

The San José Police Department's mission is to create safe places to live,
work and learn through community partnerships.

POLICE

The San José Police Department (SJPD) provides public safety services to the city's residents, including responding to calls for service, investigative efforts, crime prevention and education, and regulatory services.

The Department has one police station open to the public, as well as three community policing centers and one police substation which are currently closed to the public due to staffing.

In 2022-23, SJPD operating expenditures totaled \$499 million, including personal and non-personal. Of the \$465.6 million in personal services expenditures, \$56 million was specifically for overtime. In addition to operating expenditures, the Police Department was responsible for \$8.6 million for workers' compensation, and \$7.8 million in Citywide expenses.

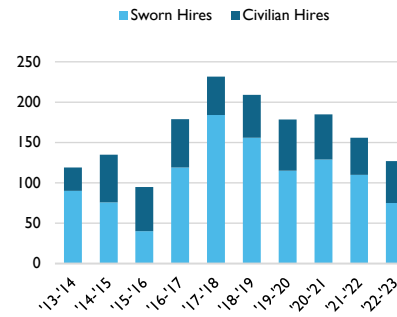
In 2022-23, there were 1,173 authorized sworn positions and 567 authorized civilian positions in the SJPD, totaling 1,740 for both sworn and civilian. There were 122 authorized sworn positions per 100,000 residents, which is a 10 percent increase from ten years ago.

Historically, SJPD has faced high vacancies among street-ready officers. Of the 1,173 authorized sworn positions, only 994 were actual full-duty, street-ready officers as of June 2023 (this excludes vacancies, officers in training, or those on modified duty or disability/other leave). There were 75 sworn hires in 2022-23 and 97 sworn vacant positions as of June 2023.

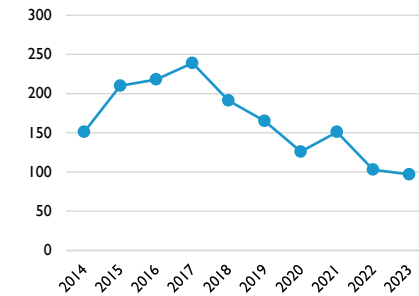
KEY FACTS (2022-23)

| | |
|---|---------|
| Sworn police authorized positions | 1,173 |
| Street-ready officers | 994 |
| Total authorized positions sworn and civilian | 1,740 |
| Total emergency calls | 635,700 |

Police Department Hires



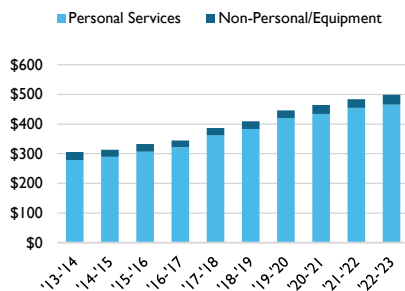
Sworn Police Vacancies (as of June 30)



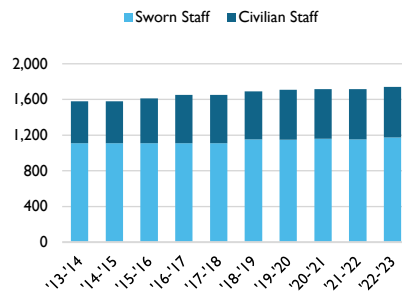
Increasing Community Safety

The City established four focus areas for 2023-24 including "Increasing Community Safety." The scorecard for this focus area includes measures such as resident perceptions of safety, property crime rates, and violent crime rates. The Administration will report on these measures on a quarterly basis.

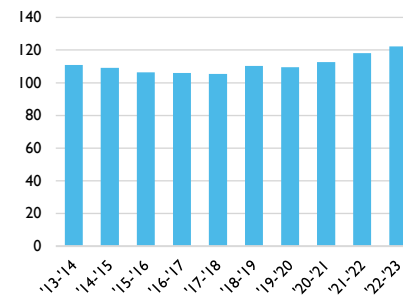
Police Department Operating Expenditures (\$millions)



