

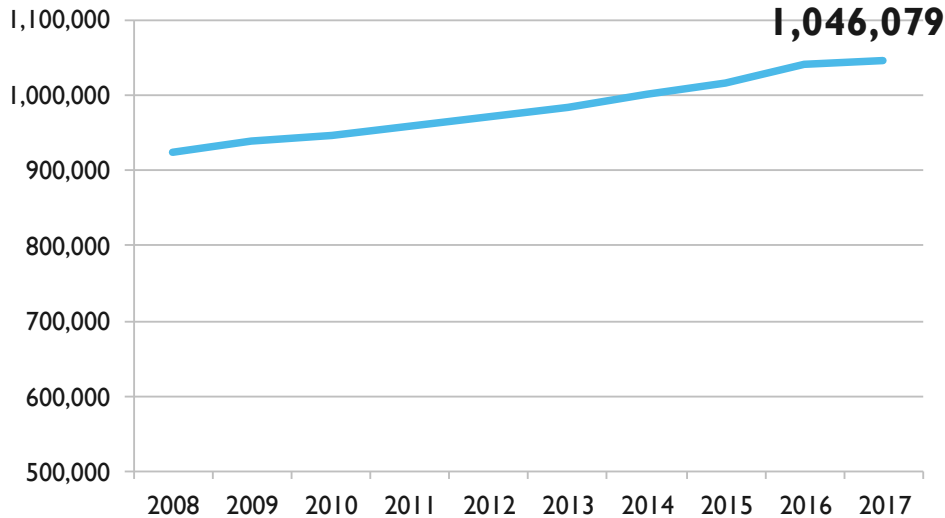
# City of San José Annual Report on City Services 2016-17

A Report from the City Auditor  
Issued December 2017

[www.sanjoseca.gov/ServicesReport](http://www.sanjoseca.gov/ServicesReport)

# Community Profile

**San José's Population Growth**



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

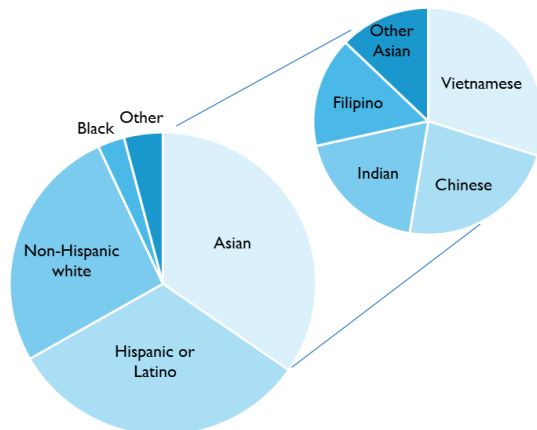
Households earning less than \$35,000 annually: **17%**

Unemployment rate: **3.9%**

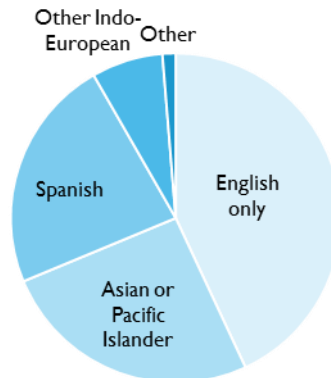
Foreign born: **39%**

Speak English at home: **43%**

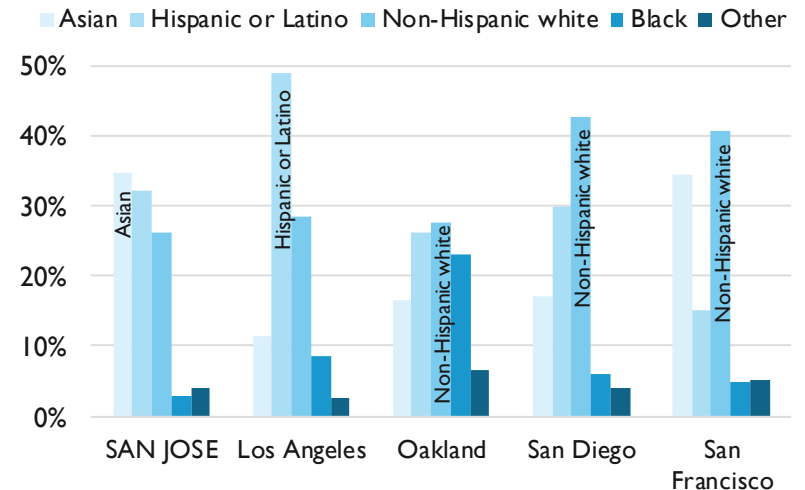
**San José Demographics**



**Languages Spoken at Home**



**Population by Ethnicity**



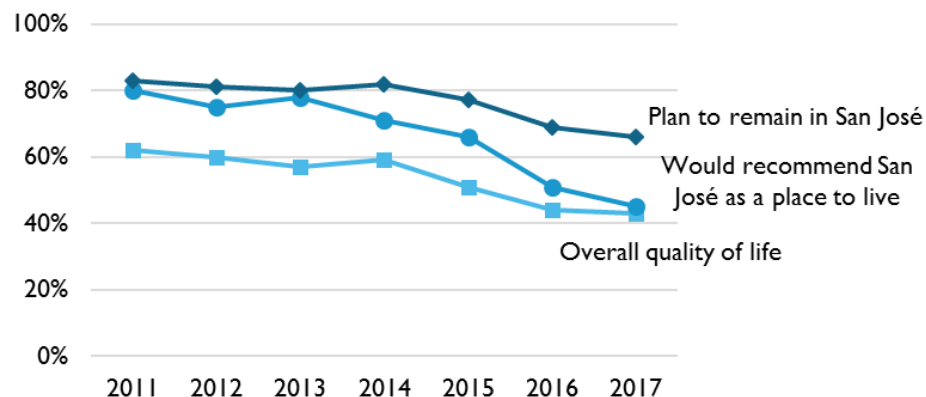
## Resident Survey

**58%** Rated neighborhood as **good** or excellent place to live

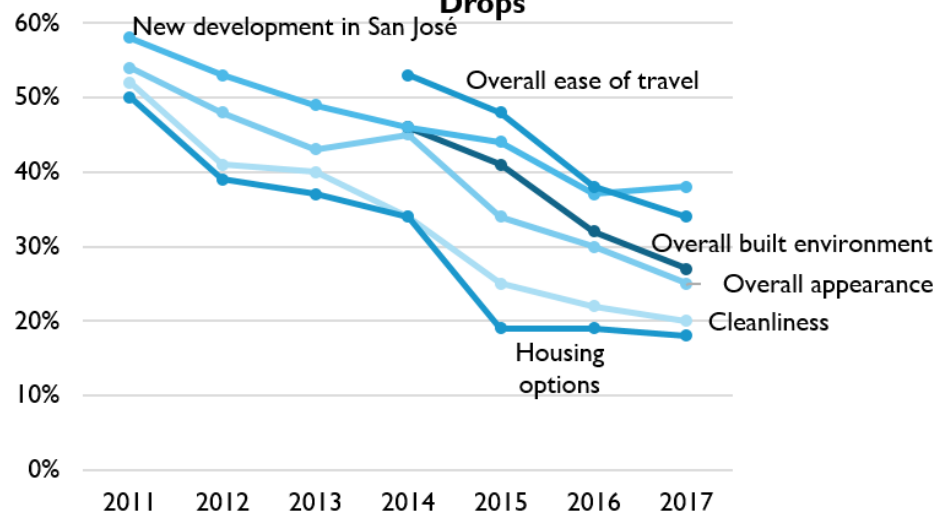
**66%** Residents are likely to **remain in San José** for the next five years

