

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 2021-22, SJPD operating expenditures totaled \$483.4 million. In addition, the Police Department was responsible for \$10.4 million for workers' compensation, and \$5.6 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.

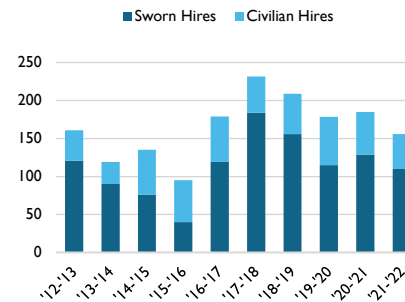
In 2021-22, there were 1,153 authorized sworn positions and 564 authorized civilian positions in the SJPD, totaling 1,717 for both sworn and civilian. There were 118 authorized sworn positions per 100,000 residents, which is slightly up from ten years ago.

Historically, SJPD has faced high vacancies among street-ready officers. Of the 1,153 authorized sworn positions, only 960 were actual full-duty, street-ready officers as of June 2022 (this excludes vacancies, officers in training, or those on modified duty or disability/other leave). There were 110 sworn hires in 2021-22 and 103 sworn vacant positions as of June 2022.

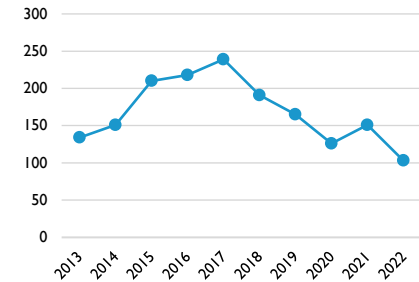
KEY FACTS (2021-22)

Sworn police positions	1,153
Street-ready officers	960
Total authorized positions	1,717
Total emergency calls	646,462

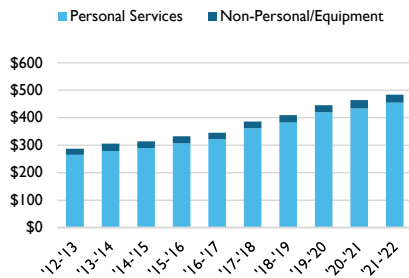
Police Department Hires



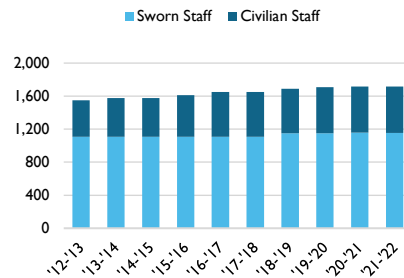
Sworn Police Vacancies (as of June 30)



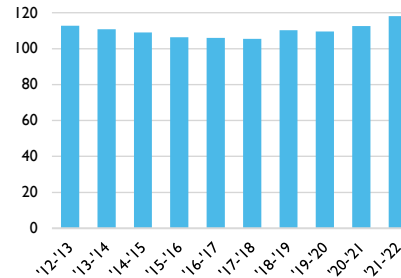
Police Department Operating Expenditures (\$millions)



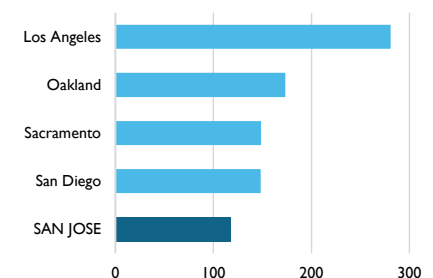
Police Department Authorized Positions



San José Sworn Staff per 100,000 Residents



Authorized Sworn Staff per 100,000 Residents



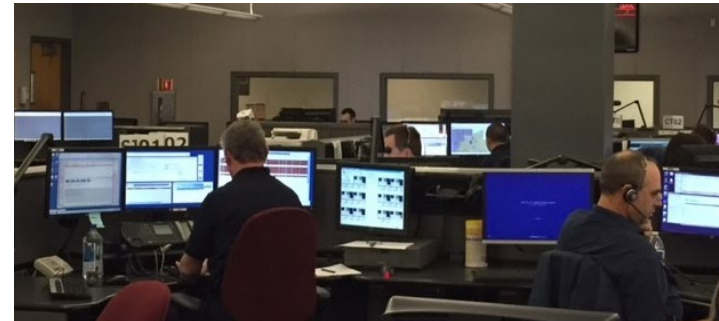
CALLS FOR SERVICE

The SJPD Communications Center receives all 9-1-1 calls for police, fire, and ambulance services in 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.

