

**From:** [Keyon, David](#)  
**To:** [Downtown West Project](#)  
**Subject:** Fw: Downtown West Mixed-Use Plan Draft EIR: Request for Police Service Information  
**Date:** Wednesday, August 19, 2020 5:01:56 PM  
**Attachments:** [image001.png](#)  
[EIR Response.docx](#)

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## David Keyon

Principal Planner, Environmental Review  
City of San Jose  
(408) 535-7898 [david.keyon@sanjoseca.gov](mailto:david.keyon@sanjoseca.gov)

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**From:** Perez, Lisa <[lisa.perez@sanjoseca.gov](mailto:lisa.perez@sanjoseca.gov)>  
**Sent:** Friday, December 20, 2019 10:32 AM  
**To:** Hill, Shannon <[Shannon.Hill@sanjoseca.gov](mailto:Shannon.Hill@sanjoseca.gov)>; Keyon, David <[david.keyon@sanjoseca.gov](mailto:david.keyon@sanjoseca.gov)>  
**Cc:** Knopf, Dave <[CHRISTOPHER.KNOPF@sanjoseca.gov](mailto:CHRISTOPHER.KNOPF@sanjoseca.gov)>  
**Subject:** RE: Downtown West Mixed-Use Plan Draft EIR: Request for Police Service Information

Please see the attached response.

*Lisa Perez*

### Division Manager

San José Police Department | [www.sjpd.org](http://www.sjpd.org)  
Fiscal Administration & Employee Services Division  
201 W. Mission Street San Jose, CA 95110  
Ph: 408.537.1624 | Fx: 408.286.1174



Together We Are Safer

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**From:** Knopf, Dave <[CHRISTOPHER.KNOPF@sanjoseca.gov](mailto:CHRISTOPHER.KNOPF@sanjoseca.gov)>  
**Sent:** Thursday, December 12, 2019 9:38 AM  
**To:** Perez, Lisa <[lisa.perez@sanjoseca.gov](mailto:lisa.perez@sanjoseca.gov)>  
**Subject:** FW: Downtown West Mixed-Use Plan Draft EIR: Request for Police Service Information

----- Original message -----

From: "Hill, Shannon" <[Shannon.Hill@sanjoseca.gov](mailto:Shannon.Hill@sanjoseca.gov)>

Date: 12/11/19 5:52 PM (GMT-08:00)

To: "Knopf, Dave" <[CHRISTOPHER.KNOPF@sanjoseca.gov](mailto:CHRISTOPHER.KNOPF@sanjoseca.gov)>

Cc: "Keyon, David" <[david.keyon@sanjoseca.gov](mailto:david.keyon@sanjoseca.gov)>

Subject: Downtown West Mixed-Use Plan Draft EIR: Request for Police Service Information

Assistant Chief Knopf,

Please refer to the following project description and request for information below for the subject project. The Environmental Impact Report (EIR) for the proposed project is on an extremely expedited schedule in order to meet State legislative deadlines, so if there is any way you could *provide responses to the questions below by next Thursday, December 19<sup>th</sup>* so the responses can be forwarded to the environmental consultant before the holiday break, it would be greatly appreciated.

#### **PROJECT INFORMATION**

- **Project Description:** General Plan Amendment, Planned Development Rezoning, and Planned Development Permit for the development of up to 5,900 residential units; up to 7,300,000 gross square feet (GSF) of office space; up to 500,000 GSF of active uses such as retail, cultural, arts, etc.; up to 300 hotel rooms; up to 800 rooms of limited-term corporate accommodations; an approximately 100,000 GSF event center; up to two central utilities plants totaling approximately 115,000 GSF; and a logistics warehouse(s) of approximately 100,000 GSF; all on approximately 84 acres. The proposal also includes conceptual infrastructure, transportation, and public open space plans.
- **Location:** Project site is generally bounded by Lenzen Avenue and the Union Pacific Railroad tracks to the north; North Montgomery Street, Los Gatos Creek, the Guadalupe River, South Almaden Street, and Royal Avenue to the east; Auzerais Avenue to the south; and Sunol Avenue, Diridon Station, and the Caltrain rail line to the west. The project also includes the area bounded by Los Gatos Creek to the west, San Fernando Street to the south, the Guadalupe River to the east, and Santa Clara Street to the north.

