

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

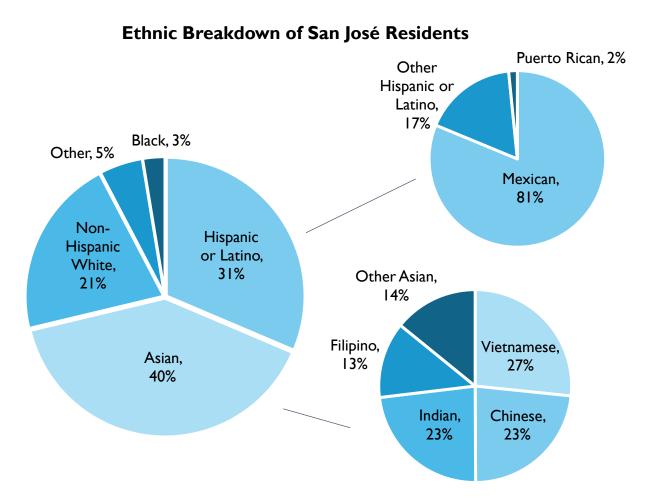
A Report from the City Auditor Issued December 2024

www.sanjoseca.gov/servicesreport

Joe Rois, City Auditor Alison Pauly, Supervising Auditor

City Council – January 28, 2025 Item 3.4

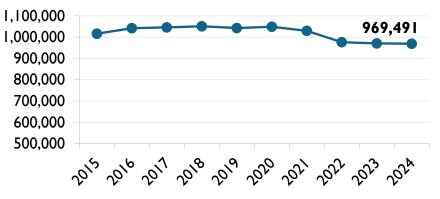


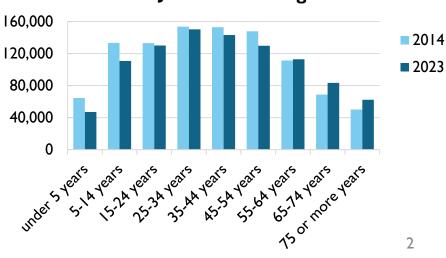


Source: U.S. Census Bureau, American Community Survey, 2023 1-year estimates (Table DP05)

Background

San José's Population Growth



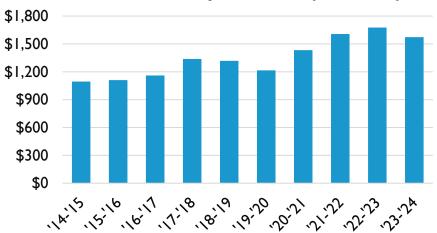


San José Resident Age

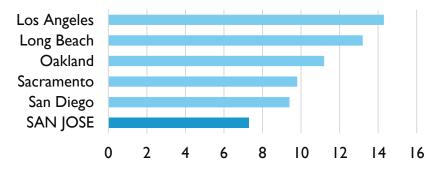


Background

General Fund Expenditures (\$millions)







