



City of San José
Annual Report on City Services 2024-25

A Report from the City Auditor
Report #25-07
December 2025

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City of San José
Office of the City Auditor

December 16, 2025

Honorable Mayor and Members
Of the City Council
200 East Santa Clara Street
San José, CA 95113

Annual Report on City Services 2024-25

The Office of the City Auditor is pleased to present the 18th Annual Report on City Services. This report provides performance data on the cost, quantity, quality, timeliness, and public opinion of City services. It includes historical trends and comparisons to targets and other cities. The report is intended to be informational and to provide the public with an independent, impartial assessment of the services the City provides.

Background

With a population of nearly 980,000, San José is the twelfth largest city in the United States and the third largest in California. In 2024, San José's population generally stabilized after large out-migration in 2021 and 2022.

The City of San José serves an ethnically diverse population—about 42 percent Asian, 30 percent Hispanic or Latino/a/x, and 21 percent Non-Hispanic White. Forty-three percent of San José residents are foreign born. More than half of residents speak a language other than English at home.

In 2024, San José's median household income was over \$148,200; however, the cost of living is among the highest in the nation. The observed rent index for San José was above other large California cities in the last year, with average monthly rents of \$2,900 for all unit types. In June 2025, the median home price was \$1.7 million. Meanwhile, 13 percent of San José households earned less than \$35,000. An estimated 6,500 residents were homeless, according to the 2025 homeless Point-in-Time count. Of these, 61 percent were unsheltered.

The San José city government (City) comprises over 20 departments or offices that provide a wide range of public services. These include public safety, neighborhood services, community and economic development, and others. In 2024-25, the City's overall expenditures from all funds totaled \$5.2 billion. Of that, the General Fund expenditures totaled nearly \$1.8 billion, about \$1,800 per resident. Nearly 50 percent of General Fund expenditures were for the Police and Fire Departments.

Overall, the City employed 7,000 full-time equivalent positions in 2024-25, or about 7.1 people per 1,000 residents. This is lower than any other large California city we surveyed.

Community Survey

For the fifth year in a row, the City Auditor's Office and the City Manager's Office worked with True North Research to develop and conduct a Community Opinion Survey. The 2025 survey revealed widespread improvement in resident satisfaction, ratings of City services, and perceptions of City government across nearly all topic areas compared to last year. Fifty-five percent of respondents rated the overall quality of life in San José as "excellent" or "good." Fifty-nine percent were satisfied with the City's overall performance in providing municipal services. Both showed statistically significant improvement from last year.

Satisfaction ratings for every City service trended positive between 2024 and 2025. Twelve services saw statistically significant improvements, including cleaning up litter and trash along streets and sidewalks, providing Emergency Medical Services (EMS), and creating a vibrant downtown San José.

Among resident priorities for specific changes to make San José a better place to live, addressing homeless issues was the most commonly mentioned, followed by providing more affordable housing, beautifying the City/landscaping, and improving public safety/reducing crime. These align with four of the 2025-26 City Council's Focus Areas: Reducing Unsheltered Homelessness, Building More Housing, Cleaning Up Our Neighborhoods, and Increasing Community Safety.

For more information, see the Community Survey chapter.

Performance Results by City Service Area

The City integrates services provided by individual departments into City Service Areas (CSAs) that reflect the City's five key lines of business. An additional CSA, referred to as Strategic Support, represents internal functions that support the other CSAs. Performance highlights across the CSAs include:

Public Safety

- The Police Department handled 1.1 million calls for service and responded to about 165,500 Priority 1 to 4 incidents in 2024-25. Police responded to 45 percent of Priority 1 calls within the 6-minute target (target: 60 percent), with an average response time of 8.1 minutes (target: 6 minutes). Ninety percent of 9-1-1 calls were answered in less than 15 seconds (target: 90 percent).
- The Fire Department responded to 111,400 incidents in 2024-25, including 4,800 fires. Fire responded to 63 percent of Priority 1 incidents within its time standard of eight minutes (target: 80 percent), a decrease from the prior year. It also responded to 89 percent of Priority 2 incidents within 13 minutes (target: 92 percent).
- Nearly three-quarters of survey respondents reported San José as a very or somewhat safe place to live. Thirty-seven percent of respondents rated Police protection as good or excellent. Fire protection and prevention services and Emergency Medical Services were among the highest rated City services (72 percent and 70 percent of respondents rated such services as excellent or good, respectively). Only 42 percent

of respondents reported being well prepared or somewhat prepared for natural disasters or a citywide emergency.

Community and Economic Development

- According to Placer.ai data compiled by City staff, downtown San José had average daytime foot traffic of 1.012 million people per month. Nighttime average monthly foot traffic was only 830,000.
- Ninety-one percent of development projects had first reviews completed on time for the planning permit process (target: 100 percent), while 59 percent had first reviews completed on time for the construction process (target: 75 percent). The average number of days to the next available building inspection was four days (target: two days).
- San José's housing production fell short of the annual regional fair share number for total cycle units (28 percent compared to the 100 percent target). Developers completed 79 new affordable units with City help in 2024-25. Facilitating the creation of affordable and market rate housing were among the lowest rated City services by survey respondents.
- Thirty-six percent of rent-stabilized units did not have a rent increase in 2024-25.

Transportation and Aviation Services

- In 2024-25, the Airport served 11.4 million airline passengers, a decrease from the prior year. Community Opinion Survey respondents rated operating the San José Mineta International Airport the highest of all City services. Eighty-one percent of surveyed passengers rated their overall satisfaction as very good or excellent (target: 87 percent). Seventy-five percent of passengers rated the cleanliness of Airport Terminals as very good or excellent (target: 80 percent). Eighty-three percent of flights were on time (target: 80 percent).
- Overall, the Department of Transportation rated city streets as "good" (74 out of 100 on the Metropolitan Transportation Commission Pavement Condition Index).
- Fourteen percent of the City's planned bike network was completed as of 2024-25. Seventy-one percent of survey respondents rated traffic

conditions as safe while driving, 51 percent while bicycling, and 65 percent while walking.

- Fifty-one percent of survey respondents rated the maintenance of their neighborhood streets as excellent or good. Only 31 percent rated the City's efforts to manage traffic on city streets as excellent or good.

Environmental and Utility Services

- San José Clean Energy served 351,800 accounts. Eighty-four percent of San José Clean Energy Power was carbon-free, of which 65 percent was renewable.
- Overall, 62 percent of waste was diverted from landfills in 2024-25 (target: 70 percent). The tons of solid waste recycled, reused, or composted decreased from the prior year, as did the amount sent to landfill. Providing trash, recycling, and yard waste services was one of the highest rated City services by survey respondents.
- The City's Regional Wastewater Facility maintained 100 percent compliance with pollutant discharge and total gallon discharge requirements for water discharged into the San Francisco Bay.
- The City's sanitary sewer, storm sewer, and the Regional Wastewater Facility all met their targets for being online and functional; San José Municipal Water and South Bay Water Recycling nearly met their targets.

Neighborhood Services

- The City's libraries were open for nearly 60,300 hours in 2024-25. Providing library services was one of the highest rated City services by survey respondents, with 72 percent of respondents giving an excellent or good rating.
- Seventy-nine percent of developed park acres had a Park Condition Assessment (PCA) score of 80 percent or better (target: 70 percent). Forty-seven percent of survey respondents gave an excellent or good rating to the City's efforts to provide recreation programs and opportunities at City parks and recreation centers.

- Sixty-one percent of General Code Program cases were resolved within processing time targets (target: 65 percent). Seventy-three percent of respondents to Code Enforcement's annual survey indicated that the physical condition of their neighborhood was about the same or better compared to last year (target: 70 percent).
- About 1,400 San José households received assistance into housing. As of June 2025, the City had 11 interim housing sites for individuals and families experiencing homelessness. Across the City's emergency interim housing sites, shelters, and other temporary housing programs, there was 89 percent utilization in 2024-25. Addressing homelessness continues to be the lowest rated City service by survey respondents.
- In 2024-25, BeautifySJ collected 5,290 tons of illegally dumped material and provided on-time trash pickup to homeless encampments 95 percent of the time (target: 85 percent).

Strategic Support

- Sixty-four percent of SJ311 customers rated the service as good or very good (target: 80 percent), a slight decrease from 65 percent last year.
- Ninety-one percent of the City's positions were filled as of June 30, 2025 (target: 90.05 percent). The employee turnover rate was 9 percent for 2024-25 (target: 10 percent).
- The City received general obligation bond ratings of Aa1/AA+/AAA by the three leading national ratings agencies: Moody's, Standard & Poor's, and Fitch. The Finance Department managed \$2.61 billion in City cash and investments.
- Vehicles in the City's general fleet were available when needed 97 percent of the time (target: 97 percent); Police and Fire vehicles were available 100 percent of the time (both targets: 100 percent).
- Public Works completed 42 capital projects in 2024-25, 41 of which were completed on budget. Of projects intended for completion in 2024-25, 86 percent were on schedule.

Additional information about other City services is included in the report.

About This Report

This report builds on the City’s existing systems and measurement efforts. The City has been working to improve its performance measures to better represent City services and results. Beginning in 2023-24, the City Manager’s Office began updating performance measures for the CSAs and departments. This work was completed for all CSAs for the 2025-26 operating budget. This report complements the Administration’s work in those efforts, offering a broad look at services across departments. We have aligned our report with the updated CSA and department measures and will continue to provide a resource for readers to understand the full scope of the City’s services and performance across programs.

The City Auditor’s Office selected and reviewed performance data to provide assurance that the information in this report presents a fair picture of the City’s performance. All City departments are included in our review; however, this report is not intended to be a complete set of performance measures for all users. It provides insights into service results but is not intended to thoroughly analyze those results. By reviewing this report, readers will better understand the City’s operations.

The report contains an introduction with a community profile of San José, measures about the City’s finances, and a summary of the City’s overall budget and staffing. This is followed by community survey results. The remainder of the report presents the City Service Area dashboards, followed by performance information for each department in alphabetical order—their missions, descriptions of services, workload and performance measures, and survey results.

Additional copies of this report are available from the Auditor’s Office and are posted on our website at www.sanjoseca.gov/servicesreport. We thank the many departments that contributed to this report. This report would not be possible without their support. The Administration has reviewed the

information in the report, and because there are no recommendations, has not provided a written response.

Respectfully submitted,



Joe Rois,
City Auditor

Audit staff: Alison Pauly, Katrina Gutierrez, Hiwad Haider, Dilnoza Khudoyberganova, Michelle Mallari, Gitanjali Mandrekar, Ebelechukwu Obi, Michael O’Connell Jr., Adrian Perez, Maria Valle

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INTRODUCTION

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City Finances
Operating Budget and Staffing
Scope and Methodology

INTRODUCTION

BACKGROUND

This is the 18th Annual Report on City Services, the objective of which is to provide workload and performance results for the City government for the fiscal year ended June 30, 2025. The purpose of this report is to:

- Improve government transparency and accountability,
- Provide consolidated performance and workload information on City services,
- Allow City officials and staff members to make informed management decisions, and
- Communicate to the public on the state of City departments, programs, and services.

We limited the number and scope of workload and performance indicators in this report to items we identified as the most useful, relevant, and accurate indicators of City government performance that would also be of general interest to the public. This report also includes the results of a community survey, completed in August 2025, rating the quality of City services.

All City departments are included in our review; however this report is not a complete set of performance measures. The report provides three types of comparisons when available: historical trends, selected comparisons to other cities, and selected comparisons to stated targets.

Residents are also served by the County of Santa Clara, which provides criminal justice, health and hospital, housing, and social services. The Santa Clara Valley Water District provides water and flood protection to San José residents. Multiple San José school districts serve the city's children and youth. This report does not include performance results for these services.

Note: "City" is capitalized when referring to the City of San José as an organization and lowercase ("city") when referring to the city as a place.

The first section of this report contains information about the City government; a short profile of the San José community; operating budget, finances, and staffing; and resident perceptions of San José, City services, and staff. It also includes City Service Area (CSA) dashboards – the top six measures representing achievements in the City's key lines of business. The remainder of the report displays performance information by department, in alphabetical order. The departments are as follows:

- Airport
- City Attorney
- City Auditor
- City Clerk
- City Manager
- Economic Development and Cultural Affairs
- Energy
- Environmental Services
- Finance
- Fire
- Housing
- Human Resources
- Independent Police Auditor
- Information Technology
- Library
- Parks, Recreation and Neighborhood Services
- Planning, Building and Code Enforcement
- Police
- Public Works
- Retirement
- Transportation

ACKNOWLEDGEMENTS

The Office of the City Auditor thanks staff from each City department for their time, information, and cooperation in the creation of this report.

CITY GOVERNMENT

San José operates under a council/manager form of government, where the City Council is the primary legislative body and the City Manager oversees day-to-day municipal operations. The City has an 11-member City Council with many Council-appointed boards and commissions.* The Mayor is elected citywide; Council members are elected by district (see map).

There were 21 City departments and offices during fiscal year 2024-25. Five of the departments and offices are run by officials directly appointed by the City Council. Those officials are the City Manager, City Attorney, City Auditor, Independent Police Auditor, and City Clerk.

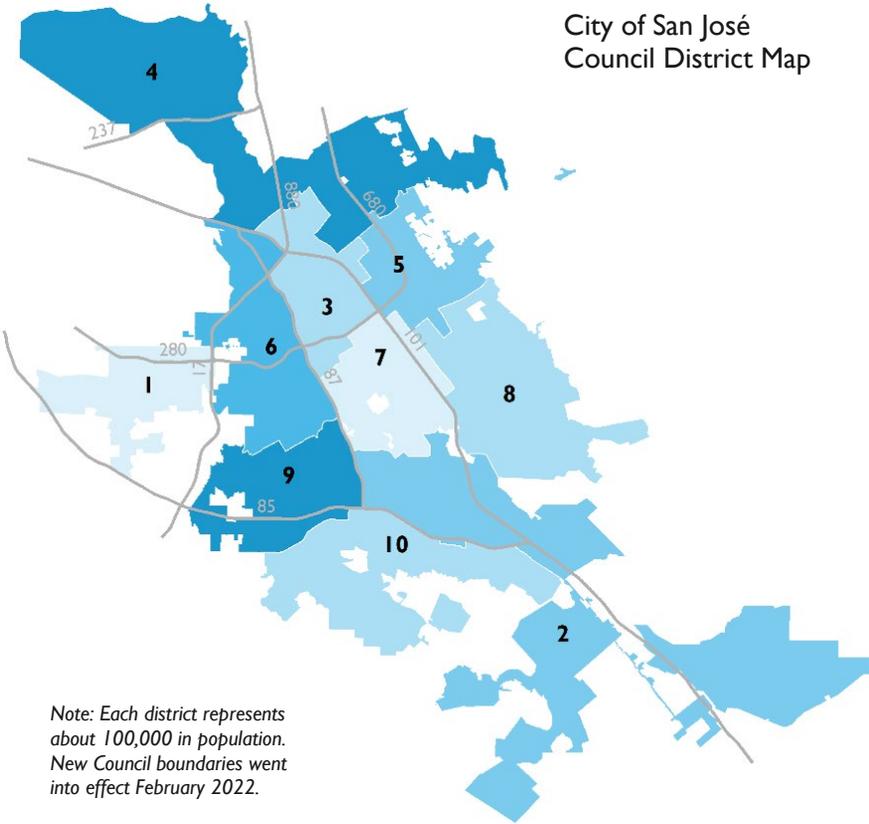
Some departments and programs serve expanded service areas. These departments include Environmental Services, Public Works, and the Airport. For example, the San José/Santa Clara Regional Wastewater Facility is co-owned by the cities of San José and Santa Clara and provides service to those cities, unincorporated areas of San José, and other neighboring cities. The Airport serves the entire South Bay region and neighboring communities. The Airport serves the entire South Bay region and neighboring communities.

The Mayor's March 2025 budget message, which was approved by the City Council, included priorities for the upcoming year, with proposed investments in the areas of:

- Reducing Unsheltered Homelessness
- Cleaning Up Our Neighborhoods
- Increasing Community Safety
- Building More Housing
- Growing Our Economy

Information on the City Council Focus Areas can be found on [the City's website](#).

*Details of the boards and commissions can be found on [the City's website](#).



INTRODUCTION

COMMUNITY PROFILE

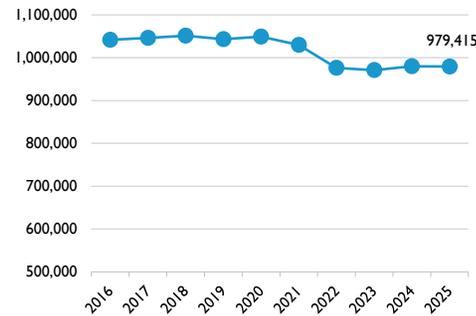
San José, with a population of nearly 980,000, is the twelfth largest city in the United States and the third largest city in California. Some major California cities had population increases over the past year, although San José and San Francisco experienced slight declines. The state experienced an overall population increase, with a net migration of about 108,400 in the past year.

In 2024, San José's population generally stabilized after large out-migration in 2021 and 2022. Using 2024 Census data and income brackets, the number of lower- and middle-income households (income of under \$199,999) in San José declined in 2024 while the number of higher income households increased.

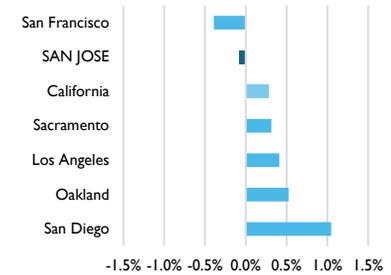
THE CITY'S RESIDENTS ARE ETHNICALLY DIVERSE

In 2024, San José's population was 42 percent Asian, 30 percent Hispanic or Latino, and 21 percent Non-Hispanic White. In comparison, in 2015, San José's population was 35 percent Asian, 32 percent Hispanic or Latino, and 26 percent Non-Hispanic White. Understanding the demographics is important because they influence the type of services the City provides and residents demand, and can influence how services are provided (e.g., providing programming in other languages).

San José's Population Growth

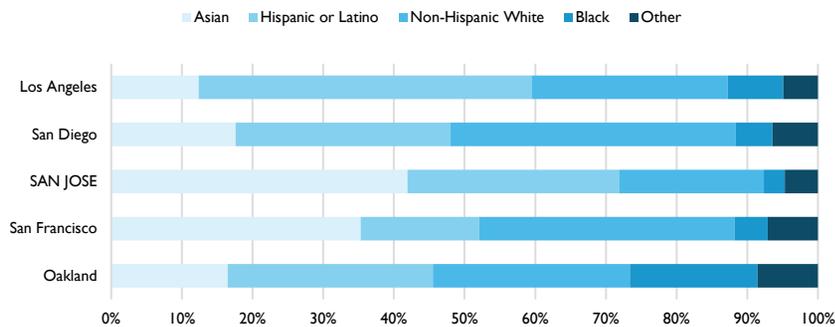


Population Change in Major California Cities



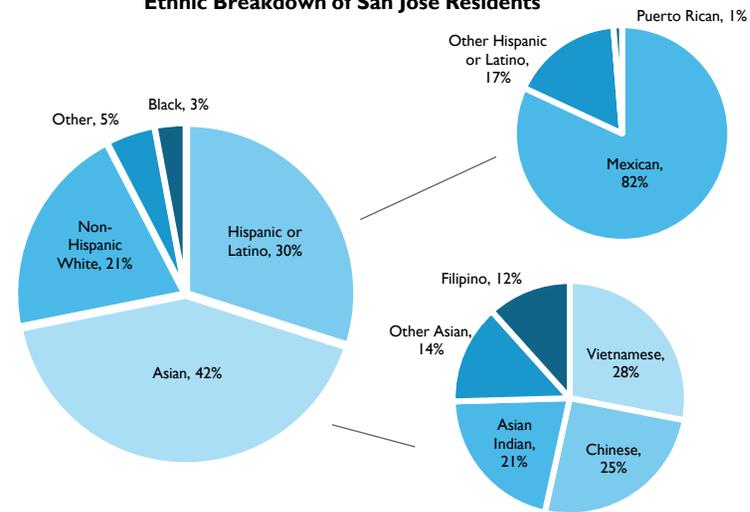
Source: California Department of Finance population estimates. Net flows are from January 1 to December 31. Population change in major California cities as of January 1, 2025.
 Note: The California Department of Finance may adjust population estimates from previous years. In the previous year, the reported population for San José in 2024 was 969,491. This was revised to 980,174.

Population by Ethnicity



Source: U.S. Census Bureau, American Community Survey, 2024 1-year estimates (Table DP05)

Ethnic Breakdown of San José Residents



Source: U.S. Census Bureau, American Community Survey, 2024 1-year estimates (Table DP05)

MANY RESIDENTS ARE FOREIGN BORN

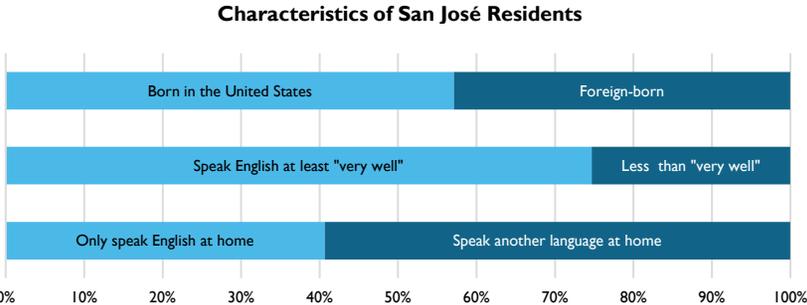
There were an estimated 427,700 foreign-born residents in 2024 (43 percent of the total population). This is an increase of nearly 26,200 from 2015 to 2024. Of the foreign-born population, 64 percent arrived before 2010.

The proportion of the city's residents that speak a language other than English at home slightly increased from 2015 to 2024. The proportion of the City's residents who are not U.S. citizens in 2024 was 20 percent, compared to 18 percent in 2015.

THE MEDIAN AGE IS SLIGHTLY LOWER THAN THE UNITED STATES' GENERALLY

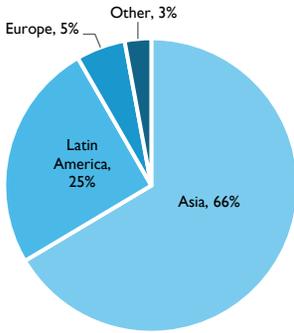
According to 2024 Census data, San José's population has a median age of 38.6 years. This is slightly lower than the median age of the U.S. population in 2024. The city's median age has increased by more than two years since 2015, when the median age was 36.5. The percent of residents over 65 has increased from 12 percent in 2015 to 16 percent in 2024.

Conversely, San José's population of residents 14 years old or younger has decreased. In 2024, 15 percent of residents were 14 years old or younger. In 2015, 19 percent of residents were 14 or younger—a decrease of about 49,000.

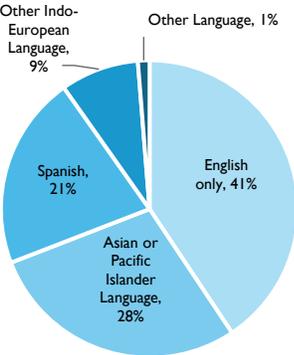


Source: U.S. Census Bureau, American Community Survey, 2024 1-year estimates (Table DP02)

Foreign-Born Population by Region

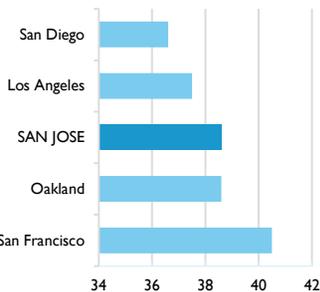


Languages Spoken at Home

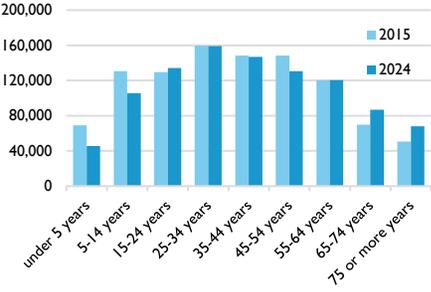


Source: U.S. Census Bureau, American Community Survey, 2024 1-year estimates (Table DP02)

Median Age of Residents



San José Resident Age



Source: U.S. Census Bureau, American Community Survey, 2024 1-year estimates (Table DP05)

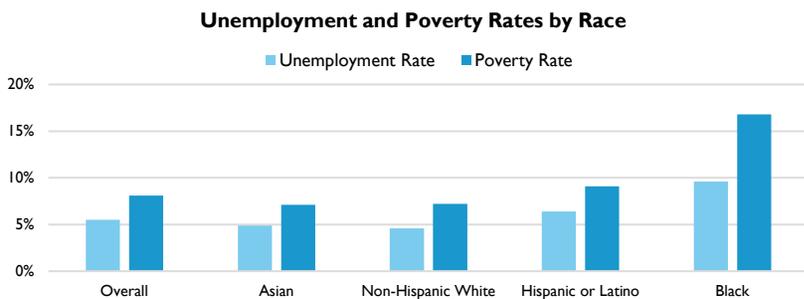
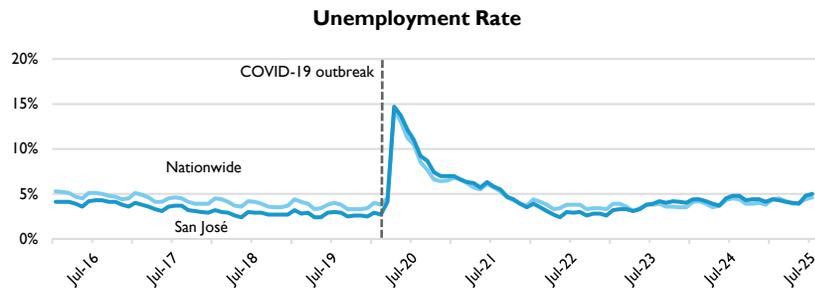
INTRODUCTION

DESPITE HIGH MEDIAN INCOMES, MANY RESIDENTS MAY EXPERIENCE ECONOMIC DISTRESS

In 2024, the median household income in the city was over \$148,200. This figure varied by race, with Black and Latino/a/x households having median household incomes of \$82,400 and \$104,100, respectively. This is less than Asian and Non-Hispanic White households, which had median household incomes of \$196,000 and \$150,500.

In 2024, about 13 percent of households earned less than \$35,000 in income and benefits, and 20 percent of the population received supplemental income or public assistance. The city's overall poverty rate was 8.1 percent, with the Black population experiencing the highest poverty rate in the city. The 2025 Homeless Point-in-Time Count estimated that 6,503 residents were homeless, and of these, 3,959 (61 percent) were unsheltered.

In July 2025, the city's unemployment rate was 5.0 percent. This was up from 4.8 percent in July 2024, but still lower than the high unemployment rates seen during the COVID-19 pandemic.

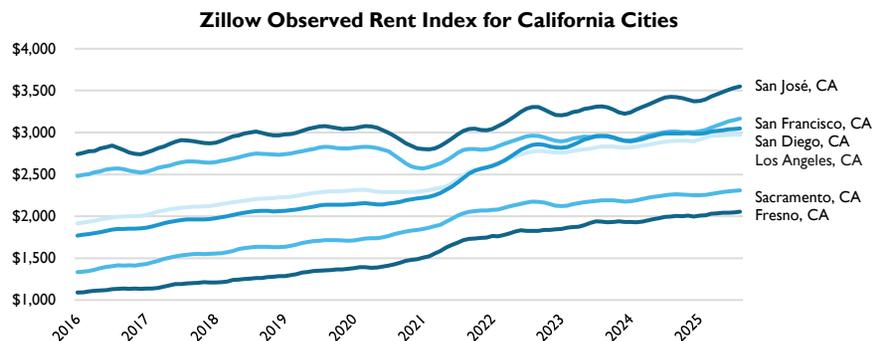
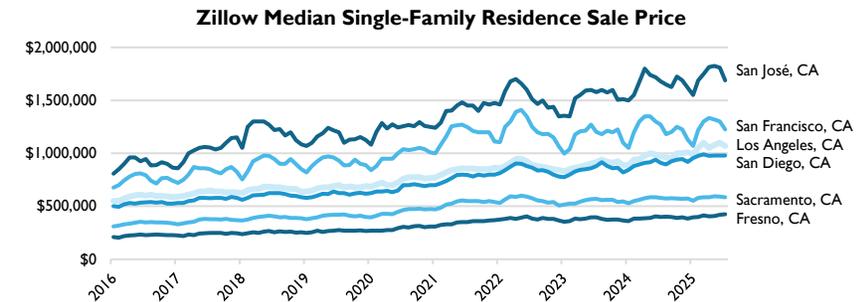


Source: U.S. Bureau of Labor Statistics; U.S. Census Bureau, American Community Survey, 2024 1-year estimates (Tables S1701 and S2301)

HOUSING PRICES HAVE ALSO INCREASED

The cost of living in San José remains among the highest in the country. As of June 2025, the median home price in San José was \$1,700,000 and the average monthly rent for all unit types was \$2,900. This is up from \$1,500,000 and \$2,400, respectively, from June 2021. Nationally, the median single-family home price was approximately \$429,400, according to the National Association of Realtors. In California, the single-family home price was approximately \$905,700.

In 2024, 35 percent of homeowners and 49 percent of renters in San José reported spending more than 30 percent of household income on housing costs. The U.S. Department of Housing and Urban Development defines "housing affordability" as housing that costs less than 30 percent of the occupant's gross income.



Source: Zillow Research

The Zillow Observed Rent Index measures changes in asking rents over time, controlling for changes in the quality of the available rental stock. The index varies from average rent in that it represents price differences for the same rental units over time, rather than the average market rent for units available at a given time. The Median Single-Family Residence Sale Price measures the price at which homes across various geographies were sold.

CITY FINANCES

As reflected in the City's [Annual Comprehensive Financial Report \(ACFR\)](#), the City received \$3.5 billion in revenues in 2024-25. Of this, business-type activities (Airport, San José Clean Energy, Wastewater Treatment System, Muni Water, and Parking System) generated \$1.2 billion. Governmental activities and general revenues totaled \$2.3 billion, which comes from a variety of sources, including taxes, fees, and grants. In 2024-25, the City's tax revenues were \$1,370 per capita.

The City's total expenses increased slightly in 2024-25 to \$3.4 billion. Business type activities incurred \$1.1 billion in expenses, while governmental activities incurred \$2.4 billion.

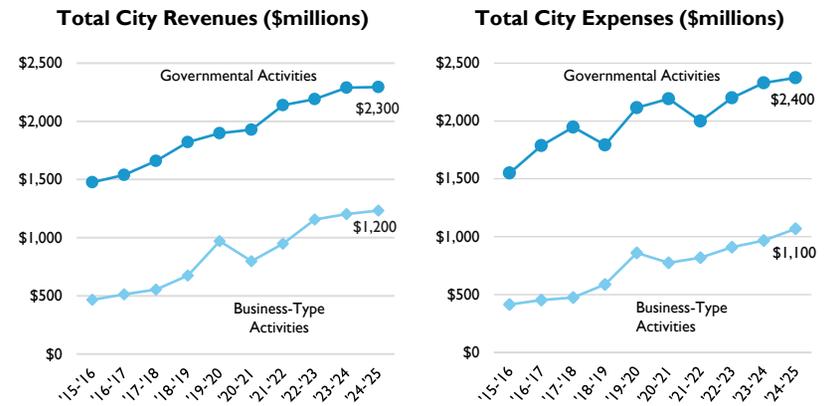
In total, the City had \$7.4 billion in obligations as of June 30, 2025. Of this, \$526 million was for short-term obligations and \$6.9 billion was for long-term obligations. *Short-term obligations* are due within the next year. This includes things like accrued wages that City employees have earned, and accounts payable (money owed for supplies or for services rendered). *Long-term obligations* are generally not due within the next year, but will need to be paid in the future. This includes accrued vacation and sick leave, bonds, and pensions and other post-employment benefits (OPEB).

CAPITAL ASSETS

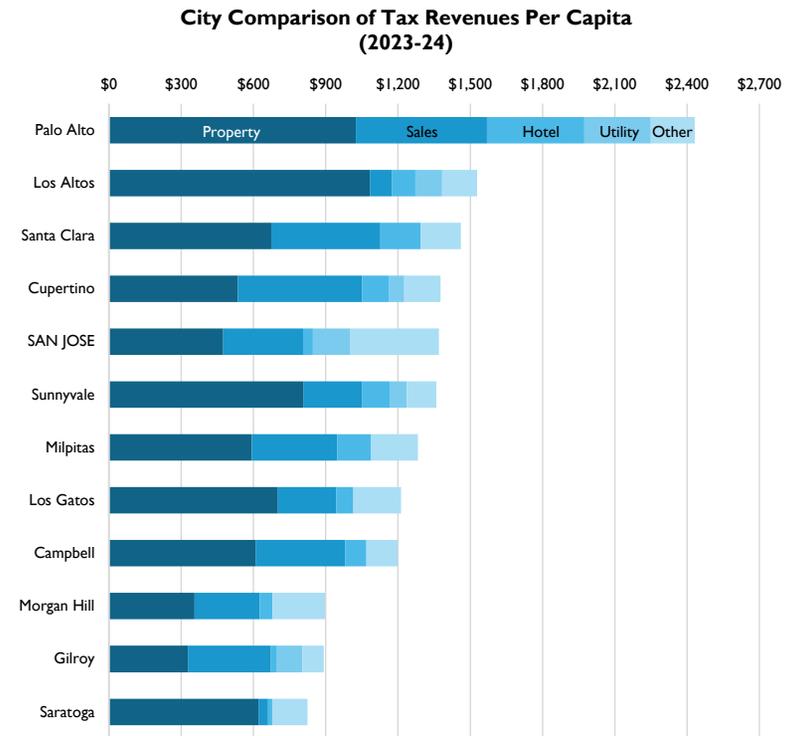
The City owns a variety of capital assets—land, buildings, vehicles, equipment, infrastructure (e.g., roads, bridges, sewers), and other assets with a useful life beyond one year. Capital assets also include construction projects currently being built but not yet completed.

At the end of 2024-25, the City owned \$7.4 billion of capital assets. This figure represents the historical purchase or constructed cost less normal wear and tear from regular use (referred to as *depreciation*). In 2024-25, the City added \$344 million in capital assets; however, these were offset by \$358 million in depreciation.

In March 2024, staff reported that the City faced an estimated \$1.7 billion in deferred maintenance and infrastructure backlog, with an estimated additional \$129 million needed annually to sustain the City's infrastructure in a functional condition. The transportation system (e.g., streets, street lighting) is most affected by the backlog.



Source: 2024-25 City of San José Annual Comprehensive Financial Report.



Source: 2023-24 State Controller's City Data and California Department of Finance population estimates.

INTRODUCTION

OPERATING BUDGET AND STAFFING

The City’s operating budget is a financial plan for how the City will provide services, pay obligations, and save for future expenses. It contains information and data regarding expected sources and uses of funds, and performance. The City Charter requires the budget to be balanced for every fiscal year.

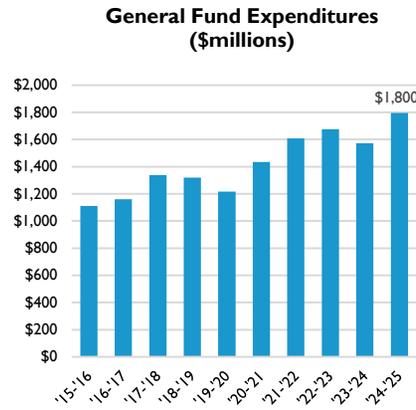
In 2024-25, City expenditures from all funds totaled about \$5.2 billion, an increase from the prior year. The City’s Operating and Capital Budgets are online at the [Budget Office Website](#).

The General Fund is the primary operating fund used to account for the City’s revenues and expenditures which are not related to special or capital funds. In 2024-25, General Fund expenditures totaled nearly \$1.8 billion (or about \$1,800 per capita). Nearly 50 percent of expenditures were for the Police and Fire Departments. Operating funds for the Airport, Regional Wastewater Facility, and other services, as well as capital expenditures and reserves account for the remaining expenditures.

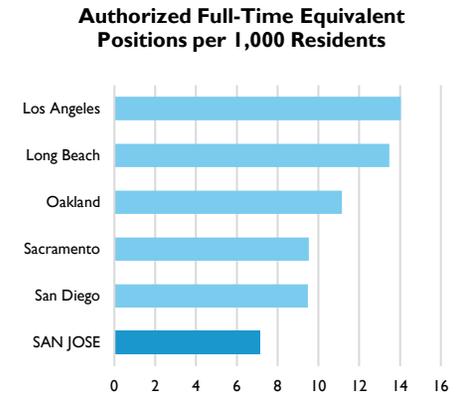
CITY STAFFING

Much of the General Fund's expenses are allocated for personnel costs. Increased staffing in recent years restored staffing levels from a low in 2011-12, but current staffing is still below the peak staffing level of around 7,500 before the Great Recession. In 2024-25, there were about 7,000 full-time equivalent positions in the City. Due to budget constraints, there was a net change of 46 fewer positions from 2023-24 to 2024-25.

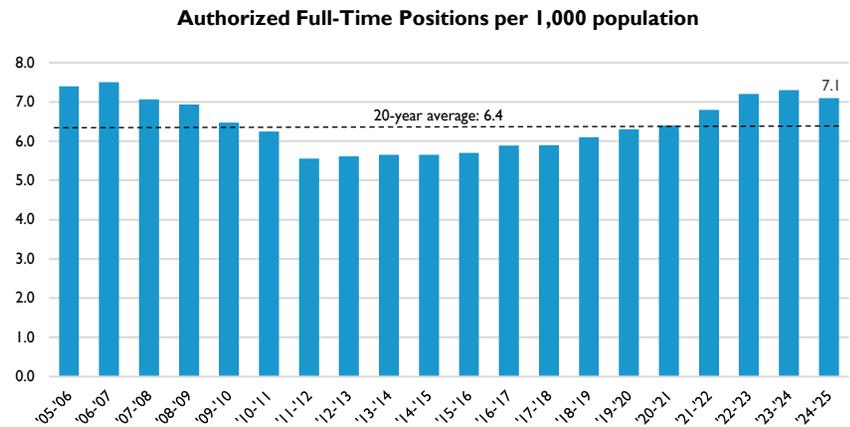
In 2024-25, the City had 7.1 authorized positions per 1,000 residents, less than than other large California cities. The number of authorized positions per 1,000 residents was, however, more than San José’s 20-year average of 6.4.



Source: San José Annual Report



Source: 2024-25 Operating Budgets from each jurisdiction and California Department of Finance Demographic Research Unit
Note: The type and range of services may vary across jurisdictions.



Source: 2011 Fiscal and Service Level Emergency Report, November 2011, San José 2012-13 through 2024-25 Adopted Operating Budgets

SCOPE & METHODOLOGY

The City Auditor’s Office prepared this report in accordance with the City Auditor’s FY 2025-26 Work Plan. We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

The workload and performance results that are outlined here reflect current City operations. The report is intended to be informational and does not fully analyze performance results. The City Auditor’s Office compiled and reviewed departmental performance data. We reviewed information for reasonableness and consistency. We questioned or researched data that needed additional explanation. We did not however audit the accuracy of source documents or the reliability of the data in computer-based systems. We also did not assess the internal controls over performance data unless it was significant to determine the reasonableness and consistency of the reported information. Our review of data was not intended to give absolute assurance that all information was free from error. Rather, our intent was to provide reasonable assurance that the reported information presented a fair picture of the City’s performance.

SELECTION OF INDICATORS

This report relies on existing performance measures, many of which of which are reviewed yearly by Council, staff, and interested residents during the annual budget process. Unless otherwise indicated, this report uses population data from the California Department of Finance and demographic data from the U.S. Census Bureau. In some cases we have presented per capita data to adjust for population.

We used audited information from the City’s Annual Comprehensive Financial Report. We cited mission statements, performance targets, performance outcomes, workload outputs, and budget information from the City’s Annual Operating Budget. We held discussions with City staff to determine which performance information was most useful and reliable to include in this report. Where possible, we included ten years or more of historical data. We strove to maintain consistency with prior years’ reports by including most of the same performance indicators; however, due to issues such as reporting and program updates, some indicators have changed.

We welcome input from City Council, City staff, and the public on how to improve this report in future years. Please contact us with suggestions at city.auditor@sanjoseca.gov.

COMPARISONS TO OTHER CITIES

Where possible and relevant, we have included benchmark comparisons to other cities (usually other large California cities, the state, or the nation). It should be noted that we took care to ensure that performance data comparisons with other cities compare like with like; however, other cities rarely provide exactly the same programs or measure data with exactly the same methodology.

ROUNDING & INFLATION

For readability, many numbers in this report are rounded. In some cases, tables or graphs may not add to 100 percent due to rounding. Financial data have not been adjusted for inflation. Please keep in mind inflation (in the table of San Francisco Area Consumer Price Index for All Urban Consumers below) when reviewing historical financial data included in this report.

Year	Index
2015-16	266.04
2024-25	356.46
% change in last 10 years	34.0%

Source: Bureau of Labor Statistics, based on June 2016 and June 2025

Resident perceptions about quality of life and City services in San José

COMMUNITY SURVEY

For the fifth year in a row, the City Auditor's Office and the City Manager's Office worked with True North Research to develop and conduct a Community Opinion Survey (referred to throughout the report as the community survey).

The appendix of this report includes more information on survey responses. Complete survey results are posted online at sanjoseca.gov/servicesreport and include breakdowns by demographics and geography. The end of this chapter provides more specific information about the survey methodology.

OVERALL RESULTS

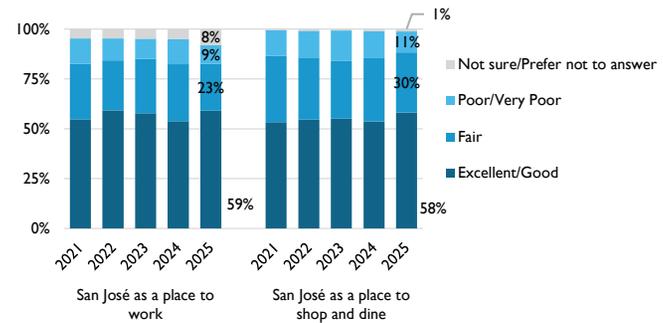
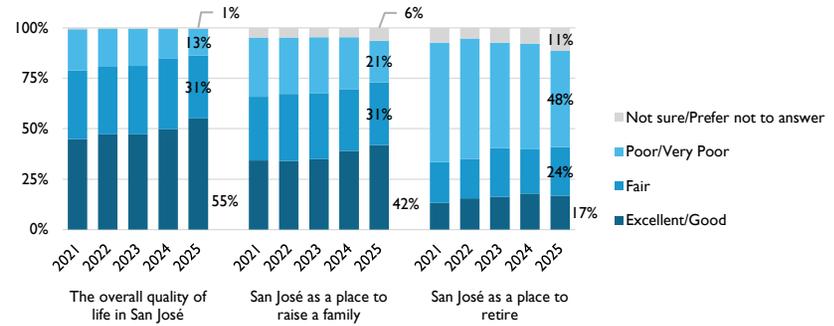
The 2025 San José Community Survey reveals widespread improvement in resident satisfaction, ratings, and perceptions across nearly all topic areas compared to last year.

How residents rate their overall quality of life is an indicator of the overall health of a community.

