

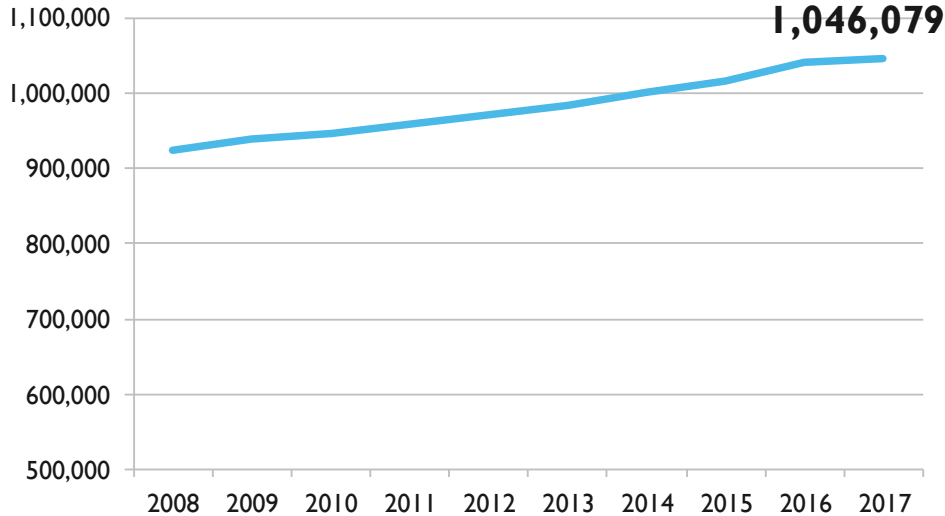
City of San José Annual Report on City Services 2016-17

A Report from the City Auditor
Issued December 2017

www.sanjoseca.gov/ServicesReport

Community Profile

San José's Population Growth



Median household income: **\$101,098**

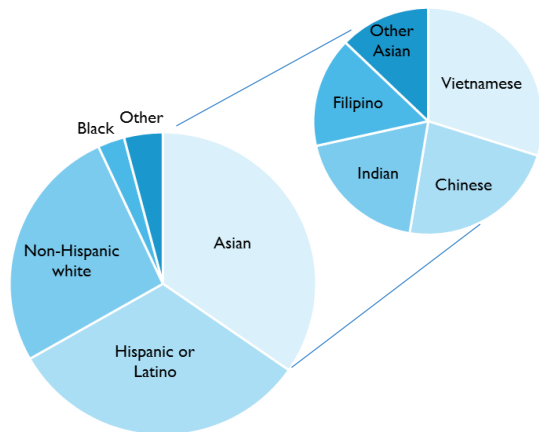
Households earning less than \$35,000 annually: **17%**

Unemployment rate: **3.9%**

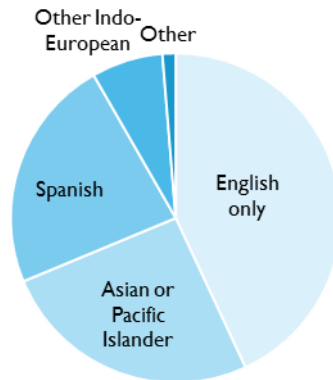
Foreign born: **39%**

Speak English at home: **43%**

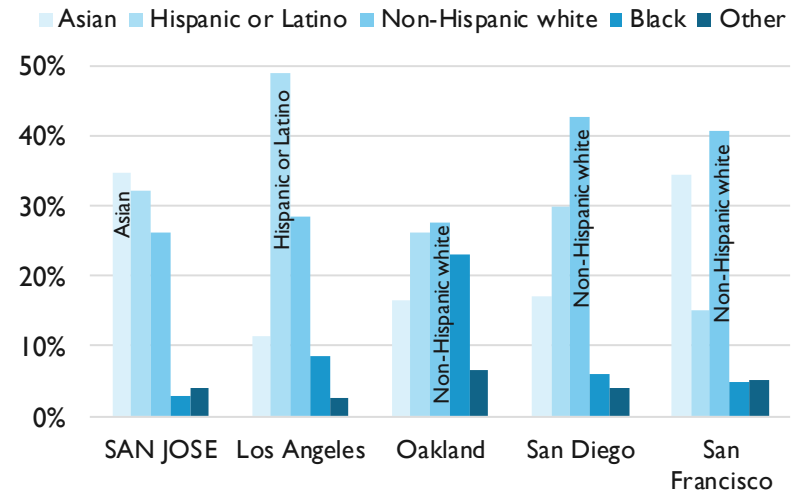
San José Demographics



Languages Spoken at Home



Population by Ethnicity



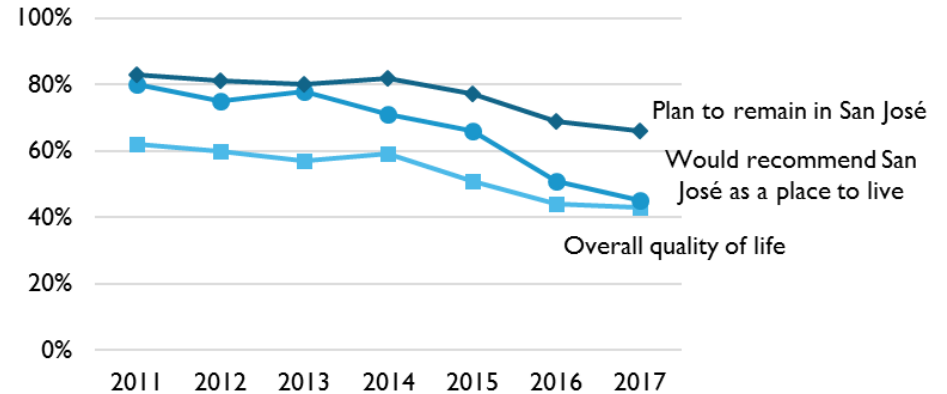
Resident Survey

58% Rated neighborhood as good or excellent place to live

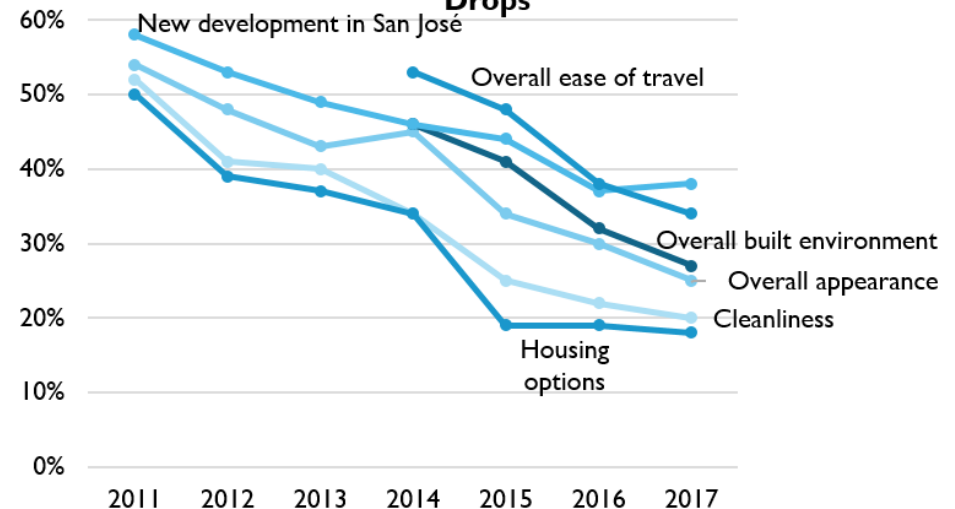
66% Residents are likely to remain in San José for the next five years

43% Rated Overall quality of life in San José as good or excellent

% of Respondents Rating San José as "Excellent" or "Good" for Select Characteristics



% of Respondents Rating San José as "Excellent" or "Good" for Select Characteristics with Significant Drops



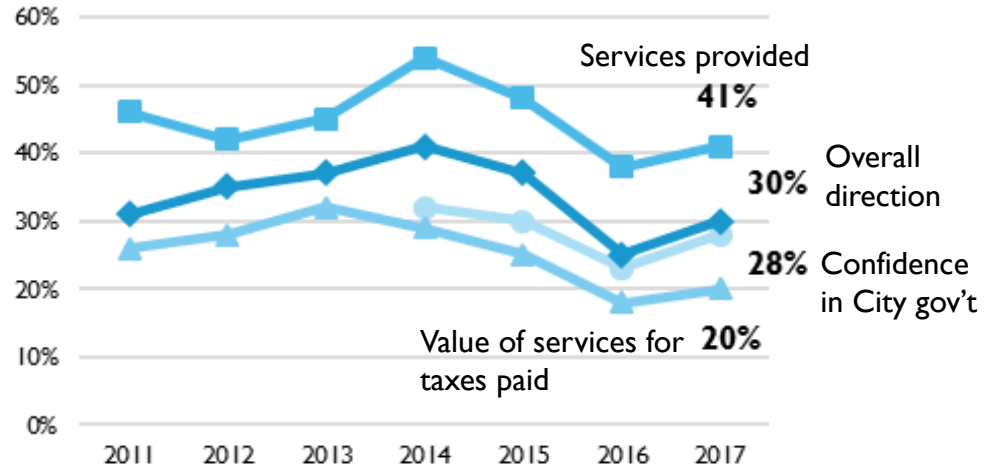
Resident Priorities of Issues to Focus on the Coming Two Years

