



# Memorandum

**TO:** CITY COUNCIL

**FROM:** Edgardo Garcia

**SUBJECT: SAFE COMMUNITIES  
MULTI-HOUSING PILOT PROGRAM**

**DATE:** August 28, 2017

Approved

D. DSYL

Date

9/6/17

**COUNCIL DISTRICT: 10**

## RECOMMENDATION

Accept the final report of the one-year *Safe Communities* Multi-Family Housing Pilot Program in the Hoffman/Via Monte area.

## OUTCOME

This memorandum provides the City Council and the public with the final results of the 12-month *Safe Communities* Multi-Housing pilot program.

## BACKGROUND

On June 7, 2016, the City Council approved the implementation of the *Safe Communities* Multi-Housing Pilot Program for the Hoffman/Via Monte area of City Council District 10<sup>1</sup>. The Police Department developed the concept for the *Safe Communities* pilot after a community engagement process that included multiple community meetings, stakeholders outreach, and presentations to the Housing and Community Development Commission and Public, Safety, Finance and Strategic Support Committee. The Police Department brought forward the *Safe Communities* pilot program as an alternative to a proposed program called Crime Free Multi Housing.

The *Safe Communities* Multi-Family Pilot Program was scheduled to run for one year, from July 1, 2016 through June 30, 2017. The program was designed to promote a high quality of life and safety for the residents living in the area. The pilot program's goals were to reduce crime and

<sup>1</sup> Staff Report: [http://sanjose.granicus.com/MetaViewer.php?view\\_id=&event\\_id=2139&meta\\_id=576576](http://sanjose.granicus.com/MetaViewer.php?view_id=&event_id=2139&meta_id=576576)

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calls for service through environmental design, crime prevention training, Neighborhood Watch, and alignment of neighborhood community resources.

On June 14, 2016, Council approved the Mayor's June Budget Message<sup>2</sup> for 2016-2017, which included \$40,000 in funding to expand the Department of Parks, Recreation and Neighborhood Services' promising "Viva Parks" program to encourage activation of Chris Hotts Park and \$35,000 to expand the Residential Parking Permit Pilot Program to the Hoffman/Via Monte neighborhood.

### *Community Overview*

The Hoffman/Via Monte community is in Council District 10. The neighborhood is bordered by Blossom Hill Road to the north, Almaden Expressway to the east, Chris Hotts Park to the south, Pioneer High School to the west (see Attachment A for a neighborhood map).

There are currently 133 multi-family residential properties in the Hoffman/Via Monte neighborhood, according to Code Enforcement's Multiple Housing Roster. The buildings are primarily four-plexes built between 1962 and 1963<sup>3</sup>. Two-bedroom, one-bath units currently rent for approximately \$2,100 to \$2,300 per month, according to online sites such as Zillow and Hotpads. Along Blossom Hill Road, adjacent to the residential area, are neighborhood and regional businesses, including a newer Whole Foods Market. Neighborhood assets include Chris Hotts Park, Almaden Lake, Pioneer High School, Vineland Library, and Almaden Library and Community Center. The Menlo Church (previously known as Cornerstone Community Church) and Almaden Hills United Methodist Church are located between Hoffman Court and Via Monte neighborhood. Both churches have organized community events and allowed the *Safe Communities* Multi-Housing pilot program to conduct crime prevention classes and meetings at their sites.

In December 2013, graduate students in the Urban and Regional Planning Department at San José State University prepared the "Hoffman-Via Monte Community Assessment,"<sup>4</sup> which analyzed data from the 2010 U.S. Census and made conclusions based on student fieldwork. The report found the following:

- As of the 2010 Census, Hoffman/Via Monte was a low-income neighborhood with approximately 2,300 residents living in 532 occupied four-plex apartment units.
- The average household had 4.2 residents (compared with 3.1 residents per household elsewhere in San José). The majority of the households included school-aged children.

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<sup>2</sup> Budget Message: [http://sanjose.granicus.com/MetaViewer.php?view\\_id=&event\\_id=2140&meta\\_id=577891](http://sanjose.granicus.com/MetaViewer.php?view_id=&event_id=2140&meta_id=577891)

<sup>3</sup> "Hoffman/Via Monte Neighborhood Implementation Plan," City of San José Strong Neighborhoods Initiative, April 2002: <https://www.sanjoseca.gov/DocumentCenter/View/4860>.

<sup>4</sup> Report: <http://www.sjsu.edu/urbanplanning/docs/HoffmanViaMonte.pdf>

- Median household income was \$44,673 in 2010, compared with a median household income of \$80,764 citywide.
- The majority of residents were renters (93 percent). A few property owners lived onsite at their properties along with their renters. Residential turnover rates were high.
- Nearly half of residents (47 percent) were foreign-born, and 22 percent were recent immigrants (arriving after the year 2000). Approximately two-thirds of the residents in Hoffman/Via Monte spoke a language other than English at home. An estimated 73 percent of residents were Latino, 12 percent White, 3 percent Black, 9 percent Asian/Pacific Islander, and 3 percent Mixed Race/Native American/Other.
- Approximately, 32 percent of the Hoffman/Via Monte residents had not completed high school.

#### *Past Efforts in Hoffman/Via Monte*

Prior to the *Safe Communities* pilot program, the Hoffman/Via Monte community was part of the City's Strong Neighborhoods Initiative. The Strong Neighborhoods Initiative, which was funded in large part by the San José Redevelopment Agency, ended following the State of California's dissolution of redevelopment agencies statewide in 2012. Other past efforts in the Hoffman/Via Monte neighborhood have included some property owners participating in landlord training through the City's former Project Blossom program and engagement with the Responsible Landlord Engagement Initiative (now part of Catholic Charities).

Some community organizations remain in place from these prior efforts, including the two landlord groups: Hoffman Via Monte Property Owner Council and Almaden Recreation Club, Inc. There have been efforts underway by the District 10 Council office to start a tenant Neighborhood Association to encourage residents to participate and engage in their neighborhoods.

Despite improvements gained through some of these programs, long-lasting change has not come to Hoffman/Via Monte. Resident turnover is high, and many of the issues identified in the Strong Neighborhoods Initiative's April 2002 "Hoffman/Via Monte Neighborhood Implementation Plan" had resurfaced in 2013 when the San José State graduate students conducted their research.

When the *Safe Communities* Multi-Housing pilot program began in 2016, the neighborhood had been identified as a gang hot spot by the Mayor's Gang Prevention Task Force. Safety concerns, such as gang activity, violence, drugs, vandalism, poor lighting, housing and code violations, top residents' concerns. Additionally, the Hoffman/Via Monte community tends to not access City services and resources.

### *Pilot Funding and Scope*

The *Safe Communities* pilot program was funded using existing resources within the San José Police Department's annual budget for 2016-2017 (from the City's General Fund). During the one-year pilot, the Department temporarily re-assigned 1.0 Crime Prevention specialist to the pilot program for crime prevention programming and outreach as well as assigned various Police Officers on overtime to conduct proactive outreach and community engagement. The Department also absorbed approximately \$2,700 of non-personal expenditures for supplies, materials, and refreshments for residents who participated in the pilot program. The Department conducted a pilot program with My90 for \$10,000 utilizing one-time grant monies to conduct a community survey in the area.

The scope of work for the pilot program was limited to the following:

- Coordinating and implementing the pilot program;
- Conducting outreach to property owners, property managers, residents, and community organizations;
- Developing program plans for multi-housing units;
- Conducting Crime Prevention Through Environmental Design, Neighborhood Watch, and community education presentations;
- Providing resources and referrals to property owners, managers, and residents;
- Officers patrolling and/or walking the neighborhoods;
- Proactively developing solutions to immediate and underlying community conditions that contribute to public safety problems; and
- Engaging and developing relationships with community residents to increase trust in the police.

### **ANALYSIS**

The *Safe Communities* pilot program aimed to increase communication and engagement between rental property owners, property managers and staff, tenants, crime prevention specialist staff, and police officers.

The pilot focused on the following goals:

1. Improve the quality of life for residents.
2. Create increased communication and partnerships between police and property owners, managers, management staff and residents.
3. Provide crime prevention education and support for property owners, managers, management staff and residents.
4. Increase awareness of personal safety for tenants, owners, and property managers.
5. Decrease incidents of crime and improve quality of life issues.
6. Build increased trust between residents and the Police Department.

To accomplish these program goals a crime prevention specialist provided crime prevention community education trainings in the mornings and evenings; conducted Crime Prevention Through Environmental Design (CPTED); led Neighborhood Watch trainings; and provided resources and referrals for rental property owners, managers, and tenants. The Bureau of Field Operations Officers patrolled and/or walked the beat in the pilot area as a team assigned to: Proactively develop solutions to community conditions contributing to public safety problems; engage with and develop relationships with residents (both adults and children); and instill residents with increased trust in the police.

In order to accomplish these outcomes, four key components were implemented during the one-year pilot:

- Community Outreach
- Community Education & Resources
- Community Events
- Community Policing & Crime Prevention

This report also includes an overview of data analyzed as part of the pilot program and lessons learned. Throughout the pilot program, crime prevention staff worked closely with the District 10 Council Office, including building on the office's existing organizing efforts and relationships in the neighborhood.

### Community Outreach

Community Outreach began with the Police Department's Southern Division Captain and crime prevention staff, along with Council District 10 staff, attending one meeting comprised of two landlord groups, the Hoffman Via Monte Property Owner Council and the Almaden Recreation Club, Inc., to introduce themselves and review the voluntary program to the property owners and management. Staff explained the process for setting up an initial meeting with crime prevention and the Captain to identify crime and quality of life issues around their buildings. After the initial meeting, if requested, staff would conduct a Crime Prevention Through Environmental Design (CPTED) assessment to create a program plan for the area. The community education component would follow by including residents, property representatives, police, neighbors, and service providers to improve communication, safety, and introduction of City resources.

After the initial meeting, staff did not receive any indication of interest from the property owners or managers regarding the pilot program. At this point, staff regrouped, met with the Council Office, and decided to focus outreach efforts on Hoffman/Via Monte residents by providing community education topics and Neighborhood Watch, as well as connecting them to community resources. Community outreach launched with the National Night Out event on August 2, 2016 at Almaden Hills United Methodist Church, followed by two Meet and Greet meetings (one in the morning and one in the evening) at the church. Staff canvassed the Hoffman/Via Monte neighborhood and handed out flyers in both English and Spanish (the predominate languages spoken in the community). In addition, a bilingual crime prevention specialist who is fluent in Vietnamese also canvassed and targeted the homes of the Vietnamese-speaking residents.

