



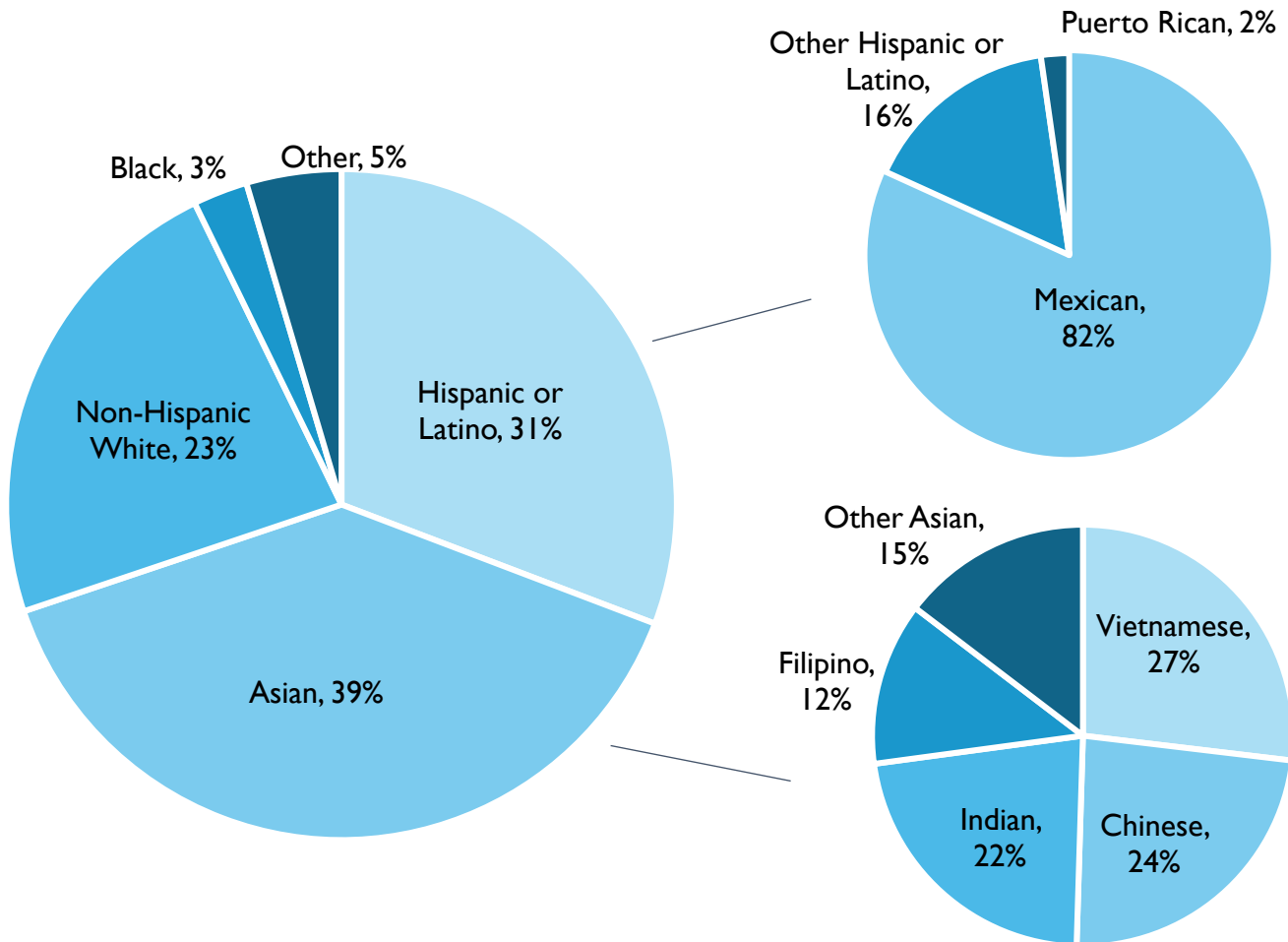
City of San José Annual Report on City Services 2022-23

A Report from the City Auditor
Issued December 2023

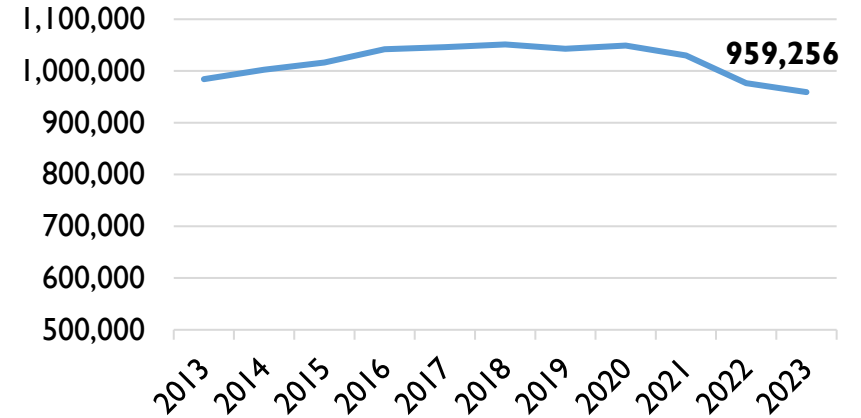
www.sanjoseca.gov/servicesreport

Background

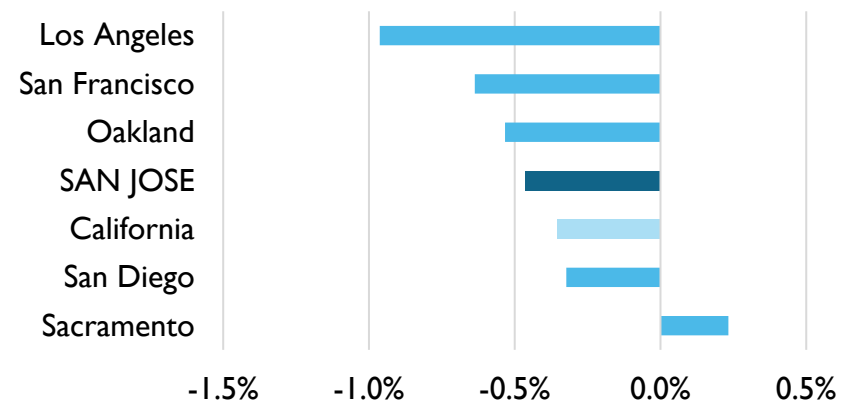
Ethnic Breakdown of San José Residents



Population Growth



Population Change in Major California Cities (2023)



