Attachment 1 Page 1 of 71

THE NCS

Sunnyvale, CA

# The National Community Survey

Report of Results 2021

**Report by:** 





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### About The NCS™

The National Community Survey™ (The NCS™) report is about the "livability" of Sunnyvale. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts from National Research Center at Polco.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents' opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 285 residents of the City of Sunnyvale collected from April 30, 2021 to June 18, 2021. The margin of error around any reported percentage is 6% for all respondents and the response rate for the 2021 survey was 11%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Sunnyvale.

#### How the results are reported

For the most part, the percentages presented in the following tabs represent the "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey respondents may answer "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in the tab "Complete data." However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

#### **Comparisons to benchmarks**

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Sunnyvale's results are noted as being "higher" than the benchmark, "lower" than the benchmark, or "similar" to the benchmark, meaning that the average rating given by Sunnyvale residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as "higher" or "lower" than the benchmark means that Sunnyvale's average rating for a particular item was more than 10 points different than the benchmark. If a rating was "much higher" or "much lower," then Sunnyvale's average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City's 2021 ratings compare to other communities' ratings from the past five years.





#### **Trends over time**

Trend data for Sunnyvale represent important comparison data and should be examined for improvements or declines\*. Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents' opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than 8 percentage points between the 2019 and 2021 surveys, the change is statistically significant.

\* In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

### Methods

#### Selecting survey recipients

All households within the City of Sunnyvale were eligible to participate in the survey. A list of all households within the zip codes serving Sunnyvale was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Sunnyvale households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the City of Sunnyvale boundaries were removed from the list of potential households to survey. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

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

#### **Conducting the survey**

The 2,700 randomly selected households received mailings beginning on April 30, 2021 and the survey remained open for seven weeks. For 1,200 households, the first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. For the remaining 1,500 households, the first mailing was a postcard inviting the household to participate, followed one week later by a reminder postcard. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 3% of the 2,700 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,610 households that received the invitations to participate, 285 completed the survey, providing an overall response rate of 11%. The response rate was calculated using AAPOR's response rate #2\* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions. The margin of error for the City of Sunnyvale survey is no greater than plus or minus six percentage points around any given percent reported for all respondents (285 completed surveys).

#### Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a "key and verify" method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2017 American Community Survey estimates for adults in the City of Sunnyvale. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, and housing tenure. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.\* The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target*
Age	18-34	11%	35%	35%
	35-54	34%	37%	37%
	55+	55%	28%	28%
Hispanic origin	No, not Spanish, Hispanic, or Latino	91%	85%	85%
	Spanish, Hispanic, or Latino	9%	15%	15%
Housing tenure	Own	74%	47%	47%
	Rent	26%	53%	53%
Housing type	Attached	37%	53%	53%
	Detached	63%	47%	47%
Race & Hispanic	Not white alone	53%	65%	65%
origin	White alone, not Hispanic or Latino	47%	35%	35%
Sex	Female	43%	49%	49%
	Male	57%	51%	51%
Sex/age	Female 18-34	5%	16%	16%
	Female 35-54	11%	17%	17%
	Female 55+	26%	15%	15%
	Male 18-34	5%	18%	18%
	Male 35-54	22%	20%	20%
	Male 55+	30%	13%	13%

### Attachment 1 Page 6 of 71

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. For the most part, the percentages presented in the reports represent the "percent positive." The percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, essential/very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating "yes" or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in the tab "Complete data". However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

#### Contact

The City of Sunnyvale funded this research. Please contact Jacqueline Guzman of the City of Sunnyvale at jguzman@sunnyvale.ca.gov if you have any questions about the survey.

#### **Survey Validity**

See the Polco Knowledge Base article on survey validity at <a href="https://info.polco.us/knowledge/statistical-vali">https://info.polco.us/knowledge/statistical-vali</a>

<sup>\*</sup> See AAPOR's Standard Definitions for more information at https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx

<sup>\*</sup> Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <a href="https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf">https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf</a> \* Targets come from the 2010 Census and 2017 American Community Survey

### Highlights

#### Residents give high marks to aspects of Sunnyvale's economy.

Nearly half of residents indicated that they felt the economy will have a positive impact on their family income in the six months following the survey; this positive outlook surpasses that of residents in comparison communities as well as the economic outlook ratings given on the 2019 Sunnyvale survey.

About 8 in 10 residents offered high ratings to the overall economic health of Sunnyvale and 7 in 10 offered high ratings to economic development; both ratings were at their highest levels since these questions were first asked. At least three-quarters of residents applauded Sunnyvale as a place to work and employment opportunities, outperforming ratings given in comparison communities. Ratings for the overall quality of business and service establishments and the vibrancy of the downtown/commercial area increased in 2021 compared to 2019.

# Aspects of community design improved and it remains a priority, but resident concerns about affordable housing continue.

About 8 in 10 residents felt that community design was an important focus area for Sunnyvale in the coming two years, while only about 6 in 10 gave positive ratings to the overall quality of the community's design. Aspects of community design were generally similar to national averages and similar to ratings given in 2019; however, some aspects may be seeing an upward trend. The ratings for the overall design or layout of residential and commercial areas, along with the variety of housing options, code enforcement, and land use, planning and zoning have all increased in 2021 compared to 2019.

Four new community design aspects on the 2021 survey were each given positive ratings by about half of residents (e.g., well-planned residential and commercial growth, well-designed neighborhoods, etc.) and were on par with the national averages. Building trend data for these aspects will aid in determining how best to focus on this facet of community livability.

Additionally, when considering the cost of living in Sunnyvale and the availability of affordable quality housing, as few as 2 in 10 residents offered positive evaluations to these aspects; these were not only lower than the national averages but the lowest-rated aspects of community livability on the community survey. While evaluations of these aspects may have been amplified by the COVID-19 pandemic, ratings for the cost of living and affordable housing have been stable, and lower, since these questions were first asked, indicating a continued concern.

#### Residents feel additional focus on the natural environment may be needed.

About 8 in 10 respondents felt that the quality of the natural environment in Sunnyvale was an important area of focus, while only about 7 in 10 gave positive reviews to the overall quality. Additionally, fewer residents in 2021 compared to 2019 gave excellent or good evaluations to recycling and yard waste pick up, though these ratings were still on par with the nation. Water resources, a new question on the 2021 survey, was rated favorably by 42% of respondents, which was a rating lower than the national average. However, assessments of the cleanliness of Sunnyvale, preservation of natural areas, and Sunnyvale's open space saw improvements over the two-year time frame since the previous survey iteration.

#### Governance ratings held steady amid COVID-19 pandemic.

Each of the 13 listed aspects related to local governance received similar ratings in 2021 to those given in 2019, before the start of the COVID-19 pandemic. Evaluations of governance also were comparable to those given by residents in other communities across the nation. The quality of services provided by the City of Sunnyvale was rated positively by nearly 8 in 10 survey respondents; a similar proportion of residents gave positive evaluations to overall customer service by Sunnyvale employees. About 7 in 10 respondents felt that the local government treats all residents fairly and with respect, while about 6 in 10 gave positive evaluations to the overall direction Sunnyvale is taking, the overall confidence in Sunnyvale government, and the local government being honest and generally acting in the best interest of the community.

## **Facets of livability**

Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

Please rate each of the following characteristics as they relate to Sunnyvale as a whole. (% excellent or good)

	2011	2013	2015	2017	2019	2021
Overall economic health			74%	79%	77%	82% Similar vs. benchmark*
Overall quality of the transportation system						• 55% Similar
Overall design or layout of residential and commercial areas			52%	58%	54%	63% Similar
Overall quality of the utility infrastructure						<b>81%</b> Similar
Overall feeling of safety			83%	92%	87%	<b>84</b> % Similar
Overall quality of natural environment		77%	62%	72%	68%	68% Similar
Overall quality of parks and recreation opportunities						<b>74</b> % Similar
Overall health and wellness opportunities			65%	74%	72%	69% Similar
Overall opportunities for education, culture, and the arts			64%	69%	70%	48% Similar
Residents' connection and engagement with their community						<b>48</b> % Similar

# Please rate how important, if at all, you think it is for the Sunnyvale community to focus on each of the following in the coming two years.

(% essential	or very	important	)
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	2011	2013	2015	2017	2019	2021
Overall economic health			89%	83%		<b>78</b> % Similar
Overall quality of the transportation system						<b>79</b> % Similar
Overall design or layout of residential and commercial areas			82%	75%		81% Similar
Overall quality of the utility infrastructure						<b>84</b> % Similar
Overall feeling of safety			91%	88%		
Overall quality of natural environment			87%	88%		
Overall quality of parks and recreation opportunities						<b>84</b> % Similar
Overall health and wellness opportunities			69%	72%		65% Similar
Overall opportunities for education, culture, and the arts			77%	77%		<b>78</b> % Similar
Residents' connection and engagement with their community			71%	70%		62%

Note: Prior to 2020, "Overall quality of the transportation system" was "Overall ease of getting to the places you usually have to visit". Due to the changes in question wording, comparisons to past years are not made.

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

#### **Balancing performance and importance**

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

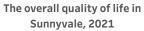
Services receiving quality ratings of excellent or good by 69% or more of respondents were considered of "higher quality" and those with ratings lower than 69% were considered to be of "lower quality." Services were classified as "more important" if they were rated as essential or very important by 80% or more of respondents. Services were rated as "less important" if they received a rating of less than 80%. This classification uses the median ratings for quality and importance to divide the services in half.

The quadrants in the figure below show which community facets were given higher or lower importance ratings (up-down) and which had higher or lower quality ratings (right-left). Services categorized as higher in importance and lower in quality may warrant further investigation to see if changes to their delivery are necessary.



# Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.





# Please rate each of the following aspects of quality of life in Sunnyvale. (% excellent or good)

	2011	2013	2015	2017	2019	2021
Sunnyvale as a place to live	92%	94%	90%	90%	88%	92% Similar vs. benchmark*
The overall quality of life	86%	85%	78%	80%	81%	83% Similar

# Please indicate how likely or unlikely you are to do each of the following. (% very or somewhat likely)

	2011	2013	2015	2017	2019	2021
Recommend living in Sunnyvale to someone who asks	95%	93%	91%	84%	86%	● 88% Similar
Remain in Sunnyvale for the next five years	83%	84%	818	78%	81%	85% Similar

# Please rate each of the following in the Sunnyvale community. (% excellent or good)

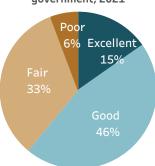
	2011	2013	2015	2017	2019	2021
Overall image or reputation	79%	84%	72%	74%	76%	<b>79</b> % Similar

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

### Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

#### Overall confidence in Sunnyvale government, 2021



# Please rate the quality of each of the following services in Sunnyvale. (% excellent or good)

	2011	2013	2015	2017	2019	2021
Overall customer service by Sunnyvale employees	81%	88%	73%	76%	78%	77% Similar vs. benchmark*
Public information services	77%	78%	69%	66%	72%	70% Similar

# Please rate the following categories of Sunnyvale government performance. (% excellent or good)

	2011	2013	2015	2017	2019	2021
The value of services for the taxes paid to Sunnyvale	64%	66%	61%	56%	52%	55% Similar
The overall direction that Sunnyvale is taking	69%	70%	60%	56%	57%	60% Similar
The job Sunnyvale government does at welcoming resident involvement	● 58%	63%	55%	60%	52%	56% Similar
Overall confidence in Sunnyvale government			57%	63%	57%	61% Similar
Generally acting in the best interest of the community			57%	57%	59%	61% Similar
Being honest			65%	66%	64%	59% Similar

				achment 1 e 13 of 71
Being open and transparent to the public				<b>52%</b> Similar
Informing residents about issues facing the community				<b>57</b> % Similar
Treating all residents fairly	65%	71%	69%	67% Similar
Treating residents with respect				●74% Similar

# Overall, how would you rate the quality of the services provided by each of the following? (% excellent or good)

	2011	2013	2015	2017	2019	2021
The City of Sunnyvale	85%	86%	78%	81%	74%	78% Similar
The Federal Government	46% •	46%	47%	418	42%	44% Similar

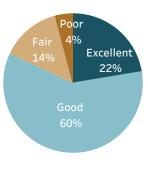
 $\ast$  Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

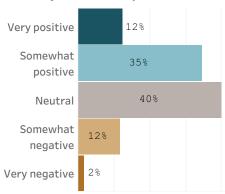
### Attachment 1 Page 14 of 71

Overall economic health of Sunnyvale, 2021 What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

# Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.





# Please rate each of the following characteristics as they relate to Sunnyvale as a whole. (% excellent or good)

	2011	2013	2015	2017	2019	2021
Overall economic health			74%	79%	77%	82% Similar vs. benchmark*

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

(% excellent or good)

	2011	2013	2015	2017	2019	2021
Sunnyvale as a place to work	85%	86%	80%	80%	86%	●85% Higher
Sunnyvale as a place to visit			41%	44%	48%	46% Lower

# Please rate each of the following in the Sunnyvale community. (% excellent or good)

	2011	2013	2015	2017	2019	2021
Overall quality of business and service establishments		72%	58%	61%	62%	80% Similar
Variety of business and service establishments						•75% Similar
Vibrancy of downtown/commercial area			35%	48%	52%	63% Similar

					chment 1 e 15 of 71
Employment opportunities	67%	64%	72%	75%	Much higher
Shopping opportunities		53%	56%	52%	55% Similar
Cost of living		18%	15%	11%	15% Lower
Please rate the quality of each of the following services in Sunnyval (% excellent or good)	е.				

	2011	2013	2015	2017	2019	2021
Economic development			67%	71%	69%	•72% Similar

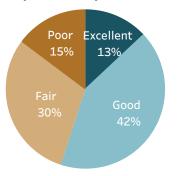
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

(% very or somewhat positive)

	2015	2017	2019	2021
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	448	36%	32%	•47% Higher

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Overall quality of the transportation system in Sunnyvale, 2021



## Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

# Please rate each of the following characteristics as they relate to Sunnyvale as a whole. (% excellent or good)

Overall quality of the transportation system     55%       Similar     vs.		2011	2013	2015	2017	2019	2021
benchmark*	Overall quality of the transportation system						55% Similar VS.