During this time, patrol officers began their community policing efforts, patrolling and walking the area, along with attending community education meetings and events.

### Community Education & Resources

The community education component of the program included a four-week "Safety Talk" series, a Neighborhood Watch training, and community meetings. Attendance at meetings and trainings totaled 192 (note: some residents attended more than one session). A total of 16 residents attended the Neighborhood Watch training. The four-week crime prevention "Safety Talks" series were held in the morning and evening during the Fall 2016 and Spring 2017 at the Almaden Hills United Methodist Church and Menlo Church. Topics included: Child Safety, How to Report Crime, Vehicle Theft, and Gangs & Drugs. Residents who attended all four of the classes received a certificate for their participation. At the conclusion of the series, due to residents' interest in learning more about police practices, Crime Prevention offered two additional meetings that focused on the Police Department's policies on immigration and how to access City and community resources. Staff also conducted two CPTEDs for Menlo Church and for a property owner who is also a resident in the area.

Many of the residents whom staff met during the pilot program had questions about immigration, employment, and opportunities for their children. Staff worked to connect the residents to the following community resources: SIREN (immigration rights), Lake Almaden, Work2Future, and Vineland Library. As a result, residents gained knowledge about immigration resources, received scholarships for their children to participate in the summer camps at Lake Almaden, toured the Vineland library and obtained their first library cards, and attended a Work2Future Job Fair held at the Almaden Hills United Methodist Church.

As mentioned previously, most households include school-aged children. Building community trust included engaging with neighborhood children and youth. Several of the neighborhood teenagers became volunteers with the *Safe Communities* pilot by helping canvas and distribute flyers for meetings and the Viva Parks events at Chris Hotts Park. The Crime Prevention Specialist introduced the parents and their teens to the SJ Works summer jobs program for teens and assisted eight of the youth and their parents with applications. All of the eight youth were accepted into SJ Works for summer 2017 and received summer jobs at Lake Almaden and the Vineland and Almaden libraries.

In addition, the Police Department's T.E.A.M. Kids program held two classes at Almaden Elementary for fifth grade students. Almaden Elementary is the home school for the residents living in the Hoffman/Via Monte neighborhood. Approximately one quarter of the students in both classes resided in the Hoffman/Via Monte community. A few of the parents who participated in the pilot program also had children in the T.E.A.M. Kids program. The T.E.A.M. Kids curriculum is taught by police officers, and topics focus on youth violence, with an emphasis on gang prevention and problem-solving skills that children can use in everyday situations and was funded by one-time grant monies. The program highlights leadership, being a positive role model, and making good choices.

### Community Events

During the pilot program, Councilmember Johnny Khamis and the Department of Parks, Recreation and Neighborhood Services sponsored three Viva Parks community events at Chris Hotts Park to encourage residents to use their neighborhood park. Many of the residents who participated in the pilot program stated they were afraid to go to Chris Hotts Park due to a homicide that occurred several years ago. In order to ease their fears, staff from crime prevention and the Council office spoke to residents about the importance of taking ownership and encouraging pro-social activities at the park. The first Viva Parks "Halloween Costumes for Kids" event occurred on October 22, 2017. Costumes for the children were donated by Walmart, San Jose Police Officers Association, and residents from the surrounding area. The two following Viva Parks events occurred on April 29, 2017 and June 3, 2017. More than 150 residents attended each of the three events.

The events provided an opportunity for neighbors to meet City officials, including Councilmember Khamis and his staff, the Police Chief and Southern Division Captain, as well as build relationships with police officers and crime prevention staff. Many of the families and youth stated they recognized officers who had been walking and patrolling the neighborhood through the pilot program.

### Community Policing & Crime Reduction

Community policing was a key component of the pilot program's efforts to build relationships with Hoffman/Via Monte residents, property owners, churches, schools, non-profit agencies, and other services. San José police officers working on overtime conducted foot patrols in the area on a weekly basis, which allowed them to meet and engage with residents. At the beginning of the pilot, many residents were hesitant to talk with the officers, however as they got used to seeing the officers in the neighborhood, they began to engage. Mid-way through the pilot, neighbors began to talk with the officers and share their concerns about the neighborhood.

During these regularly scheduled foot patrols, officers worked to address quality of life issues, such as abandoned vehicles, graffiti, trespassing, and mediating disputes between residents. The officers also had an opportunity to meet and build relationships with youth in the neighborhood through sports such as basketball and soccer. As residents and their families got to know the officers and crime prevention staff, relationships developed. As an example, on several occasions, officers were invited to attend birthday parties and other family celebrations while on foot patrol. The crime prevention specialist and officers attended a recital and several school graduations.

### Data Collection

To measure results of the *Safe Communities* pilot program, staff looked at two sources of data: 1) calls for service and reported crime in the Hoffman/Via Monte neighborhood, and 2) surveys of neighborhood residents.

One of the goals of the pilot was to decrease crime (as tracked by police calls for service) in Hoffman/Via Monte. However, as staff noted during the June 7, 2016 Council meeting, it was possible that the neighborhood would actually see an increase in calls for service as a result of the pilot program. This phenomenon had been seen in prior community engagement efforts, such as the Strong Neighborhoods Initiative. Communities that experience crime and/or quality of life issues regularly are often less likely to call the police due to fear of retaliation, a fear of police, or a lack of trust that the problems will be addressed. These fears may be increased among newer residents who come from places with a history of abuse of power by police and other governmental authorities.

Although there was an overall increase, staff did see slight decreases in some areas in Hoffman/Via Monte during the pilot. Staff collected data regarding crime in the area and incidents that impact residents' quality of life. Staff compared data from the year prior to the pilot (July 1, 2015-June 30, 2016) to the pilot period of July 1, 2016 through June 30, 2017. (See Attachment B for detailed results).

Prior to the pilot program, in 2015-2016, there were 25 reported incidents in the Hoffman Court area and 56 reported incidents in the Via Monte area of the neighborhood. During the pilot, in 2016-2017, there were 36 reported incidents in Hoffman Court and 66 reported incidents in Via Monte. In total, calls for service increased by 21 in 2016-2017, or a 26 percent increase in reported incidents compared to 2015-2016. No homicides occurred in 2016-2017, as compared to one homicide in 2015-2016. Staff believes that, as awareness of the pilot grew in the Hoffman/Via Monte neighborhood and as relationships were fostered between residents and both police officers and crime prevention staff, more residents began to report crime due to increased trust in police and less fear of retaliation.

The Police Department also decided to try to measure neighborhood perception of the police using new methods for conducting surveys. The Department conducted a pilot with My90 for \$10,000, a technology start-up focused on improving police-community communications by using text messaging technology. In Hoffman/Via Monte, My90 conducted three independent, third-party, anonymous automated text messaging surveys of neighborhood residents during the pilot period. The purpose of the survey was to collect data about residents' attitudes about public safety, community police relations, and local police officers. The surveys also asked demographic information from residents.

Three surveys were conducted: a July 2016 baseline survey; a mid-phase survey in February 2017, and the final phase survey in June 2017. The surveys were conducted in English and Spanish. In addition to sending out the text messages, the My90 teams knocked on each door in the Hoffman/Via Monte neighborhood at least once during each of the three survey phases to encourage residents to participate.

An overall total of 328 valid responses were collected during the pilot as outlined below.

<b>Survey Phase</b>	<b>English Responses</b>	<b>Spanish Responses</b>
Baseline	39 (61.9%)	24 (38.1%)
Mid-phase	71 (65.1%)	38 (34.9%)
Final	110 (70.5%)	46 (29.4%)
Total	220 (67.1%)	108 (32.9%)

The final survey report found that community members’ trust in the police had increased since the pilot began in July 2016. Nearly 57 percent of the respondents stated that they had noticed the increased police presence accompanying the *Safe Communities* pilot program, and 99 percent said they want the Police Department to sustain or increase the heightened police presence. Nearly 92 percent of the respondents said the police were very trustworthy or somewhat trustworthy and 43 percent reported that they still feel somewhat unsafe or very unsafe in their own neighborhood at the end of the pilot. A full report from My90 with Analysis of the residents feedback during the *Safe Communities* pilot program is included in (Attachment C).

**EVALUATION AND FOLLOW-UP**

This report provides the final evaluation of the one-year Safe Communities Multi-Family Housing Pilot Program in the Hoffman/Via Monte area. No further evaluation and follow-up is planned for this pilot program.

**CONCLUSION**

The *Safe Communities* Multiple Housing pilot program was launched using existing internal resources. It was limited in time, scope, and resources, and primarily focused on crime prevention education and beat-level community policing. As a result of the pilot program, communication and partnership between residents and the San Jose Police Department increased. Residents grew in their awareness of crime prevention tips and resources, increased their ability to recognize and report crime and quality of life issues, and gained knowledge of City and community resources. Going forward, the department will continue to respond to calls for service in the area, patrol the area when available, and be a resource to the residents and property owners of the Hoffman and Via Monte community.

There were some key lessons learned through the pilot:

1. Neighborhood organizing doesn’t happen overnight. Building trust required time and attention from crime prevention staff and police officers, the team sergeant, and the Division Captain.

HONORABLE MAYOR AND CITY COUNCIL

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2. Initial plans may need to be reworked. For example, property owners were not interested in engaging with the pilot program as hoped, so staff refocused efforts on the residents.
3. Additional opportunities for collaboration exist (for example, with City Code Enforcement or other community agencies), however this pilot was limited in scope and resources.
4. Funding needs to be available for survey outreach to measure crime reduction strategies vs community trust and expectations.

### **PUBLIC OUTREACH**

This report will be posted on the City's web site for the September 19, 2017 City Council Agenda.

### **COORDINATION**

This memorandum has been coordinated with the City Manager's Budget Office and the City Attorney's Office.

### **COMMISSION RECOMMENDATION/INPUT**

No commission recommendation or input is associated with this action.

### **CEQA**

Not a Project, File No. PP17-010, City Organizational & Administrative Activities resulting in no changes to the physical environment.

