

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

POLICE

In 2018-19, the San José Police Department (SJPD) operating expenditures totaled \$409.5 million. In addition, the Police Department was responsible for \$19.5 million in other costs, including \$8.9 million for workers' compensation, and \$1.5 million in Citywide expenses.

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

In 2018-19, there were 1,691 authorized positions in the SJPD, including 540 civilian authorized positions. The number of sworn, authorized positions per 100,000 residents has decreased from 144 in 2009-10 to 110 in 2018-19.

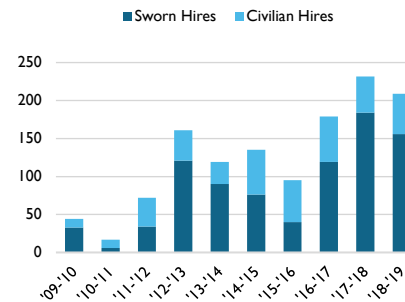
SJPD has faced high vacancy rates among street-ready officers. Of the 1,151 authorized sworn positions, only 908 were actual full-duty, street-ready officers as of June 2019 (this excludes vacancies, officers in training, or those on modified duty or disability/other leave). There were 159 sworn hires in 2018-19 and 165 sworn vacant positions as of June 30, 2019.

KEY FACTS (2018-19)

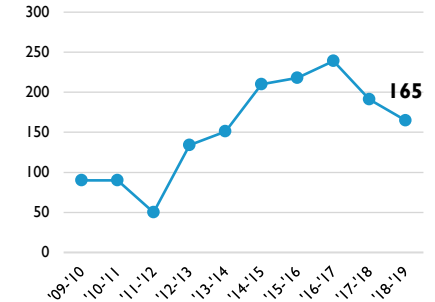
Sworn police positions*	1,151
Street-ready officers	908
Total authorized positions	1,691
Total emergency calls	601,144

*Includes two positions assigned to the City Attorney's Office.

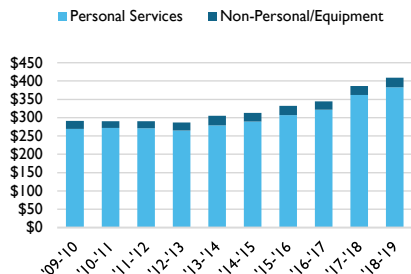
Police Department Hires



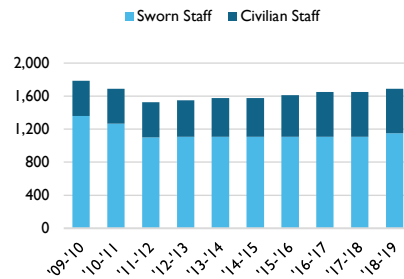
Sworn Police Vacancies



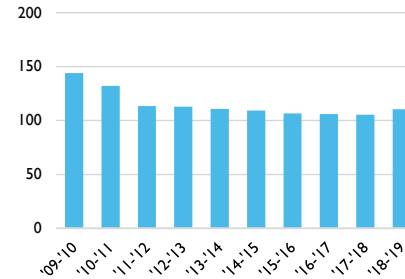
Police Department Operating Expenditures (\$millions)



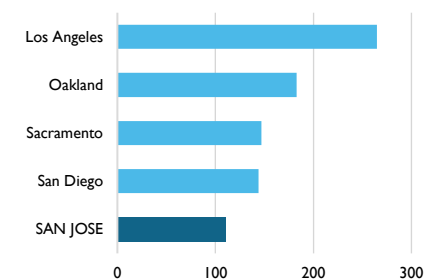
Police Department Authorized Positions



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.

