PUBLIC SAFETY



Mission: Engage the community to partner on public safety and emergency prevention, mitigation, preparedness, response, and recovery

Primary Partners

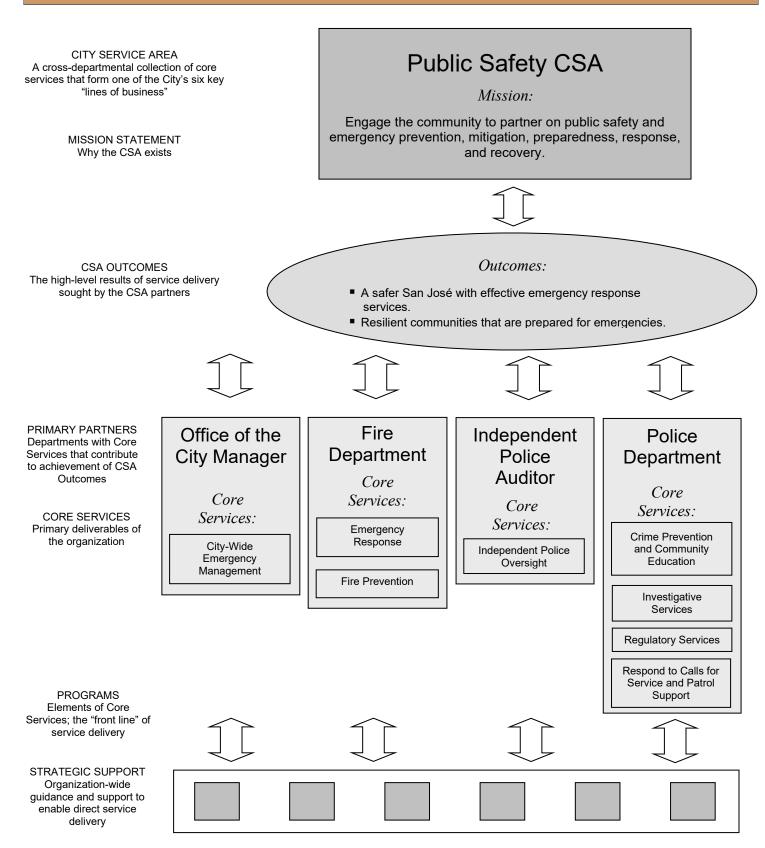
City Manager's Office Fire Independent Police Auditor Police

CSA OUTCOMES

- □ A safer San José with effective emergency response services
- Resilient communities that are prepared for emergencies

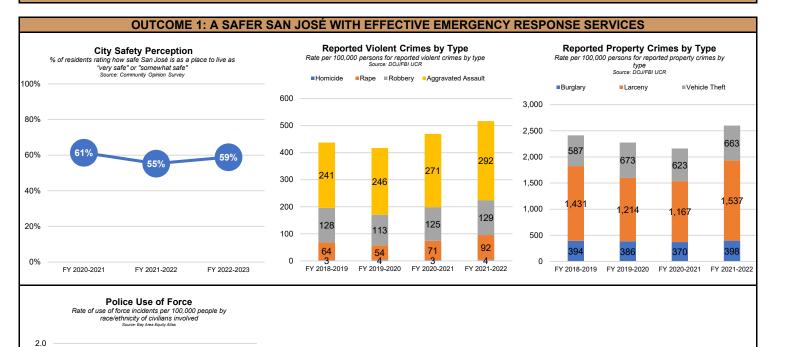
PUBLIC SAFETY

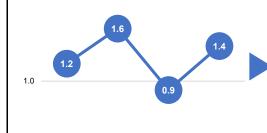
SERVICE DELIVERY FRAMEWORK



PUBLIC SAFETY

COMMUNITY INDICATORS DASHBOARD

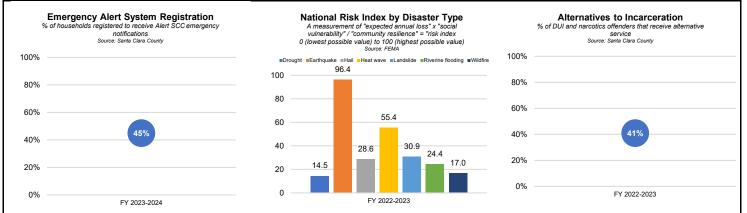




Race/Ethnicity	FY18-19	FY19-20	FY20-21	FY21-22
White	2.3	1.2	0.4	1.9
Black	3.4	7.0	7.0	3.5
Latino/a/x	1.5	3.1	1.6	1.9
Mixed/other ¹	N/A	2.7	N/A	N/A
People of color	0.8	1.7	1.0	1.2
Asian American	N/A	N/A	0.3	0.5