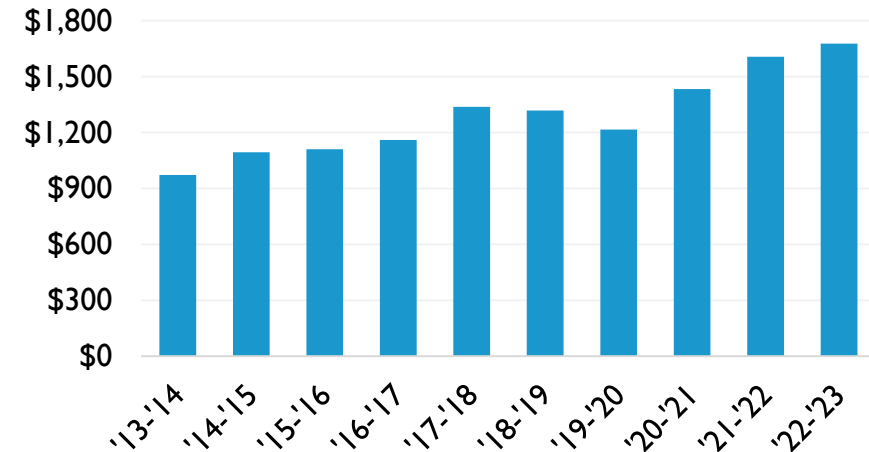
Background

\$1.9B Departmental expenditures

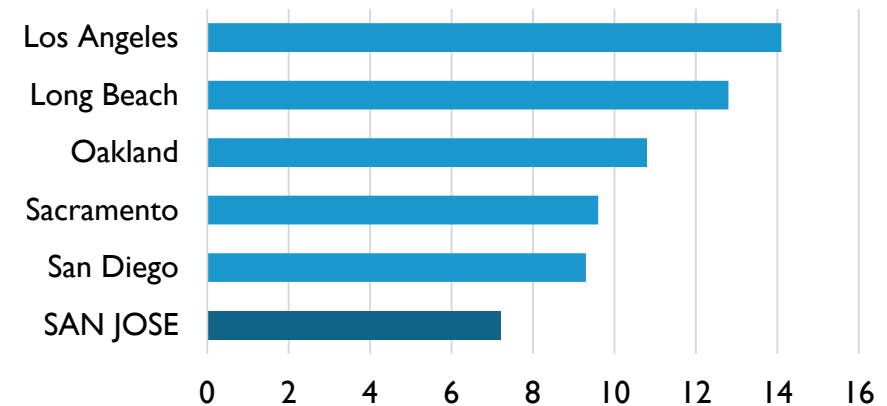
\$1.6B General Fund expenditures

6,884 Full-time equivalent positions

General Fund Expenditures (\$millions)



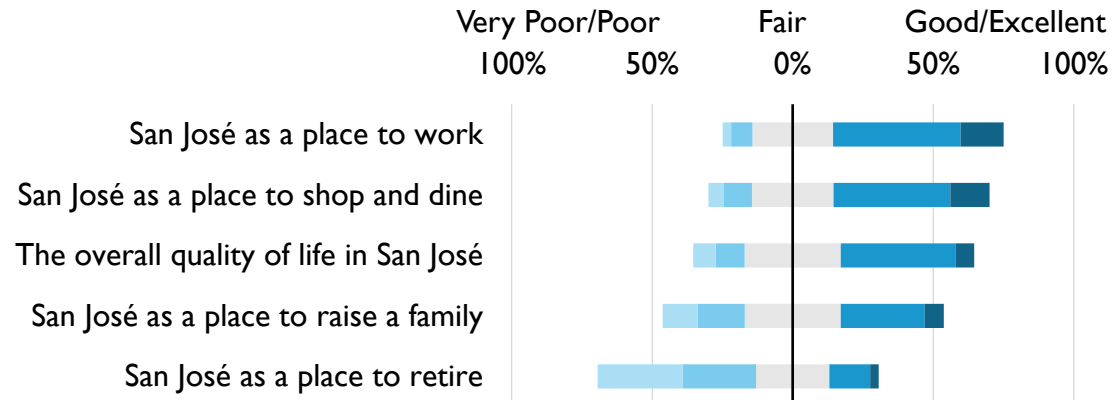
2022-23 Authorized Full-Time Positions per 1,000 Residents



