

# 2012 Quality of Life Survey Report Santa Clara County, California

*A report to inform the County  
of Santa Clara's General Plan  
Health Element*



For The County of Santa Clara, California by Raimi + Associates  
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## EXECUTIVE SUMMARY

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During the Spring/Summer of 2012, the County of Santa Clara administered an online Quality of Life Survey to support the work of the County and to inform the General Plan Health Element planning process. The Survey was created and administered by the County Planning Office and Public Health Department, in coordination with the United Way of Silicon Valley (UWSV).

### Overall Survey Findings

#### *Economic Status and Conditions*

While most respondents are satisfied with their standard of living, younger, less educated, lower-income, and non-white respondents are less satisfied. Nearly one in seven respondents went without at least one basic need having been met, such as health care, food, housing, childcare, or dental care in the last 12 months, with education being a strong predictor. Of these respondents, most did not receive help from a social service program. Two out of five respondents experienced some sort of housing difficulty.

#### *Health and Wellness*

Nearly 60% of respondents rate their own health as “excellent” or “very good” while only 13% rate their own health as “fair” or “poor”, with those with a higher income and better education reporting better health. A similar proportion of respondents (58%) exercise regularly, which is correlated with higher happiness levels. Almost half of respondents report not eating enough fruits and vegetables, primarily because they’re “not in the habit” or “they [fruits and vegetables] are too expensive”. Respondents who are male, younger, non-white, less educated, and non-parents were more likely to eat fast food regularly. Fast food consumers reported that they would be more likely to eat more healthfully, if healthy foods were more affordable and if they had more time for shopping and cooking. Ninety-three percent of Survey respondents report having health insurance and a regular source of healthcare. Non-white, younger, less educated, and lower-income respondents are less likely to have regular health care and insurance. Three out of four respondents report being stressed, chiefly due to work or finances.

#### *Safe Neighborhoods and Schools*

Of Survey respondents, nearly one third are parents of children under the age of 18. The majority of respondents feel safe in their neighborhoods, but low-income and less educated respondents feel less safe. Most respondents trust the police, especially those who are older and/or White.

#### *Transportation and Mobility*

While most respondents said their community is a safe place to walk or bike, the vast majority reported driving alone to work or school. People who commute by walking or biking are more likely to report being in “excellent” or “very good” health compared to those who drive. Respondents who carpool, take transit, and/or have longer commutes report that their commute negatively impacts their life. About two-thirds of respondents are interested in increasing the amount they walk, bike or use public transportation and more than four out of every five

respondents (82%) think that Santa Clara County should invest in active transportation facilities that would improve the safety and comfort of walking, cycling, and using a wheelchair.

### ***Quality of Life and Community Participation***

While most respondents are at least somewhat satisfied with their quality of life, many are frustrated by the area's high cost of living and traffic/commuting. Older respondents feel a stronger sense of community than younger respondents. Respondents indicate that their neighborhoods are good places to raise children and grow old. They report that their friends, neighbors, and co-workers give them the most sense of belonging. Survey respondents were more likely to participate in community and social activities than civic-focused activities and religious/spiritual events. Respondents with a higher education were more likely to be engaged in civic activities. About half of respondents report volunteering in their community. Those who volunteer are more likely to report being "very happy" with their quality of life.

Only one-fifth of Survey respondents report that discrimination is "not at all a problem" in Santa Clara County. Hispanics, African Americans, and women are more likely to report discrimination is a problem compared to Asians, Whites, Multi-Race/Ethnicity individuals, and men. Nearly one quarter of Survey respondents report being discriminated against in the past 12 months, mostly because of ethnicity, age, gender, and appearance.

### ***Demographics***

Survey respondents are more likely to be female, White, older, more educated, and have a higher income than the typical Santa Clara County resident. This finding is consistent with a convenience sample survey, but does not necessarily represent the County's population at large.

## INTRODUCTION

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### Survey Overview

#### *Online survey*

The Online 2012 Quality of Life Survey was created by the County of Santa Clara to help inform their General Plan Health Element planning process. The County of Santa Clara's Planning Office, Public Health Department, and the United Way of Silicon Valley collaborated to create this Survey to inform County policies and programs and the work of many local community groups. Technical support for the Survey was provided by the consulting firm, Raimi + Associates.

The online Survey was offered in four languages – English, Spanish, Vietnamese, and Mandarin - and was open from April 25 – July 6, 2012. Outreach for the Survey included local media outlets, English and foreign language newspapers, County, City and Congressional representatives, County, City and neighborhood groups, local colleges and universities, community organizations and many others. There were a total of 3,129 respondents to the online Survey. Persons eligible to participate were residents of Santa Clara County, age 18 and over.

#### *Telephone survey*

The United Way of Silicon Valley, in partnership with the Survey and Policy Research Institute at San Jose State University, conducted a statistically significant Quality of Life phone survey at the same time and in conjunction with the online Survey. Most phone survey questions were the same as those of the online Survey. In general, the results of the online and phone survey were very similar for most questions. More information about and the results from the phone survey can be found at <http://www.scc-cap.org/>.

### The Survey and the County's Health Element Process

Santa Clara County is initiating an incremental update of its General Plan by creating a new chapter, or “element,” devoted to promoting health and wellness. The proposed Health Element of the County's General Plan is a project of the County Planning Office, in partnership with the County Public Health Department. The work is being funded primarily through The Health Trust (through a Health Partnership Grant) and the County Public Health Department (through a Centers for Disease Control and Prevention (CDC) “Communities Putting Prevention to Work” (CPPW) award). The Health Element will address a number of health and wellness topics affecting County residents and those with an interest in Santa Clara County. Stakeholder, technical and public involvement is essential to the success of the Health Element project, and the results of this Survey are an important component of the Health Element's participation process.

### About this Report and How to Interpret Results

This report contains topical sections that correspond to Survey sections, including:

- Economic Status and Conditions,

- Health and Wellness,
- Safe Neighborhoods and Schools,
- Transportation and Mobility,
- Quality of Life and Community Participation, and
- Demographics.

Each section of this report contains “Key Findings” and “Survey Results” for the online Survey. The “Key Findings” discussion is presented at the beginning of each report section, and highlights basic Survey and various cross tabulations<sup>1</sup>. Each Survey question was analyzed on its own and with a number of demographic and topical cross tabulations, including:

***Demographic Cross Tabs:***

- Race/ethnicity <sup>2</sup>
- Income
- Age
- Education
- Gender
- Parent/not parent
- Nationality (US born or not)

***Topical Cross Tabs:***

- Self-reported health
- Happiness
- Physical activity level
- Healthy eating
- Employment status

Findings from cross tabs that were significant and relevant for the purposes of the Health Element are reported in the “Key Findings” sections of this report; however, some cross tabulations are based on smaller numbers<sup>3</sup>.