/s/  
EDGARDO GARCIA  
Chief of Police

For questions, please contact Captain Loyd Kinsworthy #2789 at (408) 537-1891.

Attachment A: Safe Communities Pilot Area  
Attachment B: Number of Reported Incidents  
Attachment C: My90 Survey Report

**ATTACHMENT A**

Safe Communities Service Area

Council District 10





# Reported Incidents - SCMH Hoffman Ct/Via Monte Neighborhood 07.01.2015 - 06.30.2016

Number of Reported Incidents: 81



Part I Crimes	
CATEGORY	TOTAL
HOMICIDE	1
RAPE	0
ROBBERY	1
AGG ASSAULT	7
LARCENY	14
BURGLARY	3
AUTO THEFT	24
<b>TOTAL</b>	<b>50</b>

Reported Incidents	
OFFENSE DESCRIPTION	TOTAL
10851(A) VC VEHICLE THEFT	24
10852 VC VEHICLE TAMPERING	0
187(A) PC HOMICIDE	1
211 PC ROBBERY ARMED	0
211 PC ROBBERY STRONG-ARM	1
220PC RAPE ASLT TO COMMIT/ATT	0
240 PC ASSAULT	1
242 PC BATTERY	6
243(E)(1) PC BATTERY DOMESTIC	13
245A1 PC ASSAULT W/O FIREARM	2
273.5(A) PC DOMESTIC VIOLENCE	4
273.5(A) PC DV MINOR INJURY	0
273DA PC CHLD ABUSE AGG INJ	0
417(A)(1) PC BRANDISH WEAPON	0
417(A)(2) PC BRANDISH FIREARM	1
422 PC CRIMINAL THREATS	1
459 PC BURG COMM-FORCE	1
459 PC BURG RESD-FORCE	1
459 PC BURG RESD-NO FORCE	1
459 PC BURG SCHOOL-FORCE	0
459 PC BURGLARY SHOPLIFT->\$950	0
459 PC BURGLARY VEHICLE-<\$950	4
459 PC BURGLARY VEHICLE->\$950	3
459PC BURG VEH-PARTS/ACC-<\$950	2
484PC PETTY THEFT FROM BLDG	1
484PC PETTY THEFT OTHER	1
485 PC APPROPRIATE LOST PROP	0
594 PC VANDALISM-\$400 OR MORE	0
594 PC VANDALISM-<\$400	5
594 PC VANDALISM-GRAFFITI	2
69 PC RESIST EXEC OFC	2
DOMESTIC-245A2 PC ADW W/F/ARM	0
DOMESTIC-422 PC CRIM THREATS	1
DOMESTIC-594 PC VANDALISM	0
RECOVERED PLATE	1
STOLEN PLATE	2
<b>TOTAL</b>	<b>81</b>

Source: CAD/RMS

FOR LAW ENFORCEMENT PURPOSES ONLY  
San Jose Police Department - Crime Analysis Unit

7/27/2017  
CAU #17-237/981N



# Reported Incidents - SCMH Hoffman Ct/Via Monte Neighborhood 07.01.2016 - 06.30.2017

Number of Reported Incidents: 102



### Part I Crimes

CATEGORY	TOTAL
HOMICIDE	0
RAPE	1
ROBBERY	1
AGG ASSAULT	7
LARCENY	16
BURGLARY	6
AUTO THEFT	29
<b>TOTAL</b>	<b>60</b>

### Reported Incidents

OFFENSE DESCRIPTION	TOTAL
10851(A) VC VEHICLE THEFT	29
10852 VC VEHICLE TAMPERING	7
187(A) PC HOMICIDE	0
211 PC ROBBERY ARMED	1
211 PC ROBBERY STRONG-ARM	0
220PC RAPE ASLT TO COMMIT/ATT	1
240 PC ASSAULT	1
242 PC BATTERY	4
243(E)(1) PC BATTERY DOMESTIC	8
245A1 PC ASSAULT W/O FIREARM	3
273.5(A) PC DOMESTIC VIOLENCE	0
273.5(A) PC DV MINOR INJURY	4
273DA PC CHLD ABUSE AGG INJ	1
417(A)(1) PC BRANDISH WEAPON	2
417(A)(2) PC BRANDISH FIREARM	0
422 PC CRIMINAL THREATS	5
459 PC BURG COMM-FORCE	0
459 PC BURG RESD-FORCE	4
459 PC BURG RESD-NO FORCE	1
459 PC BURG SCHOOL-FORCE	1
459 PC BURGLARY SHOPLIFT>\$950	1
459 PC BURGLARY VEHICLE<\$950	3
459 PC BURGLARY VEHICLE>\$950	2
459PC BURG VEH-PARTS/ACC<\$950	2
484PC PETTY THEFT FROM BLDG	0
484PC PETTY THEFT OTHER	1
485 PC APPROPRIATE LOST PROP	1
594 PC VANDALISM-\$400 OR MORE	4
594 PC VANDALISM-<\$400	4
594 PC VANDALISM-GRAFFITI	4
69 PC RESIST EXEC OFC	0
DOMESTIC-245A2 PC ADW W/F/ARM	1
DOMESTIC-422 PC CRIM THREATS	0
DOMESTIC-594 PC VANDALISM	1
RECOVERED PLATE	0
STOLEN PLATE	6
<b>TOTAL</b>	<b>102</b>

Source: CAD/RMS

FOR LAW ENFORCEMENT PURPOSES ONLY  
San Jose Police Department - Crime Analysis Unit

7/27/2017  
CAU #17-237/ 981N



## SCMH Hoffman Ct/ Via Monte Area Selected Calls for Service Summary FY 15-16 VS. FY 16-17

### FY 15-16

#### Selected Calls for Service

FINAL CALL	FINAL CALL DESCRIPTION	TOTAL
1057	1057-FIREARMS DISCHARGED	2
1066	1066-SUSPICIOUS PERSON	18
1066W	1066W-SUSPICIOUS PERSON W/ WEAPON	1
10851	10851-STOLEN VEHICLE	24
1095	1095-PEDESTRIAN STOP	25
11300	11300-NARCOTICS	4
1154	1154-SUSPICIOUS VEHICLE	43
1195	1195-VEHICLE STOP	14
187	187-MURDER	1
211SA	211SA-STRONG ARM ROBBERY	1
243E	243E-MISDEMEANOR DOMESTIC VIOLENCE	1
245	245-ASSAULT WITH DEADLY WEAPON	2
273.5	273.5-DOMESTIC VIOLENCE	10
273A	273A-CHILD ABUSE	0
415A	415A-DISTURBANCE, FIGHT	6
415	415-DISTURBANCE	61
415F	415F-DISTURBANCE, FAMILY	55
415M	415M-DISTURBANCE, MUSIC	20
415N	415N-DISTURBANCE, NEIGHBOR	7
415UNK	415UNK-DISTURBANCE, UNKNOWN	5
417	417-BRANDISHING A WEAPON	0
459	459-BURGLARY (460)	0
459R	459R-BURGLARY REPORT (460)	2
459VEH	459VEH-VEHICLE BURGLARY	3
5150	5150-MENTALLY DISTURBED PERSON	4
5150X	5150X-MENTALLY DISTURBED FEMALE	3
594G	594G-MALICIOUS MISCHIEF, GANG RELATED	0
594	594-MALICIOUS MISCHIEF	7
647F	647F-DRUNK IN PUBLIC	0
CPF	CPF-COMMUNITY POLICING FOOT PATROL	68
CPM	CPM-COMMUNITY POLICING MEETING	1
DVRO	DVRO-VIOLATION OF PROTECTIVE ORDER	4
FOOT	FOOT-FOOT PATROL	1
SUSCIR	SUSCIR-SUSPICIOUS CIRCUMSTANCES	9
<b>TOTAL</b>		<b>402</b>

#### Selected Dispositions

DISPO	DESCRIPTION	TOTAL
A	ARREST MADE	8
B	ARREST BY WARRANT	6
C	CRIMINAL CITATION	2
<b>TOTAL</b>		<b>16</b>

<b>STREET CHECKS</b>	<b>2</b>
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### FY 16-17

#### Selected Calls for Service

FINAL CALL	FINAL CALL DESCRIPTION	TOTAL
1057	1057-FIREARMS DISCHARGED	1
1066	1066-SUSPICIOUS PERSON	29
1066W	1066W-SUSPICIOUS PERSON W/ WEAPON	1
10851	10851-STOLEN VEHICLE	30
1095	1095-PEDESTRIAN STOP	19
11300	11300-NARCOTICS	4
1154	1154-SUSPICIOUS VEHICLE	47
1195	1195-VEHICLE STOP	13
187	187-MURDER	0
211SA	211SA-STRONG ARM ROBBERY	0
243E	243E-MISDEMEANOR DOMESTIC VIOLENCE	2
245	245-ASSAULT WITH DEADLY WEAPON	5
273.5	273.5-DOMESTIC VIOLENCE	4
273A	273A-CHILD ABUSE	1
415A	415A-DISTURBANCE, FIGHT	3
415	415-DISTURBANCE	77
415F	415F-DISTURBANCE, FAMILY	46
415M	415M-DISTURBANCE, MUSIC	22
415N	415N-DISTURBANCE, NEIGHBOR	11
415UNK	415UNK-DISTURBANCE, UNKNOWN	3
417	417-BRANDISHING A WEAPON	2
459	459-BURGLARY (460)	2
459R	459R-BURGLARY REPORT (460)	5
459VEH	459VEH-VEHICLE BURGLARY	6
5150	5150-MENTALLY DISTURBED PERSON	4
5150X	5150X-MENTALLY DISTURBED FEMALE	1
594G	594G-MALICIOUS MISCHIEF, GANG RELATED	1
594	594-MALICIOUS MISCHIEF	6
647F	647F-DRUNK IN PUBLIC	4
CPF	CPF-COMMUNITY POLICING FOOT PATROL	114
CPM	CPM-COMMUNITY POLICING MEETING	3
DVRO	DVRO-VIOLATION OF PROTECTIVE ORDER	3
FOOT	FOOT-FOOT PATROL	1
SUSCIR	SUSCIR-SUSPICIOUS CIRCUMSTANCES	18
<b>TOTAL</b>		<b>488</b>

