



City of San José Annual Report on City Services 2023-24

A Report from the City Auditor
Issued December 2024

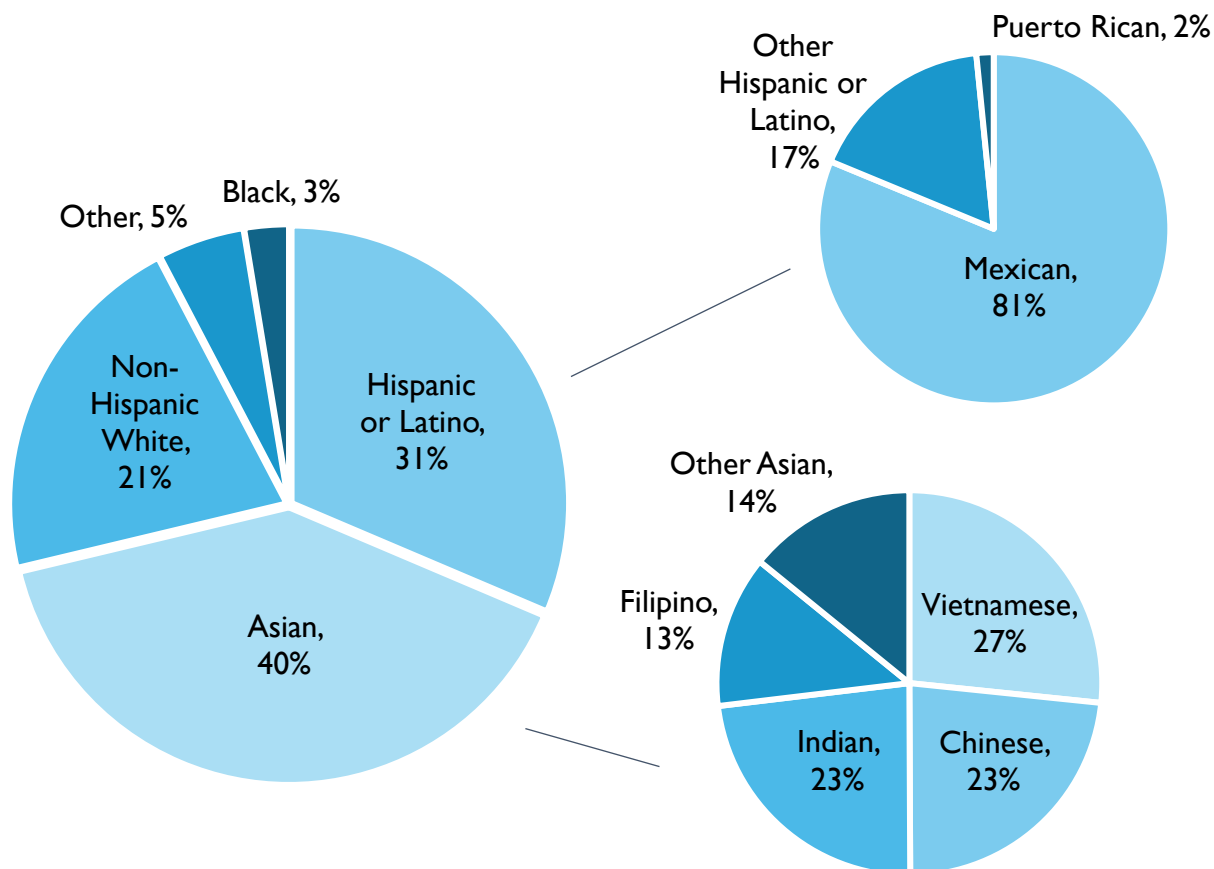
www.sanjoseca.gov/servicesreport

Joe Rois, City Auditor
Alison Pauly, Supervising Auditor

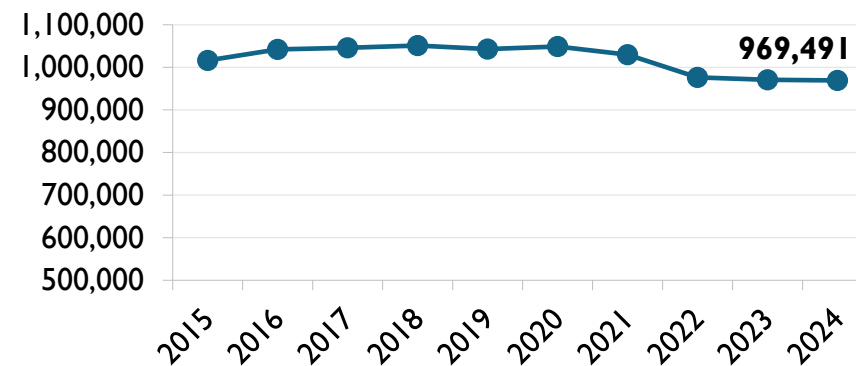
City Council – January 28, 2025
Item 3.4

