

# City of San José

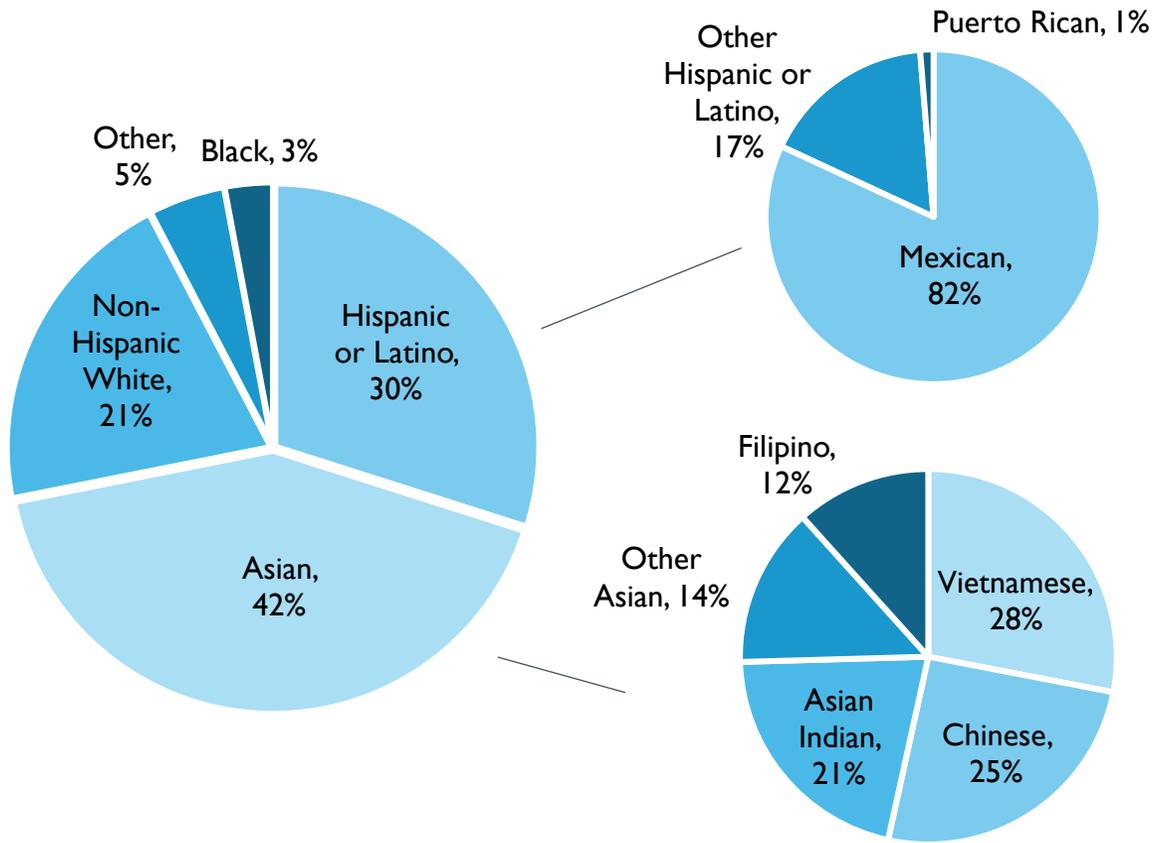
## Annual Report on City Services 2024-2025

A Report from the City Auditor  
Issued December 2025

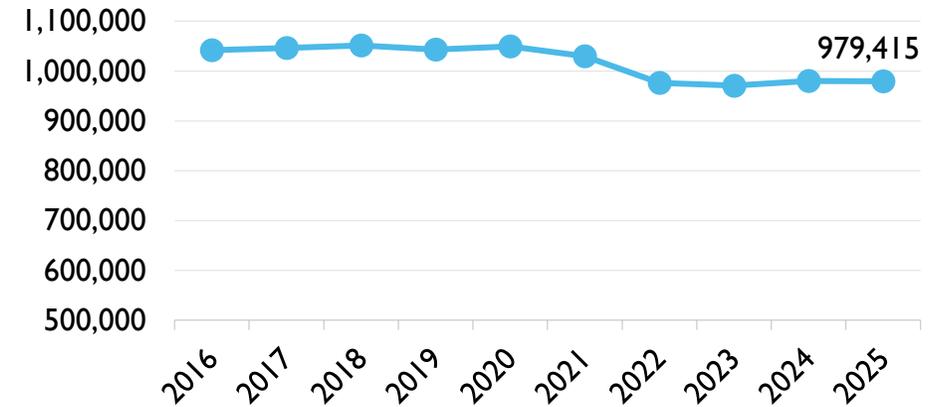
[www.sanjoseca.gov/servicesreport](http://www.sanjoseca.gov/servicesreport)

# Background

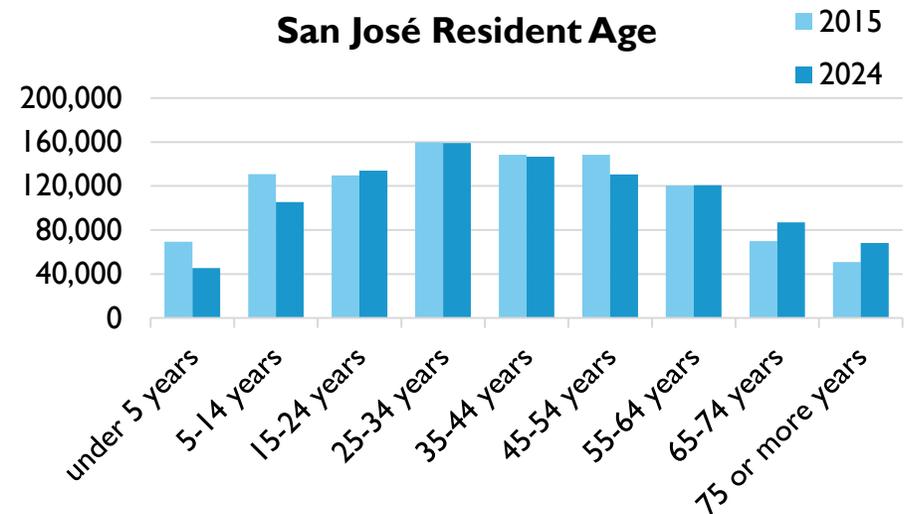
## Ethnic Breakdown of San José Residents



## San José's Population Growth



## San José Resident Age



Source: U.S. Census Bureau, American Community Survey, 2024 1-year estimates (Table DP05)

