

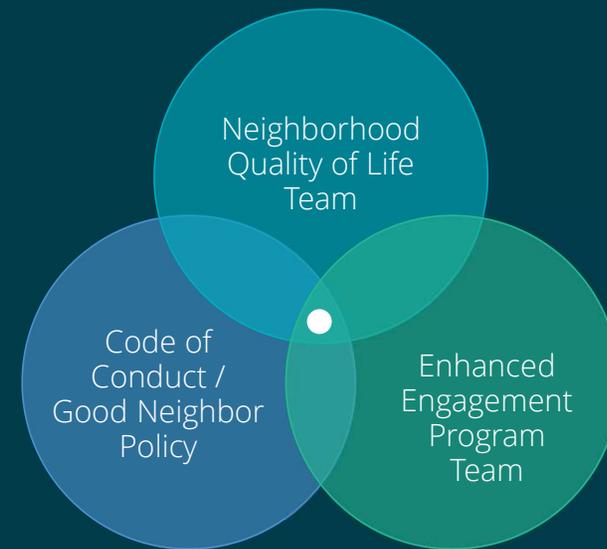
Neighborhood Quality of Life Team and Enhanced Engagement Program Status Report Item (d)4

Public Safety, Finance and Strategic
Support Committee
February 19, 2026

- Captain Stephen Donohue, Police Department
- Captain Randy Torres, Police Department
- Olympia Williams, Deputy Director of Parks,
Recreation and Neighborhood Services
- Erik L. Soliván, Housing Director

INTRODUCTION / OVERVIEW

1. Introduction
2. Police Department
 - Neighborhood Quality of Life Team
3. Parks, Recreation and Neighborhood Services
 - NEZs and Code of Conduct / Good Neighbor Policy
4. Housing Department
 - Enhanced Engagement Program





NEIGHBORHOOD QUALITY OF LIFE TEAM

NEIGHBORHOOD QUALITY OF LIFE TEAM



Team Structure & Deployment

- Centralized, specialized team
- Citywide authority (not district-based)
- Deployed based on:
 - Operational priorities
 - Council-directed NEZs
 - Division Captain referrals

