFORMED	77	67	76	80	87	68	87	74	76	73	83	70	83	77	63	76	82
N AFTER-SCHOOL PROGRAMS	73	67	61	84	77	65	87	64	75	70	85	61	77	72	94	58	82
E SENIORS PROGRAMS	72	63	73	77	87	74	86	60	70	67	85	66	75	72	87	94	41
A RECREATION OPPORTUNITIES	69	66	65	75	75	65	76	64	72	70	76	60	76	68	54	88	82
Q NEW EMPLOYERS AND JOBS	69	69	75	70	66	70	68	72	65	74	73	68	62	68	56	70	90
K AFFORDABLE HOUSING POLICIES	68	64	60	80	70	66	82	57	64	57	73	69	80	67	78	82	66
T BUSINESS PERMITS/LICENSES	64	58	74	65	68	54	70	73	59	73	63	55	69	65	39	67	68
J NEW BUSINESSES/COMPANIES	61	62	67	53	68	65	56	64	62	70	65	57	55	61	54	67	71
F BICYCLE LANES AND PATHS	60	56	62	65	63	59	68	57	55	55	66	61	62	60	88	45	74
P ARTS/CULTURAL DIVERSITY	59	57	48	68	62	53	72	54	59	59	68	50	65	58	66	64	76
S CELEBRATE DIVERSITY	59	55	50	65	62	58	71	49	57	61	69	48	60	59	68	43	62
L HOMELESS SERVICES	58	56	55	69	54	64	63	47	59	40	55	72	71	58	87	82	8
I GOVERNMENT OPPORTUNITIES	58	54	57	58	69	60	66	49	56	54	67	54	59	57	75	61	71

Table 13: Q9 IMPORTANCE OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (EXTREMELY/VERY IMPORTANT)

	Total	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR			
		18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	398	45	67	56	55	123	57	96	84	181	81	135	131
V EMERGENCY 911/FIRE RESPONSE	92	79	96	94	86	90	96	93	91	93	94	95	92
O SEWER/WASTEWATER SYSTEM	91	92	96	90	98	88	90	86	93	90	93	88	94
D EMERGENCIES/NAT DISASTERS	86	83	88	83	91	86	93	84	90	86	92	84	91
G STREETS AND ROADS	86	84	89	87	89	86	95	85	89	84	95	86	86
H PUBLIC FACILITIES	84	71	82	68	90	87	95	90	86	84	94	90	84
B PUBLIC PARKS	83	83	86	79	92	79	99	80	85	81	95	82	85
C POLICE PROTECTION	83	71	90	72	90	82	96	88	83	79	95	85	82
M TRAFFIC LAWS	82	76	88	82	87	81	84	77	86	81	85	76	88
U SUSTAINABLE LIVING PROGRAMS	78	68	67	53	81	81	87	79	87	79	89	78	87
R COMMUNITY INFORMED	77	66	72	58	83	76	88	79	81	76	87	77	82
N AFTER-SCHOOL PROGRAMS	73	68	62	54	76	72	71	62	82	78	73	68	84
E SENIORS PROGRAMS	72	55	78	60	75	71	85	67	81	73	82	69	82
A RECREATION OPPORTUNITIES	69	68	71	54	84	71	70	69	73	70	70	68	72
Q NEW EMPLOYERS AND JOBS	69	66	66	59	74	64	81	72	66	70	75	76	63
K AFFORDABLE HOUSING POLICIES	68	72	63	55	73	72	73	67	76	73	69	64	78
T BUSINESS PERMITS/LICENSES	64	54	67	62	61	60	76	63	65	63	76	63	68
J NEW BUSINESSES/COMPANIES	61	62	61	63	57	59	78	63	67	55	72	63	59
F BICYCLE LANES AND PATHS	60	68	59	55	66	55	67	59	57	59	67	59	64
P ARTS/CULTURAL DIVERSITY	59	62	42	39	61	58	66	56	65	63	63	59	68
S CELEBRATE DIVERSITY	59	58	44	42	56	56	63	52	66	62	63	59	67
L HOMELESS SERVICES	58	69	57	61	62	57	53	49	60	62	56	54	64
I GOVERNMENT OPPORTUNITIES	58	49	58	47	60	52	66	51	62	56	67	56	63

Table 14: Q10 SATISFACTION OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (TOTAL SATISFIED)

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD			QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	398	140	71	199	199	398	397	199	189	11	85	79	75	60	74	23	236	154	60
C POLICE PROTECTION	83	87	88	87	79	83	0	87	78	80	78	81	83	84	91	89	80	88	92
V EMERGENCY 911/FIRE RESPONSE	82	88	93	90	75	0	82	90	75	74	78	76	80	86	88	97	78	89	91
B PUBLIC PARKS	78	84	88	85	71	78	0	85	72	59	84	76	75	78	80	70	79	78	78
M TRAFFIC LAWS	78	89	90	90	65	0	78	90	66	57	75	74	76	87	79	83	75	82	76
H PUBLIC FACILITIES	77	87	83	85	69	77	0	85	69	72	89	78	75	73	77	72	81	75	72
O SEWER/WASTEWATER SYSTEM	74	79	83	80	67	0	74	80	67	74	72	73	69	85	77	76	71	80	79
F BICYCLE LANES AND PATHS	70	78	81	79	61	70	0	79	60	71	80	64	69	61	74	72	71	69	75
P ARTS/CULTURAL DIVERSITY	69	85	81	84	54	0	69	84	53	63	77	56	76	69	75	53	70	70	65
G STREETS AND ROADS	68	74	81	76	60	68	0	76	60	61	70	69	67	71	68	63	69	68	65
A RECREATION OPPORTUNITIES	68	71	87	77	60	68	0	77	59	68	85	58	66	60	71	83	70	68	75
R COMMUNITY INFORMED	67	77	85	79	54	0	67	79	54	69	62	62	68	71	77	60	64	72	68
S CELEBRATE DIVERSITY	65	78	74	77	53	0	65	77	52	63	70	51	73	67	75	40	65	67	59
U SUSTAINABLE LIVING PROGRAMS	64	77	85	79	49	0	64	79	49	57	60	63	61	61	74	67	61	68	66
D EMERGENCIES/NAT DISASTERS	61	71	69	70	51	61	0	70	49	83	68	66	57	58	51	59	64	54	50
E SENIORS PROGRAMS	57	65	67	66	49	57	0	66	50	27	62	48	55	51	68	74	55	62	65
Q NEW EMPLOYERS AND JOBS	57	68	79	71	43	0	57	71	43	55	65	51	53	59	62	43	57	58	49
N AFTER-SCHOOL PROGRAMS	57	67	83	72	43	0	57	72	43	38	68	52	60	54	56	34	61	52	49
J NEW BUSINESSES/COMPANIES	56	67	81	72	40	56	0	72	41	31	62	52	54	63	52	66	56	58	53
T BUSINESS PERMITS/LICENSES	50	61	83	68	33	0	50	68	32	51	54	45	49	53	50	50	49	51	48
I GOVERNMENT OPPORTUNITIES	50	65	60	63	37	50	0	63	37	36	59	47	38	51	53	60	49	53	56
K AFFORDABLE HOUSING POLICIES	47	56	65	59	34	47	0	59	36	8	48	39	43	47	56	62	43	53	54
L HOMELESS SERVICES	40	53	58	55	26	40	0	55	25	27	49	34	36	51	35	28	40	40	24

Table 14: Q10 SATISFACTION OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (TOTAL SATISFIED)

	QC RACE/ETHNICITY									QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	24	38	52	175	268	195	195	99	107	115	68	207	183	209	121	93
C POLICE PROTECTION	83	80	79	85	83	88	92	87	84	84	82	86	84	82	78	85	81	90	77	77
V EMERGENCY 911/FIRE RESPONSE	82	80	91	74	83	99	79	82	84	85	81	91	89	71	78	90	74	87	84	68
B PUBLIC PARKS	78	73	88	68	84	84	91	82	83	78	78	86	76	81	68	80	77	86	68	76
M TRAFFIC LAWS	78	79	85	72	76	90	81	79	79	77	80	89	83	68	71	86	69	86	66	70
H PUBLIC FACILITIES	77	72	88	78	78	74	91	81	81	80	75	88	78	75	67	82	72	87	64	75
O SEWER/WASTEWATER SYSTEM	74	73	78	71	64	80	84	76	75	79	70	71	81	69	76	76	72	77	68	73
F BICYCLE LANES AND PATHS	70	62	84	55	79	75	82	72	73	69	72	88	68	61	61	78	61	75	60	72
P ARTS/CULTURAL DIVERSITY	69	63	79	68	80	82	69	73	73	68	72	80	78	62	50	79	58	79	53	65
G STREETS AND ROADS	68	56	80	63	79	77	77	73	73	68	69	79	61	69	65	70	68	76	54	72
A RECREATION OPPORTUNITIES	68	55	80	65	66	80	79	73	74	72	65	83	59	66	64	70	65	81	56	60
R COMMUNITY INFORMED	67	69	73	62	52	87	67	68	68	66	69	82	72	57	54	77	56	79	51	56
S CELEBRATE DIVERSITY	65	57	76	64	66	81	74	70	69	64	68	68	72	63	52	70	59	74	49	63
U SUSTAINABLE LIVING PROGRAMS	64	65	68	66	54	74	64	65	66	65	65	70	77	55	52	74	54	77	40	63
D EMERGENCIES/NAT DISASTERS	61	51	69	53	67	69	73	64	64	61	60	68	53	62	62	60	62	74	48	50
E SENIORS PROGRAMS	57	53	67	53	61	57	70	61	60	56	59	70	53	52	57	61	54	71	47	44
Q NEW EMPLOYERS AND JOBS	57	47	67	62	69	67	60	63	62	57	59	71	67	45	40	69	43	67	42	52
N AFTER-SCHOOL PROGRAMS	57	47	64	51	53	73	69	61	62	52	63	68	68	49	37	68	44	67	40	55
J NEW BUSINESSES/COMPANIES	56	51	64	49	68	58	61	58	58	57	56	58	58	58	48	58	54	68	45	48
T BUSINESS PERMITS/LICENSES	50	50	55	50	43	56	50	50	52	48	53	71	52	37	36	61	37	57	43	43
I GOVERNMENT OPPORTUNITIES	50	42	74	40	34	55	55	48	54	47	54	55	53	44	45	54	45	65	42	31
K AFFORDABLE HOUSING POLICIES	47	44	60	41	45	48	53	49	49	48	46	62	42	41	41	52	41	61	38	29
L HOMELESS SERVICES	40	32	63	40	36	39	44	41	44	39	41	54	33	37	34	43	36	49	37	27

Table 14: Q10 SATISFACTION OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (TOTAL SATISFIED)

Base	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
	398	98	18	326	90	87	140	210	51	89	20	298	72	34	153	239	59	19	118	35
C POLICE PROTECTION	83	87	71	86	75	84	84	86	69	97	37	87	69	74	81	84	88	53	86	70
V EMERGENCY 911/FIRE RESPONSE	82	89	51	85	73	84	86	81	78	88	60	89	69	52	83	83	87	67	87	71
B PUBLIC PARKS	78	91	46	85	56	73	77	83	62	94	28	86	46	80	74	81	82	60	78	59
M TRAFFIC LAWS	78	92	55	81	62	73	77	78	75	91	34	85	58	56	79	78	82	66	82	69
H PUBLIC FACILITIES	77	87	54	82	59	63	70	84	69	87	22	86	44	74	75	79	82	60	79	59
O SEWER/WASTEWATER SYSTEM	74	82	55	77	58	69	74	73	73	82	51	80	58	51	73	75	85	67	75	65
F BICYCLE LANES AND PATHS	70	77	48	75	55	66	69	74	56	81	32	78	47	47	64	74	70	44	65	59
P ARTS/CULTURAL DIVERSITY	69	82	58	73	54	62	69	70	62	84	48	76	54	41	68	71	70	58	73	51
G STREETS AND ROADS	68	81	51	75	47	59	61	79	47	87	28	75	41	72	64	71	73	55	67	51
A RECREATION OPPORTUNITIES	68	79	38	74	50	64	69	71	55	80	19	77	39	52	62	73	65	29	67	48
R COMMUNITY INFORMED	67	84	61	73	40	57	64	70	62	85	42	75	43	42	62	71	77	28	74	24
S CELEBRATE DIVERSITY	65	79	38	70	43	56	65	66	59	81	21	73	46	31	64	67	73	44	70	44
U SUSTAINABLE LIVING PROGRAMS	64	85	37	71	32	47	55	73	55	89	7	75	31	36	63	68	76	55	68	45
D EMERGENCIES/NAT DISASTERS	61	77	39	66	41	53	56	68	42	77	8	69	34	35	56	64	66	16	62	37
E SENIORS PROGRAMS	57	66	36	60	50	49	53	65	38	69	28	64	42	23	53	60	58	38	55	46
Q NEW EMPLOYERS AND JOBS	57	80	24	62	37	51	55	64	37	71	33	65	36	33	53	62	64	45	56	40
N AFTER-SCHOOL PROGRAMS	57	76	42	62	37	44	51	62	54	74	15	64	39	33	48	64	54	46	50	37
J NEW BUSINESSES/COMPANIES	56	66	40	61	41	51	50	65	38	77	8	62	34	46	44	64	42	22	48	31
T BUSINESS PERMITS/LICENSES	50	69	40	54	33	36	43	55	51	62	24	57	34	20	44	56	43	28	48	30
I GOVERNMENT OPPORTUNITIES	50	67	28	55	33	42	49	56	31	65	12	59	23	27	40	56	42	11	42	33
K AFFORDABLE HOUSING POLICIES	47	66	10	52	28	41	42	54	29	62	10	54	22	32	39	52	45	16	42	31
L HOMELESS SERVICES	40	46	37	42	34	36	38	44	30	54	16	47	21	19	29	47	26	17	31	24

Table 14: Q10 SATISFACTION OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (TOTAL SATISFIED)

Base	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K- \$90K	\$90K- \$120K	\$120K- \$150K	\$150K- \$180K	\$180K+
	398	83	67	97	94	42	37	111	194	197	248	136	68	83	49	45	23	74
C POLICE PROTECTION	83	72	86	88	83	90	84	86	87	79	83	82	83	89	87	80	76	81
V EMERGENCY 911/FIRE RESPONSE	82	67	87	81	87	87	94	86	86	80	83	83	81	83	86	84	86	75
B PUBLIC PARKS	78	78	71	82	81	76	79	72	77	82	80	76	71	84	86	80	63	77
M TRAFFIC LAWS	78	71	86	67	84	85	76	78	78	77	75	86	83	79	76	84	73	74
H PUBLIC FACILITIES	77	81	68	80	80	69	78	75	76	80	75	80	76	87	89	79	54	69
O SEWER/WASTEWATER SYSTEM	74	67	77	72	74	73	85	65	71	76	73	76	78	76	74	66	87	70
F BICYCLE LANES AND PATHS	70	69	71	73	70	72	63	73	69	72	69	71	76	81	68	77	46	59
P ARTS/CULTURAL DIVERSITY	69	50	79	76	69	66	67	69	70	70	69	72	72	79	73	62	64	59
G STREETS AND ROADS	68	67	64	78	67	60	70	72	70	68	70	66	62	76	70	76	57	65
A RECREATION OPPORTUNITIES	68	59	63	79	71	55	79	74	74	63	70	65	71	66	75	60	78	64
R COMMUNITY INFORMED	67	62	72	61	68	70	78	62	67	67	67	70	67	76	71	72	57	60
S CELEBRATE DIVERSITY	65	51	73	65	74	54	66	62	65	66	66	65	58	70	74	65	70	61
U SUSTAINABLE LIVING PROGRAMS	64	58	60	66	71	56	76	58	63	67	66	65	66	74	64	62	59	55
D EMERGENCIES/NAT DISASTERS	61	65	52	71	55	55	60	64	63	60	61	64	56	61	61	66	55	63
E SENIORS PROGRAMS	57	44	58	62	60	62	63	56	60	54	58	57	65	67	65	54	44	47
Q NEW EMPLOYERS AND JOBS	57	43	68	57	61	56	54	57	56	58	56	62	57	67	70	52	50	42
N AFTER-SCHOOL PROGRAMS	57	42	72	49	65	54	62	59	55	59	56	61	62	68	67	59	55	37
J NEW BUSINESSES/COMPANIES	56	52	50	64	66	41	45	54	58	55	59	54	55	62	69	62	48	47
T BUSINESS PERMITS/LICENSES	50	38	65	50	53	41	48	49	49	52	50	54	60	61	54	41	50	38
I GOVERNMENT OPPORTUNITIES	50	47	46	62	50	39	50	50	53	49	50	53	52	58	61	49	42	42
K AFFORDABLE HOUSING POLICIES	47	42	41	49	52	44	45	48	52	41	49	47	50	49	57	43	48	41
L HOMELESS SERVICES	40	34	36	44	50	38	28	45	45	34	40	41	49	53	44	32	36	26

Table 14: Q10 SATISFACTION OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (TOTAL SATISFIED)

Base	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
	398	116	81	118	76	97	114	100	85	93	99	104	93	357	20	19	14
C POLICE PROTECTION	83	82	91	81	85	87	83	81	82	88	87	80	79	82	65	100	100
V EMERGENCY 911/FIRE RESPONSE	82	82	88	76	90	87	93	82	66	89	84	81	79	82	94	76	85
B PUBLIC PARKS	78	76	82	82	74	81	80	77	76	77	77	81	83	78	89	94	62
M TRAFFIC LAWS	78	76	78	75	88	82	89	71	67	72	85	80	74	75	100	85	94
H PUBLIC FACILITIES	77	82	81	80	70	86	79	76	68	83	69	78	83	76	88	93	79
O SEWER/WASTEWATER SYSTEM	74	75	84	69	76	79	74	79	65	74	72	82	69	72	83	82	91
F BICYCLE LANES AND PATHS	70	70	66	74	72	78	78	61	62	66	72	73	73	69	100	88	58
P ARTS/CULTURAL DIVERSITY	69	70	64	71	78	72	86	62	55	69	72	68	73	67	77	76	100
G STREETS AND ROADS	68	67	71	71	67	69	70	68	67	73	68	64	72	68	76	88	46
A RECREATION OPPORTUNITIES	68	72	73	68	63	74	68	70	61	78	70	65	62	68	51	86	73
R COMMUNITY INFORMED	67	62	70	67	77	74	79	59	55	64	72	68	66	65	71	82	94
S CELEBRATE DIVERSITY	65	64	65	68	71	64	77	63	56	63	68	66	67	62	76	91	91
U SUSTAINABLE LIVING PROGRAMS	64	61	68	61	70	67	80	64	44	62	64	68	65	62	88	66	91
D EMERGENCIES/NAT DISASTERS	61	61	60	67	49	63	58	62	63	67	58	58	62	61	45	75	49
E SENIORS PROGRAMS	57	50	67	61	58	57	64	56	53	60	61	52	58	56	48	76	63
Q NEW EMPLOYERS AND JOBS	57	59	53	55	65	65	73	48	39	53	60	59	57	56	57	61	94
N AFTER-SCHOOL PROGRAMS	57	56	46	65	59	64	71	39	52	49	62	57	63	54	78	84	79
J NEW BUSINESSES/COMPANIES	56	57	59	57	57	62	55	53	57	58	59	58	54	54	63	73	76
T BUSINESS PERMITS/LICENSES	50	51	44	47	61	55	66	40	34	49	49	49	56	48	54	67	82
I GOVERNMENT OPPORTUNITIES	50	47	48	52	57	48	60	47	43	52	54	44	55	49	74	59	57
K AFFORDABLE HOUSING POLICIES	47	46	53	43	53	53	51	45	37	52	55	46	37	45	63	61	49
L HOMELESS SERVICES	40	38	42	43	40	39	47	39	32	42	49	35	34	37	51	76	65

Table 14: Q10 SATISFACTION OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (TOTAL SATISFIED)

	Total	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR			
		18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	398	45	67	56	55	123	57	96	84	181	81	135	131
C POLICE PROTECTION	83	76	88	82	80	85	92	87	89	82	88	85	84
V EMERGENCY 911/FIRE RESPONSE	82	65	89	79	82	78	88	87	76	82	89	87	81
B PUBLIC PARKS	78	71	74	70	75	82	82	80	83	83	83	82	83
M TRAFFIC LAWS	78	74	84	79	82	76	83	78	80	77	82	77	80
H PUBLIC FACILITIES	77	79	72	69	76	83	80	84	77	83	79	84	78
O SEWER/WASTEWATER SYSTEM	74	66	77	76	71	71	86	83	69	74	83	81	71
F BICYCLE LANES AND PATHS	70	67	58	66	60	72	75	68	76	72	77	70	77
P ARTS/CULTURAL DIVERSITY	69	67	62	60	69	73	73	71	74	73	76	72	74
G STREETS AND ROADS	68	55	60	46	65	72	74	76	69	72	75	75	71
A RECREATION OPPORTUNITIES	68	56	57	53	58	72	78	79	66	73	77	79	69
R COMMUNITY INFORMED	67	63	72	65	74	66	71	68	67	65	74	67	67
S CELEBRATE DIVERSITY	65	60	55	56	59	69	74	69	71	68	75	68	71
U SUSTAINABLE LIVING PROGRAMS	64	64	65	61	70	60	72	68	61	63	72	68	64
D EMERGENCIES/NAT DISASTERS	61	58	45	51	53	63	66	65	63	65	63	65	64
E SENIORS PROGRAMS	57	47	59	51	55	56	75	56	66	57	68	58	63
Q NEW EMPLOYERS AND JOBS	57	54	42	44	51	58	71	66	60	58	72	63	62
N AFTER-SCHOOL PROGRAMS	57	62	38	42	54	61	63	58	65	62	64	58	67
J NEW BUSINESSES/COMPANIES	56	63	46	48	56	55	66	60	54	55	67	61	56
T BUSINESS PERMITS/LICENSES	50	53	46	36	65	50	52	55	45	50	56	55	48
I GOVERNMENT OPPORTUNITIES	50	42	44	37	48	44	58	48	48	51	61	52	57
K AFFORDABLE HOUSING POLICIES	47	45	46	49	41	45	61	48	49	44	60	48	50
L HOMELESS SERVICES	40	38	30	31	34	37	52	40	43	41	50	42	45

Table 15: Q10 SATISFACTION OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (TOTAL DISSATISFIED)

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD			QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	398	140	71	199	199	398	397	199	189	11	85	79	75	60	74	23	236	154	60
L HOMELESS SERVICES	34	29	26	28	39	34	0	28	40	30	39	40	28	22	32	48	36	30	42
K AFFORDABLE HOUSING POLICIES	33	29	21	26	41	33	0	26	41	44	39	35	29	34	30	19	34	30	30
G STREETS AND ROADS	29	25	18	23	36	29	0	23	36	33	30	27	30	27	30	34	29	29	33
J NEW BUSINESSES/COMPANIES	23	19	13	17	30	23	0	17	29	49	23	24	18	20	27	21	22	24	26
R COMMUNITY INFORMED	23	19	13	17	28	0	23	17	28	25	25	25	24	24	16	12	25	19	16
U SUSTAINABLE LIVING PROGRAMS	21	17	12	15	26	0	21	15	27	17	28	21	21	25	14	10	23	18	15
Q NEW EMPLOYERS AND JOBS	21	15	12	14	27	0	21	14	27	21	20	24	27	21	13	9	23	16	16
I GOVERNMENT OPPORTUNITIES	20	13	17	15	26	20	0	15	26	20	16	21	23	20	18	22	20	19	19
B PUBLIC PARKS	18	14	11	13	24	18	0	13	24	34	13	19	21	20	18	30	17	20	20
H PUBLIC FACILITIES	18	11	11	11	25	18	0	11	26	17	7	16	21	23	19	24	14	21	24
D EMERGENCIES/NAT DISASTERS	18	15	13	15	22	18	0	15	22	11	14	12	20	28	23	10	15	24	20
A RECREATION OPPORTUNITIES	18	17	5	13	23	18	0	13	24	11	12	21	15	20	24	12	16	21	19
F BICYCLE LANES AND PATHS	17	11	10	11	23	17	0	11	23	22	14	20	17	23	13	15	17	17	14
M TRAFFIC LAWS	16	9	6	8	24	0	16	8	24	28	16	15	20	11	17	11	17	14	19
S CELEBRATE DIVERSITY	15	13	15	14	17	0	15	14	17	18	17	21	14	11	12	9	17	11	10
O SEWER/WASTEWATER SYSTEM	14	19	9	16	13	0	14	16	13	18	13	14	21	12	10	6	16	10	10
E SENIORS PROGRAMS	14	9	12	10	18	14	0	10	19	4	11	9	12	20	18	13	11	18	18
N AFTER-SCHOOL PROGRAMS	14	11	7	10	17	0	14	10	17	12	12	11	20	15	12	3	14	11	10
P ARTS/CULTURAL DIVERSITY	12	6	12	8	17	0	12	8	17	18	15	17	10	10	7	6	14	8	7
C POLICE PROTECTION	11	8	7	8	14	11	0	8	13	20	11	10	11	12	9	5	10	10	7
T BUSINESS PERMITS/LICENSES	9	6	5	6	12	0	9	6	13	6	9	5	12	11	9	6	9	10	6
V EMERGENCY 911/FIRE RESPONSE	5	5	3	4	5	0	5	4	5	6	5	7	7	6	0	0	6	2	0

Table 15: Q10 SATISFACTION OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (TOTAL DISSATISFIED)

	QC RACE/ETHNICITY									QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	24	38	52	175	268	195	195	99	107	115	68	207	183	209	121	93
L HOMELESS SERVICES	34	43	20	28	33	37	29	30	30	32	35	25	38	38	32	32	36	27	44	32
K AFFORDABLE HOUSING POLICIES	33	38	32	30	36	31	30	30	31	30	36	27	37	40	28	32	36	25	47	33
G STREETS AND ROADS	29	41	20	33	21	22	23	25	25	30	29	21	39	27	30	30	28	21	45	26
J NEW BUSINESSES/COMPANIES	23	26	25	30	12	22	13	21	21	22	24	24	19	25	26	21	25	14	41	19
R COMMUNITY INFORMED	23	17	20	26	34	8	25	23	24	23	22	12	20	30	29	16	29	14	38	24
U SUSTAINABLE LIVING PROGRAMS	21	14	29	11	42	16	27	22	23	19	22	21	14	25	25	18	25	13	39	18
Q NEW EMPLOYERS AND JOBS	21	20	17	17	26	15	18	19	21	25	16	9	19	26	32	14	28	12	37	21
I GOVERNMENT OPPORTUNITIES	20	24	14	15	32	21	15	18	17	20	20	21	17	21	22	19	22	11	38	16
B PUBLIC PARKS	18	23	12	24	16	16	6	15	15	18	18	13	22	16	27	17	20	13	30	15
H PUBLIC FACILITIES	18	24	10	18	16	19	7	14	14	16	20	11	19	17	27	15	21	10	33	14
D EMERGENCIES/NAT DISASTERS	18	21	24	16	18	16	8	15	17	16	21	14	22	18	17	18	17	10	39	8
A RECREATION OPPORTUNITIES	18	24	12	19	22	14	12	16	15	16	19	14	22	15	21	19	18	10	33	14
F BICYCLE LANES AND PATHS	17	20	10	25	18	12	14	17	15	20	13	7	18	22	21	13	22	12	27	15
M TRAFFIC LAWS	16	13	11	16	24	9	19	16	16	18	13	9	15	19	22	12	20	9	26	21
S CELEBRATE DIVERSITY	15	12	22	11	20	11	15	14	17	15	16	19	15	14	13	17	14	13	22	13
O SEWER/WASTEWATER SYSTEM	14	12	13	8	31	15	13	14	15	11	17	21	12	12	11	16	12	13	21	9
E SENIORS PROGRAMS	14	20	15	10	11	11	10	10	11	12	16	6	19	18	7	13	14	9	28	6
N AFTER-SCHOOL PROGRAMS	14	11	24	7	25	7	15	12	15	16	11	13	14	15	14	13	15	7	26	13
P ARTS/CULTURAL DIVERSITY	12	10	18	5	10	9	18	11	13	12	13	11	12	14	13	11	13	10	16	14
C POLICE PROTECTION	11	15	12	11	9	8	2	7	9	10	10	9	9	14	10	9	12	7	17	10
T BUSINESS PERMITS/LICENSES	9	10	7	2	18	6	16	9	9	9	9	3	14	11	8	9	10	5	21	3
V EMERGENCY 911/FIRE RESPONSE	5	6	3	5	3	1	9	5	4	4	5	3	4	6	6	4	6	2	8	6

Table 15: Q10 SATISFACTION OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (TOTAL DISSATISFIED)

Base	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
	398	98	18	326	90	87	140	210	51	89	20	298	72	34	153	239	59	19	118	35
L HOMELESS SERVICES	34	26	39	30	47	33	35	30	46	18	52	27	59	42	39	31	35	57	35	53
K AFFORDABLE HOUSING POLICIES	33	17	68	28	55	39	39	26	48	19	59	26	62	35	39	31	28	55	36	45
G STREETS AND ROADS	29	17	49	23	52	38	36	20	51	12	69	24	58	17	34	28	24	45	30	45
J NEW BUSINESSES/COMPANIES	23	12	33	19	38	30	31	15	37	6	61	19	46	15	29	20	23	48	25	43
R COMMUNITY INFORMED	23	11	28	18	45	31	26	19	27	7	51	17	42	37	28	19	18	43	21	53
U SUSTAINABLE LIVING PROGRAMS	21	11	49	16	43	35	29	14	25	6	76	15	45	23	26	18	16	36	22	40
Q NEW EMPLOYERS AND JOBS	21	3	59	15	45	26	21	15	42	5	56	15	47	17	27	16	16	37	22	45
I GOVERNMENT OPPORTUNITIES	20	6	52	14	42	25	22	16	34	11	55	14	52	5	23	19	17	53	19	38
B PUBLIC PARKS	18	8	54	13	39	25	21	13	35	6	65	12	48	16	24	16	16	35	20	37
H PUBLIC FACILITIES	18	7	46	12	39	32	24	12	26	9	72	11	53	6	21	17	12	40	16	37
D EMERGENCIES/NAT DISASTERS	18	8	40	13	38	27	25	11	30	6	57	12	44	16	20	17	9	52	15	38
A RECREATION OPPORTUNITIES	18	7	52	12	38	22	18	14	33	11	71	12	49	6	23	15	16	50	19	37
F BICYCLE LANES AND PATHS	17	6	29	12	32	20	18	13	29	4	51	12	37	22	21	14	13	33	20	26
M TRAFFIC LAWS	16	6	30	13	30	20	18	15	13	5	54	11	33	22	17	15	16	30	15	22
S CELEBRATE DIVERSITY	15	11	30	12	29	17	15	14	22	7	49	11	32	16	16	15	8	28	12	30
O SEWER/WASTEWATER SYSTEM	14	7	34	12	25	21	16	12	17	9	41	11	29	19	17	13	7	25	14	28
E SENIORS PROGRAMS	14	6	38	12	23	22	15	11	26	5	50	9	36	12	12	15	5	39	8	29
N AFTER-SCHOOL PROGRAMS	14	8	33	11	27	25	18	9	20	3	48	11	29	5	18	11	14	21	15	27
P ARTS/CULTURAL DIVERSITY	12	13	17	11	17	10	10	11	23	6	23	10	22	13	14	12	7	16	11	22
C POLICE PROTECTION	11	9	29	9	18	14	12	7	23	0	58	7	26	6	11	10	6	39	7	24
T BUSINESS PERMITS/LICENSES	9	1	27	6	21	15	14	6	9	7	38	5	27	10	11	8	6	21	8	25
V EMERGENCY 911/FIRE RESPONSE	5	3	39	3	14	9	7	4	1	3	27	3	13	3	6	4	4	20	4	12

Table 15: Q10 SATISFACTION OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (TOTAL DISSATISFIED)

Base	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K- \$90K	\$90K- \$120K	\$120K- \$150K	\$150K- \$180K	\$180K+
	398	83	67	97	94	42	37	111	194	197	248	136	68	83	49	45	23	74
L HOMELESS SERVICES	34	40	39	27	27	29	47	29	30	37	31	36	36	25	39	40	35	38
K AFFORDABLE HOUSING POLICIES	33	34	36	30	32	36	41	30	30	37	28	39	38	32	33	34	31	34
G STREETS AND ROADS	29	30	34	21	31	36	29	27	29	30	28	32	38	22	30	23	36	31
J NEW BUSINESSES/COMPANIES	23	26	29	20	17	26	30	27	25	21	22	25	24	24	16	24	23	33
R COMMUNITY INFORMED	23	22	23	29	21	24	7	28	22	23	23	19	25	19	16	22	25	29
U SUSTAINABLE LIVING PROGRAMS	21	15	24	26	16	28	13	26	21	20	21	20	22	19	29	15	26	23
Q NEW EMPLOYERS AND JOBS	21	25	22	23	18	17	14	25	22	19	22	16	17	12	16	25	25	30
I GOVERNMENT OPPORTUNITIES	20	22	25	8	18	27	36	22	22	17	20	21	23	20	16	20	21	18
B PUBLIC PARKS	18	22	21	13	17	21	21	26	22	14	17	20	23	15	14	14	29	21
H PUBLIC FACILITIES	18	14	27	14	16	27	19	20	20	14	19	18	22	13	9	13	32	24
D EMERGENCIES/NAT DISASTERS	18	12	33	11	19	22	20	24	23	13	18	15	25	20	17	13	20	19
A RECREATION OPPORTUNITIES	18	17	28	13	15	28	14	23	19	18	16	21	18	25	14	17	14	20
F BICYCLE LANES AND PATHS	17	21	14	9	19	19	23	18	20	14	18	14	11	9	18	15	28	29
M TRAFFIC LAWS	16	14	12	26	11	12	20	17	16	16	19	8	9	15	19	8	27	19
S CELEBRATE DIVERSITY	15	18	13	19	13	18	8	22	18	13	16	14	24	14	14	13	13	13
O SEWER/WASTEWATER SYSTEM	14	12	18	12	15	20	9	23	19	10	16	12	13	14	15	23	11	17
E SENIORS PROGRAMS	14	13	16	5	14	24	21	18	16	11	14	15	26	13	11	8	15	12
N AFTER-SCHOOL PROGRAMS	14	11	8	21	12	19	6	19	16	11	13	13	14	9	15	13	12	19
P ARTS/CULTURAL DIVERSITY	12	21	6	13	15	6	4	14	12	13	12	13	14	8	13	22	14	9
C POLICE PROTECTION	11	15	10	7	11	7	16	12	11	10	13	8	11	4	8	18	16	13
T BUSINESS PERMITS/LICENSES	9	5	10	10	7	19	4	13	10	8	9	9	16	5	6	14	5	6
V EMERGENCY 911/FIRE RESPONSE	5	6	7	7	3	0	0	3	3	5	5	4	6	9	1	0	6	3

Table 15: Q10 SATISFACTION OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (TOTAL DISSATISFIED)

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	398	116	81	118	76	97	114	100	85	93	99	104	93	357	20	19	14
L HOMELESS SERVICES	34	36	25	35	34	30	34	34	36	27	33	37	36	35	35	6	17
K AFFORDABLE HOUSING POLICIES	33	31	26	37	35	25	38	34	35	27	33	32	40	34	24	21	42
G STREETS AND ROADS	29	30	26	27	32	31	30	27	28	25	31	34	26	30	24	12	54
J NEW BUSINESSES/COMPANIES	23	20	23	23	25	16	26	29	21	22	26	23	20	24	11	27	24
R COMMUNITY INFORMED	23	26	20	23	17	16	17	29	29	25	19	21	25	23	29	18	6
U SUSTAINABLE LIVING PROGRAMS	21	23	14	23	21	21	15	18	32	22	21	16	23	22	12	24	9
Q NEW EMPLOYERS AND JOBS	21	27	21	21	9	19	9	31	25	30	15	21	17	21	22	15	6
I GOVERNMENT OPPORTUNITIES	20	18	19	21	20	19	19	21	23	20	22	18	16	22	0	14	0
B PUBLIC PARKS	18	19	16	15	24	16	18	20	19	21	22	15	12	19	11	6	28
H PUBLIC FACILITIES	18	15	14	14	28	10	19	19	22	12	28	18	10	19	12	7	11
D EMERGENCIES/NAT DISASTERS	18	14	18	16	29	10	24	20	13	17	28	13	12	18	42	6	15
A RECREATION OPPORTUNITIES	18	16	19	16	23	15	21	18	16	15	22	19	15	18	24	14	18
F BICYCLE LANES AND PATHS	17	21	20	12	14	14	12	27	14	22	18	19	7	17	0	12	31
M TRAFFIC LAWS	16	18	19	16	8	15	10	23	17	23	9	16	17	17	0	15	6
S CELEBRATE DIVERSITY	15	20	9	15	14	20	14	10	18	17	18	13	13	15	24	9	9
O SEWER/WASTEWATER SYSTEM	14	12	8	18	12	11	20	11	13	17	19	6	14	14	17	18	9
E SENIORS PROGRAMS	14	11	13	11	23	11	15	13	16	11	21	13	10	14	30	6	11
N AFTER-SCHOOL PROGRAMS	14	18	12	11	11	15	12	18	11	19	14	12	9	14	16	9	6
P ARTS/CULTURAL DIVERSITY	12	13	10	14	6	13	10	11	16	11	13	12	13	12	23	12	0
C POLICE PROTECTION	11	10	7	9	12	7	10	13	10	9	13	12	8	12	12	0	0
T BUSINESS PERMITS/LICENSES	9	9	10	8	9	7	10	12	7	11	9	7	8	9	15	15	0
V EMERGENCY 911/FIRE RESPONSE	5	6	2	6	3	3	4	6	6	3	4	6	5	4	0	9	8

Table 15: Q10 SATISFACTION OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (TOTAL DISSATISFIED)

	Total	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR			
		18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	398	45	67	56	55	123	57	96	84	181	81	135	131
L HOMELESS SERVICES	34	48	38	43	42	35	18	27	35	34	21	28	32
K AFFORDABLE HOUSING POLICIES	33	38	36	33	42	32	21	30	30	33	23	29	32
G STREETS AND ROADS	29	43	37	52	32	26	25	22	30	26	24	22	28
J NEW BUSINESSES/COMPANIES	23	13	32	30	22	22	17	18	24	23	16	19	23
R COMMUNITY INFORMED	23	19	15	19	14	23	23	24	23	25	20	24	24
U SUSTAINABLE LIVING PROGRAMS	21	15	14	15	13	23	20	17	28	25	22	20	27
Q NEW EMPLOYERS AND JOBS	21	19	19	25	14	23	10	21	17	24	13	24	17
I GOVERNMENT OPPORTUNITIES	20	21	21	25	22	20	14	14	23	18	15	17	17
B PUBLIC PARKS	18	23	23	23	24	15	18	18	13	14	17	15	14
H PUBLIC FACILITIES	18	19	23	27	21	12	17	12	18	12	18	12	16
D EMERGENCIES/NAT DISASTERS	18	19	23	15	26	14	16	14	15	14	23	16	17
A RECREATION OPPORTUNITIES	18	20	29	27	21	17	14	13	21	15	14	12	17
F BICYCLE LANES AND PATHS	17	17	23	18	21	20	12	23	10	17	12	21	9
M TRAFFIC LAWS	16	13	12	16	11	17	15	18	14	17	16	19	14
S CELEBRATE DIVERSITY	15	17	9	8	16	13	15	15	14	17	14	18	16
O SEWER/WASTEWATER SYSTEM	14	20	7	12	12	16	11	7	21	14	13	10	19
E SENIORS PROGRAMS	14	15	23	16	24	11	7	11	9	10	14	10	12
N AFTER-SCHOOL PROGRAMS	14	10	9	12	9	12	11	14	10	15	14	18	12
P ARTS/CULTURAL DIVERSITY	12	13	7	8	11	10	9	11	10	14	9	13	14
C POLICE PROTECTION	11	17	9	14	15	7	8	9	4	8	11	9	8
T BUSINESS PERMITS/LICENSES	9	11	9	17	3	7	14	6	12	8	11	6	11
V EMERGENCY 911/FIRE RESPONSE	5	15	0	7	4	6	4	5	5	5	4	3	5

Table 16: Q10 SATISFACTION OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (NO OPINION/DK/NA)

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD			QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	398	140	71	199	199	398	397	199	189	11	85	79	75	60	74	23	236	154	60
T BUSINESS PERMITS/LICENSES	41	33	11	27	55	0	41	27	56	43	37	50	39	35	41	45	42	39	46
I GOVERNMENT OPPORTUNITIES	30	22	23	22	37	30	0	22	37	44	24	33	38	29	29	18	32	28	25
N AFTER-SCHOOL PROGRAMS	29	22	10	18	40	0	29	18	40	50	20	36	20	31	32	63	25	36	41
E SENIORS PROGRAMS	29	26	20	24	34	29	0	24	32	69	27	43	33	29	13	12	34	19	17
L HOMELESS SERVICES	26	18	16	17	35	26	0	17	35	43	13	26	36	27	33	24	24	30	34
Q NEW EMPLOYERS AND JOBS	22	17	9	14	30	0	22	14	30	24	15	26	20	19	24	48	20	26	35
D EMERGENCIES/NAT DISASTERS	21	14	18	15	27	21	0	15	28	6	17	22	24	14	26	30	21	22	30
J NEW BUSINESSES/COMPANIES	20	14	6	11	30	20	0	11	30	19	15	24	27	17	21	13	22	18	21
K AFFORDABLE HOUSING POLICIES	20	15	15	15	25	20	0	15	24	49	13	26	28	19	15	19	22	17	15
S CELEBRATE DIVERSITY	20	8	10	9	30	0	20	9	31	19	13	29	13	22	13	51	18	22	31
P ARTS/CULTURAL DIVERSITY	19	9	7	8	30	0	19	8	30	19	8	27	15	20	18	41	16	22	28
U SUSTAINABLE LIVING PROGRAMS	15	6	3	5	24	0	15	5	24	26	12	16	17	13	12	23	15	14	19
A RECREATION OPPORTUNITIES	14	12	8	11	17	14	0	11	17	21	3	22	19	20	5	6	14	11	5
F BICYCLE LANES AND PATHS	13	11	8	10	16	13	0	10	17	6	6	16	13	16	13	12	12	14	11
V EMERGENCY 911/FIRE RESPONSE	13	7	4	6	20	0	13	6	20	21	17	16	13	8	12	3	15	9	9
O SEWER/WASTEWATER SYSTEM	12	2	9	4	20	0	12	4	21	9	15	13	11	3	13	18	13	10	11
R COMMUNITY INFORMED	11	4	2	4	17	0	11	4	18	6	13	13	8	5	7	28	11	9	16
M TRAFFIC LAWS	7	2	3	2	11	0	7	2	11	14	9	11	4	2	4	6	8	4	6
C POLICE PROTECTION	6	5	5	5	8	6	0	5	8	0	12	9	6	4	1	6	9	2	2
H PUBLIC FACILITIES	5	3	6	4	5	5	0	4	5	12	4	6	4	4	4	3	5	4	5
B PUBLIC PARKS	3	2	1	2	5	3	0	2	4	7	3	4	4	1	2	0	4	2	2
G STREETS AND ROADS	2	0	1	1	3	2	0	1	3	6	0	4	3	1	2	3	2	2	2

Table 16: Q10 SATISFACTION OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (NO OPINION/DK/NA)

	QC RACE/ETHNICITY									QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	24	38	52	175	268	195	195	99	107	115	68	207	183	209	121	93
T BUSINESS PERMITS/LICENSES	41	40	37	49	39	38	35	41	40	42	39	26	34	52	57	30	53	38	36	53
I GOVERNMENT OPPORTUNITIES	30	35	12	45	34	24	30	33	28	33	26	24	29	34	32	27	33	24	20	54
N AFTER-SCHOOL PROGRAMS	29	42	12	42	23	20	16	26	23	31	26	19	19	36	50	19	41	26	34	33
E SENIORS PROGRAMS	29	28	17	37	28	32	20	29	28	32	24	24	28	30	36	26	32	20	25	50
L HOMELESS SERVICES	26	24	17	33	31	24	26	28	26	29	24	21	28	26	34	25	29	24	19	41
Q NEW EMPLOYERS AND JOBS	22	34	16	21	5	18	22	18	17	18	25	20	14	28	28	17	28	21	21	27
D EMERGENCIES/NAT DISASTERS	21	28	7	31	15	15	19	21	19	23	20	18	25	20	21	22	21	16	13	42
J NEW BUSINESSES/COMPANIES	20	23	12	21	19	20	26	21	21	20	20	18	23	17	27	20	21	18	14	34
K AFFORDABLE HOUSING POLICIES	20	18	7	29	19	21	17	22	21	22	18	11	21	19	31	16	24	14	15	38
S CELEBRATE DIVERSITY	20	32	2	25	14	7	10	15	14	21	16	12	13	22	35	13	27	13	29	24
P ARTS/CULTURAL DIVERSITY	19	27	4	27	10	9	13	17	14	21	15	9	10	24	37	10	29	12	31	21
U SUSTAINABLE LIVING PROGRAMS	15	21	2	22	4	10	9	13	11	16	13	9	8	20	23	9	21	10	21	20
A RECREATION OPPORTUNITIES	14	21	9	17	11	6	9	11	11	12	16	3	18	18	15	11	17	10	11	26
F BICYCLE LANES AND PATHS	13	18	6	20	3	13	5	11	12	11	15	5	14	17	18	9	17	13	13	13
V EMERGENCY 911/FIRE RESPONSE	13	15	6	20	14	0	12	13	12	11	14	6	7	23	16	6	20	10	8	26
O SEWER/WASTEWATER SYSTEM	12	15	9	21	4	6	3	10	10	11	13	8	7	18	13	8	16	10	11	18
R COMMUNITY INFORMED	11	15	7	12	14	4	7	9	9	11	9	6	8	13	16	7	14	7	10	20
M TRAFFIC LAWS	7	7	4	13	0	1	0	5	5	4	8	2	2	13	8	2	11	5	8	9
C POLICE PROTECTION	6	4	9	4	9	4	6	6	7	6	7	5	7	4	11	6	7	4	6	13
H PUBLIC FACILITIES	5	3	2	5	6	7	2	5	5	4	5	2	3	8	6	2	7	3	3	10
B PUBLIC PARKS	3	4	0	8	0	0	2	3	3	3	3	2	3	3	5	2	4	1	2	9
G STREETS AND ROADS	2	3	0	4	0	1	0	2	2	2	2	0	0	4	5	0	4	3	1	1

Table 16: Q10 SATISFACTION OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (NO OPINION/DK/NA)

Base	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
	398	98	18	326	90	87	140	210	51	89	20	298	72	34	153	239	59	19	118	35
T BUSINESS PERMITS/LICENSES	41	30	32	40	45	49	43	39	40	32	38	38	39	70	45	36	51	51	44	45
I GOVERNMENT OPPORTUNITIES	30	27	20	31	25	32	30	28	34	25	33	27	26	67	37	25	41	36	39	29
N AFTER-SCHOOL PROGRAMS	29	16	25	27	36	31	31	29	26	23	37	25	32	62	35	25	32	33	35	36
E SENIORS PROGRAMS	29	28	26	29	27	30	32	25	37	26	22	27	22	65	35	25	37	23	38	25
L HOMELESS SERVICES	26	27	24	28	19	31	27	26	24	27	31	27	20	39	32	22	39	26	34	24
Q NEW EMPLOYERS AND JOBS	22	17	17	23	17	23	25	21	21	24	11	20	17	50	20	22	20	18	22	15
D EMERGENCIES/NAT DISASTERS	21	15	21	21	21	21	20	21	28	17	35	18	23	48	24	19	25	32	23	25
J NEW BUSINESSES/COMPANIES	20	22	27	20	21	19	20	20	26	17	31	19	20	40	27	16	35	30	27	26
K AFFORDABLE HOUSING POLICIES	20	17	22	20	17	20	19	20	23	18	31	20	16	33	23	17	27	29	22	24
S CELEBRATE DIVERSITY	20	10	32	18	28	27	19	20	19	12	29	15	21	53	20	18	18	29	18	26
P ARTS/CULTURAL DIVERSITY	19	5	26	16	29	28	21	18	16	9	29	14	25	46	18	17	23	26	16	27
U SUSTAINABLE LIVING PROGRAMS	15	4	14	12	25	17	16	13	20	6	17	10	24	41	11	14	8	9	11	15
A RECREATION OPPORTUNITIES	14	14	10	14	12	14	13	15	12	10	10	12	12	42	15	12	18	21	14	15
F BICYCLE LANES AND PATHS	13	16	23	13	13	14	13	12	15	15	17	11	16	31	15	11	17	23	15	15
V EMERGENCY 911/FIRE RESPONSE	13	8	11	12	14	7	7	15	21	8	13	8	17	44	11	13	9	13	9	17
O SEWER/WASTEWATER SYSTEM	12	10	11	11	16	10	10	14	10	9	8	10	13	30	11	12	8	8	12	7
R COMMUNITY INFORMED	11	5	11	9	15	12	10	11	11	8	7	8	15	21	10	10	5	29	5	23
M TRAFFIC LAWS	7	2	15	6	9	7	5	6	12	4	12	4	9	22	4	7	2	4	3	9
C POLICE PROTECTION	6	4	0	6	7	2	4	8	8	3	5	5	5	20	8	6	7	8	7	6
H PUBLIC FACILITIES	5	6	0	6	1	5	5	4	5	4	6	3	3	20	4	4	6	0	5	4
B PUBLIC PARKS	3	1	0	3	5	2	1	4	3	0	7	2	6	5	3	3	3	4	2	4
G STREETS AND ROADS	2	2	0	2	1	2	3	2	1	1	3	1	1	11	3	1	4	0	3	4

Table 16: Q10 SATISFACTION OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (NO OPINION/DK/NA)

Base	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K- \$90K	\$90K- \$120K	\$120K- \$150K	\$150K- \$180K	\$180K+
	398	83	67	97	94	42	37	111	194	197	248	136	68	83	49	45	23	74
T BUSINESS PERMITS/LICENSES	41	58	25	40	40	40	48	38	41	40	41	37	24	34	41	45	45	56
I GOVERNMENT OPPORTUNITIES	30	31	29	31	32	34	15	28	26	33	31	26	25	21	23	31	37	40
N AFTER-SCHOOL PROGRAMS	29	46	20	30	23	27	32	22	29	30	31	26	24	23	18	28	33	44
E SENIORS PROGRAMS	29	43	27	32	26	13	16	26	23	34	28	28	9	19	24	39	40	40
L HOMELESS SERVICES	26	26	25	29	23	33	25	26	25	28	29	23	15	21	17	27	30	35
Q NEW EMPLOYERS AND JOBS	22	32	10	20	21	27	33	19	22	23	21	22	26	21	14	23	25	27
D EMERGENCIES/NAT DISASTERS	21	24	15	17	26	23	20	12	15	27	21	20	19	19	22	22	25	18
J NEW BUSINESSES/COMPANIES	20	22	21	16	16	32	25	19	17	23	18	21	21	14	15	14	28	20
K AFFORDABLE HOUSING POLICIES	20	24	23	21	16	20	14	22	18	22	23	14	11	19	10	22	21	25
S CELEBRATE DIVERSITY	20	31	14	16	14	28	27	15	18	21	19	21	17	15	12	22	16	26
P ARTS/CULTURAL DIVERSITY	19	29	15	11	15	28	28	17	18	17	20	15	14	13	13	16	22	32
U SUSTAINABLE LIVING PROGRAMS	15	27	16	8	13	16	11	16	16	13	13	15	11	7	7	23	15	22
A RECREATION OPPORTUNITIES	14	24	9	9	14	17	8	3	7	20	14	15	11	9	11	22	7	17
F BICYCLE LANES AND PATHS	13	10	15	19	11	9	14	8	11	14	12	15	13	10	14	7	26	12
V EMERGENCY 911/FIRE RESPONSE	13	27	6	12	11	13	6	10	11	15	12	13	12	8	13	16	8	22
O SEWER/WASTEWATER SYSTEM	12	22	5	16	11	7	6	11	10	14	10	12	9	10	11	11	2	13
R COMMUNITY INFORMED	11	16	5	10	12	6	15	10	11	10	10	11	8	5	12	6	18	11
M TRAFFIC LAWS	7	15	2	7	5	3	4	5	6	7	6	6	9	6	5	8	0	7
C POLICE PROTECTION	6	13	4	5	7	3	0	2	2	11	4	9	6	7	5	2	9	6
H PUBLIC FACILITIES	5	5	5	6	4	4	3	4	4	5	6	2	2	0	2	8	14	7
B PUBLIC PARKS	3	1	8	5	2	2	0	2	1	4	3	4	7	1	0	6	7	2
G STREETS AND ROADS	2	3	2	1	1	4	2	1	1	3	2	1	0	1	0	2	7	4

Table 16: Q10 SATISFACTION OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (NO OPINION/DK/NA)

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	398	116	81	118	76	97	114	100	85	93	99	104	93	357	20	19	14
T BUSINESS PERMITS/LICENSES	41	39	46	44	30	38	23	48	59	40	41	44	36	43	32	19	18
I GOVERNMENT OPPORTUNITIES	30	35	32	28	23	33	21	33	33	28	24	38	28	29	26	26	43
N AFTER-SCHOOL PROGRAMS	29	25	41	23	30	21	17	43	38	32	25	31	28	32	6	6	15
E SENIORS PROGRAMS	29	39	20	28	19	32	21	32	31	28	18	35	32	30	23	18	26
L HOMELESS SERVICES	26	27	34	21	27	31	19	27	31	31	18	28	30	27	13	18	18
Q NEW EMPLOYERS AND JOBS	22	14	25	25	26	16	18	21	36	17	25	20	26	23	21	24	0
D EMERGENCIES/NAT DISASTERS	21	25	22	17	22	27	18	18	23	16	14	29	26	21	13	18	36
J NEW BUSINESSES/COMPANIES	20	23	18	21	18	22	19	18	23	20	15	19	26	22	26	0	0
K AFFORDABLE HOUSING POLICIES	20	23	21	20	12	22	11	20	28	21	13	22	23	21	13	18	9
S CELEBRATE DIVERSITY	20	17	27	17	16	16	9	26	26	20	13	21	20	23	0	0	0
P ARTS/CULTURAL DIVERSITY	19	16	26	14	16	15	4	27	30	20	15	20	14	21	0	12	0
U SUSTAINABLE LIVING PROGRAMS	15	15	18	15	8	13	5	18	24	16	15	15	11	17	0	10	0
A RECREATION OPPORTUNITIES	14	12	8	16	14	11	11	12	23	7	8	16	23	14	26	0	9
F BICYCLE LANES AND PATHS	13	9	14	14	14	8	10	12	24	12	10	8	20	14	0	0	11
V EMERGENCY 911/FIRE RESPONSE	13	12	11	18	7	10	3	13	28	8	12	13	16	13	6	15	8
O SEWER/WASTEWATER SYSTEM	12	12	8	13	12	10	6	11	22	9	9	12	17	14	0	0	0
R COMMUNITY INFORMED	11	12	11	10	7	10	4	12	16	12	9	11	9	12	0	0	0
M TRAFFIC LAWS	7	6	3	9	4	3	1	6	16	5	6	4	9	8	0	0	0
C POLICE PROTECTION	6	8	2	11	2	5	7	6	8	3	1	8	14	6	23	0	0
H PUBLIC FACILITIES	5	4	5	6	3	3	2	5	10	5	3	3	7	5	0	0	9
B PUBLIC PARKS	3	5	1	3	2	3	2	3	5	1	1	4	5	3	0	0	9
G STREETS AND ROADS	2	2	2	2	2	0	0	5	5	2	1	3	2	2	0	0	0

Table 16: Q10 SATISFACTION OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (NO OPINION/DK/NA)

	Total	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR			
		18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	398	45	67	56	55	123	57	96	84	181	81	135	131
T BUSINESS PERMITS/LICENSES	41	36	44	47	32	44	34	39	42	42	33	39	40
I GOVERNMENT OPPORTUNITIES	30	37	35	39	30	36	28	37	29	31	24	32	25
N AFTER-SCHOOL PROGRAMS	29	27	53	45	38	27	26	28	25	23	22	25	21
E SENIORS PROGRAMS	29	38	18	32	21	33	19	33	25	33	18	32	25
L HOMELESS SERVICES	26	14	32	26	24	28	30	33	22	25	29	30	23
Q NEW EMPLOYERS AND JOBS	22	27	39	31	35	19	19	13	24	18	15	13	22
D EMERGENCIES/NAT DISASTERS	21	23	32	34	21	22	18	21	22	21	14	19	19
J NEW BUSINESSES/COMPANIES	20	24	22	22	21	23	16	22	21	23	17	21	21
K AFFORDABLE HOUSING POLICIES	20	17	18	19	17	23	17	22	21	22	16	23	18
S CELEBRATE DIVERSITY	20	24	36	36	25	18	11	16	15	15	11	14	13
P ARTS/CULTURAL DIVERSITY	19	20	31	32	20	16	18	17	16	13	15	15	13
U SUSTAINABLE LIVING PROGRAMS	15	22	21	24	17	16	7	16	11	13	6	12	10
A RECREATION OPPORTUNITIES	14	25	14	20	21	11	8	8	13	12	9	9	14
F BICYCLE LANES AND PATHS	13	16	19	15	19	8	13	9	13	11	11	9	14
V EMERGENCY 911/FIRE RESPONSE	13	20	11	14	14	16	8	8	18	14	7	9	14
O SEWER/WASTEWATER SYSTEM	12	14	15	12	17	13	3	10	11	11	4	9	10
R COMMUNITY INFORMED	11	18	13	16	12	11	7	8	10	9	6	9	8
M TRAFFIC LAWS	7	12	4	5	7	7	2	4	6	6	2	4	6
C POLICE PROTECTION	6	7	3	4	5	8	0	4	7	10	1	6	8
H PUBLIC FACILITIES	5	2	5	4	3	5	3	4	5	5	3	4	5
B PUBLIC PARKS	3	6	3	7	2	3	0	2	4	3	0	2	3
G STREETS AND ROADS	2	2	3	2	3	2	1	2	1	2	1	2	1

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Table 1: QA. CELL PHONE

	QA CELL PHONE			DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD			QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	397	268	130	397	0	199	198	397	0	0	102	70	73	73	48	15	246	136	32	
Yes, cell and can talk safely	67	100	0	67	0	64	71	67	0	0	75	78	80	53	50	27	77	49	25	
No, not on cell	33	0	100	33	0	36	29	33	0	0	25	22	20	47	50	73	23	51	75	
	QC RACE/ETHNICITY							QD GENDER				QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	97	72	44	21	49	53	174	296	184	212	143	106	96	48	248	144	242	86	69
Yes, cell and can talk safely	67	67	74	74	75	79	52	69	67	74	61	69	69	65	64	69	65	67	72	65
No, not on cell	33	33	26	26	25	21	48	31	33	26	39	31	31	35	36	31	35	33	28	35
	Q2 LIFE QUALITY				Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION				
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	397	116	15	341	52	64	112	229	56	115	15	332	45	21	118	279	44	12	95	23
Yes, cell and can talk safely	67	56	100	67	79	66	67	63	87	58	84	67	76	61	66	68	57	77	65	68
No, not on cell	33	44	0	33	21	34	33	37	13	42	16	33	24	39	34	32	43	23	35	32
	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME							
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+		
Base	397	79	55	101	103	27	29	111	197	200	226	159	77	107	56	44	11	49		
Yes, cell and can talk safely	67	81	77	62	62	69	42	71	64	71	61	77	63	71	70	60	89	77		
No, not on cell	33	19	23	38	38	31	58	29	36	29	39	23	37	29	30	40	11	23		

Table 1: QA. CELL PHONE

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	397	117	59	128	76	114	134	70	74	82	113	102	98	304	32	36	26
Yes, cell and can talk safely	67	79	64	76	37	78	61	69	61	69	59	79	62	70	69	41	70
No, not on cell	33	21	36	24	63	22	39	31	39	31	41	21	38	30	31	59	30
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	397	49	45	47	49	113	54	85	88	194	89	137	158				
Yes, cell and can talk safely	67	82	49	75	59	75	54	69	69	76	50	74	62				
No, not on cell	33	18	51	25	41	25	46	31	31	24	50	26	38				

Table 2: QB. AGE

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
18-49	59	71	43	62	55	59	58	62	55	60	100	100	100	0	0	0	100	0	0	
18-24	10	11	11	11	9	10	10	11	9	0	47	0	0	0	0	0	17	0	0	
25-29	11	17	9	15	7	11	11	15	7	7	53	0	0	0	0	0	19	0	0	
30-34	11	16	7	13	9	11	11	13	9	19	0	58	0	0	0	0	19	0	0	
35-39	8	5	5	5	11	9	7	5	11	12	0	42	0	0	0	0	14	0	0	
40-44	10	15	3	11	9	9	11	11	9	10	0	0	53	0	0	0	17	0	0	
45-49	9	7	8	7	10	9	8	7	10	12	0	0	47	0	0	0	15	0	0	
50+	38	25	53	34	42	38	39	34	43	38	0	0	0	100	100	100	0	100	100	
50-54	8	9	16	12	5	8	9	12	5	6	0	0	0	55	0	0	0	22	0	
55-59	7	5	10	7	7	7	6	7	7	4	0	0	0	45	0	0	0	17	0	
60-64	8	8	8	8	9	8	9	8	9	4	0	0	0	0	45	0	0	22	0	
65-74	10	1	10	4	16	11	9	4	16	15	0	0	0	0	55	0	0	26	67	
75 & over	5	2	9	4	6	4	6	4	6	9	0	0	0	0	0	100	0	13	33	
REFUSED	3	4	4	4	2	3	3	4	2	2	0	0	0	0	0	0	0	0	0	
Refused	3	4	4	4	2	3	3	4	2	2	0	0	0	0	0	0	0	0	0	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
18-49	59	39	70	65	66	67	69	67	67	58	60	59	52	66	56	55	63	61	53	60
18-24	10	3	15	6	10	9	24	13	13	8	12	23	9	6	1	16	4	12	8	8
25-29	11	8	18	19	13	8	4	11	13	13	10	14	8	15	4	11	11	14	8	8
30-34	11	6	14	16	12	8	15	13	13	10	12	8	9	15	13	8	14	11	8	14
35-39	8	4	3	11	10	13	9	11	9	9	7	1	7	12	13	4	13	7	8	10
40-44	10	8	16	5	14	17	7	10	10	8	12	8	11	9	13	10	10	9	13	8
45-49	9	10	3	8	7	12	10	9	8	10	8	5	8	9	13	7	11	7	9	11
50+	38	58	27	31	33	29	29	30	30	40	38	36	47	31	40	42	34	36	43	38
50-54	8	7	6	3	11	11	10	8	8	8	8	10	8	7	8	9	7	7	10	8
55-59	7	11	5	7	6	3	3	5	5	8	6	4	11	5	6	8	6	4	10	8
60-64	8	10	3	13	5	4	12	9	8	8	8	7	10	7	10	9	8	10	7	6
65-74	10	17	12	7	9	5	2	5	7	11	10	6	13	9	14	9	11	9	11	12
75 & over	5	13	1	0	2	5	2	2	2	4	6	9	5	3	2	7	2	6	5	4
REFUSED	3	2	3	4	1	3	2	3	3	3	2	5	0	3	3	3	3	3	4	2
Refused	3	2	3	4	1	3	2	3	3	3	2	5	0	3	3	3	3	3	4	2

Table 2: QB. AGE

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
18-49	59	57	70	58	62	51	53	60	69	54	45	58	58	65	50	64	44	36	51	46
18-24	10	9	2	11	5	5	8	11	13	10	7	11	6	9	8	12	5	3	8	4
25-29	11	13	13	11	10	10	9	12	14	9	5	12	8	11	8	13	4	9	8	7
30-34	11	11	18	11	12	5	5	13	18	10	0	11	8	16	7	13	8	7	7	8
35-39	8	7	8	8	9	10	10	7	7	9	9	7	8	17	8	8	7	6	7	11
40-44	10	9	13	9	15	10	11	9	12	7	7	9	14	7	12	9	12	6	13	7
45-49	9	8	16	8	11	11	10	9	6	10	17	8	14	5	8	9	8	5	8	9
50+	38	39	28	39	36	47	45	36	29	42	50	38	40	34	48	33	53	61	47	51
50-54	8	9	8	9	6	8	9	8	10	8	22	8	12	2	8	9	8	4	7	9
55-59	7	5	13	6	10	10	7	6	8	6	16	5	11	13	10	5	8	14	9	11
60-64	8	8	0	9	7	7	9	9	4	11	13	9	5	7	9	8	10	12	9	8
65-74	10	10	7	10	9	18	15	8	3	10	0	11	9	8	14	8	20	18	14	15
75 & over	5	7	0	6	2	4	5	5	4	8	0	5	3	3	8	3	7	12	8	9
REFUSED	3	3	2	3	2	2	2	4	2	4	4	3	3	1	2	3	3	3	2	3
Refused	3	3	2	3	2	2	2	4	2	4	4	3	3	1	2	3	3	3	2	3

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140
18-49	59	78	75	67	49	38	16	76	49	69	45	78	53	62	55	62	64	67
18-24	10	6	16	22	7	0	0	3	2	18	5	15	17	10	12	14	5	4
25-29	11	22	6	5	20	0	0	4	4	18	5	22	21	13	11	9	13	6
30-34	11	23	10	7	11	7	0	12	7	15	8	15	6	13	12	14	13	12
35-39	8	13	11	9	3	10	0	14	8	8	9	7	2	6	6	6	9	15
40-44	10	9	20	7	4	14	10	26	15	5	9	11	4	13	5	10	12	16
45-49	9	6	11	17	4	6	5	17	12	5	9	9	2	6	9	10	12	15
50+	38	18	23	28	49	62	80	21	48	28	51	20	46	34	45	34	35	31
50-54	8	1	7	7	14	7	13	8	12	5	12	3	8	12	12	5	11	5
55-59	7	9	4	5	9	4	7	3	7	5	8	6	5	5	10	2	7	9
60-64	8	4	6	7	12	18	4	6	12	5	13	2	12	8	6	16	2	9
65-74	10	2	5	5	9	28	34	3	12	8	14	5	11	5	16	11	15	7
75 & over	5	3	1	4	5	4	21	0	6	4	5	4	9	5	2	0	0	1
REFUSED	3	3	2	5	2	0	5	3	2	3	3	2	1	3	0	4	2	3
Refused	3	3	2	5	2	0	5	3	2	3	3	2	1	3	0	4	2	3

Table 2: QB. AGE

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
18-49	59	100	0	100	0	55	56	60	65	49	48	65	73	58	69	76	51
18-24	10	13	0	21	0	12	19	3	4	1	4	14	22	10	5	20	0
25-29	11	22	0	16	0	15	7	10	13	6	3	19	17	10	18	8	30
30-34	11	17	0	19	0	8	8	12	16	8	6	12	17	10	19	24	4
35-39	8	16	0	11	0	5	3	14	12	7	9	11	5	9	0	0	10
40-44	10	14	0	20	0	7	13	10	11	12	18	4	6	9	27	12	0
45-49	9	17	0	13	0	7	6	12	9	15	9	5	6	9	0	12	7
50+	38	0	100	0	100	41	43	38	31	49	49	31	25	40	24	24	39
50-54	8	0	21	0	22	8	10	9	6	11	12	6	5	8	10	20	3
55-59	7	0	20	0	15	9	6	6	5	8	7	7	4	7	0	0	14
60-64	8	0	21	0	22	8	9	9	7	12	12	5	5	8	5	5	15
65-74	10	0	27	0	25	10	9	11	11	13	12	10	7	11	9	0	8
75 & over	5	0	11	0	15	6	9	3	2	5	7	4	4	6	0	0	0
REFUSED	3	0	0	0	0	4	1	2	4	2	3	4	1	3	8	0	9
Refused	3	0	0	0	0	4	1	2	4	2	3	4	1	3	8	0	9

	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR			
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	795	88	130	111	109	236	104	185	163	359	162	270	262
<u>18-49</u>	59	100	0	35	43	100	0	65	70	100	0	66	68
18-24	10	8	0	3	4	19	0	10	17	20	0	10	17
25-29	11	21	0	10	6	16	0	11	10	19	0	14	11
30-34	11	15	0	3	7	20	0	11	16	20	0	13	14
35-39	8	11	0	5	3	17	0	12	10	14	0	11	8
40-44	10	21	0	6	10	15	0	8	12	16	0	9	12
45-49	9	26	0	8	12	13	0	12	6	11	0	10	5
<u>50+</u>	38	0	100	61	57	0	100	32	27	0	100	32	29
50-54	8	0	12	9	6	0	26	8	8	0	28	8	9
55-59	7	0	18	11	11	0	17	7	3	0	18	7	4
60-64	8	0	18	10	11	0	32	10	9	0	25	8	7
65-74	10	0	30	22	14	0	18	6	5	0	23	7	7
75 & over	5	0	22	9	16	0	7	2	2	0	6	2	2
<u>REFUSED</u>	3	0	0	4	1	0	0	3	3	0	0	2	3
Refused	3	0	0	4	1	0	0	3	3	0	0	2	3

Table 3: QC. RACE/ETHNICITY

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
<u>WHITE</u>	28	24	24	24	32	28	28	24	32	17	15	15	27	34	42	72	19	43	56	
Caucasian/White	28	24	24	24	32	28	28	24	32	17	15	15	27	34	42	72	19	43	56	
<u>PEOPLE OF COLOR</u>	67	75	74	74	60	67	67	74	60	63	84	81	65	62	53	27	77	53	40	
Latino/Hispanic	13	20	14	18	8	13	13	18	8	4	20	12	13	9	11	2	15	9	11	
African American/Black	3	4	6	5	1	3	3	5	1	0	3	3	2	3	4	3	3	3	2	
Chinese	14	12	9	11	17	14	14	11	16	29	17	20	10	10	16	0	15	11	7	
Filipino	6	6	4	5	6	5	6	5	6	3	6	6	7	6	4	3	6	5	4	
Indian or Southeast Asian	10	14	8	12	7	10	10	12	6	18	8	11	15	9	5	10	11	7	7	
Japanese	1	1	1	1	0	0	1	1	0	2	0	2	0	0	0	0	1	0	0	
Korean	1	2	0	1	1	1	1	1	1	0	2	1	2	0	0	2	2	0	1	
Vietnamese	13	10	20	13	13	13	13	13	13	0	17	17	11	11	10	4	15	10	4	
Multiracial	4	2	3	2	5	3	4	2	5	6	7	5	2	4	1	0	5	2	2	
Other	4	4	8	6	2	4	3	6	2	0	3	3	4	8	2	3	3	4	3	
<u>DK/NA/REFUSED</u>	5	1	1	1	8	5	5	1	7	20	2	4	7	4	5	2	4	4	4	
DK/NA/Refused	5	1	1	1	8	5	5	1	7	20	2	4	7	4	5	2	4	4	4	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
<u>WHITE</u>	28	100	0	0	0	0	0	0	0	28	28	32	32	21	28	32	23	23	35	30
Caucasian/White	28	100	0	0	0	0	0	0	0	28	28	32	32	21	28	32	23	23	35	30
<u>PEOPLE OF COLOR</u>	67	0	100	100	100	100	100	100	100	69	67	65	64	75	66	65	72	75	56	65
Latino/Hispanic	13	0	100	0	0	0	0	0	19	12	15	18	18	10	4	18	8	15	15	6
African American/Black	3	0	0	0	0	0	0	0	4	2	3	2	7	1	1	5	1	4	2	2
Chinese	14	0	0	100	0	0	0	32	21	15	13	9	6	20	24	8	21	15	10	16
Filipino	6	0	0	0	100	0	0	13	9	5	6	5	8	7	2	6	5	6	5	6
Indian or Southeast Asian	10	0	0	0	0	100	0	22	14	11	9	10	5	10	16	8	12	12	8	7
Japanese	1	0	0	0	0	0	0	1	1	1	0	1	1	0	0	1	0	0	0	1
Korean	1	0	0	0	0	0	0	3	2	1	2	2	1	1	1	1	1	1	2	2
Vietnamese	13	0	0	0	0	0	100	30	19	15	11	13	10	19	9	11	15	14	9	16
Multiracial	4	0	0	0	0	0	0	0	6	4	4	3	5	4	3	4	3	4	3	3
Other	4	0	0	0	0	0	0	0	5	4	3	3	4	3	5	3	4	3	3	6
<u>DK/NA/REFUSED</u>	5	0	0	0	0	0	0	0	0	2	5	2	4	4	7	3	5	3	8	5
DK/NA/Refused	5	0	0	0	0	0	0	0	0	2	5	2	4	4	7	3	5	3	8	5

Table 3: QC. RACE/ETHNICITY

	Q2 LIFE QUALITY									Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY				Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT			
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68			
WHITE	28	29	32	28	31	42	38	23	21	33	40	25	35	37	35	24	41	53	33	42			
Caucasian/White	28	29	32	28	31	42	38	23	21	33	40	25	35	37	35	24	41	53	33	42			
PEOPLE OF COLOR	67	69	56	69	59	51	56	73	75	64	46	71	56	58	61	71	58	42	64	50			
Latino/Hispanic	13	17	10	13	13	12	13	12	16	18	3	14	11	7	8	17	5	4	9	5			
African American/Black	3	5	2	3	1	1	1	4	4	3	2	4	1	0	3	3	3	2	3	2			
Chinese	14	8	24	14	15	5	9	16	19	9	4	14	12	17	13	14	13	4	14	8			
Filipino	6	5	4	6	6	8	6	7	2	6	7	6	6	4	6	6	4	5	5	8			
Indian or Southeast Asian	10	13	4	11	5	5	9	10	10	13	5	11	6	10	10	9	13	4	11	7			
Japanese	1	0	0	1	0	1	1	0	0	0	4	0	1	1	0	1	0	0	0	0			
Korean	1	0	1	1	1	0	1	1	1	0	1	1	1	1	2	1	0	2	2	1			
Vietnamese	13	11	5	14	10	7	8	17	13	12	9	15	7	11	11	14	11	2	13	5			
Multiracial	4	3	2	4	3	6	5	3	4	3	9	3	6	5	5	3	5	16	4	10			
Other	4	4	4	4	4	4	3	4	5	0	2	3	5	3	3	4	4	2	3	4			
DK/NA/REFUSED	5	2	13	3	10	7	6	4	4	3	13	4	9	5	4	5	2	5	3	8			
DK/NA/Refused	5	2	13	3	10	7	6	4	4	3	13	4	9	5	4	5	2	5	3	8			
	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME										
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+					
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140					
WHITE	28	31	19	18	24	43	57	17	31	26	29	29	32	22	24	32	31	25					
Caucasian/White	28	31	19	18	24	43	57	17	31	26	29	29	32	22	24	32	31	25					
PEOPLE OF COLOR	67	66	77	74	72	52	40	76	65	71	66	69	64	74	75	67	62	72					
Latino/Hispanic	13	13	7	14	14	13	18	14	11	14	9	22	17	19	13	15	12	4					
African American/Black	3	3	4	4	2	1	2	2	2	4	3	4	4	2	3	8	0	2					
Chinese	14	18	20	13	15	8	3	14	13	15	16	10	17	7	15	12	16	22					
Filipino	6	1	6	5	11	7	2	10	7	5	6	6	5	6	6	9	3	7					
Indian or Southeast Asian	10	12	14	6	12	5	4	15	12	7	11	7	1	14	10	2	14	16					
Japanese	1	0	2	0	1	0	0	0	0	1	1	0	0	0	1	1	1	0					
Korean	1	2	2	1	0	1	0	2	1	1	1	1	1	1	1	1	0	2					
Vietnamese	13	9	16	21	10	12	3	14	11	15	12	13	10	18	17	18	4	10					
Multiracial	4	3	2	5	3	4	6	2	2	5	3	5	7	3	4	1	7	4					
Other	4	4	4	5	3	2	3	4	4	3	4	2	2	3	5	1	4	5					
DK/NA/REFUSED	5	3	4	7	4	5	3	6	5	3	5	2	4	4	1	1	6	4					
DK/NA/Refused	5	3	4	7	4	5	3	6	5	3	5	2	4	4	1	1	6	4					

Table 3: QC. RACE/ETHNICITY

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
<u>WHITE</u>	28	17	44	20	42	34	32	23	24	28	34	28	23	32	0	0	0
Caucasian/White	28	17	44	20	42	34	32	23	24	28	34	28	23	32	0	0	0
<u>PEOPLE OF COLOR</u>	67	80	55	76	52	65	64	74	72	69	63	70	73	63	100	100	100
Latino/Hispanic	13	15	7	16	11	14	21	9	6	9	14	13	15	10	100	0	0
African American/Black	3	3	2	3	4	4	5	1	1	3	2	2	5	3	0	0	0
Chinese	14	17	13	15	10	8	7	21	23	15	11	14	16	12	0	0	100
Filipino	6	6	5	8	5	6	7	4	6	6	7	5	5	7	0	0	0
Indian or Southeast Asian	10	13	7	10	8	7	8	14	11	14	10	7	8	11	0	0	0
Japanese	1	1	0	0	0	1	0	1	0	1	0	1	1	1	0	0	0
Korean	1	1	0	2	1	0	2	1	1	0	2	1	2	1	0	0	0
Vietnamese	13	16	14	15	6	16	7	15	16	14	10	17	13	10	0	100	0
Multiracial	4	4	3	5	2	5	3	3	4	3	2	5	5	4	0	0	0
Other	4	4	4	3	5	3	4	5	3	3	5	5	2	4	0	0	0
<u>DK/NA/REFUSED</u>	5	3	1	4	7	1	4	3	5	3	4	1	5	5	0	0	0
DK/NA/Refused	5	3	1	4	7	1	4	3	5	3	4	1	5	5	0	0	0

	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR			
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	795	88	130	111	109	236	104	185	163	359	162	270	262
<u>WHITE</u>	28	100	100	100	100	0	0	0	0	0	0	0	0
Caucasian/White	28	100	100	100	100	0	0	0	0	0	0	0	0
<u>PEOPLE OF COLOR</u>	67	0	0	0	0	100	100	100	100	100	100	100	100
Latino/Hispanic	13	0	0	0	0	0	0	0	0	20	17	17	22
African American/Black	3	0	0	0	0	0	0	0	0	4	6	4	5
Chinese	14	0	0	0	0	31	33	31	32	20	21	21	20
Filipino	6	0	0	0	0	13	14	11	15	8	9	8	10
Indian or Southeast Asian	10	0	0	0	0	22	22	23	21	14	14	15	13
Japanese	1	0	0	0	0	2	0	2	1	1	0	1	0
Korean	1	0	0	0	0	3	1	1	4	2	1	1	2
Vietnamese	13	0	0	0	0	30	29	32	27	20	19	22	17
Multiracial	4	0	0	0	0	0	0	0	0	6	4	6	5
Other	4	0	0	0	0	0	0	0	0	4	8	6	5
<u>DK/NA/REFUSED</u>	5	0	0	0	0	0	0	0	0	0	0	0	0
DK/NA/Refused	5	0	0	0	0	0	0	0	0	0	0	0	0

Table 4: QD. GENDER

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
Men	49	51	36	46	52	49	49	46	52	40	47	50	47	52	51	42	48	51	49	
Women	49	48	64	53	45	49	49	53	44	50	51	47	51	47	48	56	50	49	50	
Non-binary	0	0	0	0	1	1	0	0	1	0	1	0	0	0	0	0	0	0	0	
Rather not say	2	1	0	0	3	1	2	0	3	10	1	2	2	1	0	2	2	1	1	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
Men	49	50	43	52	45	54	57	53	51	100	0	48	44	54	53	46	53	45	48	59
Women	49	49	56	47	55	46	42	47	49	0	100	52	56	45	45	54	45	54	49	39
Non-binary	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Rather not say	2	1	0	1	0	0	0	0	0	0	0	0	1	1	2	0	1	1	3	2
	Q2 LIFE QUALITY				Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION				
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
Men	49	39	42	49	50	41	42	51	62	43	54	48	55	45	50	48	51	55	50	51
Women	49	61	51	49	46	56	56	47	36	57	36	50	42	51	48	50	49	40	49	44
Non-binary	0	0	1	0	1	1	1	0	1	0	2	0	1	1	0	0	0	2	0	1
Rather not say	2	1	6	2	3	2	2	2	2	0	8	1	3	3	1	2	1	3	1	3
	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME							
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+		
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140		
Men	49	56	51	47	47	46	46	49	47	52	50	47	31	45	49	56	60	61		
Women	49	41	48	51	52	51	54	48	51	48	48	52	67	54	50	44	37	37		
Non-binary	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	1	0		
Rather not say	2	3	1	2	1	3	0	2	2	0	2	0	2	1	0	0	3	2		

Table 4: QD. GENDER

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
Men	49	100	100	0	0	100	0	100	0	100	0	100	0	49	49	53	37
Women	49	0	0	100	100	0	100	0	100	0	100	0	100	49	51	47	59
Non-binary	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Rather not say	2	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	5

	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR			
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	795	88	130	111	109	236	104	185	163	359	162	270	262
Men	49	44	52	100	0	51	58	100	0	50	53	100	0
Women	49	53	48	0	100	49	42	0	100	49	47	0	100
Non-binary	0	1	0	0	0	0	0	0	0	0	0	0	0
Rather not say	2	2	1	0	0	1	0	0	0	0	0	0	0

Table 5: QE. EDUCATION

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
<u>NON-COLLEGE</u>	52	64	59	62	42	52	52	62	43	16	65	34	46	58	51	77	49	57	58	
Less than high school	2	2	2	2	1	1	2	2	1	7	1	1	2	1	2	7	1	2	5	
High school graduate	23	35	32	34	13	24	23	34	13	9	43	11	16	23	15	41	24	21	20	
Vocational or technical school	3	2	1	1	4	3	2	1	4	0	1	2	2	6	2	3	2	4	4	
Some college, but no degree	13	15	9	13	13	11	15	13	14	0	11	11	15	14	16	21	12	16	18	
Associate degree	11	11	16	12	10	13	10	12	11	0	10	9	12	14	16	5	10	14	10	
<u>COLLEGE+</u>	46	35	39	36	56	46	46	36	55	78	33	65	52	40	47	23	49	41	40	
Four-year college degree	29	23	26	24	34	29	29	24	33	48	29	41	28	24	25	17	33	24	22	
Graduate school	17	12	13	12	22	17	17	12	21	30	4	23	23	16	23	6	16	18	18	
<u>DK/REFUSED</u>	2	1	2	1	3	2	2	1	3	6	2	1	2	2	2	0	2	1	2	
DK/Refused	2	1	2	1	3	2	2	1	3	6	2	1	2	2	2	0	2	1	2	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
<u>NON-COLLEGE</u>	52	60	71	28	59	41	45	41	50	49	57	100	100	0	0	100	0	56	50	46
Less than high school	2	4	0	0	4	0	0	1	1	1	2	6	0	0	0	3	0	1	2	3
High school graduate	23	25	34	16	15	26	24	21	24	24	24	94	0	0	0	45	0	27	20	21
Vocational or technical school	3	6	1	1	0	0	0	1	1	3	2	0	10	0	0	5	0	2	5	2
Some college, but no degree	13	12	17	6	26	9	12	11	14	12	15	0	48	0	0	25	0	16	13	7
Associate degree	11	14	18	5	13	6	9	8	11	9	14	0	42	0	0	22	0	11	11	12
<u>COLLEGE+</u>	46	38	27	70	39	59	55	58	49	50	42	0	0	100	100	0	100	43	47	51
Four-year college degree	29	22	22	41	34	30	43	38	32	32	26	0	0	100	0	0	63	29	25	35
Graduate school	17	17	5	29	5	29	12	20	17	18	16	0	0	0	100	0	37	14	22	16
<u>DK/REFUSED</u>	2	2	3	2	2	0	0	1	1	1	1	0	0	0	0	0	0	1	3	3
DK/Refused	2	2	3	2	2	0	0	1	1	1	1	0	0	0	0	0	0	1	3	3

Table 5: QE. EDUCATION

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
NON-COLLEGE	52	58	52	53	48	52	54	50	55	61	54	54	48	43	48	55	46	59	48	50
Less than high school	2	0	7	1	3	1	1	2	0	0	10	1	3	3	1	2	1	0	2	0
High school graduate	23	29	20	25	16	14	19	25	30	29	21	26	18	9	18	28	15	7	20	12
Vocational or technical school	3	2	0	2	4	4	3	3	1	2	0	2	5	3	4	2	5	6	4	4
Some college, but no degree	13	13	12	13	13	16	16	11	14	15	12	13	12	17	12	14	13	27	10	17
Associate degree	11	13	14	11	13	17	14	9	11	15	12	12	11	11	13	10	12	19	12	17
COLLEGE+	46	40	46	45	49	46	45	47	43	37	41	44	49	57	51	42	54	39	52	48
Four-year college degree	29	27	25	30	25	29	26	31	28	26	17	29	25	42	31	27	31	25	32	26
Graduate school	17	13	21	15	24	17	19	16	15	12	24	16	24	15	20	15	23	14	20	22
DK/REFUSED	2	2	2	2	3	2	1	3	2	2	5	2	3	1	0	3	0	2	0	2
DK/Refused	2	2	2	2	3	2	1	3	2	2	5	2	3	1	0	3	0	2	0	2

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140
NON-COLLEGE	52	46	50	52	52	51	73	47	52	54	46	65	69	60	57	57	34	26
Less than high school	2	1	0	4	2	2	0	1	1	2	1	2	0	2	1	2	0	0
High school graduate	23	27	18	28	22	12	32	20	23	24	18	34	41	29	17	26	9	11
Vocational or technical school	3	2	2	1	3	2	7	2	2	3	2	3	3	2	5	2	1	1
Some college, but no degree	13	6	18	10	11	25	18	13	13	14	14	12	13	16	20	18	8	6
Associate degree	11	10	12	9	14	11	16	11	12	11	11	14	12	11	13	9	15	9
COLLEGE+	46	53	47	47	46	48	27	50	46	45	52	34	30	38	43	42	66	73
Four-year college degree	29	31	28	30	31	29	18	27	25	32	30	24	22	26	31	33	36	36
Graduate school	17	22	19	16	15	18	9	24	21	13	22	10	8	12	12	9	30	37
DK/REFUSED	2	2	3	2	2	2	0	3	2	1	2	1	1	2	0	1	0	1
DK/Refused	2	2	3	2	2	2	0	3	2	1	2	1	1	2	0	1	0	1

Table 5: QE. EDUCATION

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
<u>NON-COLLEGE</u>	52	46	50	53	65	100	100	0	0	44	60	53	55	52	79	47	32
Less than high school	2	0	2	2	3	2	4	0	0	0	2	1	3	2	0	0	0
High school graduate	23	26	17	23	26	49	42	0	0	19	28	28	20	23	27	29	32
Vocational or technical school	3	1	5	3	2	6	4	0	0	4	1	2	4	3	0	0	0
Some college, but no degree	13	10	15	14	17	25	25	0	0	10	16	14	14	13	30	12	0
Associate degree	11	9	11	12	17	19	24	0	0	11	13	9	15	12	23	6	0
<u>COLLEGE+</u>	46	53	48	46	34	0	0	100	100	56	38	45	44	46	14	53	64
Four-year college degree	29	35	29	31	18	0	0	63	63	32	20	31	33	28	14	50	33
Graduate school	17	18	19	15	16	0	0	37	37	24	18	14	12	18	0	3	31
<u>DK/REFUSED</u>	2	1	1	1	1	0	0	0	0	1	1	1	1	2	6	0	5
DK/Refused	2	1	1	1	1	0	0	0	0	1	1	1	1	2	6	0	5
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	795	88	130	111	109	236	104	185	163	359	162	270	262				
<u>NON-COLLEGE</u>	52	51	65	57	64	42	39	40	43	50	50	46	55				
Less than high school	2	3	4	3	5	1	0	0	2	1	0	0	1				
High school graduate	23	19	29	25	27	23	16	22	21	26	16	24	24				
Vocational or technical school	3	4	6	6	5	1	0	1	1	1	2	2	1				
Some college, but no degree	13	10	14	13	11	9	15	10	11	13	16	12	16				
Associate degree	11	16	13	11	17	8	8	7	8	9	15	9	13				
<u>COLLEGE+</u>	46	46	34	40	36	57	60	59	57	49	48	53	45				
Four-year college degree	29	27	19	23	19	39	34	37	38	34	28	35	29				
Graduate school	17	19	15	17	16	18	26	22	19	15	20	18	15				
<u>DK/REFUSED</u>	2	2	1	2	0	1	1	1	0	1	2	1	1				
DK/Refused	2	2	1	2	0	1	1	1	0	1	2	1	1				

Table 6: Q1. Would you say that things in Milpitas are generally headed in the right direction, or do you feel that things are pretty seriously off on the wrong track?

	QA CELL PHONE			DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD			QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
Right direction	50	60	62	61	38	46	53	61	38	45	62	48	44	39	49	57	52	46	47	
Wrong track	29	23	19	22	35	30	27	22	36	17	21	23	34	38	29	27	26	32	30	
DK/NA	22	17	19	17	27	23	20	17	26	38	17	29	22	23	22	17	22	22	23	
	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
Right direction	50	41	57	54	51	61	54	54	55	46	54	55	52	49	42	53	46	100	0	0
Wrong track	29	36	33	21	26	23	20	22	24	28	28	24	30	24	37	28	29	0	100	0
DK/NA	22	23	10	25	23	16	26	24	21	26	17	21	18	27	21	19	24	0	0	100
	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY				Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION				
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
Right direction	50	76	11	59	14	31	37	59	44	72	8	59	16	38	43	55	48	24	48	25
Wrong track	29	10	78	19	68	53	44	17	35	17	69	20	66	27	37	23	31	58	32	58
DK/NA	22	15	10	23	18	17	19	24	21	11	23	21	19	35	20	22	21	18	21	17
	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME							
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+		
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140		
Right direction	50	57	50	54	46	37	44	47	47	54	47	58	58	48	54	49	58	51		
Wrong track	29	16	34	23	29	47	38	33	32	23	33	20	26	31	26	22	28	32		
DK/NA	22	27	16	24	24	17	18	20	21	23	21	22	16	20	19	29	14	17		

Table 6: Q1. Would you say that things in Milpitas are generally headed in the right direction, or do you feel that things are pretty seriously off on the wrong track?