#### Selected Dispositions

DISPO	DESCRIPTION	TOTAL
A	ARREST MADE	14
B	ARREST BY WARRANT	2
C	CRIMINAL CITATION	3
<b>TOTAL</b>		<b>19</b>

<b>STREET CHECKS</b>	<b>5</b>
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## SCMH Hoffman Ct/ Via Monte Area Reported Incidents FY 15-16 VS. FY 16-17

### FY 15-16

#### Part I Crimes

CATEGORY	TOTAL
HOMICIDE	1
RAPE	0
ROBBERY	1
AGG ASSAULT	7
LARCENY	14
BURGLARY	3
AUTO THEFT	24
<b>TOTAL</b>	<b>50</b>

#### Reported Incidents

OFFENSE DESCRIPTION	TOTAL
10851(A) VC VEHICLE THEFT	24
10852 VC VEHICLE TAMPERING	0
187(A) PC HOMICIDE	1
211 PC ROBBERY ARMED	0
211 PC ROBBERY STRONG-ARM	1
220PC RAPE ASLT TO COMMIT/ATT	0
240 PC ASSAULT	1
242 PC BATTERY	6
243(E)(1) PC BATTERY DOMESTIC	13
245A1 PC ASSAULT W/O FIREARM	2
273.5(A) PC DOMESTIC VIOLENCE	4
273.5(A) PC DV MINOR INJURY	0
273DA PC CHLD ABUSE AGG INJ	0
417(A)(1) PC BRANDISH WEAPON	0
417(A)(2) PC BRANDISH FIREARM	1
422 PC CRIMINAL THREATS	1
459 PC BURG COMM-FORCE	1
459 PC BURG RESD-FORCE	1
459 PC BURG RESD-NO FORCE	1
459 PC BURG SCHOOL-FORCE	0
459 PC BURGLARY SHOPLIFT>\$950	0
459 PC BURGLARY VEHICLE<\$950	4
459 PC BURGLARY VEHICLE>\$950	3
459PC BURG VEH-PARTS/ACC<\$950	2
484PC PETTY THEFT FROM BLDG	1
484PC PETTY THEFT OTHER	1
485 PC APPROPRIATE LOST PROP	0
594 PC VANDALISM-\$400 OR MORE	0
594 PC VANDALISM-<\$400	5
594 PC VANDALISM-GRAFFITI	2
69 PC RESIST EXEC OFC	2
DOMESTIC-245A2 PC ADW W/F/ARM	0
DOMESTIC-422 PC CRIM THREATS	1
DOMESTIC-594 PC VANDALISM	0
RECOVERED PLATE	1
STOLEN PLATE	2
<b>TOTAL</b>	<b>81</b>

### FY 16-17

#### Part I Crimes

CATEGORY	TOTAL
HOMICIDE	0
RAPE	1
ROBBERY	1
AGG ASSAULT	7
LARCENY	16
BURGLARY	6
AUTO THEFT	29
<b>TOTAL</b>	<b>60</b>

#### Reported Incidents

OFFENSE DESCRIPTION	TOTAL
10851(A) VC VEHICLE THEFT	29
10852 VC VEHICLE TAMPERING	7
187(A) PC HOMICIDE	0
211 PC ROBBERY ARMED	1
211 PC ROBBERY STRONG-ARM	0
220PC RAPE ASLT TO COMMIT/ATT	1
240 PC ASSAULT	1
242 PC BATTERY	4
243(E)(1) PC BATTERY DOMESTIC	8
245A1 PC ASSAULT W/O FIREARM	3
273.5(A) PC DOMESTIC VIOLENCE	0
273.5(A) PC DV MINOR INJURY	4
273DA PC CHLD ABUSE AGG INJ	1
417(A)(1) PC BRANDISH WEAPON	2
417(A)(2) PC BRANDISH FIREARM	0
422 PC CRIMINAL THREATS	5
459 PC BURG COMM-FORCE	0
459 PC BURG RESD-FORCE	4
459 PC BURG RESD-NO FORCE	1
459 PC BURG SCHOOL-FORCE	1
459 PC BURGLARY SHOPLIFT>\$950	1
459 PC BURGLARY VEHICLE<\$950	3
459 PC BURGLARY VEHICLE>\$950	2
459PC BURG VEH-PARTS/ACC<\$950	2
484PC PETTY THEFT FROM BLDG	0
484PC PETTY THEFT OTHER	1
485 PC APPROPRIATE LOST PROP	1
594 PC VANDALISM-\$400 OR MORE	4
594 PC VANDALISM-<\$400	4
594 PC VANDALISM-GRAFFITI	4
69 PC RESIST EXEC OFC	0
DOMESTIC-245A2 PC ADW W/F/ARM	1
DOMESTIC-422 PC CRIM THREATS	0
DOMESTIC-594 PC VANDALISM	1
RECOVERED PLATE	0
STOLEN PLATE	6
<b>TOTAL</b>	<b>102</b>

# Final Analysis of Resident Feedback Regarding the Safe Communities Multi-Family Housing Pilot Program

## July 2017 Report Prepared for the San Jose Police Department



### PROJECT OVERVIEW

#### Summary

My90 partnered with the San Jose Police Department (SJPD) to conduct a series of independent, third-party surveys in the Hoffman Via Monte neighborhood of Council District 10. The surveys used anonymous text messages to collect data on attitudes of Hoffman Via Monte residents on public safety, community-police relations, and local police officers as a part of the Safe Communities Multi-Family Housing Pilot Program. The first survey was conducted before the program began interacting with residents, the second during the program, and the final survey immediately after the program concluded. This report provides analysis of all survey responses.

#### Safe Communities in Hoffman Via Monte

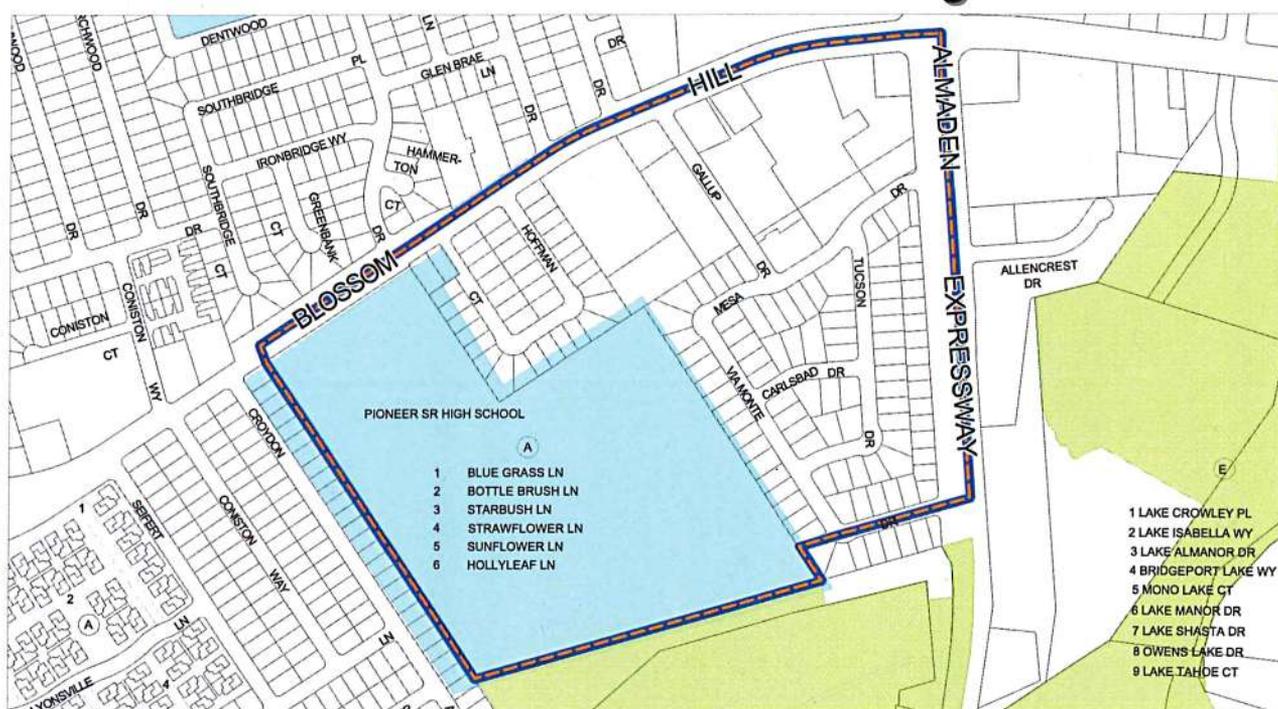
The Safe Communities Multi-Family Housing pilot program ran from July 2016 to June 2017 in Hoffman Via Monte. SJPD's Crime Prevention Unit held dozens of community meetings throughout the program at two local churches, Almaden Hills United Methodist Church and Menlo Church. These meetings included education about crime reporting, presentations from other City agencies, job fairs, and opportunities to meet officers working in the neighborhood.

Along with the community meetings, SJPD officers, led by Sergeant Steve Donohue, increased police presence in the neighborhood. This included vehicle and foot patrols, door-to-door canvassing, and appearances at public events.

**About Hoffman Via Monte**

Hoffman Via Monte has been the focus of several City initiatives in the past, including the Strong Neighborhoods Initiative from 2000 to 2010. It is a low-income neighborhood with approximately 2,000 residents and 500 occupied units. An estimated 73% of residents are Latino and 32% have not completed high school. The median household income is \$44,673. The neighborhood has been listed as a gang “hotspot” by the Mayor’s Gang Prevention Task Force. Specific safety concerns include gang activity, drugs, violence, housing and code violations, and vandalism. While crime rates in the neighborhood are high, SJPD has expressed concern about infrequent crime reporting by local residents.

**Hoffman/Via Monte SNI Planning Area**



Prepared by the Department of Planning, Building and Code Enforcement  
Planning Services Division

Hoffman/Via Monte SNI Planning Area Boundary

Scale: 1" = 300'

February 20, 2001



**About My90**

My90 is an independent company that helps close the gap between community members and police officers. My90 uses anonymous text messaging to collect and respond to feedback, questions, and ideas from the public. My90 then analyzes and visualizes that data so that police departments and cities can become more informed, transparent, and collaborative.