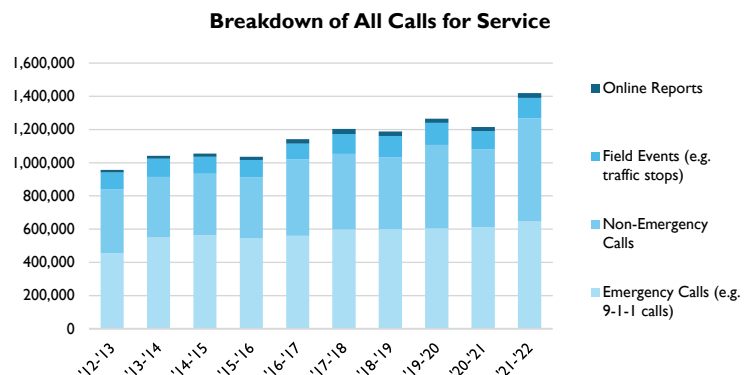
In 2021-22, SJPD handled over 1.3 million total calls for service. The number of 9-1-1 and other emergency calls increased to 646,500.* The number of non-emergency calls (e.g., 7-digit non-emergency calls and phone reports) totaled about 620,000. Field events (e.g., car and pedestrian stops, and other officer-initiated calls) accounted for the remainder.

The percentage of 9-1-1 calls answered within 15 seconds was 87 percent (target: 95 percent), lower than the prior year. The Department reports that increasing call volume and continued staffing have been an ongoing challenge. Of the 162.5 authorized positions in the Communication Center, only 106.5 were full duty as of June 2022. The average answering time for emergency calls was 7.26 seconds, above the 6.5 second target.

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

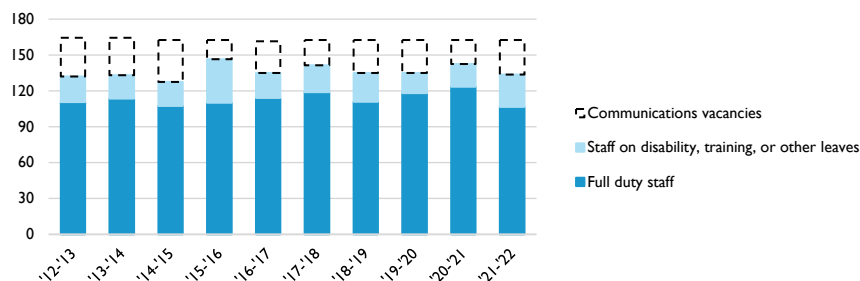


Source: San José Police Department, photo of Communications staff.

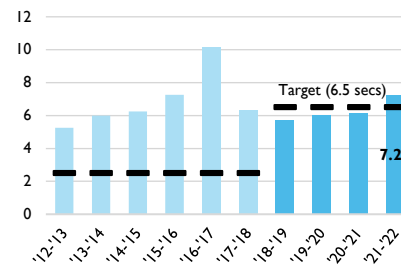


Note: All calls for service received, including duplicates, online reporting, and calls that did not require a police response. SJPD currently is reviewing non-emergency call data for 2021-22.

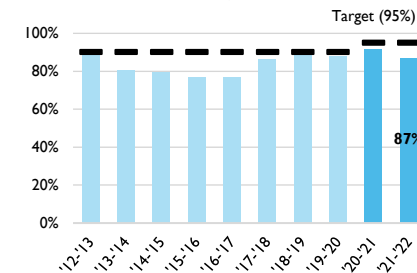
Communications Center Staff (as of June 30)



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.

**In 2020-21, SJPD 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 201,800 Priority 1-4 incidents* in 2021-22 (definitions shown in gray box below):

- 9,900 Priority 1 responses (5 percent)
- 85,000 Priority 2 responses (42 percent)
- 75,100 Priority 3 responses (37 percent)
- 31,700 Priority 4 responses (16 percent)

* May not add to incident subtotals due to rounding.