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
Right direction	50	51	38	54	55	48	58	45	49	43	52	50	59	48	50	62	75
Wrong track	29	25	32	26	32	25	29	30	27	32	31	22	24	30	35	8	12
DK/NA	22	24	30	20	13	27	13	25	24	24	18	28	17	22	15	30	13

	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR			
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	795	88	130	111	109	236	104	185	163	359	162	270	262
Right direction	50	47	37	32	49	51	60	49	60	54	55	52	58
Wrong track	29	30	41	38	35	22	21	23	21	23	25	23	24
DK/NA	22	24	22	30	16	27	19	28	19	22	21	24	18

Table 7: Q2. Please tell me how satisfied you are with the overall quality of life in Milpitas.

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
<u>TOTAL SATISFIED</u>	79	85	88	86	73	77	82	86	72	86	85	77	71	78	82	90	78	81	84	
Very satisfied	24	25	39	29	18	25	22	29	18	18	24	23	21	22	23	35	23	24	28	
Somewhat satisfied	56	60	49	56	55	52	60	56	54	67	61	54	50	56	59	55	55	57	56	
<u>TOTAL DISSATISFIED</u>	20	15	9	13	27	23	17	13	28	14	14	22	28	22	18	10	21	19	16	
Somewhat dissatisfied	16	10	9	9	22	18	14	9	23	14	11	16	22	16	17	10	16	16	14	
Very dissatisfied	4	6	0	4	4	5	4	4	5	0	3	6	6	6	2	0	5	3	2	
<u>DK/NA</u>	1	0	4	1	0	1	0	1	0	0	1	1	1	0	0	0	1	0	0	
DK/NA	1	0	4	1	0	1	0	1	0	0	1	1	1	0	0	0	1	0	0	
	QC RACE/ETHNICITY									QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
<u>TOTAL SATISFIED</u>	79	78	77	78	77	89	84	82	82	79	80	85	77	82	72	81	78	94	52	83
Very satisfied	24	25	32	14	22	33	21	21	24	19	29	27	25	22	17	26	20	36	8	16
Somewhat satisfied	56	53	46	64	54	56	64	62	57	61	51	57	52	60	54	55	58	58	44	67
<u>TOTAL DISSATISFIED</u>	20	22	20	22	22	11	16	18	18	20	19	15	21	17	28	18	21	6	48	16
Somewhat dissatisfied	16	17	17	15	19	10	14	14	14	17	14	11	17	14	23	14	17	5	36	14
Very dissatisfied	4	5	3	7	3	2	2	4	3	4	4	4	4	4	5	4	4	1	11	2
<u>DK/NA</u>	1	0	3	0	1	0	0	0	1	0	1	0	1	1	1	1	1	0	0	1
DK/NA	1	0	3	0	1	0	0	0	1	0	1	0	1	1	1	1	1	0	0	1

Table 7: Q2. Please tell me how satisfied you are with the overall quality of life in Milpitas.

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	Q13 CONTACT WITH CITY		VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
															YES	NO				
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
<u>TOTAL SATISFIED</u>	79	100	0	100	0	62	69	87	76	94	46	88	44	73	74	83	84	57	79	55
Very satisfied	24	100	0	30	0	20	19	29	12	57	0	30	4	11	20	26	32	9	22	12
Somewhat satisfied	56	0	0	70	0	42	50	58	64	37	46	59	40	62	54	57	52	48	57	43
<u>TOTAL DISSATISFIED</u>	20	0	100	0	100	37	30	12	24	5	54	11	56	25	26	16	16	43	21	45
Somewhat dissatisfied	16	0	0	0	79	29	25	9	18	4	28	10	41	19	20	13	16	33	16	34
Very dissatisfied	4	0	100	0	21	8	5	3	6	1	26	1	15	5	6	3	0	11	4	11
<u>DK/NA</u>	1	0	0	0	0	1	1	1	0	1	0	1	0	2	0	1	0	0	0	0
DK/NA	1	0	0	0	0	1	1	1	0	1	0	1	0	2	0	1	0	0	0	0

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME						
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+	
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140	
<u>TOTAL SATISFIED</u>	79	82	70	85	81	76	74	75	77	83	80	79	81	77	88	85	79	74	
Very satisfied	24	25	22	25	24	19	25	23	25	22	22	28	30	26	30	20	5	19	
Somewhat satisfied	56	57	48	60	57	57	49	52	51	61	58	52	50	51	58	65	73	55	
<u>TOTAL DISSATISFIED</u>	20	18	30	14	17	24	24	25	23	16	19	20	19	22	12	15	21	25	
Somewhat dissatisfied	16	12	25	11	14	20	21	19	18	13	16	14	14	15	12	13	17	23	
Very dissatisfied	4	7	4	4	3	4	3	5	5	3	3	6	5	7	1	1	5	3	
<u>DK/NA</u>	1	0	0	0	2	0	2	0	0	1	0	1	0	1	0	0	0	0	
DK/NA	1	0	0	0	2	0	2	0	0	1	0	1	0	1	0	0	0	0	

Table 7: Q2. Please tell me how satisfied you are with the overall quality of life in Milpitas.

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
<u>TOTAL SATISFIED</u>	79	78	80	79	82	82	80	79	79	77	78	84	84	78	74	93	90
Very satisfied	24	21	15	26	34	17	34	20	22	19	33	19	27	23	31	26	28
Somewhat satisfied	56	57	65	53	48	64	46	59	57	58	45	65	58	56	43	67	63
<u>TOTAL DISSATISFIED</u>	20	21	20	20	18	18	18	21	20	23	22	16	14	21	21	7	10
Somewhat dissatisfied	16	16	18	15	13	13	15	19	14	17	18	14	11	17	21	3	0
Very dissatisfied	4	5	2	4	4	5	4	2	5	6	3	2	3	4	0	4	10
<u>DK/NA</u>	1	0	0	1	0	0	1	0	1	0	1	0	2	1	5	0	0
DK/NA	1	0	0	1	0	0	1	0	1	0	1	0	2	1	5	0	0
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	795	88	130	111	109	236	104	185	163	359	162	270	262				
<u>TOTAL SATISFIED</u>	79	77	79	78	80	80	87	81	84	80	85	81	83				
Very satisfied	24	27	24	18	32	20	22	17	26	23	26	19	30				
Somewhat satisfied	56	50	55	59	48	60	65	64	59	57	59	62	53				
<u>TOTAL DISSATISFIED</u>	20	23	21	22	20	20	13	19	16	19	15	19	16				
Somewhat dissatisfied	16	15	19	18	17	14	13	15	12	15	13	16	12				
Very dissatisfied	4	8	2	5	4	5	0	4	3	4	3	3	4				
<u>DK/NA</u>	1	0	0	0	0	0	0	0	0	1	0	0	1				
DK/NA	1	0	0	0	0	0	0	0	0	1	0	0	1				

Table 8: Q3a. Would you say you generally approve or disapprove of the job that _____ is doing? : Milpitas City government overall

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
<u>TOTAL APPROVE</u>	62	67	79	71	53	61	63	71	53	56	66	61	61	53	66	65	63	61	64	
Strongly approve	14	18	30	22	7	13	15	22	7	2	16	13	7	17	17	20	12	17	16	
Somewhat approve	47	49	49	49	46	47	48	49	46	53	50	48	54	36	49	44	51	43	49	
<u>TOTAL DISAPPROVE</u>	25	19	14	18	33	25	25	18	33	27	17	17	29	34	30	28	21	32	32	
Somewhat disapprove	18	12	8	11	26	19	18	11	26	27	14	14	20	15	26	26	16	22	28	
Strongly disapprove	7	7	6	7	7	7	7	7	7	0	3	3	9	19	5	3	5	10	4	
<u>DK/NA</u>	13	14	6	11	15	14	12	11	15	17	17	22	10	13	4	7	16	8	4	
DK/NA	13	14	6	11	15	14	12	11	15	17	17	22	10	13	4	7	16	8	4	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
<u>TOTAL APPROVE</u>	62	55	65	57	72	73	75	68	66	61	64	67	64	61	55	65	59	82	32	55
Strongly approve	14	15	20	11	16	21	13	14	14	12	17	18	16	13	8	17	11	22	6	8
Somewhat approve	47	39	45	46	55	52	62	53	52	49	46	49	48	47	48	48	48	61	26	46
<u>TOTAL DISAPPROVE</u>	25	33	27	23	17	13	15	18	20	25	24	21	25	23	33	23	27	6	63	18
Somewhat disapprove	18	24	19	20	17	8	9	14	15	18	18	16	18	16	23	17	19	5	42	17
Strongly disapprove	7	9	8	3	0	4	6	4	5	7	6	5	7	7	10	6	8	1	21	2
<u>DK/NA</u>	13	12	8	20	11	14	10	15	14	13	12	12	11	16	11	12	15	11	5	27
DK/NA	13	12	8	20	11	14	10	15	14	13	12	12	11	16	11	12	15	11	5	27

Table 8: Q3a. Would you say you generally approve or disapprove of the job that _____ is doing? : Milpitas City government overall

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
<u>TOTAL APPROVE</u>	62	81	15	70	29	48	53	70	51	84	6	73	25	33	55	67	63	19	63	26
Strongly approve	14	39	0	18	1	9	8	20	7	44	0	19	1	4	10	18	17	0	13	1
Somewhat approve	47	42	15	53	27	39	45	50	44	40	6	55	24	29	45	49	47	19	51	25
<u>TOTAL DISAPPROVE</u>	25	10	71	16	63	43	38	16	27	7	78	16	65	25	36	18	26	74	27	66
Somewhat disapprove	18	6	31	12	44	31	29	12	15	5	33	12	43	19	26	13	22	45	21	44
Strongly disapprove	7	4	40	4	19	12	9	4	12	3	45	3	22	7	9	5	4	29	6	22
<u>DK/NA</u>	13	9	14	14	9	9	9	14	22	9	16	11	10	42	9	15	10	8	10	8
DK/NA	13	9	14	14	9	9	9	14	22	9	16	11	10	42	9	15	10	8	10	8

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140
<u>TOTAL APPROVE</u>	62	56	63	68	67	50	58	63	62	64	62	65	66	64	66	66	63	57
Strongly approve	14	13	12	18	18	9	13	17	19	11	16	14	25	17	11	16	13	10
Somewhat approve	47	44	51	51	50	41	44	46	43	53	46	51	42	47	55	50	50	47
<u>TOTAL DISAPPROVE</u>	25	14	30	21	23	46	34	27	28	20	29	17	23	26	29	18	26	24
Somewhat disapprove	18	8	23	16	14	38	26	20	21	15	21	13	20	16	19	14	20	16
Strongly disapprove	7	6	7	5	9	8	8	8	8	5	8	5	3	11	10	4	6	8
<u>DK/NA</u>	13	29	7	11	10	5	8	9	10	17	10	17	11	10	5	16	11	18
DK/NA	13	29	7	11	10	5	8	9	10	17	10	17	11	10	5	16	11	18

Table 8: Q3a. Would you say you generally approve or disapprove of the job that _____ is doing? : Milpitas City government overall

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
<u>TOTAL APPROVE</u>	62	63	59	64	62	61	69	63	55	59	66	65	62	60	78	74	62
Strongly approve	14	11	14	14	21	12	21	12	10	15	23	10	12	13	27	18	23
Somewhat approve	47	53	45	51	41	49	48	51	45	44	43	56	51	47	52	57	39
<u>TOTAL DISAPPROVE</u>	25	18	36	22	28	25	21	23	29	32	24	17	22	26	17	11	29
Somewhat disapprove	18	14	24	17	19	16	18	18	19	22	19	13	17	19	17	0	24
Strongly disapprove	7	5	11	4	8	10	3	5	10	9	5	4	5	7	0	11	5
<u>DK/NA</u>	13	18	6	14	10	13	10	14	16	9	10	18	16	13	5	15	9
DK/NA	13	18	6	14	10	13	10	14	16	9	10	18	16	13	5	15	9
	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR				Total	18-49	50+	MEN	WOMEN
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
		18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	795	88	130	111	109	236	104	185	163	359	162	270	262				
<u>TOTAL APPROVE</u>	62	59	52	50	60	65	73	68	68	65	68	66	67				
Strongly approve	14	16	15	12	19	12	19	13	16	11	20	12	17				
Somewhat approve	47	43	37	37	42	53	54	55	52	54	49	54	50				
<u>TOTAL DISAPPROVE</u>	25	25	39	38	27	17	19	16	20	18	24	19	20				
Somewhat disapprove	18	17	29	24	22	15	11	12	16	15	14	15	15				
Strongly disapprove	7	9	10	14	5	2	8	4	4	3	10	5	6				
<u>DK/NA</u>	13	15	9	12	13	18	8	17	12	17	7	15	13				
DK/NA	13	15	9	12	13	18	8	17	12	17	7	15	13				

Table 9: Q3b. Would you say you generally approve or disapprove of the job that _____ is doing? : The City's budget management

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
<u>TOTAL APPROVE</u>	48	54	59	55	41	48	48	55	40	54	52	49	46	44	46	55	49	47	45	
Strongly approve	10	11	24	15	4	10	10	15	4	2	9	10	5	13	9	19	8	12	13	
Somewhat approve	38	43	35	40	37	39	38	40	36	52	44	39	41	32	38	36	41	35	32	
<u>TOTAL DISAPPROVE</u>	24	17	14	16	33	24	25	16	33	20	22	17	30	25	25	31	23	26	32	
Somewhat disapprove	16	8	9	8	24	15	16	8	24	20	13	9	21	13	23	19	14	19	26	
Strongly disapprove	8	9	5	8	9	8	8	8	9	0	9	9	9	12	2	12	9	7	6	
<u>DK/NA</u>	27	29	26	28	27	28	27	28	27	26	26	34	24	31	28	14	28	27	23	
DK/NA	27	29	26	28	27	28	27	28	27	26	26	34	24	31	28	14	28	27	23	
	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION				
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
<u>TOTAL APPROVE</u>	48	41	65	39	67	56	52	51	52	47	50	53	49	49	40	51	46	66	26	37
Strongly approve	10	10	15	9	8	12	9	9	10	9	11	12	10	9	8	11	9	16	3	4
Somewhat approve	38	31	50	30	58	44	43	41	42	38	39	41	38	40	32	40	37	50	23	33
<u>TOTAL DISAPPROVE</u>	24	29	21	22	19	19	20	20	21	22	26	19	27	24	29	23	25	10	54	19
Somewhat disapprove	16	20	13	16	10	12	14	13	14	15	17	12	17	17	18	14	17	6	33	15
Strongly disapprove	8	9	8	6	10	7	6	7	7	7	9	7	10	7	11	8	8	3	21	4
<u>DK/NA</u>	27	30	14	39	14	25	28	29	27	31	24	28	25	28	31	26	29	25	20	44
DK/NA	27	30	14	39	14	25	28	29	27	31	24	28	25	28	31	26	29	25	20	44

Table 9: Q3b. Would you say you generally approve or disapprove of the job that _____ is doing? : The City's budget management

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
<u>TOTAL APPROVE</u>	48	71	18	54	25	38	41	56	38	66	8	59	14	20	41	53	49	9	49	15
Strongly approve	10	28	0	12	1	5	6	12	8	31	0	13	0	1	8	11	14	2	10	2
Somewhat approve	38	43	18	42	25	32	34	43	30	35	8	46	14	19	34	41	35	7	40	13
<u>TOTAL DISAPPROVE</u>	24	9	61	17	56	39	35	15	33	8	63	16	63	18	34	18	20	61	26	61
Somewhat disapprove	16	5	28	11	35	24	23	11	18	4	18	12	34	13	22	12	17	22	19	31
Strongly disapprove	8	4	33	5	21	15	12	4	15	4	46	4	29	5	12	6	3	39	7	31
<u>DK/NA</u>	27	20	21	29	18	24	24	29	29	26	29	25	23	62	24	29	31	30	25	23
DK/NA	27	20	21	29	18	24	24	29	29	26	29	25	23	62	24	29	31	30	25	23
	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME							
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+		
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140		
<u>TOTAL APPROVE</u>	48	48	48	49	56	36	42	49	49	48	46	54	59	54	52	40	48	48		
Strongly approve	10	12	8	10	11	2	16	8	11	9	10	11	19	10	7	8	8	7		
Somewhat approve	38	37	40	38	46	33	26	40	38	39	37	43	41	44	46	32	40	41		
<u>TOTAL DISAPPROVE</u>	24	14	30	26	21	39	28	28	25	22	26	19	18	22	34	21	28	22		
Somewhat disapprove	16	9	20	18	12	29	17	17	16	15	17	12	10	12	22	19	18	14		
Strongly disapprove	8	5	10	8	9	9	11	11	9	7	9	7	8	10	11	2	9	9		
<u>DK/NA</u>	27	38	22	26	23	26	30	23	26	30	28	27	23	24	14	39	24	30		
DK/NA	27	38	22	26	23	26	30	23	26	30	28	27	23	24	14	39	24	30		

Table 9: Q3b. Would you say you generally approve or disapprove of the job that _____ is doing? : The City's budget management

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
<u>TOTAL APPROVE</u>	48	48	46	52	47	49	53	46	46	46	53	48	49	47	69	53	42
Strongly approve	10	8	11	9	13	9	13	9	9	10	12	9	10	9	8	13	25
Somewhat approve	38	41	35	43	34	40	40	37	37	37	41	40	39	38	61	39	17
<u>TOTAL DISAPPROVE</u>	24	20	25	26	26	19	26	24	27	26	23	18	26	25	17	19	17
Somewhat disapprove	16	12	18	16	19	10	18	18	16	17	15	12	18	17	13	11	12
Strongly disapprove	8	7	7	9	7	9	8	6	11	9	8	6	8	9	4	8	4
<u>DK/NA</u>	27	32	28	23	27	32	22	30	27	27	24	34	25	28	14	28	41
DK/NA	27	32	28	23	27	32	22	30	27	27	24	34	25	28	14	28	41
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	795	88	130	111	109	236	104	185	163	359	162	270	262				
<u>TOTAL APPROVE</u>	48	38	44	31	51	49	54	51	51	53	50	53	51				
Strongly approve	10	9	11	5	15	8	9	9	10	8	13	11	10				
Somewhat approve	38	29	33	26	36	41	44	42	41	44	37	43	41				
<u>TOTAL DISAPPROVE</u>	24	30	29	30	29	22	16	17	24	20	23	19	23				
Somewhat disapprove	16	19	20	20	20	14	11	13	14	13	17	13	15				
Strongly disapprove	8	10	9	10	9	7	5	4	10	8	6	6	8				
<u>DK/NA</u>	27	32	28	39	20	30	31	32	25	27	27	28	26				
DK/NA	27	32	28	39	20	30	31	32	25	27	27	28	26				

Table 10: Q3c. Would you say you generally approve or disapprove of the job that _____ is doing? : The City's response to the coronavirus pandemic

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
<u>TOTAL APPROVE</u>	74	81	81	81	67	73	75	81	67	67	78	75	77	68	78	60	77	72	70	
Strongly approve	26	35	32	34	18	26	26	34	18	8	21	28	34	29	26	8	27	25	21	
Somewhat approve	48	46	49	47	50	47	49	47	49	59	57	47	43	38	52	52	49	47	48	
<u>TOTAL DISAPPROVE</u>	17	15	7	12	21	17	16	12	21	17	15	14	17	22	15	24	15	19	18	
Somewhat disapprove	9	5	3	4	14	10	8	4	14	17	10	8	9	8	10	18	9	10	13	
Strongly disapprove	7	10	4	8	7	7	8	8	7	0	5	6	9	14	5	6	6	8	5	
<u>DK/NA</u>	9	4	12	7	12	10	9	7	11	16	7	11	6	10	8	15	8	10	12	
DK/NA	9	4	12	7	12	10	9	7	11	16	7	11	6	10	8	15	8	10	12	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
<u>TOTAL APPROVE</u>	74	71	75	75	70	80	82	77	77	75	74	82	73	72	71	77	71	86	57	70
Strongly approve	26	23	41	15	27	34	30	26	28	25	28	24	34	23	23	29	23	35	16	17
Somewhat approve	48	48	34	60	43	46	52	52	49	50	47	58	40	49	48	49	48	51	41	52
<u>TOTAL DISAPPROVE</u>	17	19	17	14	24	10	11	13	15	16	17	15	19	16	15	17	16	8	34	13
Somewhat disapprove	9	8	11	11	11	7	5	8	9	7	12	6	11	12	8	8	10	6	18	6
Strongly disapprove	7	11	6	3	13	3	6	5	5	9	5	9	8	4	7	9	5	3	16	7
<u>DK/NA</u>	9	10	7	12	6	10	8	10	8	9	9	3	7	12	15	5	13	5	9	17
DK/NA	9	10	7	12	6	10	8	10	8	9	9	3	7	12	15	5	13	5	9	17

Table 10: Q3c. Would you say you generally approve or disapprove of the job that _____ is doing? : The City's response to the coronavirus pandemic

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	Q13 CONTACT WITH CITY		VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
															YES	NO				
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
<u>TOTAL APPROVE</u>	74	87	30	80	53	68	72	77	68	86	42	80	52	63	71	76	79	41	77	52
Strongly approve	26	48	5	30	12	22	23	29	23	56	3	32	6	8	23	28	35	7	28	9
Somewhat approve	48	40	25	50	41	46	49	48	45	29	39	48	46	55	48	48	43	34	49	43
<u>TOTAL DISAPPROVE</u>	17	6	58	13	34	21	19	13	28	8	44	12	36	15	19	15	12	41	15	35
Somewhat disapprove	9	2	20	7	17	11	10	7	14	5	8	8	17	6	11	8	6	20	9	19
Strongly disapprove	7	4	38	5	17	10	8	5	14	3	36	5	19	9	8	7	6	21	6	16
<u>DK/NA</u>	9	6	12	8	13	11	9	10	5	6	13	7	12	22	9	8	9	17	8	13
DK/NA	9	6	12	8	13	11	9	10	5	6	13	7	12	22	9	8	9	17	8	13

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME						
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+	
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140	
<u>TOTAL APPROVE</u>	74	70	75	78	79	66	70	79	73	76	74	77	80	73	74	78	73	74	
Strongly approve	26	24	27	30	24	19	34	33	29	24	26	30	29	29	22	22	31	26	
Somewhat approve	48	47	48	48	55	47	35	46	45	52	48	47	51	45	52	56	42	48	
<u>TOTAL DISAPPROVE</u>	17	14	19	15	13	22	26	16	17	15	17	15	14	17	17	16	21	14	
Somewhat disapprove	9	6	10	8	9	13	15	9	10	8	9	8	9	8	9	9	11	9	
Strongly disapprove	7	8	8	8	4	9	11	7	7	7	7	7	5	9	8	7	10	5	
<u>DK/NA</u>	9	16	7	7	8	12	4	6	9	9	9	8	6	9	9	6	6	12	
DK/NA	9	16	7	7	8	12	4	6	9	9	9	8	6	9	9	6	6	12	

Table 10: Q3c. Would you say you generally approve or disapprove of the job that _____ is doing? : The City's response to the coronavirus pandemic

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
<u>TOTAL APPROVE</u>	74	76	74	78	69	77	78	72	70	75	73	75	77	74	70	81	77
Strongly approve	26	27	23	28	27	28	29	22	25	27	31	23	25	24	39	42	27
Somewhat approve	48	50	51	50	41	49	48	50	45	48	42	52	52	49	31	39	50
<u>TOTAL DISAPPROVE</u>	17	14	18	16	20	18	16	14	18	16	18	15	15	18	17	12	3
Somewhat disapprove	9	7	7	11	14	4	12	10	12	6	13	8	10	10	17	0	3
Strongly disapprove	7	7	11	5	6	14	4	5	6	10	5	8	6	8	0	12	0
<u>DK/NA</u>	9	9	8	6	11	5	6	14	12	9	9	10	7	9	13	7	20
DK/NA	9	9	8	6	11	5	6	14	12	9	9	10	7	9	13	7	20
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	795	88	130	111	109	236	104	185	163	359	162	270	262				
<u>TOTAL APPROVE</u>	74	79	68	68	74	76	80	77	78	78	75	78	77				
Strongly approve	26	31	18	21	25	24	29	24	27	27	32	26	30				
Somewhat approve	48	48	49	48	48	52	51	53	51	51	43	51	47				
<u>TOTAL DISAPPROVE</u>	17	15	21	23	16	14	12	12	14	14	17	13	16				
Somewhat disapprove	9	5	10	5	11	8	7	7	9	9	10	7	11				
Strongly disapprove	7	9	11	18	5	6	4	5	5	5	6	6	5				
<u>DK/NA</u>	9	7	11	8	10	10	8	11	7	8	9	9	7				
DK/NA	9	7	11	8	10	10	8	11	7	8	9	9	7				

Table 11: Q3d. Would you say you generally approve or disapprove of the job that _____ is doing? : The Milpitas Police Department

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
<u>TOTAL APPROVE</u>	81	80	89	83	79	80	81	83	78	95	67	76	86	79	94	93	76	88	95	
Strongly approve	45	40	57	46	44	44	45	46	43	46	23	35	51	53	58	69	36	58	65	
Somewhat approve	36	40	32	37	35	36	36	37	34	49	44	41	35	26	36	24	40	30	29	
<u>TOTAL DISAPPROVE</u>	12	15	6	12	13	13	12	12	14	2	24	9	12	13	5	7	15	8	4	
Somewhat disapprove	7	8	4	7	7	6	8	7	8	2	12	4	8	9	4	3	8	6	3	
Strongly disapprove	5	7	1	5	6	6	4	5	6	0	12	6	4	4	1	3	7	2	1	
<u>DK/NA</u>	7	5	6	6	8	7	7	6	9	3	9	15	2	8	1	0	9	4	1	
DK/NA	7	5	6	6	8	7	7	6	9	3	9	15	2	8	1	0	9	4	1	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
<u>TOTAL APPROVE</u>	81	81	76	78	82	89	86	83	80	82	81	85	79	78	82	82	80	87	74	75
Strongly approve	45	52	41	39	33	60	42	44	41	42	48	43	51	39	46	47	42	49	42	37
Somewhat approve	36	28	35	39	48	28	43	39	39	39	33	41	28	39	36	34	38	37	32	38
<u>TOTAL DISAPPROVE</u>	12	12	16	13	14	8	9	11	13	13	11	10	14	14	11	12	13	7	22	11
Somewhat disapprove	7	7	12	6	9	5	3	5	7	8	6	4	8	9	7	6	8	4	12	6
Strongly disapprove	5	5	4	7	4	3	6	5	6	4	5	6	7	5	4	6	4	3	10	4
<u>DK/NA</u>	7	8	8	9	5	3	6	6	7	5	8	6	7	8	7	6	7	6	4	14
DK/NA	7	8	8	9	5	3	6	6	7	5	8	6	7	8	7	6	7	6	4	14

Table 11: Q3d. Would you say you generally approve or disapprove of the job that _____ is doing? : The Milpitas Police Department

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
TOTAL APPROVE	81	90	46	84	69	78	81	81	77	89	59	85	73	55	79	81	89	54	84	65
Strongly approve	45	69	16	49	27	44	47	46	34	75	30	50	34	21	49	42	65	31	55	32
Somewhat approve	36	21	30	35	42	34	35	36	43	14	29	36	39	34	30	39	24	23	29	33
TOTAL DISAPPROVE	12	6	54	9	25	16	14	10	19	7	41	10	22	16	17	10	6	38	13	28
Somewhat disapprove	7	3	14	6	12	9	10	5	7	3	8	6	9	12	7	7	3	7	6	8
Strongly disapprove	5	3	40	3	13	7	5	4	11	4	34	4	13	4	10	3	2	31	7	21
DK/NA	7	4	0	7	6	6	4	9	4	4	0	5	5	29	4	9	5	8	4	6
DK/NA	7	4	0	7	6	6	4	9	4	4	0	5	5	29	4	9	5	8	4	6

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME						
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+	
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140	
TOTAL APPROVE	81	72	84	83	80	79	92	82	83	78	83	78	80	80	78	84	83	80	
Strongly approve	45	38	48	43	40	49	67	48	49	39	48	41	46	35	47	39	49	47	
Somewhat approve	36	34	36	40	40	30	25	34	34	39	35	37	34	44	31	45	34	33	
TOTAL DISAPPROVE	12	10	14	11	16	16	6	14	12	13	12	13	14	14	17	10	11	10	
Somewhat disapprove	7	4	7	7	9	11	3	7	6	8	7	6	5	10	11	8	3	5	
Strongly disapprove	5	6	7	4	7	5	2	7	5	5	4	7	9	3	6	2	7	5	
DK/NA	7	18	2	6	4	6	2	3	5	9	5	9	6	7	5	6	7	9	
DK/NA	7	18	2	6	4	6	2	3	5	9	5	9	6	7	5	6	7	9	

Table 11: Q3d. Would you say you generally approve or disapprove of the job that _____ is doing? : The Milpitas Police Department

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
<u>TOTAL APPROVE</u>	81	76	90	78	86	81	82	82	79	84	84	80	77	79	91	93	86
Strongly approve	45	34	56	39	60	43	50	42	43	50	50	35	45	44	36	47	59
Somewhat approve	36	42	35	39	26	38	31	40	36	34	34	45	32	35	56	45	27
<u>TOTAL DISAPPROVE</u>	12	16	9	13	8	12	12	14	10	12	10	13	13	13	4	7	10
Somewhat disapprove	7	10	7	6	5	6	6	11	5	6	6	10	5	8	4	0	0
Strongly disapprove	5	7	1	7	3	6	6	3	5	7	3	3	7	5	0	7	10
<u>DK/NA</u>	7	8	1	9	6	6	6	5	11	3	6	8	10	7	5	0	5
DK/NA	7	8	1	9	6	6	6	5	11	3	6	8	10	7	5	0	5
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	795	88	130	111	109	236	104	185	163	359	162	270	262				
<u>TOTAL APPROVE</u>	81	75	86	81	82	78	93	84	83	76	89	82	80				
Strongly approve	45	40	62	49	57	38	55	42	46	34	55	39	43				
Somewhat approve	36	35	24	32	25	40	38	41	37	42	34	43	37				
<u>TOTAL DISAPPROVE</u>	12	18	7	14	9	13	6	10	11	15	10	13	13				
Somewhat disapprove	7	8	7	10	5	7	2	5	6	8	6	8	6				
Strongly disapprove	5	10	1	4	4	6	4	5	5	7	4	5	7				
<u>DK/NA</u>	7	7	6	5	10	9	1	6	6	9	1	6	8				
DK/NA	7	7	6	5	10	9	1	6	6	9	1	6	8				

Table 12: Q3e. Would you say you generally approve or disapprove of the job that _____ is doing? : The Milpitas City Council

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
<u>TOTAL APPROVE</u>	54	63	73	66	41	51	56	66	41	34	64	52	49	43	56	60	55	51	56	
Strongly approve	13	16	33	21	5	11	15	21	5	2	12	16	5	16	13	20	11	15	14	
Somewhat approve	41	48	40	45	36	40	41	45	36	32	52	36	43	26	43	40	44	36	42	
<u>TOTAL DISAPPROVE</u>	27	16	11	15	40	29	26	15	40	45	14	22	33	39	29	34	23	34	34	
Somewhat disapprove	16	6	7	6	26	18	14	6	26	31	10	13	17	22	20	24	13	21	25	
Strongly disapprove	11	10	5	8	14	11	11	8	14	14	4	10	16	17	9	10	10	12	9	
<u>DK/NA</u>	19	20	16	19	19	19	19	19	19	21	21	25	18	18	14	7	22	15	10	
DK/NA	19	20	16	19	19	19	19	19	19	21	21	25	18	18	14	7	22	15	10	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
<u>TOTAL APPROVE</u>	54	48	65	42	67	61	58	54	57	51	58	64	56	49	44	60	47	72	28	45
Strongly approve	13	12	14	12	18	27	11	15	14	12	15	21	13	10	8	17	9	19	5	9
Somewhat approve	41	37	51	30	49	35	47	39	43	39	43	43	43	39	36	43	38	53	23	36
<u>TOTAL DISAPPROVE</u>	27	33	22	32	21	15	18	23	23	28	26	18	29	26	37	24	30	9	62	23
Somewhat disapprove	16	23	9	17	12	11	11	14	13	17	15	12	19	17	17	16	17	7	32	18
Strongly disapprove	11	11	13	15	8	4	7	9	10	11	10	6	11	9	20	8	13	3	30	5
<u>DK/NA</u>	19	18	13	26	12	23	24	23	20	21	17	18	14	24	19	16	22	19	10	31
DK/NA	19	18	13	26	12	23	24	23	20	21	17	18	14	24	19	16	22	19	10	31

Table 12: Q3e. Would you say you generally approve or disapprove of the job that _____ is doing? : The Milpitas City Council

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
<u>TOTAL APPROVE</u>	54	77	18	61	26	45	49	59	45	73	15	64	21	27	44	60	47	22	50	25
Strongly approve	13	34	8	16	4	7	9	17	10	40	0	17	0	5	10	16	14	5	11	5
Somewhat approve	41	42	10	45	22	38	41	42	35	33	15	47	21	22	34	45	32	17	39	20
<u>TOTAL DISAPPROVE</u>	27	9	76	19	62	45	38	19	31	10	66	20	61	23	40	20	35	66	32	65
Somewhat disapprove	16	4	25	12	33	27	25	11	17	4	22	12	34	18	24	11	21	38	20	37
Strongly disapprove	11	5	50	7	28	18	14	8	14	6	44	8	28	5	15	8	14	28	12	28
<u>DK/NA</u>	19	15	7	20	12	10	12	22	24	17	19	16	18	50	16	20	18	12	18	10
DK/NA	19	15	7	20	12	10	12	22	24	17	19	16	18	50	16	20	18	12	18	10

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME						
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+	
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140	
<u>TOTAL APPROVE</u>	54	50	48	62	59	47	48	54	55	54	51	62	63	57	65	54	47	45	
Strongly approve	13	14	12	15	14	7	14	12	16	11	12	16	25	15	11	15	6	7	
Somewhat approve	41	36	36	47	45	39	34	41	39	44	38	45	39	41	54	39	42	38	
<u>TOTAL DISAPPROVE</u>	27	16	34	21	29	40	38	31	29	23	32	18	23	24	26	18	35	34	
Somewhat disapprove	16	8	22	12	16	25	28	14	16	16	18	11	15	13	14	14	23	20	
Strongly disapprove	11	9	12	9	13	14	10	17	13	7	13	7	8	11	12	4	11	14	
<u>DK/NA</u>	19	34	18	17	12	14	15	16	16	22	18	20	14	20	9	28	18	21	
DK/NA	19	34	18	17	12	14	15	16	16	22	18	20	14	20	9	28	18	21	

Table 12: Q3e. Would you say you generally approve or disapprove of the job that _____ is doing? : The Milpitas City Council

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
<u>TOTAL APPROVE</u>	54	54	47	59	56	56	64	47	48	50	61	54	55	51	87	69	62
Strongly approve	13	11	13	12	18	13	20	11	8	13	19	11	11	12	16	14	29
Somewhat approve	41	43	34	47	38	42	44	37	40	37	42	43	45	39	72	55	33
<u>TOTAL DISAPPROVE</u>	27	21	38	23	29	25	23	30	29	33	24	21	25	29	3	9	25
Somewhat disapprove	16	12	25	14	17	15	16	18	15	19	14	16	16	18	3	5	12
Strongly disapprove	11	10	13	9	12	10	7	11	15	15	10	5	9	12	0	4	13
<u>DK/NA</u>	19	24	15	18	14	20	13	23	22	17	14	25	19	19	9	22	13
DK/NA	19	24	15	18	14	20	13	23	22	17	14	25	19	19	9	22	13
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	795	88	130	111	109	236	104	185	163	359	162	270	262				
<u>TOTAL APPROVE</u>	54	53	46	42	56	51	61	50	59	58	56	55	61				
Strongly approve	13	11	13	8	15	13	21	15	16	12	18	14	15				
Somewhat approve	41	42	34	34	41	38	40	35	42	46	38	41	45				
<u>TOTAL DISAPPROVE</u>	27	25	40	37	29	23	20	23	23	21	27	24	22				
Somewhat disapprove	16	16	28	22	22	14	11	15	13	12	15	15	11				
Strongly disapprove	11	9	12	15	7	9	8	8	10	9	12	9	10				
<u>DK/NA</u>	19	23	14	21	15	26	19	27	18	21	16	21	18				
DK/NA	19	23	14	21	15	26	19	27	18	21	16	21	18				

Table 13: Q3f. Would you say you generally approve or disapprove of the job that _____ is doing? : The Milpitas Fire Department

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
<u>TOTAL APPROVE</u>	89	93	93	93	85	92	87	93	85	93	88	85	91	91	93	91	88	92	93	
Strongly approve	60	63	69	65	55	59	61	65	55	53	54	58	63	62	64	73	58	64	72	
Somewhat approve	29	30	24	28	30	32	26	28	30	41	34	27	28	30	28	19	30	28	21	
<u>TOTAL DISAPPROVE</u>	2	2	2	2	2	2	2	2	2	0	2	2	4	2	1	2	3	1	2	
Somewhat disapprove	1	2	0	1	1	1	1	1	1	0	1	1	2	1	1	2	1	1	2	
Strongly disapprove	1	1	2	1	1	1	1	1	1	0	1	1	3	1	0	0	1	0	0	
<u>DK/NA</u>	9	5	5	5	12	6	11	5	13	7	10	13	5	7	6	7	9	7	5	
DK/NA	9	5	5	5	12	6	11	5	13	7	10	13	5	7	6	7	9	7	5	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
<u>TOTAL APPROVE</u>	89	91	87	85	94	94	86	88	88	89	90	95	91	84	89	93	86	91	91	83
Strongly approve	60	66	72	50	60	66	56	56	59	60	61	62	71	50	61	67	54	64	59	52
Somewhat approve	29	25	15	35	34	28	30	32	30	30	28	33	20	34	28	26	32	27	31	31
<u>TOTAL DISAPPROVE</u>	2	1	7	0	0	1	5	2	3	2	2	2	2	3	1	2	2	2	4	1
Somewhat disapprove	1	0	7	0	0	1	1	1	2	2	0	2	1	1	0	1	1	1	1	1
Strongly disapprove	1	1	0	0	0	0	4	1	1	0	2	0	1	2	1	1	1	0	2	0
<u>DK/NA</u>	9	8	6	15	6	5	9	10	9	8	8	3	7	13	10	5	12	8	6	15
DK/NA	9	8	6	15	6	5	9	10	9	8	8	3	7	13	10	5	12	8	6	15

Table 13: Q3f. Would you say you generally approve or disapprove of the job that _____ is doing? : The Milpitas Fire Department

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
<u>TOTAL APPROVE</u>	89	94	78	91	85	89	90	88	91	94	78	92	84	71	88	90	88	82	89	86
Strongly approve	60	76	45	64	48	63	67	57	54	86	43	66	47	36	61	59	72	46	66	45
Somewhat approve	29	17	33	27	38	26	23	31	37	8	36	27	37	35	27	31	16	36	23	41
<u>TOTAL DISAPPROVE</u>	2	3	11	2	4	3	3	2	2	1	9	1	6	0	4	1	3	8	5	4
Somewhat disapprove	1	1	2	1	2	1	2	1	1	0	2	1	3	0	2	1	1	0	2	0
Strongly disapprove	1	2	9	1	2	2	1	1	1	1	8	1	3	0	3	0	2	8	2	4
<u>DK/NA</u>	9	4	11	8	11	9	7	10	7	5	12	6	10	29	7	10	9	11	7	10
DK/NA	9	4	11	8	11	9	7	10	7	5	12	6	10	29	7	10	9	11	7	10

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME						
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+	
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140	
<u>TOTAL APPROVE</u>	89	81	89	90	92	91	94	89	90	89	90	90	89	91	94	90	90	84	
Strongly approve	60	51	61	60	61	65	73	62	62	58	61	60	62	57	66	50	73	57	
Somewhat approve	29	30	29	30	31	27	20	27	28	31	29	30	27	34	28	39	17	27	
<u>TOTAL DISAPPROVE</u>	2	2	3	3	2	2	1	5	4	1	2	3	2	4	2	2	2	3	
Somewhat disapprove	1	0	1	3	1	0	1	4	2	0	1	2	1	2	2	2	2	1	
Strongly disapprove	1	1	2	1	1	2	0	2	1	1	1	1	1	2	1	0	0	2	
<u>DK/NA</u>	9	17	8	7	6	7	5	5	7	10	8	8	9	5	4	9	8	13	
DK/NA	9	17	8	7	6	7	5	5	7	10	8	8	9	5	4	9	8	13	

Table 13: Q3f. Would you say you generally approve or disapprove of the job that _____ is doing? : The Milpitas Fire Department

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
<u>TOTAL APPROVE</u>	89	87	92	89	92	91	94	88	83	86	93	92	86	89	91	85	95
Strongly approve	60	59	62	58	67	65	68	55	53	61	64	57	59	59	75	57	66
Somewhat approve	29	28	30	31	24	26	26	33	30	25	29	35	27	30	15	28	30
<u>TOTAL DISAPPROVE</u>	2	3	1	2	2	3	1	2	3	5	2	0	2	2	5	9	0
Somewhat disapprove	1	3	1	0	1	2	1	2	0	4	1	0	0	1	5	0	0
Strongly disapprove	1	1	0	2	1	1	1	0	3	1	1	0	2	1	0	9	0
<u>DK/NA</u>	9	9	7	9	7	6	4	10	14	8	5	8	12	9	5	6	5
DK/NA	9	9	7	9	7	6	4	10	14	8	5	8	12	9	5	6	5
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	795	88	130	111	109	236	104	185	163	359	162	270	262				
<u>TOTAL APPROVE</u>	89	88	93	90	93	88	90	90	87	88	91	89	88				
Strongly approve	60	65	68	62	71	55	60	58	55	57	62	59	59				
Somewhat approve	29	23	25	27	23	32	30	32	32	30	29	30	29				
<u>TOTAL DISAPPROVE</u>	2	2	0	1	0	2	2	1	3	3	2	3	3				
Somewhat disapprove	1	0	0	0	0	0	1	1	0	2	2	3	1				
Strongly disapprove	1	2	0	1	0	1	1	0	3	2	1	0	2				
<u>DK/NA</u>	9	11	7	9	7	10	8	10	10	9	7	8	9				
DK/NA	9	11	7	9	7	10	8	10	10	9	7	8	9				

Table 14: Q4a. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : I am proud to live in Milpitas

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
<u>TOTAL AGREE</u>	80	83	95	87	73	79	81	87	73	83	85	77	76	79	84	82	80	82	83	
Strongly agree	40	48	60	52	28	39	41	52	28	32	44	36	39	42	38	44	40	41	41	
Somewhat agree	40	35	34	35	45	40	40	35	45	51	41	42	37	36	45	38	40	41	42	
<u>TOTAL DISAGREE</u>	17	15	4	11	23	17	17	11	23	13	15	15	22	16	15	16	17	16	15	
Somewhat disagree	12	9	3	7	18	13	12	7	18	13	10	12	16	11	11	16	13	12	13	
Strongly disagree	4	5	1	4	5	4	5	4	5	0	4	3	6	5	4	0	5	4	2	
<u>DK/NA</u>	3	2	2	2	4	4	2	2	4	4	0	7	2	5	1	2	3	3	2	
DK/NA	3	2	2	2	4	4	2	2	4	4	0	7	2	5	1	2	3	3	2	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
<u>TOTAL AGREE</u>	80	73	87	74	89	88	84	82	84	79	82	83	79	84	72	81	79	93	60	76
Strongly agree	40	36	54	23	42	51	46	39	43	37	43	43	48	36	30	46	34	57	22	25
Somewhat agree	40	37	33	51	47	37	37	43	41	42	39	39	31	48	43	35	46	36	39	51
<u>TOTAL DISAGREE</u>	17	22	13	21	11	9	12	14	13	17	16	15	18	13	24	17	17	6	37	16
Somewhat disagree	12	15	10	17	11	6	11	12	11	13	12	13	13	8	18	13	12	5	25	14
Strongly disagree	4	8	3	4	0	4	1	2	3	3	5	2	5	5	6	4	5	1	11	2
<u>DK/NA</u>	3	4	0	5	0	2	4	3	2	4	2	2	3	3	4	3	3	1	3	8
DK/NA	3	4	0	5	0	2	4	3	2	4	2	2	3	3	4	3	3	1	3	8

Table 14: Q4a. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : I am proud to live in Milpitas

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	Q13 CONTACT WITH CITY		VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
															YES	NO				
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
<u>TOTAL AGREE</u>	80	95	20	90	40	66	73	86	75	97	48	88	50	71	74	84	82	58	78	59
Strongly agree	40	76	2	48	7	33	37	43	35	76	8	46	19	28	34	44	42	20	37	24
Somewhat agree	40	19	19	42	34	33	36	43	41	21	40	42	31	43	40	40	40	38	41	34
<u>TOTAL DISAGREE</u>	17	3	72	8	54	30	25	12	18	3	48	10	48	18	24	13	16	35	20	36
Somewhat disagree	12	3	40	6	38	19	17	9	15	1	20	7	33	15	17	10	13	10	17	18
Strongly disagree	4	0	32	2	16	11	8	3	4	1	28	2	15	3	6	3	3	25	3	18
<u>DK/NA</u>	3	2	8	2	5	4	2	3	6	1	4	2	2	11	2	3	2	7	2	5
DK/NA	3	2	8	2	5	4	2	3	6	1	4	2	2	11	2	3	2	7	2	5

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140
<u>TOTAL AGREE</u>	80	73	73	87	82	83	83	79	80	82	81	80	81	83	86	79	90	75
Strongly agree	40	30	42	47	41	34	43	40	42	40	39	44	49	41	40	32	43	31
Somewhat agree	40	43	30	40	41	49	41	39	38	42	42	36	33	42	47	47	47	44
<u>TOTAL DISAGREE</u>	17	18	25	11	16	17	15	18	17	15	17	16	17	16	11	21	8	22
Somewhat disagree	12	14	20	8	10	14	10	13	13	11	11	12	14	10	7	16	7	17
Strongly disagree	4	4	6	3	6	4	4	4	4	4	5	3	3	6	4	4	1	5
<u>DK/NA</u>	3	9	2	2	2	0	2	3	3	3	2	5	2	1	3	0	2	3
DK/NA	3	9	2	2	2	0	2	3	3	3	2	5	2	1	3	0	2	3

Table 14: Q4a. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : I am proud to live in Milpitas

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
<u>TOTAL AGREE</u>	80	77	83	84	79	80	81	79	82	78	82	81	83	79	96	94	78
Strongly agree	40	37	39	43	42	43	48	33	35	36	47	39	40	37	65	69	46
Somewhat agree	40	40	44	41	37	37	33	46	47	42	35	42	43	41	31	25	32
<u>TOTAL DISAGREE</u>	17	18	14	15	18	16	17	17	16	18	16	14	15	18	4	6	22
Somewhat disagree	12	15	10	10	14	14	12	12	11	15	12	11	11	13	4	6	18
Strongly disagree	4	3	4	4	4	2	5	5	5	4	4	3	4	5	0	0	4
<u>DK/NA</u>	3	4	3	2	2	4	2	5	2	4	2	5	2	3	0	0	0
DK/NA	3	4	3	2	2	4	2	5	2	4	2	5	2	3	0	0	0
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	795	88	130	111	109	236	104	185	163	359	162	270	262				
<u>TOTAL AGREE</u>	80	72	75	73	75	79	91	81	85	82	88	82	87				
Strongly agree	40	34	38	34	39	36	46	35	44	42	45	39	47				
Somewhat agree	40	39	37	39	36	43	45	46	41	41	43	43	40				
<u>TOTAL DISAGREE</u>	17	24	20	23	21	17	8	14	14	15	11	14	12				
Somewhat disagree	12	12	15	14	15	15	7	13	10	12	8	13	9				
Strongly disagree	4	12	5	9	6	3	2	1	4	2	3	1	4				
<u>DK/NA</u>	3	4	5	4	5	4	1	5	1	3	1	4	1				
DK/NA	3	4	5	4	5	4	1	5	1	3	1	4	1				

Table 15: Q4b. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : I feel different cultures are celebrated in Milpitas

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
<u>TOTAL AGREE</u>	83	86	88	86	80	82	85	86	80	97	83	82	85	84	85	80	83	84	82	
Strongly agree	45	50	58	53	36	44	46	53	36	34	45	46	43	49	43	39	45	45	36	
Somewhat agree	39	36	29	34	44	39	39	34	43	62	38	36	42	34	42	42	39	39	46	
<u>TOTAL DISAGREE</u>	11	10	7	9	13	12	10	9	14	3	16	9	11	7	12	13	12	10	13	
Somewhat disagree	7	7	4	6	9	7	8	6	9	3	12	5	7	6	7	6	8	6	7	
Strongly disagree	4	3	3	3	4	5	2	3	5	0	3	3	4	2	5	7	4	4	6	
<u>DK/NA</u>	6	4	5	5	6	6	5	5	7	0	1	9	4	9	4	7	5	6	6	
DK/NA	6	4	5	5	6	6	5	5	7	0	1	9	4	9	4	7	5	6	6	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
<u>TOTAL AGREE</u>	83	85	79	84	87	92	85	87	84	83	84	85	81	86	81	83	84	89	75	83
Strongly agree	45	49	45	32	51	56	47	45	44	42	48	45	49	43	41	47	43	55	33	38
Somewhat agree	39	36	34	52	36	36	38	41	39	41	36	40	33	43	39	36	42	34	42	46
<u>TOTAL DISAGREE</u>	11	9	14	8	10	3	10	8	11	12	11	12	13	9	11	12	9	7	19	11
Somewhat disagree	7	5	11	6	8	1	8	6	8	9	6	8	9	6	7	8	6	5	10	9
Strongly disagree	4	5	3	3	2	2	2	2	3	3	4	4	5	3	4	4	3	1	9	2
<u>DK/NA</u>	6	6	7	7	3	4	5	5	5	5	6	4	5	5	9	5	7	5	7	6
DK/NA	6	6	7	7	3	4	5	5	5	5	6	4	5	5	9	5	7	5	7	6

Table 15: Q4b. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : I feel different cultures are celebrated in Milpitas

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
<u>TOTAL AGREE</u>	83	91	47	88	66	79	82	87	74	93	61	87	72	70	83	84	90	67	87	70
Strongly agree	45	70	19	51	19	45	45	45	39	77	33	48	34	35	45	44	54	31	49	33
Somewhat agree	39	22	28	37	48	34	37	41	36	16	28	39	39	36	38	39	36	36	39	37
<u>TOTAL DISAGREE</u>	11	5	45	8	25	15	14	7	21	3	27	9	21	6	12	11	7	19	11	17
Somewhat disagree	7	3	21	6	15	8	8	6	12	2	8	7	9	6	6	8	3	1	7	5
Strongly disagree	4	2	24	2	10	7	5	1	9	1	19	2	12	0	6	2	4	18	4	13
<u>DK/NA</u>	6	3	8	5	8	6	4	7	4	4	11	3	7	23	5	6	3	14	2	13
DK/NA	6	3	8	5	8	6	4	7	4	4	11	3	7	23	5	6	3	14	2	13

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME						
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+	
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140	
<u>TOTAL AGREE</u>	83	77	83	87	88	78	81	82	82	85	86	80	81	81	86	89	82	83	
Strongly agree	45	46	41	45	46	36	52	44	45	45	45	45	43	45	46	46	49	46	
Somewhat agree	39	31	42	41	43	42	29	38	37	40	41	35	38	35	40	43	33	37	
<u>TOTAL DISAGREE</u>	11	13	11	10	8	12	16	11	12	10	9	14	13	14	12	9	11	9	
Somewhat disagree	7	9	9	6	5	8	10	7	7	7	7	8	8	11	7	7	9	6	
Strongly disagree	4	5	2	4	3	4	6	4	4	3	3	5	4	3	5	1	2	3	
<u>DK/NA</u>	6	10	6	3	4	9	3	7	6	5	5	6	6	6	2	2	7	9	
DK/NA	6	10	6	3	4	9	3	7	6	5	5	6	6	6	2	2	7	9	

Table 15: Q4b. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : I feel different cultures are celebrated in Milpitas

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
<u>TOTAL AGREE</u>	83	81	86	86	82	81	84	85	83	79	86	87	83	84	70	80	82
Strongly agree	45	41	44	49	46	45	48	39	46	40	50	45	46	44	42	58	44
Somewhat agree	39	40	42	37	36	36	36	46	36	39	36	42	37	40	27	22	38
<u>TOTAL DISAGREE</u>	11	13	10	10	11	14	12	9	9	14	10	9	11	10	21	15	13
Somewhat disagree	7	9	8	8	4	10	7	7	5	11	5	7	7	6	17	15	13
Strongly disagree	4	4	1	3	6	4	4	2	4	3	5	3	3	4	4	0	0
<u>DK/NA</u>	6	6	4	4	8	5	4	5	8	7	5	4	6	5	9	5	5
DK/NA	6	6	4	4	8	5	4	5	8	7	5	4	6	5	9	5	5

	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR				
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
		18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	795	88	130	111	109	236	104	185	163	359	162	270	262
<u>TOTAL AGREE</u>	83	90	82	83	87	86	88	87	86	82	87	84	84
Strongly agree	45	58	44	50	48	46	45	37	54	42	48	39	50
Somewhat agree	39	32	37	32	39	40	42	50	32	40	39	45	34
<u>TOTAL DISAGREE</u>	11	5	12	11	7	9	6	9	7	13	8	12	11
Somewhat disagree	7	2	6	7	2	6	5	7	5	10	5	9	8
Strongly disagree	4	3	5	4	6	3	1	2	2	4	3	3	3
<u>DK/NA</u>	6	5	7	6	6	4	7	4	7	5	5	5	5
DK/NA	6	5	7	6	6	4	7	4	7	5	5	5	5

Table 16: Q4c. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : Maintaining public infrastructure in Milpitas should be a top priority

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>TOTAL AGREE</u>	90	95	92	94	86	90	0	94	86	88	92	89	91	94	83	88	91	88	81	
Strongly agree	58	66	57	63	53	58	0	63	52	70	57	57	50	67	56	68	55	62	59	
Somewhat agree	32	29	35	31	33	32	0	31	34	18	35	32	41	28	27	20	36	26	22	
<u>TOTAL DISAGREE</u>	7	4	3	4	9	7	0	4	9	12	4	7	5	6	11	12	5	9	12	
Somewhat disagree	4	3	2	3	6	4	0	3	6	12	2	5	3	4	9	7	3	6	8	
Strongly disagree	2	1	2	1	3	2	0	1	3	0	2	2	2	2	2	6	2	2	4	
<u>DK/NA</u>	4	1	5	2	5	4	0	2	5	0	4	4	4	0	6	0	4	3	7	
DK/NA	4	1	5	2	5	4	0	2	5	0	4	4	4	0	6	0	4	3	7	
	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>TOTAL AGREE</u>	90	90	84	87	91	95	97	92	91	93	87	90	91	91	89	90	90	94	84	89
Strongly agree	58	62	63	44	67	72	54	56	57	61	55	50	61	63	60	55	62	63	54	52
Somewhat agree	32	28	22	44	23	23	43	36	34	32	32	40	30	28	29	35	28	31	31	37
<u>TOTAL DISAGREE</u>	7	6	10	7	6	4	3	5	6	5	8	8	6	5	7	7	6	4	12	5
Somewhat disagree	4	4	7	7	3	1	3	4	5	4	5	6	3	4	5	5	4	3	7	5
Strongly disagree	2	2	4	0	3	2	0	1	1	0	3	2	3	2	2	2	2	1	5	0
<u>DK/NA</u>	4	4	6	6	3	2	0	3	3	2	5	2	3	4	4	3	4	2	4	6
DK/NA	4	4	6	6	3	2	0	3	3	2	5	2	3	4	4	3	4	2	4	6

Table 16: Q4c. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : Maintaining public infrastructure in Milpitas should be a top priority

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	Q13 CONTACT WITH CITY		VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
															YES	NO				
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>TOTAL AGREE</u>	90	93	64	94	79	84	87	93	85	96	88	93	82	79	86	92	88	84	88	83
Strongly agree	58	70	34	64	36	61	60	56	58	79	68	61	48	48	60	57	65	62	59	65
Somewhat agree	32	22	31	30	42	23	27	37	26	17	20	32	34	31	26	35	23	22	29	18
<u>TOTAL DISAGREE</u>	7	4	36	3	17	11	9	3	14	2	9	5	16	4	10	4	7	16	9	16
Somewhat disagree	4	4	27	2	11	7	6	2	9	1	3	4	8	0	6	3	6	4	7	4
Strongly disagree	2	0	8	1	6	4	2	1	5	1	6	1	8	4	4	1	1	12	1	11
<u>DK/NA</u>	4	3	0	3	4	5	4	4	1	2	3	3	2	17	3	3	5	0	4	2
DK/NA	4	3	0	3	4	5	4	4	1	2	3	3	2	17	3	3	5	0	4	2

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K- \$90K	\$90K- \$120K	\$120K- \$150K	\$150K- \$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>TOTAL AGREE</u>	90	91	90	90	90	84	93	87	89	92	91	91	87	92	96	89	90	93
Strongly agree	58	57	59	52	57	57	70	54	58	58	59	58	52	56	56	53	50	64
Somewhat agree	32	34	31	38	33	28	23	33	31	33	31	33	35	36	40	36	40	30
<u>TOTAL DISAGREE</u>	7	7	5	7	5	10	7	10	9	4	6	7	9	6	2	11	7	4
Somewhat disagree	4	5	5	4	3	8	3	6	6	3	5	4	5	3	0	11	7	2
Strongly disagree	2	1	0	4	2	2	4	5	2	1	1	3	4	3	2	0	0	2
<u>DK/NA</u>	4	3	5	3	4	6	0	3	2	5	3	2	4	1	2	0	3	3
DK/NA	4	3	5	3	4	6	0	3	2	5	3	2	4	1	2	0	3	3

Table 16: Q4c. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : Maintaining public infrastructure in Milpitas should be a top priority

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>TOTAL AGREE</u>	90	94	92	88	84	96	85	92	88	91	88	96	87	90	74	100	92
Strongly agree	58	57	64	52	59	63	50	61	64	60	56	63	54	59	48	38	46
Somewhat agree	32	36	28	35	25	34	36	30	24	30	31	33	34	31	27	62	46
<u>TOTAL DISAGREE</u>	7	5	5	5	13	4	10	6	6	8	9	2	6	7	12	0	0
Somewhat disagree	4	5	4	2	9	3	7	6	2	7	6	2	3	5	12	0	0
Strongly disagree	2	0	1	4	3	1	3	0	4	1	3	0	2	2	0	0	0
<u>DK/NA</u>	4	1	3	7	3	0	5	2	6	1	4	3	7	3	13	0	8
DK/NA	4	1	3	7	3	0	5	2	6	1	4	3	7	3	13	0	8

	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR			
	Total	18-49	50+	MEN WOMEN	18-49	50+	MEN WOMEN	18-49	50+	MEN WOMEN	18-49	50+
Base	398	45	63	55 55	123	47	96 79	181	81	135 131		
<u>TOTAL AGREE</u>	90	96	85	89 91	91	95	95 89	90	92	95 87		
Strongly agree	58	63	59	60 64	49	73	58 54	53	66	61 53		
Somewhat agree	32	33	26	29 27	42	22	37 35	37	26	34 33		
<u>TOTAL DISAGREE</u>	7	1	10	7 6	6	3	4 6	6	7	4 7		
Somewhat disagree	4	1	7	5 4	5	3	4 4	4	7	4 5		
Strongly disagree	2	0	3	2 2	1	0	0 2	2	0	0 2		
<u>DK/NA</u>	4	2	5	4 4	3	2	1 5	5	1	1 6		
DK/NA	4	2	5	4 4	3	2	1 5	5	1	1 6		

Table 17: Q4d. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : I would recommend Milpitas to others as a place to live

	QA CELL PHONE			DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD			QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>TOTAL AGREE</u>	77	88	94	90	64	77	0	90	63	94	82	78	71	82	76	80	77	79	73	
Strongly agree	33	44	49	46	21	33	0	46	20	28	40	40	16	35	35	37	32	35	36	
Somewhat agree	44	44	46	45	44	44	0	45	42	66	42	38	56	48	40	43	45	43	37	
<u>TOTAL DISAGREE</u>	20	10	6	8	32	20	0	8	34	0	15	18	28	12	24	20	20	19	26	
Somewhat disagree	12	6	3	5	20	12	0	5	21	0	11	9	23	5	12	5	14	8	12	
Strongly disagree	8	4	2	4	13	8	0	4	13	0	4	9	5	7	12	15	6	10	14	
<u>DK/NA</u>	2	2	0	1	4	2	0	1	3	6	2	4	1	5	1	0	2	3	1	
DK/NA	2	2	0	1	4	2	0	1	3	6	2	4	1	5	1	0	2	3	1	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>TOTAL AGREE</u>	77	71	85	74	82	83	88	80	81	80	77	85	75	78	71	80	76	94	48	83
Strongly agree	33	34	42	25	47	46	33	34	34	36	31	40	36	31	25	38	28	50	10	30
Somewhat agree	44	38	43	49	35	37	55	46	47	44	45	46	39	48	46	42	47	43	38	53
<u>TOTAL DISAGREE</u>	20	26	15	20	14	13	12	16	16	17	22	14	22	20	25	18	22	6	48	13
Somewhat disagree	12	15	12	12	12	7	8	11	10	12	12	12	10	13	13	11	13	4	28	8
Strongly disagree	8	12	4	7	2	6	4	5	6	5	10	2	12	7	11	7	8	2	19	5
<u>DK/NA</u>	2	2	0	6	4	4	0	3	3	3	2	1	3	2	5	2	3	1	4	4
DK/NA	2	2	0	6	4	4	0	3	3	3	2	1	3	2	5	2	3	1	4	4

Table 17: Q4d. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : I would recommend Milpitas to others as a place to live

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>TOTAL AGREE</u>	77	98	41	90	34	60	66	86	72	96	44	87	40	77	70	82	78	36	76	47
Strongly agree	33	62	14	41	5	23	27	38	33	62	13	40	7	33	28	38	42	17	30	22
Somewhat agree	44	36	27	49	29	37	39	49	39	34	31	47	32	43	42	45	36	19	46	25
<u>TOTAL DISAGREE</u>	20	1	59	9	60	37	31	13	24	3	47	12	57	16	27	16	20	54	23	42
Somewhat disagree	12	0	14	6	34	19	18	7	17	2	6	8	28	16	15	10	14	19	15	14
Strongly disagree	8	1	45	3	26	18	12	6	7	1	41	4	29	0	12	6	7	34	7	28
<u>DK/NA</u>	2	1	0	1	6	3	3	1	4	1	9	2	3	7	3	1	2	11	1	11
DK/NA	2	1	0	1	6	3	3	1	4	1	9	2	3	7	3	1	2	11	1	11

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>TOTAL AGREE</u>	77	84	67	85	79	62	74	75	77	80	79	80	85	76	83	81	81	69
Strongly agree	33	43	33	30	33	20	33	31	34	34	31	40	30	36	33	35	33	31
Somewhat agree	44	41	34	55	46	42	41	44	43	46	48	40	55	40	50	46	48	38
<u>TOTAL DISAGREE</u>	20	11	33	14	19	35	26	25	21	16	19	17	15	23	14	19	14	27
Somewhat disagree	12	8	20	7	10	23	13	16	13	10	11	11	6	18	5	15	7	18
Strongly disagree	8	3	12	7	9	12	13	9	8	6	8	7	9	6	9	4	7	9
<u>DK/NA</u>	2	5	0	2	3	3	0	0	2	3	2	3	0	1	3	0	5	4
DK/NA	2	5	0	2	3	3	0	0	2	3	2	3	0	1	3	0	5	4

Table 17: Q4d. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : I would recommend Milpitas to others as a place to live

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>TOTAL AGREE</u>	77	79	82	78	76	88	74	74	79	80	75	82	80	75	100	100	91
Strongly agree	33	36	37	29	34	44	33	29	29	37	31	37	33	32	49	57	17
Somewhat agree	44	43	45	48	42	44	41	45	50	44	44	46	48	43	51	43	73
<u>TOTAL DISAGREE</u>	20	18	16	21	22	9	25	22	19	19	23	13	19	22	0	0	9
Somewhat disagree	12	12	11	17	6	6	15	17	9	14	12	8	13	14	0	0	0
Strongly disagree	8	6	5	5	15	4	9	6	10	5	11	5	6	9	0	0	9
<u>DK/NA</u>	2	4	2	1	3	3	1	3	2	1	2	5	1	3	0	0	0
DK/NA	2	4	2	1	3	3	1	3	2	1	2	5	1	3	0	0	0
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>TOTAL AGREE</u>	77	74	69	78	66	78	91	80	82	80	88	81	83				
Strongly agree	33	43	29	44	24	30	47	31	39	31	43	33	36				
Somewhat agree	44	32	40	33	42	48	45	49	43	49	45	48	47				
<u>TOTAL DISAGREE</u>	20	26	27	21	31	18	7	15	17	17	11	16	16				
Somewhat disagree	12	17	14	10	19	13	3	11	11	13	5	12	9				
Strongly disagree	8	9	13	11	12	5	4	4	6	5	6	3	7				
<u>DK/NA</u>	2	0	4	2	3	4	2	5	1	3	2	4	1				
DK/NA	2	0	4	2	3	4	2	5	1	3	2	4	1				

Table 18: Q4e. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : I trust the City to plan for Milpitas' future

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>TOTAL AGREE</u>	65	82	85	83	47	65	0	83	47	41	81	58	65	60	63	64	68	62	59	
Strongly agree	26	37	43	39	13	26	0	39	13	0	34	29	19	29	16	26	27	22	19	
Somewhat agree	39	45	43	44	34	39	0	44	33	41	47	29	46	31	47	38	41	40	40	
<u>TOTAL DISAGREE</u>	28	14	10	13	43	28	0	13	43	29	16	25	29	34	31	25	23	32	33	
Somewhat disagree	17	6	8	7	27	17	0	7	27	29	12	13	17	20	21	13	14	20	21	
Strongly disagree	11	8	2	6	16	11	0	6	17	0	5	13	12	14	10	12	10	12	12	
<u>DK/NA</u>	7	3	5	4	11	7	0	4	10	30	3	17	6	5	6	11	9	6	8	
DK/NA	7	3	5	4	11	7	0	4	10	30	3	17	6	5	6	11	9	6	8	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>TOTAL AGREE</u>	65	55	76	61	83	66	79	71	72	66	66	78	62	67	49	70	60	90	33	56
Strongly agree	26	17	44	13	51	22	39	28	30	21	31	34	25	25	16	29	21	42	11	12
Somewhat agree	39	38	32	49	32	44	40	43	42	44	35	45	37	42	34	41	39	48	22	44
<u>TOTAL DISAGREE</u>	28	35	21	31	11	26	13	21	22	25	28	17	30	25	41	24	31	6	63	24
Somewhat disagree	17	23	19	15	2	14	11	12	13	17	15	10	18	14	28	14	19	4	36	18
Strongly disagree	11	12	1	16	9	12	2	9	9	8	13	8	12	11	13	10	12	2	27	7
<u>DK/NA</u>	7	11	3	8	6	8	8	7	6	9	6	4	7	8	10	6	9	3	4	19
DK/NA	7	11	3	8	6	8	8	7	6	9	6	4	7	8	10	6	9	3	4	19

Table 18: Q4e. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : I trust the City to plan for Milpitas' future

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>TOTAL AGREE</u>	65	90	33	76	26	40	47	80	53	93	26	76	23	51	57	71	66	21	63	33
Strongly agree	26	59	0	33	2	8	14	37	15	63	4	33	3	6	19	31	25	0	21	11
Somewhat agree	39	32	33	44	24	32	33	44	38	30	22	43	21	45	38	39	41	21	42	22
<u>TOTAL DISAGREE</u>	28	5	67	15	71	56	46	13	35	6	61	18	70	20	38	21	26	76	30	63
Somewhat disagree	17	3	21	11	38	32	27	10	19	4	9	12	38	11	22	13	15	24	21	23
Strongly disagree	11	2	47	5	33	24	19	4	16	2	52	6	32	9	16	8	11	51	9	40
<u>DK/NA</u>	7	5	0	8	3	5	7	6	12	1	13	5	7	29	5	8	8	3	6	4
DK/NA	7	5	0	8	3	5	7	6	12	1	13	5	7	29	5	8	8	3	6	4

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>TOTAL AGREE</u>	65	71	56	80	64	46	62	65	64	68	61	75	77	74	70	66	61	57
Strongly agree	26	28	25	35	26	13	16	28	27	26	22	34	28	35	30	17	11	18
Somewhat agree	39	43	30	45	38	33	45	37	37	42	39	42	49	39	40	50	50	39
<u>TOTAL DISAGREE</u>	28	22	39	17	24	46	31	28	30	23	31	20	18	24	26	27	34	33
Somewhat disagree	17	12	23	10	16	34	14	10	15	17	20	11	13	14	18	21	10	17
Strongly disagree	11	9	16	7	8	11	17	18	15	6	12	9	5	9	8	6	24	16
<u>DK/NA</u>	7	8	5	3	12	8	7	7	6	9	8	4	5	3	4	7	5	10
DK/NA	7	8	5	3	12	8	7	7	6	9	8	4	5	3	4	7	5	10

Table 18: Q4e. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : I trust the City to plan for Milpitas' future

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>TOTAL AGREE</u>	65	67	67	73	57	76	66	58	66	66	64	67	71	62	75	94	91
Strongly agree	26	22	20	34	25	26	32	17	28	21	32	22	31	24	41	53	27
Somewhat agree	39	44	47	39	32	50	34	41	38	44	31	45	40	38	34	41	64
<u>TOTAL DISAGREE</u>	28	22	26	21	38	18	29	31	28	28	31	21	23	30	11	6	9
Somewhat disagree	17	14	18	12	21	11	16	21	15	16	15	17	16	18	11	6	0
Strongly disagree	11	9	8	9	17	6	13	10	14	12	16	4	7	12	0	0	9
<u>DK/NA</u>	7	11	7	6	5	7	5	12	6	6	6	12	6	8	13	0	0
DK/NA	7	11	7	6	5	7	5	12	6	6	6	12	6	8	13	0	0
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>TOTAL AGREE</u>	65	68	48	60	51	68	82	68	77	71	75	68	76				
Strongly agree	26	28	10	10	24	25	33	23	35	28	33	25	36				
Somewhat agree	39	40	39	50	27	43	49	45	41	43	42	43	40				
<u>TOTAL DISAGREE</u>	28	23	40	31	37	22	16	21	21	21	23	23	21				
Somewhat disagree	17	12	28	22	22	12	9	14	9	13	13	15	12				
Strongly disagree	11	11	12	8	15	9	8	7	12	8	9	8	9				
<u>DK/NA</u>	7	9	12	9	12	10	1	12	2	8	2	9	3				
DK/NA	7	9	12	9	12	10	1	12	2	8	2	9	3				

Table 19: Q4f. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : When people first move to Milpitas, they are generally welcomed into the community

	QA CELL PHONE			DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD			QB AGE								
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60
<u>TOTAL AGREE</u>	72	82	86	84	60	72	0	84	59	65	83	65	76	64	75	41	75	67	56
Strongly agree	29	38	51	43	15	29	0	43	14	17	36	32	19	35	25	21	30	28	25
Somewhat agree	43	44	35	41	45	43	0	41	45	47	48	32	57	30	50	20	45	39	32
<u>TOTAL DISAGREE</u>	14	12	2	9	20	14	0	9	20	16	12	17	10	17	12	30	13	16	21
Somewhat disagree	9	7	1	5	14	9	0	5	14	16	11	9	7	8	10	26	9	11	18
Strongly disagree	5	5	1	3	6	5	0	3	7	0	2	8	4	9	2	4	5	5	4
<u>DK/NA</u>	14	5	12	8	20	14	0	8	20	19	4	18	14	19	13	29	12	17	22
DK/NA	14	5	12	8	20	14	0	8	20	19	4	18	14	19	13	29	12	17	22

	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>TOTAL AGREE</u>	72	60	77	63	73	83	86	77	76	70	74	87	59	73	67	72	71	83	62	62
Strongly agree	29	25	37	14	35	34	38	29	31	26	31	32	30	27	23	31	26	40	23	12
Somewhat agree	43	35	40	49	38	49	48	47	46	43	43	55	29	46	44	41	45	42	39	50
<u>TOTAL DISAGREE</u>	14	21	10	20	17	4	7	12	11	17	12	7	21	14	16	14	15	8	23	17
Somewhat disagree	9	15	8	8	11	1	7	7	7	12	7	4	15	9	11	10	9	6	13	10
Strongly disagree	5	6	1	11	6	3	0	5	5	4	5	3	6	5	5	4	5	1	9	6
<u>DK/NA</u>	14	19	13	17	10	13	7	11	12	14	15	6	20	13	17	14	15	10	15	22
DK/NA	14	19	13	17	10	13	7	11	12	14	15	6	20	13	17	14	15	10	15	22

Table 19: Q4f. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : When people first move to Milpitas, they are generally welcomed into the community

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>TOTAL AGREE</u>	72	86	30	79	48	73	71	75	61	88	47	79	50	52	63	77	73	35	70	39
Strongly agree	29	50	0	34	8	23	28	31	22	54	22	33	10	25	23	33	33	8	27	10
Somewhat agree	43	36	30	44	40	50	44	44	40	33	24	45	40	27	40	44	40	26	43	29
<u>TOTAL DISAGREE</u>	14	4	50	9	34	16	15	9	31	4	23	11	28	18	22	10	10	50	18	34
Somewhat disagree	9	4	22	8	16	9	10	7	15	4	6	8	15	9	14	7	8	10	15	11
Strongly disagree	5	0	28	1	18	6	5	2	16	0	17	2	13	9	7	3	3	39	3	22
<u>DK/NA</u>	14	10	21	12	18	12	13	16	8	8	31	10	23	30	15	12	17	15	12	27
DK/NA	14	10	21	12	18	12	13	16	8	8	31	10	23	30	15	12	17	15	12	27

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>TOTAL AGREE</u>	72	68	73	79	71	65	69	81	74	69	71	72	75	73	80	74	72	67
Strongly agree	29	37	29	32	19	16	35	30	33	25	27	32	29	29	32	30	18	28
Somewhat agree	43	31	43	47	52	49	34	51	42	43	43	40	45	45	48	44	54	39
<u>TOTAL DISAGREE</u>	14	22	15	7	12	12	18	15	17	12	14	17	15	16	11	11	8	18
Somewhat disagree	9	13	10	5	9	8	16	6	11	8	9	10	12	13	4	9	8	10
Strongly disagree	5	10	6	2	4	4	2	9	6	4	4	7	3	3	8	2	0	7
<u>DK/NA</u>	14	9	12	14	17	23	13	4	9	19	16	12	10	11	9	15	20	15
DK/NA	14	9	12	14	17	23	13	4	9	19	16	12	10	11	9	15	20	15

Table 19: Q4f. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : When people first move to Milpitas, they are generally welcomed into the community

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>TOTAL AGREE</u>	72	71	65	78	69	70	74	70	72	71	78	68	70	71	63	100	58
Strongly agree	29	27	26	32	31	28	33	25	26	26	39	28	24	27	41	64	16
Somewhat agree	43	44	40	46	38	42	41	45	46	45	39	41	46	44	22	36	42
<u>TOTAL DISAGREE</u>	14	16	19	11	13	18	11	15	13	22	13	13	11	15	11	0	31
Somewhat disagree	9	11	15	7	7	16	5	9	9	17	6	9	7	9	11	0	21
Strongly disagree	5	5	4	4	6	3	6	6	5	5	6	4	4	5	0	0	9
<u>DK/NA</u>	14	13	16	11	18	12	15	15	15	8	10	19	19	14	26	0	11
DK/NA	14	13	16	11	18	12	15	15	15	8	10	19	19	14	26	0	11
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>TOTAL AGREE</u>	72	67	55	57	63	76	82	74	80	76	78	75	78				
Strongly agree	29	33	21	27	25	29	34	24	37	29	36	26	35				
Somewhat agree	43	34	33	30	39	47	48	51	43	47	42	48	43				
<u>TOTAL DISAGREE</u>	14	15	26	22	21	15	3	15	8	13	7	15	8				
Somewhat disagree	9	11	18	18	12	10	0	9	4	8	4	10	4				
Strongly disagree	5	4	8	4	9	5	3	6	4	5	3	5	4				
<u>DK/NA</u>	14	19	19	21	16	10	15	11	12	11	15	11	14				
DK/NA	14	19	19	21	16	10	15	11	12	11	15	11	14				

Table 20: Q4g. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : Milpitas is a great place for seniors and aging residents to live

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE								
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60
<u>TOTAL AGREE</u>	69	81	90	85	53	69	0	85	52	76	82	68	62	68	65	68	71	67	68
Strongly agree	32	43	53	47	17	32	0	47	16	25	46	39	20	32	21	27	36	26	27
Somewhat agree	37	38	37	38	36	37	0	38	35	51	36	29	42	37	43	42	36	41	41
<u>TOTAL DISAGREE</u>	20	9	5	8	33	20	0	8	35	5	16	15	24	18	26	25	18	23	27
Somewhat disagree	13	7	4	6	21	13	0	6	22	5	13	7	18	8	16	13	13	13	17
Strongly disagree	7	2	1	2	12	7	0	2	13	0	3	7	5	10	9	12	5	10	10
<u>DK/NA</u>	11	10	5	8	14	11	0	8	14	19	2	17	14	14	10	7	11	11	5
DK/NA	11	10	5	8	14	11	0	8	14	19	2	17	14	14	10	7	11	11	5

	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>TOTAL AGREE</u>	69	57	80	60	75	82	81	74	75	69	69	79	61	70	64	70	67	82	47	70
Strongly agree	32	23	39	23	52	45	39	38	37	30	33	44	29	27	23	36	26	46	18	21
Somewhat agree	37	35	41	37	23	37	41	36	38	39	36	35	32	42	40	34	42	36	29	48
<u>TOTAL DISAGREE</u>	20	30	16	22	15	8	15	15	15	20	21	16	26	18	23	21	20	9	43	15
Somewhat disagree	13	19	9	16	12	7	13	12	11	14	13	14	15	11	16	14	13	6	25	12
Strongly disagree	7	11	7	6	3	1	2	4	4	6	8	2	11	8	7	7	7	2	18	2
<u>DK/NA</u>	11	12	5	18	10	10	5	11	10	11	10	5	13	12	14	9	13	9	10	16
DK/NA	11	12	5	18	10	10	5	11	10	11	10	5	13	12	14	9	13	9	10	16

Table 20: Q4g. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : Milpitas is a great place for seniors and aging residents to live

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>TOTAL AGREE</u>	69	88	49	78	38	49	57	79	57	91	50	78	37	52	63	73	72	38	69	43
Strongly agree	32	57	27	38	9	13	21	41	25	62	0	38	4	40	27	36	36	3	31	14
Somewhat agree	37	30	22	40	29	36	37	38	32	29	50	41	32	12	36	38	37	34	38	29
<u>TOTAL DISAGREE</u>	20	3	42	12	50	36	29	13	28	2	31	12	53	26	27	16	19	48	22	43
Somewhat disagree	13	3	18	8	32	21	19	8	20	1	0	9	31	19	17	10	15	18	18	14
Strongly disagree	7	0	24	4	18	15	11	4	8	2	31	3	22	7	9	6	4	30	4	29
<u>DK/NA</u>	11	9	9	10	12	15	13	8	15	6	19	10	10	22	10	11	9	14	9	14
DK/NA	11	9	9	10	12	15	13	8	15	6	19	10	10	22	10	11	9	14	9	14

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>TOTAL AGREE</u>	69	62	65	79	76	55	71	72	69	69	68	72	78	78	74	67	47	59
Strongly agree	32	43	28	37	29	20	23	36	34	30	25	43	36	31	31	29	33	22
Somewhat agree	37	19	37	41	46	35	48	36	35	39	43	29	43	47	43	38	14	37
<u>TOTAL DISAGREE</u>	20	22	22	17	13	35	24	21	21	19	20	20	12	13	22	27	30	25
Somewhat disagree	13	17	13	11	6	27	15	12	13	14	12	15	9	9	18	24	15	16
Strongly disagree	7	5	10	6	7	8	9	9	8	5	7	5	2	4	3	3	15	8
<u>DK/NA</u>	11	16	12	4	11	10	5	7	10	12	12	8	10	9	4	6	23	17
DK/NA	11	16	12	4	11	10	5	7	10	12	12	8	10	9	4	6	23	17

Table 20: Q4g. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : Milpitas is a great place for seniors and aging residents to live

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>TOTAL AGREE</u>	69	71	70	73	63	76	66	64	73	72	66	66	74	66	87	100	75
Strongly agree	32	38	19	34	33	36	36	25	27	30	38	31	30	29	65	67	41
Somewhat agree	37	33	50	39	31	39	29	39	46	42	29	35	43	38	22	33	34
<u>TOTAL DISAGREE</u>	20	17	21	18	25	18	23	22	17	20	22	20	17	23	0	0	0
Somewhat disagree	13	14	10	11	15	12	16	16	8	12	14	15	12	15	0	0	0
Strongly disagree	7	3	10	7	9	6	7	6	9	8	8	5	5	8	0	0	0
<u>DK/NA</u>	11	13	9	9	12	7	11	14	10	8	12	14	10	11	13	0	25
DK/NA	11	13	9	9	12	7	11	14	10	8	12	14	10	11	13	0	25
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>TOTAL AGREE</u>	69	59	59	64	52	72	80	73	75	75	74	72	78				
Strongly agree	32	33	17	24	22	38	38	36	40	38	35	34	40				
Somewhat agree	37	26	43	40	31	35	42	37	35	37	39	38	37				
<u>TOTAL DISAGREE</u>	20	19	34	24	36	20	4	17	13	17	12	18	12				
Somewhat disagree	13	13	21	15	23	15	3	15	8	12	7	13	8				
Strongly disagree	7	6	13	9	13	5	1	2	5	4	5	5	4				
<u>DK/NA</u>	11	22	7	12	12	8	15	10	12	8	14	10	11				
DK/NA	11	22	7	12	12	8	15	10	12	8	14	10	11				

Table 21: Q4h. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : Maintaining public safety services in Milpitas should be a top priority

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE								
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60
<u>TOTAL AGREE</u>	96	98	99	98	94	0	96	98	94	100	93	99	93	98	98	100	95	98	100
Strongly agree	71	77	67	74	67	0	71	74	66	76	71	66	74	63	74	76	70	70	73
Somewhat agree	26	21	32	24	27	0	26	24	27	24	22	33	18	34	24	24	24	28	27
<u>TOTAL DISAGREE</u>	3	1	1	1	4	0	3	1	4	0	4	1	6	2	0	0	4	1	0
Somewhat disagree	1	0	0	0	3	0	1	0	3	0	1	1	3	2	0	0	1	1	0
Strongly disagree	1	1	1	1	2	0	1	1	2	0	3	0	3	0	0	0	2	0	0
<u>DK/NA</u>	1	1	0	1	2	0	1	1	2	0	3	0	2	0	2	0	2	1	0
DK/NA	1	1	0	1	2	0	1	1	2	0	3	0	2	0	2	0	2	1	0

	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>TOTAL AGREE</u>	96	95	100	96	98	95	93	95	97	96	97	98	97	94	95	98	94	96	94	98
Strongly agree	71	72	85	69	60	70	58	65	70	65	76	73	79	66	66	76	66	75	69	62
Somewhat agree	26	24	15	27	38	24	35	30	27	31	21	25	18	29	29	22	29	22	26	36
<u>TOTAL DISAGREE</u>	3	3	0	3	2	3	4	3	2	3	2	1	3	3	4	2	3	2	6	0
Somewhat disagree	1	2	0	1	0	3	1	2	1	1	1	1	0	2	3	0	2	1	2	0
Strongly disagree	1	1	0	2	2	0	2	1	1	2	0	0	3	1	1	1	1	1	4	0
<u>DK/NA</u>	1	2	0	1	0	3	3	2	1	1	1	1	0	3	1	1	2	2	0	2
DK/NA	1	2	0	1	0	3	3	2	1	1	1	1	0	3	1	1	2	2	0	2

Table 21: Q4h. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : Maintaining public safety services in Milpitas should be a top priority

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	Q13 CONTACT WITH CITY		VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
															YES	NO				
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>TOTAL AGREE</u>	96	97	88	96	95	97	97	96	95	99	88	98	92	86	96	96	99	91	98	90
Strongly agree	71	82	72	70	71	77	77	64	79	89	59	74	68	48	74	68	79	62	76	66
Somewhat agree	26	15	16	26	24	20	20	32	17	10	29	24	25	38	22	28	20	29	22	24
<u>TOTAL DISAGREE</u>	3	2	12	2	5	3	3	2	5	0	12	1	6	4	4	1	1	9	2	10
Somewhat disagree	1	0	0	1	1	0	1	2	1	0	0	1	2	4	2	1	0	0	2	2
Strongly disagree	1	2	12	1	4	3	2	0	3	0	12	1	4	0	2	1	1	9	1	8
<u>DK/NA</u>	1	1	0	2	0	0	0	2	0	1	0	0	1	10	0	2	0	0	0	0
DK/NA	1	1	0	2	0	0	0	2	0	1	0	0	1	10	0	2	0	0	0	0

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME						
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	Q19 INCOME						
													<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+	
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74	
<u>TOTAL AGREE</u>	96	95	96	94	99	96	100	97	97	95	97	96	97	96	98	95	97	94	
Strongly agree	71	72	72	68	67	66	87	76	74	68	72	69	82	61	69	69	63	71	
Somewhat agree	26	23	24	25	31	30	13	21	24	27	25	27	15	35	29	26	35	22	
<u>TOTAL DISAGREE</u>	3	2	3	6	1	0	0	3	2	3	2	2	0	3	2	3	3	4	
Somewhat disagree	1	1	1	3	1	0	0	0	1	1	1	1	0	0	0	3	3	3	
Strongly disagree	1	1	3	3	0	0	0	2	1	1	1	1	0	3	2	0	0	2	
<u>DK/NA</u>	1	3	1	1	0	4	0	0	0	2	1	1	3	2	0	2	0	2	
DK/NA	1	3	1	1	0	4	0	0	0	2	1	1	3	2	0	2	0	2	

Table 21: Q4h. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : Maintaining public safety services in Milpitas should be a top priority

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>TOTAL AGREE</u>	96	93	98	96	98	96	99	95	94	96	99	95	95	96	100	85	100
Strongly agree	71	67	62	74	81	65	87	67	65	64	82	66	71	69	95	62	74
Somewhat agree	26	26	36	23	17	31	13	28	29	32	17	29	24	27	5	24	26
<u>TOTAL DISAGREE</u>	3	4	2	3	0	3	1	3	3	3	1	3	3	3	0	6	0
Somewhat disagree	1	1	2	2	0	0	1	3	2	1	1	1	2	1	0	0	0
Strongly disagree	1	3	0	1	0	3	0	1	1	2	0	2	1	1	0	6	0
<u>DK/NA</u>	1	3	0	1	2	1	0	2	3	1	0	2	3	1	0	9	0
DK/NA	1	3	0	1	2	1	0	2	3	1	0	2	3	1	0	9	0
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	397	43	67	56	54	114	57	89	84	178	81	135	131				
<u>TOTAL AGREE</u>	96	89	99	94	97	95	96	95	95	96	97	96	97				
Strongly agree	71	69	73	63	83	67	62	61	69	71	66	66	73				
Somewhat agree	26	20	26	30	14	27	34	35	26	25	31	30	24				
<u>TOTAL DISAGREE</u>	3	6	1	4	2	4	1	3	3	3	1	3	2				
Somewhat disagree	1	3	1	2	2	2	1	1	2	1	1	1	1				
Strongly disagree	1	3	0	2	0	2	0	2	1	2	0	2	1				
<u>DK/NA</u>	1	5	0	2	2	1	3	2	2	1	2	1	1				
DK/NA	1	5	0	2	2	1	3	2	2	1	2	1	1				

Table 22: Q4i. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : I trust the City of Milpitas to properly manage our tax dollars

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD			QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60
<u>TOTAL AGREE</u>	59	67	75	69	49	0	59	69	48	62	61	62	58	47	62	65	60	57	57
Strongly agree	20	24	41	29	12	0	20	29	12	5	21	22	12	25	18	29	18	22	18
Somewhat agree	39	43	34	40	37	0	39	40	36	57	39	40	46	22	44	36	42	34	40
<u>TOTAL DISAGREE</u>	30	25	24	25	35	0	30	25	35	38	30	22	35	41	32	6	29	32	28
Somewhat disagree	20	17	13	16	24	0	20	16	24	26	24	11	21	21	28	6	19	22	24
Strongly disagree	10	8	10	9	11	0	10	9	11	12	5	11	14	20	4	0	10	10	4
<u>DK/NA</u>	11	8	1	6	16	0	11	6	17	0	10	16	7	12	6	29	11	12	14
DK/NA	11	8	1	6	16	0	11	6	17	0	10	16	7	12	6	29	11	12	14

	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>TOTAL AGREE</u>	59	56	73	59	42	68	77	63	63	60	60	68	60	59	46	64	54	75	32	54
Strongly agree	20	21	29	13	12	31	19	18	21	20	21	33	22	15	9	28	13	28	9	15
Somewhat agree	39	35	45	46	31	37	59	45	42	39	39	35	38	44	37	37	41	47	23	39
<u>TOTAL DISAGREE</u>	30	31	22	22	48	23	21	26	28	31	29	24	31	29	40	28	33	12	62	34
Somewhat disagree	20	20	15	14	42	19	15	19	20	20	20	17	24	18	25	21	20	9	36	29
Strongly disagree	10	11	7	8	6	4	6	7	8	10	9	7	8	11	15	7	13	3	26	5
<u>DK/NA</u>	11	13	5	19	10	9	1	11	9	10	11	8	8	12	14	8	13	13	6	13
DK/NA	11	13	5	19	10	9	1	11	9	10	11	8	8	12	14	8	13	13	6	13

Table 22: Q4i. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : I trust the City of Milpitas to properly manage our tax dollars

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>TOTAL AGREE</u>	59	83	0	67	25	45	49	63	67	75	4	68	28	41	53	63	58	35	60	31
Strongly agree	20	47	0	24	2	13	17	22	20	49	0	25	6	10	14	25	20	17	15	11
Somewhat agree	39	37	0	42	24	33	32	41	47	26	4	44	21	30	39	39	38	17	45	19
<u>TOTAL DISAGREE</u>	30	12	91	22	68	50	43	24	22	12	89	23	61	27	40	24	41	52	34	58
Somewhat disagree	20	7	11	16	40	26	26	18	14	8	11	19	26	18	26	17	30	14	24	30
Strongly disagree	10	5	80	6	28	24	17	6	8	4	78	4	35	9	14	7	11	38	10	28
<u>DK/NA</u>	11	5	9	12	7	4	8	13	10	13	7	8	12	32	8	12	1	13	7	11
DK/NA	11	5	9	12	7	4	8	13	10	13	7	8	12	32	8	12	1	13	7	11