Background

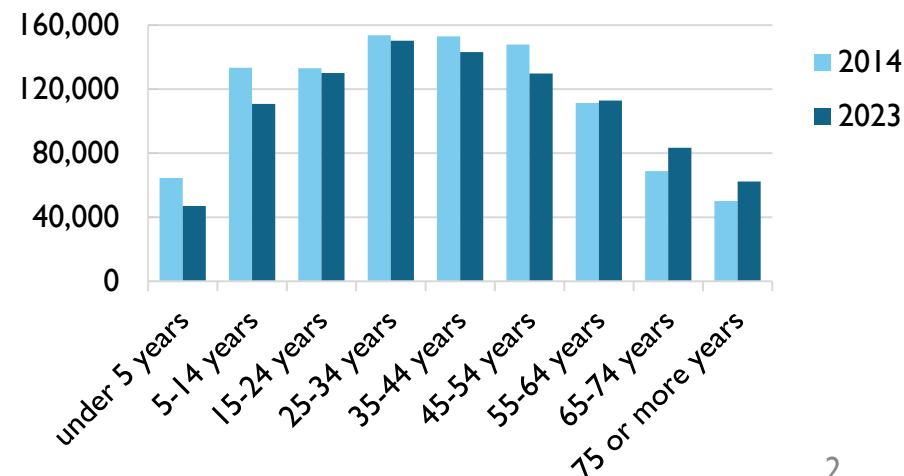
Ethnic Breakdown of San José Residents



San José's Population Growth



San José Resident Age



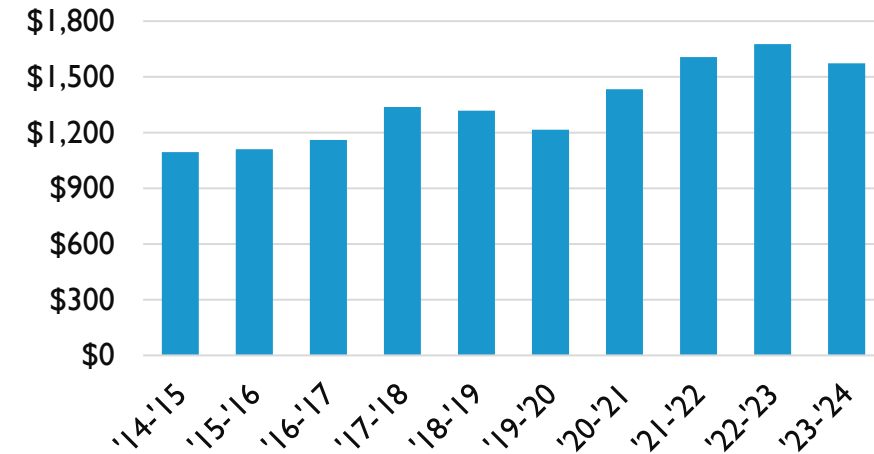
Background

\$2.0B Departmental expenditures

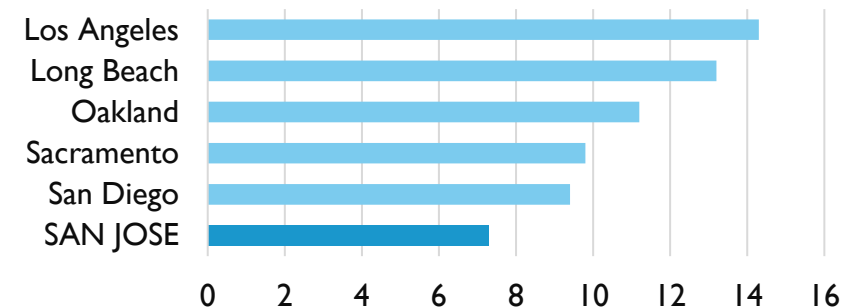
\$1.5B General Fund expenditures

7,040 Full-time equivalent positions

General Fund Expenditures (\$millions)



**Authorized Full-Time Equivalent
Positions per 1,000 Residents**



Community Survey

50% Rated the overall quality of life in San José as “excellent or “good”

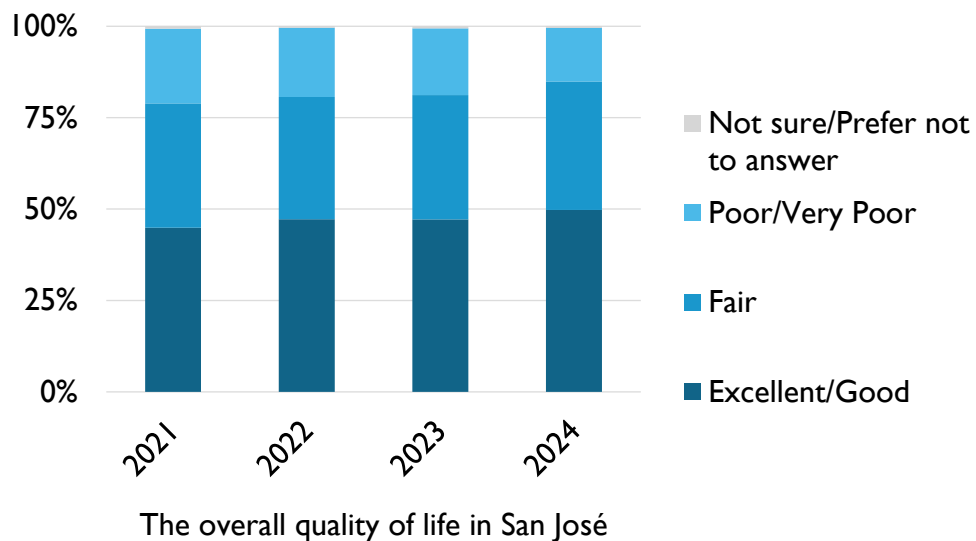
52% Satisfied with the City’s overall performance in providing services



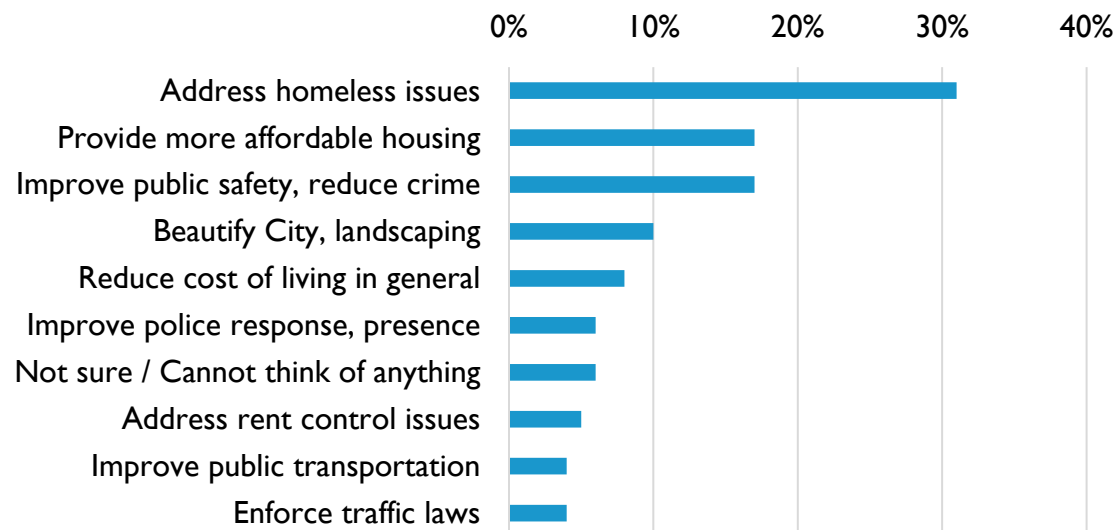
Highest rated: Operating the San José International Airport



