

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

POLICE

In 2017-18, the San José Police Department (SJPD) operating expenditures totaled \$386.3 million. In addition, the Police Department was responsible for an additional \$18.7 million in other costs, including \$10.1 million for Workers' Compensation, \$2.9 million in Citywide expenses, and other costs.

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

In 2017-18, there were 1,651 authorized positions in the SJPD, including 542 civilian authorized positions. The number of sworn, authorized positions per 100,000 residents decreased from 138 in 2008-09 to 105 in 2017-18.

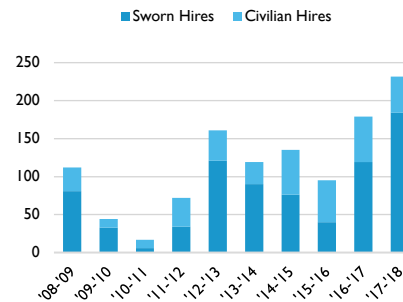
SJPD has faced high vacancies and decreasing numbers of street-ready officers. Of the 1,109 authorized sworn positions, only 846 were actual full duty, street-ready (this excludes vacancies, officers in training, or those on modified duty or disability/other leave) as of June 2018. The number of sworn hires increased from 119 in 2016-17 to 184 in 2017-18. At the end of 2017-18, there were 191 sworn vacant positions in the Department.

KEY FACTS (2017-18)

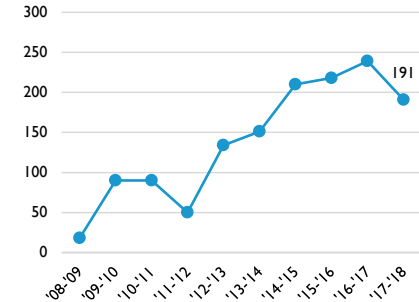
Sworn police employees*	1,109
Total authorized positions	1,651
Total emergency calls	598,433

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

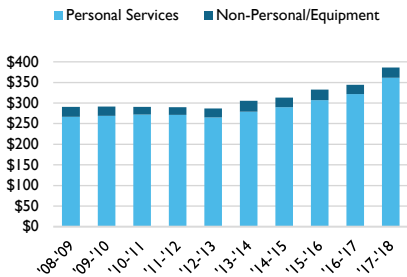
Police Department Hires



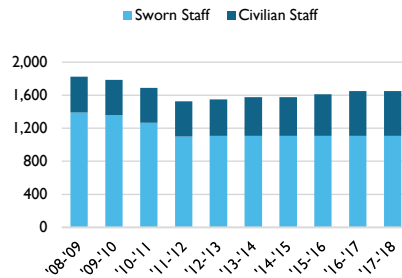
Sworn Police Vacancies



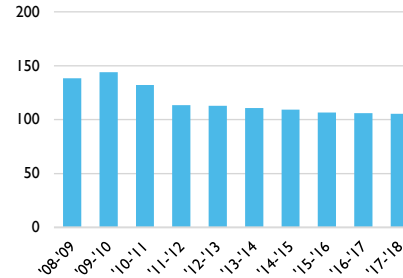
Police Department Operating Expenditures (\$millions)



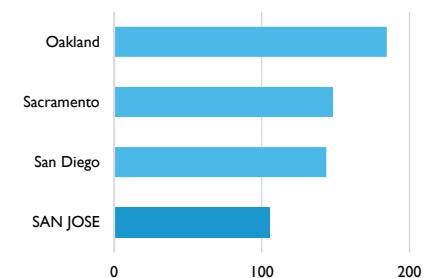
Police Department Authorized Positions



San José Sworn Staff per 100,000 Residents



Authorized Sworn Staff per 100,000 Residents



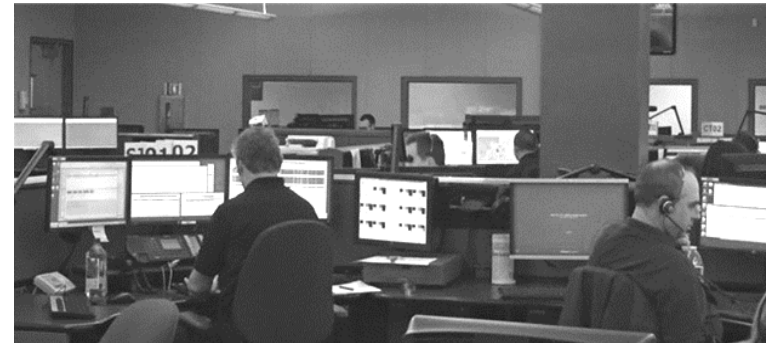
CALLS FOR SERVICE

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 3-1-1 and 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.