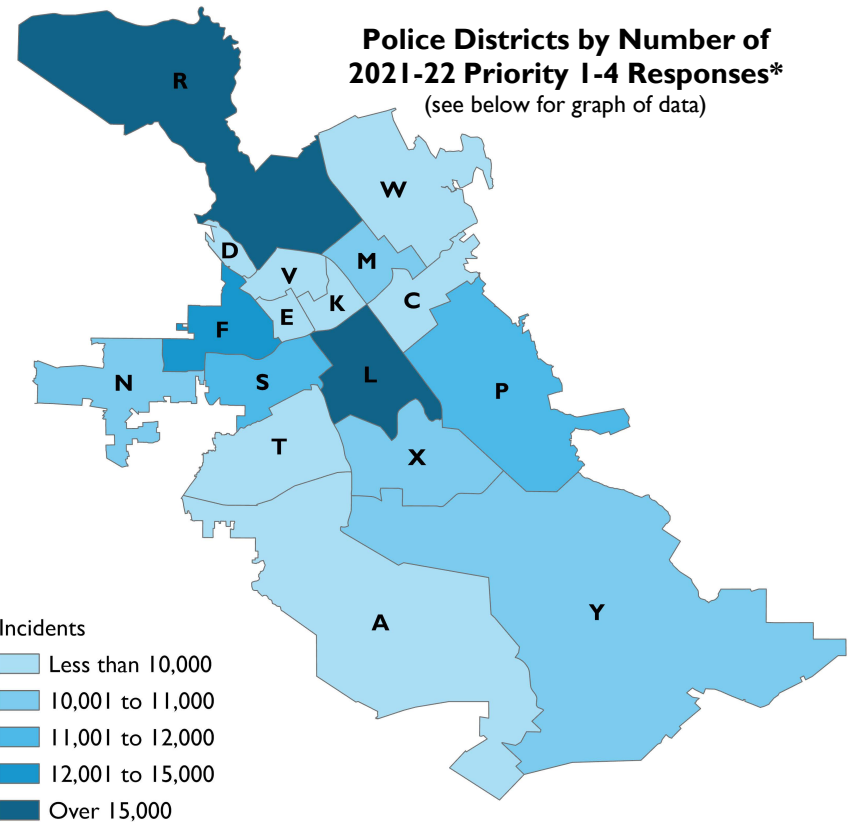
Prioritization of Police Responses

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

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.

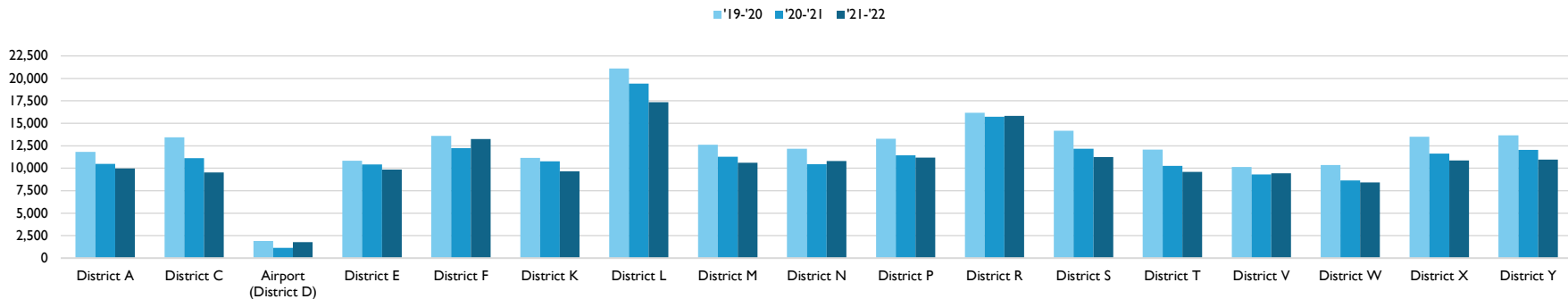
Priority 3 responses: There is property damage or the potential for it to occur. The suspect has most likely left the area. Situations where the suspect is in custody for a non-violent crime and is cooperative. Situations when a prior crime against the person occurred and there are no injuries to the 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 1-4 Police Responses* by District



POLICE RESPONSE TIMES

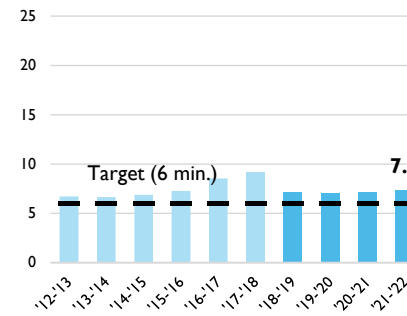
In 2021-22, the citywide average response time for Priority 1 calls was 7.34 minutes (target: 6 minutes). The citywide average 23.9 minute response time for Priority 2 calls was far outside the target of 11 minutes.

