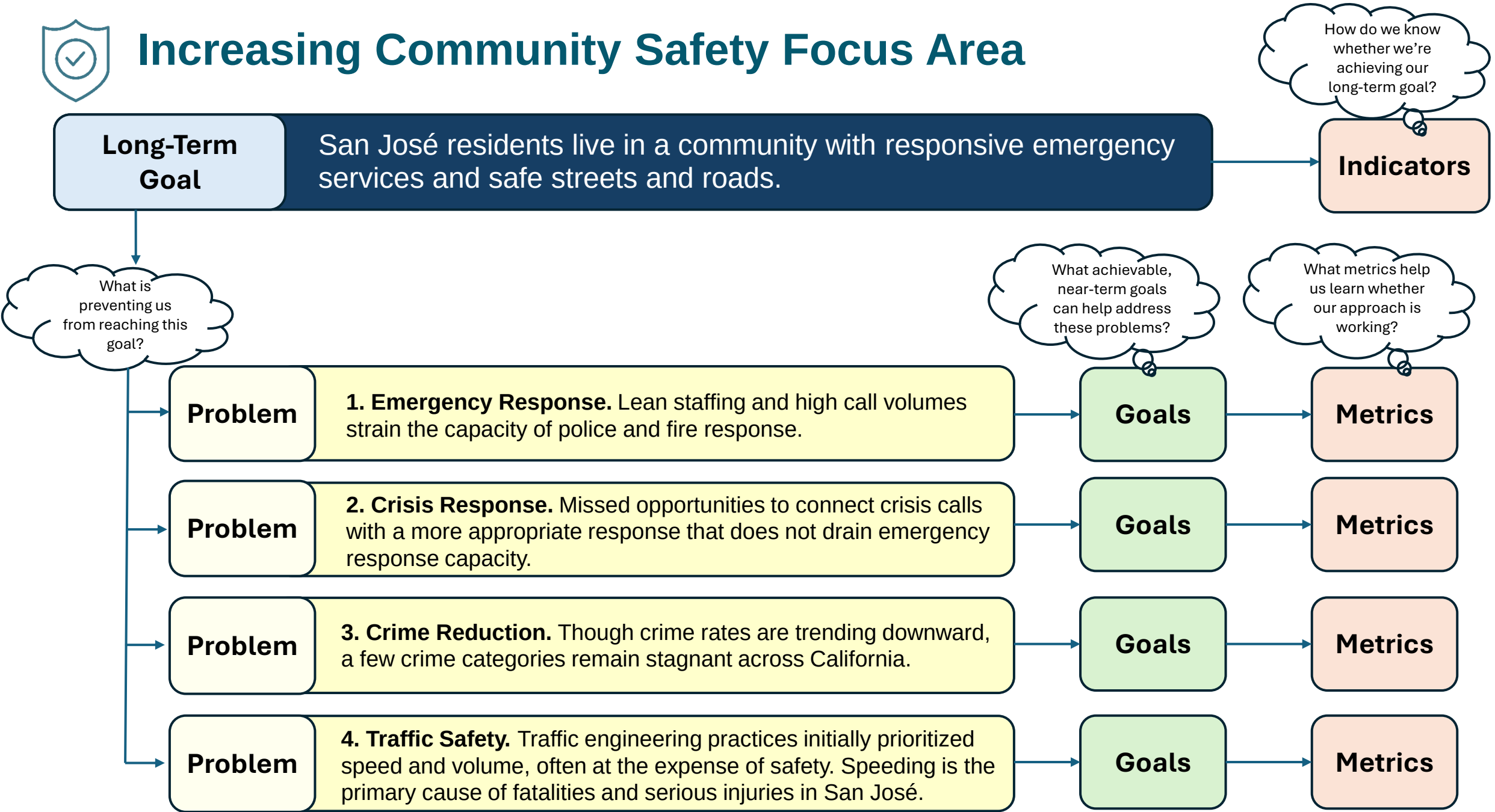




Increasing Community Safety Focus Area





Increasing Community Safety Focus Area

Long-Term Goal

San José residents live in a community with responsive emergency services and safe streets and roads..

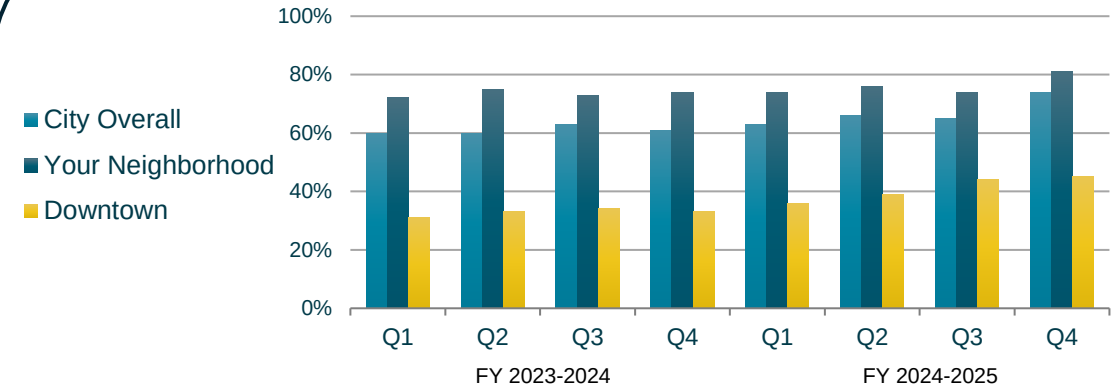
Context

What's going well. San José is proud to be recognized as the nation's safest major city, thanks to low crime rates, strong public safety services, and connected neighborhoods. As of June 2025, more than 80% of residents said they feel safe in their neighborhood—an increase of 10% since September 2023.