The “Survey Results” section presents the summary results for each question by percentage of responses (for that question) and includes the sample size (“N”), which equals the number of respondents for each question. The response results are rounded to the nearest whole percentage, except in the case of those that are less than one percent or exactly half, which are reported to one decimal point. For questions that allow multiple responses, the sample size “N” is defined in that column’s header (usually the total number of individual respondents). Consequently, the sum of the percentages may exceed 100%.

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<sup>1</sup> Cross tabulations show a side by side comparison of two or more Survey questions to determine how they are interrelated. These crosstabs help to uncover differences among different subpopulations and associations among various questions.

<sup>2</sup> When respondents marked more than one race/ethnicity, they were categorized as “Multi-Race/Ethnicity” individuals.

<sup>3</sup> Cross tabulations divide the data into multiple categories, at times resulting in unreliable numbers. For example, if 3,000 respondents answer question X and give one of 10 answers in equal parts, that splits up the data into (3,000/10) 300 respondents per answer choice. When question X is analyzed by race/ethnicity, each grouping of 300 respondents is further sub-classified into even smaller categories. This is especially applicable to demographic categories with small numbers of respondents, such as:

- Persons 18-29 = 7.6% of respondents
- Less than \$55,000 per year in income = 15% of respondents
- African Americans = 2.1% of respondents
- High School graduate or less = 5% of respondents

## Survey Design and Methods

This Survey is a convenience sample of Santa Clara County residents. As such, it may not be statistically representative of the whole population. For instance, 69% of the respondents are female, compared to the County's female population (49.8% of the total). Additionally, Survey respondents are older than the County's population (17% of the County is between the ages of 50 and 59, while 24% of online Survey respondents are 50-59 years old). Survey results are not weighted because of the implicit bias of a convenience sample; (people who choose to participate are inherently different from those who do not participate in the Survey).

The Survey was designed using “skip logic”, which targets questions to certain sub-populations based on respondent answers to the previous or “parent” questions. This process generated more and helpful details in certain areas of interest. Questions using skip-logic are noted in this report and usually have a smaller sample size than the parent question asked of all respondents. The summary tables of some skip-logic questions include percentages calculated with two different denominators. One column will use the denominator (or N) equal to all the respondents who answered the “parent” question and another column will use the denominator (or N) of the sub-population for that question.

## ECONOMIC STATUS AND CONDITIONS

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The Economic Status and Conditions section includes questions related to people's standard of living, basic needs, use of social service programs, and housing.

### Key Findings

#### *Standard of living*

Older residents are more satisfied with their standard of living than younger residents. Of respondents 65 and over, 46% report being "very satisfied" compared to 32% and 37% of 35-54 year olds and 18-34 year olds, respectively.

More than a quarter (28%) of Black respondents report being "not at all satisfied" with their standard of living, compared to 23% of Multi-Race/Ethnicity respondents, 16% of Hispanic respondents, 12% of Asian respondents, and 8% of White respondents.

More educated respondents report a higher satisfaction with their standard of living: 49% of those with a Graduate or Professional degree report being "very satisfied", compared with 13% of those with less than a high school education.

Higher income respondents report more satisfied with their standard of living: 31% of those earning under \$25,000 report being "not at all satisfied" compared to only 3% of those earning over \$150,000.

#### *Unmet basic needs*

Nearly one in seven respondents (15%) went without at least one basic need being met, such as health care, food, housing, childcare, or dental care in the last 12 months. African Americans (35%) and Hispanics (31%) were more likely to have unmet basic needs than Whites (10%) and Asians (15%). More of those with less than a high school education (48%) and a high school education (42%) went without their basic needs being met than those with a college (14%) or a graduate or professional degree (6%). Over half (51%) of those earning less than \$55,000 had unmet basic needs.

#### *Help from social service programs*

Of respondents with unmet basic needs, only 16% reported getting help from a social service program. Those most likely to receive help are those with less than a high school degree (36%) and those earning less than \$25,000 (36%).

#### *Housing difficulties*

Overall, 41% of respondents had experienced at least one "housing difficulty". Aspects of "housing difficulty" include experiencing overcrowding, foreclosures, substandard housing conditions, utilizing emergency housing, among others. Younger respondents, age 18-34, were more likely to experience at least one housing difficulty (64%), as well as Hispanics (75%), Multi-Race/Ethnicity, (65%), Asians (53%), lower education groups (less than a college degree)(70%), lower income groups (those earning less than \$55,000)(72%), and foreign-born respondents (58%).

## Survey Results

1. Overall, how satisfied are you with your standard of living these days?

Very satisfied	36%
Somewhat satisfied	52%
Not at all satisfied	11.5%
Don't Know/Refused	--
N	3094

2. In any given month in the last 12 months, did you find yourself having to go without basic needs such as child care, health care, food or housing?

Yes	15%
No	85%
Don't Know/Refused	--
N	3108

3. [If YES to Q2] What did you go without? Multiple responses allowed.

	% of Q2 Respondents	% of Q3 Respondents
Health care	8%	57%
Food/Limited food choices	7%	51%
Child care	2%	14%
Rent/Housing	3%	22%
Dental care	7%	50%
Other	2%	17%
N	3108	443

Number of basic needs went without in the last 12 months

One	33%
Two	37%
Three	20%
Four	8%
Five	2.5%
N	443

4. [If YES to Q2] Did you get help from any social service / support program (such as food stamps, WIC, or Medi-Cal)?

Yes	16%
No	84%
N	457

5. [If YES to Q2, NO to Q4] Why did you **not** get help? Multiple responses allowed.

	% of Respondents to Q5
Applied but didn't receive	54%
Didn't know where to get help	5%
Application process an annoyance	5%
Didn't think I qualify	4%
Do not need it	4%
Didn't know where help was available	2%
Can't afford it	2%
Felt help wasn't deserved	2%
Other	13%
N	225

6. Due to the cost of housing, have you or anyone living with you needed to do any of the following things? Multiple responses allowed.

	% of Respondents who answered "Yes"
Live temporarily with family or friends	22.5%
Share housing with other families	16%
Rent out rooms in your house	13%
Move when you didn't want to	16%
Live in an overcrowded unit	10%
Experience foreclosure	9%
Live in a housing unit without adequate plumbing, heat, or electricity	5.5%
Live in subsidized/emergency/temporary housing	3%
Other	8%
<i>Yes to any of the above</i>	<i>41%</i>
N	2946

Total number of housing difficulties experienced

None	59%
One	18%
Two	9%
Three	6%
Four	3%
Five	2.5%
Six or more	4%

## HEALTH AND WELLNESS

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The Health and Wellness section includes questions related to overall health status, happiness, physical activity, healthy eating, health care, and stress.

