

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

POLICE

In 2019-20, the San José Police Department (SJPD) operating expenditures totaled \$445 million. In addition, the Police Department was responsible for \$14 million in other costs, including \$8.2 million for workers' compensation, and \$3.3 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 currently closed to the public due to staffing.

In 2019-20, there were 1,149 authorized sworn positions and 561 authorized civilian positions in the SJPD, totaling 1,710 for both sworn and civilian. The number of sworn, authorized positions per 100,000 residents has decreased from 132 in 2010-11 to 110 in 2019-20.

SJPD has faced high vacancy rates among street-ready officers. Of the 1,149 authorized sworn positions, only 954 were actual full-duty, street-ready officers as of June 2020 (this excludes vacancies, officers in training, or those on modified duty or disability/other leave). There were 115 sworn hires in 2019-20 and 126 sworn vacant positions as of June 30, 2020.

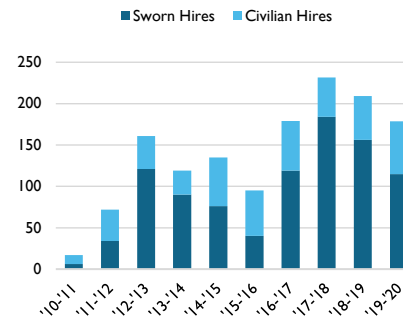
As a result of civil unrest during the months of May and June 2020, the SJPD identified opportunities for continued improvement in the areas of staffing during large-scale events and training. Furthermore, in light of the COVID-19 pandemic, the SJPD altered its operations and services to comport with the guidelines set forth by the County of Santa Clara while maintaining a commitment to ensuring the safety of San Jose residents. The Main Lobby of the Police Administration Building was closed on March 17, 2020 and reopened on June 8, 2020.

KEY FACTS (2019-20)

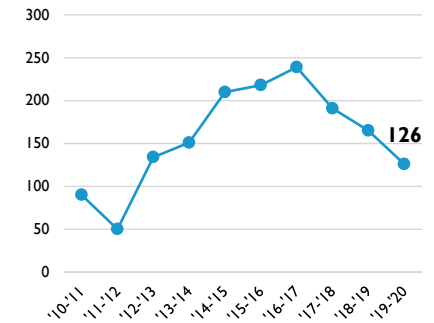
Sworn police positions*	1,149
Street-ready officers	954
Total authorized positions	1,710
Total emergency calls	603,799

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

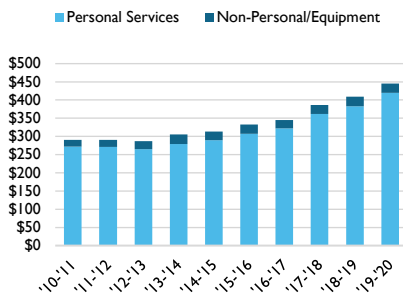
Police Department Hires



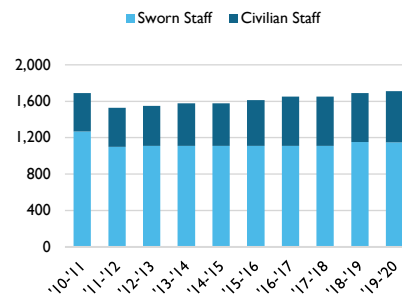
Sworn Police Vacancies



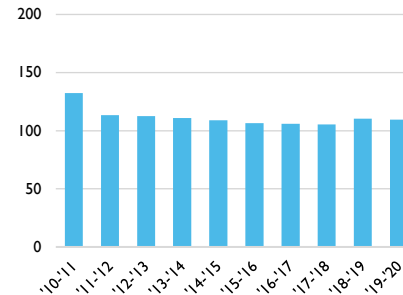
Police Department Operating Expenditures (\$millions)