- 95%** Feeling of **safety**
- 87%** **Economic** health
- 83%** Ease of **getting to places**
- 78%** Quality of natural **environment**

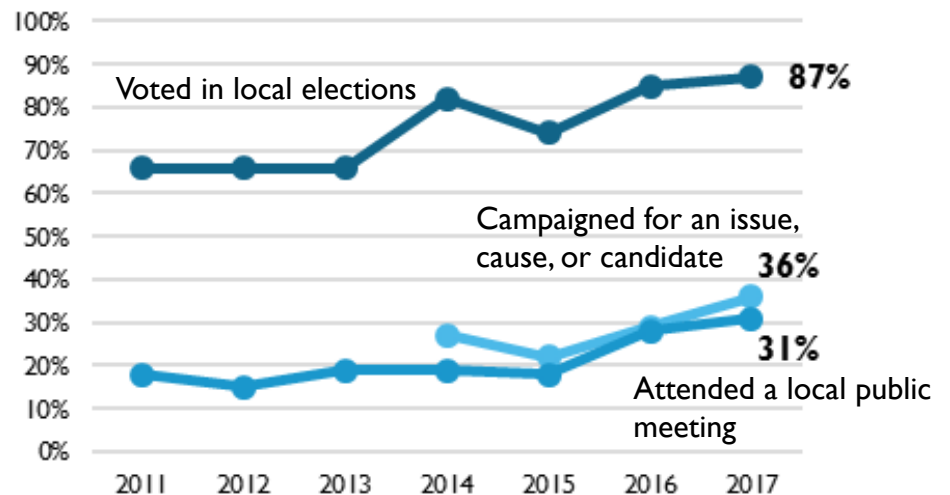
Contact with City Governance

- 71%** **Visited the** City of San José **website**
- 52%** **Contacted the City** for help or information
- 34%** Used the City’s website to **conduct business** or pay bills
- 33%** **Contacted** San José **elected officials**

% Respondents Rating San José as “Good” or “Excellent”

