

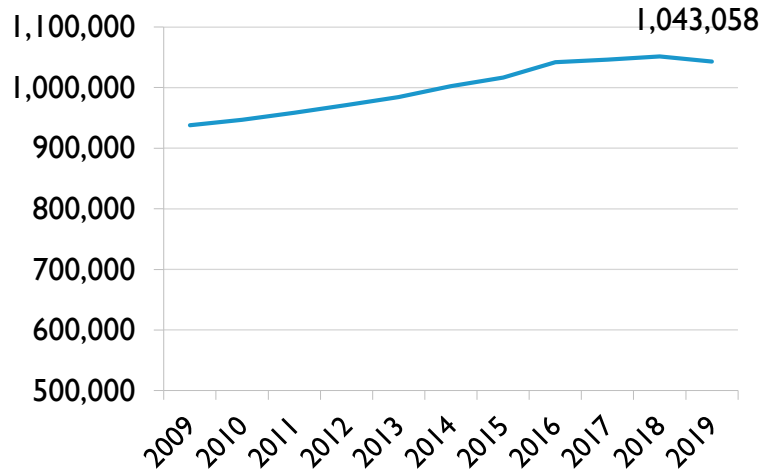


City of San José Annual Report on City Services 2018-19

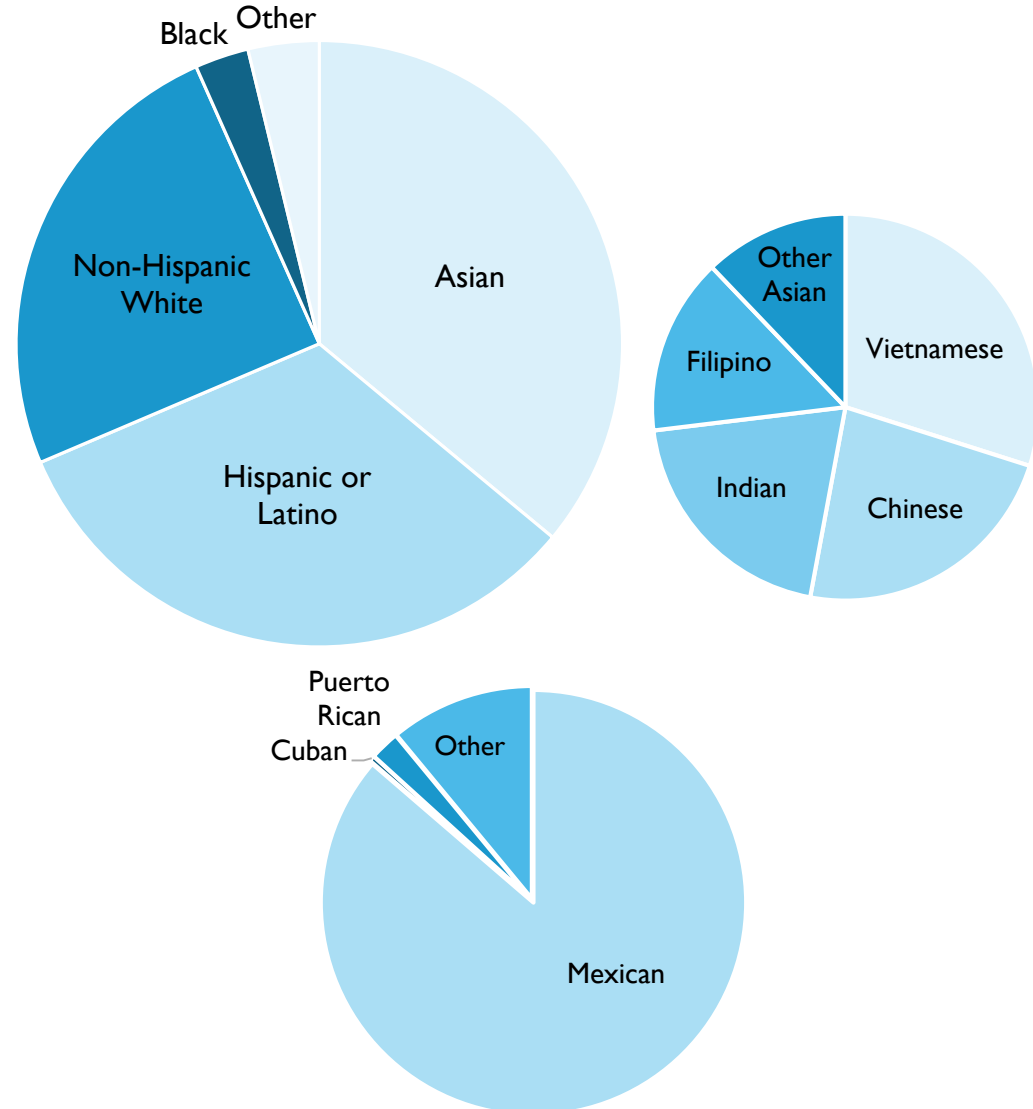
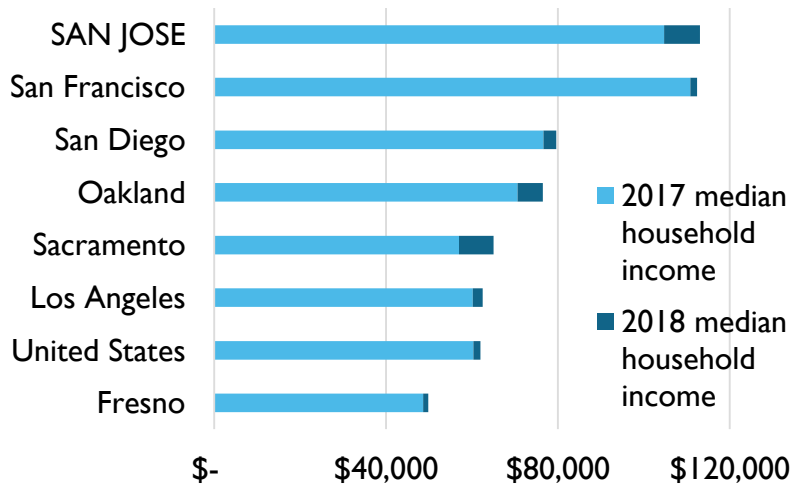
A Report from the City Auditor
Issued December 2019

www.sanjoseca.gov/ServicesReport

San José's Population Growth



Median Household Income



4,388 Surveys submitted by mail or online

700 More responses than last year

17,615 Social media impressions

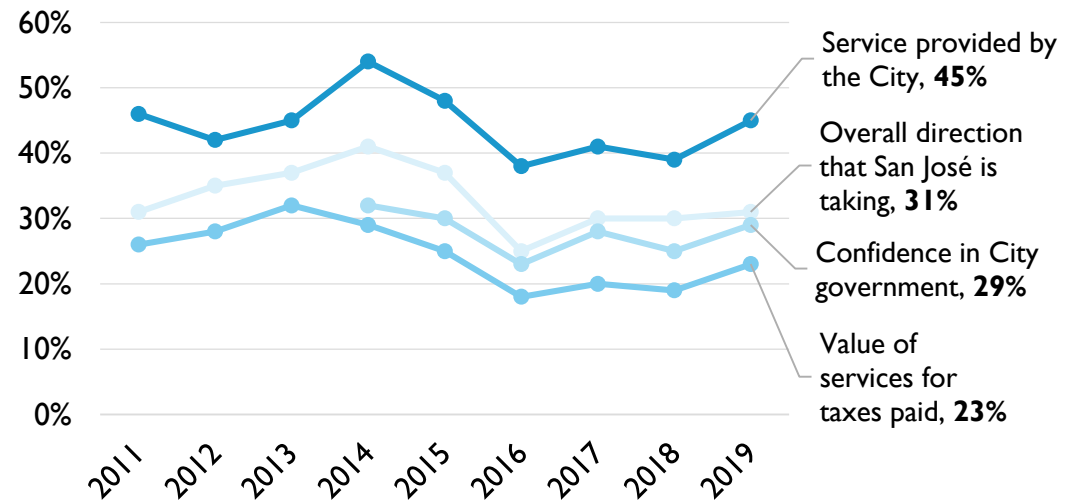
3 Languages offered – English, Spanish, and Vietnamese