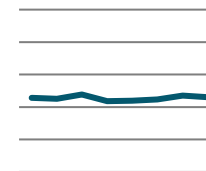
Main Challenges Moving Forward. While overall crime rates continue to decline and remain lower than in peer cities, ongoing efforts are needed to keep this progress moving forward. Lean staffing and high 911 call volumes continue to put pressure on police and fire response times. On our streets, speeding is the primary cause of fatalities and serious injuries. The City is advancing a safety-first approach to transportation to make our streets safer for everyone.

Indicators

Resident Safety Perception

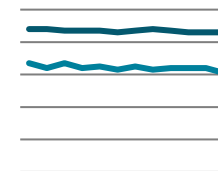


Police Response Times

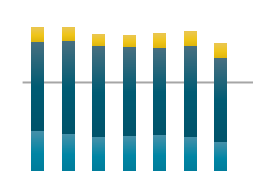


Q - Quarter
FY - Fiscal Year

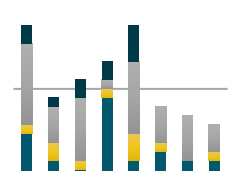
Fire Response Times



Crime Rates



Traffic Fatalities





Increasing Community Safety Focus Area

Long-Term Goal

San José residents live in a community with responsive emergency services and safe streets and roads.

Problem

1. Emergency Response.

Goal 1.1 Police Marketing and Recruitment: Increase Police Academy class size to 40 police officers enrolled per academy class in FY 2025-2026 (SJ54, SJ55, SJ56), including lateral police officers hired.

Goal 1.2 Police Report Transcription Pilot: Implement a report transcription technology pilot and assess the impact on police officer report-writing time by December 2025.

Goal 1.3 Police Patrol Deployment Projects: Evaluate the impact of improving police response times by completing three patrol deployment projects by June 2026.

Goal 1.4 Fire Station 32: Open Fire Station 32 with a single company by June 2026.

Goal 1.5 Fire Closest Unit Dispatch: Implement Closest Unit Dispatch for medical only calls for service by June 2026 to dispatch resources based upon apparatus proximity to the incident rather than to station location.

Context



The San José Police and Fire Departments are among the most respected public safety agencies in the industry. The City is also a leader in developing innovative emergency response solutions.



The policing profession faces a workforce crisis nationwide, making it harder than ever to recruit and retain qualified officers. Fire station demands challenge existing capacity, especially near the City's central core.



The City is increasing academy recruitment efforts and implementing new opportunities to improve emergency response deployment capacity.



Increasing Community Safety Focus Area

1. Emergency Response.

Goal 1.1 Increase Police Academy class size to 40 police officers enrolled per academy class in FY 2025-2026 (SJ54, SJ55, SJ56), including lateral police officers hired.

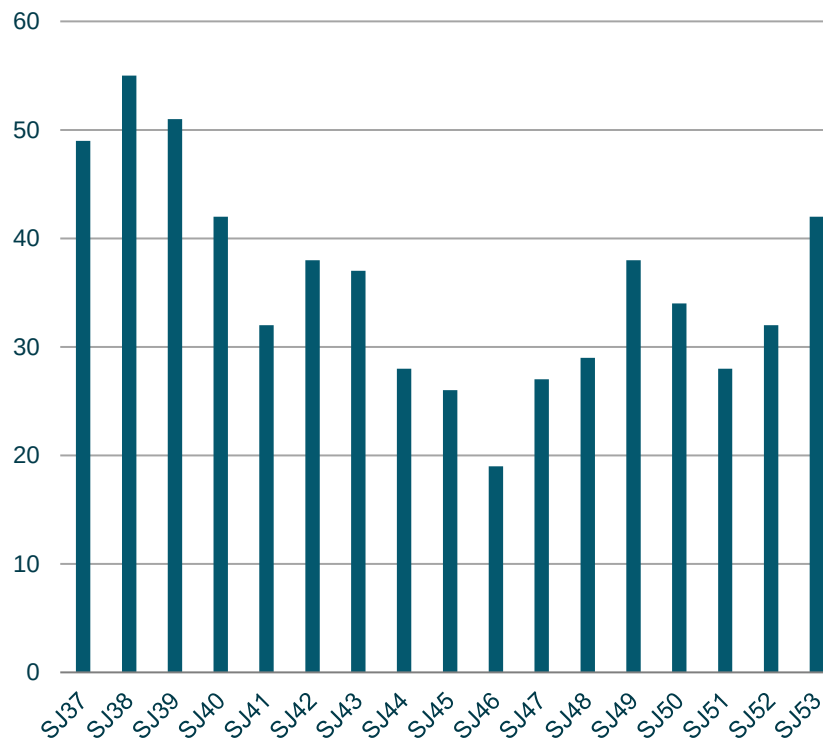
What is the City doing next? The Police Department is investing in attracting new talent through marketing, recruitment, and backgrounding efforts as well as implementing lateral hiring bonuses and cadet stipends.

What do we think might happen as a result? If successful, the City expects to see increased enrollment in police academy classes and additional lateral hires.

How will we know if this is working? We will report quarterly on the insights gathered by following measures:

- Success Measures
 - # of recruits enrolled in police academy per class
 - # of police laterals hired
 - # of street ready officers
- Operational Measures
 - # of academy applications
 - % academy graduation
 - % enrollee demographics (by gender, by ethnicity)

Police Academy Recruits



How might we **increase** police academy enrollment over the next year?



