



REGULAR MEETING OF THE MILPITAS CITY COUNCIL

AGENDA

TUESDAY, JANUARY 17, 2023

CITY COUNCIL CHAMBERS, 455 E CALAVERAS BLVD, 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 408-586-2400

Para sa Tagalog, tumawag sa 408-586-3051

Para español, llame 408-586-3072

The City Council meeting is held in the City Council Chamber at City Hall, 455 E. Calaveras Blvd., Milpitas and via teleconference/Zoom webinar.

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.milpitas.gov/youtube>

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

PUBLIC COMMENT INSTRUCTIONS

Oral public comments may be provided live during the City Council meeting in person or by registering for the zoom meeting in advance. To register you will need to provide an email address (not disclosed) and a name. To minimize technical difficulties, please make sure that you have the latest version of the Zoom Application. Below is the link to register for this meeting only:

https://ci-milpitas-ca-gov.zoom.us/webinar/register/WN_Ra4KGq7KR3SFye8QMsHuUw

After you register a link will be sent to you to join the City Council meeting in order to give your comments. All Zoom meeting attendees who wish to speak must click on the "raise hand" icon when the Mayor calls for public comments. If participating via phone, dial *9 to use the "raise hand" feature, and when called to speak, dial *6 to unmute your phone. Your phone number will be displayed in the live meeting. The Mayor will call speakers by name to address the City Council.

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.

NOTE: If a member of the public wishes to share any presentation materials for Council consideration, they must be submitted to the Clerk's Office by email to CityClerk@milpitas.gov by 12:00 p.m. on the day of the meeting. No presentations will be accepted in person in the Council Chambers.

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 Defendant

Anil Kumar Bhatnagar v. City of Milpitas, et al. Santa Clara Superior Court case no. 20CV369408

(b) CONFERENCE WITH LEGAL COUNSEL – EXISTING LITIGATION

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

City as Plaintiff

County Sanitation District 2-3, et al. v. The City of San Jose, et al. Santa Clara Superior Court case no. 18CV325480

(c) CONFERENCE WITH LEGAL COUNSEL – EXISTING LITIGATION

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

City as Defendant

Gene Smith v. City of Milpitas, WCAB nos. ADJ9910212, ADJ10230698, ADJ10230699, and ADJ12410959

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 (Councilmember Lien)

INVOCATION (Vice Mayor Chua)

PRESENTATIONS (7:05 PM)

- Martin Luther King, Jr. Day Proclamation

PUBLIC FORUM (7:10 PM)

Members of the public are invited to speak on any item that does not appear on today's agenda. Comments will be limited to three minutes or less at the Mayor's discretion. When called to speak, you are encouraged to state your name for the record. As an item not listed on the agenda, no action can be taken, however the City Council may instruct the City Manager to place the item on a future meeting agenda.

ANNOUNCEMENT OF CONFLICT OF INTEREST AND CAMPAIGN CONTRIBUTIONS

READING OF THE CITY COUNCIL CODE OF CONDUCT (Councilmember Lien)

APPROVAL OF AGENDA

CONSENT CALENDAR (7:20 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 Calendar of Meetings for January and February 2023 (Staff Contact: Suzanne Guzzetta, City Clerk, 408-586-3001)

Recommendation: Receive City Council Calendar of Meetings for January and February 2023.

C2. Approve City Council City Council Special Meeting Minutes of January 10, 2022 (Staff Contact: Suzanne Guzzetta, City Clerk, 408-586-3001)

Recommendation: Approve City Council Special Meeting minutes of January 10, 2022.

C3. Receive the Preview List of Anticipated Items for the Next Regular City Council Meeting (Staff Contact: Suzanne Guzzetta, City Clerk, 408-586-3001)

Recommendation: Receive the list of anticipated agenda items for the next regular City Council meeting.

C4. Receive and Review the List of Agenda Items Requested by City Councilmembers (Staff Contact: Suzanne Guzzetta, City Clerk, 408-586-3001)

Recommendation: Review the list of items that have been requested by City Councilmembers and provide direction to staff as necessary. 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.

C5. Reconfirm Findings and Determinations Under Resolution No. 9165 and Assembly Bill 361 for the Continuation of Virtual Meetings of the City Council and Legislative Bodies (Staff Contact: Michael Mutalipassi, City Attorney, 408-586-3040)

Recommendation: Move to reconfirm findings and determinations under Resolution No. 9165 and Assembly Bill 361 for the continuation of virtual meetings of the City Council and Legislative Bodies.

C6. Adopt a Resolution Granting Acceptance of Public Improvements and Approve a Reduction of the Faithful Performance Bond for Parkside – Tarob Court Project, Phase 1 Residential Project and Grant Authorization to the City Engineer to Release the Performance Bond after the One-Year Warranty Period (Staff Contact: Roberto Alonzo, Principal Civil Engineer, 408-586-3316)

Recommendation: Adopt a resolution granting acceptance of the completed public improvements for the Parkside – Tarob Court Project, Phase 1 Residential Project as shown on Public Improvement Plans No. 2-1234; and approve a reduction in the faithful performance bond to \$35,900.00, which is 10% of the security's original value which shall be in effect for the duration of the warranty period; and grant 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 Engineering Director/City Engineer and find a CEQA exemption.

C7. Adopt a Resolution Granting Acceptance of Public Improvements and Approve a Reduction of the Faithful Performance Bond for the Finch Hollow Residential Project and Grant Authorization to the City Engineer to Release the Performance Bond after the One-year Warranty Period (Staff Contact: Roberto Alonzo, Principal Civil Engineer, 408-586-3316)

Recommendation: Adopt a resolution granting acceptance of the completed public improvements for the Finch Hollow Residential Project as shown on Public Improvement Plans No. 2-1336; and approve a reduction in the faithful performance bond to \$122,000.00, which is 10% of the security's original value which shall be in effect for the duration of the warranty period; grant authorization to the City Engineer to release the performance bond after the one-year warranty period without further City Council action provided that all required warranty work is completed to the satisfaction of the Engineering Director/City Engineer; and find a CEQA exemption.

C8. Waive the Second Reading and Adopt Ordinance No. 38.852 Amending Section 13 of Chapter 10, Title XI of the Milpitas Municipal Code Relating to Accessory Dwelling Units (ADUs) and Junior Accessory Dwelling Units (JADUs) for consistency with recent changes to state ADU law

(Assembly Bill 2221 and Senate Bill 897) (Staff Contact: Ned Thomas, Planning Director, 408-586-3273)

Recommendation: Move to waive the second reading and adopt Ordinance No. 38.852 amending Section 13 of Chapter 10, Title XI of the Milpitas Municipal Code Relating to Accessory Dwelling Units (ADUs) and Junior Accessory Dwelling Units (JADUs) for consistency with recent changes to state ADU law (Assembly Bill 2221 and Senate Bill 897), and find a CEQA exemption.

C9. Approve and Authorize the City Manager to Execute a Professional Services Agreement with Lisa Wise Consulting, Inc. for Comprehensive Zoning Ordinance Update Services for the Not-to-Exceed Amount of \$879,515.00 (Staff Contact: Ned Thomas, Planning and Neighborhood Services Director, 408-586-3273)

Recommendation: Approve and authorize the City Manager to execute a Professional Services Agreement with Lisa Wise Consulting, Inc., for Comprehensive Zoning Update Services for the not-to-exceed amount of \$879,515.00 and find a CEQA exemption.

C10. Consider Kiwanis Club of Milpitas Fee Waiver Request (Staff Contact: Renee Lorentzen, Recreation and Community Services Director, 408-586-3409)

Recommendation: Approve a Fee Waiver of \$900.00 for the Kiwanis Club of Milpitas Foundation's 19th Annual MUSD Crab Feed and Auction Event scheduled for February 3, 2023.

C11. Authorize and Approve Travel to Carlsbad, CA for City Manager Steve McHarris to Attend the Annual League of California Cities *City Managers Conference* to be held on February 8 – 10, 2023 (Staff Contact: Ashwini Kantak, Assistant City Manager, 408-586-3053)

Recommendation: Authorize and approve travel to Carlsbad, CA for City Manager Steve McHarris to attend the Annual League of California Cities City Managers Conference scheduled on February 8 – 10, 2023 for an estimated not-to-exceed amount of \$1,700.00 budgeted under Conferences/Trainings allocation for the City Manager's Office.

PUBLIC HEARINGS (7:25 PM)

Members of the public may be allotted up to three (3) minutes or less at the Mayor's discretion, to comment on any public hearing item. Applicants/Appellants and their representatives may be allotted up to a total of ten (10) minutes for opening statements and up to a total of five (5) minutes maximum for closing statements. Items requested/recommended for continuance are subject to Council's consent at the meeting.

12. Conduct a Public Hearing and Adopt Ordinance No. 65.153 Adopting by Reference the 2022 California Energy Code; and Adopt Ordinance No. 65.154 Adopting by Reference the 2022 California Green Building Standards Code with Amendments (Staff Contact: Bill Tott, Building Official, 408-586-3263)

Recommendation: (1) Open the public hearing, hear testimony, then move to close the public hearing; (2) Waive the second reading, find a CEQA exemption, and adopt Ordinance No. 65.153 amending Chapter 11 of Title II of the Milpitas Municipal Code adopting by reference the 2022 California Energy Code; and (3) Waive the second reading, find a CEQA exemption, and adopt Ordinance No. 65.154 amending Chapter 19 of Title II of the Milpitas Municipal Code adopting by reference the 2022 California Green Building Standards Code with amendments.

LEADERSHIP AND SUPPORT SERVICES (8:00 PM)

13. Receive Report on 2023 Citywide Community Engagement Survey (Staff Contact: Ashwini Kantak, Assistant City Manager, 408-586-3053; and Charmaine Angelo, Public Information Officer, 408-586-3055)

Recommendation: Receive a report on results of the 2023 Citywide Community Engagement Survey.

14. Adopt a Resolution Appointing Glen Campi as Extra Help Public Works Manager (Staff Contact: Christian Di Renzo, Public Works Director; and Liz Brown, Interim Human Resources Director, 408-586-3086)

Recommendation: Adopt a resolution appointing Glen Campi as Extra Help Public Works Manager in accordance with California Government Code Sections 7522.56 and 21224 and approve and authorize the City Manager to execute an employment agreement with Glen Campi.

ANNOUNCEMENTS AND FUTURE AGENDA ITEMS (9:00 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. 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 whether to move the item forward. If a majority of the City Council agrees to move the item forward, the City Manager shall place the item on a future agenda.

ADJOURNMENT (9:05 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: mmutalipassi@milpitas.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.milpitas.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.milpitas.gov/government/council/agenda_minutes.asp (select meeting date)

APPLY TO SERVE ON A CITY COMMISSION

Commission application forms are available online at www.milpitas.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 CityClerk@milpitas.gov prior to the meeting. You may request a larger font agenda.

December 2022						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Milpitas City Council Calendar

January 2023

February 2023						
S	M	T	W	Th	F	S
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

Item # C1.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 	2 CITY OBSERVED HOLIDAY CITY OFFICES CLOSED	3	4 2:00 PM-Housing Council Subcommittee (AP/EC) - CANCELLED 7:00 PM-Community Advisory Commission (EC) - CANCELLED	5 5:30 PM-Milpitas Chamber of Commerce Board (EC)	6 10:00 AM-Housing Council Subcommittee (AP/EC) – Virtual Mtg	7
8	9 4:30 PM-Economic Development and Trade Commission 7:00 PM-Parks, Recreation & Cultural Resources Commission (CM)	10 4:00 PM-HOPE Suicide Prevention Task Force 5:30 PM-Special City Council	11 Tent: 2:00 PM-Santa Clara VTA Monthly Briefing - Northeast Group (Santa Clara) 7:00 PM-Planning Commission 7:00 PM-Silicon Valley Clean Energy Board of Directors (Cupertino)	12 4:00 PM-Santa Clara VTA Policy Advisory Committee 4:00 PM-Treatment Plant Advisory Committee (San Jose) 5:30 PM-Santa Clara VTA Board of Directors 7:00 PM-Youth Advisory Commission	13 *4:30 PM-City Council Finance Subcommittee	14  6:00 PM-Lunar New Year Celebration
15	16  MARTIN LUTHER KING JR. BIRTHDAY CITY OFFICES CLOSED	17 6:00 PM-Closed Session 7:00 PM-City Council	18 6:00 PM-Energy and Environmental Sustainability Commission (EC)	19 4:00 PM-VTA Policy Advisory Committee (EC/AP) 6:30 PM-Bay Area Water Supply Conserv Agency (Burlingame Comm. Center – Sequoia Room) (CM) 7:00 PM-Public Safety and Emergency Preparedness Commission (HL)	20	21
Jan. 18 – 20 League of CA Cities New Mayors and Council Members Academy (Council/City Manager)						
22	23 7:00 PM-Arts Commission (AP) 7:00 PM-Library and Education Commission (Milpitas Public Library) (EC)	24 5:30 PM-Special City Council – Housing Element	25 7:00 PM-Planning Commission	26 9:00 AM-City Council Retreat (Sonesta Hotel, 777 Bellew Drive, Korbell Room)	27	28
29	30 5:30 PM-CEDAW Task Force (CM)	31 5:30 PM-City Council FY2023-24 Budget Study Session (Senior Center)				

*Finance Subcommittee will only meet as needed

January 2023						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Milpitas City Council Calendar

February 2023

March				Item # C1.			
S	M	T	W	1	2	3	4
5	6	7	8	9	10	11	12
12	13	14	15	16	17	18	19
19	20	21	22	23	24	25	26
26	27	28	29	30	31		

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



SPECIAL MEETING OF THE MILPITAS CITY COUNCIL

Item # C2.

MINUTES

TUESDAY, JANUARY 10, 2023

CITY COUNCIL CHAMBERS, 455 E CALAVERAS BLVD, MILPITAS, CA

The City Council of the City of Milpitas convened in a Special Meeting of the Milpitas City Council on January 10, 2023, in the City Council Chamber at City Hall, 455 E. Calaveras Blvd., Milpitas, and via teleconference/ Zoom webinar.

CALL MEETING TO ORDER by Mayor and ROLL CALL by City Clerk

Mayor Montano called the Special City Council meeting to order at 5:32 PM. Roll Call was taken by City Clerk Guzzetta.

PRESENT: Mayor Montano, Vice Mayor Chua, Councilmembers Barbadillo, Lien, and Phan.

ABSENT: None

PLEDGE OF ALLEGIANCE

Vice Mayor Chua led the Pledge of Allegiance.

INVOCATION

Vice Mayor Chua presented the invocation.

PUBLIC FORUM

There were no public speakers.

City Attorney Mutalipassi announced that roll call would be conducted in alphabetical order as detailed in Robert's Rules of Order and according to the direction specified in the City Council Handbook.

ANNOUNCEMENT OF CONFLICT OF INTEREST AND CAMPAIGN CONTRIBUTIONS

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

READING OF THE CITY COUNCIL CODE OF CONDUCT

Vice Mayor Chua read the Code of Conduct.

APPROVAL OF AGENDA

Motion: to approve the January 10, 2023 Special Meeting Agenda

Motion/Second: Vice Mayor Chua / Councilmember Barbadillo

Motion carried by the following:

AYES: Councilmembers Barbadillo, Lien, Phan, Vice Mayor Chua, and Mayor Montano

NOES: None

CONSENT CALENDAR

Motion: to pull Item C7 from the Consent Calendar

Motion/Second: Councilmember Lien / Councilmember Phan

Motion carried by the following:

AYES: Councilmembers Barbadillo, Lien, Phan, Vice Mayor Chua, and Mayor Montano

NOES: None

Motion: to approve the Consent Calendar, pulling Item C7.

Motion/Second: Vice Mayor Chua / Councilmember Barbadillo

Motion carried by the following:

AYES: Councilmembers Barbadillo, Lien, Phan, Vice Mayor Chua, and Mayor Montano

NOES: None

C1. Receive City Council Calendar of Meetings for January 2023 (Staff Contact: Suzanne Guzzetta, City Clerk, 408-586-3001)

Received City Council Calendar of Meetings for January 2023.

C2. Approve City Council City Council Regular Meeting Minutes of December 20, 2022 (Staff Contact: Suzanne Guzzetta, City Clerk, 408-586-3001)

Approved City Council Regular Meeting minutes of December 20, 2022.

C3. Receive the Preview List of Anticipated Items for the Next Regular City Council Meeting (Staff Contact: Suzanne Guzzetta, City Clerk, 408-586-3001)

Received the list of anticipated agenda items for the next regular City Council meeting.

C4. Receive and Review the List of Agenda Items Requested by City Councilmembers (Staff Contact: Suzanne Guzzetta, City Clerk, 408-586-3001)

Reviewed the list of items that have been requested by City Councilmembers and provided direction to staff as necessary.

C5. Authorize and Approve Travel to Sacramento, CA for the Entire City Council and City Manager Steve McHarris to Attend the Annual League of California Cities *New Mayors & Council Members Academy* to be Held on January 18 – 20, 2023 (Staff Contact: Ashwini Kantak, Assistant City Manager, 408-586-3053)

Authorized and approved travel to Sacramento, CA for the entire City Council to attend the Annual League of California Cities New Mayors & Council Members Academy scheduled on January 18 – 20, 2023 for a total combined estimated not-to-exceed amount of \$6,500.00 budgeted under Conferences/Trainings allocation for the City Council; and authorized and approved travel to Sacramento, CA for City Manager Steve McHarris to attend the Annual League of California Cities New Mayors & Council Members Academy scheduled on January 18 – 20, 2023 for an estimated not-to-exceed amount of \$1,400.00 budgeted under Conferences/Trainings allocation for the City Manager's Office.

C6. Adopt a Resolution to Ratify the Emergency Proclamation of the City Manager of January 4, 2023 (Staff Contact: Ashwini Kantak, Assistant City Manager, 408-586-3056)

Adopted **Resolution No. 9210** to ratify the City of Milpitas Emergency Proclamation signed on January 4, 2023, by City Manager regarding a severe weather event.

C7. Consider Mayor's Appointments of City Councilmembers as Liaisons to City Commissions, City Subcommittees, and Outside Agency Boards and Committees (Contact: Mayor Carmen Montano, 408-586-3024)

Pulled from Consent Calendar.

LEADERSHIP AND SUPPORT SERVICES

8. Approve the Prioritization of Additional Workplan Items City Council Policy (Staff Contact: Ashwini Kantak, Assistant City Manager, 408-586-3053)

Approved the Prioritization of Additional Workplan Items City Council Policy.

Assistant City Manager Kantak presented the report.

There were the following public speakers:

1. Voltaire Montemayor

Vice Mayor Chua asked for the policy to include that requests from former councilmembers be removed unless a current councilmember wants to advocate for the item.

Councilmember Lien made a motion: to approve the prioritization policy with the caveat of not adding any new items until the next quarterly review by Council.

Mayor Montano advocated for removing requests from former members of the City Council.

Vice Mayor Chua suggested adding a method to the policy to implement high priority initiatives for the Council that will benefit residents immediately, asked to consider adding a 3.5 to the policy where council would be the decision-making body regarding workload, and asked to continue the current method of reporting rather than quarterly reporting. Assistant City Manager Kantak suggested setting aside a fund as part of the budget for items considered high priority by the entire City Council.

Councilmember Lien noted that there is a motion on the floor to approve the Prioritization of Additional Workplan Items City Council Policy, not removing items from former Council from the list, and not adding to the list until the quarterly review in February. Councilmember Phan seconded the motion.

City Attorney Mutalipassi restated the motion: to accept the prioritization policy with the caveat that nothing further will be added to the list until the review in February, and asked if Councilmember Lien would consider adding the following friendly amendments to the motion as proposed by Vice Mayor Chua:

1. The prioritization list will continue to appear on each agenda as a consent item,
2. Direct staff that at the January 31st Budget Study Session bring proposals for:
 - a. A fund that high priority, but major workplan items can be accomplished faster than quarterly
 - b. Clarify how a major workplan item can gain immediate priority including possibly adding a 3.5 to the procedure to determine how this prioritization occurs.
3. Remove all items added by previous councilmembers but allow current councilmembers to sponsor those items in order to return them to the list.

Councilmember Lien and Councilmember Phan accepted the amendments to the motion.

Motion/Second: Councilmember Lien / Councilmember Phan

Motion carried by the following:

AYES: Councilmembers Barbadillo, Lien, Phan, Vice Mayor Chua..

NOES: Mayor Montano

9. Accept Staff Report about Response to Severe Weather Event on January 4-5, 2023 (Staff Contact: Ashwini Kantak, Assistant City Manager, 408-586-3056)

Assistant City Manager Kantak presented the report, joined by Police Chief Hernandez, Interim Fire Chief Stelling, Public Works Director Di Renzo, Recreation and Community Services Director Lorentzen, and Public Information Officer Angelo.

Mayor Montano called a recess at 6:40 PM. The City Council reconvened at 6:44 PM.

There were the following public speakers:

1. Voltaire Montemayor

ITEMS PULLED FROM CONSENT CALENDAR

C7. Consider Mayor's Appointments of City Councilmembers as Liaisons to City Commissions, City Subcommittees, and Outside Agency Boards and Committees (Contact: Mayor Carmen Montano, 408-586-3024)

After discussion, motion: to confirm the Mayor's appointments of City Council members as liaisons to City Commissions, City Subcommittees, and outside agencies, boards and committees.

Motion/Second: Councilmember Barbadillo / Vice Mayor Chua

Motion carried by the following:

AYES: Councilmembers Barbadillo, Lien, Vice Mayor Chua, Mayor Montano

NOES: Councilmember Phan

ANNOUNCEMENT OF CONFLICT OF INTEREST AND CAMPAIGN CONTRIBUTIONS

Mayor Montano announced attending the Vietnamese Soccer League and thanked Police, Firefighters and Staff for their response to the storm.

Vice Mayor Chua introduced a video from the TDK ribbon cutting for their new facility in Milpitas, CA and announced that the City received a \$3 million grant to convert households from gas to electric.

ADJOURNMENT

Mayor Montano adjourned the meeting at 7:22 PM .

Draft meeting minutes submitted by City Clerk, Suzanne Guzzetta

TENTATIVE CITY COUNCIL AGENDA ITEM LIST

Item # C3.

as of 1/13/2023

February 7, 2023 – Regular Meeting

CLOSED SESSION

INVOCATION (Vice Mayor Chua)

PRESENTATION

CONSENT CALENDAR

1. Receive City Council calendar for February 2023 (City Clerk)
2. Approve City Council Meeting minutes of January 17, 2023 (City Clerk)
3. Preview list of items for February 21, 2023 (City Clerk)
4. Councilmember Request List (City Clerk)
5. Reconfirm Findings AB361 (City Attorney)
6. Weed Abatement (Fire Prevention)
7. Adopt a Resolution to Declare the End of the Local Emergency Related to the Severe Weather Event (City Manager)

PUBLIC HEARING

8. Adoption of Metro Area Specific Plan and EIR (Planning)
9. 675 Tradezone / 1951 Tarob Court Toll Brothers 78-Units Site Development Permit, Conditional Use Permit, and Tentative Map (Planning)

COMMUNITY DEVELOPMENT

COMMUNITY SERVICES

10. Street Sweeping Program Update (Public Works)

PUBLIC SAFETY

LEADERSHIP

11. Review List of Additional Workplan Item Requests from Individual Councilmembers and Provide Direction to Staff, Through the Prioritization Process (City Manager)

REPORTS

**MILPITAS CITY COUNCIL
AGENDA ITEM REQUESTS**

Item # C4.

OPEN ITEMS				
Request No.	Topic	Submitted by:	Date Requested	STATUS and/or DATE scheduled on City Council meeting agenda:
1	Prepare a brief summary of previous Council action related to Sunnyhills from the first renewal to present day	Barbadillo	12/20/2022	Information memorandum sent by City Manager 12/29/2022
2	Look into the impact of and how the City can compensate for the massive number of layoffs in the Bay Area. Staff consider how the City can help residents affected by layoffs, reach out to those affected and show them city programs.	Chua	12/6/2022	Referred to Economic Development and Trade Commission
3	Staff explore eliminating or waiving the fee for the gym at the Milpitas Senior Center	Chua	10/18/2022	Staff will evaluate this item consistent with the Recreation and Community Service Cost Recovery City Council Policy and bring it back to Council for consideration as part of approval of the FY 2023-24 Proposed Master Fee Schedule.
4	City Attorney or City Manager draft a written policy regarding foreign language spoken at the dais	Chua	9/20/2022	Item will be brought forward as part of the next City Council additional workplan items prioritization in February
5	City Manager to look into defining either a standalone teen center or updating information to indicate the Senior Center also functions as a Teen Center	Chua	9/20/2022	Item will be brought forward as part of the next City Council additional workplan items prioritization in February
6	Schedule an additional ADU workshop	Chua	9/6/2022	Staff is evaluating this request
7	City Manager to look into underutilized areas of parks or a portion of parks not being used and develop for use in the future.	Chua	8/16/2022	Item will be brought forward as part of the next City Council additional workplan items prioritization in February
8	Discuss converting vacant lot that was a basketball court into a community garden at Vasona and Adobe	Montano	8/16/2022	Item will be brought forward as part of the next City Council additional workplan items prioritization in February
9	City Manager look into implementing a workshop for small businesses on the bidding process for projects in the city	Chua	8/9/2022	Item will be brought forward as part of the next City Council additional workplan items prioritization in February
10	Quarterly or Monthly crime statistics on Homekey Project	Chua	6/7/2022	PD will present quarterly reports starting on November 15, 2022.
11	Request for Crossing Guards at McCandless and Montague Expressway and review wages for Crossing Guards	Montano	4/5/2022	Staff is in the middle of a citywide traffic study, which includes school aged pedestrian counts around schools in the City including the McCandless and Montague Expressway intersection.

ACTIVE ITEMS				
Request No.	Topic	Submitted by:	Date Requested	STATUS and/or DATE scheduled on City Council meeting agenda:
12	Establish a SPAR fund modelled after the City of Mountain View - sets asides moneys for opportunities to buy real estate	Montano	6/7/2022	Discussed at Spring Quarterly City Council Workplan Items Prioritization Discussion; Approved to move forward during Summer Quarterly City Council Workplan Items Prioritization Discussion on 9/06/2022
13	Memorial Plaque in honor of youth skateboarder that passed away	Montano	6/7/2022	Discussed at Spring Quarterly City Council Workplan Items Prioritization Discussion; Approved to move forward during Summer Quarterly City Council Workplan Items Prioritization Discussion on 9/06/2022

**MILPITAS CITY COUNCIL
AGENDA ITEM REQUESTS**

Item # C4.

Request No.	Topic	Submitted by:	Date Requested	STATUS and/or DATE scheduled on City Council meeting agenda:
14	Prepare Vision Zero Action Plan	Tran	6/7/2022	Discussed at Spring Quarterly City Council Workplan Items Prioritization Discussion; Approved to move forward during Summer Quarterly City Council Workplan Items Prioritization Discussion on 9/06/2022; Item will be brought forward for funding for Council consideration as part of the FY 2023-24 budget process.
15	Explore the policy for locking mechanisms on shopping carts for large commercial businesses	Tran	4/19/2022	Discussed at Spring Quarterly City Council Workplan Items Prioritization Discussion; Approved to move forward during Summer Quarterly City Council Workplan Items Prioritization Discussion on 9/06/2022
16	Explore an ordinance or policy to reduce thefts and increase security in the commercial retail parking areas	Chua	4/5/2022	Discussed at Spring Quarterly City Council Workplan Items Prioritization Discussion; Approved to move forward during Summer Quarterly City Council Workplan Items Prioritization Discussion on 9/06/2022
17	Create a plan for future solar paneling at City facilities	Montano	3/1/2022	Discussed at Spring Quarterly City Council Workplan Items Prioritization Discussion; Approved to move forward at the 5/03/2022 meeting; Discussed at the May 10 budget meeting and approved funding of \$25,000 in the 2022-23 budget
18	Evaluate reopening the childcare center with a non-profit organization running the center	Montano	2/1/2022	Approved during Spring Quarterly City Council Workplan Items Prioritization Discussion on 5/03/2022.
19	Requested an appropriation in an amount not to exceed \$250,000 to procure a contract to address the streetlights that are pending fieldwork.	Tran	2/1/2022	At this time, staff has sufficient Council approved resources to address the remaining streetlight outages; however, will bring relevant actions for Council consideration, if needed.
20	Explore a lease for the vacant land adjacent to the Library for City use	Tran	1/18/2022	Discussed at Spring Quarterly City Council Workplan Items Prioritization Discussion; Approved to move forward at the 5/03/2022 meeting;
21	Staff to look into mural Art on Great Mall Parkway on the VTA owned Light rail pillars	Montano	11/16/2021	Discussed at Spring Quarterly City Council Workplan Items Prioritization Discussion; Approved at the 5/03/2022 meeting; discussed funding at the 5/10/2022 budget meeting and approved \$100,000 of funding for one site
22	Request for the City to make the temporary third-party food deliver fee caps permanent and add additional provisions for enforcement	Phan	11/16/2021	Discussed at Spring Quarterly City Council Workplan Items Prioritization Discussion; Approved to move forward at the 5/03/2022 meeting
23	Have a picture of Albert Vogel Sr. put up in the Senior Center	Montano	10/19/2021	Approved to move forward at the 1/11/2022 Council meeting; Staff engaged the artist of the existing mural regarding this Council approved item.
24	Requested the City extend the outdoor dining options through March of next year	Phan	9/21/2021	Planning Director to provide information on current outdoor dining extension

**MILPITAS CITY COUNCIL
AGENDA ITEM REQUESTS**

Item # C4.

Request No.	Topic	Submitted by:	Date Requested	STATUS and/or DATE scheduled on City Council meeting agenda:
25	Include a bust of Maria Lemire on the Mural in front of the Senior Center	Montano	8/17/2021	Approved to move forward at the 1/11/2022 Council meeting; Staff engaged the artist of the existing mural regarding this Council approved item.
26	Look into opening up the Senior Center on Saturdays for half a day	Chua	8/5/2021	This three-month pilot was kicked off on Saturday Sept. 10. Per the Information Memorandum issued on Nov. 22, 2022, due to the success of the Saturday Day hours, the pilot will be extended for the remainder of the current Fiscal Year.
27	Look into bringing back a roller rink	Montano	8/5/2021	Approved to move forward at the 1/11/2022 Council meeting. Funding for the program will need to be prioritized through the FY 22-23 budget process; Discussed at 5/10/2022 budget meeting and approved \$100,000 funding for a two-day event in 2023
28	Staff to create a plan on how to increase the number of local businesses doing business with the City	Chua	4/6/2021	At 8/9/2021 Council meeting, Council voted that this item may have to come back for additional discussion because there may be some legal considerations.
29	Staff to provide information on a landmark policy for the City of Milpitas	Tran	3/16/2021	8/09/2021 Council voted 5-0 to move this item forward; this item will be included for funding consideration in the development of the FY 2023-27 CIP for assessment of historical and cultural resources and development of landmark policy; The funding for the assessment of historical and cultural resources and development of a landmark policy will be included in the 2023-2027 Capital Improvement Program scheduled for adoption on May 3, 2022. This project will be scheduled to begin in FY 2022-23.
30	Amendment to the existing ordinance for third-party food delivery vendor services to prohibit regulatory response fees	Phan	2/16/2021	Agendized for discussion on 3/16/2021, deferred to 4/06/2021; CC direction for City Attorney to prepare a report; At the 11/12/2021 Transportation Subcommittee, the Subcommittee directed to bring back this request to Council as part of the FY 2022-23 budget process.
31	Requested that staff study the placement of a City sign for the Milpitas Police Department and explore the cost of a new sign	Dominguez	1/18/2021	Staff has been working on upgrading signage and landscaping around the Police Department and Public Works Building. Lit-up signs mounted on the building are scheduled to be installed by the end of December 2022

**MILPITAS CITY COUNCIL
AGENDA ITEM REQUESTS**

Item # C4.

Request No.	Topic	Submitted by:	Date Requested	STATUS and/or DATE scheduled on City Council meeting agenda:
32	Ordinance to ban vaping in the City	Montano	12/15/2020	Ordinance regarding a ban on use in certain areas adopted by Council on 6/15/2021. Council received a follow-up presentation from staff on 6/21/22 and provided direction on establishing a local tobacco retail permitting program and regulating tobacco retail locations and the sale of flavored tobacco and electronic cigarette products in Milpitas. Staff is now coordinating with the Santa Clara County Department of Environmental Health (DEH) to set up the program, and those arrangement will be brought back to the Council in early 2023.
33	Consider Community Museum and Park on Main St.	Phan	8/20/2019	to Rules Subcommittee 8/23/2019. Moved to Specific Plan Community Conversation events.



CITY OF MILPITAS AGENDA REPORT (AR)

Item Title:	Reconfirm Findings and Determinations Under Resolution No. 9165 and Assembly Bill 361 for the Continuation of Virtual Meetings of the City Council and Legislative Bodies (Staff Contact: Michael Mutalipassi, City Attorney, 408-586-3040)
Category:	Consent Calendar-Leadership and Support Services
Meeting Date:	1/17/2023
	<u>Recommendation:</u> Move to reconfirm findings and determinations under Resolution No. 9165 and Assembly Bill 361 for the continuation of virtual meetings of the City Council and Legislative Bodies.

Background:

On March 17, 2020, in the face of the COVID-19 pandemic, Governor Gavin Newsom issued Executive Order N-29-20 suspending certain provisions of the Ralph M. Brown Act in order to allow for local legislative bodies to conduct their meetings completely telephonically or by other electronic means.

The provisions in the Brown Act that were suspended by the Governor's Executive Order are contained at Government Code Section 54953(b)(3) and require that when teleconferencing is used, outside of a statewide emergency, that the following occur:

- An agenda is required to be posted at all locations, including any teleconference locations
- Each teleconference location must be identified on the actual agenda
- Each teleconference location shall be accessible to the public
- A quorum of the legislative body must be in the jurisdiction

With the Governor's Executive Order, the four above requirements were suspended, allowing Councilmembers to not have to post an agenda at their teleconference location, not have to identify their location on the meeting agenda, not have to ensure public accessibility at the teleconference location, and the legislative body did not need a quorum present in the jurisdiction. As the Council is well aware, this allowed all City Council meetings and other meetings of legislative bodies of the City to be conducted by Zoom with councilmembers, commission members, committee members, and staff all joining from remote virtual locations.

The suspension of certain provisions of the Brown Act was further extended by the Governor on June 11, 2021 by the issuance of Executive Order N-08-21 which continued to allow for complete virtual meetings until September 30, 2021.

With the expiration of the Governor's Executive Order and the uncertainty that surrounded the Governor's potential recall, the State Legislature also took the remote meeting issue into its own hands through the adoption of Assembly Bill 361, which is explained in more depth in the Analysis section below.

On May 17, 2022, the City Council adopted Resolution No. 9156, making findings that there is an existing State of Emergency and that state or local officials continue to recommend social distancing measures to prevent the spread of COVID-19. In particular, the resolution included reference to Cal-OSHA regulation 3205, which recommends physical distancing in the workplace. By motion and majority vote, the City Council may reconfirm the findings of Resolution No. 9156 and continue to hold virtual meetings pursuant to AB 361.

Analysis:

On September 16, 2021, the Governor signed AB 361, which allows legislative bodies to meet virtually provided there is a state of emergency declared by the Governor, and either (1) state or local officials have imposed or recommended measures to promote social distancing; or (2) the legislative body determines by majority vote that meeting in person would present imminent risks to the health and safety of attendees. The Governor by executive order signed on September 20, 2021, suspended the effective date of AB 361 to October 1, 2021. As a result, if the City desires to have virtual meetings on or after October 1, 2021, it must do so consistent with the requirements of AB 361.

AB 361 preserves many of the provisions of the earlier executive orders, including the suspension of the four teleconferencing requirements noted above, while also adding new requirements to the management of remote and teleconference public meetings in order to better achieve the levels of transparency that the Brown Act demands. Specifically, AB 361 imposes two new rules on remote public meetings:

1. Local governments and agencies hosting teleconference meetings in lieu of traditional in-person public meetings must permit direct public comment during the teleconference and must leave open the opportunity for public comment until the comment period for a given item is closed during the ordinary course of the meeting. The opportunity to make public comment must be of a sufficient duration so as to allow actual public participation.
2. Any action by the governing body during a public teleconference meeting must occur while the agency is actively and successfully broadcasting to members of the public through a call-in option or an internet-based service option. If a technical disruption within the agency's control prevents members of the public from either viewing the meeting of the public agency or prevents members of the public from offering public comment, the agency must cease all action on the meeting agenda until the disruption ends and the broadcast is restored. Action taken during an agency-caused disruption may be challenged as a violation of the Brown Act.

In order to continue to qualify for AB 361's waiver of in-person meeting requirements, the City Council must, within thirty (30) days of its first meeting under AB 361, and every thirty (30) days thereafter, make findings that (a) state or local officials continue to recommend measures to promote social distancing, or that (b) an in-person meeting would constitute an imminent risk to the safety of attendees.

The above conditions continue to exist at this time, and staff recommends that the City Council by motion reconfirm the findings made in Resolution No. 9156 so that the City Council and all other subordinate legislative bodies may continue to meet virtually.

Lastly, it is important to note that AB 361 is optional. If the City Council wishes, it may meet in person. In addition, hybrid meetings are permissible.

Policy Alternatives:

Alternative 1: Do not by motion reconfirm the findings made in the resolution making findings and determinations under Assembly Bill 361 for the continuation of virtual meetings.

Pros: None

Cons: Many of the existing Commission, Committee, and Task Force meetings will not be able to meet virtually or through a hybrid format forcing all staff, commission or committee members, and the public to attend meetings in person.

Reason not recommended: The COVID-19 pandemic continues to be a global health issue and by forcing commission, committee, and task force meetings to be in person, public health may be put at risk.

Fiscal Impact:

The City Council's reconfirmation of the findings made in the resolution to continue with virtual meetings will maintain the status quo and no financial impact is anticipated by the reconfirmation of the findings.

California Environmental Quality Act:

The City Council's reconfirmation of the findings made in the resolution is not a project under the California Environmental Quality Act (CEQA) Guideline 15378(b)(5) as it constitutes an organizational or administrative activity of the government that will not result in direct or indirect physical changes in the environment. Further, virtual meetings are likely to reduce certain impacts associated with vehicular travel related to in-person public meetings.

Recommendation:

Move to reconfirm findings and determinations under Resolution No. 9105 and Assembly Bill 361 for the continuation of virtual meetings of the City Council and Legislative Bodies.

Attachment

1. Resolution 9165

RESOLUTION 9165

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MILPITAS MAKING FINDINGS AND DETERMINATIONS UNDER AB 361 FOR THE CONTINUATION OF VIRTUAL MEETINGS

WHEREAS, the Ralph M. Brown Act (Gov. Code § 54950 *et seq.*) generally requires local agencies meeting via teleconference, including through other virtual or electronic means, to, among other things, provide public access at each location in which members of the legislative body are teleconferencing; and

WHEREAS, the Legislature recently enacted Assembly Bill 361 (AB 361), which amended Government Code section 54953 to allow local agencies to meet fully virtually, without fully adhering to the rules otherwise applicable to teleconferencing, during a proclaimed state of emergency if state or local officials have imposed or recommended measures to promote social distancing; and

WHEREAS, the Governor issued a proclamation declaring a state of emergency on March 4, 2020 due to the COVID-19 pandemic, pursuant to section 8625 of the California Emergency Services Act, and this proclaimed state of emergency currently remains in effect; and

WHEREAS, the City Council of the City of Milpitas has considered the circumstances of the state of emergency; and

WHEREAS, state or local officials continue to recommend measures to promote social distancing to prevent the spread of COVID-19, in particular, Cal-OSHA regulation 3205 recommends physical distancing in the workplace generally and regulates a “close contact” defined as being within 6 feet of another under certain circumstances; and

WHEREAS, in order to continue to impose social distancing while holding in-person meetings there is a high likelihood that members of the public would not all be able to be present in the meetings spaces; and

WHEREAS, the continuation of virtual meetings will allow for full participation by members of the public until social distancing recommendations are no longer necessary; and

WHEREAS, the City Council of the City of Milpitas desires that all City legislative bodies continue to hold virtual meetings pursuant to AB 361 and Government Code section 54953(e).

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 Council and all other legislative bodies of the City of Milpitas who are required to hold public meetings, shall continue to meet virtually in accordance with Government Code section 54953(e) and without compliance with section 54953(b)(3) based upon the findings and determinations hereby made by the City Council.

PASSED AND ADOPTED this 7th day of June 2022, by the following vote:

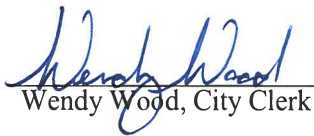
AYES: (5) Mayor Tran, Vice Mayor Montano, Councilmembers Chua, Dominguez, and Phan

NOES: (0) None

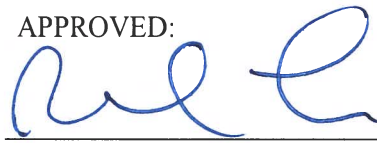
ABSENT: (0) None

ABSTAIN: (0) None

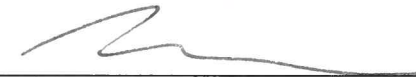
ATTEST:


Wendy Wood, City Clerk

APPROVED:


Rich Tran, Mayor

APPROVED AS TO FORM:


Michael Mutalipassi, City Attorney



CITY OF MILPITAS AGENDA REPORT (AR)

Item Title:	Adopt a Resolution Granting Acceptance of Public Improvements and Approve a Reduction of the Faithful Performance Bond for Parkside – Tarob Court Project, Phase 1 Residential Project and Grant Authorization to the City Engineer to Release the Performance Bond after the One-Year Warranty Period (Staff Contact: Roberto Alonzo, Principal Civil Engineer, 408-586-3316)
Category:	Consent Calendar-Community Development
Meeting Date:	1/17/2023
	<u>Recommendation:</u> Adopt a resolution granting acceptance of the completed public improvements for the Parkside – Tarob Court Project, Phase 1 Residential Project as shown on Public Improvement Plans No. 2-1234; and approve a reduction in the faithful performance bond to \$35,900.00, which is 10% of the security's original value which shall be in effect for the duration of the warranty period; and grant 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 and find a CEQA exemption.

BACKGROUND:

On April 3, 2018, the City Council approved the Subdivision Improvement Agreement for Parkside – Tarob Court Residential project (Project). The Project is on a 2.81-acre site located at 1980 Tarob Court within the Transit Area Specific Plan area. The Project will be completed in three Phases. Phase 1 has been completed and public improvements constructed for the city include curb, gutters; sidewalk; driveway aprons; storm water treatment facilities; utilities; streetlights; landscaping; and other miscellaneous items of work along Tarob Court. Project Phase 2 (1992 Tarob Court) and Phase 3 (551 Lundy Place) are currently under construction with completion dates expected within 12 months.

ANALYSIS:

The Developer, Toll West Coast, LLC, has successfully completed all required public improvements for the first project phase (Phase 1) in accordance with the City approved public improvement plans. The completed public improvements are now ready for acceptance by the City Council and commencement of the 1-year warranty period. Staff recommends the City Council adopt a Resolution (attached) granting acceptance of the public improvements, and to approve a reduction of the performance bond to \$35,900.00, which is 10% of the security's original value, and grant 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.

POLICY ALTERNATIVE(S):

Alternative 1:

Not approve resolution granting acceptance of public improvements including the reduction of the performance bond.

Pros: None

Cons: Not granting acceptance of public improvements would limit public use of improvements and does not promote orderly completion and closeout of the Project and would be in conflict with the City's obligation under the Projects Subdivision Improvement Agreement.

Reason for Not Recommending: Granting acceptance of public improvements would allow public use of sidewalk improvements and allows for the completion and closeout of the Project. Staff recommends adoption of the resolution granting acceptance of public improvements.

FISCAL IMPACT:

Public improvements completed as part of the Project's first phase (Phase 1) will be perpetually owned and maintained by the city following acceptance by the City Council and completion of the 1-year warranty period. The Public Works Department will be responsible for maintenance of the improvements and any required additional funding for ongoing maintenance will be requested through future budget appropriations as the Council adopts the annual operating budget for the Public Works Department.

California Environmental Quality Act (CEQA):

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. Further, environmental analysis of the construction of public improvements was analyzed at the time the overall project, including the Subdivision Improvement Agreement was considered and approved by the City Council

RECOMMENDATION:

Adopt a resolution granting acceptance of the completed public improvements for the Parkside – Tarob Court Project, Phase 1 Residential Project as shown on Public Improvement Plans No. 2-1234; and approve a reduction in the faithful performance bond to \$35,900.00, which is 10% of the security's original value which shall be in effect for the duration of the warranty period; and grant 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.

Attachment(s):

Resolution

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MILPITAS APPROVING ACCEPTANCE AND REDUCING PERFORMANCE BOND OF PARKSIDE TAROB COURT PHASE 1 SUBDIVISION, TRACT 10421 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 September 20, 2016 approved the plans and specifications for the Parkside Tarob Court Phase 1 Subdivision, Tract No. 10421, (the "Project") to be completed by Toll West Coast, LLC as part of its residential development on 1980 Tarob Court; and

WHEREAS, the City of Milpitas has heretofore entered into a subdivision improvement agreement on April 3rd 2018 with Toll West Coast, LLC, for the Parkside Tarob Court Phase 1 Subdivision; and

WHEREAS, Toll West Coast, LLC, as Principal, and Hartford Fire Insurance Company, as Surety, executed and posted a certain Performance Bond Number 39BSBHS9081 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 the Parkside Tarob Court Phase 1 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 the Parkside Tarob Court Phase 1 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 the Parkside Tarob Court Phase 1 Subdivision, Tract No. 10421, 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 \$35,900.00, 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 referend 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 _____, 2023, by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

ATTEST:

APPROVED:

Suzanne Guzzetta, City Clerk

Carmen Montano, Mayor

APPROVED AS TO FORM:

Michael Mutalipassi, City Attorney



CITY OF MILPITAS AGENDA REPORT (AR)

Item Title:	Adopt a Resolution Granting Acceptance of Public Improvements and Approve a Reduction of the Faithful Performance Bond for the Finch Hollow Residential Project and Grant Authorization to the City Engineer to Release the Performance Bond after the One-year warranty period (Staff Contact: Roberto Alonzo, Principal Civil Engineer, 408-586-3316)
Category:	Consent Calendar-Community Development
Meeting Date:	1/17/2023
	<u>Recommendation:</u> Adopt a resolution granting acceptance of the completed public improvements for the Finch Hollow Residential Project as shown on Public Improvement Plans No. 2-1336; and approve a reduction in the faithful performance bond to \$122,000.00, which is 10% of the security's original value which shall be in effect for the duration of the warranty period; grant authorization to the City Engineer to release the performance bond after the one-year warranty period without further City Council action provided that all required warranty work is completed to the satisfaction of the City Engineer; and find a CEQA exemption.

BACKGROUND:

On December 1, 2020, the City Council approved the Subdivision Improvement Agreement for the Finch Hollow Residential Project (Project) on a 4.88-acre site located at 1005 North Park Victoria Drive. New public improvements constructed by the Project include new private streets; curb, gutters; sidewalk; utilities; streetlights; landscaping; and other miscellaneous items of work.

ANALYSIS:

The Developer, Robson Homes, LLC, has successfully completed all required public improvements for the Project in accordance with the City approved public improvement plans. The public improvements are now ready for City Council acceptance and commencement of the 1-year warranty period. Staff recommends the City Council adopt a Resolution (attached) granting acceptance of the public improvements, to approve a reduction of the performance bond to \$122,000.00, which is 10% of the security's original value, and grant authorization to the City Engineer to release the performance bond after the one-year warranty period without further City Council action provided that all required warranty work is completed to the satisfaction of the City Engineer.

POLICY ALTERNATIVE(S):

Alternative 1:

Not approve a resolution granting acceptance of public improvements including the reduction of the performance bond.

Pros: None

Cons: Not granting acceptance of the completed public improvements would limit use of improvements and would not promote the orderly completion and closeout of the Project. It would be in conflict with the City's obligation under the Subdivision Improvement Agreement.

Reason for Not Recommending: Granting the acceptance of the completed public improvements would allow public use of the improvements and provides for the completion and closeout of the Project as required by the

Subdivision Improvement Agreement. Staff recommends the City Council adopt the resolution granting acceptance of public improvements.

FISCAL IMPACT:

Public Improvements completed as part of this project will be perpetually owned and maintained by the city following acceptance by the City Council and completion of the 1-year warranty period. The Public Works Department will be responsible for maintenance of the improvements and any required additional funding for ongoing maintenance will be requested through future budget appropriations as the Council adopts the annual operating budget for the Public Works Department.

California Environmental Quality Act (CEQA):

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. Further, environmental analysis of the construction of public improvements was analyzed at the time the overall project, including the Subdivision Improvement Agreement was considered and approved by the City Council

RECOMMENDATION:

Adopt a resolution granting acceptance of the completed public improvements for the Finch Hollow Residential Project as shown on Public Improvement Plans No. 2-1336; approve a reduction in the faithful performance bond to \$122,000.00, which is 10% of the security's original value which shall be in effect for the duration of the warranty period; and grant authorization to the City Engineer to release the performance bond after the one-year warranty period without further City Council action provided that all required warranty work is completed to the satisfaction of the City Engineer.

Attachment(s):

Resolution

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MILPITAS APPROVING ACCEPTANCE AND REDUCING PERFORMANCE BOND OF FINCH HOLLOW SUBDIVISION, TRACT 10533 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 January 21, 2020 approved the plans and specifications for the Finch Hollow Subdivision, Tract No. 10533, (the “Project”) to be completed by Robson Homes, LLC as part of its residential development on 1005 North Park Victoria Drive; and

WHEREAS, the City of Milpitas has heretofore entered into a subdivision improvement agreement on December 1st, 2020 with Robson Homes, LLC, for the Finch Hollow Subdivision (Tract No. 10533); and

WHEREAS, Robson Homes, LLC, as Principal, and Endurance Assurance Corporation, as Surety, executed and posted a certain Performance Bond Number EACX4012901 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 the Finch Hollow Subdivision (Tract No. 10533) 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 the Finch Hollow 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 the Finch Hollow Subdivision, Tract No. 10533, 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 \$122,000, 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 referend 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 _____, 2023, by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

ATTEST:

APPROVED:

Suzanne Guzzetta, City Clerk

Carmen Montano, Mayor

APPROVED AS TO FORM:

Michael Mutalipassi, City Attorney



CITY OF MILPITAS AGENDA REPORT (AR)

Item Title:	Waive the Second Reading and Adopt Ordinance No. 38.852 Amending Section 13 of Chapter 10, Title XI of the Milpitas Municipal Code Relating to Accessory Dwelling Units (ADUs) and Junior Accessory Dwelling Units (JADUs) for consistency with recent changes to state ADU law (Assembly Bill 2221 and Senate Bill 897) (Staff Contact: Ned Thomas, Planning Director, 408-586-3273)
Category:	Consent Calendar-Community Development
Meeting Date:	1/17/2023
	<u>Recommendation:</u> Move to waive the second reading and adopt Ordinance No. 38.852 amending Section 13 of Chapter 10, Title XI of the Milpitas Municipal Code Relating to Accessory Dwelling Units (ADUs) and Junior Accessory Dwelling Units (JADUs) for consistency with recent changes to state ADU law (Assembly Bill 2221 and Senate Bill 897), and find a CEQA exemption.

Background:

This Ordinance was introduced at the December 6, 2022 City Council meeting. The Ordinance is now ready for its second reading and adoption.

Fiscal Impact:

None. Amending the Zoning Ordinance is required to ensure consistency with recent changes to state ADU law (Assembly Bill 2221 and Senate Bill 897).

California Environmental Quality Act:

Under California Public Resources Code Section 21080.17, the California Environmental Quality Act (CEQA) does not apply to the adoption of an ordinance by a local government implementing the provisions of Section 65852.2 of the Government Code, which is California's law regulating ADUs and JADUs, as defined by Government Code Section 65852.22. Therefore, the proposed ordinance is statutorily exempt from CEQA in that the proposed ordinance implements the State's ADU law. In addition, the ordinance is statutorily exempt pursuant to CEQA Guidelines Section 15282(h) (adoption of an ordinance regarding second units in a single- or multi-family residential zone).

Recommendation:

Move to waive the second reading and adopt Ordinance No. 38.852 amending Section 13 of Chapter 10, Title XI of the Milpitas Municipal Code Relating to Accessory Dwelling Units (ADUs) and Junior Accessory Dwelling Units (JADUs) for consistency with recent changes to state ADU law (Assembly Bill 2221 and Senate Bill 897), and find a CEQA exemption.

Attachments:

1. Ordinance No. 38.852
2. Exhibit A to Ordinance No. 38.852

REGULAR

Item # C8.

NUMBER: 38.852

TITLE: AN ORDINANCE OF THE CITY COUNCIL OF THE CITY OF MILPITAS AMENDING SECTION 13 ("SPECIAL USES") OF CHAPTER 10 ("ZONING") OF TITLE XI OF THE MILPITAS MUNICIPAL CODE RELATING TO ACCESSORY DWELLING UNITS, AND MAKING FINDINGS OF CEQA EXEMPTION

HISTORY: This Ordinance was introduced (first reading) by the City Council at its meeting of _____, upon motion by _____ and was adopted (second reading) by the City Council at its meeting of _____, upon motion by _____. The Ordinance was duly passed and ordered published in accordance with law by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

ATTEST:

APPROVED:

Suzanne Guzzetta, City Clerk

Carmen Montano, Mayor

APPROVED AS TO FORM:

Michael Mutalipassi, City Attorney

RECITALS AND FINDINGS:

WHEREAS, the City of Milpitas, California (the “City”) is a municipal corporation, duly organized under the constitution and laws of the State of California; and

WHEREAS, the Planning and Zoning Law authorizes cities to act by ordinance to provide for the creation and regulation of accessory dwelling units (“ADUs”) and junior accessory dwelling units (“JADUs”); and

WHEREAS, in September and October of 2022, the California Legislature approved, and the Governor signed into law, Assembly Bill 2221 and Senate Bill 897 (“2022 ADU Laws”), which among other things, amended Government Code sections 65852.2, 65852.22, and 65852.23 to impose new limits on local authority to regulate ADUs and JADUs; and

WHEREAS, the City desires to amend existing provisions in Milpitas Municipal Code section XI-10-13.08 related to the regulation of ADUs and JADUs to comply with the 2022 ADU Laws; and

WHEREAS, Planning Department staff prepared the proposed ordinance, including the proposed language and terminology, and any additional information and documents deemed necessary; and

WHEREAS, the City has prepared Zoning Amendment No. ZA22-0007 (“Amendment”) to modify the City’s Municipal Code, including additions, deletions, and refinements to Section XI-10-13.08 (“Accessory Dwelling Units”); and

WHEREAS, on November 9, 2022, the Planning Commission for the City of Milpitas held a lawfully noticed public hearing to solicit public comment and consider the proposed Amendment, take public testimony, and make a recommendation to the City Council on the project.

NOW, THEREFORE, the City Council of the City of Milpitas does ordain as follows:

SECTION 1. RECORD AND BASIS FOR ACTION

The City Council has duly considered the full record before it, which may include but is not limited to such things as the City staff report, testimony by staff and the public, and other materials and evidence submitted or provided to the City Council. Furthermore, the recitals set forth above are found to be true and correct and are incorporated herein by reference.

SECTION 2. CALIFORNIA ENVIRONMENTAL QUALITY ACT

Under Public Resources Code section 21080.17, the adoption of an ordinance by a city or county implementing the provisions of Government Code sections 65852.1 or 65852.2 and regulating the creation of ADUs and JADUs is statutorily exempt from the requirements of the California Environmental Quality Act (“CEQA”). The Ordinance implements Government Code section 65852.2 and is therefore statutorily exempt.

SECTION 3. GENERAL PLAN CONSISTENCY

State law requires the City to deem accessory dwelling units, as permitted by this Ordinance, to be “a residential use that is consistent with the existing general plan and zoning designation.” (California Government Code §65852.2(a)(1)(C).) Furthermore, the City Council has considered the Planning Commission staff report, which provides a robust analysis demonstrating that this Ordinance is consistent with the General Plan. Therefore, the Council deems this Ordinance to be consistent with the General Plan both in substance and as a matter of law.

SECTION 4. AMENDMENT OF MILPITAS MUNICIPAL CODE TITLE XI, CHAPTER 10

Section 13 (“Special Uses”) Chapters 10 (“Zoning”) of Title XI of the Milpitas Municipal Code is amended and restated as provided in Exhibit “A”, attached hereto and incorporated herein by reference.

Item # C8.

SECTION 5. EFFECTIVE DATE AND POSTING

In accordance with Section 36937 of the Government Code of the State of California, this Ordinance takes effect 30 days from the date of its passage. The City Council hereby directs the City Clerk to cause this Ordinance or a summary thereof to be published in accordance with Section 36933 of the Government Code of the State of California.

SECTION 6. CERTIFICATION

The City Clerk shall either: (a) have this ordinance published in a newspaper of general circulation within 15 days after its adoption, or; (b) have a summary of this ordinance published twice in a newspaper of general circulation, once five days before its adoption and again within 15 days after its adoption.

SECTION 7. SEVERABILITY

If any section, subsection, subdivision, sentence, clause, phrase, or portion of this Ordinance, or the application thereof to any person or place, is for any reason held to be invalid or unconstitutional by a court of competent jurisdiction, such decision shall not affect the validity of the remainder of this Ordinance. The City Council hereby declares that it would have adopted this Ordinance, and each and every section, subsection, subdivision, sentence, clause, phrase, or portion thereof, irrespective of the fact that any one or more sections, subsections, subdivisions, sentences, clauses, phrases, or portions thereof be declared invalid or unconstitutional.

SECTION 8. NOTICE OF CEQA EXEMPTION

The City Council hereby directs staff to prepare, execute, and file with the County of Santa Clara Clerk a notice of CEQA exemption within five (5) working days of the adoption of this Ordinance.

SECTION 9. SUBMISSION TO HCD

The City Clerk shall submit a copy of this Ordinance to the Department of Housing and Community Development within 60 days after adoption.

EXHIBIT A

Item # C8.

Amendments to Section 13 of Chapter 10 of Title XI of the Milpitas Municipal Code

(follows this page)

EXHIBIT A

AMENDMENT OF MILPITAS MUNICIPAL CODE TITLE XI, CHAPTER 10, SECTION 13

Title XI, Chapter 10, Section 13 “Special Uses”, Subsection 8 “Accessory Dwelling Units” of the Milpitas Municipal Code is hereby amended to read as follows:

- A. Purpose and Intent. The purpose of these standards is to allow and regulate accessory dwelling units (hereinafter referred to as ADUs) and junior accessory dwelling units (hereinafter referred to as JADUs) in compliance comply with Government Code Sections 65852.2 and 65852.22.

- B. Effect of Conforming. An ADU or JADU that conforms to the standards in this section shall:
 - 1. Be deemed ~~to be~~ consistent with the City's general plan and zoning designation for the lot on which the ~~unit~~ADU or JADU is located.
 - 2. Not be deemed to exceed the allowable density for the lot on which the ~~unit~~ADU or JADU is located.
 - 3. Not be considered in the application of any local ordinance, policy, or program to limit residential growth.
 - 4. Not be required to correct a "nonconforming zoning condition-" as defined in Subsection XI-10-13.08(C)(10) below. This does not prevent the City from enforcing compliance with applicable building safety standards in accordance with Health and Safety Code section 17980.12.

- C. Definitions.
 - 1. Accessory Dwelling Unit or ADU: As defined by Government Code Section 65852.2, an ADU is an attached or a detached residential dwelling unit that provides complete independent living facilities for one or more persons, ~~including permanent provisions for living, sleeping, eating, cooking, and sanitation and is located on a lot with a proposed or existing primary residence.~~ An ADU also includes an efficiency unit as defined in Section 17958.1 of the Health and Safety Code and a manufactured home as defined by Section 18007 of the Health and Safety Code.
 - 2. Accessory Structure: For purposes of this section, an accessory structure is a structure that is accessory and incidental to a dwelling located on the same lot.
 - 3. Attached Accessory Dwelling Unit: An attached ADU is an ADU that shares at least one wall with the primary dwelling.

4. Complete and Independent Living Facilities: Permanent provisions for living, sleeping, eating, cooking, and sanitation in an accessory structure located on the same parcel as a proposed or existing primary single-family or multi-family dwelling.
45. Detached Accessory Dwelling Unit: An ADU is detached if it does not share any walls with the primary dwelling unit or existing attached accessory structure.
56. Efficiency Kitchen: In accordance with Government Code Section 65852.22(a)(6), an efficiency kitchen includes the following: (a) a cooking facility with appliances and (b) food-preparation counter space with a total area of at least 15 square feet and food-storage cabinets with a total of at least 30 square feet of shelf space.
67. Junior Accessory Dwelling Unit or JADU: As defined by Government Code Section 65852.22, a JADU is a unit that satisfies all the following:
- a. The unit is no more than 500 square feet in size, ~~and~~
 - b. The unit is contained entirely within an existing or proposed single-family structure.
 - c. ~~A JADU may have only~~ The unit includes an efficiency kitchen, ~~and may include separate sanitation facilities or may share sanitation facilities with the primary dwelling as defined in Subsection XI-10-13.08(C)(6) above.~~
 - d. The unit includes separate sanitation facilities or shares sanitation facilities with the existing or proposed primary dwelling.
 - e. If the unit does not include separate sanitation facilities, then it includes an interior entrance to the main living area of the existing or proposed primary dwelling in addition to an exterior entrance that is separate from the main entrance to the primary dwelling.
78. Livable Space: A space within a building designed for living, sleeping, eating or food preparation, including but not limited to a den, study, library, home office, sewing room, or recreational room and excluding such areas as garages.
89. Living Area: As defined by Government Code Section 65852.2, the interior habitable area of a dwelling unit, including basements and attics, but not including a garage or any accessory ~~building or~~ structure.
910. Natural Person: An individual and living human being, as opposed to a legal person which may be a private (i.e. business entity or non-governmental organization) or public (i.e. government) entity.
101. Nonconforming ~~z~~Zoning ~~e~~Condition: A physical improvement on a property that does not conform with current zoning standards.
112. Passageway: A pathway that is unobstructed clear to the sky and extends from a street to one entrance of the ADU or JADU.

~~123.~~ 135. Proposed ~~a~~dwellling: A dwelling that is the subject of a permit application and that meets the requirements for permitting.

135. Public Transit: A location, including, but not limited to, a bus stop or train station, where the public may access buses, trains, subways, and other forms of transportation that charge set fares, run on fixed routes, and are available to the public. Examples include, but are not limited to, Altamont Commuter Express (ACE), Bay Area Rapid Transit (BART), AC Transit, Valley Transportation Authority (VTA) bus service and light rail, and paratransit.

15. Tandem Parking: Two or more vehicles parked on a driveway or in a garage or any other location on a lot, lined up behind one another.

~~D. General Provisions~~

- ~~1. — Where permitted. An ADU may be established on any lot in any district that allows single-family or multi-family dwelling residential uses. A JADU may be established on any lot in any district that allows single-family residential uses.~~
- ~~2. — Review Requirements. Any application for an ADU or JADU that satisfies the standards in subdivisions (A) through (J) of this section shall be approved ministerially without discretionary review or public hearing.~~
- ~~3. — An ADU or JADU shall meet or exceed the minimum floor area requirements of an efficiency unit, as defined by Section 17958.1 of the State Health and Safety Code, and so may not have a floor area that is smaller than 220 square feet.~~
- ~~4. — All ADUs shall comply with local building code requirements.~~
- ~~5. — No passageway shall be required for an ADU or JADU.~~
- ~~6. — Owner Occupancy. All JADUs are subject to an owner occupancy requirement. A natural person with legal or equitable title to the property must reside on the property, in either the primary dwelling or the JADU, as the person's primary residence and legal domicile. However, the owner occupancy requirement of this paragraph does not apply if the property is entirely owned by a governmental agency, land trust, or housing organization.~~
- ~~7. — Sale Prohibited. No ADU or JADU may be sold or otherwise conveyed separately from the lot and the primary dwelling (in the case of a single-family lot) or from the lot and all of the dwellings (in the case of a multi-family lot).~~
- ~~8. — Rental. An ADU or JADU may be rented for a term of 30 days or more. Short-term rental for periods of less than 30 days are not permitted.~~

~~E. Action on Application.~~

~~1. The City shall act on an application to establish an ADU or JADU within 60 days from the date the City receives a complete application, unless either:~~

~~a. The applicant requests a delay, in which the 60-day time period is tolled for the period of the requested delay, or~~

~~b. The application for the ADU or JADU is submitted as part of a permit application for a new single-family dwelling on the lot, in which case the City may delay acting on the permit application for the ADU or JADU until it acts on the permit application for the new single-family dwelling; however, the application shall still be considered ministerially without discretionary review or a hearing.~~

FD. ADUs and JADUs Subject to Limited Requirements Approval Process. The following approvals shall apply to ADUs and JADUs under this section:

1. Specific Types of ADUs and JADUs. To qualify for a building permit, the following types of ADUs and JADUs are subject only to the limited requirements that define each type. Requiring a Building Permit Only. ADUs and JADUs that comply with the general requirements outlined in Subsection XI-10-13.08(E) below shall be allowed with only a building permit in the following scenarios:

a. Converted on Single-family Lot: One ADU as described in this Subsection XI-10-13.08(FD)(1)(a) and one JADU are allowed on a lot with a proposed or existing single-family dwelling on it, where the unit ADU or JADU:

i. Is within the space of a proposed single-family dwelling; within the existing space of an existing single-family dwelling; or (in the case of an ADU only) within the existing space of an accessory structure, plus up to 150 additional square feet if the expansion is limited to accommodating ingress and egress; and

ii. Has exterior access that is independent of that for the single-family dwelling; and

iii. Has side and rear setbacks sufficient for fire and safety, as dictated required by applicable building and fire codes.

iv. The JADU complies with the requirements of Government Code Section 65852.22.

b. Limited Detached on Single-family Lot. One detached, new-construction ADU is allowed on a lot with a proposed or existing single-family dwelling (in addition to any JADU that might otherwise be established on the lot under Subsection XI-10-13.08(FD)(1)(a)), if the detached ADU satisfies the following limitations:

i. The side- and rear-yard setbacks are at least four feet.

ii. The total floor area is 800 square feet or less.

- iii. The peak height above grade ~~is 16 feet or less~~ does not exceed the applicable height limit in Subsection XI-10-13.08(E)(3) below.
- c. Converted on Multi-family Lot: One or more ADUs are allowed within portions of existing multi-family dwelling structures that are not used as livable space, including but not limited to storage rooms, boiler rooms, passageways, attics, basements, or garages, if each converted ADU complies with state building standards for dwellings. Under this Subsection XI-10-13.08(~~FD~~)(1)(c), at least one converted ADU is allowed within an existing multifamily dwelling, up to a quantity equal to 25 percent of the number of existing multifamily dwelling units.
- d. Limited Detached on Multi-family Lot: ~~Up to~~ No more than two detached ADUs are allowed on a lot that has an existing multi-family dwelling if each detached ADU satisfies the following limitations:
 - i. The side- and rear-yard setbacks are at least four feet. If the existing multifamily dwelling has a rear or side yard setback of less than four feet, the City will not require any modification to the multifamily dwelling as a condition of approval for the ADU.
 - ii. The peak height above grade ~~is 16 feet or less~~ does not exceed the applicable height limit provided in Subsection XI-10-13.08(E)(3) below.
 - iii. If more than one detached ADU is created, the ADUs may share a common wall.
- 2. ~~Deed Restriction for JADUs. Prior to obtaining a building permit for a JADU, a deed restriction, approved by the City Attorney, must be recorded with the County Recorder's office, which shall include the pertinent restrictions and limitations of a JADU identified in this Section. Said deed restriction shall run with the land and bind all future owners, heirs, and assigns. A copy of the recorded deed restriction shall be filed with the Department stating that:~~
 - a. ~~The JADU may not be sold separately from the primary dwelling unit;~~
 - b. ~~The JADU is restricted to the maximum size allowed per the development standards;~~
 - e. ~~The JADU is legal only so long as either the primary residence, or the JADU, is occupied by the owner of record of the property~~ Requiring a Building Permit and a Minor Site Development Permit (Minor SDP).
 - a. Except as allowed under Subsection XI-10-13.08(D)(1) above, no ADU may be created without approval of a Building Permit and a Minor SDP in compliance with the standards set forth in Subsections E and F below.
 - b. The City may charge a fee to reimburse the costs incurred in processing Minor SDPs for ADUs, including the costs of adopting or amending the City's ADU

Ordinance. The additional fee for ADUs shall be determined by the Planning Director and approved by the City Council by Resolution.

3. Timing and Process for Review

- a. Any application for an ADU that satisfies the standards in Subsections XI-10-13.08(E) through (F) of this section shall be subject to ministerial approval without discretionary review or public hearing.
- b. The City shall act on an application to create an ADU or JADU within 60 days from the date the City receives a complete application. If the City has not acted on the complete application within 60 days, the application is deemed approved unless either:
 - i. The applicant requests a delay, in which the 60-day time period is tolled for the period of the requested delay; or
 - ii. The application for the ADU or JADU is submitted as part of a permit application for a new single-family or multi-family dwelling on the lot, in which case the City may delay acting on the permit application for the ADU or JADU until it acts on the permit application to create the new single-family dwelling; however, the application for the ADU or JADU shall still be subject to ministerial approval without discretionary review or a hearing.
- c. If the City denies an application to create an ADU or JADU, the City must provide the applicant with comments that include, among other things, a list of all defective or deficient items and a description of how the application may be remedied by the applicant. Notice of the denial and corresponding comments must be provided to the applicant within the 60-day time period established by Subsection XI-10-13.08 (D)(3)(a) above.
- d. A demolition permit for a detached garage that is to be replaced with an ADU shall be reviewed with the application for the ADU and issued concurrently.

E. General ADU and JADU Requirements. The following requirements shall apply to all ADUs and JADUs approved under Subsection XI-10-13.08(D)(1) and (D)(2) above.

1. Location and Zoning.

- a. An ADU or JADU requiring only a building permit under Subsection XI-10-13.08(D)(1) above may be created on any lot located in any residential or mixed-use zone.
- b. An ADU or JADU requiring both a Minor SDP and a building permit under Subsection XI-10-13.08(D)(2) above may be created on any lot located in any zoning district that allows single-family or multi-family residential uses.

2. Building and Safety.

- a. Subject to Subsection XI-10-13.08(E)(2)(b) below, all ADUs and JADUs shall comply with all local building code requirements.
- b. No change of occupancy. Construction of an ADU does not constitute a Group R occupancy change under the local building code, as described in Section 310 of the California Building Code, unless the Building Official or Code Enforcement Division Officer makes a written finding based on substantial evidence in the record that the construction of the ADU could have a specific, adverse impact on public health and safety. Nothing in this Subsection XI-10-13.08(E)(2)(b) prevents the City from changing the occupancy code of a space that was non-habitable space or that was only permitted for nonresidential use and was subsequently converted for residential use in accordance with this section.
- c. Fire sprinklers.
 - i. Fire sprinklers are required in an ADU or JADU if sprinklers are required in the primary residence.
 - ii. The construction of an ADU or JADU does not trigger a requirement for fire sprinklers to be installed in the existing primary dwelling.

3. Maximum Height.

- a. Except as otherwise provided by Subsections XI-10-13.08(E)(3)(b) and (E)(3)(c) below, a detached ADU created on a lot with an existing or proposed single family or multifamily dwelling unit shall not exceed 16 feet in height.
- b. A detached ADU may be up to 18 feet in height when located on a lot with an existing or proposed single-family or multifamily unit that is located within one-half mile walking distance of a major transit stop or a high quality transit corridor, as those terms are defined in Section 21155 of the Public Resources Code.
- c. A detached ADU may be up to two additional feet in height (for a maximum of 20 feet) if needed to accommodate a roof pitch on the ADU that is aligned with the roof pitch of the primary dwelling unit.
- d. A detached ADU created on a lot with an existing or proposed multifamily dwelling that has more than one story above grade shall not exceed 18 feet in height.
- e. An attached ADU shall not exceed 25 feet in height or the height limitation imposed by the standards for the underlying zoning district, whichever is less. Notwithstanding the foregoing, ADUs subject to this Subsection XI-10-13.08(E)(3)(d) shall not exceed two stories.
- f. For purposes of this Subsection XI-10-13.08(E)(3), height is measured from the finished grade to the peak of the structure.

4. Owner Occupancy.

- a. An ADU that is permitted after January 1, 2020, but before January 1, 2025, shall not be subject to any owner-occupancy requirement.
- b. Unless applicable law requires otherwise, all ADUs permitted on or after January 1, 2025 shall be subject to an owner-occupancy requirement. A natural person with legal or equitable title to the property must reside on the property as the person's legal domicile and permanent residence.
- c. As required by state law, all JADUs shall be subject to an owner-occupancy requirement. A natural person with legal or equitable title to the property must reside on the property, in either the primary dwelling or JADU, as the person's legal domicile and permanent residence. However, the owner-occupancy requirement in this Subsection XI-10-13.08(E)(4)(c) shall not apply if the property is entirely owned by another governmental agency, land trust, or housing organization.

5. No Separate Conveyance. An ADU or JADU may be rented, but, except as otherwise provided in Government Code Section 65852.26, no ADU or JADU may be sold or otherwise conveyed separately from the lot and the primary dwelling (in the case of a single-family lot) or from the lot and all the dwellings (in the case of a multifamily lot).

6. No Short-Term Rental. No ADU or JADU may be rented for a term that is shorter than 30 days. This prohibition applies regardless of when the ADU or JADU was created.

7. Deed Restriction. Prior to issuance of a building permit for an ADU or JADU, a deed restriction, in a form approved by the City Attorney, shall be recorded against the title of the property in the County Recorder's office and a copy filed with the Planning Department. The deed restriction shall run with the land and bind all future owners, heirs, and assigns. The deed restriction shall provide that:

- a. Except as otherwise provided in Government Code Section 65852.26, the ADU or JADU may not be sold separately from the primary dwelling;
- b. The ADU or JADU is restricted to the approved size and other development standards established in this Section;
- c. The JADU is legal only so long as either the primary residence or the JADU is occupied by the owner of record of the property;
- d. The ADU or JADU shall not be used as a short-term rental of less than 30 days;
- e. The deed restriction runs with the land and may be enforced against future property owner(s);
- f. The deed restriction may be removed if the property owner eliminates the ADU or JADU. To remove the deed restriction, an owner shall make a written request to

the Planning Director and provide evidence that the ADU or JADU has been eliminated. The Director shall then decide whether the evidence supports the claim. The Director's determination may be appealed to the City Council.

g. The deed restriction is enforceable by the City, and failure to comply with the deed restriction may result in legal action against the property owner.

8. Income Reporting. In order to facilitate the City's obligation to identify adequate sites for housing in accordance with Government Code sections 65583.1 and 65852.2, the following requirements must be satisfied:

a. With the building-permit application, the applicant must provide the city with an estimate of the projected annualized rent that will be charged for the ADU or JADU.

G.F. ADUs Subject to Additional Objective-Specific ADU Requirements. The following specific standards shall apply only to ADUs that require a minor Site Development Permit under Subsection XI-10-13.08(D)(2) above.

1. Review Requirements. A proposed ADU that does not conform to the standards set forth in Subsection XI-10-13.08 (F)(1) and (F)(2) only requires a building permit if it complies with all of the objective standards set forth in Subsection XI-10-13.08(G)(2) below.

2. Specific Standards.

a1. Maximum Size.

ia. The maximum size of an attached or detached ADU ~~on a property not located in the "H" Hillside Combining District~~ subject to this Subsection XI-10-13.08(F) is 850 square feet for a studio or one-bedroom unit and 1,000 square feet for a two-bedroom unit. These standards shall not apply to properties located in the "H" Hillside Combining District.

ib. The maximum size of an attached or detached ADU on a property located in the "H" Hillside Combining District is 1,200 square feet.

iiic. The maximum size of an attached ADU that is created on a lot with an existing primary dwelling is further limited to 50 percent of the floor area of existing primary dwelling. No application of the percent-based size limit in this paragraph or of a floor area ratio (FAR), front setback, lot coverage limit, or open-space requirement may require the ADU to be less than 800 square feet.

d. No ADU subject to this Subsection XI-10-13.08(F) may cause the total FAR of the lot to exceed 0.45, subject to Subsection XI-10-13.08(F)(1)(c) above.

b. Maximum Height.

- ~~i. For properties not located in the "H" Hillside Combining District, a single-story attached or detached ADU may not exceed 16 feet in height above grade. A two-story attached or detached ADU may not exceed 28 feet in height above grade.~~
- ~~ii. For properties located in the "H" Hillside Combining District, an attached or detached ADU on the west side of the crestline may not exceed a height of 17 feet in height and one story from the lowest finished grade to the highest ridgeline of the building. On the east side of the crestline, a detached or attached ADU may not exceed a height of 27 feet and two stories from the lowest finished grade to the highest ridgeline of the building.~~

~~e2.~~ Minimum Setbacks.

- ~~ia. Except for ADUs located in the R1-H zoning district, the minimum front yard setback requirement an attached ADU is 4 feet. In the R1-H zoning district, the minimum front yard setback for attached ADUs must be a minimum of 25 feet when the average slope of the lot is less than sixteen 16 percent, or when the front yard slope does not exceed 16 percent; otherwise, the minimum front yard setback must be 40 feet. An ADU that is subject to this Subsection XI-10-13.08(F) must conform to a 25-foot minimum front-yard setback, subject to Subsection XI-10-13.08(F)(1)(c) above.~~
 - ~~ib. An ADU that is subject to this Subsection XI-10-13.08(G)(2)(F) must conform to minimum 4-foot side- and rear-yard setbacks.~~
 - ~~ic. No setback is required for an ADU that is subject to Subsection XI-10-13.08(G)(2)(F) if the ADU is constructed in the same location and to the same dimensions as an existing structure.~~
 - ~~d. An attached ADU shall have a separate entrance from the primary dwelling.~~
- ~~e3. Building Separation. A detached ADU shall be located at least six feet from the rear wall of the primary dwelling unit.~~
- ~~4. Lot Coverage. No ADU subject to this Subsection XI-10-13.08(F) may cause the total lot coverage of the lot to exceed 50 percent, subject to Subsection XI-10-13.08(F)(1)(c) above.~~
 - ~~5. Minimum Open Space. No ADU subject to this Subsection XI-10-13.08(F) may cause the total percentage of open space of the lot to be less than 50 percent, subject to Subsection XI-10-13.08(F)(1)(c) above.~~
 - ~~6. Passageway. No passageway is required for an ADU.~~

~~f7.~~ Parking.

~~i. For each ADUa.~~ Generally, one off-street parking space is required for each ADU unless one or more of the following conditions is met:

~~i. (1).~~ The ADU is located within one-half mile walking distance of public transit.

~~ii. (2).~~ The ADU is located within an architecturally and historically significant historic district.

~~iii. (3).~~ The ADU is part of an existing primary residence or an -accessory structure (i.e., it is a converted ADU under Subsection XI-10-13.08(~~FD~~)(1)(a) above).

~~iv. (4).~~ On-street parking permits are required but not offered to the occupant of the ADU.

~~v. (5).~~ An established car share vehicle stop is located within one block of the ADU.

vi. When the permit application to create an ADU is submitted with an application to create a new single-family or new multifamily dwelling on the same lot, provided that the ADU or the lot satisfies any other criteria listed in Subsections (F)(7)(a)(i) through (v) above.

~~iiib.~~ No off-street parking is required for a JADU, except as required under ~~paragraph iv Subsection XI-10-13.08(F)(5)(d)~~ below.

~~iiic.~~ If a parking space is required for an ADU, the space may be located within any setback area, in a tandem configuration, or on a mechanical lift. Each unenclosed parking space shall be at least 8½ feet wide and 18 feet long. Each parking space that is provided in an enclosed garage shall be at least 10 feet wide and 20 feet long.

~~ivd.~~ When a garage, carport, or covered parking structure is converted to an ADU or demolished in conjunction with the construction of an ADU, the off-street parking space or spaces are not required to be replaced. ~~If the parking structure is converted to a JADU, the lost off-street parking spaces must be replaced.~~

g8. Architectural Design Standards.

~~ia.~~ The ~~architectural style, exterior materials, and color palette of materials and colors of the exterior walls, roof, and windows and doors~~ an ADU or JADU shall match the appearance of the existing or proposed primary dwelling.

b. The roof slope shall match that of the dominant roof slope of the primary dwelling. The dominant roof slope is the slope of the largest portion of the roof.

- ~~ii~~c. An ADU or JADU shall have an independent exterior entrance, separate from that of the primary dwelling. The entrance to an attached ADU or JADU shall be located on a side or rear building façade, not facing a public right-of-way.
- ~~iii~~d. Exterior lighting shall be limited to down-lights (or as otherwise required by the building or fire code).
- e. The interior horizontal dimensions shall be at least 10 feet wide in every direction, with a minimum interior wall height of seven feet.
- ~~iv~~f. Windows and doors ~~of an ADU or JADU may shall~~ not have a direct line of sight to an adjoining residential property. Fencing, landscaping, or privacy glass may be used to provide screening and prevent a direct line of sight.
- ~~v~~g. Windows located on the second story of an ADU or JADU shall be either clerestory with the bottom of the glass at least six feet above the finished floor or ~~consist of~~ frosted or ~~obscured glazing glass to preserve privacy.~~
- ~~vi~~h. The ADU and primary dwelling must use the same driveway to access the street, unless otherwise required for fire-apparatus access, as determined by the fire authorityMilpitas Fire Department.

9. Landscape Design Standards.

- ~~vi~~a. ~~Evergreen landscape screening shall~~ must be planted and maintained between the ADU and adjacent parcels as follows:
 - i. ~~(1).~~ (1). At least one 15-gallon size plant shall be provided for every five linear feet of exterior wall. Alternatively, at least one 24-inch box size plant shall be provided for every ten linear feet of exterior wall.
 - ii. ~~(2).~~ (2). Plant specimens must be at least six feet tall when installed. As an alternative, a solid fence of at least 6 feet in height may be installed.
 - iii. ~~(3).~~ (3). All landscaping shall be drought tolerant.
- ~~vii.~~ The ADU and primary dwelling must use the same driveway to access the street, unless otherwise required for fire-apparatus access, as determined by the fire authority.

HG. Fees.

1. Impact Fees and other City Fees.

- a. No impact fee shall be required for an ADU or JADU ~~or for an ADU~~ that is less than 750 square feet in floor area. For purposes of this paragraph, "impact fee" has the same meaning as the term "fee" is defined in the Mitigation Fee Act (Gov. Code § 66000(b)), except that it also includes fees specified in the Quimby Act

(Gov. Code § 66477). "Impact fee" does not include any connection fee or capacity charge charged by a local agency, special district, or water corporation.

- b. Any impact fee that is required for an ADU that is 750 square feet or greater in floor area shall be assessed proportionally in relation to the square footage of the primary dwelling unit (e.g. the floor area of the primary dwelling divided by the floor area of the ADU, times the impact fees charged for a new dwelling).

2. Utility Fees.

- a. When an ADU is constructed with a new single-family dwelling, a separate utility connection directly between the ADU and the utility, and payment of the standard connection fee and capacity charge for a new dwelling, is required.
- b. Except as described in Subsection XI-10-13.08(G)(2)(a), converted ADUs and JADUs on a single-family lot that are created under Subsection XI-10-13.08(FD)(1)(a) above are not required to have a new or separate utility connection directly between the ADU or JADU and the utility. Nor is a connection fee or capacity charge required.
- ~~b. ADUs and JADUs that are not covered by Subsection XI 10-13.08(H)(2)(a) are also not required to have a new or separate utility connection directly between the ADU or JADU and the utility.~~
- ~~c. Except as described in Subsection XI 10-13.08(H)(2)(a), if a separate utility connection is installed directly between the ADU or JADU and the utility, then a connection fee or capacity charge will be required. The fee or charge shall be proportionate to the burden created by the ADU or JADU, based on either the floor area or the drainage fixture units (DFU) values, as defined by the Uniform Plumbing Code, upon the water or sewer system.~~
- c. Except as described in Subsection XI-10-13.08(G)(2)(a), all ADUs and JADUs that are not covered by Subsection XI-10-13.08(G)(2)(b) require a new, separate utility connection directly between the ADU and the utility.
 - i. The connection shall be subject to a connection fee or capacity charge that is proportionate to the burden created by the ADU on the water and sewer systems, based on either the floor area or the number of drainage-fixture units (DFU) values, as defined by the Uniform Plumbing Code.
 - ii. The portion of the fee or charge that is charged by the City may not exceed the reasonable cost of providing this service.

H. Nonconforming Zoning Code Conditions, Building Code Violations, and Unpermitted Structures.

- 1. The City shall not deny an ADU or JADU application due to a nonconforming zoning condition, building code violation, or unpermitted structure on the lot that does not

present a threat to the public health and safety and that is not affected by the construction of the ADU or JADU.

2. Unpermitted ADUs constructed before 2018.

a. Permit to Legalize. As required by state law, the City may not deny a permit to legalize an existing but unpermitted ADU that was constructed before January 1, 2018, if denial is based on either of the following grounds:

i. The ADU violates applicable building standards, or

ii. The ADU does not comply with Government Code section 65852.2 (State ADU law) or this ADU ordinance (MMC Section XI-10-13.08).

b. Exceptions:

i. Notwithstanding Subsection XI-10-13.08(H)(2)(a) above, the City may deny a permit to legalize an existing but unpermitted ADU that was constructed before January 1, 2018, if the Building Official makes a finding that correcting a violation is necessary to protect the health and safety of the public or of occupants of the structure.

ii. Subsection XI-10-13.08(H)(2)(a) above does not apply to a building that is deemed to be substandard in accordance with California Health and Safety Code section 17920.3.

KI. Nonconforming ADUs and Discretionary Approval. Any proposed ADU or JADU that does not conform to the objective standards set forth in Subsections XI-10-13.08(A) through (H) may be allowed by the City with a Minor Site Development Permit, in accordance with Section XI-10-57 "Applications".

SECTION 5. SEVERABILITY

The provisions of this Ordinance are separable, and the invalidity of any phrase, clause, provision, or part has no effect on the validity of the remainder.

SECTION 6. EFFECTIVE DATE AND POSTING

In accordance with Section 36937 of the Government Code of the State of California, this Ordinance takes effect 30 days from the date of its passage. The City Council hereby directs the City Clerk to cause this Ordinance or a summary thereof to be published in accordance with Section 36933 of the Government Code of the State of California.

SECTION 7. SUBMISSION TO HCD

The City Clerk shall submit a copy of this Ordinance to the Department of Housing and Community Development within 60 days after adoption.



CITY OF MILPITAS AGENDA REPORT (AR)

Item Title:	Approve and Authorize the City Manager to Execute a Professional Services Agreement with Lisa Wise Consulting, Inc. for Comprehensive Zoning Ordinance Update Services for the not-to-exceed amount of \$879,515.00. (Staff Contact: Ned Thomas, Planning and Neighborhood Services Director, 408-586-3273)
Category:	Consent Calendar-Community Development
Meeting Date:	1/17/2023
	<u>Recommendation:</u> Approve and authorize the City Manager to execute a Professional Services Agreement with Lisa Wise Consulting, Inc., for Comprehensive Zoning Update Services for the not-to-exceed amount of \$879,515.00 and find a CEQA exemption.

BACKGROUND:

In March 2021, the City adopted the Milpitas 2040 General Plan, which comprehensively updated the previous General Plan. It established a new planning horizon of 2040 and provided updated goals, policies, and implementation actions to address new planning issues such as air quality and energy, community design, and economic and fiscal sustainability. The 2040 General Plan also established two new land use designations: Neighborhood Commercial Mixed Use (NCMU) and Business Park/Research and Development (BPRD). However, there are currently no zoning districts that correspond to these new land use designations. Furthermore, the allowed residential density of several land use designations in the 2040 General Plan is either inconsistent with or misaligned with the allowed density of corresponding zoning districts.

In addition, the draft Milpitas Metro Specific Plan, which is scheduled to be presented to the City Council for adoption in early 2023, creates eight proposed new zoning districts in the vicinity of the Milpitas BART Station, VTA Light Rail Stations, VTA Bus Transfer Station, the Great Mall, and nearby sections of Great Mall Parkway and Montague Expressway. Accordingly, following the plan's adoption, new zoning districts with specific land uses and development standards will be required to implement the purpose and goals of these proposed new zones.

The City's current zoning ordinance was originally adopted in 1955 and last updated in 2008. In response to changes in State law, zoning practice, and technology, the City has amended the zoning ordinance multiple times in recent years. However, these amendments have been completed in an ad hoc or 'patchwork' manner, and in general the zoning ordinance has not kept pace with recent economic and societal changes. In addition, it includes many definitions and terms that are now outdated, the overall structure and organization of the zoning ordinance needs to be updated. The City has allocated funding for an effort to comprehensively update the entire zoning ordinance as part of the 2020-2025 Capital Improvement Program (CIP Project # 3460).

ANALYSIS:

On September 5, 2022, the City's Purchasing Division released RFP No. 23-024 for Milpitas Comprehensive Zoning Ordinance Update services. The RFP was publicly noticed in accordance with the City's Municipal Code, advertised on the City's website, and emailed to companies registered with the City's eProcurement system (procurement.opengov.com). Additionally, the RFP was published on the City's website.

Upon release, 27 firms were notified of the bid opportunity and 26 firms downloaded the RFP documents. Two firms responded to the RFP by the published closing date of October 21, 2022. The bids received were reviewed by Purchasing staff for compliance and responsiveness and all were accepted.

The two companies that continued in the selection process were Lisa Wise Consulting, Inc., and Houseal Lavigne. Proposals submitted by these two firms were reviewed by a committee comprised of four City staff, based on the following criteria:

1. Organization
2. Staff
3. Experience
4. Specific Management Approach
5. Professional Standing
6. Familiarity with Locality
7. Quality Control and Assurances
8. Proposed Compensation

Evaluations were completed on November 3, 2022. The scores given for each of the two proposals were:

PROPOSING VENDOR	FINAL SCORE
Lisa Wise Consulting, Inc.	89.63
Houseal Lavigne	46.88

The evaluation committee finalized scores and selected the top firm, Lisa Wise Consulting, Inc., for awarding the bid. Following negotiations between City staff and Lisa Wise Consulting, including minor refinements to the project scope of work, schedule and budget, the committee is now forwarding a recommendation for award to the City Council.

POLICY ALTERNATIVE(S):

Alternative 1: Do not execute a Professional Services Agreement with Lisa Wise Consulting, Inc., for the Comprehensive Zoning Ordinance Update project.

Pros: None.

Cons: The City would not be able to carry out the planned Comprehensive Zoning Ordinance Update project. Reason not recommended: As discussed above, the City's zoning ordinance is outdated, is lacking in terms of structure and organization, and in many sections does not reflect contemporary best practices in land use planning and development control. The zoning ordinance is due for a thorough review and update. Moreover, several new zoning districts need to be created and adopted to implement the land use designations of the new 2040 General Plan and the draft Milpitas Metro Specific Plan (note that State law requires consistency between a local jurisdiction's general plan and zoning ordinance).

FISCAL IMPACT:

If approved, this Professional Service Agreement is for the not-to-exceed amount of \$879,515. Funding for this Professional Services Agreement has been approved through the current Capital Improvement Program and is available in CP3460. CP 3460, Comprehensive Zoning Ordinance Update, funding source comes from the Community Planning Fees. As of January 06, 2023, the balance in CP3460 is \$1,000,000.

California Environmental Quality Act (CEQA):

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

RECOMMENDATION:

Award RFP No. 23-024 and Authorize the City Manager to Execute the Professional Services Agreement with Lisa Wise Consulting, Inc., to Provide Comprehensive Zoning Update Services and find a CEQA exemption.

Attachment(s):

1. Professional Services Agreement with Lisa Wise Consulting, Inc.

**PROFESSIONAL SERVICES AGREEMENT
BETWEEN THE
CITY OF MILPITAS AND LISA WISE CONSULTING INC**

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 **Lisa Wise Consulting, Inc.**, a California corporation with its principal place of business at **983 Osos Street, San Luis Obispo, CA 93401** (hereinafter referred to as “Consultant”). City and Consultant 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:

Comprehensive Zoning Ordinance Update
(hereinafter referred to as “the Project”).

B. Consultant 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 Consultant to provide the services described herein.

AGREEMENT

NOW, THEREFORE, IT IS AGREED AS FOLLOWS:

1. Services.

Consultant shall provide the City with the services described in the Scope of Services attached hereto as Exhibit A.

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. In no event shall the total amount paid for services rendered by Consultant under this Agreement exceed the sum of **Eight Hundred Seventy-Nine Thousand Five Hundred Fifteen Dollars and Zero Cents (\$879,515.00)**. This amount is to cover all printing and related costs, and the City will not pay any additional fees for printing expenses. Periodic payments shall be made within thirty (30) days of receipt of an invoice which includes a detailed description of the work performed. Payments to Consultant for work performed will be made on a monthly billing basis.

3. Additional Work.

If changes in the work seem merited by Consultant 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 Consultant with a statement of estimated changes

in fee or time schedule. An amendment to this Agreement shall be prepared by the City and executed by both Parties before performance of such services, or the City will not be required to pay for the changes in the scope of 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 Consultant 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.

5. Term.

Consultant shall perform its services in a prompt and timely manner and shall commence performance upon the Effective Date. Consultant shall complete the services required hereunder on or before December 31, 2025, as described in the attached “**Activity Schedule**” as **Exhibit C**.

6. Delays in Performance.

a. Neither City nor Consultant 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. Consultant shall comply with all applicable laws, ordinances, codes and regulations of the federal, state and local government, including Cal/OSHA requirements.

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

c. If applicable, Consultant 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

Consultant’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 Subconsultant

Consultant 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. Any attempt to so assign or so transfer without such consent 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 Consultant from employing independent associates, and subconsultants as Consultant may deem appropriate to assist in the performance of services hereunder.

10. Independent Consultant

Consultant is retained as an independent contractor and is not an employee of City. No employee or agent of Consultant shall become an employee of City. 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. Consultant 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, Consultant shall not allow any subcontractor to commence work on any subcontract until it has secured all insurance required therein.

12. Indemnification.

a. To the fullest extent permitted by law, Consultant shall defend (with counsel of City's choosing), 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, in any manner arising out of, pertaining to, or incident to any acts, errors or omissions, or willful misconduct of Consultant, its officials, officers, employees, subcontractors, consultants or agents in connection with the performance of the Consultant's services, the Project or this Agreement, including without limitation the payment of all damages, expert witness fees and attorney's fees and other related costs and expenses. Consultant's obligation to indemnify shall not be restricted to insurance proceeds, if any, received by Consultant, the City, its officials, officers, employees, agents, or volunteers.

b. If Consultant's obligation to defend, indemnify, and/or hold harmless arises out of Consultant's performance of "design professional" services (as that term is defined under Civil Code section 2782.8), then, and only to the extent required by Civil Code section 2782.8, which is fully incorporated herein, Consultant's indemnification obligation shall be limited to claims that arise out of, pertain to, or relate to the negligence, recklessness, or willful misconduct of the Consultant, and, upon Consultant obtaining a final adjudication by a court of competent jurisdiction, Consultant's liability for such claim, including the cost to defend, shall not exceed the Consultant's proportionate percentage of fault.

13. California Labor Code Requirements.

a. Consultant is aware of the requirements of California Labor Code Sections 1720 et seq. and 1770 et seq., which require the payment of prevailing wage rates and the performance of other requirements on certain "public works" and "maintenance" projects ("Prevailing Wage Laws"). If the services are being performed as part of an applicable "public works" or "maintenance" project, as defined by the Prevailing Wage Laws, and if the total compensation is One Thousand Dollars and Zero Cents (\$1,000.00) or more, Consultant agrees to fully comply with such Prevailing Wage Laws. Consultant shall defend, indemnify and hold the City, its officials, officers, employees and agents free and harmless from any claims, liabilities, costs, penalties or interest arising out of any failure or alleged failure to comply with

the Prevailing Wage Laws. It shall be mandatory upon the Consultant and all subconsultants to comply with all California Labor Code provisions, which include but are not limited to prevailing wages (Labor Code Sections 1771, 1774 and 1775), employment of apprentices (Labor Code Section 1777.5), certified payroll records (Labor Code Sections 1771.4 and 1776), hours of labor (Labor Code Sections 1813 and 1815) and debarment of contractors and subcontractors (Labor Code Section 1777.1). The requirement to submit certified payroll records directly to the Labor Commissioner under Labor Code section 1771.4 shall not apply to work performed on a public works project that is exempt pursuant to the small project exemption specified in Labor Code Section 1771.4.

b. If the services are being performed as part of an applicable “public works” or “maintenance” project, then pursuant to Labor Code Sections 1725.5 and 1771.1, the Consultant and all subconsultants performing such services must be registered with the Department of Industrial Relations. Consultant shall maintain registration for the duration of the Project and require the same of any subconsultants, as applicable. Notwithstanding the foregoing, the contractor registration requirements mandated by Labor Code Sections 1725.5 and 1771.1 shall not apply to work performed on a public works project that is exempt pursuant to the small project exemption specified in Labor Code Sections 1725.5 and 1771.1.

c. This Agreement may also be subject to compliance monitoring and enforcement by the Department of Industrial Relations. It shall be Consultant’s sole responsibility to comply with all applicable registration and labor compliance requirements. Any stop orders issued by the Department of Industrial Relations against Consultant or any subcontractor that affect Consultant’s performance of services, including any delay, shall be Consultant’s sole responsibility. Any delay arising out of or resulting from such stop orders shall be considered Consultant caused delay and shall not be compensable by the City. Consultant shall defend, indemnify and hold the City, its officials, officers, employees and agents free and harmless from any claim or liability arising out of stop orders issued by the Department of Industrial Relations against Consultant or any subcontractor.

14. Verification of Employment Eligibility.

By executing this Agreement, Consultant 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 subconsultants and sub-subconsultants to comply with the same.

15. Laws and Venue.

This Agreement shall be interpreted in accordance with the laws of the State of California. 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.

16. 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 Consultant. In such event, City shall be immediately given title and possession to all original field notes, drawings and specifications, written reports and other documents produced or developed for that portion of the work completed and/or being abandoned. City shall pay Consultant the reasonable value of services rendered for any portion of the work completed prior to termination. 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 Consultant 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. Consultant shall not be entitled to payment for unperformed services, and shall not be entitled to damages or compensation for termination of work.

b. Consultant may terminate its obligation to provide further services under this Agreement upon thirty (30) calendar days' written notice to City only in the event of substantial failure by City to perform in accordance with the terms of this Agreement through no fault of Consultant.

c. The Consultant 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. Consultant's assumption of risk of possible non-appropriation is a part of the consideration for the Agreement. This section controls against any and all other provisions of the Agreement.

17. Documents. Except as otherwise provided in "Termination or Abandonment," above, all original field notes, written reports, Drawings and Specifications and other documents, produced or developed for the Project shall, upon payment in full for the services described in this Agreement, be furnished to and become the property of the City.

18. Organization

Consultant shall assign **Lisa Wise, AICP** as Project Manager. The Project Manager shall not be removed from the Project or reassigned without the prior written consent of the City.

19. Limitation of Agreement.

This Agreement is limited to and includes only the work included in the Project described above.

20. 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: City Manager

CONSULTANT:

Lisa Wise Consulting, Inc.
983 Osos Street
San Luis Obispo, CA 93401
Attn: Lisa Wise, President/CEO

and shall be effective upon receipt thereof.

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 Consultant.

21. Equal Opportunity Employment.

Consultant represents that it is an equal opportunity employer and that it shall 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 non-discrimination shall include, but not be limited to, all activities related to initial employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination.

22. Entire Agreement

This Agreement, with its exhibits, represents the entire understanding of City and Consultant 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.

23. Severability

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

24. 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, Consultant 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 shall be invalid and void.

25. Non-Waiver

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

26. Time of Essence

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

27. City's Right to Employ Other Consultants

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

28. Prohibited Interests

Consultant maintains and warrants that it has not employed nor retained any company or person, other than a bona fide employee working solely for Consultant, to solicit or secure this Agreement. Further, Consultant 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 Consultant, 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.

29. Wage Theft Prevention

a. Consultant, and any subconsultant 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.

b. BY SIGNING THIS AGREEMENT, CONSULTANT 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 CONSULTANT OR ITS SUBCONSULTANTS HAS VIOLATED ANY APPLICABLE WAGE AND HOUR LAWS. CONSULTANT FURTHER AFFIRMS THAT IT OR ITS SUBCONSULTANT(S) HAS EITHER FULLY SATISFIED EACH JUDGMENT, DECISION OR ORDER, OR, IF ANY JUDGMENT, DECISION OR ORDER HAS NOT BEEN FULLY SATISFIED, CONSULTANT AFFIRMS THAT IT OR ITS SUBCONSULTANT(S) IS CURRENTLY SATISFYING SAID JUDGMENT, DECISION OR ORDER THROUGH A PAYMENT OR ALTERNATIVE PLAN APPROVED BY THE APPLICABLE COURT/GOVERNMENT AGENCY AND THAT CONSULTANT OR ITS SUBCONSULTANT(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 Consultant or a subconsultant it employs to perform work under this Agreement has violated any applicable wage and hour law, or Consultant learns of such a judgment, decision, or order that was not previously disclosed in its bid/proposal, Consultant 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. Consultant or its subconsultant(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 Consultant or its subconsultant is subject to a payment or other alternative plan, the Consultant or its subconsultant 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 LISA WISE CONSULTING INC**

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

CITY OF MILPITAS

Approved By:

Steven G. McHarris, City Manager

Date

Approved As To Form:

Michael Mutalipassi, City Attorney

Approved:

Lauren Lai, CPA, MPA
Finance Director/Risk manager

Approved As To Content:

Ned Thomas, Director of Planning and
Neighborhood Services

LISA WISE CONSULTING INC

Signature

Name

Title

Date

EXHIBIT A

Scope of Services

OVERVIEW

The City of Milpitas (“City”) Planning Department is seeking written submissions to a Request for Proposals (RFP) for selection of a Consultant to prepare the Comprehensive Zoning Ordinance Update (“Project”), which will update and replace the current Zoning Ordinance (Milpitas Municipal Code, Title XI, Chapter 10), and prepare associated environmental documents necessary to support the adoption of the Project.

The City anticipates selecting one (1) firm to provide consulting services, including planning and environmental (CEQA) expertise, whose qualifications demonstrate they are the most qualified, responsive and advantageous to the City. The Consultant will be responsible for working with City staff in various departments in the preparation and delivery of the Project. Consultants may be an all-in-one services provider or may manage qualified sub-consultants as team members who are responsible to the selected primary Consultant or may collaborate with separate consultants reporting to the City. The City is seeking to complete the Project and bring it forward for Planning Commission and City Council review within 30 months of the effective date of a contract, ideally, and in no case more than 34 months from such date.

In March 2021, the City adopted the Milpitas 2040 General Plan, which comprehensively updated the previous General Plan, established a new planning horizon of 2040, and provided updated goals, policies, and implementation actions to address new planning issues such as air quality and energy, community design, and economic and fiscal sustainability. The 2040 General Plan also established two new land use designations: Neighborhood Commercial Mixed Use (NCMU) and Business Park/Research and Development (BPRD). However, there are currently no zoning districts that correspond to these new land use designations. Therefore, new zoning districts with specific land uses and development standards are needed to implement the purpose and goals of these new land use designations. Furthermore, the allowed residential density of several land use designations is either inconsistent with or misaligned with the allowed density of corresponding zoning districts.

The current Zoning Ordinance was originally adopted in 1955 and last updated in 2008. In response to changes in State law, zoning practice, and technology, the City has amended the Zoning Ordinance multiple times in recent years. However, these amendments are being completed in an ad hoc patchwork manner, and the overall Zoning Ordinance has not kept pace with recent economic and societal changes, uses outdated definitions and terms, and needs updated organization. The current version of the Zoning Ordinance (Milpitas Municipal Code, Title XI, Chapter 10) is available at the following link: https://library.municode.com/ca/milpitas/codes/code_of_ordinances?nodeId=TITXIZOPLAN.

Other issues to be addressed include:

1. Outdated standards that are confusing, difficult to administer, and often scattered across several different sections;
2. Needs revised zoning districts and standards for consistency with the 2040 General Plan adopted in March 2021;
3. Does not reflect the latest changes resulting from legal decisions and changes to State laws;
4. Does not address modern development trends, land uses, and patterns in the City’s neighborhoods and corridors;
5. Lacks specificity or clarity in some sections, requiring extensive interpretation from staff, and

- making zoning enforcement often difficult; and
6. Is not user-friendly and lacks graphics to improve readability.

A comprehensive review and update of the Zoning Ordinance is needed to address these issues. The Project will also resolve internal inconsistencies and make the Zoning Ordinance easier to use and understand for staff and the general public.

The City is in the process of updating its two specific plans, the Metro Specific Plan and Gateway-Main Street Specific Plan, which will establish land use goals, policies, and standards to facilitate mixed-use and transit-oriented development in these key opportunity areas. The City is also in the process of preparing Objective Design Guidelines to establish clear and consistent design standards for all residential projects and implementing Housing Opportunities Zones, which will provide zoning incentives to facilitate supportive and affordable housing. Work on the Project will require synergistic interdepartmental coordination with the resulting policies and goals of each of these efforts.

Furthermore, the City recently adopted its Trails, Pedestrian, and Bicycle Master Plan, which provides a vision and action plan to improve safe and convenient travel by active modes in Milpitas. The City also updated its Climate Action Plan, which provides a comprehensive roadmap to addressing the challenges of climate change and keeps the City on its path to carbon neutrality by 2045. The Zoning Ordinance Update should help implement the goals, policies, and programs of these efforts through zoning regulations that require new developments to support these objectives.

PROJECT GOALS

The City's current Zoning Ordinance has not been comprehensively updated for decades. The goals of this project are to comprehensively update the Zoning Ordinance to:

1. Implement the 2040 General Plan land use policies
2. Streamline the provision of affordable housing as identified in the City's Housing Element
3. Address inconsistencies between the Zoning Ordinance and General Plan by establishing new zoning districts, revising existing zoning districts, and amending the General Plan as needed
4. Address various specific policy issues and topics that have been identified through recent "ad hoc" Zoning Ordinance updates
5. Be consistent with state and federal law
6. Be intuitive, graphic, and user-friendly
7. Create a transparent, predictable, and consistent permitting process
8. Promote high quality urban and architectural design that aligns with current best practices and the needs of the community
9. Respond to community concerns and protect existing neighborhoods
10. Support the City's economic development goals and strategies

SCOPE OF WORK

The Consultant shall perform the following professional services as part of the the Comprehensive Zoning Ordinance Update:

Task 1: Project Management and Coordination

- 1.1 Project Management and Coordination.** LWC will establish regular calls with City staff to ensure ongoing coordination throughout the project. LWC will prepare agendas and meeting summaries for these calls. LWC will also maintain the project schedule and regularly distribute to the team as revisions occur to ensure deadlines are adhered to. This task also includes LWC's coordination of the CEQA

subconsultant and project administration. FirstCarbon Solutions (FCS) will attend two project coordination calls.

Meetings

- *Biweekly project calls with City staff (50 calls)*

Deliverables

- *Agendas and action item summaries of biweekly calls*
- *Up to four informational memos providing status updates to the City Council*

Task 2: Project Initiation

- 2.1 Data Needs.** LWC will prepare an initial list of data needs for City staff prior to the project kick-off meeting, including, but not limited to maps, GIS data, uncodified ordinances, a list of technical zoning issues or interpretations, and a representative set of projects for use in reviewing how specific standards are applied.
- 2.2 Project Initiation Meeting.** LWC will attend a kick-off meeting with City staff to establish project management and communication protocols, discuss ideas and aspirations for the project, review data needs, discuss community engagement, refine the scope of work and schedule, and clarify roles and responsibilities. LWC will prepare an agenda for the kick-off meeting and a summary following the kick-off meeting.
- 2.3 City Tour.** During the same trip as the kick-off meeting, LWC will tour Milpitas with City staff and conduct field reconnaissance to become familiar with the physical details of development representing the implementation of current regulations.
- 2.4 Refined Scope of Work and Schedule.** Based on City staff comments from the kick-off meeting, LWC will prepare a refined scope of work and project schedule.

Meetings

- *Project initiation meeting, city tour (1 trip)*

Deliverables

- *Data request*
- *Project initiation meeting agenda and summary notes*
- *Refined scope of work*
- *Refined project schedule*

Task 3: Background Review and Recommendations

- 3.1 Technical Review.** LWC will conduct a technical review of the City's existing Zoning Ordinance (Title IX, Chapter 10); 2040 General Plan; Draft Housing Element Update; Draft Metro Specific Plan; Draft Gateway-Main St. Specific Plan; Draft Objective Design Standards; Draft Housing Opportunity Zones; Trails, Pedestrian, and Bicycle Master Plan; Parks and Recreation Master Plan; Climate Action Plan; and other relevant plans, regulations, and documents.
- 3.2 Legal Consistency Review.** LWC will perform a legal consistency review to identify inconsistencies between the existing Zoning Ordinance and State and federal law.
- 3.3 Background Review and Recommendations Memo.** LWC will analyze the effectiveness of existing regulations and regulatory structure to meet General Plan goals, policies, and actions and implement other City planning documents. The results of the analysis, including an identification of items or topics to be addressed through the Zoning Ordinance update, will be summarized in a Draft Background

Review and Research Memo. Based on City staff's review of the Draft Memo, LWC will prepare a Final Memo. The Memo is anticipated to include the following:

- A summary of key inconsistencies between the current Zoning Ordinance and the General Plan and other City regulatory or policy documents
- A summary of key inconsistencies between the current Zoning Ordinance and State and federal law
- Identification of key issues to be addressed in the update effort and recommendations for addressing the issues including the level of form controls and how the new/updated zoning districts interact with the objective design standards

Deliverables

- *Background Review and Recommendations Memo (draft and final) (Word, PDF)*

Task 4: General Plan Consistency and New Zoning Districts

- 4.1 New Districts – Framework.** Based on the Background Review and Recommendations Memo and conditions observed during the City tour, LWC will prepare a Framework of zoning districts and standards to implement the General Plan BPRD land use designation. The zoning district to implement the NCMU land use designation will be prepared under a separate City effort. The BPRD Framework will outline the anticipated development standards, such as density, FAR, lot coverage setbacks, height/stories, building placement, encroachments, parking, etc. LWC anticipates that some regulations, such as signs, landscaping, and lighting, would be completed in Task 6 with the Comprehensive Update for efficiency. LWC also assumes that all of the design standards will be included in the objective design standards being prepared by the City, however LWC will work the City to integrate the documents. It is assumed that one zoning district will be needed to implement the BPRD land use designation. Prior to preparing the full extent of the standards, LWC will review the Framework with City staff for input and direction.

Additionally, LWC will integrate the new Metro Specific Plan zoning districts into the Zoning Ordinance. The Metro Specific Plan is anticipated to be adopted by February 2023, and the Draft Metro Specific Plan establishes eight zoning designations (Draft Metro Specific Plan Table 2-4, Land Use Classification with description, allowed density, maximum height, and allowed zoning districts); Figure 2-8, Land Use; Table 2-5, Zoning District Setbacks).

To expedite this work, LWC assumes that the BPRD and Metro Specific Plan zoning districts would be located within the existing Zoning Ordinance structure and reformatted in Task 6. (However, the best approach to this phase will be discussed with the City.)

- 4.2 New Districts – Code Admin Draft.** LWC will work closely with City staff and prepare Administrative Draft zoning districts to implement the General Plan BPRD land use designation and Metro Specific Plan zoning districts into the Zoning Ordinance.

LWC will review and provide comments on the Administrative Draft NCMU zoning district.

- 4.3 New Districts – Code Public Review Draft.** After City staff's review of the Administrative Draft, LWC will make revisions and provide the Public Review Draft.

- 4.4 Zoning Map Consistency Analysis.** Using General Plan Table-1 (General Plan Designations and Implementing Zoning Districts), LWC will identify parcels on the Zoning Map with zoning classifications that are inconsistent with the General Plan. LWC will provide a table listing each inconsistent parcel with the land use designation, current zoning, and proposed zoning for City staff review. Additionally, LWC will list the current and proposed zoning for parcels within the Metro Specific Plan.

- 4.5 Zoning Map – Admin Draft.** After City staff’s review of the zoning map consistency analysis, LWC will prepare an Administrative Draft Zoning Map. The Administrative Draft Zoning Map will show proposed locations for the new zoning districts that implement the NCMU and BPRD land use designations, updated zoning for parcels with General Plan and zoning inconsistencies, and updated zoning for parcels within the Metro Specific Plan.
- 4.6 Zoning Map – Public Review Draft.** LWC will prepare a Public Review Draft Zoning Map based on City staff’s review of the Administrative Draft Zoning Map.
- 4.7 New Districts Study Sessions (3).** LWC will prepare for and conduct up to two study sessions with the City Council and one study session with the Planning Commission to present the Public Review Draft of the BPRD and Metro Specific Plan zoning districts and Zoning Map. LWC attendance will be virtual. LWC will prepare PowerPoint presentations (draft and final) for each study session.
- 4.8 New Districts – Public Hearing Draft.** Based on feedback from the study sessions and City staff direction, LWC will prepare a Public Hearing Draft of the BPRD and Metro Specific Plan zoning districts and Zoning Map.
- 4.9 New Districts – Public Hearings (2).** LWC will attend one Planning Commission public hearing and one City Council public hearing for adoption of the BPRD and Metro Specific Plan zoning districts and Zoning Map. LWC attendance will be virtual. LWC will prepare PowerPoint presentations (draft and final) for each public hearing.
- 4.10 New Districts – Final Documents.** LWC will prepare the final BPRD and Metro Specific Plan zoning districts and Zoning Map based on City Council’s adoption.

Meetings

- *Up to two study sessions with City Council*
- *One study session with Planning Commission*
- *One Planning Commission public hearing*
- *One City Council public hearing*

Deliverables

- *Zoning Map consistency analysis (Excel)*
- *Framework of new zoning districts and standards (Word)*
- *Administrative Draft new zoning districts and Zoning Map (Word, PDF)*
- *Public Review Draft new zoning districts and Zoning Map (Word, PDF)*
- *PowerPoint presentations (draft and final) for up to three study sessions (PPT, PDF)*
- *Public Hearing Draft new zoning districts and Zoning Map (Word, PDF)*
- *PowerPoint presentations (draft and final) for two public hearings (PPT, PDF)*
- *Final new zoning districts and Zoning Map (Word, PDF)*

Task 5: Public Engagement

- 5.1 Public Engagement Plan.** LWC will prepare a Public Engagement Plan outlining a public process that allows community stakeholders, decisionmakers, and the public to inform, review, and comment on updated regulations as they are being formulated. The Public Engagement Plan will use the components included in this scope of work and outline all public meetings, study sessions, and other outreach tools to be used. The Plan will include approaches that seek to provide inclusive engagement; clarify community values, collect meaningful data and qualitative input about priorities and desires for land uses and urban form; and ultimately, turn community input into community ownership of the process and Project. LWC will offer online polling and other tools to engage in virtual formats. A draft Public Engagement Plan will be provided for City staff review. Based on City staff’s review, LWC will prepare a final Public Engagement Plan.

5.2 Project Website. LWC will prepare a user-friendly website for the Zoning Ordinance Update. The Public Engagement Plan and schedule, upcoming participation opportunities, and completed public deliverables will be placed on the website. The site will also include a list-serve sign-up so community members can be notified about upcoming meetings and new document availability. The assumed website software is Squarespace. LWC will maintain the website throughout the project.

5.3 Stakeholder Interviews (10). In collaboration with LWC, City staff will develop a comprehensive and diverse contact list of potential participants for personal and small group interviews that includes residents, property owners, neighborhood groups, community business groups, developers, and any other appropriate stakeholders. LWC will prepare stakeholder interview questions for City staff review. Based on City staff's feedback, LWC will final the stakeholder interview questions.