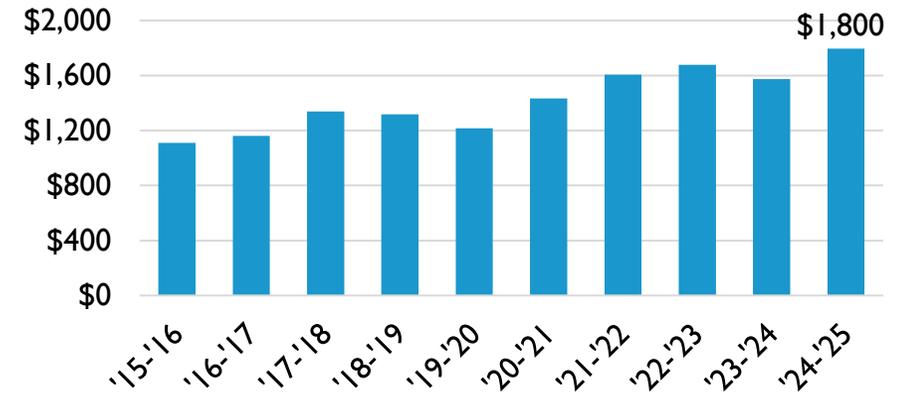
# Background

**\$5.2B** Overall expenditures

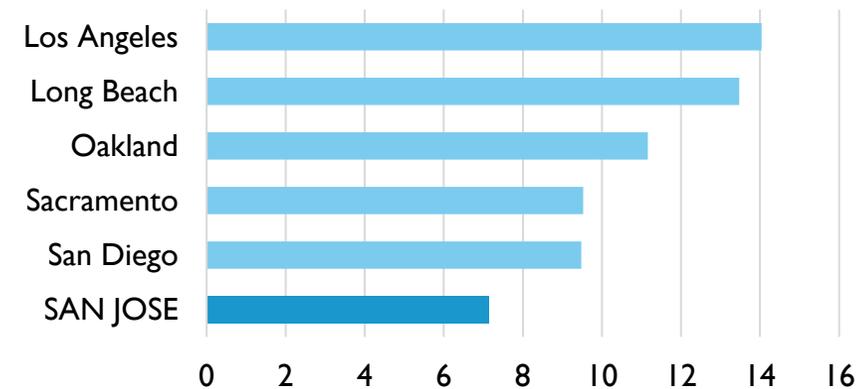
**\$1.8B** General Fund expenditures

**6,994** Full-time equivalent positions

**General Fund Expenditures (\$millions)**



**Authorized FTEs per 1,000 Residents**



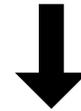
# Community Survey

**55%** Rated the overall quality of life in San José as “excellent” or “good”

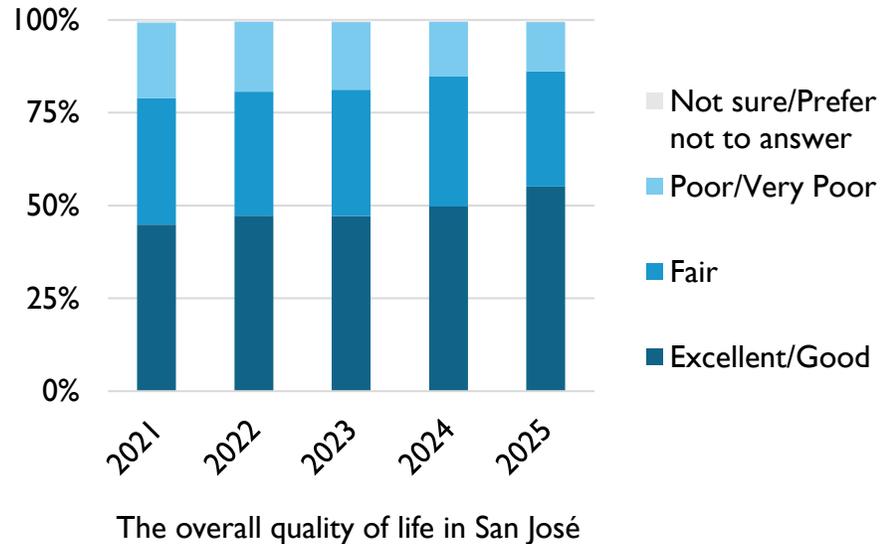
**59%** Satisfied with the City’s overall performance in providing services



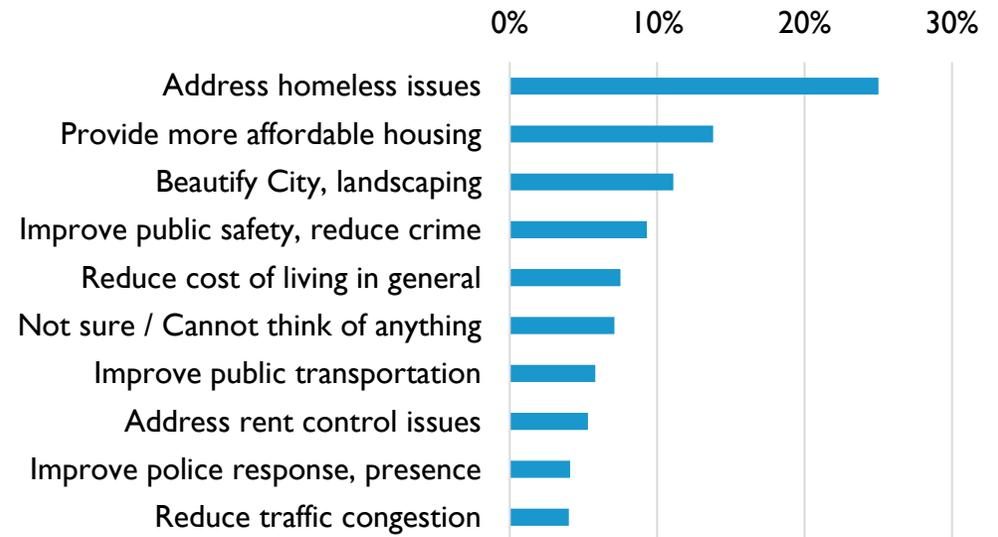
Highest rated: Operating the San José International Airport



Lowest rated: addressing homelessness



## Top Ten Resident Priorities to Improve San José



## City Service Area Interactive Dashboards

To view the interactive dashboard, visit: [www.sanjoseca.gov/servicesreport](http://www.sanjoseca.gov/servicesreport)