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74
<u>TOTAL AGREE</u>	59	61	63	57	59	50	67	57	56	63	55	71	73	68	61	59	60	45
Strongly agree	20	24	15	15	28	19	21	20	20	21	19	25	36	29	18	15	16	12
Somewhat agree	39	37	48	42	31	31	46	38	36	42	36	46	37	39	43	44	43	33
<u>TOTAL DISAGREE</u>	30	20	29	34	32	40	25	36	34	25	37	14	19	20	33	33	35	40
Somewhat disagree	20	13	17	21	24	31	10	26	22	19	25	12	13	11	23	29	19	28
Strongly disagree	10	6	12	13	8	8	14	11	12	6	12	3	6	9	10	4	16	12
<u>DK/NA</u>	11	19	8	9	9	11	8	6	9	12	8	15	8	12	5	8	5	15
DK/NA	11	19	8	9	9	11	8	6	9	12	8	15	8	12	5	8	5	15

Table 22: Q4i. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : I trust the City of Milpitas to properly manage our tax dollars

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>TOTAL AGREE</u>	59	60	58	63	56	66	63	52	58	57	58	63	63	56	68	94	79
Strongly agree	20	18	23	19	22	26	29	15	10	21	21	20	21	19	24	21	36
Somewhat agree	39	42	35	44	34	40	34	37	47	36	37	43	42	36	44	73	43
<u>TOTAL DISAGREE</u>	30	29	33	28	30	29	26	32	33	37	32	25	24	32	32	6	12
Somewhat disagree	20	18	24	20	21	18	22	23	18	25	21	18	20	21	32	0	12
Strongly disagree	10	11	9	8	10	11	4	9	16	12	11	8	4	11	0	6	0
<u>DK/NA</u>	11	11	9	10	14	4	11	16	9	6	10	12	13	12	0	0	9
DK/NA	11	11	9	10	14	4	11	16	9	6	10	12	13	12	0	0	9
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	397	43	67	56	54	114	57	89	84	178	81	135	131				
<u>TOTAL AGREE</u>	59	57	54	54	60	58	72	61	66	62	63	62	64				
Strongly agree	20	13	26	17	26	17	19	15	22	20	21	23	20				
Somewhat agree	39	44	27	37	33	41	52	46	44	42	42	40	44				
<u>TOTAL DISAGREE</u>	30	30	33	36	27	31	18	28	25	28	29	28	29				
Somewhat disagree	20	13	25	22	19	24	12	19	20	20	19	19	20				
Strongly disagree	10	17	8	14	8	8	6	9	5	7	10	8	9				
<u>DK/NA</u>	11	13	13	10	13	11	10	11	9	10	8	10	7				
DK/NA	11	13	13	10	13	11	10	11	9	10	8	10	7				

Table 23: Q4j. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : Milpitas City government operates in a way that is open and accountable to the public

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60	
<u>TOTAL AGREE</u>	61	65	79	69	53	0	61	69	51	78	62	63	65	48	62	63	63	57	57	
Strongly agree	20	23	37	27	12	0	20	27	12	24	27	16	20	16	19	25	21	19	16	
Somewhat agree	41	42	42	42	40	0	41	42	39	54	35	47	45	32	43	38	42	38	41	
<u>TOTAL DISAGREE</u>	27	25	21	24	30	0	27	24	31	16	24	21	28	38	24	28	25	30	32	
Somewhat disagree	16	12	18	13	19	0	16	13	20	16	18	14	10	20	19	22	14	20	25	
Strongly disagree	10	13	3	10	11	0	10	10	11	0	6	8	18	18	5	6	10	10	6	
<u>DK/NA</u>	12	11	0	7	17	0	12	7	18	6	14	16	7	14	14	9	12	13	12	
DK/NA	12	11	0	7	17	0	12	7	18	6	14	16	7	14	14	9	12	13	12	
	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>TOTAL AGREE</u>	61	56	53	71	46	69	74	67	64	58	66	63	67	61	50	65	57	77	30	60
Strongly agree	20	23	17	14	17	27	26	21	19	18	22	29	18	20	9	23	16	30	6	11
Somewhat agree	41	33	35	57	28	42	48	46	45	40	44	35	49	41	42	42	41	47	25	48
<u>TOTAL DISAGREE</u>	27	28	38	15	34	20	20	21	26	29	24	28	25	23	35	26	27	12	57	24
Somewhat disagree	16	21	13	10	18	17	9	13	15	19	14	23	11	12	22	17	16	10	25	22
Strongly disagree	10	6	25	5	15	4	11	8	12	10	10	4	14	10	13	9	11	3	32	2
<u>DK/NA</u>	12	16	9	14	21	11	6	12	10	13	10	9	8	17	15	9	16	11	13	16
DK/NA	12	16	9	14	21	11	6	12	10	13	10	9	8	17	15	9	16	11	13	16

Table 23: Q4j. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : Milpitas City government operates in a way that is open and accountable to the public

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>TOTAL AGREE</u>	61	86	25	67	32	52	55	66	54	80	16	72	27	29	54	66	64	30	58	36
Strongly agree	20	47	16	23	5	17	18	22	14	62	13	24	6	7	15	24	25	10	15	10
Somewhat agree	41	39	10	44	28	36	37	44	40	18	4	48	20	21	39	42	39	20	43	26
<u>TOTAL DISAGREE</u>	27	11	60	19	60	41	36	19	34	10	84	19	61	23	39	19	36	59	35	54
Somewhat disagree	16	6	15	14	30	20	20	14	17	4	39	13	32	14	23	12	24	19	24	18
Strongly disagree	10	5	45	6	30	22	16	5	17	6	45	6	29	9	16	7	11	40	10	36
<u>DK/NA</u>	12	3	15	14	8	7	9	15	12	10	0	9	12	48	8	15	0	11	7	10
DK/NA	12	3	15	14	8	7	9	15	12	10	0	9	12	48	8	15	0	11	7	10

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME						
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+	
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74	
<u>TOTAL AGREE</u>	61	55	68	66	60	43	68	59	61	62	61	65	63	59	67	61	81	55	
Strongly agree	20	18	18	22	23	6	30	14	19	21	19	24	32	17	21	17	20	15	
Somewhat agree	41	37	50	44	38	37	39	44	42	41	42	41	31	42	46	44	61	40	
<u>TOTAL DISAGREE</u>	27	24	26	24	31	34	23	31	28	24	27	23	19	21	27	28	11	34	
Somewhat disagree	16	18	15	12	21	16	15	16	17	15	16	15	6	13	14	24	7	21	
Strongly disagree	10	7	11	11	9	18	9	15	11	9	11	9	13	9	13	4	4	13	
<u>DK/NA</u>	12	20	6	10	9	23	9	10	11	14	12	12	17	19	6	11	9	11	
DK/NA	12	20	6	10	9	23	9	10	11	14	12	12	17	19	6	11	9	11	

Table 23: Q4j. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : Milpitas City government operates in a way that is open and accountable to the public

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>TOTAL AGREE</u>	61	58	56	70	59	56	74	60	55	56	69	60	64	59	57	79	86
Strongly agree	20	20	18	23	21	17	29	20	11	16	23	20	22	19	6	43	27
Somewhat agree	41	38	39	47	38	40	45	40	44	40	46	40	42	40	51	37	58
<u>TOTAL DISAGREE</u>	27	29	30	19	30	30	22	27	26	31	25	26	21	27	43	12	6
Somewhat disagree	16	18	22	12	18	20	14	18	14	21	15	18	13	18	17	6	0
Strongly disagree	10	11	8	8	12	10	9	10	12	10	10	9	8	10	26	6	6
<u>DK/NA</u>	12	13	14	10	12	14	4	13	19	13	7	13	15	14	0	9	9
DK/NA	12	13	14	10	12	14	4	13	19	13	7	13	15	14	0	9	9
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	397	43	67	56	54	114	57	89	84	178	81	135	131				
<u>TOTAL AGREE</u>	61	64	50	44	70	66	70	68	67	64	63	63	65				
Strongly agree	20	26	21	14	33	22	18	19	22	20	18	20	18				
Somewhat agree	41	38	28	30	37	43	52	49	45	44	45	43	47				
<u>TOTAL DISAGREE</u>	27	21	32	34	22	22	18	24	18	25	28	28	24				
Somewhat disagree	16	12	28	25	18	15	8	15	12	15	13	18	11				
Strongly disagree	10	9	5	9	4	7	10	10	7	10	15	10	13				
<u>DK/NA</u>	12	14	18	22	9	12	12	8	15	11	8	9	10				
DK/NA	12	14	18	22	9	12	12	8	15	11	8	9	10				

Table 24: Q4k. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : Milpitas is a great place to raise a family

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD			QB AGE										
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60	
<u>TOTAL AGREE</u>	82	86	92	88	76	0	82	88	76	81	87	85	78	74	86	76	83	80	80	
Strongly agree	40	53	49	52	29	0	40	52	28	30	51	40	41	41	33	29	44	36	28	
Somewhat agree	42	33	43	36	48	0	42	36	48	50	36	45	37	33	53	47	39	44	52	
<u>TOTAL DISAGREE</u>	14	11	8	10	18	0	14	10	18	19	10	10	20	24	9	6	13	14	9	
Somewhat disagree	10	5	6	5	15	0	10	5	15	19	7	8	9	20	9	6	8	13	9	
Strongly disagree	4	6	1	4	3	0	4	4	3	0	3	2	11	4	0	0	5	1	0	
<u>DK/NA</u>	4	3	0	2	6	0	4	2	6	0	3	5	2	2	5	18	3	6	11	
DK/NA	4	3	0	2	6	0	4	2	6	0	3	5	2	2	5	18	3	6	11	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>TOTAL AGREE</u>	82	72	96	81	85	91	92	86	87	83	83	86	80	81	81	83	81	92	68	76
Strongly agree	40	37	67	25	34	51	40	36	43	41	41	42	55	32	30	49	31	56	20	26
Somewhat agree	42	36	29	56	51	40	51	51	44	41	42	44	25	49	51	34	50	36	47	51
<u>TOTAL DISAGREE</u>	14	17	4	15	15	8	8	12	11	13	14	10	16	12	17	13	14	4	31	16
Somewhat disagree	10	11	4	11	10	8	6	9	9	10	10	5	13	10	15	9	11	2	23	14
Strongly disagree	4	6	0	4	5	0	2	3	2	3	4	5	3	3	2	4	3	2	8	2
<u>DK/NA</u>	4	10	0	4	0	1	0	2	2	4	3	4	3	6	2	4	5	5	1	7
DK/NA	4	10	0	4	0	1	0	2	2	4	3	4	3	6	2	4	5	5	1	7

Table 24: Q4k. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : Milpitas is a great place to raise a family

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>TOTAL AGREE</u>	82	97	18	89	52	74	77	86	80	96	55	89	63	61	77	87	80	72	80	64
Strongly agree	40	77	18	45	20	33	34	43	44	75	13	46	26	24	33	46	41	25	38	17
Somewhat agree	42	20	0	44	32	41	43	43	36	21	42	43	37	38	43	41	39	47	42	47
<u>TOTAL DISAGREE</u>	14	1	82	6	47	25	21	8	18	2	45	8	34	24	20	8	20	21	18	30
Somewhat disagree	10	0	38	5	33	16	15	7	11	2	11	7	18	22	15	5	15	11	12	24
Strongly disagree	4	1	45	1	14	9	6	1	8	0	33	1	16	2	6	2	5	10	6	5
<u>DK/NA</u>	4	2	0	5	1	1	2	6	1	2	0	3	3	15	3	5	0	7	2	6
DK/NA	4	2	0	5	1	1	2	6	1	2	0	3	3	15	3	5	0	7	2	6
	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME							
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+		
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74		
<u>TOTAL AGREE</u>	82	72	85	81	85	91	82	81	79	85	82	84	87	86	91	81	93	72		
Strongly agree	40	38	48	41	39	30	47	40	39	42	36	50	57	42	38	45	32	34		
Somewhat agree	42	34	37	39	46	61	35	41	40	43	46	34	31	44	53	36	61	38		
<u>TOTAL DISAGREE</u>	14	18	14	14	15	3	15	18	17	10	15	10	9	11	6	15	7	21		
Somewhat disagree	10	13	6	8	15	3	15	12	12	8	12	7	9	5	5	7	3	17		
Strongly disagree	4	5	8	6	0	0	0	6	5	2	3	3	0	5	1	8	5	4		
<u>DK/NA</u>	4	10	1	6	0	6	2	1	3	5	3	6	4	3	3	5	0	7		
DK/NA	4	10	1	6	0	6	2	1	3	5	3	6	4	3	3	5	0	7		

Table 24: Q4k. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : Milpitas is a great place to raise a family

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>TOTAL AGREE</u>	82	85	78	84	82	83	84	82	82	78	82	86	84	80	100	94	100
Strongly agree	40	48	32	43	40	51	48	33	31	32	47	50	34	38	76	51	35
Somewhat agree	42	37	46	42	42	32	36	49	51	46	35	36	50	42	24	43	65
<u>TOTAL DISAGREE</u>	14	12	15	13	14	12	14	14	14	20	14	8	13	15	0	6	0
Somewhat disagree	10	8	13	7	13	10	8	10	13	15	9	6	11	12	0	0	0
Strongly disagree	4	4	2	5	1	2	6	4	1	5	5	2	2	4	0	6	0
<u>DK/NA</u>	4	3	7	3	4	5	2	4	4	2	4	6	3	5	0	0	0
DK/NA	4	3	7	3	4	5	2	4	4	2	4	6	3	5	0	0	0
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	397	43	67	56	54	114	57	89	84	178	81	135	131				
<u>TOTAL AGREE</u>	82	72	72	72	76	85	89	86	87	87	87	87	88				
Strongly agree	40	37	37	34	41	37	32	31	41	46	38	44	42				
Somewhat agree	42	36	35	38	35	47	57	54	47	41	50	43	45				
<u>TOTAL DISAGREE</u>	14	18	17	19	16	13	10	12	12	11	11	10	12				
Somewhat disagree	10	3	16	15	6	9	9	8	10	8	10	7	11				
Strongly disagree	4	14	1	3	9	4	1	4	2	3	1	3	1				
<u>DK/NA</u>	4	10	11	10	9	3	1	3	1	2	2	2	1				
DK/NA	4	10	11	10	9	3	1	3	1	2	2	2	1				

Table 25: Q4I. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : Milpitas' diversity is an asset to the City

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60	
<u>TOTAL AGREE</u>	87	90	90	90	84	0	87	90	83	93	94	93	78	87	91	53	88	84	73	
Strongly agree	58	63	64	63	52	0	58	63	50	77	65	66	53	56	58	28	62	53	41	
Somewhat agree	29	27	26	27	32	0	29	27	33	16	28	27	24	31	33	26	27	31	32	
<u>TOTAL DISAGREE</u>	8	7	2	6	10	0	8	6	10	7	2	3	18	5	6	32	7	9	18	
Somewhat disagree	6	7	0	5	6	0	6	5	6	7	2	2	14	4	5	18	6	6	11	
Strongly disagree	2	0	2	1	4	0	2	1	4	0	1	1	4	1	1	14	2	3	7	
<u>DK/NA</u>	5	3	8	4	6	0	5	4	7	0	4	4	5	8	3	15	4	7	9	
DK/NA	5	3	8	4	6	0	5	4	7	0	4	4	5	8	3	15	4	7	9	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>TOTAL AGREE</u>	87	78	94	90	92	91	95	92	92	91	83	84	90	91	83	87	88	89	81	87
Strongly agree	58	53	72	54	59	69	60	60	61	64	53	56	64	58	54	60	57	68	41	52
Somewhat agree	29	25	23	36	33	22	35	32	31	28	31	28	26	33	28	27	32	21	40	35
<u>TOTAL DISAGREE</u>	8	14	6	2	5	9	3	4	5	7	9	9	9	4	12	9	7	7	15	2
Somewhat disagree	6	9	6	2	5	9	3	4	4	4	7	7	7	4	7	7	5	7	8	1
Strongly disagree	2	5	0	0	0	0	0	0	1	2	2	2	2	0	5	2	2	0	7	1
<u>DK/NA</u>	5	8	0	8	3	0	2	4	3	2	8	7	1	5	5	4	5	4	4	10
DK/NA	5	8	0	8	3	0	2	4	3	2	8	7	1	5	5	4	5	4	4	10

Table 25: Q4I. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : Milpitas' diversity is an asset to the City

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>TOTAL AGREE</u>	87	93	78	89	76	82	84	88	88	90	81	89	79	81	83	90	82	72	84	80
Strongly agree	58	79	25	62	35	56	57	57	64	76	33	63	44	37	59	59	65	53	59	55
Somewhat agree	29	14	53	27	41	26	27	32	24	14	48	26	35	44	24	31	17	19	24	25
<u>TOTAL DISAGREE</u>	8	5	16	6	18	16	13	5	8	5	15	7	14	4	11	6	12	23	10	16
Somewhat disagree	6	3	2	4	13	9	8	4	7	5	0	6	7	4	7	5	7	9	7	7
Strongly disagree	2	2	14	2	5	8	5	1	1	0	15	1	7	0	5	1	5	14	3	9
<u>DK/NA</u>	5	2	6	5	6	2	3	7	4	4	4	4	7	15	6	4	6	5	6	4
DK/NA	5	2	6	5	6	2	3	7	4	4	4	4	7	15	6	4	6	5	6	4

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME						
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K- \$90K	\$90K- \$120K	\$120K- \$150K	\$150K- \$180K	\$180K+	
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74	
<u>TOTAL AGREE</u>	87	86	91	84	95	93	57	90	85	88	85	90	87	88	95	87	87	85	
Strongly agree	58	58	71	55	55	59	45	64	56	60	55	64	71	56	57	56	66	56	
Somewhat agree	29	28	21	30	40	34	12	26	29	28	30	26	16	32	38	31	22	30	
<u>TOTAL DISAGREE</u>	8	7	6	9	1	5	38	8	11	5	10	4	6	10	3	12	11	6	
Somewhat disagree	6	5	5	6	1	3	27	5	8	4	7	4	4	9	2	12	7	3	
Strongly disagree	2	2	1	2	0	2	11	2	3	1	3	0	2	1	1	0	3	2	
<u>DK/NA</u>	5	7	2	7	4	2	6	2	4	7	5	6	7	3	2	1	2	9	
DK/NA	5	7	2	7	4	2	6	2	4	7	5	6	7	3	2	1	2	9	

Table 25: Q4I. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. : Milpitas' diversity is an asset to the City

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>TOTAL AGREE</u>	87	93	89	85	79	91	83	92	85	90	82	92	84	86	85	100	91
Strongly agree	58	73	53	53	53	67	54	62	52	58	56	70	49	56	52	76	74
Somewhat agree	29	20	35	33	26	23	30	30	33	32	26	23	35	30	34	24	18
<u>TOTAL DISAGREE</u>	8	5	10	9	9	7	11	6	7	9	14	5	5	8	15	0	0
Somewhat disagree	6	2	8	9	4	4	9	5	5	7	10	3	5	6	15	0	0
Strongly disagree	2	3	2	0	5	3	2	1	2	2	3	2	0	2	0	0	0
<u>DK/NA</u>	5	2	2	5	12	2	6	2	8	1	4	3	11	6	0	0	9
DK/NA	5	2	2	5	12	2	6	2	8	1	4	3	11	6	0	0	9

	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR			
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	397	43	67	56	54	114	57	89	84	178	81	135	131
<u>TOTAL AGREE</u>	87	81	75	82	73	91	93	95	90	91	92	96	88
Strongly agree	58	61	48	55	51	63	54	62	58	63	57	67	54
Somewhat agree	29	21	27	26	23	28	39	33	32	28	35	28	34
<u>TOTAL DISAGREE</u>	8	14	15	14	15	4	5	4	5	5	5	3	7
Somewhat disagree	6	10	9	9	10	4	5	4	5	5	4	3	6
Strongly disagree	2	4	6	6	5	0	0	0	0	0	1	0	1
<u>DK/NA</u>	5	4	10	4	11	5	1	1	5	4	3	1	5
DK/NA	5	4	10	4	11	5	1	1	5	4	3	1	5

Table 26: Q5a. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Diverse

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>VERY/SMWT WELL</u>	89	94	94	94	85	89	0	94	85	89	94	92	85	88	88	92	90	89	87	
Very well	55	67	68	67	43	55	0	67	43	31	60	58	47	65	54	36	55	56	47	
Somewhat well	35	27	26	27	42	35	0	27	42	57	34	34	37	23	35	56	35	32	41	
<u>TOTAL NOT WELL</u>	8	4	4	4	12	8	0	4	12	11	6	6	11	10	10	5	7	9	10	
Not too well	6	4	3	4	9	6	0	4	9	11	4	3	7	10	8	5	5	8	8	
Not at all well	2	0	1	0	3	2	0	0	3	0	1	2	4	0	2	0	2	1	1	
<u>DK</u>	2	2	2	2	3	2	0	2	3	0	1	3	4	2	2	3	3	2	3	
DK	2	2	2	2	3	2	0	2	3	0	1	3	4	2	2	3	3	2	3	
	QC RACE/ETHNICITY									QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>VERY/SMWT WELL</u>	89	92	84	86	94	97	92	92	90	89	89	93	87	87	92	90	89	95	83	86
Very well	55	62	59	39	49	71	68	56	53	51	58	60	54	52	53	57	52	65	46	46
Somewhat well	35	30	25	48	46	26	24	36	36	38	31	33	33	35	39	33	37	30	37	40
<u>TOTAL NOT WELL</u>	8	6	11	12	6	2	2	6	8	9	8	7	9	9	7	8	9	3	13	11
Not too well	6	4	11	10	4	2	2	5	7	7	6	6	6	7	6	6	7	3	9	9
Not at all well	2	2	0	2	2	0	0	1	1	2	2	1	3	2	2	2	2	0	4	2
<u>DK</u>	2	3	5	1	0	1	6	2	3	2	3	0	5	3	1	2	3	1	3	3
DK	2	3	5	1	0	1	6	2	3	2	3	0	5	3	1	2	3	1	3	3

Table 26: Q5a. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Diverse

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>VERY/SMWT WELL</u>	89	96	48	94	75	85	88	91	87	98	70	93	78	78	87	91	95	82	90	75
Very well	55	70	20	62	33	52	54	56	53	82	42	60	36	47	52	57	59	46	56	43
Somewhat well	35	25	29	32	42	33	34	35	33	16	28	33	42	31	34	34	36	36	34	32
<u>TOTAL NOT WELL</u>	8	3	39	5	20	12	10	6	12	0	26	5	21	3	10	7	5	8	8	16
Not too well	6	3	35	4	15	10	8	4	9	0	23	4	17	0	7	5	3	4	6	12
Not at all well	2	0	3	1	5	2	2	1	2	0	3	1	5	3	2	1	2	4	2	4
<u>DK</u>	2	2	13	1	5	3	2	3	2	2	4	1	1	19	4	2	0	10	2	9
DK	2	2	13	1	5	3	2	3	2	2	4	1	1	19	4	2	0	10	2	9

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>VERY/SMWT WELL</u>	89	88	86	93	92	89	83	87	88	92	91	88	88	91	99	91	87	88
Very well	55	57	48	56	58	48	57	59	60	51	55	59	50	61	58	54	65	47
Somewhat well	35	30	38	37	35	41	26	27	28	40	37	29	38	30	41	37	22	41
<u>TOTAL NOT WELL</u>	8	9	12	6	5	7	14	10	10	5	7	9	10	5	1	6	13	11
Not too well	6	9	7	4	5	3	14	6	7	5	5	9	10	3	1	5	13	8
Not at all well	2	0	5	2	1	4	0	5	3	0	2	0	0	1	0	2	0	3
<u>DK</u>	2	4	2	1	2	4	2	3	1	3	1	3	2	4	0	2	0	1
DK	2	4	2	1	2	4	2	3	1	3	1	3	2	4	0	2	0	1

Table 26: Q5a. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Diverse

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>VERY/SMWT WELL</u>	89	90	88	91	89	90	89	89	89	88	89	90	92	90	74	91	69
Very well	55	55	48	55	65	52	61	51	54	53	67	52	51	54	63	76	58
Somewhat well	35	35	40	35	24	37	28	38	35	35	22	38	42	37	11	15	11
<u>TOTAL NOT WELL</u>	8	9	9	6	9	9	8	9	8	12	8	6	5	8	12	0	31
Not too well	6	7	8	3	8	8	5	7	7	9	5	6	5	6	12	0	31
Not at all well	2	2	1	3	1	1	3	3	1	3	4	1	0	2	0	0	0
<u>DK</u>	2	2	3	4	1	1	3	2	3	0	3	3	3	2	13	9	0
DK	2	2	3	4	1	1	3	2	3	0	3	3	3	2	13	9	0
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>VERY/SMWT WELL</u>	89	96	89	91	92	92	93	91	93	90	90	89	90				
Very well	55	74	56	55	68	55	64	51	63	52	58	50	56				
Somewhat well	35	22	33	37	23	37	29	40	30	38	32	39	34				
<u>TOTAL NOT WELL</u>	8	1	9	9	3	6	3	6	5	8	8	8	7				
Not too well	6	0	7	6	2	5	3	5	4	6	8	7	6				
Not at all well	2	1	2	2	2	1	0	1	1	2	0	1	2				
<u>DK</u>	2	2	2	0	5	2	4	3	2	3	2	3	2				
DK	2	2	2	0	5	2	4	3	2	3	2	3	2				

Table 27: Q5b. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Exciting

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>VERY/SMWT WELL</u>	46	60	61	60	32	46	0	60	33	18	45	48	45	49	43	58	46	47	44	
Very well	15	20	30	24	6	15	0	24	6	7	14	15	13	25	7	26	14	17	14	
Somewhat well	31	40	31	37	26	31	0	37	27	10	31	33	32	24	36	31	32	30	29	
<u>TOTAL NOT WELL</u>	51	38	35	37	64	51	0	37	64	71	55	46	53	45	54	37	52	48	51	
Not too well	33	23	24	23	43	33	0	23	42	57	33	28	39	31	32	33	33	32	37	
Not at all well	18	15	11	14	22	18	0	14	22	13	23	19	14	14	22	4	19	17	14	
<u>DK</u>	3	2	4	3	3	3	0	3	3	12	0	6	2	6	3	6	2	4	5	
DK	3	2	4	3	3	3	0	3	3	12	0	6	2	6	3	6	2	4	5	

	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>VERY/SMWT WELL</u>	46	41	48	33	55	57	63	51	49	46	47	59	38	45	39	48	43	58	32	41
Very well	15	14	28	1	22	27	11	14	15	9	21	21	15	11	8	18	10	22	10	6
Somewhat well	31	27	21	32	32	30	52	37	34	37	26	39	24	34	31	31	33	36	22	35
<u>TOTAL NOT WELL</u>	51	55	52	62	43	36	37	46	48	51	50	39	58	52	56	49	53	39	67	53
Not too well	33	33	39	37	43	26	20	30	33	33	34	22	37	36	41	30	38	27	39	37
Not at all well	18	22	13	24	0	10	17	16	15	18	17	17	21	16	16	19	16	12	28	17
<u>DK</u>	3	3	0	5	3	7	0	4	3	3	3	2	4	3	5	3	3	3	1	5
DK	3	3	0	5	3	7	0	4	3	3	3	2	4	3	5	3	3	3	1	5

Table 27: Q5b. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Exciting

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>VERY/SMWT WELL</u>	46	74	19	54	19	33	35	58	31	69	31	54	24	16	40	50	47	16	43	32
Very well	15	40	9	18	4	5	9	19	12	38	13	18	5	2	12	17	13	0	14	4
Somewhat well	31	34	10	36	16	27	26	38	19	30	18	36	19	14	28	33	34	16	29	27
<u>TOTAL NOT WELL</u>	51	23	81	42	79	61	61	40	67	29	69	43	75	72	58	46	50	84	55	66
Not too well	33	20	4	31	40	34	39	28	39	19	25	30	44	40	36	31	40	23	39	24
Not at all well	18	3	77	12	39	27	22	12	28	9	44	13	31	32	22	15	9	60	16	42
<u>DK</u>	3	3	0	4	1	6	4	2	2	3	0	3	1	12	2	3	3	0	2	2
DK	3	3	0	4	1	6	4	2	2	3	0	3	1	12	2	3	3	0	2	2

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>VERY/SMWT WELL</u>	46	43	50	54	43	36	51	57	52	42	46	51	54	46	61	37	31	38
Very well	15	16	23	9	11	13	24	20	19	11	12	19	22	12	20	5	8	11
Somewhat well	31	27	28	45	32	23	27	37	33	31	34	32	32	33	42	31	23	26
<u>TOTAL NOT WELL</u>	51	52	46	45	54	62	49	39	45	56	50	46	44	48	39	58	69	61
Not too well	33	31	36	32	34	36	29	24	27	38	36	25	28	34	27	37	47	39
Not at all well	18	21	10	13	20	25	20	15	17	18	14	21	16	14	12	21	22	21
<u>DK</u>	3	5	4	1	2	2	0	4	4	3	4	3	3	6	0	5	0	2
DK	3	5	4	1	2	2	0	4	4	3	4	3	3	6	0	5	0	2

Table 27: Q5b. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Exciting

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>VERY/SMWT WELL</u>	46	43	51	49	44	51	47	43	45	53	51	40	44	45	53	78	36
Very well	15	10	7	18	26	8	25	10	11	10	27	8	14	14	29	24	0
Somewhat well	31	33	43	32	18	42	22	33	33	43	24	32	30	30	24	54	36
<u>TOTAL NOT WELL</u>	51	52	47	50	50	47	49	53	53	44	45	56	55	52	47	22	64
Not too well	33	30	34	37	29	29	30	36	40	30	25	33	44	35	47	0	18
Not at all well	18	23	12	13	21	19	19	17	13	14	20	23	11	17	0	22	46
<u>DK</u>	3	4	3	1	6	2	4	5	2	3	4	4	2	3	0	0	0
DK	3	4	3	1	6	2	4	5	2	3	4	4	2	3	0	0	0
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>VERY/SMWT WELL</u>	46	42	43	41	43	49	57	49	53	48	52	48	50				
Very well	15	17	13	6	22	12	19	8	21	14	20	10	21				
Somewhat well	31	26	30	34	21	37	38	41	32	34	32	38	29				
<u>TOTAL NOT WELL</u>	51	55	53	56	53	48	38	47	44	49	45	48	48				
Not too well	33	31	32	34	32	29	28	28	32	32	32	31	35				
Not at all well	18	24	21	22	21	19	10	19	12	17	13	17	13				
<u>DK</u>	3	2	4	3	3	3	6	4	3	3	3	4	2				
DK	3	2	4	3	3	3	6	4	3	3	3	4	2				

Table 28: Q5c. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Safe

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>VERY/SMWT WELL</u>	89	96	99	97	82	89	0	97	81	88	92	90	84	90	89	89	89	89	91	
Very well	38	50	53	51	25	38	0	51	25	28	52	39	28	41	31	45	40	36	42	
Somewhat well	51	47	45	46	57	51	0	46	56	60	40	52	56	49	58	44	49	53	49	
<u>TOTAL NOT WELL</u>	10	3	1	2	18	10	0	2	19	12	8	8	16	10	11	11	10	11	9	
Not too well	8	3	1	2	14	8	0	2	14	12	4	7	13	6	11	11	8	9	8	
Not at all well	2	0	0	0	5	2	0	0	5	0	4	1	3	3	1	0	3	2	1	
<u>DK</u>	0	1	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	
DK	0	1	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	
	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>VERY/SMWT WELL</u>	89	90	90	89	88	96	95	92	91	91	88	93	88	88	88	90	88	96	78	91
Very well	38	41	51	24	43	39	42	35	38	35	41	44	43	36	27	44	33	49	24	34
Somewhat well	51	48	39	65	44	57	53	57	53	56	47	49	45	53	60	47	55	47	54	58
<u>TOTAL NOT WELL</u>	10	9	10	11	12	4	5	8	9	9	12	7	12	11	12	10	11	4	22	9
Not too well	8	8	5	8	9	1	5	6	6	7	9	7	8	9	10	7	9	4	15	8
Not at all well	2	1	5	3	4	3	0	2	3	2	3	0	4	2	3	2	2	0	7	1
<u>DK</u>	0	1	0	0	0	0	0	0	0	0	1	0	0	1	0	0	1	1	0	0
DK	0	1	0	0	0	0	0	0	0	0	1	0	0	1	0	0	1	1	0	0

Table 28: Q5c. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Safe

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>VERY/SMWT WELL</u>	89	99	63	94	73	86	88	93	76	99	45	96	63	87	86	91	95	51	93	64
Very well	38	67	36	44	17	35	36	41	30	66	21	43	13	48	37	39	47	18	42	21
Somewhat well	51	33	27	50	56	51	52	52	46	33	24	53	50	39	49	51	48	33	50	43
<u>TOTAL NOT WELL</u>	10	1	37	6	27	14	12	6	24	0	55	4	37	13	14	9	5	49	7	36
Not too well	8	1	20	5	17	10	10	6	13	0	33	4	24	13	11	7	5	30	6	26
Not at all well	2	0	17	0	10	4	2	0	10	0	22	0	12	0	3	2	0	19	1	11
<u>DK</u>	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0
DK	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME						
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+	
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66	
<u>VERY/SMWT WELL</u>	89	88	84	94	93	79	92	90	92	88	88	92	89	85	99	95	67	87	
Very well	38	44	27	41	35	22	59	39	40	38	31	51	41	45	46	35	28	24	
Somewhat well	51	44	57	53	58	57	33	52	52	50	57	41	48	40	53	60	40	64	
<u>TOTAL NOT WELL</u>	10	10	16	6	7	21	8	10	8	12	12	7	11	14	1	5	33	13	
Not too well	8	9	11	6	4	18	6	6	6	10	10	4	9	11	1	3	28	10	
Not at all well	2	2	5	0	2	3	2	3	2	2	2	4	1	3	0	2	4	2	
<u>DK</u>	0	1	0	0	0	0	0	0	0	1	0	1	0	2	0	0	0	0	
DK	0	1	0	0	0	0	0	0	0	1	0	1	0	2	0	0	0	0	

Table 28: Q5c. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Safe

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>VERY/SMWT WELL</u>	89	91	91	88	88	95	87	88	88	93	92	89	86	88	91	100	100
Very well	38	40	30	40	43	42	45	30	37	35	45	38	39	36	37	73	48
Somewhat well	51	51	61	48	44	53	42	58	51	58	47	52	48	53	54	27	52
<u>TOTAL NOT WELL</u>	10	9	9	11	12	5	13	12	10	7	8	11	12	11	9	0	0
Not too well	8	6	8	9	10	4	9	9	9	6	5	9	11	9	9	0	0
Not at all well	2	2	1	2	2	1	3	3	2	1	3	2	2	3	0	0	0
<u>DK</u>	0	0	0	1	0	0	0	0	1	0	0	0	1	0	0	0	0
DK	0	0	0	1	0	0	0	0	1	0	0	0	1	0	0	0	0
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>VERY/SMWT WELL</u>	89	92	89	92	88	91	93	91	92	90	92	91	92				
Very well	38	50	38	40	44	35	36	31	39	39	37	34	42				
Somewhat well	51	42	51	52	44	56	57	60	53	52	55	57	49				
<u>TOTAL NOT WELL</u>	10	6	11	8	10	9	7	9	8	10	8	9	8				
Not too well	8	4	11	7	8	7	6	6	6	7	5	7	5				
Not at all well	2	2	0	1	1	2	2	3	1	3	3	2	3				
<u>DK</u>	0	2	0	0	2	0	0	0	0	0	0	0	0				
DK	0	2	0	0	2	0	0	0	0	0	0	0	0				

Table 29: Q5d. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Good place to live, play, and work

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD			QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60
<u>VERY/SMWT WELL</u>	81	91	94	92	70	81	0	92	70	80	88	82	76	79	78	80	82	78	75
Very well	35	49	44	47	23	35	0	47	23	17	53	32	21	35	34	20	36	33	30
Somewhat well	46	43	50	45	47	46	0	45	46	63	35	50	55	44	43	60	46	46	45
<u>TOTAL NOT WELL</u>	18	8	2	6	29	18	0	6	30	20	12	18	22	17	22	14	17	19	24
Not too well	13	7	2	5	21	13	0	5	21	20	9	14	18	12	15	14	14	14	19
Not at all well	4	1	0	0	8	4	0	0	9	0	3	3	4	5	7	0	3	6	4
<u>DK</u>	1	1	4	2	0	1	0	2	0	0	0	0	2	5	0	6	1	2	2
DK	1	1	4	2	0	1	0	2	0	0	0	0	2	5	0	6	1	2	2

	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>VERY/SMWT WELL</u>	81	75	80	86	78	96	93	89	85	83	80	91	72	86	73	81	81	92	62	85
Very well	35	35	39	24	40	51	34	34	35	31	39	40	37	35	26	38	32	49	19	28
Somewhat well	46	40	42	63	38	46	59	55	50	52	41	51	36	51	47	43	50	43	42	57
<u>TOTAL NOT WELL</u>	18	23	17	14	22	4	5	10	14	17	18	9	24	14	25	17	18	7	37	14
Not too well	13	17	13	12	20	0	5	8	11	14	12	7	17	11	20	12	14	6	24	13
Not at all well	4	6	4	2	2	4	0	2	3	2	6	2	7	3	5	5	4	1	13	1
<u>DK</u>	1	2	3	0	0	0	2	1	1	0	2	0	4	0	2	2	1	1	1	2
DK	1	2	3	0	0	0	2	1	1	0	2	0	4	0	2	2	1	1	1	2

Table 29: Q5d. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Good place to live, play, and work

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>VERY/SMWT WELL</u>	81	96	46	90	52	71	74	88	73	95	38	90	50	71	72	87	74	45	76	54
Very well	35	64	22	42	11	32	30	39	32	66	3	42	7	30	32	37	41	6	37	17
Somewhat well	46	32	24	48	41	38	44	49	41	29	35	48	42	40	39	50	33	39	39	37
<u>TOTAL NOT WELL</u>	18	4	54	9	46	28	24	11	27	5	62	10	50	16	27	12	26	47	24	41
Not too well	13	4	26	9	29	17	16	10	19	5	21	9	30	16	18	10	21	13	18	19
Not at all well	4	0	28	1	17	11	7	1	8	0	41	1	21	0	9	2	5	34	5	22
<u>DK</u>	1	0	0	1	2	2	2	1	0	0	0	0	0	14	1	1	0	8	0	4
DK	1	0	0	1	2	2	2	1	0	0	0	0	0	14	1	1	0	8	0	4

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME						
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+	
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66	
<u>VERY/SMWT WELL</u>	81	78	77	90	84	70	79	86	84	79	82	82	86	83	86	83	81	77	
Very well	35	34	28	42	36	24	39	29	37	34	32	41	39	33	50	25	23	26	
Somewhat well	46	45	49	48	48	45	40	57	47	45	50	41	46	50	36	58	58	52	
<u>TOTAL NOT WELL</u>	18	19	23	10	14	27	21	14	14	20	17	16	13	17	11	17	19	23	
Not too well	13	16	19	7	8	18	19	8	9	16	12	12	9	14	8	11	7	18	
Not at all well	4	3	4	2	7	10	2	5	5	3	5	4	4	3	3	6	12	5	
<u>DK</u>	1	3	0	0	2	3	0	0	1	1	1	2	1	0	3	0	0	0	
DK	1	3	0	0	2	3	0	0	1	1	1	2	1	0	3	0	0	0	

Table 29: Q5d. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Good place to live, play, and work

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>VERY/SMWT WELL</u>	81	84	80	82	76	87	76	80	85	88	82	79	81	80	75	93	100
Very well	35	37	25	36	41	35	40	28	37	36	38	28	41	34	12	38	75
Somewhat well	46	47	55	46	36	52	36	52	47	51	44	51	40	46	63	55	25
<u>TOTAL NOT WELL</u>	18	16	18	16	20	12	21	20	14	12	16	20	18	19	11	0	0
Not too well	13	14	16	13	11	11	13	17	10	10	8	18	14	14	11	0	0
Not at all well	4	2	2	3	9	1	7	3	4	2	8	2	3	5	0	0	0
<u>DK</u>	1	0	1	1	4	1	3	0	2	0	3	1	2	1	13	7	0
DK	1	0	1	1	4	1	3	0	2	0	3	1	2	1	13	7	0
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>VERY/SMWT WELL</u>	81	79	72	74	77	88	91	90	88	85	85	88	83				
Very well	35	52	24	30	41	30	43	30	39	33	40	31	40				
Somewhat well	46	26	48	44	36	58	48	60	49	52	45	56	44				
<u>TOTAL NOT WELL</u>	18	21	24	24	21	12	7	10	10	15	13	12	15				
Not too well	13	19	17	20	14	10	5	8	7	12	9	11	10				
Not at all well	4	3	8	4	7	2	2	2	3	2	5	1	4				
<u>DK</u>	1	0	4	2	3	0	3	0	2	1	2	0	2				
DK	1	0	4	2	3	0	3	0	2	1	2	0	2				

Table 30: Q5e. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : You can be yourself

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>VERY/SMWT WELL</u>	90	95	97	96	85	90	0	96	84	100	93	94	91	85	89	95	93	88	91	
Very well	46	60	60	60	32	46	0	60	32	42	49	55	39	46	42	45	48	44	40	
Somewhat well	44	35	37	36	53	44	0	36	52	58	44	39	52	39	47	50	45	44	51	
<u>TOTAL NOT WELL</u>	9	4	3	3	14	9	0	3	15	0	7	5	9	10	11	5	7	10	9	
Not too well	7	4	1	3	10	7	0	3	11	0	5	5	7	7	9	5	6	8	6	
Not at all well	2	0	1	1	4	2	0	1	4	0	2	0	2	3	2	0	1	2	3	
<u>DK</u>	1	1	0	1	1	1	0	1	1	0	0	1	0	4	0	0	0	2	0	
DK	1	1	0	1	1	1	0	1	1	0	0	1	0	4	0	0	0	2	0	
	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>VERY/SMWT WELL</u>	90	87	83	92	94	98	99	96	93	91	92	96	87	91	89	91	90	96	75	98
Very well	46	44	54	37	53	55	50	48	49	42	51	50	46	49	37	48	44	57	33	42
Somewhat well	44	43	29	55	41	43	49	48	44	49	40	47	41	42	52	44	46	40	42	56
<u>TOTAL NOT WELL</u>	9	11	17	6	6	2	1	4	7	9	7	4	11	9	11	7	9	4	21	2
Not too well	7	8	15	5	2	2	1	3	6	7	5	4	8	7	10	6	8	3	15	2
Not at all well	2	3	1	1	4	0	0	1	1	2	2	0	3	2	1	2	2	1	6	0
<u>DK</u>	1	2	0	1	0	0	0	0	0	0	1	0	2	1	1	1	1	0	3	0
DK	1	2	0	1	0	0	0	0	0	0	1	0	2	1	1	1	1	0	3	0

Table 30: Q5e. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : You can be yourself

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	Q13 CONTACT WITH CITY		VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
															YES	NO				
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>VERY/SMWT WELL</u>	90	99	68	96	71	78	83	96	87	97	64	95	71	86	86	94	91	62	91	70
Very well	46	77	22	54	19	38	40	50	47	77	42	51	22	52	43	48	55	35	46	36
Somewhat well	44	22	47	42	51	40	43	46	40	21	22	44	49	34	43	45	35	27	45	34
<u>TOTAL NOT WELL</u>	9	1	32	4	25	19	14	4	13	3	34	4	27	9	12	6	8	28	9	24
Not too well	7	0	28	3	18	12	10	4	8	3	14	4	18	9	9	5	6	12	8	12
Not at all well	2	1	4	1	7	7	4	0	4	0	21	1	9	0	3	1	2	16	1	12
<u>DK</u>	1	0	0	0	4	3	2	0	0	0	2	0	2	5	2	0	2	10	1	6
DK	1	0	0	0	4	3	2	0	0	0	2	0	2	5	2	0	2	10	1	6

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>VERY/SMWT WELL</u>	90	93	87	94	90	87	87	93	90	92	91	92	94	89	92	96	79	94
Very well	46	52	45	46	45	35	50	50	51	42	43	52	47	53	42	36	38	42
Somewhat well	44	41	42	48	45	52	37	42	39	50	48	39	46	36	50	59	41	52
<u>TOTAL NOT WELL</u>	9	5	13	6	9	10	13	7	8	7	8	7	6	11	5	4	21	6
Not too well	7	4	12	6	5	6	8	5	6	6	6	6	5	9	3	4	11	5
Not at all well	2	1	1	0	4	4	5	2	2	1	2	2	1	3	2	0	10	1
<u>DK</u>	1	2	0	0	1	3	0	0	1	1	1	1	0	0	3	0	0	0
DK	1	2	0	0	1	3	0	0	1	1	1	1	0	0	3	0	0	0

Table 30: Q5e. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : You can be yourself

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>VERY/SMWT WELL</u>	90	92	89	94	88	92	91	90	92	91	90	91	95	89	100	100	100
Very well	46	45	38	51	51	42	52	42	49	47	56	38	48	44	76	57	53
Somewhat well	44	47	51	43	37	49	39	47	44	45	34	53	46	45	24	43	47
<u>TOTAL NOT WELL</u>	9	7	11	6	8	8	7	10	8	9	8	8	5	10	0	0	0
Not too well	7	7	8	4	7	7	5	8	6	7	6	6	4	7	0	0	0
Not at all well	2	1	3	1	1	2	1	2	2	2	2	2	1	2	0	0	0
<u>DK</u>	1	1	0	0	3	0	2	1	0	0	3	1	0	1	0	0	0
DK	1	1	0	0	3	0	2	1	0	0	3	1	0	1	0	0	0
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>VERY/SMWT WELL</u>	90	91	84	90	85	95	98	94	98	93	92	91	95				
Very well	46	56	38	46	43	43	57	39	58	47	51	41	57				
Somewhat well	44	36	46	44	42	52	41	55	39	46	41	50	38				
<u>TOTAL NOT WELL</u>	9	9	12	10	10	4	2	5	2	6	8	9	5				
Not too well	7	9	7	7	7	4	0	3	2	5	7	7	5				
Not at all well	2	0	4	3	3	1	2	2	0	1	1	1	1				
<u>DK</u>	1	0	4	0	5	1	0	1	0	0	0	1	0				
DK	1	0	4	0	5	1	0	1	0	0	0	1	0				

Table 31: Q5f. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Accepting

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>VERY/SMWT WELL</u>	86	92	90	92	81	86	0	92	81	86	92	89	87	80	84	76	89	82	77	
Very well	36	46	49	47	24	36	0	47	25	18	43	42	32	35	29	29	39	32	25	
Somewhat well	51	46	41	44	57	51	0	44	56	68	48	47	55	45	55	47	50	50	52	
<u>TOTAL NOT WELL</u>	10	7	3	5	15	10	0	5	15	7	8	8	7	18	13	6	8	14	14	
Not too well	8	5	2	4	12	8	0	4	12	7	5	4	5	18	11	6	5	13	11	
Not at all well	3	2	1	2	3	3	0	2	4	0	4	4	2	0	2	0	3	1	2	
<u>DK</u>	3	1	7	3	4	3	0	3	4	7	0	3	6	1	4	18	3	4	9	
DK	3	1	7	3	4	3	0	3	4	7	0	3	6	1	4	18	3	4	9	
	QC RACE/ETHNICITY									QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>VERY/SMWT WELL</u>	86	82	85	85	91	94	94	91	88	88	86	92	77	89	90	84	90	95	73	87
Very well	36	31	37	18	36	51	55	39	38	33	39	43	34	37	27	39	33	47	21	32
Somewhat well	51	52	48	67	54	43	39	51	50	55	46	48	43	53	63	45	56	47	52	55
<u>TOTAL NOT WELL</u>	10	13	9	13	6	2	4	7	9	8	12	8	18	8	5	13	7	4	23	8
Not too well	8	10	8	8	4	2	1	4	6	6	9	4	16	6	4	10	5	3	17	4
Not at all well	3	2	1	5	2	0	3	3	3	3	2	4	2	2	2	3	2	0	5	3
<u>DK</u>	3	5	6	2	4	3	2	3	3	4	3	0	6	3	5	3	3	2	4	5
DK	3	5	6	2	4	3	2	3	3	4	3	0	6	3	5	3	3	2	4	5

Table 31: Q5f. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Accepting

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>VERY/SMWT WELL</u>	86	97	31	94	61	80	84	91	74	99	54	93	64	78	79	91	89	47	85	57
Very well	36	65	9	44	11	25	29	43	24	68	18	43	7	33	35	38	45	23	40	19
Somewhat well	51	32	22	50	51	55	55	48	50	31	36	50	57	44	44	53	43	25	45	38
<u>TOTAL NOT WELL</u>	10	1	66	3	34	17	14	5	22	0	43	6	29	11	17	6	6	49	12	37
Not too well	8	1	48	3	25	14	11	5	10	0	32	4	22	11	14	4	6	34	10	28
Not at all well	3	0	18	1	9	3	2	0	12	0	12	2	7	0	4	2	0	16	2	9
<u>DK</u>	3	1	3	3	5	3	2	4	4	1	3	2	7	12	4	3	5	3	3	6
DK	3	1	3	3	5	3	2	4	4	1	3	2	7	12	4	3	5	3	3	6

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>VERY/SMWT WELL</u>	86	82	87	93	85	85	84	87	85	90	87	86	82	94	91	88	79	86
Very well	36	40	38	41	31	28	30	39	40	34	30	44	29	48	44	19	22	30
Somewhat well	51	43	49	51	55	57	54	47	45	56	56	42	53	46	47	69	57	56
<u>TOTAL NOT WELL</u>	10	16	9	5	11	9	11	10	12	8	9	13	15	5	7	12	14	6
Not too well	8	13	5	4	8	8	9	6	10	5	7	9	11	5	7	8	14	5
Not at all well	3	3	4	2	3	1	2	4	2	3	2	4	4	0	0	4	0	2
<u>DK</u>	3	2	4	2	4	5	5	3	3	3	5	1	3	1	2	0	7	7
DK	3	2	4	2	4	5	5	3	3	3	5	1	3	1	2	0	7	7

Table 31: Q5f. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Accepting

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+							NO CH	NO CH				
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>VERY/SMWT WELL</u>	86	88	86	91	77	89	80	87	93	85	85	92	88	87	62	100	79
Very well	36	35	31	44	32	35	41	31	37	33	45	34	34	36	21	61	16
Somewhat well	51	53	54	47	45	53	39	56	56	51	40	57	54	51	41	39	62
<u>TOTAL NOT WELL</u>	10	8	9	6	20	9	17	8	5	12	12	6	9	10	12	0	21
Not too well	8	5	7	3	20	6	13	5	4	8	12	4	5	7	12	0	21
Not at all well	3	3	2	3	0	3	3	3	1	4	0	1	4	3	0	0	0
<u>DK</u>	3	4	6	3	3	2	3	5	2	4	3	3	2	3	26	0	0
DK	3	4	6	3	3	2	3	5	2	4	3	3	2	3	26	0	0

	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR				
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	398	45	63	55	55	123	47	96	79	181	81	135	131
<u>VERY/SMWT WELL</u>	86	91	77	82	83	89	94	90	92	89	86	90	88
Very well	36	44	23	34	29	38	46	31	50	39	38	33	44
Somewhat well	51	46	54	48	54	51	48	59	42	50	48	57	43
<u>TOTAL NOT WELL</u>	10	5	17	9	15	8	4	7	6	8	10	8	9
Not too well	8	3	16	8	12	5	4	4	4	4	10	4	7
Not at all well	3	2	1	1	3	4	0	3	2	4	1	3	2
<u>DK</u>	3	4	6	8	2	3	3	3	2	3	3	3	3
DK	3	4	6	8	2	3	3	3	2	3	3	3	3

Table 32: Q5g. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Growing

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60	
<u>VERY/SMWT WELL</u>	77	81	87	83	71	0	77	83	70	78	77	80	81	69	78	59	79	72	72	
Very well	34	36	55	42	26	0	34	42	25	48	33	32	34	41	31	33	33	35	34	
Somewhat well	43	45	32	41	45	0	43	41	45	30	44	49	46	29	47	26	46	37	38	
<u>TOTAL NOT WELL</u>	17	11	9	10	24	0	17	10	24	13	16	12	16	28	12	32	15	21	20	
Not too well	13	7	7	7	18	0	13	7	18	13	15	10	10	21	5	32	12	15	14	
Not at all well	4	4	1	3	6	0	4	3	6	0	1	2	6	7	7	0	3	6	5	
<u>DK</u>	6	8	4	7	5	0	6	7	5	9	7	8	3	3	10	9	6	7	9	
DK	6	8	4	7	5	0	6	7	5	9	7	8	3	3	10	9	6	7	9	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>VERY/SMWT WELL</u>	77	66	81	77	85	84	80	80	81	73	81	73	78	77	79	76	78	91	51	76
Very well	34	31	45	21	40	33	38	32	35	30	39	33	37	35	30	35	33	42	23	27
Somewhat well	43	35	37	56	44	51	43	48	46	43	42	40	41	42	49	41	45	48	27	49
<u>TOTAL NOT WELL</u>	17	23	19	15	15	11	16	14	14	21	13	19	16	14	20	17	16	5	43	12
Not too well	13	16	14	15	13	8	13	12	11	18	8	16	8	12	14	12	13	4	30	11
Not at all well	4	8	5	0	2	3	3	2	3	3	5	2	8	2	6	5	3	1	13	1
<u>DK</u>	6	11	0	8	0	5	3	6	4	6	6	8	5	9	1	7	6	4	6	12
DK	6	11	0	8	0	5	3	6	4	6	6	8	5	9	1	7	6	4	6	12

Table 32: Q5g. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Growing

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>VERY/SMWT WELL</u>	77	92	29	82	52	66	71	85	60	89	43	83	51	76	71	80	75	71	70	75
Very well	34	58	16	37	21	42	41	34	17	58	26	38	23	25	33	36	33	43	30	45
Somewhat well	43	34	13	45	31	23	30	51	43	31	18	45	28	51	39	44	42	28	41	30
<u>TOTAL NOT WELL</u>	17	4	59	12	39	29	22	8	38	2	48	12	42	9	24	12	22	18	26	19
Not too well	13	0	27	9	29	16	15	8	28	0	22	9	29	9	18	9	16	7	20	11
Not at all well	4	4	32	3	10	13	8	1	9	2	27	3	13	0	6	3	6	10	5	9
<u>DK</u>	6	5	13	6	9	6	7	7	2	9	8	5	7	15	5	7	3	11	4	6
DK	6	5	13	6	9	6	7	7	2	9	8	5	7	15	5	7	3	11	4	6

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74
<u>VERY/SMWT WELL</u>	77	76	79	81	73	77	74	78	77	77	76	81	67	74	83	91	71	80
Very well	34	32	31	38	33	29	45	39	36	32	33	39	45	36	35	29	35	32
Somewhat well	43	44	48	42	40	48	29	39	41	45	43	41	22	38	48	62	36	48
<u>TOTAL NOT WELL</u>	17	11	17	16	20	19	24	15	18	15	19	12	16	21	13	9	25	16
Not too well	13	8	16	11	14	10	19	12	12	13	13	10	12	14	10	6	17	12
Not at all well	4	3	1	5	6	8	4	3	6	2	6	2	4	7	3	3	8	5
<u>DK</u>	6	13	4	4	7	5	2	7	5	7	5	8	17	5	4	0	3	4
DK	6	13	4	4	7	5	2	7	5	7	5	8	17	5	4	0	3	4

Table 32: Q5g. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Growing

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>VERY/SMWT WELL</u>	77	76	68	83	78	70	81	77	81	74	81	74	81	76	88	85	80
Very well	34	32	30	36	41	33	37	28	40	30	42	31	34	32	51	68	16
Somewhat well	43	44	37	47	37	37	44	49	41	43	39	43	46	44	37	17	64
<u>TOTAL NOT WELL</u>	17	19	24	10	17	21	14	19	12	23	12	17	13	18	12	6	0
Not too well	13	17	21	7	9	18	7	16	9	18	6	16	10	14	12	6	0
Not at all well	4	3	4	3	8	3	7	3	3	5	7	1	4	5	0	0	0
<u>DK</u>	6	5	8	7	5	8	5	4	8	3	7	9	6	6	0	9	20
DK	6	5	8	7	5	8	5	4	8	3	7	9	6	6	0	9	20
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	397	43	67	56	54	114	57	89	84	178	81	135	131				
<u>VERY/SMWT WELL</u>	77	82	55	60	73	76	87	79	81	79	86	78	85				
Very well	34	37	28	22	42	27	44	34	31	32	42	34	37				
Somewhat well	43	45	27	37	31	49	43	45	50	47	44	44	48				
<u>TOTAL NOT WELL</u>	17	11	32	29	19	15	11	17	12	15	13	18	10				
Not too well	13	1	25	23	8	14	8	15	9	14	7	16	7				
Not at all well	4	10	7	6	10	1	4	2	2	2	6	2	3				
<u>DK</u>	6	6	14	12	8	8	1	4	8	6	1	4	5				
DK	6	6	14	12	8	8	1	4	8	6	1	4	5				

Table 33: Q5h. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Thriving

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE								
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60
<u>VERY/SMWT WELL</u>	71	79	88	82	60	0	71	82	61	59	78	71	68	66	72	62	73	68	67
Very well	20	22	42	28	12	0	20	28	12	24	22	17	21	21	17	20	20	19	19
Somewhat well	51	57	46	54	48	0	51	54	49	35	57	53	47	45	55	42	53	49	48
<u>TOTAL NOT WELL</u>	25	15	12	14	35	0	25	14	35	35	16	23	30	34	21	35	22	28	27
Not too well	18	9	9	9	27	0	18	9	26	35	13	18	21	20	17	26	17	19	18
Not at all well	7	6	2	5	8	0	7	5	9	0	3	5	9	14	5	9	6	9	9
<u>DK</u>	4	6	0	4	5	0	4	4	5	6	6	7	2	0	6	3	5	3	6
DK	4	6	0	4	5	0	4	4	5	6	6	7	2	0	6	3	5	3	6

	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>VERY/SMWT WELL</u>	71	67	86	57	75	83	79	72	74	71	72	78	72	70	64	75	67	87	40	70
Very well	20	17	30	10	10	35	28	21	22	22	19	31	16	19	14	23	17	31	6	11
Somewhat well	51	50	55	47	66	48	51	51	52	49	53	47	56	50	50	52	50	57	34	59
<u>TOTAL NOT WELL</u>	25	30	14	34	25	10	19	22	21	26	23	19	21	27	34	20	29	8	57	25
Not too well	18	20	3	32	17	10	15	19	16	20	16	15	11	22	26	13	24	8	35	22
Not at all well	7	11	11	2	7	0	4	3	5	6	7	4	10	5	8	7	6	0	22	3
<u>DK</u>	4	3	0	9	0	8	2	5	5	4	5	3	7	4	2	5	3	5	2	5
DK	4	3	0	9	0	8	2	5	5	4	5	3	7	4	2	5	3	5	2	5

Table 33: Q5h. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Thriving

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>VERY/SMWT WELL</u>	71	85	8	78	36	62	64	78	62	92	32	80	43	51	67	74	73	56	73	50
Very well	20	37	0	23	4	11	18	23	14	51	8	24	7	9	18	22	24	0	23	0
Somewhat well	51	47	8	55	33	51	46	55	47	41	24	56	36	42	50	52	49	56	50	50
<u>TOTAL NOT WELL</u>	25	9	92	18	59	36	35	16	32	2	68	17	55	33	31	20	27	40	26	45
Not too well	18	5	43	14	37	20	25	12	24	1	17	14	29	31	21	15	18	20	19	27
Not at all well	7	4	50	4	22	16	10	4	8	1	51	3	26	2	10	5	9	20	8	18
<u>DK</u>	4	7	0	4	5	2	1	6	6	6	0	3	2	16	2	6	0	4	1	4
DK	4	7	0	4	5	2	1	6	6	6	0	3	2	16	2	6	0	4	1	4

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74
<u>VERY/SMWT WELL</u>	71	71	76	66	70	70	80	71	71	73	68	83	70	77	75	75	72	65
Very well	20	12	29	15	22	17	31	23	20	21	19	23	22	33	11	14	12	19
Somewhat well	51	59	48	50	48	53	49	49	51	52	48	60	48	44	64	61	60	46
<u>TOTAL NOT WELL</u>	25	19	23	30	25	27	20	24	24	24	29	13	17	22	22	25	25	29
Not too well	18	14	16	23	20	17	9	19	18	18	20	11	12	13	12	21	22	20
Not at all well	7	5	7	8	5	9	11	5	6	6	9	2	5	10	9	4	3	9
<u>DK</u>	4	10	1	4	5	3	0	5	5	4	4	4	14	1	4	0	3	6
DK	4	10	1	4	5	3	0	5	5	4	4	4	14	1	4	0	3	6

Table 33: Q5h. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Thriving

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>VERY/SMWT WELL</u>	71	72	68	74	68	75	75	67	69	68	75	74	72	69	100	87	58
Very well	20	24	19	17	19	26	21	18	17	24	18	20	20	19	19	57	0
Somewhat well	51	48	49	58	49	49	54	49	52	44	57	53	51	50	81	30	58
<u>TOTAL NOT WELL</u>	25	24	28	20	29	20	20	30	27	28	19	22	25	27	0	13	22
Not too well	18	19	20	15	19	13	12	25	21	21	14	18	18	19	0	7	22
Not at all well	7	5	8	5	11	7	8	5	6	6	5	5	7	7	0	6	0
<u>DK</u>	4	4	4	6	3	5	5	3	4	4	6	4	3	4	0	0	20
DK	4	4	4	6	3	5	5	3	4	4	6	4	3	4	0	0	20
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	397	43	67	56	54	114	57	89	84	178	81	135	131				
<u>VERY/SMWT WELL</u>	71	75	61	61	74	66	83	72	72	73	75	75	73				
Very well	20	13	19	16	18	21	22	23	20	22	21	25	20				
Somewhat well	51	62	42	45	56	45	61	49	53	51	55	50	53				
<u>TOTAL NOT WELL</u>	25	21	37	37	24	28	12	23	22	21	21	20	22				
Not too well	18	6	29	24	16	25	9	20	19	18	11	17	15				
Not at all well	7	15	8	13	8	3	3	3	3	3	10	3	7				
<u>DK</u>	4	4	2	2	2	6	5	5	6	6	3	4	5				
DK	4	4	2	2	2	6	5	5	6	6	3	4	5				

Table 34: Q5i. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Up and coming

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE								
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60
<u>VERY/SMWT WELL</u>	66	69	85	74	57	0	66	74	57	72	66	62	68	61	65	71	65	65	65
Very well	20	18	39	24	16	0	20	24	16	24	23	23	13	23	15	34	20	21	27
Somewhat well	46	51	46	50	41	0	46	50	41	48	43	39	55	38	50	37	46	44	39
<u>TOTAL NOT WELL</u>	28	20	12	18	38	0	28	18	38	28	27	32	28	32	26	20	29	28	30
Not too well	19	11	10	10	27	0	19	10	27	28	20	23	17	15	21	14	20	18	26
Not at all well	9	9	2	7	10	0	9	7	11	0	6	9	11	17	4	6	9	10	4
<u>DK</u>	7	11	2	9	5	0	7	9	5	0	7	6	4	6	9	9	6	8	5
DK	7	11	2	9	5	0	7	9	5	0	7	6	4	6	9	9	6	8	5

	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>VERY/SMWT WELL</u>	66	60	80	55	56	77	73	65	68	65	68	73	62	65	65	67	65	81	44	55
Very well	20	20	27	15	6	27	19	17	21	18	23	25	18	23	14	21	19	28	6	16
Somewhat well	46	40	53	40	49	50	54	47	47	47	45	48	44	42	51	46	46	52	38	39
<u>TOTAL NOT WELL</u>	28	33	20	32	44	15	21	27	26	28	26	22	31	27	31	27	28	13	50	37
Not too well	19	21	9	31	26	12	13	21	19	18	20	14	19	21	22	17	21	10	28	29
Not at all well	9	12	11	1	18	4	8	6	7	10	7	8	12	6	9	10	7	2	22	8
<u>DK</u>	7	7	0	13	0	8	6	8	6	7	5	5	7	9	4	6	7	7	6	8
DK	7	7	0	13	0	8	6	8	6	7	5	5	7	9	4	6	7	7	6	8

Table 34: Q5i. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Up and coming

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>VERY/SMWT WELL</u>	66	85	18	71	39	58	64	69	53	87	24	75	32	47	58	70	66	39	61	46
Very well	20	42	9	23	6	17	21	23	6	45	0	24	6	14	20	20	26	10	23	9
Somewhat well	46	43	9	49	33	42	43	47	47	42	24	51	27	34	38	51	40	28	38	37
<u>TOTAL NOT WELL</u>	28	7	70	23	52	37	32	21	43	7	76	20	62	29	37	21	32	56	33	52
Not too well	19	5	26	17	26	19	19	15	33	4	19	15	35	20	24	16	26	18	25	20
Not at all well	9	2	43	5	27	18	14	5	10	3	57	5	27	8	14	6	6	38	8	31
<u>DK</u>	7	7	13	6	9	5	3	10	4	5	0	5	5	24	5	8	2	5	6	3
DK	7	7	13	6	9	5	3	10	4	5	0	5	5	24	5	8	2	5	6	3

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74
<u>VERY/SMWT WELL</u>	66	62	67	74	59	62	73	68	68	64	62	79	72	68	72	66	61	57
Very well	20	24	22	21	16	10	30	15	19	21	18	26	31	20	21	17	27	11
Somewhat well	46	39	45	52	42	52	44	53	49	44	44	53	42	48	52	49	34	47
<u>TOTAL NOT WELL</u>	28	25	27	23	37	28	21	28	27	28	32	13	11	27	26	34	33	33
Not too well	19	20	21	14	24	19	12	15	16	22	21	9	5	13	21	28	30	21
Not at all well	9	5	6	10	13	9	9	13	11	6	11	4	6	14	5	6	4	12
<u>DK</u>	7	13	6	3	4	10	6	5	6	8	6	8	17	5	2	0	6	9
DK	7	13	6	3	4	10	6	5	6	8	6	8	17	5	2	0	6	9

Table 34: Q5i. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Up and coming

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>VERY/SMWT WELL</u>	66	64	65	69	66	66	69	64	67	66	72	65	64	64	95	69	64
Very well	20	17	19	22	23	18	25	19	21	15	24	20	21	20	19	30	10
Somewhat well	46	47	45	47	43	49	44	45	47	51	48	45	43	44	76	39	54
<u>TOTAL NOT WELL</u>	28	29	29	27	27	27	26	29	27	29	24	26	29	31	5	13	0
Not too well	19	19	18	21	18	14	19	22	20	16	16	20	25	21	5	13	0
Not at all well	9	10	11	6	8	13	7	7	7	13	8	6	5	10	0	0	0
<u>DK</u>	7	7	6	4	7	7	5	7	5	5	4	9	7	5	0	18	36
DK	7	7	6	4	7	7	5	7	5	5	4	9	7	5	0	18	36
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	397	43	67	56	54	114	57	89	84	178	81	135	131				
<u>VERY/SMWT WELL</u>	66	56	63	51	71	61	70	69	61	68	65	70	67				
Very well	20	15	22	7	34	18	18	19	16	21	22	22	20				
Somewhat well	46	40	41	44	37	43	53	50	45	47	43	48	47				
<u>TOTAL NOT WELL</u>	28	40	29	36	29	30	23	27	28	25	29	25	26				
Not too well	19	23	20	18	24	26	13	22	21	19	18	19	19				
Not at all well	9	16	9	17	4	4	10	4	7	6	11	6	8				
<u>DK</u>	7	5	8	14	0	9	7	5	11	7	6	5	7				
DK	7	5	8	14	0	9	7	5	11	7	6	5	7				

Table 35: Q5j. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Affordable

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60	
<u>VERY/SMWT WELL</u>	42	40	50	43	42	0	42	43	41	56	39	37	33	38	57	58	36	50	51	
Very well	10	8	18	11	8	0	10	11	7	24	4	11	10	11	7	37	8	13	19	
Somewhat well	32	31	32	32	33	0	32	32	33	32	35	26	23	27	50	21	28	37	32	
<u>TOTAL NOT WELL</u>	56	59	45	55	57	0	56	55	57	44	60	62	66	58	41	39	62	47	46	
Not too well	28	27	24	26	31	0	28	26	31	35	33	39	29	20	27	3	33	21	23	
Not at all well	27	32	21	29	26	0	27	29	27	9	27	23	38	38	14	36	29	26	23	
<u>DK</u>	2	1	4	2	2	0	2	2	2	0	1	1	1	4	2	3	1	3	3	
DK	2	1	4	2	2	0	2	2	2	0	1	1	1	4	2	3	1	3	3	
	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>VERY/SMWT WELL</u>	42	44	29	52	29	56	54	50	43	42	43	42	45	39	44	44	41	47	30	45
Very well	10	13	12	8	0	18	8	9	9	7	13	14	8	8	10	11	9	13	6	7
Somewhat well	32	31	17	44	29	38	47	41	34	35	30	28	37	31	34	33	32	35	24	39
<u>TOTAL NOT WELL</u>	56	51	71	46	71	44	44	49	56	57	55	55	53	59	56	54	58	51	70	49
Not too well	28	21	29	35	27	31	19	29	30	31	26	22	25	34	33	23	33	26	30	32
Not at all well	27	31	42	11	44	12	25	20	26	26	29	33	28	25	23	31	24	25	40	17
<u>DK</u>	2	5	0	2	0	0	2	1	1	2	2	3	2	2	0	2	1	1	0	6
DK	2	5	0	2	0	0	2	1	1	2	2	3	2	2	0	2	1	1	0	6

Table 35: Q5j. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Affordable

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	Q13 CONTACT WITH CITY		VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
															YES	NO				
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>VERY/SMWT WELL</u>	42	53	13	47	21	27	32	52	30	62	19	48	22	31	40	43	47	42	42	36
Very well	10	31	0	11	2	5	8	12	6	30	0	13	0	6	8	11	18	0	10	0
Somewhat well	32	23	13	36	19	23	24	40	24	32	19	36	22	25	32	31	29	42	32	36
<u>TOTAL NOT WELL</u>	56	42	87	51	79	70	66	47	66	38	81	51	78	58	60	54	53	58	58	64
Not too well	28	25	25	27	36	23	29	27	35	19	22	27	28	39	26	30	32	24	27	25
Not at all well	27	17	63	24	44	46	38	20	30	19	59	23	50	19	34	24	21	34	32	39
<u>DK</u>	2	5	0	2	0	3	2	1	4	0	0	1	0	11	0	3	0	0	0	0
DK	2	5	0	2	0	3	2	1	4	0	0	1	0	11	0	3	0	0	0	0

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME						
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+	
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74	
<u>VERY/SMWT WELL</u>	42	35	48	34	49	47	42	39	44	40	48	31	44	47	46	25	47	47	
Very well	10	9	11	5	13	11	12	11	13	7	12	7	10	16	8	7	0	6	
Somewhat well	32	26	37	29	36	35	31	28	31	34	37	25	34	31	38	18	47	41	
<u>TOTAL NOT WELL</u>	56	63	50	62	50	53	58	61	53	58	50	67	49	50	54	73	53	53	
Not too well	28	41	29	29	23	19	27	29	24	33	27	30	30	22	22	40	23	28	
Not at all well	27	22	22	32	26	35	30	32	29	25	23	37	18	28	33	33	30	26	
<u>DK</u>	2	2	2	4	1	0	0	0	2	1	2	1	7	3	0	2	0	0	
DK	2	2	2	4	1	0	0	0	2	1	2	1	7	3	0	2	0	0	

Table 35: Q5j. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Affordable

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>VERY/SMWT WELL</u>	42	36	47	36	54	42	45	41	41	49	41	36	46	42	25	54	47
Very well	10	6	8	10	19	7	14	7	12	12	15	2	12	9	7	21	9
Somewhat well	32	30	39	26	35	35	31	35	30	37	26	33	35	33	18	33	38
<u>TOTAL NOT WELL</u>	56	62	51	63	43	56	53	58	57	50	57	63	53	56	75	40	53
Not too well	28	35	24	32	18	28	19	33	34	22	26	39	26	28	34	22	45
Not at all well	27	27	27	31	25	27	33	25	24	27	30	24	26	28	41	18	8
<u>DK</u>	2	2	2	1	4	2	2	1	1	2	3	2	1	2	0	6	0
DK	2	2	2	1	4	2	2	1	1	2	3	2	1	2	0	6	0
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	397	43	67	56	54	114	57	89	84	178	81	135	131				
<u>VERY/SMWT WELL</u>	42	48	40	39	49	40	70	48	52	35	60	43	42				
Very well	10	7	17	5	21	9	10	6	12	9	11	7	11				
Somewhat well	32	41	23	33	29	31	59	42	39	26	48	36	31				
<u>TOTAL NOT WELL</u>	56	50	53	58	46	58	30	51	47	64	40	56	57				
Not too well	28	20	22	28	13	36	14	29	29	35	18	32	29				
Not at all well	27	31	31	29	33	22	16	22	18	29	22	24	28				
<u>DK</u>	2	2	7	4	5	2	0	1	1	1	0	1	1				
DK	2	2	7	4	5	2	0	1	1	1	0	1	1				

Table 36: Q5k. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Great location

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE										
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+		
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60		
<u>VERY/SMWT WELL</u>	87	83	100	88	86	0	87	88	86	83	86	90	78	86	95	88	85	90	95		
Very well	44	46	67	52	36	0	44	52	37	24	40	48	40	49	45	52	43	48	51		
Somewhat well	43	38	33	36	50	0	43	36	49	59	46	42	38	36	50	36	42	42	45		
<u>TOTAL NOT WELL</u>	12	17	0	12	13	0	12	12	13	11	14	9	22	14	5	9	15	9	3		
Not too well	10	12	0	8	11	0	10	8	11	11	10	8	14	12	5	6	11	8	2		
Not at all well	3	5	0	3	2	0	3	3	2	0	4	1	8	1	0	3	4	1	1		
<u>DK</u>	1	0	0	0	1	0	1	0	1	6	0	1	0	1	0	3	0	1	1		
DK	1	0	0	0	1	0	1	0	1	6	0	1	0	1	0	3	0	1	1		
	QC RACE/ETHNICITY										QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA	
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81	
<u>VERY/SMWT WELL</u>	87	82	91	84	84	93	90	87	89	84	90	85	86	91	86	86	89	93	74	88	
Very well	44	45	51	34	39	52	35	40	44	42	47	39	52	43	44	46	43	54	33	32	
Somewhat well	43	37	40	50	45	40	56	48	44	42	43	46	34	48	42	40	45	39	42	57	
<u>TOTAL NOT WELL</u>	12	18	9	15	16	6	10	11	11	15	9	15	14	8	14	14	10	7	25	11	
Not too well	10	11	9	13	16	6	7	10	10	13	7	13	10	7	10	11	8	6	18	8	
Not at all well	3	7	0	1	0	0	2	1	1	3	3	2	4	1	3	3	2	1	7	2	
<u>DK</u>	1	0	0	1	0	1	0	1	1	0	1	0	0	1	1	0	1	0	1	1	
DK	1	0	0	1	0	1	0	1	1	0	1	0	0	1	1	0	1	0	1	1	

Table 36: Q5k. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Great location

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	Q13 CONTACT WITH CITY		VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
															YES	NO				
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>VERY/SMWT WELL</u>	87	96	53	91	66	79	82	93	74	99	57	91	68	89	83	90	91	73	86	73
Very well	44	78	36	48	24	44	44	45	38	76	35	46	36	38	42	46	48	35	43	39
Somewhat well	43	18	17	44	42	35	38	48	36	22	22	45	32	51	41	44	44	37	43	34
<u>TOTAL NOT WELL</u>	12	4	47	8	33	21	18	7	23	1	43	9	30	11	16	10	9	23	14	23
Not too well	10	1	14	7	23	12	12	5	21	1	10	7	20	9	14	7	6	17	12	20
Not at all well	3	3	33	1	10	9	5	1	2	0	33	1	10	2	2	3	3	6	2	3
<u>DK</u>	1	0	0	0	2	0	0	0	3	0	0	0	2	0	1	0	0	4	0	4
DK	1	0	0	0	2	0	0	0	3	0	0	0	2	0	1	0	0	4	0	4

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME						
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+	
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74	
<u>VERY/SMWT WELL</u>	87	89	84	86	83	94	93	80	85	88	85	90	87	89	90	87	88	78	
Very well	44	39	41	51	37	41	65	36	44	45	44	46	55	50	31	46	43	36	
Somewhat well	43	50	42	35	47	53	28	44	41	44	41	45	33	39	59	40	45	42	
<u>TOTAL NOT WELL</u>	12	9	16	14	17	4	7	19	15	11	14	10	11	11	9	13	12	21	
Not too well	10	9	14	7	14	4	4	16	11	8	10	10	11	8	4	12	12	16	
Not at all well	3	1	2	6	3	0	2	3	3	2	4	0	0	4	5	2	0	5	
<u>DK</u>	1	2	0	0	0	2	0	0	0	1	1	0	1	0	1	0	0	1	
DK	1	2	0	0	0	2	0	0	0	1	1	0	1	0	1	0	0	1	

Table 36: Q5k. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Great location

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>VERY/SMWT WELL</u>	87	82	88	88	92	81	89	87	91	83	87	85	92	87	88	87	94
Very well	44	42	45	44	51	41	51	44	42	38	50	47	43	43	44	57	41
Somewhat well	43	39	44	44	41	40	38	43	49	45	37	39	50	43	44	30	53
<u>TOTAL NOT WELL</u>	12	18	12	12	6	19	11	12	8	17	12	14	7	13	12	13	6
Not too well	10	14	10	7	6	16	6	9	7	13	10	12	4	10	12	7	0
Not at all well	3	3	2	5	0	2	4	3	1	4	2	2	3	3	0	6	6
<u>DK</u>	1	1	0	0	2	0	0	1	1	0	1	1	1	1	0	0	0
DK	1	1	0	0	2	0	0	1	1	0	1	1	1	1	0	0	0
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	397	43	67	56	54	114	57	89	84	178	81	135	131				
<u>VERY/SMWT WELL</u>	87	73	88	82	82	87	88	85	89	88	91	85	92				
Very well	44	37	51	43	47	40	41	38	42	44	47	43	47				
Somewhat well	43	37	37	40	35	47	47	47	48	43	45	42	46				
<u>TOTAL NOT WELL</u>	12	27	12	18	18	12	10	14	9	12	7	15	7				
Not too well	10	13	10	13	9	11	10	12	9	10	7	13	6				
Not at all well	3	14	2	5	9	2	0	2	0	2	0	2	0				
<u>DK</u>	1	0	0	0	0	1	2	1	1	0	2	1	1				
DK	1	0	0	0	0	1	2	1	1	0	2	1	1				

Table 37: Q5l. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Inclusive

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE								
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60
<u>VERY/SMWT WELL</u>	72	77	75	76	69	0	72	76	68	73	76	72	70	77	75	42	73	71	58
Very well	31	39	40	39	22	0	31	39	22	24	37	32	27	34	30	11	32	29	23
Somewhat well	42	38	35	37	46	0	42	37	46	49	39	40	43	43	45	30	41	42	36
<u>TOTAL NOT WELL</u>	18	17	9	15	21	0	18	15	22	18	20	21	27	15	12	6	22	12	14
Not too well	12	8	4	7	17	0	12	7	16	18	14	13	16	9	9	6	15	8	12
Not at all well	6	9	4	8	5	0	6	8	5	0	5	8	10	6	4	0	8	4	1
<u>DK</u>	10	6	16	9	10	0	10	9	10	9	4	7	3	8	13	53	5	17	28
DK	10	6	16	9	10	0	10	9	10	9	4	7	3	8	13	53	5	17	28

	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>VERY/SMWT WELL</u>	72	68	74	72	63	88	86	78	75	80	66	67	77	73	74	72	73	79	56	77
Very well	31	30	39	21	24	47	25	28	31	36	27	34	33	30	24	34	28	38	21	24
Somewhat well	42	38	35	51	39	41	61	50	43	44	40	33	44	43	50	39	46	41	35	52
<u>TOTAL NOT WELL</u>	18	14	24	17	26	8	9	14	19	15	20	19	16	19	16	17	18	10	36	15
Not too well	12	6	20	15	11	7	7	10	14	12	11	9	9	17	11	9	15	6	23	12
Not at all well	6	8	4	2	16	1	2	4	5	3	9	10	7	2	5	8	3	4	13	3
<u>DK</u>	10	18	1	11	11	4	5	8	6	5	14	14	7	8	10	10	9	11	8	9
DK	10	18	1	11	11	4	5	8	6	5	14	14	7	8	10	10	9	11	8	9

Table 37: Q5I. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Inclusive

	Q2 LIFE QUALITY										Q6 GROWTH RATE					Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	Q13 CONTACT WITH CITY		VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT						
															YES	NO										
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35						
<u>VERY/SMWT WELL</u>	72	84	30	76	54	74	72	74	65	81	51	77	54	64	65	77	81	47	72	41						
Very well	31	50	9	34	14	30	34	28	31	62	18	34	23	15	31	31	37	22	35	17						
Somewhat well	42	34	22	42	40	44	38	46	35	19	33	43	30	49	34	46	44	25	37	24						
<u>TOTAL NOT WELL</u>	18	7	70	14	38	19	20	14	29	6	44	13	40	13	24	14	7	39	18	46						
Not too well	12	3	24	9	25	9	12	10	19	6	10	11	17	13	14	11	6	21	9	28						
Not at all well	6	4	46	5	13	11	8	4	10	0	34	3	24	0	11	3	2	17	9	18						
<u>DK</u>	10	9	0	10	8	7	7	12	6	13	5	9	6	22	11	9	11	15	10	13						
DK	10	9	0	10	8	7	7	12	6	13	5	9	6	22	11	9	11	15	10	13						

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME						
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+	
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74	
<u>VERY/SMWT WELL</u>	72	70	68	76	76	67	70	67	68	77	75	66	59	84	80	70	78	73	
Very well	31	25	31	39	32	19	26	25	27	34	34	27	22	34	31	33	46	30	
Somewhat well	42	45	38	36	43	48	44	42	41	43	41	39	36	50	49	36	32	43	
<u>TOTAL NOT WELL</u>	18	15	27	18	16	22	8	26	20	16	16	21	17	12	19	22	19	19	
Not too well	12	10	20	10	8	20	8	13	10	13	10	15	13	4	14	11	8	15	
Not at all well	6	5	7	8	9	2	0	13	10	3	6	6	4	8	5	11	11	4	
<u>DK</u>	10	15	5	6	8	12	22	7	12	8	9	13	24	4	1	8	3	9	
DK	10	15	5	6	8	12	22	7	12	8	9	13	24	4	1	8	3	9	

Table 37: Q5I. I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. : Inclusive

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>VERY/SMWT WELL</u>	72	75	85	72	55	81	65	80	68	77	62	83	70	71	74	81	80
Very well	31	39	33	27	25	40	28	32	23	37	20	36	33	30	35	36	31
Somewhat well	42	36	53	45	30	40	37	47	44	40	42	47	38	41	39	44	49
<u>TOTAL NOT WELL</u>	18	22	7	21	18	16	19	14	21	17	21	13	18	19	26	10	0
Not too well	12	16	7	13	9	11	8	13	16	12	9	12	14	12	26	10	0
Not at all well	6	6	0	8	9	5	11	2	5	6	12	1	4	7	0	0	0
<u>DK</u>	10	2	7	6	27	4	16	6	11	6	16	4	11	10	0	9	20
DK	10	2	7	6	27	4	16	6	11	6	16	4	11	10	0	9	20
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	397	43	67	56	54	114	57	89	84	178	81	135	131				
<u>VERY/SMWT WELL</u>	72	74	65	80	58	77	80	85	71	73	77	80	69				
Very well	31	30	30	29	32	33	21	33	23	32	30	38	24				
Somewhat well	42	44	35	50	26	44	59	52	47	41	47	41	45				
<u>TOTAL NOT WELL</u>	18	20	10	10	18	17	9	12	17	22	14	18	21				
Not too well	12	2	9	6	7	14	4	10	10	17	7	15	13				
Not at all well	6	18	1	4	11	3	5	1	7	5	7	3	8				
<u>DK</u>	10	6	25	10	24	7	11	3	13	5	10	3	9				
DK	10	6	25	10	24	7	11	3	13	5	10	3	9				

Table 38: Q6. Do you think the rate of growth and development in general in Milpitas is (SPLIT SAMPLE A: too fast, about right, or too slow) (SPLIT SAMPLE B: too slow, about right, or too fast)?

	QA CELL PHONE			DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD			QB AGE								
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119
<u>TOTAL TOO FAST</u>	35	28	29	28	41	35	34	28	41	38	27	28	39	37	46	38	31	41	48
Much too fast	21	16	17	16	26	22	21	16	27	15	15	17	24	26	29	17	18	26	31
Somewhat too fast	13	12	12	12	15	13	14	12	14	23	12	11	15	11	17	21	13	15	17
<u>TOTAL TOO SLOW</u>	13	18	6	14	11	13	13	14	11	15	16	17	12	15	5	11	15	10	6
Somewhat too slow	8	12	5	10	7	7	9	10	6	12	9	11	5	13	5	9	9	8	5
Much too slow	5	6	1	4	5	6	3	4	5	3	7	6	7	3	0	2	6	1	1
<u>ABOUT RIGHT/DK/NA</u>	53	54	66	58	47	52	53	58	48	47	57	55	49	48	49	51	54	49	46
About right	47	52	60	54	40	47	47	54	40	35	51	46	43	46	47	43	47	46	42
DK/NA	6	2	6	3	8	5	6	3	8	12	5	9	6	2	3	8	7	3	4

	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
<u>TOTAL TOO FAST</u>	35	47	35	22	36	31	20	26	29	30	40	28	43	32	39	36	34	26	54	29
Much too fast	21	32	20	8	29	12	12	13	16	18	24	13	30	21	22	21	21	13	39	16
Somewhat too fast	13	16	15	14	6	19	9	13	13	12	15	15	14	11	17	14	13	13	15	13
<u>TOTAL TOO SLOW</u>	13	10	16	17	5	13	13	13	14	16	9	15	12	12	11	13	12	11	15	12
Somewhat too slow	8	6	12	10	4	5	9	8	9	10	7	11	8	7	6	9	7	8	8	9
Much too slow	5	3	4	7	1	8	3	6	5	6	3	4	3	5	6	4	5	4	7	3
<u>ABOUT RIGHT/DK/NA</u>	53	43	49	61	60	55	67	61	57	54	51	57	45	56	50	51	54	63	31	58
About right	47	37	46	55	57	50	60	55	52	49	46	53	39	52	42	45	49	60	28	43
DK/NA	6	6	3	5	3	5	7	6	5	5	5	5	7	4	7	6	5	3	3	15

Table 38: Q6. Do you think the rate of growth and development in general in Milpitas is (SPLIT SAMPLE A: too fast, about right, or too slow) (SPLIT SAMPLE B: too slow, about right, or too fast)?

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
<u>TOTAL TOO FAST</u>	35	29	44	30	52	100	100	0	0	29	46	34	41	31	43	30	45	52	41	51
Much too fast	21	18	39	17	39	100	61	0	0	14	41	19	33	22	27	18	27	49	23	42
Somewhat too fast	13	11	5	14	13	0	39	0	0	15	5	15	8	9	16	12	18	4	18	10
<u>TOTAL TOO SLOW</u>	13	6	19	12	16	0	0	0	100	6	24	10	24	13	10	14	5	13	11	8
Somewhat too slow	8	4	3	9	6	0	0	0	64	4	10	7	12	7	5	10	3	3	6	2
Much too slow	5	2	16	3	9	0	0	0	36	2	14	3	12	7	5	4	2	9	5	6
<u>ABOUT RIGHT/DK/NA</u>	53	65	37	58	33	0	0	100	0	64	30	56	36	56	47	56	50	35	48	41
About right	47	62	33	52	29	0	0	90	0	61	23	51	31	43	41	51	47	34	43	36
DK/NA	6	4	4	6	4	0	0	10	0	3	7	5	5	13	6	5	3	1	5	5

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140
<u>TOTAL TOO FAST</u>	35	18	31	32	39	53	52	37	41	28	38	27	26	38	35	25	40	36
Much too fast	21	10	19	16	25	35	36	22	25	17	23	17	17	24	24	11	30	23
Somewhat too fast	13	8	13	16	14	18	16	15	16	11	15	10	9	14	10	14	10	14
<u>TOTAL TOO SLOW</u>	13	20	13	11	13	4	11	12	10	16	11	17	15	9	12	15	14	15
Somewhat too slow	8	10	11	6	10	1	8	6	6	11	7	10	12	6	8	9	5	8
Much too slow	5	10	2	5	3	2	3	6	4	5	4	7	3	3	4	6	9	6
<u>ABOUT RIGHT/DK/NA</u>	53	62	55	57	48	44	37	51	49	56	51	56	59	53	54	60	46	49
About right	47	53	50	50	44	42	35	45	44	50	47	50	53	50	51	54	44	42
DK/NA	6	10	5	7	4	1	3	6	4	6	4	6	6	3	2	6	2	7

Table 38: Q6. Do you think the rate of growth and development in general in Milpitas is (SPLIT SAMPLE A: too fast, about right, or too slow) (SPLIT SAMPLE B: too slow, about right, or too fast)?

