

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

POLICE

The San José Police Department (SJPD) provides public safety services to the city's residents, including responding to calls for service, investigative efforts, crime prevention and education, and regulatory services. In 2020-21, SJPD operating expenditures totaled \$464 million. In addition, the Police Department was responsible for \$7.9 million for workers' compensation, and \$5.2 million in Citywide expenses.

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

In 2020-21, there were 1,159 authorized sworn positions and 558 authorized civilian positions in the SJPD, totaling 1,717 for both sworn and civilian. There were 113 authorized sworn positions per 100,000 residents, which is slightly up from five years ago but lower than ten years ago.

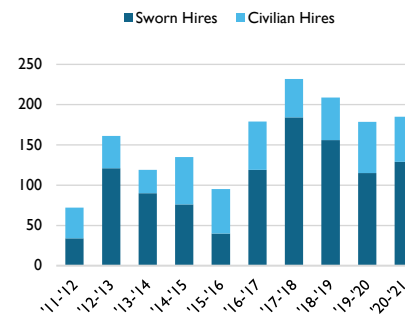
SJPD has faced high vacancy rates among street-ready officers. Of the 1,159 authorized sworn positions, only 934 were actual full-duty, street-ready officers as of June 2021 (this excludes vacancies, officers in training, or those on modified duty or disability/other leave). There were 129 sworn hires in 2020-21 and 151 sworn vacant positions as of June 2021.

KEY FACTS (2020-21)

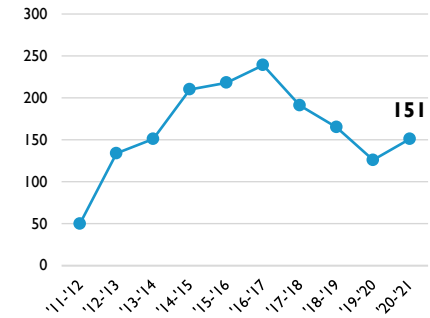
Sworn police positions*	1,159
Street-ready officers	934
Total authorized positions	1,717
Total emergency calls	611,100

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

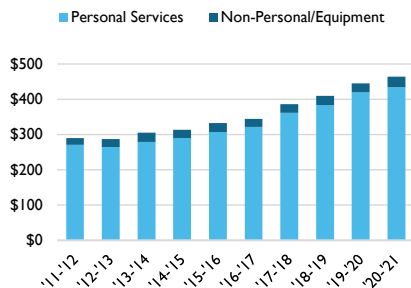
Police Department Hires



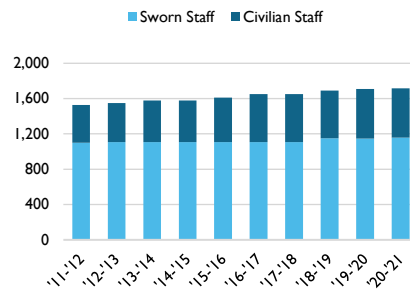
Sworn Police Vacancies



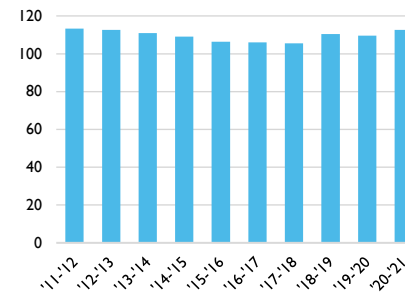
Police Department Operating Expenditures (\$millions)