## METHODOLOGY

### Surveying the Neighborhood

My90 conducted three surveys regarding the Safe Communities Program. The baseline survey conducted in July 2016 received 63 valid responses, the midphase survey in February 2017 received 109 valid responses, and the final phase survey in June 2017 received 156 valid responses. Responses were considered valid if they were submitted by residents who lived in Hoffman Via Monte. Residency was validated by zip code or by the canvasser administering the survey. My90 discarded invalid responses from zip codes other than 95118.

My90 promoted the survey to local residents in a number of ways. The most effective method to acquire responses was through door-to-door canvassing. Bilingual My90 teams knocked on each door in the neighborhood at least once during each of the three surveys to ask residents to participate. In total, canvassers knocked on doors over 2,000 times. If a resident did not answer, the canvassers left a flyer with information about the survey and the number to text. All verbal and written information was provided in both English and Spanish. The response rate increased when My90 began offering \$5 gift cards while canvassing during the midphase. This is standard practice for research institutions. Other user acquisition methods included promoting the survey at events hosted by My90 or SJPd, and a referral program for neighbors to promote the surveys to one another.

#### **Box 1: Incentivized vs Non-Incentivized Responses during the Midphase**

Gift cards were first offered as an incentive during the second week of the midphase survey. It is important to note that opinions between incentivized and non-incentivized survey respondents were similar overall. During the midphase, the only notable difference in responses from those who were incentivized and those who were not was in regards to neighborhood safety. 36.4% of those who were not incentivized to take the survey thought the neighborhood was “very” or “somewhat” safe compared to 50.7% of those who were incentivized. Other notable metrics during the midphase include respondents who said:

- Police are “very” or “somewhat” trustworthy (91.0% incentivized vs 91.5% non-incentivized)
- Theft or assault occurs “very” or “somewhat” often (75.0% incentivized vs 70.4% non-incentivized)
- Police should be in the neighborhood “more often” or “always” (93.9% incentivized vs 86.1% non-incentivized)

All surveys were offered in both English and Spanish and completed via anonymous, automated text messages. Most surveys were completed on a respondent’s personal phone. However, if a resident did not have a phone or was unwilling to use their own, a canvasser administered the survey in person on a separate phone provided by My90. All questions asked in the baseline survey were asked in the midphase and final surveys. One additional question about increased police presence was added in the midphase. This question was repeated in the final survey, and an additional question about changes in opinion over time was also added to the final survey. For a full list of survey questions, please see Box 2.

**Box 2: Survey Questions**

1. Which of the following do you think the police should do to help your neighborhood most?
  1. Get involved with local events and meetings
  2. Walk around and talk to people who live here
  3. Drive around and patrol the neighborhood more often
  4. I don't want the police to be involved in my neighborhood
  5. Other
  
2. If your neighbors witness a break in, how likely are they to call the police for help?
  1. Very likely
  2. Somewhat likely
  3. A bit likely
  4. Not at all likely
  
3. If you walk by a police officer in San Jose, what do you think the officer is most likely to do?
  1. Greet you politely
  2. Start a friendly conversation
  3. Stop and question you
  4. Be aggressive or rude
  5. Other
  
4. The police should be in my neighborhood: \_\_\_\_\_ (*fill in the blank*)
  1. Always
  2. More often
  3. Same as now
  4. Less often
  5. Never
  
5. Have you noticed a change in police involvement in your community since September?  
(*midphase & final only*)
  1. The police are here more often
  2. It seems the same
  3. The police are here less often
  4. Other
  
6. How trustworthy are the police?
  1. Very trustworthy
  2. Somewhat trustworthy
  3. Somewhat untrustworthy
  4. Very untrustworthy

*Continued next page*

**Box 2: Survey Questions (continued)**

7. We're curious if your opinion of SJPD has changed since this time last year. Which of the following best describes how you feel? (*final only*)
1. I trust SJPD more now than I did last year
  2. I trust SJPD less now than I did last year
  3. My opinion has not changed
  4. My opinion has changed about something other than trust
8. How safe is your neighborhood?
1. Very safe
  2. Somewhat safe
  3. Somewhat unsafe
  4. Very unsafe
9. How often does theft or assault occur in your neighborhood?
1. Very often
  2. Somewhat often
  3. Not often
  4. Never
10. We want to learn more about you. Remember, all responses are anonymous and confidential. Which of the following do you identify with?
1. Male
  2. Female
  3. Other/Prefer not to say
11. How old are you?
12. Which of the following ethnic groups do you identify with most? We can only process one number, so please text the number that fits your response best.
1. African American
  2. Asian American/Pacific Islander
  3. Caucasian
  4. Hispanic/Latino
  5. Native American
  6. Multiracial/Other
13. Last question! What is your zip code?
14. Thank you for sharing your thoughts! If you have any comments or questions, please text them now.

**Freeform Responses**

There were a total of 71 freeform response messages submitted by residents in the midphase and final surveys. Freeform responses prompted residents to provide feedback in their own words, with no restriction on message length or topic.

Residents were asked to send a freeform response if they responded “other” to a multiple choice question. In addition, all respondents were given the opportunity to add additional thoughts at the end of the midphase and final surveys. A full list of translated qualitative responses that have been lightly edited for clarity can be found in Appendix III.

**Samples and Selection Bias**

The baseline, midphase, and final surveys all comprised different groups of respondents. All responses were kept anonymous, which means My90 did not conduct analysis on responses from residents who took multiple surveys. These three samples of the neighborhood should be considered unique. As such, each survey represents opinions from different groups of Hoffman Via Monte residents. These surveys are not a perfect measure of changing resident opinion over time, nor are they statistically representative of the neighborhood. Each of these surveys is a snapshot of the respondents’ sentiment at a moment in time.

All surveys are subject to selection bias. Any survey concerning the police may be more likely to be completed by people who have strong positive or negative feelings about the police. Although My90 may have reduced selection bias by knocking on each door in the neighborhood, the surveys were also promoted at SJPD-sponsored events and by active participants in the Safe Communities program. This likely resulted in pro-police selection bias, and the data and corresponding analyses should be read with this in mind.

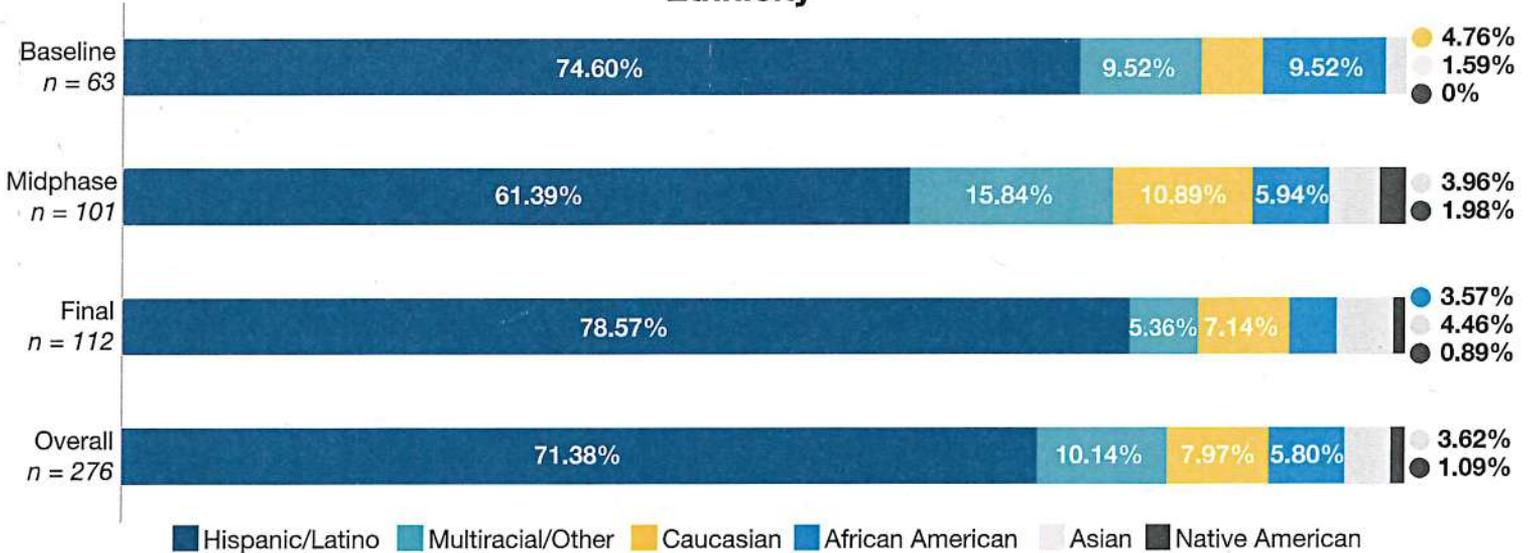
**Data Collection and Messaging**

My90 collected all quantitative and qualitative data for these surveys through anonymous text messages. During the Safe Communities program, My90 also sent outbound messages to survey respondents informing them about upcoming events and meetings hosted through the program. Survey participants had the option to opt-out of receiving these messages at any given time.

The primary objective of My90’s involvement in the Safe Communities program was to collect feedback about the effectiveness of the program and needs of residents in Hoffman Via Monte for the SJPD. The secondary objective was to support the Safe Communities program by notifying residents of events and meetings, and by providing resources related to crime reporting and other public safety information. As such, the My90 platform was used to collect feedback, engage residents, and provide insight about resident views throughout the duration of the Safe Communities Program.