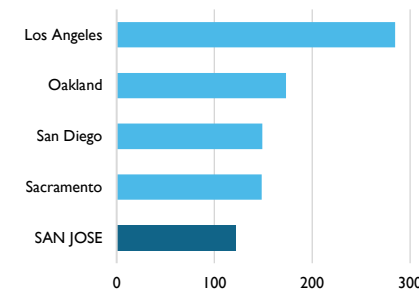
Police Department Authorized Positions



San José Sworn Staff per 100,000 Residents

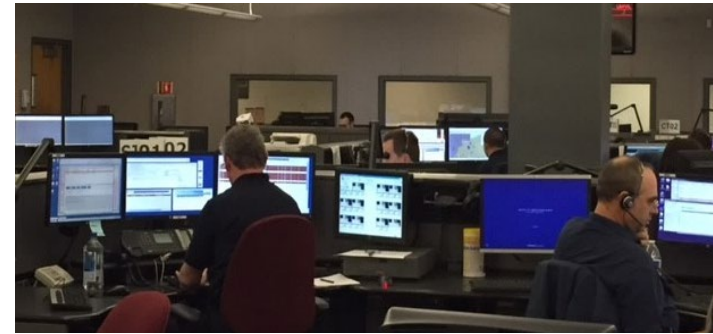


Authorized Sworn Staff per 100,000 Residents (2023)



CALLS FOR SERVICE

The SJPD Communications Center receives all 9-1-1 calls for police, fire, and ambulance services in San José. Additionally, SJPD receives other non-emergency calls. Call-answering staff in the Communications Center obtain information from callers, prioritize events, and relay information to dispatchers, or direct callers to other resources as needed. Dispatchers evaluate resources, identify and direct emergency personnel and equipment, and maintain control of radio channels to ensure the safety of officers and the public.

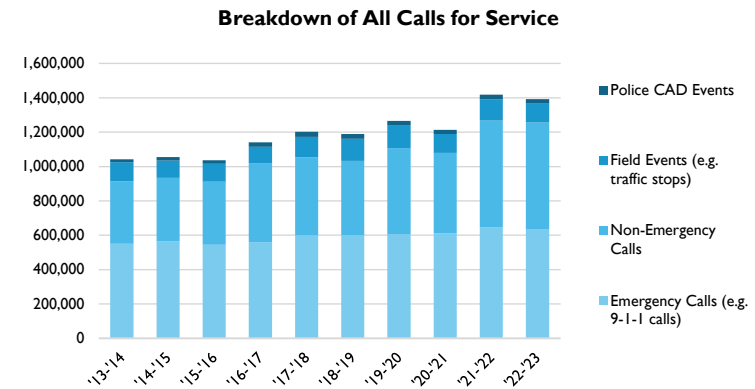


Source: San José Police Department, photo of Communications staff.

In 2022-23, SJPD handled 1.37 million total calls for service. The number of 9-1-1 and other emergency calls totaled 635,700.* The number of non-emergency calls (e.g., 7-digit non-emergency calls and phone reports) totaled about 621,300. Administrative calls and field events (e.g., car and pedestrian stops, and other officer-initiated calls) accounted for the remainder.

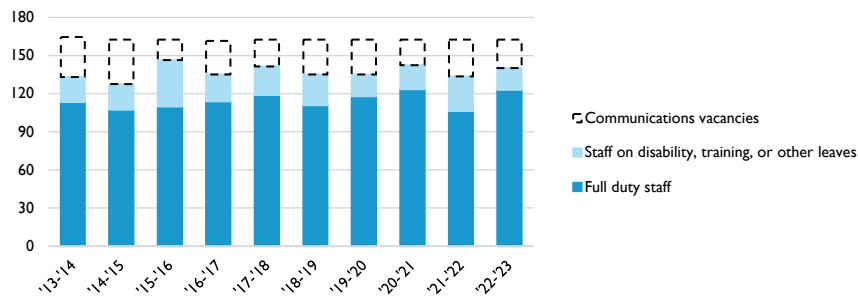
The percentage of 9-1-1 calls answered within 15 seconds was 88 percent (target: 90 percent),** slightly higher than the prior year. Of the 162.5 authorized positions in the Communication Center, only 123 were full duty as of June 2023. The average answering time for emergency calls was 6.6 seconds, above the 6.5 second target, but an improvement from the prior year.