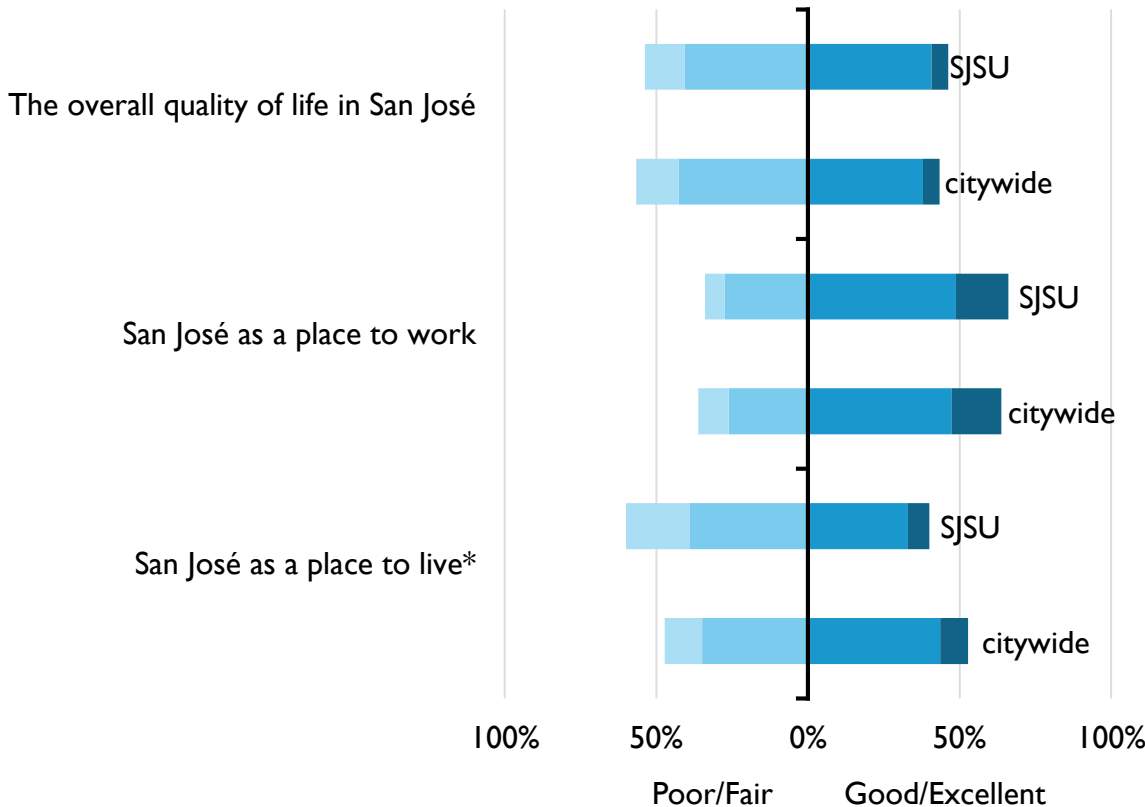
Resident Priority Issues to Focus on the Coming Two Years

- 94%** Feeling of **safety**
- 88%** **Economic** health
- 82%** Ease of **getting to places**
- 81%** Quality of natural **environment**

% of Respondents Rating San José Services as "Excellent" or "Good"



Quality of Life Comparison



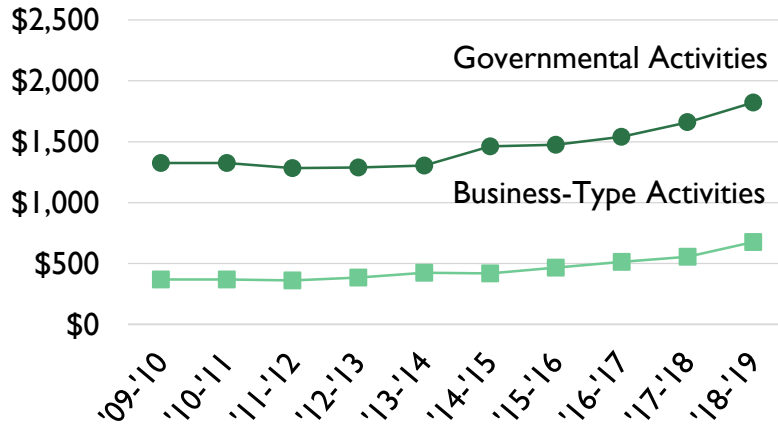
SJSU Priority Issues

*indicates statistically significant difference from citywide survey

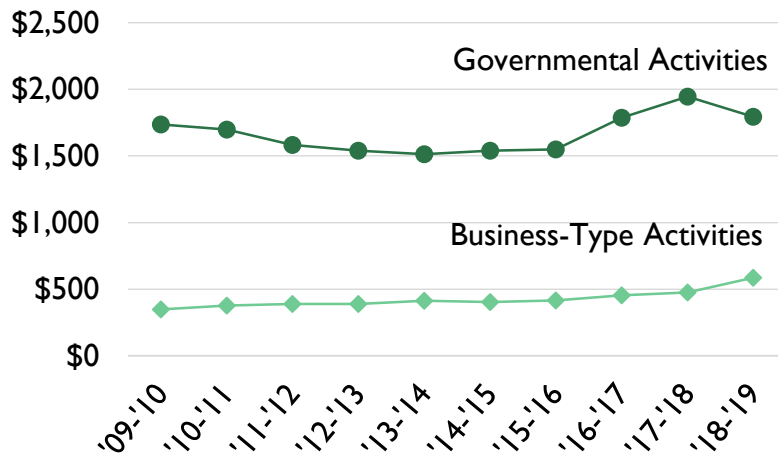
- 92%** Feeling of **safety**
- 90%** **Economic** health
- 87%** Ease of **getting to places***
- 85%** Opportunities for **education and enrichment***

Financial Condition

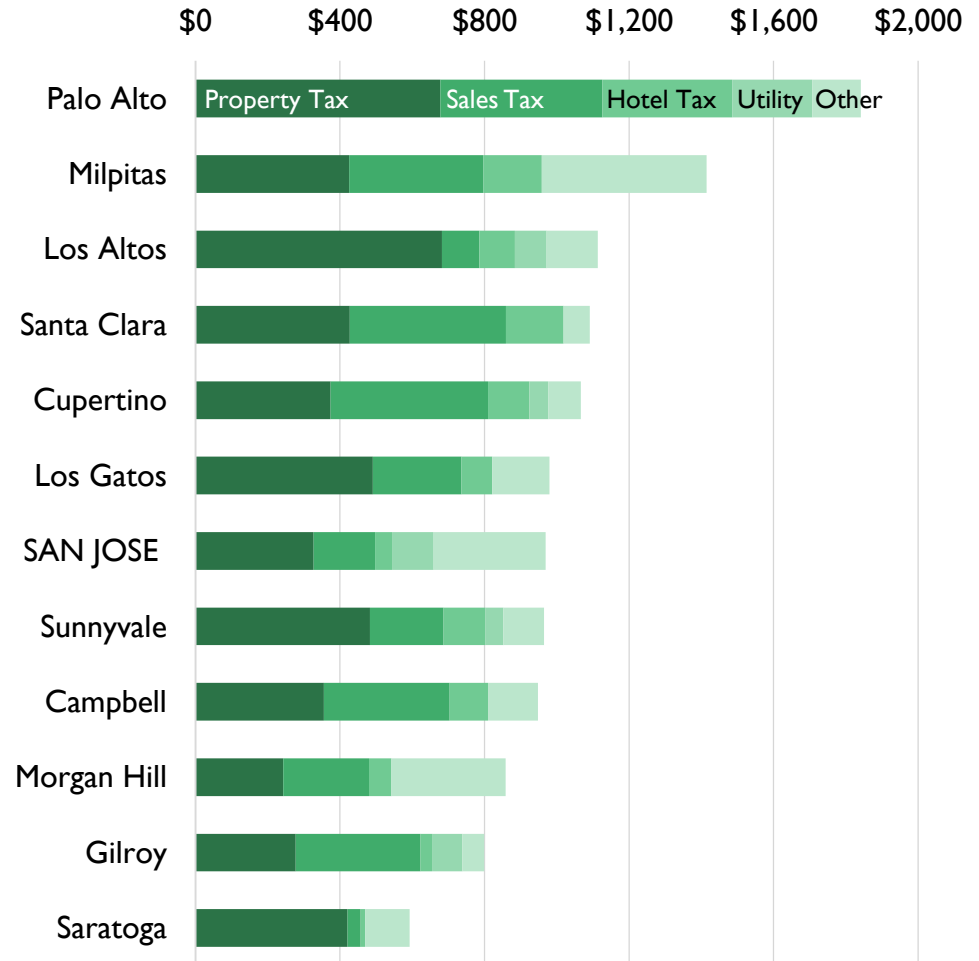
Total City Revenues (\$millions)



