

Attachment: Increasing Community Safety Focus Area FY 2025-2026 Q3 Status Update

Long-Term Goal: San José residents live in a community with responsive emergency services and safe streets and roads.

Problem Area 1: Emergency Response	Q3 Status
<p data-bbox="204 384 1154 478"><i>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.</i></p> <p data-bbox="204 516 1227 779">During Q3, the Police Department successfully launched Police Academy SJ55 in February 2026 with 38 recruits, including nine women, and hired an additional three lateral officers, bringing the total number of hires to 41 and meeting the established recruitment goal for the period. Recruitment momentum remains strong, with Police Academy SJ56 scheduled to begin in June 2026 with 34 recruits. In preparation for future academies, 68 candidates are currently in the background investigation process for SJ57, scheduled for October 2026.</p> <p data-bbox="204 821 1219 1115">The Department has also begun receiving inquiries through the federal SkillBridge program from active-duty service members interested in pursuing careers with the Police Department. Staff are in the final stages of developing an internal onboarding process to support and streamline recruitment from this applicant pool. In addition, the Department continues to explore new recruitment avenues and outreach opportunities to maximize exposure during upcoming FIFA World Cup activities and local summer events, with a continued emphasis on attracting high-quality candidates and maintaining strong regional recruitment efforts.</p>	Yellow
<p data-bbox="204 1157 1219 1220"><i>1.2 Implement a report transcription technology pilot and assess the impact on police officer report-writing time by December 2025.</i></p> <p data-bbox="204 1257 1211 1587">Following completion of the initial report transcription technology pilot, the Police Department determined that the product tested was not sufficiently mature to meet operational needs for police report-writing functions. During Q3, the Department advanced efforts to identify a more effective solution and is now moving forward with a procurement process with the Finance Department to select a technology partner for the next phase of this work. The Police Department continues to evaluate solutions that can better support report-writing efficiencies through the integration of audio and video-based technologies, with the goal of reducing administrative workload and improving operational effectiveness for sworn personnel.</p>	Complete
<p data-bbox="204 1625 1154 1688"><i>1.3 Evaluate the impact of improving police response times by completing three patrol deployment projects by June 2026.</i></p> <p data-bbox="204 1726 1227 1885"><u>Project 1: Custody Transport Officer (CTO).</u> During Q3, the Police Department continued implementation of the Custody Transport Officer program. Interviews for CTO applicants were completed, and several candidates successfully advanced into the background investigation phase. While 12 positions have been budgeted for the program, the Department anticipates beginning</p>	Green

<p>implementation with some initial vacancies. The first CTO Academy is scheduled to begin in June 2026 and has been coordinated in partnership with the Field Training Program and the Training Unit, which are currently developing the post-academy training curriculum to support operational readiness.</p> <p><u>Projects 2 and 3: District-wide Dispatching and Two-Person Units.</u> The Police Department continues to monitor and evaluate the district-wide dispatching and two-person unit initiatives following the successful combined pilot launched in Western Division. Initial evaluation showed that these individual pilots both resulted in improved response times by nearly 7% each; combined pilot data in Western Division is under evaluation. The Department has begun anecdotally observing an increase in voluntary use of two-person patrol units. Staff continue to assess operational data and outcomes associated with the combined pilot approach to further evaluate impacts on response times, officer deployment, and service delivery as future implementation decisions are considered.</p>	
<p><i>1.4 Open Fire Station 32 with a single company by June 2026.</i></p> <p>Recent analysis continues to support Fire Station 32 (FS32) as a strategic location for fire suppression and emergency medical response services. While construction of the facility remains substantially complete, the project has experienced delays related to electrical components and equipment issues that have affected final activation timelines. The 2026-2027 Proposed Operating Budget contained a proposal to defer the opening of FS32 for two years for budgetary reasons. Due to the importance of opening FS32, the Fire Department and the City Manager’s Budget Office have continued evaluating alternatives to activate FS32 without worsening the General Fund shortfall. Subject to City Council approval during the FY 2026-2027 budget process, the recommended alternative described in Manager’s Budget Addendum #5 would temporarily eliminate two of the City’s three rescue medics (currently deployed from FS3 and FS26) from October 1, 2026, through June 30, 2028 and activate FS32 staffed on overtime from October 1, 2026, through June 30, 2028.¹ Staff will continue coordinating final commissioning activities and operational readiness efforts to support station activation.</p>	Yellow
<p><i>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.</i></p> <p>The Fire Department continued advancing implementation efforts for Closest Unit Dispatch for medical-only calls during Q3. Staff focused on preparing mobile data computers for use within the development environment of the computer-aided dispatch system to support operational testing. The Fire Department anticipates beginning system testing in June 2026, and, if testing is successful, implementation could proceed shortly thereafter. Findings and operational data gathered during the testing phase will be used to inform next steps.</p>	Green

