

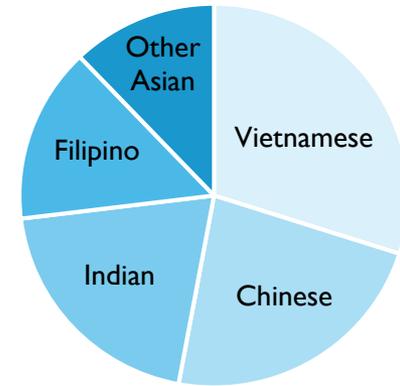
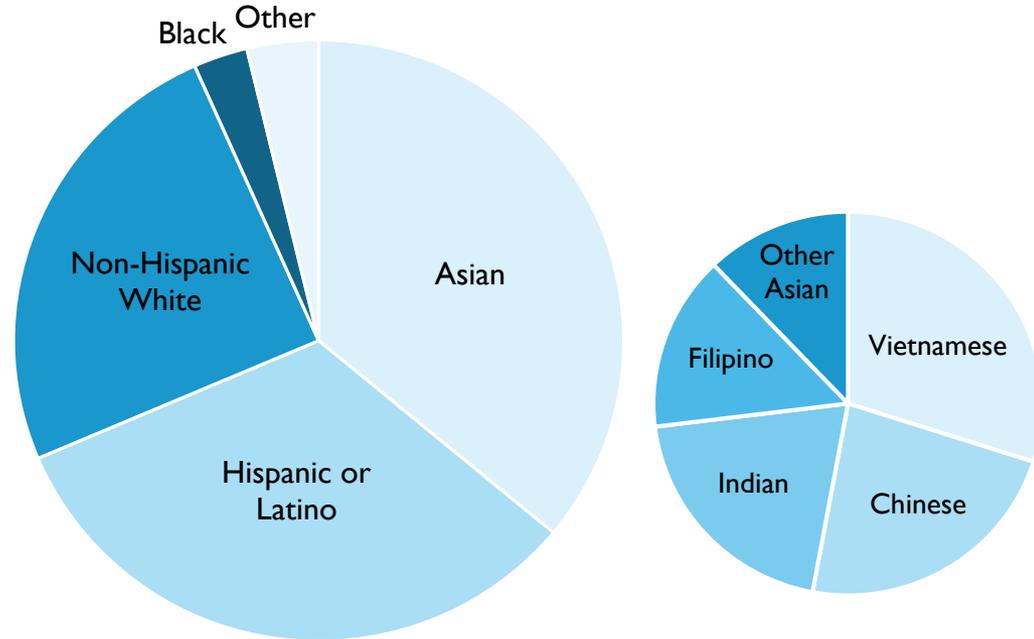
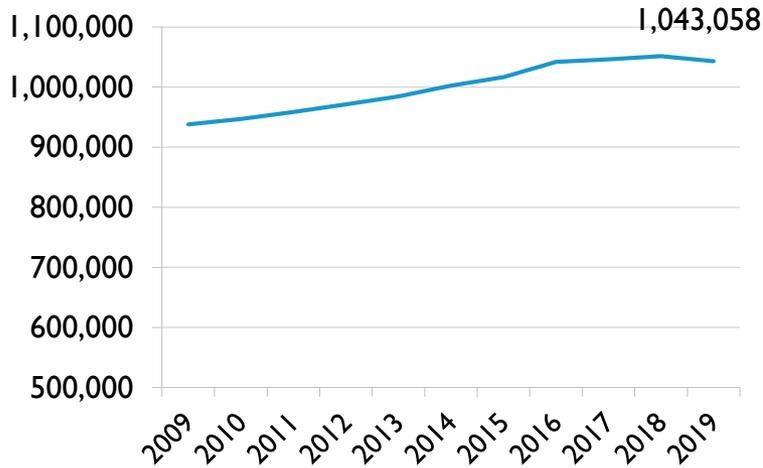


# City of San José Annual Report on City Services 2018-19

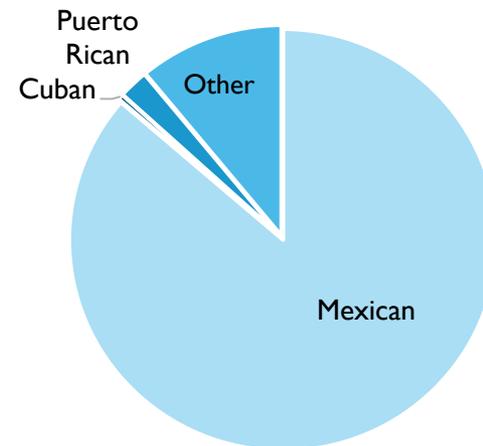
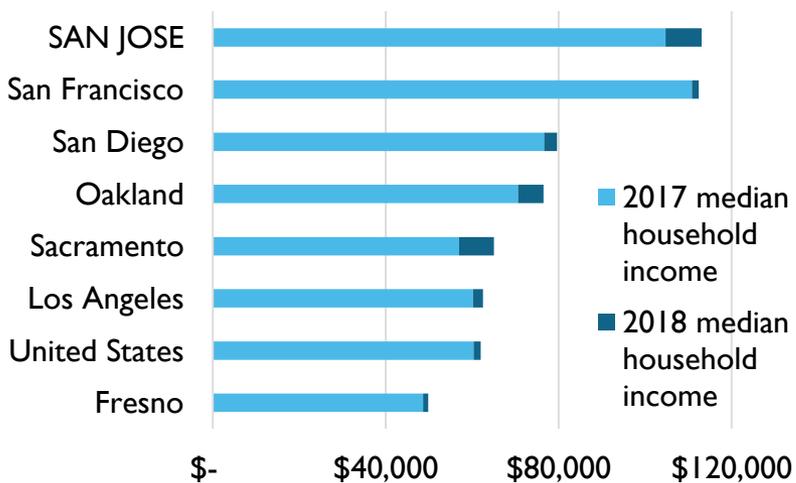
A Report from the City Auditor  
Issued December 2019

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

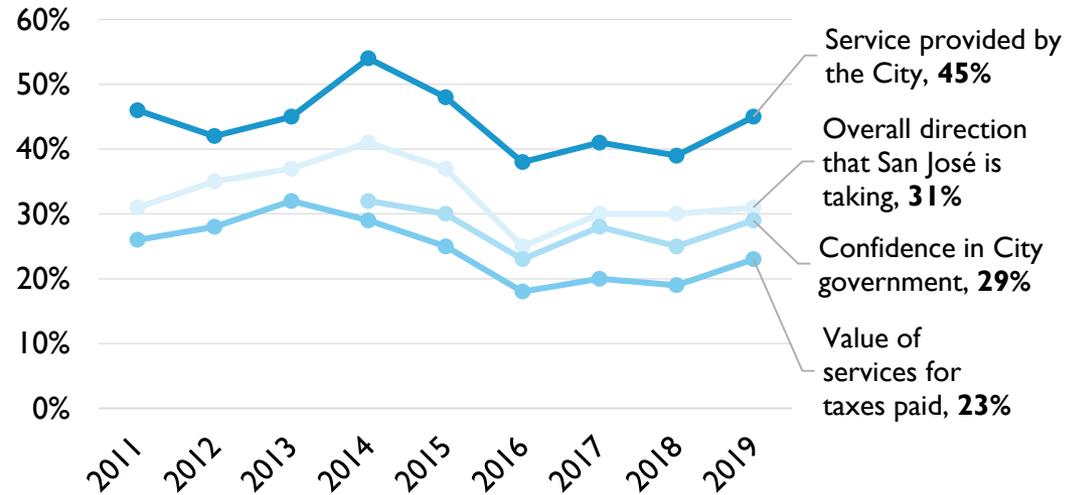
**3** Languages offered – English, Spanish, and Vietnamese