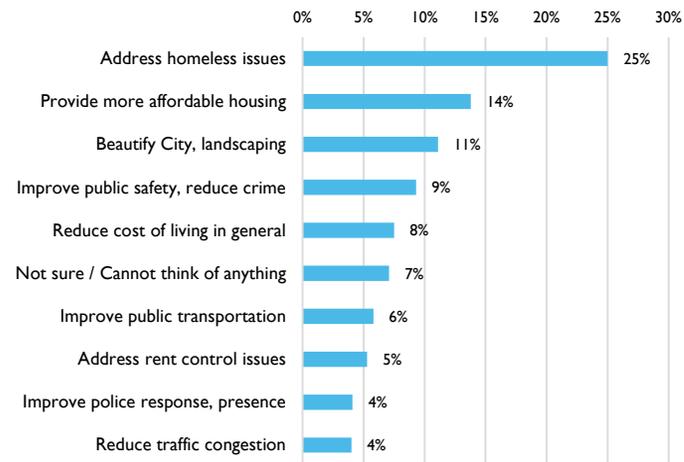
- 55 percent of surveyed respondents rated the overall quality of life in San José as "excellent" or "good," a statistically significant increase from last year (50 percent).
- Respondents had the most favorable opinions of San José as a place to work (59 percent rated as "excellent" or "good") and as a place to shop and dine (58 percent rated as "excellent" or "good"). These responses showed a statistically significant increase from last year, when both were slightly less than 54 percent "excellent" or "good."
- 42 percent of surveyed residents rated the city as an "excellent" or "good" place to raise a family.
- Just 17 percent rated the city as an "excellent" or "good" place to retire.

Among resident priorities for specific changes to make San José a better place to live, the top issues mentioned were:

- Addressing homeless issues (25 percent),
- Providing more affordable housing (14 percent), and
- Beautifying the City, landscaping (11 percent).



Top Ten Resident Priorities to Improve San José



Note: Verbatim responses were recorded and later grouped.

CITYWIDE QUALITY OF SERVICES

Fifty-nine percent of surveyed respondents reported satisfaction with the City's overall performance in providing services. This is a statistically significant increase from 52 percent in 2024.

Satisfaction ratings for every City service trended positive between 2024 and 2025.

- Twelve services areas saw statistically significant increases in "excellent" or "good" ratings.
- The largest increase was for cleaning up litter and trash that people dump along streets, sidewalks, and in public areas (up from 15 percent to 28 percent).
- Double-digit increases were also observed for providing Emergency Medical Services (EMS), creating a vibrant downtown San José, making available a variety of arts and cultural offerings, removing graffiti from buildings, and providing animal control services. All these service areas had about a 10 percentage point increase from 2024.

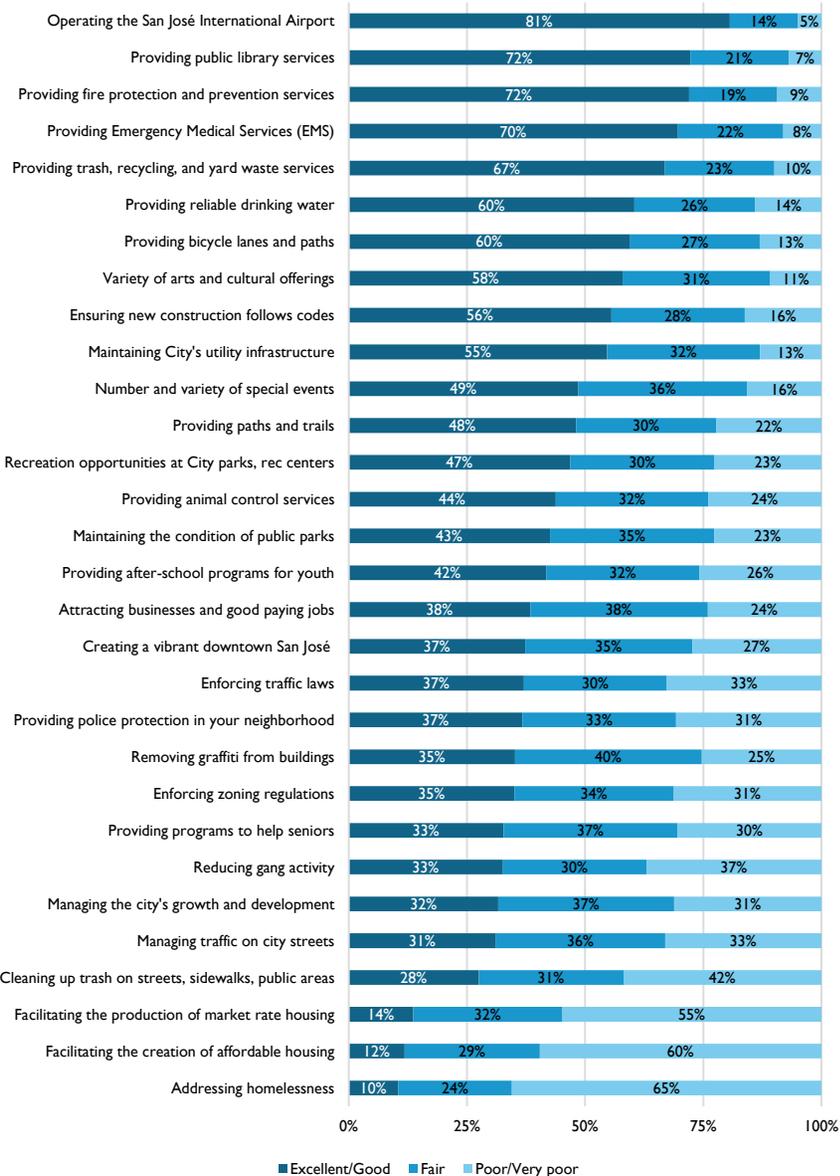
Highly rated government services include operating the Mineta San José International Airport, providing library services, fire protection and prevention services, and providing Emergency Medical Services (EMS).

In comparison, few survey respondents rated the City's performance in addressing homelessness, facilitating the creation of affordable housing, and facilitating the production of market rate housing as "excellent" or "good."

Over 38 percent of survey respondents reported being satisfied with the City's code enforcement efforts, a statistically significant increase from 2024. Respondents who reported being dissatisfied were asked to describe the particular issue in their neighborhood that the City isn't addressing to cause their dissatisfaction. Similar to the prior year, the top response was regarding cars and RVs illegally parking on streets (28 percent). Respondents also reported issues with homeless camping and living in vehicles (17 percent) and abandoned vehicles on streets (16 percent).

More information on survey results related to specific services can be found in individual department pages later in this report.

Quality of Services



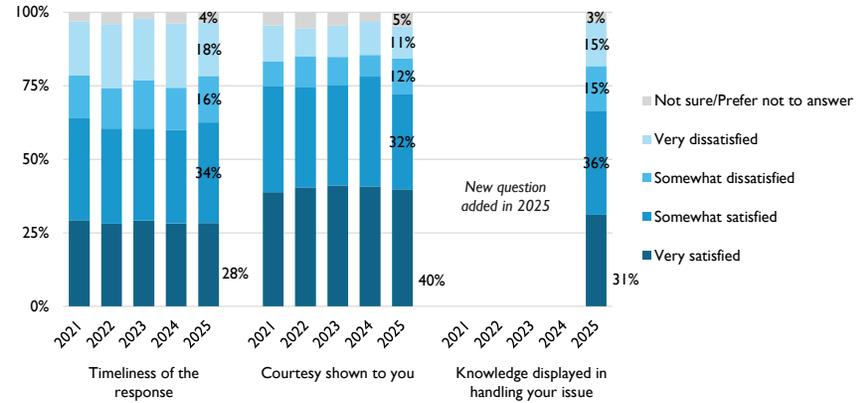
COMMUNITY SURVEY

CUSTOMER SERVICE

The community survey also asked residents a variety of questions about their interactions with City staff and their perceptions of the City.

Thirty-six percent of respondents reported having contact with City staff in the past 12 months, either in person, on the phone, or by email. A majority of respondents who had contact with City staff expressed satisfaction with staff's courtesy (72 percent), knowledge staff displayed in handling their issue (67 percent), and the timeliness of the response (63 percent).

Around 4 percent reported that a language barrier had interfered with their ability to access City services.



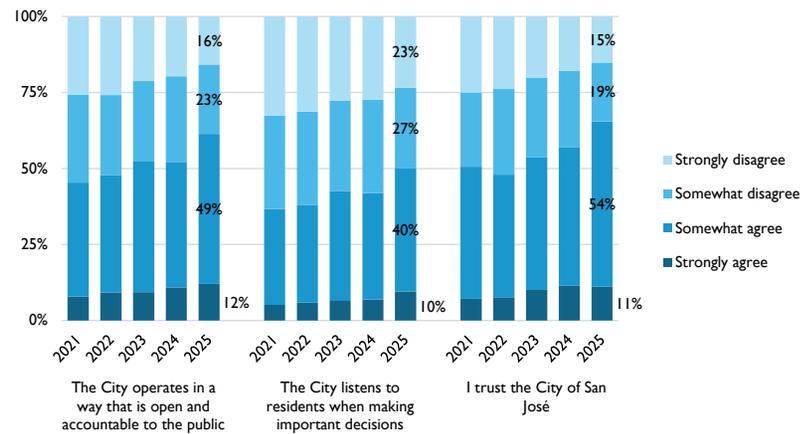
GOVERNANCE AND PUBLIC TRUST

The community survey asked residents about their perceptions of the City's transparency and fiscal responsibility.

- Two-thirds of respondents with an opinion agreed that they trust the City (66 percent strongly or somewhat agree, up from 57 percent in 2024) and 61 percent agreed that the City operates in a way that is open and accountable to the public (up from 52 percent in 2024).
- Half of respondents also agreed that the City listens to residents when making important decisions (50 percent, up from 42 percent) and 45 percent reported the City manages its finances well (up from 39 percent).
- Each of these four measures had a statistically significant increase from last year.

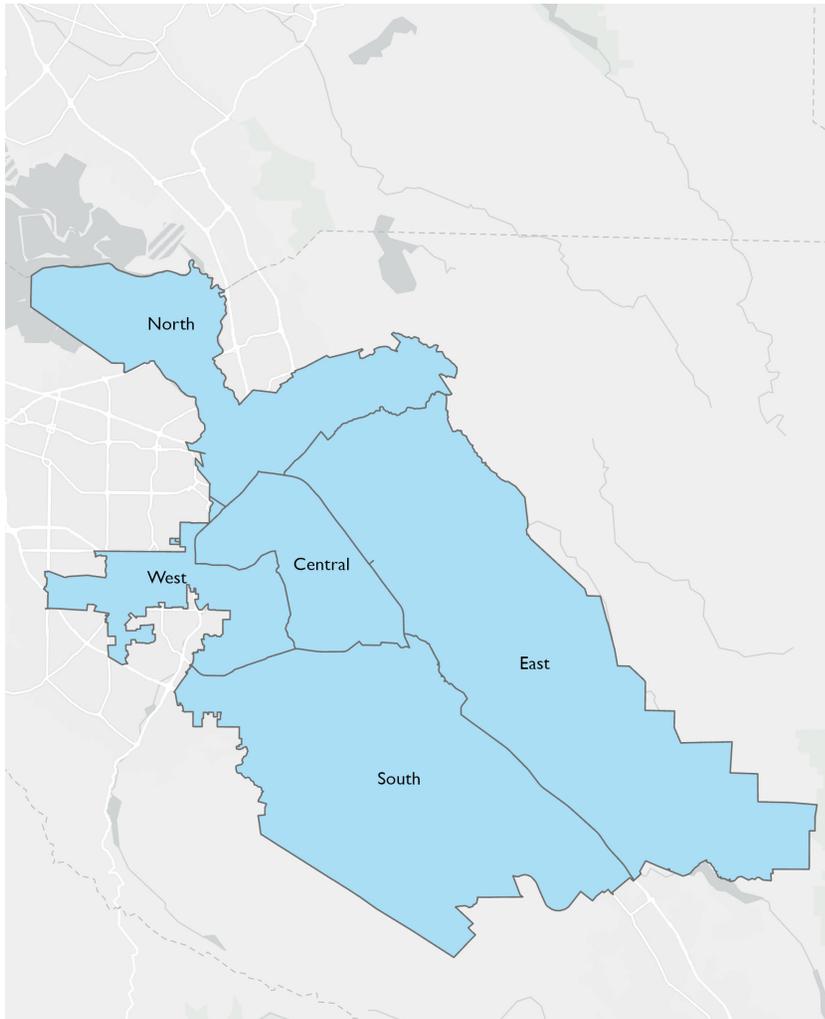
Three-quarters of respondents with an opinion agreed that the City is committed to improving residents' quality of life regardless of race, gender identity, disability, religion, language spoken, and other identities. This was a statistically significant increase from 2024 (66 percent).

Residents' perceptions related strongly to their overall satisfaction with the City's performance in providing services. For example, survey respondents who expressed satisfaction with City services were also much more likely to agree that they trusted the City, that it operates in an open and accountable way, and listens to residents.



*Note: these questions exclude "Not sure" and "Prefer not to answer" responses.

SURVEY REGIONS



SURVEY METHODOLOGY

The survey data presented in this report was collected and analyzed by the True North Research, Inc. on behalf of the City Auditor's Office and the City Manager's Office. The survey provides a statistically valid sampling of resident opinions about their community and services provided by local government.

True North collected survey results from phone interviews and online surveys. To ensure all households had the opportunity to participate in the survey, True North used a database of San José households. Once randomly selected, individuals were recruited to participate in the survey either through text or email invitations to the online survey. After a period of online data collection, True North made calls to those who had not yet participated in the online survey (who were previously recruited via text or email) or for whom only telephone contact information was available.

A total of 1,258 completed surveys were gathered online and by telephone between August 6 and August 17, 2025. The survey was administered in four languages: English, Spanish, Chinese, and Vietnamese. Separate from the annual Community Opinion Survey, the City has conducted Focus Area Community Surveys on the Focus Area topics, as identified by the City Council.

True North re-weighted the final data results to balance the sample by age and ethnicity to closely reflect San José's demographic profile on age, ethnicity, home ownership, presence of a child in the home, and geographic area based on the latest population estimates from the U.S. Census Bureau's American Community Survey (ACS).

The precision of estimates made from surveys are usually described 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 percent. The margin of error around results for this survey is plus or minus 2.8 percentage points for questions answered by all 1,258 respondents. With this margin of error, one may conclude that when 60 percent of survey respondents report that a particular service is "excellent" or "good," somewhere between 57.2 to 62.8 percent of all residents are likely to feel that way. For questions where not all respondents provided a response (i.e., preferred not to answer), the margin of error is greater.

The survey collected responses by regions within the City. These regions are shown in the map to the left. Complete survey report is posted online at sanjoseca.gov/servicesreport.

CITY SERVICE AREA DASHBOARDS

City Service Areas (CSAs) integrate services provided in individual departments into the City's five key lines of business: Community and Economic Development; Environmental and Utility Services; Neighborhood Services; Public Safety; and Transportation and Aviation Services. An additional CSA, referred to as "Strategic Support," represents the internal functions that enable the other five CSAs to provide services to the community.

The City has been working to improve its use of performance measures with a renewed focus on performance management.

- The City Manager's Office completed a review of performance measures across the City as part of a broad initiative relating to performance measurement and management. As of the 2025-26 Adopted Operating Budget, all departments and CSAs had updated performance measures.
- In 2025, the City Council identified five focus areas for the City to measure performance on pressing community issues, including: Increasing Community Safety; Reducing Unsheltered Homelessness; Cleaning Up Our Neighborhoods; Building More Housing; and Growing Our Economy. The Administration reports on a regular basis on these focus areas through [dashboards](#).

For more information about specific departments, see their corresponding chapters later in the report.

Note: Survey results are from the Community Opinion Survey unless otherwise noted.

COMMUNITY AND ECONOMIC DEVELOPMENT

MISSION

Facilitate the equitable and focused evolution of the City to foster strong communities and a diverse economy with shared prosperity for all.

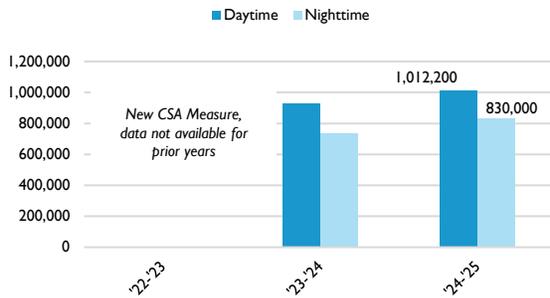
CSA OUTCOMES

- Thriving, inclusive, and attractive communities and vibrant public spaces.
- Strong, responsive, and equitable economy.
- Accessible and diverse range of housing and business opportunities.

PRIMARY PARTNERS

- Economic Development and Cultural Affairs
- Fire
- Housing
- Planning, Building and Code Enforcement
- Public Works

Average Daytime and Nighttime Downtown Foot Traffic
Average downtown foot traffic per month

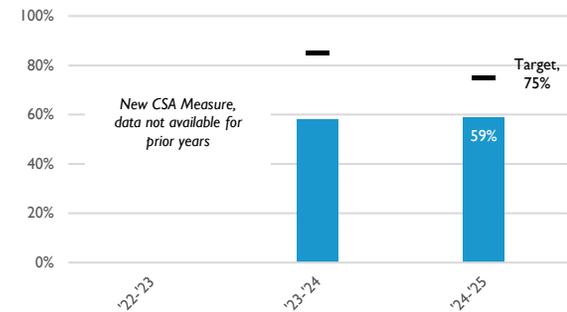


Source: Placer.ai foot-traffic data compiled by OEDCA staff.

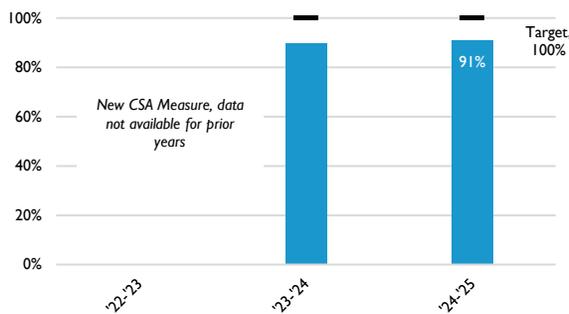
Retain, Expand, or Attract Jobs
Percent of retained, expanded, or attracted jobs from businesses receiving Business Development assistance

This is a new performance measure. Data to be collected beginning FY 2025-26.

Development Project On-Time Reviews for Construction Process
Percent of development projects completed within published timelines for first review



Development Project On-Time Reviews for Planning Permit Process
Percent of development projects completed within published timelines for first review



Housing Production Rates
Percent of San José production compared to yearly target for regional fair share goals



Rent Stabilization Rates
Percent of rent stabilized units under the Apartment Rent Ordinance that did not have a rent increase in the past year



NEIGHBORHOOD SERVICES

MISSION

To serve, foster, and strengthen the community by providing access to lifelong learning, supportive services, opportunities to enjoy life, and preserving and stewarding healthy neighborhoods with shelter and housing opportunities for all.

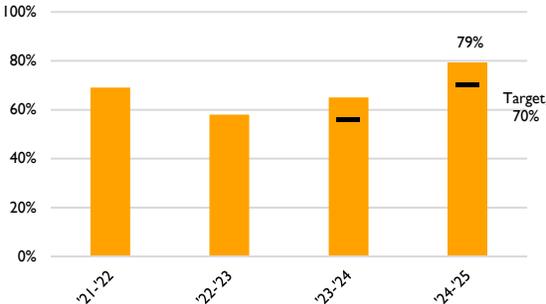
CSA OUTCOMES

- Safe and Clean Neighborhoods and Public Spaces.
- Welcoming and Vibrant Neighborhoods and Public Life.
- Equitable Access to Community Opportunities to Flourish.
- Housing Security through Supportive Solutions.

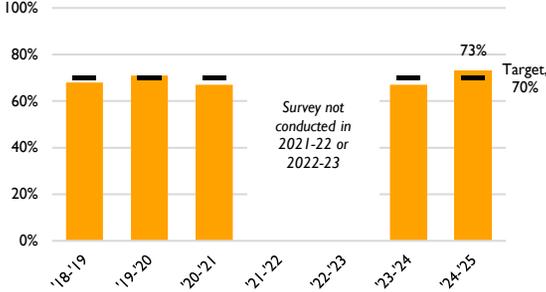
PRIMARY PARTNERS

- Housing
- Library
- Parks, Recreation and Neighborhood Services
- Planning, Building and Code Enforcement
- Public Works

Park Condition Assessment Score
Percent of developed park acres by park condition assessment (PCA) score 80% or better

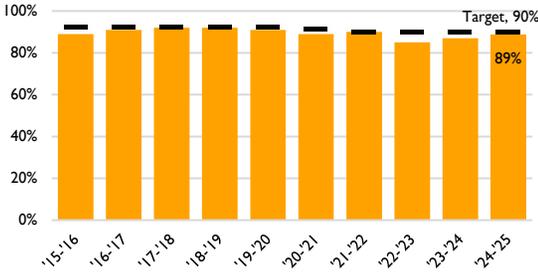


Neighborhood Physical Condition
Percent of residents who indicate that the physical condition of the neighborhood is about the same or better



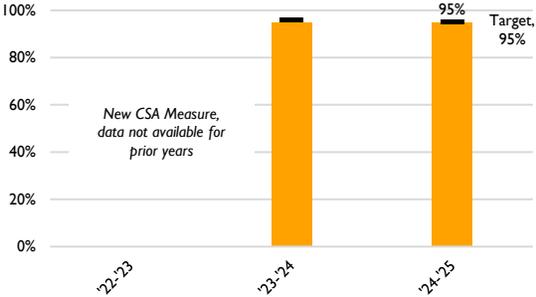
Note: Survey results from the Annual Code Enforcement Customer Survey.

Animal Live Release Rate
Percent of animals that leave the shelter through adoption, rescue, transfer, or return to owner



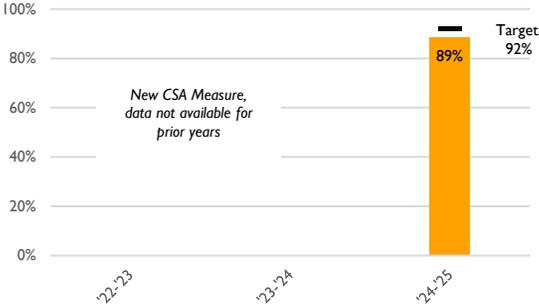
Note: Beginning in 2023-24, methodology was updated to follow Asilomar Accords.

Library Service Quality Rating
Percent of residents rating the quality of library services as "Good" or "Very Good"

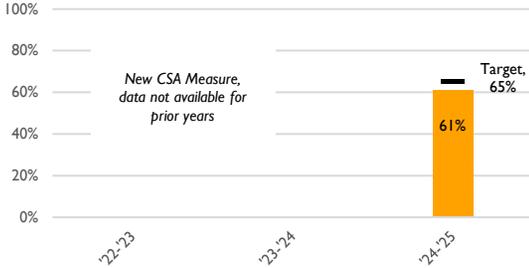


Note: Survey results from the Library Customer Satisfaction Survey.

Homelessness Program Occupancy Rate
Percent occupancy for all Temporary and Interim Housing throughout the system



General Code Program Case On-Time Resolutions
Percent of General Code Program cases resolved within processing time targets



Note: Targets vary depending on the violation type.

PUBLIC SAFETY

MISSION

Engage the community to partner on public safety and emergency prevention, mitigation, preparedness, response, and recovery.

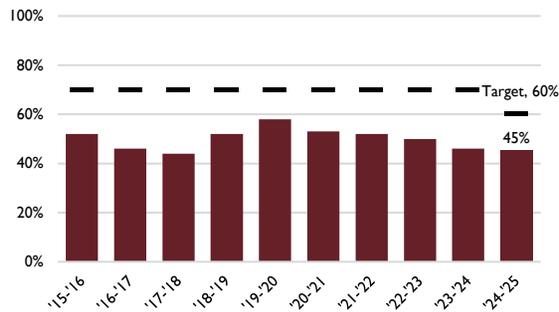
CSA OUTCOMES

- A safer San José with effective emergency response services.
- Resilient communities that are prepared for emergencies.

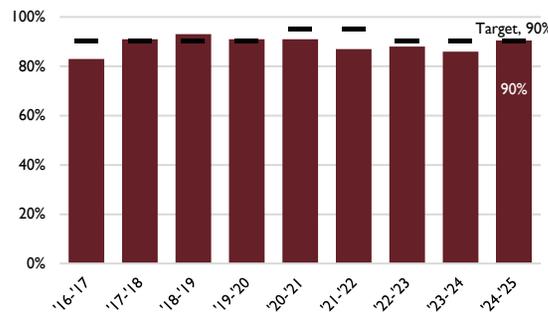
PRIMARY PARTNERS

- City Manager's Office
- Fire
- Independent Police Auditor
- Police

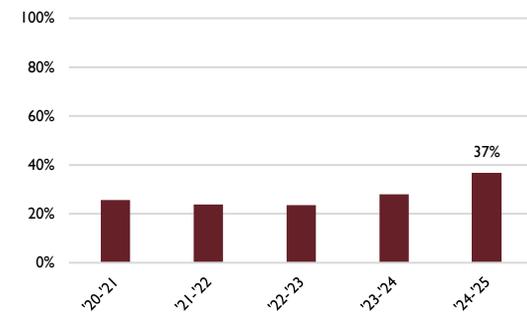
Police Emergency Responsiveness
Percent of time the first dispatched Police unit arrives to Priority I calls in less than six minutes (present or imminent danger)



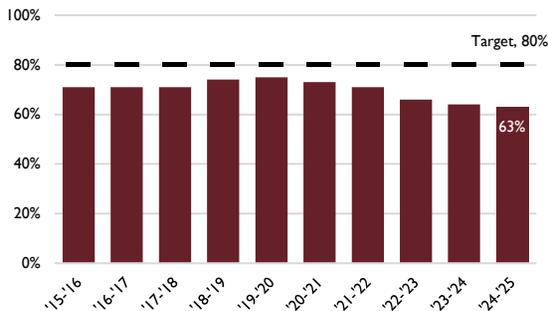
Police Emergency Calls for Service and Reports
Percent of 9-1-1 calls that are answered in less than 15 seconds



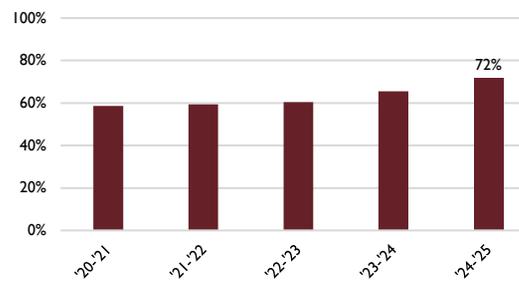
Quality of Police Protection
Percent of residents surveyed who rate the quality of police protection in their neighborhood as "good" or "excellent"



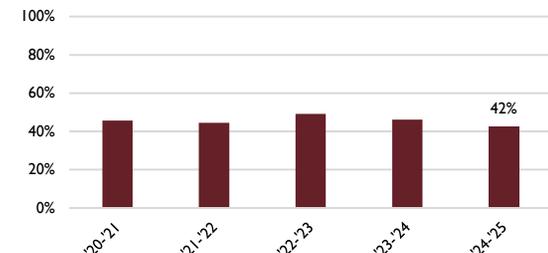
Fire Emergency Responsiveness
Percent of time the initial responding Fire unit arrives to Priority I calls in less than eight minutes (red lights/siren)



Quality of Fire Protection and Prevention
Percent of residents surveyed who rate the quality of fire protection and prevention as "good" or "excellent"



Resident Household Emergency Preparedness
Percent of residents surveyed rating of household preparedness for a natural disaster or other citywide emergency as "well prepared" or "somewhat prepared"



ENVIRONMENTAL AND UTILITY SERVICES

MISSION

Provide excellent, affordable, and sustainable utility services.

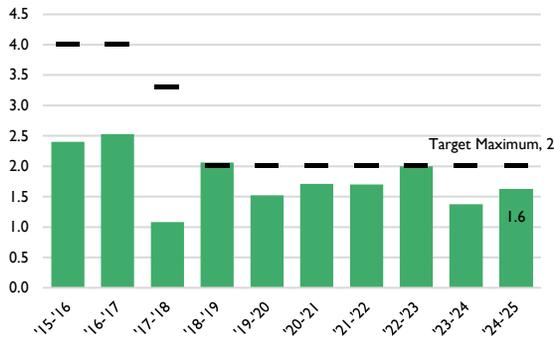
CSA OUTCOMES

- Utility Services That Protect Public Health and the Environment.
- Affordable, Effective Utilities with Excellent Customer Care.
- Sustainable Utility Systems That Meet Future Needs.
- Protected, Restored, and Maintained Environment.

PRIMARY PARTNERS

- Energy
- Environmental Services
- Transportation

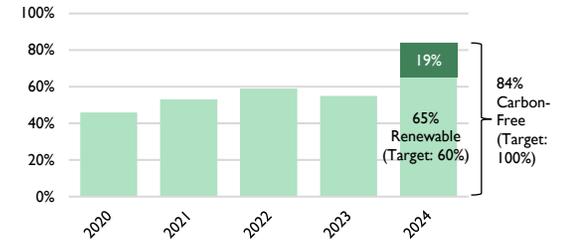
Sanitary Sewer Overflow Limit
Not to exceed sanitary overflows per 100 miles of sanitary sewer mains (annualized)



Recycled Water Delivered
Average millions of gallons per day of recycled water delivered by South Bay Water Recycling

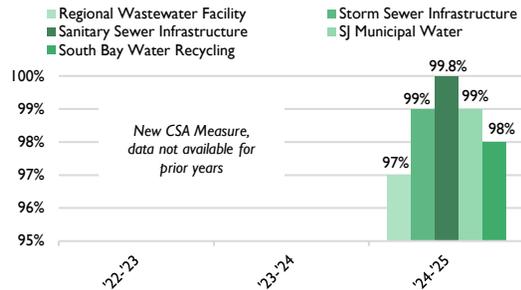


San José Clean Energy Power Mix
Percent of San Jose Clean Energy Power that is renewable and carbon-free



Note: Renewable energy comes from naturally replenished sources such as sunlight and wind. Other energy sources such as nuclear power are not considered renewable by California state law but do not emit greenhouse gases, making them carbon-free.

Operational Utility Assets
Percent of utility assets that are online and functional

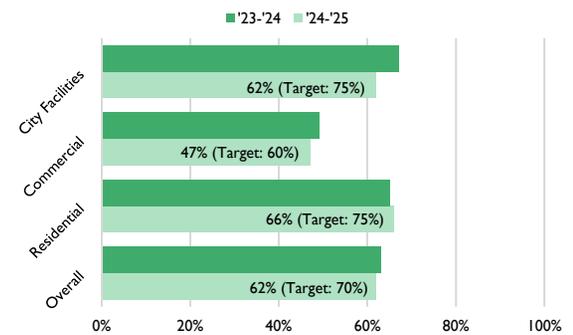


Targets: Regional Wastewater Facility (95%), Storm Sewer Infrastructure (96%), Sanitary Sewer Infrastructure (96%), SJ Municipal Water (100%), South Bay Water Recycling (100%).

Wastewater Discharge Limit
Not to exceed 120 millions of gallons of wastewater discharged in the Lower South Bay per day during the dry season



Landfill Waste Diversion
Percent of waste diverted from landfills (State Goal: 50%)



TRANSPORTATION AND AVIATION SERVICES

MISSION

To provide the community with safe, secure, and efficient surface and air transportation systems that support San José's livability and economic vitality.

CSA OUTCOMES

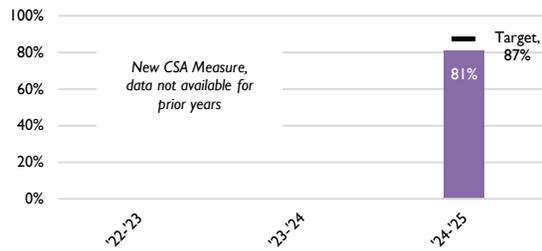
- Effective and equitable transportation that promote a strong economy.
- Users have a positive, reliable, and efficient experience.
- Safe and secure transportation system that enhances community livability.

PRIMARY PARTNERS

- Airport
- Transportation

Passenger Perception of Airport Satisfaction

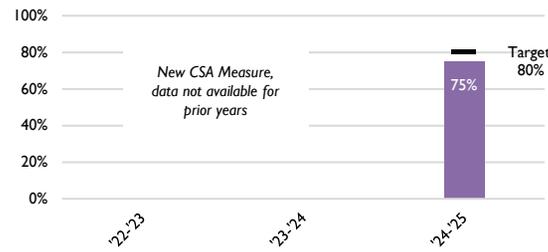
Percent of SJC passengers rating overall satisfaction with the Airport as "very good" or "excellent"



Note: Survey results from the Airline Service Quality Survey.

Passenger Perception of Airport Cleanliness

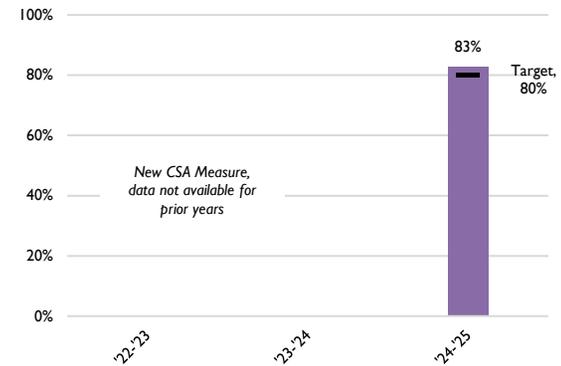
Percent of SJC passengers rating overall satisfaction with the cleanliness of the Airport Terminals as "very good" or "excellent"



Note: Survey results from the Airline Service Quality Survey.

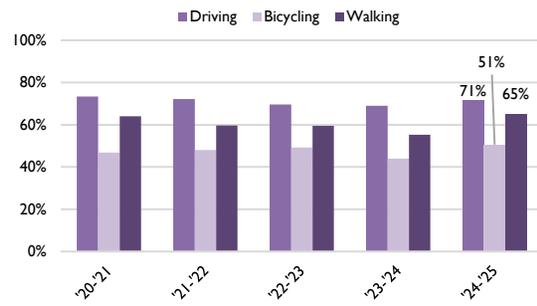
San José Airport On-time Flights

Percent of on-time flights



Resident Rating of Traffic Conditions

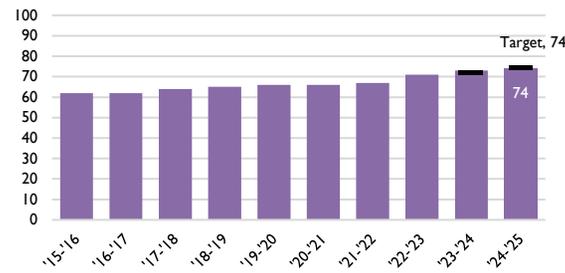
Percent of residents rating traffic conditions as safe while driving, bicycling and walking



Targets: Driving (82%), Bicycling (48%), Walking (75%).

Pavement Condition Index

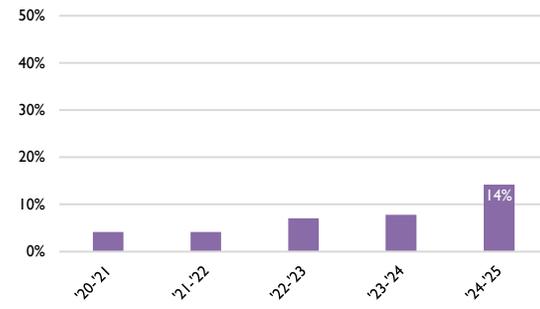
Average Pavement Condition Index (PCI) rating



Note: This is based on DOT's 1-year estimates. The Metropolitan Transportation Commission reports a 3-year moving average. In 2024, this was 73.

Bike Network Completion

Percent completion of San José's planned bike network



Note: As of January of each year.

STRATEGIC SUPPORT

MISSION

Shape an empathetic, engaged, and high-performing workforce with reliable infrastructure, technologies, and finances to enable accessible City services.

CSA OUTCOMES

- Excellent City service delivery that enhances internal and external customer experience and engagement.
- Strategic investments in people, technology, and assets.
- Inclusive, adaptive, and sustainable environment.

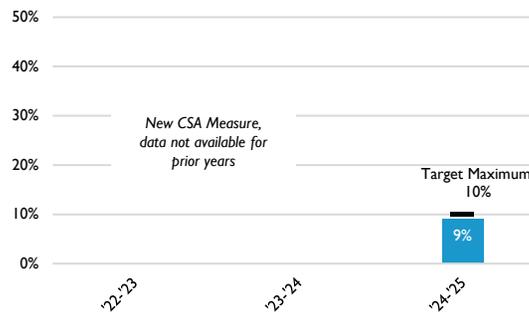
PRIMARY PARTNERS

- Finance
- Human Resources
- Information Technology
- Public Works

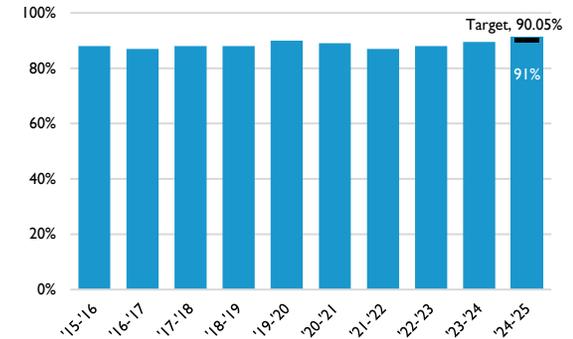
City's Bond Ratings
(General Obligation Bond Ratings)

	Moody's	Standard & Poor's	Fitch
'20-'21	Aa1	AA+	AAA
'21-'22	Aa1	AA+	AAA
'22-'23	Aa1	AA+	AAA
'23-'24	Aa1	AA+	AAA
'24-'25	Aa1	AA+	AAA
Target	Aa1	AA+	AAA

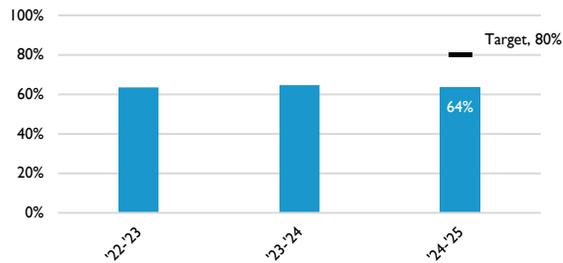
Employee Turnover Rate
Percent of employees that separated from the City from average active employees, excluding retirements



Filled Positions (as of June 30)
Percent of positions filled as a total of budgeted positions

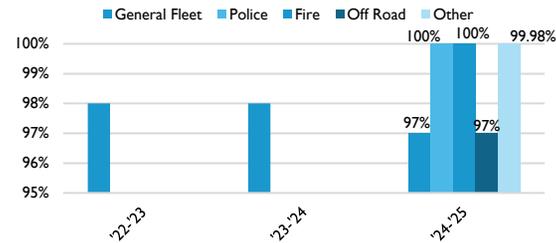


SJ311 Customer Satisfaction Score
Percent of San Jose 311 customers who rate the service as "very good," "good," or "neutral"



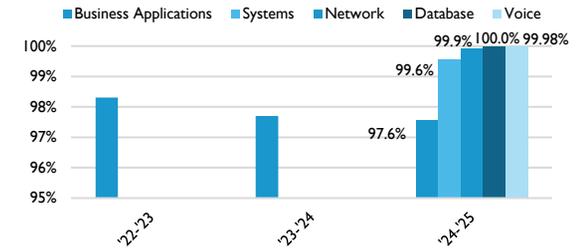
Note: Survey results from the Information Technology Department customer survey.

Vehicle and Equipment Availability
Percent of vehicles and equipment that is available for use when needed



Note: Police and Fire were previously under Emergency Vehicles. Off Road and Other were added.
Targets: General Fleet (97%), Police (100%), Fire (100%), Off Road (98%), Other (98%).

Uptime and Availability
Information Technology and Public Works uptime and availability



Note: Database and Voice were added as dashboard measures in 2024-25.

Targets: Business Applications (99.90%), Systems (99.90%), Network (99.90%), Database (99.90%), Voice (99.90%).

The mission of the Airport is to connect, serve, and inspire.

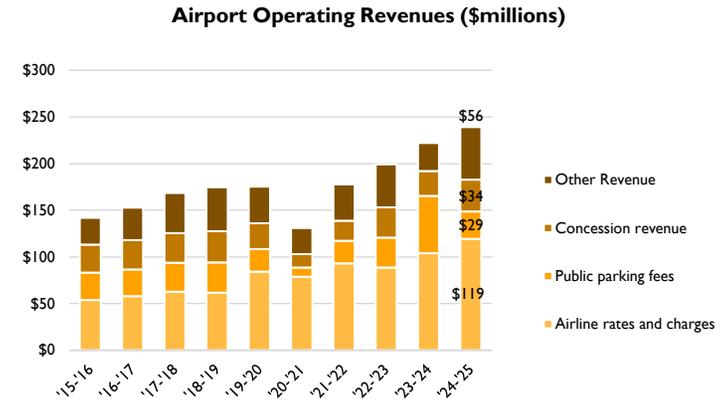
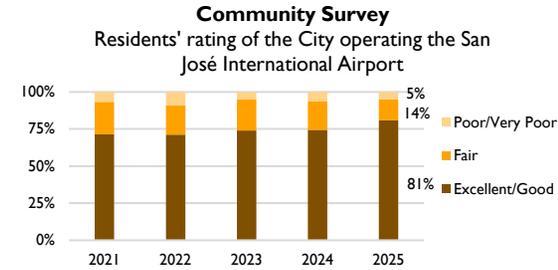
AIRPORT

The City operates the [San José Mineta International Airport \(SJC, Airport\)](#), which provides non-stop air service to 39 domestic and international destinations. Destinations include Chicago, Atlanta, Cabo San Lucas, Guadalajara, and Tokyo, and four Hawaiian islands (Kauai, Kona, Maui, and Oahu).

The Airport had 228 authorized positions in 2024-25. The Airport does not receive General Fund dollars; Airport operational revenues include rents, concession fees, parking, and landing fees. Operating revenues increased from \$222.1 million in 2023-24 to \$239.1 million in 2024-25.

Airport's adopted budget, excluding debt service, totaled \$115.4 million.* As of June 30, 2025, outstanding bonds totaled \$990.6 million, with an additional \$20.1 million in commercial paper notes. Total debt service for the fiscal year was \$75.2 million (\$79.4 million budgeted).

*The adopted budget does not include police and fire services at the Airport, capital project expenditures or reserves. In 2024-25, actual expenditures for police and fire services totaled \$20.9 million.



Note: Other Revenue includes but is not limited to General Aviation and Customer Facility charges.