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.

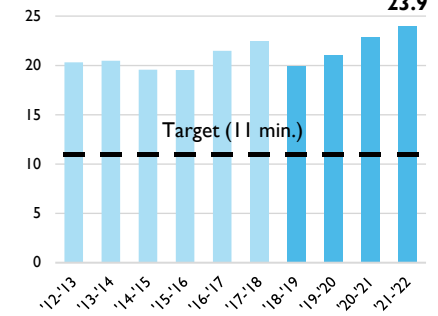
SJPD disaggregates response times by three time targets: processing time, queuing time, and driving time. In 2021-22, the Department's average processing and queuing times for Priority 1 calls were close to their targets, while driving time exceeded the target. For Priority 2 calls, SJPD was close to its processing time target while its average queuing and driving times were outside of the targets.

In 2021-22, two districts, District E and District M, 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)

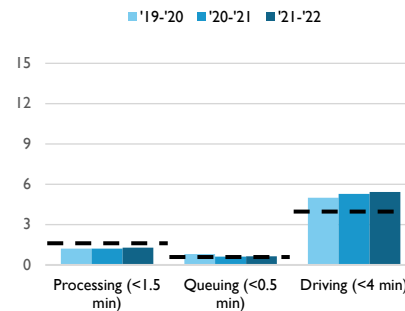


Average Priority 2 Police Response Time* (minutes)

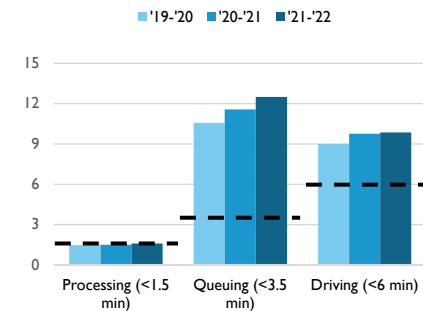


*In 2018-19, SJPD revised their reporting of police response times to be based on how incidents are initially coded into their system. In prior years, SJPD had measured response times based on updated coding of incidents as determined throughout the response, which could change the priorities of incidents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

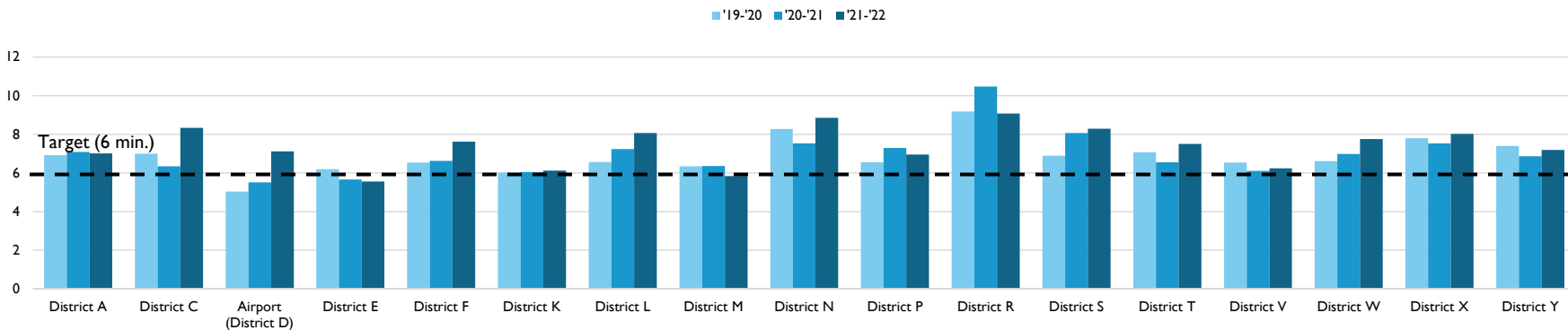
Priority 1 Response Time Breakdown (minutes)



Priority 2 Response Time Breakdown (minutes)



Priority 1 Average Police Response Times (minutes)