¹ <https://www.sanjoseca.gov/home/showpublisheddocument/131428/639138523903800000>

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Problem Area 2: Crisis Response	Q3 Status
<p data-bbox="203 321 1209 426"><i>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).</i></p> <p data-bbox="203 457 1209 688">The Police Department continued to improve integration between the 911 emergency response system and the 988 crisis response system during Q3. During the quarter, 911 Communications transferred 296 calls to 988 and the Trusted Response Urgent Support Team (TRUST), exceeding the target of 75 calls per month. While transfer volume experienced a slight decline compared to the previous quarter, this decrease was consistent with an overall reduction in calls received by 911 during the reporting period.</p> <p data-bbox="203 720 1209 930">The Department continues to work collaboratively with County partners to improve coordination and operational consistency across the various crisis response programs. Staff have identified challenges related to communication processes and information-sharing between agencies and have engaged County stakeholders to address these issues and further improve the efficiency and effectiveness of call transfers and crisis response coordination.</p>	Green
<p data-bbox="203 957 1209 991"><i>2.2 Increase community awareness of 988 from 25% to 30% by June 2026.</i></p> <p data-bbox="203 1022 1209 1232">Community awareness of the 988 crisis response system remained above the established target during Q3, with 32% of residents reporting awareness of 988. Although this represents a slight decline from the previous quarter, awareness levels continue to exceed the goal of 30%. Ongoing outreach efforts by State, County, and City partners continue to support public awareness and education regarding crisis response resources.</p> <p data-bbox="203 1264 1209 1463">At the same time, County partners are experiencing customer experience and operational challenges related to both the 988 Call Center and the TRUST Call Center. The County's budget process will include decisions on resources to support 988 communications efforts and mobile crisis response programs. City staff are coordinating with County partners to understand any impacts and will continue to monitor impacts on the emergency response system.</p>	Complete
<p data-bbox="203 1493 1209 1568"><i>2.3 Implement the First Responder Fee program by January 2026 to help recover costs related to emergency medical care.</i></p> <p data-bbox="203 1600 1209 1860">The Fire Department successfully implemented the First Responder Fee program in January 2026 and continued refining operational processes during Q3. Building on initial implementation efforts and staff training completed earlier in the year, the Fire Department has continued working to improve field ability to obtain insurance information necessary to support cost recovery efforts. Staff are currently evaluating operational improvements and best practices to optimize the payer mix and maximize reimbursement opportunities while maintaining effective emergency medical response services. Lessons</p>	Complete