# Public Safety

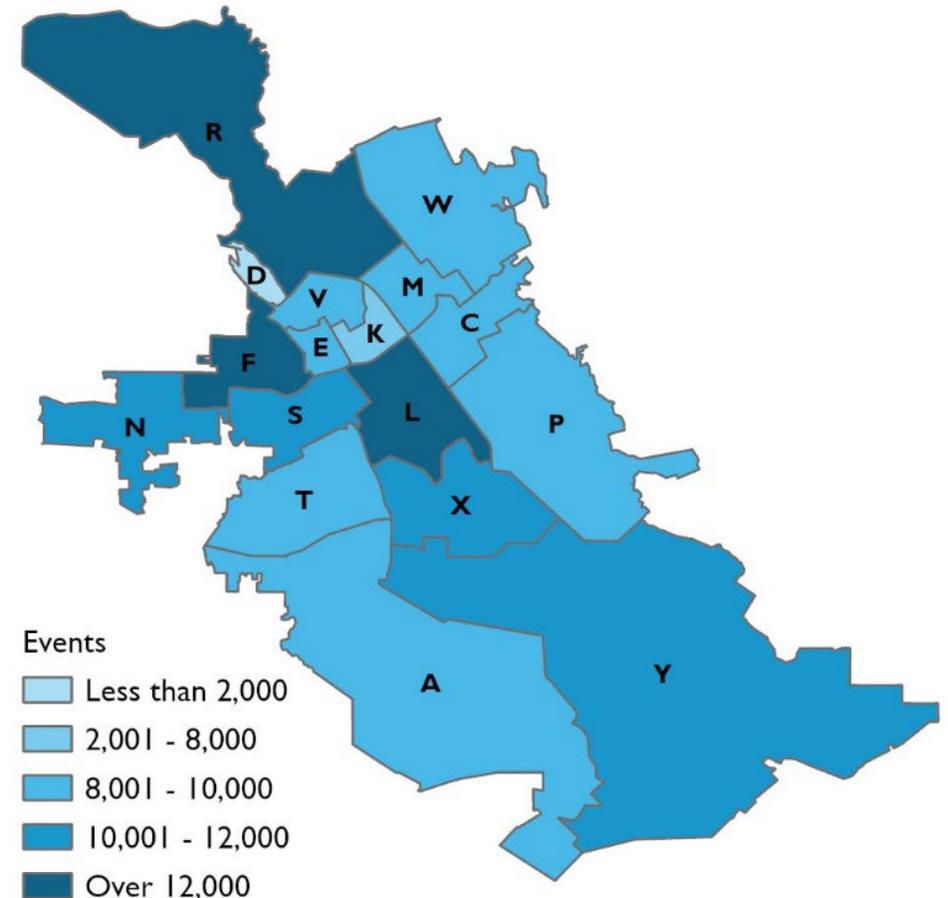
**Number of Police Responses (Priority 1-4)**  
 by Police District

**1.1M** Calls for Police service

**165,500** Police responses for priority 1-4 events

**8.1 min.** Average response time to a priority 1 call (imminent danger to life or major damage/loss to property)

**90%** 9-1-1 calls answered in less than 15 seconds



# Public Safety

**111,400**

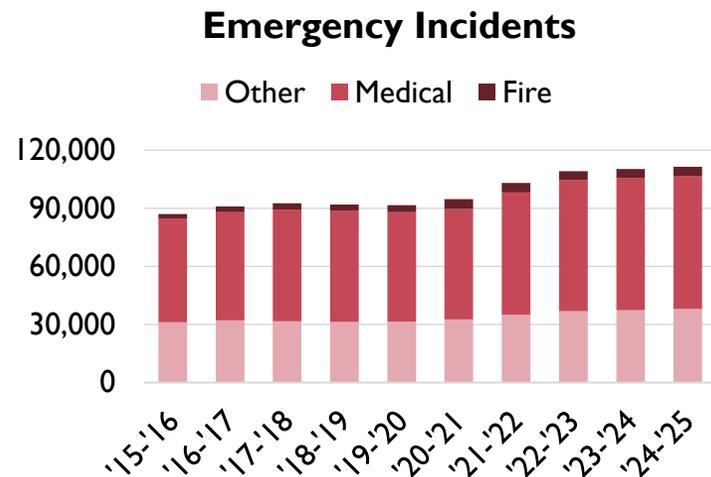
Responses including emergency medical or fire incidents