* This includes 9-1-1 transfers to the Fire Department for fire and medical emergencies.
 ** The California Office of Emergency Services updated the call answering time standard to mirror the current National Emergency Number Association standard for all California Public Safety Answering Points in March 2023. It was previously 95 percent.

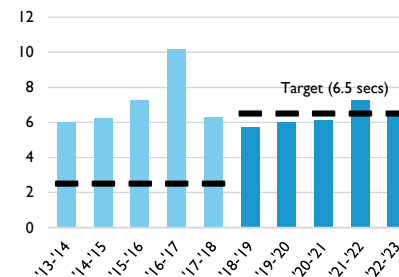


Note: All calls for service received, including duplicates, online reporting, and calls that did not require a police response.

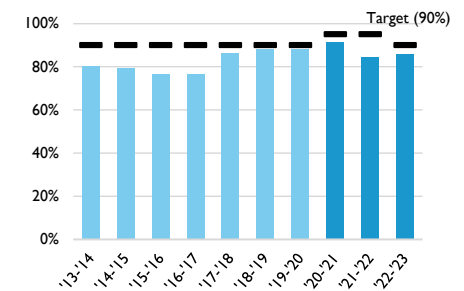
Communications Center Staff (as of June 30)



Average Emergency Call Answering Time (seconds)*



% of 9-1-1 Calls Answered Within Target**



*Years prior to 2016-17 may not be comparable due to change in methodology. In 2018-19, the call answering time target was adjusted to reflect all components of call answering time.

**In 2020-21, SJPD revised this performance measure from % of 9-1-1 calls answered within 10 seconds to % of 9-1-1 calls answered within 15 seconds. In 2022-23, the target for this measure was updated by the California Office of Emergency Management.

POLICE RESPONSE TIMES

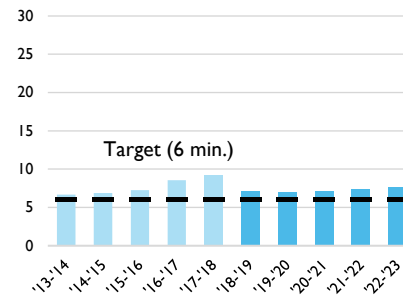
In 2022-23, the citywide average response time for Priority 1 calls was 7.7 minutes (target: 6 minutes). The citywide average 25.4 minute response time for Priority 2 calls was far outside the target of 11 minutes.

The Department has focused on maintaining Priority 1 response times as these calls involve present or imminent danger to life or major property loss. Priority 2 calls are those which involve either injury or property damage, or the potential for either to occur.

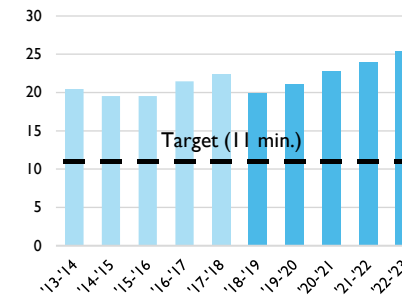
SJPD disaggregates response times by three time targets: processing time, queuing time, and driving time. In 2022-23, the Department's average processing and queuing times for Priority 1 calls were close to their targets, while driving time exceeded the target. For Priority 2 calls, SJPD was outside of its targets for processing time, queuing time, and driving times.

In 2022-23, none of the districts met the 6-minute target response time for Priority 1 calls; however, two districts were close to achieving the target average response time. Response time may vary across districts because of the size or physical characteristics of an area, whether there are adjacent police service areas, population density, traffic conditions, and officer staffing levels.

Average Priority 1 Police Response Time* (minutes)

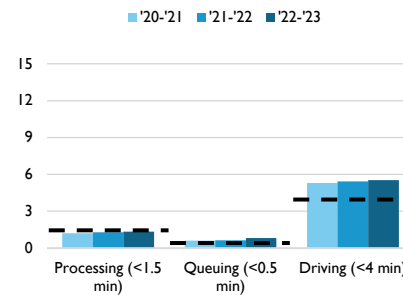


Average Priority 2 Police Response Time* (minutes)

