

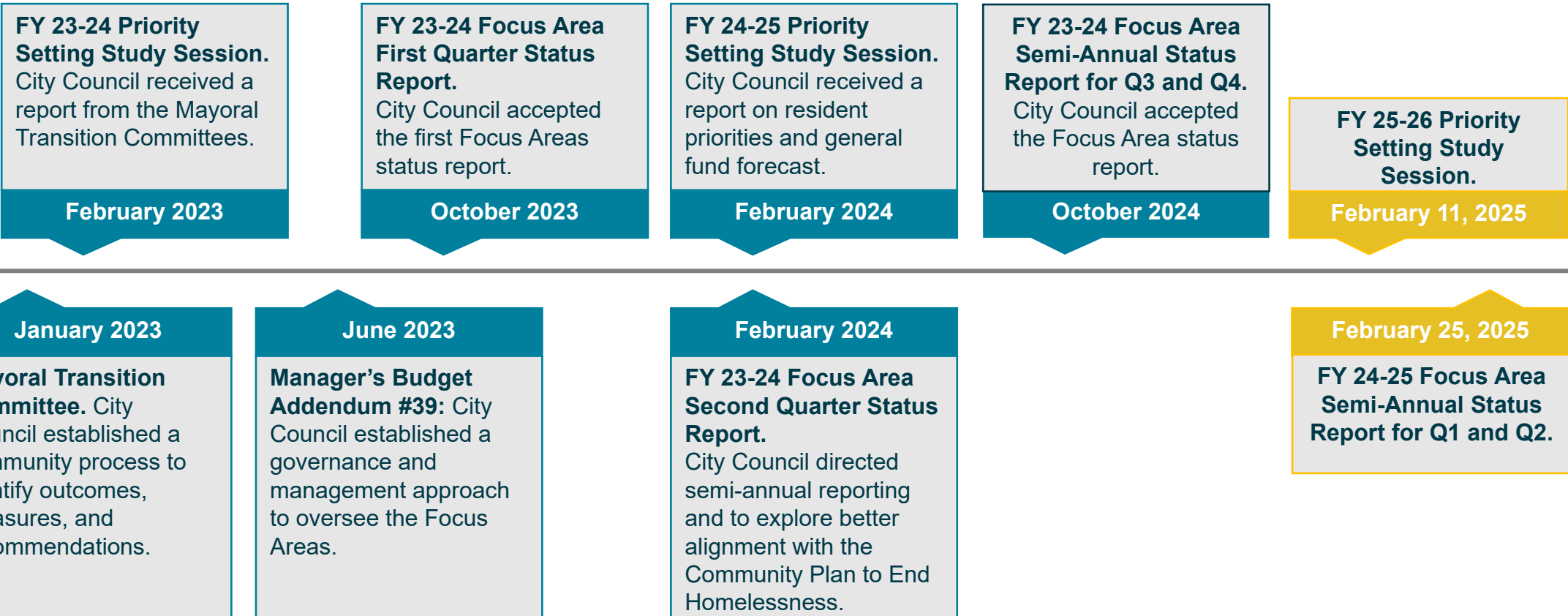
City Council Focus Areas Semi-Annual Status Report for FY 2024-2025 Q1 and Q2