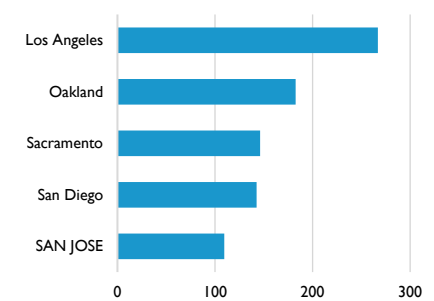
Police Department Authorized Positions



San José Sworn Staff per 100,000 Residents



Authorized Sworn Staff per 100,000 Residents



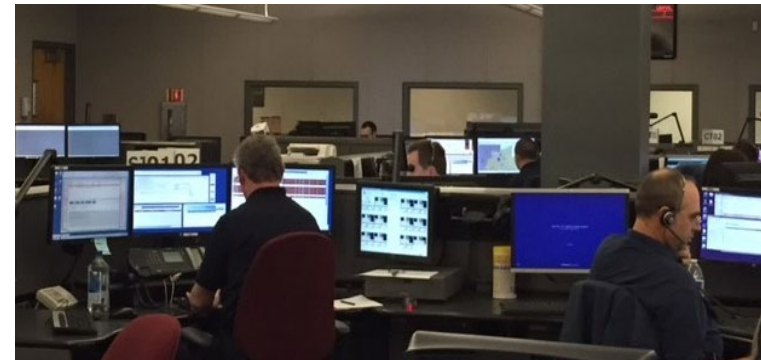
CALLS FOR SERVICE

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 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 2019-20, SJPD handled about 1.2 million total calls for service. The number of 9-1-1 and other emergency calls increased slightly to about 604,000.* The number of non-emergency calls (e.g., 3-1-1 calls and phone reports) totaled about 503,000, around 71,500 more than last year.** Field events (e.g., car and pedestrian stops, and other officer-initiated calls) accounted for the remaining.

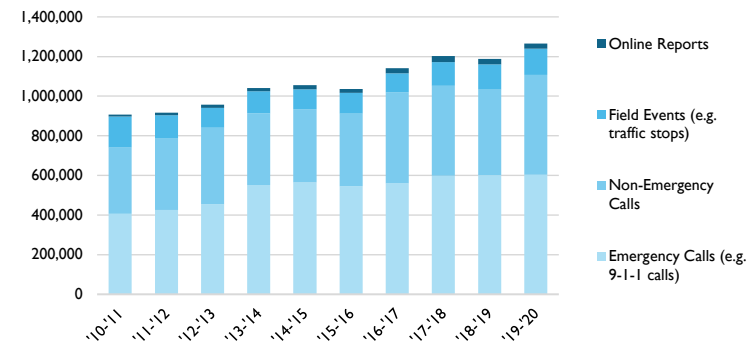
The percentage of 9-1-1 calls answered within 10 seconds was 88 percent (target: 90 percent), about the same as the prior year. The Department reports that high call volume and staffing shortages required use of overtime to achieve this near-target service level. Of the 163 authorized positions in the Communication Center, only 118 were actual full duty as of June 2020.

* This includes 9-1-1 transfers received by the Fire Department for fire and medical emergencies.
 ** On February 27, 2020, 3-1-1 calls were transitioned to a separate line answered by the City Call Center (see Information Technology Chapter). According to the Department, the rise in non-emergency calls may be due to underreported non-emergency calls prior to 2019-20, as well as the events of COVID-19 and civil unrest.



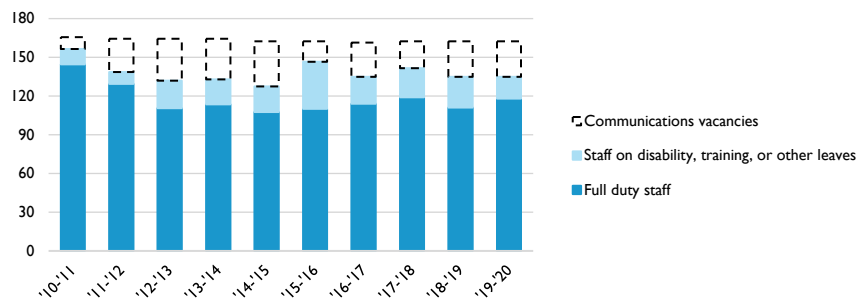
Source: San José Police Department, photo of Communications staff.