learned through the initial implementation period will continue to inform program refinements and staff guidance moving forward.	
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Problem Area 3: Crime Reduction	Q3 Status
<p><i>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.</i></p> <p>The Real Time Intelligence Center (RTIC) continued expanding the City's public safety technology network during Q3, with approximately 800 public safety cameras now online and actively supporting public safety operations and investigative outcomes throughout the community. The camera network continues to provide valuable real-time information and evidence to assist law enforcement efforts and improve the City's ability to hold offenders accountable.</p> <p>Progress also continued on the deployment of Automated License Plate Reader (ALPR) technology. Locations for the remaining 16 ALPR cameras have been approved, and installation is anticipated during Q4. These cameras will support enforcement and investigative efforts related to illegal dumping, graffiti, and other quality-of-life concerns.</p> <p>The Police Department also continues to work toward expanding integration of private camera systems into the RTIC network. While technical and operational challenges remain, staff are making progress in establishing memoranda of understanding with major shopping centers and large venue partners to integrate additional private cameras into the system. In addition, small businesses can now apply online for the FUSUS Core Rebate Program, a partnership with the Santa Clara County District Attorney's Office designed to encourage voluntary camera integration. The Police Department recognizes the need to strengthen outreach and communication efforts regarding the program, including addressing community privacy concerns and increasing awareness among eligible businesses.</p> <p>On March 10, 2026, staff was directed to continue conducting audits by the Information Technology Department (ITD), with findings reported during the Focus Area reports to the PSFSS Committee. The RTIC's public safety technology network is governed in partnership with ITD, which conducts annual inspections on key components of the RTIC system, including ALPR data and the consolidated camera network. After inspecting the data access logs, which show all instances of external agencies accessing City ALPR data, the 2025 annual usage reports found that all external access to ALPR cameras was with authorized California agencies. ITD found no evidence of the federal government accessing ALPR data. The 2025 usage reports on ALPR and the RTIC were published in May and can be found at sanjoseca.gov/digitalprivacy.</p>	Yellow
<p><i>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</i></p>	Yellow

<p><i>1,000 in FY 2022-2023 (prior to establishing the Organized Retail Theft Detail) to 2,000 in FY 2025-2026.</i></p> <p>The Police Department continued efforts to combat organized retail theft (ORT) during Q3 through targeted investigations, coordinated enforcement strategies, and enhanced partnerships with retailers and prosecutors. During the quarter, Organized Retail Theft investigators submitted 194 cases to the District Attorney's Office, bringing the fiscal year-to-date total to 636 submitted cases.</p> <p>The Police Department's Organized Retail Theft state grant funding has been extended through the end of calendar year 2027 with the same funding levels. As a result, the Department has prioritized sustaining core investigative and analytical functions supported by the grant while reducing some supplemental activities, including large-scale blitz operations. Prior to scaling back blitz-style sting operations, the Department conducted 12 enforcement operations that resulted in 34 arrests and citations during the quarter.</p> <p>To improve reporting and evidence collection, the Department also launched a pilot online reporting portal in partnership with local retailers that allows businesses to submit ORT-related incidents directly to the Police Department, including video evidence. The pilot program began with the Target store at The Plant Shopping Center and is expected to expand to additional retail locations.</p> <p>Automated License Plate Reader (ALPR) technology continues to support significant investigative successes related to organized retail theft activity. During Q3, Organized Retail Theft detectives successfully identified and apprehended a gang member responsible for a coordinated retail theft spree that began in January 2026 and targeted multiple businesses throughout the City. The suspect was linked to more than \$60,000 in stolen merchandise and jewelry. The coordinated investigative effort successfully disrupted an active theft operation impacting retailers across San José.</p>	
<p><i>3.3 Expand the types of referrals made to the Mission Street Recovery Station by June 2026 and evaluate effectiveness.</i></p> <p>The Police Department continued collaborating with County partners during Q3 to identify opportunities to expand referral pathways associated with the Mission Street Recovery Station. Discussions with County leadership highlighted ongoing operational and funding challenges related to the County's prioritization of Medi-Cal reimbursable services, which has limited opportunities to broaden eligibility for additional referral types through the existing program model.</p> <p>In response, staff worked with County stakeholders to identify alternative service pathways that could better support individuals in need of diversion and stabilization services. Through these discussions, the Reentry Resource Center emerged as a potentially viable option for expanded referral efforts, and the Police Department is currently exploring how this resource could support broader diversion and service coordination objectives moving forward. The County will be sharing information with law enforcement agencies and Police</p>	Yellow

