

City of San José
Annual Report on City Services 2021-22
January 27, 2023

The City Auditor's Office has revised the following pages of the 2021-22 Annual Report on City Services.

Chapter	Page	Purpose of Revision
Police	116, 117	Due to a misprint, an earlier version of this report did not include 2021-22 data for Police response times.

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.

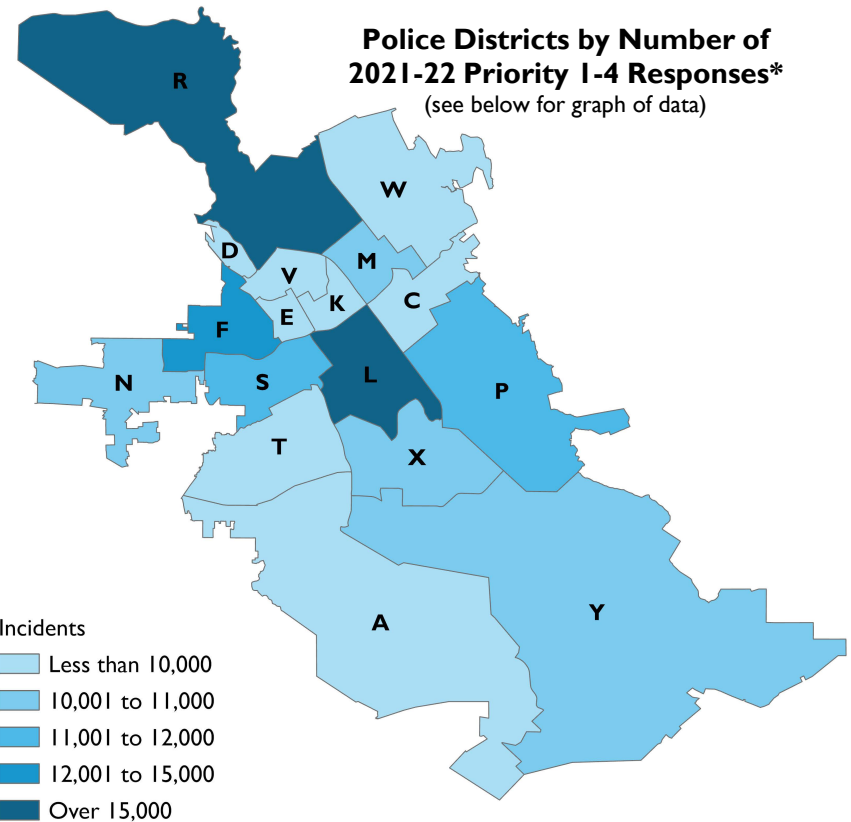
Prioritization of Police Responses

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.

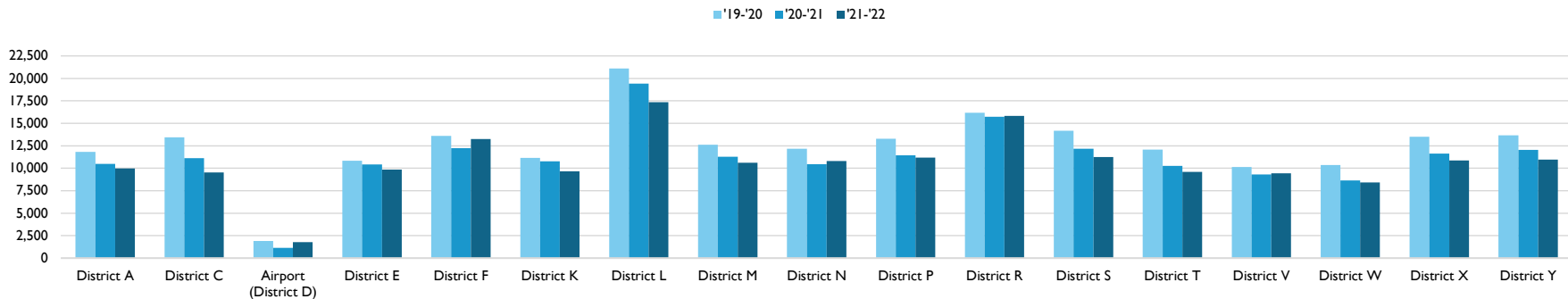
Priority 3 responses: There is property damage or the potential for it to occur. The suspect has most likely left the area. Situations where the suspect is in custody for a non-violent crime and is cooperative. Situations when a prior crime against the person occurred and there are no injuries to the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

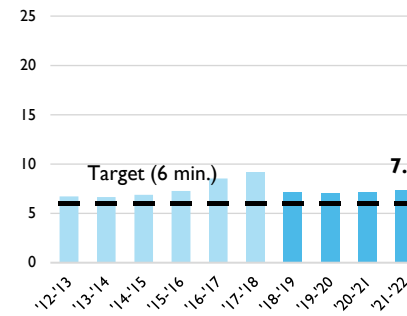
In 2021-22, the citywide average response time for Priority 1 calls was 7.34 minutes (target: 6 minutes). The citywide average 23.9 minute response time for Priority 2 calls was far outside the target of 11 minutes.

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.

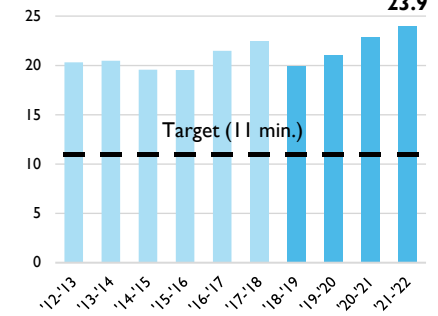
SJPD disaggregates response times by three time targets: processing time, queuing time, and driving time. In 2021-22, the Department's average processing and queuing times for Priority 1 calls were close to their targets, while driving time exceeded the target. For Priority 2 calls, SJPD was close to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

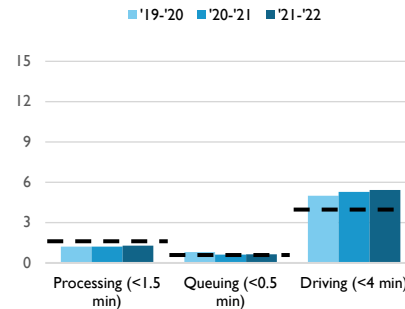


Average Priority 2 Police Response Time* (minutes)

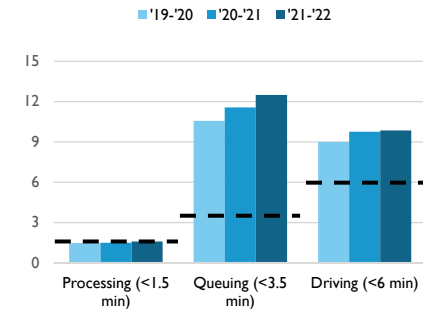


*In 2018-19, SJPD revised their reporting of police response times to be based on how incidents are initially coded into their system. In prior years, SJPD had measured response times based on updated coding of incidents as determined throughout the response, which could change the priorities of incidents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

Priority 1 Response Time Breakdown (minutes)



Priority 2 Response Time Breakdown (minutes)



Priority 1 Average Police Response Times (minutes)