### Key Findings

#### *Overall health self-assessment*

Of Survey respondents, nearly 60% rate their own health as “excellent” or “very good” while only 13% rate their own health as “fair” or “poor”.

African Americans and Asians report the highest percentage of “fair” and “poor” health (18%), followed by Hispanics (16%), Multi-Race/Ethnicity (13%), and Whites (9%). Nearly half of respondents with less than a high school education (48%) report “fair” and “poor” health compared to only 8% of those with a professional or graduate degree. There is also a relationship between income and self-reported health, with 27% of those earning less than \$25,000 reporting “fair” or “poor” health, while only 7% of those earning over \$95,000 reporting the same.

Health problems are more common in the following groups:

- Older people (those over 55) (25%)
- Lower education groups (those with some college or less) (27%)
- Lower income groups (those earning less than \$55,000 annually) (33%)

#### *Happiness*

Overall, Survey respondents report a considerable amount of happiness in their lives, with 38% being “very happy”, 52% “somewhat happy” and only 9% either “not very happy” or “not happy at all”. One in ten males report being “not very happy” while one in 14 women report the same. African Americans report being far less happy, with one fifth (20%) being “not very happy” or “not happy at all” compared to Whites (8%) and Asians (9%). Ninety-one percent of educated respondents (some college or more) report being very or somewhat happy compared to 85% of those with less education (high school graduate or less). Conversely, the more highly educated group is less likely to report being “not very happy” or “not happy at all” (8.6%) compared to the less educated group (15.4%).

#### *Physical activity*

Fifty-eight percent of Survey respondents report exercising at least 30 minutes for three or more days per week. Those reporting the highest percentage of physical activity are the older group (age 55 or older) (64%), more educated groups (those with a college degree or higher) (61%), Whites (64%), and those who report being “very happy” (69%). Those reporting the lowest percentage of exercise are African Americans (46%), Asians (44%), the less educated (those with less than a high school degree) (32%), and parents (51%).

### **Healthy Eating**

Fifty-five percent (55%) of respondents ate the USDA recommended five (5) or more servings of fruits and vegetables in the past 24 hours; however, this number varied among different groups. Females (58%) were more likely than males (42%) to have eaten the recommended servings, as were older respondents (47% among 18-34 year olds and 61% among those age 55 and older). Higher-income respondents (63% among those earning more than \$150,000) were more likely to consume the recommended servings compared to 41% lower-income respondents (earning less than \$55,000), and 59% of more educated respondents (college and graduate degree holders) compared to 39% of those who had not graduated college. Of those who did not eat five servings a day, the most common reasons were “not in the habit” (39%), “too expensive” (24%), “I believe I eat enough now” (22%), and “they take too much time or are too difficult to prepare or to cook” (20%).

Respondents who are male, younger, non-white, less educated, and non-parents were more likely to eat fast food regularly. Fast food eaters said that they’d be more likely to eat healthier if healthy foods were more affordable and if they had more time for shopping and cooking.

The Survey asked if respondents supported imposing limits on the amount and location of several store types. In response, Survey participants indicated that they favored such limits on convenience stores (29%), liquor stores (66%), bars (62%), and fast food/drive-through restaurants (51%).

### **Access to health care**

Ninety-three percent of Survey respondents report having access to a regular source of health care. Those reporting no access were younger (age 18-34) (13%), African Americans (16%), Hispanics (11%), less educated (those with a high school diploma or less) (18%), lower-income (those earning less than \$25,000) (30%), non-native born residents (12%), part-time workers (15%), students (21%), and unemployed respondents (31%).

### **Health insurance**

Ninety-three percent of Survey respondents report having health insurance, most commonly through their employer (72%). The 7% of respondents who lack health insurance have the following common characteristics:

- Age 18-34 (12%),
- African Americans (18%) and Hispanics (10%),
- Those with less than a high school education (43%), and
- Those earning less than \$25,000 (38%).

### **Stress and Support**

Nearly three-fourths of Survey respondents (74%) report being either “very stressed” or “somewhat stressed” over financial concerns; and nearly two-thirds (66%) of respondents are either “very stressed” or “somewhat stressed” over work-related concerns.

Those who feel stressed “very often” or “fairly often” are most likely to be female (33%) compared to male (23%), younger (those under 35 years old) (43%), Hispanic (39%), less educated (40% of those with a high school education or less), and parents (36%).

Fortunately, the majority of respondents have someone they can turn to for emotional support (87%) and information and advice (87.5%), while 55.5% have someone they can turn to for financial support.

## Survey Results

7. In general, for your age, how would you rate your overall health?

Excellent	20.5%
Very good	38%
Good	29%
Fair	11%
Poor	2%
Don't Know/Refused	--
N	2999

8. Do you have any health problems that prevent you from doing any of the things people your age normally do?

Yes	21%
No	76%
Don't Know/Refused	3%
N	2994

9. All things considered, would you say that you are very happy, somewhat happy, not very happy, or not happy at all?

Very happy	38%
Somewhat happy	52%
Not very happy	8%
Not happy at all	1%
Don't Know/Refused	--
N	2996

10. In the past week, how many days did you engage in physical activity (such as brisk walking, bicycling, dancing, swimming, or gardening) for a combined total of 30 minutes or more each day?

None	12%
1-2 days	30%
3-4 days	33%
5 or more days	25%
Don't Know/Refused	--
N	3001

11. In the past 24 hours did you eat five (5) or more servings of fruits and vegetables (not counting juice or potatoes)?

Online Survey	
Yes	54%
No	46%
Don't Know/Refused	--
N	2995

12. [If NO to Q11] What are some of the reasons you don't eat more fruit and vegetables?  
Multiple responses allowed.

	% of Q11 Respondents	% of Q12 Respondents
I and/or others in my family don't like them	4%	9%
They take too much time or are too difficult to prepare or to cook	9%	20%
Not in the habit/don't think about it/not used to eating them	17.5%	39%
They are too expensive	11%	24%
They are not available where I live (lack of access)	0.7%	1.5%
They are available, but the quality is poor	3.5%	8%
Concerned about safety: pesticides, genetically engineered foods	5%	11%
I believe I eat enough now	10%	22%
Other (please specify)	9%	19%
N	2995	1334

13. In the past 7 days, how many times did you eat "unhealthy" fast food? Include fast food meals eaten at home, at fast food restaurants, carryout, or drive-thru.