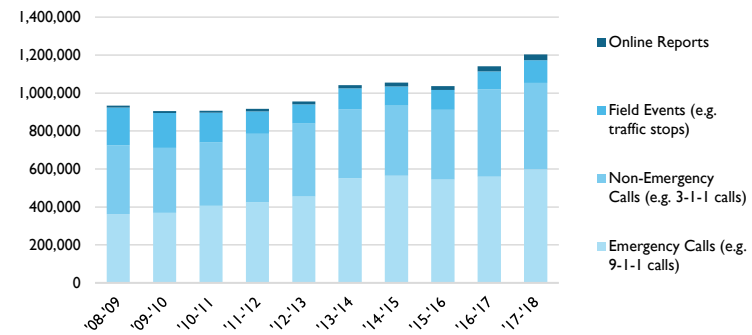
In 2017-18, SJPD handled about 1.2 million total calls for service.* The number of 9-1-1 and other emergency calls increased slightly (totaling about 598,000 or about half of all calls). The number of non-emergency calls (e.g., 3-1-1 calls and online reports) totaled about 455,000. Field events (e.g., 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 86 percent (target 90 percent), a noticeable improvement from last year's 77 percent. The Department reports that the answering targets have improved, but due to call volume and staffing, they used mandatory overtime to achieve this near-target service level. Of the 163 authorized positions in the Communication Center, only 119 were actual full duty as of June, 2018.

* This includes 30,000 online reports are handled by SJPD's Records Unit.

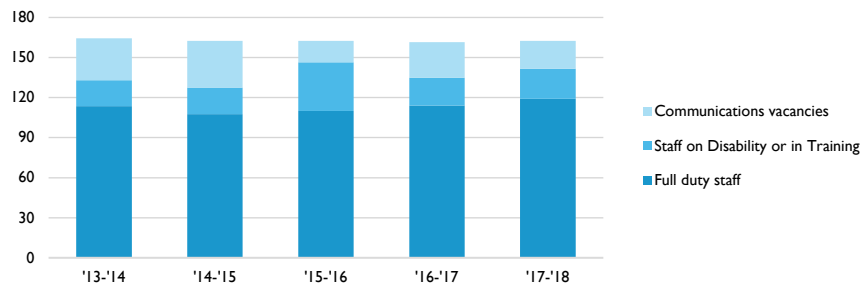


Breakdown of All Calls for Service*

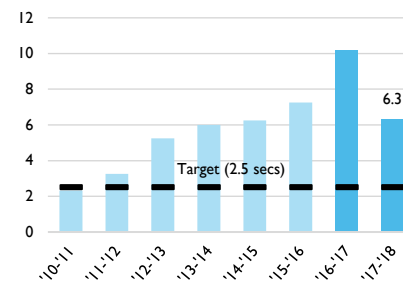


* All calls for service received, including duplicates, online reporting, and calls that did not require a police response.

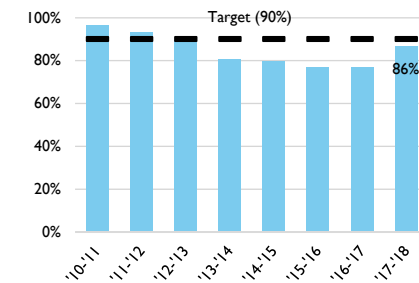
Communications Center Staff (as of June 30)



Average Emergency Call Answering Time (seconds)



% of 9-1-1 Calls Answered Within 10 Seconds



Note: Years prior to FY 2016-17 may not be comparable due to change in methodology.

