



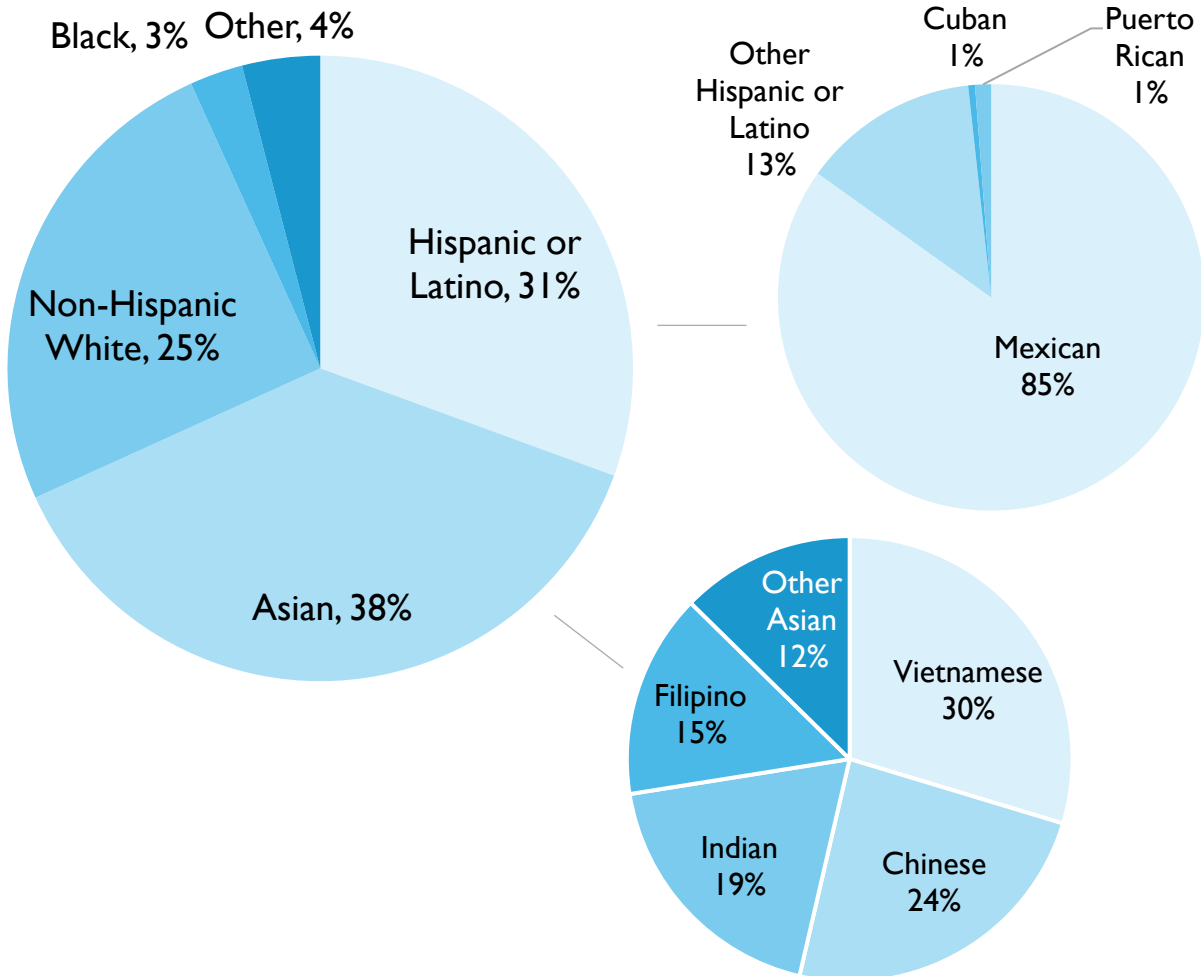
City of San José Annual Report on City Services 2020-21