**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

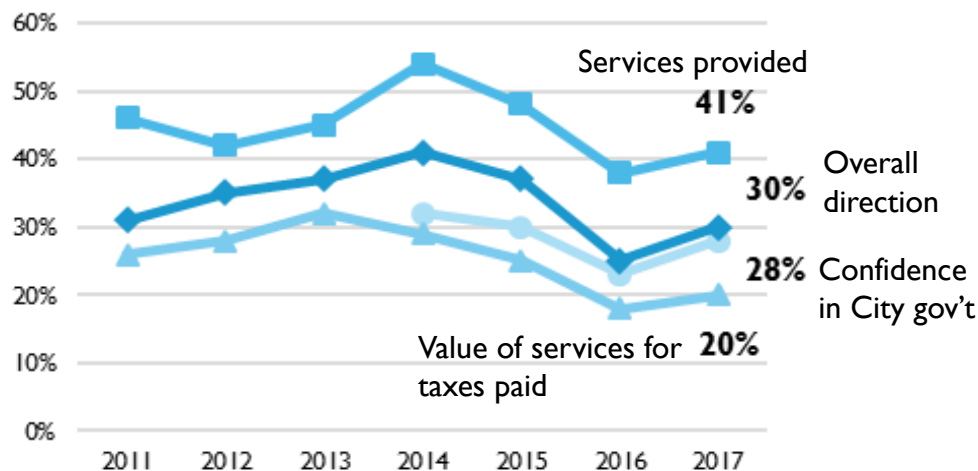


# Resident Survey

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

### Resident Priorities of Issues to Focus on the Coming Two Years

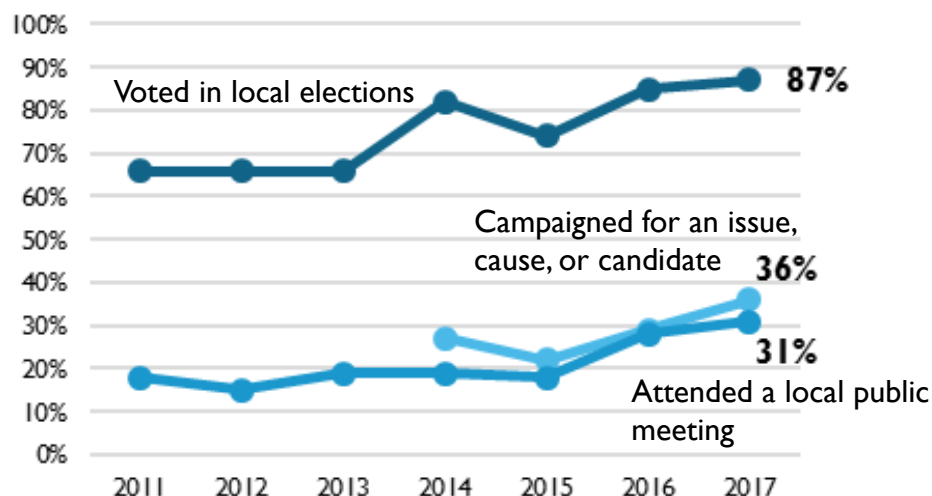
- 95%** Feeling of **safety**
- 87%** **Economic** health
- 83%** Ease of **getting to places**
- 78%** Quality of natural **environment**



### Contact with City Governance

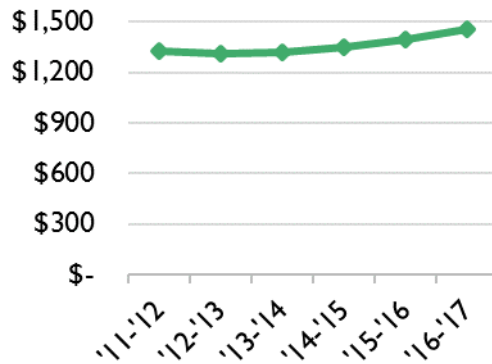
- 71%** **Visited the** City of San José **website**
- 52%** **Contacted the City** for help or information
- 34%** Used the City's website to **conduct business** or pay bills
- 33%** **Contacted** San José **elected officials**