POLICE

POLICE RESPONSES

The SJPD responded to about 189,000 Priority 1-4 incidents in 2017-18 (definitions shown in gray box below):

- 8,500 Priority 1 responses (5 percent)
- 80,500 Priority 2 responses (43 percent)
- 70,200 Priority 3 responses (37 percent)
- 29,900 Priority 4 responses (16 percent)

Each police district saw increases in Priority 1 through 4 incidents from 2016-17.

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).

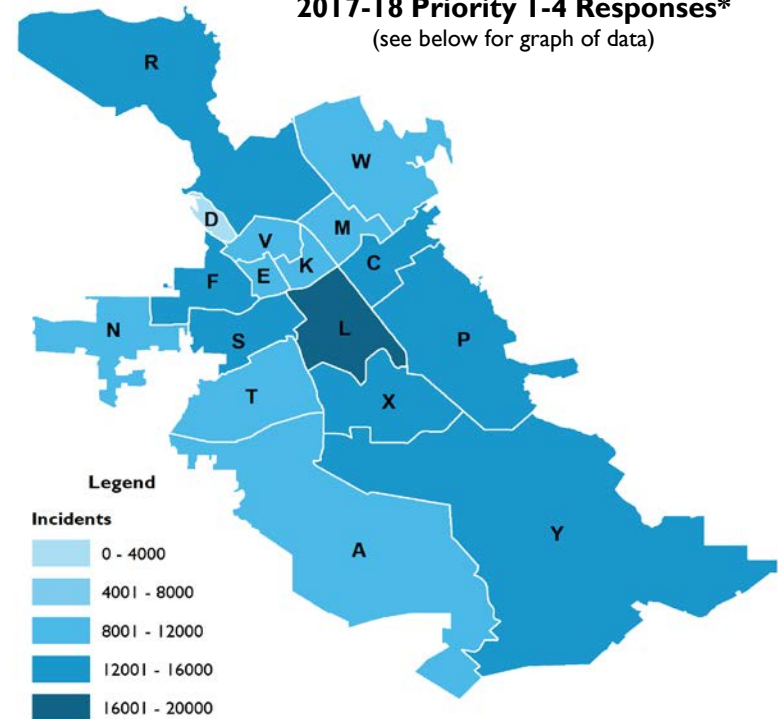
Priority 2 responses: Injury or property damage or potential for either to occur or the suspect is still present in the area. Includes all missing person reports for children under the age of 12, or at risk missing persons, including mentally handicapped or disoriented adults.

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.

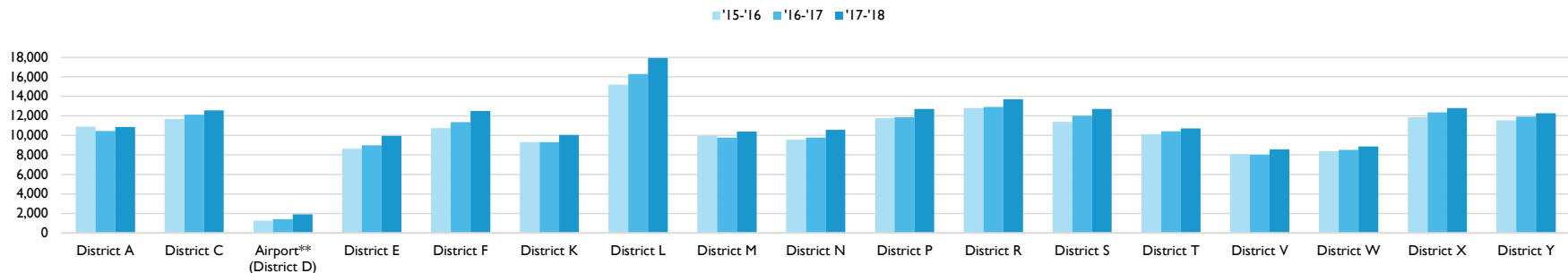
Police Districts by Number of 2017-18 Priority 1-4 Responses*

(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

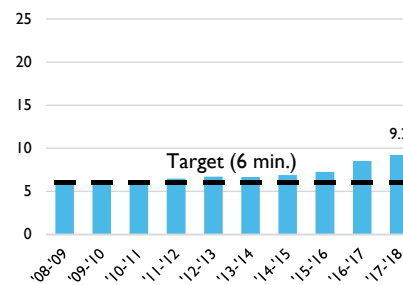
In 2017-18, the Citywide average response time for Priority 1 calls was 9.2 minutes (target: 6 minutes). This continues a trend of increasing Priority 1 response times over the last few years.