Increasing Community Safety Focus Area

1. Emergency Response.

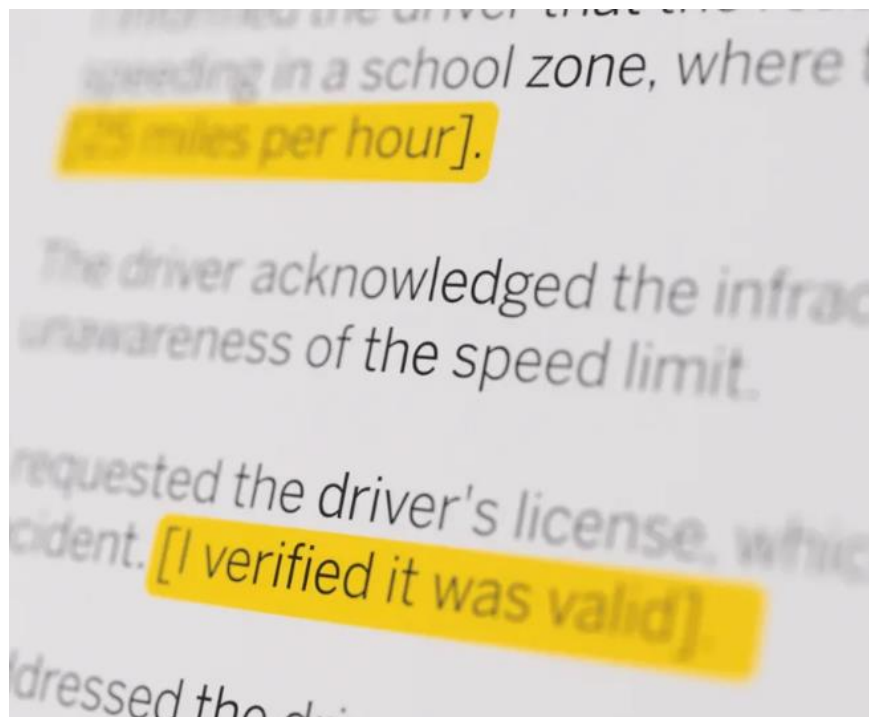
Goal 1.2 Implement a report transcription technology pilot and assess the impact on police officer report-writing time by December 2025.

What is the City doing next? The City is testing an artificial intelligence-based police report transcription technology to help officers spend less time on paperwork.

What do we think might happen as a result? Less time on writing police reports will mean that officers can spend more time in the beat structure responding to calls for service.

How will we know if this is working? We will report quarterly on the insights gathered by following measures:

- Success Measures
 - # of hours spent per report
 - Officer experience and feedback on report quality
- Operational Measures
 - # of officers in pilot program
 - # of districts in pilot program



How might we **decrease** police report writing time over the next year?



Increasing Community Safety Focus Area

1. Emergency Response.

Goal 1.3 Evaluate the impact of improving police response times by completing three patrol deployment projects by June 2026.

What is the City doing next? The Police Department is implementing three patrol capacity deployment projects to understand opportunities to improve response times: 1) Custody Officer Unit (new program), 2) District-Based Deployment (pilot), and 3) Two-Officer Patrol Car Deployment (pilot).

What do we think might happen as a result?

- 1) Implementing a Custody Officer Unit will free up officers in patrol from having to spend time booking offenders at the jail, allowing them to respond to more calls.
- 2) Eliminating beats as the lowest level of geography will improve response times by allowing all officers to respond to any call in a district.
- 3) Two-person units will improve officer safety and response times by eliminating the delay waiting for a second arriving unit.

How will we know if this is working? We will report quarterly on the insights gathered by following measures:

- Success Measures
 - # of transports provided by Custody Officer Unit
 - % response times in pilot districts
 - % of cars deployed as two-person units
- Operational Measures
 - # of officers in pilot program
 - # of districts in pilot program

How might we **increase** police response capacity over the next year?



Increasing Community Safety Focus Area

1. Emergency Response.

Goal 1.4 Open Fire Station 32 with a single company by June 2026.

What is the City doing next? Through Measure T funds, the City is expanding the number of fire stations in the community, especially in the areas of most critical need based on call demand.

What do we think might happen as a result? Opening a new fire station will increase capacity to meet service demands and reduce response times in the surrounding area.

How will we know if this is working? We will report quarterly on the insights gathered by following measures:

- Success Measures
 - % Fire response times in immediate area
- Operational Measures
 - # of calls for service support by Fire Station 32
 - % call volume change from surrounding stations



How might we **increase** number of fire responses hitting time targets over the next year?



Increasing Community Safety Focus Area

1. Emergency Response.

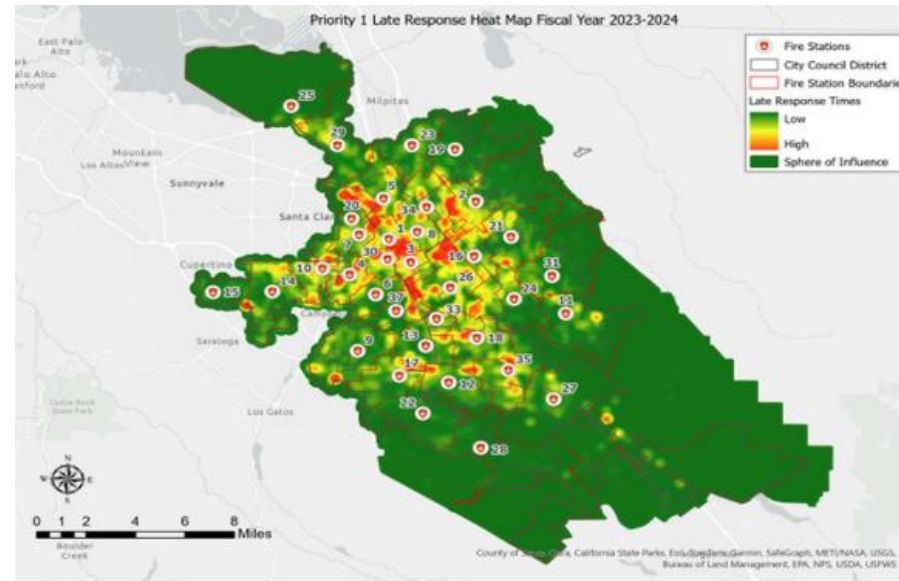
Goal 1.5 Implement Closest Unit Dispatch for medical only calls for service by June 2026 to dispatch resources based upon apparatus proximity to the incident rather than to station location.

