

CITY SERVICE AREA (CSA) DASHBOARDS

City Service Areas (CSAs) integrate services provided in individual departments into the City's five key lines of business: Community and Economic Development; Environmental and Utility Services; Neighborhood Services; Public Safety; and Transportation and Aviation Services. An additional CSA, referred to as "Strategic Support," represents the internal functions that enable the other five CSAs to provide services to the community. In FY 2017-18, the City Administration was instructed to select the top six measures representing achievements in each CSA. These measures are presented in the following section.

For more information about specific departments, see their corresponding chapters later in the report.

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.

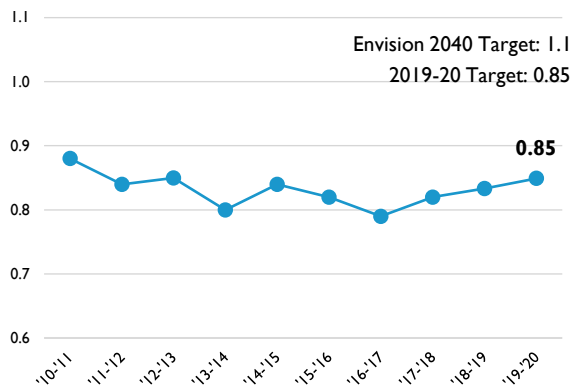
CSA OUTCOMES

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

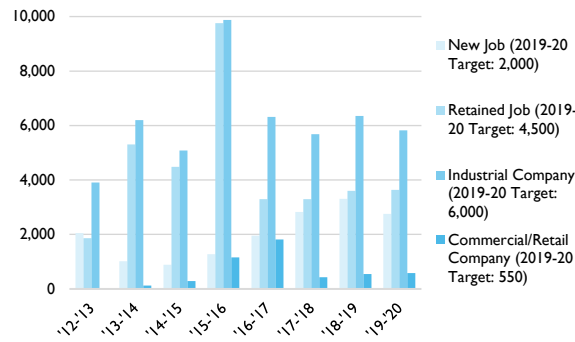
PRIMARY PARTNERS

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

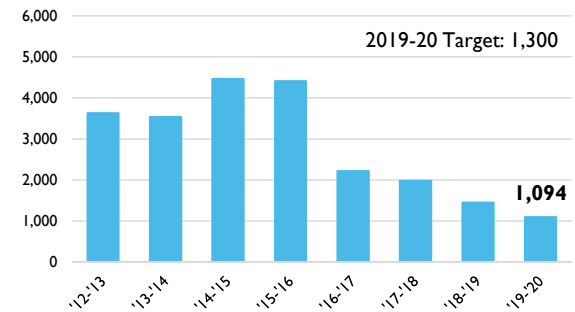
Jobs per Employed Residents in San José



Estimated Jobs Generated/Retained by Companies that Received City Assistance

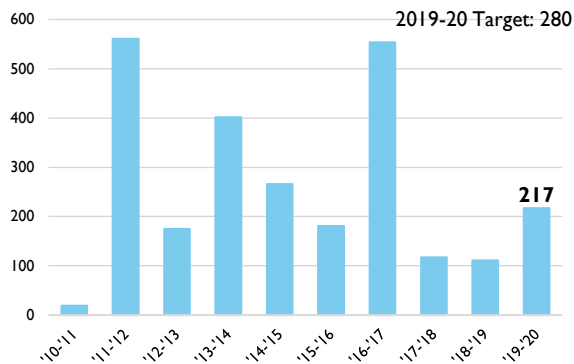


Number of work2future Clients Receiving Discrete Services (Counseling, Job Placement, and Occupational Training)

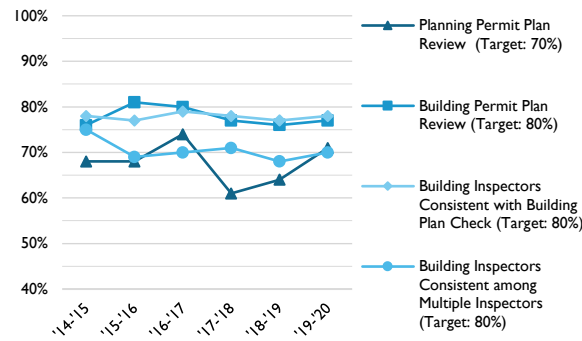


Note: According to work2future, the decline since 2015-16 was due to a change in the service delivery model which resulted in seeing fewer clients.