LWC will lead the interview process and conduct up to 10 one-hour virtual interviews. Individual or small group interviews are intended to give LWC greater insight into the highest priority considerations for Zoning Ordinance updates from the perspective of a resident or local stakeholder. This enables LWC to gather insight that may not be able to be gathered in larger group settings.

Confidentiality will be observed as it builds trust, protects stakeholders from real or perceived harm, and assures more accurate interview responses. Results from the interviews will only be reported in aggregate form where no comment or comments can be attributed to any individual. Additionally, no personally identifiable information on stakeholders will be released in memos, reports, PowerPoint presentations, or other formats.

LWC will summarize the findings of the interviews in a Stakeholder Interview Summary Memo consistent with an established confidentiality protocol. The concise memo will identify the number of interviews conducted and broadly report on the type of affiliation of participants in the interviews and responses to posed questions. LWC will conduct one round of review and edits with the City to produce a final version of the Stakeholder Interview Summary, which will be appropriate for website posting.

5.4 Technical Advisory Committee Meetings (6). A Technical Advisory Committee (TAC) will be formed to provide input and comment from key Zoning Ordinance users at the City and/or in the community. LWC assumes that the TAC will be formed by City staff with input from LWC, and City staff will correspond with TAC members and schedule meetings. LWC will facilitate up to six meetings with the TAC throughout the project. LWC attendance will be virtual. Meetings may focus on the following topics:

1. Project Initiation/Issues Identification
2. Background Memo, Annotated Table of Contents, and Style Guide
3. Focused Topics (TBD) (e.g., BPRD Zone, Zoning Districts, Use Regulations, Citywide Standards, etc.)
4. Draft Zoning Ordinance

LWC will prepare summary notes from each meeting (draft and final).

5.5 Citizens Advisory Committee Meetings (5). A Citizens Advisory Committee (CAC) will be formed to provide input and comment from key stakeholders in the community. LWC assumes that the CAC will be formed by City staff with input from LWC, and City staff will correspond with CAC members and schedule meetings. LWC will facilitate up to five meetings with the CAC at key stages of the project to provide opportunities for public education and comment on the draft regulations. LWC attendance will be virtual. Meetings may focus on the following topics:

1. Project Initiation/Issues Identification
2. Background and Recommendations Memo

3. Key Topics (TBD)
4. Public Draft Zoning Ordinance

LWC will prepare summary notes from each meeting (draft and final).

- 5.6 Workshops (3).** LWC will conduct up to three workshops, which may be held as community workshops or as joint Planning Commission and City Council workshop at key stages of the project. This may include a workshop on the Background and Recommendations Memo and workshops on the Public Draft Zoning Ordinance. LWC attendance will be virtual. LWC will prepare summary notes from each workshop (draft and final).
- 5.7 Study Sessions (4).** LWC will present and answer questions at up to two Planning Commission study sessions and two City Council study sessions to support the adoption of the Zoning Ordinance. One study session with each body is anticipated to occur prior to preparation of the Public Review Draft Zoning Ordinance. The other two study sessions are anticipated to occur after preparation of the Public Review Draft Zoning Ordinance. LWC attendance will be virtual. LWC will prepare a PowerPoint presentation (draft and final) and summary notes for the study sessions.

Meetings

- *Up to 10 stakeholder interviews*
- *Up to six Technical Advisory Committee meetings*
- *Five Citizens Advisory Committee meetings*
- *Up to three workshops*
- *Up to two Planning Commission study sessions*
- *Up to two City Council study sessions*

Deliverables

- *Public Engagement Plan (draft and final) (Word, PDF)*
- *Project website*
- *Stakeholder interview questions (draft and final) (Word)*
- *Stakeholder Interview Summary Memo (draft and final) (Word, PDF)*
- *TAC and CAC meeting materials including agendas, presentations, other supporting documents or graphics, and summary notes (draft and final) (Word, PPT, PDF)*
- *Workshop meeting materials including agendas, presentations, and other supporting documents or graphics, and summary notes (draft and final) (Word, PPT, PDF)*
- *Study session presentations and summary notes (draft and final) (Word, PPT, PDF)*

Task 6: Administrative Draft Zoning Ordinance

- 6.1 Annotated Table of Contents and Style Guide.** LWC will proposed an improved structure and organization of the Zoning Ordinance to facilitate usability and clarity. LWC will prepare an annotated table of contents that describes the purpose and intent of sections and subsections. Where appropriate, the table of contents will note existing Code sections to establish a trail between the two documents indicating where Chapters of the existing Code are to be re-located and which sections (if any) of the existing Code are not being carried forward.

LWC will also prepare a preliminary style guide focusing on page layout, cross references, terminology, fonts, graphics, charts, maps, etc. to create a Zoning Ordinance that is clear and easy to use. LWC will prepare a final table of contents and style guide based on one set of consolidated and non-conflicting comments provided by City staff.

- 6.2 Zoning Districts.** LWC will update existing zoning districts and overlay districts based on the Background Review and Recommendations Memo and input from public engagement efforts. New

zoning districts established to implement the NCMU and BPRD land use designations (see Task 4) will be integrated and formatted for consistency with the Zoning Ordinance style guide. LWC assumes that up to three NCMU zoning districts graphics will need to be revised by LWC for consistency with the anticipated Zoning Ordinance Update style and format. LWC will prepare Administrative Draft Zoning Districts and Overlays for City staff review.

6.3 Use Regulations. LWC will update existing use regulations based on the Background Review and Research Memo and input from public engagement efforts. Use regulations are anticipated to consist of the following:

- **Land Use Definitions.** A complete set of definitions of land uses regulated by the Zoning Ordinance. Land uses should be defined through a clearly articulated modern use classification system that reflects contemporary land uses and groups them based on common functional, product, or physical characteristics. Use groups should be broad enough to allow the classification of new, unanticipated uses.
- **Zoning District Use Regulations.** Land use regulations by zoning district, clearly indicating which uses are permitted and what type of approval is required. Permitted land uses should be consistent with the corresponding General Plan land use designation and adaptable to contemporary trends in land use.
- **Standards for Specific Uses.** Supplemental standards for uses that warrant special consideration such as accessory dwelling uses, home occupations, telecommunication facilities, and temporary uses. No or minor changes are assumed for short-term rentals, cannabis uses, and mobile food vending standards.

LWC will prepare Administrative Draft Use Regulations for City staff review.

6.4 Citywide Standards. LWC will analyze current standards that apply in some or all zoning districts and prepare new or revised standards for implementing the General Plan and addressing issues identified in the Background Review and Research Memo and through public engagement efforts. Topics are anticipated to include, but are not limited to:

- Off-Street Parking Regulations
- Nonconforming Buildings and Uses
- Density Bonus for Affordable Housing
- Accessory Buildings and Structures

LWC will prepare Administrative Draft Citywide Standards for City staff review.

6.5 Sign Standards. LWC will prepare revised sign regulations that include regulations for specific sign types, limitations on the amount of signage, graphics, and sign review procedures. Updated sign regulations will include content-neutral standards for permanent and temporary signs to ensure compliance with the US Supreme Court's 2015 decision in *Reed v. Town of Gilbert*. LWC will prepare Administrative Draft Sign Standards for City staff review.

6.6 Administration and Permit Procedures. LWC will draft or update administration and permit procedures, consisting of the following:

- **Administration and Procedures.** Provisions for administration and amendments to the Zoning Ordinance and Zoning Map, and procedures that are common to the application and processing of a variety of different permits and approvals.
- **Land Use and Development Permits.** Procedures for all zoning decisions, from ministerial approvals to more technical and substantive approvals, including use permits and variances.

- **Enforcement.** Provisions for the enforcement of the Zoning Ordinance.
- **Definitions.** Definitions of key terms, using modern terminology and streamlining with general terminology where appropriate.

LWC will prepare Administrative Draft Administration and Permit Procedures for City staff review.

- 6.7 Compiled Administrative Draft Zoning Code.** LWC will review all City comments on Administrative Draft regulations prepared in Tasks 6.2 to 6.6 and prepare a complete and compiled Administrative Draft Zoning Ordinance. LWC will work collaboratively to appropriately address all City comments and make additional improvements in order to supply the City with a complete and high-quality compiled Administrative Draft.
- 6.8 Project Team Review Call.** LWC will prepare for and facilitate one two-hour call with City staff to discuss the compiled Administrative Draft Zoning Ordinance. The call is intended to ensure that all issues identified in City comments can be clearly addressed in the Screencheck Draft Zoning Ordinance. It is expected that City staff will provide feedback on the compiled Administrative Draft Zoning Ordinance as one consolidated list of non-conflicting edits. LWC will provide summary notes from the call.

Deliverables

- *Annotated table of contents (draft and final) (Word or Excel)*
- *Style guide (draft and final) (Word)*
- *Administrative Draft Zoning Districts (Word)*
- *Administrative Draft Use Regulations (Word)*
- *Administrative Draft Citywide Standards (Word)*
- *Administrative Draft Sign Standards (Word)*
- *Administrative Draft Administration and Permit Procedures (Word)*
- *Administrative Draft Compiled Zoning Code (Word, PDF)*

Task 7: Screencheck Draft Zoning Ordinance

- 7.1 Screencheck Draft Zoning Code.** Based on City comments on the Administrative Draft Zoning Ordinance, LWC will prepare a Screencheck Draft Zoning Ordinance for City staff to review. LWC will work collaboratively with City staff to appropriately address all Administrative Draft comments to supply the City with a complete and high-quality Screencheck Draft.

Deliverables

- *Screencheck Draft Zoning Ordinance (Word and PDF)*

Task 8: Public Review Draft Zoning Ordinance

- 8.1 Public Review Draft Zoning Code.** LWC will prepare a complete Public Review Draft Zoning Ordinance based on the comments from City staff review of the Screencheck Draft.

Deliverables

- *Public Review Draft Zoning Ordinance (Word and PDF)*

Task 9: CEQA Compliance

FirstCarbon Solutions (FCS) understands that there will be two CEQA documents required. The first is to evaluate the environmental impacts associated with the updates to the Zoning Ordinance Update required to establish zoning districts that correspond to the two new land use designations: Neighborhood Commercial Mixed Use (NCMU) and Business Park/Research and Development (BPRD) and the second is the CEQA required to process the comprehensive update of the Zoning Ordinance. FCS anticipates that an Addendum is the appropriate CEQA document for both projects. FCS will prepare two separate initial studies, to

identify whether the updates to the Zoning Ordinance would result in new or more severe effects than were identified and disclosed in the Milpitas 2040 General Plan Environmental Impact Report (EIR). Based on the anticipated updates to the Zoning Ordinance, FCS will provide a qualitative level of analysis for each checklist question.

The below scope will be completed independently for both projects (i.e., two separate Initial Study/Addendum will be prepared). Once the Initial Study/Addendum for the establishment of new zoning districts is completed, FCS will complete the same analysis for the comprehensive update to the Zoning Ordinance. It is our understanding that the second CEQA document will be able to rely heavily on the first in terms of format and analysis. If, in our analysis, FCS determines that the updates to the Zoning Ordinance would result in new or more severe effects, or that the second CEQA document requires additional analysis not required by the first, FCS would provide a revised scope of services to provide the necessary environmental analysis.

CEQA for New Zoning Designations

- 9.1 CEQA-Compliant Project Description.** Based on information provided in the Milpitas 2040 General Plan and Milpitas 2040 General Plan EIR, FCS will prepare a CEQA-compliant Project Description, which will provide a brief description of the Neighborhood Commercial Mixed Use (NCMU) and Business Park/Research and Development (BPRD) land use designations and associated zoning designations (including specific land uses and development standards). The approved Project Description will form the basis for evaluating the new zoning designations. The Draft Project Description will be submitted to the City for review and approval prior to the development of the Administrative Draft Initial Study/Addendum. FCS will submit a Project Description within two weeks of receipt of final project information.
- 9.2 Administrative Draft Initial Study/Addendum.** Upon approval of the project description, FCS will use the Milpitas 2040 General Plan EIR and the most recent CEQA Appendix G Environmental Checklist to identify whether the proposed project would result in new or more severe effects than were identified and disclosed in the Milpitas 2040 General Plan EIR consistent with CEQA Guidelines 15262. FCS shall submit an Administrative Draft Initial Study/Addendum within eight weeks of approval of the Project Description.
- 9.3 Screencheck Draft Initial Study/Addendum.** Upon receipt of one set of consolidated Administrative Draft Initial Study/Addendum comments in track changes from the City, FCS shall submit a Screencheck Draft Initial Study/Addendum. It is anticipated that FCS will provide a Screencheck Draft Initial Study/Addendum to the City within two weeks of receipt of City comments on the Administrative Draft Initial Study/Addendum.
- 9.4 Final Initial Study/Addendum.** Upon receipt of one set of consolidated Screencheck Initial Study/Addendum comments in tracks changes from the City, FCS will submit a finalized Initial Study/Addendum. It is assumed that comments on the Screencheck Initial Study/Addendum will be minimal. FCS will provide the finalized Initial Study/Addendum within one week of receipt of City comments on the Screencheck Draft Initial Study/Addendum.

Deliverables

- *Electronic version of the Draft Project Description in PDF and Microsoft Word format and electronic version of the Project Description in PDF format*
- *Electronic version of Administrative Draft, Screencheck Draft, and Final Initial Study/Addendum in Microsoft Word and PDF formats*

CEQA for Comprehensive Update to the Zoning Ordinance

- 9.5 CEQA for Comprehensive Code Update.** Subsequent to the completion of the first CEQA document, FCS will prepare a CEQA-compliant Project Description consistent with the approach outlined in Task 9.1. Upon approval of the project description, FCS will prepare an Administrative Draft Initial Study/Addendum, consistent with the approach outlined in Task 9.2. This Scope of Work assumes minimal comments on the Administrative Draft Initial Study/Addendum. Upon receipt of one set of consolidated Administrative Draft Initial Study/Addendum comments in tracks changes from the City, FCS will submit a finalized Initial Study/Addendum.

Deliverables

- *Electronic version of the Draft Project Description in PDF and Microsoft Word format and electronic version of the Project Description in PDF format*
- *Electronic version of Administrative Draft and Final Initial Study/Addendum Review Draft, in Microsoft Word and PDF formats*

Task 10: Public Hearings and Adoption

- 10.1 Public Hearing Draft Zoning Code.** LWC will prepare a Public Hearing Draft Zoning Ordinance based on the comments during public review and City direction. The Public Hearing Draft Ordinance will be presented at Planning Commission and City Council study sessions and public hearings.
- 10.2 Planning Commission Hearing.** LWC will present and answer questions at one Planning Commission hearing for the adoption of the Zoning Ordinance. LWC attendance will be virtual. LWC will prepare a PowerPoint presentation (draft and final) for the public hearing. FCS will attend one Planning Commission hearing.
- 10.3 City Council Hearing.** LWC will present and answer questions at one City Council hearing for the adoption of the Zoning Ordinance. LWC attendance will be virtual. LWC will prepare a PowerPoint presentation (draft and final) for the public hearing. FCS will attend one City Council hearing.

Meetings

- *One Planning Commission public hearing*
- *One City Council public hearing*

Deliverables

- *Public Hearing Draft Zoning Ordinance (Word, PDF)*
- *PowerPoint Presentation for one Planning Commission public hearing (draft and final) (PPT, PDF)*
- *PowerPoint Presentation for one City Council public hearing (draft and final) (PPT, PDF)*

Task 11: Final Zoning Ordinance

- 11.1 Final Zoning Ordinance.** Based on City Council action resulting from study sessions and public hearings and final text changes provided by City staff, LWC will prepare the final Zoning Ordinance. The document will be produced in PDF and a MS Word format and able to be made accessible and interactive through online publishing.

Deliverables

- *Final Zoning Ordinance (Word, PDF)*

Optional Tasks

As an optional task, LWC will provide additional support to the City. Optional tasks may include changes to the Zoning Map determined to be needed after completion of Task 4 (i.e., new zoning districts not assumed

or completed in Task 4, such as a mobilehome park zone); additional coordination on related projects (e.g., development of the NCMU Zoning District, Metro Specific Plan, Gateway-Main Street Specific Plan, etc.); or other project tasks identified by the City as necessary and appropriate for LWC.

Additionally, if determined to be necessary for CEQA compliance (Task 9), a vehicle miles traveled (VMT) analysis will be conducted by Hexagon Transportation Consultants, Inc. A detailed scope, budget, and timeline for the VMT analysis would be prepared if this task is pursued. A flat not-to-exceed fee of \$8,000 is estimated for a VMT analysis if needed.

Assumptions

This scope of work is based on the following assumptions:

1. All meetings and calls will be conducted virtually unless specified as in person.
2. All deliverables will be provided in electronic format unless specified as hard copy with an associated number of copies.
3. City staff will provide comments on draft materials as a single set of non-conflicting and actionable comments. The City's comments will include comments from the City Attorney as appropriate as determined City staff. City Attorney comments will be compiled with City staff comments when provided.
4. GIS data provided will be complete and accurate. LWC will not be responsible for creating or creating GIS data other than the zoning district updates as specified in this scope of work.
5. City GIS data includes parcel-level General Plan designations and zoning classification, including zoning overlays.
6. City staff will prepare staff reports, resolutions, and notices for Planning Commission and City Council meetings.
7. City staff will conduct all noticing efforts and provide any translations or interpretation services.
8. The City has a copy of the receipt from the Milpitas 2040 General Plan Environmental Impact Report and no payment of CDFW filing fee would be required.
9. The City will be responsible for filing the NOD with the County Clerk and paying the County Clerk Processing Fee of \$50.

The above scope of work acknowledges laws and statutes enacted at the time of its writing. The parties will agree on amendments to the scope of services that become necessary if any changes occur to applicable rulings and create obligations that were unexpected at the time of the execution of this proposal.

EXHIBIT B**Schedule of Charges/Payments**

Consultant will invoice City on a monthly cycle. Consultant will include with each invoice a detailed progress report that indicates the amount of budget spent on each task. Consultant will inform City regarding any out-of-scope work being performed by Consultant. This is a time-and-materials Agreement.

In no event shall the total amount paid for services rendered by Consultant under this Agreement exceed the sum of **Eight Hundred Seventy-Nine Thousand Five Hundred Fifteen Dollars and Zero Cents (\$879,515.00)**.

[Consultant Budget on Following Page]

EXHIBIT C
Activity Schedule

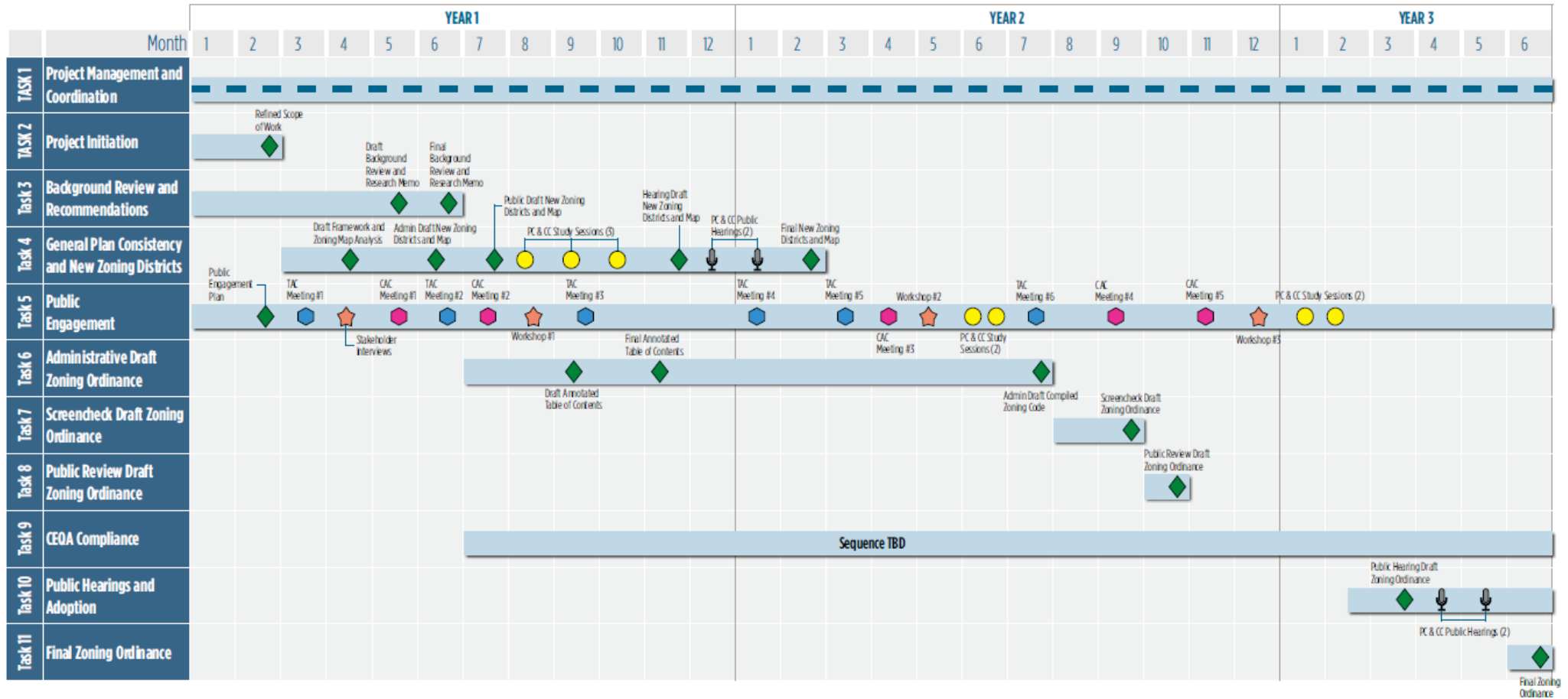
[Consultant Schedule on Following Page]

City of Milpitas

Comprehensive Zoning Ordinance Update

Item # C9.

Project Timeline
December 14, 2022



- Consultant Work
- Staff Meetings
- Product
- Study Session
- Community Event
- TAC Meeting
- CAC Meeting
- Hearing

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 Consultant’s Agreement.**

Contractor or Consultant 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 Consultant, its agents, representatives, employees or subcontractors.

Contractor or Consultant 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 Consultant 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 Consultant’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):

☐ 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.

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):

 X 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):

 Insurance utilizing an "All Risk" (Special Perils) coverage form, with limits equal to the completed value of the project and no coinsurance penalty provisions. If the project does not involve new or major reconstruction, at the option of the City, an Installation Floater may be acceptable. For such projects, a Property Installation Floater shall be obtained that provides for the improvement, remodel, modification, alteration, conversion or adjustment to existing buildings, structures, processes, machinery and equipment. The Property Installation Floater shall provide property damage coverage for any building, structure, machinery or equipment damaged, impaired, broken, or destroyed during the performance of the Work, including during transit, installation, and testing at the City's site.

Contractor's or Consultant's Pollution Legal Liability:

____ Contractor's or Consultant's pollution legal liability and/or Asbestos Legal Liability and/or Errors and Omissions (if project involves environmental hazards) with limits no less than \$1,000,000.00 per occurrence or claim and \$2,000,000.00 policy aggregate.

If the Contractor or Consultant maintains higher limits than the minimums shown above, the City requires and shall be entitled to coverage for the higher limits maintained by the Contractor or Consultant. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to City.

Cyber Liability Insurance

____ Cyber Liability Insurance with limits not less than \$1,000,000 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 automobile liability policies shall be primary and shall not seek contribution from the City's coverage and be endorsed to add the City and its elected and appointed officials, officers, attorneys, agents employees and volunteers as additional insureds under such policies using Insurance Services Office form CG 20 10 (or equivalent) on the general liability policy. 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 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

Deductibles and Self-Insured Retentions ("SIR"):

Any deductibles or self-insured retentions must be declared to and approved by City. The City may require the Contractor or Consultant to purchase coverage with a lower deductible or retention or provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention. At the option of the City, either (1) the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the City, its elected and appointed officials, officers, attorneys, agents, and employees; or (2) the Contractor or Consultant shall procure a bond guaranteeing payment of losses and related investigations, claim administration and defense expenses.

All SIRs must be disclosed to Risk Management for approval and shall not reduce the limits of liability.

Policies containing any SIR provision shall provide or be endorsed to provide that the SIR may be satisfied by either the named insured or the City.

City reserves the right to obtain a full-certified copy of any insurance policy and endorsements. Failure to exercise this right shall not constitute a waiver of right to exercise later.

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 five (5) years 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 five (5) years 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 Contractors Pollution Liability Policy shall not contain a mold exclusion, and the definition of Pollution shall include microbial matter, including mold.

Subcontractors:

Contractor or Consultant shall require and verify that all subcontractors maintain insurance meeting all the requirements stated herein, and Contractor shall ensure that City is an additional insured on insurance required from subcontractors.

Subcontractor agrees to be bound to Contractor and City in the same manner and to the same extent as Contractor is bound to City under this Agreement and any other contract documents. Subcontractor further agrees to include the same requirements and provisions of this Agreement,

including the indemnity and insurance requirements, with any sub-subcontractor to the extent they apply to the scope of the sub-subcontractor's work. A copy of the City indemnity and insurance provisions will be furnished to the subcontractor upon request.

Verification of Coverage:

Contractor or Consultant shall furnish the City with original certificates and amendatory endorsements or copies of the applicable policy language 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. The City reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time.

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, officers, attorneys, agents, 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.



CITY OF MILPITAS AGENDA REPORT (AR)

Item Title:	Consider Kiwanis Club of Milpitas Fee Waiver Request (Staff Contact: Renee Lorentzen, Recreation and Community Services Director, 408-586-3409)
Category:	Consent Calendar-Community Services and Sustainable Infrastructure
Meeting Date:	1/17/2023
	<u>Recommendation:</u> Approve a Fee Waiver of \$900 for the Kiwanis Club of Milpitas Foundation's 19 th Annual MUSD Crab Feed and Auction Event scheduled for February 3, 2023.

BACKGROUND:

On December 9, 2022, staff received a Donation and Fee Waiver/Reduction Policy request from the Kiwanis Club of Milpitas Foundation for their 19th Annual MUSD Crab Feed and Auction event scheduled for February 3, 2023 at the Milpitas Community Center. The request is for a \$900 fee waiver for the event space rental costs.

ANALYSIS:

The Kiwanis Club of Milpitas Foundation (Kiwanis) submitted the required applications and documentation for the Crab Feed and Auction event which includes:

- Indoor Space Rental Application for Milpitas Community Center Auditorium
- City Council Donation and Fee Waiver/Reduction Policy request
- Non-profit status letter

Kiwanis is requesting that City Council waive eligible fees for the Indoor Space Rental in the amount of \$900. Fees ineligible for waiver include the rental application fee of \$31 and refundable security/damage deposit of \$500. Refundable security/damage deposits are refunded within 30 days of the rental.

Milpitas City Council adopted an updated "City Council Donation and Fee Waiver/Reduction Policy" on June 21, 2022. Per the policy, eligible organizations can request City fees to be waived up to \$1,500 or a donation amount up to \$500 to be granted upon request. Eligible organizations are defined as "a non-profit organization as described by the Internal Revenue Section such as 501(c)(3) or an intergovernmental agency; Non-discriminatory, and non-political in nature." Fee Waiver or Donation requests for events must provide a community benefit within the City of Milpitas proper. Applying organizations must provide proof of non-profit status from the federal Internal Revenue Service or the state Franchise Tax Board.

As required, the Kiwanis Club of Milpitas Foundation provided a copy of its determination letter from the Internal Revenue Service stating it is a tax-exempt organization and meets the requirements as outlined in the Council adopted Fee Waiver Policy.

POLICY ALTERNATIVE(S):

Alternative: Do not approve the fee waiver as requested.

Pros: The City's General Fund will not incur the costs of the fees waived.

Con: Denial of the request may not allow the non-profit organization to hold the event in the Milpitas Community Center.

Reason not recommended: This request is consistent with the Council approved Policy.

FISCAL IMPACT:

\$25,000 was approved and included in the FY 2022-23 City budget for City Council's Unallocated Community Promotions. If this request is approved by City Council, then \$18,966 would remain in that line item of the current year's budget.

RECOMMENDATION:

Approve a Fee Waiver of \$900 for the Kiwanis Club of Milpitas Foundation MUSD Crab Feed and Auction Event scheduled for February 3, 2023.

Attachment(s):

1. Application
2. Internal Revenue Service (IRS) non-profit letter
3. City Council Donation and Fee Waiver/Reduction Policy

From: [No Reply](#)
To: [Renee Lorentzen](#)
Subject: City of Milpitas City Council Non-Profit Donation/Fee Waiver Request Program Application Form [#1]
Date: Friday, December 9, 2022 3:28:45 PM

Name of Organization	Kiwanis Club of Milpitas Foundation
Is there a Milpitas Branch or Affiliation?	- Yes
Organization Address (as listed on your 501 (c) 3)	Kiwanis Club of Milpitas Foundation PO Box 360730 Milpitas, California 95035 United States
Organization Web Site	http://facebook.com/KiwanisClubof Milpitas
Organization Contact Name	Dennis Grilli
Organization Contact Phone	(408) 205-7103
Organization Contact Email	kiwanisclubofmilpitas@gmail.com
Request Type	- Fee Waiver (up to \$1,500)
Requested Amount (request types cannot be combined or exceed maximum listed amounts)	1,500
Description of Use of Funds/Fees to be Waived	support of MUSD youth
Event Name	19th Annual MUSD Crabfeed and Auction
Event Date(s)	Feb 03, 2023
Event Location (Facility Name and Address)	Milpitas Community Center
Is your Event Open to the Public	No
What is the purpose of the Event? The Annual Crabfeed is our major fundraising event to support our programs supporting the youth of MUSD . We have several annual programs . The Kohl's for Kids program where we provide clothing and school supplies. With our TurnAround Scholarships for MUSD graduates we provide a 4 year \$6,000 scholarship for continuing education and provide mentors . We our in our second year of the Milpitas Reads program where we provide books to every 2nd grader. This year we will support the MHS and Cal Hills students with needs for the Junior and Senior Ball. All of our funds are to support our youth in need.	
How will the Milpitas Community Benefit from this Event? Beside a fun evening bring the community together the funds raised are all distributed to our programs supporting youth. The High school volunteers all receive a donation to their clubs and teams.	
What is you anticipated Event attendance?	200
What percentage of your event fundraising proceeds will benefit the Milpitas Community?	60% or more
How will the City's contribution (if approved) be recognized in event media and publicity? We will have Sponsorship notifications at the event. It will be acknowledged on Social media and in our advertisements. The City of Milpitas has been a major supporter and we appreciate your support of our youth.	
Upload your Entity Status Letter (Entity Name listed on this application must match the Entity	

Status Letter Name)

[h4 4.jpeg](#)

Within 60 days after completion of the event for which a donation was received or a fee waiver was granted by the City of Milpitas, your organization will provide a report to the Director of Recreation and Community Services to include at minimum: number of participants, copies of all publicity of the event, any benefit to the community, amount of funds raised and an accounting of how the proceeds of the event will be dispersed.



Failure to abide by the rules and procedures set forth in the City Council Donation/Fee Waiver Policy will result in the organization being denied for funding and/or fee waiver in the future.

Draw your signature into the box below.



Entity Status Letter

Date: 1/5/2023

ESL ID: 3462328779

Why You Received This Letter

According to our records, the following entity information is true and accurate as of the date of this letter.

Entity ID: 3504918

Entity Name: KIWANIS CLUB OF MILPITAS FOUNDATION

- ☒ 1. The entity is in good standing with the Franchise Tax Board.
- ☐ 2. The entity is **not** in good standing with the Franchise Tax Board.
- ☒ 3. The entity is currently exempt from tax under Revenue and Taxation Code (R&TC) Section 23701 d.
- ☐ 4. We do not have current information about the entity.
- ☐ 5. The entity was administratively dissolved/cancelled on _____ through the Franchise Tax Board Administrative Dissolution process.

Important Information

- This information does not necessarily reflect the entity's current legal or administrative status with any other agency of the state of California or other governmental agency or body.
- If the entity's powers, rights, and privileges were suspended or forfeited at any time in the past, or if the entity did business in California at a time when it was not qualified or not registered to do business in California, this information does not reflect the status or voidability of contracts made by the entity in California during the period the entity was suspended or forfeited (R&TC Sections 23304.1, 23304.5, 23305a, 23305.1).
- The entity certificate of revivor may have a time limitation or may limit the functions the revived entity can perform, or both (R&TC Section 23305b).

Connect With Us

Web: **ftb.ca.gov**
Phone: 800-852-5711 from 7 a.m. to 5 p.m. weekdays, except state holidays
916-845-6500 from outside the United States

California

Relay Service: 711 or 800-735-2929 (For persons with hearing or speech impairments)



CITY OF MILPITAS

Item # C10.

Revision	Date
Original	04/16/2013
	6/21/2022

CITY COUNCIL POLICY

Policy No: Click or tap here to enter text.	DONATION AND FEE WAIVER/ REDUCTION POLICY	Effective Date: 6/21/2022
Revision No: 1	Policy Administrator: Recreation and Community Services	Next Review Due: As needed
Related Policies and Procedures: Click or tap here to enter text.	Approved by: Click or tap here to enter text. Council meeting date, agenda item #, and vote	Date Approved: 6/21/2022

1. PURPOSE

- 1.1. The City recognizes the value of partnership with other agencies and organizations in providing services that benefit the community and its residents.
- 1.2. The City may provide a donation or grant a reduction and/or waiver of fees to intergovernmental agencies or non-profit organizations that provide Milpitas community benefit.

2. POLICY

- 2.1. The City shall have the sole authority and the City Council shall have the final authority to approve Donations and Fee Waiver/Reduction requests.
- 2.2. The City Council shall evaluate donation and fee waiver/reduction requests at a scheduled City Council meeting.
- 2.3. Any requests for donation or fee waiver/reduction must be submitted in writing using the provided application form by the Recreation and Community Services Department.
- 2.4. In order for an organization to be eligible for a donation or fee waiver / reduction, the following criteria have to be met:
 - 2.4.1. The applying organization must be:
 - 2.4.1.1 A non-profit organization as described by the Internal Revenue Section such as 501(c)(3) or an intergovernmental agency;
 - 2.4.1.2 Non-discriminatory, and non-political in nature;
 - 2.4.2. Events must provide a community benefit within the City of Milpitas proper.
- 2.5. If the event requested for fee waiver is a fundraiser, the organization must demonstrate that at least 60% of fund raised will be of general benefit to the Milpitas community.
- 2.6. If the request for donation or fee waiver/reduction is for a community event, the event must be advertised, open to the public and no entrance fee shall be charged for the event.
- 2.7. Fee waivers/reductions only apply to services provided by the City during its regular course of business. Such fees may include rental fees for the City's facilities or equipment, building permit fees or fire permit fees. Any deposits and/or City staff overtime costs required due to the event cannot be waived.
- 2.8. The City Council may grant donation or fee waiver/reduction to each organization once annually, regardless of how many branches or affiliations it may have.



Revision	Date
Original	04/21/2006
	6/21/2022

CITY COUNCIL DONATION AND FEE WAIVER/REDUCTION POLICY / POLICY

- 2.9. The fee waiver/reduction amount is subject to \$1,500 maximum per fiscal year and the donation amount is subject to \$500 maximum annually for each organization. A fee waiver/reduction request cannot be combined with a donation request.
- 2.10. To the extent possible, the City's contribution should be recognized in the event fliers and/or advertising with the following statement, "This event made possible, in part, by the City of Milpitas."
- 2.11. Within 60 days after completion of the event in which a donation was received or a fee waiver/reduction was granted by the City, the organization will provide a written report to the Director of Recreation and Community Services to include at minimum: number of participants, copies of all publicity of the event, any benefit to the community, amount of funds raised and an accounting of how the proceeds of the event will be dispersed.
- 2.12. Failure to abide by the rules and procedures as set forth in this document will result in the organization being denied for funding and/or fee waiver/reduction in the future.

3. PROCEDURE

- 3.1. The Recreation and Community Services Department shall maintain an application for Donation and Fee Waiver/Reduction Requests.
- 3.2. Upon receipt of an application, the Recreation and Community Services Department shall determine eligibility for a Donation and/or Fee Waiver/Reduction consistent with this Policy and inform the applicant of its determination in writing.
- 3.3. If eligibility is determined, the Director of Recreation and Community Services shall bring requests for donation or fee waiver/reductions to Council for approval at any regular or special meeting.
- 3.4. If ineligibility is determined, the applicant can appeal the Director of Recreation and Community Services' determination to the City Manager. A request for appeal must be made, in writing, and delivered to the City Manager's Office within seven (7) days of the applicant's receipt of the determination of ineligibility. The request for appeal must state, in writing, the basis for the appeal and must contain all written documentation supporting each basis for appeal. The City Manager shall issue a decision, in writing, without hearing based on the documents presented.
- 3.5. Donation and Fee Waiver Budget
 - 3.5.1. With each budget cycle, the City Council will establish an annual budget amount for donations or fee waivers/ reductions for unspecified community events. Except for extraordinary circumstances, donations and or fee waivers/reductions will not be granted once the budgeted amount has been allocated.



CITY OF MILPITAS AGENDA REPORT (AR)

Item Title:	Authorize and Approve Travel to Carlsbad, CA for City Manager Steve McHarris to Attend the Annual League of California Cities <i>City Managers Conference</i> to be held on February 8 – 10, 2023 (Staff Contact: Ashwini Kantak, Assistant City Manager, 408-586-3053)
Category:	Consent Calendar-Leadership and Support Services
Meeting Date:	1/17/2023
	<u>Recommendation:</u> Authorize and approve travel to Carlsbad, CA for City Manager Steve McHarris to attend the Annual League of California Cities <i>City Managers Conference</i> scheduled on February 8 – 10, 2023 for an estimated not-to-exceed amount of \$1,700.00 budgeted under Conferences/Trainings allocation for the City Manager's Office.

BACKGROUND:

The League of California Cities holds its City Managers Conference each year in a selected California city. This popular conference is scheduled for February 8 - 10, 2023 in Carlsbad, CA, and is designed for city managers and assistant city managers. This conference provides city officials with the essential information and updates needed to effectively run their cities. It affords the City Manager the rare opportunity to connect and openly exchange ideas with other city officials. The preliminary program is included in this report.

ANALYSIS:

The City of Milpitas Travel and Expense Policy requires approval of travel for elected officials and the City Manager by the City Council. Council approval of this request will allow City Manager McHarris to travel to Carlsbad, CA to represent the City. Attendance at the conference will also offer the City Manager the opportunity to exchange ideas with city officials from other cities and to bring back information from other cities to share with his Executive Leadership Team. Continued participation and attendance in these types of conferences ensures that the Milpitas community is fully represented at the local, regional, and state levels.

POLICY ALTERNATIVE(S):

Not applicable

FISCAL IMPACT:

The estimated expenses for the League of California Cities conference in Carlsbad including the registration fee, are \$1,700.00. To date, there is a \$2,536.00 remaining balance in the City Manager's adopted Conferences / Meetings budget to cover the City Manager's travel expenses.

California Environmental Quality Act (CEQA):

By the definition provided in the California Environmental Quality Act (CEQA) Guidelines Section 15378, this action does not qualify as a "project" for the purpose of CEQA.

RECOMMENDATION:

Authorize and Approve travel to Carlsbad, CA for City Manager Steve McHarris to attend the Annual League of California Cities *City Managers Conference* scheduled on February 8 – 10, 2023 for an estimated not-to-exceed amount of \$1,700.00 budgeted under Conferences/Trainings allocation for the City Manager's Office.

Attachment(s):

Attachment 1: Draft conference agenda for the 2023 City Managers Conference



Welcome!

Feb. 8-10, 2023 ♦ Carlsbad, CA

City Managers CONFERENCE



WEDNESDAY, FEB. 8

10:00 a.m.-6:00 p.m.	Registration Open
11:00 a.m.-1:00 p.m.	Lunch on Your Own
1:30-3:15 p.m.	Opening General Session
3:15-3:45 p.m.	Break Find coffee and tea while visiting with colleagues. Looking to connect with other women in government? Find caffeine, friends, and great ideas during a focused coffee break in a separate space.
3:45-5:00 p.m.	How Do I Deal With This? Despite our best efforts, there are many aspects to the role of city manager that we cannot foresee or control. Many of these circumstances involve unexpected occurrences with our city council members, ranging from scandals to resignations. Join this panel discussion as it delves into how the "unthinkable" can happen with elected officials, and strategies to mitigate it. Learn about the practical, political, legal, and ethical issues that shape our response to these occurrences.
3:45-5:00 p.m.	Lessons from the Trenches: Key Strategies for Leveraging Public Works Effective communication and the celebration of "wins" is essential to building trust and goodwill within a community. A high-functioning public works department can be a strategic partner in this pursuit. But what if department leaders avoid or miss opportunities for communication and publicity? What other lessons can city managers learn from their public works counterparts? In this session, attendees will hear from former public works directors-turned-city managers as they share key lessons and techniques for leveraging this sector.
3:45-5:00 p.m.	One Size Doesn't Fit All: Alternative Responses to Mental Health and Other Crises Attendees will learn about new approaches from around the state to responding to crises related to mental illness, how these programs have been implemented, and challenges faced.
5:00-6:30 p.m.	Networking Reception

Sessions/Speakers are subject to change

THURSDAY, FEB. 9

8:00 a.m.-4:00 p.m.	Registration Open
8:00-9:00 a.m.	Networking Breakfast
8:30 a.m.-5:00 p.m.	Visit with Sponsors
9:00-10:15 a.m.	Successful DEI Programs and Lessons Learned Learn how to start a Diversity, Equity, and Inclusion (DEI) program that establishes a more equitable and inclusive community while simultaneously embracing diversity and a sense of belonging. In this session, cities will share their approach to starting and managing DEI programs, including challenges, successes, and lessons learned.
9:00-10:15 a.m.	Sales Tax: Understand Hidden Nuances of California Sales Tax Distribution Participants will hear from two of the foremost firms in California with unique expertise in sales tax: HdL and Avenu Insights. Learn how sales tax is distributed differently in many situations, including online versus brick and mortar, in-state versus out of state seller, and auto versus jet fuel sales. Then, understand how county pools work and why, and learn the differences between regular Bradley Burns and a transaction and use tax. Following the presentation, participants will receive an update and hear next steps from the Cal Cities' City Manager's Department Sales Tax Working Group (re-formed in 2021).
9:00-10:15 a.m.	First Amendment Folies: Balancing Constitutional Rights of Free Speech while Maintaining City Operations As public engagement around the dais evolves and social media becomes a public soapbox, understand the challenges that face cities in balancing First Amendments rights with employee safety and maintaining city operations. Hear about two distinct experiences and what steps cities can take today to mitigate legal quandaries related to the First Amendment and keep city hall from being paralyzed by these disruptions.
10:15-10:45 a.m.	Break Find coffee and tea during the break as you visit with colleagues. For those interested in strengthening your relationship with CalOES, attend the meet and greet during a focused coffee break in a separate space.
10:45 a.m.-noon	Telling Your Organization's Story Cities do important work for our communities, but if city managers don't tell their stories throughout the year, community members and stakeholders won't know how their tax money benefits the community. Proactive messaging will help your city foster relationships with stakeholders that will benefit them later. This session will cover how to incorporate strategic communications into your city's general plan, and feature case studies from public agencies that have successfully gained community trust and inspire impactful engagement.
10:45 a.m.-noon	Successful Recruitment and Retention Post-COVID, The Great Resignation and Retirements COVID-19, the Great Resignation, Baby Boomer retirements, and working towards diversity, equity and inclusion have significantly impacted a city's ability to hire, retain, and recruit executives. What are the best practices and effective strategies to change this? How does a city compete in this very competitive landscape? What should a city manager know and consider to position themselves to hire and retain employees effectively? Discover answers to these questions and learn about the latest trends and challenges in the municipal environment for, hiring, retaining, and recruiting personnel at the executive level.

Sessions/Speakers are subject to change

THURSDAY, FEB. 9

10:45 a.m.-noon	Surplus Land Act: Know the Facts Before You Transact California is facing a housing crisis. The state has revved up enforcement to accelerate the production of affordable housing including the use of public agency-owned land. Effective in 2020, the Surplus Land Act (SLA) requires public agencies to follow a process to sell or lease any public property by first offering it to a state-controlled list of affordable housing developers. Learn how the SLA process impacts local land use. Receive best practices on how to navigate the sale, lease, and licensing of public agency property to pursue public-private projects, producing economic development results while staying in compliance with state requirements.
noon-1:15 p.m.	Networking Luncheon
1:15-2:45 p.m.	General Session: Observations from Local, State and National Economists Learn from three experts as they discuss economic trends and forecasts from local, statewide, and national perspectives. Panelists will address their differing expectations in each respective area.
2:45-3:15 p.m.	Break Find coffee and tea during the break as you visit with colleagues. If you are a new city manager, come for a special coffee break with your colleagues from around the state.
3:15-4:30 p.m.	Delivering Economic Development Successes In Partnership With Your Council and Community City managers are under constant pressure to deliver economic development results. Local economic development can be misunderstood as marketing to prospective employers or communicating a business-friendly environment. Setting expectations and engaging with the city council and community are critical to achieving economic development success. As heads of their organizations, city managers can build an economic development-centered culture with staff, the community, and city council that will have far-reaching impacts on economic outcomes. This session features two economic developers-turned-city management professionals who will share their perspectives and discuss practical examples.
3:15-4:30 p.m.	Ethics Matter: Be Inspired By Your Professional Values Let's shift the focus on the ICMA Code of Ethics from enforcement to inspiration. How do the defining values of integrity, fairness, justice, and political neutrality inspire you to excellence? How do they produce better outcomes in your organization and community? Think about a time when you stood firm on a principle, and it wasn't easy! Rediscover values for the city management profession and how best to apply them to real world challenges.
3:15-4:30 p.m.	Small City Succession Planning: Creating a Culture of Growth The Great Resignation combined with the Silver Tsunami has made it difficult for public agencies across the state to retain employees. This struggle can magnify within smaller public agencies, including when a staff member leaves, which often means the loss of institutional knowledge that may span several "positions." This engaging panel discussion will examine strategies for small cities to implement when hiring and retaining talent, creating a culture of growth, and proactively building a succession plan. Learn best practices for creating a talent pipeline within your small city so that when an employee leaves, you can rest assured that critical services will remain uninterrupted.

Sessions/Speakers are subject to change

FRIDAY, FEB. 10

8:00-10:00 a.m.	Registration Open
8:00-9:15 a.m.	Networking Breakfast
9:15-10:30 a.m.	“ICMA Preparing the Next Generation” Turns 20: Progress and Challenges It has been 20 years since the “ICMA Preparing the Next Generation” guidebook was published. Since then, Generation Z employees have entered the workforce and managers are facing new challenges and impacts to the profession as a result of ‘The Great Resignation’. During this session, the guidebook co-author and current city management professionals will discuss what has occurred over the past 20 years and the ongoing challenges of identifying, mentoring, and preparing the next generation of city managers.
10:30-10:45 a.m.	Break
10:45 a.m.-noon	Closing Session
noon	Adjourn

Sessions/Speakers are subject to change



CITY OF MILPITAS AGENDA REPORT (AR)

Item Title:	Conduct a Public Hearing and Adopt Ordinance No. 65.153 Adopting by Reference the 2022 California Energy Code; and Adopt Ordinance No. 65.154 Adopting by Reference the 2022 California Green Building Standards Code with Amendments (Staff Contact: Bill Tott, Building Official, 408-586-3263)
Category:	Public Hearings - Community Development
Meeting Date:	1/17/2023
	<u>Recommendation:</u> (1) Open the public hearing, hear testimony, then move to close the public hearing; (2) Waive the second reading, find a CEQA exemption, and adopt Ordinance No. 65.153 amending Chapter 11 of Title II of the Milpitas Municipal Code adopting by reference the 2022 California Energy Code; and (3) Waive the second reading, find a CEQA exemption, and adopt Ordinance No. 65.154 amending Chapter 19 of Title II of the Milpitas Municipal Code adopting by reference the 2022 California Green Building Standards Code with amendments.

BACKGROUND:

On October 18, 2022, the Council introduced Ordinances No. 65.153 and No. 65.154 and set a public hearing on December 6, 2022 for adoption of the ordinances pursuant to Government Code Section 50022.3. Notice of the public hearing was published on October 4 and October 11, 2022 pursuant to Government Code section 6066. On December 6, 2022, the Council continued the item to the first regular meeting in January. On December 30, 2022, Notice of the public hearings was published pursuant to Government Code section 6066.

There were no changes to the Ordinances from the first reading; the Ordinances are now ready for their second reading and adoption. However, during the discussion with Council regarding certain aspects of the proposed ordinances, four specific concerns were brought forward: 1. What is the impact on the grid from requiring new development to be all-electric? 2. What are the economic impacts on the housing market from the all-electric reach code? 3. Why should the City require affordable multifamily housing to install EV infrastructure when it is perceived by some that most of the residents can't afford an EV? 4. Potential lack of availability of rebates for electric vehicles. Response to these concerns will be given in the following analysis portion of the AR.

Council also asked if a P.G. & E. representative could be invited to attend the December 6th Council meeting. On November 8, 2022 the City Manager extended the invitation to P.G. & E. representatives to speak at the December 6th Council Meeting to share P.G. & E.'s perspective and plans supporting neighborhood electrification, share an update on what P.G. & E. is doing / planning to do to improve long term electrical grid capacity and grid reliability for our customers, and address and provide an update on P.G. & E.'s near term efforts to improve electrical infrastructure reliability for an area of Milpitas that has been experiencing frequent outages. P.G. & E. representatives confirmed that they will be attending the January 17, 2023 Council Meeting to provide the requested information.

UPDATE:

At the December 6, 2022 Council meeting, the agenda item for adoption of the ordinances was postponed until January 17, 2023. Prior to the meeting, two letters regarding the proposed reach codes were late submittals to the Council Agenda Packet. A Memorandum is provided in response to the letters submitted by Bloom Energy and the SCCAOR regarding the proposed reach codes. (See Attachment C)

ANALYSIS:

Response to the three main concerns raised by Council members at the first reading on October 18, 2022:

1. What is the impact on the grid from requiring new development to be all-electric?

California's power grid needs improvement and State agencies have ordered significant upgrades to the electrical supply grid to be built without delay. Battery storage, which is needed to bridge over times of peak demand, is rapidly expanding. Over 3,000 MW of battery power was active during the September heat wave and was key in avoiding rolling blackouts. The State forecasts only ~1% growth in load per year which can be easily managed. Looking at it from a long term perspective, many of the major stresses on the grid are caused by the very thing electrification will help stop: the use of fossil fuels. Burning fossil fuels has greatly accelerated global warming which is a significant cause of grid alerts from overheated electrical infrastructure. The all-electric reach codes for new construction together with solar PV with battery backup will lessen peak demand at critical times of the day when the use of electricity is highest, which will significantly lessen the impact on the grid.

2. What are the economic impacts on the housing market from the all-electric reach code?

In Climate Zone 4 which includes Milpitas, constructing an average size all-electric single-family home is generally about \$6,000 less to construct than building a mixed-fuel home. Most of the savings come from not having to install gas infrastructure. This is also true for all-electric Multifamily Midrise, Medium Offices, Medium Retail and Small Hotel occupancies, as represented in the table below where the benefit/cost ratios for all of these occupancies is 1 or greater which indicates cost-effectiveness based on studies completed in 2019 and 2022. See Attachment D for links to these studies.

	C-E Study Vintage	Benefit-Cost Ratio ¹	Net Present Value ²	Construction Cost Savings vs Mixed-Fuel
Single-Family	2022	>1	\$6,947	\$6,000
ADU	2022	>1	\$2,393	\$2,100
Multifamily Midrise	2019	>1	\$1,231	\$888 per unit
Medium Office	2019	1.0	\$32,786	\$106,083
Medium Retail	2019	>1	\$22,676	\$23,087
Small Hotel	2019	>1	\$1,246,730	\$1,311,651

Notes:

1. This ratio is used by the CEC to determine cost-effectiveness. A ratio of 1.0 or greater indicates cost-effectiveness.
2. Net present value is based on a 30-year timeline and includes costs for construction, maintenance, equipment replacement, and operation.

3. Why should the City require affordable multifamily housing to install EV chargers when it is perceived by some that most of the residents can't afford an EV?

One aspect of the proposed reach code is that it does increase construction costs for the installation of EV infrastructure in multifamily projects with shared parking. To counter this SVCE will provide a subsidy to offset this cost for low-income and very low-income developments built during this building code cycle. Regarding the cost of an EV, even though the initial cost is more, the overall 5-year cost of ownership is often less, especially given the high cost of gas and maintenance for an internal combustion engine car. Another consideration in response to the question is that multi-family buildings generally have a life of at least 50 years, and now that California law specifies that nearly all new vehicles sold in 2035 (just 13 years away) will be electric, we need to look at the long term value of installing EV infrastructure now during new construction and not later when it will be significantly more expensive to retrofit while inconveniencing the occupants. Residents, even lower income residents, will be predominantly driving EVs for the majority of the life of the building. Charging at your

residence is preferred and much more convenient than charging at offsite locations. That's why adding EV chargers during initial construction, whether for lower income residents or others when the costs are minimal, is optimal. EV Charging infrastructure at multi-family properties is severely trailing and many renters cite lack of access to charging as a reason for not buying an EV. This requirement aims to address this equity issue and increase access to EV charges for renters and multi-family occupants.

For the proposed Milpitas EV reach code, the table below show that costs for new construction are significantly lower, at almost four times less per spot compared to the retrofit scenario, for both market rate and affordable housing. An office building scenario is also included to provide comparison for a non-residential project. This table indicates that increasing code requirements for charging infrastructure could potentially save significant amounts of money to building owners in the new construction context rather than waiting for tenants to become interested in electric vehicles, at which point significant costs related to invasive demolition and electrical infrastructure replacement would be necessary.

Scenario	Market Rate 25% Level 2 75% Level 1		Affordable Housing 20% Level 2 80% Level 1	
	New Construction	Retrofit	New Construction	Retrofit
60-Unit Residential	\$1,410	\$4,443	\$1,049	\$3,982
150-Unit Residential	\$1,197	\$4,101	\$1,002	\$3,854
60-Space Office Building	\$1,166	\$3232	N/A	N/A

Notes:

1. Table based on Electric Vehicle Infrastructure Cost Analysis Report for Peninsula Clean Energy (PCE) & Silicon Valley Clean Energy (SVCE) November 2019.
2. "New Construction" and "Retrofit" costs are relative to a CALGreen 2019 mandatory baseline building

4. What incentives are available for electric vehicles?

There are multiple financial incentives available for electric vehicles. The California Clean Vehicle Rebate Project offers incentives for the purchase or lease of qualified vehicles, and low-income applicants are eligible for higher incentives. These incentives range from \$1,000 to \$7,000 depending on vehicle type, location, and applicant income. Staff have confirmed that this program is still accepting rebate applications. Additionally, qualified electric vehicle purchases may be eligible for a federal tax credit through the Clean Vehicle Credit program. The minimum credit amount is \$2,500 and the maximum credit amount is \$7,500 for electric vehicles that meet the new requirement for final assembly in North America. SVCE's [EV Assistant tool](#) can provide a personalized list of incentives for individuals shopping for EVs. Electric vehicle drivers also benefit from lower operating and maintenance costs as all-electric cars do not require as much maintenance as internal combustion engines and it is cheaper to charge an electric vehicle compared to raising gas prices.

The proposed reach codes are largely based on the model codes developed by Silicon Valley Clean Energy which have been vetted through considerable research and public review. Staff also incorporated adjustments to the proposed model reach codes as a result of stakeholder input from the Milpitas community. The proposed reach codes for Milpitas provide pathways / options that offer a more aggressive but balanced approach to newly constructed residential and non-residential projects for electrification and EV charging infrastructure in response to State mandates for greenhouse gas emission reductions and carbon free electricity.

Given that building emissions of GHG account for approximately 35-40% of total GHG emissions, and transportation accounts for 50% of all GHG, the need for all-electric standards for new construction and enhanced EV charging infrastructure is compelling. Elimination of natural gas usage through the use of all-electric standards for new construction would greatly reduce greenhouse gas emissions at an accelerated rate through the adoption of the reach codes.

FISCAL IMPACT:

There is no cost to the City other than administrative staff time and expense. The City of Milpitas is participating in the Silicon Valley Clean Energy reach code grant offering, which has provided \$10,000 to the City for presenting reach codes to the City Council for consideration. The grant has been received and processed by the Finance Department.

CALIFORNIA ENVIRONMENTAL QUALITY ACT:

The action being considered has no potential for causing a significant effect on the environment and is exempt from the California Environmental Quality Act (CEQA) pursuant to CEQA Guidelines Section 15061(b)(3).

RECOMMENDATION:

(1) Open the Public Hearing; hear testimony, then move to close the public hearing.(2) Waive the second reading, find a CEQA exemption, and adopt Ordinance No. 65.153 amending Chapter 11 of Title II of the Milpitas Municipal Code adopting by reference the 2022 California Energy Code and (3) Waive the second reading, find a CEQA exemption, and adopt Ordinance No. 65.154 amending Chapter 19 of Title II of the Milpitas Municipal Code adopting by reference the 2022 California Green Building Standards Code with amendments.

Attachment(s):

- A. Ordinance No. 65.153 – adopting by reference the 2022 California Energy Code
- B. Ordinance No. 65.154 – adopting by reference the 2022 California Green Building Standards Code with amendments
- C. Info Memo to Council - Response to Commentary Letters submitted for the December 6, 2022 Council Agenda Item No.18 Adoption of Reach Codes
- D. AR Introduce Ordinances 65.153 and 65.154 for the 2022 Energy and Green Building Standards Codes

REGULAR

NUMBER: 65.153

TITLE: AN ORDINANCE OF THE CITY COUNCIL OF THE CITY OF MILPITAS
AMENDING CHAPTER 11 OF TITLE II OF THE MILPITAS MUNICIPAL CODE
ADOPTING BY REFERENCE THE 2019 CALIFORNIA ENERGY CODE

HISTORY: This Ordinance was introduced (first reading) by the City Council at its meeting of _____,
2022, upon motion by _____, and was adopted (second reading) by the City
Council at its meeting of _____, upon motion by _____.
The Ordinance was duly passed and ordered published in accordance with law by the
following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

ATTEST:

APPROVED:

Suzanne Guzzetta, City Clerk

Carmen Montano, Mayor

APPROVED AS TO FORM:

Michael Mutalipassi, City Attorney

RECITALS:

WHEREAS, the California Building Standards Commission has adopted and published an updated Title 24 of the California Code of Regulations, also referred to as the 2022 California Building Standards Code, that will become effective statewide on January 1, 2023; and

WHEREAS, California Health and Safety Code Sections 17958, 17958.5, 17958.7 and 18941.5 establish the authority for a city to adopt and make local amendments and modifications to the building standards in the California Building Standards Code to establish more restrictive building standards than those contained in the California Building Standards Code; and

WHEREAS, California Health and Safety Code Sections 17958, 17958.5, 17958.7 and 18941.5 permit a city to make such local amendments and modifications as the city determines are reasonably necessary because of local climatic, geological or topographical conditions; and

WHEREAS, the City of Milpitas has reviewed and intends to adopt the 2022 California Energy Code;

NOW, THEREFORE, the City Council of the City of Milpitas does ordain as follows:

SECTION 1. RECORD AND BASIS FOR ACTION

The City Council has duly considered the full record before it, which may include but is not limited to the staff report, testimony by staff and the public, and other materials and evidence submitted or provided to the City Council. Furthermore, the recitals set forth above are found to be true and correct and are incorporated herein by reference.

SECTION 2. CALIFORNIA ENVIRONMENTAL QUALITY ACT

The City Council hereby finds and determines that this Ordinance has been assessed in accordance with the California Environmental Quality Act (Cal. Pub. Res. Code, § 21000 et seq.) (“CEQA”) and the State CEQA Guidelines (14 Cal. Code Regs. § 15000 et seq.) and is categorically exempt from CEQA under CEQA Guidelines, § 15061(b)(3), which exempts from CEQA any project where it can be seen with certainty that there is no possibility that the activity in question may have a significant effect on the environment. Adoption of the proposed Ordinance would not be an activity with potential to cause significant effect on the environment because the changes made to the California Energy Code within are enacted to provide more protection to the environment, and therefore is exempt from CEQA. It is also exempt from CEQA pursuant to CEQA Guidelines, § 15038 which exempts actions taken by regulatory agencies for the enhancement and protection of the environment. As such, the Ordinance is categorically exempt from CEQA.

SECTION 3. AMENDMENT OF MILPITAS MUNICIPAL CODE TITLE II, CHAPTER 11

Chapter 11 of Title II of the Milpitas Municipal Code is hereby repealed in its entirety and replaced with the text below to read as follows:

Chapter 11 ENERGY CODE**Sections:****Section 1 – Adoption of the Energy Code**

Section 1 Adoption of the Energy Code

II-11-1.01

The 2022 California Energy Code, published and copyrighted by the International Code Council, Inc. and the California Building Standards Commission in Part 6 of Title 24 of the California Code of Regulations, is hereby adopted and referred to, and by this reference expressly incorporated and made a part of this Chapter as though fully set forth herein. The adoption includes Appendices 1-A and 1-B. The 2022 California Energy Code shall be designated and referred to as the “Energy Code” for the City of Milpitas. There is one copy of said Code on file in the office of the Building Official for use and examination by the public.

SECTION 5. REPEAL OF CONFLICTING ORDINANCES

Upon adoption of each new California Building Standards Code, the Ordinance adopting the previously adopted California Building Standards Code is superseded in its entirety. This Ordinance does not repeal Ordinance No. 65.147, which adopts by reference and amends the 2022 California Building Standards Code, Ordinance No. 65.149, which adopts by reference and amends the 2019 California Green Building Standards Code, nor Ordinance No. 113.25, which adopts by reference and amends the 2019 California Fire Code.

SECTION 6. SEVERABILITY

The provisions of this Ordinance are separable, and the invalidity of any phrase, clause, provision or part shall not affect the validity of the remainder.

SECTION 7. EFFECTIVE DATE AND POSTING

In accordance with Section 36937 of the Government Code of the State of California, this Ordinance shall take effect thirty (30) days from and after the date of its final adoption by the City Council, and after approval of the City of Milpitas application to enforce its locally adopted energy standards by the California Energy Commission, but no sooner than January 1, 2023. The City Clerk of the City of Milpitas shall cause this Ordinance or a summary thereof to be published in accordance with Section 36933 of the Government Code of the State of California.

REGULAR

NUMBER: 65.154

TITLE: AN ORDINANCE OF THE CITY COUNCIL OF THE CITY OF MILPITAS
AMENDING CHAPTER 19 OF TITLE II OF THE MILPITAS MUNICIPAL CODE
ADOPTING BY REFERENCE THE 2022 CALIFORNIA GREEN BUILDING
STANDARDS CODE WITH AMENDMENTS

HISTORY: This Ordinance was introduced (first reading) by the City Council at its meeting of _____,
2022, upon motion by _____, and was adopted (second reading) by the City
Council at its meeting of _____, upon motion by _____.
The Ordinance was duly passed and ordered published in accordance with law by the
following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

ATTEST:

APPROVED:

Suzanne Guzzetta, City Clerk

Carmen Montano, Mayor

APPROVED AS TO FORM:

Michael Mutalipassi City Attorney

RECITALS:

WHEREAS, the California Building Standards Commission has adopted and published an updated Title 24 of the California Code of Regulations, also referred to as the 2022 California Building Standards Code, that will become effective statewide on January 1, 2023; and

WHEREAS, California Health and Safety Code Sections 17958, 17958.5, 17958.7 and 18941.5 establish the authority for a city to adopt and make local amendments and modifications to the building standards in the California Building Standards Code to establish more restrictive building standards than those contained in the California Building Standards Code; and

WHEREAS, California Health and Safety Code Sections 17958, 17958.5, 17958.7 and 18941.5 permit a city to make such local amendments and modifications as the city determines are reasonably necessary because of local climatic, geological or topographical conditions; and

WHEREAS, California Health and Safety Code Sections 17958, 17958.5, 17958.7 and 18941.5 require a city, before making any amendments and modifications to the California Building Standards Code, make an express finding that such amendments and modifications are reasonably necessary because of local climatic, geological or topographical conditions; and

WHEREAS, the City of Milpitas has reviewed and intends to adopt the 2022 California Green Building Standards Code; and

WHEREAS, the City Council wishes to amend portions of the California Green Building Standards Code to better address local conditions and makes express findings that such amendments are reasonably necessary because of local climatic, geological or topographical conditions as set forth in this Ordinance.

NOW, THEREFORE, the City Council of the City of Milpitas does ordain as follows:

SECTION 1. RECORD AND BASIS FOR ACTION

The City Council has duly considered the full record before it, which may include but is not limited to the staff report, testimony by staff and the public, and other materials and evidence submitted or provided to the City Council. Furthermore, the recitals set forth above are found to be true and correct and are incorporated herein by reference.

SECTION 2. CALIFORNIA ENVIRONMENTAL QUALITY ACT

The City Council hereby finds and determines that this Ordinance has been assessed in accordance with the California Environmental Quality Act (Cal. Pub. Res. Code, § 21000 et seq.) (“CEQA”) and the State CEQA Guidelines (14 Cal. Code Regs. § 15000 et seq.) and is categorically exempt from CEQA under CEQA Guidelines, § 15061(b)(3), which exempts from CEQA any project where it can be seen with certainty that there is no possibility that the activity in question may have a significant effect on the environment. Adoption of the proposed Ordinance would not be an activity with potential to cause significant effect on the environment because the changes made to the California Green Building Standards Code are enacted to provide more protection to the environment, and therefore is exempt from CEQA. Therefore, it can be seen with certainty that there is no possibility that the Ordinance in question may have a significant effect on the environment; accordingly, the Ordinance is categorically exempt from CEQA.

SECTION 3. AMENDMENT OF MILPITAS MUNICIPAL CODE TITLE II, CHAPTER 19

Chapter 19 of Title II of the Milpitas Municipal Code is hereby repealed in its entirety and replaced with the text below to read as follows:

Chapter 19 GREEN BUILDING STANDARDS CODE

Sections:

Section 1 – Adoption of the Green Building Standards Code

Section 2 – Amendments to the Green Building Standards Code

Section 1 Adoption of the Green Building Standards Code

II-19-1.01

The 2022 Edition of the California Green Building Standards Code, published and copyrighted by the International Code Council, Inc. and the California Building Standards Commission in Part 11 of Title 24 of the California Code of Regulations, also known as the CALGreen Code is hereby adopted and referred to, and by this reference expressly incorporated and made a part of this Chapter as though fully set forth herein. The 2022 California Green Building Standards Code shall be designated and referred to as the “Green Building Standards Code” for the City of Milpitas. There is one copy of said Code on file in the office of the Building Official for use and examination by the public.

Section 2 Amendments to the Green Building Standards Code

II-19-2.01

Amend Section 202 of the Green Building Standards Code by adding the following definitions to read as follows:

Addition. An extension or increase in floor area of an existing building or structure.

Affordable Housing. Residential buildings that consist entirely of below market rate units and whose rents or sales prices are governed by local agencies to be affordable based on area median income.

All-Electric Building. A building that contains no *combustion equipment* or plumbing for combustion equipment serving space heating (including fireplaces), water heating (including pools and spas), cooking appliances and clothes drying, within the building or building property lines, and instead uses electric heating appliances for service.

Alteration or Alter. Any construction or renovation to an existing structure other than repair for the purpose of maintenance or addition.

Automatic Load Management System (ALMS). A control system designed to manage load across one or more electric vehicle supply equipment (EVSE), circuits, panels and to share electrical capacity and/or automatically manage power at each connection point. ALMS systems shall be designed to deliver no less than 3.3 kVa (208/240 volt, 16-ampere) to each EV Capable, EV Ready or EVCS space served by the ALMS, and meet the requirements of California Electrical Code Article 625. The connected amperage to the building site for the EV charging infrastructure shall not be lower than the required connected amperage per California Green Building Standards Code, Title 24 Part 11.

Combustion Equipment. Any equipment or appliance used for space heating, water heating, cooking, clothes drying and/or lighting that uses fuel gas.

Commercial Food Heat-Processing Equipment. Equipment used in a food establishment for heat-processing food or utensils and that produces grease vapors, steam, fumes, smoke, or odors that are

required to be removed through a local exhaust ventilation system, as defined in the California Mechanical Code.

Direct Current Fast Charging (DCFC). A vehicle space provided with electrical infrastructure that meets the following conditions:

- i. A minimum of 48 kVa (480 volt, 100-ampere) capacity wiring.
- ii. Electric vehicle supply equipment (EVSE) located within three (3) feet of the vehicle space providing a minimum capacity of 80-ampere.

Electric Heating Appliance. A device that produces heat energy to create a warm environment by the application of electric power to resistance elements, refrigerant compressors, or dissimilar material junctions, as defined in the California Mechanical Code.

Electric Vehicle Charging Station (EVCS). An EV Ready vehicle space that includes the installation of electric vehicle supply equipment (EVSE). An EVCS space may be used to satisfy EV Ready space requirements. EVSE shall be installed in accordance with the California Electrical Code, Article 625.

Electric Vehicle Supply Equipment (EVSE). The electric vehicle charging connectors, attachment plugs, and all other fittings, devices, power outlets, or apparatus installed specifically for the purpose of transferring energy between the premises wiring and the electric vehicle.

Fuel Gas. A gas that is natural, manufactured, liquefied petroleum, or a mixture of these.

Level 2 EV Capable. A vehicle space provided with electrical infrastructure that meets the following requirements:

- i Conduit that connects a listed electrical panel of sufficient capacity to a junction box with or without a receptacle located within three (3) feet of the vehicle space.
- ii The conduit shall accommodate at least 8.3 kVa (208/240 volt, 40-ampere) per vehicle space. Conduit shall have a minimum nominal trade size of 1 inch inside diameter and may be sized for multiple circuits as allowed by the California Electrical Code. Conduit shall be installed in spaces that will be inaccessible after construction, either trenched underground or where penetrations to walls, floors, or other partitions would otherwise be required for future installation of branch circuits, and such additional elements deemed necessary by the Building Official. Construction documents shall note future installation of conduit from the panel to the vehicle space, via the installed inaccessible conduit.
- iii The electrical panel shall reserve a space for a 40-ampere overcurrent protective device(s) for EV charging, labeled in the panel directory as “EV CAPABLE.”
- iv The EV vehicle space shall have signage with at least a 12” font adjacent to the parking space indicating the space is EV Capable.
- v. Electrical load calculations shall demonstrate that the electrical panel service capacity and electrical system, including any on-site distribution transformer(s), have sufficient capacity to simultaneously charge all EVs at all required EV spaces at a minimum of 40 amperes.

Level 1 EV Ready. A vehicle space that is served by a complete electric circuit with the following requirements:

- i A minimum of 2.2 kVa (110/120 volt, 20-ampere) capacity wiring.
- ii A receptacle labeled “Electric Vehicle Outlet” or electric vehicle supply equipment located within three (3) feet of the vehicle space. If EVSE is provided, the minimum capacity of the EVSE shall be 16-ampere.
- iii Conduit oversized to accommodate future Level 2 EV Ready (208/240 volt, 40-ampere) at each vehicle space.

Level 2 EV Ready. A vehicle space that is served by a complete electric circuit with the following requirements:

- i A minimum of 8.3 kVa (208/240 volt, 40-ampere) capacity wiring.
- ii A receptacle labeled “Electric Vehicle Outlet” or electric vehicle supply equipment located within three (3) feet of the vehicle space. If EVSE is provided, the minimum capacity of the EVSE shall be 30-ampere.

Low Power Level 2 EV Ready. A vehicle space that is served by a complete electric circuit with the following requirements:

- i A minimum of 4.1 kVA (208/240 Volt, 20-ampere) capacity wiring.
- ii A receptacle labeled “Electric Vehicle Outlet” or electric vehicle supply equipment located within three (3) feet of the vehicle space. If EVSE is provided, the minimum capacity of the EVSE shall be 16-ampere.
- iii Conduit oversized to accommodate future Level 2 EV Ready (208/240 volt, 40-ampere) circuit at each vehicle space.

Section 2 – Amendments to the Green Building Standards Code

II-19-2.02

Amend Section 301.1.1 of the Green Building Standards Code to read as follows:

301.1.1 Additions and alterations. [HCD] The mandatory provisions of Chapter 4 shall be applied to additions or alterations of existing residential buildings where the addition or alteration increases the building’s conditioned area, volume, or size. The requirements shall apply only to and/or within the specific area of the addition or alteration. (No change to existing California amendment.)

The mandatory provisions of Section 4.106.4.2 may apply to additions or alterations of existing parking facilities or the addition of new parking facilities serving existing multifamily buildings.

The mandatory provisions of Section 5.106.5.3 may apply to additions or alterations of existing parking facilities or the addition of new parking facilities serving existing nonresidential buildings.

NOTE: Repairs including, but not limited to, resurfacing, restriping, and repairing or maintaining existing lighting fixtures are not considered alterations for the purpose of this section.

II-19-2.03

Amend Section 4.106.4 through Section 4.106.4.3 of the Green Building Standards Code to read as follows:

4.106.4 Electric vehicle (EV) charging. Residential construction shall comply with Section 4.106.4.1 or 4.106.4.2, and 4.106.4.3, to facilitate future installation and use of EV chargers. Electric vehicle supply equipment (EVSE) shall be installed in accordance with the *California Electrical Code*, Article 625. Calculation for spaces shall be rounded up to the nearest whole number.

Exceptions:

1. On a case-by-case basis, where the local enforcing agency has determined EV charging and infrastructure are not feasible based upon one or more of the following conditions:
 - 1.1. Where there is no local utility power supply, or the local utility is unable to supply

adequate power.

2. Accessory Dwelling Units (ADU) and Junior Accessory Dwelling Units (JADU) without additional parking facilities.
3. Multifamily residential R-2 building projects that have City Council approved entitlements before the code effective date.

4.106.4.1 One-and two-family dwellings and town-houses with attached private garages.

4.106.4.1.1 New Construction. If one vehicle space is provided, it shall be a Level 2 EV Ready space. If a second vehicle space is provided, it shall be provided with a Level 1 EV Ready space.

4.106.4.1.1 Identification.

Deleted.

4.106.4.1.2. Existing Building. Parking additions shall provide electrical capacity and EV infrastructure in accordance with the requirements of 4.106.4.1.1.

4.106.4.2 Multifamily dwellings with residential parking facilities.

4.106.4.2.1 New Construction. Twenty-five percent (25%) of vehicle spaces for dwelling units shall have access to EVCS with Level 2 EV Ready infrastructure. ALMS shall be permitted to reduce load when multiple vehicles are charging. Seventy-five percent (75%) of vehicle spaces for dwelling units shall be Low Power Level 2 EV Ready. EV ready spaces and EVCS in multifamily developments shall comply with California Building Code, Chapter 11A, Section 1109A. EVCS shall comply with the accessibility provisions for EV chargers in the California Building Code, Chapter 11B.

4.106.4.2.2 New Construction. Affordable Housing.

Twenty percent (20%) of vehicle spaces for dwelling units shall have access to EVCS with Level 2 EV Ready infrastructure. ALMS shall be permitted to reduce load when multiple vehicles are charging. Eighty percent (80%) of vehicle spaces for dwelling units shall have access to Level 1 EV Ready infrastructure. EV ready spaces and EVCS in multifamily developments shall comply with California Building Code, Chapter 11A, Section 1109A. EVCS shall comply with the accessibility provisions for EV chargers in the California Building Code, Chapter 11B.

Note: The total number of EV spaces should be one-hundred percent (100%) of dwelling units or one-hundred percent (100%) of parking spaces, whichever is less.

4.106.4.2.3 Existing Buildings.

1. When new vehicle spaces are added and the work requires a building permit, ten percent (10%) of the total number of vehicle spaces added shall be EVCS Level 2 Ready. Any existing EV Capable spaces on the building property required by the locally adopted codes at the time of building permit shall be upgraded to a minimum of Level 1 EV Ready. Upgraded vehicle spaces shall meet the accessibility requirements of California Building Code Chapters 11A and 11B.
2. When new vehicle spaces are added and ALMS is installed, the ALMS must be designed to deliver no less than 2.2 kVa (110/120 volt, 20-ampere).

4.106.4.2.4 Electric Vehicle Ready Space Signage.

Electric vehicle ready spaces shall be identified by signage or pavement markings, in compliance with Caltrans Traffic Operations Policy Directive 13-01 (Zero Emissions Vehicle Signs and Pavement Markings) or its successor (s).

4.106.4.3 Electric Vehicle Charging Stations (EVCS). Electric vehicle charging stations required by Section 4.106.4.2 shall comply with Section 4.106.4.3.

Exception: Electric vehicle charging stations serving public accommodations, public housing, motels, and hotels shall not be required to comply with this section. See *California Building Code*, Chapter 11B, for applicable requirements.

4.106.4.3.1 Location. EVCS shall comply with at least one of the following options:

1. The charging space shall be located adjacent to an accessible parking space meeting the requirements of the *California Building Code*, Chapter 11A, to allow use of the EV charger from the accessible parking space.
2. The charging space shall be located on an accessible route, as defined in the *California Building Code*, Chapter 2, to the building.

Exception: Electric vehicle charging stations designed and constructed in compliance with the *California Building Code*, Chapter 11B, are not required to comply with Section 4.106.4.3.1 and Section 4.106.4.3.2.

4.106.4.3.2 Dimensions. The charging spaces shall be designed to comply with the following:

1. The minimum length of each EV space shall be 18 feet (5486 mm).
2. The minimum width of each EV space shall be 9 feet (2743 mm).
3. One in every 25 charging spaces, but not less than one, shall also have an 8-foot (2438 mm) wide minimum aisle. A 5-foot (1524 mm) wide minimum aisle shall be permitted provided the minimum width of the EV space is 12 feet (3658 mm).
 - a. Slope for the EV space and the access aisle shall not exceed 1 unit vertical in 48 units horizontal (2.083 percent slope) in any direction.

Exception: Where the Milpitas Municipal or Zoning Code permits parking space dimensions that are less than the minimum requirements stated in this section 4.106.4.3.2, and the compliance with would be infeasible due to particular circumstances of a project, an exception may be granted while remaining in compliance with California Building Code Section Table 11B-228.3.2.1 and 11B-812, as applicable.

4.106.4.2.2.1.3 Accessible EV Spaces.

Deleted.

4.106.4.2.3 EV space requirements.

Deleted.

4.106.4.2.4 Identification.

Deleted.

4.106.4.2.5 Electric Vehicle Ready Space Signage.

Deleted.

4.106.4.3 Electric vehicle charging for additions and alterations of parking facilities serving existing multifamily buildings.

Deleted.

4.106.4.4 Direct current fast charging stations. One DCFC may be substituted for up to five (5) EVCS to meet the requirements of 4.106.4.1 and 4.106.4.2. Where ALMS serve DCFC stations, the power demand from the DCFC shall be prioritized above Level 1 and Level 2 spaces.

II-19-2.04

Amend Section 4.106 Site Development to add the following sections for all-electric buildings and qualifying alteration projects:

4.106.5 All-electric buildings. New construction buildings and qualifying alteration projects shall comply with Section 4.106.5.1 or 4.106.5.2 so that they do not use *combustion equipment* or are ready to accommodate installation of *electric heating appliances*.

4.106.5.1. New construction and qualifying alteration projects. All newly constructed buildings shall be *all-electric buildings*. Alterations that include replacement or addition of over 50 percent of the existing foundation for purposes other than a repair or reinforcement as defined in California Existing Building Code Section 202; or where over 50 percent of the existing framing above the sill plate is removed or replaced for purposes other than repair, shall be *all-electric buildings*. If either of these criteria are met within a three-year period, measured from the date of the most recent previously obtained permit final date, the project shall be subject to the *all-electric building's* requirements.

Tenant improvements shall not be considered new construction. The final determination whether a project meets the definition of substantial reconstruction/alteration shall be made by the local enforcing agency.

Exceptions:

1. Multifamily residential building projects that have approved entitlements before the effective date of this ordinance may install fuel gas for water heating systems serving multiple dwelling units. The applicant shall comply with Section 4.106.5.2.
2. If the applicant establishes that there is not an all-electric prescriptive compliance pathway for the building system under the California Building Energy Efficiency Standards, and that the building is not able to achieve the performance compliance standard applicable to the building under the Energy Efficiency Standards using commercially available technology and an approved calculation method, then the local enforcing agency may grant a modification. The applicant shall comply with Section 4.106.5.2.

Inactive *Fuel Gas Infrastructure* may be extended to spaces that are anticipated to qualify for the exceptions contained in this chapter. The inactive *Fuel Gas Infrastructure* shall not be activated, have a meter installed, or otherwise used unless the exemptions specified in this chapter have been confirmed as part of the issuance of a building permit. If the *Fuel Gas Infrastructure* is no longer serving one of the exceptions contained in this chapter, it shall either be capped, otherwise terminated, or removed by the entity previously entitled to the exemption, in a manner pursuant to all applicable Codes.

The City of Milpitas shall have the authority to approve alternative materials, design and methods of construction or equipment per California Building Code Section 104.

4.106.5.2 Requirements for *combustion equipment*. Where *combustion equipment* is allowed per Exceptions under 4.106.5.1, the construction drawings shall indicate electrical infrastructure and physical space accommodating the future installation of an *electrical heating appliance* in the following ways, as certified by a registered design professional or licensed electrical contractor:

1. Branch circuit wiring, electrically isolated and designed to serve all electrical heating appliances in accordance with manufacturer requirements and the California Electrical Code, including the appropriate voltage, phase, minimum amperage, and an electrical receptacle or junction box within five feet of the appliance that is accessible with no obstructions. Appropriately sized conduit may be installed in lieu of conductors; and
2. Labeling of both ends of the unused conductors or conduit shall be with “For Future Electrical Appliance”; and
3. Reserved circuit breakers in the electrical panel for each branch circuit, appropriately labeled (e.g. “Reserved for Future Electric Range”), and positioned on the opposite end of the panel supply conductor connection; and
4. Connected subpanels, panelboards, switchboards, busbars, and transformers shall be sized to serve the future electrical heating appliances. The electrical capacity requirements shall be adjusted for demand factors in accordance with the California Electric Code; and
5. Physical space for future electrical heating appliances, including equipment footprint, and if needed a pathway reserved for routing of ductwork to heat pump evaporator(s), shall be depicted on the construction drawings. The footprint necessary for future electrical heating appliances may overlap with non-structural partitions and with the location of currently designed combustion equipment.

II-19-2.05

Amend Section 5.106.5.3 through Section 5.106.5.3.3 of the Green Building Standards Code to read as follows:

5.106.5.3 Electric Vehicle (EV) Charging. Nonresidential construction shall comply with Section 5.106.5.3.1 or Section 5.106.5.3.2 to facilitate future installation and use of EV chargers. Accessible EVCS shall be provided in accordance with the California Building Code Chapter 11B Section 11B-228.3. For EVCS signs, refer to Caltrans Traffic Operations Policy Directive 13-01 (Zero Emission Vehicle Signs and Pavement Markings) or its successor(s).

Exception: Where there is no commercial power supply.

Notes:

1. Load balancing systems may be installed to increase the number of EV chargers or the amperage or voltage beyond the minimum requirements in this code. The option does not allow for installing less electrical panel capacity than would be required without load balancing.

5.106.5.3.1 Office Buildings. In nonresidential new construction buildings designated primarily for office use, when 10 or more parking spaces are constructed:

1. 5% of the available parking spaces on site shall be equipped with Level 2 EVCS;
2. An additional 10% shall be provided with at least Level 1 EV Ready circuits; and
3. An additional 20% shall be at least EV Capable or EV Ready.

Calculations for the required minimum number of spaces equipped with Level 2 EVCS, Level 2 EV Ready spaces and EV Capable spaces shall all be rounded up to the nearest whole number.

Construction plans and specifications shall demonstrate that all raceways shall be a minimum of 1” and sufficient for installation of EVCS at all required Level 1 EV Ready and EV Capable spaces; Electrical calculations shall substantiate the design of the electrical system to include the rating of equipment and any on-site distribution transformers, and have sufficient capacity to simultaneously charge EVs at all

required EV spaces including Level 1 EV Ready and EV Capable spaces; and service panel or subpanel(s) shall have sufficient capacity to accommodate the required number of dedicated branch circuit(s) for the future installation of the EVSE.

5.106.5.3.2 Other Nonresidential Buildings. In nonresidential new construction buildings that are not designated primarily for office use, such as retail or institutional uses, when 10 or more parking spaces are constructed:

1. 5 % of the available parking spaces on site shall be equipped with Level 2 EVCS;
2. An additional 15% shall be at least Level 2 EV Capable.
3. Over 100 spaces: option for one 80kW Fast Charger per 100 spaces.

Exception: Installation of each Direct Current Fast Charger with the capacity to provide at least 80 kW output may substitute for 6 Level 2 EVCS and 5 EV Ready spaces after a minimum of 6 Level 2 EVCS and 5 Level 1 EV Capable spaces are installed.

Note: Calculations for the required minimum number of spaces equipped with Level 2 EVCS and Level 1 EV Capable spaces shall be rounded up to the nearest whole number.

5.106.5.3.3 Design Requirements. For all projects subject to Title 24, Part 2, Chapter 11B, construction documents shall indicate how many accessible EVCS would be required under the California Code of Regulations Title 24, Chapter 11B, if applicable, in order to convert Level 1 EV Ready infrastructure to EVCS. Construction documents shall also demonstrate that the facility is designed such that compliance with accessibility standards, including Chapter 11B accessible routes, will be feasible for the required accessible EVCS at the time of EVCS installation. Surface slope for any area designated for accessible EVCS shall meet slope requirements in Chapter 11B and vertical clearance requirements in Chapter 11B at the time of original building construction.

II-19-2.06

Amend Section 5.106.5.3.5 of the Green Building Standards Code to read as follows:

5.106.5.3.5 Clean Air Vehicle Parking Designation. EVCS qualify as designated parking as described in Section 5.106.5.2 Designated parking for clean air vehicles.

Notes:

1. The California Department of Transportation adopts and publishes the California Manual on Uniform Traffic Control Devices (California MUTCD) to provide uniform standards and specifications for all official traffic control devices in California. Zero Emission Vehicle Signs and Pavement Markings can be found in the New Policies & Directives number 13-01. www.dot.ca.gov/hq/traffops/policy/13-01.pdf.
2. See Vehicle Code Section 22511 for EV charging spaces signage in off-street parking facilities and for use of EV charging spaces.
3. The Governor's Office of Planning and Research published a Zero-Emission Vehicle Community Readiness Guidebook which provides helpful information for local governments, residents and businesses. www.opr.ca.gov/docs/ZEV_Guidebook.pdf.
4. Section 11B-812 of the 2022 California Building Code requires that a facility providing EVCS for public and common use also provide one or more accessible EVCS as specified in Table 11B-228.3.2.1. Chapter 11B applies to certain facilities including, but not limited to, public accommodations and publicly funded housing (see section 1.9 of Part 2 of the California Building Code). Section 11B-812 requires that "Parking spaces, access aisles and vehicular routes serving them shall provide a vertical clearance of 98 inches (2489 mm) minimum." It also requires that parking spaces and access aisles meet maximum slope requirements of 1 unit vertical in 48 units horizontal

(2.083 percent slope) in any direction at the time of new building construction or renovation. Section 11B-812.5 contains accessible route requirements.

II-19-2.07

Amend section 5.106 Site Development to add the following sections for all-electric buildings and qualifying alteration projects.:

5.106.13 All-electric buildings. New construction buildings and qualifying alteration projects shall comply with Section 4.106.5.1 or 4.106.5.2 so that they do not use *combustion equipment* or are ready to accommodate installation of *electric heating appliances*.

5.106.13.1 New construction and qualifying alteration projects. All newly constructed buildings shall be *all-electric buildings*. Alterations that include replacement or addition of over 50 percent of the existing foundation for purposes other than a repair or reinforcement as defined in California Existing Building Code Section 202; or where over 50 percent of the existing framing above the sill plate is removed or replaced for purposes other than repair, shall be *all-electric buildings*. If either of these criteria are met within a three-year period, measured from the date of the most recent previously obtained permit final date, the project shall be subject to the *all-electric building's* requirements.

Tenant improvements shall not be considered new construction. The final determination whether a project meets the definition of substantial reconstruction/alteration shall be made by the local enforcing agency.

Exceptions:

1. Nonresidential buildings containing kitchens located in a place of public accommodation, as defined in the California Building Code Chapter 2, may apply to the local enforcing agency for a modification to install commercial food heat-processing equipment served by fuel gas. The local enforcing agency may grant the modification if they find:
 - a. A business-related need to cook with combustion equipment; and
 - b. The need cannot be achieved equivalently with an electric heating appliance; and
 - c. The applicant has installed energy efficient equipment based on Energy Star or California Energy Wise qualifications, as available.
 - d. The applicant shall comply with Section 5.106.13.2.
2. If the applicant establishes that there is not an all-electric prescriptive compliance pathway for the building system under the California Building Energy Efficiency Standards, and that the building is not able to achieve the performance compliance standard applicable to the building under the Energy Efficiency Standards using commercially available technology and an approved calculation method, then the local enforcing agency may grant a modification. The applicant shall comply with Section 5.106.13.2.

Inactive *Fuel Gas Infrastructure* may be extended to spaces that are anticipated to qualify for the exceptions contained in this chapter. The inactive *Fuel Gas Infrastructure* shall not be activated, shall not have a meter installed, and/or shall not otherwise be used unless the exemptions specified in this chapter have been confirmed as part of the issuance of a building permit. If the *Fuel Gas Infrastructure* is no longer serving one of the exceptions contained in this chapter, it shall either be capped, otherwise terminated, or removed by the entity previously entitled to the exemption, in a manner pursuant to all applicable Codes.

The City of Milpitas shall have the authority to approve alternative materials, design and methods of construction or equipment per California Building Code Section 104.

5.106.13.2. Requirements for *combustion equipment*. Where *combustion equipment* is allowed per exceptions under Section 5.106.13.1, the construction drawings shall indicate electrical infrastructure and physical space accommodating the future installation of an *electrical heating appliance* in the following ways, as certified by a registered design professional or licensed electrical contractor:

1. Branch circuit wiring, electrically isolated and designed to serve all electrical heating appliances in accordance with manufacturer requirements and the California Electrical Code, including the appropriate voltage, phase, minimum amperage, and an electrical receptacle or junction box within five feet of the appliance that is accessible with no obstructions. Appropriately sized conduit may be installed in lieu of conductors; and
2. Labeling of both ends of the unused conductors or conduit shall be with “For Future Electrical Appliance”; and
3. Reserved circuit breakers in the electrical panel for each branch circuit, appropriately labeled (e.g. “Reserved for Future Electric Range”), and positioned on the opposite end of the panel supply conductor connection; and
4. Connected subpanels, panelboards, switchboards, busbars, and transformers shall be sized to serve the future electrical heating appliances. The electrical capacity requirements shall be adjusted for demand factors in accordance with the California Electric Code; and
5. Physical space for future electrical heating appliances, including equipment footprint, and if needed a pathway reserved for routing of ductwork to heat pump evaporator(s), shall be depicted on the construction drawings. The footprint necessary for future electrical heating appliances may overlap with non-structural partitions and with the location of currently designed combustion equipment.

SECTION 4. EXPRESS FINDINGS

Pursuant to California Health and Safety Code Sections 17958.7 and 18941.5, the City Council hereby finds that the above amendments are necessary due to local climatic, geological or topographical conditions as set forth in **Exhibit A**

SECTION 5. REPEAL OF CONFLICTING ORDINANCES

Upon adoption of each new California Building Standards Code, the Ordinance adopting the previously adopted California Building Standards Code is superseded in its entirety. This Ordinance does not repeal Ordinance No. 65.147, which adopts by reference and amends parts of the 2022 California Building Standards Code, Ordinance No. 65.148, which adopts by reference the 2022 California Energy Code, nor Ordinance No. 113.25, which adopts by reference and amends the 2022 California Fire Code.

SECTION 6. SEVERABILITY

The provisions of this Ordinance are separable, and the invalidity of any phrase, clause, provision or part shall not affect the validity of the remainder.

SECTION 7. EFFECTIVE DATE AND POSTING

In accordance with Section 36937 of the Government Code of the State of California, this Ordinance shall take effect thirty (30) days from and after the date of its final adoption by the City Council, but no sooner than January 1, 2023. The City Clerk of the City of Milpitas shall cause this Ordinance or a summary thereof to be published in accordance with Section 36933 of the Government Code of the State of California.

EXHIBIT A

FINDINGS IN SUPPORT OF AMENDMENTS TO TITLE 24 OF THE CALIFORNIA CODE OF REGULATIONS: LOCAL CLIMATIC, GEOLOGICAL OR TOPOGRAPHICAL CONDITIONS

Amendments to the Green Building Standards Code:

II-19-2.01 Section 202
Definitions

II-19-2.02 Section 301.1.1
Mandatory provisions of Chapter 4 shall be applied to additions and remodels

II-19-2.03 Section 4.106.4 through 4.106.4.3 through 5.106.5.3.3
EV charging for single family, duplex, townhouse, and multi-family

II-19-2.04 Add Section 4.106.5 and 4.106.5.1 to Site Development
for all-electric new residential construction

II-19-2.05 Add Section 5.106.5.3 through 5.106.5.3.3
EV charging for new office and other non-residential buildings

II-19-2.06 Add Section 5.106.5.3.5
Clean air vehicle parking designation - EVCS qualify as designated parking

II-19-2.07 Add Section 5.106.13 and Section 5.106.13.1 to Site Development
for all-electric new nonresidential construction

The following findings support that the above amendments and modifications are reasonably necessary because of local climatic, geological or topographical conditions:

Express Findings – Climatic

The effects of climate change caused by Green House Gas (GHG) emissions are increasingly self-evident, and very costly. Higher temperatures are contributing to record heat waves and droughts, rising sea levels, more intense storms, wildfires and floods.

Climate change is the fundamental design problem of our time. The threat that climate change poses is existential, and buildings together with transportation are large contributors.

Amending all of the above referenced code sections is necessary to combat the ever-increasing harmful effects of climate change. Implementation of the proposed reach code amendments will provide an accelerated path to reduce Green House Gas (GHG) emissions and carbonization in an effort to stem the effects of global warming and climate change.

MEMORANDUM

Building Safety and Housing



TO: Mayor and Councilmembers

THROUGH: Steve McHarris, City Manager

FROM: Bill Tott, Building Official

SUBJECT: Response to Bloom Energy and Santa Clara County Association of Realtors letters submitted regarding reach code adoption.

The purpose of this Information Memorandum is to provide responses to letters submitted by Bloom Energy Corporation and the Santa Clara County Association of Realtors regarding the proposed reach codes

Bloom Energy letter

The attached letter from Bloom Energy Corporation (Bloom) was sent to the City Council. It is important to note that the section about the City's Climate Action Plan (CAP) could be misleading since it adds language to the City's specific Measures and Actions from the CAP, making it appear that the additions are a part of the City's CAP. The only way to differentiate between the two is that the direct quotes from the CAP are italicized while the comments are not which can easily result in a reader thinking that the CAP calls for the use of fuel cells, which it does not. Also, please note that in the second bullet point, "Measure BE-2.2", Bloom has italicized the second sentence which is not part of the CAP measure, which adds to the confusion.

In looking at Bloom's comment letter to the City, they offer the following points:

The City should use a definition of "all-electric buildings" that allows for the extension of natural gas infrastructure.

City Response: Extending natural gas infrastructure runs counter to the direction that California is moving to reduce gas infrastructure and reduces the cost benefits of all-electric construction. Additionally, in the presentation to Council on August 9, 2022 for adoption of the CAP update, under City Council Feedback, it was noted that "goals are adequate, but we can achieve more and use more aggressive language". The Summary of Public Comments portion included; "establish an end-of-flow of natural gas (NG) by 2040 or 2035 for commercial buildings and 2040 for residential buildings". Allowing NG infrastructure for new construction is counter to these comments and the movement to reduce / eliminate new NG infrastructure.

Fuel cells will be necessary to ensure reliability while reducing emissions.

City Response: More solar PV together with solar energy-supplied batteries can ensure reliability while reducing emissions. It is not necessary to use fuel cells for this purpose. Bloom fuel cells rely on natural gas to produce electricity which produces GHG emissions 24 hours a day, unlike emergency backup diesel generators that are only used a few hours a year. A fuel cell is cleaner on an hour-by-hour basis than a diesel generator, but this emission "savings" is very short term since daily emissions from the fuel cell are 24 hours a day, 7 days per week.

Onsite generation can reduce stress on the electrical grid.

City Response: Yes, onsite generation can be configured to reduce stress on the electrical grid. This is particularly true for batteries that can be set to release stored energy during evening / morning peaks in demand. Fuel cells, however, may not be particularly suited for this role since they will be producing power 24/7, and therefore cannot be turned on to provide additive power during the evening peak.

Green hydrogen, which can be used to fire a fuel cell, has been identified as a critical tool in achieving a net-zero energy transition.

Response: 1) Green hydrogen is not widely commercially available and most hydrogen produced today is made from fossil fuels, typically methane gas. 2) It is a potentially dangerous gas that is difficult to contain, prone to leakage, and could contribute to climate change <https://acp.copernicus.org/articles/22/9349/2022/acp-22-9349-2022.pdf>; and 3) Could be used first in areas with existing gas infrastructure or for uses like heavy transportation that are difficult to electrify.

MEMORANDUM

Building Safety and Housing



While it may be possible for future Bloom Fuel Cells to operate on alternative fuels, this will be cost-prohibitive for most uses and only practical for a small number of large industrial processes and some very high energy users. There is a much greater likelihood that, once constructed, a Bloom fuel cell will operate on natural gas and emit carbon dioxide 24 hours a day.

Santa Clara County Association of Realtors (SCCAOR) letter

The letter from SCCAOR is focused on providing reasons why reach codes should not be adopted for existing homes. The Milpitas proposed reach codes are for new construction and do not have provisions or mandates that require all-electric conversions for existing homes.

Please contact Bill Tott (408) 686-3263 with any questions.

Attachments:

Bloom Energy letter dated December 6, 2022

Santa Clara County Association of Realtors (SCCAOR) letter dated December 6, 2022



CITY OF MILPITAS

Item # 12.

455 EAST CALAVERAS BOULEVARD, MILPITAS, CALIFORNIA 95035-5479
GENERAL INFORMATION: 408-586-3005, WWW.MILPITAS.GOV

12/6/2022
Agenda Item No. 18

ADDITIONAL ATTACHMENT AFTER AGENDA PACKET DISTRIBUTION

Item 18 – Letter from the Public

Dec 6, 2022

Rich Tran
Mayor
Milpitas City Hall
Milpitas, CA 95035

Dear Honorable Mayor Tran and Milpitas City Councilmembers,

Bloom Energy is pleased to provide comments on the proposed reach codes for building electrification. We recognize the value of building decarbonization as a key tool for meeting local and state climate goals and hope to help the City avoid unintended consequences negatively impacting local air quality, energy resiliency, and long-term decarbonization.

Bloom Energy is a leading clean energy company headquartered and with manufacturing facilities in the Bay Area. Bloom Energy Servers are a distributed energy resource that delivers reliable, uninterrupted power. Using solid oxide fuel cell technology, Bloom converts natural gas, biogas, or hydrogen into electricity with high efficiency and without combustion, significantly reducing environmental impacts. Utilizing the same technology, Bloom Electrolyzers can be paired with renewable energy sources to create clean, low-cost hydrogen at industry-leading efficiencies.

The updated definition of an “all-electric building” as currently proposed in ordinance 65.154 inadvertently obstructs customers’ ability to procure clean, resilient on-site power by banning pipelines from anywhere within property lines of newly constructed buildings. This would affect the City’s ability to reach key goals of increasing energy reliability, especially for critical facilities and industrial properties, and complicate plans to phase out highly polluting back up generation sources. Therefore, we propose the City retain its current definition for an “All-Electric Building” from the 2019 municipal code as shown below:

“ALL-ELECTRIC BUILDING is a building that has no natural gas or propane plumbing installed within the building and that uses electricity as the only source of energy for space heating, water heating (including pools and spas), cooking appliances, and clothes drying appliances.”

Maintaining the current definition will also help the City of Milpitas move towards achieving the goals set forth in the 2022 Milpitas Climate Action Plan Update, as outlined below:



Bloom Energy Corporation
4353 North First Street, San Jose, CA 95134
408 543 1500
www.bloomenergy.com

- *Measure BE-1.2: Facilitate innovative approaches to energy generation, distribution, and storage (e.g., microgrids).* Microgrids and DERs that will help enable greater deployment of renewable energy are most effective when a diverse mix of technologies can be deployed in a complementary fashion.
- *Measure BE-2.2: Facilitate all-electric development projects for industrial buildings. Industrial buildings due to higher electricity usage, requirements, and resiliency concerns prove harder and more costly to electrify than residential properties.* DERs and microgrids can help address these concerns and more rapidly enable the electrification of end-uses within these buildings.
- *Action BE-2.4.4: Eliminate the provision of fossil fuel-powered backup generator permits for existing nonresidential development by 2030.* As diesel generators proliferate throughout the Bay Area and increasingly underpin an unreliable power grid, non-combustion distributed energy resources such as fuel cells will be necessary to ensure reliability while reducing emissions.
- *Measure 2.4: Minimize stress on the electrical grid and increase the resilience of existing residential and commercial development through energy efficiency upgrades and on-site energy generation and storage.* Onsite DERs and microgrids reduce the overall load on the grid and can be configured to contribute to the grid during peak demand.

If the City pursues the new definition, fuel cell microgrids would no longer be an option to support reliable and clean power, creating a de-facto monopoly for backup diesel generators. Diesel generators release harmful air pollutants and greenhouse gas emissions,¹ and they become the only long-term energy reliability option in the context of a full moratorium on natural gas infrastructure, including uses outside of the building.

Even as we are transitioning to a carbon-neutral energy future, the population of diesel generators in California is growing rapidly due to an aging grid, increased extreme weather events, and the intermittent nature of wind and solar generation. In fact, the diesel generator population in Milpitas increased by 62.5 percent between December 2018 and June 2020. In June 2020, back-up diesel generators in the City had a total capacity of 63.8 MW.²

Other cities in the Bay Area such as Livermore and Mountain View have chosen to adopt reach codes this year which do not preclude the installation of fuel cells or DERs. Other leading national cities such as Seattle and New York City have adopted such codes as well.

¹ M.Cubed, 2021. Diesel Back-Up Generator Population Grows Rapidly in the Bay Area and Southern California, p. 7

² Ibid. p.15



Maintaining the City's existing definition of an all-electric building will also support the future use of green hydrogen, a zero-carbon fuel identified as a critical tool in achieving a net-zero energy transition

by supporting the deployment of solar and wind power. In the near term, technologies like fuel cells can electrify buildings via directed hydrogen utilizing the existing natural gas infrastructure as the market and future hydrogen infrastructure matures.

Thank you for the opportunity to provide input on Milpitas's building electrification reach code. We believe sound policies that support building decarbonization and ensure energy reliability are key to the successful implementation of the goals of reducing greenhouse gas emissions and promoting resiliency. Please consider us a resource on distributed energy resources and building decarbonization, and feel free to reach out if I can be helpful.

Best Regards,

James Apffel

Government & Community Relations



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408 543 1500
www.bloomenergy.com



CITY OF MILPITAS

Item # 12.

455 EAST CALAVERAS BOULEVARD, MILPITAS, CALIFORNIA 95035-5479
GENERAL INFORMATION: 408-586-3005, WWW.MILPITAS.GOV

12/6/2022
Agenda Item No. 18

ADDITIONAL ATTACHMENTS AFTER AGENDA PACKET DISTRIBUTION

- Item 18 – Letter from SCCAOR “SCCAOR Commentary on Agenda Item 18 - Public Hearing 2022 CA Energy Code and Green Building Standards Code”
- Item 18 – Letter from Acterra “Please approve your reach”

From: [Enrique Navarro-Donnellan](#)
To: [Rich Tran](#); [Karina Dominguez](#); [Anthony Phan](#); [Carmen Montano](#); [Evelyn Chua](#); [Suzanne Guzzetta](#)
Subject: SCCAOR Commentary on Agenda Item 18 - Public Hearing 2022 CA Energy Code and Green Building Standards Code
Date: Tuesday, December 6, 2022 2:22:40 PM
Attachments: [SCC Home Electrification Potential Costs.pdf](#)

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links.

Good Afternoon Milpitas Mayor & City Council,

The Santa Clara County Association of REALTORS® encourages you to reject any additional regulations or requirements beyond state mandates (ie: "reach codes") pertaining to existing homes.

For your reference, I have attached a study we conducted detailing the costs affiliated with reconfiguring a home to accommodate all-electric appliances - costs and necessary home adjustments well beyond solely swapping out appliances. Even in the case where only future development is considered for reach codes, several of these costs will be factored into the cost of said new housing. Our cost ranges were developed with responses from seven licensed electrician contractors in Santa Clara County.

As advocates for more, and affordably-priced housing, we advocate that home and property owners should be driving their own energy consumption decisions and have the option to live with energy systems that meet their needs and budget. In an area already among the most expensive markets in the nation, facing cost-of-living inflation across all consumer goods and services, particularly with electric utility rates higher than that paid elsewhere in the state or nation, we find it helpful to allow residents flexibility with the energy they use.

We ask that you oppose any additional reach codes on existing homes. Additionally, should it be considered, please oppose any mandates to require all-electric home conversion until public financing options are available to cover the costs of gas appliance replacement and the related structural work needed to accomodate all-electric appliances.

Kind Regards,

Enrique Navarro-Donnellan

Government Affairs Associate

Direct: 408.445.5063

Email: enrique@sccaor.com

Santa Clara County Association of REALTORS®

1651 North First Street, San Jose, CA. 95112

Main 408.445.8500

Potential Cost Range of All-Electric Conversion

Building Electrification Cost Study Published: June 27, 2022

STRUCTURAL COSTS	Low End*	High End*
APPLIANCES		
Air/Heating System	\$4,500	\$40,000
Range Cooktop	\$800	\$6,500
Water Heater	\$1,000	\$7,500
Clothes Dryer	\$1,000	\$3,000
SERVICES		
Rewiring & New 220 Amp Outlets	\$3,650	\$22,000
Construction Access to Electrical	\$2,000	\$9,000
Abatement of Asbestos & Lead	\$4,000	\$36,000
Replacement Housing During Asbestos Removal & Construction Upgrades	\$5,000	\$10,000
Electric Panel Upgrade from 50/100 to 200 amp	\$3,000	\$15,000
Undergrounding of Lines	\$3,500	\$15,000
Replacment of 2 inch pipe with 3 inch pipe to accommodate 200 amp service	\$5,000	\$30,000
PG&E Capping-Off Gas Lines	\$9,500	\$25,000
Permitting	\$1,000	\$5,000
SUBTOTAL APPLIANCES & SERVICES	\$43,950	\$224,000
ADDITIONAL FACTORS		
Solar Panels + Structural Upgrades	\$25,000	\$50,000
New Roof	\$20,000	\$75,000
Backup Battery	\$7,500	\$30,000
Swimming Pool/Spa Conversion**	\$10,000	\$35,000
Trigger for Fire Sprinklers	\$10,000	\$35,000
Trigger for Sewer Lateral	\$9,000	\$30,000
*Cost of Labor is the Most Significant Unknown Factor		
** Conversion to Electric is Discouraged by Pool Companies due to Inefficiency		
TOTAL STRUCTURAL COST	\$125,450	\$479,000

Sources: Based upon a study conducted by the Santa Clara County Association of REALTORS® (SCCAOR) with estimates from 7 Electrical Contractors in Santa Clara County.

The appliances, services, and additional factors are a "menu" of options and range of costs. Some newer homes will require fewer of the options and older homes will require most of the listed services and additional factors.

From: [Jared Johnson](#)
To: [City Clerk](#)
Subject: Please approve Your Reach!
Date: Tuesday, December 6, 2022 4:33:33 PM
Attachments: [22.12.6 Milpitas Reach Code Letter.pdf](#)

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links.

Hello!

My name is Jared Johnson, I am the Sr. Manager of Policy and External Relations for Acterra and attached is a letter from us, Mothers out Front, and Silicon Valley Youth Climate Action asking the city council to approve the 2022 California Green Building Standards Code with amendments.

Best regards,
JJ

Jared Johnson (he/him/his)

Senior Manager of Policy & External Relations

Acterra: Action for a Healthy Planet 3921 East Bayshore Road, Suite 208
Palo Alto, CA 94303-4303

(650) 223-5462
acterra.org | [Subscribe](#)

Acterra staff use [self-identified pronouns](#) to support workplace inclusion for everyone. I respectfully acknowledge that my work takes place on the ancestral and unceded land of the Ramaytush Ohlone. [Whose land are you on?](#)



**ACTION FOR A
HEALTHY PLANET**



December 5, 2022

Subject: We urge you to reject requests to “support gas infrastructure” or for any exemptions for “distributed energy resources”

Dear Council Mayor Tran, Vice Mayor Montano, Councilmember Chua, Councilmember Dominguez, Councilmember Phan,

Acterra, Mother's out Front (Silicon Valley), and Silicon Valley Youth Climate Action (SYVCA) are commissioning this letter to represent hundreds of members residing in Milpitas and neighboring Silicon Valley cities. First of all we would like to thank you for voting to pass the Milpitas Climate Action Plan. This is a powerful investment in ensuring a just and livable world for current members of our community as well as future generations. In light of increasing climate catastrophes and public health hazards—from superstorms, extreme heat and rising sea levels to out-of-control wildfires and devastating drought—we ask that Milpitas continues to rein in its greenhouse gas emissions.

However, it is concerning that certain corporations may be lobbying the Milpitas City Council to weaken the Climate Action Plan by not going forward in approving the 2022 California Green Building Standards Code with amendments.

We urge you to reject their request to “support gas infrastructure” or for any exemptions for “distributed energy resources” (DER) **for the following reasons:**

1. **Protect our climate and meet our Climate Action Plan goals:** The DER exemption allows for the continued expansion of new gas pipelines in Milpitas. These soon-to-be stranded assets are a threat to our climate. While touted as “clean energy,” these fuel cells run on fossil gas 24 hours per day, 7 days per week, 365 days per year to power facilities using large amounts of energy. Scrapping the reach code altogether and not adopting the 2022 California Green Building Standards Code with amendments is completely incompatible with your commitment to protect our residents and future generation from the ravages of climate change.
2. **Practice good governance:** Milpitas should avoid hastily adding a last minute DER exemption, forcing Council to make a decision without full knowledge of the impacts of gas-powered fuel cells and other forms of gas-powered Distributed Energy Resources (DER).

3. **Protect frontline communities:** Gas-powered fuel cells perpetuate the use of fossil gas, which is extracted and refined primarily in low-income communities and BIPOC communities, who suffer serious health harms as a result. Encouraging new buildings to install new gas pipelines to power fuel cells contributes to environmental injustice.
4. **Avoid unintended consequences:** The DER exemption in particular can be written in such a way to open the door to other forms of dirty energy, including co-generation and tri-generation, which are highly polluting and inefficient technologies. Stet Sanborn (a LEED-certified architect from the Smith Group) explains that the exemption for DER is actually “a CO2-wolf in fuel cell clothing” that opens the door to power generation even dirtier than gas-powered fuel cells. The exemption “also includes all combined heat and power [CHP] systems, including co-gen and tri-gen systems [which use fossil fuels and generate large amounts of greenhouse gas emissions] which are far more widespread and far cheaper than Bloom fuel cells. They also have a much longer lifespan, typically lasting from 12-20 years.”
5. **Remove an unnecessary and duplicative exemption:** City staff report that no exemptions for new fuel cell installations have been permitted since the Natural Gas Infrastructure Prohibition Ordinance went into effect for commercial buildings in August 2021. Therefore, it appears that the ordinance is not needed. In any case, the ordinance contains a similarly worded “hardship clause” that a new facility with a mission-critical need to use fuel cells or another type of DER could apply for if there were no other solution for its energy needs. Why continue to include an exemption that is not needed and duplicates the hardship exemption?

Not approving the 2022 California Green Building Standards Code with amendments or inserting a last-minute DER exemption would move the city backwards. Milpitas currently has one of the cleanest grids in the nation and is reducing its emissions to address the climate crisis. Let's reject this request to “support gas infrastructure” which is causing the climate crisis or allow corporations to profit off selling their ‘green’ fossil-fuel-powered equipment in Milpitas. Hope this council continues to follow through with its commitment to ensure a just and livable world for current members of our community as well as future generations, by approving the 2022 California Green Building Standards Code with amendments this year and enacting even more ambitious climate policies and programs in the near future.

Thank you for your consideration.

Sincerely,

**Acterra staff & leadership,
SVYCA students & leadership,
Mothers out Front Silicon Valley volunteers & leadership**



CITY OF MILPITAS AGENDA REPORT (AR)

Item Title:	Introduce Ordinance No. 65.153 Adopting by Reference the 2022 California Energy Code; introduce Ordinance No. 65.154 Adopting by Reference the 2022 California Green Building Standards Code with Amendments; Set a Public Hearing on December 6, 2022 for Adoption of the Ordinances (Staff Contact: Bill Tott, Building Official, 408-586-3263)
Category:	Community Development
Meeting Date:	10/18/2022
	<u>Recommendation:</u> (1) Following the City Attorney's reading of the title, move to waive the first reading beyond the title and introduce Ordinance No. 65.153 amending Chapter 11 of Title II of the Milpitas Municipal Code adopting by reference the 2022 California Energy Code; (2) Following the City Attorney's reading of the title, move to waive the first reading beyond the title and introduce Ordinance No. 65.154 amending Chapter 19 of Title II of the Milpitas Municipal Code adopting by reference the 2022 California Green Building Standards Code with amendments; and (3) Set a public hearing on December 6, 2022, pursuant to California Government Code Section 50022.3, for adoption of the ordinances.

EXECUTIVE SUMMARY:

Staff recommends adopting the 2022 California Energy Code and the 2022 California Green Building Standards Code pertaining to all-electric requirement for newly constructed buildings, and electric vehicle (EV) charging for new residential and non-residential construction. These local amendments, referred to as reach codes, would exceed the requirements in the 2022 state codes to more effectively combat climate change and meet established state targets for reducing greenhouse gas emissions (GHG). The proposed reach codes for Milpitas were largely based on the model code amendment initiated by Silicon Valley Clean Energy with adjustments incorporated as a result of outreach and stakeholder input from the Milpitas community. Adopting the proposed reach codes will help reduce GHG emissions for new construction, improve indoor air quality and the safety of our building stock, support affordable housing, and stimulate the use of electric vehicles in the Milpitas community. Adopting reach codes for all-electric new construction and increased EV charging station standards align with Milpitas Climate Action Plan initiatives BE-2.1.1 and TR-2.1.2 for electrification and EV charging.

In order to make amendments to the California Building Standards Code, of which the Green Building Standards Code (CalGreen) is a part of, the City must make express findings that the amendments and modifications are reasonably necessary because of local climatic, geological or topographical conditions. These findings are contained in the proposed ordinance.

This report provides an overview of 1) the reach code adoption process; 2) proposed Milpitas reach code amendments to the 2022 Green Building Standards Code (CALGreen) for the triennial code adoption cycle; 3) benefits of the reach code amendments; 4) regional reach code focus and local engagement efforts; 5) benefits to low-income communities

BACKGROUND:

Every three years, the State of California adopts new building standards that are organized in Title 24 of the California Code of Regulations, referred to as the California Building Standards Code. This regular update is referred to as a "code cycle." The last code cycle was adopted in 2019 and was effective on January 1, 2020. The next code cycle will be adopted in 2022 and will be effective January 1, 2023. Cities and counties have the authority to adopt local amendments (reach codes) that require new development projects to exceed minim

requirements in the California Energy Code and California Green Building Standards Code (also known as CALGreen).

The City of Milpitas has demonstrated leadership in sustainability, especially over the past ten years in which the City installed solar photovoltaic panels at four City facilities including the Sports Center and more recently in conjunction with shade structures in parking areas adjacent to the Senior Center; and installed 12 EV charging stations for fleet vehicles at City Hall. Milpitas also adopted its first Climate Action Plan (CAP) for reducing greenhouse gas emissions (GHG), initially through 2020 which has now been updated to 2040. In 2018 Milpitas also launched a community scale carbon-free electricity endeavor through participation in the Silicon Valley Clean Energy (SVCE) program to provide decarbonized electricity sourced from providers of solar photovoltaic, wind, and hydro generated power.