What is the City doing next? The Fire Department is testing whether proximity-based dispatch leads to faster response times for medical only calls for service.

What do we think might happen as a result? Allowing dispatch of the closest apparatus, versus a given fire station territory, will improve fire response times.

How will we know if this is working? We will report quarterly on the insights gathered by following measures:

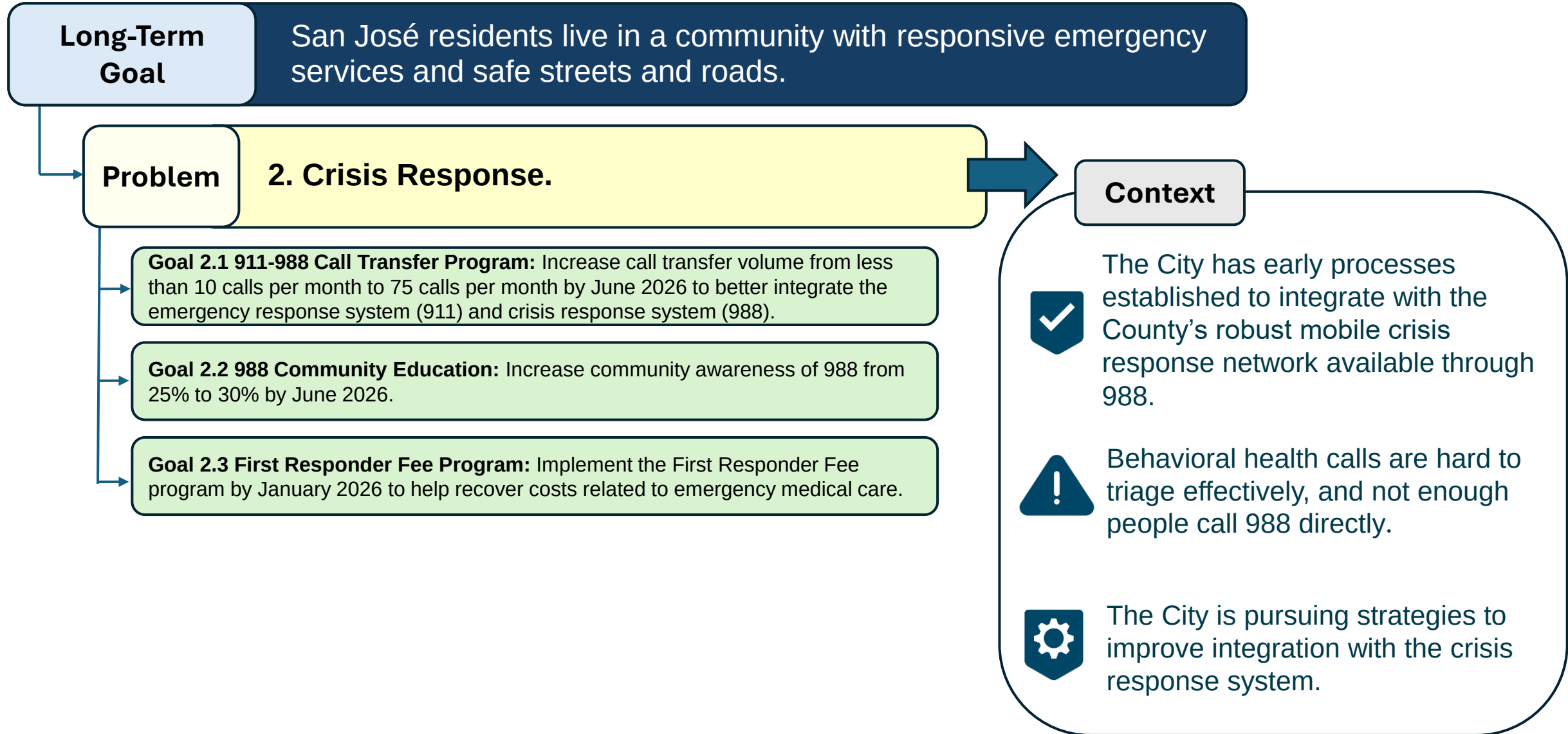
- Success Measures
 - % Fire response times
- Operational Measures
 - # of apparatus equipped with network router



How might we **increase** number of fire responses hitting time targets over the next year?



Increasing Community Safety Focus Area





Increasing Community Safety Focus Area

2. Crisis Response.

Goal 2.1 Increase call transfer volume from less than 10 calls per month to 75 calls per month by June 2026 to better integrate the emergency response system (911) and crisis response system (988).

