

SAFE CITY STRATEGY STATUS REPORT

City of San José – Smart Cities and Services Improvements Committee – May 5, 2022



Presented by:

Jay McAmis, Deputy Director, Office of Emergency Management

Athena Trede, Deputy Director, Fire Department

Judith Torrico, Deputy Director, Police Department

Khaled Tawfik, Chief Information Officer, Information Technology Department

Agenda

Applying technology and data to improve public safety...

1. Review Safe City Strategy Goals
2. Project Efforts
3. Forward Direction
4. Questions and Feedback

SAFE CITY STRATEGY

1



Communications and Interoperability

2



Operational Effectiveness

3



Disaster Readiness and Resilience

4



Multi-Department Partnership

SAFE CITY STRATEGY



- Impactful Projects
 - FirstNet
 - Central Emergency Vehicle Preemption
 - Evidence Collection with Axon Capture
- Tools
 - Police and Fire Business Intelligence
 - Text to 9-1-1
 - Nixle (Mass Notification System)



EMERGENCY MANAGEMENT



Presented by:
Jay McAmis, Deputy Director

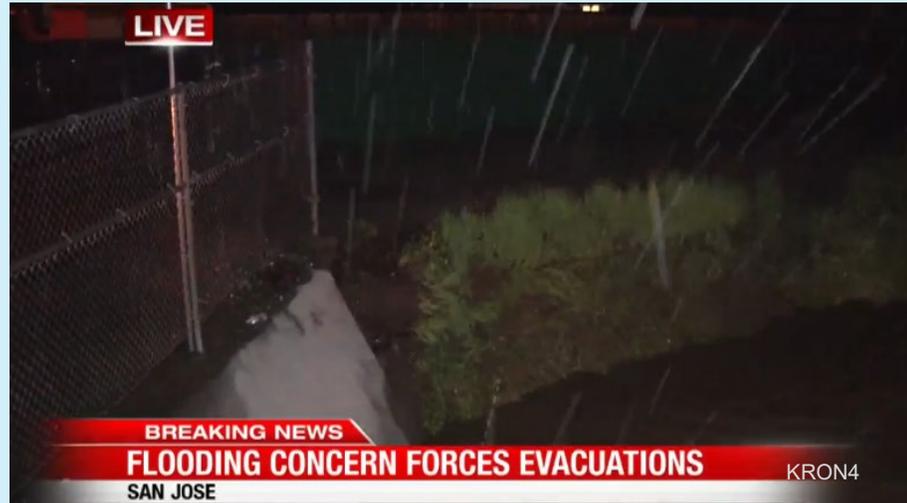
EMERGENCY MANAGEMENT RESULTS

- Mass Notification System
- Geospatial Data Dashboards



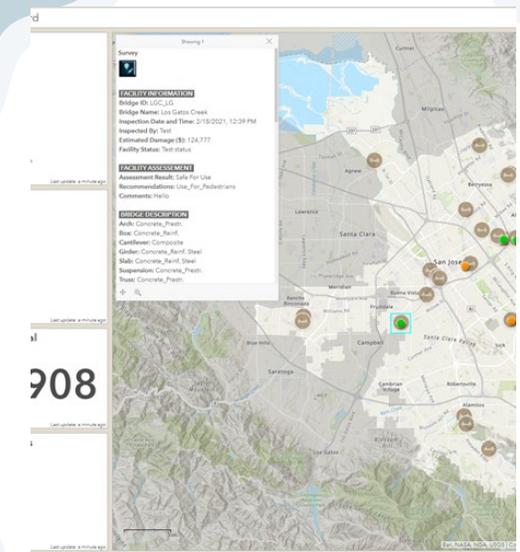
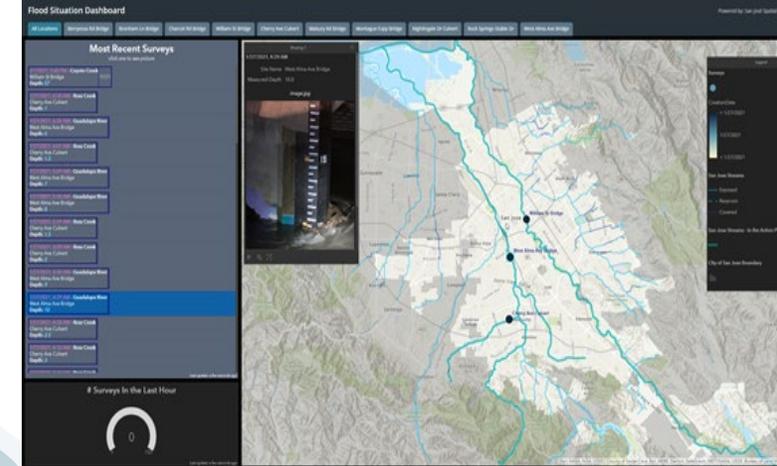
MASS NOTIFICATION SYSTEM

- AlertSCC
- IPAWS
- Nixle
- WEA
- Challenges



GEOSPATIAL DATA DASHBOARDS

- Threat & Hazard mapping
- Resource & Infrastructure mapping
- Vulnerable Populations mapping
- Just-in-Time Response mapping