#### Please also rate each of the following in the Sunnyvale community.

(% excellent or good)

	2011	2013	2015	2017	2019	2021
Traffic flow on major streets		56%	51%	41%	33%	55% Similar
Ease of public parking			67%	61%	57%	73% Higher
Ease of travel by car		69%	72%	66%	61%	82% Higher
Ease of travel by public transportation			36%	42%	34%	32% Similar
Ease of travel by bicycle	62%	58%	53%	52%	48%	55% Similar
Ease of walking	70%	72%	66%	64%	63%	69% Similar

#### Please indicate whether or not you have done each of the following in the last 12 months.

(% yes)

	2011	2013	2015	2017	2019	2021
Used public transportation instead of driving			40%	44%	41%	23% Similar
Carpooled with other adults or children instead of driving alone			52%	49%	56%	55% Higher
Walked or biked instead of driving			72%	71%	67%	●79% Much higher

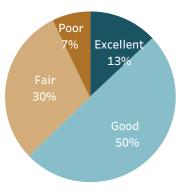
#### Please rate the quality of each of the following services in Sunnyvale. (% excellent or good)

(% excellent of good)	2011	2013	2015	2017	2019	2021
Traffic enforcement	75%	74%	64%	60%	61%	70% Similar
Traffic signal timing	62%		47%	45%	52%	63% Similar
Street repair	59% •	54%	55%	51%	48%	60% Similar
Street cleaning	<b>●</b> 72%	77%	67%	60%	67%	•74% Similar
Street lighting	76%	71%	62%	60%	66%	•78% Higher
Sidewalk maintenance		62%	56%	51%	54%	65% Similar
Bus or transit services			43%	51%	52%	41% Similar

Note: Prior to 2020, "Overall quality of the transportation system" was "Overall ease of getting to the places you usually have to visit". Due to the changes in question wording, comparisons to past years are not made.

st Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

#### Overall design or layout of Sunnyvale's residential and commercial areas, 2021



# Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

# Please rate each of the following characteristics as they relate to Sunnyvale as a whole. (% excellent or good)

	2011	2013	2015	2017	2019	2021
Overall design or layout of residential and commercial areas			52%	58%	54%	63% Similar vs. benchmark*

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

(% excellent or good)

	2011	2013	2015	2017	2019	2021
Your neighborhood as a place to live	83%	82%	81%	80%	83%	<b>88</b> % Similar

### Please also rate each of the following in the Sunnyvale community.

(% excellent or good)

	2011	2013	2015	2017	2019	2021
Well-planned residential growth						<b>49</b> % Similar
Well-planned commercial growth						• 53% Similar
Well-designed neighborhoods						<b>58</b> % Similar
Preservation of the historical or cultural character of the community						• 55% Similar

			66%	Attachment 1 Page 19 of 71		
Public places where people want to spend time			55%	•	64%	<b>63</b> % Similar
Variety of housing options			41%	37%	35%	46% Similar
Availability of affordable quality housing	24%	18%	13%	13%	15%	15% Lower
Overall quality of new development			45%●	55%	52%	54% Similar
Overall appearance	• 74%	81%	73%	75%	76%	<b>74</b> % Similar

# Please rate the quality of each of the following services in Sunnyvale. (% excellent or good)

	2011	2013	2015	2017	2019	2021
Land use, planning and zoning		56%	53%	43%	38%	51% Similar
Code enforcement		58%	64%	58%	51%	<b>61</b> % Similar

 $\ast$  Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Utilities Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Please rate each of the following characteristics as they relate to Sunnyvale as a whole. (% excellent or good)

	•
	<b>81</b> %
Overall quality of the utility infrastructure	Similar
	VS.
	benchmark*

#### Please rate the quality of each of the following services in Sunnyvale. (% excellent or good)

	2011	2013	2015	2017	2019	2021
Affordable high-speed internet access						● 49% Similar
Garbage collection	84%	87%	84%	80%	80%	<b>79</b> % Similar
Drinking water	75%	75%	74%	74%	74%	73% Similar
Sewer services	82%	82%	84%	83%	77%	•85% Similar
Storm water management	• 77%		69%	67%	76%	<b>81</b> % Similar
Power (electric and/or gas) utility			81%	79%	78%	<b>77</b> % Similar

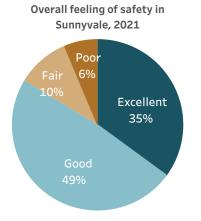
Overall quality of the utility infrastructure in Sunnyvale, 2021

			chment 1 e 21 of 71
	70%	68%	68%
Utility billing	68%		Similar

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

### Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.



# Please rate each of the following characteristics as they relate to Sunnyvale as a whole. (% excellent or good)

	2011	2013	2015	2017	2019	2021
Overall feeling of safety			83%	92%	87%	84% Similar vs. benchmark*

#### Please rate how safe or unsafe you feel:

#### (% very or somewhat safe)

	2011	2013	2015	2017	2019	2021
In your neighborhood during the day	96%	948	93%	96%	93%	<b>94</b> % Similar
In Sunnyvale's downtown/commercial area during the day	92%	93%	91%	96%	94%	<b>91</b> % Similar
From property crime	74%	57%				67%
From violent crime	88%	86%				86% Similar
From fire, flood, or other natural disaster						●87% Similar

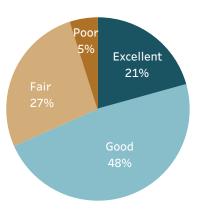
### Please rate the quality of each of the following services in Sunnyvale.

(% excellent or good)

	2011	2013	2015	2017	2019	2021
Police/Sheriff services	88%	89%	86%	82%	86%	<b>77</b> % Similar
Crime prevention			74%	76%	69%	66% Similar
Animal control	718	78%	69%	78%	70%	77% Similar
Ambulance or emergency medical services	95%	90%	90%	92%	91%	<b>87</b> % Similar
Fire services	93%	95%	91%	93%	95%	91% Similar
Fire prevention and education			75%	78%	77%	82% Similar
Emergency preparedness		76%	58%	57%	62%	67% Similar

 $\ast$  Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Overall quality of natural environment in Sunnyvale, 2021



### **Natural environment**

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

# Please rate each of the following characteristics as they relate to Sunnyvale as a whole. (% excellent or good)

	2011	2013	2015	2017	2019	2021
Overall quality of natural environment		77%	628	728	68%	68% Similar VS. benchmark*

# Please also rate each of the following in the Sunnyvale community.

(% excel	lent or	good)
----------	---------	-------

	2011	2013	2015	2017	2019	2021
Cleanliness		85%	78%	75%	72%	81% Similar
Water resources						42% Lower
Air quality		748	67%	74%	69%	<b>69</b> % Similar

### Please rate the quality of each of the following services in Sunnyvale.

#### (% excellent or good)

	2011	2013	2015	2017	2019	2021
Preservation of natural areas			44%	50%	49%	57% Similar
Sunnyvale open space			47%	53%	50%	53% Similar

						chment 1 e 25 of 71
Recycling	778	84%	77%	77%	72%	59% Similar
Yard waste pick-up			85%	80%	83%	75% Similar

st Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of parks and recreation opportunities, 2021

Excellent

28%

### Parks and recreation "There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment." - National Recreation and Park Association

# Please rate each of the following characteristics as they relate to Sunnyvale as a whole. (% excellent or good)

	2011	2013	2015	2017	2019	2021
Overall quality of parks and recreation opportunities						• 74% Similar
						vs. benchmark*

# Please also rate each of the following in the Sunnyvale community. (% excellent or good)

	2011	2013	2015	2017	2019	2021
Availability of paths and walking trails			52%	48%	49%	46% Lower
Fitness opportunities			59%	54%	59%	52% Lower
Recreational opportunities		64%	53%	59%	55%	51% Lower

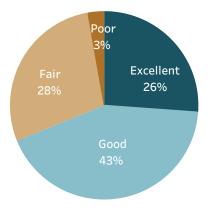
# Please rate the quality of each of the following services in Sunnyvale. (% excellent or good)

	2011	2013	2015	2017	2019	2021
City parks	888	87%	82%	79%	82%	<b>79</b> % Similar
Recreation programs or classes	84%	89%	70%	74%	77%	66% Similar



\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Overall health and wellness opportunities in Sunnyvale, 2021



### Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

# Please rate each of the following characteristics as they relate to Sunnyvale as a whole. (% excellent or good)

	2011	2013	2015	2017	2019	2021
Overall health and wellness opportunities			65%	74%	72%	69% Similar vs. benchmark*

### Please also rate each of the following in the Sunnyvale community.

#### (% excellent or good)

	2011	2013	2015	2017	2019	2021
Availability of affordable quality food			70%	72%	63%	<b>64</b> % Similar
Availability of affordable quality health care		57%	63%	65%	63%	55% Similar
Availability of preventive health services			65%	65%	68%	<b>64</b> % Similar
Availability of affordable quality mental health care			47%	48%	46%	37% Similar

### Please rate the quality of each of the following services in Sunnyvale.

(% excellent or good)

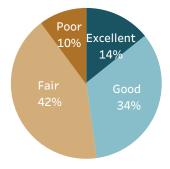
	2011	2013	2015	2017	2019	2021
Health services			748	72%	71%	<b>66%</b> Similar

### Please rate your overall health. (% excellent or very good)

	2011	2013	2015	2017	2019	2021
Please rate your overall health.			59%	65%	68%	<b>76</b> % Similar

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Overall opportunities for education, culture and the arts, 2021



### Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

# Please rate each of the following characteristics as they relate to Sunnyvale as a whole. (% excellent or good)



# Please also rate each of the following in the Sunnyvale community. (% excellent or good)

	2011	2013	2015	2017	2019	2021
Opportunities to attend cultural/arts/music activities			50%	57%	57%	47% Similar
Community support for the arts						● 48% Similar
Availability of affordable quality childcare/preschool	40%	35%	51%	32%	34%	37% Similar
K-12 education	67%	80%	68%	68%	65%	67% Similar
Adult educational opportunities			63%	65%	68%	59% Similar
Opportunities to attend special events and festivals			57%	63%	61%	51% Lower

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

(% excellent or good)

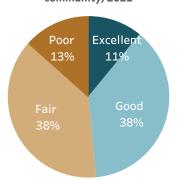
	2011	2013	2015	2017	2019	2021
Public library services	86%	89%	86%	86%	84%	

st Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

#### Residents' connection and engagement with their community, 2021



Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



# Please rate each of the following characteristics as they relate to Sunnyvale as a whole. (% excellent or good)

	2011	2013	2015	2017	2019	2021
Residents' connection and engagement with their community						• 48% Similar VS. benchmark*

# Please rate each of the following aspects of quality of life in Sunnyvale. (% excellent or good)

	2011	2013	2015	2017	2019	2021
Sunnyvale as a place to raise children	82%	86%	77%	79%	77%	<b>80</b> % Similar
Sunnyvale as a place to retire	53%	54%	43%	42%	37%	46% Lower
Sense of community	67%	71%	51%	49%	50%	49% Similar

## Please rate the job you feel the Sunnyvale community does at each of the following.

(% excellent or good)

2011	2013	2015	2017	2019	2021
					●76% Similar

	Attachment 1 Page 33 of 71
Attracting people from diverse backgrounds	•78% Higher
Valuing/respecting residents from diverse backgrounds	•81% Higher
Taking care of vulnerable residents	•59% Similar

# Please also rate each of the following in the Sunnyvale community.

(% excellent or good)

	2011	2013	2015	2017	2019	2021
Sense of civic/community pride						<b>50%</b> Similar
Neighborliness of residents			57%	57%	54%	63% Similar
Opportunities to participate in social events and activities			45%	54%	53%	50% Similar
Opportunities to volunteer		78%	61%	67%	60%	60% Similar
Opportunities to participate in community matters		76%	54%	58%	57%	66% Similar
Openness and acceptance of the community toward people of diverse backgrounds	• 83%	83%	70%	72%	76%	<b>79</b> % Similar

st Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Residents' participation levels

### Please indicate whether or not you have done each of the following in the last 12 months.

(% yes)

	2011	2013	2015	2017	2019	2021
Contacted the City of Sunnyvale for help or information	<b>●</b> 36%	45%	39%	37%	41%	38% Similar vs. benchmark*
Contacted Sunnyvale elected officials to express your opinion			12%	14%	10%	11% Similar
Attended a local public meeting	• 14%	14%	14%	20%	12%	12% Similar
Watched a local public meeting	18%		13%	16%	12%	13% Lower
Volunteered your time to some group/activity	• 28%	30%	24%	22%	24%	17% Lower
Campaigned or advocated for a local issue, cause, or candidate			128	21%	11%	12%
Voted in your most recent local election	578	65%				56% Much lower

#### In general, how many times do you: (% a few times a week or more)

(70 a rew times a week or more)	2011	2013	2015	2017	2019	2021
Access the internet from your home						•98% Similar
						●93% Similar

	Attachment 1 Page 35 of 71
Visit social media sites	• 70% Similar
Use or check email	•98% Similar
Share your opinions online	13% • Similar
Shop online	e <sup>21</sup> % Higher

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

### **Custom questions**

Below are the complete set of responses to each custom question on the survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter below.

Please indicate whether or not you have done each of the following in the last 12 months.	Read the City of Sunnyvale's mailed newsletter, Horizon	No		28%
		Yes		72%
	Visited the City of Sunnyvale's website (sunnyvale.ca.gov)	No		36%
	(Sumyvale.ca.gov)	Yes		64%
	Submitted a request for service through the City's online Access Sunnyvale system	No		75%
	City's online Access Sunnyvale System	Yes		25%
Please rate the overall quality of information available in each of	The City's mailed newsletter (Horizon)	Excellent		19%
the following City information		Good		44%
sources:		Fair		12%
		Poor		3%
		Don't know		23%
	The City's website (sunnyvale.ca.gov)	Excellent		13%
		Good		40%
		Fair		15%
		Poor		1%
		Don't know		32%
	The City's social media channels (e.g., Facebook, Nextdoor, Nixle, Twitter)	Excellent		5%
	Facebook, Nextubor, Nixie, Twitter)	Good		19%
		Fair		11%
		Poor		3%
		Don't know		63%
Please indicate how much of a	City Facebook page	Major source		13%
source, if at all, you consider each of the following social media		Minor source		24%
channels for obtaining information about the City		Not a source		63%
government and its activities, events and services:	Nextdoor	Major source		25%
		Minor source		37%
			1	35

		Attachment 1 Page 37 of 71
	Not a source	38%
Nixle	Major source	8%
	Minor source	13%
	Not a source	79%
City Twitter feed	Major source	13%
	Minor source	23%
	Not a source	64%
Other social media channel	Major source	8%
	Minor source	28%
	Not a source	63%

...