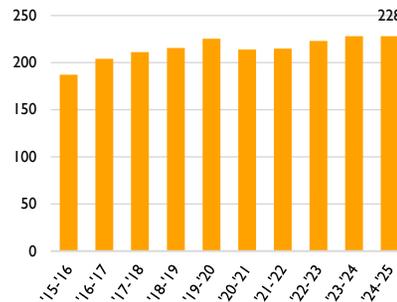
Department Operating Budget (2024-25)

Total	\$194.8 million
Personal	\$44.8 million
Non-personal	\$61.8 million

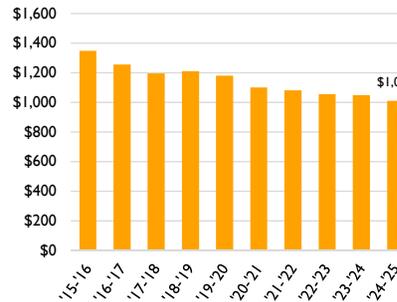
Other costs include:

- \$79.4 million for Debt Service/Financing

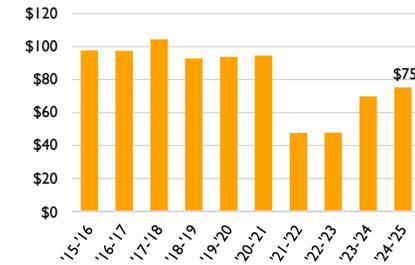
Authorized Positions



Outstanding Debt (\$millions)



Annual Debt Payments (\$millions)



Note: The Airport completed a refunding of bonds to reduce and restructure debt service in 2020-21.

In 2024-25, the Airport served 11.4 million airline passengers, a slight decrease from 11.9 million in 2023-24. There were about 106,100 passenger airline takeoffs and landings, or 291 per day.

The airlines' cost per enplanement (CPE) was \$17.99 in 2024-25, an increase from \$15.81 in 2023-24. San José's CPE was lower than San Francisco's and slightly lower than Oakland's.

In 2024-25, the Airport served 15 percent of the regional market share of passengers, which is lower than the target of 17.5 percent. The Airport represented 1 percent of the regional market share for freight, handling 60 million pounds of cargo, freight, and mail. This was down from 64 million pounds in 2023-24.

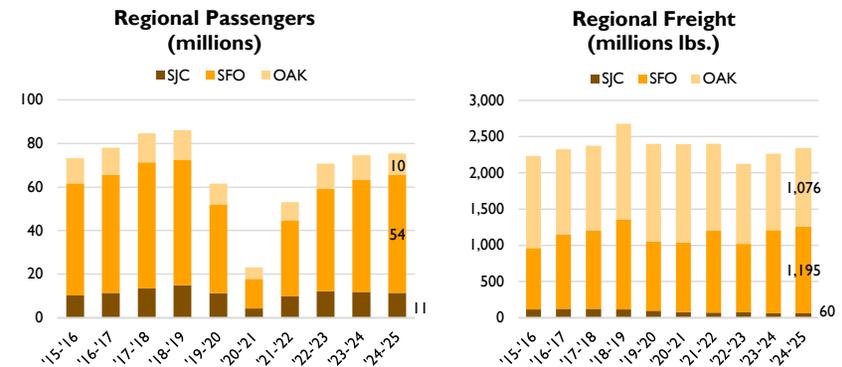
The Airport received noise complaints from 135 complainants in 2024-25.

Regional Comparisons, 2024-25

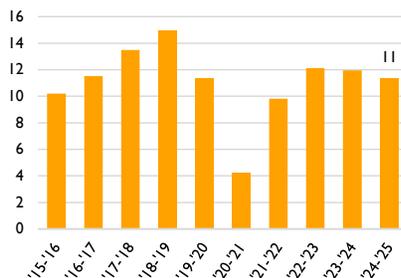
	SJC	OAK	SFO
Passenger Airlines	9	13	56
Destinations	39	40	138
Domestic	32	33	79
International	7	7	59
Passengers (millions)	11.4	9.9	54.1
Passenger Flights/Day	291	116	1,098
On-Time Arrival Percentage	82.7%	82.7%	76.7%

Sources: Oakland San Francisco Bay Airport Information and staff; San Francisco International Airport Information; Monthly Reports for SJC, SFO, and OAK; and Airline On-Time Statistics U.S. Bureau of Transportation Statistics.

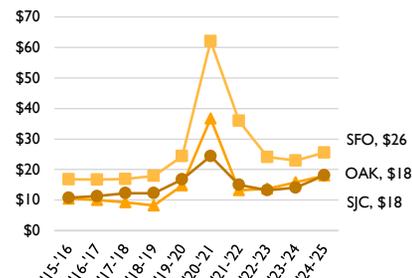
Market Shares



Annual Airport Passengers (millions)

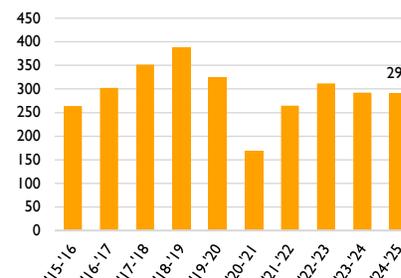


Airline Cost per Enplanement Comparison

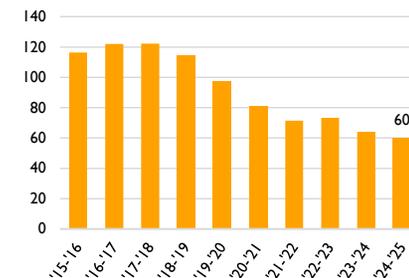


Note: The CPE (industry standard) is based on rates and charges paid by airlines divided by the number of boarded passengers.

Passenger Flights Per Day (Takeoffs and Landings)



Air Cargo, Freight, and Mail (millions lbs.)



The mission of the San José City Attorney's Office is to provide excellent legal services and advice, consistent with the highest professional and ethical standards, with the goal of protecting and advancing the City's interests in serving the people of San José.

CITY ATTORNEY

The City Attorney’s Office provides legal counsel and advice, prepares legal documents, and provides legal representation to advocate, defend, and prosecute on behalf of the City of San José and the Successor Agency to the San José Redevelopment Agency.

The 2024-25 adopted budget for the City Attorney’s Office totaled \$47.3 million. Authorized staffing totaled 88.5 positions. In 2024-25, the City Attorney’s Office added two positions to support Gun Violence Restraining Orders. Settlements and verdicts in litigation handled by the office totaled approximately \$17 million (\$19.5 million budgeted). The City Attorney’s Office attributes the increase in general liability claims to a \$12 million settlement for a Police-related case.

The City Attorney’s Office handled about 880 new claims and litigation matters in 2024-25 and prepared or reviewed about 5,600 legal transactions, documents, and memoranda. Litigation-related collections totaled about \$11.5 million in 2024-25.

Claims and Lawsuits



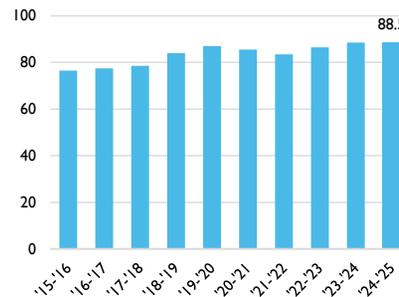
Department Operating Budget (2024-25)

Total	\$47.3 million
Personal	\$24.6 million
Non-personal	\$1.7 million

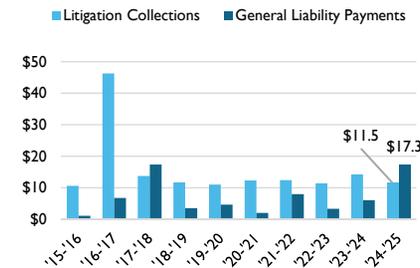
Other costs include:

- \$19.5 million for General Liability Claims

City Attorney Authorized Positions



Litigation-Related Collections and General Liability Payments (\$millions)



The mission of the San José City Auditor's Office is to identify ways to increase the economy, efficiency, effectiveness, equity, and accountability of City government by independently assessing and reporting on City operations and services.

CITY AUDITOR

The City Auditor’s Office conducts performance audits that identify ways to increase the economy, efficiency, effectiveness, equity, and accountability of City government. The Office aims to provide independent, reliable, accurate, and timely information to the City Council and other stakeholders. The Office oversees a variety of external audits including the Annual Comprehensive Financial report (ACFR) and the federal grant compliance Single Audit.

The City Auditor’s annual work plan is [posted online](#), along with copies of all issued audit reports and semi-annual recommendation status reports. The Office’s 2024-25 operating budget totaled \$3.71 million. Staffing totaled 13 authorized positions. In addition, the City Auditor's Office was responsible for \$0.77 million associated with the annual external financial audits.

In 2024-25, the City Auditor's Office identified \$33.0 million in monetary benefits from its audit recommendations. The ratio of identified monetary benefits for the last three years was \$6.67 in savings for every \$1 spent on audit costs (target: \$2 to \$1). Monetary benefits can vary from year to year, depending on the objectives of audits on the Office's annual work plan.

In November 2025, the Office passed its biennial external quality control review. In April 2025 the City Auditor's Office won the 2024 Distinguished Knighton Award in the large shop category for the Animal Care and Services audit.

KEY FACTS (2024-25)

Number of reports issued	14
Number of reports per auditor	1.3
Estimated benefit-to-cost ratio of audits (last three years)	\$6.67:\$1
Percent of approved work plan completed or substantially completed during the fiscal year	82%

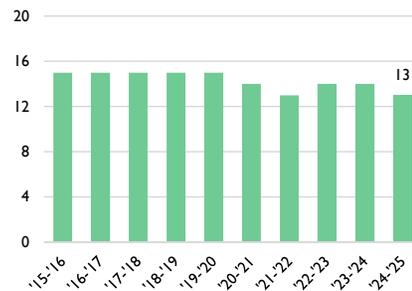
Subject Area of performance audits issued in 2024-25:

- *Animal Care and Services*
- *Encumbrances*
- *Tenant Protection Ordinance*
- *Access and Use of Neighborhood Blight Reduction Programs*
- *City Costs for Outdoor Special Events*
- *Team San Jose Performance FY 2023-24*
- *Annual Report on City Services 2023-24*

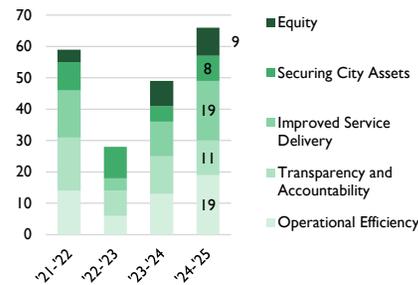
Department Operating Budget (2024-25)

Total	\$3.7 million
Personal	\$2.9 million
Non-Personal	\$0.05 million
Other costs include:	
• Annual external audits	\$0.8 million

City Auditor Authorized Positions

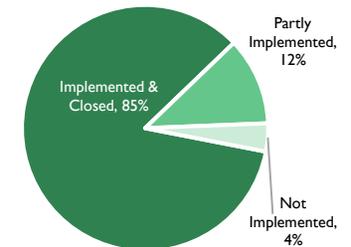


Recommendations Issued in 2024-25 by Category



Note: 66 recommendations were made in 2024-25.

Audit Recommendation Implementation Status (Reports Issued in the last 10 Years)



Note: 650 recommendations were made in the last 10 years.

The mission of the San José City Clerk is to provide strategic support services and leadership to maximize public access to municipal government.

CITY CLERK

The City Clerk’s Office assists the City Council in the legislative process and maintains the legislative history of the City Council. The Office is responsible for:

- Open government, campaign finance, lobbyist registration, statements of economic interest, and other public disclosure requirements.
- Preparing and distributing agenda items for City Council, Committee, and Commission meetings.
- Providing access to the City’s legislative records and documents under the California Public Records Act and reviewing all City contracts for administrative compliance.
- Facilitating City Council and Board and Commissions meetings in accordance with California's open meeting laws (i.e., Brown Act).

The City Clerk’s adopted budget totaled \$10.4 million in 2024-25. In addition, the City Clerk was responsible for \$4.5 million for elections and ballot measures. Authorized staffing totaled 17 positions.

The Clerk’s Office also provides administrative support to the Mayor and Council Offices, tracking office budgets and facilitating the disbursement of grants (341 in 2024-25). The Office coordinated the recruitment of 20 full-time and 10 part-time staff for the Mayor and City Council offices.

During the 2025 Boards and Commissions Spring Recruitment, the Office recruited for 67 appointed positions by screening and processing 132 online applications.

KEY FACTS (2024-25)

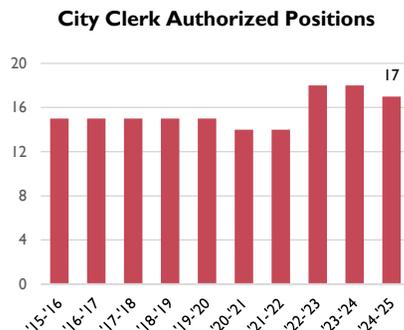
Number of meetings staffed	156
Number of Brown Act agendas posted online	650
Number of Council actions processed and tracked	1,029
Number of external Public Records Requests	120
Number of ordinances processed	124
Number of resolutions processed	440
Number of contracts processed	2,696
Number of campaign filings processed	577
Council agendas posted 10 days before a meeting*	100%
Council synopsis and/or minutes posted by next meeting*	100%
Council Committee minutes posted 5 days before the relevant Council meeting*	100%
Decision-Making Bodies minutes posted within 10 days*	100%

Department Operating Budget (2024-25)

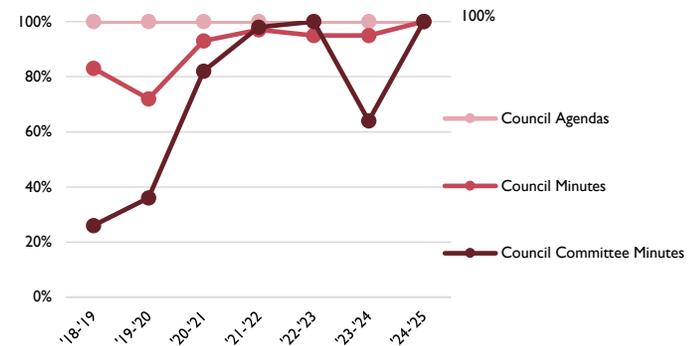
Total	\$10.4 million
Personal	\$3.2 million
Non-personal	\$0.6 million

Other costs include:

- \$4.5 million for Elections and Ballot Measures



Council Documents Posted within Open Government Standards*



* Posting requirements are in accordance with the [City's Open Government Policy](#).

The mission of the San José City Manager's Office is to provide strategic leadership to the Mayor and the City Council to support their public policy decision making and the City organization to ensure the delivery of accessible, equitable, and quality services that meet our diverse community needs.

CITY MANAGER

The City Manager's Office (CMO) develops public policy, leads the organization, and manages Citywide service delivery. The CMO's 2024-25 operating budget totaled \$34.4 million. Staffing in 2024-25 totaled 89 positions.

The CMO carries out various multi-year Citywide initiatives, including the Customer Service Vision and Standards initiative. The CMO reported hosting 41 community meetings during 2024-25, with topics including the San José for All Advisory Group (SJ4All), the Office of Economic Development and Cultural Affairs Director recruitment, domestic violence, and disability affairs.

KEY FACTS (2024-25)

Staff reports approved for City Council consideration	549
City Council referrals assigned	180
Information memoranda issued	70
Community meetings held	41
Public records requests responded to or coordinated	409
City staff attending a language access training	226
Emergency Operations Flash Reports	0
City Manager's 30-Day Roundups	11

Functions of the City Manager's Office:

- **Administration, Policy, and Intergovernmental Relations** provides Citywide administrative and strategic support, including policy analysis, implementation, and coordination of major initiatives. It also oversees hiring, fiscal and purchasing operations, contract management, legislative tracking, committee support and agenda services.
- **Budget** develops and monitors the City's operating and capital budgets.
- **Communications** directs and implements the City's communications strategy. It also provides strategic counsel and oversight of media relations; internal communication; emergency public information; and digital, social, and creative services.
- **Employee Relations** negotiates labor contracts and manages employee relations matters, including advising and assisting departments.
- **Executive Leadership/City Management** supports the Mayor and City Council in making public policy decisions to ensure the organization is delivering cost-effective, equity-focused, and data-driven services. It also guides development of long-term strategies to invest in the City's future.

For the Office of Emergency Management and Office of Racial and Social Equity, see later in this chapter. See also the chapter on Office of Economic Development and Cultural Affairs.

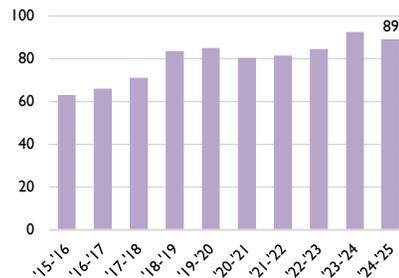
Department Operating Budget (2024-25)

Total	\$34.4 million
Personal	\$22.7 million
Non-personal	\$2.3 million

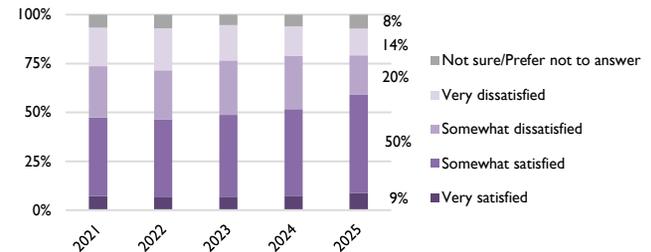
Other costs include:

- \$1.1 million for Homelessness Program Coordination
- \$5 million for Customer Service and Vision Standards

City Manager Authorized Positions



Community Survey Residents' rating of the job the City of San José is doing to provide city services



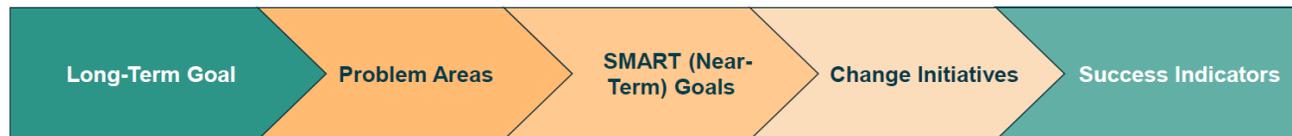
CITY MANAGER

FOCUS AREAS

The City Council has established focus areas to address complex problems that require significant staff capacity and cross-department coordination. During 2024-25, CMO staff updated and refined the City’s approach to these problems to increase focus and staff capacity to deliverable measurable impacts. This included moving from four focus areas to five.

The new Focus Area model includes long-term goals with indicators, problem statements, and near-term goals with related metrics. For more information, including problem statements, near-term goals, and related metrics for each focus area, visit the [City website](#).

Focus Area Model 2.0



2024-25	2025-26	Long-Term Goal	Success Indicators
Increasing Community Safety	Increasing Community Safety	San José residents live in a community with responsive emergency services and safe streets and roads.	Residents’ perceptions of safety in the city, downtown, and their neighborhood; Police and Fire response times; crime rates; and traffic fatalities
Reducing Unsheltered Homelessness	Reducing Unsheltered Homelessness	Move toward functional zero in unsheltered homelessness by proactively and effectively managing the shelter system, increasing throughput into permanent housing, and improving data systems to guide investment.	Number of shelter units online, reduction in site costs, maintaining no-encampment zones, and forecasting tool updates
Cleaning Up Our Neighborhoods	Cleaning Up Our Neighborhoods	San José residents can enjoy a city with clean public spaces and well-maintained private property.	Residents’ perception of the cleanliness of the city, downtown, and their neighborhood
Attracting Investment in Jobs and Housing	Building More Housing	Meet resident’s housing needs across income levels by making San José a great place to build housing.	Housing entitlements, building permits issued, and certificates of occupancy
	Growing Our Economy	Cultivate an ecosystem for thriving businesses and resident prosperity.	Jobs, revenue, downtown vibrancy, small businesses, and income diversity ratio

CITY MANAGER

OFFICE OF EMERGENCY MANAGEMENT

The Office of Emergency Management (OEM) leads efforts to protect life, property, and the environment by managing programs that mitigate, prepare for, respond to, and recover from disasters and emergencies. OEM administers Community Emergency Response Team (CERT) trainings, which train residents on how to organize and respond to major emergencies. OEM reports there were 312 CERT graduates in 2024-25. OEM estimates over 2,400 residents received emergency preparedness outreach during community events.

The Emergency Management Organization (EMO) includes 197 staff from across departments as of October 2025, of which 36 percent received required training. The EMO was activated 8 times in FY 2024-25 in response to a range of incidents and events, including heat and atmospheric river.

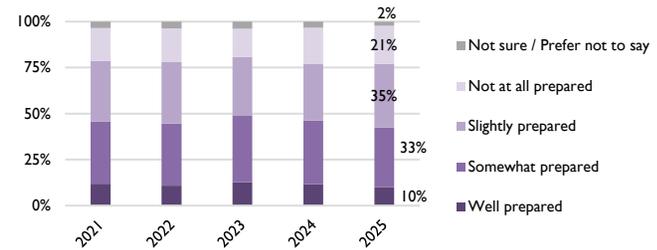
OFFICE OF RACIAL AND SOCIAL EQUITY

The Office of Racial and Social Equity (ORSE) provides organizational support and training to advance racial and social equity in decision-making. ORSE also drives the Welcoming San José Plan 3.0 that enables civic, economic, linguistic, and social inclusion of immigrants and refugees in San José.

During 2024-25, ORSE worked with all departments to include a Budgeting for Equity analysis to inform the budget process. ORSE has supported 23 City departments and offices in the development of Racial and Social Equity Action Plans. ORSE also offered 17 trainings, including Candidly Speaking Community Sessions.

The CMO launched the disability affairs portfolio as a response to the City's Disability Inclusion Equity Pledge in 2023. The portfolio is centered around proactive accessibility and fostering equitable opportunities in design and funding of City programs, services and facilities.

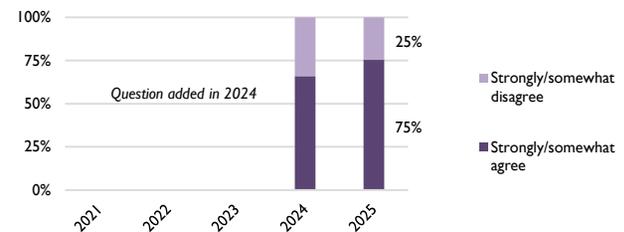
Community Survey
Residents' rating of household preparedness for a natural disaster or other citywide emergency



ORSE KEY FACTS (2024-25)

Active Department/Office Racial Equity Action Plans	23
Citizenship virtual information session attendees	1,010
Citizenship Day attendees	337
Naturalization applications completed	224

Community Survey
The City is committed to improving residents' quality of life regardless of race, gender identity, disability, religion, language spoken, and other identities



ECONOMIC DEVELOPMENT AND CULTURAL AFFAIRS

The mission of the Office of Economic Development and Cultural Affairs is to catalyze equitable job growth, investment, entrepreneurship, cultural vibrancy, and talent attraction and retention in San José. Strengthen the City's fiscal health.

ECONOMIC DEVELOPMENT AND CULTURAL AFFAIRS

The Office of Economic Development and Cultural Affairs (OEDCA) leads the City's economic strategy, provides business assistance services, manages the City's real estate assets, helps connect employers with trained workers, and supports art and cultural amenities in the community. OEDCA's economic strategic workplan seeks to retain and grow jobs and revenue; foster small business reliance and create thriving neighborhood business districts; accelerate a thriving downtown; activate San José as the South Bay's hub for sports, arts, and entertainment; and prepare residents to successfully participate in the local economy.

OEDCA manages the Foreign Trade Zone and the Storefront Grants economic development initiatives. The Foreign Trade Zone program allows companies to reduce costs through the deferral or elimination of duties and taxes on imported materials.

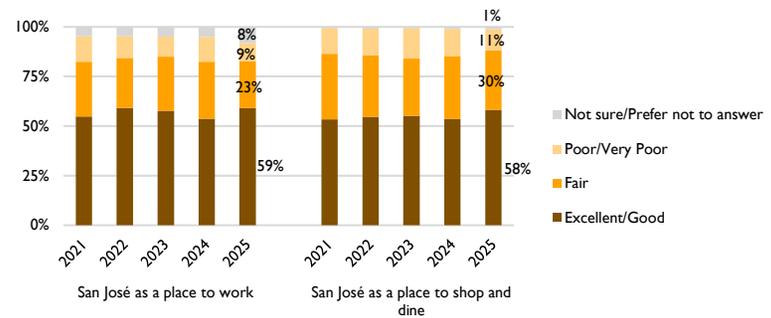
OEDCA also oversees agreements with the non-profit operator of the City's [Convention & Cultural Facilities](#) (Team San Jose) and agreements for other City-owned cultural facilities.

In 2024-25, OEDCA's operating budget totaled \$74.3 million. In addition to personal and non-personal costs, OEDCA had \$60.1 million in other costs, which included \$11.9 million for Convention Facilities and Operations and \$6 million for Cultural Grants and Programs.

Growing Our Economy Focus Area

The long-term goal of the Growing Our Economy Focus Area is to cultivate an ecosystem for thriving businesses and resident prosperity. For 2025-26, this is to be measured through jobs, revenue, downtown vibrancy, small businesses, and income diversity ratio. For more information, see the City Manager's Office chapter.

Community Survey
Quality of Life Ratings



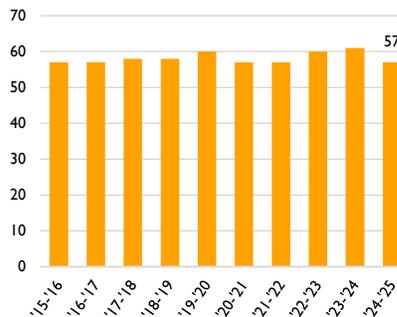
Department Operating Budget (2024-25)

Total	\$74.3 million
Personal	\$12.3 million
Non-personal	\$1.9 million

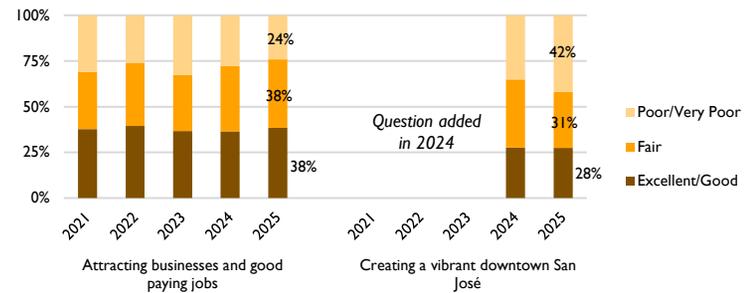
Other costs include:

- \$11.9 million for Convention Facilities Operations
- \$6 million for Cultural Grants and Programs

OEDCA Authorized Positions



Community Survey Ratings of Services



ECONOMIC DEVELOPMENT AND CULTURAL AFFAIRS

ECONOMIC GROWTH AND BUSINESS DEVELOPMENT

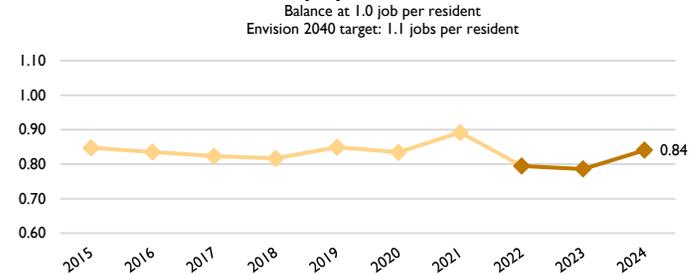
OEDCA's Business Development team works with existing and potential businesses and entrepreneurs to encourage business and job attraction, retention, and expansion. It provides technical assistance through the Business Owner Space network, and maintains relationships with developers, contractors, investors and other stakeholders.

The Business Development team provided 44 Storefront Grants to small businesses in 2024-25, 37 of which were awarded to woman- or minority-owned businesses.

Companies that received Business Development team assistance generated \$4.5 million in tax revenues (business and sales taxes). In 2024-25, this included the attraction of TownePlace Suites; the retention of Western Digital, Infinera (now Nokia) and Jabil; and the expansion of Mercedes-Benz Research & Development North America. About \$4.3 in tax revenue was generated for every \$1 in OEDCA expenditure on business development.

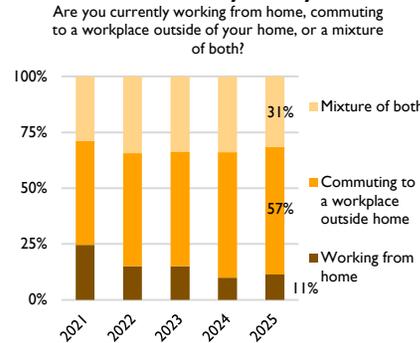
Companies and businesses that received OEDCA assistance added more than 2,500 jobs and retained about 4,800 jobs in 2024-25. San José had 0.84 jobs per employed resident in 2024, less than the Envision 2040 target of 1.1 jobs per employed resident, but slightly more than in 2023. Palo Alto, in contrast, had at least 3.1 jobs per employed resident.

Jobs Per Employed Residents in San José

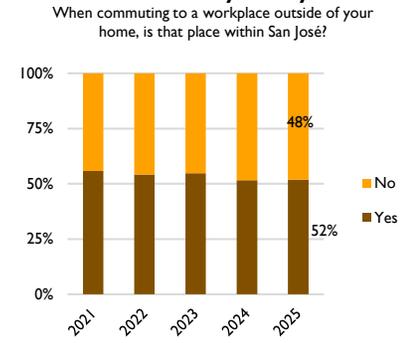


Sources: Beginning in 2022, job estimates are from the CA Employment Development Department and from the American Community Survey for self-employed jobs. In prior years, the estimates were from the American Community Survey.

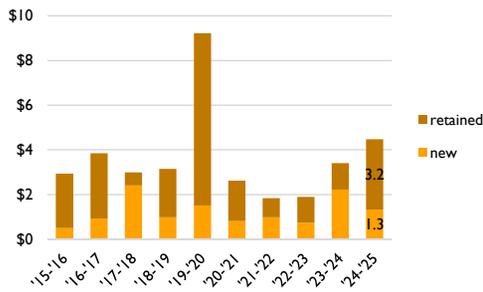
Community Survey



Community Survey

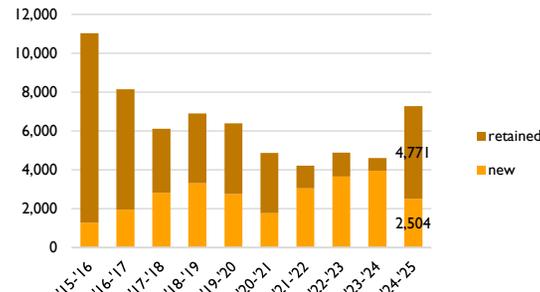


Estimated Tax Revenue Generated by OEDCA-assisted Companies (\$millions)

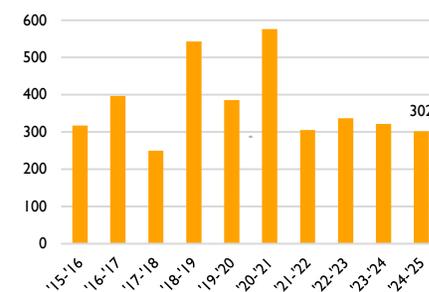


Note: The growth in '19-'20 was primarily driven by a revenue-sharing agreement with eBay.

Estimated Jobs Created or Retained by OEDCA-assisted Companies



Business Clients Served by the Business Services Unit



ECONOMIC DEVELOPMENT AND CULTURAL AFFAIRS

WORKFORCE AND TALENT DEVELOPMENT

The City's workforce development program is managed by [work2future](#), a federally-funded, state-mandated program that provides services to adults, dislocated (laid-off) workers, and youth. It provides job search assistance, occupational training, and skills enhancement workshops to San José residents as well as those of surrounding cities.

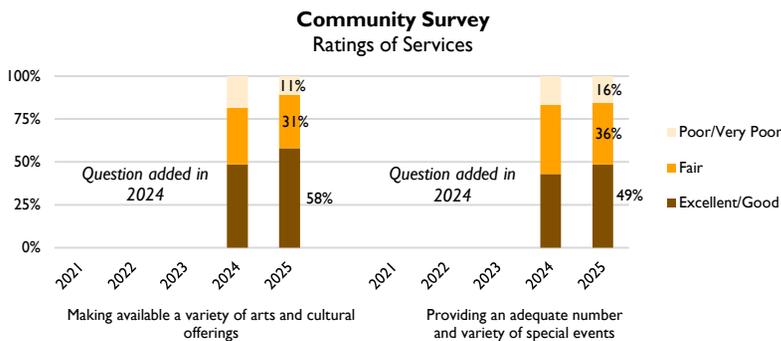
In 2024-25, work2future provided workforce development training, work experience, and counseling services to 2,070 job seekers.* These clients included those supported with work2future federal formula funds (1,257 participants) and the City's General Fund through San José Works (813 participants). Finally, more than 300 business clients received assistance services, including recruitment, lay-off aversion, and business assistance.

CULTURAL AFFAIRS: ARTS, SPORTS, AND ENTERTAINMENT

OEDCA promotes San José's artistic and cultural vibrancy and supports opportunities for cultural participation and cultural literacy for residents, workers, and visitors. In 2024-25, OEDCA awarded 112 grants totaling about \$4.4 million to organizations that are located in San José or host events in San José. Contributing to San José's placemaking and design goals, the public art program reported that it had 473 works throughout the city.

OEDCA helped facilitate over 550 outdoor event days in 2024-25 with an estimated attendance of 2.8 million. Not only did attendance increase from the previous year, it has exceeded the pre-COVID levels. Signature events included Christmas in the Park, Viva Calle, and the Rock N Roll Half Marathon.

* This number includes some duplicates of individuals who participate in multiple programs.

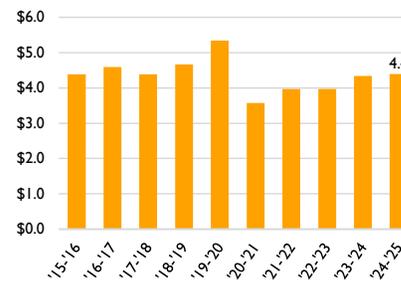


work2future Development Program Results

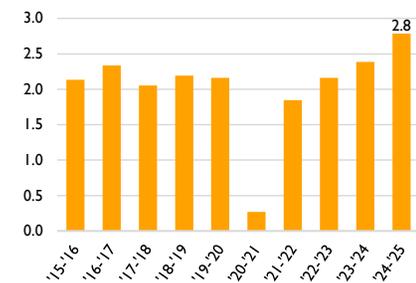
	Job Seekers	Placed in Jobs	State Goal	Success Rate*
Adults	829	68.7%	65.5%	104.9%
Dislocated Workers	175	71.7%	70.0%	102.4%
Youth (14-24 years)	253	68.9%	70.0%	98.4%

*Note: work2future serves San José, Campbell, Morgan Hill, Los Altos Hills, Los Gatos, Gilroy, Saratoga, Monte Sereno, and unincorporated areas of Santa Clara County. A local area's performance is considered unsatisfactory when any overall program success rate falls below 90 percent for the program year.

Grant Awards for Arts and Cultural Development (\$millions)



Estimated Attendance at Outdoor Special Events (millions)



Funding to City-owned Cultural Facilities

In addition to the properties managed by Team San Jose, OEDCA provided operations and maintenance funds totaling \$4.3 million from the General Fund to the following operators of City-owned cultural facilities:

- Children's Discovery Museum
- San José Museum of Art
- History San José
- School of Arts and Culture at Mexican Heritage Plaza



Hammer Theatre, Source: City Auditor's Office

ECONOMIC DEVELOPMENT AND CULTURAL AFFAIRS

REAL ESTATE

Real Estate Services manages the City’s real estate portfolio, provides real estate services to City departments, and represents the City in third-party transactions. This includes acquisition, disposition, leasing as both tenant and landlord, easement, licenses, relocation, valuation, and property management. Real Estate Services oversees the telecommunication leasing program and, in partnership with the Business Development team, facilitates and promotes major private real estate development initiatives.

CULTURAL AFFAIRS: ARTS, SPORTS, AND ENTERTAINMENT

The City’s convention facilities (San José McEnery Convention Center, South Hall) house exhibitions, trade shows, and conferences. The City’s cultural facilities (San Jose Civic, Montgomery Theater, California Theatre, Center for the Performing Arts) are home to concerts, plays, and other performances. Team San Jose, a public benefit corporation, manages these facilities on behalf of the City.*

In 2024-25, the facilities drew over 786,000 people to 280 events. Of these events, 60 were at the convention facilities, which hosted more than 280,000 attendees. The City also supported the Convention & Cultural Facilities with more than \$12.6 million from hotel tax revenues.

*For more information about the performance of the City’s Convention and Cultural Facilities, see our [FY 2024-25 Team San Jose Performance Audit](#).

San Jose Civic



California Theatre



Montgomery Theater

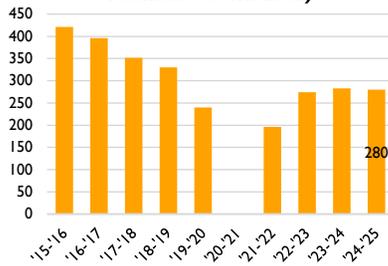


Center for the Performing Arts



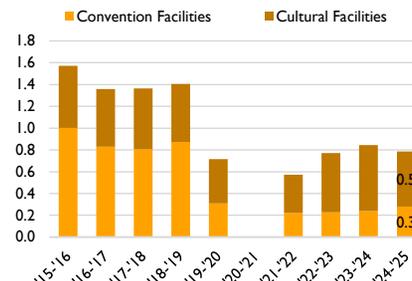
Source: City Auditor’s Office and Team San Jose

**Number of Events
(Convention and Cultural
Facilities Combined)**

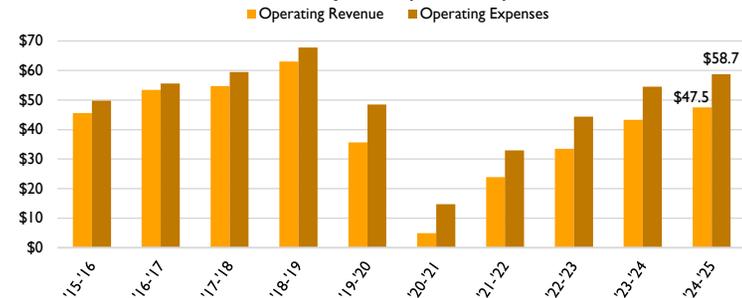


Note: The facilities did not host events in 2020-21 because of COVID-19.

**Convention and Cultural
Facilities Attendance (millions)**



**Convention and Cultural Facilities Operating Revenues and
Expenses (\$millions)**



The mission of the Energy Department is to procure clean, cost-effective energy for the benefit of its customers.

ENERGY

The Energy Department operates [San José Clean Energy](#) (SJCE) which offers residents access to renewable energy, community programs, and local control over energy sources and rates. SJCE is a pillar of [Climate Smart San José](#), the City's climate action plan. (See the Environmental Services chapter for information.)

In 2024, SJCE's default rate program, GreenSource, provided electricity that was 65 percent renewable and 84 percent carbon free. SJCE met its target of less than 5 percent of customers opting out as of September 2025. Customers can upgrade (opt-up) to TotalGreen to receive 100 percent renewable and carbon-free electricity. TotalGreen costs the average home \$4 more per month than GreenSource. As of September 2025, 1,500 customers had upgraded (0.43 percent, target: 0.55 percent).

SJCE had 56 authorized positions in 2024-25, and net operating revenues totaled \$463.5 million. Net non-operating revenues (e.g., grants, investments) totaled \$12.1 million. SJCE's operations, maintenance, administrative, and other expenditures totaled \$31.7 million, while energy power purchases totaled \$427.7 million. Overall, SJCE had a net income of \$16.3 million in 2024-25.

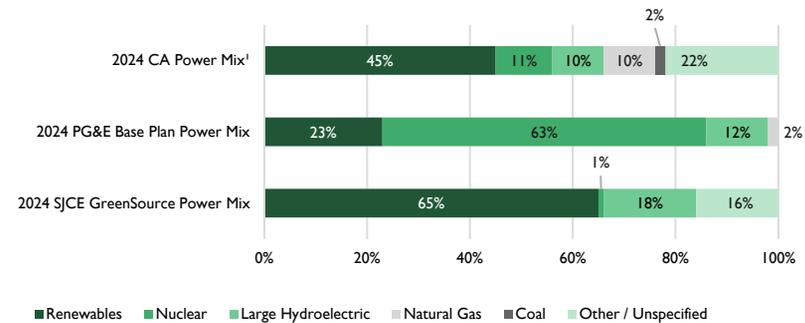
SJCE operates a low-income discount program, SJ Cares, which has 67,600 customers enrolled. Depending on their plan and usage, SJCE customers saved 5.9 to 10.7 percent in 2024-25 compared to Pacific Gas & Electric Company (PG&E). In 2024-25, Energy launched five programs to promote electrification and load shifting, including home upgrade rebates, EV charger incentives, peak use reduction rewards, and a midday rate discount pilot.

KEY FACTS (2024-25)

Total number of customer accounts	351,800
Number of SJ Cares customer accounts	67,600
Opt-out rate	2.52%
Opt-up rate	0.43%
Total customer savings rate range compared to PG&E*	5.9-10.7%

* Savings based on generation charges and varies depending on rate and usage. Does not include transmission and delivery charges.

Power Content Labels for SJCE and PG&E



Source: 2024 Power Content Labels for California Power Mix, PG&E, and SJCE.

¹ Figures are estimated annually by the California Energy Commission based on electricity generated in California and net imports.

Note: Percentages may not add to 100 due to rounding.

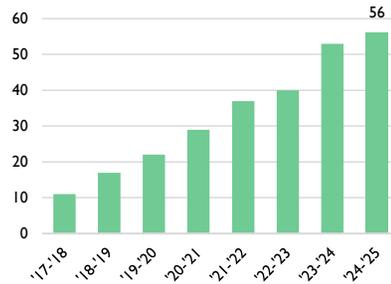
Department Operating Budget (2024-25)

Total	\$528.6 million
Personal	\$12.7 million
Non-personal	\$15.8 million

Other costs include:

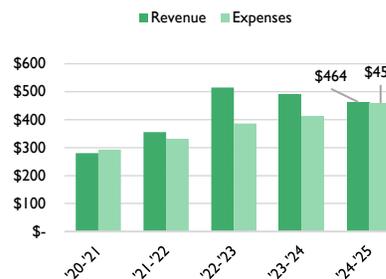
- \$490 million for Cost of Energy
- \$2.9 million for Energy Efficiency Programs
- \$420,000 for Disadvantage Communities - Green Tariff

Energy Department Authorized Positions



Note: The Energy Department was created in 2017-18.

Energy Department Revenue and Expenses (\$millions)



Source: Annual Financial Statements for FY 2024-25.

Comparison of Average Monthly Electricity Bill (rates as of June 1, 2025)



Source: SJCE and PG&E comparison of residential electric rates. Note: Based on E-TOU C rate schedules and usage of 400 kilowatt-hours.

ENVIRONMENTAL SERVICES

The mission of the Environmental Services Department is to deliver world-class utility services and programs to improve our health, environment, and economy.

ENVIRONMENTAL SERVICES

The Environmental Services Department (ESD) provides recycling and garbage services, wastewater treatment, potable water delivery, stormwater management, and recycled water management. ESD also manages programs to conserve water and energy resources and achieve other environmental goals.

In 2024-25, ESD coordinated Citywide efforts to protect and conserve air, land, water, and energy resources through policy development, education, and grant-seeking. This work is guided by the City’s Climate Smart San José Plan and regulatory requirements. In 2025-26, Climate Smart San José was relocated to the Energy Department.