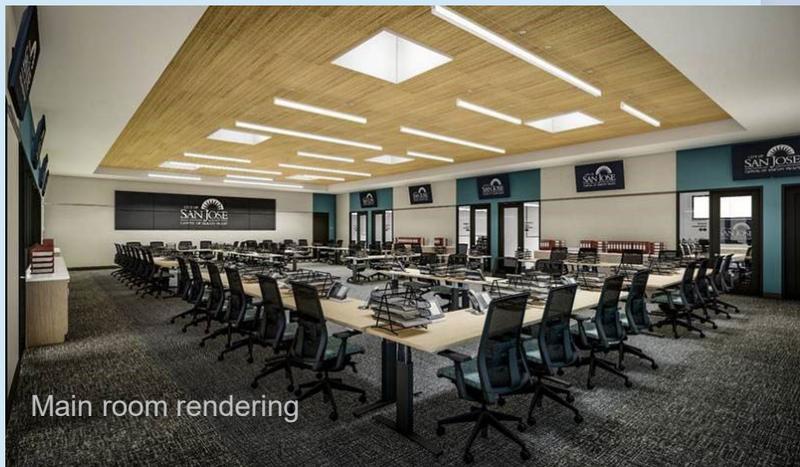
EMERGENCY MANAGEMENT DIRECTION

- New Emergency Operations Center
- EOC Technology
- Mobile Operations Satellite Emergency System – M.O.S.E.S.



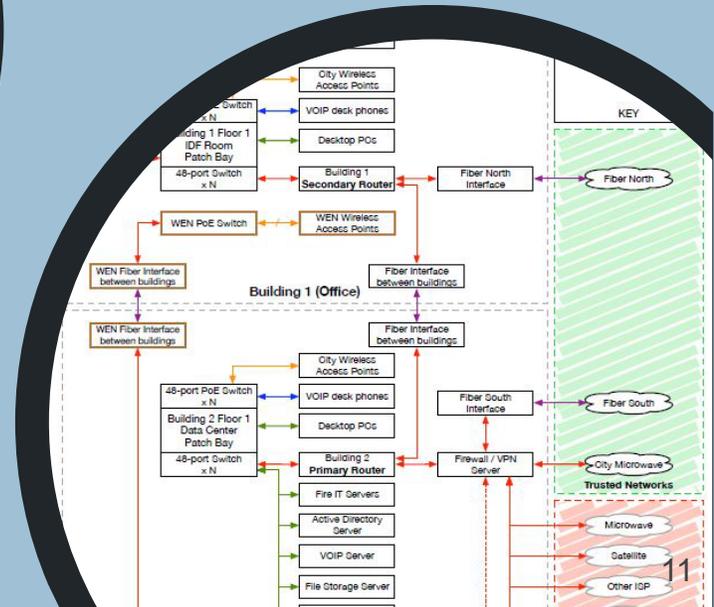
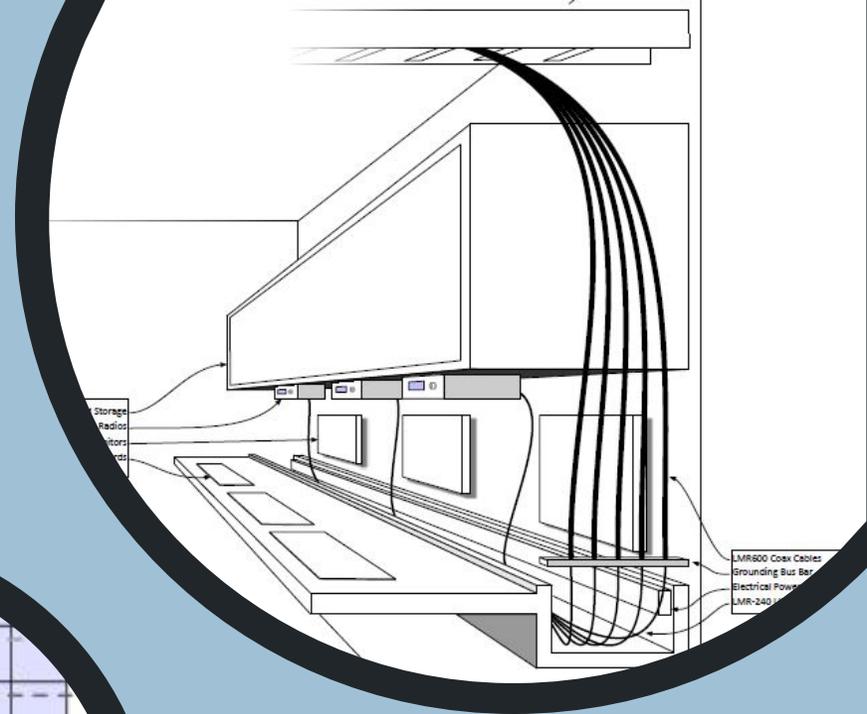
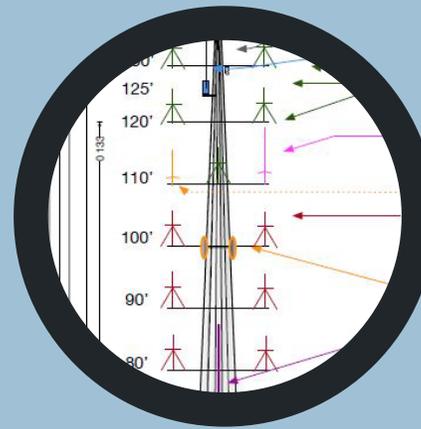
NEW EMERGENCY OPERATIONS CENTER