#### **SAN JOSÉ POLICE INFORMATION**

##### Existing/Baseline Conditions

1. Please provide the locations of SJPD's five community policing centers, and confirm they are currently closed to the public.
2. Clarify how calls are processed at the SJPD Communications Center. Confirm Priority 1-4 scale for SJPD incidents. How are fire department service calls processed based on their own Priority 1, Priority 2, and non-emergency classification system?
3. Is there as strategic plan or other data source that would help us understand SJPD's plan to meet City standards related to response times?
  - a. Percentage of emergency calls answered within 10 seconds (target of 90% -- currently

- at 86%)
- b. Citywide average response time for Priority 1 calls (target of 6 minutes – currently at 9.2 minutes)
- c. Citywide average response time for Priority 2 calls (target of 11 minutes – currently at 22.4 minutes)
- 4. Is there a standard process for adding additional police officers and/or stations?
- 5. Do existing police facilities have capacity for additional staffing?
- 6. Are there any current plans for expansion of police facilities and/or the provision of additional police officers? If so, please specify estimated timing.

Future Conditions

- 7. Are any new facilities/equipment needed to adequately serve the Project site and maintain acceptable service response times:
  - a. Project Buildout
  - b. Cumulative (Project + Diridon Station Area Plan area, Downtown San José, and the City as a whole under the adopted Envision San Jose 2040 General Plan with more growth allocated to Downtown)

Thanks in advance for your assistance!

Shannon Hill, Planner

Planning, Building & Code Enforcement | Environmental Review Section

City of San José | 200 East Santa Clara Street

[Shannon.Hill@sanjoseca.gov](mailto:Shannon.Hill@sanjoseca.gov) | (408) 535 - 7872

EIR Response:

### PROJECT INFORMATION

- **Project Description:** General Plan Amendment, Planned Development Rezoning, and Planned Development Permit for the development of up to 5,900 residential units; up to 7,300,000 gross square feet (GSF) of office space; up to 500,000 GSF of active uses such as retail, cultural, arts, etc.; up to 300 hotel rooms; up to 800 rooms of limited-term corporate accommodations; an approximately 100,000 GSF event center; up to two central utilities plants totaling approximately 115,000 GSF; and a logistics warehouse(s) of approximately 100,000 GSF; all on approximately 84 acres. The proposal also includes conceptual infrastructure, transportation, and public open space plans.
- **Location:** Project site is generally bounded by Lenzen Avenue and the Union Pacific Railroad tracks to the north; North Montgomery Street, Los Gatos Creek, the Guadalupe River, South Almaden Street, and Royal Avenue to the east; Auzerais Avenue to the south; and Sunol Avenue, Diridon Station, and the Caltrain rail line to the west. The project also includes the area bounded by Los Gatos Creek to the west, San Fernando Street to the south, the Guadalupe River to the east, and Santa Clara Street to the north.

### SAN JOSÉ POLICE INFORMATION

#### Existing/Baseline Conditions

1. Please provide the locations of SJPD's five community policing centers, and confirm they are currently closed to the public.

Yes, you are correct, the community policing centers (CPCs) are not open to the public for any type of walk in service. Officers can meet a citizen there if they needed to do an interview or something in private. Here are the locations to our CPC's:

Alviso, 1040 N Taylor  
Oakridge, 947 Blossom Hill Road  
Western, 3707 Williams Road  
Downtown, 30 E. Santa Clara

2. Clarify how calls are processed at the SJPD Communications Center. Confirm Priority 1-4 scale for SJPD incidents.

San José Police Communications is the 9-1-1 Public Safety Answering Point (PSAP) for the City of San José. Anyone dialing 9-1-1 within the City limits will be routed to an SJPD calltaker, including those dialing 9-1-1 for fire or medical service. Once a telephone call is received, it is the duty of the calltaker to quickly determine the type of complaint, the jurisdiction of the call and handle it accordingly. The call may involve a transfer, a referral, or that an event be created for dispatch. The calltaker obtains the location of the incident, determine the type code, and include basic information supporting the assigned type code to allow for immediate dispatch.