## 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**

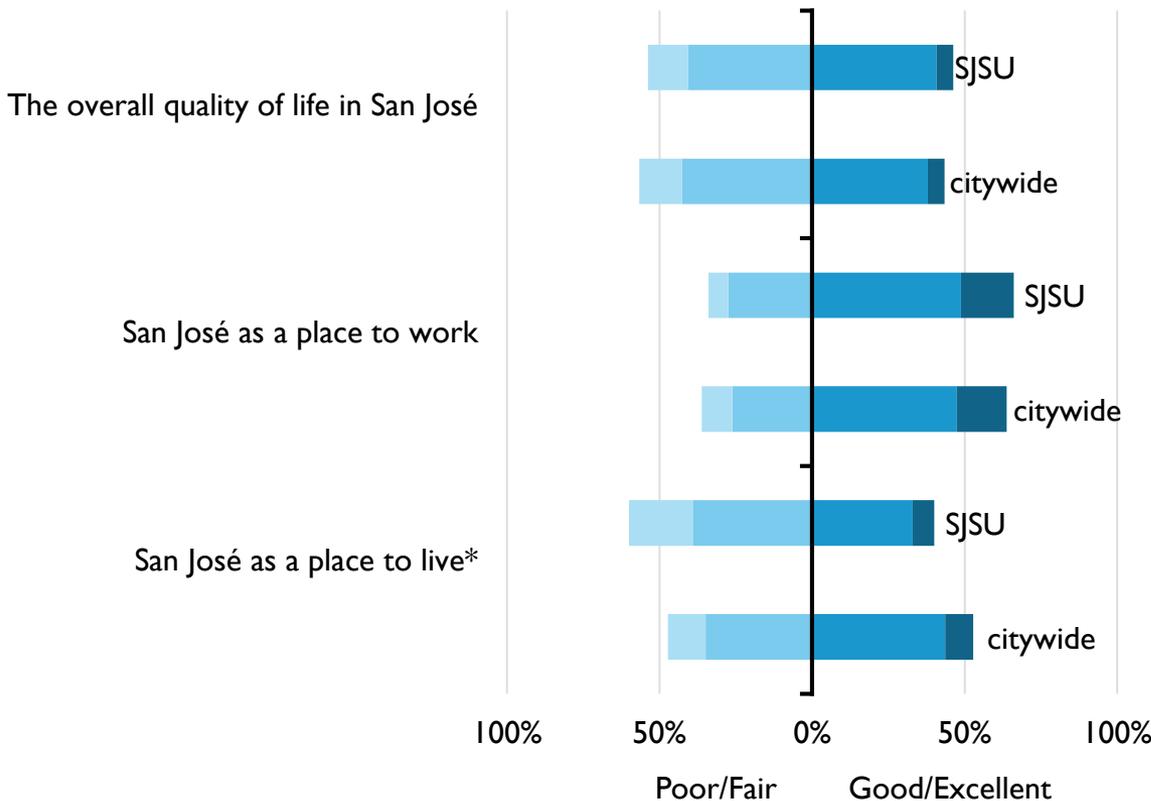
**% of Respondents Rating San José Services as "Excellent" or "Good"**



## SJSU Priority Issues

\*indicates statistically significant difference from citywide survey

### Quality of Life Comparison



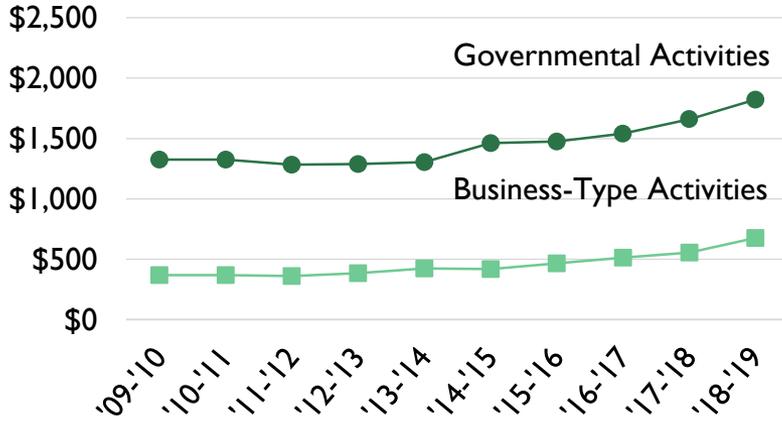
**92%** Feeling of **safety**

**90%** **Economic** health

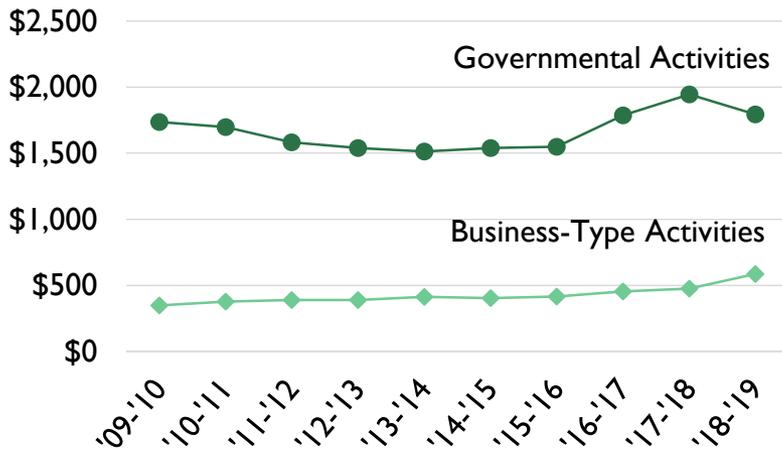
**87%** Ease of **getting to places\***

**85%** Opportunities for **education and enrichment\***

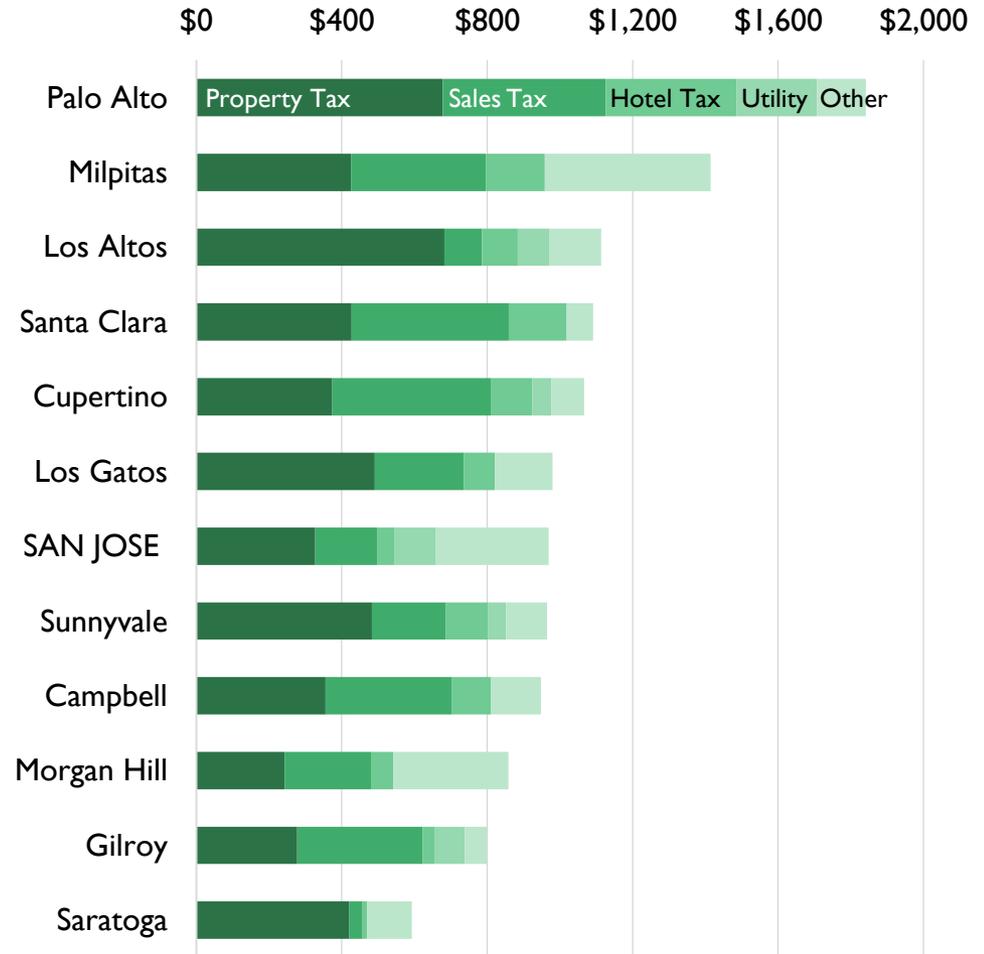
### Total City Revenues (\$millions)