- Funded by Measure T
- Move-in Early 2023
- Co-located with Fire Training Center



EOC TECHNOLOGY

- 24/7 At-the-Ready
- Interoperability
- Redundant
- Island in the Storm



MOBILE OPERATIONS SATELLITE EMERGENCY SYSTEM

- Multiple redundancies – cellular, WiFi, satellite
- Easily deployed with on-board power
- Remotely manageable
- Flexible and expandable coverage
- Connectable endpoints
- Content/Video delivery capabilities



FIRE DEPARTMENT



Presented by:

Athena Trede, Deputy Director – Bureau of Administrative Services

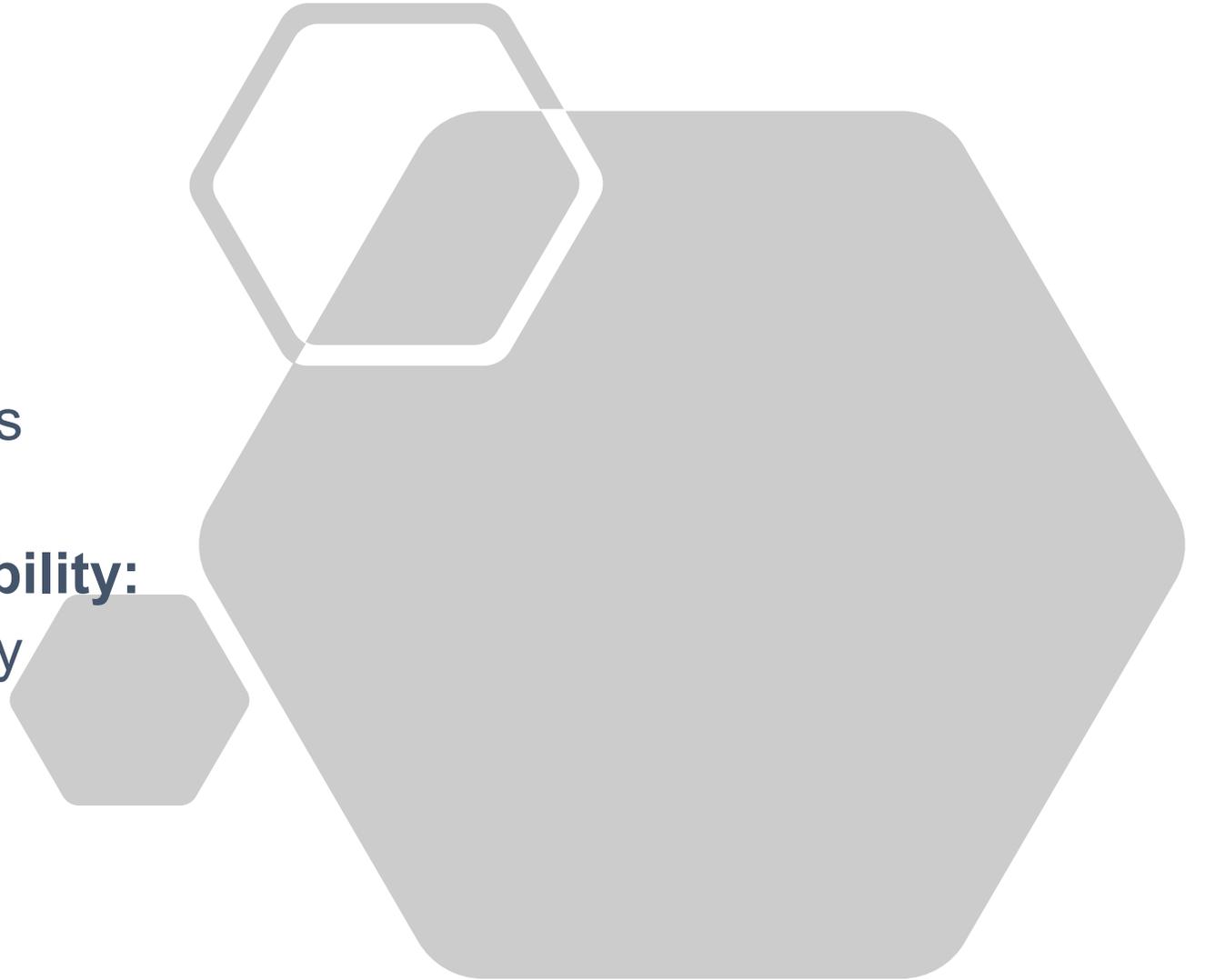
FIRE DEPARTMENT RESULTS

➤ **Operational Effectiveness:**

- Avenza Offline Maps
- RapidDeploy Radius Plus