Through the SVCE community choice energy provider of carbon-free electricity (with opt-up to 100% renewable electricity), almost 100% of Milpitas resident and businesses now enjoy receiving carbon-free electricity and millions in savings in on-bill charges while significantly reducing GHG emissions. Even though these savings and reductions in GHG emissions represent significant actions, more needs to be done to minimize climate change and meet State established GHG reduction targets.

The State target was set by Governor Brown's Executive Order EO B-55-18, signed on September 10, 2018, which establishes the goal for the state to be carbon neutral as soon as possible, and no later than 2045.

Based on the City's Climate Action Plan and State goals to reduce GHG emissions, all-electric requirements for new buildings and electrification retrofits will be necessary and ultimately required for renovation of existing buildings constructed under current standards. Addressing electrification now in new buildings avoids hardships for tenants and retrofit costs for building owners in the future and acknowledges the GHG impacts under current construction practices, especially when considering the benefits of building and transportation electrification when paired with carbon-free electricity that is provided by SVCE.

The City of Milpitas is participating in the Silicon Valley Clean Energy reach code grant offering, which will provide \$10,000 to the City for presenting reach codes to the City Council for consideration. Please see Attachment C for the SVCE Letter of Interest for the \$10,000 grant.

ANALYSIS:

A. Energy Code

Given that the 2022 proposed Milpitas reach codes are not considered as "energy efficiency" code requirements as they do not include energy conservation such as photovoltaics (PV), or energy storage and are for all-electric for newly constructed buildings and not electric readiness, the proposed Milpitas reach codes will only be referencing the Green Building Standards Code (CalGreen).

For purposes of energy efficiency standards, the California Energy Commission (CEC) will continue to adopt those standards for the Energy Code, whereas in the CalGreen code under Residential and Nonresidential Mandatory Measures, Divisions 4.1 and 5.1 for Planning and Design, measures such as all-electric requirements can reside in these sections as all-electric requirements for newly constructed buildings are not considered energy efficiency requirements.

Similarly, EV charging requirements have resided in CalGreen since the advent of this code for the same reason. In other words, EV charging infrastructure requirements are also not considered as energy efficiency requirements.

The upcoming 2022 California Energy Code has greatly enhanced the standards for new construction electrical readiness for heat pumps, cooktops, and clothes dryers. energy storage, and solar photovoltaic (PV) infrastructure, including base line requirements for the use of heat pumps. These new standards mirror the main electric readiness requirements of the Milpitas 2019 reach codes, providing a high level of continuity as these electric readiness standards perpetuate.

The proposed reach code is largely based on the model code amendment developed by Silicon Valley Clean Energy, which has been vetted through considerable research and public review. Staff also incorporated adjustments in the proposed model reach code as a result of stakeholder input from the Milpitas community. The proposed reach codes for Milpitas provide pathways / options that offer a balanced approach to new residential and non-residential construction.

B. Green Building Standards Code (CALGreen)

It is widely known that availability of electric vehicle (EV) charging infrastructure is a critical component to EV adoption. Retrofitting existing buildings with EV charging infrastructure is significantly more expensive than it is during new construction.

EV reach codes will ensure that newly constructed buildings have ample EV charging capability to reduce long term costs of EV infrastructure installation while helping to increase EV adoption and decrease transportation related GHG emissions which account for approximately 50% of total GHG emissions.

The proposed reach code amendments will provide a higher percentage of charging infrastructure in new construction through a combination of Level 1 and Level 2 circuits with varying readiness.

Here is a Summary of the proposed reach code amendments to the Green Building Standards Code:

Section 202

Definitions added such as for Automatic Load Management (ALMS) and All-Electric Building

Section 4.106.4 through 4.106.4.3 through 5.106.5.3.3

Increases EV charging infrastructure requirements for single family, duplex, townhouse, and multi-family occupancies

Add Section 4.106.5 and 4.106.5.1 to Site Development.

Provides the requirement for all-electric new residential construction

Add Section 5.106.5.3 through 5.106.5.3.3

Increases EV charging infrastructure requirements for new office and other non-residential buildings

Add Section 5.106.5.3.5

Provides clean air vehicle parking designation for EVCS as designated parking

Add Section 5.106.13 and Section 5.106.13.1 to Site Development.

Provides for all-electric new nonresidential construction

Costs/Benefits of Proposed Amendments

A. Statewide Cost-Effectiveness Study

Funded by California Investor-Owned Utilities (IOUs) such as Pacific Gas and Electric (PG&E), the California Statewide Codes and Standards Program (Statewide Program) and Energy Solutions completed cost-effectiveness studies for new residential and non-residential construction, for use in the current building code cycle. The proposed Milpitas reach codes are based on data in these studies, specific to Climate Zone 4, for cost effectiveness. For EV infrastructure go to [Electric Vehicle Infrastructure Cost Analysis](#). For new residential and non-residential all-electric cost-effectiveness studies go to; [Low-rise Residential](#), [Mid-rise Residential](#), [High-rise Residential](#), [Non-Residential](#).

B. Project Feasibility

While the environmental benefits of reach codes for all-electric and EV charging have been well-documented, there have been concerns expressed by the development community on the financial impact on project feasibility due to increased construction costs associated with reach codes.

According to the cost-effectiveness studies noted in the previous section, all-electric buildings offer savings on “first” construction costs for all building types when compared to mixed fuel buildings in all 16 California climate zones. Similarly, the cost-effectiveness studies for EV charging infrastructure show that “first” construction costs compared to the cost to retrofit buildings for EV infrastructure are significantly less and do not impact or inconvenience residents.

C. Building Electrification

Given that building emissions of GHG account for approximately 35-40% of total GHG emissions, and transportation accounts for 50% of all GHG, the need for all-electric standards for new construction and enhanced EV charging infrastructure is compelling. Elimination of natural gas usage through the use of all-electric standards for new construction would greatly reduce greenhouse gas emissions at an accelerated rate through the adoption of the reach codes.

Other benefits of all-electric standards include on-bill savings for Milpitas SVCE customers, cleaner, healthier indoor air quality, and greater safety due to the elimination of toxic and potentially lethal products of gas combustion such as carbon monoxide. For these reasons, there is considerable interest in promoting higher levels of all-electric new construction.

SVCE has taken the lead in Santa Clara County for researching and developing prototype standards for reach codes. Staff have worked closely with SVCE and its consultants to interpret and apply the 2022 cost-effectiveness studies for all-electric residential and nonresidential new construction to the Milpitas reach code.

Staff have also worked with SVCE and the Statewide Program’s team to establish new construction EV requirements which are more in-line with local EV adoption trends, while providing flexibility for the developer and keeping construction costs as low as possible.

Note that while construction costs will be incurred, there are numerous utility, state and federal incentive programs available to offset or reduce “first” costs for all-electric standards and EV charging infrastructure. One such program is P.G.& E’s Electric Infrastructure Rule 29. Under this rule, P.G.& E. will pay for and coordinate the design and deployment of electric service extensions from P.G.&E. electrical distribution line facilities to the service delivery point for separately metered EV charging stations.

Local residents are showing a significant interest in electric vehicles. According to the Bay Area Air Quality Management 2022 *Climate!* Program, at the end of 2021, there were more than 266,000 EVs registered to Bay Area drivers.

Recent data compiled through surveys of potential electric vehicle customers and other sources indicates that the availability of EV charging infrastructure is a critical component to EV adoption. It is significantly more expensive to install charging infrastructure as a retrofit than during new construction. As such, ensuring that newly constructed residential and non-residential parking has ample EV charging capability will reduce long-term costs of EV infrastructure installation, while helping to increase EV adoption and decrease transportation-related greenhouse gas emissions.

While California’s new minimum requirements are a step forward, it is unlikely that the requirements for multi-family dwellings and non-residential buildings are enough to keep pace with expected EV growth looking towards 2030. The Statewide Program’s team reviewed approaches to increase the amount of EV infrastructure in new construction, while keeping construction costs as low as possible.

E. Low-Income Communities

A recent study by U.S. Environmental Protection Agency (EPA) scientists shows that low-income communities are disproportionately affected by air pollution. It is imperative that clean fuel options such as electricity produced using solar, wind and hydro power are incorporated into Milpitas' low-income housing community to promote reduction of indoor and outdoor air pollution.

EV charging requirements have been perceived by some to be incongruent with low-income housing needs, however, recent studies suggest otherwise. EVs and hybrids are becoming more affordable and their fuel costs are considerably lower than fossil fuel powered vehicles.

There are many incentives available for California buyers such as;

The Clean Vehicle Rebate Program, which provides rebates from \$1,000 to \$7,000 for the purchase or lease of new zero-emission vehicles (ZEV). These can include electric, plugin-hybrid electric and fuel cell vehicles. Since 2010, the program has issued more than 450,000 rebates totaling more than \$1 billion, which accounts for nearly 43 percent of light-duty ZEVs sold in the state, say officials.

The Clean Vehicle Assistance Program provides low-interest loans, vehicle purchase grants and vehicle charging incentives for income-qualified car owners. More than 80 percent of participants have a household income at or below federal poverty level.

Another program, which is led by California's Air Resources Board (CARB), is the Clean Cars 4 All, which provides vouchers to income-qualified participants to be used toward the purchase or lease of a new or used ZEV or hybrid in exchange for scrapping an older gas-burning car. The program also has incentives for transit passes and micromobility.

The California Clean Fuel Reward Program is a time-of-sale program, also funded by CARB, and administered by Southern California Edison. This program can be included in the financing, which makes it very easy for dealers to apply, and gives immediate gratification to the customer.

The Clean Fuel Reward Program was initially offered as an instant "on-the-hood" rebate. By the end of 2021 nearly 200,000 customers had received this rebate, and 21 percent of the customers were in underserved communities, and 72 percent of customers replaced an internal combustion engine vehicle.

For these reasons, accelerating the rate of EV charging access infrastructure through the proposed Milpitas reach codes is just as relevant if not more critical to low-income below market rate housing as market-based or commercial projects.

Reach Code Efforts in Other Jurisdictions

Current regional reach code efforts are focused on new residential and non-residential construction and electric vehicle infrastructure (EVCI), to incentivize or require the following:

- All-electric buildings for new construction
- Mixed fuel (e.g. natural gas and electric) buildings, including electrification readiness
- Additional EVCI requirements for all building types to further prepare for current and future anticipated electric vehicle (EV) uptake.

According to the CEC, over 55 Bay Area cities and Counties have adopted or are considering reach codes, with a focus on requiring all-electric requirements for new buildings and EV charging infrastructure for implementation in the 2022 building code cycle. Bay area jurisdictions include the following:

- 8 in Alameda County
- 24 in San Mateo County
- 16 in Santa Clara County
- 7 in Sonoma County

Milpitas Public Outreach

A. Comments at Community Meetings

Staff conducted a series of outreach and engagement meetings with stakeholders and community members on the proposed reach codes. These include the August 15 Community Development Roundtable initial discussion, September 14 Stakeholder Workshop, and presentation to the Energy and Environmental Sustainability Commission on October 19.

The feedback from the outreach meetings was supportive, and Milpitas residents acknowledged the growing climate change crisis and applauded the City's reach code efforts.

B. Other Stakeholder Comments

Pacific Gas and Electric (PG&E) has repeatedly stated its commitment to helping communities achieve their energy goals and efforts to promote efficient and cost-effective electrification in new construction.

Effective Date of Code Amendments

The Green Building Standards Code (CalGreen) amendments pertaining to all-electric requirements for new residential and non-residential building construction and EV charging infrastructure, if adopted by the City Council on December 6, 2022, would then be filed with the California Building Standards Commission (BSC) for ministerial review and documentation. Once the letter of acknowledgement and approval is received, the reach code amendments would then become effective on January 1, 2023.

POLICY ALTERNATIVE(S):

Alternative 1: Adopt the 2022 California Green Building Standards Code as written without local amendments (reach codes).

Pros: No additional work is needed. The section for amendments would be removed from the Ordinance.

Cons: Without reach codes, it would be increasingly difficult to achieve some of the established goals in the Milpitas Climate Action Plan. Also, the opportunity to join with other local jurisdictions in the efforts to accelerate code requirements to achieve the state mandated goals for greenhouse gas emission reductions by 2020, 2030, and 2045, would be a lost opportunity. Instituting all-electric for new construction and electric vehicle charging requirements with this code cycle will have lasting impacts as buildings constructed under this code cycle will have significant carbon reductions for the 30-40 year life span of the buildings. An added benefit to enacting the reach codes now is the avoidance of the higher costs to retrofit buildings later, and the inconvenience to tenants.

Reason for Not Recommending: This alternative is not recommended because of the loss of opportunity to increase the City's efforts toward achieving a higher, earlier use of renewable energy, the reduction of GHG emissions, and achieving Milpitas Climate Action Plan milestones.

FISCAL IMPACT:

There is no cost to the City other than administrative staff time and expense.

California Environmental Quality Act (CEQA):

The action being considered has no potential for causing a significant effect on the environment and is exempt from the California Environmental Quality Act (CEQA) pursuant to CEQA Guidelines Section 15061(b)(3).

RECOMMENDATION:

(1) Following the City Attorney's reading of the title, move to waive the first reading beyond the title and introduce Ordinance No. 65.153 amending Chapter 11 of Title II of the Milpitas Municipal Code adopting by reference the 2022 California Energy Code; (2) Following the City Attorney's reading of the title, move to waive the first reading beyond the title and introduce Ordinance No. 65.154 amending Chapter 19 of Title II of the

Milpitas Municipal Code adopting by reference the 2022 California Green Building Standards Code with amendments; and (3) Set a public hearing on December 6, 2022, pursuant to California Government Code Section 50022.3, for adoption of the ordinances.

Attachment(s):

- A. Ordinance No. 65.153 – adopting by reference the 2022 California Energy Code
- B. Ordinance No. 65.154 – adopting by reference the 2022 California Green Building Standards Code with amendments
- C. SVCE Letter of Interest for the \$10,000 grant



CITY OF MILPITAS AGENDA REPORT (AR)

Item Title:	Receive Report on 2023 Citywide Community Engagement Survey (Staff Contact: Ashwini Kantak, Assistant City Manager, 408-586-3053; and Charmaine Angelo, Public Information Officer, 408-586-3055)
Category:	Leadership and Support Services
Meeting Date:	1/17/2023
	<u>Recommendation:</u> Receive a report on results of the 2023 Citywide Community Engagement Survey.

Background:

A Citywide survey was conducted by Fairbank, Maslin, Mauling, Metz & Associates (FM3) from November 28 to December 21, 2022. 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. For the past four years, FM3 has been assisting the City with gathering public opinion and feedback from Milpitas residents. City Council and Staff use the survey results to inform strategic funding decisions associated with the annual budget process. The outcome of the collaborative budget prioritization process impacts all City programs and services that in turn, directly affect the daily lives of everyone in Milpitas.

Analysis:

In order to conduct a community satisfaction survey with a representative sample of adult residents, FM3 conducted a dual-mode (online and telephone) survey using an address-based sampling approach and US Census-derived demographic quotas. Residential addresses were selected at random across the City and matched to public and commercial contact information. Postcards, emails and text messages were sent in an initial wave of contacts inviting residents to take the survey online. Subsequent telephone interviews were conducted to help balance the sample to reflect the overall adult population and demographic quotas. With 600 completed interviews, the margin of sampling error for the findings is $\pm 4.0\%$ at the 95% confidence level. The survey was conducted from November 28 through December 21, 2022, and was available in English, Mandarin, Spanish, and Vietnamese. Because of the strong response from the community, FM3 was able to provide statistically sound and fully representative results from residents, 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.

Representatives from FM3 will make a formal presentation to the City Council of the results, during the Council meeting. Topline results reveal that satisfaction rates are at an all-time high (*highest it has been in the last five years*). Residents also continue to view living in Milpitas very favorably. Other notable findings include:

- 88% are satisfied with quality of life in Milpitas and 80% are satisfied with City services
- 80% approve of the city government overall, and three quarters or more trust the city to manage tax dollars, plan for the future, and operate in a way that is open and accountable to the public
- 90% are proud to live in Milpitas
- Housing costs and inflation more broadly are key challenges for residents
- 55% say the pace of growth is "about right"
- And while broad majorities feel safe in Milpitas, 43% also see crime as having increased. Public safety is a priority, with an average of \$20.20 of the \$100 budget exercise allocated there across six categories.

This online and telephone survey is just one additional tool being used to facilitate preparation of the Fiscal Year 2023-24 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 as well as an Open Townhall online community survey. 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 may inform budget actions in the proposed FY 2023-24 budget.

California Environmental Quality Act:

By the definition provided in the CEQA Guidelines Section 15378, this action does not qualify as a "project" for the purpose of CEQA as this action has no potential to result in either a direct physical change in the environment, or a reasonably foreseeable indirect physical change in the environment.

Recommendation:

Receive a report on results of the 2023 Citywide Community Engagement Survey.

Attachment:

1. 2023 City of Milpitas Community Survey Results - Matrix Table
2. 2023 City of Milpitas Community Survey Results - Rank Table
3. 2023 City of Milpitas Community Survey Results – XTAB
4. 2023 City of Milpitas Community Survey Results - Mean Score Summary Table

Table 1: Q2 JOB APPROVAL MATRIX SUMMARY TABLE (TOTAL APPROVE)

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
E MILPITAS FIRE DEPARTMENT	89	91	76	85	85	88	91	96	87	86	92	93	93	92	78	86	82	89	87	88		
A MILPITAS CITY GOV'T OVERALL	80	85	88	81	73	85	81	86	84	79	83	86	78	85	77	80	79	84	82	81		
C MILPITAS POLICE DEPARTMENT	80	77	77	74	76	80	82	87	86	77	84	87	79	82	80	79	83	80	80	80		
D MILPITAS CITY COUNCIL	69	77	56	71	64	73	68	75	67	69	70	72	66	73	60	69	71	73	72	71		
B CITY'S BUDGET MANAGEMENT	66	70	54	65	67	63	63	75	57	65	66	68	63	71	65	64	69	57	67	67		
	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
E MILPITAS FIRE DEPARTMENT	89	86	92	88	88	92	85	88	89	91	89	90	89	96	77	84	91	90	88	87	87	91
A MILPITAS CITY GOV'T OVERALL	80	80	82	86	80	80	76	83	78	94	83	86	32	62	73	69	87	83	59	77	71	93
C MILPITAS POLICE DEPARTMENT	80	79	80	83	79	78	78	81	78	87	82	83	56	70	72	71	86	73	72	72	72	89
D MILPITAS CITY COUNCIL	69	67	73	72	74	72	56	73	66	85	71	75	24	68	57	61	77	61	53	68	63	81
B CITY'S BUDGET MANAGEMENT	66	64	68	66	71	70	54	68	64	74	70	71	23	53	57	55	75	57	47	66	61	76
	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME				
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+	
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157	
E MILPITAS FIRE DEPARTMENT	89	88	93	92	81	86	91	92	85	88	80	85	88	90	88	88	90	81	94	90	89	
A MILPITAS CITY GOV'T OVERALL	80	93	88	89	48	73	85	87	75	80	39	73	82	85	76	81	81	78	89	84	75	
C MILPITAS POLICE DEPARTMENT	80	85	84	84	61	76	83	86	74	79	60	77	76	83	77	81	79	67	88	82	81	
D MILPITAS CITY COUNCIL	69	78	78	78	33	55	77	65	57	61	29	59	82	75	61	69	73	68	81	77	59	
B CITY'S BUDGET MANAGEMENT	66	75	73	74	35	52	73	60	57	58	24	48	67	73	64	66	66	63	81	69	55	

Table 1: Q2 JOB APPROVAL MATRIX SUMMARY TABLE (TOTAL APPROVE)

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD					A/B SPLIT	
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST	TEXT	TOTAL	A	B
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN							CARD		ONLINE		
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300
E MILPITAS FIRE DEPARTMENT	89	82	89	90	95	86	91	87	92	88	100	95	85	89	88	87	94	88	89	88
A MILPITAS CITY GOV'T OVERALL	80	76	83	82	83	84	82	77	81	79	100	89	94	85	75	54	75	73	81	80
C MILPITAS POLICE DEPARTMENT	80	74	86	79	81	82	80	78	78	81	82	72	64	77	83	91	80	83	76	83
D MILPITAS CITY COUNCIL	69	63	71	74	70	75	71	60	73	68	100	78	79	74	63	49	67	62	72	67
B CITY'S BUDGET MANAGEMENT	66	63	65	68	67	67	71	62	65	64	82	78	82	68	64	38	84	63	67	65

Table 2: Q2 JOB APPROVAL MATRIX SUMMARY TABLE (TOTAL DISAPPROVE)

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
D MILPITAS CITY COUNCIL	16	13	17	17	18	13	19	17	5	16	16	13	20	14	21	20	12	12	14	15		
C MILPITAS POLICE DEPARTMENT	15	17	19	21	19	15	14	10	1	18	11	7	12	15	10	16	15	14	16	16		
B CITY'S BUDGET MANAGEMENT	15	12	18	16	18	10	16	12	3	15	13	8	14	15	15	22	10	14	14	14		
A MILPITAS CITY GOV'T OVERALL	12	9	10	12	15	8	13	11	5	12	11	9	17	7	14	17	7	9	10	11		
E MILPITAS FIRE DEPARTMENT	4	5	4	8	2	5	1	1	5	5	2	3	2	0	17	2	7	4	5	4		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
D MILPITAS CITY COUNCIL	16	15	17	12	16	16	23	14	19	2	16	12	52	23	32	29	9	21	28	24	25	6
C MILPITAS POLICE DEPARTMENT	15	16	15	10	17	18	15	14	17	6	14	12	39	27	25	25	11	16	24	26	25	7
B CITY'S BUDGET MANAGEMENT	15	14	14	13	17	12	16	15	13	3	13	10	51	26	20	22	10	21	25	23	24	7
A MILPITAS CITY GOV'T OVERALL	12	10	13	7	14	12	17	10	14	1	10	8	52	30	22	25	5	12	28	18	21	3
E MILPITAS FIRE DEPARTMENT	4	5	2	2	9	1	4	5	2	2	5	4	1	1	12	8	2	2	5	7	6	2

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K-\$120K	\$120K-\$150K	\$150K+
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157
D MILPITAS CITY COUNCIL	16	7	11	10	49	26	12	12	24	19	58	14	12	15	23	16	14	13	10	14	25
C MILPITAS POLICE DEPARTMENT	15	11	12	12	32	20	12	10	21	16	37	14	18	13	19	14	16	24	9	16	14
B CITY'S BUDGET MANAGEMENT	15	7	9	9	44	19	12	3	19	12	52	17	14	12	18	15	14	13	8	16	21
A MILPITAS CITY GOV'T OVERALL	12	2	7	5	44	21	7	7	18	13	58	12	14	9	17	11	13	14	4	8	19
E MILPITAS FIRE DEPARTMENT	4	0	4	3	7	6	3	1	8	5	12	1	10	4	4	4	3	7	2	3	4

Table 2: Q2 JOB APPROVAL MATRIX SUMMARY TABLE (TOTAL DISAPPROVE)

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD					A/B SPLIT	
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
		18-49	50+	18-49	50+															
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300
D MILPITAS CITY COUNCIL	16	19	10	13	24	11	17	20	17	17	0	11	12	13	21	29	16	21	16	17
C MILPITAS POLICE DEPARTMENT	15	21	8	15	14	11	17	18	15	15	18	21	26	17	13	4	20	13	19	11
B CITY'S BUDGET MANAGEMENT	15	18	8	12	18	13	15	13	13	15	18	10	4	13	14	39	14	17	13	16
A MILPITAS CITY GOV'T OVERALL	12	12	8	12	15	9	11	12	15	13	0	5	6	9	15	30	17	17	12	12
E MILPITAS FIRE DEPARTMENT	4	7	3	3	1	7	4	4	0	4	0	5	0	5	2	1	0	2	4	3

Table 3: Q3 SERIOUSNESS OF PROBLEMS FACING MILPITAS MATRIX SUMMARY TABLE (EXTREMELY SERIOUS PROBLEM)

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
H INFLATION/RIISING COSTS	39	33	45	43	35	32	47	38	53	36	46	44	30	47	17	30	45	33	39	40		
B THE COST OF HOUSING	37	34	28	44	40	37	37	31	29	40	34	30	42	49	29	29	40	42	33	36		
A HOMELESSNESS	29	27	30	27	31	24	37	31	27	27	34	30	29	31	8	31	38	30	30	29		
I TRAFFIC CONGESTION	18	9	24	17	20	15	23	18	18	17	21	18	22	19	4	9	33	12	17	18		
C ILLEGAL DUMPING	16	15	14	18	17	10	17	20	16	15	18	19	15	10	21	13	24	15	16	16		
D CRIME	16	16	6	5	17	13	18	23	1	12	17	16	11	9	0	24	30	10	19	16		
E JOBS AND THE ECONOMY	16	20	10	10	22	18	16	16	6	17	15	13	9	23	0	7	25	18	16	17		
G BLIGHT/ABANDONED BUILDINGS	14	8	18	11	17	11	18	12	10	13	15	11	10	8	0	12	32	10	16	15		
F TOO MUCH GROWTH DEVLPMNT	12	10	15	5	11	7	16	22	16	8	18	20	19	18	21	5	4	15	8	10		
	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
H INFLATION/RIISING COSTS	39	34	45	50	46	34	26	48	31	39	39	39	37	30	38	35	41	41	40	48	46	37
B THE COST OF HOUSING	37	36	39	37	48	30	32	43	31	34	37	36	45	47	45	46	32	42	39	49	46	26
A HOMELESSNESS	29	28	31	29	36	27	28	32	28	32	26	28	37	26	31	29	29	28	50	39	42	20
I TRAFFIC CONGESTION	18	15	22	21	26	17	11	23	15	18	17	18	20	33	19	25	15	26	21	26	25	16
C ILLEGAL DUMPING	16	15	17	17	21	16	10	19	14	19	12	14	35	22	18	20	15	12	26	25	26	10
D CRIME	16	13	19	8	21	17	6	14	13	10	15	13	28	26	16	20	15	2	31	21	24	9
E JOBS AND THE ECONOMY	16	16	16	6	17	17	20	12	18	6	15	13	33	21	25	24	13	6	23	20	21	12
G BLIGHT/ABANDONED BUILDINGS	14	12	15	20	19	13	4	19	10	10	14	13	9	8	18	14	11	26	12	21	19	13
F TOO MUCH GROWTH DEVLPMNT	12	11	13	11	24	5	11	18	7	9	11	11	26	48	16	27	4	0	21	12	15	8
	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME				
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+	
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157	
H INFLATION/RIISING COSTS	39	40	38	39	42	38	37	46	31	38	33	21	51	38	52	35	39	39	31	40	39	
B THE COST OF HOUSING	37	43	36	37	34	38	37	47	30	37	39	48	42	30	42	25	55	43	23	36	37	
A HOMELESSNESS	29	34	29	30	29	31	28	37	26	31	32	20	36	27	39	26	35	30	23	35	32	
I TRAFFIC CONGESTION	18	24	17	19	17	19	16	16	14	15	45	11	23	17	26	18	19	14	16	25	17	
C ILLEGAL DUMPING	16	19	15	16	22	23	14	26	23	24	21	10	19	15	22	17	15	22	13	16	14	
D CRIME	16	15	15	15	20	15	15	14	14	14	22	12	3	19	20	17	14	8	11	24	15	
E JOBS AND THE ECONOMY	16	14	13	13	36	13	17	1	10	6	47	13	5	19	16	17	15	12	16	25	16	
G BLIGHT/ABANDONED BUILDINGS	14	21	14	16	6	5	15	7	1	4	10	2	18	14	21	13	13	9	16	19	10	
F TOO MUCH GROWTH DEVLPMNT	12	8	11	11	23	14	11	13	16	15	14	8	6	9	24	17	6	13	11	14	142	

Table 3: Q3 SERIOUSNESS OF PROBLEMS FACING MILPITAS MATRIX SUMMARY TABLE (EXTREMELY SERIOUS PROBLEM)

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD					A/B SPLIT	
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN											
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300
H INFLATION/RISING COSTS	39	33	36	40	58	38	60	31	31	39	50	34	35	35	47	17	74	45	0	39
B THE COST OF HOUSING	37	44	27	37	41	41	44	31	31	39	42	21	18	33	44	20	87	44	42	33
A HOMELESSNESS	29	25	32	29	35	32	32	25	30	30	46	24	9	27	34	26	27	33	29	29
I TRAFFIC CONGESTION	18	18	10	17	34	19	28	11	18	19	0	6	35	12	30	6	84	29	0	18
C ILLEGAL DUMPING	16	15	17	15	20	17	20	12	16	17	4	19	3	14	18	20	35	19	17	16
D CRIME	16	14	11	12	24	11	17	11	15	16	0	18	13	15	16	12	42	18	16	0
E JOBS AND THE ECONOMY	16	22	7	13	22	6	16	21	16	16	36	16	3	19	12	10	0	11	16	0
G BLIGHT/ABANDONED BUILDINGS	14	14	11	12	20	18	21	7	12	15	0	8	0	10	21	0	37	20	0	14
F TOO MUCH GROWTH DEVLPMNT	12	5	20	11	15	13	23	11	4	13	0	12	3	11	15	12	10	14	12	0

Table 4: Q3 SERIOUSNESS OF PROBLEMS FACING MILPITAS MATRIX SUMMARY TABLE (EXTREMELY/VERY SERIOUS PROBLEM)

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
B THE COST OF HOUSING	76	78	68	84	77	75	71	67	78	78	71	71	75	83	72	70	82	85	75	76		
H INFLATION/RISING COSTS	75	71	80	76	63	77	74	85	84	71	79	85	74	86	62	69	71	69	72	75		
A HOMELESSNESS	66	67	58	64	66	65	66	65	72	65	67	68	56	67	54	72	66	77	67	67		
I TRAFFIC CONGESTION	57	49	71	59	66	52	53	52	50	60	53	52	46	49	63	55	69	60	60	58		
C ILLEGAL DUMPING	50	45	45	51	52	40	48	58	49	48	51	55	41	49	47	46	59	53	52	51		
D CRIME	49	47	24	35	53	50	52	50	31	47	48	44	25	46	59	55	60	70	56	52		
E JOBS AND THE ECONOMY	46	54	23	42	52	54	43	26	37	50	37	29	30	58	38	49	33	52	48	48		
F TOO MUCH GROWTH DEVLPMNT	41	42	51	22	47	45	42	57	29	39	44	47	38	38	57	25	39	47	42	42		
G BLIGHT/ABANDONED BUILDINGS	38	34	50	32	51	36	34	38	26	41	34	33	20	47	42	41	52	42	42	42		
	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
B THE COST OF HOUSING	76	76	75	80	80	72	70	80	71	77	76	76	66	71	81	77	75	72	72	81	79	75
H INFLATION/RISING COSTS	75	72	77	80	84	75	56	82	67	80	72	75	69	78	76	76	74	69	78	86	85	71
A HOMELESSNESS	66	62	70	69	70	69	55	69	63	63	64	64	78	67	71	69	66	52	79	74	76	64
I TRAFFIC CONGESTION	57	54	59	66	60	54	54	63	54	42	61	55	62	60	69	65	53	63	81	64	67	57
C ILLEGAL DUMPING	50	47	52	49	55	49	45	52	47	44	49	47	60	47	58	54	48	46	52	63	60	47
D CRIME	49	48	49	44	65	46	30	55	40	34	53	47	51	48	49	48	52	32	72	59	64	40
E JOBS AND THE ECONOMY	46	42	50	42	41	48	46	41	47	37	47	44	55	41	59	53	45	11	36	56	49	47
F TOO MUCH GROWTH DEVLPMNT	41	38	45	38	60	33	36	49	34	27	45	40	47	78	52	61	35	0	45	44	44	41
G BLIGHT/ABANDONED BUILDINGS	38	37	41	46	51	35	19	49	29	36	40	39	25	18	42	33	40	55	35	45	43	45
	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME				
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+	
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157	
B THE COST OF HOUSING	76	76	76	76	75	74	77	75	71	73	80	76	71	78	74	70	84	81	67	83	71	
H INFLATION/RISING COSTS	75	73	75	75	72	67	76	71	59	64	82	61	74	78	79	73	73	83	71	73	67	
A HOMELESSNESS	66	63	70	68	63	67	66	63	69	66	66	45	67	71	72	68	66	69	65	73	63	
I TRAFFIC CONGESTION	57	53	59	57	55	51	57	39	54	47	77	47	37	58	72	60	52	56	61	63	53	
C ILLEGAL DUMPING	50	44	54	51	48	48	51	43	51	47	53	31	39	57	55	54	45	46	46	66	50	
D CRIME	49	39	51	49	44	43	50	24	50	40	61	44	34	52	50	50	49	51	52	42	49	
E JOBS AND THE ECONOMY	46	40	47	46	52	40	50	27	45	38	53	35	28	59	34	49	43	43	55	56	33	
F TOO MUCH GROWTH DEVLPMNT	41	28	43	40	53	38	43	30	35	33	67	17	13	50	51	52	26	32	48	57	26	
G BLIGHT/ABANDONED BUILDINGS	38	41	45	44	19	21	44	27	19	22	13	28	43	42	38	43	33	39	40	50	144	

Table 4: Q3 SERIOUSNESS OF PROBLEMS FACING MILPITAS MATRIX SUMMARY TABLE (EXTREMELY/VERY SERIOUS PROBLEM)

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD					A/B SPLIT	
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN											
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300
B THE COST OF HOUSING	76	80	70	76	72	80	79	71	71	77	77	67	66	77	75	55	90	74	78	73
H INFLATION/RIISING COSTS	75	72	71	69	89	78	86	65	69	74	90	78	86	73	77	71	100	77	0	75
A HOMELESSNESS	66	60	64	69	70	70	68	55	72	67	67	56	62	66	65	57	95	66	70	61
I TRAFFIC CONGESTION	57	60	50	59	56	59	67	53	55	57	17	57	65	53	65	40	100	64	0	57
C ILLEGAL DUMPING	50	45	49	51	54	50	53	42	53	51	28	47	32	45	59	43	46	57	49	50
D CRIME	49	52	43	42	53	55	53	40	41	49	44	45	46	44	51	66	79	56	49	0
E JOBS AND THE ECONOMY	46	52	27	48	48	36	46	44	52	43	88	78	53	51	38	27	46	37	46	0
F TOO MUCH GROWTH DEVLPMNT	41	36	40	43	50	33	66	39	30	42	36	57	3	43	43	22	17	38	41	0
G BLIGHT/ABANDONED BUILDINGS	38	43	30	40	39	47	52	29	30	39	26	30	58	37	41	34	63	41	0	38

Table 5: Q4 STATEMENTS ABOUT MILPITAS AGREEMENT MATRIX SUMMARY TABLE (TOTAL AGREE)

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
A PROUD TO LIVE IN MILPITAS	90	91	87	84	89	93	90	89	93	89	90	90	93	91	91	88	95	91	91	89		
B DIFF. CULTURES CELEBRATED	90	89	95	89	96	80	89	84	98	89	89	89	88	98	87	94	93	86	89	90		
C I TRUST PLAN FOR FUTURE	76	81	73	81	76	81	61	77	80	79	69	78	86	83	55	75	70	76	75	74		
E OPEN AND ACCOUNTABLE	74	76	72	78	75	73	69	86	69	75	74	79	73	70	66	69	91	72	77	75		
D TRUST TO MANAGE TAX DOLLARS	74	79	65	64	79	78	68	83	70	74	73	78	72	83	61	64	85	74	75	75		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
A PROUD TO LIVE IN MILPITAS	90	89	90	88	89	93	85	89	90	97	94	94	49	79	87	84	95	77	80	86	84	96
B DIFF. CULTURES CELEBRATED	90	88	91	90	93	90	83	92	87	95	91	92	69	70	90	83	96	88	82	91	87	97
C I TRUST PLAN FOR FUTURE	76	75	78	71	79	75	76	74	75	94	74	80	38	58	74	69	81	74	52	74	66	89
E OPEN AND ACCOUNTABLE	74	72	77	77	74	79	63	75	72	88	74	78	34	54	68	63	84	65	34	75	66	86
D TRUST TO MANAGE TAX DOLLARS	74	74	74	67	79	80	63	73	74	88	75	79	25	57	65	62	82	64	40	71	65	84

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K-\$120K	\$120K-\$150K	\$150K+
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157
A PROUD TO LIVE IN MILPITAS	90	97	92	93	69	84	93	97	81	88	62	90	83	91	90	89	90	89	91	94	87
B DIFF. CULTURES CELEBRATED	90	96	93	93	69	85	92	96	83	89	68	80	79	95	90	89	89	88	97	87	86
C I TRUST PLAN FOR FUTURE	76	95	79	82	46	65	82	86	70	76	19	72	77	85	60	78	76	61	87	83	73
E OPEN AND ACCOUNTABLE	74	91	81	84	36	66	77	87	61	73	26	62	82	81	66	74	73	67	87	90	62
D TRUST TO MANAGE TAX DOLLARS	74	86	82	83	33	62	78	83	55	68	26	62	77	77	75	78	64	57	89	85	65

Table 5: Q4 STATEMENTS ABOUT MILPITAS AGREEMENT MATRIX SUMMARY TABLE (TOTAL AGREE)

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD					A/B SPLIT	
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST	TEXT	TOTAL	A	B
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN							CARD		ONLINE		
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300
A PROUD TO LIVE IN MILPITAS	90	88	91	89	90	89	88	89	91	90	100	86	86	90	92	69	83	89	89	90
B DIFF. CULTURES CELEBRATED	90	89	86	89	93	89	95	87	87	89	100	88	96	90	91	71	97	89	90	0
C I TRUST PLAN FOR FUTURE	76	80	67	79	72	72	78	77	76	76	71	88	69	80	69	55	90	69	76	0
E OPEN AND ACCOUNTABLE	74	71	72	79	76	72	79	71	74	74	100	70	100	75	73	58	100	72	0	74
D TRUST TO MANAGE TAX DOLLARS	74	70	79	79	66	72	76	76	72	73	100	75	100	76	71	58	78	70	0	74

Table 6: Q4 STATEMENTS ABOUT MILPITAS AGREEMENT MATRIX SUMMARY TABLE (TOTAL DISAGREE)

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
C I TRUST PLAN FOR FUTURE	21	17	22	19	21	11	36	19	16	17	28	18	11	12	45	24	30	15	23	22		
D TRUST TO MANAGE TAX DOLLARS	18	16	14	24	12	13	26	17	7	16	20	13	23	6	39	18	5	23	15	15		
E OPEN AND ACCOUNTABLE	15	15	22	14	12	15	25	6	4	13	16	5	13	15	34	19	5	18	14	15		
A PROUD TO LIVE IN MILPITAS	10	8	12	14	11	7	10	11	7	10	10	10	6	8	9	12	5	8	9	10		
B DIFF. CULTURES CELEBRATED	10	11	5	11	4	18	11	15	0	10	10	10	12	1	13	6	7	14	11	9		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
C I TRUST PLAN FOR FUTURE	21	24	16	28	21	19	18	25	19	4	22	17	56	36	24	28	16	16	40	26	31	8
D TRUST TO MANAGE TAX DOLLARS	18	13	21	15	15	15	28	15	20	7	15	13	64	32	26	28	11	31	47	27	32	7
E OPEN AND ACCOUNTABLE	15	14	15	10	16	14	22	13	17	2	15	11	51	33	23	27	8	32	44	23	27	7
A PROUD TO LIVE IN MILPITAS	10	10	10	12	11	6	14	11	9	3	6	5	51	21	13	16	5	22	20	14	16	4
B DIFF. CULTURES CELEBRATED	10	11	8	10	6	10	15	8	12	5	9	8	27	29	10	17	3	12	18	9	12	3

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157
C I TRUST PLAN FOR FUTURE	21	5	19	16	45	33	15	12	30	23	74	18	23	13	37	19	18	32	13	16	22
D TRUST TO MANAGE TAX DOLLARS	18	7	11	9	56	20	16	1	25	14	55	20	17	16	21	16	22	24	6	15	25
E OPEN AND ACCOUNTABLE	15	4	10	8	49	15	15	1	17	10	45	16	5	12	26	16	14	19	8	10	21
A PROUD TO LIVE IN MILPITAS	10	3	7	6	31	15	7	2	19	12	33	9	17	9	10	10	10	11	8	6	12
B DIFF. CULTURES CELEBRATED	10	4	7	6	28	14	8	3	16	11	30	18	21	5	9	10	11	11	3	13	14

Table 6: Q4 STATEMENTS ABOUT MILPITAS AGREEMENT MATRIX SUMMARY TABLE (TOTAL DISAGREE)

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD					A/B SPLIT	
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST	TEXT	TOTAL	A	B
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN							CARD		ONLINE		
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300
C I TRUST PLAN FOR FUTURE	21	20	31	14	24	28	22	22	13	21	29	12	27	18	27	32	7	26	21	0
D TRUST TO MANAGE TAX DOLLARS	18	16	9	14	33	11	19	16	23	19	0	8	0	16	21	11	22	20	0	18
E OPEN AND ACCOUNTABLE	15	15	13	12	19	14	13	15	18	15	0	16	0	16	15	3	0	14	0	15
A PROUD TO LIVE IN MILPITAS	10	11	9	10	10	11	12	10	9	10	0	12	14	9	8	31	17	11	11	9
B DIFF. CULTURES CELEBRATED	10	11	13	10	7	10	5	13	11	10	0	12	4	10	9	20	3	9	10	0

Table 7: Q5 ACCURACY OF WORDS OR PHRASES THAT MIGHT DESCRIBE MILPITAS MATRIX SUMMARY TABLE (TOTAL WELL)

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	33	51	72	54	60	34	20	177	111	51	42	39	9	45	54	39	189	250		
I GREAT LOCATION	93	95	89	95	94	97	86	90	100	95	90	94	94	90	100	88	100	99	93	93		
A DIVERSE	90	89	94	85	90	87	92	90	97	88	92	92	98	91	93	93	94	82	89	89		
C GOOD PLACE TO LIVE, PLAY	89	90	91	87	91	88	90	81	95	89	88	86	92	82	75	88	93	85	91	89		
D ACCEPTING	89	91	68	85	89	93	92	83	79	89	87	82	91	92	69	90	87	96	88	89		
J GOOD PLACE TO RAISE A FAMILY	88	87	89	92	96	84	82	82	87	91	83	84	73	91	93	85	89	95	89	90		
E WELCOMING	87	91	85	83	88	89	92	80	94	87	88	84	80	97	69	90	87	90	88	90		
B SAFE	85	88	79	86	87	87	80	80	92	87	82	84	93	94	69	88	82	81	85	84		
F GROWING	81	83	84	82	88	82	70	90	65	84	74	80	81	91	85	71	83	99	81	82		
G UP AND COMING	76	81	73	85	73	74	69	79	70	77	72	75	61	82	77	80	75	83	78	79		
H AFFORDABLE	54	61	62	59	52	60	44	64	53	56	51	59	48	65	62	55	57	55	55	56		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	37	70	107	166	31	52	93	145	146
I GREAT LOCATION	93	91	96	93	92	94	92	93	94	99	94	96	71	94	94	94	95	87	86	94	92	94
A DIVERSE	90	94	85	89	87	90	90	88	90	97	92	93	59	82	83	82	94	94	82	86	84	97
C GOOD PLACE TO LIVE, PLAY	89	91	88	82	88	91	92	85	92	97	94	95	34	73	91	85	91	86	81	85	84	95
D ACCEPTING	89	91	87	76	90	90	97	83	93	91	92	92	60	80	88	85	91	88	78	84	82	96
J GOOD PLACE TO RAISE A FAMILY	88	87	88	93	92	87	75	93	83	94	89	90	63	74	87	82	93	81	80	85	84	94
E WELCOMING	87	90	86	84	90	84	96	87	88	91	91	91	53	68	87	81	91	98	76	86	83	94
B SAFE	85	86	86	84	88	85	82	86	84	98	86	90	50	62	83	76	90	96	56	84	74	97
F GROWING	81	73	89	75	87	85	73	81	80	92	79	83	62	86	74	78	88	62	80	85	84	81
G UP AND COMING	76	72	80	75	70	83	68	73	77	87	76	79	50	60	70	66	90	45	52	72	68	83
H AFFORDABLE	54	47	60	50	53	64	44	51	56	53	57	56	36	49	56	53	62	37	41	51	49	65

Table 7: Q5 ACCURACY OF WORDS OR PHRASES THAT MIGHT DESCRIBE MILPITAS MATRIX SUMMARY TABLE (TOTAL WELL)

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	191	242	45	88	209	31	42	70	16	57	31	143	71	180	102	77	67	67	88
I GREAT LOCATION	93	98	92	93	91	92	94	97	91	94	83	87	98	93	97	93	93	92	93	98	90
A DIVERSE	90	99	91	92	78	91	90	97	94	95	70	82	85	92	93	93	89	90	92	91	89
C GOOD PLACE TO LIVE, PLAY	89	96	92	93	66	83	92	97	89	92	47	91	90	87	89	87	92	87	91	91	92
D ACCEPTING	89	100	90	92	77	86	91	97	86	90	72	84	79	90	92	89	91	78	89	94	97
J GOOD PLACE TO RAISE A FAMILY	88	92	92	92	78	86	89	84	93	89	69	83	89	89	86	87	86	85	89	94	84
E WELCOMING	87	97	91	92	71	79	94	84	84	84	62	71	95	91	90	90	87	76	93	91	94
B SAFE	85	99	88	91	65	78	91	96	77	85	52	75	79	90	85	86	88	77	95	91	81
F GROWING	81	85	83	84	71	70	86	71	72	71	58	72	87	82	83	83	79	74	89	89	77
G UP AND COMING	76	79	81	81	59	60	84	65	57	61	60	73	74	79	70	75	78	70	86	85	66
H AFFORDABLE	54	59	60	60	38	43	60	51	47	49	8	32	46	63	55	64	43	51	69	77	36

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	87	63	93	50	72	66	80	81	267	5	27	12	189	101	13	12	116	300	300
I GREAT LOCATION	93	91	90	99	89	92	93	89	98	92	100	100	100	94	93	79	100	92	0	93
A DIVERSE	90	93	96	82	89	91	87	97	83	89	100	93	89	89	89	92	100	91	90	0
C GOOD PLACE TO LIVE, PLAY	89	92	88	87	89	92	79	90	95	89	71	88	89	90	87	75	89	86	89	0
D ACCEPTING	89	90	91	89	84	89	79	92	95	90	100	66	85	89	86	93	100	88	89	0
J GOOD PLACE TO RAISE A FAMILY	88	87	88	94	76	97	88	78	87	87	100	94	79	87	87	94	100	88	0	88
E WELCOMING	87	90	90	84	88	93	82	88	91	88	100	60	100	90	81	83	93	83	87	0
B SAFE	85	85	87	89	78	86	87	86	83	85	100	88	89	87	82	71	96	82	85	0
F GROWING	81	75	69	93	81	77	85	67	92	80	100	84	100	83	79	75	63	78	0	81
G UP AND COMING	76	73	69	80	77	71	74	71	83	75	100	88	51	80	67	84	100	69	0	76
H AFFORDABLE	54	45	53	67	49	49	52	48	64	54	50	57	65	61	42	45	26	42	0	54

Table 8: Q5 ACCURACY OF WORDS OR PHRASES THAT MIGHT DESCRIBE MILPITAS MATRIX SUMMARY TABLE (TOTAL NOT WELL)

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	33	51	72	54	60	34	20	177	111	51	42	39	9	45	54	39	189	250		
H AFFORDABLE	44	34	38	41	46	38	56	33	32	42	45	32	52	31	38	42	43	45	43	41		
G UP AND COMING	17	10	13	15	19	19	23	16	8	18	18	13	31	15	15	10	25	13	15	15		
B SAFE	14	11	21	13	13	13	19	20	8	13	17	16	7	6	31	12	18	19	15	16		
F GROWING	14	9	10	9	7	15	25	10	17	10	20	13	16	3	6	24	12	1	13	12		
C GOOD PLACE TO LIVE, PLAY	11	10	9	13	9	12	9	19	5	11	11	14	8	18	25	12	7	15	9	11		
E WELCOMING	11	9	15	16	8	11	7	19	3	11	10	13	17	3	31	9	7	10	10	9		
A DIVERSE	9	10	6	15	10	13	2	10	3	12	4	8	2	9	7	7	6	10	9	10		
J GOOD PLACE TO RAISE A FAMILY	8	6	6	7	1	12	13	13	13	6	13	13	21	1	7	10	7	0	7	6		
D ACCEPTING	8	8	5	14	6	5	7	11	1	8	7	8	2	8	31	10	7	4	9	8		
I GREAT LOCATION	6	4	11	5	4	3	14	10	0	4	10	6	6	6	0	12	0	1	7	6		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	37	70	107	166	31	52	93	145	146
H AFFORDABLE	44	49	39	46	47	33	54	46	41	45	40	41	63	50	44	47	37	63	59	49	51	32
G UP AND COMING	17	19	16	19	24	10	23	21	15	9	15	14	44	34	25	29	7	43	41	23	27	11
B SAFE	14	14	14	14	12	15	18	13	16	2	14	10	47	38	16	23	9	4	43	15	25	3
F GROWING	14	18	8	20	7	9	21	14	14	4	14	11	38	12	26	21	7	33	20	13	15	12
C GOOD PLACE TO LIVE, PLAY	11	9	12	17	12	9	8	14	8	3	6	5	63	27	8	15	9	14	17	15	16	5
E WELCOMING	11	7	14	13	9	13	3	11	9	9	6	7	44	32	11	18	7	0	16	13	14	5
A DIVERSE	9	6	13	9	13	10	5	11	8	3	6	5	38	10	16	14	6	6	11	14	13	3
J GOOD PLACE TO RAISE A FAMILY	8	7	10	7	7	8	14	7	10	4	7	6	29	18	11	14	5	14	15	12	13	4
D ACCEPTING	8	7	8	14	9	7	0	12	4	3	5	4	38	14	11	12	6	0	14	13	13	1
I GREAT LOCATION	6	8	4	7	8	4	8	7	6	1	5	4	29	6	6	6	5	13	14	6	8	5

Table 8: Q5 ACCURACY OF WORDS OR PHRASES THAT MIGHT DESCRIBE MILPITAS MATRIX SUMMARY TABLE (TOTAL NOT WELL)

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	191	242	45	88	209	31	42	70	16	57	31	143	71	180	102	77	67	67	88
H AFFORDABLE	44	39	37	38	61	52	38	49	44	46	89	65	54	34	43	33	56	44	29	23	61
G UP AND COMING	17	16	12	13	37	28	11	18	31	25	40	14	21	15	23	19	14	19	13	12	22
B SAFE	14	1	11	9	35	22	9	4	23	15	48	24	21	9	15	14	12	23	5	8	19
F GROWING	14	9	12	11	25	20	10	15	19	18	35	15	13	13	15	15	13	15	8	11	17
C GOOD PLACE TO LIVE, PLAY	11	4	8	7	34	17	8	3	11	8	53	9	10	12	11	13	8	13	9	9	8
E WELCOMING	11	3	8	7	28	20	6	16	16	16	35	22	5	8	8	9	13	20	6	7	6
A DIVERSE	9	1	8	6	22	9	9	3	6	5	30	13	15	7	7	7	8	10	8	9	6
J GOOD PLACE TO RAISE A FAMILY	8	8	6	7	15	5	9	3	7	5	10	4	11	9	11	10	7	12	8	6	8
D ACCEPTING	8	0	6	5	23	13	6	2	14	9	24	5	21	7	6	8	7	14	6	4	3
I GREAT LOCATION	6	2	7	6	9	8	5	3	9	6	17	10	2	7	3	7	6	8	7	2	8

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	87	63	93	50	72	66	80	81	267	5	27	12	189	101	13	12	116	300	300
H AFFORDABLE	44	53	42	32	49	46	48	50	33	45	50	32	14	35	57	55	74	58	0	44
G UP AND COMING	17	19	19	16	17	20	23	18	11	20	0	0	0	11	30	16	0	27	0	17
B SAFE	14	15	13	10	22	14	12	14	17	15	0	12	11	13	17	29	4	17	14	0
F GROWING	14	17	21	4	18	17	11	21	7	15	0	4	0	9	20	25	37	21	0	14
C GOOD PLACE TO LIVE, PLAY	11	8	12	13	11	8	21	10	5	11	29	12	11	10	12	25	11	13	11	0
E WELCOMING	11	6	8	15	12	6	16	8	9	9	0	40	0	9	14	10	7	13	11	0
A DIVERSE	9	7	4	18	5	9	13	3	13	9	0	7	11	9	10	8	0	9	9	0
J GOOD PLACE TO RAISE A FAMILY	8	8	6	4	23	3	11	11	10	9	0	6	0	6	13	6	0	12	0	8
D ACCEPTING	8	6	8	9	6	11	13	3	3	7	0	18	15	8	10	2	0	8	8	0
I GREAT LOCATION	6	7	10	1	11	8	7	9	2	7	0	0	0	5	7	21	0	8	0	6

Table 9: Q7 SAFETY LEVELS GIVEN A SITUATION MATRIX SUMMARY TABLE (TOTAL SAFE)

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	33	51	72	54	60	34	20	177	111	51	42	39	9	45	54	39	189	250		
F IN YOUR NEIGHBORHOOD	87	87	98	91	86	88	91	79	90	88	87	83	84	96	88	97	84	87	87	87		
B IN THE CITY PARK	82	79	87	82	89	81	76	74	85	84	77	78	87	92	31	76	82	71	79	82		
C SHOPPING IN MILPITAS	82	82	95	74	74	91	81	87	94	79	85	89	90	85	41	86	87	73	81	81		
D WALKING IN MILPITAS	81	84	99	83	76	82	84	83	90	80	85	86	78	88	74	87	82	76	81	81		
E DRIVING IN MILPITAS	73	75	88	71	80	68	70	85	74	74	75	81	72	81	76	66	80	71	72	73		
A BICYCLING IN MILPITAS	66	74	65	63	71	65	68	65	47	67	64	59	57	68	61	71	72	70	70	69		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	37	70	107	166	31	52	93	145	146
F IN YOUR NEIGHBORHOOD	87	86	88	93	91	85	82	92	84	89	89	89	62	86	81	83	90	86	70	88	84	88
B IN THE CITY PARK	82	84	79	78	87	78	83	83	80	87	81	83	72	62	80	74	86	91	64	80	74	88
C SHOPPING IN MILPITAS	82	81	82	87	78	81	85	82	83	89	83	84	67	62	82	75	86	82	73	72	72	91
D WALKING IN MILPITAS	81	81	81	88	92	79	66	90	74	83	83	83	55	81	75	78	82	89	49	82	75	85
E DRIVING IN MILPITAS	73	70	77	78	84	71	63	81	68	85	73	76	44	63	66	65	79	75	45	70	64	81
A BICYCLING IN MILPITAS	66	67	67	73	66	63	59	70	61	71	67	68	45	45	60	54	79	48	50	59	56	84

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	191	242	45	88	209	31	42	70	16	57	31	143	71	180	102	77	67	67	88
F IN YOUR NEIGHBORHOOD	87	87	87	87	85	89	87	95	89	92	69	90	97	83	85	85	88	88	89	81	85
B IN THE CITY PARK	82	87	82	83	71	75	85	80	78	79	56	81	71	83	84	77	89	87	86	80	75
C SHOPPING IN MILPITAS	82	89	84	85	70	83	82	94	80	86	67	75	72	84	86	80	86	88	89	86	71
D WALKING IN MILPITAS	81	86	81	82	67	89	79	99	84	91	74	67	77	84	86	80	78	85	90	81	66
E DRIVING IN MILPITAS	73	81	77	78	52	64	78	82	56	68	39	65	82	75	74	75	69	69	83	69	67
A BICYCLING IN MILPITAS	66	81	72	74	36	52	75	58	57	57	31	54	70	72	62	65	68	63	80	71	54

Table 9: Q7 SAFETY LEVELS GIVEN A SITUATION MATRIX SUMMARY TABLE (TOTAL SAFE)

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD					A/B SPLIT	
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST	TOTAL	A	B	
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN							CARD	ONLINE			
Base	300	87	63	93	50	72	66	80	81	267	5	27	12	189	101	13	12	116	300	300
F IN YOUR NEIGHBORHOOD	87	90	85	87	90	93	91	83	85	87	100	81	79	89	85	76	63	83	0	87
B IN THE CITY PARK	82	85	82	84	71	82	84	85	75	82	92	90	61	80	86	69	96	85	82	0
C SHOPPING IN MILPITAS	82	76	88	82	83	85	81	82	83	81	92	80	89	84	80	65	81	78	82	0
D WALKING IN MILPITAS	81	81	86	80	83	92	90	74	74	80	100	86	93	87	76	32	42	71	0	81
E DRIVING IN MILPITAS	73	72	71	75	80	75	87	68	68	74	100	67	65	77	67	72	78	68	0	73
A BICYCLING IN MILPITAS	66	65	68	70	60	70	70	62	62	65	56	78	81	73	52	42	85	54	66	0

Table 10: Q7 SAFETY LEVELS GIVEN A SITUATION MATRIX SUMMARY TABLE (TOTAL UNSAFE)

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	33	51	72	54	60	34	20	177	111	51	42	39	9	45	54	39	189	250		
A BICYCLING IN MILPITAS	13	11	6	17	12	20	11	6	12	16	9	8	25	9	25	15	12	7	9	11		
E DRIVING IN MILPITAS	10	6	12	16	2	11	11	4	0	9	7	3	15	13	12	8	0	7	8	9		
B IN THE CITY PARK	7	6	0	8	2	9	14	5	1	6	10	4	3	0	25	14	5	11	9	7		
D WALKING IN MILPITAS	5	3	0	1	6	4	6	7	0	4	5	4	3	1	0	7	0	4	6	5		
C SHOPPING IN MILPITAS	4	2	0	4	4	1	7	6	3	3	6	5	2	0	32	7	2	6	5	4		
F IN YOUR NEIGHBORHOOD	4	3	0	4	2	1	2	7	0	2	3	4	2	1	12	0	0	5	4	4		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	37	70	107	166	31	52	93	145	146
A BICYCLING IN MILPITAS	13	13	13	12	12	13	17	12	14	13	12	12	23	19	10	13	7	34	15	16	16	5
E DRIVING IN MILPITAS	10	12	7	11	6	10	6	9	9	6	9	8	26	29	8	16	5	12	18	13	15	5
B IN THE CITY PARK	7	6	8	7	7	6	11	7	8	3	7	6	12	19	8	12	3	6	20	8	12	2
D WALKING IN MILPITAS	5	8	3	0	5	4	9	2	6	5	3	4	20	10	7	8	2	7	27	3	8	2
C SHOPPING IN MILPITAS	4	3	6	3	9	3	3	6	3	1	4	3	15	9	6	7	3	0	10	7	8	1
F IN YOUR NEIGHBORHOOD	4	6	3	4	3	3	3	3	3	5	1	2	22	7	5	6	2	2	14	3	5	1

	Q9 QUALITY OF CITY SERVICES				Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME				
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	191	242	45	88	209	31	42	70	16	57	31	143	71	180	102	77	67	67	88
A BICYCLING IN MILPITAS	13	5	10	9	32	16	11	20	11	15	27	29	11	7	13	13	14	13	5	13	19
E DRIVING IN MILPITAS	10	4	10	8	16	17	7	12	13	13	38	22	1	5	14	7	12	17	2	2	16
B IN THE CITY PARK	7	3	7	6	13	11	4	10	9	10	19	11	11	5	6	8	4	6	2	2	15
D WALKING IN MILPITAS	5	1	4	3	18	3	5	1	3	2	11	16	2	3	3	5	7	2	0	1	14
C SHOPPING IN MILPITAS	4	0	3	3	15	4	3	2	3	3	13	6	4	2	7	5	2	3	4	2	5
F IN YOUR NEIGHBORHOOD	4	3	4	4	8	5	4	1	7	4	12	10	2	2	4	4	4	6	0	0	9

Table 10: Q7 SAFETY LEVELS GIVEN A SITUATION MATRIX SUMMARY TABLE (TOTAL UNSAFE)

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD					A/B SPLIT	
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST	TEXT	TOTAL	A	B
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN							CARD		ONLINE		
Base	300	87	63	93	50	72	66	80	81	267	5	27	12	189	101	13	12	116	300	300
A BICYCLING IN MILPITAS	13	17	8	15	9	15	8	13	17	14	0	0	15	10	20	23	4	18	13	0
E DRIVING IN MILPITAS	10	10	10	8	4	11	6	9	8	9	0	19	0	7	15	3	0	13	0	10
B IN THE CITY PARK	7	6	6	6	13	6	6	6	10	7	0	0	19	5	10	10	4	10	7	0
D WALKING IN MILPITAS	5	6	4	2	6	2	3	9	3	5	0	14	0	3	6	42	0	10	0	5
C SHOPPING IN MILPITAS	4	1	5	5	7	1	10	4	2	5	0	0	4	2	9	9	8	9	4	0
F IN YOUR NEIGHBORHOOD	4	3	3	2	3	3	4	3	2	3	0	14	0	3	5	18	0	6	0	4

Table 11: Q7 SAFETY LEVELS GIVEN A SITUATION MATRIX SUMMARY TABLE (NEITHER)

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	33	51	72	54	60	34	20	177	111	51	42	39	9	45	54	39	189	250		
E DRIVING IN MILPITAS	15	14	0	11	17	16	20	11	10	15	15	10	9	6	11	26	20	19	18	16		
D WALKING IN MILPITAS	13	11	1	16	17	9	10	10	10	15	10	10	16	11	13	4	18	17	11	12		
C SHOPPING IN MILPITAS	12	13	5	20	15	8	11	6	3	15	8	5	6	15	27	6	12	21	11	12		
A BICYCLING IN MILPITAS	12	11	8	13	4	12	11	18	21	9	15	19	4	20	7	9	8	12	11	12		
B IN THE CITY PARK	10	13	8	8	5	10	8	19	10	8	12	16	6	8	44	7	13	18	10	9		
F IN YOUR NEIGHBORHOOD	8	7	2	3	11	8	7	14	10	8	9	13	12	2	0	3	16	5	8	8		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	37	70	107	166	31	52	93	145	146
E DRIVING IN MILPITAS	15	15	14	7	9	15	31	8	21	8	15	13	30	8	24	18	14	13	37	16	20	10
D WALKING IN MILPITAS	13	11	13	11	2	14	25	7	18	11	12	12	21	9	14	12	16	4	19	14	15	12
C SHOPPING IN MILPITAS	12	13	11	10	13	10	12	11	11	8	11	10	18	29	10	16	8	18	17	18	18	7
A BICYCLING IN MILPITAS	12	11	11	14	10	12	12	12	12	11	9	9	31	13	19	17	9	6	15	18	17	6
B IN THE CITY PARK	10	8	11	14	5	12	5	10	9	8	10	9	16	20	10	13	8	3	16	9	11	9
F IN YOUR NEIGHBORHOOD	8	8	8	4	6	9	16	5	12	5	8	7	16	7	13	11	7	12	16	8	10	9

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	191	242	45	88	209	31	42	70	16	57	31	143	71	180	102	77	67	67	88
E DRIVING IN MILPITAS	15	14	10	11	32	16	13	6	22	15	23	13	15	15	12	14	18	8	13	26	17
D WALKING IN MILPITAS	13	13	12	12	14	8	14	0	13	7	15	17	18	12	9	12	15	11	8	17	18
C SHOPPING IN MILPITAS	12	8	11	10	16	13	12	4	17	12	20	20	24	10	7	12	12	9	4	8	22
A BICYCLING IN MILPITAS	12	6	10	9	21	21	8	3	24	15	38	6	12	16	5	12	12	18	4	9	15
B IN THE CITY PARK	10	8	9	8	15	12	9	10	10	10	21	8	18	9	8	12	7	8	10	15	7
F IN YOUR NEIGHBORHOOD	8	9	8	8	6	6	8	3	5	4	18	0	1	12	10	9	8	5	10	18	6

Table 11: Q7 SAFETY LEVELS GIVEN A SITUATION MATRIX SUMMARY TABLE (NEITHER)

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD					A/B SPLIT	
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN											
Base	300	87	63	93	50	72	66	80	81	267	5	27	12	189	101	13	12	116	300	300
E DRIVING IN MILPITAS	15	17	15	14	17	9	6	22	21	16	0	0	35	12	19	25	22	19	0	15
D WALKING IN MILPITAS	13	13	9	15	11	6	5	17	20	14	0	0	7	9	16	16	58	18	0	13
C SHOPPING IN MILPITAS	12	18	7	11	10	13	9	10	12	13	8	0	7	12	11	26	11	13	12	0
A BICYCLING IN MILPITAS	12	9	15	9	15	10	14	12	9	11	44	12	4	11	13	20	8	13	12	0
B IN THE CITY PARK	10	7	9	8	16	11	9	6	13	10	8	0	20	12	4	16	0	5	10	0
F IN YOUR NEIGHBORHOOD	8	6	11	9	7	4	5	13	10	8	0	4	21	6	11	6	37	11	0	8

Table 12: Q10 IMPORTANCE OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (EXTREMELY IMPORTANT)

Base	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY							
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR
	300	167	33	51	72	54	60	34	20	177	111	51	42	39	9	45	54	39	189	250
W EMERGENCY/FIRE RESPONSE	51	51	38	37	47	54	56	56	77	46	60	65	70	46	74	24	58	53	45	47
P SEWER/WASTEWATER SYSTEM	47	39	51	41	44	43	53	53	58	43	54	55	48	37	62	31	56	45	46	46
G STREETS AND ROADS	43	36	28	45	36	38	46	50	61	39	49	53	39	35	24	38	67	45	45	43
D EMERGENCIES/NAT DISASTERS	42	41	30	34	24	47	54	58	45	34	53	53	40	43	24	42	60	47	43	42
C POLICE SERVICES	42	32	47	41	21	33	57	55	59	30	57	56	57	25	29	44	55	22	39	38
K AFFORDABLE HOUSING	41	42	43	49	36	40	43	42	56	41	44	47	43	44	21	33	45	36	40	41
L UNHOUSED SERVICES	40	44	25	53	30	33	45	43	48	37	45	45	28	44	41	21	63	46	42	41
N TRAFFIC LAWS	38	32	26	22	42	28	42	36	73	32	46	51	45	21	79	15	55	45	39	38
B PUBLIC PARKS	37	33	14	40	28	36	38	40	35	34	38	38	37	26	6	40	45	40	39	36
H PUBLIC FACILITIES	36	25	31	28	31	33	38	45	69	31	45	54	37	37	21	27	39	47	35	35
E SENIORS PROGRAMS	36	34	40	34	30	28	35	47	61	30	43	52	27	38	13	50	36	31	39	38
V SUSTAINABLE LIVING	35	33	30	27	33	22	41	42	58	28	44	49	32	42	55	16	37	39	31	35
M BLIGHT/ILLEGAL DUMPING	34	30	33	29	14	32	46	55	61	24	51	57	33	31	28	24	62	22	35	34
R NEW EMPLOYERS AND JOBS	32	25	32	29	44	39	27	33	7	38	25	23	22	31	49	28	38	34	31	33
X RENT RELIEF	30	32	40	35	31	19	28	34	36	29	31	35	29	39	27	13	37	24	29	30
F BICYCLE LANES AND PATHS	30	33	28	25	27	35	35	36	28	29	34	34	30	34	0	24	41	34	30	30
S COMMUNITY INFORMED	29	23	37	25	34	29	24	30	35	30	28	32	22	38	40	20	31	29	26	29
O AFTERSCHOOL PROGRAMS	28	27	37	28	35	26	21	27	24	30	23	25	27	35	47	13	26	34	25	27
U REQUIRED PERMITS/LICENSES	26	22	34	33	26	27	26	27	13	28	24	21	15	18	40	14	41	25	26	26
I CITY GOV'T OPPORTUNITIES	25	20	22	21	26	22	31	27	31	23	30	28	21	25	14	15	39	33	26	26
T CELEBRATE DIVERSITY	25	22	19	27	29	23	17	19	32	26	21	24	15	28	47	12	36	27	25	27
J NEW BUSINESSES/COMPANIES	23	23	8	21	10	26	28	39	19	18	30	33	11	11	0	17	44	36	28	24
Q ARTS/CULTURAL ACTIVITIES	22	22	27	32	22	22	18	30	16	25	21	24	24	25	61	15	28	24	20	22
A RECREATION OPPORTUNITIES	20	16	9	25	16	17	28	19	18	19	24	18	29	14	28	8	31	19	19	19

Table 12: Q10 IMPORTANCE OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (EXTREMELY IMPORTANT)

Base	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
	300	150	147	70	66	96	60	136	156	76	188	265	30	37	70	107	166	31	52	93	145	146
W EMERGENCY/FIRE RESPONSE	51	50	52	58	54	40	57	56	47	68	44	51	64	65	53	57	48	52	73	49	54	44
P SEWER/WASTEWATER SYSTEM	47	46	48	54	50	41	44	52	42	64	40	47	34	55	45	49	42	51	37	56	52	39
G STREETS AND ROADS	43	50	37	29	52	41	56	41	47	44	44	44	34	41	52	48	37	47	61	44	50	34
D EMERGENCIES/NAT DISASTERS	42	41	43	41	46	39	42	44	40	56	40	44	29	48	51	50	37	29	65	38	48	34
C POLICE SERVICES	42	47	37	33	43	40	48	38	43	50	39	42	40	67	39	49	33	59	69	41	51	28
K AFFORDABLE HOUSING	41	42	40	35	43	42	44	39	43	51	35	39	50	61	51	54	30	51	35	48	43	34
L UNHOUSED SERVICES	40	46	33	41	45	31	46	43	37	53	32	38	46	44	43	44	38	39	53	40	44	33
N TRAFFIC LAWS	38	37	39	38	43	34	38	41	35	51	35	39	33	46	33	38	34	52	48	41	43	33
B PUBLIC PARKS	37	36	37	23	38	35	44	30	38	39	32	34	55	62	38	46	28	47	47	35	39	30
H PUBLIC FACILITIES	36	43	29	18	44	41	46	31	43	46	33	36	35	49	47	48	27	52	40	37	38	31
E SENIORS PROGRAMS	36	31	42	39	43	35	26	41	31	49	31	36	39	59	41	47	28	35	30	45	39	31
V SUSTAINABLE LIVING	35	30	39	40	34	29	37	37	32	58	29	38	16	41	20	28	36	47	31	37	36	33
M BLIGHT/ILLEGAL DUMPING	34	36	31	38	34	30	37	36	33	41	30	33	41	47	40	42	29	25	64	28	41	25
R NEW EMPLOYERS AND JOBS	32	28	37	44	31	26	36	37	30	43	27	31	30	28	48	41	27	41	42	42	42	28
X RENT RELIEF	30	29	32	43	42	23	12	43	19	56	20	30	28	22	28	26	31	19	28	27	27	33
F BICYCLE LANES AND PATHS	30	30	31	45	39	27	15	42	22	34	28	30	38	33	26	28	28	49	37	29	32	26
S COMMUNITY INFORMED	29	27	31	33	34	26	22	33	24	49	21	29	22	34	28	30	28	28	28	33	32	27
O AFTERSCHOOL PROGRAMS	28	27	29	31	34	23	23	33	23	47	20	28	23	27	27	27	22	57	30	25	26	28
U REQUIRED PERMITS/LICENSES	26	22	30	28	29	23	27	28	25	27	26	27	15	19	21	21	25	42	28	31	30	25
I CITY GOV'T OPPORTUNITIES	25	24	27	21	32	30	20	26	26	26	26	26	17	40	28	32	17	41	27	25	25	20
T CELEBRATE DIVERSITY	25	28	22	23	33	20	25	28	22	39	19	25	32	26	21	23	21	49	19	24	23	27
J NEW BUSINESSES/COMPANIES	23	27	19	22	29	18	26	25	21	31	19	23	23	37	20	26	20	35	38	18	25	21
Q ARTS/CULTURAL ACTIVITIES	22	18	28	37	23	16	18	30	17	35	17	22	18	25	21	23	21	23	30	29	29	19
A RECREATION OPPORTUNITIES	20	23	17	5	30	24	26	17	25	27	18	21	22	25	20	22	16	39	20	20	20	15

Table 12: Q10 IMPORTANCE OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (EXTREMELY IMPORTANT)

Base	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K-\$120K	\$120K-\$150K	\$150K+
	300	64	191	242	45	88	209	31	42	70	16	57	31	143	71	180	102	77	67	67	88
W EMERGENCY/FIRE RESPONSE	51	61	43	48	68	59	47	67	57	62	49	60	55	47	51	46	60	50	42	36	61
P SEWER/WASTEWATER SYSTEM	47	61	42	47	49	52	43	62	48	54	39	47	60	41	52	44	47	44	32	41	56
G STREETS AND ROADS	43	41	41	41	52	47	39	48	43	45	60	54	31	33	56	38	49	45	35	35	57
D EMERGENCIES/NAT DISASTERS	42	61	39	43	34	48	38	73	35	50	38	50	56	36	43	36	54	53	25	32	49
C POLICE SERVICES	42	48	39	41	40	57	34	69	53	59	52	55	46	28	57	37	51	40	33	32	57
K AFFORDABLE HOUSING	41	63	32	38	56	46	40	53	44	48	35	46	60	38	38	35	48	37	39	36	48
L UNHOUSED SERVICES	40	59	32	38	49	40	41	45	32	37	51	33	39	43	37	36	49	47	34	39	43
N TRAFFIC LAWS	38	42	33	36	44	37	36	41	41	41	21	42	43	33	44	34	41	32	35	37	41
B PUBLIC PARKS	37	43	31	33	45	43	32	46	38	41	49	50	20	33	40	35	39	29	25	42	43
H PUBLIC FACILITIES	36	59	29	36	33	47	30	48	51	50	32	42	43	28	43	37	33	29	29	32	55
E SENIORS PROGRAMS	36	53	33	38	33	44	33	45	46	46	42	42	38	34	36	32	45	35	27	40	34
V SUSTAINABLE LIVING	35	33	37	36	34	31	37	29	32	31	32	42	43	28	39	29	41	28	24	50	34
M BLIGHT/ILLEGAL DUMPING	34	55	27	33	42	50	27	54	49	51	48	32	41	28	44	36	34	38	23	25	49
R NEW EMPLOYERS AND JOBS	32	48	25	31	40	36	28	52	24	37	32	34	29	26	44	29	33	27	21	28	43
X RENT RELIEF	30	29	34	33	18	24	34	24	26	25	17	35	31	29	28	29	35	47	27	29	22
F BICYCLE LANES AND PATHS	30	27	31	30	29	30	31	28	25	26	48	33	21	28	35	27	42	32	25	37	31
S COMMUNITY INFORMED	29	35	27	29	34	30	28	29	31	30	32	41	34	19	35	27	31	22	27	27	31
O AFTERSCHOOL PROGRAMS	28	49	23	30	21	26	27	39	18	28	17	34	17	26	32	25	31	28	17	39	33
U REQUIRED PERMITS/LICENSES	26	34	23	26	26	19	26	31	10	20	17	26	28	25	25	22	30	30	18	24	26
I CITY GOV'T OPPORTUNITIES	25	30	22	24	24	23	24	19	26	23	26	36	14	21	29	20	30	21	18	25	36
T CELEBRATE DIVERSITY	25	41	21	26	25	20	25	20	22	21	17	31	7	25	25	24	26	27	26	23	30
J NEW BUSINESSES/COMPANIES	23	31	20	22	29	30	20	38	24	30	32	28	20	21	23	22	25	18	11	23	40
Q ARTS/CULTURAL ACTIVITIES	22	32	19	23	22	23	23	24	24	24	14	29	32	21	12	19	30	32	20	17	19
A RECREATION OPPORTUNITIES	20	24	17	19	17	25	18	30	23	26	16	42	6	13	22	20	20	17	15	23	27

Table 12: Q10 IMPORTANCE OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (EXTREMELY IMPORTANT)

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD					A/B SPLIT	
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST	TEXT	TOTAL	A	B
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN							CARD		ONLINE		
Base	300	87	63	93	50	72	66	80	81	267	5	27	12	189	101	13	12	116	300	300
W EMERGENCY/FIRE RESPONSE	51	42	55	48	66	61	50	36	56	52	74	47	14	49	58	24	74	55	0	51
P SEWER/WASTEWATER SYSTEM	47	45	44	40	68	55	47	34	50	47	23	48	49	41	58	27	100	56	0	47
G STREETS AND ROADS	43	44	57	36	41	50	33	52	43	44	41	37	16	35	56	70	42	56	43	0
D EMERGENCIES/NAT DISASTERS	42	31	55	35	52	44	43	40	40	44	66	22	24	40	43	39	77	46	42	0
C POLICE SERVICES	42	35	64	26	49	54	23	43	45	42	26	54	19	34	52	53	81	55	42	0
K AFFORDABLE HOUSING	41	42	44	39	46	38	41	43	42	39	44	66	57	42	42	22	38	40	41	0
L UNHOUSED SERVICES	40	44	50	30	40	50	36	40	33	38	67	65	20	42	36	28	34	35	40	0
N TRAFFIC LAWS	38	28	45	35	47	38	42	33	38	38	23	40	28	31	51	30	52	49	0	38
B PUBLIC PARKS	37	35	38	32	39	29	33	39	37	37	37	44	19	31	45	56	53	47	37	0
H PUBLIC FACILITIES	36	36	53	24	36	30	32	56	27	38	38	32	8	26	54	68	40	54	36	0
E SENIORS PROGRAMS	36	27	38	34	50	34	48	30	33	34	30	81	29	35	36	16	80	38	36	0
V SUSTAINABLE LIVING	35	21	38	33	53	35	38	22	41	35	23	34	28	33	42	4	37	38	0	35
M BLIGHT/ILLEGAL DUMPING	34	24	55	24	48	44	29	32	35	33	41	49	24	30	40	44	34	40	34	0
R NEW EMPLOYERS AND JOBS	32	35	22	42	29	39	36	19	39	34	50	11	35	27	43	17	84	41	0	32
X RENT RELIEF	30	29	25	29	40	44	42	12	26	29	23	48	0	33	29	4	16	26	0	30
F BICYCLE LANES AND PATHS	30	27	35	30	35	40	44	23	22	29	29	47	36	32	26	43	11	26	30	0
S COMMUNITY INFORMED	29	27	24	33	32	29	39	21	27	28	74	28	28	26	35	11	74	34	0	29
O AFTERSCHOOL PROGRAMS	28	31	18	30	30	32	34	19	27	29	0	26	28	29	30	0	37	27	0	28
U REQUIRED PERMITS/LICENSES	26	32	10	25	42	26	31	19	30	27	23	17	0	24	30	4	74	29	0	26
I CITY GOV'T OPPORTUNITIES	25	23	26	25	34	26	27	24	29	26	16	32	7	20	38	20	11	33	25	0
T CELEBRATE DIVERSITY	25	31	21	23	20	33	22	20	23	25	0	30	28	22	31	4	100	30	0	25
J NEW BUSINESSES/COMPANIES	23	24	31	13	30	28	22	26	16	22	8	34	26	21	27	38	0	25	23	0
Q ARTS/CULTURAL ACTIVITIES	22	25	10	25	36	28	33	9	24	24	0	12	7	23	24	0	16	22	0	22
A RECREATION OPPORTUNITIES	20	22	26	15	21	17	18	30	18	22	8	22	0	15	31	48	7	30	20	0

Table 13: Q10 IMPORTANCE OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (EXTREMELY/VERY IMPORTANT)

Base	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY							
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR
	300	167	33	51	72	54	60	34	20	177	111	51	42	39	9	45	54	39	189	250
G STREETS AND ROADS	89	91	72	85	83	94	91	100	77	87	92	92	98	77	61	93	97	90	89	88
W EMERGENCY/FIRE RESPONSE	88	87	83	86	85	90	93	90	90	87	92	90	99	87	94	73	86	92	85	86
N TRAFFIC LAWS	88	85	91	85	94	78	84	95	100	87	90	97	87	97	94	86	100	90	87	88
P SEWER/WASTEWATER SYSTEM	83	76	93	78	77	74	91	96	96	76	93	96	93	81	73	68	88	92	81	81
B PUBLIC PARKS	82	74	80	83	81	81	74	93	92	81	83	93	79	86	61	88	76	81	81	82
H PUBLIC FACILITIES	81	80	69	82	85	76	73	79	95	82	78	84	85	83	80	82	66	91	78	80
M BLIGHT/ILLEGAL DUMPING	81	83	86	77	69	78	86	95	89	74	89	93	72	79	75	83	90	79	82	82
C POLICE SERVICES	80	81	76	82	71	79	85	84	93	77	86	87	79	73	65	80	78	85	81	80
K AFFORDABLE HOUSING	80	88	66	83	80	82	81	66	93	82	79	75	88	79	75	75	80	77	79	79
D EMERGENCIES/NAT DISASTERS	78	77	74	81	62	74	81	93	93	71	87	93	77	69	75	77	92	80	79	78
V SUSTAINABLE LIVING	78	81	70	75	80	77	78	76	90	78	79	82	71	80	73	68	82	87	79	79
L UNHOUSED SERVICES	77	84	70	76	73	80	75	75	90	76	77	80	80	75	75	70	84	85	78	76
E SENIORS PROGRAMS	77	78	72	73	72	73	79	84	87	73	81	85	68	86	63	79	81	75	77	78
O AFTERSCHOOL PROGRAMS	76	77	82	66	81	76	77	85	80	75	80	83	74	85	65	67	89	68	74	76
S COMMUNITY INFORMED	72	73	85	75	70	74	73	70	81	73	74	74	66	85	88	58	74	76	69	73
J NEW BUSINESSES/COMPANIES	70	75	61	62	70	66	79	80	71	67	78	77	54	75	63	67	81	77	73	72
A RECREATION OPPORTUNITIES	70	66	68	72	71	69	64	64	93	70	68	74	62	71	58	70	72	69	71	71
R NEW EMPLOYERS AND JOBS	70	69	77	65	72	70	77	68	76	70	74	71	61	81	55	77	70	63	69	71
I CITY GOV'T OPPORTUNITIES	69	66	61	73	63	62	76	66	91	65	75	74	58	70	75	66	76	71	71	71
U REQUIRED PERMITS/LICENSES	69	75	75	58	73	63	76	82	70	66	76	77	62	63	70	63	69	84	70	70
F BICYCLE LANES AND PATHS	67	71	70	68	60	74	65	67	88	67	69	74	59	72	41	60	76	66	67	68
T CELEBRATE DIVERSITY	65	69	75	61	74	56	65	60	74	65	65	66	51	66	54	43	83	76	69	68
X RENT RELIEF	64	70	80	84	60	56	58	68	75	66	64	71	58	89	64	51	61	76	62	66
Q ARTS/CULTURAL ACTIVITIES	60	58	77	62	67	53	52	63	68	61	58	65	60	61	68	42	79	60	59	60

Table 13: Q10 IMPORTANCE OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (EXTREMELY/VERY IMPORTANT)

Base	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
	300	150	147	70	66	96	60	136	156	76	188	265	30	37	70	107	166	31	52	93	145	146
G STREETS AND ROADS	89	93	85	88	83	91	93	85	92	92	89	90	83	98	89	92	88	85	100	83	89	87
W EMERGENCY/FIRE RESPONSE	88	85	92	99	84	83	88	92	85	96	85	88	90	87	80	82	90	89	81	86	85	88
N TRAFFIC LAWS	88	87	89	90	85	85	92	87	88	93	86	88	83	89	84	86	88	96	96	87	89	88
P SEWER/WASTEWATER SYSTEM	83	84	81	79	87	81	84	83	82	92	81	84	68	92	76	82	83	84	53	87	80	81
B PUBLIC PARKS	82	80	83	70	78	85	92	74	87	90	77	81	92	92	77	82	81	85	71	86	80	81
H PUBLIC FACILITIES	81	78	83	72	81	89	76	76	84	85	78	80	86	90	80	83	77	92	73	78	77	81
M BLIGHT/ILLEGAL DUMPING	81	81	81	81	86	77	77	83	77	94	78	83	61	87	78	81	83	72	89	75	80	84
C POLICE SERVICES	80	80	81	83	85	76	76	84	76	90	77	81	76	91	77	82	78	83	89	85	86	75
K AFFORDABLE HOUSING	80	77	83	91	76	71	84	83	76	94	75	80	73	75	85	81	80	63	70	77	74	85
D EMERGENCIES/NAT DISASTERS	78	83	72	79	80	74	75	80	75	88	74	78	71	79	84	82	76	66	86	73	78	77
V SUSTAINABLE LIVING	78	76	80	87	81	74	73	84	74	86	78	80	54	72	70	70	79	90	52	79	74	81
L UNHOUSED SERVICES	77	74	80	78	73	78	74	75	76	91	73	78	63	65	85	78	78	62	70	74	73	81
E SENIORS PROGRAMS	77	74	80	81	81	72	70	81	71	88	72	77	72	80	77	78	77	60	70	82	78	79
O AFTERSCHOOL PROGRAMS	76	78	74	78	78	71	76	78	73	87	75	79	47	62	63	63	80	87	60	69	67	81
S COMMUNITY INFORMED	72	72	72	79	82	75	52	80	66	88	68	73	54	79	66	71	71	80	57	79	75	70
J NEW BUSINESSES/COMPANIES	70	75	66	75	77	67	65	76	66	82	67	71	55	57	67	64	77	62	76	67	71	75
A RECREATION OPPORTUNITIES	70	72	68	57	83	67	73	70	70	74	70	71	62	61	78	72	68	75	56	81	72	69
R NEW EMPLOYERS AND JOBS	70	70	69	77	82	67	60	79	64	82	65	70	65	60	76	70	70	74	55	81	76	71
I CITY GOV'T OPPORTUNITIES	69	66	73	67	76	67	63	71	66	75	69	71	51	72	74	73	66	71	80	69	73	64
U REQUIRED PERMITS/LICENSES	69	72	66	79	77	59	72	78	64	75	66	69	65	64	72	69	67	78	74	76	76	67
F BICYCLE LANES AND PATHS	67	71	63	73	80	70	43	77	59	82	61	67	60	55	65	62	70	67	56	69	64	70
T CELEBRATE DIVERSITY	65	66	65	77	73	57	57	75	57	76	63	67	40	61	51	55	67	77	41	70	64	68
X RENT RELIEF	64	63	67	77	76	59	41	77	52	84	58	66	48	52	50	51	72	53	40	69	63	69
Q ARTS/CULTURAL ACTIVITIES	60	55	65	68	66	59	52	67	56	68	59	62	34	56	49	51	62	72	39	70	63	64

Table 13: Q10 IMPORTANCE OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (EXTREMELY/VERY IMPORTANT)

Base	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K-\$120K	\$120K-\$150K	\$150K+
	300	64	191	242	45	88	209	31	42	70	16	57	31	143	71	180	102	77	67	67	88
G STREETS AND ROADS	89	100	84	88	94	93	87	97	90	93	94	97	77	86	94	87	93	89	74	94	98
W EMERGENCY/FIRE RESPONSE	88	97	87	90	83	87	89	94	82	88	80	90	87	87	90	88	90	83	83	93	90
N TRAFFIC LAWS	88	91	87	88	89	83	89	74	94	85	73	93	88	87	86	86	92	91	89	88	85
P SEWER/WASTEWATER SYSTEM	83	92	80	83	77	88	80	100	73	86	100	85	86	80	84	82	80	80	71	90	83
B PUBLIC PARKS	82	98	76	81	87	90	77	95	86	90	89	83	79	83	81	81	81	74	82	83	84
H PUBLIC FACILITIES	81	91	77	80	84	86	77	86	82	84	97	85	78	80	79	79	82	76	80	81	84
M BLIGHT/ILLEGAL DUMPING	81	100	79	83	76	85	80	99	78	87	82	67	85	82	87	84	82	79	76	85	82
C POLICE SERVICES	80	89	79	81	81	84	78	89	84	86	85	80	91	76	86	81	80	81	74	79	81
K AFFORDABLE HOUSING	80	96	76	81	87	78	82	96	65	77	79	77	80	84	77	79	82	77	88	78	73
D EMERGENCIES/NAT DISASTERS	78	92	74	78	83	84	74	91	77	83	86	77	82	76	80	76	80	82	70	74	79
V SUSTAINABLE LIVING	78	84	80	81	65	73	79	65	82	74	72	79	66	80	78	81	72	70	75	90	78
L UNHOUSED SERVICES	77	87	77	79	67	67	82	77	59	66	68	75	63	84	70	75	86	77	84	82	69
E SENIORS PROGRAMS	77	98	74	79	68	79	77	93	75	82	73	70	74	75	86	77	79	73	82	76	72
O AFTERSCHOOL PROGRAMS	76	88	76	79	62	73	77	82	70	75	56	74	68	78	76	76	79	81	72	78	72
S COMMUNITY INFORMED	72	80	72	74	70	74	71	72	81	77	58	71	60	72	77	72	71	73	71	78	67
J NEW BUSINESSES/COMPANIES	70	91	71	75	61	73	70	80	74	76	66	52	84	69	81	71	72	75	62	79	69
A RECREATION OPPORTUNITIES	70	81	67	70	68	78	67	86	74	78	76	62	67	74	70	70	72	67	77	71	67
R NEW EMPLOYERS AND JOBS	70	82	66	71	71	73	66	69	74	71	85	60	68	73	71	70	65	83	61	66	70
I CITY GOV'T OPPORTUNITIES	69	80	66	69	69	70	69	75	64	68	84	69	69	66	77	63	80	72	63	69	70
U REQUIRED PERMITS/LICENSES	69	80	69	72	58	63	70	68	64	66	46	65	69	67	76	74	61	70	73	76	63
F BICYCLE LANES AND PATHS	67	84	64	68	64	66	69	73	61	66	72	66	70	65	69	65	77	71	64	78	62
T CELEBRATE DIVERSITY	65	79	65	69	52	63	66	62	67	65	54	62	55	64	72	65	67	69	64	78	59
X RENT RELIEF	64	70	70	70	45	58	69	64	62	63	29	64	71	63	64	60	73	81	66	72	45
Q ARTS/CULTURAL ACTIVITIES	60	66	63	64	43	51	63	48	53	51	54	50	52	63	64	59	60	59	60	75	51

Table 13: Q10 IMPORTANCE OF MILPITAS CITY SERVICES MATRIX SUMMARY TABLE (EXTREMELY/VERY IMPORTANT)

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD					A/B SPLIT	
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST	TEXT	TOTAL	A	B
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN							CARD		ONLINE		
Base	300	87	63	93	50	72	66	80	81	267	5	27	12	189	101	13	12	116	300	300
G STREETS AND ROADS	89	91	97	83	85	89	81	96	86	90	93	70	93	89	88	98	100	90	89	0
W EMERGENCY/FIRE RESPONSE	88	79	91	93	92	92	92	77	92	89	74	92	63	86	94	78	74	92	0	88
N TRAFFIC LAWS	88	83	91	90	89	91	84	82	92	90	100	70	49	86	90	100	100	91	0	88
P SEWER/WASTEWATER SYSTEM	83	77	93	75	93	92	72	76	88	84	90	73	84	79	89	78	100	88	0	83
B PUBLIC PARKS	82	82	80	80	86	68	79	89	85	82	86	74	82	74	94	93	97	95	82	0
H PUBLIC FACILITIES	81	80	75	83	81	72	80	82	86	80	93	88	78	79	81	98	97	84	81	0
M BLIGHT/ILLEGAL DUMPING	81	73	90	76	88	83	83	78	78	79	93	100	89	83	72	84	100	76	81	0
C POLICE SERVICES	80	78	84	76	88	85	83	74	78	79	93	100	78	81	75	100	93	80	80	0
K AFFORDABLE HOUSING	80	79	76	84	81	81	86	73	78	79	100	83	81	85	69	68	92	71	80	0
D EMERGENCIES/NAT DISASTERS	78	81	88	62	85	85	74	81	67	78	92	93	48	77	78	79	92	79	78	0
V SUSTAINABLE LIVING	78	76	75	79	86	87	80	64	83	77	100	84	79	79	78	46	100	75	0	78
L UNHOUSED SERVICES	77	75	74	77	81	74	77	73	80	77	93	88	45	82	68	57	80	68	77	0
E SENIORS PROGRAMS	77	69	81	77	82	79	83	69	76	76	100	87	59	78	75	65	84	75	77	0
O AFTERSCHOOL PROGRAMS	76	74	82	77	76	82	75	73	73	76	74	73	86	78	71	78	100	73	0	76
S COMMUNITY INFORMED	72	72	70	72	78	81	79	61	70	72	83	64	79	75	71	26	100	67	0	72
J NEW BUSINESSES/COMPANIES	70	72	76	62	80	82	70	67	65	69	86	73	92	73	66	84	36	65	70	0
A RECREATION OPPORTUNITIES	70	78	64	62	73	70	69	73	65	70	88	77	60	66	76	77	82	77	70	0
R NEW EMPLOYERS AND JOBS	70	70	75	70	73	83	77	62	66	70	100	63	79	71	67	62	100	68	0	70
I CITY GOV'T OPPORTUNITIES	69	62	75	69	75	73	69	60	74	69	82	78	52	66	77	61	84	76	69	0
U REQUIRED PERMITS/LICENSES	69	73	74	60	80	83	73	65	64	69	40	72	49	75	59	46	100	59	0	69
F BICYCLE LANES AND PATHS	67	68	75	67	61	82	71	60	60	65	79	81	75	71	60	73	42	60	67	0
T CELEBRATE DIVERSITY	65	68	62	64	69	84	67	47	66	65	23	78	35	70	59	24	100	57	0	65
X RENT RELIEF	64	63	61	70	69	78	77	46	58	64	83	69	42	72	54	29	100	53	0	64
Q ARTS/CULTURAL ACTIVITIES	60	59	52	63	66	72	61	41	71	62	33	49	28	61	60	26	78	57	0	60

Table 14: Q11 SATISFACTION OF MILIPITAS CITY SERVICES MATRIX SUMMARY TABLE (TOTAL SATISFIED)

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY								
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR	
Base	300	167	33	51	72	54	60	34	20	177	111	51	42	39	9	45	54	39	189	250	
B PUBLIC PARKS	89	90	87	82	88	90	94	89	88	87	92	89	91	92	51	82	95	85	90	89	
H PUBLIC FACILITIES	83	86	92	72	85	86	84	83	79	82	83	81	87	85	93	83	79	80	81	82	
W EMERGENCY/FIRE RESPONSE	82	84	83	72	89	87	92	70	78	83	84	73	76	93	94	82	86	84	81	83	
C POLICE SERVICES	80	81	94	67	78	80	92	72	96	75	87	80	90	89	56	77	81	70	78	79	
A RECREATION OPPORTUNITIES	79	80	86	73	77	80	76	87	86	77	81	87	71	87	75	79	72	77	80	80	
P SEWER/WASTEWATER SYSTEM	77	81	86	70	81	76	68	90	81	76	77	86	70	84	69	69	84	68	76	78	
F BICYCLE LANES AND PATHS	77	82	79	83	82	66	79	64	80	78	74	69	66	80	56	76	84	77	82	80	
G STREETS AND ROADS	71	72	82	54	73	78	72	68	86	69	73	74	76	75	86	65	60	69	69	71	
D EMERGENCIES/NAT DISASTERS	71	73	90	62	73	70	67	74	75	69	71	75	73	75	61	73	74	65	72	70	
T CELEBRATE DIVERSITY	70	73	67	66	67	73	68	89	57	69	72	77	72	56	54	65	95	59	73	70	
E SENIORS PROGRAMS	70	75	84	57	72	69	78	59	78	67	72	65	74	70	87	72	74	59	70	70	
N TRAFFIC LAWS	70	70	86	72	64	77	72	80	50	70	70	68	58	84	66	61	84	65	69	71	
S COMMUNITY INFORMED	69	71	75	60	72	80	63	87	52	71	68	73	69	66	48	74	82	57	71	69	
J NEW BUSINESSES/COMPANIES	68	74	74	67	71	80	60	60	59	73	60	60	58	65	56	77	63	80	73	71	
V SUSTAINABLE LIVING	68	76	71	68	81	70	59	66	59	74	61	63	53	63	59	68	91	75	74	71	
I CITY GOV'T OPPORTUNITIES	67	69	83	59	72	65	67	64	69	66	66	66	58	69	63	66	65	69	70	69	
M BLIGHT/ILLEGAL DUMPING	65	73	70	62	70	72	64	50	50	69	57	50	63	73	93	77	66	48	66	66	
Q ARTS/CULTURAL ACTIVITIES	64	68	78	74	63	69	55	70	49	68	58	62	68	50	38	65	75	57	69	65	
R NEW EMPLOYERS AND JOBS	64	76	80	74	68	57	61	64	52	66	60	60	45	76	35	68	76	60	71	69	
L UNHOUSED SERVICES	57	62	60	50	59	39	66	66	65	50	66	65	38	52	61	68	73	48	64	61	
O AFTERSCHOOL PROGRAMS	57	63	71	71	60	54	51	54	48	61	51	52	41	48	40	58	89	58	65	61	
K AFFORDABLE HOUSING	56	62	77	53	63	57	56	51	54	58	54	52	39	50	70	52	52	61	62	60	
X RENT RELIEF	49	55	62	59	51	48	44	42	47	52	44	44	28	53	21	56	65	54	57	54	
U REQUIRED PERMITS/LICENSES	48	58	64	48	55	52	39	59	38	52	45	51	38	51	51	52	55	46	54	52	

Table 14: Q11 SATISFACTION OF MILIPITAS CITY SERVICES MATRIX SUMMARY TABLE (TOTAL SATISFIED)

Base	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
	300	150	147	70	66	96	60	136	156	76	188	265	30	37	70	107	166	31	52	93	145	146
B PUBLIC PARKS	89	89	89	84	89	90	90	87	90	97	88	91	72	87	83	84	94	81	82	87	85	95
H PUBLIC FACILITIES	83	84	83	87	74	85	82	80	84	82	88	86	57	74	79	77	90	57	72	74	74	95
W EMERGENCY/FIRE RESPONSE	82	81	84	93	76	80	85	85	82	78	85	83	73	74	83	80	85	85	80	81	80	88
C POLICE SERVICES	80	82	80	85	81	78	75	83	77	89	80	83	56	86	70	76	84	78	69	75	73	93
A RECREATION OPPORTUNITIES	79	76	82	78	83	83	65	81	76	88	81	83	41	80	84	83	79	79	63	79	73	88
P SEWER/WASTEWATER SYSTEM	77	76	79	80	73	77	74	77	76	84	76	78	59	62	66	64	87	66	52	71	67	89
F BICYCLE LANES AND PATHS	77	82	73	80	76	76	73	78	74	82	77	79	57	69	75	73	84	59	73	75	74	87
G STREETS AND ROADS	71	71	73	71	70	75	61	71	69	79	73	75	36	70	68	68	77	39	48	71	63	84
D EMERGENCIES/NAT DISASTERS	71	72	70	73	80	59	71	77	64	83	71	75	30	56	63	61	76	72	46	67	60	88
T CELEBRATE DIVERSITY	70	65	75	71	70	75	56	71	68	78	73	74	34	60	51	55	81	67	33	68	61	77
E SENIORS PROGRAMS	70	68	72	81	65	60	73	73	65	72	73	73	37	68	66	67	74	52	58	67	64	80
N TRAFFIC LAWS	70	65	74	81	68	81	43	75	66	82	69	73	37	64	52	57	82	63	35	70	62	81
S COMMUNITY INFORMED	69	64	73	69	75	75	52	72	66	73	70	71	49	34	70	57	78	61	58	61	61	81
J NEW BUSINESSES/COMPANIES	68	67	70	64	71	66	69	67	67	69	71	70	47	64	63	63	75	46	52	65	60	81
V SUSTAINABLE LIVING	68	67	70	72	64	75	59	68	69	68	70	70	48	61	62	62	77	57	55	65	63	77
I CITY GOV'T OPPORTUNITIES	67	65	70	67	73	63	61	70	63	82	68	72	24	57	72	67	72	54	49	69	62	80
M BLIGHT/ILLEGAL DUMPING	65	66	65	60	74	66	54	67	61	76	67	69	26	43	55	51	75	63	32	67	55	80
Q ARTS/CULTURAL ACTIVITIES	64	61	67	66	70	70	44	68	60	71	65	67	37	34	55	47	72	77	28	58	52	74
R NEW EMPLOYERS AND JOBS	64	60	69	81	58	69	40	70	58	74	63	66	38	43	48	46	79	42	50	64	61	73
L UNHOUSED SERVICES	57	62	54	65	58	49	56	61	51	53	62	59	36	47	44	45	69	49	50	51	51	71
O AFTERSCHOOL PROGRAMS	57	54	61	61	71	65	32	66	52	59	61	61	19	48	56	53	65	48	26	57	50	71
K AFFORDABLE HOUSING	56	54	59	60	60	56	51	60	54	62	58	59	27	58	51	54	62	33	46	52	50	70
X RENT RELIEF	49	46	53	54	42	66	25	48	50	42	56	52	18	16	49	36	62	39	20	56	48	62
U REQUIRED PERMITS/LICENSES	48	46	52	47	47	65	25	47	50	49	52	51	14	39	38	38	57	42	18	48	42	63

Table 14: Q11 SATISFACTION OF MILIPITAS CITY SERVICES MATRIX SUMMARY TABLE (TOTAL SATISFIED)

Base	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K-\$120K	\$120K-\$150K	\$150K+
	300	64	191	242	45	88	209	31	42	70	16	57	31	143	71	180	102	77	67	67	88
B PUBLIC PARKS	89	97	89	90	78	77	94	90	82	85	42	90	65	92	91	87	93	86	94	92	87
H PUBLIC FACILITIES	83	92	87	88	62	78	86	75	91	85	54	75	75	87	83	84	80	82	92	89	72
W EMERGENCY/FIRE RESPONSE	82	85	83	84	78	73	87	75	77	76	53	76	73	89	77	85	84	75	88	92	75
C POLICE SERVICES	80	97	82	85	61	76	85	85	84	85	42	69	63	84	88	85	78	68	90	84	83
A RECREATION OPPORTUNITIES	79	97	79	83	59	77	81	90	80	84	52	71	69	85	75	83	77	66	85	88	82
P SEWER/WASTEWATER SYSTEM	77	89	82	84	53	69	82	83	74	78	11	64	66	84	77	77	78	81	81	89	66
F BICYCLE LANES AND PATHS	77	89	79	81	55	63	83	83	56	67	49	65	70	84	74	77	78	81	86	83	64
G STREETS AND ROADS	71	95	73	78	48	67	73	87	73	78	24	69	69	75	67	74	69	70	82	80	59
D EMERGENCIES/NAT DISASTERS	71	91	73	77	42	54	79	66	58	61	29	56	71	82	59	77	63	58	79	88	62
T CELEBRATE DIVERSITY	70	87	74	78	35	64	72	81	64	72	22	50	72	76	70	74	62	64	88	83	52
E SENIORS PROGRAMS	70	79	73	74	53	52	79	56	59	58	30	54	41	78	76	74	64	59	79	77	63
N TRAFFIC LAWS	70	71	78	77	33	68	72	81	61	70	55	57	57	77	69	73	69	68	84	77	53
S COMMUNITY INFORMED	69	85	76	78	29	69	69	87	68	77	21	40	64	78	73	73	61	66	76	76	57
J NEW BUSINESSES/COMPANIES	68	80	73	74	45	57	74	59	67	63	35	58	60	80	55	70	68	53	87	80	59
V SUSTAINABLE LIVING	68	78	72	73	46	57	73	72	56	64	21	61	64	74	62	70	68	56	81	89	58
I CITY GOV'T OPPORTUNITIES	67	81	72	74	42	60	73	77	57	65	41	54	47	77	65	74	60	61	66	84	64
M BLIGHT/ILLEGAL DUMPING	65	82	68	71	43	49	74	57	54	55	24	51	49	78	56	69	64	53	82	75	58
Q ARTS/CULTURAL ACTIVITIES	64	86	70	74	23	56	68	69	54	61	24	44	47	76	62	71	51	62	88	74	48
R NEW EMPLOYERS AND JOBS	64	73	73	73	41	49	73	51	60	56	12	50	56	73	60	67	64	75	81	71	47
L UNHOUSED SERVICES	57	65	63	63	36	48	64	40	58	51	39	36	40	67	60	67	48	47	76	66	47
O AFTERSCHOOL PROGRAMS	57	78	61	66	21	50	60	57	58	58	7	32	44	67	60	61	50	53	78	76	36
K AFFORDABLE HOUSING	56	70	58	60	44	41	64	44	41	42	39	34	39	69	54	66	39	45	68	74	48
X RENT RELIEF	49	45	63	58	14	33	57	32	37	35	27	25	43	60	47	58	36	37	74	76	28
U REQUIRED PERMITS/LICENSES	48	51	58	56	24	31	57	27	45	36	3	29	42	59	43	56	40	44	73	72	28

Table 14: Q11 SATISFACTION OF MILIPITAS CITY SERVICES MATRIX SUMMARY TABLE (TOTAL SATISFIED)

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD					A/B SPLIT	
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST	TEXT	TOTAL	A	B
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN							CARD		ONLINE		
Base	300	87	63	93	50	72	66	80	81	267	5	27	12	189	101	13	12	116	300	300
B PUBLIC PARKS	89	85	94	88	89	90	84	87	93	89	100	100	72	89	92	64	89	88	89	0
H PUBLIC FACILITIES	83	80	88	85	78	86	75	81	89	83	93	78	86	87	77	67	77	76	83	0
W EMERGENCY/FIRE RESPONSE	82	84	81	82	87	87	82	79	84	84	100	74	51	84	83	64	37	80	0	82
C POLICE SERVICES	80	78	87	74	87	89	77	75	80	81	100	78	68	82	78	61	81	77	80	0
A RECREATION OPPORTUNITIES	79	79	70	75	93	77	84	73	80	78	100	95	75	80	79	52	77	76	79	0
P SEWER/WASTEWATER SYSTEM	77	72	81	82	72	81	73	70	82	76	100	87	58	82	71	49	78	69	0	77
F BICYCLE LANES AND PATHS	77	83	79	73	70	86	71	77	73	76	100	90	69	81	69	48	88	69	77	0
G STREETS AND ROADS	71	73	66	65	82	73	69	67	73	70	71	93	68	73	69	45	90	68	71	0
D EMERGENCIES/NAT DISASTERS	71	74	67	65	74	74	79	69	60	70	88	71	83	75	64	53	69	63	71	0
T CELEBRATE DIVERSITY	70	55	75	79	68	64	78	64	71	69	100	74	79	72	69	36	100	67	0	70
E SENIORS PROGRAMS	70	68	67	67	80	72	75	63	68	69	64	73	91	76	63	44	45	59	70	0
N TRAFFIC LAWS	70	58	77	80	61	72	77	61	71	71	100	59	51	73	69	18	100	65	0	70
S COMMUNITY INFORMED	69	65	68	78	67	65	81	67	67	69	50	59	79	72	69	24	48	64	0	69
J NEW BUSINESSES/COMPANIES	68	74	58	72	64	71	65	63	73	68	85	62	79	74	57	40	82	57	68	0
V SUSTAINABLE LIVING	68	71	65	77	56	72	65	65	73	68	100	59	65	75	60	26	48	56	0	68
I CITY GOV'T OPPORTUNITIES	67	67	62	66	73	70	71	60	66	66	92	84	56	70	63	44	75	62	67	0
M BLIGHT/ILLEGAL DUMPING	65	74	54	65	62	71	65	60	63	64	100	71	63	72	52	27	86	53	65	0
Q ARTS/CULTURAL ACTIVITIES	64	63	57	72	60	68	67	53	66	63	50	80	72	70	58	13	100	55	0	64
R NEW EMPLOYERS AND JOBS	64	60	58	72	64	65	74	52	63	61	100	89	65	77	47	17	42	44	0	64
L UNHOUSED SERVICES	57	56	70	46	62	71	52	52	52	58	33	56	48	62	47	49	72	50	57	0
O AFTERSCHOOL PROGRAMS	57	61	47	63	56	63	71	47	57	57	77	55	44	65	48	11	63	45	0	57
K AFFORDABLE HOUSING	56	55	52	62	57	51	70	55	54	53	93	73	80	64	47	47	5	43	56	0
X RENT RELIEF	49	50	44	55	44	47	51	48	52	48	50	61	65	56	41	12	63	38	0	49
U REQUIRED PERMITS/LICENSES	48	49	44	56	45	50	44	43	56	47	100	58	51	59	33	20	42	32	0	48

Table 15: Q11 SATISFACTION OF MILIPITAS CITY SERVICES MATRIX SUMMARY TABLE (TOTAL DISSATISFIED)

Base	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY								
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR	
300	167	33	51	72	54	60	34	20	177	111	51	42	39	9	45	54	39	189	250		
K AFFORDABLE HOUSING	33	34	18	44	26	30	34	39	11	33	32	30	49	35	30	41	36	30	30	30	
L UNHOUSED SERVICES	32	31	27	46	25	47	23	28	25	38	25	27	41	40	39	26	18	36	28	30	
M BLIGHT/ILLEGAL DUMPING	28	24	25	29	20	21	31	48	46	23	39	47	31	27	7	19	29	33	27	27	
G STREETS AND ROADS	28	28	10	45	27	21	26	32	10	30	25	25	24	23	14	32	40	30	30	28	
N TRAFFIC LAWS	23	24	13	24	30	13	21	7	35	23	20	18	25	11	34	28	16	25	26	23	
S COMMUNITY INFORMED	21	19	25	37	19	16	21	12	25	23	19	17	20	34	40	14	10	28	17	21	
J NEW BUSINESSES/COMPANIES	20	18	15	21	18	13	30	20	10	17	24	17	21	16	44	12	30	11	18	18	
I CITY GOV'T OPPORTUNITIES	19	22	1	30	19	16	24	16	6	21	19	12	17	17	37	23	32	14	21	20	
V SUSTAINABLE LIVING	19	15	23	25	9	16	32	15	23	16	26	18	25	23	17	20	5	19	17	19	
X RENT RELIEF	18	19	4	17	16	17	23	24	23	16	23	23	22	17	47	11	18	7	15	17	
D EMERGENCIES/NAT DISASTERS	17	21	0	29	15	11	24	15	1	18	18	10	6	16	39	16	21	18	18	18	
F BICYCLE LANES AND PATHS	17	16	3	15	15	24	15	23	8	18	16	17	25	12	44	16	13	19	13	14	
R NEW EMPLOYERS AND JOBS	16	12	9	18	17	14	18	11	8	16	14	10	11	9	30	14	13	23	16	16	
C POLICE SERVICES	15	18	1	31	15	16	5	21	1	20	9	14	9	6	44	21	13	20	18	16	
A RECREATION OPPORTUNITIES	15	16	5	23	20	13	16	4	2	19	10	3	13	7	25	14	25	15	15	16	
O AFTERSCHOOL PROGRAMS	15	13	8	16	12	19	17	19	7	15	16	14	14	25	40	13	3	15	11	15	
E SENIORS PROGRAMS	14	16	9	26	13	5	7	30	15	14	15	25	3	23	13	18	12	16	16	16	
T CELEBRATE DIVERSITY	14	13	23	23	14	10	13	3	11	16	10	6	7	16	29	17	3	27	14	15	
U REQUIRED PERMITS/LICENSES	13	12	20	33	8	10	14	12	2	16	11	8	6	8	13	12	18	21	15	15	
Q ARTS/CULTURAL ACTIVITIES	13	13	10	18	16	13	10	10	10	16	10	10	8	27	50	12	1	20	10	15	
H PUBLIC FACILITIES	13	11	4	27	14	4	13	16	5	15	13	12	7	7	7	15	14	20	16	14	
P SEWER/WASTEWATER SYSTEM	12	11	14	25	8	12	16	4	0	14	10	2	10	5	19	14	11	16	14	13	
W EMERGENCY/FIRE RESPONSE	9	8	10	23	6	4	7	9	7	10	8	8	6	3	6	9	14	7	12	10	
B PUBLIC PARKS	9	9	5	18	12	7	4	11	3	12	6	8	7	6	49	16	5	9	8	9	

Table 15: Q11 SATISFACTION OF MILIPITAS CITY SERVICES MATRIX SUMMARY TABLE (TOTAL DISSATISFIED)

Base	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
	300	150	147	70	66	96	60	136	156	76	188	265	30	37	70	107	166	31	52	93	145	146
K AFFORDABLE HOUSING	33	33	32	31	36	28	34	34	31	29	32	31	53	34	39	38	27	49	41	39	40	22
L UNHOUSED SERVICES	32	28	35	32	34	32	36	33	33	40	29	32	37	41	49	47	22	25	29	40	36	25
M BLIGHT/ILLEGAL DUMPING	28	28	30	35	20	21	45	28	30	22	26	25	58	46	40	42	19	31	55	29	38	17
G STREETS AND ROADS	28	28	26	25	29	25	39	27	30	20	26	24	62	30	31	31	21	60	51	27	36	15
N TRAFFIC LAWS	23	26	20	16	23	14	40	20	24	8	25	20	49	27	32	30	14	35	65	26	35	13
S COMMUNITY INFORMED	21	22	20	22	20	17	33	21	23	8	24	20	33	54	16	31	15	35	15	35	31	12
J NEW BUSINESSES/COMPANIES	20	21	18	29	24	12	18	27	14	13	20	18	34	26	27	26	14	36	31	23	26	12
I CITY GOV'T OPPORTUNITIES	19	22	17	23	17	23	16	20	20	1	24	18	39	25	20	22	17	13	37	21	27	10
V SUSTAINABLE LIVING	19	20	17	20	18	16	28	19	20	18	19	18	29	21	21	21	14	34	34	24	26	14
X RENT RELIEF	18	15	22	16	34	8	22	25	13	18	18	18	24	45	11	24	13	24	21	25	24	17
D EMERGENCIES/NAT DISASTERS	17	15	20	21	16	19	14	18	17	10	16	15	43	25	21	23	16	6	35	24	28	6
F BICYCLE LANES AND PATHS	17	13	20	12	17	17	25	14	20	14	17	16	26	12	22	19	12	38	19	19	19	9
R NEW EMPLOYERS AND JOBS	16	20	11	13	20	11	23	16	16	6	18	15	27	24	25	25	8	36	31	20	23	12
C POLICE SERVICES	15	13	18	12	18	16	18	15	17	7	15	13	37	14	27	23	12	6	23	23	23	5
A RECREATION OPPORTUNITIES	15	17	14	19	14	7	26	17	14	3	17	13	37	10	13	12	16	10	28	16	20	8
O AFTERSCHOOL PROGRAMS	15	12	18	12	11	14	21	12	17	9	17	14	22	17	10	13	16	19	22	28	26	9
E SENIORS PROGRAMS	14	14	15	13	22	17	5	17	13	10	13	12	34	17	20	19	13	5	18	23	21	8
T CELEBRATE DIVERSITY	14	16	12	10	13	10	25	12	16	3	13	10	35	19	27	24	7	19	35	23	25	7
U REQUIRED PERMITS/LICENSES	13	16	11	14	23	8	12	18	10	12	14	14	15	13	16	15	13	22	20	18	19	12
Q ARTS/CULTURAL ACTIVITIES	13	14	14	9	11	11	28	10	17	8	13	11	34	32	23	27	8	15	46	18	23	9
H PUBLIC FACILITIES	13	13	13	8	25	12	12	16	12	12	10	10	39	23	11	15	9	35	19	22	21	5
P SEWER/WASTEWATER SYSTEM	12	12	11	13	15	15	6	14	11	8	12	11	24	20	19	19	6	27	19	23	22	6
W EMERGENCY/FIRE RESPONSE	9	7	12	3	16	14	5	9	10	10	9	9	12	10	9	9	10	12	20	15	16	8
B PUBLIC PARKS	9	9	10	12	10	9	9	11	9	2	10	8	25	13	16	15	4	17	17	11	13	4

Table 15: Q11 SATISFACTION OF MILIPITAS CITY SERVICES MATRIX SUMMARY TABLE (TOTAL DISSATISFIED)