Most ESD revenue come from utility customer fees and charges. Approximately \$8.2 million of its budget (1.7 percent) came from the General Fund in 2024-25. There was a slight increase from the General Fund from the prior year primarily attributed to the Department starting work on a purified water project in partnership with the Santa Clara Valley Water District.

In 2024-25, ESD’s adopted operating budget totaled \$477 million. Staffing in 2024-25 included 592 full-time equivalent positions.

Climate Smart San José

On February 27, 2018, the San José City Council adopted the [Climate Smart San José Plan](#).

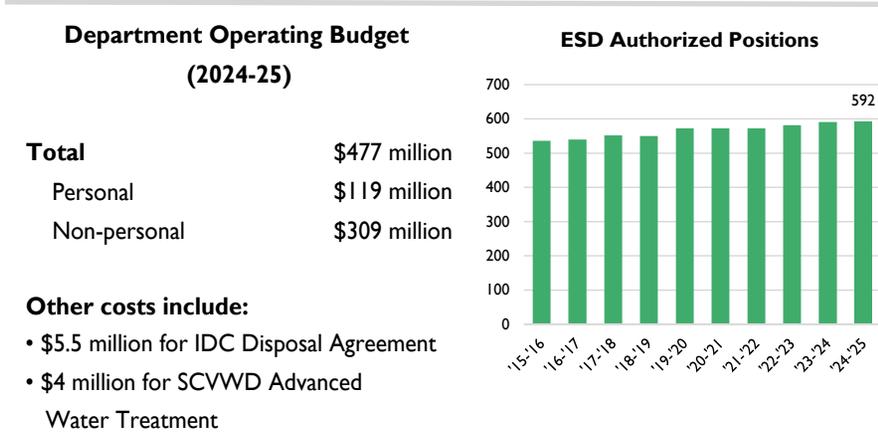
Climate Smart San José lays out specific goals and milestones, focusing on reducing communitywide greenhouse gas (GHG) emissions in alignment with the 2016 Paris Climate Agreement.

In November 2021, the San José City Council voted unanimously to adopt the goal of reaching net-zero greenhouse gas emissions by 2030, joining several cities across the nation. In June 2022, City Council approved the Pathway to Carbon Neutrality by 2030 to focus the City’s efforts on key strategies to achieve this goal.

In May 2023, City Council approved the establishment of a Climate Advisory Commission. This involved merging with the City’s existing Clean Energy Community Advisory Commission. The new commission began meeting in March 2024.

In 2025-26 the Climate Smart program will be relocated to the Energy Department.

Find more information on the City’s [Climate Smart Dashboard](#).



RECYCLING & GARBAGE SERVICES

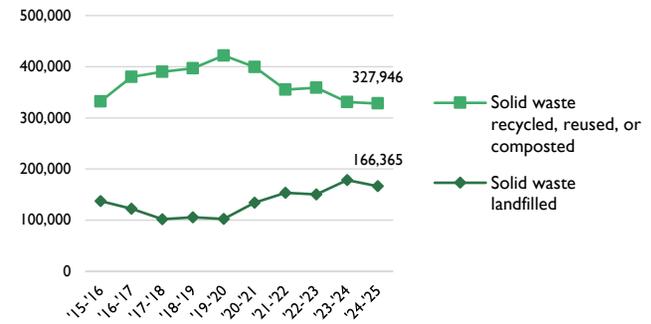
ESD provides recycling and garbage services to over 338,500 residential households in San José through contracted service providers. ESD also provides waste management programs and services for large events, public areas, City facilities, and San José businesses. Services include the collection and processing of garbage, recycling, organics and yard trimmings.

The state monitors each jurisdiction’s “per capita disposal rate” and requires that 50 percent of solid waste be diverted* from landfills. In 2024-25, San José diverted 66 percent of residential waste. Though total tonnage recycled declined slightly from the prior year, the amount landfilled also went down by approximately 12,000 tons. In 2024-25, ESD reports staff worked on a Zero Waste Element to the Climate Smart Plan that promotes strategies for reducing waste and decreasing greenhouse gases associated with solid waste.

Beginning in 2023-24, ESD began a lid flip inspection/cart tagging program to educate residents and encourage appropriate recycling, with the goal of reducing contamination of recyclables. The Department reports the program has contributed to a reduction in contamination in residential recycling from 57 percent in fall 2022 to 41 percent in fall 2024.

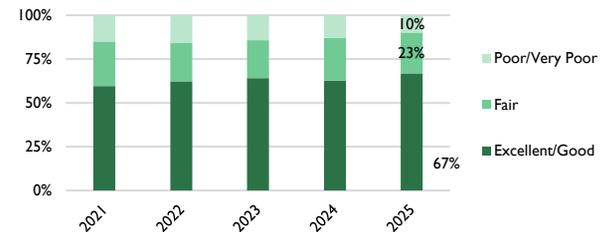
* “Diversion” refers to any combination of waste prevention, recycling, reuse, and composting activities that reduces waste disposed at landfills. (Source: CA Integrated Waste Management Board)

Tons of Residential Solid Waste Recycled vs. Landfilled



Note: Methodology changed in 2021 based on terms of new agreements with the City’s contractors.

Community Survey
Rating of trash, recycling, and yard waste services

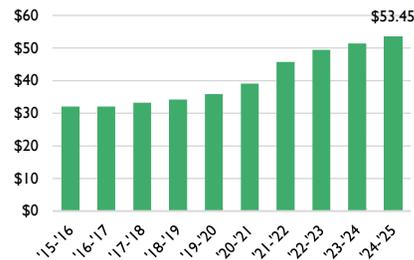


Comparison of Monthly Residential Garbage and Recycling Rates (as of October 2025)



Sources: Rates listed on local government websites for municipalities provided.
Note: Rates listed for all municipalities are for the 32-gallon cart size, except for Milpitas, which uses the 26-gallon bin.

San José Garbage and Recycling Monthly Bills (32-gallon cart)



What Can Be Recycled

Materials such as plastics, paper, metal, and glass can be placed in the recycling bin.

Recycling is collected weekly from residential homes, mobile home parks, and apartments and condos. You can find out more about what specific materials can be placed in the recycling bin at:

www.sanjoserecycles.org/what-to-do/curbside/

ENVIRONMENTAL SERVICES

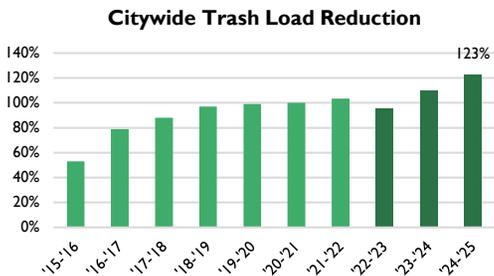
STORMWATER MANAGEMENT

The City's Municipal Regional Stormwater permit requires the City to implement inspection and enforcement programs to protect water quality and the health of our waterways and the San Francisco Bay.* ESD has four stormwater inspection programs that inspect San José businesses, active construction sites, stormwater treatment measures, and incidents of illicit discharge to the storm sewer system. Additionally, ESD performs outreach and education to promote regulatory compliance.

ESD leads the City's efforts in complying with its Municipal Regional Stormwater National Pollutant Discharge Elimination System (NDPES) Permit, which includes a requirement that 100 percent of trash be diverted from receiving waters. The Department of Transportation (DOT) operates and maintains the City's storm drains and storm sewer system, addressing the removal of any debris prior to entering creeks and eventually the San Francisco Bay (see Transportation chapter).

In FY 2024-25, the annual storm sewer fee for a single-family residence was \$94.44. The annual fee has remained the same since 2011-12.

* These programs and activities are regulated by a state permit for municipal storm water systems. For more information, see the [California Water Boards' webpage](#) on the subject.

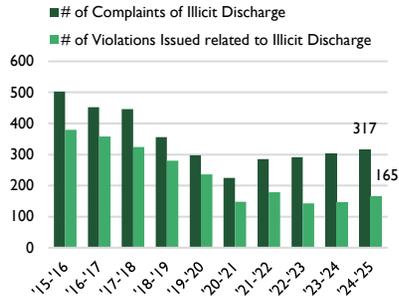


Note: The trash load reduction calculation measures compliance with the City's Municipal Regional Permit requirement. In 2022-23 the methodology for this measure was changed based on an updated permit. The new reduction target is based on reducing trash from receiving waters before 2009 levels. The reduction target is 90 percent by June 2023 and 100 percent by June 2025.

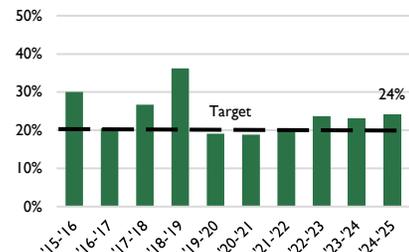
Trash Load Reduction

In 2024-25, ESD began inspecting Private Land Drainage Areas and had previously educated property owners regarding their options for capturing trash. For 2024-25, the City claimed an 18 percent trash load reduction credit for these efforts. When all eligible credits were applied, the offset of citywide trash to receiving waters was 123 percent in 2024-25. ESD reports select credits will sunset in 2025-26, necessitating additional strategies in maintaining 100

Complaints and Violations Issued for Illicit Discharge

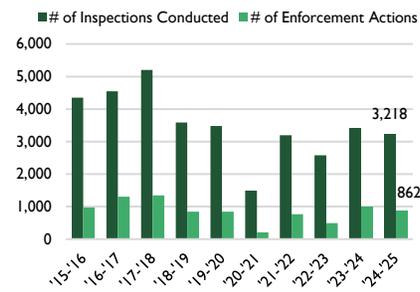


Percent of Sites Inspected for Stormwater Treatment



Note: Includes all public and private stormwater treatment measures (e.g. bioretention systems) that treat stormwater as part of the City's low impact development (LID) requirement for new and redevelopment projects.

Inspections and Enforcement at Industrial/Commercial Sites



Inspections and Violations Found at Construction Sites



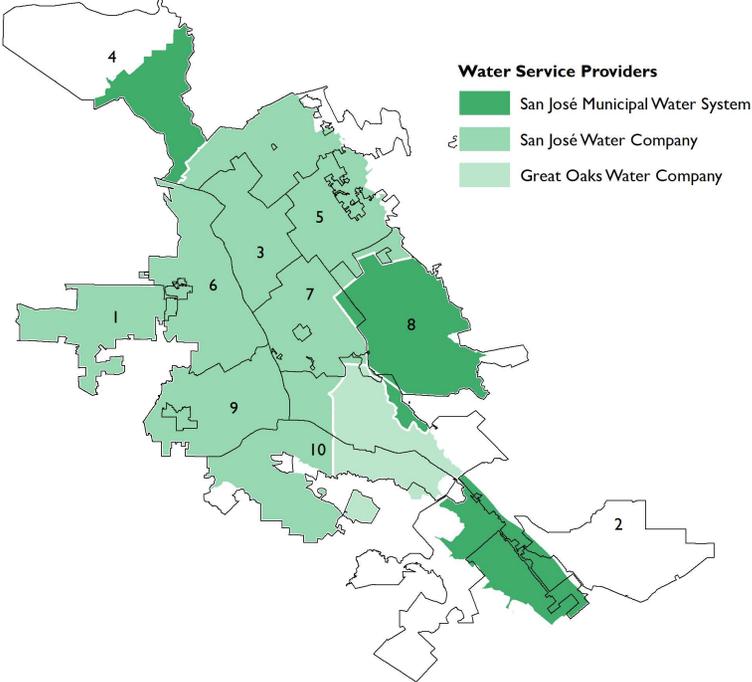
RETAIL WATER DELIVERY

ESD operates and maintains the San José Municipal Water System (Muni Water), which serves about 27,000 customers in North San José, Alviso, Evergreen, Edenvale, and Coyote Valley. Other local San José water retailers include Great Oaks Water Company (which serves Blossom Valley, Santa Teresa, Edenvale, Coyote Valley, and Almaden Valley) and the San José Water Company (which serves Downtown, West San José, Alum Rock, and Almaden Valley, among others).

The average monthly water bill for Muni Water customers was \$141.88, an 8.5 percent increase from the prior year. Muni Water rates have increased in recent years, which ESD reports is due to higher wholesale water rates and other inflationary costs; the rates are consistent with those of other San José retail water providers.

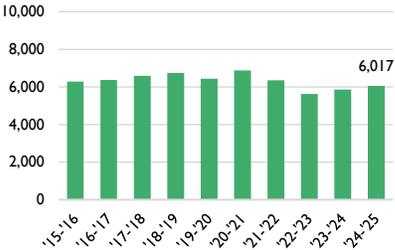
In 2024-25, Muni Water delivered just over 6,000 million gallons of water to its customers, down 4 percent from ten years ago.

* For more information on water quality, see the [2024 Water Quality Report](#).

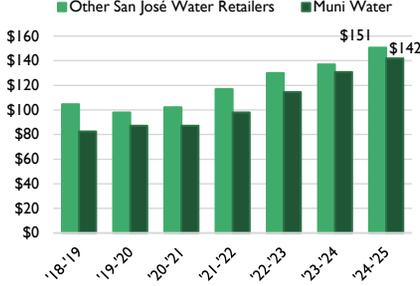


Note: According to ESD, areas in white are served by private well systems. Source: Auditor map based on Environmental Services Department data

Millions of Gallons of Water Delivered to Muni Water Customers



Comparison of Monthly Residential Water Bills



Note: Rates are based on water usage of 13 hundred cubic feet (HCF). Rates for 'Other San José Water Retailers' in 2018-19 are estimates,

ENVIRONMENTAL SERVICES

WASTEWATER TREATMENT

ESD manages and operates the San José-Santa Clara Regional Wastewater Facility – one of the largest advanced wastewater treatment facility in the Western United States. The facility is co-owned with the City of Santa Clara, and provides wastewater treatment for approximately 1.4 million residents in San José and surrounding communities. DOT maintains the City’s sanitary sewer system (see *Transportation chapter*) that flows to the facility. ESD also manages pretreatment programs to control for pollutants at their source. ESD wastewater treatment operations account for the largest share of ESD employees: 325 full-time budgeted positions out of 592 total.

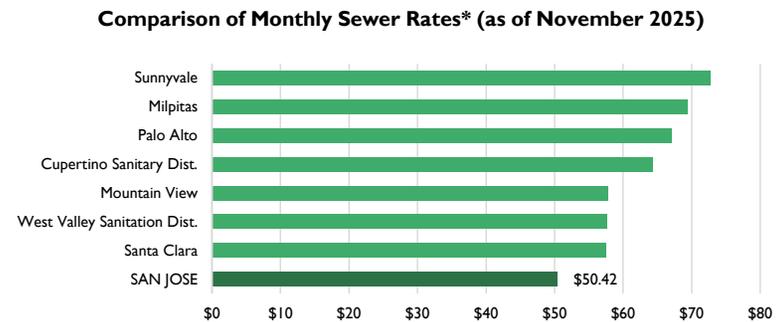
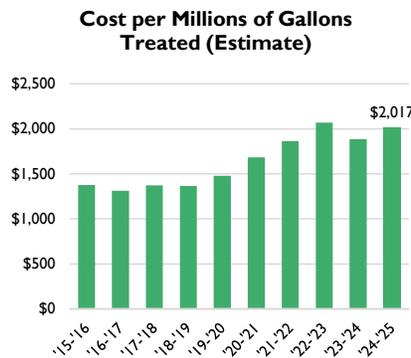
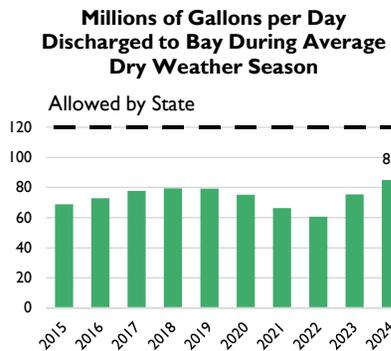
The Wastewater Facility continues to meet the Regional Water Quality Control Board’s permit requirements for water discharged into the San Francisco Bay. In 2024, the Facility maintained 100 percent compliance with pollutant discharge requirements.

The estimated cost per million gallons treated was \$2,017 in 2024-25. Aging infrastructure at the Facility has required increased maintenance and capital costs in the past decade. In accordance with the Plant Master Plan adopted in 2013, the City is implementing over \$2 billion in long-term capital improvement projects to upgrade and rebuild the facility, many of which have already been completed.* In 2025-26, ESD reports it will begin fulltime operation of the mechanical dewatering facility, enabling future beneficial reuse.



Aerial photo of the San José-Santa Clara Regional Wastewater Facility
Source: Environmental Services Department

* For more information, see the [Capital Improvement Program webpage](#).



* Sewer rates pay for costs of the sewer system as well as wastewater treatment. Sources: Rates listed on local government websites for municipalities provided.

RECYCLED WATER

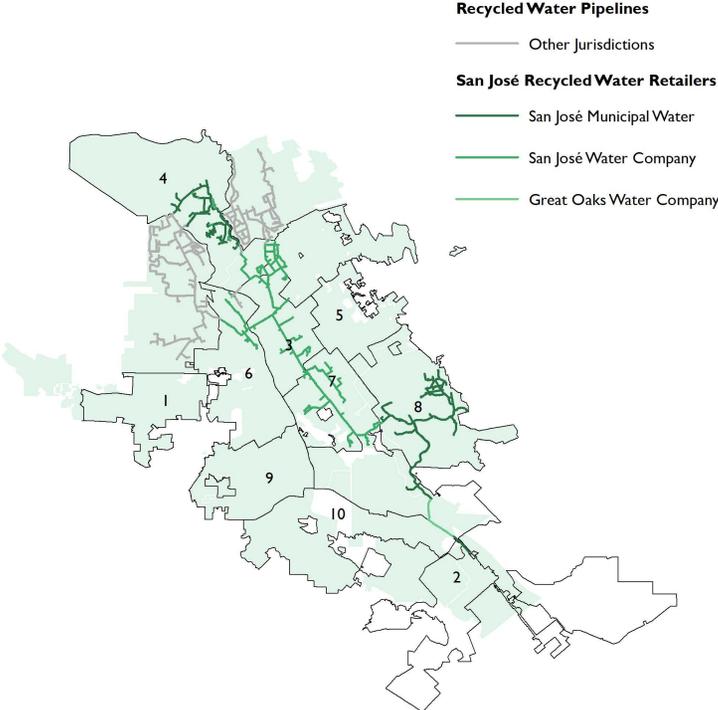
The South Bay Water Recycling System (SBWR) includes over 150 miles of pipeline that provides recycled water for parks, golf courses, school grounds, and commercial landscapes. In addition, SBWR also provides recycled water for agricultural, commercial, and industrial uses including cooling towers, power generation plants, and data centers, among others. SBWR currently provides recycled water to the cities of San José, Santa Clara, and Milpitas.

To provide SBWR customers higher quality recycled water, the cities of San José and Santa Clara partner with the Santa Clara Valley Water District to produce up to eight million gallons per day of highly purified water at the Silicon Valley Advanced Water Purification Center. The purified water is mixed with the recycled water produced by the Regional Wastewater Facility.

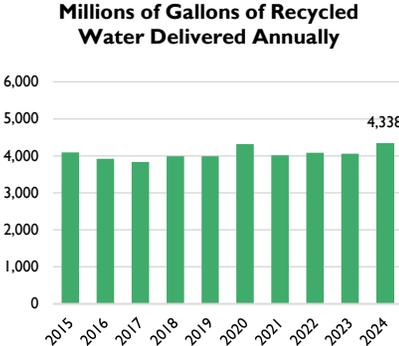
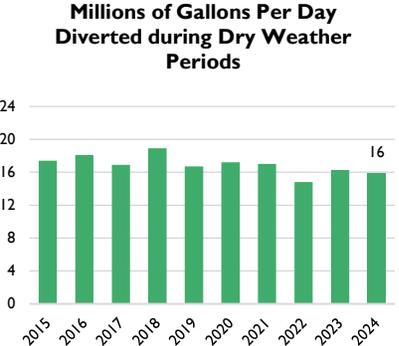
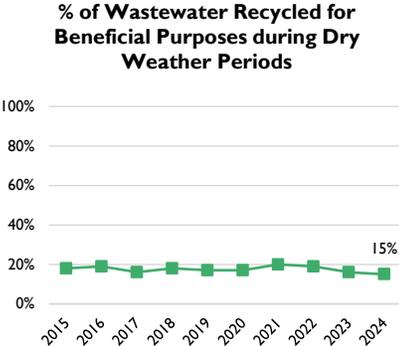
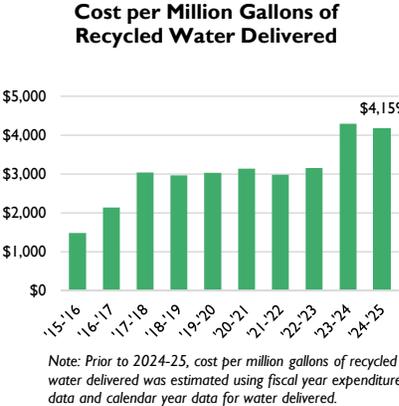
In 2024, SBWR delivered about 4 billion gallons of recycled water to over 1,000 customers, who paid \$5.10* per hundred cubic feet of water. During 2024, SBWR recycled water met quality standards for state and permit requirements.

In 2024-25, the cost per million gallons of recycled water delivered was about \$4,160.

* This rate is for City of San José Municipal Water customers; other SBWR provider rates may vary.



Source: Auditor map based on Environmental Services Department data



The mission of the Finance Department is to manage, protect, and report on the City of San José's financial resources to enhance the City's financial condition for our residents, businesses, and investors.

FINANCE

The Finance Department manages the City’s disbursements, financial reporting, purchasing and risk management, revenue management, and debt and treasury management core services. In 2024-25, Finance had 131 authorized positions.

The Accounting Division makes timely payments to vendors and employees, and provides relevant financial information to the public. During 2024-25, the Finance Recovery Group worked on securing reimbursements on disaster declarations from the Federal Emergency Management Agency and the California Office of Emergency Services. As of August 2025, the City has received \$18.8 million for projects related to COVID-19 and the 2023 winter storms.

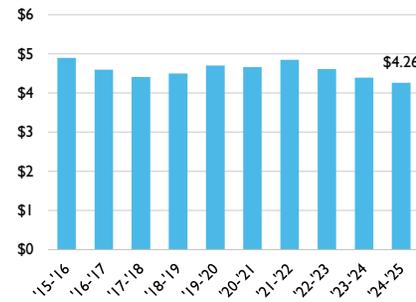
The Revenue Management Division collected \$1.5 billion of the City's overall revenue in 2024-25, which includes sales tax and other revenues. In 2024-25, the Purchasing and Risk Management Division procured \$303 million of products and services through purchase orders.

The Debt and Treasury Management Division manages the City’s cash, debt, and investment portfolios. The City ended 2024-25 with an investment fund portfolio of \$2.61 billion, which earned an average of 3.7 percent or \$95.8 million. The Division also issued debt totaling \$97.7 million in 2024-25. Outstanding debt, including conduit debt, totaled \$4.26 billion at the end of 2024-25.

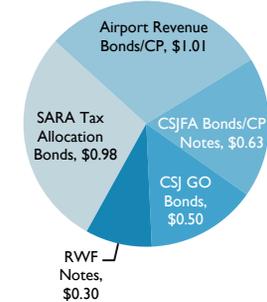
KEY FACTS (2024-25)

Investment portfolio, June 30, 2025		\$2.61 billion
Outstanding debt, June 30, 2025		\$4.26 billion
San José credit rating:	Moody's	Aa1
	S&P	AA+
	Fitch	AAA

Total Outstanding Debt (\$billions)



Outstanding Debt Issued by All Agencies, June 30, 2025 (\$billions)



Note: Includes conduit debt outstanding (multifamily housing revenue bonds). Pie chart to the right does not include conduit debt.

For more information, see the [City's Comprehensive Annual Debt Reports](#).

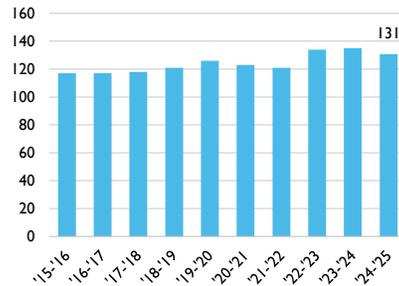
Department Operating Budget (2024-25)

Total	\$90.6 million
Personal	\$24.6 million
Non-personal	\$2.8 million

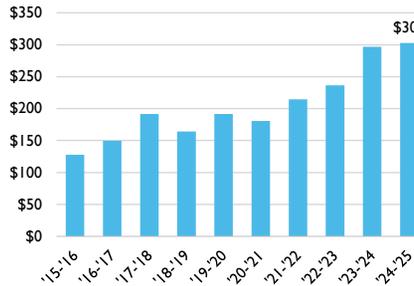
Other costs include:

- \$44.6 million for Debt Service/Financing
- \$4.1 million for Business Tax System Replacement

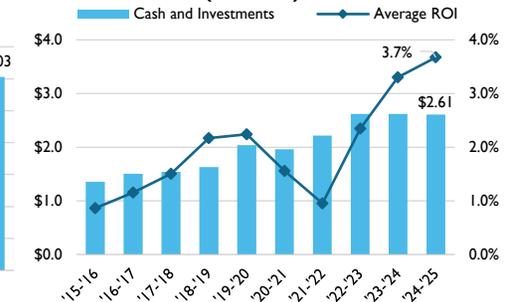
Authorized Positions



Total Dollars Procured (\$millions)



City Cash and Investments (\$billions)



Note: Figures were adjusted to the main investment fund's average daily portfolio balance and ROI for the fiscal year, and may differ from prior Services Reports.

The mission of the San José Fire Department is to serve the community by protecting life, property, and the environment through prevention and response.

FIRE

The San José Fire Department (Fire) provides fire suppression, emergency medical services (EMS), and fire prevention services to residents and visitors within San José’s city limits and some unincorporated areas of Santa Clara County. Other fire prevention services include regulatory enforcement of fire and hazardous materials codes through inspections and construction plan reviews for residents and businesses. Fire provides emergency Advanced Life Support (paramedic) first-response services, and the County of Santa Clara contracts with a private company for emergency ambulance transportation services.

In 2024-25, Fire's operating budget totaled \$329 million. There were 855 authorized positions in the Department in 2024-25.

In response to recent fires in Los Angeles County, Fire conducted its 2025 San José Wildfire Planning and Preparedness Study Session to review efforts to reduce wildfire risk within the wildland-urban interface (WUI) areas. Fire collaborated with the Santa Clara County FireSafe Council to pinpoint priority areas for wildfire education and prevention, resulting in a countywide Community Wildfire Protection Plan (CWPP) and revised Fire Hazard Severity Zone maps to mitigate wildfire risks and safeguard the community, property, and infrastructure. Fire reports disseminating printed and digital materials on topics such as creating defensible space, home hardening, and evacuation planning to approximately 6,800 at-risk homes located in the WUI.



Source: San José Fire Department, photo of fire crews deployed to 2025 Los Angeles County fires.

Fire Department Mutual Aid System

Fire reports engaging annually in wildfire risk reduction through regional cooperation, specialized staffing, and deployment of wildland firefighting cooperation. The California Fire and Rescue Mutual Aid System is a coordinated partnership between state and local agencies that provides surge capacity in personnel and equipment during wildfires and other large-scale emergencies. Administered by the California Office of Emergency Services (Cal OES), it enables fire departments across the state to respond to major incidents—including wildfires, earthquakes, tsunamis, hazardous materials events, and other disasters by pooling resources without immediate reimbursement. In 2024-25, the Department reports its participation for several mutual aid deployments.

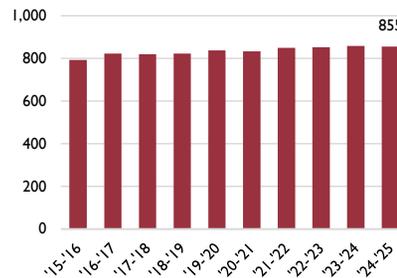
Department Operating Budget (2024-25)

Total	\$329.1 million
Personal	\$293.2 million
Non-personal	\$13.1 million

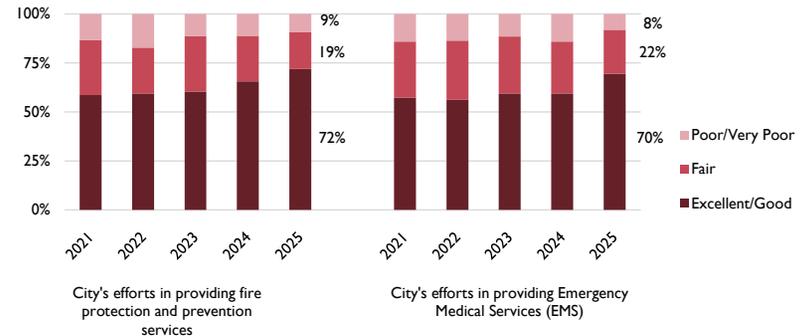
Other costs include:

- \$9.5 million for Workers' Compensation

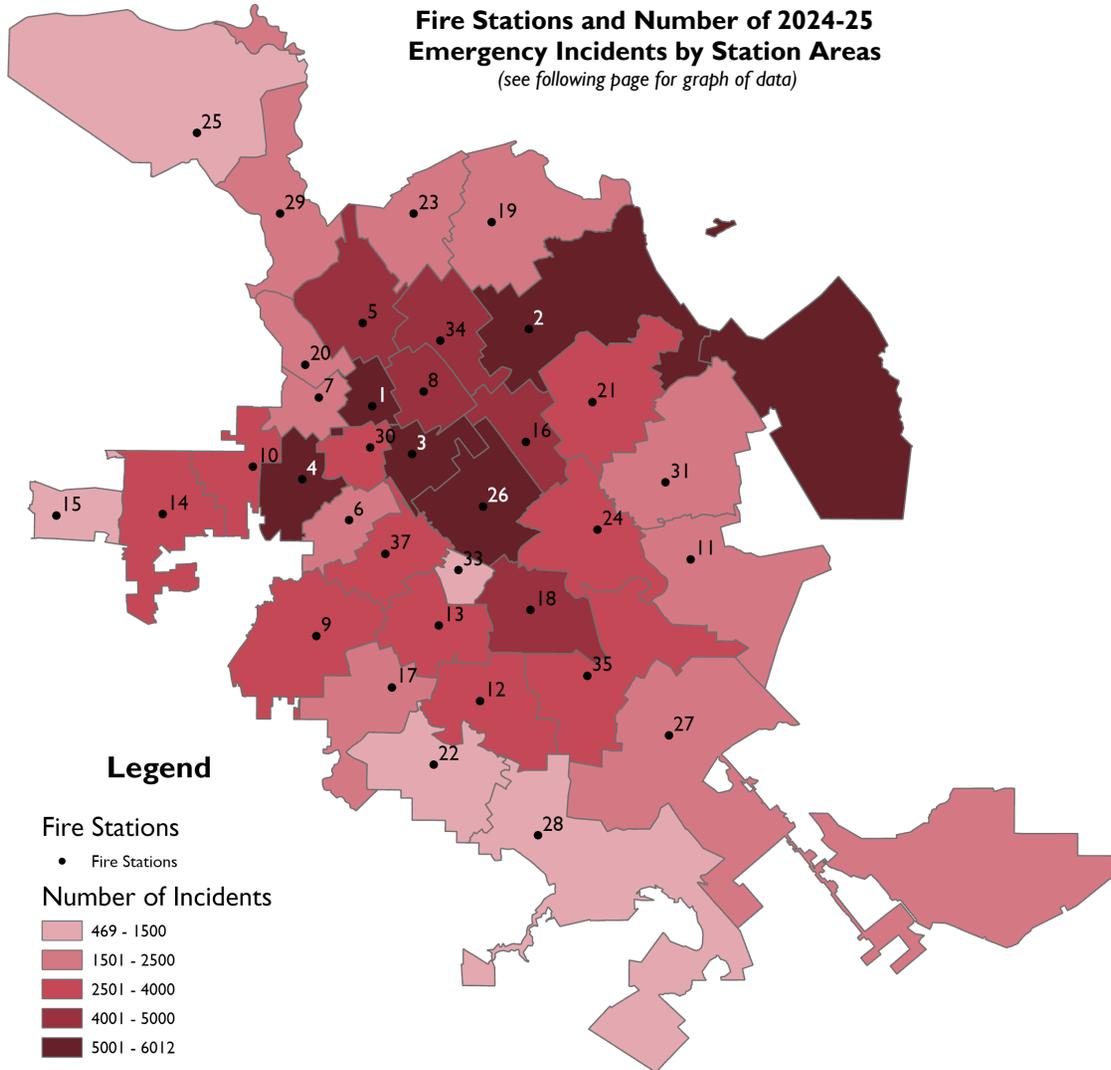
Fire Department Authorized Positions



Community Survey Ratings of Services



**Fire Stations and Number of 2024-25
Emergency Incidents by Station Areas**
(see following page for graph of data)



KEY FACTS (2024-25)

Fire Stations	34
Companies	44
Rescue Medics	3
Engines	33
Trucks	9
Brush Patrol Apparatus	7
Aircraft Rescue and Firefighter Apparatus	2
Urban Search and Rescue & Hazmat Apparatus	3
Emergency incidents	
Emergency medical incidents	68,500
Fires	4,800
Rescue, Haz-Mat, USAR, Non-Fire Hazards	6,300
Other	31,800
Total	111,400

Other includes service requests, false alarms, false calls, good intent responses, no incident, wrong location, and canceled en route incidents

Increasing Community Safety Focus Area

The long-term goal of the Increasing Community Safety Focus Area is that San José residents live in a community with responsive emergency services and safe streets and roads. For 2025-26, this is to be measured through residents' perceptions of safety, Police and Fire response times, crime rates, and traffic fatalities. For more information, see the City Manager's Office chapter.

Source: Auditor analysis based on incident data provided by Fire Department.

Note: Data shows incidents by geographic area, not by responding unit. A portion of Station 2's first due area is a dual response area with Cal Fire. Fire Station #20 includes San José Mineta International Airport. Fire Station #33 closed in August 2010. Incidents within the district of Station #33 were handled by other stations. The Department has reserved the numbering of Fire Station #32 and #36 for future use.

FIRE

EMERGENCY RESPONSE

In 2024-25, Fire responded to 111,400 emergency incidents. This number continues to be up from prior years.

There were 85,400 Priority 1 incidents (red lights and sirens) and 25,900 Priority 2 incidents (no red lights or sirens). Of the total:

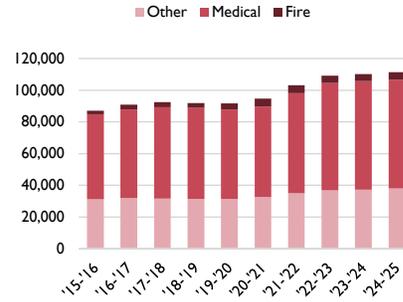
- 61 percent were medical emergencies (68,500 total)
- 34 percent were all other types of incidents, including good intent calls, rescues, and false alarms (38,100 total)
- 4 percent were fires (4,800 total). Of these, 460 were structure fires, 320 were vehicle/aircraft fires, and 860 were vegetation fires. The remaining were categorized as other fires, which could include rubbish fires or fires in dumpsters or encampments.

A breakdown of all incidents by fire station is provided below.

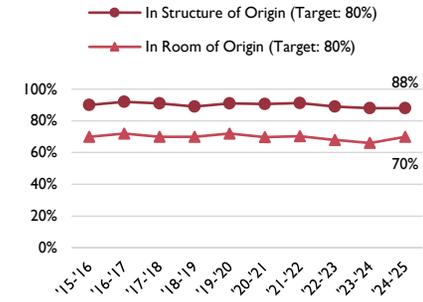
In 2024-25, Fire contained 88 percent of fires to the *structure* of origin (target: 80 percent). Fire contained 70 percent of fires to the *room* of origin (target: 80 percent).

Fire reported that there were six civilian fire injuries and two civilian fire deaths in 2024-25.

Emergency Incidents



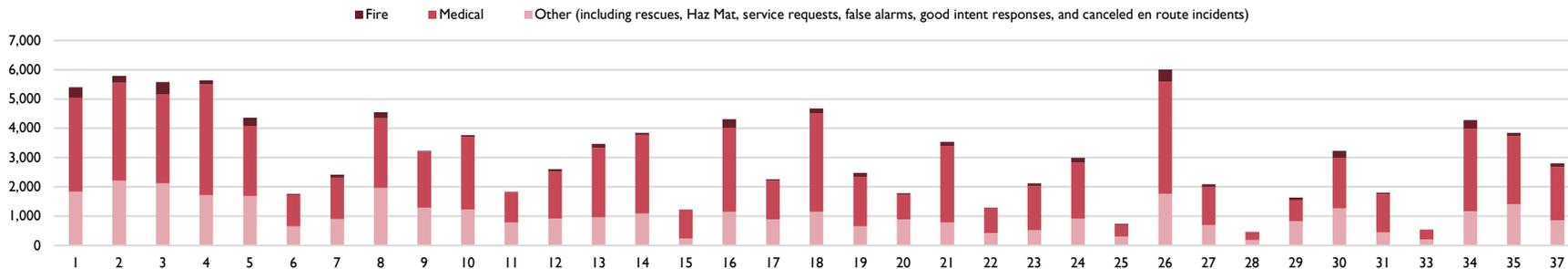
Percent of Fires Contained



Emergency Medical Services (EMS)

Fire provides Advanced Life Support (ALS) first response services under an agreement with the County of Santa Clara Emergency Medical Services (EMS) Agency. The agreement requires Fire to arrive on-scene within eight minutes 90 percent of the time for qualifying EMS calls to receive funding. Fire met this performance standard for 12 months after adjustments. In 2023-24, Fire reported there continued to be a decreased availability of county ambulance resources for emergency medical response. Fire adapted by increasing rescue medic transports and having firefighter/paramedics ride to the emergency room with patients to maintain advanced-level care. Fire provided 619 rescue medic transports in 2024-25.

Emergency Incidents by Station Area (2024-25)



Note: Fire Station #20 includes San José Mineta International Airport. Fire Station #33 closed in August 2010. Incidents within the district of Station #33 were handled by other stations. The Department has reserved the numbering of Fire Station #32 and #36 for future use.

EMERGENCY RESPONSE (continued)

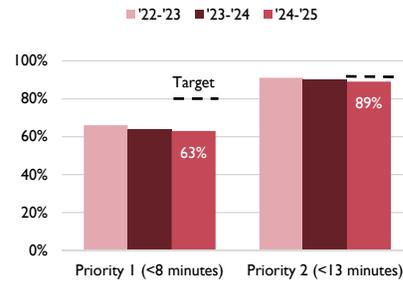
In 2024-25, Fire responded to 63 percent of Priority 1 incidents within its time standard of 8 minutes (target: 80 percent), a decrease from prior years. Fire attributes this decrease in part to ambulance resource constraints. The Department responded to 89 percent of Priority 2 incidents within 13 minutes (target: 92 percent).

Fire disaggregates Priority 1 response time into three segments: dispatch (call processing) time, turnout time, and travel time. In 2024-25, Fire met its dispatch time standard 84 percent of the time (target: 85 percent within 2 minutes) and turnout time standard 86 percent of the time (target: 85 percent within 2 minutes). It met its travel time standard for only 34 percent of Priority 1 incidents (target: 45 percent within 4 minutes).

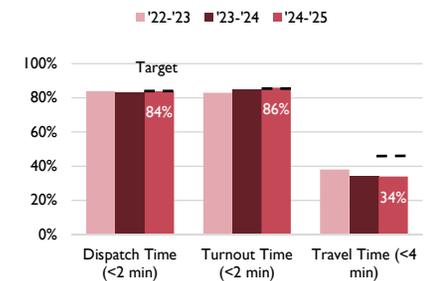
Measure T, approved by voters in 2018, authorized the issuance of \$650 million in bonds to fund a variety of infrastructure projects throughout the City, of which \$220.5 million is allocated toward public safety projects. The Fire Department continues to use these funds for the renovation and construction of fire stations. The Department reports that Fire Stations 8 and 32 are anticipated for completion in the next fiscal year.

A breakdown of Priority 1 response times by fire station is shown below. Zero fire stations met the Priority 1 response standard of 8 minutes for 80 percent of incidents in 2024-25, similar to last year.

Emergency Response Time Compliance



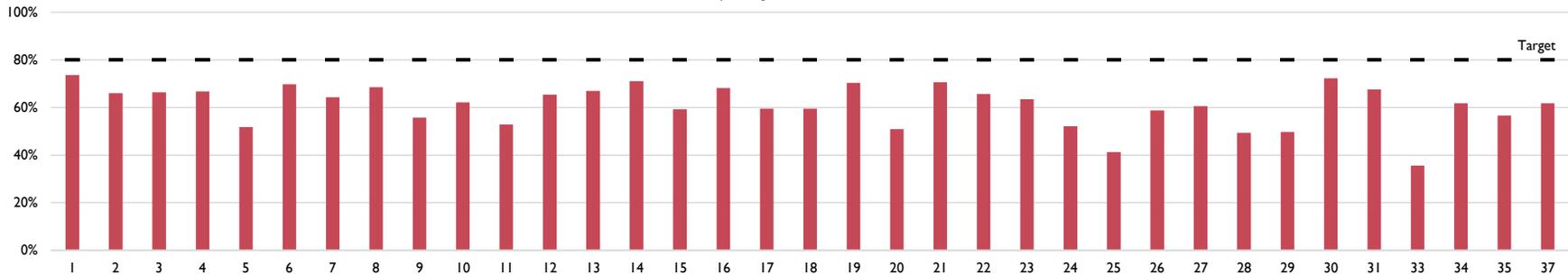
Time Targets of Priority 1 Response Time



Source: San José Fire Department, photo of newly arrived rescue medic units at the Fire Training Center.

Priority 1 Response Time Compliance by Station (2024-25)

% of Time Initial Responding Unit Arrives in less than 8 Minutes



Note: Fire Station #20 includes San José Mineta International Airport. Fire Station #33 closed in August 2010. Incidents within the district of Station #33 were handled by other stations. The Department has reserved the numbering of Fire Station #32 and #36 for future use.

FIRE

FIRE PREVENTION

The Bureau of Fire Prevention provides regulatory enforcement of fire and hazardous materials codes, investigates fire cause, and educates the community to reduce injuries, loss of life, and property damage from fires and other accidents. Both Firefighters and Fire Prevention Inspectors conduct inspections to check for compliance with fire codes. In 2024-25, about 89 percent of initial inspections were code compliant, and therefore did not require a follow-up inspection. Fire performed 13,900 initial fire inspections during the fiscal year. Firefighters conducted 5,500 of these initial inspections and Fire Prevention Inspectors conducted the remaining 8,400.

The Bureau of Fire Prevention also conducts investigations based on complaints received from residents or businesses. In 2024-25, approximately 150 complaints were investigated.

In 2024-25, Fire's Arson Investigators conducted 337 investigations and were able to determine that 139 of those incidents were caused by arson.