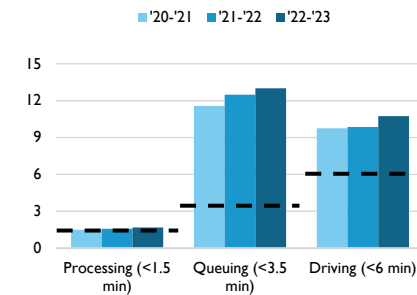


**In 2018-19, SJPD revised their reporting of police response times to be based on how incidents are initially coded into their system. In prior years, SJPD had measured response times based on updated coding of incidents as determined throughout the response, which could change the priorities of incidents and incorrectly affect response times.*

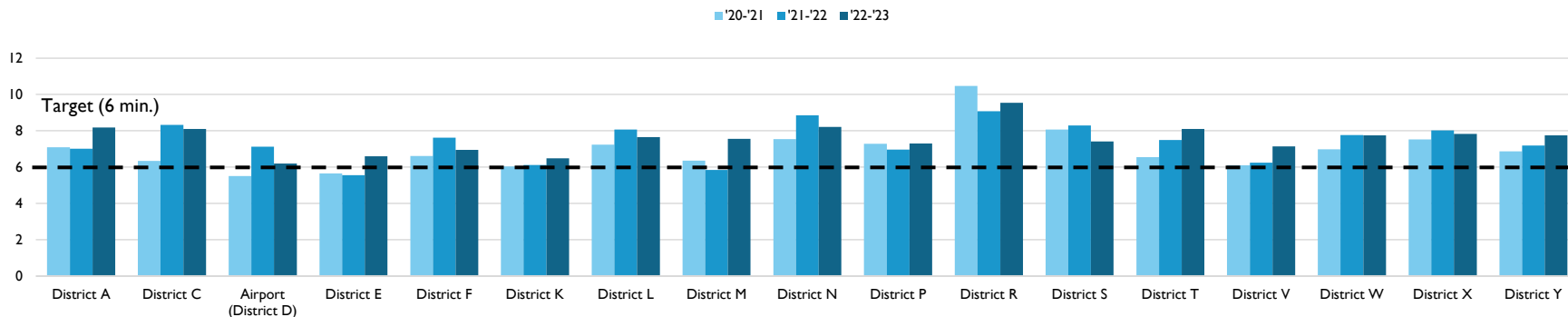
Priority 1 Response Time Breakdown (minutes)



Priority 2 Response Time Breakdown (minutes)



Priority 1 Average Police Response Times (minutes)



POLICE

CRIME IN SAN JOSE

In 2022, there were 29,600 major crimes in San José, up 2 percent from last year. Major crimes include violent crimes (homicide, rape, robbery, and aggravated assault) and property crimes (burglary, larceny, and vehicle theft). In 2022, there were 36 homicides in San José. This was 8 more than in 2021 and more than the ten-year average of 34.5. San José experienced about 3,100 major crimes per 100,000 residents in 2022. This was more than the state average, but lower than some other large cities in California.