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+							NO CH	NO CH				
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
<u>TOTAL TOO FAST</u>	35	27	35	35	48	26	44	33	35	37	46	22	32	37	34	7	14
Much too fast	21	15	23	21	29	15	27	20	22	20	29	15	18	23	17	0	0
Somewhat too fast	13	12	11	14	19	11	17	13	13	17	17	7	15	14	17	7	14
<u>TOTAL TOO SLOW</u>	13	20	12	10	7	18	9	14	10	12	8	21	12	12	27	16	15
Somewhat too slow	8	10	10	7	7	11	8	9	4	6	6	14	7	7	19	13	15
Much too slow	5	9	2	3	0	7	1	5	5	6	1	7	4	5	8	3	0
<u>ABOUT RIGHT/DK/NA</u>	53	53	53	55	44	56	47	53	55	52	46	57	56	51	39	77	72
About right	47	47	51	49	41	49	42	49	49	47	43	51	49	46	31	68	67
DK/NA	6	7	3	6	4	7	5	4	6	5	3	6	7	5	9	9	4
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	795	88	130	111	109	236	104	185	163	359	162	270	262				
<u>TOTAL TOO FAST</u>	35	39	54	37	58	25	30	26	25	29	29	26	31				
Much too fast	21	27	36	27	37	13	15	13	12	16	17	14	18				
Somewhat too fast	13	12	18	10	21	12	15	13	13	13	11	12	13				
<u>TOTAL TOO SLOW</u>	13	13	8	11	8	14	11	15	11	15	12	18	10				
Somewhat too slow	8	7	6	5	7	7	9	8	7	9	11	12	7				
Much too slow	5	6	2	6	1	7	2	7	5	6	1	6	4				
<u>ABOUT RIGHT/DK/NA</u>	53	48	38	52	33	61	59	59	63	55	59	56	58				
About right	47	42	33	47	28	54	58	53	58	49	58	50	54				
DK/NA	6	6	6	4	6	7	1	6	6	7	1	6	5				

Table 39: Q7a. Can you tell me how safe you feel _____? : Bicycling in Milpitas

	QA CELL PHONE			DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD			QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
<u>TOTAL SAFE</u>	65	74	77	75	54	67	63	75	54	52	77	63	63	61	63	56	68	61	54	
Very safe	29	40	40	40	19	30	29	40	19	10	42	31	30	21	23	28	34	23	23	
Somewhat safe	35	34	37	35	35	36	34	35	35	42	35	33	34	40	40	28	34	38	31	
<u>TOTAL UNSAFE</u>	14	11	8	10	17	14	13	10	17	25	12	14	17	12	14	4	14	12	14	
Somewhat unsafe	9	6	6	6	11	8	9	6	11	17	10	10	9	8	8	2	10	7	8	
Very unsafe	5	5	2	4	6	6	4	4	6	8	2	4	8	4	7	2	5	5	7	
<u>NEITHER/DK/NA</u>	22	15	15	15	28	19	24	15	29	23	11	23	20	27	22	40	18	27	32	
Neither safe nor unsafe	7	4	5	4	10	7	7	4	10	8	5	6	6	11	9	6	5	10	8	
DK/NA	14	11	10	10	19	12	17	10	19	15	6	17	14	16	13	34	12	17	24	
	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
<u>TOTAL SAFE</u>	65	55	75	55	74	76	79	69	69	69	61	73	61	65	61	67	63	72	56	61
Very safe	29	28	35	19	37	34	37	30	30	31	28	31	28	32	26	30	30	39	20	22
Somewhat safe	35	27	40	36	37	43	43	39	39	37	33	42	32	33	34	37	34	33	36	39
<u>TOTAL UNSAFE</u>	14	14	13	19	15	9	8	13	13	11	16	9	14	14	17	12	15	8	24	12
Somewhat unsafe	9	7	9	17	13	5	3	10	9	7	10	6	8	10	10	7	10	6	14	9
Very unsafe	5	7	3	2	1	5	5	4	4	4	6	3	6	4	7	5	5	3	10	3
<u>NEITHER/DK/NA</u>	22	31	12	26	11	14	12	18	18	21	23	17	25	22	22	21	22	20	20	28
Neither safe nor unsafe	7	8	5	10	6	5	5	7	7	7	8	2	10	7	10	6	8	6	9	6
DK/NA	14	23	7	17	5	9	8	11	11	14	15	15	16	14	12	15	14	14	11	21

Table 39: Q7a. Can you tell me how safe you feel _____? : Bicycling in Milpitas

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
<u>TOTAL SAFE</u>	65	76	30	70	45	53	57	70	66	76	40	71	46	46	57	70	60	47	58	54
Very safe	29	53	23	34	13	29	29	30	28	53	13	34	12	24	25	33	29	17	25	21
Somewhat safe	35	23	7	36	32	24	29	39	38	24	27	37	35	21	32	37	32	29	32	33
<u>TOTAL UNSAFE</u>	14	7	54	9	32	26	20	9	14	7	38	10	28	13	18	10	10	28	16	26
Somewhat unsafe	9	6	31	6	18	13	12	7	7	6	14	7	15	10	12	6	6	11	12	12
Very unsafe	5	2	23	3	15	12	8	2	8	1	24	3	13	3	6	4	4	17	4	14
<u>NEITHER/DK/NA</u>	22	16	16	21	22	21	23	22	20	16	22	19	26	41	25	20	30	25	26	21
Neither safe nor unsafe	7	5	5	6	12	10	8	7	3	4	8	6	10	11	11	5	11	16	10	15
DK/NA	14	12	11	15	10	12	14	14	16	13	13	13	15	30	14	15	18	10	16	6

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140
<u>TOTAL SAFE</u>	65	56	61	64	76	67	61	64	63	68	65	67	64	75	68	75	51	57
Very safe	29	26	31	32	31	28	27	29	26	34	24	38	30	29	34	30	19	25
Somewhat safe	35	31	29	31	45	39	34	34	37	34	40	29	34	45	34	45	32	32
<u>TOTAL UNSAFE</u>	14	15	14	14	10	14	14	18	17	9	14	12	14	11	13	7	27	19
Somewhat unsafe	9	12	9	9	7	5	7	12	11	6	9	8	10	6	6	2	16	14
Very unsafe	5	3	5	5	3	9	8	6	6	3	5	3	3	5	7	5	11	6
<u>NEITHER/DK/NA</u>	22	28	26	22	14	19	24	18	20	23	21	21	22	15	19	18	22	23
Neither safe nor unsafe	7	10	9	5	6	6	10	7	8	7	7	6	6	6	10	4	12	8
DK/NA	14	18	17	17	8	13	14	11	13	16	14	15	16	9	9	14	10	16

Table 39: Q7a. Can you tell me how safe you feel _____? : Bicycling in Milpitas

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+							NO CH	NO CH				
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
<u>TOTAL SAFE</u>	65	69	69	67	53	70	64	69	57	66	60	72	65	63	87	92	53
Very safe	29	35	27	35	18	33	27	31	29	26	26	37	31	28	44	54	17
Somewhat safe	35	35	42	33	35	37	37	38	28	40	34	35	33	35	43	39	36
<u>TOTAL UNSAFE</u>	14	12	9	16	16	7	16	14	16	14	20	8	9	14	8	3	34
Somewhat unsafe	9	7	6	12	8	5	9	9	12	10	11	4	8	8	3	0	31
Very unsafe	5	5	2	4	8	3	6	5	5	4	9	4	1	5	5	3	3
<u>NEITHER/DK/NA</u>	22	19	22	17	31	23	20	17	26	21	20	19	26	24	5	5	13
Neither safe nor unsafe	7	6	8	5	11	5	7	8	9	10	6	5	9	8	0	0	5
DK/NA	14	13	14	12	20	18	14	10	18	11	14	15	17	16	5	5	8
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	795	88	130	111	109	236	104	185	163	359	162	270	262				
<u>TOTAL SAFE</u>	65	65	50	63	48	67	75	70	68	69	71	71	68				
Very safe	29	37	22	32	24	31	28	29	31	34	24	31	30				
Somewhat safe	35	28	28	31	24	36	47	41	37	36	47	40	38				
<u>TOTAL UNSAFE</u>	14	15	12	12	15	16	6	12	14	14	11	10	16				
Somewhat unsafe	9	6	8	7	8	12	3	8	11	11	6	7	11				
Very unsafe	5	9	4	5	8	4	3	5	2	3	5	3	4				
<u>NEITHER/DK/NA</u>	22	20	38	26	37	17	19	17	18	17	18	19	17				
Neither safe nor unsafe	7	5	10	5	11	5	9	7	7	5	9	7	6				
DK/NA	14	15	27	20	26	11	9	10	11	12	9	11	11				

Table 40: Q7b. Can you tell me how safe you feel _____? : Walking in Milpitas

	QA CELL PHONE			DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD			QB AGE								
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119
<u>TOTAL SAFE</u>	83	92	90	91	75	85	82	91	76	69	85	80	88	79	87	77	85	82	80
Very safe	43	53	57	54	31	47	38	54	31	31	48	42	46	38	38	46	46	39	40
Somewhat safe	41	39	33	37	45	38	43	37	45	38	37	39	41	41	49	31	39	43	40
<u>TOTAL UNSAFE</u>	9	6	4	6	13	9	10	6	13	18	11	11	8	8	9	3	10	8	9
Somewhat unsafe	7	5	4	4	10	6	8	4	10	10	8	9	5	5	8	3	7	6	8
Very unsafe	2	2	0	1	3	3	2	1	3	8	3	3	2	3	0	0	3	1	1
<u>NEITHER/DK/NA</u>	7	2	6	3	12	6	8	3	11	13	4	8	5	13	5	20	5	10	11
Neither safe nor unsafe	6	0	5	2	11	6	7	2	11	10	4	7	5	11	5	4	5	7	6
DK/NA	1	2	0	1	1	1	2	1	1	3	0	1	0	1	0	15	0	2	5

	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
<u>TOTAL SAFE</u>	83	84	83	78	85	87	90	84	84	84	83	88	80	85	80	84	83	90	73	81
Very safe	43	42	56	28	37	51	47	39	43	43	42	47	43	39	40	45	40	52	32	33
Somewhat safe	41	42	28	49	48	37	43	45	41	41	41	41	37	46	40	39	44	38	40	48
<u>TOTAL UNSAFE</u>	9	7	13	13	9	7	4	9	10	8	10	6	12	7	11	9	9	4	19	9
Somewhat unsafe	7	5	10	10	9	4	3	7	7	6	8	6	8	6	7	7	6	4	14	7
Very unsafe	2	2	3	3	0	3	1	2	2	2	2	0	4	2	4	2	3	1	5	2
<u>NEITHER/DK/NA</u>	7	10	3	9	6	6	6	7	6	8	6	5	8	7	10	7	8	5	9	10
Neither safe nor unsafe	6	7	3	9	6	5	6	7	6	7	5	4	6	6	9	5	7	4	9	9
DK/NA	1	3	0	0	0	1	0	0	1	1	1	1	2	1	0	2	1	2	0	1

Table 40: Q7b. Can you tell me how safe you feel _____? : Walking in Milpitas

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
<u>TOTAL SAFE</u>	83	91	48	89	62	75	80	87	77	94	56	89	62	79	79	86	89	62	83	64
Very safe	43	69	37	47	25	40	40	44	43	71	35	47	27	37	37	46	46	23	39	29
Somewhat safe	41	22	11	42	36	35	39	43	34	23	21	42	35	41	42	40	43	39	44	36
<u>TOTAL UNSAFE</u>	9	4	45	5	28	19	13	6	12	4	35	6	25	11	11	8	5	30	8	21
Somewhat unsafe	7	4	31	4	20	14	10	6	6	4	18	5	17	8	8	6	3	17	7	13
Very unsafe	2	0	14	1	8	5	3	1	7	0	17	1	9	3	3	2	1	13	1	8
<u>NEITHER/DK/NA</u>	7	4	7	6	11	6	7	7	11	2	9	6	12	10	10	5	6	8	8	15
Neither safe nor unsafe	6	4	7	5	11	6	6	6	10	0	9	5	12	9	8	5	6	3	7	13
DK/NA	1	1	0	1	0	0	1	1	1	2	0	1	0	2	2	1	1	5	2	3

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140
<u>TOTAL SAFE</u>	83	79	80	83	90	90	75	83	83	85	83	85	83	87	90	92	72	79
Very safe	43	46	35	43	43	38	54	42	42	44	39	50	42	49	39	48	32	41
Somewhat safe	41	33	45	40	47	52	21	41	41	41	44	35	41	37	51	45	41	38
<u>TOTAL UNSAFE</u>	9	12	14	9	7	4	11	11	9	9	9	10	12	8	1	5	21	10
Somewhat unsafe	7	10	10	7	3	4	10	8	7	7	7	7	11	5	0	5	13	7
Very unsafe	2	2	4	2	3	0	1	3	2	2	2	3	1	3	1	0	7	3
<u>NEITHER/DK/NA</u>	7	9	7	8	3	6	14	6	9	5	9	5	5	5	9	3	7	11
Neither safe nor unsafe	6	8	7	6	3	6	10	6	6	5	7	4	4	4	8	3	7	10
DK/NA	1	1	0	2	0	0	4	1	2	0	1	1	1	0	2	0	0	1

Table 40: Q7b. Can you tell me how safe you feel _____? : Walking in Milpitas

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+							NO CH	NO CH				
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
<u>TOTAL SAFE</u>	83	87	81	84	83	85	83	84	84	85	81	84	88	82	91	97	85
Very safe	43	50	36	42	43	46	44	40	39	41	44	46	42	41	62	64	34
Somewhat safe	41	36	46	42	41	39	39	44	44	45	38	37	45	41	29	33	51
<u>TOTAL UNSAFE</u>	9	7	9	12	7	8	10	7	10	8	9	9	10	10	9	3	15
Somewhat unsafe	7	6	7	9	6	6	8	5	7	6	6	6	8	7	9	0	15
Very unsafe	2	2	2	3	1	2	2	2	3	1	2	2	2	2	0	3	0
<u>NEITHER/DK/NA</u>	7	6	10	5	9	7	7	9	6	7	10	8	2	8	0	0	0
Neither safe nor unsafe	6	5	9	5	6	7	4	8	6	6	7	7	2	7	0	0	0
DK/NA	1	1	1	0	4	1	2	1	0	1	3	0	0	1	0	0	0
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	795	88	130	111	109	236	104	185	163	359	162	270	262				
<u>TOTAL SAFE</u>	83	90	80	82	87	81	91	82	87	84	85	85	83				
Very safe	43	46	41	40	45	41	37	39	40	46	39	45	42				
Somewhat safe	41	45	39	42	42	41	54	43	47	38	47	40	41				
<u>TOTAL UNSAFE</u>	9	6	7	11	2	11	3	8	9	11	7	7	12				
Somewhat unsafe	7	6	5	8	1	8	3	6	7	7	6	5	9				
Very unsafe	2	0	2	2	1	3	1	2	2	3	1	1	3				
<u>NEITHER/DK/NA</u>	7	3	13	7	11	8	5	10	4	6	8	8	4				
Neither safe nor unsafe	6	3	9	7	6	7	5	9	4	5	7	7	4				
DK/NA	1	0	5	0	5	0	1	1	0	0	1	1	0				

Table 41: Q7c. Can you tell me how safe you feel _____? : Driving in Milpitas

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE								
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119
<u>TOTAL SAFE</u>	82	88	89	89	75	82	82	89	76	67	85	86	79	82	84	68	83	81	76
Very safe	44	53	52	53	35	44	43	53	35	31	48	47	44	42	40	47	46	42	36
Somewhat safe	38	36	38	36	40	38	39	36	41	36	38	39	35	40	44	22	37	40	40
<u>TOTAL UNSAFE</u>	10	6	5	6	15	10	10	6	15	13	8	9	13	10	8	12	10	9	11
Somewhat unsafe	6	3	2	3	10	6	7	3	10	10	5	6	8	6	5	5	6	5	5
Very unsafe	4	3	3	3	5	4	4	3	5	3	2	3	5	5	3	7	3	4	5
<u>NEITHER/DK/NA</u>	8	6	6	6	10	8	8	6	10	20	7	6	8	8	8	19	7	10	13
Neither safe nor unsafe	7	5	4	4	10	8	6	4	9	20	7	4	8	5	7	19	6	8	13
DK/NA	1	1	2	1	1	0	2	1	1	0	0	2	0	2	1	0	1	1	1

	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
<u>TOTAL SAFE</u>	82	73	85	85	89	90	89	87	87	82	82	81	80	86	82	80	85	92	67	79
Very safe	44	38	55	39	49	54	49	46	47	44	44	41	46	47	39	44	44	55	32	34
Somewhat safe	38	36	30	46	39	36	40	41	39	38	38	40	33	39	43	36	41	37	35	45
<u>TOTAL UNSAFE</u>	10	17	9	5	9	1	4	4	6	10	10	7	15	7	10	11	8	3	21	11
Somewhat unsafe	6	10	4	4	4	0	4	3	4	7	5	4	8	5	7	6	6	2	11	10
Very unsafe	4	7	6	1	5	1	0	1	2	2	5	2	7	2	3	5	2	2	10	1
<u>NEITHER/DK/NA</u>	8	9	5	10	3	9	7	8	7	8	8	13	6	7	8	9	7	5	11	11
Neither safe nor unsafe	7	8	5	10	3	7	5	8	7	8	6	11	5	5	8	8	6	4	11	8
DK/NA	1	1	0	0	0	1	2	1	1	0	2	2	0	1	0	1	1	1	0	2

Table 41: Q7c. Can you tell me how safe you feel _____? : Driving in Milpitas

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
<u>TOTAL SAFE</u>	82	93	40	88	60	73	73	88	82	94	50	88	61	75	77	85	86	55	82	61
Very safe	44	77	22	50	18	36	38	49	37	72	20	49	22	43	42	45	54	28	43	35
Somewhat safe	38	17	18	38	43	37	35	39	45	21	30	39	39	32	36	40	33	27	39	26
<u>TOTAL UNSAFE</u>	10	2	42	6	25	20	16	7	8	5	40	5	28	20	12	9	6	39	8	27
Somewhat unsafe	6	0	4	4	13	9	8	5	4	1	20	3	16	13	7	5	3	23	5	15
Very unsafe	4	2	38	2	12	11	7	2	4	4	20	2	11	7	5	3	2	16	3	12
<u>NEITHER/DK/NA</u>	8	4	18	6	15	7	12	5	10	2	10	7	12	5	11	7	8	6	10	13
Neither safe nor unsafe	7	3	15	5	14	6	11	4	9	2	10	6	11	5	10	5	8	3	10	11
DK/NA	1	1	2	1	1	2	1	1	1	0	0	1	1	0	0	1	0	2	0	1

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140
<u>TOTAL SAFE</u>	82	79	79	86	86	87	68	86	82	83	83	81	80	80	88	86	80	82
Very safe	44	44	42	46	43	50	35	47	45	44	42	46	46	46	47	42	20	44
Somewhat safe	38	35	36	40	43	37	33	39	38	40	41	36	34	34	41	44	60	38
<u>TOTAL UNSAFE</u>	10	13	11	7	8	10	17	8	9	10	8	12	9	10	10	9	14	10
Somewhat unsafe	6	9	7	4	5	9	5	5	5	7	5	8	7	4	8	7	6	7
Very unsafe	4	3	4	3	3	1	11	3	4	3	3	4	2	7	2	2	9	3
<u>NEITHER/DK/NA</u>	8	8	11	7	6	4	15	6	9	7	9	6	11	10	2	4	6	9
Neither safe nor unsafe	7	6	11	6	6	4	15	5	8	6	8	5	6	9	2	4	6	8
DK/NA	1	3	0	1	0	0	0	1	1	1	1	1	5	1	0	0	0	1

Table 41: Q7c. Can you tell me how safe you feel _____? : Driving in Milpitas

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+							NO CH	NO CH				
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
<u>TOTAL SAFE</u>	82	84	82	84	81	80	80	85	85	83	82	84	83	81	92	92	86
Very safe	44	47	42	46	42	45	43	45	45	44	46	45	43	42	53	62	43
Somewhat safe	38	37	40	37	39	35	37	40	40	39	36	39	40	39	39	31	42
<u>TOTAL UNSAFE</u>	10	8	10	10	9	11	11	8	9	9	8	9	11	11	4	3	0
Somewhat unsafe	6	5	8	6	3	8	5	6	5	7	3	7	7	7	0	3	0
Very unsafe	4	3	2	4	6	3	7	2	3	2	5	2	4	4	4	0	0
<u>NEITHER/DK/NA</u>	8	8	8	6	10	9	9	7	7	9	9	7	6	8	5	5	14
Neither safe nor unsafe	7	7	8	5	7	9	7	7	5	8	8	7	4	7	5	0	14
DK/NA	1	0	0	1	3	1	2	0	2	1	1	0	2	1	0	5	0
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	795	88	130	111	109	236	104	185	163	359	162	270	262				
<u>TOTAL SAFE</u>	82	83	70	71	77	85	92	87	87	85	91	87	87				
Very safe	44	44	35	39	38	45	51	45	49	48	49	46	49				
Somewhat safe	38	39	35	33	39	41	41	43	39	37	42	41	38				
<u>TOTAL UNSAFE</u>	10	15	17	21	13	5	1	5	4	7	2	5	7				
Somewhat unsafe	6	8	10	15	5	4	1	4	1	5	1	4	3				
Very unsafe	4	7	6	6	7	2	1	0	2	2	2	1	3				
<u>NEITHER/DK/NA</u>	8	2	14	7	11	9	6	8	9	8	7	8	7				
Neither safe nor unsafe	7	2	12	7	8	9	6	8	7	7	6	8	5				
DK/NA	1	0	2	0	2	1	1	0	2	1	1	0	1				

Table 42: Q7d. Can you tell me how safe you feel _____? : In your neighborhood

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE								
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119
<u>TOTAL SAFE</u>	89	95	94	95	83	90	88	95	83	77	91	89	88	87	92	83	89	89	87
Very safe	51	58	58	58	44	50	52	58	44	43	57	48	53	46	52	53	53	50	51
Somewhat safe	38	37	35	37	39	40	36	37	39	34	35	42	34	42	40	30	37	39	36
<u>TOTAL UNSAFE</u>	6	3	3	3	10	6	7	3	10	18	6	6	8	7	5	0	7	5	5
Somewhat unsafe	5	3	3	3	8	5	6	3	7	13	5	6	7	4	4	0	6	3	3
Very unsafe	1	0	0	0	2	2	1	0	2	5	0	0	1	3	1	0	1	2	2
<u>NEITHER/DK/NA</u>	5	2	4	2	7	4	5	2	7	6	3	4	5	6	3	17	4	6	8
Neither safe nor unsafe	4	2	2	2	7	4	5	2	7	6	3	3	5	6	2	15	4	5	7
DK/NA	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1	3	0	1	2

	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
<u>TOTAL SAFE</u>	89	89	94	85	84	90	97	88	90	90	88	91	89	90	86	90	88	95	77	90
Very safe	51	54	64	41	46	58	54	48	51	51	51	49	59	51	44	54	48	63	37	43
Somewhat safe	38	36	30	44	38	32	43	40	38	39	37	42	30	39	42	36	40	32	40	48
<u>TOTAL UNSAFE</u>	6	4	5	9	10	7	2	7	7	6	7	4	6	7	8	5	8	3	15	4
Somewhat unsafe	5	3	4	8	10	5	2	6	6	4	6	4	5	6	6	4	6	2	11	4
Very unsafe	1	1	1	1	0	2	0	1	1	1	1	0	1	2	2	0	2	0	4	0
<u>NEITHER/DK/NA</u>	5	6	1	6	6	3	1	4	4	4	5	5	5	3	6	5	4	2	8	6
Neither safe nor unsafe	4	6	1	6	6	3	1	4	3	4	4	5	4	3	6	4	4	2	8	4
DK/NA	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	0	0	0	1

Table 42: Q7d. Can you tell me how safe you feel _____? : In your neighborhood

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
<u>TOTAL SAFE</u>	89	99	60	93	73	80	83	93	88	99	55	94	67	83	84	93	92	63	89	66
Very safe	51	75	30	56	31	46	51	52	45	79	20	56	31	50	50	51	58	25	55	33
Somewhat safe	38	23	30	37	42	35	32	40	43	20	36	39	36	34	34	41	34	38	34	33
<u>TOTAL UNSAFE</u>	6	1	32	3	19	13	10	4	8	1	31	3	21	8	10	4	3	28	6	25
Somewhat unsafe	5	1	20	3	14	10	8	3	6	1	21	3	16	8	8	3	2	17	5	18
Very unsafe	1	0	13	0	5	3	2	1	2	0	10	0	6	0	2	0	1	11	1	7
<u>NEITHER/DK/NA</u>	5	1	8	4	8	7	7	3	4	0	14	3	12	9	6	4	5	9	5	9
Neither safe nor unsafe	4	1	6	3	8	6	6	3	4	0	10	3	10	9	5	3	4	7	5	7
DK/NA	0	0	2	0	1	1	1	0	0	0	4	0	2	0	1	0	1	2	0	1

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140
<u>TOTAL SAFE</u>	89	85	82	93	93	91	83	87	88	91	88	91	89	89	95	98	86	85
Very safe	51	55	45	48	50	55	57	47	48	55	47	59	46	50	53	62	54	50
Somewhat safe	38	30	37	45	42	36	26	40	40	36	42	33	43	39	42	35	33	35
<u>TOTAL UNSAFE</u>	6	9	10	3	6	4	7	10	8	4	6	5	6	6	3	1	10	9
Somewhat unsafe	5	8	8	3	4	4	5	8	6	4	5	4	6	5	2	0	8	7
Very unsafe	1	2	1	0	2	1	1	1	1	1	1	1	0	1	1	1	2	2
<u>NEITHER/DK/NA</u>	5	5	8	3	2	4	10	4	4	5	5	4	5	6	1	2	4	6
Neither safe nor unsafe	4	5	7	3	2	4	9	4	4	4	5	3	4	6	1	2	4	6
DK/NA	0	1	1	0	0	0	2	0	0	1	1	0	1	0	0	0	0	0

Table 42: Q7d. Can you tell me how safe you feel _____? : In your neighborhood

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
<u>TOTAL SAFE</u>	89	90	91	90	87	93	87	88	90	89	88	92	90	88	97	98	100
Very safe	51	53	50	54	49	56	53	47	51	47	50	56	54	50	66	68	39
Somewhat safe	38	37	41	36	37	37	34	41	39	42	38	35	36	38	30	30	61
<u>TOTAL UNSAFE</u>	6	6	4	6	6	2	7	8	7	7	7	4	5	7	3	2	0
Somewhat unsafe	5	5	3	6	4	2	6	6	5	6	6	3	5	6	3	2	0
Very unsafe	1	1	1	0	2	0	1	2	1	1	2	1	0	1	0	0	0
<u>NEITHER/DK/NA</u>	5	4	5	4	7	5	6	4	4	4	5	4	5	5	0	0	0
Neither safe nor unsafe	4	3	5	4	6	4	5	4	4	4	5	3	4	5	0	0	0
DK/NA	0	1	0	0	1	1	1	0	0	0	1	1	0	0	0	0	0
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	795	88	130	111	109	236	104	185	163	359	162	270	262				
<u>TOTAL SAFE</u>	89	91	88	91	88	88	90	88	89	90	90	90	89				
Very safe	51	58	51	54	54	48	50	47	51	53	50	51	52				
Somewhat safe	38	33	38	37	34	40	40	41	38	37	40	39	37				
<u>TOTAL UNSAFE</u>	6	6	3	5	3	7	5	7	8	6	6	6	7				
Somewhat unsafe	5	5	2	4	2	7	4	5	7	6	4	5	6				
Very unsafe	1	1	1	2	1	1	1	1	0	1	2	1	1				
<u>NEITHER/DK/NA</u>	5	3	9	3	9	5	4	5	4	4	4	4	3				
Neither safe nor unsafe	4	3	8	3	8	4	4	4	4	4	3	4	3				
DK/NA	0	0	1	0	1	1	0	1	0	0	0	1	0				

Table 43: Q7e. Can you tell me how safe you feel _____? : In the City park closest to your residence

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE								
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119
<u>TOTAL SAFE</u>	85	92	93	92	78	85	85	92	78	85	89	82	85	85	87	84	85	86	83
Very safe	49	54	61	56	41	51	46	56	41	40	57	48	51	42	50	43	52	46	47
Somewhat safe	37	38	33	36	37	34	39	36	37	44	32	34	34	43	37	41	33	40	36
<u>TOTAL UNSAFE</u>	6	4	2	4	8	6	6	4	8	8	7	5	5	5	5	3	6	5	5
Somewhat unsafe	4	4	2	3	6	4	5	3	6	3	5	4	4	4	4	3	4	4	4
Very unsafe	1	1	0	1	2	2	1	1	2	5	2	1	1	1	0	0	1	1	0
<u>NEITHER/DK/NA</u>	9	4	4	4	14	9	9	4	14	7	4	13	11	9	8	13	9	9	12
Neither safe nor unsafe	6	2	2	2	9	6	5	2	9	7	3	7	8	6	6	2	6	6	7
DK/NA	3	2	2	2	5	3	4	2	5	0	1	6	3	4	2	11	3	4	5

	QC RACE/ETHNICITY							QD GENDER				QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
<u>TOTAL SAFE</u>	85	85	88	82	82	91	87	86	87	87	84	91	83	85	84	86	85	91	77	83
Very safe	49	49	60	33	46	56	52	47	49	50	48	50	51	47	47	51	47	57	39	43
Somewhat safe	37	35	28	49	36	35	34	39	37	38	36	41	31	38	37	36	38	34	38	40
<u>TOTAL UNSAFE</u>	6	4	6	8	11	4	5	7	6	4	6	6	6	4	6	6	5	2	12	7
Somewhat unsafe	4	3	4	6	11	3	4	5	5	4	5	6	4	4	3	5	4	1	9	5
Very unsafe	1	0	2	2	0	1	1	1	1	0	1	0	2	0	3	1	1	0	3	2
<u>NEITHER/DK/NA</u>	9	12	6	10	7	4	8	8	7	8	10	4	11	10	10	8	10	7	11	11
Neither safe nor unsafe	6	6	5	4	7	3	3	4	5	6	5	3	5	7	8	4	7	5	8	5
DK/NA	3	6	1	5	0	1	5	3	2	3	4	1	6	3	2	4	3	3	3	5

Table 43: Q7e. Can you tell me how safe you feel _____? : In the City park closest to your residence

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
<u>TOTAL SAFE</u>	85	92	58	90	68	79	81	88	84	92	52	91	64	76	83	87	92	56	88	66
Very safe	49	70	34	53	32	51	52	47	47	76	33	54	29	43	50	48	57	30	54	36
Somewhat safe	37	22	24	37	36	28	29	41	38	16	19	37	35	33	33	40	34	26	33	30
<u>TOTAL UNSAFE</u>	6	1	30	3	17	11	7	4	11	2	32	2	22	6	9	4	1	27	5	21
Somewhat unsafe	4	1	21	2	12	9	6	3	6	2	20	1	16	6	7	2	1	19	5	16
Very unsafe	1	0	8	0	5	2	1	0	5	0	12	0	6	0	2	1	0	8	1	5
<u>NEITHER/DK/NA</u>	9	6	13	8	14	10	12	8	5	5	16	7	14	18	8	9	8	17	7	13
Neither safe nor unsafe	6	2	4	5	9	7	8	4	5	2	14	4	11	6	7	5	6	12	6	10
DK/NA	3	4	8	3	6	4	4	4	0	4	2	3	3	11	1	4	2	5	1	3

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140
<u>TOTAL SAFE</u>	85	84	81	88	88	87	76	86	87	86	85	86	82	84	91	90	85	85
Very safe	49	53	43	49	49	46	55	52	49	50	46	54	43	45	54	56	42	56
Somewhat safe	37	31	39	39	40	41	21	34	37	36	39	32	39	40	37	34	42	29
<u>TOTAL UNSAFE</u>	6	5	8	5	5	5	9	8	7	4	6	5	11	5	1	1	9	7
Somewhat unsafe	4	4	6	3	3	4	7	7	5	4	5	4	10	4	1	1	9	5
Very unsafe	1	1	2	1	1	1	1	2	2	1	1	1	1	1	1	0	0	2
<u>NEITHER/DK/NA</u>	9	11	11	7	7	8	15	6	7	10	9	9	7	10	8	10	6	8
Neither safe nor unsafe	6	6	4	4	6	6	11	5	5	5	6	5	5	7	8	5	3	6
DK/NA	3	5	6	3	1	1	5	1	2	5	3	4	2	4	1	5	3	2

Table 43: Q7e. Can you tell me how safe you feel _____? : In the City park closest to your residence

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
<u>TOTAL SAFE</u>	85	89	85	83	87	88	85	88	82	88	87	89	83	85	92	92	85
Very safe	49	54	46	51	46	48	53	52	42	49	51	52	47	47	73	68	38
Somewhat safe	37	35	39	31	41	40	32	36	40	39	36	37	35	38	19	24	47
<u>TOTAL UNSAFE</u>	6	3	5	7	4	4	7	4	5	5	7	3	5	6	3	3	15
Somewhat unsafe	4	2	5	6	3	4	6	4	4	4	5	3	4	4	3	0	11
Very unsafe	1	1	0	1	1	1	1	0	1	0	2	1	0	1	0	3	5
<u>NEITHER/DK/NA</u>	9	8	10	10	9	8	7	8	13	7	6	8	13	10	5	5	0
Neither safe nor unsafe	6	5	6	6	5	5	4	6	8	6	4	4	7	6	0	0	0
DK/NA	3	3	3	4	4	3	4	2	4	1	2	4	6	3	5	5	0

	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR				
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	795	88	130	111	109	236	104	185	163	359	162	270	262
<u>TOTAL SAFE</u>	85	87	83	80	90	83	91	91	80	86	89	91	83
Very safe	49	52	49	48	51	50	41	47	46	53	44	50	49
Somewhat safe	37	35	34	33	39	33	50	44	34	33	45	40	35
<u>TOTAL UNSAFE</u>	6	2	4	6	1	8	3	3	10	6	4	3	9
Somewhat unsafe	4	2	4	6	0	6	2	2	9	5	3	3	7
Very unsafe	1	0	0	0	1	2	1	1	1	1	1	1	2
<u>NEITHER/DK/NA</u>	9	11	12	13	9	9	6	6	9	8	6	6	8
Neither safe nor unsafe	6	7	6	7	4	5	4	4	5	5	5	5	5
DK/NA	3	5	7	6	5	4	2	2	5	3	1	2	3

Table 44: Q8. Please tell me how satisfied you are with the overall quality of City services.

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
<u>TOTAL SATISFIED</u>	75	83	86	84	66	75	74	84	65	83	81	72	69	65	81	83	74	75	80	
Very satisfied	21	25	37	29	13	22	19	29	13	13	18	21	18	19	24	33	19	23	25	
Somewhat satisfied	54	57	48	55	53	52	55	55	52	70	63	50	51	46	57	50	55	52	55	
<u>TOTAL DISSATISFIED</u>	18	13	8	11	24	18	17	11	25	6	12	15	26	27	13	12	17	18	14	
Somewhat dissatisfied	13	8	6	8	18	13	12	8	19	6	9	12	20	15	10	12	13	12	14	
Very dissatisfied	5	5	2	4	6	5	5	4	6	0	3	2	6	12	3	0	4	6	0	
<u>DK/NA</u>	8	5	6	5	11	7	9	5	11	11	8	14	5	8	6	5	9	7	6	
DK/NA	8	5	6	5	11	7	9	5	11	11	8	14	5	8	6	5	9	7	6	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
<u>TOTAL SATISFIED</u>	75	68	81	76	76	81	83	79	79	73	77	82	73	74	69	77	72	88	52	72
Very satisfied	21	25	28	13	22	29	19	19	20	18	24	24	24	18	14	24	17	30	12	11
Somewhat satisfied	54	43	52	62	54	53	65	60	59	55	53	57	49	55	54	53	55	58	40	62
<u>TOTAL DISSATISFIED</u>	18	22	15	15	18	11	10	13	15	20	15	15	18	15	25	16	18	6	40	15
Somewhat dissatisfied	13	15	14	14	12	8	7	10	11	14	11	9	13	12	18	11	14	5	29	10
Very dissatisfied	5	7	1	1	6	3	3	3	3	5	4	6	4	3	7	5	4	1	12	5
<u>DK/NA</u>	8	10	4	9	6	8	7	8	7	7	8	4	9	11	7	6	10	6	7	13
DK/NA	8	10	4	9	6	8	7	8	7	7	8	4	9	11	7	6	10	6	7	13

Table 44: Q8. Please tell me how satisfied you are with the overall quality of City services.

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	Q13 CONTACT WITH CITY		VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
															YES	NO				
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
<u>TOTAL SATISFIED</u>	75	94	25	83	41	65	72	80	59	100	0	100	0	0	68	79	86	25	78	33
Very satisfied	21	50	5	25	5	14	18	25	10	100	0	28	0	0	19	23	25	11	22	10
Somewhat satisfied	54	43	21	58	36	51	55	54	49	0	0	72	0	0	49	57	61	14	57	23
<u>TOTAL DISSATISFIED</u>	18	3	64	10	49	27	21	12	33	0	100	0	100	0	26	12	10	60	18	55
Somewhat dissatisfied	13	3	34	7	36	18	14	9	23	0	0	0	73	0	19	9	9	23	17	29
Very dissatisfied	5	0	30	3	13	9	6	3	9	0	100	0	27	0	7	4	1	37	2	26
<u>DK/NA</u>	8	4	10	7	10	8	7	8	8	0	0	0	0	100	6	9	5	15	4	12
DK/NA	8	4	10	7	10	8	7	8	8	0	0	0	0	100	6	9	5	15	4	12

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME						
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+	
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140	
<u>TOTAL SATISFIED</u>	75	70	69	80	79	73	69	75	76	74	75	76	75	79	78	79	63	69	
Very satisfied	21	18	14	25	22	17	32	22	25	18	20	25	26	23	17	18	12	18	
Somewhat satisfied	54	52	55	55	57	56	37	53	52	56	55	51	50	56	61	61	50	51	
<u>TOTAL DISSATISFIED</u>	18	15	25	14	14	19	28	20	18	15	19	14	17	15	19	11	27	21	
Somewhat dissatisfied	13	13	19	7	10	12	21	15	13	12	13	11	13	10	15	10	18	15	
Very dissatisfied	5	2	5	7	4	7	6	5	6	3	6	2	4	5	4	1	9	6	
<u>DK/NA</u>	8	15	6	6	7	8	3	5	5	11	6	10	7	6	3	10	11	10	
DK/NA	8	15	6	6	7	8	3	5	5	11	6	10	7	6	3	10	11	10	

Table 44: Q8. Please tell me how satisfied you are with the overall quality of City services.

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
<u>TOTAL SATISFIED</u>	75	75	69	74	81	75	79	72	74	75	79	73	76	72	87	89	100
Very satisfied	21	18	19	20	28	21	27	16	19	19	31	18	18	20	32	26	29
Somewhat satisfied	54	57	50	53	54	54	52	56	55	56	49	55	58	53	55	62	71
<u>TOTAL DISSATISFIED</u>	18	18	23	16	13	18	14	20	16	21	15	17	12	19	8	3	0
Somewhat dissatisfied	13	14	14	13	9	11	11	16	12	14	11	13	10	14	8	0	0
Very dissatisfied	5	4	8	3	4	7	3	4	4	6	4	4	2	5	0	3	0
<u>DK/NA</u>	8	7	8	10	5	6	7	8	10	5	5	10	11	8	5	8	0
DK/NA	8	7	8	10	5	6	7	8	10	5	5	10	11	8	5	8	0
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	795	88	130	111	109	236	104	185	163	359	162	270	262				
<u>TOTAL SATISFIED</u>	75	65	69	61	75	78	82	79	78	77	80	78	79				
Very satisfied	21	26	25	21	29	18	21	17	21	18	23	18	23				
Somewhat satisfied	54	39	44	41	46	60	61	62	57	60	57	60	57				
<u>TOTAL DISSATISFIED</u>	18	25	20	25	19	13	14	15	12	14	16	17	12				
Somewhat dissatisfied	13	19	13	16	14	11	7	10	10	12	11	13	9				
Very dissatisfied	5	6	7	9	5	2	6	5	1	2	6	4	2				
<u>DK/NA</u>	8	10	11	14	6	9	5	6	10	9	3	5	9				
DK/NA	8	10	11	14	6	9	5	6	10	9	3	5	9				

Table 45: Q9a. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. : Providing recreation opportunities and programs at City parks and recreation centers

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>VERY/SMWT IMPORTANT</u>	69	73	67	71	67	69	0	71	66	93	71	77	62	72	72	55	70	70	62	
Extremely important	23	16	21	18	28	23	0	18	27	39	31	26	19	10	26	14	26	18	23	
Very important	46	57	46	53	40	46	0	53	39	54	40	50	43	62	46	41	44	52	39	
<u>TOTAL NOT TOO IMPORTANT</u>	29	25	33	28	31	29	0	28	32	0	28	20	37	25	27	45	29	28	36	
Somewhat important	23	20	29	23	24	23	0	23	25	0	24	18	28	20	22	42	24	23	29	
Not too important	6	5	4	5	7	6	0	5	7	0	4	2	9	5	5	4	5	5	7	
<u>NO OPINION/DK/NA</u>	2	2	0	1	2	2	0	1	2	7	1	3	1	3	1	0	2	2	2	
No opinion/DK/NA	2	2	0	1	2	2	0	1	2	7	1	3	1	3	1	0	2	2	2	
	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>VERY/SMWT IMPORTANT</u>	69	68	65	64	89	74	70	71	70	65	74	76	66	69	64	71	67	75	60	68
Extremely important	23	22	30	18	30	25	26	23	24	24	21	24	20	26	21	22	24	26	20	21
Very important	46	46	36	46	59	49	44	48	46	41	53	52	47	43	42	49	43	49	40	48
<u>TOTAL NOT TOO IMPORTANT</u>	29	31	35	33	11	24	30	28	28	33	24	24	31	29	34	28	31	24	39	27
Somewhat important	23	22	35	30	11	21	25	25	25	26	20	19	25	25	27	22	26	20	33	18
Not too important	6	8	0	3	0	3	4	3	4	7	4	5	6	4	6	6	5	4	7	10
<u>NO OPINION/DK/NA</u>	2	2	0	3	0	2	0	1	2	2	1	0	3	1	3	1	2	1	1	4
No opinion/DK/NA	2	2	0	3	0	2	0	1	2	2	1	0	3	1	3	1	2	1	1	4

Table 45: Q9a. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Providing recreation opportunities and programs at City parks and recreation centers

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>VERY/SMWT IMPORTANT</u>	69	75	63	73	55	73	68	67	80	79	70	72	61	60	70	69	72	71	73	60
Extremely important	23	24	16	24	21	22	26	21	24	33	36	24	23	12	27	20	21	44	26	30
Very important	46	51	46	49	34	51	42	46	56	46	35	48	37	48	43	49	50	27	47	30
<u>TOTAL NOT TOO IMPORTANT</u>	29	24	37	26	43	26	31	31	17	20	30	27	39	35	28	30	27	29	24	40
Somewhat important	23	20	27	20	35	18	25	25	12	19	19	22	28	26	23	24	24	26	21	27
Not too important	6	4	11	5	8	8	6	6	5	1	11	5	10	10	6	6	3	3	3	13
<u>NO OPINION/DK/NA</u>	2	1	0	2	2	1	1	2	3	1	0	1	1	5	2	1	1	0	3	0
No opinion/DK/NA	2	1	0	2	2	1	1	2	3	1	0	1	1	5	2	1	1	0	3	0

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>VERY/SMWT IMPORTANT</u>	69	65	66	73	75	73	52	77	73	68	69	72	79	75	74	54	63	68
Extremely important	23	21	21	22	30	21	18	24	24	23	23	21	26	14	19	34	46	25
Very important	46	45	45	51	45	52	34	53	49	45	46	51	53	61	55	20	17	43
<u>TOTAL NOT TOO IMPORTANT</u>	29	33	34	24	24	27	45	22	26	30	30	27	19	23	24	42	34	32
Somewhat important	23	27	27	18	19	23	36	19	22	24	24	23	15	21	21	30	20	26
Not too important	6	6	7	5	5	3	9	4	3	7	5	4	4	2	3	12	15	6
<u>NO OPINION/DK/NA</u>	2	1	0	4	1	0	2	1	1	2	1	2	2	2	2	4	3	0
No opinion/DK/NA	2	1	0	4	1	0	2	1	1	2	1	2	2	2	2	4	3	0

Table 45: Q9a. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Providing recreation opportunities and programs at City parks and recreation centers

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>VERY/SMWT IMPORTANT</u>	69	66	65	75	75	65	76	64	72	70	76	60	76	68	54	88	82
Extremely important	23	27	19	24	18	24	20	25	24	25	21	23	23	24	0	35	8
Very important	46	39	45	51	57	42	56	40	48	45	54	38	54	45	54	53	74
<u>TOTAL NOT TOO IMPORTANT</u>	29	33	32	24	25	32	24	34	26	28	24	37	22	30	46	12	18
Somewhat important	23	26	27	21	20	23	20	29	21	24	21	28	19	24	46	6	9
Not too important	6	7	5	3	5	8	4	5	5	4	3	9	3	6	0	6	9
<u>NO OPINION/DK/NA</u>	2	1	4	2	0	3	0	1	3	2	1	3	1	2	0	0	0
No opinion/DK/NA	2	1	4	2	0	3	0	1	3	2	1	3	1	2	0	0	0

	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR			
	Total	18-49	50+	MEN WOMEN	18-49	50+	MEN WOMEN	18-49	50+	MEN WOMEN	18-49	50+
Base	398	45	63	55 55	123	47	96 79	181	81	135 131		
<u>VERY/SMWT IMPORTANT</u>	69	68	71	54 84	71	70	69 73	70	70	68 72		
Extremely important	23	32	16	19 25	24	17	28 17	25	21	26 21		
Very important	46	36	55	35 58	47	53	41 56	45	49	41 51		
<u>TOTAL NOT TOO IMPORTANT</u>	29	32	26	43 16	27	30	29 26	28	29	30 27		
Somewhat important	23	23	21	28 15	24	29	26 24	25	26	26 24		
Not too important	6	9	4	15 2	3	1	4 2	3	3	4 3		
<u>NO OPINION/DK/NA</u>	2	0	3	3 0	2	0	2 1	2	1	2 2		
No opinion/DK/NA	2	0	3	3 0	2	0	2 1	2	1	2 2		

Table 46: Q9b. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. : Maintaining public parks in good physical condition

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>VERY/SMWT IMPORTANT</u>	83	82	84	83	84	83	0	83	83	100	83	79	81	93	90	79	81	90	83	
Extremely important	36	27	34	30	41	36	0	30	41	48	35	45	37	26	38	30	39	32	42	
Very important	48	55	50	53	43	48	0	53	42	52	48	34	44	67	52	49	42	57	41	
<u>TOTAL NOT TOO IMPORTANT</u>	16	17	16	17	15	16	0	17	16	0	17	19	19	7	10	21	18	10	17	
Somewhat important	14	13	14	14	14	14	0	14	15	0	17	14	15	7	9	21	16	9	15	
Not too important	2	4	2	3	1	2	0	3	1	0	0	5	4	0	2	0	3	1	2	
<u>NO OPINION/DK/NA</u>	1	1	0	1	1	1	0	1	1	0	0	2	0	0	0	0	1	0	0	
No opinion/DK/NA	1	1	0	1	1	1	0	1	1	0	0	2	0	0	0	0	1	0	0	
	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>VERY/SMWT IMPORTANT</u>	83	85	89	71	95	89	87	83	84	81	86	86	85	81	82	86	82	86	81	80
Extremely important	36	34	50	23	46	49	29	33	36	32	39	30	37	34	43	33	37	35	36	37
Very important	48	51	39	48	48	40	58	49	48	49	47	56	49	47	39	52	44	52	45	43
<u>TOTAL NOT TOO IMPORTANT</u>	16	15	11	25	5	11	13	16	15	18	13	14	14	17	17	14	17	13	19	19
Somewhat important	14	13	11	19	5	9	13	13	13	15	12	9	12	17	16	11	16	12	15	16
Not too important	2	2	0	6	0	2	0	3	2	3	1	5	1	1	2	3	1	1	4	3
<u>NO OPINION/DK/NA</u>	1	0	0	4	0	0	0	1	1	1	1	0	1	1	1	0	1	1	0	1
No opinion/DK/NA	1	0	0	4	0	0	0	1	1	1	1	0	1	1	1	0	1	1	0	1

Table 46: Q9b. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Maintaining public parks in good physical condition

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>VERY/SMWT IMPORTANT</u>	83	91	64	86	76	85	86	81	83	90	90	86	78	66	84	84	87	89	84	83
Extremely important	36	50	25	38	29	43	44	31	29	49	37	37	32	27	37	36	35	48	36	40
Very important	48	41	39	48	47	42	42	50	54	41	53	49	46	39	47	48	52	41	48	44
<u>TOTAL NOT TOO IMPORTANT</u>	16	8	36	13	24	15	14	18	14	9	10	13	22	32	15	16	13	11	15	17
Somewhat important	14	7	19	12	20	14	11	17	9	9	7	11	20	28	13	13	13	11	13	15
Not too important	2	1	17	2	4	1	2	1	5	0	3	2	2	4	2	2	0	0	2	2
<u>NO OPINION/DK/NA</u>	1	1	0	1	0	0	0	1	3	1	0	1	0	2	1	0	0	0	1	0
No opinion/DK/NA	1	1	0	1	0	0	0	1	3	1	0	1	0	2	1	0	0	0	1	0

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>VERY/SMWT IMPORTANT</u>	83	84	75	84	87	87	77	84	89	80	86	83	88	86	89	88	85	79
Extremely important	36	38	35	31	37	50	23	43	38	34	38	33	31	34	34	34	53	34
Very important	48	46	40	53	50	37	55	41	51	47	48	50	57	52	55	55	32	44
<u>TOTAL NOT TOO IMPORTANT</u>	16	15	25	13	13	13	23	16	11	18	13	17	12	14	11	9	12	19
Somewhat important	14	12	20	12	12	13	19	11	8	18	11	15	12	14	11	9	6	14
Not too important	2	3	6	1	1	0	3	5	3	1	2	2	0	0	0	0	7	5
<u>NO OPINION/DK/NA</u>	1	1	0	3	0	0	0	0	0	1	1	0	0	0	0	2	3	2
No opinion/DK/NA	1	1	0	3	0	0	0	0	0	1	1	0	0	0	0	2	3	2

Table 46: Q9b. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Maintaining public parks in good physical condition

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>VERY/SMWT IMPORTANT</u>	83	77	87	85	92	82	89	81	82	88	91	77	83	83	87	94	79
Extremely important	36	37	25	41	39	31	36	34	43	32	44	33	35	36	42	43	16
Very important	48	40	62	45	53	51	53	48	39	56	47	44	49	47	45	50	63
<u>TOTAL NOT TOO IMPORTANT</u>	16	22	13	14	8	17	11	19	15	12	9	22	14	16	13	6	21
Somewhat important	14	18	11	12	8	13	9	17	15	8	7	20	14	14	13	6	21
Not too important	2	4	2	2	0	4	2	2	0	5	2	1	0	2	0	0	0
<u>NO OPINION/DK/NA</u>	1	1	0	0	0	1	0	0	2	0	0	1	2	1	0	0	0
No opinion/DK/NA	1	1	0	0	0	1	0	0	2	0	0	1	2	1	0	0	0
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>VERY/SMWT IMPORTANT</u>	83	83	86	79	92	79	99	80	85	81	95	82	85				
Extremely important	36	44	29	34	35	35	29	32	36	37	36	31	42				
Very important	48	39	56	45	57	44	69	49	49	44	60	51	44				
<u>TOTAL NOT TOO IMPORTANT</u>	16	17	14	21	8	20	1	18	13	19	5	17	13				
Somewhat important	14	16	12	18	8	15	1	15	11	15	5	14	12				
Not too important	2	1	2	3	0	5	0	4	3	3	0	3	2				
<u>NO OPINION/DK/NA</u>	1	0	0	0	0	1	0	1	2	1	0	1	1				
No opinion/DK/NA	1	0	0	0	0	1	0	1	2	1	0	1	1				

Table 47: Q9c. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. : Providing police protection

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>VERY/SMWT IMPORTANT</u>	83	80	76	79	87	83	0	79	86	93	62	89	83	90	96	91	78	93	93	
Extremely important	44	31	46	36	53	44	0	36	53	54	31	38	44	48	64	52	37	56	66	
Very important	38	50	30	43	34	38	0	43	34	39	32	51	39	42	32	39	40	37	26	
<u>TOTAL NOT TOO IMPORTANT</u>	16	19	20	19	13	16	0	19	13	7	36	11	15	10	4	9	21	7	7	
Somewhat important	13	16	19	17	8	13	0	17	8	7	26	5	14	10	4	9	15	7	7	
Not too important	3	2	1	2	5	3	0	2	5	0	10	6	1	0	0	0	6	0	0	
<u>NO OPINION/DK/NA</u>	1	1	4	2	0	1	0	2	0	0	1	1	2	0	0	0	1	0	0	
No opinion/DK/NA	1	1	4	2	0	1	0	2	0	0	1	1	2	0	0	0	1	0	0	
	QC RACE/ETHNICITY							QD GENDER				QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>VERY/SMWT IMPORTANT</u>	83	80	81	91	82	86	78	85	83	82	85	77	90	78	87	84	81	88	80	76
Extremely important	44	46	44	41	51	51	38	42	43	42	47	44	48	37	48	46	41	43	46	45
Very important	38	34	37	50	31	35	40	43	41	40	38	33	42	41	38	38	40	45	35	31
<u>TOTAL NOT TOO IMPORTANT</u>	16	20	16	7	18	14	22	14	15	18	13	23	7	21	12	15	18	11	19	22
Somewhat important	13	18	11	1	12	13	18	10	11	15	10	17	6	18	10	11	15	10	13	18
Not too important	3	2	5	6	6	1	4	4	4	3	3	6	2	3	3	4	3	1	6	4
<u>NO OPINION/DK/NA</u>	1	0	3	2	0	0	0	1	2	0	2	0	2	1	1	1	1	1	1	2
No opinion/DK/NA	1	0	3	2	0	0	0	1	2	0	2	0	2	1	1	1	1	1	1	2

Table 47: Q9c. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Providing police protection

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>VERY/SMWT IMPORTANT</u>	83	92	68	85	77	87	86	83	75	92	88	85	81	62	83	82	88	87	82	90
Extremely important	44	56	48	45	43	56	51	43	32	64	45	46	46	25	47	42	43	57	42	63
Very important	38	35	20	40	34	31	34	40	43	28	43	39	35	37	36	40	45	30	39	28
<u>TOTAL NOT TOO IMPORTANT</u>	16	7	32	14	23	13	14	16	22	7	12	14	19	30	15	17	12	13	16	10
Somewhat important	13	4	15	12	14	9	10	15	11	7	4	11	14	26	10	15	11	2	12	3
Not too important	3	3	17	2	9	4	4	1	12	0	8	3	5	4	5	2	1	11	4	6
<u>NO OPINION/DK/NA</u>	1	1	0	1	0	0	1	1	3	1	0	1	0	7	2	1	0	0	2	0
No opinion/DK/NA	1	1	0	1	0	0	1	1	3	1	0	1	0	7	2	1	0	0	2	0

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>VERY/SMWT IMPORTANT</u>	83	77	86	85	83	89	78	90	91	74	88	77	91	82	79	68	85	88
Extremely important	44	34	43	40	49	60	52	44	50	38	51	37	52	42	32	37	61	41
Very important	38	43	43	45	34	29	26	46	41	37	37	41	38	41	47	31	25	47
<u>TOTAL NOT TOO IMPORTANT</u>	16	22	14	14	14	11	22	10	9	23	12	21	9	16	21	32	12	10
Somewhat important	13	18	8	10	10	10	22	6	7	18	9	17	5	15	19	29	12	7
Not too important	3	4	5	4	4	1	0	4	2	5	3	4	4	1	2	2	0	3
<u>NO OPINION/DK/NA</u>	1	1	0	2	3	0	0	0	0	2	1	1	0	2	0	0	3	2
No opinion/DK/NA	1	1	0	2	3	0	0	0	0	2	1	1	0	2	0	0	3	2

Table 47: Q9c. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Providing police protection

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>VERY/SMWT IMPORTANT</u>	83	81	87	76	99	81	86	82	82	89	95	77	73	83	87	70	100
Extremely important	44	39	48	36	65	46	45	38	47	47	53	38	38	45	41	43	38
Very important	38	42	39	40	34	35	41	44	35	41	42	39	35	38	46	27	62
<u>TOTAL NOT TOO IMPORTANT</u>	16	19	13	21	1	19	12	18	15	11	5	23	22	16	0	30	0
Somewhat important	13	14	13	16	1	16	7	15	14	8	5	21	15	13	0	30	0
Not too important	3	5	0	5	0	3	4	3	2	3	0	2	7	4	0	0	0
<u>NO OPINION/DK/NA</u>	1	0	0	3	0	0	2	0	2	0	0	0	5	1	13	0	0
No opinion/DK/NA	1	0	0	3	0	0	2	0	2	0	0	0	5	1	13	0	0
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>VERY/SMWT IMPORTANT</u>	83	71	90	72	90	82	96	88	83	79	95	85	82				
Extremely important	44	36	55	46	48	38	57	45	39	37	56	40	45				
Very important	38	35	35	27	41	44	39	43	43	42	39	45	37				
<u>TOTAL NOT TOO IMPORTANT</u>	16	29	10	28	10	18	4	12	16	20	5	15	14				
Somewhat important	13	24	10	28	7	12	4	8	13	13	5	11	11				
Not too important	3	5	0	0	3	6	0	4	3	6	0	4	3				
<u>NO OPINION/DK/NA</u>	1	0	0	0	0	0	0	0	2	2	0	0	3				
No opinion/DK/NA	1	0	0	0	0	0	0	0	2	2	0	0	3				

Table 48: Q9d. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. : Preparing for emergencies and natural disasters

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>VERY/SMWT IMPORTANT</u>	86	87	88	88	85	86	0	88	85	81	86	85	83	89	92	85	85	90	89	
Extremely important	41	30	38	33	49	41	0	33	49	47	52	31	43	31	50	24	42	40	48	
Very important	45	57	51	55	36	45	0	55	36	34	34	54	40	58	42	61	43	51	41	
<u>TOTAL NOT TOO IMPORTANT</u>	12	9	10	10	14	12	0	10	13	19	12	14	14	9	7	11	13	8	9	
Somewhat important	10	9	8	9	12	10	0	9	12	19	12	13	12	9	5	6	12	7	5	
Not too important	1	1	2	1	1	1	0	1	1	0	0	1	2	0	2	6	1	1	4	
<u>NO OPINION/DK/NA</u>	2	3	2	3	1	2	0	3	1	0	2	1	3	2	1	3	2	2	2	
No opinion/DK/NA	2	3	2	3	1	2	0	3	1	0	2	1	3	2	1	3	2	2	2	
	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>VERY/SMWT IMPORTANT</u>	86	87	86	81	91	85	95	87	87	84	90	93	88	83	78	91	81	91	82	83
Extremely important	41	40	39	32	58	43	51	44	41	38	44	38	43	40	40	41	40	43	42	36
Very important	45	47	47	48	33	42	43	43	46	46	46	55	45	43	38	50	41	48	41	47
<u>TOTAL NOT TOO IMPORTANT</u>	12	11	11	15	9	14	5	11	11	14	8	5	9	14	21	7	16	7	17	13
Somewhat important	10	9	11	14	6	12	5	10	10	12	7	5	7	13	19	6	15	7	14	13
Not too important	1	2	0	1	3	2	0	1	1	2	0	0	2	1	3	1	1	0	3	1
<u>NO OPINION/DK/NA</u>	2	2	3	4	0	1	0	2	2	2	2	2	2	3	1	2	2	2	1	4
No opinion/DK/NA	2	2	3	4	0	1	0	2	2	2	2	2	2	3	1	2	2	2	1	4

Table 48: Q9d. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Preparing for emergencies and natural disasters

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>VERY/SMWT IMPORTANT</u>	86	94	81	89	78	87	88	84	90	92	75	91	78	63	88	85	91	81	91	77
Extremely important	41	51	38	42	39	51	51	37	32	54	39	42	42	33	47	36	36	57	45	54
Very important	45	43	43	47	39	36	38	47	59	39	36	49	36	31	41	49	55	24	46	23
<u>TOTAL NOT TOO IMPORTANT</u>	12	5	19	9	21	11	10	13	10	6	22	8	21	24	11	12	9	19	8	23
Somewhat important	10	5	19	8	19	9	9	11	10	5	20	8	18	20	11	10	8	19	7	23
Not too important	1	0	0	1	2	1	1	2	0	1	2	0	3	4	1	1	1	0	1	0
<u>NO OPINION/DK/NA</u>	2	1	0	2	1	2	1	3	0	1	3	1	1	12	1	3	0	0	1	0
No opinion/DK/NA	2	1	0	2	1	2	1	3	0	1	3	1	1	12	1	3	0	0	1	0

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>VERY/SMWT IMPORTANT</u>	86	82	86	89	85	91	86	84	88	86	87	88	93	88	82	96	82	77
Extremely important	41	33	50	44	40	44	40	39	39	42	42	38	50	32	28	44	50	39
Very important	45	50	37	46	45	47	46	46	48	44	45	50	43	56	54	52	32	38
<u>TOTAL NOT TOO IMPORTANT</u>	12	17	12	6	12	9	12	16	11	11	13	10	3	10	18	4	15	20
Somewhat important	10	17	11	4	12	9	9	14	10	10	11	9	3	10	18	4	8	17
Not too important	1	0	1	2	1	0	3	2	2	1	2	1	0	0	0	0	7	4
<u>NO OPINION/DK/NA</u>	2	1	2	4	2	0	2	0	1	3	1	2	4	1	0	0	3	3
No opinion/DK/NA	2	1	2	4	2	0	2	0	1	3	1	2	4	1	0	0	3	3

Table 48: Q9d. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Preparing for emergencies and natural disasters

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>VERY/SMWT IMPORTANT</u>	86	83	84	88	96	88	93	79	85	85	92	84	88	87	87	92	70
Extremely important	41	39	37	46	41	38	43	35	46	37	42	38	46	41	25	51	38
Very important	45	45	47	42	54	50	50	44	40	48	50	47	43	45	62	42	32
<u>TOTAL NOT TOO IMPORTANT</u>	12	16	12	10	4	9	5	19	12	13	8	14	8	12	0	8	9
Somewhat important	10	15	9	9	4	7	5	18	11	11	7	13	8	11	0	8	9
Not too important	1	1	3	1	0	2	0	1	1	2	1	1	0	1	0	0	0
<u>NO OPINION/DK/NA</u>	2	1	4	2	0	3	1	2	3	2	0	2	4	1	13	0	21
No opinion/DK/NA	2	1	4	2	0	3	1	2	3	2	0	2	4	1	13	0	21

	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR			
	Total	18-49	50+	MEN WOMEN	18-49	50+	MEN WOMEN	18-49	50+	MEN WOMEN	18-49	50+
Base	398	45	63	55 55	123	47	96 79	181	81	135 131		
<u>VERY/SMWT IMPORTANT</u>	86	83	88	83 91	86	93	84 90	86	92	84 91		
Extremely important	41	48	36	40 39	45	41	40 48	42	40	37 46		
Very important	45	35	52	43 52	42	52	45 42	44	52	47 45		
<u>TOTAL NOT TOO IMPORTANT</u>	12	13	10	13 9	14	3	14 8	13	6	15 7		
Somewhat important	10	13	7	9 9	12	3	13 7	12	6	14 6		
Not too important	1	0	3	4 0	2	0	1 1	1	0	1 1		
<u>NO OPINION/DK/NA</u>	2	3	1	4 0	0	4	2 2	1	2	1 3		
No opinion/DK/NA	2	3	1	4 0	0	4	2 2	1	2	1 3		

Table 49: Q9e. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. : Providing programs to help seniors

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>VERY/SMWT IMPORTANT</u>	72	68	82	73	72	72	0	73	73	47	68	69	72	79	85	67	70	80	82	
Extremely important	25	22	22	22	29	25	0	22	30	12	29	21	25	19	36	29	25	28	43	
Very important	47	46	60	51	43	47	0	51	43	36	40	48	47	60	49	38	45	52	39	
<u>TOTAL NOT TOO IMPORTANT</u>	23	28	13	22	24	23	0	22	24	38	28	24	24	18	14	30	25	17	15	
Somewhat important	20	26	12	21	19	20	0	21	18	32	27	20	16	18	12	21	22	15	12	
Not too important	3	1	1	1	5	3	0	1	5	6	1	4	7	0	2	9	4	2	3	
<u>NO OPINION/DK/NA</u>	4	4	5	5	4	4	0	5	3	15	4	7	5	3	2	3	5	3	3	
No opinion/DK/NA	4	4	5	5	4	4	0	5	3	15	4	7	5	3	2	3	5	3	3	
	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>VERY/SMWT IMPORTANT</u>	72	67	83	57	66	77	91	73	75	66	79	80	81	65	62	80	64	78	67	68
Extremely important	25	29	39	10	31	31	20	21	25	18	33	27	29	22	21	28	21	26	27	23
Very important	47	38	44	47	36	46	70	52	50	48	46	53	51	44	41	52	43	52	40	45
<u>TOTAL NOT TOO IMPORTANT</u>	23	28	14	36	22	21	9	23	21	29	17	18	13	30	36	15	32	18	30	25
Somewhat important	20	25	14	29	22	20	7	19	18	25	15	18	11	26	26	14	26	18	24	20
Not too important	3	4	0	7	0	2	2	3	2	4	2	0	2	4	10	1	6	1	6	4
<u>NO OPINION/DK/NA</u>	4	5	3	7	11	1	0	4	5	5	4	2	6	5	2	4	4	4	3	8
No opinion/DK/NA	4	5	3	7	11	1	0	4	5	5	4	2	6	5	2	4	4	4	3	8

Table 49: Q9e. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Providing programs to help seniors

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>VERY/SMWT IMPORTANT</u>	72	80	66	74	68	70	72	73	72	81	74	75	69	51	72	73	77	81	72	73
Extremely important	25	35	11	27	22	29	30	23	22	38	38	26	31	12	27	25	25	54	24	35
Very important	47	46	55	48	45	40	42	49	50	43	36	50	38	39	45	48	52	27	48	38
<u>TOTAL NOT TOO IMPORTANT</u>	23	15	29	22	30	26	23	24	22	13	26	21	29	29	25	22	21	17	24	25
Somewhat important	20	14	21	19	23	21	19	21	19	13	13	20	19	27	23	18	21	10	24	16
Not too important	3	1	7	2	7	5	4	3	3	0	13	2	10	2	2	3	0	7	0	9
<u>NO OPINION/DK/NA</u>	4	5	5	4	3	5	5	3	6	6	0	3	2	20	3	5	2	3	4	2
No opinion/DK/NA	4	5	5	4	3	5	5	3	6	6	0	3	2	20	3	5	2	3	4	2

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>VERY/SMWT IMPORTANT</u>	72	62	76	75	69	78	84	74	76	70	70	77	85	76	81	67	74	53
Extremely important	25	24	30	17	20	42	37	21	26	27	25	26	41	26	22	18	33	21
Very important	47	38	45	58	49	37	47	53	50	43	44	51	43	50	59	49	41	32
<u>TOTAL NOT TOO IMPORTANT</u>	23	34	18	21	26	21	13	26	22	25	26	20	15	20	17	29	10	43
Somewhat important	20	33	13	17	21	17	11	20	19	22	21	19	15	19	17	27	10	31
Not too important	3	1	5	4	5	3	2	5	3	3	5	1	1	1	0	2	0	13
<u>NO OPINION/DK/NA</u>	4	4	6	4	5	1	3	1	2	5	5	3	0	4	2	4	16	4
No opinion/DK/NA	4	4	6	4	5	1	3	1	2	5	5	3	0	4	2	4	16	4

Table 49: Q9e. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Providing programs to help seniors

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>VERY/SMWT IMPORTANT</u>	72	63	73	77	87	74	86	60	70	67	85	66	75	72	87	94	41
Extremely important	25	16	23	35	33	19	36	17	27	17	34	21	34	27	30	9	9
Very important	47	48	50	42	54	55	50	43	42	50	51	45	41	45	57	85	33
<u>TOTAL NOT TOO IMPORTANT</u>	23	32	22	18	13	20	12	38	25	30	14	30	20	24	0	6	59
Somewhat important	20	26	20	16	11	19	11	31	20	26	11	25	18	20	0	6	49
Not too important	3	6	2	2	2	1	1	8	5	4	3	5	1	3	0	0	9
<u>NO OPINION/DK/NA</u>	4	5	5	5	0	7	2	2	5	3	2	4	6	4	13	0	0
No opinion/DK/NA	4	5	5	5	0	7	2	2	5	3	2	4	6	4	13	0	0
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>VERY/SMWT IMPORTANT</u>	72	55	78	60	75	71	85	67	81	73	82	69	82				
Extremely important	25	32	28	26	33	20	26	15	29	24	29	15	35				
Very important	47	23	50	34	42	51	60	52	52	49	53	53	46				
<u>TOTAL NOT TOO IMPORTANT</u>	23	36	20	34	24	25	13	29	15	22	14	27	14				
Somewhat important	20	31	17	29	21	21	13	24	14	19	14	23	13				
Not too important	3	4	4	5	3	4	0	5	1	3	0	4	1				
<u>NO OPINION/DK/NA</u>	4	9	2	6	1	4	1	4	4	5	3	4	5				
No opinion/DK/NA	4	9	2	6	1	4	1	4	4	5	3	4	5				

Table 50: Q9f. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. : Providing bicycle lanes and paths

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>VERY/SMWT IMPORTANT</u>	60	63	57	61	60	60	0	61	59	64	65	66	49	71	58	50	60	62	49	
Extremely important	19	13	14	14	24	19	0	14	24	31	26	25	16	16	17	4	22	15	14	
Very important	41	50	43	47	35	41	0	47	35	33	39	41	33	55	42	47	38	48	35	
<u>TOTAL NOT TOO IMPORTANT</u>	36	35	38	36	37	36	0	36	37	36	32	32	49	24	38	41	38	33	44	
Somewhat important	26	25	33	28	25	26	0	28	24	29	29	25	35	15	22	30	30	20	29	
Not too important	10	9	5	8	12	10	0	8	12	7	3	7	14	9	16	11	8	13	15	
<u>NO OPINION/DK/NA</u>	3	2	5	3	4	3	0	3	4	0	3	2	1	5	4	9	2	5	7	
No opinion/DK/NA	3	2	5	3	4	3	0	3	4	0	3	2	1	5	4	9	2	5	7	
	QC RACE/ETHNICITY									QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>VERY/SMWT IMPORTANT</u>	60	60	74	51	60	64	61	58	61	57	63	61	67	61	50	64	57	62	58	60
Extremely important	19	21	30	9	23	25	14	16	19	17	21	17	21	18	19	19	18	20	18	20
Very important	41	40	44	42	36	39	46	42	42	40	43	44	46	43	30	45	38	43	40	40
<u>TOTAL NOT TOO IMPORTANT</u>	36	36	26	42	40	34	39	39	36	40	32	39	28	36	44	33	39	34	39	38
Somewhat important	26	26	18	29	40	27	33	31	27	29	24	28	21	29	28	24	29	32	20	24
Not too important	10	10	7	13	0	6	6	9	8	11	8	10	7	7	16	9	10	2	19	13
<u>NO OPINION/DK/NA</u>	3	4	0	7	0	3	0	3	3	3	4	1	5	3	6	3	4	4	3	3
No opinion/DK/NA	3	4	0	7	0	3	0	3	3	3	4	1	5	3	6	3	4	4	3	3

Table 50: Q9f. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Providing bicycle lanes and paths

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>VERY/SMWT IMPORTANT</u>	60	67	44	63	49	55	56	60	70	62	73	61	59	57	58	63	55	70	57	63
Extremely important	19	22	20	20	18	17	19	19	20	25	44	19	22	15	18	20	14	43	14	33
Very important	41	45	25	44	31	38	37	42	51	38	29	42	38	42	40	44	41	27	43	30
<u>TOTAL NOT TOO IMPORTANT</u>	36	29	52	33	49	41	39	38	23	32	24	36	38	32	38	34	40	30	38	37
Somewhat important	26	27	9	28	22	21	22	32	14	28	7	28	18	26	23	27	29	15	26	13
Not too important	10	1	43	5	27	20	16	6	9	5	17	8	20	6	15	6	11	16	12	24
<u>NO OPINION/DK/NA</u>	3	5	4	4	2	4	5	2	6	6	3	3	3	11	4	3	5	0	5	0
No opinion/DK/NA	3	5	4	4	2	4	5	2	6	6	3	3	3	11	4	3	5	0	5	0

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>VERY/SMWT IMPORTANT</u>	60	61	69	58	56	54	66	59	60	62	58	63	79	52	63	55	65	59
Extremely important	19	19	23	13	20	27	16	21	18	21	17	21	28	14	18	17	33	21
Very important	41	42	46	45	35	28	50	38	43	41	41	42	51	38	45	37	32	38
<u>TOTAL NOT TOO IMPORTANT</u>	36	36	31	38	40	41	31	41	37	34	38	34	20	44	33	45	25	37
Somewhat important	26	30	16	34	28	23	19	26	25	28	28	25	16	28	28	38	14	23
Not too important	10	6	15	4	12	18	12	15	13	5	10	8	4	17	5	8	11	14
<u>NO OPINION/DK/NA</u>	3	3	0	5	4	5	3	0	2	5	4	3	1	3	4	0	10	4
No opinion/DK/NA	3	3	0	5	4	5	3	0	2	5	4	3	1	3	4	0	10	4

Table 50: Q9f. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Providing bicycle lanes and paths

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>VERY/SMWT IMPORTANT</u>	60	56	62	65	63	59	68	57	55	55	66	61	62	60	88	45	74
Extremely important	19	19	13	25	16	18	19	16	21	13	22	21	20	20	30	0	0
Very important	41	36	49	40	47	40	49	41	34	42	44	40	43	39	58	45	74
<u>TOTAL NOT TOO IMPORTANT</u>	36	43	33	32	33	37	30	42	37	42	32	36	31	37	12	55	18
Somewhat important	26	34	18	26	22	29	20	28	31	29	20	29	29	26	12	46	9
Not too important	10	10	15	5	11	8	9	13	6	14	12	8	2	10	0	9	9
<u>NO OPINION/DK/NA</u>	3	1	5	3	5	4	2	1	8	2	2	2	7	4	0	0	8
No opinion/DK/NA	3	1	5	3	5	4	2	1	8	2	2	2	7	4	0	0	8
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>VERY/SMWT IMPORTANT</u>	60	68	59	55	66	55	67	59	57	59	67	59	64				
Extremely important	19	36	11	23	17	19	10	16	16	19	18	15	23				
Very important	41	32	48	32	48	37	57	43	41	40	49	44	41				
<u>TOTAL NOT TOO IMPORTANT</u>	36	32	35	41	31	44	29	40	39	39	29	39	32				
Somewhat important	26	27	21	29	24	34	24	30	31	31	21	29	26				
Not too important	10	6	13	12	7	9	5	10	7	8	8	10	6				
<u>NO OPINION/DK/NA</u>	3	0	6	4	4	1	5	1	5	2	4	2	5				
No opinion/DK/NA	3	0	6	4	4	1	5	1	5	2	4	2	5				

Table 51: Q9g. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. : Paving and repairing streets and roads

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>VERY/SMWT IMPORTANT</u>	86	82	86	83	89	86	0	83	90	80	84	80	87	94	95	73	83	93	90	
Extremely important	41	27	35	30	51	41	0	30	53	22	42	31	37	36	59	40	37	48	60	
Very important	46	55	50	53	38	46	0	53	37	58	42	49	50	59	36	34	47	45	30	
<u>TOTAL NOT TOO IMPORTANT</u>	13	17	14	16	10	13	0	16	10	20	15	20	13	6	5	23	16	7	9	
Somewhat important	12	14	12	13	10	12	0	13	10	20	15	16	11	6	5	23	14	7	9	
Not too important	1	3	2	3	0	1	0	3	0	0	0	3	2	0	0	0	2	0	0	
<u>NO OPINION/DK/NA</u>	1	1	0	1	1	1	0	1	1	0	2	1	0	0	0	3	1	0	1	
No opinion/DK/NA	1	1	0	1	1	1	0	1	1	0	2	1	0	0	0	3	1	0	1	
	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>VERY/SMWT IMPORTANT</u>	86	87	80	71	92	94	95	87	86	86	87	89	89	82	84	89	83	86	89	84
Extremely important	41	44	48	32	43	44	36	38	38	42	39	42	40	38	41	41	39	36	47	41
Very important	46	43	33	39	48	50	60	49	48	45	48	47	49	44	43	48	44	50	43	43
<u>TOTAL NOT TOO IMPORTANT</u>	13	12	20	29	8	4	5	13	14	13	13	11	10	17	15	10	17	13	11	16
Somewhat important	12	12	17	22	8	4	5	11	12	12	11	9	8	16	15	8	16	12	11	11
Not too important	1	0	3	7	0	0	0	2	2	1	1	3	1	1	0	2	1	1	0	4
<u>NO OPINION/DK/NA</u>	1	1	0	0	0	1	0	0	0	1	0	0	1	0	1	1	1	1	0	1
No opinion/DK/NA	1	1	0	0	0	1	0	0	0	1	0	0	1	0	1	1	1	1	0	1

Table 51: Q9g. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Paving and repairing streets and roads

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	Q13 CONTACT WITH CITY		VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
															YES	NO				
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>VERY/SMWT IMPORTANT</u>	86	86	64	90	76	91	91	83	86	85	97	86	90	78	84	88	84	94	83	88
Extremely important	41	44	25	43	33	50	49	37	33	45	53	40	48	29	42	38	36	56	39	54
Very important	46	42	39	47	43	41	42	47	53	40	43	47	42	49	41	50	48	38	44	33
<u>TOTAL NOT TOO IMPORTANT</u>	13	12	36	10	24	8	9	16	14	13	3	13	10	18	16	11	16	6	17	12
Somewhat important	12	12	23	9	21	8	9	14	9	12	3	12	10	13	16	9	16	6	17	12
Not too important	1	0	14	0	3	0	0	1	5	1	0	1	0	5	0	2	0	0	0	0
<u>NO OPINION/DK/NA</u>	1	2	0	1	0	1	0	1	0	1	0	0	0	4	0	1	0	0	0	0
No opinion/DK/NA	1	2	0	1	0	1	0	1	0	1	0	0	0	4	0	1	0	0	0	0

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	Q19 INCOME					
													<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>VERY/SMWT IMPORTANT</u>	86	74	90	87	91	92	85	87	88	84	90	79	81	92	96	90	81	79
Extremely important	41	30	44	35	43	53	52	40	40	40	44	33	43	39	42	29	53	39
Very important	46	44	46	52	48	39	34	48	48	44	46	46	38	53	54	61	28	41
<u>TOTAL NOT TOO IMPORTANT</u>	13	25	10	13	7	8	15	13	11	16	9	20	19	6	4	10	16	21
Somewhat important	12	22	10	11	5	8	15	10	10	14	9	18	17	6	4	10	16	21
Not too important	1	3	0	2	2	0	0	3	1	1	0	3	2	0	0	0	0	0
<u>NO OPINION/DK/NA</u>	1	1	0	0	2	0	0	0	1	0	1	0	0	2	0	0	3	0
No opinion/DK/NA	1	1	0	0	2	0	0	0	1	0	1	0	0	2	0	0	3	0

Table 51: Q9g. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Paving and repairing streets and roads

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>VERY/SMWT IMPORTANT</u>	86	81	93	86	92	88	90	84	82	87	89	85	84	87	77	100	49
Extremely important	41	38	49	36	47	42	40	41	37	40	40	42	38	40	42	42	41
Very important	46	43	45	51	45	46	50	43	46	47	49	43	46	47	35	58	7
<u>TOTAL NOT TOO IMPORTANT</u>	13	18	6	13	8	10	10	15	17	11	11	15	16	12	23	0	51
Somewhat important	12	16	6	12	8	8	9	15	15	9	11	15	13	11	9	0	40
Not too important	1	2	0	1	0	3	1	0	2	3	0	0	3	1	13	0	11
<u>NO OPINION/DK/NA</u>	1	1	1	0	0	1	0	1	1	1	0	0	1	1	0	0	0
No opinion/DK/NA	1	1	1	0	0	1	0	1	1	1	0	0	1	1	0	0	0
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>VERY/SMWT IMPORTANT</u>	86	84	89	87	89	86	95	85	89	84	95	86	86				
Extremely important	41	43	48	53	37	36	45	41	34	35	45	37	38				
Very important	46	41	41	34	52	51	50	44	55	49	50	49	48				
<u>TOTAL NOT TOO IMPORTANT</u>	13	13	11	10	11	14	4	15	11	16	5	13	14				
Somewhat important	12	13	11	10	11	12	4	12	9	14	5	12	12				
Not too important	1	0	0	0	0	2	0	3	2	2	0	2	2				
<u>NO OPINION/DK/NA</u>	1	3	0	2	0	0	1	1	0	0	1	0	0				
No opinion/DK/NA	1	3	0	2	0	0	1	1	0	0	1	0	0				

Table 52: Q9h. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. : Maintaining public facilities and infrastructure

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>VERY/SMWT IMPORTANT</u>	84	79	74	77	90	84	0	77	90	94	75	92	77	89	91	74	81	88	88	
Extremely important	33	21	23	22	44	33	0	22	43	53	35	40	27	22	41	19	34	31	42	
Very important	51	58	51	56	46	51	0	56	46	41	39	51	50	68	50	56	47	58	46	
<u>TOTAL NOT TOO IMPORTANT</u>	15	21	22	21	9	15	0	21	9	6	24	8	20	11	9	17	17	11	10	
Somewhat important	14	20	22	21	8	14	0	21	8	6	24	8	17	11	9	17	16	11	10	
Not too important	1	1	0	1	0	1	0	1	0	0	0	0	3	0	0	0	1	0	0	
<u>NO OPINION/DK/NA</u>	1	0	4	1	1	1	0	1	2	0	1	1	3	0	0	9	2	1	2	
No opinion/DK/NA	1	0	4	1	1	1	0	1	2	0	1	1	3	0	0	9	2	1	2	
	QC RACE/ETHNICITY							QD GENDER				QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>VERY/SMWT IMPORTANT</u>	84	78	83	92	80	85	91	88	87	83	85	82	84	87	80	83	84	87	82	78
Extremely important	33	30	39	25	46	44	39	35	34	33	33	23	31	41	36	28	39	35	30	32
Very important	51	48	44	67	34	41	52	53	53	50	52	58	53	46	44	56	46	52	52	46
<u>TOTAL NOT TOO IMPORTANT</u>	15	21	14	8	20	14	9	11	12	16	12	18	12	12	19	15	15	12	17	19
Somewhat important	14	21	14	8	20	12	6	10	11	15	12	18	12	11	19	15	14	12	16	17
Not too important	1	0	0	0	0	2	3	1	1	1	0	0	0	2	0	0	1	0	0	2
<u>NO OPINION/DK/NA</u>	1	1	3	0	0	1	0	0	2	1	2	0	4	0	1	2	1	1	1	3
No opinion/DK/NA	1	1	3	0	0	1	0	0	2	1	2	0	4	0	1	2	1	1	1	3

Table 52: Q9h. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Maintaining public facilities and infrastructure

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>VERY/SMWT IMPORTANT</u>	84	87	86	85	80	88	90	80	81	94	68	87	75	69	83	85	85	68	86	76
Extremely important	33	41	15	36	23	42	41	28	30	49	18	34	27	34	37	30	33	40	37	38
Very important	51	46	71	49	57	45	49	52	51	45	51	53	47	35	46	55	52	28	49	38
<u>TOTAL NOT TOO IMPORTANT</u>	15	12	14	14	20	11	9	18	17	6	27	12	24	19	15	14	15	28	13	21
Somewhat important	14	12	14	13	19	11	9	17	17	6	27	12	23	19	14	14	13	28	12	21
Not too important	1	0	0	0	1	0	0	1	0	0	0	0	1	0	1	0	2	0	1	0
<u>NO OPINION/DK/NA</u>	1	1	0	1	0	1	1	1	2	0	4	0	1	12	1	1	0	4	1	3
No opinion/DK/NA	1	1	0	1	0	1	1	1	2	0	4	0	1	12	1	1	0	4	1	3

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>VERY/SMWT IMPORTANT</u>	84	78	87	84	85	83	87	79	86	82	89	74	81	80	87	90	92	83
Extremely important	33	27	36	32	35	37	32	27	30	35	35	29	36	20	32	36	50	35
Very important	51	51	52	51	50	46	55	52	56	47	55	46	44	60	55	54	41	49
<u>TOTAL NOT TOO IMPORTANT</u>	15	19	13	16	12	17	13	21	14	16	11	23	17	18	13	10	6	17
Somewhat important	14	19	9	16	12	17	13	19	14	15	11	22	17	16	13	10	6	16
Not too important	1	0	3	0	0	0	0	1	1	0	0	1	0	2	0	0	0	1
<u>NO OPINION/DK/NA</u>	1	3	0	0	3	0	0	0	0	3	0	2	3	2	0	0	3	0
No opinion/DK/NA	1	3	0	0	3	0	0	0	0	3	0	2	3	2	0	0	3	0

Table 52: Q9h. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Maintaining public facilities and infrastructure

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>VERY/SMWT IMPORTANT</u>	84	83	83	80	94	81	85	85	85	86	86	80	84	83	87	88	82
Extremely important	33	37	28	33	33	26	29	39	40	29	31	35	36	34	12	42	8
Very important	51	47	54	47	61	55	57	46	45	56	56	45	48	50	74	46	74
<u>TOTAL NOT TOO IMPORTANT</u>	15	17	15	16	6	18	11	15	14	14	14	19	11	16	0	12	18
Somewhat important	14	15	15	16	6	18	11	13	14	13	14	19	11	15	0	12	18
Not too important	1	2	0	0	0	0	0	2	0	2	0	1	0	1	0	0	0
<u>NO OPINION/DK/NA</u>	1	0	2	3	0	1	3	1	1	0	0	1	4	1	13	0	0
No opinion/DK/NA	1	0	2	3	0	1	3	1	1	0	0	1	4	1	13	0	0
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>VERY/SMWT IMPORTANT</u>	84	71	82	68	90	87	95	90	86	84	94	90	84				
Extremely important	33	34	29	27	35	37	29	37	32	35	31	35	33				
Very important	51	37	52	41	54	50	66	53	54	49	63	55	51				
<u>TOTAL NOT TOO IMPORTANT</u>	15	29	17	31	10	13	4	9	14	14	5	10	13				
Somewhat important	14	29	17	31	10	12	4	7	14	13	5	8	13				
Not too important	1	0	0	0	0	2	0	2	0	1	0	2	0				
<u>NO OPINION/DK/NA</u>	1	0	1	2	0	0	1	1	0	2	1	0	3				
No opinion/DK/NA	1	0	1	2	0	0	1	1	0	2	1	0	3				

Table 53: Q9i. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. : Providing opportunities to be involved in City government

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>VERY/SMWT IMPORTANT</u>	58	65	53	61	55	58	0	61	55	54	57	61	48	65	62	61	56	63	61	
Extremely important	19	18	20	19	20	19	0	19	20	17	21	29	6	20	21	16	19	20	22	
Very important	39	48	33	42	35	39	0	42	35	37	36	32	42	45	41	45	37	43	39	
<u>TOTAL NOT TOO IMPORTANT</u>	37	31	37	33	40	37	0	33	40	40	41	34	47	25	32	30	40	29	33	
Somewhat important	32	27	35	30	34	32	0	30	34	40	39	26	41	24	27	30	35	26	29	
Not too important	5	5	2	4	6	5	0	4	6	0	3	8	6	1	5	0	6	3	3	
<u>NO OPINION/DK/NA</u>	5	4	10	6	5	5	0	6	5	6	2	5	5	10	6	9	4	8	6	
No opinion/DK/NA	5	4	10	6	5	5	0	6	5	6	2	5	5	10	6	9	4	8	6	
	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>VERY/SMWT IMPORTANT</u>	58	53	65	46	61	62	57	56	59	54	62	71	56	53	50	63	52	64	56	48
Extremely important	19	20	34	7	21	15	19	14	19	16	21	24	20	12	19	22	15	20	19	17
Very important	39	34	31	39	41	47	38	42	40	38	41	47	36	41	31	41	37	44	37	31
<u>TOTAL NOT TOO IMPORTANT</u>	37	40	32	47	39	34	35	39	36	42	30	29	33	42	44	31	43	32	39	43
Somewhat important	32	35	31	37	36	32	28	33	30	35	27	24	33	35	35	29	35	30	33	35
Not too important	5	5	1	11	3	2	7	6	5	7	3	5	0	7	9	2	8	3	6	8
<u>NO OPINION/DK/NA</u>	5	7	3	6	0	4	8	5	5	4	7	0	11	5	5	6	5	4	6	9
No opinion/DK/NA	5	7	3	6	0	4	8	5	5	4	7	0	11	5	5	6	5	4	6	9

Table 53: Q9i. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Providing opportunities to be involved in City government

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>VERY/SMWT IMPORTANT</u>	58	70	56	60	51	47	58	59	51	67	78	61	57	23	59	59	62	54	60	59
Extremely important	19	32	7	20	17	18	19	19	18	34	40	19	24	11	19	20	14	40	14	34
Very important	39	38	49	40	34	30	39	40	33	33	38	43	34	12	40	39	48	15	45	26
<u>TOTAL NOT TOO IMPORTANT</u>	37	23	44	35	43	45	35	37	43	28	18	35	40	45	36	36	35	28	37	30
Somewhat important	32	22	27	32	33	38	30	33	35	25	11	31	33	40	31	31	28	21	33	22
Not too important	5	1	17	3	10	7	5	4	7	2	6	4	7	5	6	4	7	7	4	8
<u>NO OPINION/DK/NA</u>	5	6	0	5	6	7	7	4	6	5	4	4	3	32	5	6	4	18	3	10
No opinion/DK/NA	5	6	0	5	6	7	7	4	6	5	4	4	3	32	5	6	4	18	3	10

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>VERY/SMWT IMPORTANT</u>	58	51	62	59	56	59	63	54	61	56	60	54	72	58	51	47	70	52
Extremely important	19	21	22	15	16	21	23	17	20	19	17	23	37	9	17	11	31	15
Very important	39	30	40	44	39	38	40	37	40	37	43	31	35	49	34	35	40	37
<u>TOTAL NOT TOO IMPORTANT</u>	37	40	36	36	41	34	25	45	34	38	35	40	23	34	42	53	20	46
Somewhat important	32	35	25	33	37	29	23	37	28	34	30	35	21	31	42	47	20	33
Not too important	5	5	10	3	4	5	2	8	6	4	5	5	2	3	0	6	0	12
<u>NO OPINION/DK/NA</u>	5	9	2	4	3	7	11	1	5	6	5	6	5	7	7	0	10	2
No opinion/DK/NA	5	9	2	4	3	7	11	1	5	6	5	6	5	7	7	0	10	2

Table 53: Q9i. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Providing opportunities to be involved in City government