FIRE SAFETY CODE COMPLIANCE (DEVELOPMENT SERVICES)

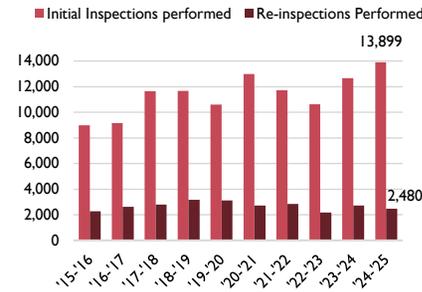
Fire Safety Code Compliance enforces the City's fire and health and safety codes during the development plan review and inspection processes, in coordination with the Development Services partners in the Permit Center (see *Planning, Building & Code Enforcement Department chapter*). This includes both engineering and hazardous materials reviews. In 2024-25, Fire Safety Code Compliance staff performed 6,200 fire plan checks and 6,100 inspections for Development Services customers. Eighty-nine percent of plan checks were completed within time targets.

As part of the Department's *Racial Equity Action Plan*, the Bureau of Fire Prevention implemented a customer feedback and engagement pathway. This customer engagement platform is intended to provide a user experience that increases knowledge about the development process entry and requirements, and fire prevention services.

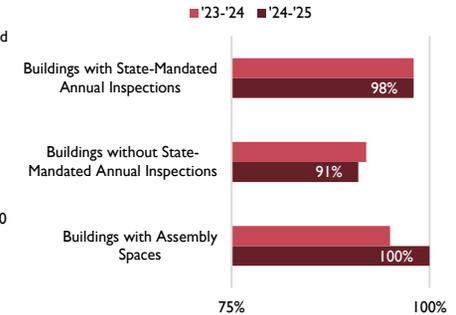
Fire Safety Inspections

Fire inspects existing and newly-constructed buildings to ensure compliance with the fire code. As of June 2025, San José had approximately 12,700 buildings that were eligible for a fire inspection, including over 100 high-rises, 650 educational facilities, and 5,500 multi-family residences and hotels/motels. The frequency of the inspection cycle depends on a building's use and type. For example, the State Fire Marshal requires high-rises, schools, and multi-family residences to have annual inspections. In 2024-25, Fire completed 98 percent of state-mandated inspections.

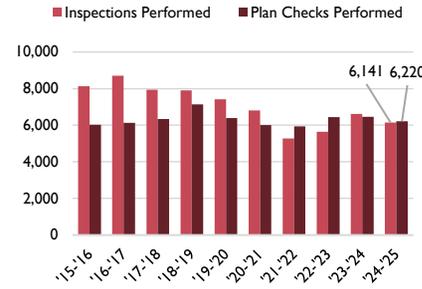
Fire Prevention Inspections (on existing buildings)



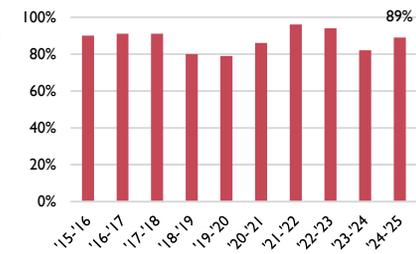
Completion of Initial Fire Inspections



Fire Safety Code Compliance - Workload (Development Services)



Plan Checks Completed within Time Targets



The mission of the Housing Department is to make housing and neighborhood investments that create a more just community where all people thrive.

HOUSING

The Housing Department (Housing) employs multiple strategies to meet the housing needs of San José residents, who face some of the highest housing costs in the nation. These strategies include:

- Funding and financing housing construction and preservation,
- Recommending housing and community development policies,
- Managing rent stabilization programs,
- Responding to homelessness,
- Administering a number of federal and state grant programs, and
- Managing interim housing units.

Housing had an operating budget of \$247.7 million in 2024-25. This includes personal and non-personal/equipment expenditures. \$77.4 million in Measure E funding was budgeted for homeless support programs and construction, and \$17.2 million was budgeted for emergency and housing shelters. In 2024-25, there were 111.5 authorized positions.

Funding for Housing included revenues from the Department’s loan portfolio that continued to generate program income (principal outstanding as of June 2025 was \$684.1 million). Additional revenues came from various state and federal grants, with \$54.1 million in funding from the state. Loan repayments, interest, and miscellaneous revenues totaled \$40.5 million.

KEY FACTS (2024-25)

Median household income:	\$148,200
Annual income needed for a two bedroom apt. (avg. rent):	\$128,900
Annual income needed to afford median priced home:	\$432,000

Sources: U.S. Census Bureau American Community Survey, 2024 1-year estimates; Housing Market Report for second quarter 2025.

Reducing Unsheltered Homelessness Focus Area

The long-term goal of the Reducing Unsheltered Homelessness Focus Area is to move toward functional zero in unsheltered homelessness by proactively and effectively managing the shelter system, increasing throughput into permanent housing, and improving data systems to guide investment. For 2025-26, this is to be measured through the number of units online, reduction in site costs, maintaining no-encampment zones, and forecasting tool updates. For more information, see the City Manager’s Office chapter.

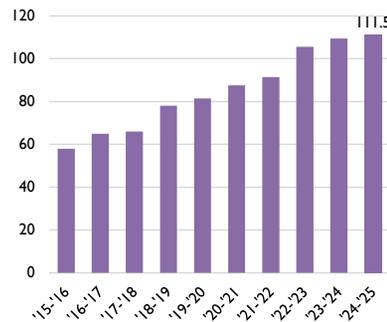
Department Operating Budget (2024-25)

Total	\$247.7 million
Personal	\$22.1 million
Non-personal	\$2.5 million

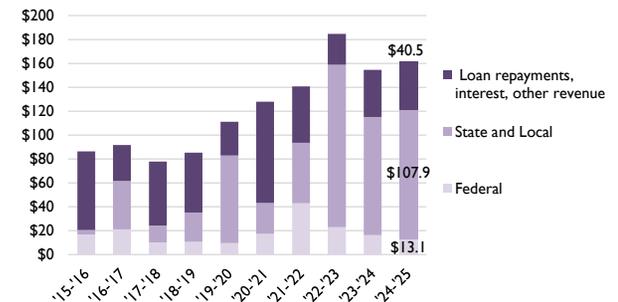
Other costs include:

- \$77.4 million for Measure E funding for homeless support programs and construction
- \$38.5 million for Housing loans and grants

Housing Authorized Positions



Comparison of Funding Sources (\$millions)



HOUSING PRODUCTION & PRESERVATION

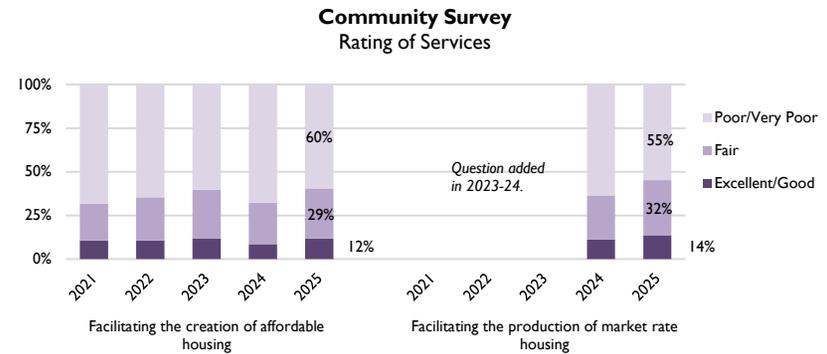
The availability of housing continues to be an area of concern for San José survey respondents. In 2025, only 12 percent of surveyed respondents rated the City's efforts to facilitate the creation of affordable housing as "excellent" or "good," and only 14 percent of surveyed respondents rated the City's efforts to facilitate the production of market rate housing as "excellent" or "good."

The City's efforts to increase the housing supply in San José include making loans to developers and authorizing conduit financing.* Developers completed 79 affordable housing units with City help in 2024-25. As of June 2025, there were over 20,000 housing units at affordable rates in San José, and 623 affordable housing units with City help were under construction.

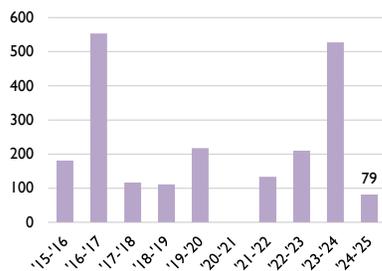
The Rapid Rehousing Program supports individuals with government subsidies, such as housing vouchers, to help them afford permanent housing. Twenty of the 79 affordable housing units built were for rapid rehousing. Additionally, the Permanent Supportive Housing (PSH) program provides services such as case management, public benefits counseling, and independent living education. Eighty-eight PSH units were built in 2024-25.

Preserved units are units for which the City assisted with extending the affordability requirements. In 2024-25, the City invested \$10.7 million to preserve 193 income-restricted units.

*For more information, see [Council Policy I-16 Policy for the Issuance of Multifamily Housing Revenue Bonds](#).

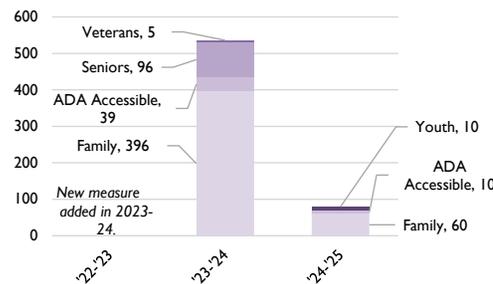


Number of Affordable Housing Units Completed with City Help



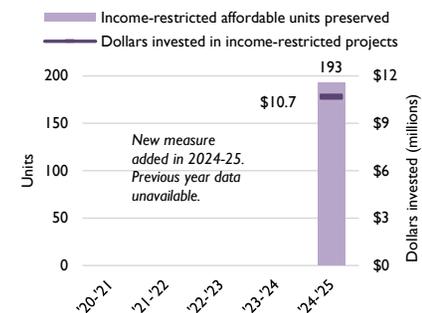
Note: No units were completed in 2020-21 due in part to cost and material shortages.

Affordable Housing Units Completed by Type



Note: Units include affordable housing units completed and preserved with City help in the fiscal year. Affordable units completed by type includes manager's units which are categorized as family units.

Preservation of Units



HOUSING

RESPONDING TO HOMELESSNESS

According to the 2025 San José Homeless Point-in-Time Count, 6,503 San José residents were homeless when the census was conducted, including chronically homeless, youth, families with children, and veterans. Of these, 3,959 were unsheltered. In 2024-25, 1,424 homeless San José households were assisted into housing through the collective efforts of county, City, and service providers.

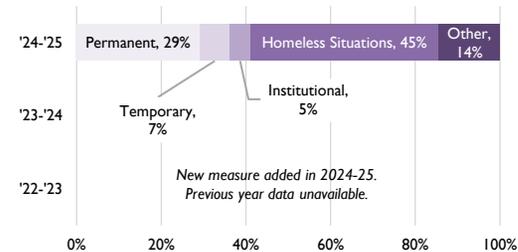
As of June 2025, the City had 11 interim housing and two safe parking sites to provide temporary shelter for individuals and families experiencing homelessness while they search for a permanent affordable home. The 13 sites had about 1,000 units or spaces, and served over 1,600 people in 2024-25. In 2024-25, the City opened four new sites: Pacific Motor Inn, Via del Oro, Branham Lane, and Berryessa Safe Parking.

In 2024-25, Housing served nearly 7,300 individuals across all programs, including outreach programs. Twenty-seven percent of individuals transitioned from outreach programs to emergency shelter. Of individuals who exited City-funded shelter programs, 29 percent exited to permanent situations. The response to homelessness has continued to be an area of concern for San José survey respondents. In 2025, 10 percent of surveyed respondents rated the City's efforts in addressing homelessness as "excellent" or "good," an increase from 6 percent in the previous year.

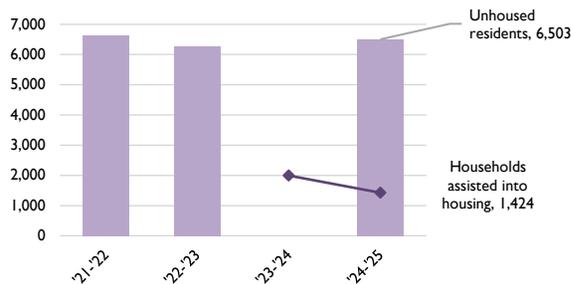
Types of Shelter

- Interim Housing** - Short-term shelters including Emergency Interim Housing (EIH) and Bridge Housing Communities (BHC) sites
- Temporary Housing** - Includes Overnight Warming Locations (OWs) and other facilities
- Safe Parking** - Sites for individuals who temporarily live in their vehicles

Client Exits from City-Funded Shelter Programs

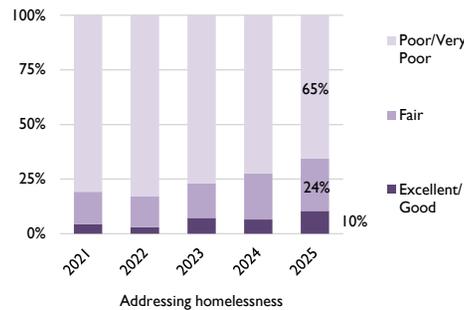


San José Unhoused Resident Population and Households Assisted into Housing

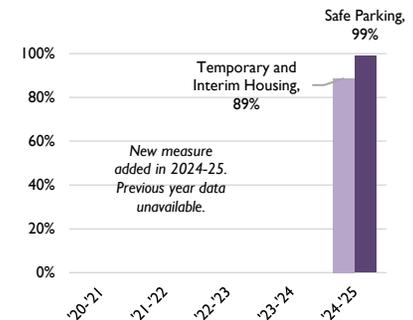


Sources: San José Homeless Census and Survey (SimtechSolutions) and Santa Clara County Homeless Management Information System (HMIS). The San José Homeless Census and Survey is conducted every two years. Due to COVID-19, it was conducted in 2022 instead of 2021.

Community Survey Rating of Services



Unit Occupancy by Shelter Type



HOUSING

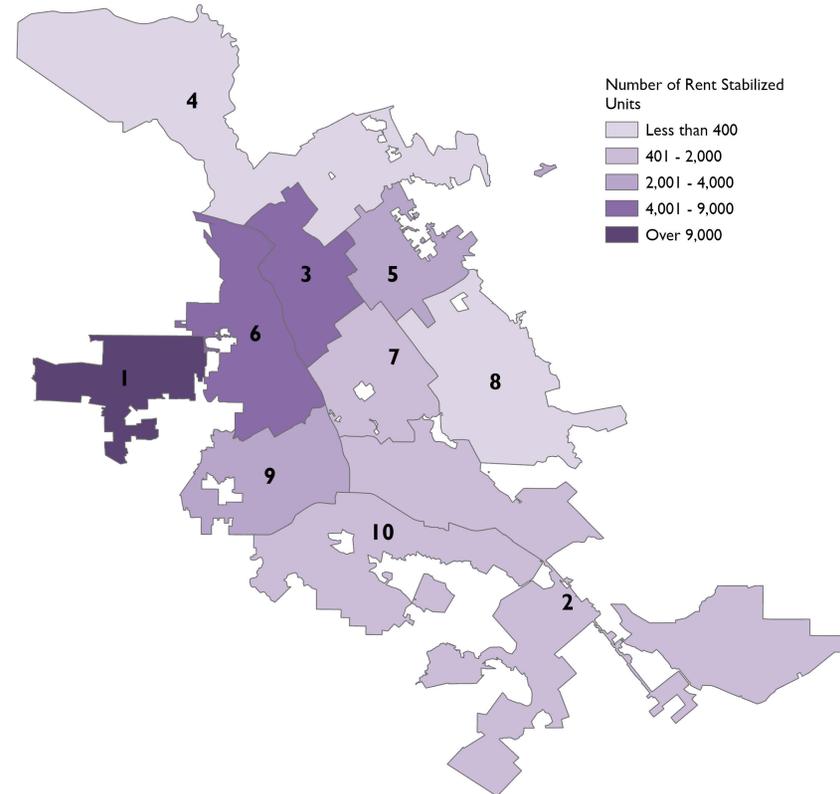
NEIGHBORHOOD INVESTMENT AND SERVICES

Housing received \$7.1 million in federal Community Development Block Grant (CDBG) program funds in 2024-25. CDBG funds are used for housing rehabilitation, fair housing, code enforcement, senior and homeless services, foreclosure prevention, and economic development services.

The Rent Stabilization Program manages the affordability for housing for about 38,300 units across the city, including manufactured homes and apartment buildings. In 2024-25, there were 141 tenant and landlord petitions filed. Thirty-six percent resulted in an agreement between the tenant and landlord.

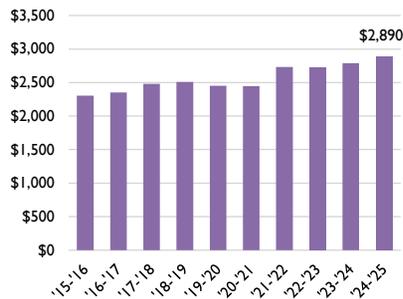
In September 2020, Council approved an Anti-Displacement Strategy. The Strategy focuses on steps the City can take to help prevent and mitigate displacement of lower income residents from San José. In March 2024, the City Council approved the Tenant Preferences Program, that is intended to help mitigate displacement for at-risk tenants living in high-displacement census tracts and neighborhoods.

Rent Stabilized Apartments in San José

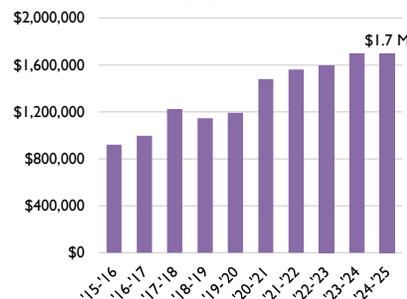


Source: Auditor map of San José rent stabilized units data as of October 2025.

Average Monthly Rent in San José



Median Single-Family Home Price



Sources: Housing Market Report for Q2 2025 (data from Costar as of July 2025), Santa Clara County Association of Realtors June 2025 report. Note: Average monthly rent is for all market-rate unit types (excludes affordable units).

The mission of the Human Resources Department: Our Human Resource team recognizes that our employees power the City of San José and our success as a City is dependent on our ability to create a dynamic and engaged workforce. Our employees' ability to provide excellent service is strengthened when we invest in attracting talent, providing opportunities for career growth, enabling an environment focused on health, safety, and wellness, and retaining a diverse workforce in a workplace that is equitable and inclusive.

HUMAN RESOURCES

The Human Resources Department (HR) manages recruitment, employment services, classification and compensation, training and development, benefits and wellness, and occupational health and safety for the City's workforce.

In 2024-25, HR's adopted budget totaled \$140.8 million, including \$118 million in payments to benefit providers. The City achieved the target for an average City vacancy rate below 10 percent. HR facilitated 395 new hires and 481 internal appointments (promotions and transfers). HR reported that it strengthened recruitment through targeted outreach, refreshed job branding, and partnerships with universities, associations, and community organizations. The Training and Development team provided professional growth opportunities through its mentorship program, leadership and project management courses, and citywide learning initiatives.

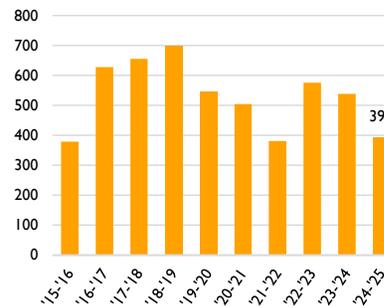
The Classification and Compensation unit maintained 700 job classifications, conducted market and equity analyses, and worked with key stakeholders to ensure fair and competitive pay structures. HR reports that the Occupational Health and Safety Division provided field engagement, training, and Cal/OSHA compliance, and oversaw the administration of the City's workers' compensation program (administered by a contractor). In 2024-25, there were about 1,000 new claims and nearly 2,500 open claims. Workers' compensation payments totaled \$29.7 million.

HR promoted employee wellness with new voluntary benefits, biometric screenings, Citywide fitness challenges, and wellness events. HR also administers the City's Voluntary Employees' Beneficiary Association (VEBA) plan and the Tier 3 Retirement Plan (4,214 and 55 active members, respectively, as of June 30, 2025), and continues to oversee the voluntary 457 deferred compensation plan.

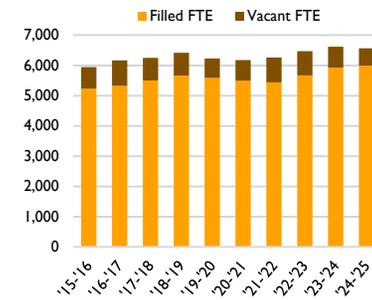
KEY FACTS (2024-25)

Benefited City employees (budgeted full-time equivalents)	6,562
Covered lives (active employees and dependents)	11,315
Percent of eligible employees in the 457 Plan	73%
Turnover rate	
All employees (resignation, termination, retirements,	11%
Less retirements	9%

New Full-Time Hires (Citywide)



Citywide Full-Time Equivalent Benefited Positions (as of June 30)



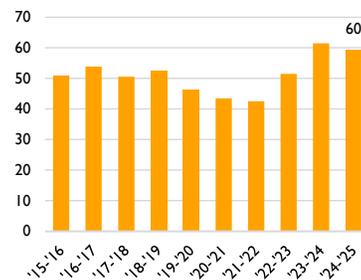
Department Operating Budget (2024-25)

Total	\$140.8 million
Personal	\$11.7 million
Non-personal	\$6.9 million

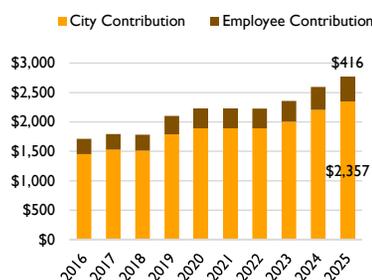
Other costs include:

- \$118 million for Employee/Retiree Benefits

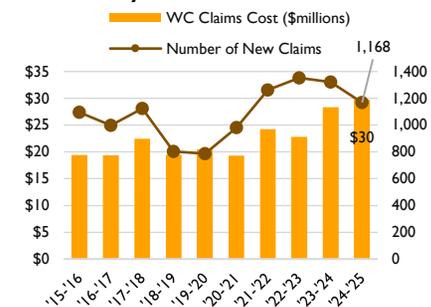
Human Resources Authorized Positions



Kaiser Family Plan Premium Rates



Workers' Compensation Payments & New Claims



INDEPENDENT POLICE AUDITOR

The mission of the Independent Police Auditor's Office is to provide independent oversight of police misconduct investigations to ensure fairness, thoroughness, and objectivity.

INDEPENDENT POLICE AUDITOR

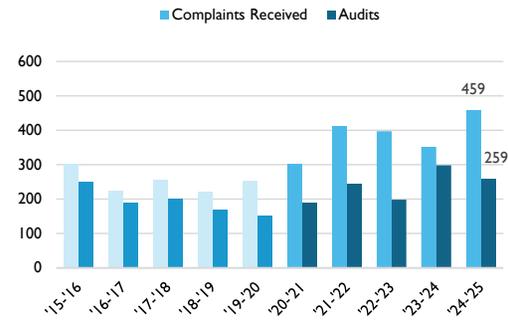
The Office of the Independent Police Auditor (IPA) provides the public with an objective review of police misconduct investigations in order to instill confidence in the complaint process and provide independent oversight. In addition, the IPA conducts outreach to the San José community, proposes recommendations to improve San José Police Department (SJPD) policies and procedures, reviews officer-involved shootings and use-of-force incidents that result in death or great bodily injury (GBI), prepares annual public reports about complaint trends, and works to strengthen the relationship between the SJPD and the community it serves.

In 2024-25, the IPA's adopted operating budget totaled \$1.6 million. The IPA had seven authorized positions.

In 2024-25, the public and SJPD filed 459 complaints, comprising of 420 complaints from the public regarding SJPD officers and 39 from the Police Department. In 2024-25, the IPA audited approximately 260 complaints. Staff report that some complaints were not subject to audit but were reviewed and subsequently closed by the IPA because they fell outside the audit criteria. These cases were not included in the total number of audited complaints. Additionally, the IPA made 12 recommendations to change SJPD policies or procedures in 2024.

The IPA engaged with about 6,600 individuals through 57 community events, meetings, and other outreach channels in 2024-25. Of these, 49 were designed for immigrant and BIPOC (Black, Indigenous, and People of Color) communities, and 10 included youth as a target audience. The IPA attributes the increase in individuals reached to the IPA's participation in larger citywide events that allowed staff to connect with more individuals.

Complaints Received and IPA Audits



Note: Starting in 2020-21, "complaints received" include SJPD-issued complaints. Previously, the IPA only audited citizen-initiated complaints classified as "conduct complaints." In general, the law requires SJPD to complete an internal investigation within one year from the date the complaint was received. As such, complaints received in one fiscal year may not be closed and audited until the following fiscal year.

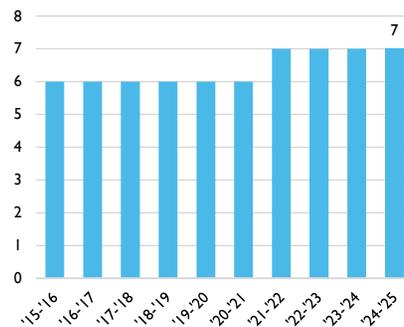
Real-Time Auditing

The IPA redefined their evolving oversight model as a "real-time auditing" system. Real-time auditing is the process of actively monitoring and reviewing law enforcement activities, investigative procedures, or critical incidents as they occur or within a short window thereafter, rather than waiting for the conclusion of an internal review or final report.

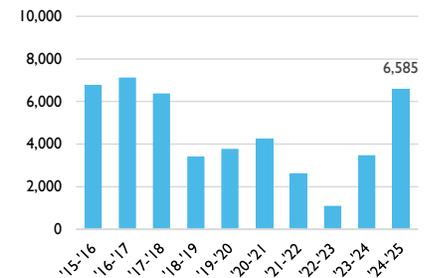
Department Operating Budget (2024-25)

Total	\$1.6 million
Personal	\$1.6 million
Non-personal	\$0.03 million

IPA Authorized Positions



Individuals Reached Through Community Events/Meetings/Other Contacts



INFORMATION TECHNOLOGY DEPARTMENT

The mission of the Information Technology Department is to deliver the technologies and data that help sustain an equitable, engaged, effective, and resilient City.

INFORMATION TECHNOLOGY DEPARTMENT

The Information Technology Department (ITD) provides Citywide information and communications technology strategy and infrastructure that support municipal services. ITD is responsible for Citywide cybersecurity, data administration, customer support, data/voice/video communications, and business applications such as the financial management, human resource information, payroll, and budget systems.

During 2024-25, ITD maintained cybersecurity for all essential City operations and continued to support the City's transition to a digital workforce. This includes supporting digital public participation, enabling collaboration among City staff, and providing data analysis resources for City departments.

ITD's adopted operating budget totaled \$44.1 million in 2024-25. Authorized staffing totaled 111 full-time equivalent positions, including 18 positions at the SJ311 customer contact center.

ITD aims to achieve 99.9 percent uptime/availability for network services (systems, voice, and network) and ≥98 for business applications. ITD met or almost met those targets in 2024-25.

In 2024, the City of San José was awarded second place in the "500,000 or more population" category of the Digital Cities Survey.

KEY FACTS (2024-25)

SJ311 contacts*	305,500
Service desk requests	24,500
Network outages	1
Enterprise servers	384

* SJ311 contacts comprise all interactions ITD handled via telephone, web, mobile, chatbot, and walk-ins.

Information Technology Strategic Plan 2023-2026

ITD's Strategic Initiatives focus areas include:

1. **Community Engagement:** True partnership driven by empathy and grounded in residents' perspectives
2. **Innovations Powered by People:** People, Process, and Systems
3. **Artificial Intelligence:** Responsible and purposeful use to ensure safety, privacy, and value
4. **Cybersecurity:** Understand, protect, and train against fast growing threats
5. **Data-driven Transformation:** Actions based on inspired insights gained from data

Department Operating Budget (2024-25)

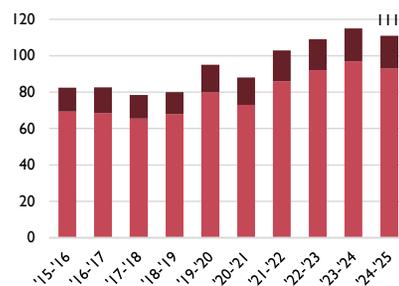
Total	\$44.1 million
Personal	\$24.9 million
Non-personal	\$15.6 million

Other costs include:

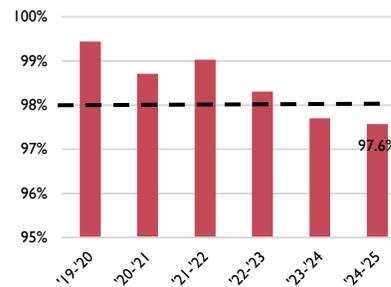
- \$875,000 for OneCity Workplace
- \$730,000 for Digital Inclusion Program

ITD Authorized Positions

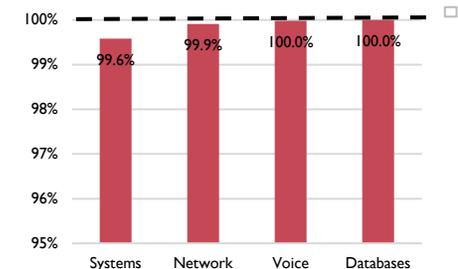
■ Non Call Center ■ Call Center



% Uptime and Availability for Business Applications



% Uptime and Availability for Systems, Network, Voice, and Databases



Note: Starting in FY 2024-25, ITD began measuring the % uptime for systems, network, voice, and databases on an individual basis.

SJ311 (FORMERLY CUSTOMER CONTACT CENTER)

San José 311 (SJ311) serves as the City’s customer contact center providing the community with access to City services via phone and email (408/535-3500 or customerservice@sanjoseca.gov), web, mobile application, direct chat, and chatbot, as well as via the City Hall Information Desk. SJ311 is the primary point of City information and service access for residents, businesses, and employees. SJ311 staff are available to respond to resident queries during regular business hours and an answering service responds to resident questions after hours, routing emergency cases to on-call and standby City staff. Other departments also maintain small customer contact centers to respond to specialized resident concerns or questions.

In 2024-25, SJ311 received 243,000 contacts by telephone, 40,000 from the SJ311 website and mobile app that were handled by ITD staff, and 22,500 by direct chat, walk-in, or email. Staff answered 96 percent of contacts received (target: 90 percent). The average wait time for calls was 1 minute and 31 seconds.

SJ311 received 326,500 service requests submitted through the mobile app or web.* Of these, 230,000, or about 70 percent, were routed directly to other departments through the SJ311 portal and mobile app.

* Service requests are work orders submitted directly in the SJ311 mobile app or website. Contacts are inquiries received by staff via phone call, email, chat, walk-in, app, and web, which may or may not result in service requests.

SJ311 Metrics (2024-25)

Registered users (as of June 2025)	80,000
Service requests*	326,500
Percentage of customers satisfied with website and application	64%
Unique users accessing language translation functionality	788

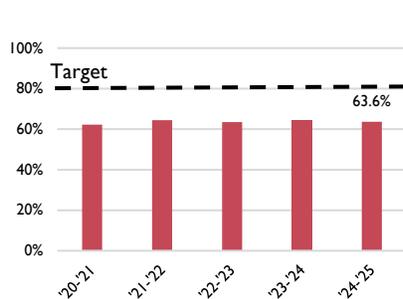
* Three of the top identified service requests, totaling approximately 158,000, include junk pickup, graffiti, and vehicle concerns.

SJ311 Mobile App and Website

SJ311 allows residents to request City services through multiple channels, including the mobile application and website. Many requests feed directly into the relevant work order systems. Residents can file and track their service order requests through closure.* See the [SJ311 dashboard](#) for more detailed information about service requests.

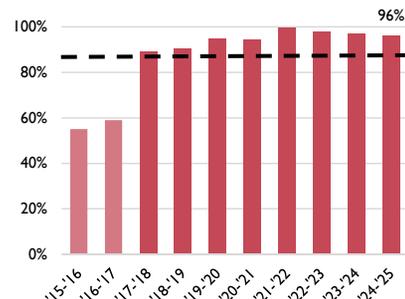
* Department staff consider a request closed when no further action will be performed on the request because work was completed or staff cannot perform any additional work.

Percent of Customers Satisfied with San José 311



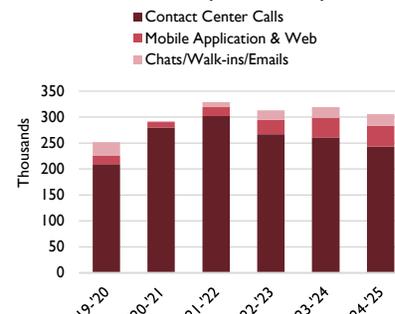
Note: Results based on survey of SJ311 web, app and call center customers.

Percent of Customer Contact Center Calls Answered



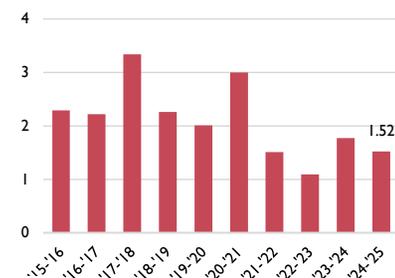
Note: Prior to 2017-18, data only included calls answered by staff. Beginning in 2017-18, the data also includes self-service calls and after hours service.

Customer Contact Center Contacts (Thousands)



Note: Starting 2019-20, data includes web requests, mobile, chatbot, and walk-ins.

Customer Contact Center Average Call Wait Time (In Minutes)



The San José Public Library's mission is to enrich lives by fostering lifelong learning and by ensuring that every member of the community has access to a vast array of ideas and information.

LIBRARY

The San José Public Library (SJPL) consists of 25 libraries, including the main Dr. Martin Luther King, Jr. Library downtown, and branches in neighborhoods across the city. The Library offers materials in various formats and languages, including books, CDs, DVDs, eBooks, online learning tools, and database services. The Library also provides programs such as computer programming, English as a Second Language (ESL), citizenship classes, summer learning, literacy assistance, and story time.

The City's libraries were open for almost 60,300 hours in 2024-25, a slight increase from 2023-24. In 2024-25, 16 branches operated at 48 or 52 hours per week, including Sunday hours. Most remaining branches operated at 43 hours per week. The Library also offers eResources for residents to borrow digital books and resources online at any time through the Library's website at sjpl.org.

In 2024-25, the Library's adopted operating budget totaled \$68.4 million. This includes personal and non-personal costs, as well as \$1.1 million for San José Learns and \$1.5 million for CaliforniansForAll Youth Workforce. Staffing totaled 396 full-time equivalent (FTE) authorized positions; there were 560 staff overall, which included part-time staff. Volunteers contributed nearly 61,900 hours to the Library in 2024-25, including hosting homework clubs, reading to children, and hosting one-on-one tech support.

KEY FACTS (2024-25)

Libraries open	25
Total library materials	2,304,400
Number of eBooks/eMedia available to users	407,800
Number of items checked out*	7,718,700
Number of registered borrowers	768,400
Number of reference questions answered	303,700

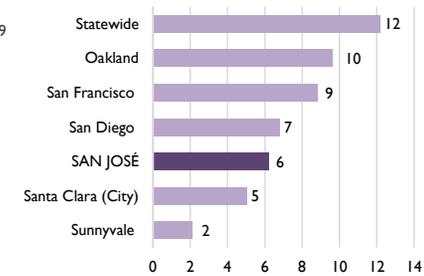
*Includes eBooks

Operating Expenditures Per Capita (2023-24)



Source: California State Library, 2023-24 Summary Data (most recent available data)

Hours Open Per 100 City Residents (2023-24)



Source: California State Library, 2023-24 Summary Data (most recent available data)

Note: City residents refers to people in legal area.

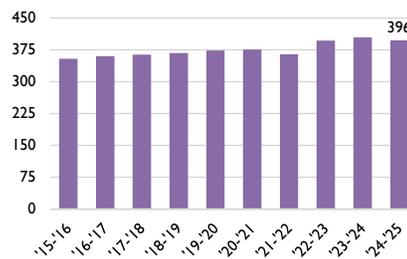
Department Operating Budget (2024-25)

Total	\$68.4 million
Personal	\$53.4 million
Non-personal	\$10.0 million

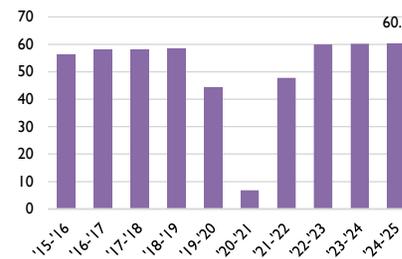
Other costs include:

- \$1.1 million for San José Learns
- \$1.5 million for Californians For All Youth Workforce

Library Authorized Positions

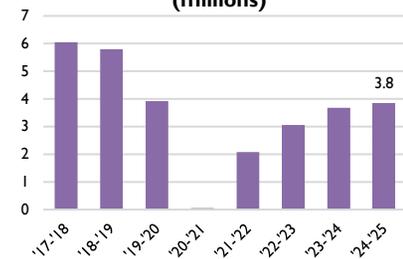


Total Hours Open Annually (thousands)



Note: Open hours in 2020-21 were impacted due to COVID-19.

Number of Estimated Visitors to Main and Branch Libraries (millions)



LIBRARY COLLECTION AND CIRCULATION

In 2024-25, the Library’s collection totaled over 2.3 million items, including 1.6 million print materials (such as books and periodicals), and 407,800 eResources (such as eBooks, eMusic, and eMovies). The Library also provides access to subscription-based online resources on a variety of topics, such as career development, technology training, consumer resources, language learning, news articles, and online high school classes.

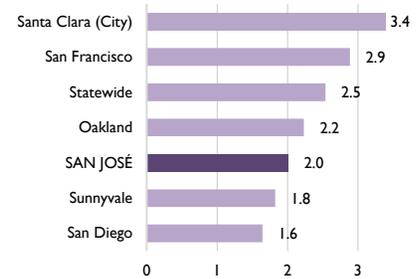
Total circulation in 2024-25 (including eResources) was 7.7 million. eResource circulation made up 2.2 million, or 28 percent, of total circulation. Over time, eResources have made up a growing proportion of total circulation. eResources represent 49 percent of the Library’s total collection expenditures. Library borrowers placed 560,900 online holds to reserve materials in 2024-25.

An estimated 15 percent of the Library’s collection represents materials in languages other than English (about 355,000 items). The collection includes Spanish (29 percent of the non-English collection), Chinese (26 percent), and Vietnamese materials (18 percent). Materials in other languages include various languages spoken in India, Russian, Japanese, Tagalog, and Korean. In total, the Library maintains materials in 89 non-English languages.

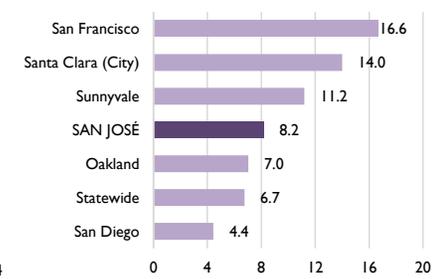


Source: San José Library Department

Materials Per Capita (2023-24)



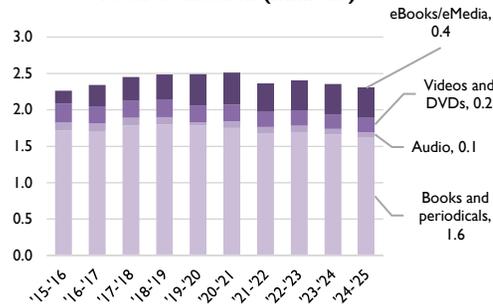
Circulation Per Capita (2023-24)



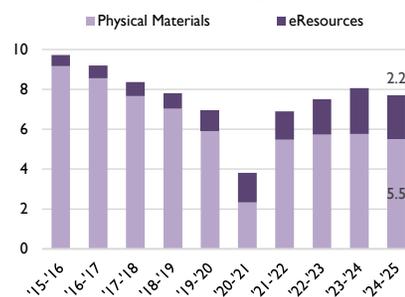
Source: [California State Library, 2023-24 Summary Data](#) (most recent available data)
 Note: California State Library changed its methodology so that materials per capita excludes electronic materials.

Source: [California State Library, 2023-24 Summary Data](#) (most recent available data)
 Note: Refers to physical and electronic materials.

Total Collection (millions)

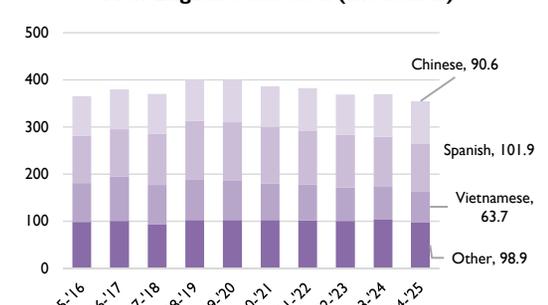


Total Circulation (millions)



Note: Prior to August 2017, the Library and San Jose State University shared their catalog, and these years include circulation for the shared catalog.

Non-English Collection (thousands)



LIBRARY

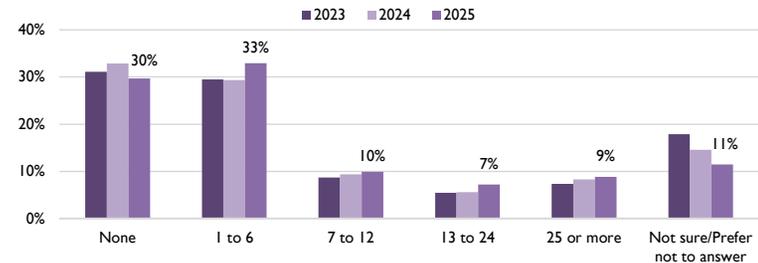
The Library’s programs support learning across all age levels. In continuing to lead the City’s Education and Digital Literacy Strategy, the Library offers programming such as reading and literacy support, digital skill-building, early educational initiatives, and cultural celebrations for San José’s diverse communities. Programs were offered in English, Spanish, Vietnamese, and Chinese, with additional languages available as needed. More information about Library programs can be found at sjpl.org/education/.

In 2024-25, libraries offered nearly 17,700 programs, with total attendance of 358,200. Programming included a range of College and Career pathways programs to support youth and adults with resources, educational opportunities, and experiences to enhance their workforce development.

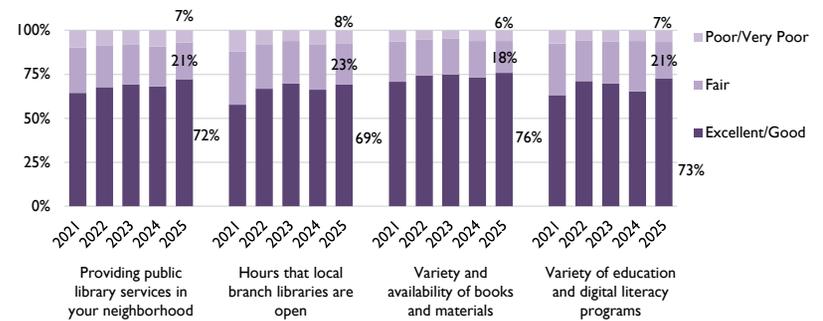
The Resilience Corps Learning Pathway program is tailored towards individuals between ages 18 to 30 that are interested in the education field. In the program’s 2024-25 cohorts, 85 participants completed 32,100 hours by providing educational support and tutoring high-need K-8 students.