Lowest rated: addressing homelessness

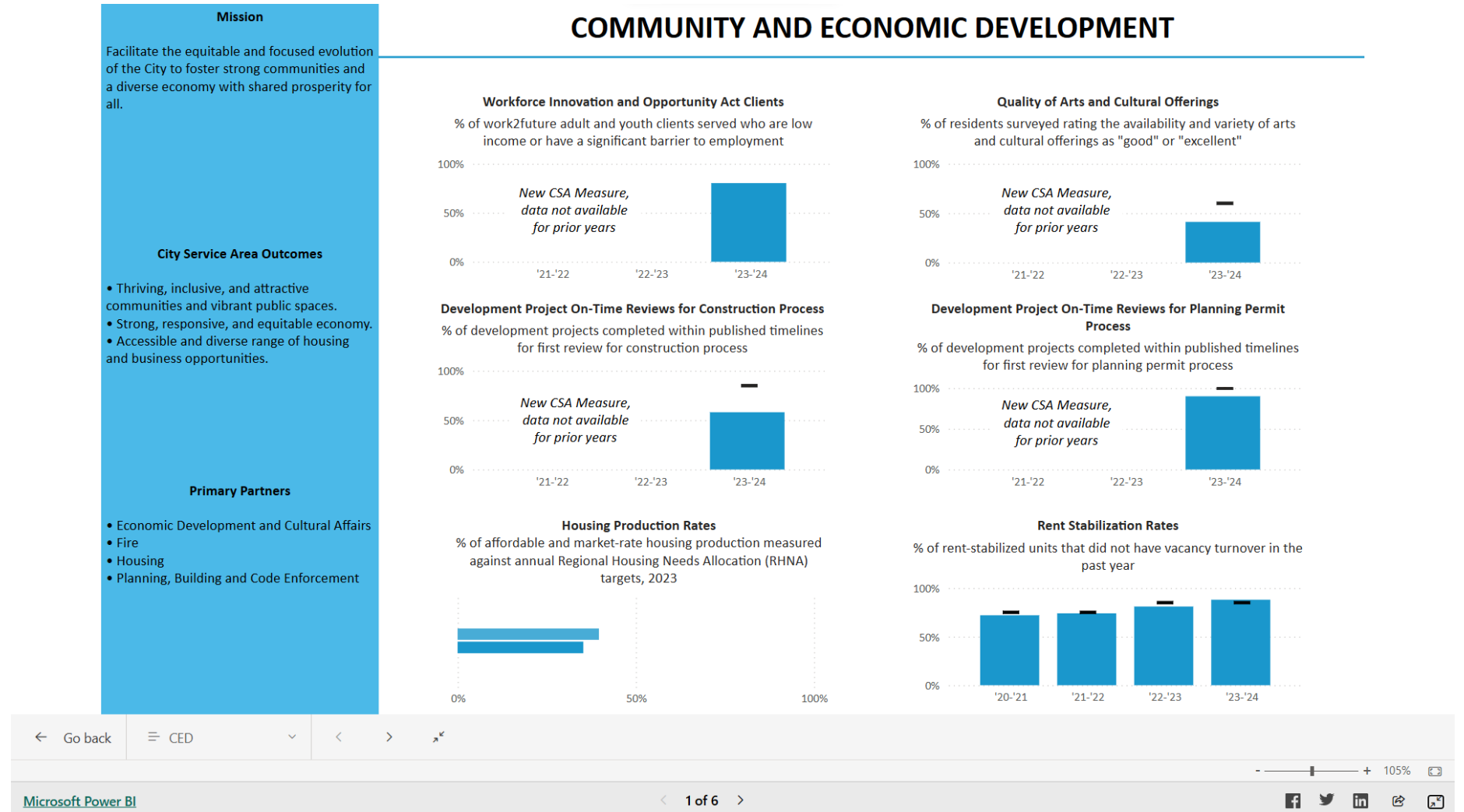


Top Ten Resident Priorities to Improve San José



CSA Dashboards

To view the
interactive
dashboard, visit:
[www.sanjoseca.gov/
servicesreport](http://www.sanjoseca.gov/servicesreport)



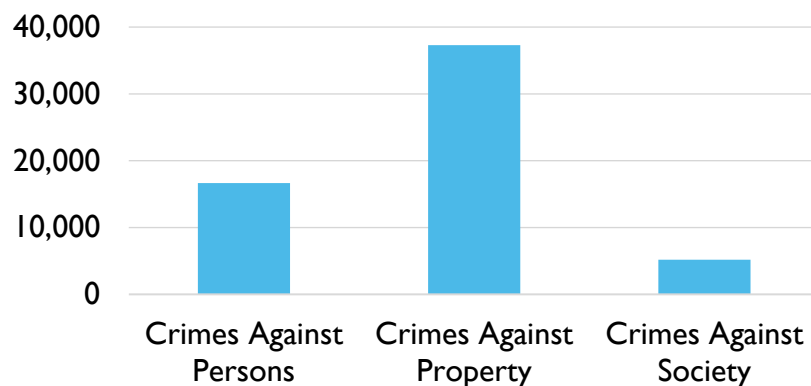
Public Safety

1.2M Calls for Police service

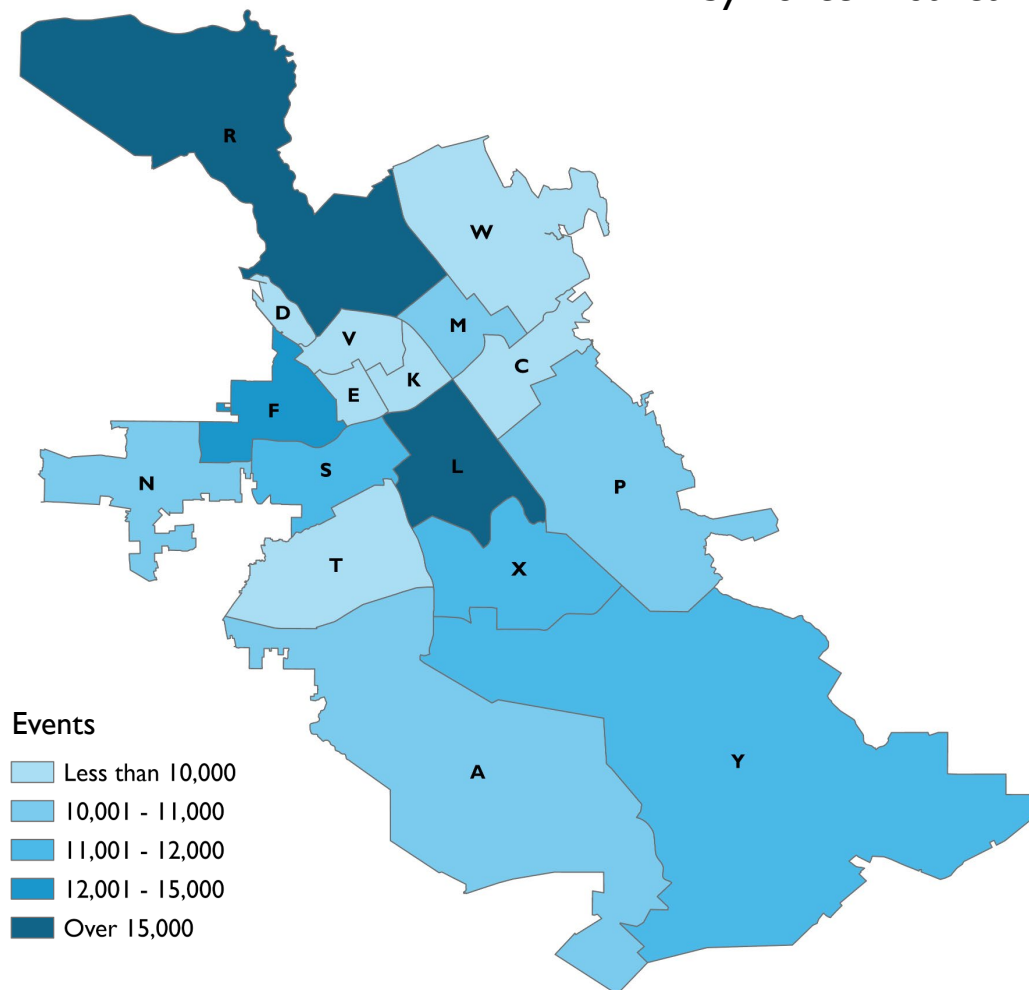
176,100 Police responses for priority 1-4 events

8 min. Average response time to a priority 1 call (imminent danger to life or major damage/loss to property)