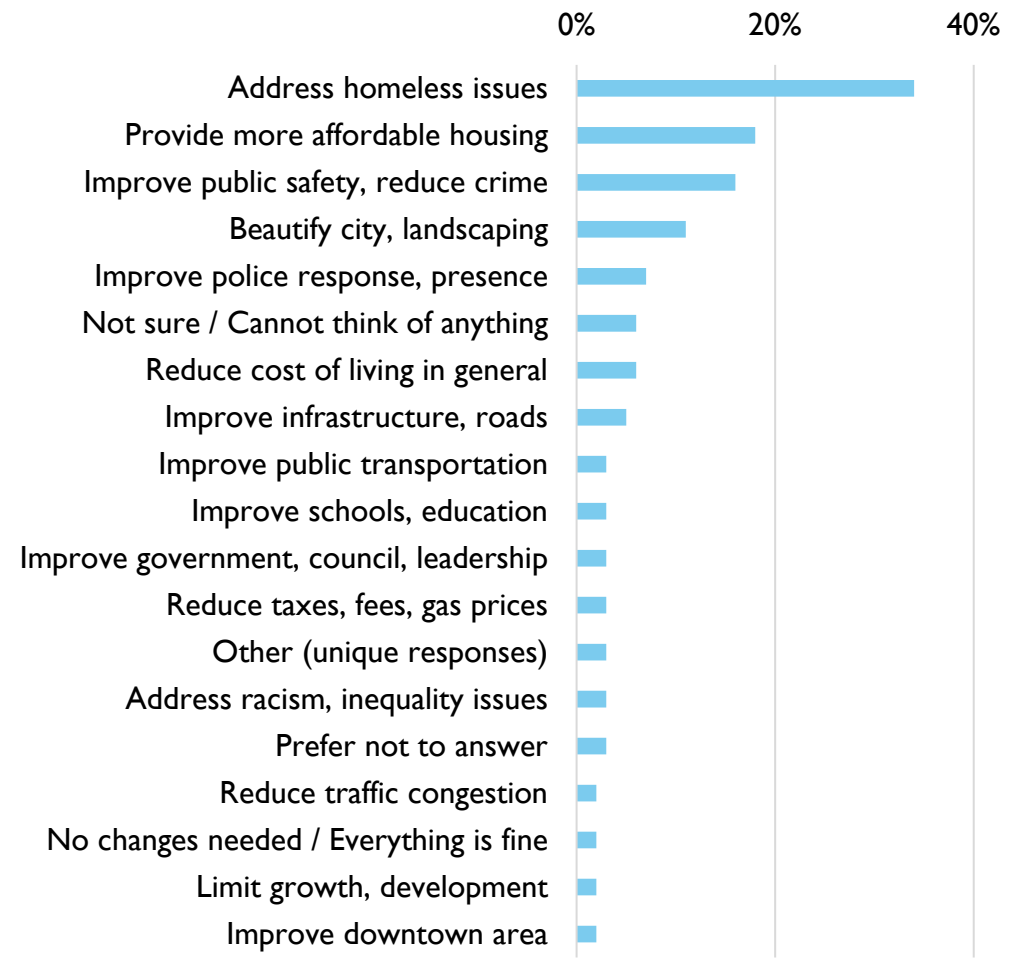


Community Survey

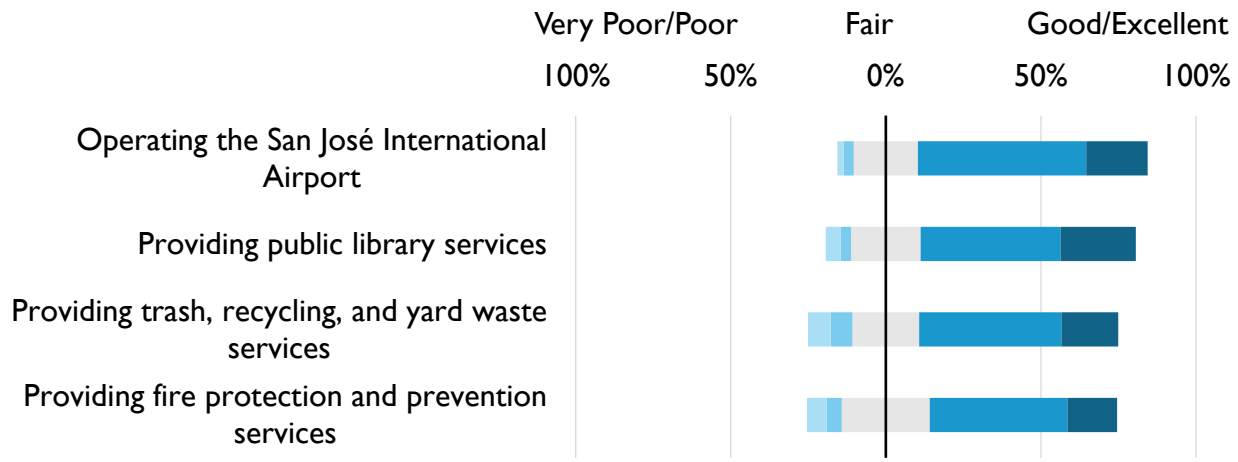
Quality of Life



Resident Priorities for City Improvements



Highest Rated City Services



To view the interactive dashboard, visit: www.sanjoseca.gov/servicesreport

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.

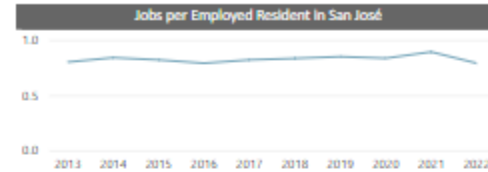
CSA OUTCOMES

- 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
- Housing Department
- San José Fire Department
- Department of Public Works
- Planning, Building and Code Enforcement

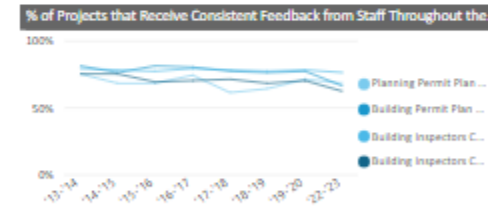
COMMUNITY AND ECONOMIC DEVELOPMENT - CSA DASHBOARD



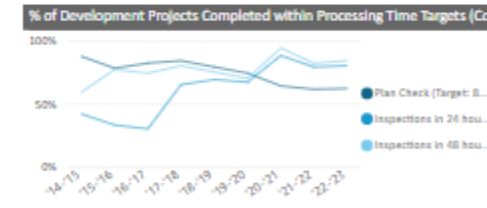
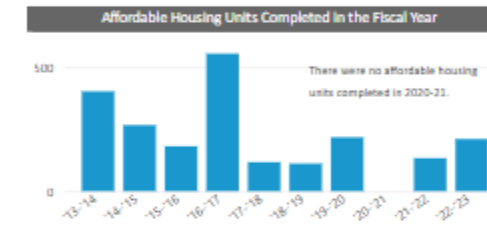
Source: 2022 estimates came from the Employment Development Department. Data prior to 2022 comes from the American Community Survey (5-year estimates for 2010-2018 and 2020, 1-year estimates for 2019 and 2021).



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.



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



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

Public Safety

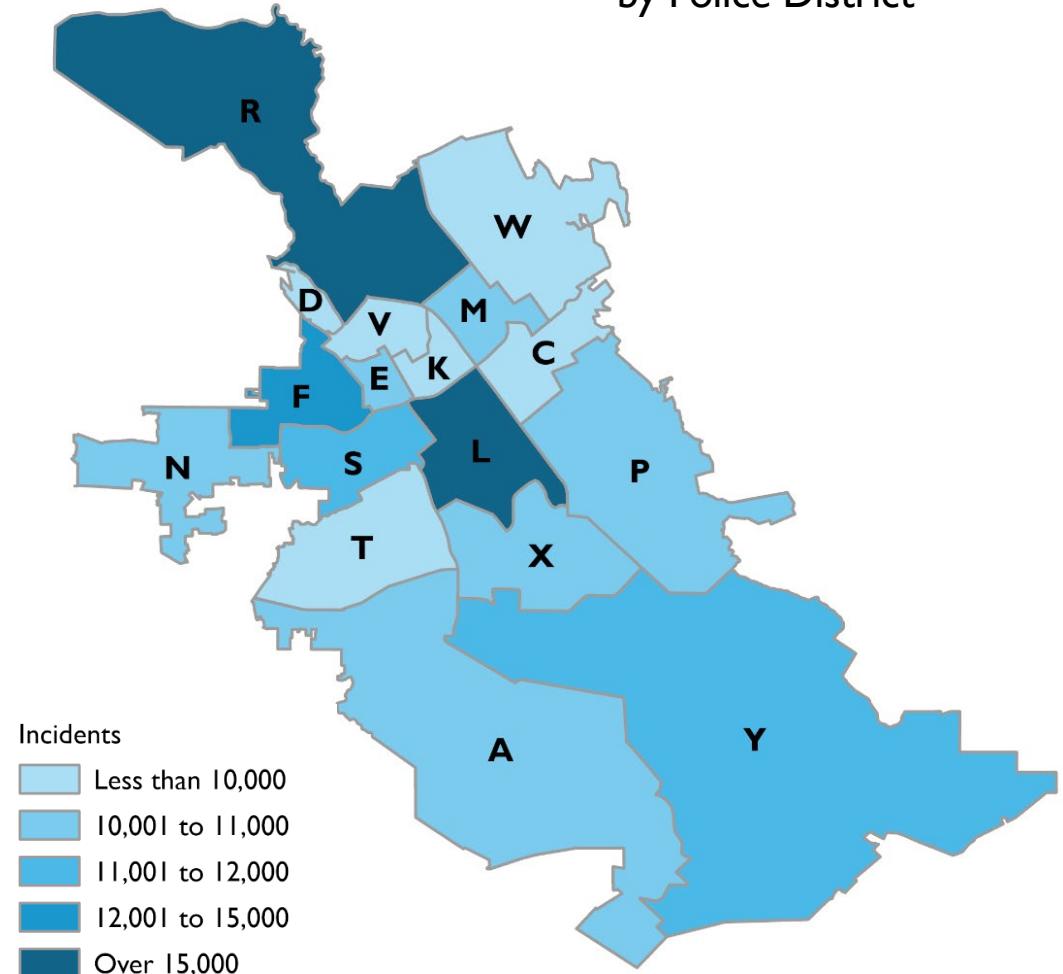
3 EOC activations

1.4M Calls for Police service

182,600 Police responses for priority 1-4 incidents

7.7 min. Average response time to a priority 1 call (imminent danger to life or major damage/loss to property)

