

## **POLICE**

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

# POLICE

In 2015-16, San José Police Department (SJPD) operating budget totaled \$338.4 million.\*

In 2015-16, there were 1,611 authorized positions in the SJPD, slightly more than the prior year. The number of sworn, authorized positions per 100,000 residents decreased from 141 in 2005 to 106 in 2015. There were 504 civilian authorized positions (including 110 full duty dispatchers) for 2015-16.

SJPD has faced high vacancies and decreasing numbers of street-ready officers. Of the 1,109 authorized sworn positions, only 819 were actual full duty, street-ready (this excludes vacancies, officers in training, or those on modified duty or disability/other leave) as of June 2016. The number of sworn hires dropped from 121 in 2012-13 to 40 in 2015-16. At the end of 2015-16, there were 218 sworn vacant positions in the Department.

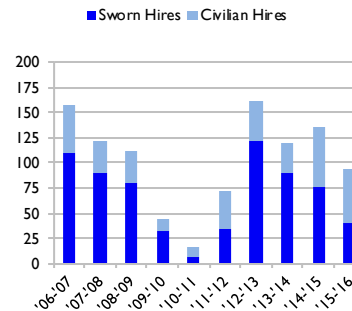
\* In addition to expenditures paid out of its operating budget, the Police Department was also responsible for \$8.5 million in actual Citywide expenses in 2015-16. This included \$6.6 million for workers' compensation claims (down from \$8.3 million in 2014-15). Departmental operating expenditures do not include capital expenditures, federal and state drug forfeiture funds, or various grants.

## KEY FACTS (2015-16)

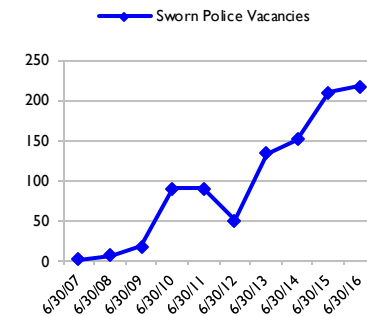
Police stations	1
Community policing centers (all 3 currently closed to public due to staffing)	1060 Taylor Street (Alviso), 947 Blossom Hill Rd (Oakridge Mall) 3707 Williams Road (Western)
South San José Police Substation (fully constructed but opening was deferred due to budget reductions)	6087 Great Oaks Parkway
Sworn police employees*	1,109
Total authorized positions	1,611
Total emergency calls	544,562

\* Includes two positions assigned to the Office of the City Attorney.

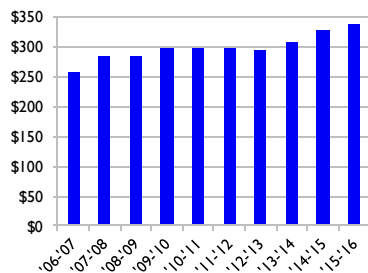
**Police Department Hires**



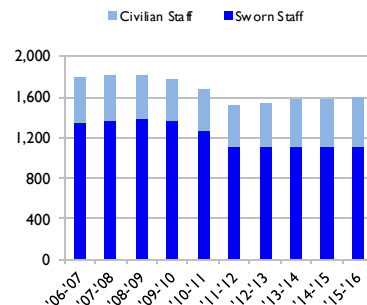
**Police Department Vacancies**



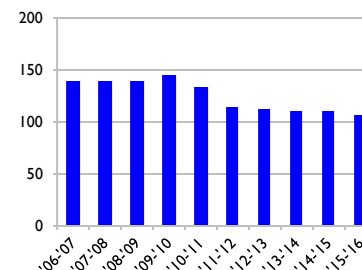
**Police Department Operating Budget (\$millions)**



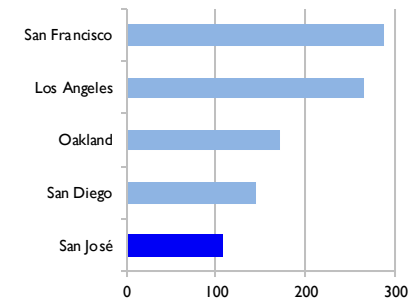
**Police Department Authorized Positions**



**San José Sworn Staff Per 100,000 Residents**



**Authorized Sworn Staff per 100,000 Residents**



### CALLS FOR SERVICE

The SJPD Communications Center receives all 9-1-1 calls for police, fire, and ambulance services in the City of San José. Additionally, SJPD receives 3-1-1 and other non-emergency calls. Call-answering staff in the Communications Center obtain information from callers, prioritize events, and relay information to dispatchers. 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.