## Public Participation in San José

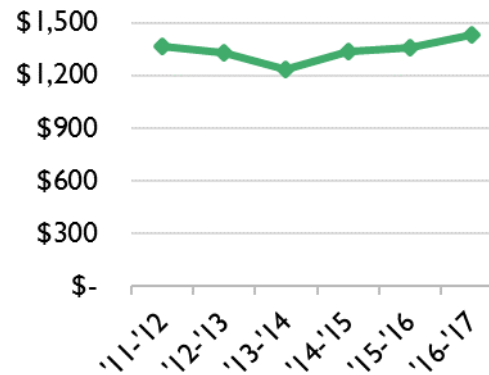


## Financial Condition

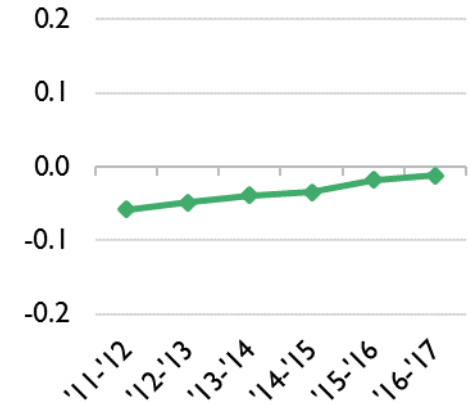
**Revenue per Capita**



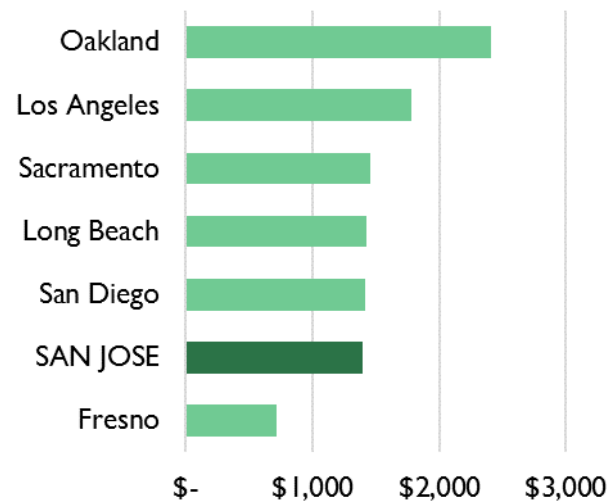
**Expenditures per Capita**



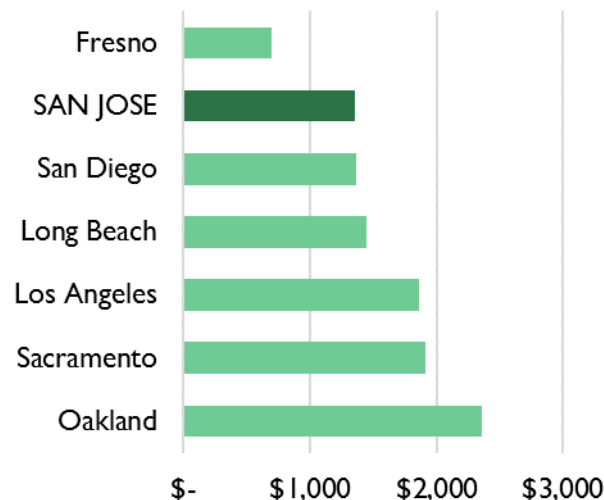
**Capital Asset Value Ratio**



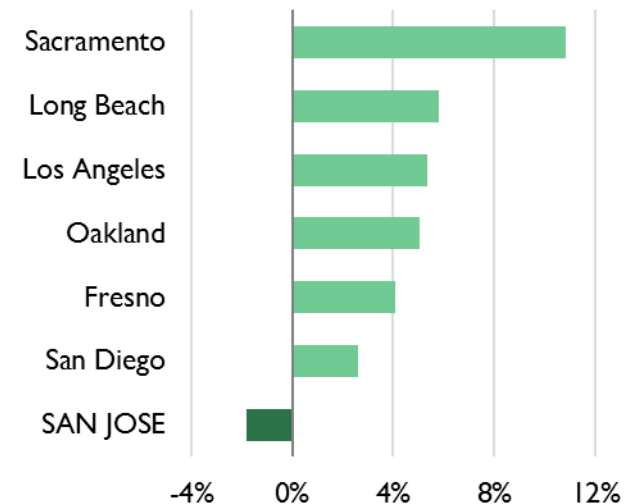
**Revenue per Capita**



**Expenditures per Capita**



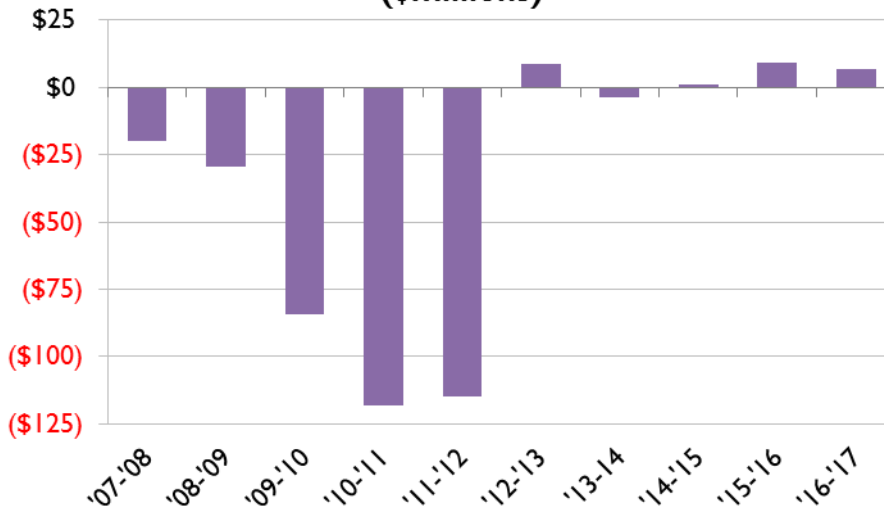
**Capital Asset Value**



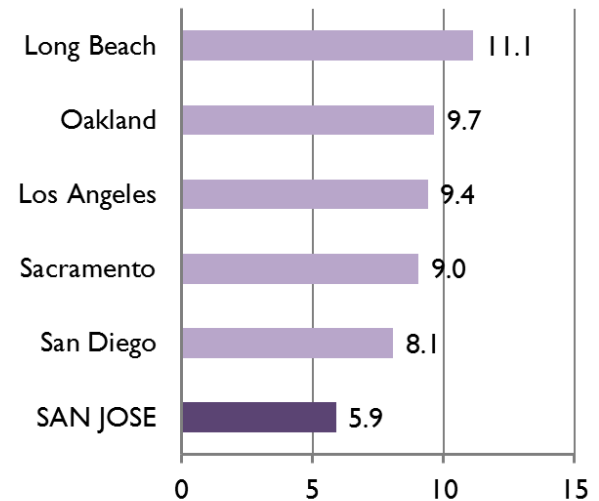
## Overall Staffing

**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+  
4,000+**

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



**11.5**  
**million**

**Airline passengers**  
↑ from ten years ago

**15%**

**Passenger market share**  
↓ from ten years ago

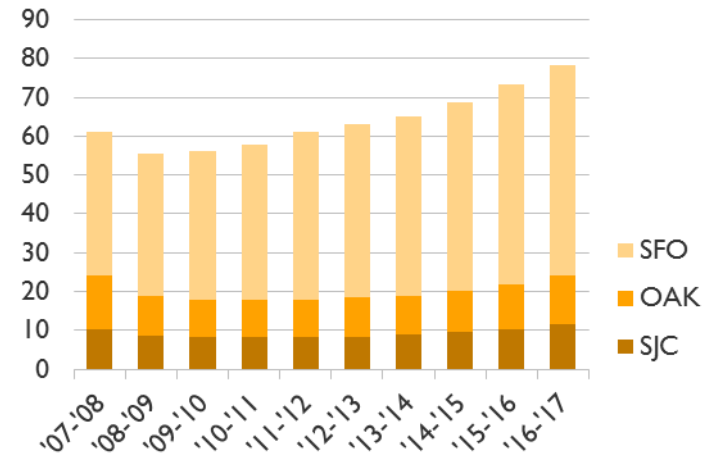
**77%**

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

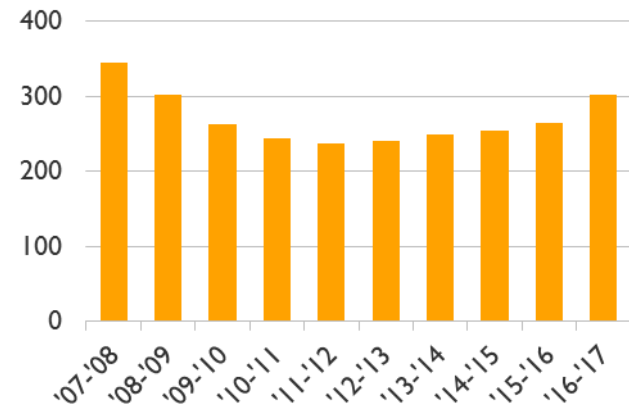
**71%**

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

**Regional Passengers (millions)**



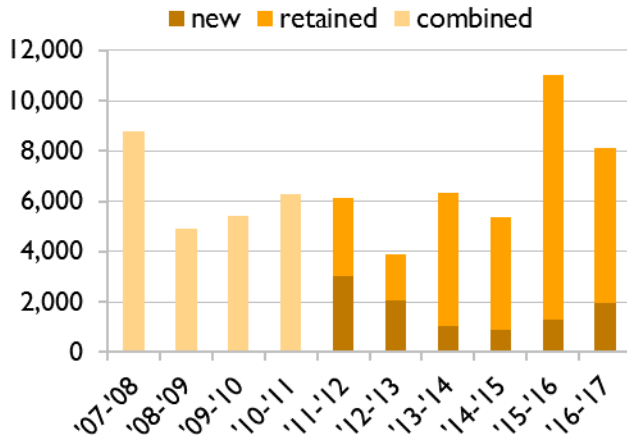
**Passenger Flights  
Per Day  
(Takeoffs and Landings)**





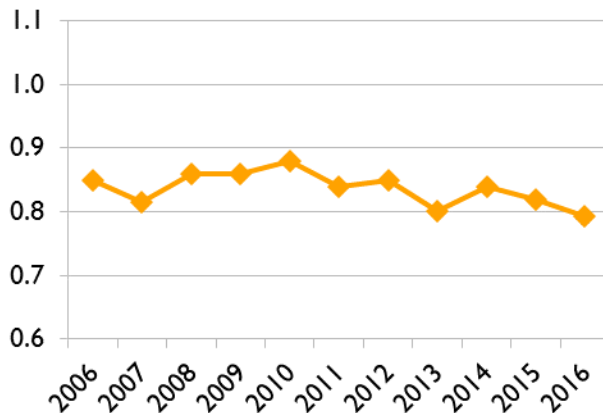
## Economic Development

### 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



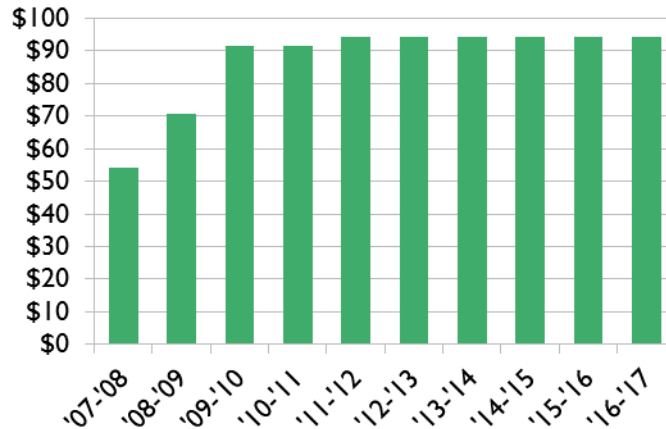
### Jobs in San José

Each dot represents 200 jobs



## Environmental Services

**Annual Fee for Household  
Storm Sewer Service**



**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

### Monthly Rates/Household

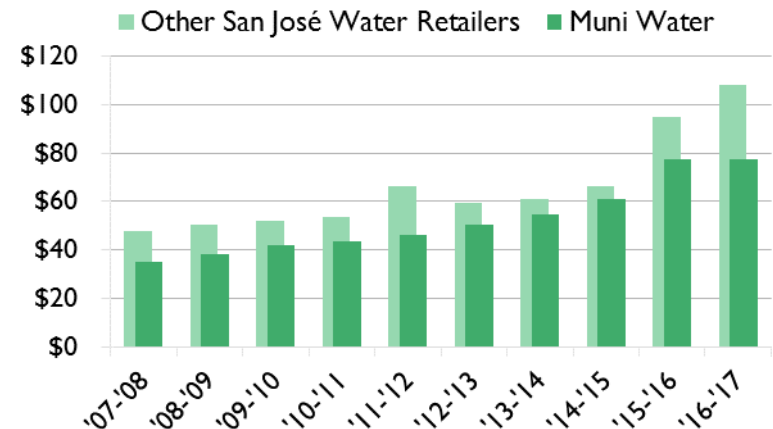
**\$32.07** Garbage & Recycling (32 gal bin)