The Library implemented the San José Learns (SJ Learns) initiative to fund learning programs for students most likely to struggle with English and math proficiency by third grade. In 2024-25, SJ Learns reported awarding \$1.0 million to four grantees across 19 schools, and that 84 percent of SJ Learns participants had improved academic outcomes in both reading and math.

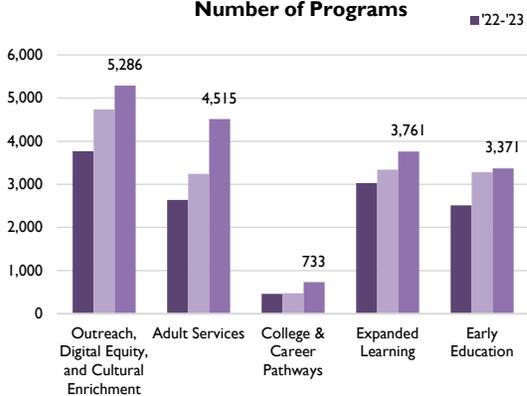
Community Survey
Number of times a household visited a San José Library or used the City’s library services online



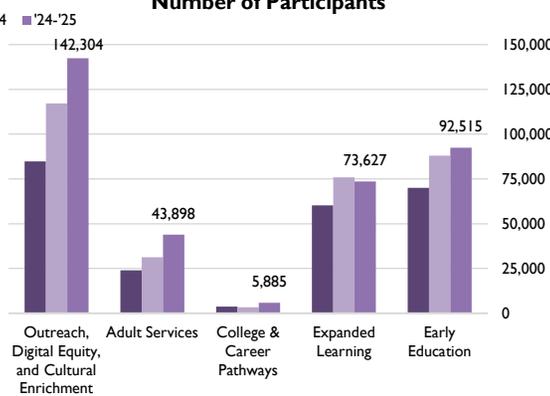
Community Survey
Ratings of Services



Number of Programs



Number of Participants



Library programs are available to residents of all ages:

Outreach, Digital Equity, and Cultural Enrichment	All Ages
Adult Services	Adults and Older Adults
College and Career Pathways	Youth and Adults
Expanded Learning	School-age Children and Teens
Early Education	Children 0-5 and their Caregivers

SAN JOSE BRANCH LIBRARY OPERATION

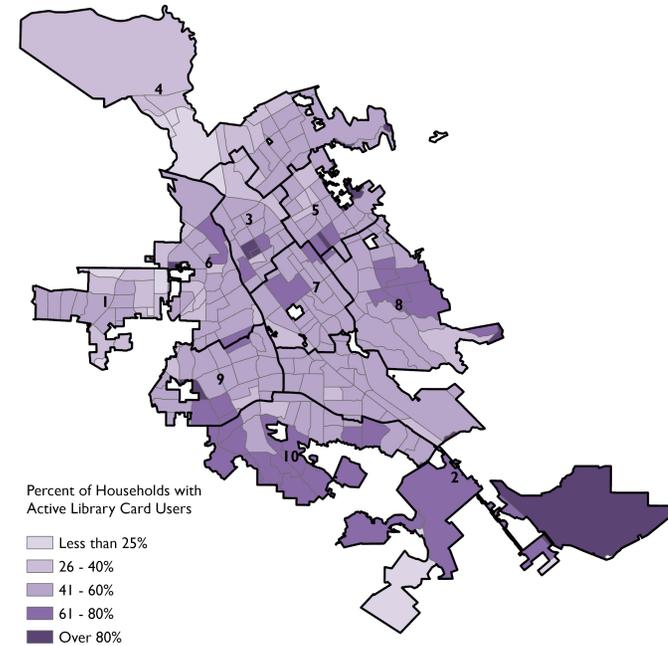
In 2024-25, City libraries had 3.8 million visitors, of which 1.3 million went to the Dr. Martin Luther King, Jr. main library. Visits across the Library system have grown steadily since 2020-21. Forty-nine percent of San José households had an active Library card user (including eLibrary card users) in 2024-25.

The Library continued to implement projects funded by the Building Forward grant from the California State Library. Infrastructure projects and repairs were completed at seven of the nine library locations that received funding. Consultants completed a cost estimate for the design of the Biblioteca Latinoamericana Branch Library's renovation project.

The Library leads SJ Access, the City's initiative to provide residents and students with access to the internet, digital skill building, and computing devices. The Digital Skill Building Pathways were launched in 2023 to develop digital competencies for community members. In 2024-25, the pathways supported 474 participants with programming and an estimated 14,900 interactions on their websites (including in languages other than English).

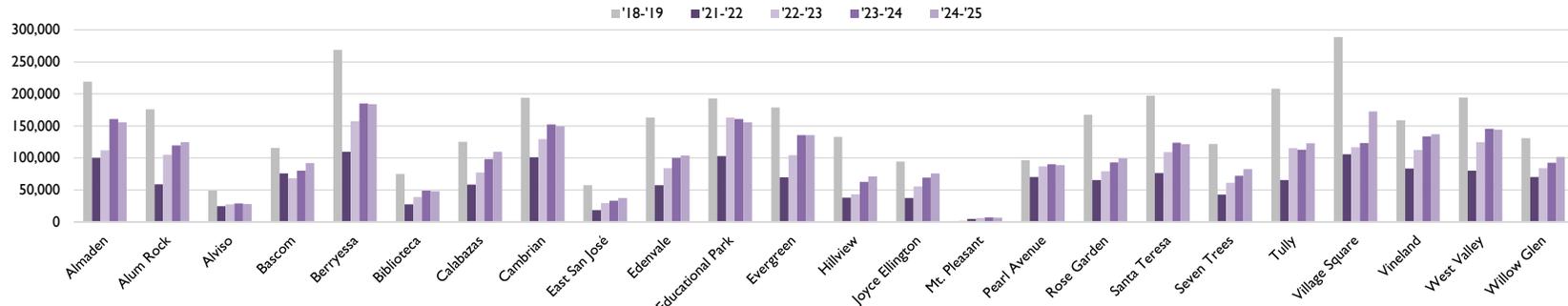
The SJ Access collection included 843 computing devices available for checkout across all locations, including Chromebooks, laptops, and iPads. Additionally, there were over 265,800 computer sessions on library-owned computers in 2024-25, and an estimated 4.2 million WiFi sessions held at library branches (excluding King).

Households with Active Library Card Users



Source: City Auditor map of households with active library card users in 2024-25.

Branch Library Visits



Note: 2018-19 data is presented to compare branch visits to the last full year of operations pre-COVID.

PARKS, RECREATION AND NEIGHBORHOOD SERVICES

The mission of Parks, Recreation and Neighborhood Services is connecting people through parks, recreation and neighborhood services for an active San José.

PARKS, RECREATION AND NEIGHBORHOOD SERVICES

The Parks, Recreation and Neighborhood Services Department (PRNS) operates the City’s regional and neighborhood parks, as well as facilities such as Happy Hollow Park & Zoo. PRNS also operates community and recreation centers and provides various recreation, community service, and other programs for the city’s residents. PRNS offers programs and services for children, teens, adults, seniors, and people with disabilities. In addition, PRNS manages the BeautifySJ program, which is intended to provide dedicated and enhanced focus on ridding the city of blight.

In 2024-25, PRNS adopted operating budget totaled \$183 million. This included personal services and non-personal/equipment, and other costs. PRNS was also responsible for roughly \$7.3 million for the San José BEST and Safe Summer Initiative Programs and \$1.3 million for the Senior Nutrition Program. Staffing totaled 863 authorized positions, 9 more positions than in 2023-24.

For 2024-25, PRNS reported its direct program cost recovery rate was 22 percent. Program fees, which accounted for 63 percent of collected revenues, totaled \$21 million, up from \$19 million in 2023-24. [Happy Hollow Park & Zoo](#) served nearly 416,000 visitors and generated \$8.1 million in revenues in 2024-25.

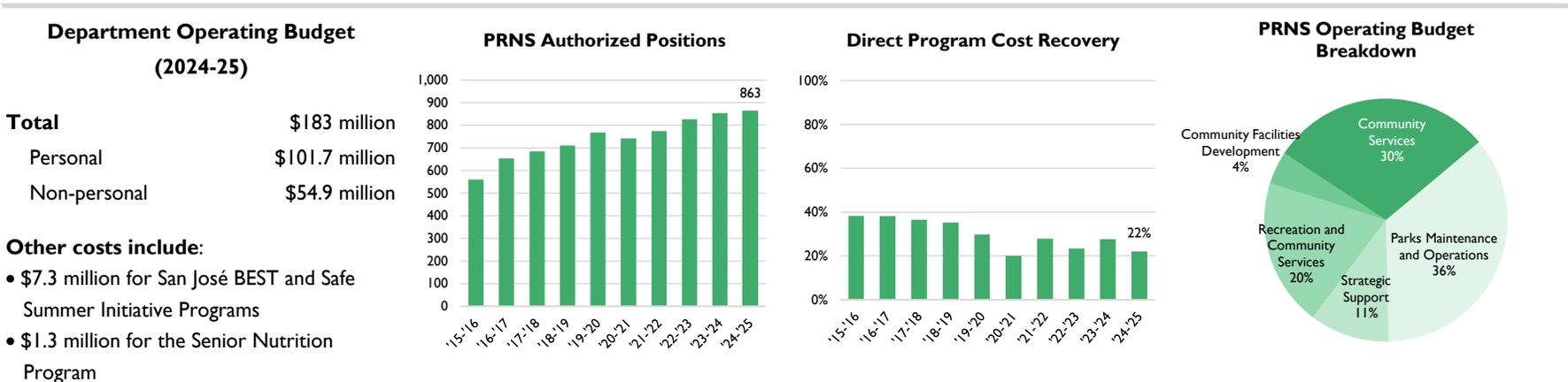
Viva Calle (September 2024)



Happy Hollow Park & Zoo



Source: PRNS



PARKS, RECREATION AND NEIGHBORHOOD SERVICES

PARKS MAINTENANCE AND OPERATIONS

The City has 213 neighborhood and 10 regional parks, as well as facilities such as community gardens, trails, and swimming pools. Excluding golf courses, the developed portion of these facilities covered 1,813 acres. There were an additional 1,500 acres of open space and undeveloped land.

The City's General Fund cost to maintain developed parkland was \$20,099 per acre, an increase from last year. Staff reported that this increase is due to increases in staff costs from filling vacancies. Seventy-nine percent of developed park acres had a Park Condition Assessment (PCA) score of 80 percent or better, an increase from 65 percent in 2023-24. In 2024-25, 52 percent of park concern work orders were completed on time, an increase of seven percentage points from the previous fiscal year (target: 60 percent).

In 2024-25, the five-year Parks and Community Facilities Development Capital Improvement Program (CIP) allocated \$411 million to parks for 2025 to 2029.

The [City Trail Network](#) is composed of unique trail systems that are intended to interconnect as further development occurs. The 2024-25 network included 66.85* miles of trails that were open to the public (about 90 percent paved). An additional 80.72 miles have been identified or are being studied for further development, or are in the planning phases of development.

*Includes 0.18 miles of planned trails labeled as open to the public in PRNS' 2024-25 trail network.

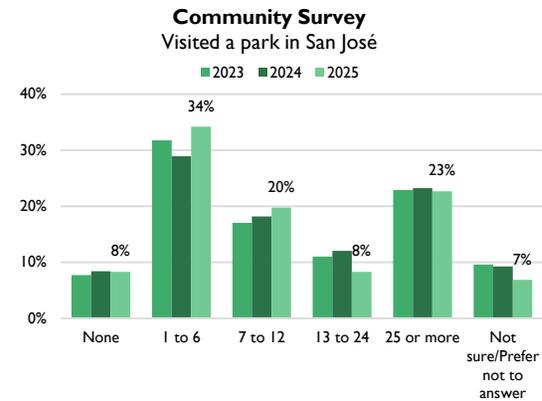
KEY FACTS (2024-25)

Neighborhood Parks (213 parks)	1,251 acres
Regional Parks (10 parks)	562 acres
Golf Courses (3 courses)	321 acres**
Open space and undeveloped land	1,500 acres
Total	3,634 acres***

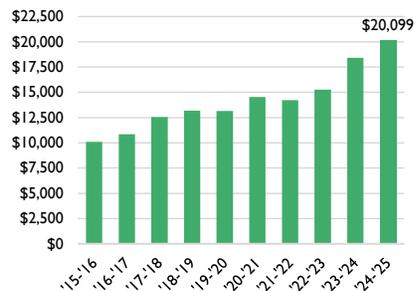
For list of City parks see: [List of parks and playgrounds](#)

**Does not include 50 acres open space.

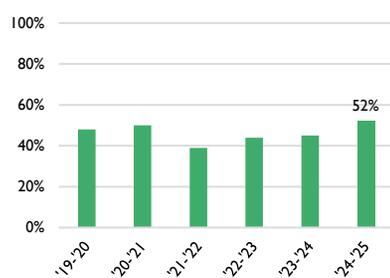
***State, county, or other public lands within San José's boundaries are not included in the above figures.



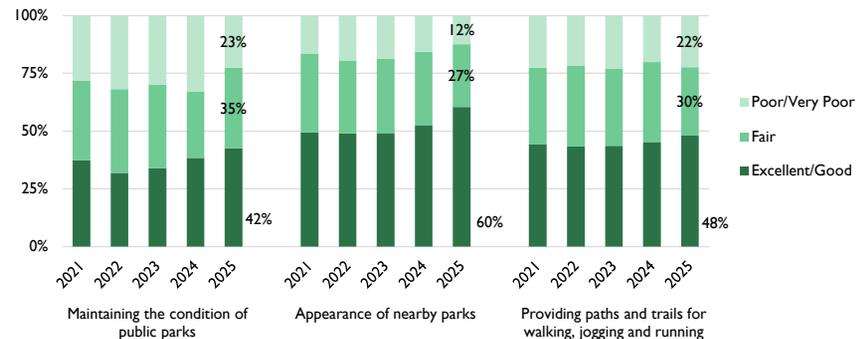
Cost per Acre to Maintain Parks and Other Facilities



Park Concern Work Orders Completed on Time (target 60%)



Community Survey: Ratings of Neighborhood Characteristics and City Services



PARKS, RECREATION AND NEIGHBORHOOD SERVICES

COMMUNITY SERVICES

PRNS oversees the San José Youth Empowerment Alliance, the City's youth violence reduction strategy. The Alliance's mission is to ensure safe and healthy opportunities for youth to realize their hopes and dreams, and become successful and productive in their homes, schools, and neighborhoods.

The Youth Empowerment Alliance invests in both community-based programming and City-based intervention and neighborhood services for youth ages 6-24. Programs include:

- **Youth Intervention Services**, the City's internal team that delivers services to youth with behaviors such as school truancy (unexcused absences), school expulsion, fighting, and recreational drug or alcohol use;
- **Project Hope**, a neighborhood engagement and empowerment program that aims to improve the quality of life by promoting the creation of neighborhood associations in underserved areas stressed by crime, blight, and violence;
- **Bringing Everyone's Strengths Together (BEST)**, which funds agencies that strive to build on youth strengths and reduce their risk for involvement in gangs and violence through community-based programs; and
- **Safe Summer Initiative Grant**, which funds agencies that provide recreational or educational opportunities during the summer months to offer youth a safe environment to stay active and engaged in positive activities.

See [San José Youth Empowerment Alliance](#) for more information.

KEY FACTS (2024-25)

Participants in programs offered by BEST-funded organizations	7,034
BEST expenditures*	\$6.8 million
Participants enrolled in Youth Intervention Services programs	1,400
Participants who completed Youth Intervention Services programs	82%
Safe School Campus Initiative** incidents responded to	674

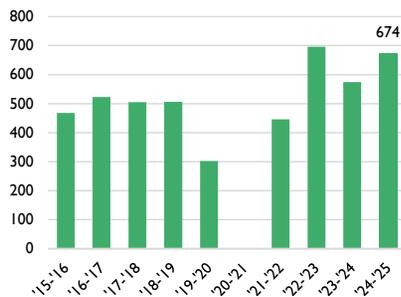
*Includes \$3.8 million in grant awards.

**The Safe School Campus Initiative, one of the Youth Intervention Services programs, aims to prevent and de-escalate violent incidents on and around school campuses through a coordinated crisis response and communication protocol.



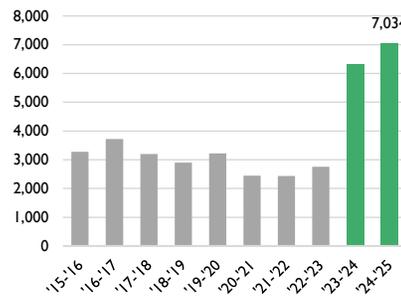
Source: [PRNS Youth Intervention Services Website](#)

Incidents Responses on Safe School Campuses



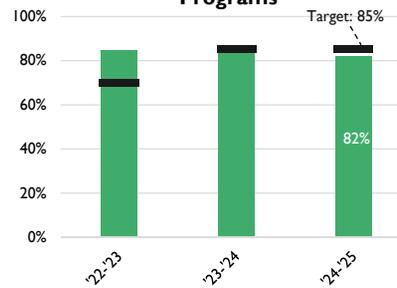
Note: In 2020-21, there were no SSCI responses due to COVID-19 school closures.

Participants in Grant-Funded BEST Youth Service Program

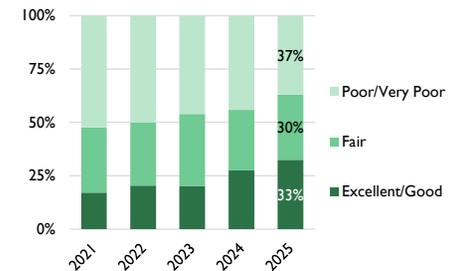


Note: In 2023-24, staff reported that PRNS updated their tracking method to include participants receiving service through Place-Based Intervention. Staff report this information was not tracked in previous years.

Participants Who Completed Youth Intervention Services Programs



Community Survey Ratings of reducing gang activity



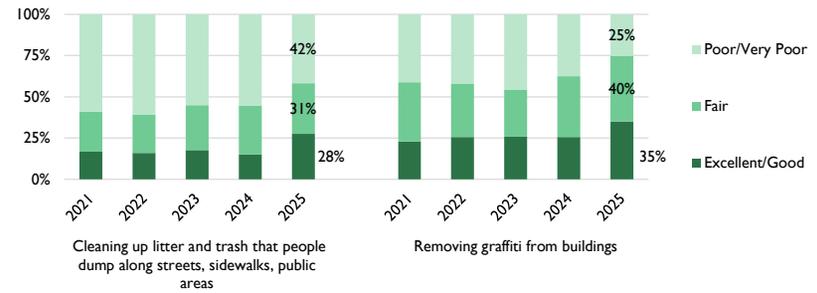
PARKS, RECREATION AND NEIGHBORHOOD SERVICES

BEAUTIFYSJ

BeautifySJ is an initiative to clean up and restore the San José community. BeautifySJ has programs to address illegal dumping, homeless encampment trash collection and abatement, and graffiti removal. Other BeautifySJ programs to remove blight include Dumpster Days and the Cash for Trash program.

In 2024-25, PRNS reported collecting 5,290 tons of illegal dumping throughout the city. About 360 participants signed up for the City's Cash for Trash program. This program helps mitigate blight in San José by providing incentives to unhoused residents to pick up trash at encampments. Twenty-eight percent of residents viewed the City's efforts to clean up litter and trash as "good" or "excellent," up from 15 percent in 2023-24. Similarly, 35 percent of respondents viewed graffiti removal services as "good" or "excellent," an improvement from the previous years' results of 26 percent.

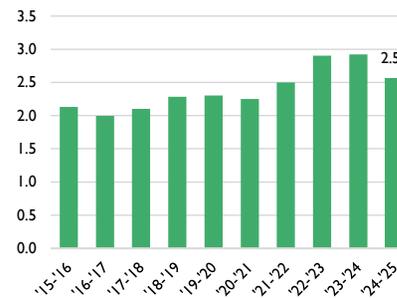
Community Survey
Ratings of Services



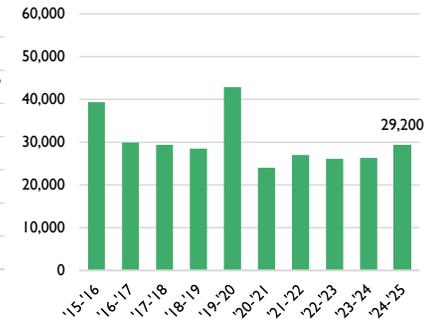
Prioritizing Clean Communities Focus Area

The long-term goal of the Cleaning Up Our Neighborhoods Focus Area is that San José residents can enjoy a city with clean public spaces and well-maintained private property. For 2025-26, this is to be measured using residents' perception of the cleanliness of the city, downtown, and their neighborhood. For more information, see the City Manager's Office chapter.

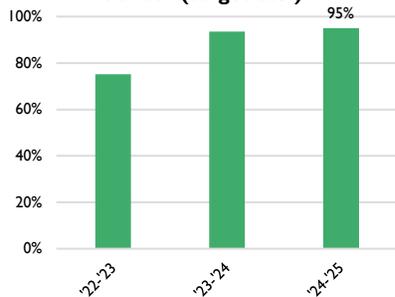
Estimated Square Feet of Graffiti Eradicated (millions)



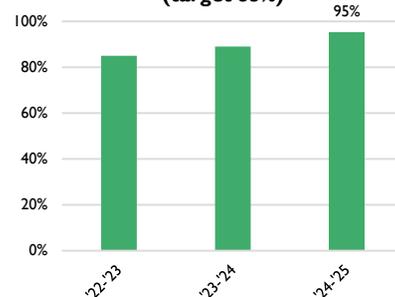
Graffiti Work Orders Completed



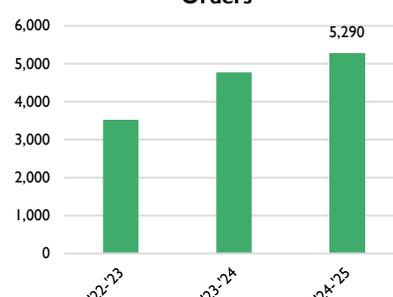
Graffiti Service Requests Completed within 72 hours by Vendor (target 85%)



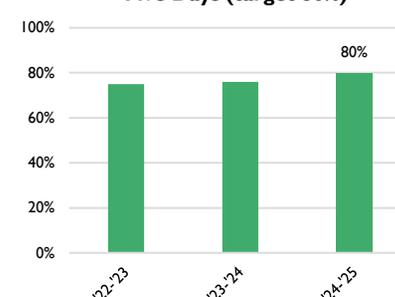
Encampments Receiving On-Time Trash Pickup (target 85%)



Tons of Illegal Dumping Collected for Priority 2 Work Orders



Illegal Dumping (Priority 2) Work Orders Completed Within Five Days (target 80%)



Note: Priority 2 calls are all calls that do not meet Priority 1 criteria. Priority 1 calls include anything that obstructs the road or blocks sidewalks and require an immediate response.

PARKS, RECREATION AND NEIGHBORHOOD SERVICES

RECREATION SERVICES

PRNS program offerings include, but are not limited to, after-school programs, camps, aquatic programs, arts and crafts, dance, early childhood education, fitness programs, sports, therapeutic classes designed for persons with disabilities, and programs for seniors. For a list of all programs and classes, see [Community Center Brochures](#).

In PRNS' recreation survey for 2024-25, 82 percent of respondents rated the City's effectiveness in providing programs that help active adults live independently as good or excellent.

In 2024-25, the City operated 42 community centers throughout the city. One of those centers is a hybrid community center and library, and another center is a therapeutic center. In 2024-25, PRNS also managed 25 additional Neighborhood Center Partner Program (NCP) sites, which were operated by community partners in the role of a lead operator or service provider.

PRNS provided \$1.5 million in scholarships to nearly 2,100 individuals for its various programs such as Camp San José, San José Recreation Preschool, and R.O.C.K. afterschool programs.

KEY FACTS (2024-25)

Community centers (including Neighborhood Center Partner Program sites)	42
Average weekly hours open (hub community centers*)	49
Estimated participation at City-run programs**	804,900

*PRNS notes that hub community centers offer services that are planned, administered, and facilitated by City staff.

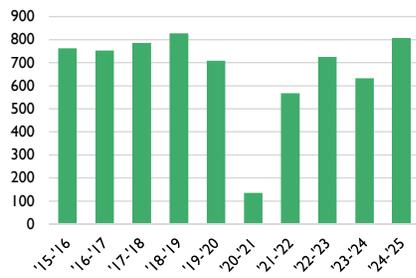
**This is a duplicated count (i.e. individuals are counted for each program enrolled).

Almaden Community Center



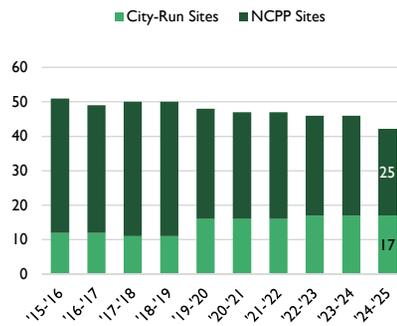
Source: PRNS

Estimated Participation in Programs at City-Operated Community Centers (thousands)

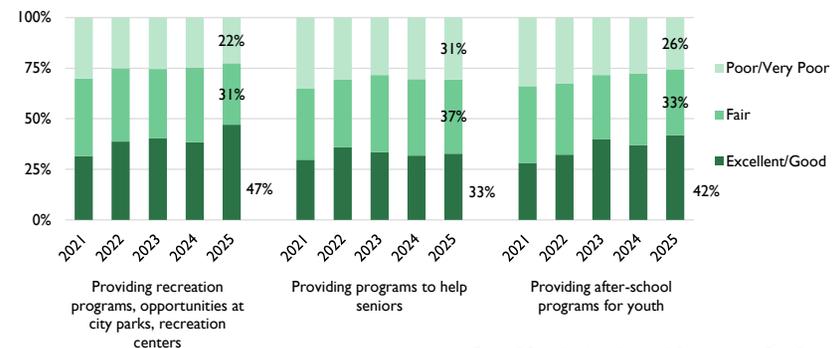


Note: The decrease in 2020-21 is due to the County's public health orders in response to COVID-19.

Community Centers



Community Survey Ratings of Services



PLANNING, BUILDING AND CODE ENFORCEMENT

The mission of the Planning, Building and Code Enforcement Department is to facilitate the preservation and building of a safe, attractive, vibrant and sustainable San José through partnership with and exceptional service to our diverse communities and customers.

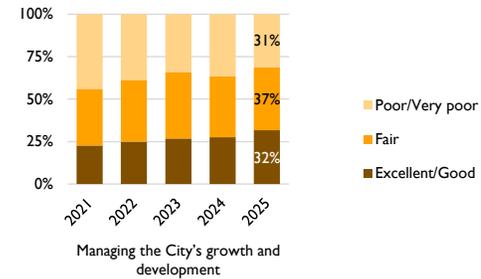
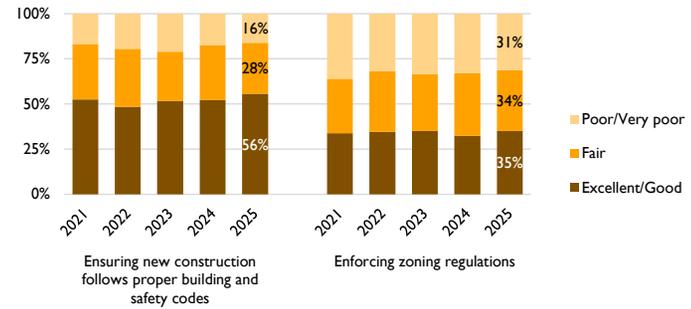
PLANNING, BUILDING AND CODE ENFORCEMENT

The Planning, Building and Code Enforcement Department (PBCE) guides the physical development of San José.* Through its three divisions, it reviews construction applications and issues permits for consistency with law and policy. PBCE's 2024-25 adopted operating budget totaled \$77.6 million. This includes personal services, non-personal/equipment, and other costs. PBCE was also responsible for roughly \$293,000 for the Accessory Dwelling Unit Amnesty Program. In FY 2024-25 PBCE had 305 authorized positions, a decrease of 16 positions from the previous year.

PBCE's administers the City's long-range planning projects and processes land development applications to match the City's planning goals and environmental considerations in its land use planning and decision-making process. The [Envision San José 2040 General Plan](#) identifies 12 major strategies that promote active, walkable, bicycle-friendly, transit-oriented, mixed-use urban settings for new housing and job growth. PBCE reviews the major strategies of the General Plan during both an annual hearing and its regular four-year major plan review.** A four-year review is currently underway. See the Development Services pages of this chapter for more on the Planning Division's work. Also see [San José: A Community Guide](#) online.

*For PBCE's activity dashboards see [PBCE dashboards](#).
 **PBCE's most recent review of the major strategies within the General Plan can be accessed from [PBCE's website](#).

Community Survey
Ratings of Services



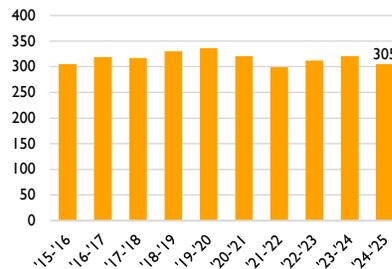
Department Operating Budget (2024-25)

Total	\$77.6 million
Personal	\$64.3 million
Non-personal	\$5.7 million

Other costs include:

- \$293,000 for the Accessory Dwelling Unit Amnesty Program

PBCE Authorized Positions



Building More Housing Focus Area

The long-term goal of the Building More Housing Focus Area is to meet resident's housing needs across income levels by making San José a great place to build housing. For 2025-26, this is to be measured using housing entitlements, building permits issued, and certificates of occupancy. For more information, see the City Manager's Office chapter.

PLANNING, BUILDING AND CODE ENFORCEMENT

CODE ENFORCEMENT

PBCE's Code Enforcement Division enforces laws that promote the health, safety, and appearance of existing buildings and neighborhoods. It also inspects businesses, such as those selling alcohol or tobacco; property and business owners fund these inspections with fees.

In 2024-25, PBCE closed 3,300 general code cases, and 460 multiple housing cases. In that same time, the Department opened 3,300 general code enforcement cases, including 59 emergency complaints and 835 priority complaints. Code Enforcement staff responded to 99 percent of emergency complaints within 24 hours (target: 100 percent) and 79 percent of priority complaints within 72 hours (target: 75 percent).* Code Enforcement sends letters in response to other types of complaints and only responds in-person as appropriate.

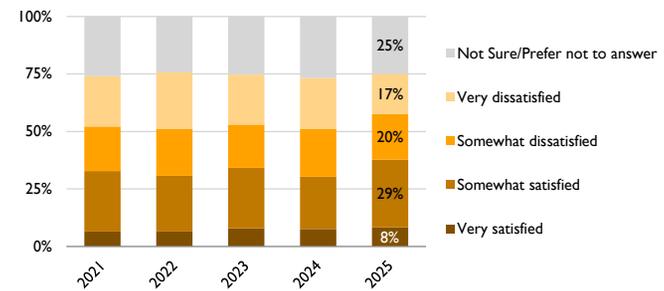
Code Enforcement has a risk-based, tiered Multiple Housing Inspection Program whereby more frequent inspections are targeted to properties at higher risk of violations. In 2024-25, Code Enforcement inspected 8,200 housing units out of the estimated 110,400 units on the Multiple Housing Roster. Code Enforcement inspected 75 percent of Tier I properties that it had targeted for inspection.

*Emergency complaints involve an immediate threat to life or property, such as an unsecured pool fence. Priority complaints involve possible threats to life or property, such as unpermitted construction. The proportions of such complaints that met response targets—99 percent and 79 percent, respectively, as noted above—are averages of monthly results.

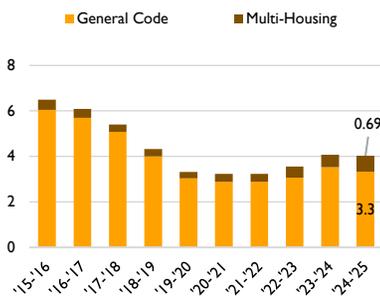
Cleaning Up Our Neighborhoods Focus Area

The long-term goal of the Cleaning Up Our Neighborhoods Focus Area is that San José residents can enjoy a city with clean public spaces and well-maintained private property. For 2025-26, this is to be measured using residents' perception of the cleanliness of the city, downtown, and their neighborhood. For more information, see the City Manager's Office chapter.

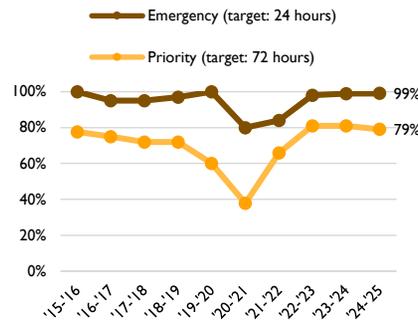
Community Survey
Residents' rating of the City's efforts to enforce code violations



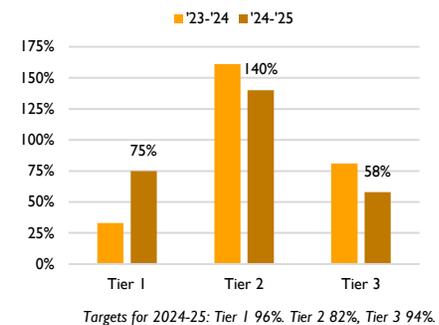
Code Enforcement Cases Opened (thousands)



Response Timeliness for General Code Cases



Multiple Housing Buildings Receiving Inspection within Annual Target



DEVELOPMENT SERVICES

The Permit Center in City Hall provides permit services for new building projects and changes to existing structures. Depending on the scope of the project, a permit could be issued the same day, or require plans to be reviewed by the City's different Development Service partners.

The **Development Services partners** in the Permit Center are the:

- Planning Division,
- Building Division,
- Public Works Department (see *Public Works chapter*), and
- Fire Department (see *Fire chapter*).

Development Services projects vary broadly, from replacing a residential water heater to large, mixed-use developments of many thousands of square feet.* One project may require multiple permits and inspections. Some projects require approval through a public hearing, but most require only administrative approval. Projects only go through Public Works or the Fire Department when they have impacts on public facilities (e.g., traffic, streets, sewers, utilities, flood hazard zone) or involve fire-related issues (e.g., need for fire sprinkler systems or fire alarm systems), respectively.

The volume of construction was down slightly compared to the prior year, while the value of construction in 2024-25 increased from the prior year.

* For Development Services activities dashboard see [PBCE dashboard](#).

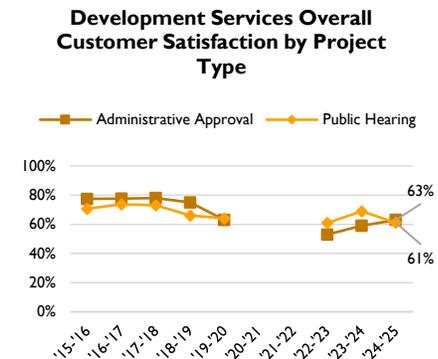
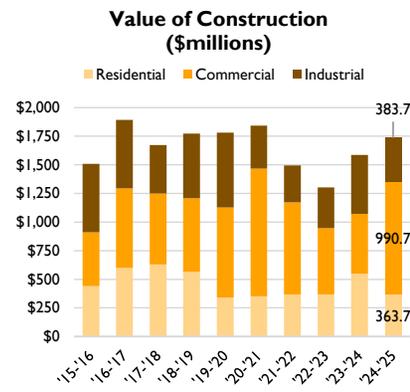
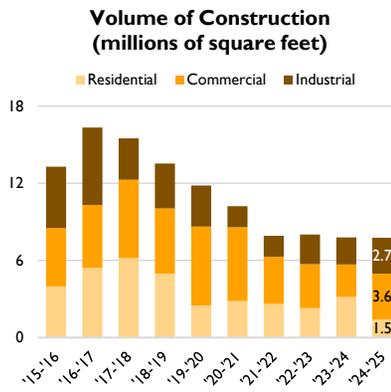
The Permit Center Located in City Hall



Source: Auditor photo from Fall 2019

Partner	Revenue (\$millions)	Positions
Building	\$36.60	159.86
Public Works	\$16.72	74.62
Fire	\$9.57	33.43
Planning	\$7.70	39.02
TOTAL	\$70.60	306.93

Source: 2024-25 Modified Budget as outlined in the City's 2025-26 Adopted Operating Budget. Total may not sum due to rounding.



DEVELOPMENT SERVICES

PBCE's Planning Division ensures development within the city is consistent with the City's General Plan, land use policies, and zoning regulations. In 2024-25, the average number of days for single family residential initial plan review for new construction projects was 26 days (target: 20 days), and 12 days for additions or alterations (target: 10 days). The average number of days for commercial or industrial tenant improvement initial plan review was 13 days (target: 10 days).

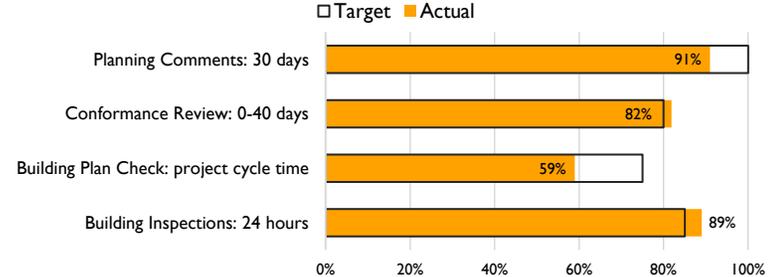
PBCE's Building Division reviews plans and inspects new construction projects within the city, ensuring they meet health and safety codes and City zoning requirements. In 2024-25, Building staff issued 7,130 permits in-person, of which 5,975 were residential permits and 1,155 were commercial or industrial permits. Staff report an additional 19,700 permits were issued through the SJPermits online portal. Types of plans reviewed range from large commercial developments to residential projects, such as assessor dwelling units.

Timeliness of individual steps in the development process varies depending on the scale and complexity of a given project. In 2024-25, two of PBCE's selected development processes met their annual timeliness targets. In 2024-25, the average number of days to the next available inspection was four days (target: two days).

Average number of days for Initial plan review

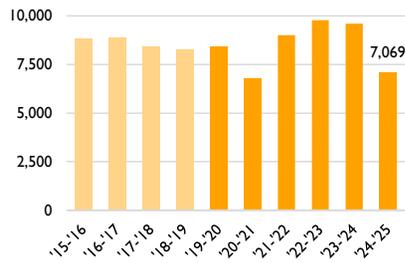


Timeliness of Development Services*



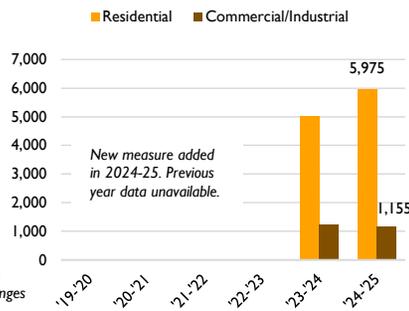
Source: PBCE from the City's permits database.
*These selected measures may occur simultaneously; some are dependent on completion of particular processes.

Plan Checks

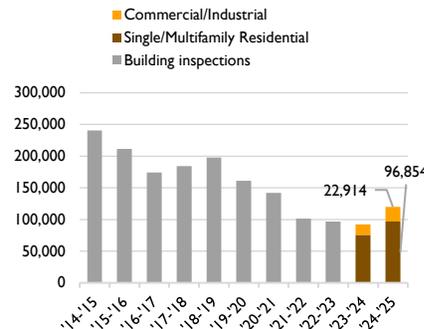


Note: Starting in 2019-20, the measure may have increased due to an upgrade to the City's integrated permitting system and subsequent changes to data reporting.

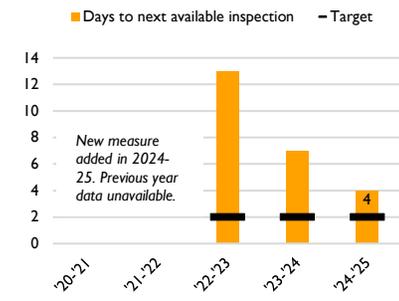
Building Permits Issued by Staff



Building Inspections (thousands)



Average # of Days to Next Available Inspection



Note: Data for 2022-23 begins August 2022.

The San José Police Department is dedicated to providing public safety through community partnerships and 21st Century Policing practices, ensuring equity for all. The Department is committed to treating all of San José's diverse community members with dignity, fairness, and respect, while protecting their rights and providing equal protection under the law.

POLICE

The San José Police Department (SJPD) provides public safety services to the city's residents, including responses to calls for service, investigative efforts, crime prevention and education, and regulatory services.

The Department has one police station open to the public, as well as three community policing centers and one police substation, which are currently closed to the public.

In 2024-25, the SJPD operating budget totaled \$574.2 million. Of the total operating budget, \$9.0 million was allocated for worker's compensation, and \$4.2 million from an Organized Retail Theft Grant.

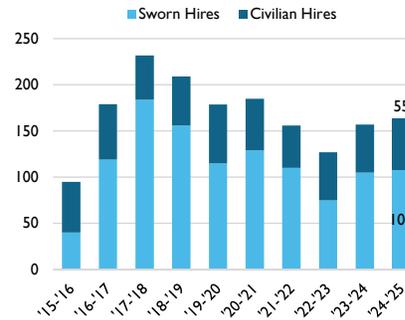
In 2024-25, there were 1,172 authorized sworn positions and 570 authorized civilian positions in the SJPD, totaling 1,742 for both sworn and civilian. There were 120 authorized sworn positions per 100,000 residents, an increase from 106 positions per 100,000 residents ten years ago.

Of the 1,172 authorized sworn positions, there were 105 net sworn vacancies as of June 2025 (adjusted to account for recruits in the academy). However, because there were officers in training or on modified duty, disability, and other leaves, there were only 887 were actual full-duty, street-ready officers as of June 2025.

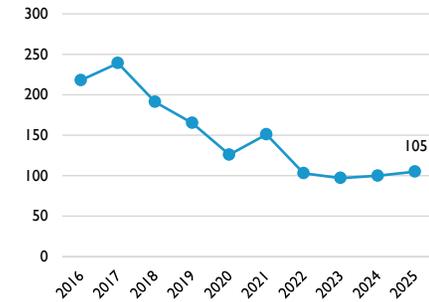
KEY FACTS (2024-25)

Sworn police authorized positions	1,172
Street-ready officers	887
Total authorized positions sworn and civilian	1,742
Total emergency calls	593,700

Police Department Hires



Sworn Police Vacancies (as of June 30)



Increasing Community Safety Focus Area

The long-term goal of the Increasing Community Safety Focus Area is that San José residents live in a community with responsive emergency services and safe streets and roads. For 2025-26, this is to be measured through residents' perceptions of safety, Police and Fire response times, crime rates, and traffic fatalities. For more information, see the City Manager's Office chapter.