A Report from the City Auditor
Issued December 2021

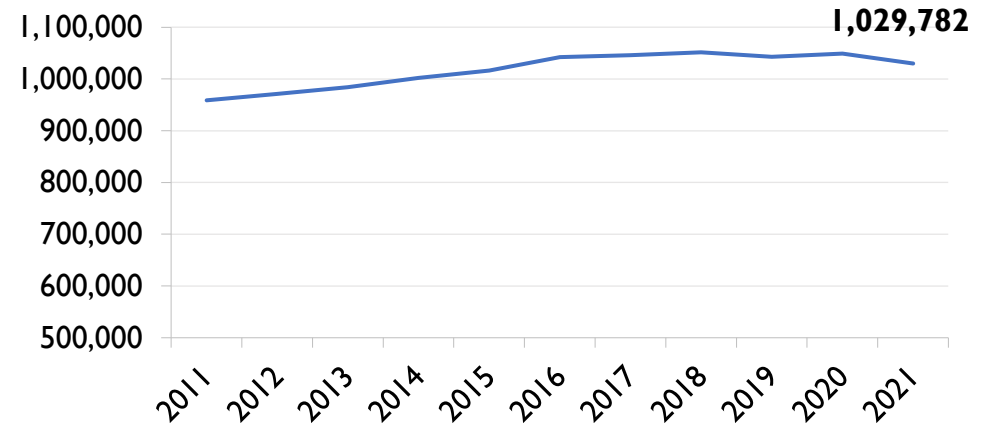
www.sanjoseca.gov/servicesreport

Background

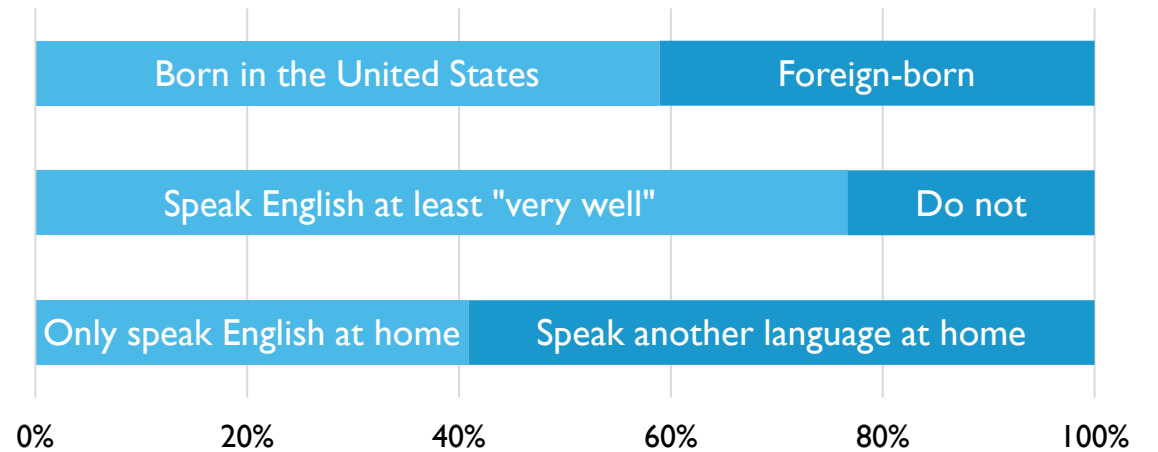
Population by Race & Ethnicity



San José's Population Growth

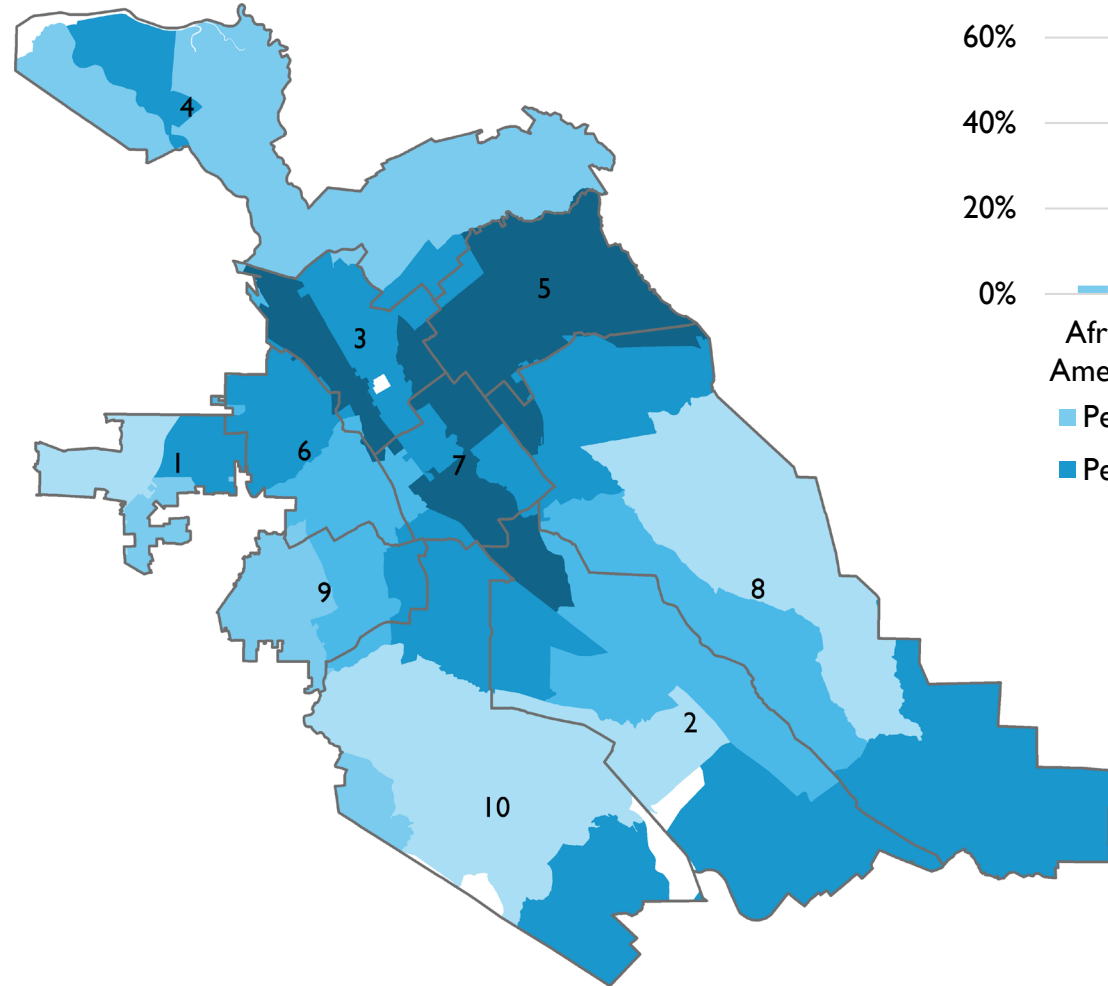


Resident Characteristics

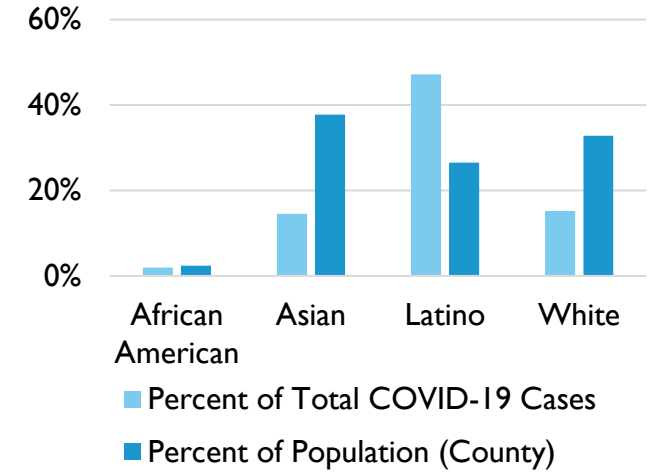


Background

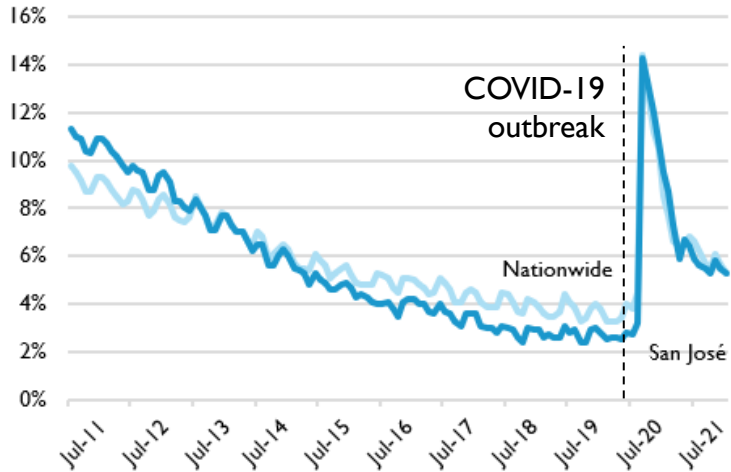
COVID-19 Cases per 100,000 Residents by Zip Code



Cases By Race



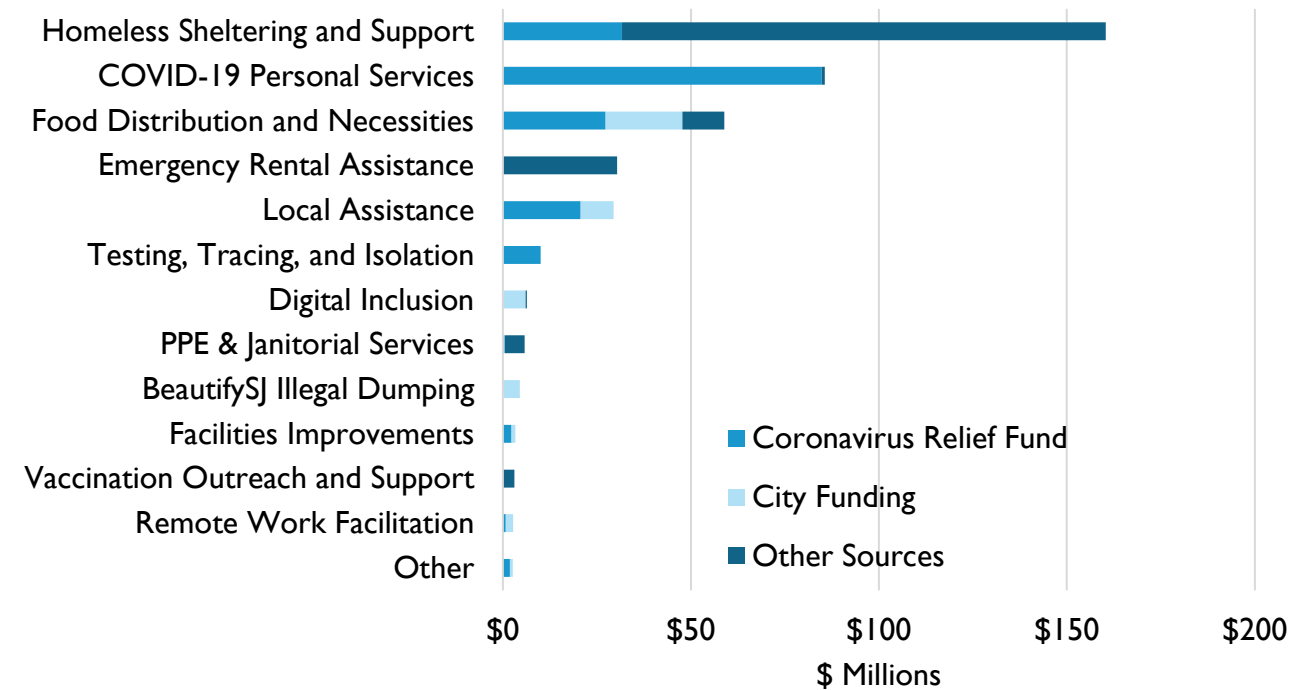
Unemployment Rate



Examples of COVID-19 Response Areas

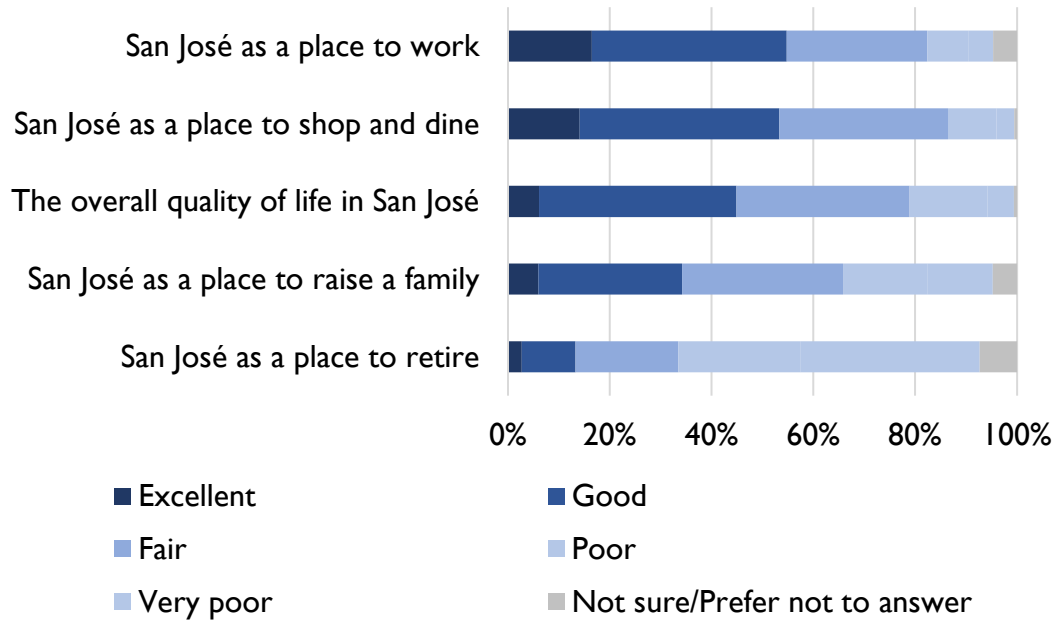
- Food distribution
- Expended homeless services and housing assistance
- Support for small business
- Support for remote learning for students