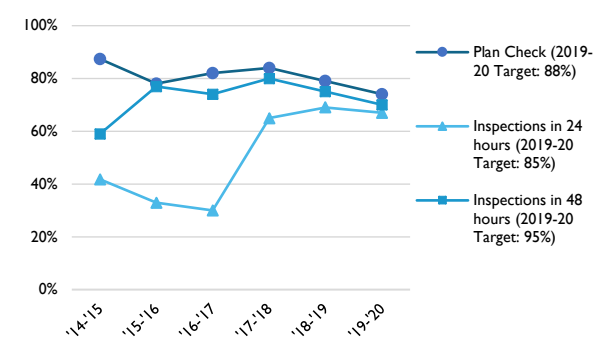
Affordable Housing Units Completed in the Fiscal Year



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



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.

ENVIRONMENTAL AND UTILITY SERVICES CSA DASHBOARD

MISSION

To provide environmental leadership through policy development, program design, and reliable utility services.

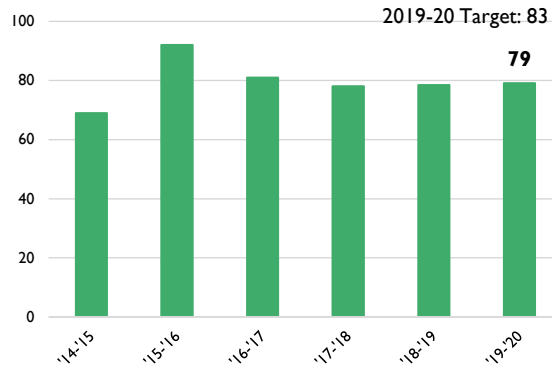
CSA OUTCOMES

- Reliable utility infrastructure
- Healthy streams, rivers, marsh, and bay
- 'Clean and sustainable' air, land, and energy
- Safe, reliable, and sufficient water supply

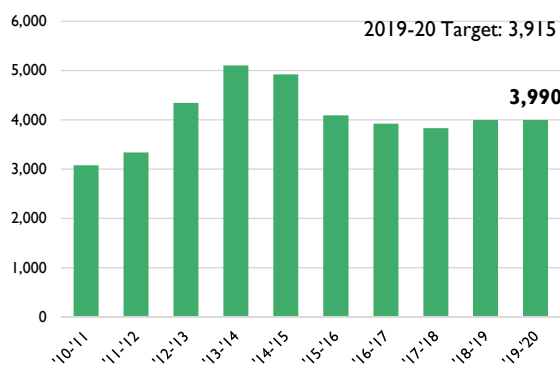
PRIMARY PARTNERS

- Transportation
- Community Energy
- Environmental Services

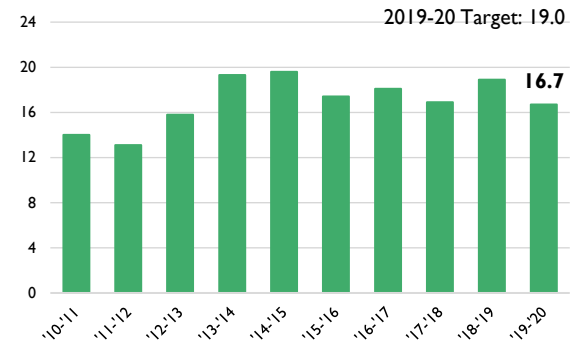
Millions of Gallons per Day of Water Conserved and Recycled



Millions of Gallons of Recycled Water Delivered Annually

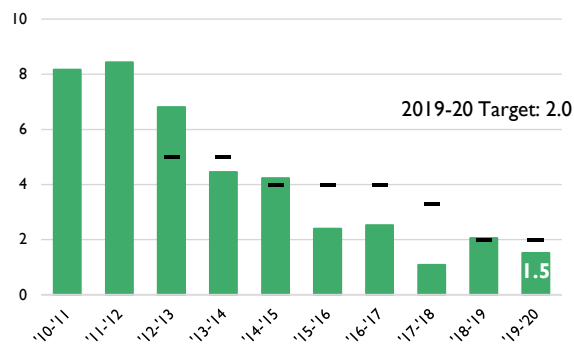


Millions of Gallons per Day Diverted from Flow to the Bay for Beneficial Purposes During the Dry Weather Period