February 25, 2025

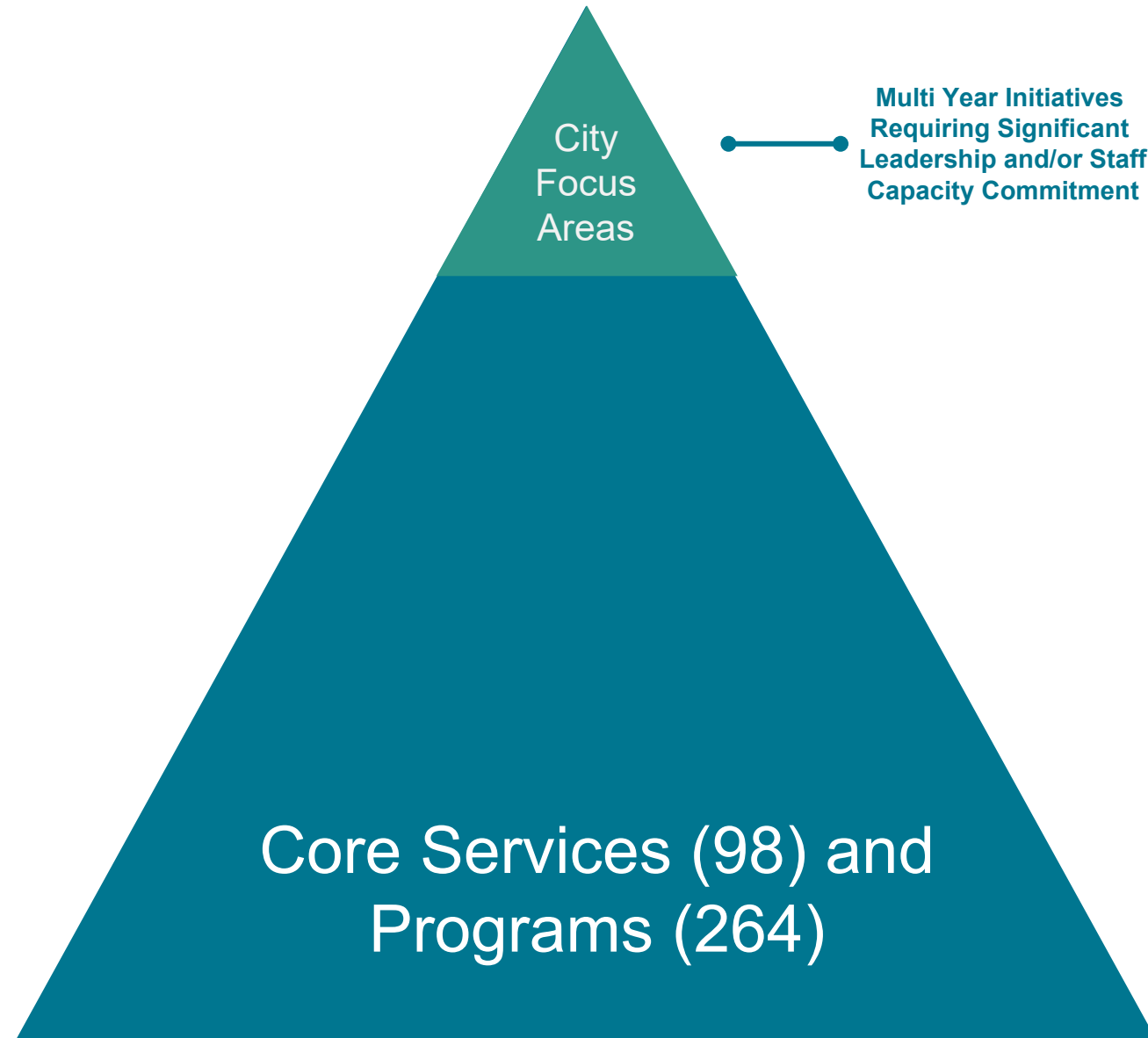
Lee Wilcox
Jennifer Schembri
Omar Passons
Angel Rios
Rosalynn Hughey

Assistant City Manager
Deputy City Manager
Deputy City Manager
Deputy City Manager
Deputy City Manager

City Council Focus Area Timeline



Focus Areas: Administration Perspective





Focus Area Highlights



- Improvements in Public Safety



- Poised for significant, visible progress on Reducing Unsheltered Homelessness



- Improvements in Public Perception of our Downtown



Increasing Community Safety Scorecard

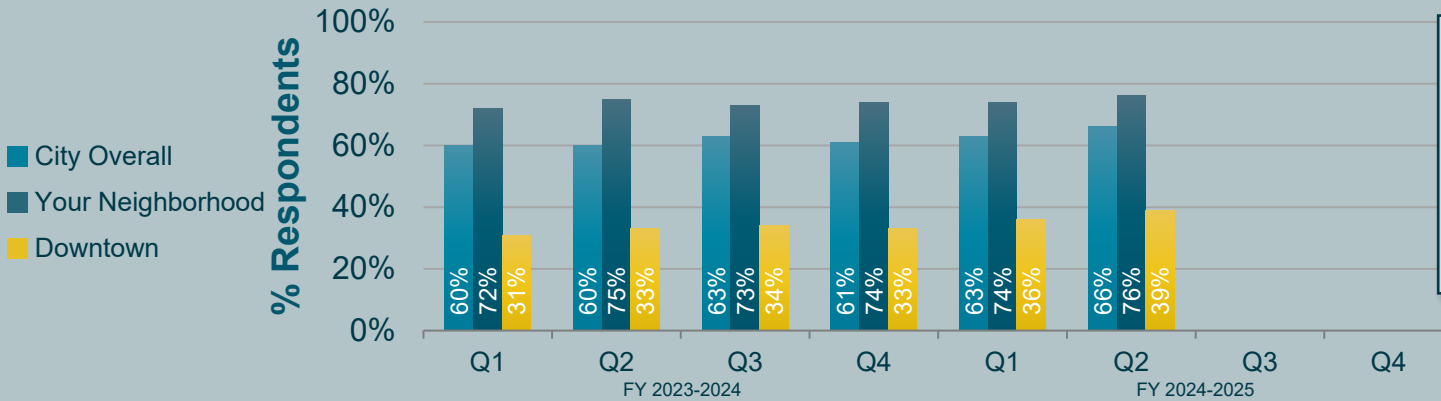
Q1-Q2 2024-2025

Jul – Dec 2024

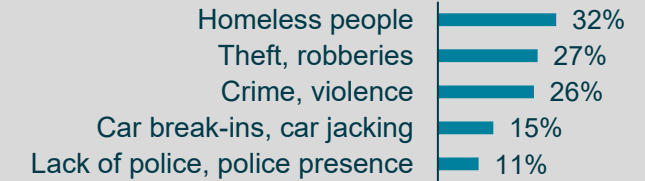
Outcome and Performance Measures

Outcome

City Safety Perception. % of residents rating San José as “very safe” or “somewhat safe”
(Source: Focus Area Community Survey)