\$2.0B Departmental expenditures

\$1.5B General Fund expenditures

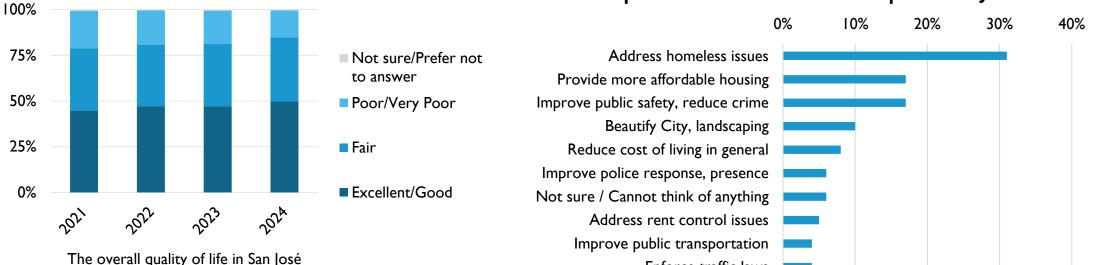
7,040 Full-time equivalent positions



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

Enforce traffic laws



CSA Dashboards

To view the interactive dashboard, visit: www.sanjoseca.gov/ servicesreport

Mission COMMUNITY AND ECONOMIC DEVELOPMENT Facilitate the equitable and focused evolution of the City to foster strong communities and a diverse economy with shared prosperity for **Quality of Arts and Cultural Offerings** Workforce Innovation and Opportunity Act Clients % of work2future adult and youth clients served who are low % of residents surveyed rating the availability and variety of arts income or have a significant barrier to employment and cultural offerings as "good" or "excellent" 100% 100% New CSA Measure. New CSA Measure, data not available data not available 50% 50% for prior years for prior years **City Service Area Outcomes** 0% 0% 21-22 '22-'23 '23-'24 '21-'22 '22-'23 '23-'24 • Thriving, inclusive, and attractive communities and vibrant public spaces. **Development Project On-Time Reviews for Construction Process Development Project On-Time Reviews for Planning Permit** Strong, responsive, and equitable economy. Process % of development projects completed within published timelines Accessible and diverse range of housing % of development projects completed within published timelines for first review for construction process and business opportunities. for first review for planning permit process 100% 100% New CSA Measure, New CSA Measure, 50% data not available data not available 50% for prior years for prior years 0% 0% '22-'23 23-24 '21-'22 '22-'23 '23-'24 21-22 **Primary Partners** Economic Development and Cultural Affairs **Rent Stabilization Rates Housing Production Rates** • Fire % of affordable and market-rate housing production measured % of rent-stabilized units that did not have vacancy turnover in the Housing against annual Regional Housing Needs Allocation (RHNA) past year • Planning, Building and Code Enforcement targets, 2023 100% 50% 0% 20-21 '21-'22 '22-'23 '23-'24 0% 50% 100% < > × ۲ ← Go back = CED ~ < 1 of 6 > Microsoft Power BI FI Y

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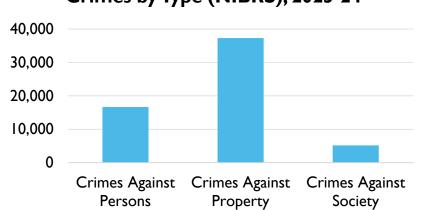
Public Safety

1.2M Calls for Police service

176,100

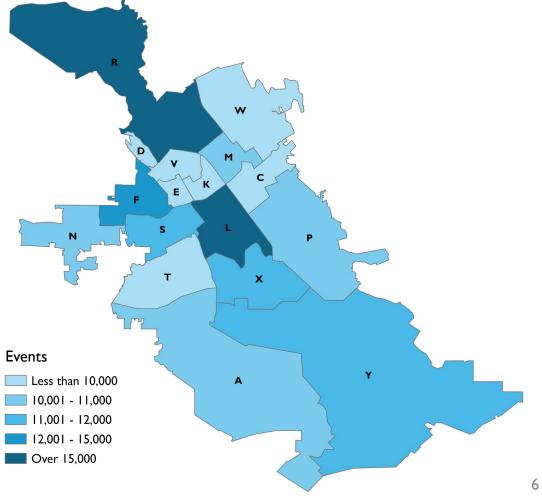
Police responses for priority I-4 events

Average response time to **8 min.** a priority i Can under the life or major a priority I call (imminent damage/loss to property)



Crimes by Type (NIBRS), 2023-24

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





Public Safety

110,300

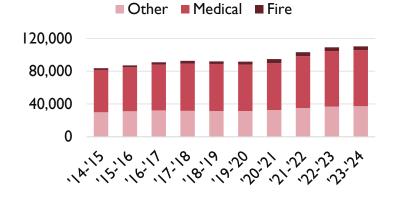
Responses including emergency medical or fire incidents