0 times/servings	38%
1-2 times/servings	46%
3-4 times/servings	12%
More than 4 times/servings	4%
Don't Know/Refused	--
N	2968

14. [If 1 or more times/servings in Q13] If you feel that your fast food choices have been less healthy than you would like, would you have eaten more balanced meals if: (Multiple responses allowed)

	% of Respondents to Q13	% of Respondents to Q14
Healthy foods were more affordable	23.5%	39.5%
It was easier to get to the store	10%	17%
The kinds of foods I wanted were available	13%	22%
I had more time for shopping or cooking	31%	52%
I wouldn't have changed my food choice	14%	24%
N	2968	1767

15. Do you think that there should be a limit on the amount and/or location of:

	Yes	No	Not Sure
Convenience stores	29%	58%	13%
Liquor stores	65%	26%	9%
Bars	62%	29%	10%
Fast food/Drive-throughs	50%	37%	12%

16. Do you have a regular source of health care (e.g., doctor, clinic, nurse practitioner, etc.)?

Online Survey	
Yes	93%
No	7%
Don't Know/Refused	--
N	2930

17. Where do you go for health care? Multiple responses allowed.

	% of Q17 Respondents
Private practice	44.5%
Kaiser	42%
Community clinics	8%
Non-Western or Alternative care practices	5%
Urgent care clinics	8%
Emergency Room	5%
Other (Local hospital, Student health center, VA hospital or health center, etc.)	9%
N	2922

18. If you needed health care in the past year, were you able to receive it?

Yes	94%
No	6%
Don't Know/Refused	--
N	2916

19. [If NO to Q18] Why were you not able to receive health care?

No insurance	60%
Insurance wouldn't cover it	14%
Couldn't afford co-pay	21%
Couldn't afford the premium	17%
Too expensive	35%
Medi-Cal problems	5%
Other	21%
Don't Know/Refused	--
N	168

20. Do you currently have health insurance?

Yes	93%
No	7%
Don't Know/Refused	--
N	2929

21. [If YES to Q20] Is your health insurance through your employer, Medicare, Medi-Cal, or a private insurance provider?

Employer-provided plan	72%
Medicare	11%
Medi-Cal	1.5%
Private insurance	7%
Other	8%
Don't Know/Refused	--
N	2688

22. Here is a list of things that sometimes cause people to feel stressed or anxious. For each one, please specify if you feel very stressed, somewhat stressed, or not at all stressed about this.

	Very stressed	Somewhat stressed	Not at all stressed	N/A	N
Health concerns	10%	49%	41%	1%	2857
Financial concerns	28%	46%	26%	0.3%	2865
Work-related concerns	24%	42%	22%	13%	2852
Safety concerns	4%	27%	67%	2.5%	2844
Personal relationships	8%	33%	57%	2.5%	2842
Caregiving for children or other relatives	11%	31%	41%	18%	2836
Other (volunteered)	11%	8%	25%	56%	1703

23. In the last month, how often have you felt that you were unable to control the important things in your life?

Never	12.5%
Almost never	30%
Sometimes	40%
Fairly often	12%
Very often	5%
Don't Know/Refused	--
N	2865

24. In the last month, how often have you felt nervous and “stressed”?

Never	4%
Almost never	20%
Sometimes	45%
Fairly often	20%
Very often	10%
Don't Know/Refused	--
N	2862

25. In the last month, how often have you felt confident about your ability to handle your personal problems?

Never	2%
Almost never	4%
Sometimes	23%
Fairly often	38.5%
Very often	32%
Don't Know/Refused	--
N	2841

26. In the last month, how often have you found that you could not cope with all the things that you had to do?

Never	22%
Almost never	35%
Sometimes	32%
Fairly often	7.5%
Very often	4%
Don't Know/Refused	--
N	2864

27. During the past 12 months, did you ever feel so sad or hopeless almost every day for two weeks or more in a row that you stopped doing some usual activities?

Yes	18%
No	82%
N	2850

28. Do you have someone to turn to if/when you need help with any of the following things?

	Yes	No	DK/Refused	N
Emotional support	87%	10%	4%	2866
Information or advice	87.5%	8%	4%	2862
Financial assistance	55.5%	36%	9%	2839

## SAFE NEIGHBORHOODS AND SCHOOLS

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The Safe Neighborhoods and Schools section includes questions about respondent experience and perception of neighborhood safety and police services, school and childcare satisfaction, degree of stress and support, and status as parents.

### Key Findings

#### *Parents and children*

Of Survey respondents, nearly one third are parents of children under the age of 18, and 96% of these are either “very satisfied” or “somewhat satisfied” with their childcare arrangements. While 72% of all respondents agreed that “children have a safe place to play in [their] neighborhood,” parents (of children under 18) were more likely to agree with this statement (74%) than non-parents (70%). This is probably because parents seek out neighborhoods where they perceive their children have a safe place to play. Additionally, higher income groups (those making over \$150,000) (83%), more educated groups (those with a graduate or professional degree) (80%), Whites (76%), those over 55 years old (76%), and men (75%) all reported having safe places for children to play in their neighborhoods.

#### *Neighborhood safety*

Overall, 95% of Survey respondents report feeling “very safe” or “somewhat safe” in their neighborhood during the day and 80% report feeling “very safe” or “somewhat safe” in their neighborhood at night.

Those most likely to report feeling “somewhat or very unsafe” during the day are Hispanics (8%) and those who have not graduated high school (26%).

Survey respondents most likely to report feeling “somewhat or very unsafe” after dark are younger groups (18-34 year olds) compared to older groups (12% of those over 55); and Hispanics (34%) compared to African Americans (8%), Whites (15%) and Asians (17%). Less educated groups (those with less than a high school education) (56%) and lower income groups (those earning less than \$25,000) (33%) reported feeling somewhat or very unsafe after dark compared to more educated groups (those with a graduate or professional degree) (14%), and those with higher incomes (those earning over \$150,000) (11%).

Eighty-three percent of respondents expressed that they feel “somewhat or very safe” from violent crime, 68% feel “somewhat or very safe” from property crime, and 76% feel “somewhat or very safe” from environmental hazards. Higher-income groups report feeling safer from violent crime (94% of those earning over \$150,000) compared to lower income groups (66% of those earning less than \$25,000). Eighty-seven percent of Whites and 92% of Blacks report feeling safe from violent crime, compared to 69% of Hispanics.

#### *Trust in the police*

Eleven percent of respondents report being victims of crime in the past 12 months, and an additional 14% report being crime victims over 12 months ago. Of Survey respondents, 88% say

they have “a lot” or “some” trust in the police, while 9% say they trust the police “a little” and 3% do not trust the police at all.