Breakdown of All Calls for Service

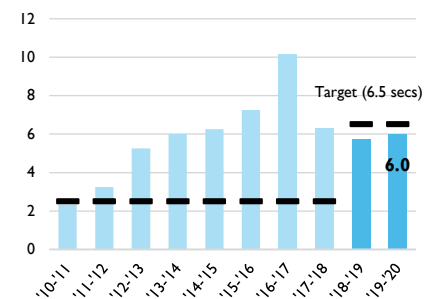


Note: All calls for service received, including duplicates, online reporting, and calls that did not require a police response. Prior to 2019-20, non-emergency calls may have been underreported.

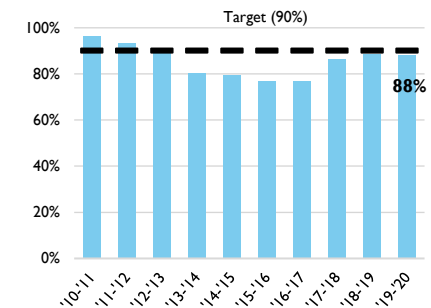
Communications Center Staff (as of June 30)



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 212,000 Priority 1-4 incidents in 2019-20 (definitions shown in gray box below):

- 9,900 Priority 1 responses (5 percent)
- 85,900 Priority 2 responses (41 percent)
- 78,300 Priority 3 responses (37 percent)
- 37,900 Priority 4 responses (18 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).

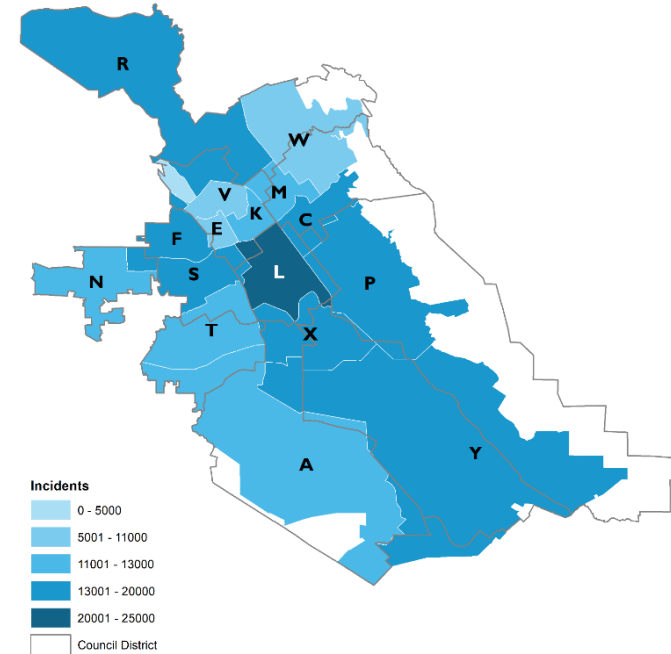
Priority 2 responses: Injury or property damage or potential for either to occur or the suspect is still present in the area. Includes all missing person reports for children under the age of 12, or at risk missing persons, including mentally handicapped or disoriented adults.

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.

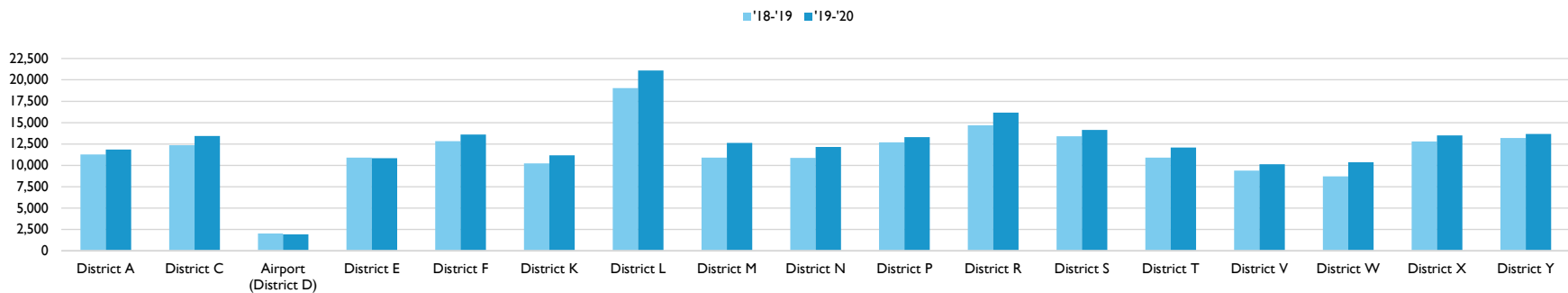
Police Districts by Number of 2019-20 Priority 1-4 Responses*

