

City of San José

Annual Report on City Services 2022-23

The City Auditor's Office has revised the following pages of the 2022-23 Annual Report on City Services.

Revision Date	Chapter	Page	Purpose of Revision
January 9, 2024	City Service Area (CSA) Dashboards	26	Updated labels on chart entitled "Development Projects Completed with Processing Time Targets (Construction Process)." A previous version of the report had the labels for "Plan Checks" and "Inspections in 48 hours" reversed.
January 17, 2024	Community Survey	22	Updated charts entitled "I Trust the City of San José" and "The City listens to residents when making important decisions" to remove "Not sure / Prefer not to say." Charts now show percentages only of respondents with an opinion. This aligns with how data is presented in the Key Findings section of the report by True North Research, Inc.
March 15, 2024	Police Department	108	Updated the chart "Major Crimes per 100,000 Residents." A previous version of the report included a chart that reflected only a subset of all major crimes in San José.

COMMUNITY AND ECONOMIC DEVELOPMENT CSA DASHBOARD

MISSION

To manage the growth and change of the City of San José in order to encourage a strong economy, create and preserve healthy neighborhoods, ensure a diverse range of employment and housing opportunities, and encourage a diverse range of arts, cultural, and entertainment offerings.

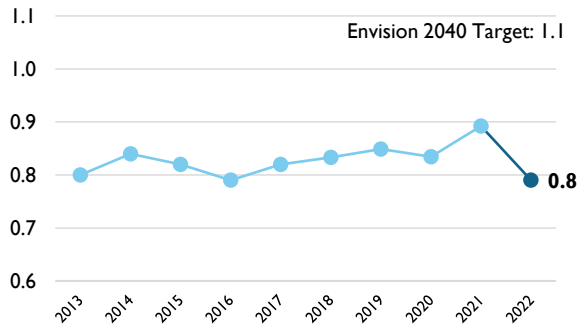
CSA OUTCOMES

- Strong economic base
- Safe, healthy, attractive, and vital community
- Diverse range of housing options
- Range of quality events, cultural offerings, and public artworks

PRIMARY PARTNERS

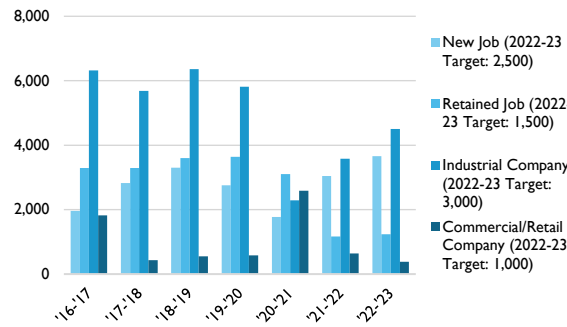
- Economic Development and Cultural Affairs
- Fire
- Housing
- Planning, Building and Code Enforcement
- Public Works

Jobs per Employed Residents in San José

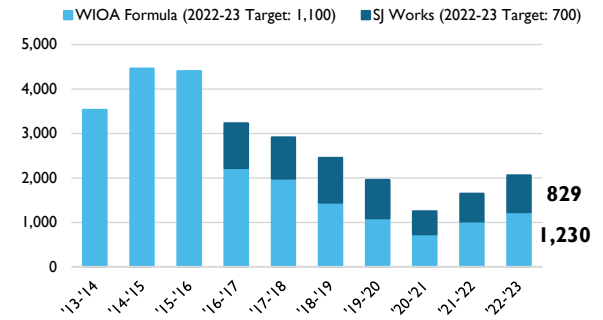


Source: 2022 estimates come from the Employment Development Department. Data prior to 2021 comes from the American Community Survey (5-year estimates for 2010-2018 and 2020, 1-year estimates for 2019 and 2021).

Estimated Jobs Generated/Retained by Companies that Received City Assistance

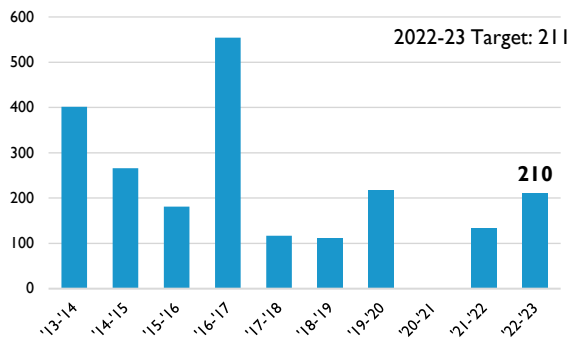


Number of work2future Clients Receiving Discrete Services (Counseling, Job Placement, and Occupational Training)