0.0 FY 2018-2019 FY 2019-2020 FY 2020-2021 FY 2021-2022

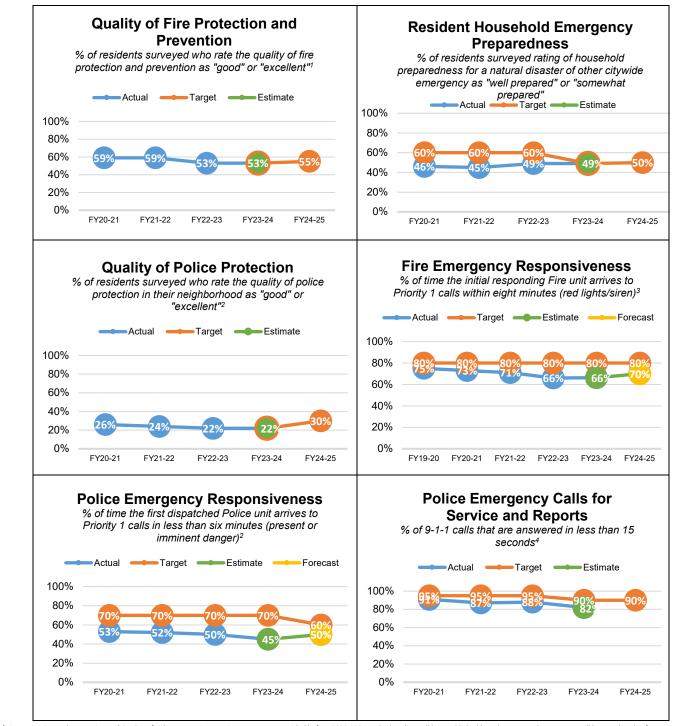
OUTCOME 2: RESILIENT COMMUNITIES THAT ARE PREPARED FOR EMERGENCIES



¹ The Bay Area Equity Atlas implemented a significant change to its race/ethnicity categorization. Starting in 2020-2021, the Atlas introduced a dedicated category for Asian American individuals providing a more comprehensive representation of this demographic group.

PUBLIC SAFETY

PERFORMANCE MEASURE DASHBOARD



¹ Quality of Fire Protection and Prevention and Quality of Police Protection – Estimates are not provided before 2023-2024 as the baseline will be established based on survey data. Targets will be populated in future Budget cycles. ² Police Emergency Responsiveness – Priority 1 calls may be immediately updated to a lesser priority if incident circumstances change. This measure currently reports the Police Department's response time of all calls initially assigned Priority 1 (including those subsequently downgraded), leading to a substantial decrease in the reported metric. The Police Department intends to address this reporting issue in the next fiscal year's report. Additionally, updating the 2024-2025 target to 60% aligns this performance measure with those in the Envision San Jose 2040 General Plan.

³ Fire Emergency Responsiveness -- The Department's target of responding to 80% of calls within 8 minutes is an interim step toward achieving the industry standard. The National Fire Protection Association (NFPA) 1710 (2020) requires alarm answering in 40 seconds 99% of the time, alarm processing in 106 seconds 99% of the time, allows 80 seconds of turnout time for fires, 60 seconds for EMS responses, and 240 seconds (4 minutes) 90% of the time for travel time with a first due engine arriving in 7.4 to 7.76 minutes.

⁴ Police Emergency Calls for Service and Reports -- These are 9-1-1 calls that are answered initially by the primary Public Safety Answering Point (PSAP) (dialed to 9-1-1) and include calls that will be transferred to Fire or other agencies after the initial contact. The California Governor's Office of Emergency Service standard is to answer 90% of calls for service within 15 seconds. Additionally, the Mayor's March Budget Message for 2024-2025 directed the City Administration to continue coordination with the County of Santa Clara to identify 9-1-1 calls for service that can be directed to alternative responses, which could impact overall call volume.