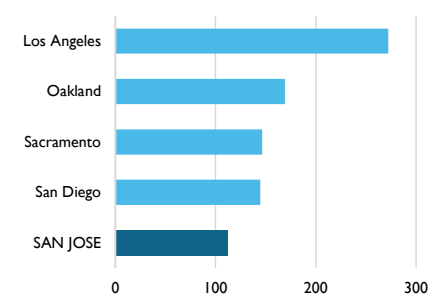
Police Department Authorized Positions



San José Sworn Staff per 100,000 Residents



Authorized Sworn Staff per 100,000 Residents



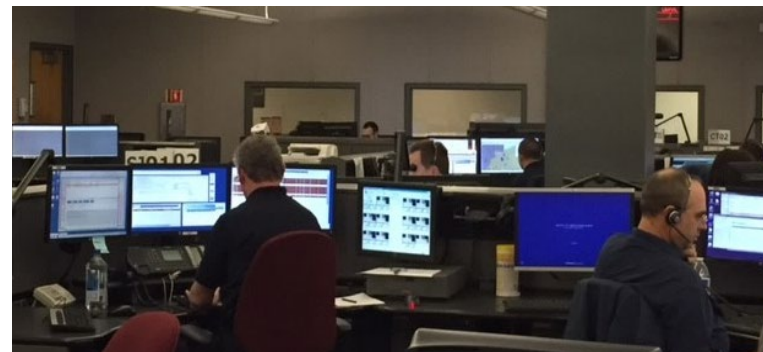
CALLS FOR SERVICE

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 2020-21, SJPD handled about 1.2 million total calls for service. The number of 9-1-1 and other emergency calls increased slightly to about 611,100.* The number of non-emergency calls (e.g., 7-digit non-emergency calls and phone reports) totaled about 468,000, around 34,800 fewer calls than last year.** Field events (e.g., car and pedestrian stops, and other officer-initiated calls) accounted for the remaining.

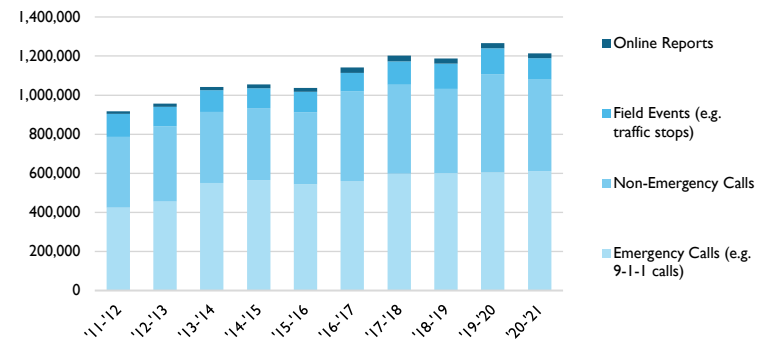
The percentage of 9-1-1 calls answered within 15 seconds was 91 percent (target: 95 percent). The Department reports that increasing call volume and continued staffing shortages required use of overtime to achieve this near-target service level. Of the 162.5 authorized positions in the Communication Center, only 123.5 were actual full duty as of June 2021.

* 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).



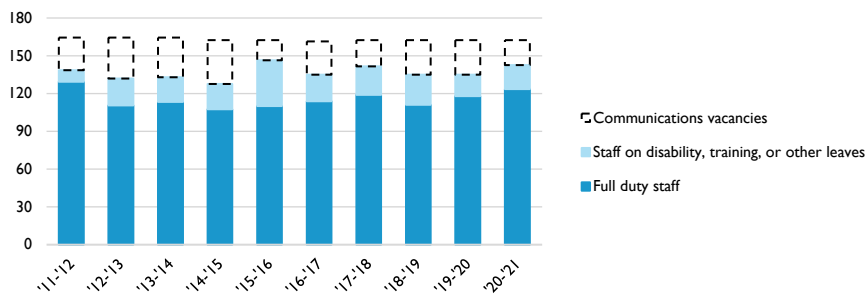
Source: San Jose Police Department, photo of Communications staff.

Breakdown of All Calls for Service

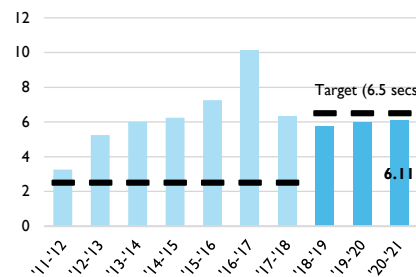


Note: All calls for service received, including duplicates, online reporting, and calls that did not require a police response.

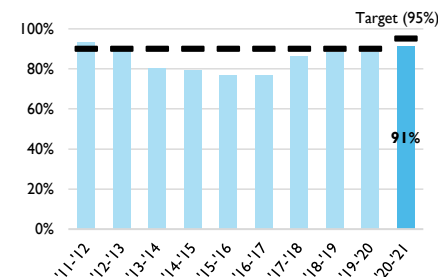
Communications Center Staff (as of June 30)



Average Emergency Call Answering Time (seconds)*



% of 9-1-1 Calls Answered Within Target**



*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.
 **SJPD has revised this performance measure from % of 9-1-1 calls answered within 10 seconds to % of 9-1-1 calls answered within 15 seconds.