Total City Expenses (\$millions)

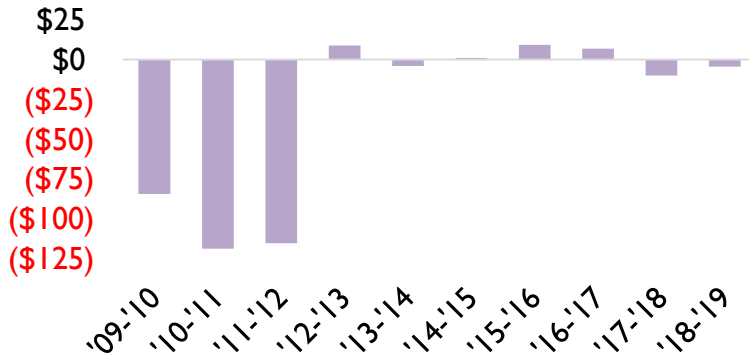


City Comparison of Tax Revenues Per Capita (2017-18)

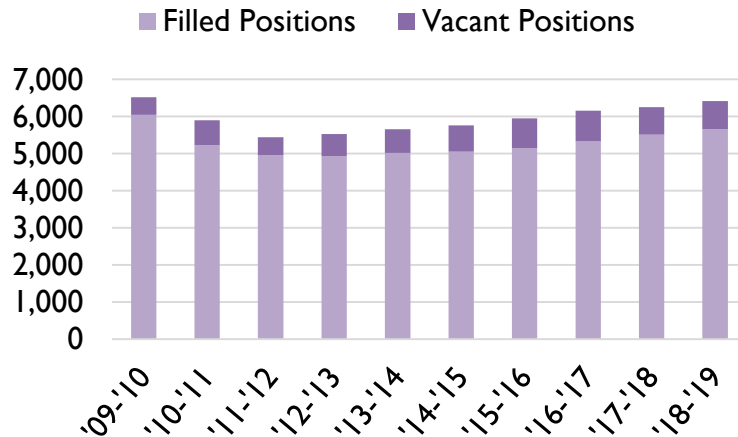


Citywide Operating Budget & Staffing

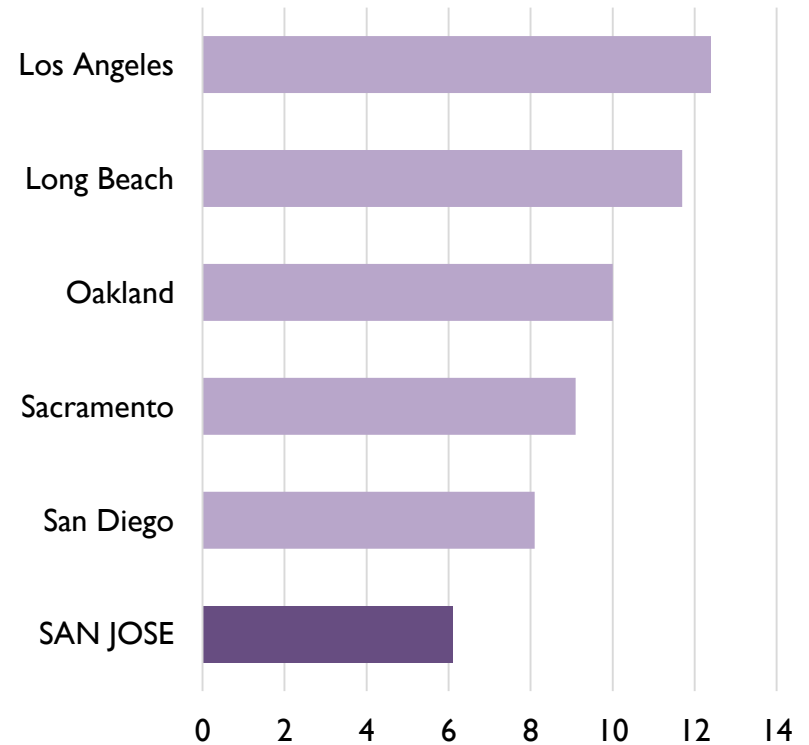
Projected General Fund Shortfalls/Surplus (\$millions)



Citywide Full-Time Equivalent Positions



2018-19 Authorized Full-Time Positions per 1,000 Residents



City Service Area (CSA) Dashboards

MISSION

To provide prevention and emergency response services for crime, fire, medical, hazardous, and disaster related situations.

CSA OUTCOMES

- The public feels safe anywhere, anytime in San José
- Residents share the responsibility for public safety

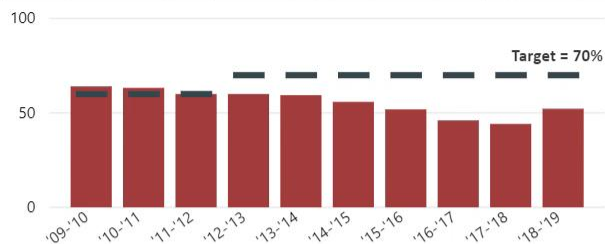
PRIMARY PARTNERS

- San José Fire Department
- San José Police Department
- Independent Police Auditor

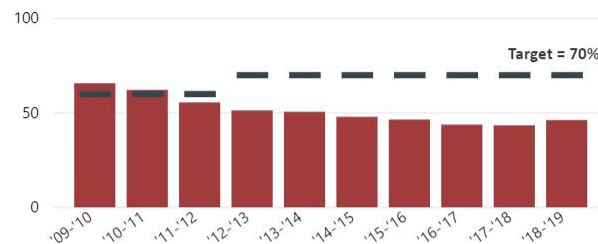


PUBLIC SAFETY - CSA DASHBOARD

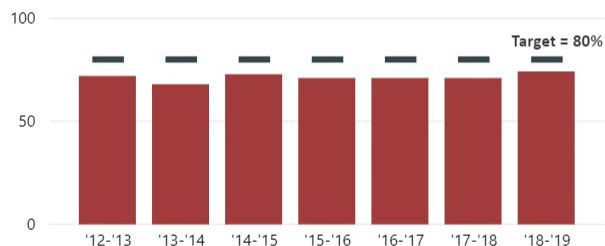
% of Initial Police Unit Responses within 6 Minutes of Priority 1 Calls for S...



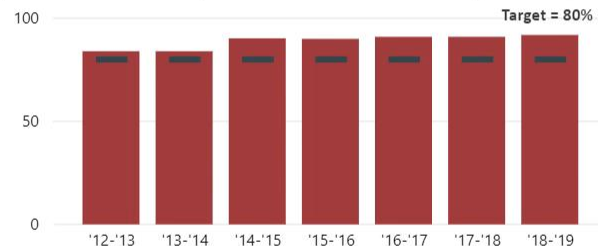
% of Initial Police Unit Responses within 11 Minutes of Priority 2 Calls for ...



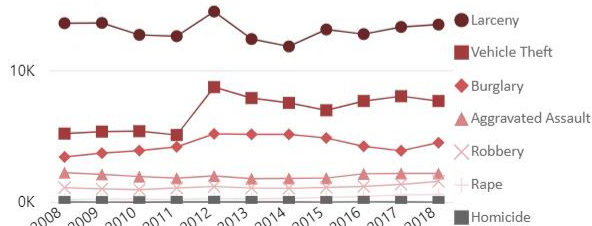
% of Initial Fire Unit Responses within 8 Minutes of Priority 1 Calls for Serv...



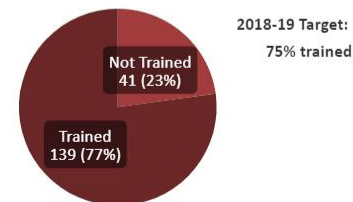
% of Initial Fire Unit Responses within 13 Minutes of Priority 2 Calls for Se...



National Uniform Crime Reporting (UCR) Part 1 Crime Trends



Emergency Operations Center (EOC) Assigned Staff who have Received Re...