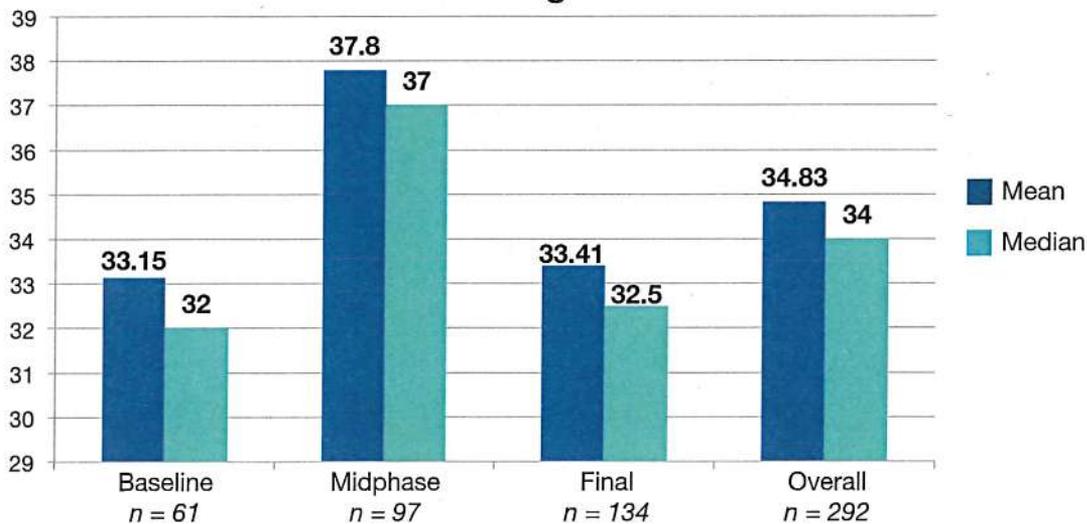
## DEMOGRAPHICS

### Ethnicity

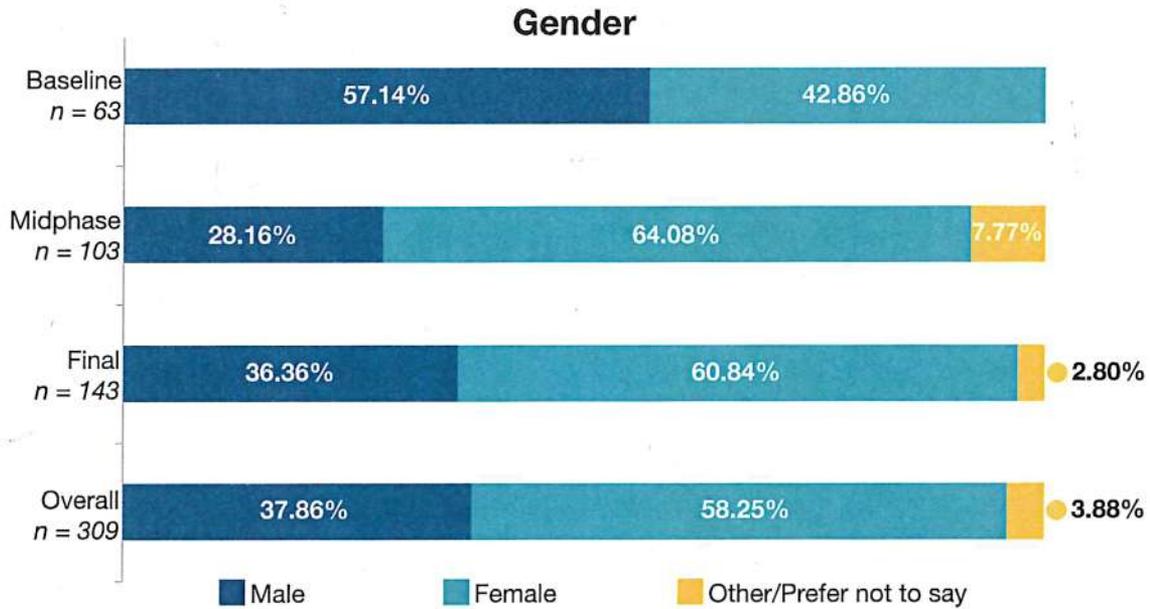


All surveys were offered in both English and Spanish. At least 77.0% of respondents in each survey identified as either Hispanic/Latino or Multiracial. The percentage of respondents of other ethnicities fluctuated throughout each survey. Aside from Hispanic/Latino and Multiracial respondents, Caucasian participants during the midphase survey were the only ethnic group to constitute more than 10.0% of any survey sample.

### Age



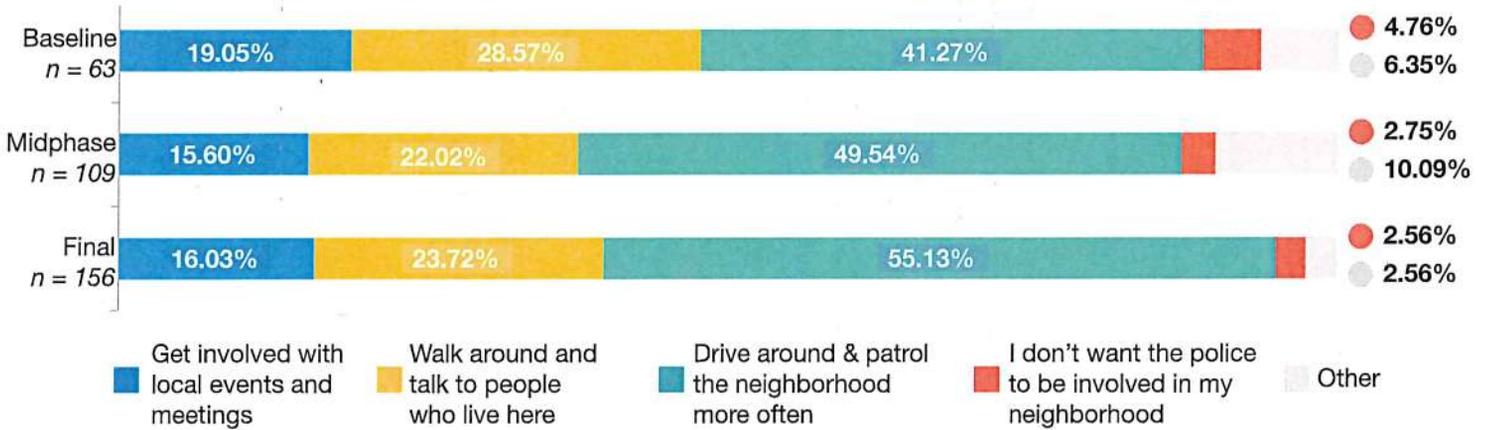
The mean and median age of respondents also remained fairly consistent, with a slightly older sample in the midphase. Both the mean and median ages between the baseline, midphase, and final never differed by more than five years.



While 57.1% of respondents to the baseline were male, this share dropped to 28.2% in the midphase and 36.4% in the final. Because of this change, it is important to consider any responses that may have been affected by the gender differences in each sample. For example, men perceived theft or assault as happening less frequently than other respondents. However, this did not carry over into neighborhood safety, where men were almost identical to women when answering how safe their neighborhood was. In addition, male respondents were actually less likely to think that a police officer would stop them or be aggressive.

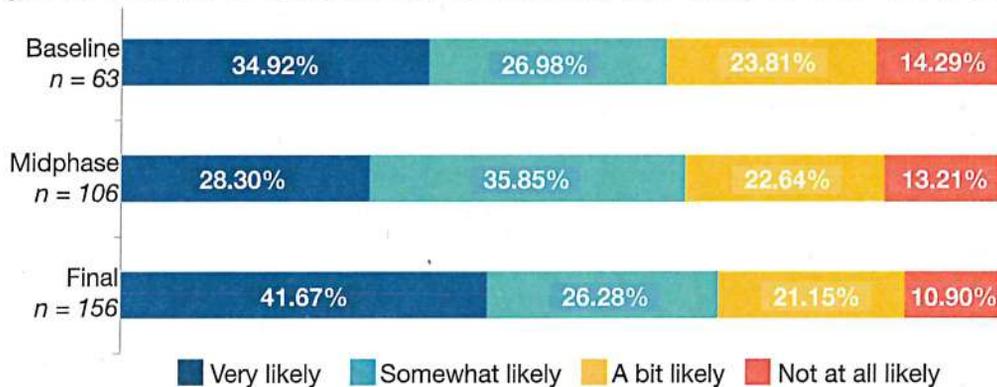
### SURVEY QUESTIONS

#### 1. Which of the following do you think the police should do to help your neighborhood most?



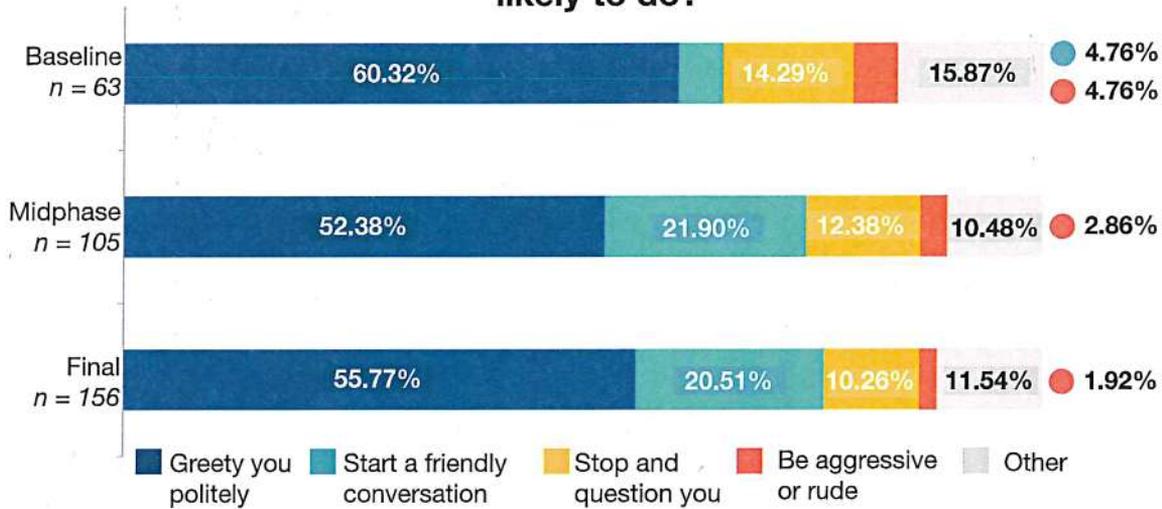
The most frequent response to this question was that respondents wanted the police to drive around and patrol the neighborhood more often, followed by foot patrol and getting more involved in local events and meetings. Less than 5.0% of respondents to each survey said that they did not want the police involved in their neighborhood.