**4,800**

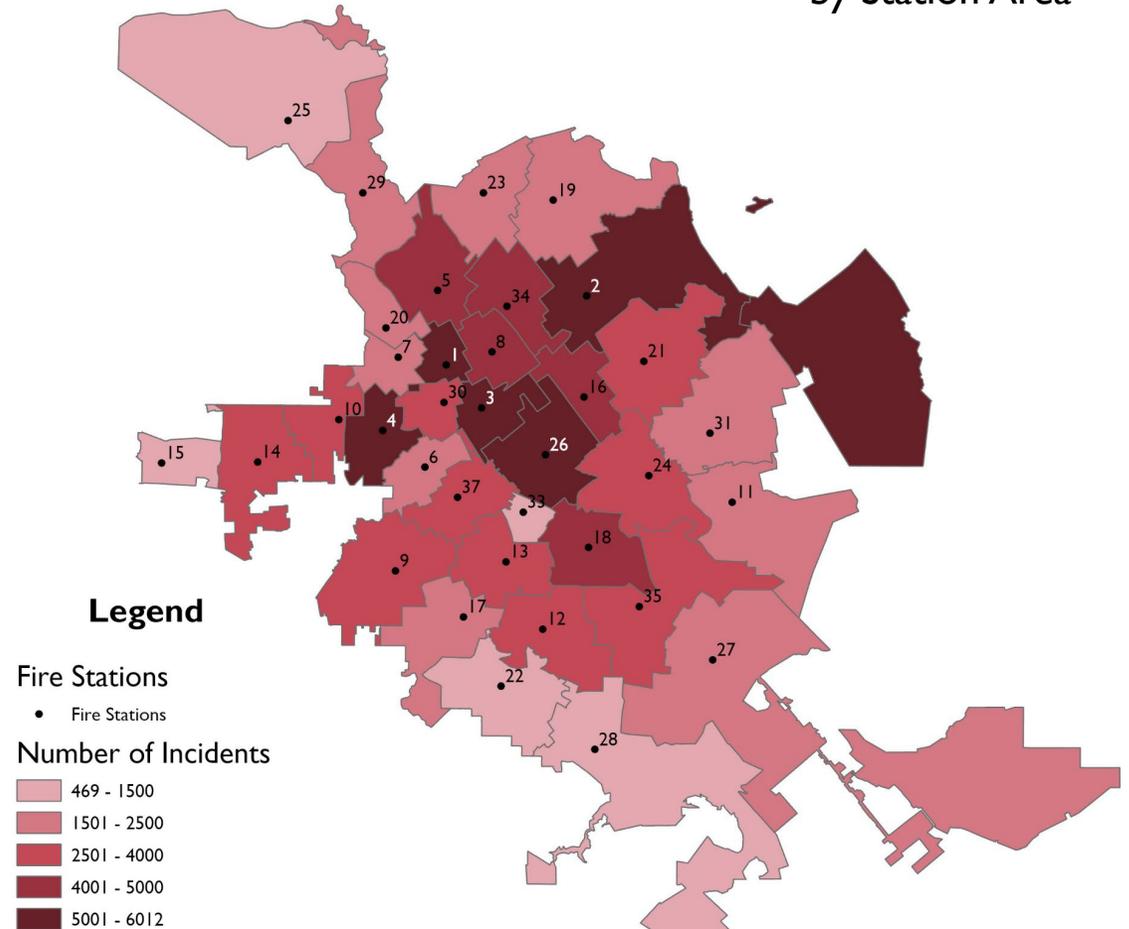
Fires

**63%**

Priority 1 calls (life threatening) responded to within 8 minutes



**Fire Stations and Number of Emergency Incidents by Station Area**

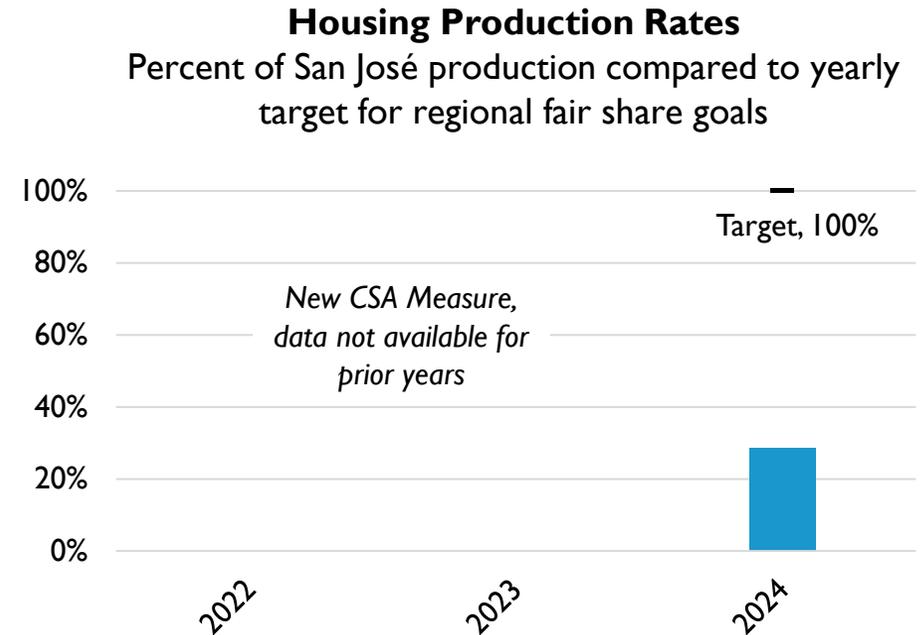


# Community & Economic Development

**28%** San José's housing production compared to yearly goal of 100%.

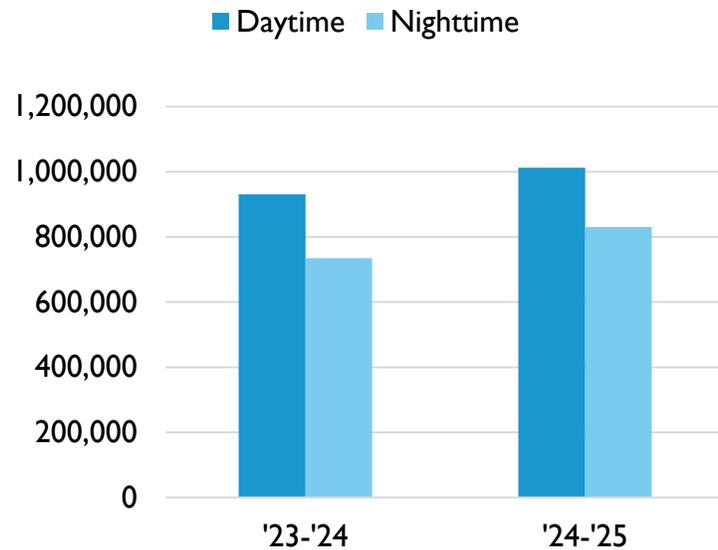
**79** New affordable units completed with City help

**36%** Rent-stabilized units that did not have a rent increase

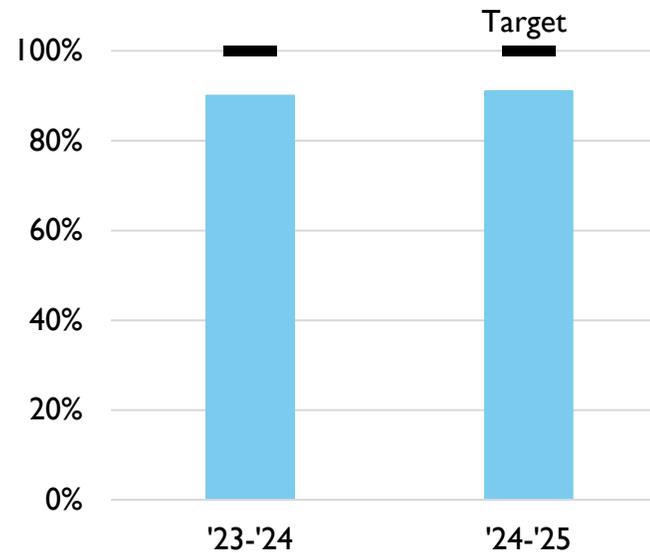


# Community & Economic Development

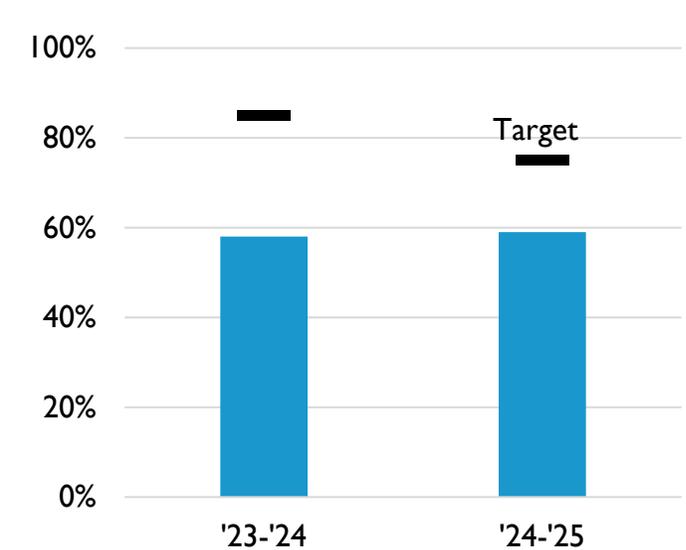
**Average Daytime and Nighttime Downtown Foot Traffic (monthly)**



**Development Project On-Time Reviews for Planning Permit Process**



**Development Project On-Time Reviews for Construction Process**



Source: Placer.ai foot-traffic data compiled by OEDCA staff.