## National benchmark tables

This table contains the comparisons of Sunnyvale's results to those from other communities. The first column shows the comparison of Sunnyvale's rating to the benchmark. Sunnyvale's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Sunnyvale residents is statistically similar to or different than the benchmark. The second column is Sunnyvale's "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Sunnyvale's rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Sunnyvale's result -- that is what percent of surveyed communities had a lower rating than Sunnyvale.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of	Sunnyvale as a place to live	Similar	92%	162	364	55
quality of life in Sunnyvale.	Your neighborhood as a place to live	Similar	88%	117	305	61
	Sunnyvale as a place to raise children	Similar	80%	194	364	46
	Sunnyvale as a place to work	Higher	85%	24	349	93
	Sunnyvale as a place to visit	Lower	46%	239	293	18
	Sunnyvale as a place to retire	Lower	46%	319	351	9
	The overall quality of life	Similar	83%	219	401	45
	Sense of community	Similar	49%	248	304	18
Please rate each of the following characteristics	Overall economic health	Similar	82%	73	278	74
as they relate to Sunnyvale as a whole.	Overall quality of the transportation system	Similar	55%	45	77	42
	Overall design or layout of residential and commercial areas	Similar	63%	143	273	47
	Overall quality of the utility infrastructure	Similar	81%	31	77	61
	Overall feeling of safety	Similar	84%	176	347	49
	Overall quality of natural environment	Similar	68%	218	283	23
	Overall quality of parks and recreation opportunities	Similar	74%	56	78	29
	Overall health and wellness opportunities	Similar	69%	140	274	49
	Overall opportunities for education, culture, and the arts	Similar	48%	208	274	24
	Residents' connection and engagement with their community	Similar	48%	55	78	30
Please indicate how likely or unlikely you are to do	Recommend living in Sunnyvale to someone who asks	Similar	88%	144	289	50
each of the following.	Remain in Sunnyvale for the next five years	Similar	85%	134	283	53

		Attachment 1 Page 39 of 71				
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	94%	169	332	49
unsale you leel.	In Sunnyvale's downtown/commercial area during the day	Similar	91%	130	311	58
	From property crime	Similar	67%	64	88	28
	From violent crime	Similar	86%	53	88	39
	From fire, flood, or other natural disaster	Similar	87%	38	77	51
	Making all residents feel welcome	Similar	76%	31	80	62
the Sunnyvale community does at each of the following.	Attracting people from diverse backgrounds	Higher	78%	4	79	96
lonowing.	Valuing/respecting residents from diverse backgrounds	Higher	81%	2	78	98
	Taking care of vulnerable residents	Similar	59%	39	78	51
Please rate each of the	Overall quality of business and service establishments	Similar	80%	45	280	84
following in the Sunnyvale community.	Variety of business and service establishments	Similar	75%	21	77	74
	Vibrancy of downtown/commercial area	Similar	63%	82	258	68
	Employment opportunities	Much higher	74%	8	306	97
	Shopping opportunities	Similar	55%	150	293	49
	Cost of living	Lower	15%	259	275	6
	Overall image or reputation	Similar	79%	165	341	51
	Traffic flow on major streets	Similar	55%	94	319	70
following in the Sunnyvale community.	Ease of public parking	Higher	73%	44	245	82
	Ease of travel by car	Higher	82%	43	306	86
	Ease of travel by public transportation	Similar	32%	143	251	43
	Ease of travel by bicycle	Similar	55%	127	307	58
	Ease of walking	Similar	69%	133	307	57
	Well-planned residential growth	Similar	49%	48	79	40
	Well-planned commercial growth	Similar	53%	32	79	60
	Well-designed neighborhoods	Similar	58%	45	79	44
	Preservation of the historical or cultural character of the community	Similar	55%	55	74	27
	Public places where people want to spend time	Similar	63%	174	267	35
	Variety of housing options	Similar	46%	178	284	37
	Availability of affordable quality housing	Lower	15%	265	302	12
					38	

		Attachment 1 Page 40 of 71				
Please also rate each of the following in the Sunnyvale	Overall quality of new development	Similar	54%	161	293	45
community.	Overall appearance	Similar	74%	205	335	39
	Cleanliness	Similar	81%	138	307	55
	Water resources	Lower	42%	64	73	13
	Air quality	Similar	69%	208	261	20
	Availability of paths and walking trails	Lower	46%	263	304	13
	Fitness opportunities	Lower	52%	224	263	15
	Recreational opportunities	Lower	51%	243	292	17
	Availability of affordable quality food	Similar	64%	186	259	28
	Availability of affordable quality health care	Similar	55%	194	273	29
	Availability of preventive health services	Similar	64%	139	254	45
	Availability of affordable quality mental health care	Similar	37%	178	250	29
	Opportunities to attend cultural/arts/music activities	Similar	47%	219	292	25
	Community support for the arts	Similar	48%	60	77	23
	Availability of affordable quality childcare/preschool	Similar	37%	199	269	26
	K-12 education	Similar	67%	168	270	38
	Adult educational opportunities	Similar	59%	120	258	53
	Sense of civic/community pride	Similar	50%	60	77	23
	Neighborliness of residents	Similar	63%	180	269	33
	Opportunities to participate in social events and activities	Similar	50%	234	275	15
	Opportunities to attend special events and festivals	Lower	51%	253	281	10
	Opportunities to volunteer	Similar	60%	238	273	13
	Opportunities to participate in community matters	Similar	66%	152	278	45
	Openness and acceptance of the community toward people of diverse backgrounds	Similar	79%	30	299	90
Please indicate whether or not you have done each of	Contacted the City of Sunnyvale for help or information	Similar	38%	262	328	20
the following in the last 12 months.	Contacted Sunnyvale elected officials to express your opinion	Similar	11%	249	267	7
	Attended a local public meeting	Similar	12%	253	270	6
	Watched a local public meeting	Lower	13%	219	245	11
	Volunteered your time to some group/activity	Lower	17%	266	274	3

		Attachment 1 Page 41 of 71				
Please indicate whether or not you have done each of	Campaigned or advocated for a local issue, cause, or candidate	Lower	12%	243	256	5
the following in the last 12 months.	Voted in your most recent local election	Much lower	56%	78	80	3
	Used public transportation instead of driving	Similar	23%	78	232	66
	Carpooled with other adults or children instead of driving alone	Higher	55%	23	261	91
	Walked or biked instead of driving	Much higher	79%	23	267	91
Please rate the quality of each of the following	Public information services	Similar	70%	153	283	46
services in Sunnyvale.	Economic development	Similar	72%	59	284	79
	Traffic enforcement	Similar	70%	143	344	58
	Traffic signal timing	Similar	63%	108	271	60
	Street repair	Similar	60%	87	332	74
	Street cleaning	Similar	74%	85	294	71
	Street lighting	Higher	78%	45	324	86
	Sidewalk maintenance	Similar	65%	107	296	64
	Bus or transit services	Similar	41%	158	244	35
	Land use, planning and zoning	Similar	51%	143	295	51
	Code enforcement	Similar	61%	94	348	73
	Affordable high-speed internet access	Similar	49%	47	75	38
	Garbage collection	Similar	79%	224	323	30
	Drinking water	Similar	73%	129	292	56
	Sewer services	Similar	85%	126	295	57
	Storm water management	Similar	81%	55	320	83
	Power (electric and/or gas) utility	Similar	77%	150	208	28
	Utility billing	Similar	68%	182	249	27
	Police/Sheriff services	Similar	77%	255	391	35
	Crime prevention	Similar	66%	232	345	33
	Animal control	Similar	77%	78	309	75
	Ambulance or emergency medical services	Similar	87%	209	312	33
	Fire services	Similar	91%	196	339	42
	Fire prevention and education	Similar	82%	116	283	59
					40	

				nmen 12 of		
services in Sunnyvale.	Emergency preparedness	Similar	67%	72	283	74
	Preservation of natural areas	Similar	57%	217	265	18
	Sunnyvale open space	Similar	53%	203	254	20
	Recycling	Similar	59%	277	329	16
	Yard waste pick-up	Similar	75%	137	269	49
	City parks	Similar	79%	204	305	33
	Recreation programs or classes	Similar	66%	191	302	37
	Recreation centers or facilities	Similar	63%	196	276	29
	Health services	Similar	66%	152	241	37
	Public library services	Similar	83%	176	306	42
	Overall customer service by Sunnyvale employees	Similar	77%	198	359	44
Please rate the following categories of Sunnyvale	The value of services for the taxes paid to Sunnyvale	Similar	55%	143	365	60
government performance.	The overall direction that Sunnyvale is taking	Similar	60%	144	315	54
	The job Sunnyvale government does at welcoming resident involvement	Similar	56%	149	317	53
	Overall confidence in Sunnyvale government	Similar	61%	74	277	73
	Generally acting in the best interest of the community	Similar	61%	110	281	61
	Being honest	Similar	59%	105	272	61
	Being open and transparent to the public	Similar	52%	40	80	51
	Informing residents about issues facing the community	Similar	57%	36	85	58
	Treating all residents fairly	Similar	67%	74	278	73
	Treating residents with respect	Similar	74%	36	78	55
Overall, how would you rate the quality of the	The City of Sunnyvale	Similar	78%	151	369	59
services provided by each	The Federal Government	Similar	44%	47	261	82
Please rate how important,	Overall economic health	Lower	78%	252	255	1
if at all, you think it is for the Sunnyvale community to focus on each of the	Overall quality of the transportation system	Higher	79%	12	77	85
following in the coming two years.	Overall design or layout of residential and commercial areas	Similar	81%	74	255	71
	Overall quality of the utility infrastructure	Similar	84%	57	77	27
	Overall feeling of safety	Similar	86%	187	255	26
	Overall quality of natural environment	Similar	84%	119	255	53

		Attachment 1 Page 43 of 71				
Please rate how important, if at all, you think it is for	Overall quality of parks and recreation opportunities	Similar	84%	21	77	74
the Sunnyvale community to focus on each of the	Overall health and wellness opportunities	Lower	65%	229	255	10
following in the coming two years.	Overall opportunities for education, culture, and the arts	Similar	78%	164	255	35
	Residents' connection and engagement with their community	Much lower	62%	255	256	0
In general, how many times do you:	Access the internet from your home	Similar	98%	1	77	100
uo you.	Access the internet from your cell phone	Similar	93%	22	77	72
	Visit social media sites	Similar	70%	39	76	50
	Use or check email	Similar	98%	7	77	92
	Share your opinions online	Similar	13%	53	77	32
	Shop online	Higher	21%	12	77	85
	Please rate your overall health.	Similar	76%	36	262	86
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Higher	47%	11	265	96

### **Complete set of frequencies**

This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Please rate each of the following	Sunnyvale as a place to live	Excellent	38%
aspects of quality of life in Sunnyvale.		Good	548
		Fair	6%
		Poor	2%
	Your neighborhood as a place to live	Excellent	44%
		Good	43%
		Fair	11%
		Poor	2%
	Sunnyvale as a place to raise children	Excellent	38%
		Good	41%
		Fair	16%
		Poor	4%
	Sunnyvale as a place to work	Excellent	42%
		Good	43%
		Fair	11%
		Poor	4%
	Sunnyvale as a place to visit	Excellent	16%
		Good	30%
		Fair	35%
		Poor	19%
	Sunnyvale as a place to retire	Excellent	15%
		Good	30%
		Fair	27%
		Poor	28%
	The overall quality of life	Excellent	26%
		Good	58%
		Fair	14%
		Poor	2%
	Sense of community	Excellent	178
		Good	32%
		Fair	35%
		Poor	16%
Please rate each of the following	Overall economic health	Excellent	22%
characteristics as they relate to Sunnyvale as a whole.		Good	60%

			Attachment 1 Page 45 of 71	
Please rate each of the following characteristics as they relate to	Overall economic health	Fair		14%
Sunnyvale as a whole.		Poor	1	4%
	Overall quality of the transportation system	Excellent		13%
		Good		42%
		Fair		30%
		Poor		15%
	Overall design or layout of residential and	Excellent		13%
	commercial areas	Good		50%
		Fair		30%
		Poor		7%
	Overall quality of the utility infrastructure	Excellent		17%
		Good		64%
		Fair		18%
		Poor		1%
	Overall feeling of safety	Excellent		35%
		Good		49%
		Fair		10%
		Poor	i i	6%
	Overall quality of natural environment	Excellent		21%
		Good		48%
		Fair		27%
		Poor		5%
	Overall quality of parks and recreation	Excellent		28%
	opportunities	Good		47%
		Fair		23%
		Poor		3%
	Overall health and wellness opportunities	Excellent		26%
		Good		43%
		Fair		28%
		Poor		3%
	Overall opportunities for education, culture, and	Excellent		14%
	the arts	Good		34%
		Fair		42%
		Poor		10%
	Residents' connection and engagement with their		Ē	11%
	community	Good		38%
		Fair		38%
		Poor		13%
			-	

			ichment 1 e 46 of 71
Please indicate how likely or unlikely	Recommend living in Sunnyvale to someone who	Very likely	41%
you are to do each of the following.	asks	Somewhat likely	46%
		Somewhat unlikely	88
		Very unlikely	4%
	Remain in Sunnyvale for the next five years	Very likely	38%
		Somewhat likely	47%
		Somewhat unlikely	7%
		Very unlikely	7%
Please rate how safe or unsafe you	In your neighborhood during the day	Very safe	72%
feel:		Somewhat safe	22%
		Neither safe nor unsafe	5%
		Somewhat unsafe	1%
		Very unsafe	0%
	In Sunnyvale's downtown/commercial area during	y Very safe	69%
	the day	Somewhat safe	22%
		Neither safe nor unsafe	5%
		Somewhat unsafe	3%
	From property crime	Very safe	28%
		Somewhat safe	39%
		Neither safe nor unsafe	14%
		Somewhat unsafe	16%
		Very unsafe	3%
	From violent crime	Very safe	47%
		Somewhat safe	39%
		Neither safe nor unsafe	8%
		Somewhat unsafe	4%
		Very unsafe	1%
	From fire, flood, or other natural disaster	Very safe	52%
		Somewhat safe	35%
		Neither safe nor unsafe	8%
		Somewhat unsafe	5%
Please rate the job you feel the	Making all residents feel welcome	Excellent	25%
Sunnyvale community does at each of the following.		Good	51%
		Fair	21%
		Poor	3%
	Attracting people from diverse backgrounds	Excellent	36%
		Cood	43%
		Good	100

			Attachment 1 Page 47 of 71	
Please rate the job you feel the	Attracting people from diverse backgrounds	Poor		6%
Sunnyvale community does at each of the following.	Valuing/respecting residents from diverse	Excellent		32%
	backgrounds	Good		48%
		Fair		17%
		Poor		2%
	Taking care of vulnerable residents	Excellent		21%
		Good		38%
		Fair		30%
		Poor		11%
Please rate each of the following in	Overall quality of business and service	Excellent		25%
the Sunnyvale community.	establishments	Good		55%
		Fair		17%
		Poor		3%
	Variety of business and service establishments	Excellent		24%
		Good		51%
		Fair		19%
		Poor		6%
	Vibrancy of downtown/commercial area	Excellent		18%
		Good		45%
		Fair		28%
		Poor		9%
	Employment opportunities	Excellent		23%
		Good		51%
		Fair		23%
		Poor		2%
	Shopping opportunities	Excellent		17%
		Good		38%
		Fair		31%
		Poor		14%
	Cost of living	Excellent		3%
		Good		12%
		Fair		38%
		Poor		47%
	Overall image or reputation	Excellent		21%
		Good		58%
		Fair		19%
		Poor	<u>l</u>	3%
Please also rate each of the following	Traffic flow on major streets	Excellent		13%