(see below for graph of data)



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.

POLICE RESPONSE TIMES

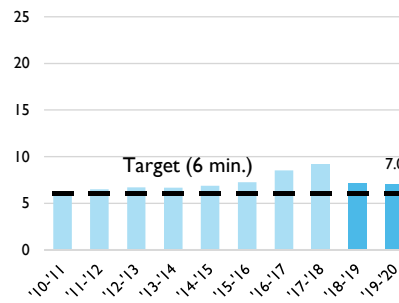
In 2019-20, the citywide average response time for Priority 1 calls was 7 minutes (target: 6 minutes). The citywide average 21 minute response time for Priority 2 calls was well above the target of 11 minutes.

As staffing reductions have affected the SJPd, the Department has focused on maintaining 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.

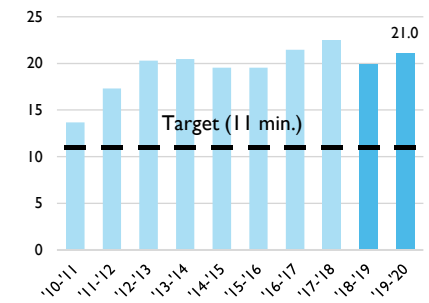
The Department disaggregates response times by three time targets: processing time, queuing time, and driving time. In 2019-20, the Department processing time for both Priority 1 and 2 were close to targets while queuing time and driving times for Priority 1 and 2 calls were above targets.

In 2019-20, only 1 out of 17 districts was below 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)

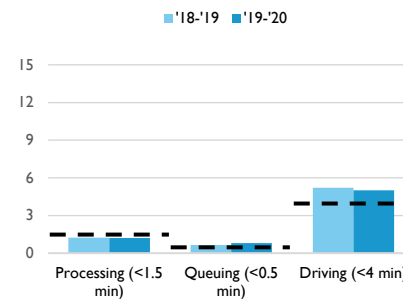


Average Priority 2 Police Response Time* (minutes)

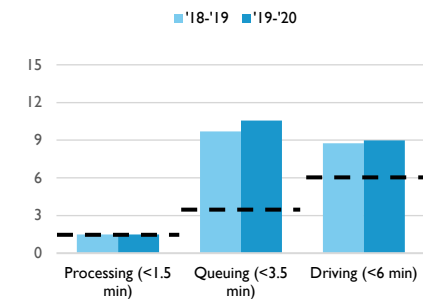


*In 2018-19, SJPd revised their reporting of police response times to be based on how incidents are initially coded into their system. In prior years, SJPd had measured response times based on updated coding of incidents as determined throughout the response, which could change the priorities of incidents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