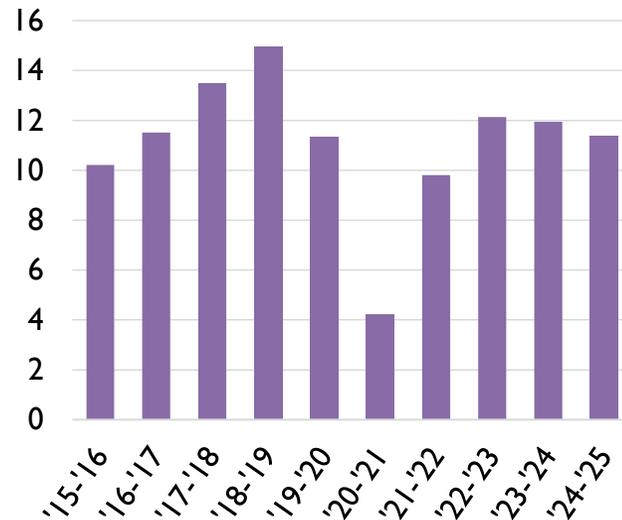
# Transportation & Aviation Services

**11.4M** Airline passengers

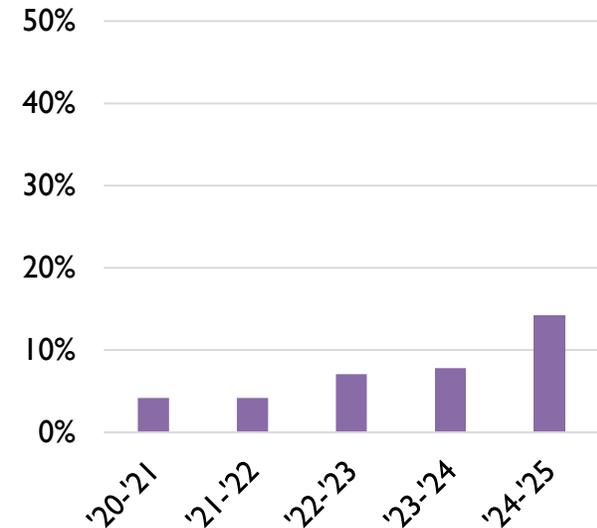
**81%** Passengers rating overall satisfaction as very good or excellent