The Citywide average 22.4 minute response time for Priority 2 calls continues to be well above the target of 11 minutes. As staffing reductions have affected the SJPD, the Department has focused on maintaining the 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.

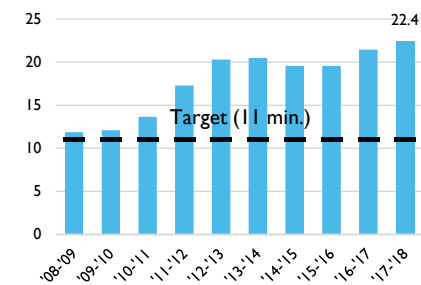
The Department disaggregates response times by three time targets: processing time, queuing time, and driving time. In 2017-18 the Department processing time for both priority 1 and 2 were close to targets. However, queuing times for both priority 1 and 2 were well above their targets.

Compared to 2016-17, Priority 1 average response times by police district in 2017-18 increased in all but four of the regular districts (including the Airport), and all but one district exceeded the 6 minute target 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, officer staffing levels, or call-taker and dispatching levels.

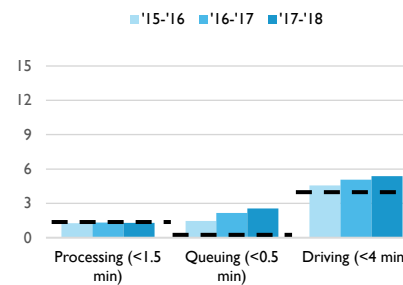
Average Priority 1 Police Response Time* (minutes)



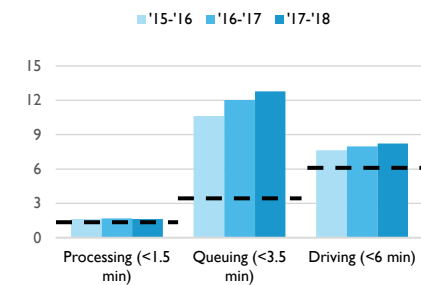
Average Priority 2 Police Response Time* (minutes)



Priority 1 Response Time Breakdown* (minutes)

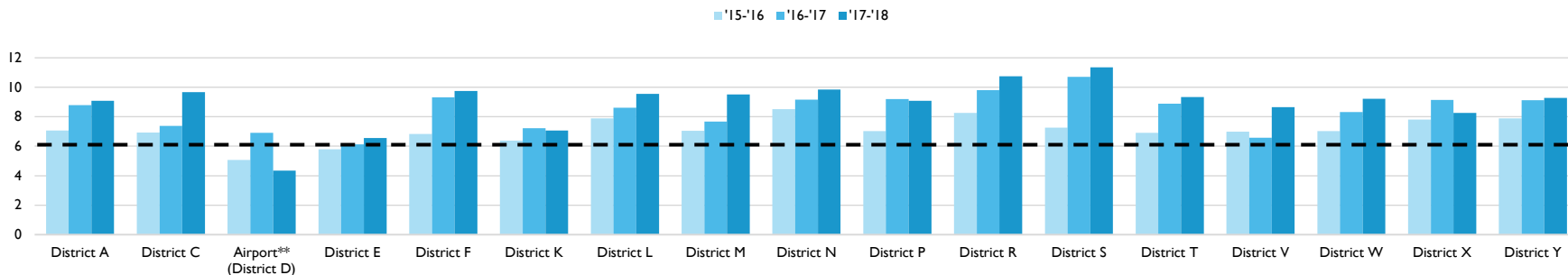


Priority 2 Response Time Breakdown* (minutes)



* The Police Department calculates average annual response time by averaging the quarterly average response times.