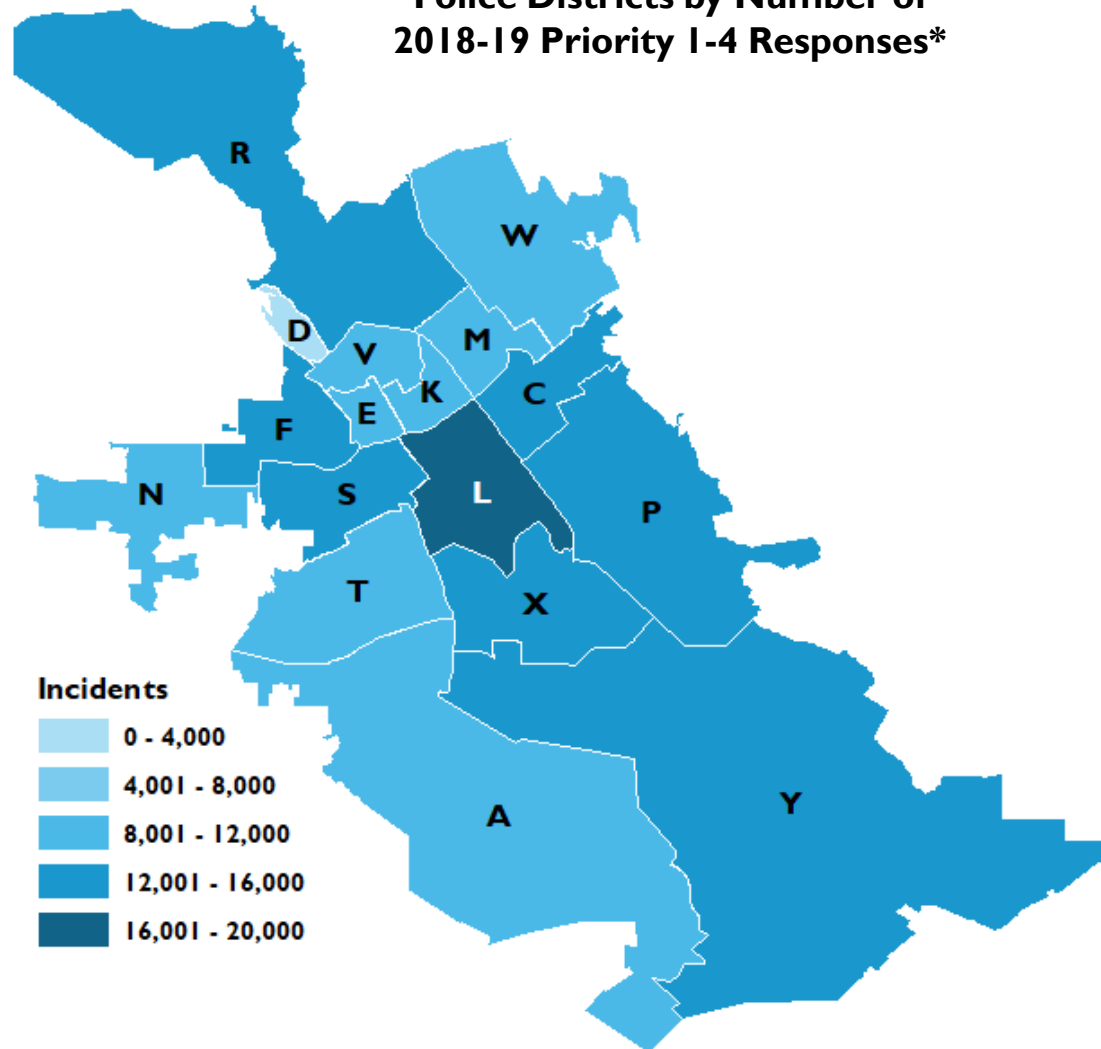
1.2 Million calls for
Police service

196,000 Police responses
to Priority 1-4
incidents

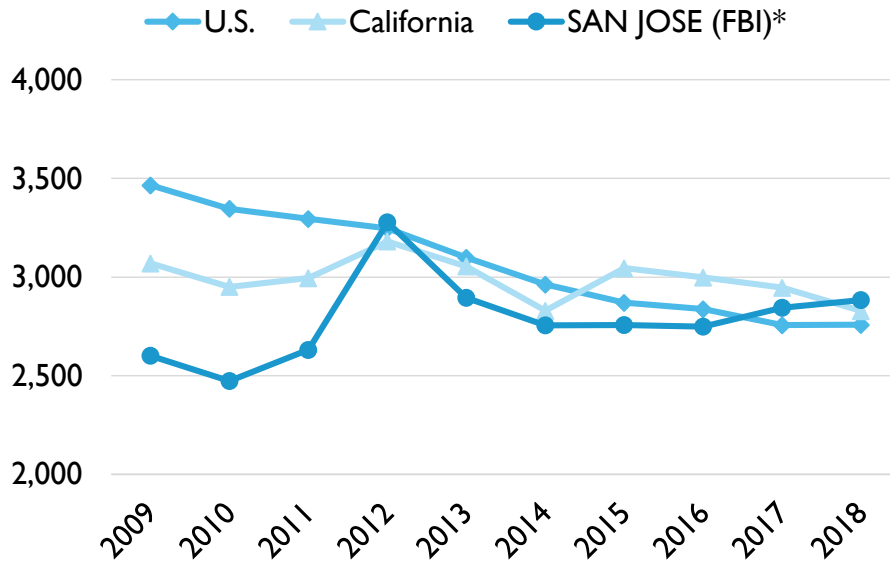
7.1 Minute response
time on average for
Priority 1 calls

19.9 Minute response
time on average for
Priority 2 calls

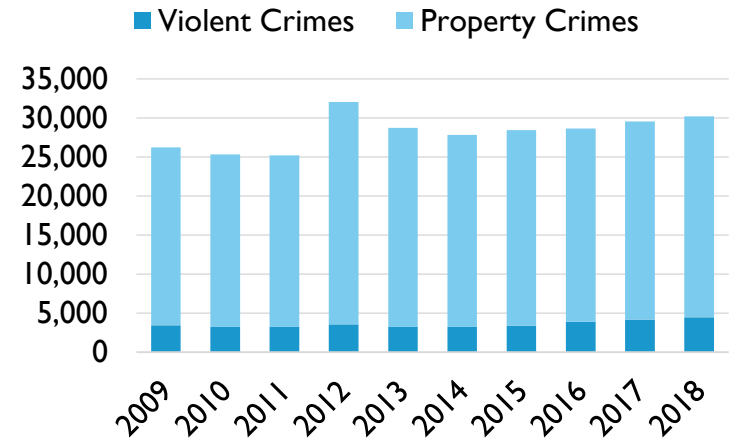
**Police Districts by Number of
2018-19 Priority 1-4 Responses***



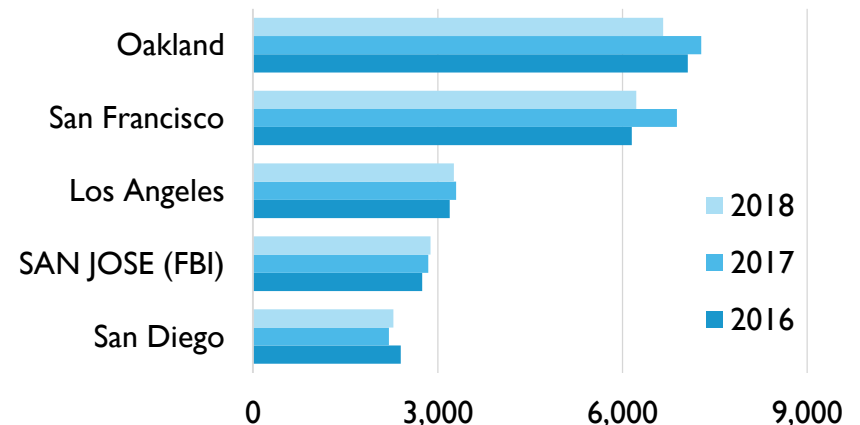
Major Violent and Property Crimes per 100,000 Residents



Major Crimes (San José)