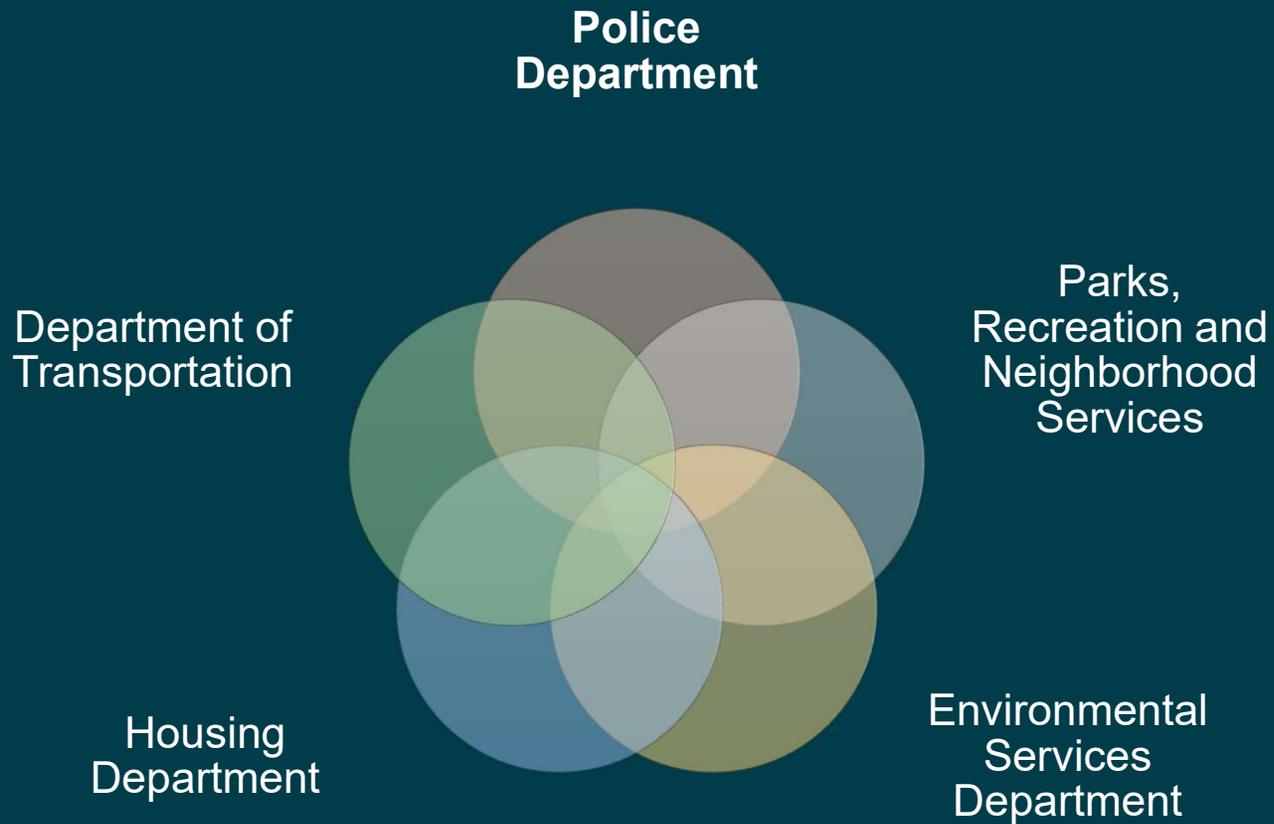


Operational Focus

- Proactive patrols
- Follow-up enforcement
- Sustained presence in high-impact areas
- Emphasis on locations with repeated encampments and quality-of-life concerns

NEIGHBORHOOD QUALITY OF LIFE TEAM

Scorecard Collaborators



SECOND QUARTER PERFORMANCE SNAPSHOT

FY 2025-2026

NQL Team's operational role within the City's broader encampment response framework includes:

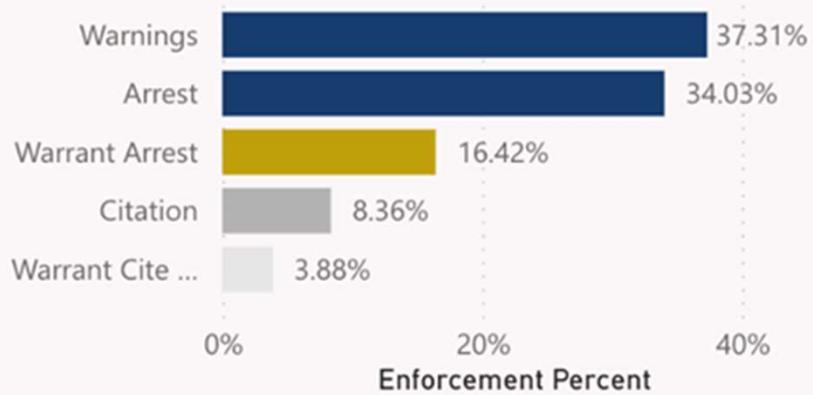
- ✓ Proactive work in NEZs
- ✓ Follow-up after abatements
- ✓ Enforcement actions taken in coordination with Housing, PRNS, and BeautifySJ



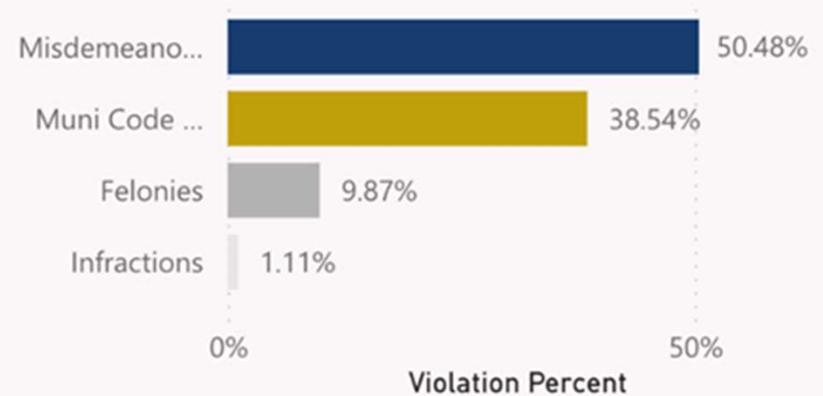
WORKLOAD, OPERATIONAL FOCUS, AND EARLY OUTCOMES