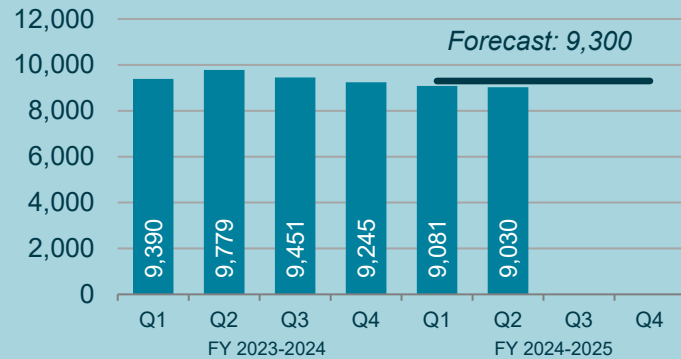
Residents' Reported Top Contributors to Safety Concerns



Performance

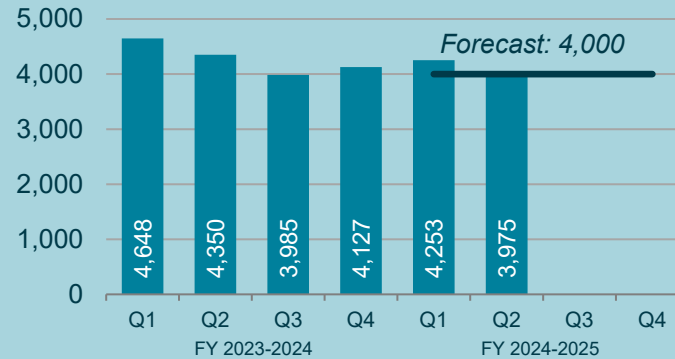
1) Crimes Against Property (Source: PD Versadex RMS)

of incidents of crime types against property*



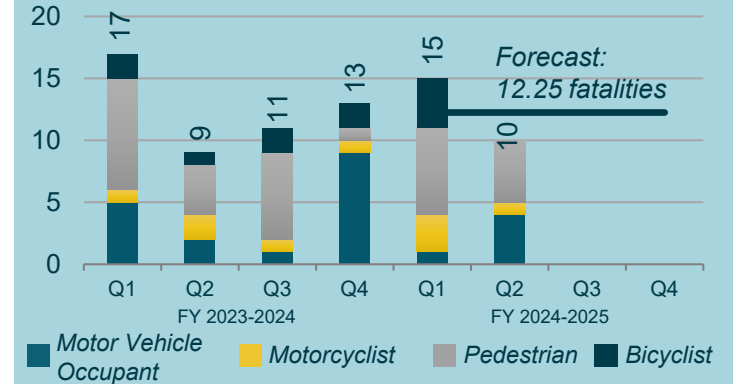
2) Crimes Against Persons (Source: PD Versadex RMS)

of incidents of crime types against persons**



3) Traffic Fatalities (Source: DOT, PD)

of traffic fatalities by type



* Crimes Against Property: Robbery, Burglary, Larceny/Theft Offenses, Motor Vehicle Theft, Arson, Bribery, Counterfeiting/Forgery, Destruction/Damage/Vandalism of Property, Embezzlement, Stolen Property Offenses, Extortion/Blackmail, and Fraud Offenses

** Crimes Against Persons: Murder, Manslaughter, Rape, Aggravated Assault, Simple Assault, Intimidation, Human Trafficking, Kidnapping/Abduction, Sex Offenses (All Other)



Increasing Community Safety Scorecard

Key Programs/Initiatives and Resources Driving Performance Improvement

Performance

1) Crimes Against Property

2) Crimes Against Persons

3) Traffic Fatalities

Actual Key Accomplishments for Q1 + Q2

- ❑ Supported passage of key state legislation (AB 2943, SB 982) to strengthen retail theft statutes.
- ❑ Supported passage of federal legislation (H.R. 8596) to address mail theft.
- ❑ Implemented a pilot system for retailers to submit theft reports online.
- ❑ Conducted 780 outreach events by Patrol Hotspot Teams and 115 CSO outreach events.
- ❑ Hired 28 recruits, 6 police officers, and 1 CSO.

- ❑ Enhance the Real Time Intelligence Center with surveillance and data unification software to improve solve rates.
- ❑ Launched a new Council District Crime Stats Dashboard.
- ❑ Implemented a Youth Services Data Management System.

- ❑ City Council approved the speed safety system use policy and impact report and awarded the red-light enforcement solution contract.
- ❑ Launched RFP for an automated speed enforcement vendor and implementation partner.
- ❑ Completed 2 Quick Build Safety Projects and 4 Capital Improvement Safety Projects.
- ❑ Constructed 22 Pedestrian Safety and Traffic Calming Improvement projects.

Planned Key Accomplishments for Q3 + Q4

- ❑ Expand online reporting for retail organizations to three total retail locations.
- ❑ Complete Draft One police report writing pilot to reduce time officers spend writing reports and increase time responding to calls.
- ❑ Conduct police academy SJ52 (February) and academy SJ53 (June).
- ❑ Conduct 800 outreach events by Patrol Hotspot Teams and 125 CSO outreach events.
- ❑ Monitor Proposition 36 implementation.