Crimes by Type (NIBRS), 2023-24



**Number of Police Responses (Priority 1-4)
by Police District**



Public Safety

110,300

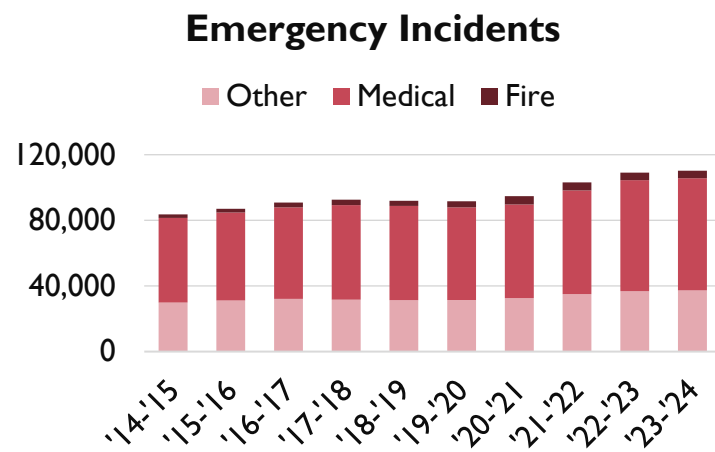
Responses including
emergency medical or
fire incidents

4,600

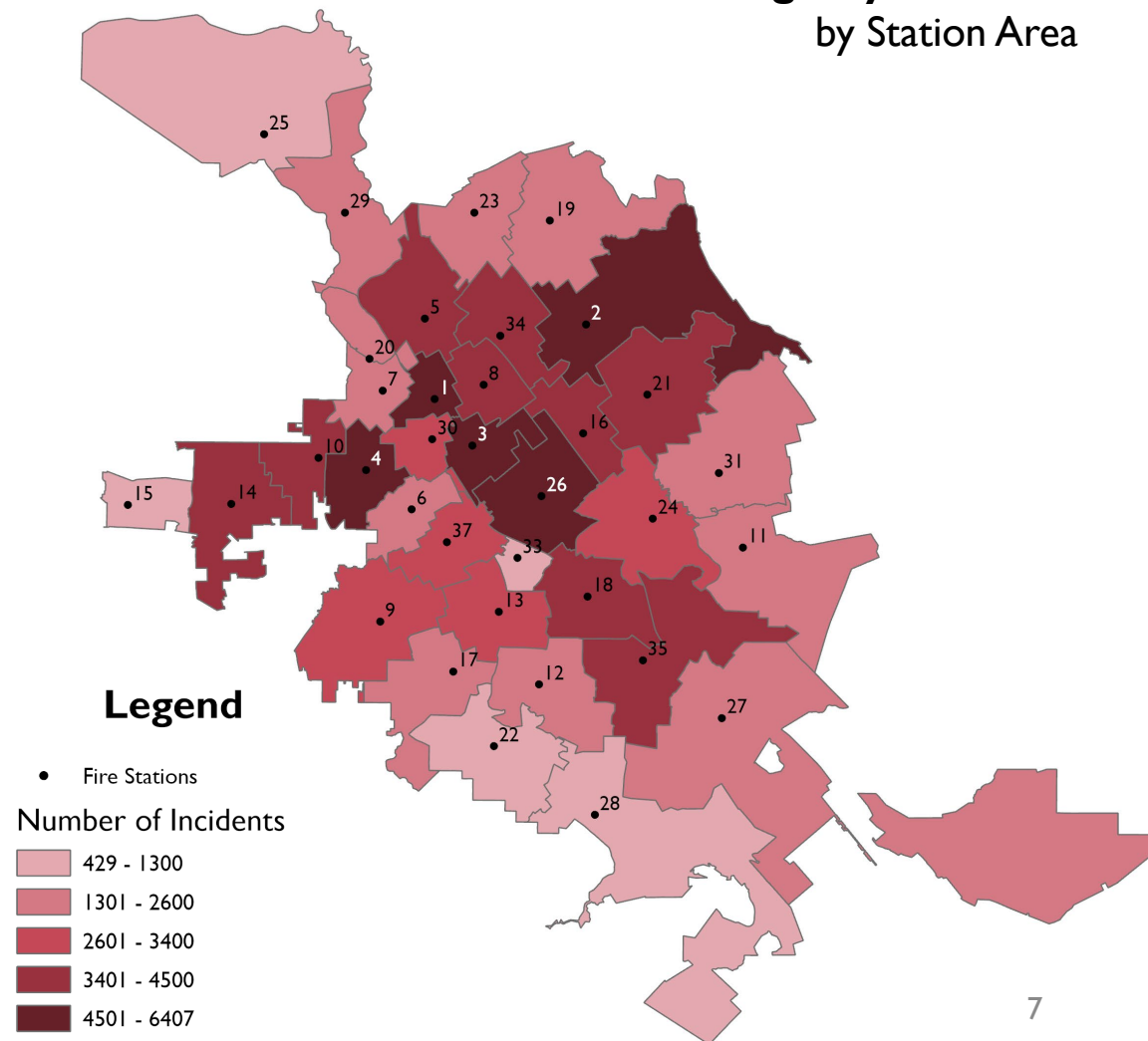
Fires

64%

Priority I calls (life
threatening) responded
to within 8 minutes



**Fire Stations and Number of Emergency Incidents
by Station Area**

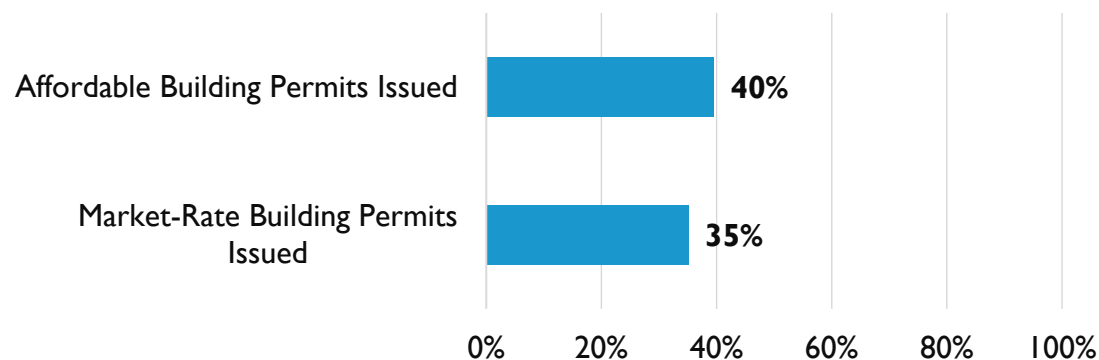


Community & Economic Development

527 Affordable housing units
completed with City help

0.8 Jobs per employed
residents
(Target: 1.1)

Housing Production Rates
Percent of affordable and market-rate housing
production measured against annual Regional
Housing Needs Allocation (RHNA) targets, 2023



Note: The annual allocation target is one-eighth (12.5 percent) of the total 8-year RHNA allocation, or 4,311 affordable units and 3,464 market-rate units for 2023. The City issued permits for 40 percent and 35 percent of the annual unit allocations, respectively.