FY 2025-2026

Types of Enforcement



Types of Violations



NO ENCAMPMENT ZONES



NO ENCAMPMENT ZONES

- ❑ 25 miles of No Encampment Zones established along the waterways
- ❑ 10 No Encampment Zones Established near Emergency Interim Housing sites
- ❑ 1 No Encampment Zone established near Santa Teresa Safe Parking Site

Challenges:

- ❑ Re-encampments in No Encampment Zones are increasing
- ❑ Additional resources needed to effectively maintain No Encampment Zones



THIS IS A NO ENCAMPMENT ZONE

NO ENCAMPMENTS ARE PERMITTED IN THIS AREA.
All encampments in this area are subject to immediate abatement.

To claim property, you will be required to provide:

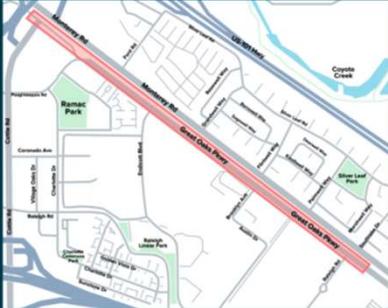
1. A description of the items
2. Location of the cleanup
3. Schedule a date and time to return to collect your items

All unclaimed property will be disposed of after 90 days.

If you need help with housing or want to learn about resources available to you, contact: Here4You Call Center at (408) 385-2400 between 9 a.m.- 7 p.m.



**CONTACT
BEAUTIFY SJ TO
PICK UP YOUR
PROPERTY**
(408) 795-1851,
Monday-Friday,
8 a.m. to 4 p.m.
beautifysj@sanjoseca.gov



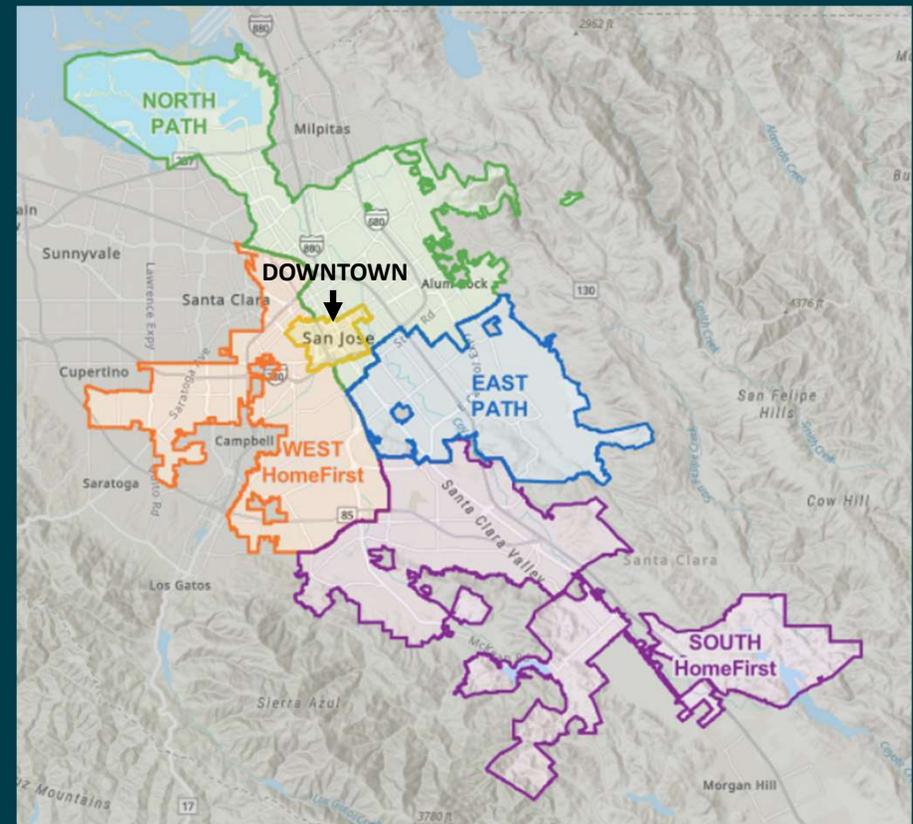
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ENHANCED ENGAGEMENT PROGRAM