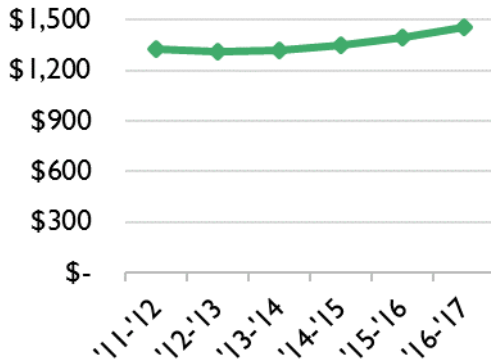


Public Participation in San José

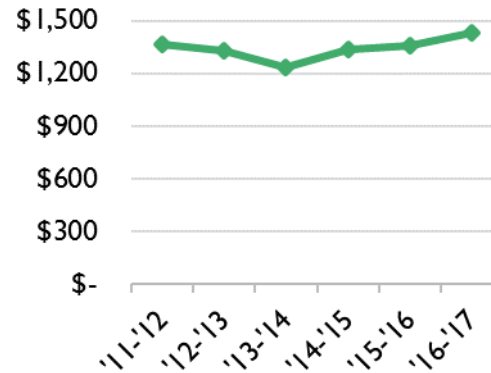


Financial Condition

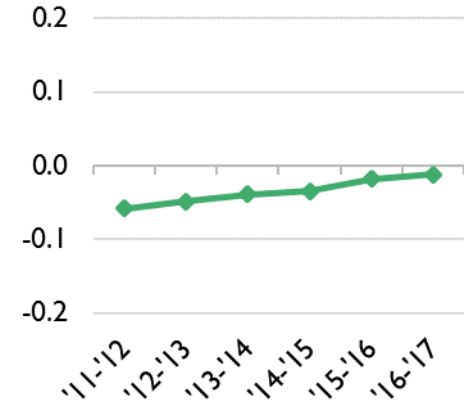
Revenue per Capita



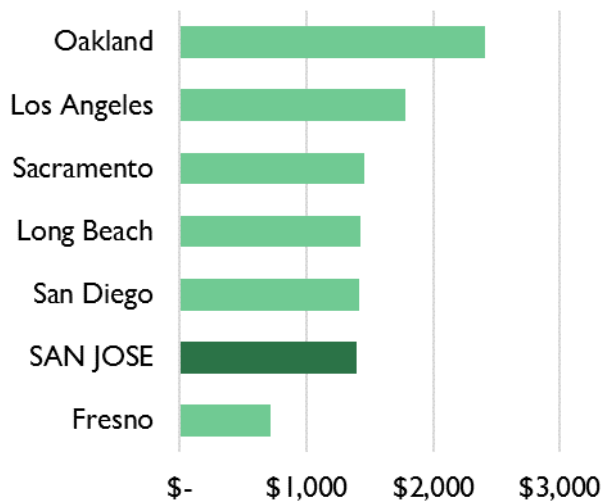
Expenditures per Capita



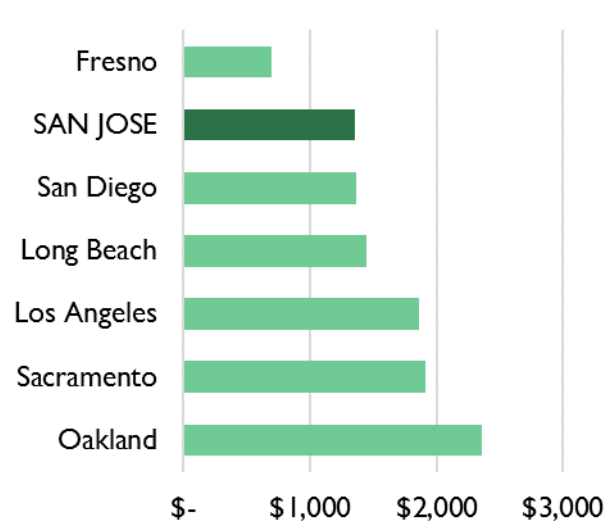
Capital Asset Value Ratio



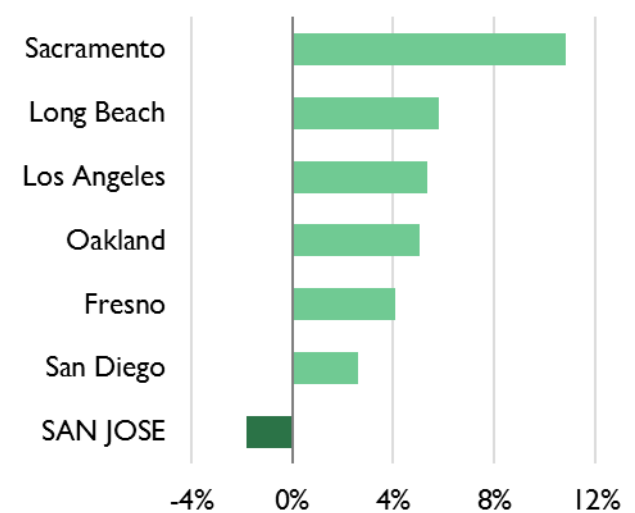
Revenue per Capita



Expenditures per Capita



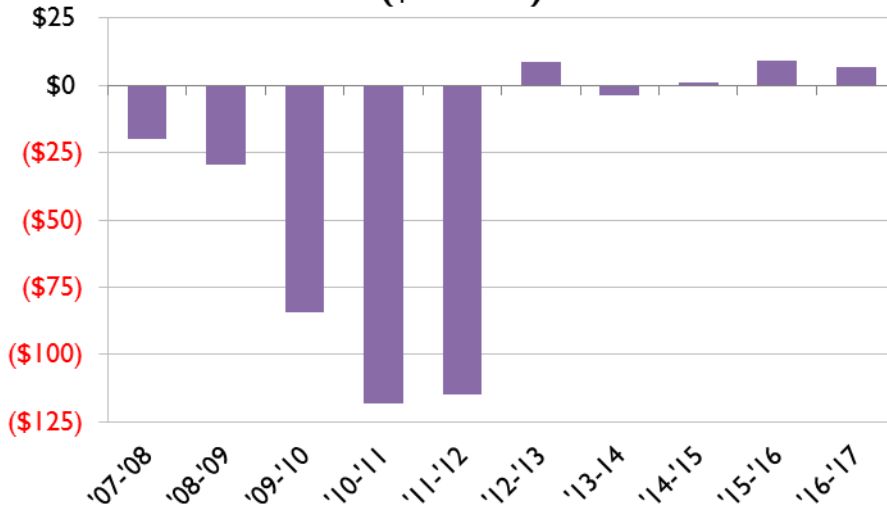
Capital Asset Value



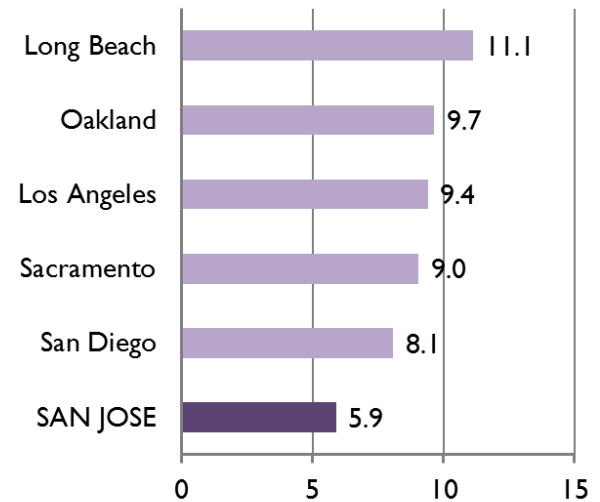
Overall Staffing

6,159 Full-Time Positions
↓ from ten years ago

Projected General Fund Shortfalls/Surplus (\$millions)



City Employees per 1,000 Residents, CA comparison



14,000

Residents
evacuated

**\$73
million**

Estimated **property
damage**

300+

**City employees
and volunteers**
involved in recovery
effort in first month

4,000+



11.5 million

Airline passengers
 ↑ from ten years ago

15%

Passenger market share
 ↓ from ten years ago

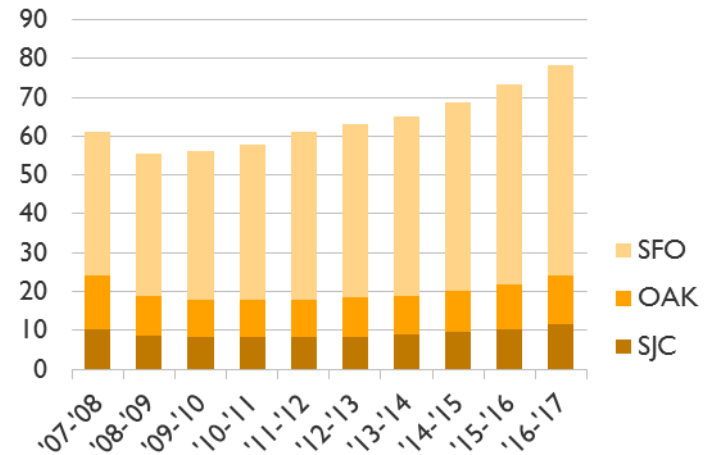
77%

of residents rated the overall **ease of using the Airport** as good or excellent

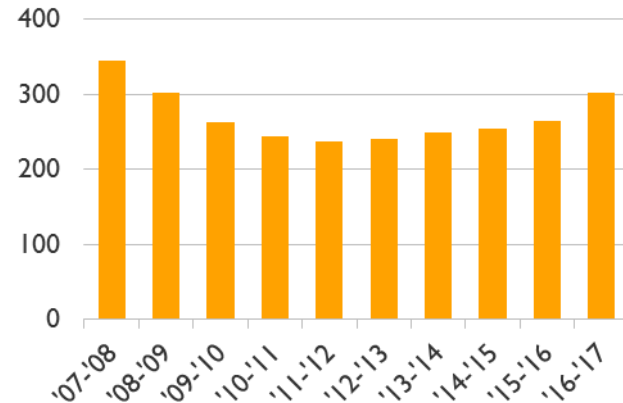
71%

of residents rated the **availability of flights** as good or excellent

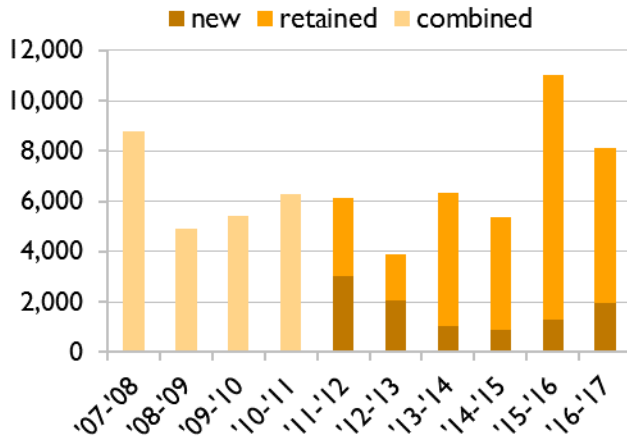
Regional Passengers (millions)



Passenger Flights Per Day (Takeoffs and Landings)

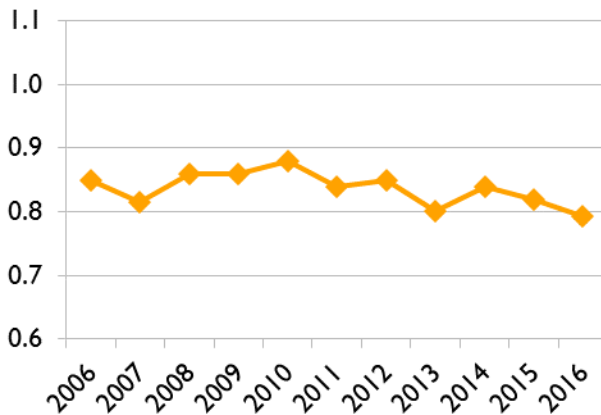


Estimated Jobs Created or Retained by OED-assisted Companies



Jobs Per Employed Residents

Balance at 1.0 job per resident
Envision 2040 target: 1.1 jobs per resident

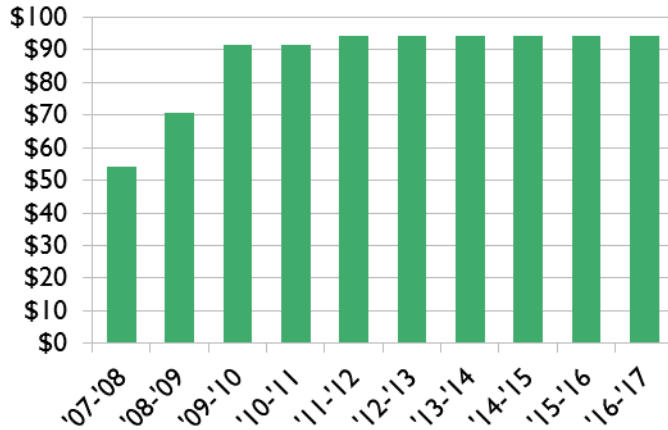


Jobs in San José
Each dot represents 200 jobs



Environmental Services

Annual Fee for Household Storm Sewer Service



Monthly Rates/Household

\$32.07 Garbage & Recycling (32 gal bin)

\$35.60 Sewer
↑ \$1.85 from last year

\$7.87 Stormwater

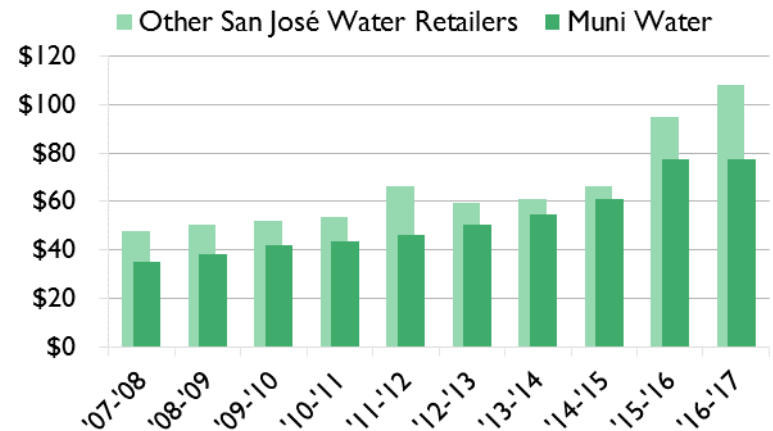
\$77.50 San José Muni Water
↑ \$0.14 from last year