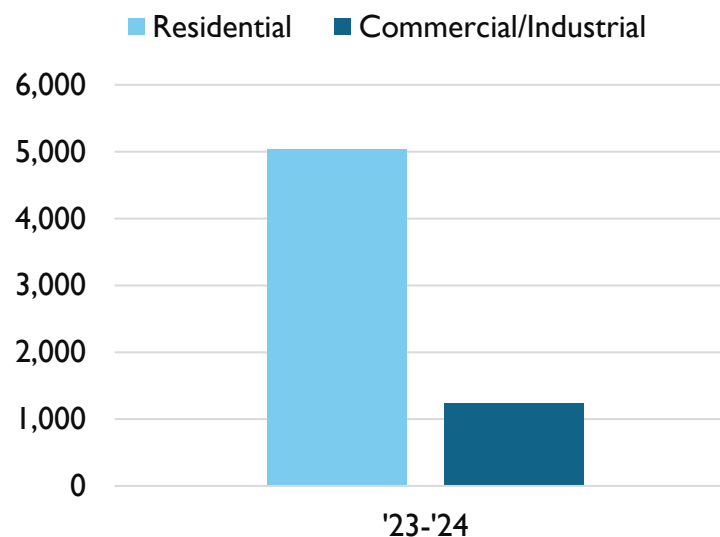
Community & Economic Development

Development Projects On-Time Reviews

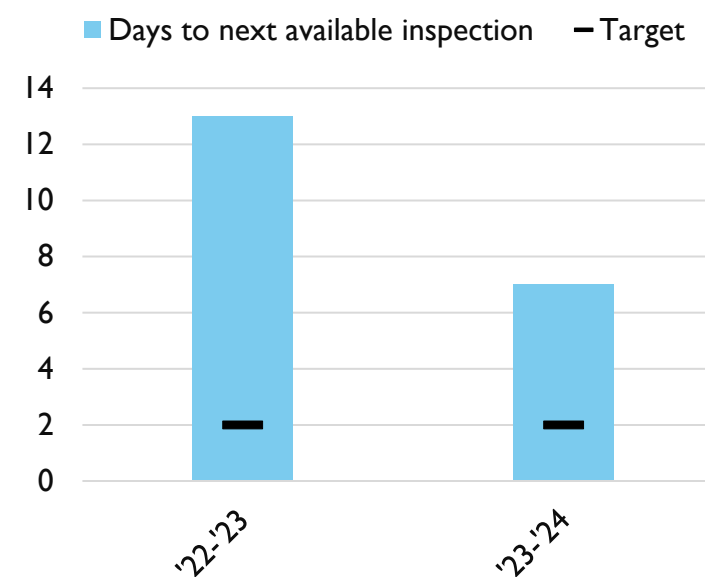
90% Planning Permit Process
(target: 100%)

58% Construction Process
(target: 85%)

Building Permits Issued by Staff



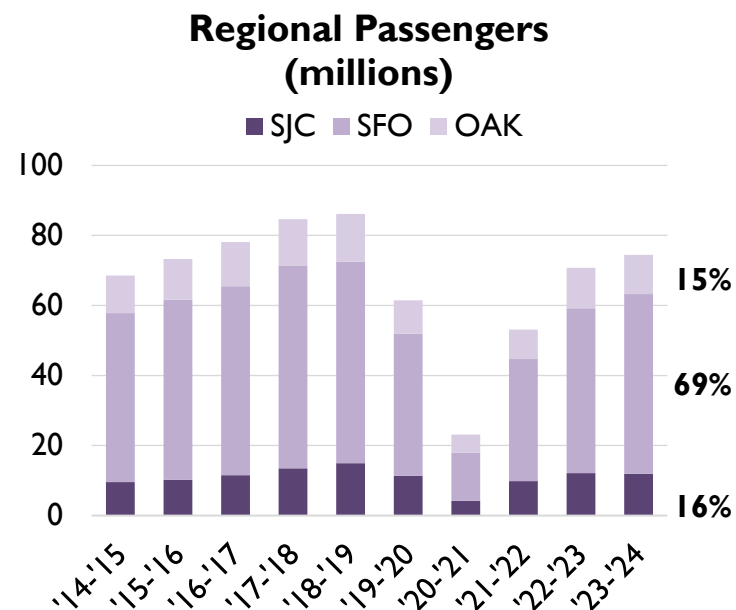
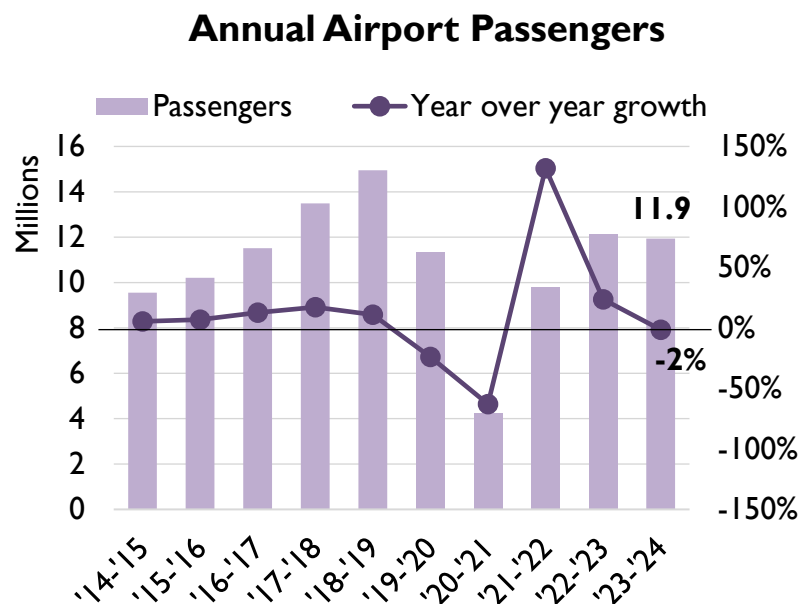
**Average # of Days to Next
Available Inspection**