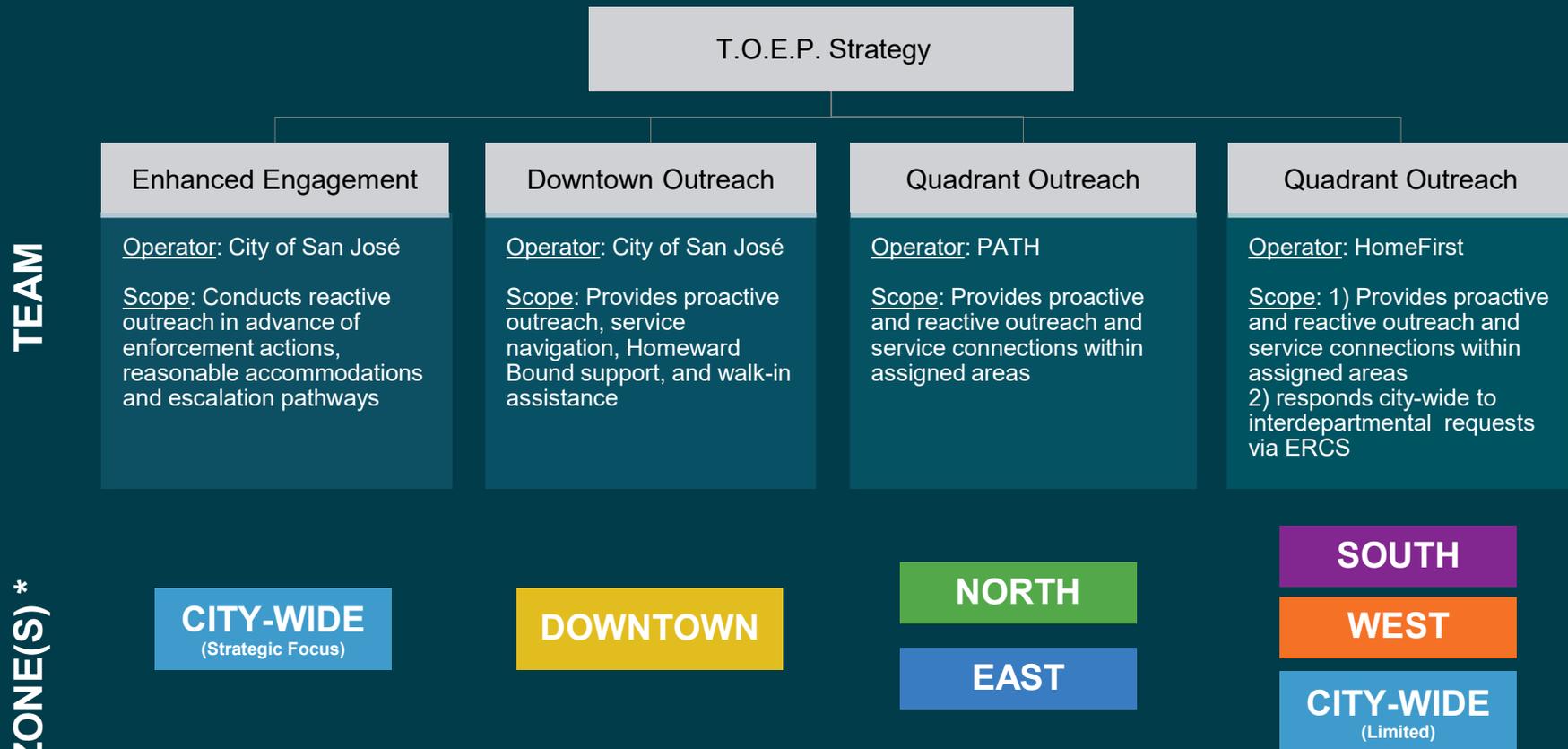
REORGANIZED OUTREACH AND ENGAGEMENT

1. Align the City's outreach efforts with the Targeted Outreach and Engagement Program (TOEP)
2. Improve shelter throughput
3. Respond to the City Auditor Findings on Homelessness Coordination
4. Reduced third-party outreach contracts
5. Reallocated funding to expand internal City outreach staffing and capabilities
6. Strengthened data collection and deployment functions
7. Improved coordination with other City departments and initiatives
8. Advanced consistency, accountability, and data integrity
9. Supported long-term operational sustainability



OUTREACH TEAMS

Roles, Coverage Areas, and Service Responsibilities



*Zone boundaries are interactive. Click the [GIS map](https://experience.arcgis.com/experience/f63650033b9a42aa95095e5288a7661d) to explore coverage areas: <https://experience.arcgis.com/experience/f63650033b9a42aa95095e5288a7661d>

WHAT UNIQUE CHALLENGES WILL EEP TEAM FACE?