PUBLIC SAFETY

BUDGET SUMMARY

CSA Priorities/Expected 2024-2025 Service Delivery

- Respond to calls for service of essential emergency services (patrol, fire suppression, rescue, and emergency medical services) in a safe, efficient, and effective manner.
- Continue regional all-hazard emergency management planning, training, and exercises.
- Provide a police misconduct complaint process that is thorough, objective, and fair.
- Effectively investigate crimes and seek successful prosecution of suspects.
- Advance the deployment and use of technology to enhance the delivery of public safety services where possible.

2024-2025 Key Budget Actions







- Recognizing the Police Department has approximately 100 sworn vacancies to fill before new positions could be filled, eliminates 17.0 Police Officer, 2.0 Police Sergeant, and 1.0 Police Lieutenant positions from the Field Patrol Unit, which were previously added as part of the 2023-2024 Adopted Budget but not set to start until 2024-2025.
- Adds one-time funding of \$575,000 to the Air Support Unit for a helicopter camera replacement.
- Adds 3.0 Background Investigator positions to complete the required background investigations for new Police Department hires.
- Adds 2.5 Police Cadet PT positions to the new Police Cadet Program to recruit, encourage, and prepare individuals for a successful career as a San José Police Officer.
- Adds \$8.5 million to reflect the general wage increase negotiated and agreed to by the City and the International Association of Fire Fighters (IAFF), Local 230 bargaining unit.
- Adds one-time funding of \$100,000 to develop strategies to attract and hire more women in the Fire Department and add \$25,000 in ongoing funding for the Police Department to establish and run a Police Women's Bootcamp.
- Adds 1.0 Analyst position to advance departmental efforts to recover costs for authorized transport services through the Ambulance Transport and User Fee Program, with projected annual revenue of \$1.7 million.
- Adds \$2.3 million of one-time funding to assist with the purchase of a new truck for Fire Station 32 which is scheduled to come online in January 2026.

PUBLIC SAFETY

OVERVIEW

	2022-2023 Actuals **	2023-2024 Adopted	2024-2025 Forecast	2024-2025 Adopted
Dollars by Core Service *				
Office of the City Manager				
City-Wide Emergency Management	6,034,660	4,248,899	2,704,297	4,140,05
Fire Department				
City-Wide Emergency Management	420	0	0	
Emergency Response	285,440,787	263,986,974	270,067,043	279,165,08
Fire Prevention	6,887,120	9,081,091	8,950,506	9,339,59
Strategic Support - Other - Public Safety	13,737,332	26,440,993	16,012,501	23,427,76
Strategic Support - Public Safety	6,939,406	7,770,882	8,008,364	8,429,83
Independent Police Auditor's Office				
Independent Police Oversight	1,203,337	1,492,428	1,506,654	1,497,65
Strategic Support - Other - Public Safety	67,405	1,819	0	
Strategic Support - Public Safety	0	136,176	147,809	147,80
Police Department				
Crime Prevention and Community Education	6,009,244	7,396,741	8,007,298	8,040,33
Investigative Services	98,312,671	100,125,947	104,261,283	105,142,92
Regulatory Services	5,181,930	5,122,344	5,453,939	4,362,94
Respond To Calls For Service and Patrol Support	326,820,038	337,787,320	352,519,774	366,175,78
Strategic Support - Other - Public Safety	19,007,413	19,537,824	9,621,130	24,818,08
Strategic Support - Public Safety	63,249,104	60,614,093	60,869,333	65,701,84
Public Works Department				
Strategic Support - Other - Public Safety	0	300,000	0	200,00
Total CSA	\$818,890,847	\$844,043,531	\$848,129,931	\$900,589,69

* Fund Balance, Transfers, and Reserves for funds that may be managed by the departments in this CSA have been excluded from this display. This information can be found in Source and Use of Funds Statements elsewhere in this document.

** The positions displayed in the 2022-2023 Actuals column reflect those included in the 2022-2023 Adopted Budget. 2022-2023 Actuals may not subtotal due to rounding.

PUBLIC SAFETY

OVERVIEW

Budget Dollars at Work: Performance Goals

The Public Safety CSA encompasses City services focusing on crime, fire, emergency medical, hazardous, and disaster-related needs of the San José community. The CSA partners continuously evaluate public safety data to assess operational changes necessary to resolve crime, medical, or fire-related situations successfully. Despite the challenges of limited staff and increased demand for service, the CSA is engaged in an ongoing effort to organize and analyze data in the development of resource deployment strategies.