In 2015-16, there were about 1,036,000 total calls for service and “field events” initiated by officers. The number of 9-1-1 and other emergency calls decreased slightly (totaling about 545,000 or 53 percent of all calls). In 2015-16, the number of non-emergency calls (e.g., 3-1-1 calls and online reports) totaled about 388,000 (about 37 percent of total calls). Field events (e.g., car and pedestrian stops, and other officer-initiated calls) accounted for the remaining calls.

In 2015-16, the average emergency call was answered in 7.3 seconds, almost 3 times the target time of 2.5 seconds, and a 123 percent increase from the 3.3 seconds achieved in 2011-12. Additionally, the percentage of 9-1-1 calls answered within 10 seconds was 77 percent, continuing a downward trend over the last 5 years. The Department reports that the answering targets are not being met due to call volume and staffing constraints.

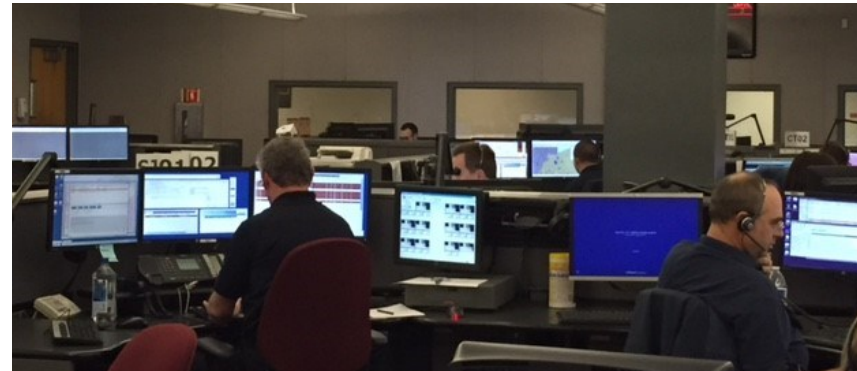
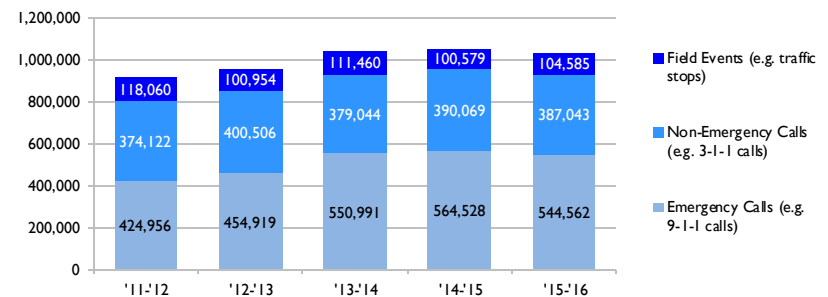


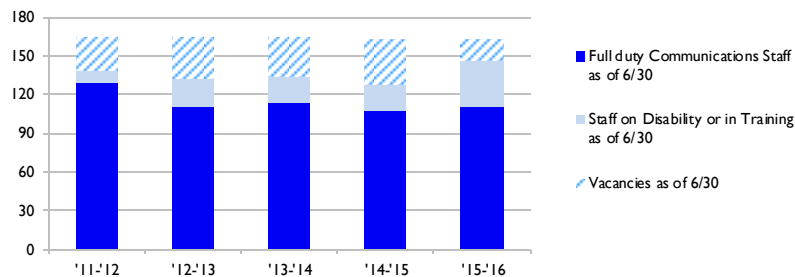
Image of SJPD Communications Center Control Room. Source: SJPD

#### Breakdown of All Calls for Service\*

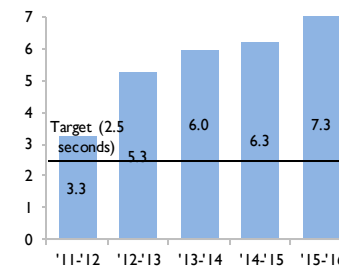


\* All calls for service received, including duplicates, online reporting, and calls that did not require a police response.