Older respondents, Whites, and higher-income groups report being more likely to trust the police. Sixty-three percent of respondents over 55 indicate they trust the police “a lot” compared to 41% of those under 35. Whites report trusting police “a lot” (63%) compared to African Americans (39%), Asians (39%) and Hispanics (40%). Additionally, 67% of those earning over \$150,000 report trusting the police “a lot” compared to only 40% of those earning under \$25,000. Foreign-born respondents report trusting the police less than U.S. born respondents (45% and 58%, respectively).

## Survey Results

29. Are you a parent or guardian of a child (or children) under the age of 18?

Yes	32%
No	68%
N	2861

30. [If YES to Q29] How many children (who are under 18) do you have?

One	43%
Two	43%
Three	10%
Four	4%
Five	--
N	904

31. [If YES to Q29] Do your children attend childcare while you work?

Yes	37%
No	39%
Not applicable/ Don't work	24%
N	922

32. [If YES to Q29 and YES to Q31] Overall, how satisfied are you with your childcare arrangements?

Very satisfied	57%
Somewhat satisfied	39%
Not at all satisfied	4%
Don't Know/Refused	--
N	343

33. Do you feel children have a safe place to play in your neighborhood?

Yes	72%
No	17%
Don't Know/Refused	11%
N	2798

34. Please rate how safe or unsafe you feel:

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	N
In your neighborhood during the day	68%	27%	4%	0.8%	2844
In your neighborhood after dark	36%	44%	14.5%	4%	2836
From violent crime	44%	39.5%	12%	3%	2833
From property crimes	20%	48%	23%	8%	2838
From environmental hazards	38%	38%	15%	5%	2830

35. During the past twelve months, were you the victim of any crime?

Yes	11%
No	75%
No, but I was a victim more than 12 months ago	14%
N	2839

36. How much would you say you trust the police in your community?

A lot	55%
Some	33%
A little	9%
Not at all	3%
Don't Know/Refused	--
N	2839

37. Does your household have an emergency supply kit set aside for immediate use that could sustain all members of the household for 3 full days in the event of a disaster?

Yes	40%
No	56%
Don't know	4%
N	2845

## TRANSPORTATION AND MOBILITY

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The Transportation and Mobility section surveys how people travel for work and non-work purposes, as well as their interest in active transportation, safety, and various transportation improvements and programs.

### Key Findings

#### *Commuting*

Of all Survey respondents, 85.5% report that they drive alone to work or school, while 19% report that they walk or bike, 14.5% carpool, and 11% use public transportation. Of those who drive alone, 58% report being in “excellent” or “very good” health, compared to 66% of walkers and bikers who report the same.

Carpoolers (31%) and commuters using public transit (30%) are more likely to report that their commute negatively impacts their life, compared to walkers (19%) and bikers (14%).

Respondents with longer commutes are more likely to indicate that their commute negatively impacts their life, compared to those with shorter commutes (68% of those with over a 45 minute commute compared to 4% of those with a less than a 15 minute commute).

#### *Active transportation*

“Active Transportation” refers to any form of travel that is self-propelled (such as walking, cycling, in-line skating, using a wheelchair, or riding a skateboard). Respondents under 35 years old (77%), Asians (75%), Hispanics (72%), those with a graduate or professional degree (74%), and foreign-born respondents (74%), all report being interested in active transportation. More than four out of every five respondents (82%) think that Santa Clara County should invest in active transportation facilities.

Nearly nine out of 10 respondents (87%) report that their community is a safe place to walk and three-fourths (75%) report that their community is a safe place to bike. Of Survey respondents, 67% are interested in increasing the amount they walk, bike or use public transportation.

#### *Transportation improvement programs*

The majority of Survey respondents agree that certain improvements would encourage them or their family members to walk or bike more. Almost three-fourths (74%) would walk or bike more if there were better connections, more sidewalks, and pathways (74%), and improved road or sidewalk maintenance (72%). Only 14% of respondents indicated that existing trails and sidewalks meet their needs; 11% report that nothing would encourage them to walk or bike more.

## Survey Results

38. In the last week, how did you commute to school and/or work? Multiple responses allowed.<sup>4</sup>

	% of Respondents to Q38 who worked or went to school last week
Drove alone	85.5%
Carpooled / got a ride	14.5%
Bicycled	9%
Walked	10%
Public transit (bus, train, light rail, ferry, etc.)	11%
Worked from home	18%
N	2303

39. How many minutes, on average, did it take you to get from home to work or school last week?

Less than 10 minutes	11%
10-14 minutes	17%
15-19 minutes	18%
20-24 minutes	14%
25-29 minutes	8%
30-34 minutes	10%
35-44 minutes	9%
45-59 minutes	7.5%
60-89 minutes	3.5%
90 minutes or more	2.5%
N	1809

40. Does your commute negatively impact your quality of life?

Yes	25%
No	75%
Don't Know/Refused	--
N	1873

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<sup>4</sup> The denominator used to calculate the percentages in Q38 equals the number of respondents to Q38 minus the sub population of persons who answered "didn't work or retired", since that sub population does not commute to work.

41. How often do you use the following travel modes when going on non-work trips (shopping, errands, entertainment, etc.)?

	Never	Yearly	Monthly	Weekly	Daily	N
Drive alone	4%	1.5%	4%	32%	59%	2764
Carpool/get a ride	41%	7%	18%	27%	7%	2305
Bicycle	63%	9%	12%	12.5%	4%	2256
Walk	28%	6.5%	19%	32%	15.5%	2414
Take public transit	55%	24%	12%	5%	4%	2300
Other	88%	3%	2%	2.5%	5%	678

42. Overall how would you rate your community as a safe place to...

	Very Safe	Safe	Unsafe	Very Unsafe	N
Walk	32%	55%	9%	4.5%	2796
Bike	18%	57%	19%	6%	2708

43. Are you interested in increasing the amount you walk, bike, or use public transportation to get around Santa Clara County?

Yes	68%
No	20%
Not Sure	13%
N	2808

44. [If NO or NOT SURE to Q43] Why are you NOT interested in increasing the amount you walk, bike, or use public transportation to get around Santa Clara County?

Destinations are too far	12%
No interest	5%
Physically too demanding	5%
Destinations are not connected by trails/sidewalk	6%
Habitual use of vehicle	7%
Other	10%
N	3129

45. Do you agree or disagree that each of the following things would encourage you or your family members to walk or bike more often?