Base	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K-\$120K	\$120K-\$150K	\$150K+
	300	64	191	242	45	88	209	31	42	70	16	57	31	143	71	180	102	77	67	67	88
K AFFORDABLE HOUSING	33	17	35	32	37	41	31	48	35	40	45	50	53	24	32	22	54	40	26	22	33
L UNHOUSED SERVICES	32	28	30	29	46	37	30	42	27	33	48	41	50	27	29	24	40	40	16	29	35
M BLIGHT/ILLEGAL DUMPING	28	17	28	25	52	45	21	39	40	40	74	34	43	18	41	27	29	37	12	20	36
G STREETS AND ROADS	28	3	26	21	50	31	26	13	24	20	76	31	31	24	32	24	31	29	18	19	38
N TRAFFIC LAWS	23	19	14	16	63	22	21	5	31	19	45	34	16	21	22	20	24	27	14	19	35
S COMMUNITY INFORMED	21	11	16	15	55	27	19	5	32	19	75	36	17	18	20	18	29	31	18	17	25
J NEW BUSINESSES/COMPANIES	20	9	19	17	30	24	17	15	23	20	49	19	31	11	33	20	16	23	9	15	26
I CITY GOV'T OPPORTUNITIES	19	9	18	16	31	21	17	7	22	16	44	22	36	14	23	13	25	23	20	11	18
V SUSTAINABLE LIVING	19	13	15	14	47	28	14	9	32	21	72	22	11	20	19	18	20	32	12	10	21
X RENT RELIEF	18	21	12	14	42	24	14	7	41	25	18	14	20	21	15	14	22	36	12	18	15
D EMERGENCIES/NAT DISASTERS	17	1	21	17	26	27	14	20	24	22	53	19	23	11	27	12	25	26	16	6	18
F BICYCLE LANES AND PATHS	17	6	16	14	34	27	13	6	35	23	46	30	18	12	16	17	18	12	10	15	28
R NEW EMPLOYERS AND JOBS	16	10	12	12	33	22	11	18	23	20	34	25	13	14	14	14	16	16	13	10	26
C POLICE SERVICES	15	3	16	13	29	22	12	15	14	14	52	18	32	13	11	13	16	23	8	15	15
A RECREATION OPPORTUNITIES	15	1	16	13	25	14	15	5	13	10	36	23	30	7	20	11	15	23	13	10	9
O AFTERSCHOOL PROGRAMS	15	10	12	12	35	10	16	3	9	6	30	13	24	15	12	14	18	22	8	17	15
E SENIORS PROGRAMS	14	8	15	14	19	28	9	19	24	22	52	14	39	10	14	13	19	24	14	9	11
T CELEBRATE DIVERSITY	14	2	10	8	43	16	13	1	18	10	47	18	7	11	18	10	20	13	9	11	21
U REQUIRED PERMITS/LICENSES	13	23	9	13	21	19	10	15	17	16	33	7	7	18	13	11	13	26	14	11	11
Q ARTS/CULTURAL ACTIVITIES	13	3	8	7	48	17	11	5	19	13	41	22	5	10	19	10	19	15	7	11	22
H PUBLIC FACILITIES	13	3	12	10	24	19	9	22	7	13	43	22	24	8	14	12	16	14	8	9	19
P SEWER/WASTEWATER SYSTEM	12	4	11	9	31	20	9	0	21	12	70	11	14	12	13	13	9	16	9	11	14
W EMERGENCY/FIRE RESPONSE	9	9	8	8	19	14	7	9	15	13	25	2	16	7	18	9	5	20	9	7	8
B PUBLIC PARKS	9	2	10	8	20	20	5	10	15	13	54	10	35	6	7	11	7	12	5	5	12

Table 15: Q11 SATISFACTION OF MILIPITAS CITY SERVICES MATRIX SUMMARY TABLE (TOTAL DISSATISFIED)

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD					A/B SPLIT	
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST	TEXT	TOTAL	A	B
		18-49	50+	18-49	50+															
Base	300	87	63	93	50	72	66	80	81	267	5	27	12	189	101	13	12	116	300	300
K AFFORDABLE HOUSING	33	35	31	29	31	41	25	28	31	35	7	27	20	33	30	23	83	35	33	0
L UNHOUSED SERVICES	32	35	18	40	32	24	41	32	33	30	67	44	52	31	38	26	17	35	32	0
M BLIGHT/ILLEGAL DUMPING	28	18	41	28	36	24	32	32	30	29	0	29	37	24	35	65	14	36	28	0
G STREETS AND ROADS	28	26	32	34	16	24	29	33	27	29	29	7	32	26	31	53	10	31	28	0
N TRAFFIC LAWS	23	30	17	17	24	23	16	26	23	21	0	38	28	22	23	40	0	24	0	23
S COMMUNITY INFORMED	21	27	18	19	20	28	10	17	28	22	50	20	0	20	24	20	52	24	0	21
J NEW BUSINESSES/COMPANIES	20	19	23	16	23	25	27	18	10	20	15	16	21	18	22	45	7	23	20	0
I CITY GOV'T OPPORTUNITIES	19	24	20	19	18	23	17	22	19	19	8	16	37	19	22	20	3	19	19	0
V SUSTAINABLE LIVING	19	20	21	11	32	22	13	19	22	19	0	24	0	16	23	25	52	24	0	19
X RENT RELIEF	18	13	19	20	29	24	26	7	20	17	50	25	0	17	21	7	37	20	0	18
D EMERGENCIES/NAT DISASTERS	17	14	17	21	19	20	18	12	22	17	12	29	17	18	18	10	7	16	17	0
F BICYCLE LANES AND PATHS	17	14	14	22	18	8	20	19	21	17	0	10	31	15	21	41	4	22	17	0
R NEW EMPLOYERS AND JOBS	16	23	18	11	8	23	10	19	12	17	0	8	14	12	20	26	58	22	0	16
C POLICE SERVICES	15	18	6	21	13	8	23	17	15	15	0	22	32	16	14	21	19	15	15	0
A RECREATION OPPORTUNITIES	15	17	16	21	3	20	14	15	14	16	0	5	25	15	14	38	12	16	15	0
O AFTERSCHOOL PROGRAMS	15	11	13	19	20	10	14	14	18	15	0	13	35	12	20	12	37	20	0	15
E SENIORS PROGRAMS	14	14	13	13	18	16	19	12	11	14	36	27	9	15	11	18	31	14	14	0
T CELEBRATE DIVERSITY	14	21	9	11	11	18	5	14	18	14	0	12	0	15	11	12	0	11	0	14
U REQUIRED PERMITS/LICENSES	13	20	12	13	9	22	15	11	8	14	0	13	14	14	14	0	37	13	0	13
Q ARTS/CULTURAL ACTIVITIES	13	16	12	16	8	15	4	13	22	14	50	8	7	12	16	12	0	15	0	13
H PUBLIC FACILITIES	13	16	10	13	15	12	19	14	9	13	7	22	14	10	19	31	12	20	13	0
P SEWER/WASTEWATER SYSTEM	12	17	6	11	14	12	15	14	9	12	0	10	21	12	13	7	22	13	0	12
W EMERGENCY/FIRE RESPONSE	9	6	8	14	7	5	14	9	11	9	0	12	28	8	10	0	63	11	0	9
B PUBLIC PARKS	9	13	3	11	9	7	14	11	7	9	0	0	28	9	8	29	11	11	9	0

Table 16: Q17 ATTENTION BASED ON INFORMATION SOURCE USED BY THE CITY MATRIX SUMMARY TABLE (DEFINITELY PAY ATTENTION)

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	33	51	72	54	60	34	20	177	111	51	42	39	9	45	54	39	189	250		
F NEWSLETTER, CONNECTED	38	37	37	18	42	35	45	46	47	33	45	46	48	34	12	35	50	40	35	35		
I E-NEWSL., MILPITAS MATTERS	37	33	24	32	42	45	34	33	23	40	32	29	40	36	25	37	33	45	36	36		
H A TEXT FROM THE CITY	37	38	38	37	25	44	40	44	42	34	41	43	48	33	33	25	24	33	32	34		
C INFO FROM FRIEND/NEIGHBOR	35	36	36	22	32	34	46	37	36	30	42	36	27	49	18	47	23	50	33	37		
B INFO ON MILPITAS WEBSITE	33	31	40	17	25	27	44	58	50	23	49	55	36	40	7	33	24	36	31	33		
O ELEC. SIGN ON CALAVERAS ROAD	32	26	23	26	37	34	30	36	28	33	31	33	31	18	27	20	45	25	34	32		
L A COMMUNITY EVENT	32	27	39	41	37	23	25	37	37	34	31	37	23	40	20	15	48	32	31	32		
J INFO FROM ELECTED OFFICIAL	27	32	36	31	25	21	35	31	22	25	31	27	38	29	6	23	31	27	26	25		
D ARTICLE IN MILPITAS BEAT	27	24	32	30	17	24	22	43	24	23	29	36	34	13	31	29	42	12	27	25		
G OUTDOOR SIGNAGE	26	27	26	26	24	34	33	19	8	27	25	15	35	30	42	18	27	24	22	24		
E A BOOTH AT A SPECIAL EVENT	24	25	27	16	29	32	24	22	7	26	21	17	27	29	24	22	27	24	22	23		
K NEWS ARTICLE IN MILPITAS POST	24	24	19	25	14	27	29	32	27	21	29	30	26	24	13	12	39	20	24	23		
A FACEBOOK POST	21	21	29	17	24	23	15	21	41	21	21	28	31	34	7	8	21	26	17	19		
M A POST ON NEXTDOOR.COM	20	19	23	18	18	21	19	25	10	19	19	19	5	18	7	9	39	19	23	22		
N ETHNIC RADIO OR NEWSPAPER	18	18	3	18	22	15	13	21	22	19	17	21	13	11	8	7	35	11	21	19		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	37	70	107	166	31	52	93	145	146
F NEWSLETTER, CONNECTED	38	46	30	43	43	28	41	43	33	32	40	38	29	39	43	42	35	30	44	42	43	30
I E-NEWSL., MILPITAS MATTERS	37	34	40	28	37	30	56	33	40	34	36	35	52	37	57	50	27	60	62	44	48	23
H A TEXT FROM THE CITY	37	44	29	23	31	41	51	27	45	52	30	36	48	38	33	35	36	41	33	33	33	31
C INFO FROM FRIEND/NEIGHBOR	35	30	39	35	36	35	32	35	34	37	31	32	57	45	39	41	32	29	37	37	37	33
B INFO ON MILPITAS WEBSITE	33	33	33	33	31	33	40	32	36	39	30	32	40	26	30	29	34	30	31	37	35	33
O ELEC. SIGN ON CALAVERAS ROAD	32	33	32	22	40	29	39	31	33	35	33	34	22	41	25	31	31	34	47	27	31	29
L A COMMUNITY EVENT	32	29	36	33	42	28	30	37	29	35	31	33	14	30	26	28	33	40	29	36	34	29
J INFO FROM ELECTED OFFICIAL	27	26	28	30	34	23	24	32	23	46	18	26	29	24	26	25	32	11	45	30	33	24
D ARTICLE IN MILPITAS BEAT	27	29	24	17	37	22	24	27	23	20	29	27	18	17	42	34	20	30	13	43	32	19
G OUTDOOR SIGNAGE	26	25	27	14	28	30	33	21	31	27	27	27	17	30	28	29	23	18	32	24	27	22
E A BOOTH AT A SPECIAL EVENT	24	25	23	13	28	30	20	21	26	14	26	23	27	15	25	22	27	8	18	19	18	29
K NEWS ARTICLE IN MILPITAS POST	24	22	27	20	25	35	13	22	26	19	27	25	20	39	7	19	28	24	23	30	28	22
A FACEBOOK POST	21	19	23	26	20	18	19	23	18	24	15	18	33	20	22	21	19	16	30	27	28	13
M A POST ON NEXTDOOR.COM	20	18	21	13	21	16	28	17	21	23	18	20	15	14	18	17	23	7	10	15	14	21
N ETHNIC RADIO OR NEWSPAPER	18	16	20	18	18	22	13	18	19	14	19	17	23	11	14	13	19	23	6	24	20	20

Table 16: Q17 ATTENTION BASED ON INFORMATION SOURCE USED BY THE CITY MATRIX SUMMARY TABLE (DEFINITELY PAY ATTENTION)

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	191	242	45	88	209	31	42	70	16	57	31	143	71	180	102	77	67	67	88
F NEWSLETTER, CONNECTED	38	42	38	39	45	41	37	41	40	40	46	33	32	30	58	38	41	39	27	43	45
I E-NEWSL., MILPITAS MATTERS	37	45	28	33	61	41	33	44	34	39	55	50	30	29	47	34	42	19	24	34	54
H A TEXT FROM THE CITY	37	43	35	37	35	52	30	79	33	55	38	47	30	33	40	38	35	37	17	42	49
C INFO FROM FRIEND/NEIGHBOR	35	50	32	36	38	42	33	48	30	37	62	33	34	38	31	34	41	30	31	37	38
B INFO ON MILPITAS WEBSITE	33	44	30	33	37	41	29	41	39	40	51	43	46	28	28	29	40	39	28	35	36
O ELEC. SIGN ON CALAVERAS ROAD	32	38	32	33	28	32	31	48	21	33	25	34	38	30	31	28	34	20	22	27	46
L A COMMUNITY EVENT	32	42	33	35	15	42	30	54	39	46	19	25	40	30	39	26	41	28	24	48	24
J INFO FROM ELECTED OFFICIAL	27	38	24	28	29	20	30	35	14	24	0	10	30	29	35	28	26	30	23	42	16
D ARTICLE IN MILPITAS BEAT	27	29	28	28	21	24	28	23	26	25	22	22	32	27	25	26	30	19	27	31	27
G OUTDOOR SIGNAGE	26	33	24	25	25	26	24	40	19	27	25	49	22	20	19	22	33	23	18	32	34
E A BOOTH AT A SPECIAL EVENT	24	32	23	25	19	22	26	26	17	20	22	33	21	22	22	23	26	15	28	29	26
K NEWS ARTICLE IN MILPITAS POST	24	22	24	24	29	31	22	10	43	28	52	15	37	26	22	27	20	27	27	25	16
A FACEBOOK POST	21	27	19	21	23	25	19	25	26	25	28	17	14	26	16	23	21	20	20	27	22
M A POST ON NEXTDOOR.COM	20	20	18	19	16	20	19	31	6	17	37	21	10	23	16	20	21	9	27	31	14
N ETHNIC RADIO OR NEWSPAPER	18	18	23	21	5	15	19	15	20	18	0	5	19	21	20	17	18	16	21	23	12

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT		
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	87	63	93	50	72	66	80	81	267	5	27	12	189	101	13	12	116	300	300
F NEWSLETTER, CONNECTED	38	43	50	23	41	54	33	38	28	39	57	15	30	37	38	49	39	40	38	0
I E-NEWSL., MILPITAS MATTERS	37	39	23	40	43	30	34	34	46	39	50	21	14	31	46	34	100	47	0	37
H A TEXT FROM THE CITY	37	43	44	27	37	33	20	52	37	37	33	34	35	38	31	56	74	35	0	37
C INFO FROM FRIEND/NEIGHBOR	35	30	31	29	55	28	43	34	33	36	78	26	11	36	27	58	59	34	35	0
B INFO ON MILPITAS WEBSITE	33	24	46	24	54	34	31	35	38	31	37	61	41	32	32	39	41	34	33	0
O ELEC. SIGN ON CALAVERAS ROAD	32	36	23	30	42	31	31	31	34	32	0	41	0	26	41	66	0	42	0	32
L A COMMUNITY EVENT	32	38	18	31	47	31	45	28	30	34	33	16	7	29	41	11	0	37	0	32
J INFO FROM ELECTED OFFICIAL	27	25	29	26	34	30	35	23	23	27	33	24	14	33	17	4	42	16	0	27
D ARTICLE IN MILPITAS BEAT	27	27	32	19	25	36	18	21	25	26	19	36	21	25	26	12	77	30	27	0
G OUTDOOR SIGNAGE	26	30	17	25	35	24	18	27	37	25	56	36	18	27	24	26	19	24	26	0
E A BOOTH AT A SPECIAL EVENT	24	28	18	23	24	20	22	26	26	24	14	21	35	25	24	20	12	22	24	0
K NEWS ARTICLE IN MILPITAS POST	24	18	28	25	31	18	28	26	27	24	10	25	14	23	26	30	0	26	0	24
A FACEBOOK POST	21	23	13	20	31	20	26	14	23	20	15	39	11	22	19	10	21	18	21	0
M A POST ON NEXTDOOR.COM	20	18	14	20	26	16	18	16	25	19	23	31	7	20	21	12	0	19	0	20
N ETHNIC RADIO OR NEWSPAPER	18	18	15	20	19	20	16	13	24	18	0	20	0	16	21	13	63	21	0	18

Table 17: Q17 ATTENTION BASED ON INFORMATION SOURCE USED BY THE CITY MATRIX SUMMARY TABLE (TOTAL PAY ATTENTION)

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	33	51	72	54	60	34	20	177	111	51	42	39	9	45	54	39	189	250		
F NEWSLETTER, CONNECTED	87	85	99	75	85	87	94	88	96	82	93	91	87	89	86	88	86	91	86	87		
C INFO FROM FRIEND/NEIGHBOR	86	82	99	83	79	78	91	95	100	80	93	96	86	92	88	93	80	86	83	85		
B INFO ON MILPITAS WEBSITE	85	84	84	83	82	90	84	84	90	85	85	86	79	87	93	90	81	88	85	86		
I E-NEWSL., MILPITAS MATTERS	82	76	68	73	88	84	78	86	67	83	78	78	83	79	89	84	92	85	82	81		
L A COMMUNITY EVENT	82	78	77	92	81	86	85	73	62	85	77	69	79	75	57	82	91	85	84	82		
H A TEXT FROM THE CITY	82	79	89	76	79	86	87	77	77	80	83	77	90	84	77	78	81	73	79	80		
J INFO FROM ELECTED OFFICIAL	82	80	93	93	74	78	85	86	93	81	86	89	88	81	73	85	83	78	80	81		
O ELEC. SIGN ON CALAVERAS ROAD	78	73	78	74	74	84	86	82	57	77	79	72	83	72	57	67	92	85	80	78		
G OUTDOOR SIGNAGE	76	76	75	83	74	82	76	67	79	79	74	71	73	82	88	67	70	82	74	76		
K NEWS ARTICLE IN MILPITAS POST	75	73	80	78	70	75	79	80	51	74	74	68	66	77	69	79	90	67	78	77		
E A BOOTH AT A SPECIAL EVENT	73	74	83	76	68	81	71	70	72	74	71	70	74	75	100	73	72	69	72	73		
D ARTICLE IN MILPITAS BEAT	73	72	73	75	67	74	73	80	70	71	75	77	59	75	100	77	69	77	76	76		
A FACEBOOK POST	68	75	70	70	68	81	66	61	66	72	64	63	63	78	79	59	66	72	67	69		
M A POST ON NEXTDOOR.COM	64	61	77	59	69	73	68	58	33	67	59	48	28	69	19	70	93	61	74	70		
N ETHNIC RADIO OR NEWSPAPER	55	57	62	67	58	58	47	52	53	61	49	52	31	63	54	53	69	44	60	60		
Q1 MILPITAS QUALITY OF LIFE SATISFACTION																						
Base	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	37	70	107	166	31	52	93	145	146
F NEWSLETTER, CONNECTED	87	86	88	91	91	76	93	91	82	84	89	87	80	86	87	87	85	97	84	82	83	90
C INFO FROM FRIEND/NEIGHBOR	86	86	85	88	92	78	86	90	81	84	85	85	90	93	88	90	85	83	82	82	82	89
B INFO ON MILPITAS WEBSITE	85	80	91	82	91	78	92	86	84	88	83	84	91	76	86	82	87	85	67	84	78	93
I E-NEWSL., MILPITAS MATTERS	82	78	86	74	85	79	90	79	83	68	84	80	97	88	79	82	81	94	84	86	85	78
L A COMMUNITY EVENT	82	71	93	81	87	80	82	84	81	71	85	81	85	89	81	84	85	79	77	86	85	80
H A TEXT FROM THE CITY	82	82	82	76	74	89	87	75	88	85	83	83	71	86	75	79	85	84	64	87	82	81
J INFO FROM ELECTED OFFICIAL	82	80	82	88	81	82	82	85	82	80	81	81	83	71	84	79	86	70	74	84	82	83
O ELEC. SIGN ON CALAVERAS ROAD	78	79	79	76	79	81	75	77	79	76	81	80	72	66	81	75	81	87	84	72	75	79
G OUTDOOR SIGNAGE	76	77	75	69	79	74	91	74	81	79	77	78	63	75	83	80	74	68	65	79	74	78
K NEWS ARTICLE IN MILPITAS POST	75	71	79	69	84	78	71	76	75	67	77	74	75	72	64	67	81	82	63	84	80	73
E A BOOTH AT A SPECIAL EVENT	73	67	80	71	81	71	71	76	71	66	76	73	76	76	76	76	73	64	60	76	71	77
D ARTICLE IN MILPITAS BEAT	73	70	77	75	80	67	70	78	68	72	76	75	57	60	88	78	71	63	50	81	70	81
A FACEBOOK POST	68	63	73	78	69	62	70	73	65	62	67	66	82	69	61	64	72	54	67	69	68	71
M A POST ON NEXTDOOR.COM	64	63	66	50	67	71	62	58	68	49	73	66	38	50	60	57	69	67	47	71	66	67
N ETHNIC RADIO OR NEWSPAPER	55	51	60	60	51	62	51	55	58	41	61	55	51	37	53	47	62	50	32	62	55	62

Table 17: Q17 ATTENTION BASED ON INFORMATION SOURCE USED BY THE CITY MATRIX SUMMARY TABLE (TOTAL PAY ATTENTION)

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	191	242	45	88	209	31	42	70	16	57	31	143	71	180	102	77	67	67	88
F NEWSLETTER, CONNECTED	87	87	87	87	92	82	91	77	80	79	94	78	80	89	92	87	90	80	90	92	88
C INFO FROM FRIEND/NEIGHBOR	86	93	87	88	83	91	84	85	95	91	91	74	97	84	93	87	87	88	93	81	80
B INFO ON MILPITAS WEBSITE	85	90	85	86	90	84	87	85	85	85	89	80	90	90	79	89	80	71	92	93	84
I E-NEWSL., MILPITAS MATTERS	82	73	83	80	89	71	85	74	68	71	75	86	86	76	89	80	87	68	83	86	83
L A COMMUNITY EVENT	82	85	81	82	78	85	80	93	83	88	68	67	87	84	88	80	81	78	86	82	79
H A TEXT FROM THE CITY	82	78	87	84	77	86	81	89	84	86	87	78	83	84	80	85	80	78	80	94	81
J INFO FROM ELECTED OFFICIAL	82	82	85	84	73	87	81	90	92	91	61	68	73	85	91	83	81	85	94	90	68
O ELEC. SIGN ON CALAVERAS ROAD	78	77	82	81	60	72	80	88	58	72	72	75	86	79	75	79	77	69	81	83	74
G OUTDOOR SIGNAGE	76	87	76	78	70	83	74	88	84	86	69	80	90	76	69	79	70	73	85	78	76
K NEWS ARTICLE IN MILPITAS POST	75	76	76	76	71	72	77	74	70	72	79	52	69	82	82	76	69	77	84	78	70
E A BOOTH AT A SPECIAL EVENT	73	71	76	75	73	72	76	68	72	71	78	75	72	78	64	74	75	63	79	78	74
D ARTICLE IN MILPITAS BEAT	73	73	78	77	64	69	76	69	72	71	66	63	78	81	64	74	73	72	78	74	69
A FACEBOOK POST	68	61	71	69	66	65	71	55	70	64	72	56	72	77	58	71	64	61	74	86	65
M A POST ON NEXTDOOR.COM	64	54	70	66	55	59	65	60	57	58	69	53	66	71	59	70	55	45	77	88	55
N ETHNIC RADIO OR NEWSPAPER	55	58	60	60	50	44	59	40	48	44	46	38	34	70	47	54	56	56	72	64	44

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT		
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	87	63	93	50	72	66	80	81	267	5	27	12	189	101	13	12	116	300	300
F NEWSLETTER, CONNECTED	87	80	94	84	92	92	90	80	84	89	100	58	79	87	87	86	90	87	87	0
C INFO FROM FRIEND/NEIGHBOR	86	80	95	80	92	90	89	82	80	87	100	53	83	84	86	97	100	88	86	0
B INFO ON MILPITAS WEBSITE	85	81	79	90	91	81	91	79	90	85	85	80	96	84	85	95	100	88	85	0
I E-NEWSL., MILPITAS MATTERS	82	83	68	82	91	72	86	81	85	86	77	49	44	74	94	83	100	93	0	82
L A COMMUNITY EVENT	82	79	63	90	96	72	98	73	88	84	100	59	58	78	91	62	74	88	0	82
H A TEXT FROM THE CITY	82	85	77	77	90	73	80	90	87	82	100	79	72	81	80	97	100	82	0	82
J INFO FROM ELECTED OFFICIAL	82	82	84	79	90	84	85	81	84	82	100	79	58	83	84	40	100	80	0	82
O ELEC. SIGN ON CALAVERAS ROAD	78	82	74	74	86	73	85	84	74	81	50	64	30	74	85	97	63	86	0	78
G OUTDOOR SIGNAGE	76	80	72	78	75	73	74	79	82	76	100	75	77	76	79	84	50	77	76	0
K NEWS ARTICLE IN MILPITAS POST	75	70	71	77	79	69	84	71	78	75	100	71	58	75	79	48	63	75	0	75
E A BOOTH AT A SPECIAL EVENT	73	69	63	79	80	69	83	64	79	72	70	80	89	75	69	62	92	71	73	0
D ARTICLE IN MILPITAS BEAT	73	68	71	75	79	78	78	62	76	73	70	75	76	72	74	70	91	75	73	0
A FACEBOOK POST	68	68	57	78	73	64	83	61	72	66	92	58	100	74	60	41	50	57	68	0
M A POST ON NEXTDOOR.COM	64	72	48	64	72	55	63	68	67	63	100	76	58	64	65	60	84	65	0	64
N ETHNIC RADIO OR NEWSPAPER	55	59	44	61	57	56	53	49	67	55	77	65	23	58	52	30	84	51	0	55

BANNER OVERALL	Q1 VERY SAT 25%	PERCENT OF SAMPLE 100%
Interviewed in Vietnamese	41%	7%
Ages 65+	39%	17%
Ages 65-74	39%	11%
Ages 75+	39%	6%
African Americans	39%	2%
Interviewed in Spanish	38%	1%
HH Income <\$90,000	36%	23%
Whites	36%	14%
Interviewed on Landline	35%	9%
Indians/South Asians	34%	13%
High School Educated	33%	23%
Non-College Educated Women	33%	21%
Lived in Milpitas <7 yrs	33%	19%
Contact Method Phone	30%	62%
Some College or Less	30%	45%
Ages 50+	30%	37%
Men Ages 50+	30%	21%
Women Ages 50+	30%	16%
Interviewed on Cell Phone	29%	53%
Renters	28%	34%
Ages 18-29	28%	17%
Non-College Educated Men	27%	23%
Men	26%	50%
Some College Education	26%	22%
Women	25%	49%
Lived in Milpitas 31+ yrs	25%	23%
Interviewed in Chinese	25%	3%
Interviewed in English	24%	89%
All People of Color	24%	83%
Homeowners	24%	60%
Lived in Milpitas 11-30 yrs	24%	48%
Women Ages 18-49	24%	30%
College-Educated Men	24%	26%
HH Income \$150,000+	24%	26%
Ages 40-49	24%	18%

BANNER OVERALL	Q1 VERY SAT 25%	PERCENT OF SAMPLE 100%
Latinos	24%	13%
Asians/Pacific Islanders	23%	63%
Ages 18-49	23%	59%
Ages 50-64	23%	20%
HH Income \$120,000-\$150,000	23%	20%
Four-year College or More	22%	52%
Men Ages 18-49	22%	28%
Post-Graduate Educated	22%	20%
Four-year College Graduates	21%	32%
HH Income \$90,000-\$120,000	21%	22%
Contact Method Email	20%	31%
College-Educated Women	20%	26%
Contact Method Online	19%	38%
Filipinos	19%	18%
Chinese	19%	15%
Lived in Milpitas 7-10 yrs	19%	10%
Ages 30-39	17%	24%
Contact Method Postcard	12%	4%
Contact Method Text	10%	3%

BANNER	Q1	PERCENT
OVERALL	SMWT SAT	OF SAMPLE
	63%	100%
Lived in Milpitas 7-10 yrs	75%	10%
Interviewed in Chinese	75%	3%
HH Income \$90,000-\$120,000	74%	22%
Filipinos	72%	18%
College-Educated Women	70%	26%
Four-year College Graduates	69%	32%
Four-year College or More	68%	52%
HH Income \$120,000-\$150,000	68%	20%
Asians/Pacific Islanders	67%	63%
Chinese	67%	15%
Contact Method Online	66%	38%
Contact Method Email	66%	31%
Men Ages 18-49	66%	28%
College-Educated Men	66%	26%
Ages 30-39	66%	24%
Ages 50-64	66%	20%
Post-Graduate Educated	66%	20%
Ages 40-49	66%	18%
Contact Method Postcard	66%	4%
Ages 18-49	65%	59%
Contact Method Text	65%	3%
All People of Color	64%	83%
Homeowners	64%	60%
Women Ages 18-49	64%	30%
Some College Education	64%	22%
Interviewed in English	63%	89%
Women	63%	49%
Interviewed on Cell Phone	62%	53%
Men	62%	50%
Lived in Milpitas 11-30 yrs	62%	48%
Lived in Milpitas 31+ yrs	62%	23%
Interviewed in Spanish	62%	1%
Contact Method Phone	61%	62%
HH Income \$150,000+	61%	26%
Non-College Educated Men	61%	23%

BANNER	Q1	PERCENT
OVERALL	SMWT SAT	OF SAMPLE
	63%	100%
Ages 18-29	61%	17%
Renters	60%	34%
Men Ages 50+	60%	21%
Women Ages 50+	60%	16%
Latinos	60%	13%
Ages 50+	59%	37%
Lived in Milpitas <7 yrs	59%	19%
Indians/South Asians	58%	13%
Some College or Less	57%	45%
Interviewed in Vietnamese	55%	7%
Interviewed on Landline	54%	9%
Ages 75+	54%	6%
Non-College Educated Women	53%	21%
Whites	52%	14%
High School Educated	51%	23%
Ages 65+	51%	17%
HH Income <\$90,000	50%	23%
Ages 65-74	50%	11%
African Americans	44%	2%

BANNER	Q1	PERCENT
OVERALL	TOTAL SAT	OF SAMPLE
	88%	100%
Interviewed in Chinese	100%	3%
Interviewed in Spanish	100%	1%
Lived in Milpitas 7-10 yrs	95%	10%
Interviewed in Vietnamese	95%	7%
HH Income \$90,000-\$120,000	94%	22%
Ages 75+	93%	6%
Indians/South Asians	92%	13%
Asians/Pacific Islanders	91%	63%
Interviewed on Cell Phone	91%	53%
Some College Education	91%	22%
Lived in Milpitas <7 yrs	91%	19%
Filipinos	91%	18%
Contact Method Phone	90%	62%
Ages 50+	90%	37%
Four-year College Graduates	90%	32%
College-Educated Women	90%	26%
College-Educated Men	90%	26%
Men Ages 50+	90%	21%
HH Income \$120,000-\$150,000	90%	20%
Ages 40-49	90%	18%
Ages 65+	90%	17%
Women Ages 50+	90%	16%
Four-year College or More	89%	52%
Women	89%	49%
Renters	89%	34%
Non-College Educated Men	89%	23%
Ages 50-64	89%	20%
Ages 18-29	89%	17%
Ages 65-74	89%	11%
All People of Color	88%	83%
Homeowners	88%	60%
Men	88%	50%
Women Ages 18-49	88%	30%
Post-Graduate Educated	88%	20%
Whites	88%	14%

BANNER	Q1	PERCENT
OVERALL	TOTAL SAT	OF SAMPLE
	88%	100%
Interviewed on Landline	88%	9%
Interviewed in English	87%	89%
Ages 18-49	87%	59%
Some College or Less	87%	45%
Contact Method Email	87%	31%
Men Ages 18-49	87%	28%
Lived in Milpitas 31+ yrs	87%	23%
Lived in Milpitas 11-30 yrs	86%	48%
HH Income <\$90,000	86%	23%
Non-College Educated Women	86%	21%
Chinese	86%	15%
Contact Method Online	85%	38%
HH Income \$150,000+	85%	26%
Ages 30-39	84%	24%
High School Educated	84%	23%
Latinos	84%	13%
African Americans	83%	2%
Contact Method Postcard	77%	4%
Contact Method Text	76%	3%

BANNER	Q1	PERCENT
OVERALL	TOTAL DISSAT	OF SAMPLE
	10%	100%
Contact Method Text	24%	3%
Contact Method Postcard	23%	4%
African Americans	17%	2%
Contact Method Online	15%	38%
HH Income \$150,000+	14%	26%
Contact Method Email	13%	31%
Latinos	13%	13%
Lived in Milpitas 11-30 yrs	12%	48%
Ages 30-39	12%	24%
High School Educated	12%	23%
HH Income <\$90,000	12%	23%
Non-College Educated Women	12%	21%
Whites	12%	14%
Interviewed in English	11%	89%
Some College or Less	11%	45%
Women Ages 18-49	11%	30%
Lived in Milpitas 31+ yrs	11%	23%
Post-Graduate Educated	11%	20%
All People of Color	10%	83%
Homeowners	10%	60%
Ages 18-49	10%	59%
Four-year College or More	10%	52%
Women	10%	49%
Ages 50+	10%	37%
Renters	10%	34%
Four-year College Graduates	10%	32%
College-Educated Men	10%	26%
College-Educated Women	10%	26%
Ages 50-64	10%	20%
Ages 40-49	10%	18%
Women Ages 50+	10%	16%
Chinese	10%	15%
Ages 65-74	10%	11%
Men	9%	50%
Men Ages 18-49	9%	28%

BANNER	Q1	PERCENT
OVERALL	TOTAL DISSAT	OF SAMPLE
	10%	100%
Non-College Educated Men	9%	23%
Some College Education	9%	22%
Men Ages 50+	9%	21%
Lived in Milpitas <7 yrs	9%	19%
Ages 18-29	9%	17%
Ages 65+	9%	17%
Interviewed on Cell Phone	8%	53%
Indians/South Asians	8%	13%
Asians/Pacific Islanders	7%	63%
Contact Method Phone	7%	62%
Ages 75+	7%	6%
HH Income \$90,000-\$120,000	6%	22%
HH Income \$120,000-\$150,000	5%	20%
Filipinos	5%	18%
Lived in Milpitas 7-10 yrs	5%	10%
Interviewed in Vietnamese	5%	7%
Interviewed on Landline	2%	9%
Interviewed in Chinese	0%	3%
Interviewed in Spanish	0%	1%

BANNER	Q6	PERCENT
OVERALL	MUCH TOO FAST OF	SAMPLE
	11%	100%
African Americans	29%	2%
Whites	24%	14%
Women Ages 50+	22%	16%
Lived in Milpitas 31+ yrs	21%	23%
Ages 65+	21%	17%
Ages 65-74	21%	11%
Ages 75+	21%	6%
Interviewed in Spanish	19%	1%
Ages 50+	18%	37%
Some College Education	17%	22%
Non-College Educated Women	17%	21%
Ages 50-64	16%	20%
Contact Method Email	15%	31%
Men Ages 50+	15%	21%
Women	13%	49%
Some College or Less	13%	45%
Contact Method Online	13%	38%
HH Income \$150,000+	13%	26%
HH Income <\$90,000	13%	23%
Post-Graduate Educated	13%	20%
Indians/South Asians	13%	13%
Interviewed in English	12%	89%
HH Income \$120,000-\$150,000	12%	20%
Homeowners	11%	60%
Renters	11%	34%
College-Educated Women	11%	26%
Lived in Milpitas <7 yrs	11%	19%
Latinos	11%	13%
Contact Method Phone	10%	62%
Interviewed on Cell Phone	10%	53%
Four-year College or More	10%	52%
Non-College Educated Men	10%	23%
High School Educated	10%	23%
Interviewed on Landline	10%	9%
Contact Method Text	10%	3%

BANNER	Q6	PERCENT
OVERALL	MUCH TOO FAST OF	SAMPLE
	11%	100%
All People of Color	9%	83%
Men	9%	50%
College-Educated Men	9%	26%
Ages 18-29	9%	17%
Four-year College Graduates	8%	32%
Women Ages 18-49	8%	30%
Ages 40-49	8%	18%
Lived in Milpitas 7-10 yrs	8%	10%
Asians/Pacific Islanders	7%	63%
Ages 18-49	7%	59%
Lived in Milpitas 11-30 yrs	7%	48%
Filipinos	7%	18%
Men Ages 18-49	5%	28%
Ages 30-39	5%	24%
Interviewed in Vietnamese	5%	7%
HH Income \$90,000-\$120,000	3%	22%
Contact Method Postcard	2%	4%
Chinese	1%	15%
Interviewed in Chinese	0%	3%

BANNER OVERALL	Q6 SMWT TOO FAST	PERCENT OF SAMPLE
	20%	100%
Contact Method Text	48%	3%
Contact Method Postcard	35%	4%
African Americans	34%	2%
Ages 75+	30%	6%
Lived in Milpitas 31+ yrs	29%	23%
Chinese	28%	15%
Interviewed in Spanish	28%	1%
Post-Graduate Educated	27%	20%
Contact Method Online	26%	38%
HH Income \$150,000+	25%	26%
Non-College Educated Women	25%	21%
Ages 40-49	25%	18%
Some College Education	24%	22%
Latinos	24%	13%
Contact Method Email	23%	31%
Whites	23%	14%
Women	22%	49%
College-Educated Men	22%	26%
Ages 30-39	22%	24%
Interviewed in English	21%	89%
Homeowners	21%	60%
Ages 18-49	21%	59%
Women Ages 18-49	21%	30%
Men Ages 18-49	21%	28%
HH Income \$120,000-\$150,000	21%	20%
Four-year College or More	20%	52%
Some College or Less	20%	45%
Ages 65+	20%	17%
Lived in Milpitas 7-10 yrs	20%	10%
All People of Color	19%	83%
Women Ages 50+	19%	16%
Men	18%	50%
Lived in Milpitas 11-30 yrs	18%	48%
College-Educated Women	18%	26%
Indians/South Asians	18%	13%

BANNER OVERALL	Q6 SMWT TOO FAST	PERCENT OF SAMPLE
	20%	100%
Asians/Pacific Islanders	17%	63%
Contact Method Phone	17%	62%
Interviewed on Cell Phone	17%	53%
Ages 50+	17%	37%
Renters	17%	34%
HH Income \$90,000-\$120,000	17%	22%
Interviewed in Chinese	17%	3%
Four-year College Graduates	16%	32%
High School Educated	16%	23%
Men Ages 50+	16%	21%
Lived in Milpitas <7 yrs	16%	19%
Ages 18-29	16%	17%
Non-College Educated Men	15%	23%
HH Income <\$90,000	15%	23%
Ages 50-64	15%	20%
Interviewed on Landline	15%	9%
Ages 65-74	14%	11%
Interviewed in Vietnamese	11%	7%
Filipinos	8%	18%

BANNER	Q6 TOO FAST	PERCENT OF SAMPLE
OVERALL	31%	100%
African Americans	64%	2%
Contact Method Text	59%	3%
Ages 75+	51%	6%
Lived in Milpitas 31+ yrs	50%	23%
Whites	48%	14%
Interviewed in Spanish	46%	1%
Some College Education	41%	22%
Non-College Educated Women	41%	21%
Ages 65+	41%	17%
Contact Method Online	40%	38%
Post-Graduate Educated	40%	20%
Women Ages 50+	40%	16%
Contact Method Email	38%	31%
HH Income \$150,000+	38%	26%
Contact Method Postcard	37%	4%
Women	35%	49%
Ages 50+	35%	37%
Ages 65-74	35%	11%
Latinos	34%	13%
Interviewed in English	33%	89%
Homeowners	33%	60%
Some College or Less	33%	45%
Ages 40-49	33%	18%
HH Income \$120,000-\$150,000	32%	20%
Men Ages 50+	31%	21%
Ages 50-64	31%	20%
Indians/South Asians	31%	13%
Four-year College or More	30%	52%
Women Ages 18-49	30%	30%
College-Educated Men	30%	26%
College-Educated Women	29%	26%
Chinese	29%	15%
All People of Color	28%	83%
Ages 18-49	28%	59%
Renters	28%	34%

BANNER	Q6 TOO FAST	PERCENT OF SAMPLE
OVERALL	31%	100%
HH Income <\$90,000	28%	23%
Lived in Milpitas 7-10 yrs	28%	10%
Contact Method Phone	27%	62%
Interviewed on Cell Phone	27%	53%
Men	27%	50%
Ages 30-39	26%	24%
High School Educated	26%	23%
Lived in Milpitas <7 yrs	26%	19%
Lived in Milpitas 11-30 yrs	25%	48%
Men Ages 18-49	25%	28%
Non-College Educated Men	25%	23%
Ages 18-29	25%	17%
Asians/Pacific Islanders	24%	63%
Four-year College Graduates	24%	32%
Interviewed on Landline	24%	9%
HH Income \$90,000-\$120,000	20%	22%
Interviewed in Chinese	17%	3%
Filipinos	16%	18%
Interviewed in Vietnamese	16%	7%

BANNER	Q6	PERCENT
OVERALL	ABOUT RIGHT	OF SAMPLE
	55%	100%
Interviewed in Chinese	77%	3%
Filipinos	75%	18%
HH Income \$90,000-\$120,000	71%	22%
Lived in Milpitas 11-30 yrs	64%	48%
Four-year College Graduates	64%	32%
High School Educated	64%	23%
Interviewed on Cell Phone	63%	53%
HH Income <\$90,000	63%	23%
Lived in Milpitas 7-10 yrs	63%	10%
Asians/Pacific Islanders	62%	63%
Contact Method Phone	62%	62%
Ages 65-74	62%	11%
Women Ages 18-49	60%	30%
HH Income \$120,000-\$150,000	60%	20%
Ages 18-29	60%	17%
All People of Color	59%	83%
Men Ages 50+	59%	21%
Ages 50-64	59%	20%
College-Educated Women	58%	26%
Ages 30-39	58%	24%
Chinese	58%	15%
Interviewed on Landline	58%	9%
Ages 18-49	57%	59%
Four-year College or More	57%	52%
Homeowners	56%	60%
College-Educated Men	56%	26%
Interviewed in Vietnamese	56%	7%
Men	55%	50%
Women	55%	49%
Ages 50+	55%	37%
Renters	55%	34%
Men Ages 18-49	55%	28%
Non-College Educated Men	55%	23%
Indians/South Asians	55%	13%
Interviewed in English	54%	89%

BANNER	Q6	PERCENT
OVERALL	ABOUT RIGHT	OF SAMPLE
	55%	100%
Some College or Less	54%	45%
Ages 40-49	54%	18%
Latinos	54%	13%
Interviewed in Spanish	54%	1%
Non-College Educated Women	53%	21%
Ages 65+	51%	17%
Women Ages 50+	51%	16%
Lived in Milpitas <7 yrs	47%	19%
Contact Method Email	45%	31%
Post-Graduate Educated	45%	20%
Contact Method Postcard	45%	4%
Contact Method Online	44%	38%
Some College Education	44%	22%
Lived in Milpitas 31+ yrs	41%	23%
Whites	37%	14%
HH Income \$150,000+	36%	26%
Ages 75+	31%	6%
Contact Method Text	31%	3%
African Americans	19%	2%

BANNER OVERALL	Q6 TOO SLOW 9%	PERCENT OF SAMPLE 100%
HH Income \$150,000+	19%	26%
Lived in Milpitas <7 yrs	19%	19%
African Americans	18%	2%
Men Ages 18-49	16%	28%
Contact Method Online	13%	38%
Contact Method Email	13%	31%
Ages 30-39	13%	24%
Non-College Educated Men	13%	23%
Renters	12%	34%
Some College Education	12%	22%
Ages 18-49	11%	59%
Men	11%	50%
Ages 18-29	11%	17%
Interviewed on Landline	11%	9%
Contact Method Postcard	11%	4%
College-Educated Men	10%	26%
Whites	10%	14%
Indians/South Asians	10%	13%
Interviewed in Vietnamese	10%	7%
Contact Method Text	10%	3%
Interviewed in English	9%	89%
All People of Color	9%	83%
Four-year College or More	9%	52%
Four-year College Graduates	9%	32%
Post-Graduate Educated	9%	20%
Filipinos	9%	18%
Latinos	9%	13%
Asians/Pacific Islanders	8%	63%
Some College or Less	8%	45%
College-Educated Women	8%	26%
Homeowners	7%	60%
Lived in Milpitas 11-30 yrs	7%	48%
Lived in Milpitas 31+ yrs	7%	23%
HH Income \$90,000-\$120,000	7%	22%
Ages 40-49	7%	18%

BANNER OVERALL	Q6 TOO SLOW 9%	PERCENT OF SAMPLE 100%
Ages 75+	7%	6%
Contact Method Phone	6%	62%
Women	6%	49%
Ages 50-64	6%	20%
Women Ages 50+	6%	16%
Chinese	6%	15%
Interviewed on Cell Phone	5%	53%
Ages 50+	5%	37%
Women Ages 18-49	5%	30%
High School Educated	5%	23%
HH Income <\$90,000	5%	23%
Men Ages 50+	4%	21%
HH Income \$120,000-\$150,000	4%	20%
Ages 65+	4%	17%
Non-College Educated Women	3%	21%
Lived in Milpitas 7-10 yrs	3%	10%
Ages 65-74	2%	11%
Interviewed in Chinese	0%	3%
Interviewed in Spanish	0%	1%

BANNER	Q8	PERCENT
OVERALL	INCR GRT DEL	OF SAMPLE
	12%	100%
Contact Method Postcard	31%	4%
HH Income \$150,000+	25%	26%
Post-Graduate Educated	23%	20%
Lived in Milpitas 31+ yrs	19%	23%
Filipinos	18%	18%
College-Educated Men	17%	26%
Ages 50-64	17%	20%
Four-year College or More	15%	52%
Renters	15%	34%
Men Ages 50+	15%	21%
Lived in Milpitas <7 yrs	15%	19%
Indians/South Asians	15%	13%
Ages 65-74	15%	11%
Interviewed in English	14%	89%
Contact Method Online	14%	38%
Ages 50+	14%	37%
College-Educated Women	14%	26%
HH Income <\$90,000	14%	23%
Ages 40-49	14%	18%
Whites	14%	14%
African Americans	14%	2%
Men	13%	50%
Contact Method Email	13%	31%
Chinese	13%	15%
Lived in Milpitas 7-10 yrs	13%	10%
All People of Color	12%	83%
Asians/Pacific Islanders	12%	63%
Interviewed on Cell Phone	12%	53%
Women	12%	49%
Men Ages 18-49	12%	28%
High School Educated	12%	23%
Women Ages 50+	12%	16%
Contact Method Phone	11%	62%
Homeowners	11%	60%
Ages 18-49	11%	59%

BANNER	Q8	PERCENT
OVERALL	INCR GRT DEL	OF SAMPLE
	12%	100%
Women Ages 18-49	11%	30%
Ages 30-39	11%	24%
Ages 65+	11%	17%
Some College or Less	10%	45%
Four-year College Graduates	10%	32%
Non-College Educated Men	10%	23%
Non-College Educated Women	9%	21%
Lived in Milpitas 11-30 yrs	8%	48%
Ages 18-29	8%	17%
Some College Education	7%	22%
Interviewed on Landline	7%	9%
HH Income \$120,000-\$150,000	6%	20%
Interviewed in Vietnamese	5%	7%
Ages 75+	5%	6%
Contact Method Text	5%	3%
HH Income \$90,000-\$120,000	3%	22%
Latinos	3%	13%
Interviewed in Chinese	3%	3%
Interviewed in Spanish	0%	1%

BANNER	Q8	PERCENT
OVERALL	INCR LITTLE	OF SAMPLE
	30%	100%
Contact Method Text	71%	3%
Non-College Educated Women	44%	21%
Some College Education	43%	22%
Women Ages 50+	41%	16%
Lived in Milpitas 31+ yrs	38%	23%
HH Income \$120,000-\$150,000	38%	20%
Latinos	38%	13%
Lived in Milpitas 7-10 yrs	38%	10%
Interviewed in Vietnamese	37%	7%
Contact Method Online	36%	38%
Women	35%	49%
Some College or Less	35%	45%
Contact Method Email	35%	31%
Ages 18-29	35%	17%
Ages 50-64	34%	20%
Indians/South Asians	33%	13%
Ages 30-39	32%	24%
HH Income <\$90,000	32%	23%
Interviewed on Landline	32%	9%
All People of Color	31%	83%
Homeowners	31%	60%
Women Ages 18-49	31%	30%
Interviewed in Chinese	31%	3%
Interviewed in English	30%	89%
Asians/Pacific Islanders	30%	63%
Ages 18-49	30%	59%
Chinese	30%	15%
Ages 75+	30%	6%
Ages 50+	29%	37%
Men Ages 18-49	29%	28%
Lived in Milpitas 11-30 yrs	28%	48%
Renters	27%	34%
College-Educated Women	27%	26%
HH Income \$150,000+	27%	26%
High School Educated	27%	23%

BANNER	Q8	PERCENT
OVERALL	INCR LITTLE	OF SAMPLE
	30%	100%
Contact Method Phone	26%	62%
Four-year College Graduates	26%	32%
Non-College Educated Men	26%	23%
Contact Method Postcard	26%	4%
Interviewed on Cell Phone	25%	53%
Four-year College or More	25%	52%
Filipinos	25%	18%
Men	24%	50%
Ages 40-49	24%	18%
Post-Graduate Educated	23%	20%
Ages 65+	23%	17%
Whites	23%	14%
Interviewed in Spanish	23%	1%
College-Educated Men	22%	26%
Lived in Milpitas <7 yrs	20%	19%
HH Income \$90,000-\$120,000	18%	22%
Men Ages 50+	18%	21%
Ages 65-74	18%	11%
African Americans	16%	2%

BANNER	Q8	PERCENT
OVERALL	TOTAL INCR	OF SAMPLE
	43%	100%
Contact Method Text	76%	3%
Lived in Milpitas 31+ yrs	57%	23%
Contact Method Postcard	57%	4%
Women Ages 50+	54%	16%
HH Income \$150,000+	53%	26%
Non-College Educated Women	53%	21%
Ages 50-64	51%	20%
Lived in Milpitas 7-10 yrs	51%	10%
Contact Method Online	50%	38%
Some College Education	50%	22%
Contact Method Email	48%	31%
Indians/South Asians	48%	13%
Women	47%	49%
HH Income <\$90,000	46%	23%
Post-Graduate Educated	46%	20%
Some College or Less	45%	45%
HH Income \$120,000-\$150,000	44%	20%
Interviewed in English	43%	89%
All People of Color	43%	83%
Asians/Pacific Islanders	43%	63%
Ages 50+	43%	37%
Ages 30-39	43%	24%
Filipinos	43%	18%
Ages 18-29	43%	17%
Chinese	43%	15%
Ages 18-49	42%	59%
Renters	42%	34%
Women Ages 18-49	42%	30%
College-Educated Women	42%	26%
Interviewed in Vietnamese	42%	7%
Homeowners	41%	60%
Men Ages 18-49	41%	28%
Four-year College or More	40%	52%
High School Educated	40%	23%
Latinos	40%	13%

BANNER	Q8	PERCENT
OVERALL	TOTAL INCR	OF SAMPLE
	43%	100%
College-Educated Men	39%	26%
Ages 40-49	39%	18%
Interviewed on Landline	39%	9%
Contact Method Phone	38%	62%
Interviewed on Cell Phone	37%	53%
Men	37%	50%
Whites	37%	14%
Lived in Milpitas 11-30 yrs	36%	48%
Four-year College Graduates	36%	32%
Non-College Educated Men	35%	23%
Lived in Milpitas <7 yrs	35%	19%
Ages 75+	35%	6%
Men Ages 50+	34%	21%
Ages 65+	34%	17%
Interviewed in Chinese	34%	3%
Ages 65-74	33%	11%
African Americans	30%	2%
Interviewed in Spanish	23%	1%
HH Income \$90,000-\$120,000	21%	22%

BANNER OVERALL	Q8 SAME/TTL	PERCENT DECR OF SAMPLE
	45%	100%
Interviewed in Spanish	77%	1%
HH Income \$90,000-\$120,000	71%	22%
African Americans	66%	2%
Interviewed in Chinese	59%	3%
Lived in Milpitas 11-30 yrs	58%	48%
Non-College Educated Men	57%	23%
High School Educated	55%	23%
Contact Method Phone	53%	62%
Interviewed on Cell Phone	53%	53%
Four-year College Graduates	52%	32%
Ages 30-39	52%	24%
Men Ages 50+	52%	21%
Latinos	52%	13%
Ages 65-74	52%	11%
Interviewed on Landline	52%	9%
Men	51%	50%
Men Ages 18-49	51%	28%
Ages 65+	51%	17%
Homeowners	50%	60%
HH Income \$120,000-\$150,000	50%	20%
Filipinos	50%	18%
Ages 75+	50%	6%
Chinese	49%	15%
All People of Color	48%	83%
Asians/Pacific Islanders	48%	63%
Ages 18-49	48%	59%
Some College or Less	48%	45%
College-Educated Men	48%	26%
Ages 18-29	46%	17%
Women Ages 18-49	45%	30%
Interviewed in Vietnamese	45%	7%
Interviewed in English	44%	89%
Four-year College or More	44%	52%
HH Income <\$90,000	44%	23%
Ages 50+	43%	37%

BANNER OVERALL	Q8 SAME/TTL	PERCENT DECR OF SAMPLE
	45%	100%
Ages 40-49	43%	18%
Indians/South Asians	43%	13%
Renters	41%	34%
College-Educated Women	41%	26%
Women	40%	49%
Some College Education	40%	22%
Non-College Educated Women	38%	21%
Lived in Milpitas <7 yrs	37%	19%
Whites	37%	14%
Lived in Milpitas 7-10 yrs	37%	10%
Contact Method Email	36%	31%
Ages 50-64	36%	20%
Contact Method Online	33%	38%
Women Ages 50+	32%	16%
HH Income \$150,000+	31%	26%
Post-Graduate Educated	31%	20%
Lived in Milpitas 31+ yrs	29%	23%
Contact Method Postcard	23%	4%
Contact Method Text	10%	3%

BANNER	Q9	PERCENT
OVERALL	VERY SAT	OF SAMPLE
	19%	100%
African Americans	31%	2%
Ages 75+	27%	6%
Men Ages 18-49	26%	28%
Filipinos	25%	18%
Non-College Educated Men	24%	23%
Men	23%	50%
Lived in Milpitas 11-30 yrs	23%	48%
Whites	23%	14%
Latinos	23%	13%
Lived in Milpitas 7-10 yrs	23%	10%
Interviewed in Spanish	23%	1%
Contact Method Phone	22%	62%
Interviewed on Cell Phone	22%	53%
High School Educated	22%	23%
HH Income \$120,000-\$150,000	22%	20%
Ages 18-29	22%	17%
Some College or Less	21%	45%
College-Educated Men	21%	26%
Ages 65+	21%	17%
Interviewed in English	20%	89%
Homeowners	20%	60%
Ages 18-49	20%	59%
HH Income \$150,000+	20%	26%
Some College Education	20%	22%
Men Ages 50+	20%	21%
Ages 40-49	20%	18%
Interviewed on Landline	20%	9%
All People of Color	19%	83%
Ages 50+	19%	37%
Ages 30-39	19%	24%
HH Income \$90,000-\$120,000	19%	22%
Post-Graduate Educated	19%	20%
Asians/Pacific Islanders	18%	63%
Women Ages 50+	18%	16%
Four-year College or More	17%	52%

BANNER	Q9	PERCENT
OVERALL	VERY SAT	OF SAMPLE
	19%	100%
HH Income <\$90,000	17%	23%
Non-College Educated Women	17%	21%
Ages 50-64	17%	20%
Chinese	17%	15%
Indians/South Asians	17%	13%
Ages 65-74	17%	11%
Renters	16%	34%
Four-year College Graduates	16%	32%
Interviewed in Chinese	16%	3%
Women	15%	49%
Contact Method Email	15%	31%
Women Ages 18-49	15%	30%
Lived in Milpitas <7 yrs	15%	19%
Contact Method Online	14%	38%
Contact Method Text	14%	3%
College-Educated Women	13%	26%
Lived in Milpitas 31+ yrs	13%	23%
Contact Method Postcard	12%	4%
Interviewed in Vietnamese	10%	7%

BANNER	Q9	PERCENT
OVERALL	SMWT SAT	OF SAMPLE
	61%	100%
Interviewed in Vietnamese	78%	7%
Interviewed on Landline	74%	9%
Interviewed in Chinese	74%	3%
HH Income \$90,000-\$120,000	73%	22%
Contact Method Text	73%	3%
Ages 65-74	70%	11%
HH Income \$120,000-\$150,000	68%	20%
Indians/South Asians	68%	13%
Non-College Educated Women	67%	21%
Chinese	67%	15%
Lived in Milpitas 7-10 yrs	67%	10%
Asians/Pacific Islanders	65%	63%
Contact Method Phone	65%	62%
Women	65%	49%
Some College or Less	65%	45%
Women Ages 18-49	65%	30%
HH Income <\$90,000	65%	23%
Lived in Milpitas 31+ yrs	65%	23%
High School Educated	65%	23%
Some College Education	65%	22%
Interviewed on Cell Phone	64%	53%
Four-year College Graduates	64%	32%
Ages 65+	64%	17%
Homeowners	63%	60%
Lived in Milpitas 11-30 yrs	63%	48%
College-Educated Women	63%	26%
Non-College Educated Men	63%	23%
Ages 18-29	63%	17%
All People of Color	62%	83%
Women Ages 50+	62%	16%
Renters	61%	34%
Ages 40-49	61%	18%
Ages 18-49	60%	59%
Ages 50+	60%	37%
Interviewed in English	59%	89%

BANNER	Q9	PERCENT
OVERALL	SMWT SAT	OF SAMPLE
	61%	100%
Men Ages 50+	59%	21%
Interviewed in Spanish	58%	1%
Four-year College or More	57%	52%
Men	57%	50%
Ages 50-64	57%	20%
Ages 30-39	56%	24%
Whites	55%	14%
Contact Method Online	54%	38%
Men Ages 18-49	54%	28%
Filipinos	54%	18%
Latinos	54%	13%
Ages 75+	54%	6%
Contact Method Email	53%	31%
College-Educated Men	52%	26%
Lived in Milpitas <7 yrs	49%	19%
HH Income \$150,000+	48%	26%
Contact Method Postcard	47%	4%
Post-Graduate Educated	46%	20%
African Americans	40%	2%

BANNER	Q9	PERCENT
OVERALL	TOTAL SAT	OF SAMPLE
	80%	100%
Interviewed on Landline	94%	9%
HH Income \$90,000-\$120,000	92%	22%
HH Income \$120,000-\$150,000	91%	20%
Lived in Milpitas 7-10 yrs	90%	10%
Interviewed in Chinese	90%	3%
Interviewed in Vietnamese	88%	7%
Contact Method Phone	87%	62%
Non-College Educated Men	87%	23%
High School Educated	87%	23%
Ages 65-74	87%	11%
Interviewed on Cell Phone	86%	53%
Some College or Less	86%	45%
Contact Method Text	86%	3%
Lived in Milpitas 11-30 yrs	85%	48%
Some College Education	85%	22%
Ages 18-29	85%	17%
Ages 65+	85%	17%
Indians/South Asians	85%	13%
Homeowners	84%	60%
Non-College Educated Women	84%	21%
Chinese	84%	15%
Asians/Pacific Islanders	83%	63%
Ages 40-49	82%	18%
All People of Color	81%	83%
HH Income <\$90,000	81%	23%
Ages 75+	81%	6%
Interviewed in Spanish	81%	1%
Ages 18-49	80%	59%
Men	80%	50%
Women	80%	49%
Four-year College Graduates	80%	32%
Women Ages 18-49	80%	30%
Men Ages 18-49	80%	28%
Women Ages 50+	80%	16%
Interviewed in English	79%	89%

BANNER	Q9	PERCENT
OVERALL	TOTAL SAT	OF SAMPLE
	80%	100%
Ages 50+	79%	37%
Men Ages 50+	79%	21%
Filipinos	79%	18%
Lived in Milpitas 31+ yrs	78%	23%
Renters	77%	34%
Whites	77%	14%
Latinos	77%	13%
College-Educated Women	76%	26%
Ages 30-39	76%	24%
Ages 50-64	75%	20%
Four-year College or More	74%	52%
College-Educated Men	73%	26%
African Americans	72%	2%
Contact Method Online	68%	38%
Contact Method Email	68%	31%
HH Income \$150,000+	68%	26%
Post-Graduate Educated	64%	20%
Lived in Milpitas <7 yrs	63%	19%
Contact Method Postcard	59%	4%

BANNER	Q9	PERCENT
OVERALL	TOTAL DISSAT	OF SAMPLE
	15%	100%
Contact Method Postcard	32%	4%
African Americans	28%	2%
Post-Graduate Educated	26%	20%
Contact Method Online	22%	38%
Contact Method Email	22%	31%
Lived in Milpitas <7 yrs	21%	19%
HH Income \$150,000+	20%	26%
Ages 30-39	19%	24%
Interviewed in Spanish	19%	1%
Four-year College or More	18%	52%
College-Educated Women	18%	26%
Lived in Milpitas 31+ yrs	18%	23%
Ages 50-64	18%	20%
Women Ages 50+	18%	16%
Whites	18%	14%
Latinos	18%	13%
College-Educated Men	17%	26%
Ages 75+	17%	6%
Ages 50+	16%	37%
Renters	16%	34%
Interviewed in English	15%	89%
Women	15%	49%
Women Ages 18-49	15%	30%
HH Income <\$90,000	15%	23%
Men Ages 50+	15%	21%
All People of Color	14%	83%
Ages 18-49	14%	59%
Men	14%	50%
Ages 65+	14%	17%
Homeowners	13%	60%
Four-year College Graduates	13%	32%
Men Ages 18-49	13%	28%
Non-College Educated Women	13%	21%
Ages 40-49	13%	18%
Ages 65-74	13%	11%

BANNER	Q9	PERCENT
OVERALL	TOTAL DISSAT	OF SAMPLE
	15%	100%
Lived in Milpitas 11-30 yrs	12%	48%
High School Educated	12%	23%
Chinese	12%	15%
Asians/Pacific Islanders	11%	63%
Interviewed on Cell Phone	11%	53%
Some College or Less	11%	45%
Filipinos	11%	18%
Contact Method Phone	10%	62%
Non-College Educated Men	10%	23%
Some College Education	10%	22%
Interviewed in Vietnamese	10%	7%
HH Income \$120,000-\$150,000	8%	20%
Lived in Milpitas 7-10 yrs	8%	10%
Contact Method Text	8%	3%
Ages 18-29	7%	17%
Indians/South Asians	7%	13%
HH Income \$90,000-\$120,000	6%	22%
Interviewed on Landline	6%	9%
Interviewed in Chinese	3%	3%

BANNER OVERALL	Q13 YES 28%	PERCENT OF SAMPLE 100%
Interviewed in Spanish	51%	1%
Lived in Milpitas 7-10 yrs	42%	10%
Ages 75+	39%	6%
Men Ages 50+	38%	21%
Ages 65+	38%	17%
Ages 65-74	37%	11%
Contact Method Online	36%	38%
Contact Method Email	36%	31%
HH Income \$150,000+	36%	26%
College-Educated Men	36%	26%
Lived in Milpitas 31+ yrs	36%	23%
Contact Method Postcard	36%	4%
HH Income <\$90,000	34%	23%
Ages 18-29	34%	17%
Ages 50+	33%	37%
Post-Graduate Educated	32%	20%
Ages 40-49	32%	18%
Whites	32%	14%
Four-year College or More	31%	52%
Men	31%	50%
Four-year College Graduates	31%	32%
Ages 50-64	30%	20%
Lived in Milpitas <7 yrs	30%	19%
Interviewed in Vietnamese	30%	7%
Interviewed in Chinese	30%	3%
Contact Method Text	30%	3%
Homeowners	29%	60%
Latinos	29%	13%
Some College Education	28%	22%
Women Ages 50+	28%	16%
Interviewed in English	27%	89%
Non-College Educated Men	27%	23%
All People of Color	26%	83%
Men Ages 18-49	26%	28%
College-Educated Women	26%	26%

BANNER OVERALL	Q13 YES 28%	PERCENT OF SAMPLE 100%
Filipinos	26%	18%
Ages 18-49	25%	59%
Some College or Less	25%	45%
Indians/South Asians	25%	13%
Asians/Pacific Islanders	24%	63%
Women	24%	49%
Renters	24%	34%
Women Ages 18-49	24%	30%
Non-College Educated Women	24%	21%
African Americans	24%	2%
Contact Method Phone	23%	62%
Interviewed on Cell Phone	23%	53%
High School Educated	23%	23%
Chinese	22%	15%
Interviewed on Landline	22%	9%
Lived in Milpitas 11-30 yrs	21%	48%
HH Income \$90,000-\$120,000	19%	22%
HH Income \$120,000-\$150,000	17%	20%
Ages 30-39	14%	24%

BANNER OVERALL	Q13 NO 68%	PERCENT OF SAMPLE 100%
HH Income \$120,000-\$150,000	81%	20%
HH Income \$90,000-\$120,000	80%	22%
Ages 30-39	78%	24%
Interviewed on Landline	78%	9%
Contact Method Phone	77%	62%
Interviewed on Cell Phone	77%	53%
Lived in Milpitas 11-30 yrs	76%	48%
High School Educated	76%	23%
Chinese	76%	15%
African Americans	76%	2%
Renters	74%	34%
Women Ages 18-49	73%	30%
Non-College Educated Women	73%	21%
Asians/Pacific Islanders	72%	63%
Women	72%	49%
Indians/South Asians	72%	13%
Some College or Less	71%	45%
All People of Color	70%	83%
Ages 18-49	70%	59%
College-Educated Women	70%	26%
Non-College Educated Men	70%	23%
Interviewed in Vietnamese	70%	7%
Interviewed in Chinese	70%	3%
Latinos	69%	13%
Interviewed in English	68%	89%
Homeowners	68%	60%
Filipinos	68%	18%
Men Ages 18-49	67%	28%
Women Ages 50+	67%	16%
Some College Education	66%	22%
Ages 50-64	66%	20%
Men	65%	50%
Four-year College Graduates	65%	32%
Ages 40-49	65%	18%
Ages 18-29	65%	17%

BANNER OVERALL	Q13 NO 68%	PERCENT OF SAMPLE 100%
Whites	65%	14%
Four-year College or More	64%	52%
Ages 50+	63%	37%
Lived in Milpitas <7 yrs	63%	19%
HH Income <\$90,000	62%	23%
Post-Graduate Educated	62%	20%
Men Ages 50+	61%	21%
Ages 65+	61%	17%
Ages 65-74	61%	11%
Ages 75+	61%	6%
HH Income \$150,000+	59%	26%
College-Educated Men	59%	26%
Lived in Milpitas 31+ yrs	59%	23%
Lived in Milpitas 7-10 yrs	58%	10%
Contact Method Online	54%	38%
Contact Method Email	54%	31%
Contact Method Postcard	53%	4%
Contact Method Text	51%	3%
Interviewed in Spanish	49%	1%

BANNER	Q14	PERCENT
OVERALL	VERY SAT	OF SAMPLE
	36%	100%
Interviewed on Landline	64%	7%
Whites	50%	16%
Renters	47%	29%
College-Educated Women	47%	24%
Women Ages 50+	46%	16%
Ages 40-49	45%	21%
Women	44%	43%
Lived in Milpitas <7 yrs	44%	20%
Lived in Milpitas 7-10 yrs	43%	15%
Contact Method Phone	42%	51%
HH Income \$150,000+	42%	34%
Women Ages 18-49	42%	27%
Ages 18-29	42%	21%
Some College Education	41%	22%
Filipinos	41%	17%
Ages 18-49	40%	54%
Post-Graduate Educated	40%	23%
Non-College Educated Women	39%	19%
Interviewed on Cell Phone	38%	44%
Men Ages 18-49	38%	27%
HH Income \$90,000-\$120,000	38%	15%
Four-year College or More	37%	59%
Lived in Milpitas 31+ yrs	37%	30%
Interviewed in English	36%	87%
Four-year College Graduates	35%	36%
Ages 50-64	35%	21%
Ages 65-74	35%	14%
Asians/Pacific Islanders	34%	55%
Some College or Less	34%	41%
Interviewed in Vietnamese	34%	8%
All People of Color	33%	79%
Ages 50+	31%	44%
College-Educated Men	31%	33%
HH Income <\$90,000	31%	28%
Homeowners	30%	62%

BANNER	Q14	PERCENT
OVERALL	VERY SAT	OF SAMPLE
	36%	100%
Men	30%	55%
Latinos	30%	14%
Contact Method Online	29%	49%
Contact Method Email	29%	41%
Non-College Educated Men	29%	22%
Ages 65+	28%	23%
Contact Method Text	28%	3%
Lived in Milpitas 11-30 yrs	27%	35%
Ages 30-39	27%	13%
HH Income \$120,000-\$150,000	26%	12%
Interviewed in Spanish	26%	3%
High School Educated	25%	19%
Chinese	25%	12%
Contact Method Postcard	25%	5%
Interviewed in Chinese	24%	3%
Men Ages 50+	23%	28%
Indians/South Asians	20%	12%
Ages 75+	16%	9%
African Americans	0%	2%

BANNER	Q14	PERCENT
OVERALL	SMWT SAT	OF SAMPLE
	47%	100%
Ages 75+	76%	9%
Men Ages 50+	66%	28%
Non-College Educated Men	66%	22%
Interviewed in Chinese	66%	3%
African Americans	66%	2%
High School Educated	65%	19%
Chinese	62%	12%
Contact Method Text	62%	3%
Indians/South Asians	59%	12%
Ages 65+	58%	23%
Men	55%	55%
Some College or Less	54%	41%
Ages 50+	53%	44%
HH Income <\$90,000	53%	28%
HH Income \$90,000-\$120,000	53%	15%
Homeowners	52%	62%
Asians/Pacific Islanders	52%	55%
Contact Method Email	51%	41%
Contact Method Online	50%	49%
Lived in Milpitas 7-10 yrs	50%	15%
Ages 30-39	50%	13%
All People of Color	49%	79%
Interviewed on Cell Phone	49%	44%
College-Educated Men	49%	33%
Latinos	49%	14%
Lived in Milpitas 11-30 yrs	48%	35%
Lived in Milpitas 31+ yrs	48%	30%
HH Income \$120,000-\$150,000	48%	12%
Interviewed in Vietnamese	48%	8%
Interviewed in English	47%	87%
Ages 50-64	47%	21%
Ages 65-74	47%	14%
Men Ages 18-49	45%	27%
Some College Education	45%	22%
Contact Method Phone	44%	51%

BANNER	Q14	PERCENT
OVERALL	SMWT SAT	OF SAMPLE
	47%	100%
Four-year College Graduates	44%	36%
Filipinos	43%	17%
Four-year College or More	42%	59%
HH Income \$150,000+	42%	34%
Ages 18-29	42%	21%
Ages 18-49	41%	54%
Renters	41%	29%
Lived in Milpitas <7 yrs	41%	20%
Non-College Educated Women	40%	19%
Women Ages 18-49	39%	27%
Post-Graduate Educated	38%	23%
Whites	38%	16%
Interviewed in Spanish	37%	3%
Women	36%	43%
Ages 40-49	36%	21%
Contact Method Postcard	34%	5%
College-Educated Women	32%	24%
Women Ages 50+	31%	16%
Interviewed on Landline	17%	7%

BANNER	Q14	PERCENT
OVERALL	TOTAL SAT	OF SAMPLE
	83%	100%
Non-College Educated Men	95%	22%
Lived in Milpitas 7-10 yrs	93%	15%
HH Income \$90,000-\$120,000	91%	15%
Ages 75+	91%	9%
Contact Method Text	90%	3%
Interviewed in Chinese	90%	3%
Men Ages 50+	89%	28%
High School Educated	89%	19%
Some College or Less	88%	41%
Renters	88%	29%
Whites	88%	16%
Interviewed on Cell Phone	87%	44%
Chinese	87%	12%
Men	86%	55%
Asians/Pacific Islanders	86%	55%
Contact Method Phone	86%	51%
Ages 65+	86%	23%
Some College Education	86%	22%
Lived in Milpitas 31+ yrs	85%	30%
Filipinos	85%	17%
Ages 50+	84%	44%
HH Income \$150,000+	84%	34%
HH Income <\$90,000	84%	28%
Ages 18-29	84%	21%
Lived in Milpitas <7 yrs	84%	20%
Interviewed in English	83%	87%
Men Ages 18-49	83%	27%
Ages 50-64	83%	21%
Ages 65-74	83%	14%
All People of Color	82%	79%
Homeowners	82%	62%
Interviewed in Vietnamese	82%	8%
Ages 18-49	81%	54%
Contact Method Email	81%	41%
Women Ages 18-49	81%	27%

BANNER	Q14	PERCENT
OVERALL	TOTAL SAT	OF SAMPLE
	83%	100%
Interviewed on Landline	81%	7%
College-Educated Men	80%	33%
Ages 40-49	80%	21%
Four-year College or More	79%	59%
Contact Method Online	79%	49%
Women	79%	43%
Four-year College Graduates	79%	36%
College-Educated Women	79%	24%
Post-Graduate Educated	79%	23%
Non-College Educated Women	79%	19%
Latinos	79%	14%
Indians/South Asians	79%	12%
Women Ages 50+	77%	16%
Ages 30-39	77%	13%
Lived in Milpitas 11-30 yrs	75%	35%
HH Income \$120,000-\$150,000	74%	12%
African Americans	66%	2%
Interviewed in Spanish	63%	3%
Contact Method Postcard	59%	5%

BANNER	Q14	PERCENT
OVERALL	TOTAL DISSAT	OF SAMPLE
	16%	100%
Contact Method Postcard	41%	5%
Interviewed in Spanish	37%	3%
African Americans	34%	2%
HH Income \$120,000-\$150,000	26%	12%
Lived in Milpitas 11-30 yrs	23%	35%
Ages 30-39	23%	13%
Women Ages 50+	22%	16%
College-Educated Women	21%	24%
Latinos	21%	14%
Contact Method Online	20%	49%
Women	20%	43%
Post-Graduate Educated	20%	23%
Ages 40-49	20%	21%
Non-College Educated Women	20%	19%
Indians/South Asians	20%	12%
Four-year College or More	19%	59%
College-Educated Men	19%	33%
Women Ages 18-49	19%	27%
Interviewed on Landline	19%	7%
Ages 18-49	18%	54%
Contact Method Email	18%	41%
Four-year College Graduates	18%	36%
Interviewed in Vietnamese	18%	8%
All People of Color	17%	79%
Homeowners	17%	62%
Men Ages 18-49	17%	27%
Ages 65-74	17%	14%
Interviewed in English	16%	87%
HH Income \$150,000+	16%	34%
Lived in Milpitas <7 yrs	16%	20%
Filipinos	15%	17%
Ages 50+	14%	44%
Lived in Milpitas 31+ yrs	14%	30%
Ages 65+	14%	23%
Ages 50-64	14%	21%

BANNER	Q14	PERCENT
OVERALL	TOTAL DISSAT	OF SAMPLE
	16%	100%
Men	13%	55%
Asians/Pacific Islanders	13%	55%
Contact Method Phone	13%	51%
Some College Education	13%	22%
Ages 18-29	13%	21%
Interviewed on Cell Phone	12%	44%
Some College or Less	12%	41%
HH Income <\$90,000	12%	28%
High School Educated	11%	19%
Renters	10%	29%
Whites	10%	16%
Interviewed in Chinese	10%	3%
Contact Method Text	10%	3%
Men Ages 50+	9%	28%
Ages 75+	9%	9%
Chinese	7%	12%
HH Income \$90,000-\$120,000	6%	15%
Non-College Educated Men	5%	22%
Lived in Milpitas 7-10 yrs	5%	15%

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Table 100:	Q17f. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : A printed newsletter sent to your home, Connected	202
Table 101:	Q17g. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : Outdoor signage at the library, City Hall, or sports center	204
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Table 103:	Q17i. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : An e-newsletter from your City, Milpitas Matters	208
Table 104:	Q17j. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : Information from an elected official	210
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Table 107:	Q17m. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : A post on Nextdoor.com	216
Table 108:	Q17n. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : Ethnic radio or newspaper	218
Table 109:	Q17o. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : An electronic sign on Calaveras Road	220
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Table 1: QA. CELL PHONE

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	372	318	54	81	78	71	74	34	23	231	132	58	53	47	10	58	56	58	245	317		
Yes, cell and can talk safely	85	100	0	86	95	95	76	79	63	92	75	72	85	76	86	76	91	100	88	85		
No, not on cell	15	0	100	14	5	5	24	21	37	8	25	28	15	24	14	24	9	0	12	15		
	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	372	197	175	111	75	119	60	186	179	110	226	336	26	37	62	99	231	23	42	98	140	196
Yes, cell and can talk safely	85	85	86	77	88	91	87	81	89	83	87	86	96	86	87	87	86	74	91	82	85	86
No, not on cell	15	15	14	23	12	9	13	19	11	17	13	14	4	14	13	13	14	26	9	18	15	14
	Q9 QUALITY OF CITY SERVICES				Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME					
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+	
Base	372	81	242	323	38	85	286	36	38	74	11	68	31	203	69	237	128	106	97	88	76	
Yes, cell and can talk safely	85	87	84	84	91	86	85	78	95	87	79	88	100	86	76	87	85	78	87	87	92	
No, not on cell	15	13	16	16	9	14	15	22	5	13	21	12	0	14	24	13	15	22	13	13	8	
	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT					
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B		
Base	372	119	72	112	60	100	86	90	89	304	8	43	17	372	0	0	0	0	189	184		
Yes, cell and can talk safely	85	89	79	95	69	83	79	86	93	85	85	85	91	85	0	0	0	0	89	82		
No, not on cell	15	11	21	5	31	17	21	14	7	15	15	15	9	15	0	0	0	0	11	18		

Table 2: QB. AGE

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
18-49	59	67	35	100	100	100	0	0	0	100	0	0	51	69	48	59	53	69	58	60		
18-24	9	11	13	53	0	0	0	0	0	15	0	0	4	8	18	13	5	9	11	10		
25-29	8	11	9	47	0	0	0	0	0	14	0	0	8	11	7	2	9	6	8	8		
30-34	11	9	5	0	45	0	0	0	0	18	0	0	11	16	12	9	11	11	9	11		
35-39	13	14	2	0	55	0	0	0	0	23	0	0	9	14	5	16	12	20	14	14		
40-44	9	10	3	0	0	50	0	0	0	15	0	0	11	12	6	7	5	12	6	8		
45-49	9	11	3	0	0	50	0	0	0	15	0	0	8	8	0	13	11	11	10	9		
50+	37	31	62	0	0	0	100	100	100	0	100	100	48	29	43	34	45	27	37	36		
50-54	10	10	13	0	0	0	50	0	0	0	27	0	8	5	3	9	17	5	12	11		
55-59	4	4	3	0	0	0	19	0	0	0	10	0	3	5	0	3	2	3	4	4		
60-64	6	4	16	0	0	0	31	0	0	0	17	0	7	7	13	8	3	8	6	6		
65-74	11	9	14	0	0	0	0	100	0	0	29	63	20	3	23	12	15	8	10	9		
75 and over	6	5	16	0	0	0	0	0	100	0	17	37	11	9	5	2	8	3	5	6		
DK/NA	4	2	3	0	0	0	0	0	0	0	0	0	0	2	9	7	2	5	4	4		
DK/NA	4	2	3	0	0	0	0	0	0	0	0	0	0	2	9	7	2	5	4	4		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
18-49	59	56	62	52	60	64	60	56	63	52	61	58	61	36	61	52	61	72	52	60	58	62
18-24	9	9	8	15	14	7	1	14	5	10	8	9	9	8	10	9	9	8	5	12	10	8
25-29	8	10	7	7	6	12	8	6	10	8	8	8	7	5	3	4	10	14	5	8	7	9
30-34	11	13	9	11	7	13	11	9	13	10	11	10	11	5	11	9	12	13	5	9	8	15
35-39	13	12	15	8	17	11	17	13	14	7	15	12	17	5	15	11	13	23	17	16	16	13
40-44	9	8	10	2	8	10	14	5	12	7	10	9	7	8	12	11	7	7	12	5	7	8
45-49	9	5	13	10	8	11	8	9	10	10	9	9	10	6	10	8	10	7	9	9	9	9
50+	37	41	33	47	37	33	39	42	35	44	35	38	36	59	32	42	37	21	43	35	37	35
50-54	10	11	9	18	6	6	12	12	9	8	11	10	11	10	5	7	13	9	17	8	11	9
55-59	4	4	3	3	4	4	4	3	4	3	4	3	7	5	6	6	3	1	3	7	6	2
60-64	6	6	7	9	6	5	7	8	5	7	6	7	3	12	4	7	6	4	8	7	7	5
65-74	11	13	8	8	14	11	12	11	11	16	9	11	11	20	8	12	12	3	12	6	8	12
75 and over	6	7	5	9	7	6	5	8	5	10	5	7	5	12	9	10	4	5	2	6	5	7
DK/NA	4	3	5	2	3	3	2	2	2	4	4	4	3	5	7	6	1	7	5	5	5	2
DK/NA	4	3	5	2	3	3	2	2	2	4	4	4	3	5	7	6	1	7	5	5	5	2

Table 2: QB. AGE

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K-\$120K	\$120K-\$150K	\$150K+
	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157
18-49	59	63	58	59	56	54	61	60	48	53	60	77	63	64	33	54	64	58	61	54	66
18-24	9	10	10	10	2	13	8	14	14	14	4	8	19	11	1	6	12	18	10	6	3
25-29	8	9	7	8	6	8	9	11	4	7	13	11	0	11	3	6	10	7	13	6	9
30-34	11	12	10	10	11	4	13	3	4	3	8	18	3	11	8	8	14	15	10	11	9
35-39	13	12	12	12	20	8	15	7	9	8	10	21	15	11	12	13	13	4	12	18	21
40-44	9	10	8	9	12	11	8	14	8	11	13	15	17	8	4	9	10	4	8	5	14
45-49	9	9	10	10	5	9	9	11	7	9	12	4	9	12	5	11	7	9	9	8	11
50+	37	37	37	37	42	44	34	39	50	45	39	18	37	33	62	42	31	40	38	42	28
50-54	10	10	9	9	11	6	12	12	1	6	7	4	19	9	13	9	13	8	11	12	7
55-59	4	4	4	4	3	7	3	2	13	8	1	1	0	5	6	6	0	4	3	4	5
60-64	6	5	6	6	11	8	5	7	8	7	11	5	3	5	11	7	5	6	6	5	7
65-74	11	10	12	12	10	14	10	14	14	14	15	6	9	8	22	12	10	15	10	13	8
75 and over	6	9	6	6	7	9	6	4	14	10	5	2	5	7	9	8	2	9	7	8	1
DK/NA	4	0	5	4	2	2	5	1	2	2	1	5	1	3	5	4	5	2	1	4	5
DK/NA	4	0	5	4	2	2	5	1	2	2	1	5	1	3	5	4	5	2	1	4	5

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD					A/B SPLIT	
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300
18-49	59	100	0	100	0	57	55	57	68	59	80	56	62	62	53	74	33	54	59	59
18-24	9	17	0	13	0	18	10	2	7	8	8	19	11	11	6	0	8	5	9	9
25-29	8	17	0	11	0	9	3	10	10	8	0	10	5	11	5	0	0	4	8	8
30-34	11	23	0	14	0	12	6	14	12	11	19	7	9	9	15	9	6	14	12	9
35-39	13	21	0	25	0	8	18	13	14	14	0	6	5	12	11	47	12	15	12	15
40-44	9	15	0	16	0	5	4	12	12	9	35	3	7	9	8	18	8	9	10	8
45-49	9	8	0	22	0	4	14	5	14	8	18	11	26	10	9	0	0	8	8	10
50+	37	0	100	0	100	41	42	43	28	37	20	35	38	35	42	23	34	39	37	37
50-54	10	0	26	0	28	12	12	9	8	10	0	13	12	10	10	6	0	9	10	10
55-59	4	0	10	0	10	3	4	5	3	4	11	6	2	4	4	1	6	4	4	3
60-64	6	0	14	0	20	8	7	4	7	7	4	0	7	6	8	3	0	7	5	7
65-74	11	0	32	0	25	12	9	15	8	12	5	2	8	9	12	10	28	13	11	10
75 and over	6	0	18	0	16	6	10	9	2	6	0	13	9	6	7	2	0	6	6	7
DK/NA	4	0	0	0	0	2	2	1	4	4	0	9	0	3	5	3	32	6	4	4
DK/NA	4	0	0	0	0	2	2	1	4	4	0	9	0	3	5	3	32	6	4	4

Table 3: QC. RACE/ETHNICITY

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPINO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
<u>WHITE</u>	14	14	15	10	12	14	12	26	25	12	18	25	100	0	0	0	0	0	0	0		
Caucasian/White	14	14	15	10	12	14	12	26	25	12	18	25	100	0	0	0	0	0	0	0		
<u>PEOPLE OF COLOR</u>	83	85	85	88	86	81	85	73	74	85	80	73	0	100	100	100	100	100	100	100		
Latino/Hispanic	13	11	20	15	16	14	11	4	19	15	10	9	0	100	0	0	0	0	0	16		
African American/Black	2	3	3	3	2	1	2	5	2	2	3	3	0	0	100	0	0	0	0	3		
Chinese	15	14	26	13	15	17	15	17	4	15	14	12	0	0	0	100	0	0	24	18		
Filipino	18	16	10	15	17	16	20	25	22	16	22	24	0	0	0	0	100	0	29	22		
Indian or South Asian	13	18	0	11	17	16	11	9	5	15	9	8	0	0	0	0	0	100	21	16		
Japanese	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1		
Korean	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Vietnamese	16	19	18	26	13	7	23	7	21	15	18	12	0	0	0	0	0	0	26	19		
Multiracial	1	1	1	2	1	2	0	2	1	1	1	2	0	0	0	0	0	0	0	1		
Some other background	4	2	7	1	5	8	3	4	0	5	3	3	0	0	0	0	0	0	0	5		
<u>RATHER NOT SAY</u>	3	1	0	2	2	4	2	1	1	3	2	1	0	0	0	0	0	0	0	0		
Rather not say	3	1	0	2	2	4	2	1	1	3	2	1	0	0	0	0	0	0	0	0		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
<u>WHITE</u>	14	14	14	10	15	13	23	12	17	20	12	14	16	30	16	21	9	16	16	11	12	11
Caucasian/White	14	14	14	10	15	13	23	12	17	20	12	14	16	30	16	21	9	16	16	11	12	11
<u>PEOPLE OF COLOR</u>	83	84	83	90	82	84	74	86	80	78	85	83	80	66	79	74	89	82	77	87	84	88
Latino/Hispanic	13	10	16	18	15	14	2	17	10	12	12	12	16	12	15	14	13	13	3	16	12	15
African American/Black	2	2	2	6	2	1	1	4	1	3	2	2	4	6	4	4	1	4	2	1	1	3
Chinese	15	15	15	15	12	16	13	13	15	11	16	15	15	2	21	14	16	10	16	15	15	16
Filipino	18	21	15	15	24	20	12	20	17	13	21	19	9	12	8	9	24	20	26	15	18	20
Indian or South Asian	13	15	11	15	11	9	21	13	14	17	12	13	11	15	12	13	13	16	16	14	15	12
Japanese	0	0	1	0	2	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	1
Korean	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Vietnamese	16	16	17	18	11	20	12	14	17	15	18	17	10	12	13	12	16	15	4	19	14	17
Multiracial	1	2	1	1	2	1	1	1	1	2	1	1	3	2	2	2	1	1	2	1	1	1
Some other background	4	3	5	2	2	2	12	2	6	4	3	3	12	6	5	5	4	2	8	5	6	2
<u>RATHER NOT SAY</u>	3	2	3	1	4	3	3	2	3	2	3	3	4	4	5	5	2	2	7	2	4	1
Rather not say	3	2	3	1	4	3	3	2	3	2	3	3	4	4	5	5	2	2	7	2	4	1

Table 3: QC. RACE/ETHNICITY

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K-\$120K	\$120K-\$150K	\$150K+
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157
WHITE	14	17	13	14	18	16	13	22	13	17	9	19	17	11	16	13	17	16	10	13	15
Caucasian/White	14	17	13	14	18	16	13	22	13	17	9	19	17	11	16	13	17	16	10	13	15
PEOPLE OF COLOR	83	82	85	84	77	79	85	73	81	78	84	78	81	87	79	85	82	82	89	87	82
Latino/Hispanic	13	16	12	13	16	14	13	11	14	13	18	15	12	14	11	11	18	18	18	8	7
African American/Black	2	4	1	2	4	2	2	0	3	2	4	4	4	1	3	2	3	6	1	1	1
Chinese	15	13	17	16	12	12	17	9	16	13	5	10	17	15	16	17	13	11	16	14	19
Filipino	18	24	16	18	14	17	18	19	15	17	16	9	24	21	18	16	21	16	16	27	13
Indian or South Asian	13	11	15	14	7	12	14	6	15	11	14	24	10	12	7	13	15	11	12	11	21
Japanese	0	0	1	1	0	0	0	1	0	0	0	0	0	1	0	0	1	1	0	0	0
Korean	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0
Vietnamese	16	10	19	17	14	14	17	17	15	16	8	10	8	21	15	20	7	11	24	20	14
Multiracial	1	1	1	1	2	2	1	4	1	2	2	0	0	2	2	1	1	3	0	1	1
Some other background	4	4	3	4	8	6	3	6	3	4	17	5	6	2	7	5	3	4	2	4	6
RATHER NOT SAY	3	1	3	2	5	5	2	5	6	5	6	4	2	2	4	3	1	2	1	0	2
Rather not say	3	1	3	2	5	5	2	5	6	5	6	4	2	2	4	3	1	2	1	0	2

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD					A/B SPLIT	
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300
WHITE	14	12	18	13	20	9	15	19	15	16	0	0	0	14	15	11	6	14	14	14
Caucasian/White	14	12	18	13	20	9	15	19	15	16	0	0	0	14	15	11	6	14	14	14
PEOPLE OF COLOR	83	86	82	84	79	90	82	78	83	81	100	100	100	85	78	84	94	80	83	83
Latino/Hispanic	13	12	6	18	15	13	20	8	12	13	100	0	0	12	16	1	8	14	13	13
African American/Black	2	2	3	2	1	4	3	1	1	2	0	0	0	3	1	0	4	1	1	3
Chinese	15	15	15	15	12	16	11	14	16	14	0	0	100	16	12	17	38	14	15	15
Filipino	18	20	24	13	20	23	17	19	15	20	0	0	0	15	26	0	25	23	18	18
Indian or South Asian	13	19	10	11	9	14	11	16	12	15	0	0	0	16	5	40	0	9	13	13
Japanese	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0	0	0	0	1	0
Korean	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Vietnamese	16	13	18	17	18	13	16	16	18	10	0	100	0	19	13	7	0	12	16	16
Multiracial	1	2	2	1	0	2	2	2	1	1	0	0	0	1	1	0	8	1	1	1
Some other background	4	3	2	6	4	3	1	3	9	5	0	0	0	3	3	19	12	5	5	3
RATHER NOT SAY	3	2	1	3	2	1	3	3	2	3	0	0	0	1	7	5	0	7	3	3
Rather not say	3	2	1	3	2	1	3	3	2	3	0	0	0	1	7	5	0	7	3	3

Table 4: QD. GENDER

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
Men	50	53	55	55	51	37	52	61	58	48	56	60	50	39	57	49	59	56	54	51		
Women	49	47	45	42	49	63	47	39	42	51	44	40	50	61	43	49	41	42	46	49		
Non-binary	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0		
Rather not say	1	0	0	1	0	0	1	0	0	1	1	0	0	0	0	0	0	2	0	0		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
Men	50	100	0	53	50	49	51	51	50	51	49	50	46	40	45	44	50	65	53	40	44	57
Women	49	0	100	45	50	50	48	48	50	49	50	49	50	58	53	55	49	33	46	58	54	43
Non-binary	0	0	0	0	0	1	0	0	0	0	0	0	2	2	0	1	0	0	0	0	0	0
Rather not say	1	0	0	2	0	1	0	1	0	0	1	1	2	0	1	1	1	2	1	2	2	0

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157
Men	50	61	47	50	47	55	48	47	65	57	46	65	37	50	44	50	51	56	47	43	60
Women	49	39	52	49	52	43	52	53	33	41	54	33	63	49	56	49	48	43	53	57	38
Non-binary	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0
Rather not say	1	0	1	1	1	1	0	0	2	1	0	2	0	0	0	1	0	0	0	0	2

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD					A/B SPLIT		
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300
Men	50	100	100	0	0	100	0	100	0	50	31	56	42	53	40	84	40	45	50	50
Women	49	0	0	100	100	0	100	0	100	49	69	44	58	47	57	14	60	52	49	49
Non-binary	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0
Rather not say	1	0	0	0	0	0	0	0	0	1	0	0	0	0	2	1	0	2	1	1

Table 5: QE. EDUCATION

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
<u>NON-COLLEGE</u>	45	47	65	54	41	33	52	45	56	43	51	49	39	57	76	40	49	45	44	46		
Less than high school	1	0	10	0	2	0	4	0	0	1	2	0	0	3	0	3	0	0	1	2		
High school graduate	22	27	38	28	17	14	30	17	32	19	27	22	16	28	61	20	19	26	22	23		
Vocational or technical school	6	6	1	4	10	6	4	6	3	7	4	5	6	6	8	3	14	3	6	6		
Some college, but no degree	9	7	9	15	3	6	9	14	15	8	12	14	10	14	0	5	12	9	9	9		
Associate degree	7	7	7	7	9	6	5	8	6	8	6	7	8	6	8	9	5	7	6	6		
<u>COLLEGE+</u>	52	50	35	46	56	62	48	55	44	55	49	51	61	39	24	53	48	55	52	50		
Four-year college degree	32	34	20	35	33	37	25	34	29	35	28	32	29	35	13	35	35	23	34	32		
Graduate school	20	16	15	10	24	25	23	21	14	20	21	19	32	3	11	18	13	32	18	18		
<u>RATHER NOT SAY</u>	3	2	0	0	2	5	0	0	0	2	0	0	0	4	0	7	3	0	4	3		
Rather not say	3	2	0	0	2	5	0	0	0	2	0	0	0	4	0	7	3	0	4	3		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
<u>NON-COLLEGE</u>	45	46	44	100	100	0	0	100	0	52	41	44	47	52	44	47	44	43	35	52	47	47
Less than high school	1	1	2	6	0	0	0	3	0	0	1	1	0	0	2	1	1	0	0	3	2	1
High school graduate	22	23	19	94	0	0	0	48	0	30	17	21	28	20	16	17	26	13	23	18	19	27
Vocational or technical school	6	7	5	0	27	0	0	13	0	3	8	6	3	8	8	8	4	11	4	9	7	6
Some college, but no degree	9	10	9	0	42	0	0	21	0	9	10	9	9	14	14	14	7	12	4	16	12	7
Associate degree	7	5	8	0	31	0	0	15	0	10	6	7	7	11	5	7	7	7	4	7	6	6
<u>COLLEGE+</u>	52	52	53	0	0	100	100	0	100	44	56	53	53	46	52	50	53	55	64	43	49	51
Four-year college degree	32	31	33	0	0	100	0	0	62	27	35	33	32	23	25	24	37	33	27	28	27	37
Graduate school	20	20	20	0	0	0	100	0	38	18	21	20	21	24	27	26	16	22	37	15	22	14
<u>RATHER NOT SAY</u>	3	2	4	0	0	0	0	0	0	4	3	3	0	1	4	3	3	2	1	5	4	2
Rather not say	3	2	4	0	0	0	0	0	0	4	3	3	0	1	4	3	3	2	1	5	4	2

Table 5: QE. EDUCATION

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157
<u>NON-COLLEGE</u>	45	49	48	48	35	41	47	39	47	43	30	33	59	46	47	43	47	66	44	43	26
Less than high school	1	2	1	2	0	0	2	0	0	0	0	3	0	1	2	1	1	2	2	2	0
High school graduate	22	24	23	23	19	19	24	13	26	20	12	21	26	26	12	21	24	42	17	17	10
Vocational or technical school	6	6	6	6	5	7	5	6	7	7	7	1	15	6	7	5	6	7	6	5	6
Some college, but no degree	9	7	11	10	6	9	9	5	13	9	5	5	14	8	14	9	9	8	13	9	6
Associate degree	7	10	6	7	5	7	7	14	2	7	6	3	5	6	13	7	7	5	7	8	5
<u>COLLEGE+</u>	52	46	49	48	64	59	49	61	52	56	70	63	35	50	52	55	47	34	55	55	71
Four-year college degree	32	27	34	32	29	36	30	35	33	34	41	32	25	36	25	34	27	26	40	36	33
Graduate school	20	20	15	16	36	23	18	26	18	22	29	31	10	14	27	21	21	9	15	19	38
<u>RATHER NOT SAY</u>	3	4	4	4	1	1	4	0	1	1	0	4	6	3	1	2	6	0	1	3	3
Rather not say	3	4	4	4	1	1	4	0	1	1	0	4	6	3	1	2	6	0	1	3	3

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT		
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300
<u>NON-COLLEGE</u>	45	46	46	39	56	100	100	0	0	45	37	47	39	50	40	13	33	36	44	45
Less than high school	1	0	2	1	2	2	4	0	0	1	0	0	0	1	1	0	0	1	0	3
High school graduate	22	22	26	16	27	51	45	0	0	21	0	32	28	28	12	5	5	11	22	21
Vocational or technical school	6	9	4	6	4	15	12	0	0	6	26	0	4	5	7	5	6	7	6	6
Some college, but no degree	9	10	9	6	14	21	20	0	0	9	4	9	4	8	13	2	18	12	10	8
Associate degree	7	6	4	9	8	11	19	0	0	7	6	6	3	7	7	0	3	6	6	7
<u>COLLEGE+</u>	52	52	54	58	44	0	0	100	100	52	63	44	61	48	57	87	35	58	52	52
Four-year college degree	32	32	30	37	26	0	0	60	62	30	63	42	56	32	34	23	16	32	32	32
Graduate school	20	19	23	21	19	0	0	40	38	22	0	3	5	16	22	64	19	26	20	20
<u>RATHER NOT SAY</u>	3	2	0	3	0	0	0	0	0	3	0	9	0	2	4	0	32	5	4	3
Rather not say	3	2	0	3	0	0	0	0	0	3	0	9	0	2	4	0	32	5	4	3

Table 6: Q1. Please tell me how satisfied you are with the overall quality of life in Milpitas.

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
<u>TOTAL SATISFIED</u>	88	91	88	89	84	90	89	89	93	87	90	90	88	84	83	86	91	92	91	88		
Very satisfied	25	29	35	28	17	24	23	39	39	23	30	39	36	24	39	19	19	34	23	24		
Somewhat satisfied	63	62	54	61	66	66	66	50	54	65	59	51	52	60	44	67	72	58	67	64		
<u>TOTAL DISSATISFIED</u>	10	8	2	9	12	10	10	10	7	10	10	9	12	13	17	10	5	8	7	10		
Somewhat dissatisfied	9	7	2	7	10	8	8	9	6	9	8	8	7	10	17	10	5	8	7	9		
Very dissatisfied	2	1	0	2	2	2	2	1	1	2	2	1	4	3	0	0	0	0	0	1		
<u>DK/NA</u>	2	2	10	2	4	0	1	1	0	2	1	1	0	3	0	4	4	0	2	2		
DK/NA	2	2	10	2	4	0	1	1	0	2	1	1	0	3	0	4	4	0	2	2		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
<u>TOTAL SATISFIED</u>	88	88	89	84	91	90	88	87	89	100	100	100	0	78	81	80	93	87	72	83	80	97
Very satisfied	25	26	25	33	26	21	22	30	22	100	0	29	0	23	16	19	28	32	12	19	17	31
Somewhat satisfied	63	62	63	51	64	69	66	57	68	0	100	71	0	55	65	61	65	55	61	64	63	65
<u>TOTAL DISSATISFIED</u>	10	9	10	12	9	10	11	11	10	0	0	0	100	22	16	18	6	13	26	12	16	3
Somewhat dissatisfied	9	8	8	11	7	8	9	9	8	0	0	0	84	19	15	16	4	10	26	10	15	2
Very dissatisfied	2	1	2	1	1	2	2	1	2	0	0	0	16	4	1	2	1	2	1	2	1	1
<u>DK/NA</u>	2	3	1	4	1	0	1	2	0	0	0	0	0	0	3	2	1	0	1	5	4	0
DK/NA	2	3	1	4	1	0	1	2	0	0	0	0	0	0	3	2	1	0	1	5	4	0

Table 6: Q1. Please tell me how satisfied you are with the overall quality of life in Milpitas.