POLICE

POLICE RESPONSES

SJPD responded to about 188,600 Priority 1-4 incidents in 2020-21 (definitions shown in gray box below):

- 8,700 Priority 1 responses (5 percent)
- 86,700 Priority 2 responses (46 percent)
- 70,200 Priority 3 responses (37 percent)
- 23,000 Priority 4 responses (12 percent)

Note: Last year's chapter reported incorrect figures for 2019-20 calls received. The updated numbers for that period are:

- Priority 1:** 8,100 responses
- Priority 2:** 84,500 responses
- Priority 3:** 75,300 responses
- Priority 4:** 27,700 responses

Prioritization of Police Responses

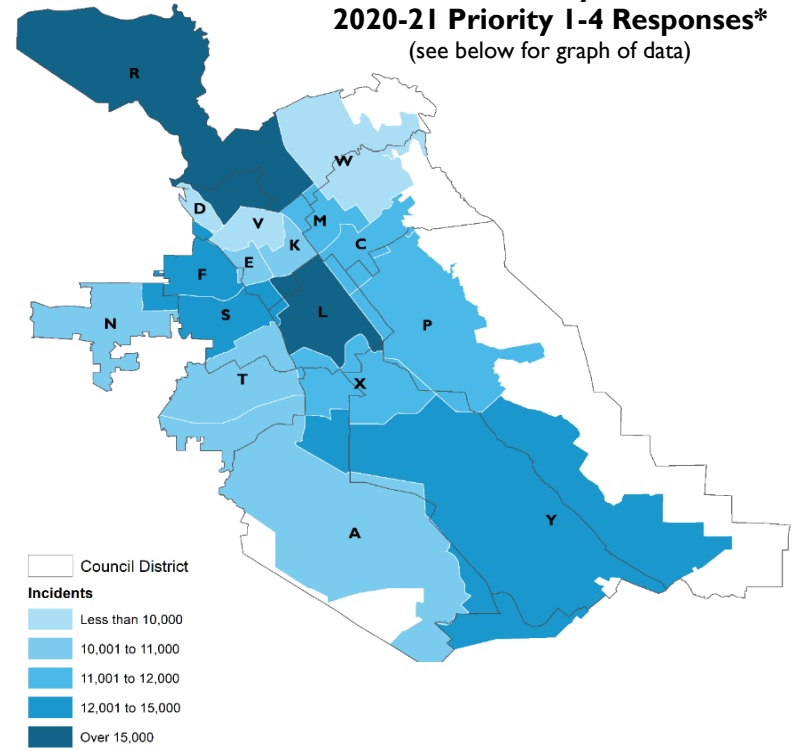
Priority 1 responses: Present or imminent danger to life or there is major damage to/loss of property (i.e., large-scale incident or cases where there is an in-progress or just occurred major felony).

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.

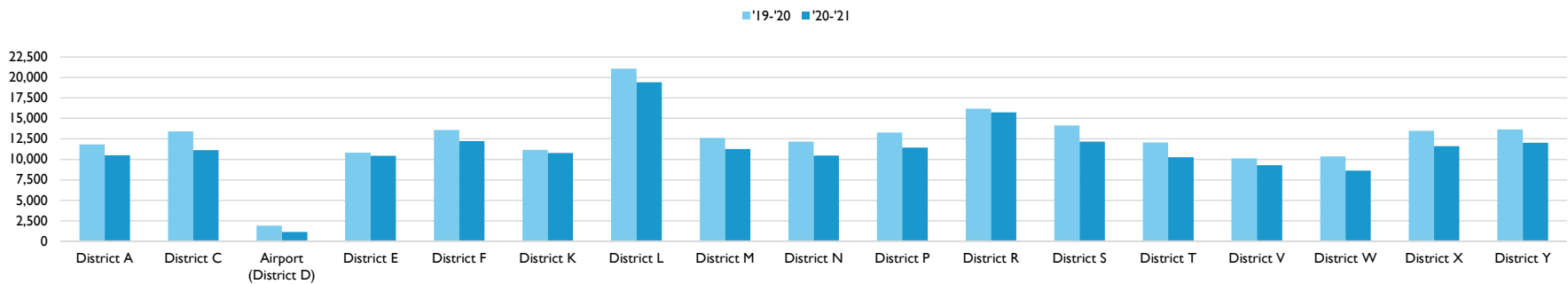
Priority 4 responses: There is no present or potential danger to life/property and the suspect is no longer in the area.