### Total City Expenses (\$millions)

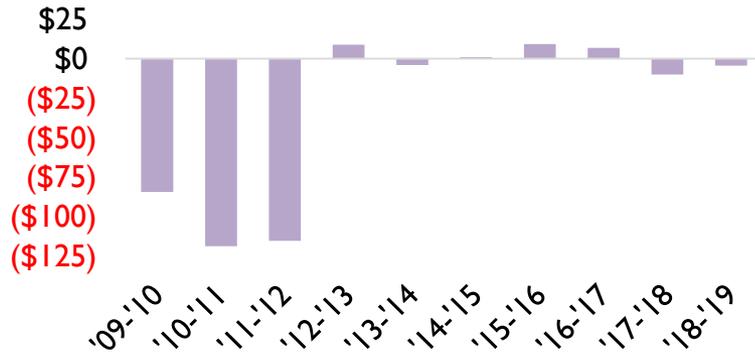


### City Comparison of Tax Revenues Per Capita (2017-18)

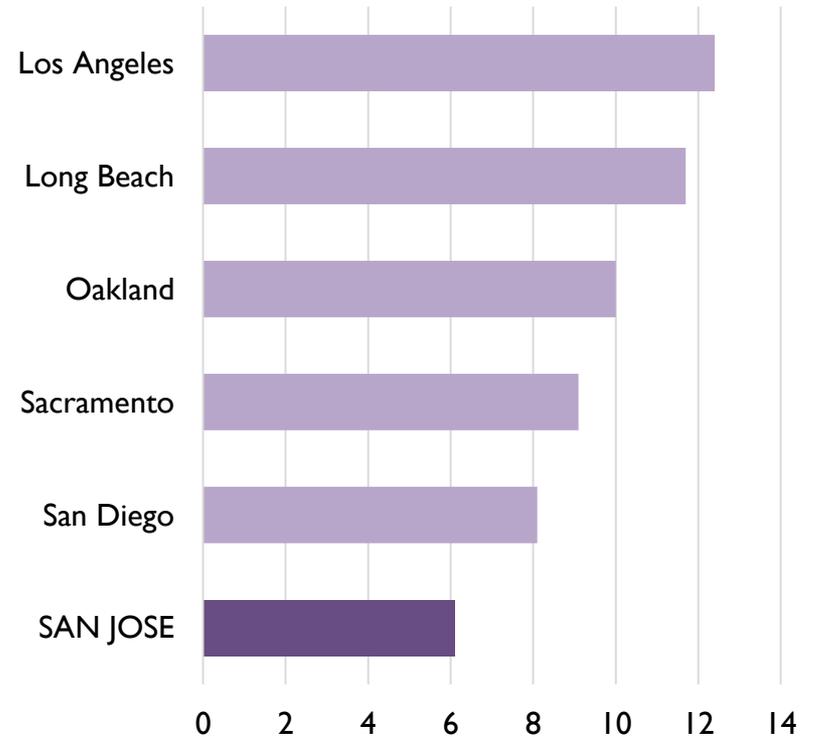


# Citywide Operating Budget & Staffing

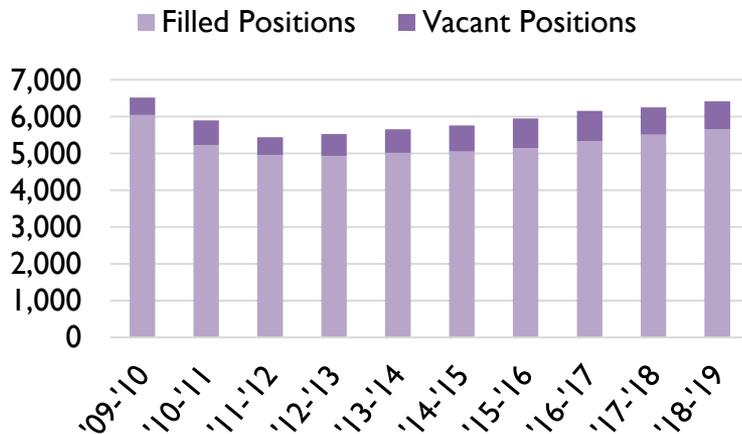
**Projected General Fund Shortfalls/Surplus (\$millions)**



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



**Citywide Full-Time Equivalent Positions**



# 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

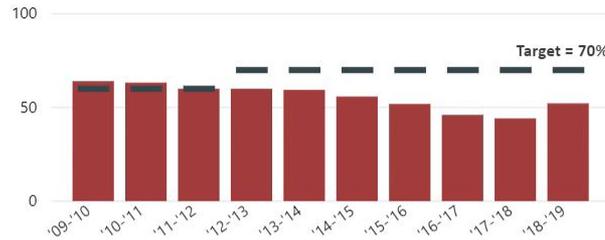
## PRIMARY PARTNERS

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

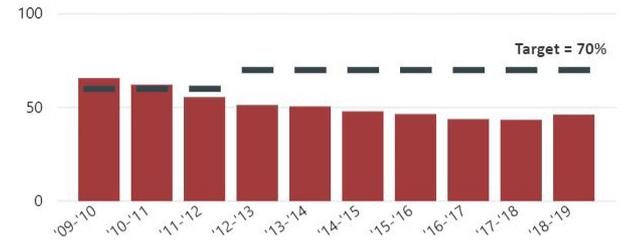


## PUBLIC SAFETY - CSA DASHBOARD

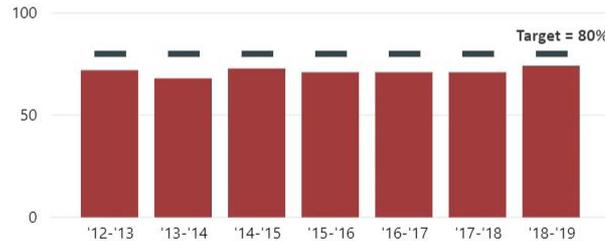
% of Initial Police Unit Responses within 6 Minutes of Priority 1 Calls for S...



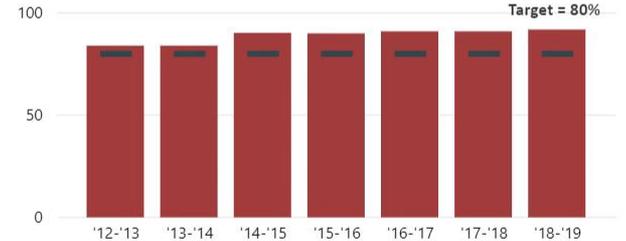
% of Initial Police Unit Responses within 11 Minutes of Priority 2 Calls for ...



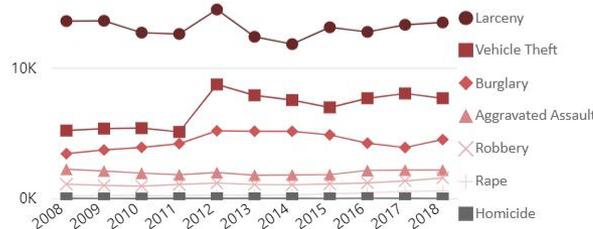
% of Initial Fire Unit Responses within 8 Minutes of Priority 1 Calls for Serv...



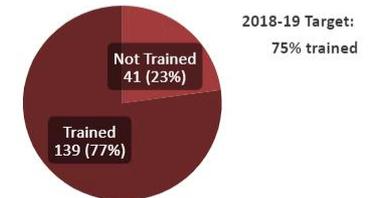
% of Initial Fire Unit Responses within 13 Minutes of Priority 2 Calls for Se...