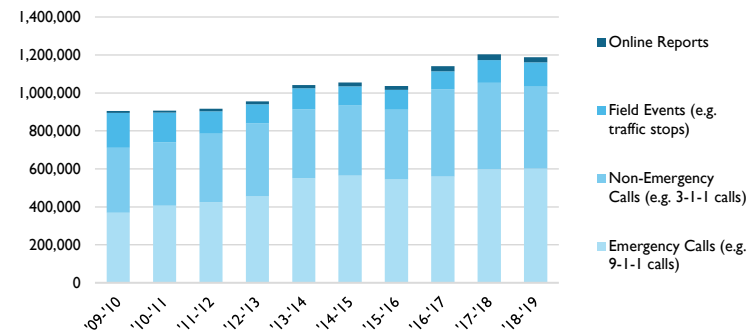
In 2018-19, SJPD handled about 1.2 million total calls for service. The number of 9-1-1 and other emergency calls increased slightly to about 601,000.* The number of non-emergency calls (e.g., 3-1-1 calls and phone reports) totaled about 431,000. Field events (e.g., car and pedestrian stops, and other officer-initiated calls) accounted for the remaining.

The percentage of 9-1-1 calls answered within 10 seconds was 88 percent (target: 90 percent), a slight improvement from the prior year. The Department reports that high call volume and staffing shortages required use of overtime to achieve this near-target service level. Of the 165 authorized positions in the Communication Center, only 111 were actual full duty as of June 2019. The City is exploring moving non-emergency calls out of the Communications Center to help improve emergency call answering times. For more information, refer to our 2019 [Audit of 9-1-1 and 3-1-1](#).

* This includes 9-1-1 transfers received by the Fire Department for fire and medical emergencies

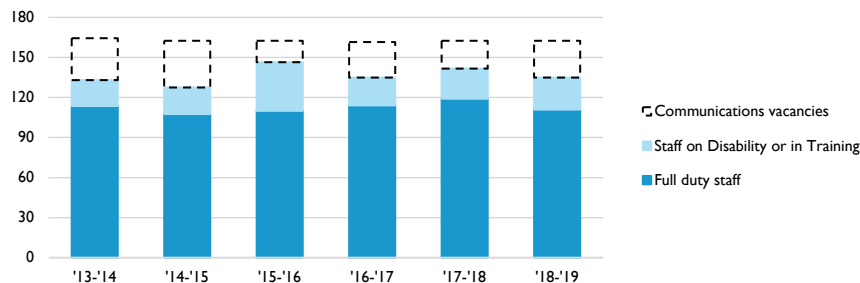


Breakdown of All Calls for Service

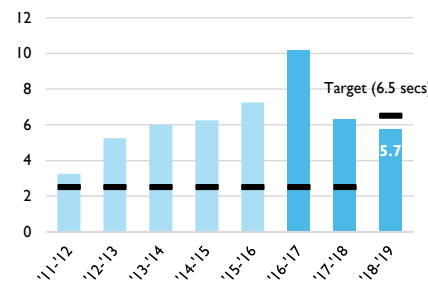


Note: All calls for service received, including duplicates, online reporting, and calls that did not require a police response.

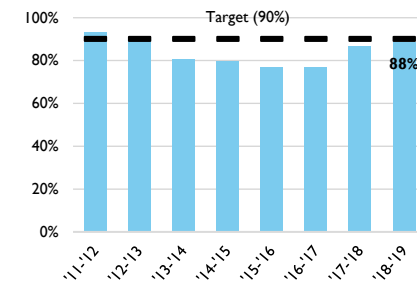
Communications Center Staff (as of June 30)



Average Emergency Call Answering Time (seconds)**



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



**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.

POLICE

POLICE RESPONSES

The SJPD responded to about 196,000 Priority 1-4 incidents in 2018-19 (definitions shown in gray box below):

- 8,200 Priority 1 responses (4 percent)
- 83,300 Priority 2 responses (42 percent)
- 76,500 Priority 3 responses (39 percent)
- 28,200 Priority 4 responses (14 percent)

Percentages do not total to 100 percent due to rounding.