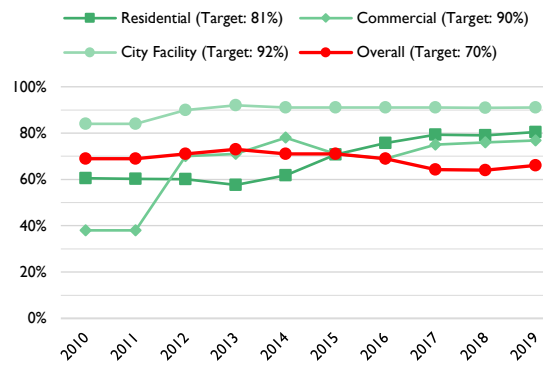
Note: In 2019, the dry weather period was from July through September. See the [2019 Annual Self-Monitoring Report](#).

Number of Sanitary Sewer Overflows per 100 Miles of Sanitary Sewer Lines



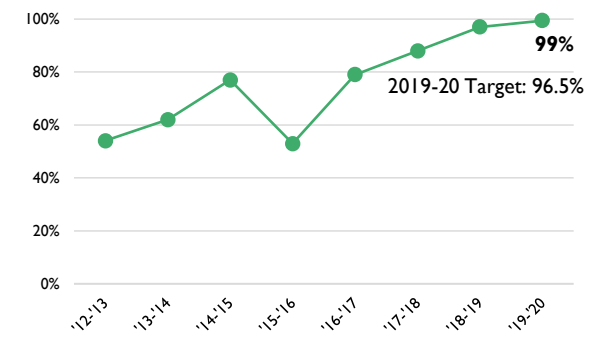
Note: This measure was added in 2012-13. The target declined from five overflows per 100 miles to two in 2018-19.

Percent of Waste Diverted from Landfills



Note: The overall measurement is based on state guidelines, which uses a per-capita standard. It includes additional waste streams including construction, demolition, and self-haul categories.

Percent of Trash Reduced from Storm Sewer System



Note: The trash load reduction calculation measures compliance with the City's Municipal Regional Stormwater Permit requirement to reduce trash from receiving waters below 2009 levels. The reduction target was 70% by July 2017, 80% by July 2019, and 100% by July 2022.

NEIGHBORHOOD SERVICES CSA DASHBOARD

MISSION

To serve, foster, and strengthen the community by providing access to lifelong learning, opportunities to enjoy life, and preserving healthy neighborhoods.

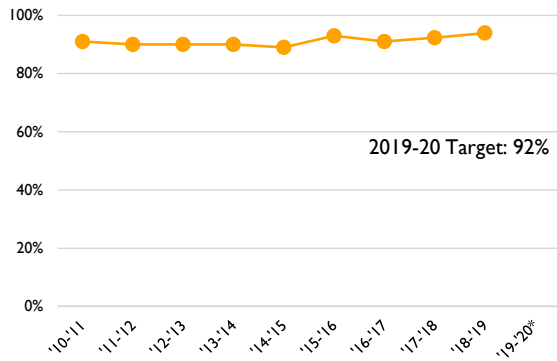
CSA OUTCOMES

- Safe and clean parks, facilities, and attractions
- Vibrant cultural, learning, recreation, and leisure opportunities
- Healthy neighborhoods and capable communities

PRIMARY PARTNERS

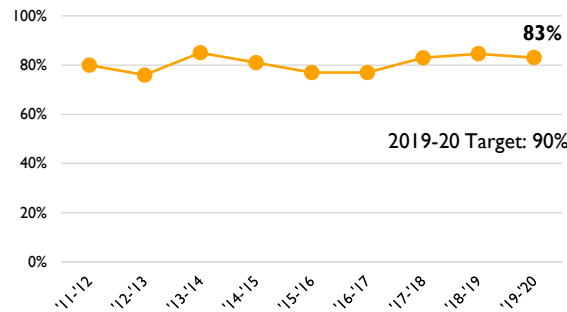
- Library
- Public Works
- Planning, Building and Code Enforcement
- Parks, Recreation and Neighborhood Services

Percent of Customers Rating Library Services as Good or Better (Point of Service)



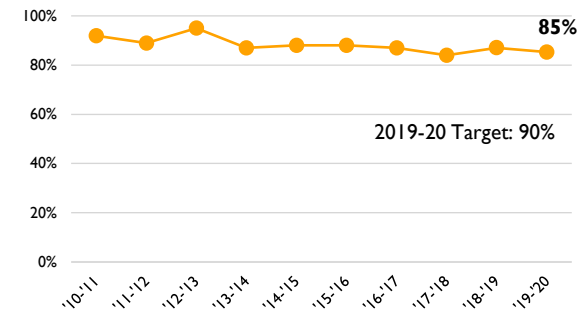
Source: Internal survey conducted by the Library.
* This survey was not administered in Fall 2020 due to COVID.