National Uniform Crime Reporting (UCR) Part 1 Crime Trends



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



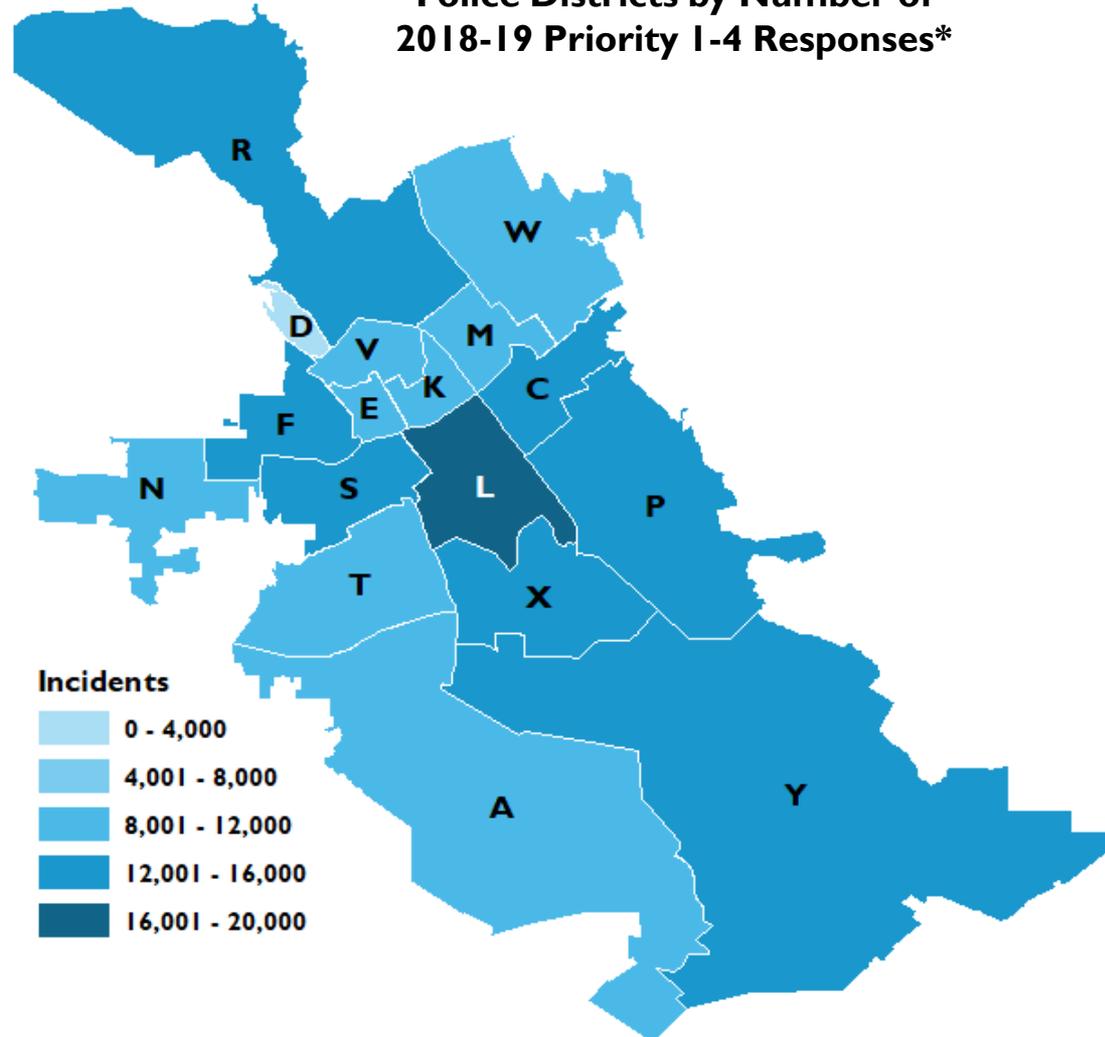
**1.2** Million calls for Police service

**196,000** Police responses to Priority 1-4 incidents

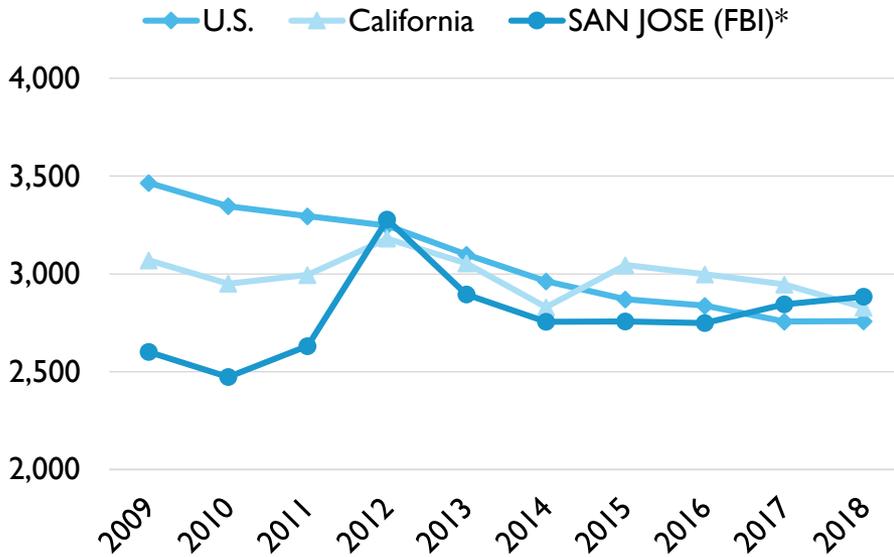
**7.1** Minute response time on average for Priority 1 calls

**19.9** Minute response time on average for Priority 2 calls

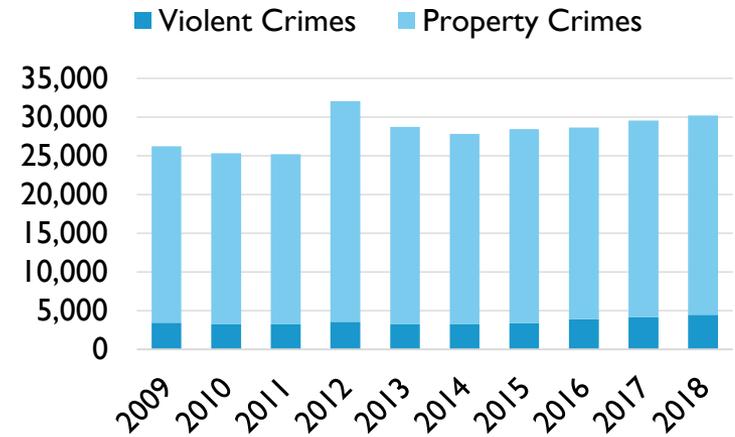
**Police Districts by Number of 2018-19 Priority 1-4 Responses\***



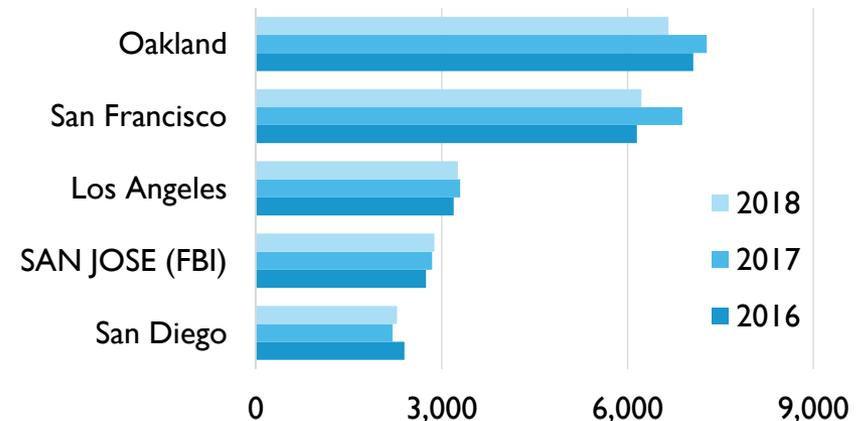
**Major Violent and Property Crimes per 100,000 Residents**