OUTCOME 1: A SAFER SAN JOSÉ WITH EFFECTIVE EMERGENCY RESPONSE SERVICES

Strategic Goals		CSA Performance Measures	2022-2023 Actual	2023-2024 Target	2023-2024 Estimate	2024-2025 Target	5-Year Goal
	РМ 1.1.1	Quality of Fire Protection and Prevention. % of residents surveyed who rate the quality of fire protection and prevention services as "good" or "excellent." ¹ (<i>Fire</i>)	53%	53%	53%	55%	55%
	РМ 1.1.2	Quality of Emergency Medical Services. % of residents surveyed who rate the quality of Emergency Medical Services (EMS) as "good" or "excellent" (<i>Fire</i>)	47%	47%	47%	50%	50%
SG 1.1: Sustain a vibrant, safe		Resident Household Emergency Preparedness. % of residents rating of household preparedness for a natural disaster or other citywide emergency as "well prepared" or "somewhat prepared." (<i>OEM</i>)	49%	49%	49%	50%	50%
community	РМ 1.1.4	Quality of Police Protection. % of residents surveyed who rate the providing of police protection in their neighborhood as "good" or "excellent." ¹ (Police)	, 22%	22%	22%	30%	40%
		Quality of Traffic Law Enforcement. % of residents surveyed who rate the enforcing of traffic laws to protect the safety of pedestrians, cyclists, and drivers as "good" or "excellent." (Police)	30%	30%	30%	35%	40%
		Fire Emergency Responsiveness. % of time the initial responding Fire					
SG 1.2: Build	РМ 1.2.1	unit arrives to calls:	^ո 66%	80%	66%	70%	80%
community trust		 Priority 2 (no red lights/sirens; within 13 minutes) (Fire) 	91%	94%	90%	92%	94%
through responsive safety services	РМ 1.2.2	Emergency Medical Services Responsiveness. % of Emergency Medical Services (EMS) response time compliance:	e				
		 EMS Code 3 (red lights/sirens; within eight minutes) 	88%	95%	87%	90%	95%

PUBLIC SAFETY

OVERVIEW

Strategic		CSA Performance	2022-2023	2023-2024	2023-2024	2024-2025	5-Year
Goals		- Measures	Actual	Target	Estimate	Target	Goal
		 EMS Code 2 (no red lights/sirens; within 12 minutes) (<i>Fire</i>) Police Emergency Responsiveness. 	96%	95%	95%	95%	95%
SG 1.2: Build community	РМ 1.2.3	 % of time first dispatched Police unit arrives to calls: Priority 1 (present or imminent danger; less than six minutes)³ Priority 2 (actual or potential 	50%	70%	45%	50%	60%
trust through responsive safety		injury or property damage; less than 11 minutes) (<i>Police</i>) Police Emergency Calls for Service and Reports:	38%	70%	34%	40%	60%
services	Рм	 % of 9-1-1 calls that are answered less than 15 seconds⁴ Average time in which 	88%	90%	82%	90%	90%
	<u>Р</u> М 1.2.4	emergency calls, including 9-1-1 calls, are answered (in seconds) - Average time in which Telephone	6.64	6.50	8.24	6.50	6.50
		Report Center (TRAC) calls are answered (in minutes) (<i>Police</i>)	3.62	6.00	3.33	5.00	5.00
	1.3.1	Change in Crime Incidents. % change in incidents of selected crime types (change in # of incidents) ⁵ (<i>Police and Fire</i>)	N/A	N/A	N/A	N/A	N/A
		Police Case Clearance Rate. % of FBI Uniform Crime Reporting crime cases cleared ⁶ (<i>Police</i>)	N/A	N/A	N/A	N/A	N/A
SG 1.3: Safeguard life,	РМ 1.3.3	Motor Vehicle Collisions. Ratio of motor vehicle collisions ⁷ by type per 1,000 residents ⁸ (<i>Police</i>) Emergency Plans and Annexes	N/A	N/A	N/A	N/A	N/A
property,		Status:					
and the environme nt		 % of plans and annexes identified in the Emergency Operations Plan that have been completed 	50%	90%	90%	90%	90%
	РМ 1.3.4	 % of Emergency Operations Plans-related procedures, protocols, operating guides that have been completed 	50%	75%	75%	90%	80%
		 % of plans that are current (updated within the past 5 years) (OEM) 	50%	100%	100%	80%	80%

¹Quality of Fire Protection and Prevention and Quality of Police Protection – Estimates are not provided prior to 2023-2024, as the baseline will be established based on survey data. Targets will be ² Fire Emergency Responsiveness -- The Department's target of responding to 80% of calls within 8 minutes is an interim step toward achieving the industry standard. The National Fire Protection