**Number of Police Responses (Priority 1-4)
 by Police District**



109,000

Responses including emergency medical or fire incidents

4,600

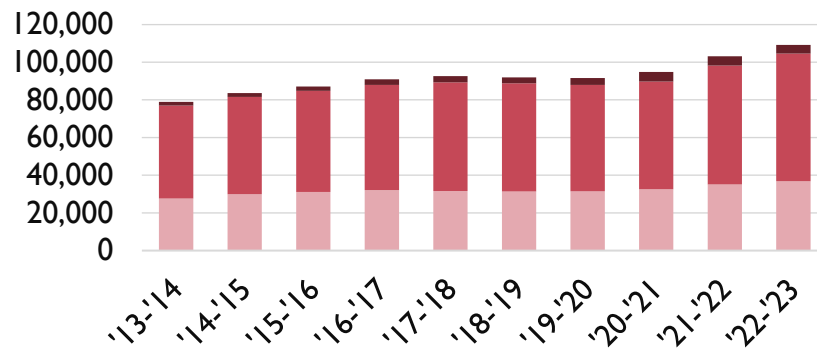
Fires

66%

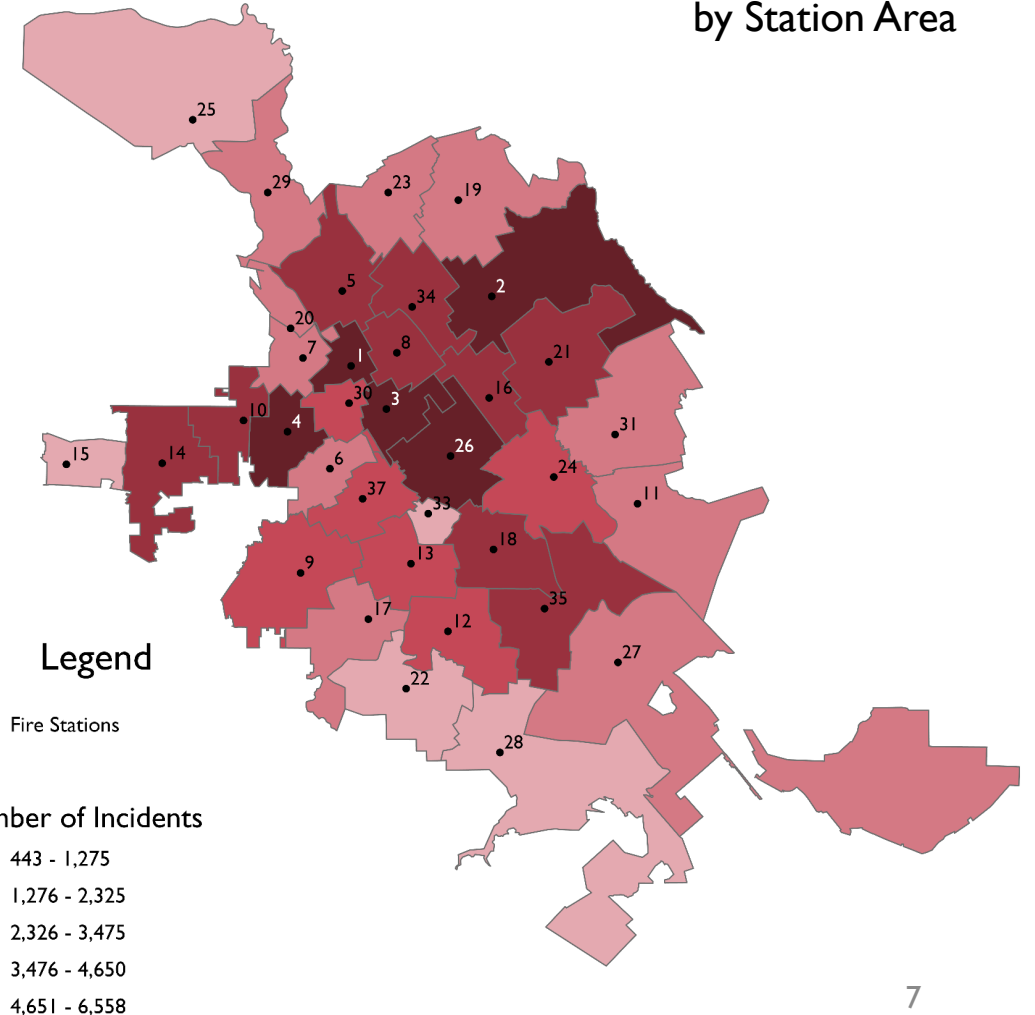
Priority I calls (life threatening) responded to within 8 minutes

Emergency Incidents

Other Medical Fire



Fire Stations and Number of Emergency Incidents by Station Area



Community & Economic Development

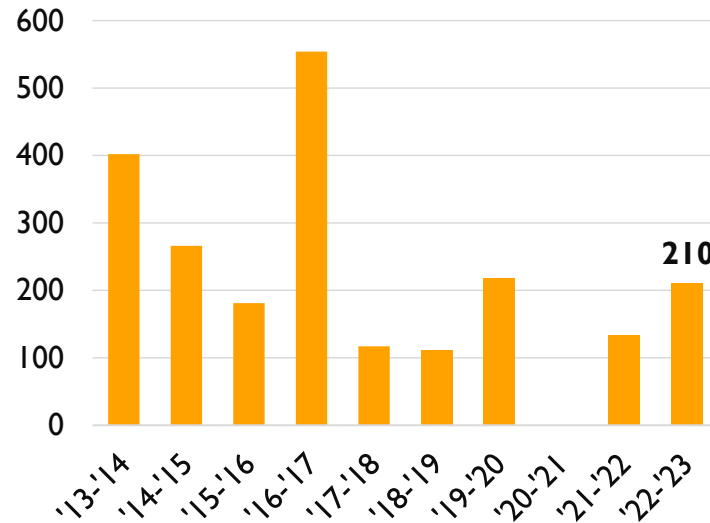
6,266

Homeless San José residents

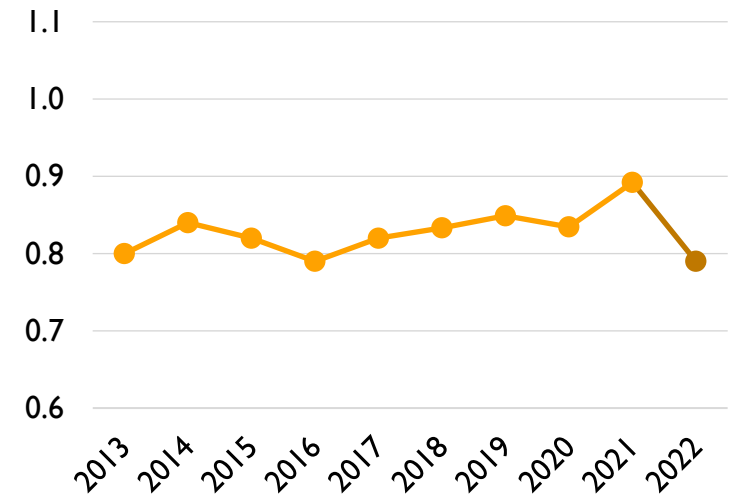
3,472

Homeless residents received assistance into housing

Affordable Housing Units Completed with City Assistance



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).