➤ **Communication & Interoperability:**

- Dual Network Connectivity



DUAL NETWORK CONNECTIVITY

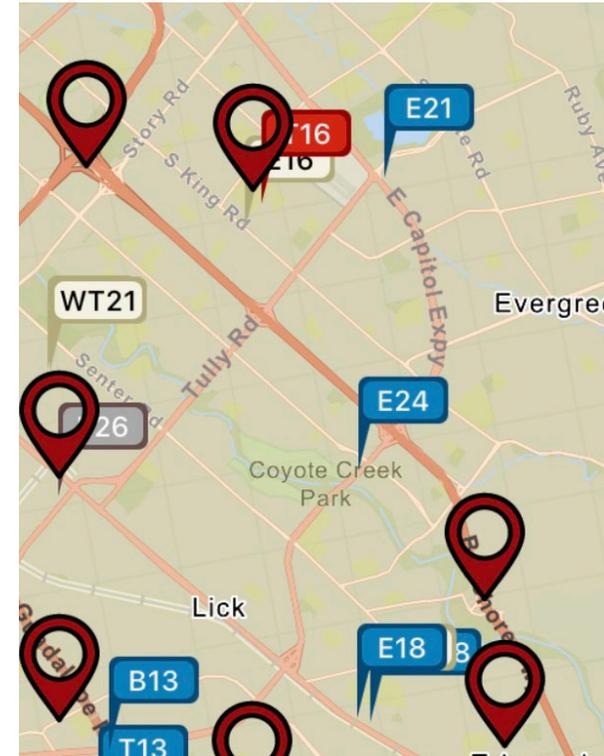
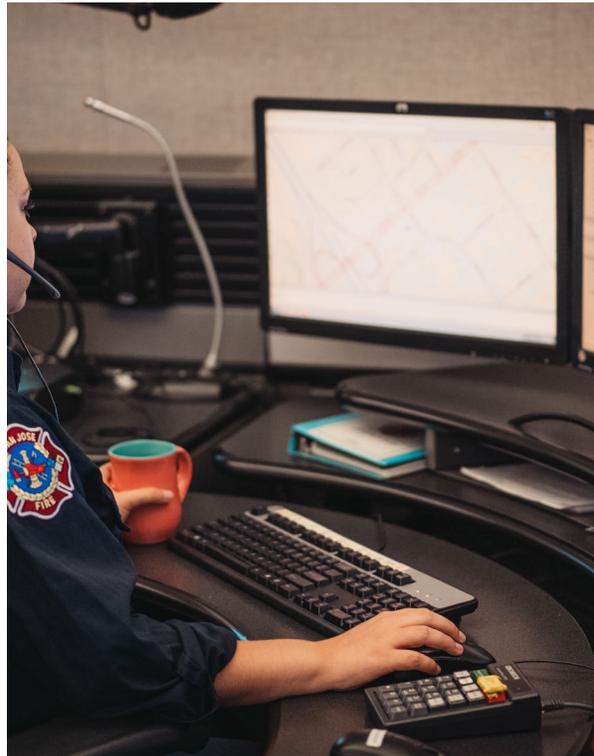
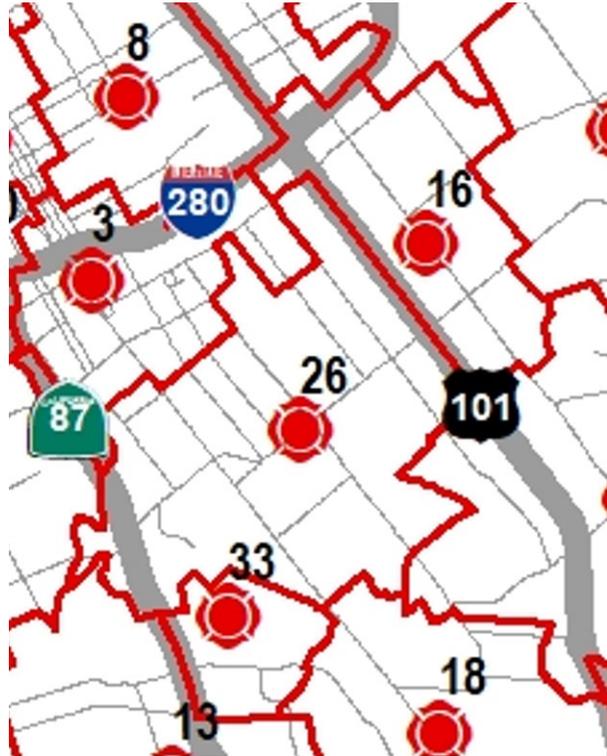


- Dual SIM enables rapid failover from one provider to the other (currently AT&T FirstNet and Verizon)
- Strengthens wireless reliability to support multiple cellular devices and other systems (MDC, CEVP, AVL)
- Outcome: Provides redundancy, thus reducing provider network outage impacts

FIRE DEPARTMENT DIRECTION

- Mobile Data Computer Refresh
- FirstNet Compact Rapid Deploy
- Closest Unit Dispatch
- Fire Information Technology Master Plan