⁶ Fire Emergency Responsiveness -- The Department's target of responding to 80% of calls within 8 minutes is an interim step toward achieving the industry standard. The National Fire Protection Association (NEPA) 1710 (2020) requires alarm answering in 40 seconds 99% of the time, alarm processing in 106 seconds 99% of the time, allows 80 seconds of turnout time for fires, and 60 seconds for EMS responses, and 240 seconds (4 minutes) 90% of the time for travel time with a first due engine arriving in 7.4 to 7.76 minutes.
³ Police Emergency Responsiveness – Priority 1 calls may be immediately updated to a lesser priority if incident circumstances change. This measure currently reports the Police Department's response time of all calls initially assigned Priority 1 (including those subsequently downgraded), leading to a substantial decrease in the reported metric. The Police Department intends to address this reporting issue in the next fiscal year's report. Additionally, updating the 2024-2025 target to 60% aligns this performance measure with those in the Envision San Jose 2040 General Plan.
⁴ These are 9-1-1 calls that are answered initially by the primary Public Safety Answering Point (PSAP) (dialed to 9-1-1) and include calls that will be transferred to Fire or other agencies after the initial contact. The California Governor's Office of Emergency Service standard is to answer 90% of calls for service within 15 seconds. Additionally, the March Budget Message for 2024-2025 directed the City Administration to continue coordination with the County of Santa Clara to identify 9-1-1 calls for service that can be directed to alternative responses, which could impact overall call volume.
⁵ Neurometry and the use part previous there performed to Fire or overall call volume.

⁶ Data is not available due to the implementation of the National Incident Based Reporting System (NIBRS). The Police Department's goal is to improve clearance rates. The measure will include: Homicide; Rape; Robbery; Aggravated Assault; Burglary; Larceny; Vehicle Theft; and Total Cleared. Targets are anticipated to be further developed in 2024-2025. ⁷Motor vehicle collisions can be between a motor vehicle and an object (e.g., wall, tree, etc.; another motor vehicle; a pedestrian; or a bicyclist). Targets are anticipated to be further developed in 2024-2025.

2025.

⁸New measure - data was not previously tracked and/or reported for the 2023-2024 Budget. The measure will include: Fatal, Injury, and Total. Targets are anticipated to be further developed in 2024-2025.

New measure – data was not previously reported for the 2023-2024 Budget. The implementation of the National Incident Based Reporting System (NIBRS) in April 2023 expanded the reported crime types to: Crimes Against Persons (i.e., Assault; Homicide Offenses; Human Trafficking Offenses; Kidnapping/Abduction Sex Offenses, Forcible); Crimes Against Property (i.e., Arson; Burglary/Breaking & Entering; Damage/Vandalism; Larceny; Motor Vehicle Theft; Robbery); and Crimes Against Society (i.e., Drug/Narcotic Offenses; Weapon Law Violations). The statistics will be in a constant state of change because NIBRS is a dynamic reporting system. Targets are anticipated to be further developed in 2024-2025.

PUBLIC SAFETY

OVERVIEW

Budget Dollars at Work: Performance Goals

Residents are a critical link to community disaster preparedness in areas where first response may be several minutes away, requiring some self-reliance at the neighborhood level. The goal of crime, fire, and life safety education is to provide awareness and informational services to the community through multiple programs, including Police oversight, Police Volunteer Program, Neighborhood Watch, and Community Emergency Response Team (CERT) program.