4,600 Fires

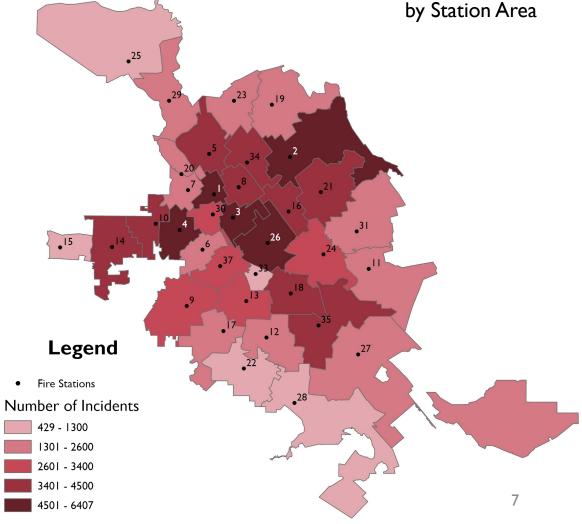


Priority I calls (life threatening) responded to within 8 minutes

Emergency Incidents



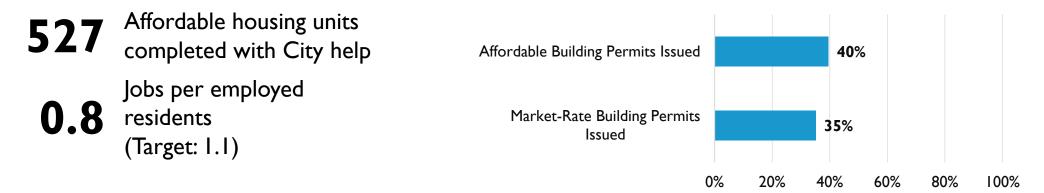
Fire Stations and Number of Emergency Incidents





Community & Economic Development

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.

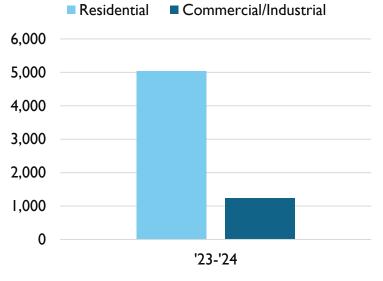


Community & Economic Development

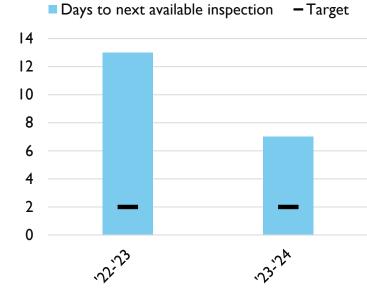
Development Projects On-Time Reviews

- **90%** Planning Permit Process (target: 100%)
- **58%** Construction Process (target: 85%)