Priority 1 Average Police Response Times* (Target: 6 minutes)



POLICE

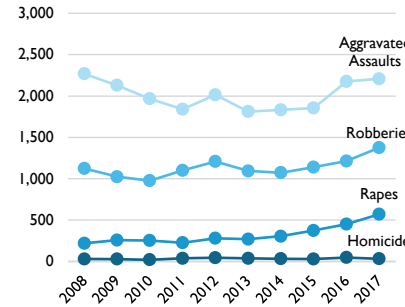
CRIME IN SAN JOSE

In 2017, there were 29,511 major crimes in San José, up 14 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 2017, there were 32 homicides in San José. This was 15 fewer than in 2016 and 2 below the ten-year average.

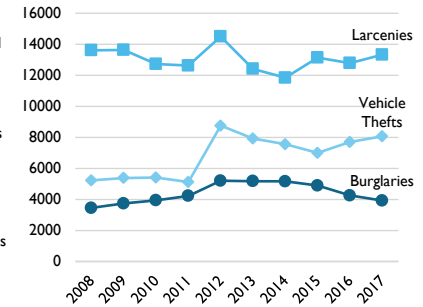
San José experienced 2,844 major crimes per 100,000 residents in 2017. Historically, the rate of major crimes per 100,000 residents in San José has been slightly below the national and state rates. Since 2012, those rates have converged. In 2017, San José's rate was slightly above the national rate, but remained below the state rate.

The number of arrests for felonies, misdemeanors, and other offenses has decreased from about 35,000 in 2008, to around 14,000 in 2017. There were 511 gang-related incidents in 2017-18, of which 52 were classified as violent by the SJPD. Although the overall number of gang-related incidents increased from prior years, the number of violent gang-related incidents is the lowest in recent years.

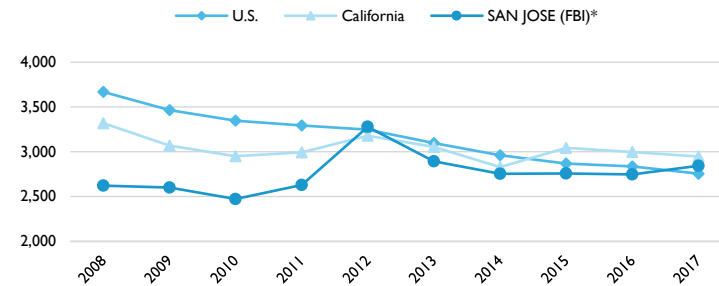
Major Violent Crimes



Major Property Crimes

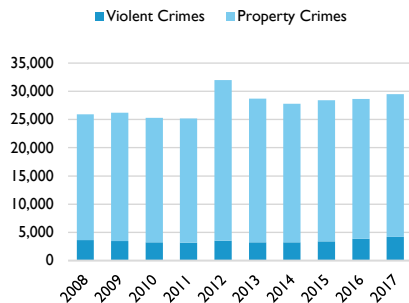


Major Violent and Property Crimes per 100,000 Residents

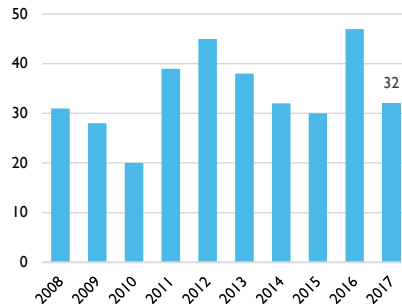


Sources: SJPD, CA Department of Justice, FBI For national crime data visit the [FBI web page](#). San José adopted the FBI's updated definition of rape beginning January 1, 2015.