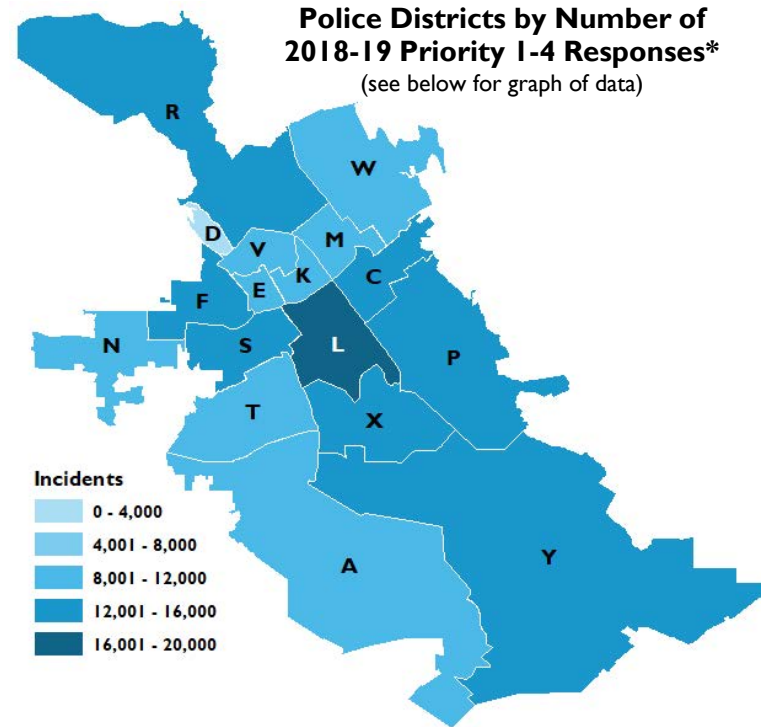
Prioritization of Police Responses

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 under the age of 12, or at risk missing persons, including mentally handicapped or disoriented adults.

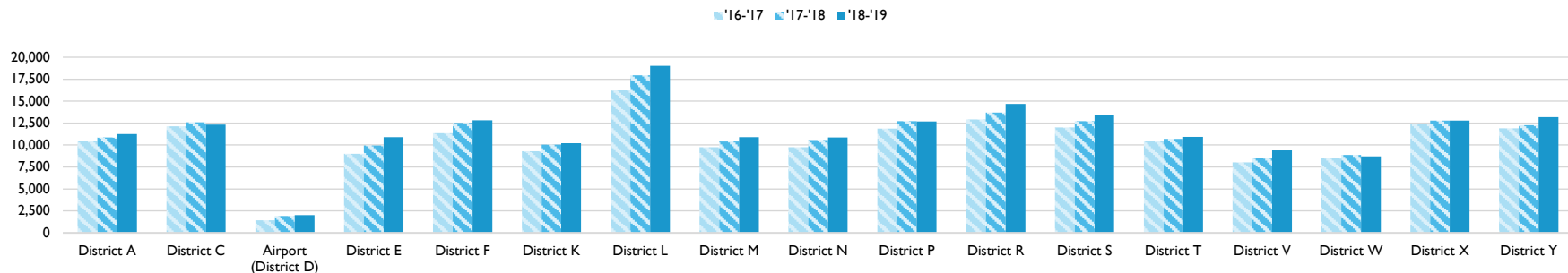
Priority 3 responses: There is property damage or the potential for it to occur. The suspect has most likely left the area. Situations where the suspect is in custody for a non-violent crime and is cooperative. Situations when a prior crime against the person occurred and there are no injuries to the 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 I-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. Response totals prior to 2018-19 (shown as striped columns) may not be comparable due to changes in reporting methodology. See the next page for more information.

POLICE RESPONSE TIMES

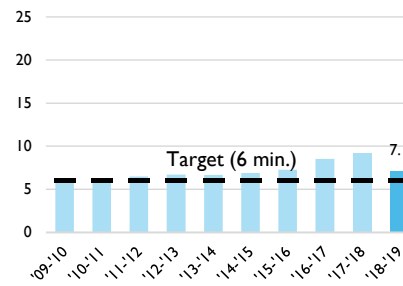
In 2018-19, the citywide average response time* for Priority 1 calls was 7.1 minutes (target: 6 minutes). The citywide average 19.9 minute response time for Priority 2 calls was well above the target of 11 minutes.