Building Permits Issued by Staff



Average # of Days to Next Available Inspection



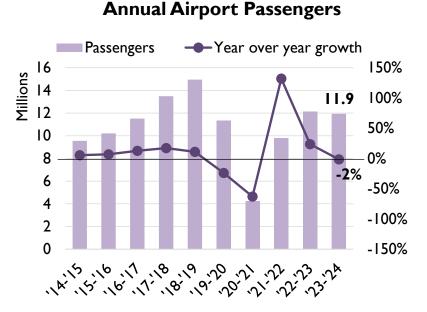


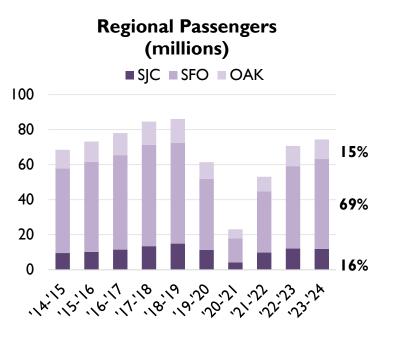
Transportation & Aviation Services

11.9M

Airline passengers

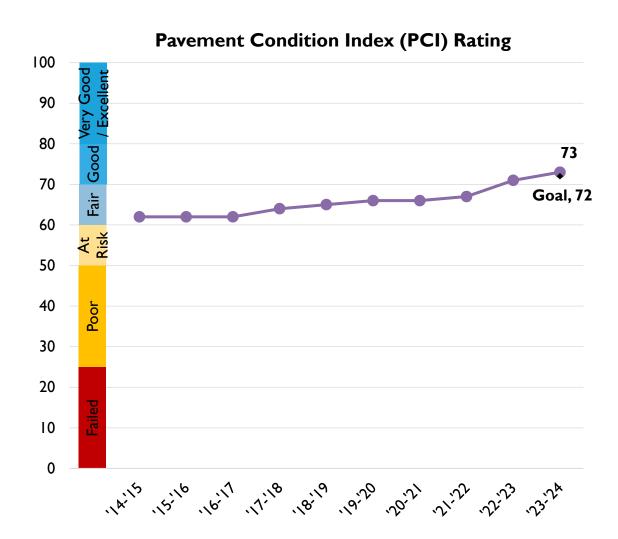
Air service market share of regional passengers

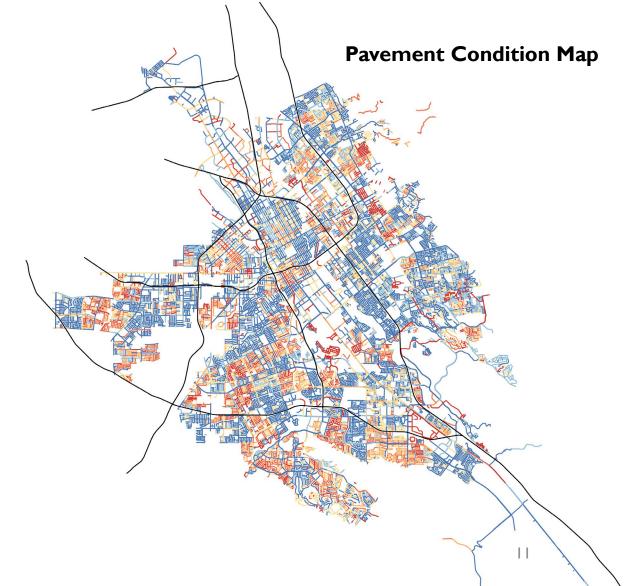






Transportation & Aviation Services

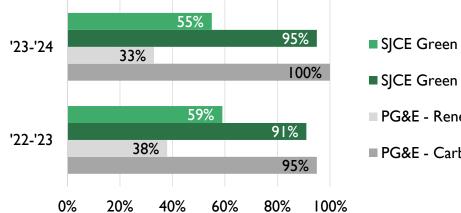






Environmental & Utility Services

San José Clean Energy and PG&E Power Content



■ SICE Green Source - Renewable

- SICE Green Source Carbon Neutral
- PG&E Renewable
- PG&E Carbon Neutral

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-

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



Environmental & Utility Services

65%

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

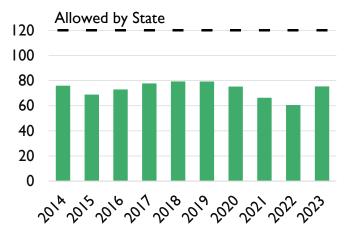
100%

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

Estimated homeless San José residents 6,300 (point-in-time count from 2023)