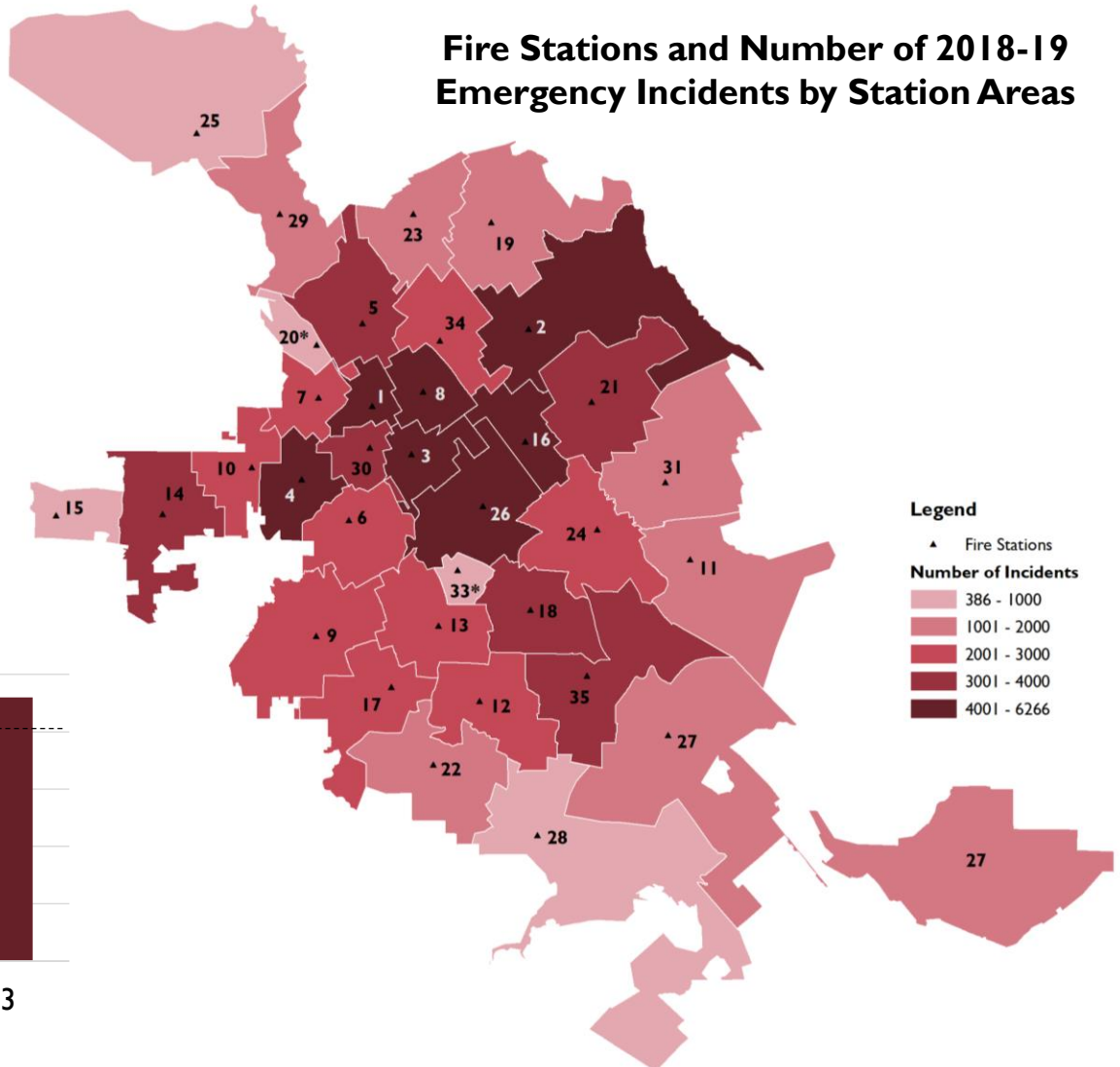
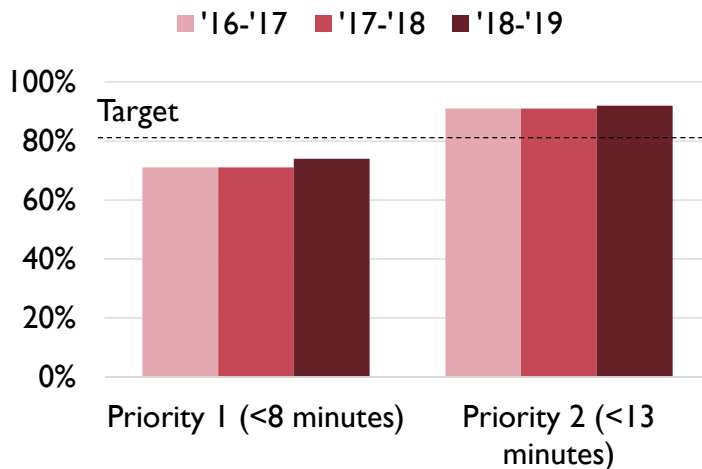
Major Violent and Property Crimes per 100,000 Residents