**Major Crimes (San José)**



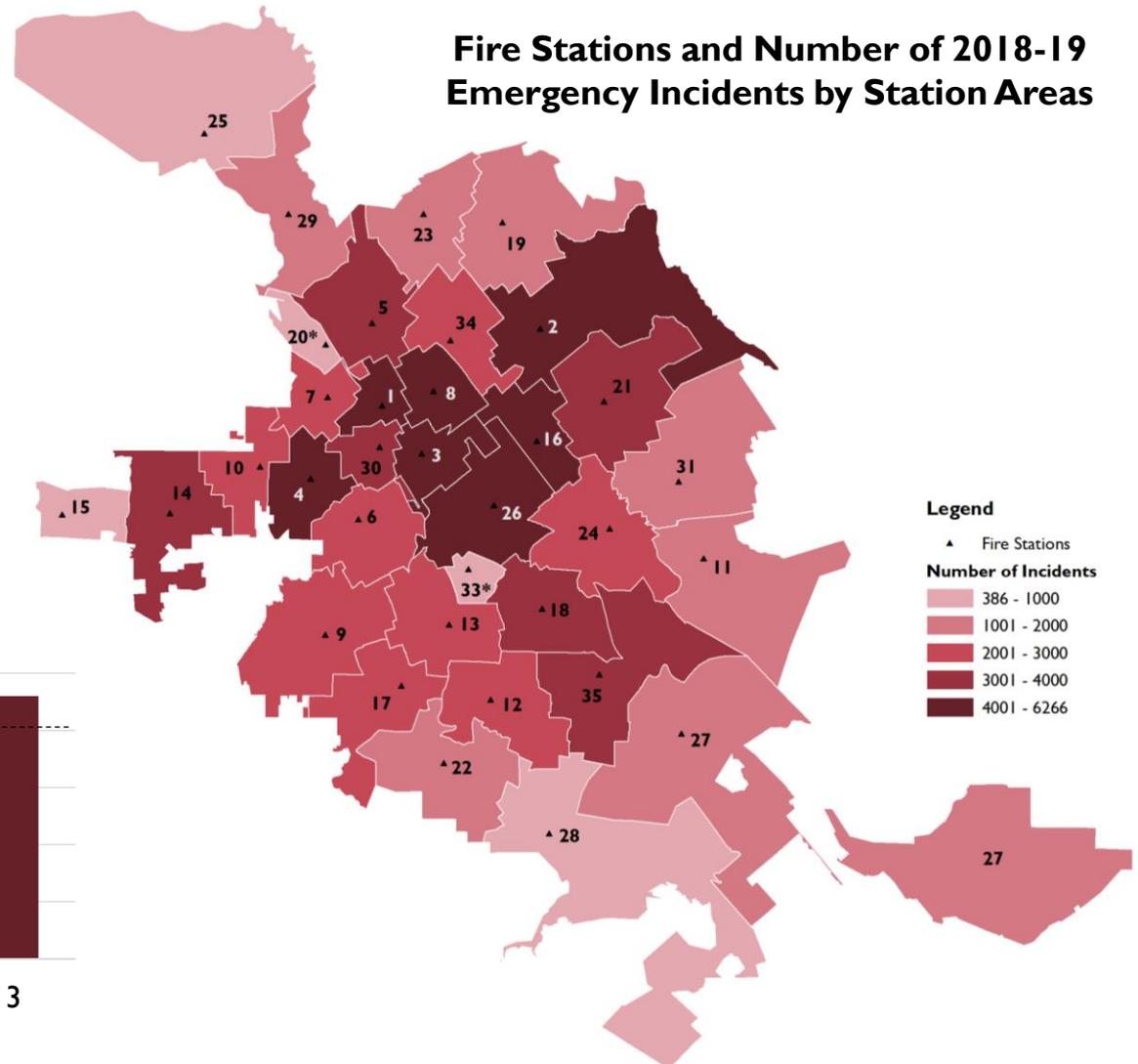
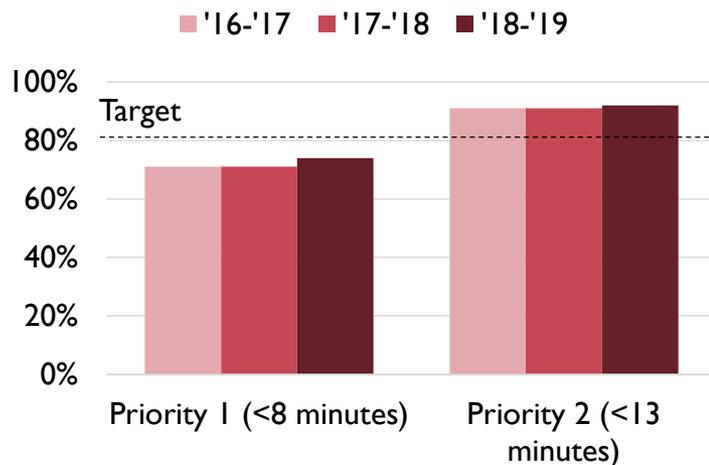
**Major Violent and Property Crimes per 100,000 Residents**



**91,900** Fire responses to emergency incidents

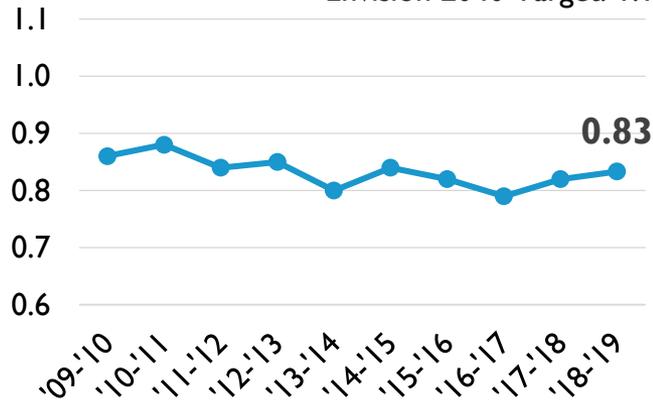
**3,100** Fires

**Emergency Response Time Compliance**



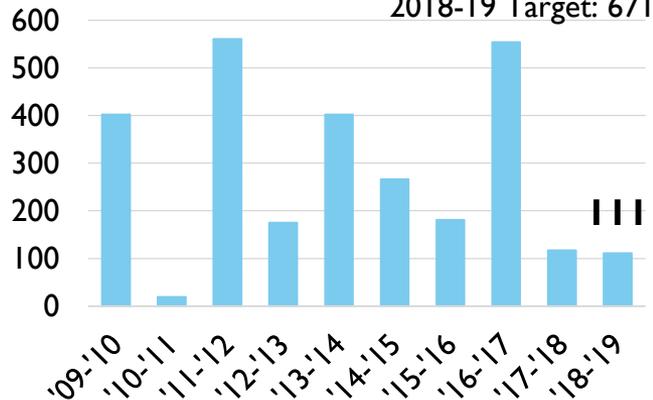
## Jobs per Employed Residents in San José