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157
<u>TOTAL SATISFIED</u>	88	92	94	93	60	86	90	98	85	90	65	91	95	86	87	88	89	86	94	90	85
Very satisfied	25	52	22	29	9	26	26	50	12	29	12	33	19	24	25	24	28	36	21	23	24
Somewhat satisfied	63	40	72	64	51	60	64	48	72	62	54	59	75	62	62	64	60	50	74	68	61
<u>TOTAL DISSATISFIED</u>	10	2	5	5	39	14	7	2	15	10	35	9	5	12	11	10	10	12	6	5	14
Somewhat dissatisfied	9	2	5	4	31	11	7	2	12	8	25	6	3	11	9	8	8	10	6	4	13
Very dissatisfied	2	0	1	1	7	3	1	0	3	2	9	3	2	1	2	2	2	2	0	1	1
<u>DK/NA</u>	2	5	1	2	1	0	3	0	0	0	0	0	0	3	2	2	1	2	0	5	1
DK/NA	2	5	1	2	1	0	3	0	0	0	0	0	0	3	2	2	1	2	0	5	1

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT		
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300
<u>TOTAL SATISFIED</u>	88	87	90	88	90	89	86	90	90	87	100	95	100	90	87	77	76	85	88	88
Very satisfied	25	22	30	24	30	27	33	24	20	24	38	41	25	30	20	12	10	19	25	25
Somewhat satisfied	63	66	60	64	60	61	53	66	70	63	62	55	75	61	66	66	65	66	63	63
<u>TOTAL DISSATISFIED</u>	10	9	9	11	10	9	12	10	10	11	0	5	0	7	13	23	24	15	10	10
Somewhat dissatisfied	9	8	8	9	7	9	10	8	8	9	0	5	0	6	11	17	21	12	9	9
Very dissatisfied	2	2	1	2	3	0	2	2	2	2	0	0	0	1	3	6	3	3	2	2
<u>DK/NA</u>	2	4	1	1	0	2	2	1	0	2	0	0	0	3	0	0	0	0	2	2
DK/NA	2	4	1	1	0	2	2	1	0	2	0	0	0	3	0	0	0	0	2	2

Table 7: Q2a. Would you say you generally approve or disapprove of the job that _____ is doing? : Milpitas City government overall

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
<u>TOTAL APPROVE</u>	80	85	88	81	73	85	81	86	84	79	83	86	78	85	77	80	79	84	82	81		
Strongly approve	20	25	29	21	21	25	16	21	23	22	19	22	16	23	49	20	21	26	20	22		
Somewhat approve	60	60	59	59	53	60	65	65	61	57	64	64	62	62	28	59	57	58	62	60		
<u>TOTAL DISAPPROVE</u>	12	9	10	12	15	8	13	11	5	12	11	9	17	7	14	17	7	9	10	11		
Somewhat disapprove	10	8	5	6	14	6	10	10	4	9	9	8	13	3	6	14	7	8	9	8		
Strongly disapprove	2	1	6	6	0	2	3	1	1	3	2	1	4	3	8	2	0	2	2	2		
<u>DK/NA</u>	8	7	2	7	12	6	6	3	10	9	6	5	5	9	9	4	15	7	8	8		
DK/NA	8	7	2	7	12	6	6	3	10	9	6	5	5	9	9	4	15	7	8	8		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
<u>TOTAL APPROVE</u>	80	80	82	86	80	80	76	83	78	94	83	86	32	62	73	69	87	83	59	77	71	93
Strongly approve	20	21	20	28	29	11	19	29	14	43	14	22	2	15	21	19	22	22	6	22	17	26
Somewhat approve	60	59	62	58	51	68	57	55	64	51	70	64	30	47	52	50	65	61	52	55	54	67
<u>TOTAL DISAPPROVE</u>	12	10	13	7	14	12	17	10	14	1	10	8	52	30	22	25	5	12	28	18	21	3
Somewhat disapprove	10	8	11	5	11	8	16	8	11	1	9	6	38	19	20	20	4	12	25	14	17	2
Strongly disapprove	2	2	2	1	3	4	1	2	3	0	2	1	14	11	2	5	1	0	4	3	3	1
<u>DK/NA</u>	8	10	5	7	6	8	7	7	8	5	6	6	15	8	4	6	8	5	13	6	8	4
DK/NA	8	10	5	7	6	8	7	7	8	5	6	6	15	8	4	6	8	5	13	6	8	4

Table 7: Q2a. Would you say you generally approve or disapprove of the job that _____ is doing? : Milpitas City government overall

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157
<u>TOTAL APPROVE</u>	80	93	88	89	48	73	85	87	75	80	39	73	82	85	76	81	81	78	89	84	75
Strongly approve	20	46	17	24	6	18	22	24	19	21	3	16	13	21	24	21	23	23	17	29	18
Somewhat approve	60	47	72	66	42	55	63	63	56	59	36	56	70	64	52	61	58	55	72	55	57
<u>TOTAL DISAPPROVE</u>	12	2	7	5	44	21	7	7	18	13	58	12	14	9	17	11	13	14	4	8	19
Somewhat disapprove	10	1	6	5	35	15	6	7	15	12	36	9	11	6	16	9	10	10	4	8	16
Strongly disapprove	2	1	1	1	9	5	1	0	2	1	22	3	2	3	1	2	3	5	1	0	3
<u>DK/NA</u>	8	5	5	5	9	6	7	6	7	7	3	15	4	6	7	8	6	8	7	8	6
DK/NA	8	5	5	5	9	6	7	6	7	7	3	15	4	6	7	8	6	8	7	8	6

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300
<u>TOTAL APPROVE</u>	80	76	83	82	83	84	82	77	81	79	100	89	94	85	75	54	75	73	81	80
Strongly approve	20	20	22	25	15	27	31	16	13	19	42	22	37	25	13	11	6	12	20	21
Somewhat approve	60	56	61	57	68	57	51	60	68	60	58	67	57	60	63	43	69	61	61	60
<u>TOTAL DISAPPROVE</u>	12	12	8	12	15	9	11	12	15	13	0	5	6	9	15	30	17	17	12	12
Somewhat disapprove	10	10	6	9	13	8	8	9	13	11	0	0	6	7	11	26	17	13	10	9
Strongly disapprove	2	2	2	3	2	1	3	3	2	2	0	5	0	1	4	3	0	4	1	3
<u>DK/NA</u>	8	12	9	6	2	7	7	12	4	8	0	6	0	6	9	16	8	10	8	7
DK/NA	8	12	9	6	2	7	7	12	4	8	0	6	0	6	9	16	8	10	8	7

Table 8: Q2b. Would you say you generally approve or disapprove of the job that _____ is doing? : The City's budget management

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
<u>TOTAL APPROVE</u>	66	70	54	65	67	63	63	75	57	65	66	68	63	71	65	64	69	57	67	67		
Strongly approve	11	14	7	14	9	7	11	14	19	10	13	16	11	12	33	13	9	17	11	12		
Somewhat approve	55	56	47	51	58	57	52	61	38	55	52	53	52	59	32	51	60	40	56	55		
<u>TOTAL DISAPPROVE</u>	15	12	18	16	18	10	16	12	3	15	13	8	14	15	15	22	10	14	14	14		
Somewhat disapprove	10	8	7	8	16	8	13	6	1	11	9	4	8	11	12	20	8	6	10	10		
Strongly disapprove	4	4	10	9	2	2	3	6	2	4	4	4	6	4	3	2	2	8	4	4		
<u>DK/NA</u>	20	18	28	19	14	26	20	13	40	19	22	23	23	14	20	14	20	29	20	19		
DK/NA	20	18	28	19	14	26	20	13	40	19	22	23	23	14	20	14	20	29	20	19		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
<u>TOTAL APPROVE</u>	66	64	68	66	71	70	54	68	64	74	70	71	23	53	57	55	75	57	47	66	61	76
Strongly approve	11	13	10	12	17	9	8	15	9	28	6	12	2	5	7	6	13	21	5	6	6	18
Somewhat approve	55	52	58	54	53	60	46	53	55	46	64	58	21	47	50	49	62	36	43	60	55	59
<u>TOTAL DISAPPROVE</u>	15	14	14	13	17	12	16	15	13	3	13	10	51	26	20	22	10	21	25	23	24	7
Somewhat disapprove	10	10	10	8	13	8	10	10	9	2	9	7	34	18	18	18	6	16	16	17	16	6
Strongly disapprove	4	3	5	5	3	4	5	4	4	1	3	3	17	9	3	5	4	4	9	6	7	1
<u>DK/NA</u>	20	22	17	21	13	18	31	17	23	23	18	19	26	21	23	22	15	22	28	11	16	17
DK/NA	20	22	17	21	13	18	31	17	23	23	18	19	26	21	23	22	15	22	28	11	16	17

Table 8: Q2b. Would you say you generally approve or disapprove of the job that _____ is doing? : The City's budget management

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157
<u>TOTAL APPROVE</u>	66	75	73	74	35	52	73	60	57	58	24	48	67	73	64	66	66	63	81	69	55
Strongly approve	11	26	8	13	5	7	14	11	5	8	4	10	8	13	11	12	12	11	14	12	11
Somewhat approve	55	50	65	61	30	46	59	49	52	51	20	37	59	61	53	54	54	52	67	57	44
<u>TOTAL DISAPPROVE</u>	15	7	9	9	44	19	12	3	19	12	52	17	14	12	18	15	14	13	8	16	21
Somewhat disapprove	10	7	7	7	29	13	9	3	16	11	19	13	10	8	14	12	10	8	7	10	16
Strongly disapprove	4	0	2	2	15	6	3	0	2	1	33	4	4	4	4	4	4	5	1	5	5
<u>DK/NA</u>	20	17	17	17	21	28	15	36	25	30	24	35	19	15	18	18	21	25	11	16	25
DK/NA	20	17	17	17	21	28	15	36	25	30	24	35	19	15	18	18	21	25	11	16	25
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300	
<u>TOTAL APPROVE</u>	66	63	65	68	67	67	71	62	65	64	82	78	82	68	64	38	84	63	67	65	
Strongly approve	11	13	13	7	15	17	13	9	9	11	9	11	23	13	8	11	2	8	13	9	
Somewhat approve	55	50	53	61	52	50	58	53	57	53	72	68	59	54	57	27	81	55	54	55	
<u>TOTAL DISAPPROVE</u>	15	18	8	12	18	13	15	13	13	15	18	10	4	13	14	39	14	17	13	16	
Somewhat disapprove	10	12	7	10	11	11	10	9	9	11	18	5	4	8	11	36	14	14	11	10	
Strongly disapprove	4	5	1	2	7	2	5	4	4	4	0	5	0	5	3	3	0	3	3	6	
<u>DK/NA</u>	20	19	26	20	15	20	14	25	21	21	0	12	14	19	21	23	3	20	20	20	
DK/NA	20	19	26	20	15	20	14	25	21	21	0	12	14	19	21	23	3	20	20	20	

Table 9: Q2c. Would you say you generally approve or disapprove of the job that _____ is doing? : The Milpitas Police Department

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
<u>TOTAL APPROVE</u>	80	77	77	74	76	80	82	87	86	77	84	87	79	82	80	79	83	80	80	80		
Strongly approve	34	33	30	33	29	36	35	45	24	32	36	37	41	30	56	25	24	48	31	32		
Somewhat approve	46	44	47	41	47	43	47	43	62	44	48	50	37	52	24	54	58	32	49	47		
<u>TOTAL DISAPPROVE</u>	15	17	19	21	19	15	14	10	1	18	11	7	12	15	10	16	15	14	16	16		
Somewhat disapprove	11	12	12	11	16	11	10	8	1	13	8	5	7	14	8	10	14	9	11	12		
Strongly disapprove	4	5	8	10	4	4	4	2	1	5	3	1	5	1	2	5	2	5	4	4		
<u>DK/NA</u>	5	6	4	5	5	6	4	3	13	5	5	7	9	3	10	5	2	6	4	4		
DK/NA	5	6	4	5	5	6	4	3	13	5	5	7	9	3	10	5	2	6	4	4		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
<u>TOTAL APPROVE</u>	80	79	80	83	79	78	78	81	78	87	82	83	56	70	72	71	86	73	72	72	72	89
Strongly approve	34	34	34	32	38	28	39	35	32	57	27	35	26	48	32	37	31	37	38	30	33	33
Somewhat approve	46	46	46	51	42	50	39	46	46	31	55	48	30	23	40	34	55	36	34	42	40	56
<u>TOTAL DISAPPROVE</u>	15	16	15	10	17	18	15	14	17	6	14	12	39	27	25	25	11	16	24	26	25	7
Somewhat disapprove	11	11	12	8	11	13	10	10	12	6	9	8	28	23	17	19	8	9	23	18	19	4
Strongly disapprove	4	5	3	2	6	5	5	4	5	0	5	3	11	3	8	6	3	7	2	8	6	3
<u>DK/NA</u>	5	5	5	6	3	4	8	5	5	7	4	5	5	3	4	4	4	11	3	2	2	4
DK/NA	5	5	5	6	3	4	8	5	5	7	4	5	5	3	4	4	4	11	3	2	2	4

Table 9: Q2c. Would you say you generally approve or disapprove of the job that _____ is doing? : The Milpitas Police Department

	Q9 QUALITY OF CITY SERVICES				Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME				
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157
<u>TOTAL APPROVE</u>	80	85	84	84	61	76	83	86	74	79	60	77	76	83	77	81	79	67	88	82	81
Strongly approve	34	51	30	35	29	38	33	61	28	42	21	37	22	32	39	33	37	29	28	31	47
Somewhat approve	46	33	55	50	32	38	50	25	46	37	39	40	54	50	38	48	42	38	60	51	34
<u>TOTAL DISAPPROVE</u>	15	11	12	12	32	20	12	10	21	16	37	14	18	13	19	14	16	24	9	16	14
Somewhat disapprove	11	8	9	8	24	13	9	10	13	12	17	14	9	9	14	10	12	13	6	15	12
Strongly disapprove	4	3	4	4	8	7	3	0	8	4	20	1	9	4	6	4	4	10	3	2	3
<u>DK/NA</u>	5	4	3	4	7	4	5	3	6	5	3	9	6	4	4	5	6	9	3	1	5
DK/NA	5	4	3	4	7	4	5	3	6	5	3	9	6	4	4	5	6	9	3	1	5

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300
<u>TOTAL APPROVE</u>	80	74	86	79	81	82	80	78	78	81	82	72	64	77	83	91	80	83	76	83
Strongly approve	34	32	34	33	38	38	32	29	36	34	39	30	17	33	38	31	15	35	30	37
Somewhat approve	46	43	52	46	43	43	48	50	42	46	42	42	48	45	45	60	66	48	46	46
<u>TOTAL DISAPPROVE</u>	15	21	8	15	14	11	17	18	15	15	18	21	26	17	13	4	20	13	19	11
Somewhat disapprove	11	14	5	12	12	6	15	13	11	11	18	13	10	12	10	4	14	10	15	7
Strongly disapprove	4	7	3	3	3	6	2	5	4	4	0	8	17	5	3	0	5	3	4	4
<u>DK/NA</u>	5	5	5	6	5	7	3	4	7	5	0	7	10	6	4	6	0	4	4	6
DK/NA	5	5	5	6	5	7	3	4	7	5	0	7	10	6	4	6	0	4	4	6

Table 10: Q2d. Would you say you generally approve or disapprove of the job that _____ is doing? : The Milpitas City Council

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
<u>TOTAL APPROVE</u>	69	77	56	71	64	73	68	75	67	69	70	72	66	73	60	69	71	73	72	71		
Strongly approve	17	19	18	18	17	17	18	13	18	17	17	15	12	23	41	12	20	25	16	18		
Somewhat approve	53	57	38	53	46	56	50	61	49	51	53	57	54	50	19	58	51	48	56	53		
<u>TOTAL DISAPPROVE</u>	16	13	17	17	18	13	19	17	5	16	16	13	20	14	21	20	12	12	14	15		
Somewhat disapprove	13	11	12	11	14	10	17	15	4	12	14	11	13	8	16	19	12	11	13	13		
Strongly disapprove	3	2	5	6	4	3	2	2	1	4	2	2	7	7	5	2	0	1	2	3		
<u>DK/NA</u>	14	10	27	12	19	14	12	9	28	15	14	16	15	13	18	10	17	15	14	14		
DK/NA	14	10	27	12	19	14	12	9	28	15	14	16	15	13	18	10	17	15	14	14		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
<u>TOTAL APPROVE</u>	69	67	73	72	74	72	56	73	66	85	71	75	24	68	57	61	77	61	53	68	63	81
Strongly approve	17	17	17	25	17	14	13	21	14	35	12	19	2	10	12	12	21	13	10	11	11	24
Somewhat approve	53	50	56	47	57	58	43	52	52	49	60	57	22	57	45	49	55	48	43	57	53	57
<u>TOTAL DISAPPROVE</u>	16	15	17	12	16	16	23	14	19	2	16	12	52	23	32	29	9	21	28	24	25	6
Somewhat disapprove	13	12	14	9	13	12	19	11	15	2	14	11	35	11	30	23	7	17	26	17	20	6
Strongly disapprove	3	4	3	2	3	4	4	2	4	1	2	2	17	12	2	5	2	4	3	7	6	0
<u>DK/NA</u>	14	18	11	17	10	11	21	14	15	13	12	12	24	10	11	11	14	18	18	8	11	12
DK/NA	14	18	11	17	10	11	21	14	15	13	12	12	24	10	11	11	14	18	18	8	11	12

Table 10: Q2d. Would you say you generally approve or disapprove of the job that _____ is doing? : The Milpitas City Council

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157
<u>TOTAL APPROVE</u>	69	78	78	78	33	55	77	65	57	61	29	59	82	75	61	69	73	68	81	77	59
Strongly approve	17	34	15	19	6	11	20	17	10	13	0	13	21	21	10	15	22	18	18	19	14
Somewhat approve	53	44	64	59	27	45	58	48	47	48	29	46	61	54	50	54	51	50	63	58	45
<u>TOTAL DISAPPROVE</u>	16	7	11	10	49	26	12	12	24	19	58	14	12	15	23	16	14	13	10	14	25
Somewhat disapprove	13	6	10	9	38	19	11	10	21	16	31	10	11	11	19	14	11	6	9	13	23
Strongly disapprove	3	1	1	1	12	7	2	3	3	3	27	4	1	3	4	2	3	7	0	0	2
<u>DK/NA</u>	14	15	10	11	18	19	10	23	19	20	12	27	6	10	16	14	13	20	10	9	16
DK/NA	14	15	10	11	18	19	10	23	19	20	12	27	6	10	16	14	13	20	10	9	16

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT		
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300
<u>TOTAL APPROVE</u>	69	63	71	74	70	75	71	60	73	68	100	78	79	74	63	49	67	62	72	67
Strongly approve	17	18	16	17	18	19	23	15	13	16	59	18	20	19	14	11	0	12	16	17
Somewhat approve	53	46	55	56	52	56	48	45	60	52	41	60	58	55	50	38	67	50	56	50
<u>TOTAL DISAPPROVE</u>	16	19	10	13	24	11	17	20	17	17	0	11	12	13	21	29	16	21	16	17
Somewhat disapprove	13	15	7	10	23	10	13	14	15	14	0	3	12	11	15	25	16	16	12	14
Strongly disapprove	3	4	3	4	1	1	4	6	1	3	0	8	0	2	6	4	0	5	3	3
<u>DK/NA</u>	14	18	20	13	6	15	12	20	10	15	0	11	10	13	16	22	17	17	12	16
DK/NA	14	18	20	13	6	15	12	20	10	15	0	11	10	13	16	22	17	17	12	16

Table 11: Q2e. Would you say you generally approve or disapprove of the job that _____ is doing? : The Milpitas Fire Department

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
<u>TOTAL APPROVE</u>	89	91	76	85	85	88	91	96	87	86	92	93	93	92	78	86	82	89	87	88		
Strongly approve	46	50	39	47	34	54	49	56	40	44	50	50	63	51	58	43	31	57	41	44		
Somewhat approve	42	41	36	38	51	35	41	40	47	42	42	42	30	41	20	43	51	32	46	44		
<u>TOTAL DISAPPROVE</u>	4	5	4	8	2	5	1	1	5	5	2	3	2	0	17	2	7	4	5	4		
Somewhat disapprove	3	4	4	8	1	5	1	0	5	4	2	2	1	0	17	2	6	3	4	4		
Strongly disapprove	0	0	0	0	1	0	0	1	0	0	0	1	1	0	0	0	1	1	0	0		
<u>DK/NA</u>	8	4	20	7	13	6	8	3	8	9	6	5	5	8	5	11	11	7	9	8		
DK/NA	8	4	20	7	13	6	8	3	8	9	6	5	5	8	5	11	11	7	9	8		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
<u>TOTAL APPROVE</u>	89	86	92	88	88	92	85	88	89	91	89	90	89	96	77	84	91	90	88	87	87	91
Strongly approve	46	44	50	48	48	45	44	48	44	72	38	48	43	60	40	47	45	51	41	46	44	45
Somewhat approve	42	42	42	40	40	47	41	40	45	19	51	42	45	36	36	36	45	39	46	41	43	46
<u>TOTAL DISAPPROVE</u>	4	5	2	2	9	1	4	5	2	2	5	4	1	1	12	8	2	2	5	7	6	2
Somewhat disapprove	3	5	2	2	8	1	4	5	2	2	4	4	1	1	11	8	1	2	5	7	6	1
Strongly disapprove	0	0	0	0	2	0	0	1	0	0	0	0	0	0	1	1	0	0	0	0	0	1
<u>DK/NA</u>	8	9	6	10	2	7	11	6	9	7	6	6	11	3	11	8	8	8	7	6	6	7
DK/NA	8	9	6	10	2	7	11	6	9	7	6	6	11	3	11	8	8	8	7	6	6	7

Table 11: Q2e. Would you say you generally approve or disapprove of the job that _____ is doing? : The Milpitas Fire Department

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157
<u>TOTAL APPROVE</u>	89	88	93	92	81	86	91	92	85	88	80	85	88	90	88	88	90	81	94	90	89
Strongly approve	46	67	43	49	43	52	46	72	42	55	41	51	55	42	50	43	54	46	40	43	52
Somewhat approve	42	21	50	43	38	34	45	20	44	33	39	34	33	49	38	45	36	35	54	47	37
<u>TOTAL DISAPPROVE</u>	4	0	4	3	7	6	3	1	8	5	12	1	10	4	4	4	3	7	2	3	4
Somewhat disapprove	3	0	4	3	7	5	3	1	7	4	12	1	9	3	3	3	3	7	1	3	3
Strongly disapprove	0	0	1	0	0	1	0	0	2	1	0	0	1	1	0	1	0	0	0	0	1
<u>DK/NA</u>	8	12	3	5	12	8	6	7	6	7	8	15	2	6	9	8	7	12	4	7	7
DK/NA	8	12	3	5	12	8	6	7	6	7	8	15	2	6	9	8	7	12	4	7	7

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT		
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300
<u>TOTAL APPROVE</u>	89	82	89	90	95	86	91	87	92	88	100	95	85	89	88	87	94	88	89	88
Strongly approve	46	43	44	45	58	47	50	40	49	47	78	45	29	49	43	33	64	43	46	47
Somewhat approve	42	40	45	45	37	39	41	47	44	41	22	50	56	40	46	55	30	46	44	41
<u>TOTAL DISAPPROVE</u>	4	7	3	3	1	7	4	4	0	4	0	5	0	5	2	1	0	2	4	3
Somewhat disapprove	3	7	2	2	1	6	4	4	0	3	0	5	0	4	2	0	0	2	3	3
Strongly disapprove	0	0	1	1	0	1	1	0	0	0	0	0	0	0	0	1	0	0	1	0
<u>DK/NA</u>	8	11	8	7	5	8	5	9	7	8	0	0	15	7	10	12	6	10	7	9
DK/NA	8	11	8	7	5	8	5	9	7	8	0	0	15	7	10	12	6	10	7	9

Table 12: Q3a. I'd like to read you some problems facing Milpitas that other people have mentioned. For each one I read, please tell me whether you think it is an extremely serious problem, a very serious problem, somewhat serious problem, or a not too serious problem in Milpitas. : Homelessness

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY								
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR	
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498	
<u>EXT/VERY SERIOUS PRB</u>	66	67	58	64	66	65	66	65	72	65	67	68	56	67	54	72	66	77	67	67	
Extremely serious problem	29	27	30	27	31	24	37	31	27	27	34	30	29	31	8	31	38	30	30	29	
Very serious problem	37	40	28	37	36	41	29	34	45	38	33	38	28	36	46	42	29	48	38	38	
<u>SWT/NOT TOO SERIOUS PRB</u>	34	33	36	36	34	35	34	33	21	35	32	29	44	33	46	27	34	23	32	32	
Somewhat serious problem	24	25	14	25	24	28	24	17	15	25	20	16	29	24	21	14	27	17	23	23	
Not too serious problem	10	8	22	11	10	8	10	17	6	9	11	13	14	9	24	13	6	6	8	9	
<u>DK/NA</u>	1	0	6	0	0	0	0	1	7	0	2	3	0	0	0	1	0	0	1	1	
DK/NA	1	0	6	0	0	0	0	1	7	0	2	3	0	0	0	1	0	0	1	1	

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
<u>EXT/VERY SERIOUS PRB</u>	66	62	70	69	70	69	55	69	63	63	64	64	78	67	71	69	66	52	79	74	76	64
Extremely serious problem	29	28	31	29	36	27	28	32	28	32	26	28	37	26	31	29	29	28	50	39	42	20
Very serious problem	37	34	39	39	34	42	26	37	36	31	38	36	42	42	39	40	38	24	29	36	34	43
<u>SWT/NOT TOO SERIOUS PRB</u>	34	38	29	30	30	31	45	30	36	34	36	36	22	33	29	30	34	43	21	24	23	36
Somewhat serious problem	24	26	22	18	21	22	35	19	27	20	28	26	11	24	26	25	22	24	13	17	16	26
Not too serious problem	10	12	8	12	9	9	10	11	10	14	8	10	11	9	3	5	11	20	9	7	7	10
<u>DK/NA</u>	1	0	1	2	0	0	1	1	0	2	0	1	0	0	1	0	0	5	0	2	1	0
DK/NA	1	0	1	2	0	0	1	1	0	2	0	1	0	0	1	0	0	5	0	2	1	0

Table 12: Q3a. I'd like to read you some problems facing Milpitas that other people have mentioned. For each one I read, please tell me whether you think it is an extremely serious problem, a very serious problem, somewhat serious problem, or a not too serious problem in Milpitas. : Homelessness

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157
<u>EXT/VERY SERIOUS PRB</u>	66	63	70	68	63	67	66	63	69	66	66	45	67	71	72	68	66	69	65	73	63
Extremely serious problem	29	34	29	30	29	31	28	37	26	31	32	20	36	27	39	26	35	30	23	35	32
Very serious problem	37	29	40	38	34	36	38	26	42	35	34	25	31	44	33	42	31	39	42	38	31
<u>SWT/NOT TOO SERIOUS PRB</u>	34	36	30	31	37	33	33	37	31	34	34	55	33	28	27	31	34	31	33	26	37
Somewhat serious problem	24	21	23	22	25	23	24	31	20	25	16	31	26	23	20	24	24	15	28	24	25
Not too serious problem	10	15	7	9	12	10	9	6	11	9	18	24	7	6	7	7	10	17	5	3	12
<u>DK/NA</u>	1	1	1	1	0	0	1	0	0	0	0	0	0	1	1	1	0	0	2	1	0
DK/NA	1	1	1	1	0	0	1	0	0	0	0	0	0	1	1	1	0	0	2	1	0

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT		
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300
<u>EXT/VERY SERIOUS PRB</u>	66	60	64	69	70	70	68	55	72	67	67	56	62	66	65	57	95	66	70	61
Extremely serious problem	29	25	32	29	35	32	32	25	30	30	46	24	9	27	34	26	27	33	29	29
Very serious problem	37	35	32	40	35	38	36	29	42	37	21	32	53	39	31	31	67	33	41	32
<u>SWT/NOT TOO SERIOUS PRB</u>	34	40	35	31	27	30	30	45	28	33	33	38	33	33	35	43	5	34	28	39
Somewhat serious problem	24	28	23	23	17	18	21	33	21	23	33	28	21	23	26	30	5	25	20	27
Not too serious problem	10	12	12	7	10	12	9	12	7	10	0	11	11	10	9	13	0	9	8	11
<u>DK/NA</u>	1	0	1	0	3	0	2	1	0	0	0	6	5	1	0	0	0	0	1	0
DK/NA	1	0	1	0	3	0	2	1	0	0	0	6	5	1	0	0	0	0	1	0

Table 13: Q3b. I'd like to read you some problems facing Milpitas that other people have mentioned. For each one I read, please tell me whether you think it is an extremely serious problem, a very serious problem, somewhat serious problem, or a not too serious problem in Milpitas. : The cost of housing

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
<u>EXT/VERY SERIOUS PRB</u>	76	78	68	84	77	75	71	67	78	78	71	71	75	83	72	70	82	85	75	76		
Extremely serious problem	37	34	28	44	40	37	37	31	29	40	34	30	42	49	29	29	40	42	33	36		
Very serious problem	38	44	40	40	37	38	34	36	49	38	37	41	33	34	43	41	42	43	42	40		
<u>SWT/NOT TOO SERIOUS PRB</u>	22	21	28	16	21	21	28	30	18	19	27	26	17	15	28	27	15	15	23	23		
Somewhat serious problem	16	15	16	10	15	13	22	19	10	13	19	16	12	11	9	17	11	12	17	16		
Not too serious problem	6	6	12	6	5	7	5	11	8	6	7	10	4	4	19	10	4	4	6	7		
<u>DK/NA</u>	2	1	4	0	2	5	2	3	4	2	2	3	8	2	0	3	3	0	2	1		
DK/NA	2	1	4	0	2	5	2	3	4	2	2	3	8	2	0	3	3	0	2	1		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
<u>EXT/VERY SERIOUS PRB</u>	76	76	75	80	80	72	70	80	71	77	76	76	66	71	81	77	75	72	72	81	79	75
Extremely serious problem	37	36	39	37	48	30	32	43	31	34	37	36	45	47	45	46	32	42	39	49	46	26
Very serious problem	38	40	37	43	32	42	38	37	40	42	40	40	21	24	36	32	43	30	33	32	32	49
<u>SWT/NOT TOO SERIOUS PRB</u>	22	22	22	16	19	26	28	18	26	20	22	22	31	22	18	19	24	27	23	17	19	24
Somewhat serious problem	16	15	16	7	14	20	21	10	20	11	17	15	22	15	11	12	19	12	16	9	11	19
Not too serious problem	6	7	6	10	5	6	7	8	6	9	5	6	8	7	7	7	5	15	8	8	8	5
<u>DK/NA</u>	2	2	2	4	0	3	2	2	3	3	2	2	4	7	1	3	2	1	4	2	2	1
DK/NA	2	2	2	4	0	3	2	2	3	3	2	2	4	7	1	3	2	1	4	2	2	1

Table 13: Q3b. I'd like to read you some problems facing Milpitas that other people have mentioned. For each one I read, please tell me whether you think it is an extremely serious problem, a very serious problem, somewhat serious problem, or a not too serious problem in Milpitas. : The cost of housing

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157
<u>EXT/VERY SERIOUS PRB</u>	76	76	76	76	75	74	77	75	71	73	80	76	71	78	74	70	84	81	67	83	71
Extremely serious problem	37	43	36	37	34	38	37	47	30	37	39	48	42	30	42	25	55	43	23	36	37
Very serious problem	38	34	40	39	41	36	40	28	41	35	41	28	29	48	32	45	29	38	45	47	34
<u>SWT/NOT TOO SERIOUS PRB</u>	22	21	23	23	21	24	21	22	27	25	20	18	28	21	25	28	14	13	32	17	27
Somewhat serious problem	16	12	17	16	17	15	16	18	13	15	13	13	10	17	16	20	10	6	27	14	18
Not too serious problem	6	8	6	7	5	10	5	5	15	10	7	5	18	4	9	8	4	7	5	4	9
<u>DK/NA</u>	2	3	1	1	4	2	2	3	2	2	0	6	1	1	1	2	2	5	1	0	2
DK/NA	2	3	1	1	4	2	2	3	2	2	0	6	1	1	1	2	2	5	1	0	2

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT		
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300
<u>EXT/VERY SERIOUS PRB</u>	76	80	70	76	72	80	79	71	71	77	77	67	66	77	75	55	90	74	78	73
Extremely serious problem	37	44	27	37	41	41	44	31	31	39	42	21	18	33	44	20	87	44	42	33
Very serious problem	38	36	43	39	31	39	35	40	41	37	35	45	49	43	31	35	3	30	36	40
<u>SWT/NOT TOO SERIOUS PRB</u>	22	18	27	21	26	17	19	27	26	21	23	33	27	22	21	45	10	23	20	24
Somewhat serious problem	16	11	21	15	18	8	12	22	19	15	19	25	7	15	16	25	10	17	14	17
Not too serious problem	6	7	7	6	8	9	6	5	7	6	5	8	20	7	5	21	0	6	6	7
<u>DK/NA</u>	2	2	3	3	2	2	2	2	3	2	0	0	7	2	4	0	0	3	2	3
DK/NA	2	2	3	3	2	2	2	2	3	2	0	0	7	2	4	0	0	3	2	3

Table 14: Q3c. I'd like to read you some problems facing Milpitas that other people have mentioned. For each one I read, please tell me whether you think it is an extremely serious problem, a very serious problem, somewhat serious problem, or a not too serious problem in Milpitas. : Illegal dumping

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
<u>EXT/VERY SERIOUS PRB</u>	50	45	45	51	52	40	48	58	49	48	51	55	41	49	47	46	59	53	52	51		
Extremely serious problem	16	15	14	18	17	10	17	20	16	15	18	19	15	10	21	13	24	15	16	16		
Very serious problem	33	31	32	33	35	29	31	38	33	33	33	36	26	39	26	34	35	38	36	35		
<u>SWT/NOT TOO SERIOUS PRB</u>	44	51	49	46	43	49	43	40	50	46	43	44	53	48	53	47	34	39	41	43		
Somewhat serious problem	27	32	24	26	26	34	27	22	24	28	25	22	27	26	18	33	27	23	28	27		
Not too serious problem	17	19	25	20	17	15	16	18	27	17	18	21	26	21	35	14	7	16	14	16		
<u>DK/NA</u>	6	4	6	3	5	11	9	2	1	6	6	2	6	3	0	7	7	8	6	6		
DK/NA	6	4	6	3	5	11	9	2	1	6	6	2	6	3	0	7	7	8	6	6		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
<u>EXT/VERY SERIOUS PRB</u>	50	47	52	49	55	49	45	52	47	44	49	47	60	47	58	54	48	46	52	63	60	47
Extremely serious problem	16	15	17	17	21	16	10	19	14	19	12	14	35	22	18	20	15	12	26	25	26	10
Very serious problem	33	32	35	32	34	32	35	33	33	26	37	34	25	24	39	34	32	34	26	38	35	37
<u>SWT/NOT TOO SERIOUS PRB</u>	44	47	42	49	40	44	44	45	44	51	44	46	37	47	38	41	47	45	41	33	35	51
Somewhat serious problem	27	26	28	30	22	29	24	26	27	22	31	28	23	34	24	27	29	22	27	19	21	33
Not too serious problem	17	21	14	19	18	15	19	19	17	29	13	18	14	13	14	14	18	24	14	13	14	18
<u>DK/NA</u>	6	6	6	2	4	7	11	3	9	5	7	6	3	6	4	5	6	9	7	4	5	2
DK/NA	6	6	6	2	4	7	11	3	9	5	7	6	3	6	4	5	6	9	7	4	5	2

Table 14: Q3c. I'd like to read you some problems facing Milpitas that other people have mentioned. For each one I read, please tell me whether you think it is an extremely serious problem, a very serious problem, somewhat serious problem, or a not too serious problem in Milpitas. : Illegal dumping

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157
<u>EXT/VERY SERIOUS PRB</u>	50	44	54	51	48	48	51	43	51	47	53	31	39	57	55	54	45	46	46	66	50
Extremely serious problem	16	19	15	16	22	23	14	26	23	24	21	10	19	15	22	17	15	22	13	16	14
Very serious problem	33	25	39	36	26	25	37	17	28	24	32	21	21	41	33	36	30	24	33	50	36
<u>SWT/NOT TOO SERIOUS PRB</u>	44	53	41	44	45	47	44	47	48	47	41	53	55	41	41	43	48	47	49	28	46
Somewhat serious problem	27	26	27	27	27	22	29	16	27	22	18	27	29	29	25	29	26	26	33	23	23
Not too serious problem	17	27	14	17	17	24	15	30	21	25	24	26	25	13	16	14	21	21	16	5	23
<u>DK/NA</u>	6	3	5	5	7	5	5	11	1	5	6	16	6	2	5	3	8	7	5	6	5
DK/NA	6	3	5	5	7	5	5	11	1	5	6	16	6	2	5	3	8	7	5	6	5
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300	
<u>EXT/VERY SERIOUS PRB</u>	50	45	49	51	54	50	53	42	53	51	28	47	32	45	59	43	46	57	49	50	
Extremely serious problem	16	15	17	15	20	17	20	12	16	17	4	19	3	14	18	20	35	19	17	16	
Very serious problem	33	30	32	36	34	33	33	30	37	34	24	28	30	31	41	23	11	37	32	34	
<u>SWT/NOT TOO SERIOUS PRB</u>	44	51	43	41	44	47	43	49	38	43	72	51	68	50	31	51	48	35	44	45	
Somewhat serious problem	27	26	26	30	22	25	27	28	26	26	40	33	46	31	19	25	44	21	26	28	
Not too serious problem	17	25	17	11	21	21	16	21	12	17	32	18	21	19	12	26	4	13	17	17	
<u>DK/NA</u>	6	5	8	8	3	3	3	8	9	7	0	2	0	4	9	7	6	9	7	5	
DK/NA	6	5	8	8	3	3	3	8	9	7	0	2	0	4	9	7	6	9	7	5	

Table 15: Q3d. I'd like to read you some problems facing Milpitas that other people have mentioned. For each one I read, please tell me whether you think it is an extremely serious problem, a very serious problem, somewhat serious problem, or a not too serious problem in Milpitas. : Crime

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
<u>EXT/VERY SERIOUS PRB</u>	49	47	24	35	53	50	52	50	31	47	48	44	25	46	59	55	60	70	56	52		
Extremely serious problem	16	16	6	5	17	13	18	23	1	12	17	16	11	9	0	24	30	10	19	16		
Very serious problem	33	31	18	30	35	37	33	27	29	34	31	28	13	37	59	31	31	60	37	36		
<u>SWT/NOT TOO SERIOUS PRB</u>	50	53	71	63	47	50	48	47	67	53	51	54	75	54	41	41	40	29	43	47		
Somewhat serious problem	36	38	45	40	32	36	35	41	47	35	39	43	52	44	18	27	35	11	31	33		
Not too serious problem	15	15	27	23	15	14	13	6	20	17	12	11	23	10	24	14	5	17	12	13		
<u>DK/NA</u>	1	1	4	2	0	0	1	3	2	1	2	2	0	0	0	5	0	1	1	1		
DK/NA	1	1	4	2	0	0	1	3	2	1	2	2	0	0	0	5	0	1	1	1		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>EXT/VERY SERIOUS PRB</u>	49	48	49	44	65	46	30	55	40	34	53	47	51	48	49	48	52	32	72	59	64	40
Extremely serious problem	16	13	19	8	21	17	6	14	13	10	15	13	28	26	16	20	15	2	31	21	24	9
Very serious problem	33	35	30	37	44	30	23	40	27	24	38	34	24	22	32	29	36	31	41	38	39	32
<u>SWT/NOT TOO SERIOUS PRB</u>	50	51	51	56	35	52	68	45	58	64	47	52	45	49	50	50	48	68	28	40	36	59
Somewhat serious problem	36	35	37	36	18	37	58	27	45	40	34	36	38	44	38	40	31	36	17	28	24	44
Not too serious problem	15	16	14	20	17	15	10	18	13	24	13	16	7	5	12	10	17	32	11	12	11	15
<u>DK/NA</u>	1	1	0	0	0	2	2	0	2	2	0	1	4	3	1	2	0	0	0	1	1	1
DK/NA	1	1	0	0	0	2	2	0	2	2	0	1	4	3	1	2	0	0	0	1	1	1

Table 15: Q3d. I'd like to read you some problems facing Milpitas that other people have mentioned. For each one I read, please tell me whether you think it is an extremely serious problem, a very serious problem, somewhat serious problem, or a not too serious problem in Milpitas. : Crime

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>EXT/VERY SERIOUS PRB</u>	49	39	51	49	44	43	50	24	50	40	61	44	34	52	50	50	49	51	52	42	49
Extremely serious problem	16	15	15	15	20	15	15	14	14	14	22	12	3	19	20	17	14	8	11	24	15
Very serious problem	33	24	36	34	24	28	34	10	37	26	40	33	31	34	30	33	35	42	41	18	34
<u>SWT/NOT TOO SERIOUS PRB</u>	50	59	48	51	56	56	49	76	50	60	39	56	63	47	49	49	50	48	48	56	51
Somewhat serious problem	36	31	35	34	48	40	34	48	39	43	29	43	30	34	36	38	30	29	34	49	29
Not too serious problem	15	29	14	17	7	16	15	28	11	17	9	12	34	13	13	11	20	18	13	7	22
<u>DK/NA</u>	1	2	0	1	0	1	1	0	0	0	0	0	3	1	1	1	1	2	1	2	0
DK/NA	1	2	0	1	0	1	1	0	0	0	0	0	3	1	1	1	1	2	1	2	0
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0	
<u>EXT/VERY SERIOUS PRB</u>	49	52	43	42	53	55	53	40	41	49	44	45	46	44	51	66	79	56	49	0	
Extremely serious problem	16	14	11	12	24	11	17	11	15	16	0	18	13	15	16	12	42	18	16	0	
Very serious problem	33	38	31	31	29	44	36	29	26	33	44	27	33	30	35	54	37	38	33	0	
<u>SWT/NOT TOO SERIOUS PRB</u>	50	48	54	58	47	45	47	58	59	50	56	55	46	55	48	34	21	43	50	0	
Somewhat serious problem	36	27	46	44	31	19	36	49	42	35	56	40	39	38	34	27	18	31	36	0	
Not too serious problem	15	21	9	13	16	25	11	9	17	15	0	15	7	16	14	7	3	12	15	0	
<u>DK/NA</u>	1	0	3	0	0	0	0	2	0	1	0	0	8	1	1	0	0	1	1	0	
DK/NA	1	0	3	0	0	0	0	2	0	1	0	0	8	1	1	0	0	1	1	0	

Table 16: Q3e. I'd like to read you some problems facing Milpitas that other people have mentioned. For each one I read, please tell me whether you think it is an extremely serious problem, a very serious problem, somewhat serious problem, or a not too serious problem in Milpitas. : Jobs and the economy

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY								
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR	
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250	
<u>EXT/VERY SERIOUS PRB</u>	46	54	23	42	52	54	43	26	37	50	37	29	30	58	38	49	33	52	48	48	
Extremely serious problem	16	20	10	10	22	18	16	16	6	17	15	13	9	23	0	7	25	18	16	17	
Very serious problem	30	34	13	31	30	36	27	9	31	32	22	17	21	35	38	43	8	34	33	32	
<u>SWT/NOT TOO SERIOUS PRB</u>	51	46	77	56	44	45	52	73	58	48	59	68	67	41	62	47	61	47	48	49	
Somewhat serious problem	30	30	32	28	24	30	32	54	22	27	37	43	35	26	32	28	39	27	30	29	
Not too serious problem	21	16	45	28	20	16	20	19	36	21	22	25	32	15	29	19	22	21	18	19	
<u>DK/NA</u>	3	0	0	2	4	1	5	1	5	3	4	3	2	1	0	4	6	1	4	3	
DK/NA	3	0	0	2	4	1	5	1	5	3	4	3	2	1	0	4	6	1	4	3	

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>EXT/VERY SERIOUS PRB</u>	46	42	50	42	41	48	46	41	47	37	47	44	55	41	59	53	45	11	36	56	49	47
Extremely serious problem	16	16	16	6	17	17	20	12	18	6	15	13	33	21	25	24	13	6	23	20	21	12
Very serious problem	30	26	34	35	24	31	26	30	29	31	32	31	21	19	34	29	33	6	14	37	28	34
<u>SWT/NOT TOO SERIOUS PRB</u>	51	55	48	58	55	46	53	57	49	62	50	53	42	50	40	43	52	89	57	41	46	53
Somewhat serious problem	30	30	31	32	35	30	27	34	29	30	33	32	21	33	29	30	33	9	32	24	27	33
Not too serious problem	21	26	17	26	20	16	26	23	20	32	17	21	21	17	11	13	19	80	25	17	20	21
<u>DK/NA</u>	3	3	2	0	4	6	1	2	4	2	4	3	4	10	1	4	2	0	7	3	4	0
DK/NA	3	3	2	0	4	6	1	2	4	2	4	3	4	10	1	4	2	0	7	3	4	0

Table 16: Q3e. I'd like to read you some problems facing Milpitas that other people have mentioned. For each one I read, please tell me whether you think it is an extremely serious problem, a very serious problem, somewhat serious problem, or a not too serious problem in Milpitas. : Jobs and the economy

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>EXT/VERY SERIOUS PRB</u>	46	40	47	46	52	40	50	27	45	38	53	35	28	59	34	49	43	43	55	56	33
Extremely serious problem	16	14	13	13	36	13	17	1	10	6	47	13	5	19	16	17	15	12	16	25	16
Very serious problem	30	27	34	33	16	27	32	26	36	32	6	23	23	40	18	32	28	31	39	31	17
<u>SWT/NOT TOO SERIOUS PRB</u>	51	59	52	54	41	56	50	71	55	61	39	58	72	40	61	49	56	51	45	43	66
Somewhat serious problem	30	28	36	34	20	32	30	42	31	36	19	24	49	24	40	31	30	36	28	25	30
Not too serious problem	21	31	17	20	22	24	20	29	23	25	19	34	23	16	20	19	26	15	17	17	36
<u>DK/NA</u>	3	1	1	1	7	4	0	2	0	1	9	6	0	1	6	2	1	6	0	1	1
DK/NA	3	1	1	1	7	4	0	2	0	1	9	6	0	1	6	2	1	6	0	1	1
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0	
<u>EXT/VERY SERIOUS PRB</u>	46	52	27	48	48	36	46	44	52	43	88	78	53	51	38	27	46	37	46	0	
Extremely serious problem	16	22	7	13	22	6	16	21	16	16	36	16	3	19	12	10	0	11	16	0	
Very serious problem	30	30	20	35	26	30	30	24	35	27	52	62	50	32	25	17	46	27	30	0	
<u>SWT/NOT TOO SERIOUS PRB</u>	51	44	70	52	47	63	51	51	47	54	12	22	47	49	54	68	50	55	51	0	
Somewhat serious problem	30	19	45	34	29	32	36	29	29	33	12	7	18	30	30	34	34	31	30	0	
Not too serious problem	21	25	26	18	18	31	15	22	17	21	0	15	29	19	24	33	16	24	21	0	
<u>DK/NA</u>	3	4	3	0	5	1	3	5	1	3	0	0	0	0	9	5	4	8	3	0	
DK/NA	3	4	3	0	5	1	3	5	1	3	0	0	0	0	9	5	4	8	3	0	

Table 17: Q3f. I'd like to read you some problems facing Milpitas that other people have mentioned. For each one I read, please tell me whether you think it is an extremely serious problem, a very serious problem, somewhat serious problem, or a not too serious problem in Milpitas. : Too much growth and development

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY								
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR	
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250	
<u>EXT/VERY SERIOUS PRB</u>	41	42	51	22	47	45	42	57	29	39	44	47	38	38	57	25	39	47	42	42	
Extremely serious problem	12	10	15	5	11	7	16	22	16	8	18	20	19	18	21	5	4	15	8	10	
Very serious problem	29	32	36	16	35	39	26	35	13	31	27	27	19	20	35	20	35	32	34	31	
<u>SWT/NOT TOO SERIOUS PRB</u>	58	57	49	78	53	52	57	41	69	60	54	51	62	61	43	75	61	48	57	57	
Somewhat serious problem	25	23	20	38	13	12	29	22	62	20	32	35	16	24	19	30	30	11	27	27	
Not too serious problem	33	33	29	41	40	39	28	20	7	40	22	15	46	37	24	45	30	37	30	30	
<u>DK/NA</u>	1	2	0	0	0	3	1	2	2	1	1	2	0	1	0	0	0	5	1	1	
DK/NA	1	2	0	0	0	3	1	2	2	1	1	2	0	1	0	0	0	5	1	1	

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>EXT/VERY SERIOUS PRB</u>	41	38	45	38	60	33	36	49	34	27	45	40	47	78	52	61	35	0	45	44	44	41
Extremely serious problem	12	11	13	11	24	5	11	18	7	9	11	11	26	48	16	27	4	0	21	12	15	8
Very serious problem	29	27	32	27	35	28	26	31	27	18	33	29	21	30	36	34	30	0	24	32	29	33
<u>SWT/NOT TOO SERIOUS PRB</u>	58	61	54	62	37	66	63	50	65	69	55	59	53	22	48	39	64	100	51	56	54	58
Somewhat serious problem	25	21	28	26	15	30	25	20	28	24	27	26	21	15	36	29	25	19	28	31	30	19
Not too serious problem	33	40	25	36	23	36	38	29	37	46	28	33	32	7	12	10	39	81	24	25	25	39
<u>DK/NA</u>	1	1	1	0	3	1	1	2	1	3	0	1	0	0	0	0	2	0	4	0	1	1
DK/NA	1	1	1	0	3	1	1	2	1	3	0	1	0	0	0	0	2	0	4	0	1	1

Table 17: Q3f. I'd like to read you some problems facing Milpitas that other people have mentioned. For each one I read, please tell me whether you think it is an extremely serious problem, a very serious problem, somewhat serious problem, or a not too serious problem in Milpitas. : Too much growth and development

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>EXT/VERY SERIOUS PRB</u>	41	28	43	40	53	38	43	30	35	33	67	17	13	50	51	52	26	32	48	57	36
Extremely serious problem	12	8	11	11	23	14	11	13	16	15	14	8	6	9	24	17	6	13	11	14	10
Very serious problem	29	21	31	29	30	24	32	17	19	18	52	9	7	42	27	35	19	19	37	43	26
<u>SWT/NOT TOO SERIOUS PRB</u>	58	68	56	59	47	59	57	62	65	64	33	83	78	49	48	47	73	68	51	43	62
Somewhat serious problem	25	22	28	27	20	27	24	29	26	27	23	24	39	22	28	18	36	38	27	14	14
Not too serious problem	33	46	28	32	27	32	32	34	39	37	11	60	39	27	20	29	37	30	23	29	48
<u>DK/NA</u>	1	3	1	1	0	3	0	8	0	3	0	0	9	0	1	1	2	0	1	1	2
DK/NA	1	3	1	1	0	3	0	8	0	3	0	0	9	0	1	1	2	0	1	1	2
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0	
<u>EXT/VERY SERIOUS PRB</u>	41	36	40	43	50	33	66	39	30	42	36	57	3	43	43	22	17	38	41	0	
Extremely serious problem	12	5	20	11	15	13	23	11	4	13	0	12	3	11	15	12	10	14	12	0	
Very serious problem	29	31	20	32	35	20	42	29	26	29	36	46	0	32	28	10	7	23	29	0	
<u>SWT/NOT TOO SERIOUS PRB</u>	58	64	58	56	49	66	32	60	69	57	64	43	97	56	56	78	83	61	58	0	
Somewhat serious problem	25	16	30	23	33	28	11	17	40	24	16	43	45	23	24	31	67	29	25	0	
Not too serious problem	33	48	28	32	16	38	21	43	29	33	48	0	52	33	32	47	17	32	33	0	
<u>DK/NA</u>	1	0	2	2	1	1	2	1	1	1	0	0	0	1	1	0	0	1	1	0	
DK/NA	1	0	2	2	1	1	2	1	1	1	0	0	0	1	1	0	0	1	1	0	

Table 18: Q3g. I'd like to read you some problems facing Milpitas that other people have mentioned. For each one I read, please tell me whether you think it is an extremely serious problem, a very serious problem, somewhat serious problem, or a not too serious problem in Milpitas. : Blight and abandoned buildings

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY								
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR	
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248	
<u>EXT/VERY SERIOUS PRB</u>	38	34	50	32	51	36	34	38	26	41	34	33	20	47	42	41	52	42	42	42	
Extremely serious problem	14	8	18	11	17	11	18	12	10	13	15	11	10	8	0	12	32	10	16	15	
Very serious problem	25	26	32	22	34	25	16	26	16	28	19	22	10	39	42	29	20	33	26	28	
<u>SWT/NOT TOO SERIOUS PRB</u>	54	59	42	66	37	58	56	58	67	52	59	62	71	51	58	36	48	55	51	51	
Somewhat serious problem	26	32	8	39	18	23	27	26	24	26	27	25	22	20	7	21	33	43	30	27	
Not too serious problem	28	27	34	27	19	35	29	32	42	26	32	36	49	31	51	15	15	12	21	24	
<u>DK/NA</u>	7	7	9	2	12	6	10	3	7	7	8	5	9	2	0	23	0	3	8	7	
DK/NA	7	7	9	2	12	6	10	3	7	7	8	5	9	2	0	23	0	3	8	7	

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>EXT/VERY SERIOUS PRB</u>	38	37	41	46	51	35	19	49	29	36	40	39	25	18	42	33	40	55	35	45	43	45
Extremely serious problem	14	12	15	20	19	13	4	19	10	10	14	13	9	8	18	14	11	26	12	21	19	13
Very serious problem	25	24	25	27	32	22	15	29	20	26	26	26	16	9	24	19	29	30	23	24	24	32
<u>SWT/NOT TOO SERIOUS PRB</u>	54	56	52	48	45	61	63	46	61	59	55	56	49	78	45	57	56	32	25	55	49	51
Somewhat serious problem	26	24	27	15	14	33	39	14	35	21	29	27	24	28	23	25	31	7	16	28	25	25
Not too serious problem	28	31	25	33	31	27	23	32	26	38	26	29	25	49	23	33	25	25	9	27	23	26
<u>DK/NA</u>	7	8	7	6	4	4	18	5	9	5	5	5	26	5	12	9	4	13	40	0	8	4
DK/NA	7	8	7	6	4	4	18	5	9	5	5	5	26	5	12	9	4	13	40	0	8	4

Table 18: Q3g. I'd like to read you some problems facing Milpitas that other people have mentioned. For each one I read, please tell me whether you think it is an extremely serious problem, a very serious problem, somewhat serious problem, or a not too serious problem in Milpitas. : Blight and abandoned buildings

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>EXT/VERY SERIOUS PRB</u>	38	41	45	44	19	21	44	27	19	22	13	28	43	42	38	43	33	39	40	50	31
Extremely serious problem	14	21	14	16	6	5	15	7	1	4	10	2	18	14	21	13	13	9	16	19	10
Very serious problem	25	20	31	28	13	17	29	19	17	18	4	27	25	28	16	30	20	30	24	31	21
<u>SWT/NOT TOO SERIOUS PRB</u>	54	53	53	53	56	74	48	70	80	75	71	57	49	54	55	53	55	54	59	48	56
Somewhat serious problem	26	20	28	26	25	30	25	28	36	33	16	23	18	33	20	30	22	16	34	31	28
Not too serious problem	28	33	24	27	32	44	23	41	44	43	55	35	31	21	35	23	33	37	25	17	28
<u>DK/NA</u>	7	6	2	3	25	4	8	4	1	2	16	14	8	4	7	4	13	7	2	2	13
DK/NA	7	6	2	3	25	4	8	4	1	2	16	14	8	4	7	4	13	7	2	2	13

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300
<u>EXT/VERY SERIOUS PRB</u>	38	43	30	40	39	47	52	29	30	39	26	30	58	37	41	34	63	41	0	38
Extremely serious problem	14	14	11	12	20	18	21	7	12	15	0	8	0	10	21	0	37	20	0	14
Very serious problem	25	29	19	28	18	28	31	21	18	24	26	22	58	27	19	34	26	21	0	25
<u>SWT/NOT TOO SERIOUS PRB</u>	54	51	60	52	56	46	46	63	60	54	74	67	21	56	55	35	37	52	0	54
Somewhat serious problem	26	21	25	29	29	11	16	33	37	26	0	33	21	27	26	20	0	24	0	26
Not too serious problem	28	30	36	23	28	34	30	30	22	28	74	35	0	28	29	16	37	28	0	28
<u>DK/NA</u>	7	7	10	8	5	8	2	8	10	7	0	3	21	7	4	31	0	7	0	7
DK/NA	7	7	10	8	5	8	2	8	10	7	0	3	21	7	4	31	0	7	0	7

Table 19: Q3h. I'd like to read you some problems facing Milpitas that other people have mentioned. For each one I read, please tell me whether you think it is an extremely serious problem, a very serious problem, somewhat serious problem, or a not too serious problem in Milpitas. : Inflation and rising costs

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY								
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR	
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248	
<u>EXT/VERY SERIOUS PRB</u>	75	71	80	76	63	77	74	85	84	71	79	85	74	86	62	69	71	69	72	75	
Extremely serious problem	39	33	45	43	35	32	47	38	53	36	46	44	30	47	17	30	45	33	39	40	
Very serious problem	36	38	34	33	27	45	27	47	32	34	33	41	43	39	44	39	26	37	34	35	
<u>SWT/NOT TOO SERIOUS PRB</u>	24	26	20	24	34	19	24	15	16	27	20	15	25	14	38	27	29	22	25	23	
Somewhat serious problem	19	21	20	23	28	15	13	15	16	23	14	15	21	10	22	25	23	19	21	19	
Not too serious problem	5	5	0	1	6	4	11	0	0	4	6	0	4	4	16	3	7	3	4	5	
<u>DK/NA</u>	2	3	0	0	3	4	2	0	0	3	1	0	1	0	0	4	0	9	3	2	
DK/NA	2	3	0	0	3	4	2	0	0	3	1	0	1	0	0	4	0	9	3	2	

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>EXT/VERY SERIOUS PRB</u>	75	72	77	80	84	75	56	82	67	80	72	75	69	78	76	76	74	69	78	86	85	71
Extremely serious problem	39	34	45	50	46	34	26	48	31	39	39	39	37	30	38	35	41	41	40	48	46	37
Very serious problem	36	39	32	30	38	41	29	34	36	41	34	36	32	48	38	42	33	28	37	38	38	34
<u>SWT/NOT TOO SERIOUS PRB</u>	24	25	22	17	15	25	40	16	31	14	27	23	31	22	24	24	24	31	22	12	14	27
Somewhat serious problem	19	19	19	13	15	20	29	14	23	8	23	19	24	17	22	20	20	25	20	11	13	23
Not too serious problem	5	7	3	3	0	6	11	2	8	6	4	4	7	5	2	3	4	6	3	1	1	4
<u>DK/NA</u>	2	2	1	3	1	0	4	2	2	5	1	2	0	0	0	0	3	0	0	2	1	2
DK/NA	2	2	1	3	1	0	4	2	2	5	1	2	0	0	0	0	3	0	0	2	1	2

Table 19: Q3h. I'd like to read you some problems facing Milpitas that other people have mentioned. For each one I read, please tell me whether you think it is an extremely serious problem, a very serious problem, somewhat serious problem, or a not too serious problem in Milpitas. : Inflation and rising costs

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>EXT/VERY SERIOUS PRB</u>	75	73	75	75	72	67	76	71	59	64	82	61	74	78	79	73	73	83	71	73	67
Extremely serious problem	39	40	38	39	42	38	37	46	31	38	33	21	51	38	52	35	39	39	31	40	39
Very serious problem	36	33	37	36	30	29	39	24	28	26	49	41	23	41	27	38	34	44	40	33	29
<u>SWT/NOT TOO SERIOUS PRB</u>	24	23	23	23	28	31	22	28	38	33	18	34	24	22	19	24	27	16	29	27	27
Somewhat serious problem	19	16	21	19	24	24	18	18	33	26	15	21	12	20	19	20	21	13	22	25	21
Not too serious problem	5	7	2	4	4	7	4	10	5	8	4	13	13	2	1	4	6	3	6	2	6
<u>DK/NA</u>	2	4	2	2	0	2	2	2	3	2	0	4	2	0	2	3	0	1	0	0	6
DK/NA	2	4	2	2	0	2	2	2	3	2	0	4	2	0	2	3	0	1	0	0	6
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300	
<u>EXT/VERY SERIOUS PRB</u>	75	72	71	69	89	78	86	65	69	74	90	78	86	73	77	71	100	77	0	75	
Extremely serious problem	39	33	36	40	58	38	60	31	31	39	50	34	35	35	47	17	74	45	0	39	
Very serious problem	36	39	35	29	30	40	26	34	38	34	40	44	51	37	30	54	26	33	0	36	
<u>SWT/NOT TOO SERIOUS PRB</u>	24	25	27	29	11	18	14	34	29	24	10	22	14	25	21	29	0	21	0	24	
Somewhat serious problem	19	20	18	25	9	15	14	23	24	19	10	18	14	21	18	3	0	16	0	19	
Not too serious problem	5	5	9	3	2	3	0	11	5	5	0	4	0	4	3	26	0	5	0	5	
<u>DK/NA</u>	2	3	2	2	0	3	1	1	2	2	0	0	0	2	2	0	0	1	0	2	
DK/NA	2	3	2	2	0	3	1	1	2	2	0	0	0	2	2	0	0	1	0	2	

Table 20: Q3i. I'd like to read you some problems facing Milpitas that other people have mentioned. For each one I read, please tell me whether you think it is an extremely serious problem, a very serious problem, somewhat serious problem, or a not too serious problem in Milpitas. : Traffic congestion

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY								
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR	
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248	
<u>EXT/VERY SERIOUS PRB</u>	57	49	71	59	66	52	53	52	50	60	53	52	46	49	63	55	69	60	60	58	
Extremely serious problem	18	9	24	17	20	15	23	18	18	17	21	18	22	19	4	9	33	12	17	18	
Very serious problem	38	40	47	42	47	37	31	34	33	42	32	33	24	30	59	47	36	48	43	40	
<u>SWT/NOT TOO SERIOUS PRB</u>	42	49	29	40	34	48	47	48	34	40	45	42	54	51	37	45	31	40	38	40	
Somewhat serious problem	30	34	21	29	19	37	33	41	13	27	32	30	24	46	21	36	27	26	29	31	
Not too serious problem	12	15	8	11	15	11	13	7	21	12	13	13	31	5	16	8	4	14	10	9	
<u>DK/NA</u>	1	2	0	1	0	0	0	0	15	0	3	6	0	0	0	0	0	0	2	1	
DK/NA	1	2	0	1	0	0	0	0	15	0	3	6	0	0	0	0	0	0	2	1	

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>EXT/VERY SERIOUS PRB</u>	57	54	59	66	60	54	54	63	54	42	61	55	62	60	69	65	53	63	81	64	67	57
Extremely serious problem	18	15	22	21	26	17	11	23	15	18	17	18	20	33	19	25	15	26	21	26	25	16
Very serious problem	38	40	37	45	34	37	43	40	39	24	44	38	42	27	50	41	38	37	60	38	42	42
<u>SWT/NOT TOO SERIOUS PRB</u>	42	43	41	29	40	46	46	35	46	57	37	43	38	40	31	35	46	37	19	36	33	40
Somewhat serious problem	30	30	30	18	23	36	33	20	35	32	31	31	25	18	26	23	33	25	15	26	23	30
Not too serious problem	12	13	11	12	17	10	13	14	11	26	7	12	13	22	5	12	13	12	4	11	9	10
<u>DK/NA</u>	1	2	0	4	0	1	0	2	0	1	2	1	0	0	0	0	0	0	0	0	0	3
DK/NA	1	2	0	4	0	1	0	2	0	1	2	1	0	0	0	0	0	0	0	0	0	3

Table 20: Q3i. I'd like to read you some problems facing Milpitas that other people have mentioned. For each one I read, please tell me whether you think it is an extremely serious problem, a very serious problem, somewhat serious problem, or a not too serious problem in Milpitas. : Traffic congestion

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>EXT/VERY SERIOUS PRB</u>	57	53	59	57	55	51	57	39	54	47	77	47	37	58	72	60	52	56	61	63	53
Extremely serious problem	18	24	17	19	17	19	16	16	14	15	45	11	23	17	26	18	19	14	16	25	17
Very serious problem	38	29	41	38	38	32	41	23	40	32	32	36	15	41	46	43	33	42	45	38	37
<u>SWT/NOT TOO SERIOUS PRB</u>	42	47	39	41	45	45	42	61	37	48	23	53	61	40	28	38	48	39	38	37	47
Somewhat serious problem	30	25	31	29	33	29	31	37	24	30	23	33	40	29	25	28	34	20	34	31	30
Not too serious problem	12	22	8	12	12	15	11	24	13	18	0	20	21	11	2	10	14	19	5	5	17
<u>DK/NA</u>	1	0	2	2	0	4	0	0	9	5	0	0	2	2	0	2	0	5	1	0	0
DK/NA	1	0	2	2	0	4	0	0	9	5	0	0	2	2	0	2	0	5	1	0	0

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300
<u>EXT/VERY SERIOUS PRB</u>	57	60	50	59	56	59	67	53	55	57	17	57	65	53	65	40	100	64	0	57
Extremely serious problem	18	18	10	17	34	19	28	11	18	19	0	6	35	12	30	6	84	29	0	18
Very serious problem	38	41	40	42	22	40	39	42	37	38	17	50	30	41	35	34	16	34	0	38
<u>SWT/NOT TOO SERIOUS PRB</u>	42	39	45	41	44	37	33	46	45	43	83	29	35	45	35	60	0	36	0	42
Somewhat serious problem	30	26	32	29	32	24	17	33	37	30	60	23	35	31	26	45	0	27	0	30
Not too serious problem	12	13	13	12	12	13	17	14	8	13	23	6	0	14	9	15	0	9	0	12
<u>DK/NA</u>	1	1	5	0	0	4	0	1	0	0	0	14	0	2	0	0	0	0	0	1
DK/NA	1	1	5	0	0	4	0	1	0	0	0	14	0	2	0	0	0	0	0	1

Table 21: 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
<u>TOTAL AGREE</u>	90	91	87	84	89	93	90	89	93	89	90	90	93	91	91	88	95	91	91	89		
Strongly agree	34	37	38	39	28	29	39	42	41	32	40	42	38	39	46	20	45	38	32	33		
Somewhat agree	56	54	49	46	61	64	51	47	52	57	50	49	55	52	45	68	50	53	59	56		
<u>TOTAL DISAGREE</u>	10	8	12	14	11	7	10	11	7	10	10	10	6	8	9	12	5	8	9	10		
Somewhat disagree	7	4	12	12	7	4	6	5	7	7	6	5	3	6	7	6	2	7	6	7		
Strongly disagree	3	4	0	2	4	3	3	6	1	3	4	4	3	2	2	6	3	2	3	3		
<u>DK/NA</u>	0	1	1	2	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0		
DK/NA	0	1	1	2	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
<u>TOTAL AGREE</u>	90	89	90	88	89	93	85	89	90	97	94	94	49	79	87	84	95	77	80	86	84	96
Strongly agree	34	37	31	51	39	26	21	45	24	72	22	36	7	32	24	27	39	30	30	35	34	34
Somewhat agree	56	53	59	37	50	67	64	43	66	25	72	58	42	47	64	58	55	47	50	50	50	62
<u>TOTAL DISAGREE</u>	10	10	10	12	11	6	14	11	9	3	6	5	51	21	13	16	5	22	20	14	16	4
Somewhat disagree	7	7	6	6	8	5	9	7	6	3	5	4	25	12	8	9	3	18	8	12	11	3
Strongly disagree	3	3	4	5	3	1	5	4	3	0	1	1	26	9	5	6	2	3	12	2	5	1
<u>DK/NA</u>	0	1	0	0	0	1	0	0	1	0	1	0	0	1	0	0	0	2	0	0	0	0
DK/NA	0	1	0	0	0	1	0	0	1	0	1	0	0	1	0	0	0	2	0	0	0	0

Table 21: 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157
<u>TOTAL AGREE</u>	90	97	92	93	69	84	93	97	81	88	62	90	83	91	90	89	90	89	91	94	87
Strongly agree	34	63	28	36	17	39	32	64	30	45	14	36	49	30	34	30	41	48	22	30	30
Somewhat agree	56	35	64	57	51	45	61	34	51	43	49	54	34	61	56	60	49	41	69	64	57
<u>TOTAL DISAGREE</u>	10	3	7	6	31	15	7	2	19	12	33	9	17	9	10	10	10	11	8	6	12
Somewhat disagree	7	2	6	5	15	10	5	2	14	9	14	6	15	6	6	6	7	7	7	3	8
Strongly disagree	3	1	1	1	16	5	2	0	5	3	19	3	3	3	4	4	3	4	1	3	4
<u>DK/NA</u>	0	0	0	0	1	1	0	1	0	0	4	1	0	0	0	0	0	0	1	0	1
DK/NA	0	0	0	0	1	1	0	1	0	0	4	1	0	0	0	0	0	0	1	0	1

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT		
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300
<u>TOTAL AGREE</u>	90	88	91	89	90	89	88	89	91	90	100	86	86	90	92	69	83	89	89	90
Strongly agree	34	34	42	30	38	48	43	26	23	34	55	29	24	37	30	12	35	28	33	35
Somewhat agree	56	54	48	60	51	41	45	63	68	56	45	57	62	53	62	57	48	61	57	56
<u>TOTAL DISAGREE</u>	10	11	9	10	10	11	12	10	9	10	0	12	14	9	8	31	17	11	11	9
Somewhat disagree	7	9	5	6	7	7	7	8	5	7	0	7	7	6	6	25	9	8	7	6
Strongly disagree	3	2	4	4	3	4	4	2	4	3	0	5	7	3	2	6	8	3	4	3
<u>DK/NA</u>	0	1	0	0	0	0	0	1	0	0	0	2	0	1	0	0	0	0	0	1
DK/NA	0	1	0	0	0	0	0	1	0	0	0	2	0	1	0	0	0	0	0	1

Table 22: 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
<u>TOTAL AGREE</u>	90	89	95	89	96	80	89	84	98	89	89	89	88	98	87	94	93	86	89	90		
Strongly agree	42	45	25	45	37	37	49	34	50	40	44	40	48	48	21	38	56	53	43	42		
Somewhat agree	47	45	71	44	59	42	41	50	49	50	45	49	40	51	66	56	37	34	47	48		
<u>TOTAL DISAGREE</u>	10	11	5	11	4	18	11	15	0	10	10	10	12	1	13	6	7	14	11	9		
Somewhat disagree	6	5	5	5	4	6	11	7	0	5	8	4	4	1	6	6	2	14	8	6		
Strongly disagree	4	6	0	6	0	12	0	8	0	5	2	5	8	0	7	0	5	0	3	3		
<u>DK/NA</u>	1	0	0	0	0	2	0	1	2	1	1	1	0	1	0	0	0	0	0	1		
DK/NA	1	0	0	0	0	2	0	1	2	1	1	1	0	1	0	0	0	0	0	1		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>TOTAL AGREE</u>	90	88	91	90	93	90	83	92	87	95	91	92	69	70	90	83	96	88	82	91	87	97
Strongly agree	42	49	36	43	48	32	49	45	39	65	36	44	31	42	53	49	39	50	57	45	49	36
Somewhat agree	47	39	55	47	46	58	34	46	49	30	55	48	37	28	37	34	57	38	25	46	38	60
<u>TOTAL DISAGREE</u>	10	11	8	10	6	10	15	8	12	5	9	8	27	29	10	17	3	12	18	9	12	3
Somewhat disagree	6	9	3	6	1	9	7	3	8	4	5	5	17	25	5	12	1	12	13	5	8	3
Strongly disagree	4	3	5	4	5	1	8	4	4	1	4	3	10	4	6	5	2	0	5	4	4	0
<u>DK/NA</u>	1	0	1	0	1	0	2	1	1	0	0	0	4	1	0	0	1	0	0	0	0	0
DK/NA	1	0	1	0	1	0	2	1	1	0	0	0	4	1	0	0	1	0	0	0	0	0

Table 22: 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>TOTAL AGREE</u>	90	96	93	93	69	85	92	96	83	89	68	80	79	95	90	89	89	88	97	87	86
Strongly agree	42	77	33	42	42	47	40	81	38	55	12	49	41	39	44	35	50	41	34	24	57
Somewhat agree	47	20	60	52	28	38	52	15	45	33	56	31	38	56	47	54	38	47	62	63	29
<u>TOTAL DISAGREE</u>	10	4	7	6	28	14	8	3	16	11	30	18	21	5	9	10	11	11	3	13	14
Somewhat disagree	6	2	3	3	21	8	5	3	12	9	8	10	11	2	7	7	4	5	3	4	13
Strongly disagree	4	2	4	4	6	6	3	0	4	2	22	8	10	2	2	3	7	7	0	9	1
<u>DK/NA</u>	1	0	0	0	3	1	0	1	0	1	2	2	0	0	1	1	0	0	0	0	0
DK/NA	1	0	0	0	3	1	0	1	0	1	2	2	0	0	1	1	0	0	0	0	0

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0
<u>TOTAL AGREE</u>	90	89	86	89	93	89	95	87	87	89	100	88	96	90	91	71	97	89	90	0
Strongly agree	42	47	50	32	38	50	41	50	27	43	37	38	38	43	40	36	61	42	42	0
Somewhat agree	47	42	36	57	55	38	53	38	60	46	63	50	57	48	50	35	36	47	47	0
<u>TOTAL DISAGREE</u>	10	11	13	10	7	10	5	13	11	10	0	12	4	10	9	20	3	9	10	0
Somewhat disagree	6	6	13	4	2	6	0	11	5	6	0	12	4	5	6	20	3	7	6	0
Strongly disagree	4	5	0	6	5	4	5	2	6	4	0	0	0	5	3	0	0	2	4	0
<u>DK/NA</u>	1	0	1	1	0	1	0	0	1	1	0	0	0	0	1	8	0	2	1	0
DK/NA	1	0	1	1	0	1	0	0	1	1	0	0	0	0	1	8	0	2	1	0

Table 23: Q4c. 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
<u>TOTAL AGREE</u>	76	81	73	81	76	81	61	77	80	79	69	78	86	83	55	75	70	76	75	74		
Strongly agree	16	17	24	21	15	17	9	13	31	17	14	19	14	17	21	15	18	22	17	16		
Somewhat agree	60	64	49	60	61	64	52	64	50	62	55	59	72	66	34	60	52	54	59	58		
<u>TOTAL DISAGREE</u>	21	17	22	19	21	11	36	19	16	17	28	18	11	12	45	24	30	15	23	22		
Somewhat disagree	15	14	16	9	13	10	27	18	14	11	22	17	7	12	45	18	22	12	16	16		
Strongly disagree	6	3	6	10	8	1	9	1	2	6	5	2	4	1	0	6	8	4	7	6		
<u>DK/NA</u>	3	2	5	0	3	8	3	4	3	4	4	4	3	5	0	1	0	8	2	3		
DK/NA	3	2	5	0	3	8	3	4	3	4	4	4	3	5	0	1	0	8	2	3		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>TOTAL AGREE</u>	76	75	78	71	79	75	76	74	75	94	74	80	38	58	74	69	81	74	52	74	66	89
Strongly agree	16	19	12	20	21	12	12	21	12	38	9	17	4	12	11	12	17	25	10	17	14	17
Somewhat agree	60	56	66	50	57	63	64	54	63	56	66	63	34	46	63	57	64	49	43	57	52	73
<u>TOTAL DISAGREE</u>	21	24	16	28	21	19	18	25	19	4	22	17	56	36	24	28	16	16	40	26	31	8
Somewhat disagree	15	16	14	28	11	12	12	20	12	3	16	12	38	17	20	19	13	9	32	21	25	4
Strongly disagree	6	8	2	0	10	7	7	5	7	2	6	4	18	20	4	9	3	7	9	6	7	4
<u>DK/NA</u>	3	1	6	1	0	7	5	1	6	2	4	3	6	5	2	3	3	10	7	0	3	2
DK/NA	3	1	6	1	0	7	5	1	6	2	4	3	6	5	2	3	3	10	7	0	3	2

Table 23: Q4c. 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>TOTAL AGREE</u>	76	95	79	82	46	65	82	86	70	76	19	72	77	85	60	78	76	61	87	83	73
Strongly agree	16	40	12	18	2	19	14	30	19	24	0	18	18	14	15	17	12	12	11	17	20
Somewhat agree	60	55	67	65	44	46	68	56	51	53	19	54	59	71	44	61	64	49	76	66	54
<u>TOTAL DISAGREE</u>	21	5	19	16	45	33	15	12	30	23	74	18	23	13	37	19	18	32	13	16	22
Somewhat disagree	15	4	15	13	31	27	11	8	27	19	62	10	14	10	28	15	14	22	10	10	19
Strongly disagree	6	1	3	3	14	6	4	4	3	4	11	8	9	3	9	5	5	10	3	6	4
<u>DK/NA</u>	3	0	2	2	9	2	3	2	0	1	7	10	0	2	3	2	5	6	0	1	4
DK/NA	3	0	2	2	9	2	3	2	0	1	7	10	0	2	3	2	5	6	0	1	4

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0
<u>TOTAL AGREE</u>	76	80	67	79	72	72	78	77	76	76	71	88	69	80	69	55	90	69	76	0
Strongly agree	16	26	9	9	19	20	22	19	5	14	45	32	22	18	13	16	0	12	16	0
Somewhat agree	60	54	58	70	53	52	56	58	71	62	25	56	46	62	56	39	90	58	60	0
<u>TOTAL DISAGREE</u>	21	20	31	14	24	28	22	22	13	21	29	12	27	18	27	32	7	26	21	0
Somewhat disagree	15	10	24	12	20	23	17	10	13	14	29	12	27	14	16	29	3	16	15	0
Strongly disagree	6	10	7	2	4	5	5	11	0	6	0	0	0	3	11	3	4	10	6	0
<u>DK/NA</u>	3	0	2	7	4	0	0	1	11	4	0	0	4	3	4	13	4	5	3	0
DK/NA	3	0	2	7	4	0	0	1	11	4	0	0	4	3	4	13	4	5	3	0

Table 24: 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 trust the City of Milpitas to properly manage our tax dollars

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
<u>TOTAL AGREE</u>	74	79	65	64	79	78	68	83	70	74	73	78	72	83	61	64	85	74	75	75		
Strongly agree	18	22	10	16	22	20	19	17	11	20	17	14	16	21	32	3	31	28	17	18		
Somewhat agree	55	57	56	48	57	58	49	67	60	55	56	64	56	62	29	62	54	46	57	56		
<u>TOTAL DISAGREE</u>	18	16	14	24	12	13	26	17	7	16	20	13	23	6	39	18	5	23	15	15		
Somewhat disagree	11	8	6	8	3	11	17	15	7	7	15	12	15	3	32	7	5	8	8	9		
Strongly disagree	7	8	8	16	9	2	8	2	0	9	5	1	8	3	7	11	0	15	7	7		
<u>DK/NA</u>	9	5	21	12	9	9	6	0	22	10	8	9	5	11	0	18	10	4	10	10		
DK/NA	9	5	21	12	9	9	6	0	22	10	8	9	5	11	0	18	10	4	10	10		

	QD GENDER			QE EDUCATION					Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE				
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>TOTAL AGREE</u>	74	74	74	67	79	80	63	73	74	88	75	79	25	57	65	62	82	64	40	71	65	84
Strongly agree	18	14	23	29	15	16	16	22	16	36	14	21	1	13	15	15	20	14	10	16	14	22
Somewhat agree	55	60	52	38	64	64	47	51	58	52	61	58	23	43	50	47	62	50	30	56	50	62
<u>TOTAL DISAGREE</u>	18	13	21	15	15	15	28	15	20	7	15	13	64	32	26	28	11	31	47	27	32	7
Somewhat disagree	11	8	13	8	11	10	15	9	12	7	10	9	26	22	10	15	6	23	18	16	16	5
Strongly disagree	7	5	8	7	4	6	13	6	8	0	5	3	38	10	16	14	4	8	29	12	15	2
<u>DK/NA</u>	9	13	5	18	6	5	9	12	6	6	10	9	11	12	8	10	7	5	13	1	3	9
DK/NA	9	13	5	18	6	5	9	12	6	6	10	9	11	12	8	10	7	5	13	1	3	9

Table 24: 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 trust the City of Milpitas to properly manage our tax dollars

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>TOTAL AGREE</u>	74	86	82	83	33	62	78	83	55	68	26	62	77	77	75	78	64	57	89	85	65
Strongly agree	18	32	18	22	2	8	23	11	8	9	0	20	24	17	18	16	23	14	16	28	12
Somewhat agree	55	54	64	61	32	54	55	72	48	59	26	42	52	60	58	62	41	43	73	57	53
<u>TOTAL DISAGREE</u>	18	7	11	9	56	20	16	1	25	14	55	20	17	16	21	16	22	24	6	15	25
Somewhat disagree	11	4	9	8	19	11	9	1	19	11	12	11	12	9	13	11	12	14	6	9	14
Strongly disagree	7	3	1	2	37	9	6	0	7	3	44	9	4	6	8	5	10	10	0	5	11
<u>DK/NA</u>	9	7	7	7	10	18	6	15	20	17	19	19	7	7	4	7	14	19	5	0	10
DK/NA	9	7	7	7	10	18	6	15	20	17	19	19	7	7	4	7	14	19	5	0	10
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300	
<u>TOTAL AGREE</u>	74	70	79	79	66	72	76	76	72	73	100	75	100	76	71	58	78	70	0	74	
Strongly agree	18	17	12	23	23	17	29	12	19	20	0	4	7	20	17	9	0	16	0	18	
Somewhat agree	55	53	67	57	42	54	48	64	53	53	100	71	93	56	54	49	78	54	0	55	
<u>TOTAL DISAGREE</u>	18	16	9	14	33	11	19	16	23	19	0	8	0	16	21	11	22	20	0	18	
Somewhat disagree	11	8	8	7	23	7	12	9	14	12	0	0	0	8	15	11	22	15	0	11	
Strongly disagree	7	9	1	7	10	3	6	7	10	7	0	8	0	8	6	0	0	5	0	7	
<u>DK/NA</u>	9	13	12	7	1	18	5	8	5	8	0	17	0	8	8	31	0	10	0	9	
DK/NA	9	13	12	7	1	18	5	8	5	8	0	17	0	8	8	31	0	10	0	9	

Table 25: Q4e. 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
<u>TOTAL AGREE</u>	74	76	72	78	75	73	69	86	69	75	74	79	73	70	66	69	91	72	77	75		
Strongly agree	16	17	42	29	13	9	17	14	0	16	13	8	15	23	16	16	18	11	16	16		
Somewhat agree	58	60	30	49	62	63	52	73	69	59	61	71	58	46	51	53	74	60	61	59		
<u>TOTAL DISAGREE</u>	15	15	22	14	12	15	25	6	4	13	16	5	13	15	34	19	5	18	14	15		
Somewhat disagree	11	12	14	5	9	13	19	4	4	9	12	4	7	13	34	19	3	16	10	11		
Strongly disagree	4	2	8	9	3	2	6	2	0	4	4	1	6	2	0	0	2	1	4	4		
<u>DK/NA</u>	11	9	7	7	14	13	6	8	27	12	10	15	15	15	0	11	4	11	9	10		
DK/NA	11	9	7	7	14	13	6	8	27	12	10	15	15	15	0	11	4	11	9	10		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>TOTAL AGREE</u>	74	72	77	77	74	79	63	75	72	88	74	78	34	54	68	63	84	65	34	75	66	86
Strongly agree	16	15	17	24	19	8	11	22	9	33	9	16	2	13	17	15	16	7	10	17	15	15
Somewhat agree	58	57	60	53	54	71	51	54	63	55	65	62	31	41	51	48	68	58	25	58	51	71
<u>TOTAL DISAGREE</u>	15	14	15	10	16	14	22	13	17	2	15	11	51	33	23	27	8	32	44	23	27	7
Somewhat disagree	11	9	12	10	12	8	15	11	11	2	11	9	34	24	23	23	5	19	31	17	20	5
Strongly disagree	4	5	3	0	4	6	7	2	6	0	4	3	17	9	0	3	3	14	13	6	8	2
<u>DK/NA</u>	11	14	8	13	11	7	16	12	11	10	11	10	15	13	9	11	8	3	21	2	6	7
DK/NA	11	14	8	13	11	7	16	12	11	10	11	10	15	13	9	11	8	3	21	2	6	7

Table 25: Q4e. 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>TOTAL AGREE</u>	74	91	81	84	36	66	77	87	61	73	26	62	82	81	66	74	73	67	87	90	62
Strongly agree	16	31	14	19	5	16	16	23	15	18	0	9	17	17	18	14	22	25	14	23	11
Somewhat agree	58	59	67	65	31	51	61	64	46	55	26	53	64	64	48	60	51	41	73	66	51
<u>TOTAL DISAGREE</u>	15	4	10	8	49	15	15	1	17	10	45	16	5	12	26	16	14	19	8	10	21
Somewhat disagree	11	1	9	7	30	6	13	0	11	6	8	12	2	8	22	11	12	11	6	10	17
Strongly disagree	4	2	1	1	19	8	2	1	5	4	37	4	3	4	5	4	2	9	2	0	4
<u>DK/NA</u>	11	6	9	8	15	19	8	11	22	17	30	22	13	7	8	10	13	14	6	0	17
DK/NA	11	6	9	8	15	19	8	11	22	17	30	22	13	7	8	10	13	14	6	0	17
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300	
<u>TOTAL AGREE</u>	74	71	72	79	76	72	79	71	74	74	100	70	100	75	73	58	100	72	0	74	
Strongly agree	16	15	10	18	17	18	27	9	10	16	23	17	0	21	8	9	0	8	0	16	
Somewhat agree	58	56	62	61	59	54	52	62	64	58	77	53	100	54	65	49	100	65	0	58	
<u>TOTAL DISAGREE</u>	15	15	13	12	19	14	13	15	18	15	0	16	0	16	15	3	0	14	0	15	
Somewhat disagree	11	9	10	9	15	12	10	7	14	12	0	3	0	12	10	3	0	9	0	11	
Strongly disagree	4	6	3	3	4	1	3	8	4	3	0	13	0	3	5	0	0	5	0	4	
<u>DK/NA</u>	11	14	14	10	5	15	8	14	8	11	0	15	0	9	12	39	0	14	0	11	
DK/NA	11	14	14	10	5	15	8	14	8	11	0	15	0	9	12	39	0	14	0	11	

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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
<u>TOTAL WELL</u>	90	89	94	85	90	87	92	90	97	88	92	92	98	91	93	93	94	82	89	89		
Very well	45	42	48	46	30	52	44	41	69	41	47	51	54	45	24	45	46	57	44	44		
Somewhat well	45	47	46	39	61	35	48	48	28	47	45	41	44	46	69	48	47	25	45	45		
<u>TOTAL NOT WELL</u>	9	10	6	15	10	13	2	10	3	12	4	8	2	9	7	7	6	10	9	10		
Not too well	7	9	5	14	10	8	2	8	1	10	3	6	2	8	7	7	5	10	9	9		
Not well at all	1	1	1	1	0	5	0	3	2	2	1	2	1	2	0	0	2	0	0	1		
<u>DK</u>	1	2	0	0	0	0	7	0	0	0	4	0	0	0	0	0	0	8	2	1		
DK	1	2	0	0	0	0	7	0	0	0	4	0	0	0	0	0	0	8	2	1		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>TOTAL WELL</u>	90	94	85	89	87	90	90	88	90	97	92	93	59	82	83	82	94	94	82	86	84	97
Very well	45	48	42	49	41	33	58	45	43	75	37	48	27	35	46	42	45	66	51	39	43	46
Somewhat well	45	47	44	40	46	57	32	43	47	22	55	46	32	47	36	40	49	28	31	47	41	52
<u>TOTAL NOT WELL</u>	9	6	13	9	13	10	5	11	8	3	6	5	38	10	16	14	6	6	11	14	13	3
Not too well	7	4	11	9	10	8	3	10	6	3	6	5	32	8	13	11	5	6	11	13	12	2
Not well at all	1	1	2	0	3	2	2	1	2	0	1	1	6	2	4	3	1	0	0	1	0	1
<u>DK</u>	1	0	2	1	0	0	5	1	2	0	2	1	3	8	1	4	0	0	8	0	3	0
DK	1	0	2	1	0	0	5	1	2	0	2	1	3	8	1	4	0	0	8	0	3	0

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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>TOTAL WELL</u>	90	99	91	92	78	91	90	97	94	95	70	82	85	92	93	93	89	90	92	91	89
Very well	45	73	39	46	38	48	44	84	34	54	16	37	44	44	52	43	54	50	43	27	53
Somewhat well	45	27	52	46	39	43	46	13	59	41	54	45	41	48	41	51	34	40	49	64	36
<u>TOTAL NOT WELL</u>	9	1	8	6	22	9	9	3	6	5	30	13	15	7	7	7	8	10	8	9	6
Not too well	7	1	6	5	19	7	8	3	3	3	28	8	15	6	6	5	7	8	8	9	5
Not well at all	1	0	2	1	3	2	1	0	3	2	2	4	0	1	1	2	1	3	0	0	1
<u>DK</u>	1	0	2	1	0	0	2	0	0	0	0	5	0	1	0	0	3	0	0	0	4
DK	1	0	2	1	0	0	2	0	0	0	0	5	0	1	0	0	3	0	0	0	4
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0	
<u>TOTAL WELL</u>	90	93	96	82	89	91	87	97	83	89	100	93	89	89	89	92	100	91	90	0	
Very well	45	45	52	37	42	50	42	48	36	45	37	37	49	42	47	44	72	49	45	0	
Somewhat well	45	49	45	45	46	41	45	49	47	44	63	56	40	47	42	48	28	42	45	0	
<u>TOTAL NOT WELL</u>	9	7	4	18	5	9	13	3	13	9	0	7	11	9	10	8	0	9	9	0	
Not too well	7	6	2	15	5	7	13	3	10	8	0	7	11	8	7	0	0	6	7	0	
Not well at all	1	1	2	3	0	2	1	0	3	2	0	0	0	1	2	8	0	3	1	0	
<u>DK</u>	1	0	0	0	6	0	0	0	4	1	0	0	0	2	1	0	0	1	1	0	
DK	1	0	0	0	6	0	0	0	4	1	0	0	0	2	1	0	0	1	1	0	

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. : Safe

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
<u>TOTAL WELL</u>	85	88	79	86	87	87	80	80	92	87	82	84	93	94	69	88	82	81	85	84		
Very well	26	28	36	27	28	29	24	21	44	28	27	29	31	33	38	23	28	29	24	26		
Somewhat well	59	60	42	59	59	58	55	59	47	58	55	55	62	61	32	66	55	52	60	58		
<u>TOTAL NOT WELL</u>	14	11	21	13	13	13	19	20	8	13	17	16	7	6	31	12	18	19	15	16		
Not too well	12	10	18	11	13	12	17	12	8	12	14	10	6	5	13	9	13	19	13	13		
Not well at all	2	2	3	2	0	2	2	8	0	1	4	5	1	1	18	2	5	0	2	2		
<u>DK</u>	1	0	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0		
DK	1	0	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0		

	QD GENDER			QE EDUCATION					Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE				
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>TOTAL WELL</u>	85	86	86	84	88	85	82	86	84	98	86	90	50	62	83	76	90	96	56	84	74	97
Very well	26	29	25	26	32	16	36	29	24	43	21	27	11	21	26	24	28	33	18	30	26	27
Somewhat well	59	57	61	58	55	69	46	56	60	55	65	62	39	41	57	52	63	63	38	54	48	70
<u>TOTAL NOT WELL</u>	14	14	14	14	12	15	18	13	16	2	14	10	47	38	16	23	9	4	43	15	25	3
Not too well	12	14	10	9	12	14	16	10	15	1	13	9	33	37	14	22	7	4	37	13	22	3
Not well at all	2	0	4	5	1	1	2	3	1	0	1	1	14	1	2	2	2	0	6	2	3	0
<u>DK</u>	1	0	0	2	0	0	0	1	0	0	0	0	3	0	1	1	0	0	2	1	1	0
DK	1	0	0	2	0	0	0	1	0	0	0	0	3	0	1	1	0	0	2	1	1	0

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. : Safe

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>TOTAL WELL</u>	85	99	88	91	65	78	91	96	77	85	52	75	79	90	85	86	88	77	95	91	81
Very well	26	56	23	30	12	25	28	29	31	30	3	14	27	30	30	29	25	21	26	28	34
Somewhat well	59	44	65	61	53	53	63	66	46	54	49	61	52	60	56	57	63	55	69	63	47
<u>TOTAL NOT WELL</u>	14	1	11	9	35	22	9	4	23	15	48	24	21	9	15	14	12	23	5	8	19
Not too well	12	1	11	9	23	17	8	4	23	15	20	22	21	6	14	11	12	22	5	4	18
Not well at all	2	0	1	1	11	5	0	0	0	0	27	2	0	3	1	3	0	2	0	4	1
<u>DK</u>	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	1	0
DK	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	1	0
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0	
<u>TOTAL WELL</u>	85	85	87	89	78	86	87	86	83	85	100	88	89	87	82	71	96	82	85	0	
Very well	26	36	20	21	35	24	35	30	18	26	37	22	46	29	24	20	3	21	26	0	
Somewhat well	59	49	67	68	43	62	52	56	66	59	63	66	43	58	58	51	93	61	59	0	
<u>TOTAL NOT WELL</u>	14	15	13	10	22	14	12	14	17	15	0	12	11	13	17	29	4	17	14	0	
Not too well	12	15	13	8	16	14	6	14	15	13	0	12	11	11	15	21	4	15	12	0	
Not well at all	2	0	1	2	7	0	5	1	2	2	0	0	0	2	2	8	0	2	2	0	
<u>DK</u>	1	0	0	1	0	0	1	0	0	1	0	0	0	0	1	0	0	1	1	0	
DK	1	0	0	1	0	0	1	0	0	1	0	0	0	0	1	0	0	1	1	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. : Good place to live, play, and work

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
<u>TOTAL WELL</u>	89	90	91	87	91	88	90	81	95	89	88	86	92	82	75	88	93	85	91	89		
Very well	31	33	43	35	27	36	32	26	41	32	32	31	36	28	48	30	38	35	31	30		
Somewhat well	58	58	48	53	64	52	57	55	54	57	56	55	56	54	27	58	55	50	60	58		
<u>TOTAL NOT WELL</u>	11	10	9	13	9	12	9	19	5	11	11	14	8	18	25	12	7	15	9	11		
Not too well	9	8	9	11	6	7	8	19	5	8	11	14	8	18	18	8	7	11	8	9		
Not well at all	2	2	0	1	3	5	1	0	0	3	0	0	0	0	7	4	0	4	2	2		
<u>DK</u>	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0		
DK	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>TOTAL WELL</u>	89	91	88	82	88	91	92	85	92	97	94	95	34	73	91	85	91	86	81	85	84	95
Very well	31	31	32	38	38	28	21	38	25	67	19	33	11	29	28	28	32	44	24	35	31	32
Somewhat well	58	60	56	44	50	64	71	47	67	31	75	62	24	44	63	56	59	43	57	51	53	63
<u>TOTAL NOT WELL</u>	11	9	12	17	12	9	8	14	8	3	6	5	63	27	8	15	9	14	17	15	16	5
Not too well	9	8	10	15	7	8	6	11	7	3	5	5	50	24	8	14	6	14	16	11	13	5
Not well at all	2	1	3	2	5	0	2	3	1	0	1	1	13	3	0	1	2	0	2	3	3	0
<u>DK</u>	0	0	0	1	0	0	0	1	0	0	0	0	3	0	1	1	0	0	2	0	1	0
DK	0	0	0	1	0	0	0	1	0	0	0	0	3	0	1	1	0	0	2	0	1	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. : Good place to live, play, and work

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>TOTAL WELL</u>	89	96	92	93	66	83	92	97	89	92	47	91	90	87	89	87	92	87	91	91	92
Very well	31	66	25	33	10	37	27	58	35	44	7	30	38	28	37	31	29	33	23	31	37
Somewhat well	58	31	67	60	56	46	65	39	54	48	41	61	52	59	52	56	63	53	68	60	55
<u>TOTAL NOT WELL</u>	11	4	8	7	34	17	8	3	11	8	53	9	10	12	11	13	8	13	9	9	8
Not too well	9	4	6	5	28	15	6	3	11	8	45	5	4	12	10	10	6	11	6	8	8
Not well at all	2	0	2	2	5	2	2	0	1	0	8	5	6	1	1	2	2	3	3	1	1
<u>DK</u>	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
DK	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT		
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0
<u>TOTAL WELL</u>	89	92	88	87	89	92	79	90	95	89	71	88	89	90	87	75	89	86	89	0
Very well	31	40	19	25	48	30	46	29	22	30	44	34	45	34	31	12	8	27	31	0
Somewhat well	58	52	70	62	40	61	33	61	74	59	26	55	44	57	56	62	81	59	58	0
<u>TOTAL NOT WELL</u>	11	8	12	13	11	8	21	10	5	11	29	12	11	10	12	25	11	13	11	0
Not too well	9	6	11	9	11	6	17	10	4	9	29	12	0	8	11	17	7	11	9	0
Not well at all	2	2	1	4	0	3	4	1	1	2	0	0	11	2	1	8	4	2	2	0
<u>DK</u>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0
DK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	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. : Accepting

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
<u>TOTAL WELL</u>	89	91	68	85	89	93	92	83	79	89	87	82	91	92	69	90	87	96	88	89		
Very well	36	41	26	31	29	41	44	29	47	33	40	35	30	41	45	45	42	48	36	38		
Somewhat well	52	51	42	54	60	53	48	54	32	56	47	47	61	51	24	46	45	48	52	51		
<u>TOTAL NOT WELL</u>	8	8	5	14	6	5	7	11	1	8	7	8	2	8	31	10	7	4	9	8		
Not too well	7	7	5	8	6	5	6	11	1	6	7	8	2	8	13	9	7	4	7	7		
Not well at all	1	2	0	6	0	0	1	0	0	2	0	0	0	0	18	1	0	0	2	1		
<u>DK</u>	4	0	27	1	4	2	1	6	19	3	6	11	7	0	0	0	6	0	3	3		
DK	4	0	27	1	4	2	1	6	19	3	6	11	7	0	0	0	6	0	3	3		

	QD GENDER			QE EDUCATION					Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE				
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>TOTAL WELL</u>	89	91	87	76	90	90	97	83	93	91	92	92	60	80	88	85	91	88	78	84	82	96
Very well	36	42	31	49	38	21	36	43	26	64	27	38	19	26	38	34	40	29	37	34	35	41
Somewhat well	52	49	56	28	52	70	62	40	67	27	65	54	41	54	50	51	52	59	41	50	47	55
<u>TOTAL NOT WELL</u>	8	7	8	14	9	7	0	12	4	3	5	4	38	14	11	12	6	0	14	13	13	1
Not too well	7	5	8	14	6	6	0	10	4	3	3	3	36	14	6	9	6	0	13	10	11	1
Not well at all	1	2	0	1	4	0	0	2	0	0	2	1	1	0	5	3	0	0	1	3	3	0
<u>DK</u>	4	3	4	9	0	3	3	5	3	6	3	4	3	6	1	3	3	12	8	3	5	3
DK	4	3	4	9	0	3	3	5	3	6	3	4	3	6	1	3	3	12	8	3	5	3

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. : Accepting

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>TOTAL WELL</u>	89	100	90	92	77	86	91	97	86	90	72	84	79	90	92	89	91	78	89	94	97
Very well	36	79	30	40	20	38	36	59	34	44	12	22	48	36	45	36	42	42	29	33	37
Somewhat well	52	21	60	52	57	48	55	38	52	46	60	63	31	54	47	54	50	36	60	61	60
<u>TOTAL NOT WELL</u>	8	0	6	5	23	13	6	2	14	9	24	5	21	7	6	8	7	14	6	4	3
Not too well	7	0	5	4	22	12	5	2	14	9	17	5	12	7	6	7	4	10	6	4	3
Not well at all	1	0	2	1	1	1	1	0	0	0	7	0	9	1	0	1	3	4	0	0	1
<u>DK</u>	4	0	4	3	0	1	3	1	0	0	4	10	0	2	3	3	2	8	4	2	0
DK	4	0	4	3	0	1	3	1	0	0	4	10	0	2	3	3	2	8	4	2	0
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0	
<u>TOTAL WELL</u>	89	90	91	89	84	89	79	92	95	90	100	66	85	89	86	93	100	88	89	0	
Very well	36	40	44	27	35	50	37	32	21	38	44	5	44	39	27	36	61	32	36	0	
Somewhat well	52	50	47	63	49	39	41	60	75	52	56	61	41	50	59	57	39	56	52	0	
<u>TOTAL NOT WELL</u>	8	6	8	9	6	11	13	3	3	7	0	18	15	8	10	2	0	8	8	0	
Not too well	7	3	7	8	6	7	12	3	3	6	0	18	15	6	8	2	0	7	7	0	
Not well at all	1	3	1	1	0	4	1	1	0	1	0	0	0	1	1	0	0	1	1	0	
<u>DK</u>	4	4	1	2	10	0	8	5	1	3	0	15	0	3	5	5	0	4	4	0	
DK	4	4	1	2	10	0	8	5	1	3	0	15	0	3	5	5	0	4	4	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. : Welcoming

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
<u>TOTAL WELL</u>	87	91	85	83	88	89	92	80	94	87	88	84	80	97	69	90	87	90	88	90		
Very well	33	37	32	31	25	38	30	28	60	31	34	39	24	43	41	43	31	49	33	35		
Somewhat well	55	54	53	52	63	51	62	51	33	56	54	45	56	54	28	47	57	42	55	55		
<u>TOTAL NOT WELL</u>	11	9	15	16	8	11	7	19	3	11	10	13	17	3	31	9	7	10	10	9		
Not too well	9	8	5	14	7	11	7	13	3	10	8	9	12	3	18	9	7	8	9	8		
Not well at all	1	0	10	2	1	1	0	6	0	1	2	4	5	0	13	0	0	2	0	1		
<u>DK</u>	2	1	0	1	4	0	2	2	3	2	2	2	3	0	0	1	6	0	2	2		
DK	2	1	0	1	4	0	2	2	3	2	2	2	3	0	0	1	6	0	2	2		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>TOTAL WELL</u>	87	90	86	84	90	84	96	87	88	91	91	91	53	68	87	81	91	98	76	86	83	94
Very well	33	37	29	52	32	20	30	42	24	64	25	36	10	14	37	29	34	52	31	32	32	37
Somewhat well	55	53	57	32	58	64	66	45	65	27	67	55	43	54	50	51	57	46	45	54	51	57
<u>TOTAL NOT WELL</u>	11	7	14	13	9	13	3	11	9	9	6	7	44	32	11	18	7	0	16	13	14	5
Not too well	9	7	11	10	6	13	3	8	9	7	5	6	42	24	11	15	7	0	15	13	13	3
Not well at all	1	0	2	3	3	0	0	3	0	3	1	1	1	7	0	3	0	0	1	1	1	2
<u>DK</u>	2	3	1	2	1	3	1	2	2	0	3	2	4	1	2	1	2	2	8	1	3	0
DK	2	3	1	2	1	3	1	2	2	0	3	2	4	1	2	1	2	2	8	1	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. : Welcoming

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>TOTAL WELL</u>	87	97	91	92	71	79	94	84	84	84	62	71	95	91	90	90	87	76	93	91	94
Very well	33	56	30	36	17	35	33	48	32	39	20	24	44	32	39	29	43	37	30	24	37
Somewhat well	55	40	60	56	54	44	60	36	51	45	42	47	51	59	51	60	44	38	63	67	57
<u>TOTAL NOT WELL</u>	11	3	8	7	28	20	6	16	16	16	35	22	5	8	8	9	13	20	6	7	6
Not too well	9	3	7	6	27	19	5	16	14	15	32	18	3	8	8	8	11	16	5	7	6
Not well at all	1	0	2	1	1	2	1	0	3	2	2	4	2	1	1	1	2	4	1	0	0
<u>DK</u>	2	0	1	1	1	1	1	0	0	0	4	7	0	1	2	1	0	4	1	2	0
DK	2	0	1	1	1	1	1	0	0	0	4	7	0	1	2	1	0	4	1	2	0
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0	
<u>TOTAL WELL</u>	87	90	90	84	88	93	82	88	91	88	100	60	100	90	81	83	93	83	87	0	
Very well	33	38	36	24	32	45	40	33	15	33	74	15	41	36	22	28	61	27	33	0	
Somewhat well	55	52	53	60	56	48	43	55	76	56	26	44	59	54	59	55	32	56	55	0	
<u>TOTAL NOT WELL</u>	11	6	8	15	12	6	16	8	9	9	0	40	0	9	14	10	7	13	11	0	
Not too well	9	6	8	13	7	5	11	8	9	8	0	40	0	8	12	10	7	11	9	0	
Not well at all	1	1	0	1	4	1	5	0	0	1	0	0	0	1	2	0	0	1	1	0	
<u>DK</u>	2	4	2	1	1	1	1	5	0	2	0	0	0	0	5	7	0	5	2	0	
DK	2	4	2	1	1	1	1	5	0	2	0	0	0	0	5	7	0	5	2	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. : Growing

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
<u>TOTAL WELL</u>	81	83	84	82	88	82	70	90	65	84	74	80	81	91	85	71	83	99	81	82		
Very well	29	31	37	28	27	24	30	41	20	26	31	32	22	33	57	19	34	43	28	31		
Somewhat well	52	52	47	54	62	58	40	49	45	58	43	47	59	58	29	52	50	55	52	51		
<u>TOTAL NOT WELL</u>	14	9	10	9	7	15	25	10	17	10	20	13	16	3	6	24	12	1	13	12		
Not too well	12	9	9	9	7	12	23	7	17	9	17	11	14	3	6	20	9	1	12	11		
Not well at all	2	0	1	0	1	3	3	3	0	1	2	2	2	0	0	4	3	0	2	1		
<u>DK</u>	5	9	6	9	5	3	5	0	18	5	6	7	3	6	8	5	5	0	6	6		
DK	5	9	6	9	5	3	5	0	18	5	6	7	3	6	8	5	5	0	6	6		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>TOTAL WELL</u>	81	73	89	75	87	85	73	81	80	92	79	83	62	86	74	78	88	62	80	85	84	81
Very well	29	29	28	41	25	23	26	33	24	54	21	31	10	46	25	33	28	16	10	30	26	32
Somewhat well	52	44	61	34	62	62	46	48	56	39	58	52	51	39	49	45	60	46	70	55	58	49
<u>TOTAL NOT WELL</u>	14	18	8	20	7	9	21	14	14	4	14	11	38	12	26	21	7	33	20	13	15	12
Not too well	12	17	7	18	6	6	21	12	12	1	13	10	34	6	26	19	7	22	20	11	12	10
Not well at all	2	2	1	2	1	2	0	2	2	3	1	1	4	5	0	2	0	11	0	3	2	2
<u>DK</u>	5	9	2	4	5	6	6	5	6	4	7	6	0	3	0	1	5	5	0	2	2	7
DK	5	9	2	4	5	6	6	5	6	4	7	6	0	3	0	1	5	5	0	2	2	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. : Growing

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>TOTAL WELL</u>	81	85	83	84	71	70	86	71	72	71	58	72	87	82	83	83	79	74	89	89	77
Very well	29	36	25	28	32	25	31	29	20	24	32	43	20	27	27	28	34	29	30	24	31
Somewhat well	52	49	58	56	39	44	56	41	52	47	26	29	68	55	57	54	45	45	59	65	45
<u>TOTAL NOT WELL</u>	14	9	12	11	25	20	10	15	19	18	35	15	13	13	15	15	13	15	8	11	17
Not too well	12	9	11	11	19	17	9	15	19	18	13	15	13	10	14	12	13	14	8	11	14
Not well at all	2	0	1	1	6	3	1	0	0	0	21	0	0	3	1	3	0	1	0	0	2
<u>DK</u>	5	6	5	5	3	11	4	14	9	11	7	13	0	5	1	3	8	11	4	0	7
DK	5	6	5	5	3	11	4	14	9	11	7	13	0	5	1	3	8	11	4	0	7
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300	
<u>TOTAL WELL</u>	81	75	69	93	81	77	85	67	92	80	100	84	100	83	79	75	63	78	0	81	
Very well	29	29	26	23	38	36	29	20	29	28	74	31	21	32	25	12	42	24	0	29	
Somewhat well	52	45	44	70	43	42	56	48	63	52	26	53	79	51	54	62	22	54	0	52	
<u>TOTAL NOT WELL</u>	14	17	21	4	18	17	11	21	7	15	0	4	0	9	20	25	37	21	0	14	
Not too well	12	17	18	2	17	14	10	20	5	13	0	4	0	9	16	22	37	17	0	12	
Not well at all	2	0	3	2	1	3	1	1	2	2	0	0	0	0	4	3	0	4	0	2	
<u>DK</u>	5	8	10	3	1	6	4	12	1	5	0	12	0	8	1	0	0	1	0	5	
DK	5	8	10	3	1	6	4	12	1	5	0	12	0	8	1	0	0	1	0	5	

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. : Up and coming

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
<u>TOTAL WELL</u>	76	81	73	85	73	74	69	79	70	77	72	75	61	82	77	80	75	83	78	79		
Very well	23	25	21	29	18	22	22	29	13	22	22	23	13	26	46	18	26	37	24	25		
Somewhat well	53	56	51	56	55	53	47	50	57	55	50	53	47	56	32	62	49	46	54	54		
<u>TOTAL NOT WELL</u>	17	10	13	15	19	19	23	16	8	18	18	13	31	15	15	10	25	13	15	15		
Not too well	15	9	13	13	17	14	18	16	8	15	15	13	26	15	15	6	22	12	12	13		
Not well at all	3	2	0	1	2	4	5	0	0	2	3	0	5	0	0	4	3	1	2	2		
<u>DK</u>	7	8	14	0	8	7	8	5	22	6	10	12	9	4	8	10	0	4	7	6		
DK	7	8	14	0	8	7	8	5	22	6	10	12	9	4	8	10	0	4	7	6		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>TOTAL WELL</u>	76	72	80	75	70	83	68	73	77	87	76	79	50	60	70	66	90	45	52	72	68	83
Very well	23	21	25	39	21	17	14	30	16	54	15	26	2	26	15	19	27	16	6	18	16	29
Somewhat well	53	51	55	36	49	66	54	42	62	33	61	53	48	34	55	47	63	29	46	54	52	55
<u>TOTAL NOT WELL</u>	17	19	16	19	24	10	23	21	15	9	15	14	44	34	25	29	7	43	41	23	27	11
Not too well	15	15	14	16	22	6	20	19	12	7	13	12	35	30	25	27	7	26	38	21	24	8
Not well at all	3	3	2	2	2	3	3	2	3	2	2	2	9	4	1	2	1	17	4	2	3	2
<u>DK</u>	7	9	4	7	6	7	9	6	8	4	9	7	6	6	5	5	3	12	7	5	5	6
DK	7	9	4	7	6	7	9	6	8	4	9	7	6	6	5	5	3	12	7	5	5	6

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. : Up and coming

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>TOTAL WELL</u>	76	79	81	81	59	60	84	65	57	61	60	73	74	79	70	75	78	70	86	85	66
Very well	23	34	22	25	15	18	26	24	9	16	27	39	22	18	19	22	26	22	19	23	26
Somewhat well	53	45	60	56	44	42	58	41	47	44	33	34	53	61	51	53	52	48	67	62	40
<u>TOTAL NOT WELL</u>	17	16	12	13	37	28	11	18	31	25	40	14	21	15	23	19	14	19	13	12	22
Not too well	15	16	10	12	27	21	10	18	29	24	5	13	20	11	22	15	13	19	12	12	18
Not well at all	3	0	1	1	11	7	1	0	2	1	35	2	1	4	2	4	1	0	1	0	4
<u>DK</u>	7	5	7	6	4	12	5	16	13	14	0	13	4	6	7	6	8	10	2	3	11
DK	7	5	7	6	4	12	5	16	13	14	0	13	4	6	7	6	8	10	2	3	11
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300	
<u>TOTAL WELL</u>	76	73	69	80	77	71	74	71	83	75	100	88	51	80	67	84	100	69	0	76	
Very well	23	21	17	22	30	24	35	14	17	23	23	28	0	25	22	12	16	21	0	23	
Somewhat well	53	52	52	58	47	47	38	57	66	52	77	60	51	55	45	72	84	49	0	53	
<u>TOTAL NOT WELL</u>	17	19	19	16	17	20	23	18	11	20	0	0	0	11	30	16	0	27	0	17	
Not too well	15	17	15	14	16	17	22	14	9	17	0	0	0	9	25	12	0	23	0	15	
Not well at all	3	2	4	3	1	3	1	3	3	3	0	0	0	2	4	3	0	4	0	3	
<u>DK</u>	7	8	12	4	6	8	4	11	5	6	0	12	49	9	4	0	0	3	0	7	
DK	7	8	12	4	6	8	4	11	5	6	0	12	49	9	4	0	0	3	0	7	

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. : Affordable

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
<u>TOTAL WELL</u>	54	61	62	59	52	60	44	64	53	56	51	59	48	65	62	55	57	55	55	56		
Very well	16	22	24	17	23	13	13	15	11	19	13	13	18	23	52	25	12	5	14	16		
Somewhat well	38	39	38	42	28	47	32	49	42	38	38	46	31	42	10	31	45	50	41	40		
<u>TOTAL NOT WELL</u>	44	34	38	41	46	38	56	33	32	42	45	32	52	31	38	42	43	45	43	41		
Not too well	31	25	35	31	31	23	42	15	32	29	32	22	31	23	30	37	39	35	35	32		
Not well at all	12	9	2	10	14	14	14	18	0	13	13	11	21	8	8	5	4	11	8	10		
DK	2	5	0	0	3	2	0	3	15	2	4	8	0	4	0	3	0	0	2	3		
DK	2	5	0	0	3	2	0	3	15	2	4	8	0	4	0	3	0	0	2	3		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>TOTAL WELL</u>	54	47	60	50	53	64	44	51	56	53	57	56	36	49	56	53	62	37	41	51	49	65
Very well	16	13	20	23	15	16	12	19	14	28	10	15	22	18	30	26	15	11	34	19	22	16
Somewhat well	38	34	40	26	38	48	32	32	42	25	48	41	14	30	25	27	48	26	7	32	27	49
<u>TOTAL NOT WELL</u>	44	49	39	46	47	33	54	46	41	45	40	41	63	50	44	47	37	63	59	49	51	32
Not too well	31	38	25	38	30	24	36	34	28	37	29	32	26	37	27	31	28	46	42	33	35	26
Not well at all	12	11	14	8	18	9	18	13	13	8	10	10	36	13	17	15	9	17	17	16	16	6
DK	2	3	1	4	0	3	2	2	3	1	3	3	1	1	0	0	1	0	0	0	0	3
DK	2	3	1	4	0	3	2	2	3	1	3	3	1	1	0	0	1	0	0	0	0	3

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. : Affordable

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>TOTAL WELL</u>	54	59	60	60	38	43	60	51	47	49	8	32	46	63	55	64	43	51	69	77	36
Very well	16	28	14	17	15	6	21	5	9	7	0	10	6	16	25	18	15	17	14	32	12
Somewhat well	38	31	46	42	23	37	39	47	38	42	8	23	40	46	31	45	27	34	55	45	24
<u>TOTAL NOT WELL</u>	44	39	37	38	61	52	38	49	44	46	89	65	54	34	43	33	56	44	29	23	61
Not too well	31	32	28	29	37	35	29	32	30	31	61	51	38	27	23	24	39	32	21	16	47
Not well at all	12	8	10	9	25	17	9	17	14	15	27	14	16	8	20	9	17	11	8	7	14
<u>DK</u>	2	2	3	2	1	4	2	0	9	5	3	3	0	3	2	3	1	5	2	0	3
DK	2	2	3	2	1	4	2	0	9	5	3	3	0	3	2	3	1	5	2	0	3
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300	
<u>TOTAL WELL</u>	54	45	53	67	49	49	52	48	64	54	50	57	65	61	42	45	26	42	0	54	
Very well	16	14	12	23	13	15	25	13	16	16	23	19	21	23	7	0	0	6	0	16	
Somewhat well	38	30	41	44	36	35	27	35	49	38	26	38	44	39	35	45	26	36	0	38	
<u>TOTAL NOT WELL</u>	44	53	42	32	49	46	48	50	33	45	50	32	14	35	57	55	74	58	0	44	
Not too well	31	39	35	20	30	38	29	35	22	32	50	32	14	27	39	43	16	39	0	31	
Not well at all	12	14	7	12	20	8	19	15	11	14	0	0	0	8	18	12	58	19	0	12	
<u>DK</u>	2	2	5	1	2	4	0	3	3	1	0	12	21	4	0	0	0	0	0	2	
DK	2	2	5	1	2	4	0	3	3	1	0	12	21	4	0	0	0	0	0	2	

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. : Great location

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
<u>TOTAL WELL</u>	93	95	89	95	94	97	86	90	100	95	90	94	94	90	100	88	100	99	93	93		
Very well	45	49	46	51	24	43	56	46	58	37	54	51	43	64	63	23	26	78	42	46		
Somewhat well	48	47	43	44	70	55	30	44	42	58	36	43	50	26	37	64	74	21	52	47		
<u>TOTAL NOT WELL</u>	6	4	11	5	4	3	14	10	0	4	10	6	6	6	0	12	0	1	7	6		
Not too well	6	3	10	4	3	3	14	10	0	3	10	6	3	6	0	12	0	1	6	6		
Not well at all	1	1	1	2	1	0	0	0	0	1	0	0	3	0	0	1	0	0	0	0		
<u>DK</u>	0	1	0	0	2	0	0	0	0	1	0	0	0	4	0	0	0	0	0	1		
DK	0	1	0	0	2	0	0	0	0	1	0	0	0	4	0	0	0	0	0	1		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>TOTAL WELL</u>	93	91	96	93	92	94	92	93	94	99	94	96	71	94	94	94	95	87	86	94	92	94
Very well	45	45	45	63	33	36	44	48	39	70	39	48	27	56	41	46	46	34	20	49	43	43
Somewhat well	48	46	51	30	59	58	48	44	54	29	55	48	44	38	53	48	50	53	66	45	49	51
<u>TOTAL NOT WELL</u>	6	8	4	7	8	4	8	7	6	1	5	4	29	6	6	6	5	13	14	6	8	5
Not too well	6	7	4	7	7	3	6	7	4	1	5	4	23	3	6	5	5	10	12	6	7	4
Not well at all	1	1	0	0	1	1	2	0	1	0	0	0	6	3	0	1	0	3	2	1	1	0
<u>DK</u>	0	1	0	0	0	2	0	0	1	0	1	1	0	0	0	0	0	0	0	0	0	1
DK	0	1	0	0	0	2	0	0	1	0	1	1	0	0	0	0	0	0	0	0	0	1

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. : Great location

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>TOTAL WELL</u>	93	98	92	93	91	92	94	97	91	94	83	87	98	93	97	93	93	92	93	98	90
Very well	45	58	39	44	50	55	41	54	56	55	58	57	59	38	42	43	52	50	36	41	48
Somewhat well	48	40	52	49	42	37	53	43	35	39	25	30	39	55	55	50	41	41	57	57	42
<u>TOTAL NOT WELL</u>	6	2	7	6	9	8	5	3	9	6	17	10	2	7	3	7	6	8	7	2	8
Not too well	6	1	7	6	5	6	5	3	8	6	5	8	2	7	3	7	4	7	7	2	8
Not well at all	1	1	0	0	3	2	0	0	1	1	12	3	0	1	0	0	1	1	0	0	0
<u>DK</u>	0	0	1	1	0	0	1	0	0	0	0	3	0	0	0	0	1	0	0	0	2
DK	0	0	1	1	0	0	1	0	0	0	0	3	0	0	0	0	1	0	0	0	2

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300
<u>TOTAL WELL</u>	93	91	90	99	89	92	93	89	98	92	100	100	100	94	93	79	100	92	0	93
Very well	45	39	50	35	59	50	45	37	42	43	74	63	49	48	41	34	22	39	0	45
Somewhat well	48	53	40	63	30	41	48	52	56	50	26	37	51	46	52	45	78	52	0	48
<u>TOTAL NOT WELL</u>	6	7	10	1	11	8	7	9	2	7	0	0	0	5	7	21	0	8	0	6
Not too well	6	5	10	1	11	8	7	7	2	6	0	0	0	4	7	18	0	8	0	6
Not well at all	1	2	0	1	0	1	0	2	1	1	0	0	0	1	0	3	0	1	0	1
<u>DK</u>	0	2	0	0	0	0	0	2	0	1	0	0	0	1	0	0	0	0	0	0
DK	0	2	0	0	0	0	0	2	0	1	0	0	0	1	0	0	0	0	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. : A good place to raise a family

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY								
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR	
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248	
<u>TOTAL WELL</u>	88	87	89	92	96	84	82	82	87	91	83	84	73	91	93	85	89	95	89	90	
Very well	43	48	45	46	38	42	47	32	49	41	43	38	39	63	76	15	38	60	38	43	
Somewhat well	45	39	44	46	58	42	35	50	39	50	40	46	34	28	17	70	51	36	52	47	
<u>TOTAL NOT WELL</u>	8	6	6	7	1	12	13	13	13	6	13	13	21	1	7	10	7	0	7	6	
Not too well	8	6	5	6	0	12	12	12	10	6	12	11	19	0	7	10	7	0	7	6	
Not well at all	1	0	1	1	1	0	1	2	2	0	1	2	2	1	0	0	0	0	0	0	
<u>DK</u>	4	6	5	2	3	4	5	5	0	3	4	3	6	7	0	5	5	5	3	4	
DK	4	6	5	2	3	4	5	5	0	3	4	3	6	7	0	5	5	5	3	4	

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>TOTAL WELL</u>	88	87	88	93	92	87	75	93	83	94	89	90	63	74	87	82	93	81	80	85	84	94
Very well	43	43	42	59	50	32	31	54	32	73	35	46	14	48	43	45	41	44	11	46	39	42
Somewhat well	45	45	46	34	42	55	44	38	51	21	54	45	49	26	43	37	52	37	70	39	45	52
<u>TOTAL NOT WELL</u>	8	7	10	7	7	8	14	7	10	4	7	6	29	18	11	14	5	14	15	12	13	4
Not too well	8	6	9	7	5	7	14	6	9	3	7	6	25	11	11	11	5	14	15	10	11	4
Not well at all	1	1	1	0	2	1	0	1	1	1	0	1	4	7	1	3	0	0	0	3	2	0
<u>DK</u>	4	6	2	0	1	5	11	0	7	2	4	4	8	8	2	4	2	6	4	3	3	2
DK	4	6	2	0	1	5	11	0	7	2	4	4	8	8	2	4	2	6	4	3	3	2

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. : A good place to raise a family

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>TOTAL WELL</u>	88	92	92	92	78	86	89	84	93	89	69	83	89	89	86	87	86	85	89	94	84
Very well	43	62	40	46	38	54	40	60	58	59	26	52	44	37	46	39	51	45	36	52	40
Somewhat well	45	30	52	46	40	33	48	24	36	30	43	32	45	52	40	48	35	41	53	41	44
<u>TOTAL NOT WELL</u>	8	8	6	7	15	5	9	3	7	5	10	4	11	9	11	10	7	12	8	6	8
Not too well	8	7	6	6	13	3	9	0	5	3	3	3	11	9	9	9	6	9	8	6	8
Not well at all	1	1	0	1	2	3	0	3	1	2	7	1	0	0	3	1	0	3	0	0	0
<u>DK</u>	4	0	2	1	7	8	3	13	0	6	21	13	0	2	3	2	7	2	4	0	8
DK	4	0	2	1	7	8	3	13	0	6	21	13	0	2	3	2	7	2	4	0	8
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300	
<u>TOTAL WELL</u>	88	87	88	94	76	97	88	78	87	87	100	94	79	87	87	94	100	88	0	88	
Very well	43	41	41	41	46	57	50	26	37	43	74	45	14	48	36	15	63	35	0	43	
Somewhat well	45	45	47	54	30	40	38	52	50	44	26	49	65	40	51	79	37	53	0	45	
<u>TOTAL NOT WELL</u>	8	8	6	4	23	3	11	11	10	9	0	6	0	6	13	6	0	12	0	8	
Not too well	8	7	6	4	20	3	9	9	10	8	0	6	0	6	11	3	0	10	0	8	
Not well at all	1	1	0	0	3	0	2	2	0	1	0	0	0	1	1	3	0	1	0	1	
<u>DK</u>	4	5	6	1	1	0	1	11	4	4	0	0	21	6	1	0	0	0	0	4	
DK	4	5	6	1	1	0	1	11	4	4	0	0	21	6	1	0	0	0	0	4	

Table 36: 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
<u>TOO FAST</u>	31	27	24	25	26	33	31	35	51	28	35	41	48	34	64	29	16	31	24	28		
Much too fast	11	10	10	9	5	8	16	21	21	7	18	21	24	11	29	1	7	13	7	9		
Somewhat too fast	20	17	15	16	22	25	15	14	30	21	17	20	23	24	34	28	8	18	17	19		
<u>TOO SLOW</u>	9	5	11	11	13	7	6	2	7	11	5	4	10	9	18	6	9	10	8	9		
Somewhat too slow	7	4	3	10	11	4	4	2	0	9	3	1	7	8	18	5	9	9	6	7		
Much too slow	2	1	8	2	2	3	2	0	7	2	2	3	3	1	0	0	1	2	2	2		
<u>ABOUT RIGHT/DK/NA</u>	60	68	65	64	61	61	63	62	42	62	60	55	42	57	19	65	75	59	67	63		
About right	55	63	58	60	58	54	59	62	31	57	55	51	37	54	19	58	75	55	62	59		
DK/NA	5	5	6	4	3	7	4	0	11	4	4	4	5	3	0	7	0	4	5	4		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
<u>TOO FAST</u>	31	27	35	26	41	24	40	33	30	23	31	28	57	100	100	100	0	0	51	48	49	14
Much too fast	11	9	13	10	17	8	13	13	10	10	10	10	25	100	0	36	0	0	24	14	17	5
Somewhat too fast	20	18	22	16	24	16	27	20	20	13	21	19	32	0	100	64	0	0	27	34	32	9
<u>TOO SLOW</u>	9	11	6	5	12	9	9	8	9	11	8	9	11	0	0	0	0	100	5	8	7	9
Somewhat too slow	7	9	4	3	10	7	6	7	7	9	6	7	8	0	0	0	0	78	3	6	5	8
Much too slow	2	2	2	2	2	2	3	2	2	2	2	2	3	0	0	0	0	22	2	2	2	1
<u>ABOUT RIGHT/DK/NA</u>	60	61	59	69	47	67	50	59	61	66	62	63	32	0	0	0	100	0	44	43	44	77
About right	55	55	55	64	44	64	45	54	57	62	57	58	31	0	0	0	100	0	39	40	40	75
DK/NA	5	6	4	6	3	4	5	4	4	4	5	5	1	0	0	0	0	0	5	3	4	2

Table 36: 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)?