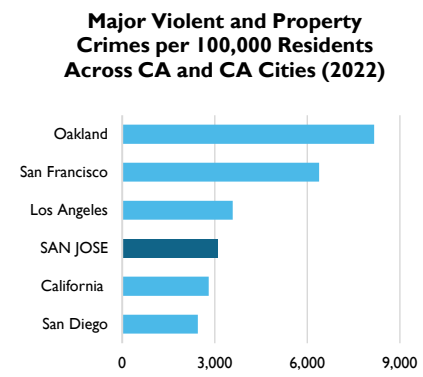
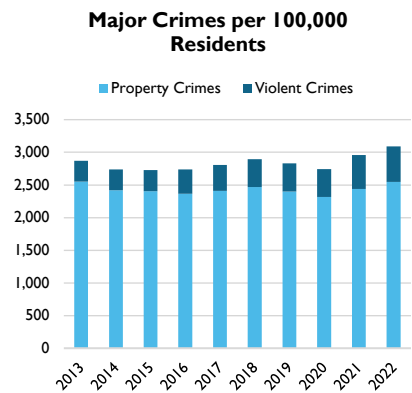
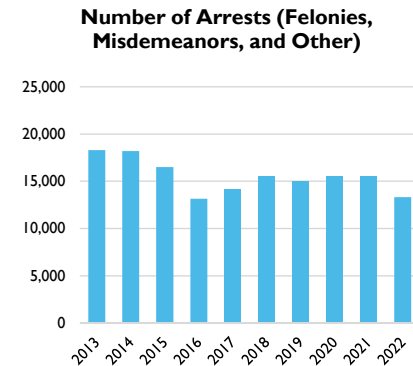
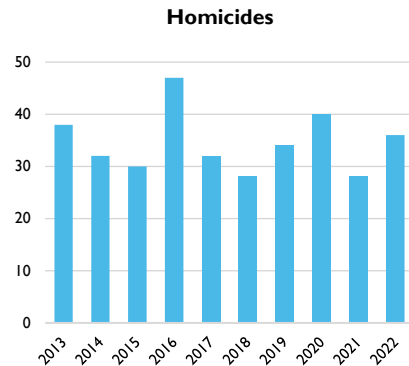
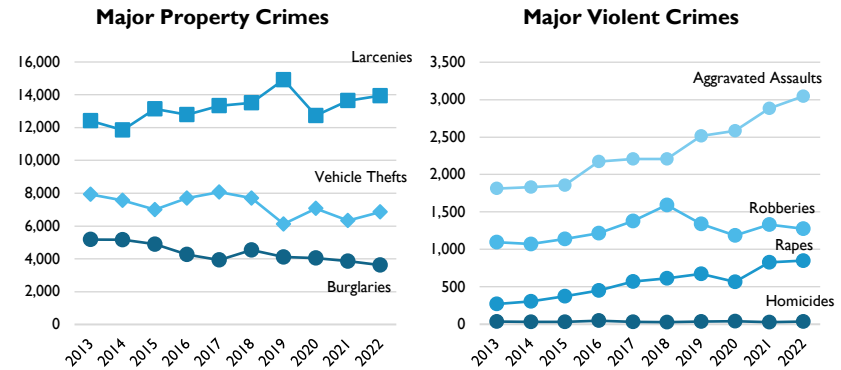
The number of arrests for felonies, misdemeanors, and other offenses has decreased from about 18,300 in 2013, to around 13,300 in 2022. There were 581 gang-related and gang-motivated incidents* overall in 2022, of which 127 were classified as violent by the SJPD. There were less gang-related and gang-motivated incidents in 2022 than the past six years.

In the past ten years, San José has experienced an increase in reported hate crimes from 15 in 2013 to 111 in 2022. Hate crimes jumped in 2020 and have remained high. The Police Department provides crime statistics [online](#).

* Gang-motivated incidents include crimes committed for the benefit of a gang, whereas gang-related incidents include crimes involving gang members that may not necessarily be for the benefit of a gang.

National Incident Based Reporting System

In 2021, the FBI Uniform Crime Reporting (UCR) program mandated National Incident-Based Reporting (NIBRS) as the law enforcement crime data-reporting standard for the nation, while retiring the Summary Reporting System (SRS). Under SRS, limited data on nine Part I crimes were collected, reporting only the most serious offense on a singular incident (the hierarchy rule). With NIBRS, incident-specific data is captured for 52 different offense types and all crimes on a singular incident are reported. NIBRS is still being rolled out nationwide, along with California Department of Justice (DOJ) specific requirements, which will affect the comparison of San José to other jurisdictions as well as the US as a whole. Arrest and citation data are collected regardless of the crime/offense type in either reporting systems. SJPD went live with NIBRS in April 2023.



Sources: FBI Uniform Crime Reporting. For national crime data visit the [FBI web page](#).