**83%** Flights on time

**Annual Airport Passengers (millions)**

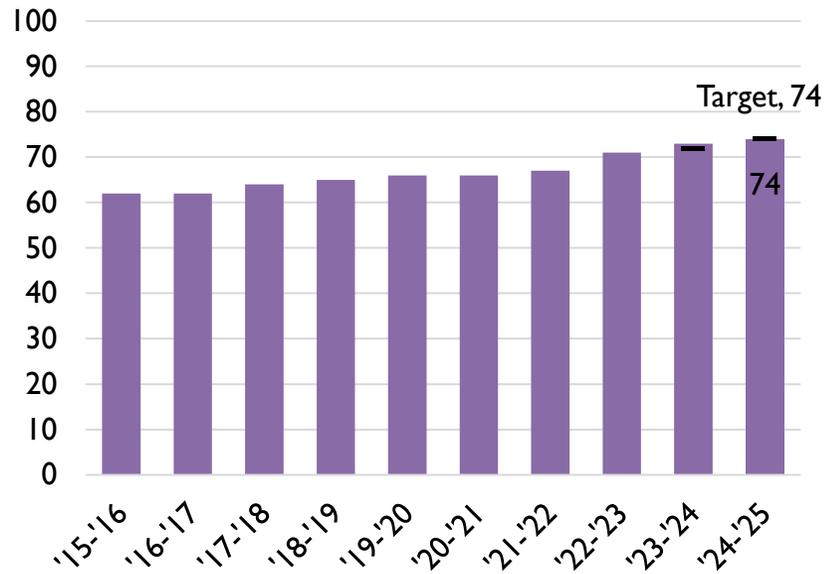


**Bike Network Completion**

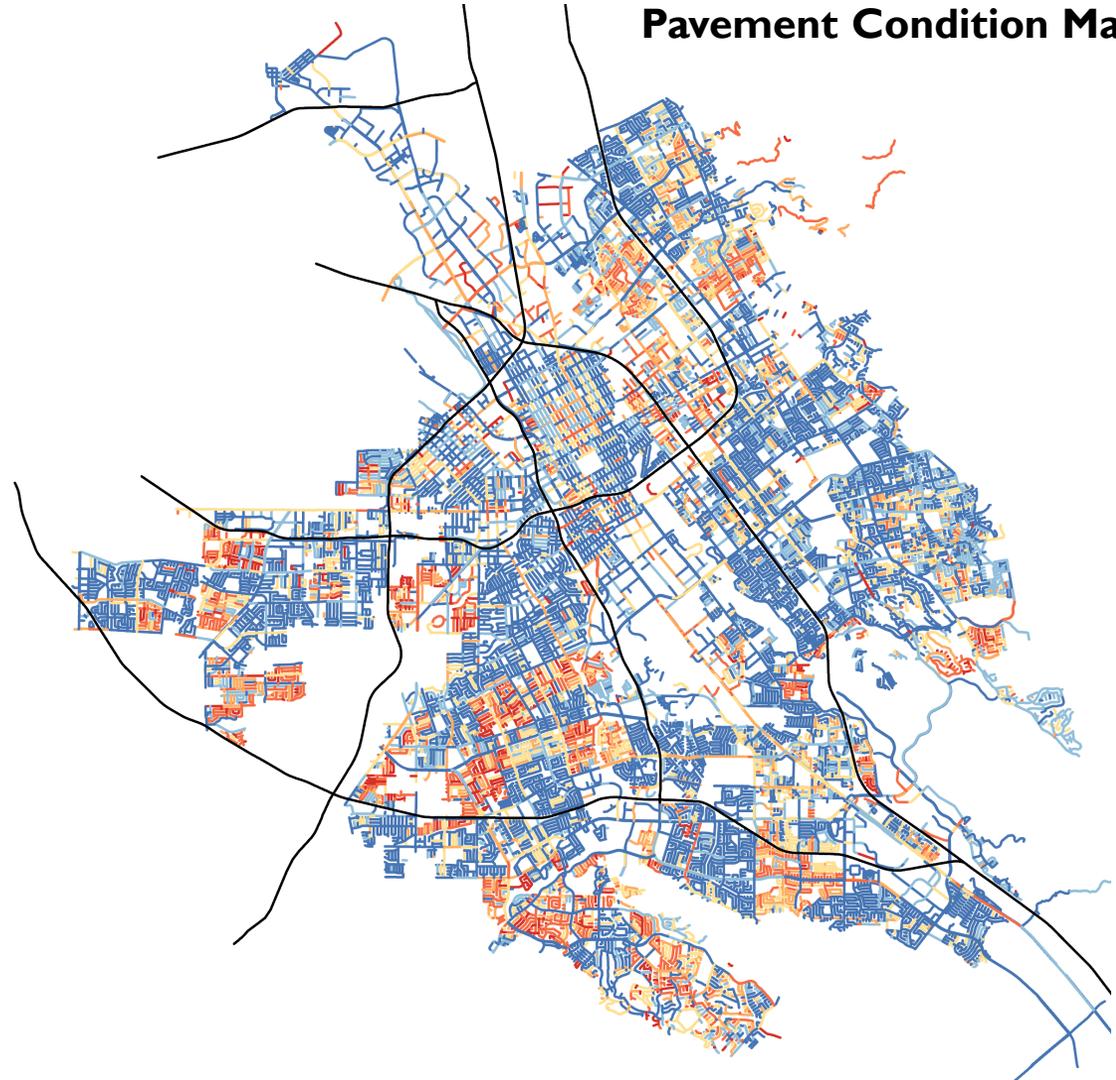


# Transportation & Aviation Services

**Pavement Condition Index**

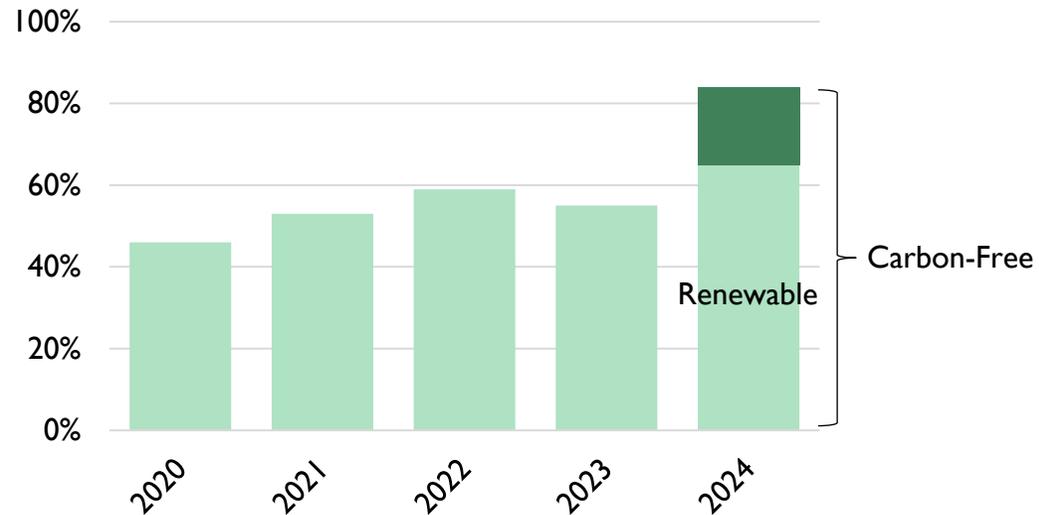


**Pavement Condition Map**



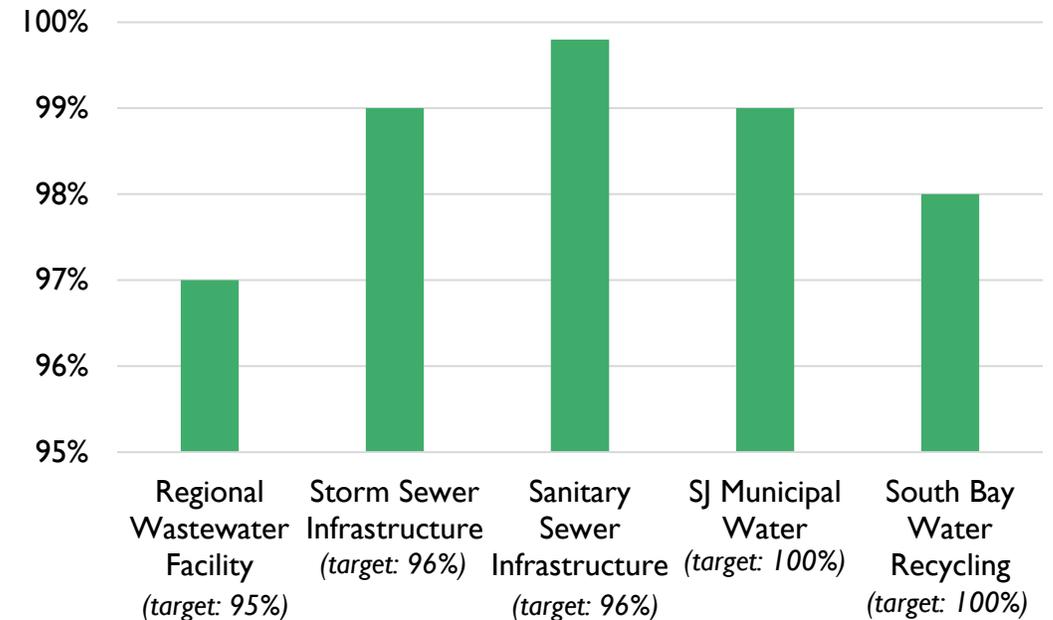
# Environmental & Utility Services

**San José Clean Energy Power Mix**



*Note: Renewable energy comes from resources that are naturally replenished such as sunlight and wind. Other energy sources such as nuclear power and hydropower are not considered renewable by California state law but do not emit greenhouse gas emissions, making them carbon-free sources of power.*