95% of residents conserved water during the past 12 months

71% of residents rated garbage collection good or excellent

69% of residents rated yard waste pick-up good or excellent

Comparison of Monthly Residential Water Bills

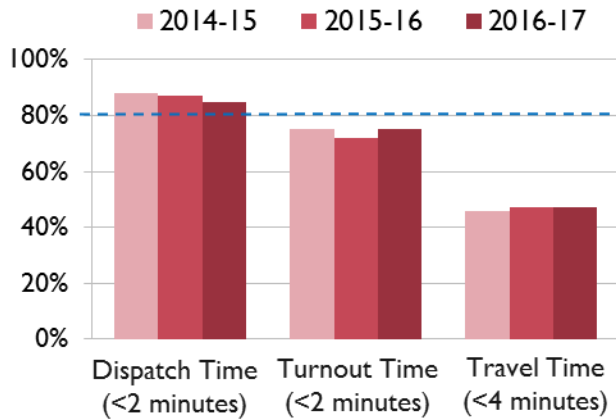


91,000 Emergencies

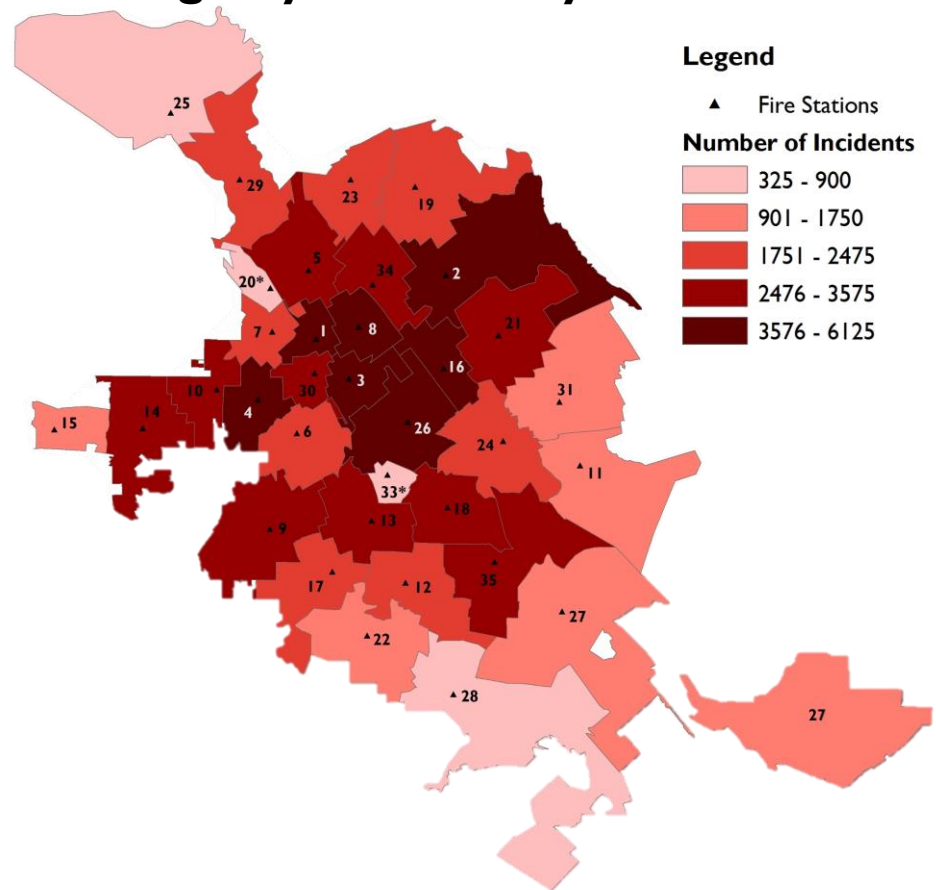
71% Responses to Priority I incidents **within 8 minutes**

78% of residents **rated fire services as good or excellent**

Time Targets of Priority I Response Time



Fire Stations and Number of 2016-17 Emergency Incidents by Station Area



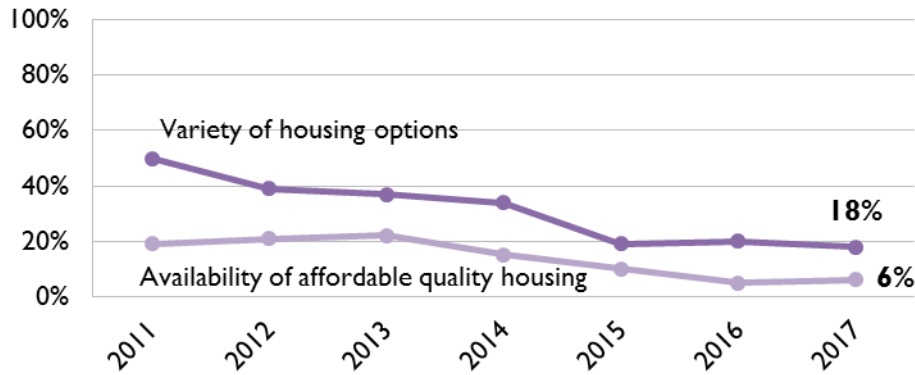
Source: City Auditor's analysis based on incident data provided by Fire Department.

Note: Data shows incidents by geographic area, not by responding unit.

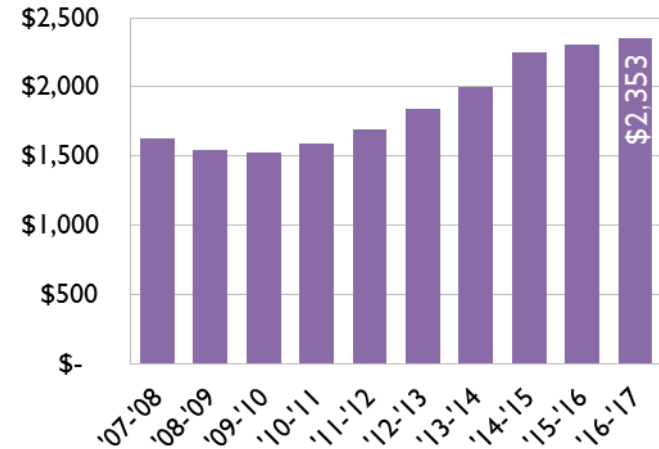
* Fire Station #20 dedicated to Mineta San José International Airport. Fire Station #33 closed in August 2010. Incidents within the district of Station #33 handled by other stations. Fire Station #32 reserved for Coyote Valley, pending future development.

RESIDENT SURVEY

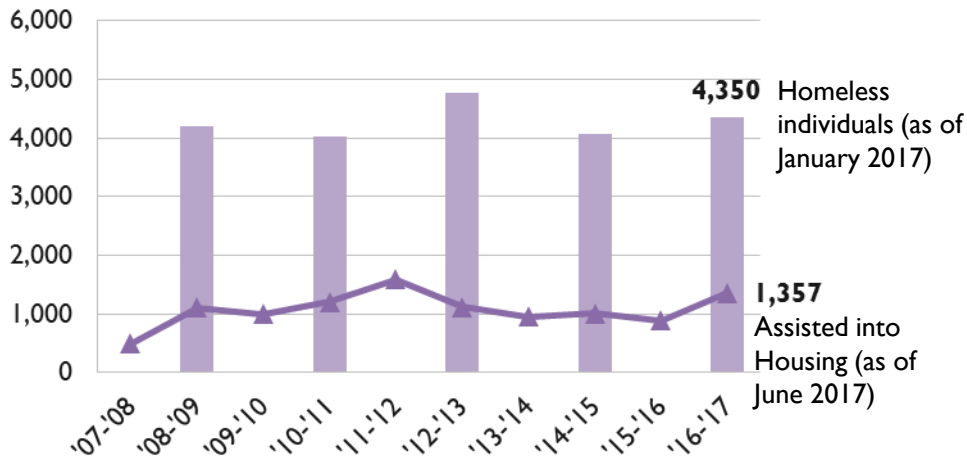
% of residents rating housing opportunities as "excellent" or "good"