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>VERY/SMWT IMPORTANT</u>	58	54	57	58	69	60	66	49	56	54	67	54	59	57	75	61	71
Extremely important	19	15	20	22	21	19	24	14	15	15	24	19	19	20	30	9	8
Very important	39	39	37	36	48	41	41	35	41	39	43	36	40	37	46	52	63
<u>TOTAL NOT TOO IMPORTANT</u>	37	45	36	36	23	34	28	49	35	42	27	43	32	38	11	32	29
Somewhat important	32	35	33	34	19	32	26	38	30	32	25	39	28	33	11	32	18
Not too important	5	9	3	2	4	3	2	10	5	9	3	4	4	5	0	0	11
<u>NO OPINION/DK/NA</u>	5	1	8	6	8	5	6	2	9	4	6	3	9	5	13	7	0
No opinion/DK/NA	5	1	8	6	8	5	6	2	9	4	6	3	9	5	13	7	0
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>VERY/SMWT IMPORTANT</u>	58	49	58	47	60	52	66	51	62	56	67	56	63				
Extremely important	19	24	18	20	19	14	15	14	14	18	23	15	23				
Very important	39	25	41	28	41	39	50	37	48	38	44	41	40				
<u>TOTAL NOT TOO IMPORTANT</u>	37	49	31	49	30	44	26	45	32	39	27	40	31				
Somewhat important	32	46	24	44	25	36	26	37	28	33	26	33	28				
Not too important	5	3	6	5	5	8	0	8	4	7	1	8	3				
<u>NO OPINION/DK/NA</u>	5	2	11	4	10	3	8	4	6	4	6	4	7				
No opinion/DK/NA	5	2	11	4	10	3	8	4	6	4	6	4	7				

Table 54: Q9j. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. : Recruiting new businesses and companies to the city

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>VERY/SMWT IMPORTANT</u>	61	66	57	63	59	61	0	63	58	76	49	66	59	60	73	73	57	68	66	
Extremely important	23	20	22	21	26	23	0	21	26	26	13	25	24	28	31	16	21	28	31	
Very important	37	46	35	42	33	37	0	42	32	50	35	40	35	33	42	57	37	40	35	
<u>TOTAL NOT TOO IMPORTANT</u>	34	30	39	33	34	34	0	33	36	11	49	31	36	28	23	24	39	25	28	
Somewhat important	26	22	31	26	26	26	0	26	26	11	35	20	31	27	16	24	29	21	20	
Not too important	8	8	8	8	9	8	0	8	9	0	13	11	5	2	7	0	10	4	9	
<u>NO OPINION/DK/NA</u>	5	4	4	4	7	5	0	4	6	13	3	4	6	12	4	3	4	7	6	
No opinion/DK/NA	5	4	4	4	7	5	0	4	6	13	3	4	6	12	4	3	4	7	6	
	QC RACE/ETHNICITY									QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>VERY/SMWT IMPORTANT</u>	61	59	50	74	59	70	49	65	61	64	59	54	65	61	66	60	63	65	59	55
Extremely important	23	25	23	29	22	24	16	24	22	26	20	20	22	20	34	21	25	26	24	18
Very important	37	34	26	45	37	46	33	41	39	37	39	34	43	41	32	39	37	39	35	37
<u>TOTAL NOT TOO IMPORTANT</u>	34	34	46	24	38	29	42	31	35	31	36	37	31	33	31	34	33	29	38	37
Somewhat important	26	25	27	22	33	24	32	26	26	25	26	28	23	25	25	25	25	25	27	25
Not too important	8	8	20	3	5	4	10	5	8	6	10	10	8	8	6	9	7	5	11	12
<u>NO OPINION/DK/NA</u>	5	7	4	2	3	1	9	4	5	6	5	9	4	6	3	6	5	5	3	8
No opinion/DK/NA	5	7	4	2	3	1	9	4	5	6	5	9	4	6	3	6	5	5	3	8

Table 54: Q9j. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Recruiting new businesses and companies to the city

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>VERY/SMWT IMPORTANT</u>	61	67	68	63	55	54	55	60	83	64	72	62	62	51	60	61	60	52	62	55
Extremely important	23	34	32	24	24	21	23	21	32	31	39	24	24	16	31	19	25	40	27	45
Very important	37	33	36	40	31	33	32	38	51	33	32	38	38	35	29	43	36	12	35	10
<u>TOTAL NOT TOO IMPORTANT</u>	34	23	28	31	42	41	41	34	14	27	20	33	33	42	36	33	39	40	35	40
Somewhat important	26	20	14	23	34	30	30	27	9	24	9	27	22	23	29	23	32	29	29	28
Not too important	8	2	14	8	9	11	12	7	5	3	11	7	11	20	7	9	7	11	5	13
<u>NO OPINION/DK/NA</u>	5	10	4	6	3	5	4	7	4	9	8	5	5	7	4	6	1	9	3	5
No opinion/DK/NA	5	10	4	6	3	5	4	7	4	9	8	5	5	7	4	6	1	9	3	5

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>VERY/SMWT IMPORTANT</u>	61	64	66	54	63	59	55	69	67	56	65	59	50	73	64	42	56	71
Extremely important	23	32	27	13	19	28	28	30	26	21	28	20	17	22	22	16	39	36
Very important	37	32	39	41	44	31	27	39	41	34	37	39	34	51	42	27	17	35
<u>TOTAL NOT TOO IMPORTANT</u>	34	33	31	37	32	41	32	27	26	41	31	35	40	23	34	55	41	25
Somewhat important	26	25	19	32	23	35	23	20	21	30	25	26	28	17	28	42	32	20
Not too important	8	8	12	5	10	6	9	7	5	11	6	10	12	6	6	13	9	6
<u>NO OPINION/DK/NA</u>	5	3	3	9	4	0	13	4	7	3	4	6	10	3	2	3	3	3
No opinion/DK/NA	5	3	3	9	4	0	13	4	7	3	4	6	10	3	2	3	3	3

Table 54: Q9j. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Recruiting new businesses and companies to the city

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>VERY/SMWT IMPORTANT</u>	61	62	67	53	68	65	56	64	62	70	65	57	55	61	54	67	71
Extremely important	23	24	31	16	23	27	16	27	23	29	24	26	17	23	30	24	39
Very important	37	38	36	37	44	39	39	37	40	42	41	32	38	38	24	43	32
<u>TOTAL NOT TOO IMPORTANT</u>	34	32	27	44	24	28	38	31	33	22	29	39	43	34	46	33	20
Somewhat important	26	28	23	30	20	23	27	26	25	18	24	31	29	25	33	27	20
Not too important	8	5	4	15	4	6	12	6	8	4	5	8	14	8	13	6	0
<u>NO OPINION/DK/NA</u>	5	6	6	3	8	6	6	5	4	8	7	3	3	6	0	0	9
No opinion/DK/NA	5	6	6	3	8	6	6	5	4	8	7	3	3	6	0	0	9
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>VERY/SMWT IMPORTANT</u>	61	62	61	63	57	59	78	63	67	55	72	63	59				
Extremely important	23	23	28	34	17	21	29	23	24	18	29	23	21				
Very important	37	39	33	29	40	38	49	40	43	37	43	40	38				
<u>TOTAL NOT TOO IMPORTANT</u>	34	35	31	31	35	37	17	31	32	41	21	32	37				
Somewhat important	26	24	28	23	28	31	14	26	26	31	18	27	26				
Not too important	8	11	3	8	7	7	3	5	6	10	4	5	11				
<u>NO OPINION/DK/NA</u>	5	3	8	6	8	4	5	6	1	4	7	6	4				
No opinion/DK/NA	5	3	8	6	8	4	5	6	1	4	7	6	4				

Table 55: Q9k. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. : Developing policies to support affordable housing

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE								
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60
<u>VERY/SMWT IMPORTANT</u>	68	75	66	72	64	68	0	72	64	69	84	70	60	63	70	53	72	65	67
Extremely important	34	27	25	26	41	34	0	26	41	38	47	34	30	22	35	27	37	29	35
Very important	35	48	40	46	24	35	0	46	23	31	37	37	30	42	35	26	35	37	31
<u>TOTAL NOT TOO IMPORTANT</u>	30	23	33	26	34	30	0	26	34	31	16	29	40	35	27	37	28	32	27
Somewhat important	20	17	28	21	18	20	0	21	18	19	15	15	27	23	17	22	18	20	13
Not too important	11	6	4	5	16	11	0	5	16	12	1	14	13	12	11	15	9	12	15
<u>NO OPINION/DK/NA</u>	2	2	2	2	2	2	0	2	2	0	0	1	0	2	3	9	0	3	6
No opinion/DK/NA	2	2	2	2	2	2	0	2	2	0	0	1	0	2	3	9	0	3	6

	QC RACE/ETHNICITY							QD GENDER				QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>VERY/SMWT IMPORTANT</u>	68	65	76	60	85	77	76	71	71	61	75	70	79	66	51	75	60	77	58	64
Extremely important	34	32	38	23	51	36	34	34	34	25	41	32	41	32	24	37	29	35	33	31
Very important	35	33	38	37	34	41	41	37	37	36	34	38	38	33	28	38	31	42	25	34
<u>TOTAL NOT TOO IMPORTANT</u>	30	33	24	36	15	22	24	27	27	37	23	30	18	32	47	24	37	22	41	33
Somewhat important	20	24	23	20	9	11	20	16	19	26	14	26	9	21	26	17	23	18	19	24
Not too important	11	9	1	16	6	10	4	11	8	11	9	4	10	11	21	7	15	4	22	9
<u>NO OPINION/DK/NA</u>	2	2	0	4	0	1	0	2	2	1	2	0	3	3	2	1	2	2	1	3
No opinion/DK/NA	2	2	0	4	0	1	0	2	2	1	2	0	3	3	2	1	2	2	1	3

Table 55: Q9k. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Developing policies to support affordable housing

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>VERY/SMWT IMPORTANT</u>	68	73	78	71	57	56	61	73	66	77	66	71	57	64	66	70	70	63	69	56
Extremely important	34	38	40	33	35	31	36	30	39	40	36	33	39	25	36	32	25	43	34	39
Very important	35	35	38	38	22	25	25	43	27	37	30	38	18	39	30	38	45	19	34	17
<u>TOTAL NOT TOO IMPORTANT</u>	30	24	18	27	41	41	36	26	29	20	30	27	42	29	32	28	26	33	28	42
Somewhat important	20	20	4	20	19	20	19	21	15	17	3	20	18	17	17	21	14	11	17	17
Not too important	11	4	14	7	22	21	17	5	14	3	27	7	24	12	15	7	12	23	12	25
<u>NO OPINION/DK/NA</u>	2	3	4	2	2	3	2	1	5	3	4	1	1	7	3	1	4	4	3	2
No opinion/DK/NA	2	3	4	2	2	3	2	1	5	3	4	1	1	7	3	1	4	4	3	2

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>VERY/SMWT IMPORTANT</u>	68	69	57	70	71	78	61	64	65	75	62	77	81	77	75	61	69	49
Extremely important	34	27	33	28	44	43	28	26	29	39	26	44	44	38	38	25	43	21
Very important	35	42	24	42	27	36	33	37	36	35	36	33	36	39	37	36	26	27
<u>TOTAL NOT TOO IMPORTANT</u>	30	31	43	27	28	22	31	36	33	24	36	23	18	22	20	39	28	49
Somewhat important	20	22	22	20	17	17	19	17	19	19	22	18	15	13	12	35	16	23
Not too important	11	8	21	8	11	5	12	19	14	5	14	4	3	9	8	5	11	26
<u>NO OPINION/DK/NA</u>	2	1	0	3	2	0	7	0	2	1	2	0	1	1	4	0	3	2
No opinion/DK/NA	2	1	0	3	2	0	7	0	2	1	2	0	1	1	4	0	3	2

Table 55: Q9k. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Developing policies to support affordable housing

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>VERY/SMWT IMPORTANT</u>	68	64	60	80	70	66	82	57	64	57	73	69	80	67	78	82	66
Extremely important	34	29	20	44	37	25	46	24	34	20	38	31	46	34	25	32	44
Very important	35	35	40	36	33	41	36	33	29	37	35	38	34	34	54	49	21
<u>TOTAL NOT TOO IMPORTANT</u>	30	36	36	20	27	32	17	42	32	41	25	31	18	31	22	18	34
Somewhat important	20	26	23	12	17	27	9	25	21	25	13	24	14	20	22	18	18
Not too important	11	10	14	8	10	5	8	17	11	16	12	7	4	11	0	0	17
<u>NO OPINION/DK/NA</u>	2	0	3	0	3	2	1	1	5	2	2	0	2	2	0	0	0
No opinion/DK/NA	2	0	3	0	3	2	1	1	5	2	2	0	2	2	0	0	0

	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR			
	Total	18-49	50+	MEN WOMEN	18-49	50+	MEN WOMEN	18-49	50+	MEN WOMEN	18-49	50+
Base	398	45	63	55 55	123	47	96 79	181	81	135 131		
<u>VERY/SMWT IMPORTANT</u>	68	72	63	55 73	72	73	67 76	73	69	64 78		
Extremely important	34	43	25	24 37	35	32	25 45	36	32	24 44		
Very important	35	29	37	31 36	37	42	42 31	38	37	40 34		
<u>TOTAL NOT TOO IMPORTANT</u>	30	28	34	43 24	28	23	33 21	27	27	35 20		
Somewhat important	20	23	22	32 18	16	14	22 9	18	20	25 13		
Not too important	11	4	13	11 7	12	9	11 12	9	7	10 7		
<u>NO OPINION/DK/NA</u>	2	0	3	2 3	0	4	1 3	0	3	1 2		
No opinion/DK/NA	2	0	3	2 3	0	4	1 3	0	3	1 2		

Table 56: Q9I. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. : Providing services to people who are homeless

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>VERY/SMWT IMPORTANT</u>	58	69	62	66	50	58	0	66	52	28	76	61	47	58	57	32	62	55	52	
Extremely important	22	22	19	21	23	22	0	21	24	5	43	20	16	12	22	6	27	16	22	
Very important	36	47	43	46	27	36	0	46	27	23	33	41	31	46	35	26	35	39	30	
<u>TOTAL NOT TOO IMPORTANT</u>	38	29	32	30	46	38	0	30	45	65	24	36	51	31	41	64	36	40	46	
Somewhat important	25	26	22	24	25	25	0	24	24	48	19	25	30	21	24	43	25	24	24	
Not too important	13	3	10	6	21	13	0	6	21	17	5	11	20	11	18	22	12	15	22	
<u>NO OPINION/DK/NA</u>	4	3	6	4	3	4	0	4	3	7	0	3	2	11	1	3	2	5	2	
No opinion/DK/NA	4	3	6	4	3	4	0	4	3	7	0	3	2	11	1	3	2	5	2	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>VERY/SMWT IMPORTANT</u>	58	62	69	26	68	59	76	54	59	56	61	60	66	60	39	63	52	63	51	58
Extremely important	22	20	38	8	40	21	27	20	24	17	27	21	26	22	16	24	20	25	22	17
Very important	36	42	32	18	27	38	49	34	35	39	35	39	40	38	24	40	33	38	29	42
<u>TOTAL NOT TOO IMPORTANT</u>	38	32	26	70	32	38	24	44	38	42	33	37	29	36	58	33	44	33	47	38
Somewhat important	25	20	15	48	21	30	18	32	26	26	23	31	18	23	27	25	25	26	19	30
Not too important	13	12	10	22	11	8	6	12	12	16	10	6	11	13	30	8	20	6	28	8
<u>NO OPINION/DK/NA</u>	4	6	5	4	0	3	0	2	3	2	5	3	5	4	3	4	3	4	2	4
No opinion/DK/NA	4	6	5	4	0	3	0	2	3	2	5	3	5	4	3	4	3	4	2	4

Table 56: Q9I. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Providing services to people who are homeless

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	Q13 CONTACT WITH CITY		VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
															YES	NO				
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>VERY/SMWT IMPORTANT</u>	58	64	44	63	42	49	55	63	48	64	59	61	52	49	55	63	58	67	55	54
Extremely important	22	29	15	23	17	20	25	20	23	33	29	23	21	12	26	20	24	36	25	26
Very important	36	36	29	40	25	30	31	43	25	31	30	38	31	37	29	42	34	31	29	29
<u>TOTAL NOT TOO IMPORTANT</u>	38	29	52	34	55	45	41	34	46	28	37	36	47	35	42	34	39	23	43	40
Somewhat important	25	19	42	24	29	20	23	25	31	20	5	25	19	35	29	21	28	0	32	19
Not too important	13	10	10	10	26	25	19	9	15	8	32	11	28	0	13	13	11	23	11	21
<u>NO OPINION/DK/NA</u>	4	7	4	3	3	6	4	3	6	8	4	3	1	16	3	4	3	10	3	6
No opinion/DK/NA	4	7	4	3	3	6	4	3	6	8	4	3	1	16	3	4	3	10	3	6

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME						
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+	
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66	
<u>VERY/SMWT IMPORTANT</u>	58	63	50	63	56	53	60	49	48	72	53	67	65	63	73	57	61	40	
Extremely important	22	18	20	25	29	18	17	17	15	30	20	24	33	25	26	26	16	15	
Very important	36	46	30	37	28	35	43	32	33	41	33	43	32	38	46	31	45	25	
<u>TOTAL NOT TOO IMPORTANT</u>	38	34	49	30	41	43	35	50	49	25	43	31	32	33	25	43	36	57	
Somewhat important	25	30	23	19	28	28	18	30	31	18	25	25	24	22	18	36	14	30	
Not too important	13	4	25	12	13	15	17	20	18	7	18	6	7	10	7	8	21	27	
<u>NO OPINION/DK/NA</u>	4	3	2	7	2	4	5	1	3	3	4	2	4	4	2	0	3	3	
No opinion/DK/NA	4	3	2	7	2	4	5	1	3	3	4	2	4	4	2	0	3	3	

Table 56: Q9L. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Providing services to people who are homeless

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>VERY/SMWT IMPORTANT</u>	58	56	55	69	54	64	63	47	59	40	55	72	71	58	87	82	8
Extremely important	22	20	14	34	18	17	29	18	22	12	18	23	37	22	54	17	8
Very important	36	36	41	35	36	47	33	29	37	29	37	49	33	36	32	65	0
<u>TOTAL NOT TOO IMPORTANT</u>	38	44	40	28	40	33	33	52	35	57	41	27	23	39	0	18	92
Somewhat important	25	28	24	21	25	26	24	27	22	33	28	20	16	24	0	18	76
Not too important	13	16	16	7	15	7	9	25	13	23	13	7	7	14	0	0	17
<u>NO OPINION/DK/NA</u>	4	1	5	3	6	3	5	1	6	3	3	1	7	4	13	0	0
No opinion/DK/NA	4	1	5	3	6	3	5	1	6	3	3	1	7	4	13	0	0
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>VERY/SMWT IMPORTANT</u>	58	69	57	61	62	57	53	49	60	62	56	54	64				
Extremely important	22	29	15	15	24	24	14	17	24	27	19	18	30				
Very important	36	40	42	46	38	33	39	33	35	35	37	36	35				
<u>TOTAL NOT TOO IMPORTANT</u>	38	31	35	37	29	42	46	49	38	35	41	44	32				
Somewhat important	25	26	17	21	19	30	35	34	29	25	29	28	24				
Not too important	13	6	18	16	9	12	11	15	9	11	13	16	8				
<u>NO OPINION/DK/NA</u>	4	0	9	2	10	1	1	1	3	2	3	2	4				
No opinion/DK/NA	4	0	9	2	10	1	1	1	3	2	3	2	4				

Table 57: Q9m. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. : Enforcing traffic laws to protect the safety of pedestrians, cyclists, and drivers

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60	
<u>VERY/SMWT IMPORTANT</u>	82	77	86	79	86	0	82	79	85	100	75	80	84	86	89	82	79	87	89	
Extremely important	42	35	25	32	52	0	42	32	50	77	34	43	56	32	46	38	44	39	46	
Very important	41	42	61	47	34	0	41	47	34	23	41	37	28	54	43	44	35	47	43	
<u>TOTAL NOT TOO IMPORTANT</u>	15	20	14	19	12	0	15	19	12	0	23	17	14	12	10	12	18	11	9	
Somewhat important	13	19	11	17	10	0	13	17	11	0	20	16	11	12	10	12	16	11	9	
Not too important	2	2	3	2	2	0	2	2	2	0	3	1	3	0	0	0	3	0	0	
<u>NO OPINION/DK/NA</u>	2	3	0	2	2	0	2	2	3	0	2	3	2	1	2	6	2	2	2	
No opinion/DK/NA	2	3	0	2	2	0	2	2	3	0	2	3	2	1	2	6	2	2	2	
	QC RACE/ETHNICITY							QD GENDER				QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>VERY/SMWT IMPORTANT</u>	82	83	77	80	91	82	78	82	82	78	88	84	85	80	81	85	81	83	79	87
Extremely important	42	44	46	33	48	44	27	37	40	38	45	31	53	38	49	42	42	36	50	45
Very important	41	39	31	47	43	38	51	45	42	40	43	53	32	43	32	42	39	46	29	41
<u>TOTAL NOT TOO IMPORTANT</u>	15	13	23	18	9	17	20	16	16	20	11	15	14	14	17	15	15	15	19	10
Somewhat important	13	13	18	16	7	12	18	14	14	17	10	12	14	14	13	13	14	14	16	9
Not too important	2	0	4	3	2	5	2	3	3	3	0	4	0	1	4	2	2	2	3	1
<u>NO OPINION/DK/NA</u>	2	3	0	2	0	1	2	2	2	2	1	0	1	5	2	1	4	2	2	4
No opinion/DK/NA	2	3	0	2	0	1	2	2	2	2	1	0	1	5	2	1	4	2	2	4

Table 57: Q9m. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live.
: Enforcing traffic laws to protect the safety of pedestrians, cyclists, and drivers

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>VERY/SMWT IMPORTANT</u>	82	86	94	81	88	87	84	84	71	87	88	80	90	90	80	84	89	86	79	82
Extremely important	42	45	62	40	48	58	55	36	30	45	61	41	52	29	46	39	55	54	43	60
Very important	41	42	32	41	40	30	29	48	41	42	27	39	38	62	34	45	34	32	36	22
<u>TOTAL NOT TOO IMPORTANT</u>	15	10	2	16	10	10	14	13	27	12	7	18	6	5	19	13	9	10	20	16
Somewhat important	13	8	0	14	9	9	11	12	27	12	3	16	4	5	16	12	7	7	17	13
Not too important	2	1	2	2	0	1	3	1	1	0	4	2	2	0	3	1	2	3	3	3
<u>NO OPINION/DK/NA</u>	2	4	4	2	2	2	1	3	1	1	5	2	4	4	1	3	2	4	1	2
No opinion/DK/NA	2	4	4	2	2	2	1	3	1	1	5	2	4	4	1	3	2	4	1	2
	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME							
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+		
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74		
<u>VERY/SMWT IMPORTANT</u>	82	83	86	77	79	84	100	85	87	78	82	85	85	79	79	76	89	85		
Extremely important	42	43	44	36	38	52	47	50	45	39	40	45	37	35	37	31	60	42		
Very important	41	41	42	41	41	32	53	35	41	40	42	40	49	45	41	46	29	43		
<u>TOTAL NOT TOO IMPORTANT</u>	15	11	12	20	21	14	0	14	11	19	16	13	13	17	19	17	11	14		
Somewhat important	13	10	10	19	17	14	0	10	9	17	15	11	13	14	17	17	11	12		
Not too important	2	2	1	1	4	0	0	4	2	2	1	2	0	4	2	0	0	2		
<u>NO OPINION/DK/NA</u>	2	5	2	3	0	2	0	2	2	3	2	2	2	3	2	6	0	1		
No opinion/DK/NA	2	5	2	3	0	2	0	2	2	3	2	2	2	3	2	6	0	1		

Table 57: Q9m. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live.
: Enforcing traffic laws to protect the safety of pedestrians, cyclists, and drivers

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>VERY/SMWT IMPORTANT</u>	82	74	84	86	90	78	90	78	86	79	94	77	81	84	77	76	70
Extremely important	42	40	37	47	42	41	43	37	48	38	51	38	40	44	34	31	25
Very important	41	34	47	38	49	37	47	41	38	41	44	39	41	40	44	45	45
<u>TOTAL NOT TOO IMPORTANT</u>	15	24	13	13	9	20	10	19	11	19	4	20	18	14	23	24	23
Somewhat important	13	20	13	12	9	16	10	17	10	15	4	18	17	12	23	24	23
Not too important	2	4	0	1	0	4	0	2	1	4	0	2	1	2	0	0	0
<u>NO OPINION/DK/NA</u>	2	2	3	2	1	1	0	3	3	1	1	3	2	2	0	0	8
No opinion/DK/NA	2	2	3	2	1	1	0	3	3	1	1	3	2	2	0	0	8
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	397	43	67	56	54	114	57	89	84	178	81	135	131				
<u>VERY/SMWT IMPORTANT</u>	82	76	88	82	87	81	84	77	86	81	85	76	88				
Extremely important	42	48	41	39	50	39	35	34	39	42	37	38	42				
Very important	41	28	46	43	36	42	49	44	46	38	48	38	46				
<u>TOTAL NOT TOO IMPORTANT</u>	15	17	11	16	9	18	12	19	14	18	12	21	11				
Somewhat important	13	17	11	16	9	15	12	15	13	15	12	17	11				
Not too important	2	0	0	0	0	3	0	4	1	3	0	4	1				
<u>NO OPINION/DK/NA</u>	2	6	1	1	4	1	3	3	1	1	3	3	1				
No opinion/DK/NA	2	6	1	1	4	1	3	3	1	1	3	3	1				

Table 58: Q9n. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. : Providing after-school programs for young people

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60	
<u>VERY/SMWT IMPORTANT</u>	73	77	75	77	69	0	73	77	68	90	78	71	80	68	68	69	76	68	71	
Extremely important	32	28	34	29	35	0	32	29	36	32	30	34	43	24	34	12	35	27	31	
Very important	41	50	41	47	34	0	41	47	33	58	48	37	36	44	35	57	41	41	39	
<u>TOTAL NOT TOO IMPORTANT</u>	21	16	23	18	24	0	21	18	24	10	16	22	16	28	25	18	18	25	22	
Somewhat important	18	15	19	16	19	0	18	16	20	6	14	15	13	24	23	18	14	23	21	
Not too important	3	1	4	2	5	0	3	2	5	4	2	7	3	4	2	0	4	2	1	
<u>NO OPINION/DK/NA</u>	6	7	2	5	7	0	6	5	7	0	6	7	5	4	7	14	6	7	7	
No opinion/DK/NA	6	7	2	5	7	0	6	5	7	0	6	7	5	4	7	14	6	7	7	
	QC RACE/ETHNICITY							QD GENDER				QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>VERY/SMWT IMPORTANT</u>	73	65	89	63	95	80	68	72	76	64	81	75	78	67	71	77	68	73	77	69
Extremely important	32	30	58	21	40	28	20	25	34	24	40	29	44	28	26	37	27	30	38	30
Very important	41	35	31	42	55	52	48	47	42	40	41	47	33	39	45	40	41	42	39	39
<u>TOTAL NOT TOO IMPORTANT</u>	21	25	7	32	5	18	23	23	19	30	12	19	18	23	24	19	23	21	18	25
Somewhat important	18	24	7	25	5	13	18	18	15	25	10	17	18	17	17	18	17	18	12	23
Not too important	3	1	0	8	0	5	5	5	4	5	1	1	0	6	6	1	6	2	6	2
<u>NO OPINION/DK/NA</u>	6	11	4	5	0	2	9	5	5	5	7	6	4	10	5	5	8	7	6	6
No opinion/DK/NA	6	11	4	5	0	2	9	5	5	5	7	6	4	10	5	5	8	7	6	6

Table 58: Q9n. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Providing after-school programs for young people

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>VERY/SMWT IMPORTANT</u>	73	83	81	74	68	77	75	71	75	80	63	77	66	55	68	77	72	51	69	66
Extremely important	32	43	50	31	38	44	39	31	22	46	22	35	29	19	34	32	37	26	33	41
Very important	41	40	32	43	30	33	36	40	54	34	41	42	36	36	33	44	35	25	36	25
<u>TOTAL NOT TOO IMPORTANT</u>	21	12	19	19	27	20	22	22	12	12	34	19	24	26	26	17	26	36	26	26
Somewhat important	18	11	19	17	23	14	17	20	7	10	19	17	19	22	22	15	25	23	24	14
Not too important	3	2	0	3	4	5	4	2	6	2	15	3	5	4	4	2	2	12	2	12
<u>NO OPINION/DK/NA</u>	6	4	0	7	5	3	3	7	12	8	3	4	11	19	6	6	2	13	5	8
No opinion/DK/NA	6	4	0	7	5	3	3	7	12	8	3	4	11	19	6	6	2	13	5	8

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74
<u>VERY/SMWT IMPORTANT</u>	73	66	74	70	82	64	80	80	78	69	73	74	77	76	78	58	67	72
Extremely important	32	28	29	28	36	38	44	40	38	28	28	40	48	31	36	24	39	23
Very important	41	38	45	42	46	26	36	40	40	41	45	34	30	45	42	34	28	49
<u>TOTAL NOT TOO IMPORTANT</u>	21	19	24	23	16	31	10	15	16	24	22	16	11	19	22	28	26	23
Somewhat important	18	18	21	18	12	30	10	12	14	20	18	15	11	17	21	26	21	18
Not too important	3	2	3	6	3	1	0	3	3	4	4	1	0	3	2	2	5	5
<u>NO OPINION/DK/NA</u>	6	15	1	7	2	6	10	5	5	7	5	10	12	4	0	15	7	5
No opinion/DK/NA	6	15	1	7	2	6	10	5	5	7	5	10	12	4	0	15	7	5

Table 58: Q9n. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Providing after-school programs for young people

	Total	GENDER BY AGE				EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
		MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>VERY/SMWT IMPORTANT</u>	73	67	61	84	77	65	87	64	75	70	85	61	77	72	94	58	82
Extremely important	32	26	21	43	33	29	44	20	36	27	46	21	34	32	66	21	9
Very important	41	41	40	41	44	37	43	44	38	43	39	39	43	40	28	37	73
<u>TOTAL NOT TOO IMPORTANT</u>	21	28	33	9	16	29	9	31	15	26	8	32	15	21	6	26	18
Somewhat important	18	21	29	8	15	28	9	22	12	22	8	27	13	18	6	26	10
Not too important	3	7	3	2	1	1	0	9	3	5	1	6	2	3	0	0	8
<u>NO OPINION/DK/NA</u>	6	5	6	7	7	6	4	5	10	4	6	7	7	6	0	15	0
No opinion/DK/NA	6	5	6	7	7	6	4	5	10	4	6	7	7	6	0	15	0
	Total	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
		18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	397	43	67	56	54	114	57	89	84	178	81	135	131				
<u>VERY/SMWT IMPORTANT</u>	73	68	62	54	76	72	71	62	82	78	73	68	84				
Extremely important	32	35	25	17	42	24	27	17	32	36	28	27	40				
Very important	41	33	37	37	33	48	44	45	50	42	45	41	44				
<u>TOTAL NOT TOO IMPORTANT</u>	21	20	28	38	11	23	23	34	12	17	22	27	11				
Somewhat important	18	17	28	36	11	18	19	26	10	13	18	21	9				
Not too important	3	3	0	2	0	5	4	7	2	4	4	6	2				
<u>NO OPINION/DK/NA</u>	6	12	10	7	13	5	6	4	6	5	5	5	5				
No opinion/DK/NA	6	12	10	7	13	5	6	4	6	5	5	5	5				

Table 59: Q9o. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. : Maintaining the sewer and wastewater system

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE								
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60
<u>VERY/SMWT IMPORTANT</u>	91	87	92	88	94	0	91	88	94	100	85	94	91	92	97	94	90	94	98
Extremely important	51	41	39	40	61	0	51	40	60	79	43	58	59	38	57	41	53	48	58
Very important	41	46	53	48	33	0	41	48	34	21	42	36	32	53	39	53	37	47	40
<u>TOTAL NOT TOO IMPORTANT</u>	8	13	8	11	5	0	8	11	5	0	13	5	8	8	3	6	9	6	2
Somewhat important	7	12	6	10	4	0	7	10	4	0	13	5	8	8	2	3	9	4	1
Not too important	1	1	2	1	1	0	1	1	1	0	0	0	0	0	2	3	0	1	1
<u>NO OPINION/DK/NA</u>	1	1	0	0	1	0	1	0	1	0	1	1	1	0	0	0	1	0	0
No opinion/DK/NA	1	1	0	0	1	0	1	0	1	0	1	1	1	0	0	0	1	0	0

	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>VERY/SMWT IMPORTANT</u>	91	94	90	91	97	90	83	89	90	88	95	93	92	88	95	92	90	92	90	91
Extremely important	51	54	60	47	51	52	32	45	49	47	55	44	54	47	62	49	53	47	61	47
Very important	41	40	30	44	47	37	51	44	41	41	41	48	38	41	33	43	38	45	29	44
<u>TOTAL NOT TOO IMPORTANT</u>	8	5	10	9	3	8	17	11	9	11	4	7	8	10	5	8	8	7	10	7
Somewhat important	7	5	8	9	3	8	15	9	8	10	3	7	8	7	5	8	6	7	9	6
Not too important	1	0	2	0	0	0	2	1	1	1	1	0	0	3	0	0	2	1	1	2
<u>NO OPINION/DK/NA</u>	1	1	0	0	0	2	0	0	0	1	0	0	0	2	0	0	1	1	0	2
No opinion/DK/NA	1	1	0	0	0	2	0	0	0	1	0	0	0	2	0	0	1	1	0	2

Table 59: Q9o. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Maintaining the sewer and wastewater system

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>VERY/SMWT IMPORTANT</u>	91	95	85	91	92	95	94	89	94	96	97	92	91	87	92	90	96	95	91	94
Extremely important	51	54	48	50	54	66	60	47	42	56	66	50	53	49	57	46	62	53	54	65
Very important	41	41	38	41	38	29	34	42	52	41	31	41	38	38	35	44	34	41	37	29
<u>TOTAL NOT TOO IMPORTANT</u>	8	4	15	8	7	5	6	10	6	4	2	8	7	7	8	8	4	5	8	6
Somewhat important	7	4	13	8	6	4	5	9	4	2	0	7	6	7	7	7	4	2	8	4
Not too important	1	0	2	0	1	1	1	1	1	2	2	1	1	0	0	1	0	4	0	2
<u>NO OPINION/DK/NA</u>	1	1	0	1	0	0	0	1	0	0	1	0	2	6	0	1	0	0	0	0
No opinion/DK/NA	1	1	0	1	0	0	0	1	0	0	1	0	2	6	0	1	0	0	0	0

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME						
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+	
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74	
<u>VERY/SMWT IMPORTANT</u>	91	93	92	90	92	90	92	93	92	90	91	90	95	83	87	93	91	96	
Extremely important	51	51	52	51	43	65	53	54	52	49	47	55	58	39	50	44	72	51	
Very important	41	42	40	39	49	25	39	39	40	42	44	35	36	44	37	50	19	45	
<u>TOTAL NOT TOO IMPORTANT</u>	8	4	8	9	8	10	8	6	7	9	9	8	5	16	13	5	6	3	
Somewhat important	7	4	8	8	8	8	3	6	6	8	7	8	4	16	13	2	6	3	
Not too important	1	0	0	1	0	2	4	0	1	0	1	0	1	0	0	3	0	0	
<u>NO OPINION/DK/NA</u>	1	3	0	1	0	0	0	0	0	1	0	2	0	1	0	2	3	1	
No opinion/DK/NA	1	3	0	1	0	0	0	0	0	1	0	2	0	1	0	2	3	1	

Table 59: Q9o. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Maintaining the sewer and wastewater system

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>VERY/SMWT IMPORTANT</u>	91	85	92	95	98	86	97	90	93	90	97	86	94	92	100	77	77
Extremely important	51	45	51	60	45	47	51	48	59	48	56	44	54	52	72	28	16
Very important	41	41	42	35	53	40	46	42	34	42	41	43	41	40	28	48	61
<u>TOTAL NOT TOO IMPORTANT</u>	8	13	8	4	2	14	3	9	6	10	3	12	5	7	0	23	23
Somewhat important	7	13	6	4	1	14	3	7	4	9	2	12	4	6	0	23	23
Not too important	1	0	2	0	1	0	0	1	2	1	1	0	1	1	0	0	0
<u>NO OPINION/DK/NA</u>	1	1	0	1	0	0	0	2	1	0	0	1	1	1	0	0	0
No opinion/DK/NA	1	1	0	1	0	0	0	2	1	0	0	1	1	1	0	0	0
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	397	43	67	56	54	114	57	89	84	178	81	135	131				
<u>VERY/SMWT IMPORTANT</u>	91	92	96	90	98	88	90	86	93	90	93	88	94				
Extremely important	51	53	55	51	57	46	44	39	51	52	42	45	54				
Very important	41	39	41	39	41	42	45	47	42	37	50	43	40				
<u>TOTAL NOT TOO IMPORTANT</u>	8	4	4	9	0	11	10	13	7	10	7	12	6				
Somewhat important	7	4	4	9	0	11	7	11	6	10	5	11	5				
Not too important	1	0	0	0	0	0	3	1	1	0	2	1	1				
<u>NO OPINION/DK/NA</u>	1	4	0	1	2	1	0	1	0	0	0	1	0				
No opinion/DK/NA	1	4	0	1	2	1	0	1	0	0	0	1	0				

Table 60: Q9p. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. : Supporting a diverse range of arts and cultural activities

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60	
<u>VERY/SMWT IMPORTANT</u>	59	59	66	61	58	0	59	61	57	63	73	50	64	58	57	36	63	54	51	
Extremely important	26	25	28	26	27	0	26	26	26	28	31	29	33	19	18	16	31	18	17	
Very important	33	34	38	35	31	0	33	35	31	36	42	21	30	39	38	20	32	36	34	
<u>TOTAL NOT TOO IMPORTANT</u>	36	38	30	35	37	0	36	35	37	37	26	43	35	38	38	50	34	40	44	
Somewhat important	28	28	28	28	28	0	28	28	27	37	22	38	21	25	31	36	27	30	33	
Not too important	8	10	2	7	9	0	8	7	10	0	4	4	14	13	7	14	7	10	11	
<u>NO OPINION/DK/NA</u>	4	3	5	4	5	0	4	4	5	0	2	7	1	4	5	14	3	6	5	
No opinion/DK/NA	4	3	5	4	5	0	4	4	5	0	2	7	1	4	5	14	3	6	5	
	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>VERY/SMWT IMPORTANT</u>	59	50	73	55	75	60	63	61	64	53	66	61	63	60	50	62	56	66	46	60
Extremely important	26	20	42	16	41	33	19	24	29	20	32	25	33	24	21	29	23	27	28	24
Very important	33	30	31	39	34	27	44	37	35	33	33	36	30	36	29	33	33	40	18	36
<u>TOTAL NOT TOO IMPORTANT</u>	36	46	27	44	25	33	28	34	32	43	30	36	33	34	45	35	38	30	51	32
Somewhat important	28	29	27	36	25	32	21	29	28	31	25	26	26	29	30	26	30	27	34	23
Not too important	8	18	0	7	0	1	7	5	4	11	5	10	7	5	15	8	9	3	18	9
<u>NO OPINION/DK/NA</u>	4	4	0	2	0	8	9	5	5	4	4	2	4	6	5	3	6	4	3	8
No opinion/DK/NA	4	4	0	2	0	8	9	5	5	4	4	2	4	6	5	3	6	4	3	8

Table 60: Q9p. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Supporting a diverse range of arts and cultural activities

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>VERY/SMWT IMPORTANT</u>	59	76	56	62	47	55	59	62	48	66	33	66	43	38	52	66	54	30	53	47
Extremely important	26	41	22	27	24	32	28	26	21	43	15	28	22	17	22	30	17	16	20	26
Very important	33	36	34	35	24	23	31	36	27	23	17	37	21	21	30	36	37	13	33	21
<u>TOTAL NOT TOO IMPORTANT</u>	36	19	44	34	47	41	38	32	47	33	66	32	52	42	45	30	46	56	46	46
Somewhat important	28	16	9	27	29	27	26	28	30	31	31	27	30	32	33	24	34	40	33	33
Not too important	8	2	35	6	18	15	12	4	17	2	35	5	21	10	13	6	12	16	13	13
<u>NO OPINION/DK/NA</u>	4	5	0	4	5	4	3	5	5	1	1	2	5	20	3	4	0	14	1	7
No opinion/DK/NA	4	5	0	4	5	4	3	5	5	1	1	2	5	20	3	4	0	14	1	7

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74
<u>VERY/SMWT IMPORTANT</u>	59	53	62	60	63	50	64	63	63	57	57	64	69	73	65	42	54	46
Extremely important	26	32	17	25	34	22	22	33	28	25	20	35	41	26	34	20	27	16
Very important	33	21	45	36	29	27	42	30	36	32	37	29	28	47	31	23	27	31
<u>TOTAL NOT TOO IMPORTANT</u>	36	41	38	36	31	40	36	36	35	36	39	30	23	22	35	53	39	50
Somewhat important	28	35	28	26	23	31	28	28	25	30	29	25	22	13	28	38	37	39
Not too important	8	5	10	10	8	9	8	8	10	6	10	5	2	8	7	15	2	11
<u>NO OPINION/DK/NA</u>	4	7	0	3	6	10	0	1	2	7	4	6	8	5	0	5	7	4
No opinion/DK/NA	4	7	0	3	6	10	0	1	2	7	4	6	8	5	0	5	7	4

Table 60: Q9p. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Supporting a diverse range of arts and cultural activities

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>VERY/SMWT IMPORTANT</u>	59	57	48	68	62	53	72	54	59	59	68	50	65	58	66	64	76
Extremely important	26	25	14	37	23	22	36	19	28	19	36	21	29	24	60	28	20
Very important	33	32	35	31	39	30	36	36	31	40	32	28	36	34	5	36	57
<u>TOTAL NOT TOO IMPORTANT</u>	36	41	45	28	33	43	27	42	34	41	30	42	29	37	34	27	24
Somewhat important	28	33	28	22	31	33	20	30	30	30	22	32	28	29	34	15	10
Not too important	8	7	17	7	3	10	6	13	3	11	8	10	1	8	0	12	14
<u>NO OPINION/DK/NA</u>	4	3	6	4	4	5	2	4	7	0	2	8	6	5	0	9	0
No opinion/DK/NA	4	3	6	4	4	5	2	4	7	0	2	8	6	5	0	9	0
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	397	43	67	56	54	114	57	89	84	178	81	135	131				
<u>VERY/SMWT IMPORTANT</u>	59	62	42	39	61	58	66	56	65	63	63	59	68				
Extremely important	26	29	14	11	28	24	25	18	30	32	21	24	35				
Very important	33	33	28	28	33	34	42	38	35	32	42	36	33				
<u>TOTAL NOT TOO IMPORTANT</u>	36	34	53	57	36	39	24	38	30	33	30	36	28				
Somewhat important	28	17	35	37	21	33	20	30	29	29	25	29	26				
Not too important	8	17	18	21	15	5	4	8	1	5	4	7	1				
<u>NO OPINION/DK/NA</u>	4	4	4	4	3	4	9	6	5	3	8	4	5				
No opinion/DK/NA	4	4	4	4	3	4	9	6	5	3	8	4	5				

Table 61: Q9q. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. : Attracting new employers and jobs to the city

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60	
<u>VERY/SMWT IMPORTANT</u>	69	71	71	71	66	0	69	71	65	89	64	70	75	79	67	56	69	70	64	
Extremely important	27	21	21	21	33	0	27	21	31	72	22	33	36	27	26	14	30	24	26	
Very important	41	50	50	50	33	0	41	50	34	16	42	37	39	52	42	41	39	46	38	
<u>TOTAL NOT TOO IMPORTANT</u>	27	24	28	25	29	0	27	25	30	11	33	27	19	21	28	26	26	25	27	
Somewhat important	20	19	23	20	20	0	20	20	21	5	25	21	15	13	22	15	21	18	17	
Not too important	7	5	5	5	9	0	7	5	9	6	8	6	4	8	6	11	6	7	10	
<u>NO OPINION/DK/NA</u>	4	5	1	4	5	0	4	4	5	0	3	4	6	0	4	18	4	5	9	
No opinion/DK/NA	4	5	1	4	5	0	4	4	5	0	3	4	6	0	4	18	4	5	9	
	QC RACE/ETHNICITY							QD GENDER				QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>VERY/SMWT IMPORTANT</u>	69	65	61	68	76	77	64	70	70	70	67	72	67	66	70	69	68	75	59	65
Extremely important	27	17	42	16	36	36	21	25	31	28	27	25	30	27	30	27	28	28	30	22
Very important	41	48	19	52	39	42	43	45	39	43	40	47	37	40	40	42	40	47	28	43
<u>TOTAL NOT TOO IMPORTANT</u>	27	30	33	32	24	20	24	26	26	27	28	26	28	27	28	27	28	20	40	28
Somewhat important	20	22	25	23	14	17	16	19	19	21	19	17	24	18	21	21	19	16	26	24
Not too important	7	8	8	9	10	3	8	7	7	6	9	9	4	9	7	6	8	5	14	4
<u>NO OPINION/DK/NA</u>	4	5	6	0	0	3	12	4	4	3	5	2	6	6	2	4	5	5	2	7
No opinion/DK/NA	4	5	6	0	0	3	12	4	4	3	5	2	6	6	2	4	5	5	2	7

Table 61: Q9q. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Attracting new employers and jobs to the city

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>VERY/SMWT IMPORTANT</u>	69	76	44	69	67	56	62	71	78	68	53	70	69	55	66	71	65	56	65	70
Extremely important	27	32	23	26	34	30	30	25	30	35	36	27	34	16	28	27	27	20	26	35
Very important	41	44	21	43	33	25	31	46	47	33	17	43	35	39	38	45	38	35	39	35
<u>TOTAL NOT TOO IMPORTANT</u>	27	21	56	27	27	39	35	25	17	29	46	26	28	35	32	24	33	35	34	23
Somewhat important	20	15	40	20	21	22	22	21	14	25	19	20	16	31	22	18	20	25	24	16
Not too important	7	6	16	7	6	17	13	4	4	4	27	6	12	4	10	5	13	10	10	7
<u>NO OPINION/DK/NA</u>	4	3	0	4	6	5	4	5	5	3	1	4	3	10	3	5	2	9	1	7
No opinion/DK/NA	4	3	0	4	6	5	4	5	5	3	1	4	3	10	3	5	2	9	1	7
	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME							
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+		
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74		
<u>VERY/SMWT IMPORTANT</u>	69	73	77	66	66	62	64	80	73	65	66	77	73	65	67	69	66	74		
Extremely important	27	32	26	26	24	31	30	38	31	22	25	32	32	16	40	20	31	30		
Very important	41	41	51	40	42	30	34	42	42	43	41	45	41	49	28	48	36	43		
<u>TOTAL NOT TOO IMPORTANT</u>	27	19	23	32	32	34	16	18	22	31	30	19	20	29	33	27	34	23		
Somewhat important	20	11	21	25	25	21	6	15	15	24	22	16	16	24	16	25	17	18		
Not too important	7	8	2	7	6	13	10	3	7	7	9	3	4	5	17	2	17	5		
<u>NO OPINION/DK/NA</u>	4	8	0	2	3	4	20	2	5	4	4	4	7	6	0	5	0	3		
No opinion/DK/NA	4	8	0	2	3	4	20	2	5	4	4	4	7	6	0	5	0	3		

Table 61: Q9q. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Attracting new employers and jobs to the city

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+							NO CH	NO CH				
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>VERY/SMWT IMPORTANT</u>	69	69	75	70	66	70	68	72	65	74	73	68	62	68	56	70	90
Extremely important	27	31	26	30	23	28	26	27	29	31	32	24	21	27	45	19	16
Very important	41	38	49	40	42	42	42	44	36	43	40	45	41	41	11	51	73
<u>TOTAL NOT TOO IMPORTANT</u>	27	29	21	25	30	26	27	26	29	24	22	28	33	29	29	12	10
Somewhat important	20	24	16	18	20	21	20	20	19	20	12	22	26	21	29	12	0
Not too important	7	5	5	7	10	5	7	6	10	4	10	6	7	8	0	0	10
<u>NO OPINION/DK/NA</u>	4	2	4	6	5	4	4	2	6	2	6	4	5	3	15	18	0
No opinion/DK/NA	4	2	4	6	5	4	4	2	6	2	6	4	5	3	15	18	0
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	397	43	67	56	54	114	57	89	84	178	81	135	131				
<u>VERY/SMWT IMPORTANT</u>	69	66	66	59	74	64	81	72	66	70	75	76	63				
Extremely important	27	17	18	12	23	21	34	25	25	33	29	34	28				
Very important	41	49	48	47	51	43	48	47	41	37	45	42	36				
<u>TOTAL NOT TOO IMPORTANT</u>	27	30	29	38	21	33	13	24	29	26	21	22	31				
Somewhat important	20	24	19	31	12	25	8	17	21	20	15	16	22				
Not too important	7	5	9	6	9	8	5	7	8	6	7	5	9				
<u>NO OPINION/DK/NA</u>	4	4	6	4	5	3	6	3	5	4	4	3	6				
No opinion/DK/NA	4	4	6	4	5	3	6	3	5	4	4	3	6				

Table 62: Q9r. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. : Keeping the community informed about important City programs

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60	
<u>VERY/SMWT IMPORTANT</u>	77	67	88	73	80	0	77	73	79	94	79	72	70	84	80	75	74	81	77	
Extremely important	32	29	24	27	38	0	32	27	37	42	36	33	46	22	29	6	38	23	24	
Very important	44	39	64	46	43	0	44	46	42	51	42	39	24	62	51	68	36	58	54	
<u>TOTAL NOT TOO IMPORTANT</u>	22	31	12	25	18	0	22	25	19	6	20	27	29	15	17	22	25	17	21	
Somewhat important	20	29	11	23	17	0	20	23	17	6	20	27	27	6	17	22	24	14	21	
Not too important	2	2	1	2	2	0	2	2	2	0	1	0	2	9	0	0	1	3	0	
<u>NO OPINION/DK/NA</u>	1	2	0	1	2	0	1	1	2	0	1	1	1	1	2	3	1	2	1	
No opinion/DK/NA	1	2	0	1	2	0	1	1	2	0	1	1	1	1	2	3	1	2	1	
	QC RACE/ETHNICITY							QD GENDER				QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>VERY/SMWT IMPORTANT</u>	77	70	73	76	79	84	82	80	79	71	82	78	78	74	76	78	75	77	73	81
Extremely important	32	22	44	33	35	35	27	32	36	25	39	23	42	28	34	33	30	32	35	30
Very important	44	48	29	44	44	49	55	48	44	46	43	55	36	46	42	45	44	45	38	51
<u>TOTAL NOT TOO IMPORTANT</u>	22	28	27	24	21	14	15	18	19	28	16	22	21	22	24	22	23	21	26	17
Somewhat important	20	25	25	24	21	13	13	17	18	25	15	20	20	21	21	20	21	21	21	17
Not too important	2	3	3	0	0	1	2	1	1	3	1	1	2	1	4	2	2	0	6	1
<u>NO OPINION/DK/NA</u>	1	1	0	0	0	2	3	2	1	1	2	0	1	4	0	0	3	2	1	2
No opinion/DK/NA	1	1	0	0	0	2	3	2	1	1	2	0	1	4	0	0	3	2	1	2

Table 62: Q9r. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Keeping the community informed about important City programs

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>VERY/SMWT IMPORTANT</u>	77	89	55	79	69	77	74	79	74	74	70	81	68	57	74	78	86	55	76	65
Extremely important	32	44	48	31	39	42	35	32	28	36	41	32	37	29	33	33	33	35	29	41
Very important	44	45	7	47	31	35	38	48	46	38	29	49	31	28	41	45	53	20	47	23
<u>TOTAL NOT TOO IMPORTANT</u>	22	10	45	20	29	23	26	18	24	26	28	19	29	33	25	20	14	41	23	33
Somewhat important	20	10	24	19	25	18	23	17	23	26	14	18	23	28	24	17	14	41	22	31
Not too important	2	0	21	1	5	4	3	1	1	0	14	0	6	6	1	2	0	0	1	2
<u>NO OPINION/DK/NA</u>	1	2	0	2	1	0	0	2	1	0	1	0	3	9	1	2	0	4	0	2
No opinion/DK/NA	1	2	0	2	1	0	0	2	1	0	1	0	3	9	1	2	0	4	0	2
	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME							
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+		
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74		
<u>VERY/SMWT IMPORTANT</u>	77	76	75	75	80	71	86	74	78	76	79	71	75	83	85	65	69	75		
Extremely important	32	34	31	32	32	34	33	37	31	34	30	33	39	33	36	27	45	23		
Very important	44	42	43	43	48	38	53	37	47	43	49	38	36	50	49	38	24	53		
<u>TOTAL NOT TOO IMPORTANT</u>	22	21	25	24	20	23	14	26	22	21	20	26	21	16	15	32	28	25		
Somewhat important	20	18	25	22	17	20	14	25	21	20	18	24	18	12	11	32	26	25		
Not too important	2	3	0	2	3	3	0	1	1	1	2	2	2	4	4	0	2	0		
<u>NO OPINION/DK/NA</u>	1	4	0	1	0	6	0	0	0	3	1	3	4	1	0	4	3	0		
No opinion/DK/NA	1	4	0	1	0	6	0	0	0	3	1	3	4	1	0	4	3	0		

Table 62: Q9r. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Keeping the community informed about important City programs

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>VERY/SMWT IMPORTANT</u>	77	67	76	80	87	68	87	74	76	73	83	70	83	77	63	76	82
Extremely important	32	31	19	45	28	24	41	26	36	21	39	28	39	32	46	33	27
Very important	44	36	57	35	59	43	46	48	40	52	44	42	44	46	17	43	55
<u>TOTAL NOT TOO IMPORTANT</u>	22	32	23	19	10	31	13	24	20	27	17	28	13	21	37	15	18
Somewhat important	20	30	19	19	7	28	13	23	18	26	17	25	13	19	37	15	18
Not too important	2	2	4	0	3	3	0	2	2	1	1	2	0	2	0	0	0
<u>NO OPINION/DK/NA</u>	1	1	1	1	3	1	0	2	4	0	0	2	4	1	0	9	0
No opinion/DK/NA	1	1	1	1	3	1	0	2	4	0	0	2	4	1	0	9	0

	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR			
	Total	18-49	50+	MEN WOMEN	18-49	50+	MEN WOMEN	18-49	50+	MEN WOMEN	18-49	50+
Base	397	43	67	56 54	114	57	89 84	178	81	135 131		
<u>VERY/SMWT IMPORTANT</u>	77	66	72	58 83	76	88	79 81	76	87	77 82		
Extremely important	32	35	14	13 32	34	29	28 37	39	29	30 41		
Very important	44	31	58	45 51	41	59	52 44	38	58	47 40		
<u>TOTAL NOT TOO IMPORTANT</u>	22	30	28	41 15	24	8	20 16	23	9	22 16		
Somewhat important	20	30	23	35 15	23	8	18 16	22	6	21 15		
Not too important	2	0	5	6 0	1	0	1 0	1	3	1 2		
<u>NO OPINION/DK/NA</u>	1	4	0	1 2	1	4	1 3	0	4	1 2		
No opinion/DK/NA	1	4	0	1 2	1	4	1 3	0	4	1 2		

Table 63: Q9s. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. : Providing programs that celebrate diversity and inclusion of different cultures

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE								
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60
<u>VERY/SMWT IMPORTANT</u>	59	57	74	62	56	0	59	62	55	69	68	54	57	59	58	35	60	55	47
Extremely important	23	20	25	21	25	0	23	21	25	17	28	28	20	18	20	12	26	18	15
Very important	36	37	49	40	31	0	36	40	30	52	40	26	37	42	38	24	35	37	32
<u>TOTAL NOT TOO IMPORTANT</u>	37	39	25	35	39	0	37	35	39	31	30	40	41	36	36	51	37	38	48
Somewhat important	25	30	19	27	23	0	25	27	23	24	23	32	30	19	24	23	28	22	27
Not too important	12	9	6	8	16	0	12	8	16	7	7	8	11	17	12	28	9	16	21
<u>NO OPINION/DK/NA</u>	4	4	1	3	5	0	4	3	6	0	1	5	2	4	5	14	3	6	5
No opinion/DK/NA	4	4	1	3	5	0	4	3	6	0	1	5	2	4	5	14	3	6	5

	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>VERY/SMWT IMPORTANT</u>	59	49	68	53	68	66	55	59	63	54	64	68	61	58	42	65	52	64	45	63
Extremely important	23	19	33	17	36	28	10	21	25	21	25	23	29	23	15	26	20	24	21	22
Very important	36	30	35	36	33	38	45	38	38	33	39	45	33	35	28	39	32	40	24	41
<u>TOTAL NOT TOO IMPORTANT</u>	37	46	32	45	28	30	34	35	33	42	32	30	37	34	51	33	41	32	51	30
Somewhat important	25	25	23	36	28	27	24	29	26	27	24	22	24	23	31	23	26	27	25	20
Not too important	12	22	9	9	0	3	9	6	7	15	9	8	13	11	20	10	14	5	26	10
<u>NO OPINION/DK/NA</u>	4	5	0	2	3	4	11	6	4	4	3	2	2	7	6	2	7	4	4	7
No opinion/DK/NA	4	5	0	2	3	4	11	6	4	4	3	2	2	7	6	2	7	4	4	7

Table 63: Q9s. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Providing programs that celebrate diversity and inclusion of different cultures

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>VERY/SMWT IMPORTANT</u>	59	75	42	62	43	52	56	61	57	70	38	64	43	44	56	62	54	45	54	59
Extremely important	23	30	21	24	18	25	27	22	15	38	31	25	21	13	24	23	19	24	21	34
Very important	36	44	20	38	25	27	29	39	42	32	7	40	22	31	32	39	35	21	33	25
<u>TOTAL NOT TOO IMPORTANT</u>	37	22	54	33	53	45	42	33	38	30	57	33	51	40	43	33	44	50	44	38
Somewhat important	25	16	12	25	23	21	24	25	25	21	24	24	27	27	25	25	26	19	30	12
Not too important	12	7	42	8	29	24	18	8	12	9	33	9	23	13	17	8	19	31	15	26
<u>NO OPINION/DK/NA</u>	4	3	4	4	5	4	2	6	6	0	5	3	6	16	2	5	2	5	2	3
No opinion/DK/NA	4	3	4	4	5	4	2	6	6	0	5	3	6	16	2	5	2	5	2	3

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74
<u>VERY/SMWT IMPORTANT</u>	59	61	57	58	66	45	55	68	65	54	55	66	66	63	57	57	53	55
Extremely important	23	27	17	15	35	25	12	30	23	23	18	29	32	25	17	17	25	18
Very important	36	34	40	43	30	21	43	38	42	31	37	37	34	39	40	40	28	36
<u>TOTAL NOT TOO IMPORTANT</u>	37	31	41	38	31	49	42	28	31	41	42	28	29	35	42	36	40	40
Somewhat important	25	23	30	27	21	31	15	22	20	29	26	23	20	26	31	25	34	24
Not too important	12	7	11	11	10	18	27	6	11	12	16	5	9	8	11	12	6	16
<u>NO OPINION/DK/NA</u>	4	8	2	4	4	6	3	4	4	5	4	6	6	2	1	6	7	6
No opinion/DK/NA	4	8	2	4	4	6	3	4	4	5	4	6	6	2	1	6	7	6

Table 63: Q9s. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Providing programs that celebrate diversity and inclusion of different cultures

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>VERY/SMWT IMPORTANT</u>	59	55	50	65	62	58	71	49	57	61	69	48	60	59	68	43	62
Extremely important	23	27	15	25	22	24	27	18	22	26	22	18	28	24	40	9	0
Very important	36	28	35	40	40	34	43	31	34	35	47	31	32	35	28	34	62
<u>TOTAL NOT TOO IMPORTANT</u>	37	42	44	32	33	38	29	46	35	35	28	47	35	36	32	48	38
Somewhat important	25	31	23	26	21	25	22	28	25	22	20	31	27	24	32	36	17
Not too important	12	11	21	6	11	13	7	18	10	14	8	16	8	12	0	12	21
<u>NO OPINION/DK/NA</u>	4	3	6	2	5	4	0	5	8	4	3	5	4	5	0	9	0
No opinion/DK/NA	4	3	6	2	5	4	0	5	8	4	3	5	4	5	0	9	0
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	397	43	67	56	54	114	57	89	84	178	81	135	131				
<u>VERY/SMWT IMPORTANT</u>	59	58	44	42	56	56	63	52	66	62	63	59	67				
Extremely important	23	24	16	16	22	20	22	16	26	27	20	23	27				
Very important	36	33	27	26	34	35	41	36	40	35	44	35	41				
<u>TOTAL NOT TOO IMPORTANT</u>	37	36	54	53	41	42	25	42	28	37	27	37	29				
Somewhat important	25	20	28	25	24	35	20	31	27	30	18	28	24				
Not too important	12	16	26	28	17	7	5	11	1	6	9	9	5				
<u>NO OPINION/DK/NA</u>	4	6	2	5	3	3	12	5	6	2	9	4	4				
No opinion/DK/NA	4	6	2	5	3	3	12	5	6	2	9	4	4				

Table 64: Q9t. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. : Assisting new businesses in obtaining required permits and licenses

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE								
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60
<u>VERY/SMWT IMPORTANT</u>	64	62	71	65	64	0	64	65	63	83	63	60	63	75	75	47	62	71	65
Extremely important	27	22	28	24	30	0	27	24	28	70	29	26	27	24	33	22	27	28	28
Very important	37	40	43	41	34	0	37	41	35	13	34	35	36	50	42	24	35	42	37
<u>TOTAL NOT TOO IMPORTANT</u>	28	27	29	28	28	0	28	28	29	17	33	32	22	24	18	32	29	22	25
Somewhat important	25	26	24	25	24	0	25	25	25	11	32	27	18	21	18	24	26	20	22
Not too important	3	1	5	2	4	0	3	2	4	6	1	6	4	3	0	8	3	2	3
<u>NO OPINION/DK/NA</u>	8	11	0	8	8	0	8	8	9	0	5	7	14	1	8	21	9	7	10
No opinion/DK/NA	8	11	0	8	8	0	8	8	9	0	5	7	14	1	8	21	9	7	10

	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>VERY/SMWT IMPORTANT</u>	64	61	62	59	69	73	64	64	66	63	66	57	67	70	58	62	66	62	64	71
Extremely important	27	26	22	25	44	35	12	25	27	24	30	26	30	29	22	28	26	27	28	27
Very important	37	36	40	34	24	38	51	39	39	39	36	31	37	42	37	34	40	35	36	44
<u>TOTAL NOT TOO IMPORTANT</u>	28	28	28	35	31	19	28	29	28	32	24	38	23	19	37	30	26	27	33	22
Somewhat important	25	26	28	30	26	12	24	24	24	29	21	34	20	14	35	27	22	25	27	22
Not too important	3	2	0	5	5	7	4	5	4	3	4	3	3	5	2	3	4	3	6	1
<u>NO OPINION/DK/NA</u>	8	11	10	6	0	8	9	6	6	5	10	5	10	11	4	8	8	11	3	7
No opinion/DK/NA	8	11	10	6	0	8	9	6	6	5	10	5	10	11	4	8	8	11	3	7

Table 64: Q9t. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Assisting new businesses in obtaining required permits and licenses

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>VERY/SMWT IMPORTANT</u>	64	74	72	64	62	61	66	63	64	75	61	67	59	50	61	67	66	57	60	66
Extremely important	27	33	41	27	29	35	35	23	21	40	42	27	30	18	29	26	28	43	23	50
Very important	37	41	31	38	33	26	31	40	44	35	18	40	29	32	32	41	38	14	37	15
<u>TOTAL NOT TOO IMPORTANT</u>	28	19	28	29	25	31	28	28	25	15	37	26	34	30	32	25	29	30	34	23
Somewhat important	25	15	19	25	22	23	22	27	23	13	33	23	29	30	25	24	20	27	26	19
Not too important	3	4	9	3	3	8	6	2	2	1	4	3	5	0	7	1	9	3	8	4
<u>NO OPINION/DK/NA</u>	8	7	0	7	13	8	6	9	10	10	3	7	7	20	7	8	5	13	6	11
No opinion/DK/NA	8	7	0	7	13	8	6	9	10	10	3	7	7	20	7	8	5	13	6	11

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74
<u>VERY/SMWT IMPORTANT</u>	64	66	59	71	64	58	57	67	68	62	62	71	63	64	60	67	59	71
Extremely important	27	26	15	32	34	31	18	29	28	26	27	27	39	21	25	28	20	29
Very important	37	41	45	39	30	28	39	39	40	36	36	44	24	43	35	39	39	42
<u>TOTAL NOT TOO IMPORTANT</u>	28	18	38	25	29	35	23	26	24	30	30	19	31	25	35	18	37	24
Somewhat important	25	17	36	22	25	31	17	23	21	28	27	18	30	21	35	16	26	22
Not too important	3	2	2	3	4	3	6	3	4	3	4	2	1	3	0	2	12	1
<u>NO OPINION/DK/NA</u>	8	16	2	4	7	7	20	6	8	8	7	10	6	11	5	15	3	5
No opinion/DK/NA	8	16	2	4	7	7	20	6	8	8	7	10	6	11	5	15	3	5

Table 64: Q9t. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Assisting new businesses in obtaining required permits and licenses

	Total	GENDER BY AGE				EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
		MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>VERY/SMWT IMPORTANT</u>	64	58	74	65	68	54	70	73	59	73	63	55	69	65	39	67	68
Extremely important	27	27	23	27	35	22	34	28	25	28	28	21	32	29	19	7	25
Very important	37	31	51	38	33	32	36	45	34	45	35	34	38	37	20	60	42
<u>TOTAL NOT TOO IMPORTANT</u>	28	37	20	23	25	40	21	22	29	24	25	37	22	28	46	25	14
Somewhat important	25	34	20	20	20	38	18	20	24	21	21	35	19	24	46	25	6
Not too important	3	4	0	3	5	3	3	3	5	3	4	2	3	3	0	0	8
<u>NO OPINION/DK/NA</u>	8	5	6	12	7	6	9	5	11	3	12	7	9	7	15	9	18
No opinion/DK/NA	8	5	6	12	7	6	9	5	11	3	12	7	9	7	15	9	18
	Total	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
		18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	397	43	67	56	54	114	57	89	84	178	81	135	131				
<u>VERY/SMWT IMPORTANT</u>	64	54	67	62	61	60	76	63	65	63	76	63	68				
Extremely important	27	26	26	18	33	22	33	24	27	27	30	26	28				
Very important	37	28	41	44	28	39	42	39	38	36	46	37	40				
<u>TOTAL NOT TOO IMPORTANT</u>	28	29	26	30	26	33	17	33	26	30	18	32	24				
Somewhat important	25	29	23	30	22	28	16	27	22	26	15	29	19				
Not too important	3	0	3	0	3	6	2	6	4	4	2	4	4				
<u>NO OPINION/DK/NA</u>	8	17	7	8	13	6	7	4	9	7	6	4	9				
No opinion/DK/NA	8	17	7	8	13	6	7	4	9	7	6	4	9				

Table 65: Q9u. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. : Developing programs that promote sustainable living, such as clean energy, water conservation, and recycling

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD			QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60
<u>VERY/SMWT IMPORTANT</u>	78	72	88	77	79	0	78	77	78	96	82	77	72	83	74	88	77	80	76
Extremely important	35	28	31	29	42	0	35	29	42	45	36	40	42	28	38	15	39	31	33
Very important	43	44	57	48	37	0	43	48	36	51	46	37	30	55	37	73	38	49	43
<u>TOTAL NOT TOO IMPORTANT</u>	20	24	12	21	19	0	20	21	19	4	17	19	27	16	23	6	21	18	22
Somewhat important	16	19	8	16	15	0	16	16	16	4	16	18	21	6	20	6	18	12	21
Not too important	4	5	4	5	3	0	4	5	4	0	1	1	6	10	3	0	2	5	1
<u>NO OPINION/DK/NA</u>	2	3	0	2	2	0	2	2	2	0	1	4	1	1	3	6	2	3	2
No opinion/DK/NA	2	3	0	2	2	0	2	2	2	0	1	4	1	1	3	6	2	3	2

	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>VERY/SMWT IMPORTANT</u>	78	67	75	82	84	82	87	83	82	71	86	80	81	78	68	80	74	80	75	77
Extremely important	35	26	44	27	47	39	43	37	39	29	42	33	38	37	33	36	36	34	40	34
Very important	43	41	31	55	36	43	44	46	43	41	44	47	43	40	35	45	39	46	35	43
<u>TOTAL NOT TOO IMPORTANT</u>	20	27	25	18	16	16	11	16	17	28	12	18	19	19	28	19	22	19	22	20
Somewhat important	16	19	22	16	16	12	9	14	15	21	11	13	16	15	22	14	18	16	13	18
Not too important	4	8	2	3	0	3	2	2	2	7	2	5	3	4	5	4	4	3	9	2
<u>NO OPINION/DK/NA</u>	2	6	0	0	0	2	2	1	1	2	2	2	0	4	4	1	4	1	4	3
No opinion/DK/NA	2	6	0	0	0	2	2	1	1	2	2	2	0	4	4	1	4	1	4	3

Table 65: Q9u. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Developing programs that promote sustainable living, such as clean energy, water conservation, and recycling

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>VERY/SMWT IMPORTANT</u>	78	83	77	81	67	69	74	79	86	86	78	82	68	66	73	81	72	69	71	79
Extremely important	35	41	37	35	36	46	42	33	28	39	50	35	36	36	38	34	31	39	32	55
Very important	43	42	40	45	32	23	31	46	58	48	28	46	33	30	35	47	41	30	39	24
<u>TOTAL NOT TOO IMPORTANT</u>	20	15	23	17	31	29	24	19	12	11	21	17	29	25	25	17	26	27	26	19
Somewhat important	16	13	10	14	22	22	18	15	10	8	10	15	17	20	19	14	22	16	21	12
Not too important	4	3	13	3	9	7	5	4	3	2	11	2	12	6	6	3	4	12	5	6
<u>NO OPINION/DK/NA</u>	2	2	0	2	1	2	2	2	1	3	1	1	3	9	3	2	2	4	3	2
No opinion/DK/NA	2	2	0	2	1	2	2	2	1	3	1	1	3	9	3	2	2	4	3	2

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74
<u>VERY/SMWT IMPORTANT</u>	78	82	78	80	78	71	72	76	76	81	76	80	81	79	75	71	71	79
Extremely important	35	27	35	40	36	45	26	38	34	36	32	42	35	33	37	30	41	30
Very important	43	55	42	40	42	26	46	38	41	45	45	39	46	46	38	41	31	49
<u>TOTAL NOT TOO IMPORTANT</u>	20	14	22	14	22	27	28	20	21	17	22	17	14	19	23	27	25	19
Somewhat important	16	11	15	13	16	23	24	16	17	15	17	14	13	17	17	27	21	11
Not too important	4	3	7	1	6	5	4	5	5	3	5	3	2	2	6	0	4	7
<u>NO OPINION/DK/NA</u>	2	5	0	5	0	2	0	4	3	2	2	3	5	2	2	2	3	2
No opinion/DK/NA	2	5	0	5	0	2	0	4	3	2	2	3	5	2	2	2	3	2

Table 65: Q9u. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Developing programs that promote sustainable living, such as clean energy, water conservation, and recycling

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>VERY/SMWT IMPORTANT</u>	78	72	69	82	92	70	90	71	79	66	84	75	88	78	68	82	86
Extremely important	35	33	25	45	38	31	40	28	44	27	41	30	43	36	39	46	8
Very important	43	39	44	37	54	39	50	43	35	39	43	45	45	42	28	36	79
<u>TOTAL NOT TOO IMPORTANT</u>	20	26	29	15	6	28	10	28	15	32	13	24	10	19	32	18	14
Somewhat important	16	23	18	14	6	20	10	23	12	24	11	19	9	15	32	18	14
Not too important	4	3	10	1	0	9	0	5	3	8	1	4	1	5	0	0	0
<u>NO OPINION/DK/NA</u>	2	1	2	3	2	2	0	2	5	2	3	1	2	3	0	0	0
No opinion/DK/NA	2	1	2	3	2	2	0	2	5	2	3	1	2	3	0	0	0

	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR				
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
		18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	397	43	67	56	54	114	57	89	84	178	81	135	131
<u>VERY/SMWT IMPORTANT</u>	78	68	67	53	81	81	87	79	87	79	89	78	87
Extremely important	35	33	22	15	36	36	40	31	44	41	38	34	45
Very important	43	34	45	38	45	45	47	48	43	39	51	43	42
<u>TOTAL NOT TOO IMPORTANT</u>	20	26	28	42	13	17	12	21	11	20	10	22	12
Somewhat important	16	19	18	27	11	17	9	17	11	19	7	19	11
Not too important	4	7	9	15	2	1	3	4	0	1	3	3	1
<u>NO OPINION/DK/NA</u>	2	6	5	5	5	2	1	1	2	1	1	1	1
No opinion/DK/NA	2	6	5	5	5	2	1	1	2	1	1	1	1

Table 66: Q9v. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. : Providing emergency 911 and fire response

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE								
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60
<u>VERY/SMWT IMPORTANT</u>	92	90	95	92	93	0	92	92	92	100	86	93	94	92	97	94	91	95	94
Extremely important	54	42	38	40	68	0	54	40	68	79	44	53	68	53	54	53	55	53	65
Very important	38	48	58	51	24	0	38	51	25	21	42	39	26	39	44	41	36	41	30
<u>TOTAL NOT TOO IMPORTANT</u>	5	7	5	7	3	0	5	7	3	0	8	7	1	6	3	3	6	4	4
Somewhat important	4	7	3	6	3	0	4	6	3	0	8	6	0	6	3	3	5	4	4
Not too important	1	0	2	1	1	0	1	1	1	0	0	2	1	0	0	0	1	0	0
<u>NO OPINION/DK/NA</u>	3	2	0	2	4	0	3	2	4	0	6	0	5	2	0	3	4	1	1
No opinion/DK/NA	3	2	0	2	4	0	3	2	4	0	6	0	5	2	0	3	4	1	1

	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>VERY/SMWT IMPORTANT</u>	92	89	95	95	98	94	89	92	94	94	91	93	91	91	95	92	92	93	92	91
Extremely important	54	60	67	46	59	48	37	45	52	56	53	47	57	54	64	52	58	50	65	53
Very important	38	30	28	50	39	46	52	47	42	38	38	46	34	37	31	40	35	43	27	39
<u>TOTAL NOT TOO IMPORTANT</u>	5	5	5	3	2	5	9	6	5	5	5	2	9	5	3	5	5	4	8	4
Somewhat important	4	5	5	1	2	5	8	5	4	4	5	2	9	4	2	5	3	3	7	4
Not too important	1	0	0	2	0	0	2	1	1	1	0	0	0	2	0	0	1	1	1	0
<u>NO OPINION/DK/NA</u>	3	5	0	2	0	1	2	2	1	1	4	5	0	4	2	2	3	3	1	5
No opinion/DK/NA	3	5	0	2	0	1	2	2	1	1	4	5	0	4	2	2	3	3	1	5

Table 66: Q9v. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Providing emergency 911 and fire response

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>VERY/SMWT IMPORTANT</u>	92	89	98	91	96	92	94	94	84	96	86	94	86	90	94	91	99	86	95	91
Extremely important	54	59	67	52	63	68	65	50	43	60	77	54	57	50	61	50	66	67	58	73
Very important	38	30	31	39	33	24	28	43	40	36	9	40	29	39	32	41	33	19	37	18
<u>TOTAL NOT TOO IMPORTANT</u>	5	8	2	6	2	8	6	4	8	2	12	5	5	5	3	7	1	10	2	7
Somewhat important	4	7	0	5	2	7	5	3	8	1	11	4	5	5	3	6	1	10	2	7
Not too important	1	1	2	1	0	1	1	1	0	1	2	1	0	0	0	1	0	0	0	0
<u>NO OPINION/DK/NA</u>	3	3	0	3	2	0	1	3	8	2	1	1	9	6	3	2	0	4	3	2
No opinion/DK/NA	3	3	0	3	2	0	1	3	8	2	1	1	9	6	3	2	0	4	3	2

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74
<u>VERY/SMWT IMPORTANT</u>	92	87	95	94	88	95	100	94	94	90	92	92	97	91	86	89	98	93
Extremely important	54	54	48	55	52	66	63	63	61	47	52	59	55	41	59	42	75	57
Very important	38	33	47	39	36	30	37	31	33	43	40	33	42	49	27	48	23	36
<u>TOTAL NOT TOO IMPORTANT</u>	5	3	4	3	12	3	0	3	4	6	7	2	0	7	11	3	0	4
Somewhat important	4	3	4	2	10	3	0	2	3	6	6	2	0	6	11	3	0	4
Not too important	1	0	0	1	1	0	0	1	1	1	1	0	0	1	0	0	0	0
<u>NO OPINION/DK/NA</u>	3	11	1	3	0	2	0	3	2	3	1	6	3	2	2	8	2	2
No opinion/DK/NA	3	11	1	3	0	2	0	3	2	3	1	6	3	2	2	8	2	2

Table 66: Q9v. Let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how IMPORTANT each service is to making Milpitas a good place to live. :
Providing emergency 911 and fire response

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>VERY/SMWT IMPORTANT</u>	92	92	98	89	92	95	89	94	92	96	94	93	87	92	100	94	92
Extremely important	54	55	59	54	48	56	48	57	59	64	60	48	46	57	57	46	8
Very important	38	37	39	35	44	38	42	37	33	32	34	45	41	35	43	48	84
<u>TOTAL NOT TOO IMPORTANT</u>	5	6	2	5	5	5	6	5	3	4	2	5	8	5	0	6	8
Somewhat important	4	5	2	5	5	5	6	3	3	3	2	4	8	5	0	6	0
Not too important	1	2	0	0	0	0	0	2	0	1	0	1	0	0	0	0	8
<u>NO OPINION/DK/NA</u>	3	2	0	5	3	1	4	2	5	0	4	2	5	3	0	0	0
No opinion/DK/NA	3	2	0	5	3	1	4	2	5	0	4	2	5	3	0	0	0

	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR			
	Total	18-49	50+	MEN WOMEN	18-49	50+	MEN WOMEN	18-49	50+	MEN WOMEN	18-49	50+
Base	397	43	67	56 54	114	57	89 84	178	81	135 131		
<u>VERY/SMWT IMPORTANT</u>	92	79	96	94 86	90	96	93 91	93	94	95 92		
Extremely important	54	53	63	58 63	45	47	48 43	54	45	55 48		
Very important	38	26	32	36 23	45	49	45 48	39	49	40 45		
<u>TOTAL NOT TOO IMPORTANT</u>	5	9	3	5 5	8	3	6 6	5	5	4 6		
Somewhat important	4	9	3	5 5	6	3	4 6	4	5	3 6		
Not too important	1	0	0	0 0	2	0	2 0	1	0	1 0		
<u>NO OPINION/DK/NA</u>	3	12	1	1 10	2	1	1 3	2	1	1 2		
No opinion/DK/NA	3	12	1	1 10	2	1	1 3	2	1	1 2		

Table 67: Q10a. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Providing recreation opportunities and programs at City parks and recreation centers

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>TOTAL SATISFIED</u>	68	71	87	77	60	68	0	77	59	68	85	58	66	60	71	83	70	68	75	
Very satisfied	20	26	32	28	11	20	0	28	11	17	23	22	17	25	13	20	21	19	20	
Somewhat satisfied	49	44	55	48	49	49	0	48	49	52	62	36	48	35	57	63	49	49	55	
<u>TOTAL DISSATISFIED</u>	18	17	5	13	23	18	0	13	24	11	12	21	15	20	24	12	16	21	19	
Somewhat dissatisfied	14	11	4	9	20	14	0	9	21	11	8	17	10	18	20	12	12	18	16	
Very dissatisfied	4	6	1	4	3	4	0	4	3	0	4	3	5	2	4	0	4	3	4	
<u>NO OPINION/DK/NA</u>	14	12	8	11	17	14	0	11	17	21	3	22	19	20	5	6	14	11	5	
No opinion/DK/NA	14	12	8	11	17	14	0	11	17	21	3	22	19	20	5	6	14	11	5	
	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>TOTAL SATISFIED</u>	68	55	80	65	66	80	79	73	74	72	65	83	59	66	64	70	65	81	56	60
Very satisfied	20	23	27	10	16	18	12	15	18	17	22	26	23	10	18	24	13	25	16	13
Somewhat satisfied	49	31	53	54	50	62	68	58	56	55	43	57	36	56	45	46	52	56	39	47
<u>TOTAL DISSATISFIED</u>	18	24	12	19	22	14	12	16	15	16	19	14	22	15	21	19	18	10	33	14
Somewhat dissatisfied	14	22	5	17	12	7	12	13	11	14	14	13	15	13	18	14	15	7	27	13
Very dissatisfied	4	3	7	1	11	6	0	3	4	2	5	1	7	2	3	5	2	3	7	1
<u>NO OPINION/DK/NA</u>	14	21	9	17	11	6	9	11	11	12	16	3	18	18	15	11	17	10	11	26
No opinion/DK/NA	14	21	9	17	11	6	9	11	11	12	16	3	18	18	15	11	17	10	11	26

Table 67: Q10a. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Providing recreation opportunities and programs at City parks and recreation centers

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>TOTAL SATISFIED</u>	68	79	38	74	50	64	69	71	55	80	19	77	39	52	62	73	65	29	67	48
Very satisfied	20	36	27	21	15	15	19	20	19	41	5	22	11	19	18	21	19	12	19	14
Somewhat satisfied	49	43	10	53	35	49	50	51	36	39	14	55	28	33	44	51	47	18	48	34
<u>TOTAL DISSATISFIED</u>	18	7	52	12	38	22	18	14	33	11	71	12	49	6	23	15	16	50	19	37
Somewhat dissatisfied	14	4	42	10	29	18	15	12	23	9	44	9	38	6	19	11	16	20	19	20
Very dissatisfied	4	3	10	2	9	4	4	2	9	1	28	2	11	0	4	4	0	30	0	17
<u>NO OPINION/DK/NA</u>	14	14	10	14	12	14	13	15	12	10	10	12	12	42	15	12	18	21	14	15
No opinion/DK/NA	14	14	10	14	12	14	13	15	12	10	10	12	12	42	15	12	18	21	14	15

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>TOTAL SATISFIED</u>	68	59	63	79	71	55	79	74	74	63	70	65	71	66	75	60	78	64
Very satisfied	20	24	25	19	14	9	29	23	26	14	17	23	20	12	14	21	29	18
Somewhat satisfied	49	35	38	59	57	46	50	51	48	49	53	42	51	54	62	39	49	46
<u>TOTAL DISSATISFIED</u>	18	17	28	13	15	28	14	23	19	18	16	21	18	25	14	17	14	20
Somewhat dissatisfied	14	14	21	9	11	25	14	17	15	14	14	14	16	18	12	12	14	15
Very dissatisfied	4	3	7	4	3	4	0	6	4	4	2	7	2	8	2	5	0	4
<u>NO OPINION/DK/NA</u>	14	24	9	9	14	17	8	3	7	20	14	15	11	9	11	22	7	17
No opinion/DK/NA	14	24	9	9	14	17	8	3	7	20	14	15	11	9	11	22	7	17

Table 67: Q10a. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Providing recreation opportunities and programs at City parks and recreation centers

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>TOTAL SATISFIED</u>	68	72	73	68	63	74	68	70	61	78	70	65	62	68	51	86	73
Very satisfied	20	17	18	24	20	20	27	15	12	22	29	13	15	19	29	24	21
Somewhat satisfied	49	55	55	44	44	53	40	56	49	56	41	52	47	49	22	62	52
<u>TOTAL DISSATISFIED</u>	18	16	19	16	23	15	21	18	16	15	22	19	15	18	24	14	18
Somewhat dissatisfied	14	12	18	11	18	13	15	16	13	13	17	16	11	15	0	14	18
Very dissatisfied	4	3	1	5	5	3	6	2	3	2	5	3	4	3	24	0	0
<u>NO OPINION/DK/NA</u>	14	12	8	16	14	11	11	12	23	7	8	16	23	14	26	0	9
No opinion/DK/NA	14	12	8	16	14	11	11	12	23	7	8	16	23	14	26	0	9
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>TOTAL SATISFIED</u>	68	56	57	53	58	72	78	79	66	73	77	79	69				
Very satisfied	20	29	20	22	25	17	11	15	14	19	17	15	20				
Somewhat satisfied	49	26	37	31	33	55	67	64	52	54	61	64	48				
<u>TOTAL DISSATISFIED</u>	18	20	29	27	21	17	14	13	21	15	14	12	17				
Somewhat dissatisfied	14	15	28	24	19	14	10	11	16	11	10	10	12				
Very dissatisfied	4	5	1	3	3	3	4	2	5	4	4	2	5				
<u>NO OPINION/DK/NA</u>	14	25	14	20	21	11	8	8	13	12	9	9	14				
No opinion/DK/NA	14	25	14	20	21	11	8	8	13	12	9	9	14				

Table 68: Q10b. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Maintaining public parks in good physical condition

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>TOTAL SATISFIED</u>	78	84	88	85	71	78	0	85	72	59	84	76	75	78	80	70	79	78	78	
Very satisfied	30	37	50	42	18	30	0	42	18	16	38	31	28	35	22	15	32	27	23	
Somewhat satisfied	49	47	38	44	53	49	0	44	54	43	46	46	47	43	58	56	46	52	55	
<u>TOTAL DISSATISFIED</u>	18	14	11	13	24	18	0	13	24	34	13	19	21	20	18	30	17	20	20	
Somewhat dissatisfied	15	11	10	11	18	15	0	11	18	28	10	11	18	17	16	30	13	18	19	
Very dissatisfied	4	3	1	2	6	4	0	2	6	6	3	8	3	4	2	0	5	2	1	
<u>NO OPINION/DK/NA</u>	3	2	1	2	5	3	0	2	4	7	3	4	4	1	2	0	4	2	2	
No opinion/DK/NA	3	2	1	2	5	3	0	2	4	7	3	4	4	1	2	0	4	2	2	
	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>TOTAL SATISFIED</u>	78	73	88	68	84	84	91	82	83	78	78	86	76	81	68	80	77	86	68	76
Very satisfied	30	31	45	16	31	32	31	27	31	26	34	36	37	21	23	36	22	32	27	29
Somewhat satisfied	49	42	43	52	53	52	60	55	52	52	44	50	39	60	45	44	54	54	41	47
<u>TOTAL DISSATISFIED</u>	18	23	12	24	16	16	6	15	15	18	18	13	22	16	27	17	20	13	30	15
Somewhat dissatisfied	15	19	7	21	6	10	6	12	11	15	14	13	16	13	18	14	15	10	24	12
Very dissatisfied	4	4	5	3	10	6	0	4	4	3	5	0	6	3	8	3	5	3	6	4
<u>NO OPINION/DK/NA</u>	3	4	0	8	0	0	2	3	3	3	3	2	3	3	5	2	4	1	2	9
No opinion/DK/NA	3	4	0	8	0	0	2	3	3	3	3	2	3	3	5	2	4	1	2	9

Table 68: Q10b. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Maintaining public parks in good physical condition

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>TOTAL SATISFIED</u>	78	91	46	85	56	73	77	83	62	94	28	86	46	80	74	81	82	60	78	59
Very satisfied	30	49	22	34	13	28	30	30	27	58	13	33	9	52	26	33	31	31	28	18
Somewhat satisfied	49	42	23	51	43	44	47	53	35	36	15	53	37	28	48	48	50	29	50	41
<u>TOTAL DISSATISFIED</u>	18	8	54	13	39	25	21	13	35	6	65	12	48	16	24	16	16	35	20	37
Somewhat dissatisfied	15	8	34	11	28	20	16	10	27	6	33	11	32	10	16	14	11	9	16	15
Very dissatisfied	4	0	21	2	11	5	5	2	8	1	32	1	16	6	8	2	4	26	4	22
<u>NO OPINION/DK/NA</u>	3	1	0	3	5	2	1	4	3	0	7	2	6	5	3	3	3	4	2	4
No opinion/DK/NA	3	1	0	3	5	2	1	4	3	0	7	2	6	5	3	3	3	4	2	4

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>TOTAL SATISFIED</u>	78	78	71	82	81	76	79	72	77	82	80	76	71	84	86	80	63	77
Very satisfied	30	36	27	25	35	24	29	32	31	30	24	38	19	41	33	21	36	27
Somewhat satisfied	49	42	45	57	46	53	50	41	46	52	56	38	51	43	53	59	28	51
<u>TOTAL DISSATISFIED</u>	18	22	21	13	17	21	21	26	22	14	17	20	23	15	14	14	29	21
Somewhat dissatisfied	15	16	19	11	10	19	19	20	17	11	13	16	22	11	8	13	24	15
Very dissatisfied	4	6	2	2	7	3	2	6	5	3	4	4	1	4	7	2	5	6
<u>NO OPINION/DK/NA</u>	3	1	8	5	2	2	0	2	1	4	3	4	7	1	0	6	7	2
No opinion/DK/NA	3	1	8	5	2	2	0	2	1	4	3	4	7	1	0	6	7	2

Table 68: Q10b. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Maintaining public parks in good physical condition

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>TOTAL SATISFIED</u>	78	76	82	82	74	81	80	77	76	77	77	81	83	78	89	94	62
Very satisfied	30	29	24	37	30	32	40	22	23	22	39	31	30	28	64	52	8
Somewhat satisfied	49	47	59	45	44	49	40	55	53	55	38	50	53	50	25	41	54
<u>TOTAL DISSATISFIED</u>	18	19	16	15	24	16	18	20	19	21	22	15	12	19	11	6	28
Somewhat dissatisfied	15	16	14	10	21	14	15	16	13	18	16	13	9	15	11	6	28
Very dissatisfied	4	4	2	5	3	2	4	4	6	4	5	3	3	4	0	0	0
<u>NO OPINION/DK/NA</u>	3	5	1	3	2	3	2	3	5	1	1	4	5	3	0	0	9
No opinion/DK/NA	3	5	1	3	2	3	2	3	5	1	1	4	5	3	0	0	9
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>TOTAL SATISFIED</u>	78	71	74	70	75	82	82	80	83	83	83	82	83				
Very satisfied	30	35	29	30	32	30	21	25	29	33	25	26	36				
Somewhat satisfied	49	36	45	41	42	52	62	55	54	50	57	57	47				
<u>TOTAL DISSATISFIED</u>	18	23	23	23	24	15	18	18	13	14	17	15	14				
Somewhat dissatisfied	15	17	22	20	19	10	16	14	9	9	14	12	9				
Very dissatisfied	4	6	2	3	5	5	2	4	4	4	3	3	4				
<u>NO OPINION/DK/NA</u>	3	6	3	7	2	3	0	2	4	3	0	2	3				
No opinion/DK/NA	3	6	3	7	2	3	0	2	4	3	0	2	3				