Building Trust: EEP will coordinate more directly on enforcement actions including through 1) the Oversized Lived In Vehicle Enforcement (OLIVE) program and 2) abatements, making clear communication a key priority



Data Sharing and Compliance: EEP will coordinate with BeautifySJ and the Neighborhood Quality of Life Team

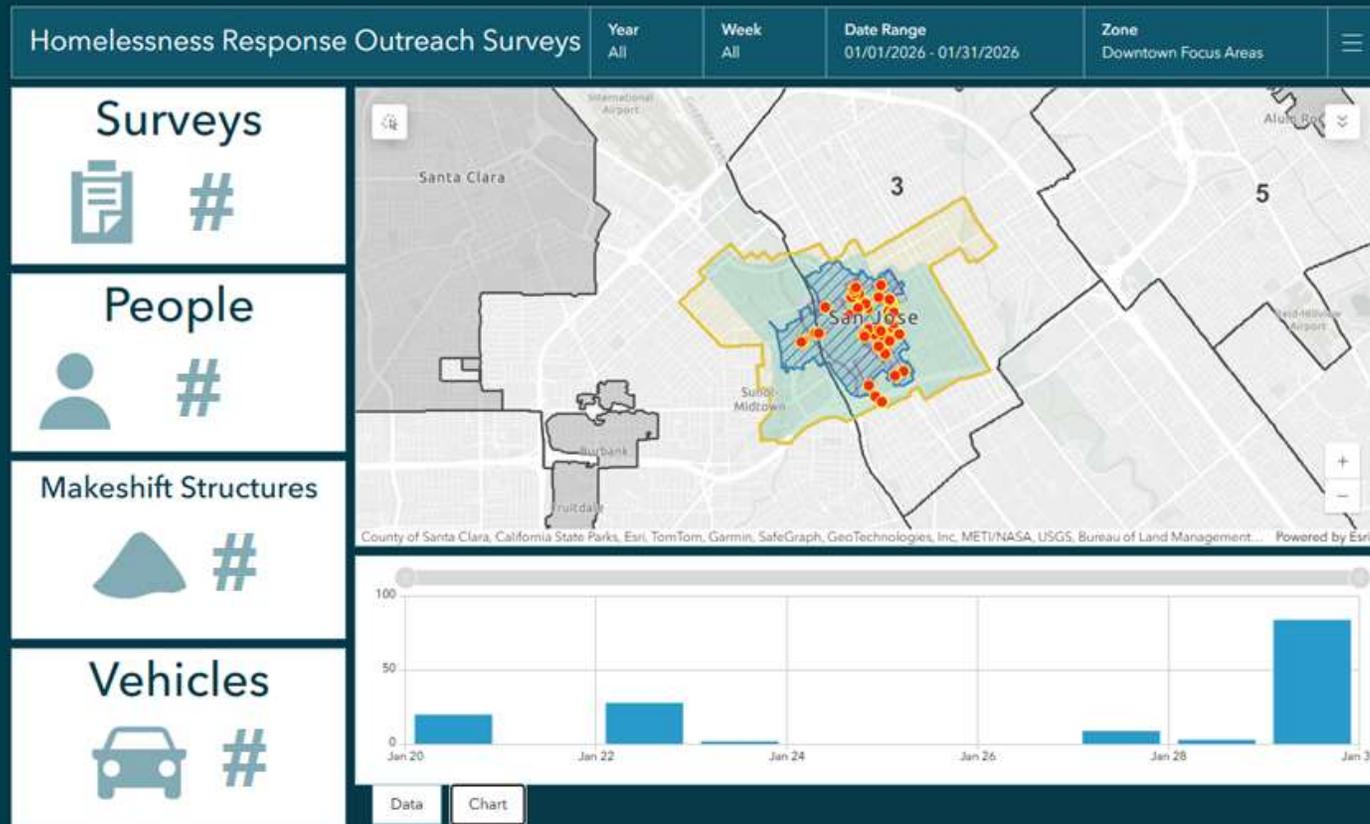


Communicating Code of Conduct: Reinforcing the path of escalation if Code of Conduct is not followed