**\$35.60** Sewer  
↑ \$1.85 from last year

**\$7.87** Stormwater

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

**Comparison of Monthly Residential  
Water Bills**

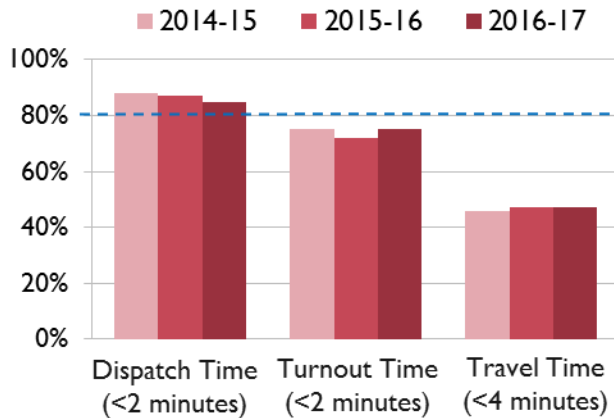


**91,000** Emergencies

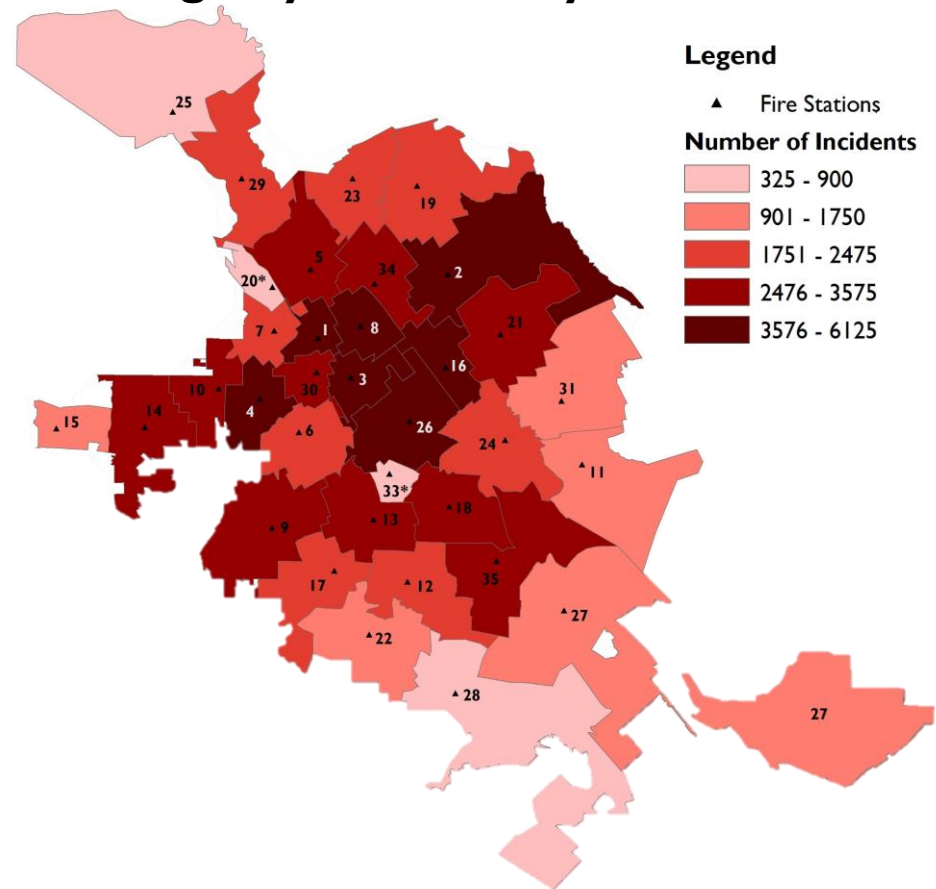
**71%** Responses to Priority I incidents **within 8 minutes**

**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



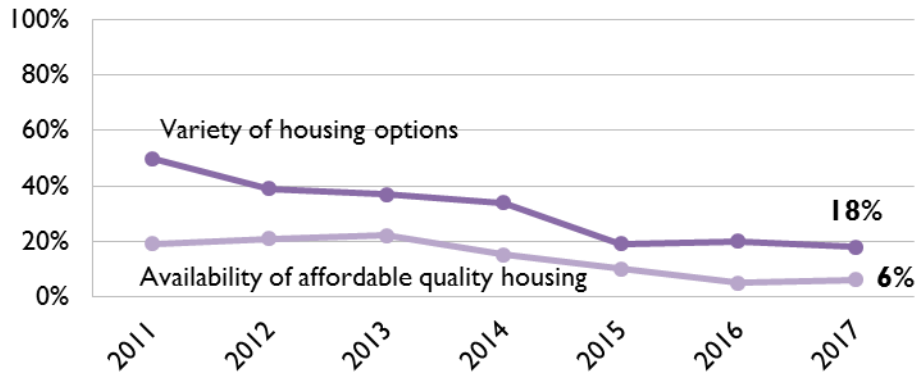
Source: City Auditor's analysis based on incident data provided by Fire Department.

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

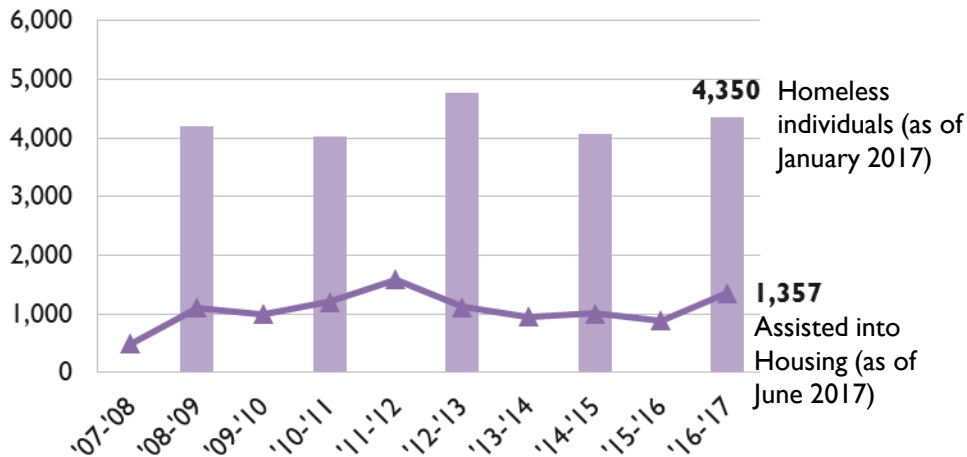
\* Fire Station #20 dedicated to Mineta San José International Airport. Fire Station #33 closed in August 2010. Incidents within the district of Station #33 handled by other stations. Fire Station #32 reserved for Coyote Valley, pending future development.