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K-\$120K	\$120K-\$150K	\$150K+
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157
<u>TOO FAST</u>	31	28	25	26	58	45	25	35	49	43	55	26	28	25	50	33	28	28	20	32	38
Much too fast	11	7	7	7	30	16	9	11	17	14	22	11	8	7	21	11	11	13	3	12	13
Somewhat too fast	20	20	19	19	28	29	16	24	32	29	32	16	20	18	29	21	17	15	17	21	25
<u>TOO SLOW</u>	9	9	7	8	12	8	8	4	7	6	16	19	3	7	7	7	12	5	7	4	19
Somewhat too slow	7	8	5	6	9	5	6	4	5	5	9	16	2	6	4	5	9	3	4	4	15
Much too slow	2	1	2	2	3	2	2	1	2	1	7	4	2	1	3	2	3	2	2	0	3
<u>ABOUT RIGHT/DK/NA</u>	60	64	67	67	30	48	67	61	44	51	30	54	69	68	43	60	60	67	74	64	44
About right	55	61	62	62	27	43	61	58	39	47	24	47	63	64	41	56	55	63	71	60	36
DK/NA	5	3	6	5	3	5	5	3	5	4	5	8	6	4	2	4	6	4	2	4	8
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300	
<u>TOO FAST</u>	31	25	31	30	40	25	41	30	29	33	46	16	17	27	38	37	59	40	36	27	
Much too fast	11	5	15	8	22	10	17	9	11	12	19	5	0	10	15	2	10	13	12	10	
Somewhat too fast	20	21	16	21	19	15	25	22	18	21	28	11	17	17	23	35	48	26	23	17	
<u>TOO SLOW</u>	9	16	4	5	6	13	3	10	8	9	0	10	0	6	13	11	10	13	7	10	
Somewhat too slow	7	13	4	5	2	12	1	7	7	7	0	2	0	4	12	5	10	11	6	8	
Much too slow	2	4	0	0	4	1	2	3	2	1	0	9	0	2	1	7	0	1	1	2	
<u>ABOUT RIGHT/DK/NA</u>	60	58	65	65	53	61	56	60	62	58	54	74	83	67	49	52	31	48	57	62	
About right	55	55	59	60	51	55	53	56	58	54	54	56	77	62	45	45	31	44	55	55	
DK/NA	5	4	6	5	2	6	3	4	5	4	0	18	7	5	4	7	0	4	3	7	

Table 37: Q7a. Can you tell me how safe you feel _____? : Bicycling in Milpitas

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
<u>TOTAL SAFE</u>	66	74	65	63	71	65	68	65	47	67	64	59	57	68	61	71	72	70	70	69		
Very safe	17	22	11	14	21	31	13	10	10	22	12	10	18	23	17	21	6	37	16	17		
Somewhat safe	49	52	54	49	50	34	55	55	38	45	52	49	39	45	44	50	66	33	54	51		
<u>TOTAL UNSAFE</u>	13	11	6	17	12	20	11	6	12	16	9	8	25	9	25	15	12	7	9	11		
Somewhat unsafe	8	5	4	11	9	6	10	6	6	9	8	6	16	7	25	8	8	3	6	7		
Very unsafe	5	6	1	6	3	13	1	0	5	7	1	2	9	2	0	7	4	4	4	4		
<u>NEITHER/DK/NO OP</u>	21	15	30	19	17	16	21	29	41	17	27	33	18	23	14	14	16	23	20	21		
Neither safe nor unsafe	12	11	8	13	4	12	11	18	21	9	15	19	4	20	7	9	8	12	11	12		
DK/No opinion	9	4	21	6	13	4	10	11	20	8	12	14	14	3	6	5	8	11	9	9		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>TOTAL SAFE</u>	66	67	67	73	66	63	59	70	61	71	67	68	45	45	60	54	79	48	50	59	56	84
Very safe	17	18	17	21	22	13	16	22	14	33	13	19	7	12	15	14	21	7	14	11	12	25
Somewhat safe	49	49	50	52	44	50	43	48	47	38	54	49	38	32	44	40	57	41	36	47	43	60
<u>TOTAL UNSAFE</u>	13	13	13	12	12	13	17	12	14	13	12	12	23	19	10	13	7	34	15	16	16	5
Somewhat unsafe	8	8	8	7	6	12	7	6	10	10	8	8	8	9	10	10	4	34	13	10	11	4
Very unsafe	5	5	5	6	6	0	10	6	4	2	4	4	14	10	0	4	3	0	2	6	5	1
<u>NEITHER/DK/NO OP</u>	21	20	20	15	22	24	24	18	24	17	21	20	32	37	30	32	14	19	35	25	29	11
Neither safe nor unsafe	12	11	11	14	10	12	12	12	12	11	9	9	31	13	19	17	9	6	15	18	17	6
DK/No opinion	9	9	9	1	12	12	12	6	12	6	12	10	1	24	11	15	5	12	19	7	12	5

Table 37: Q7a. Can you tell me how safe you feel _____? : Bicycling in Milpitas

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>TOTAL SAFE</u>	66	81	72	74	36	52	75	58	57	57	31	54	70	72	62	65	68	63	80	71	54
Very safe	17	36	15	20	9	21	17	38	15	25	6	18	30	12	22	14	25	22	15	19	14
Somewhat safe	49	45	57	54	26	31	58	20	41	33	25	35	41	60	40	52	43	42	65	52	39
<u>TOTAL UNSAFE</u>	13	5	10	9	32	16	11	20	11	15	27	29	11	7	13	13	14	13	5	13	19
Somewhat unsafe	8	3	5	5	25	12	6	16	11	13	13	17	6	5	11	8	9	10	2	3	16
Very unsafe	5	3	5	5	6	4	5	5	0	2	14	13	5	3	2	5	5	3	3	10	3
<u>NEITHER/DK/NO OP</u>	21	14	17	16	33	31	14	21	33	28	42	17	19	20	24	21	18	24	15	16	27
Neither safe nor unsafe	12	6	10	9	21	21	8	3	24	15	38	6	12	16	5	12	12	18	4	9	15
DK/No opinion	9	8	7	7	12	11	6	19	9	13	4	11	7	4	19	9	6	5	11	7	13

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0
<u>TOTAL SAFE</u>	66	65	68	70	60	70	70	62	62	65	56	78	81	73	52	42	85	54	66	0
Very safe	17	22	11	22	12	18	26	18	9	18	37	7	17	21	11	19	8	11	17	0
Somewhat safe	49	43	57	48	48	53	44	44	53	47	18	72	64	52	41	23	77	43	49	0
<u>TOTAL UNSAFE</u>	13	17	8	15	9	15	8	13	17	14	0	0	15	10	20	23	4	18	13	0
Somewhat unsafe	8	10	6	7	9	7	4	10	11	9	0	0	4	5	18	9	0	15	8	0
Very unsafe	5	7	2	8	0	8	4	3	6	5	0	0	11	5	2	13	4	4	5	0
<u>NEITHER/DK/NO OP</u>	21	18	24	16	31	15	22	25	21	21	44	22	4	17	29	35	11	28	21	0
Neither safe nor unsafe	12	9	15	9	15	10	14	12	9	11	44	12	4	11	13	20	8	13	12	0
DK/No opinion	9	10	9	7	16	5	8	13	12	10	0	10	0	6	16	15	3	15	9	0

Table 38: Q7b. Can you tell me how safe you feel _____? : In the City park closest to your residence

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
<u>TOTAL SAFE</u>	82	79	87	82	89	81	76	74	85	84	77	78	87	92	31	76	82	71	79	82		
Very safe	36	32	68	28	38	45	32	35	58	37	37	43	56	35	24	27	25	49	31	33		
Somewhat safe	45	47	19	54	51	36	44	39	28	47	40	35	31	57	7	49	57	22	49	49		
<u>TOTAL UNSAFE</u>	7	6	0	8	2	9	14	5	1	6	10	4	3	0	25	14	5	11	9	7		
Somewhat unsafe	5	4	0	5	2	8	9	5	1	5	7	4	3	0	18	12	5	3	7	5		
Very unsafe	2	3	0	3	1	1	5	0	0	1	3	0	0	0	7	2	0	8	2	2		
<u>NEITHER/DK/NO OP</u>	11	15	13	11	9	10	10	20	13	10	14	18	10	8	44	10	13	18	12	11		
Neither safe nor unsafe	10	13	8	8	5	10	8	19	10	8	12	16	6	8	44	7	13	18	10	9		
DK/No opinion	2	2	4	2	4	0	1	1	3	2	2	2	4	0	0	3	0	0	2	2		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>TOTAL SAFE</u>	82	84	79	78	87	78	83	83	80	87	81	83	72	62	80	74	86	91	64	80	74	88
Very safe	36	37	37	40	36	29	43	38	34	60	29	38	21	29	36	34	36	51	29	30	30	40
Somewhat safe	45	47	43	38	51	49	40	45	46	28	52	45	51	33	44	40	50	40	35	49	44	48
<u>TOTAL UNSAFE</u>	7	6	8	7	7	6	11	7	8	3	7	6	12	19	8	12	3	6	20	8	12	2
Somewhat unsafe	5	5	5	5	4	6	6	5	6	3	4	4	11	8	6	7	3	6	14	7	9	2
Very unsafe	2	1	3	1	2	0	5	2	2	0	3	2	1	10	2	5	0	0	7	1	3	0
<u>NEITHER/DK/NO OP</u>	11	10	13	16	6	16	6	11	12	10	12	11	16	20	12	15	10	3	16	12	13	11
Neither safe nor unsafe	10	8	11	14	5	12	5	10	9	8	10	9	16	20	10	13	8	3	16	9	11	9
DK/No opinion	2	3	1	1	1	4	1	1	3	2	2	2	0	0	2	1	2	0	0	3	2	2

Table 38: Q7b. Can you tell me how safe you feel _____? : In the City park closest to your residence

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>TOTAL SAFE</u>	82	87	82	83	71	75	85	80	78	79	56	81	71	83	84	77	89	87	86	80	75
Very safe	36	59	33	39	23	40	34	49	41	44	24	47	29	31	43	31	44	40	23	39	45
Somewhat safe	45	27	49	45	49	35	51	30	37	35	32	34	42	52	42	46	45	47	62	42	30
<u>TOTAL UNSAFE</u>	7	3	7	6	13	11	4	10	9	10	19	11	11	5	6	8	4	6	2	2	15
Somewhat unsafe	5	3	5	4	11	9	3	10	7	8	14	6	7	5	5	7	1	4	2	1	11
Very unsafe	2	0	2	2	3	2	2	0	3	2	5	5	4	1	1	1	3	2	0	1	4
<u>NEITHER/DK/NO OP</u>	11	11	11	11	15	14	11	10	12	11	25	8	18	12	10	15	7	8	13	18	9
Neither safe nor unsafe	10	8	9	8	15	12	9	10	10	10	21	8	18	9	8	12	7	8	10	15	7
DK/No opinion	2	3	2	2	0	2	2	0	2	1	4	0	0	3	2	3	0	0	3	4	2

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT		
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0
<u>TOTAL SAFE</u>	82	85	82	84	71	82	84	85	75	82	92	90	61	80	86	69	96	85	82	0
Very safe	36	38	34	37	41	33	44	37	32	37	67	22	30	36	39	43	22	38	36	0
Somewhat safe	45	46	48	47	30	49	40	48	43	45	25	68	31	44	47	25	74	47	45	0
<u>TOTAL UNSAFE</u>	7	6	6	6	13	6	6	6	10	7	0	0	19	5	10	10	4	10	7	0
Somewhat unsafe	5	4	6	5	7	4	5	6	6	5	0	0	19	3	10	10	0	9	5	0
Very unsafe	2	1	0	1	6	2	2	0	4	2	0	0	0	2	1	0	4	1	2	0
<u>NEITHER/DK/NO OP</u>	11	9	12	10	16	13	9	9	15	11	8	10	20	15	4	21	0	5	11	0
Neither safe nor unsafe	10	7	9	8	16	11	9	6	13	10	8	0	20	12	4	16	0	5	10	0
DK/No opinion	2	2	3	2	0	2	0	3	2	2	0	10	0	3	0	5	0	1	2	0

Table 39: Q7c. Can you tell me how safe you feel _____? : Shopping in Milpitas

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
<u>TOTAL SAFE</u>	82	82	95	74	74	91	81	87	94	79	85	89	90	85	41	86	87	73	81	81		
Very safe	28	28	20	29	29	32	20	17	34	30	21	23	54	24	24	32	21	20	22	23		
Somewhat safe	54	54	75	45	46	59	61	70	60	49	64	66	36	61	17	55	66	53	60	58		
<u>TOTAL UNSAFE</u>	4	2	0	4	4	1	7	6	3	3	6	5	2	0	32	7	2	6	5	4		
Somewhat unsafe	4	1	0	4	2	0	7	6	3	2	6	5	2	0	32	7	2	2	4	4		
Very unsafe	1	1	0	0	2	1	0	0	0	1	0	0	0	0	0	0	0	4	1	1		
<u>NEITHER/DK/NO OP</u>	14	16	5	22	21	8	11	7	3	18	9	6	8	15	27	6	12	21	14	14		
Neither safe nor unsafe	12	13	5	20	15	8	11	6	3	15	8	5	6	15	27	6	12	21	11	12		
DK/No opinion	2	3	0	2	6	0	0	1	0	3	0	1	2	0	0	1	0	0	3	2		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>TOTAL SAFE</u>	82	81	82	87	78	81	85	82	83	89	83	84	67	62	82	75	86	82	73	72	72	91
Very safe	28	32	23	29	23	25	31	26	27	35	27	29	12	17	35	29	26	25	20	20	20	29
Somewhat safe	54	49	59	58	54	56	54	56	55	55	55	55	55	45	47	46	60	57	53	52	52	62
<u>TOTAL UNSAFE</u>	4	3	6	3	9	3	3	6	3	1	4	3	15	9	6	7	3	0	10	7	8	1
Somewhat unsafe	4	3	4	3	6	3	3	5	3	1	4	3	9	9	6	7	2	0	10	5	7	1
Very unsafe	1	0	1	0	3	0	0	2	0	0	0	0	6	0	1	0	1	0	0	2	1	0
<u>NEITHER/DK/NO OP</u>	14	16	12	10	13	16	12	12	14	10	13	12	18	29	12	18	11	18	17	22	20	9
Neither safe nor unsafe	12	13	11	10	13	10	12	11	11	8	11	10	18	29	10	16	8	18	17	18	18	7
DK/No opinion	2	3	1	0	1	6	0	0	3	2	2	2	0	0	2	1	3	0	0	4	3	2

Table 39: Q7c. Can you tell me how safe you feel _____? : Shopping in Milpitas

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>TOTAL SAFE</u>	82	89	84	85	70	83	82	94	80	86	67	75	72	84	86	80	86	88	89	86	71
Very safe	28	53	23	30	14	28	26	48	23	33	10	38	38	22	28	23	31	24	23	29	31
Somewhat safe	54	36	61	56	55	54	56	47	57	53	57	37	34	62	59	57	55	64	66	58	40
<u>TOTAL UNSAFE</u>	4	0	3	3	15	4	3	2	3	3	13	6	4	2	7	5	2	3	4	2	5
Somewhat unsafe	4	0	2	2	14	4	2	2	3	3	13	3	4	2	7	5	0	3	1	2	5
Very unsafe	1	0	1	1	1	0	1	0	0	0	0	3	0	0	0	0	2	0	3	0	0
<u>NEITHER/DK/NO OP</u>	14	11	13	12	16	13	15	4	17	12	20	20	24	14	7	15	12	9	7	12	24
Neither safe nor unsafe	12	8	11	10	16	13	12	4	17	12	20	20	24	10	7	12	12	9	4	8	22
DK/No opinion	2	3	2	2	0	0	3	0	0	0	0	0	0	4	0	3	0	0	3	4	2

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0
<u>TOTAL SAFE</u>	82	76	88	82	83	85	81	82	83	81	92	80	89	84	80	65	81	78	82	0
Very safe	28	37	26	24	17	37	15	29	26	29	37	0	20	27	25	27	48	28	28	0
Somewhat safe	54	40	62	58	67	48	65	53	57	52	55	80	69	56	55	37	33	51	54	0
<u>TOTAL UNSAFE</u>	4	1	5	5	7	1	10	4	2	5	0	0	4	2	9	9	8	9	4	0
Somewhat unsafe	4	1	5	2	7	1	7	4	2	4	0	0	4	1	9	9	8	9	4	0
Very unsafe	1	0	0	2	0	0	3	0	0	1	0	0	0	1	0	0	0	0	1	0
<u>NEITHER/DK/NO OP</u>	14	22	8	13	10	13	9	14	14	14	8	20	7	15	11	26	11	13	14	0
Neither safe nor unsafe	12	18	7	11	10	13	9	10	12	13	8	0	7	12	11	26	11	13	12	0
DK/No opinion	2	4	1	2	0	1	0	4	2	1	0	20	0	3	0	0	0	0	2	0

Table 40: Q7d. Can you tell me how safe you feel _____? : Walking in Milpitas

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
<u>TOTAL SAFE</u>	81	84	99	83	76	82	84	83	90	80	85	86	78	88	74	87	82	76	81	81		
Very safe	28	29	32	40	20	27	30	34	19	28	29	28	35	36	61	7	27	29	22	26		
Somewhat safe	53	55	67	43	56	55	54	49	71	52	56	58	43	52	13	79	55	47	59	55		
<u>TOTAL UNSAFE</u>	5	3	0	1	6	4	6	7	0	4	5	4	3	1	0	7	0	4	6	5		
Somewhat unsafe	5	3	0	0	6	4	4	5	0	3	3	3	0	0	0	7	0	2	6	5		
Very unsafe	1	0	0	1	0	0	2	2	0	0	2	1	3	1	0	0	0	1	0	0		
<u>NEITHER/DK/NO OP</u>	14	13	1	16	18	14	10	10	10	17	10	10	19	11	26	6	18	20	13	13		
Neither safe nor unsafe	13	11	1	16	17	9	10	10	10	15	10	10	16	11	13	4	18	17	11	12		
DK/No opinion	2	2	0	0	1	5	0	0	0	2	0	0	3	0	12	3	0	3	1	1		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>TOTAL SAFE</u>	81	81	81	88	92	79	66	90	74	83	83	83	55	81	75	78	82	89	49	82	75	85
Very safe	28	30	26	46	27	18	27	37	21	42	23	28	16	35	31	32	26	35	7	25	21	28
Somewhat safe	53	51	55	42	66	61	40	53	53	41	60	55	39	46	45	45	56	54	42	58	54	57
<u>TOTAL UNSAFE</u>	5	8	3	0	5	4	9	2	6	5	3	4	20	10	7	8	2	7	27	3	8	2
Somewhat unsafe	5	7	2	0	2	3	9	1	5	5	3	4	14	4	7	6	2	7	22	1	6	2
Very unsafe	1	1	1	0	3	0	0	1	0	0	0	0	6	6	0	2	0	0	4	1	2	0
<u>NEITHER/DK/NO OP</u>	14	12	16	12	3	18	25	8	20	12	14	13	25	9	17	14	17	4	24	15	17	13
Neither safe nor unsafe	13	11	13	11	2	14	25	7	18	11	12	12	21	9	14	12	16	4	19	14	15	12
DK/No opinion	2	0	3	2	0	3	0	1	2	1	2	1	4	0	4	2	1	0	5	1	2	1

Table 40: Q7d. Can you tell me how safe you feel _____? : Walking in Milpitas

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>TOTAL SAFE</u>	81	86	81	82	67	89	79	99	84	91	74	67	77	84	86	80	78	85	90	81	66
Very safe	28	49	23	30	16	44	23	73	29	49	16	41	27	21	31	24	33	31	21	29	27
Somewhat safe	53	37	58	53	52	44	56	26	55	42	58	26	49	63	56	56	45	54	69	52	39
<u>TOTAL UNSAFE</u>	5	1	4	3	18	3	5	1	3	2	11	16	2	3	3	5	7	2	0	1	14
Somewhat unsafe	5	0	4	3	14	1	5	0	1	1	3	16	2	2	1	4	6	0	0	1	14
Very unsafe	1	1	0	0	4	2	0	1	1	1	8	0	0	1	2	1	0	2	0	0	1
<u>NEITHER/DK/NO OP</u>	14	13	15	14	14	8	16	0	13	7	15	17	21	13	10	15	15	13	10	18	19
Neither safe nor unsafe	13	13	12	12	14	8	14	0	13	7	15	17	18	12	9	12	15	11	8	17	18
DK/No opinion	2	0	2	2	0	0	2	0	0	0	0	0	4	2	2	3	0	2	2	2	2

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT		
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300
<u>TOTAL SAFE</u>	81	81	86	80	83	92	90	74	74	80	100	86	93	87	76	32	42	71	0	81
Very safe	28	33	29	24	30	38	35	24	19	29	23	15	0	30	25	9	42	24	0	28
Somewhat safe	53	48	58	56	53	54	55	51	54	50	77	70	93	57	51	23	0	46	0	53
<u>TOTAL UNSAFE</u>	5	6	4	2	6	2	3	9	3	5	0	14	0	3	6	42	0	10	0	5
Somewhat unsafe	5	6	3	1	4	1	1	8	3	4	0	14	0	3	4	40	0	8	0	5
Very unsafe	1	0	1	0	2	1	2	0	0	1	0	0	0	0	2	3	0	2	0	1
<u>NEITHER/DK/NO OP</u>	14	13	9	18	11	6	7	17	23	16	0	0	7	11	17	25	58	19	0	14
Neither safe nor unsafe	13	13	9	15	11	6	5	17	20	14	0	0	7	9	16	16	58	18	0	13
DK/No opinion	2	1	0	3	0	0	2	1	3	2	0	0	0	1	1	10	0	2	0	2

Table 41: Q7e. Can you tell me how safe you feel _____? : Driving in Milpitas

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
<u>TOTAL SAFE</u>	73	75	88	71	80	68	70	85	74	74	75	81	72	81	76	66	80	71	72	73		
Very safe	27	26	42	32	33	22	25	30	8	29	23	22	27	35	42	8	26	45	25	27		
Somewhat safe	46	49	47	39	47	47	45	55	66	45	51	59	45	46	34	57	54	27	47	46		
<u>TOTAL UNSAFE</u>	10	6	12	16	2	11	11	4	0	9	7	3	15	13	12	8	0	7	8	9		
Somewhat unsafe	8	6	12	15	1	9	10	3	0	7	6	2	14	7	12	8	0	6	7	8		
Very unsafe	1	0	0	2	1	3	1	2	0	2	1	1	1	6	0	0	0	1	0	1		
<u>NEITHER/DK/NO OP</u>	17	19	0	12	19	20	20	11	26	17	18	17	13	6	11	26	20	21	21	18		
Neither safe nor unsafe	15	14	0	11	17	16	20	11	10	15	15	10	9	6	11	26	20	19	18	16		
DK/No opinion	2	5	0	1	1	4	0	0	15	2	3	6	5	0	0	0	0	3	3	2		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>TOTAL SAFE</u>	73	70	77	78	84	71	63	81	68	85	73	76	44	63	66	65	79	75	45	70	64	81
Very safe	27	26	27	40	29	18	28	34	22	44	23	29	6	24	25	25	25	42	9	19	17	29
Somewhat safe	46	43	49	38	55	53	35	46	46	41	50	47	38	39	41	40	54	33	36	51	48	52
<u>TOTAL UNSAFE</u>	10	12	7	11	6	10	6	9	9	6	9	8	26	29	8	16	5	12	18	13	15	5
Somewhat unsafe	8	11	5	11	4	8	6	8	7	5	8	7	20	18	7	11	5	12	14	12	12	5
Very unsafe	1	1	2	0	2	3	0	1	2	1	1	1	6	11	1	5	0	0	4	2	2	0
<u>NEITHER/DK/NO OP</u>	17	18	16	11	10	19	31	11	23	10	18	16	30	8	26	20	15	13	37	17	21	14
Neither safe nor unsafe	15	15	14	7	9	15	31	8	21	8	15	13	30	8	24	18	14	13	37	16	20	10
DK/No opinion	2	3	2	4	1	3	0	3	2	2	3	3	0	0	2	1	2	0	0	1	1	4

Table 41: Q7e. Can you tell me how safe you feel _____? : Driving in Milpitas

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>TOTAL SAFE</u>	73	81	77	78	52	64	78	82	56	68	39	65	82	75	74	75	69	69	83	69	67
Very safe	27	54	21	30	9	30	25	51	22	36	2	39	32	21	28	24	31	23	17	22	37
Somewhat safe	46	26	56	48	43	33	53	31	33	32	38	26	50	54	46	51	38	47	65	47	30
<u>TOTAL UNSAFE</u>	10	4	10	8	16	17	7	12	13	13	38	22	1	5	14	7	12	17	2	2	16
Somewhat unsafe	8	3	10	8	12	12	7	12	11	11	16	18	1	4	12	6	11	15	2	2	13
Very unsafe	1	1	0	0	4	4	0	0	3	1	22	4	0	0	2	1	2	2	0	0	2
<u>NEITHER/DK/NO OP</u>	17	16	14	14	32	20	15	6	31	20	23	13	17	20	12	18	19	14	16	29	17
Neither safe nor unsafe	15	14	10	11	32	16	13	6	22	15	23	13	15	15	12	14	18	8	13	26	17
DK/No opinion	2	2	3	3	0	4	2	0	9	5	0	0	2	5	0	4	1	6	3	3	0

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300
<u>TOTAL SAFE</u>	73	72	71	75	80	75	87	68	68	74	100	67	65	77	67	72	78	68	0	73
Very safe	27	36	14	22	36	34	34	20	24	29	50	12	0	29	22	36	42	24	0	27
Somewhat safe	46	35	57	53	44	42	53	47	44	45	50	56	65	48	44	36	37	43	0	46
<u>TOTAL UNSAFE</u>	10	10	10	8	4	11	6	9	8	9	0	19	0	7	15	3	0	13	0	10
Somewhat unsafe	8	9	9	6	3	10	5	8	6	8	0	19	0	7	11	3	0	10	0	8
Very unsafe	1	1	1	2	1	1	1	1	2	1	0	0	0	0	3	0	0	3	0	1
<u>NEITHER/DK/NO OP</u>	17	18	20	17	17	14	7	23	24	17	0	14	35	16	19	25	22	19	0	17
Neither safe nor unsafe	15	17	15	14	17	9	6	22	21	16	0	0	35	12	19	25	22	19	0	15
DK/No opinion	2	2	5	3	0	5	1	1	3	1	0	14	0	4	0	0	0	0	0	2

Table 42: Q7f. Can you tell me how safe you feel _____? : In your neighborhood

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
<u>TOTAL SAFE</u>	87	87	98	91	86	88	91	79	90	88	87	83	84	96	88	97	84	87	87	87		
Very safe	41	48	39	44	32	44	49	33	54	39	46	42	42	50	49	25	38	70	39	42		
Somewhat safe	45	40	59	47	54	45	42	46	35	49	42	42	42	47	39	72	46	17	48	46		
<u>TOTAL UNSAFE</u>	4	3	0	4	2	1	2	7	0	2	3	4	2	1	12	0	0	5	4	4		
Somewhat unsafe	3	3	0	3	1	0	1	7	0	1	2	4	1	0	12	0	0	4	4	4		
Very unsafe	1	0	0	1	1	1	2	0	0	1	1	0	1	1	0	0	0	1	0	1		
<u>NEITHER/DK/NO OP</u>	9	9	2	5	12	11	7	14	10	9	9	13	14	2	0	3	16	8	9	9		
Neither safe nor unsafe	8	7	2	3	11	8	7	14	10	8	9	13	12	2	0	3	16	5	8	8		
DK/No opinion	1	2	0	1	1	3	0	0	0	2	0	0	3	0	0	0	0	3	1	1		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>TOTAL SAFE</u>	87	86	88	93	91	85	82	92	84	89	89	89	62	86	81	83	90	86	70	88	84	88
Very safe	41	45	38	57	41	34	41	49	37	61	37	44	22	50	34	40	40	54	10	39	33	41
Somewhat safe	45	41	50	36	50	51	41	43	47	28	52	45	40	36	47	43	50	32	61	49	51	48
<u>TOTAL UNSAFE</u>	4	6	3	4	3	3	3	3	3	5	1	2	22	7	5	6	2	2	14	3	5	1
Somewhat unsafe	3	5	2	4	1	2	2	2	2	5	1	2	15	2	5	4	2	2	7	2	3	1
Very unsafe	1	1	1	0	2	0	1	1	1	0	0	0	6	6	0	2	0	0	7	1	2	0
<u>NEITHER/DK/NO OP</u>	9	9	10	4	6	12	16	5	13	6	10	9	16	7	14	11	8	12	16	9	11	10
Neither safe nor unsafe	8	8	8	4	6	9	16	5	12	5	8	7	16	7	13	11	7	12	16	8	10	9
DK/No opinion	1	0	2	0	0	3	0	0	2	1	1	1	0	0	1	1	1	0	0	1	1	2

Table 42: Q7f. Can you tell me how safe you feel _____? : In your neighborhood

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>TOTAL SAFE</u>	87	87	87	87	85	89	87	95	89	92	69	90	97	83	85	85	88	88	89	81	85
Very safe	41	55	38	42	30	54	38	75	43	58	30	57	36	38	39	39	47	45	33	39	45
Somewhat safe	45	32	49	45	55	34	49	20	46	34	39	33	61	46	46	45	41	44	55	42	40
<u>TOTAL UNSAFE</u>	4	3	4	4	8	5	4	1	7	4	12	10	2	2	4	4	4	6	0	0	9
Somewhat unsafe	3	2	4	4	3	3	4	0	5	3	4	10	0	2	2	3	4	5	0	0	7
Very unsafe	1	1	0	0	4	2	0	1	1	1	8	0	2	0	2	1	0	1	0	0	1
<u>NEITHER/DK/NO OP</u>	9	10	9	9	7	6	10	3	5	4	18	0	1	14	10	11	8	5	11	19	7
Neither safe nor unsafe	8	9	8	8	6	6	8	3	5	4	18	0	1	12	10	9	8	5	10	18	6
DK/No opinion	1	0	1	1	2	0	1	0	0	0	0	0	0	2	0	2	0	0	2	2	1
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300	
<u>TOTAL SAFE</u>	87	90	85	87	90	93	91	83	85	87	100	81	79	89	85	76	63	83	0	87	
Very safe	41	42	51	36	39	57	39	35	38	43	74	27	21	46	33	36	63	34	0	41	
Somewhat safe	45	49	34	51	51	36	52	48	46	44	26	54	58	43	52	40	0	49	0	45	
<u>TOTAL UNSAFE</u>	4	3	3	2	3	3	4	3	2	3	0	14	0	3	5	18	0	6	0	4	
Somewhat unsafe	3	2	3	1	2	2	3	3	1	2	0	14	0	3	3	18	0	4	0	3	
Very unsafe	1	0	1	1	1	1	1	0	1	1	0	0	0	0	2	0	0	2	0	1	
<u>NEITHER/DK/NO OP</u>	9	7	11	12	7	4	5	14	13	10	0	4	21	8	11	6	37	11	0	9	
Neither safe nor unsafe	8	6	11	9	7	4	5	13	10	8	0	4	21	6	11	6	37	11	0	8	
DK/No opinion	1	1	0	2	0	0	0	1	3	1	0	0	0	2	0	0	0	0	0	1	

Table 43: Q8. In the past year, do you think (SPLIT SAMPLE A ONLY: property crime) (SPLIT SAMPLE B ONLY: violent crime) in Milpitas has (ROTATE: increased, decreased) or stayed the same?

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
<u>TOTAL INCREASED</u>	43	37	39	43	43	39	51	33	35	42	43	34	37	40	30	43	43	48	43	43		
Increased a great deal	12	12	7	8	11	14	17	15	5	11	14	11	14	3	14	13	18	15	12	12		
Increased a little	30	25	32	35	32	24	34	18	30	30	29	23	23	38	16	30	25	33	30	31		
<u>SAME/DECREASED</u>	45	53	52	46	52	43	36	52	50	48	43	51	37	52	66	49	50	43	48	48		
Stayed the same	42	49	49	41	47	41	35	45	50	43	41	47	32	48	50	47	45	39	45	44		
Decreased a little	3	3	3	4	4	3	1	5	0	4	2	3	4	3	4	2	4	4	3	3		
Decreased a great deal	1	1	0	1	1	0	0	2	0	1	1	1	0	1	12	0	1	0	0	1		
<u>DK/NA</u>	12	10	8	11	5	18	13	16	14	11	14	15	26	8	5	8	7	9	9	9		
DK/NA	12	10	8	11	5	18	13	16	14	11	14	15	26	8	5	8	7	9	9	9		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
<u>TOTAL INCREASED</u>	43	37	47	40	50	36	46	45	40	29	43	39	68	64	68	67	31	36	100	100	100	0
Increased a great deal	12	13	12	12	7	10	23	10	15	6	12	10	33	26	17	20	9	7	100	0	29	0
Increased a little	30	24	35	27	43	26	23	35	25	23	31	28	36	37	51	46	22	29	0	100	71	0
<u>SAME/DECREASED</u>	45	51	40	55	40	52	31	48	44	56	47	49	14	21	20	20	61	47	0	0	0	100
Stayed the same	42	47	37	49	34	50	31	42	42	49	45	46	11	21	13	16	59	37	0	0	0	92
Decreased a little	3	3	3	5	5	2	1	5	2	5	2	3	3	0	6	4	2	7	0	0	0	7
Decreased a great deal	1	1	0	1	1	0	0	1	0	1	0	0	0	0	1	0	0	3	0	0	0	1
<u>DK/NA</u>	12	11	13	6	10	12	22	8	16	16	10	12	18	15	12	13	8	17	0	0	0	0
DK/NA	12	11	13	6	10	12	22	8	16	16	10	12	18	15	12	13	8	17	0	0	0	0

Table 43: Q8. In the past year, do you think (SPLIT SAMPLE A ONLY: property crime) (SPLIT SAMPLE B ONLY: violent crime) in Milpitas has (ROTATE: increased, decreased) or stayed the same?

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157
<u>TOTAL INCREASED</u>	43	31	41	38	64	54	37	41	58	51	74	35	51	36	57	41	42	46	21	44	53
Increased a great deal	12	7	9	8	31	16	10	17	11	14	27	15	13	8	19	11	15	14	3	6	25
Increased a little	30	25	32	30	33	38	27	25	46	37	47	20	38	28	38	31	27	32	18	38	27
<u>SAME/DECREASED</u>	45	53	51	51	23	28	53	33	33	33	9	37	37	58	29	50	41	44	71	50	31
Stayed the same	42	48	47	47	21	24	49	25	29	27	9	31	29	57	25	46	36	42	66	48	26
Decreased a little	3	2	4	3	2	4	3	6	3	5	0	5	9	1	4	3	3	1	5	2	4
Decreased a great deal	1	2	0	1	0	1	1	2	0	1	0	1	0	1	0	0	1	1	0	0	1
<u>DK/NA</u>	12	16	8	10	13	18	10	26	10	17	17	27	12	6	13	9	17	10	8	7	16
DK/NA	12	16	8	10	13	18	10	26	10	17	17	27	12	6	13	9	17	10	8	7	16

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT		
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300
<u>TOTAL INCREASED</u>	43	41	34	42	54	35	53	39	42	43	23	42	34	38	48	57	76	50	48	37
Increased a great deal	12	12	15	11	12	10	9	17	14	14	0	5	3	11	13	31	5	14	17	8
Increased a little	30	29	18	31	41	26	44	22	27	30	23	37	31	26	35	26	71	36	31	29
<u>SAME/DECREASED</u>	45	51	52	45	32	57	38	48	41	44	77	45	59	53	36	23	10	33	42	49
Stayed the same	42	46	50	42	28	51	33	46	40	40	69	44	59	49	32	22	6	29	40	43
Decreased a little	3	4	1	3	3	4	6	2	1	3	9	2	0	3	4	1	4	4	1	5
Decreased a great deal	1	1	1	0	0	2	0	0	0	1	0	0	0	1	0	0	0	0	1	1
<u>DK/NA</u>	12	8	14	13	14	7	8	13	17	13	0	13	7	10	17	20	14	17	10	15
DK/NA	12	8	14	13	14	7	8	13	17	13	0	13	7	10	17	20	14	17	10	15

Table 44: Q9. Please tell me how satisfied you are with the overall quality of City services.

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
<u>TOTAL SATISFIED</u>	80	86	94	85	76	82	75	87	81	80	79	85	77	77	72	84	79	85	83	81		
Very satisfied	19	22	20	22	19	20	17	17	27	20	19	21	23	23	31	17	25	17	18	19		
Somewhat satisfied	61	64	74	63	56	61	57	70	54	60	60	64	55	54	40	67	54	68	65	62		
<u>TOTAL DISSATISFIED</u>	15	11	6	7	19	13	18	13	17	14	16	14	18	18	28	12	11	7	11	14		
Somewhat dissatisfied	12	10	1	4	18	13	13	12	15	12	13	13	17	16	25	11	11	5	9	11		
Very dissatisfied	2	1	6	3	1	0	5	1	2	2	3	2	1	2	4	1	0	2	2	2		
<u>DK/NA</u>	6	4	0	8	6	5	7	0	2	6	4	1	4	4	0	4	10	8	6	5		
DK/NA	6	4	0	8	6	5	7	0	2	6	4	1	4	4	0	4	10	8	6	5		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
<u>TOTAL SATISFIED</u>	80	80	80	87	85	80	64	86	74	91	82	85	37	50	75	66	89	70	54	80	72	91
Very satisfied	19	23	15	22	20	16	19	21	17	39	12	20	4	13	19	17	21	19	10	16	14	22
Somewhat satisfied	61	57	65	65	65	64	46	65	57	51	70	65	33	37	56	49	68	51	44	64	58	69
<u>TOTAL DISSATISFIED</u>	15	14	15	12	10	13	26	11	18	5	12	10	56	39	20	27	7	20	36	16	22	7
Somewhat dissatisfied	12	11	14	9	9	10	24	9	16	5	10	9	46	34	19	24	6	15	29	13	18	7
Very dissatisfied	2	3	1	3	1	3	2	2	2	0	2	1	10	5	1	3	1	5	7	3	4	1
<u>DK/NA</u>	6	6	4	1	5	7	10	3	8	4	6	5	8	11	5	7	4	10	10	4	6	2
DK/NA	6	6	4	1	5	7	10	3	8	4	6	5	8	11	5	7	4	10	10	4	6	2

Table 44: Q9. Please tell me how satisfied you are with the overall quality of City services.

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157
<u>TOTAL SATISFIED</u>	80	100	100	100	0	75	85	95	77	85	29	63	90	85	78	84	77	81	92	91	68
Very satisfied	19	100	0	24	0	23	17	51	12	28	0	15	23	23	13	20	16	17	19	22	20
Somewhat satisfied	61	0	100	76	0	51	67	44	66	56	29	49	67	63	65	63	61	65	73	68	48
<u>TOTAL DISSATISFIED</u>	15	0	0	0	100	20	11	0	20	12	64	21	8	12	18	13	16	15	6	8	20
Somewhat dissatisfied	12	0	0	0	85	15	11	0	15	9	49	18	7	9	17	10	15	11	6	8	17
Very dissatisfied	2	0	0	0	15	5	1	0	5	3	15	3	1	3	1	2	1	4	0	0	4
<u>DK/NA</u>	6	0	0	0	0	5	4	5	3	4	7	16	2	3	4	3	8	4	2	1	11
DK/NA	6	0	0	0	0	5	4	5	3	4	7	16	2	3	4	3	8	4	2	1	11

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT		
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300
<u>TOTAL SATISFIED</u>	80	80	79	80	80	87	84	73	76	79	81	88	90	87	68	59	86	68	81	79
Very satisfied	19	26	20	15	18	24	17	21	13	20	23	10	16	22	15	12	14	14	17	21
Somewhat satisfied	61	54	59	65	62	63	67	52	63	59	58	78	74	65	53	47	73	54	64	58
<u>TOTAL DISSATISFIED</u>	15	13	15	15	18	10	13	17	18	15	19	10	3	10	22	32	8	22	14	15
Somewhat dissatisfied	12	10	12	14	15	8	11	14	17	14	19	0	3	8	19	27	8	19	12	13
Very dissatisfied	2	3	3	1	3	3	2	3	2	2	0	10	0	2	3	5	0	3	2	2
<u>DK/NA</u>	6	7	5	5	2	2	3	10	6	6	0	2	7	3	10	9	5	10	6	6
DK/NA	6	7	5	5	2	2	3	10	6	6	0	2	7	3	10	9	5	10	6	6

Table 45: Q10a. Now 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, events, and programs at City parks and recreation centers

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY								
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR	
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250	
<u>EXT/VERY IMPORTANT</u>	70	66	68	72	71	69	64	64	93	70	68	74	62	71	58	70	72	69	71	71	
Extremely important	20	16	9	25	16	17	28	19	18	19	24	18	29	14	28	8	31	19	19	19	
Very important	50	50	59	46	54	51	36	45	75	51	45	56	33	57	30	63	42	50	51	52	
<u>SMWT/NOT TOO IMPORTANT</u>	28	33	18	27	27	31	35	29	7	28	29	22	33	29	42	26	28	27	28	28	
Somewhat important	26	32	17	26	26	28	31	24	7	27	25	19	30	29	35	23	24	25	25	26	
Not too important	2	1	1	1	1	3	4	5	0	1	4	3	3	0	7	3	3	2	2	2	
<u>DK/NA</u>	2	2	14	2	2	0	1	7	0	1	3	4	5	0	0	4	0	4	2	1	
DK/NA	2	2	14	2	2	0	1	7	0	1	3	4	5	0	0	4	0	4	2	1	

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>EXT/VERY IMPORTANT</u>	70	72	68	57	83	67	73	70	70	74	70	71	62	61	78	72	68	75	56	81	72	69
Extremely important	20	23	17	5	30	24	26	17	25	27	18	21	22	25	20	22	16	39	20	20	20	15
Very important	50	49	51	52	53	44	46	53	45	48	51	50	40	36	57	50	52	36	36	61	52	53
<u>SMWT/NOT TOO IMPORTANT</u>	28	26	30	38	14	33	27	26	30	23	29	28	33	33	21	25	31	25	44	15	26	30
Somewhat important	26	25	27	38	12	28	26	25	27	22	28	26	22	31	19	23	29	20	35	14	21	30
Not too important	2	2	3	0	2	4	1	1	3	1	1	1	11	3	2	2	2	5	9	1	4	0
<u>DK/NA</u>	2	1	3	6	3	0	0	4	0	3	1	2	6	6	1	3	2	0	0	4	2	2
DK/NA	2	1	3	6	3	0	0	4	0	3	1	2	6	6	1	3	2	0	0	4	2	2

Table 45: Q10a. Now 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, events, and programs at City parks and recreation centers

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>EXT/VERY IMPORTANT</u>	70	81	67	70	68	78	67	86	74	78	76	62	67	74	70	70	72	67	77	71	67
Extremely important	20	24	17	19	17	25	18	30	23	26	16	42	6	13	22	20	20	17	15	23	27
Very important	50	57	50	51	51	53	49	56	51	53	61	20	61	61	48	51	52	50	62	48	39
<u>SMWT/NOT TOO IMPORTANT</u>	28	19	30	27	32	20	31	14	22	19	24	32	30	26	29	29	24	28	20	28	33
Somewhat important	26	19	27	26	26	14	31	13	16	15	8	32	26	24	25	25	24	27	20	28	28
Not too important	2	0	2	2	5	6	0	1	6	4	16	0	4	2	4	4	0	2	0	0	6
<u>DK/NA</u>	2	0	3	2	0	2	2	1	4	3	0	7	3	0	1	1	4	4	3	1	0
DK/NA	2	0	3	2	0	2	2	1	4	3	0	7	3	0	1	1	4	4	3	1	0
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0	
<u>EXT/VERY IMPORTANT</u>	70	78	64	62	73	70	69	73	65	70	88	77	60	66	76	77	82	77	70	0	
Extremely important	20	22	26	15	21	17	18	30	18	22	8	22	0	15	31	48	7	30	20	0	
Very important	50	56	38	47	52	53	51	43	47	48	81	55	60	51	46	29	75	47	50	0	
<u>SMWT/NOT TOO IMPORTANT</u>	28	20	34	36	23	27	25	27	35	28	12	23	40	31	23	23	18	23	28	0	
Somewhat important	26	20	30	33	20	26	24	25	30	26	12	23	35	30	18	16	18	18	26	0	
Not too important	2	0	4	3	3	1	1	2	4	2	0	0	4	1	5	7	0	5	2	0	
<u>DK/NA</u>	2	1	2	2	4	3	6	0	0	2	0	0	0	3	0	0	0	0	2	0	
DK/NA	2	1	2	2	4	3	6	0	0	2	0	0	0	3	0	0	0	0	2	0	

Table 46: Q10b. Now 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
<u>EXT/VERY IMPORTANT</u>	82	74	80	83	81	81	74	93	92	81	83	93	79	86	61	88	76	81	81	82		
Extremely important	37	33	14	40	28	36	38	40	35	34	38	38	37	26	6	40	45	40	39	36		
Very important	45	41	66	42	53	44	36	53	57	47	44	55	41	60	54	48	31	41	42	46		
<u>SMWT/NOT TOO IMPORTANT</u>	17	25	16	17	17	17	25	7	5	17	16	6	20	14	39	10	24	11	18	16		
Somewhat important	16	24	16	17	17	17	24	7	5	17	16	6	20	14	32	9	24	11	17	16		
Not too important	0	0	0	1	0	0	1	0	0	0	0	0	0	0	7	1	0	0	0	0		
<u>DK/NA</u>	1	2	4	0	2	2	1	0	3	2	1	1	1	0	0	2	0	7	2	1		
DK/NA	1	2	4	0	2	2	1	0	3	2	1	1	1	0	0	2	0	7	2	1		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>EXT/VERY IMPORTANT</u>	82	80	83	70	78	85	92	74	87	90	77	81	92	92	77	82	81	85	71	86	80	81
Extremely important	37	36	37	23	38	35	44	30	38	39	32	34	55	62	38	46	28	47	47	35	39	30
Very important	45	44	46	47	40	50	48	44	49	51	45	47	37	30	39	36	52	38	24	51	41	51
<u>SMWT/NOT TOO IMPORTANT</u>	17	18	16	27	19	15	7	23	12	10	22	18	2	8	23	18	17	15	29	12	18	18
Somewhat important	16	18	15	27	19	15	7	23	12	9	21	18	2	7	23	17	17	15	28	11	17	18
Not too important	0	0	1	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	1	0	1	0
<u>DK/NA</u>	1	2	1	3	3	0	1	3	0	0	1	1	6	0	0	0	2	0	0	3	2	1
DK/NA	1	2	1	3	3	0	1	3	0	0	1	1	6	0	0	0	2	0	0	3	2	1

Table 46: Q10b. Now 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>EXT/VERY IMPORTANT</u>	82	98	76	81	87	90	77	95	86	90	89	83	79	83	81	81	81	74	82	83	84
Extremely important	37	43	31	33	45	43	32	46	38	41	49	50	20	33	40	35	39	29	25	42	43
Very important	45	55	45	47	42	47	45	49	49	49	40	33	59	50	41	46	42	45	57	41	41
<u>SMWT/NOT TOO IMPORTANT</u>	17	2	22	18	13	8	21	5	11	9	7	14	21	16	17	18	17	25	16	14	16
Somewhat important	16	2	21	17	12	7	21	5	11	8	4	14	20	16	17	17	17	24	16	14	16
Not too important	0	0	0	0	1	1	0	0	1	0	3	0	1	0	0	0	0	1	0	0	0
<u>DK/NA</u>	1	0	2	2	0	2	1	0	2	1	4	3	0	1	2	1	2	1	3	2	0
DK/NA	1	0	2	2	0	2	1	0	2	1	4	3	0	1	2	1	2	1	3	2	0

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT		
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0
<u>EXT/VERY IMPORTANT</u>	82	82	80	80	86	68	79	89	85	82	86	74	82	74	94	93	97	95	82	0
Extremely important	37	35	38	32	39	29	33	39	37	37	37	44	19	31	45	56	53	47	37	0
Very important	45	47	42	48	47	40	47	50	49	45	48	30	63	44	50	37	44	48	45	0
<u>SMWT/NOT TOO IMPORTANT</u>	17	17	18	18	14	28	18	10	15	16	14	26	18	24	6	2	3	5	17	0
Somewhat important	16	17	18	18	13	28	18	10	14	16	14	26	14	23	6	2	3	5	16	0
Not too important	0	0	0	0	1	0	0	0	1	0	0	0	4	0	0	0	0	0	0	0
<u>DK/NA</u>	1	1	2	2	0	3	3	1	0	2	0	0	0	2	0	5	0	1	1	0
DK/NA	1	1	2	2	0	3	3	1	0	2	0	0	0	2	0	5	0	1	1	0

Table 47: Q10c. Now 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 services

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPL OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
<u>EXT/VERY IMPORTANT</u>	80	81	76	82	71	79	85	84	93	77	86	87	79	73	65	80	78	85	81	80		
Extremely important	42	32	47	41	21	33	57	55	59	30	57	56	57	25	29	44	55	22	39	38		
Very important	39	49	30	42	49	46	28	29	35	46	29	31	22	49	36	36	23	63	42	42		
<u>SMWT/NOT TOO IMPORTANT</u>	17	15	20	18	27	12	14	16	7	20	13	13	21	27	35	18	15	8	15	17		
Somewhat important	15	14	20	10	26	11	13	16	7	17	13	13	19	27	35	14	15	7	13	15		
Not too important	2	1	0	8	1	1	1	0	0	3	0	0	2	0	0	4	0	1	2	2		
<u>DK/NA</u>	2	4	4	0	2	9	1	0	0	4	1	0	0	0	0	2	7	7	4	3		
DK/NA	2	4	4	0	2	9	1	0	0	4	1	0	0	0	0	2	7	7	4	3		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>EXT/VERY IMPORTANT</u>	80	80	81	83	85	76	76	84	76	90	77	81	76	91	77	82	78	83	89	85	86	75
Extremely important	42	47	37	33	43	40	48	38	43	50	39	42	40	67	39	49	33	59	69	41	51	28
Very important	39	33	45	50	42	35	27	46	32	40	38	39	36	24	38	33	45	25	20	44	35	47
<u>SMWT/NOT TOO IMPORTANT</u>	17	17	17	14	12	24	18	13	22	10	20	17	18	9	18	15	20	17	4	12	9	24
Somewhat important	15	16	15	13	12	19	18	13	19	10	18	15	15	5	13	10	19	17	3	12	9	23
Not too important	2	1	2	1	0	5	0	0	3	1	2	2	4	3	5	4	1	0	1	0	1	1
<u>DK/NA</u>	2	4	1	3	3	0	6	3	2	0	3	2	6	0	5	3	2	0	7	3	4	1
DK/NA	2	4	1	3	3	0	6	3	2	0	3	2	6	0	5	3	2	0	7	3	4	1

Table 47: Q10c. Now 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 services

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>EXT/VERY IMPORTANT</u>	80	89	79	81	81	84	78	89	84	86	85	80	91	76	86	81	80	81	74	79	81
Extremely important	42	48	39	41	40	57	34	69	53	59	52	55	46	28	57	37	51	40	33	32	57
Very important	39	41	40	40	41	28	44	20	32	27	33	25	44	48	29	44	30	41	42	47	24
<u>SMWT/NOT TOO IMPORTANT</u>	17	11	19	18	10	15	19	11	13	13	15	17	9	21	13	16	18	17	23	20	14
Somewhat important	15	11	17	16	10	13	17	11	13	12	15	17	9	18	11	15	17	15	23	14	13
Not too important	2	0	2	2	0	2	2	0	1	1	0	0	0	3	1	1	1	2	0	6	1
<u>DK/NA</u>	2	0	2	2	9	1	3	0	2	1	0	3	0	3	1	3	2	1	3	1	5
DK/NA	2	0	2	2	9	1	3	0	2	1	0	3	0	3	1	3	2	1	3	1	5

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0
<u>EXT/VERY IMPORTANT</u>	80	78	84	76	88	85	83	74	78	79	93	100	78	81	75	100	93	80	80	0
Extremely important	42	35	64	26	49	54	23	43	45	42	26	54	19	34	52	53	81	55	42	0
Very important	39	43	20	50	40	31	60	31	33	37	67	46	59	47	24	47	12	25	39	0
<u>SMWT/NOT TOO IMPORTANT</u>	17	16	15	22	12	12	14	21	22	18	7	0	22	16	25	0	7	20	17	0
Somewhat important	15	15	14	19	12	11	14	20	17	16	7	0	22	15	20	0	7	16	15	0
Not too important	2	1	1	4	0	1	0	1	4	2	0	0	0	1	5	0	0	4	2	0
<u>DK/NA</u>	2	5	1	2	0	3	3	4	0	3	0	0	0	4	0	0	0	0	2	0
DK/NA	2	5	1	2	0	3	3	4	0	3	0	0	0	4	0	0	0	0	2	0

Table 48: Q10d. Now 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
<u>EXT/VERY IMPORTANT</u>	78	77	74	81	62	74	81	93	93	71	87	93	77	69	75	77	92	80	79	78		
Extremely important	42	41	30	34	24	47	54	58	45	34	53	53	40	43	24	42	60	47	43	42		
Very important	36	36	44	48	39	27	27	36	49	38	33	40	38	26	51	35	32	33	36	35		
<u>SMWT/NOT TOO IMPORTANT</u>	20	21	21	19	32	24	17	6	3	26	12	5	21	26	25	21	8	13	19	20		
Somewhat important	19	19	21	13	32	24	17	5	3	24	11	4	20	26	25	21	8	13	17	19		
Not too important	1	2	0	5	0	0	0	1	0	1	0	1	1	0	0	0	0	0	1	1		
<u>DK/NA</u>	2	2	6	0	5	2	1	1	3	3	2	2	2	5	0	2	0	7	2	2		
DK/NA	2	2	6	0	5	2	1	1	3	3	2	2	2	5	0	2	0	7	2	2		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>EXT/VERY IMPORTANT</u>	78	83	72	79	80	74	75	80	75	88	74	78	71	79	84	82	76	66	86	73	78	77
Extremely important	42	41	43	41	46	39	42	44	40	56	40	44	29	48	51	50	37	29	65	38	48	34
Very important	36	42	29	38	34	35	33	36	34	32	35	34	42	31	33	32	39	37	21	35	30	43
<u>SMWT/NOT TOO IMPORTANT</u>	20	15	25	18	17	23	24	17	23	12	23	20	23	21	15	17	22	24	13	24	20	22
Somewhat important	19	13	25	18	13	23	24	15	23	12	22	19	22	20	12	15	22	24	13	21	18	22
Not too important	1	2	0	0	4	0	0	2	0	0	1	1	1	1	4	3	0	0	1	3	2	0
<u>DK/NA</u>	2	2	3	3	3	2	1	3	2	0	3	2	6	0	0	0	2	10	1	3	2	1
DK/NA	2	2	3	3	3	2	1	3	2	0	3	2	6	0	0	0	2	10	1	3	2	1

Table 48: Q10d. Now 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>EXT/VERY IMPORTANT</u>	78	92	74	78	83	84	74	91	77	83	86	77	82	76	80	76	80	82	70	74	79
Extremely important	42	61	39	43	34	48	38	73	35	50	38	50	56	36	43	36	54	53	25	32	49
Very important	36	31	36	35	49	35	36	18	43	33	48	27	25	40	37	40	26	29	45	42	30
<u>SMWT/NOT TOO IMPORTANT</u>	20	8	23	20	12	15	23	9	20	16	11	16	18	23	18	22	17	14	27	23	21
Somewhat important	19	8	22	19	11	15	22	9	20	16	11	16	9	23	17	22	14	10	27	23	21
Not too important	1	0	1	1	1	0	1	0	0	0	0	0	9	0	0	0	3	4	0	0	0
<u>DK/NA</u>	2	0	2	2	5	2	3	0	2	1	4	7	0	1	2	2	4	4	3	2	0
DK/NA	2	0	2	2	5	2	3	0	2	1	4	7	0	1	2	2	4	4	3	2	0

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0
<u>EXT/VERY IMPORTANT</u>	78	81	88	62	85	85	74	81	67	78	92	93	48	77	78	79	92	79	78	0
Extremely important	42	31	55	35	52	44	43	40	40	44	66	22	24	40	43	39	77	46	42	0
Very important	36	50	32	27	33	41	31	41	27	34	26	71	24	37	34	39	15	33	36	0
<u>SMWT/NOT TOO IMPORTANT</u>	20	18	9	34	15	12	23	18	30	20	8	7	52	21	20	17	8	18	20	0
Somewhat important	19	15	9	34	14	8	23	18	30	19	8	7	52	20	20	17	8	18	19	0
Not too important	1	3	0	0	1	4	0	0	0	1	0	0	0	1	0	0	0	0	1	0
<u>DK/NA</u>	2	1	3	4	0	3	3	1	3	2	0	0	0	2	2	5	0	2	2	0
DK/NA	2	1	3	4	0	3	3	1	3	2	0	0	0	2	2	5	0	2	2	0

Table 49: Q10e. Now 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			QB AGE									QC RACE/ETHNICITY								
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR	
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250	
<u>EXT/VERY IMPORTANT</u>	77	78	72	73	72	73	79	84	87	73	81	85	68	86	63	79	81	75	77	78	
Extremely important	36	34	40	34	30	28	35	47	61	30	43	52	27	38	13	50	36	31	39	38	
Very important	40	44	31	39	42	45	44	37	25	42	39	33	41	48	49	29	45	44	38	40	
<u>SMWT/NOT TOO IMPORTANT</u>	20	20	22	27	19	24	20	15	8	23	17	13	28	9	37	19	13	17	19	18	
Somewhat important	17	18	22	25	16	24	13	15	8	21	13	13	28	9	30	12	13	13	16	15	
Not too important	3	2	0	2	3	0	7	0	0	2	4	0	0	0	7	7	0	5	4	3	
<u>DK/NA</u>	3	2	7	0	10	3	1	1	5	5	2	2	4	5	0	2	6	7	4	4	
DK/NA	3	2	7	0	10	3	1	1	5	5	2	2	4	5	0	2	6	7	4	4	

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>EXT/VERY IMPORTANT</u>	77	74	80	81	81	72	70	81	71	88	72	77	72	80	77	78	77	60	70	82	78	79
Extremely important	36	31	42	39	43	35	26	41	31	49	31	36	39	59	41	47	28	35	30	45	39	31
Very important	40	43	38	42	38	38	44	40	40	39	41	40	32	20	36	31	49	25	41	37	38	49
<u>SMWT/NOT TOO IMPORTANT</u>	20	22	17	16	16	22	29	16	25	11	24	20	23	20	22	22	18	31	23	16	18	19
Somewhat important	17	18	15	15	15	19	23	15	21	10	20	17	20	20	18	18	17	22	19	11	14	18
Not too important	3	3	2	1	1	3	6	1	4	1	3	3	3	1	4	3	1	9	4	5	4	1
<u>DK/NA</u>	3	4	3	3	4	6	1	3	4	1	4	3	6	0	0	0	5	10	7	3	4	1
DK/NA	3	4	3	3	4	6	1	3	4	1	4	3	6	0	0	0	5	10	7	3	4	1

Table 49: Q10e. Now 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>EXT/VERY IMPORTANT</u>	77	98	74	79	68	79	77	93	75	82	73	70	74	75	86	77	79	73	82	76	72
Extremely important	36	53	33	38	33	44	33	45	46	46	42	42	38	34	36	32	45	35	27	40	34
Very important	40	45	41	42	34	35	44	48	28	36	31	28	36	41	50	45	34	38	56	36	38
<u>SMWT/NOT TOO IMPORTANT</u>	20	2	23	18	28	19	20	6	23	17	23	17	26	24	12	21	18	19	14	21	28
Somewhat important	17	2	20	16	26	14	19	6	14	11	20	14	20	22	9	18	16	17	12	21	22
Not too important	3	0	3	2	1	5	2	0	9	6	3	3	6	2	2	3	2	2	3	0	6
<u>DK/NA</u>	3	0	3	2	5	2	3	1	2	2	4	13	0	1	2	2	4	8	3	2	1
DK/NA	3	0	3	2	5	2	3	1	2	2	4	13	0	1	2	2	4	8	3	2	1

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0
<u>EXT/VERY IMPORTANT</u>	77	69	81	77	82	79	83	69	76	76	100	87	59	78	75	65	84	75	77	0
Extremely important	36	27	38	34	50	34	48	30	33	34	30	81	29	35	36	16	80	38	36	0
Very important	40	42	43	42	32	45	35	39	42	42	70	7	30	43	39	49	4	37	40	0
<u>SMWT/NOT TOO IMPORTANT</u>	20	26	16	18	17	18	14	26	22	20	0	13	41	20	19	30	16	20	20	0
Somewhat important	17	23	13	18	13	16	13	21	19	18	0	13	23	18	16	13	16	16	17	0
Not too important	3	3	4	1	4	1	1	5	3	2	0	0	17	2	3	18	0	4	3	0
<u>DK/NA</u>	3	5	3	5	1	3	4	5	3	4	0	0	0	2	6	5	0	5	3	0
DK/NA	3	5	3	5	1	3	4	5	3	4	0	0	0	2	6	5	0	5	3	0

Table 50: Q10f. Now 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
<u>EXT/VERY IMPORTANT</u>	67	71	70	68	60	74	65	67	88	67	69	74	59	72	41	60	76	66	67	68		
Extremely important	30	33	28	25	27	35	35	36	28	29	34	34	30	34	0	24	41	34	30	30		
Very important	37	38	42	44	33	40	29	31	59	38	35	41	28	38	41	37	35	32	37	38		
<u>SMWT/NOT TOO IMPORTANT</u>	29	25	26	32	36	17	31	30	11	29	27	24	39	26	59	36	17	27	28	28		
Somewhat important	22	22	24	22	23	16	27	21	7	20	22	16	28	19	34	26	11	21	21	21		
Not too important	7	3	1	10	13	1	4	9	4	8	5	7	11	7	24	10	6	5	6	6		
<u>DK/NA</u>	4	4	4	0	4	9	5	3	2	4	4	2	2	2	0	4	7	7	5	4		
DK/NA	4	4	4	0	4	9	5	3	2	4	4	2	2	2	0	4	7	7	5	4		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>EXT/VERY IMPORTANT</u>	67	71	63	73	80	70	43	77	59	82	61	67	60	55	65	62	70	67	56	69	64	70
Extremely important	30	30	31	45	39	27	15	42	22	34	28	30	38	33	26	28	28	49	37	29	32	26
Very important	37	41	32	28	41	43	28	35	37	48	33	37	22	22	39	33	42	18	19	39	32	44
<u>SMWT/NOT TOO IMPORTANT</u>	29	25	33	24	13	30	50	18	37	17	34	29	35	36	28	31	28	33	37	26	30	29
Somewhat important	22	14	29	20	11	16	43	16	26	15	25	22	25	31	20	24	22	17	20	20	20	26
Not too important	7	10	4	3	3	14	7	3	11	2	9	7	9	5	8	7	6	16	17	6	10	3
<u>DK/NA</u>	4	4	4	3	7	1	7	5	3	1	5	4	6	9	7	8	2	0	7	5	6	1
DK/NA	4	4	4	3	7	1	7	5	3	1	5	4	6	9	7	8	2	0	7	5	6	1

Table 50: Q10f. Now 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>EXT/VERY IMPORTANT</u>	67	84	64	68	64	66	69	73	61	66	72	66	70	65	69	65	77	71	64	78	62
Extremely important	30	27	31	30	29	30	31	28	25	26	48	33	21	28	35	27	42	32	25	37	31
Very important	37	57	33	38	35	36	38	45	36	39	23	33	49	37	34	38	35	39	38	40	32
<u>SMWT/NOT TOO IMPORTANT</u>	29	13	33	29	22	30	28	19	37	30	28	31	27	32	24	31	22	27	33	20	31
Somewhat important	22	8	28	24	11	22	23	12	31	23	7	17	23	26	18	24	18	17	28	16	22
Not too important	7	6	5	5	11	9	4	6	6	6	21	14	3	5	7	6	4	11	5	4	10
<u>DK/NA</u>	4	2	3	2	14	4	3	8	2	5	0	3	3	3	6	5	2	1	3	2	6
DK/NA	4	2	3	2	14	4	3	8	2	5	0	3	3	3	6	5	2	1	3	2	6

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0
<u>EXT/VERY IMPORTANT</u>	67	68	75	67	61	82	71	60	60	65	79	81	75	71	60	73	42	60	67	0
Extremely important	30	27	35	30	35	40	44	23	22	29	29	47	36	32	26	43	11	26	30	0
Very important	37	40	40	36	27	42	26	37	38	36	49	34	39	38	34	31	31	33	37	0
<u>SMWT/NOT TOO IMPORTANT</u>	29	27	22	30	35	14	23	35	39	30	21	19	25	25	36	27	58	37	29	0
Somewhat important	22	14	15	26	31	10	21	18	33	22	21	19	21	22	22	9	42	23	22	0
Not too important	7	13	7	4	4	4	2	16	6	8	0	0	4	3	13	17	16	14	7	0
<u>DK/NA</u>	4	5	3	3	4	4	7	5	1	4	0	0	0	4	4	0	0	3	4	0
DK/NA	4	5	3	3	4	4	7	5	1	4	0	0	0	4	4	0	0	3	4	0

Table 51: Q10g. Now 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			QB AGE									QC RACE/ETHNICITY								
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR	
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250	
<u>EXT/VERY IMPORTANT</u>	89	91	72	85	83	94	91	100	77	87	92	92	98	77	61	93	97	90	89	88	
Extremely important	43	36	28	45	36	38	46	50	61	39	49	53	39	35	24	38	67	45	45	43	
Very important	46	55	44	40	46	57	45	50	17	48	42	39	59	42	37	55	30	45	44	44	
<u>SMWT/NOT TOO IMPORTANT</u>	10	8	24	15	15	6	7	0	23	12	7	8	2	23	39	5	3	5	9	11	
Somewhat important	9	7	24	13	14	6	7	0	23	11	7	8	2	20	39	5	3	4	9	11	
Not too important	1	1	0	2	1	0	0	0	0	1	0	0	0	3	0	0	0	2	0	1	
<u>DK/NA</u>	1	1	4	0	2	0	1	0	0	1	1	0	0	0	0	2	0	4	1	1	
DK/NA	1	1	4	0	2	0	1	0	0	1	1	0	0	0	0	2	0	4	1	1	

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>EXT/VERY IMPORTANT</u>	89	93	85	88	83	91	93	85	92	92	89	90	83	98	89	92	88	85	100	83	89	87
Extremely important	43	50	37	29	52	41	56	41	47	44	44	44	34	41	52	48	37	47	61	44	50	34
Very important	46	44	48	58	31	50	37	45	45	48	45	46	49	57	37	44	51	38	39	39	39	53
<u>SMWT/NOT TOO IMPORTANT</u>	10	6	14	11	14	9	7	13	8	8	11	10	11	2	11	8	11	15	0	14	9	13
Somewhat important	9	5	14	11	13	8	7	12	8	8	10	10	8	2	11	8	9	15	0	14	9	11
Not too important	1	1	0	0	1	1	0	1	1	0	0	0	4	1	0	0	1	0	0	0	0	1
<u>DK/NA</u>	1	1	1	1	3	0	0	2	0	0	0	0	6	0	0	0	2	0	0	3	2	0
DK/NA	1	1	1	1	3	0	0	2	0	0	0	0	6	0	0	0	2	0	0	3	2	0

Table 51: Q10g. Now 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>EXT/VERY IMPORTANT</u>	89	100	84	88	94	93	87	97	90	93	94	97	77	86	94	87	93	89	74	94	98
Extremely important	43	41	41	41	52	47	39	48	43	45	60	54	31	33	56	38	49	45	35	35	57
Very important	46	59	44	47	42	46	48	49	46	47	34	43	46	53	38	49	44	44	39	59	41
<u>SMWT/NOT TOO IMPORTANT</u>	10	0	14	11	6	6	12	3	8	6	6	0	23	14	5	12	6	11	23	4	2
Somewhat important	9	0	13	11	6	4	12	3	4	4	4	0	23	13	5	12	4	10	22	4	1
Not too important	1	0	1	1	0	2	0	0	4	2	1	0	0	1	0	0	1	1	1	0	0
<u>DK/NA</u>	1	0	1	1	0	1	1	0	2	1	0	3	0	0	1	0	2	0	3	1	0
DK/NA	1	0	1	1	0	1	1	0	2	1	0	3	0	0	1	0	2	0	3	1	0

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0
<u>EXT/VERY IMPORTANT</u>	89	91	97	83	85	89	81	96	86	90	93	70	93	89	88	98	100	90	89	0
Extremely important	43	44	57	36	41	50	33	52	43	44	41	37	16	35	56	70	42	56	43	0
Very important	46	47	40	48	44	40	48	45	43	46	52	33	77	54	32	28	58	34	46	0
<u>SMWT/NOT TOO IMPORTANT</u>	10	9	1	15	15	9	16	4	14	9	7	30	7	10	12	2	0	10	10	0
Somewhat important	9	8	1	14	15	9	15	2	14	8	7	30	7	9	12	2	0	9	9	0
Not too important	1	1	0	1	0	0	1	1	0	1	0	0	0	1	1	0	0	1	1	0
<u>DK/NA</u>	1	0	1	2	0	1	3	0	0	1	0	0	0	1	0	0	0	0	1	0
DK/NA	1	0	1	2	0	1	3	0	0	1	0	0	0	1	0	0	0	0	1	0

Table 52: Q10h. Now 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
<u>EXT/VERY IMPORTANT</u>	81	80	69	82	85	76	73	79	95	82	78	84	85	83	80	82	66	91	78	80		
Extremely important	36	25	31	28	31	33	38	45	69	31	45	54	37	37	21	27	39	47	35	35		
Very important	44	55	38	54	54	44	35	33	25	51	33	31	47	46	59	55	27	44	43	44		
<u>SMWT/NOT TOO IMPORTANT</u>	17	19	17	18	13	21	26	15	5	17	19	12	11	17	20	16	34	2	20	19		
Somewhat important	17	18	17	18	13	21	25	15	5	17	19	12	9	17	20	16	34	2	20	19		
Not too important	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0		
<u>DK/NA</u>	2	2	14	0	2	2	1	6	0	2	3	4	5	0	0	2	0	7	2	1		
DK/NA	2	2	14	0	2	2	1	6	0	2	3	4	5	0	0	2	0	7	2	1		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>EXT/VERY IMPORTANT</u>	81	78	83	72	81	89	76	76	84	85	78	80	86	90	80	83	77	92	73	78	77	81
Extremely important	36	43	29	18	44	41	46	31	43	46	33	36	35	49	47	48	27	52	40	37	38	31
Very important	44	35	55	54	36	48	30	45	41	39	45	43	51	41	32	35	50	40	33	41	38	51
<u>SMWT/NOT TOO IMPORTANT</u>	17	21	14	22	17	11	24	19	16	13	21	19	9	4	20	15	21	8	27	19	22	16
Somewhat important	17	21	14	22	16	11	24	19	16	13	21	19	9	4	20	15	21	7	26	19	22	16
Not too important	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
<u>DK/NA</u>	2	1	3	6	3	0	0	4	0	3	1	2	6	6	0	2	2	0	0	3	2	3
DK/NA	2	1	3	6	3	0	0	4	0	3	1	2	6	6	0	2	2	0	0	3	2	3

Table 52: Q10h. Now 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>EXT/VERY IMPORTANT</u>	81	91	77	80	84	86	77	86	82	84	97	85	78	80	79	79	82	76	80	81	84
Extremely important	36	59	29	36	33	47	30	48	51	50	32	42	43	28	43	37	33	29	29	32	55
Very important	44	33	47	44	51	39	47	38	30	34	65	43	35	52	36	42	49	47	51	49	29
<u>SMWT/NOT TOO IMPORTANT</u>	17	9	20	18	16	13	20	14	16	15	3	9	22	19	20	20	14	20	17	18	16
Somewhat important	17	9	20	18	15	12	20	14	15	14	3	9	22	19	19	19	14	20	17	18	15
Not too important	0	0	0	0	1	1	0	0	1	1	0	0	0	0	1	0	0	0	0	0	1
<u>DK/NA</u>	2	0	3	2	0	1	2	0	2	1	0	7	0	1	1	1	4	4	3	1	0
DK/NA	2	0	3	2	0	1	2	0	2	1	0	7	0	1	1	1	4	4	3	1	0
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0	
<u>EXT/VERY IMPORTANT</u>	81	80	75	83	81	72	80	82	86	80	93	88	78	79	81	98	97	84	81	0	
Extremely important	36	36	53	24	36	30	32	56	27	38	38	32	8	26	54	68	40	54	36	0	
Very important	44	44	23	58	45	42	48	26	59	42	55	57	70	53	27	30	57	30	44	0	
<u>SMWT/NOT TOO IMPORTANT</u>	17	19	23	15	15	25	14	18	14	18	7	12	22	18	19	2	3	16	17	0	
Somewhat important	17	19	23	15	14	25	14	18	14	18	7	12	22	18	19	0	3	16	17	0	
Not too important	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	
<u>DK/NA</u>	2	1	1	2	4	3	6	0	0	2	0	0	0	3	0	0	0	0	2	0	
DK/NA	2	1	1	2	4	3	6	0	0	2	0	0	0	3	0	0	0	0	2	0	

Table 53: Q10i. Now 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			QB AGE									QC RACE/ETHNICITY								
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR	
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250	
<u>EXT/VERY IMPORTANT</u>	69	66	61	73	63	62	76	66	91	65	75	74	58	70	75	66	76	71	71	71	
Extremely important	25	20	22	21	26	22	31	27	31	23	30	28	21	25	14	15	39	33	26	26	
Very important	44	46	39	52	37	39	45	39	59	42	46	46	37	45	61	51	37	38	44	45	
<u>SMWT/NOT TOO IMPORTANT</u>	28	31	35	25	34	36	22	32	6	32	23	23	40	28	25	28	24	22	26	27	
Somewhat important	23	28	32	24	28	27	15	30	4	27	18	21	35	22	18	25	20	14	22	22	
Not too important	5	4	3	1	5	9	7	2	2	5	5	2	5	7	7	2	3	7	4	5	
<u>DK/NA</u>	3	2	4	2	3	2	2	2	3	3	2	2	2	2	0	6	0	7	3	3	
DK/NA	3	2	4	2	3	2	2	2	3	3	2	2	2	2	0	6	0	7	3	3	

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>EXT/VERY IMPORTANT</u>	69	66	73	67	76	67	63	71	66	75	69	71	51	72	74	73	66	71	80	69	73	64
Extremely important	25	24	27	21	32	30	20	26	26	26	26	26	17	40	28	32	17	41	27	25	25	20
Very important	44	42	46	46	44	38	43	45	40	49	43	45	33	31	46	41	50	30	53	44	48	44
<u>SMWT/NOT TOO IMPORTANT</u>	28	31	25	30	21	30	36	25	32	24	29	27	39	25	25	25	31	29	20	27	25	35
Somewhat important	23	26	20	29	18	21	30	23	24	22	24	24	22	23	16	18	27	29	15	20	18	32
Not too important	5	5	5	1	3	9	6	2	8	2	5	4	16	3	9	7	5	0	6	8	7	3
<u>DK/NA</u>	3	2	2	3	3	3	1	3	2	1	2	2	10	3	2	2	3	0	0	3	2	1
DK/NA	3	2	2	3	3	3	1	3	2	1	2	2	10	3	2	2	3	0	0	3	2	1

Table 53: Q10i. Now 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>EXT/VERY IMPORTANT</u>	69	80	66	69	69	70	69	75	64	68	84	69	69	66	77	63	80	72	63	69	70
Extremely important	25	30	22	24	24	23	24	19	26	23	26	36	14	21	29	20	30	21	18	25	36
Very important	44	49	45	46	46	47	45	56	38	45	58	34	55	45	48	43	50	51	45	44	34
<u>SMWT/NOT TOO IMPORTANT</u>	28	18	31	28	31	25	29	19	34	28	13	28	27	32	21	35	18	25	33	29	29
Somewhat important	23	15	26	24	28	13	27	14	14	14	9	20	22	27	18	29	15	22	28	27	19
Not too important	5	3	5	5	3	12	2	5	20	14	3	8	5	5	3	6	3	3	5	1	10
<u>DK/NA</u>	3	2	3	3	0	5	2	6	2	4	4	3	4	2	3	3	3	3	4	3	1
DK/NA	3	2	3	3	0	5	2	6	2	4	4	3	4	2	3	3	3	3	4	3	1
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0	
<u>EXT/VERY IMPORTANT</u>	69	62	75	69	75	73	69	60	74	69	82	78	52	66	77	61	84	76	69	0	
Extremely important	25	23	26	25	34	26	27	24	29	26	16	32	7	20	38	20	11	33	25	0	
Very important	44	40	48	45	41	47	42	36	44	44	66	47	45	46	38	41	73	42	44	0	
<u>SMWT/NOT TOO IMPORTANT</u>	28	36	22	28	24	23	28	39	25	28	18	22	48	32	21	31	16	22	28	0	
Somewhat important	23	31	17	23	19	23	25	30	19	22	18	22	44	28	13	23	16	14	23	0	
Not too important	5	6	5	5	5	1	3	9	6	5	0	0	4	4	8	8	0	7	5	0	
<u>DK/NA</u>	3	1	3	3	1	4	3	1	2	3	0	0	0	3	2	7	0	2	3	0	
DK/NA	3	1	3	3	1	4	3	1	2	3	0	0	0	3	2	7	0	2	3	0	

Table 54: Q10j. Now 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			QB AGE									QC RACE/ETHNICITY								
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR	
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250	
<u>EXT/VERY IMPORTANT</u>	70	75	61	62	70	66	79	80	71	67	78	77	54	75	63	67	81	77	73	72	
Extremely important	23	23	8	21	10	26	28	39	19	18	30	33	11	11	0	17	44	36	28	24	
Very important	48	52	53	41	60	39	51	40	52	48	48	44	43	64	63	50	37	41	45	48	
<u>SMWT/NOT TOO IMPORTANT</u>	26	22	20	33	27	30	19	12	29	30	18	18	40	25	37	24	19	15	24	24	
Somewhat important	22	21	20	31	21	29	12	10	26	26	13	16	36	19	24	22	13	14	20	20	
Not too important	4	1	0	3	6	1	7	1	3	4	5	2	4	6	14	2	6	1	4	4	
<u>DK/NA</u>	4	3	19	5	2	5	2	9	0	4	4	6	6	0	0	9	0	8	4	3	
DK/NA	4	3	19	5	2	5	2	9	0	4	4	6	6	0	0	9	0	8	4	3	

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>EXT/VERY IMPORTANT</u>	70	75	66	75	77	67	65	76	66	82	67	71	55	57	67	64	77	62	76	67	71	75
Extremely important	23	27	19	22	29	18	26	25	21	31	19	23	23	37	20	26	20	35	38	18	25	21
Very important	48	48	47	53	48	49	39	51	45	51	48	49	32	20	47	38	57	27	39	49	45	55
<u>SMWT/NOT TOO IMPORTANT</u>	26	22	30	17	19	31	32	18	32	15	30	26	35	33	32	32	19	38	24	29	27	21
Somewhat important	22	17	29	15	17	25	29	16	26	13	26	22	27	27	27	27	16	38	15	25	21	20
Not too important	4	6	2	3	2	6	4	2	5	1	4	3	9	6	4	5	3	0	9	4	6	1
<u>DK/NA</u>	4	3	3	7	3	2	3	5	2	3	3	3	9	9	1	4	4	0	0	4	2	4
DK/NA	4	3	3	7	3	2	3	5	2	3	3	3	9	9	1	4	4	0	0	4	2	4

Table 54: Q10j. Now 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>EXT/VERY IMPORTANT</u>	70	91	71	75	61	73	70	80	74	76	66	52	84	69	81	71	72	75	62	79	69
Extremely important	23	31	20	22	29	30	20	38	24	30	32	28	20	21	23	22	25	18	11	23	40
Very important	48	60	51	53	32	44	50	42	50	47	33	25	64	48	57	49	46	58	52	56	29
<u>SMWT/NOT TOO IMPORTANT</u>	26	9	24	21	39	23	27	20	22	21	31	40	13	29	15	26	24	17	35	20	28
Somewhat important	22	9	23	20	32	17	26	19	14	16	21	30	12	26	13	22	22	8	35	20	23
Not too important	4	0	1	1	7	6	0	1	8	5	9	9	1	3	2	4	1	9	0	0	5
<u>DK/NA</u>	4	0	5	4	0	4	4	0	4	3	4	8	3	2	4	3	5	8	3	1	2
DK/NA	4	0	5	4	0	4	4	0	4	3	4	8	3	2	4	3	5	8	3	1	2
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0	
<u>EXT/VERY IMPORTANT</u>	70	72	76	62	80	82	70	67	65	69	86	73	92	73	66	84	36	65	70	0	
Extremely important	23	24	31	13	30	28	22	26	16	22	8	34	26	21	27	38	0	25	23	0	
Very important	48	49	46	49	49	53	48	41	49	47	79	39	65	52	40	46	36	40	48	0	
<u>SMWT/NOT TOO IMPORTANT</u>	26	25	20	35	16	13	23	31	33	27	14	27	8	22	32	16	56	33	26	0	
Somewhat important	22	19	14	33	13	12	20	21	33	23	14	27	4	21	23	14	46	24	22	0	
Not too important	4	5	7	2	3	1	4	10	1	4	0	0	4	1	10	2	10	9	4	0	
<u>DK/NA</u>	4	3	3	3	4	5	6	2	1	4	0	0	0	5	1	0	8	2	4	0	
DK/NA	4	3	3	3	4	5	6	2	1	4	0	0	0	5	1	0	8	2	4	0	

Table 55: Q10k. Now 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			QB AGE									QC RACE/ETHNICITY								
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR	
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250	
<u>EXT/VERY IMPORTANT</u>	80	88	66	83	80	82	81	66	93	82	79	75	88	79	75	75	80	77	79	79	
Extremely important	41	42	43	49	36	40	43	42	56	41	44	47	43	44	21	33	45	36	40	41	
Very important	39	46	24	34	44	42	39	24	37	40	34	29	46	34	54	43	36	41	39	38	
<u>SMWT/NOT TOO IMPORTANT</u>	18	10	29	17	17	13	17	34	7	16	21	25	12	21	25	23	20	11	18	19	
Somewhat important	12	6	29	8	10	12	11	24	7	10	14	18	9	20	7	13	14	6	11	13	
Not too important	6	3	0	8	7	1	7	10	0	6	6	6	3	1	18	9	6	5	8	6	
<u>DK/NA</u>	2	3	4	0	2	6	1	0	0	3	1	0	0	0	0	2	0	12	3	2	
DK/NA	2	3	4	0	2	6	1	0	0	3	1	0	0	0	0	2	0	12	3	2	

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>EXT/VERY IMPORTANT</u>	80	77	83	91	76	71	84	83	76	94	75	80	73	75	85	81	80	63	70	77	74	85
Extremely important	41	42	40	35	43	42	44	39	43	51	35	39	50	61	51	54	30	51	35	48	43	34
Very important	39	35	43	56	33	28	40	44	33	43	40	41	23	14	34	27	50	13	35	29	31	51
<u>SMWT/NOT TOO IMPORTANT</u>	18	21	14	6	22	27	16	14	23	6	23	18	22	20	15	17	17	37	27	20	23	14
Somewhat important	12	13	11	4	14	22	7	9	16	3	15	12	18	16	6	9	13	25	16	12	13	12
Not too important	6	8	3	2	8	5	9	5	7	3	7	6	4	3	10	8	4	12	11	8	9	2
<u>DK/NA</u>	2	1	2	3	3	3	0	3	2	0	2	2	6	5	0	2	3	0	4	3	3	1
DK/NA	2	1	2	3	3	3	0	3	2	0	2	2	6	5	0	2	3	0	4	3	3	1

Table 55: Q10k. Now 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>EXT/VERY IMPORTANT</u>	80	96	76	81	87	78	82	96	65	77	79	77	80	84	77	79	82	77	88	78	73
Extremely important	41	63	32	38	56	46	40	53	44	48	35	46	60	38	38	35	48	37	39	36	48
Very important	39	34	44	42	31	32	42	42	21	29	44	31	20	46	39	44	33	40	49	42	25
<u>SMWT/NOT TOO IMPORTANT</u>	18	4	22	18	12	21	16	4	32	21	21	17	20	15	22	20	15	21	9	21	24
Somewhat important	12	3	16	13	9	12	13	3	18	12	12	8	6	12	16	13	12	10	8	18	15
Not too important	6	1	5	4	2	9	3	1	14	9	9	9	14	3	5	6	3	11	1	2	9
<u>DK/NA</u>	2	0	2	2	2	2	2	0	4	2	0	6	0	1	1	1	4	1	3	1	3
DK/NA	2	0	2	2	2	2	2	0	4	2	0	6	0	1	1	1	4	1	3	1	3

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0
<u>EXT/VERY IMPORTANT</u>	80	79	76	84	81	81	86	73	78	79	100	83	81	85	69	68	92	71	80	0
Extremely important	41	42	44	39	46	38	41	43	42	39	44	66	57	42	42	22	38	40	41	0
Very important	39	37	32	44	35	43	46	30	37	41	56	17	24	43	26	46	54	32	39	0
<u>SMWT/NOT TOO IMPORTANT</u>	18	19	22	12	19	16	11	27	19	18	0	17	19	12	30	32	8	28	18	0
Somewhat important	12	10	15	11	13	10	7	17	16	12	0	17	14	9	21	10	0	18	12	0
Not too important	6	10	7	2	6	7	4	10	3	6	0	0	4	3	9	22	8	11	6	0
<u>DK/NA</u>	2	1	1	4	0	3	3	0	3	2	0	0	0	3	1	0	0	1	2	0
DK/NA	2	1	1	4	0	3	3	0	3	2	0	0	0	3	1	0	0	1	2	0

Table 56: Q10I. Now 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 unhoused

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
<u>EXT/VERY IMPORTANT</u>	77	84	70	76	73	80	75	75	90	76	77	80	80	75	75	70	84	85	78	76		
Extremely important	40	44	25	53	30	33	45	43	48	37	45	45	28	44	41	21	63	46	42	41		
Very important	37	39	45	23	43	47	30	32	42	39	32	35	51	31	34	49	21	39	36	34		
<u>SMWT/NOT TOO IMPORTANT</u>	22	14	26	22	23	18	24	25	10	21	22	20	20	25	25	26	16	8	19	22		
Somewhat important	17	13	26	21	16	18	17	14	8	18	15	12	18	22	25	17	10	4	13	17		
Not too important	5	1	0	2	8	0	6	11	2	4	7	8	2	3	0	9	6	5	6	5		
<u>DK/NA</u>	2	3	4	1	3	2	1	0	0	2	1	0	0	0	0	4	0	7	2	2		
DK/NA	2	3	4	1	3	2	1	0	0	2	1	0	0	0	0	4	0	7	2	2		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>EXT/VERY IMPORTANT</u>	77	74	80	78	73	78	74	75	76	91	73	78	63	65	85	78	78	62	70	74	73	81
Extremely important	40	46	33	41	45	31	46	43	37	53	32	38	46	44	43	44	38	39	53	40	44	33
Very important	37	28	46	37	28	47	28	33	40	38	41	40	18	21	41	34	40	23	17	35	28	48
<u>SMWT/NOT TOO IMPORTANT</u>	22	24	19	19	24	21	26	21	23	9	25	21	31	35	14	21	20	38	30	23	26	17
Somewhat important	17	17	17	17	20	16	17	19	16	7	20	16	24	31	8	16	16	28	20	17	18	16
Not too important	5	8	2	1	4	5	9	2	7	3	5	4	8	4	6	5	4	10	11	6	8	1
<u>DK/NA</u>	2	2	2	3	4	1	0	3	1	0	2	1	6	0	1	1	3	0	0	3	2	1
DK/NA	2	2	2	3	4	1	0	3	1	0	2	1	6	0	1	1	3	0	0	3	2	1

Table 56: Q10I. Now 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 unhoused

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>EXT/VERY IMPORTANT</u>	77	87	77	79	67	67	82	77	59	66	68	75	63	84	70	75	86	77	84	82	69
Extremely important	40	59	32	38	49	40	41	45	32	37	51	33	39	43	37	36	49	47	34	39	43
Very important	37	28	45	41	18	27	42	32	27	29	17	41	24	41	32	39	37	30	49	43	26
<u>SMWT/NOT TOO IMPORTANT</u>	22	10	21	19	33	30	16	17	39	30	32	22	34	15	29	24	12	22	14	17	29
Somewhat important	17	9	18	16	28	22	14	16	27	23	23	14	30	13	23	18	12	16	12	14	20
Not too important	5	1	3	3	5	8	2	1	12	8	9	9	3	3	6	6	0	6	2	3	9
<u>DK/NA</u>	2	3	2	2	0	3	1	5	2	3	0	3	3	1	1	2	2	1	3	1	1
DK/NA	2	3	2	2	0	3	1	5	2	3	0	3	3	1	1	2	2	1	3	1	1
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0	
<u>EXT/VERY IMPORTANT</u>	77	75	74	77	81	74	77	73	80	77	93	88	45	82	68	57	80	68	77	0	
Extremely important	40	44	50	30	40	50	36	40	33	38	67	65	20	42	36	28	34	35	40	0	
Very important	37	31	24	46	42	23	41	34	47	39	27	23	25	40	32	29	46	33	37	0	
<u>SMWT/NOT TOO IMPORTANT</u>	22	23	25	21	19	22	20	27	19	21	7	12	55	15	32	43	20	32	22	0	
Somewhat important	17	16	16	20	14	19	19	15	17	16	7	12	55	14	23	21	8	21	17	0	
Not too important	5	7	9	0	4	3	2	11	2	5	0	0	0	1	10	22	12	11	5	0	
<u>DK/NA</u>	2	2	1	3	0	4	3	0	1	2	0	0	0	3	0	0	0	0	2	0	
DK/NA	2	2	1	3	0	4	3	0	1	2	0	0	0	3	0	0	0	0	2	0	

Table 57: Q10m. Now 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. : Removing blight and illegal dumping

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
<u>EXT/VERY IMPORTANT</u>	81	83	86	77	69	78	86	95	89	74	89	93	72	79	75	83	90	79	82	82		
Extremely important	34	30	33	29	14	32	46	55	61	24	51	57	33	31	28	24	62	22	35	34		
Very important	47	53	53	48	55	46	39	40	28	50	38	36	39	48	47	59	28	57	47	48		
<u>SMWT/NOT TOO IMPORTANT</u>	16	15	10	14	28	20	10	5	9	22	8	6	27	21	25	13	10	12	12	14		
Somewhat important	15	14	8	11	28	20	9	5	9	21	8	6	27	20	7	13	10	12	12	14		
Not too important	1	0	1	3	0	0	0	0	0	1	0	0	1	1	18	0	0	0	0	1		
<u>DK/NA</u>	4	2	4	10	2	2	5	0	2	4	3	1	1	0	0	5	0	10	6	4		
DK/NA	4	2	4	10	2	2	5	0	2	4	3	1	1	0	0	5	0	10	6	4		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>EXT/VERY IMPORTANT</u>	81	81	81	81	86	77	77	83	77	94	78	83	61	87	78	81	83	72	89	75	80	84
Extremely important	34	36	31	38	34	30	37	36	33	41	30	33	41	47	40	42	29	25	64	28	41	25
Very important	47	44	50	43	51	47	40	47	44	53	48	50	21	40	39	39	54	47	25	47	39	59
<u>SMWT/NOT TOO IMPORTANT</u>	16	18	14	15	8	19	23	12	20	6	17	14	29	5	18	14	15	23	11	19	16	15
Somewhat important	15	17	14	14	7	19	23	10	20	6	17	13	29	5	17	13	14	22	10	18	15	15
Not too important	1	1	1	2	1	0	0	1	0	0	1	1	0	0	1	1	0	1	1	1	1	0
<u>DK/NA</u>	4	2	5	4	7	4	0	5	2	0	4	3	9	8	4	5	3	5	0	6	4	1
DK/NA	4	2	5	4	7	4	0	5	2	0	4	3	9	8	4	5	3	5	0	6	4	1

Table 57: Q10m. Now 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. : Removing blight and illegal dumping

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>EXT/VERY IMPORTANT</u>	81	100	79	83	76	85	80	99	78	87	82	67	85	82	87	84	82	79	76	85	82
Extremely important	34	55	27	33	42	50	27	54	49	51	48	32	41	28	44	36	34	38	23	25	49
Very important	47	45	52	50	34	35	53	45	29	36	35	35	44	54	44	48	48	41	53	60	33
<u>SMWT/NOT TOO IMPORTANT</u>	16	0	17	14	19	13	16	1	19	12	15	29	12	15	8	14	14	18	19	9	18
Somewhat important	15	0	16	13	19	11	16	1	19	12	11	29	12	14	8	13	14	17	19	9	17
Not too important	1	0	1	1	0	1	0	0	1	0	4	0	0	1	0	1	0	1	0	0	1
<u>DK/NA</u>	4	0	4	3	5	3	3	0	2	1	2	4	3	3	4	2	4	3	5	6	0
DK/NA	4	0	4	3	5	3	3	0	2	1	2	4	3	3	4	2	4	3	5	6	0
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0	
<u>EXT/VERY IMPORTANT</u>	81	73	90	76	88	83	83	78	78	79	93	100	89	83	72	84	100	76	81	0	
Extremely important	34	24	55	24	48	44	29	32	35	33	41	49	24	30	40	44	34	40	34	0	
Very important	47	49	36	52	39	39	54	46	43	46	52	51	65	53	32	40	66	36	47	0	
<u>SMWT/NOT TOO IMPORTANT</u>	16	24	8	19	8	13	11	22	19	17	7	0	11	14	21	16	0	18	16	0	
Somewhat important	15	23	8	18	7	11	9	22	19	16	7	0	11	14	20	16	0	18	15	0	
Not too important	1	1	0	1	1	1	1	0	0	1	0	0	0	1	1	0	0	1	1	0	
<u>DK/NA</u>	4	2	1	5	4	4	6	0	3	4	0	0	0	2	7	0	0	6	4	0	
DK/NA	4	2	1	5	4	4	6	0	3	4	0	0	0	2	7	0	0	6	4	0	

Table 58: Q10n. Now 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
<u>EXT/VERY IMPORTANT</u>	88	85	91	85	94	78	84	95	100	87	90	97	87	97	94	86	100	90	87	88		
Extremely important	38	32	26	22	42	28	42	36	73	32	46	51	45	21	79	15	55	45	39	38		
Very important	50	52	65	63	52	50	42	58	27	55	44	46	42	76	15	71	45	45	48	51		
<u>SMWT/NOT TOO IMPORTANT</u>	11	14	9	15	5	18	15	5	0	12	9	3	12	3	6	13	0	10	13	11		
Somewhat important	10	13	9	13	5	16	15	5	0	11	9	3	12	3	6	13	0	5	11	10		
Not too important	1	2	0	2	0	2	0	0	0	1	0	0	0	0	0	0	0	5	2	1		
<u>DK/NA</u>	1	1	0	0	1	4	1	0	0	2	0	0	1	0	0	1	0	0	0	0		
DK/NA	1	1	0	0	1	4	1	0	0	2	0	0	1	0	0	1	0	0	0	0		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>EXT/VERY IMPORTANT</u>	88	87	89	90	85	85	92	87	88	93	86	88	83	89	84	86	88	96	96	87	89	88
Extremely important	38	37	39	38	43	34	38	41	35	51	35	39	33	46	33	38	34	52	48	41	43	33
Very important	50	49	50	51	42	51	53	47	52	42	51	49	50	43	51	48	54	44	48	46	46	55
<u>SMWT/NOT TOO IMPORTANT</u>	11	11	11	10	13	15	5	12	11	7	12	11	15	11	13	12	12	3	4	12	11	12
Somewhat important	10	10	10	10	11	15	2	11	10	5	11	10	13	5	13	10	11	1	4	10	9	11
Not too important	1	1	1	0	2	0	3	1	1	2	1	1	1	6	0	2	0	2	0	2	2	0
<u>DK/NA</u>	1	2	0	0	2	0	4	1	1	0	1	1	2	0	3	2	1	1	0	1	0	0
DK/NA	1	2	0	0	2	0	4	1	1	0	1	1	2	0	3	2	1	1	0	1	0	0

Table 58: Q10n. Now 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>EXT/VERY IMPORTANT</u>	88	91	87	88	89	83	89	74	94	85	73	93	88	87	86	86	92	91	89	88	85
Extremely important	38	42	33	36	44	37	36	41	41	41	21	42	43	33	44	34	41	32	35	37	41
Very important	50	49	54	53	45	45	54	33	53	44	53	51	45	53	42	52	51	59	55	52	44
<u>SMWT/NOT TOO IMPORTANT</u>	11	9	11	10	10	14	10	21	5	12	27	6	12	13	11	13	7	9	11	11	14
Somewhat important	10	7	11	10	10	13	9	17	5	11	27	4	12	12	8	12	5	9	10	11	12
Not too important	1	2	0	1	0	1	1	3	0	1	0	2	0	1	3	1	2	0	1	0	3
<u>DK/NA</u>	1	0	2	1	1	3	0	6	1	3	0	1	0	0	3	1	1	1	0	1	0
DK/NA	1	0	2	1	1	3	0	6	1	3	0	1	0	0	3	1	1	1	0	1	0
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300	
<u>EXT/VERY IMPORTANT</u>	88	83	91	90	89	91	84	82	92	90	100	70	49	86	90	100	100	91	0	88	
Extremely important	38	28	45	35	47	38	42	33	38	38	23	40	28	31	51	30	52	49	0	38	
Very important	50	54	45	55	42	52	41	49	54	52	77	29	21	54	39	70	48	42	0	50	
<u>SMWT/NOT TOO IMPORTANT</u>	11	14	8	10	11	8	16	15	8	8	0	30	51	13	8	0	0	7	0	11	
Somewhat important	10	11	8	10	11	6	16	14	6	7	0	28	51	12	7	0	0	6	0	10	
Not too important	1	2	0	0	0	2	0	1	2	1	0	2	0	2	1	0	0	1	0	1	
<u>DK/NA</u>	1	3	1	0	0	1	0	3	0	1	0	0	0	1	2	0	0	2	0	1	
DK/NA	1	3	1	0	0	1	0	3	0	1	0	0	0	1	2	0	0	2	0	1	

Table 59: Q10o. Now 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 afterschool programs for young people

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
<u>EXT/VERY IMPORTANT</u>	76	77	82	66	81	76	77	85	80	75	80	83	74	85	65	67	89	68	74	76		
Extremely important	28	27	37	28	35	26	21	27	24	30	23	25	27	35	47	13	26	34	25	27		
Very important	48	50	45	38	46	50	56	59	56	45	57	58	47	49	18	55	64	35	50	49		
<u>SMWT/NOT TOO IMPORTANT</u>	21	20	17	34	15	24	20	15	8	23	16	12	18	15	23	32	11	30	24	22		
Somewhat important	17	15	8	27	10	23	20	6	8	19	14	7	15	15	0	23	11	25	20	18		
Not too important	4	5	10	7	5	1	0	9	0	4	2	5	3	0	23	8	0	5	4	4		
<u>DK/NA</u>	3	3	1	0	4	0	3	0	12	2	4	5	8	0	12	1	0	2	2	2		
DK/NA	3	3	1	0	4	0	3	0	12	2	4	5	8	0	12	1	0	2	2	2		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>EXT/VERY IMPORTANT</u>	76	78	74	78	78	71	76	78	73	87	75	79	47	62	63	63	80	87	60	69	67	81
Extremely important	28	27	29	31	34	23	23	33	23	47	20	28	23	27	27	27	22	57	30	25	26	28
Very important	48	51	45	47	44	48	53	46	50	40	55	51	24	35	36	36	57	31	29	45	42	53
<u>SMWT/NOT TOO IMPORTANT</u>	21	19	23	20	17	26	22	19	25	7	24	19	46	31	35	33	18	10	32	28	29	17
Somewhat important	17	15	19	17	17	22	12	17	18	5	21	16	28	17	27	23	16	10	13	21	20	16
Not too important	4	4	5	3	1	4	10	2	6	3	3	3	17	14	7	10	3	0	19	6	9	1
<u>DK/NA</u>	3	3	2	2	4	3	2	3	3	5	1	2	7	7	2	4	2	3	8	3	4	2
DK/NA	3	3	2	2	4	3	2	3	3	5	1	2	7	7	2	4	2	3	8	3	4	2

Table 59: Q10o. Now 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 afterschool programs for young people

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>EXT/VERY IMPORTANT</u>	76	88	76	79	62	73	77	82	70	75	56	74	68	78	76	76	79	81	72	78	72
Extremely important	28	49	23	30	21	26	27	39	18	28	17	34	17	26	32	25	31	28	17	39	33
Very important	48	39	52	49	41	47	49	43	51	48	39	40	51	52	44	51	48	53	55	39	39
<u>SMWT/NOT TOO IMPORTANT</u>	21	12	21	18	34	26	20	18	29	24	35	21	25	21	21	22	18	17	28	21	24
Somewhat important	17	12	20	18	14	23	15	18	29	24	15	17	23	19	12	20	12	7	28	21	16
Not too important	4	0	1	0	20	3	5	0	0	0	20	5	2	2	9	2	6	10	0	0	8
<u>DK/NA</u>	3	0	4	3	4	2	3	0	1	1	9	5	7	1	3	2	3	3	0	1	4
DK/NA	3	0	4	3	4	2	3	0	1	1	9	5	7	1	3	2	3	3	0	1	4
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300	
<u>EXT/VERY IMPORTANT</u>	76	74	82	77	76	82	75	73	73	76	74	73	86	78	71	78	100	73	0	76	
Extremely important	28	31	18	30	30	32	34	19	27	29	0	26	28	29	30	0	37	27	0	28	
Very important	48	42	65	47	47	51	41	54	46	47	74	48	58	49	41	78	63	46	0	48	
<u>SMWT/NOT TOO IMPORTANT</u>	21	23	14	23	20	16	20	22	27	21	26	24	14	20	25	22	0	24	0	21	
Somewhat important	17	19	10	18	19	13	19	17	19	17	26	15	14	13	24	22	0	23	0	17	
Not too important	4	4	3	5	1	3	1	5	8	4	0	8	0	6	1	0	0	1	0	4	
<u>DK/NA</u>	3	3	4	0	4	1	5	6	0	3	0	3	0	2	4	0	0	3	0	3	
DK/NA	3	3	4	0	4	1	5	6	0	3	0	3	0	2	4	0	0	3	0	3	

Table 60: Q10p. Now 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
<u>EXT/VERY IMPORTANT</u>	83	76	93	78	77	74	91	96	96	76	93	96	93	81	73	68	88	92	81	81		
Extremely important	47	39	51	41	44	43	53	53	58	43	54	55	48	37	62	31	56	45	46	46		
Very important	36	38	42	37	33	31	37	42	38	33	39	41	45	44	11	36	32	47	34	35		
<u>SMWT/NOT TOO IMPORTANT</u>	15	22	5	22	21	25	6	4	4	22	5	4	7	19	6	31	12	6	17	17		
Somewhat important	13	18	5	16	18	24	6	4	0	19	4	2	4	12	6	31	8	6	16	15		
Not too important	2	4	0	6	3	1	0	0	4	3	1	2	2	7	0	0	4	0	1	2		
<u>DK/NA</u>	2	2	2	0	2	1	3	0	0	1	2	0	0	0	20	1	0	2	2	2		
DK/NA	2	2	2	0	2	1	3	0	0	1	2	0	0	0	20	1	0	2	2	2		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>EXT/VERY IMPORTANT</u>	83	84	81	79	87	81	84	83	82	92	81	84	68	92	76	82	83	84	53	87	80	81
Extremely important	47	46	48	54	50	41	44	52	42	64	40	47	34	55	45	49	42	51	37	56	52	39
Very important	36	39	34	25	38	40	39	31	40	28	40	37	33	37	30	33	40	33	17	31	28	41
<u>SMWT/NOT TOO IMPORTANT</u>	15	13	18	19	12	15	15	16	15	6	18	14	29	8	22	17	16	14	38	12	18	17
Somewhat important	13	11	15	16	8	15	13	12	14	2	16	12	29	2	21	13	14	12	38	9	15	15
Not too important	2	1	3	3	4	1	2	3	1	4	2	2	0	7	1	3	2	1	0	3	3	3
<u>DK/NA</u>	2	3	1	2	1	3	1	1	3	2	2	2	4	0	2	1	2	2	8	1	2	2
DK/NA	2	3	1	2	1	3	1	1	3	2	2	2	4	0	2	1	2	2	8	1	2	2

Table 60: Q10p. Now 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>EXT/VERY IMPORTANT</u>	83	92	80	83	77	88	80	100	73	86	100	85	86	80	84	82	80	80	71	90	83
Extremely important	47	61	42	47	49	52	43	62	48	54	39	47	60	41	52	44	47	44	32	41	56
Very important	36	31	38	36	28	36	37	38	25	31	61	38	27	39	33	38	34	36	38	49	27
<u>SMWT/NOT TOO IMPORTANT</u>	15	7	18	15	22	12	17	0	27	14	0	10	14	19	13	16	17	18	29	9	12
Somewhat important	13	2	17	13	17	8	16	0	18	10	0	9	7	17	12	15	13	10	29	9	11
Not too important	2	5	0	1	5	4	2	0	9	5	0	1	7	2	1	1	4	8	0	0	1
<u>DK/NA</u>	2	1	2	2	2	0	3	0	0	0	0	5	0	1	3	2	2	2	0	1	5
DK/NA	2	1	2	2	2	0	3	0	0	0	0	5	0	1	3	2	2	2	0	1	5
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300	
<u>EXT/VERY IMPORTANT</u>	83	77	93	75	93	92	72	76	88	84	90	73	84	79	89	78	100	88	0	83	
Extremely important	47	45	44	40	68	55	47	34	50	47	23	48	49	41	58	27	100	56	0	47	
Very important	36	32	49	35	25	38	25	42	38	37	67	25	35	39	31	51	0	32	0	36	
<u>SMWT/NOT TOO IMPORTANT</u>	15	20	4	25	7	7	26	19	12	15	10	24	16	19	9	22	0	10	0	15	
Somewhat important	13	19	2	20	7	7	19	17	12	12	10	24	16	16	8	22	0	9	0	13	
Not too important	2	1	2	5	0	0	7	2	0	2	0	0	0	3	1	0	0	1	0	2	
<u>DK/NA</u>	2	3	3	0	0	1	2	5	0	2	0	3	0	2	2	0	0	2	0	2	
DK/NA	2	3	3	0	0	1	2	5	0	2	0	3	0	2	2	0	0	2	0	2	

Table 61: Q10q. Now 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
<u>EXT/VERY IMPORTANT</u>	60	58	77	62	67	53	52	63	68	61	58	65	60	61	68	42	79	60	59	60		
Extremely important	22	22	27	32	22	22	18	30	16	25	21	24	24	25	61	15	28	24	20	22		
Very important	37	36	50	30	45	32	34	34	51	37	37	41	36	36	7	27	51	37	39	38		
<u>SMWT/NOT TOO IMPORTANT</u>	37	40	23	38	27	41	44	37	32	35	40	35	40	37	19	51	21	34	37	36		
Somewhat important	27	29	18	28	13	34	36	31	25	23	33	29	24	28	19	33	17	33	30	29		
Not too important	10	11	5	11	14	7	8	6	7	11	7	6	16	9	0	18	4	1	8	8		
<u>DK/NA</u>	3	3	0	0	6	5	3	0	0	4	2	0	0	2	12	7	0	6	3	3		
DK/NA	3	3	0	0	6	5	3	0	0	4	2	0	0	2	12	7	0	6	3	3		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>EXT/VERY IMPORTANT</u>	60	55	65	68	66	59	52	67	56	68	59	62	34	56	49	51	62	72	39	70	63	64
Extremely important	22	18	28	37	23	16	18	30	17	35	17	22	18	25	21	23	21	23	30	29	29	19
Very important	37	37	38	31	43	43	34	37	40	34	42	39	16	31	27	29	40	49	10	40	34	45
<u>SMWT/NOT TOO IMPORTANT</u>	37	40	34	31	33	40	36	32	38	31	36	35	62	44	41	42	38	19	41	28	30	35
Somewhat important	27	31	24	22	22	31	26	22	29	25	30	28	23	23	26	24	31	15	13	18	17	29
Not too important	10	9	10	9	11	9	10	10	9	5	7	6	39	22	15	18	7	4	28	10	14	6
<u>DK/NA</u>	3	6	1	2	1	2	12	1	5	1	4	3	4	0	11	7	1	9	20	3	6	1
DK/NA	3	6	1	2	1	2	12	1	5	1	4	3	4	0	11	7	1	9	20	3	6	1

Table 61: Q10q. Now 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>EXT/VERY IMPORTANT</u>	60	66	63	64	43	51	63	48	53	51	54	50	52	63	64	59	60	59	60	75	51
Extremely important	22	32	19	23	22	23	23	24	24	24	14	29	32	21	12	19	30	32	20	17	19
Very important	37	34	43	41	21	28	40	23	29	26	40	21	20	41	52	40	30	26	40	58	32
<u>SMWT/NOT TOO IMPORTANT</u>	37	31	34	33	50	45	34	42	47	44	46	43	45	37	29	38	38	36	40	24	43
Somewhat important	27	25	27	27	24	32	25	33	30	31	35	32	30	30	18	31	22	22	36	21	29
Not too important	10	7	7	7	26	13	9	9	17	13	12	11	15	7	12	7	16	14	4	3	14
<u>DK/NA</u>	3	2	3	3	7	4	3	10	0	5	0	7	3	0	7	3	3	5	0	1	6
DK/NA	3	2	3	3	7	4	3	10	0	5	0	7	3	0	7	3	3	5	0	1	6

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300
<u>EXT/VERY IMPORTANT</u>	60	59	52	63	66	72	61	41	71	62	33	49	28	61	60	26	78	57	0	60
Extremely important	22	25	10	25	36	28	33	9	24	24	0	12	7	23	24	0	16	22	0	22
Very important	37	34	42	38	31	43	28	32	47	38	33	38	21	38	36	26	63	36	0	37
<u>SMWT/NOT TOO IMPORTANT</u>	37	33	46	37	32	27	37	49	28	35	67	46	72	37	36	52	22	37	0	37
Somewhat important	27	23	39	25	25	20	24	39	20	25	67	46	44	27	27	35	22	28	0	27
Not too important	10	10	7	12	7	8	13	10	8	10	0	0	28	9	9	17	0	10	0	10
<u>DK/NA</u>	3	9	2	0	2	1	2	10	1	3	0	4	0	2	4	22	0	5	0	3
DK/NA	3	9	2	0	2	1	2	10	1	3	0	4	0	2	4	22	0	5	0	3

Table 62: Q10r. Now 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
<u>EXT/VERY IMPORTANT</u>	70	69	77	65	72	70	77	68	76	70	74	71	61	81	55	77	70	63	69	71		
Extremely important	32	25	32	29	44	39	27	33	7	38	25	23	22	31	49	28	38	34	31	33		
Very important	37	44	44	36	29	31	50	35	68	32	49	48	38	50	6	48	32	30	38	38		
<u>SMWT/NOT TOO IMPORTANT</u>	28	30	21	35	25	29	21	29	24	29	24	27	39	19	25	22	26	35	29	27		
Somewhat important	24	26	12	30	18	24	20	23	17	23	20	20	23	19	25	17	26	30	26	24		
Not too important	4	4	8	4	7	5	1	6	7	5	3	6	16	0	0	6	0	5	3	3		
<u>DK/NA</u>	2	1	2	0	3	1	2	3	0	2	2	2	0	0	20	1	4	2	2	3		
DK/NA	2	1	2	0	3	1	2	3	0	2	2	2	0	0	20	1	4	2	2	3		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>EXT/VERY IMPORTANT</u>	70	70	69	77	82	67	60	79	64	82	65	70	65	60	76	70	70	74	55	81	76	71
Extremely important	32	28	37	44	31	26	36	37	30	43	27	31	30	28	48	41	27	41	42	42	42	28
Very important	37	42	32	34	51	41	25	42	35	39	38	38	35	32	28	29	44	33	14	40	34	43
<u>SMWT/NOT TOO IMPORTANT</u>	28	28	28	21	14	32	37	18	34	16	33	28	32	40	22	29	27	24	36	18	22	29
Somewhat important	24	21	26	19	12	29	26	15	28	12	29	24	24	29	15	20	25	16	21	14	15	27
Not too important	4	7	2	2	3	4	11	2	7	4	4	4	8	11	7	8	3	8	15	4	7	2
<u>DK/NA</u>	2	1	3	2	4	1	3	3	2	2	2	2	4	0	2	1	2	2	8	1	2	1
DK/NA	2	1	3	2	4	1	3	3	2	2	2	2	4	0	2	1	2	2	8	1	2	1

Table 62: Q10r. Now 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>EXT/VERY IMPORTANT</u>	70	82	66	71	71	73	66	69	74	71	85	60	68	73	71	70	65	83	61	66	70
Extremely important	32	48	25	31	40	36	28	52	24	37	32	34	29	26	44	29	33	27	21	28	43
Very important	37	33	41	39	31	37	38	16	49	34	53	26	39	47	27	41	32	56	40	38	27
<u>SMWT/NOT TOO IMPORTANT</u>	28	16	33	28	27	27	30	31	26	29	15	39	32	27	21	28	32	15	38	33	28
Somewhat important	24	12	29	25	15	20	27	24	21	22	7	31	29	22	19	25	26	7	37	30	22
Not too important	4	4	3	3	12	7	4	7	6	6	8	8	2	4	3	3	6	8	0	3	6
<u>DK/NA</u>	2	3	1	1	2	0	3	0	0	0	0	1	0	0	8	2	3	2	2	1	2
DK/NA	2	3	1	1	2	0	3	0	0	0	0	1	0	0	8	2	3	2	2	1	2
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300	
<u>EXT/VERY IMPORTANT</u>	70	70	75	70	73	83	77	62	66	70	100	63	79	71	67	62	100	68	0	70	
Extremely important	32	35	22	42	29	39	36	19	39	34	50	11	35	27	43	17	84	41	0	32	
Very important	37	35	53	29	44	44	41	43	27	36	50	52	44	44	25	46	16	26	0	37	
<u>SMWT/NOT TOO IMPORTANT</u>	28	29	23	27	25	16	17	36	33	28	0	37	21	28	29	38	0	29	0	28	
Somewhat important	24	22	17	24	25	12	17	26	29	23	0	33	21	23	27	10	0	25	0	24	
Not too important	4	8	6	4	0	4	0	10	4	5	0	4	0	5	1	28	0	4	0	4	
<u>DK/NA</u>	2	1	2	2	2	1	5	2	1	2	0	0	0	1	4	0	0	3	0	2	
DK/NA	2	1	2	2	2	1	5	2	1	2	0	0	0	1	4	0	0	3	0	2	

Table 63: Q10s. Now 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			QB AGE									QC RACE/ETHNICITY								
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR	
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248	
<u>EXT/VERY IMPORTANT</u>	72	73	85	75	70	74	73	70	81	73	74	74	66	85	88	58	74	76	69	73	
Extremely important	29	23	37	25	34	29	24	30	35	30	28	32	22	38	40	20	31	29	26	29	
Very important	43	49	48	50	36	45	49	40	45	43	46	42	44	47	48	37	43	47	44	44	
<u>SMWT/NOT TOO IMPORTANT</u>	27	25	15	25	26	25	26	30	19	26	26	26	31	15	0	41	26	24	29	26	
Somewhat important	25	24	11	23	26	23	25	29	19	24	25	25	27	15	0	39	26	24	29	25	
Not too important	2	1	4	3	0	2	1	1	0	1	1	1	4	0	0	3	0	0	1	0	
<u>DK/NA</u>	2	2	0	0	4	1	1	0	0	2	0	0	2	0	12	1	0	0	1	1	
DK/NA	2	2	0	0	4	1	1	0	0	2	0	0	2	0	12	1	0	0	1	1	

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>EXT/VERY IMPORTANT</u>	72	72	72	79	82	75	52	80	66	88	68	73	54	79	66	71	71	80	57	79	75	70
Extremely important	29	27	31	33	34	26	22	33	24	49	21	29	22	34	28	30	28	28	28	33	32	27
Very important	43	44	41	46	48	49	31	47	42	39	46	44	32	45	38	41	44	52	29	47	43	43
<u>SMWT/NOT TOO IMPORTANT</u>	27	26	27	20	18	23	46	19	32	12	31	26	39	21	31	28	27	17	38	20	24	29
Somewhat important	25	24	26	20	17	20	45	18	30	11	30	24	36	18	31	27	26	14	38	18	22	28
Not too important	2	2	1	0	1	3	1	0	2	1	2	1	3	3	0	1	1	3	0	2	2	1
<u>DK/NA</u>	2	2	1	2	1	2	2	1	2	0	1	1	7	0	2	1	2	3	5	1	2	1
DK/NA	2	2	1	2	1	2	2	1	2	0	1	1	7	0	2	1	2	3	5	1	2	1

Table 63: Q10s. Now 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>EXT/VERY IMPORTANT</u>	72	80	72	74	70	74	71	72	81	77	58	71	60	72	77	72	71	73	71	78	67
Extremely important	29	35	27	29	34	30	28	29	31	30	32	41	34	19	35	27	31	22	27	27	31
Very important	43	46	45	45	36	43	43	43	49	46	26	30	26	53	42	45	40	51	44	51	36
<u>SMWT/NOT TOO IMPORTANT</u>	27	20	26	24	28	25	27	28	19	23	33	24	40	27	22	26	26	25	29	22	31
Somewhat important	25	20	24	23	27	24	26	28	17	22	30	22	36	26	22	25	26	23	29	22	28
Not too important	2	0	2	1	1	2	2	0	2	1	4	2	4	1	0	2	0	2	0	0	4
<u>DK/NA</u>	2	0	2	2	2	1	2	0	0	0	9	5	0	1	2	1	3	2	0	1	2
DK/NA	2	0	2	2	2	1	2	0	0	0	9	5	0	1	2	1	3	2	0	1	2

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300
<u>EXT/VERY IMPORTANT</u>	72	72	70	72	78	81	79	61	70	72	83	64	79	75	71	26	100	67	0	72
Extremely important	29	27	24	33	32	29	39	21	27	28	74	28	28	26	35	11	74	34	0	29
Very important	43	46	46	40	46	51	40	40	43	44	10	36	51	49	36	15	26	33	0	43
<u>SMWT/NOT TOO IMPORTANT</u>	27	24	29	28	22	19	19	35	30	26	17	36	21	23	28	74	0	32	0	27
Somewhat important	25	22	28	26	22	18	19	32	29	24	17	36	21	22	27	61	0	30	0	25
Not too important	2	2	1	1	0	1	0	3	1	2	0	0	0	1	1	13	0	2	0	2
<u>DK/NA</u>	2	4	1	0	0	1	2	4	0	2	0	0	0	2	1	0	0	1	0	2
DK/NA	2	4	1	0	0	1	2	4	0	2	0	0	0	2	1	0	0	1	0	2