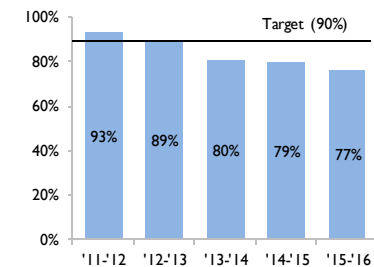
#### Communications Center Staff



#### Average Emergency Call Answering Time (in seconds)



#### % of 9-1-1 Calls Answered Within 10 Seconds



# POLICE

## POLICE RESPONSES

The SJPD responded to about 173,500 Priority 1-4 incidents in 2015-16. Of these responses, 4 percent were Priority 1 responses (7,500 total) and 44 percent were Priority 2 responses (76,000 total). Priority 3 responses comprised 38 percent of total responses (66,000 total) and Priority 4 responses comprised 14 percent (23,900 total). Definitions of the four priorities are given in the gray box below.

As demonstrated on the map and graph, the number of SJPD Priority 1-4 responses differs by district, ranging from around 8,100 responses (District V) to over 15,000 responses (District L).

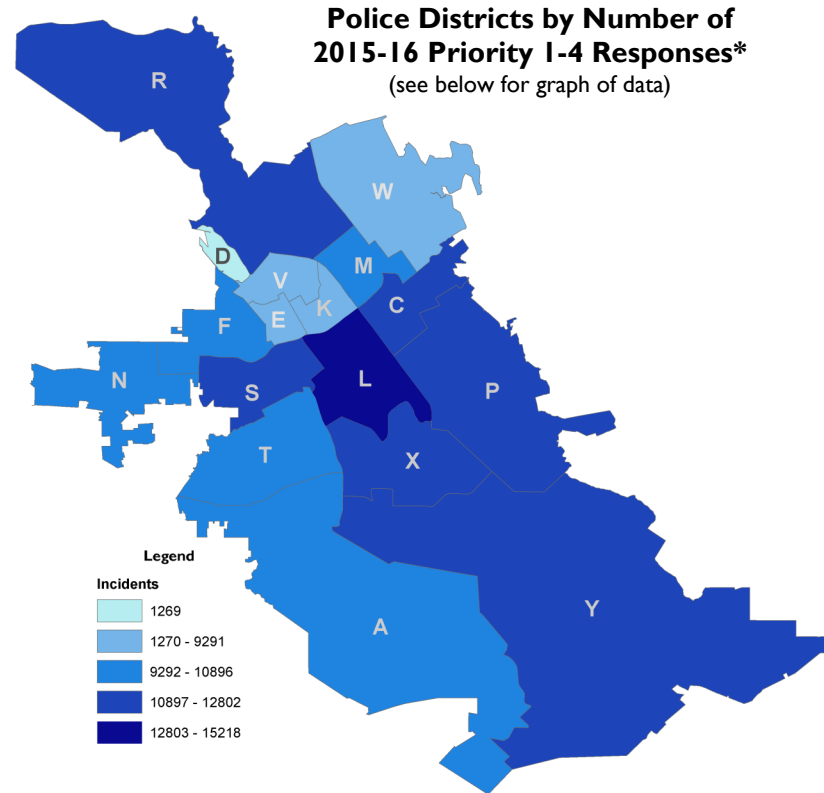
### Prioritization of Police Responses

**Priority 1 responses:** Present or imminent danger to life or there is major damage to/ loss of property, i.e., large-scale incident or cases where there is an in-progress or just occurred major felony.

**Priority 2 responses:** Injury or property damage or potential for either to occur or the suspect is still present in the area. Includes all missing person reports for children are under the age of 12, or at risk missing persons, including mentally handicapped or disoriented adults.