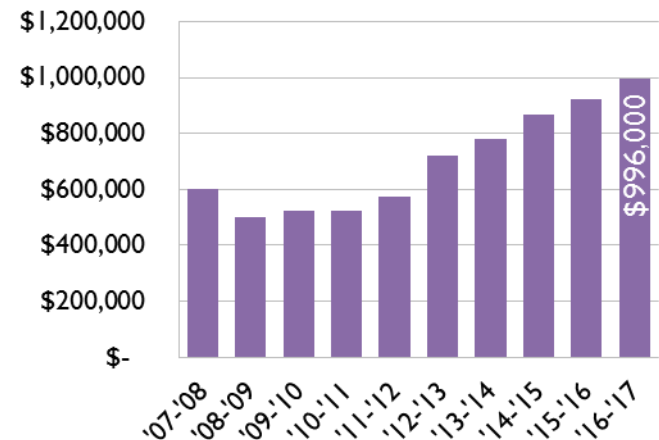
Average Monthly Rent in San José



Point-in-Time Count of Homeless Individuals and Those Helped into Housing



Median Single-Family Home Price



Information Technology

168,000 Customer contact **calls**

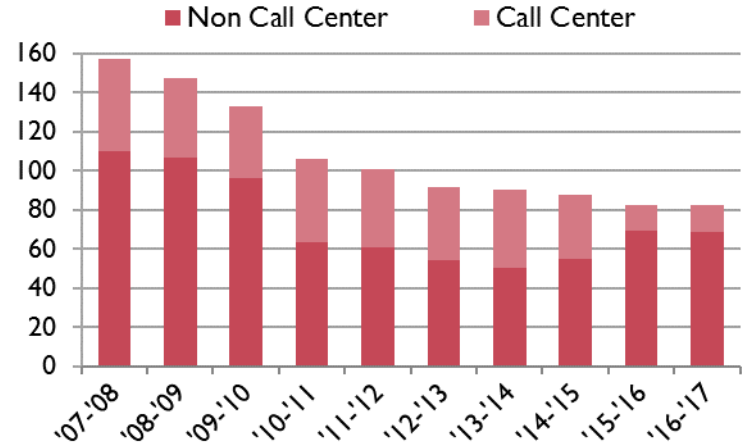
18,000 **Service** desk requests

5,720 Desktop **computers**

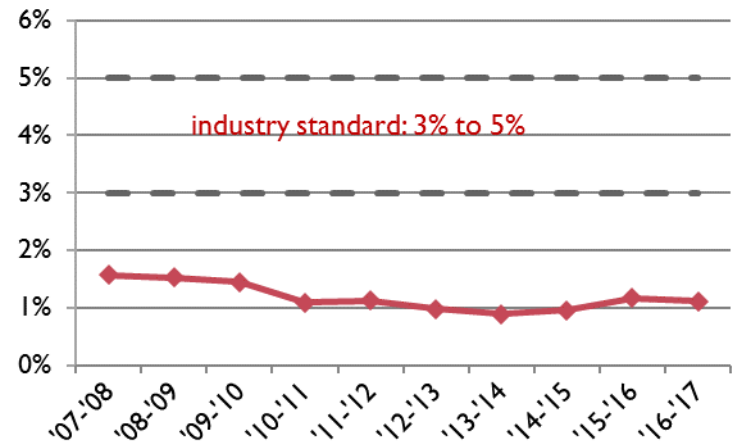
292 Enterprise **servers**

15 Network **outages**

IT Authorized Positions



IT Staffing as a % of Total City*



* Note: Excludes IT's call center staff. Also excludes IT staff in larger departments, such as Airport, Police, Fire, Transportation, and Environmental Services who have their own IT staff.

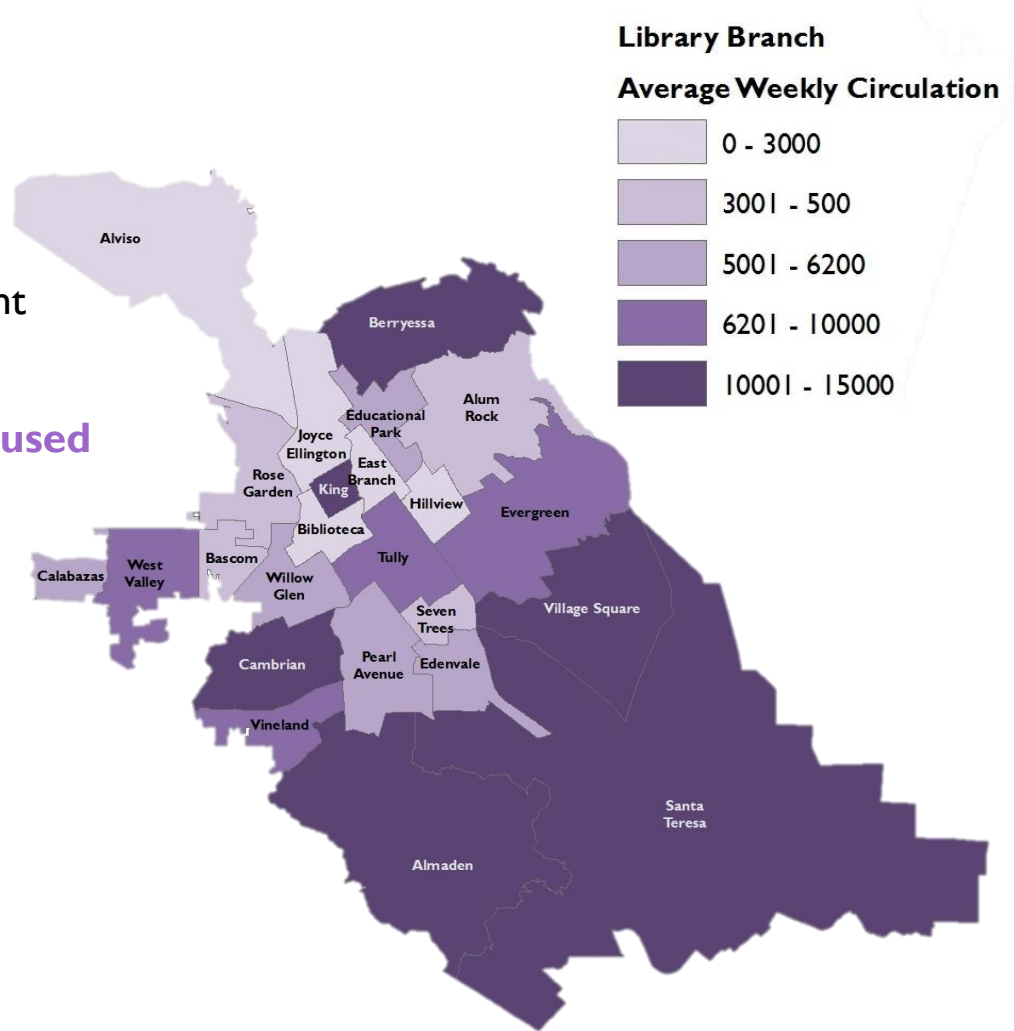
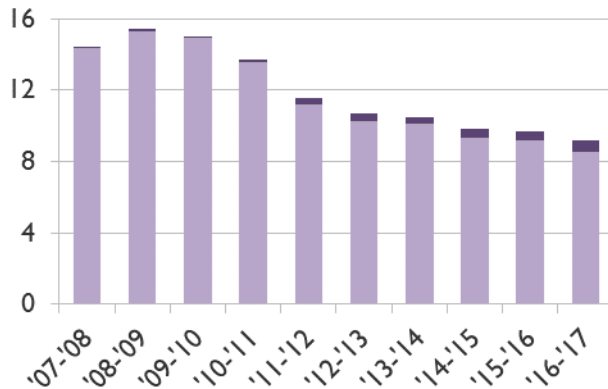
58 Thousand of **hours open**
 ↑ from past ten years

75% of residents rated **library services** as good or excellent

58% of residents reported that someone in their household **used the library** in the past year

Total Circulation (millions)

- Circulation of eBooks
- Circulation of Other Materials



Parks, Recreation, and Neighborhood Services

City Community Centers

85% of residents **visited a park** at least once in the last year

56% of residents rated **parks** “excellent” or “good”

41% of residents **used recreation centers** or their services at least once last year

53% of residents rated **recreation center programs** “excellent” or “good”

Bold: operated by the City

* re-use sites operated by non-profits, neighborhood associations, schools, and other government agencies

** re-use sites occupied by City departments or programs, sometimes in combination with outside organizations

*** City facilities operated by multiple agencies including the City

Note: In 2014-15, the City demolished the River Glen Community Center. In 2015-16, the City ended its lease with the Hoover and Erickson Community Centers. The Old Alviso Community Center and the Old Hillview Library are currently not in use. Services at the Grace Community Center are now being provided at the Northside Community Center.