Table 69: Q10c. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Providing police protection

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>TOTAL SATISFIED</u>	83	87	88	87	79	83	0	87	78	80	78	81	83	84	91	89	80	88	92	
Very satisfied	38	39	48	42	34	38	0	42	35	32	28	32	40	47	43	60	33	46	53	
Somewhat satisfied	45	48	40	45	44	45	0	45	44	48	49	49	43	38	47	29	47	41	38	
<u>TOTAL DISSATISFIED</u>	11	8	7	8	14	11	0	8	13	20	11	10	11	12	9	5	10	10	7	
Somewhat dissatisfied	7	6	6	6	9	7	0	6	8	20	6	7	7	10	6	5	7	7	5	
Very dissatisfied	3	2	1	2	5	3	0	2	5	0	5	3	3	2	3	0	4	2	2	
<u>NO OPINION/DK/NA</u>	6	5	5	5	8	6	0	5	8	0	12	9	6	4	1	6	9	2	2	
No opinion/DK/NA	6	5	5	5	8	6	0	5	8	0	12	9	6	4	1	6	9	2	2	
	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>TOTAL SATISFIED</u>	83	80	79	85	83	88	92	87	84	84	82	86	84	82	78	85	81	90	77	77
Very satisfied	38	46	42	29	30	42	31	33	36	36	40	35	45	34	41	40	36	45	30	36
Somewhat satisfied	45	34	37	56	52	46	61	55	48	48	42	51	40	48	38	45	44	45	47	41
<u>TOTAL DISSATISFIED</u>	11	15	12	11	9	8	2	7	9	10	10	9	9	14	10	9	12	7	17	10
Somewhat dissatisfied	7	10	8	10	9	4	1	5	6	10	5	8	6	9	7	7	8	6	10	7
Very dissatisfied	3	5	4	1	0	4	1	2	3	1	5	1	3	5	3	2	4	1	8	3
<u>NO OPINION/DK/NA</u>	6	4	9	4	9	4	6	6	7	6	7	5	7	4	11	6	7	4	6	13
No opinion/DK/NA	6	4	9	4	9	4	6	6	7	6	7	5	7	4	11	6	7	4	6	13

Table 69: Q10c. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Providing police protection

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	Q13 CONTACT WITH CITY		VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
															YES	NO				
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>TOTAL SATISFIED</u>	83	87	71	86	75	84	84	86	69	97	37	87	69	74	81	84	88	53	86	70
Very satisfied	38	60	18	43	24	40	40	38	34	69	5	43	23	26	41	36	54	20	47	23
Somewhat satisfied	45	27	53	43	51	44	44	47	35	27	32	44	46	48	40	48	33	34	39	47
<u>TOTAL DISSATISFIED</u>	11	9	29	9	18	14	12	7	23	0	58	7	26	6	11	10	6	39	7	24
Somewhat dissatisfied	7	6	14	7	9	8	8	5	15	0	24	6	16	4	5	9	4	8	4	6
Very dissatisfied	3	2	15	2	9	6	4	2	8	0	34	2	10	2	6	1	2	31	3	18
<u>NO OPINION/DK/NA</u>	6	4	0	6	7	2	4	8	8	3	5	5	5	20	8	6	7	8	7	6
No opinion/DK/NA	6	4	0	6	7	2	4	8	8	3	5	5	5	20	8	6	7	8	7	6
	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME							
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+		
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66		
<u>TOTAL SATISFIED</u>	83	72	86	88	83	90	84	86	87	79	83	82	83	89	87	80	76	81		
Very satisfied	38	36	41	29	43	35	55	42	46	31	40	40	35	33	38	27	52	46		
Somewhat satisfied	45	36	45	59	40	56	28	44	40	48	43	42	48	56	49	53	24	36		
<u>TOTAL DISSATISFIED</u>	11	15	10	7	11	7	16	12	11	10	13	8	11	4	8	18	16	13		
Somewhat dissatisfied	7	13	6	5	5	6	11	10	9	6	8	6	8	4	1	14	11	10		
Very dissatisfied	3	2	3	2	5	1	5	2	2	4	4	2	2	0	7	4	4	3		
<u>NO OPINION/DK/NA</u>	6	13	4	5	7	3	0	2	2	11	4	9	6	7	5	2	9	6		
No opinion/DK/NA	6	13	4	5	7	3	0	2	2	11	4	9	6	7	5	2	9	6		

Table 69: Q10c. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Providing police protection

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>TOTAL SATISFIED</u>	83	82	91	81	85	87	83	81	82	88	87	80	79	82	65	100	100
Very satisfied	38	33	45	35	48	36	42	38	36	46	48	29	33	39	41	29	35
Somewhat satisfied	45	49	46	46	38	51	41	43	46	43	39	51	46	43	24	71	65
<u>TOTAL DISSATISFIED</u>	11	10	7	9	12	7	10	13	10	9	13	12	8	12	12	0	0
Somewhat dissatisfied	7	9	7	4	8	7	6	12	4	9	9	11	1	8	12	0	0
Very dissatisfied	3	1	0	5	5	0	4	1	6	0	3	1	6	4	0	0	0
<u>NO OPINION/DK/NA</u>	6	8	2	11	2	5	7	6	8	3	1	8	14	6	23	0	0
No opinion/DK/NA	6	8	2	11	2	5	7	6	8	3	1	8	14	6	23	0	0
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>TOTAL SATISFIED</u>	83	76	88	82	80	85	92	87	89	82	88	85	84				
Very satisfied	38	46	49	40	54	27	47	35	31	31	46	35	36				
Somewhat satisfied	45	30	39	41	26	58	45	52	58	51	42	49	48				
<u>TOTAL DISSATISFIED</u>	11	17	9	14	15	7	8	9	4	8	11	9	8				
Somewhat dissatisfied	7	9	7	13	8	6	4	8	2	6	8	8	4				
Very dissatisfied	3	8	2	1	7	1	3	1	2	3	3	0	4				
<u>NO OPINION/DK/NA</u>	6	7	3	4	5	8	0	4	7	10	1	6	8				
No opinion/DK/NA	6	7	3	4	5	8	0	4	7	10	1	6	8				

Table 70: Q10d. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Preparing for emergencies and natural disasters

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>TOTAL SATISFIED</u>	61	71	69	70	51	61	0	70	49	83	68	66	57	58	51	59	64	54	50	
Very satisfied	17	21	24	22	11	17	0	22	11	13	16	15	12	23	13	36	15	20	21	
Somewhat satisfied	44	50	45	48	40	44	0	48	38	70	52	51	44	35	37	24	49	35	29	
<u>TOTAL DISSATISFIED</u>	18	15	13	15	22	18	0	15	22	11	14	12	20	28	23	10	15	24	20	
Somewhat dissatisfied	14	12	13	13	15	14	0	13	15	11	10	8	15	25	18	5	11	19	15	
Very dissatisfied	4	3	0	2	7	4	0	2	7	0	5	4	5	3	5	6	5	4	5	
<u>NO OPINION/DK/NA</u>	21	14	18	15	27	21	0	15	28	6	17	22	24	14	26	30	21	22	30	
No opinion/DK/NA	21	14	18	15	27	21	0	15	28	6	17	22	24	14	26	30	21	22	30	
	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>TOTAL SATISFIED</u>	61	51	69	53	67	69	73	64	64	61	60	68	53	62	62	60	62	74	48	50
Very satisfied	17	18	25	10	17	24	11	14	17	14	19	18	19	14	17	18	15	27	8	7
Somewhat satisfied	44	33	45	43	50	45	62	50	48	47	40	50	34	48	45	42	47	47	40	43
<u>TOTAL DISSATISFIED</u>	18	21	24	16	18	16	8	15	17	16	21	14	22	18	17	18	17	10	39	8
Somewhat dissatisfied	14	15	20	12	12	13	8	12	13	13	15	12	14	13	12	13	13	8	30	4
Very dissatisfied	4	6	4	4	6	3	0	3	4	3	6	1	7	5	4	4	4	2	9	3
<u>NO OPINION/DK/NA</u>	21	28	7	31	15	15	19	21	19	23	20	18	25	20	21	22	21	16	13	42
No opinion/DK/NA	21	28	7	31	15	15	19	21	19	23	20	18	25	20	21	22	21	16	13	42

Table 70: Q10d. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Preparing for emergencies and natural disasters

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>TOTAL SATISFIED</u>	61	77	39	66	41	53	56	68	42	77	8	69	34	35	56	64	66	16	62	37
Very satisfied	17	37	14	19	9	8	12	19	18	42	0	20	5	8	16	18	24	12	19	7
Somewhat satisfied	44	40	25	47	33	44	44	49	25	35	8	49	29	28	40	46	42	4	44	31
<u>TOTAL DISSATISFIED</u>	18	8	40	13	38	27	25	11	30	6	57	12	44	16	20	17	9	52	15	38
Somewhat dissatisfied	14	7	26	11	25	22	19	8	22	6	29	10	28	16	16	13	7	33	12	25
Very dissatisfied	4	1	14	2	13	5	5	3	7	0	28	2	16	0	5	4	3	19	2	13
<u>NO OPINION/DK/NA</u>	21	15	21	21	21	21	20	21	28	17	35	18	23	48	24	19	25	32	23	25
No opinion/DK/NA	21	15	21	21	21	21	20	21	28	17	35	18	23	48	24	19	25	32	23	25

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>TOTAL SATISFIED</u>	61	65	52	71	55	55	60	64	63	60	61	64	56	61	61	66	55	63
Very satisfied	17	19	16	14	16	9	28	14	20	13	17	18	26	8	14	11	20	14
Somewhat satisfied	44	46	36	57	38	45	32	50	42	47	44	47	30	53	47	54	35	49
<u>TOTAL DISSATISFIED</u>	18	12	33	11	19	22	20	24	23	13	18	15	25	20	17	13	20	19
Somewhat dissatisfied	14	10	24	6	14	18	20	16	17	9	14	11	23	17	14	8	16	12
Very dissatisfied	4	2	9	6	4	5	0	7	5	4	4	4	2	3	3	5	4	7
<u>NO OPINION/DK/NA</u>	21	24	15	17	26	23	20	12	15	27	21	20	19	19	22	22	25	18
No opinion/DK/NA	21	24	15	17	26	23	20	12	15	27	21	20	19	19	22	22	25	18

Table 70: Q10d. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Preparing for emergencies and natural disasters

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+							NO CH	NO CH				
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>TOTAL SATISFIED</u>	61	61	60	67	49	63	58	62	63	67	58	58	62	61	45	75	49
Very satisfied	17	14	15	16	24	16	21	13	18	22	19	7	20	16	21	21	30
Somewhat satisfied	44	47	45	51	25	47	38	49	45	45	39	51	42	45	24	54	19
<u>TOTAL DISSATISFIED</u>	18	14	18	16	29	10	24	20	13	17	28	13	12	18	42	6	15
Somewhat dissatisfied	14	11	15	9	23	9	17	15	9	14	21	10	7	14	30	6	15
Very dissatisfied	4	3	3	6	6	1	7	5	4	3	7	3	5	4	12	0	0
<u>NO OPINION/DK/NA</u>	21	25	22	17	22	27	18	18	23	16	14	29	26	21	13	18	36
No opinion/DK/NA	21	25	22	17	22	27	18	18	23	16	14	29	26	21	13	18	36
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>TOTAL SATISFIED</u>	61	58	45	51	53	63	66	65	63	65	63	65	64				
Very satisfied	17	22	16	10	26	11	19	11	17	14	24	16	18				
Somewhat satisfied	44	37	29	41	27	52	47	54	45	51	40	49	46				
<u>TOTAL DISSATISFIED</u>	18	19	23	15	26	14	16	14	15	14	23	16	17				
Somewhat dissatisfied	14	12	18	10	20	11	16	13	11	10	20	15	11				
Very dissatisfied	4	7	6	5	7	4	0	1	4	4	3	2	6				
<u>NO OPINION/DK/NA</u>	21	23	32	34	21	22	18	21	22	21	14	19	19				
No opinion/DK/NA	21	23	32	34	21	22	18	21	22	21	14	19	19				

Table 71: Q10e. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Providing programs to help seniors

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>TOTAL SATISFIED</u>	57	65	67	66	49	57	0	66	50	27	62	48	55	51	68	74	55	62	65	
Very satisfied	15	17	21	19	11	15	0	19	11	13	20	10	16	15	13	17	15	14	16	
Somewhat satisfied	43	48	47	47	38	43	0	47	39	14	42	38	39	36	56	57	40	48	49	
<u>TOTAL DISSATISFIED</u>	14	9	12	10	18	14	0	10	19	4	11	9	12	20	18	13	11	18	18	
Somewhat dissatisfied	11	5	12	7	14	11	0	7	15	4	8	6	6	20	14	13	7	16	17	
Very dissatisfied	3	4	0	3	4	3	0	3	4	0	3	3	6	0	4	0	4	2	1	
<u>NO OPINION/DK/NA</u>	29	26	20	24	34	29	0	24	32	69	27	43	33	29	13	12	34	19	17	
No opinion/DK/NA	29	26	20	24	34	29	0	24	32	69	27	43	33	29	13	12	34	19	17	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>TOTAL SATISFIED</u>	57	53	67	53	61	57	70	61	60	56	59	70	53	52	57	61	54	71	47	44
Very satisfied	15	16	29	6	13	14	18	12	15	12	17	20	12	13	14	16	13	22	11	6
Somewhat satisfied	43	37	38	48	48	43	52	49	46	44	42	50	40	39	43	45	41	49	36	38
<u>TOTAL DISSATISFIED</u>	14	20	15	10	11	11	10	10	11	12	16	6	19	18	7	13	14	9	28	6
Somewhat dissatisfied	11	17	11	8	6	3	10	7	8	9	13	6	13	15	5	10	11	7	21	5
Very dissatisfied	3	3	4	2	5	7	0	3	3	3	3	0	6	4	2	3	3	2	7	1
<u>NO OPINION/DK/NA</u>	29	28	17	37	28	32	20	29	28	32	24	24	28	30	36	26	32	20	25	50
No opinion/DK/NA	29	28	17	37	28	32	20	29	28	32	24	24	28	30	36	26	32	20	25	50

Table 71: Q10e. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Providing programs to help seniors

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>TOTAL SATISFIED</u>	57	66	36	60	50	49	53	65	38	69	28	64	42	23	53	60	58	38	55	46
Very satisfied	15	30	9	16	9	9	11	19	6	37	0	17	9	3	14	15	21	8	17	5
Somewhat satisfied	43	36	27	43	41	39	42	46	32	32	28	47	34	20	39	44	37	30	38	41
<u>TOTAL DISSATISFIED</u>	14	6	38	12	23	22	15	11	26	5	50	9	36	12	12	15	5	39	8	29
Somewhat dissatisfied	11	6	31	10	15	18	12	9	14	5	25	7	25	10	8	12	3	11	7	14
Very dissatisfied	3	0	7	2	8	4	3	2	12	0	25	2	10	2	4	3	1	28	1	16
<u>NO OPINION/DK/NA</u>	29	28	26	29	27	30	32	25	37	26	22	27	22	65	35	25	37	23	38	25
No opinion/DK/NA	29	28	26	29	27	30	32	25	37	26	22	27	22	65	35	25	37	23	38	25

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>TOTAL SATISFIED</u>	57	44	58	62	60	62	63	56	60	54	58	57	65	67	65	54	44	47
Very satisfied	15	14	13	15	11	13	30	17	18	12	12	19	24	12	14	11	12	11
Somewhat satisfied	43	30	45	47	48	50	33	39	42	43	46	38	42	56	51	42	32	37
<u>TOTAL DISSATISFIED</u>	14	13	16	5	14	24	21	18	16	11	14	15	26	13	11	8	15	12
Somewhat dissatisfied	11	11	10	4	10	21	21	12	12	9	11	11	22	11	9	6	15	6
Very dissatisfied	3	3	6	1	4	4	0	6	4	2	3	3	5	2	2	2	0	6
<u>NO OPINION/DK/NA</u>	29	43	27	32	26	13	16	26	23	34	28	28	9	19	24	39	40	40
No opinion/DK/NA	29	43	27	32	26	13	16	26	23	34	28	28	9	19	24	39	40	40

Table 71: Q10e. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Providing programs to help seniors

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+							NO CH	NO CH				
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>TOTAL SATISFIED</u>	57	50	67	61	58	57	64	56	53	60	61	52	58	56	48	76	63
Very satisfied	15	14	11	18	17	10	21	15	12	17	19	8	15	14	24	33	0
Somewhat satisfied	43	37	56	43	41	47	43	41	41	43	42	44	43	43	24	43	63
<u>TOTAL DISSATISFIED</u>	14	11	13	11	23	11	15	13	16	11	21	13	10	14	30	6	11
Somewhat dissatisfied	11	8	10	6	22	8	12	10	13	7	17	11	8	11	17	6	11
Very dissatisfied	3	3	3	5	1	3	4	3	3	4	4	2	2	3	12	0	0
<u>NO OPINION/DK/NA</u>	29	39	20	28	19	32	21	32	31	28	18	35	32	30	23	18	26
No opinion/DK/NA	29	39	20	28	19	32	21	32	31	28	18	35	32	30	23	18	26
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>TOTAL SATISFIED</u>	57	47	59	51	55	56	75	56	66	57	68	58	63				
Very satisfied	15	17	16	9	23	13	11	12	12	15	14	14	16				
Somewhat satisfied	43	30	43	42	32	44	64	44	54	42	55	44	47				
<u>TOTAL DISSATISFIED</u>	14	15	23	16	24	11	7	11	9	10	14	10	12				
Somewhat dissatisfied	11	10	22	14	21	7	5	8	7	6	11	7	9				
Very dissatisfied	3	5	1	3	3	3	2	3	3	4	3	3	3				
<u>NO OPINION/DK/NA</u>	29	38	18	32	21	33	19	33	25	33	18	32	25				
No opinion/DK/NA	29	38	18	32	21	33	19	33	25	33	18	32	25				

Table 72: Q10f. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Providing bicycle lanes and paths

	QA CELL PHONE			DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD			QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>TOTAL SATISFIED</u>	70	78	81	79	61	70	0	79	60	71	80	64	69	61	74	72	71	69	75	
Very satisfied	22	28	30	29	15	22	0	29	16	0	28	19	19	26	23	16	22	23	21	
Somewhat satisfied	48	50	51	50	46	48	0	50	44	71	52	44	50	36	52	56	49	46	54	
<u>TOTAL DISSATISFIED</u>	17	11	10	11	23	17	0	11	23	22	14	20	17	23	13	15	17	17	14	
Somewhat dissatisfied	11	7	7	7	16	11	0	7	16	16	10	10	12	18	9	10	11	13	11	
Very dissatisfied	5	4	3	4	7	5	0	4	7	7	4	11	5	5	4	6	7	4	3	
<u>NO OPINION/DK/NA</u>	13	11	8	10	16	13	0	10	17	6	6	16	13	16	13	12	12	14	11	
No opinion/DK/NA	13	11	8	10	16	13	0	10	17	6	6	16	13	16	13	12	12	14	11	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>TOTAL SATISFIED</u>	70	62	84	55	79	75	82	72	73	69	72	88	68	61	61	78	61	75	60	72
Very satisfied	22	24	41	7	13	16	27	17	22	19	25	31	20	18	18	26	18	24	19	22
Somewhat satisfied	48	38	43	48	67	60	54	55	51	50	46	57	48	44	44	52	44	51	41	50
<u>TOTAL DISSATISFIED</u>	17	20	10	25	18	12	14	17	15	20	13	7	18	22	21	13	22	12	27	15
Somewhat dissatisfied	11	16	8	16	15	4	9	11	9	14	8	7	9	16	14	8	15	9	17	9
Very dissatisfied	5	4	1	9	3	7	5	6	6	6	5	0	9	6	7	5	6	3	9	6
<u>NO OPINION/DK/NA</u>	13	18	6	20	3	13	5	11	12	11	15	5	14	17	18	9	17	13	13	13
No opinion/DK/NA	13	18	6	20	3	13	5	11	12	11	15	5	14	17	18	9	17	13	13	13

Table 72: Q10f. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Providing bicycle lanes and paths

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>TOTAL SATISFIED</u>	70	77	48	75	55	66	69	74	56	81	32	78	47	47	64	74	70	44	65	59
Very satisfied	22	36	14	24	15	20	23	24	13	40	18	24	12	26	21	24	22	30	17	35
Somewhat satisfied	48	41	35	50	40	45	46	51	43	41	14	54	35	21	43	51	48	14	48	24
<u>TOTAL DISSATISFIED</u>	17	6	29	12	32	20	18	13	29	4	51	12	37	22	21	14	13	33	20	26
Somewhat dissatisfied	11	3	18	8	22	17	15	8	13	2	25	8	23	16	14	10	12	13	15	13
Very dissatisfied	5	3	11	4	10	3	3	5	15	3	25	3	14	6	7	4	1	20	5	13
<u>NO OPINION/DK/NA</u>	13	16	23	13	13	14	13	12	15	15	17	11	16	31	15	11	17	23	15	15
No opinion/DK/NA	13	16	23	13	13	14	13	12	15	15	17	11	16	31	15	11	17	23	15	15

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>TOTAL SATISFIED</u>	70	69	71	73	70	72	63	73	69	72	69	71	76	81	68	77	46	59
Very satisfied	22	21	24	22	21	28	18	26	26	19	20	23	18	26	30	21	13	20
Somewhat satisfied	48	48	47	50	49	44	45	48	43	53	49	48	58	56	38	57	33	38
<u>TOTAL DISSATISFIED</u>	17	21	14	9	19	19	23	18	20	14	18	14	11	9	18	15	28	29
Somewhat dissatisfied	11	12	8	6	11	16	23	10	14	9	12	8	10	6	11	12	24	16
Very dissatisfied	5	9	6	3	7	3	0	9	6	5	6	6	1	3	7	3	4	13
<u>NO OPINION/DK/NA</u>	13	10	15	19	11	9	14	8	11	14	12	15	13	10	14	7	26	12
No opinion/DK/NA	13	10	15	19	11	9	14	8	11	14	12	15	13	10	14	7	26	12

Table 72: Q10f. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Providing bicycle lanes and paths

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>TOTAL SATISFIED</u>	70	70	66	74	72	78	78	61	62	66	72	73	73	69	100	88	58
Very satisfied	22	19	22	27	25	21	30	18	17	23	30	17	22	21	54	40	7
Somewhat satisfied	48	51	44	47	47	57	48	43	45	43	42	56	51	48	46	48	51
<u>TOTAL DISSATISFIED</u>	17	21	20	12	14	14	12	27	14	22	18	19	7	17	0	12	31
Somewhat dissatisfied	11	13	15	7	10	10	7	18	11	16	12	13	5	11	0	12	21
Very dissatisfied	5	7	5	5	4	4	5	9	4	6	6	7	3	6	0	0	9
<u>NO OPINION/DK/NA</u>	13	9	14	14	14	8	10	12	24	12	10	8	20	14	0	0	11
No opinion/DK/NA	13	9	14	14	14	8	10	12	24	12	10	8	20	14	0	0	11
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>TOTAL SATISFIED</u>	70	67	58	66	60	72	75	68	76	72	77	70	77				
Very satisfied	22	21	27	21	27	19	13	17	18	24	20	19	26				
Somewhat satisfied	48	46	31	45	33	53	61	51	59	49	57	51	51				
<u>TOTAL DISSATISFIED</u>	17	17	23	18	21	20	12	23	10	17	12	21	9				
Somewhat dissatisfied	11	9	22	13	18	13	6	15	7	11	6	14	5				
Very dissatisfied	5	8	1	5	3	7	6	8	3	6	5	7	4				
<u>NO OPINION/DK/NA</u>	13	16	19	15	19	8	13	9	13	11	11	9	14				
No opinion/DK/NA	13	16	19	15	19	8	13	9	13	11	11	9	14				

Table 73: Q10g. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Paving and repairing streets and roads

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>TOTAL SATISFIED</u>	68	74	81	76	60	68	0	76	60	61	70	69	67	71	68	63	69	68	65	
Very satisfied	18	21	28	24	12	18	0	24	13	0	20	26	7	24	13	29	18	19	18	
Somewhat satisfied	50	53	52	53	48	50	0	53	48	61	50	44	59	47	55	34	51	50	47	
<u>TOTAL DISSATISFIED</u>	29	25	18	23	36	29	0	23	36	33	30	27	30	27	30	34	29	29	33	
Somewhat dissatisfied	20	19	11	16	24	20	0	16	24	27	21	20	22	21	20	17	21	20	19	
Very dissatisfied	9	6	7	7	12	9	0	7	12	7	8	7	8	6	10	17	8	9	14	
<u>NO OPINION/DK/NA</u>	2	0	1	1	3	2	0	1	3	6	0	4	3	1	2	3	2	2	2	
No opinion/DK/NA	2	0	1	1	3	2	0	1	3	6	0	4	3	1	2	3	2	2	2	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>TOTAL SATISFIED</u>	68	56	80	63	79	77	77	73	73	68	69	79	61	69	65	70	68	76	54	72
Very satisfied	18	13	36	12	15	20	22	17	20	14	22	23	18	12	22	20	16	22	9	21
Somewhat satisfied	50	43	44	51	64	57	55	56	53	54	47	56	44	57	43	50	52	54	45	51
<u>TOTAL DISSATISFIED</u>	29	41	20	33	21	22	23	25	25	30	29	21	39	27	30	30	28	21	45	26
Somewhat dissatisfied	20	25	18	27	15	13	17	19	19	21	19	16	26	19	19	21	19	17	28	18
Very dissatisfied	9	16	3	6	6	9	6	6	7	8	10	5	13	8	11	9	9	4	17	9
<u>NO OPINION/DK/NA</u>	2	3	0	4	0	1	0	2	2	2	2	0	0	4	5	0	4	3	1	1
No opinion/DK/NA	2	3	0	4	0	1	0	2	2	2	2	0	0	4	5	0	4	3	1	1

Table 73: Q10g. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Paving and repairing streets and roads

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>TOTAL SATISFIED</u>	68	81	51	75	47	59	61	79	47	87	28	75	41	72	64	71	73	55	67	51
Very satisfied	18	37	14	21	6	13	15	22	10	41	0	21	6	19	11	22	18	4	13	7
Somewhat satisfied	50	44	37	54	41	47	46	56	37	46	28	54	35	53	52	49	55	51	55	45
<u>TOTAL DISSATISFIED</u>	29	17	49	23	52	38	36	20	51	12	69	24	58	17	34	28	24	45	30	45
Somewhat dissatisfied	20	11	35	17	34	24	23	15	38	7	29	17	40	7	22	20	18	9	25	12
Very dissatisfied	9	6	15	6	18	14	13	5	14	5	40	7	18	10	12	8	6	36	5	33
<u>NO OPINION/DK/NA</u>	2	2	0	2	1	2	3	2	1	1	3	1	1	11	3	1	4	0	3	4
No opinion/DK/NA	2	2	0	2	1	2	3	2	1	1	3	1	1	11	3	1	4	0	3	4

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>TOTAL SATISFIED</u>	68	67	64	78	67	60	70	72	70	68	70	66	62	76	70	76	57	65
Very satisfied	18	21	20	19	19	10	15	12	18	18	16	19	22	17	19	10	16	15
Somewhat satisfied	50	46	44	59	49	51	55	59	52	49	55	47	40	59	51	65	40	51
<u>TOTAL DISSATISFIED</u>	29	30	34	21	31	36	29	27	29	30	28	32	38	22	30	23	36	31
Somewhat dissatisfied	20	16	27	17	22	27	13	20	21	19	19	21	30	15	20	13	21	25
Very dissatisfied	9	14	7	4	9	9	16	7	8	11	9	11	8	7	10	10	15	6
<u>NO OPINION/DK/NA</u>	2	3	2	1	1	4	2	1	1	3	2	1	0	1	0	2	7	4
No opinion/DK/NA	2	3	2	1	1	4	2	1	1	3	2	1	0	1	0	2	7	4

Table 73: Q10g. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Paving and repairing streets and roads

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>TOTAL SATISFIED</u>	68	67	71	71	67	69	70	68	67	73	68	64	72	68	76	88	46
Very satisfied	18	13	17	24	21	12	27	16	17	16	21	12	25	17	25	32	7
Somewhat satisfied	50	55	55	47	45	57	44	52	51	57	48	51	47	51	52	56	39
<u>TOTAL DISSATISFIED</u>	29	30	26	27	32	31	30	27	28	25	31	34	26	30	24	12	54
Somewhat dissatisfied	20	24	17	17	22	21	22	21	15	17	24	24	14	20	24	6	46
Very dissatisfied	9	6	9	10	9	10	8	6	13	8	7	10	12	10	0	6	8
<u>NO OPINION/DK/NA</u>	2	2	2	2	2	0	0	5	5	2	1	3	2	2	0	0	0
No opinion/DK/NA	2	2	2	2	2	0	0	5	5	2	1	3	2	2	0	0	0
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>TOTAL SATISFIED</u>	68	55	60	46	65	72	74	76	69	72	75	75	71				
Very satisfied	18	15	12	6	20	14	29	15	20	19	25	17	24				
Somewhat satisfied	50	40	48	40	45	58	46	61	49	53	50	59	47				
<u>TOTAL DISSATISFIED</u>	29	43	37	52	32	26	25	22	30	26	24	22	28				
Somewhat dissatisfied	20	30	23	29	22	20	18	19	20	19	18	19	18				
Very dissatisfied	9	13	14	23	10	6	7	3	10	7	6	3	10				
<u>NO OPINION/DK/NA</u>	2	2	3	2	3	2	1	2	1	2	1	2	1				
No opinion/DK/NA	2	2	3	2	3	2	1	2	1	2	1	2	1				

Table 74: Q10h. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Maintaining public facilities and infrastructure

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>TOTAL SATISFIED</u>	77	87	83	85	69	77	0	85	69	72	89	78	75	73	77	72	81	75	72	
Very satisfied	21	30	31	31	11	21	0	31	10	21	25	21	16	26	16	11	21	20	15	
Somewhat satisfied	57	56	52	55	59	57	0	55	59	51	63	56	58	46	61	61	60	55	56	
<u>TOTAL DISSATISFIED</u>	18	11	11	11	25	18	0	11	26	17	7	16	21	23	19	24	14	21	24	
Somewhat dissatisfied	15	10	10	10	21	15	0	10	22	9	5	14	19	19	17	24	12	18	23	
Very dissatisfied	3	1	2	1	4	3	0	1	4	7	2	2	3	5	2	0	2	3	1	
<u>NO OPINION/DK/NA</u>	5	3	6	4	5	5	0	4	5	12	4	6	4	4	4	3	5	4	5	
No opinion/DK/NA	5	3	6	4	5	5	0	4	5	12	4	6	4	4	4	3	5	4	5	
	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>TOTAL SATISFIED</u>	77	72	88	78	78	74	91	81	81	80	75	88	78	75	67	82	72	87	64	75
Very satisfied	21	20	38	12	21	14	16	16	21	20	22	24	22	18	15	23	17	25	14	19
Somewhat satisfied	57	52	50	66	57	60	75	65	60	60	53	63	56	57	52	59	55	62	49	56
<u>TOTAL DISSATISFIED</u>	18	24	10	18	16	19	7	14	14	16	20	11	19	17	27	15	21	10	33	14
Somewhat dissatisfied	15	21	7	16	16	18	5	13	12	14	17	11	19	14	19	15	16	9	28	13
Very dissatisfied	3	3	4	1	0	1	2	2	2	2	3	0	1	3	8	0	5	2	5	2
<u>NO OPINION/DK/NA</u>	5	3	2	5	6	7	2	5	5	4	5	2	3	8	6	2	7	3	3	10
No opinion/DK/NA	5	3	2	5	6	7	2	5	5	4	5	2	3	8	6	2	7	3	3	10

Table 74: Q10h. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Maintaining public facilities and infrastructure

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>TOTAL SATISFIED</u>	77	87	54	82	59	63	70	84	69	87	22	86	44	74	75	79	82	60	79	59
Very satisfied	21	43	14	25	6	15	17	22	24	47	0	24	4	25	18	23	26	4	21	6
Somewhat satisfied	57	44	40	57	54	48	54	62	45	40	22	61	40	49	57	56	56	56	58	53
<u>TOTAL DISSATISFIED</u>	18	7	46	12	39	32	24	12	26	9	72	11	53	6	21	17	12	40	16	37
Somewhat dissatisfied	15	6	32	10	33	30	21	11	19	9	46	10	43	6	17	15	11	18	14	25
Very dissatisfied	3	1	15	2	6	2	3	1	8	0	26	1	10	0	4	2	1	21	2	12
<u>NO OPINION/DK/NA</u>	5	6	0	6	1	5	5	4	5	4	6	3	3	20	4	4	6	0	5	4
No opinion/DK/NA	5	6	0	6	1	5	5	4	5	4	6	3	3	20	4	4	6	0	5	4

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>TOTAL SATISFIED</u>	77	81	68	80	80	69	78	75	76	80	75	80	76	87	89	79	54	69
Very satisfied	21	25	18	21	23	5	25	22	23	19	17	28	20	21	16	21	22	18
Somewhat satisfied	57	56	50	58	57	65	53	54	53	61	58	53	56	66	72	58	32	51
<u>TOTAL DISSATISFIED</u>	18	14	27	14	16	27	19	20	20	14	19	18	22	13	9	13	32	24
Somewhat dissatisfied	15	10	26	13	13	22	17	18	18	12	16	15	20	13	7	9	32	20
Very dissatisfied	3	4	1	1	3	5	2	2	2	3	3	3	1	0	2	3	0	4
<u>NO OPINION/DK/NA</u>	5	5	5	6	4	4	3	4	4	5	6	2	2	0	2	8	14	7
No opinion/DK/NA	5	5	5	6	4	4	3	4	4	5	6	2	2	0	2	8	14	7

Table 74: Q10h. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Maintaining public facilities and infrastructure

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>TOTAL SATISFIED</u>	77	82	81	80	70	86	79	76	68	83	69	78	83	76	88	93	79
Very satisfied	21	20	21	24	19	21	25	19	15	20	25	20	19	20	51	30	8
Somewhat satisfied	57	62	60	57	51	66	54	57	53	63	44	59	64	57	37	63	71
<u>TOTAL DISSATISFIED</u>	18	15	14	14	28	10	19	19	22	12	28	18	10	19	12	7	11
Somewhat dissatisfied	15	13	11	12	25	10	18	15	16	11	25	15	8	16	12	0	11
Very dissatisfied	3	2	3	2	3	0	1	5	5	1	3	4	2	3	0	7	0
<u>NO OPINION/DK/NA</u>	5	4	5	6	3	3	2	5	10	5	3	3	7	5	0	0	9
No opinion/DK/NA	5	4	5	6	3	3	2	5	10	5	3	3	7	5	0	0	9
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>TOTAL SATISFIED</u>	77	79	72	69	76	83	80	84	77	83	79	84	78				
Very satisfied	21	29	15	20	21	14	18	14	17	20	23	19	23				
Somewhat satisfied	57	50	56	49	55	69	62	70	60	63	56	64	55				
<u>TOTAL DISSATISFIED</u>	18	19	23	27	21	12	17	12	18	12	18	12	16				
Somewhat dissatisfied	15	18	21	24	18	11	14	10	15	9	15	9	14				
Very dissatisfied	3	2	3	3	3	1	3	1	2	2	3	2	2				
<u>NO OPINION/DK/NA</u>	5	2	5	4	3	5	3	4	5	5	3	4	5				
No opinion/DK/NA	5	2	5	4	3	5	3	4	5	5	3	4	5				

Table 75: Q10i. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Providing opportunities to be involved in City government

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>TOTAL SATISFIED</u>	50	65	60	63	37	50	0	63	37	36	59	47	38	51	53	60	49	53	56	
Very satisfied	13	17	25	20	6	13	0	20	6	7	16	14	8	20	9	12	13	14	12	
Somewhat satisfied	37	48	34	43	31	37	0	43	31	29	43	32	30	31	44	48	36	39	44	
<u>TOTAL DISSATISFIED</u>	20	13	17	15	26	20	0	15	26	20	16	21	23	20	18	22	20	19	19	
Somewhat dissatisfied	17	9	17	12	21	17	0	12	21	20	14	18	16	18	14	22	16	16	17	
Very dissatisfied	4	4	0	2	5	4	0	2	5	0	3	3	7	2	4	0	4	3	3	
<u>NO OPINION/DK/NA</u>	30	22	23	22	37	30	0	22	37	44	24	33	38	29	29	18	32	28	25	
No opinion/DK/NA	30	22	23	22	37	30	0	22	37	44	24	33	38	29	29	18	32	28	25	
	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>TOTAL SATISFIED</u>	50	42	74	40	34	55	55	48	54	47	54	55	53	44	45	54	45	65	42	31
Very satisfied	13	14	29	6	6	5	12	9	13	9	17	15	15	11	8	15	10	21	9	3
Somewhat satisfied	37	27	44	34	28	50	43	40	42	38	37	40	38	34	37	39	35	44	33	27
<u>TOTAL DISSATISFIED</u>	20	24	14	15	32	21	15	18	17	20	20	21	17	21	22	19	22	11	38	16
Somewhat dissatisfied	17	21	10	13	22	14	15	15	13	17	15	17	14	19	16	16	18	10	29	13
Very dissatisfied	4	3	4	2	9	7	0	3	4	3	5	3	3	3	7	3	4	1	8	3
<u>NO OPINION/DK/NA</u>	30	35	12	45	34	24	30	33	28	33	26	24	29	34	32	27	33	24	20	54
No opinion/DK/NA	30	35	12	45	34	24	30	33	28	33	26	24	29	34	32	27	33	24	20	54

Table 75: Q10i. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Providing opportunities to be involved in City government

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>TOTAL SATISFIED</u>	50	67	28	55	33	42	49	56	31	65	12	59	23	27	40	56	42	11	42	33
Very satisfied	13	30	14	16	3	9	12	15	8	36	0	16	3	5	12	14	14	0	16	0
Somewhat satisfied	37	36	15	39	30	33	37	41	24	28	12	43	20	23	27	42	28	11	26	33
<u>TOTAL DISSATISFIED</u>	20	6	52	14	42	25	22	16	34	11	55	14	52	5	23	19	17	53	19	38
Somewhat dissatisfied	17	6	45	12	32	21	19	13	26	10	26	12	39	3	18	16	16	21	18	18
Very dissatisfied	4	0	7	2	11	4	3	3	8	1	29	2	12	2	5	3	1	33	1	20
<u>NO OPINION/DK/NA</u>	30	27	20	31	25	32	30	28	34	25	33	27	26	67	37	25	41	36	39	29
No opinion/DK/NA	30	27	20	31	25	32	30	28	34	25	33	27	26	67	37	25	41	36	39	29

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME						
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+	
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66	
<u>TOTAL SATISFIED</u>	50	47	46	62	50	39	50	50	53	49	50	53	52	58	61	49	42	42	
Very satisfied	13	15	16	10	16	3	15	13	16	11	11	17	20	13	12	9	12	13	
Somewhat satisfied	37	32	30	51	34	36	35	37	37	38	39	36	32	45	48	40	30	29	
<u>TOTAL DISSATISFIED</u>	20	22	25	8	18	27	36	22	22	17	20	21	23	20	16	20	21	18	
Somewhat dissatisfied	17	21	16	6	13	27	29	19	18	15	15	19	20	16	12	20	14	14	
Very dissatisfied	4	1	10	2	5	0	6	3	3	3	4	2	2	5	4	0	7	4	
<u>NO OPINION/DK/NA</u>	30	31	29	31	32	34	15	28	26	33	31	26	25	21	23	31	37	40	
No opinion/DK/NA	30	31	29	31	32	34	15	28	26	33	31	26	25	21	23	31	37	40	

Table 75: Q10i. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Providing opportunities to be involved in City government

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>TOTAL SATISFIED</u>	50	47	48	52	57	48	60	47	43	52	54	44	55	49	74	59	57
Very satisfied	13	11	7	16	20	11	19	8	13	10	21	8	13	12	29	24	29
Somewhat satisfied	37	37	41	36	37	37	41	39	31	42	33	35	42	37	46	36	28
<u>TOTAL DISSATISFIED</u>	20	18	19	21	20	19	19	21	23	20	22	18	16	22	0	14	0
Somewhat dissatisfied	17	15	15	15	18	16	15	18	17	17	18	17	11	18	0	14	0
Very dissatisfied	4	2	4	6	2	3	4	2	7	3	3	1	5	4	0	0	0
<u>NO OPINION/DK/NA</u>	30	35	32	28	23	33	21	33	33	28	24	38	28	29	26	26	43
No opinion/DK/NA	30	35	32	28	23	33	21	33	33	28	24	38	28	29	26	26	43
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>TOTAL SATISFIED</u>	50	42	44	37	48	44	58	48	48	51	61	52	57				
Very satisfied	13	14	15	11	18	10	7	7	11	13	12	8	17				
Somewhat satisfied	37	28	28	26	30	34	50	41	37	38	49	43	40				
<u>TOTAL DISSATISFIED</u>	20	21	21	25	22	20	14	14	23	18	15	17	17				
Somewhat dissatisfied	17	18	19	22	19	17	11	13	17	14	12	14	13				
Very dissatisfied	4	2	2	3	3	3	3	1	6	4	3	3	5				
<u>NO OPINION/DK/NA</u>	30	37	35	39	30	36	28	37	29	31	24	32	25				
No opinion/DK/NA	30	37	35	39	30	36	28	37	29	31	24	32	25				

Table 76: Q10j. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Recruiting new businesses and companies to the city

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>TOTAL SATISFIED</u>	56	67	81	72	40	56	0	72	41	31	62	52	54	63	52	66	56	58	53	
Very satisfied	14	20	31	24	5	14	0	24	5	0	19	16	7	20	10	18	14	15	15	
Somewhat satisfied	42	47	50	48	35	42	0	48	35	31	43	36	48	42	42	48	42	43	37	
<u>TOTAL DISSATISFIED</u>	23	19	13	17	30	23	0	17	29	49	23	24	18	20	27	21	22	24	26	
Somewhat dissatisfied	17	12	12	12	23	17	0	12	21	49	18	15	13	15	20	21	16	18	20	
Very dissatisfied	6	7	1	5	8	6	0	5	8	0	4	9	6	6	7	0	6	6	6	
<u>NO OPINION/DK/NA</u>	20	14	6	11	30	20	0	11	30	19	15	24	27	17	21	13	22	18	21	
No opinion/DK/NA	20	14	6	11	30	20	0	11	30	19	15	24	27	17	21	13	22	18	21	
	QC RACE/ETHNICITY							QD GENDER				QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>TOTAL SATISFIED</u>	56	51	64	49	68	58	61	58	58	57	56	58	58	58	48	58	54	68	45	48
Very satisfied	14	13	24	2	16	18	19	12	15	12	17	14	15	15	10	15	13	20	9	11
Somewhat satisfied	42	39	40	47	52	40	42	45	43	45	39	44	43	42	38	43	41	48	36	37
<u>TOTAL DISSATISFIED</u>	23	26	25	30	12	22	13	21	21	22	24	24	19	25	26	21	25	14	41	19
Somewhat dissatisfied	17	22	21	23	6	12	11	15	15	15	19	23	14	17	15	18	16	11	27	16
Very dissatisfied	6	4	4	7	6	10	2	6	6	7	5	1	5	8	10	3	9	3	14	2
<u>NO OPINION/DK/NA</u>	20	23	12	21	19	20	26	21	21	20	20	18	23	17	27	20	21	18	14	34
No opinion/DK/NA	20	23	12	21	19	20	26	21	21	20	20	18	23	17	27	20	21	18	14	34

Table 76: Q10j. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Recruiting new businesses and companies to the city

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>TOTAL SATISFIED</u>	56	66	40	61	41	51	50	65	38	77	8	62	34	46	44	64	42	22	48	31
Very satisfied	14	29	0	18	1	8	10	19	8	38	0	18	1	10	9	19	13	7	10	4
Somewhat satisfied	42	36	40	43	39	43	40	46	30	38	8	44	33	35	35	45	29	15	38	27
<u>TOTAL DISSATISFIED</u>	23	12	33	19	38	30	31	15	37	6	61	19	46	15	29	20	23	48	25	43
Somewhat dissatisfied	17	11	27	15	24	21	23	12	22	4	29	15	28	10	19	16	17	21	17	24
Very dissatisfied	6	1	6	4	14	8	8	3	15	2	32	4	18	5	10	3	6	27	7	19
<u>NO OPINION/DK/NA</u>	20	22	27	20	21	19	20	20	26	17	31	19	20	40	27	16	35	30	27	26
No opinion/DK/NA	20	22	27	20	21	19	20	20	26	17	31	19	20	40	27	16	35	30	27	26

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>TOTAL SATISFIED</u>	56	52	50	64	66	41	45	54	58	55	59	54	55	62	69	62	48	47
Very satisfied	14	14	10	22	17	9	7	12	17	13	14	15	18	11	17	11	14	11
Somewhat satisfied	42	38	40	42	49	32	39	42	41	43	45	39	37	50	53	51	34	36
<u>TOTAL DISSATISFIED</u>	23	26	29	20	17	26	30	27	25	21	22	25	24	24	16	24	23	33
Somewhat dissatisfied	17	21	16	13	13	23	25	19	18	16	16	18	20	19	8	24	17	19
Very dissatisfied	6	5	13	6	4	4	5	8	7	5	7	6	4	5	8	0	6	13
<u>NO OPINION/DK/NA</u>	20	22	21	16	16	32	25	19	17	23	18	21	21	14	15	14	28	20
No opinion/DK/NA	20	22	21	16	16	32	25	19	17	23	18	21	21	14	15	14	28	20

Table 76: Q10j. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Recruiting new businesses and companies to the city

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>TOTAL SATISFIED</u>	56	57	59	57	57	62	55	53	57	58	59	58	54	54	63	73	76
Very satisfied	14	12	14	17	16	9	20	14	13	15	18	11	16	13	24	37	11
Somewhat satisfied	42	46	45	40	41	53	35	39	44	43	40	47	39	41	39	36	64
<u>TOTAL DISSATISFIED</u>	23	20	23	23	25	16	26	29	21	22	26	23	20	24	11	27	24
Somewhat dissatisfied	17	13	16	18	20	13	22	18	15	13	22	18	15	17	0	27	17
Very dissatisfied	6	7	7	5	5	2	4	11	6	9	5	5	5	6	11	0	8
<u>NO OPINION/DK/NA</u>	20	23	18	21	18	22	19	18	23	20	15	19	26	22	26	0	0
No opinion/DK/NA	20	23	18	21	18	22	19	18	23	20	15	19	26	22	26	0	0
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>TOTAL SATISFIED</u>	56	63	46	48	56	55	66	60	54	55	67	61	56				
Very satisfied	14	12	14	11	15	11	16	11	14	15	15	12	18				
Somewhat satisfied	42	50	33	37	42	44	51	49	41	40	52	48	38				
<u>TOTAL DISSATISFIED</u>	23	13	32	30	22	22	17	18	24	23	16	19	23				
Somewhat dissatisfied	17	12	26	25	20	16	9	12	19	16	11	12	18				
Very dissatisfied	6	1	6	5	3	6	8	7	6	7	5	7	5				
<u>NO OPINION/DK/NA</u>	20	24	22	22	21	23	16	22	21	23	17	21	21				
No opinion/DK/NA	20	24	22	22	21	23	16	22	21	23	17	21	21				

Table 77: Q10k. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Developing policies to support affordable housing

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>TOTAL SATISFIED</u>	47	56	65	59	34	47	0	59	36	8	48	39	43	47	56	62	43	53	54	
Very satisfied	12	15	18	16	8	12	0	16	8	0	9	12	10	20	11	12	10	15	12	
Somewhat satisfied	35	40	47	43	27	35	0	43	28	8	40	26	33	27	44	50	33	38	43	
<u>TOTAL DISSATISFIED</u>	33	29	21	26	41	33	0	26	41	44	39	35	29	34	30	19	34	30	30	
Somewhat dissatisfied	18	17	14	16	20	18	0	16	19	38	20	17	14	21	18	9	17	18	18	
Very dissatisfied	16	13	6	10	21	16	0	10	22	6	19	18	15	13	12	10	17	12	12	
<u>NO OPINION/DK/NA</u>	20	15	15	15	25	20	0	15	24	49	13	26	28	19	15	19	22	17	15	
No opinion/DK/NA	20	15	15	15	25	20	0	15	24	49	13	26	28	19	15	19	22	17	15	
	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>TOTAL SATISFIED</u>	47	44	60	41	45	48	53	49	49	48	46	62	42	41	41	52	41	61	38	29
Very satisfied	12	14	29	0	6	9	6	7	12	7	17	16	15	4	12	16	7	17	9	5
Somewhat satisfied	35	31	32	41	39	39	47	42	37	41	29	47	26	37	30	36	34	43	29	24
<u>TOTAL DISSATISFIED</u>	33	38	32	30	36	31	30	30	31	30	36	27	37	40	28	32	36	25	47	33
Somewhat dissatisfied	18	20	16	21	18	18	10	16	16	16	20	18	12	23	17	15	21	18	18	17
Very dissatisfied	16	19	16	9	18	13	19	14	15	15	16	9	24	17	11	17	15	7	29	16
<u>NO OPINION/DK/NA</u>	20	18	7	29	19	21	17	22	21	22	18	11	21	19	31	16	24	14	15	38
No opinion/DK/NA	20	18	7	29	19	21	17	22	21	22	18	11	21	19	31	16	24	14	15	38

Table 77: Q10k. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Developing policies to support affordable housing

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>TOTAL SATISFIED</u>	47	66	10	52	28	41	42	54	29	62	10	54	22	32	39	52	45	16	42	31
Very satisfied	12	29	0	15	4	11	13	13	6	28	5	14	6	3	9	14	11	8	10	8
Somewhat satisfied	35	37	10	38	25	30	29	41	23	35	5	40	16	29	30	38	34	8	32	23
<u>TOTAL DISSATISFIED</u>	33	17	68	28	55	39	39	26	48	19	59	26	62	35	39	31	28	55	36	45
Somewhat dissatisfied	18	11	26	18	19	17	19	16	21	13	23	16	30	9	20	17	19	9	20	15
Very dissatisfied	16	6	42	10	35	23	20	10	27	7	36	11	32	26	19	14	9	46	16	30
<u>NO OPINION/DK/NA</u>	20	17	22	20	17	20	19	20	23	18	31	20	16	33	23	17	27	29	22	24
No opinion/DK/NA	20	17	22	20	17	20	19	20	23	18	31	20	16	33	23	17	27	29	22	24

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>TOTAL SATISFIED</u>	47	42	41	49	52	44	45	48	52	41	49	47	50	49	57	43	48	41
Very satisfied	12	9	16	14	10	5	20	13	17	7	10	16	18	5	9	4	13	12
Somewhat satisfied	35	33	25	36	42	39	25	35	35	34	39	31	32	44	49	39	35	29
<u>TOTAL DISSATISFIED</u>	33	34	36	30	32	36	41	30	30	37	28	39	38	32	33	34	31	34
Somewhat dissatisfied	18	20	14	17	12	23	29	14	15	21	17	19	26	13	18	16	13	20
Very dissatisfied	16	13	22	12	20	13	12	16	15	16	11	20	13	19	15	18	18	14
<u>NO OPINION/DK/NA</u>	20	24	23	21	16	20	14	22	18	22	23	14	11	19	10	22	21	25
No opinion/DK/NA	20	24	23	21	16	20	14	22	18	22	23	14	11	19	10	22	21	25

Table 77: Q10k. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Developing policies to support affordable housing

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>TOTAL SATISFIED</u>	47	46	53	43	53	53	51	45	37	52	55	46	37	45	63	61	49
Very satisfied	12	5	11	16	19	8	21	5	9	9	25	5	9	12	41	7	0
Somewhat satisfied	35	41	42	26	34	44	30	40	28	43	29	42	28	34	22	54	49
<u>TOTAL DISSATISFIED</u>	33	31	26	37	35	25	38	34	35	27	33	32	40	34	24	21	42
Somewhat dissatisfied	18	15	16	20	19	10	19	20	22	13	17	18	23	18	12	6	42
Very dissatisfied	16	16	9	17	16	15	19	14	13	14	15	14	18	16	11	15	0
<u>NO OPINION/DK/NA</u>	20	23	21	20	12	22	11	20	28	21	13	22	23	21	13	18	9
No opinion/DK/NA	20	23	21	20	12	22	11	20	28	21	13	22	23	21	13	18	9
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>TOTAL SATISFIED</u>	47	45	46	49	41	45	61	48	49	44	60	48	50				
Very satisfied	12	13	14	7	21	7	7	3	11	10	16	7	17				
Somewhat satisfied	35	32	31	42	20	38	54	45	38	34	45	41	34				
<u>TOTAL DISSATISFIED</u>	33	38	36	33	42	32	21	30	30	33	23	29	32				
Somewhat dissatisfied	18	16	23	17	23	16	12	17	14	16	12	14	17				
Very dissatisfied	16	22	13	15	20	16	9	13	15	17	11	15	15				
<u>NO OPINION/DK/NA</u>	20	17	18	19	17	23	17	22	21	22	16	23	18				
No opinion/DK/NA	20	17	18	19	17	23	17	22	21	22	16	23	18				

Table 78: Q10I. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Providing services to people who are homeless

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	398	128	71	199	199	398	0	199	188	11	83	79	74	60	74	17	236	150	60	
<u>TOTAL SATISFIED</u>	40	53	58	55	26	40	0	55	25	27	49	34	36	51	35	28	40	40	24	
Very satisfied	13	19	24	21	4	13	0	21	4	5	13	18	14	20	2	12	15	10	5	
Somewhat satisfied	27	34	33	34	21	27	0	34	21	22	36	16	22	31	33	16	25	30	19	
<u>TOTAL DISSATISFIED</u>	34	29	26	28	39	34	0	28	40	30	39	40	28	22	32	48	36	30	42	
Somewhat dissatisfied	18	14	15	14	22	18	0	14	23	19	23	19	16	12	18	35	19	18	28	
Very dissatisfied	15	15	11	14	17	15	0	14	17	11	16	20	12	10	14	12	16	12	15	
<u>NO OPINION/DK/NA</u>	26	18	16	17	35	26	0	17	35	43	13	26	36	27	33	24	24	30	34	
No opinion/DK/NA	26	18	16	17	35	26	0	17	35	43	13	26	36	27	33	24	24	30	34	
	QC RACE/ETHNICITY							QD GENDER				QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	398	111	52	56	22	38	52	175	268	195	195	99	107	115	68	207	183	185	121	93
<u>TOTAL SATISFIED</u>	40	32	63	40	36	39	44	41	44	39	41	54	33	37	34	43	36	49	37	27
Very satisfied	13	14	21	0	3	15	20	11	12	7	19	20	14	6	10	17	7	17	12	4
Somewhat satisfied	27	18	41	40	32	24	25	31	31	32	22	33	20	31	23	26	28	31	25	23
<u>TOTAL DISSATISFIED</u>	34	43	20	28	33	37	29	30	30	32	35	25	38	38	32	32	36	27	44	32
Somewhat dissatisfied	18	27	6	16	11	17	18	16	15	19	18	16	14	24	19	15	22	18	18	21
Very dissatisfied	15	17	15	11	22	20	11	14	15	13	17	9	24	13	13	17	13	10	26	12
<u>NO OPINION/DK/NA</u>	26	24	17	33	31	24	26	28	26	29	24	21	28	26	34	25	29	24	19	41
No opinion/DK/NA	26	24	17	33	31	24	26	28	26	29	24	21	28	26	34	25	29	24	19	41

Table 78: Q10I. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Providing services to people who are homeless

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	398	98	18	305	90	87	140	208	51	89	20	298	72	29	147	239	59	19	113	33
<u>TOTAL SATISFIED</u>	40	46	37	42	34	36	38	44	30	54	16	47	21	19	29	47	26	17	31	24
Very satisfied	13	26	9	14	8	11	13	15	4	30	5	15	5	6	9	16	6	6	8	10
Somewhat satisfied	27	21	28	28	26	25	26	29	26	25	11	31	16	13	20	31	20	11	22	14
<u>TOTAL DISSATISFIED</u>	34	26	39	30	47	33	35	30	46	18	52	27	59	42	39	31	35	57	35	53
Somewhat dissatisfied	18	17	19	18	20	15	18	17	26	8	20	15	29	26	20	19	18	14	18	25
Very dissatisfied	15	9	20	11	27	17	17	13	20	10	32	11	30	16	20	12	18	42	17	28
<u>NO OPINION/DK/NA</u>	26	27	24	28	19	31	27	26	24	27	31	27	20	39	32	22	39	26	34	24
No opinion/DK/NA	26	27	24	28	19	31	27	26	24	27	31	27	20	39	32	22	39	26	34	24

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	398	83	60	81	94	41	37	100	194	192	229	136	68	69	48	45	18	66
<u>TOTAL SATISFIED</u>	40	34	36	44	50	38	28	45	45	34	40	41	49	53	44	32	36	26
Very satisfied	13	14	17	11	14	13	6	21	19	7	10	17	15	21	10	8	13	10
Somewhat satisfied	27	21	19	33	36	26	22	24	26	28	29	24	34	32	35	25	23	16
<u>TOTAL DISSATISFIED</u>	34	40	39	27	27	29	47	29	30	37	31	36	36	25	39	40	35	38
Somewhat dissatisfied	18	24	21	13	11	22	32	16	17	20	18	17	21	12	26	19	17	18
Very dissatisfied	15	16	19	14	16	7	16	13	13	18	14	20	14	13	13	21	18	20
<u>NO OPINION/DK/NA</u>	26	26	25	29	23	33	25	26	25	28	29	23	15	21	17	27	30	35
No opinion/DK/NA	26	26	25	29	23	33	25	26	25	28	29	23	15	21	17	27	30	35

Table 78: Q10I. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Providing services to people who are homeless

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	398	116	73	115	76	92	114	100	79	93	99	96	93	357	12	18	12
<u>TOTAL SATISFIED</u>	40	38	42	43	40	39	47	39	32	42	49	35	34	37	51	76	65
Very satisfied	13	8	5	23	15	10	22	4	12	9	30	5	9	11	17	52	0
Somewhat satisfied	27	30	37	21	24	29	24	35	20	34	19	30	26	26	34	24	65
<u>TOTAL DISSATISFIED</u>	34	36	25	35	34	30	34	34	36	27	33	37	36	35	35	6	17
Somewhat dissatisfied	18	23	15	16	20	17	14	21	24	15	19	23	15	20	12	6	9
Very dissatisfied	15	13	9	19	14	13	20	13	12	12	14	14	21	16	23	0	8
<u>NO OPINION/DK/NA</u>	26	27	34	21	27	31	19	27	31	31	18	28	30	27	13	18	18
No opinion/DK/NA	26	27	34	21	27	31	19	27	31	31	18	28	30	27	13	18	18
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	398	45	63	55	55	123	47	96	79	181	81	135	131				
<u>TOTAL SATISFIED</u>	40	38	30	31	34	37	52	40	43	41	50	42	45				
Very satisfied	13	19	11	9	19	12	8	4	19	14	9	5	19				
Somewhat satisfied	27	19	19	22	15	25	43	36	24	27	41	37	26				
<u>TOTAL DISSATISFIED</u>	34	48	38	43	42	35	18	27	35	34	21	28	32				
Somewhat dissatisfied	18	31	25	27	26	20	8	16	17	17	10	15	14				
Very dissatisfied	15	17	13	16	16	15	11	11	18	17	11	12	18				
<u>NO OPINION/DK/NA</u>	26	14	32	26	24	28	30	33	22	25	29	30	23				
No opinion/DK/NA	26	14	32	26	24	28	30	33	22	25	29	30	23				

Table 79: Q10m. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Enforcing traffic laws to protect the safety of pedestrians, cyclists, and drivers

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE								
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60
<u>TOTAL SATISFIED</u>	78	89	90	90	65	0	78	90	66	57	75	74	76	87	79	83	75	82	76
Very satisfied	29	31	39	34	24	0	29	34	24	24	23	37	25	24	34	36	28	31	29
Somewhat satisfied	49	58	51	56	42	0	49	56	42	33	52	37	51	63	44	47	47	52	46
<u>TOTAL DISSATISFIED</u>	16	9	6	8	24	0	16	8	24	28	16	15	20	11	17	11	17	14	19
Somewhat dissatisfied	13	5	6	5	20	0	13	5	21	11	12	13	13	9	16	11	13	13	18
Very dissatisfied	3	4	0	3	3	0	3	3	3	17	4	2	6	2	1	0	4	1	1
<u>NO OPINION/DK/NA</u>	7	2	3	2	11	0	7	2	11	14	9	11	4	2	4	6	8	4	6
No opinion/DK/NA	7	2	3	2	11	0	7	2	11	14	9	11	4	2	4	6	8	4	6

	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>TOTAL SATISFIED</u>	78	79	85	72	76	90	81	79	79	77	80	89	83	68	71	86	69	86	66	70
Very satisfied	29	26	31	25	20	36	34	29	31	28	29	23	40	27	26	32	26	39	16	20
Somewhat satisfied	49	54	54	47	56	54	47	50	48	49	50	67	43	41	45	54	42	48	50	50
<u>TOTAL DISSATISFIED</u>	16	13	11	16	24	9	19	16	16	18	13	9	15	19	22	12	20	9	26	21
Somewhat dissatisfied	13	10	9	11	24	6	17	13	13	15	10	7	12	17	15	10	16	8	20	17
Very dissatisfied	3	3	2	5	0	2	2	3	3	3	3	2	2	2	7	2	4	1	6	4
<u>NO OPINION/DK/NA</u>	7	7	4	13	0	1	0	5	5	4	8	2	2	13	8	2	11	5	8	9
No opinion/DK/NA	7	7	4	13	0	1	0	5	5	4	8	2	2	13	8	2	11	5	8	9

Table 79: Q10m. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Enforcing traffic laws to protect the safety of pedestrians, cyclists, and drivers

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>TOTAL SATISFIED</u>	78	92	55	81	62	73	77	78	75	91	34	85	58	56	79	78	82	66	82	69
Very satisfied	29	51	16	32	13	21	26	33	19	59	6	33	12	22	26	31	38	32	26	29
Somewhat satisfied	49	41	39	49	48	53	51	46	56	31	28	51	47	34	52	47	44	34	56	40
<u>TOTAL DISSATISFIED</u>	16	6	30	13	30	20	18	15	13	5	54	11	33	22	17	15	16	30	15	22
Somewhat dissatisfied	13	6	3	12	20	12	12	14	10	4	21	10	22	20	14	12	14	20	13	13
Very dissatisfied	3	1	27	2	10	7	5	1	3	1	33	1	11	3	3	3	3	10	1	9
<u>NO OPINION/DK/NA</u>	7	2	15	6	9	7	5	6	12	4	12	4	9	22	4	7	2	4	3	9
No opinion/DK/NA	7	2	15	6	9	7	5	6	12	4	12	4	9	22	4	7	2	4	3	9

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74
<u>TOTAL SATISFIED</u>	78	71	86	67	84	85	76	78	78	77	75	86	83	79	76	84	73	74
Very satisfied	29	30	26	23	31	35	36	27	30	28	29	31	39	25	21	41	38	20
Somewhat satisfied	49	41	60	44	53	50	41	51	48	49	46	55	44	54	55	43	36	54
<u>TOTAL DISSATISFIED</u>	16	14	12	26	11	12	20	17	16	16	19	8	9	15	19	8	27	19
Somewhat dissatisfied	13	10	8	21	9	12	20	13	12	14	16	6	9	12	18	6	16	14
Very dissatisfied	3	4	4	5	2	0	0	4	4	2	3	1	0	3	1	2	10	6
<u>NO OPINION/DK/NA</u>	7	15	2	7	5	3	4	5	6	7	6	6	9	6	5	8	0	7
No opinion/DK/NA	7	15	2	7	5	3	4	5	6	7	6	6	9	6	5	8	0	7

Table 79: Q10m. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Enforcing traffic laws to protect the safety of pedestrians, cyclists, and drivers

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>TOTAL SATISFIED</u>	78	76	78	75	88	82	89	71	67	72	85	80	74	75	100	85	94
Very satisfied	29	32	23	24	39	26	36	32	21	19	41	37	19	26	52	43	43
Somewhat satisfied	49	44	55	50	49	56	53	40	46	54	45	44	55	49	48	42	51
<u>TOTAL DISSATISFIED</u>	16	18	19	16	8	15	10	23	17	23	9	16	17	17	0	15	6
Somewhat dissatisfied	13	14	18	12	7	12	7	19	14	18	6	14	15	14	0	9	6
Very dissatisfied	3	4	2	4	1	2	2	4	4	5	3	1	3	3	0	6	0
<u>NO OPINION/DK/NA</u>	7	6	3	9	4	3	1	6	16	5	6	4	9	8	0	0	0
No opinion/DK/NA	7	6	3	9	4	3	1	6	16	5	6	4	9	8	0	0	0
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	397	43	67	56	54	114	57	89	84	178	81	135	131				
<u>TOTAL SATISFIED</u>	78	74	84	79	82	76	83	78	80	77	82	77	80				
Very satisfied	29	21	29	20	33	27	34	30	28	31	33	33	29				
Somewhat satisfied	49	54	55	59	49	49	50	48	52	46	49	45	51				
<u>TOTAL DISSATISFIED</u>	16	13	12	16	11	17	15	18	14	17	16	19	14				
Somewhat dissatisfied	13	5	12	14	6	14	12	14	12	14	13	15	11				
Very dissatisfied	3	9	0	2	4	3	2	4	2	3	2	3	2				
<u>NO OPINION/DK/NA</u>	7	12	4	5	7	7	2	4	6	6	2	4	6				
No opinion/DK/NA	7	12	4	5	7	7	2	4	6	6	2	4	6				

Table 80: Q10n. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Providing after-school programs for young people

	QA CELL PHONE			DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD			QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60	
<u>TOTAL SATISFIED</u>	57	67	83	72	43	0	57	72	43	38	68	52	60	54	56	34	61	52	49	
Very satisfied	18	21	42	27	9	0	18	27	10	0	24	23	16	18	12	12	21	14	10	
Somewhat satisfied	39	46	41	45	33	0	39	45	33	38	44	30	44	36	44	22	40	38	39	
<u>TOTAL DISSATISFIED</u>	14	11	7	10	17	0	14	10	17	12	12	11	20	15	12	3	14	11	10	
Somewhat dissatisfied	10	7	7	7	14	0	10	7	14	6	9	11	14	11	8	3	11	8	9	
Very dissatisfied	3	5	0	3	3	0	3	3	3	6	3	1	6	4	4	0	3	3	1	
<u>NO OPINION/DK/NA</u>	29	22	10	18	40	0	29	18	40	50	20	36	20	31	32	63	25	36	41	
No opinion/DK/NA	29	22	10	18	40	0	29	18	40	50	20	36	20	31	32	63	25	36	41	
	QC RACE/ETHNICITY							QD GENDER				QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>TOTAL SATISFIED</u>	57	47	64	51	53	73	69	61	62	52	63	68	68	49	37	68	44	67	40	55
Very satisfied	18	13	17	19	20	31	17	22	21	18	19	28	19	14	10	23	12	22	10	19
Somewhat satisfied	39	34	47	33	32	43	52	40	42	34	44	40	49	35	26	45	32	45	29	36
<u>TOTAL DISSATISFIED</u>	14	11	24	7	25	7	15	12	15	16	11	13	14	15	14	13	15	7	26	13
Somewhat dissatisfied	10	7	24	5	15	6	11	9	12	13	8	9	11	12	10	10	11	7	18	10
Very dissatisfied	3	4	0	2	9	1	4	4	3	3	3	4	3	3	4	3	3	1	9	3
<u>NO OPINION/DK/NA</u>	29	42	12	42	23	20	16	26	23	31	26	19	19	36	50	19	41	26	34	33
No opinion/DK/NA	29	42	12	42	23	20	16	26	23	31	26	19	19	36	50	19	41	26	34	33

Table 80: Q10n. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Providing after-school programs for young people

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>TOTAL SATISFIED</u>	57	76	42	62	37	44	51	62	54	74	15	64	39	33	48	64	54	46	50	37
Very satisfied	18	35	18	20	9	15	16	21	14	44	8	20	9	21	11	23	16	20	10	15
Somewhat satisfied	39	41	24	42	28	29	35	41	39	30	7	44	30	12	36	41	37	25	40	22
<u>TOTAL DISSATISFIED</u>	14	8	33	11	27	25	18	9	20	3	48	11	29	5	18	11	14	21	15	27
Somewhat dissatisfied	10	8	3	10	14	17	12	7	19	3	17	10	15	5	13	9	13	7	13	12
Very dissatisfied	3	0	30	1	13	9	6	2	1	1	31	1	14	0	5	2	1	14	2	15
<u>NO OPINION/DK/NA</u>	29	16	25	27	36	31	31	29	26	23	37	25	32	62	35	25	32	33	35	36
No opinion/DK/NA	29	16	25	27	36	31	31	29	26	23	37	25	32	62	35	25	32	33	35	36

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74
<u>TOTAL SATISFIED</u>	57	42	72	49	65	54	62	59	55	59	56	61	62	68	67	59	55	37
Very satisfied	18	13	23	19	20	24	6	18	16	21	15	27	34	17	9	20	17	10
Somewhat satisfied	39	29	50	31	45	30	56	40	39	39	41	34	28	51	58	40	38	27
<u>TOTAL DISSATISFIED</u>	14	11	8	21	12	19	6	19	16	11	13	13	14	9	15	13	12	19
Somewhat dissatisfied	10	8	6	14	10	18	6	14	11	9	9	10	8	6	13	9	12	14
Very dissatisfied	3	4	2	7	2	1	0	5	5	2	4	2	6	3	2	4	0	5
<u>NO OPINION/DK/NA</u>	29	46	20	30	23	27	32	22	29	30	31	26	24	23	18	28	33	44
No opinion/DK/NA	29	46	20	30	23	27	32	22	29	30	31	26	24	23	18	28	33	44

Table 80: Q10n. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Providing after-school programs for young people

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>TOTAL SATISFIED</u>	57	56	46	65	59	64	71	39	52	49	62	57	63	54	78	84	79
Very satisfied	18	24	11	19	19	22	24	15	10	14	19	22	19	17	21	34	27
Somewhat satisfied	39	33	36	46	40	42	47	25	42	35	42	34	44	37	57	50	51
<u>TOTAL DISSATISFIED</u>	14	18	12	11	11	15	12	18	11	19	14	12	9	14	16	9	6
Somewhat dissatisfied	10	15	9	8	8	14	7	13	9	13	9	11	7	10	16	9	0
Very dissatisfied	3	3	3	3	3	2	5	5	1	5	5	1	2	4	0	0	6
<u>NO OPINION/DK/NA</u>	29	25	41	23	30	21	17	43	38	32	25	31	28	32	6	6	15
No opinion/DK/NA	29	25	41	23	30	21	17	43	38	32	25	31	28	32	6	6	15
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	397	43	67	56	54	114	57	89	84	178	81	135	131				
<u>TOTAL SATISFIED</u>	57	62	38	42	54	61	63	58	65	62	64	58	67				
Very satisfied	18	16	12	7	20	23	21	25	19	23	18	23	19				
Somewhat satisfied	39	47	26	35	34	38	43	33	46	39	46	34	48				
<u>TOTAL DISSATISFIED</u>	14	10	9	12	9	12	11	14	10	15	14	18	12				
Somewhat dissatisfied	10	2	8	9	4	10	3	10	7	13	9	15	9				
Very dissatisfied	3	9	1	3	4	2	8	4	3	2	5	3	3				
<u>NO OPINION/DK/NA</u>	29	27	53	45	38	27	26	28	25	23	22	25	21				
No opinion/DK/NA	29	27	53	45	38	27	26	28	25	23	22	25	21				

Table 81: Q10o. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Maintaining the sewer and wastewater system

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60	
<u>TOTAL SATISFIED</u>	74	79	83	80	67	0	74	80	67	74	72	73	69	85	77	76	71	80	79	
Very satisfied	30	34	39	36	24	0	30	36	24	25	34	30	24	21	35	47	30	31	35	
Somewhat satisfied	44	45	43	44	43	0	44	44	43	48	38	42	45	64	42	29	41	49	45	
<u>TOTAL DISSATISFIED</u>	14	19	9	16	13	0	14	16	13	18	13	14	21	12	10	6	16	10	10	
Somewhat dissatisfied	9	10	5	9	9	0	9	9	9	5	10	11	7	10	7	0	9	7	7	
Very dissatisfied	6	9	4	7	4	0	6	7	4	13	3	3	13	2	2	6	7	3	2	
<u>NO OPINION/DK/NA</u>	12	2	9	4	20	0	12	4	21	9	15	13	11	3	13	18	13	10	11	
No opinion/DK/NA	12	2	9	4	20	0	12	4	21	9	15	13	11	3	13	18	13	10	11	
	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>TOTAL SATISFIED</u>	74	73	78	71	64	80	84	76	75	79	70	71	81	69	76	76	72	77	68	73
Very satisfied	30	35	28	39	11	35	26	30	29	33	27	33	29	30	29	31	29	37	23	21
Somewhat satisfied	44	39	50	32	54	45	57	46	46	45	43	38	52	39	47	45	42	40	45	51
<u>TOTAL DISSATISFIED</u>	14	12	13	8	31	15	13	14	15	11	17	21	12	12	11	16	12	13	21	9
Somewhat dissatisfied	9	3	8	7	25	9	8	10	11	7	9	10	8	8	7	9	8	8	11	9
Very dissatisfied	6	9	5	1	6	6	4	4	4	4	8	11	4	4	4	7	4	5	11	0
<u>NO OPINION/DK/NA</u>	12	15	9	21	4	6	3	10	10	11	13	8	7	18	13	8	16	10	11	18
No opinion/DK/NA	12	15	9	21	4	6	3	10	10	11	13	8	7	18	13	8	16	10	11	18

Table 81: Q10o. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Maintaining the sewer and wastewater system

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>TOTAL SATISFIED</u>	74	82	55	77	58	69	74	73	73	82	51	80	58	51	73	75	85	67	75	65
Very satisfied	30	49	10	34	11	20	29	32	23	65	12	35	11	21	34	27	39	20	36	26
Somewhat satisfied	44	33	46	43	47	49	45	42	50	16	39	45	47	30	39	47	45	47	39	39
<u>TOTAL DISSATISFIED</u>	14	7	34	12	25	21	16	12	17	9	41	11	29	19	17	13	7	25	14	28
Somewhat dissatisfied	9	4	2	8	13	13	10	8	6	3	9	8	9	14	9	9	7	8	8	14
Very dissatisfied	6	3	32	4	12	9	6	4	11	6	33	2	20	5	7	5	0	17	5	14
<u>NO OPINION/DK/NA</u>	12	10	11	11	16	10	10	14	10	9	8	10	13	30	11	12	8	8	12	7
No opinion/DK/NA	12	10	11	11	16	10	10	14	10	9	8	10	13	30	11	12	8	8	12	7

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74
<u>TOTAL SATISFIED</u>	74	67	77	72	74	73	85	65	71	76	73	76	78	76	74	66	87	70
Very satisfied	30	36	30	31	26	35	17	29	29	31	26	39	44	21	23	33	36	27
Somewhat satisfied	44	31	48	41	49	38	68	36	42	45	48	37	34	55	51	33	51	43
<u>TOTAL DISSATISFIED</u>	14	12	18	12	15	20	9	23	19	10	16	12	13	14	15	23	11	17
Somewhat dissatisfied	9	5	14	7	8	14	4	14	11	6	10	7	7	8	10	13	11	9
Very dissatisfied	6	7	4	6	6	5	4	9	7	4	6	5	6	6	5	11	0	8
<u>NO OPINION/DK/NA</u>	12	22	5	16	11	7	6	11	10	14	10	12	9	10	11	11	2	13
No opinion/DK/NA	12	22	5	16	11	7	6	11	10	14	10	12	9	10	11	11	2	13

Table 81: Q10o. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Maintaining the sewer and wastewater system

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>TOTAL SATISFIED</u>	74	75	84	69	76	79	74	79	65	74	72	82	69	72	83	82	91
Very satisfied	30	36	31	25	32	29	33	38	20	27	33	39	22	29	27	22	51
Somewhat satisfied	44	40	53	44	44	50	41	41	45	47	39	43	47	42	56	60	40
<u>TOTAL DISSATISFIED</u>	14	12	8	18	12	11	20	11	13	17	19	6	14	14	17	18	9
Somewhat dissatisfied	9	8	6	9	9	6	11	8	7	11	10	4	7	9	5	9	9
Very dissatisfied	6	5	2	9	3	5	9	2	6	6	9	2	7	5	12	9	0
<u>NO OPINION/DK/NA</u>	12	12	8	13	12	10	6	11	22	9	9	12	17	14	0	0	0
No opinion/DK/NA	12	12	8	13	12	10	6	11	22	9	9	12	17	14	0	0	0
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	397	43	67	56	54	114	57	89	84	178	81	135	131				
<u>TOTAL SATISFIED</u>	74	66	77	76	71	71	86	83	69	74	83	81	71				
Very satisfied	30	31	37	37	33	31	31	30	31	31	29	33	27				
Somewhat satisfied	44	35	40	39	37	41	54	53	38	43	54	48	44				
<u>TOTAL DISSATISFIED</u>	14	20	7	12	12	16	11	7	21	14	13	10	19				
Somewhat dissatisfied	9	0	5	4	3	12	6	4	15	11	9	8	12				
Very dissatisfied	6	20	2	8	9	3	5	3	6	4	4	2	7				
<u>NO OPINION/DK/NA</u>	12	14	15	12	17	13	3	10	11	11	4	9	10				
No opinion/DK/NA	12	14	15	12	17	13	3	10	11	11	4	9	10				

Table 82: Q10p. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Supporting a diverse range of arts and cultural activities

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE										
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+		
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60		
<u>TOTAL SATISFIED</u>	69	85	81	84	54	0	69	84	53	63	77	56	76	69	75	53	70	70	65		
Very satisfied	21	23	38	28	14	0	21	28	13	19	24	20	21	15	22	24	22	20	17		
Somewhat satisfied	48	62	43	56	40	0	48	56	40	44	53	35	55	54	53	29	48	50	48		
<u>TOTAL DISSATISFIED</u>	12	6	12	8	17	0	12	8	17	18	15	17	10	10	7	6	14	8	7		
Somewhat dissatisfied	9	4	11	6	12	0	9	6	12	12	11	15	5	6	4	6	10	5	5		
Very dissatisfied	3	2	1	2	5	0	3	2	5	6	4	2	5	4	3	0	4	3	2		
<u>NO OPINION/DK/NA</u>	19	9	7	8	30	0	19	8	30	19	8	27	15	20	18	41	16	22	28		
No opinion/DK/NA	19	9	7	8	30	0	19	8	30	19	8	27	15	20	18	41	16	22	28		
	QC RACE/ETHNICITY										QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA	
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81	
<u>TOTAL SATISFIED</u>	69	63	79	68	80	82	69	73	73	68	72	80	78	62	50	79	58	79	53	65	
Very satisfied	21	27	13	23	14	29	14	21	19	21	21	26	21	21	13	23	18	24	14	20	
Somewhat satisfied	48	36	66	46	65	53	55	52	54	46	52	53	57	41	37	56	40	55	38	45	
<u>TOTAL DISSATISFIED</u>	12	10	18	5	10	9	18	11	13	12	13	11	12	14	13	11	13	10	16	14	
Somewhat dissatisfied	9	4	14	3	8	8	14	8	11	9	8	8	9	9	9	9	9	7	10	12	
Very dissatisfied	3	6	3	2	2	1	4	2	3	3	4	3	3	5	3	3	4	2	6	2	
<u>NO OPINION/DK/NA</u>	19	27	4	27	10	9	13	17	14	21	15	9	10	24	37	10	29	12	31	21	
No opinion/DK/NA	19	27	4	27	10	9	13	17	14	21	15	9	10	24	37	10	29	12	31	21	

Table 82: Q10p. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Supporting a diverse range of arts and cultural activities

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>TOTAL SATISFIED</u>	69	82	58	73	54	62	69	70	62	84	48	76	54	41	68	71	70	58	73	51
Very satisfied	21	39	25	23	10	16	23	21	13	54	21	24	10	7	15	25	20	10	16	10
Somewhat satisfied	48	43	32	50	44	46	46	50	49	30	27	51	43	34	53	46	50	47	56	41
<u>TOTAL DISSATISFIED</u>	12	13	17	11	17	10	10	11	23	6	23	10	22	13	14	12	7	16	11	22
Somewhat dissatisfied	9	12	6	8	12	5	6	9	16	5	8	9	11	8	7	10	6	7	7	9
Very dissatisfied	3	1	11	3	5	5	4	2	6	1	15	2	10	5	7	1	1	9	5	13
<u>NO OPINION/DK/NA</u>	19	5	26	16	29	28	21	18	16	9	29	14	25	46	18	17	23	26	16	27
No opinion/DK/NA	19	5	26	16	29	28	21	18	16	9	29	14	25	46	18	17	23	26	16	27

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74
<u>TOTAL SATISFIED</u>	69	50	79	76	69	66	67	69	70	70	69	72	72	79	73	62	64	59
Very satisfied	21	22	18	27	22	14	8	22	24	18	18	26	36	18	16	23	11	16
Somewhat satisfied	48	29	61	48	48	52	59	47	46	52	50	45	36	61	57	39	52	43
<u>TOTAL DISSATISFIED</u>	12	21	6	13	15	6	4	14	12	13	12	13	14	8	13	22	14	9
Somewhat dissatisfied	9	13	5	9	13	4	4	8	7	11	9	7	10	7	11	15	10	5
Very dissatisfied	3	7	1	5	2	2	0	6	5	2	2	6	4	1	2	8	4	4
<u>NO OPINION/DK/NA</u>	19	29	15	11	15	28	28	17	18	17	20	15	14	13	13	16	22	32
No opinion/DK/NA	19	29	15	11	15	28	28	17	18	17	20	15	14	13	13	16	22	32

Table 82: Q10p. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Supporting a diverse range of arts and cultural activities

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>TOTAL SATISFIED</u>	69	70	64	71	78	72	86	62	55	69	72	68	73	67	77	76	100
Very satisfied	21	24	19	21	22	20	26	23	14	20	29	23	12	20	27	22	36
Somewhat satisfied	48	46	46	51	56	52	59	39	41	50	43	45	61	47	51	54	64
<u>TOTAL DISSATISFIED</u>	12	13	10	14	6	13	10	11	16	11	13	12	13	12	23	12	0
Somewhat dissatisfied	9	10	7	10	3	11	6	7	11	6	8	11	10	8	23	12	0
Very dissatisfied	3	3	2	5	3	2	4	4	4	5	5	1	3	4	0	0	0
<u>NO OPINION/DK/NA</u>	19	16	26	14	16	15	4	27	30	20	15	20	14	21	0	12	0
No opinion/DK/NA	19	16	26	14	16	15	4	27	30	20	15	20	14	21	0	12	0
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	397	43	67	56	54	114	57	89	84	178	81	135	131				
<u>TOTAL SATISFIED</u>	69	67	62	60	69	73	73	71	74	73	76	72	74				
Very satisfied	21	30	26	23	33	23	18	24	18	21	16	21	16				
Somewhat satisfied	48	37	36	37	35	50	55	47	56	52	59	51	57				
<u>TOTAL DISSATISFIED</u>	12	13	7	8	11	10	9	11	10	14	9	13	14				
Somewhat dissatisfied	9	0	6	5	3	8	6	10	7	12	5	11	11				
Very dissatisfied	3	13	1	3	8	2	3	2	3	2	4	3	3				
<u>NO OPINION/DK/NA</u>	19	20	31	32	20	16	18	17	16	13	15	15	13				
No opinion/DK/NA	19	20	31	32	20	16	18	17	16	13	15	15	13				

Table 83: Q10q. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Attracting new employers and jobs to the city

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60	
<u>TOTAL SATISFIED</u>	57	68	79	71	43	0	57	71	43	55	65	51	53	59	62	43	57	58	49	
Very satisfied	15	17	31	21	9	0	15	21	9	0	17	13	17	17	13	4	16	13	6	
Somewhat satisfied	43	51	48	50	35	0	43	50	34	55	47	38	36	43	49	40	41	45	43	
<u>TOTAL DISSATISFIED</u>	21	15	12	14	27	0	21	14	27	21	20	24	27	21	13	9	23	16	16	
Somewhat dissatisfied	16	10	11	10	21	0	16	10	21	15	16	20	16	17	11	9	17	13	16	
Very dissatisfied	5	6	1	4	6	0	5	4	6	6	5	4	11	4	2	0	7	3	0	
<u>NO OPINION/DK/NA</u>	22	17	9	14	30	0	22	14	30	24	15	26	20	19	24	48	20	26	35	
No opinion/DK/NA	22	17	9	14	30	0	22	14	30	24	15	26	20	19	24	48	20	26	35	
	QC RACE/ETHNICITY							QD GENDER				QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>TOTAL SATISFIED</u>	57	47	67	62	69	67	60	63	62	57	59	71	67	45	40	69	43	67	42	52
Very satisfied	15	13	10	15	17	26	12	18	15	16	14	19	17	9	12	18	10	18	12	9
Somewhat satisfied	43	33	58	47	52	41	48	45	47	41	45	51	50	36	27	51	33	49	30	44
<u>TOTAL DISSATISFIED</u>	21	20	17	17	26	15	18	19	21	25	16	9	19	26	32	14	28	12	37	21
Somewhat dissatisfied	16	13	14	13	18	12	15	14	16	19	12	7	16	21	22	11	21	10	22	20
Very dissatisfied	5	7	2	5	8	3	3	4	4	6	4	2	3	6	11	3	8	2	15	1
<u>NO OPINION/DK/NA</u>	22	34	16	21	5	18	22	18	17	18	25	20	14	28	28	17	28	21	21	27
No opinion/DK/NA	22	34	16	21	5	18	22	18	17	18	25	20	14	28	28	17	28	21	21	27

Table 83: Q10q. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Attracting new employers and jobs to the city

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>TOTAL SATISFIED</u>	57	80	24	62	37	51	55	64	37	71	33	65	36	33	53	62	64	45	56	40
Very satisfied	15	28	10	17	4	10	13	17	8	37	22	17	11	2	8	20	14	3	7	10
Somewhat satisfied	43	51	15	45	33	41	41	47	29	34	11	48	25	31	45	42	51	42	49	31
<u>TOTAL DISSATISFIED</u>	21	3	59	15	45	26	21	15	42	5	56	15	47	17	27	16	16	37	22	45
Somewhat dissatisfied	16	2	22	13	26	13	13	13	33	4	19	13	28	17	19	13	11	22	17	27
Very dissatisfied	5	1	37	2	19	12	8	2	9	1	37	2	19	0	8	3	5	15	5	18
<u>NO OPINION/DK/NA</u>	22	17	17	23	17	23	25	21	21	24	11	20	17	50	20	22	20	18	22	15
No opinion/DK/NA	22	17	17	23	17	23	25	21	21	24	11	20	17	50	20	22	20	18	22	15

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74
<u>TOTAL SATISFIED</u>	57	43	68	57	61	56	54	57	56	58	56	62	57	67	70	52	50	42
Very satisfied	15	19	15	16	11	19	6	15	15	14	13	20	25	13	15	20	13	5
Somewhat satisfied	43	24	53	41	50	38	48	42	41	44	43	41	32	54	55	32	36	37
<u>TOTAL DISSATISFIED</u>	21	25	22	23	18	17	14	25	22	19	22	16	17	12	16	25	25	30
Somewhat dissatisfied	16	21	14	16	14	14	14	15	15	17	16	14	13	6	14	22	21	20
Very dissatisfied	5	4	8	7	4	3	0	10	8	2	7	2	4	5	3	3	5	10
<u>NO OPINION/DK/NA</u>	22	32	10	20	21	27	33	19	22	23	21	22	26	21	14	23	25	27
No opinion/DK/NA	22	32	10	20	21	27	33	19	22	23	21	22	26	21	14	23	25	27

Table 83: Q10q. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Attracting new employers and jobs to the city

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>TOTAL SATISFIED</u>	57	59	53	55	65	65	73	48	39	53	60	59	57	56	57	61	94
Very satisfied	15	20	10	12	16	17	19	15	5	10	20	20	7	14	15	13	27
Somewhat satisfied	43	39	43	42	49	47	54	33	34	43	40	38	50	41	42	48	67
<u>TOTAL DISSATISFIED</u>	21	27	21	21	9	19	9	31	25	30	15	21	17	21	22	15	6
Somewhat dissatisfied	16	19	18	15	7	16	7	22	20	20	10	18	15	16	16	15	0
Very dissatisfied	5	8	4	5	2	3	3	9	5	10	6	3	2	5	6	0	6
<u>NO OPINION/DK/NA</u>	22	14	25	25	26	16	18	21	36	17	25	20	26	23	21	24	0
No opinion/DK/NA	22	14	25	25	26	16	18	21	36	17	25	20	26	23	21	24	0
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	397	43	67	56	54	114	57	89	84	178	81	135	131				
<u>TOTAL SATISFIED</u>	57	54	42	44	51	58	71	66	60	58	72	63	62				
Very satisfied	15	18	11	9	19	17	18	25	10	15	16	19	11				
Somewhat satisfied	43	37	31	35	32	41	53	41	49	43	56	44	50				
<u>TOTAL DISSATISFIED</u>	21	19	19	25	14	23	10	21	17	24	13	24	17				
Somewhat dissatisfied	16	6	16	18	8	17	8	15	13	19	10	19	14				
Very dissatisfied	5	12	3	7	7	6	2	5	4	5	3	5	3				
<u>NO OPINION/DK/NA</u>	22	27	39	31	35	19	19	13	24	18	15	13	22				
No opinion/DK/NA	22	27	39	31	35	19	19	13	24	18	15	13	22				

Table 84: Q10r. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Keeping the community informed about important City programs