Table 64: Q10t. Now 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
<u>EXT/VERY IMPORTANT</u>	65	69	75	61	74	56	65	60	74	65	65	66	51	66	54	43	83	76	69	68		
Extremely important	25	22	19	27	29	23	17	19	32	26	21	24	15	28	47	12	36	27	25	27		
Very important	40	47	55	34	46	33	47	41	42	39	45	41	36	38	7	31	47	48	44	41		
<u>SMWT/NOT TOO IMPORTANT</u>	31	30	25	39	19	39	31	40	26	31	33	34	49	34	33	50	17	24	27	28		
Somewhat important	23	24	19	27	12	31	24	29	26	22	26	28	31	24	27	36	17	22	22	22		
Not too important	8	6	6	12	7	8	7	11	0	9	7	7	18	10	6	15	0	3	5	6		
<u>DK/NA</u>	4	2	0	0	6	5	4	0	0	4	2	0	0	0	12	7	0	0	4	4		
DK/NA	4	2	0	0	6	5	4	0	0	4	2	0	0	0	12	7	0	0	4	4		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>EXT/VERY IMPORTANT</u>	65	66	65	77	73	57	57	75	57	76	63	67	40	61	51	55	67	77	41	70	64	68
Extremely important	25	28	22	23	33	20	25	28	22	39	19	25	32	26	21	23	21	49	19	24	23	27
Very important	40	38	43	54	41	37	33	48	35	38	44	42	8	35	30	32	45	28	22	46	41	41
<u>SMWT/NOT TOO IMPORTANT</u>	31	29	33	18	25	42	35	21	39	22	32	29	56	39	38	38	32	23	43	28	31	31
Somewhat important	23	22	24	12	20	32	23	16	29	18	26	24	23	28	22	24	27	15	12	21	19	26
Not too important	8	6	9	6	4	9	13	5	10	5	6	5	33	10	16	14	5	8	31	7	12	5
<u>DK/NA</u>	4	5	2	5	2	2	7	3	4	1	5	4	4	0	11	7	1	0	16	3	6	1
DK/NA	4	5	2	5	2	2	7	3	4	1	5	4	4	0	11	7	1	0	16	3	6	1

Table 64: Q10t. Now 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>EXT/VERY IMPORTANT</u>	65	79	65	69	52	63	66	62	67	65	54	62	55	64	72	65	67	69	64	78	59
Extremely important	25	41	21	26	25	20	25	20	22	21	17	31	7	25	25	24	26	27	26	23	30
Very important	40	38	45	43	27	42	41	43	44	44	37	31	47	39	47	41	41	42	37	55	28
<u>SMWT/NOT TOO IMPORTANT</u>	31	19	30	27	42	34	31	29	33	31	46	30	45	33	24	33	28	29	33	21	36
Somewhat important	23	13	24	21	25	25	22	25	24	24	32	23	30	27	13	26	16	20	30	19	21
Not too important	8	7	6	6	17	9	8	4	9	7	14	7	15	6	11	7	11	9	3	2	15
<u>DK/NA</u>	4	2	4	3	6	3	4	9	0	4	0	8	0	2	4	2	5	2	3	1	5
DK/NA	4	2	4	3	6	3	4	9	0	4	0	8	0	2	4	2	5	2	3	1	5
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300	
<u>EXT/VERY IMPORTANT</u>	65	68	62	64	69	84	67	47	66	65	23	78	35	70	59	24	100	57	0	65	
Extremely important	25	31	21	23	20	33	22	20	23	25	0	30	28	22	31	4	100	30	0	25	
Very important	40	37	41	41	49	51	45	27	43	40	23	48	7	48	29	20	0	27	0	40	
<u>SMWT/NOT TOO IMPORTANT</u>	31	23	37	36	26	14	28	44	34	31	77	22	65	29	35	54	0	36	0	31	
Somewhat important	23	18	29	25	21	13	17	32	26	22	77	22	51	23	26	19	0	24	0	23	
Not too important	8	5	8	11	5	1	11	12	8	9	0	0	14	6	9	35	0	11	0	8	
<u>DK/NA</u>	4	9	1	0	4	2	5	8	0	4	0	0	0	1	6	22	0	7	0	4	
DK/NA	4	9	1	0	4	2	5	8	0	4	0	0	0	1	6	22	0	7	0	4	

Table 65: Q10u. Now 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			QB AGE									QC RACE/ETHNICITY								
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR	
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248	
<u>EXT/VERY IMPORTANT</u>	69	75	75	58	73	63	76	82	70	66	76	77	62	63	70	63	69	84	70	70	
Extremely important	26	22	34	33	26	27	26	27	13	28	24	21	15	18	40	14	41	25	26	26	
Very important	43	54	41	25	48	36	50	55	57	38	53	56	47	44	30	49	28	59	44	44	
<u>SMWT/NOT TOO IMPORTANT</u>	27	23	20	42	22	34	19	11	30	31	19	19	29	36	18	36	31	10	27	27	
Somewhat important	23	19	9	21	21	34	15	11	30	25	17	19	27	25	11	36	31	5	24	22	
Not too important	5	4	12	21	1	0	4	0	0	6	2	0	2	11	6	0	0	5	3	5	
<u>DK/NA</u>	4	2	5	0	5	3	5	7	0	3	5	4	9	1	12	1	0	6	3	3	
DK/NA	4	2	5	0	5	3	5	7	0	3	5	4	9	1	12	1	0	6	3	3	

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>EXT/VERY IMPORTANT</u>	69	72	66	79	77	59	72	78	64	75	66	69	65	64	72	69	67	78	74	76	76	67
Extremely important	26	22	30	28	29	23	27	28	25	27	26	27	15	19	21	21	25	42	28	31	30	25
Very important	43	50	37	51	48	36	45	50	40	48	40	42	50	45	51	49	42	36	46	45	45	42
<u>SMWT/NOT TOO IMPORTANT</u>	27	23	31	19	22	37	20	20	30	19	32	28	27	34	17	23	30	22	18	22	21	30
Somewhat important	23	18	27	11	20	30	19	15	26	16	27	24	18	29	14	20	25	13	16	17	17	26
Not too important	5	5	5	8	2	7	1	5	4	3	5	4	9	5	2	3	5	9	2	5	5	4
<u>DK/NA</u>	4	5	2	3	2	4	8	2	5	6	2	3	8	2	11	8	3	0	8	2	3	3
DK/NA	4	5	2	3	2	4	8	2	5	6	2	3	8	2	11	8	3	0	8	2	3	3

Table 65: Q10u. Now 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>EXT/VERY IMPORTANT</u>	69	80	69	72	58	63	70	68	64	66	46	65	69	67	76	74	61	70	73	76	63
Extremely important	26	34	23	26	26	19	26	31	10	20	17	26	28	25	25	22	30	30	18	24	26
Very important	43	46	45	45	31	44	44	36	54	46	28	39	40	41	50	53	31	39	56	52	38
<u>SMWT/NOT TOO IMPORTANT</u>	27	18	28	25	38	32	27	22	36	29	50	24	31	31	21	22	35	26	26	23	29
Somewhat important	23	14	24	21	30	22	24	20	24	22	22	18	29	26	18	20	26	16	23	19	26
Not too important	5	4	4	4	8	10	3	2	12	7	28	6	2	5	3	1	9	10	3	4	4
<u>DK/NA</u>	4	3	4	3	5	5	3	10	0	5	5	10	0	2	4	4	4	4	1	1	7
DK/NA	4	3	4	3	5	5	3	10	0	5	5	10	0	2	4	4	4	4	1	1	7
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300	
<u>EXT/VERY IMPORTANT</u>	69	73	74	60	80	83	73	65	64	69	40	72	49	75	59	46	100	59	0	69	
Extremely important	26	32	10	25	42	26	31	19	30	27	23	17	0	24	30	4	74	29	0	26	
Very important	43	41	64	35	38	57	42	46	34	42	17	55	49	51	29	41	26	30	0	43	
<u>SMWT/NOT TOO IMPORTANT</u>	27	23	19	38	18	16	24	26	34	27	60	26	51	22	36	42	0	35	0	27	
Somewhat important	23	15	18	33	15	11	19	21	30	22	60	17	51	17	33	38	0	32	0	23	
Not too important	5	8	1	5	3	5	5	5	4	4	0	8	0	5	3	4	0	3	0	5	
<u>DK/NA</u>	4	4	8	2	1	2	3	9	2	4	0	3	0	2	5	12	0	6	0	4	
DK/NA	4	4	8	2	1	2	3	9	2	4	0	3	0	2	5	12	0	6	0	4	

Table 66: Q10v. Now 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			QB AGE									QC RACE/ETHNICITY								
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR	
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248	
<u>EXT/VERY IMPORTANT</u>	78	81	70	75	80	77	78	76	90	78	79	82	71	80	73	68	82	87	79	79	
Extremely important	35	33	30	27	33	22	41	42	58	28	44	49	32	42	55	16	37	39	31	35	
Very important	43	48	41	49	46	55	37	34	31	50	35	33	39	38	18	53	45	48	47	44	
<u>SMWT/NOT TOO IMPORTANT</u>	20	18	18	18	20	21	21	24	10	20	20	18	29	17	6	31	13	13	19	18	
Somewhat important	17	17	11	11	20	16	19	20	10	16	17	16	21	17	0	28	13	11	17	16	
Not too important	3	1	7	6	1	6	2	4	0	4	2	3	8	0	6	3	0	2	3	2	
<u>DK/NA</u>	2	1	12	7	0	1	2	0	0	3	1	0	0	3	20	1	6	0	2	3	
DK/NA	2	1	12	7	0	1	2	0	0	3	1	0	0	3	20	1	6	0	2	3	

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>EXT/VERY IMPORTANT</u>	78	76	80	87	81	74	73	84	74	86	78	80	54	72	70	70	79	90	52	79	74	81
Extremely important	35	30	39	40	34	29	37	37	32	58	29	38	16	41	20	28	36	47	31	37	36	33
Very important	43	46	41	47	47	45	36	47	42	28	48	42	38	31	49	42	44	43	21	42	38	48
<u>SMWT/NOT TOO IMPORTANT</u>	20	21	19	7	17	25	25	12	25	9	22	18	40	27	27	27	18	8	43	19	24	17
Somewhat important	17	17	17	6	14	20	22	10	21	6	18	15	37	22	26	24	16	8	32	16	19	16
Not too important	3	4	2	1	3	5	4	2	4	3	3	3	3	5	1	3	3	0	12	3	5	1
<u>DK/NA</u>	2	3	1	6	2	1	1	4	1	5	1	2	6	2	3	3	2	2	5	2	2	3
DK/NA	2	3	1	6	2	1	1	4	1	5	1	2	6	2	3	3	2	2	5	2	2	3

Table 66: Q10v. Now 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>EXT/VERY IMPORTANT</u>	78	84	80	81	65	73	79	65	82	74	72	79	66	80	78	81	72	70	75	90	78
Extremely important	35	33	37	36	34	31	37	29	32	31	32	42	43	28	39	29	41	28	24	50	34
Very important	43	50	43	45	31	43	42	36	50	43	40	37	23	51	39	52	31	42	51	40	44
<u>SMWT/NOT TOO IMPORTANT</u>	20	9	19	16	34	22	20	24	17	20	23	19	34	18	21	17	24	22	25	9	20
Somewhat important	17	7	17	14	26	16	18	21	15	18	4	17	27	15	18	15	21	17	23	8	16
Not too important	3	2	2	2	8	5	2	3	2	2	20	2	7	3	3	2	3	6	2	1	4
<u>DK/NA</u>	2	7	1	3	1	5	1	10	1	5	5	2	0	3	2	1	4	8	0	1	2
DK/NA	2	7	1	3	1	5	1	10	1	5	5	2	0	3	2	1	4	8	0	1	2
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300	
<u>EXT/VERY IMPORTANT</u>	78	76	75	79	86	87	80	64	83	77	100	84	79	79	78	46	100	75	0	78	
Extremely important	35	21	38	33	53	35	38	22	41	35	23	34	28	33	42	4	37	38	0	35	
Very important	43	54	37	46	32	52	42	42	42	42	77	50	51	47	36	41	63	37	0	43	
<u>SMWT/NOT TOO IMPORTANT</u>	20	19	24	21	13	8	17	35	17	21	0	16	21	18	20	54	0	23	0	20	
Somewhat important	17	14	21	18	12	6	15	28	14	18	0	8	21	16	16	45	0	19	0	17	
Not too important	3	5	3	3	1	2	2	6	3	3	0	8	0	2	4	10	0	5	0	3	
<u>DK/NA</u>	2	5	1	0	1	5	3	2	0	2	0	0	0	3	2	0	0	1	0	2	
DK/NA	2	5	1	0	1	5	3	2	0	2	0	0	0	3	2	0	0	1	0	2	

Table 67: Q10w. Now 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
<u>EXT/VERY IMPORTANT</u>	88	87	83	86	85	90	93	90	90	87	92	90	99	87	94	73	86	92	85	86		
Extremely important	51	51	38	37	47	54	56	56	77	46	60	65	70	46	74	24	58	53	45	47		
Very important	37	36	45	50	38	36	37	34	12	41	31	25	29	41	20	49	28	39	41	39		
<u>SMWT/NOT TOO IMPORTANT</u>	11	13	17	14	15	10	7	10	10	13	8	10	1	13	6	26	14	8	14	14		
Somewhat important	9	10	17	10	15	9	4	10	10	12	7	10	1	12	0	22	12	3	12	11		
Not too important	2	2	0	4	0	1	2	0	0	1	1	0	0	1	6	4	2	5	2	2		
<u>DK/NA</u>	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0		
DK/NA	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>EXT/VERY IMPORTANT</u>	88	85	92	99	84	83	88	92	85	96	85	88	90	87	80	82	90	89	81	86	85	88
Extremely important	51	50	52	58	54	40	57	56	47	68	44	51	64	65	53	57	48	52	73	49	54	44
Very important	37	35	40	41	31	43	31	36	38	27	41	37	25	22	27	25	42	37	8	38	32	44
<u>SMWT/NOT TOO IMPORTANT</u>	11	15	8	1	15	17	12	8	15	4	15	12	10	13	20	18	9	11	19	13	14	12
Somewhat important	9	14	6	0	13	17	7	6	13	4	12	10	10	7	15	12	9	8	19	8	10	11
Not too important	2	1	3	1	2	1	5	2	2	1	3	2	0	6	6	6	0	3	0	5	4	1
<u>DK/NA</u>	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
DK/NA	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0

Table 67: Q10w. Now 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>EXT/VERY IMPORTANT</u>	88	97	87	90	83	87	89	94	82	88	80	90	87	87	90	88	90	83	83	93	90
Extremely important	51	61	43	48	68	59	47	67	57	62	49	60	55	47	51	46	60	50	42	36	61
Very important	37	37	44	42	14	27	42	27	25	26	31	30	32	40	38	42	30	34	40	57	29
<u>SMWT/NOT TOO IMPORTANT</u>	11	3	12	10	17	13	11	6	18	12	20	10	13	12	10	12	10	17	17	6	10
Somewhat important	9	2	11	9	17	10	10	6	11	8	20	8	8	12	6	9	9	13	16	4	8
Not too important	2	1	1	1	0	3	1	0	7	4	0	2	5	0	5	3	1	3	1	3	2
<u>DK/NA</u>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
DK/NA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300
<u>EXT/VERY IMPORTANT</u>	88	79	91	93	92	92	92	77	92	89	74	92	63	86	94	78	74	92	0	88
Extremely important	51	42	55	48	66	61	50	36	56	52	74	47	14	49	58	24	74	55	0	51
Very important	37	37	36	45	26	31	42	41	36	37	0	45	49	38	36	54	0	37	0	37
<u>SMWT/NOT TOO IMPORTANT</u>	11	21	8	7	8	8	8	23	8	11	26	8	37	13	6	22	26	8	0	11
Somewhat important	9	19	8	6	5	6	7	22	5	9	26	8	37	11	4	22	26	6	0	9
Not too important	2	2	0	1	3	2	1	1	4	2	0	0	0	2	2	0	0	2	0	2
<u>DK/NA</u>	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DK/NA	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Table 68: Q10x. Now 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 rent relief to prevent residents from becoming unhoused

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY								
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR	
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248	
<u>EXT/VERY IMPORTANT</u>	64	70	80	84	60	56	58	68	75	66	64	71	58	89	64	51	61	76	62	66	
Extremely important	30	32	40	35	31	19	28	34	36	29	31	35	29	39	27	13	37	24	29	30	
Very important	34	38	39	49	29	37	30	34	38	37	33	36	30	50	38	39	24	52	33	36	
<u>SMWT/NOT TOO IMPORTANT</u>	31	27	17	16	37	34	36	29	23	30	32	26	39	6	10	45	39	22	36	29	
Somewhat important	21	18	17	12	28	27	21	17	14	23	19	16	24	5	6	27	34	8	26	21	
Not too important	10	9	0	4	9	7	14	11	9	7	12	10	16	1	4	18	5	14	10	8	
<u>DK/NA</u>	4	3	4	0	2	10	6	3	2	4	5	3	3	5	26	4	0	2	2	4	
DK/NA	4	3	4	0	2	10	6	3	2	4	5	3	3	5	26	4	0	2	2	4	

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>EXT/VERY IMPORTANT</u>	64	63	67	77	76	59	41	77	52	84	58	66	48	52	50	51	72	53	40	69	63	69
Extremely important	30	29	32	43	42	23	12	43	19	56	20	30	28	22	28	26	31	19	28	27	27	33
Very important	34	34	35	34	35	36	29	34	33	28	38	35	21	29	23	25	41	34	12	42	36	36
<u>SMWT/NOT TOO IMPORTANT</u>	31	32	29	19	21	36	50	20	42	11	38	30	46	41	41	41	26	45	51	27	32	29
Somewhat important	21	21	21	15	16	28	26	16	27	8	29	23	8	19	23	22	19	39	22	16	18	25
Not too important	10	11	7	4	5	8	25	4	15	3	8	7	38	22	17	19	7	6	29	10	14	4
<u>DK/NA</u>	4	5	4	4	2	4	9	3	6	5	4	4	6	8	9	8	2	2	8	4	5	2
DK/NA	4	5	4	4	2	4	9	3	6	5	4	4	6	8	9	8	2	2	8	4	5	2

Table 68: Q10x. Now 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 rent relief to prevent residents from becoming unhoused

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>EXT/VERY IMPORTANT</u>	64	70	70	70	45	58	69	64	62	63	29	64	71	63	64	60	73	81	66	72	45
Extremely important	30	29	34	33	18	24	34	24	26	25	17	35	31	29	28	29	35	47	27	29	22
Very important	34	41	36	37	27	34	35	40	36	38	12	29	40	33	36	32	39	34	40	43	23
<u>SMWT/NOT TOO IMPORTANT</u>	31	25	27	26	49	34	28	23	33	29	66	29	28	35	26	36	23	17	32	26	48
Somewhat important	21	22	20	20	27	22	19	15	21	18	47	13	26	30	9	23	16	13	23	22	29
Not too important	10	2	7	6	21	12	8	8	12	10	19	16	1	6	17	13	7	4	9	4	19
<u>DK/NA</u>	4	5	3	4	7	8	3	13	5	8	5	7	2	2	10	4	4	3	2	2	6
DK/NA	4	5	3	4	7	8	3	13	5	8	5	7	2	2	10	4	4	3	2	2	6
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300	
<u>EXT/VERY IMPORTANT</u>	64	63	61	70	69	78	77	46	58	64	83	69	42	72	54	29	100	53	0	64	
Extremely important	30	29	25	29	40	44	42	12	26	29	23	48	0	33	29	4	16	26	0	30	
Very important	34	34	36	41	29	34	35	35	32	35	60	20	42	38	25	24	84	27	0	34	
<u>SMWT/NOT TOO IMPORTANT</u>	31	32	34	27	27	20	19	46	37	31	17	31	37	25	38	71	0	40	0	31	
Somewhat important	21	25	18	21	21	15	18	29	25	20	17	31	37	18	24	54	0	27	0	21	
Not too important	10	6	17	6	6	5	2	17	12	11	0	0	0	7	14	17	0	14	0	10	
<u>DK/NA</u>	4	5	5	3	4	3	3	7	5	5	0	0	21	3	8	0	0	7	0	4	
DK/NA	4	5	5	3	4	3	3	7	5	5	0	0	21	3	8	0	0	7	0	4	

Table 69: Q11a. 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, events, and programs at City parks and recreation centers

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY								
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR	
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250	
<u>TOTAL SATISFIED</u>	79	80	86	73	77	80	76	87	86	77	81	87	71	87	75	79	72	77	80	80	
Very satisfied	32	36	15	26	39	32	24	29	39	33	28	32	25	39	13	27	41	22	35	34	
Somewhat satisfied	47	44	71	46	37	49	51	59	47	43	53	55	46	48	62	52	30	55	46	46	
<u>TOTAL DISSATISFIED</u>	15	16	5	23	20	13	16	4	2	19	10	3	13	7	25	14	25	15	15	16	
Somewhat dissatisfied	9	10	0	18	12	10	3	4	2	13	3	3	10	7	25	14	6	9	7	9	
Very dissatisfied	6	6	5	6	8	3	13	0	0	6	7	0	2	0	0	0	19	6	8	7	
<u>NO OPINION/DK/NA</u>	6	4	9	4	3	7	8	8	12	5	9	10	16	5	0	7	3	8	4	4	
No opinion/DK/NA	6	4	9	4	3	7	8	8	12	5	9	10	16	5	0	7	3	8	4	4	

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>TOTAL SATISFIED</u>	79	76	82	78	83	83	65	81	76	88	81	83	41	80	84	83	79	79	63	79	73	88
Very satisfied	32	32	33	33	26	37	23	29	31	47	29	34	10	23	32	29	36	24	17	32	27	42
Somewhat satisfied	47	44	49	45	58	46	43	51	45	41	52	49	31	57	52	54	43	56	46	47	46	46
<u>TOTAL DISSATISFIED</u>	15	17	14	19	14	7	26	17	14	3	17	13	37	10	13	12	16	10	28	16	20	8
Somewhat dissatisfied	9	5	13	9	9	3	19	9	9	3	9	7	29	7	7	7	9	10	5	12	9	7
Very dissatisfied	6	11	1	11	6	4	7	8	5	0	8	6	9	3	6	5	8	0	23	4	11	1
<u>NO OPINION/DK/NA</u>	6	8	4	3	2	10	8	2	9	9	2	4	22	10	2	5	5	11	9	5	6	4
No opinion/DK/NA	6	8	4	3	2	10	8	2	9	9	2	4	22	10	2	5	5	11	9	5	6	4

Table 69: Q11a. 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, events, and programs at City parks and recreation centers

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>TOTAL SATISFIED</u>	79	97	79	83	59	77	81	90	80	84	52	71	69	85	75	83	77	66	85	88	82
Very satisfied	32	65	31	38	10	30	35	61	18	35	7	23	20	44	21	34	31	25	28	48	26
Somewhat satisfied	47	32	48	45	48	47	46	29	61	48	45	48	50	41	54	49	46	41	57	40	56
<u>TOTAL DISSATISFIED</u>	15	1	16	13	25	14	15	5	13	10	36	23	30	7	20	11	15	23	13	10	9
Somewhat dissatisfied	9	0	10	8	21	12	8	5	12	9	25	14	15	6	8	8	6	6	13	9	4
Very dissatisfied	6	1	7	6	4	2	6	0	1	1	11	8	14	1	12	3	9	17	0	1	4
<u>NO OPINION/DK/NA</u>	6	1	5	4	16	9	4	5	7	6	12	6	1	8	5	6	7	11	2	3	9
No opinion/DK/NA	6	1	5	4	16	9	4	5	7	6	12	6	1	8	5	6	7	11	2	3	9
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0	
<u>TOTAL SATISFIED</u>	79	79	70	75	93	77	84	73	80	78	100	95	75	80	79	52	77	76	79	0	
Very satisfied	32	32	29	34	27	26	33	33	30	30	56	60	21	33	30	20	45	30	32	0	
Somewhat satisfied	47	47	41	41	67	51	51	40	50	47	44	35	54	47	50	32	31	46	47	0	
<u>TOTAL DISSATISFIED</u>	15	17	16	21	3	20	14	15	14	16	0	5	25	15	14	38	12	16	15	0	
Somewhat dissatisfied	9	7	3	19	3	4	14	6	13	9	0	5	25	9	8	16	12	10	9	0	
Very dissatisfied	6	11	13	2	0	16	1	8	1	7	0	0	0	6	5	22	0	7	6	0	
<u>NO OPINION/DK/NA</u>	6	4	13	4	3	3	2	12	5	7	0	0	0	5	7	10	12	8	6	0	
No opinion/DK/NA	6	4	13	4	3	3	2	12	5	7	0	0	0	5	7	10	12	8	6	0	

Table 70: Q11b. 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			QB AGE									QC RACE/ETHNICITY								
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR	
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250	
<u>TOTAL SATISFIED</u>	89	90	87	82	88	90	94	89	88	87	92	89	91	92	51	82	95	85	90	89	
Very satisfied	33	36	26	23	43	32	32	30	16	34	29	25	25	30	21	31	43	33	37	35	
Somewhat satisfied	56	53	61	59	44	58	62	59	72	53	63	63	66	62	30	51	53	52	53	55	
<u>TOTAL DISSATISFIED</u>	9	9	5	18	12	7	4	11	3	12	6	8	7	6	49	16	5	9	8	9	
Somewhat dissatisfied	6	6	0	14	7	5	4	3	3	9	4	3	5	4	49	12	0	5	5	6	
Very dissatisfied	3	3	5	4	4	2	0	8	0	4	2	5	2	2	0	4	5	3	3	3	
<u>NO OPINION/DK/NA</u>	2	1	8	0	1	3	2	0	8	1	2	3	2	2	0	2	0	6	2	2	
No opinion/DK/NA	2	1	8	0	1	3	2	0	8	1	2	3	2	2	0	2	0	6	2	2	

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>TOTAL SATISFIED</u>	89	89	89	84	89	90	90	87	90	97	88	91	72	87	83	84	94	81	82	87	85	95
Very satisfied	33	33	33	34	30	36	21	32	31	42	32	35	7	18	28	24	41	19	15	31	25	44
Somewhat satisfied	56	55	56	50	60	54	69	55	60	55	56	56	65	69	55	60	53	62	67	56	60	51
<u>TOTAL DISSATISFIED</u>	9	9	10	12	10	9	9	11	9	2	10	8	25	13	16	15	4	17	17	11	13	4
Somewhat dissatisfied	6	6	6	7	9	6	5	8	6	2	8	6	7	9	13	12	2	12	8	11	10	2
Very dissatisfied	3	3	3	5	1	2	4	3	3	0	2	1	18	3	3	3	2	6	9	0	4	2
<u>NO OPINION/DK/NA</u>	2	2	1	4	1	1	1	3	1	0	2	2	3	0	1	1	2	1	1	2	2	1
No opinion/DK/NA	2	2	1	4	1	1	1	3	1	0	2	2	3	0	1	1	2	1	1	2	2	1

Table 70: Q11b. 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>TOTAL SATISFIED</u>	89	97	89	90	78	77	94	90	82	85	42	90	65	92	91	87	93	86	94	92	87
Very satisfied	33	53	34	38	10	19	39	40	12	23	1	23	21	46	20	33	33	28	33	43	26
Somewhat satisfied	56	45	55	53	68	59	55	50	70	62	40	67	45	46	71	53	61	57	61	50	61
<u>TOTAL DISSATISFIED</u>	9	2	10	8	20	20	5	10	15	13	54	10	35	6	7	11	7	12	5	5	12
Somewhat dissatisfied	6	2	8	7	8	14	3	8	14	11	26	7	30	3	4	6	6	12	3	1	7
Very dissatisfied	3	0	2	1	12	6	1	3	1	2	28	3	5	3	3	4	1	0	2	5	4
<u>NO OPINION/DK/NA</u>	2	1	2	2	2	2	1	0	3	2	4	0	0	2	2	3	0	3	1	2	1
No opinion/DK/NA	2	1	2	2	2	2	1	0	3	2	4	0	0	2	2	3	0	3	1	2	1
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0	
<u>TOTAL SATISFIED</u>	89	85	94	88	89	90	84	87	93	89	100	100	72	89	92	64	89	88	89	0	
Very satisfied	33	34	31	34	27	30	34	33	29	32	37	40	48	35	28	12	50	29	33	0	
Somewhat satisfied	56	50	62	54	62	60	50	54	65	57	63	60	24	54	64	52	39	60	56	0	
<u>TOTAL DISSATISFIED</u>	9	13	3	11	9	7	14	11	7	9	0	0	28	9	8	29	11	11	9	0	
Somewhat dissatisfied	6	9	3	8	4	7	8	6	6	6	0	0	28	6	8	15	0	8	6	0	
Very dissatisfied	3	4	0	3	5	0	7	5	1	3	0	0	0	3	0	14	11	3	3	0	
<u>NO OPINION/DK/NA</u>	2	2	3	1	2	3	2	2	0	2	0	0	0	2	0	7	0	1	2	0	
No opinion/DK/NA	2	2	3	1	2	3	2	2	0	2	0	0	0	2	0	7	0	1	2	0	

Table 71: Q11c. 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 services

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
<u>TOTAL SATISFIED</u>	80	81	94	67	78	80	92	72	96	75	87	80	90	89	56	77	81	70	78	79		
Very satisfied	31	33	42	27	19	46	35	20	59	30	34	33	43	32	39	14	33	30	26	29		
Somewhat satisfied	50	48	52	40	59	34	57	52	37	46	52	47	47	57	17	63	48	40	52	51		
<u>TOTAL DISSATISFIED</u>	15	18	1	31	15	16	5	21	1	20	9	14	9	6	44	21	13	20	18	16		
Somewhat dissatisfied	11	14	0	19	10	11	5	18	1	13	8	13	8	5	39	10	13	19	12	11		
Very dissatisfied	5	4	1	12	5	5	0	3	0	7	1	2	1	1	6	10	0	1	5	5		
<u>NO OPINION/DK/NA</u>	4	2	4	2	7	4	3	7	2	5	4	5	1	5	0	2	6	9	4	5		
No opinion/DK/NA	4	2	4	2	7	4	3	7	2	5	4	5	1	5	0	2	6	9	4	5		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>TOTAL SATISFIED</u>	80	82	80	85	81	78	75	83	77	89	80	83	56	86	70	76	84	78	69	75	73	93
Very satisfied	31	28	34	40	31	30	24	35	28	52	25	33	19	31	26	28	32	27	32	23	27	36
Somewhat satisfied	50	54	46	46	49	47	51	47	49	38	56	50	37	55	44	48	52	51	37	52	47	57
<u>TOTAL DISSATISFIED</u>	15	13	18	12	18	16	18	15	17	7	15	13	37	14	27	23	12	6	23	23	23	5
Somewhat dissatisfied	11	10	12	10	9	11	15	9	13	7	9	9	27	10	14	13	10	6	22	13	16	5
Very dissatisfied	5	3	6	2	9	5	3	6	4	0	6	4	10	4	13	10	2	0	1	9	6	0
<u>NO OPINION/DK/NA</u>	4	5	3	3	1	6	7	2	7	3	4	4	6	0	3	2	5	16	8	2	4	2
No opinion/DK/NA	4	5	3	3	1	6	7	2	7	3	4	4	6	0	3	2	5	16	8	2	4	2

Table 71: Q11c. 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 services

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>TOTAL SATISFIED</u>	80	97	82	85	61	76	85	85	84	85	42	69	63	84	88	85	78	68	90	84	83
Very satisfied	31	57	30	36	14	33	31	58	24	37	15	21	24	36	31	34	27	25	31	43	25
Somewhat satisfied	50	40	52	49	47	44	54	28	61	48	27	48	40	48	56	51	52	42	59	40	58
<u>TOTAL DISSATISFIED</u>	15	3	16	13	29	22	12	15	14	14	52	18	32	13	11	13	16	23	8	15	15
Somewhat dissatisfied	11	3	10	9	25	17	8	15	10	12	40	16	17	11	5	11	9	12	7	8	15
Very dissatisfied	5	0	6	5	5	5	5	0	4	2	11	2	15	3	6	2	7	11	1	7	0
<u>NO OPINION/DK/NA</u>	4	0	3	2	10	2	3	0	2	1	6	13	5	2	2	2	5	10	2	1	2
No opinion/DK/NA	4	0	3	2	10	2	3	0	2	1	6	13	5	2	2	2	5	10	2	1	2
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0	
<u>TOTAL SATISFIED</u>	80	78	87	74	87	89	77	75	80	81	100	78	68	82	78	61	81	77	80	0	
Very satisfied	31	27	29	32	41	36	36	22	35	30	44	49	17	34	26	25	12	24	31	0	
Somewhat satisfied	50	51	58	42	46	53	42	53	45	51	56	29	51	48	53	35	69	52	50	0	
<u>TOTAL DISSATISFIED</u>	15	18	6	21	13	8	23	17	15	15	0	22	32	16	14	21	19	15	15	0	
Somewhat dissatisfied	11	13	6	13	12	2	18	17	8	10	0	22	21	12	5	21	19	8	11	0	
Very dissatisfied	5	5	0	8	1	6	5	0	7	5	0	0	11	4	8	0	0	7	5	0	
<u>NO OPINION/DK/NA</u>	4	5	6	5	0	3	0	8	6	5	0	0	0	2	8	18	0	8	4	0	
No opinion/DK/NA	4	5	6	5	0	3	0	8	6	5	0	0	0	2	8	18	0	8	4	0	

Table 72: Q11d. 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
<u>TOTAL SATISFIED</u>	71	73	90	62	73	70	67	74	75	69	71	75	73	75	61	73	74	65	72	70		
Very satisfied	25	30	29	26	17	25	30	28	44	22	32	33	32	28	24	21	23	20	24	24		
Somewhat satisfied	46	43	61	36	56	45	37	46	32	47	39	41	41	47	37	52	51	46	48	46		
<u>TOTAL DISSATISFIED</u>	17	21	0	29	15	11	24	15	1	18	18	10	6	16	39	16	21	18	18	18		
Somewhat dissatisfied	13	15	0	20	13	10	16	15	1	14	13	10	6	11	39	7	21	7	14	14		
Very dissatisfied	4	5	0	9	2	1	9	0	0	4	5	0	1	5	0	9	0	11	4	4		
<u>NO OPINION/DK/NA</u>	12	6	10	9	12	19	8	11	23	13	11	15	21	9	0	10	6	17	10	11		
No opinion/DK/NA	12	6	10	9	12	19	8	11	23	13	11	15	21	9	0	10	6	17	10	11		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>TOTAL SATISFIED</u>	71	72	70	73	80	59	71	77	64	83	71	75	30	56	63	61	76	72	46	67	60	88
Very satisfied	25	24	26	31	27	20	27	29	23	39	23	28	1	33	20	24	24	21	10	21	17	33
Somewhat satisfied	46	48	44	42	53	39	44	48	41	44	48	47	29	22	43	36	52	52	37	46	43	56
<u>TOTAL DISSATISFIED</u>	17	15	20	21	16	19	14	18	17	10	16	15	43	25	21	23	16	6	35	24	28	6
Somewhat dissatisfied	13	12	15	19	14	14	6	17	11	10	12	12	32	14	18	17	13	0	25	23	24	3
Very dissatisfied	4	3	4	3	1	5	7	2	6	1	4	3	11	12	3	6	2	6	10	1	4	3
<u>NO OPINION/DK/NA</u>	12	13	11	6	4	22	15	5	19	7	12	11	27	19	15	17	8	22	19	9	12	6
No opinion/DK/NA	12	13	11	6	4	22	15	5	19	7	12	11	27	19	15	17	8	22	19	9	12	6

Table 72: Q11d. 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>TOTAL SATISFIED</u>	71	91	73	77	42	54	79	66	58	61	29	56	71	82	59	77	63	58	79	88	62
Very satisfied	25	42	24	28	11	19	28	31	15	22	10	18	29	26	27	24	24	18	23	42	17
Somewhat satisfied	46	49	49	49	31	35	51	36	42	40	19	37	43	56	32	53	39	40	55	45	46
<u>TOTAL DISSATISFIED</u>	17	1	21	17	26	27	14	20	24	22	53	19	23	11	27	12	25	26	16	6	18
Somewhat dissatisfied	13	1	16	13	21	23	10	20	19	19	39	12	15	9	24	10	19	22	11	6	11
Very dissatisfied	4	0	4	4	5	5	3	0	5	3	14	7	8	2	3	2	7	4	5	0	6
<u>NO OPINION/DK/NA</u>	12	8	6	7	31	18	7	14	18	16	18	25	6	7	14	11	12	16	5	6	20
No opinion/DK/NA	12	8	6	7	31	18	7	14	18	16	18	25	6	7	14	11	12	16	5	6	20
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0	
<u>TOTAL SATISFIED</u>	71	74	67	65	74	74	79	69	60	70	88	71	83	75	64	53	69	63	71	0	
Very satisfied	25	20	30	24	34	25	34	25	22	24	51	33	27	30	20	5	0	16	25	0	
Somewhat satisfied	46	54	37	41	40	49	45	44	38	46	37	39	56	45	44	48	69	47	46	0	
<u>TOTAL DISSATISFIED</u>	17	14	17	21	19	20	18	12	22	17	12	29	17	18	18	10	7	16	17	0	
Somewhat dissatisfied	13	9	17	20	9	18	16	8	15	13	12	29	0	14	17	0	0	13	13	0	
Very dissatisfied	4	6	0	1	10	2	2	5	7	4	0	0	17	5	1	10	7	3	4	0	
<u>NO OPINION/DK/NA</u>	12	12	16	14	7	6	4	19	18	14	0	0	0	7	19	36	23	21	12	0	
No opinion/DK/NA	12	12	16	14	7	6	4	19	18	14	0	0	0	7	19	36	23	21	12	0	

Table 73: Q11e. 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
<u>TOTAL SATISFIED</u>	70	75	84	57	72	69	78	59	78	67	72	65	74	70	87	72	74	59	70	70		
Very satisfied	21	28	17	25	22	25	19	9	44	24	20	21	20	16	6	11	33	32	25	22		
Somewhat satisfied	48	46	67	32	51	44	60	49	34	43	52	44	54	54	81	61	40	28	44	47		
<u>TOTAL DISSATISFIED</u>	14	16	9	26	13	5	7	30	15	14	15	25	3	23	13	18	12	16	16	16		
Somewhat dissatisfied	12	13	9	24	10	5	7	20	15	13	12	18	3	20	13	18	7	9	13	13		
Very dissatisfied	3	2	0	2	3	0	0	10	0	2	3	7	0	3	0	0	5	7	3	3		
<u>NO OPINION/DK/NA</u>	16	10	7	17	14	26	15	11	7	19	12	10	23	7	0	10	14	25	14	14		
No opinion/DK/NA	16	10	7	17	14	26	15	11	7	19	12	10	23	7	0	10	14	25	14	14		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>TOTAL SATISFIED</u>	70	68	72	81	65	60	73	73	65	72	73	73	37	68	66	67	74	52	58	67	64	80
Very satisfied	21	22	22	38	16	14	19	27	16	35	18	23	1	18	17	17	23	32	10	21	17	29
Somewhat satisfied	48	46	51	43	49	46	55	46	49	37	56	50	36	49	49	49	51	20	48	46	47	51
<u>TOTAL DISSATISFIED</u>	14	14	15	13	22	17	5	17	13	10	13	12	34	17	20	19	13	5	18	23	21	8
Somewhat dissatisfied	12	11	12	9	21	16	1	15	10	10	11	11	20	14	19	17	10	2	7	22	17	6
Very dissatisfied	3	2	3	4	2	1	4	3	2	0	2	1	14	3	2	2	3	4	11	0	4	1
<u>NO OPINION/DK/NA</u>	16	18	13	7	13	23	22	10	22	18	13	15	29	15	13	14	13	43	23	10	15	12
No opinion/DK/NA	16	18	13	7	13	23	22	10	22	18	13	15	29	15	13	14	13	43	23	10	15	12

Table 73: Q11e. 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>TOTAL SATISFIED</u>	70	79	73	74	53	52	79	56	59	58	30	54	41	78	76	74	64	59	79	77	63
Very satisfied	21	40	20	24	6	12	26	29	5	15	2	14	7	32	12	24	21	15	22	38	17
Somewhat satisfied	48	39	53	50	47	40	53	26	54	43	28	40	34	46	64	50	43	45	57	39	46
<u>TOTAL DISSATISFIED</u>	14	8	15	14	19	28	9	19	24	22	52	14	39	10	14	13	19	24	14	9	11
Somewhat dissatisfied	12	8	13	12	11	21	8	19	20	19	22	14	33	7	11	10	18	22	13	5	8
Very dissatisfied	3	0	2	2	9	7	1	0	4	2	30	0	6	3	3	4	1	1	1	4	3
<u>NO OPINION/DK/NA</u>	16	13	11	12	28	20	12	25	17	20	18	32	20	12	11	13	17	17	7	14	25
No opinion/DK/NA	16	13	11	12	28	20	12	25	17	20	18	32	20	12	11	13	17	17	7	14	25
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0	
<u>TOTAL SATISFIED</u>	70	68	67	67	80	72	75	63	68	69	64	73	91	76	63	44	45	59	70	0	
Very satisfied	21	24	19	24	21	22	32	17	14	22	7	15	28	27	13	10	3	12	21	0	
Somewhat satisfied	48	44	48	43	59	50	43	46	54	47	57	57	64	49	50	33	42	48	48	0	
<u>TOTAL DISSATISFIED</u>	14	14	13	13	18	16	19	12	11	14	36	27	9	15	11	18	31	14	14	0	
Somewhat dissatisfied	12	12	12	12	13	16	14	8	11	11	36	27	9	13	8	4	31	10	12	0	
Very dissatisfied	3	3	1	1	5	0	6	4	0	3	0	0	0	2	3	14	0	4	3	0	
<u>NO OPINION/DK/NA</u>	16	18	20	20	2	12	5	24	21	18	0	0	0	9	26	38	24	27	16	0	
No opinion/DK/NA	16	18	20	20	2	12	5	24	21	18	0	0	0	9	26	38	24	27	16	0	

Table 74: Q11f. 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
<u>TOTAL SATISFIED</u>	77	82	79	83	82	66	79	64	80	78	74	69	66	80	56	76	84	77	82	80		
Very satisfied	18	18	34	18	19	19	19	14	16	19	17	15	27	21	0	14	18	19	17	17		
Somewhat satisfied	59	63	46	65	63	47	59	49	64	59	57	54	39	59	56	61	66	57	65	63		
<u>TOTAL DISSATISFIED</u>	17	16	3	15	15	24	15	23	8	18	16	17	25	12	44	16	13	19	13	14		
Somewhat dissatisfied	11	12	3	9	14	9	11	15	4	11	11	11	10	12	37	16	5	10	9	11		
Very dissatisfied	6	5	0	6	2	14	4	8	3	7	5	6	15	0	7	0	8	9	4	4		
<u>NO OPINION/DK/NA</u>	6	2	18	2	2	10	6	14	12	4	10	13	9	9	0	8	3	4	5	6		
No opinion/DK/NA	6	2	18	2	2	10	6	14	12	4	10	13	9	9	0	8	3	4	5	6		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>TOTAL SATISFIED</u>	77	82	73	80	76	76	73	78	74	82	77	79	57	69	75	73	84	59	73	75	74	87
Very satisfied	18	23	14	10	24	21	17	17	19	31	15	19	8	19	8	12	20	39	21	12	16	22
Somewhat satisfied	59	59	59	70	53	55	55	61	55	51	63	59	48	50	67	61	64	20	51	63	59	64
<u>TOTAL DISSATISFIED</u>	17	13	20	12	17	17	25	14	20	14	17	16	26	12	22	19	12	38	19	19	19	9
Somewhat dissatisfied	11	8	13	12	11	12	11	11	12	4	12	10	21	9	18	15	9	14	16	17	17	4
Very dissatisfied	6	5	7	0	7	5	14	3	9	10	5	6	5	3	4	4	3	24	3	3	3	4
<u>NO OPINION/DK/NA</u>	6	5	7	9	6	7	3	8	5	4	5	5	17	18	3	8	5	3	8	6	6	5
No opinion/DK/NA	6	5	7	9	6	7	3	8	5	4	5	5	17	18	3	8	5	3	8	6	6	5

Table 74: Q11f. 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>TOTAL SATISFIED</u>	77	89	79	81	55	63	83	83	56	67	49	65	70	84	74	77	78	81	86	83	64
Very satisfied	18	35	14	18	7	10	21	25	2	11	7	23	12	19	16	20	14	9	28	14	25
Somewhat satisfied	59	54	65	63	48	53	63	58	54	55	42	42	58	65	59	56	64	72	57	69	38
<u>TOTAL DISSATISFIED</u>	17	6	16	14	34	27	13	6	35	23	46	30	18	12	16	17	18	12	10	15	28
Somewhat dissatisfied	11	6	10	9	27	21	7	6	27	19	32	13	12	10	12	13	6	6	10	8	17
Very dissatisfied	6	0	6	5	7	6	6	0	8	5	14	17	6	3	4	3	12	6	0	6	11
<u>NO OPINION/DK/NA</u>	6	5	5	5	11	10	4	12	9	10	5	4	12	4	10	7	4	7	4	2	8
No opinion/DK/NA	6	5	5	5	11	10	4	12	9	10	5	4	12	4	10	7	4	7	4	2	8
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0	
<u>TOTAL SATISFIED</u>	77	83	79	73	70	86	71	77	73	76	100	90	69	81	69	48	88	69	77	0	
Very satisfied	18	25	18	13	17	22	12	25	14	16	49	28	24	20	13	29	12	15	18	0	
Somewhat satisfied	59	58	61	60	54	65	59	53	59	59	51	62	45	61	56	19	77	54	59	0	
<u>TOTAL DISSATISFIED</u>	17	14	14	22	18	8	20	19	21	17	0	10	31	15	21	41	4	22	17	0	
Somewhat dissatisfied	11	9	7	13	14	3	18	12	10	11	0	10	31	11	13	17	4	12	11	0	
Very dissatisfied	6	5	7	9	3	5	2	6	11	7	0	0	0	4	8	24	0	9	6	0	
<u>NO OPINION/DK/NA</u>	6	3	8	5	12	6	9	4	5	7	0	0	0	4	10	11	8	10	6	0	
No opinion/DK/NA	6	3	8	5	12	6	9	4	5	7	0	0	0	4	10	11	8	10	6	0	

Table 75: Q11g. 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
<u>TOTAL SATISFIED</u>	71	72	82	54	73	78	72	68	86	69	73	74	76	75	86	65	60	69	69	71		
Very satisfied	23	23	33	24	21	21	32	25	4	22	25	18	34	24	12	14	22	17	20	21		
Somewhat satisfied	48	49	48	30	52	57	41	43	82	47	48	56	41	51	73	51	38	52	49	49		
<u>TOTAL DISSATISFIED</u>	28	28	10	45	27	21	26	32	10	30	25	25	24	23	14	32	40	30	30	28		
Somewhat dissatisfied	22	27	0	34	20	17	22	23	5	23	20	17	20	15	7	28	31	19	24	22		
Very dissatisfied	6	1	10	11	6	4	4	9	5	7	6	8	4	8	7	4	10	10	6	6		
<u>NO OPINION/DK/NA</u>	1	1	8	2	0	1	2	0	5	1	2	2	1	2	0	4	0	1	1	1		
No opinion/DK/NA	1	1	8	2	0	1	2	0	5	1	2	2	1	2	0	4	0	1	1	1		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>TOTAL SATISFIED</u>	71	71	73	71	70	75	61	71	69	79	73	75	36	70	68	68	77	39	48	71	63	84
Very satisfied	23	25	21	24	30	22	17	27	20	31	21	24	14	38	12	21	25	11	12	17	15	32
Somewhat satisfied	48	45	52	48	40	53	44	44	49	48	52	51	22	32	56	47	52	27	36	55	48	52
<u>TOTAL DISSATISFIED</u>	28	28	26	25	29	25	39	27	30	20	26	24	62	30	31	31	21	60	51	27	36	15
Somewhat dissatisfied	22	21	21	22	21	20	28	21	23	13	21	18	50	21	27	25	17	36	39	24	29	10
Very dissatisfied	6	7	5	3	9	5	11	6	7	6	5	6	12	9	4	6	4	24	13	3	7	5
<u>NO OPINION/DK/NA</u>	1	1	1	4	1	0	0	2	0	1	1	1	3	0	1	1	1	1	1	2	2	1
No opinion/DK/NA	1	1	1	4	1	0	0	2	0	1	1	1	3	0	1	1	1	1	1	2	2	1

Table 75: Q11g. 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>TOTAL SATISFIED</u>	71	95	73	78	48	67	73	87	73	78	24	69	69	75	67	74	69	70	82	80	59
Very satisfied	23	32	22	24	23	14	26	26	10	16	5	19	14	28	19	21	28	17	24	38	16
Somewhat satisfied	48	63	51	53	25	53	46	61	62	62	19	49	55	47	47	53	42	53	58	42	44
<u>TOTAL DISSATISFIED</u>	28	3	26	21	50	31	26	13	24	20	76	31	31	24	32	24	31	29	18	19	38
Somewhat dissatisfied	22	3	21	17	41	22	22	10	15	13	55	20	26	21	22	16	27	25	17	17	22
Very dissatisfied	6	0	5	4	9	9	4	3	9	7	21	12	6	3	10	8	4	3	1	2	16
<u>NO OPINION/DK/NA</u>	1	2	1	1	2	2	1	0	3	2	0	0	0	2	2	2	0	1	0	1	2
No opinion/DK/NA	1	2	1	1	2	2	1	0	3	2	0	0	0	2	2	2	0	1	0	1	2
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0	
<u>TOTAL SATISFIED</u>	71	73	66	65	82	73	69	67	73	70	71	93	68	73	69	45	90	68	71	0	
Very satisfied	23	23	26	20	25	32	21	21	20	22	8	33	26	24	24	12	7	21	23	0	
Somewhat satisfied	48	50	40	45	57	41	48	47	53	48	63	60	42	49	45	32	82	47	48	0	
<u>TOTAL DISSATISFIED</u>	28	26	32	34	16	24	29	33	27	29	29	7	32	26	31	53	10	31	28	0	
Somewhat dissatisfied	22	16	28	29	8	18	23	24	22	22	29	7	28	24	20	21	3	18	22	0	
Very dissatisfied	6	10	4	4	8	6	6	9	5	7	0	0	4	2	11	33	7	13	6	0	
<u>NO OPINION/DK/NA</u>	1	1	2	1	2	3	2	0	0	1	0	0	0	2	0	2	0	0	1	0	
No opinion/DK/NA	1	1	2	1	2	3	2	0	0	1	0	0	0	2	0	2	0	0	1	0	

Table 76: Q11h. 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
<u>TOTAL SATISFIED</u>	83	86	92	72	85	86	84	83	79	82	83	81	87	85	93	83	79	80	81	82		
Very satisfied	24	30	23	18	30	26	22	13	18	25	19	15	16	19	12	33	30	25	29	26		
Somewhat satisfied	59	56	69	55	55	60	63	69	60	57	64	66	71	66	81	50	49	55	53	56		
<u>TOTAL DISSATISFIED</u>	13	11	4	27	14	4	13	16	5	15	13	12	7	7	7	15	14	20	16	14		
Somewhat dissatisfied	9	9	4	17	6	3	9	16	5	9	11	12	7	5	7	8	7	9	10	9		
Very dissatisfied	4	2	0	10	8	1	4	0	0	6	2	0	0	2	0	7	8	11	6	5		
<u>NO OPINION/DK/NA</u>	4	3	4	1	1	10	2	1	16	4	4	7	6	7	0	2	7	0	2	3		
No opinion/DK/NA	4	3	4	1	1	10	2	1	16	4	4	7	6	7	0	2	7	0	2	3		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>TOTAL SATISFIED</u>	83	84	83	87	74	85	82	80	84	82	88	86	57	74	79	77	90	57	72	74	74	95
Very satisfied	24	25	24	31	27	21	8	29	16	29	21	23	17	13	22	19	29	17	19	20	19	32
Somewhat satisfied	59	59	60	57	46	64	74	52	68	53	66	62	40	61	57	58	62	40	53	55	54	63
<u>TOTAL DISSATISFIED</u>	13	13	13	8	25	12	12	16	12	12	10	10	39	23	11	15	9	35	19	22	21	5
Somewhat dissatisfied	9	7	10	6	15	10	6	10	8	8	6	6	33	21	9	13	7	8	11	17	15	3
Very dissatisfied	4	6	3	1	10	2	6	6	4	4	4	4	6	2	2	2	2	27	7	5	6	2
<u>NO OPINION/DK/NA</u>	4	4	4	5	2	3	6	4	4	6	3	4	4	3	10	7	1	8	9	4	6	0
No opinion/DK/NA	4	4	4	5	2	3	6	4	4	6	3	4	4	3	10	7	1	8	9	4	6	0

Table 76: Q11h. 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K-\$120K	\$120K-\$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>TOTAL SATISFIED</u>	83	92	87	88	62	78	86	75	91	85	54	75	75	87	83	84	80	82	92	89	72
Very satisfied	24	43	22	27	8	24	24	45	19	29	1	18	34	29	14	26	20	16	28	25	25
Somewhat satisfied	59	49	64	61	54	54	63	30	72	55	53	57	41	58	69	58	60	66	64	63	47
<u>TOTAL DISSATISFIED</u>	13	3	12	10	24	19	9	22	7	13	43	22	24	8	14	12	16	14	8	9	19
Somewhat dissatisfied	9	3	8	7	19	15	5	22	1	10	32	13	15	7	9	8	10	14	6	6	7
Very dissatisfied	4	0	4	3	5	5	4	0	6	3	11	9	8	2	5	4	6	0	2	3	12
<u>NO OPINION/DK/NA</u>	4	5	1	2	14	2	4	3	2	2	3	3	1	5	3	4	4	4	0	2	9
No opinion/DK/NA	4	5	1	2	14	2	4	3	2	2	3	3	1	5	3	4	4	4	0	2	9
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0	
<u>TOTAL SATISFIED</u>	83	80	88	85	78	86	75	81	89	83	93	78	86	87	77	67	77	76	83	0	
Very satisfied	24	30	15	21	23	30	28	17	15	22	19	41	34	29	11	12	42	15	24	0	
Somewhat satisfied	59	50	73	64	55	56	47	64	73	60	74	36	52	58	66	55	35	61	59	0	
<u>TOTAL DISSATISFIED</u>	13	16	10	13	15	12	19	14	9	13	7	22	14	10	19	31	12	20	13	0	
Somewhat dissatisfied	9	7	8	9	12	6	14	9	7	8	7	22	14	8	12	2	5	10	9	0	
Very dissatisfied	4	9	1	4	3	6	5	6	2	5	0	0	0	2	7	29	7	9	4	0	
<u>NO OPINION/DK/NA</u>	4	5	2	3	7	2	5	5	3	4	0	0	0	3	4	2	10	5	4	0	
No opinion/DK/NA	4	5	2	3	7	2	5	5	3	4	0	0	0	3	4	2	10	5	4	0	

Table 77: Q11i. 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			QB AGE									QC RACE/ETHNICITY								
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR	
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250	
<u>TOTAL SATISFIED</u>	67	69	83	59	72	65	67	64	69	66	66	66	58	69	63	66	65	69	70	69	
Very satisfied	23	25	41	16	29	17	26	21	32	21	25	25	15	21	21	15	38	20	26	24	
Somewhat satisfied	45	44	42	44	43	48	42	43	37	45	41	41	43	47	42	51	27	49	45	45	
<u>TOTAL DISSATISFIED</u>	19	22	1	30	19	16	24	16	6	21	19	12	17	17	37	23	32	14	21	20	
Somewhat dissatisfied	14	17	1	21	13	10	20	14	4	14	16	11	16	14	37	17	26	4	15	14	
Very dissatisfied	5	5	0	9	6	6	4	1	2	7	3	2	1	3	0	6	6	10	7	5	
<u>NO OPINION/DK/NA</u>	13	10	15	11	10	19	9	21	25	13	15	22	25	14	0	11	3	17	8	11	
No opinion/DK/NA	13	10	15	11	10	19	9	21	25	13	15	22	25	14	0	11	3	17	8	11	

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>TOTAL SATISFIED</u>	67	65	70	67	73	63	61	70	63	82	68	72	24	57	72	67	72	54	49	69	62	80
Very satisfied	23	29	17	25	30	23	8	28	18	35	18	23	8	22	13	16	26	32	15	17	17	32
Somewhat satisfied	45	36	53	42	43	40	53	43	45	47	50	49	16	35	59	51	45	22	33	52	45	48
<u>TOTAL DISSATISFIED</u>	19	22	17	23	17	23	16	20	20	1	24	18	39	25	20	22	17	13	37	21	27	10
Somewhat dissatisfied	14	15	14	23	12	12	13	18	12	1	18	13	30	17	12	13	14	7	24	17	20	7
Very dissatisfied	5	7	4	0	4	11	3	2	8	0	7	5	10	8	8	8	4	6	13	4	7	3
<u>NO OPINION/DK/NA</u>	13	13	12	10	10	14	22	10	17	18	8	11	37	18	8	12	11	33	14	10	11	10
No opinion/DK/NA	13	13	12	10	10	14	22	10	17	18	8	11	37	18	8	12	11	33	14	10	11	10

Table 77: Q11i. 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K-\$120K	\$120K-\$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>TOTAL SATISFIED</u>	67	81	72	74	42	60	73	77	57	65	41	54	47	77	65	74	60	61	66	84	64
Very satisfied	23	39	23	26	5	14	28	24	12	17	2	18	7	29	19	24	22	16	18	41	19
Somewhat satisfied	45	43	50	48	37	46	46	53	45	48	39	36	40	48	46	50	38	46	48	43	44
<u>TOTAL DISSATISFIED</u>	19	9	18	16	31	21	17	7	22	16	44	22	36	14	23	13	25	23	20	11	18
Somewhat dissatisfied	14	7	14	13	26	16	13	7	16	13	32	9	22	12	20	11	16	13	15	11	12
Very dissatisfied	5	1	4	4	5	5	4	0	6	3	12	13	14	1	3	2	9	11	5	0	6
<u>NO OPINION/DK/NA</u>	13	10	9	10	28	19	9	16	21	19	15	24	17	9	12	13	15	15	14	5	18
No opinion/DK/NA	13	10	9	10	28	19	9	16	21	19	15	24	17	9	12	13	15	15	14	5	18
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0	
<u>TOTAL SATISFIED</u>	67	67	62	66	73	70	71	60	66	66	92	84	56	70	63	44	75	62	67	0	
Very satisfied	23	29	26	14	24	33	23	22	13	21	37	51	19	27	18	12	0	15	23	0	
Somewhat satisfied	45	38	36	52	49	37	48	37	53	46	55	33	37	44	45	32	75	47	45	0	
<u>TOTAL DISSATISFIED</u>	19	24	20	19	18	23	17	22	19	19	8	16	37	19	22	20	3	19	19	0	
Somewhat dissatisfied	14	13	18	15	14	18	17	13	12	14	8	16	24	15	15	9	3	13	14	0	
Very dissatisfied	5	11	2	4	4	4	0	10	7	5	0	0	13	5	7	10	0	6	5	0	
<u>NO OPINION/DK/NA</u>	13	9	19	15	9	8	11	18	15	15	0	0	7	10	16	36	23	19	13	0	
No opinion/DK/NA	13	9	19	15	9	8	11	18	15	15	0	0	7	10	16	36	23	19	13	0	

Table 78: Q11j. 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
<u>TOTAL SATISFIED</u>	68	74	74	67	71	80	60	60	59	73	60	60	58	65	56	77	63	80	73	71		
Very satisfied	22	23	30	21	22	25	17	15	27	23	18	19	11	19	0	32	25	27	27	25		
Somewhat satisfied	46	51	44	47	49	55	43	46	32	50	42	41	47	46	56	45	38	53	46	46		
<u>TOTAL DISSATISFIED</u>	20	18	15	21	18	13	30	20	10	17	24	17	21	16	44	12	30	11	18	18		
Somewhat dissatisfied	17	16	11	21	15	10	27	9	10	15	19	9	17	16	44	12	22	7	15	15		
Very dissatisfied	3	2	5	0	3	3	3	11	0	2	5	7	4	0	0	0	7	3	3	3		
<u>NO OPINION/DK/NA</u>	12	8	10	12	11	7	10	20	30	10	16	23	21	19	0	11	8	9	9	11		
No opinion/DK/NA	12	8	10	12	11	7	10	20	30	10	16	23	21	19	0	11	8	9	9	11		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>TOTAL SATISFIED</u>	68	67	70	64	71	66	69	67	67	69	71	70	47	64	63	63	75	46	52	65	60	81
Very satisfied	22	21	23	28	22	18	18	25	18	32	22	25	4	20	23	22	23	23	8	20	16	31
Somewhat satisfied	46	46	46	35	49	48	51	42	49	37	50	46	43	44	40	41	52	23	44	45	44	49
<u>TOTAL DISSATISFIED</u>	20	21	18	29	24	12	18	27	14	13	20	18	34	26	27	26	14	36	31	23	26	12
Somewhat dissatisfied	17	19	13	25	22	10	13	23	11	13	18	17	16	23	26	25	10	28	24	21	22	11
Very dissatisfied	3	2	5	4	3	2	5	3	3	0	2	1	18	3	1	1	4	8	7	2	4	1
<u>NO OPINION/DK/NA</u>	12	12	12	7	5	22	13	6	18	18	9	11	19	10	11	10	11	18	17	12	14	7
No opinion/DK/NA	12	12	12	7	5	22	13	6	18	18	9	11	19	10	11	10	11	18	17	12	14	7

Table 78: Q11j. 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>TOTAL SATISFIED</u>	68	80	73	74	45	57	74	59	67	63	35	58	60	80	55	70	68	53	87	80	59
Very satisfied	22	30	26	27	4	13	27	22	11	16	1	12	13	32	14	21	26	12	29	28	16
Somewhat satisfied	46	50	47	48	41	44	47	37	55	48	33	46	47	48	41	49	42	41	58	52	43
<u>TOTAL DISSATISFIED</u>	20	9	19	17	30	24	17	15	23	20	49	19	31	11	33	20	16	23	9	15	26
Somewhat dissatisfied	17	9	17	15	19	17	16	15	18	16	24	17	31	9	26	15	16	22	9	10	20
Very dissatisfied	3	0	2	2	11	7	1	0	5	3	25	3	0	2	6	5	0	1	0	5	6
<u>NO OPINION/DK/NA</u>	12	11	8	9	25	18	8	27	11	17	16	23	9	8	12	10	15	24	4	5	15
No opinion/DK/NA	12	11	8	9	25	18	8	27	11	17	16	23	9	8	12	10	15	24	4	5	15

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT		
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0
<u>TOTAL SATISFIED</u>	68	74	58	72	64	71	65	63	73	68	85	62	79	74	57	40	82	57	68	0
Very satisfied	22	24	16	22	20	29	21	16	21	21	8	30	40	24	16	12	55	20	22	0
Somewhat satisfied	46	50	41	50	44	41	44	47	52	47	77	31	39	51	41	28	27	38	46	0
<u>TOTAL DISSATISFIED</u>	20	19	23	16	23	25	27	18	10	20	15	16	21	18	22	45	7	23	20	0
Somewhat dissatisfied	17	17	22	13	14	25	21	15	7	16	15	16	21	16	18	33	3	18	17	0
Very dissatisfied	3	2	1	3	9	0	7	3	3	3	0	0	0	2	4	13	4	5	3	0
<u>NO OPINION/DK/NA</u>	12	7	19	12	13	5	8	19	17	12	0	22	0	8	21	15	12	20	12	0
No opinion/DK/NA	12	7	19	12	13	5	8	19	17	12	0	22	0	8	21	15	12	20	12	0

Table 79: Q11k. 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
<u>TOTAL SATISFIED</u>	56	62	77	53	63	57	56	51	54	58	54	52	39	50	70	52	52	61	62	60		
Very satisfied	21	20	25	8	32	17	30	21	8	21	24	16	11	22	21	12	22	31	23	23		
Somewhat satisfied	35	42	52	44	31	40	26	30	46	38	31	36	28	28	49	40	30	30	39	36		
<u>TOTAL DISSATISFIED</u>	33	34	18	44	26	30	34	39	11	33	32	30	49	35	30	41	36	30	30	30		
Somewhat dissatisfied	19	18	4	26	11	14	15	35	6	16	20	25	27	14	23	31	23	12	19	17		
Very dissatisfied	15	16	14	19	15	16	18	5	5	17	12	5	22	21	7	10	13	18	11	13		
<u>NO OPINION/DK/NA</u>	11	4	5	3	11	13	10	10	35	9	14	18	12	15	0	7	12	10	8	11		
No opinion/DK/NA	11	4	5	3	11	13	10	10	35	9	14	18	12	15	0	7	12	10	8	11		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>TOTAL SATISFIED</u>	56	54	59	60	60	56	51	60	54	62	58	59	27	58	51	54	62	33	46	52	50	70
Very satisfied	21	23	19	10	28	20	26	19	22	19	22	21	15	33	15	21	24	6	24	19	21	26
Somewhat satisfied	35	31	39	50	32	36	25	41	32	44	36	38	12	25	36	33	38	27	22	33	29	44
<u>TOTAL DISSATISFIED</u>	33	33	32	31	36	28	34	34	31	29	32	31	53	34	39	38	27	49	41	39	40	22
Somewhat dissatisfied	19	19	18	13	23	17	16	18	17	24	16	19	19	9	26	20	16	32	12	26	21	17
Very dissatisfied	15	14	15	18	13	11	18	16	14	5	16	13	34	25	13	17	11	17	28	13	18	5
<u>NO OPINION/DK/NA</u>	11	12	9	8	4	16	15	6	15	9	10	10	20	7	10	9	11	18	13	9	11	8
No opinion/DK/NA	11	12	9	8	4	16	15	6	15	9	10	10	20	7	10	9	11	18	13	9	11	8

Table 79: Q11k. 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>TOTAL SATISFIED</u>	56	70	58	60	44	41	64	44	41	42	39	34	39	69	54	66	39	45	68	74	48
Very satisfied	21	30	19	21	25	14	25	21	9	14	14	12	16	25	22	21	21	14	26	29	19
Somewhat satisfied	35	41	38	39	19	27	39	23	32	28	24	22	23	43	32	45	18	30	42	45	29
<u>TOTAL DISSATISFIED</u>	33	17	35	32	37	41	31	48	35	40	45	50	53	24	32	22	54	40	26	22	33
Somewhat dissatisfied	19	14	19	18	14	29	15	39	24	30	25	25	28	17	14	15	27	18	15	15	21
Very dissatisfied	15	3	16	13	23	13	16	9	10	10	20	26	25	7	18	7	27	22	12	7	12
<u>NO OPINION/DK/NA</u>	11	12	7	8	19	18	5	8	24	18	17	16	9	7	14	12	7	15	6	4	19
No opinion/DK/NA	11	12	7	8	19	18	5	8	24	18	17	16	9	7	14	12	7	15	6	4	19

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT		
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0
<u>TOTAL SATISFIED</u>	56	55	52	62	57	51	70	55	54	53	93	73	80	64	47	47	5	43	56	0
Very satisfied	21	22	26	20	21	22	17	22	23	21	12	36	21	20	25	28	0	23	21	0
Somewhat satisfied	35	33	27	43	36	29	53	34	31	33	82	37	59	44	22	20	5	20	35	0
<u>TOTAL DISSATISFIED</u>	33	35	31	29	31	41	25	28	31	35	7	27	20	33	30	23	83	35	33	0
Somewhat dissatisfied	19	20	18	12	21	23	13	17	15	19	7	27	13	17	19	0	72	23	19	0
Very dissatisfied	15	15	13	17	11	18	13	11	16	16	0	0	7	16	11	23	11	12	15	0
<u>NO OPINION/DK/NA</u>	11	10	16	9	11	8	4	17	14	12	0	0	0	4	23	29	12	22	11	0
No opinion/DK/NA	11	10	16	9	11	8	4	17	14	12	0	0	0	4	23	29	12	22	11	0

Table 80: Q11I. 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 unhoused

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
<u>TOTAL SATISFIED</u>	57	62	60	50	59	39	66	66	65	50	66	65	38	52	61	68	73	48	64	61		
Very satisfied	14	17	16	12	22	12	14	10	4	16	11	8	20	16	6	12	19	20	12	13		
Somewhat satisfied	43	45	44	38	37	28	52	55	61	34	55	57	18	36	55	56	55	28	52	48		
<u>TOTAL DISSATISFIED</u>	32	31	27	46	25	47	23	28	25	38	25	27	41	40	39	26	18	36	28	30		
Somewhat dissatisfied	23	26	20	34	16	33	17	26	20	26	20	24	29	25	39	20	16	26	23	22		
Very dissatisfied	9	5	7	12	9	14	6	2	5	12	4	3	12	14	0	6	2	10	5	7		
<u>NO OPINION/DK/NA</u>	10	7	12	4	16	13	11	7	10	12	9	8	21	8	0	6	9	17	8	9		
No opinion/DK/NA	10	7	12	4	16	13	11	7	10	12	9	8	21	8	0	6	9	17	8	9		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>TOTAL SATISFIED</u>	57	62	54	65	58	49	56	61	51	53	62	59	36	47	44	45	69	49	50	51	51	71
Very satisfied	14	16	12	8	23	9	15	15	12	18	13	14	3	10	8	8	17	22	11	12	12	16
Somewhat satisfied	43	46	42	57	35	39	41	46	40	35	49	45	33	37	37	37	52	27	39	39	39	55
<u>TOTAL DISSATISFIED</u>	32	28	35	32	34	32	36	33	33	40	29	32	37	41	49	47	22	25	29	40	36	25
Somewhat dissatisfied	23	24	22	26	26	23	22	26	23	34	21	25	13	31	37	35	17	20	14	30	24	24
Very dissatisfied	9	4	14	6	8	8	14	7	11	6	8	7	24	11	12	12	5	5	15	10	12	0
<u>NO OPINION/DK/NA</u>	10	11	11	3	8	20	8	6	15	7	10	9	27	12	6	8	9	26	21	9	13	4
No opinion/DK/NA	10	11	11	3	8	20	8	6	15	7	10	9	27	12	6	8	9	26	21	9	13	4

Table 80: Q11I. 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 unhoused

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>TOTAL SATISFIED</u>	57	65	63	63	36	48	64	40	58	51	39	36	40	67	60	67	48	47	76	66	47
Very satisfied	14	25	14	16	4	4	18	13	1	6	0	14	1	16	14	14	17	9	16	18	16
Somewhat satisfied	43	39	49	47	33	43	45	27	57	45	39	22	39	51	46	54	31	38	60	48	32
<u>TOTAL DISSATISFIED</u>	32	28	30	29	46	37	30	42	27	33	48	41	50	27	29	24	40	40	16	29	35
Somewhat dissatisfied	23	25	22	22	28	25	22	25	23	24	24	30	31	20	21	17	32	34	12	19	24
Very dissatisfied	9	3	8	7	18	12	7	17	5	10	25	11	19	7	8	7	8	6	4	10	11
<u>NO OPINION/DK/NA</u>	10	7	8	7	18	16	7	18	15	16	12	23	10	6	11	9	12	13	7	5	18
No opinion/DK/NA	10	7	8	7	18	16	7	18	15	16	12	23	10	6	11	9	12	13	7	5	18
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0	
<u>TOTAL SATISFIED</u>	57	56	70	46	62	71	52	52	52	58	33	56	48	62	47	49	72	50	57	0	
Very satisfied	14	20	9	13	14	16	15	12	11	15	21	0	14	17	8	30	0	9	14	0	
Somewhat satisfied	43	36	61	33	48	55	37	40	41	44	12	56	34	45	40	20	72	41	43	0	
<u>TOTAL DISSATISFIED</u>	32	35	18	40	32	24	41	32	33	30	67	44	52	31	38	26	17	35	32	0	
Somewhat dissatisfied	23	30	15	22	26	22	30	26	17	20	67	44	45	25	25	8	0	20	23	0	
Very dissatisfied	9	5	3	18	6	2	11	6	16	10	0	0	7	6	13	18	17	14	9	0	
<u>NO OPINION/DK/NA</u>	10	9	13	14	6	5	7	16	15	12	0	0	0	8	14	24	12	15	10	0	
No opinion/DK/NA	10	9	13	14	6	5	7	16	15	12	0	0	0	8	14	24	12	15	10	0	

Table 81: Q11m. 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. : Removing blight and illegal dumping

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
<u>TOTAL SATISFIED</u>	65	73	70	62	70	72	64	50	50	69	57	50	63	73	93	77	66	48	66	66		
Very satisfied	23	26	28	19	34	18	26	21	17	25	23	19	23	30	24	19	24	18	22	24		
Somewhat satisfied	42	46	42	43	37	54	38	29	33	44	34	31	40	43	69	57	42	30	43	42		
<u>TOTAL DISSATISFIED</u>	28	24	25	29	20	21	31	48	46	23	39	47	31	27	7	19	29	33	27	27		
Somewhat dissatisfied	17	13	20	14	16	11	14	36	36	14	24	36	24	22	7	16	3	28	13	16		
Very dissatisfied	11	11	5	16	4	10	18	12	10	9	15	11	7	5	0	3	25	5	13	12		
<u>NO OPINION/DK/NA</u>	6	4	4	8	10	7	5	2	4	8	4	3	7	0	0	5	6	19	8	6		
No opinion/DK/NA	6	4	4	8	10	7	5	2	4	8	4	3	7	0	0	5	6	19	8	6		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
<u>TOTAL SATISFIED</u>	65	66	65	60	74	66	54	67	61	76	67	69	26	43	55	51	75	63	32	67	55	80
Very satisfied	23	21	26	24	26	26	20	25	24	31	25	27	0	22	20	21	26	25	13	19	17	30
Somewhat satisfied	42	44	39	36	49	40	34	42	37	45	42	43	26	21	35	30	48	39	19	48	38	50
<u>TOTAL DISSATISFIED</u>	28	28	30	35	20	21	45	28	30	22	26	25	58	46	40	42	19	31	55	29	38	17
Somewhat dissatisfied	17	16	18	18	13	12	32	16	20	17	15	16	30	33	28	29	8	31	20	21	21	13
Very dissatisfied	11	11	11	17	7	10	13	12	11	5	11	9	28	14	12	13	11	0	35	8	17	4
<u>NO OPINION/DK/NA</u>	6	7	5	4	6	13	1	5	8	2	7	6	16	11	5	7	6	6	13	4	7	3
No opinion/DK/NA	6	7	5	4	6	13	1	5	8	2	7	6	16	11	5	7	6	6	13	4	7	3

Table 81: Q11m. 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. : Removing blight and illegal dumping

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
<u>TOTAL SATISFIED</u>	65	82	68	71	43	49	74	57	54	55	24	51	49	78	56	69	64	53	82	75	58
Very satisfied	23	38	24	27	13	15	29	29	9	17	6	19	14	29	21	23	26	14	28	35	22
Somewhat satisfied	42	44	44	44	30	34	45	28	45	38	18	32	36	49	35	46	38	38	54	41	36
<u>TOTAL DISSATISFIED</u>	28	17	28	25	52	45	21	39	40	40	74	34	43	18	41	27	29	37	12	20	36
Somewhat dissatisfied	17	13	17	16	25	28	13	16	32	26	40	24	21	11	23	16	15	18	10	9	28
Very dissatisfied	11	4	10	9	27	17	8	24	8	14	34	10	22	7	18	11	14	19	3	11	9
<u>NO OPINION/DK/NA</u>	6	1	5	4	5	6	4	4	6	5	2	15	8	4	3	3	7	11	5	5	5
No opinion/DK/NA	6	1	5	4	5	6	4	4	6	5	2	15	8	4	3	3	7	11	5	5	5
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0	
<u>TOTAL SATISFIED</u>	65	74	54	65	62	71	65	60	63	64	100	71	63	72	52	27	86	53	65	0	
Very satisfied	23	20	22	29	25	23	27	20	28	22	56	23	44	27	22	9	5	18	23	0	
Somewhat satisfied	42	53	32	36	38	47	38	40	35	42	44	49	19	46	30	18	81	34	42	0	
<u>TOTAL DISSATISFIED</u>	28	18	41	28	36	24	32	32	30	29	0	29	37	24	35	65	14	36	28	0	
Somewhat dissatisfied	17	13	22	15	27	9	23	24	16	17	0	7	37	13	25	34	7	24	17	0	
Very dissatisfied	11	5	20	13	9	16	8	8	14	11	0	22	0	11	10	31	7	12	11	0	
<u>NO OPINION/DK/NA</u>	6	8	5	8	1	5	3	8	7	7	0	0	0	4	13	8	0	11	6	0	
No opinion/DK/NA	6	8	5	8	1	5	3	8	7	7	0	0	0	4	13	8	0	11	6	0	

Table 82: Q11n. 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
<u>TOTAL SATISFIED</u>	70	70	86	72	64	77	72	80	50	70	70	68	58	84	66	61	84	65	69	71		
Very satisfied	31	35	44	38	24	40	28	29	23	33	27	26	30	39	51	26	36	21	28	31		
Somewhat satisfied	39	35	41	34	39	38	44	51	27	37	43	41	28	45	15	35	48	44	42	41		
<u>TOTAL DISSATISFIED</u>	23	24	13	24	30	13	21	7	35	23	20	18	25	11	34	28	16	25	26	23		
Somewhat dissatisfied	18	22	13	19	22	10	18	5	28	18	16	14	13	10	34	23	7	24	21	19		
Very dissatisfied	5	2	0	5	8	3	4	3	7	5	4	4	11	1	0	4	9	1	4	4		
<u>NO OPINION/DK/NA</u>	8	6	1	4	7	10	7	13	15	7	10	14	17	5	0	11	0	9	5	6		
No opinion/DK/NA	8	6	1	4	7	10	7	13	15	7	10	14	17	5	0	11	0	9	5	6		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>TOTAL SATISFIED</u>	70	65	74	81	68	81	43	75	66	82	69	73	37	64	52	57	82	63	35	70	62	81
Very satisfied	31	29	33	36	26	32	31	31	32	46	26	32	15	32	30	31	34	27	17	27	25	35
Somewhat satisfied	39	36	41	45	42	49	12	44	34	36	43	41	22	32	22	26	48	36	17	43	37	47
<u>TOTAL DISSATISFIED</u>	23	26	20	16	23	14	40	20	24	8	25	20	49	27	32	30	14	35	65	26	35	13
Somewhat dissatisfied	18	20	17	14	13	12	34	13	20	8	20	17	31	14	28	23	12	16	54	23	30	9
Very dissatisfied	5	7	3	2	10	2	6	6	4	0	5	3	18	13	4	8	1	18	12	3	5	4
<u>NO OPINION/DK/NA</u>	8	9	7	3	9	5	17	6	10	10	6	7	14	10	15	13	4	2	0	4	3	5
No opinion/DK/NA	8	9	7	3	9	5	17	6	10	10	6	7	14	10	15	13	4	2	0	4	3	5

Table 82: Q11n. 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>TOTAL SATISFIED</u>	70	71	78	77	33	68	72	81	61	70	55	57	57	77	69	73	69	68	84	77	53
Very satisfied	31	51	27	33	12	39	29	60	22	40	33	26	10	41	23	29	36	36	37	38	22
Somewhat satisfied	39	21	52	43	20	29	44	20	39	31	22	31	47	36	46	44	32	31	46	39	32
<u>TOTAL DISSATISFIED</u>	23	19	14	16	63	22	21	5	31	19	45	34	16	21	22	20	24	27	14	19	35
Somewhat dissatisfied	18	13	13	13	50	16	19	5	25	16	22	30	11	15	18	16	22	21	12	16	27
Very dissatisfied	5	6	2	3	14	6	2	0	6	3	23	4	5	5	4	5	2	5	2	3	8
<u>NO OPINION/DK/NA</u>	8	10	7	8	4	9	7	14	8	11	0	9	27	3	9	7	7	6	2	5	11
No opinion/DK/NA	8	10	7	8	4	9	7	14	8	11	0	9	27	3	9	7	7	6	2	5	11
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300	
<u>TOTAL SATISFIED</u>	70	58	77	80	61	72	77	61	71	71	100	59	51	73	69	18	100	65	0	70	
Very satisfied	31	28	30	38	24	30	32	28	35	32	0	24	23	37	23	0	52	22	0	31	
Somewhat satisfied	39	30	47	42	37	42	45	32	36	39	100	35	28	36	46	18	48	43	0	39	
<u>TOTAL DISSATISFIED</u>	23	30	17	17	24	23	16	26	23	21	0	38	28	22	23	40	0	24	0	23	
Somewhat dissatisfied	18	22	12	14	21	13	14	22	19	16	0	38	28	20	12	34	0	14	0	18	
Very dissatisfied	5	8	5	3	3	10	2	4	4	5	0	0	0	2	10	6	0	10	0	5	
<u>NO OPINION/DK/NA</u>	8	12	6	2	15	5	7	13	6	8	0	2	21	5	8	42	0	11	0	8	
No opinion/DK/NA	8	12	6	2	15	5	7	13	6	8	0	2	21	5	8	42	0	11	0	8	

Table 83: Q11o. 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 afterschool programs for young people

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
<u>TOTAL SATISFIED</u>	57	63	71	71	60	54	51	54	48	61	51	52	41	48	40	58	89	58	65	61		
Very satisfied	20	22	42	31	18	16	16	17	19	21	17	18	22	21	21	15	18	18	18	19		
Somewhat satisfied	37	42	29	40	43	38	34	37	29	41	34	34	19	27	18	42	71	40	47	42		
<u>TOTAL DISSATISFIED</u>	15	13	8	16	12	19	17	19	7	15	16	14	14	25	40	13	3	15	11	15		
Somewhat dissatisfied	12	10	7	13	8	17	14	12	7	12	12	10	10	17	17	10	3	13	10	12		
Very dissatisfied	3	3	1	3	4	2	3	7	0	3	4	4	4	8	23	3	0	1	1	3		
<u>NO OPINION/DK/NA</u>	28	24	21	13	28	27	32	27	45	23	33	34	45	27	20	29	8	27	24	24		
No opinion/DK/NA	28	24	21	13	28	27	32	27	45	23	33	34	45	27	20	29	8	27	24	24		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>TOTAL SATISFIED</u>	57	54	61	61	71	65	32	66	52	59	61	61	19	48	56	53	65	48	26	57	50	71
Very satisfied	20	18	21	22	17	27	11	19	21	33	16	21	2	17	27	23	20	19	12	22	20	22
Somewhat satisfied	37	35	40	39	55	38	20	47	31	26	45	40	17	31	29	30	45	29	14	34	30	49
<u>TOTAL DISSATISFIED</u>	15	12	18	12	11	14	21	12	17	9	17	14	22	17	10	13	16	19	22	28	26	9
Somewhat dissatisfied	12	10	14	7	9	13	14	8	13	4	14	11	17	8	6	7	13	19	12	22	20	8
Very dissatisfied	3	2	5	5	2	1	7	3	3	5	2	3	4	9	5	6	3	0	10	6	7	2
<u>NO OPINION/DK/NA</u>	28	35	20	27	18	22	47	22	31	33	22	25	59	35	33	34	19	33	52	16	23	20
No opinion/DK/NA	28	35	20	27	18	22	47	22	31	33	22	25	59	35	33	34	19	33	52	16	23	20

Table 83: Q11o. 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 afterschool programs for young people

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>TOTAL SATISFIED</u>	57	78	61	66	21	50	60	57	58	58	7	32	44	67	60	61	50	53	78	76	36
Very satisfied	20	38	18	23	3	27	18	44	20	31	7	5	11	23	27	21	17	20	22	34	13
Somewhat satisfied	37	40	43	42	18	23	42	13	38	27	0	27	33	44	33	40	33	34	55	43	23
<u>TOTAL DISSATISFIED</u>	15	10	12	12	35	10	16	3	9	6	30	13	24	15	12	14	18	22	8	17	15
Somewhat dissatisfied	12	9	11	11	21	9	13	3	8	6	25	5	20	14	10	12	11	16	7	15	10
Very dissatisfied	3	1	1	1	14	1	3	0	1	0	5	9	4	1	2	2	7	6	1	3	5
<u>NO OPINION/DK/NA</u>	28	13	27	23	45	40	24	39	33	36	63	55	32	18	27	25	33	25	14	6	49
No opinion/DK/NA	28	13	27	23	45	40	24	39	33	36	63	55	32	18	27	25	33	25	14	6	49

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT		
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300
<u>TOTAL SATISFIED</u>	57	61	47	63	56	63	71	47	57	57	77	55	44	65	48	11	63	45	0	57
Very satisfied	20	19	19	23	14	18	21	20	22	20	0	15	14	25	12	6	0	11	0	20
Somewhat satisfied	37	42	28	40	42	45	50	27	35	37	77	40	30	39	37	4	63	34	0	37
<u>TOTAL DISSATISFIED</u>	15	11	13	19	20	10	14	14	18	15	0	13	35	12	20	12	37	20	0	15
Somewhat dissatisfied	12	11	9	13	17	5	11	14	12	11	0	13	35	10	15	12	16	15	0	12
Very dissatisfied	3	0	4	6	3	4	3	0	6	4	0	0	0	2	5	0	22	5	0	3
<u>NO OPINION/DK/NA</u>	28	28	40	18	24	27	15	39	25	28	23	32	21	23	32	77	0	35	0	28
No opinion/DK/NA	28	28	40	18	24	27	15	39	25	28	23	32	21	23	32	77	0	35	0	28

Table 84: Q11p. 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
<u>TOTAL SATISFIED</u>	77	81	86	70	81	76	68	90	81	76	77	86	70	84	69	69	84	68	76	78		
Very satisfied	28	29	40	32	20	31	26	50	11	27	30	35	44	24	54	17	28	14	24	25		
Somewhat satisfied	49	52	45	39	61	45	42	40	70	50	47	52	26	60	15	52	56	54	53	53		
<u>TOTAL DISSATISFIED</u>	12	11	14	25	8	12	16	4	0	14	10	2	10	5	19	14	11	16	14	13		
Somewhat dissatisfied	8	8	10	24	3	9	7	4	0	11	5	2	7	5	19	6	7	15	9	9		
Very dissatisfied	4	3	5	1	5	3	9	0	0	3	5	0	3	0	0	8	4	1	5	4		
<u>NO OPINION/DK/NA</u>	11	7	0	4	11	12	15	6	19	9	13	11	20	11	12	17	5	16	10	10		
No opinion/DK/NA	11	7	0	4	11	12	15	6	19	9	13	11	20	11	12	17	5	16	10	10		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>TOTAL SATISFIED</u>	77	76	79	80	73	77	74	77	76	84	76	78	59	62	66	64	87	66	52	71	67	89
Very satisfied	28	29	28	26	24	28	39	25	32	45	25	31	11	37	14	23	35	21	14	21	19	32
Somewhat satisfied	49	47	51	54	49	49	36	51	44	39	51	48	49	24	53	42	52	45	38	50	47	57
<u>TOTAL DISSATISFIED</u>	12	12	11	13	15	15	6	14	11	8	12	11	24	20	19	19	6	27	19	23	22	6
Somewhat dissatisfied	8	9	7	11	10	11	1	10	7	8	8	8	15	11	13	13	5	13	15	17	17	4
Very dissatisfied	4	3	5	2	5	4	5	4	4	0	5	3	9	9	6	7	1	14	5	6	6	2
<u>NO OPINION/DK/NA</u>	11	12	10	7	12	8	20	9	13	8	11	10	17	18	15	16	7	7	29	6	11	6
No opinion/DK/NA	11	12	10	7	12	8	20	9	13	8	11	10	17	18	15	16	7	7	29	6	11	6

Table 84: Q11p. 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>TOTAL SATISFIED</u>	77	89	82	84	53	69	82	83	74	78	11	64	66	84	77	77	78	81	81	89	66
Very satisfied	28	53	25	32	12	34	28	66	16	39	0	21	25	31	27	26	32	42	28	29	23
Somewhat satisfied	49	36	56	51	42	34	54	17	57	38	11	43	41	52	51	51	46	39	54	59	43
<u>TOTAL DISSATISFIED</u>	12	4	11	9	31	20	9	0	21	12	70	11	14	12	13	13	9	16	9	11	14
Somewhat dissatisfied	8	4	8	7	18	13	7	0	12	7	52	7	7	10	8	10	4	13	8	8	6
Very dissatisfied	4	0	3	2	13	7	2	0	9	5	18	4	7	3	5	3	5	4	1	3	7
<u>NO OPINION/DK/NA</u>	11	7	8	7	16	12	10	17	5	11	19	25	21	4	10	9	13	3	10	1	20
No opinion/DK/NA	11	7	8	7	16	12	10	17	5	11	19	25	21	4	10	9	13	3	10	1	20

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300
<u>TOTAL SATISFIED</u>	77	72	81	82	72	81	73	70	82	76	100	87	58	82	71	49	78	69	0	77
Very satisfied	28	27	34	28	25	32	18	27	37	29	50	27	0	31	26	9	16	24	0	28
Somewhat satisfied	49	45	46	54	47	49	55	42	45	47	50	60	58	51	45	40	63	45	0	49
<u>TOTAL DISSATISFIED</u>	12	17	6	11	14	12	15	14	9	12	0	10	21	12	13	7	22	13	0	12
Somewhat dissatisfied	8	14	2	7	8	7	12	11	3	8	0	10	21	9	9	0	0	8	0	8
Very dissatisfied	4	3	4	4	6	4	3	2	6	4	0	0	0	3	4	7	22	4	0	4
<u>NO OPINION/DK/NA</u>	11	11	13	8	14	7	12	17	9	12	0	3	21	6	16	44	0	18	0	11
No opinion/DK/NA	11	11	13	8	14	7	12	17	9	12	0	3	21	6	16	44	0	18	0	11

Table 85: Q11q. 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
<u>TOTAL SATISFIED</u>	64	68	78	74	63	69	55	70	49	68	58	62	68	50	38	65	75	57	69	65		
Very satisfied	22	29	38	33	23	18	22	20	15	24	20	18	22	21	16	21	20	31	22	22		
Somewhat satisfied	42	40	40	42	40	51	33	50	34	44	38	44	45	28	21	44	55	25	47	42		
<u>TOTAL DISSATISFIED</u>	13	13	10	18	16	13	10	10	10	16	10	10	8	27	50	12	1	20	10	15		
Somewhat dissatisfied	9	10	10	14	12	9	5	3	10	11	6	6	8	11	27	12	1	15	8	10		
Very dissatisfied	4	3	0	3	5	4	5	7	0	4	4	4	0	15	23	0	0	5	2	5		
<u>NO OPINION/DK/NA</u>	22	19	12	8	21	18	35	20	41	16	32	28	24	24	12	23	24	23	21	21		
No opinion/DK/NA	22	19	12	8	21	18	35	20	41	16	32	28	24	24	12	23	24	23	21	21		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>TOTAL SATISFIED</u>	64	61	67	66	70	70	44	68	60	71	65	67	37	34	55	47	72	77	28	58	52	74
Very satisfied	22	22	22	30	23	23	14	27	20	32	18	22	16	14	23	19	24	34	5	17	15	27
Somewhat satisfied	42	39	45	36	47	47	30	41	40	39	46	44	22	20	32	27	48	43	23	41	38	46
<u>TOTAL DISSATISFIED</u>	13	14	14	9	11	11	28	10	17	8	13	11	34	32	23	27	8	15	46	18	23	9
Somewhat dissatisfied	9	10	9	3	9	8	20	6	13	3	10	8	25	19	23	22	4	10	31	14	18	5
Very dissatisfied	4	4	4	6	2	2	8	4	5	5	3	4	9	14	0	5	3	5	15	3	5	4
<u>NO OPINION/DK/NA</u>	22	25	19	26	19	20	28	23	23	21	22	22	29	34	22	26	20	8	26	24	24	17
No opinion/DK/NA	22	25	19	26	19	20	28	23	23	21	22	22	29	34	22	26	20	8	26	24	24	17

Table 85: Q11q. 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

	Q9 QUALITY OF CITY SERVICES				Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME				
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>TOTAL SATISFIED</u>	64	86	70	74	23	56	68	69	54	61	24	44	47	76	62	71	51	62	88	74	48
Very satisfied	22	48	19	27	4	18	24	31	10	20	7	12	14	26	26	26	17	25	39	26	12
Somewhat satisfied	42	37	51	47	19	37	44	37	43	40	17	33	33	50	37	45	35	37	48	48	36
<u>TOTAL DISSATISFIED</u>	13	3	8	7	48	17	11	5	19	13	41	22	5	10	19	10	19	15	7	11	22
Somewhat dissatisfied	9	3	7	6	26	11	8	3	9	7	37	10	1	7	18	8	11	11	2	11	14
Very dissatisfied	4	0	1	1	22	6	3	2	9	6	5	12	4	2	1	2	8	4	5	0	8
<u>NO OPINION/DK/NA</u>	22	12	22	19	29	28	21	26	28	27	34	34	48	14	19	18	30	24	5	15	30
No opinion/DK/NA	22	12	22	19	29	28	21	26	28	27	34	34	48	14	19	18	30	24	5	15	30
	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT				
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300	
<u>TOTAL SATISFIED</u>	64	63	57	72	60	68	67	53	66	63	50	80	72	70	58	13	100	55	0	64	
Very satisfied	22	30	13	19	30	30	24	16	22	22	23	26	28	30	8	6	63	9	0	22	
Somewhat satisfied	42	32	43	54	30	38	44	37	44	41	26	54	44	40	51	7	37	46	0	42	
<u>TOTAL DISSATISFIED</u>	13	16	12	16	8	15	4	13	22	14	50	8	7	12	16	12	0	15	0	13	
Somewhat dissatisfied	9	13	6	10	5	8	4	12	14	10	0	8	7	10	9	12	0	9	0	9	
Very dissatisfied	4	3	5	5	3	7	0	1	8	4	50	0	0	2	8	0	0	7	0	4	
<u>NO OPINION/DK/NA</u>	22	22	32	12	32	17	29	34	12	24	0	12	21	18	25	74	0	30	0	22	
No opinion/DK/NA	22	22	32	12	32	17	29	34	12	24	0	12	21	18	25	74	0	30	0	22	

Table 86: Q11r. 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
<u>TOTAL SATISFIED</u>	64	76	80	74	68	57	61	64	52	66	60	60	45	76	35	68	76	60	71	69		
Very satisfied	14	19	28	21	14	8	11	30	7	14	15	21	14	23	21	15	16	7	12	14		
Somewhat satisfied	50	58	52	53	54	49	50	34	45	52	45	39	31	54	13	53	59	53	59	54		
<u>TOTAL DISSATISFIED</u>	16	12	9	18	17	14	18	11	8	16	14	10	11	9	30	14	13	23	16	16		
Somewhat dissatisfied	14	11	9	16	15	13	14	11	8	15	12	10	10	9	30	14	12	20	14	15		
Very dissatisfied	2	2	0	2	2	1	3	0	0	2	2	0	2	0	0	0	2	3	2	2		
<u>NO OPINION/DK/NA</u>	20	12	11	8	15	29	21	25	39	17	25	30	44	14	36	18	11	17	14	15		
No opinion/DK/NA	20	12	11	8	15	29	21	25	39	17	25	30	44	14	36	18	11	17	14	15		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>TOTAL SATISFIED</u>	64	60	69	81	58	69	40	70	58	74	63	66	38	43	48	46	79	42	50	64	61	73
Very satisfied	14	15	14	19	19	14	6	19	11	26	9	14	13	11	16	14	16	16	8	14	13	17
Somewhat satisfied	50	45	55	62	40	55	34	51	47	48	55	53	25	32	32	32	63	26	42	50	49	56
<u>TOTAL DISSATISFIED</u>	16	20	11	13	20	11	23	16	16	6	18	15	27	24	25	25	8	36	31	20	23	12
Somewhat dissatisfied	14	18	10	13	14	9	23	14	14	5	17	13	22	22	24	23	6	31	29	19	21	10
Very dissatisfied	2	2	1	0	6	2	0	3	1	1	2	2	5	2	1	1	2	5	2	2	2	2
<u>NO OPINION/DK/NA</u>	20	20	20	6	22	20	37	14	27	20	18	19	36	33	27	29	13	22	19	15	16	15
No opinion/DK/NA	20	20	20	6	22	20	37	14	27	20	18	19	36	33	27	29	13	22	19	15	16	15

Table 86: Q11r. 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>TOTAL SATISFIED</u>	64	73	73	73	41	49	73	51	60	56	12	50	56	73	60	67	64	75	81	71	47
Very satisfied	14	26	14	17	4	10	17	19	7	12	0	3	3	19	20	16	12	22	19	20	5
Somewhat satisfied	50	47	59	55	37	39	57	32	53	44	12	47	53	54	40	50	52	53	62	51	42
<u>TOTAL DISSATISFIED</u>	16	10	12	12	33	22	11	18	23	20	34	25	13	14	14	14	16	16	13	10	26
Somewhat dissatisfied	14	10	10	10	28	19	10	15	19	17	29	23	8	13	13	12	14	11	12	10	24
Very dissatisfied	2	0	2	1	5	3	1	2	3	3	5	2	5	1	1	2	2	5	0	0	2
<u>NO OPINION/DK/NA</u>	20	17	15	16	26	29	16	31	17	24	54	25	31	13	26	20	20	8	6	19	27
No opinion/DK/NA	20	17	15	16	26	29	16	31	17	24	54	25	31	13	26	20	20	8	6	19	27
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300	
<u>TOTAL SATISFIED</u>	64	60	58	72	64	65	74	52	63	61	100	89	65	77	47	17	42	44	0	64	
Very satisfied	14	19	11	11	21	19	19	11	11	14	26	14	7	20	6	0	0	5	0	14	
Somewhat satisfied	50	41	47	61	43	46	55	41	52	47	74	75	58	56	42	17	42	39	0	50	
<u>TOTAL DISSATISFIED</u>	16	23	18	11	8	23	10	19	12	17	0	8	14	12	20	26	58	22	0	16	
Somewhat dissatisfied	14	20	17	10	6	18	9	19	11	15	0	8	14	10	18	26	58	20	0	14	
Very dissatisfied	2	3	1	1	2	4	1	0	2	2	0	0	0	1	3	0	0	2	0	2	
<u>NO OPINION/DK/NA</u>	20	18	24	17	28	12	16	29	24	22	0	2	21	11	32	57	0	34	0	20	
No opinion/DK/NA	20	18	24	17	28	12	16	29	24	22	0	2	21	11	32	57	0	34	0	20	

Table 87: Q11s. 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
<u>TOTAL SATISFIED</u>	69	71	75	60	72	80	63	87	52	71	68	73	69	66	48	74	82	57	71	69		
Very satisfied	20	25	34	27	20	24	15	31	10	23	18	22	30	22	21	8	30	6	18	20		
Somewhat satisfied	48	46	41	33	51	56	49	56	41	48	50	50	39	43	27	66	52	52	52	49		
<u>TOTAL DISSATISFIED</u>	21	19	25	37	19	16	21	12	25	23	19	17	20	34	40	14	10	28	17	21		
Somewhat dissatisfied	14	11	13	29	10	8	14	5	18	15	12	10	12	20	17	11	6	26	11	14		
Very dissatisfied	8	8	12	8	9	8	7	7	7	9	7	7	8	14	23	3	4	1	6	8		
<u>NO OPINION/DK/NA</u>	10	10	0	3	9	4	15	2	23	6	13	10	11	0	12	12	9	15	13	10		
No opinion/DK/NA	10	10	0	3	9	4	15	2	23	6	13	10	11	0	12	12	9	15	13	10		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>TOTAL SATISFIED</u>	69	64	73	69	75	75	52	72	66	73	70	71	49	34	70	57	78	61	58	61	61	81
Very satisfied	20	18	23	26	16	19	23	21	21	39	17	23	2	15	12	13	28	9	13	10	11	27
Somewhat satisfied	48	46	50	43	59	56	29	50	46	34	54	48	48	20	59	44	50	51	45	51	50	53
<u>TOTAL DISSATISFIED</u>	21	22	20	22	20	17	33	21	23	8	24	20	33	54	16	31	15	35	15	35	31	12
Somewhat dissatisfied	14	15	11	17	11	10	21	14	14	4	16	13	17	26	13	18	11	19	9	23	20	9
Very dissatisfied	8	7	8	5	8	8	11	7	9	4	8	7	17	28	4	13	4	16	7	12	11	4
<u>NO OPINION/DK/NA</u>	10	13	7	9	5	7	15	7	10	19	5	9	17	11	13	13	7	5	27	3	8	7
No opinion/DK/NA	10	13	7	9	5	7	15	7	10	19	5	9	17	11	13	13	7	5	27	3	8	7

Table 87: Q11s. 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>TOTAL SATISFIED</u>	69	85	76	78	29	69	69	87	68	77	21	40	64	78	73	73	61	66	76	76	57
Very satisfied	20	46	17	25	3	21	22	37	13	24	0	9	16	30	9	21	24	26	29	30	9
Somewhat satisfied	48	38	59	53	26	49	48	50	55	53	21	31	48	48	64	52	37	41	47	46	48
<u>TOTAL DISSATISFIED</u>	21	11	16	15	55	27	19	5	32	19	75	36	17	18	20	18	29	31	18	17	25
Somewhat dissatisfied	14	10	14	13	17	14	14	1	19	11	35	21	8	13	12	14	15	13	16	14	17
Very dissatisfied	8	2	2	2	38	13	6	3	13	8	41	15	9	5	8	4	14	18	2	4	8
<u>NO OPINION/DK/NA</u>	10	4	8	7	16	4	11	8	0	4	4	24	18	4	8	10	11	3	6	7	18
No opinion/DK/NA	10	4	8	7	16	4	11	8	0	4	4	24	18	4	8	10	11	3	6	7	18
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300	
<u>TOTAL SATISFIED</u>	69	65	68	78	67	65	81	67	67	69	50	59	79	72	69	24	48	64	0	69	
Very satisfied	20	21	15	26	22	21	22	16	25	20	23	30	0	27	12	4	0	11	0	20	
Somewhat satisfied	48	43	53	52	45	44	58	51	42	50	26	30	79	45	57	19	48	53	0	48	
<u>TOTAL DISSATISFIED</u>	21	27	18	19	20	28	10	17	28	22	50	20	0	20	24	20	52	24	0	21	
Somewhat dissatisfied	14	19	11	9	13	20	5	10	17	15	0	7	0	11	16	20	52	17	0	14	
Very dissatisfied	8	8	7	9	7	8	6	7	11	7	50	13	0	8	8	0	0	7	0	8	
<u>NO OPINION/DK/NA</u>	10	9	14	3	12	6	9	16	5	9	0	20	21	8	8	56	0	12	0	10	
No opinion/DK/NA	10	9	14	3	12	6	9	16	5	9	0	20	21	8	8	56	0	12	0	10	

Table 88: Q11t. 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
<u>TOTAL SATISFIED</u>	70	73	67	66	67	73	68	89	57	69	72	77	72	56	54	65	95	59	73	70		
Very satisfied	20	27	34	31	15	25	16	15	32	22	18	22	25	4	43	21	17	17	20	19		
Somewhat satisfied	50	46	33	35	53	48	53	75	25	46	54	55	46	52	11	44	78	42	54	51		
<u>TOTAL DISSATISFIED</u>	14	13	23	23	14	10	13	3	11	16	10	6	7	16	29	17	3	27	14	15		
Somewhat dissatisfied	10	12	19	18	9	8	10	3	8	11	8	5	4	2	21	16	3	23	13	11		
Very dissatisfied	3	2	4	5	6	2	3	0	2	5	2	1	3	14	8	1	0	3	1	4		
<u>NO OPINION/DK/NA</u>	17	14	10	11	18	17	18	8	32	16	18	17	21	27	16	18	2	15	13	15		
No opinion/DK/NA	17	14	10	11	18	17	18	8	32	16	18	17	21	27	16	18	2	15	13	15		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>TOTAL SATISFIED</u>	70	65	75	71	70	75	56	71	68	78	73	74	34	60	51	55	81	67	33	68	61	77
Very satisfied	20	22	19	29	20	18	15	25	17	37	16	22	7	20	14	16	24	18	18	7	9	28
Somewhat satisfied	50	43	56	42	50	57	41	46	51	41	57	52	28	40	38	38	57	49	15	61	52	49
<u>TOTAL DISSATISFIED</u>	14	16	12	10	13	10	25	12	16	3	13	10	35	19	27	24	7	19	35	23	25	7
Somewhat dissatisfied	10	11	9	8	10	8	18	9	12	1	10	7	28	12	24	20	5	11	28	17	19	4
Very dissatisfied	3	4	3	3	3	2	7	3	4	2	4	3	7	6	2	4	3	7	7	5	6	2
<u>NO OPINION/DK/NA</u>	17	20	14	18	16	15	19	17	17	19	14	16	30	22	22	22	11	14	32	9	14	16
No opinion/DK/NA	17	20	14	18	16	15	19	17	17	19	14	16	30	22	22	22	11	14	32	9	14	16

Table 88: Q11t. 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>TOTAL SATISFIED</u>	70	87	74	78	35	64	72	81	64	72	22	50	72	76	70	74	62	64	88	83	52
Very satisfied	20	35	17	22	10	16	22	36	2	18	0	16	15	25	16	22	16	28	29	22	9
Somewhat satisfied	50	52	57	56	25	49	50	45	61	54	22	34	57	51	54	52	46	36	59	60	43
<u>TOTAL DISSATISFIED</u>	14	2	10	8	43	16	13	1	18	10	47	18	7	11	18	10	20	13	9	11	21
Somewhat dissatisfied	10	0	9	6	29	9	11	0	10	5	29	4	7	11	15	8	13	12	6	11	14
Very dissatisfied	3	2	2	2	14	7	2	1	8	5	18	14	0	1	2	2	6	2	3	0	7
<u>NO OPINION/DK/NA</u>	17	11	15	14	22	20	15	18	18	18	32	31	21	12	13	16	18	23	3	6	27
No opinion/DK/NA	17	11	15	14	22	20	15	18	18	18	32	31	21	12	13	16	18	23	3	6	27
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300	
<u>TOTAL SATISFIED</u>	70	55	75	79	68	64	78	64	71	69	100	74	79	72	69	36	100	67	0	70	
Very satisfied	20	23	21	22	15	24	27	20	14	18	23	41	30	28	8	6	0	8	0	20	
Somewhat satisfied	50	32	53	57	54	40	51	43	57	51	77	33	49	44	61	30	100	59	0	50	
<u>TOTAL DISSATISFIED</u>	14	21	9	11	11	18	5	14	18	14	0	12	0	15	11	12	0	11	0	14	
Somewhat dissatisfied	10	15	7	8	9	14	3	9	14	10	0	12	0	13	4	12	0	5	0	10	
Very dissatisfied	3	6	2	3	2	4	2	5	4	4	0	0	0	2	7	0	0	6	0	3	
<u>NO OPINION/DK/NA</u>	17	23	16	10	20	18	17	23	11	17	0	14	21	13	20	52	0	22	0	17	
No opinion/DK/NA	17	23	16	10	20	18	17	23	11	17	0	14	21	13	20	52	0	22	0	17	

Table 89: Q11u. 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
<u>TOTAL SATISFIED</u>	48	58	64	48	55	52	39	59	38	52	45	51	38	51	51	52	55	46	54	52		
Very satisfied	16	21	21	16	21	19	10	9	16	19	11	12	13	20	28	11	16	19	17	17		
Somewhat satisfied	32	38	43	32	34	33	29	50	22	33	34	39	25	30	23	41	39	27	37	34		
<u>TOTAL DISSATISFIED</u>	13	12	20	33	8	10	14	12	2	16	11	8	6	8	13	12	18	21	15	15		
Somewhat dissatisfied	9	8	3	18	8	8	8	4	2	11	6	3	4	6	13	11	12	10	9	9		
Very dissatisfied	5	5	18	14	0	3	6	7	0	5	5	4	2	1	0	1	6	11	6	5		
<u>NO OPINION/DK/NA</u>	38	30	16	19	37	37	47	29	59	32	44	41	56	42	36	36	27	33	31	34		
No opinion/DK/NA	38	30	16	19	37	37	47	29	59	32	44	41	56	42	36	36	27	33	31	34		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>TOTAL SATISFIED</u>	48	46	52	47	47	65	25	47	50	49	52	51	14	39	38	38	57	42	18	48	42	63
Very satisfied	16	15	18	18	14	22	10	16	17	20	15	16	11	4	18	13	18	27	11	16	15	20
Somewhat satisfied	32	30	34	29	33	44	15	31	33	30	37	35	3	35	20	26	40	14	7	32	27	43
<u>TOTAL DISSATISFIED</u>	13	16	11	14	23	8	12	18	10	12	14	14	15	13	16	15	13	22	20	18	19	12
Somewhat dissatisfied	9	10	8	9	18	4	6	14	5	5	10	8	12	7	13	11	7	18	10	9	10	9
Very dissatisfied	5	6	4	5	5	5	6	5	5	6	5	5	3	6	3	4	6	5	9	9	9	3
<u>NO OPINION/DK/NA</u>	38	38	37	39	30	26	63	34	40	39	34	35	71	49	46	47	30	36	62	33	39	25
No opinion/DK/NA	38	38	37	39	30	26	63	34	40	39	34	35	71	49	46	47	30	36	62	33	39	25

Table 89: Q11u. 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>TOTAL SATISFIED</u>	48	51	58	56	24	31	57	27	45	36	3	29	42	59	43	56	40	44	73	72	28
Very satisfied	16	22	19	20	4	10	19	7	16	12	0	3	5	22	20	18	16	11	19	43	7
Somewhat satisfied	32	29	39	36	20	21	38	19	29	24	3	26	36	37	23	38	24	33	53	29	21
<u>TOTAL DISSATISFIED</u>	13	23	9	13	21	19	10	15	17	16	33	7	7	18	13	11	13	26	14	11	11
Somewhat dissatisfied	9	17	7	10	7	9	7	1	15	9	9	6	7	11	7	8	6	11	13	4	9
Very dissatisfied	5	6	2	3	14	10	3	13	2	7	25	1	0	7	6	3	7	15	1	7	1
<u>NO OPINION/DK/NA</u>	38	26	33	31	55	50	33	58	38	48	64	64	51	23	44	34	47	30	13	18	61
No opinion/DK/NA	38	26	33	31	55	50	33	58	38	48	64	64	51	23	44	34	47	30	13	18	61

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300
<u>TOTAL SATISFIED</u>	48	49	44	56	45	50	44	43	56	47	100	58	51	59	33	20	42	32	0	48
Very satisfied	16	19	11	19	11	19	13	12	22	15	40	28	28	21	10	0	16	9	0	16
Somewhat satisfied	32	30	34	37	34	31	32	31	34	32	60	31	23	39	22	20	26	22	0	32
<u>TOTAL DISSATISFIED</u>	13	20	12	13	9	22	15	11	8	14	0	13	14	14	14	0	37	13	0	13
Somewhat dissatisfied	9	11	9	11	1	15	12	5	5	10	0	0	14	7	12	0	37	12	0	9
Very dissatisfied	5	9	3	1	8	6	3	7	4	4	0	13	0	7	2	0	0	2	0	5
<u>NO OPINION/DK/NA</u>	38	32	43	32	46	28	40	45	36	40	0	29	35	27	53	80	22	55	0	38
No opinion/DK/NA	38	32	43	32	46	28	40	45	36	40	0	29	35	27	53	80	22	55	0	38

Table 90: Q11v. 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
<u>TOTAL SATISFIED</u>	68	76	71	68	81	70	59	66	59	74	61	63	53	63	59	68	91	75	74	71		
Very satisfied	20	23	30	19	14	19	20	22	30	17	23	25	19	9	39	19	29	17	21	20		
Somewhat satisfied	48	53	41	48	67	51	39	44	29	57	38	38	34	54	20	49	63	58	53	51		
<u>TOTAL DISSATISFIED</u>	19	15	23	25	9	16	32	15	23	16	26	18	25	23	17	20	5	19	17	19		
Somewhat dissatisfied	14	12	17	19	6	10	22	15	21	11	20	18	18	23	17	12	2	18	12	14		
Very dissatisfied	5	3	6	6	3	6	10	0	2	5	6	1	7	0	0	8	3	1	6	5		
<u>NO OPINION/DK/NA</u>	13	9	6	8	10	14	9	19	18	10	13	19	22	14	24	12	4	6	9	10		
No opinion/DK/NA	13	9	6	8	10	14	9	19	18	10	13	19	22	14	24	12	4	6	9	10		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>TOTAL SATISFIED</u>	68	67	70	72	64	75	59	68	69	68	70	70	48	61	62	62	77	57	55	65	63	77
Very satisfied	20	22	18	18	20	25	15	19	21	32	17	22	7	32	12	19	23	17	13	13	13	24
Somewhat satisfied	48	45	52	53	44	50	44	49	48	36	53	48	41	29	50	42	55	40	42	52	50	54
<u>TOTAL DISSATISFIED</u>	19	20	17	20	18	16	28	19	20	18	19	18	29	21	21	21	14	34	34	24	26	14
Somewhat dissatisfied	14	17	10	18	11	11	19	15	14	11	17	15	10	17	13	15	12	15	24	18	19	12
Very dissatisfied	5	3	7	1	7	5	8	4	6	7	2	4	18	3	7	6	2	18	10	6	7	2
<u>NO OPINION/DK/NA</u>	13	13	12	9	18	9	13	13	11	15	11	12	24	18	18	18	9	10	11	11	11	9
No opinion/DK/NA	13	13	12	9	18	9	13	13	11	15	11	12	24	18	18	18	9	10	11	11	11	9

Table 90: Q11v. 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>TOTAL SATISFIED</u>	68	78	72	73	46	57	73	72	56	64	21	61	64	74	62	70	68	56	81	89	58
Very satisfied	20	33	16	20	11	22	20	40	8	23	21	19	2	23	21	22	19	20	24	28	15
Somewhat satisfied	48	45	56	53	35	35	53	33	48	41	0	43	62	51	41	48	49	36	57	60	44
<u>TOTAL DISSATISFIED</u>	19	13	15	14	47	28	14	9	32	21	72	22	11	20	19	18	20	32	12	10	21
Somewhat dissatisfied	14	8	13	11	32	21	12	6	28	18	43	20	11	14	11	13	15	27	9	8	16
Very dissatisfied	5	5	2	3	15	7	3	3	3	3	30	3	0	6	8	4	5	5	4	3	5
<u>NO OPINION/DK/NA</u>	13	10	13	12	7	14	13	18	12	15	7	16	25	7	20	13	13	13	6	1	21
No opinion/DK/NA	13	10	13	12	7	14	13	18	12	15	7	16	25	7	20	13	13	13	6	1	21

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300
<u>TOTAL SATISFIED</u>	68	71	65	77	56	72	65	65	73	68	100	59	65	75	60	26	48	56	0	68
Very satisfied	20	21	25	15	19	24	14	21	22	21	0	13	7	24	13	0	26	12	0	20
Somewhat satisfied	48	51	40	62	36	48	51	43	51	47	100	46	58	51	46	26	22	44	0	48
<u>TOTAL DISSATISFIED</u>	19	20	21	11	32	22	13	19	22	19	0	24	0	16	23	25	52	24	0	19
Somewhat dissatisfied	14	17	18	4	23	18	9	18	11	14	0	24	0	13	15	25	16	16	0	14
Very dissatisfied	5	3	3	7	9	4	4	1	11	6	0	0	0	4	7	0	37	7	0	5
<u>NO OPINION/DK/NA</u>	13	9	14	12	12	6	22	16	5	12	0	17	35	8	18	49	0	20	0	13
No opinion/DK/NA	13	9	14	12	12	6	22	16	5	12	0	17	35	8	18	49	0	20	0	13

Table 91: Q11w. 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
<u>TOTAL SATISFIED</u>	82	84	83	72	89	87	92	70	78	83	84	73	76	93	94	82	86	84	81	83		
Very satisfied	42	49	31	42	35	42	44	48	55	39	47	51	53	37	82	28	32	47	38	40		
Somewhat satisfied	40	36	52	30	54	45	48	22	23	44	36	22	23	56	11	54	54	36	43	43		
<u>TOTAL DISSATISFIED</u>	9	8	10	23	6	4	7	9	7	10	8	8	6	3	6	9	14	7	12	10		
Somewhat dissatisfied	5	5	10	13	2	4	2	3	7	6	3	5	3	2	0	9	3	2	6	5		
Very dissatisfied	5	3	0	10	4	1	5	6	0	5	4	4	3	1	6	0	11	5	7	5		
<u>NO OPINION/DK/NA</u>	8	8	7	5	5	9	1	21	15	6	9	18	18	4	0	9	0	10	7	7		
No opinion/DK/NA	8	8	7	5	5	9	1	21	15	6	9	18	18	4	0	9	0	10	7	7		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>TOTAL SATISFIED</u>	82	81	84	93	76	80	85	85	82	78	85	83	73	74	83	80	85	85	80	81	80	88
Very satisfied	42	37	46	50	32	37	55	42	44	49	41	43	42	59	36	45	39	53	40	34	35	45
Somewhat satisfied	40	43	38	42	44	43	30	43	38	29	45	40	32	15	47	35	46	32	40	46	45	43
<u>TOTAL DISSATISFIED</u>	9	7	12	3	16	14	5	9	10	10	9	9	12	10	9	9	10	12	20	15	16	8
Somewhat dissatisfied	5	5	4	0	7	8	2	3	6	4	5	4	6	1	6	4	6	0	5	8	8	4
Very dissatisfied	5	2	8	3	9	6	2	6	5	6	4	5	6	9	3	5	4	12	15	6	8	4
<u>NO OPINION/DK/NA</u>	8	12	4	5	8	6	11	7	8	12	6	8	14	16	8	11	6	3	0	5	4	4
No opinion/DK/NA	8	12	4	5	8	6	11	7	8	12	6	8	14	16	8	11	6	3	0	5	4	4

Table 91: Q11w. 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

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>TOTAL SATISFIED</u>	82	85	83	84	78	73	87	75	77	76	53	76	73	89	77	85	84	75	88	92	75
Very satisfied	42	55	37	42	45	48	41	57	46	51	24	28	34	49	44	42	46	44	41	57	32
Somewhat satisfied	40	30	46	42	33	26	46	18	31	25	29	48	39	40	34	43	38	31	47	35	43
<u>TOTAL DISSATISFIED</u>	9	9	8	8	19	14	7	9	15	13	25	2	16	7	18	9	5	20	9	7	8
Somewhat dissatisfied	5	6	3	4	9	4	4	0	3	2	20	1	0	6	7	4	1	12	5	3	2
Very dissatisfied	5	4	4	4	10	10	3	9	13	11	5	1	16	2	10	5	3	7	4	4	6
<u>NO OPINION/DK/NA</u>	8	6	9	8	3	13	6	16	7	11	23	22	11	4	5	6	12	5	3	1	17
No opinion/DK/NA	8	6	9	8	3	13	6	16	7	11	23	22	11	4	5	6	12	5	3	1	17
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300	
<u>TOTAL SATISFIED</u>	82	84	81	82	87	87	82	79	84	84	100	74	51	84	83	64	37	80	0	82	
Very satisfied	42	36	40	40	57	44	38	33	54	42	60	50	7	46	39	19	16	36	0	42	
Somewhat satisfied	40	48	41	42	30	43	44	46	31	42	40	24	44	38	44	45	22	43	0	40	
<u>TOTAL DISSATISFIED</u>	9	6	8	14	7	5	14	9	11	9	0	12	28	8	10	0	63	11	0	9	
Somewhat dissatisfied	5	5	6	7	0	3	4	7	4	3	0	12	28	6	1	0	37	2	0	5	
Very dissatisfied	5	2	3	8	7	2	10	2	7	6	0	0	0	2	9	0	26	9	0	5	
<u>NO OPINION/DK/NA</u>	8	9	11	4	6	8	5	12	4	7	0	14	21	8	6	36	0	9	0	8	
No opinion/DK/NA	8	9	11	4	6	8	5	12	4	7	0	14	21	8	6	36	0	9	0	8	

Table 92: Q11x. 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 rent relief to prevent residents from becoming unhoused

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
<u>TOTAL SATISFIED</u>	49	55	62	59	51	48	44	42	47	52	44	44	28	53	21	56	65	54	57	54		
Very satisfied	14	19	11	20	16	15	5	0	18	17	6	7	8	21	21	5	18	20	14	15		
Somewhat satisfied	35	36	52	39	35	33	40	42	29	36	39	37	20	32	0	51	47	34	43	38		
<u>TOTAL DISSATISFIED</u>	18	19	4	17	16	17	23	24	23	16	23	23	22	17	47	11	18	7	15	17		
Somewhat dissatisfied	9	6	3	10	8	7	13	10	5	8	11	8	8	3	24	10	12	0	9	9		
Very dissatisfied	9	13	1	6	8	9	10	13	17	8	12	15	14	14	23	1	6	7	6	8		
<u>NO OPINION/DK/NA</u>	33	26	33	24	34	35	33	34	30	31	33	32	50	30	32	33	18	39	28	29		
No opinion/DK/NA	33	26	33	24	34	35	33	34	30	31	33	32	50	30	32	33	18	39	28	29		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
<u>TOTAL SATISFIED</u>	49	46	53	54	42	66	25	48	50	42	56	52	18	16	49	36	62	39	20	56	48	62
Very satisfied	14	14	14	15	12	21	5	14	15	9	16	14	5	8	13	11	17	16	3	16	14	18
Somewhat satisfied	35	32	39	39	30	45	20	35	35	32	40	38	13	8	36	25	45	24	16	40	35	44
<u>TOTAL DISSATISFIED</u>	18	15	22	16	34	8	22	25	13	18	18	18	24	45	11	24	13	24	21	25	24	17
Somewhat dissatisfied	9	7	11	7	19	5	8	13	6	11	8	9	10	17	7	11	6	18	17	11	12	9
Very dissatisfied	9	7	11	9	15	3	14	12	8	8	9	9	14	28	4	13	7	7	4	14	12	8
<u>NO OPINION/DK/NA</u>	33	39	25	30	24	26	53	27	36	40	27	30	58	39	41	40	25	36	59	19	28	22
No opinion/DK/NA	33	39	25	30	24	26	53	27	36	40	27	30	58	39	41	40	25	36	59	19	28	22

Table 92: Q11x. 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 rent relief to prevent residents from becoming unhoused

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
<u>TOTAL SATISFIED</u>	49	45	63	58	14	33	57	32	37	35	27	25	43	60	47	58	36	37	74	76	28
Very satisfied	14	23	14	16	3	7	17	0	15	8	0	8	2	19	15	18	10	11	18	33	6
Somewhat satisfied	35	23	49	42	11	26	40	32	22	26	27	17	42	41	32	40	27	26	56	43	22
<u>TOTAL DISSATISFIED</u>	18	21	12	14	42	24	14	7	41	25	18	14	20	21	15	14	22	36	12	18	15
Somewhat dissatisfied	9	16	6	9	10	9	7	0	15	8	13	1	7	12	9	9	5	12	6	10	10
Very dissatisfied	9	6	6	6	32	15	7	7	25	17	5	13	13	9	5	5	17	24	5	8	5
<u>NO OPINION/DK/NA</u>	33	33	25	28	44	43	29	61	23	41	55	62	37	19	38	28	42	27	14	6	57
No opinion/DK/NA	33	33	25	28	44	43	29	61	23	41	55	62	37	19	38	28	42	27	14	6	57

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300
<u>TOTAL SATISFIED</u>	49	50	44	55	44	47	51	48	52	48	50	61	65	56	41	12	63	38	0	49
Very satisfied	14	18	10	16	0	16	11	13	17	13	10	18	35	17	10	0	0	8	0	14
Somewhat satisfied	35	32	34	39	44	31	40	34	36	35	40	43	30	39	31	12	63	30	0	35
<u>TOTAL DISSATISFIED</u>	18	13	19	20	29	24	26	7	20	17	50	25	0	17	21	7	37	20	0	18
Somewhat dissatisfied	9	7	8	9	15	11	15	4	8	9	0	6	0	6	15	7	16	14	0	9
Very dissatisfied	9	6	11	10	14	13	11	3	12	8	50	19	0	11	7	0	22	6	0	9
<u>NO OPINION/DK/NA</u>	33	37	37	25	27	29	23	45	28	35	0	14	35	27	38	80	0	41	0	33
No opinion/DK/NA	33	37	37	25	27	29	23	45	28	35	0	14	35	27	38	80	0	41	0	33

Table 93: 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
Yes	28	23	22	34	14	32	30	37	39	25	33	38	32	29	24	22	26	25	24	26		
No	68	77	78	65	78	65	66	61	61	70	63	61	65	69	76	76	68	72	72	70		
DK/NA	4	0	0	1	8	4	5	2	1	5	3	2	3	2	0	2	6	3	4	4		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
Yes	28	31	24	23	28	31	32	25	31	28	27	27	39	39	40	40	22	24	35	35	35	17
No	68	65	72	76	66	65	62	71	64	71	69	70	50	55	54	55	76	65	57	60	59	80
DK/NA	4	4	3	1	6	4	6	3	5	1	4	3	11	6	6	6	2	11	8	4	6	3

	Q9 QUALITY OF CITY SERVICES				Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME				
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157
Yes	28	34	23	26	38	100	0	100	100	100	100	30	42	21	36	29	24	34	19	17	36
No	68	62	75	72	53	0	100	0	0	0	0	63	58	76	59	68	74	62	80	81	59
DK/NA	4	4	1	2	9	0	0	0	0	0	0	8	0	3	5	3	2	4	1	2	5

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300
Yes	28	26	38	24	28	27	24	36	26	27	51	30	30	23	36	36	30	36	29	26
No	68	67	61	73	67	70	73	59	70	68	49	70	70	77	54	53	51	54	67	70
DK/NA	4	7	1	2	6	3	3	6	4	5	0	0	0	0	10	12	19	11	4	4

Table 94: 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			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	166	73	12	35	21	34	35	24	15	90	74	38	26	23	3	20	28	19	92	131		
<u>TOTAL SATISFIED</u>	83	87	81	84	77	80	83	83	91	81	84	86	88	79	66	87	85	79	86	82		
Very satisfied	36	38	64	42	27	45	35	35	16	40	31	28	50	30	0	25	41	20	34	33		
Somewhat satisfied	47	49	17	42	50	36	47	47	76	41	53	58	38	49	66	62	43	59	52	49		
<u>TOTAL NOT SATISFIED</u>	16	12	19	13	23	20	14	17	9	18	14	14	10	21	34	7	15	20	13	17		
Not too satisfied	10	8	0	3	19	12	10	16	0	10	10	10	2	16	21	5	10	17	7	12		
Not at all satisfied	6	4	19	10	5	8	5	1	9	8	4	4	7	5	12	3	6	3	5	6		
<u>DK/NA</u>	1	1	0	3	0	0	3	0	0	1	1	0	3	0	0	6	0	2	2	1		
DK/NA	1	1	0	3	0	0	3	0	0	1	1	0	3	0	0	6	0	2	2	1		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	166	92	72	31	37	60	38	68	98	43	100	143	24	27	48	75	72	13	26	64	90	47
<u>TOTAL SATISFIED</u>	83	86	79	89	86	79	79	88	79	92	85	87	55	73	82	79	90	64	72	80	77	94
Very satisfied	36	30	44	25	41	35	40	34	37	69	28	41	5	24	30	28	47	19	38	23	27	41
Somewhat satisfied	47	55	36	65	45	44	38	54	42	23	57	47	50	50	52	51	42	45	34	57	50	54
<u>TOTAL NOT SATISFIED</u>	16	13	20	11	13	18	20	12	19	7	14	12	39	22	18	20	9	34	28	20	22	5
Not too satisfied	10	6	16	11	9	8	14	10	10	2	9	7	30	14	16	16	5	6	22	11	14	3
Not at all satisfied	6	8	4	0	4	10	6	2	9	5	6	6	9	8	2	4	4	27	7	9	8	2
<u>DK/NA</u>	1	1	0	0	1	3	1	0	2	1	0	1	6	4	0	2	1	2	0	1	0	1
DK/NA	1	1	0	0	1	3	1	0	2	1	0	1	6	4	0	2	1	2	0	1	0	1

Table 94: 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?