## RESIDENT SURVEY

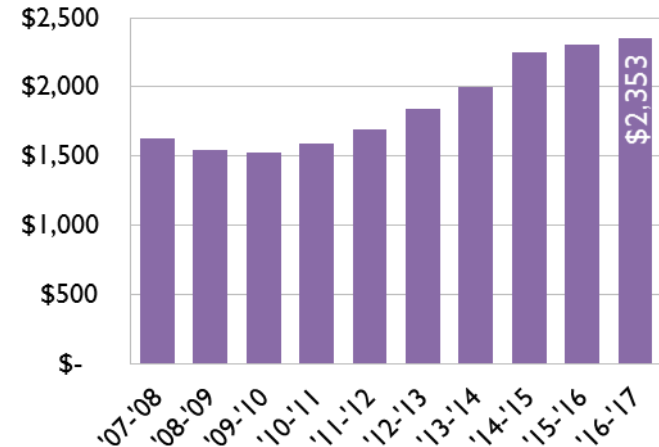
% of residents rating housing opportunities as "excellent" or "good"



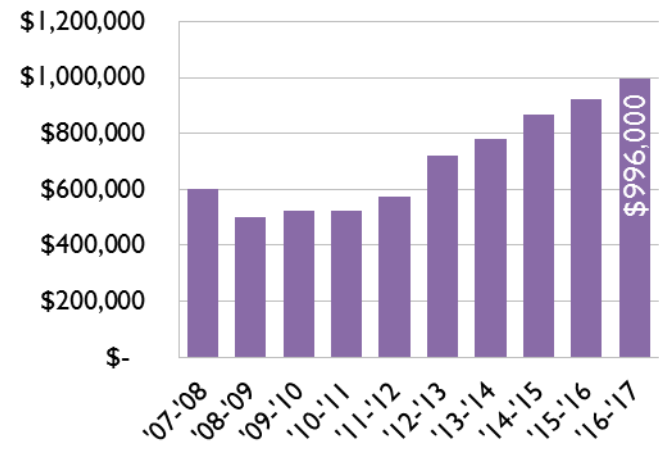
## Point-in-Time Count of Homeless Individuals and Those Helped into Housing



## Average Monthly Rent in San José



## Median Single-Family Home Price



## Information Technology

**168,000** Customer contact **calls**

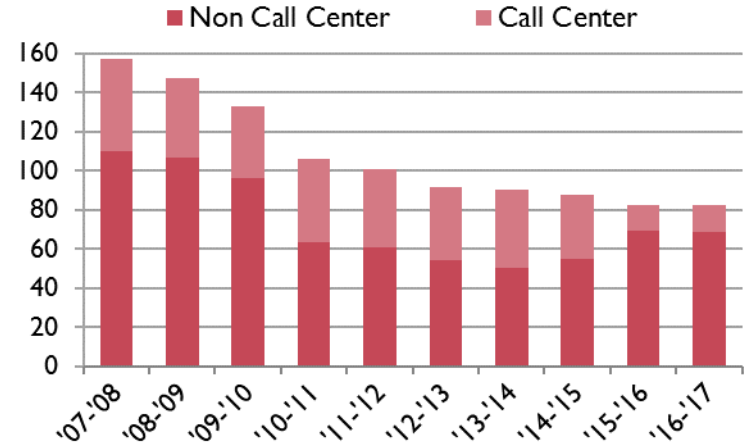
**18,000** **Service** desk requests

**5,720** Desktop **computers**

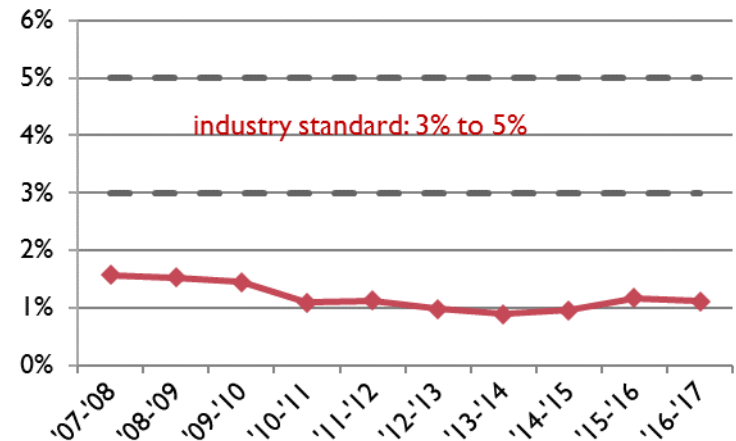
**292** Enterprise **servers**

**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.

# Library

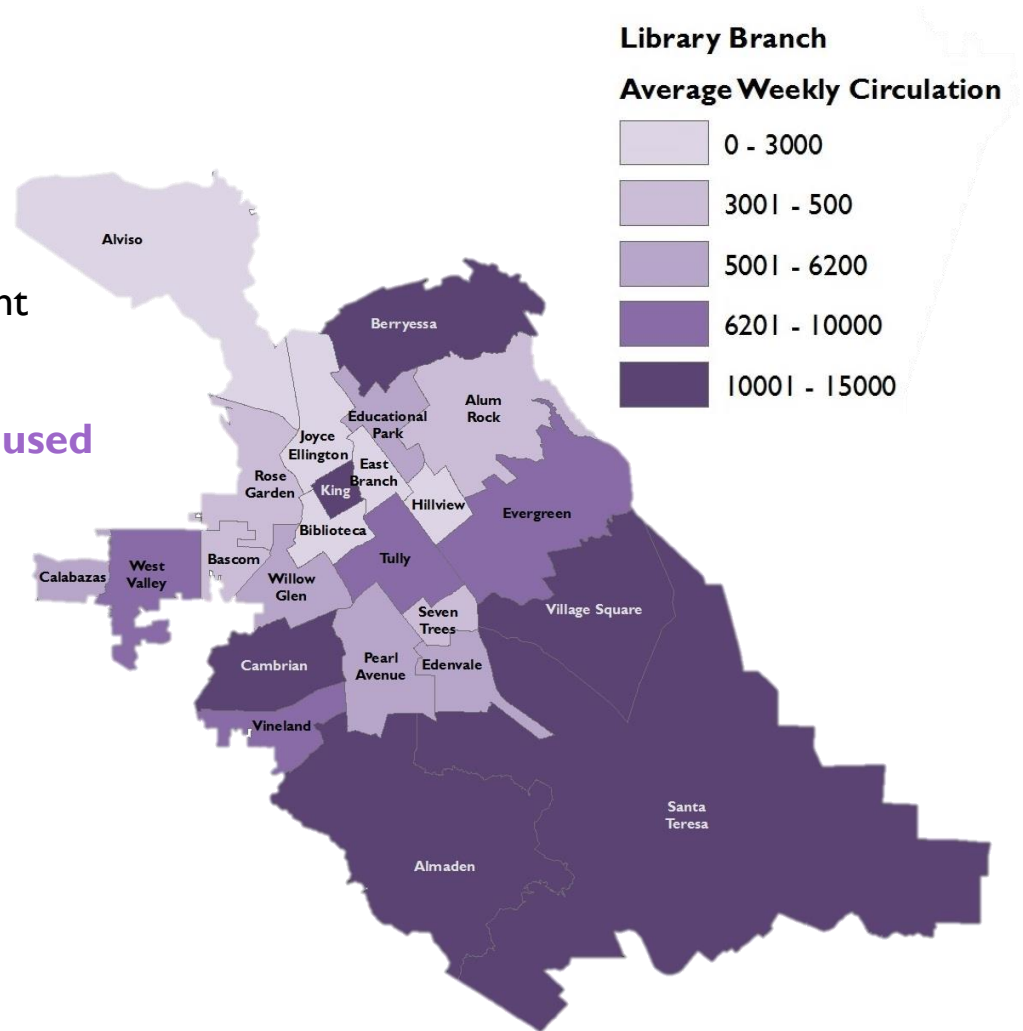
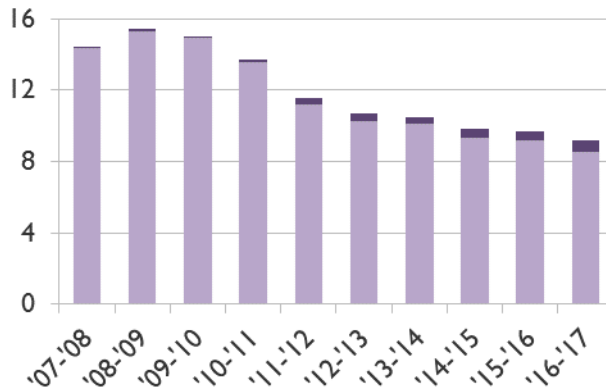
**58** Thousand of **hours open**  
↑ from past ten years