Police Districts by Number of 2020-21 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

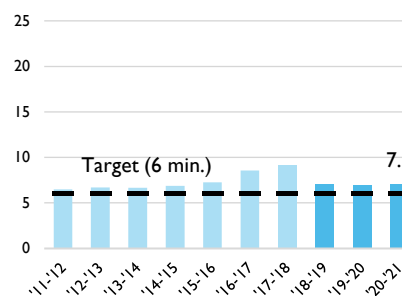
In 2020-21, the citywide average response time* for Priority 1 calls was 7.12 minutes (target: 6 minutes). The citywide average 22.8 minute response time for Priority 2 calls was well above the target of 11 minutes.

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.

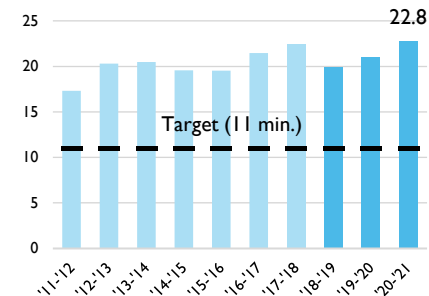
SJPD disaggregates response times by three time targets: processing time, queuing time, and driving time. In 2020-21, the Department's average processing and queuing times for Priority 1 calls were close to their targets, while driving time exceeded the target. For Priority 2 calls, SJPD was close to its processing time target while its average queuing and driving times were above targets.

In 2020-21, two districts, including the Airport (District D), were below the 6 minute target response time for Priority 1 calls, while two additional districts were close to achieving the target average response time. 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)

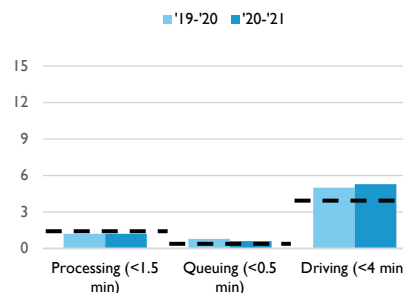


Average Priority 2 Police Response Time* (minutes)

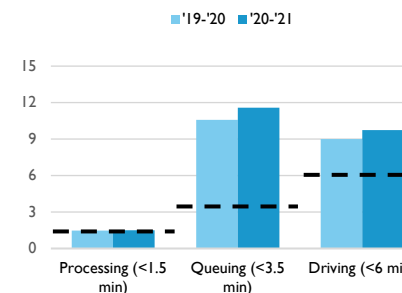


*In 2018-19, SJPD revised their reporting of police response times to be based on how incidents are initially coded into their system. In prior years, SJPD had measured response times based on updated coding of incidents as determined throughout the response, which could change the priorities of incidents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

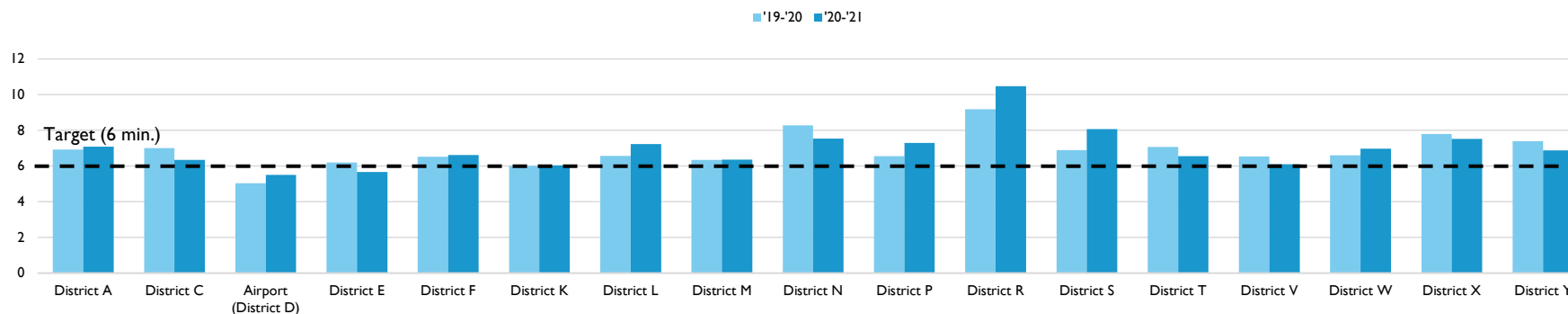
Priority 1 Response Time Breakdown (minutes)