COVID-19 Emergency Response Areas, FY 2020-21

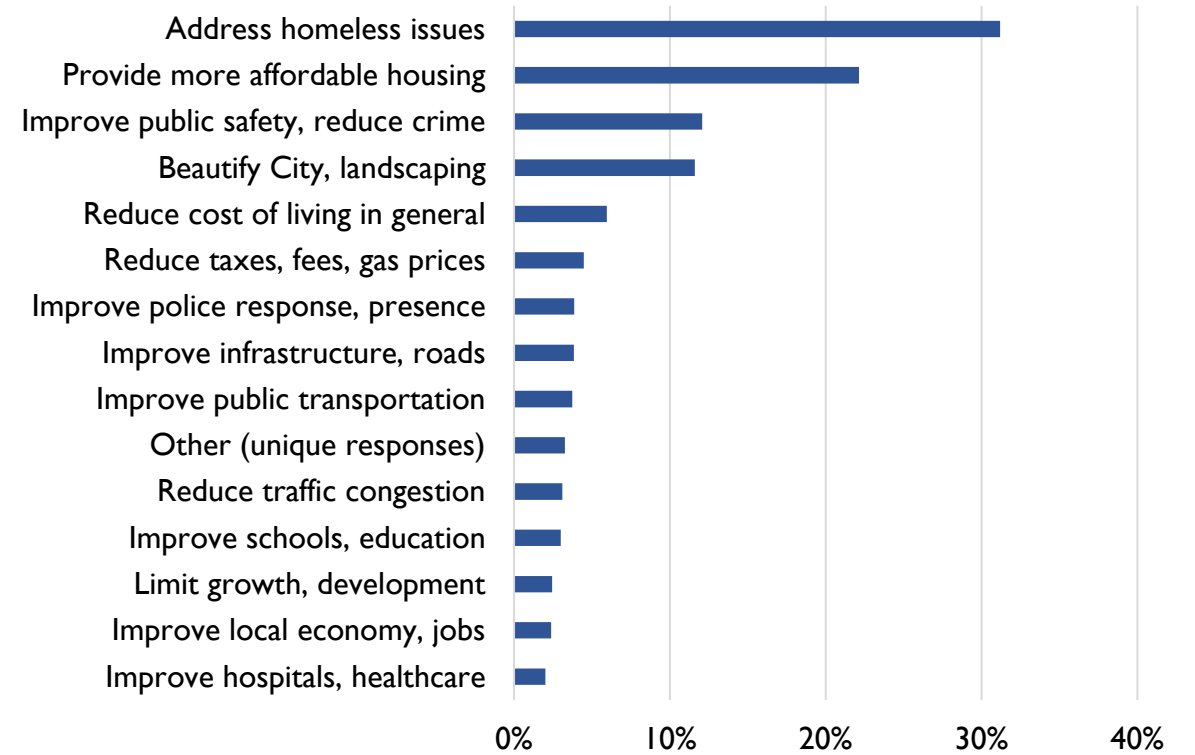


Community Survey

Quality of Life



Resident Priorities for City Improvements

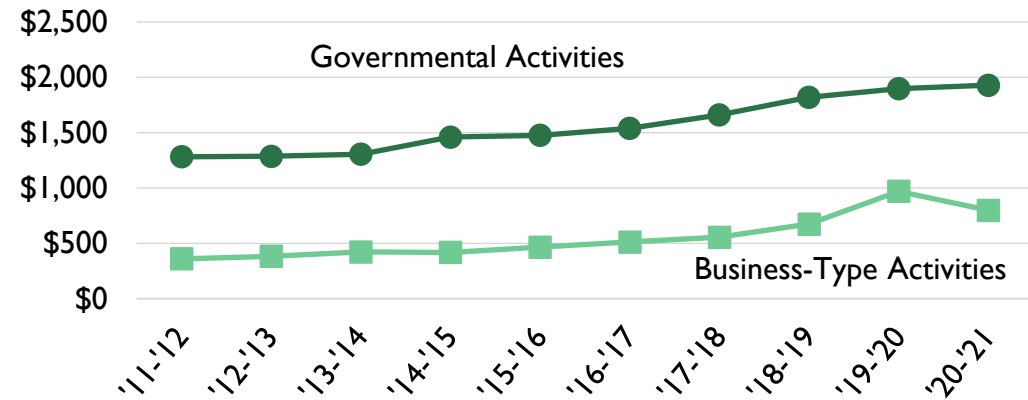


City Finances

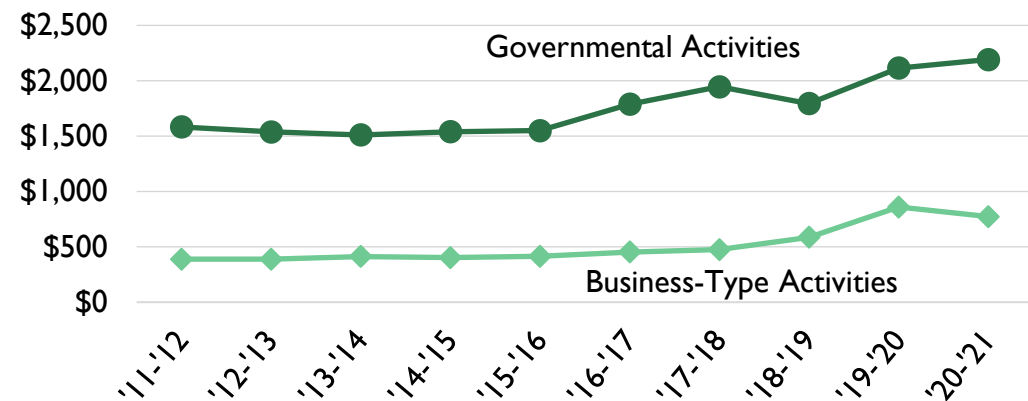
➤ Governmental revenues and expenses increased from the prior year

➤ Business-type activities saw declines in both revenues and expenses

Total City Revenues (\$millions)



Total City Expenses (\$millions)