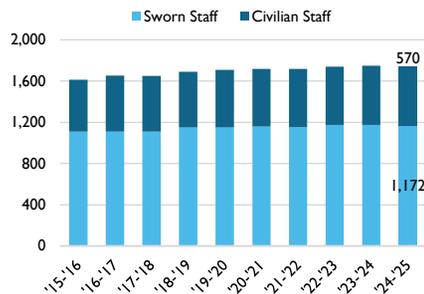
Department Operating Budget (2024-25)

Total	\$574.2 million
Personal	\$493.1 million
Non-personal	\$52.1 million

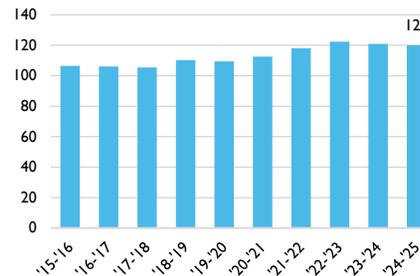
Other costs include:

- \$9.0 million for Worker's Compensation
- \$4.2 million for Organized Retail Theft Grant

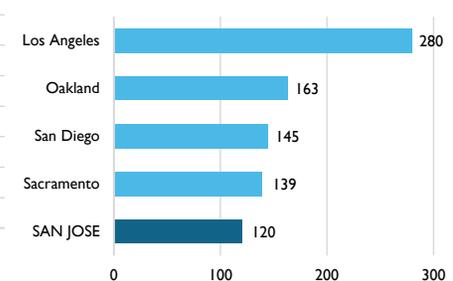
Police Department Authorized Positions



San José Sworn Staff per 100,000 Residents



Authorized Sworn Staff per 100,000 Residents (2024-25)



CALLS FOR SERVICE

The SJPD Communications Center receives all 9-1-1 calls for police, fire, and ambulance services in San José. Additionally, SJPD receives other non-emergency calls. Staff answer calls, prioritize events, evaluate resources, and direct emergency personnel to respond.

In 2024-25, SJPD handled 1.1 million total calls for service and police events. There were nearly 593,700 9-1-1 and other emergency calls.* The number of non-emergency calls (e.g., 10-digit non-emergency calls and phone reports) totaled about 419,600. Field events (e.g., car and pedestrian stops, and other officer-initiated calls) accounted for the remainder.

SJPD met its target of answering 90 percent of 9-1-1 calls within 15 seconds. The average answering time for emergency calls was an estimated 5.8 seconds, faster than the 6.5 second target.

Of the 163 authorized positions in the Communication Center, only 126 were full duty as of June 2025.

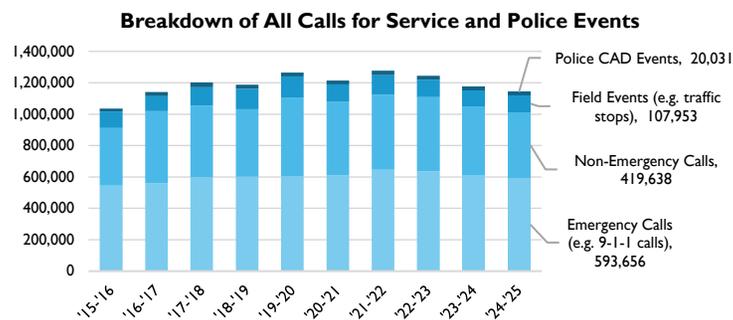
* This includes 9-1-1 transfers to the Fire Department for fire and medical emergencies.



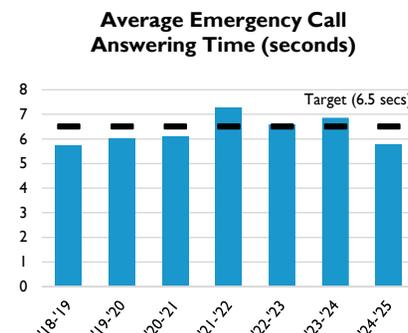
Source: San José Police Department, photo of Communications staff.

9-1-1 Alternative Responses to Calls for Service

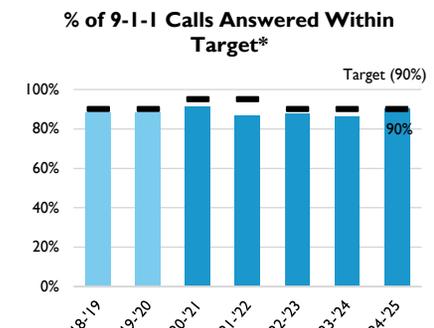
In February 2024, the City Manager's Office, in response to Council direction, began exploring alternatives for 9-1-1 calls for service. They developed nine findings based on this analysis, among these include expanding its current efforts around the 9-1-1 to 9-8-8 call transfer program and one-year additional funding for the department's Trusted Response Urgent Support Team (TRUST).



Note: All calls for service received includes duplicates, online reporting, and calls that did not require a police response.



*In 2020-21, SJPD revised this performance measure from % of 9-1-1 calls answered within 10 seconds to % of 9-1-1 calls answered within 15 seconds.



POLICE

POLICE RESPONSES

SJPD responded to about 165,500* Priority 1-4 events in 2024-25 (definitions shown in gray box below):

- 7,600 Priority 1 responses (5 percent)
- 75,300 Priority 2 responses (45 percent)
- 64,500 Priority 3 responses (39 percent)
- 18,100 Priority 4 responses (11 percent)

* Numbers may not add to incident total due to rounding.

Prioritization of Police Responses

Priority 1 responses: Present or imminent danger to life or there is major damage to/loss of property (e.g., large-scale calls for service or cases where a major felony is in progress or just occurred).

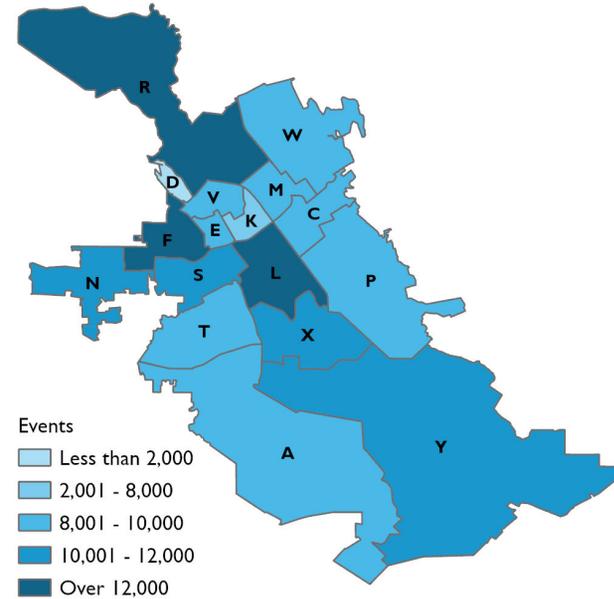
Priority 2 responses: Injury or property damage or potential for either to occur or the suspect is still present in the area. Includes all missing person reports for children under the age of 12, or at-risk missing persons, including mentally handicapped or disoriented adults.

Priority 3 responses: There is property damage or the potential for it to occur. The suspect has most likely left the area. Situations where the suspect is in custody for a non-violent crime and is cooperative. Situations when a prior crime against the person occurred and there are no injuries to the victim necessitating immediate medical care and the suspect is not present.

Priority 4 responses: There is no present or potential danger to life/property and the suspect is no longer in the area.

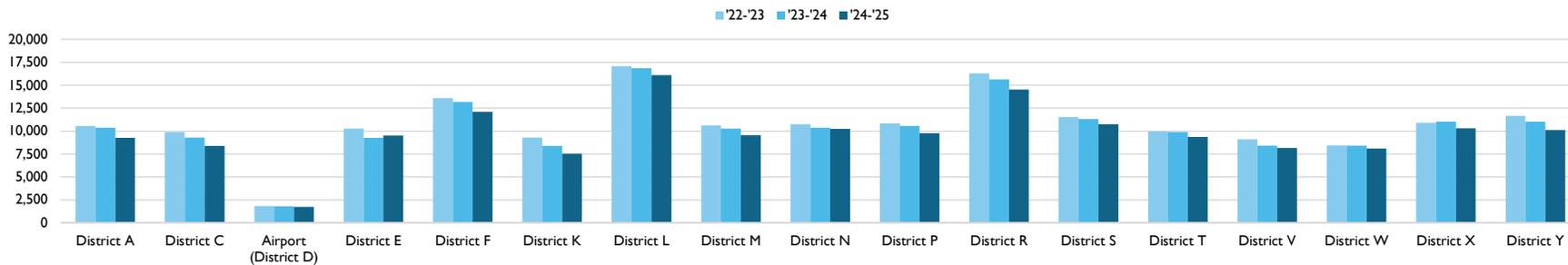
Priorities are based on the elements first presented by a caller. These elements can change during the course of an event and may necessitate a change in priority.

Police Districts by Number of 2024-25 Priority 1-4 Responses
(see below for graph of data)



Source: City Auditor's Office based on response data provided by the Police Department.

Priority 1-4 Police Responses by District



Note: Includes only Priority 1-4 events to which the Department responded; excludes duplicate calls and officer-initiated events.

POLICE RESPONSE TIMES

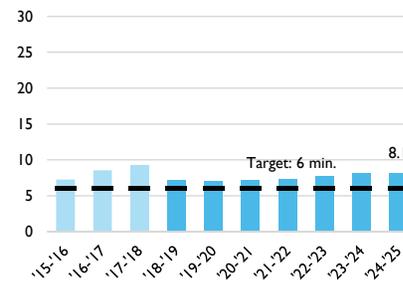
In 2024-25, the citywide average response time for Priority 1 calls was 8.1 minutes (target: 6 minutes). The citywide average response time for Priority 2 calls was 27.8 minutes, far slower than the target of 11 minutes.

The Department has focused on maintaining Priority 1 response times, as these calls involve present or imminent danger to life or major property loss. Priority 2 calls are those which involve either injury or property damage, or the potential for either to occur.

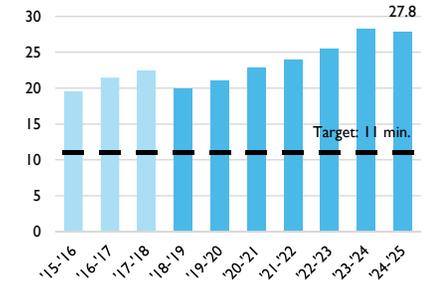
SJPD disaggregates response times by three time targets: processing time, queuing time, and driving time. In 2024-25, the Department's average processing time met the time target for Priority 1 calls, whereas queuing and driving time were both slower than the target. For Priority 2 calls, SJPD was outside of its targets for processing time, queuing time, and driving times.

In 2024-25, District E was below the 6-minute target response time for Priority 1 events, while two additional districts were close to achieving the target average response time. Response time may vary across districts because of the size or physical characteristics of an area, whether there are adjacent police service areas, population density, traffic conditions, and officer staffing levels.

Average Priority 1 Police Response Time* (minutes)

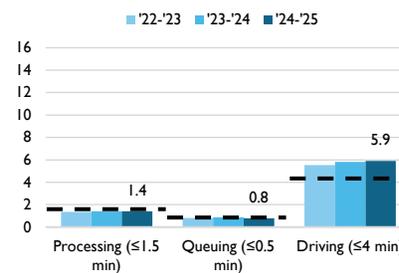


Average Priority 2 Police Response Time* (minutes)

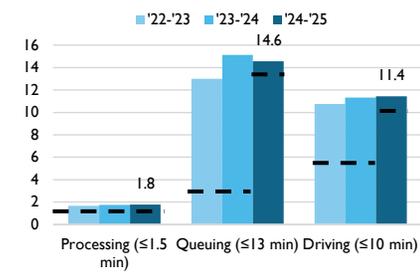


*In 2018-19, SJPD revised their reporting of police response times to be based on how incidents are initially coded into their system. In prior years, SJPD had measured response times based on updated coding of incidents as determined throughout the response, which could change the priorities of incidents and affect response times.

Priority 1 Response Time Breakdown (minutes)

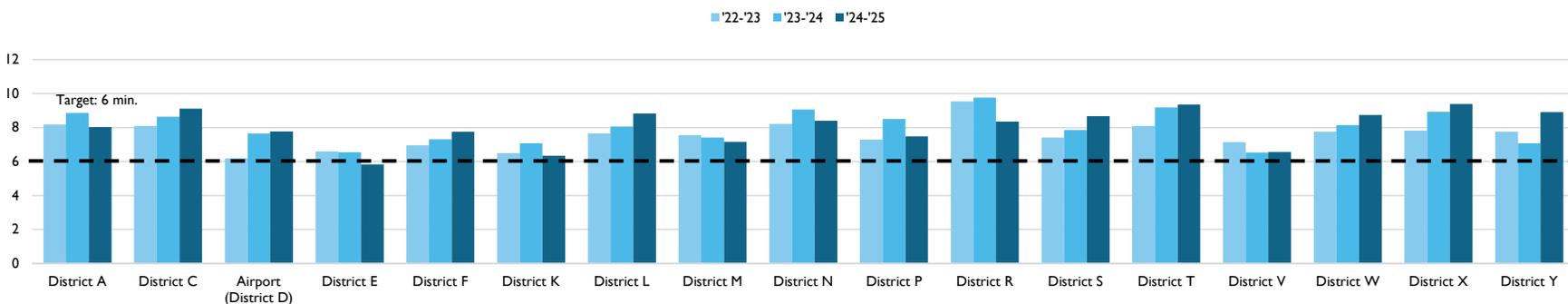


Priority 2 Response Time Breakdown (minutes)



Note: Priority 2 targets for queuing and driving changed in 2024-25.

Priority 1 Average Police Response Times (minutes)



POLICE

CRIME IN SAN JOSE

In 2024, there were nearly 16,400 crimes against persons. This included 12,600 simple and aggravated assaults and almost 1,700 sex offenses, including rapes. There were 37,400 crimes against property, with over a third including larceny/theft offenses. Additionally, in 2024 there were 5,400 crimes against society. This included 4,100 drug/narcotic offenses. In 2024, there were 27 homicides.*

The number of arrests for felonies, misdemeanors, and other offenses has decreased from about 16,500 in 2015, to around 14,500 in 2024. There were 466 gang-related and gang-motivated incidents** overall in 2024, of which 157 were classified as violent by the SJPD.

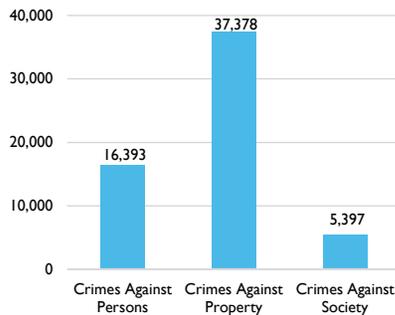
In the past ten years, San José has experienced an increase in reported hate crimes from 6 in 2015 to 116 in 2024. The Police Department provides crime statistics [online](#).

* Criminal homicides include: murder and nonnegligent manslaughter.
 ** Gang-motivated incidents include crimes committed for the benefit of a gang, whereas gang-related incidents include crimes involving gang members that may not necessarily be for the benefit of a gang.

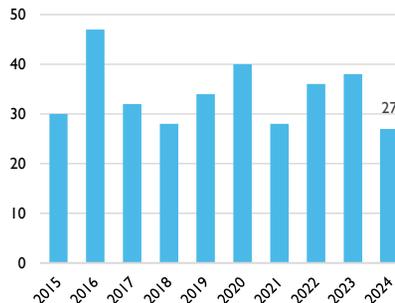
National Incident Based Reporting System

In 2021, the FBI Uniform Crime Reporting (UCR) program mandated National Incident-Based Reporting (NIBRS) as the law enforcement crime data-reporting standard for the nation, while retiring the Summary Reporting System (SRS). Under SRS, limited data on nine Part I crimes were collected, reporting only the most serious offense on a singular incident (the hierarchy rule). With NIBRS, incident-specific data is captured for 52 different offense types and all crimes on a singular incident are reported. NIBRS is still being rolled out nationwide, along with California Department of Justice (DOJ) specific requirements, which will affect the comparison of San José to other jurisdictions as well as the nation as a whole. Arrest and citation data are collected regardless of the crime/offense type in either reporting systems. SJPD went live with NIBRS in April 2023.

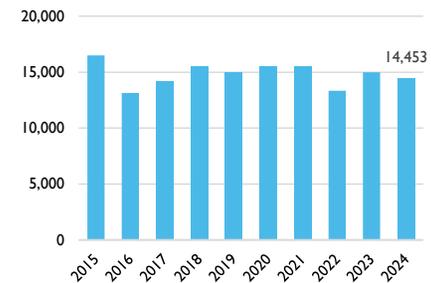
Crimes by Type (NIBRS), 2024



Homicides



Number of Arrests (Felonies, Misdemeanors, and Other)



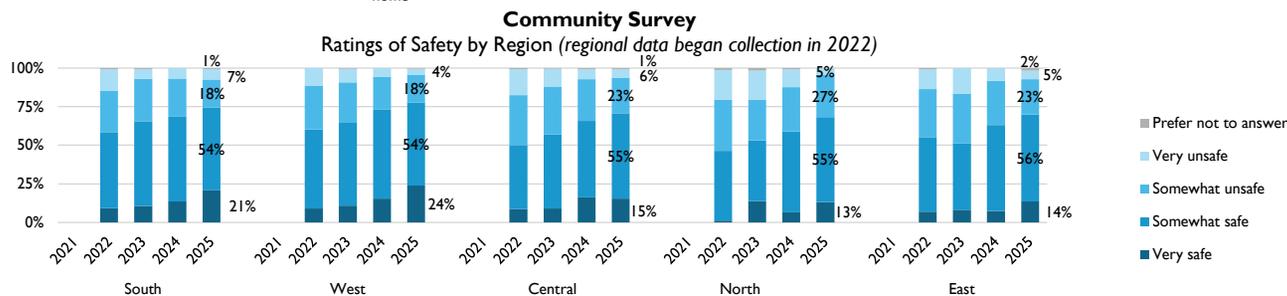
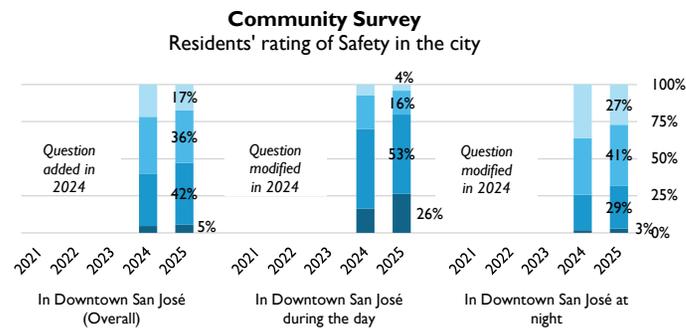
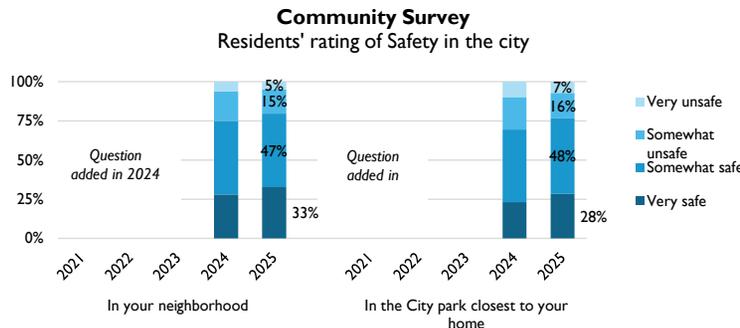
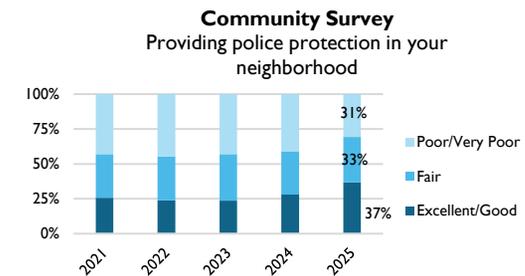
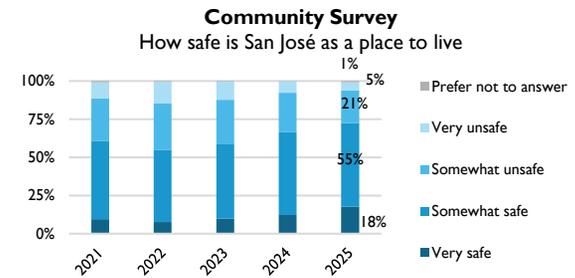
Note: The Department began reporting NIBRS in April 2023. 2024 is the first calendar year of complete NIBRS data.

PERCEPTIONS OF SAFETY IN SAN JOSE

The community survey asked San José residents a variety of questions about how safe they feel in the city. In 2025, 73 percent of respondents reported San José as a safe place to live, an increase from 66 percent in the previous year. Respondents age 18 to 24 had the highest feeling of safety across all age groups, with 87 percent reporting that they felt "very" or "somewhat" safe. Overall, 37 percent of respondents ranked police protection in their neighborhood as "excellent" or "good," an increase from 28 percent in 2024.

Respondents were also asked how safe they feel in their own neighborhoods, in the city park closest to their home, and in downtown San José. More respondents said they feel "very" or "somewhat" safe in downtown during the day than at night. Respondents felt more safe in their neighborhoods and City parks closest to their homes than in downtown.

Perceptions of safety also varied by region; 68 percent of respondents from the North region rated the city as "very" or "somewhat" safe, compared to 78 percent of respondents from the West region.



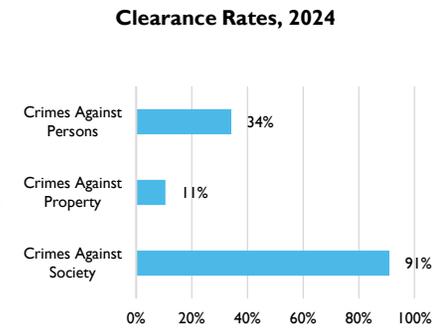
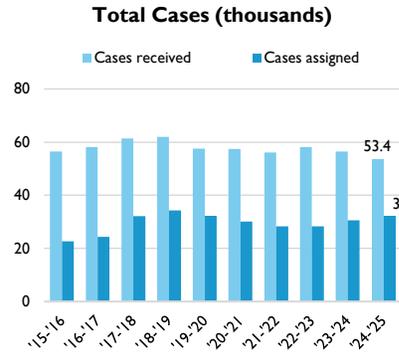
Note: See the Community Survey Chapter for a map of survey regions.

POLICE

INVESTIGATIVE SERVICES

The SJPD investigates crimes and events by collecting evidence, interviewing witnesses, interrogating suspects, and other activities. In 2024-25, the Bureau of Investigations received 53,400 cases, less than in 2023-24. Of these cases, nearly 32,000 were assigned for investigation. A case may not be assigned because of a lack of resources or because it is deemed not workable (e.g., no evidence). In 2024-25, 48,900 cases were operationally closed. Reasons for closure included criminal filings, lack of investigative resources, and non-leads.

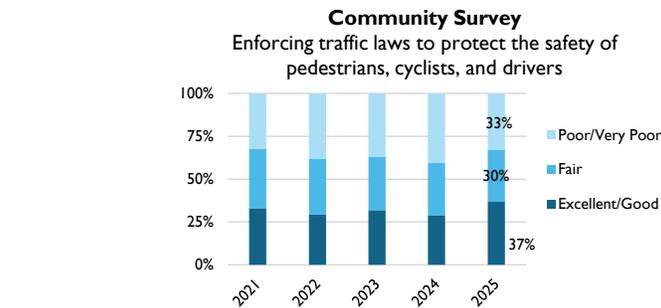
In 2024, the clearance rate for crimes against persons was 34 percent while the clearance rate crimes for against society was 91 percent. However, the clearance rate for crimes against property was just 11 percent.



TRAFFIC SAFETY

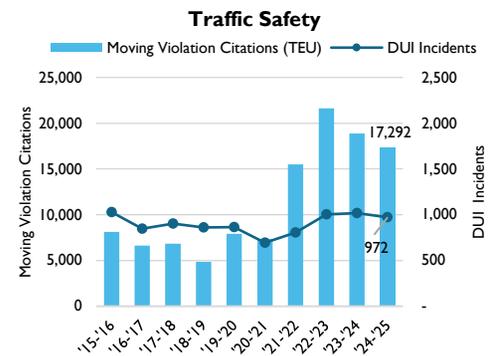
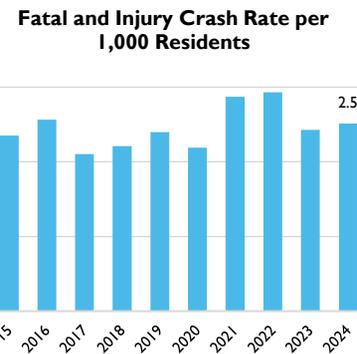
The SJPD provides for the safe and free flow of traffic through enforcement, education, investigation, and traffic control. The community survey asked respondents about their perceptions of enforcing traffic laws to protect the safety of pedestrians, cyclists, and drivers; 37 percent responded with a rating of "good" or "excellent."

San José's rate of fatal and injury crashes, including public streets* and private property, was 2.5 per 1,000 residents in 2024. This increased slightly from the prior year. As noted in the Transportation chapter, this has remained well below the national rate.



SJPD reported that its Traffic Enforcement Unit (TEU) issued around 17,300 citations in 2024-25, fewer citations than the prior year but more than twice as many as 2020-21. TEU staff are deployed on all weekdays to high impact areas determined by citywide collision data. According to the Department, TEU officers have issued more citations and less warnings in efforts to make a greater impact on driver behaviors.

In 2024-25, there were 972 DUI incidents, slightly fewer than the prior year.



* Public streets include City-maintained public streets and expressways.

Note: Data based on incidents responded to and differs from the Transportation chapter and CSA dashboard measure, which captures incidents on public streets within San José's jurisdiction.

The mission of the Public Works Department is to provide excellent service in building a smart and sustainable community, maintaining and managing City assets, and serving the animal care needs of the community.

PUBLIC WORKS

The Public Works Department oversees the City’s capital projects; maintains the City's facilities, equipment, and vehicles; provides plan review services for development projects; and provides animal care and services. Public Works also houses the City's Office of Equality Assurance.

In 2024-25, Public Works' operating budget totaled \$306.25 million. Staffing decreased from 669 in 2023-24 to 659 authorized positions in 2024-25.

CAPITAL PROJECTS

The Capital Projects division oversees the planning, design, and construction of public facilities and infrastructure. Other departments such as the Airport, Transportation, and Environmental Services also manage some capital projects.

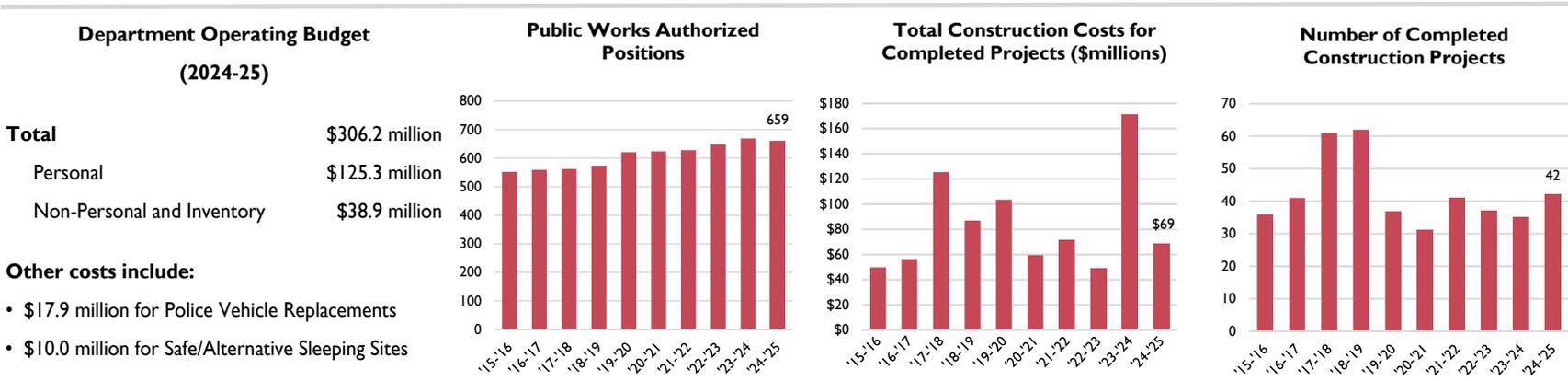
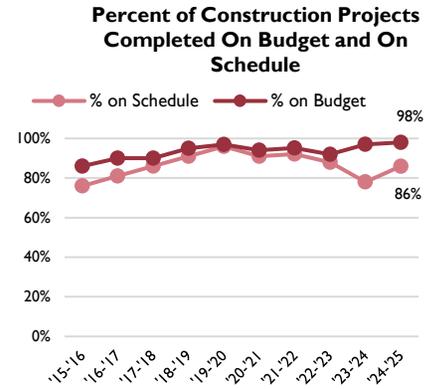
In 2024-25, construction costs totaled \$69 million. A project is considered on budget for the entire life cycle of a project when its total expenses are within 101 percent of its budget. In 2024-25, Public Works completed 41 of 42 construction projects on budget (98 percent).

Example projects completed in 2024-25 include the McKee Road - Vision Zero Corridor Project, the San José Mineta Airport New Taxiway Phases I & IB, the Tully Road Safety Improvement Project, miscellaneous sanitary sewer repairs, and Emergency Interim Housing at Via Del Oro.

Emergency Interim Housing at Via Del Oro



Source: Public Works



CAPITAL PROJECTS (CONTINUED)

A project is considered on schedule for the construction phase of the project when it is available for use (e.g., completed street being used by vehicles, parks being utilized) within two months of the approved baseline schedule. Of the projects intended for completion in 2024-25, 42 of 49 projects were on schedule (86 percent).

In 2024-25, for projects less than \$500,000, Public Works' average delivery cost (the ratio of soft costs to hard costs) was 76 percent, above the target of 64 percent. For larger projects, the average delivery cost was 44 percent, which is right at the target.

Coyote Creek Trail Project – Mabury Road to Empire Street



Source: Public Works

OFFICE OF EQUALITY ASSURANCE

San José is subject to numerous labor policies that have been passed by City Council, approved by voters, or adopted due to requirements from the State of California. The Office of Equality Assurance (OEA) implements, monitors, and administers the City's wage policies. OEA responded to 56 minimum wage complaint inquiries. Eighty-two workers were affected by minimum wage violations, and 201 for living and prevailing wage violations. They collected \$51,627 in restitution, \$44,322 from non-compliance with prevailing wage and living wage regulations and \$7,306 from minimum wage regulation.

In addition, they oversee the City's disadvantaged business enterprise program to ensure compliance with the Americans with Disabilities Act (ADA). OEA serves as a liaison for ADA, and routes ADA complaints to the appropriate department.

KEY FACTS (2024-25)

Number of minimum wage complaint inquiries	56
Number of minimum wage letters sent	5
Number of affected workers (minimum wage)	82
Number of affected workers (prevailing and living wage)*	201
Amount of restitution collected*	\$51,627

**Included is approximately \$3,325 of restitution paid to 31 workers in July and August 2024 that was also included in the data presented for 2023-24 in the prior year.*

PUBLIC WORKS

FACILITIES MANAGEMENT

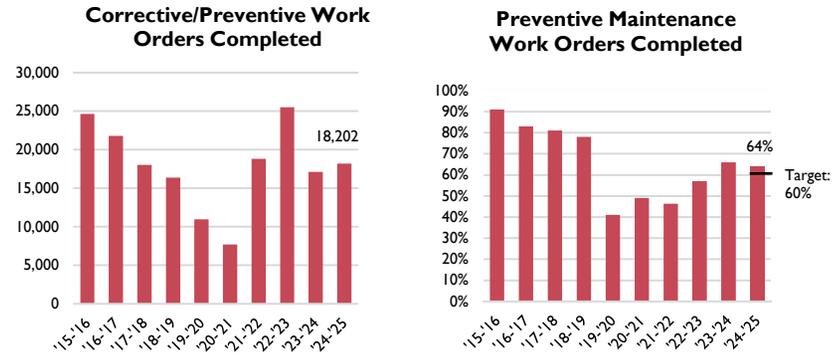
The Facilities Management Division manages 2.9 million square feet in 226 City facilities, including City Hall, which is over 500,000 square feet. Services include maintenance, improvements, event support, and property management. In 2024-25, 88 percent of facilities received a Condition Assessment Rating of "good" or "better."

The Division completed 18,200 corrective and preventive work orders in 2024-25, about 1,100 more than in 2023-24. Sixty-four percent (target: 60 percent) of about 12,000 preventive maintenance work orders were completed during the year.

As of March 2024, Public Works estimated a facilities maintenance backlog for City-operated facilities of \$293.8 million in one-time costs, as well as \$33.1 million in annual unfunded costs. The estimated one-time maintenance backlog for City facilities operated by others is \$140.6 million.

KEY FACTS (2024-25)

Total number of City facilities	226
Square footage	2.9 million
Completed corrective and preventive work orders	18,200
Total completed solar installations on City sites	40



FLEET & EQUIPMENT SERVICES

Fleet and Equipment Services manages procurement and maintenance to provide a safe and reliable fleet of roughly 3,000 City vehicles and pieces of equipment. Public Works completed about 19,600 repairs and preventive work orders in 2024-25, an increase from nearly 17,500 in the prior year. Public Works reports that police and fire vehicles were available for use when needed 100 percent of the time in 2024-25; the City's general fleet was available when needed 97 percent of the time.

In 2024-25, 54 percent of motorized City vehicles and equipment ran on alternative fuels. The City has committed to ensuring 100 percent of new vehicles purchased be zero-emission starting in 2027.

As of March 2024, Public Works estimated a vehicle and equipment deferred maintenance and infrastructure backlog of \$17.4 million in one-time costs, and increase from \$7.7 million in March 2022.

KEY FACTS (2024-25)

Total number of vehicles & equipment	3,000
Completed repairs & preventive work orders	19,600
Percent of fleet running on alternative fuel	54%

Total Number of Vehicles, Cost and Target Per Mile by Class

Equipment Class	Number of Vehicles	Cost/Mile Estimate	Target
Police	490	\$0.77	\$0.44
Fire	112	\$3.25	\$1.75
General, Light (sedans, vans)	1,273	\$0.43	\$0.38
General, Heavy (tractors, loaders)	260	\$1.78	\$1.68

**REGULATE/FACILITATE PRIVATE DEVELOPMENT
(DEVELOPMENT SERVICES)**

The Development Services Division of Public Works coordinates with private developers and utility companies to ensure that private projects comply with regulations to provide safe and reliable public infrastructure.

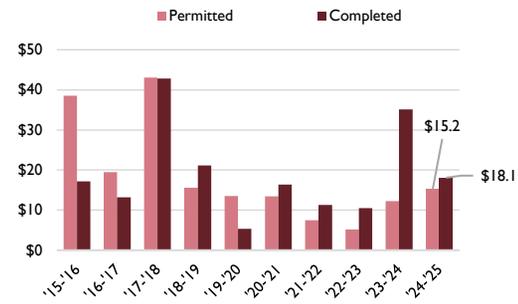
The Division manages two fee-based cost recovery programs: the Development Fee Program (for private developers) and the Utility Fee Program (for utility companies). During 2024-25, the Division received 926 development permits and 5,200 utility permits, more than the prior year. In 2024-25, Public Works met 93 percent of planning and 90 percent of public improvement permit timelines.

Private development projects add public infrastructure (streets, traffic lights, storm sewer, etc.) to the City’s asset base. Projects permitted in 2024-25 are expected to add \$15.2 million in public infrastructure upon completion. Projects completed in 2024-25 added \$18.1 million in estimated public improvement value to the City’s asset base. (See table for examples.)

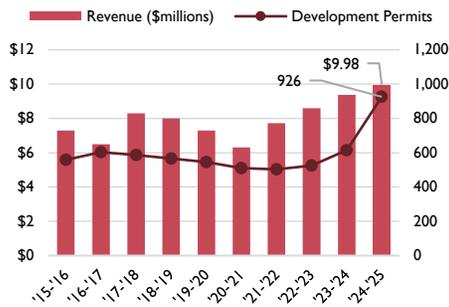
Major Projects & Estimated Public Improvement Values, 2024-25

Permitted	•Qume Drive & Commerce Drive: Curb, gutter, sidewalk, street improvements, and streetlighting	\$3.1 million
	•0 Piercy Road: Curb, gutter, sidewalk, bike lane, storm and sanitary sewer improvements, and street trees	\$1.8 million
	•Tract 10647: Curb, gutter, sidewalk, water main, sanitary sewer, street improvements, and street trees	\$1.4 million
Completed	•Tract 9831: Public improvements	\$5.3 million
	•Monterey Road Utility Corridor: Utility improvements	\$3.8 million
	•Equinix Data Center: Signal modification	\$1.0 million

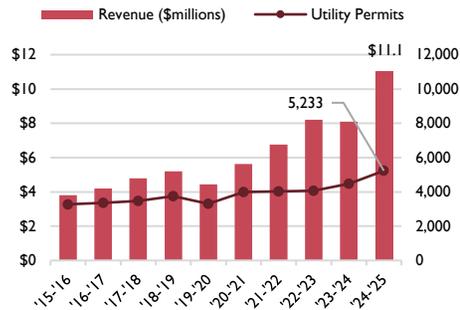
Value of Public Improvements from Private Development Projects (\$millions)



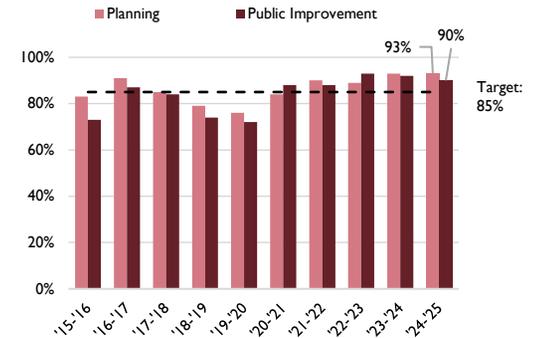
Development Revenues and Permits



Utility Fee Revenues and Permits



Permitting Timeliness



PUBLIC WORKS

ANIMAL CARE & SERVICES

Animal Care & Services (ACS) provides animal licensing programs, field services, adoption/rescue programs, spay/neuter programs, and medical services through its Animal Care Center. ACS serves San José, Cupertino, Milpitas, and Saratoga.

As of July 1, 2025, there were approximately 59,000 licensed animals in ACS's service area. Of licensed animals, 70 percent were dogs and 30 percent were cats. In 2024-25, the Center took in about 11,200 animals, excluding wildlife.

In 2024-25, ACS reported that the live release rate was 89 percent for all animals (target: 90 percent). The average length of stay was 20 days for dogs (target: 22 days), 14 days for cats (target: 18 days), and 29 for other animals (target: 20 days).

In 2024-25, animal service officers responded to more than 17,000 service calls, including follow-ups, a slight increase from the previous year. For emergency calls, such as dangerous situations or critically injured or sick animals, the time target is to respond to calls within one hour. In 2024-25, ACS met this target 97 percent of the time.

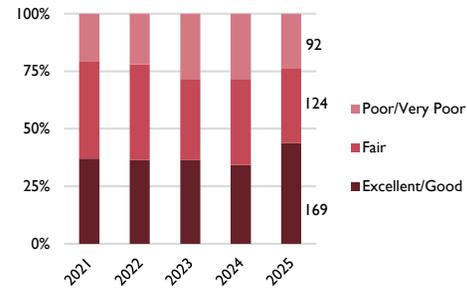
Note: See our audit of [Animal Care and Services: Addressing Capacity Constraints and Updating Shelter Protocols Will Help Improve Animal Outcomes](#).

KEY FACTS (2024-25)

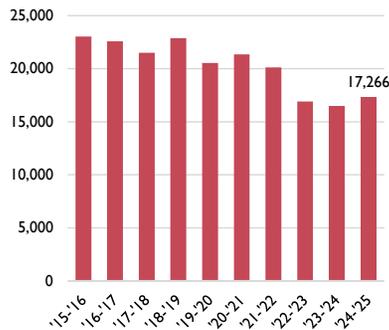
Animal licenses in service area	59,000
Incoming animals to Center*	11,200
Calls for service completed	17,000
Average length of stay (dog/cat/other)	20/14/29 days

*Incoming animals does not include wildlife.

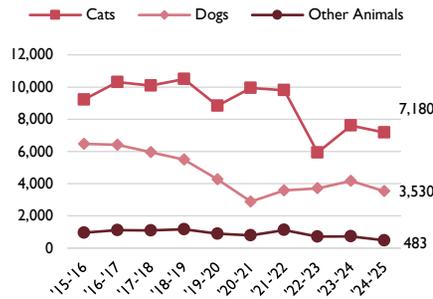
Community Survey
Residents' rating of the City providing animal control services



Calls for Service

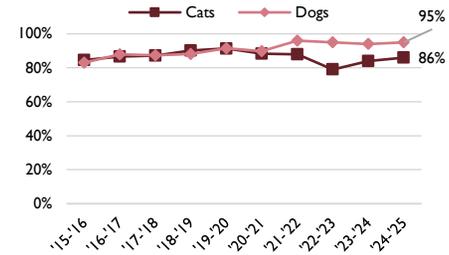


Incoming Shelter Animals



Note: Other animals excludes wildlife.

Percent Adopted, Rescued, Returned, or Transferred



Note: Beginning in 2023-24, methodology was updated to follow Asilomar Accords.

RETIREMENT SERVICES

The mission of the Office of Retirement Services is to provide and maintain financially sound pension and healthcare plans.

RETIREMENT SERVICES

The Office of Retirement Services administers two pension plans, the Federated City Employees' Retirement System (Federated) and the Police and Fire Department Retirement Plan (Police and Fire), as well as Other Post-Employment Benefits (OPEB) for City employees and retirees. The City offers several tiers of benefits, based on the start date of the employee.

The Office is responsible for administering retirement benefits, including providing retirement planning and counseling; supervising the investment of plan assets; managing contracts; and producing financial reports.

In 2024-25, the Office's personal services expenditures totaled \$9.6 million, and there were 45 authorized positions. About \$5.2 million in additional administrative costs, such as professional services, were paid out of the retirement funds. Total investment fees were \$73 million in calendar year 2024.

The City's total contributions to the two plans included \$451.3 million for pension benefits and \$63.2 million for other post-employment benefits (OPEB). Separately, City employees contributed \$94.2 million for pension and OPEB. This totals to \$608.7 million in contributions from the City and its employees. The City's contributions have grown dramatically since the early 2000s but are expected to decline in coming years.

Note: The Retirement Services chapter of the City's Budget only includes personal services. Additional administrative expenses and investment expenses are detailed in the [Federated City Employees' Retirement System](#) and the [Police and Fire Department Retirement Plan Annual Comprehensive Financial Reports](#).

KEY FACTS (2024-25)

Contributions Total	
City's	\$514.5 million
Employees	\$94.2 million
Rate of Return on plan assets	
Federated	9.6%
Police and Fire	10.0%
Funded Status for Pension Plans (as of June 30, 2024)	
Federated	61%
Police and Fire	82%

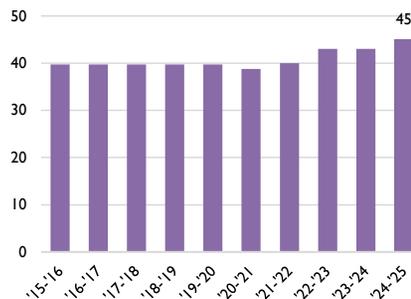
Impact on General Fund

In 2024-25, 17.2 percent of the General Fund was budgeted to pay for retirement costs. This has increased over time; for example, in 2000-01, it was 6.5 percent. The steady increase of retirement costs impacts funding available for other City services. City contributions from the General Fund alone (excluding other City funds) totaled \$366.1 million.