OUTCOME 2: RESILIENT COMMUNITIES THAT ARE PREPARED FOR EMERGENCIES

Strategic Goals		CSA Performance Measures	2022-2023 Actual	2023-2024 Target	2023-2024 Estimate	2024-2025 Target	5-Year Goal
		Types of Fire Safety Incidents. % change in fire safety incidents by type:					
		- Wildfire preparedness	N/A ¹	N/A ¹	N/A ¹	N/A ¹	N/A ¹
SG 2.1:	PM 2.1.1	- Fire prevention in the home	N/A ¹	N/A ¹	N/A ¹	N/A ¹	N/A ¹
Prepare the		- Fire safety equipment	N/A ¹	N/A ¹	N/A ¹	N/A ¹	N/A ¹
community for emergencies		- Seasonal and holiday safety (<i>Fire</i>)	N/A ¹	N/A ¹	N/A ¹	N/A ¹	N/A ¹
though public safety education.		Police Call Service Types. % of Police calls for service by type: - Online Reports	N/A ¹	N/A ¹	N/A ¹	N/A ¹	N/A ¹
education.	PM 2.1.2	 Field Events (e.g., traffic stops) 	N/A ¹	N/A ¹	N/A ¹	N/A ¹	N/A ¹
		- Non-Emergency Calls	N/A ¹	N/A ¹	N/A ¹	N/A ¹	N/A ¹
		 Emergency Calls (e.g., 9-1- 1 calls) (Police) 	N/A ¹	N/A ¹	N/A ¹	N/A ¹	N/A ¹
SG 2.2: Cultivate community-led partnerships to respond to emergencies.	PM 2.2.1	Community Emergency Response Team Certifications. % of Community Emergency Response Team (CERT) enrollees that graduate with a certification to provide basic disaster response (OEM)	54%	60%	58%	70%	85%
SG 2.3: Mitigate and prepare for disasters and crime through planning and prevention.	PM 2.3.1	Completed Disaster Service Worker Trainings. % of all City employees completing required disaster service worker trainings: - State Standardized Emergency Management System (SEMS) Accepted Courses of Instruction (ACI) training - National Incident	25%²	75%	94%	95%	90%
prevention.		- National Incident Management System (NIMS) training (OEM)	25%²	75%	94%	95%	90%

New measure – data was not previously tracked and/or reported for the 2023-2024 Budget and targets are anticipated to be further developed in 2024-2025.

² New measure – data provided is an estimate as it was not formally tracked and/or reported for the 2022-2023 Budget.

PUBLIC SAFETY

OVERVIEW

Public Safety CSA-Level Data Sources					
Identifier	Data Source				
PM 1.1.1	City of San José Community Survey Report -2023				
PM 1.1.2	City of San José Community Survey Report -2023				
PM 1.1.3	City of San José Community Survey Report -2023				
PM 1.1.4	City of San José Community Survey Report -2023				
PM 1.1.5	City of San José Community Survey Report -2023				
PM 1.2.1	Firehouse and Computer Aided Dispatch System CAD				
PM 1.2.2	Firehouse and Computer Aided Dispatch System CAD				
PM 1.2.3	Computer Aided Dispatch System (CAD)				
PM 1.2.4	Computer Aided Dispatch System (CAD)				
PM 1.3.1	National Incident Based Reporting System (NIBRS)				
PM 1.3.2	National Incident Based Reporting System (NIBRS)				
PM 1.3.3	Versadex – records management system				
PM 1.3.4	Internal Tracker				
PM 2.1.1	Fire house and Computer Aided Dispatch System CAD				
PM 2.1.2	Computer Aided Dispatch System (CAD)				
PM 2.2.1	Class Registrations; Tracking Spreadsheets				
PM 2.3.1	Disaster Service Worker Reports				

PUBLIC SAFETY

ADOPTED BUDGET CHANGES

Adopted Changes		Positions	All Funds (\$)	General Fund (\$)
FIRE DEPARTMENT				
 IAFF Bargaining Union Contract Agreement 			8,450,000	8,450,000
Ambulance Transport and User Fee Program		1.00	156,470	156,470
Fire Station Network Switches Replacement			150,000	150,000
Women Recruitment Efforts			100,000	100,000
Vehicle Operations and Maintenance (Fleet Staffing)			41,575	41,575
Breathing Air Support Unit Retrofit			40,000	40,000
 New Fire Facilities Operations and Maintenance 			6,000	6,000
 Non-Development Fee Program Realignment 		0.00	362,090	362,090
Rebudgets			602,470	602,470
	Subtota	1.00	9,908,605	9,908,605
OFFICE OF THE CITY MANAGER				
Office of Emergency Management - 2023 Urban Areas Security Initiative Grant			200,694	200,694
 Office of Emergency Management - Emergency Preparedness and Response: Communications and Community Recovery Professional Services 			150,000	150,000
 Office of Emergency Management - Community Emergency Response Team (CERT) 			6,400	6,400
 Office of Administration, Policy, and Intergovernmental Relations - Agenda Services Support Staffing 			(3,000)	(3,000)
Rebudgets			241,867	241,867
	Subtota	0.00	595,961	595,961
OFFICE OF THE INDEPENDENT POLICE AUDIT	OR			
Non-Personal/Equipment Savings	ΨI		(9,000)	(9,000)
	Subtotal	0.00	(9,000)	(9,000)