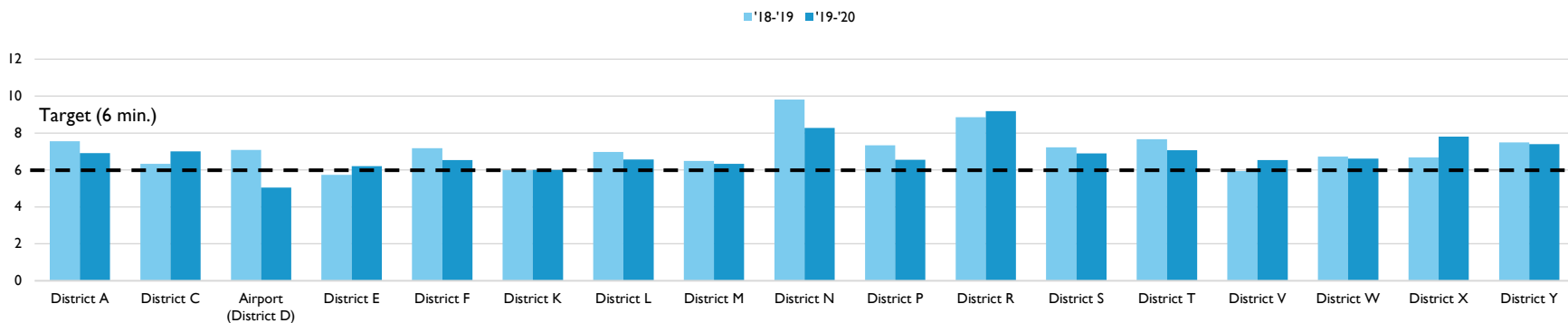
Priority 1 Response Time Breakdown (minutes)



Priority 2 Response Time Breakdown (minutes)



Priority 1 Average Police Response Times (minutes)



POLICE

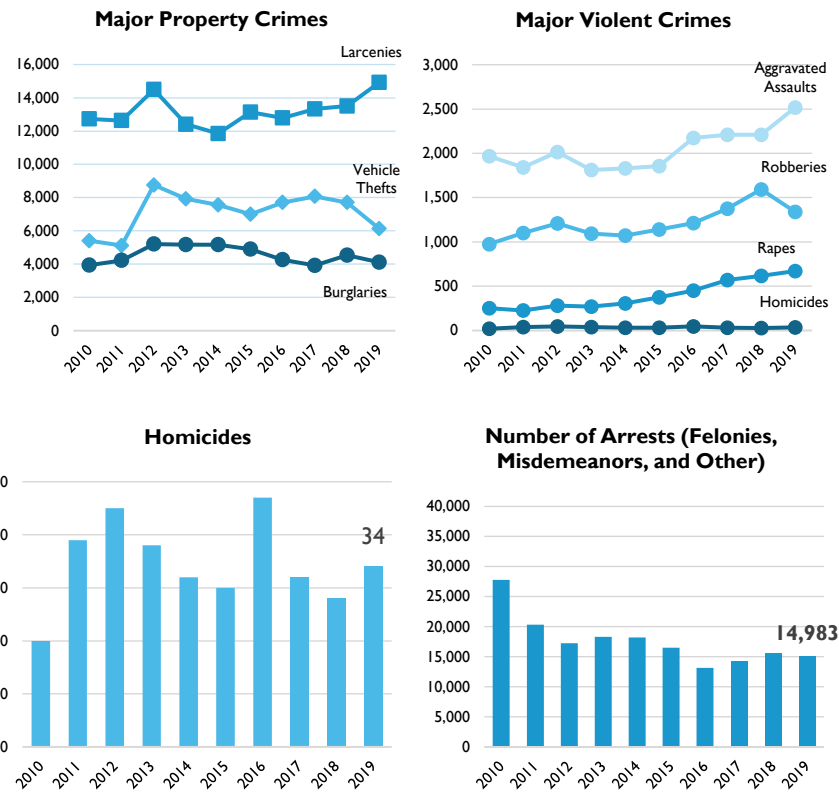
CRIME IN SAN JOSE

In 2019, there were 29,700 major crimes in San José, up 17.5 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 2019, there were 34 homicides in San José. This was six more than in 2018 and just below the ten-year average.

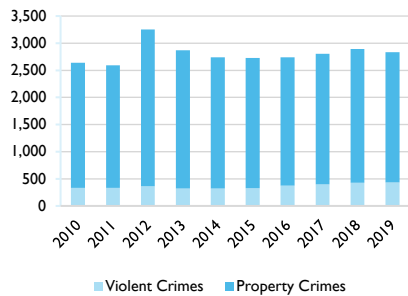
San José experienced 2,858 major crimes per 100,000 residents in 2019. Although, the rate of major crimes per 100,000 residents in San José has historically been slightly below the national and state rates, in 2018 San José's rate rose slightly above both the state and national rates and continued to exceed those rates in 2019. 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 27,800 in 2010, to around 15,000 in 2019. There were 641 gang-related and gang-motivated incidents* overall in 2019-20, of which 160 were classified as violent by the SJPD. This is a decrease from 2018-19, which saw 771 overall gang incidents and 221 violent gang incidents.