Community & Economic Development

Development Projects Cycle Time Completion

62%

Plan checks (for submitted plans that received a review)

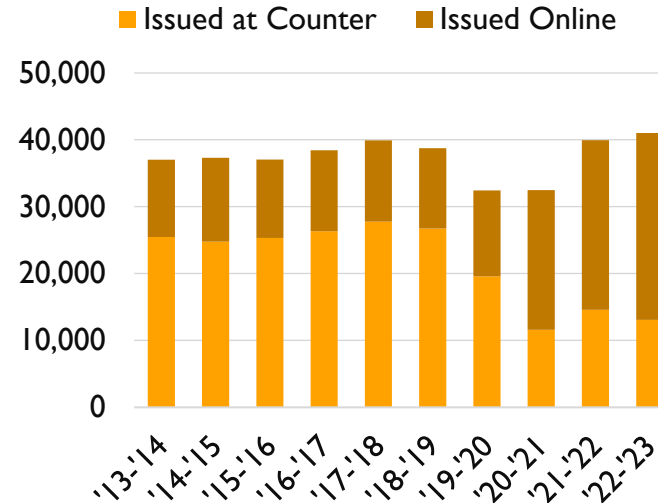
80%

Inspections completed in 24 hours

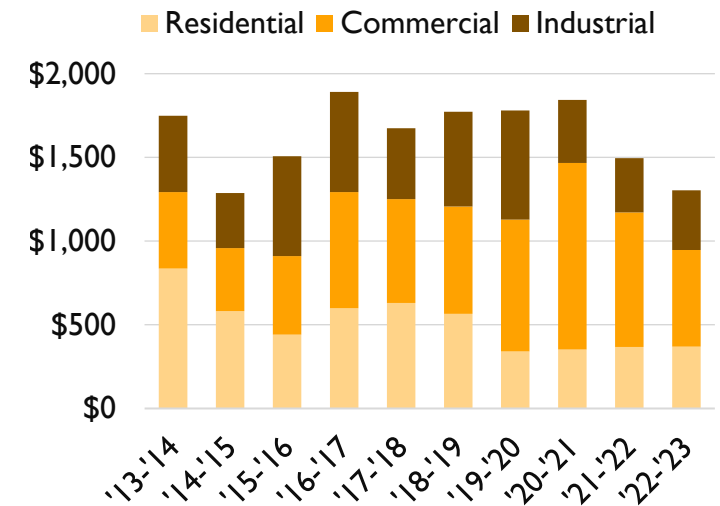
84%

Inspections completed in 48 hours

Building Permits



Value of Construction (\$millions)

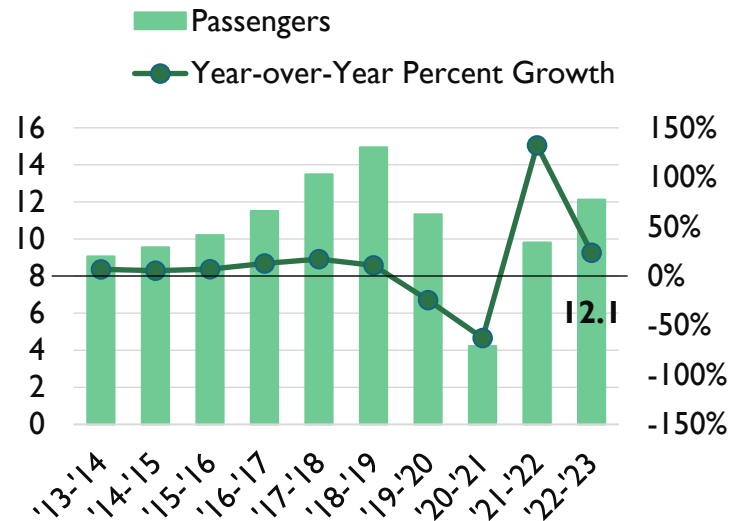


Transportation & Aviation Services

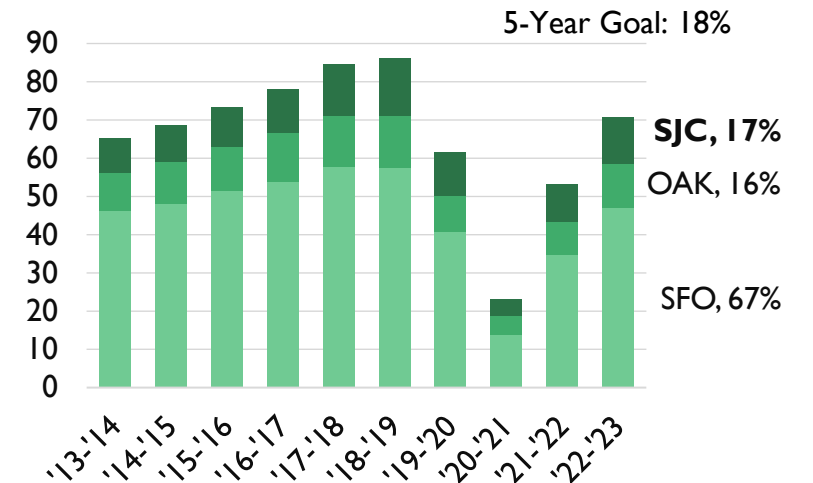
12.1M Airline passengers

17% Air service market share of regional passengers

Annual Airport Passengers (millions)

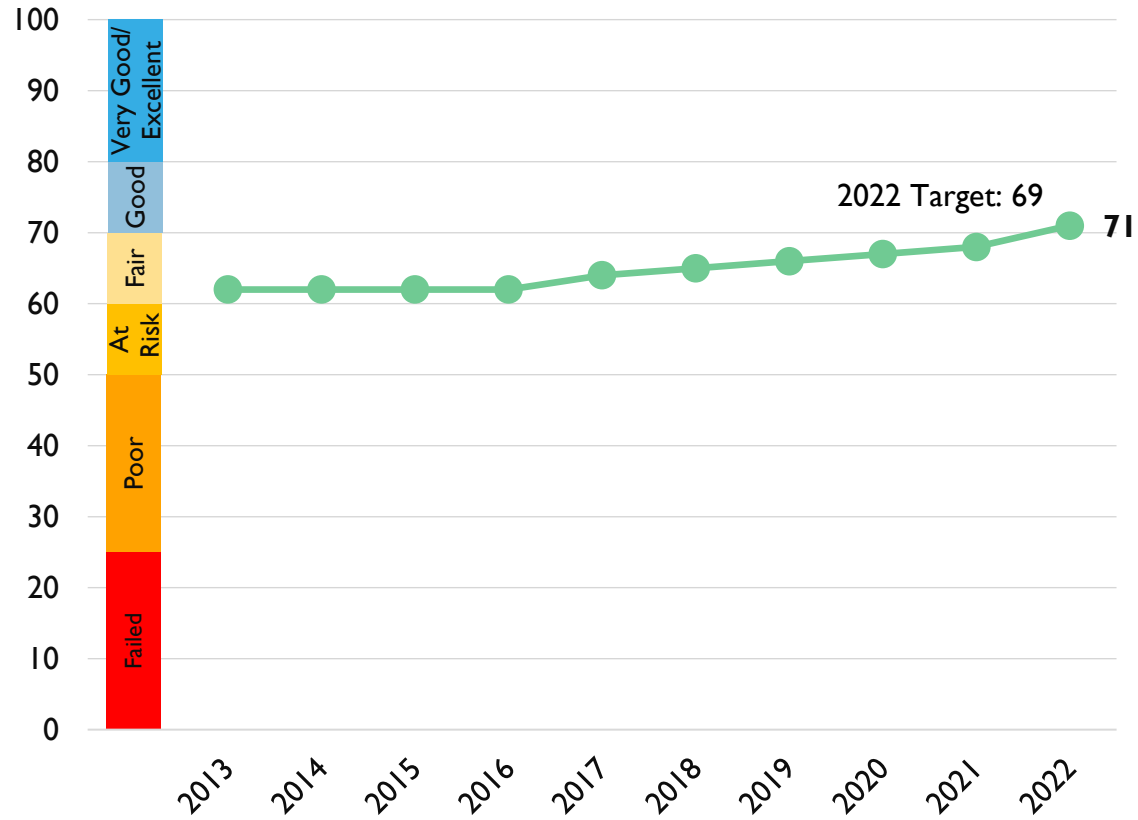


Air Service Market Share of Regional Passengers (millions)