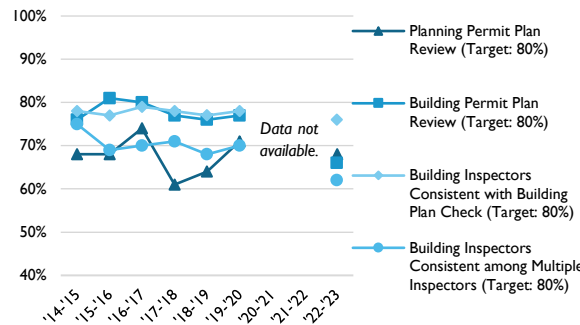


Note: According to work2future, the decline since 2015-16 was due to a change in the service delivery model which resulted in seeing fewer clients.

Affordable Housing Units Completed with City Assistance in the Fiscal Year

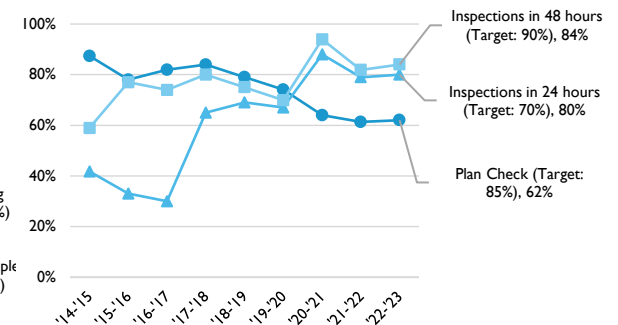


Percent of Projects that Receive Consistent Feedback from Staff Throughout the Course of Project Review



Note: Data was not collected in 2020-21 or 2021-22.

Development Projects Completed within Processing Time Targets (Construction Process)



Note: Beginning 2017-18, the data no longer includes building inspections specifically requested by customers for > 24 hours as missing the inspection target.

COMMUNITY SURVEY

CUSTOMER SERVICE

The community survey also asked residents a variety of questions about their interactions with City staff and their perceptions of the City.

Over a third of surveyed residents (38 percent) reported having contact with City staff in the past 12 months, either in person, on the phone, or by email. Most surveyed residents who had contact with City staff expressed satisfaction with staff's courtesy (75 percent), timeliness in response (61 percent), and competence (61 percent). Surveyed residents satisfaction with staff's competence was statistically higher in 2023 than 2022, an increase of 6 percentage points.

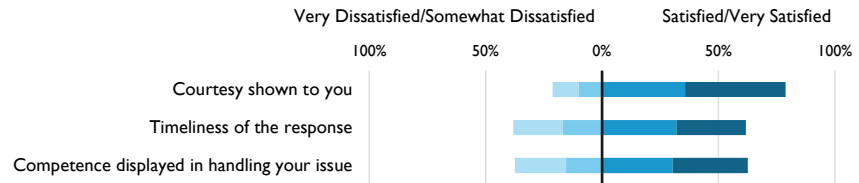
Eight percent reported that a language barrier had interfered with their ability to access City services, with 3 percent describing it as a major problem and 5 percent a minor problem.

GOVERNANCE AND PUBLIC TRUST

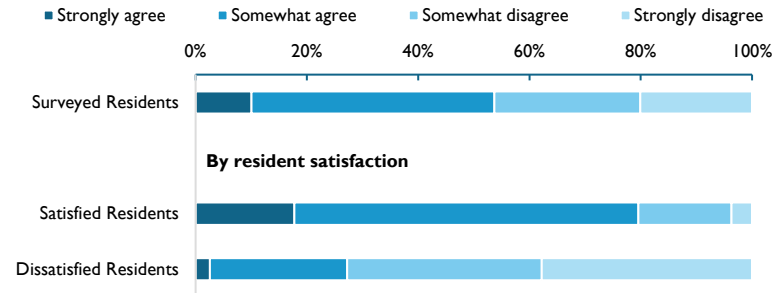
The community survey asked residents about their perceptions of the City's transparency and fiscal responsibility. About half of respondents with an opinion agreed that they trust the City of San José (54 percent strongly or somewhat agree) and that the City operates in a way that is open and accountable to the public (52 percent). Four in ten respondents also agreed that the City listens to residents when making important decisions (43 percent) and manages its finances well (39 percent). There were statistically significant improvements for respondents trust in the City (from 48 percent strongly or somewhat agree to 54 percent) and respondents perceptions of the City listening to residents when making important decisions (from 38 percent strongly or somewhat agree to 43 percent).