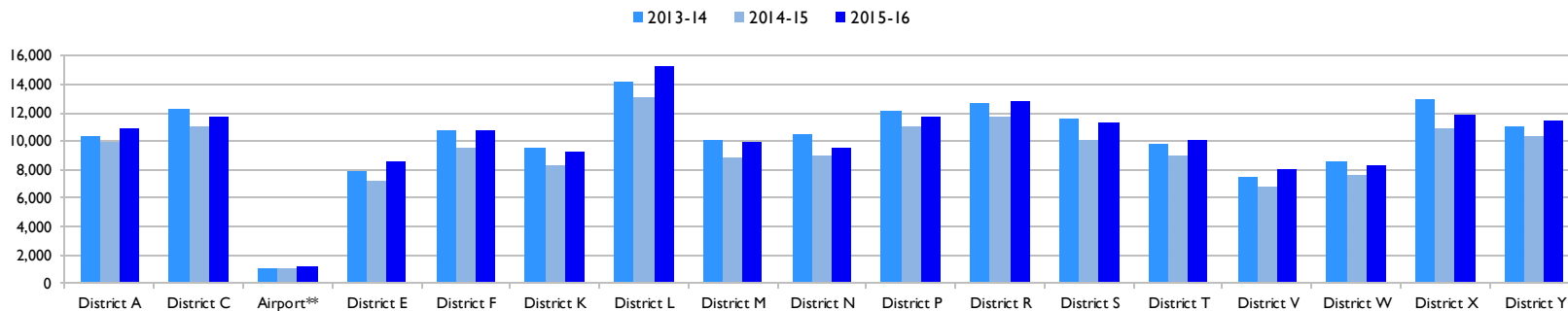
**Priority 3 responses:** There is property damage or the potential for it to occur. The suspect has most likely left the area. Situations where the suspect is in custody for a non-violent crime and is cooperative. Situations when a prior crime against the person occurred and there are no injuries to the victim necessitating immediate medical care and the suspect is not present.

**Priority 4 responses:** There is no present or potential danger to life/property and the suspect is no longer in the area.



Source: City Auditor's Office based on response data provided by the Police Department.

### Priority 1-4 Police Responses\* by District



\* Includes only Priority 1-4 calls for service to which the Department responded; excludes duplicate calls and officer-initiated events.

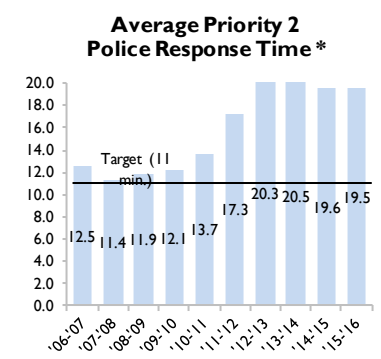
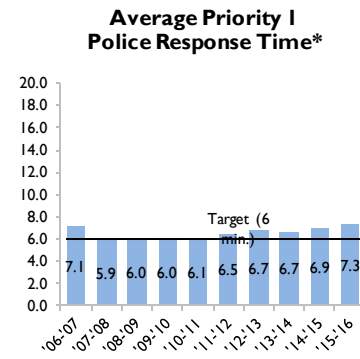
\*\* Airport is District D.

### POLICE RESPONSE TIMES

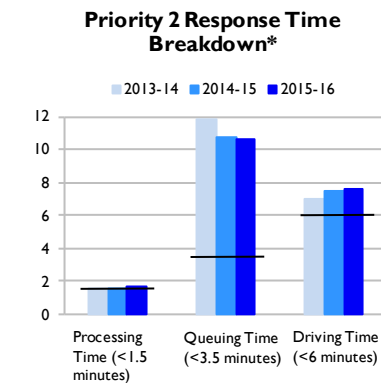
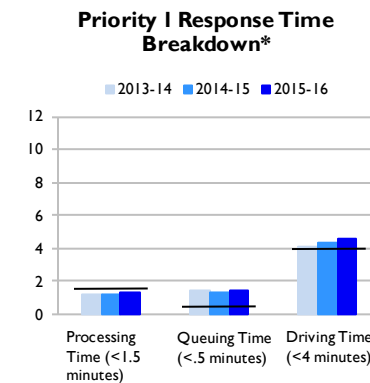
In 2015-16, the Citywide average response time for Priority 1 calls was 7.3 minutes (target: 6 minutes), and higher than the 2014-15 response time of 6.9 minutes.

The Citywide average response time for Priority 2 calls was 19.5 minutes, well above the target of 11 minutes. As staffing reductions have affected the SJPD, the Department has focused on maintaining the Priority 1 response times close to the target as these are calls involving 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.