91,900 Fire responses
to emergency
incidents

3,100 Fires

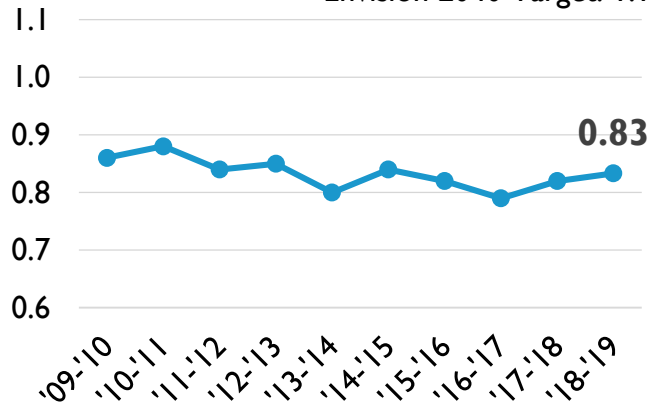
Emergency Response Time Compliance



Community & Economic Development

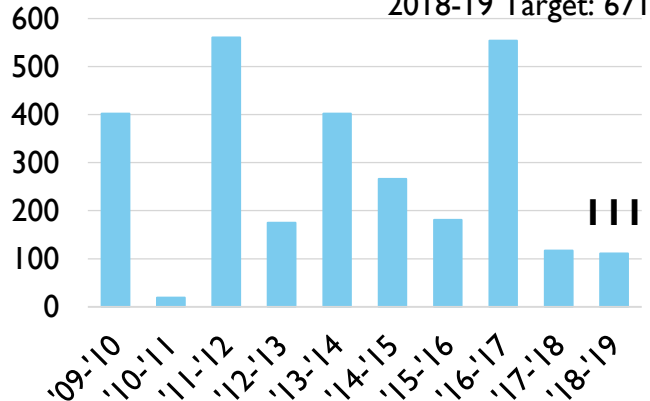
Jobs per Employed Residents in San José

Envision 2040 Target: 1.1

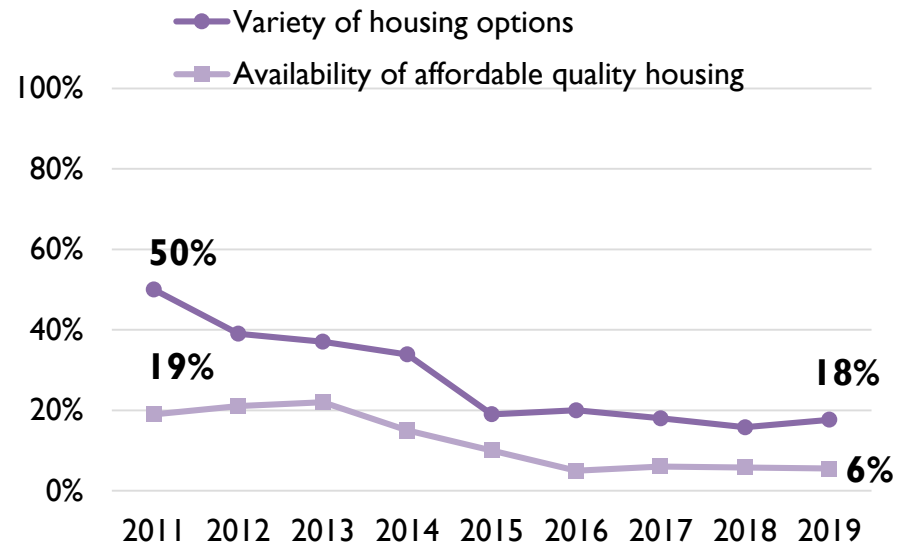


Affordable Housing Units Completed in the Fiscal Year

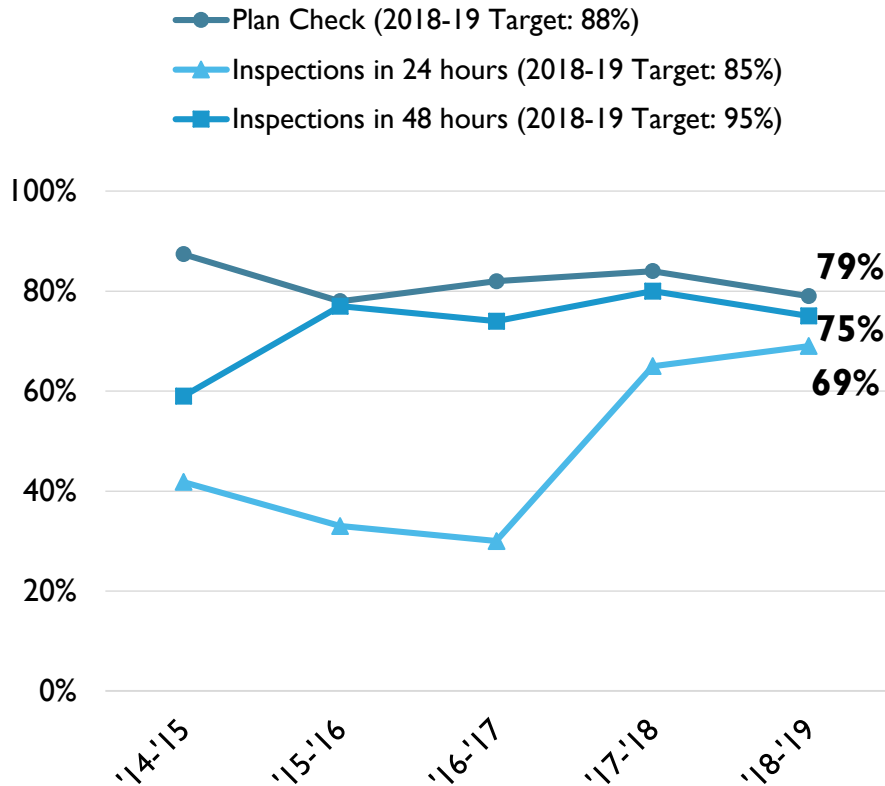
2018-19 Target: 671



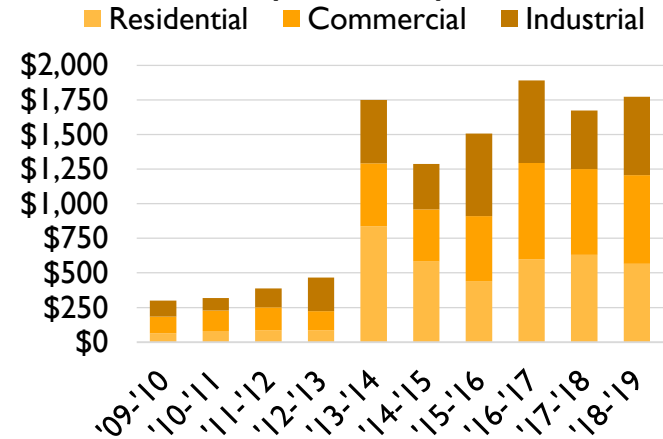
RESIDENT SURVEY % of residents rating housing opportunities as "excellent" or "good"



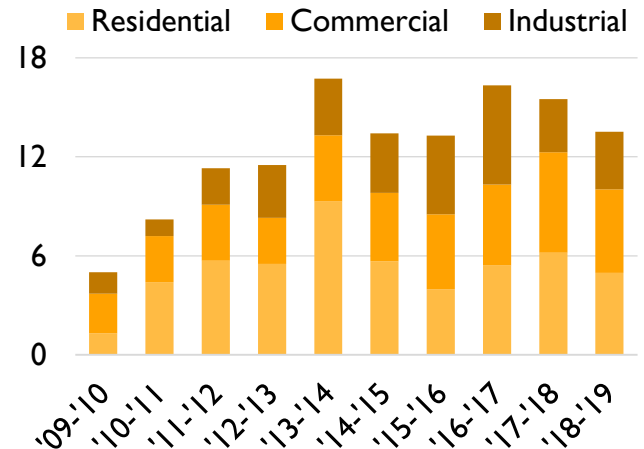
Development Projects Completed within Processing Time Targets (Construction Process)



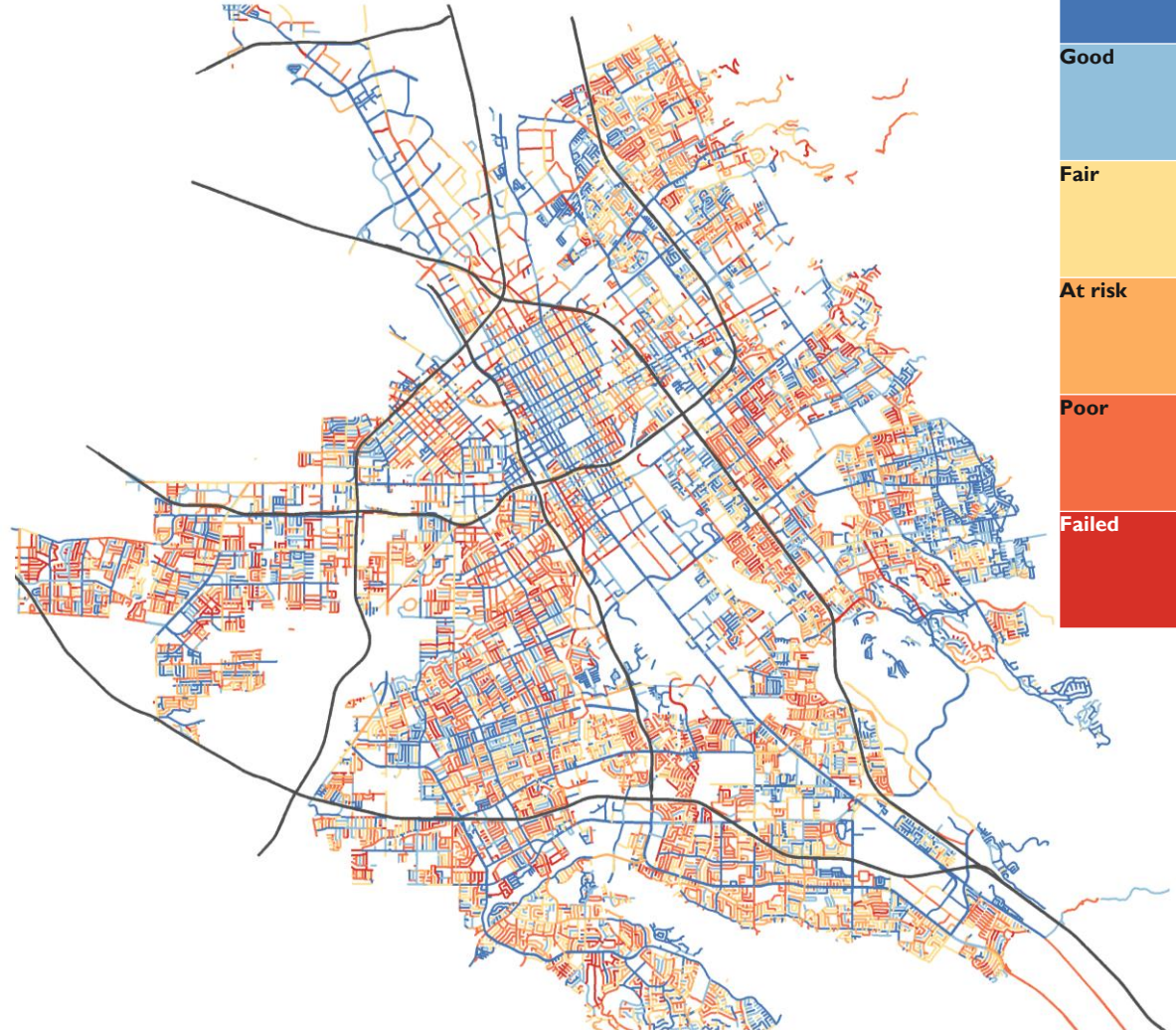
Value of Construction (\$millions)



Volume of Construction (millions of square feet)

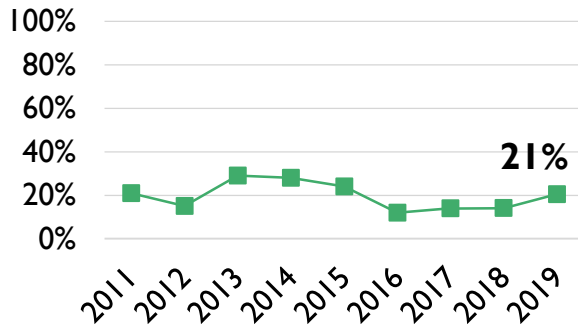


Map of Pavement Condition

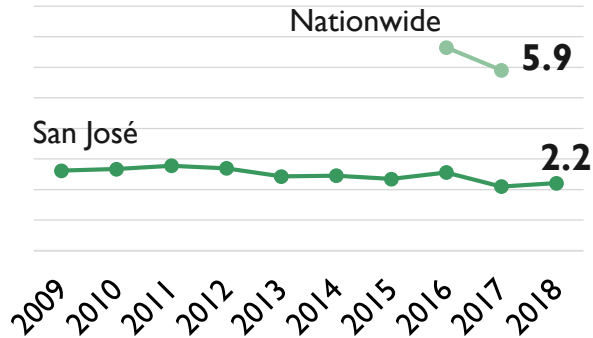


RESIDENT SURVEY

% of San José residents rating street repair as "excellent" or "good"