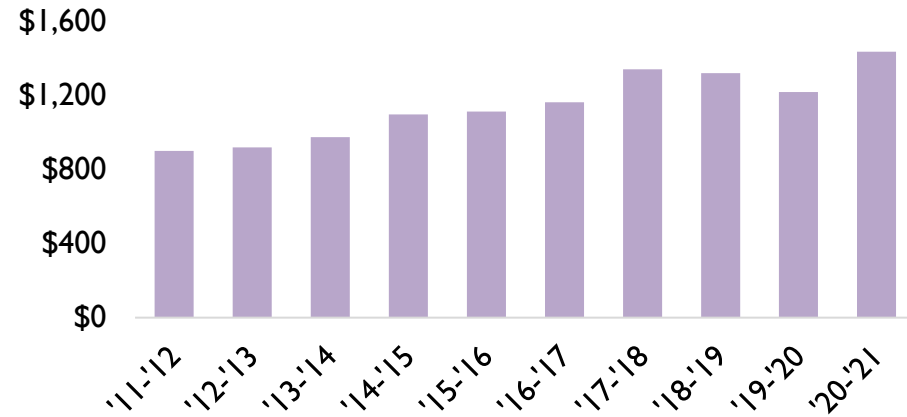
Operating Budget & Staffing

\$1.4 B General Fund expenditures

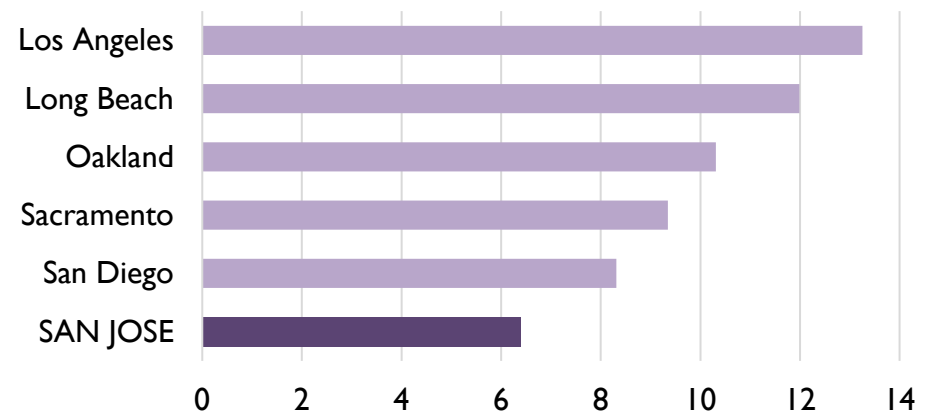
\$78 M General Fund projected shortfall

6,592 Full-time equivalent positions

**General Fund Expenditures
(\$millions)**



**Authorized Full-Time Positions per
1,000 Residents**



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

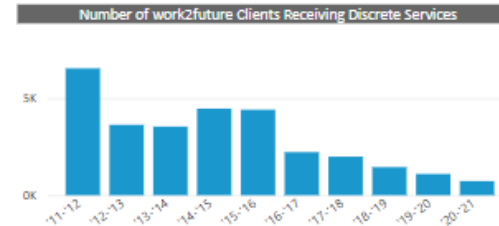
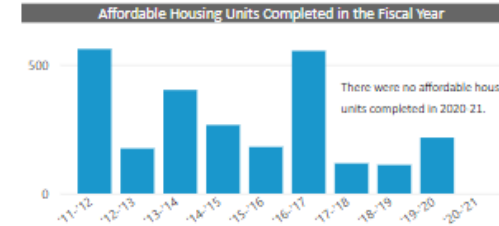
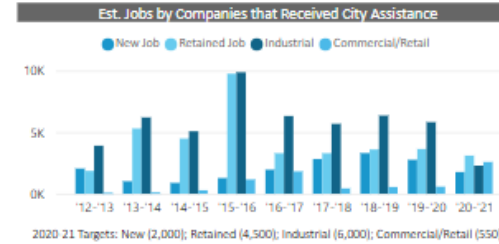
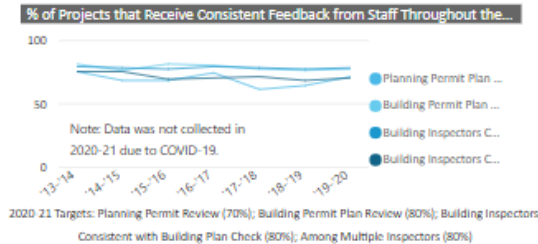
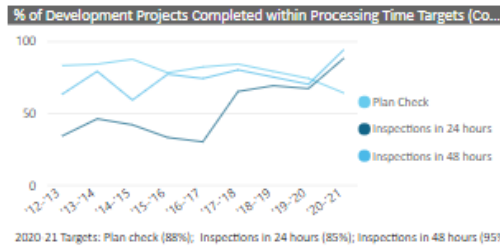
- Strong economic base
- Safe, healthy, attractive, and vital community
- Diverse range of housing options
- Range of quality events, cultural offerings, and public artworks

PRIMARY PARTNERS

- Economic Development and Cultural Affairs
- Housing Department
- San José Fire Department
- Department of Public Works
- Planning, Building and Code Enforcement



COMMUNITY AND ECONOMIC DEVELOPMENT - CSA DASHBOARD



Public Safety

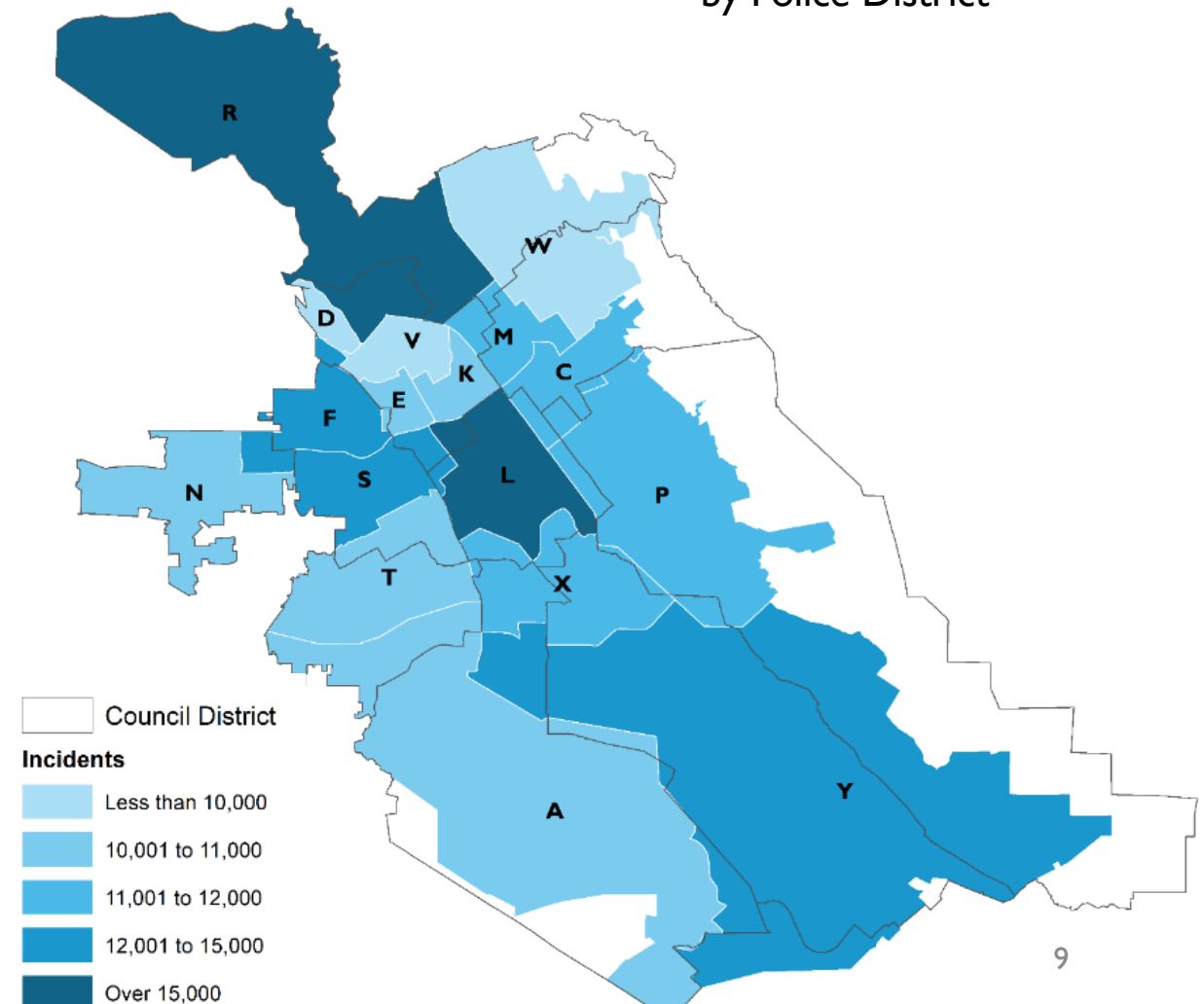
190+ City staff activated to work in the EOC

1.2 M Calls for Police service

188,600 Police responses for priority 1-4 incidents

7.1 min. Average response time to a priority 1 call (imminent danger to life or major damage/loss to property)