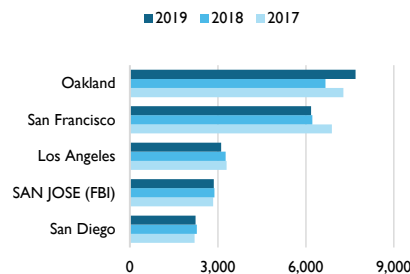
*Prior to 2017, SJPD only reported gang-motivated incidents. 2017-18 numbers were updated to reflect inclusion of both gang-motivated and gang-related incidents. Gang-motivated incidents include crimes committed for the benefit of a gang, whereas gang-related incidents include crimes involving gang members that may not necessarily be for the benefit of a gang.



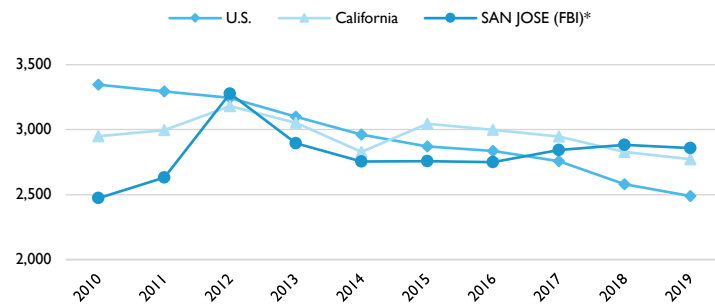
Major Crimes per 100,000 Residents



Major Violent and Property Crimes per 100,000 Residents Across CA Cities



Major Violent and Property Crimes per 100,000 Residents



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

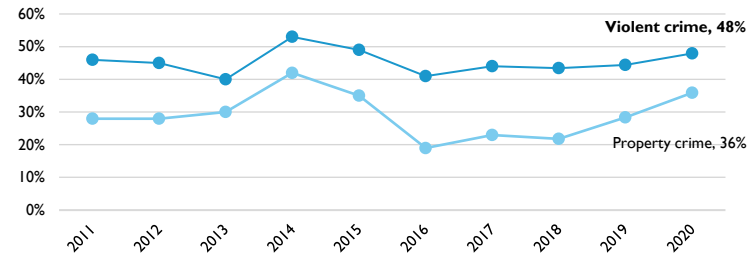
Thirty-three percent of respondents said they feel “good” or “excellent” regarding their overall feeling of safety in San José.

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.*

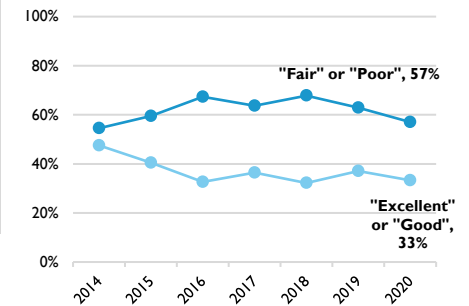
Similar to San José residents overall, students and staff at San José State University felt safer during the day than at night. Eighty-one percent of students and staff felt safe on campus during the day and 33 percent felt safe on campus after dark.

*Because of a programming error, questions related to residents' feelings of safety after dark in their neighborhoods and downtown were excluded from the online English-language survey, resulting in a smaller number of responses for these items.

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



RESIDENT SURVEY
Overall feeling of safety

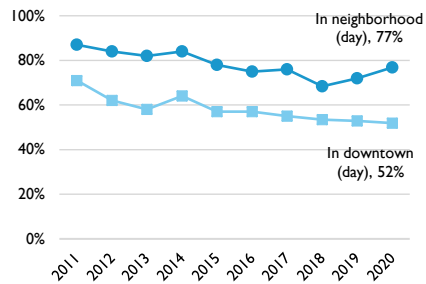


RESIDENT SURVEY

92% 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.