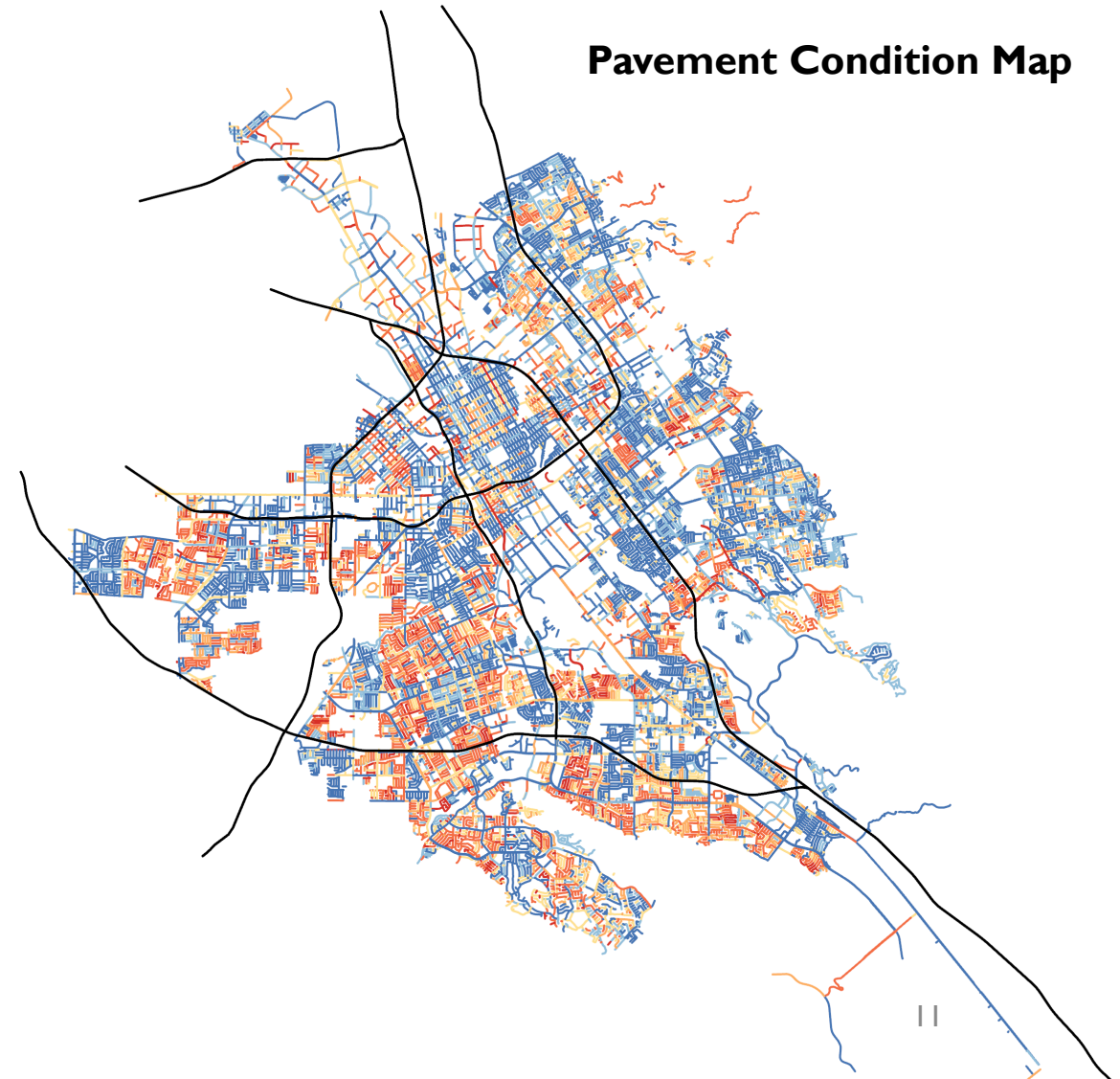


Transportation & Aviation Services

Pavement Condition Index (PCI) Rating

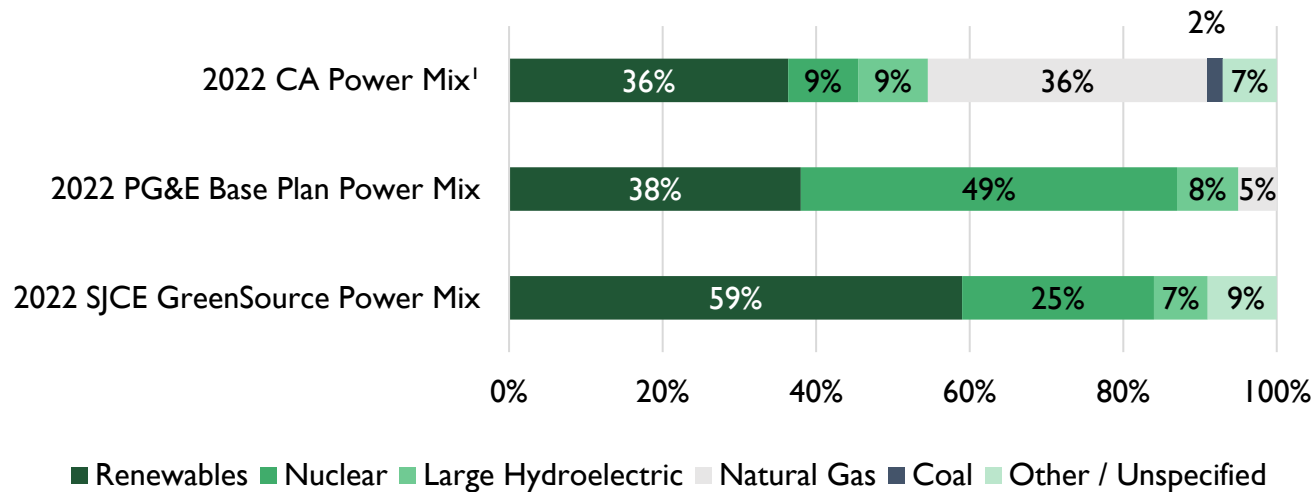


Pavement Condition Map



Environmental & Utility Services

Power Content Labels for SJCE and PG&E



350,000 Accounts served by SJCE

2.37% Opt-out rate (customers that prefer to use PG&E)

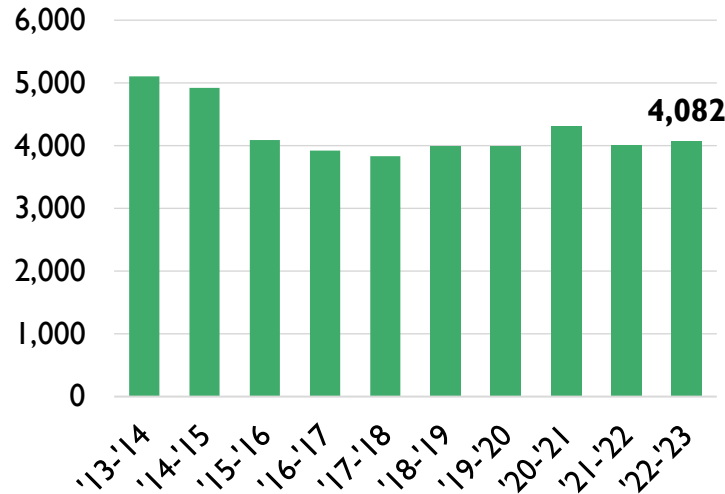
0.3-3.4% Customer savings compared to PG&E rates