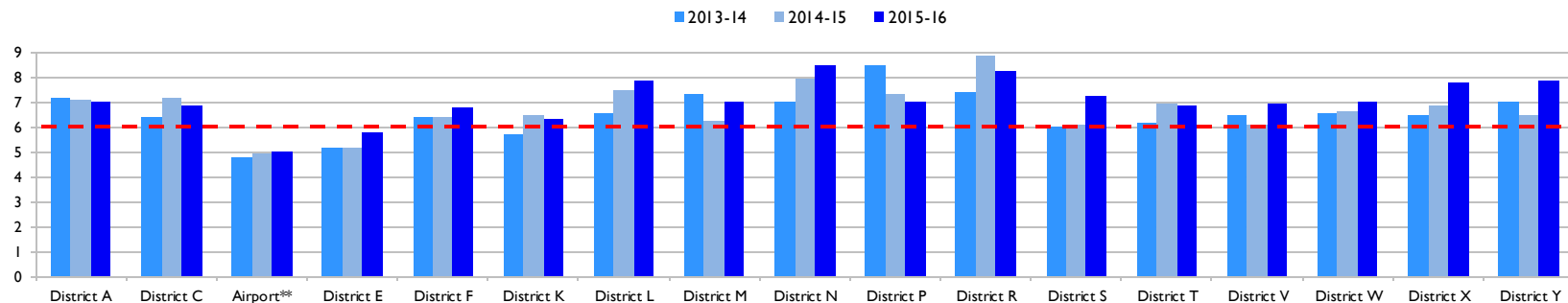
Compared to 2014-15, Priority 1 average response times by police district in 2015-16 increased in ten of the 16 regular districts and remained about the same in four of the districts (excluding the Airport). Response time may vary across districts because of the size or physical characteristics of an area, whether there are adjacent police service areas, population density, traffic conditions, officer staffing levels, or call-taker and dispatching levels. Priority 1 average response times exceeded the 6 minute target in 15 of the 16 regular districts.



\* The Police Department calculates average annual response time by averaging the quarterly average response times.



### Priority 1 Average Police Response Times\* (Target: 6 minutes)



\* Includes only Priority 1 calls to which the Department responded. Response time is measured from when a 9-1-1 call is received at dispatch to when the first car arrives on the scene.

\*\* Airport is District D.

**POLICE**

**CRIME IN SAN JOSE**

In 2015, there were 28,435 major crimes in San José, only 2 percent more than ten years ago. Major crimes include violent crimes (homicide, rape, robbery, aggravated assault) and property crimes (burglary, larceny, and vehicle theft). In 2015, there were 30 homicides in San José. This was two fewer than in 2014 and three below the ten year average.