Residents' perceptions related strongly to their overall satisfaction with the City's performance in providing services. Residents that expressed satisfaction with City services were also much more likely to agree that they trusted the City, that it operates in an open and accountable way, and listens to residents.

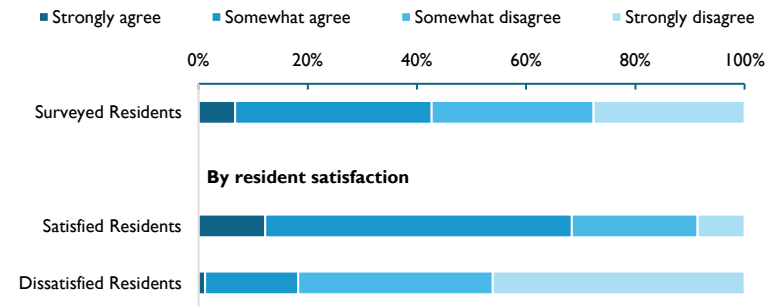
Resident Satisfaction with City Staff



"I trust the City of San José"



"The City listens to residents when making important decisions"



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.

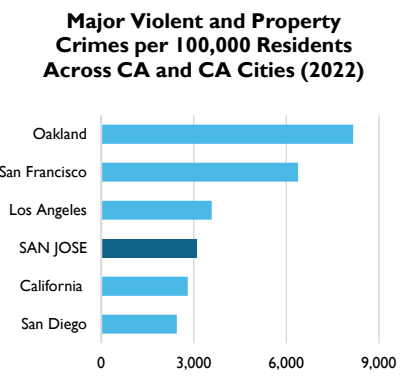
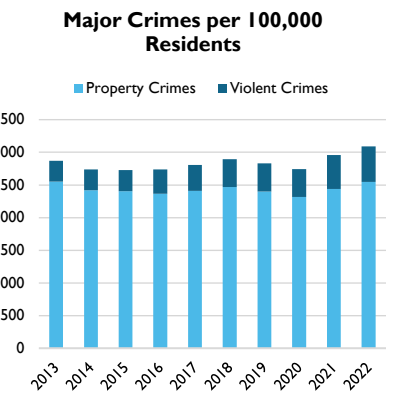
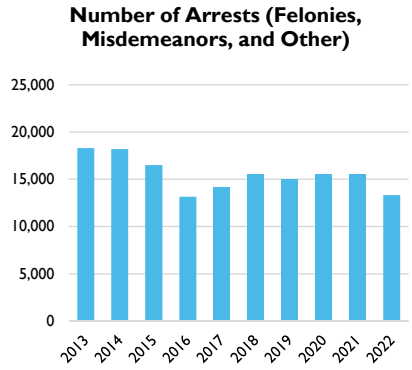
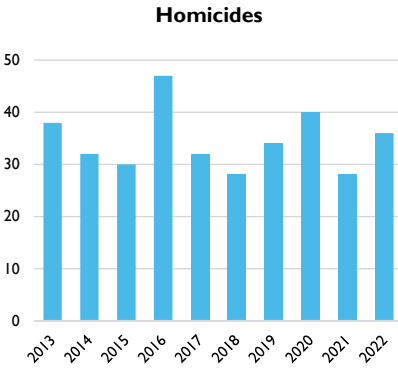
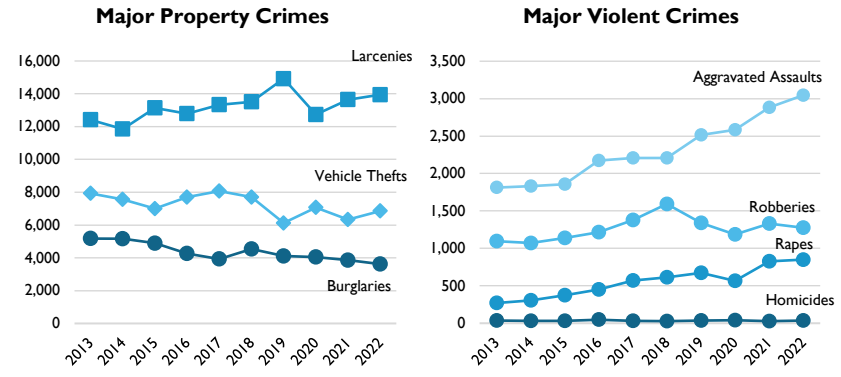
The number of arrests for felonies, misdemeanors, and other offenses has decreased from about 18,300 in 2013, to around 13,300 in 2022. There were 581 gang-related and gang-motivated incidents* overall in 2022, of which 127 were classified as violent by the SJPD. There were less gang-related and gang-motivated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