Environmental & Utility Services

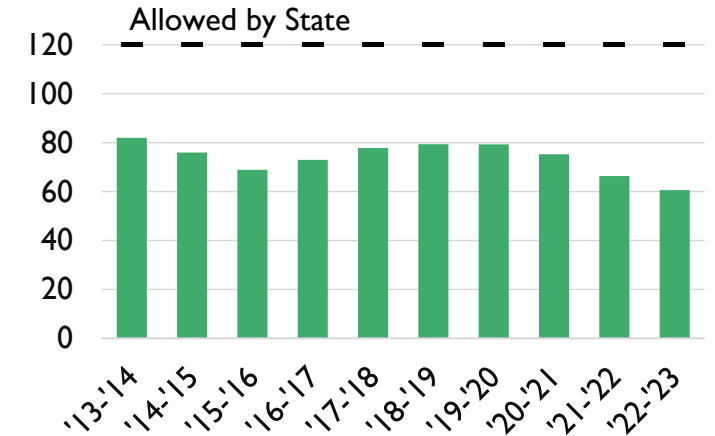
64% Of solid waste diverted

100% Wastewater discharges meeting pollutant requirements

Millions of Gallons of Recycled Water Delivered Annually



Millions of Gallons per Day Discharged to Bay During Average Dry Weather Season



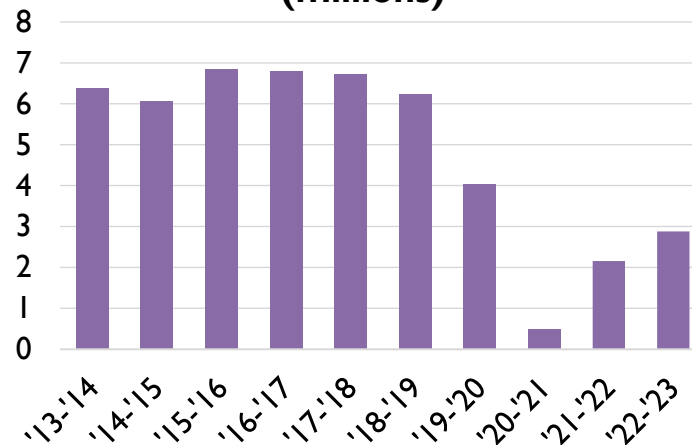
Neighborhood Services

2.8M Visitors to libraries

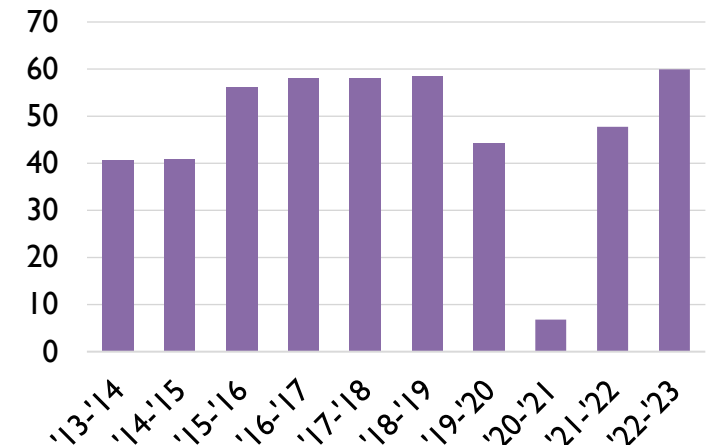
7.5M Books and other library resources borrowed

237,800 Program participants

Number of Estimated Visitors to Main and Branch Libraries (millions)



Total Hours Open Annually (thousands)



Neighborhood Services

29%

Park acres scoring 90% or better on condition assessment

3,500

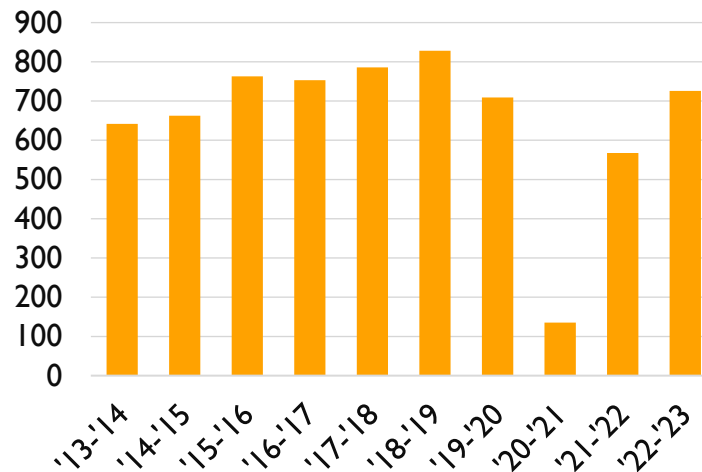
BeautifySJ

Tons of illegally dumped material collected

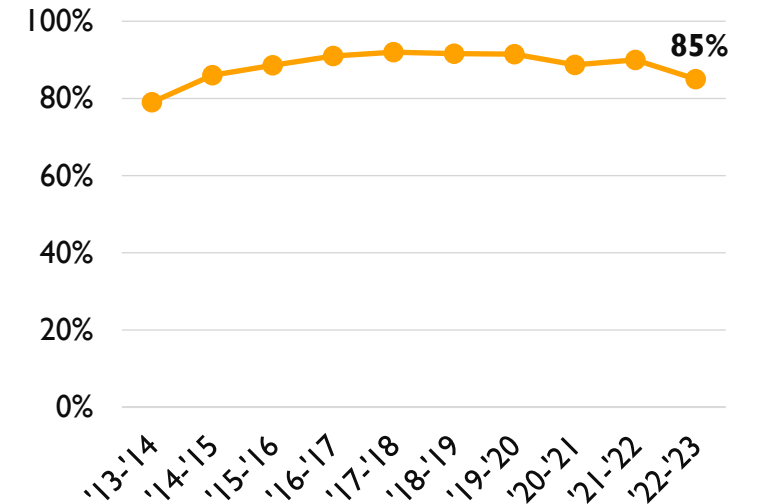
85%

Trash pickups at encampments completed on-time

Estimated Participation in Programs at City-Operated Community Centers (thousands)



Animal Care Center Live Release Rate



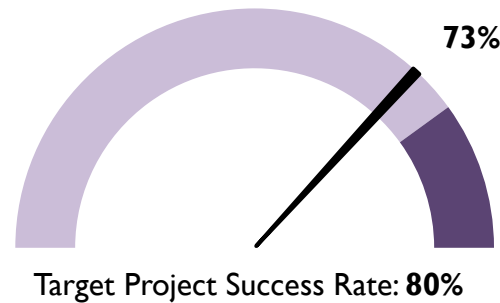
Note: In 2021-22, Public Works revised methodology to more closely align with industry standards.