1,922

Homeless residents received assistance into housing

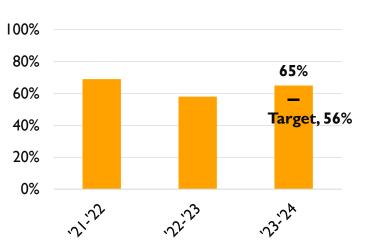
4,800

Tons of illegally dumped material collected

Illegal dumping Priority 2 76%

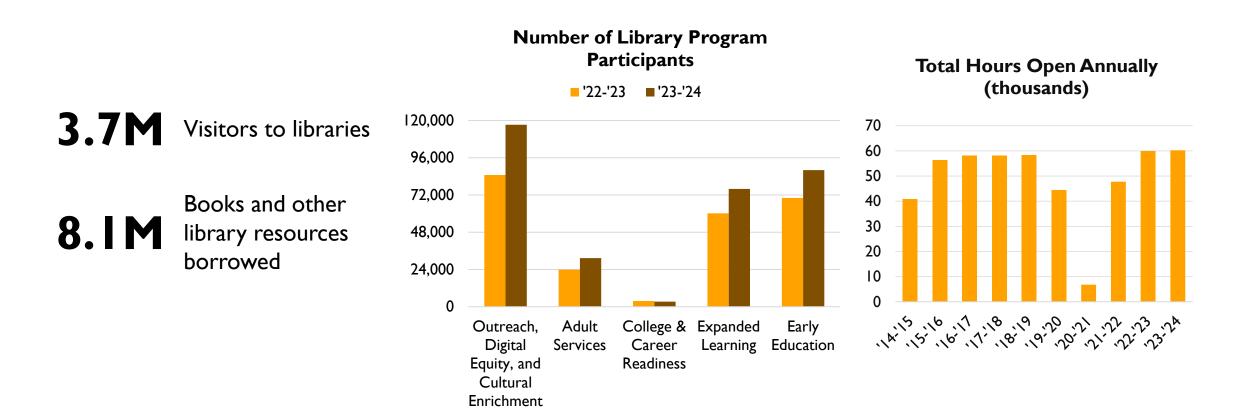
work orders completed within 5 days (target: 80%)

Backlog of Code 4,260 Enforcement cases Park Condition Assessment Score Percent of developed park acres by park condition assessment (PCA) score 80% or better





Neighborhood Services





Strategic Support

97% Capital projects completed on budget

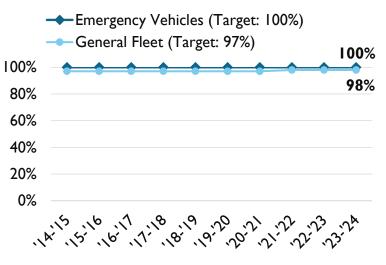
89.5% Budgeted positions were filled as of June 30

100% 80% 60% 40% 20% 0% (1¹¹⁸, 8¹⁹, 9¹², 2¹², 2¹

Percent of Information

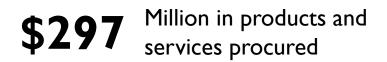
Technology Project Success Rate

Percent of Vehicles and Equipment Available for Use When Needed





Strategic Support



\$2.96 Billion in City cash and investments

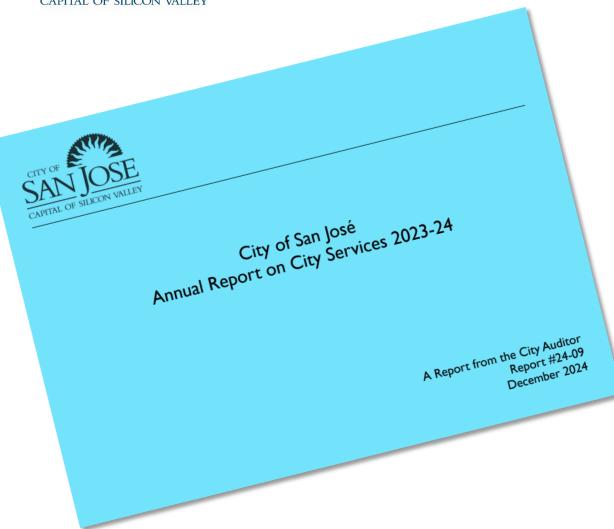


Average return on investments

City's Bond Ratings (General Obligation Bond Ratings)

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





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