<p>Chiefs in the County laying out how to utilize both the Mission Street Recovery Station and Reentry Resource Center.</p>	
<p><i>3.4 Monitor implementation of Proposition 36 during the fiscal year and identify areas of advocacy.</i></p> <p>City staff continue to monitor implementation impacts associated with Proposition 36 and maintain coordination with County partners regarding data collection and policy implications. During Q3, no updated data was available, as the County plans to conduct and release its next data report at the six-month mark in July 2026. Staff anticipate that this forthcoming analysis will provide additional insight into charging trends, treatment-related impacts, and operational effects associated with the new law.</p> <p>In addition to ongoing monitoring efforts, City staff are planning a joint study mission with County partners to further examine implementation practices, system impacts, and potential policy considerations related to Proposition 36. Findings and recommendations from this effort are expected to be presented to the Public Safety, Finance, and Strategic Support Committee during the next fiscal year. Staff will continue identifying advocacy opportunities and intergovernmental priorities as implementation evolves.</p>	<p>Green</p>
<p><i>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.</i></p> <p>During Q3, the City launched both Children and Youth Services Master Plan Demonstration Sites serving the Santee/Seven Trees and Mayfair/Poco Way neighborhoods, advancing implementation of the City's neighborhood-based violence prevention and "No Wrong Door" service model. To support continued operations and allow additional time for data collection and program refinement, the Mayor's March Budget Message included \$500,000 in funding for high-performing programs. Parks, Recreation, and Neighborhood Services Department staff has outlined use of these funds which will include \$400,000 recommended for demonstration sites to continue services from January 2027 to September 2027. This will allow for additional time to collect data and continue refinement of the "No Wrong Door" approach.</p> <p>Three interdepartmental working groups focused on Early Learning and Empowerment, Meaningful and Sustainable Jobs, and Safe, Clean, and Connected Communities continued advancing implementation efforts during the quarter. In addition, the Housing Department identified \$200,000 for upgrades to the Capital Park Neighborhood Center in Council District 5 to support the Mayfair/Poco Way Demonstration Site. Planned improvements will create more family-friendly and private spaces for residents accessing services, with upgrades scheduled to begin in June 2026 ahead of the next school year.</p> <p>Following discussions with LeyVa Middle School administrators and in light of recent District Attorney's Office budget reductions, the originally planned intervention program at the school site will not move forward. However, the</p>	<p>Green (Children and Youth Services Master Plan demo sites)</p> <p>Yellow (School intervention site program)</p>

City will continue providing funding to support the existing partnership during the next school year while alternative approaches are explored.	
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Problem Area 4: Traffic Safety	Q3 Status
<p><i>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.</i></p> <p>During Q3, Transportation Department staff completed 19 traffic and pedestrian safety enhancement projects out of 19 planned. This brings the fiscal year cumulative total to 52 planned projects constructed. An additional 13 projects are expected in Q4. Ribbon cutting was held on March 2, 2026, for the Nieman Boulevard and Daniel Maloney Drive Roundabout Project. These improvements will promote safer, more efficient traffic flow and improved visibility.</p>	Green
<p><i>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.</i></p> <p><u>Red Light Running Program.</u> The four red light running camera intersections completed the 60-day warning period on January 8, 2026, with live citation issuance beginning on January 9, 2026. The program will remain operational through January 2027 to support ongoing evaluation efforts. From the start of the citation period through the end of April 2026, the Police Department issued 4,776 citations across all four intersections, averaging approximately 300 citations per week. The highest concentration of violations occurred at the Bascom Avenue/Camden Avenue intersection, particularly for northbound right-turn movements, which accounted for approximately 38% of all program infractions. Staff identified motorists cutting through a nearby gas station to avoid camera enforcement, creating additional pedestrian safety concerns. In response, the Department of Transportation is evaluating potential signage and traffic control measures to discourage unsafe cut-through activity. The Police Department is also updating citation materials to provide clearer instructions regarding how violators may contact Superior Court, communicate with the vendor, or contest citations.</p> <p><u>Automated Speed Enforcement Program.</u> The Automated Speed Enforcement Program continues moving forward using a local funding strategy following the loss of anticipated federal grant support. Staff are currently engaged in contract negotiations with the selected vendor and continue coordinating implementation planning for the 33 approved camera locations. Based on experiences in peer jurisdictions, staff remain optimistic that program cost recovery will support long-term operations and potentially allow reinvestment of revenues into additional traffic safety improvements. Pending final approvals and implementation activities, installation of the automated speed enforcement cameras is anticipated by September 2026.</p>	<p>Complete (Red light running)</p> <p>Yellow (Automated speed enforcement)</p>