- ❑ Host a Neighborhood Forum on public safety.
- ❑ Launch re-districting pilot for two-person patrol cars to increase officer safety and improve response model.
- ❑ Integrate 1,020 public safety cameras and Computer Aided Dispatch (CAD) system with the Real Time Intelligence Center.
- ❑ Conduct community outreach to increase awareness of the 988 Suicide and Crisis Lifeline.

- ❑ Begin installation of automated speed enforcement and red-light running cameras.
- ❑ Complete 1 Capital Improvement Transportation Safety Projects.
- ❑ Complete 4 Quick Build Safety Improvement Projects along priority safety corridors.
- ❑ Construct 25 Pedestrian Safety and Traffic Calming Improvement Projects.



Reducing Unsheltered Homelessness Scorecard

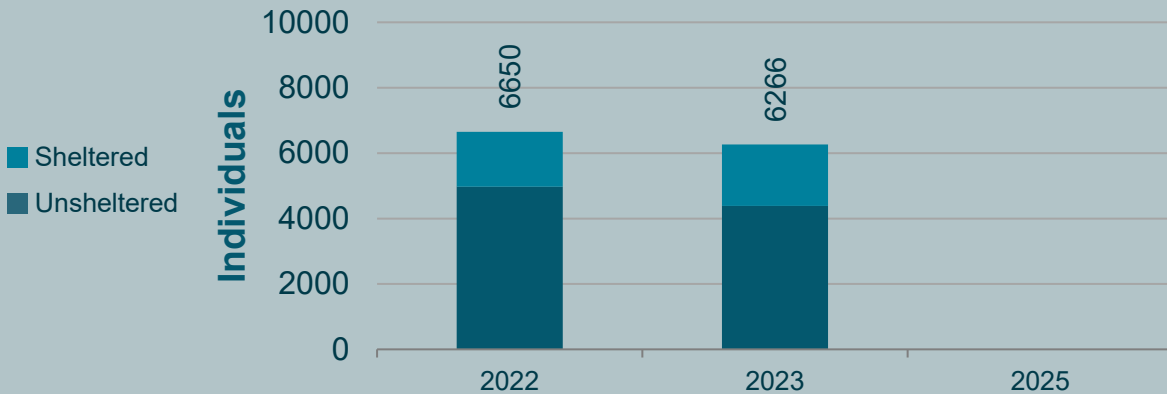
Q1-Q2 2024-2025

Jul – Dec 2024

Outcome and Performance Measures

Outcome

Homelessness Census Point-in-Time Count. Total number of unsheltered and sheltered individuals (based on percentage reported) that are experiencing homelessness on a single night in January. (Source: Santa Clara County)



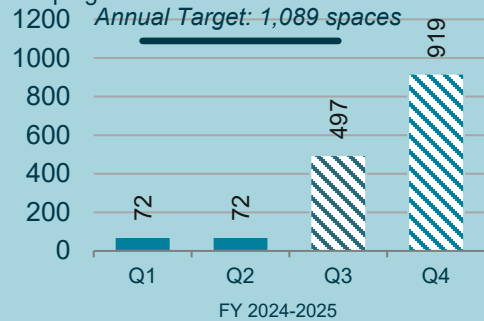
Homelessness Census Point-In-Time Count	Unsheltered. # of individuals in SJ in locations not meant for human habitation.	Sheltered. # of individuals in SJ in emergency shelters, transitional housing, and Safe Havens.
January 2022	4,975	1,675
January 2023	4,386	1,880
January 2025	[Pending]	[Pending]

Timeframe	Inflow-Outflow Rate* (Source: HMIS)	Inflow** (Source: HMIS)	Outflow*** (Source: HMIS)
Q3 (Jan-Mar 2024)	1.78	832 households	468 households
Q4 (Apr-Jun 2024)	1.91	828 households	434 households
Q1 (Jul-Sep 2024)	2.35	802 households	341 households
Q2 (Oct-Dec 2024)	2.00	745 households	372 households

Performance

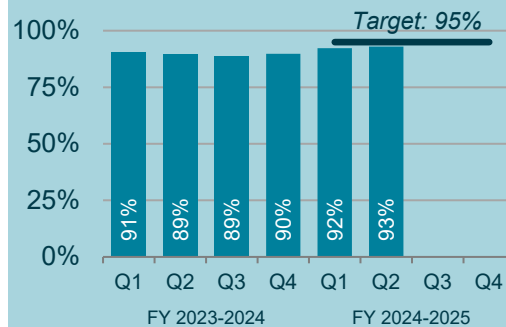
1) Shelter Production (Source: PW)

of cumulative net new spaces for emergency and interim housing, safe parking, and safe sleeping****



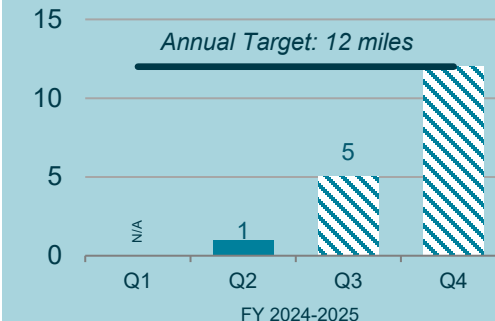
2) Interim Shelter Utilization Rate (Source: Housing)