	Agree	Not sure	Disagree	N
More connections to key destinations (i.e., shopping, schools, parks, employment)	74%	16.5%	9%	2653
Cycling and trails route map	61%	24%	15.5%	2631
Improved signage for bike and pedestrian routes	60%	24%	16%	2630
Better education for cyclists and pedestrians	53%	29%	18.5%	2626
Better education for motorists	65%	20%	15%	2632
More bicycle parking at key destinations	59%	26%	15%	2614
Secure bicycle parking at work/school	60%	22.5%	17%	2612
Shower & locker rooms at work/school	50%	30%	20%	2593
Reduced vehicle traffic speeds	42%	34%	24%	2595
Improved road/sidewalk maintenance	72%	17%	11%	2630
More/improved sidewalks and pathways	74%	15%	10%	2618
More bike lanes or paved shoulders for cycling (on-street)	72%	16%	12%	2609
More off-street or car separated multi-use trails (for walking and biking)	73%	16%	11%	2602
No improvements are necessary, the existing trails & sidewalks meet my needs	14%	26%	59.5%	2483
Nothing will encourage me to walk or bike more often	11%	19.5%	70%	2461
Other	26%	40.5%	33%	683

46. Do you agree or disagree that each of the following things would make you drive your vehicle less?

	Agree	Not sure	Disagree	N
Access to a car share (a vehicle available for communal use)	21%	30%	49%	2596
Access to a reliable carpool	30%	26%	44%	2595
Convenient, connected, and affordable public transit system	67%	16%	17.5%	2622
Fuel prices greater than \$6.00/gallon	44%	30%	26%	2609
Improved trail & bikeway system in Santa Clara County	57%	24%	19%	2564
Nothing will encourage me to drive my vehicle less often	13%	24%	63%	2442
Other	26.5%	46%	27%	622

47. “Active Transportation” refers to any form of travel that is self-propelled, usually walking, cycling, in-line skating, using a wheelchair, or riding a skateboard. Do you believe that Santa Clara County should invest in active transportation facilities that improve the conditions and safety for people using by these modes of transportation?

Yes, definitely	51%
Yes, with some conditions	31%
Not sure	12%
No	6%
N	2747

## QUALITY OF LIFE AND COMMUNITY PARTICIPATION

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The Quality of Life and Community Participation section includes questions about community involvement, civic engagement, internet and computer usage, discrimination and overall quality of life.

### Key Findings

#### *Community participation and civic engagement*

Survey respondents were more likely to participate in community (79%) and social activities (88%) than civic-focused activities (54% reported attending a public meeting, 61% contacting a local politician, and 54% religious/spiritual events).

Those who attended public meetings or contacted local politicians were more likely to be older than those who did not. Fifty-nine percent of respondents over 55 year old reported attending at least one public meeting in the past year, compared to 40% of respondents under 35 years old. Seventy-two percent of those over age 55 reported contacting a local politician, compared to 46% of those under age 35.

Respondents with a higher education were more likely to be engaged in civic activities. Only 30% of those with less than a high school education reported contacting a local politician, compared to 69% of those with a graduate or professional degree.

#### *Internet access*

The vast majority of Survey respondents reported having internet access in their home (96%). Those most likely to lack internet access were less educated (83% of those with a high school education or less) compared to 98% of those with a college degree or higher.

#### *Volunteerism*

About half of the respondents (51%) report volunteering in the community. Those who volunteer are more likely to report being “very happy” with their quality of life (56% compared to 44% who don’t volunteer). Those who volunteer are more likely to be older (age 55 and over) (58%), less likely to be Black (28%), and have lower educational attainment (a high school education or less) (28%).

#### *Sense of community and belonging*

A majority of Survey respondents agree that their neighborhoods possess a strong sense of community (59%), are good places in which to raise children (82%) and grow old (72%), and that their neighbors are accepting (83%) and help one another (68%). Younger respondents (age 18-34) are more likely to disagree that their neighborhood has a strong sense of community (57%), compared to those 55 and older (36%).

Whites are the most likely to agree that their neighbors are accepting of diversity (87%), compared to 81% of Asians, 72% of African Americans, 76% of Hispanics and 79% of Multi-Race/Ethnicity individuals. Seventy percent of those with a high school education or less

indicate that their neighbors are accepting of diversity versus 85% of those with a college degree or higher.

Survey respondents report that their friends (93%), people in their neighborhood (78%), and people they work with (77%) give them the most sense of belonging.

Older groups (82% of 35 to 54 year olds and 78% of those over 55) are more likely to report a sense of belonging from their neighbors, compared to 69% of those younger than 35 years old. Parents (84%) also report deriving a higher sense of belonging from their neighbors, compared to non-parents (75%).

### **Discrimination**

Of Survey respondents, 13% report that discrimination is “a big problem” in Santa Clara County, 65% report that it is “somewhat of a problem”, and 22.5% report that it is “not at all a problem”. Multi-Race/Ethnicity individuals (69%), Asians (70%), and Whites (78%) are less likely to report that discrimination is “a big problem” or “somewhat of a problem” compared to African Americans (88%) and Hispanics (86%). Women were also more likely to report discrimination as a problem (82%) compared to men (69%).

Nearly one quarter (24.5%) of Survey respondents report being discriminated against in the past 12 months. Among those who report discrimination, the most common reasons were for ethnicity (63%), age (46%), gender (36%), and appearance (34.5%).

Those most likely to report feeling discriminated against are younger groups (30% of those under 35), African Americans (67%), Hispanics (44%), those with a high school education or less (32%), those earning less than \$25,000 (39%), and foreign-born individuals (31%).

### **Overall quality of life**

Overall, 43% of Survey respondents report being “very satisfied” with their quality of life and 51% report being “somewhat satisfied”, while 5.5% report being “not at all satisfied”.

Respondents report being most satisfied with: the weather (12%), friends and family (9%) and activities and things to do close by (9%). Respondents report that their quality of life is most negatively affected by: traffic and commuting (14%) and the area's high cost of living (11%).

Those who are most satisfied with their quality of life and report being “very satisfied” are those respondents who reported “excellent” health (63%), are 55 and older (54%), have a graduate degree (53%), are White (49%), U.S. born (46%), and who are not parents of children under 18 (46%).