Percent of Parents and Caregivers who Report Reading More to their Children Following Participation in a Library Program or Study



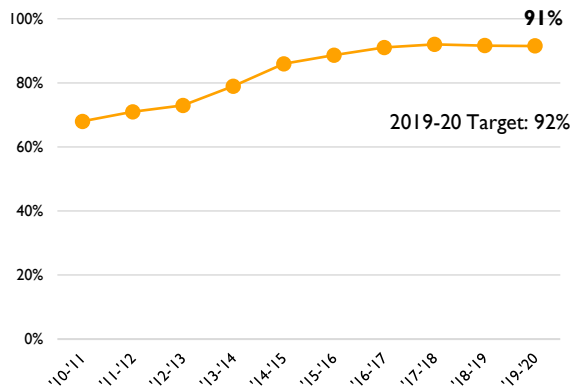
Source: Internal survey conducted by the Library.

Percent of Community Center Participants Rating City Efforts at Providing Recreational Opportunities as "Good" or "Excellent" (Point of Service)

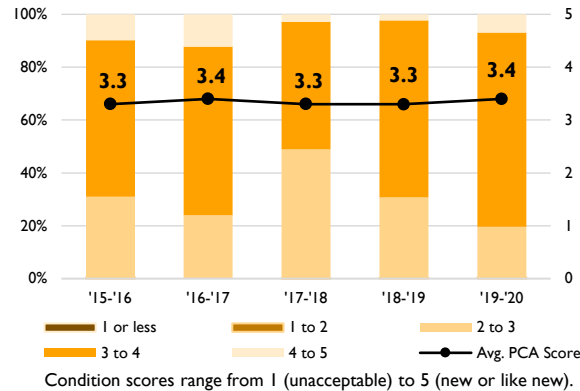


Source: Internal survey conducted by PRNS.

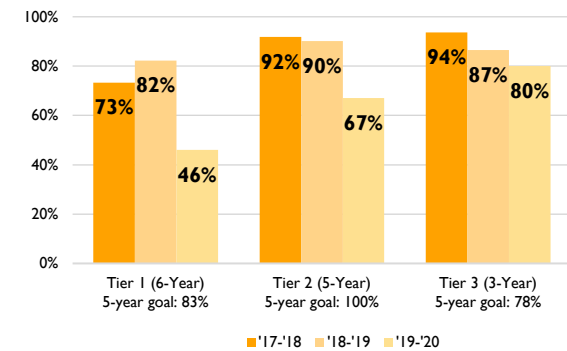
Animal Care Center Live Release Rate



Percent of Park Acres by Park Condition Assessment (PCA) Score



Percent of Multiple Occupancy Permit Program Buildings Receiving Routine Inspection within Designated Cycle Time



PUBLIC SAFETY CSA DASHBOARD

MISSION

To provide prevention and emergency response services for crime, fire, medical, hazardous, and disaster related situations.

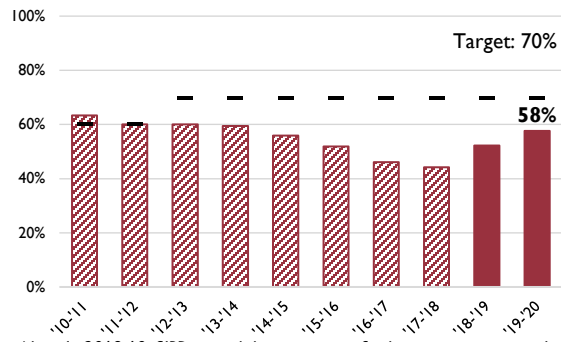
CSA OUTCOMES

- The public feels safe anywhere, anytime in San José
- Residents share the responsibility for public safety