% utilization rate in interim City shelters operational for more than 1 year



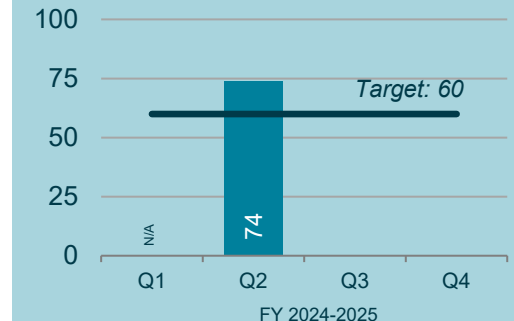
3) Waterway Enforcement (Source: PRNS)

of miles of waterways that have been abated and where no-habitation requirements have been enforced****



4) Tier 3 Encampment Service Area Count ***** (Source: PRNS)

of Tier 3 encampment service areas (ie, the most impactful sites)



* Inflow-Outflow Rate of People Utilizing Homelessness Services is defined as the ratio of the number of SJ households that take the VI-SPDAT for the first time for every household that exits homelessness in SJ.

** Homeless Inflow is defined as a client's first time VI-SPDAT assessment. For households with children, only the head of household completes the Family VI-SPDAT assessment. For adult-only households, each adult usually completes a VI-SPDAT assessment. Affiliation is established by responding "San José" to four city affiliation questions on the VI-SPDAT: where do spend most of your time, where did you live prior to becoming homeless, city of employment, city of school.

*** Homeless Outflow is defined as a housed household with a move-in date in a housing program or an exit to a permanent housing destination from a non-housing program.

**** Projections for Q3 and Q4 shown in cross-hatch.

***** Tier 3 Encampment Service Area Count. These figures refer to encampment service areas, not individual encampments. Encampment service areas can encompass multiple individual encampments, and their size varies significantly.



Reducing Unsheltered Homelessness Scorecard

Key Programs/Initiatives and Resources Driving Performance Improvement

Performance

1) Shelter Production

2) Interim Shelter Utilization Rate

3) Waterway Enforcement

4) Tier 3 Encampment Service Area Count

Actual Key Accomplishments for Q1 + Q2

- ❑ Completed design, bid, and award for Cerone Interim Housing.
- ❑ Broke ground at Rue Ferrari Interim Housing Expansion.
- ❑ Began design and award of at least one contract for the construction of a Supportive Outdoor Sleeping site.
- ❑ Identified a delivery method for the Cherry Interim Housing Project, produced a project construction schedule and scope, and initiated Construction Documents.

- ❑ Exceeded 90% utilization rate across the city's interim shelter portfolio.
- ❑ Finalized neighborhood preference process in alignment with city efforts to house the most impacted unhoused residents.
- ❑ Created an internal tracking system to track unit efficiency, including damage mitigation & unit availability.

- ❑ Launched RVP3 2.0 expanded program by September 30, 2024.
- ❑ Developed a simplified Waterboard Response Protocol.
- ❑ Finalized and submitted the Direct Discharge Progress report.
- ❑ Established enforcement & waterway clean-up approach for a No Return Zone along Guadalupe Creek.

- ❑ Assigned tiers to all encampment service locations (tents, structures, and vehicles).
- ❑ Began enforcement of posted tow-away parking restrictions at three pilot program schools impacted by oversized vehicles.
- ❑ Developed new Trash Pickup route with 40 new encampment locations.

Planned Key Accomplishments for Q3 + Q4

- ❑ Open and begin operations at Branham and Monterey.
- ❑ Award contract and begin construction at Taylor St. Navigation Center
- ❑ Hold groundbreaking and start construction at Cherry Ave Interim Housing.
- ❑ Hold groundbreaking and start construction at Cerone Interim Housing Project.

- ❑ Implement a transportation strategy for shelter system.
- ❑ Finalize the operational manual and execution plan for Taylor Street Navigation Hub.
- ❑ Enhance operations management and service delivery to promote financial efficiencies and reduce operational costs across the emergency interim housing portfolio.

- ❑ Finalize the waterway abatement plan to support targeted cleanup efforts.
- ❑ Initiate waterways abatement activities, prioritizing high-impact areas.
- ❑ Install updated signage at current EIH sites to reinforce guidelines.
- ❑ Establish no-return zones on cleared waterways to maintain progress.
- ❑ Scale RVP3 services for up to 400 more vehicles, increasing efficiency.

- ❑ Complete quarterly encampment service location assessments to inform service priorities.
- ❑ Analyze encampment trash routes to determine appropriate service levels.