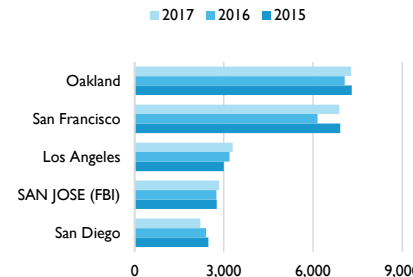
Major Crimes



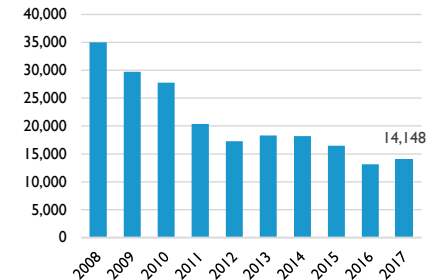
Homicides



Major Violent and Property Crimes per 100,000 Residents



Number of Arrests (Felonies, Misdemeanors, and Other)



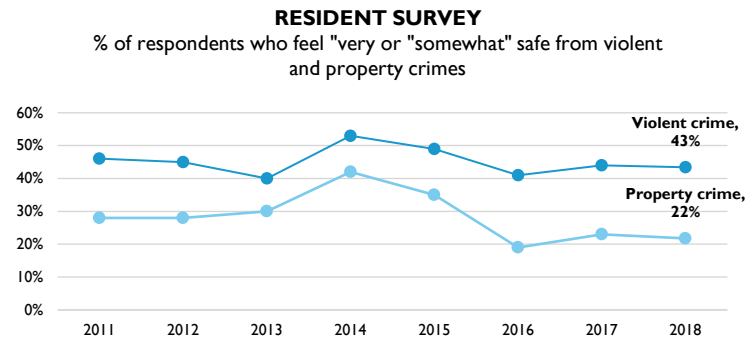
PERCEPTIONS OF SAFETY IN SAN JOSE

The resident survey asked San José residents a variety of questions about how safe they feel in the City. Forty-three percent reported that they feel “very” or “somewhat” safe from violent crime in San José. Twenty-two percent reported feeling “very” or “somewhat” safe from property crimes.

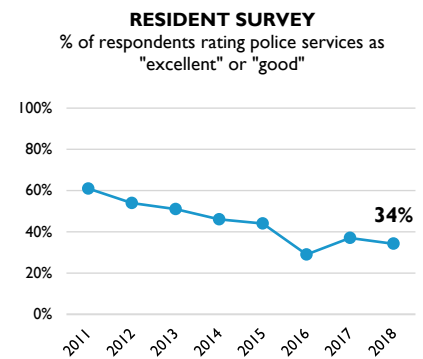
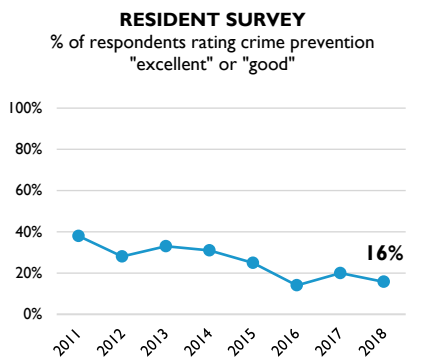
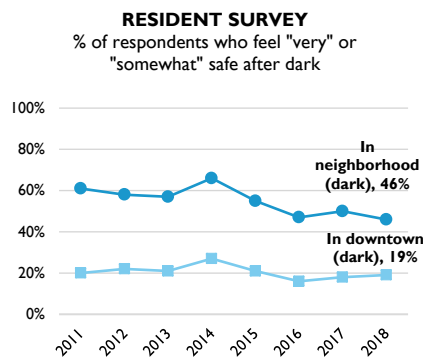
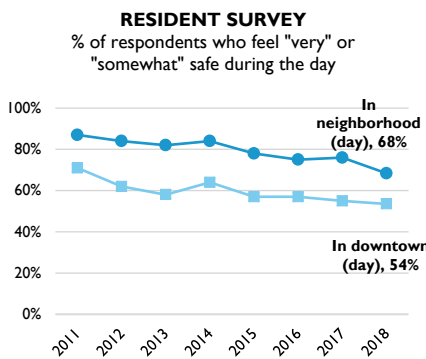
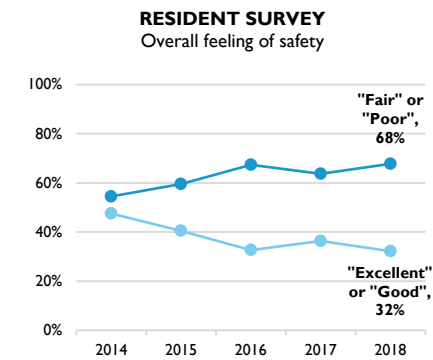
Thirty-two percent of respondents said they feel “good” or “excellent” regarding their overall feeling of safety in San José.