Number of Police Responses (Priority 1-4)
 by Police District



Public Safety

94,800

Responses including emergency medical or fire incidents

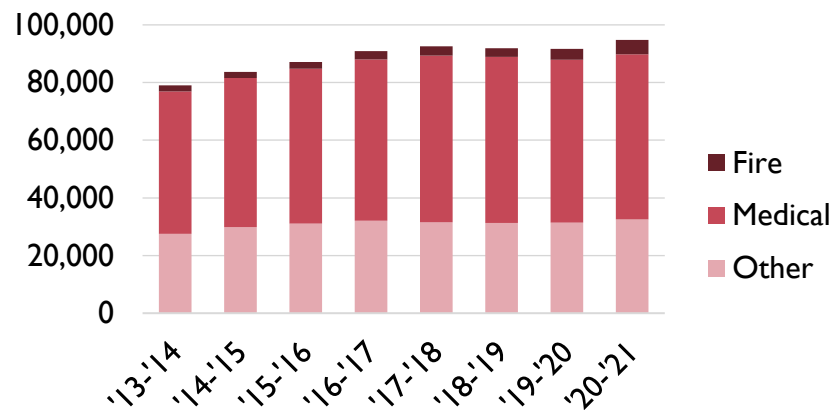
5,100

Fires

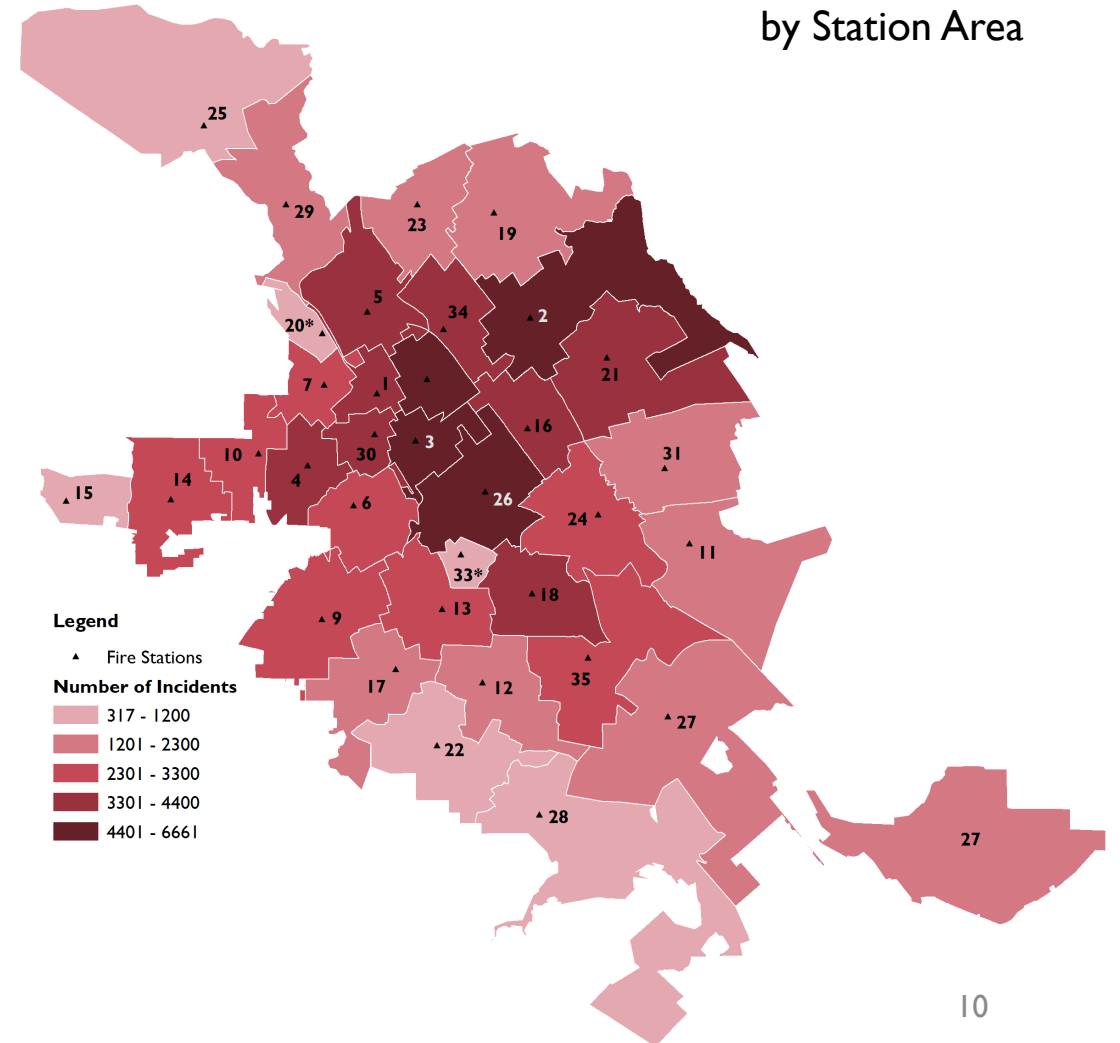
73%

Priority I calls (life threatening) responded to within 8 minutes

Emergency Incidents



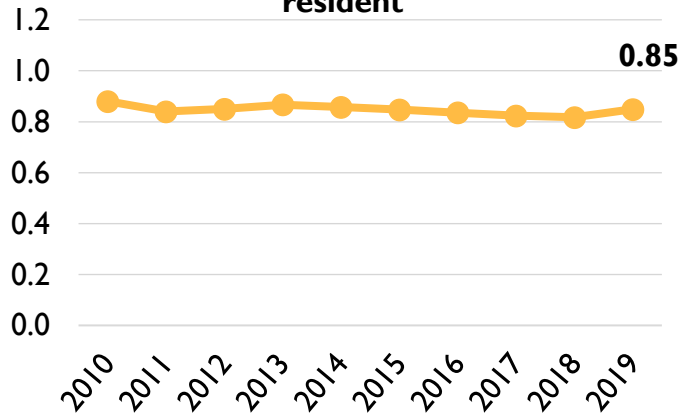
Fire Stations and Number of Emergency Incidents by Station Area



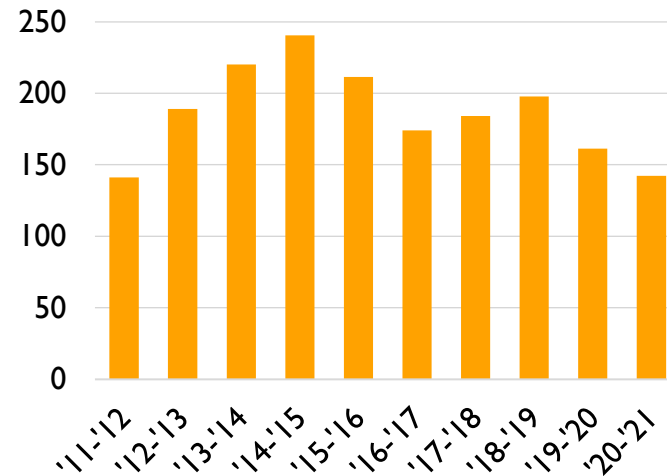
Community & Economic Development

Jobs Per Employed Residents in San José

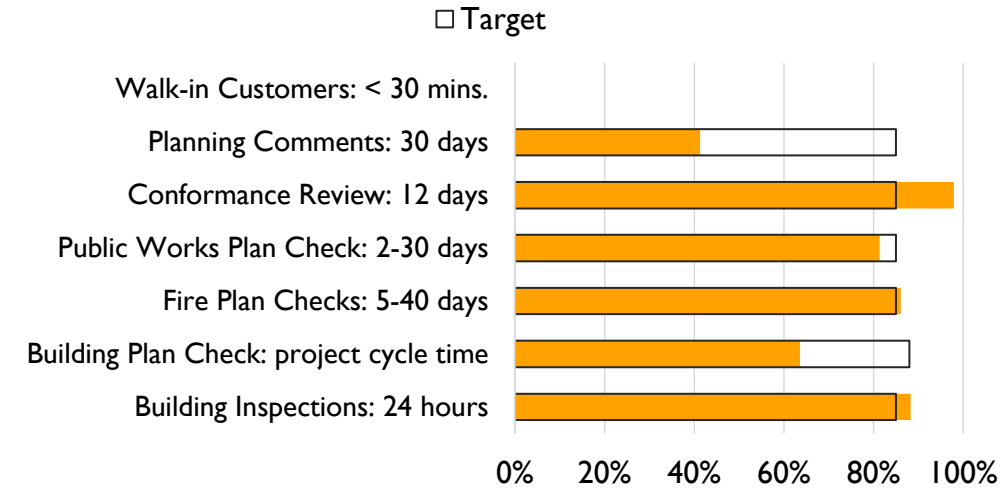
Balance at 1.0 job per resident
Envision 2040 target: 1.1 jobs per resident



Building Inspections (thousands)



Timeliness of Development Services

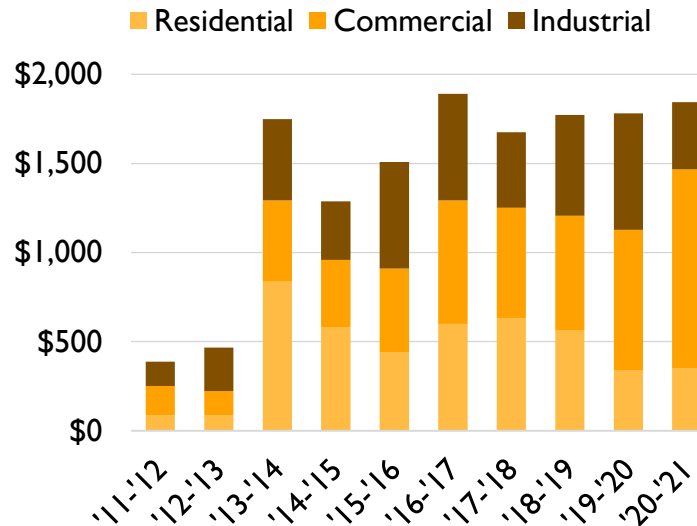


Community & Economic Development

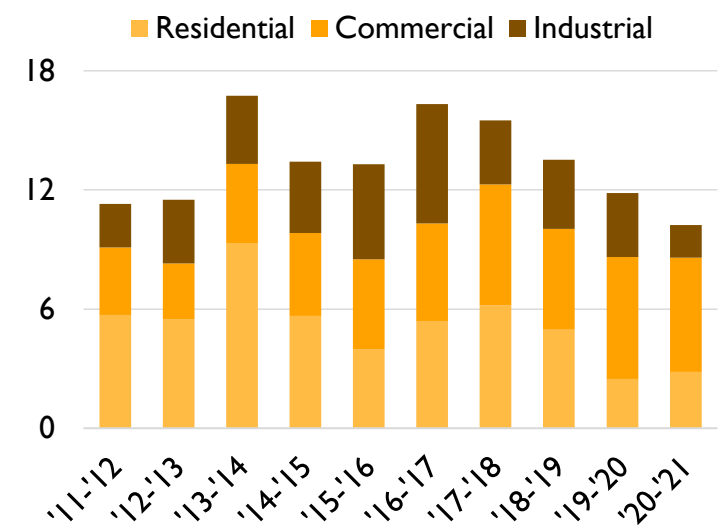
32,500 Building permits

20,000 Total affordable housing units in San José

Value of Construction (\$millions)