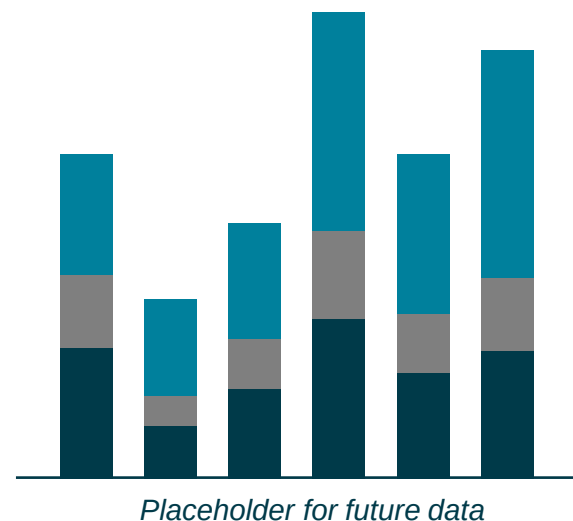
What is the City doing next? The Police Department is implementing 911-988 transfer protocols to more clearly identify to 911 call takers the types of calls that should be triaged as crisis calls to 988. The City is also partnering with the County to create a curriculum to improve staffing training and continue conversations around embedding a behavioral health professional in 911 Communications.

What do we think might happen as a result? If successful, 911 Communications will increase call transfer volume to 988, freeing up officers to respond to other calls for service and improving response times.

How will we know if this is working? We will report quarterly on the insights gathered by following measures:

- Success Measures
 - # of calls transferred from 911 to 988 per month
- Operational Measures
 - % of transferred calls that are returned to 911

911-988 Call Transfer Volume



How might we **increase** number of 911 calls transferred to 988 over the next year?



Increasing Community Safety Focus Area

2. Crisis Response.

Goal 2.2 Increase community awareness of 988 from 25% to 30% by June 2026.

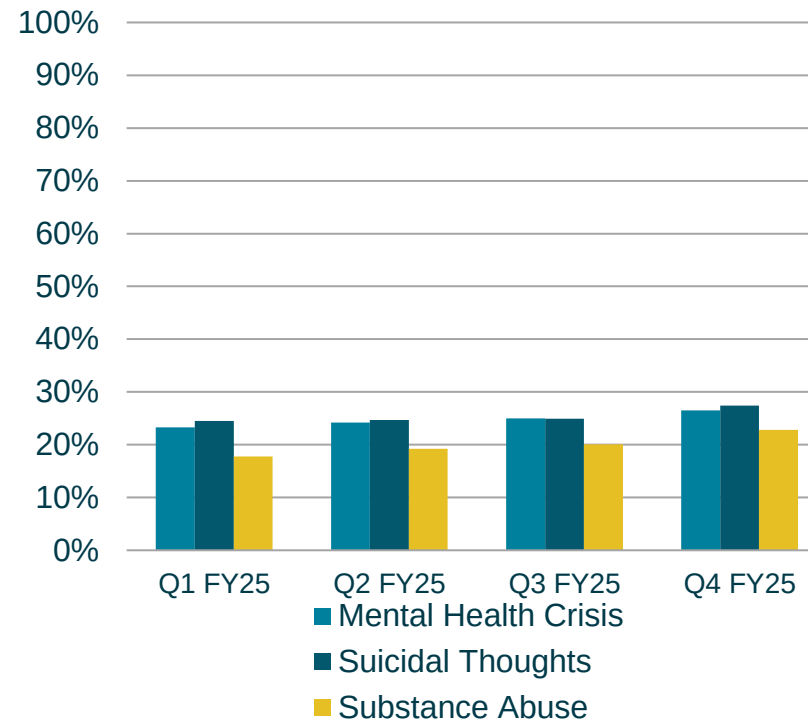
What is the City doing next? The City is supporting County efforts to increase community awareness of 988, so that residents better understand available services and are more likely to self-identify when to call 988 instead of 911.

What do we think might happen as a result? Greater community awareness of behavioral health services offered through 988 will lead to a better resource match and a decrease in the number of behavioral health calls that go to 911.

How will we know if this is working? We will report quarterly on the insights gathered by following measures:

- Success Measures
 - % of residents who are aware of 988 services per quarter
- Operational Measures
 - # of calls to County 988 Call Center

988 Community Awareness by Services Available



How might we **increase** community awareness of 988 over the next year?



Increasing Community Safety Focus Area

2. Crisis Response.

Goal 2.3 Implement the First Responder Fee program by January 2026 to help recover costs related to emergency medical care.

What is the City doing next? The Fire Department is implementing a First Responder Fee program starting January 2026. The fee is applied to medical 911 calls and is primarily billed to a patient's insurance rather than directly to the patient. Compassionate billing and forgiveness policies may cover uninsured individuals and those with hardships.

What do we think might happen as a result? Shifting funding models can help the City recover a portion of the rising costs associated with providing emergency medical services.

How will we know if this is working? We will report quarterly on the insights gathered by following measures:

- Success Measures
 - % of collection rate per payer segment
- Operational Measures
 - # of calls for service where the first responder fee is applied
 - \$ of fees qualified for forgiveness

How might
we **increase**
First
Responder
Fee collection
rates over the
next year?



Increasing Community Safety Focus Area

Long-Term Goal

San José residents live in a community with responsive emergency services and safe streets and roads.

Problem

3. Crime Reduction.

Goal 3.1 Real-Time Intelligence Center: Operationalize 1,020 public safety cameras, 1,000 private network cameras, and 490 ALPRs in the Real Time Intelligence Center by June 2026 to increase the City's ability to hold offenders accountable.