#### 2. If your neighbors witness a break in, how likely are they to call the police for help?



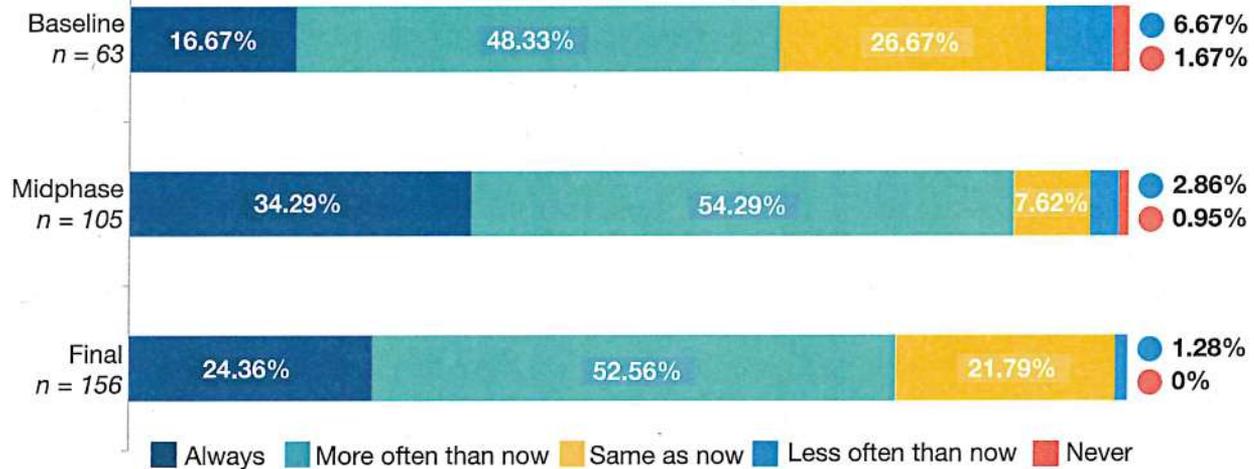
One of the aims of the Safe Communities program was to encourage residents to report crime more often. This question measured respondents' willingness to call the police in case of a non-violent crime. This question was designed to avoid social desirability bias by using third-person phrasing ("neighbors") rather than second-person phrasing ("If you witness a break in..."). The percentage of respondents who reported that it was "very" or "somewhat likely" that their neighbors would call the police increased from 61.9% in the baseline to 68.0% in the final phase.

**3. If you walk by a police officer in San Jose, what do you think the officer is most likely to do?**



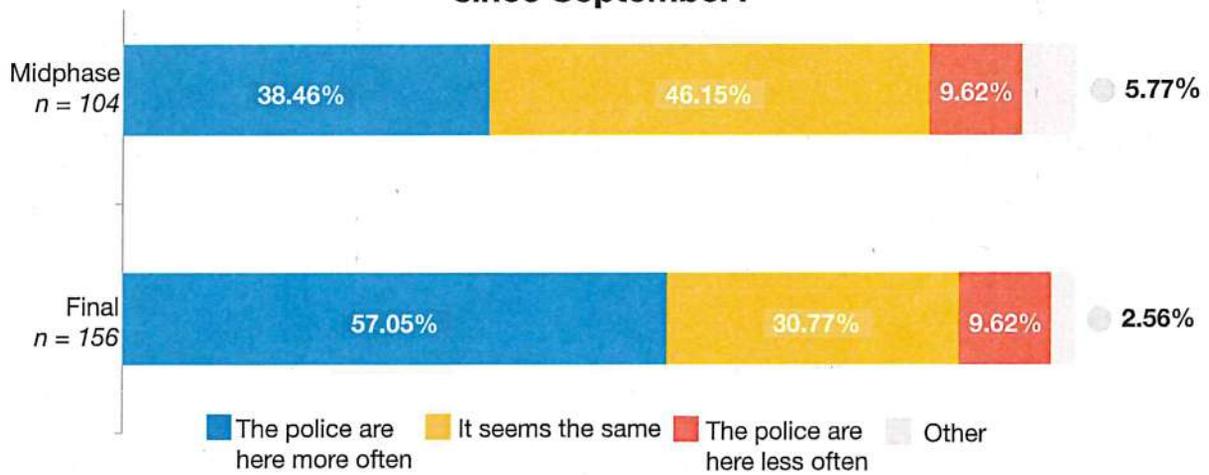
Respondents who either expected officers to stop and question them or to be aggressive or rude declined throughout the surveys. One of the largest changes in this data was the jump in respondents who expected the officer to start a friendly conversation from 4.8% in the baseline to 21.9% in the midphase.

**4. The police should be in my neighborhood: \_\_\_\_\_ (fill in the blank)**



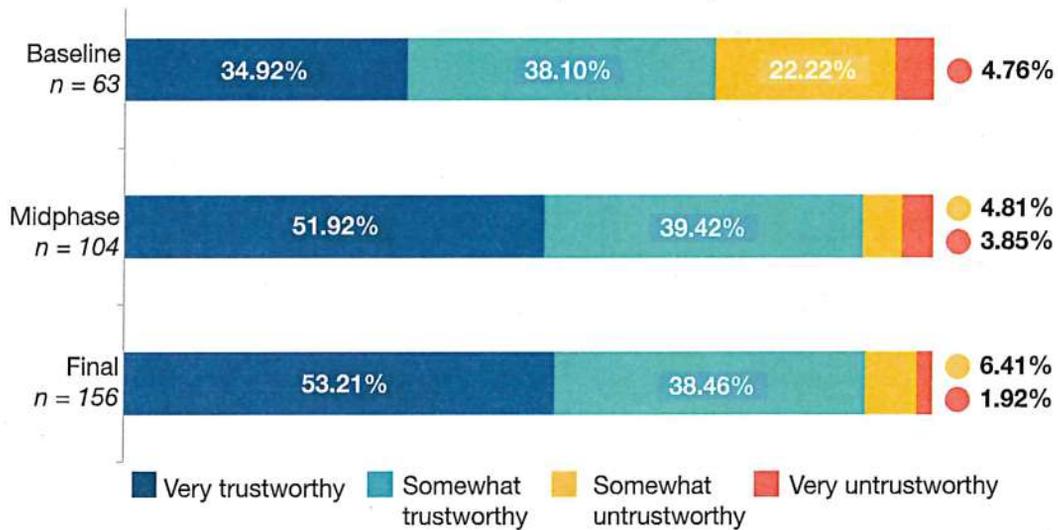
Respondents who reported wanting the police in the neighborhood “less often” or “never” declined in each survey phase. This decreased from 8.3% in the baseline to 3.8% in the midphase to 1.3% in the final. By the final phase, 98.7% of respondents wanted police presence to stay at the same level or increase further. Please note that SJPD reports that police presence increased during this time period through vehicle and foot patrols.

### 5. Have you noticed a change in police involvement in your community since September?



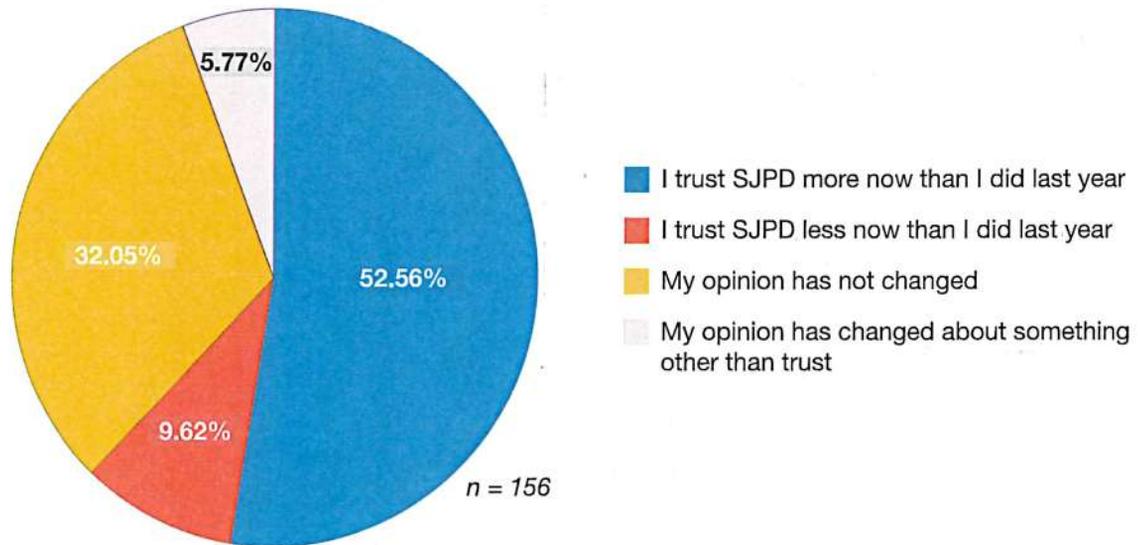
This question was only asked in the midphase and final surveys. The number of respondents who reported noticing an increased police presence in Hoffman Via Monte grew from 38.5% to 57.1% between those two phases. Please note that the Crime Prevention Unit and patrol officers increased their presence in the neighborhood during this time period.

### 6. How trustworthy are the police?



Between the baseline and the midphase, respondents who found the police either "very" or "somewhat" trustworthy increased from 73.0% to 91.3%. There was an additional increase between the midphase and final phases of 0.4%.