Transportation & Aviation Services

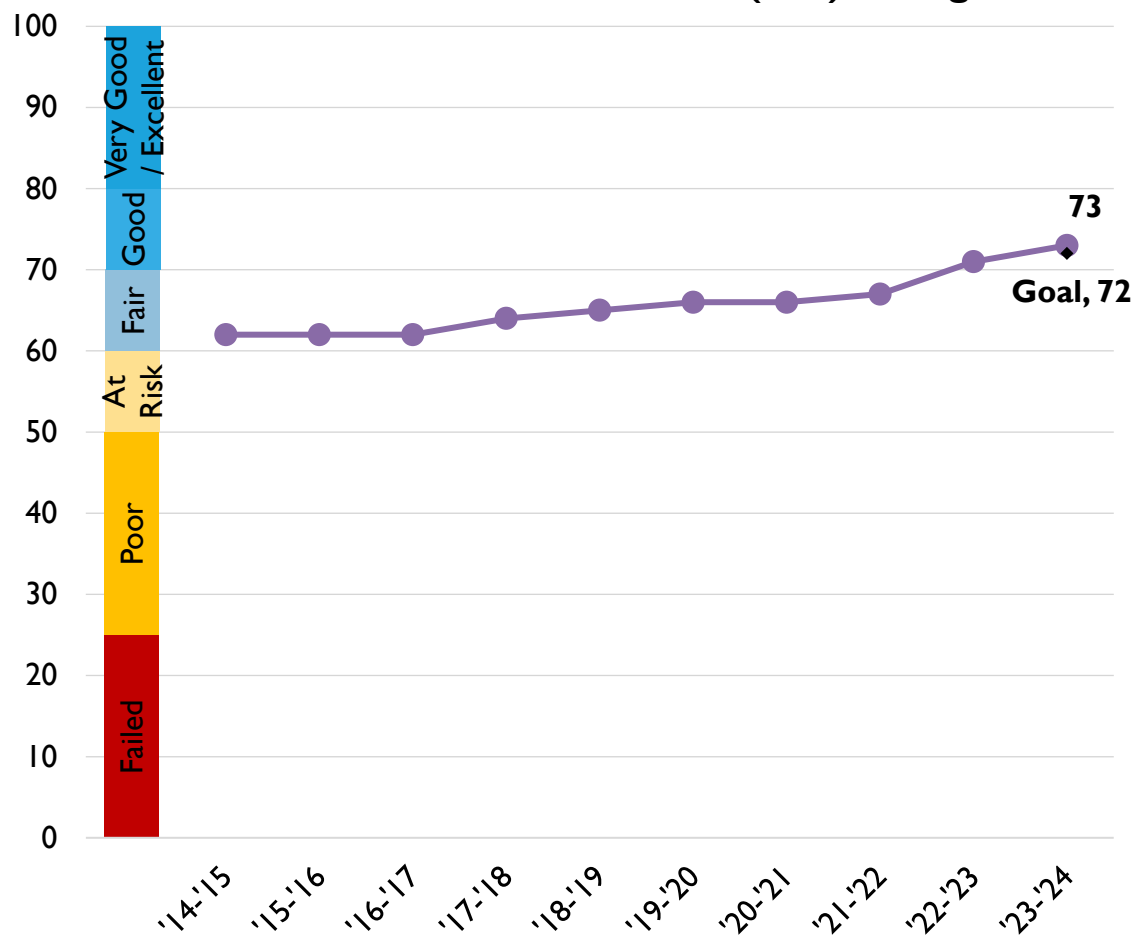
11.9M Airline passengers

16% Air service market share of regional passengers

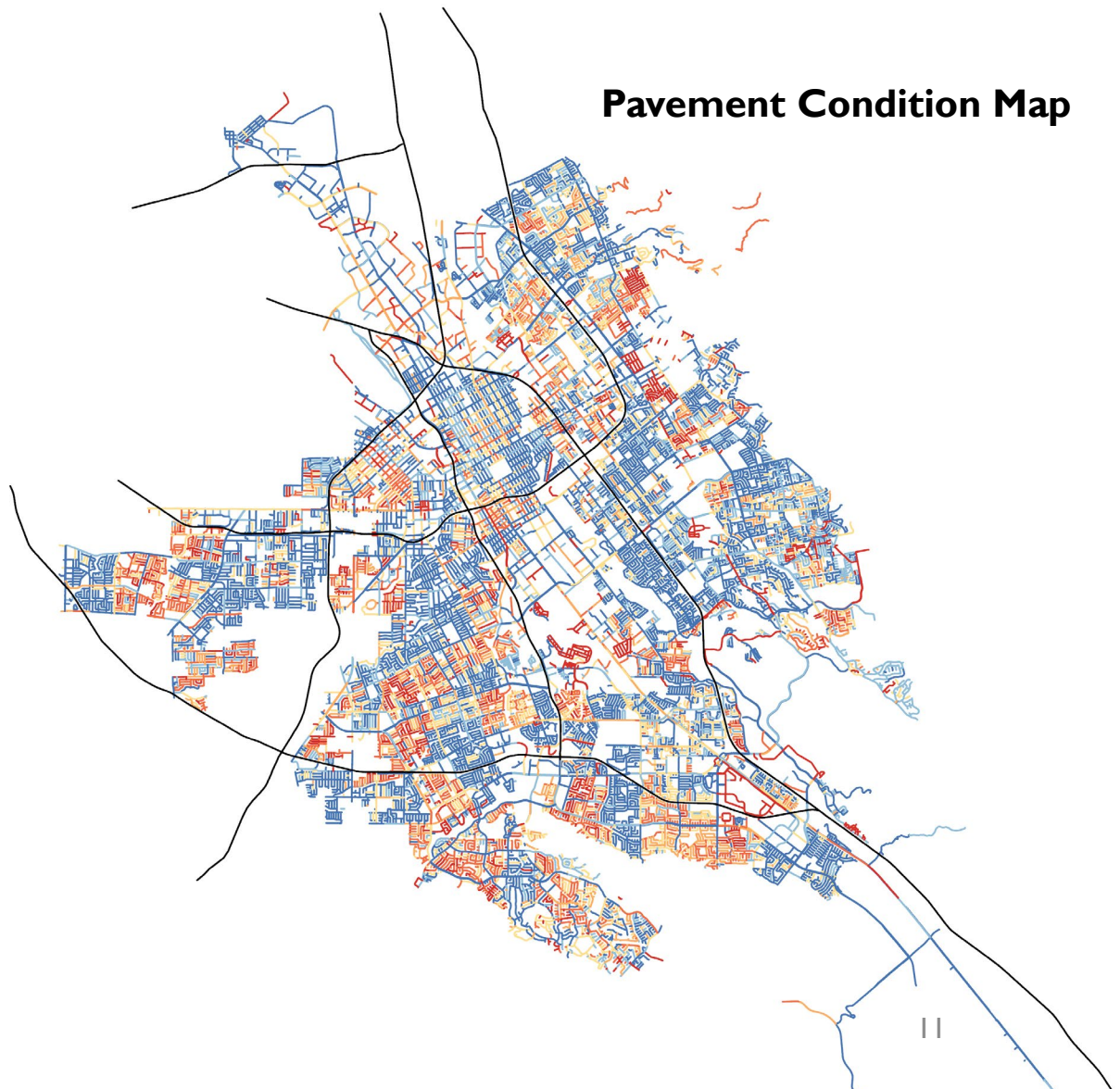


Transportation & Aviation Services

Pavement Condition Index (PCI) Rating

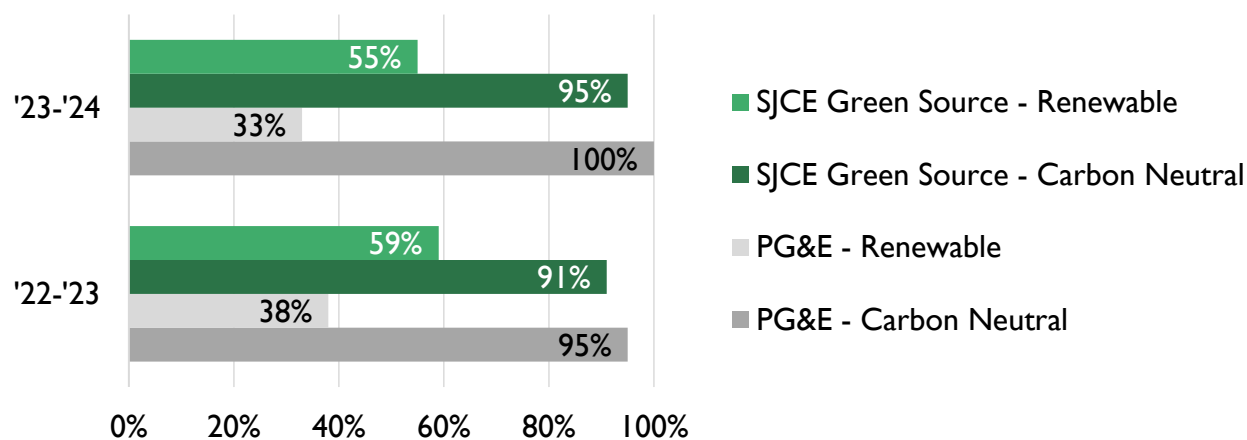


Pavement Condition Map



Environmental & Utility Services

San José Clean Energy and PG&E Power Content



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

349,200 Accounts served by SJCE

2.55% Opt-out rate (customers that prefer to use PG&E)