Goal 3.2 Organized Retail Theft (ORT) Detail: Increase efforts to combat organized retail theft by increasing the number of retail theft cases submitted to the District Attorney's Office from around 1,000 in FY 2022-2023(prior to establishing ORT Detail) to 2,000 in FY 2025-2026.

Goal 3.3 Mission Street Recovery Station: Expand the types of referrals made to the Mission Street Recovery Station by June 2026 and evaluate effectiveness.

Goal 3.4 Proposition 36: Monitor implementation of Proposition 36 during the fiscal year and identify areas of advocacy.

Goal 3.5 SJ Youth Empowerment Alliance: Implement one new school site with intervention programs and launch two new demonstration sites for system of care neighborhood programs by June 2026 as part of the City's strategic plan to prevent youth violence.

Context



Compared to other large cities, the City stands out for having lower rates of both violent crime and property crime.



Some crime types across California remain stagnant.



The City is pursuing targeted crime reduction strategies.



Increasing Community Safety Focus Area

3. Crime Reduction.

Goal 3.1 Operationalize 1,020 public safety cameras, 1,000 private network cameras, and 490 ALPRs in the Real Time Intelligence Center by June 2026 to increase the City's ability to hold offenders accountable.

What is the City doing next? The Police Department is expanding its Real Time Intelligence Center network to better support patrol and investigations with insights and evidence.

What do we think might happen as a result? Centralizing the collection of live data can help achieve better on-scene situational awareness and reduce the amount of time it takes to conduct investigations that lead to successful outcomes.

How will we know if this is working? We will report quarterly on the insights gathered by following measures:

- Success Measures
 - % of public safety cameras integrated and online through Fusus
 - % of private cameras registered through SJ Connect
 - % of ALPRs integrated and online
- Operational Measures
 - # of ALPR hits that lead to arrest or property recovery
 - \$ of stolen vehicles recovered



% of Goal for 1,020 Public Safety Cameras
Placeholder for future data



% of Goal for 1,000 Private Cameras Registered
Placeholder for future data



% of Goal for 490 ALPRs
Placeholder for future data

How might we **increase** the Real Time Intelligence Center network over the next year?



Increasing Community Safety Focus Area

3. Crime Reduction.

Goal 3.2 Increase efforts to combat organized retail theft by increasing the number of retail theft cases submitted to the District Attorney's Office from around 1,000 in FY 2022-2023 (prior to establishing ORT Detail) to 2,000 in FY 2025-2026.

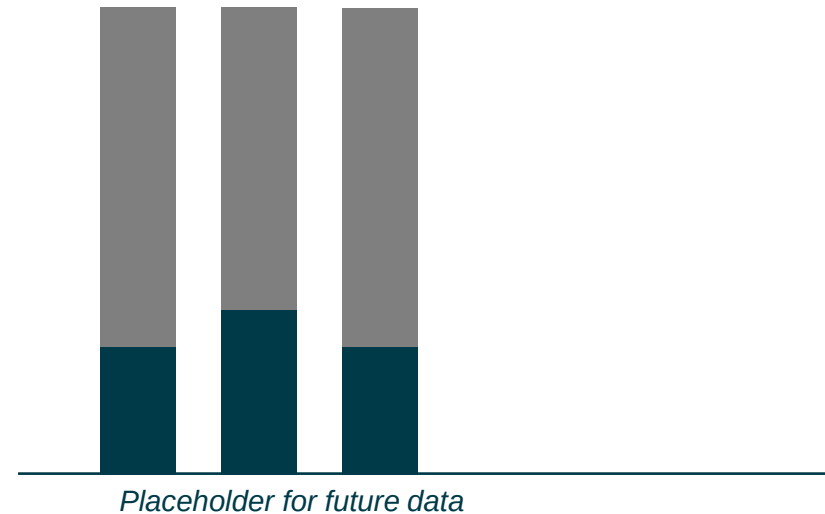
What is the City doing next? The Police Department has implemented an Organized Retail Theft Detail to combat a significant rise in retail theft seen across cities in California. The initiative is supported by an \$8.5 million state grant and involves specialized overtime patrols, dedicated investigator capacity, and technology.

What do we think might happen as a result? Adding investigation and proactive capacity will deter and decrease retail theft crimes over time.

How will we know if this is working? We will report quarterly on the insights gathered by following measures:

- Success Measures
 - # of overall retail theft cases submitted to the District Attorney's Office
- Operational Measures
 - # of ALPR hits that lead to arrest or property recovery
 - # of overall organized retail theft reports
 - # of online reports submitted

of overall retail theft reports that have cases filed to the DA's Office



How might we **increase** retail theft case investigations over the next year?



Increasing Community Safety Focus Area

3. Crime Reduction.

Goal 3.3 Expand the types of referrals made to the Mission Street Recovery Station (MSRS) by June 2026 and evaluate effectiveness.