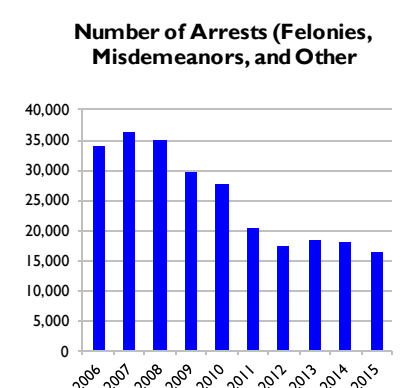
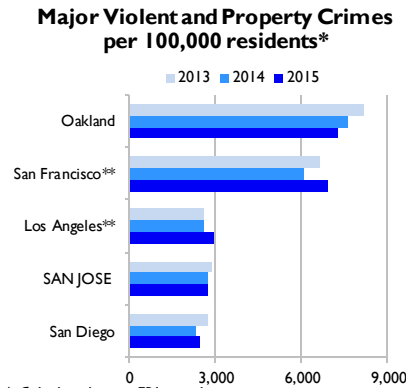
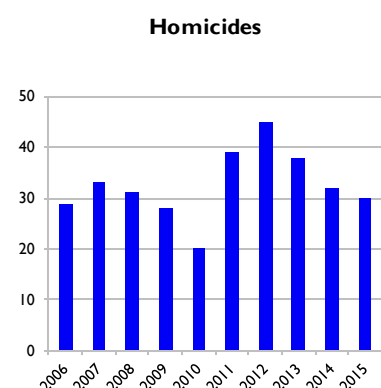
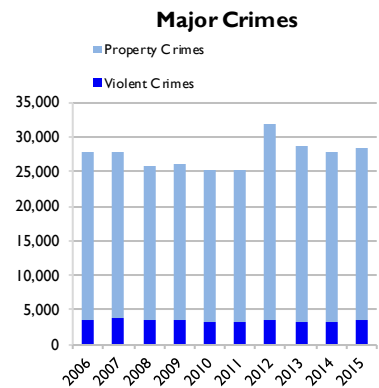
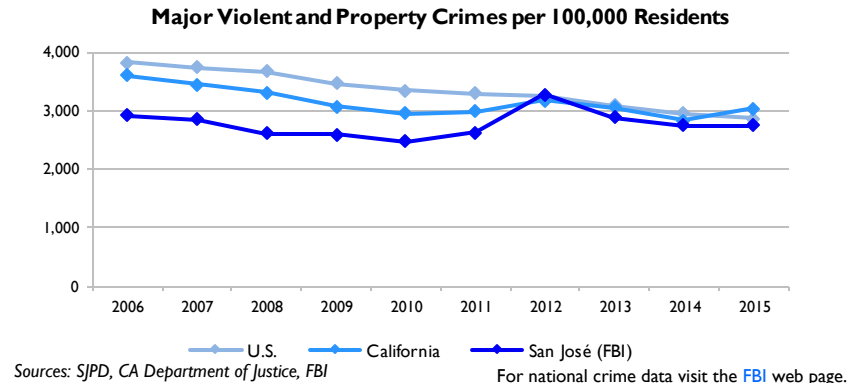
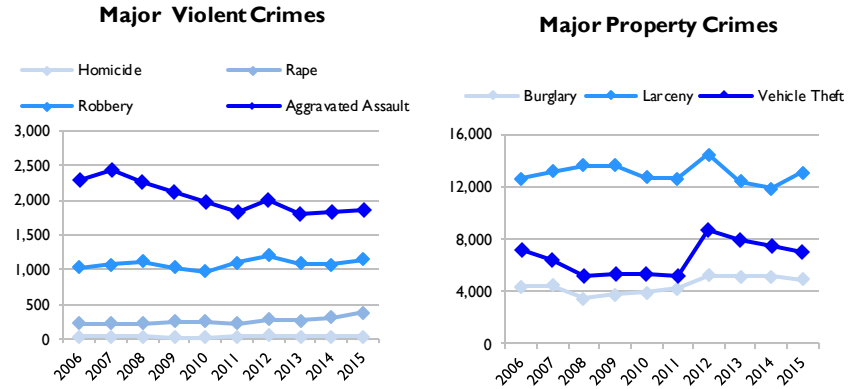
The rate of major crimes per 100,000 residents in San José has historically been below the national and state averages. In 2012, San José's rate surpassed those averages, including a 30 percent increase in property crimes and an 11 percent increase in violent crimes. However, in 2013, crime decreased and was again below the national and state averages. This trend has continued through 2015.

In 2015, the rate of major crimes was 2,757\* per 100,000 residents, compared to 3,045 and 2,870 crimes for California and the U.S., respectively. Comparisons to other major California cities are shown in the graph below.

The number of arrests for felonies, misdemeanors, and other offenses has decreased from a high of over 36,000 in 2007 to 16,493 in 2015.

There were 212 gang-related incidents in 2015-16, of which 157 (or 74 percent) were classified as violent by the SJPD.

\* Calculated using FBI population estimate. Using California Department of Finance population estimate, the San José rate was 2,755. The FBI has adopted an updated definition for classifying rapes, which includes more crimes under the category of rape than the prior definition. San José adopted the updated definition beginning January 1, 2015. Unless otherwise noted, crime rates listed are using the prior definition for calculating rape.



\* Calculated using FBI population estimates  
\*\* These jurisdictions used an updated definition of rape, as of 2014. For 2015, all cities listed used an updated definition of rape.