Priority 2 Response Time Breakdown (minutes)



Priority 1 Average Police Response Times (minutes)



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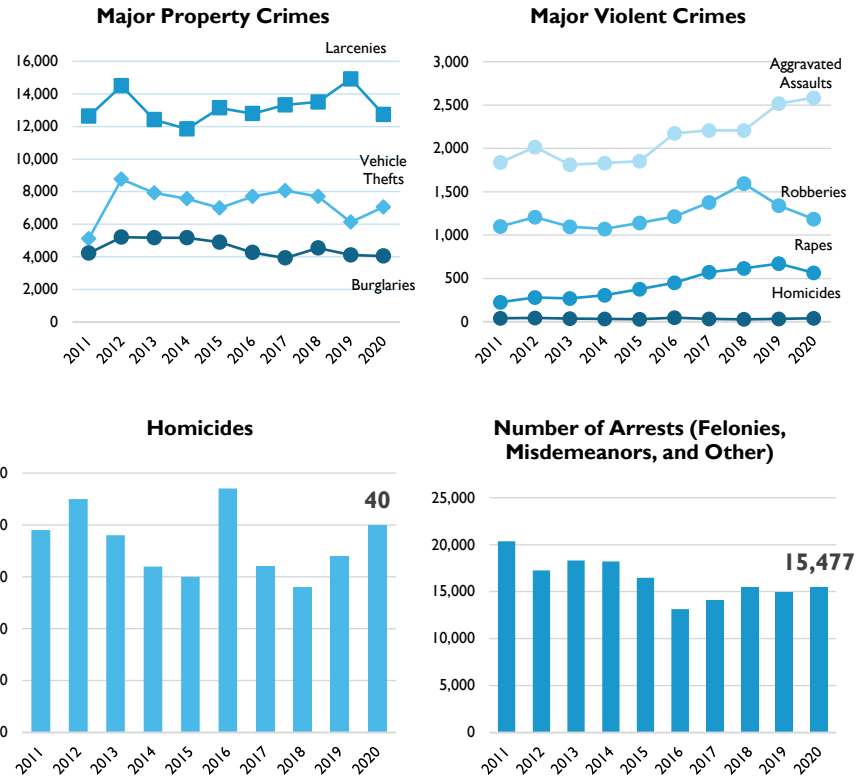
CRIME IN SAN JOSE

In 2020, there were 28,200 major crimes in San José, up 12 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 2020, there were 40 homicides in San José. This was six more than in 2019 and above the ten-year average of 36.5. In addition, there were 2,444 domestic violence reports in 2020-21.**

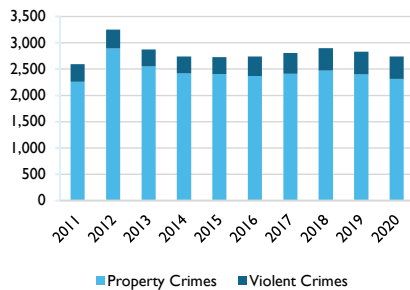
San José experienced 2,741 major crimes per 100,000 residents in 2020. In 2018, San José's rate of major crimes per 100,000 residents rose slightly above both the state and national rates and remained above those rates in 2020. However, San Jose's crime rate remains below that of other major California cities, such as Oakland, San Francisco, and Los Angeles.

The number of arrests for felonies, misdemeanors, and other offenses has decreased from about 20,400 in 2011, to around 15,500 in 2020. There were 689 gang-related and gang-motivated incidents*** overall in 2020, of which 148 were classified as violent by the SJPD. While the number of gang-related and gang-motivated incidents in 2020 was higher than in 2019, the number of violent gang-related incidents was lower.