***Alma Community Center

Almaden Community Center (hub)

**Almaden Winery Community Center

* Almaden Youth Center

**Alum Rock Youth Center

* Alviso Youth Center

* Backesto Community Center

Bascom Community Center (hybrid)

Berryessa Community Center (hub)

* Berryessa Youth Center

**Bramhall Neighborhood Center

**Calabazas Community Center

Camden Community Center (hub)

* Capitol Park/Goss Community Center

Cypress Senior Center (hub)

* Edenvale Community Center

* Edenvale Youth Center

Evergreen Community Center (hub)

***Gardner Community Center

**Hamann Park Community Center

**Hank Lopez Community Center

* Houge Park Community Center

* Joseph George Community Center

**Kirk Community Center

* Los Paseos Community Center

Mayfair Community Center (hub)

* McKinley Community Center

* Meadowfair Community Center

**Millbrook Community Center

* Noble House Community Center

* Noble Modular Community Center

* Northside Community Center

Old Alviso Community Center (Closed)

Old Hillview Library (Closed)

* Olinder Community Center

* Paul Moore Community Center

* Rainbow Community Center

Roosevelt Community Center (hub)

* San Tomas Community Center

Seven Trees Community Center (hub)

* Sherman Oaks Community Center

**Shirakawa Community Center

Southside Community Center (hub)

**Spartan Keyes Neighborhood Center

* Starbird Community Center

**Vista Park Community Center

* Washington Community Center

* Welch Park Community Center

* West San José Community Center

Willow Glen Community Center (hub)

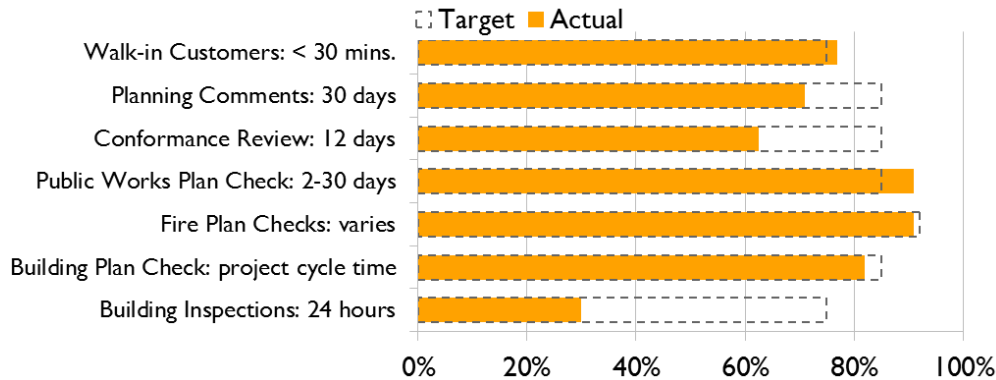
Planning, Building, and Code Enforcement

48,000 Permit Center **customers**
↑ from 33,315 last year

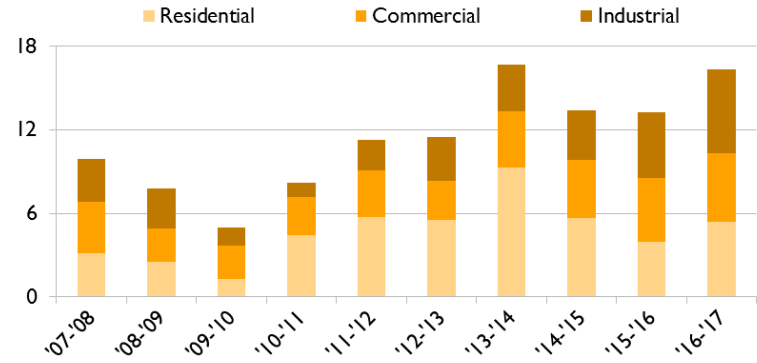
38,400 **Permits issued**
↑ from 37,100 last year

2,600 Planning **applications processed**

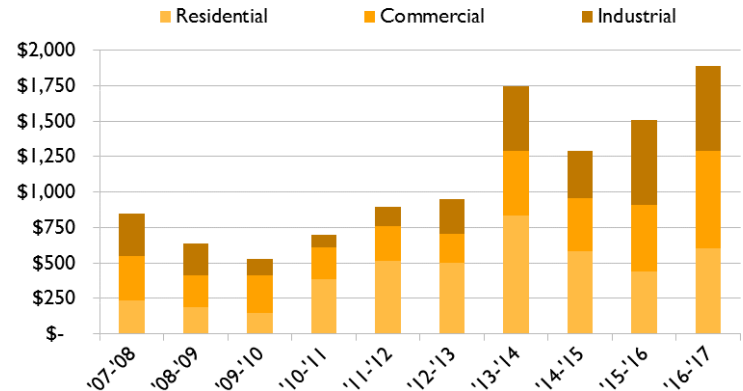
Timeliness of Development Services



Volume of Construction (millions of square feet)

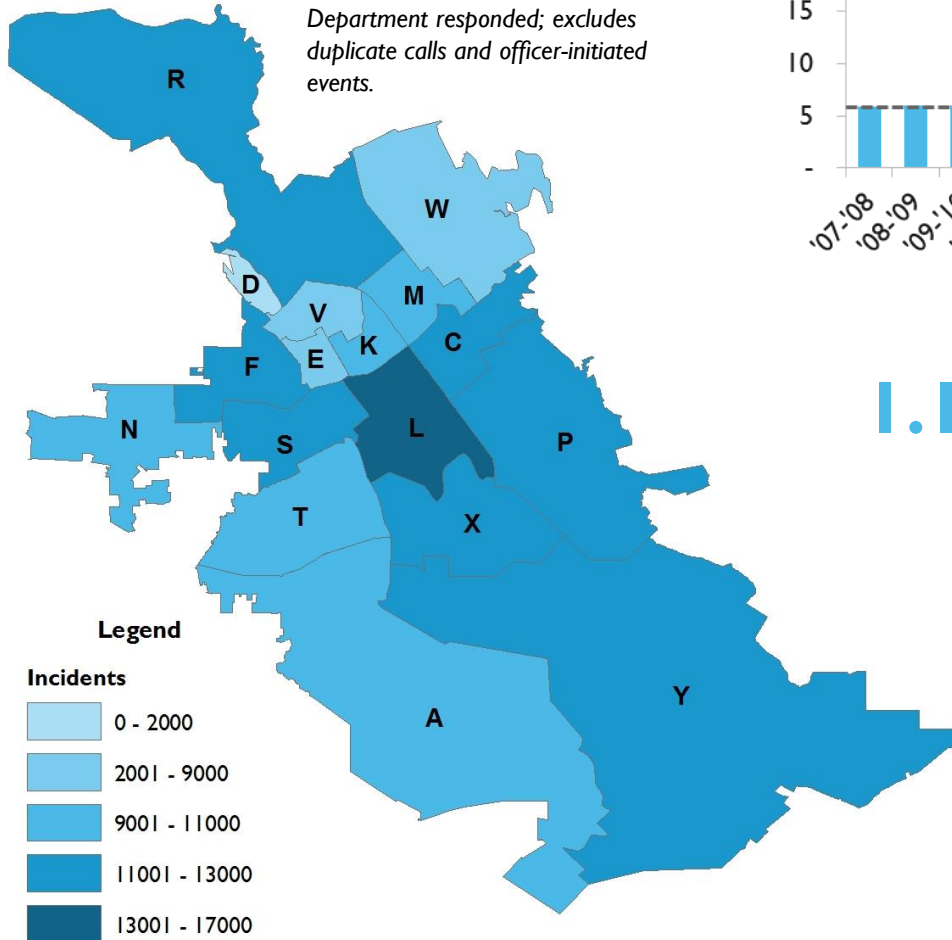


Value of Construction (\$millions)

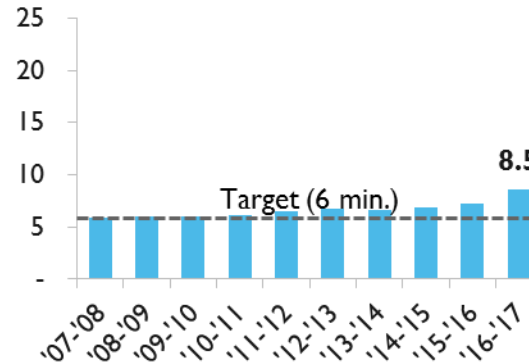


**Map of Police Districts by
Number of 2016-17 Priority 1-4
Responses***

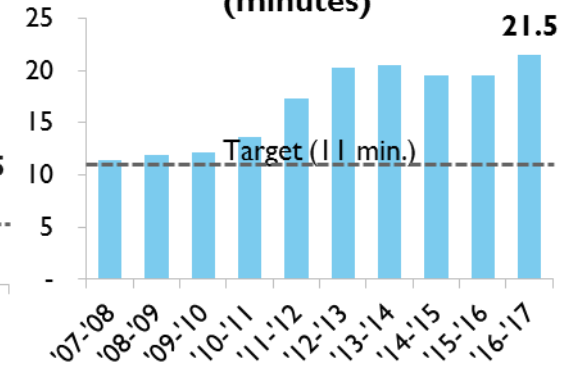
** Includes only Priority 1-4 calls for service to which the Department responded; excludes duplicate calls and officer-initiated events.*



**Average Priority 1
Police Response Time**



**Average Priority 2
Police Response Time
(minutes)**



1.1 million

Calls for service

10.2

Average emergency call answering time (in seconds)