Cleaning Up Our Neighborhoods

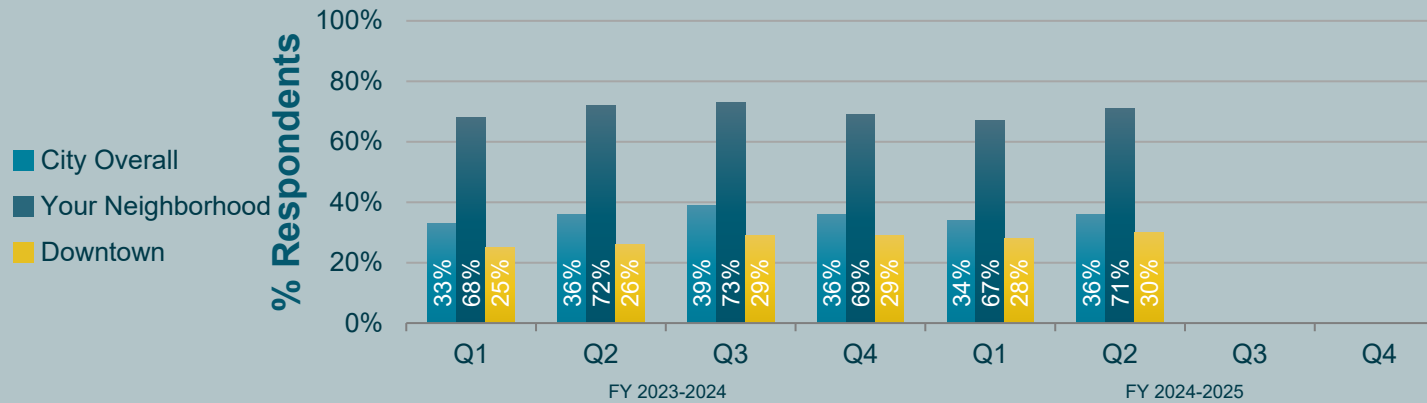
Outcome and Performance Measures

Q1-Q2 2024-2025

Jul – Dec 2024

Outcome

City Cleanliness Perception. % of residents rating San José as “very clean” or “somewhat clean”
(Source: Focus Area Community Survey)



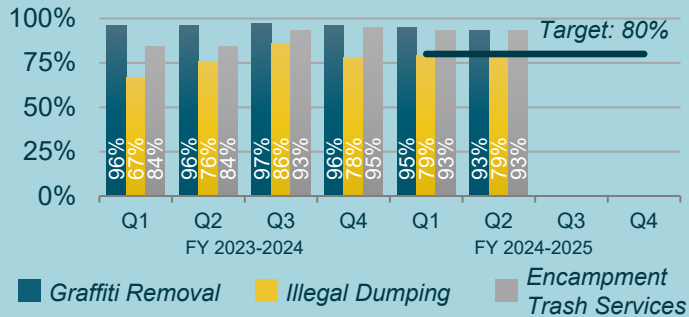
Residents' Perception of Top Contributors to Blight



Performance

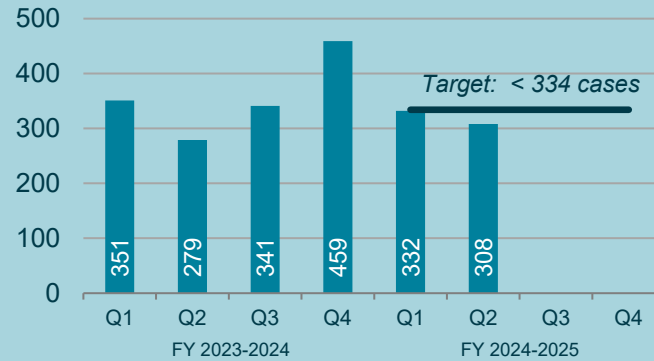
1) BeautifySJ Blight Response Times
(Source: App Order, SJ311, Survey123)

% of graffiti removal, illegal dumping, and encampment trash services inquiries responded to within response time targets (respectively, 3 business days, 5 business days, weekly)



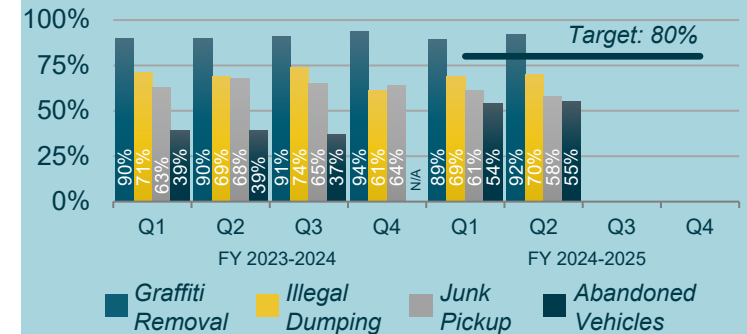
2) Code Enforcement Blight Caseload (Source: PBCE)

of blight cases in the Code Enforcement caseload



3) SJ311 Customer Satisfaction
(Source: SJ311)

% of customer satisfaction scores by service types (graffiti, illegal dumping, junk pickup, abandoned vehicles)





Cleaning Up Our Neighborhoods

Key Programs/Initiatives and Resources Driving Performance Improvement

Performance

1) BeautifySJ Blight Response Times

2) Code Enforcement Blight Caseload

3) SJ311 Customer Satisfaction

Actual Key Accomplishments for Q1 + Q2

- ❑ Completed 79% of illegal dumping requests within 5 business days and
- ❑ Completed 2,205 proactive illegal dumping service requests in Q1 and 1,947 in Q2.
- ❑ Developed comprehensive outreach/education materials to assist private property owners in addressing graffiti issues, including best practices for removal, prevention and reporting.