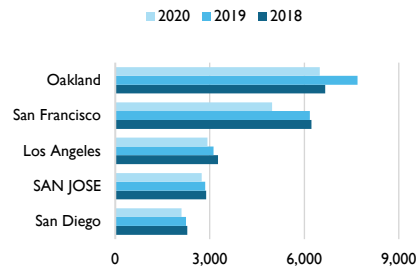
*Included in this category is rape, attempted sexual assault, oral copulation, among others.
 **One domestic violence report may reflect multiple incidents.
 ***Gang-motivated incidents include crimes committed for the benefit of a gang, whereas gang-related incidents include crimes involving gang members that may not necessarily be for the benefit of a gang.



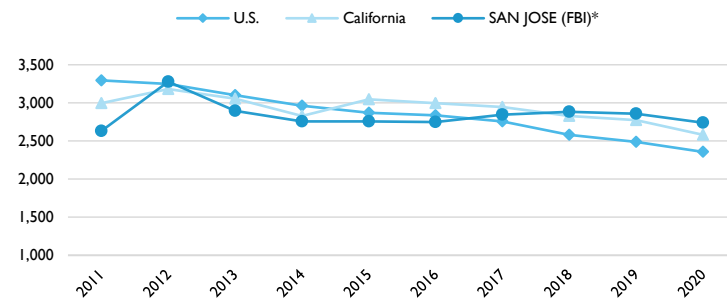
Major Crimes per 100,000 Residents



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.

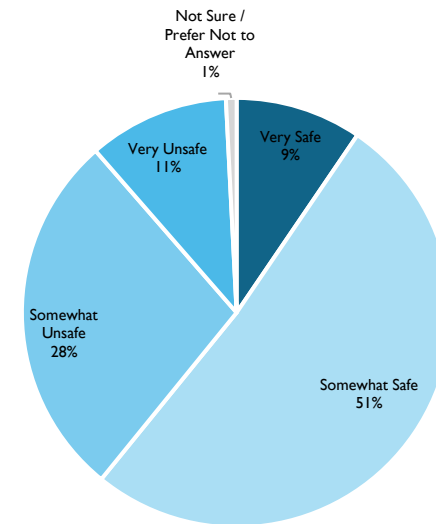
PERCEPTIONS OF SAFETY IN SAN JOSE

The community survey asked San José residents a variety of questions about how safe they feel in San José. In 2021, 6 out of 10 respondents reported San Jose as a safe place to live. Respondents age 65 or older had the highest feeling of safety across all age groups, with 75 percent reporting that they felt "very" or "somewhat" safe. In addition, 23 percent of overall respondents ranked police protection in their neighborhood as "excellent" or "good."

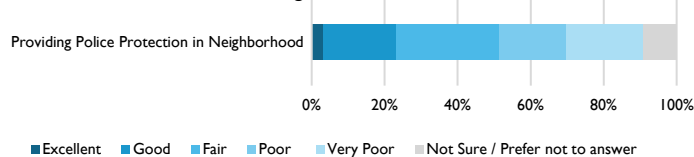
Respondents were also asked how safe they feel in their own neighborhoods, in the city park closest to their home, and in downtown San José. More respondents said they feel "very" or "somewhat" safe in their neighborhoods and city parks closest to their homes during the day than at night. Similarly, respondents said they felt more safe during the day downtown than at night. Respondents felt more safe in their neighborhoods and city parks closest to their homes than in downtown.

Twice as many respondents felt safer driving in San José than bicycling; 73 percent felt safe driving in the city while only 35 percent felt safe bicycling.

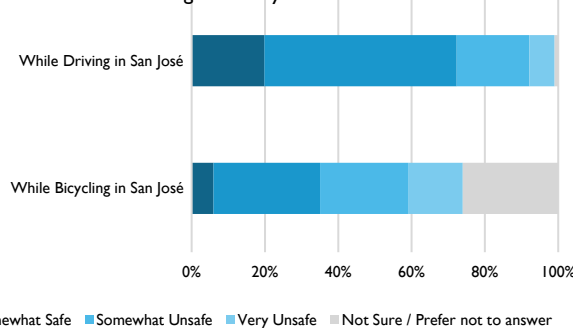
Community Survey 2021
Overall Ratings of Safety in San José