			Attachment 1 Page 48 of 71	
Please also rate each of the following in the Sunnyvale community.	Traffic flow on major streets	Good		41%
in the Sunnyvale community.		Fair		35%
		Poor		10%
	Ease of public parking	Excellent		22%
		Good		51%
		Fair		23%
		Poor	- I	4%
	Ease of travel by car	Excellent		32%
		Good		50%
		Fair		16%
		Poor		2%
	Ease of travel by public transportation	Excellent		10%
		Good		22%
		Fair		37%
		Poor		31%
	Ease of travel by bicycle	Excellent		16%
		Good		40%
		Fair		35%
		Poor		10%
	Ease of walking	Excellent		23%
		Good		46%
		Fair		25%
		Poor	- I	6%
	Well-planned residential growth	Excellent		10%
		Good		38%
		Fair		33%
		Poor		19%
	Well-planned commercial growth	Excellent		14%
		Good		39%
		Fair		30%
		Poor		17%
	Well-designed neighborhoods	Excellent		13%
		Good		44%
		Fair		32%
		Poor		10%
	Preservation of the historical or cultural character	r Excellent		13%
	of the community	Good		42%
		Fair		33%

			chment 1 49 of 71	
llowing	Preservation of the historical or cultural character of the community	Poor		13%
-	Public places where people want to spend time	Excellent		11%
		Good		52%
		Fair		25%
		Poor		12%
-	Variety of housing options	Excellent		11%
		Good		34%
		Fair		36%
		Poor		19%
	Availability of affordable quality housing	Excellent		6%
		Good		10%
		Fair		30%
		Poor		54%
	Overall quality of new development	Excellent		14%
		Good		40%
		Fair		32%
		Poor		14%
	Overall appearance	Excellent		15%
		Good		58%
		Fair		23%
		Poor		4%
	Cleanliness	Excellent		26%
		Good		55%
		Fair		18%
		Poor		1%
	Water resources	Excellent		10%
		Good		32%
		Fair		27%
-		Poor		31%
	Air quality	Excellent		15%
		Good		54%
		Fair		28%
		Poor		3%
	Availability of paths and walking trails	Excellent		13%
		Good		34%
		Fair		31%
		Poor		22%
	Fitness opportunities	Excellent		16%

			tachment 1 ge 50 of 71
Please also rate each of the following in the Sunnyvale community.	Fitness opportunities	Good	36%
in the Sunnyvale community.		Fair	36%
		Poor	12%
	Recreational opportunities	Excellent	14%
		Good	36%
		Fair	37%
		Poor	12%
	Availability of affordable quality food	Excellent	15%
		Good	49%
		Fair	28%
		Poor	88
	Availability of affordable quality health care	Excellent	12%
		Good	44%
		Fair	30%
		Poor	14%
	Availability of preventive health services	Excellent	18%
		Good	46%
		Fair	26%
		Poor	11%
	Availability of affordable quality mental health care	Excellent	10%
		Good	27%
		Fair	33%
		Poor	31%
	Opportunities to attend cultural/arts/music activities	Excellent	9%
		Good	38%
		Fair	35%
		Poor	18%
	Community support for the arts	Excellent	11%
		Good	37%
		Fair	30%
		Poor	22%
	Availability of affordable quality childcare/preschool	Excellent	12%
		Good	24%
		Fair	36%
		Poor	27%
	K-12 education	Excellent	23%
		Good	45%
		Fair	23%

			chment 1 e 51 of 71	
Please also rate each of the following	K-12 education	Poor		9%
n the Sunnyvale community.	Adult educational opportunities	Excellent		15%
		Good		448
		Fair		31%
		Poor		108
	Sense of civic/community pride	Excellent		108
		Good		408
		Fair		368
		Poor		148
	Neighborliness of residents	Excellent		108
		Good		52%
		Fair		29%
		Poor		98
	Opportunities to participate in social events and	Excellent		7 %
	activities	Good		43%
		Fair		33%
		Poor		169
	Opportunities to attend special events and	Excellent		9%
	festivals	Good		42%
		Fair		328
		Poor		178
	Opportunities to volunteer	Excellent		128
		Good		489
		Fair		29 <sup>9</sup>
		Poor		119
	Opportunities to participate in community matters	Excellent		139
		Good		53 <sup>9</sup>
		Fair		249
		Poor		99
	Openness and acceptance of the community	Excellent		239
	toward people of diverse backgrounds	Good		56 <sup>9</sup>
		Fair		169
		Poor		5 <sup>9</sup>
Please indicate whether or not you	Contacted the City of Sunnyvale for help or	No		639
have done each of the following in the last 12 months.	information	Yes		379
	Contacted Sunnyvale elected officials to express	No		899
	your opinion	Yes		119
	Attended a local public meeting	No		888

iteses indicate whether or not your we done each of the following info     No     Image: Second Seco				e 52 of 71	
st 22 months. Watched a local public meeting No Ves Campaigned or advocated for a local issue, cause, No Campaigned or advocated for a local issue, cause, No Campaigned or advocated for a local issue, cause, No Campaigned or advocated for a local issue, cause, No Ves Campaigned or advocated for a local issue, cause, No Ves	Please indicate whether or not you				12%
Volunteered your time to some group/activity         No         138           Campaigned or advocated for a local issue, cause, No         1318           or candidate         Yes         1318           Vated in your most recent local election         No         1318           Vated in your most recent local election         No         1318           Used public transportation instead of driving         No         1318           Carpooled with other adults or children instead of No         1318         1318           Carpooled with other adults or children instead of No         1318         1318           driving alone         Yes         1318         1318           bibowing services in Sumyvale.         Public information services         Eccellent         1318         1318           islowing services in Sumyvale.         Public information services         Eccellent         1318         1318           islowing services in Sumyvale.         Public information services         Eccellent         1318         1318           islowing services in Sumyvale.         Poor         1318         1318           islowing services in Sumyvale.         Fair         1318         1318           islowing services in Sumyvale.         Fair         1318         1318           islow	last 12 months.		No		87%
Ves     178       Campaigned or advocated for a local issue, cause, No     128       Voted in your most recent local election     No       Ves     128       Voted in your most recent local election     No       Ves     128       Used public transportation instead of driving     No       Carpoled with other adults or children instead of     No       Carpoled with other adults or children instead of     No       Carpoled with other adults or children     Yes       Vas     128       Walked or biked instead of driving     No       Yes     128       Vas     128       Good     128       Fair     228       Poor     28       Fair     238       Fair     238       Fair     238       Fair     238       Fair     238       Fair     248       Poor     58       Fair     238       Fair     248			Yes		13%
Campaigned or advocated for a local issue, cause, No       No         Ves       128         Voted in your most recent local election       No         Ves       128         Fair       128         Fair       128         Fair       128		Volunteered your time to some group/activity	No		83%
or candidate     Yes     128       Voted in your most recent local election     No     448       Yes     238       Used public transportation instead of driving     No     771       Yes     238       Carpooled with other adults or children instead of No     458       driving alone     Yes     238       Walked or biked instead of driving     No     238       Boor     238     238       Fair     238 <th></th> <td></td> <td>Yes</td> <td></td> <td>17%</td>			Yes		17%
Ves     128       Voted in your most recent local election     No     44       Ves     568       Used public transportation instead of driving     No     77       Carpooled with other adults or children instead of No     438       driving alone     Yes     338       Walked or biked instead of driving     No     438       Walked or biked instead of driving     No     338       Bease rate the quality of each of the bilowing services in Sunnyvale.     Public information services     Excellent     128       Economic development     Excellent     300     338       Traffic enforcement     Excellent     300     338       Traffic signal timing     Excellent     300     338       Traffic signal timing     Excellent     300     338       Traffic repair     Excellent     308     368       Fair     300     338     368       Fair     308     368     368 </td <th></th> <td></td> <td>No</td> <td></td> <td>88%</td>			No		88%
Ves     Sead public transportation instead of driving     No     778       Carpooled with other adults or children instead of No     Sead 238       driving alone     Ves     Sead 238       Walked or biked instead of driving     No     Sead 238       Walked or biked instead of driving     No     Sead 238       Walked or biked instead of driving     No     Sead 238       Walked or biked instead of driving     No     Sead 238       Walked or biked instead of driving     No     Sead 238       Walked or biked instead of driving     No     Sead 238       Boord     Sead 238     Sead 238       Poor     Sead 238     Sead 238       Fair     Sead 238     Sead 238       Poor     Sead 238		or candidate	Yes		12%
Used public transportation instead of driving     No     778       Ves     238       Carpooled with other adults or children instead of No     438       driving alone     Yes     436       driving alone     Yes     436       Walked or biked instead of driving     No     4228       Yes     436       Walked or biked instead of driving     No     4228       Yes     436       Walked or biked instead of driving     No     4228       Walked or biked instead of driving     No     436       Good     436     436       Poor     128     436       Fair     600     436       Fair     436     436		Voted in your most recent local election	No		44%
Ves 238 Carpooled with other adults or children instead of No Carpooled with other adults or children instead of No Ves 558 Walked or biked instead of driving No Ves 798 Pese rate the quality of each of the Public information services Excellent 128 Good 598 Fair 286 Poor 28 Economic development Excellent 118 Good 618 Fair 238 Poor 588 Fair 238 Poor 588 Fair 238 Poor 588 Fair 238 Poor 68 Traffic enforcement Excellent 128 Good 618 Fair 238 Poor 68 Fair 248 Poor 168 Fair 248 Fair 248 Poor 168 Fair 248 Fair 248			Yes		56%
Carpooled with other adults or children instead of No 458 driving alone Yes 558 Walked or biked instead of driving No 218 Yes 798 Public information services Excellent 128 Good 588 Fair 288 Economic development Excellent 118 Good 618 Fair 238 Fair 238 Poor 58 Traffic enforcement Excellent 128 Good 588 Fair 238 Fair 238 Fair 238 Fair 238 Fair 238 Fair 238 Fair 238 Fair 238 Fair 238 Fair 248 Fair 2		Used public transportation instead of driving	No		77%
driving alone     Yes     558       Walked or biked instead of driving     No     218       Yes     798       lease rate the quality of each of the poor     Qood     588       Ease rate the quality of each of the poor     Public information services     Excellent     128       Economic development     Excellent     388       Economic development     Excellent     318       Fair     238       Poor     58       Traffic enforcement     Excellent     128       Fair     238       Poor     588       Fair     238       Fair     238       Poor     588       Fair     238       Fair     238       Fair     248       Poor     680       Fair     248       Fair     248       Poor     680       Fair     248       Poor     680       Fair     248       Poor     680       Fair     248       Poor     680       Fair     218       Poor     680       Fair     218       Poor     168       Fair     218       Fair     218			Yes		23%
Yes     358       Walked or biked instead of driving     No     218       Yes     798       tease rate the quality of each of the blowing services in Sunnyvale.     Public information services     Excellent     128       Good     588       Fair     288       Poor     288       Economic development     Excellent     1118       Good     600     618       Fair     238       Poor     588       Fair     248       Poor     588       Fair     248       Poor     680       Fair     248       Poor     68       Fair     248       Poor     68       Fair     218       Poor     68       Fair     218       Poor     68       Fair     218       Poor     618       Fair     218       Poor     618       Fair     218       Poor			No		45%
Yes     Yes       lease rate the quality of each of the plowing services in Sunnyvale.     Public information services     Excellent     128       Good     600     600     600       Fair     288       Poor     28       Economic development     Excellent     118       Good     600     618       Fair     200     618       Fair     201     600       Traffic signal timing     Excellent     718       Good     600     618       Fair     218     710       Poor     600     618       Fair     218     710       Fair     218     710       Fair     218     710       Fair     218     710       Fair     218 <td rowspan="3"></td> <td>driving alone</td> <td>Yes</td> <td></td> <td>55%</td>		driving alone	Yes		55%
lease rate the quality of each of the islowing services in Sunnyvale. Public information services Public information services Public information services Public information services Poor		Walked or biked instead of driving	No		21%
bilowing services in Sunnyvale.   Good 588   Fair 28   Poor 28   Economic development Excellent   Good 618   Fair 238   Poor 588   Traffic enforcement Excellent   Good 588   Fair 248   Poor 588   Fair 248   Poor 588   Fair 248   Poor 588   Fair 248   Poor 68   Fair 218   Poor 68   Fair 218   Poor 68   Fair 218   Poor 168   Street repair Excellent   Good 128   Good 128			Yes		79%
GoodS88Fair28Poor28Economic developmentExcellentGoodS88Fair238Poor58Traffic enforcementExcellentGoodS88Fair248Poor58Fair248Poor58Fair248Poor58Fair248Poor58Fair248Poor68Traffic signal timingExcellentFair218Poor68Street repairExcellentGood128Good128Good128Street repairExcellentGood128Good<	Please rate the quality of each of the	Public information services	Excellent		12%
Poor28Economic developmentExcellent118Good618Fair238Poor58Traffic enforcementExcellent128Good588Fair248Poor68Traffic signal timingExcellent78Good568Fair218Poor68Street repairExcellent128Good568600Street repairExcellent128Good6878Street repairExcellent128Street repairStreet repair58Street repair5858Street repair5858Street repair5858Street repair5858<	following services in Sunnyvale.		Good		58%
Economic developmentExcellent118Good618Fair238Poor58Traffic enforcementExcellentGood588Fair248Poor68Traffic signal timingExcellentGood568Fair218Poor68Street repairExcellentGood168Street repairExcellentGood128Good128Good168Street repairExcellentGood128Good </td <th></th> <td></td> <td>Fair</td> <td></td> <td>28%</td>			Fair		28%
Good 61% Fair 23% Poor 5% Traffic enforcement Excellent 12% Good 58% Fair 24% Poor 6% Traffic signal timing Excellent 17% Good 56% Fair 21% Street repair Excellent 12% Good 16%			Poor		2%
Fair 238 Poor 58 Traffic enforcement Excellent 128 Good 588 Fair 248 Poor 68 Traffic signal timing Excellent 78 Good 568 Fair 218 Poor 168 Fair 218 Fair 218 Good 568 Fair 218 Fair 21		Economic development	Excellent		11%
Poor5%Traffic enforcementExcellent12%Good56%24%Poor6%24%Traffic signal timingExcellent7%Good56%56%Fair21%21%Poor16%12%Street repairExcellent12%Good12%12%Good12%12%Good12%12%Street repairExcellent12%Good12%12%Good12%12%Good12%12%Good12%12%Good12%12%Good12%12%Good12%12%Good14%			Good		61%
Traffic enforcementExcellent128Good588Fair248Poor68Traffic signal timingExcellentTraffic signal timing600dFair218Fair218Poor168Street repairExcellentGood128Good128Antice trepairExcellentCood128<			Fair		23%
Good 588 Fair 248 Poor 68 Traffic signal timing Excellent 78 Good 568 Fair 218 Poor 168 Street repair Excellent 128 Good 488			Poor		5%
Fair24%Poor6%Traffic signal timingExcellentGood56%Fair21%Poor16%Street repairExcellentGood12%Good48%		Traffic enforcement	Excellent		12%
Poor68Traffic signal timingExcellent78Good568568Fair218218Poor168168Street repairExcellent128Good488488			Good		58%
Traffic signal timingExcellent7%Good56%Fair21%Poor16%Street repairExcellentGood48%			Fair		24%
Good56%Fair21%Poor16%Street repairExcellentGood48%			Poor		6%
Fair21%Poor16%Street repairExcellentGood48%		Traffic signal timing	Excellent		7%
Poor     16%       Street repair     Excellent     12%       Good     48%			Good		56%
Street repair     Excellent     12%       Good     48%			Fair		21%
Good 48%			Poor		16%
		Street repair	Excellent		12%
Eair 30%			Good		48%
Fail			Fair		30%
Poor 10%			Poor		10%
Street cleaning Excellent 20%		Street cleaning	Excellent		20%
Good 54%			Good		54%
Fair   21%			Fair		21%

Attachment 1

			Attachment 1 Page 53 of 71	
Please rate the quality of each of the following services in Sunnyvale.	Street cleaning	Poor		4%
Tonowing services in Sumyvale.	Street lighting	Excellent		24%
		Good		53%
		Fair		15%
		Poor	- 1	7%
	Sidewalk maintenance	Excellent		17%
		Good		49%
		Fair		21%
		Poor		13%
	Bus or transit services	Excellent		11%
		Good		30%
		Fair		35%
		Poor		24%
	Land use, planning and zoning	Excellent		11%
		Good		40%
		Fair		28%
		Poor		21%
	Code enforcement	Excellent		13%
		Good		48%
		Fair		29%
		Poor		10%
	Affordable high-speed internet access	Excellent		14%
		Good		36%
		Fair		29%
		Poor		22%
	Garbage collection	Excellent		29%
		Good		50%
		Fair		17%
		Poor		3%
	Drinking water	Excellent		31%
		Good		42%
		Fair		20%
		Poor		6%
	Sewer services	Excellent		24%
		Good		61%
		Fair		14%
		Poor		2%
	Storm water management	Excellent		23%