CLOSEST UNIT DISPATCH (AVL-BASED)



- Automatic Vehicle Location (AVL) reliability increased with Dual Network Connectivity
- Resources will be recommended by CAD based upon emergency response vehicle location rather than fire station first due area
- Outcome: Improved response time performance

FIRE INFORMATION TECHNOLOGY MASTER PLAN



- Assess current and future network architecture, hardware and software
- Design a phase-out plan for legacy systems to rollover to new platforms
- Establish an IT governance matrix
- Assess adequacy of staffing
- Outcome: Establish a 5-year technology vision and strategic goals

POLICE DEPARTMENT



Presented by:

Judith Torrico, Deputy Director – Bureau of Technical Services

Andy Smith, Interoperability Communications Manager

POLICE DEPARTMENT RESULTS

➤ **Operational Effectiveness:**

- Police and Fire 9-1-1 Communications Center Computer-Aided Dispatch Software and Hardware Upgrade
- 2021 Patrol Car Mobile Data Computer Replacement Project
- Business Intelligence Tool

➤ **Communication & Interoperability:**

- FirstNet/Cradlepoint Modem Replacement Project



ACCESSING POLICE DEPARTMENT DATA THROUGH BUSINESS INTELLIGENCE POWER BI



WHAT IS POWER BI?

LET'S DIVE IN

KEY FEATURES



**CHARTS &
GRAPHS**



**MEASURES
& FILTERS**



DASHBOARDS

BRIDGES THE GAP BETWEEN DATA AND DECISION MAKING

Power BI Programming for Complex Dashboards

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BEHIND THE SCENES

✓ No syntax errors have been detected.



Crime / Incident Reports

- Crime Stats & Maps

Crime Statistics - Annual

Crime Statistics - Monthly

CrimeMapping.com

Force Analysis Data

Police Dashboards

+ Documents & Policies

+ Fees

Obtaining Reports & Records

Records » Crime Stats & Maps »

POLICE DASHBOARDS

Font Size: [Share & Bookmark](#) [Print](#)

In March 2022, the San José Police Department launched a consolidated web page of dashboards using Microsoft Power BI to provide community members a one-stop-shop to review important statistical data. Power BI is a business intelligence application that turns data into coherent, visually immersive dashboards. The interactive dashboards show insightful trends and allow the viewer to analyze data. This tool also emphasizes the Department's commitment to transparency in all that we do.

The Power BI page features a guide that will show users how to navigate the dashboards, find dates of published data, filter information, and more. The dashboards were constructed in a manner that will facilitate ease of use. ([SJPD Power BI Navigation Guide](#).)



SAN JOSE POLICE DEPARTMENT

Response Times to **Priority 1** and **Priority 2**

General Plan section ES-3.1: Provide rapid and timely Level of Service response time to all emergencies: 1. For police protection, use as a goal a response time of six minutes or less for 60 percent of all Priority 1 calls, and of eleven minutes or less for 60 percent of all Priority 2 calls.

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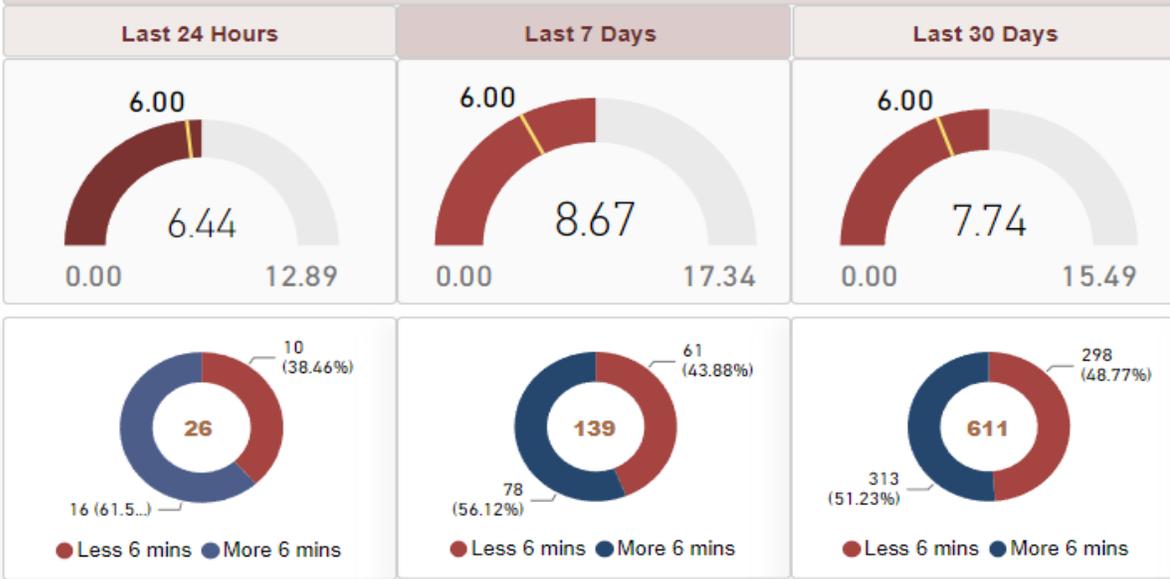
Priority 1:

- There is a present or imminent danger to life, or
- There is major damage to/loss of property, i.e., large-scale incident or cases where there is an in-progress or just occurred major felony.
- District and/or channel-wide response (district wide pertains to units within the district of the call for service only whereas channel wide pertains to any units on the channel involved.). A notification of all channels is automatic. May include the need for notification of all radio channels and/or adjacent agencies.
- The incident may have an immediate impact on and need for citywide police resources.
- The response time target for Priority 1 calls is 6 minutes. The response time is calculated from the time Police Dispatch Center receives a telephone call to when the first officer arrives.