PUBLIC SAFETY

ADOPTED BUDGET CHANGES

	_			General
Adopted Changes	P	ositions	All Funds (\$)	Fund (\$)
POLICE DEPARTMENT				
Sworn and Non-Sworn Backgrounding		3.00	902,312	902,312
 Coyote and Guadalupe River Trail Patrol 		5.00	700,000	700,000
 Police Department Helicopter Camera Replacement 			575,000	575,000
 Police Department Recruiting 			520,000	520,000
 Police Security 			500,000	500,000
Police Department Equipment			417,331	417,331
 Police Department Equipment Replacement 			380,200	380,200
 Police Department Equipment Replacement Police Public Records Team Staffing 			350,200	350,200
New Police Department Air Support Hangar Fixtures,				
 Furniture and Equipment Child Forensic Interviewer 			325,000	325,000
-			261,000	261,000
Real Time Crime Center (RTCC) Equipment		1.00	200,000	200,000
Racial Equity Staffing		1.00	182,130	182,130
Police Department Cadet Program		2.50	178,240	178,240
Department of Justice Multi-Factor Authentication			175,000	175,000
New Police Facilities Operations and Maintenance Terffic Opfic to and Illiand Didashawa			101,000	101,000
Traffic Safety and Illegal Sideshows		4.00	100,000	100,000
Tow Program Staffing		1.00	91,065	91,065
Vehicle Operations and Maintenance (Fleet Staffing)			83,064	83,064
San Jose Police Foundation			50,000	50,000
Police Department Women's Bootcamp			25,000	25,000
Indian Health Center of Santa Clara Valley		()	5,000	5,000
Police Department Sworn Staffing		(20.00)	(2,150,251)	(2,150,251)
Community Service Officers Staffing		(7.00)	(1,283,442)	(1,283,442)
Cannabis Regulation Program		(4.00)	(1,090,999)	(1,090,999)
Rebudgets	<u> </u>		12,479,778	12,008,785
	Subtotal	(23.50)	14,076,428	13,605,435
Subtotal Depa	rtments -	(22.50)	24,571,993	24,101,000
CITY-WIDE EXPENSES		(22.00)	,•,•••	,,
2023-2024 Board of State and Community			2,813,616	2,813,616
Corrections Organized Retail Theft Grant Program			2,010,010	2,010,010
 Trusted Response Urgent Support Team 			450,000	450,000
Byrne Discretionary Community Project Grant 2022-			217,239	217,239
2023 • Northern California Bagianal Intelligence Conter			201 020	201 020
 Northern California Regional Intelligence Center Staffing 			201,930	201,930
 Internet Crimes Against Children State Grant 2023- 2024 			116,060	116,060
 Northern California Regional Intelligence Center Staffing 			165,900	165,900
2023 Emergency Management Performance Grant			47,000	47,000
Rebudgets			10,600,819	10,600,819

PUBLIC SAFETY

ADOPTED BUDGET CHANGES

			General
Adopted Changes	Positions	All Funds (\$)	Fund (\$)
GENERAL FUND CAPITAL, TRANSFERS AND RESERVES			
Earmarked Reserves: Police Department Sworn Backfill Reserve Capital Contributions: Fire Station 32 Furniture,		3,000,000	3,000,000
 Fixtures and Equipment Capital Contributions: Fire Station 8 Furniture, 		2,270,000	2,270,000
 Fixtures and Equipment Capital Contributions: Rebudgets Earmarked Reserves: Police Staffing Addition 		205,000 7,279,000 (1,900,000)	205,000 7,279,000 (1,900,000)
 Reserve Earmarked Reserves: Police Equipment Replacement Sinking Fund Reserve 		(1,000,000)	(1,000,000)
 Earmarked Reserves: Fire Equipment Replacement Sinking Fund Reserve Earmarked Reserves: New Police Facilities 		(395,000)	(395,000)
 Earmarked Reserves: New Police Facilities Operations and Maintenance Reserve Earmarked Reserves: New Fire Facilities 		(101,000) (60,000)	(101,000) (60,000)
Operations and Maintenance Reserve Earmarked Reserves: Rebudgets 		1,000,000	1,000,000
Subtotal Other Changes	0.00	24,910,564	24,910,564
Total Adopted Budget Changes	(22.50)	49,482,557	49,011,564

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