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.

In 2018, 24 percent of San José residents surveyed said they or someone in their household had been a victim of a crime in the last 12 months. In the prior year survey of 2017, 26 percent of respondents said someone in their household had been a victim of a crime. Thirty-seven percent of respondents said they reported a crime to the police.



RESIDENT SURVEY
94% 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.



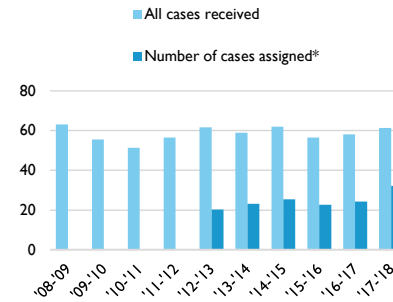
POLICE

INVESTIGATIVE SERVICES

The SJPD investigates crimes and events by collecting evidence, interviewing witnesses, interrogating suspects, and other activities. In 2017-18, the Bureau of Investigations received 61,380 cases, slightly more than in 2016-17. Of these cases, 32,140 were assigned for investigation. A case may be unassigned because of a lack of resources or because it is deemed not workable (e.g., no evidence).

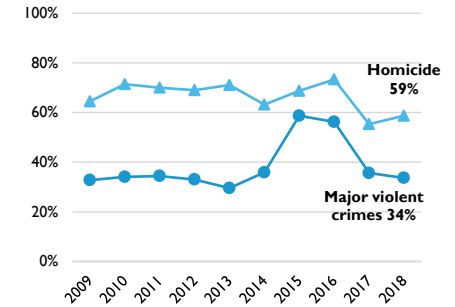
When a case is closed because of an arrest or by exceptional means (e.g., death of suspect), it is classified as cleared. In 2017, the clearance rate in San José for major violent crimes was 34 percent, compared to 46 and 45 percent for both the U.S. and California respectively. The clearance rate for homicides in San José was 59 percent, compared to 62 and 63 percent for the U.S. and California.

Total Cases (thousands)

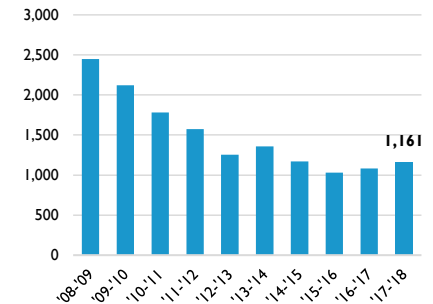


* In 2012-13, the Police Department changed the performance measure from recording cases investigated to cases assigned to reflect the record management system classification. Cases are assigned when there is a solvability factor present.

Clearance Rates



DUI Arrests

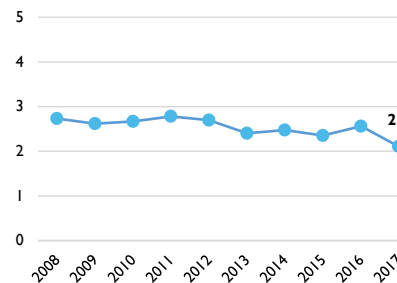


TRAFFIC SAFETY

The SJPD provides for the safe and free flow of traffic through enforcement, education, investigation, and traffic control. In 2017-18, the SJPD's Traffic Enforcement Unit issued about 6,850 citations. The Traffic Enforcement Unit staff has been reduced significantly; current staff are targeting areas with higher crash rates to increase traffic safety. 23 percent of San José respondents to the resident survey rated traffic enforcement good or excellent.

DUI arrests have increased 7 percent over the previous year, but have declined significantly over the past 10 years. Additionally, calendar year 2017 saw San José's rate of fatal and injury crashes decline slightly.

Fatal and Injury Crash Rate per 1,000 Residents



RESIDENT SURVEY

% of San José residents rating traffic enforcement as "excellent" or "good"