As staffing reductions have affected the SJPD, the Department has focused on maintaining the Priority 1 response times 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.

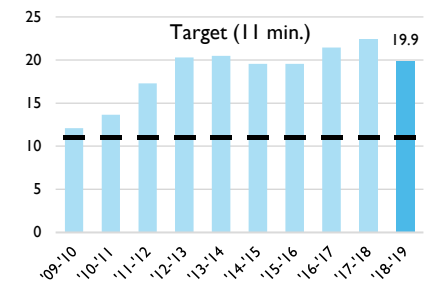
The Department disaggregates response times by three time targets: processing time, queuing time, and driving time. In 2018-19 the Department processing time for both Priority 1 and 2 were close to targets while queuing time for Priority 1 was just slightly above target.

In 2018-19, all but three districts exceeded the 6 minute target response time for Priority 1 calls. 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.

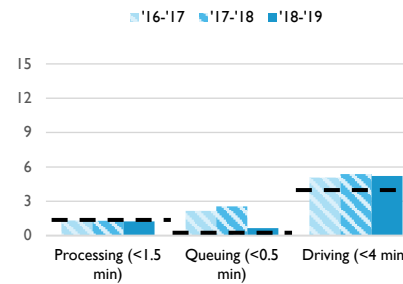
Average Priority 1 Police Response Time* (minutes)



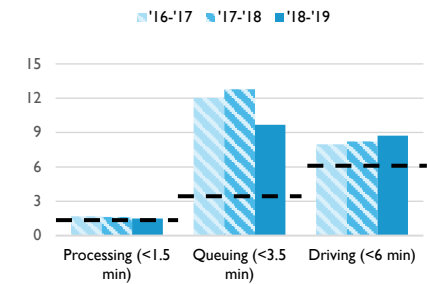
Average Priority 2 Police Response Time* (minutes)



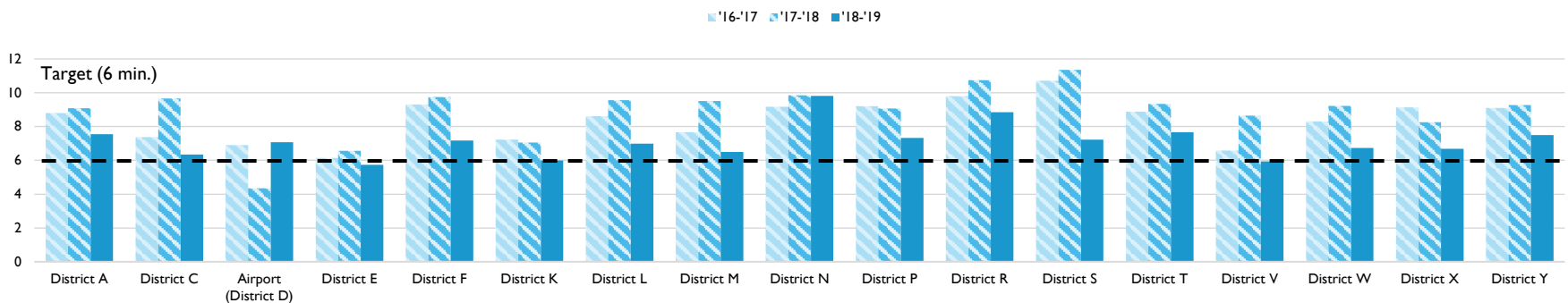
Priority 1 Response Time Breakdown* (minutes)



Priority 2 Response Time Breakdown* (minutes)



Priority 1 Average Police Response Times* (minutes)



*Response times prior to 2018-19 (shown as striped columns) may not be comparable due to changes in reporting methodology. 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.