Volume of Construction (millions of square feet)

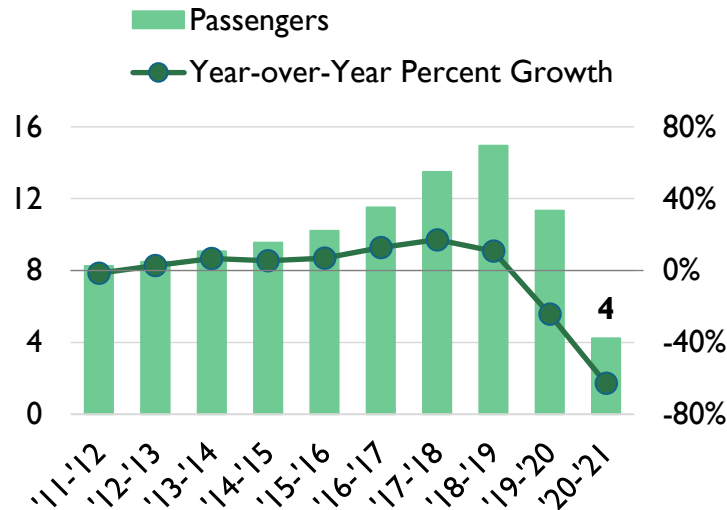


Transportation & Aviation Services

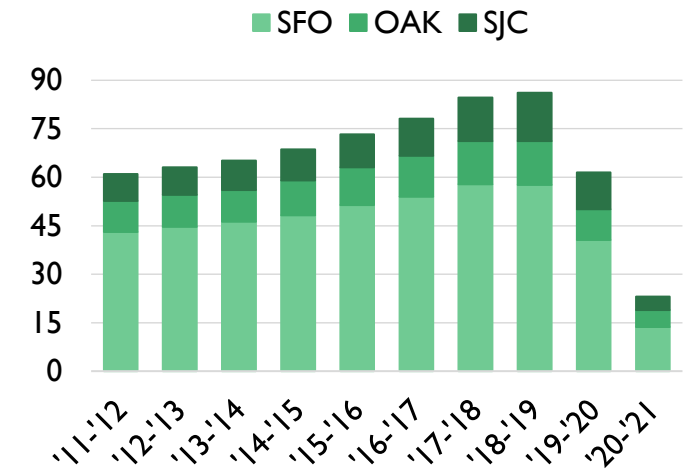
4.2 M Airline passengers

18.3% Air service market share of regional passengers

Annual Airport Passengers (millions)



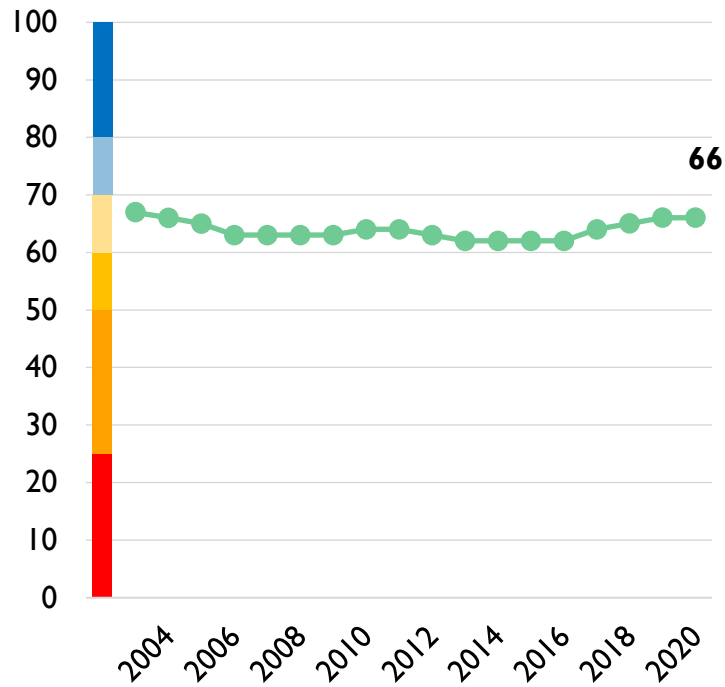
Air Service Market Share of Regional Passengers (millions)



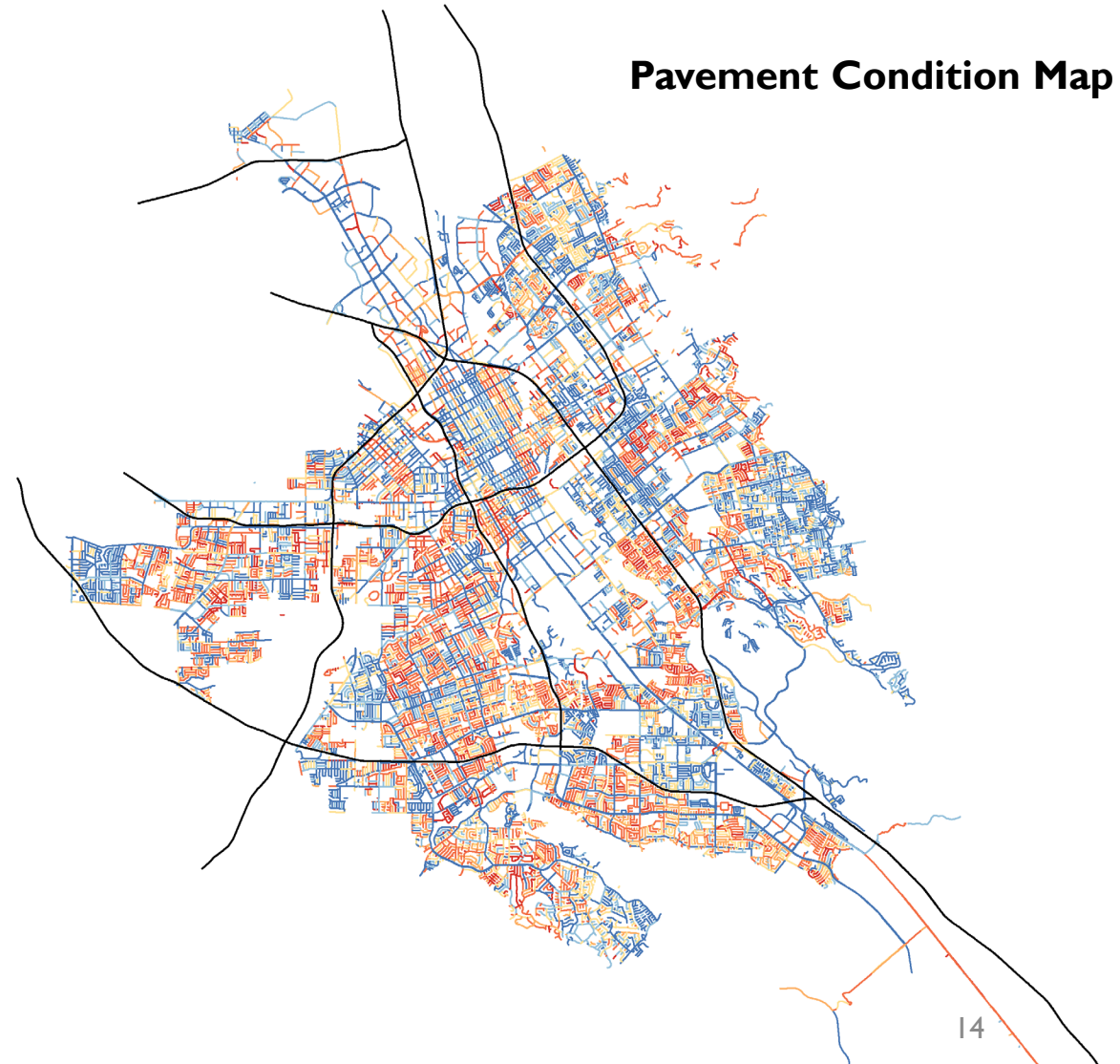
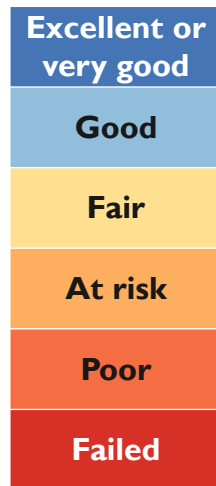
Transportation & Aviation Services