13,142

Arrests

239

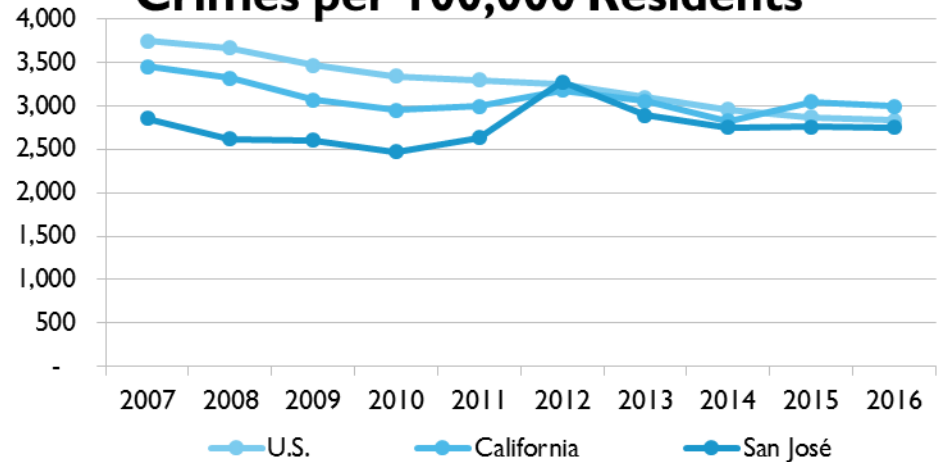
Vacant sworn positions out of a total of 1,109 authorized

2,749 Major crimes per 100,000 residents

37% of residents **rated police services as good or excellent**

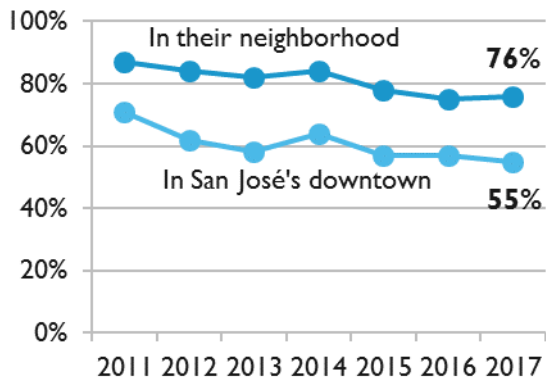
20% of residents rated the City's crime prevention as good or excellent

Major Violent and Property Crimes per 100,000 Residents



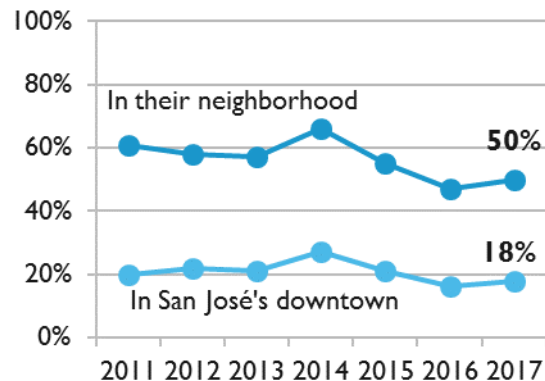
RESIDENT SURVEY

% of respondents who feel "very" or "somewhat" safe during the day



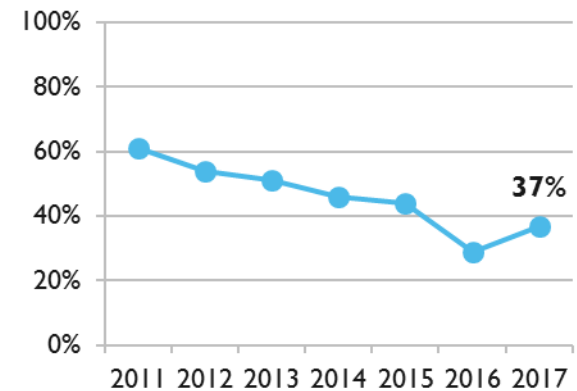
RESIDENT SURVEY

% of respondents who feel "very" or "somewhat" safe after dark

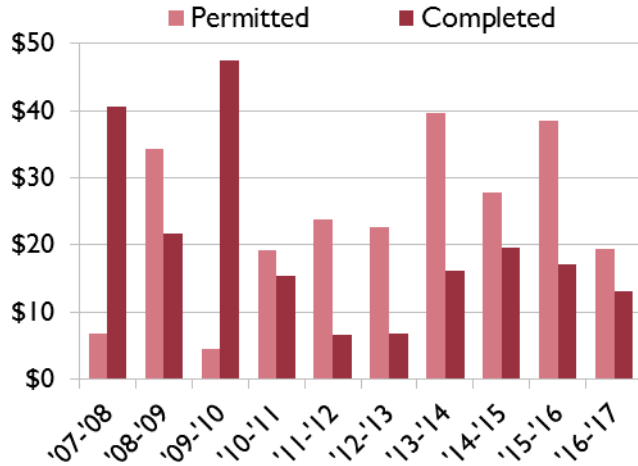


RESIDENT SURVEY

% of respondents rating police services as "excellent" or "good"



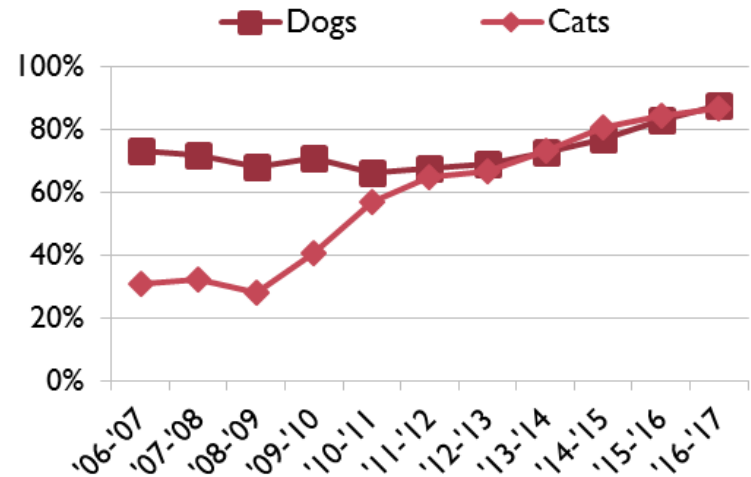
Value of Public Improvements (\$millions)



Examples of Public Construction Projects

- Libraries
- Fire stations
- Police stations
- Community centers
- Sanitary sewers
- Bikeways
- Trails
- Parks
- Storm drains
- Airport

Percent Adopted, Rescued, Returned to Owner, or Transferred



2,735 City vehicles and equipment

2.8 million Square feet of facilities managed

\$19.5 million Developer-added value to City's asset base

Retirement Services

6,307

Retirees/beneficiaries of the plans

\$5.68 billion

Pension plan net assets
↑ \$430 million over last year

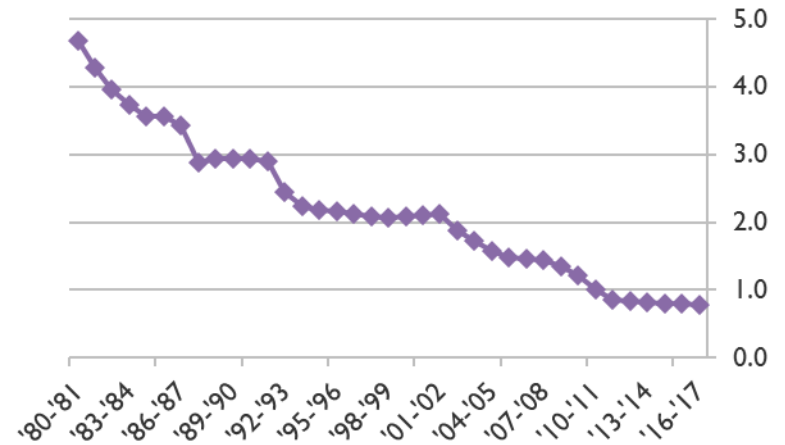
54%

Funded status for Federated plan

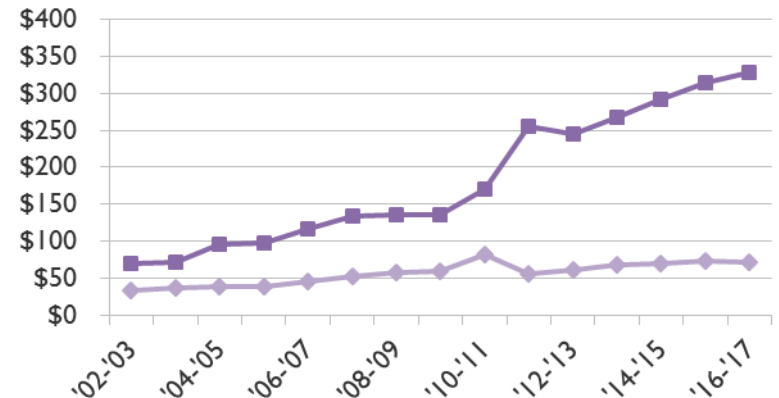
76%

Funded status for Police and Fire plan

Ratio of Active Members to Retirees and Beneficiaries



Total Annual Contributions for Pension and Retiree Health and Dental Benefits (\$millions)