POLICE

CRIME IN SAN JOSE

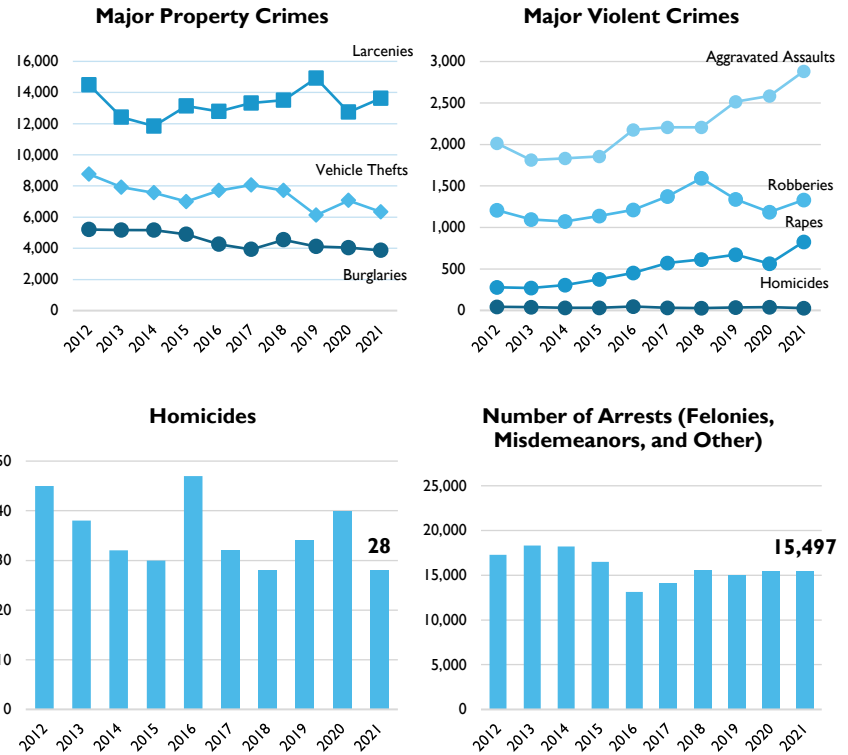
In 2021, there were 28,900 major crimes in San José, up 2 percent from last year but down nearly 10 percent from ten years ago. Major crimes include violent crimes (homicide, rape,* robbery, and aggravated assault) and property crimes (burglary, larceny, and vehicle theft). In 2021, there were 28 homicides in San José. This was 12 fewer than in 2020 and less than the ten-year average of 35.4. San José experienced 2,960 major crimes per 100,000 residents in 2021.

The number of arrests for felonies, misdemeanors, and other offenses has decreased from about 17,300 in 2012, to around 15,500 in 2021. There were 726 gang-related and gang-motivated incidents** overall in 2021, of which 150 were classified as violent by the SJPD. There were more gang-related and gang-motivated incidents in 2021 than the past two years.

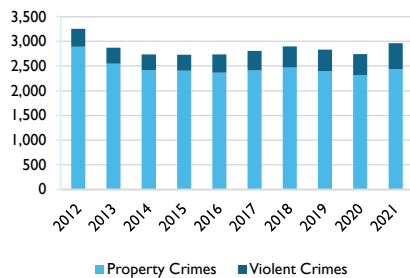
In the past ten years, San José has experienced an increase in hate crimes from 15 in 2012 to 116 in 2021. Hate crimes jumped in 2020 and have remained high. The Police Department provides crime statistics [online](#).

* Included in this category is rape, attempted sexual assault, oral copulation, among others defined by the FBI Uniform Crime Report (UCR).

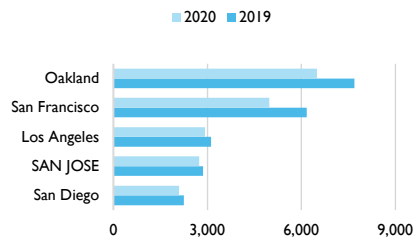
** Gang-motivated incidents include crimes committed for the benefit of a gang, whereas gang-related incidents include crimes involving gang members that may not necessarily be for the benefit of a gang.