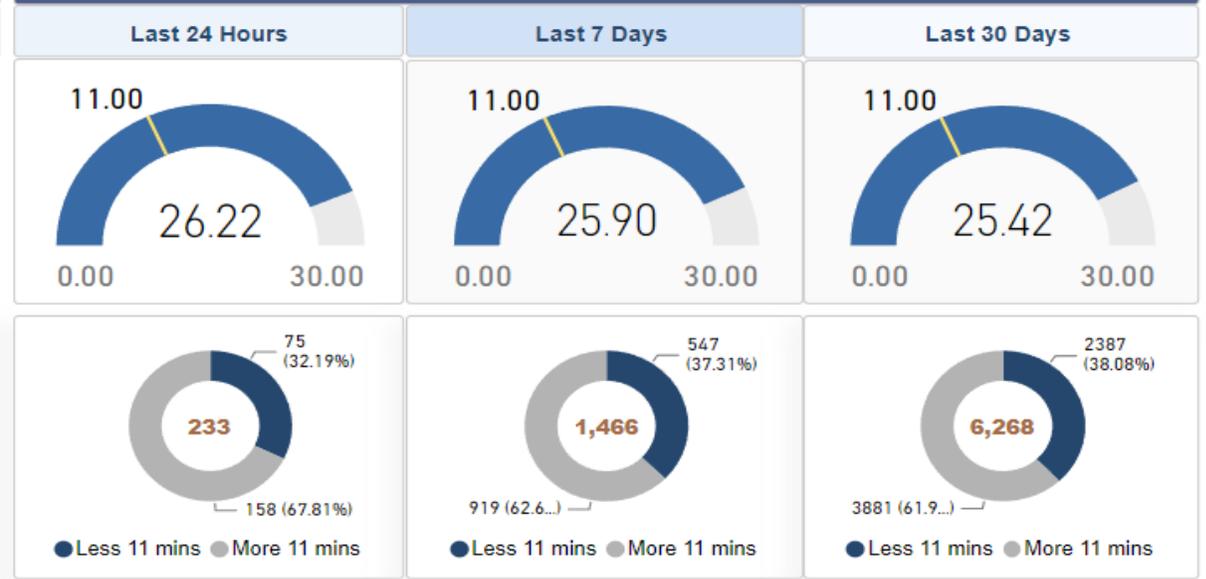
Priority 2:

- District wide response when a crime is in progress or has just occurred, and
- There are injuries or there is the potential for injury, or
- The suspect is still present in the area.
- All missing person reports where the children are under the age of 12, or at risk missing persons, including mentally handicapped or disoriented adults.
- Situations where the suspect is in custody for any violent crime, or for a nonviolent crime and is uncooperative.
- The response time target for Priority 2 calls is 11 minutes. The response time is calculated from the time Police Dispatch Center receives a telephone call to when the first officer arrives.