**Operational Utility Assets (2024-25)**

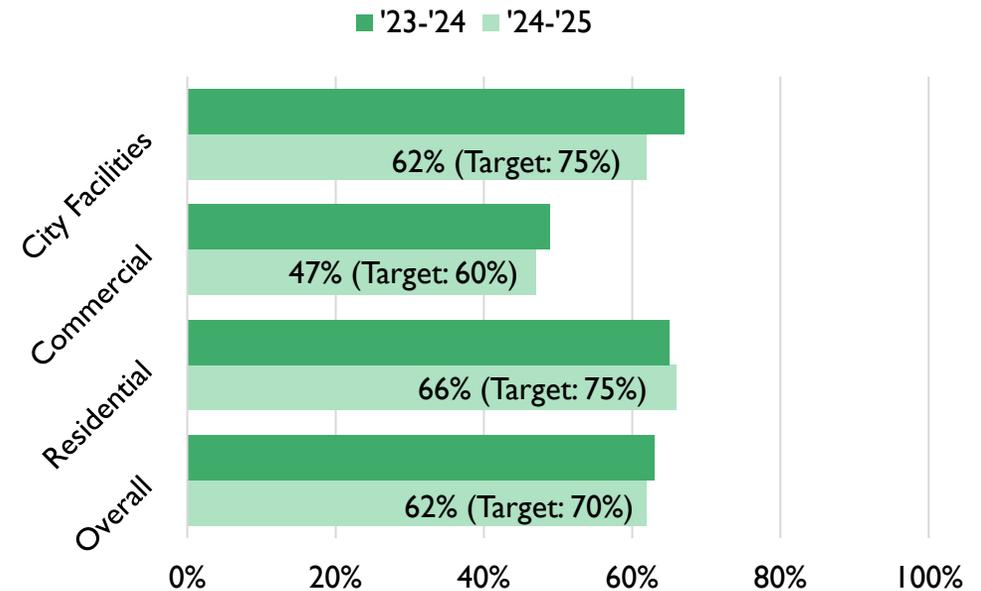


# Environmental & Utility Services

**100%** Wastewater discharges meeting pollutant requirements

**85** Millions of gallons of wastewater discharged to SF Bay per day during dry weather season (target: maximum of 120 mgd)