- ❑ Completed Focus Area Service Team post-pilot analysis and provided report on outcomes to NSE on November 14, 2024.
- ❑ Created a multi-department working group on Downtown Vacant Buildings and Storefronts and efforts for stakeholder engagement.
- ❑ Began development of a compliance guide for vacant building and storefront property owners to promote proactive maintenance and compliance.
- ❑ Secured the consultant to begin the Code Enforcement Operational Assessment.

- ❑ Launched public dashboard for Vehicle Concerns service.
- ❑ Finalized new SJ311 architecture.
- ❑ Determined that SJ311 Triage Hub needed to move to a new Salesforce Instance.

Planned Key Accomplishments for Q3 + Q4

- ❑ Meet 80% target for service requests for illegal dumping within 5 days.
- ❑ Complete 1,750 proactive illegal dumping service requests.
- ❑ Translate outreach/education materials and conduct outreach to assist private property owners in addressing graffiti issues.
- ❑ Continue Gateway Beautification Project.
- ❑ Hold Neighborhood Forum in April 2025.

- ❑ Provide a comprehensive overview of Code Enforcement at the City Council Code Enforcement Operations Study Session on January 21, 2025
- ❑ Continue multi-department working group on Downtown Vacant Buildings and Storefronts and stakeholder engagement efforts.
- ❑ Complete the development of a compliance guide for vacant building and storefront property owners to promote proactive maintenance and compliance.
- ❑ Complete the Operational Assessment and provide a status report at NSE in April 2025.

- ❑ Fix the language translation issue on SJ311.
- ❑ Explore effort needed for adding Chinese as the next language on SJ311.
- ❑ Launch the 'Re-open requests' functionality pilot on Illegal Dumping.
- ❑ Contract with a shopping cart retrieval service and explore integration into 311.



Attracting Investment in Jobs and Housing

Q1-Q2 2024-2025

Jul – Dec 2024

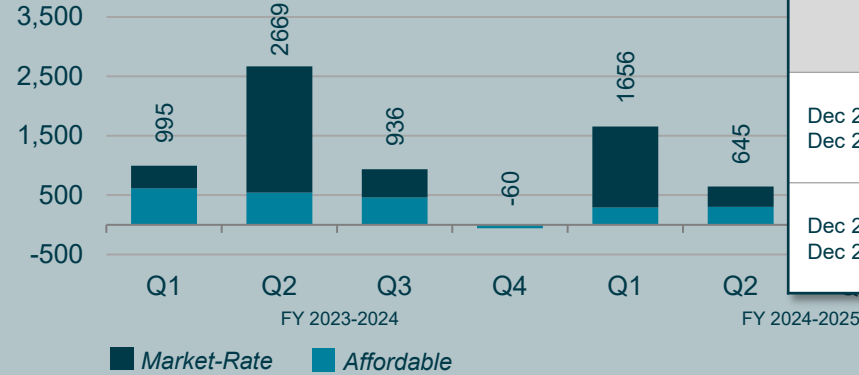
Outcome and Performance Measures

Outcome

Jobs and Housing Attraction

(Source: EDD, OEDCA, PBCE, Housing)

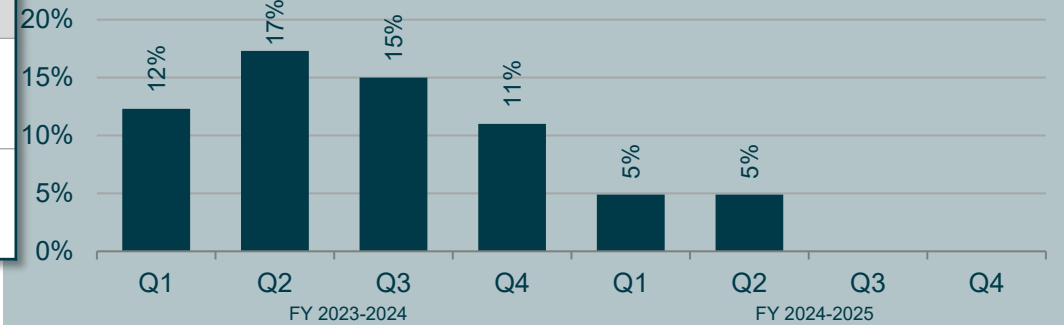
of new residential units entitled



Timeframe	Job Attraction. % year-over-year change in jobs added
Dec 2021- Dec 2022	+1.1%
Dec 2022- Dec 2023	-4.2%

Downtown Activity Rates (Device Counts) (Source: CityData)

% change year-over-year in downtown visitation as measured through cell phone data