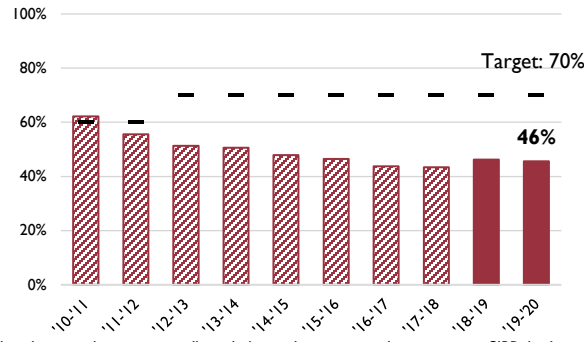
PRIMARY PARTNERS

- Fire
- Police
- City Manager's Office
- Independent Police Auditor

Initial Police Unit Responses within 6 Minutes of Priority 1 Calls for Service (Life Threatening)

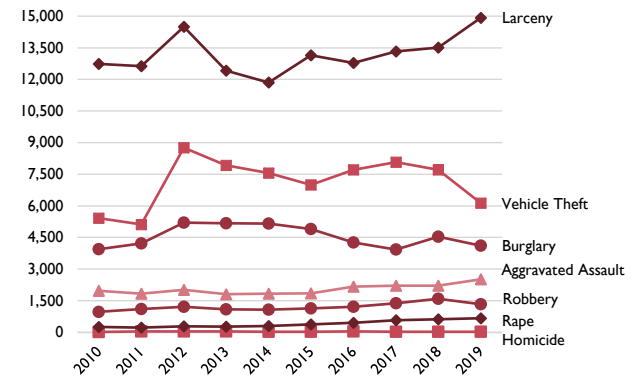


Initial Police Unit Responses within 11 Minutes of Priority 2 Calls for Service (Crime in Progress or Just Occurred)

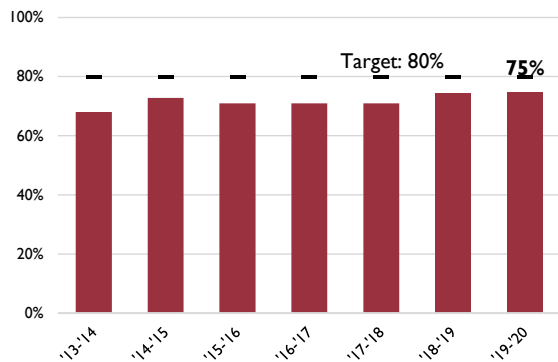


Note: In 2018-19, SJPD revised their reporting of police response times to be based on how incidents are initially coded into their system. In prior years, SJPD had measured response times based on updated coding of incidents as determined throughout the response, which could change the priorities of incidents and incorrectly affect response times.

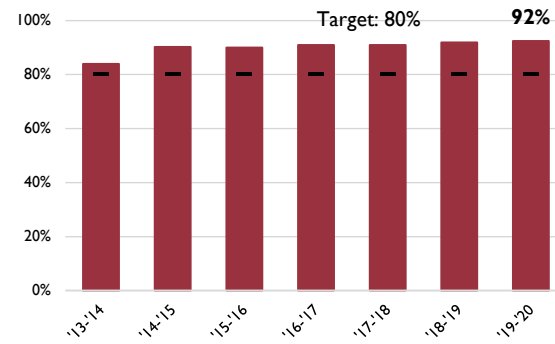
National Uniform Crime Reporting (UCR) Part I Crime Trends



Initial Fire Unit Responses within 8 Minutes of Priority 1 Calls for Service (Life Threatening)



Initial Fire Unit Response within 13 Minutes Priority 2 Calls for Service (No Lights and Sirens)



Emergency Operations Center (EOC) Assigned Staff who have Received Required Training (2019-20)

This measure is typically based on the EOC's 180 positions. However, due to the scale and scope of the emergency, as of June 30, 2020 there were over 220 individuals working in the EOC, some of whom had not received regular emergency training, and completed on the job training. The Office of Emergency Management is reviewing the methodology for this measure moving forward.

STRATEGIC SUPPORT CSA DASHBOARD

MISSION

To effectively develop, manage, and safeguard the City's fiscal, physical, technological, and human resources to enable and enhance the delivery of City services and projects.