Please rate the quality of each of the following services in Sumyvale.     Storn water management     Good     Storn       Fair     Foor     A       Poor     A       Power (electric and/or gas) utility     Eccellent     A       Good     A     A       Poor     A     A       Power (electric and/or gas) utility     Eccellent     A       Bood     A     A       Poor     B				Attachment 1 Page 54 of 71	
Fair       1.73         Poor       2.83         Power (electric and/or gas) utility       Excellent       3.83         Ear       3.000       3.83         Poor       3.23       3.23		Storm water management	Good		57%
Power (electric and/or gas) utilityExcellentImage: Second S	following services in Sunnyvale.		Fair		17%
Good field f			Poor		2%
FairFairFairPoor148Cood148Cood148Fair148Cood148Poir148Poir148Poir148Cood148Poir148Cood148Fair148Cood148Fair148Cood148Fair148Cood148Fair148Cood148Fair148Crime preventionExcellentFair148Fair148Fair148Cood148Fair148Cood148Fair148Cood148Fair148Cood148Fair148Cood148Fair148Cood148Fair148Good148Fair148Fire servicesExcellentFire prevention and educationExcellentFire prevention and education		Power (electric and/or gas) utility	Excellent		19%
Poor23Utility billingExcellent1414Good143Fair238Poor1Poor1Boor1Police/Sheriff servicesExcellentFair208Poor1Poor1Crime preventionExcellentExcellent1Good1Poor1Animal controlExcellentFair208Poor1Animal controlExcellentFair208Poor1Poor1Ambulance or emergency medical servicesExcellentFair1Good1Fair1Poor1Fire prevention and educationExcellentFire prevention a			Good		58%
Utility billingExcellent1.44Good3.45Fair2.33Poor9.8Police/Sheriff servicesExcellentGood3.46Fair2.05Good3.46Fair3.46Crime preventionExcellentGood3.46Good3.46Fair3.47Good3.48Good3.48Fair3.48Good3.48Good3.48Fair3.48Good3.48Good3.48Fair3.48Good3.48Fair3.48Good3.48Fair3.48Good3.48Fair3.48Good3.48Fair3.48Fair3.48Fair3.48Fair3.48Fire prevention and educationExcellentFire prevention and educationExcellentFair3.48Fair3.48Fair3.48Fair3.48Fair3.48Fair3.48Fair3.48Fair3.48Fair3.48Fair3.48Fair3.48Fair3.48Fair3.48Fair3.48Fair3.48Fair3.48Fair3.48Fair3.48Fair3.48Fair <t< td=""><td></td><td></td><td>Fair</td><td></td><td>21%</td></t<>			Fair		21%
GoodImage: servicesPolice/Sheriff servicesExcellentGoodImage: servicesGoodImage: servicesFairImage: servicesCrime preventionExcellentGoodImage: servicesFairImage: servicesFire prevention and educationExcellentFairImage: servicesFairImage: servicesFairImage: servicesFairImage: servicesFire prevention and educationExcellentFairImage: servicesFairImage: services <tr< td=""><td></td><td></td><td>Poor</td><td></td><td>2%</td></tr<>			Poor		2%
Fair         738           Poor         98           Poor         98           Police/Sheriff services         Excellent         204           Good         98           Fair         208           Poor         38           Crime prevention         Excellent         90           Good         98         68           Fair         208         98           Poor         38         68           Fair         208         60         38           Fair         208         60         68           Fair         208         60		Utility billing	Excellent		14%
PointPointPointPointExcellent2.98Good4.88Fair2.00Poor3.8Crime preventionExcellent3.8Good3.8Poor1.18Animal controlExcellent3.8Good3.83.8Poor1.18Animal controlExcellent3.8Good3.83.8Fair2.00Poor4.8Ambulance or emergency medical servicesExcellentFair2.03Poor4.8Good3.8Fair2.04Poor3.8Fire servicesExcellentFair9.8Fire prevention and educationExcellentGood3.13Fair1.18Good3.13Good3.13Good3.13Fair1.18Good3.13Fair3.13Good3.13Fair3.13Good3.13Fair3.13Good3.13Fair3.13Fair3.13Good3.13Fair3.13Fair3.13Fair3.13Fair3.13Fair3.13Fair3.14Fair3.14Fair3.14Fair3.14Fair3.14Fair3.14Fair3.14<			Good		54%
Police/Sheriff servicesExcellent298Good600688Fair200Poor38Crime preventionExcellent1283Good600688Fair208Poor1318Animal controlExcellent208Good600688Fair208Good600688Fair208600Poor348600Fair208Poor48Ambulance or emergency medical servicesExcellentFire servicesExcellent428Poor008600Fire servicesExcellent428Fair98600d508Fair9878198Fire prevention and educationExcellent318Fair138600d538Fair138600d538Fair138600d538Fair138600d538Fair138600d538Fair138600d538Fair138600d538Fair138600d538Fair138600d538Fair138600d638Fair138600d638Fair138600d638Fair138600d638Fair138600d638Fair138600d638			Fair		23%
Good 488 Fair 2008 Poor 38 Good 488 Fair 2018 Good 488 Fair 2018 Animal control Excellent 2018 Good 2018 Fair 2018			Poor	- I.	98
Fair200Poor33Crime preventionExcellentGood33Good33Fair233Poor113Animal controlExcellentGood353Fair204Poor44Ambulance or emergency medical servicesExcellentFair343Good353Fair124Poor08Fire servicesExcellentFair343Good353Fire servicesExcellentGood353Fire prevention and educationExcellentFair318Foor10Fair318Foor10Emergency preparednessExcellentGood33Fair303Good334Fair304Fair305Fair <td></td> <td>Police/Sheriff services</td> <td>Excellent</td> <td></td> <td>29%</td>		Police/Sheriff services	Excellent		29%
Poor38Crime preventionExcellent188Good488Fair238Poor118Animal controlExcellent218Good558Fair208Poor48Ambulance or emergency medical servicesExcellent348Good538Fair128Poor48Fire servicesExcellent348Fire servicesExcellent348Fire servicesExcellent348Fire prevention and educationExcellent318Fair318318318Fair318318318Fair138318318Foor138318318Fair318318318Fair318318318Fair318318318Fair318318318Fair318318318Fair318318318Fair318318318Fair318318318Fair318318318Fair318318318Fair318318318Fair318318318Fair318318318Fair318318318Fair318318318Fair318318318Fair318318318Fa			Good		48%
Crime preventionExcellent188Good188Fair238Poor118Animal controlExcellent218Good358Fair208Poor48Ambulance or emergency medical servicesExcellentFair348Good338Fair218Good338Fair208Fire servicesExcellentFire servicesExcellentFair348Good358Fair368Fire prevention and educationExcellentGood328Fair318Good328Fair318Good328Fair318Good328Fair318Good328Fair308Fair308Fair308Fair308Fair308Fair309Fair308Fair308Fair308Fair309Fair308Fair308Fair308Fair308Fair308Fair308Fair308Fair308Fair308Fair308Fair308Fair308Fair308Fair308Fair308Fair308F			Fair		20%
Good 484 Fair 233 Poor 1113 Animal control Excellent 214 Good 558 Fair 200 Poor 448 Ambulance or emergency medical services Excellent 348 Good 538 Fair 201 Good 538 Fair 201 Fair 201 Good 538 Fair 201 Fair 201 Fair 201 Fire services Excellent 424 Good 508 Fair 98 Fire prevention and education Excellent 318 Good 508 Fair 98 Fire prevention and education 528 Fair 98 Fire prevention and education 600 Fire prevention and education 600 Fire prevention and education 600 Fire prevention and education 718 Fire prevention 218 Fire prevention 718 Fire prevention 718 Fi			Poor		3%
Fair       23%         Poor       11%         Animal control       Excellent       21%         Good       55%         Fair       20%         Poor       4         Ambulance or emergency medical services       Excellent       34%         Good       34%         Ambulance or emergency medical services       Excellent       34%         Fair       34%       34%         Good       34%       34%         Fair       34%       34%         Foor       34%       34%         Fire services       Excellent       34%         Fair       34%       34%         Good       34%       34%         Fire prevention and education       Excellent       34%         Fair       31%       34%         Poor       31%       34%         Fair       31%       34%         Fair       31%       34%         Fair       31%       34%         Fair       31%       34%         Good       31%       34%         Fair       31%       34%         Fair       31%       34%		Crime prevention	Excellent		18%
Poor118Animal controlExcellent214Good558Fair208Poor48Ambulance or emergency medical servicesExcellent348Good538Fair128Poor08Fire servicesExcellent348Good538Fair128Poor08Fire prevention and educationExcellent318Good528531Fair98528Fair118308Good118528Fair118308Fair118308Fair100118Emergency preparednessExcellent308Fair108308Fair128308Fair128308Fair128308Fair128308Fair128308Fair128 <td></td> <td>Good</td> <td></td> <td>48%</td>			Good		48%
Animal controlExcellent21%Good55%Fair20%Poor4%Ambulance or emergency medical servicesExcellentGood53%Fair12%Poor0%Fire servicesExcellentFire servicesExcellentFire prevention and educationExcellentFair9%Fire prevention and educationExcellentFair31%Poor11%Good52%Fair11%Good52%Fair11%Cood52%Fair30%Good38%Fair30%Good38%Fair30%Fair30%Fair30%Fair30%Fair30%Fair30%Fair30%Fair30%Fair30%Fair30%Fair30%Fair30%Fair30%Fair30%Fair30%Fair20%Fair30%Fair20%Fair30%Fair20%Fair20%Fair30%Fair20%Fair30%Fair20%Fair30%Fair20%Fair30%Fair30%Fair30%Fair20%Fa			Fair		23%
Good55%Fair208Poor44Ambulance or emergency medical servicesExcellentGood53%Fair108Poor08Fire servicesExcellentGood50%Fire servicesExcellentFire prevention and educationExcellentGood52%Fair108Fire prevention and educationExcellentFair108Fair108Fair108Good52%Fair108Fair108Foor118Emergency preparednessExcellentGood38%Fair30%Good38%Fair30%Good38%Fair30%Good38%Fair30%Good38%Fair20%Fair30%Fair30%Fair30%Fair30%Fair30%Fair30%Fair30%Fair20%Fair30%Fair20%Fair20%Fair30%Fair20%Fair20%Fair20%Fair20%Fair20%Fair20%Fair20%Fair30%Fair20%Fair20%Fair20%Fair<			Poor		11%
Fair20%Poor4%Ambulance or emergency medical servicesExcellentGood53%Fair12%Poor0%Fire servicesExcellentFire servicesExcellentFair9%Fire prevention and educationExcellentGood52%Fair11%Poor18Emergency preparednessExcellentGood38%Fair30%Good38%Fair30%Fair28%Fair28%Fair28%Fair30%Fair28%Fair28%Fair28%Fair28%Fair38%Fair28%Fair28%Fair28%Fair38%Fair28%Fair38%Fair38%Fair38%Fair38%Fair		Animal control	Excellent		21%
Poor48Ambulance or emergency medical servicesExcellent348Good538Fair128Poor08Fire servicesExcellent428Good508Fair98Fire prevention and educationExcellent318Good528528Fair178Poor18Emergency preparednessExcellent308Good388600388Fair288600388Fair288600388Fair288600388Fair288600388Fair288600388Fair288600388Fair288600388Fair288600388Fair288600388Fair288600388Fair288600388Fair288600388Fair288600388Fair288600388Fair288600600Fair288600600Fair288600600Fair288600600Fair288600600Fair288600600Fair288600600Fair600600600Fair600600600Fair600600<			Good		55%
Ambulance or emergency medical servicesExcellent348Good538Fair128Poor08Fire servicesExcellent428Good508Fair98Fire prevention and educationExcellent318Good528528Fair178178Poor18308Emergency preparednessExcellent308Good388388Fair288			Fair		20%
Good 538 Fair 128 Poor 08 Fire services Excellent 428 Good 508 Fair 98 Fire prevention and education Excellent 318 Good 528 Fair 178 Poor 18 Emergency preparedness Excellent 308 Good 388 Fair 288			Poor		4%
Fair12%Poor0%Fire servicesExcellentGood50%Fair9%Fire prevention and educationExcellentGood31%Good52%Fair17%Poor1%Emergency preparednessExcellentGood38%Fair28%		Ambulance or emergency medical services	Excellent		34%
Poor0%Fire servicesExcellent42%Good50%Fair9%Fire prevention and educationExcellent31%Good52%7air17%Poor1%17%17%Emergency preparednessExcellent30%Good38%38%38%Fair28%60038%Fair60060038%Fair60060060%Fair60060%60%Fair60%60%60%			Good		53%
Fire servicesExcellent42%Good50%Fair9%Fire prevention and educationExcellentGood52%Fair17%Poor1%Emergency preparednessExcellentGood38%Fair28%			Fair		12%
Good50%Fair9%Fire prevention and educationExcellentGood52%Fair17%Poor1%Emergency preparednessExcellentGood30%Fair30%Good38%Fair28%			Poor		0%
Fair9%Fire prevention and educationExcellent31%Good52%52%Fair17%17%Poor1%30%Emergency preparednessExcellent30%Good38%38%Fair28%		Fire services	Excellent		42%
Fire prevention and educationExcellent318Good52%Fair17%Poor1%Emergency preparednessExcellentGood38%Fair28%			Good		50%
Good52%Fair17%Poor18Emergency preparednessExcellentGood30%Good38%Fair28%			Fair		9%
Fair     178       Poor     18       Emergency preparedness     Excellent       Good     388       Fair     288		Fire prevention and education	Excellent		31%
Poor18Emergency preparednessExcellent30%Good38%Fair28%			Good		52%
Emergency preparedness     Excellent     30%       Good     38%       Fair     28%			Fair		17%
Good 38% Fair 28%			Poor		1%
Fair 28%		Emergency preparedness	Excellent		30%
			Good		38%
Poor 5%			Fair		28%
			Poor		5%

			achment 1 e 55 of 71	
Please rate the quality of each of the following services in Sunnyvale.	Preservation of natural areas	Excellent		10%
		Good		46%
		Fair		21%
		Poor		23%
	Sunnyvale open space	Excellent		12%
		Good		41%
		Fair		28%
		Poor		18%
	Recycling	Excellent		23%
		Good		37%
		Fair		28%
		Poor		12%
	Yard waste pick-up	Excellent		33%
		Good		42%
		Fair		16%
		Poor		9%
	City parks	Excellent		26%
		Good		53%
		Fair		16%
		Poor		5%
	Recreation programs or classes	Excellent		18%
		Good		48%
		Fair		29%
		Poor		5%
	Recreation centers or facilities	Excellent		15%
		Good		47%
		Fair		30%
		Poor		8%
	Health services	Excellent		14%
		Good		52%
		Fair		27%
		Poor		6%
	Public library services	Excellent		38%
		Good		45%
		Fair		15%
		Poor		2%
	Overall customer service by Sunnyvale employees	Excellent		21%
		Good	-	56%

			chment 1 56 of 71
Please rate the quality of each of the following services in Sunnyvale.	Overall customer service by Sunnyvale employees		22%
Tonowing services in Sunnyvale.		Poor	18
Please rate the following categories	The value of services for the taxes paid to	Excellent	13%
of Sunnyvale government performance.	Sunnyvale	Good	42%
		Fair	34%
		Poor	11%
	The overall direction that Sunnyvale is taking	Excellent	12%
		Good	48%
		Fair	30%
		Poor	10%
	The job Sunnyvale government does at welcoming E	Excellent	11%
	resident involvement	Good	45%
		Fair	31%
		Poor	14%
	Overall confidence in Sunnyvale government	Excellent	15%
		Good	46%
		Fair	33%
		Poor	6%
	community	Excellent	15%
		Good	46%
		Fair	31%
		Poor	8%
	Being honest	Excellent	18%
		Good	42%
		Fair	35%
		Poor	6%
	Being open and transparent to the public	Excellent	17%
		Good	35%
		Fair	40%
		Poor	8%
	Informing residents about issues facing the	Excellent	15%
	community	Good	42%
		Fair	30%
		Poor	13%
	Treating all residents fairly	Excellent	16%
		Good	52%
		Fair	28%
		Poor	5%