Major Crimes per 100,000 Residents

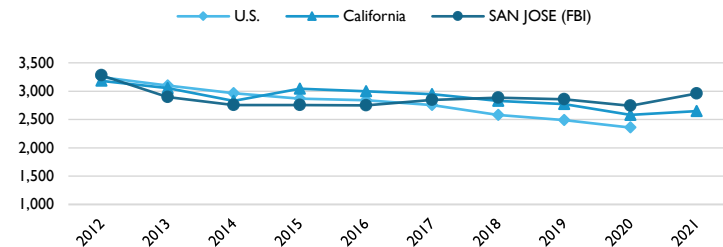


Major Violent and Property Crimes per 100,000 Residents Across CA Cities*



* 2021 data from the FBI had not been released by time of publication.

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](#).
* FBI data for 2021 was not available at the time of publication. 2021 data is based on SJPD and the California Department of Justice.

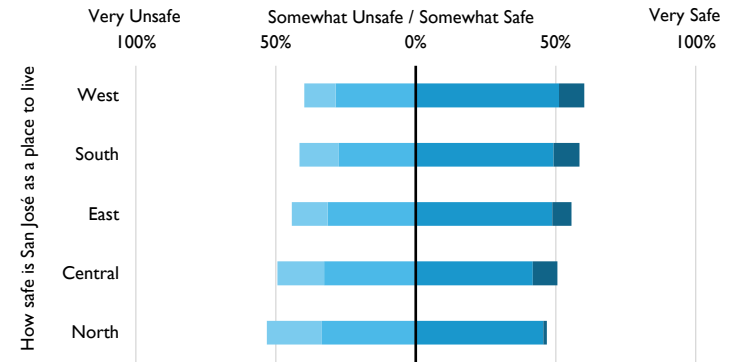
PERCEPTIONS OF SAFETY IN SAN JOSE

The community survey asked San José residents a variety of questions about how safe they feel in San José. In 2022, 55 percent of respondents reported San José as a safe place to live. Respondents age 18 to 24 had the highest feeling of safety across all age groups, with 67 percent reporting that they felt "very" or "somewhat" safe. Overall, 24 percent of 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.

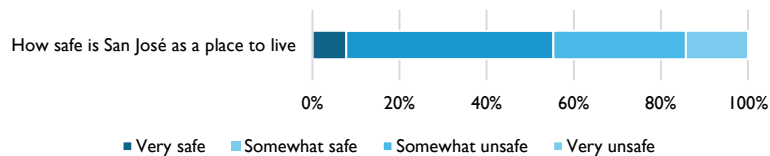
Perceptions of safety also varied by region; 60 percent of respondents from the West region rated the city as "very" or "somewhat" safe, compared to 47 percent of respondents from the North region.

Community Survey 2022
Ratings of Safety by Region

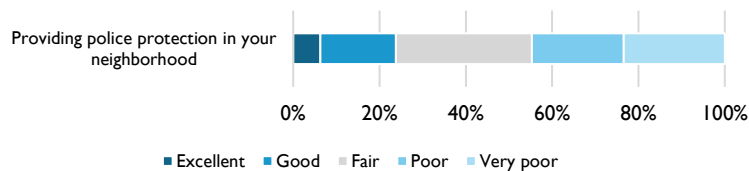


Note: see Community Survey chapter for a map of the survey regions.