CSA OUTCOMES

- Sound fiscal management that facilitates meeting the needs of the community
- A high performing workforce that is committed to exceeding internal and external customer expectations
- Effective use of technology
- Safe and functional public infrastructure, facilities, and equipment

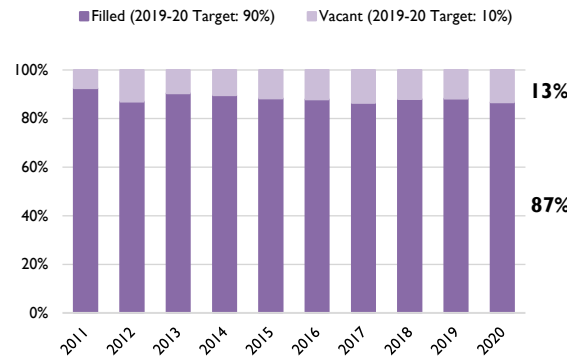
PRIMARY PARTNERS

- Finance
- Public Works
- Human Resources
- Information Technology

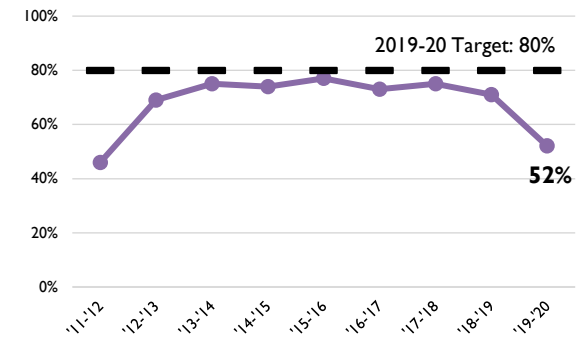
City's Bond Ratings
(General Obligation Bond Rating)

	Moody's	Standard and Poor's	Fitch
'15-'16	Aa1	AA+	AA+
'16-'17	Aa1	AA+	AA+
'17-'18	Aa1	AA+	AA+
'18-'19	Aa1	AA+	AA+
'19-'20	Aa1	AA+	AA+
Target	Aa1	AA+	AA+

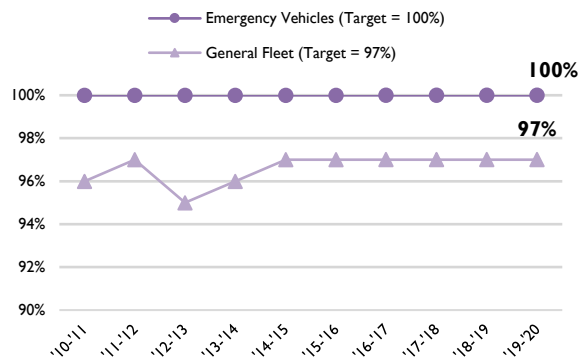
Percent of Positions Filled as a Total of Budgeted Positions (June 30)



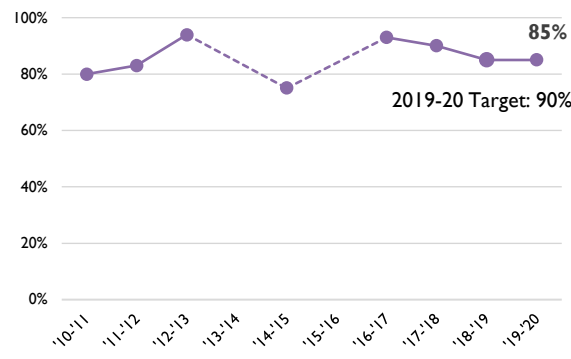
Percent of Non-Management Employee Performance Appraisals Completed on Schedule



Percent of Equipment Available for Use When Needed

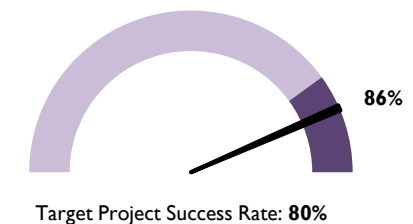


Percent of City Facilities with a Condition Assessment Rating of Good or Better



Note: Results reflect ratings of facilities assessed during the fiscal year. In 2019-20, this represented 40 individual facilities. Data not available in 2013-14 and 2015-16.

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



IT Project Success rate for fiscal year measures on scope/quality, schedule, cost, and customer satisfaction with value. Beginning in 2021, C3P Office will report on all complex and/or sensitive technology projects Citywide.

TRANSPORTATION AND AVIATION SERVICES CSA DASHBOARD

MISSION

To provide the community with safe, secure, and efficient surface and air transportation systems that support San José's livability and economic vitality.