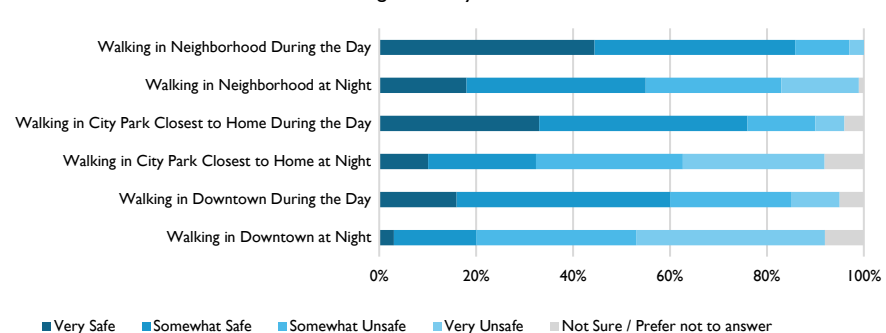
Community Survey 2021
Ratings of Services



Community Survey 2021
Ratings of Safety



Community Survey 2021
Ratings of Safety



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INVESTIGATIVE SERVICES

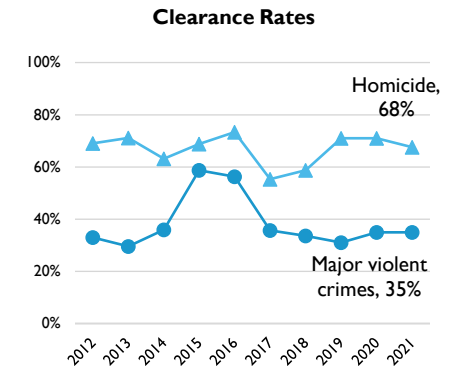
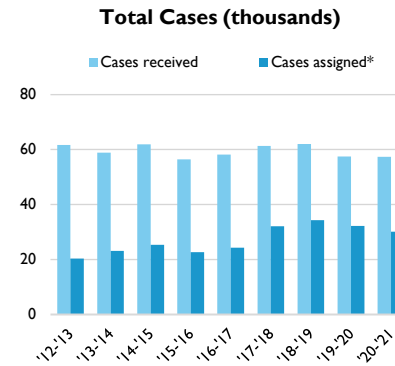
The SJPD investigates crimes and events by collecting evidence, interviewing witnesses, interrogating suspects, and other activities. In 2020-21, the Bureau of Investigations received 57,400 cases, around 100 fewer than in 2019-20. Of these cases, 30,100 were assigned for investigation. A case may not be assigned because of a lack of resources or because it is deemed not workable (e.g., no evidence). In 2020-21, 61,900 cases were operationally closed. Reasons for closure included criminal filings, lack of investigative resources, and non-leads.

When a case is closed because of an arrest or by exceptional means (e.g., death of suspect), it is classified as cleared. In 2020, the clearance rate in San José for major violent crimes was 35 percent, compared to 42 percent for the U.S. and 45 percent for California.* The clearance rate for homicides in San José was 68 percent, compared to 54 and 59 percent for the U.S. and California, respectively.** In San José, the clearance rate for rape, as defined by the FBI, and domestic violence incidents is 48.3 percent and 88.3 percent, respectively.***

*Out of 4,375 total violent crimes for San José, 1.3 million for the U.S., and 174,026 for California.

**Out of 40 homicides for San José, 21,570 for the U.S., and 2,203 for California.

***According to SJPD, these rates are by count of incident and internal case statuses as clearances that occurred during the reporting fiscal year. The Department reports that many more of these cases have likely been cleared.



TRAFFIC SAFETY

The SJPD provides for the safe and free flow of traffic through enforcement, education, investigation, and traffic control. In 2020-21, the SJPD's Traffic Enforcement Unit (TEU) issued around 7,350 citations, about 580 fewer citations than last year. TEU increased staffing in 2021, although vacancies still remain. Additional staffing allowed the TEU to divide into two teams. TEU staff are deployed on all weekdays to high impact areas determined by citywide collision data.

In 2020, there were 694 DUI arrests, which is about 170 fewer than the previous year. Total DUIs have declined significantly over the past 10 years.