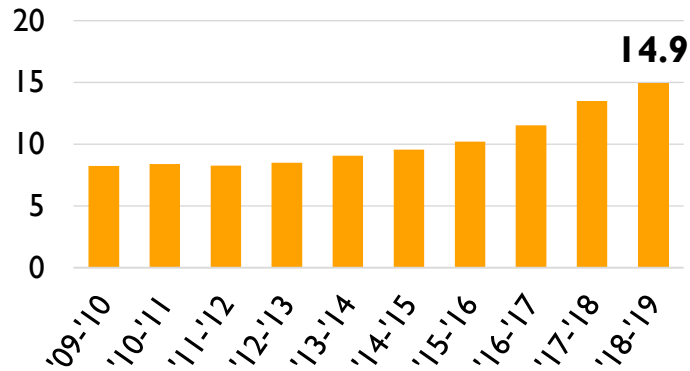


Fatal and Injury Crash Rate per 1,000 Residents

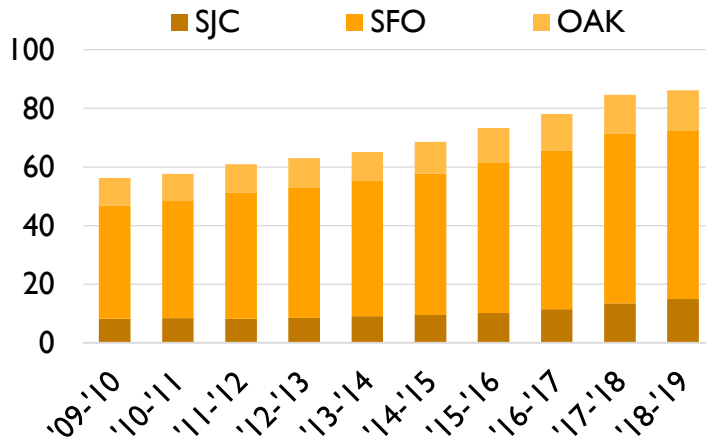


Transportation & Aviation Services

**Annual Airport Passengers
(millions)**

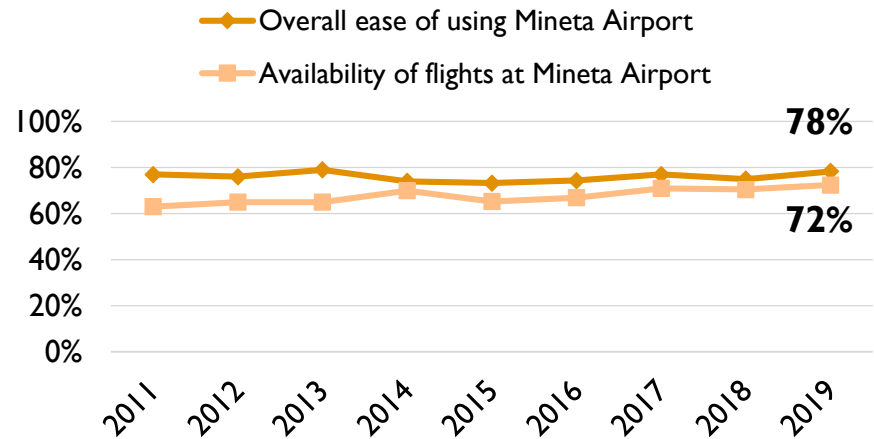


**Regional Passengers
(millions)**



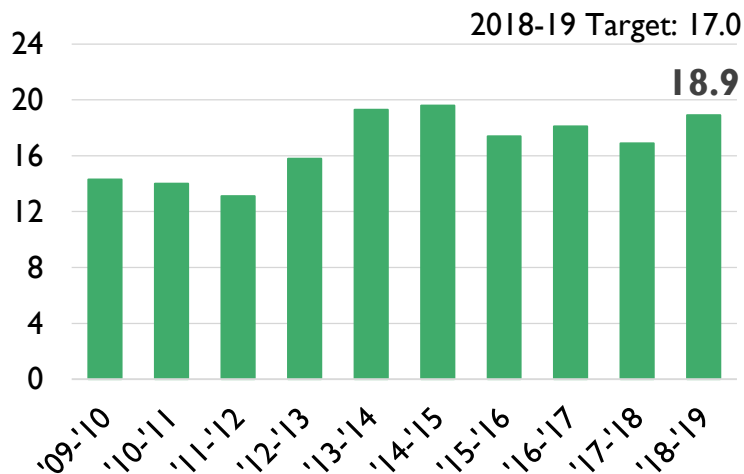
RESIDENT SURVEY

% of San José residents rating services as "excellent" or "good"



Environmental & Utility Services

**Millions of Gallons per Day
Diverted from Flow to the Bay for
Beneficial Purposes During the
Dry Weather Period**



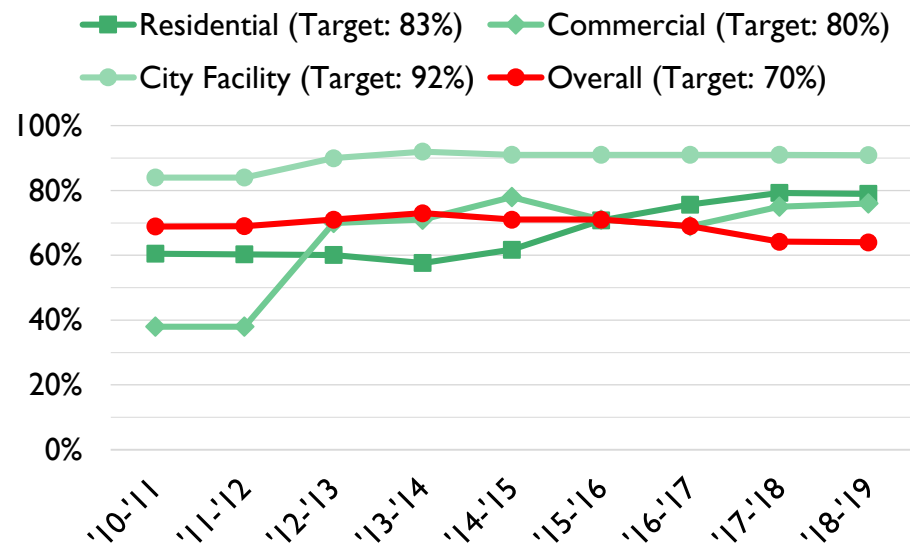
Note: In 2018, the dry weather period was from June through August. In past years, the dry weather period was from July through September.

4 Billion gallons of recycled water delivered

328,000 San José Clean Energy accounts served

400,000 Tons of solid waste diverted from landfills

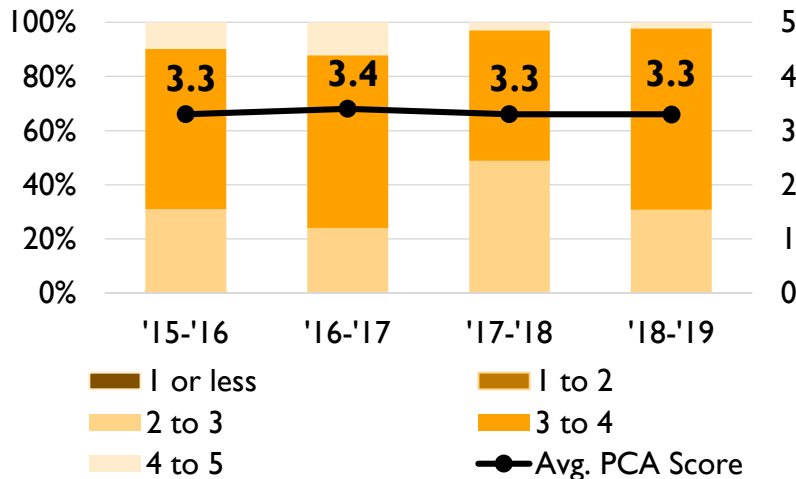
Percent of Waste Diverted from Landfills