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60	
<u>TOTAL SATISFIED</u>	67	77	85	79	54	0	67	79	54	69	62	62	68	71	77	60	64	72	68	
Very satisfied	22	27	32	29	15	0	22	29	15	19	17	20	36	17	23	22	24	20	22	
Somewhat satisfied	45	50	53	51	39	0	45	51	38	50	45	42	32	54	54	38	40	52	45	
<u>TOTAL DISSATISFIED</u>	23	19	13	17	28	0	23	17	28	25	25	25	24	24	16	12	25	19	16	
Somewhat dissatisfied	18	15	12	14	21	0	18	14	21	15	20	21	17	18	12	12	19	14	14	
Very dissatisfied	5	4	1	3	7	0	5	3	7	10	5	4	8	6	4	0	5	4	2	
<u>NO OPINION/DK/NA</u>	11	4	2	4	17	0	11	4	18	6	13	13	8	5	7	28	11	9	16	
No opinion/DK/NA	11	4	2	4	17	0	11	4	18	6	13	13	8	5	7	28	11	9	16	
	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>TOTAL SATISFIED</u>	67	69	73	62	52	87	67	68	68	66	69	82	72	57	54	77	56	79	51	56
Very satisfied	22	23	26	19	20	32	16	21	22	20	25	31	26	16	13	28	15	31	13	11
Somewhat satisfied	45	45	47	43	32	55	51	47	45	47	44	51	46	41	42	48	41	48	38	46
<u>TOTAL DISSATISFIED</u>	23	17	20	26	34	8	25	23	24	23	22	12	20	30	29	16	29	14	38	24
Somewhat dissatisfied	18	13	20	19	29	4	15	16	18	19	16	11	18	21	19	15	20	12	28	20
Very dissatisfied	5	3	0	6	6	4	10	7	6	4	6	1	2	9	10	1	9	3	11	4
<u>NO OPINION/DK/NA</u>	11	15	7	12	14	4	7	9	9	11	9	6	8	13	16	7	14	7	10	20
No opinion/DK/NA	11	15	7	12	14	4	7	9	9	11	9	6	8	13	16	7	14	7	10	20

Table 84: Q10r. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Keeping the community informed about important City programs

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>TOTAL SATISFIED</u>	67	84	61	73	40	57	64	70	62	85	42	75	43	42	62	71	77	28	74	24
Very satisfied	22	46	25	24	12	16	21	23	21	63	20	25	12	15	14	28	20	10	15	9
Somewhat satisfied	45	37	35	48	29	41	42	47	41	21	22	50	32	27	48	43	57	18	59	15
<u>TOTAL DISSATISFIED</u>	23	11	28	18	45	31	26	19	27	7	51	17	42	37	28	19	18	43	21	53
Somewhat dissatisfied	18	10	14	15	31	24	21	15	21	7	30	14	30	23	19	17	13	33	14	35
Very dissatisfied	5	1	15	3	13	7	6	4	6	1	21	3	12	14	10	2	5	10	7	19
<u>NO OPINION/DK/NA</u>	11	5	11	9	15	12	10	11	11	8	7	8	15	21	10	10	5	29	5	23
No opinion/DK/NA	11	5	11	9	15	12	10	11	11	8	7	8	15	21	10	10	5	29	5	23

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74
<u>TOTAL SATISFIED</u>	67	62	72	61	68	70	78	62	67	67	67	70	67	76	71	72	57	60
Very satisfied	22	21	21	25	16	30	24	21	23	21	20	29	32	29	8	27	9	16
Somewhat satisfied	45	42	51	36	51	40	54	41	44	46	47	42	35	47	63	45	48	44
<u>TOTAL DISSATISFIED</u>	23	22	23	29	21	24	7	28	22	23	23	19	25	19	16	22	25	29
Somewhat dissatisfied	18	21	18	20	17	15	7	22	17	18	17	17	20	17	14	14	17	20
Very dissatisfied	5	1	5	9	3	9	0	6	5	4	7	2	5	2	3	8	7	9
<u>NO OPINION/DK/NA</u>	11	16	5	10	12	6	15	10	11	10	10	11	8	5	12	6	18	11
No opinion/DK/NA	11	16	5	10	12	6	15	10	11	10	10	11	8	5	12	6	18	11

Table 84: Q10r. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Keeping the community informed about important City programs

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>TOTAL SATISFIED</u>	67	62	70	67	77	74	79	59	55	64	72	68	66	65	71	82	94
Very satisfied	22	21	19	28	23	21	36	19	11	14	33	23	18	21	35	28	27
Somewhat satisfied	45	41	51	39	54	53	44	40	44	50	40	45	48	44	36	54	67
<u>TOTAL DISSATISFIED</u>	23	26	20	23	17	16	17	29	29	25	19	21	25	23	29	18	6
Somewhat dissatisfied	18	21	17	18	10	14	15	22	17	19	14	18	19	18	29	9	0
Very dissatisfied	5	5	2	5	6	2	1	7	12	6	5	3	6	5	0	9	6
<u>NO OPINION/DK/NA</u>	11	12	11	10	7	10	4	12	16	12	9	11	9	12	0	0	0
No opinion/DK/NA	11	12	11	10	7	10	4	12	16	12	9	11	9	12	0	0	0
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	397	43	67	56	54	114	57	89	84	178	81	135	131				
<u>TOTAL SATISFIED</u>	67	63	72	65	74	66	71	68	67	65	74	67	67				
Very satisfied	22	23	23	13	34	22	20	21	21	24	20	23	22				
Somewhat satisfied	45	39	49	52	40	44	50	47	46	41	54	45	46				
<u>TOTAL DISSATISFIED</u>	23	19	15	19	14	23	23	24	23	25	20	24	24				
Somewhat dissatisfied	18	12	14	16	10	17	15	19	14	20	13	19	18				
Very dissatisfied	5	7	1	3	4	6	8	5	9	5	7	4	7				
<u>NO OPINION/DK/NA</u>	11	18	13	16	12	11	7	8	10	9	6	9	8				
No opinion/DK/NA	11	18	13	16	12	11	7	8	10	9	6	9	8				

Table 85: Q10s. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Providing programs that celebrate diversity and inclusion of different cultures

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60	
<u>TOTAL SATISFIED</u>	65	78	74	77	53	0	65	77	52	63	70	51	73	67	75	40	65	67	59	
Very satisfied	21	24	37	28	13	0	21	28	14	5	21	25	21	24	18	16	22	20	12	
Somewhat satisfied	44	54	37	49	40	0	44	49	39	58	49	26	52	44	57	25	43	47	46	
<u>TOTAL DISSATISFIED</u>	15	13	15	14	17	0	15	14	17	18	17	21	14	11	12	9	17	11	10	
Somewhat dissatisfied	10	5	12	7	12	0	10	7	12	12	15	13	6	0	10	9	11	6	10	
Very dissatisfied	6	8	3	7	5	0	6	7	5	6	2	7	8	11	2	0	6	5	0	
<u>NO OPINION/DK/NA</u>	20	8	10	9	30	0	20	9	31	19	13	29	13	22	13	51	18	22	31	
No opinion/DK/NA	20	8	10	9	30	0	20	9	31	19	13	29	13	22	13	51	18	22	31	
	QC RACE/ETHNICITY							QD GENDER				QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>TOTAL SATISFIED</u>	65	57	76	64	66	81	74	70	69	64	68	68	72	63	52	70	59	74	49	63
Very satisfied	21	24	14	22	10	29	26	23	20	22	20	24	21	22	17	22	20	24	12	23
Somewhat satisfied	44	33	62	42	56	53	49	48	49	42	48	45	51	42	36	48	39	50	37	39
<u>TOTAL DISSATISFIED</u>	15	12	22	11	20	11	15	14	17	15	16	19	15	14	13	17	14	13	22	13
Somewhat dissatisfied	10	6	20	11	12	6	7	10	11	11	8	12	7	9	10	10	9	7	13	12
Very dissatisfied	6	6	2	0	8	6	9	5	6	4	7	7	7	5	3	7	4	6	8	1
<u>NO OPINION/DK/NA</u>	20	32	2	25	14	7	10	15	14	21	16	12	13	22	35	13	27	13	29	24
No opinion/DK/NA	20	32	2	25	14	7	10	15	14	21	16	12	13	22	35	13	27	13	29	24

Table 85: Q10s. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Providing programs that celebrate diversity and inclusion of different cultures

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>TOTAL SATISFIED</u>	65	79	38	70	43	56	65	66	59	81	21	73	46	31	64	67	73	44	70	44
Very satisfied	21	42	10	24	6	14	19	23	15	55	0	25	8	7	17	23	23	10	18	12
Somewhat satisfied	44	37	28	46	36	42	47	43	45	26	21	48	38	23	47	44	50	33	51	32
<u>TOTAL DISSATISFIED</u>	15	11	30	12	29	17	15	14	22	7	49	11	32	16	16	15	8	28	12	30
Somewhat dissatisfied	10	9	6	8	18	9	10	10	9	6	16	9	13	11	8	10	6	11	7	12
Very dissatisfied	6	3	24	5	11	8	5	4	13	1	33	3	19	5	8	5	2	17	5	18
<u>NO OPINION/DK/NA</u>	20	10	32	18	28	27	19	20	19	12	29	15	21	53	20	18	18	29	18	26
No opinion/DK/NA	20	10	32	18	28	27	19	20	19	12	29	15	21	53	20	18	18	29	18	26

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74
<u>TOTAL SATISFIED</u>	65	51	73	65	74	54	66	62	65	66	66	65	58	70	74	65	70	61
Very satisfied	21	23	20	22	26	15	8	22	23	19	19	26	34	13	22	22	19	23
Somewhat satisfied	44	29	54	43	48	39	57	40	42	47	47	39	25	57	51	43	51	38
<u>TOTAL DISSATISFIED</u>	15	18	13	19	13	18	8	22	18	13	16	14	24	14	14	13	13	13
Somewhat dissatisfied	10	8	10	11	9	11	8	13	10	9	10	9	19	11	5	6	10	6
Very dissatisfied	6	10	2	9	3	7	0	10	8	4	6	5	5	4	9	7	4	7
<u>NO OPINION/DK/NA</u>	20	31	14	16	14	28	27	15	18	21	19	21	17	15	12	22	16	26
No opinion/DK/NA	20	31	14	16	14	28	27	15	18	21	19	21	17	15	12	22	16	26

Table 85: Q10s. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Providing programs that celebrate diversity and inclusion of different cultures

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>TOTAL SATISFIED</u>	65	64	65	68	71	64	77	63	56	63	68	66	67	62	76	91	91
Very satisfied	21	26	19	19	21	21	24	25	15	21	25	24	15	18	27	43	44
Somewhat satisfied	44	38	46	48	49	43	53	38	41	42	43	42	52	44	50	48	48
<u>TOTAL DISSATISFIED</u>	15	20	9	15	14	20	14	10	18	17	18	13	13	15	24	9	9
Somewhat dissatisfied	10	15	6	8	6	15	5	7	12	11	9	10	8	9	24	0	9
Very dissatisfied	6	5	3	7	8	5	9	3	5	6	10	3	5	6	0	9	0
<u>NO OPINION/DK/NA</u>	20	17	27	17	16	16	9	26	26	20	13	21	20	23	0	0	0
No opinion/DK/NA	20	17	27	17	16	16	9	26	26	20	13	21	20	23	0	0	0
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	397	43	67	56	54	114	57	89	84	178	81	135	131				
<u>TOTAL SATISFIED</u>	65	60	55	56	59	69	74	69	71	68	75	68	71				
Very satisfied	21	23	24	22	26	25	20	24	21	22	18	23	18				
Somewhat satisfied	44	36	31	33	33	44	53	44	50	45	57	45	53				
<u>TOTAL DISSATISFIED</u>	15	17	9	8	16	13	15	15	14	17	14	18	16				
Somewhat dissatisfied	10	2	9	6	6	12	6	10	10	13	4	13	9				
Very dissatisfied	6	14	0	2	9	1	10	5	4	4	10	5	7				
<u>NO OPINION/DK/NA</u>	20	24	36	36	25	18	11	16	15	15	11	14	13				
No opinion/DK/NA	20	24	36	36	25	18	11	16	15	15	11	14	13				

Table 86: Q10t. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Assisting new businesses in obtaining required permits and licenses

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60	
<u>TOTAL SATISFIED</u>	50	61	83	68	33	0	50	68	32	51	54	45	49	53	50	50	49	51	48	
Very satisfied	16	16	38	23	9	0	16	23	9	25	16	20	9	8	21	24	15	17	17	
Somewhat satisfied	34	45	45	45	23	0	34	45	23	25	38	25	40	45	29	26	34	34	32	
<u>TOTAL DISSATISFIED</u>	9	6	5	6	12	0	9	6	13	6	9	5	12	11	9	6	9	10	6	
Somewhat dissatisfied	7	4	2	3	10	0	7	3	11	0	7	5	6	11	6	6	6	8	6	
Very dissatisfied	2	1	4	2	2	0	2	2	2	6	1	1	6	1	3	0	3	2	0	
<u>NO OPINION/DK/NA</u>	41	33	11	27	55	0	41	27	56	43	37	50	39	35	41	45	42	39	46	
No opinion/DK/NA	41	33	11	27	55	0	41	27	56	43	37	50	39	35	41	45	42	39	46	
	QC RACE/ETHNICITY							QD GENDER				QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>TOTAL SATISFIED</u>	50	50	55	50	43	56	50	50	52	48	53	71	52	37	36	61	37	57	43	43
Very satisfied	16	14	22	17	8	23	12	15	18	14	18	22	16	13	14	19	13	21	10	11
Somewhat satisfied	34	36	33	33	36	34	38	35	34	35	34	49	36	25	22	42	24	36	32	33
<u>TOTAL DISSATISFIED</u>	9	10	7	2	18	6	16	9	9	9	9	3	14	11	8	9	10	5	21	3
Somewhat dissatisfied	7	7	7	2	18	3	11	7	6	6	7	3	11	7	5	7	6	4	16	2
Very dissatisfied	2	2	0	0	0	3	5	2	2	3	1	0	2	4	3	1	4	2	4	1
<u>NO OPINION/DK/NA</u>	41	40	37	49	39	38	35	41	40	42	39	26	34	52	57	30	53	38	36	53
No opinion/DK/NA	41	40	37	49	39	38	35	41	40	42	39	26	34	52	57	30	53	38	36	53

Table 86: Q10t. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Assisting new businesses in obtaining required permits and licenses

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>TOTAL SATISFIED</u>	50	69	40	54	33	36	43	55	51	62	24	57	34	20	44	56	43	28	48	30
Very satisfied	16	37	18	18	6	7	11	20	10	41	0	18	6	13	10	21	13	10	10	11
Somewhat satisfied	34	32	22	36	27	29	32	34	41	20	24	39	28	7	34	36	30	18	38	19
<u>TOTAL DISSATISFIED</u>	9	1	27	6	21	15	14	6	9	7	38	5	27	10	11	8	6	21	8	25
Somewhat dissatisfied	7	0	17	5	16	12	10	5	7	5	22	4	20	5	8	6	6	10	6	16
Very dissatisfied	2	1	11	2	5	4	4	1	2	2	16	1	7	5	3	2	0	11	1	9
<u>NO OPINION/DK/NA</u>	41	30	32	40	45	49	43	39	40	32	38	38	39	70	45	36	51	51	44	45
No opinion/DK/NA	41	30	32	40	45	49	43	39	40	32	38	38	39	70	45	36	51	51	44	45

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME						
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+	
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74	
<u>TOTAL SATISFIED</u>	50	38	65	50	53	41	48	49	49	52	50	54	60	61	54	41	50	38	
Very satisfied	16	18	15	14	17	20	11	18	17	15	16	18	35	17	7	19	18	11	
Somewhat satisfied	34	20	50	36	36	22	36	31	32	38	35	36	26	44	47	23	33	27	
<u>TOTAL DISSATISFIED</u>	9	5	10	10	7	19	4	13	10	8	9	9	16	5	6	14	5	6	
Somewhat dissatisfied	7	3	9	6	6	13	4	8	7	6	6	8	12	5	4	13	3	2	
Very dissatisfied	2	2	1	4	1	5	0	5	3	2	3	1	4	0	2	1	2	5	
<u>NO OPINION/DK/NA</u>	41	58	25	40	40	40	48	38	41	40	41	37	24	34	41	45	45	56	
No opinion/DK/NA	41	58	25	40	40	40	48	38	41	40	41	37	24	34	41	45	45	56	

Table 86: Q10t. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Assisting new businesses in obtaining required permits and licenses

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>TOTAL SATISFIED</u>	50	51	44	47	61	55	66	40	34	49	49	49	56	48	54	67	82
Very satisfied	16	16	11	14	24	12	25	16	10	11	23	16	13	14	24	22	36
Somewhat satisfied	34	35	33	34	37	44	41	24	24	38	26	33	43	34	30	45	46
<u>TOTAL DISSATISFIED</u>	9	9	10	8	9	7	10	12	7	11	9	7	8	9	15	15	0
Somewhat dissatisfied	7	4	9	8	6	4	10	8	4	5	9	6	6	7	15	6	0
Very dissatisfied	2	5	1	0	3	2	0	4	3	5	1	2	2	2	0	9	0
<u>NO OPINION/DK/NA</u>	41	39	46	44	30	38	23	48	59	40	41	44	36	43	32	19	18
No opinion/DK/NA	41	39	46	44	30	38	23	48	59	40	41	44	36	43	32	19	18
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	397	43	67	56	54	114	57	89	84	178	81	135	131				
<u>TOTAL SATISFIED</u>	50	53	46	36	65	50	52	55	45	50	56	55	48				
Very satisfied	16	9	16	2	25	17	14	18	13	17	19	18	17				
Somewhat satisfied	34	44	31	34	40	33	38	37	32	33	38	36	31				
<u>TOTAL DISSATISFIED</u>	9	11	9	17	3	7	14	6	12	8	11	6	11				
Somewhat dissatisfied	7	5	9	12	3	6	8	4	9	6	7	4	9				
Very dissatisfied	2	6	0	5	0	1	5	2	3	2	4	3	2				
<u>NO OPINION/DK/NA</u>	41	36	44	47	32	44	34	39	42	42	33	39	40				
No opinion/DK/NA	41	36	44	47	32	44	34	39	42	42	33	39	40				

Table 87: Q10u. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Developing programs that promote sustainable living, such as clean energy, water conservation, and recycling

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60	
<u>TOTAL SATISFIED</u>	64	77	85	79	49	0	64	79	49	57	60	63	61	61	74	67	61	68	66	
Very satisfied	22	27	41	31	13	0	22	31	12	24	19	24	24	23	19	27	22	22	18	
Somewhat satisfied	43	50	45	49	37	0	43	49	37	33	41	40	38	39	55	40	40	46	48	
<u>TOTAL DISSATISFIED</u>	21	17	12	15	26	0	21	15	27	17	28	21	21	25	14	10	23	18	15	
Somewhat dissatisfied	14	9	10	9	18	0	14	9	19	11	20	16	12	13	8	10	16	10	10	
Very dissatisfied	7	8	1	6	8	0	7	6	8	6	8	4	9	12	6	0	7	7	5	
<u>NO OPINION/DK/NA</u>	15	6	3	5	24	0	15	5	24	26	12	16	17	13	12	23	15	14	19	
No opinion/DK/NA	15	6	3	5	24	0	15	5	24	26	12	16	17	13	12	23	15	14	19	
	QC RACE/ETHNICITY							QD GENDER				QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>TOTAL SATISFIED</u>	64	65	68	66	54	74	64	65	66	65	65	70	77	55	52	74	54	77	40	63
Very satisfied	22	24	31	19	14	25	18	19	21	20	24	28	24	16	18	26	17	30	13	13
Somewhat satisfied	43	41	37	48	40	50	46	46	44	45	41	41	53	39	34	48	37	47	27	50
<u>TOTAL DISSATISFIED</u>	21	14	29	11	42	16	27	22	23	19	22	21	14	25	25	18	25	13	39	18
Somewhat dissatisfied	14	8	26	5	32	13	16	15	16	15	12	14	8	17	17	11	17	10	22	12
Very dissatisfied	7	6	4	6	10	3	11	7	8	4	10	7	6	8	8	7	8	3	17	6
<u>NO OPINION/DK/NA</u>	15	21	2	22	4	10	9	13	11	16	13	9	8	20	23	9	21	10	21	20
No opinion/DK/NA	15	21	2	22	4	10	9	13	11	16	13	9	8	20	23	9	21	10	21	20

Table 87: Q10u. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Developing programs that promote sustainable living, such as clean energy, water conservation, and recycling

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>TOTAL SATISFIED</u>	64	85	37	71	32	47	55	73	55	89	7	75	31	36	63	68	76	55	68	45
Very satisfied	22	42	18	23	14	16	19	27	10	57	4	25	13	12	18	25	23	24	18	17
Somewhat satisfied	43	43	19	48	18	32	36	46	45	32	3	50	18	24	44	43	53	32	49	28
<u>TOTAL DISSATISFIED</u>	21	11	49	16	43	35	29	14	25	6	76	15	45	23	26	18	16	36	22	40
Somewhat dissatisfied	14	7	17	12	24	19	16	10	21	6	30	11	25	13	15	13	10	25	15	17
Very dissatisfied	7	4	32	5	19	16	13	4	4	0	46	4	21	10	11	5	6	10	7	23
<u>NO OPINION/DK/NA</u>	15	4	14	12	25	17	16	13	20	6	17	10	24	41	11	14	8	9	11	15
No opinion/DK/NA	15	4	14	12	25	17	16	13	20	6	17	10	24	41	11	14	8	9	11	15

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74
<u>TOTAL SATISFIED</u>	64	58	60	66	71	56	76	58	63	67	66	65	66	74	64	62	59	55
Very satisfied	22	24	17	18	23	28	30	18	23	21	21	26	37	22	16	20	27	16
Somewhat satisfied	43	34	43	48	48	28	46	40	40	46	45	39	29	51	48	42	32	39
<u>TOTAL DISSATISFIED</u>	21	15	24	26	16	28	13	26	21	20	21	20	22	19	29	15	26	23
Somewhat dissatisfied	14	12	20	15	10	12	13	18	13	14	12	17	13	12	17	14	13	16
Very dissatisfied	7	3	4	11	7	16	0	8	8	6	9	3	10	7	13	1	14	6
<u>NO OPINION/DK/NA</u>	15	27	16	8	13	16	11	16	16	13	13	15	11	7	7	23	15	22
No opinion/DK/NA	15	27	16	8	13	16	11	16	16	13	13	15	11	7	7	23	15	22

Table 87: Q10u. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Developing programs that promote sustainable living, such as clean energy, water conservation, and recycling

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>TOTAL SATISFIED</u>	64	61	68	61	70	67	80	64	44	62	64	68	65	62	88	66	91
Very satisfied	22	22	16	22	28	17	34	24	10	20	26	21	21	20	41	27	33
Somewhat satisfied	43	40	51	39	42	50	46	40	34	42	38	48	44	42	47	39	58
<u>TOTAL DISSATISFIED</u>	21	23	14	23	21	21	15	18	32	22	21	16	23	22	12	24	9
Somewhat dissatisfied	14	17	13	15	7	17	6	14	20	15	11	15	13	14	12	9	9
Very dissatisfied	7	6	2	9	14	4	9	4	12	7	10	2	10	7	0	15	0
<u>NO OPINION/DK/NA</u>	15	15	18	15	8	13	5	18	24	16	15	15	11	17	0	10	0
No opinion/DK/NA	15	15	18	15	8	13	5	18	24	16	15	15	11	17	0	10	0
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	397	43	67	56	54	114	57	89	84	178	81	135	131				
<u>TOTAL SATISFIED</u>	64	64	65	61	70	60	72	68	61	63	72	68	64				
Very satisfied	22	24	23	12	38	17	21	24	14	21	22	24	19				
Somewhat satisfied	43	40	42	49	32	43	51	43	48	41	49	44	45				
<u>TOTAL DISSATISFIED</u>	21	15	14	15	13	23	20	17	28	25	22	20	27				
Somewhat dissatisfied	14	4	11	11	6	16	12	12	17	19	10	17	15				
Very dissatisfied	7	10	3	4	7	7	9	4	11	6	12	3	12				
<u>NO OPINION/DK/NA</u>	15	22	21	24	17	16	7	16	11	13	6	12	10				
No opinion/DK/NA	15	22	21	24	17	16	7	16	11	13	6	12	10				

Table 88: Q10v. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Providing emergency 911 and fire response

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE								
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	397	140	59	198	198	0	397	198	189	10	85	71	75	59	73	23	231	154	60
<u>TOTAL SATISFIED</u>	82	88	93	90	75	0	82	90	75	74	78	76	80	86	88	97	78	89	91
Very satisfied	49	48	60	51	47	0	49	51	47	45	37	49	58	39	56	71	48	52	62
Somewhat satisfied	34	40	33	38	29	0	34	38	29	29	41	27	22	48	32	26	31	37	29
<u>TOTAL DISSATISFIED</u>	5	5	3	4	5	0	5	4	5	6	5	7	7	6	0	0	6	2	0
Somewhat dissatisfied	2	1	3	1	3	0	2	1	4	0	2	5	2	5	0	0	3	2	0
Very dissatisfied	2	4	0	3	1	0	2	3	1	6	3	2	5	1	0	0	3	0	0
<u>NO OPINION/DK/NA</u>	13	7	4	6	20	0	13	6	20	21	17	16	13	8	12	3	15	9	9
No opinion/DK/NA	13	7	4	6	20	0	13	6	20	21	17	16	13	8	12	3	15	9	9

	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	397	111	52	56	24	38	52	175	267	195	195	99	107	115	67	206	183	209	107	81
<u>TOTAL SATISFIED</u>	82	80	91	74	83	99	79	82	84	85	81	91	89	71	78	90	74	87	84	68
Very satisfied	49	56	60	37	39	62	32	42	47	49	50	51	64	38	43	58	40	55	49	33
Somewhat satisfied	34	24	31	37	45	36	47	40	37	36	31	40	25	33	35	32	34	32	35	35
<u>TOTAL DISSATISFIED</u>	5	6	3	5	3	1	9	5	4	4	5	3	4	6	6	4	6	2	8	6
Somewhat dissatisfied	2	0	3	3	3	0	9	4	4	2	3	1	1	4	4	1	4	1	4	4
Very dissatisfied	2	6	0	2	0	1	0	1	1	2	2	2	3	2	2	3	2	1	4	2
<u>NO OPINION/DK/NA</u>	13	15	6	20	14	0	12	13	12	11	14	6	7	23	16	6	20	10	8	26
No opinion/DK/NA	13	15	6	20	14	0	12	13	12	11	14	6	7	23	16	6	20	10	8	26

Table 88: Q10v. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Providing emergency 911 and fire response

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	Q13 CONTACT WITH CITY		VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
															YES	NO				
Base	397	89	15	326	69	82	137	210	50	76	19	295	68	34	153	232	58	18	118	35
<u>TOTAL SATISFIED</u>	82	89	51	85	73	84	86	81	78	88	60	89	69	52	83	83	87	67	87	71
Very satisfied	49	70	25	51	38	60	62	46	28	75	34	55	37	21	53	47	62	45	55	43
Somewhat satisfied	34	20	26	33	35	24	24	36	50	14	26	34	32	31	31	35	25	22	32	27
<u>TOTAL DISSATISFIED</u>	5	3	39	3	14	9	7	4	1	3	27	3	13	3	6	4	4	20	4	12
Somewhat dissatisfied	2	2	11	2	7	2	2	3	1	0	5	1	6	3	3	2	4	4	4	2
Very dissatisfied	2	1	28	1	7	7	4	1	0	3	22	1	7	0	3	2	0	17	0	10
<u>NO OPINION/DK/NA</u>	13	8	11	12	14	7	7	15	21	8	13	8	17	44	11	13	9	13	9	17
No opinion/DK/NA	13	8	11	12	14	7	7	15	21	8	13	8	17	44	11	13	9	13	9	17

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME						
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K- \$90K	\$90K- \$120K	\$120K- \$150K	\$150K- \$180K	\$180K+	
Base	397	68	67	97	91	42	30	111	191	197	248	123	56	83	49	45	23	74	
<u>TOTAL SATISFIED</u>	82	67	87	81	87	87	94	86	86	80	83	83	81	83	86	84	86	75	
Very satisfied	49	37	54	47	46	59	70	56	55	44	50	49	54	37	48	52	68	46	
Somewhat satisfied	34	30	33	34	41	28	24	31	31	36	33	35	28	46	38	33	18	29	
<u>TOTAL DISSATISFIED</u>	5	6	7	7	3	0	0	3	3	5	5	4	6	9	1	0	6	3	
Somewhat dissatisfied	2	5	5	4	0	0	0	2	1	3	3	1	6	4	0	0	3	1	
Very dissatisfied	2	1	3	4	3	0	0	2	2	2	2	3	1	4	1	0	3	2	
<u>NO OPINION/DK/NA</u>	13	27	6	12	11	13	6	10	11	15	12	13	12	8	13	16	8	22	
No opinion/DK/NA	13	27	6	12	11	13	6	10	11	15	12	13	12	8	13	16	8	22	

Table 88: Q10v. I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how SATISFIED you are with that service. : Providing emergency 911 and fire response

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	397	108	81	118	72	97	108	95	85	87	99	104	92	345	20	19	14
<u>TOTAL SATISFIED</u>	82	82	88	76	90	87	93	82	66	89	84	81	79	82	94	76	85
Very satisfied	49	53	44	44	61	51	64	48	32	46	64	49	38	48	70	50	44
Somewhat satisfied	34	29	44	32	29	37	28	34	34	43	20	32	41	34	24	27	41
<u>TOTAL DISSATISFIED</u>	5	6	2	6	3	3	4	6	6	3	4	6	5	4	0	9	8
Somewhat dissatisfied	2	2	2	4	2	0	2	4	5	2	1	2	4	2	0	9	0
Very dissatisfied	2	4	0	2	1	3	2	2	1	1	3	4	0	2	0	0	8
<u>NO OPINION/DK/NA</u>	13	12	11	18	7	10	3	13	28	8	12	13	16	13	6	15	8
No opinion/DK/NA	13	12	11	18	7	10	3	13	28	8	12	13	16	13	6	15	8
		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	397	43	67	56	54	114	57	89	84	178	81	135	131				
<u>TOTAL SATISFIED</u>	82	65	89	79	82	78	88	87	76	82	89	87	81				
Very satisfied	49	40	66	49	65	46	36	46	37	50	40	49	45				
Somewhat satisfied	34	25	23	29	17	32	53	40	39	32	48	39	36				
<u>TOTAL DISSATISFIED</u>	5	15	0	7	4	6	4	5	5	5	4	3	5				
Somewhat dissatisfied	2	0	0	0	0	5	3	4	4	4	4	3	5				
Very dissatisfied	2	15	0	7	4	1	1	1	1	1	1	1	1				
<u>NO OPINION/DK/NA</u>	13	20	11	14	14	16	8	8	18	14	7	9	14				
No opinion/DK/NA	13	20	11	14	14	16	8	8	18	14	7	9	14				

Table 89: Q13. Over the last two years, have you had contact with a city department or agency in person, on the phone, or via email?

	QA CELL PHONE			DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD			QB AGE								
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119
Yes	38	29	31	30	46	37	39	30	46	43	28	29	40	44	46	60	32	47	54
No	59	71	69	70	48	60	59	70	48	54	71	65	56	55	53	33	64	51	43
DK/NA	3	0	0	0	6	3	3	0	6	3	2	6	3	1	1	7	4	2	3

	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
Yes	38	47	23	35	38	39	33	36	34	39	37	30	40	41	45	35	42	33	50	34
No	59	51	76	59	61	58	64	60	63	59	60	69	58	55	51	63	54	66	47	60
DK/NA	3	2	1	6	1	3	3	4	3	3	3	1	2	4	4	2	4	1	3	6

	Q2 LIFE QUALITY				Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY				Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION					
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
Yes	38	32	52	35	49	48	47	34	29	34	55	35	57	27	100	0	100	100	100	100
No	59	66	43	62	48	50	50	63	67	65	45	63	41	65	0	100	0	0	0	0
DK/NA	3	2	4	3	3	2	3	3	3	2	0	3	2	8	0	0	0	0	0	0

	Q16 LIVED IN MILPITAS						Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME						
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140
Yes	38	32	40	33	34	49	57	43	45	31	43	29	31	28	38	37	55	49
No	59	64	59	65	60	50	43	54	53	66	55	67	67	71	62	60	42	45
DK/NA	3	4	1	2	5	1	0	3	2	3	2	3	2	1	1	2	2	6

Table 89: Q13. Over the last two years, have you had contact with a city department or agency in person, on the phone, or via email?

		GENDER BY AGE				EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW				
		Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base		795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
Yes		38	33	47	31	48	35	36	44	40	51	39	28	33	40	8	35	31
No		59	64	50	65	52	64	63	52	55	47	59	68	63	57	92	65	69
DK/NA		3	3	3	4	1	2	2	4	4	2	2	3	4	3	0	0	0

		WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR				
		Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base		795	88	130	111	109	236	104	185	163	359	162	270	262
Yes		38	37	55	49	46	34	41	35	37	31	42	34	35
No		59	60	44	49	52	62	57	62	59	65	56	63	62
DK/NA		3	3	1	2	2	4	2	3	4	4	2	3	3

Table 90: Q14. Would you say that you are very satisfied, somewhat satisfied, not too satisfied or not at all satisfied with the overall level of customer service you received?

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	301	77	41	118	182	147	153	118	174	9	46	44	60	52	68	24	150	144	65	
<u>VERY/SMWT SATISFIED</u>	77	80	82	81	74	76	77	81	74	65	79	72	81	74	78	74	78	76	75	
Very satisfied	39	32	46	37	40	40	38	37	40	49	23	40	39	36	51	35	35	43	49	
Somewhat satisfied	38	48	36	44	34	36	39	44	35	16	56	32	42	38	26	39	43	33	27	
<u>TOTAL NOT SATISFIED</u>	23	20	18	19	25	23	23	19	24	35	17	28	18	26	22	26	21	24	25	
Not too satisfied	10	8	11	9	11	10	11	9	10	21	7	17	12	13	5	7	12	8	7	
Not at all satisfied	12	12	7	10	14	13	12	10	14	13	10	11	6	13	17	18	9	16	17	
<u>DK/NA</u>	1	0	0	0	1	1	1	0	1	0	4	0	1	0	0	0	2	0	0	
DK/NA	1	0	0	0	1	1	1	0	1	0	4	0	1	0	0	0	2	0	0	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	301	105	24	39	17	30	34	126	184	151	145	59	86	93	61	145	154	129	113	59
<u>VERY/SMWT SATISFIED</u>	77	73	86	86	65	82	87	82	80	77	78	84	70	80	75	76	78	85	65	80
Very satisfied	39	45	27	40	24	49	37	38	37	39	39	33	40	39	44	37	41	43	32	42
Somewhat satisfied	38	28	60	46	41	33	50	45	43	37	38	51	30	41	31	39	37	42	33	38
<u>TOTAL NOT SATISFIED</u>	23	27	14	14	32	16	9	16	19	23	21	14	30	19	24	23	21	13	35	19
Not too satisfied	10	8	8	11	21	12	7	11	10	9	11	10	7	9	16	8	12	6	16	8
Not at all satisfied	12	19	6	4	11	5	3	5	8	14	10	4	23	10	8	15	9	7	19	11
<u>DK/NA</u>	1	0	0	0	4	2	3	2	1	0	2	2	0	1	1	1	1	2	0	1
DK/NA	1	0	0	0	4	2	3	2	1	0	2	2	0	1	1	1	1	2	0	1

Table 90: Q14. Would you say that you are very satisfied, somewhat satisfied, not too satisfied or not at all satisfied with the overall level of customer service you received?

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	Q13 CONTACT WITH CITY		VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
															YES	NO				
Base	301	60	17	222	78	81	130	141	30	56	21	205	79	17	301	0	117	37	230	68
<u>VERY/SMWT SATISFIED</u>	77	84	56	82	61	65	73	78	83	88	18	88	53	50	77	0	100	0	100	0
Very satisfied	39	62	0	44	24	39	40	41	21	52	3	49	14	33	39	0	100	0	51	0
Somewhat satisfied	38	22	56	38	37	26	33	37	62	36	15	39	39	18	38	0	0	0	49	0
<u>TOTAL NOT SATISFIED</u>	23	14	44	17	39	35	27	20	17	12	82	11	47	50	23	0	0	100	0	100
Not too satisfied	10	8	20	7	18	12	12	11	2	4	18	6	19	17	10	0	0	0	0	45
Not at all satisfied	12	5	23	9	21	22	15	9	16	8	64	5	28	33	12	0	0	100	0	55
<u>DK/NA</u>	1	2	0	1	0	0	0	2	0	0	0	1	0	0	1	0	0	0	0	0
DK/NA	1	2	0	1	0	0	0	2	0	0	0	1	0	0	1	0	0	0	0	0

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	301	49	50	59	64	41	38	91	172	119	205	77	39	43	36	33	23	68
<u>VERY/SMWT SATISFIED</u>	77	78	84	79	73	72	72	81	80	73	76	80	71	80	70	80	86	77
Very satisfied	39	38	44	25	35	43	56	36	43	36	44	22	25	32	47	45	39	39
Somewhat satisfied	38	40	40	54	38	29	15	45	38	38	32	58	46	48	23	35	48	39
<u>TOTAL NOT SATISFIED</u>	23	22	15	19	26	28	28	18	19	25	24	20	28	20	27	20	14	21
Not too satisfied	10	10	6	11	13	6	13	11	9	10	12	5	10	10	11	12	7	12
Not at all satisfied	12	12	8	8	13	22	16	7	10	15	12	15	18	11	16	8	6	10
<u>DK/NA</u>	1	0	1	2	2	0	0	1	0	2	1	0	1	0	3	0	0	2
DK/NA	1	0	1	2	2	0	0	1	0	2	1	0	1	0	3	0	0	2

Table 90: Q14. Would you say that you are very satisfied, somewhat satisfied, not too satisfied or not at all satisfied with the overall level of customer service you received?

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	301	75	72	71	71	65	79	85	66	92	78	57	61	278	3	13	8
<u>VERY/SMWT SATISFIED</u>	77	78	74	79	78	69	82	83	73	81	80	69	78	76	100	88	86
Very satisfied	39	35	41	34	46	28	45	48	33	41	44	35	37	40	58	21	22
Somewhat satisfied	38	43	33	45	32	41	37	34	40	39	36	34	41	36	42	67	64
<u>TOTAL NOT SATISFIED</u>	23	22	26	18	22	31	17	17	25	19	19	30	19	24	0	12	14
Not too satisfied	10	13	6	10	11	10	6	9	16	9	10	11	9	10	0	12	14
Not at all satisfied	12	8	20	8	11	21	11	8	9	11	9	19	10	13	0	0	0
<u>DK/NA</u>	1	0	0	3	0	0	1	0	2	0	1	1	3	1	0	0	0
DK/NA	1	0	0	3	0	0	1	0	2	0	1	1	3	1	0	0	0
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	301	33	71	54	50	80	42	65	60	112	68	91	91				
<u>VERY/SMWT SATISFIED</u>	77	68	76	66	83	86	76	84	81	81	78	83	77				
Very satisfied	39	43	46	40	53	36	40	43	33	33	42	40	33				
Somewhat satisfied	38	25	30	26	30	50	36	41	48	48	36	43	44				
<u>TOTAL NOT SATISFIED</u>	23	32	24	34	17	12	24	16	15	17	22	17	20				
Not too satisfied	10	15	5	8	7	10	12	9	13	11	9	10	11				
Not at all satisfied	12	17	19	26	10	2	12	7	3	6	13	7	9				
<u>DK/NA</u>	1	0	0	0	0	3	0	0	4	2	0	0	2				
DK/NA	1	0	0	0	0	3	0	0	4	2	0	0	2				

Table 91: Q16. LIVED IN MILPITAS

	QA CELL PHONE			DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD			QB AGE								
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119
<5 YEARS	19	24	12	20	18	21	17	20	17	48	25	36	15	13	6	11	25	9	6
Two years or less	11	16	5	12	9	13	9	12	9	23	19	19	10	3	2	0	16	2	0
Three to four years	8	8	6	8	9	8	8	8	8	25	6	16	6	10	4	11	9	7	6
5-15 YEARS	16	16	10	14	18	15	17	14	18	16	16	18	27	12	9	4	20	10	7
Five to six years	5	5	2	4	6	4	6	4	6	10	4	7	11	4	3	0	7	3	3
Seven to ten years	11	10	7	9	12	11	11	9	12	7	13	11	16	9	6	4	13	7	4
11-20 YEARS	22	24	30	26	19	20	25	26	20	13	28	19	29	18	15	17	25	16	13
11 to 15 years	12	13	17	14	9	9	14	14	9	10	7	9	19	14	8	8	12	11	6
16 to 20 years	11	11	12	11	11	11	11	11	11	3	21	10	9	4	6	9	14	6	7
21-30 YEARS	23	24	30	26	21	24	23	26	21	20	29	18	11	36	27	23	20	30	21
21 to 30 years	23	24	30	26	21	24	23	26	21	20	29	18	11	36	27	23	20	30	21
31-40 YEARS	10	7	6	7	14	10	11	7	15	2	0	9	11	8	26	9	7	17	23
31 to 40 years	10	7	6	7	14	10	11	7	15	2	0	9	11	8	26	9	7	17	23
41+ YEARS	8	5	13	7	9	9	7	7	10	0	0	0	7	11	17	36	2	17	31
41 years or more	8	5	13	7	9	9	7	7	10	0	0	0	7	11	17	36	2	17	31
DK/REFUSED	0	1	0	1	0	1	0	1	0	0	1	0	0	2	0	0	0	1	0
DK/Refused	0	1	0	1	0	1	0	1	0	0	1	0	0	2	0	0	0	1	0

Table 91: Q16. LIVED IN MILPITAS

	QC RACE/ETHNICITY									QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION		
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
<5 YEARS	19	21	20	24	5	23	14	18	19	22	16	21	13	20	24	17	22	22	11	23
Two years or less	11	9	15	14	3	13	8	11	12	13	9	13	6	13	12	10	12	13	4	14
Three to four years	8	12	4	10	2	10	6	8	7	9	7	7	7	8	13	7	9	9	7	9
5-15 YEARS	16	11	9	22	17	24	20	22	18	17	16	12	19	15	18	15	16	16	19	11
Five to six years	5	4	2	10	4	8	5	7	6	6	5	2	8	6	5	5	6	7	4	4
Seven to ten years	11	7	7	13	13	16	15	15	12	11	11	10	11	9	14	11	11	10	15	8
11-20 YEARS	22	15	24	20	20	14	36	23	25	22	23	28	17	23	22	22	23	24	18	24
11 to 15 years	12	9	9	11	16	9	15	12	11	12	11	12	7	14	13	9	14	11	11	14
16 to 20 years	11	6	15	9	4	5	21	11	13	9	12	16	10	9	8	13	9	13	7	10
21-30 YEARS	23	20	26	24	44	29	19	26	25	22	25	22	24	25	20	23	23	22	24	26
21 to 30 years	23	20	26	24	44	29	19	26	25	22	25	22	24	25	20	23	23	22	24	26
31-40 YEARS	10	16	10	6	12	5	9	8	8	10	11	6	15	11	11	10	11	8	17	8
31 to 40 years	10	16	10	6	12	5	9	8	8	10	11	6	15	11	11	10	11	8	17	8
41+ YEARS	8	17	11	2	2	3	2	2	5	8	9	11	13	5	4	12	5	7	11	7
41 years or more	8	17	11	2	2	3	2	2	5	8	9	11	13	5	4	12	5	7	11	7
DK/REFUSED	0	0	0	1	0	3	0	1	1	0	1	1	0	0	0	0	0	1	0	1
DK/Refused	0	0	0	1	0	3	0	1	1	0	1	1	0	0	0	0	0	1	0	1

Table 91: Q16. LIVED IN MILPITAS

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
<5 YEARS	19	20	30	20	17	9	10	23	30	16	7	18	16	36	16	20	16	15	17	16
Two years or less	11	13	14	12	6	3	4	14	16	10	2	11	7	17	6	14	8	2	6	6
Three to four years	8	7	16	7	12	6	6	9	14	6	4	7	10	19	10	7	8	13	11	10
5-15 YEARS	16	15	17	14	24	14	14	17	17	11	18	15	22	13	17	16	19	11	18	11
Five to six years	5	6	8	5	6	3	3	7	5	5	2	5	5	6	4	6	4	1	5	3
Seven to ten years	11	9	9	9	18	11	12	10	12	6	16	10	17	7	12	10	15	10	13	8
11-20 YEARS	22	24	19	24	16	17	21	24	19	27	32	24	18	16	20	24	13	12	20	16
11 to 15 years	12	11	19	12	11	10	10	13	8	17	27	12	12	8	11	12	6	10	11	12
16 to 20 years	11	13	0	12	5	7	11	11	11	10	4	12	6	8	9	12	7	2	10	4
21-30 YEARS	23	24	17	24	20	28	26	21	24	25	18	25	19	21	21	24	19	22	20	24
21 to 30 years	23	24	17	24	20	28	26	21	24	25	18	25	19	21	21	24	19	22	20	24
31-40 YEARS	10	9	10	10	12	17	16	9	3	9	15	10	11	11	13	9	15	24	13	17
31 to 40 years	10	9	10	10	12	17	16	9	3	9	15	10	11	11	13	9	15	24	13	17
41+ YEARS	8	9	7	8	10	14	12	6	7	13	11	8	13	3	13	6	18	16	12	16
41 years or more	8	9	7	8	10	14	12	6	7	13	11	8	13	3	13	6	18	16	12	16
DK/REFUSED	0	0	0	1	0	1	1	0	0	0	0	1	0	0	0	1	0	0	0	0
DK/Refused	0	0	0	1	0	1	1	0	0	0	0	1	0	0	0	1	0	0	0	0

Table 91: Q16. LIVED IN MILPITAS

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K- \$90K	\$90K- \$120K	\$120K- \$150K	\$150K- \$180K	\$180K+
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140
<5 YEARS	19	100	0	0	0	0	0	22	16	23	9	39	21	13	16	25	23	27
Two years or less	11	57	0	0	0	0	0	11	7	15	4	24	14	8	9	17	14	13
Three to four years	8	43	0	0	0	0	0	11	9	8	5	15	7	4	7	7	9	14
5-15 YEARS	16	0	100	0	0	0	0	22	17	15	14	18	18	13	9	11	19	22
Five to six years	5	0	33	0	0	0	0	9	7	4	5	6	6	3	2	5	9	9
Seven to ten years	11	0	67	0	0	0	0	13	10	11	9	12	13	10	7	7	10	13
11-20 YEARS	22	0	0	100	0	0	0	26	21	24	23	20	23	18	19	32	14	21
11 to 15 years	12	0	0	52	0	0	0	16	11	12	14	9	9	12	9	19	9	11
16 to 20 years	11	0	0	48	0	0	0	10	9	12	10	11	14	7	10	13	5	9
21-30 YEARS	23	0	0	0	100	0	0	19	22	25	27	16	15	33	32	21	17	21
21 to 30 years	23	0	0	0	100	0	0	19	22	25	27	16	15	33	32	21	17	21
31-40 YEARS	10	0	0	0	0	100	0	9	12	9	15	4	9	13	14	7	18	7
31 to 40 years	10	0	0	0	0	100	0	9	12	9	15	4	9	13	14	7	18	7
41+ YEARS	8	0	0	0	0	0	100	2	12	5	12	3	12	10	9	4	9	2
41 years or more	8	0	0	0	0	0	100	2	12	5	12	3	12	10	9	4	9	2
DK/REFUSED	0	0	0	0	0	0	0	0	1	0	1	0	1	1	0	0	0	0
DK/Refused	0	0	0	0	0	0	0	0	1	0	1	0	1	1	0	0	0	0

Table 91: Q16. LIVED IN MILPITAS

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
<5 YEARS	19	29	10	22	8	19	15	25	18	17	14	26	18	19	15	17	26
Two years or less	11	19	2	14	2	10	9	15	9	9	5	17	12	11	12	13	11
Three to four years	8	10	8	8	6	9	6	10	9	9	8	10	6	8	4	5	15
5-15 YEARS	16	21	11	20	9	15	16	17	16	17	17	15	15	16	7	16	17
Five to six years	5	7	4	7	2	5	5	6	5	7	6	4	4	6	0	4	5
Seven to ten years	11	14	7	13	6	10	11	11	10	9	11	11	11	11	7	12	13
11-20 YEARS	22	24	16	27	16	24	21	20	26	21	20	22	27	22	13	34	25
11 to 15 years	12	12	11	12	9	11	7	14	15	14	9	11	13	11	13	25	16
16 to 20 years	11	13	5	15	7	12	14	7	11	8	11	11	14	11	0	9	8
21-30 YEARS	23	19	29	21	31	22	25	23	24	23	21	22	28	23	38	14	23
21 to 30 years	23	19	29	21	31	22	25	23	24	23	21	22	28	23	38	14	23
31-40 YEARS	10	7	15	6	19	10	10	10	11	11	13	9	8	10	17	18	0
31 to 40 years	10	7	15	6	19	10	10	10	11	11	13	9	8	10	17	18	0
41+ YEARS	8	0	19	5	16	11	12	5	5	10	14	6	3	9	9	0	4
41 years or more	8	0	19	5	16	11	12	5	5	10	14	6	3	9	9	0	4
DK/REFUSED	0	0	0	0	1	0	1	0	0	0	1	0	0	0	0	0	5
DK/Refused	0	0	0	0	1	0	1	0	0	0	1	0	0	0	0	0	5

Table 91: Q16. LIVED IN MILPITAS

	Total	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR			
		18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	795	88	130	111	109	236	104	185	163	359	162	270	262
<5 YEARS	19	35	11	23	18	24	6	21	15	24	8	21	16
Two years or less	11	19	1	12	6	15	2	13	8	16	3	13	10
Three to four years	8	16	10	11	12	9	4	9	6	8	5	8	6
5-15 YEARS	16	18	6	12	9	24	17	20	24	21	13	19	18
Five to six years	5	8	2	6	2	9	3	6	8	7	4	6	6
Seven to ten years	11	10	5	6	7	15	14	14	16	14	9	13	12
11-20 YEARS	22	17	13	14	16	25	16	24	23	27	18	25	25
11 to 15 years	12	13	7	9	9	12	11	14	10	11	12	13	9
16 to 20 years	11	5	6	4	7	13	5	10	13	16	5	11	15
21-30 YEARS	23	20	20	21	19	19	43	24	28	20	37	23	27
21 to 30 years	23	20	20	21	19	19	43	24	28	20	37	23	27
31-40 YEARS	10	5	24	13	19	6	12	9	6	6	12	8	8
31 to 40 years	10	5	24	13	19	6	12	9	6	6	12	8	8
41+ YEARS	8	4	25	17	18	1	5	2	2	2	11	4	6
41 years or more	8	4	25	17	18	1	5	2	2	2	11	4	6
DK/REFUSED	0	0	0	0	0	1	2	0	1	0	1	0	1
DK/Refused	0	0	0	0	0	1	2	0	1	0	1	0	1

Table 92: Q17. CHILDREN UNDER 19 AT HOME

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE								
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119
HAVE CHILDREN	48	47	55	49	47	49	48	49	47	59	16	39	70	61	62	58	41	61	57
Yes, children under 19 at home	27	29	25	28	25	25	28	28	25	39	9	36	61	20	13	2	35	14	6
Yes, no children under 19 at home	22	18	30	22	22	24	20	22	22	20	6	3	9	41	49	56	6	47	51
NO CHILDREN/DK/NA/REF	52	53	45	51	53	51	52	51	53	41	84	61	30	39	38	42	59	39	43
No, no children	49	53	45	50	48	48	50	50	48	38	84	59	26	35	36	39	58	36	41
DK/NA/Refused	3	0	0	0	5	3	2	0	5	2	0	2	4	3	2	3	2	2	2

	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
HAVE CHILDREN	48	53	42	46	57	60	42	49	47	46	51	47	49	42	59	48	49	46	54	46
Yes, children under 19 at home	27	17	29	26	48	41	28	33	30	27	26	22	25	25	37	24	29	25	31	24
Yes, no children under 19 at home	22	37	13	20	9	19	15	16	16	20	25	25	24	18	22	25	20	21	23	22
NO CHILDREN/DK/NA/REF	52	47	58	54	43	40	58	51	53	54	49	53	51	58	41	52	51	54	46	54
No, no children	49	45	53	53	42	38	57	50	52	51	48	50	51	55	37	50	48	53	40	51
DK/NA/Refused	3	2	5	1	1	2	1	1	2	2	2	2	0	3	3	1	3	1	6	2

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
HAVE CHILDREN	48	52	55	47	55	57	58	45	38	57	57	50	51	33	57	44	62	47	60	49
Yes, children under 19 at home	27	26	35	25	33	28	28	26	24	28	28	27	31	16	30	24	28	18	32	25
Yes, no children under 19 at home	22	26	20	22	23	29	29	19	13	29	29	23	20	17	27	19	34	29	28	24
NO CHILDREN/DK/NA/REF	52	48	45	53	45	43	42	55	62	43	43	50	49	67	43	56	38	53	40	51
No, no children	49	46	31	51	38	39	39	52	62	43	34	49	42	67	40	54	36	48	38	44
DK/NA/Refused	3	1	13	2	7	5	4	2	0	0	9	2	8	1	3	2	1	5	2	7

Table 92: Q17. CHILDREN UNDER 19 AT HOME

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K- \$90K	\$90K- \$120K	\$120K- \$150K	\$150K- \$180K	\$180K+
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140
<u>HAVE CHILDREN</u>	48	40	50	45	46	56	70	100	100	0	59	37	42	46	43	45	58	60
Yes, children under 19 at home	27	31	37	31	22	23	6	100	55	0	27	29	14	23	20	24	31	46
Yes, no children under 19 at home	22	9	14	14	24	33	64	0	45	0	32	8	28	22	24	21	26	14
<u>NO CHILDREN/DK/NA/REF</u>	52	60	50	55	54	44	30	0	0	100	41	63	58	54	57	55	42	40
No, no children	49	58	46	53	52	42	27	0	0	100	39	63	56	53	53	54	42	39
DK/NA/Refused	3	2	4	2	2	2	3	0	0	0	2	0	2	2	4	1	0	1

	GENDER BY AGE				EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW				
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
<u>HAVE CHILDREN</u>	48	39	58	41	65	42	54	51	47	100	100	0	0	48	50	38	69
Yes, children under 19 at home	27	35	16	34	13	22	25	31	27	58	52	0	0	26	28	28	32
Yes, no children under 19 at home	22	5	42	7	52	20	29	20	19	42	48	0	0	22	22	10	38
<u>NO CHILDREN/DK/NA/REF</u>	52	61	42	59	35	58	46	49	53	0	0	100	100	52	50	62	31
No, no children	49	58	41	58	32	57	46	47	50	0	0	100	100	49	50	62	31
DK/NA/Refused	3	3	2	1	3	2	1	2	3	0	0	0	0	3	0	0	0

	WHITES				ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR				
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	795	88	130	111	109	236	104	185	163	359	162	270	262
<u>HAVE CHILDREN</u>	48	40	63	46	61	44	63	49	49	40	61	46	47
Yes, children under 19 at home	27	29	8	19	15	39	19	32	35	35	19	29	31
Yes, no children under 19 at home	22	10	55	27	46	5	44	18	14	5	42	16	16
<u>NO CHILDREN/DK/NA/REF</u>	52	60	37	54	39	56	37	51	51	60	39	54	53
No, no children	49	58	36	51	38	55	36	49	51	58	37	52	51
DK/NA/Refused	3	2	1	2	1	1	1	2	0	1	2	2	1

Table 93: Q18. OWN/RENT HOME

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
Own	60	52	67	57	63	58	62	57	63	76	29	54	58	80	86	64	46	81	76	
Rent	33	46	28	40	25	34	31	40	26	22	56	38	35	19	12	29	44	17	20	
DK/NA/Refused	7	2	5	3	12	8	6	3	12	2	15	8	7	1	2	7	10	2	5	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
Own	60	62	42	68	64	68	57	65	59	61	59	46	59	63	77	53	68	56	68	57
Rent	33	34	55	22	33	24	32	27	33	31	35	47	35	27	19	41	24	38	23	33
DK/NA/Refused	7	5	3	9	4	8	11	9	7	7	6	7	6	10	4	6	8	5	9	10
	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
Own	60	57	46	61	58	65	66	58	52	59	77	60	66	44	68	55	77	66	68	71
Rent	33	38	44	33	33	26	25	35	44	39	16	33	26	42	25	37	14	30	27	22
DK/NA/Refused	7	5	10	7	9	8	9	7	4	2	7	6	9	14	6	8	8	3	6	6
	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME							
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+		
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140		
Own	60	29	52	62	69	85	83	60	73	48	100	0	40	59	74	61	74	71		
Rent	33	67	37	29	23	13	11	36	25	42	0	100	52	34	21	35	24	21		
DK/NA/Refused	7	4	11	9	8	3	6	4	2	10	0	0	9	6	5	3	2	8		

Table 93: Q18. OWN/RENT HOME

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
Own	60	49	80	43	82	52	53	70	66	79	67	47	49	60	47	58	70
Rent	33	40	18	48	16	42	40	22	27	19	30	43	41	32	48	28	30
DK/NA/Refused	7	11	2	9	2	6	6	8	7	2	2	10	10	7	5	15	0

	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR			
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	795	88	130	111	109	236	104	185	163	359	162	270	262
Own	60	42	76	61	62	56	84	65	64	47	84	61	57
Rent	33	50	22	36	32	33	14	24	30	43	14	30	37
DK/NA/Refused	7	8	2	2	6	11	2	11	6	10	1	9	6

Table 94: Q19. INCOME

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD			QB AGE										
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
<u>\$0-\$60K</u>	16	18	22	19	12	17	14	19	12	10	28	7	6	14	20	29	14	19	21	
\$30,000 and under	5	3	10	6	4	6	4	6	4	0	6	4	3	4	6	16	4	7	9	
\$30,001 - \$60,000	11	15	11	14	8	11	10	14	7	10	22	3	3	9	14	13	10	12	12	
<u>\$60K+</u>	65	70	60	67	64	62	69	67	64	62	59	73	77	67	64	28	69	60	50	
\$60,001 - \$90,000	19	28	24	27	11	17	21	27	12	0	21	19	20	21	14	19	20	17	13	
\$90,001 - \$120,000	12	15	13	14	10	12	12	14	11	7	14	11	9	17	14	5	11	14	14	
\$120,001 - \$150,000	11	10	13	11	12	11	11	11	12	11	12	12	12	6	16	0	12	10	8	
\$150,001 - \$180,000	5	4	1	3	8	5	6	3	8	9	4	6	7	6	5	0	6	5	5	
More than \$180,000	18	14	9	12	23	17	19	12	22	35	8	24	29	17	15	5	20	14	9	
<u>REFUSED</u>	19	11	19	14	24	21	17	14	24	27	13	20	18	19	16	43	17	21	29	
Refused	19	11	19	14	24	21	17	14	24	27	13	20	18	19	16	43	17	21	29	
	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
<u>\$0-\$60K</u>	16	18	21	19	12	2	12	12	15	10	21	26	16	12	7	21	10	18	14	11
\$30,000 and under	5	5	6	3	10	0	6	4	4	2	8	10	5	3	1	7	3	6	5	3
\$30,001 - \$60,000	11	12	14	16	3	2	7	8	10	8	13	16	11	9	6	13	8	12	9	8
<u>\$60K+</u>	65	59	63	66	74	80	73	72	69	71	61	55	64	71	76	60	73	67	66	61
\$60,001 - \$90,000	19	15	27	10	20	29	26	20	21	17	21	24	20	17	13	22	16	19	21	18
\$90,001 - \$120,000	12	10	13	13	12	13	16	14	14	12	13	9	17	13	9	13	11	13	11	11
\$120,001 - \$150,000	11	13	13	9	19	2	16	11	11	13	10	13	12	13	6	12	10	11	9	15
\$150,001 - \$180,000	5	6	5	6	3	8	2	5	5	6	4	2	5	6	9	3	7	6	5	3
More than \$180,000	18	16	6	27	20	29	13	22	19	22	13	7	10	22	39	9	28	18	20	14
<u>REFUSED</u>	19	23	16	16	13	18	15	16	16	19	18	19	20	17	17	20	17	15	20	28
Refused	19	23	16	16	13	18	15	16	16	19	18	19	20	17	17	20	17	15	20	28

Table 94: Q19. INCOME

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
<u>\$0-\$60K</u>	16	20	20	16	15	12	12	17	19	19	12	16	15	15	13	18	8	19	12	16
\$30,000 and under	5	6	5	4	7	5	4	6	5	8	0	5	7	1	4	5	3	2	3	7
\$30,001 - \$60,000	11	14	15	11	8	7	8	12	14	12	12	11	9	13	9	12	6	17	9	9
<u>\$60K+</u>	65	61	56	66	64	67	66	66	64	59	63	66	65	63	68	64	69	56	69	63
\$60,001 - \$90,000	19	21	33	18	21	21	21	19	13	21	18	20	16	15	14	23	12	12	15	13
\$90,001 - \$120,000	12	15	2	14	7	14	12	12	11	10	10	13	13	4	12	13	15	16	11	14
\$120,001 - \$150,000	11	10	4	12	8	6	8	13	13	10	3	12	7	14	11	11	13	7	12	10
\$150,001 - \$180,000	5	1	6	5	6	7	6	5	6	3	10	4	8	7	8	4	8	4	9	5
More than \$180,000	18	15	11	17	22	19	18	16	21	15	22	16	21	23	23	13	23	18	23	21
<u>REFUSED</u>	19	19	25	18	21	20	23	17	17	22	25	19	20	22	19	18	22	25	19	21
Refused	19	19	25	18	21	20	23	17	17	22	25	19	20	22	19	18	22	25	19	21

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140
<u>\$0-\$60K</u>	16	17	18	16	10	14	22	8	14	18	10	25	100	0	0	0	0	0
\$30,000 and under	5	5	6	4	5	3	7	2	3	7	3	8	32	0	0	0	0	0
\$30,001 - \$60,000	11	12	12	12	5	10	15	6	11	11	8	17	68	0	0	0	0	0
<u>\$60K+</u>	65	68	61	62	73	68	52	72	67	65	73	55	0	100	100	100	100	100
\$60,001 - \$90,000	19	13	15	15	26	23	22	17	18	20	19	20	0	100	0	0	0	0
\$90,001 - \$120,000	12	10	7	11	17	17	14	9	11	13	15	8	0	0	100	0	0	0
\$120,001 - \$150,000	11	15	8	16	10	7	6	10	11	12	12	12	0	0	0	100	0	0
\$150,001 - \$180,000	5	6	6	3	4	9	6	6	6	5	6	4	0	0	0	0	100	0
More than \$180,000	18	25	24	16	16	12	5	31	22	14	21	11	0	0	0	0	0	100
<u>REFUSED</u>	19	15	21	22	16	18	26	19	19	18	17	20	0	0	0	0	0	0
Refused	19	15	21	22	16	18	26	19	19	18	17	20	0	0	0	0	0	0

Table 94: Q19. INCOME

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
\$0-\$60K	16	10	11	18	27	15	26	6	16	8	18	12	24	14	20	17	50
\$30,000 and under	5	2	3	7	11	3	11	1	4	1	4	3	12	5	0	8	0
\$30,001 - \$60,000	11	8	8	11	16	12	14	4	12	7	14	9	12	9	20	9	50
\$60K+	65	73	70	67	50	66	54	77	69	76	61	68	62	65	66	77	46
\$60,001 - \$90,000	19	17	19	24	15	22	22	14	18	15	21	20	21	18	32	35	11
\$90,001 - \$120,000	12	10	16	13	13	14	13	11	13	13	10	11	15	12	4	10	23
\$120,001 - \$150,000	11	13	12	11	9	14	11	11	9	12	10	15	10	11	16	23	0
\$150,001 - \$180,000	5	7	6	5	3	4	3	9	6	8	4	5	4	6	3	0	0
More than \$180,000	18	26	18	14	11	12	6	32	24	29	16	17	11	19	11	9	12
REFUSED	19	17	19	15	23	19	20	17	15	16	21	20	14	20	14	6	4
Refused	19	17	19	15	23	19	20	17	15	16	21	20	14	20	14	6	4

	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR			
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN
Base	795	88	130	111	109	236	104	185	163	359	162	270	262
\$0-\$60K	16	12	22	14	22	10	16	6	18	14	16	9	21
\$30,000 and under	5	4	7	2	10	3	6	3	6	4	6	2	7
\$30,001 - \$60,000	11	9	15	13	12	7	9	3	12	10	10	6	14
\$60K+	65	68	54	66	52	74	69	74	71	71	67	73	66
\$60,001 - \$90,000	19	16	15	17	13	21	20	18	24	22	18	18	24
\$90,001 - \$120,000	12	12	10	10	11	12	20	12	16	12	18	13	14
\$120,001 - \$150,000	11	15	10	16	10	12	9	12	9	12	11	12	10
\$150,001 - \$180,000	5	8	5	4	7	5	3	6	3	5	5	7	3
More than \$180,000	18	18	14	19	11	24	18	25	19	20	15	23	14
REFUSED	19	20	24	19	26	16	15	20	11	15	17	18	14
Refused	19	20	24	19	26	16	15	20	11	15	17	18	14

Table 95: LANGUAGE BY INTERVIEW

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE								
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119
English	88	79	70	76	100	90	87	76	100	100	85	88	87	88	92	100	87	91	96
Spanish	4	8	8	8	0	3	5	8	0	0	4	4	6	3	3	0	5	2	2
Vietnamese	5	6	16	9	0	4	5	9	0	0	6	6	6	6	1	0	6	3	0
Chinese	3	7	6	6	0	3	4	6	0	0	5	2	1	4	4	0	3	3	2

	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION				
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
English	88	100	69	77	100	100	65	82	82	89	88	86	89	86	93	88	89	85	93	89
Spanish	4	0	31	0	0	0	0	0	6	4	4	4	8	2	0	6	1	4	5	3
Vietnamese	5	0	0	0	0	0	35	10	7	5	4	5	3	8	1	4	5	6	1	6
Chinese	3	0	0	23	0	0	0	7	5	2	4	4	0	4	6	2	4	5	1	2

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
English	88	86	88	87	93	97	94	86	82	84	97	86	97	93	92	85	95	100	91	96
Spanish	4	5	0	4	4	3	4	3	8	6	0	5	2	2	1	6	1	0	1	0
Vietnamese	5	5	5	5	2	0	1	7	6	6	3	5	1	5	4	5	2	0	5	2
Chinese	3	4	8	4	2	0	1	4	4	5	0	4	0	0	3	4	2	0	3	2

	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME					
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140
English	88	88	90	87	88	85	94	87	88	88	89	87	79	83	89	85	97	93
Spanish	4	3	2	2	6	7	4	4	4	4	3	6	5	7	1	6	3	2
Vietnamese	5	4	5	7	3	8	0	5	4	6	4	4	5	8	4	9	0	2
Chinese	3	4	4	4	3	0	2	4	5	2	4	3	10	2	6	0	0	2

Table 95: LANGUAGE BY INTERVIEW

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
English	88	85	93	88	89	86	89	91	86	92	84	85	91	100	0	0	0
Spanish	4	6	2	4	3	6	6	2	0	1	7	6	2	0	100	0	0
Vietnamese	5	7	3	6	3	7	2	3	8	3	4	7	5	0	0	100	0
Chinese	3	2	3	3	4	1	3	4	6	4	5	2	3	0	0	0	100
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	795	88	130	111	109	236	104	185	163	359	162	270	262				
English	88	100	100	100	100	83	82	85	80	83	84	84	81				
Spanish	4	0	0	0	0	0	0	0	0	6	5	6	6				
Vietnamese	5	0	0	0	0	12	8	10	11	8	5	7	7				
Chinese	3	0	0	0	0	6	10	5	9	4	6	3	6				

Table 96: DATA COLLECTION MODE

		QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD			QB AGE										
		Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base		795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
Telephone		50	100	100	100	0	50	50	100	0	0	61	47	49	61	33	39	53	45	27	
Online		50	0	0	0	100	50	50	0	100	100	39	53	51	39	67	61	47	55	73	
		QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
		Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base		795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
Telephone		50	43	69	39	45	64	51	50	55	47	54	72	49	42	36	60	39	62	38	39
Online		50	57	31	61	55	36	49	50	45	53	46	28	51	58	64	40	61	38	62	61
		Q2 LIFE QUALITY				Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY				Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION					
		Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base		795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
Telephone		50	62	46	54	33	38	41	55	55	70	38	56	32	33	39	59	37	31	41	34
Online		50	38	54	46	67	62	59	45	45	30	62	44	68	67	61	41	63	69	59	66
		Q16 LIVED IN MILPITAS						Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME								
		Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+		
Base		795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140		
Telephone		50	52	43	57	55	33	44	52	51	51	47	61	62	71	58	49	26	35		
Online		50	48	57	43	45	67	56	48	49	49	53	39	38	29	42	51	74	65		

Table 96: DATA COLLECTION MODE

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
Telephone	50	52	38	55	51	60	60	36	45	46	57	51	53	43	100	100	100
Online	50	48	62	45	49	40	40	64	55	54	43	49	47	57	0	0	0
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	795	88	130	111	109	236	104	185	163	359	162	270	262				
Telephone	50	56	34	42	45	48	52	46	54	54	55	50	60				
Online	50	44	66	58	55	52	48	54	46	46	45	50	40				

Table 97: CONTACT METHOD

	QA CELL PHONE			DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD			QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
Telephone	50	100	100	100	0	50	50	100	0	0	61	47	49	61	33	39	53	45	27	
Email	47	0	0	0	95	47	48	0	100	0	38	49	48	37	65	56	45	53	69	
Postcard	3	0	0	0	5	3	2	0	0	100	1	4	3	2	3	5	3	3	4	
	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION				
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
Telephone	50	43	69	39	45	64	51	50	55	47	54	72	49	42	36	60	39	62	38	39
Email	47	55	30	55	54	31	49	47	42	51	43	27	51	54	60	39	56	36	60	56
Postcard	3	2	1	5	1	5	0	3	2	2	3	2	0	4	4	1	4	2	1	4
	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
Telephone	50	62	46	54	33	38	41	55	55	70	38	56	32	33	39	59	37	31	41	34
Email	47	36	54	43	65	60	57	43	42	29	62	41	67	63	58	38	59	65	56	62
Postcard	3	2	0	3	2	2	3	2	3	2	0	3	1	3	3	2	4	3	2	4
	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME							
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K- \$90K	\$90K- \$120K	\$120K- \$150K	\$150K- \$180K	\$180K+		
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140		
Telephone	50	52	43	57	55	33	44	52	51	51	47	61	62	71	58	49	26	35		
Email	47	41	54	42	42	66	56	44	46	47	49	37	36	29	41	49	69	60		
Postcard	3	6	3	1	2	1	0	4	3	2	3	2	2	0	1	3	4	5		

Table 97: CONTACT METHOD

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
Telephone	50	52	38	55	51	60	60	36	45	46	57	51	53	43	100	100	100
Email	47	45	60	43	45	40	38	60	51	52	40	47	45	54	0	0	0
Postcard	3	3	1	2	3	0	1	4	4	3	3	2	2	3	0	0	0
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	795	88	130	111	109	236	104	185	163	359	162	270	262				
Telephone	50	56	34	42	45	48	52	46	54	54	55	50	60				
Email	47	43	64	57	52	49	45	51	44	43	43	47	38				
Postcard	3	1	2	1	2	3	3	4	3	3	2	3	2				

Table 98: A/B SPLIT

	QA CELL PHONE			DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD			QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	795	268	130	397	397	398	397	397	377	20	168	151	149	119	146	39	467	304	119	
Split A	50	48	55	50	50	100	0	50	50	53	49	53	50	50	50	42	51	49	50	
Split B	50	52	45	50	50	0	100	50	50	47	51	47	50	50	50	58	49	51	50	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	795	223	103	111	46	77	103	350	535	390	390	199	215	231	135	413	366	394	227	174
Split A	50	50	50	50	48	50	50	50	50	50	50	50	50	50	50	50	50	47	53	53
Split B	50	50	50	50	52	50	50	50	50	50	50	50	50	50	50	50	50	53	47	47
	Q2 LIFE QUALITY				Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY				Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION					
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	795	187	33	631	159	169	276	418	101	165	38	593	139	63	301	472	117	37	230	68
Split A	50	53	55	48	56	51	51	50	50	54	51	50	51	46	49	51	50	51	49	49
Split B	50	47	45	52	44	49	49	50	50	46	49	50	49	54	51	49	50	49	51	51
	Q16 LIVED IN MILPITAS						Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME								
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+		
Base	795	151	127	178	186	83	66	211	385	389	477	260	124	151	97	90	42	140		
Split A	50	55	47	45	51	49	55	47	50	49	48	52	55	45	50	50	44	47		
Split B	50	45	53	55	49	51	45	53	50	51	52	48	45	55	50	50	56	53		

Table 98: A/B SPLIT

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	795	224	154	233	148	189	223	196	163	180	197	201	185	701	32	36	26
Split A	50	52	48	49	51	49	51	51	48	52	50	48	50	51	37	49	46
Split B	50	48	52	51	49	51	49	49	52	48	50	52	50	49	63	51	54
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	795	88	130	111	109	236	104	185	163	359	162	270	262				
Split A	50	51	49	50	51	52	45	52	48	50	50	50	50				
Split B	50	49	51	50	49	48	55	48	52	50	50	50	50				

Table 99: DEMOGRAPHIC COMBINATIONS

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	779	266	130	396	383	390	389	396	365	18	165	147	145	118	145	38	457	302	118	
<u>GENDER BY AGE</u>	97	96	96	96	99	98	97	96	99	100	100	100	100	100	100	100	100	100	100	
MEN 18-49	29	35	19	30	28	30	28	30	28	33	48	52	48	0	0	0	49	0	0	
MEN 50+	20	14	16	15	25	19	21	15	25	11	0	0	0	53	52	43	0	51	50	
WOMEN 18-49	30	36	24	32	27	29	30	32	27	27	52	48	52	0	0	0	51	0	0	
WOMEN 50+	19	11	37	19	19	19	19	19	18	29	0	0	0	47	48	57	0	49	50	
<u>EDUCATION BY GENDER</u>	99	99	98	99	99	99	99	99	99	100	99	100	98	98	98	100	99	99	98	
NON COLLEGE EDUCATED MEN	24	33	19	29	20	24	25	29	21	0	31	17	18	28	23	28	23	26	25	
NON COLLEGE EDUCATED WOMEN	29	31	40	34	23	29	28	34	23	18	35	17	28	30	28	50	27	32	33	
COLLEGE EDUCATED MEN	25	18	17	18	33	26	24	18	32	45	16	34	29	25	27	15	26	25	23	
COLLEGE EDUCATED WOMEN	21	17	22	19	23	20	22	19	23	38	17	31	23	15	20	6	23	17	17	
<u>PARENTS</u>	98	100	100	100	96	98	98	100	96	100	100	99	96	97	99	97	98	98	98	
DADS	23	21	19	21	26	24	22	21	26	26	7	19	34	30	31	21	19	29	26	
MOMS	25	25	36	29	22	25	25	29	21	34	8	21	36	31	31	36	21	32	31	
MEN WITH NO CHILD	26	30	17	26	26	25	27	26	26	19	41	32	12	22	21	19	29	21	23	
WOMEN WITH NO CHILD	24	23	28	25	23	24	24	25	23	22	44	28	15	14	16	21	30	16	18	
	QC RACE/ETHNICITY							QD GENDER		QE EDUCATION							Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	779	219	103	110	46	77	103	348	532	390	390	199	213	227	132	412	359	390	219	170
<u>GENDER BY AGE</u>	97	98	97	96	99	97	98	97	97	97	98	95	100	98	97	97	97	98	97	97
MEN 18-49	29	18	33	34	27	38	35	34	34	58	0	29	21	34	30	25	33	29	25	32
MEN 50+	20	31	11	18	16	14	21	17	16	40	0	15	22	20	22	19	21	15	23	27
WOMEN 18-49	30	21	37	31	38	30	34	33	33	0	60	29	31	32	26	30	30	32	27	28
WOMEN 50+	19	28	16	13	16	15	8	13	14	0	38	21	25	11	18	23	14	21	22	11
<u>EDUCATION BY GENDER</u>	99	99	98	99	98	100	100	99	99	99	99	100	100	100	100	100	100	99	98	98
NON COLLEGE EDUCATED MEN	24	29	26	15	25	18	29	21	23	49	0	48	44	0	0	46	0	23	22	30
NON COLLEGE EDUCATED WOMEN	29	32	45	14	34	22	16	20	27	0	57	52	56	0	0	54	0	33	30	17
COLLEGE EDUCATED MEN	25	20	17	37	18	36	28	31	27	50	0	0	0	55	54	0	55	22	27	29
COLLEGE EDUCATED WOMEN	21	18	10	34	21	23	26	27	22	0	42	0	0	45	46	0	45	21	20	23
<u>PARENTS</u>	98	98	95	99	99	98	99	99	98	98	98	98	100	97	98	99	97	100	95	98
DADS	23	23	15	25	25	34	24	26	23	46	0	18	21	25	33	19	28	20	27	26
MOMS	25	30	26	20	32	26	18	23	23	0	51	30	28	17	28	29	21	26	28	20
MEN WITH NO CHILD	26	26	26	26	21	19	33	26	27	51	0	29	23	28	21	26	25	26	20	34
WOMEN WITH NO CHILD	24	19	28	27	21	19	24	24	25	0	48	22	28	27	16	25	23	28	20	18

Table 99: DEMOGRAPHIC COMBINATIONS

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	779	186	31	621	153	164	270	410	99	165	35	584	134	60	296	462	116	35	228	65
<u>GENDER BY AGE</u>	97	97	97	97	98	99	99	96	98	96	98	97	98	100	98	97	97	98	98	98
MEN 18-49	29	25	36	28	32	20	22	29	45	25	23	29	29	26	25	31	23	18	26	25
MEN 50+	20	13	9	20	20	22	20	20	19	18	37	18	26	21	24	17	26	40	24	29
WOMEN 18-49	30	32	31	30	30	30	30	31	24	29	20	29	28	40	24	33	21	17	25	20
WOMEN 50+	19	27	21	20	17	26	26	16	11	25	18	21	15	13	24	17	28	23	24	25
<u>EDUCATION BY GENDER</u>	99	98	100	99	97	99	100	98	99	98	100	99	98	100	100	98	100	100	100	100
NON COLLEGE EDUCATED MEN	24	18	31	25	23	17	18	26	35	24	39	24	26	20	22	26	15	38	20	31
NON COLLEGE EDUCATED WOMEN	29	41	26	29	27	36	36	25	21	36	21	30	24	25	27	30	30	24	28	21
COLLEGE EDUCATED MEN	25	21	15	25	27	24	24	25	28	18	21	24	29	27	29	22	36	20	31	22
COLLEGE EDUCATED WOMEN	21	19	29	21	21	22	21	22	16	18	19	21	19	28	22	20	19	17	21	26
<u>PARENTS</u>	98	99	86	99	94	96	97	98	100	100	90	99	93	99	97	98	99	96	98	95
DADS	23	18	35	22	28	22	24	23	21	21	32	23	27	14	31	18	33	28	32	27
MOMS	25	35	21	25	28	35	34	22	15	37	23	27	23	18	26	25	29	20	27	23
MEN WITH NO CHILD	26	20	10	27	21	19	17	28	42	22	24	25	26	32	19	30	17	31	17	26
WOMEN WITH NO CHILD	24	26	19	25	17	20	22	25	22	20	11	24	17	35	21	25	20	17	21	18
	Q16 LIVED IN MILPITAS					Q17 CHILDREN <19 AT HOME				Q18 OWN/RENT HOME		Q19 INCOME								
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+		
Base	779	147	126	175	183	80	66	206	377	386	468	257	122	149	96	90	40	138		
<u>GENDER BY AGE</u>	97	97	98	95	99	100	95	97	98	97	97	98	99	97	100	96	98	98		
MEN 18-49	29	44	37	31	23	19	0	38	23	34	23	35	18	25	24	33	36	42		
MEN 50+	20	10	14	14	25	28	44	12	23	16	26	11	14	19	25	20	24	20		
WOMEN 18-49	30	35	37	36	26	17	16	38	25	35	21	43	34	38	31	29	27	24		
WOMEN 50+	19	8	10	14	25	35	35	9	26	12	26	9	33	15	20	14	11	11		
<u>EDUCATION BY GENDER</u>	99	100	98	99	98	98	100	99	99	99	99	99	100	99	100	99	100	100		
NON COLLEGE EDUCATED MEN	24	24	23	25	23	22	31	20	21	28	21	31	23	27	28	30	18	17		
NON COLLEGE EDUCATED WOMEN	29	23	28	27	30	29	42	27	32	26	25	35	47	33	30	27	15	9		
COLLEGE EDUCATED MEN	25	33	27	23	24	24	15	30	27	24	29	16	9	18	22	25	44	46		
COLLEGE EDUCATED WOMEN	21	20	20	24	21	23	13	22	20	21	23	17	21	20	21	17	23	28		
<u>PARENTS</u>	98	99	96	99	98	98	97	100	100	100	98	100	98	99	96	99	100	100		
DADS	23	21	24	22	23	24	28	50	48	0	30	13	12	18	23	23	36	38		
MOMS	25	19	26	23	23	32	41	50	52	0	28	23	29	28	20	22	21	22		
MEN WITH NO CHILD	26	36	24	25	24	22	17	0	0	52	20	34	20	26	23	33	26	25		
WOMEN WITH NO CHILD	24	23	22	29	28	19	9	0	0	48	20	29	36	26	29	21	17	15		

Table 99: DEMOGRAPHIC COMBINATIONS

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	DADS	MOMS	MEN NO CH	WOMEN NO CH	ENG	SPAN	VIET	CHIN
Base	779	224	154	233	148	189	223	196	163	180	197	201	185	687	32	36	25
<u>GENDER BY AGE</u>	97	100	100	100	100	96	99	98	96	98	97	96	99	98	92	100	90
MEN 18-49	29	100	0	0	0	55	0	60	0	49	0	65	0	28	41	41	22
MEN 50+	20	0	100	0	0	41	0	38	0	49	0	31	0	21	8	12	16
WOMEN 18-49	30	0	0	100	0	0	56	0	65	0	48	0	73	30	28	35	26
WOMEN 50+	19	0	0	0	100	0	43	0	31	0	49	0	25	19	16	12	25
<u>EDUCATION BY GENDER</u>	99	99	99	99	99	100	100	100	100	99	99	99	99	99	94	100	100
NON COLLEGE EDUCATED MEN	24	46	50	0	0	100	0	0	0	44	0	53	0	24	35	37	10
NON COLLEGE EDUCATED WOMEN	29	0	0	53	65	0	100	0	0	0	60	0	55	29	45	10	23
COLLEGE EDUCATED MEN	25	53	48	0	0	0	0	100	0	56	0	45	0	26	14	16	28
COLLEGE EDUCATED WOMEN	21	0	0	46	34	0	0	0	100	0	38	0	44	20	0	37	38
<u>PARENTS</u>	98	97	98	99	97	98	99	98	97	100	100	100	100	98	100	100	100
DADS	23	39	58	0	0	42	0	51	0	100	0	0	0	24	8	15	26
MOMS	25	0	0	41	65	0	54	0	47	0	100	0	0	24	42	22	42
MEN WITH NO CHILD	26	58	41	0	0	57	0	47	0	0	0	100	0	25	41	37	13
WOMEN WITH NO CHILD	24	0	0	58	32	0	46	0	50	0	0	0	100	25	9	25	20
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	779	85	129	111	109	234	104	185	163	356	162	270	262				
<u>GENDER BY AGE</u>	97	100	100	96	99	100	100	97	97	100	100	98	97				
MEN 18-49	29	45	0	35	0	51	0	65	0	50	0	66	0				
MEN 50+	20	0	52	61	0	0	58	32	0	0	53	32	0				
WOMEN 18-49	30	55	0	0	43	49	0	0	70	50	0	0	68				
WOMEN 50+	19	0	48	0	57	0	42	0	27	0	47	0	29				
<u>EDUCATION BY GENDER</u>	99	98	99	98	100	99	99	99	100	100	98	99	99				
NON COLLEGE EDUCATED MEN	24	24	30	57	0	21	21	40	0	23	23	46	0				
NON COLLEGE EDUCATED WOMEN	29	29	35	0	64	22	18	0	43	27	27	0	55				
COLLEGE EDUCATED MEN	25	20	21	40	0	30	35	59	0	27	29	53	0				
COLLEGE EDUCATED WOMEN	21	26	12	0	36	27	25	0	57	22	19	0	45				
<u>PARENTS</u>	98	98	99	98	99	99	99	98	100	99	98	98	99				
DADS	23	16	28	46	0	22	37	49	0	20	32	46	0				
MOMS	25	25	35	0	61	22	26	0	49	20	29	0	47				
MEN WITH NO CHILD	26	28	23	51	0	28	20	49	0	29	20	52	0				
WOMEN WITH NO CHILD	24	29	13	0	38	27	16	0	51	29	17	0	51				

Table 100: ETHNICITY COMBINATIONS

	QA CELL PHONE		DATA COLLECTN MODE		A/B SPLIT		CONTACT METHOD				QB AGE									
	Total	YES	NO	PHONE	ONLINE	A	B	PHONE	EMAIL	POST CARD	18-29	30-39	40-49	50-59	60-74	75+	18-49	50+	65+	
Base	758	264	128	393	365	379	379	393	349	16	165	144	138	114	139	38	447	292	114	
<u>WHITES</u>	29	25	25	25	34	29	29	25	35	21	15	15	29	35	45	73	20	45	59	
WHITE 18-49	12	15	7	13	11	12	11	13	11	5	15	15	29	0	0	0	20	0	0	
WHITE 50+	17	8	18	11	23	17	18	11	24	16	0	0	0	35	45	73	0	45	59	
WHITES MEN	15	13	9	12	17	14	15	12	18	5	9	6	11	19	25	26	9	23	30	
WHITES WOMEN	14	11	16	13	16	15	14	13	16	16	6	8	18	16	19	45	10	21	28	
<u>ASIAN/PACIFIC ISLANDERS</u>	46	45	42	44	48	46	46	44	47	66	51	60	48	40	37	20	53	36	23	
ASIAN/PI 18-49	31	32	22	29	34	32	30	29	33	46	51	60	48	0	0	0	53	0	0	
ASIAN/PI 50+	14	11	19	14	14	12	15	14	14	20	0	0	0	40	37	20	0	36	23	
ASIAN/PI MEN	24	22	21	22	27	25	24	22	27	40	23	30	27	24	21	10	27	21	13	
ASIAN/PI WOMEN	22	23	21	22	21	21	22	22	20	26	26	30	21	16	16	9	26	15	10	
<u>PEOPLE OF COLOR</u>	71	75	75	75	66	71	71	75	65	79	85	85	71	65	55	27	80	55	41	
PEOPLE OF COLOR 18-49	47	56	36	49	45	48	47	49	44	59	85	85	71	0	0	0	80	0	0	
PEOPLE OF COLOR 50+	21	17	35	23	20	21	21	23	20	20	0	0	0	65	55	27	0	55	41	
MEN OF COLOR	36	38	28	35	37	36	36	35	36	45	39	44	37	36	28	15	40	29	21	
WOMEN OF COLOR	35	37	48	40	28	35	35	40	28	34	45	40	33	29	27	12	40	26	20	
	QC RACE/ETHNICITY								QD GENDER		QE EDUCATION						Q1 MILPITAS DIRECTION			
	Total	WHITE	LATINO	CHIN	FILIP	INDIAN	VIET	TOTAL API	PPL OF CLR	MEN	WOMEN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	RIGHT DIR	WRONG TRACK	DK/NA
Base	758	223	103	111	46	77	103	350	535	381	371	194	207	221	126	401	347	383	209	166
<u>WHITES</u>	29	100	0	0	0	0	0	0	0	29	29	33	33	22	30	33	25	24	39	31
WHITE 18-49	12	39	0	0	0	0	0	0	0	10	13	10	13	11	13	11	12	11	12	12
WHITE 50+	17	58	0	0	0	0	0	0	0	18	17	22	20	11	15	21	13	13	25	17
WHITES MEN	15	50	0	0	0	0	0	0	0	29	0	16	16	11	15	16	13	9	20	20
WHITES WOMEN	14	49	0	0	0	0	0	0	0	0	29	18	17	10	14	18	11	14	18	11
<u>ASIAN/PACIFIC ISLANDERS</u>	46	0	0	100	100	100	100	100	65	49	44	40	32	59	57	36	58	49	37	50
ASIAN/PI 18-49	31	0	0	65	66	67	69	67	44	31	31	30	20	42	33	25	39	32	25	38
ASIAN/PI 50+	14	0	0	31	33	29	29	30	19	16	12	9	11	16	22	10	18	16	11	12
ASIAN/PI MEN	24	0	0	52	45	54	57	53	35	49	0	21	16	31	32	18	31	24	20	31
ASIAN/PI WOMEN	22	0	0	47	55	46	42	47	31	0	44	19	15	28	25	17	27	26	16	18
<u>PEOPLE OF COLOR</u>	71	0	100	100	100	100	100	100	100	71	71	67	67	78	70	67	75	76	61	69
PEOPLE OF COLOR 18-49	47	0	70	65	66	67	69	67	67	47	48	50	40	55	42	45	51	51	40	48
PEOPLE OF COLOR 50+	21	0	27	31	33	29	29	30	30	22	21	14	26	20	26	20	22	23	19	20
MEN OF COLOR	36	0	43	52	45	54	57	53	51	71	0	33	29	43	39	31	42	37	30	40
WOMEN OF COLOR	35	0	56	47	55	46	42	47	49	0	71	33	38	35	32	36	34	40	31	28

Table 100: ETHNICITY COMBINATIONS

	Q2 LIFE QUALITY					Q6 GROWTH RATE				Q8 CITY SERVICE QUALITY					Q13 CONTACT WITH CITY		Q14 CONTACT SATISFACTION			
	Total	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	MUCH TOO FAST	TOTAL TOO FAST	ABOUT RIGHT /DK/NA	TOTAL TOO SLOW	VERY SAT	VERY DISSAT	TOTAL SAT	TOTAL DISSAT	DK/NA	YES	NO	VERY SAT	NOT AT ALL SAT	TOTAL SAT	TOTAL NOT SAT
Base	758	184	29	610	143	157	260	401	97	161	33	571	128	59	289	447	115	35	224	63
WHITES	29	30	37	29	34	45	41	24	22	34	47	26	38	39	36	25	42	56	34	45
WHITE 18-49	12	13	24	11	14	15	13	10	12	14	15	10	17	15	11	12	12	16	10	17
WHITE 50+	17	17	10	17	19	29	27	12	10	20	29	16	21	23	25	13	29	38	24	27
WHITES MEN	15	11	18	14	17	19	16	14	13	14	29	12	22	25	19	12	19	40	16	30
WHITES WOMEN	14	19	14	14	15	26	24	9	9	20	17	14	16	10	17	13	23	14	18	14
ASIAN/PACIFIC ISLANDERS	46	40	43	47	43	29	35	53	48	41	34	48	37	45	43	47	41	18	46	32
ASIAN/PI 18-49	31	26	43	31	33	19	22	36	34	26	14	32	24	37	28	33	25	3	30	15
ASIAN/PI 50+	14	13	0	15	9	10	12	15	12	13	20	15	11	8	15	13	15	14	14	16
ASIAN/PI MEN	24	17	24	24	25	16	19	27	29	20	28	26	22	17	22	25	24	13	24	17
ASIAN/PI WOMEN	22	23	19	23	18	13	16	26	19	22	6	22	15	28	21	21	17	5	22	15
PEOPLE OF COLOR	71	70	63	71	66	55	59	76	78	66	53	74	62	61	64	75	58	44	66	55
PEOPLE OF COLOR 18-49	47	45	50	47	48	36	41	50	56	39	26	49	39	52	39	52	32	19	40	30
PEOPLE OF COLOR 50+	21	23	14	23	17	18	18	24	20	23	27	23	21	9	24	20	25	25	24	24
MEN OF COLOR	36	28	30	36	36	24	28	38	49	29	34	37	37	22	31	38	32	18	34	24
WOMEN OF COLOR	35	42	33	35	29	31	32	38	27	37	17	36	24	40	32	36	26	24	32	29
	Q16 LIVED IN MILPITAS							Q17 CHILDREN <19 AT HOME			Q18 OWN/RENT HOME		Q19 INCOME							
	Total	<5 YRS	5-15 YRS	11-20 YRS	21-30 YRS	31-40 YRS	41+ YRS	YES, <19	TOTAL YES	NO	OWN	RENT	<\$60K	\$60K-\$90K	\$90K-\$120K	\$120K-\$150K	\$150K-\$180K	\$180K+		
Base	758	147	122	165	177	79	64	198	368	377	454	254	119	145	96	88	39	135		
WHITES	29	32	20	20	25	46	59	19	32	27	30	30	33	23	24	32	33	26		
WHITE 18-49	12	21	13	9	10	6	5	13	9	13	8	17	9	10	11	15	18	12		
WHITE 50+	17	10	7	10	15	40	51	5	22	12	22	11	24	14	13	14	16	14		
WHITES MEN	15	18	11	9	13	18	29	11	14	15	15	16	13	13	12	20	12	16		
WHITES WOMEN	14	14	8	11	12	26	30	8	18	11	15	14	20	9	12	12	21	9		
ASIAN/PACIFIC ISLANDERS	46	43	63	50	51	34	12	58	47	46	50	37	35	49	50	43	41	58		
ASIAN/PI 18-49	31	38	47	36	26	17	4	47	28	34	29	30	20	34	29	32	32	42		
ASIAN/PI 50+	14	4	14	10	25	16	8	10	18	10	19	6	14	14	21	11	8	14		
ASIAN/PI MEN	24	27	30	27	25	20	6	29	25	24	26	18	9	23	23	26	29	35		
ASIAN/PI WOMEN	22	16	33	23	26	13	6	29	22	22	23	19	24	27	27	17	12	23		
PEOPLE OF COLOR	71	68	80	80	75	54	41	81	68	73	70	70	67	77	76	68	67	74		
PEOPLE OF COLOR 18-49	47	58	61	58	40	29	11	63	39	55	37	61	44	53	45	48	46	54		
PEOPLE OF COLOR 50+	21	9	17	17	33	25	28	15	27	16	30	9	22	20	31	20	19	18		
MEN OF COLOR	36	39	41	41	35	28	18	40	34	38	36	32	19	33	37	37	49	46		
WOMEN OF COLOR	35	29	39	39	40	25	24	41	34	36	33	38	46	44	38	31	17	28		

Table 100: ETHNICITY COMBINATIONS

	GENDER BY AGE					EDUCATION BY GENDER				PARENTS				LANGUAGE OF INTERVIEW			
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	DADS	MOMS	MEN	WOMEN	ENG	SPAN	VIET	CHIN
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN			NO CH	NO CH				
Base	758	217	153	224	138	187	213	189	156	175	190	198	176	664	32	36	26
<u>WHITES</u>	29	18	44	21	45	34	33	24	25	29	35	29	24	34	0	0	0
WHITE 18-49	12	18	0	21	0	11	11	9	14	8	11	12	14	13	0	0	0
WHITE 50+	17	0	44	0	45	21	21	14	10	21	24	15	9	20	0	0	0
WHITES MEN	15	18	44	0	0	34	0	24	0	29	0	29	0	17	0	0	0
WHITES WOMEN	14	0	0	21	45	0	33	0	25	0	35	0	24	16	0	0	0
<u>ASIAN/PACIFIC ISLANDERS</u>	46	55	39	51	32	39	33	58	60	52	42	45	47	43	0	100	100
ASIAN/PI 18-49	31	55	0	51	0	26	24	37	41	30	27	33	36	29	0	76	51
ASIAN/PI 50+	14	0	39	0	32	12	9	19	17	22	14	10	10	13	0	24	39
ASIAN/PI MEN	24	55	39	0	0	39	0	58	0	52	0	45	0	24	0	53	37
ASIAN/PI WOMEN	22	0	0	51	32	0	33	0	60	0	42	0	47	20	0	47	59
<u>PEOPLE OF COLOR</u>	71	82	56	79	55	66	67	76	75	71	65	71	76	66	100	100	100
PEOPLE OF COLOR 18-49	47	82	0	79	0	44	46	51	51	40	38	53	59	45	69	76	51
PEOPLE OF COLOR 50+	21	0	56	0	55	20	20	25	20	29	25	17	16	20	24	24	39
MEN OF COLOR	36	82	56	0	0	66	0	76	0	71	0	71	0	34	49	53	37
WOMEN OF COLOR	35	0	0	79	55	0	67	0	75	0	65	0	76	32	51	47	59
	WHITES					ASIAN/PACIFIC ISLANDERS				PEOPLE OF COLOR							
	Total	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
		18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN	18-49	50+	MEN	WOMEN				
Base	758	88	130	111	109	236	104	185	163	359	162	270	262				
<u>WHITES</u>	29	100	100	100	100	0	0	0	0	0	0	0	0				
WHITE 18-49	12	100	0	35	43	0	0	0	0	0	0	0	0				
WHITE 50+	17	0	100	61	57	0	0	0	0	0	0	0	0				
WHITES MEN	15	44	52	100	0	0	0	0	0	0	0	0	0				
WHITES WOMEN	14	53	48	0	100	0	0	0	0	0	0	0	0				
<u>ASIAN/PACIFIC ISLANDERS</u>	46	0	0	0	0	100	100	100	100	66	64	68	62				
ASIAN/PI 18-49	31	0	0	0	0	100	0	65	70	66	0	44	44				
ASIAN/PI 50+	14	0	0	0	0	0	100	32	27	0	64	22	17				
ASIAN/PI MEN	24	0	0	0	0	51	58	100	0	33	37	68	0				
ASIAN/PI WOMEN	22	0	0	0	0	49	42	0	100	32	27	0	62				
<u>PEOPLE OF COLOR</u>	71	0	0	0	0	100	100	100	100	100	100	100	100				
PEOPLE OF COLOR 18-49	47	0	0	0	0	100	0	65	70	100	0	66	68				
PEOPLE OF COLOR 50+	21	0	0	0	0	0	100	32	27	0	100	32	29				
MEN OF COLOR	36	0	0	0	0	51	58	100	0	50	53	100	0				
WOMEN OF COLOR	35	0	0	0	0	49	42	0	100	49	47	0	100				



CITY OF MILPITAS AGENDA REPORT (AR)

Item Title:	FY 2020-21 Second Quarter Financial Status Report and Mid-Year Budget Amendments
Category:	Leadership and Support Services
Meeting Date:	2/16/2020
Staff Contact:	Walter C. Rossmann, 408-586-3111
Recommendation:	1. Review the FY 2020-21 Quarterly Financial Status Report for the Quarter Ending December 31, 2020; 2. Approve FY 2020-2021 Mid-Year Budget Amendments; and 3. Establish the "Public Art" Capital Improvement Project

Executive Summary:

This staff report provides a mid-year update on budget versus actual expenditures and revenues of the General, Water and Sewer Funds, the City's major operating funds, based on unaudited financial reports for FY 2020-21 as of December 31, 2020, and COVID-19 related expenditure update.