CSA OUTCOMES

- Provide safe and secure transportation systems
- Provide viable transportation choices that promote a strong economy
- Travelers have a positive, reliable, and efficient experience
- Preserve and improve transportation assets and facilities
- Provide a transportation system that enhances community livability

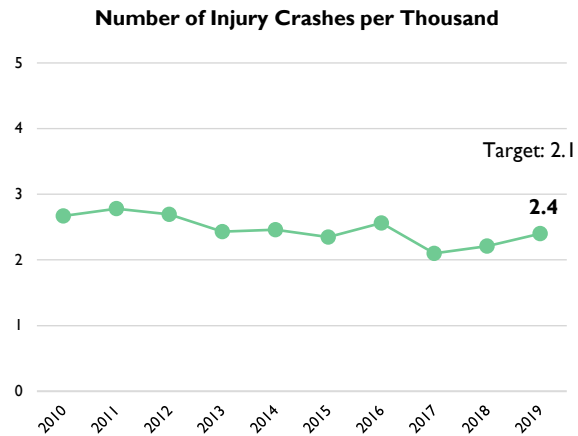
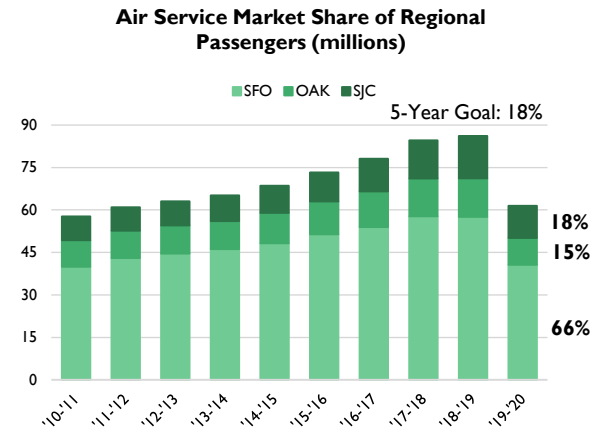
PRIMARY PARTNERS

- Airport
- Transportation

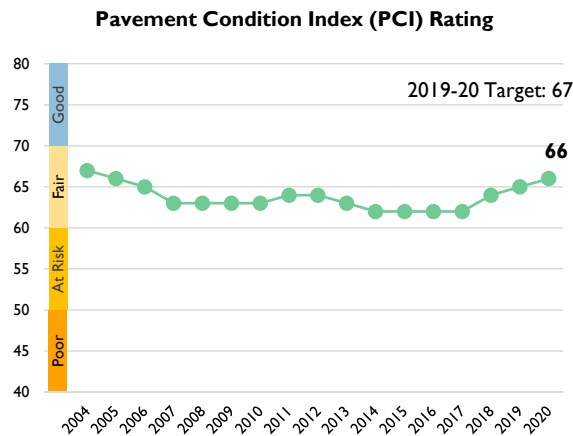
SJC Passenger Rating of Overall Satisfaction with the Airport			
FY 2017-18	FY 2018-19	FY 2019-20	Target
87%	86%	86%	87%

SJC Passengers Reporting Satisfaction with Airport Restaurant/Eating and Shopping Facilities			
FY 2017-18	FY 2018-19	FY 2019-20	Target
77%	78%	77%	77%

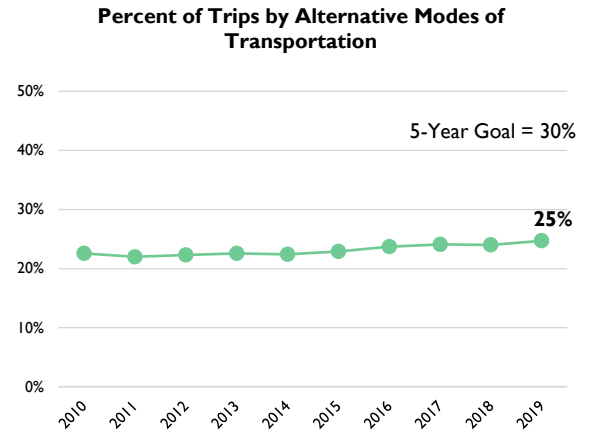
Source: Internal survey conducted by Airport.



Note: This includes fatal crashes.



Source: Metropolitan Transportation Commission
 Note: This is a 3-year moving average. DOT's annual assessment rated the City's average street pavement a 66 in 2019.



Source: American Community Survey 1-year estimates.