0.7-4.15% Range of customer savings compared to PG&E rates

Environmental & Utility Services

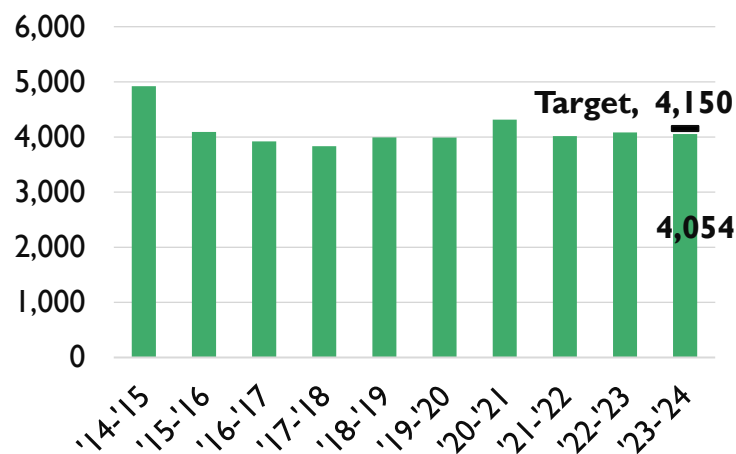
65%

of residential solid waste diverted from landfills (target: 85%)

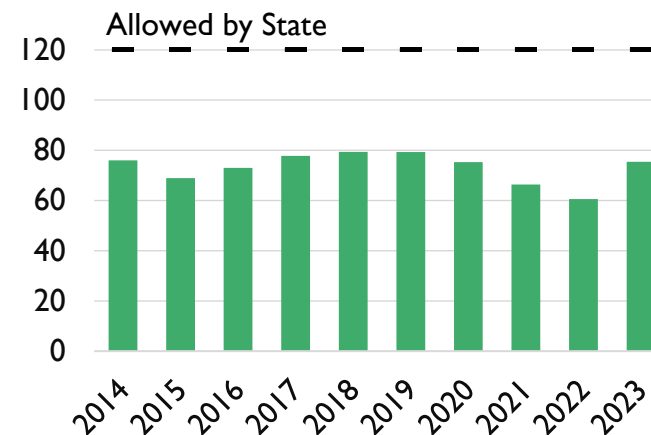
100%

Wastewater discharges meeting pollutant requirements

Millions of Gallons of Recycled Water Delivered Annually



Millions of Gallons per Day Discharged to Bay During Average Dry Weather Season



Neighborhood Services

6,300

Estimated homeless San José residents (point-in-time count from 2023)

1,922

Homeless residents received assistance into housing

4,800

Tons of illegally dumped material collected

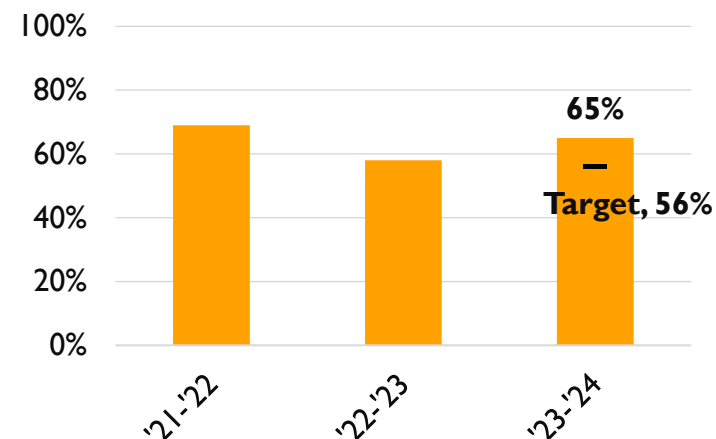
76%

Illegal dumping Priority 2 work orders completed within 5 days (target: 80%)

4,260

Backlog of Code Enforcement cases

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



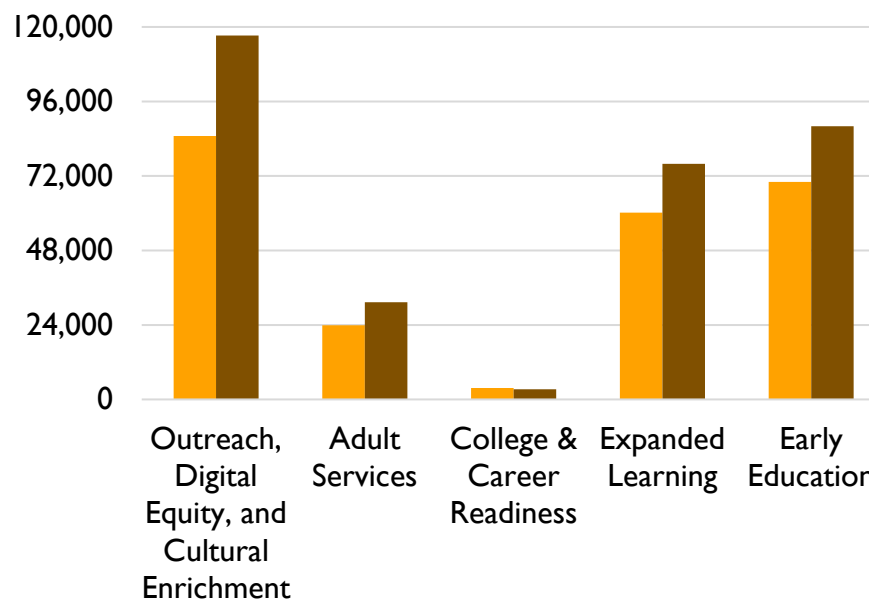
Neighborhood Services

3.7M Visitors to libraries

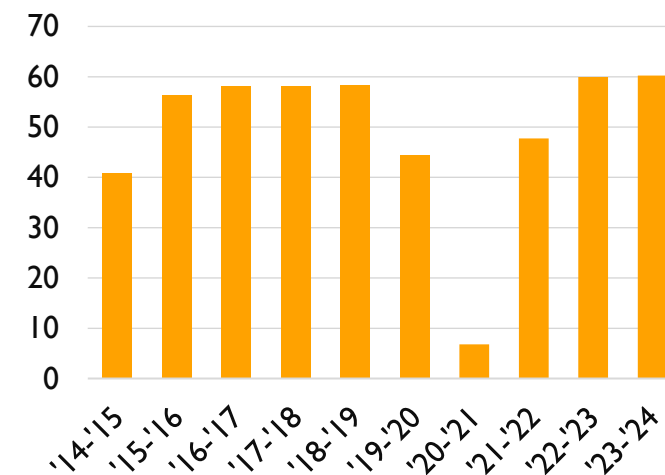
8.1M Books and other library resources borrowed