POLICE

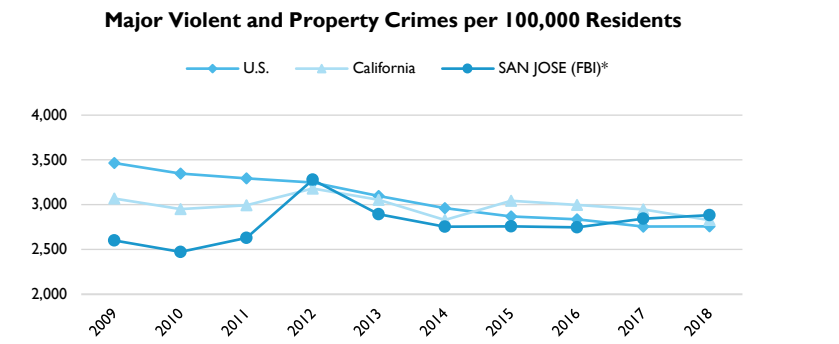
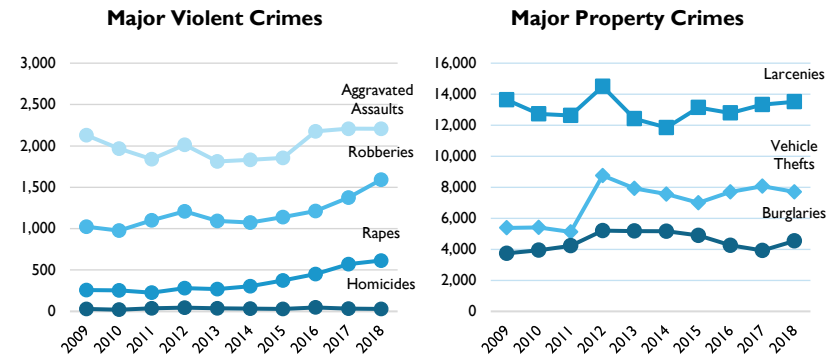
CRIME IN SAN JOSE

In 2018, there were 30,200 major crimes in San José, up 15 percent from ten years ago. Major crimes include violent crimes (homicide, rape, robbery, and aggravated assault) and property crimes (burglary, larceny, and vehicle theft). In 2018, there were 28 homicides in San José. This was four fewer than in 2017 and six below the ten-year average.

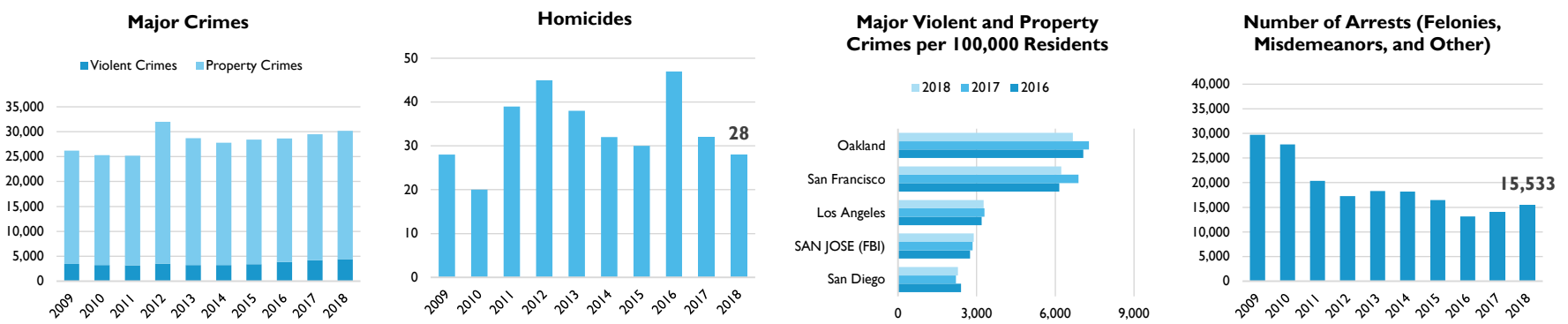
San José experienced 2,883 major crimes per 100,000 residents in 2018. Although, the rate of major crimes per 100,000 residents in San José has historically been slightly below the national and state rates, since 2012 those rates have converged. In 2018, San José's rate was slightly above both the state and national rates. However, San Jose's crime rate remains below that of other major California cities, such as Oakland, San Francisco, and Los Angeles.