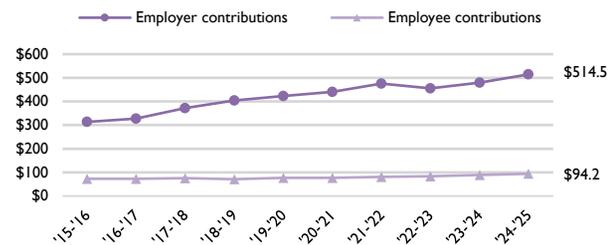
Department Operating Expenditures (2024-25)

Total	\$14.8 million
Personal	\$9.6 million
Non-Personal	\$5.2 million

Retirement Services Authorized Positions



Total Annual Contributions for Pension and Retiree Health and Dental Benefits (\$millions)



Source: Federated City Employees' Retirement System and the Police and Fire Department Retirement Plan Annual Comprehensive Financial Reports.

RETIREMENT SERVICES

The pension and OPEB plans' total liabilities (including future pension payments) exceeded the values of their assets by \$2.08 billion for Federated and \$1.27 billion for Police and Fire. These net liabilities totaled about \$184,000 per Federated member and about \$270,000 per Police and Fire member.

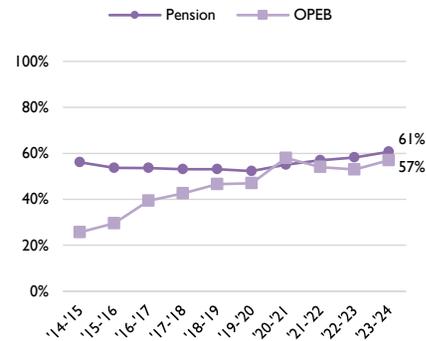
As of the June 30, 2024 actuarial valuations, the Federated and Police and Fire funded ratios (or percent of liabilities covered by plan assets) were 61 percent and 82 percent for the respective pension plans.

During 2024-25, the Federated pension plan had a net rate of return on pension plan assets of 9.6 percent. The Police and Fire pension plan had a net rate of return of 10 percent, up from 9.7 percent. The assumed rate of return, or discount rate,* was 6.625 percent for both the Federated pension plan and the Police and Fire pension plan, the same as last year.

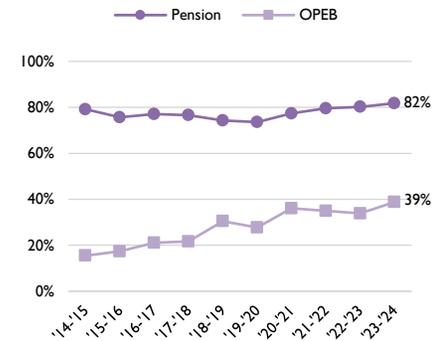
As of June 30, 2025, there were 7,411 retirees or beneficiaries of the plans, up from 6,152 ten years ago. The ratio of active members (i.e., current employees contributing to the plans) to beneficiaries is now less than 1:1. In 2000 it was over 2:1.

*The assumed rate of return, or discount rate, is the annual rate used to discount pensions expected to be paid in the future to current dollars. For pension plans, it is often based on average expected investment returns over a long time horizon.

Federated Funded Status



Police and Fire Funded Status



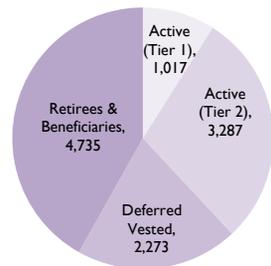
Sources: Federated City Employees' Retirement System and Police and Fire Department Retirement Plan Actuarial Valuations.

Note: Funded status calculated using the actuarial value of assets, which differs from the market value, as gains/losses are recognized over five years to minimize the effect of market volatility on contributions. Beginning in 2016-17, OPEB funded status has reflected changes to asset and liability calculations based on guidance from the Government Accounting Standards Board.

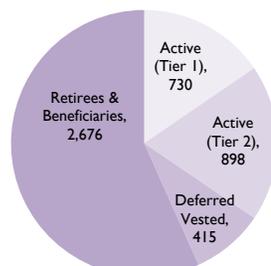
Investments

The retirement plans' assets are distributed among various types of investments, according to each board's investment policies. As of June 30, 2025, the largest category of assets held by each pension plan was public equities. The plans also held investments in private equity, bonds, and real estate, among others.

Federated Plan Membership (As of June 30, 2025)



Police and Fire Plan Membership (As of June 30, 2025)



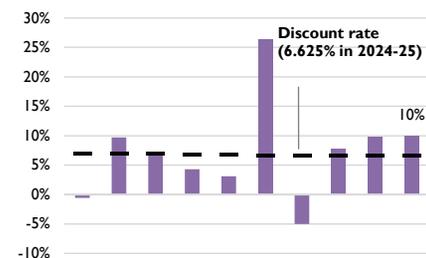
Source: Federated City Employees' Retirement System and the Police and Fire Department Retirement Plan Annual Comprehensive Financial Reports.

Federated Rate of Return, Net of Fees



Source: Federated City Employees' Retirement System and the Police and Fire Department Retirement Plan Annual Comprehensive Financial Reports.

Police and Fire Rate of Return, Net of Fees



TRANSPORTATION

The mission of the Transportation Department: Our mission is to equitably serve our diverse community and enhance quality of life by planning and operating safe transportation systems, promoting sustainable transportation choices, and maintaining resilient infrastructure.

TRANSPORTATION

The Department of Transportation (DOT) has eight core service groups:

- Plan and develop transportation projects;
- Optimize traffic flow and safety;
- Maintain street pavement;
- Maintain traffic signals, signs, markings, and streetlights;
- Maintain street landscapes, street trees, and grow the City's tree canopy;
- Clean and repair sanitary sewers;
- Maintain storm sewers; and
- Maintain public parking.

Additional staff provide strategic support, such as budget and information technology services.

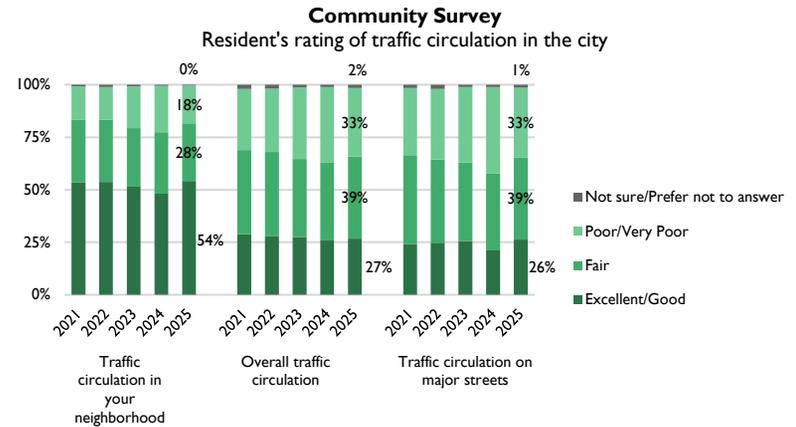
In 2024-25, DOT's adopted operating budget totaled \$187.8 million. The Department had 541.5 authorized positions; staffing was up by 23 percent compared to levels 10 years ago.

Increasing Community Safety Focus Area

The long-term goal of the Increasing Community Safety Focus Area is that San José residents live in a community with responsive emergency services and safe streets and roads. For 2025-26, this is to be measured through residents' perceptions of safety, Police and Fire response times, crime rates, and traffic fatalities. For more information, see the City Manager's Office chapter.

KEY FACTS (2024-25)

Number of acres of street landscape (also includes special districts)	569
Number of City parking lots and garages	14
Number of parking meters (estimate)	2,500
Number of street trees	351,600



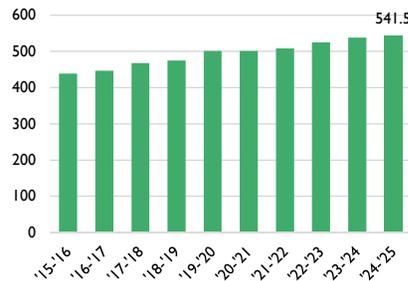
Department Operating Budget (2024-25)

Total	\$187.8 million
Personal	\$97.6 million
Non-personal	\$58.8 million

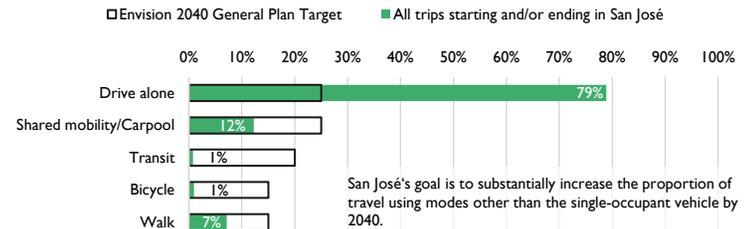
Other costs include:

- \$4.9 million for Downtown Property and Business Improvement District
- \$2.5 million for Sidewalk repairs

DOT Authorized Positions



Percent of All Trips Starting and/or Ending in San José (2024-25)



TRANSPORTATION SAFETY & OPERATIONS

Transportation Safety & Operations manages various traffic safety programs to facilitate safe and efficient travel within San José. In February 2025, City Council approved a new [Vision Zero Action Plan](#) that provides a roadmap for eliminating fatal and severe injuries on city streets by 2040.

DOT reports that there were 49 traffic fatalities in San José in 2024. Twenty were pedestrians. San José’s rate of fatal and injury crashes has remained well below the national rate, with a rate of 2.7 per 1,000 residents in 2024.* In comparison, the national rate was 5.2 per 1,000 residents in 2023.

DOT installed 58 traffic safety improvements, such as flashing beacons, median/pedestrian refuge islands, curb extensions, and speed humps to enhance pedestrian crossings safety and/or reduce speeding on roadways. Around 1,400 basic traffic safety service requests were closed out. DOT completed about 700 traffic signal operation assignments, such as addressing signal timing or detection concerns. Additionally, an estimated 46,000 school-aged youth and adults received traffic safety education in 2024-25.

* DOT’s measure of fatal and injury crashes counts crashes that occurred on City roads and within 50 feet of an intersection on county expressways. Injury crashes on private property or beyond 50 feet of an intersection on county expressways are excluded (fatal crashes are counted).

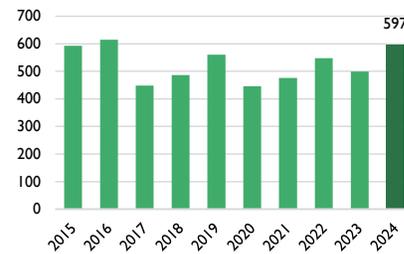
TRANSPORTATION PLANNING & PROJECT DELIVERY

Planning & Project Delivery supports the development of San José’s transportation infrastructure. This includes coordinating transportation and land use planning studies, managing the Capital Improvement Program, and working with regional transportation agencies such as VTA, BART, and Caltrans.

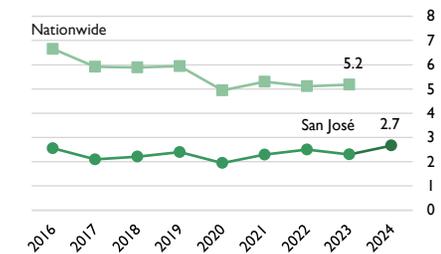
In 2024-25, DOT budgeted around \$300 million towards its traffic capital improvement program. DOT managed over 80 transportation capital improvement projects that were underway. Example regional and transportation capital improvement projects include the Eastridge to BART Regional Connector and Vision Zero safety improvements.

San José has over 480 miles of on-street bicycle lanes and routes (installed by DOT). Under [Better Bike Plan 2025](#), the City aims to create a low-stress, connected network. The Plan calls for completing a roughly 550 mile on-street bike network. Seven miles of new on-street bikeways were installed in 2024.

Pedestrian and Bicycle Fatal and Injury Crashes (calendar year)



Fatal and Injury Crash Rate per 1,000 Residents

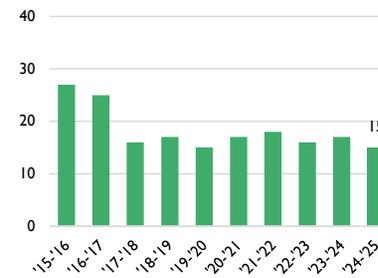


Source: National fatal and injury crash rate data comes from the National Highway Traffic Safety Administration (NHTSA). In 2024 DOT changed its methodology to count fatalities based on the date of the crash instead of the date of death to be consistent with the San José Police Department’s methodology change to align with the National Incident-Based Reporting System.

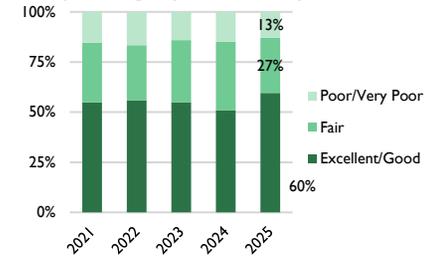
Community Survey
Residents' rating of traffic safety in the city



Regional Transportation Projects in Progress



Community Survey
Residents' rating of the City providing bicycle lanes and paths



TRANSPORTATION

STREET PAVEMENT MAINTENANCE

Pavement Maintenance is responsible for maintaining and repairing city streets.

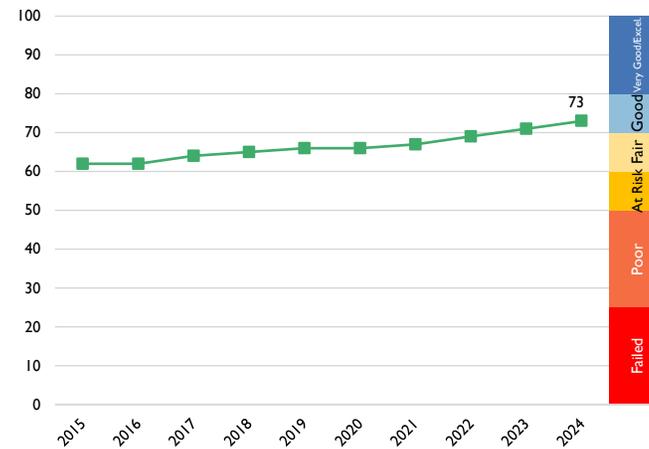
- In 2024, the city’s street pavement condition was rated a 73, or “good”, on the Pavement Condition Index (PCI) scale by the Metropolitan Transportation Commission (MTC). The index ranges from 0 to 100; 0 represents a failed road and 100 represents a newly paved road. The MTC rating is based on a three-year moving average.
- DOT also assesses the conditions of the city's streets, and rated the city's average street pavement condition a 74 for 2024 (annual rating), or "good" on the PCI scale.

The overall pavement condition of local streets in equity priority communities (EPC) was slightly better than those in non-EPC (rated a 71 compared to 70).

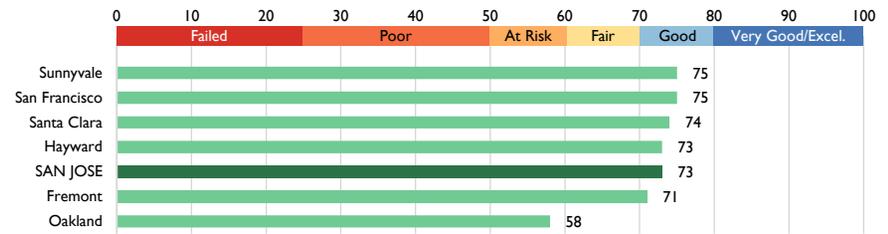
DOT estimates it needs \$313.1 million for deferred pavement maintenance. Because of funding from VTA's Measure B in 2016, State Senate Bill 1, and San José’s Measure T, DOT has been able to improve pavement condition and reduce the maintenance backlog.

As part of the 2024 pavement maintenance program, 147 miles of street were resurfaced and 61 miles were preventively sealed. The average sealing maintenance cost per mile of street was about \$311,000. In 2024-25, DOT crews repaired around 2,500 potholes. For the first time, Community Opinion Survey results show that over 50 percent of surveyed respondents with an opinion rated the maintenance of neighborhood streets as excellent or good.

**Pavement Condition Index
San José 3-Year Moving Average ***

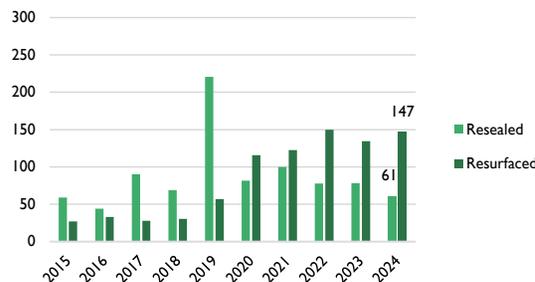


2024 Pavement Condition Index Selected Bay Area Comparisons*

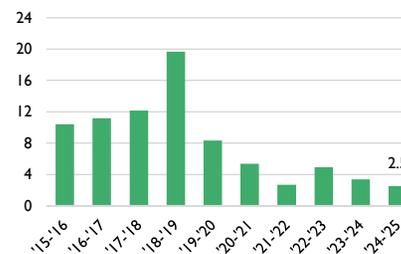


* 3-year moving average, calendar year basis. Source: [Metropolitan Transportation Commission](#).

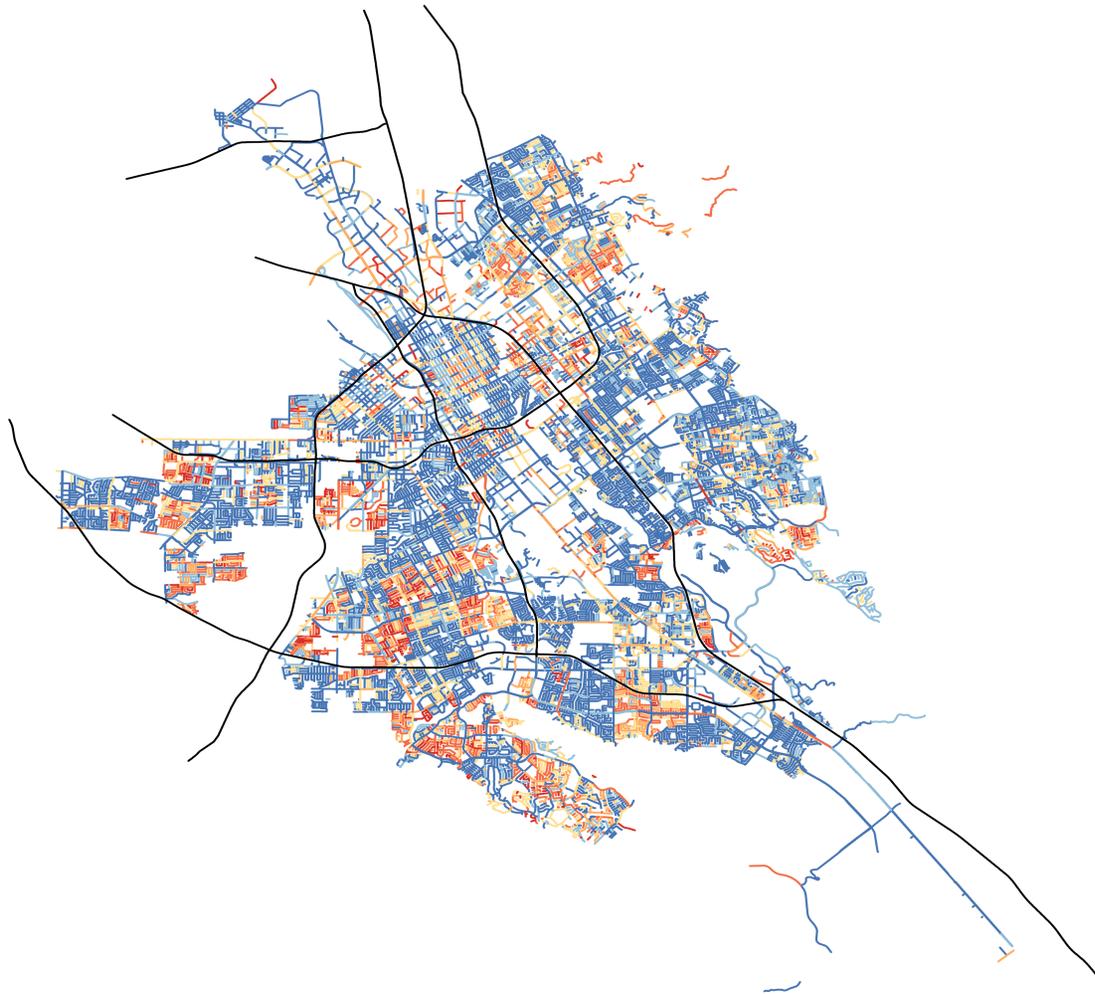
Miles of Street Resealed and Resurfaced



**Number of Potholes Filled
(thousands)**



Map of Pavement Condition

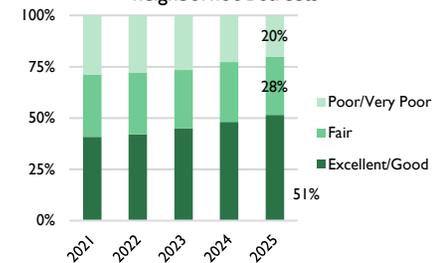


Newly constructed or resurfaced; few signs of distress	Excellent or very good
Low levels of distress; needs preventive maintenance	Good
Significant distress; requires rehabilitation or preventive maintenance	Fair
Deteriorated pavement; will quickly turn "poor" without maintenance	At risk
Excessive distress; requires major, costly rehabilitation	Poor
Extremely rough; needs expensive reconstruction	Failed

Source: Department of Transportation StreetSaver data as of December 2024.

See the City's pavement condition index interactive map [online!](#)

Community Survey
Resident's rating of the maintenance of neighborhood streets



TRANSPORTATION

TRAFFIC MAINTENANCE

The Traffic Maintenance Division is responsible for maintaining the City's traffic signals, traffic signs, roadway markings, and streetlights.

Traffic Signals

- In 2024-25, DOT made around 700 repairs to traffic signals, a decrease from last year, and completed about 900 preventive maintenance activities. DOT attributes the 56 percent decrease in repairs to firmware upgrades for traffic signal controllers that have led to efficiencies.
- DOT estimates staff responded to signal malfunctions within 30 minutes 48 percent of the time (target: 45 percent).

Signage

- DOT's response to traffic and street name sign service requests fell within established guidelines* 91 percent of the time in 2024-25 (target: 98 percent).
- Around 2,000 signs were preventively maintained. DOT estimates that 66 percent of signs were in good condition (target: 80 percent).

Roadway Markings

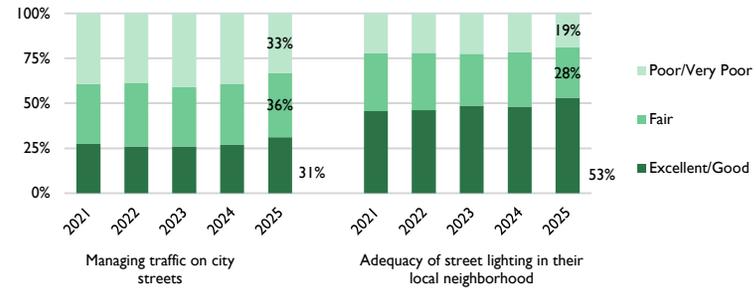
- DOT crews completed roadway marking services within established priority guidelines* 86 percent of the time in 2024-25.
- Eighty-one percent of roadway markings met visibility and operational guidelines (target: 64 percent).
- DOT completed around 300 roadway markings maintenance requests.

Streetlights

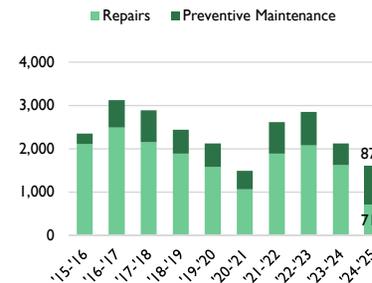
- About 30 percent of reported streetlight malfunctions were repaired within 14 days. DOT reports impacts from copper wire theft impacted response time.
- DOT repaired over 6,000 streetlights in 2024-25.

* 24 hours, 7 days, or 21 days—depending on the priority

Community Survey
Ratings of Services



Number of Traffic Signal Maintenance Activities



Percent of Roadway Markings Meeting Visibility and Operational Guidelines

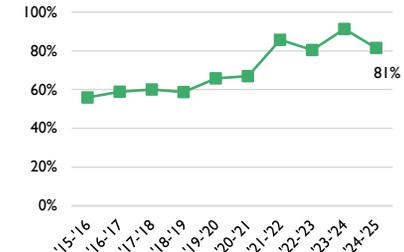


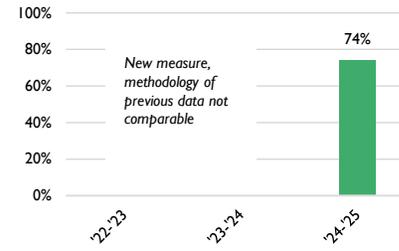
Photo source: Department of Transportation

SANITARY SEWERS

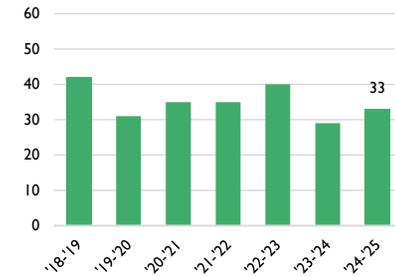
DOT provides maintenance and engineering services for the sanitary sewer system, including maintaining 17 sewer pump stations. DOT is responsible for maintaining uninterrupted sewer flow to the San José-Santa Clara Regional Wastewater Facility. (The Facility is operated by the Environmental Services Department (ESD). *For more information see the ESD chapter.*)

DOT conducts proactive cleaning to reduce sanitary sewer stoppages and overflows. Over 800 miles were cleaned in 2024-25. More than 900 sewer repairs were completed. DOT responded to 33 sewer overflows in 2024-25, four more than last year. There were 3,550 reported sanitary sewer problems. DOT estimates 74 percent of sanitary sewer problems were responded to within 60 minutes (target: 70 percent).

Percentage of Sanitary Sewer Problems Responded to Within 60 Minutes (target: 70%)



Sewer Overflows Cleared



STORM DRAINAGE

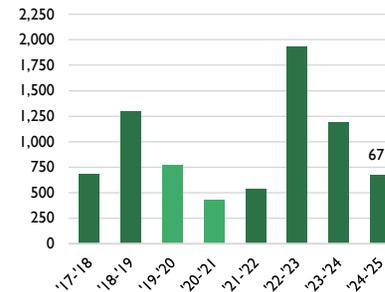
DOT and ESD ensure that the City’s streets are swept of roadway particulate and debris that may collect in gutters. DOT’s street sweepers clean the downtown area, major streets, and bike routes. ESD contracts for residential street sweeping.

DOT annually cleans storm drain inlets in the public right of way so that rain and storm water runoff flow unimpeded through storm drains into the San Francisco Bay. There are approximately 35,700 storm drain inlets in the city. Proactive cleaning prevents harmful pollutants, trash, and debris from entering the Bay and reduces the potential for blockages and flooding during heavy rains.

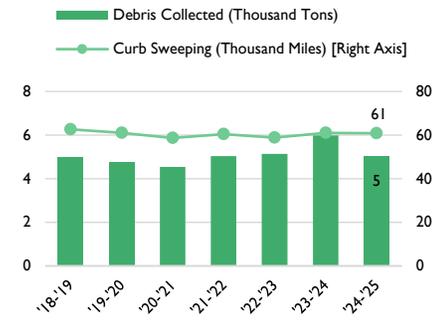
In 2024-25, there were 13 declared storm days and nearly 700 responses to calls related to the storm collection system. The number of stoppages and calls varies depending on the severity of rainfall. DOT also maintained 31 stormwater pump stations and cleaned wet wells during summer months.

The City's current Citywide Stormwater Permit became effective July 1, 2022 and includes significant new requirements (e.g., green stormwater infrastructure for new development). (See the ESD chapter.)

Storm Calls



Street Sweeping



Note: Only blockage-related calls were counted in 2019-20 and 2020-21. For all other years presented, this measure shows responses to calls related to the storm collection system, not just blockage-related calls.

TRANSPORTATION

STREET LANDSCAPE MAINTENANCE

DOT's Landscape Services Division maintains median islands and undeveloped rights-of-way, ensures the repair of sidewalks and the maintenance of street trees, and assesses and manages the urban forest to grow the City's tree canopy. Community Opinion Survey results show that 46 percent of surveyed respondents with an opinion rated the condition of landscaping along streets and medians (not including trees) as excellent or good.

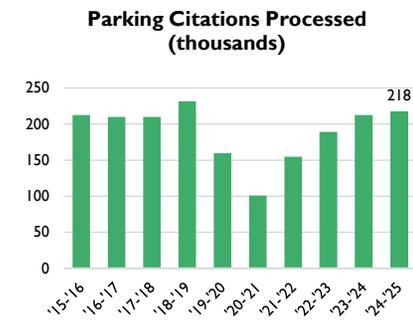
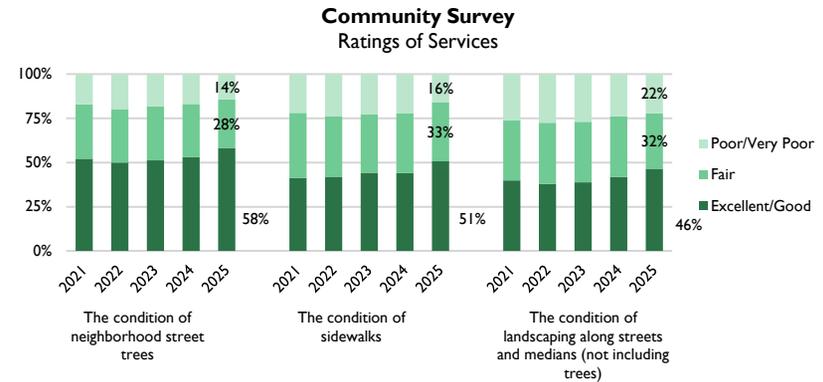
San José has about 351,600 street trees.* DOT responded to around 900 emergencies for street tree maintenance in 2024-25. The City and property owners completed over 6,200 sidewalk repairs in 2024-25, a 36 percent increase from the prior year, which DOT attributes to additional staffing. In addition, the City and property owners planted around 4,000 street trees or trees in City-maintained back-ups and medians.

* Property owners are typically responsible for maintaining street trees and repairing adjacent sidewalks. The City maintains trees that are located within the arterial medians and roadside landscaped areas owned by the City.

PARKING

Parking Services is responsible for managing on-street and off-street parking operations, implementing parking programs, enforcing regulations, and supporting street sweeping, construction, pavement, and maintenance activities. There were approximately 1.3 million parking customers served in 2024-25.

In 2024-25, DOT processed over 217,700 parking citations. Parking Services also manages the investigation of service requests related to abandoned vehicles. Over 30,000 vehicle concern service requests were received in 2024-25, which DOT reports are automatically sorted by the SJ311 system into two categories: requests for abandoned vehicles and extended parking stay (EPS). The average time to close an abandoned vehicle service request for qualifying cases was 8 days, while it was 20 days for EPS service requests. Staff report a target of 14 and 21 business days respectively.



Historic Community Opinion Survey Data

APPENDIX

bold text indicates statistically significant change
Change

Question	2021	2022	2023	2024	2025	2024-2025
Q2 - Percent of respondents rating "excellent" or "good"						
Q2a The overall quality of life in San José	44.9%	47.2%	47.2%	49.8%	55.1%	5.3%
Q2b San José as a place to raise a family	34.3%	34.0%	34.9%	39.0%	41.8%	2.8%
Q2c San José as a place to retire	13.2%	15.5%	16.3%	17.8%	16.8%	-1.1%
Q2d San José as a place to work	54.8%	59.2%	57.7%	53.8%	59.1%	5.4%
Q2e San José as a place to shop and dine	53.4%	54.6%	55.1%	53.6%	58.1%	4.5%
Q3 - Top Five Recommended Changes to Improve the City by Study Year						
	2021	2022	2023	2024	2025	
1	Address homeless issues					
2	Provide more affordable housing	Improve public safety, reduce crime	Provide more affordable housing	Provide more affordable housing	Provide more affordable housing	
3	Improve public safety, reduce crime	Provide more affordable housing	Improve public safety, reduce crime	Improve public safety, reduce crime	Beautify city, landscaping	
4	Beautify city, landscaping	Beautify city, landscaping	Beautify city, landscaping	Beautify city, landscaping	Improve public safety, reduce crime	
5	Not sure/Cannot think of anything	Improve police response, presence	Improve police response, presence	Reduce cost of living in general	Reduce cost of living in general	
Q4 - Percent of Respondents rating "Very Satisfied" or "Somewhat Satisfied"						
Q4 Overall Satisfaction	47.4%	46.4%	48.7%	51.6%	58.6%	7.0%
Q5 - Percent of respondents rating "excellent" or "good"						
Q5a Providing recreation programs, opportunities at City parks, recreation centers	31.5%	38.8%	40.3%	38.4%	46.9%	8.4%
Q5b Maintaining the condition of public parks	37.4%	31.8%	34.0%	38.4%	42.6%	4.2%
Q5c Providing police protection in your neighborhood	25.7%	23.8%	23.6%	28.0%	36.7%	8.7%

APPENDIX

Question		2021	2022	2023	2024	2025	Change 2024-2025
Q5d	Providing public library services in your neighborhood	64.5%	67.7%	69.4%	68.1%	72.2%	4.2%
Q5e	Providing an adequate number and variety of special events	-	-	-	43.0%	48.6%	5.6%
Q5f	Providing programs to help seniors	29.8%	35.9%	33.6%	31.8%	32.7%	0.9%
Q5g	Providing paths and trails for walking, jogging and running	44.2%	43.3%	43.7%	45.4%	48.1%	2.7%
Q5h	Provide bicycle lanes and paths	54.8%	56.0%	55.0%	50.9%	59.5%	8.6%
Q5i	Cleaning up litter and trash that people dump along streets, sidewalks, public areas	16.8%	16.0%	17.8%	15.1%	27.5%	12.5%
Q5j	Creating a vibrant downtown San José	-	-	-	27.6%	37.3%	9.7%
Q5l	Enforcing traffic laws to protect the safety of pedestrians, cyclists and drivers	33.1%	29.5%	31.9%	29.0%	37.1%	8.1%
Q5m	Managing traffic on city streets	27.4%	26.0%	26.0%	27.0%	31.2%	4.2%
Q5n	Providing after-school programs for youth	28.1%	32.3%	40.0%	37.1%	41.8%	4.7%
Q5o	Removing graffiti from buildings	22.9%	25.6%	25.8%	25.7%	35.2%	9.5%
Q5p	Providing animal control services	37.1%	36.5%	36.4%	34.4%	43.8%	9.5%
Q5q	Operating the San José International Airport	71.3%	71.3%	74.0%	74.5%	80.6%	6.1%
Q5r	Addressing homelessness	4.4%	3.1%	7.2%	6.5%	10.5%	4.0%
Q5s	Reducing gang activity	17.1%	20.3%	20.3%	27.5%	32.6%	5.1%
Q5t	Attracting businesses and good paying jobs to the city	37.8%	39.5%	36.7%	36.4%	38.4%	2.1%
Q5u	Facilitating the creation of affordable housing	10.5%	10.5%	11.7%	8.6%	11.8%	3.2%
Q5v	Providing fire protection and prevention services	58.6%	59.4%	60.4%	65.5%	72.0%	6.5%

APPENDIX

Question		2021	2022	2023	2024	2025	Change 2024-2025
Q5w	Providing Emergency Medical Services (EMS)	57.3%	56.1%	59.4%	59.4%	69.6%	10.2%
Q5x	Providing trash, recycling, and yard waste services	59.6%	62.4%	64.1%	62.7%	66.9%	4.2%
Q5y	Maintaining utility infrastructure (water, sewer, and storm drain infrastructure)	-	-	-	49.0%	54.6%	5.6%
Q5z	Managing the city's growth and development	22.7%	24.8%	26.7%	27.5%	31.6%	4.2%
Q5AA	Facilitating the production of market rate housing	-	-	-	11.0%	13.6%	2.6%
Q5BB	Enforcing zoning regulations	33.7%	34.6%	35.1%	32.4%	35.1%	2.7%
Q5CC	Making available a variety of arts and cultural offerings	-	-	-	48.4%	57.9%	9.5%
Q5DD	Ensuring new construction follows proper building and safety codes	52.6%	48.4%	51.7%	52.2%	55.6%	3.4%
Q5EE	Providing reliable drinking water	-	-	-	-	60.4%	-
<i>Q6 - Percent of respondents rating "Very Safe" or "Somewhat safe"</i>							
Q6	Opinion of drinking water safety	-	-	-	-	74.0%	-
<i>Q7 & Q8 - Percent of respondents rating "Very Safe" or "Somewhat safe"</i>							
Q7	Opinion of city safety	60.9%	54.9%	58.6%	66.4%	72.5%	6.1%
Q8a	In your neighborhood	-	-	-	74.9%	79.6%	4.8%
Q8b	In the City park closest to your home	-	-	-	69.4%	76.5%	7.1%
Q8c	In Downtown San José	-	-	-	39.6%	47.1%	7.5%
Q8d	Downtown San José during the day	-	-	-	70.0%	79.7%	9.7%
Q8e	Downtown San José at night	-	-	-	25.6%	31.8%	6.2%

APPENDIX

Question		2021	2022	2023	2024	2025	Change 2024-2025
<i>Q9 - Percent of respondents rating "Very Safe" or "Somewhat safe"</i>							
Q9a	Driving on San José streets	73.4%	72.1%	69.6%	69.0%	71.5%	2.5%
Q9b	Bicycling in San José	46.9%	48.0%	49.3%	44.0%	50.6%	6.6%
Q9c	Walking alongside or crossing San José streets on foot	64.1%	59.7%	59.6%	55.3%	64.8%	9.5%
<i>Q10 - Percent of respondents rating "Well prepared" or "Somewhat prepared"</i>							
Q10	Household self-sufficient natural disaster preparedness	45.6%	44.5%	49.1%	46.1%	42.4%	-3.7%
<i>Q11 - Percent of respondents rating "excellent" or "good"</i>							
Q11a	Overall traffic circulation within the city of San José	28.8%	27.8%	27.5%	25.8%	26.8%	1.0%
Q11b	Traffic circulation on major streets in San José	24.1%	24.7%	25.6%	21.1%	26.2%	5.1%
Q11c	Traffic circulation in your neighborhood	53.7%	53.7%	51.8%	48.1%	54.1%	6.1%
<i>Q12 - Percent of respondents reporting between 13 - 24 or 25+ visits</i>							
Q12a	Household visited a San José Library or used the City's library services online	8.7%	11.7%	12.8%	13.9%	16.0%	2.1%
Q12b	Household visited a park in San José in past 12 months	13.4%	12.0%	33.9%	35.3%	30.9%	-4.3%
<i>Q13 - Percent of respondents rating "excellent" or "good"</i>							
Q13a	The hours that local San José branch libraries are open	57.7%	66.8%	69.9%	66.2%	69.1%	2.9%
Q13b	The variety and availability of books and materials in the San José Library's collection	70.8%	74.4%	75.0%	73.2%	75.8%	2.6%
Q13c	The variety of education and digital literacy programs provided by the San José Library	63.2%	71.1%	69.8%	65.2%	72.8%	7.5%

APPENDIX

Question	2021	2022	2023	2024	2025	Change 2024-2025
<i>Q14 - Percent of respondents rating "Very clean" or "Somewhat clean"</i>						
Q14 The appearance of your neighborhood	-	-	-	67.2%	71.5%	4.3%
<i>Q15 - Percent of respondents rating "excellent" or "good"</i>						
Q15a The appearance of nearby parks	49.5%	48.9%	49.2%	52.7%	60.4%	7.7%
Q15b The maintenance of your neighborhood streets	40.9%	42.0%	45.0%	48.0%	51.5%	3.4%
Q15c The adequacy of street lighting	45.6%	46.2%	48.6%	48.1%	53.1%	5.0%
Q15d The condition of trees along your neighborhood streets	52.0%	50.0%	51.2%	53.0%	58.1%	5.1%
Q15f The condition of sidewalks	41.3%	41.7%	44.2%	44.1%	50.7%	6.6%
Q15g The condition of landscaping along streets and medians (not including trees)	39.8%	37.9%	38.8%	41.8%	46.2%	4.4%
Q15h The condition of residential properties	53.8%	51.8%	49.2%	54.2%	59.8%	5.6%
<i>Q16 - Percent of respondents rating "Very satisfied" or "Somewhat satisfied"</i>						
Q16 Satisfaction with the City's efforts to enforce code violations	32.8%	30.7%	34.1%	30.3%	37.7%	7.4%
<i>Q17 - Top five issues or code violations noted by dissatisfied respondents</i>						
	2021	2022	2023	2024	2025	
1	Cars / RVs on streets	Cars / RVs on streets	Abandoned vehicles	Cars / RVs on streets	Cars / RVs on streets	
2	Abandoned vehicles	Abandoned vehicles	Cars / RVs on streets	Abandoned vehicles	Homeless encampments	
3	Homeless encampments	Homeless encampments	Illegal dumping	Illegal dumping	Abandoned vehicles	
4	Illegal dumping	Illegal dumping	Homeless encampments	Homeless encampments	Not sure	
5	Not sure	Not sure	Not sure	City unresponsive	City unresponsive	

APPENDIX

Question		2021	2022	2023	2024	2025	Change 2024-2025
<i>Q17 - Percent of respondents indicating they have been in contact with staff from the City of San José in the last 12 months</i>							
Q18	Contact with staff from the City of San José	31.3%	35.6%	37.9%	40.6%	35.6%	-5.0%
<i>Q19 - Percent of respondents indicating "very satisfied" or "somewhat satisfied"</i>							
Q19a	Timeliness of response	64.0%	60.4%	60.5%	60.0%	62.6%	2.7%
Q19b	Courtesy shown to you	74.7%	74.7%	75.2%	78.2%	71.9%	-6.2%
Q19c	Knowledge displayed in handling your issue	-	-	-	-	66.7%	-
<i>Q20 - Percent of respondents who encountered a language barrier and indicated it was a major or minor problem</i>							
Q20	Experienced a language barrier (major or minor)	6.1%	6.6%	7.7%	5.7%	4.3%	-1.4%
<i>Q22 - Percent of respondents indicating "strongly agree" or "somewhat agree"</i>							
Q22a	The City operates in a way that is open and accountable to the public	45.4%	47.9%	52.3%	52.0%	61.4%	9.4%
Q22b	The City manages its finances well	35.4%	36.7%	38.8%	39.5%	45.3%	5.8%
Q22c	The City listens to residents when making important decisions	36.7%	37.9%	42.7%	41.9%	49.9%	8.1%
Q22d	I trust the City of San José	50.6%	48.0%	53.7%	56.8%	65.5%	8.7%
Q22e	The City is committed to improving residents' quality of life regardless of race, gender identity, disability, religion, language spoken, and other identities	-	-	-	66.0%	75.5%	9.5%
<i>Q23 - Percent of respondents indicating "strongly agree" or "somewhat agree"</i>							
Q23a	I feel a sense of community and belonging in San José	-	-	-	59.3%	63.9%	4.6%
Q23b	I am socially connected	-	-	-	72.7%	75.7%	2.9%
Q23c	I am able to live independently	-	-	-	74.9%	75.3%	0.4%

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