PRIORITY 1 CALLS



PRIORITY 2 CALLS



SOURCE: CAD

SAN JOSE POLICE DEPARTMENT - BUREAU OF TECHNICAL SERVICES



FBI UNIFORM CRIME REPORTING, 1999 - 2022

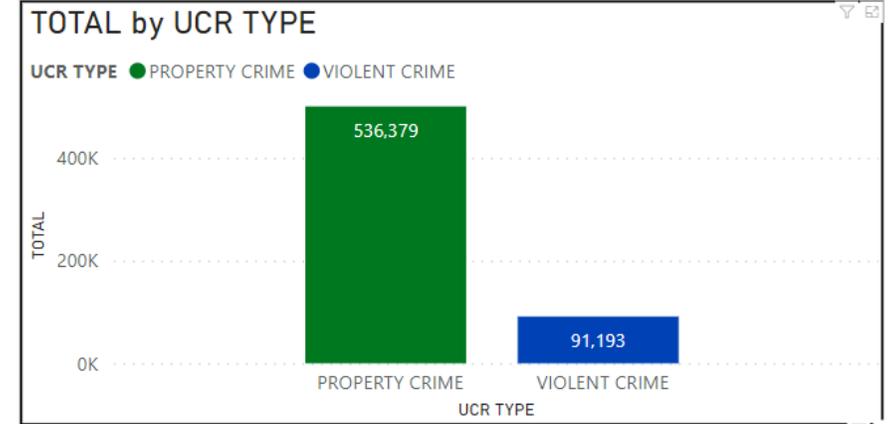
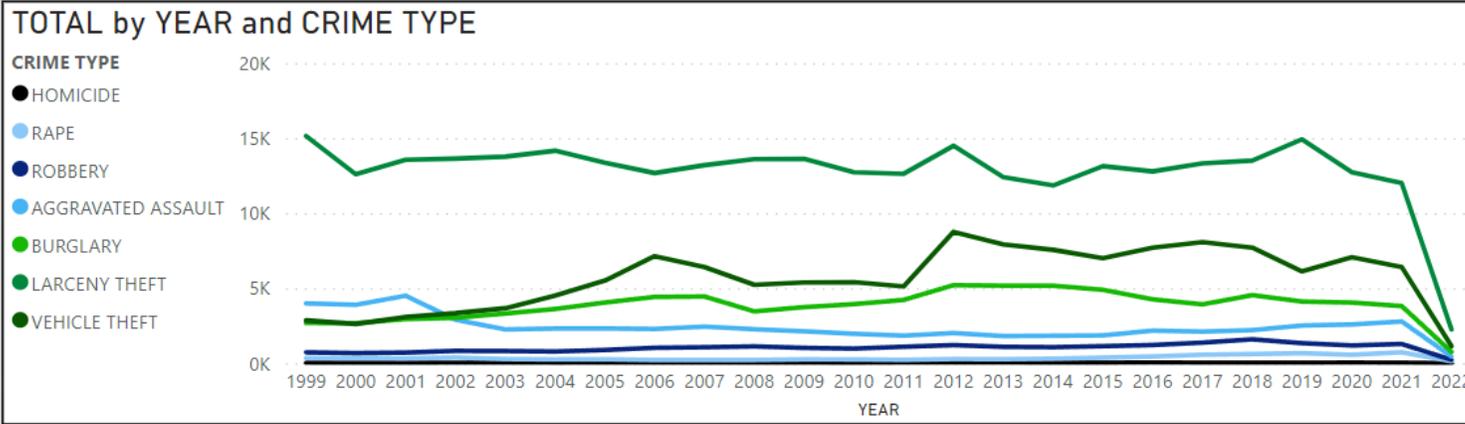
TOTAL INCIDENTS

627,572



YEAR
All

- VIOLENT CRIME
- PROPERTY CRIME
- HOMICIDE
- RAPE
- ROBBERY
- AGGRAVATED ASSAULT
- BURGLARY
- LARCENY THEFT
- VEHICLE THEFT



CRIME TYPE	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	Total
HOMICIDE	25	20	22	26	29	24	26	29	33	31	28	20	39	45	38	32	30	47	32	28	32	40	31	1	708
RAPE	347	337	329	379	279	256	263	217	217	220	258	253	226	280	270	306	375	451	571	615	671	566	730	134	8,550
ROBBERY	726	677	712	827	815	785	884	1,030	1,068	1,124	1,025	976	1,101	1,208	1,095	1,072	1,140	1,214	1,376	1,593	1,339	1,185	1,284	228	24,484
AGGRAVATED ASSAULT	3,990	3,895	4,501	2,902	2,255	2,314	2,319	2,285	2,441	2,268	2,128	1,966	1,840	2,014	1,812	1,832	1,855	2,175	2,109	2,208	2,517	2,584	2,787	454	57,451
BURGLARY	2,685	2,670	2,942	3,026	3,314	3,616	4,049	4,423	4,449	3,457	3,741	3,940	4,223	5,206	5,173	5,167	4,896	4,260	3,926	4,539	4,114	4,045	3,812	757	92,430
VEHICLE THEFT	2,860	2,615	3,093	3,337	3,664	4,517	5,507	7,139	6,413	5,229	5,379	5,411	5,121	8,759	7,926	7,560	7,001	7,703	8,068	7,704	6,126	7,065	6,419	1,134	135,750
LARCENY THEFT	15,151	12,595	13,567	13,642	13,770	14,166	13,374	12,678	13,200	13,612	13,635	12,730	12,628	14,498	12,411	11,850	13,138	12,786	13,329	13,510	14,924	12,737	12,013	2,255	308,199
Total	25,784	22,809	25,166	24,139	24,126	25,678	26,422	27,801	27,821	25,941	26,194	25,296	25,178	32,010	28,725	27,819	28,435	28,636	29,411	30,197	29,723	28,222	27,076	4,963	627,572