Please rate how inportant, if at all, you find using or layout of presidents with respect         Excellent         Image: Control of the service provide by and of the service provide by each of the following?           Duendi, how would you rate the quality of the service provide by aech of the following?         The City of Sunnyvale (Sono)         Excellent         Image: Control of Sono Pair           Duendi, how would you rate the quality of the service provide by aech of the following?         Image: Control of Sono Pair         Image: Control of Sono Pair         Image: Control of Sono Pair           Please rate how important, if at all, you think it is for the Sonoyube following in the coming two years.         Overall economic health         Essential         Image: Control of Sono Pair         Image: Control One Pair         Image: Con			Attachment Page 57 of 7	
performance.         Good         Por           Overall, how would you rate the quality of the services provided by each of the following?         The City of Sunnyvale         Excellent         Cood           Overall, how would you rate the quality of the services provided by each of the following?         The City of Sunnyvale         Excellent         Cood         Co		Treating residents with respect	Excellent	17%
Poor         Poor <th< td=""><td></td><td></td><td>Good</td><td>57%</td></th<>			Good	57%
Overall, how would you rate the quality of the services provided by each of the following?         The City of Sunnyvale         Excellent         224           Good         568         Fair         206           Poor         38         568         568           Fair         200         38         368           Poor         38         568         568           Poor         38         360         383           Poor         38         568         568           Vorall quality of the transportation system         568         568         568           Overall quality of the utility infrastructure         568         568         568           Overall quality of the utility infrastructure         568         568         568           Overall quality of the utility infr			Fair	25%
quality of the services provided by each of the following?         Good         588           Fair         Cood         28           Poor         28           The Federal Government         Excellent         78           Good         600         384           Fair         000         384           Fair         384         586           Fair         586         586           Fair         586         586           Fair         586         586           Fair         586         586 </td <td></td> <td></td> <td>Poor</td> <td>2%</td>			Poor	2%
each of the following?		The City of Sunnyvale	Excellent	22%
Fair     20%       Poor     20%       Poor     20%       Good     30%       Fair     600       Good     30%       Please rate how important, if at all, you think it is for the sumyale community to for the sumyale following in the coming two years.     Overall economic health     Essential     30%       Very important     50%     30%     30%       Overall quality of the transportation system     Essential     30%       Overall quality of the utility infrastructure     Essential     30%       Overall quality of the utility infrastructure     Essential     30%       Overall quality of the utility infrastructure     Essential     30%       Overall quality of natural environment     Essential     30%       Overall quality of natural environment     Essential     30%       Overall quality of parks and recreation coopertunities     Coverall quality of parks and recreation coopertunities     Essential     30%			Good	56%
The Federal Government       Excellent       78         Good       388       Fair       428         Poor       138         Please rate how important, if at all, you think it is for the Sumyvale community to focus on each of the following in the coming two years.       Overall economic health       Essential       338         Very important       0.000       0.000       0.000       0.000       0.000         Overall quality of the transportation system       Essential       0.000       0.000       0.000         Overall quality of the transportation system       Essential       0.000       0.000       0.000         Overall quality of the transportation system       Essential       0.000       0.000       0.000         Overall quality of the utility infrastructure       Essential       0.000       0.000       0.000         Overall quality of the utility infrastructure       Essential       0.000       0.000       0.000       0.000         Overall quality of natural environment       Essential       0.000       0.000       0.000       0.000         Overall quality of natural environment       Essential       0.0000       0.000       0.0000       0.0000       0.0000         Overall quality of parks and recreation       0.00000       0.00000       0			Fair	20%
Please rate how important, if at all, you think it is for the Sumyvale community to for toous on each of toous on toous on the toous on too toous on too toous on too too too too too too too too too			Poor	2%
Fair       Fair         Piese rate how important, if at all, you think it is for the Sumnyuale for the Sum		The Federal Government	Excellent	7%
Picese rate how important, if at all, you think it is for the Sumnyuale community to focus on each of the following in the coming two years.       Overall economic health       Essential       338         Very important       Important       Important       198         Overall quality of the transportation system       Essential       398         Very important       Important       198         Overall quality of the transportation system       Essential       398         Very important       Important       198         Overall quality of the transportation system       Essential       398         Overall quality of the transportation system       Essential       398         Overall quality of the transportation system       Essential       398         Overall quality of the utility infrastructure       Essential       398         Overall quality of the utility infrastructure       Essential       398         Overall quality of natural environment       Essential       398         Very important       104       308         Overall quality of parks and recreation       Overall       398         Overall quality of parks and recreation       Essential       398         Overall quality of parks and recreation       Essential       398         Overall quality of parks and recre			Good	38%
Please rate how important, if at all, you think it is for the Sumnyvale community to focus on each of the following in the coming two years.       Overall economic health       Essential       338         Overall quality of the transportation system       Essential       338         Overall quality of the utility infrastructure       Essential       338         Overall quality of the utility infrastructure       Essential       338         Overall quality of the utility infrastructure       Essential       338         Overall feeling of safety       Essential       338         Overall quality of natural environment       Essential       338         Overall quality of natural environment       Essential       338         Overall quality of parks and recreation       Overall quality of parks and recreation       Somewhat important       338         Over			Fair	42%
you think it is for the Sunnyvale community to focus on each of the following in the coming two years.			Poor	13%
community to focus on each of the following in the coming two years.     Somewhat important     138       Overall quality of the transportation system     Essential     338       Overall quality of the transportation system     Essential     338       Overall design or layout of residential and commercial areas     Very important     338       Overall quality of the utility infrastructure     Essential     338       Overall quality of the utility infrastructure     Essential     338       Overall quality of the utility infrastructure     Essential     338       Overall quality of natural environment     Essential     338       Overall quality of natural environment     Essential     338       Overall quality of parks and recreation oxoop contunities     Overall quality of parks and recreation oxoop contunities     338	-	Overall economic health	Essential	33%
following in the coming two years.     Somewhat important     199       Not at all important     33       Overall quality of the transportation system     Essential     39       Very important     408       Somewhat important     208       Not at all important     318       Overall design or layout of residential and commercial areas     Essential       Overall quality of the utility infrastructure     Essential       Somewhat important     198       Not at all important     198       Overall quality of the utility infrastructure     Essential       Overall quality of the utility infrastructure     Essential       Overall quality of the utility infrastructure     Essential       Overall quality of natural environment     Somewhat important       Overall feeling of safety     Essential       Overall quality of natural environment     Essential       Very important     38       Overall quality of parks and recreation     Somewhat important			Very important	45%
Overall quality of the transportation system       Essential       398         Very important       408         Somewhat important       208         Not at all important       18         Overall design or layout of residential and commercial areas       Essential       338         Very important       6       338         Somewhat important       198       338         Overall quality of the utility infrastructure       Essential       338         Overall quality of the utility infrastructure       Essential       438         Overall feeling of safety       Essential       558         Very important       438       558         Overall quality of natural environment       Essential       388         Very important       438       438         Overall quality of parks and recreation       508       338         Overall quality of parks and recreation       508       338         O			Somewhat important	19%
Overall quality of natural environment       Coverall quality of parks and recreation       C			Not at all important	3%
Somewhat important       20%         Not at all important       1%         Overall design or layout of residential and commercial areas       Essential       33%         Very important       4%%         Somewhat important       1%         Not at all important       1%         Overall quality of the utility infrastructure       Essential       43%         Overall quality of the utility infrastructure       Essential       38%         Overall feeling of safety       Essential       38%         Overall feeling of safety       Essential       38%         Overall quality of natural environment       Essential       38%         Overall quality of parks and recreation       Somewhat important       13%         Overall quality of parks and recreation       Essential       33%		Overall quality of the transportation system	Essential	39%
Not at all important       1%         Overall design or layout of residential and commercial areas       Essential       33%         Very important       6%         Somewhat important       1%         Overall quality of the utility infrastructure       Essential       43%         Very important       43%         Very important       43%         Overall quality of the utility infrastructure       Essential       43%         Very important       14%       43%         Somewhat important       14%       43%         Overall feeling of safety       Essential       43%         Overall feeling of safety       Essential       55%         Very important       11%       55%         Very important       11%       55%         Overall quality of natural environment       Essential       38%         Overall quality of parks and recreation copoortunities       Somewhat important       13%         Overall quality of parks and recreation copoortunities       Essential       33%			Very important	40%
Overall design or layout of residential and commercial areas       Essential       338         Very important       486         Somewhat important       198         Not at all important       18         Overall quality of the utility infrastructure       Essential       438         Very important       418         Somewhat important       418         Somewhat important       418         Overall quality of the utility infrastructure       Essential         Overall feeling of safety       Essential         Overall feeling of safety       Essential         Somewhat important       318         Overall quality of natural environment       Essential         Very important       488         Somewhat important       108         Not at all important       318         Overall quality of natural environment       Essential         Somewhat important       318         Very important       468         Somewhat important       318         Overall quality of parks and recreation       Sesential			Somewhat important	20%
commercial areas       Very important       48%         Somewhat important       19%         Not at all important       1%         Overall quality of the utility infrastructure       Essential       43%         Very important       41%         Somewhat important       41%         Not at all important       14%         Not at all important       38         Overall feeling of safety       Essential       55%         Very important       31%         Somewhat important       10%         Not at all important       31%         Overall quality of natural environment       Essential       38%         Very important       38%       Not at all important       38%         Overall quality of parks and recreation opportunities       Essential       38%			Not at all important	1%
Very important 48% Somewhat important 19% Not at all important 1% Overall quality of the utility infrastructure Essential 43% Very important 41% Somewhat important 14% Not at all important 38% Overall feeling of safety Essential 55% Very important 31% Somewhat important 46% Not at all important 46% Overall quality of natural environment Essential 38% Very important 13% Overall quality of parks and recreation opportunities 33%			Essential	33%
Not at all important       1%         Overall quality of the utility infrastructure       Essential       43%         Very important       41%         Somewhat important       14%         Not at all important       3%         Overall feeling of safety       Essential       55%         Very important       31%         Somewhat important       10%         Not at all important       31%         Overall quality of natural environment       Essential       38%         Very important       38%       38%         Overall quality of parks and recreation opportunities       Sesential       33%			Very important	48%
Overall quality of the utility infrastructure       Essential       43%         Very important       41%         Somewhat important       14%         Not at all important       3%         Overall feeling of safety       Essential         Very important       31%         Overall quality of natural environment       Essential         Very important       38%         Overall quality of parks and recreation opportunities       Senetial			Somewhat important	19%
Overall quality of natural environment       Essential         Very important       41%         Somewhat important       14%         Not at all important       3%         Overall feeling of safety       Essential         Somewhat important       31%         Somewhat important       10%         Not at all important       4%         Overall quality of natural environment       Essential         Very important       38%         Very important       3%         Overall quality of parks and recreation       Essential         Overall quality of parks and recreation       Essential			Not at all important	1%
Somewhat important       14%         Not at all important       3%         Overall feeling of safety       Essential         Very important       31%         Somewhat important       10%         Not at all important       3%         Overall quality of natural environment       Essential         Very important       38%         Very important       38%         Overall quality of parks and recreation       Essential         Overall quality of parks and recreation       Essential		Overall quality of the utility infrastructure	Essential	43%
Not at all important       38         Overall feeling of safety       Essential       558         Very important       318         Somewhat important       108         Not at all important       48         Overall quality of natural environment       Essential       388         Very important       Somewhat important       388         Overall quality of parks and recreation       Somewhat important       138         Overall quality of parks and recreation       Essential       338			Very important	41%
Overall feeling of safetyEssentialVery important31%Somewhat important10%Not at all important4%Overall quality of natural environmentEssentialVery important38%Very important46%Somewhat important13%Not at all important38%Overall quality of parks and recreationEssentialOverall quality of parks and recreationSomethatOverall quality of parks and recreationSomethatSomethatSomethatSomethatSomethatSomethatSomethatSomethatSomethatSomethatSomethatSomethatSomethatSomethatSomethatSomethatSomethatSomethatSomethat			Somewhat important	14%
Very important Somewhat important Not at all important Overall quality of natural environment Somewhat important Very important Somewhat important Not at all important Somewhat important Somewhat important 3% Overall quality of parks and recreation opportunities			Not at all important	3%
Somewhat important 10% Not at all important 4% Overall quality of natural environment Essential 38% Very important 46% Somewhat important 13% Not at all important 3% Overall quality of parks and recreation Essential 33%		Overall feeling of safety	Essential	55%
Not at all important       4%         Overall quality of natural environment       Essential         Very important       38%         Very important       46%         Somewhat important       13%         Not at all important       3%         Overall quality of parks and recreation       Essential         Overall quality of parks and recreation       Essential			Very important	31%
Overall quality of natural environment       Essential       38%         Very important       46%         Somewhat important       13%         Not at all important       3%         Overall quality of parks and recreation opportunities       Essential			Somewhat important	10%
Very important 46% Somewhat important 13% Not at all important 3% Overall quality of parks and recreation Essential 33%			Not at all important	4%
Somewhat important     13%       Not at all important     3%       Overall quality of parks and recreation     Essential       33%     33%		Overall quality of natural environment	Essential	38%
Not at all important     3%       Overall quality of parks and recreation     Essential       opportunities     33%			Very important	46%
Overall quality of parks and recreation     Essential     33%       opportunities     33%			Somewhat important	13%
opportunities			Not at all important	3%
opportunities Very important 51%			Essential	33%
		opportunities	Very important	51%

#### Attachment 1 Page 58 of 71

		Page	58 of 71
Please rate how important, if at all, you think it is for the Sunnyvale	Overall quality of parks and recreation opportunities	Somewhat important	15%
community to focus on each of the	opportunities	Not at all important	19
following in the coming two years.	Overall health and wellness opportunities	Essential	218
		Very important	458
		Somewhat important	328
		Not at all important	3%
	Overall opportunities for education, culture, and	Essential	288
	the arts	Very important	50%
		Somewhat important	209
		Not at all important	29
	Residents' connection and engagement with their	Essential	199
	community	Very important	439
		Somewhat important	319
		Not at all important	75
Please indicate whether or not you nave done each of the following in the ast 12 months.	Read the City of Sunnyvale's mailed newsletter,	No	289
	Horizon	Yes	729
	Visited the City of Sunnyvale's website	No	365
	(sunnyvale.ca.gov)	Yes	64
	Submitted a request for service through the City's	No	75
	online Access Sunnyvale system	Yes	259
Please rate the overall quality of	The City's mailed newsletter (Horizon)	Excellent	249
information available in each of the following City information sources:		Good	579
		Fair	155
		Poor	4 5
	The City's website (sunnyvale.ca.gov)	Excellent	189
		Good	585
		Fair	225
		Poor	25
	The City's social media channels (e.g., Facebook,	Excellent	135
	Nextdoor, Nixle, Twitter)	Good	509
		Fair	309
		Poor	75
Please indicate how much of a source,	City Facebook page	Major source	139
if at all, you consider each of the following social media channels for		Minor source	249
obtaining information about the City		Not a source	639
government and its activities, events and services:	Nextdoor	Major source	259
			379
		Minor source	576