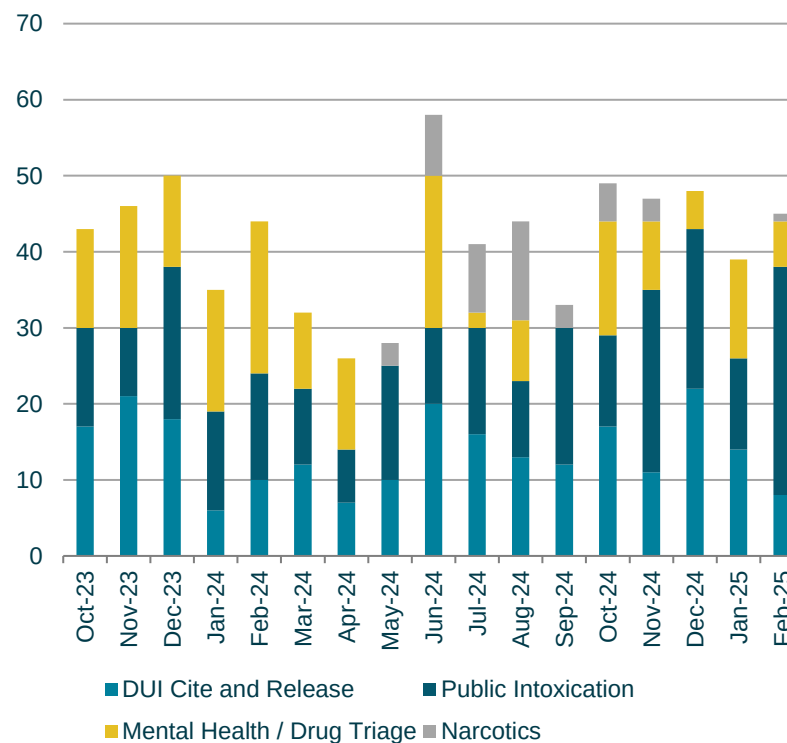
What is the City doing next? The Police Department is expanding the types of referrals made to the County's Mission Street Recovery Station to include all non-violent misdemeanors. Currently, officers have the discretion, with some specific exclusions, to divert individuals to sobering and other services. The Department is updating its agreements with the County to expand the types of referrals that officers can make for recovery services.

What do we think might happen as a result? Expanding the types of diversions referred to include non-violent misdemeanors will minimize incarceration while allowing officers to return to the beat structure more quickly to respond to more calls.

How will we know if this is working? We will report quarterly on the insights gathered by following measures:

- Success Measures
 - # of referrals to the MSRS
- Operational Measures
 - % of clients that stay for six hours or longer
 - % of clients that are referred to services upon discharge
 - # of total distinct clients, # of total visits

SJPD Referrals to Mission Street Recovery Station



How might we **increase** alternative destinations over the next year?



Increasing Community Safety Focus Area

3. Crime Reduction.

Goal 3.4 Monitor implementation of Proposition 36 during the fiscal year and identify areas of advocacy.

What is the City doing next? In November 2024, California voters passed Proposition 36, allowing felony charges and increased sentences for certain drug and theft crimes. While the Police Department has implemented the new law, it is necessary to monitor across partners to increase coordination, understand impact, and overcome early hurdles.

What do we think might happen as a result? Monitoring the implementation of Proposition 36 at the City, County, and State levels will increase coordination between partners and help address challenges.

How will we know if this is working? We will report quarterly on the insights gathered by following measures:

- Success Measures
 - % of Prop 36 drug cases that are referred by the County to treatment-mandated felony process
- Operational Measures
 - # of theft arrests made with a Prop 36 charge
 - # of drug arrests made with a Prop 36 charge

% of County drug cases referred for treatment



Placeholder for future data

How might we **increase** treatment pathways over the next year?



Increasing Community Safety Focus Area

3. Crime Reduction.

Goal 3.5 Implement one new school site with intervention programs and launch two new demonstration sites for system of care neighborhood programs by June 2026 as part of the City's strategic plan to prevent youth violence.

What is the City doing next? The Department of Parks, Recreation and Neighborhood Services is launching one new school site to better understand program impact on chronic absenteeism among justice-involved youth. They have also launched two system of care demonstration sites in Poco Way/Mayfair and Seven Trees/Santee communities. The programs will allow the City to support increased access for youth and families to prevention and intervention services.

What do we think might happen as a result? System of care strategies will increase referrals for youth and families to prevention and intervention services, thereby reducing youth involvement in the justice system.

How will we know if this is working? We will report quarterly on the insights gathered by following measures:

- Success Measures
 - % chronic absenteeism rates in partner schools
- Operational Measures
 - # of youth participating in system of care programs
 - # of referrals made through system of care programs