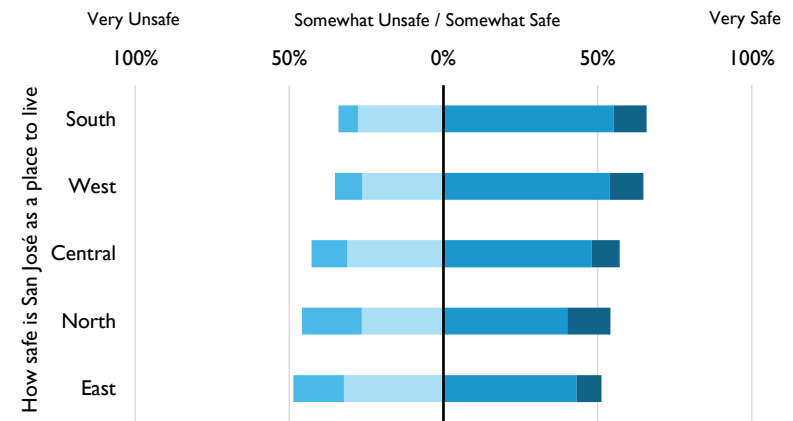
PERCEPTIONS OF SAFETY IN SAN JOSE

The community survey asked San José residents a variety of questions about how safe they feel in San José. In 2023, 59 percent of respondents reported San José as a safe place to live. Respondents age 18 to 24 had the highest feeling of safety across all age groups, with 73 percent reporting that they felt "very" or "somewhat" safe. Overall, 24 percent of respondents ranked police protection in their neighborhood as "excellent" or "good."

Respondents were also asked how safe they feel in their own neighborhoods, in the city park closest to their home, and in downtown San José. More respondents said they feel "very" or "somewhat" safe in their neighborhoods and city parks closest to their homes during the day than at night. Similarly, respondents said they felt more safe during the day downtown than at night. Respondents felt more safe in their neighborhoods and city parks closest to their homes than in downtown.

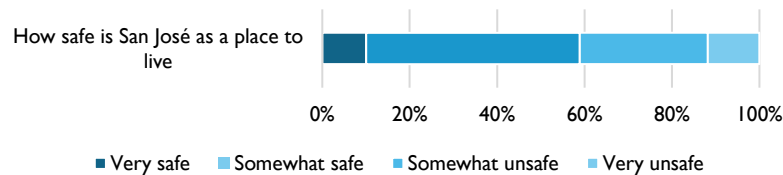
Perceptions of safety also varied by region; 66 percent of respondents from the South region rated the city as "very" or "somewhat" safe, compared to 51 percent of respondents from the East region.

Community Survey 2023
Ratings of Safety by Region

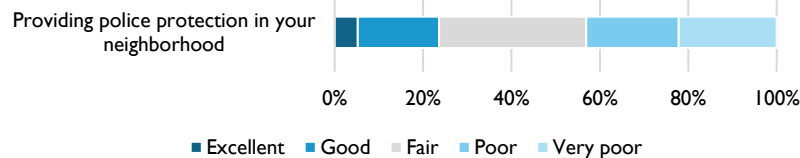


Note: See the Community Survey Chapter for a map of survey regions.