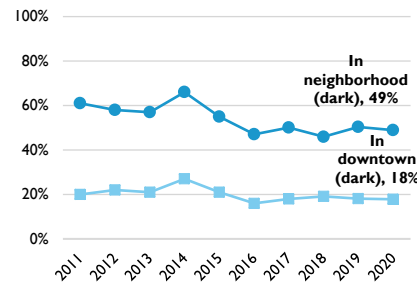
RESIDENT SURVEY

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



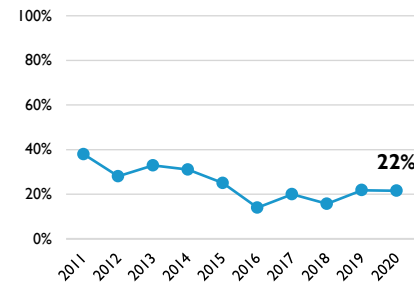
RESIDENT SURVEY

% of respondents who feel "very" or "somewhat" safe after dark



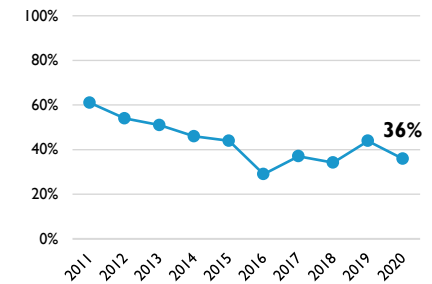
RESIDENT SURVEY

% of respondents rating crime prevention "excellent" or "good"



RESIDENT SURVEY

% of respondents rating police services as "excellent" or "good"



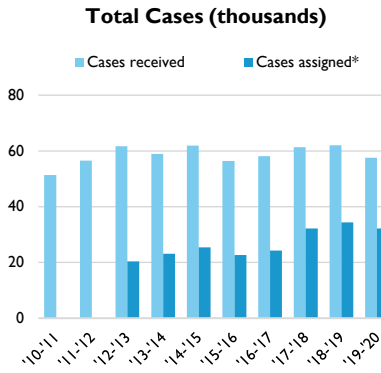
POLICE

INVESTIGATIVE SERVICES

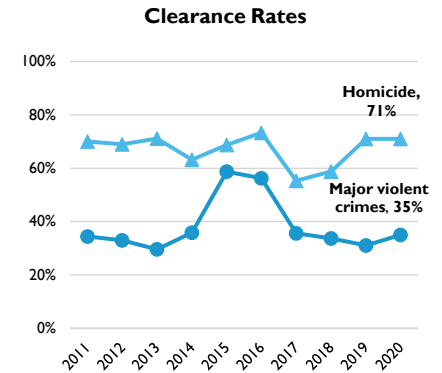
The SJPD investigates crimes and events by collecting evidence, interviewing witnesses, interrogating suspects, and other activities. In 2019-20, the Bureau of Investigations received 57,500 cases, around 4,500 fewer than in 2018-19. Of these cases, 32,200 were assigned for investigation. A case may 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 2019, the clearance rate in San José for major violent crimes was 35 percent, compared to 46 percent for both the U.S. and California.* The clearance rate for homicides in San José was 71 percent, compared to 61 and 65 percent for the U.S. and California.**

*Out of 4,561 total violent crimes for San José, 1.2 million for the U.S., and 174,331 for California.
 **Out of 34 homicides for San José, 16,425 for the U.S., and 1,690 for 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 likelihood that investigation will yield results.



TRAFFIC SAFETY

The SJPD provides for the safe and free flow of traffic through enforcement, education, investigation, and traffic control. In 2019-20, the SJPD's Traffic Enforcement Unit issued around 7,900 citations, about 3,000 more citations than last year. Traffic Enforcement Unit staffing, which experienced significant reductions in the past, was increased in 2020 and 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 were about the same as the previous year and have declined significantly over the past 10 years. San José's rate of fatal and injury crashes has been steadily decreasing since 2003, though 2019 saw this rate increased slightly from the prior year, as shown in the Transportation Chapter.