Maintaining Case Files: Separate tracking and relevant data fields for PD and BSJ

ILLUSTRATIVE GIS DASHBOARD *

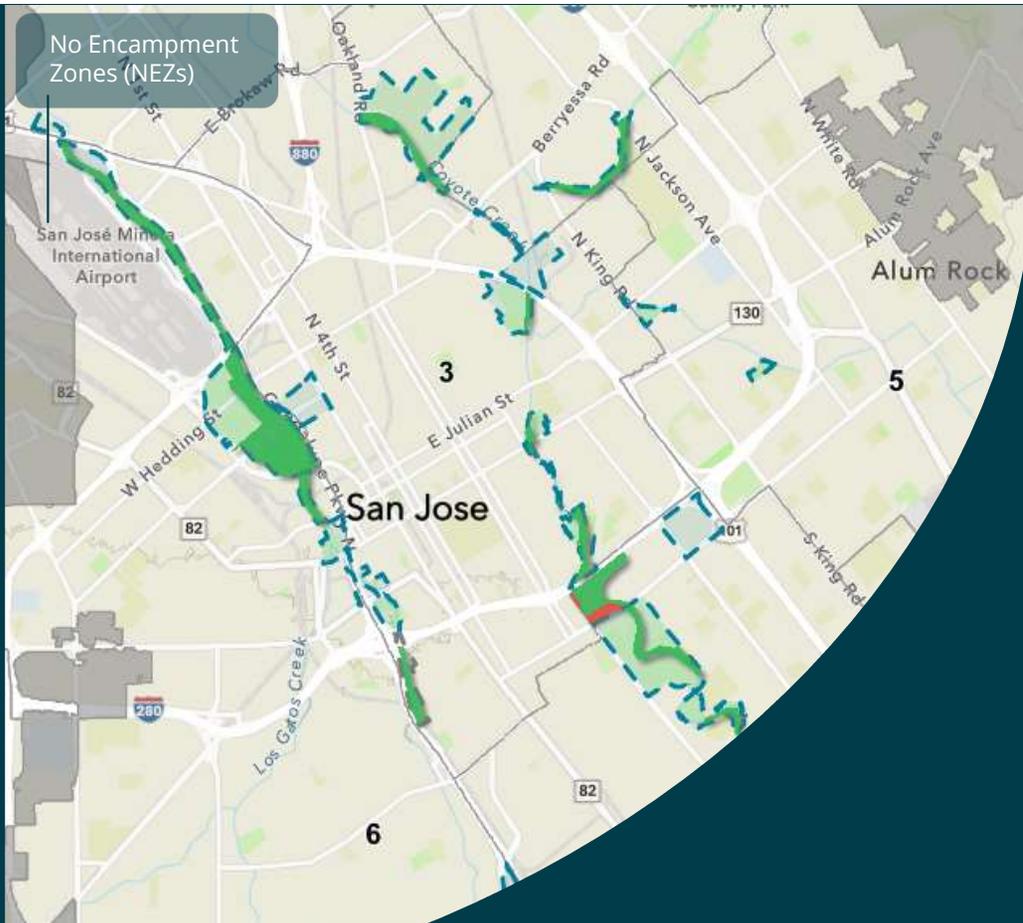


* This GIS visualization reflects tools currently used by the City of San José's internal downtown outreach team. Enhanced Engagement Program-specific data tools and visualizations are under development and are not yet live. This image is provided for illustrative purposes only to demonstrate the type of GIS-enabled capabilities the City plans to build to support EEP data collection, coordination, and reporting.

WHAT DATA WILL BE COLLECTED?

1. Number of individuals engaged
2. Geospatial data (location)
3. Visible identifiers (i.e., number of structures)
4. Vehicle Makes, License Plate Numbers
5. Denials – Recorded by site (although some duplication issues may occur)





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