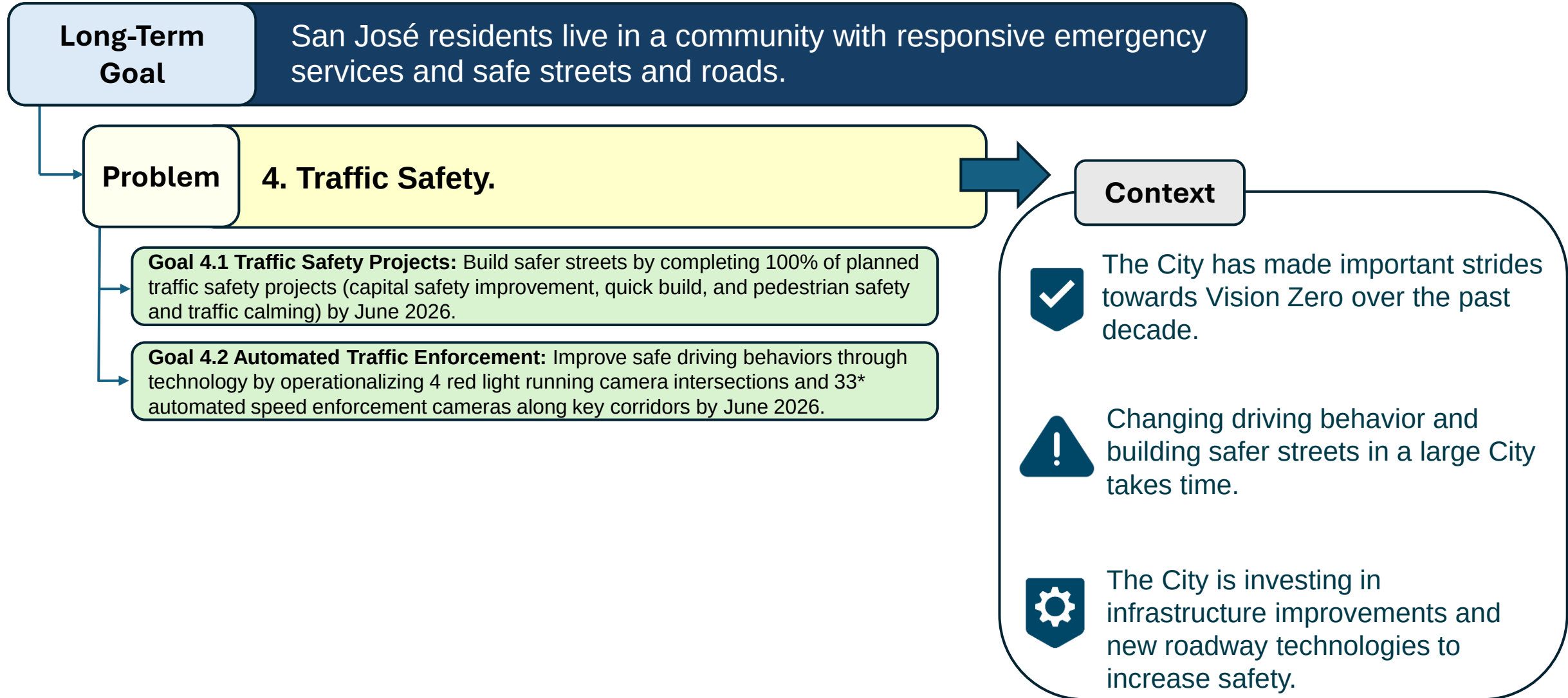
SJ Youth Empowerment Alliance Strategic Objectives

SJYEA Pillars	Prevention	Intervention	Diversion + Reentry	Healing
SJYEA Objectives	Reduce chronic absenteeism in priority schools	Increase engagement & trust among community, schools, and law enforcement	Increase job placement	Increase access to neighborhood resources & assets
CYSMP Priority Areas	Learning & Empowerment	Safe, Clean, and Connected Communities	Meaningful Sustaining Jobs	Systems Transformation: City of San José System of Care

How might we **decrease** chronic absenteeism and youth violence over the next year?



Increasing Community Safety Focus Area





Increasing Community Safety Focus Area

4. Traffic Safety.

Goal 4.1 Build safer streets by completing 100% of planned traffic safety projects (capital safety improvement, quick build, and pedestrian safety and traffic calming) by June 2026.

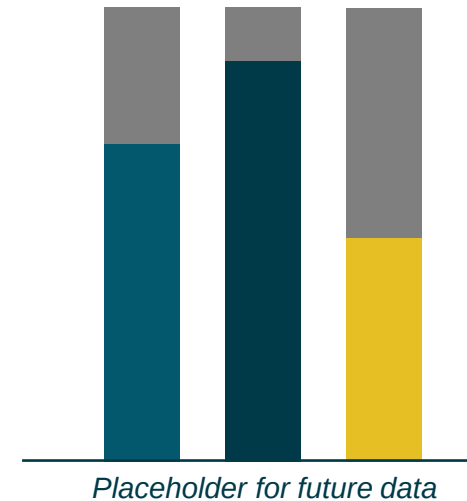
What is the City doing next? Under the Vision Zero Action Plan, the Department of Transportation is furthering its commitment to eliminating traffic collisions that result in roadway users being killed or severely injured through data-driven strategies. Part of this plan involves engineering for safety through infrastructure improvements. These engineering improvements are essential to creating safer, more accessible streets for all users.

What do we think might happen as a result? Quick implementation, continuous evaluation, and strategic investments in engineering solutions will help protect all road users, from pedestrians to drivers.

How will we know if this is working? We will report quarterly on the insights gathered by following measures:

- Success Measures
 - % of planned traffic safety projects constructed per quarter
- Operational Measures
 - # of planned traffic safety projects constructed by type

% completion of planned traffic safety projects by type



How might we **increase** safe transportation infrastructure over the next year?



Increasing Community Safety Focus Area

4. Traffic Safety.

Goal 4.2 Improve safe driving behaviors through technology by operationalizing 4 red light running camera intersections and 33* automated speed enforcement cameras along key corridors by June 2026.

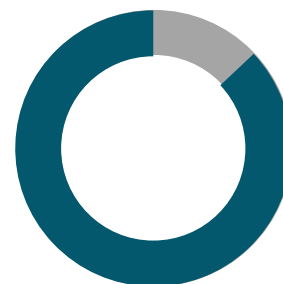
What is the City doing next? The Department of Transportation is targeting the most dangerous driving behaviors—like speeding and running red lights—that are linked to serious and fatal crashes. Thanks to Assembly Bill 645, San José will launch a Speed Safety System Pilot that includes cameras at four high-risk intersections and 33 automated speed enforcement cameras along priority corridors.

What do we think might happen as a result? By using technology to deter unsafe driving, the City aims to reduce the severity of crashes and improve compliance with traffic laws.

How will we know if this is working? We will report quarterly on the insights gathered by following measures:

- Success Measures
 - % of red light running cameras operational
 - % of automated speed enforcement cameras operational
- Operational Measures
 - # of citations issued

% progress towards goal



Red Light Running
Cameras Operational



Automated Speed
Enforcement Cameras
Operational

How might
we **increase**
safe driving
behaviors
over the next
year?

* Progress is dependent on the federal government providing previously committed grant funding