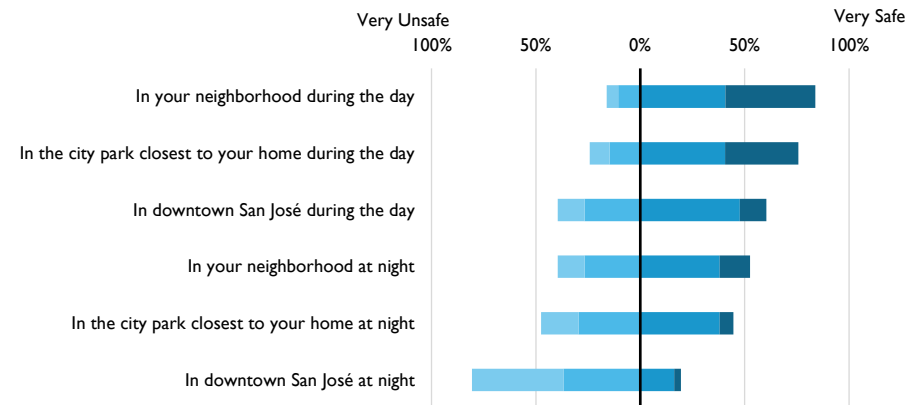
Community Survey 2022
Ratings of Safety



Community Survey 2022
Ratings of Service



Community Survey 2022
Ratings of Safety

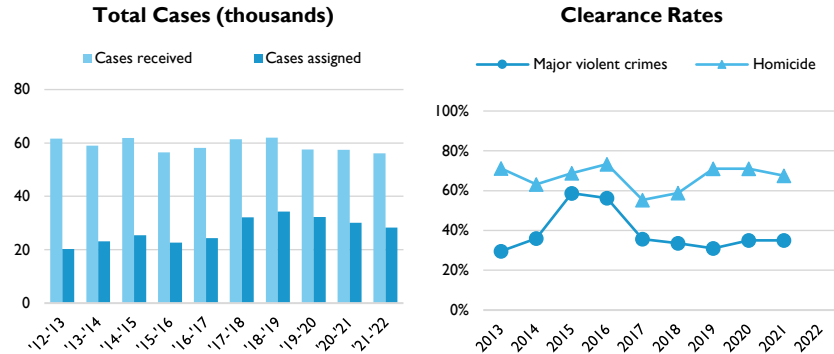


POLICE

INVESTIGATIVE SERVICES

The SJPD investigates crimes and events by collecting evidence, interviewing witnesses, interrogating suspects, and other activities. In 2021-22, the Bureau of Investigations received 56,100 cases, around 1,300 fewer than in 2020-21. Of these cases, 28,300 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 2021-22, 55,100 cases were operationally closed. Reasons for closure included criminal filings, lack of investigative resources, and non-leads.*

* Additional data on clearance rates from the FBI's uniform crime reporting system was not available at the time of publication of this report.



Note: Data from the FBI uniform crime reporting system. The 2022 data had not been released by time of publication.

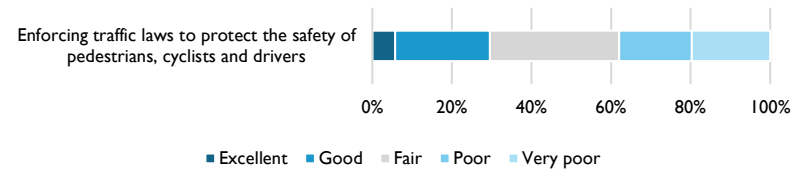
TRAFFIC SAFETY

The SJPD provides for the safe and free flow of traffic through enforcement, education, investigation, and traffic control. SJPD reported that its Traffic Enforcement Unit (TEU) issued around 15,500 citations in 2021-22, about 8,100 more citations than last year. TEU staff are deployed on all weekdays to high impact areas determined by citywide collision data. According to the Department, TEU officers have issued more citations and less warnings in efforts to make a greater impact on driver behaviors. Additionally, SJPD reported that several grant-funded traffic safety programs were conducted throughout the fiscal year.

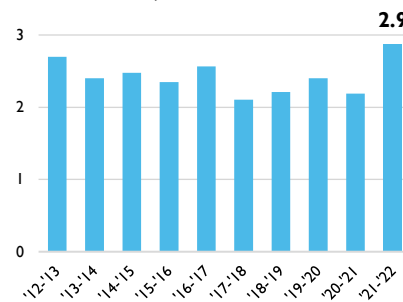
In 2021, there were 800 DUI arrests, which is about 100 more than the previous year. Total DUIs have declined significantly over the past 10 years. San José's rate of fatal and injury crashes increased in fiscal year 2021-22 to 2.9 per 1,000 residents.

The community survey asked respondents about their perceptions of enforcing traffic laws to protect the safety of pedestrians, cyclists, and drivers; 30 percent responded with a rating of "good" or "excellent."

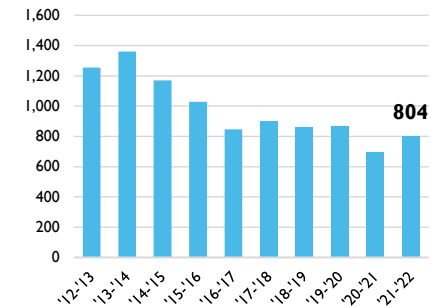
Community Survey 2022
Ratings of Service



Fatal and Injury Crash Rate per 1,000 Residents



DUI Arrests



Note: Data based on incidents responded to and differs from the Transportation chapter and CSA dashboard measure, which captures incidents on public streets within San José's jurisdiction.