Number of Library Program Participants

■ '22-'23 ■ '23-'24



Total Hours Open Annually (thousands)

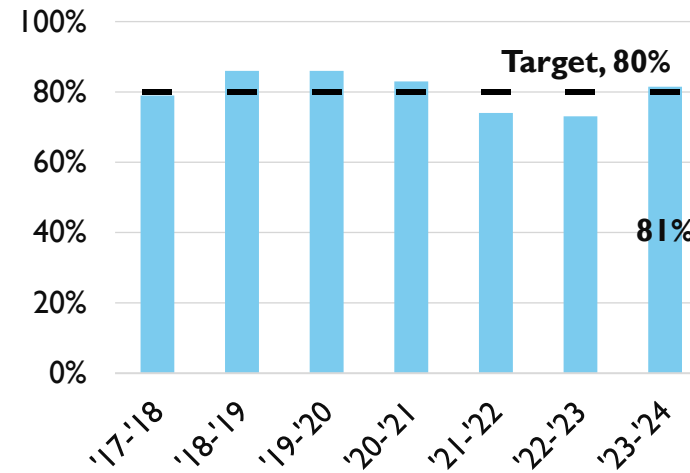


Strategic Support

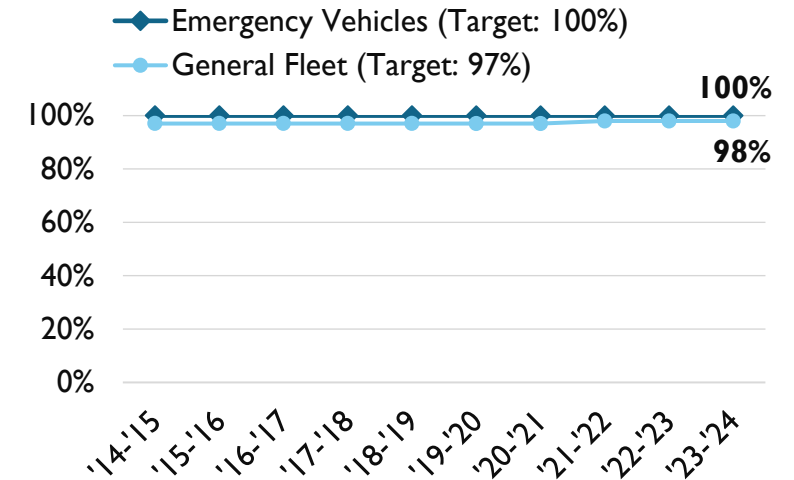
97% Capital projects completed on budget

89.5% Budgeted positions were filled as of June 30

Percent of Information Technology Project Success Rate



Percent of Vehicles and Equipment Available for Use When Needed



Strategic Support

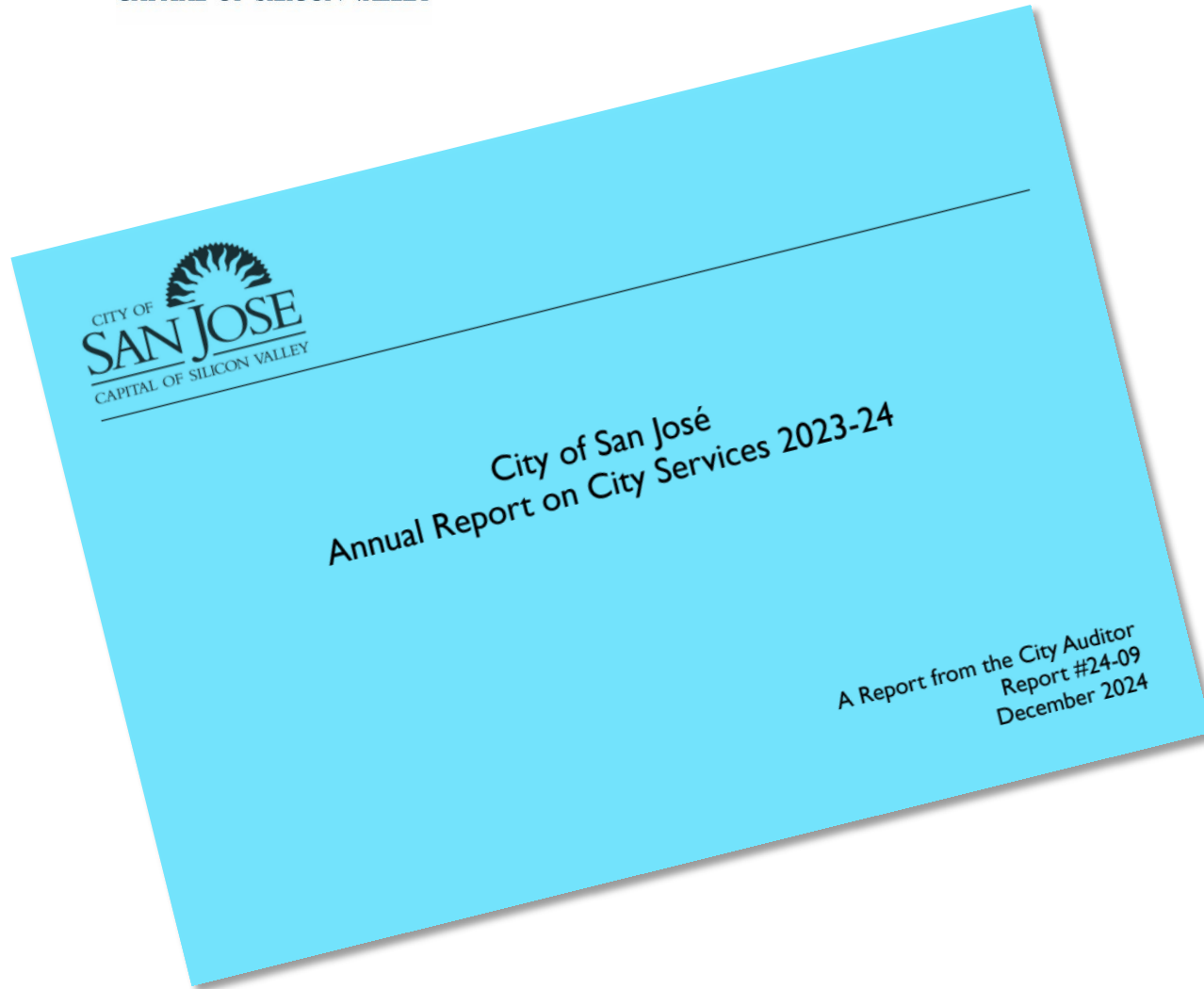
\$297 Million in products and services procured

\$2.96 Billion in City cash and investments

3.3% Average return on investments

City's Bond Ratings (General Obligation Bond Ratings)

	Moody's	Standard & Poor's	Fitch
'19-'20	Aa1	AA+	AA+
'20-'21	Aa1	AA+	AAA
'21-'22	Aa1	AA+	AAA
'22-'23	Aa1	AA+	AAA
'23-'24	Aa1	AA+	AAA
Target	Aa1	AA+	AAA



See the full report
and interactive CSA
dashboards at:
[www.sanjoseca.gov/
servicesreport](http://www.sanjoseca.gov/servicesreport)