Envision 2040 Target: 1.1

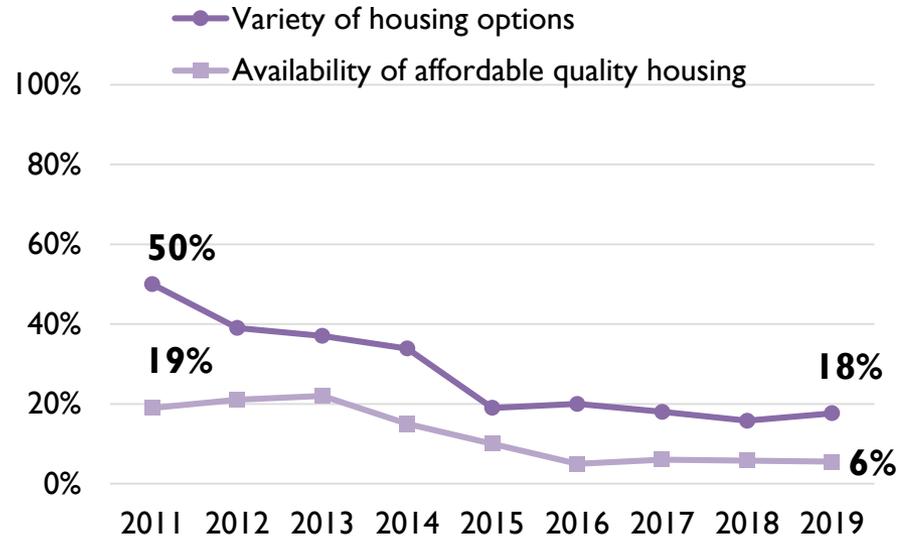


## Affordable Housing Units Completed in the Fiscal Year

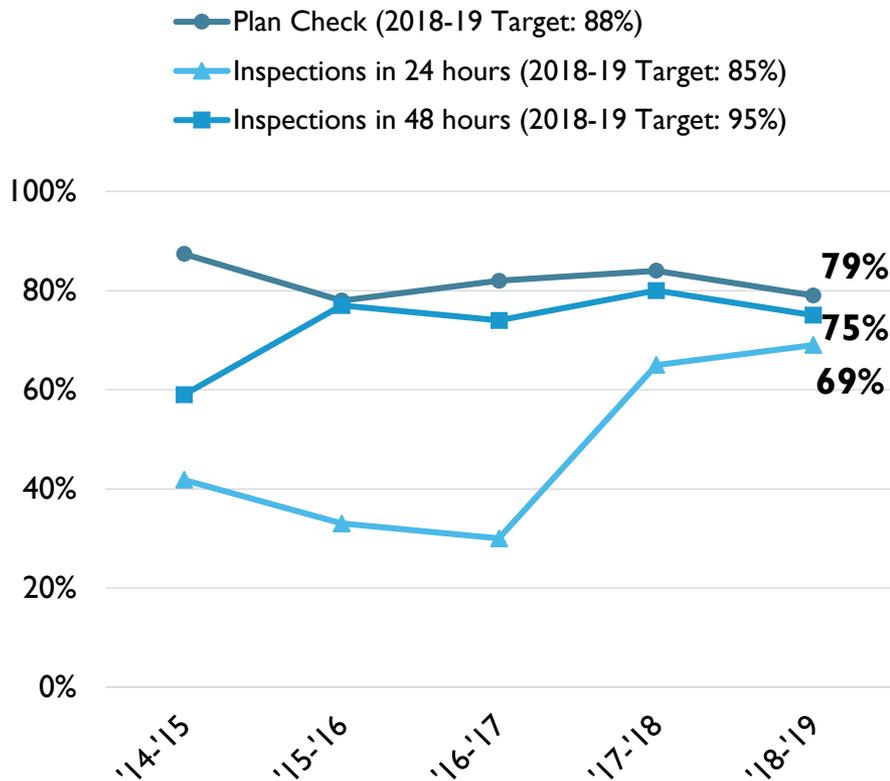
2018-19 Target: 671



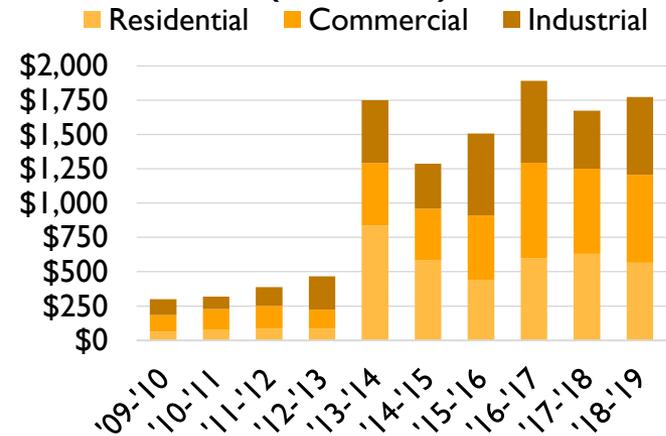
## RESIDENT SURVEY % of residents rating housing opportunities as "excellent" or "good"



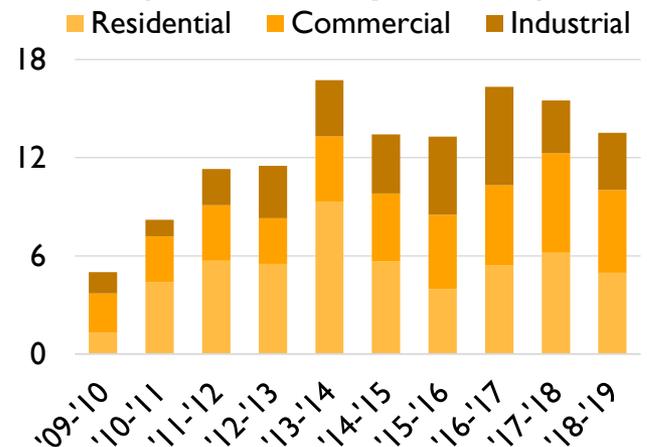
## Development Projects Completed within Processing Time Targets (Construction Process)



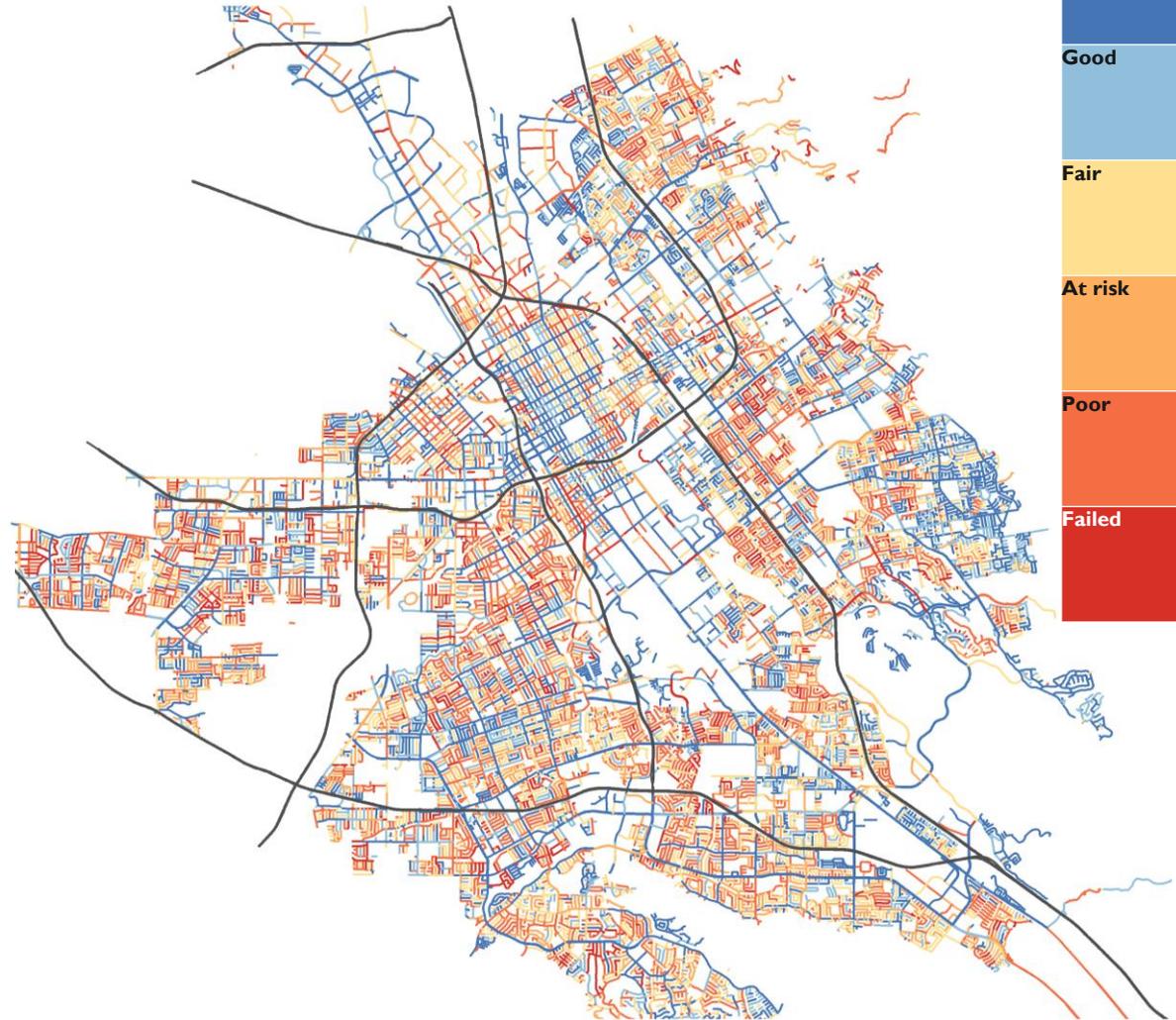
## Value of Construction (\$millions)