The number of arrests for felonies, misdemeanors, and other offenses has decreased from about 30,000 in 2009, to around 15,500 in 2018. There were 771 gang-related and gang-motivated incidents* overall in 2018-19, of which 221 were classified as violent by the SJPD. This is a decrease from 2017-18, which saw 839 overall gang incidents and 236 violent gang incidents.

*Prior to 2017, SJPD only reported gang-motivated incidents. 2017-18 numbers were updated to reflect inclusion of both gang-motivated and gang-related incidents. 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.



Sources: SJPD, CA Department of Justice, FBI For national crime data visit the [FBI web page](#). San José adopted the FBI's updated definition of rape beginning January 1, 2015.



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. Forty-four percent reported that they feel “very” or “somewhat” safe from violent crime in San José. Twenty-eight percent reported feeling “very” or “somewhat” safe from property crimes.

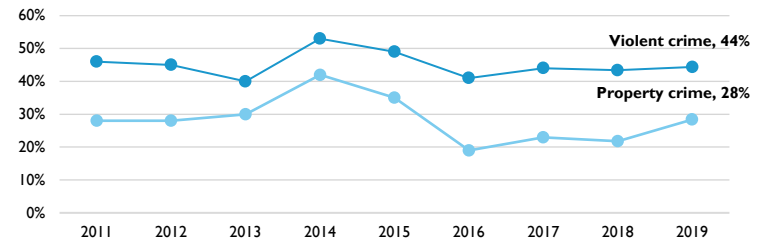
Thirty-seven percent of respondents said they feel “good” or “excellent” regarding their overall feeling of safety in San José.

Respondents were also asked how safe they feel in their own neighborhoods as well as in downtown San José. More respondents said they feel “very” or “somewhat” safe in their neighborhoods 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 neighborhood than downtown.

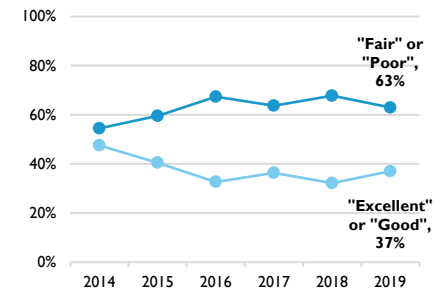
Similar to San José residents overall, students and staff at San José State University felt safer during the day than at night. Sixty-one percent of students and staff felt safe during the day downtown compared to 53 percent of San José residents generally.

In 2019, 20 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. Thirty-two percent of respondents said they reported a crime to the police.

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



RESIDENT SURVEY
Overall feeling of safety

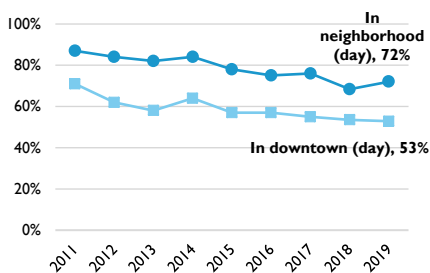


RESIDENT SURVEY

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.