Strategic Support

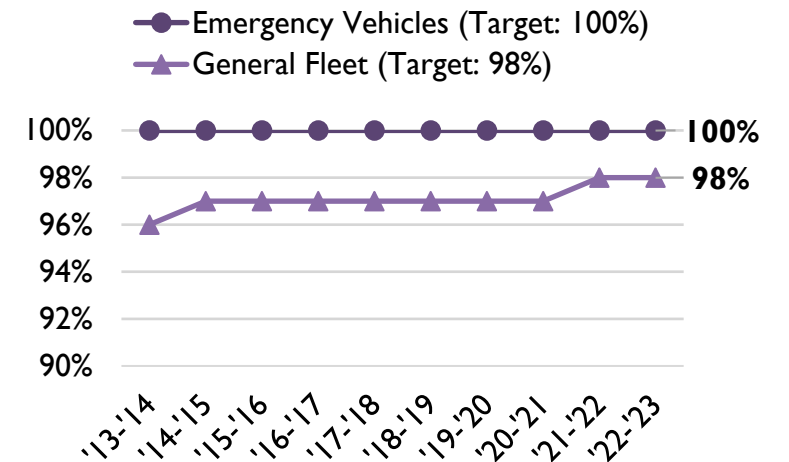
92% Capital projects completed on budget

88% Budgeted positions were filled as of June 30

Percent of Information Technology Project Success Rate Measured on Schedule, Cost, Scope, and Value



Percent of Equipment Available for Use When Needed



Strategic Support

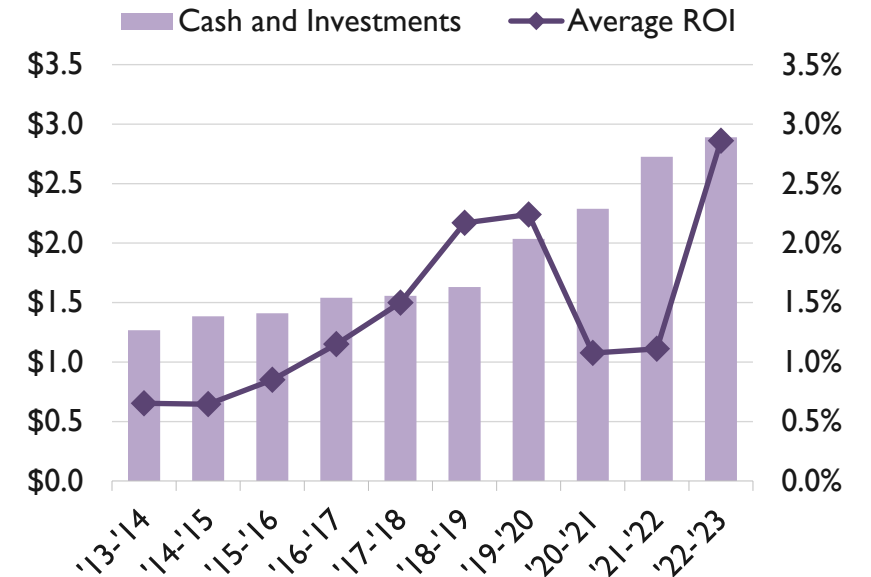
\$236.6

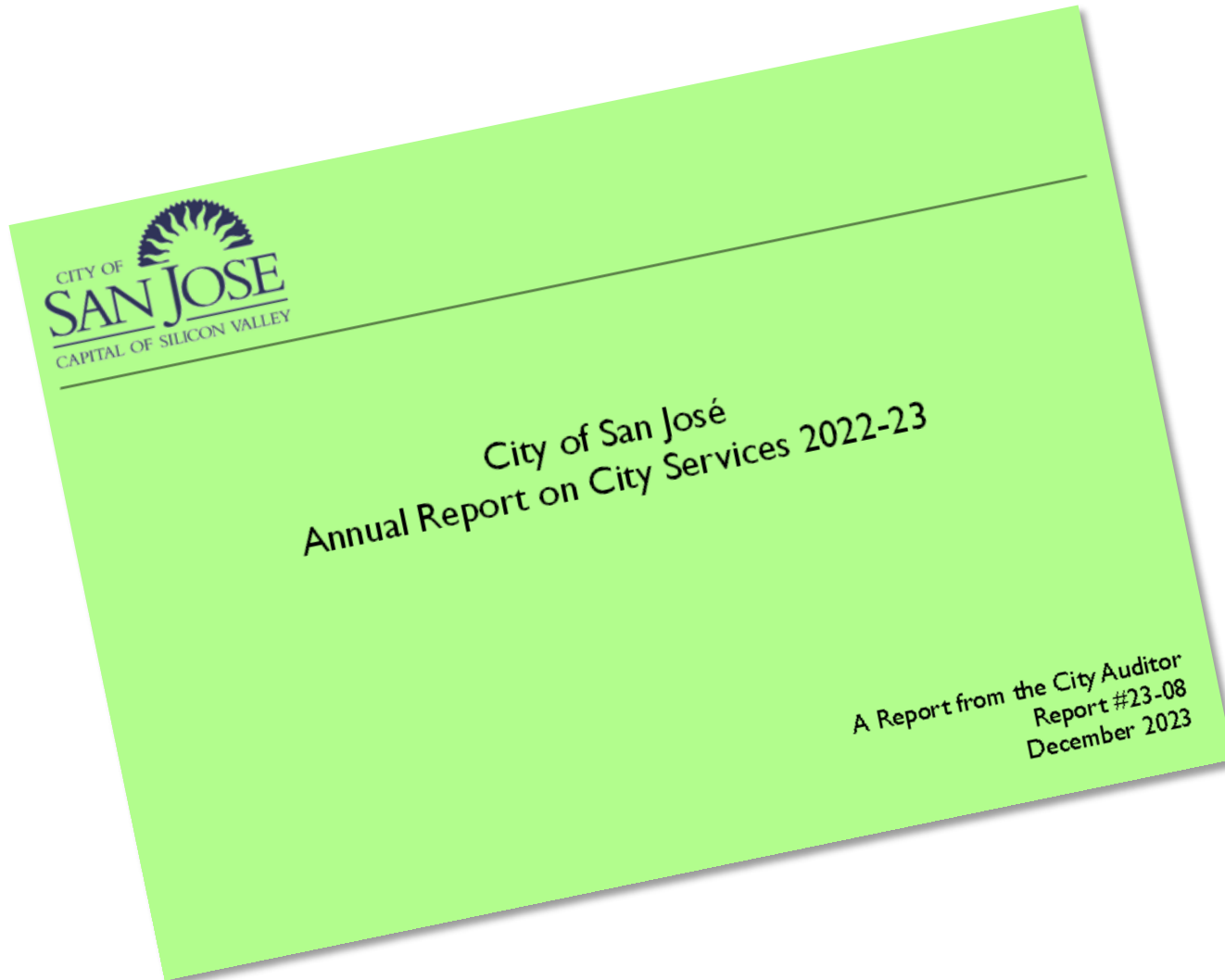
Million in
products and
services procured

**City's Bond Ratings
(General Obligation Bond Rating)**

	Moody's	Standard and Poor's	Fitch
'18-'19	Aa1	AA+	AA+
'19-'20	Aa1	AA+	AA+
'20-'21	Aa1	AA+	AAA
'21-'22	Aa1	AA+	AAA
'22-'23	Aa1	AA+	AAA
Target	Aa1	AA+	AAA

**City Cash and Investments
(\$billions)**





See the full report
and interactive CSA
dashboards at:
[sanjoseca.gov/services
report](https://sanjoseca.gov/services-report)