## Volume of Construction (millions of square feet)

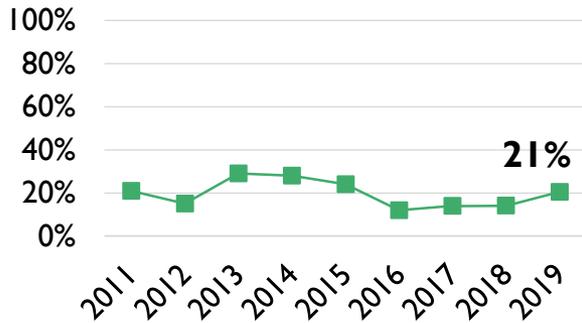


## Map of Pavement Condition

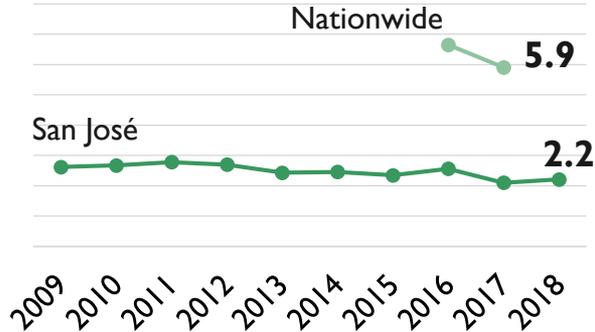


### RESIDENT SURVEY

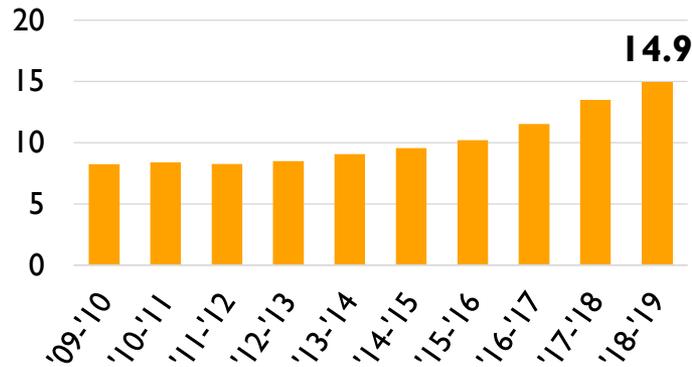
% of San José residents rating street repair as "excellent" or "good"



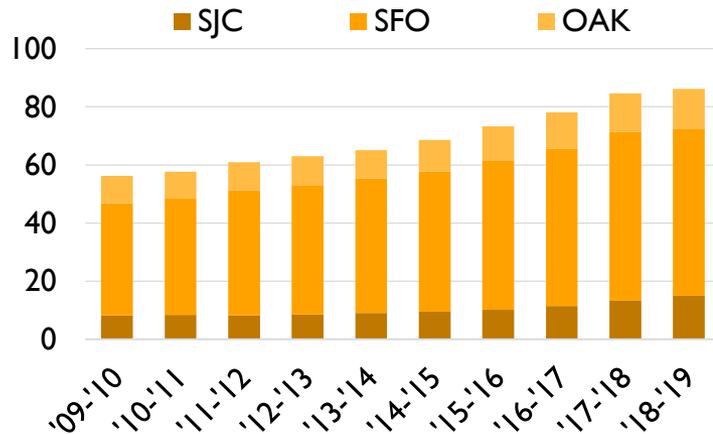
### Fatal and Injury Crash Rate per 1,000 Residents



### Annual Airport Passengers (millions)

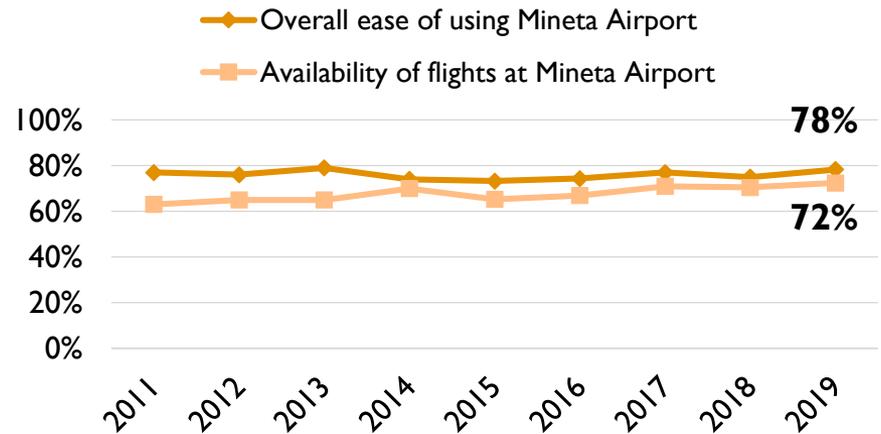


### Regional Passengers (millions)



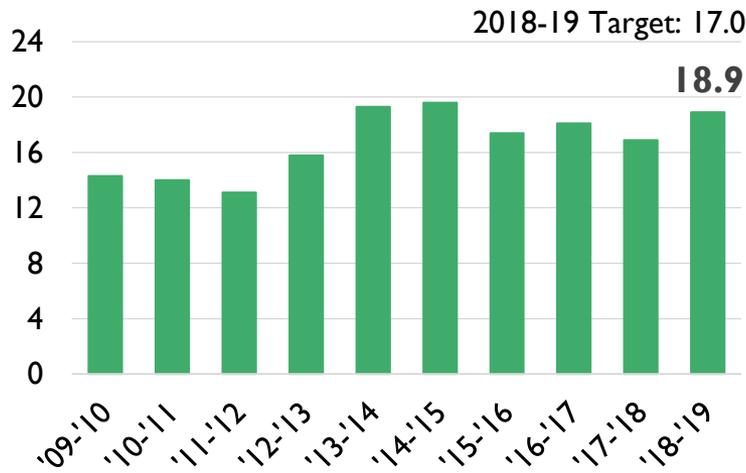
### RESIDENT SURVEY

% 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**



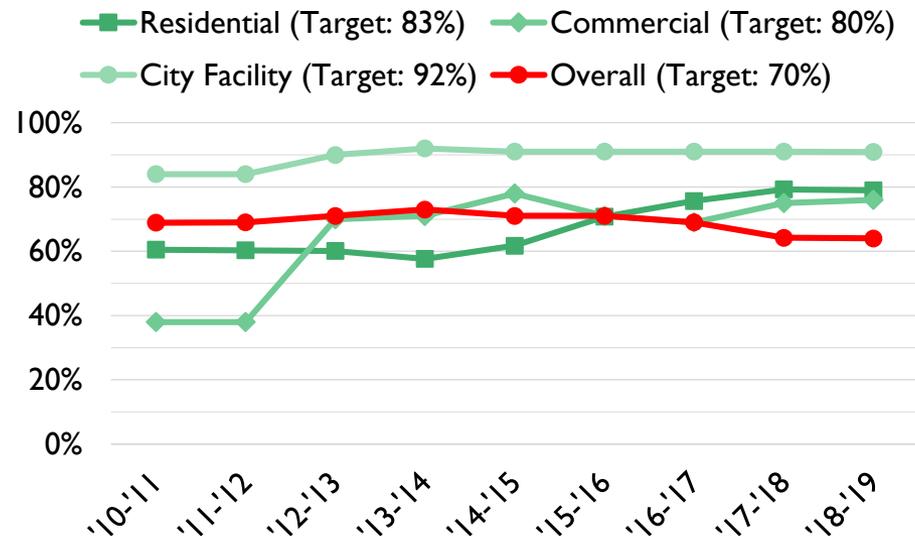
Note: In 2018, the dry weather period was from June through August. In past years, the dry weather period was from July through September.