**PERCEPTIONS OF SAFETY IN SAN JOSE**

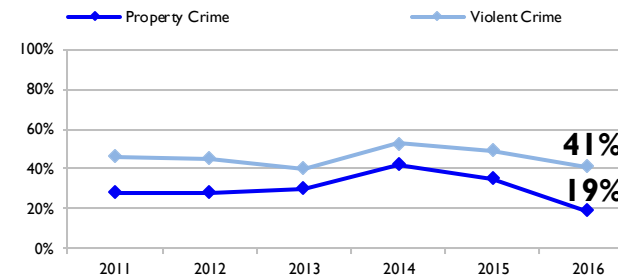
The resident survey asked San José residents a variety of questions about how safe they feel in the City. Thirty-three percent of respondents said they feel “good” or “excellent” regarding their overall feeling of safety in San José.

Respondents were asked how safe they feel in their own neighborhoods as well as in downtown San José, both during the day and after dark. Seventy-five percent of respondents said they feel “very” or “somewhat” safe in their neighborhoods during the day and 47 percent said they feel “very” or “somewhat” safe at night in their neighborhood. Fifty-seven percent feel “very” or “somewhat” safe in San José’s downtown during the day, while 16 percent feel “very” or “somewhat” safe at night in downtown.

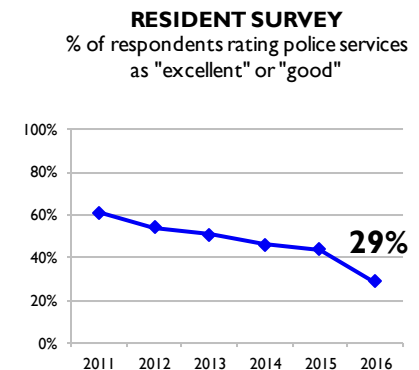
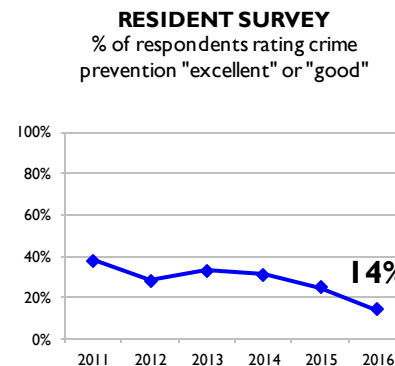
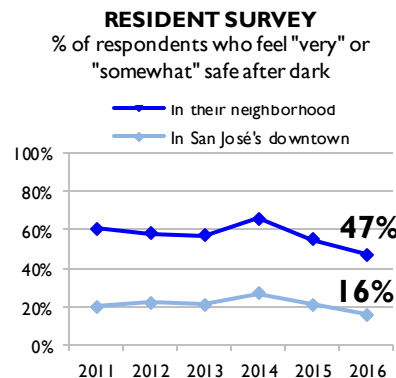
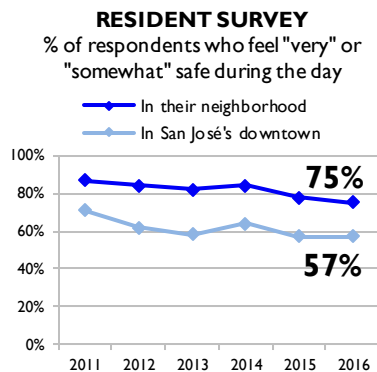
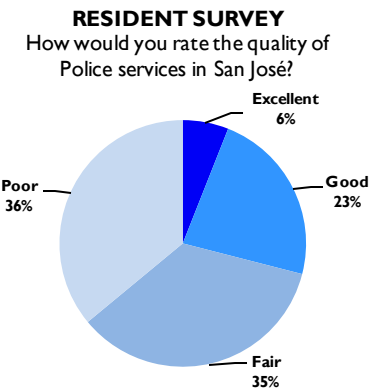
Respondents were asked how safe they feel from violent and property crimes in San José. Forty-one percent reported that they feel “very” or “somewhat” safe from violent crime in San José. Nineteen percent reported feeling “very” or “somewhat” safe from property crimes.

In 2016, 24 percent of San José residents surveyed said they or someone in their household had been a victim of a crime in the last 12 months. In the prior year survey of 2015, 21 percent of respondents said someone in their household had been a victim of a crime. Forty-one percent of respondents said they reported the crime to the police.

**RESIDENT SURVEY**  
% of respondents who feel "very" or "somewhat" safe from violent and property crimes



**RESIDENT SURVEY**  
**94%** of respondents said it was “essential” or “very important” for the community to focus on an overall feeling of safety in the next two years.