**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)**

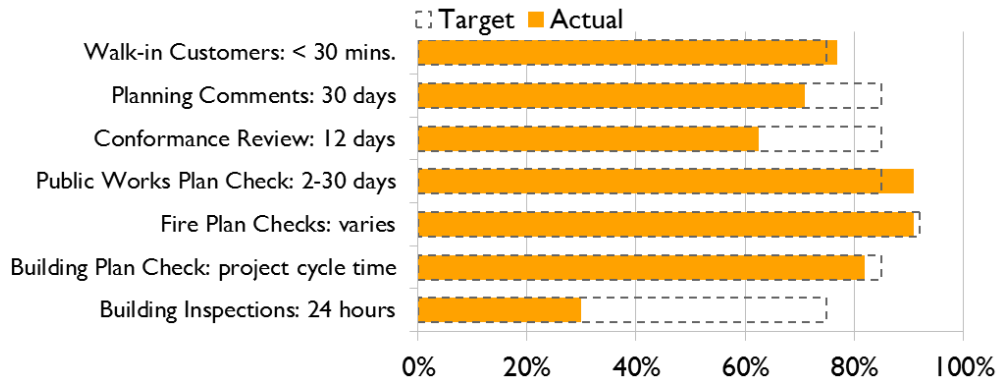
# Planning, Building, and Code Enforcement

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

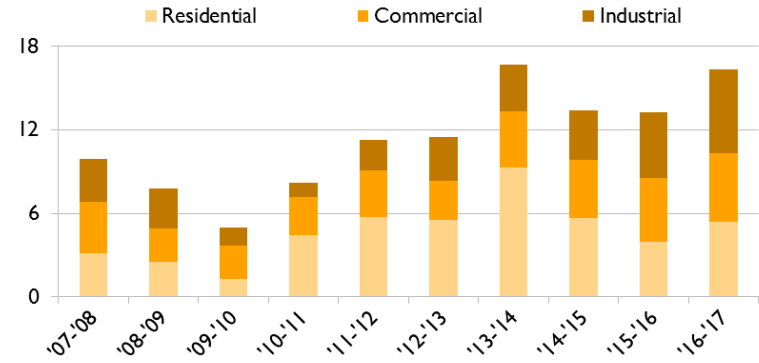
**38,400** **Permits issued**  
↑ from 37,100 last year

**2,600** Planning **applications processed**

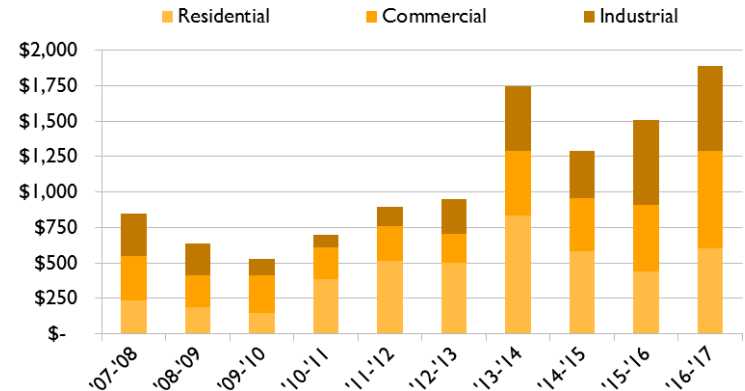
## Timeliness of Development Services



## Volume of Construction (millions of square feet)



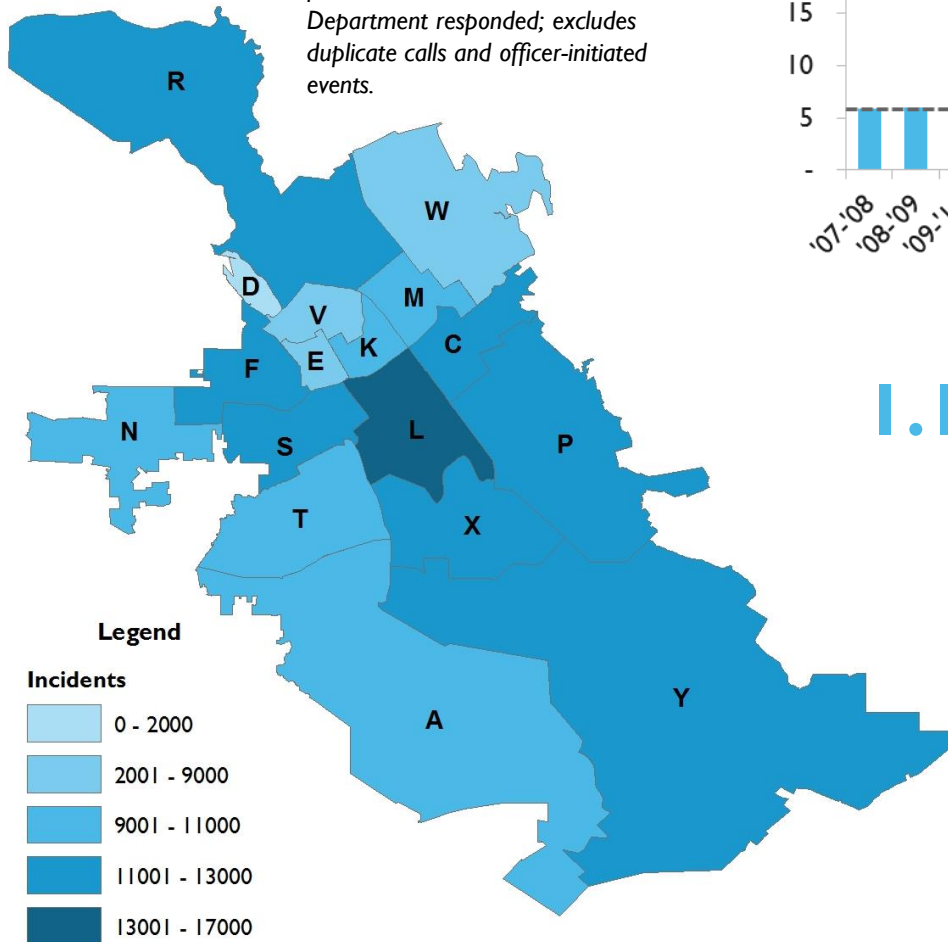
## Value of Construction (\$millions)



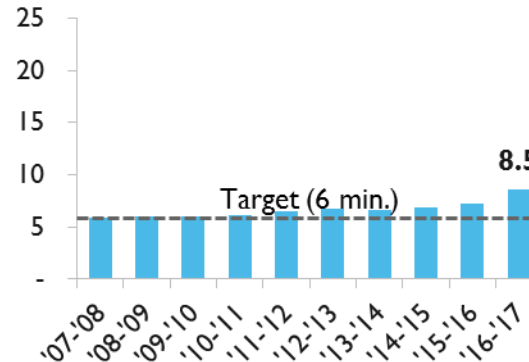


**Map of Police Districts by  
Number of 2016-17 Priority 1-4  
Responses\***

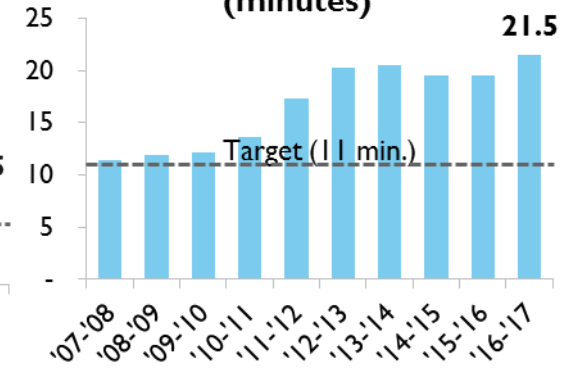
*\* Includes only Priority 1-4 calls  
for service to which the  
Department responded; excludes  
duplicate calls and officer-initiated  
events.*



**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**

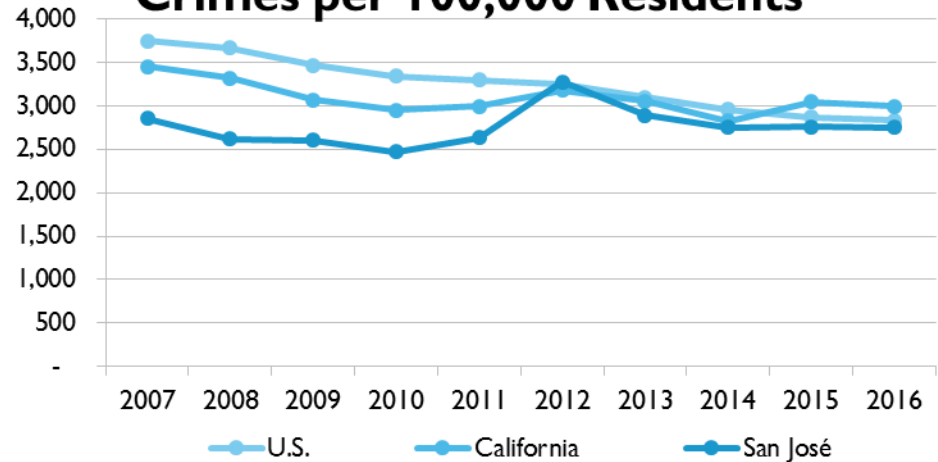
**Vacant sworn** positions out  
of a total of 1,109 authorized