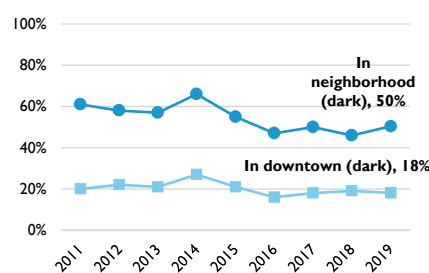
RESIDENT SURVEY

% of respondents who feel “very” or “somewhat” safe during the day



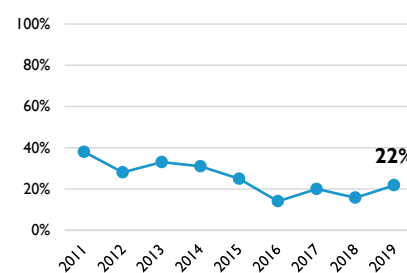
RESIDENT SURVEY

% of respondents who feel “very” or “somewhat” safe after dark



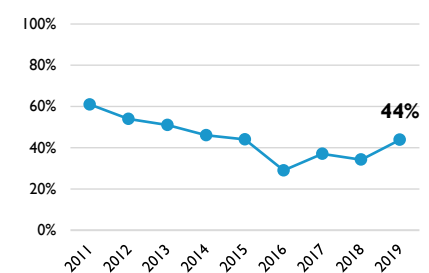
RESIDENT SURVEY

% of respondents rating crime prevention “excellent” or “good”



RESIDENT SURVEY

% of respondents rating police services as “excellent” or “good”



POLICE

INVESTIGATIVE SERVICES

The SJPD investigates crimes and events by collecting evidence, interviewing witnesses, interrogating suspects, and other activities. In 2018-19, the Bureau of Investigations received 62,000 cases, slightly more than in 2017-18. Of these cases, 34,000 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).

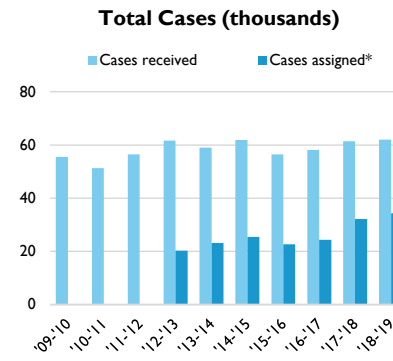
When a case is closed because of an arrest or by exceptional means (e.g., death of suspect), it is classified as cleared. In 2018, the clearance rate in San José for major violent crimes was 31 percent, compared to 46 and 45 percent for both the U.S. and California, respectively.* The clearance rate for homicides in San José was 71 percent, compared to 62 and 64 percent for the U.S. and California.**

*Out of 4,444 total cases for San José, 1.1 million for the U.S., and 176,866 for California.
 **Out of 28 homicides for San José, 14,786 for the U.S., and 1,739 for California.

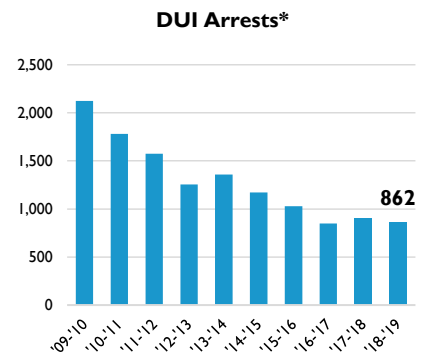
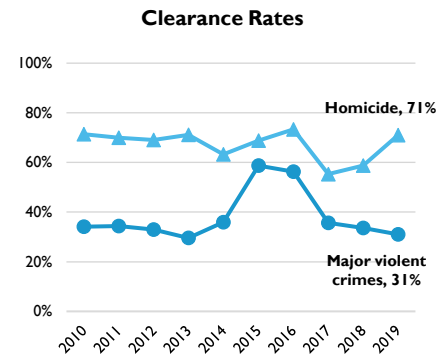
TRAFFIC SAFETY

The SJPD provides for the safe and free flow of traffic through enforcement, education, investigation, and traffic control. In 2018-19, the SJPD's Traffic Enforcement Unit issued about 4,800 citations. The Traffic Enforcement Unit staff has been reduced significantly; current staff are targeting areas with higher crash rates to increase traffic safety. Twenty-nine percent of San José respondents to the resident survey rated traffic enforcement "good" or "excellent."

DUI arrests decreased 4 percent from the previous year and have declined significantly over the past 10 years. Likewise, San José's rate of fatal and injury crashes has been steadily decreasing since 2003, though 2018 saw this rate increase slightly from the prior year.



* 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 likelihood investigation will yield results.



*Data in '16-'17 and '17-'18 updated to reflect unique incidents.