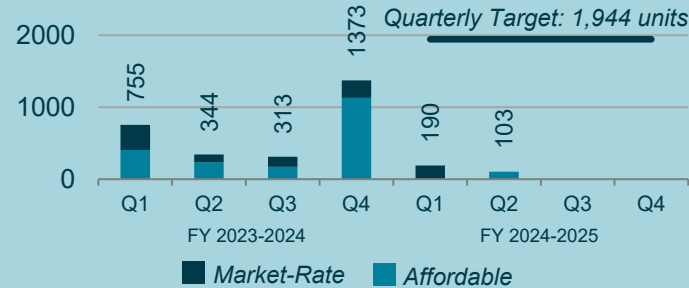


Performance

1) Housing Production Rates

(Source: PBCE)

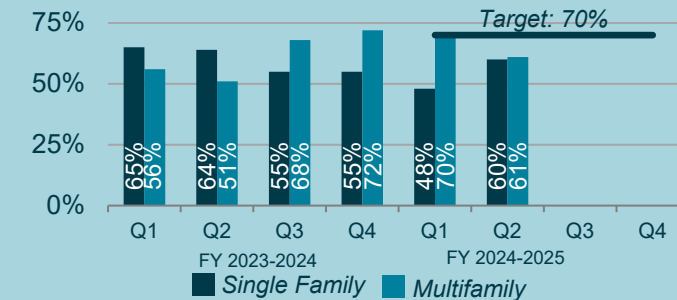
of affordable and market-rate housing unit building permits issued measured against quarterly Regional Housing Needs Allocation (RHNA) targets



2) Speed of Residential Building Permit Reviews* (Source: PBCE)

(Source: PBCE)

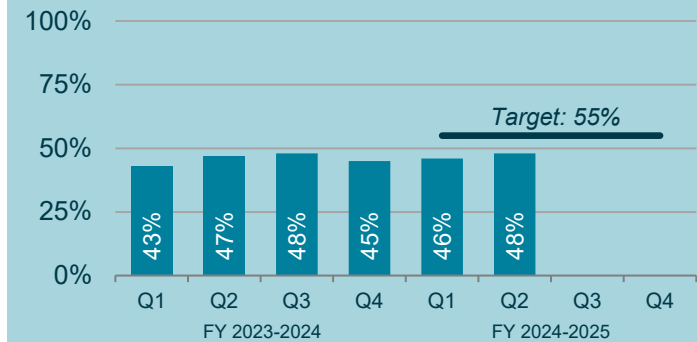
% of single family and multifamily residential building permit reviews completed within plan check time targets



3) Downtown Vibrancy Rating** (Source: Focus Area Community Survey)

(Source: Focus Area Community Survey)

% of residents rating downtown as a vibrant place



* Single Family permit reviews includes accessory dwelling unit permits.

** Downtown Vibrancy Rating consists of "Strongly Agree" and "Somewhat Agree" responses averaged across six categories: dining, entertainment, shopping, job opportunities and work, visiting, and living



Attracting Investment in Jobs and Housing

Key Programs/Initiatives and Resources Driving Performance Improvement

Performance

1) Housing Production Rates

2) Speed of Residential Building Permit Reviews

3) Downtown Vibrancy Rating

Actual Key Accomplishments for Q1 + Q2

- ❑ Developed new Multifamily Residential Incentive program.
- ❑ Completed Infill Housing Ministerial Approval Ordinance.

- ❑ Launched Fee Estimator Phase 1 for ADUs and residential new construction.
- ❑ Launched Online Public Permit Search.
- ❑ Launched Customer Centric Dashboard.
- ❑ Launched Customer support AI tools.
- ❑ Fire updated Customer Service Improvement Survey

- ❑ Expanded pop-up retail program into Post Street.
- ❑ Received Council approval for new Downtown office-leasing incentive.
- ❑ Began Pedestrian Mall Law process for Post Street.
- ❑ Implemented cross-agency partnership around unpermitted food vendor enforcement efforts.
- ❑ Expanded use of Pedestrian Facilitation Zone.

Planned Key Accomplishments for Q3 + Q4

- ❑ Finalize process for the Innovative Project Pathway Program.
- ❑ Advance work to update City Council Policy 6-30 Public Outreach Policy.
- ❑ Bring Moderate-Income Housing Strategy to CED Committee
- ❑ Hire Housing Catalyst position

- ❑ Bring review of process improvements to reduce the need for multiple rounds of review to CED Committee.
- ❑ Approve CEQA Review Guidelines and Thresholds.
- ❑ Launch Fee Estimator Phase III for multifamily new construction.
- ❑ Hire Affordable Housing Navigator position

- ❑ Continue executing Santa Clara St. Beautification
- ❑ Install permanent bollards on San Pedro St.
- ❑ Install new physical wayfinding signs.
- ❑ Finalize Post Street Pedestrian Mall.
- ❑ Support successful NVIDIA GTC event in March.
- ❑ Bring Supergraphics and Entertainment Zone Ordinances to Council.
- ❑ Attract office tenants through new office leasing incentive program.



Recommendations and Next Steps

a) Accept the semi-annual status report on the implementation of the City Council Focus Areas.



City Council Focus Area Semi-Annual Status Report for FY 2024-2025 Q1 and Q2

February 25, 2025

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