## Survey Results

48. In the last 12 months, about how many times, if ever, have you participated in the following activities?

	Never	1-2 times	3-12 times	More than 12 times	N
Attended a public meeting with discussion of town or school affairs	46%	30.5%	17%	7%	2724
Met with or contacted any local politician	39%	32%	22%	7%	2719
Club, group, or community activity	21%	24.5%	29%	26%	2719
Religious or spiritual activities	48%	17%	14%	21%	2713
Attended community events and social activities	12%	34%	43.5%	10%	2719

49. Do you have a computer with internet access in your home?

Yes	96%
No	4%
N	2735

50. On a typical day, how many hours do you spend...

Number of hours	On a computer, tablet, or smart phone (while not at work)?	Watching TV?
0	4%	16%
1	30%	27%
2	28%	29%
3	13%	16%
4	9%	7%
5-6	7.5%	4%
7-10	8%	1%
More than 10	2%	0.5%
N	2723	2569

51. Do you regularly do volunteer work in the community?

Yes	51%
No	49%
N	2722

52. Please mark how strongly you agree or disagree with the following statements:

	Strongly disagree	Disagree	Agree	Strongly Agree	N
My neighborhood has a strong sense of community.	8%	33%	44%	15%	2676
My neighborhood is a good place to raise children.	4%	14%	58%	25%	2658
My neighborhood is a good place to grow old.	6%	22%	53%	19%	2673
My neighbors are open and accepting of people with diverse backgrounds.	4%	13%	63%	20%	2653
People in my neighborhood help each other.	6%	26%	53%	15%	2647

53. For each item on the list, mark YES if it gives you a sense of community or feeling of belonging.

	Yes	No	N
Your old or new friends, regardless of where they now live	93%	7%	2,668
The people in your neighborhood	78%	22%	2,659
Living in your city	69%	31%	2,645
Living in the Bay Area	67%	33%	2,630
Your place of worship	49%	51%	2,483
The people you work with or go to school with	77%	23%	2,547
People who share your ethnic background	46%	54%	2,540
The people or groups you have connected with online on the computer	37%	63%	2,533
Any other group of people	49%	51%	1,607

54. How much of a problem do you think discrimination is in Santa Clara County?

A big problem	13%
Somewhat of a problem	65%
Not at all a problem	22.5%
Don't Know/Refused	--
N	2674

55. Have you felt discriminated against or treated unfairly in Santa Clara County in the last 12 months?

Yes	24.5%
No	75.5%
Don't Know/Refused	--
N	2686

56. [If YES to Q55] Why do you feel you were discriminated against? Multiple responses allowed.

	% of Q55 Respondents	% of Q56 Respondents
Ethnicity	14%	63%
Nationality	4%	18%
Language/Accent	4%	17%
Age	10%	46%
Economic status	6%	28%
Education level	4 %	16%
Gender	8%	36%
Appearance	7%	34.5%
Disability	2%	7.5%
Sexual orientation	2%	9%
Religion	2%	8%
Other	2%	11%
N	2686	653

57. How long have you lived in Santa Clara County?

Less than 1 year	2%
1-2 years	2%
3-5 years	5%
6-10 years	8%
11-15 years	9%
16-20 years	10%
More than 20 years	63%
Don't Know/Refused	--
N	2579

58. Do you think you will stay in Santa Clara County for the next five years?

Yes	73%
No	8%
Maybe/Not Sure	19%
Don't Know/Refused	--
N	2641

59. How satisfied are you with your overall quality of life here?

Very satisfied	43%
Somewhat satisfied	51%
Not at all satisfied	5.5%
Don't Know/Refused	--
N	2664

60. Generally speaking, what contributes MOST to your quality of life in Santa Clara County?

Family/friends	24%
Job/Employment	21%
Climate/weather	32%
Sense of community/friendly people/neighbors	16%
Places of interest/resources/activities	24%
Diversity	13%
School/college/education	5%
Feel safe	7%
Religious faith/community	4%
Good environment	3%
N	1934

61. What do you think takes away from your quality of life here?

High cost of living	25%
Traffic/commuting	32%
Employment difficulties	4.5%
Housing too expensive	11%
Safety concerns	16%
Overcrowding/congestion	9%
Too busy/working too much/fast pace	7%
Politics/politicians/government	2%
Access to health care	2%
Bad economy	1%
Environmental problems/pollution	7%
Unfriendly people	4.5%
N	1990

## DEMOGRAPHICS

The Demographics section of this report addresses the demographics of Survey respondents and in some cases, compares it to County averages.

### Key Findings

Survey respondents are more likely to be female, White, older, more educated, and have a higher income than the typical Santa Clara County resident. This finding is consistent with a convenience sample survey, but does not necessarily represent the County's population at large.

	Online Survey Unweighted	Santa Clara County Population
<b>Age</b>		
18-29	7.6%	21.6%
30-39	18.2%	20.5%
40-49	22.0%	20.4%
50-59	23.9%	16.9%
60-69	18.7%	10.6%
70-79	8.2%	6.0%
80+	1.5%	4.0%
<b>Gender</b>		
Male	31.5%	49.8%
Female	68.5%	50.2%
<b>Race/Ethnicity</b>		
White	67.1%	38.6%
Hispanic	12.5%	23.8%
Asian	11.8%	32.2%
Native Hawaiian or Pacific Islander	0.8%	0.4%
African-American	2.1%	2.5%
Middle Eastern	--	--
American Indian or Alaska Native	0.3%	0.2%
<b>Asian subgroups (% of total)</b>		
Asian Indian	1.6%	6.6%
Cambodian	0.1%	--
Chinese	2.8%	8.6%
Filipino	1.6%	4.9%
Japanese	1.1%	1.9%
Korean	0.3%	1.6%
Vietnamese	2.1%	7.1%
<b>U.S. Born</b>	83%	63%
<b>Foreign Born</b>	17%	37%
<b>Education</b>		
8 <sup>th</sup> grade or less	0.2%	7.4%*
Some high school	0.7%	6.3%
High school graduate or GED	4.0%	16.5%
Some college	13.3%	17.2%
Associate degree	6.6%	7.4%
Bachelor's degree	38.8%	25.7%
Master's/Professional/Doctorate	36.4%	19.6%

Note: Dot color carries no significance, but used to enhance map clarity.

NOTE: Unless otherwise noted, all Santa Clara County population estimates are from the 2010 U.S. Census ([www.census.gov](http://www.census.gov)). Santa Clara County educational attainment statistics are based on American Community Survey 5-year estimates (2006-2010), for the population 25 years and older ([www.factfinder2.census.gov](http://www.factfinder2.census.gov)).