2 New parks opened

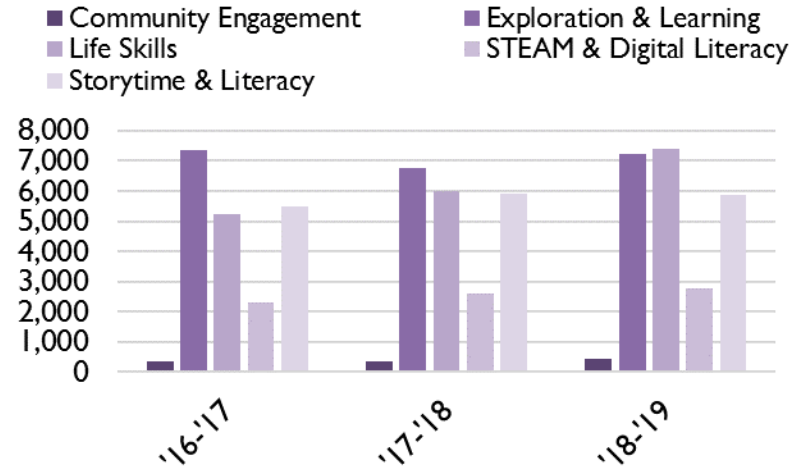
1 New neighborhood library

Percent of Park Acres by Park Condition Assessment (PCA) Score

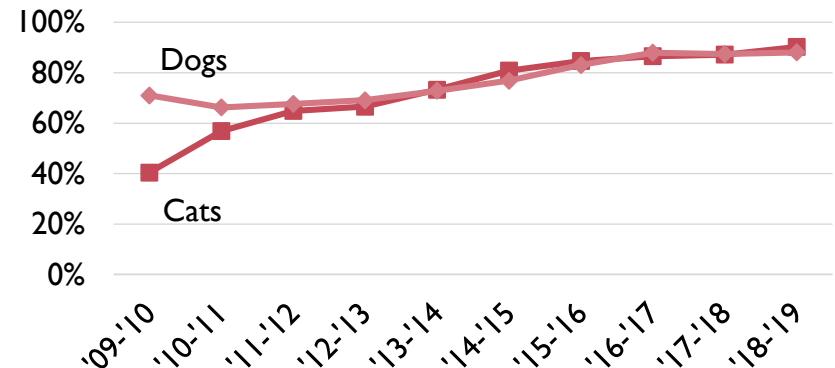


Condition scores range from 1 (unacceptable) to 5 (new or like new). Measurement for 2018-19 was conducted in August 2019.

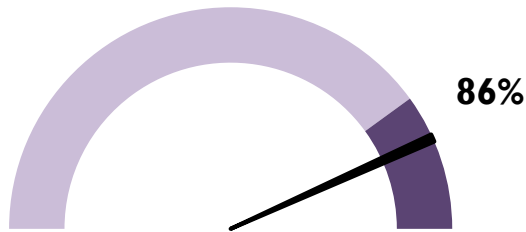
Number of Library Programs



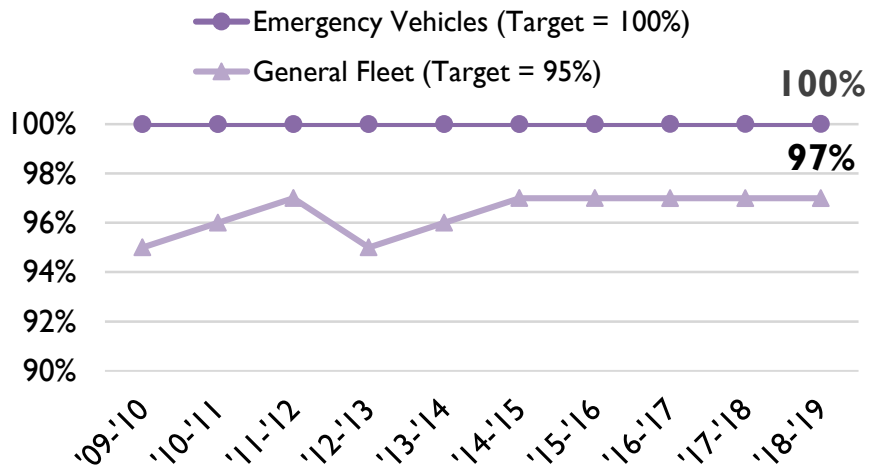
Percent Adopted, Rescued, Returned, or Transferred



Percent of Information Technology Project Success Rate Measured on Schedule, Cost, Scope, and Value



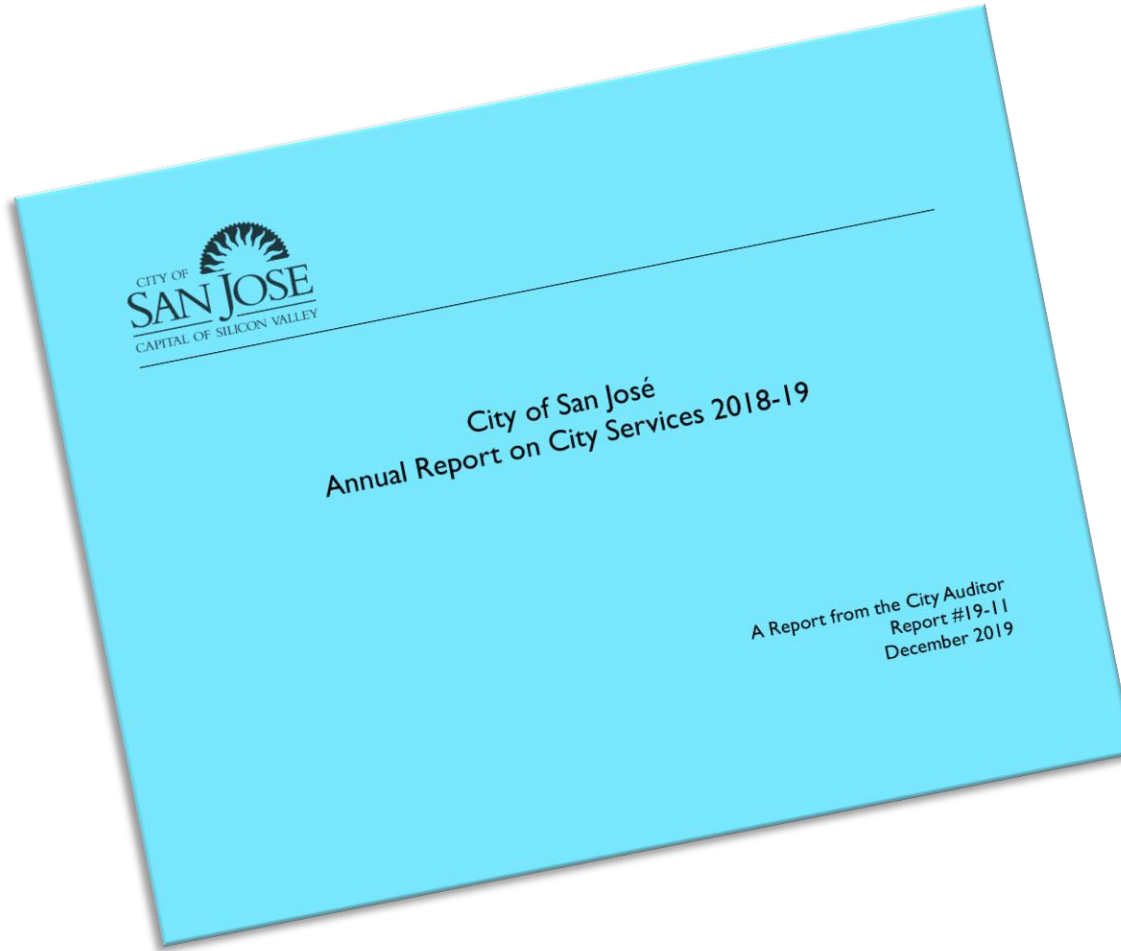
Percent of Equipment Available for Use When Needed



City's Bond Ratings

(General Obligation Bond Rating)

	Moody's	Standard and Poor's	Fitch
'13-'14	Aa1	AA+	AA+
'14-'15	Aa1	AA+	AA+
'15-'16	Aa1	AA+	AA+
'16-'17	Aa1	AA+	AA+
'17-'18	Aa1	AA+	AA+
'18-'19	Aa1	AA+	AA+
Target	Aa1	AA+	AA+



See the full report
& interactive CSA
dashboards at:
[www.sanjoseca.gov/
ServicesReport](http://www.sanjoseca.gov/ServicesReport)