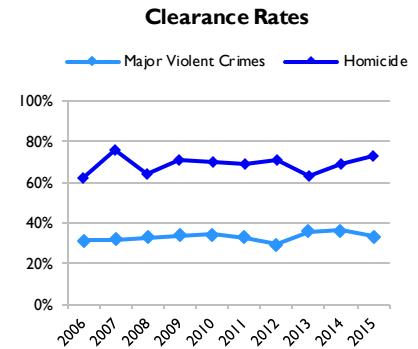
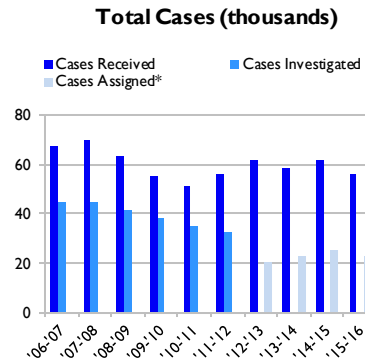


# POLICE

## INVESTIGATIVE SERVICES

The SJPD investigates crimes and events by collecting evidence, interviewing witnesses, interrogating suspects, and other activities. In 2015-16, the Bureau of Investigations received 56,448 cases, 9 percent less than in 2014-15. Of these cases, 22,600 were assigned for investigation. A case may be unassigned because of a lack of resources or because it is deemed not workable (e.g., no evidence).

When a case is closed because of an arrest or by exceptional means (e.g., death of suspect), it is classified as cleared. In 2015, the clearance rate in San José for major violent crimes was 33 percent, compared to 46 percent for both the U.S. and California. In 2015, the clearance rate for homicides in San José was 73 percent, compared to 62 percent for the U.S. and California.



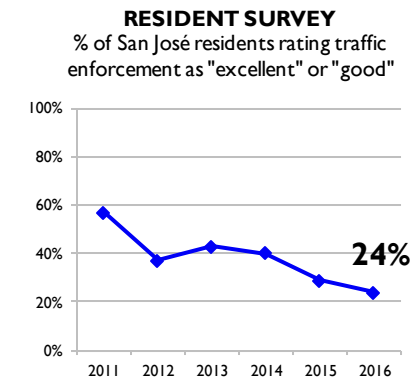
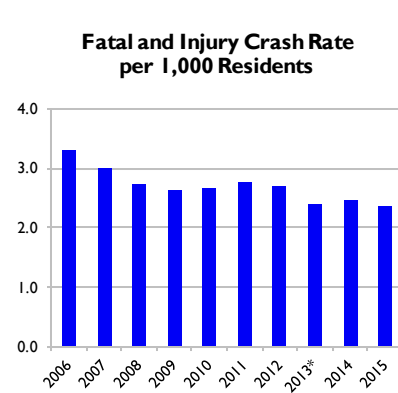
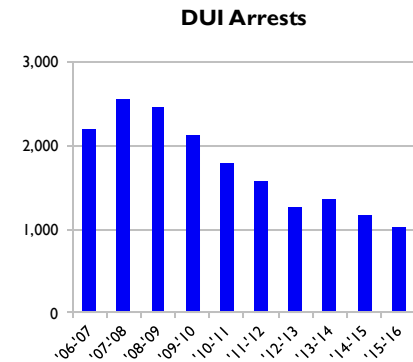
\* In 2012-13, the Police Department changed the performance measure from recording cases investigated to cases assigned to reflect the record management system classification. Cases are assigned when there is a solvability factor present.

## TRAFFIC SAFETY

The SJPD provides for the safe and free flow of traffic through enforcement, education, investigation, and traffic control. In 2015-16, the SJPD's Traffic Enforcement Unit issued roughly 8,100 citations. The Traffic Enforcement Unit staff has been reduced significantly; current staff are targeting areas with higher crash rates to increase traffic safety. Twenty-four percent of San José respondents to the resident survey rated traffic enforcement good or excellent.

For calendar 2015, San José's rate of fatal and injury crashes was estimated at 2.4 injury per 1,000 residents. This is lower than San José's rate of 2.5 in 2014 and lower than the national average of 5.4 in 2015.

There were 1,029 DUI arrests, 12 percent fewer than the previous year and 35 percent fewer than five years ago.



\* 2013 data is estimated