## Survey Results

62. What city or unincorporated community do you live in?

Campbell	5.7%
Cupertino	1.6%
Gilroy	2.4%
Los Altos	1.8%
Los Altos Hills	0.4%
Los Gatos	1.9%
Milpitas	1.2%
Monte Sereno	--
Morgan Hill	2.2%
Mountain View	4.4%
Palo Alto	4.5%
San Jose	52.3%
Santa Clara	6.3%
Saratoga	1.4%
Sunnyvale	5.9%
Alum Rock	0.5%
Cambrian Park	--
San Martin	0.5%
Other	4.4%
Refused	--
N	2551

(See map on following page for geographic distribution of respondents)

63. Which best describes the building you live in?

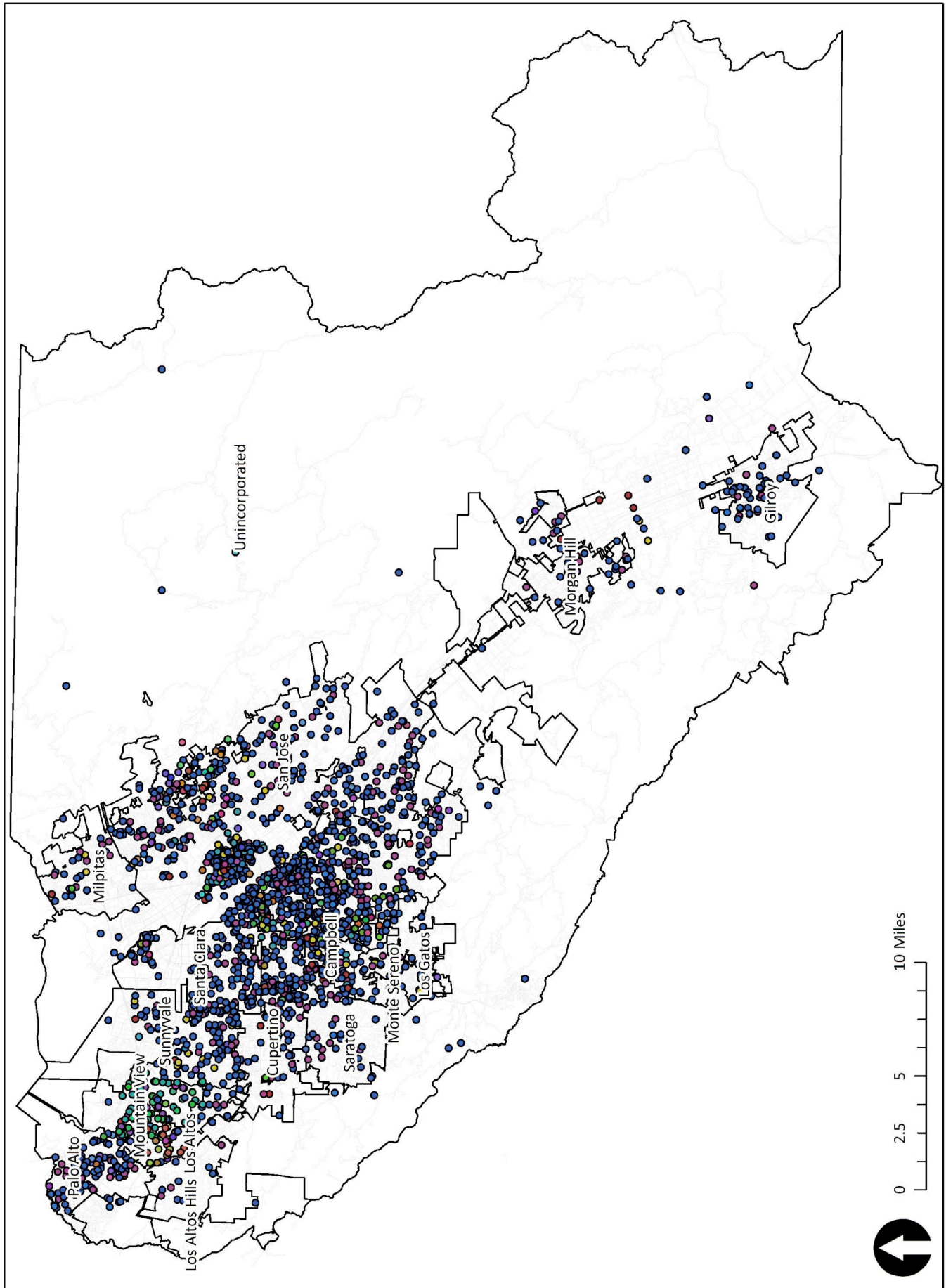
Single family house	71%
Attached house (duplex, townhome)	10.5%
Apartment or condominium	15%
Mobile home	2%
No permanent home/homeless	0.6%
Other	0.5%
Don't Know/Refused	--
N	2549

64. Is your home...

Rented	22%
Owned by you	67%
Owned by someone else in your household	9%
Other	2%
Don't Know/Refused	--
N	2538

Note: Dot color carries no significance, but used to enhance map clarity.

# Santa Clara County 2012 Quality of Life Survey Online Respondents' Home Locations



Note: Dot color carries no significance, but used to enhance map clarity.

October 2012

65. How many adults (18 and older) live in your household, including yourself?

1	17%
2	58%
3	15%
4	7%
5	2%
6	0.5%
7 or more	0.4%
N	2505

66. What is your marital status?

Single	34%
Married	61%
Domestic partnered	4%
Other	1%
Don't Know/Refused	--
N	2510

67. What is your employment status?

Employed full-time	55%
Employed part-time	11%
Self-employed	6%
Unemployed	6.5%
Retired	16%
Student	1.5%
Homemaker, parent, or caregiver	4%
Don't Know/Refused	--
N	2537

68. Were you born in the United States or in another country?

Born U.S.	83%
Foreign born	17%
Don't Know/Refused	--
N	2560

69. How long have you lived in the United States?

Less than 1 year	0.5%
1-2 years	0.5%
3-5 years	3%
6-10 years	5%
11-15 years	15%
16-20 years	11.5%
More than 20 years	64%
Refused	--
N	425

70. What is the primary language spoken in your household?

English	92%
Spanish	3%
Vietnamese	1.4%
Other	4%
Refused	--
N	2558

71. What is your total annual household income, before taxes?

Less than \$25,000	5%
\$25,000 - \$54,999	10%
\$55,000 - \$74,999	8%
\$75,000 - \$94,999	8%
\$95,000 - \$149,999	17%
\$150,000 - \$199,999	9%
\$200,000 or more	9%
Don't Know/Refused	33%
N	3129

72. What is your household's monthly rent or mortgage payment?

Less than \$500	9%
\$500 - \$749	2.5%
\$750 - \$999	4%
\$1000 - \$1499	11%
\$1500 - \$1999	13%
\$2000 - \$2499	10.5%
\$2500 - \$2999	7%
\$3000 - \$3499	5%
\$3500 - \$3999	3%
\$4000 - \$4999	3%
\$5000 or more	1%
Don't Know/Refused	32%
N	3129