**Landfill Waste Diversion**  
(State Goal: 50%)



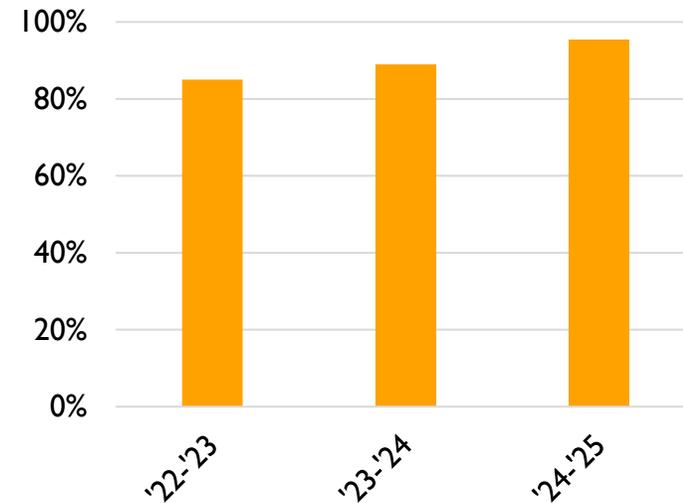
# Neighborhood Services

**6,500** Estimated homeless San José residents (point-in-time count from 2025)

**1,424** Households received assistance into housing

**89%** EIH and shelter utilization rate

**Encampments Receiving On-Time Trash Pickup**



# Neighborhood Services

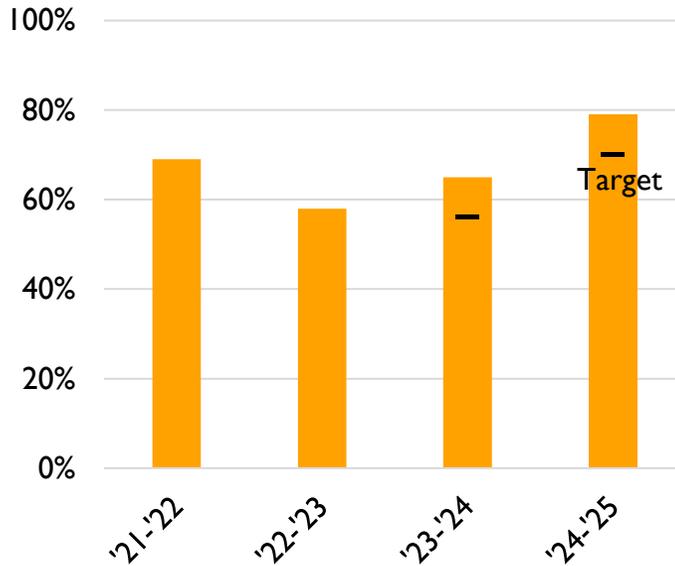
**5,290**

Tons of illegally dumped material collected

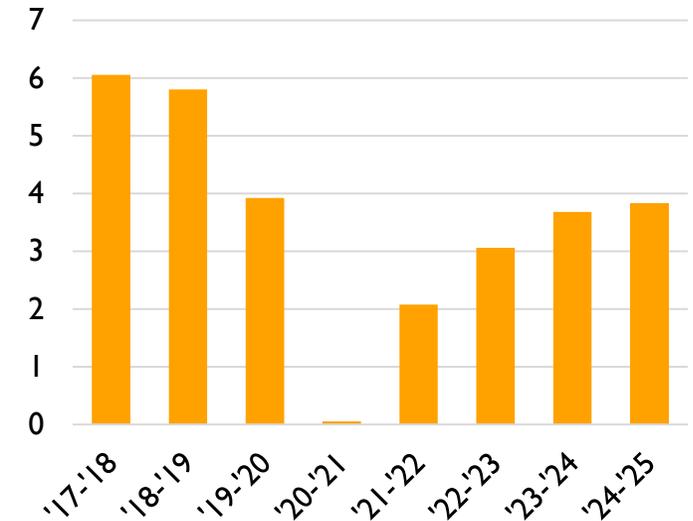
**61%**

General Code case on-time resolution

**Park Condition Assessment Score**



**Estimated Visitors to Main and Branch Libraries (millions)**



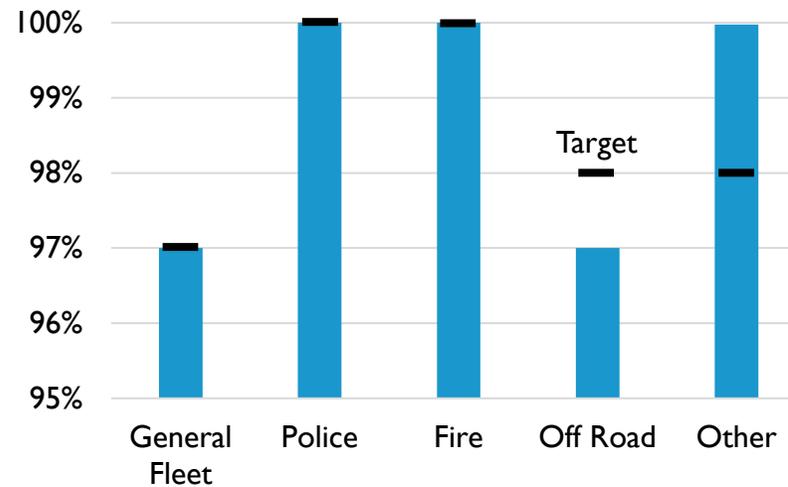
# Strategic Support

**91%** Budgeted positions were filled as of June 30, 2025

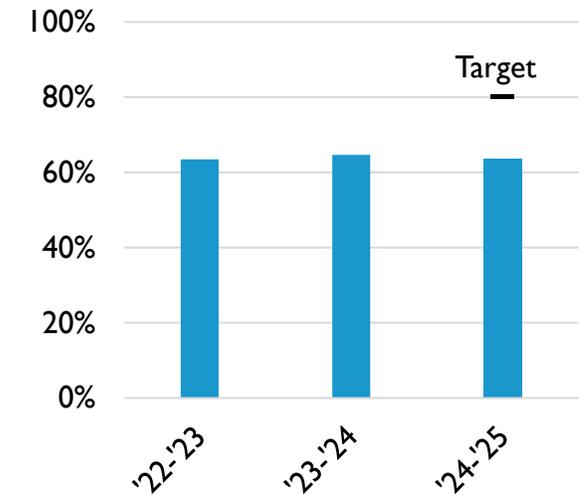
**9%** Employee turnover rate

**41** of 42 capital projects completed on budget

**Vehicle and Equipment Availability (2024-25)**



**SJ311 Customer Satisfaction Score**



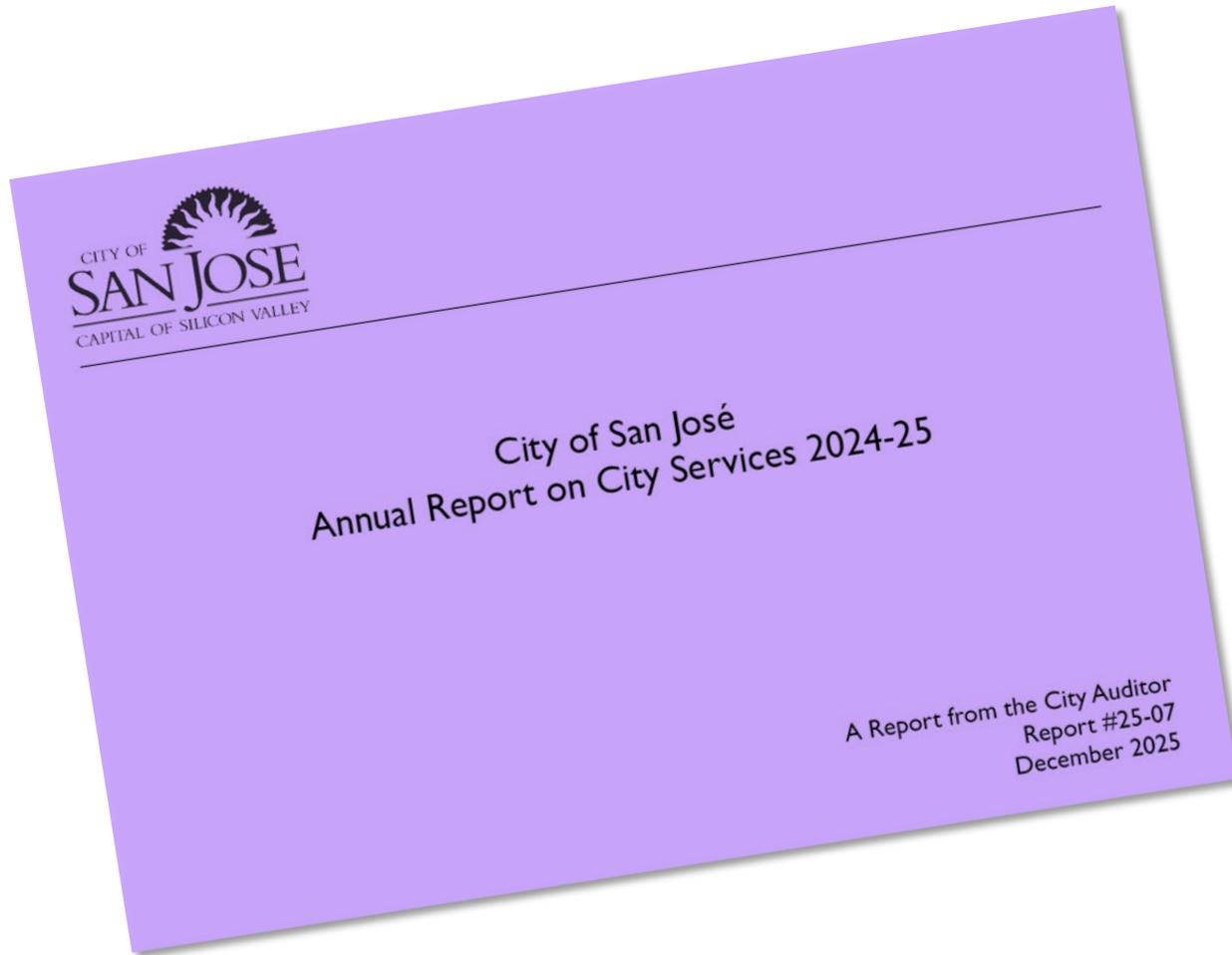
# Strategic Support

**\$2.61** Billion in City cash and investments

**3.7%** Average return on investments

**City's Bond Ratings  
(General Obligation Bond Ratings)**

	Moody's	Standard & Poor's	Fitch
'20-'21	Aa1	AA+	AAA
'21-'22	Aa1	AA+	AAA
'22-'23	Aa1	AA+	AAA
'23-'24	Aa1	AA+	AAA
'24-'25	Aa1	AA+	AAA
Target	Aa1	AA+	AAA



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