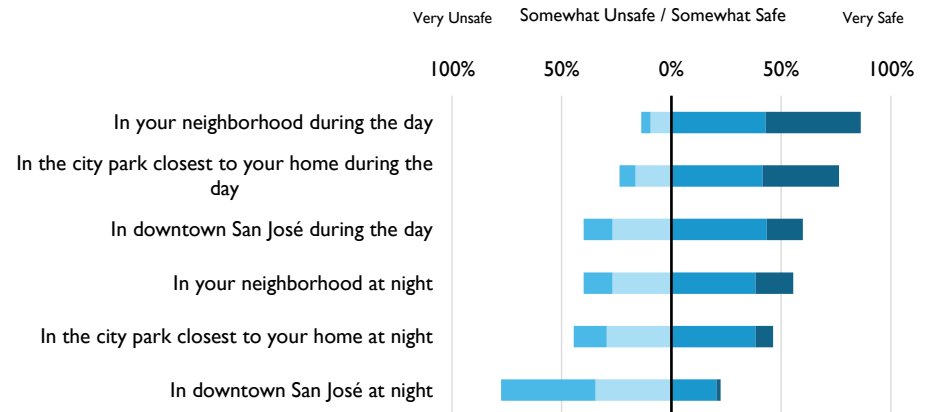
Community Survey 2023
Ratings of Safety



Community Survey 2023
Ratings of Service



Community Survey 2023
Residents' rating of Safety in the city



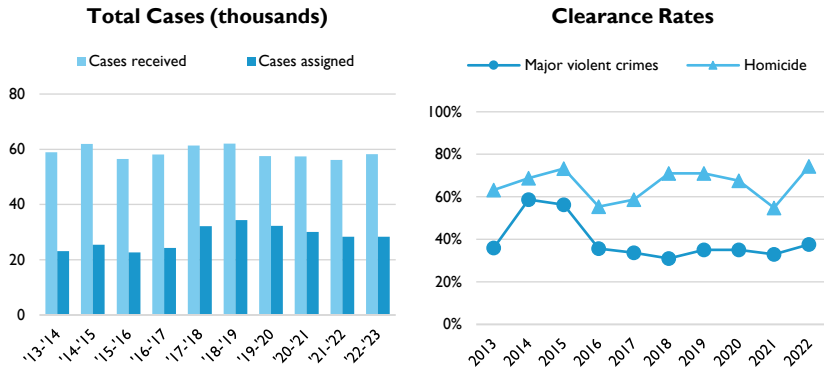
POLICE

INVESTIGATIVE SERVICES

The SJPD investigates crimes and events by collecting evidence, interviewing witnesses, interrogating suspects, and other activities. In 2022-23, the Bureau of Investigations received 58,200 cases, around 2,100 more than in 2021-22. Of these cases, 28,300 were assigned for investigation. A case may not be assigned because of a lack of resources or because it is deemed not workable (e.g., no evidence). In 2022-23, 53,800 cases were operationally closed. Reasons for closure included criminal filings, lack of investigative resources, and non-leads.

In 2022, SJPD's clearance rate for violent crimes was 38 percent, 5 percent higher than in 2021. The homicide clearance rate was 74 percent in 2022.*

* Additional data on clearance rates from the FBI's uniform crime reporting system was not available at the time of publication of this report.



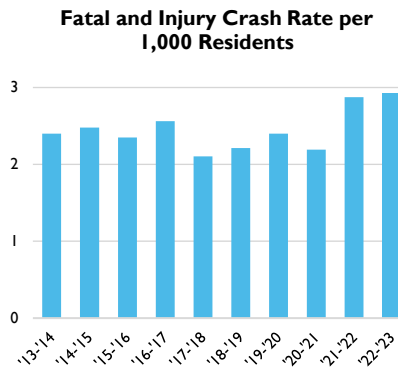
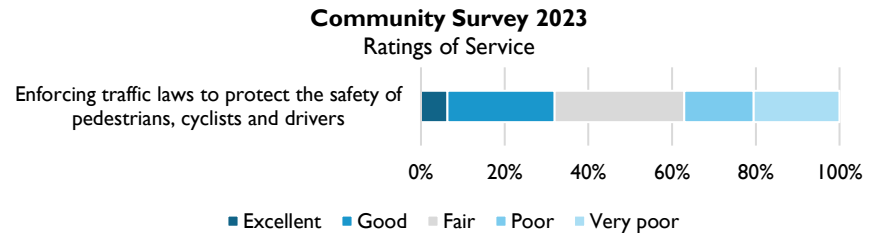
TRAFFIC SAFETY

The SJPD provides for the safe and free flow of traffic through enforcement, education, investigation, and traffic control. SJPD reported that its Traffic Enforcement Unit (TEU) issued around 21,600 citations in 2022-23, about 6,100 more citations than last year and three times as much as 2020-21. TEU staff are deployed on all weekdays to high impact areas determined by citywide collision data. According to the Department, TEU officers have issued more citations and less warnings in efforts to make a greater impact on driver behaviors. Additionally, SJPD reported that several grant-funded traffic safety programs were conducted throughout the fiscal year.

In 2022-23, there were 1,000 DUI incidents, which is about 200 more than the previous year. However, total DUIs have declined over the past 10 years. San José's rate of fatal and injury crashes, including public streets** and private property, was 2.9 per 1,000 residents in 2022-23. This has increased in recent years, however, as noted in the Transportation chapter, it remains below the national rate.

The community survey asked respondents about their perceptions of enforcing traffic laws to protect the safety of pedestrians, cyclists, and drivers; 32 percent responded with a rating of "good" or "excellent."

** Public streets include City maintained public streets and highways.



Note: Data based on incidents responded to and differs from the Transportation chapter and CSA dashboard measure, which captures incidents on public streets within San José's jurisdiction.