The General Fund is projected to incur a net revenue loss of \$13.8 million. Therefore, staff is bringing forward for Council approval budget amendment recommendations which will rebalance the FY 2020-21 budget without the use of the Budget Stabilization Reserve and establish a FY 2021-22 Future Deficit Reserve of approx. \$1.5 million. The major recommended actions include the repayment of a 2014 General Fund loan to the TASP fund in the amount of \$5.4 million; a reversal of FY 2019-20 General Fund Contribution for Infrastructure Improvements in the amount of \$4 million, which is currently not needed due to deferral of infrastructure projects; net decrease expenditures by approx. \$6.2 million through personnel and non-personnel reductions including the defunding of 13.75 permanent FTEs and \$0.7 million in funding for temporary positions. The reductions in permanent and temporary positions are only possible due to the managed hiring and expenditure freeze implemented as directed by Council. The reductions in positions and the funding of the FY 2021-22 Future Deficit Reserve are the first steps toward balancing the next year's deficit of \$7.5 million.

Between mid-March 2020 and end of December, the City incurred \$4.2 million of budgeted and unbudgeted personnel (\$3.7 million) and non-personnel (\$0.5 million) costs in response to the pandemic. Of the \$4.2 million, \$962,595 was reimbursed from federal Corona Virus Relief Funds and up to \$675,000 may be reimbursed by FEMA based on potentially eligible expenditures of \$845,000. The federal government is working on another \$1.9 trillion stimulus package, which includes support for local governments at this time. With a similar sized federal stimulus package approved by Congress in Spring 2020, the City received \$962,595. Even a commensurate amount will not cover the \$1.6 million of COVID-19 related expenditures incurred during the first six months of the current fiscal year and in the foreseeable future the City will continue to incur costs.

Background:

On June 2, 2020, the City Council approved the Fiscal Year (FY) 2020-21 Adopted Operating Budget in the amount of \$220.3 million and the General Fund Budget in the amount of \$117.1 million. After adoption of the budget, staff monitors and tracks revenues and expenditures for all funds with an emphasis on the General Fund and Enterprise Funds. Consistent with the Council adopted Fiscal Policies, staff is bringing forward budget amendment recommendations at mid-year.

On November 17, 2020, as part of the FY 2020-21 Quarterly Financial Status Report for the Quarter Ending September 30, 2020 staff presented an update to the FY 2020-21 revenue estimates with downward adjustments of \$12.8 million and Operating Transfers-In reduction by \$0.4 million offset with reductions in expenditures in the amount of \$2.6 million resulting in a shortfall of \$10.6 million. With the receipt of actual revenues for the quarter ending December 31, 2020, staff updated revenue projections. With the updated revenue estimates, staff projects a net decline of approximately \$13.8 million of revenues versus adopted budget for Fiscal Year 2020-21. This decline in revenues is primarily attributable to economically sources such as Transient Occupancy Tax, Sales Tax and Charges for Services partially offset with Sales Tax Measure F and Intergovernmental Revenue.

With the guidance of the City Council, staff has actively been managing the worst economic downturn since the Great Depression with the implementation of several major budget strategies such as non-personnel expenditure reductions, deferral of capital projects, a managed hiring freeze, position reduction analysis, and working with the City's bargaining units to achieve wage and benefits cost reductions. Further, the voters approved Measure F, a ¼ Cent local Sales Tax and in past years, the City Council has set aside reserves to help mitigate the fiscal impact of the inevitable recession.

Analysis:

This staff report provides a mid-year update on budget versus actual expenditures and revenues of the General, Water and Sewer Funds, the City's major operating funds, based on unaudited financial reports for FY 2020-21 as of December 31, 2020, and COVID-19 related expenditure update. Additionally, staff is bringing forward updated General Fund revenue estimates for FY 2020-21 based on revenues received as of 12/31/2020 as well as mid-year budget amendment and position defunding recommendations for Council consideration. The majority of budget amendment recommendations are brought forward in an effort to re-balance the General Fund due to the significant revenue loss caused by the enduring pandemic as well as to reduce ongoing expenditures, which will positively impact the currently projected FY 2021-22 deficit of \$7.5 million.

Quarterly Financial Status Report for the Quarter Ending December 31, 2020

The summary information below as well as the attachments comprise the FY 2020-21 Quarterly Financial Status Report for the Quarter ending December 31, 2020 for the General Fund and Enterprise Funds. Major revenue sources and expenditures for these funds are discussed below. The attachments provide a variance analysis of budget versus actual expenditures and revenues for the second quarter of FY 2020-21 as well as prior year actual expenditures and revenues for the second quarter of FY 2019-20 for comparison purposes.

General Fund

On June 2, 2020, the City Council approved the FY 2020-21 Adopted Operating General Fund Budget in the amount of \$117.1 million. The budget comprised of \$112.6 million of ongoing revenues with \$4.48 million from reserves offsetting ongoing expenditures of \$117.1 million. With the estimated net revenue reductions of \$13.8 million due to COVID-19, staff is recommending various budget amendments to rebalance the General Fund budget.

Revenues (Attachment 1)

For the six months ending December 31, 2020, the General Fund has received \$28.1 million, or 24.89%, of the FY 20-21 amended operating budget of \$113.2 million. The amended budget is comprised of \$112.6 millions of the adopted budget and various budget amendments totaling \$623,905 (e.g.: state grants of \$621,405, Youth Advisory Commission Community Service Scholarships of \$2,500). An update on major revenue sources is provided below.

- **Property Taxes and Redevelopment Property Tax Trust Fund (RPTTF):** For the six months ending December 31, 2020, \$6.9 million, or 18.68%, of the \$36.9 million budget has been received. Revenues are 6% higher than last year at the same time. Current revenue projections from the County of Santa Clara estimate \$36.9 million in total revenue for the City, which is the same as budgeted revenues. The County does not anticipate disbursing ERAF (Educational Revenue Augmentation Fund), which results in \$2 million in lost property tax revenue for the City.

- Sales & Use Tax: For the six months ending December 31, 2020, \$7.6 million, or 26.84%, of the \$28.4 million budget has been received. Revenues are 16.65% less than last year at the same time, due to the effects of COVID-19 and shelter-in-place orders, which resulted in less consumption overall. Therefore, staff has adjusted the revenue estimates downward by \$5.1 million, or 18%, to \$23.3 million based on the latest projection from the City's sales tax consultant and tax receipts received in the first quarter of the current fiscal year. With this revenue adjustment, for the six months ending December 31, 2020, approx. 33% of revenue has been received, which is on par with previous fiscal years.

As part of the November 3rd General Election, voters approved Measure F with 60.36% of ballots cast supporting the local sales tax. Staff submitted all required documents to the California Department of Tax and Fee Administration for the implementation of the ¼ cent sales tax by April 1, 2021. Therefore, staff recommends recognizing receipt of the first quarter of Measure F estimated at \$1.2 million.

- Franchise Fees: For the six months ending December 31, 2020, \$1.3 million, or 23.75%, of the \$5.5 million budget has been received. Revenues are 10.2% less than last year at the same time which is due to the timing of receipt as franchise fees are typically received a month in arrears. Further, the franchise fees from PG&E are received annually in the final quarter of the fiscal year. By including December sanitation fees in amount of \$0.22 million and CATV (Cable Television) for the second quarter in amount of \$0.11 million, both received in January 2021, then total fees received for the second quarter period is \$1.6 million, or 29.63% of the \$5.5 million budget.
- Transient Occupancy Tax: For the six months ending December 31, 2020, five months of revenue in the amount of \$1.6 million, or 12.21%, of the \$13.5 million budget has been received. Revenues are 76.61% less than last year at the same time, due to the effects of COVID-19 and shelter-in-place orders which restricted travel. Revenues for TOT have been trending below budgeted estimates due to continuous reduction of activity at hotels. Therefore, staff has adjusted the revenue estimate downward by \$9.4 million, or 69.52%, to \$4.1 million. With this revenue adjustment, for the six months ending December 31, 2020, approx. 40% of revenue has been received.
- License and Permits: For the six months ending December 31, 2020, \$3.9 million, or 39.65%, of the \$9.9 million budget has been received. Revenues are 39.48% less than last year at the same time which is due to the effects of COVID-19 that greatly affected Building permits and Plan Check fee revenues. Therefore, staff has adjusted the revenue estimate downward by \$0.5 million, or 5%, to \$9.4 million. With this revenue adjustment, for the six months ending December 31, 2020, approx. 42% of revenue has been received.
- Charges for Services: For the six months ending December 31, 2020, \$1.7 million, or 21.67%, of the \$7.8 million budget has been received. Revenues are 49.02% lower than last year due to the effects of COVID-19. Therefore, staff has adjusted the revenue estimate downward by \$2.9 million, or 37%, to \$4.9 million. With this revenue adjustment, for the six months ending December 31, 2020, approx. 34% of revenue has been received.

Expenditures (Attachment 2)

For the six months ending December 31, 2020, the General Fund has utilized \$60.4 million, or 50.10%, of the FY 20-21 amended operating budget of \$120.5 million. The amended budget is comprised of \$117.1 million of the adopted budget, \$2.8 million of carryover encumbrances from the previous fiscal year for goods and services as well as approximately \$619,140 of net increased department appropriations as approved by Council during the first half of the fiscal year (e.g. LEAP Grant of \$300,000, Non-competitive Planning Grant \$310,000, and Bulletproof Vest Partnership Grants of \$9,405, Youth Advisory Commission Community Service Scholarships of \$2,500; contractual services reduction of \$20,499). At the end of the second quarter, total expenditures plus encumbrances are above the par of 50% by 0.10% or \$0.1 million primarily due to purchases of goods and contractual services related to carryover encumbrances, along with \$0.3 million completed transfers-out to the Information Technology Replacement Fund. Total expenditures without encumbrances is at 45.4% at the end of the second quarter primarily due to the instituted managed hiring and expenditure freeze.

COVID-19 Related Expenditures

It has been nearly one year that the former President declared the national emergency related to COVID-19. Staff activated the Emergency Operations Center to monitor the impact on our City and respond to the pandemic including the launch of a mobile testing facility, providing staff support to County testing sites, implementing a small business grant program, and keeping our facility and staff safe.

Between mid-March and end of December 2020, the City incurred \$4.2 million of budgeted and unbudgeted personnel (\$3.7 million) and non-personnel (\$0.5 million) costs in response to the pandemic. of the \$4.2 million, less than \$1.0 million was reimbursed from federal Corona Virus Relief Funds and up to \$675,000 may be reimbursed by FEMA based on potentially eligible expenditures of \$845,000. Staff has been engaged with FEMA since June 2020 and actively sought reimbursements since September 2020. However, the City has not received approval for any reimbursement requests yet.

The federal government is working on another \$1.9 trillion stimulus package, which includes support for local governments. With a similar sized federal stimulus package approved by Congress in Spring 2020, the City received \$962,595. Even a similar amount will not cover the \$1.6 million of COVID-19 related expenditures incurred during the first six months of the current fiscal year including the unanticipated expenditures (for the second quarter of FY 2020-21) of \$242,125 detailed in the next section.

Unanticipated Expenditure Reserve

In accordance with the City Council approved Budget Guidelines, as part of the quarterly financial status reports, staff is reporting on the use of the Unanticipated Expenditure Reserve for the second quarter. All expenditures are related to COVID-19.

Table 1: Unanticipated Expenditure Reserve Uses

Description	Amount
Additional Cleaning Services and Supplies	\$82,793
Communication and Outreach	4,488
Personal Protective Equipment (Isolation Suits/Face Shields, Nitrile Gloves and Masks, Sanitizing Wipes, Disinfectants)	43,476
First Responder UV Sterilizer	14,680
Legal Services (Best, Best and Krieger)	28,362
Mobile and County Testing Sites	19,762
Employee Quarantine Housing and Testing	7,856
Emergency Operations Center (EOC) Staffing	20,159
Miscellaneous COVID-19 Expenditures	20,549
TOTAL for the Quarter Ending December 31, 2020	\$ 242,125

Water Maintenance & Operation (M&O) Fund (Attachment 3)

Revenues: For the six months ending December 31, 2020, \$16.9 million of charges for services, or 54.2%, of the \$31.2 million budget has been received. Total revenue received amounts to \$17.0 million, or 53.3%, of the \$31.9 million budget.

Expenditures: For the six months ending December 31, 2020, \$14.1 million, or 49.5%, of the \$28.6 million amended budget has been spent.

Sewer Maintenance & Operation (M&O) Fund (Attachment 3)

Revenues: For the six months ending December 31, 2020, \$9.9 million of revenue received amounts to \$9.9 million, or 47.6%, of the \$20.9 million budget.

Expenditures: For the six months ending December 31, 2020, \$8.5 million, or 46.3%, of the \$18.3 million amended budget has been spent.

FY 2020-21 Mid-Year General Fund Rebalancing

Table 2 below summarizes staff's recommendations to rebalance the current year General Fund budget with the line item detail provided in Attachment 4. As mentioned above, the estimated net revenue loss is \$13.8 million, which includes \$1.6 million for Fire Mutual Aid Reimbursements (offset by expenditures), \$1.2 million in Measure F funds, and approximately \$1 million of the Corona Virus Relief funds reimbursement. With Council approval of the budget amendment recommendations summarized in the table below and described in the following sections of this report, the FY 2020-21 budget will be rebalanced without the use of the Budget Stabilization Reserve and the surplus used to establish a FY 2021-22 Future Deficit Reserve of approx. \$1.5 million.

Specifically, staff recommends repayment of a 2014 General Fund loan to the TASP fund in the amount of \$5.4 million and a reversal of FY 2019-20 General Fund Contribution for Infrastructure Improvements in the amount of \$4 million. This contribution benefitted the General Government CIP Fund, which has an estimated fund balance of \$13 million by the end of FY 2020-21. The reversal of the contribution will leave about \$9 million to pay for the recommended FY 2021-22 and future capital needs in the amount of \$3.1 million. With a decrease of the CFD 2008 transfers-in of \$0.4 million, these actions result in a net increase of transfers-in in the amount of \$9.0 million and a net remaining shortfall of all sources to the General Fund in the amount of \$4.7 million.

In order to offset this shortfall, staff recommends to net decrease expenditures by approx. \$6.2 million through personnel and non-personnel reductions including the defunding of 13.75 permanent FTEs and \$0.7 million in funding for temporary positions. The increase to expenditures is fully covered by revenue.

With these recommended actions, the excess funds in the amount of \$1.5 million is recommended to be placed in the FY 2021-22 Future Deficit Reserve. The ongoing reductions in permanent and temporary positions and the funding of the FY 2021-22 Future Deficit Reserve are the first steps toward balancing the next year's deficit of \$7.5 million.

Table 2: FY 2020-21 Mid-Year Rebalancing Budget Adjustment Recommendations

<u>Description</u>	<u>Recommended Adjustment</u>
Revenue Estimates Adjustments for Decreases (e.g.: Hotel/Motel Tax, Sales Tax, Charges for Services)	(\$18.16)
Revenue Estimate Adjustments for Increases (e.g.: Sales Tax – Measure F, Coronavirus Relief Fund, Fire Mutual Aid Administrative Reimbursement, Delta Dental Benefit Reserve Realignment)	2.80
Revenue Increases Offset by Expenditure (e.g.: Fire Mutual Aid Reimbursement, Lease Revenue Capitalized Interest)	1.58
<i>Net Revenue Decrease</i>	(\$13.78)
Net Transfers-In (e.g.: (CFD 2008, TASP Loan Repayment, Reversal of FY 2019-20 General Fund Contribution for Infrastructure Improvements)	9.04
Total Sources Adjustment (Revenues and Transfers-In)	(\$ 4.74)
Expenditure Increases Offset by Revenue (e.g.: Fire Mutual Aid Reimbursement, Lease Revenue Capitalized Interest)	\$ 1.58
Personnel Expenditure (e.g.: Retiree Medical, MPOA Wage Concession, Recreation Temporary Salaries)	(3.83)
Non-Personnel Expenditure (e.g.: Recreation Service Savings, Decrease Library Funding, Housing Element Consultant)	(1.03)
Ongoing Position and other Personnel Cost Reductions	(1.49)
Departments' Budgets Anticipated Personnel Cost Savings	(1.40)
Total Net Expenditure Adjustment	(\$6.19)

Remaining (Shortfall)/Surplus Recommended to be Allocated to the FY 2021-22 Future Deficit Reserve	\$ 1.45
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The information below itemizes by categories the recommended budget adjustments with the dollar amount and item number related to the recommended budget amendment. The item number references detailed explanations which can be found in the attachment titled “FY 2020-21 Mid-Year Budget Adjustment Recommendations” (Attachment 5). In this attachment, the recommended budget amendments are grouped by departments and further described. Information on the ongoing position reductions can be found in Attachment 6.

1. Revenue estimate and Transfers-In adjustments: The itemized revenue and Transfers-In adjustments net total a decrease to the budget of \$4.7 million.
 - Decrease in Building Revenues (-\$364,000) (Item #1)
 - Decrease Fire Prevention Revenues (-\$144,000) (Item #17)
 - Decrease in Sales tax Revenues (-\$3,865,734) (Item #26)
 - Decrease in Transient Occupancy Tax Revenues (-\$9,352,683) (Item #27)
 - Decrease in Recreation Revenues (\$-2,775,000) (Item #61)
 - Decrease in Passport Program Revenues (\$-90,000) (Item #11)
 - Decrease in Use of Money and Property Revenue (\$-364,000) (Item #47)
 - Increase in Intergovernmental Revenue Related to (Mutual Fire Aid Reimbursement, Coronavirus Relief, Employment Development Department, Regional Auto Theft Task Force) (\$2,544,515) (Item #19, 20, 24, 39 and 41)
 - Increase in revenue related to capitalized interest Lease Revenue Bond payment (\$411,938) (Item #44)
 - Increase in Other Revenues related to Delta Dental Refund (\$220,000) (Item #55)
 - Adjustment to CFD 2008 Transfer-in (-\$395,000) (Item #49)
 - TASP Loan Repayment (\$5,431,671) (Item #29)
 - FY 2019-20 General Fund Contribution for Infrastructure Improvements Reversal (\$4,000,000) (Item #58)
2. Personnel Expenditure Adjustments: The personnel expenditure adjustments amount to \$4.2 million in savings.
 - Retiree Medical Plan Contribution Savings (-\$2,544,141) (Item #35)
 - MPOA MOU 5% Adjustment (-\$537,377) (Item #23)
 - Executive Staff Car Allowance Suspension (-\$39,600) (Item #51)
 - Recreation Temporary Salaries (-\$731,952) (Item #61)
 - Advancing FY21-22 Position and Temporary Salary Reduction (-\$1,490,424) (Item #63)
 - Fire Reimbursement for COVID-19 and Fire Season Mutual Aid (\$1,164,957) (Item #21)
3. Non-personnel Expenditure Adjustments: The one-time net non-personnel adjustments net total \$0.62 million in savings. The Lease Revenue Interest payment is offset with receipt of corresponding revenue. The increase in Fire personnel expenditure is offset with receipt of Fire mutual aid reimbursement.
 - Housing Element Consultant (-\$80,000) (Item #3)
 - Recreation Community Services Department Adjustments (-\$679,071) (Item #63)
 - Lease Revenue Interest Payment (\$411,938) (Item #45)
 - Additional Library Hours Funding Adjustment (-\$160,624) (Item #61)
 - Net Zero Vacancy Savings Allocation to Departments - The FY 2020-21 General Fund Budget includes assumed Vacancy Savings in the amount of \$3,057,627 budgeted in the Non-Departmental budget. This net-zero action allocates the assumed Vacancy Savings to departments based on current year-to-date personnel expenditure trends. (Item #39)
 - Coffee Service Elimination (-\$9,900) (Item #55)
 - Façade Pilot Program (-\$50,000) (Item #15)
 - Employee Recognition Program (-\$23,675) (Item #11)

- Community Promotions Program (-\$25,000) (Item #7)
4. Ongoing Position and other Personnel Cost Reductions: Due to the current year and next year's budget shortfall, staff is recommending reducing expenditures by defunding 13.75 FTE, reducing funding for temporary staff and funding shifts. The reductions in permanent and temporary positions are only possible due to the managed hiring and expenditure freeze implemented as directed by Council. With the recommended defunding of 13.75 vacant positions, there will still be over 30 vacant positions across all departments. With the defunding of these positions, the Administration may continue filling a limited number of positions to minimize service level impacts. As part of the FY 2021-22 Proposed Budget, staff will bring forward recommendations to defund for a to-be-determined period these 13.75 FTEs.

The current year savings are approx. \$1,490,424 and ongoing savings are approx. \$2.6 million. Below are the titles of position reductions including an item number. The FY 2020-21 Mid-Year Position and other Personnel Cost Reduction Recommendations (Attachment 6) provides a detailed description, impact and mitigation for each budget proposal by the referenced item number.

- a. Defunding of vacant positions to offset budget shortfall
 - Plan Review Staffing Reduction (-\$60,167) (Item #P2)
 - Building Inspector Staffing Reduction (-\$65,827) (Item #P3)
 - Land Development Staffing Reduction (-\$67,347) (Item #P7)
 - Risk, Debt and Investment Oversight Staffing Reduction (-\$54,709) (Item #P8)
 - Fire Prevention Staff Reduction (-\$58,500) (Item #P10)
 - Human Resources Staff Reduction (-\$45,851) (Item #P11)
 - Information Technology Staff Reduction (-\$64,689) (Item #P12)
 - Facility Maintenance Staffing Reduction (-\$49,507) (Item #P13)
 - Storm Maintenance Staffing Reduction (-\$52,031) (Item #P14)
 - Sports Center Office Assistant Defunding (-\$29,359) (Item #P16)
 - Community Center Public Services Assistant Defunding (-\$40,428) (Item #P17)
 - Program Coordinator Defunding (-\$48,232) (Item #P18)
 - Recreation Services Assistant III Defunding (-\$33,790) (Item #P19)
 - Recreation Services Assistant IV Defunding (-\$37,748) (Item #P20)
 - b. Defunding of temporary positions and funding shifts
 - Building Safety Career Entry Program Defunding (-\$634,948) (Item #P1)
 - City Council Intern Defunding (-\$73,700) (Item #P4)
 - City Manager Intern Defunding (-\$18,602) (Item #P5)
 - Economic Development Intern Defunding (-\$15,600) (Item #P6)
 - Finance Staff Funding Alignment (-\$26,625) (Item #P9)
 - Seasonal Maintenance Worker (-\$12,767) (Item #P15)
5. Department Budget Anticipated Savings Adjustments: due to the managed hiring and expenditure freeze, departments are generating expenditure savings. Departments' budgets are recommended to be reduced by \$1.4 million to realize a portion of these savings primarily to fund the FY 2021-22 Future Deficit Reserve.
- Police Department position vacancy savings (-\$734,765)
 - Building Safety and Housing Department position vacancy savings (-\$182,440)
 - Recreation and Community Services Department position vacancy savings (-\$147,244)
 - Engineering Department position vacancy savings (-\$135,551)
 - Fire Department non-personnel expenditure savings (-\$100,000)

Staff recommends various adjustment to other funds which are mostly related to adjustments in the General Fund such as retiree medical plan contribution savings or elimination of the coffee service. The capital budget recommended adjustments including funding reductions, a funding request to upgrade the reporting software in the utility billing system, and various reimbursements and funding reallocations. Additionally, staff recommends establishing the Public Art Capital Project (CP 3489) for all public art related work including staff time funded by the Public Art Fund.

1. Other Funds Budget Adjustments

- Housing Element Consultant (-\$80,000) (Item #5)
- Hetch Hetchy lease (\$500) (Item #47)
- Irvine Purchase Order Increase (\$6,756) (Item #15)
- Retiree Medical Plan Contribution Savings Other Funds (\$289,899) (Item #35)
- TASP Fund Balance Adjustment due to Loan Repayment (-\$5,431,671) (Item #31)
- Public Art Fund Balance Adjustment (\$97,500) (Item #34)
- Coffee Service Elimination (\$1,100) (Item #53)

2. Capital Budget Adjustments

- a. Funding reductions
 - CP 3438 – Annual Tree Replacement Program (-\$60,000) (Item #C1)
 - CP 3416 – General Plan Update (-\$750,000) (Item #C16)
- b. Funding Increase
 - CP 3435 – Finance System Upgrade (\$100,000) (Item #C4)
- c. Reimbursements and Funding Reallocations
 - CP 3411 – Sinclair LLMD Improvement 98-1 (\$41,125) (Item #C3)
 - CP 2019 – TASP Recycled Water Distribution Reimbursement Correction (-\$599,609) (Item #C6)
 - CP 7076 – Well Upgrade Project (-\$1,500,000) (Item #C8)
 - CP 7121 – Automated Water Meter Replacement (\$2,600,000) (Item #C12)
 - CP 3416 – General Plan Update (-\$750,000) (Item #C16)
 - CP 3489 – Establish Public Arts Project (-\$97,000) (Item #C18)

Policy Alternatives:

Alternative 1: Do not approve FY 2020-21 Mid-Year Budget Amendment Recommendations

Pros: None.

Cons: The recommended budget amendment recommendations include adjustments to revenue and expenditure estimates based on current trends.

Reason not recommended: Not approving the FY 2020-21 Mid-Year budget amendment recommendations will require other budget reductions or the use of the Budget Stabilization Reserve.

Alternative 2: Do not approve defunding of 13.75 FTEs

Pros: None.

Cons: The defunding of positions aligns position levels to current operational needs and service levels provided.

Reason not recommended: The defunding of positions is required to rebalance the FY 2020-21 budget and start balancing the next year's deficit of \$7.5 million.

Fiscal Impact:

The recommended budget amendments will rebalance the FY 2020-21 budget without the use of the Budget Stabilization Reserve and establish a FY 2021-22 Future Deficit Reserve of approx. \$1.5 million. The major recommended actions include the repayment of a 2014 General Fund loan to the TASP fund in the amount of \$5.4 million; a reversal of FY 2019-20 General Fund Contribution for Infrastructure Improvements in the amount of \$4 million, which is currently not need due to deferral of infrastructure projects; net decrease expenditures by approx. \$6.2 million through personnel and non-personnel reductions including the defunding of 13.75 permanent FTEs and \$0.7 million in funding for temporary positions.

The ongoing reductions in permanent and temporary positions and the funding of the FY 2021-22 Future Deficit Reserve are the first steps toward balancing the next year's deficit of \$7.5 million.

California Environmental Quality Act:

Not applicable.

Recommendation:

1. Review the FY 2020-21 Quarterly Financial Status Report for the Quarter Ending December 31, 2020;
2. Approve FY 2020-2021 Mid-Year Budget Amendments; and
3. Establish the "Public Art" Capital Improvement Project.

Attachments:

1. FY 2020-2021 Revenue Report for Fiscal Year-To-Date December 31, 2020
2. FY 2020-2021 General Fund Expenditures by Department December 31, 2020
3. FY 2020-2021 Water and Sewer Funds Financial Status for Fiscal Year-To-Date December 31, 2020
4. FY 2020-21 Mid-Year Budget Balancing Detail
5. FY 2020-21 FY 2020-21 Mid-Year Budget Adjustment Recommendations
6. FY 2020-21 Mid-Year Position and Other Personnel Cost Reduction Recommendation

CITY OF MILPITAS

General Fund Revenues

For Fiscal Year-To-Date December 31, 2020

General Fund Revenues	FY21 Adopted Budget	FY21 Budget Amendments As of 12/31/20	FY21 Amended Budget as of 12/31/2020	FY21 Revenue As of 12/31/20	FY21 Percentage of Mid-Year Budget	FY20 Revenue As of 12/31/19	Percentage Inc (Dec) FY21 / FY20
Property Taxes	\$ 36,872,241	\$ -	\$ 36,872,241	\$ 6,889,059	18.68%	\$ 6,500,270	5.98%
Sales & Use Tax	28,371,951	-	\$ 28,371,951	7,616,230 (a)	26.84%	9,137,212	-16.65%
Sales Tax- Measure F			\$ -				
Transient Occupancy Tax	13,452,683	-	\$ 13,452,683	1,641,923 (b)	12.21%	7,018,940	-76.61%
License, Permits & Fines	9,907,120	-	\$ 9,907,120	3,927,972 (c)	39.65%	6,490,776	-39.48%
Charges for Services	7,814,500	-	\$ 7,814,500	1,693,790 (d)	21.67%	3,322,403	-49.02%
Franchise Fees	5,514,787	-	\$ 5,514,787	1,309,561	23.75%	1,458,307	-10.20%
Use of Money and Property	1,364,000	-	\$ 1,364,000	527,073	38.64%	1,505,504	-64.99%
Other Taxes	1,196,860	-	\$ 1,196,860	488,104	40.78%	563,438	-13.37%
Intergovernmental	808,597	621,405	\$ 1,430,002	1,702,486	119.05%	218,654	678.62%
Other Revenue	258,000	2,500	\$ 260,500	118,677	45.56%	199,272	-40.44%
Operating Transfers In	7,013,990	-	\$ 7,013,990	2,221,994	31.68%	2,223,065	-0.05%
Total General Fund Revenue	\$112,574,729	\$623,905	\$113,198,634	\$28,136,869	24.86%	\$38,637,841	-27.18%

(a) Due to the restrictive opening requirements related to COVID-19, consumption has been significantly lower.

(b) Due to the restrictive travel guidelines related to COVID-19, hotel occupancy rates were significantly lower.

(c) Due to the effects of COVID-19, there were less Building permits and Plan check fee revenues received.

(d) Due to the effects of COVID-19, the Recreation department lost revenues on programs that could not be held due to social distancing requirements.

General Fund Expenditures by Department

Percent of Year: 50%

For Fiscal Year-To-Date December 31, 2020

Department/Division	FY 2020-21 Adopted Budget	FY 2020-21 Budget Amend. As of 12/31/2020	FY 2020-21 Carryover Grants	FY 2020-21 Carryover Encumbrances	FY 2020-21 Amended Budget	FY 2020-21 Exp. incl. Encumbr. As of 12/31/2020	FY 2020-21 Percent of Amended Budget	FY 2019-20 Exp. incl. Encumbr. As of 12/31/2019	Percent Exp & Enc Inc (dec.) FY21/FY20
City Council	546,979		-		546,979	212,725	38.89% (a)	166,607	27.68%
City Manager	2,436,753		-	59,935	2,496,688	1,026,599	41.12%	967,027	6.16%
City Clerk	615,270		-		615,270	295,427	48.02%	303,309	-2.60%
Economic Development	914,119		50,000	47,127	1,011,246	435,154	43.03%	480,246	-9.39%
Policy Planning	4,513,121	-	50,000	107,062	4,670,183	1,969,905	42.18%	1,917,189	2.75%
Building, Safety, and Housing	6,948,858	734		213,810	7,163,402	2,960,395	41.33% (b)	3,019,749	-1.97%
City Attorney	1,340,303	-		16,611	1,356,914	546,926	40.31% (c)	1,196,538	-54.29%
Finance	4,377,990	15,000		167,508	4,560,498	2,339,355	51.30%	2,220,123	5.37%
Public Works	9,155,208	(20,499)		572,586	9,707,295	6,314,980	65.05% (d)	5,858,709	7.79%
Engineering	4,154,817	-		177,600	4,332,417	1,929,658	44.54%	1,814,076	6.37%
Planning	1,931,383	610,000		40,919	2,582,302	1,224,837	47.43%	992,688	23.39%
Police	38,296,018	9,405	17,979	298,483	38,621,885	17,723,117	45.89%	16,871,269	5.05%
Fire	28,280,291	-		272,430	28,552,721	14,982,400	52.47%	13,160,150	13.85%
Information Technology	3,721,547	-		28,054	3,749,601	2,039,789	54.40%	1,735,565	17.53%
Human Resources	2,101,658	-		107,020	2,208,678	1,139,623	51.60%	1,089,246	4.62%
Recreation	6,304,108	4,500		9,845	6,318,453	1,747,745	27.66% (e)	3,381,710	-48.32%
Non-Departmental	5,624,683	-		775,912	6,400,595	5,170,072	80.77% (f)	4,696,884	10.07%
Transfers Out	300,000				300,000	300,000	100.00%	6,800,000	4.41%
Total	117,049,985	619,140	67,979	2,787,840	120,524,944	60,388,802	50.10%	64,753,896	-6.74%

(a) Vacancy Savings from Intern positions.

(b) Vacancy Savings from vacant positions

(c) BBK invoices are two months in arrear

(d) Contractual Services encumbered \$2.1M.

(e) Services have been reduced due to COVID related restrictions, which resulted in salary and contractual savings.

(f) Full year prepayment of liability and cyber insurance; unemployment insurance benefit payments; and use of Unanticipated Expenditure Reserve for COVID-19 related expenditures.

City of Milpitas
Water and Sewer Financial Status
For Fiscal Year-To-Date December 31, 2020

Percent of Year		50%						
Revenue	FY 2020-21 Adopted Budget	FY 2020-21 Budget Amendments As of 12/31/2020		FY 2020-21 Amended Budget	FY 2020-21 Revenue As of 12/31/2020	FY 2020-21 Percent of Amended Budget	FY 2019-20 Revenue As of 12/31/2019	Percent Revenue (dec.) FY21/FY20
Water Fund								
Revenue:								
Revenue from Investments	473,000			473,000	92,216	19.50%	180,994	-49.05%
Intergovernmental Revenue	0			0	0			
Charges for Services	31,192,091			31,192,091	16,913,115	54.22%	18,309,098	-7.62%
Miscellaneous Revenue	250,000			250,000	0	0.00%	12,952	-100.00%
Operating Transfer In	0			0	0	0.00%	3,089	-100.00%
Total Water Fund Revenue	31,915,091	0	0	31,915,091	17,005,331	53.28%	18,506,133	-8.11%

Expense	FY 2020-21 Adopted Budget	FY 2020-21 Budget Amendments As of 12/31/2020	FY 2019-20 Carryover Encumbrances	FY 2020-21 Amended Budget	FY 2020-21 Exp. incl. Encumbr. As of 12/31/2020	FY 2020-21 Percent of Amended Budget	FY 2019-20 Exp. incl. Encumbr. As of 12/31/2019	Percent Exp & Enc Inc (dec.) FY21/FY20
Water Fund								
Expenses:								
Personnel Services	3,789,646		0	3,789,646	1,995,599	52.66%	2,021,716	-1.29%
Services and Supplies	2,390,086	-7,778	458,263	2,840,571	1,734,421	61.06%	1,317,971	31.60%
Wholesale Water Purchase	18,424,037		214,395	18,638,432	8,521,474 (a)	45.72%	8,680,733	-1.83%
Debt Service							-	
Capital Outlay	540,000		282	540,282	504,816	93.44%	509,581	-0.94%
Operating Transfer Out	2,748,779		0	2,748,779	1,374,390	50.00%	1,370,926	0.25%
Total Water Fund Expenses	27,892,548	-7,778	672,940	28,557,710	14,130,700	49.48%	13,900,927	1.65%

Percent of Year		50%						
Revenue	FY 2020-21 Adopted Budget	FY 2020-21 Budget Amendments As of 12/31/2020		FY 2020-21 Amended Budget	FY 2020-21 Revenue As of 12/31/2020	FY 2020-21 Percent of Amended Budget	FY 2019-20 Revenue As of 12/31/2019	Percent Revenue (dec.) FY21/FY20
Sewer Fund								
Revenue:								
Revenue from Investments	202,000			202,000	50,799	25.15%	50,194	1.21%
Charges for Services	20,691,985			20,691,985	9,887,456	47.78%	9,795,902	0.93%
Miscellaneous Revenue	0			0	0	0.00%	-	0.00%
Operating Transfer In	0			0	0	0.00%	119,878	-100.00%
Total Sewer Fund Revenue	20,893,985	0	0	20,893,985	9,938,255	47.57%	9,965,974	-0.28%

Expense	FY 2020-21 Adopted Budget	FY 2020-21 Budget Amendments As of 12/31/2020	FY 2019-20 Carryover Encumbrances	FY 2020-21 Amended Budget	FY 2020-21 Exp. incl. Encumbr. As of 12/31/2020	FY 2020-21 Percent of Amended Budget	FY 2019-20 Exp. incl. Encumbr. As of 12/31/2019	Percent Exp & Enc Inc (dec.) FY21/FY20
Sewer Fund								
Expenses:								
Personnel Services	2,711,569		0	2,711,569	1,108,458	40.88%	1,099,199	0.84%
Services and Supplies	1,587,387	-3,053	325,849	1,910,183	1,245,412	65.20%	1,270,601	-1.98%
Treatment Plant	9,429,908		0	9,429,908	3,510,662	37.23%	3,446,730	1.85%
Debt Service	2,447,400		0	2,447,400	1,679,575	68.63%	428,750	391.74%
Capital Outlay	200,000		282	200,282	129,178	64.50%	47,292	273.15%
Operating Transfer Out	1,585,433		0	1,585,433	792,717	50.00%	784,243	101.08%
Total Sewer Fund Expenses	17,961,697	-3,053	326,131	18,284,775	8,466,002	46.30%	7,076,815	19.63%

(a) Year to date expenditure only includes 5 out of 12 payments.

Attachment #4: FY 2020-21 Mid-Year Budget Balancing Detail

Description	Recommended Adjustment
Revenue Increases Offset by Expenditure	
Fire Mutual Aid Overtime Reimbursement	1,164,957
Lease Bond Capitalized Interest	411,938
Subtotal	1,576,895
Revenue Estimate Adjustments	
Sales Tax	(5,068,851)
Sales Tax - Measure F	1,203,117
Hotel/Motel Tax	(9,352,683)
Charges for Services	
Recreation Services Revenue	(2,775,000)
Passport Program Revenue	(90,000)
Licenses and Permits	
Building Permit	(364,000)
Fire Prevention Revenue	(144,000)
Use of Money and Property	(364,000)
Intergovernmental Revenue	
Coronavirus Relief Fund	962,595
Fire Mutual Aid Administrative Reimbursement	203,653
Employment Development Department Reimbursement	174,009
Regional Auto-Theft Task Force Grant	39,301
Other Revenue	
Dental Benefit Reserve Balance Realignment	220,000
Subtotal	(15,355,859)
Net Revenue Adjustments	(13,778,964)
Transfers-In Adjustments	
Transfers-In (CFD-2008)	(395,000)
General Government Fund Transfer (Reversal of FY 2019-20 Contribution	4,000,000
Transfers-In (TASP Loan Repayment)	5,431,671
Subtotal	9,036,671
Total Sources Adjustment (Revenues and Transfers-In)	(4,742,293)
Expenditure Increases Offset by Revenue	
Non-Personnel Expenditure	
Fire Mutual Aid Overtime Cost	1,164,957
Lease Bond Capitalized Interest	411,938
Subtotal	1,576,895
Expenditure Adjustments	
Personnel Expenditure	
Retiree Medical Savings	(2,544,141)

Attachment #4: FY 2020-21 Mid-Year Budget Balancing Detail

Description	Recommended Adjustment
Departments' Budgets Anticipated Savings	(1,300,000)
Advancing FY 2021-22 Position and Temp. Salary Reductions	(1,490,424)
Recreation Temporary Salaries Savings	(731,952)
MPOA Salary and Related Benefits Savings	(537,377)
Executive Car Allowance Savings	(39,600)
Subtotal Personnel Expenditure Savings	(6,643,494)
Non-Personnel Expenditure	
Recreation Services Savings	(679,071)
Decrease Library Funding	(160,624)
Departments' Budgets Anticipated Savings	(100,000)
Housing Element Consultant	(80,000)
Façade Pilot Program	(50,000)
City Council Community Promotions	(25,000)
Elimination of Employee Recognition Program	(23,675)
Coffee Service Elimination	(9,900)
Subtotal Non-Personnel Expenditure Savings	(1,128,270)
Total Net Expenditure Adjustment	(6,194,869)
Remaining Savings Recommended to be Allocated to the FY 2021-22 Future Deficit Reserve	1,452,576

Attachment #5: FY 2020-21 Mid-Year Budget Adjustment Recommendations

	CITY OF MILPITAS					
	FY 2020-2021 Mid-Year Budget Funding Requests					
	Operating Budget					
Item #	Department	Title	Description	Expenditure General Fund	Expenditure Other Funds	Revenue General Fund Revenue Other Funds
1	Building Safety and Housing	Building Revenue Reduction	Building activities have slowed down due to COVID, revenues related to building activities need to be reduced.			(364,000)
2	Building Safety and Housing	Adjustment to the General Fund FY21-22 Future Deficit Reserve	This corresponding action decreases the General Fund FY21-22 Future Deficit Reserve.	(364,000)		
3	Building Safety and Housing	Housing Element Consultant	After adoption of the FY 2020-21 Budget, staff identified an alternative funding source for the Housing Element Update as required by the state. The funding for the consultant study is moved from the General Fund to the Affordable Housing Fund.	(80,000)		
4	Building Safety and Housing	Adjustment to the General Fund FY21-22 Future Deficit Reserve	This corresponding action increases the General Fund FY21-22 Future Deficit Reserve.	80,000		
5	Building Safety and Housing	Housing Element Consultant	Consultant fees for Housing Element Update as required by the state is moved to Fund 216 from Fund 100.		80,000	
6	Building Safety and Housing	Adjustment to the Affordable Housing Fund fund balance	This corresponding action decreases the Fund 216 Budget Stabilization Reserve.		(80,000)	
7	City Council	Community Promotions	This program is currently suspended due to CCOVID-19.	(25,000)		
8	City Council	Adjustment to the General Fund FY21-22 Future Deficit Reserve	This corresponding action increases the General Fund FY21-22 Future Deficit Reserve.	25,000		
9	City Manager	Employee Recognition Program Event	This program is currently suspended due to COVID-19.	(23,675)		
10	City Manager	Adjustment to the General Fund FY21-22 Future Deficit Reserve	This corresponding action increases the General Fund FY21-22 Future Deficit Reserve.	23,675		
11	City Clerk	Passport Program	Due to COVID, City Hall has not been open and is not expected to open for operations this fiscal year. Consequently, the passport program has been suspended.			(90,000)
12	City Clerk	Adjustment to the General Fund FY21-22 Future Deficit Reserve	This corresponding action decreases the General Fund FY21-22 Future Deficit Reserve.	(90,000)		
13	Economic Development	Façade Pilot Program	This program is currently sufficiently funded through other funds.	(50,000)		
14	Economic Development	Adjustment to the General Fund FY21-22 Future Deficit Reserve	This corresponding action increases the General Fund FY21-22 Future Deficit Reserve.	50,000		
15	Engineering	Increased Funding for LLMD 95-1 Landscape Maintenance	There was an increase in contractual costs due to payment of invoices that were incurred in the previous fiscal year.		6,756	
16	Engineering	Adjustment to LLMD 95-1 Fund Balance	This corresponding action decreases the LLMD 95-1 Fund Balance.		(6,756)	
17	Fire	Fire Prevention Revenue Reduction	Due to the effects of COVID-19, Annual Fire Permit fees needs to be adjusted based on an estimated 20% reduction.			(144,000)
18	Fire	Adjustment to the General Fund FY21-22 Future Deficit Reserve	This corresponding action decreases the General Fund FY21-22 Future Deficit Reserve.	(144,000)		
19	Fire	Fire Reimbursements for Covid-19 and Fire Season Mutual Aid	This action recognizes revenue for reimbursable overtime and medicare costs related to fire mutual aid provided in response to the extensive wildfire season.	1,164,957		1,164,957
20	Fire	Fire Reimbursements for Covid-19 and Fire Season Mutual Aid	This action recognizes revenue for reimbursable administrative costs related to fire mutual aid provided in response to the extensive wildfire season.			203,653
21	Fire	Adjustment to the General Fund FY21-22 Future Deficit Reserve	This corresponding action increases the General Fund FY21-22 Future Deficit Reserve.	203,653		
22	Planning	Contractual Services Granicus-Host Compliance	This action funds a new contractual agreement with Granicus - Host Compliance for management of the City's short-term rental program offset with fee revenue.	20,000		20,000

Attachment #5: FY 2020-21 Mid-Year Budget Adjustment Recommendations

Item #	Department	Title	Description	Expenditure General Fund	Expenditure Other Funds	Revenue General Fund	Revenue Other Funds
23	Police	MPOA MOU 5% Adjustment	On Dec. 15, 2020, the City Council approved a side letter with the Milpitas Police Officer Association to forgo a 5% wage increase effective Jan. 1, 2021. This action reduces the Police Department's budget with a corresponding increase to the General Fund Budget Stabilization Reserve.	(537,377)			
24	Police	RATTF (Regional Auto-theft Task Force) Grant	This action recognizes the Regional Auto Theft Task Force grant revenue.			39,301	
25	Police	Adjustment to the General Fund FY21-22 Future Deficit Reserve	This corresponding action increases the General Fund FY21-22 Future Deficit Reserve.	576,678			
26	Non-Departmental	Sales Tax Decrease	Revenue estimate is adjusted downward, due to lower expected sales tax revenue related to COVID-19 pandemic.			(3,865,734)	
27	Non-Departmental	Transient Occupancy Tax Decrease	Revenue estimate is adjusted downward, due to lower expected hotel activity related to COVID-19 pandemic.			(9,352,683)	
28	Non-Departmental	Adjustment to the General Fund FY21-22 Future Deficit Reserve	This corresponding action decreases the General Fund FY21-22 Future Deficit Reserve.	(13,218,417)			
29	Non-Departmental	Transit Area Specific Plan (TASP) Advance Repayment	In 2014, the City Council approved a loan in the amount of \$5 million from the General Fund to the TASP Fund. This action is repaying the loan with accrued interest.			5,431,671	
30	Non-Departmental	Adjustment to the General Fund FY21-22 Future Deficit Reserve	This corresponding action increases the General Fund FY21-22 Future Deficit Reserve.	5,431,671			
31	Non-Departmental	Transit Area Specific Plan (TASP) Advance Repayment	In 2014, the City Council approved a loan in the amount of \$5 million from the General Fund to the TASP Fund. This action is repaying the loan with accrued interest.		5,431,671		
32	Non-Departmental	Adjustment to the TASP Fund Balance	This corresponding action decreases the TASP Fund fund balance.		(5,431,671)		
33	Non-Departmental	Public Art	This action allocates funding related to Public Art from the Non-Departmental Operating Budget to the Public Art Project CP 3489.		(97,500)		
34	Non-Departmental	Increase of Public Art Fund Balance	This corresponding action increases the Public Art Fund Balance.		97,500		
35	Non-Departmental	Retiree Medical Plan Contribution Savings	The City provides two retiree medical benefits (Retiree Medical Plan and Dependent Care Funds), which were previously actuarially analyzed as one plan. Due to establishing a separate valuation for each plan, the annual determined contribution as calculated by the City's actuary for the Retiree medical plan was adjusted down significantly.	(2,544,141)	(289,899)		
36	Non-Departmental	Utility Fund Reserve Adjustments	This adjust utility fund reserve balances consistent with Council approved Reserve Policies.	2,544,141	289,899		
37	Non-Departmental	Vacancy Savings Adjustment	General Fund Vacancy savings as anticipated in the FY 2020-21 are allocated to various departments from non-departmental based on vacancy savings generated during the first six months of the current fiscal year.	3,057,627			
38	Various Departments	Vacancy Savings Adjustment - Departments	Vacancy savings is re-allocated to various departments from non-department.	(3,057,627)			
39	Non-Departmental	Coronavirus Relief Act	This action recognizes revenue from the Coronavirus Relief Act.			962,595	
40	Non-Departmental	Adjustment to the General Fund FY21-22 Future Deficit Reserve	This corresponding action increases the General Fund FY21-22 Future Deficit Reserve.	962,595			
41	Non-Departmental	Reimbursement from Employment Development Department	This action recognizes unemployment expenditure reimbursements from the State of California provided as part of the CARES Act.			174,009	
42	Non-Departmental	Adjustment to the General Fund FY21-22 Future Deficit Reserve	This corresponding action increases the General Fund FY21-22 Future Deficit Reserve.	174,009			
43	Non-Departmental	Lease Revenue Interest Payment	Payment for the General Fund Lease Revenue Bonds.	411,938			
44	Non-Departmental	Bond Proceeds	This action recognizes bond proceeds for debt service payment.			411,938	
45	Non-Departmental	Hetch Hetch Lease	Based on the current expenditure trend, the Hetch Hetch Lease budget needs to be increased to match expenditure.		500		
46	Non-Departmental	Adjustments to the Hetch Hetch Fund Unassigned Reserve	This corresponding action decreases the Hetch Hetch Fund unassigned Reserve.		(500)		

[illegible]

Attachment #5: FY 2020-21 Mid-Year Budget Adjustment Recommendations

Item #	Department	Title	Description	Expenditure General Fund	Expenditure Other Funds	Revenue General Fund	Revenue Other Funds
C4	Finance	CP 3435 - Finance System Upgrade	Appropriation needed for Cayenta contract to convert the Actuate reports to Cognos report for the utility billing module. Actuate reports are not supported, anymore.		100,000		
C5	Finance	Adjustments to the Water and Sewer Fund Balance	This corresponding action decreases the Water and Sewer Fund Balance by 50k each.		(100,000)		
C6	Engineering	CP 2019 - TASP Recycled Water Distribution Reimbursement Correction	Accounting correction of developer reimbursements from Capital Projects vs TASP fund.		(599,609)		
C7	Engineering	Adjustments to the TASP Fund Balance	This corresponding action increases TASP fund balance.		599,609		
C8	Engineering	CP 7076 - Well Upgrade Project	Reduce water bond funding		(1,500,000)		
C9	Engineering	CP 7076 - Well Upgrade Project	This corresponding action increases the Water Bond Fund		1,500,000		
C10	Engineering	CP 7076 - Well Upgrade Project	Replace water bond funding with capital surcharge		1,500,000		
C11	Engineering	CP 7076 - Well Upgrade Project	This corresponding action decreases the Water Capital Surcharge Fund		(1,500,000)		
C12	Engineering	CP 7121 - Automated Water Meter Replacement	Increase water bond funding		2,600,000		
C13	Engineering	CP 7121 - Automated Water Meter Replacement	This corresponding action will increase the Water Capital Surcharge Fund		(2,600,000)		
C14	Engineering	CP 7121 - Automated Water Meter Replacement	Appropriation of 200k for CP 7121 to ensure sufficient funding of project.		200,000		
C15	Engineering	CP 7121 - Automated Water Meter Replacement	This corresponding action decrease the capital surcharge		(200,000)		
C16	Planning	CP 3416 - General Plan Update	Return funds to community planning fee fund due to receipt of developer contributions.		(750,000)		
C17	Planning	Adjustments to the Community Planning Fee Fund Unassigned Reserve	This corresponding action increases Community Planning Fee Fund Balance.		750,000		
C18	Recreation	Reduction in Public Art Fund Balance	This corresponding action decreases the Public Art Fund Balance.		(97,500)		
C19	Recreation	CP 3489 – Establish Public Arts Project	This corresponding action appropriates the funding into CP 3489.		97,500		
				-	41,125	-	41,125

Attachment #6: FY 2020-21 Mid-Year Position and Other Personnel Cost Reduction Recommendation

Item #	Department	Proposal	FTEs	Frequency	General Fund	Description	Performance Impact	Mitigation
P1	Building Safety & Housing	Building Safety Career Entry Program Elimination	N/A	Recurring	(634,948)	This action eliminates the building safety career entry program which funds temporary/career-entry temporary positions (Assistant Building Inspector/Career-Entry, Temporary Building Inspector, and Temporary Assistant Plan Checker/Career-Entry). The funding these positions was added in FY2019-20 to establish a model program to develop the next generation of Building Inspectors and Plan Checkers as significant retirements continue to occur across the building industry. Due to the need to fill senior staff positions first in order to train new staff, senior staff positions were filled in FY2019-20, the program was not utilized. Further, as the pandemic occurred, recruitments stopped and these temporary/career-entry positions remain unfilled.	No performance impact is anticipated since these positions were never filled.	No mitigation measures identified because service level is not reduced.
P2	Building Safety & Housing	Plan Review Staffing Reduction	1.0	Recurring	(60,167)	This action defunds 1.0 vacant Plan Checker position, which has been vacant since February 2020.	Since the position has been vacant for 12 months, the impact is expected to be minimal. Permit activities will continue to be monitored for the remainder of FY 2020-21 to assess the impact on service delivery and staffing level.	To address temporary peak demand and minimize service level impacts, staff intends to supplement remaining budgeted resources with contractual services.
P3	Building Safety & Housing	Building Inspector Staffing Reduction	1.0	Recurring	(65,827)	This action defunds a 1.0 vacant Building Inspector position, which has been vacant since November 2019.	Since the position has been vacant for over one year, the impact is expected to be minimal. Permit activities will continue to be monitored for the remainder of FY 2020-21 to assess the impact on service delivery and staffing level.	To address temporary peak demand and minimize service level impacts, staff intends to supplement remaining budgeted resources with contractual services.
P4	City Council	Intern Funding Reduction	N/A	One-Time	(73,700)	This action defunds unused temporary salary funding (July 1, 2020 to January 31, 2021)	None.	No mitigation measures identified because service level is not reduced.
P5	City Manager	Intern Funding Reduction	N/A	Recurring	(18,802)	This action eliminates temporary salary funding for one intern position.	The impact is expected to be minimal since the Intern position has remained vacant during the current fiscal year.	No mitigation measures identified because service level is not reduced.
P6	Economic Development	Intern Funding Reduction	N/A	Recurring	(15,600)	This action eliminates temporary salary funding for one intern position (February 15 to June 30, 2021) and authorizes the elimination of ongoing funding in the amount of \$17,500.	The impact is expected to be minimal since interns are mostly hired for specific projects.	No mitigation measures identified because service level is not reduced.
P7	Engineering	Land Development Staffing Reduction	1.0	Recurring	(67,347)	This action defunds a 1.0 Vacant Associate Civil Engineer Position. This Position was approved in FY17-18 budget. Primary Managing Land Development Projects. Position became vacant on March 2020, and due to the Covid-19 lockdown position remained vacant.	No performance impacts are anticipated because the economy has slowed and private development project construction has shrunk correspondingly.	No mitigation measures identified because service level is not reduced.
P8	Finance	Risk, Debt and Investment Oversight Staffing Reduction	1.0	Recurring	(54,709)	This action defunds a 1.0 vacant Financial Analyst position. This position was added in the FY 2020-21 Adopted Budget to establish a citywide Risk Management Program primarily focusing on loss prevention and be responsible for the City's investment and debt management function. Due to the hiring freeze for non-essential positions, this position has been vacant for seven months.	No performance impact are anticipated because this position was never filled. However, potential savings related to proactive loss prevention will not be realized.	The City will continue to rely on loss prevention efforts initiated by departments and Finance will focus remaining staff working with consultants to ensure compliance of the City's investment and debt management program with applicable rules and regulations.
P9	Finance	Finance Staff Funding Alignment	N/A	Recurring	(26,625)	This action reallocates 25% of a Senior Accountant position and 9% of the Assistant Finance Director position total personnel cost to CIP funding. The reallocation aligns the duties performed by these positions with the funding source as a portion of these positions' time is spent on CIP related projects.	No performance impact is anticipated because it is only shifting the funding source.	No mitigation measures identified because service level is not reduced.
P10	Fire	Fire Prevention Staff Reduction	1.0	Recurring	(58,500)	This action defunds 1.0 vacant Entry Level Fire Prevention Inspector, which has been vacant since July 2019. This position was added in the FY 2019-20 Adopted Budget to establish succession planning within the Fire Prevention Bureau, create a potential for Fire Operations personnel to have a pathway into the Fire Prevention Division, and address the increased construction/major development inspection demands anticipated two years ago.	No immediate performance impact is anticipated because this position was never filled.	No mitigation measures identified because service level is not reduced.
P11	Human Resources	Human Resources Staff Reduction	1.0	Recurring	(45,851)	This action defunds 1.0 vacant Human Resources Technician position until January 1, 2022. Due to the hiring freeze for non-essential positions, the position has remained vacant since August 2020.	By defunding this position, the implementation of Human Resources technology solutions that impact Citywide operations will be delayed, including employee onboarding and automated employee performance evaluation systems. Additionally, it reduces staff capacity to streamline processes, slows progress on updating City policies and procedures and reduces program redundancy, making the department vulnerable in times of staff turnover.	No mitigation measures identified because service level is not reduced.
P12	Information Technology	Information Technology Staff Reduction	1.0	Recurring	(64,689)	This action defunds 1.0 vacant IT Analyst Position until June 30, 2022. The position was added as part of the adoption of the FY 2021-22 Budget.	Defunding the IT Analyst will not have negative impact to the department. The department implemented better infrastructure and has converted physical servers to virtual servers which reduces staff resources to maintain current level of support. Staff has also introduced automation to system backup and cybersecurity protection which used to be managed by 1 dedicated staff.	No mitigation measures identified because service level is not reduced.
P13	Public Works	Facility Maintenance Staffing Reduction	1.0	Recurring	(49,507)	This action defunds 1.0 Equipment Maintenance Worker II, which has been vacant since July 2019. The position was approved in FY2019-20 to support mechanical, electrical, and plumbing maintenance and repair at City facilities. The position recruitment was initially postponed in part in order to accelerate other Citywide recruitments and subsequently frozen due to COVID-19 and related forced shut-down of City facilities.	With the continued closure of City facilities, the impact this action is minimal. However, once the City returns to pre-pandemic operation, preventative maintenance of facilities may be delayed.	Staff will focus on preventative maintenance tasks in order of criticality.
P14	Public Works	Storm Maintenance Staffing Reduction	1.0	Recurring	(52,031)	This action defunds 1.0 vacant Equipment Maintenance Worker III, which has been vacant since July 2020. The position performs O&M all of the Cities 13 storm water pump stations.	By defunding this position some ground maintenance and pump station facility maintenance may be deferred since staff would be focused on preventative maintenance work on the storm system.	Existing staff will continue splitting the duties among existing staff.

Item #	Department	Proposal	FTEs	Frequency	General Fund	Description	Performance Impact	Mitigation
P15	Public Works	Trees and Landscape Seasonal Maintenance Worker Reduction	N/A	Recurring	(12,767)	This action eliminates funding for one temporary staff out of five temporary staff. The temporary staff performs a variety of entry-level and unskilled maintenance and repair duties in landscape maintenance from March through October each calendar year.	The impact of this proposal would be the reduction of 1 seasonal Maintenance Worker from the Landscape maintenance division.	Critical tasks which cannot be completed by the remaining four temporary staff, if any, will be assumed by staff from within and other divisions for landscape maintenance and utilize budgeted overtime.
P16	Recreation & Community Services	Sports Center Office Assistant Defunding	0.75	One-Time	(29,359)	This action defunds 0.75 vacant Office Assistant position which has been vacant since July 1, 2019. It was added as part of the FY 2019-20 Adopted Budget to support the Sports Center. This position was created to provide support evening operating hours at the site, and provide a increased level of responsible staff for high traffic periods of program use, until closing. Site hours have been greatly reduced due to pandemic restrictions.	There is no significant public impact at this time, because the workload for Community Center customer service is greatly reduced and can be handled via phone and email by existing staff.	Office assistant duties are being covered by the other sites' PSAs and the Senior PSA and there are currently no evening hours offered at the Sports Center. Because most sites have limited in-person activity, the workload is manageable. If the position is not filled by full return to service, we may need to reduce site hours or pull staff from other duties.
P17	Recreation & Community Services	Community Center Public Services Assistant Defunding	1.0	One-Time	(40,428)	This action defunds 1.0 vacant Public Services Assistant (PSA) position which has been vacant since July 1, 2019. It was added as part of the FY 2019-20 Adopted Budget to support the Community Center. The position was funded to allow the Senior PSA, who is currently covering the PSA level duties, to focus on higher level assignments, supporting the Director and Assistant Director. The Community Center is closed due to pandemic restrictions.	There is no significant public impact at this time, because the workload for Community Center customer service is greatly reduced and can be handled via phone and email by existing staff.	Community Center PSA duties are being covered by the other sites' PSAs and the Senior PSA. Because the other sites have limited in-person activity, the workload is manageable. If the position is not filled by full return to service, we may need to reduce counter hours or pull staff from other duties.
P18	Recreation & Community Services	Program Coordinator Defunding	1.0	One-Time	(48,232)	This action defunds 1.0 Program Coordinator position which has been vacant since January 2020. This position is responsible for Special Events and Arts programming and the areas it oversees are operating at a greatly reduced level (virtual and drive-thru only) due to pandemic restrictions.	There is no significant public impact at this time, because the workload in the Events unit is greatly reduced and is being handled by existing staff.	Events program coordinator responsibilities planning and executing virtual and drive-thru are being handled by a supervisor and other full and part-time staff. As those staff have other responsibilities and are not able to devote their full attention to it, virtual and drive-thru events are necessarily modest in scale.
P19	Recreation & Community Services	Rec Serv Asst III Defunding	1.0	Recurring	(33,790)	This action defunds 1.0 vacant Recreation Services Assistant III position which has been vacant since July 1, 2019. It was added as part of the FY 2019-20 Adopted Budget. This position was created to provide support to Recreation Coordinator for Events, due to the heavy workload. Events have been operating at reduced level (virtual and drive-thru only) due to pandemic restrictions.	There is no significant public impact at this time, because the workload in the Events unit is greatly reduced and can be handled by existing staff.	No mitigation is needed because the workload has reduced so greatly. This will only impact performance if events return to pre-pandemic scale before this position is funded and filled.
P20	Recreation & Community Services	Rec Serv Asst IV Defunding	1.0	Recurring	(37,748)	This action defunds 1.0 vacant Recreation Services Assistant IV position which has been vacant since January 2020. Senior Programs have been operating at reduced level (virtual and drive-thru only) due to pandemic restrictions.	There is no significant public impact at this time, because the workload in the Seniors unit is greatly reduced and can be handled by existing staff.	No mitigation is needed now because the workload has reduced so greatly. If and when Senior Services returns to pre-pandemic level, this will be mitigated by splitting responsibilities among existing staff and relying more heavily on volunteers.
Total			13.75		(1,490,424)			



CITY OF MILPITAS AGENDA REPORT (AR)

Item Title:	Adopt Urgency Ordinance No. 310 Temporarily Suspending Penalties for Delinquent Fire Permit Fees
Category:	Leadership and Support Services
Meeting Date:	2/16/2021
Staff Contact:	Walter C. Rossmann, 408-586-3111 Christopher J. Diaz, 408-586-3040
Recommendation:	Adopt Urgency Ordinance No. 310 Temporarily Suspending Penalties for Delinquent Fire Permit Fees.

Background:

In 2019, the City Council adopted Ordinance No. 113.25 and amended Section V.300-2.32 of the Fire Code to provide that annual operational fire permits expire by December 31 and renewal permit fees become payable upon expiration of the prior permit. Annual permit fees not paid within 30 days from the time due are delinquent and a penalty equal to 100% of the fire permit must be added to the amount due. Fees for annual operational fire permits vary depending on the use or occupancy of a structure. The fees for fiscal year 2020-21 range from \$0 to \$2,320.

For the January 1, 2021 due date, 1,030 businesses were billed for payment of the business license tax and related fees. The average fire permit and related fees billed for payment amounts to \$753.10. As of February 1, payment for 43% of all Fire permit invoices have been received.

In support of businesses, the City Council directed staff to bring back an urgency ordinance to waive penalties for delinquent fire permit payments until May 31, 2021 and start assessing penalties for delinquent payments thereafter.

Analysis:

Section V.300-2.32 of the Fire Code provides that the issuance of a penalty for late payments is mandatory rather than discretionary. Businesses have been financially impacted due to the stay-at-home orders and directives issued by local and state authorities in response to COVID-19 since March 2020. This Urgency Ordinance would temporarily suspend penalties for late payments of fire fee permits until May 31, 2021 or until (30) days following the cessation of the City's local emergency, whichever comes first.

This Urgency Ordinance serves a public purpose by providing financial relief to local businesses in response to economic challenges, encourages businesses to renew their 2021 fire permits, and promotes fire prevention and public health and safety. This Urgency Ordinance is necessary for the preservation of the public peace, health, and safety of City residents. The Urgency Ordinance will take effect immediately upon approval by four-fifths of the City Council.

Fiscal Impact:

The impact to the General Fund regarding any delay of payment for the fire permit fee to the end of the current fiscal year is loss of interest earned on the moneys received timely. Given the current interest environment, this impact is expected to be minimal. Additionally, the City will forgo receipt of late payment fees. However, if FY 2020-21 estimated revenues are not received by mid-August, the loss in revenue may have to be offset with the use of reserves.

Recommendation:

Adopt Urgency Ordinance No. 310 Temporarily Suspending Penalties for Delinquent Fire Permit Fees.

Attachments:

Urgency Ordinance No. 310

URGENCY

NUMBER: 310

TITLE: AN URGENCY ORDINANCE OF THE CITY COUNCIL OF THE CITY OF MILPITAS
TEMPORARILY SUSPENDING PENALTIES FOR DELINQUENT FIRE PERMIT FEES IN
CHAPTER 300, SECTION 2.32 OF TITLE V OF THE MILPITAS MUNICIPAL CODE

HISTORY: This Urgency Ordinance was adopted by the City Council, at its meeting of , upon motion by _____.
The Urgency Ordinance was duly passed and ordered published in accordance with law by the following
four-fifths vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

ATTEST:

Wendy Wood, City Clerk

Rich Tran, Mayor

APPROVED AS TO FORM:

Christopher J. Diaz, City Attorney

RECITALS AND FINDINGS:

WHEREAS, in 2019, the City Council adopted Ordinance No. 113.25 and amended Section 2.32 of Chapter 300 of Title V of the Milpitas Municipal Code to provide that: annual fire permits expire by December 31, renewal permit fees become payable upon expiration of the prior permit, and annual permit fees not paid within 30 days of its due date are delinquent and a penalty equal to the permit fee must be charged; and

WHEREAS, in February 2020, the Board of Supervisors of the County of Santa Clara ratified a local emergency, and in March 2020, the President declared a national emergency, the Governor declared a state of emergency, and the City Manager as Director of Emergency Services also declared a local emergency, all due to COVID-19, resulting in various stay at home orders and health directives issued to reduce the community spread of COVID-19; and

WHEREAS, some businesses may not have been open for business due to stay at home orders and may not have received the renewal requests for the fire permits; and

WHEREAS, the City Council desires to temporarily waive penalties for delinquent payments of the fire permit fee; and

WHEREAS, this Urgency Ordinance serves a public purpose by providing temporary financial relief to local businesses in response to economic challenges, encourages businesses to renew their 2021 fire permits, and promotes fire prevention and public health and safety; and

WHEREAS, this Urgency Ordinance is adopted pursuant to the City's police powers and powers afforded to the City during a local emergency and unprecedented pandemic; and

WHEREAS, the City Council of the City of Milpitas finds that this Urgency Ordinance is necessary for the preservation of the public peace, health, and safety of City residents and finds such urgency to approve this Urgency Ordinance immediately based on the facts described herein, and detailed in the staff report.

NOW, THEREFORE, the City Council of the City of Milpitas does ordain as follows:

SECTION 1. SUSPENSION OF A PORTION OF MILPITAS MUNICIPAL CODE TITLE V, CHAPTER 300, SECTION 2.32

The last sentence of Title V (Public Health, Safety and Welfare), Chapter 300 (Fire Code), Section 2.32 of the Milpitas Municipal Code is hereby suspended and this suspension shall be in full force and effect until May 31, 2021, or until (30) days following the cessation of the City's local emergency, whichever comes first.

SECTION 2. SEVERABILITY

The provisions of this Urgency Ordinance are severable, and the invalidity of any phrase, clause, provision or part shall not affect the validity of the remainder.

SECTION 3. EFFECTIVE DATE AND POSTING

In accordance with Section 36937 of the Government Code of the State of California, this Urgency Ordinance shall take effect immediately for the immediate preservation of the public peace, health or safety upon passage by a four-fifths vote of the City Council. The City Clerk of the City of Milpitas shall cause this Urgency Ordinance or a summary thereof to be published in accordance with 36933 of the Government Code of the State of California.



CITY OF MILPITAS AGENDA REPORT (AR)

Item Title:	Adopt a Resolution Authorizing the License Tax Collector to Delay or Waive Collection of the Business License Tax
Category:	Leadership and Support Services
Meeting Date:	2/16/2021
Staff Contact:	Walter C. Rossmann, 408-586-3111 Christopher J. Diaz, 408-586-3040
Recommendation:	Adopt a Resolution Authorizing the License Tax Collector to Delay or Waive Collection of the Business License Tax.

Background:

Any person who conducts business in the City must obtain a business license. Generally, business licenses are issued on a calendar basis and expire December 31. License renewal fees are due by January 1, but no earlier than December 1 of the prior year. Any person carrying on any business without a business license is liable for delinquent license taxes and penalties. Under Section III-1-21 of the Milpitas Municipal Code, if a business fails to pay a license tax when due, the license tax collector must add a penalty of 10% of the license tax amount on the last day of each month after the due date, up to 100% of the amount of the license tax due. The business license tax rate for businesses with a fixed location in the City includes a base rate plus a charge based on the number of employees.

For the January 1, 2021 due date, 4,323 businesses were billed for payment of the business license tax and related fees. The average business license tax and related fees billed for payment amounts to \$116.90. As of February 1, only 60% of payment for business license have been received.

In support of businesses, the City Council directed staff to bring back a resolution to waive penalties for delinquent business license tax payments until May 31, 2021 and start assessing penalties for delinquent payments thereafter.

Analysis:

Under Section III-1-10.01 of the Milpitas Municipal Code, the license tax collector has the power, upon a showing for good cause, to extend the time for filing any required sworn statement up to 30 days and in such case to waive any penalty that would otherwise have occurred. Under the same section, the license tax collector also has the power, with the City Council's consent, "to compromise any claim as to the amount of license tax due." Businesses have been financially impacted due to the stay-at-home orders and directives issued by local and state authorities in response to COVID-19 since March 2020. This provision allows the license tax collector to waive penalties for delinquent business license tax payments with City Council consent. This resolution serves a public purpose by providing financial relief to local businesses in response to economic challenges, encourages businesses to renew their 2021 business licenses and continue to operate, and promotes the local economy.

Fiscal Impact:

The impact to the General Fund regarding any delay of payment for the business license tax to the end of the current fiscal year is loss of interest earned on the moneys received timely. Given the current interest environment, this impact is expected to be minimal. Additionally, the City will forgo receipt of late payment fees. However, if FY 2020-21 estimated revenues are not received by mid-August, the loss in revenue may have to be offset with the use of reserves.

Recommendation:

Adopt a Resolution Authorizing the License Tax Collector to Delay or Waive Collection of the Business License Tax.

Attachments:

Resolution

RESOLUTION NO. _____

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MILPITAS AUTHORIZING THE LICENSE TAX COLLECTOR TO DELAY OR WAIVE COLLECTION OF THE BUSINESS LICENSE TAX

WHEREAS, Section III-1-21 of the Milpitas Municipal Code provides that if a business fails to pay a license tax when due, a 10% penalty is added for each month the tax is delinquent, up to the total tax amount; and

WHEREAS, Section III-1-10.01 of the Code authorizes the license tax collector, with the City Council's consent, "to compromise any claim as to the amount of license tax due" and waive penalties for delinquent business license taxes; and

WHEREAS, the City Council desires to authorize the license tax collector to delay or waive penalties for delinquent business license taxes; and

WHEREAS, businesses have been financially impacted due to the stay-at-home orders and directives issued by local and state authorities in response to COVID-19 since March 2020; and

WHEREAS, this Resolution serves a public purpose by providing financial relief to local businesses in response economic challenges, encourages businesses to renew their 2021 business licenses and continue to operate, and promotes the local economy.

NOW, THEREFORE, the City Council of the City of Milpitas hereby finds, determines, and resolves as follows:

1. **Authorization.** The license tax collector is hereby authorized to delay or waive penalties for delinquent business license taxes until May 31, 2021.
2. **Severability.** If any provision of this Resolution or the application thereof to any person or circumstance is held invalid, such invalidity shall not affect other provisions or applications, and to this end the provisions of this Resolution are declared to be severable.
3. **Effective Date.** This Resolution shall become effective immediately upon its adoption.

PASSED AND ADOPTED this ____ day of _____, 2021, by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

ATTEST:

APPROVED:

Wendy Wood, City Clerk

Rich Tran, Mayor

APPROVED AS TO FORM:

Christopher J. Diaz, City Attorney



CITY OF MILPITAS AGENDA REPORT (AR)

Item Title:	Consider Recommendations from Mayor Tran for Appointments and Removal for City Commissions
Category:	Reports of Mayor and Councilmembers
Meeting Date:	2/16/2021
Staff Contact:	Mayor Tran, 408- 586-3029
Recommendation:	Receive Mayor Tran's recommendations and approve recommendations for final appointment by the Mayor for Energy & Environmental Sustainability Commission; and approve recommendation of two removals by the Mayor for the Parks, Recreation, and Cultural Resources Commission.

Background:

The City of Milpitas has 12 Commissions, with the members appointed by the Mayor and confirmed by the City Council, that advise the Milpitas elected officials on a variety of community interest and policy areas. Mayor Tran is making the following recommendations for new appointments to Commissions and removal of two Commissioners.

Energy & Environmental Sustainability Commission

1. Newly appoint Richard Admana to serve as an alternate commissioner with a term to expire in October 2021.

Parks, Recreation, and Cultural Resources Commission

1. Remove Bhupinder Singh as a commissioner from a seat with a term that expires June 2023.
2. Remove Aaron Aquino as alternate number two, from a seat with a term that expires June 2022.

Analysis:

Any resident interested in serving on a City Commission must submit a commission application to the City. Additionally, appointees to the Planning Commission must be registered voters in Milpitas and may not hold any other public office or employment in the government of the City of Milpitas.

The City Clerk's Office confirms each applicant's residency and current voter registration (if applicable). All recommended commissioner appointments have been reviewed and confirmed by the City Clerk's office.

Fiscal Impact:

There is no fiscal impact associated with this item.

Recommendation:

Receive Mayor Tran's recommendations and approve recommendations for final appointment by the Mayor for the Energy & Environmental Sustainability Commission; and approve recommendation of two removals by the Mayor for the Parks, Recreation, and Cultural Resources Commission.

Attachments:

All current applications on file:

- Energy & Environmental Sustainability Commission

COMMISSION APPLYING FOR:

Energy and Environmental Sustainability Commission

Name

RICHARD CABUSLAY ADMANA

Address Type

Residence

Address

[REDACTED]

City

MILPITAS

Postal/Zip Code

95035

Mobile Number

[REDACTED]

E-Mail Address

[REDACTED]

City Clerk's Office

DEC 15 2020

RECEIVED

Present Employer

Western Digital Corporation

Business Address (Optional)

5601 Great Oaks Pkwy

City

San Jose

Postal / Zip code

CA/95119

Occupation

Engineer

College, Professional, Vocational, or other schools attended

De LaSalle University - Manila, Philippines

Major Subject

Information Technology

Degree

Bachelor of Science in Computer Science

List community organizations to which you belong or have belonged (additional information may be attached).**Name of Organization**

none

Member

none

Name of Organization

none

Member

none

Name of Organization

none

Member

none

If application is for Veterans Commission, indicate branch and service in any U.S. military organization (retired or active duty).**Branch of Military**

N/A

Officer

N/A

Briefly describe the personal qualifications you possess which you believe would be an asset (additional information may be attached):

Certification in Environmental Hazard and Safety sponsored by the company.

Problem solving and investigative mind.

Eye for details and innovative thinking.

Date

Dec 14, 2020

I have sufficient time to devote to this responsibility and will attend the required meetings if I am appointed to fill a future vacancy. I hereby certify that all statements contained in this application are true.

Richard Admana

COMMISSION APPLYING FOR:

Energy and Environmental Sustainability Commission

Name

Connie Lynn Chen

Address Type

Residence

Address**City**

Milpitas

Postal/Zip Code

95035

Mobile Number**E-Mail Address**

City Clerk's Office
OCT - 6 2020
RECEIVED

Present Employer

Hitachi Vantara

Occupation

Product Manager

College, Professional, Vocational, or other schools attended

UC Berkeley

Major Subject

Economics

Degree

BA

List community organizations to which you belong or have belonged (additional information may be attached).

If application is for Veterans Commission, indicate branch and service in any U.S. military organization (retired or active duty).

Briefly describe the personal qualifications you possess which you believe would be an asset (additional information may be attached):

I graduated from UC Berkeley in 2018 and moved to Milpitas right after graduation to be closer to my job. Ever since graduation I have been looking for ways to get involved with my community and help improve the quality of life in Milpitas and the Bay area in general. As a product manager, I have learned important skills like roadmap planning and implementing solutions, along with understanding customer needs with empathy. I believe these skills, along with my desire to work on important topics surrounding environmental sustainability and improved quality of life for Milpitas' citizens, will make me a valuable asset to this commission.

Date

Oct 05, 2020

I have sufficient time to devote to this responsibility and will attend the required meetings if I am appointed to fill a future vacancy. I hereby certify that all statements contained in this application are true.

Connie Lynn Chen

Appointments to Commissions or Committees are made by the Mayor with the concurrence of the City Council. Applications not acted upon will expire after one year from the date submitted unless renewed by the applicant. Once submitted, your application will be submitted to the City Clerk.

NOTE: ALL COMMISSION APPLICATIONS ARE PUBLIC RECORD



CITY OF MILPITAS AGENDA REPORT (AR)

Item Title:	Per Mayor's Recommendations, Appoint Seven Members and Two Alternate Members to the Measure F Oversight Committee
Category:	Reports of Mayor and Councilmembers
Meeting Date:	2/2/2021
Staff Contact:	Mayor Rich Tran, 408-586-3029
Recommendation:	Per Mayor's Recommendations, Appoint Seven Members and Two Alternate Members to the Measure F Oversight Committee for 3-year terms to expire in March 2024

Background:

On August 4, 2020 the Milpitas City Council unanimously placed Measure F – the City of Milpitas Public Services Measure – on the November ballot for voter consideration. As part of the November 3rd General Election, voters approved Measure F with 60.36% of ballots cast supporting the local sales tax. The Measure enacted a ¼ cent sales tax for 8 years. Measure F funds will help maintain the City's finances and prevent reductions to vital City public safety, youth, senior and other services.

On October 6, 2020, consistent with Measure F, the City Council adopted a resolution to establish the Measure F Oversight Committee (Committee) subject to voter approval of the measure. The Committee members of the seven-member advisory body with two alternate members may serve on the Committee for up to a maximum of three three-year terms. Members of the Committee are required to be residents of our City and it is preferred they possess areas of expertise and/or are advocates for (1) Business and/or residential community; (2) Municipal or governmental services operations; and/or (3) Municipal finance, taxation, budgeting, and/or accounting.

On January 11, staff launched an outreach campaign to solicit applications from residents to serve on the Committee. The call for applications was prominently displayed on the landing page of the City's website and advertised through the City's social media channels. Additionally, the City Manager contacted commissioners and community leaders asking them to serve on the Committee or referring the opportunity to serve to other qualified candidates. The application period closed on February 8.

Analysis:

Prior to the Council Meeting, Mayor Tran's recommendations for committee and alternate committee members will be attached to this report.

Recommendation:

Per Mayor's Recommendations, Appoint Seven Members and Two Alternate Members to the Measure F Oversight Committee for 3-year terms to expire in March 2024

Attachments:

Bylaw Addendum Measure F Oversight Committee
List of Proposed Committee and Alternate Committee Members

CITY OF MILPITAS
COMMISSION BYLAWS
Addendum: Measure F Oversight Committee

The Measure F Oversight Committee was established by the Milpitas City Council on October 6, 2020 subject to voter approval on November 3, 2020 of Measure F, a ¼ cent Sales Tax Measure with a sunset of the tax in eight years.

Advisory Area

This Committee advises the Council by Committee motion regarding staff recommendations, a report furnished and approved by the Committee, and/or at a City Council meeting:

- Annually, as part of the development of the budget, review the projected revenues and recommended expenditures for the funds generated by Measure F
- Annually, after the end of the Fiscal Year review status of programs and services, funded wholly or partially with proceeds from Measure F
- Receive annual presentations from the City's sales and use tax consultant and the City's independent financial auditor.

Membership

While not required, it is preferred that Members of the Measure F Oversight Committee possess the following areas of expertise and/or are advocates for:

- Business and/or residential community
- Municipal or governmental services operations
- Municipal finance, taxation, budgeting, and/or accounting

Meetings

The Measure F Oversight Committee shall hold quarterly meetings the 3rd Wednesdays of March, June, September, and December at 7:00 PM at the Committee Conference Room in City Hall, or at another designated location.

MILPITAS CITY COUNCIL AGENDA PREVIEW LIST

MARCH 2, 2021

CLOSED SESSION

INVOCATION (assigned to Councilmember Phan)

PRESENTATION

- American Red Cross Month

CONSENT CALENDAR

1. Receive City Council calendar for March 2021 (City Clerk)
2. Approve City Council meeting minutes of February 11, 2021 Special Meeting and February 16, 2021 Regular Meeting (City Clerk)
3. Adopt a Resolution Authorizing the Purchasing Agent to Purchase Six (6) Police Vehicles through a Cooperative Procurement Contract with Sourcewell from the National Auto Fleet Group for a Total Amount of \$253,821.30 (Captain Frank Morales)
4. Report on Bids and Award of Construction Contract to Johnson Controls Fire Protection LP in the amount of \$138,480.00 for the City Hall Fire Suppression System Repairs Project. (Tony Ndah)

PUBLIC HEARING

5. Adopt a Resolution – Weed Abatement (Albert Zamora)

COMMUNITY DEVELOPMENT

6. Milpitas Metro Plan update – Parks/Trails/Streetscape/infrastructure (Ned Thomas)
7. General Plan – Annual Progress Report to HCD (Ned Thomas)

COMMUNITY SERVICES

8. Park Master Plan Fee and Cost Recovery Presentation (Steve Erickson)

LEADERSHIP

9. Prioritization of Additional Work Plan Items (Ashwini Kantak / Walter C. Rossmann)
10. Introduction to Responsible Construction Ordinance Minor Clean-Up (Chris Diaz)

REPORTS

11. Review list of Future Agenda Items Requested by City Councilmembers (Mayor & CC / City Clerk)

PREVIEW NEXT AGENDA

12. Preview list of items for March 16, 2021 (City Clerk)