**7. We're curious if your opinion of SJPD has changed since this time last year. Which of the following best describes how you feel?**

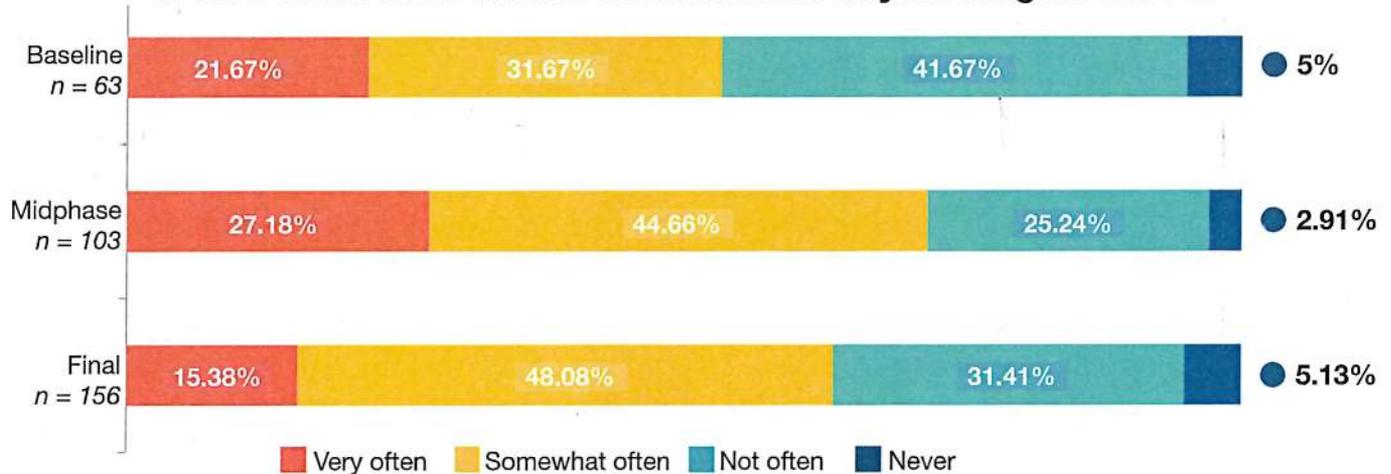


This question was only asked in the final survey. Since the large majority of respondents to the final survey had not taken the baseline survey, we asked if their opinion had changed about SJPD in the past year. This question was designed to help better understand how respondents' views may have changed during the course of the Safe Communities program. 52.6% of respondents reported trusting SJPD now more than they did a year ago, while 9.6% reported trusting SJPD less.

**8. How safe is your neighborhood?**



The percentage of respondents who reported that the neighborhood was “very safe” or “somewhat safe” between the baseline and the final surveys increased from 52.4% to 57.0%. The percentage of respondents who reported the neighborhood to be “very unsafe” decreased from 15.0% to 10.3%. Approximately half of respondents reported not feeling safe.

**9. How often does theft or assault occur in your neighborhood?**

More than 60.0% of respondents in both the midphase and final surveys believed theft or assault occurs “very often” or “somewhat often” in Hoffman Via Monte. The variation in responses to this question may be affected by the decrease in the share of male respondents from 57.0% in the baseline to 28.0% in the midphase and 33.0% in the final. Male respondents were less likely to think theft or assault occurred in the neighborhood “very often” or “somewhat often.”

**FREEFORM RESPONSES**

The majority of respondents who submitted freeform responses offered specific feedback about what they felt was needed from the police in Hoffman Via Monte. A number of freeform responses provided positive feedback to SJPD, including multiple messages that specifically referenced the Safe Communities meetings hosted by the Crime Prevention Unit. Some respondents also used these messages to express explicitly positive or negative opinions about SJPD. There were two major themes from respondents’ freeform responses:

1. Patrolling late at night. Five different respondents complained about problems from roughly midnight to sunrise, including break-ins, theft, and vagrancy in the alleyways.
2. Responding to calls for service faster. One of the priorities of Safe Communities was to increase crime reporting. During the final survey, five residents texted about the police not responding to their calls quickly enough or never responding. In the words of one respondent “I know sometimes...there aren’t enough police. But we’ve called the police and they say they don’t have time. Just give us another time if you can show up.”

*A full list of freeform responses can be found in Appendix I.*

## CONCLUSION

Respondents in the Hoffman Via Monte community survey reported high levels of trust in the police. This trust has increased in the past year both compared to the baseline survey data and as reported by respondents in the final survey. 52.6% of respondents noticed the increased police presence during the Safe Communities program, and 98.7% want the SJPD to sustain or increase the heightened police presence.

Despite strong reported levels of trust and engagement, nearly half of respondents still feel unsafe in their own neighborhood. The overwhelming feedback from respondents was a clear desire for the SJPD to increase their presence in the community. There is also a disconnect between respondents' experiences with slow police response times and the SJPD's goal that residents be more proactive in crime reporting. Finally, some residents are uneasy about what will happen to the neighborhood now that the Safe Communities pilot program has concluded.

## ACKNOWLEDGMENTS

My90 appreciates the full cooperation and support of the many stakeholders involved in the Safe Communities Program, including the following:

- The residents of Hoffman Via Monte
- Chief of Police Edgardo Garcia
- The Office of Councilmember Johnny Khamis, including José Salcido
- The SJPD Crime Prevention Unit, including Esther G. Mota and Nancy Rueda
- The officers of the San Jose Police Department, including Sergeant Steve Donohue
- Members of the Blossom Hill Neighborhood Association
- Almaden Hills United Methodist Church and Menlo Church

## CONTACT

For questions or comments, including copies of this report or the corresponding data, please contact My90. You can reach My90 by emailing us at [contact@textmy90.com](mailto:contact@textmy90.com) or by visiting [www.textmy90.com](http://www.textmy90.com).

**In response to “If you walk by a police officer in San Jose, what do you expect the officer to do?”**

- Respond quickly
- If they're walking around, they're looking for problems. They're needed in downtown.
- Not say anything
- At least say hi
- Just walk by
- Ok let me see you're i.d
- Could i see id
- Say hello or a friendly head nod movement
- They ignore me
- Nothing
- If i say hi they'll come and run my id
- Usually they don't talk
- They will most likely just walk by without looking at you
- My last experience with an officer, he was rude for no reason
- Ignore me
- If the officer is a different race than me i believe the officer would say nothing and just look or glance if i seem suspicious in some way. once they realize i am not suspicious they would just proceed with whatever they were doing.
- Not realize you walked passed
- Say hi or something friendly
- Some will greet you, some will ignore and some will just always be suspicious
- Not say anything
- Mind his own business, maybe some awkward eye contact
- Ignore me
- Nothing

**In response to “Have you noticed a change in police involvement in your community?” and “How has your opinion about SJPD changed in the past year?”**

- Some neighbor come often by hoffman and do drinking out side police is no here by that time
- I'm fairly new to the neighborhood
- Just recently they've been showing up here and there walking around
- The police do what they have to do - but the problem here is in the night when people break into cars and stuff. it's not even people from here it's gangsters from other parts of town
- The participation of the police has changed.
- Them being more actively involved on foot has made me appreciate them more
- In a lot off points off views
- They are doing a good job

### In response to “What do you think the police should do to help your neighborhood most?”

- All of the above
- They are doing a great job and they are very supported
- Find my radio
- I think they should be more involved but also be civilized i think many people actually fear the police
- They do both but dont speak to anyone witch i feel they should so they can get feed back on what may be our problem then just to be present
- The police don't want to help this neighborhood
- Respond quicker to phone calls
- Talk to people in the neighborhood and talk to the owners of the apartments
- They should be sincere and always aware of what occurs in the area

### Positive free responses

- Thank you for being more attentive in our community. My children and I have seen a change here where we live but if we would like to patrol our neighborhood more. Thanks for your help.
- Thank you police dep for what you do I know things dont change from one day to another
- We will bring back our 500 police that are missing here with all the benefits. That's God's will and it's going to be done.
- Glad to see they're concentrating on these two neighborhoods. they've got a rep and that can be a lot worse than they actually are.
- I think the police department is doing a great job. I am sorry that some people have issues with the police, I notice that it is because of fear, guilt, or trauma. everyone can suffer from trauma (ptsd) and i think police officers would benefit from ptsd therapy. Their job is intense and they need mental health help. please protect everyone, especially the officers themselves.
- Thank you very much for caring about the needs of our community.
- The police have done a great job recently
- They should bring back the community meetings. It helped a lot and it make a difference. But if nothing is going on now things are going to get a little crazy.
- They have nice ladies
- I just wanted to say that I miss Jessica and Carter and that I hope I see them again I really miss them please bring them back I have lot's of thing's I have to tell them and there people doing drugs in front of kids
- I would like the crime prevention unit to keep coming or getting involved with the community. They have been a lot of help to the young people of the community.
- This is awesome. I love the fact that this particular community is using SJPD as a valuable resource for the safety and well being of its residents. I have definitely seen more police patrolling the area and feel much safer because of it. Thank you to those community members who have committed time, energy, and resources to let our voices be shared; and of course, to the men and women of blue and blank who risk their lives everyday for the well being of others. Thank you.

### Neutral free responses

- Our biggest problems are mail theft and graffiti that I am aware of
- There's a problem with homeless in my neighborhood
- Bad time in Hoffman area is from 2 am - 6 am from break in to the cars, to laundry rooms, to garbage bins all that happens at that time where there is no surveillance the neighborhood through the back area is just bad
- My area is very poor in light.
- I appreciate the idea of a meeting with the new police captain, but it should probably be held at a time when the people who are poorest in the poorest areas are not at work. Holding it in the morning in a weekday only invites the members of society who can afford to miss or not be at work, not really the people who need the most police protection or involvement
- Too much theft and/or car break ins, we need more police patrol in the late evening and early morning hours. Too many cars, not enough parking, every night parking is full, which was not the case just one year ago. I had stuff stolen from my truck bed, and tools stolen from my lived-in truck toolbox.
- The police need to take care of the homeless ppl and drug addicts that try and live in the alleyway. It's unsafe for our children and for ppl like me that work graveyard and leave the house late at night
- Only that cops should be present more at night like 12a to 3a and when high school is out. Thank you
- I have a teenage girl and she can't walk in the alleys around here.
- The most dangerous time in the neighborhood is probably the morning, 1am to sunrise. Other than that I don't really see anything happening here.
- They should bring back the community meetings. It helped a lot and it made a difference. But if nothing is going on now things are going to get a little crazy.
- Be more strict about littering fines
- Sometimes you do not want to report for fear

### Negative free responses

- I had an incident with a neighbor, so I chased down a cop that was driving around. But when I asked him for help he told me to call 911 if it gets worse. I couldn't believe that because I felt like I was in danger.
- I know sometimes police are decent and there aren't enough police. But we've called police and they say they don't have time. Just give us another time if you can show up.
- When you call the police, they say that they'll keep you confidential, but they tell. When the person you reported finds out they'll retaliate against you.
- You can't trust SJPD because they held the city hostage to get their benefits for retirement. So don't trust the cops. Patrol is fine, but the union lied and lied and lied. They have their own little clique and they're not trustworthy. They lie about everything. Especially about the shootings. They are so poorly trained that they shoot to kill. Compared to Europe where they can subdue a criminal with a knife without using weapons. This chief is a liar. Every time I see him on reports, when I see him supporting his officers he's lying. Just another Trump.
- Sometimes you do not want to report for fear
- They have to come when I call because there's drugs here