Hate Crime Incidents Reported in San Jose 2012 - 2021*

*Contains Data through 12/31/2021



More Info Here

Filters

Year
All

Month
All

Location
All

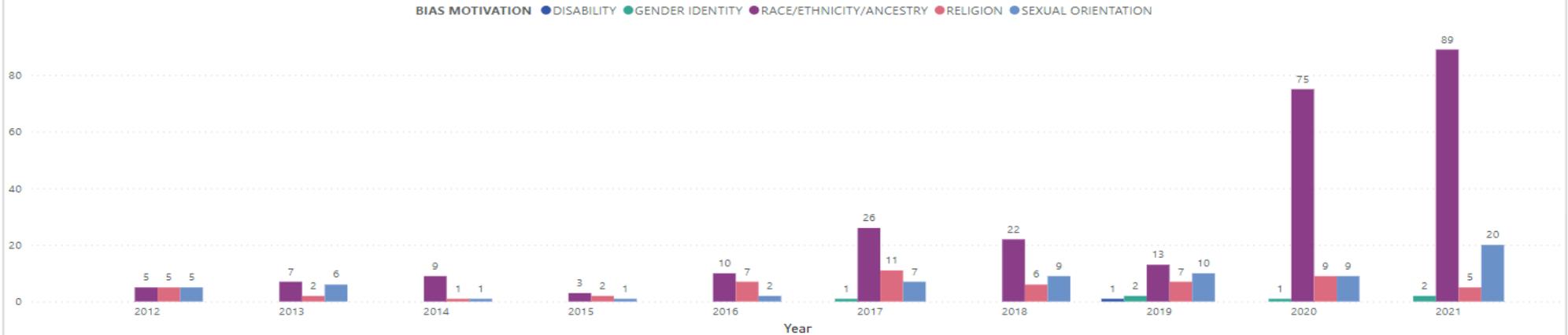
Bias Motivation
All

Bias
All

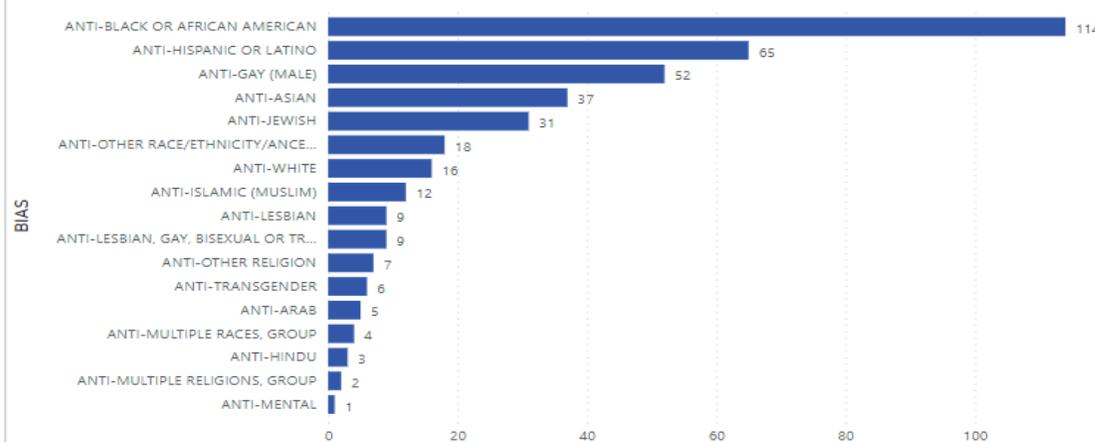
* 2021 is preliminary data and subject to change upon release of official FBI Hate Crime figures which are based upon the date of occurrence. The information [shown*] is based upon the date these crimes were reported to law enforcement and therefore, these numbers may vary slightly in comparison to those published by the FBI.

A hate crime is defined as an offense motivated, in whole or in part, by the offender's bias against a race, religion

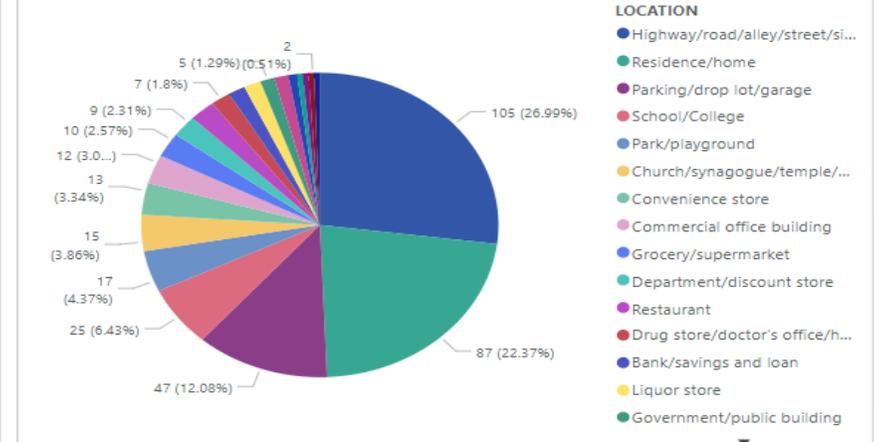
Total Number of Incidents by Year and Bias Motivation



Total Number of Incidents by Bias



Total Number of Incidents by Location





**POLICE AND FIRE DEPARTMENT
9-1-1 CENTER COMPUTER AIDED
DISPATCH UPGRADE TEAM**

POLICE DEPARTMENT DIRECTION

- Modern Electronic Citation Solution for Officers
- Silicon Valley Regional Communication System (SVRCS)
- Radio Replacement
- FirstNet Compact Rapid Deploy

FIRSTNET DEPLOYABLE ASSETS



**COMPACT
RAPID
DEPLOYABLE
CELLULAR
ON WHEELS**





QUESTIONS AND FEEDBACK

Presented by:
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