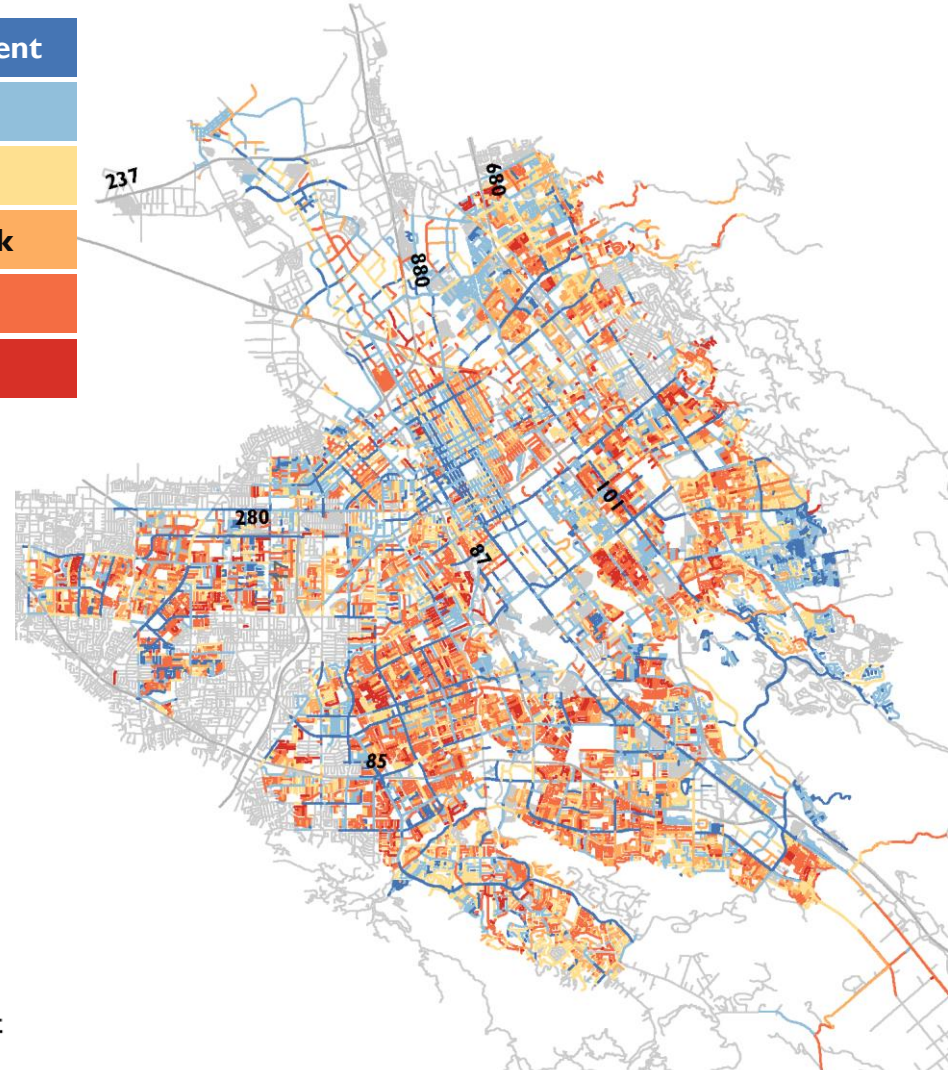
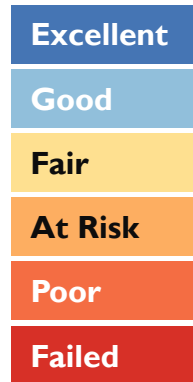
62

Pavement
Condition Index
↓ From 67 in 2003

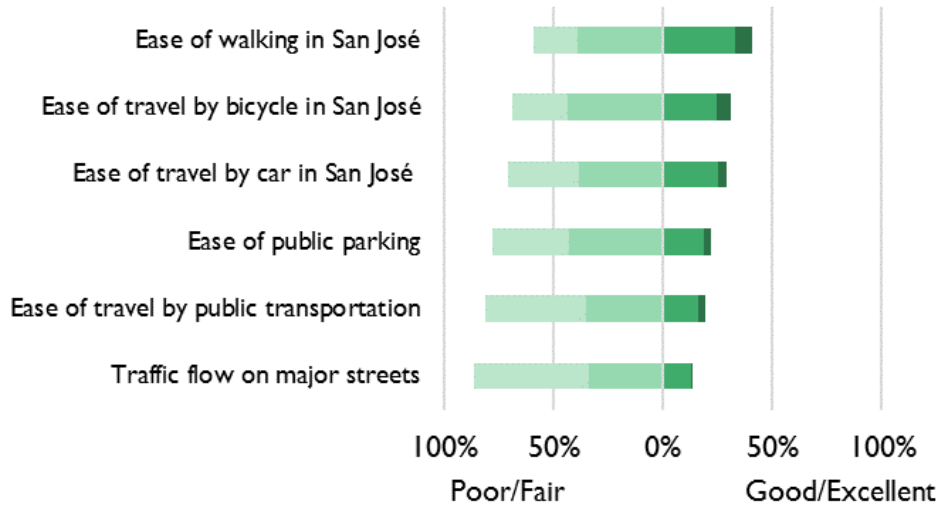
14%

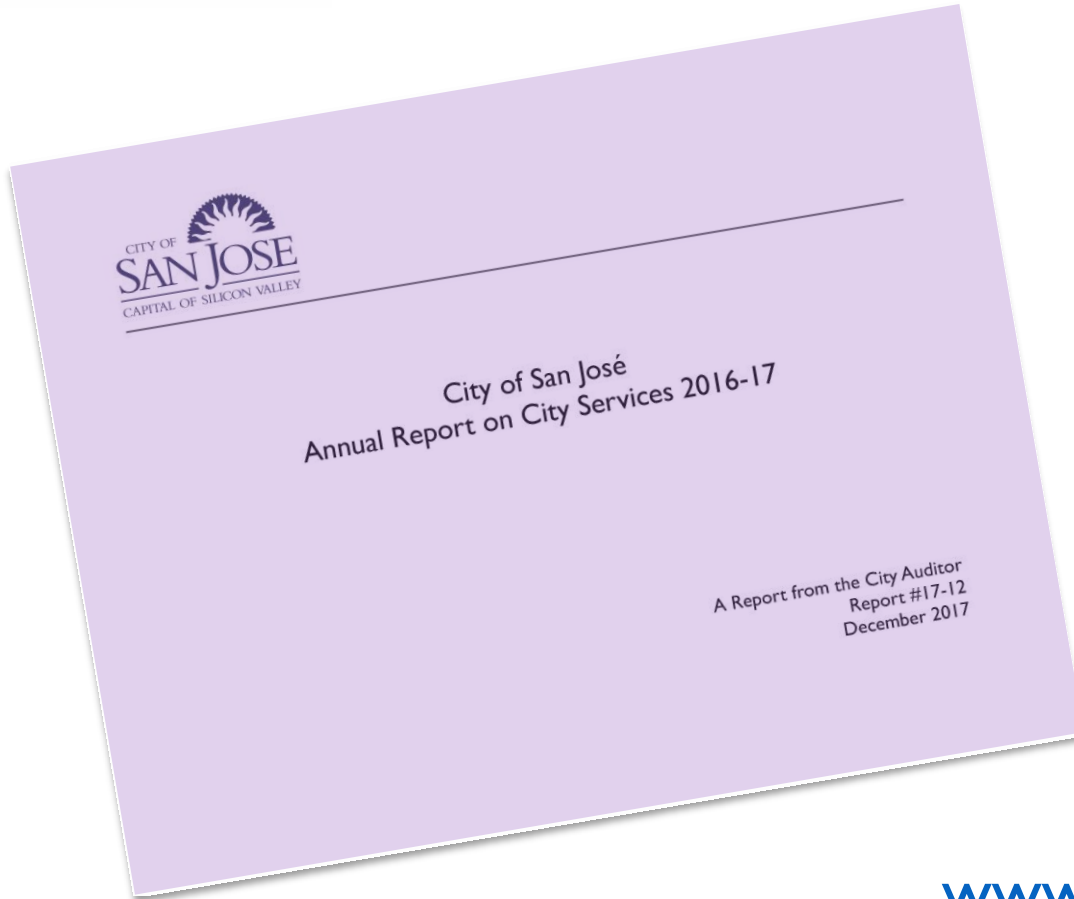
of residents rated
street repair as
good or excellent

Map of Pavement Condition



Resident Ratings Relating to Ease of Travel





Full Report:

www.sanjoseca.gov/auditor/

or

www.sanjoseca.gov/ServicesReport