**2,749** Major crimes per 100,000 residents

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

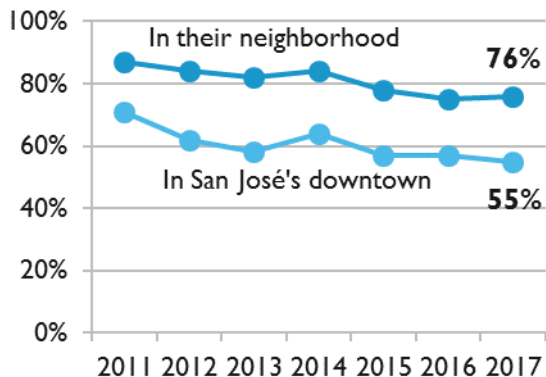
**20%** of residents rated the City's crime prevention as good or excellent

### Major Violent and Property Crimes per 100,000 Residents



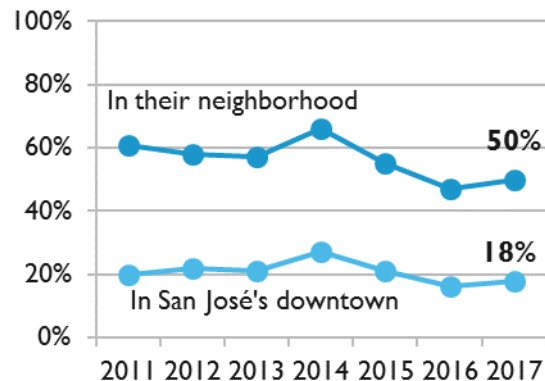
#### RESIDENT SURVEY

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



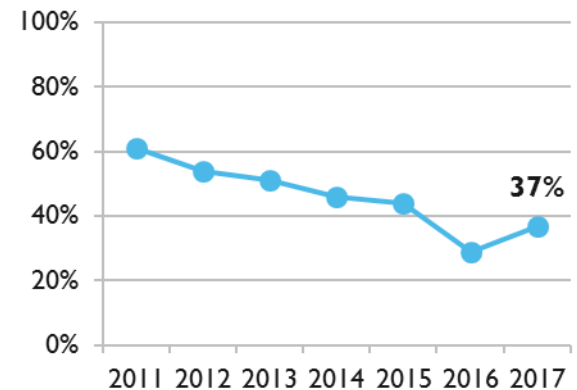
#### RESIDENT SURVEY

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



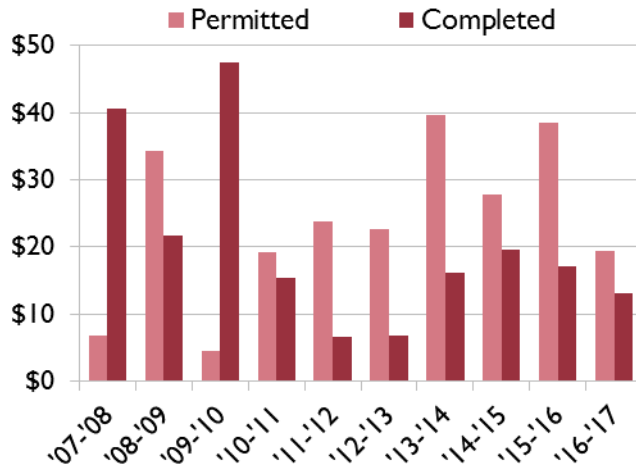
#### RESIDENT SURVEY

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



## Public Works

**Value of Public Improvements  
(\$millions)**



**2,735**

City vehicles and equipment

**2.8 million**

Square feet of facilities managed

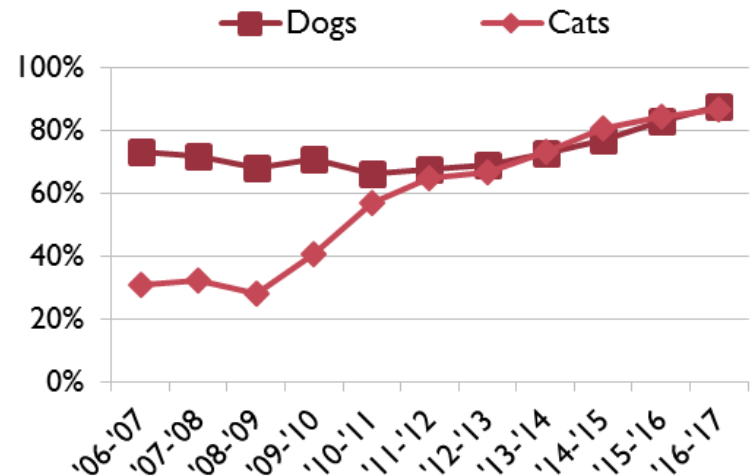
**\$19.5 million**

Developer-added value to City's asset base

### Examples of Public Construction Projects

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