**4 Billion gallons** of recycled water delivered

**328,000 San José Clean Energy** accounts served

**400,000 Tons of solid waste** diverted from landfills

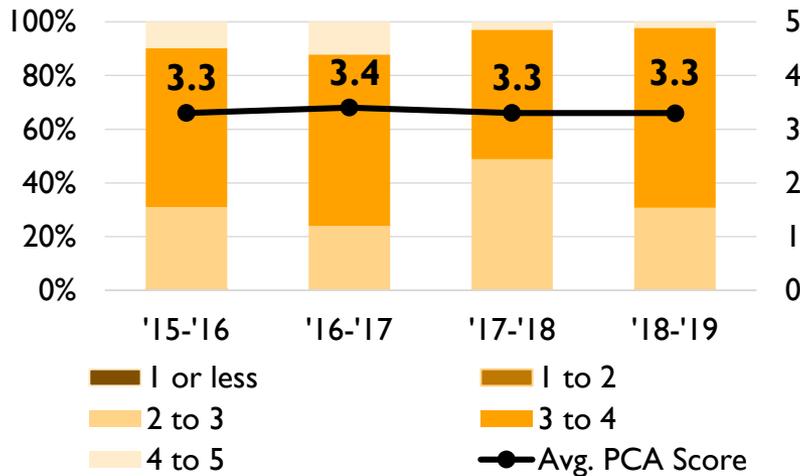
**Percent of Waste Diverted from Landfills**



**2** New parks opened

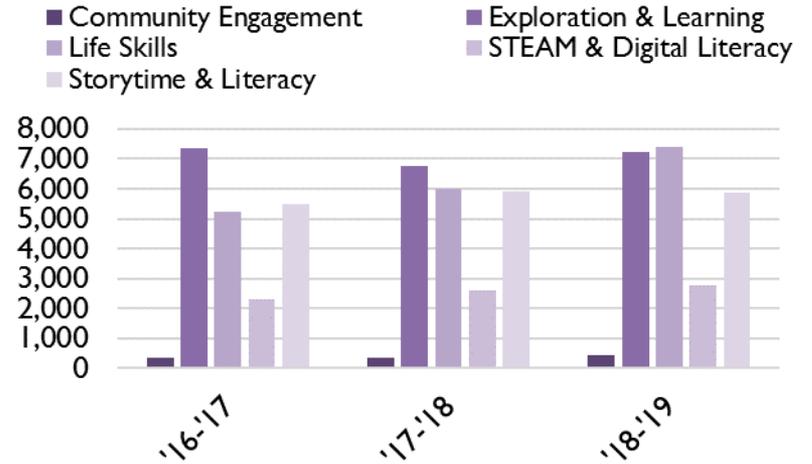
**1** New neighborhood library

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

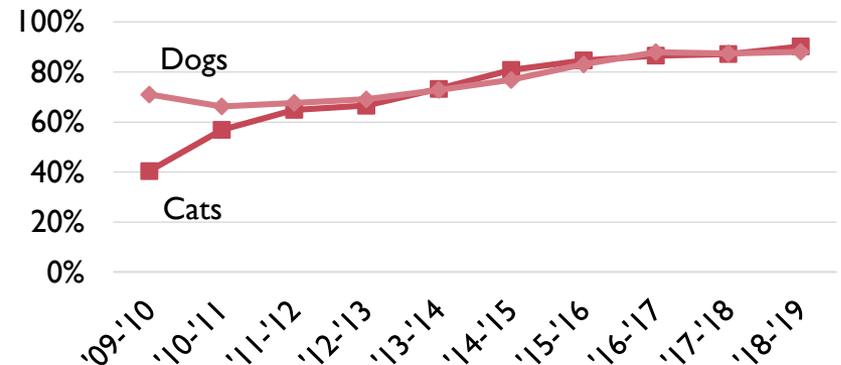


Condition scores range from 1 (unacceptable) to 5 (new or like new). Measurement for 2018-19 was conducted in August 2019.

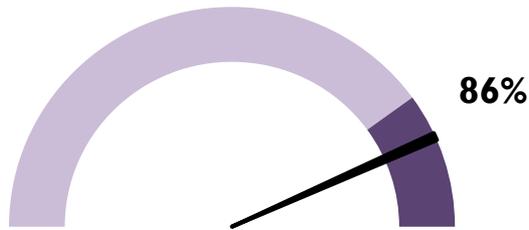
**Number of Library Programs**



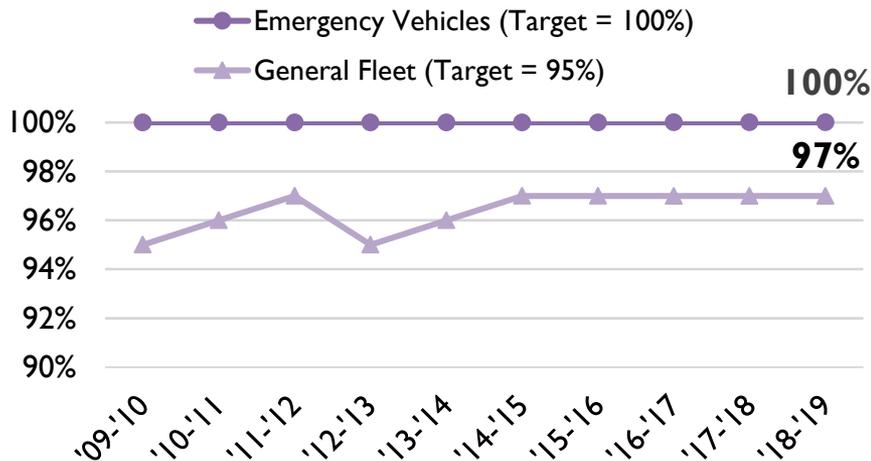
**Percent Adopted, Rescued, Returned, or Transferred**



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



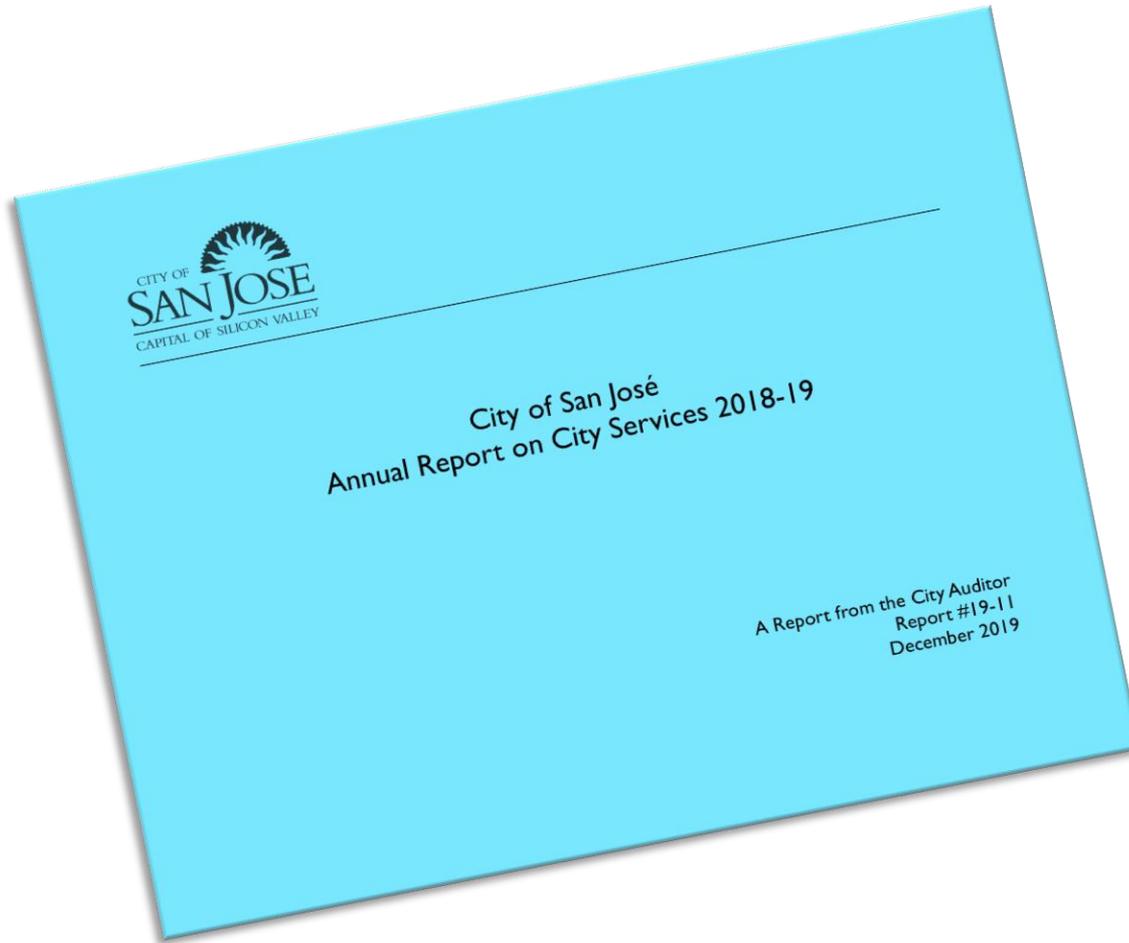
**Percent of Equipment Available for Use When Needed**



**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)