			Attachment 1 Page 59 of 71
Please indicate how much of a source, if at all, you consider each of the	Nixle	Major source	8%
following social media channels for		Minor source	13%
obtaining information about the City government and its activities, events		Not a source	79%
and services:	City Twitter feed	Major source	13%
		Minor source	23%
		Not a source	64%
	Other social media channel	Major source	8%
		Minor source	28%
		Not a source	63%
In general, how many times do you:	Access the internet from your home	Several times a day	93 <sup></sup> %
		Once a day	5%
		A few times a week	1%
		Every few weeks	0%
		Less often or never	1%
	Access the internet from your cell phone	Several times a day	89%
		Once a day	5%
		A few times a week	2%
		Every few weeks	0%
		Less often or never	5%
	Visit social media sites	Several times a day	52%
		Once a day	17%
		A few times a week	10%
		Every few weeks	3%
		Less often or never	17%
	Use or check email	Several times a day	85%
		Once a day	13%
		A few times a week	1%
		Every few weeks	0%
		Less often or never	1%
	Share your opinions online	Several times a day	10%
		Once a day	2%
		A few times a week	17%
		Every few weeks	22%
		Less often or never	48%
	Shop online	Several times a day	14%
		Once a day	78
		A few times a week	44%
		Every few weeks	30%

		Attachment 1 Page 60 of 71	
In general, how many times do you:	Shop online	Less often or never	5%
	Please rate your overall health.	Excellent	30%
		Very good	46%
		Good	20%
		Fair	4%
		Poor	0%
	What impact, if any, do you think the economy wil	Very positive	12%
	have on your family income in the next 6 months? Do you think the impact will be:	Somewhat positive	35%
		Neutral	40%
		Somewhat negative	12%
		Very negative	2%
	How many years have you lived in Sunnyvale?	Less than 2 years	18%
		2-5 years	27%
		6-10 years	16%
		11-20 years	13%
		More than 20 years	27%
	Which best describes the building you live in?	One family house detached fro	45%
		Building with two or more hom.	51%
		Mobile home	3%
		Other	1%
	Do you rent or own your home?	Rent	53%
		Own	47%
	About how much is your monthly housing cost for	Less than \$1,000 per month	6%
	the place you live (including rent, mortgage payment, property tax, property insurance and	\$1,000 to \$1,499 per month	88
	homeowners' association (HOA) fees)?	\$1,500 to \$1,999 per month	9%
		\$2,000 to \$2,499 per month	13%
		\$2,500 to \$2,999 per month	16%
		\$3,000 to \$3,499 per month	11%
		\$3,500 to \$3,999 per month	14%
		\$4,000 to \$4,499 per month	7%
		\$4,500 to \$4,999 per month	6%
		\$5,000 or more per month	11%
	Do any children 17 or under live in your household?	No	64%
	nousenolu:	Yes	36%
	Are you or any other members of your household aged 65 or older?	No	82%
		Yes	18%
	How much do you anticipate your household's total income before taxes will be for the current	Less than \$25,000	2%
	year? (Please include in your total income money	\$25,000 to \$49,999	7%

	Attachment 1 Page 61 of 71	
How much do you anticipate your household's total income before taxes will be for the current	\$50,000 to \$99,999	13%
year? (Please include in your total income money	\$100,000 to \$149,999	14%
from all sources for all persons living in your household.)	\$150,000 to \$199,999	19%
	\$200,000 to \$249,999	15%
	\$250,000 to \$299,999	10%
	\$300,000 or more	20%
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or La	85%
	Yes, I consider myself to be Spa	15%
What is your race? (Mark one or more races to	American Indian or Alaskan Nat	0%
indicate what race you consider yourself to be.)	Asian, Asian Indian, or Pacific I	45%
	Black or African American	0%
	White	50%
	Other	10%
In which category is your age?	18-24 years	6%
	25-34 years	30%
	35-44 years	21%
	45-54 years	17%
	55-64 years	13%
	65-74 years	7%
	75 years or older	7%
What is your gender?	Female	47%
	Male	50%
	Identify in another way	3%

#### **Full trends**

This table contains the trends over time for the City of Sunnyvale. The combined "percent positive" responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2019 and 2021 surveys is greater than eight percentage points, the change is statistically significant.

It is important to note that in 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

		2007	2008	2009	2011	2013	2015	2017	2019	2021
Please rate each of the following	Your neighborhood as a place to live	84%	78%	81%	83%	82%	81%	80%	83%	88%
aspects of quality of life in Sunnyvale.	The overall quality of life	85%	86%	82%	86%	85%	78%	80%	81%	83%
	Sunnyvale as a place to work	84%	87%	81%	85%	86%	80%	80%	86%	85%
	Sunnyvale as a place to visit						41%	44%	48%	46%
	Sunnyvale as a place to retire	49%	61%	55%	53%	54%	43%	42%	37%	46%
	Sunnyvale as a place to raise children	81%	77%	81%	82%	86%	77%	79%	77%	80%
	Sunnyvale as a place to live	93%	92%	87%	92%	94%	90%	90%	88%	92%
	Sense of community	65%	62%	58%	67%	71%	51%	49%	50%	49%
Please rate each of the following	Residents' connection and engagement with their community									48%
characteristics as they relate to Sunnyvale as a whole.	Overall quality of the utility infrastructure									81%
	Overall quality of the transportation system									55%
	Overall quality of parks and recreation opportunities									74%
	Overall quality of natural environment					77%	62%	72%	68%	68%
	Overall opportunities for education, culture, and the arts						64%	69%	70%	48%
	Overall health and wellness opportunities						65%	74%	72%	69%
	Overall feeling of safety						83%	92%	87%	84%
	Overall economic health						74%	79%	77%	82%
	Overall design or layout of residential and commercial areas						52%	58%	54%	63%
Please indicate how likely or	Remain in Sunnyvale for the next five years		82%	82%	83%	84%	81%	78%	81%	85%
unlikely you are to do each of the following.	Recommend living in Sunnyvale to someone who asks		93%	92%	95%	93%	91%	84%	86%	88%
-	In your neighborhood during the day	96%	96%	92%	96%	94%	93%	96%	93%	94%
feel:	In Sunnyvale's downtown/commercial area during the day	95%	94%	87%	92%	93%	91%	96%	94%	91%
	From violent crime	88%	87%	85%	88%	86%				86%
	From property crime	69%	75%	73%	74%	57%				67%
	From fire, flood, or other natural disaster									87%
Please rate the job you feel the	Valuing/respecting residents from diverse backgrounds									81%
Sunnyvale community does at each of the following.	Taking care of vulnerable residents									59%
	Making all residents feel welcome									76%
	Attracting people from diverse backgrounds									78%

#### Attachment 1 Page 63 of 71

					P	'age	63	of 7	Page 63 of 71							
Please rate each of the following	Vibrancy of downtown/commercial area					-		48%		63%						
in the Sunnyvale community.	Variety of business and service establishments									75%						
	Shopping opportunities						53%	56%	52%	55%						
	Overall quality of business and service establishments					72%	58%	61%	62%	80%						
	Overall image or reputation	79%	80%	71%	79%	84%	72%	74%	76%	79%						
	Employment opportunities					67%	64%	72%	75%	74%						
	Cost of living						18%	15%	11%	15%						
Please also rate each of the following in the Sunnyvale	Well-planned residential growth									49%						
community.	Well-planned commercial growth									53%						
	Well-designed neighborhoods									58%						
	Water resources									42%						
	Variety of housing options						41%	37%	35%	46%						
	Traffic flow on major streets	49%				56%	51%	41%	33%	55%						
	Sense of civic/community pride									50%						
	Recreational opportunities					64%	53%	59%	55%	51%						
	Public places where people want to spend time						55%	66%	64%	63%						
	Preservation of the historical or cultural character of the commu.									55%						
	Overall quality of new development						45%	55%	52%	54%						
	Overall appearance	72%	77%	72%	74%	81%	73%	75%	76%	74%						
	Opportunities to volunteer					78%	61%	67%	60%	60%						
	Opportunities to participate in social events and activities						45%	54%	53%	50%						
	Opportunities to participate in community matters					76%	54%	58%	57%	66%						
	Opportunities to attend special events and festivals						57%	63%	61%	51%						
	Opportunities to attend cultural/arts/music activities						50%	57%	57%	47%						
	Openness and acceptance of the community toward people of div	85%	82%	80%	83%	83%	70%	72%	76%	79%						
	Neighborliness of residents						57%	57%	54%	63%						
	K-12 education		68%	61%	67%	80%	68%	68%	65%	67%						
	Fitness opportunities						59%	54%	59%	52%						
	Ease of walking	68%	67%	64%	70%	72%	66%	64%	63%	69%						
	Ease of travel by public transportation						36%	42%	34%	32%						
	Ease of travel by car					69%	72%	66%	61%	82%						
	Ease of travel by bicycle	51%	59%	59%	62%	58%	53%	52%	48%	55%						
	Ease of public parking						67%	61%	57%	73%						
	Community support for the arts									48%						
	Cleanliness					85%	78%	75%	72%	81%						

#### Attachment 1 Page 64 of 71

following in the Sunnyvale	68% 64%
community.	
Availability of paths and walking trails     52%     48%	49% 46%
Availability of affordable quality mental health care47%48%	46% 37%
Availability of affordable quality housing         23%         23%         22%         24%         13%         13%	15% 15%
Availability of affordable quality health care57%63%65%	63% 55%
Availability of affordable quality food70%72%	63% 64%
Availability of affordable quality childcare/preschool31%32%31%40%35%51%32%	34% 37%
Air quality         74%         67%         74%	69% 69%
Adult educational opportunities 63% 65%	68% 59%
Please indicate whether or not you       Watched a local public meeting       24% 27% 31% 18% 13% 16%         have done each of the following in       24% 27% 31% 18%       13% 16%	12% 13%
5	67% 79%
Voted in your most recent local election         54%         58%         62%         57%         65%	56%
Volunteered your time to some group/activity         25%         22%         29%         28%         30%         24%         22%	24% 17%
Used public transportation instead of driving 40% 44%	41% 23%
Contacted the City of Sunnyvale for help or information       39%       44%       41%       36%       45%       39%       37%	41% 38%
Contacted Sunnyvale elected officials to express your opinion       12%       14%	10% 11%
Carpooled with other adults or children instead of driving alone	56% 55%
Campaigned or advocated for a local issue, cause, or candidate	11% 12%
Attended a local public meeting         13%         14%         14%         14%         14%         20%	12% 12%
Please rate the quality of each of the following services in     Yard waste pick-up     85%     80%	83% 75%
	68% 68%
Traffic signal timing         63%         61%         58%         62%         47%         45%	52% 63%
Traffic enforcement         73%         72%         70%         75%         74%         64%         60%	61% 70%
Sunnyvale open space 47% 53%	50% 53%
Street repair         60%         58%         59%         54%         55%         51%	48% 60%
Street lighting         70%         74%         68%         76%         71%         62%         60%	66% 78%
Street cleaning         63%         68%         65%         72%         77%         67%         60%	67% 74%
Storm water management         79%         79%         75%         77%         69%         67%	76% 81%
Sidewalk maintenance 62% 56% 51%	54% 65%
Sewer services         78%         82%         78%         82%         84%         83%	77% 85%
Recycling 76% 76% 76% 77% 84% 77% 77%	72% 59%
Recreation programs or classes         77%         80%         79%         84%         89%         70%         74%	77% 66%
Recreation centers or facilities       76%       78%       79%       84%       86%       69%       75%	75% 63%
Public library services         87%         90%         86%	84% 83%
Public information services         72%         78%         67%         77%         78%         69%         66%	72% 70%

						Attao 'age				
Please rate the quality of each of the following services in	Preservation of natural areas						44%	50%	49%	57%
Sunnyvale.	Power (electric and/or gas) utility						81%	79%	78%	77%
	Police/Sheriff services	89%	87%	83%	88%	89%	86%	82%	86%	77%
	Overall customer service by Sunnyvale employees	79%	76%	75%	81%	88%	73%	76%	78%	77%
	Land use, planning and zoning					56%	53%	43%	38%	51%
	Health services						74%	72%	71%	66%
	Garbage collection	81%	82%	82%	84%	87%	84%	80%	80%	79%
	Fire services	94%	93%	95%	93%	95%	91%	93%	95%	91%
	Fire prevention and education						75%	78%	77%	82%
	Emergency preparedness					76%	58%	57%	62%	67%
	Economic development						67%	71%	69%	72%
	Drinking water	66%	69%	65%	75%	75%	74%	74%	74%	73%
	Crime prevention						74%	76%	69%	66%
	Code enforcement	60%	64%			58%	64%	58%	51%	61%
	City parks	88%	85%	81%	88%	87%	82%	79%	82%	79%
	Bus or transit services						43%	51%	52%	41%
	Animal control	75%	71%	71%	71%	78%	69%	78%	70%	77%
	Ambulance or emergency medical services	90%	89%	89%	95%	90%	90%	92%	91%	87%
	Affordable high-speed internet access									49%
Please rate the following categories of Sunnyvale	Treating residents with respect									74%
government performance.	Treating all residents fairly						65%	71%	69%	67%
	The value of services for the taxes paid to Sunnyvale	70%	66%	65%	64%	66%	61%	56%	52%	55%
	The overall direction that Sunnyvale is taking	65%	66%	59%	69%	70%	60%	56%	57%	60%
	The job Sunnyvale government does at welcoming resident involv	70%	56%	58%	58%	63%	55%	60%	52%	56%
	Overall confidence in Sunnyvale government						57%	63%	57%	61%
	Informing residents about issues facing the community									57%
	Generally acting in the best interest of the community						57%	57%	59%	61%
	Being open and transparent to the public									52%
	Being honest						65%	66%	64%	59%
Overall, how would you rate the quality of the services provided by	The Federal Government	36%	43%	42%	46%	46%	47%	41%	42%	44%
each of the following?	The City of Sunnyvale	82%	85%	83%	85%	86%	78%	81%	74%	78%
Please rate how important, if at all, you think it is for the	Residents' connection and engagement with their community						71%	70%		62%
Sunnyvale community to focus on each of the following in the coming	Overall quality of the utility infrastructure									84%
two years.	Overall quality of the transportation system									79%
	Overall quality of parks and recreation opportunities									84%