The San José Police Department uses a Computer-Aided Dispatch (CAD) System when processing calls for service. Once the calltaker screens a call and has determined the need for a police response, information is relayed to the channel dispatcher by the creation of a CAD event. Radio dispatchers are responsible for using the CAD system to dispatch calls according to nature, priority, time element, officer and public safety, and availability of field units. Dispatchers will communicate to field patrol as they respond to a call for service.

SJPD Priority code definitions:

#### PRIORITY 1

- There is a 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.

- District, channel and/or City-wide response. A notification of all channels is automatic.

May include the need for notification of all radio channels and/or adjacent agencies.

- District-wide response is the use of only those units within the district of the call for service.
- Channel-wide response is the use of units from the two districts normally sharing a

radio channel. During simulcast periods, “channel-wide” refers only to the two districts

sharing the radio channel during non-simulcast hours.

- City-wide response is the response of the closest available unit within the City.
- The incident may have an immediate impact on and need for City-wide police resources.

#### PRIORITY 2

- District-wide and/or channel-wide response when a crime is in progress or has just

occurred, and

- There are injuries or there is the potential for injury, or
- The suspect is still present or in the area.
- All missing person reports where the children are under the age of 12 or at risk missing persons, to include mentally handicapped or disoriented adults.

- Situations where the suspect is in custody for any violent crime, or for a non-violent

crime and is uncooperative.

#### PRIORITY 3

- District-wide response when a crime has just occurred, and
- There is property damage or the potential for it to occur, or
- 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

- A District-wide response to a non-violent crime when there is no present or potential

danger to life/property and one or more of the below:

A. The suspect is no longer in the area

B. Beat or district information

- C. Details in the event are for broadcast purposes only
- D. The response may be handled sometime during the shift
- E. The nature of the call does not require Police response

3. Is there as strategic plan or other data source that would help us understand SJPD's plan to meet City standards related to response times? These are outlined in the City's General Plan.
  - a) Percentage of emergency calls answered within 10 seconds (target of 90% - currently at 85%)
  - b) Citywide average response time for Priority 1 calls (target of 6 minutes – currently at 7.07 minutes)
  - c) Citywide average response time for Priority 2 calls (target of 11 minutes – currently at 21.14 minutes)
  
4. Is there a standard process for adding additional police officers and/or stations?

Positions are added through the City's annual budget process.

5. Do existing police facilities have capacity for additional staffing?

Yes

6. Are there any current plans for expansion of police facilities and/or the provision of additional police officers? If so, please specify estimated timing.

There is currently no funding set aside to add additional officers. However, the Department's plan is to reach 1400 officers over the next 5 years.

Regarding facilities, the City is currently planning to build a new police training facility.

#### Future Conditions

7. Are any new facilities/equipment needed to adequately serve the Project site and maintain acceptable service response times:

- a. Project Buildout
- b. Cumulative (Project + Diridon Station Area Plan area, Downtown San José, and the City as a whole under the adopted Envision San Jose 2040 General Plan with more growth allocated to Downtown)

In order to service an additional 11,800 residents (assumed 2 per residential unit) for this project, the City would need an additional 18 sworn. This is based on an average of 1.5 sworn per capita (The national average sworn per capita for major cities is 2.37; our goal is at 1.5 sworn per capita). In addition to sworn positions, additional 6 vehicles and various safety equipment.

Overall, our cumulative goal is to reach and maintain a 1.5 average per 1000 residents. For a population of 1.04 million, our staffing goal is 1564 sworn.