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	166	39	86	125	33	166	0	59	78	137	27	33	24	59	49	103	49	47	24	21	56
<u>TOTAL SATISFIED</u>	83	100	91	94	48	83	0	100	100	100	0	84	93	75	85	82	88	84	91	74	84
Very satisfied	36	77	31	45	1	36	0	100	0	43	0	44	43	27	37	30	47	31	38	26	42
Somewhat satisfied	47	23	60	49	47	47	0	0	100	57	0	41	50	48	48	52	41	53	53	48	42
<u>TOTAL NOT SATISFIED</u>	16	0	9	6	52	16	0	0	0	0	100	16	5	23	14	17	10	12	6	26	16
Not too satisfied	10	0	7	5	26	10	0	0	0	0	62	10	5	13	9	11	6	6	5	23	11
Not at all satisfied	6	0	2	1	25	6	0	0	0	0	38	5	0	10	5	6	4	7	1	3	5
<u>DK/NA</u>	1	0	0	0	1	1	0	0	0	0	0	0	2	2	1	1	2	3	3	0	0
DK/NA	1	0	0	0	1	1	0	0	0	0	0	0	2	2	1	1	2	3	3	0	0

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	166	44	46	45	27	37	31	55	40	144	4	13	5	85	68	9	4	81	88	79
<u>TOTAL SATISFIED</u>	83	83	89	81	77	95	79	80	79	83	63	82	90	86	81	59	90	79	80	85
Very satisfied	36	38	23	42	46	29	39	31	47	36	26	34	24	42	29	25	28	29	32	39
Somewhat satisfied	47	45	66	39	31	66	40	49	32	47	37	48	66	44	51	34	62	50	48	46
<u>TOTAL NOT SATISFIED</u>	16	17	9	19	22	5	20	19	21	16	37	18	10	13	18	41	10	20	18	14
Not too satisfied	10	5	6	16	17	1	20	9	13	10	37	0	0	6	11	35	10	14	14	6
Not at all satisfied	6	12	4	4	6	4	0	10	8	5	0	18	10	6	6	7	0	6	4	9
<u>DK/NA</u>	1	0	2	0	1	0	1	1	0	2	0	0	0	1	2	0	0	1	2	1
DK/NA	1	0	2	0	1	0	1	1	0	2	0	0	0	1	2	0	0	1	2	1

Table 95: Q17a. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : A Facebook post

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
TOTAL PAY ATTENTION	68	75	70	70	68	81	66	61	66	72	64	63	63	78	79	59	66	72	67	69		
Definitely pay attention	21	21	29	17	24	23	15	21	41	21	21	28	31	34	7	8	21	26	17	19		
Maybe pay attention	47	53	41	53	44	59	51	40	25	51	43	35	32	44	72	52	45	45	50	50		
NOT PAY ATTENTION	27	22	26	28	26	18	28	32	19	24	28	28	34	20	21	36	34	28	27	26		
Definitely not pay attention	27	22	26	28	26	18	28	32	19	24	28	28	34	20	21	36	34	28	27	26		
DK/NA	5	4	4	2	6	1	6	7	14	3	7	9	4	2	0	4	0	1	6	5		
DK/NA	5	4	4	2	6	1	6	7	14	3	7	9	4	2	0	4	0	1	6	5		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
TOTAL PAY ATTENTION	68	63	73	78	69	62	70	73	65	62	67	66	82	69	61	64	72	54	67	69	68	71
Definitely pay attention	21	19	23	26	20	18	19	23	18	24	15	18	33	20	22	21	19	16	30	27	28	13
Maybe pay attention	47	44	50	52	49	45	51	50	47	37	52	47	49	49	39	42	52	38	37	42	40	58
NOT PAY ATTENTION	27	31	23	20	26	31	24	23	28	34	28	29	16	25	32	30	24	46	32	23	26	24
Definitely not pay attention	27	31	23	20	26	31	24	23	28	34	28	29	16	25	32	30	24	46	32	23	26	24
DK/NA	5	6	4	2	5	7	5	3	6	5	5	5	2	6	7	7	4	0	2	8	5	5
DK/NA	5	6	4	2	5	7	5	3	6	5	5	5	2	6	7	7	4	0	2	8	5	5

	Q9 QUALITY OF CITY SERVICES				Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME				
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
TOTAL PAY ATTENTION	68	61	71	69	66	65	71	55	70	64	72	56	72	77	58	71	64	61	74	86	65
Definitely pay attention	21	27	19	21	23	25	19	25	26	25	28	17	14	26	16	23	21	20	20	27	22
Maybe pay attention	47	34	52	48	43	39	52	31	45	39	44	39	58	51	42	49	43	41	54	58	43
NOT PAY ATTENTION	27	36	25	27	24	29	26	44	19	29	24	44	28	18	33	22	36	39	19	8	32
Definitely not pay attention	27	36	25	27	24	29	26	44	19	29	24	44	28	18	33	22	36	39	19	8	32
DK/NA	5	3	4	4	10	6	3	1	10	7	4	0	0	5	10	7	0	0	7	7	
DK/NA	5	3	4	4	10	6	3	1	10	7	4	0	0	5	10	7	0	0	7	7	

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Table 95: Q17a. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : A Facebook post

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0
<u>TOTAL PAY ATTENTION</u>	68	68	57	78	73	64	83	61	72	66	92	58	100	74	60	41	50	57	68	0
Definitely pay attention	21	23	13	20	31	20	26	14	23	20	15	39	11	22	19	10	21	18	21	0
Maybe pay attention	47	45	44	58	42	44	57	47	49	46	77	19	89	52	41	30	29	39	47	0
<u>NOT PAY ATTENTION</u>	27	28	35	20	21	32	15	32	23	29	8	22	0	22	32	54	50	37	27	0
Definitely not pay attention	27	28	35	20	21	32	15	32	23	29	8	22	0	22	32	54	50	37	27	0
<u>DK/NA</u>	5	4	8	3	7	4	3	8	5	4	0	20	0	4	7	5	0	6	5	0
DK/NA	5	4	8	3	7	4	3	8	5	4	0	20	0	4	7	5	0	6	5	0

Table 96: Q17b. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : Information on the City of Milpitas website

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
TOTAL PAY ATTENTION	85	84	84	83	82	90	84	84	90	85	85	86	79	87	93	90	81	88	85	86		
Definitely pay attention	33	31	40	17	25	27	44	58	50	23	49	55	36	40	7	33	24	36	31	33		
Maybe pay attention	53	53	43	67	57	62	40	26	39	61	36	30	44	47	86	57	57	52	54	53		
NOT PAY ATTENTION	11	12	16	14	9	10	15	13	7	11	13	11	13	7	7	10	19	12	12	11		
Definitely not pay attention	11	12	16	14	9	10	15	13	7	11	13	11	13	7	7	10	19	12	12	11		
DK/NA	4	4	0	2	9	1	1	4	4	5	2	4	8	6	0	0	0	0	2	3		
DK/NA	4	4	0	2	9	1	1	4	4	5	2	4	8	6	0	0	0	0	2	3		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
TOTAL PAY ATTENTION	85	80	91	82	91	78	92	86	84	88	83	84	91	76	86	82	87	85	67	84	78	93
Definitely pay attention	33	33	33	33	31	33	40	32	36	39	30	32	40	26	30	29	34	30	31	37	35	33
Maybe pay attention	53	47	58	48	60	45	52	54	48	49	53	52	51	50	55	54	53	55	36	48	44	61
NOT PAY ATTENTION	11	16	6	18	8	13	6	13	10	9	13	12	8	21	10	14	10	6	32	11	18	4
Definitely not pay attention	11	16	6	18	8	13	6	13	10	9	13	12	8	21	10	14	10	6	32	11	18	4
DK/NA	4	4	3	1	1	9	2	1	6	4	4	4	1	2	4	4	3	10	0	5	3	3
DK/NA	4	4	3	1	1	9	2	1	6	4	4	4	1	2	4	4	3	10	0	5	3	3

	Q9 QUALITY OF CITY SERVICES				Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME				
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
TOTAL PAY ATTENTION	85	90	85	86	90	84	87	85	85	85	89	80	90	90	79	89	80	71	92	93	84
Definitely pay attention	33	44	30	33	37	41	29	41	39	40	51	43	46	28	28	29	40	39	28	35	36
Maybe pay attention	53	46	55	53	54	43	58	44	46	45	37	37	43	62	50	59	40	32	64	58	49
NOT PAY ATTENTION	11	4	12	10	3	14	9	15	12	13	7	17	10	5	19	6	18	26	4	3	12
Definitely not pay attention	11	4	12	10	3	14	9	15	12	13	7	17	10	5	19	6	18	26	4	3	12
DK/NA	4	5	3	3	6	2	4	0	3	2	4	4	0	5	2	5	2	3	3	5	
DK/NA	4	5	3	3	6	2	4	0	3	2	4	4	0	5	2	5	2	3	3	5	396

Table 96: Q17b. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : Information on the City of Milpitas website

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT		
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0
<u>TOTAL PAY ATTENTION</u>	85	81	79	90	91	81	91	79	90	85	85	80	96	84	85	95	100	88	85	0
Definitely pay attention	33	24	46	24	54	34	31	35	38	31	37	61	41	32	32	39	41	34	33	0
Maybe pay attention	53	57	34	66	37	48	60	44	52	55	49	19	55	52	53	56	59	54	53	0
<u>NOT PAY ATTENTION</u>	11	15	17	5	8	17	8	15	4	12	15	0	4	12	11	5	0	9	11	0
Definitely not pay attention	11	15	17	5	8	17	8	15	4	12	15	0	4	12	11	5	0	9	11	0
<u>DK/NA</u>	4	4	4	5	1	2	1	6	6	3	0	20	0	4	4	0	0	3	4	0
DK/NA	4	4	4	5	1	2	1	6	6	3	0	20	0	4	4	0	0	3	4	0

Table 97: Q17c. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : Information from a friend or neighbor

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY								
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR	
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250	
TOTAL PAY ATTENTION	86	82	99	83	79	78	91	95	100	80	93	96	86	92	88	93	80	86	83	85	
Definitely pay attention	35	36	36	22	32	34	46	37	36	30	42	36	27	49	18	47	23	50	33	37	
Maybe pay attention	51	46	63	61	47	44	45	58	64	50	52	60	58	43	70	46	56	36	49	48	
NOT PAY ATTENTION	9	13	0	9	14	21	1	4	0	15	2	3	10	7	12	2	13	12	11	10	
Definitely not pay attention	9	13	0	9	14	21	1	4	0	15	2	3	10	7	12	2	13	12	11	10	
DK/NA	5	5	1	8	7	1	8	1	0	5	5	1	5	2	0	5	8	2	6	5	
DK/NA	5	5	1	8	7	1	8	1	0	5	5	1	5	2	0	5	8	2	6	5	

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
TOTAL PAY ATTENTION	86	86	85	88	92	78	86	90	81	84	85	85	90	93	88	90	85	83	82	82	82	89
Definitely pay attention	35	30	39	35	36	35	32	35	34	37	31	32	57	45	39	41	32	29	37	37	37	33
Maybe pay attention	51	56	46	53	56	43	54	55	47	47	54	52	33	47	49	48	53	54	45	45	45	56
NOT PAY ATTENTION	9	8	11	11	3	12	13	7	12	9	10	10	8	5	7	6	11	4	18	10	13	5
Definitely not pay attention	9	8	11	11	3	12	13	7	12	9	10	10	8	5	7	6	11	4	18	10	13	5
DK/NA	5	5	4	1	5	11	1	3	7	7	5	5	2	2	5	4	5	13	0	8	5	6
DK/NA	5	5	4	1	5	11	1	3	7	7	5	5	2	2	5	4	5	13	0	8	5	6

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
TOTAL PAY ATTENTION	86	93	87	88	83	91	84	85	95	91	91	74	97	84	93	87	87	88	93	81	80
Definitely pay attention	35	50	32	36	38	42	33	48	30	37	62	33	34	38	31	34	41	30	31	37	38
Maybe pay attention	51	43	55	53	45	49	51	37	65	54	29	41	63	46	62	52	46	58	63	44	42
NOT PAY ATTENTION	9	1	9	7	14	6	10	15	1	6	5	21	3	10	2	8	9	12	1	14	10
Definitely not pay attention	9	1	9	7	14	6	10	15	1	6	5	21	3	10	2	8	9	12	1	14	10
DK/NA	5	6	4	5	3	3	6	0	5	3	3	5	0	6	5	6	4	0	6	5	
DK/NA	5	6	4	5	3	3	6	0	5	3	3	5	0	6	5	6	4	0	6	5	

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Table 97: Q17c. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : Information from a friend or neighbor

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT		
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0
<u>TOTAL PAY ATTENTION</u>	86	80	95	80	92	90	89	82	80	87	100	53	83	84	86	97	100	88	86	0
Definitely pay attention	35	30	31	29	55	28	43	34	33	36	78	26	11	36	27	58	59	34	35	0
Maybe pay attention	51	50	63	51	37	62	46	48	46	52	22	27	71	48	58	40	41	55	51	0
<u>NOT PAY ATTENTION</u>	9	12	3	17	1	4	10	12	13	9	0	27	4	12	7	0	0	6	9	0
Definitely not pay attention	9	12	3	17	1	4	10	12	13	9	0	27	4	12	7	0	0	6	9	0
<u>DK/NA</u>	5	8	3	3	7	5	1	6	8	4	0	20	13	5	7	3	0	6	5	0
DK/NA	5	8	3	3	7	5	1	6	8	4	0	20	13	5	7	3	0	6	5	0

Table 98: Q17d. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : A news article in the Milpitas Beat

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
TOTAL PAY ATTENTION	73	72	73	75	67	74	73	80	70	71	75	77	59	75	100	77	69	77	76	76		
Definitely pay attention	27	24	32	30	17	24	22	43	24	23	29	36	34	13	31	29	42	12	27	25		
Maybe pay attention	47	48	42	45	50	50	51	37	47	48	46	40	25	62	69	48	27	65	49	51		
NOT PAY ATTENTION	20	22	18	22	21	25	23	17	8	23	19	14	35	12	0	20	31	21	19	18		
Definitely not pay attention	20	22	18	22	21	25	23	17	8	23	19	14	35	12	0	20	31	21	19	18		
DK/NA	6	6	8	3	12	1	4	3	22	6	7	10	6	13	0	3	0	2	5	6		
DK/NA	6	6	8	3	12	1	4	3	22	6	7	10	6	13	0	3	0	2	5	6		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
TOTAL PAY ATTENTION	73	70	77	75	80	67	70	78	68	72	76	75	57	60	88	78	71	63	50	81	70	81
Definitely pay attention	27	29	24	17	37	22	24	27	23	20	29	27	18	17	42	34	20	30	13	43	32	19
Maybe pay attention	47	41	54	58	43	45	46	51	46	52	46	48	38	44	46	45	51	34	37	38	37	62
NOT PAY ATTENTION	20	23	18	21	17	21	25	19	22	21	17	19	41	36	4	15	24	26	48	13	26	12
Definitely not pay attention	20	23	18	21	17	21	25	19	22	21	17	19	41	36	4	15	24	26	48	13	26	12
DK/NA	6	7	5	3	3	12	6	3	9	7	7	7	2	4	8	7	5	11	2	6	5	7
DK/NA	6	7	5	3	3	12	6	3	9	7	7	7	2	4	8	7	5	11	2	6	5	7

	Q9 QUALITY OF CITY SERVICES				Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME				
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
TOTAL PAY ATTENTION	73	73	78	77	64	69	76	69	72	71	66	63	78	81	64	74	73	72	78	74	69
Definitely pay attention	27	29	28	28	21	24	28	23	26	25	22	22	32	27	25	26	30	19	27	31	27
Maybe pay attention	47	44	51	49	43	45	48	46	45	46	44	41	46	53	40	48	43	53	50	43	42
NOT PAY ATTENTION	20	18	17	17	24	24	18	25	19	21	28	33	17	13	27	17	23	20	14	19	28
Definitely not pay attention	20	18	17	17	24	24	18	25	19	21	28	33	17	13	27	17	23	20	14	19	28
DK/NA	6	9	5	6	12	7	6	5	10	8	6	4	5	6	9	8	4	7	8	7	
DK/NA	6	9	5	6	12	7	6	5	10	8	6	4	5	6	9	8	4	7	8	7	

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Table 98: Q17d. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : A news article in the Milpitas Beat

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD					A/B SPLIT	
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0
<u>TOTAL PAY ATTENTION</u>	73	68	71	75	79	78	78	62	76	73	70	75	76	72	74	70	91	75	73	0
Definitely pay attention	27	27	32	19	25	36	18	21	25	26	19	36	21	25	26	12	77	30	27	0
Maybe pay attention	47	41	39	56	54	42	60	41	51	47	51	39	55	48	48	59	14	46	47	0
<u>NOT PAY ATTENTION</u>	20	25	21	19	16	20	19	26	17	22	0	5	24	22	19	27	5	18	20	0
Definitely not pay attention	20	25	21	19	16	20	19	26	17	22	0	5	24	22	19	27	5	18	20	0
<u>DK/NA</u>	6	7	8	5	5	3	3	12	7	5	30	20	0	6	7	3	4	6	6	0
DK/NA	6	7	8	5	5	3	3	12	7	5	30	20	0	6	7	3	4	6	6	0

Table 99: Q17e. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : A booth at a special event, such as a fair or farmers market

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
TOTAL PAY ATTENTION	73	74	83	76	68	81	71	70	72	74	71	70	74	75	100	73	72	69	72	73		
Definitely pay attention	24	25	27	16	29	32	24	22	7	26	21	17	27	29	24	22	27	24	22	23		
Maybe pay attention	50	49	55	60	39	49	46	48	65	48	50	54	46	46	76	50	44	45	49	50		
NOT PAY ATTENTION	19	17	17	15	20	18	28	18	12	18	22	16	19	10	0	25	28	23	23	20		
Definitely not pay attention	19	17	17	15	20	18	28	18	12	18	22	16	19	10	0	25	28	23	23	20		
DK/NA	8	9	0	9	12	1	1	12	16	8	7	14	8	15	0	2	0	8	6	7		
DK/NA	8	9	0	9	12	1	1	12	16	8	7	14	8	15	0	2	0	8	6	7		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
TOTAL PAY ATTENTION	73	67	80	71	81	71	71	76	71	66	76	73	76	76	76	76	73	64	60	76	71	77
Definitely pay attention	24	25	23	13	28	30	20	21	26	14	26	23	27	15	25	22	27	8	18	19	18	29
Maybe pay attention	50	42	57	58	53	41	51	55	45	52	49	50	50	61	51	54	46	56	42	58	52	48
NOT PAY ATTENTION	19	22	16	28	17	16	16	23	16	21	18	19	19	21	17	18	19	25	34	19	24	13
Definitely not pay attention	19	22	16	28	17	16	16	23	16	21	18	19	19	21	17	18	19	25	34	19	24	13
DK/NA	8	11	4	1	2	12	13	2	13	13	6	8	5	3	7	6	8	11	6	5	5	10
DK/NA	8	11	4	1	2	12	13	2	13	13	6	8	5	3	7	6	8	11	6	5	5	10

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
TOTAL PAY ATTENTION	73	71	76	75	73	72	76	68	72	71	78	75	72	78	64	74	75	63	79	78	74
Definitely pay attention	24	32	23	25	19	22	26	26	17	20	22	33	21	22	22	23	26	15	28	29	26
Maybe pay attention	50	39	53	50	53	50	50	42	56	50	57	42	51	56	42	51	49	48	51	48	48
NOT PAY ATTENTION	19	18	18	18	14	20	17	25	17	20	20	18	24	14	29	18	17	28	12	16	21
Definitely not pay attention	19	18	18	18	14	20	17	25	17	20	20	18	24	14	29	18	17	28	12	16	21
DK/NA	8	11	6	7	13	8	8	7	11	9	2	7	4	9	7	8	9	9	10	6	
DK/NA	8	11	6	7	13	8	8	7	11	9	2	7	4	9	7	8	9	9	10	6	402

Table 99: Q17e. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : A booth at a special event, such as a fair or farmers market

	Total	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT		
		MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0
<u>TOTAL PAY ATTENTION</u>	73	69	63	79	80	69	83	64	79	72	70	80	89	75	69	62	92	71	73	0
Definitely pay attention	24	28	18	23	24	20	22	26	26	24	14	21	35	25	24	20	12	22	24	0
Maybe pay attention	50	41	44	56	56	49	61	38	53	49	57	60	54	50	45	43	80	49	50	0
<u>NOT PAY ATTENTION</u>	19	20	26	16	18	29	17	18	14	21	0	0	11	17	23	32	8	23	19	0
Definitely not pay attention	19	20	26	16	18	29	17	18	14	21	0	0	11	17	23	32	8	23	19	0
<u>DK/NA</u>	8	11	11	5	2	3	0	18	7	7	30	20	0	8	8	5	0	7	8	0
DK/NA	8	11	11	5	2	3	0	18	7	7	30	20	0	8	8	5	0	7	8	0

Table 100: Q17f. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : A printed newsletter sent to your home, Connected

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
TOTAL PAY ATTENTION	87	85	99	75	85	87	94	88	96	82	93	91	87	89	86	88	86	91	86	87		
Definitely pay attention	38	37	37	18	42	35	45	46	47	33	45	46	48	34	12	35	50	40	35	35		
Maybe pay attention	49	49	62	57	42	51	50	43	50	49	47	45	39	54	74	53	37	51	51	51		
NOT PAY ATTENTION	10	10	1	23	9	13	6	7	1	14	5	5	8	11	14	9	14	8	11	11		
Definitely not pay attention	10	10	1	23	9	13	6	7	1	14	5	5	8	11	14	9	14	8	11	11		
DK/NA	3	4	0	2	7	1	0	5	2	4	2	4	5	0	0	2	0	1	3	3		
DK/NA	3	4	0	2	7	1	0	5	2	4	2	4	5	0	0	2	0	1	3	3		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
TOTAL PAY ATTENTION	87	86	88	91	91	76	93	91	82	84	89	87	80	86	87	87	85	97	84	82	83	90
Definitely pay attention	38	46	30	43	43	28	41	43	33	32	40	38	29	39	43	42	35	30	44	42	43	30
Maybe pay attention	49	40	58	48	48	47	52	48	49	52	49	50	51	47	44	45	51	67	39	41	40	60
NOT PAY ATTENTION	10	11	10	8	8	18	5	8	13	11	9	9	20	14	9	11	12	3	16	13	15	7
Definitely not pay attention	10	11	10	8	8	18	5	8	13	11	9	9	20	14	9	11	12	3	16	13	15	7
DK/NA	3	3	3	1	1	6	2	1	5	4	3	3	0	0	4	2	3	0	0	4	3	3
DK/NA	3	3	3	1	1	6	2	1	5	4	3	3	0	0	4	2	3	0	0	4	3	3

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
TOTAL PAY ATTENTION	87	87	87	87	92	82	91	77	80	79	94	78	80	89	92	87	90	80	90	92	88
Definitely pay attention	38	42	38	39	45	41	37	41	40	40	46	33	32	30	58	38	41	39	27	43	45
Maybe pay attention	49	45	49	48	47	41	54	36	40	39	48	44	48	60	34	49	49	41	63	49	43
NOT PAY ATTENTION	10	9	10	10	8	17	6	23	17	19	6	22	19	6	7	9	10	20	6	2	9
Definitely not pay attention	10	9	10	10	8	17	6	23	17	19	6	22	19	6	7	9	10	20	6	2	9
DK/NA	3	4	3	3	0	1	4	0	3	2	0	0	1	5	2	5	0	0	3	6	
DK/NA	3	4	3	3	0	1	4	0	3	2	0	0	1	5	2	5	0	0	3	6	

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Table 100: Q17f. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : A printed newsletter sent to your home, Connected

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT		
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0
<u>TOTAL PAY ATTENTION</u>	87	80	94	84	92	92	90	80	84	89	100	58	79	87	87	86	90	87	87	0
Definitely pay attention	38	43	50	23	41	54	33	38	28	39	57	15	30	37	38	49	39	40	38	0
Maybe pay attention	49	37	44	61	51	39	57	42	56	50	43	43	49	50	48	36	51	47	49	0
<u>NOT PAY ATTENTION</u>	10	16	5	13	6	7	9	15	11	9	0	22	21	9	12	14	10	12	10	0
Definitely not pay attention	10	16	5	13	6	7	9	15	11	9	0	22	21	9	12	14	10	12	10	0
<u>DK/NA</u>	3	4	1	3	2	1	1	5	5	2	0	20	0	4	1	0	0	1	3	0
DK/NA	3	4	1	3	2	1	1	5	5	2	0	20	0	4	1	0	0	1	3	0

Table 101: Q17g. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : Outdoor signage at the library, City Hall, or sports center

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	167	21	51	72	54	60	34	17	177	111	51	42	39	4	45	54	39	189	250		
TOTAL PAY ATTENTION	76	76	75	83	74	82	76	67	79	79	74	71	73	82	88	67	70	82	74	76		
Definitely pay attention	26	27	26	26	24	34	33	19	8	27	25	15	35	30	42	18	27	24	22	24		
Maybe pay attention	51	49	49	57	50	49	43	48	72	52	49	56	39	53	46	49	43	58	52	53		
NOT PAY ATTENTION	18	18	21	14	16	16	21	19	10	15	19	16	20	7	12	33	28	11	21	18		
Definitely not pay attention	18	18	21	14	16	16	21	19	10	15	19	16	20	7	12	33	28	11	21	18		
DK/NA	6	6	4	3	9	2	3	15	11	5	8	13	7	11	0	0	2	7	5	6		
DK/NA	6	6	4	3	9	2	3	15	11	5	8	13	7	11	0	0	2	7	5	6		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	67	66	96	60	133	156	76	188	265	30	37	70	107	164	21	52	93	145	125
TOTAL PAY ATTENTION	76	77	75	69	79	74	91	74	81	79	77	78	63	75	83	80	74	68	65	79	74	78
Definitely pay attention	26	25	27	14	28	30	33	21	31	27	27	27	17	30	28	29	23	18	32	24	27	22
Maybe pay attention	51	52	49	55	51	44	58	53	49	52	50	51	46	44	55	51	52	50	33	55	47	56
NOT PAY ATTENTION	18	18	18	29	15	15	5	22	11	15	17	16	31	17	10	12	21	22	31	15	20	17
Definitely not pay attention	18	18	18	29	15	15	5	22	11	15	17	16	31	17	10	12	21	22	31	15	20	17
DK/NA	6	6	7	2	6	11	4	4	8	7	6	6	6	9	7	7	5	10	5	7	6	6
DK/NA	6	6	7	2	6	11	4	4	8	7	6	6	6	9	7	7	5	10	5	7	6	6

	Q9 QUALITY OF CITY SERVICES				Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME				
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	50	191	242	42	88	200	28	42	70	16	57	27	142	71	180	102	77	62	67	69
TOTAL PAY ATTENTION	76	87	76	78	70	83	74	88	84	86	69	80	90	76	69	79	70	73	85	78	76
Definitely pay attention	26	33	24	25	25	26	24	40	19	27	25	49	22	20	19	22	33	23	18	32	34
Maybe pay attention	51	54	52	53	44	56	50	49	65	58	44	30	69	55	50	56	38	49	67	46	42
NOT PAY ATTENTION	18	9	19	17	17	14	20	7	13	11	31	17	7	17	23	15	25	19	12	17	18
Definitely not pay attention	18	9	19	17	17	14	20	7	13	11	31	17	7	17	23	15	25	19	12	17	18
DK/NA	6	5	5	5	13	3	7	5	3	4	0	4	2	7	8	7	4	8	4	5	
DK/NA	6	5	5	5	13	3	7	5	3	4	0	4	2	7	8	7	4	8	4	5	406

Table 101: Q17g. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : Outdoor signage at the library, City Hall, or sports center

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT		
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	87	60	89	50	66	66	80	74	267	5	16	12	189	87	13	12	111	300	0
<u>TOTAL PAY ATTENTION</u>	76	80	72	78	75	73	74	79	82	76	100	75	77	76	79	84	50	77	76	0
Definitely pay attention	26	30	17	25	35	24	18	27	37	25	56	36	18	27	24	26	19	24	26	0
Maybe pay attention	51	50	55	54	41	49	56	53	46	51	44	39	59	49	56	58	31	53	51	0
<u>NOT PAY ATTENTION</u>	18	16	21	15	16	26	19	12	10	19	0	5	23	19	12	16	50	17	18	0
Definitely not pay attention	18	16	21	15	16	26	19	12	10	19	0	5	23	19	12	16	50	17	18	0
<u>DK/NA</u>	6	4	7	6	9	2	7	9	7	6	0	20	0	6	8	0	0	7	6	0
DK/NA	6	4	7	6	9	2	7	9	7	6	0	20	0	6	8	0	0	7	6	0

Table 102: Q17h. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : A text from the City

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY								
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR	
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248	
TOTAL PAY ATTENTION	82	79	89	76	79	86	87	77	77	80	83	77	90	84	77	78	81	73	79	80	
Definitely pay attention	37	38	38	37	25	44	40	44	42	34	41	43	48	33	33	25	24	33	32	34	
Maybe pay attention	45	42	51	39	53	43	48	33	35	46	41	34	42	51	44	53	57	40	47	46	
NOT PAY ATTENTION	14	17	9	23	16	10	8	15	15	16	11	15	7	13	23	18	12	22	16	15	
Definitely not pay attention	14	17	9	23	16	10	8	15	15	16	11	15	7	13	23	18	12	22	16	15	
DK/NA	4	4	2	1	6	4	5	8	7	4	6	8	3	3	0	3	7	5	5	4	
DK/NA	4	4	2	1	6	4	5	8	7	4	6	8	3	3	0	3	7	5	5	4	

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
TOTAL PAY ATTENTION	82	82	82	76	74	89	87	75	88	85	83	83	71	86	75	79	85	84	64	87	82	81
Definitely pay attention	37	44	29	23	31	41	51	27	45	52	30	36	48	38	33	35	36	41	33	33	33	31
Maybe pay attention	45	37	53	53	43	48	37	48	44	34	53	47	22	48	42	44	49	43	30	55	49	51
NOT PAY ATTENTION	14	16	11	24	16	4	13	20	7	11	12	12	28	10	21	17	11	16	28	9	13	15
Definitely not pay attention	14	16	11	24	16	4	13	20	7	11	12	12	28	10	21	17	11	16	28	9	13	15
DK/NA	4	2	7	0	10	7	0	5	4	4	5	5	2	4	4	4	4	0	9	4	5	4
DK/NA	4	2	7	0	10	7	0	5	4	4	5	5	2	4	4	4	4	0	9	4	5	4

	Q9 QUALITY OF CITY SERVICES				Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME				
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
TOTAL PAY ATTENTION	82	78	87	84	77	86	81	89	84	86	87	78	83	84	80	85	80	78	80	94	81
Definitely pay attention	37	43	35	37	35	52	30	79	33	55	38	47	30	33	40	38	35	37	17	42	49
Maybe pay attention	45	35	51	47	42	34	51	9	50	31	49	31	53	51	39	47	45	40	63	51	32
NOT PAY ATTENTION	14	17	10	12	20	12	13	11	15	13	8	22	13	13	11	10	17	22	14	0	17
Definitely not pay attention	14	17	10	12	20	12	13	11	15	13	8	22	13	13	11	10	17	22	14	0	17
DK/NA	4	5	3	4	3	1	6	0	2	1	5	0	4	4	9	5	3	0	7	6	
DK/NA	4	5	3	4	3	1	6	0	2	1	5	0	4	4	9	5	3	0	7	6	

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Table 102: Q17h. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : A text from the City

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD					A/B SPLIT	
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300
<u>TOTAL PAY ATTENTION</u>	82	85	77	77	90	73	80	90	87	82	100	79	72	81	80	97	100	82	0	82
Definitely pay attention	37	43	44	27	37	33	20	52	37	37	33	34	35	38	31	56	74	35	0	37
Maybe pay attention	45	43	33	50	53	39	60	37	50	45	67	45	37	43	49	40	26	47	0	45
<u>NOT PAY ATTENTION</u>	14	14	18	17	2	27	10	6	9	14	0	18	0	16	13	3	0	11	0	14
Definitely not pay attention	14	14	18	17	2	27	10	6	9	14	0	18	0	16	13	3	0	11	0	14
<u>DK/NA</u>	4	1	5	6	8	0	10	4	4	4	0	3	28	3	7	0	0	6	0	4
DK/NA	4	1	5	6	8	0	10	4	4	4	0	3	28	3	7	0	0	6	0	4

Table 103: Q17i. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : An e-newsletter from your City, Milpitas Matters

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
TOTAL PAY ATTENTION	82	76	68	73	88	84	78	86	67	83	78	78	83	79	89	84	92	85	82	81		
Definitely pay attention	37	33	24	32	42	45	34	33	23	40	32	29	40	36	25	37	33	45	36	36		
Maybe pay attention	44	43	43	42	47	39	44	52	44	43	46	49	42	43	64	47	59	39	46	45		
NOT PAY ATTENTION	13	15	23	21	8	10	13	10	26	12	15	16	11	11	11	13	8	12	13	13		
Definitely not pay attention	13	15	23	21	8	10	13	10	26	12	15	16	11	11	11	13	8	12	13	13		
DK/NA	6	9	9	5	3	6	9	4	7	5	7	5	6	10	0	3	0	3	5	6		
DK/NA	6	9	9	5	3	6	9	4	7	5	7	5	6	10	0	3	0	3	5	6		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
TOTAL PAY ATTENTION	82	78	86	74	85	79	90	79	83	68	84	80	97	88	79	82	81	94	84	86	85	78
Definitely pay attention	37	34	40	28	37	30	56	33	40	34	36	35	52	37	57	50	27	60	62	44	48	23
Maybe pay attention	44	43	46	45	47	49	33	46	43	34	48	44	45	51	22	33	53	34	22	41	37	55
NOT PAY ATTENTION	13	16	10	19	14	11	8	17	10	21	11	14	3	11	17	15	12	2	12	9	10	15
Definitely not pay attention	13	16	10	19	14	11	8	17	10	21	11	14	3	11	17	15	12	2	12	9	10	15
DK/NA	6	7	5	7	1	10	2	5	7	12	4	6	0	1	4	3	7	4	4	5	5	7
DK/NA	6	7	5	7	1	10	2	5	7	12	4	6	0	1	4	3	7	4	4	5	5	7

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
TOTAL PAY ATTENTION	82	73	83	80	89	71	85	74	68	71	75	86	86	76	89	80	87	68	83	86	83
Definitely pay attention	37	45	28	33	61	41	33	44	34	39	55	50	30	29	47	34	42	19	24	34	54
Maybe pay attention	44	28	55	47	28	30	52	30	34	32	20	36	56	47	41	46	44	49	59	52	28
NOT PAY ATTENTION	13	18	11	13	10	26	8	24	28	26	25	14	9	16	7	13	10	23	8	7	16
Definitely not pay attention	13	18	11	13	10	26	8	24	28	26	25	14	9	16	7	13	10	23	8	7	16
DK/NA	6	9	6	7	1	3	7	2	4	3	0	0	4	8	5	7	3	10	9	8	
DK/NA	6	9	6	7	1	3	7	2	4	3	0	0	4	8	5	7	3	10	9	8	410

Table 103: Q17i. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : An e-newsletter from your City, Milpitas Matters

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300
<u>TOTAL PAY ATTENTION</u>	82	83	68	82	91	72	86	81	85	86	77	49	44	74	94	83	100	93	0	82
Definitely pay attention	37	39	23	40	43	30	34	34	46	39	50	21	14	31	46	34	100	47	0	37
Maybe pay attention	44	44	45	42	47	42	52	47	39	47	26	28	30	43	48	49	0	46	0	44
<u>NOT PAY ATTENTION</u>	13	13	21	12	6	20	13	13	8	11	23	28	28	16	6	17	0	7	0	13
Definitely not pay attention	13	13	21	12	6	20	13	13	8	11	23	28	28	16	6	17	0	7	0	13
<u>DK/NA</u>	6	4	11	6	3	8	1	6	8	3	0	23	28	9	0	0	0	0	0	6
DK/NA	6	4	11	6	3	8	1	6	8	3	0	23	28	9	0	0	0	0	0	6

Table 104: Q17j. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : Information from an elected official

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
TOTAL PAY ATTENTION	82	80	93	93	74	78	85	86	93	81	86	89	88	81	73	85	83	78	80	81		
Definitely pay attention	27	32	36	31	25	21	35	31	22	25	31	27	38	29	6	23	31	27	26	25		
Maybe pay attention	55	48	57	62	49	57	50	56	70	55	55	61	51	52	67	62	52	51	55	56		
NOT PAY ATTENTION	13	11	2	6	24	12	13	12	0	15	10	7	7	14	27	10	14	15	14	14		
Definitely not pay attention	13	11	2	6	24	12	13	12	0	15	10	7	7	14	27	10	14	15	14	14		
DK/NA	6	8	4	1	2	10	3	2	7	4	3	4	5	5	0	5	3	8	6	5		
DK/NA	6	8	4	1	2	10	3	2	7	4	3	4	5	5	0	5	3	8	6	5		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
TOTAL PAY ATTENTION	82	80	82	88	81	82	82	85	82	80	81	81	83	71	84	79	86	70	74	84	82	83
Definitely pay attention	27	26	28	30	34	23	24	32	23	46	18	26	29	24	26	25	32	11	45	30	33	24
Maybe pay attention	55	55	55	58	47	59	59	53	59	34	64	55	54	48	57	54	54	58	29	54	49	59
NOT PAY ATTENTION	13	15	11	12	12	11	14	12	12	14	13	13	13	21	11	15	10	30	19	8	10	14
Definitely not pay attention	13	15	11	12	12	11	14	12	12	14	13	13	13	21	11	15	10	30	19	8	10	14
DK/NA	6	4	7	0	6	7	4	3	6	6	6	6	4	7	5	6	4	0	7	8	8	3
DK/NA	6	4	7	0	6	7	4	3	6	6	6	6	4	7	5	6	4	0	7	8	8	3

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
TOTAL PAY ATTENTION	82	82	85	84	73	87	81	90	92	91	61	68	73	85	91	83	81	85	94	90	68
Definitely pay attention	27	38	24	28	29	20	30	35	14	24	0	10	30	29	35	28	26	30	23	42	16
Maybe pay attention	55	44	61	57	45	67	51	55	78	68	61	58	43	56	55	55	56	55	71	47	52
NOT PAY ATTENTION	13	13	9	10	25	11	11	7	7	7	37	25	22	11	2	11	14	10	2	5	24
Definitely not pay attention	13	13	9	10	25	11	11	7	7	7	37	25	22	11	2	11	14	10	2	5	24
DK/NA	6	5	6	6	1	2	8	2	1	2	2	7	5	4	7	6	4	5	4	5	
DK/NA	6	5	6	6	1	2	8	2	1	2	2	7	5	4	7	6	4	5	4	5	412

Table 104: Q17j. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : Information from an elected official

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD					A/B SPLIT	
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300
<u>TOTAL PAY ATTENTION</u>	82	82	84	79	90	84	85	81	84	82	100	79	58	83	84	40	100	80	0	82
Definitely pay attention	27	25	29	26	34	30	35	23	23	27	33	24	14	33	17	4	42	16	0	27
Maybe pay attention	55	57	55	53	55	55	50	57	60	55	67	55	44	50	67	35	58	63	0	55
<u>NOT PAY ATTENTION</u>	13	18	12	13	8	15	9	16	8	14	0	4	0	10	14	60	0	18	0	13
Definitely not pay attention	13	18	12	13	8	15	9	16	8	14	0	4	0	10	14	60	0	18	0	13
<u>DK/NA</u>	6	1	4	8	3	1	6	3	8	4	0	17	42	8	3	0	0	2	0	6
DK/NA	6	1	4	8	3	1	6	3	8	4	0	17	42	8	3	0	0	2	0	6

Table 105: Q17k. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : A news article in the Milpitas Post

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
TOTAL PAY ATTENTION	75	73	80	78	70	75	79	80	51	74	74	68	66	77	69	79	90	67	78	77		
Definitely pay attention	24	24	19	25	14	27	29	32	27	21	29	30	26	24	13	12	39	20	24	23		
Maybe pay attention	51	50	62	53	56	48	51	48	24	53	45	38	40	53	56	67	51	46	53	53		
NOT PAY ATTENTION	20	21	16	20	23	20	15	20	29	21	19	24	25	20	31	15	6	33	17	19		
Definitely not pay attention	20	21	16	20	23	20	15	20	29	21	19	24	25	20	31	15	6	33	17	19		
DK/NA	5	6	3	2	6	5	6	0	20	5	7	8	9	3	0	6	4	0	5	4		
DK/NA	5	6	3	2	6	5	6	0	20	5	7	8	9	3	0	6	4	0	5	4		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
TOTAL PAY ATTENTION	75	71	79	69	84	78	71	76	75	67	77	74	75	72	64	67	81	82	63	84	80	73
Definitely pay attention	24	22	27	20	25	35	13	22	26	19	27	25	20	39	7	19	28	24	23	30	28	22
Maybe pay attention	51	49	52	49	59	43	58	54	49	48	50	49	55	33	56	48	53	58	40	55	52	52
NOT PAY ATTENTION	20	25	15	28	11	13	27	20	18	25	17	20	25	26	31	29	14	18	25	11	14	22
Definitely not pay attention	20	25	15	28	11	13	27	20	18	25	17	20	25	26	31	29	14	18	25	11	14	22
DK/NA	5	4	6	3	5	10	2	4	7	8	5	6	0	1	6	4	5	0	12	4	6	5
DK/NA	5	4	6	3	5	10	2	4	7	8	5	6	0	1	6	4	5	0	12	4	6	5

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
TOTAL PAY ATTENTION	75	76	76	76	71	72	77	74	70	72	79	52	69	82	82	76	69	77	84	78	70
Definitely pay attention	24	22	24	24	29	31	22	10	43	28	52	15	37	26	22	27	20	27	27	25	16
Maybe pay attention	51	54	52	52	42	41	55	64	26	44	27	38	32	56	60	50	49	49	57	53	54
NOT PAY ATTENTION	20	17	18	18	27	24	17	21	26	24	19	44	24	13	13	17	28	20	11	10	28
Definitely not pay attention	20	17	18	18	27	24	17	21	26	24	19	44	24	13	13	17	28	20	11	10	28
DK/NA	5	7	6	6	1	4	6	5	4	5	2	4	7	5	5	6	3	3	5	12	
DK/NA	5	7	6	6	1	4	6	5	4	5	2	4	7	5	5	6	3	3	5	12	414

Table 105: Q17k. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : A news article in the Milpitas Post

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300
<u>TOTAL PAY ATTENTION</u>	75	70	71	77	79	69	84	71	78	75	100	71	58	75	79	48	63	75	0	75
Definitely pay attention	24	18	28	25	31	18	28	26	27	24	10	25	14	23	26	30	0	26	0	24
Maybe pay attention	51	52	42	53	48	50	57	45	51	51	90	46	44	52	53	18	63	50	0	51
<u>NOT PAY ATTENTION</u>	20	28	22	16	14	30	9	21	16	20	0	21	14	20	15	52	37	20	0	20
Definitely not pay attention	20	28	22	16	14	30	9	21	16	20	0	21	14	20	15	52	37	20	0	20
<u>DK/NA</u>	5	3	7	7	6	1	7	8	6	5	0	8	28	5	6	0	0	5	0	5
DK/NA	5	3	7	7	6	1	7	8	6	5	0	8	28	5	6	0	0	5	0	5

Table 106: Q17I. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : A community event

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
TOTAL PAY ATTENTION	82	78	77	92	81	86	85	73	62	85	77	69	79	75	57	82	91	85	84	82		
Definitely pay attention	32	27	39	41	37	23	25	37	37	34	31	37	23	40	20	15	48	32	31	32		
Maybe pay attention	50	51	38	50	44	63	60	36	25	51	47	32	56	36	37	67	44	53	54	50		
NOT PAY ATTENTION	11	13	7	6	18	6	4	22	19	11	12	21	14	14	35	14	2	10	8	10		
Definitely not pay attention	11	13	7	6	18	6	4	22	19	11	12	21	14	14	35	14	2	10	8	10		
DK/NA	8	9	16	3	1	8	12	5	18	4	11	10	8	11	8	3	7	5	7	8		
DK/NA	8	9	16	3	1	8	12	5	18	4	11	10	8	11	8	3	7	5	7	8		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
TOTAL PAY ATTENTION	82	71	93	81	87	80	82	84	81	71	85	81	85	89	81	84	85	79	77	86	85	80
Definitely pay attention	32	29	36	33	42	28	30	37	29	35	31	33	14	30	26	28	33	40	29	36	34	29
Maybe pay attention	50	42	57	48	45	53	52	47	52	36	53	48	71	59	55	56	52	39	49	51	50	51
NOT PAY ATTENTION	11	19	3	13	12	8	14	12	10	9	11	11	15	11	15	14	8	13	19	9	11	12
Definitely not pay attention	11	19	3	13	12	8	14	12	10	9	11	11	15	11	15	14	8	13	19	9	11	12
DK/NA	8	11	4	6	1	12	4	4	9	20	4	9	0	0	4	2	8	8	3	5	5	8
DK/NA	8	11	4	6	1	12	4	4	9	20	4	9	0	0	4	2	8	8	3	5	5	8

	Q9 QUALITY OF CITY SERVICES				Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME				
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
TOTAL PAY ATTENTION	82	85	81	82	78	85	80	93	83	88	68	67	87	84	88	80	81	78	86	82	79
Definitely pay attention	32	42	33	35	15	42	30	54	39	46	19	25	40	30	39	26	41	28	24	48	24
Maybe pay attention	50	43	49	47	63	43	50	39	44	42	49	41	47	54	49	54	39	50	62	33	55
NOT PAY ATTENTION	11	6	10	9	17	11	11	2	17	10	17	22	7	9	8	12	10	13	7	9	15
Definitely not pay attention	11	6	10	9	17	11	11	2	17	10	17	22	7	9	8	12	10	13	7	9	15
DK/NA	8	9	9	9	5	4	9	5	0	2	14	11	6	8	4	7	9	9	7	9	
DK/NA	8	9	9	9	5	4	9	5	0	2	14	11	6	8	4	7	9	9	7	9	

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Table 106: Q171. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : A community event

	Total	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT		
		MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300
<u>TOTAL PAY ATTENTION</u>	82	79	63	90	96	72	98	73	88	84	100	59	58	78	91	62	74	88	0	82
Definitely pay attention	32	38	18	31	47	31	45	28	30	34	33	16	7	29	41	11	0	37	0	32
Maybe pay attention	50	41	45	60	49	40	53	46	58	50	67	43	51	49	50	52	74	51	0	50
<u>NOT PAY ATTENTION</u>	11	18	20	5	0	22	2	16	4	10	0	15	14	12	6	38	26	10	0	11
Definitely not pay attention	11	18	20	5	0	22	2	16	4	10	0	15	14	12	6	38	26	10	0	11
<u>DK/NA</u>	8	2	16	5	4	6	1	10	8	5	0	25	28	11	3	0	0	3	0	8
DK/NA	8	2	16	5	4	6	1	10	8	5	0	25	28	11	3	0	0	3	0	8

Table 107: Q17m. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : A post on Nextdoor.com

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
TOTAL PAY ATTENTION	64	61	77	59	69	73	68	58	33	67	59	48	28	69	19	70	93	61	74	70		
Definitely pay attention	20	19	23	18	18	21	19	25	10	19	19	19	5	18	7	9	39	19	23	22		
Maybe pay attention	45	41	54	41	51	52	49	33	23	48	40	29	22	51	11	61	54	42	51	48		
NOT PAY ATTENTION	25	30	12	31	24	15	23	31	41	23	29	35	51	23	81	16	4	29	17	21		
Definitely not pay attention	25	30	12	31	24	15	23	31	41	23	29	35	51	23	81	16	4	29	17	21		
DK/NA	10	10	11	10	7	13	9	11	26	10	13	17	21	8	0	13	3	10	10	9		
DK/NA	10	10	11	10	7	13	9	11	26	10	13	17	21	8	0	13	3	10	10	9		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
TOTAL PAY ATTENTION	64	63	66	50	67	71	62	58	68	49	73	66	38	50	60	57	69	67	47	71	66	67
Definitely pay attention	20	18	21	13	21	16	28	17	21	23	18	20	15	14	18	17	23	7	10	15	14	21
Maybe pay attention	45	44	45	37	46	55	35	41	47	26	55	47	24	36	42	40	46	60	37	56	52	46
NOT PAY ATTENTION	25	28	23	40	26	16	28	33	20	39	18	24	39	40	28	32	20	30	33	17	20	25
Definitely not pay attention	25	28	23	40	26	16	28	33	20	39	18	24	39	40	28	32	20	30	33	17	20	25
DK/NA	10	10	11	11	7	14	10	9	12	12	8	9	22	10	12	11	11	2	20	12	14	8
DK/NA	10	10	11	11	7	14	10	9	12	12	8	9	22	10	12	11	11	2	20	12	14	8

	Q9 QUALITY OF CITY SERVICES				Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME				
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
TOTAL PAY ATTENTION	64	54	70	66	55	59	65	60	57	58	69	53	66	71	59	70	55	45	77	88	55
Definitely pay attention	20	20	18	19	16	20	19	31	6	17	37	21	10	23	16	20	21	9	27	31	14
Maybe pay attention	45	35	52	47	39	39	46	29	51	41	32	32	56	48	42	50	35	35	50	57	41
NOT PAY ATTENTION	25	34	21	24	29	29	24	25	32	29	31	43	31	18	25	20	34	42	14	5	31
Definitely not pay attention	25	34	21	24	29	29	24	25	32	29	31	43	31	18	25	20	34	42	14	5	31
DK/NA	10	12	9	10	16	11	11	15	11	13	0	4	3	12	16	10	11	13	9	7	
DK/NA	10	12	9	10	16	11	11	15	11	13	0	4	3	12	16	10	11	13	9	7	418

Table 107: Q17m. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : A post on Nextdoor.com

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300
<u>TOTAL PAY ATTENTION</u>	64	72	48	64	72	55	63	68	67	63	100	76	58	64	65	60	84	65	0	64
Definitely pay attention	20	18	14	20	26	16	18	16	25	19	23	31	7	20	21	12	0	19	0	20
Maybe pay attention	45	55	34	44	46	39	45	52	43	44	77	45	51	44	44	48	84	46	0	45
<u>NOT PAY ATTENTION</u>	25	25	33	21	23	35	31	22	18	26	0	22	14	27	23	26	16	23	0	25
Definitely not pay attention	25	25	33	21	23	35	31	22	18	26	0	22	14	27	23	26	16	23	0	25
<u>DK/NA</u>	10	3	19	14	4	10	6	10	15	11	0	3	28	10	12	13	0	11	0	10
DK/NA	10	3	19	14	4	10	6	10	15	11	0	3	28	10	12	13	0	11	0	10

Table 108: Q17n. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : Ethnic radio or newspaper

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
TOTAL PAY ATTENTION	55	57	62	67	58	58	47	52	53	61	49	52	31	63	54	53	69	44	60	60		
Definitely pay attention	18	18	3	18	22	15	13	21	22	19	17	21	13	11	8	7	35	11	21	19		
Maybe pay attention	38	39	59	48	36	43	34	31	31	42	33	31	18	52	46	46	34	33	39	41		
NOT PAY ATTENTION	34	35	28	30	32	38	36	37	18	33	33	29	54	23	28	30	25	54	33	31		
Definitely not pay attention	34	35	28	30	32	38	36	37	18	33	33	29	54	23	28	30	25	54	33	31		
DK/NA	11	8	9	3	10	4	17	12	29	6	18	18	15	14	18	17	6	2	8	9		
DK/NA	11	8	9	3	10	4	17	12	29	6	18	18	15	14	18	17	6	2	8	9		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
TOTAL PAY ATTENTION	55	51	60	60	51	62	51	55	58	41	61	55	51	37	53	47	62	50	32	62	55	62
Definitely pay attention	18	16	20	18	18	22	13	18	19	14	19	17	23	11	14	13	19	23	6	24	20	20
Maybe pay attention	38	35	40	42	33	40	38	38	39	27	42	38	27	26	39	34	43	26	26	37	35	43
NOT PAY ATTENTION	34	38	30	31	41	24	39	35	30	43	30	34	40	52	30	38	28	50	37	29	31	29
Definitely not pay attention	34	38	30	31	41	24	39	35	30	43	30	34	40	52	30	38	28	50	37	29	31	29
DK/NA	11	11	10	10	9	14	9	9	12	16	9	11	9	10	17	15	10	0	31	9	14	9
DK/NA	11	11	10	10	9	14	9	9	12	16	9	11	9	10	17	15	10	0	31	9	14	9

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
TOTAL PAY ATTENTION	55	58	60	60	50	44	59	40	48	44	46	38	34	70	47	54	56	56	72	64	44
Definitely pay attention	18	18	23	21	5	15	19	15	20	18	0	5	19	21	20	17	18	16	21	23	12
Maybe pay attention	38	39	38	38	44	29	40	24	28	27	46	33	16	49	27	36	38	41	51	41	32
NOT PAY ATTENTION	34	35	30	31	34	46	30	59	35	46	44	54	52	23	36	33	38	32	24	16	48
Definitely not pay attention	34	35	30	31	34	46	30	59	35	46	44	54	52	23	36	33	38	32	24	16	48
DK/NA	11	7	10	9	16	9	11	2	16	10	9	7	13	8	17	13	6	12	5	20	
DK/NA	11	7	10	9	16	9	11	2	16	10	9	7	13	8	17	13	6	12	5	20	420

Table 108: Q17n. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : Ethnic radio or newspaper

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300
<u>TOTAL PAY ATTENTION</u>	55	59	44	61	57	56	53	49	67	55	77	65	23	58	52	30	84	51	0	55
Definitely pay attention	18	18	15	20	19	20	16	13	24	18	0	20	0	16	21	13	63	21	0	18
Maybe pay attention	38	41	29	41	38	37	38	36	43	37	77	46	23	42	32	17	22	30	0	38
<u>NOT PAY ATTENTION</u>	34	35	38	32	27	35	37	37	23	35	23	25	49	34	34	48	0	34	0	34
Definitely not pay attention	34	35	38	32	27	35	37	37	23	35	23	25	49	34	34	48	0	34	0	34
<u>DK/NA</u>	11	6	18	6	16	9	10	14	10	10	0	10	28	8	13	22	16	14	0	11
DK/NA	11	6	18	6	16	9	10	14	10	10	0	10	28	8	13	22	16	14	0	11

Table 109: Q17o. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : An electronic sign on Calaveras Road

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	300	151	33	51	72	54	60	31	20	177	111	51	42	39	9	45	54	39	187	248		
TOTAL PAY ATTENTION	78	73	78	74	74	84	86	82	57	77	79	72	83	72	57	67	92	85	80	78		
Definitely pay attention	32	26	23	26	37	34	30	36	28	33	31	33	31	18	27	20	45	25	34	32		
Maybe pay attention	46	46	55	48	38	49	56	46	29	44	48	39	52	54	31	47	47	60	46	46		
NOT PAY ATTENTION	17	20	20	25	22	13	10	13	19	20	12	15	9	25	35	30	4	15	16	18		
Definitely not pay attention	17	20	20	25	22	13	10	13	19	20	12	15	9	25	35	30	4	15	16	18		
DK/NA	5	8	2	1	3	3	5	5	24	3	8	12	7	3	7	3	4	0	4	4		
DK/NA	5	8	2	1	3	3	5	5	24	3	8	12	7	3	7	3	4	0	4	4		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	300	150	147	70	66	96	60	136	156	76	188	265	30	31	51	82	166	31	23	87	110	146
TOTAL PAY ATTENTION	78	79	79	76	79	81	75	77	79	76	81	80	72	66	81	75	81	87	84	72	75	79
Definitely pay attention	32	33	32	22	40	29	39	31	33	35	33	34	22	41	25	31	31	34	47	27	31	29
Maybe pay attention	46	46	47	54	39	52	36	47	46	40	48	46	49	24	56	44	50	53	36	46	44	51
NOT PAY ATTENTION	17	16	16	22	20	11	19	21	14	14	15	15	28	29	15	20	13	13	16	25	24	14
Definitely not pay attention	17	16	16	22	20	11	19	21	14	14	15	15	28	29	15	20	13	13	16	25	24	14
DK/NA	5	5	5	2	1	9	6	2	7	10	3	5	0	5	4	4	6	0	0	2	2	7
DK/NA	5	5	5	2	1	9	6	2	7	10	3	5	0	5	4	4	6	0	0	2	2	7

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	300	64	174	238	45	79	209	31	36	67	11	56	31	143	68	180	102	60	67	54	88
TOTAL PAY ATTENTION	78	77	82	81	60	72	80	88	58	72	72	75	86	79	75	79	77	69	81	83	74
Definitely pay attention	32	38	32	33	28	32	31	48	21	33	25	34	38	30	31	28	34	20	22	27	46
Maybe pay attention	46	40	51	48	31	40	49	40	37	38	47	41	48	49	44	51	43	48	59	57	28
NOT PAY ATTENTION	17	13	14	14	38	26	14	12	37	26	28	25	12	16	17	14	22	31	13	2	25
Definitely not pay attention	17	13	14	14	38	26	14	12	37	26	28	25	12	16	17	14	22	31	13	2	25
DK/NA	5	10	4	5	2	2	6	0	5	2	0	0	1	5	8	7	1	1	6	15	
DK/NA	5	10	4	5	2	2	6	0	5	2	0	0	1	5	8	7	1	1	6	15	422

Table 109: Q17o. I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. : An electronic sign on Calaveras Road

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD					A/B SPLIT	
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	300	82	63	93	48	72	62	74	81	265	3	27	5	184	101	12	4	116	0	300
<u>TOTAL PAY ATTENTION</u>	78	82	74	74	86	73	85	84	74	81	50	64	30	74	85	97	63	86	0	78
Definitely pay attention	32	36	23	30	42	31	31	31	34	32	0	41	0	26	41	66	0	42	0	32
Maybe pay attention	46	45	51	44	45	42	53	53	39	49	50	22	30	48	44	30	63	43	0	46
<u>NOT PAY ATTENTION</u>	17	17	16	22	7	24	15	10	18	16	50	22	42	20	13	3	37	13	0	17
Definitely not pay attention	17	17	16	22	7	24	15	10	18	16	50	22	42	20	13	3	37	13	0	17
<u>DK/NA</u>	5	1	10	4	6	3	0	6	9	3	0	14	28	7	2	0	0	2	0	5
DK/NA	5	1	10	4	6	3	0	6	9	3	0	14	28	7	2	0	0	2	0	5

Table 110: Q18. LIVED IN MILPITAS

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
<7 YEARS	19	19	15	21	30	20	10	10	5	24	9	8	25	21	34	13	10	35	16	18		
Six years or less	19	19	15	21	30	20	10	10	5	24	9	8	25	21	34	13	10	35	16	18		
7-10 YEARS	10	10	0	11	7	14	11	8	7	10	10	8	12	9	16	11	13	8	9	9		
Seven to ten years	10	10	0	11	7	14	11	8	7	10	10	8	12	9	16	11	13	8	9	9		
11-30 YEARS	48	55	51	62	43	53	44	34	54	52	43	41	36	51	19	47	54	45	53	50		
11 to 20 years	26	29	24	35	26	32	22	12	24	30	20	17	21	26	10	36	32	24	30	28		
21 to 30 years	21	26	27	27	17	21	22	22	29	21	23	24	15	25	9	11	22	20	22	22		
31+ YEARS	23	16	31	5	20	12	35	48	34	13	39	43	27	19	31	25	23	12	21	22		
31 years or more	23	16	31	5	20	12	35	48	34	13	39	43	27	19	31	25	23	12	21	22		
DK/REFUSED	1	0	2	1	0	2	0	0	0	1	0	0	0	0	0	3	0	1	1	1		
DK/Refused	1	0	2	1	0	2	0	0	0	1	0	0	0	0	0	3	0	1	1	1		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
<7 YEARS	19	24	13	20	7	19	29	14	23	24	18	19	16	18	14	16	16	42	23	13	16	15
Six years or less	19	24	13	20	7	19	29	14	23	24	18	19	16	18	14	16	16	42	23	13	16	15
7-10 YEARS	10	7	12	11	15	7	5	13	6	7	12	10	5	7	10	9	11	4	10	12	12	8
Seven to ten years	10	7	12	11	15	7	5	13	6	7	12	10	5	7	10	9	11	4	10	12	12	8
11-30 YEARS	48	48	47	55	42	54	33	49	46	44	47	46	55	32	42	38	55	36	31	44	41	61
11 to 20 years	26	22	31	25	26	30	22	25	27	23	28	27	25	10	16	14	35	23	8	22	18	38
21 to 30 years	21	26	16	30	17	24	12	24	19	21	19	20	30	22	26	25	21	13	23	23	23	23
31+ YEARS	23	20	26	14	35	18	31	24	23	23	23	23	24	43	33	37	17	18	35	30	31	15
31 years or more	23	20	26	14	35	18	31	24	23	23	23	23	24	43	33	37	17	18	35	30	31	15
DK/REFUSED	1	0	1	0	0	1	1	0	1	1	1	1	0	0	1	1	1	0	1	1	1	0
DK/Refused	1	0	1	0	0	1	1	0	1	1	1	1	0	0	1	1	1	0	1	1	1	0

Table 110: Q18. LIVED IN MILPITAS

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157
<7 YEARS	19	15	15	15	27	20	17	24	17	20	19	100	0	0	0	10	36	20	10	4	37
Six years or less	19	15	15	15	27	20	17	24	17	20	19	100	0	0	0	10	36	20	10	4	37
7-10 YEARS	10	12	11	11	5	15	8	17	16	16	5	0	100	0	0	7	14	13	7	4	7
Seven to ten years	10	12	11	11	5	15	8	17	16	16	5	0	100	0	0	7	14	13	7	4	7
11-30 YEARS	48	56	49	51	39	35	53	27	36	32	51	0	0	100	0	54	37	44	63	61	33
11 to 20 years	26	31	29	29	17	15	31	12	13	12	32	0	0	56	0	30	20	20	41	31	18
21 to 30 years	21	26	20	22	22	20	22	15	23	20	19	0	0	44	0	24	17	24	22	30	15
31+ YEARS	23	16	25	23	29	30	20	31	30	31	25	0	0	0	100	28	14	23	18	30	22
31 years or more	23	16	25	23	29	30	20	31	30	31	25	0	0	0	100	28	14	23	18	30	22
DK/REFUSED	1	1	1	1	1	0	1	0	1	0	0	0	0	0	0	1	0	0	1	1	1
DK/Refused	1	1	1	1	1	0	1	0	1	0	0	0	0	0	0	1	0	0	1	1	1

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT		
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300
<7 YEARS	19	33	10	16	8	19	7	28	18	19	0	21	0	18	16	61	3	20	19	19
Six years or less	19	33	10	16	8	19	7	28	18	19	0	21	0	18	16	61	3	20	19	19
7-10 YEARS	10	8	6	13	14	11	15	4	9	10	7	5	27	8	10	19	18	12	9	10
Seven to ten years	10	8	6	13	14	11	15	4	9	10	7	5	27	8	10	19	18	12	9	10
11-30 YEARS	48	51	47	52	37	51	48	46	46	45	88	65	53	54	38	12	51	36	47	48
11 to 20 years	26	25	21	36	18	21	30	24	30	26	77	23	33	29	24	1	42	23	24	29
21 to 30 years	21	26	26	16	19	29	18	22	16	20	11	42	20	26	14	11	9	13	23	19
31+ YEARS	23	8	37	17	41	20	30	22	25	25	5	7	21	19	34	8	28	30	24	23
31 years or more	23	8	37	17	41	20	30	22	25	25	5	7	21	19	34	8	28	30	24	23
DK/REFUSED	1	0	0	1	0	0	0	0	2	1	0	2	0	0	2	0	0	2	1	1
DK/Refused	1	0	0	1	0	0	0	0	2	1	0	2	0	0	2	0	0	2	1	1

Table 111: Q19. OWN/RENT HOME

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
Own	60	65	59	45	53	67	65	69	78	55	68	72	54	50	57	67	52	61	63	61		
Rent	34	34	35	43	38	31	32	31	11	37	28	24	42	47	43	29	40	39	31	33		
DK/NA/Refused	6	1	6	12	9	2	3	0	10	8	3	4	5	3	0	4	8	0	6	5		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
Own	60	60	60	59	58	64	62	58	63	57	61	60	58	61	64	63	61	47	51	61	58	66
Rent	34	35	33	38	33	28	35	35	31	38	33	34	34	33	29	30	34	45	41	31	34	31
DK/NA/Refused	6	5	7	4	9	8	3	7	6	5	6	6	8	6	8	7	5	7	8	8	8	3

	Q9 QUALITY OF CITY SERVICES				Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME				
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157
Own	60	64	63	63	53	62	60	52	69	61	65	31	43	68	73	100	0	34	80	76	62
Rent	34	28	34	33	37	29	37	39	26	31	18	65	48	26	21	0	100	58	20	21	33
DK/NA/Refused	6	8	3	4	11	9	3	9	6	7	16	4	9	6	7	0	0	7	0	3	4

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300
Own	60	55	68	55	69	54	63	67	60	58	44	76	79	64	51	86	35	54	60	60
Rent	34	37	30	37	26	43	28	27	35	36	56	19	9	34	34	14	65	33	34	34
DK/NA/Refused	6	7	2	8	5	3	10	6	5	6	0	5	11	2	15	0	0	13	6	6

Table 112: Q20. INCOME

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
<\$90K	23	26	43	34	18	17	20	31	31	22	25	31	26	31	64	18	21	20	19	23		
\$30,000 and under	4	4	10	4	2	1	3	12	8	2	6	10	6	4	21	1	6	5	3	3		
\$30,001 - \$60,000	9	9	18	17	7	2	9	8	17	8	10	11	9	14	36	7	9	0	6	9		
\$60,001 - \$90,000	11	13	15	14	9	15	8	12	7	12	9	10	12	14	7	9	6	14	10	10		
\$90K-\$120K	22	26	23	28	19	20	22	20	25	22	22	22	15	30	8	22	20	19	23	23		
\$90,001 - \$120,000	22	26	23	28	19	20	22	20	25	22	22	22	15	30	8	22	20	19	23	23		
\$120K-\$150K	20	24	21	14	25	15	21	25	27	19	23	26	19	13	13	19	30	17	23	21		
\$120,001 - \$150,000	20	24	21	14	25	15	21	25	27	19	23	26	19	13	13	19	30	17	23	21		
\$150K+	26	22	12	19	32	35	25	21	2	29	20	14	28	15	15	33	19	41	28	26		
\$150,001 - \$180,000	8	9	5	8	13	7	5	9	2	9	6	7	11	7	4	17	3	7	8	8		
More than \$180,000	18	13	7	11	20	29	20	12	0	20	14	7	18	8	11	16	16	34	20	18		
REFUSED	9	2	0	4	5	12	12	3	14	7	10	7	11	11	0	8	10	3	7	7		
Refused	9	2	0	4	5	12	12	3	14	7	10	7	11	11	0	8	10	3	7	7		

	QD GENDER			QE EDUCATION					Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE				
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
<\$90K	23	26	20	45	22	18	10	33	15	32	18	22	27	27	17	21	26	12	26	24	25	22
\$30,000 and under	4	5	2	8	4	2	2	6	2	8	2	4	5	8	2	4	4	0	3	3	3	4
\$30,001 - \$60,000	9	9	8	22	7	5	2	14	4	12	6	8	12	12	7	9	8	9	14	10	11	7
\$60,001 - \$90,000	11	12	10	14	12	11	6	13	9	12	11	11	10	7	8	7	14	4	8	11	10	12
\$90K-\$120K	22	20	23	17	26	27	16	21	23	17	25	23	12	6	18	13	28	17	5	13	11	34
\$90,001 - \$120,000	22	20	23	17	26	27	16	21	23	17	25	23	12	6	18	13	28	17	5	13	11	34
\$120K-\$150K	20	17	23	17	22	23	19	19	21	18	22	21	10	21	21	21	22	9	9	26	21	22
\$120,001 - \$150,000	20	17	23	17	22	23	19	19	21	18	22	21	10	21	21	21	22	9	9	26	21	22
\$150K+	26	32	20	11	20	27	49	15	35	24	26	25	36	29	32	31	17	56	53	24	32	18
\$150,001 - \$180,000	8	7	8	6	4	9	13	5	11	7	7	7	9	3	14	10	6	8	15	7	9	5
More than \$180,000	18	24	12	6	16	18	36	11	25	17	18	18	26	26	18	21	11	48	39	17	23	13
REFUSED	9	5	13	10	11	5	6	11	6	8	9	9	16	17	12	14	7	6	7	13	11	4
Refused	9	5	13	10	11	5	6	11	6	8	9	9	16	17	12	14	7	6	7	13	11	4

Table 112: Q20. INCOME

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K-\$120K	\$120K-\$150K	\$150K+
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157
<\$90K	23	20	24	23	24	28	21	25	32	29	21	24	31	21	23	13	39	100	0	0	0
\$30,000 and under	4	4	3	4	6	7	2	12	5	8	3	4	7	3	3	2	7	16	0	0	0
\$30,001 - \$60,000	9	6	9	8	11	13	7	8	17	13	10	11	14	5	12	5	16	38	0	0	0
\$60,001 - \$90,000	11	10	12	11	7	7	12	4	9	7	8	9	11	13	8	6	17	46	0	0	0
\$90K-\$120K	22	22	26	25	9	15	25	15	16	16	6	12	16	29	16	29	12	0	100	0	0
\$90,001 - \$120,000	22	22	26	25	9	15	25	15	16	16	6	12	16	29	16	29	12	0	100	0	0
\$120K-\$150K	20	24	23	23	12	12	24	9	13	11	19	5	8	26	26	26	13	0	0	100	0
\$120,001 - \$150,000	20	24	23	23	12	12	24	9	13	11	19	5	8	26	26	26	13	0	0	100	0
\$150K+	26	28	20	22	37	34	23	40	30	34	33	51	18	18	25	27	26	0	0	0	100
\$150,001 - \$180,000	8	9	6	7	13	7	9	11	5	8	1	9	6	6	13	8	9	0	0	0	30
More than \$180,000	18	19	14	15	24	27	14	29	25	27	32	42	12	13	13	19	17	0	0	0	70
REFUSED	9	6	7	7	19	12	7	11	9	10	21	8	27	6	9	5	10	0	0	0	0
Refused	9	6	7	7	19	12	7	11	9	10	21	8	27	6	9	5	10	0	0	0	0

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD					A/B SPLIT	
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300
<\$90K	23	25	28	20	21	39	28	15	15	23	23	28	18	29	15	0	18	14	26	20
\$30,000 and under	4	4	7	1	5	10	2	1	3	4	0	0	6	5	1	0	18	2	3	4
\$30,001 - \$60,000	9	6	13	9	6	17	12	2	6	8	5	16	7	11	6	0	0	5	10	8
\$60,001 - \$90,000	11	15	8	10	10	12	14	12	7	11	19	12	5	13	7	0	0	6	13	8
\$90K-\$120K	22	20	21	24	24	21	21	20	25	20	53	38	27	26	16	5	9	14	21	22
\$90,001 - \$120,000	22	20	21	24	24	21	21	20	25	20	53	38	27	26	16	5	9	14	21	22
\$120K-\$150K	20	14	23	23	24	15	24	18	25	20	24	17	28	24	16	7	9	15	22	18
\$120,001 - \$150,000	20	14	23	23	24	15	24	18	25	20	24	17	28	24	16	7	9	15	22	18
\$150K+	26	35	24	23	15	20	9	41	31	28	0	14	15	20	31	73	26	35	23	29
\$150,001 - \$180,000	8	9	6	10	6	5	4	10	11	8	0	4	11	8	7	8	10	7	6	9
More than \$180,000	18	27	18	14	9	16	5	30	19	20	0	11	4	12	24	65	16	28	17	20
REFUSED	9	5	4	9	16	4	18	6	4	10	0	2	11	1	22	15	38	22	8	10
Refused	9	5	4	9	16	4	18	6	4	10	0	2	11	1	22	15	38	22	8	10

Table 113: LANGUAGE

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
English	89	81	83	84	93	85	89	96	81	88	90	90	100	89	100	81	100	100	84	86		
Spanish	1	2	2	1	1	4	1	1	0	2	1	0	0	11	0	0	0	0	0	2		
Vietnamese	7	11	12	12	4	5	7	1	15	7	7	6	0	0	0	0	0	0	11	9		
Chinese	3	5	3	3	2	5	3	2	4	3	3	3	0	0	0	19	0	0	5	3		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
English	89	89	88	86	92	83	98	89	89	84	89	87	97	94	92	93	87	92	97	87	90	87
Spanish	1	1	2	0	2	3	0	1	2	2	1	2	0	2	2	2	1	0	0	1	1	2
Vietnamese	7	8	6	10	5	9	1	7	6	11	6	8	3	3	4	4	7	8	3	9	7	7
Chinese	3	2	3	4	1	5	1	3	3	3	3	3	0	0	2	2	4	0	1	3	2	4

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157
English	89	92	86	87	93	87	89	89	86	87	84	92	87	85	95	86	93	87	80	88	94
Spanish	1	2	1	1	2	3	1	2	2	2	6	0	1	3	0	1	2	1	3	2	0
Vietnamese	7	4	9	8	5	8	7	7	8	8	8	8	4	10	2	9	4	9	13	6	4
Chinese	3	2	3	3	1	3	3	2	4	3	2	0	8	3	3	4	1	2	4	4	2

	GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD					A/B SPLIT		
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300
English	89	90	89	87	90	91	87	89	89	100	0	0	0	82	100	100	100	100	89	88
Spanish	1	2	0	2	2	0	2	1	2	0	100	0	0	2	0	0	0	0	2	1
Vietnamese	7	7	7	7	6	8	7	6	6	0	0	100	0	11	0	0	0	0	5	9
Chinese	3	2	3	4	3	1	4	3	3	0	0	0	100	5	0	0	0	0	4	2

Table 114: CONTACT METHOD

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
PHONE	62	100	100	80	54	66	62	54	62	65	59	57	63	60	74	65	52	74	65	64		
Telephone	62	100	100	80	54	66	62	54	62	65	59	57	63	60	74	65	52	74	65	64		
TOTAL ONLINE	38	0	0	20	46	34	38	46	38	35	41	43	37	40	26	35	48	26	35	36		
Email	31	0	0	19	34	29	35	36	36	28	36	36	33	38	21	24	45	13	28	29		
Postcard	4	0	0	0	10	4	2	4	2	5	3	3	3	0	0	5	0	13	4	4		
Text	3	0	0	1	2	1	1	7	0	1	2	4	1	1	4	6	3	0	3	3		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
PHONE	62	66	59	81	57	62	50	69	57	72	60	63	43	55	51	52	70	44	56	54	55	72
Telephone	62	66	59	81	57	62	50	69	57	72	60	63	43	55	51	52	70	44	56	54	55	72
TOTAL ONLINE	38	34	41	19	43	38	50	31	43	28	40	37	57	45	49	48	30	56	44	46	45	28
Email	31	25	36	18	38	34	35	28	34	25	33	31	42	42	36	38	25	47	33	36	35	25
Postcard	4	7	1	1	1	3	13	1	7	2	4	4	9	1	7	5	3	5	10	4	5	2
Text	3	2	3	1	3	1	2	2	2	1	3	2	6	2	6	5	1	3	1	6	5	1

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157
PHONE	62	71	66	67	43	51	70	61	48	54	40	60	54	71	50	66	63	77	75	72	48
Telephone	62	71	66	67	43	51	70	61	48	54	40	60	54	71	50	66	63	77	75	72	48
TOTAL ONLINE	38	29	34	33	57	49	30	39	52	46	60	40	46	29	50	34	37	23	25	28	52
Email	31	24	28	27	47	41	25	34	44	40	44	26	33	25	46	27	31	21	23	25	38
Postcard	4	3	3	3	9	5	3	4	4	4	14	13	8	1	1	6	2	0	1	1	11
Text	3	2	3	3	1	3	2	2	4	3	2	0	5	3	3	1	5	2	1	1	3

Table 114: CONTACT METHOD

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT		
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300
PHONE	62	70	59	62	61	72	67	58	57	57	100	100	100	100	0	0	0	0	63	61
Telephone	62	70	59	62	61	72	67	58	57	57	100	100	100	100	0	0	0	0	63	61
TOTAL ONLINE	38	30	41	38	39	28	33	42	43	43	0	0	0	0	100	100	100	100	37	39
Email	31	20	33	34	38	23	32	28	39	35	0	0	0	0	100	0	0	83	29	34
Postcard	4	9	5	2	0	2	0	12	2	5	0	0	0	0	0	100	0	11	4	4
Text	3	1	4	2	0	3	1	2	2	3	0	0	0	0	0	0	100	7	4	1

Table 115: A/B SPLIT

		QA CELL PHONE			QB AGE								QC RACE/ETHNICITY										
		Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
A B	Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
	50	53	39	50	50	50	50	52	46	50	50	50	50	50	50	29	50	50	50	50	50		
	50	47	61	50	50	50	50	48	54	50	50	50	50	50	50	71	50	50	50	50	50		
		QD GENDER			QE EDUCATION					Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE				
		Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
A B	Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
	50	50	50	49	50	50	50	49	50	50	50	50	50	50	54	58	57	50	40	69	52	57	46
	50	50	50	51	50	50	50	51	50	50	50	50	50	50	46	42	43	50	60	31	48	43	54
		Q9 QUALITY OF CITY SERVICES				Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME					
		Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+	
A B	Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157	
	50	44	52	50	48	53	49	48	54	51	58	50	47	50	51	50	50	50	56	48	55	44	
	50	56	48	50	52	47	51	52	46	49	42	50	53	50	49	50	50	44	52	45	56		
		GENDER BY AGE				EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT					
		Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B		
A B	Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300		
	50	51	49	49	51	48	51	52	48	50	63	38	69	51	46	51	76	49	100	0			
	50	49	51	51	49	52	49	48	52	50	37	62	31	49	54	49	24	51	0	100			

Table 116: DEMOGRAPHIC COMBINATIONS

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	584	314	54	99	144	108	119	64	38	351	221	102	84	78	13	84	108	77	365	487		
<u>GENDER BY AGE</u>	98	99	97	100	100	100	100	100	100	100	100	100	100	98	91	98	98	95	98	98		
MEN 18-49	29	34	25	57	51	37	0	0	0	48	0	0	23	26	24	30	32	41	31	30		
MEN 50+	21	18	28	0	0	0	52	61	58	0	56	60	26	10	33	22	27	16	23	21		
WOMEN 18-49	31	34	10	43	49	63	0	0	0	52	0	0	28	42	24	32	21	27	28	32		
WOMEN 50+	17	13	34	0	0	0	48	39	42	0	44	40	23	19	10	14	18	11	15	16		
<u>EDUCATION BY GENDER</u>	99	99	100	100	98	95	100	100	100	98	100	100	100	96	100	98	97	100	99	98		
NON COLLEGE EDUCATED MEN	24	26	32	38	19	12	28	26	21	22	26	24	15	24	42	27	29	25	26	25		
NON COLLEGE EDUCATED WOMEN	22	22	33	17	22	21	24	19	36	20	25	25	23	34	34	16	20	19	20	22		
COLLEGE EDUCATED MEN	26	25	23	19	29	25	25	36	37	25	30	36	34	15	16	26	27	32	28	25		
COLLEGE EDUCATED WOMEN	26	26	11	26	27	37	23	20	7	30	19	15	27	23	8	29	21	24	26	26		
	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	584	296	288	135	132	190	120	266	309	149	367	516	58	65	115	180	329	51	73	172	245	271
<u>GENDER BY AGE</u>	98	99	97	98	97	97	98	98	98	99	98	98	96	97	97	97	99	95	96	98	98	98
MEN 18-49	29	57	0	27	32	29	27	29	28	25	30	29	27	12	30	24	28	55	27	29	28	32
MEN 50+	21	42	0	26	17	20	24	21	21	25	20	21	19	29	17	21	22	10	26	13	17	24
WOMEN 18-49	31	0	63	24	29	36	32	27	34	29	32	31	34	23	34	30	33	19	27	33	31	30
WOMEN 50+	17	0	34	21	20	13	15	20	14	20	16	17	16	33	16	22	15	12	17	23	21	12
<u>EDUCATION BY GENDER</u>	99	99	98	100	100	100	100	100	100	99	99	99	100	100	100	100	97	100	100	98	99	98
NON COLLEGE EDUCATED MEN	24	47	0	54	50	0	0	52	0	25	23	24	21	21	19	19	23	36	18	21	20	29
NON COLLEGE EDUCATED WOMEN	22	0	45	46	50	0	0	48	0	28	19	21	26	33	27	29	21	7	16	33	28	18
COLLEGE EDUCATED MEN	26	52	0	0	0	49	51	0	50	25	28	27	26	20	29	26	26	30	36	20	24	27
COLLEGE EDUCATED WOMEN	26	0	54	0	0	51	49	0	50	21	30	27	26	26	25	25	27	26	30	25	26	24

Table 116: DEMOGRAPHIC COMBINATIONS

	Q9 QUALITY OF CITY SERVICES					Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME			
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K-\$120K	\$120K-\$150K	\$150K+
Base	584	114	353	468	85	163	398	59	76	135	27	106	58	279	137	356	194	136	129	122	150
<u>GENDER BY AGE</u>	98	100	97	98	100	99	97	99	100	100	99	99	99	99	96	97	99	98	99	96	98
MEN 18-49	29	39	26	29	25	27	28	28	26	27	28	52	23	31	10	26	33	31	27	20	40
MEN 50+	21	22	21	21	22	28	19	18	40	30	16	12	13	21	33	24	19	26	20	23	20
WOMEN 18-49	31	24	34	31	32	27	34	32	22	27	32	28	39	34	23	28	34	27	34	35	28
WOMEN 50+	17	15	17	17	20	17	16	21	11	15	22	7	23	13	29	19	13	15	18	19	10
<u>EDUCATION BY GENDER</u>	99	96	99	98	100	100	98	100	100	100	100	100	94	98	100	99	98	100	99	97	100
NON COLLEGE EDUCATED MEN	24	29	25	26	17	23	24	18	32	26	8	25	26	25	20	21	31	40	23	17	19
NON COLLEGE EDUCATED WOMEN	22	20	24	23	19	19	23	21	16	18	23	8	33	22	28	23	18	26	21	25	8
COLLEGE EDUCATED MEN	26	29	23	24	31	34	23	29	35	32	38	40	11	25	25	29	21	17	24	23	42
COLLEGE EDUCATED WOMEN	26	18	27	25	33	25	27	32	17	24	32	27	24	26	28	26	28	17	30	32	32
	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT			
	Total	MEN 18-49	MEN 50+	WOMEN 18-49	WOMEN 50+	NCOLL MEN	NCOLL WOMEN	COLL+ MEN	COLL+ WOMEN	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B	
Base	584	169	123	182	97	138	128	155	155	520	8	39	17	368	182	24	10	216	291	293	
<u>GENDER BY AGE</u>	98	100	100	100	100	98	98	99	96	98	100	100	100	98	96	98	100	97	98	97	
MEN 18-49	29	100	0	0	0	57	0	57	0	29	31	29	19	32	19	60	12	23	30	28	
MEN 50+	21	0	100	0	0	41	0	43	0	21	0	23	23	20	22	23	47	24	21	21	
WOMEN 18-49	31	0	0	100	0	0	55	0	68	30	49	33	43	30	34	15	37	32	31	32	
WOMEN 50+	17	0	0	0	100	0	42	0	28	17	20	15	15	16	21	0	3	17	17	16	
<u>EDUCATION BY GENDER</u>	99	98	100	97	100	100	100	100	100	98	100	100	100	99	97	100	100	98	98	99	
NON COLLEGE EDUCATED MEN	24	46	46	0	0	100	0	0	0	24	4	27	12	27	18	10	36	18	23	25	
NON COLLEGE EDUCATED WOMEN	22	0	0	39	56	0	100	0	0	21	33	24	27	23	22	2	12	20	23	21	
COLLEGE EDUCATED MEN	26	52	54	0	0	0	0	100	0	26	27	25	30	24	24	75	23	30	28	25	
COLLEGE EDUCATED WOMEN	26	0	0	58	44	0	0	0	100	26	36	24	31	24	33	13	28	31	25	28	

Table 1: Q12 BUDGET ALLOCATION MEAN SCORE SUMMARY TABLE

	QA CELL PHONE			QB AGE									QC RACE/ETHNICITY									
	Total	YES	NO	18-29	30-39	40-49	50-64	65-74	75+	18-49	50+	65+	WHITE	LATINO	AF AM	CHIN	FILIPNO	SOUTH ASIAN	TOTAL API	PPLE OF CLR		
Base	600	318	54	102	144	108	120	64	38	354	222	102	84	78	13	90	108	78	376	498		
E PUBLIC SAFETY	20.17	17.99	18.47	16.77	19.00	20.63	21.67	24.28	19.99	18.85	22.14	22.70	21.05	18.19	22.60	23.67	21.12	18.58	20.20	19.91		
D NEIGHBORHOODS/HOUSING	18.47	18.92	16.00	17.63	18.67	18.96	19.02	16.29	20.37	18.46	18.46	17.80	18.17	20.34	21.73	17.50	18.11	17.08	17.47	18.33		
B ECONOMIC DEVELOPMENT	16.85	18.25	20.81	18.46	16.73	16.47	17.09	16.00	16.51	17.15	16.68	16.19	14.53	16.95	14.63	16.57	17.49	17.32	17.54	17.35		
A COMM WELLNESS/OPEN SP	15.66	15.83	13.62	15.94	15.12	17.16	15.06	15.10	15.92	15.98	15.22	15.40	14.85	18.58	11.95	15.27	14.67	16.07	15.65	15.94		
C ENVIRONMENT	14.45	14.61	14.16	15.47	14.64	13.44	14.71	14.31	14.45	14.51	14.55	14.36	15.85	13.20	13.63	14.25	15.38	14.69	14.60	14.30		
F TRANSPORTATION/TRANSIT	14.40	14.40	16.95	15.73	15.84	13.34	12.45	14.01	12.77	15.05	12.96	13.55	15.56	12.75	15.46	12.74	13.23	16.26	14.54	14.17		

	QD GENDER			QE EDUCATION						Q1 MILPITAS QUALITY OF LIFE SATISFACTION				Q6 RATE OF GROWTH					Q8 CRIME CHANGE			
	Total	MEN	WMN	HS OR LESS	SOME COLL	COLL GRAD	POST GRAD	NON COLL	COLL+	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	MUCH FAST	SMWT FAST	TOO FAST	ABOUT RIGHT	TOO SLOW	INCR GRT DL	INCR LITTLE	TOTAL INCR	SAME/ DECR
Base	600	300	294	137	132	192	120	269	312	153	376	529	61	68	121	189	331	52	75	180	255	271
E PUBLIC SAFETY	20.17	20.39	19.80	19.85	19.48	19.80	22.52	19.67	20.85	20.88	19.42	19.84	23.30	21.18	19.97	20.40	20.04	20.24	24.40	19.20	20.73	19.28
D NEIGHBORHOODS/HOUSING	18.47	18.14	18.92	18.80	18.95	18.91	17.91	18.87	18.52	18.14	18.07	18.09	22.07	17.54	21.60	20.15	18.07	15.87	17.50	19.12	18.64	18.25
B ECONOMIC DEVELOPMENT	16.85	17.18	16.62	17.62	16.29	17.23	16.77	16.97	17.05	16.80	17.17	17.06	15.13	15.47	14.44	14.81	17.59	19.83	16.42	15.66	15.88	17.94
A COMM WELLNESS/OPEN SP	15.66	15.09	16.30	15.87	15.68	14.57	14.80	15.78	14.66	15.34	15.63	15.54	15.98	16.94	15.89	16.27	15.44	14.87	14.00	16.06	15.46	15.94
C ENVIRONMENT	14.45	14.27	14.65	14.58	16.03	13.52	14.63	15.29	13.94	14.27	14.60	14.50	13.61	15.58	15.78	15.71	13.75	14.62	15.03	14.59	14.72	14.24
F TRANSPORTATION/TRANSIT	14.40	14.92	13.72	13.27	13.57	15.97	13.39	13.42	14.98	14.57	15.12	14.96	9.91	13.30	12.31	12.67	15.11	14.57	12.65	15.37	14.57	14.35

	Q9 QUALITY OF CITY SERVICES				Q13 CITY DEPT CONTACT		Q14 DEPT CONTACT SAT				Q18 LIVED IN MILPITAS				Q19 OWN/RENT HOME		Q20 INCOME				
	Total	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	YES	NO	VERY SAT	SMWT SAT	TOTAL SAT	TOTAL DISSAT	<7 YRS	7-10 YRS	11-30 YRS	31+ YRS	OWN	RENT	<\$90K	\$90K- \$120K	\$120K- \$150K	\$150K+
Base	600	114	365	479	87	166	409	59	78	137	27	112	58	286	139	360	204	137	129	122	157
E PUBLIC SAFETY	20.17	20.56	19.58	19.82	22.07	21.40	19.55	21.20	20.65	20.89	24.75	19.05	17.43	20.31	20.99	20.59	19.23	19.12	18.96	18.61	23.11
D NEIGHBORHOODS/HOUSING	18.47	18.16	18.60	18.49	18.75	18.96	18.24	18.56	19.49	19.09	17.81	17.80	18.46	18.37	19.47	17.33	20.07	20.45	18.12	19.67	16.25
B ECONOMIC DEVELOPMENT	16.85	16.88	17.14	17.08	15.49	17.11	16.81	19.41	17.02	18.05	13.07	17.82	14.58	17.03	16.50	17.42	16.34	16.47	18.78	17.11	16.13
A COMM WELLNESS/OPEN SP	15.66	15.68	15.93	15.87	14.27	14.93	15.98	14.49	16.00	15.35	12.43	15.34	20.83	15.11	15.10	15.99	15.68	14.65	15.34	15.00	15.32
C ENVIRONMENT	14.45	15.37	14.22	14.49	13.65	13.14	14.90	13.81	12.81	13.24	12.58	15.13	15.55	13.88	14.83	14.52	14.25	14.16	14.20	14.83	14.93
F TRANSPORTATION/TRANSIT	14.40	13.35	14.54	14.25	15.76	14.45	14.51	12.53	14.02	13.38	19.35	14.85	13.16	15.29	13.11	14.15	14.44	15.15	14.60	14.78	14.27

Table 1: Q12 BUDGET ALLOCATION MEAN SCORE SUMMARY TABLE

	GENDER BY AGE					EDUCATION BY GENDER				LANGUAGE				CONTACT METHOD				A/B SPLIT		
	Total	MEN	MEN	WOMEN	WOMEN	NCOLL	NCOLL	COLL+	COLL+	ENG	SPAN	VIET	CHIN	PHONE	EMAIL	POST CARD	TEXT	TOTAL ONLINE	A	B
		18-49	50+	18-49	50+	MEN	WOMEN	MEN	WOMEN											
Base	600	169	123	182	97	138	128	155	155	532	8	43	17	372	188	24	15	228	300	300
E PUBLIC SAFETY	20.17	18.55	22.87	19.18	20.87	20.00	19.11	20.86	20.80	20.61	16.37	15.01	21.16	18.06	23.76	23.37	22.14	23.61	20.29	20.04
D NEIGHBORHOODS/HOUSING	18.47	17.70	18.89	19.19	18.04	18.95	19.06	17.68	19.29	18.67	23.66	15.65	16.71	18.50	18.72	13.22	23.12	18.43	18.85	18.09
B ECONOMIC DEVELOPMENT	16.85	17.58	16.83	16.94	16.56	17.29	16.75	17.20	17.10	16.49	20.73	20.00	18.06	18.62	14.27	13.56	10.60	13.95	16.50	17.19
A COMM WELLNESS/OPEN SP	15.66	15.42	14.53	16.50	16.14	15.52	16.18	14.60	14.66	15.60	12.91	17.49	14.17	15.51	16.02	15.64	14.83	15.90	15.15	16.17
C ENVIRONMENT	14.45	14.75	13.72	14.27	15.61	14.57	15.98	13.99	13.92	14.61	14.44	11.93	15.90	14.55	13.95	16.28	15.47	14.30	14.55	14.36
F TRANSPORTATION/TRANSIT	14.40	15.99	13.16	13.92	12.77	13.68	12.93	15.67	14.23	14.01	11.89	19.93	13.99	14.77	13.28	17.93	13.84	13.81	14.67	14.14



CITY OF MILPITAS AGENDA REPORT (AR)

Item Title:	Adopt a Resolution Appointing Glen Campi as Extra Help Public Works Manager (Staff Contact: Christian Di Renzo, Public Works Director and Liz Brown, Interim Human Resources Director, 408-586-3086)
Category:	Leadership and Support Services
Meeting Date:	1/17/2023
	<u>Recommendation:</u> Adopt a resolution appointing Glen Campi as Extra Help Public Works Manager in accordance with California Government Code Sections 7522.56 and 21224 and approve and authorize the City Manager to execute an employment agreement with Glen Campi.

BACKGROUND:

The California Public Employees Reform Act of 2013 requires a 180-day “wait” period before a retiree can return to work for a public agency, subject to exceptions per Government Code Sections 7522.56 and 21224, which pertains to extra help retired annuitants hired to perform work of limited duration, such as elimination of a backlog, special project work, or to perform work exceeding regular staff work. Additionally, and in accordance with Public Employees’ Retirement Law (“PERL”), the extra help appointment and waiver of 180-day “wait” period is permissible if it is approved by the governing body of the employer in a public meeting and not on a consent calendar. Staff has worked with the City Attorney to ensure that additional requirements, such as ones that relate to compensation and hours worked, will be met.

ANALYSIS:

Glen Campi retired from the City of Milpitas on December 31, 2022, after over 26 years of service, 9 of which he served as the Public Works Manager. Mr. Campi’s retirement came at a critical time for the Supervisory Control and Data Acquisition (SCADA) implementation project with ENGIE at all water, sewer, and storm facilities. Mr. Campi has unique knowledge of the SCADA system and a strong working relationship with ENGIE. As such, and consistent with the requirements of Government Code Section 21224, staff recommends waiving the 180-day “wait” period to hire Mr. Campi as an extra help retired annuitant using his unique knowledge and experience to complete the SCADA project and assist with Operations Plan documentation for the City’s Water System. Included in the Council’s agenda packet is the required resolution to appoint a retiree pursuant to Government Code Sections 7522.56 and 21224 and the employment agreement. Mr. Campi has not received unemployment insurance compensation arising out of prior employment with the City in the preceding 12-month period.

POLICY ALTERNATIVE(S):

Alternative 1: Do not adopt the resolution appointing Glen Campi as extra help Public Works Manager and do not approve and authorize the City Manager to execute an employment agreement with Mr. Campi.

Pros: None

Cons: This will create difficulty in completing the critical SCADA implementation project and further delay Operation Plan documentation for the City’s Water System.

Reason for Not Recommending: This will create difficulty in completing the critical SCADA implementation project and further delay Operation Plan documentation for the City’s Water System.

FISCAL IMPACT:

The compensation paid to retirees cannot be less than the minimum nor exceed the maximum hourly rate paid to other employees performing comparable duties and is limited to 960 hours per fiscal year. Accordingly, the

hourly rate that may be paid is not less than \$57.45 or and not more than \$80.43. Mr. Campi will receive \$80.43 per hour. Funding is available from staff vacancies within the FY2022-23 adopted budget.

California Environmental Quality Act (CEQA):

Approval of the recommendation is not an activity defined as a “project” under the California Environmental Quality Act (CEQA) pursuant to CEQA Guidelines 15061(b)(3) and 15378(b)(4) either because it can be seen with certainty that there is no possibility that the activity in question may have a significant effect on the environment and/or because the action is financial and/or administrative and does not directly impact the environment.

RECOMMENDATION:

Adopt a resolution appointing Glen Campi as Extra Help Public Works Manager in accordance with California Government Code Sections 7522.56 and 21224 and approve and authorize the City Manager to execute an employment agreement with Glen Campi.

Attachment(s):

1. Resolution appointing Glen Campi as extra help Public Works Manager in accordance with California Government Code Section 7522.56 and 21224.
2. Employment Agreement

RESOLUTION NO. _____

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY
OF MILPITAS FOR EXCEPTION TO THE 180-DAY
WAITING PERIOD IN ACCORDANCE WITH
CALIFORNIA GOVERNMENT CODE SECTIONS 7522.56
AND 21224 AND APPROVING EMPLOYMENT
AGREEMENT FOR GLEN CAMPI**

WHEREAS, in compliance with Government (Gov.) Code section 7522.56 of the Public Employees' Retirement Law, the Milpitas City Council must provide CalPERS a certification resolution when hiring a retiree before 180 days has passed since their retirement date; and

WHEREAS, Glen Campi, CalPERS ID 1736776481, retired from the City of Milpitas in the position of Public Works Manager, effective 12/31/2022; and

WHEREAS, Gov. Code section 7522.56 requires that post-retirement employment commence no earlier than 180 days after the retirement date, which is (date of 181st day after retirement) without a certification resolution; and

WHEREAS, Section 7522.56 provides that this exception to the 180-day wait period shall not apply if the retiree accepts any retirement-related incentive; and

WHEREAS, the Milpitas City Council, the City of Milpitas, and Glen Campi certify that Glen Campi has not and will not receive a Golden Handshake or any other retirement-related incentive; and

WHEREAS, Mr. Campi has not received any unemployment insurance compensation arising out of his prior employment with the City in the preceding 12-month period; and

WHEREAS, the Milpitas City Council hereby appoints Glen Campi as an extra help retired annuitant to perform the duties of the Public Works Manager for the City of Milpitas under Gov. Code section 21224 effective January 18, 2023; and

WHEREAS, the entire employment agreement, contract or appointment document between Glen Campi and the City of Milpitas has been reviewed by this body and is attached herein; and

WHEREAS, no matters, issues, terms or conditions related to this employment and appointment have been or will be placed on a consent calendar; and

WHEREAS, the employment shall be limited to 960 hours per fiscal year for all CalPERS employers; and

WHEREAS, the compensation paid to retirees cannot be less than the minimum nor exceed the maximum monthly base salary paid to other employees performing comparable duties, divided by 173.333 to equal the hourly rate; and

WHEREAS, the maximum base salary for this position is \$13,941.70 and the hourly equivalent is \$80.43, and the minimum base salary for this position is \$9,958.37 and the hourly equivalent is \$57.45; and

WHEREAS, the hourly rate paid to Glen Campi will be \$80.43; and

WHEREAS, Glen Campi has not and will not receive any other benefit, incentive, compensation in lieu of benefit or other form of compensation in addition to this hourly pay rate; and

WHEREAS, Glen Campi has unique knowledge of the Supervisory Control and Data Acquisition (SCADA) system and a strong working relationship with ENGIE. Mr. Campi's unique knowledge and experience is necessary to the timely completion of the SCADA project and for assistance with Operations Plan documentation for the City's Water System.

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

1. The City Council hereby certifies the nature of the appointment of Glen Campi as described herein and detailed in the attached employment agreement and that this appointment is necessary to perform the critically needed project management duties and other related duties beginning on January 18, 2023, because the Milpitas City Council has determined the unique and specialized skills possessed by Glen Campi are necessary to complete the SCADA implementation project.
2. The City Council hereby waives the 180-day waiting period pursuant to Government Code Sections 7522.56 and 21224.
3. The employment agreement with Glen Campi, a copy of which is incorporated herein as Exhibit A, is approved by the City Council, effective January 17, 2023.
4. The City Manager is authorized to execute said agreement on behalf of the City, with such technical amendments as may be deemed appropriate by the City Manager and City Attorney.

PASSED AND ADOPTED this _____, day of _____, 2023, by the following vote:

AYES:

NOES:

ABSENT:
ABSTAIN:

ATTEST:

APPROVED:

Suzanne Guzzetta, City Clerk

Carmen Montano, Mayor

APPROVED AS TO FORM:

Michael Mutalipassi, City Attorney

EXHIBIT A

EMPLOYMENT AGREEMENT FOR GLEN CAMPI, PUBLIC WORKS MANAGER

This Employment Agreement (“Agreement”) is made by and between the City of Milpitas, a municipal corporation of the State of California (“City”) and Glen Campi, an individual (“Retiree”) as of January 18, 2023 (“Effective Date”).

RECITALS

- A. Retiree was previously employed by the City for twenty-six (26) years, serving most recently as Public Works Manager until December 30, 2022; and
- B. Retiree retired from the City effective December 31, 2022 and will begin collecting a retirement pension from the California Public Employees’ Retirement System (CalPERS); and
- D. The City has a critical need to complete the Supervisory Control and Data Acquisition (SCADA) implementation project at all water, sewer, and storm facilities; and
- E. Retiree has the necessary qualifications, experience and abilities and unique knowledge of the SCADA system to assist with project completion; and
- F. Retired Annuitant’s employment is authorized by Government Code section 21224, which permits the City to hire a CalPERS retired annuitant as extra help to perform work of limited duration, such as special project work; and
- G. City desires to retain the services of Retiree in accordance with California Government Code Section 21224 and Retiree agrees to provide certain services to City under the strict terms and conditions set out in this Agreement.

In consideration of this matter described above and of the mutual benefits and obligations set forth in this Agreement, the receipt and sufficiency of which consideration is hereby acknowledged, the parties of this Agreement agree as follows:

AGREEMENT

Section 1. Term of Services

The term of this Agreement is from January 18, 2023 through June 30, 2023, unless the City or Retiree elect to terminate this agreement on an earlier date by providing written notice to the other party.

Section 2. Scope of Services

Retiree agrees to perform special project duties including but not limited to SCADA implementation and support and Operations Plan documentation for the City's Water System. Retiree will report directly to the Public Works Director. Retiree shall comply with all City rules, policies, guidelines, regulations, and laws.

Section 3. Compensation; Hours

City agrees to compensate Retiree at \$80.43 per hour for all services provided under this Agreement. Payments from City to Retiree shall be made during the normal payroll cycles of other City employees.

City has reviewed and compared the hourly rate set forth in this Section with other employees performing comparable duties and the hourly rate set forth in this Section does not exceed such other employee's compensation.

Retiree agrees and acknowledges that he shall not perform any services under this Agreement exceeding a total of nine hundred sixty (960) hours during any fiscal year (July 1 to June 30). Retiree shall record his hours on a pre-approved timesheet that shall be submitted to the City every week.

The position is a temporary, hourly assignment which is generally not expected to exceed 40 hours per week. The City, through the Public Works Director, will assign Retiree hours to work. Due to the nature of the position, it is understood that the work day and work week hours may vary.

There are no other benefits, incentives, compensation in lieu of benefits or other forms of compensation in addition to the hourly pay rate set forth in this Section.

Section 4. Location

The primary location for services will be at the following address:

1265 N. Milpitas Blvd., Milpitas, California 95035

Section 5. Compliance with Laws

This Agreement will be construed in accordance with and governed by the laws in the State of California. In the event that suit shall be brought by any of the parties, the parties agree that venue shall be exclusively vested in the state courts of the County of Santa Clara, or if federal jurisdiction is appropriate, exclusively in the United States District Court, Northern District of California, San Jose, California. Retiree shall comply with all applicable laws, rules, policies, and guidelines. Retiree agrees and acknowledges that the State of California and the governing body of the California Public Employees' Retirement System enact strict laws, regulations and guidelines relating to services provided by "retired annuitants" to public agencies contracting with the

California Public Employees' Retirement System. Retiree agrees to comply with all applicable laws, regulations and guidelines relating to the services provided under this Agreement.

Section 6. Termination

This Agreement may be terminated by either party for convenience by providing written notice to the other party.

Section 7. Miscellaneous

- a. Retiree has read each and every part of this Agreement and Retiree freely and voluntarily has entered into this Agreement. This Agreement is a negotiated document and shall not be interpreted for or against any party by reason of the fact that such party may have drafted this Agreement or any of its provisions.
- b. If a court of competent jurisdiction finds or rules that any provision of this Agreement is invalid, void, or unenforceable, the provisions of this Agreement not so adjusted shall remain in full force and effect. The invalidity in whole or in part of any provision of this Agreement shall not void or affect the validity of any other provision of this Agreement.
- c. This Agreement, including the exhibits, represents the entire and integrated agreement between City and Retiree and supersedes all prior negotiations, representations, or agreements, either written or oral.

In witness where of the parties have duty affixed their signatures on this 18th day of January, 2023.

CITY:

RETIREE:

Steve McHarris, City Manager

Glen Campi