						Attao Page				
Please rate how important, if at all, you think it is for the	Overall quality of natural environment						87%	88%		84%
Sunnyvale community to focus on each of the following in the coming	Overall opportunities for education, culture, and the arts						77%	77%		78%
two years.	Overall health and wellness opportunities						69%	72%		65%
	Overall feeling of safety						91%	88%		86%
	Overall economic health						89%	83%		78%
	Overall design or layout of residential and commercial areas						82%	75%		81%
In general, how many times do	Visit social media sites									70%
you:	Use or check email									98%
	Shop online									21%
	Share your opinions online									13%
	Access the internet from your home									98%
	Access the internet from your cell phone									93%
	Please rate your overall health.						59%	65%	68%	76%
	What impact, if any, do you think the economy will have on your f	33%	15%	13%	26%	34%	44%	36%	32%	47%

# The City of Sunnyvale 2021 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

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

Thease rate cach of the following aspects of quality of the mounty	valc.				
	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	Poor	<u>Don't know</u>
Sunnyvale as a place to live	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Sunnyvale as a place to raise children	1	2	3	4	5
Sunnyvale as a place to work	1	2	3	4	5
Sunnyvale as a place to visit	1	2	3	4	5
Sunnyvale as a place to retire	1	2	3	4	5
The overall quality of life in Sunnyvale	1	2	3	4	5
Sense of community	1	2	3	4	5

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

ricase rate cach of the folio wing characteristics as they relate to	building vale	abama			
	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	Poor	<u>Don't know</u>
Overall economic health of Sunnyvale	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus)					
in Sunnyvale	1	2	3	4	5
Overall design or layout of Sunnyvale's residential and commercial					
areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Sunnyvale					
(water, sewer, storm water, electric, gas)	1	2	3	4	5
Overall feeling of safety in Sunnyvale	1	2	3	4	5
Overall quality of natural environment in Sunnyvale	1	2	3	4	5
Overall quality of parks and recreation opportunities	1	2	3	4	5
Overall health and wellness opportunities in Sunnyvale	1	2	3	4	5
Overall opportunities for education, culture, and the arts	1	2	3	4	5
Residents' connection and engagement with their community		2	3	4	5

#### 3. Please indicate how likely or unlikely you are to do each of the following.

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

#### 4. Please rate how safe or unsafe you feel:

	I Icase rate now sale of unsule you reen					
		ery Somewha afe <u>safe</u>	at Neither sa <u>nor unsaf</u>			Don't <u>know</u>
	In your neighborhood during the day	1 2	3	4	5	6
	In Sunnyvale's downtown/commercial area					
	during the day	1 2	3	4	5	6
	From property crime	1 2	3	4	5	6
	From violent crime	1 2	3	4	5	6
	From fire, flood, or other natural disaster	1 2	3	4	5	6
5.	Please rate the job you feel the Sunnyvale community	ty does at eac	h of the foll	owing.		
	,	.,	Excellent		<u>air Poor</u>	<u>Don't know</u>
	Making all residents feel welcome		1	2	3 4	5
	Attracting people from diverse backgrounds		1	2	3 4	5
	Valuing/respecting residents from diverse backgrounds	5		2 3	3 4	5
	Taking care of vulnerable residents (elderly, disabled, h	omeless, etc.)	1	2 3	3 4	5
6.	Taking care of vulnerable residents (elderly, disabled, here are each of the following in the Sunnyvale co			2 :	3 4	5
6.	0		1 <u>Excellent</u>	2 : Good Fa	3 4 <u>air Poor</u>	

Overall quality of business and service establishments in Sunnyvale	1	2	3	4	5
Variety of business and service establishments in Sunnyvale	1	2	3	4	5
Vibrancy of downtown/commercial area	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Sunnyvale		2	3	4	5
Overall image or reputation of Sunnyvale		2	3	4	5



7.	Please also rate each of the following in the Sunnyvale community					
		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>		<u>Don't know</u>
	Traffic flow on major streets		2	3	4	5
	Ease of public parking		2	3	4	5
	Ease of travel by car in Sunnyvale		2	3	4	5
	Ease of travel by public transportation in Sunnyvale		2	3	4	5
	Ease of travel by bicycle in Sunnyvale		2	3	4	5
	Ease of walking in Sunnyvale	1	2	3	4	5
	Well-planned residential growth		2	3	4	5
	Well-planned commercial growth		2	3	4	5
	Well-designed neighborhoods		2	3	4	5
	Preservation of the historical or cultural character of the community		2	3	4	5
	Public places where people want to spend time	1	2	3	4	5
	Variety of housing options		2	3	4	5
	Availability of affordable quality housing		2	3	4	5
	Overall quality of new development in Sunnyvale	1	2	3	4	5
	Overall appearance of Sunnyvale	1	2	3	4	5
	Cleanliness of Sunnyvale	1	2	3	4	5
	Water resources (beaches, lakes, ponds, riverways, etc.)	1	2	3	4	5
	Air quality	1	2	3	4	5
	Availability of paths and walking trails	1	2	3	4	5
	Fitness opportunities (including exercise classes and paths or trails, et		2	3	4	5
	Recreational opportunities		2	3	4	5
	Availability of affordable quality food		2	3	4	5
	Availability of affordable quality health care		2	3	4	5
	Availability of preventive health services		2	3	4	5
	Availability of affordable quality mental health care		2	3	4	5
	Opportunities to attend cultural/arts/music activities		2	3	4	5
	Community support for the arts		2	3	4	5
	Availability of affordable quality childcare/preschool		2	3	4	5
	K-12 education		2	3	4	5
	Adult educational opportunities		2	3	4	5
	Sense of civic/community pride		2	3	4	5
	Neighborliness of residents in Sunnyvale		2	3	4	5
	Opportunities to participate in social events and activities		2	3	4	5
	Opportunities to attend special events and festivals		2	3	4	5
	Opportunities to volunteer		2	3	4	5
	Opportunities to volutice in community matters		2	3	4	5
	Openness and acceptance of the community toward people		4	5	L	5
	of diverse backgrounds	1	2	3	4	5
					1	5
8.	Please indicate whether or not you have done each of the followin	ig in the la	st 12 mo	onths.		
		1			<u>No</u>	Yes
	Contacted the City of Sunnyvale (in-person, phone, email, or web) for h	·				2
	Contacted Sunnyvale elected officials (in-person, phone, email, or web)			01110n	1	2
	Attended a local public meeting (of local elected officials like City Coun				1	2
	Commissioners, advisory boards, town halls, HOA, neighborhood wa					2
	Watched (online or on television) a local public meeting					2
	Volunteered your time to some group/activity in Sunnyvale				L 1	2
	Campaigned or advocated for a local issue, cause, or candidate					2
	Voted in your most recent local election					2
	Used bus, rail, subway, or other public transportation instead of drivin,					2
	Carpooled with other adults or children instead of driving alone Walked or biked instead of driving					2
	warked of biked histeau of driving				1	4

#### 7. Please also rate each of the following in the Sunnyvale community.

Attachment 1 Page 69 of 71

## The City of Sunnyvale 2021 Community Survey

9.	Please rate the quality of each of the following services in Sunny	yvale.						
		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>		
	Public information services	1	2	3	4	5		
	Economic development	1	2	3	4	5		
	Traffic enforcement	1	2	3	4	5		
	Traffic signal timing	1	2	3	4	5		
	Street repair	1	2	3	4	5		
	Street cleaning	1	2	3	4	5		
	Street lighting	1	2	3	4	5		
	Sidewalk maintenance	1	2	3	4	5		
	Bus or transit services		2	3	4	5		
	Land use, planning, and zoning		2	3	4	5		
	Code enforcement (weeds, abandoned buildings, etc.)		2	3	4	5		
	Affordable high-speed internet access		2	3	4	5		
	Garbage collection		2	3	4	5		
	Drinking water		2	3	4	5		
	Sewer services		2	3	4	5		
	Storm water management (storm drainage, dams, levees, etc.)		2	3	4	5		
	Power (electric and/or gas) utility		2	3	4	5		
	Utility billing		2	3	4	5		
	Police/Sheriff services		2	3	4	5		
	Crime prevention		2	3	4	5		
	Animal control		2	3	4	5		
	Ambulance or emergency medical services		2	3	4	5		
	Fire services		2	3	4	5		
	Fire prevention and education		2	3	4	5		
	Emergency preparedness (services that prepare the community	1	4	5	-1	3		
	for natural disasters or other emergency situations)	1	2	3	4	5		
	Preservation of natural areas (open space, farmlands, and greenbelt		2	3	4	5		
	Sunnyvale open space	-	2	3	4	5		
	Recycling		2	3	4	5		
	Yard waste pick-up		2	3	4	5		
	City parks		2	3	4	5		
	Recreation programs or classes		2	3	4	5		
	Recreation centers or facilities		2	3	4	5		
	Health services		2	3	4	5		
	Public library services		2	3	4	5		
	-	1	2	3	4	5		
	Overall customer service by Sunnyvale employees (police, receptionists, planners, etc.)	1	2	3	4	5		
				5	T	5		
10. Please rate the following categories of Sunnyvale government performance.								
		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>		
	The value of services for the taxes paid to Sunnyvale		2	3	4	5		
	The overall direction that Sunnyvale is taking	1	2	3	4	5		

### 9. Pl

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Sunnyvale	1	2	3	4	5
The overall direction that Sunnyvale is taking	1	2	3	4	5
he job Sunnyvale government does at welcoming resident					
involvement	1	2	3	4	5
verall confidence in Sunnyvale government	1	2	3	4	5
enerally acting in the best interest of the community	1	2	3	4	5
eing honest	1	2	3	4	5
eing open and transparent to the public	1	2	3	4	5
forming residents about issues facing the community	1	2	3	4	5
reating all residents fairly	1	2	3	4	5
reating residents with respect		2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?								
	Excellent	<u>Good</u>	Fair	Poor	<u>Don't know</u>			
The City of Sunnyvale	1	2	3	4	5			
The Federal Government	1	2	3	4	5			

# 12. Please rate how important, if at all, you think it is for the Sunnyvale community to focus on each of the following in the coming two years.

Essent	Very <u>tial important</u>	Somewhat <u>important</u>	Not at all <u>important</u>
Overall economic health of Sunnyvale1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus)			
in Sunnyvale1	2	3	4
Overall design or layout of Sunnyvale's residential and commercial			
areas (e.g., homes, buildings, streets, parks, etc.)	2	3	4
Overall quality of the utility infrastructure in Sunnyvale			
(water, sewer, storm water, electric, gas)1	2	3	4
Overall feeling of safety in Sunnyvale1	2	3	4
Overall quality of natural environment in Sunnyvale1	2	3	4
Overall quality of parks and recreation opportunities1	2	3	4
Overall health and wellness opportunities in Sunnyvale1	2	3	4
Overall opportunities for education, culture, and the arts1	2	3	4
Residents' connection and engagement with their community1	2	3	4

#### 13. Please indicate whether or not you have done each of the following in the last 12 months.

	<u>No</u>	Yes
Read the City of Sunnyvale's mailed newsletter, Horizon	1	2
Visited the City of Sunnyvale's website (sunnyvale.ca.gov)	1	2
Submitted a request for service through the City's online Access Sunnyvale system	1	2

#### 14. Please rate the overall quality of information available in each of the following City information sources:

	Excellent	Good	Fair	Poor	Don't know
The City's mailed newsletter (Horizon)	1	2	3	4	5
The City's website (sunnyvale.ca.gov)	1	2	3	4	5
The City's social media channels (e.g., Facebook, Nextdoor, Nixle, Twitte	er) 1	2	3	4	5

# 15. Please indicate how much of a source, if at all, you consider each of the following social media channels for obtaining information about the City government and its activities, events and services:

	Major	Minor	Not a
	<u>source</u>	<u>source</u>	<u>source</u>
City Facebook page	1	2	3
Nextdoor	1	2	3
Nixle	1	2	3
City Twitter feed	1	2	3
Other social media channel	1	2	3

# The City of Sunnyvale 2021 Community Survey

Our last questions are about you and your household.

Again, all of your responses to this survey are confidential and no identifying information will be shared.

D1.	In general, how many times do you:						
		Several <u>times a day</u>	Once <u>a day</u>	A few times <u>a week</u>	Every <u>few weeks</u>	Less often <u>or never</u>	Don't <u>know</u>
	Access the internet from your home using						
	a computer, laptop, or tablet computer		2	3	4	5	6
	Access the internet from your cell phone	1	2	3	4	5	6
	Visit social media sites such as Facebook,		-	_		_	_
	Twitter, Nextdoor, etc.		2	3	4	5	6
	Use or check email		2	3	4	5	6
	Share your opinions online		2	3	4	5	6
	Shop online	1	2	3	4	5	6
D2.	Please rate your overall health.						
	O Excellent O Very good O Go	od O F	Fair	O Poor			
D3.	What impact, if any, do you think the econ Do you think the impact will be:	omy will hav	ve on you	ur family inco	me in the ne	ext 6 months	?
	O Very positive O Somewhat positive	O Neutr	al C	Somewhat ne	egative	<b>O</b> Very negat	ive
D4.	<ul> <li>How many years have you lived in Sunnyv</li> <li>Less than 2 years</li> <li>2-5 years</li> <li>6-10 years</li> <li>11-20 years</li> <li>More than 20 years</li> </ul>	ale?	tot yea ma you O 1	w much do yo cal income bef ar? (Please inconey from all s oney from all s ur household. Less than \$25,0	ore taxes wi clude in you cources for a ) 00 • • \$1.	II be for the r total incon III persons li 50,000 to \$19	current ne ving in 9,999
D5.	Which best describes the building you live	e in?		\$25,000 to \$49,		00,000 to \$24	
	• One family house detached from any other			\$50,000 to \$99,		50,000 to \$29	
	• Building with two or more homes		0	\$100,000 to \$14	19,999 🔾 \$3	00,000 or mo	re
	(duplex, townhome, apartment, or condom	ninium)	D11. Ar	e you Spanish	, Hispanic o	r Latino?	
	O Mobile home	-	0	No, not Spanisl	n, Hispanic, o	r Latino	
	<b>O</b> Other		0	Yes, I consider	myself to be	Spanish, Hisp	oanic, or
D6	Do you rent or own your home?			Latino			
D0.	O Rent		D12. WI	hat is your rac	e? (Mark on	e or more ra	aces to
	O Own			dicate what ra			
				American India	-	-	,
D7.	About how much is your monthly housing			Asian, Asian In			
	for the place you live (including rent, mor			Black or Africa			
	payment, property tax, property insuranc	e, and		White			
	<b>homeowners' association (HOA) fees)?</b> O Less than \$1,000 per month O \$3,000 to \$3,499 p	or month		Other			
	• C less than \$1,000 per month • C \$3,000 to \$3,499 per month • C \$3,500 to \$3,999 p		D13 In	which categoi	wis vour an	o7	
	• \$1,500 to \$1,999 per month • \$4,000 to \$4,499 p			18-24 years		-64 years	:
	<b>O</b> \$2,000 to \$2,499 per month <b>O</b> \$4,500 to \$4,999 p			25-34 years		-74 years	:
	<b>O</b> \$2,500 to \$2,999 per month <b>O</b> \$5,000 or more pe	er month		35-44 years		years or old	er
D8.	Do any children 17 or under live in your			45-54 years	• 75	years or old	
	household?						(
	O No O Yes			hat is your ger	ider?		
DO	Ano you on only other mand f			Female			
D9.	Are you or any other members of your			Male			(
	household aged 65 or older?		0	Identify in ano	ther way		
	O No O Yes	ļ					

Thank you!Please return the completed survey in the postage-paid envelope to:<br/>National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502