Pavement Condition Map

Pavement Condition Index (PCI) Rating



Pavement Rating Key



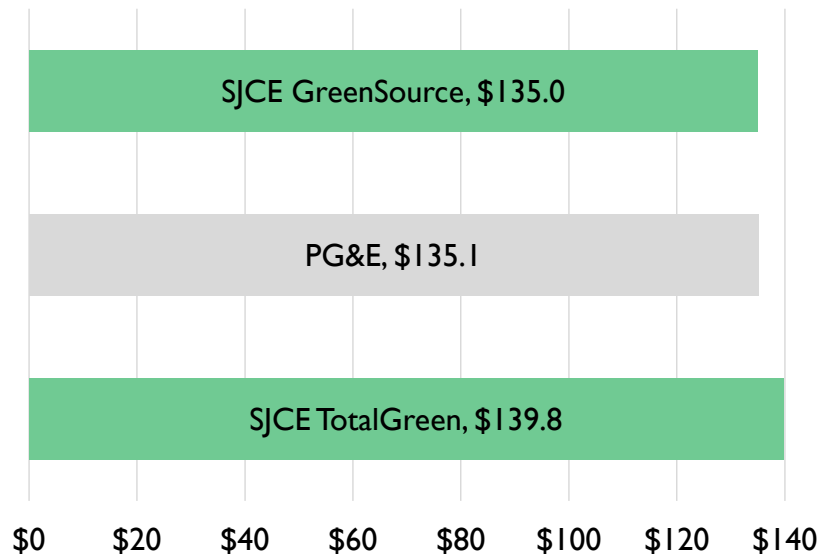
Environmental & Utility Services

348,000 Accounts served by SJCE

2.6% Opt-out rate (customers that prefer to use PG&E)

80% GreenSource carbon free power content

**Comparison of Monthly Electricity Bill
(rates as of March 1, 2021)**



Note: Based on E-1 rate schedules and usage of 470 kilowatt-hours.

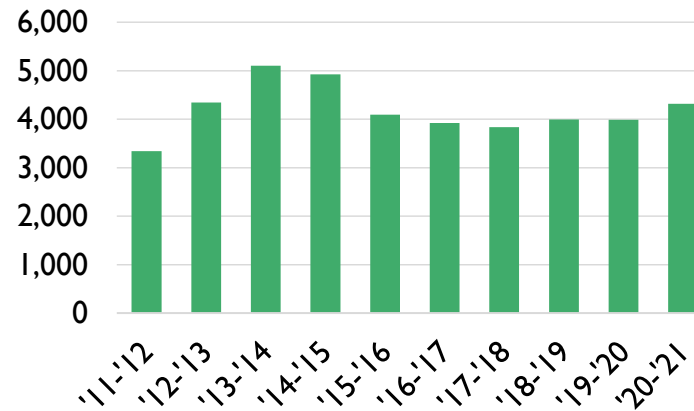
Environmental & Utility Services

68% Of solid waste diverted

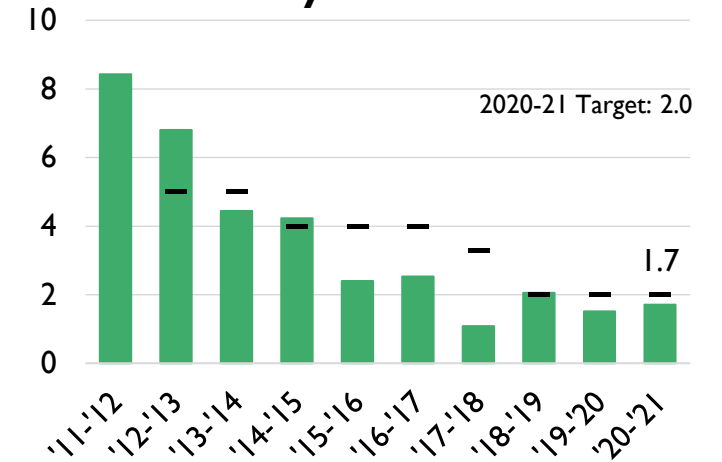
100% Wastewater discharges meeting pollutant requirements

99.96% Muni Water samples meeting federal water quality standards

Millions of Gallons of Recycled Water Delivered Annually



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



Note: Target has declined over time.

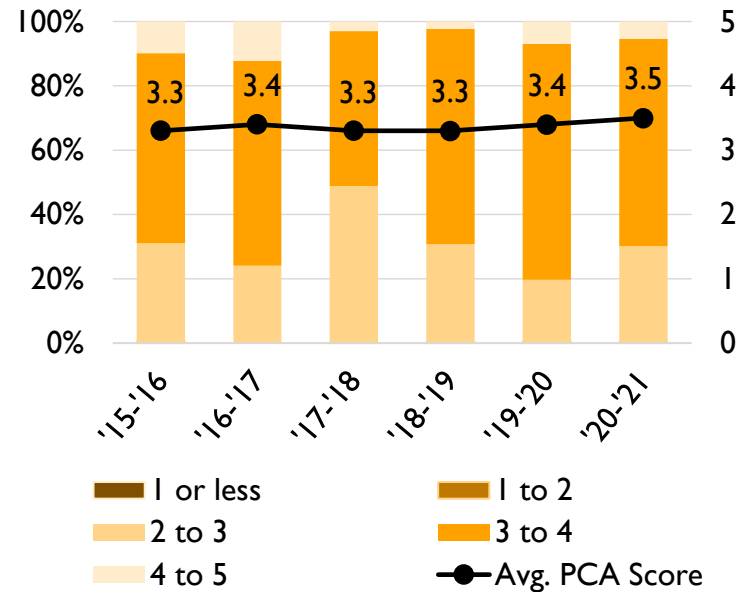
Neighborhood Services

Park Acreage

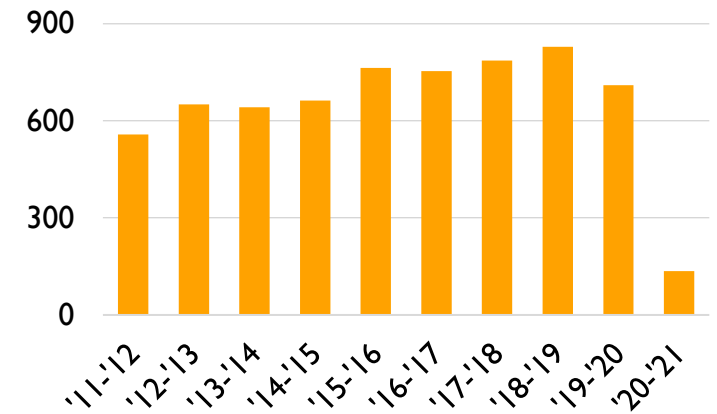
1,232 Neighborhood parks

562 Regional parks

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



Estimated Participation in Programs at City-Operated Community Centers (thousands)



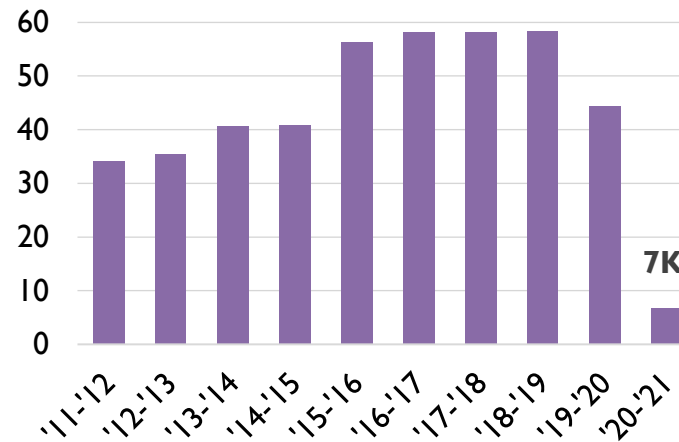
Neighborhood Services

498 K Visitors to libraries

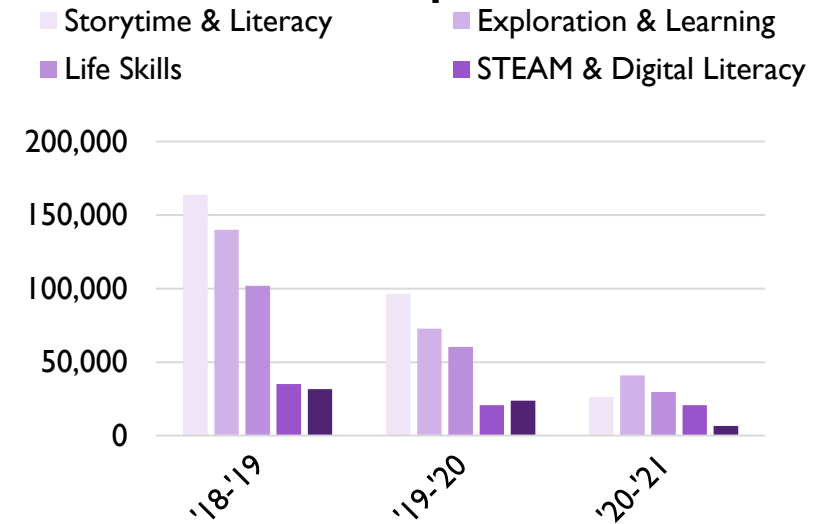
3.8 M Books and other library resources borrowed