**Percent Adopted, Rescued, Returned to Owner, or Transferred**



## Retirement Services

**6,307**

Retirees/beneficiaries  
of the plans

**\$5.68  
billion**

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

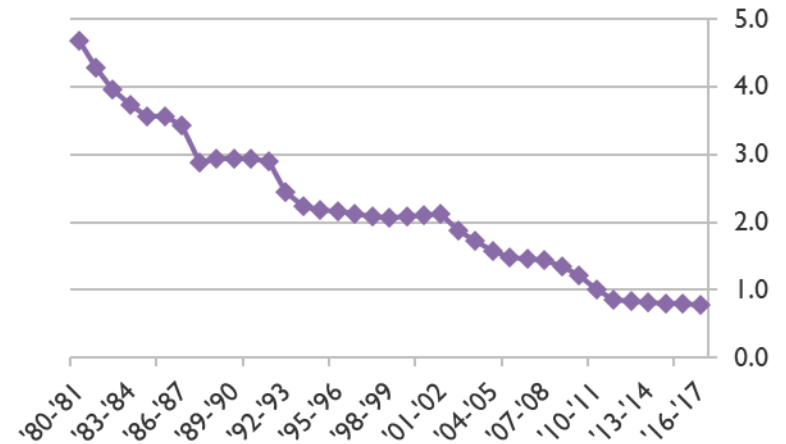
**54%**

Funded status for  
Federated plan

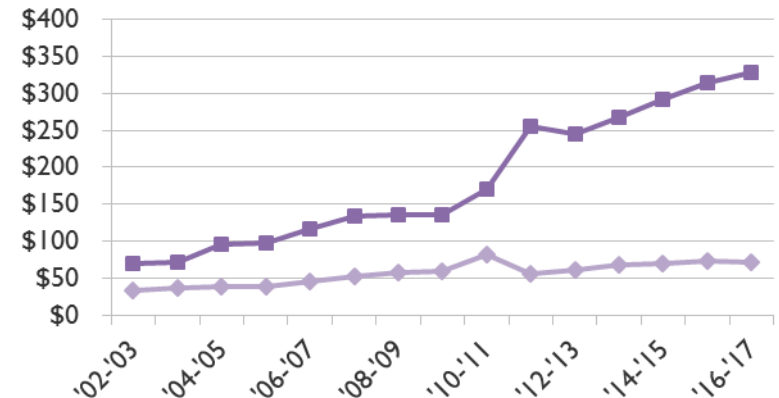
**76%**

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)**



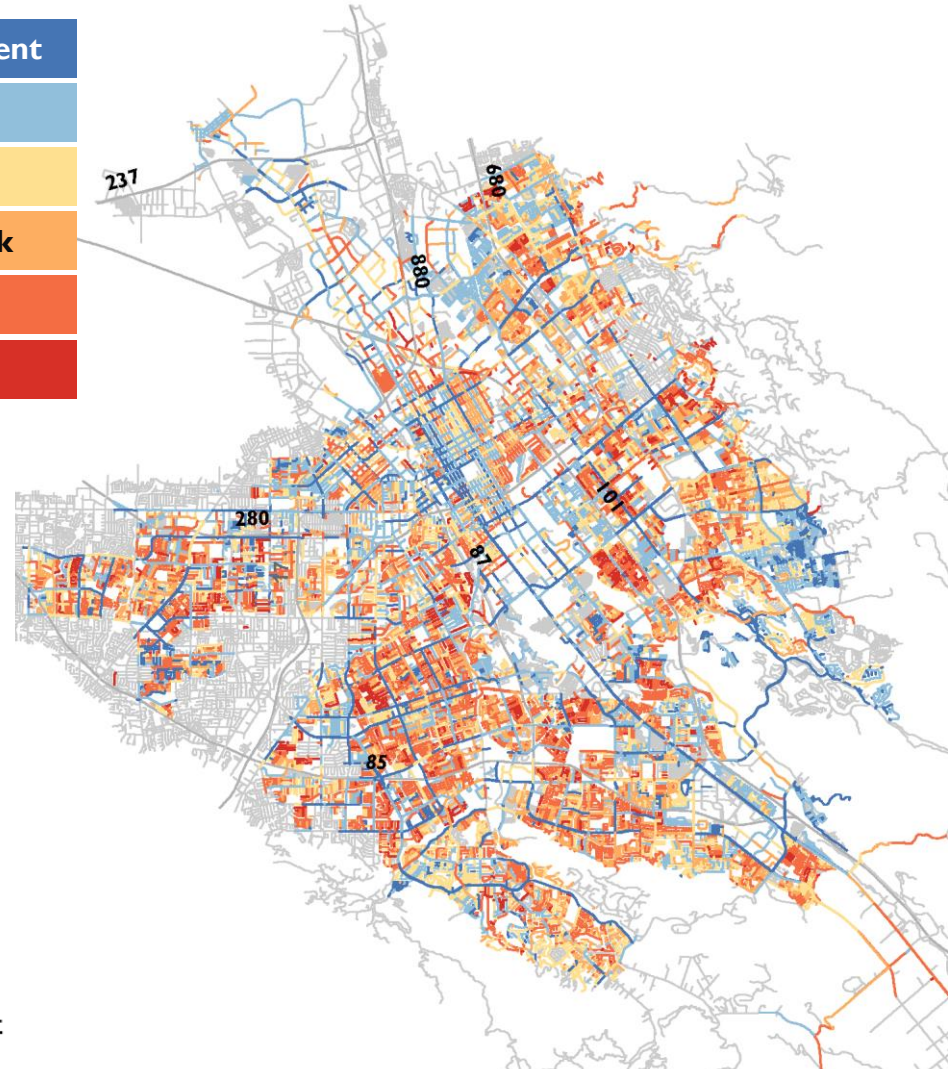
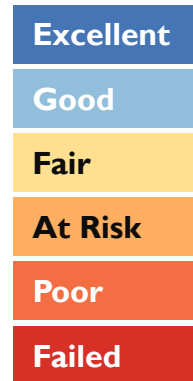
**62**

Pavement  
Condition Index  
↓ From 67 in 2003

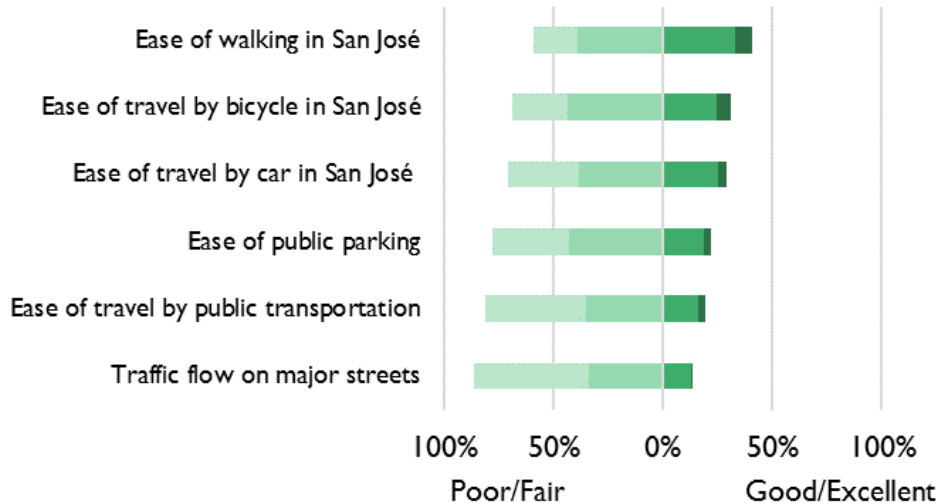
**14%**

of residents rated  
**street repair as**  
**good** or excellent

## Map of Pavement Condition

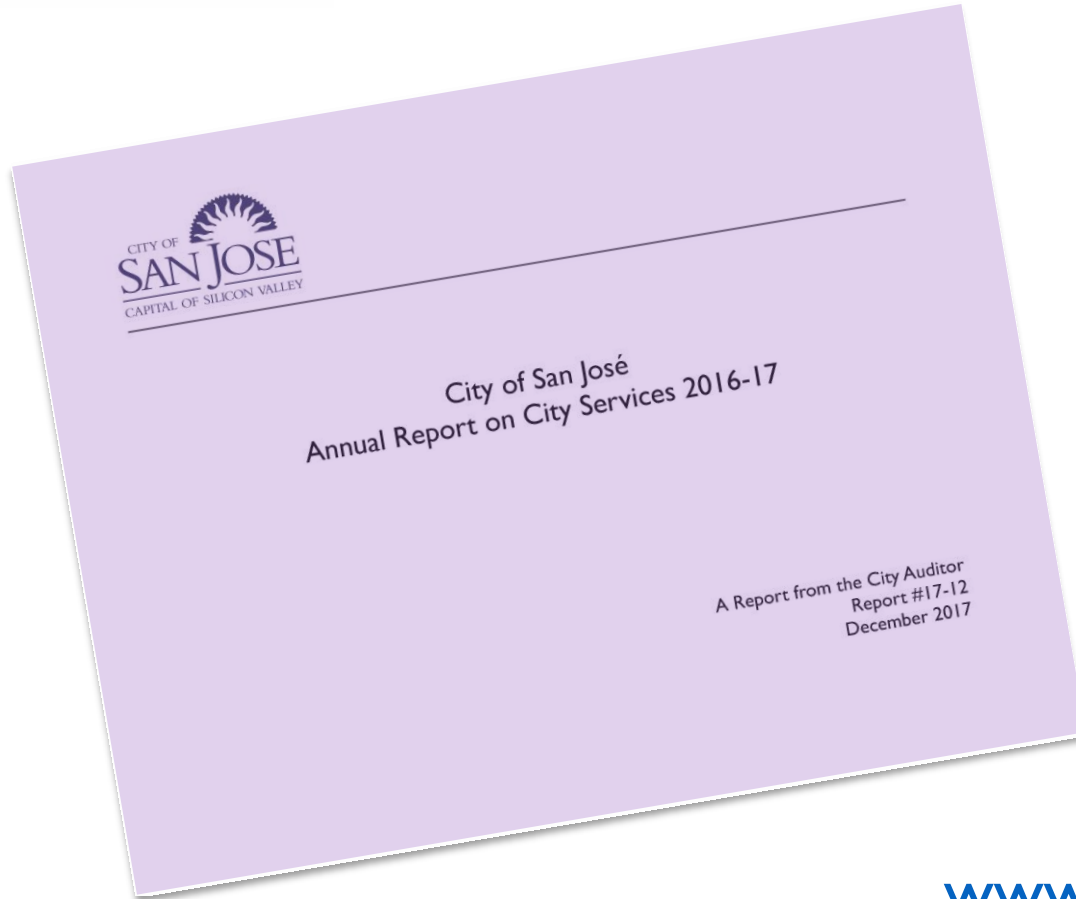


## Resident Ratings Relating to Ease of Travel



## 2016-17 Summary

---



Full Report:

[www.sanjoseca.gov/auditor/](http://www.sanjoseca.gov/auditor/)

or

[www.sanjoseca.gov/ServicesReport](http://www.sanjoseca.gov/ServicesReport)