89% Live release rate at Animal Care Center

Total Hours Open Annually (thousands)



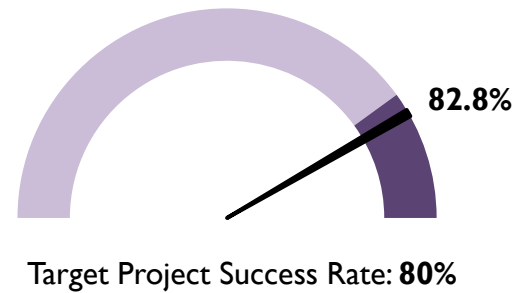
Number of Program Participants



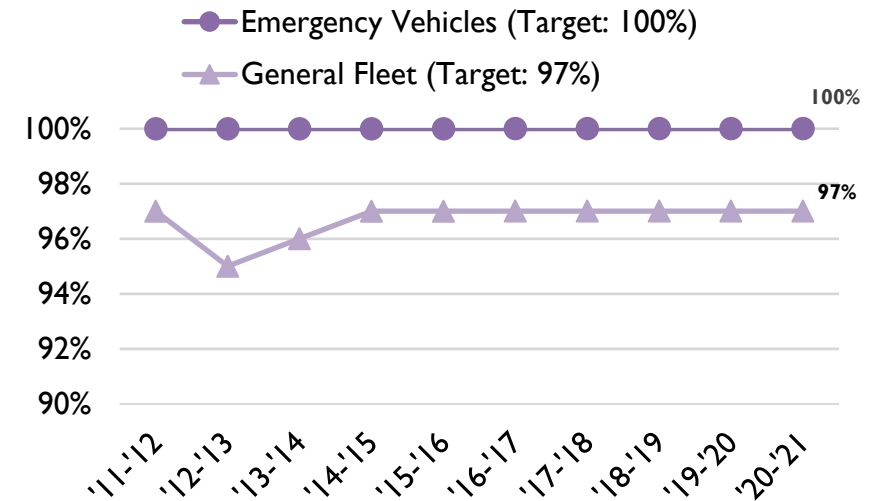
Strategic Support

31 Capital projects
94% Projects completed on budget

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



Percent of Equipment Available for Use When Needed



Strategic Support

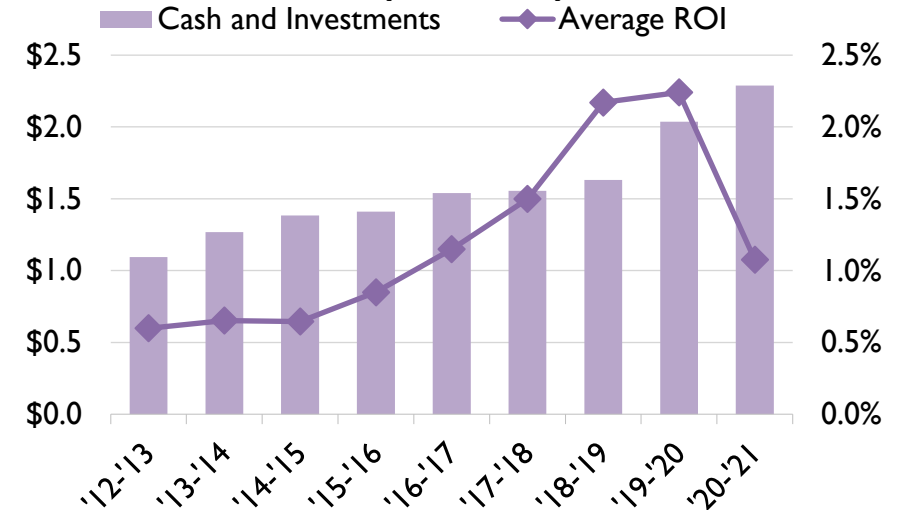
\$180.6

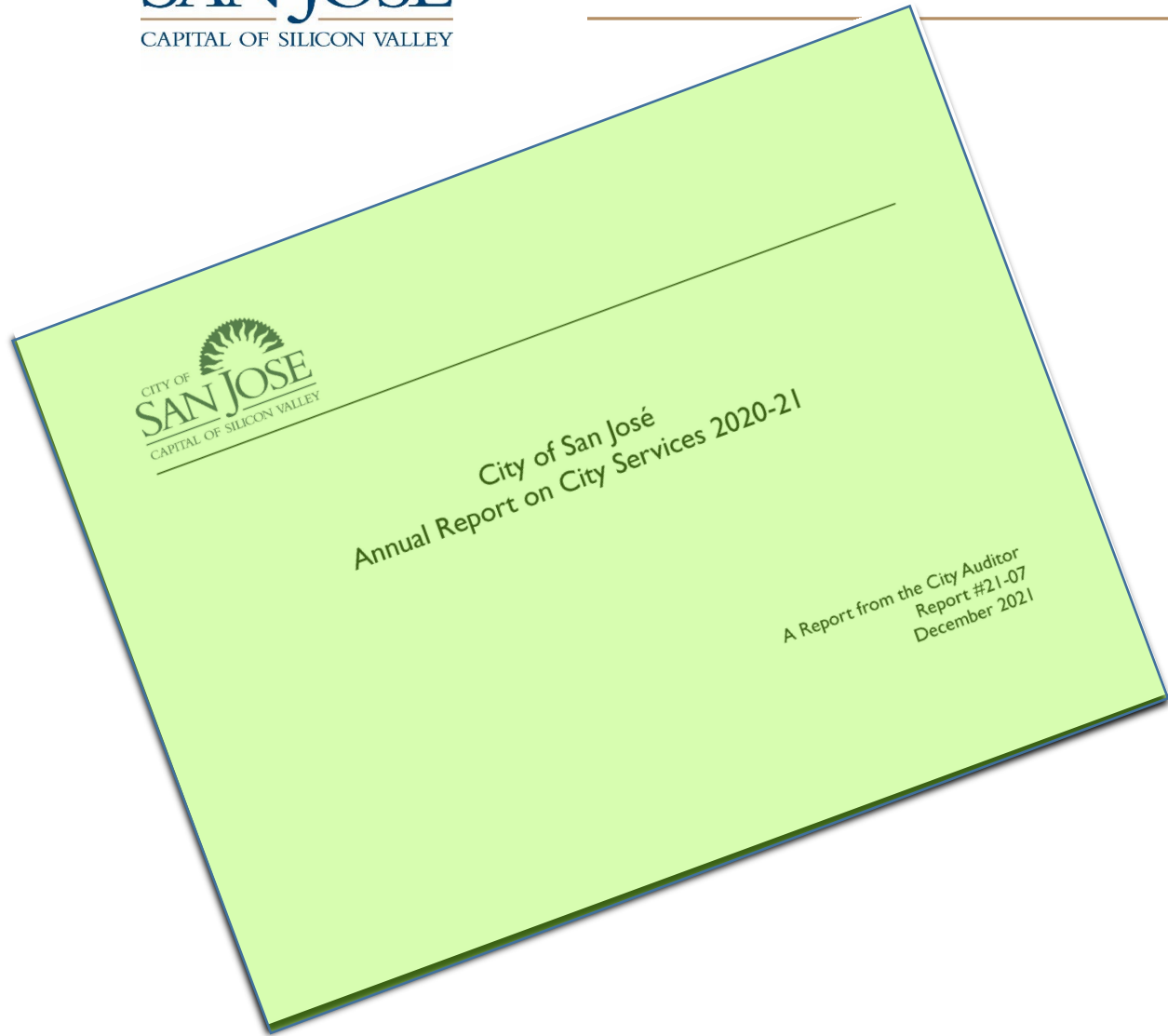
Million in products and services procured

City's Bond Ratings
(General Obligation Bond Rating)

	Moody's	Standard and Poor's	Fitch
'16-'17	Aa1	AA+	AA+
'17-'18	Aa1	AA+	AA+
'18-'19	Aa1	AA+	AA+
'19-'20	Aa1	AA+	AA+
'20-'21	Aa1	AA+	AAA
Target	Aa1	AA+	AA+

City Cash and Investments
(\$billions)





See the full report
and interactive CSA
dashboards at:
[sanjoseca.gov/services
report](https://sanjoseca.gov/services-report)