

Reference Documents

Attachment A – Service Level Statistics

Table 218. Summary of City of Campbell's Service Level Statistics

Major Service Function and Related Measures	Statistic
Animal Control	
Dog licenses issued per 1,000 (FY 2014)	20.52
Animals handled at shelter per year (FY 2014)	312
Calls for service (FY 2014)	1,740
Law Enforcement	
Violent crimes	106
Property crimes	1,563
Violent crime clearance rate	45.3%
Property crime clearance rate	15.7%
Sworn personnel (FTE) per 1,000 population	1.03
Crimes per sworn FTE (violent and property) ¹	39.74
Violent crime rates per 1,000 population	1.03
Property crime rates per 1,000 population	2.61
Library	
Items circulated per capita	16.33
Public access computers per 1,000 population	0.62
Lighting	
Signalized intersections	45
Maintained traffic lights	48
Maintained street lights	2,800
Parks and Recreation	
Park acres per 1,000 population (all agencies in city)	2.14
Recreation centers per 20,000 residents	0.99
Miles of recreation trails maintained by the City	3
Solid Waste	
Residential waste diversion rate	Not provided
Total solid waste diversion rate	Not provided
Tons of waste disposed per capita	0.74
Pounds of solid waste per person per day – Population (2013)	4.1
Pounds of solid waste per person per day – Employees (2013)	7
Streets	
FY 2014 Pavement Condition Index PCI (City)	74
Bike lane miles (Class 1 and 2)	10.2

Major Service Function and Related Measures	Statistic
Stormwater	
Compliant with NPDES standards	Not provided
Percent of storm drainage inlets equipped with trash capture	2.4%
Miles of closed storm drain	52
Miles of open channel storm drain	0
Storm drain inlets	1,162
Capacity of stormwater drain, if available	Not provided
Stormwater recharge facilities	1
Stormwater detention basins	None
Provision for stormwater reclamation	Not provided
Utilities	
System average interruption frequency index	N/A
System average interruption duration index	N/A
Wastewater	
Gallons of annual sewer overflow per 100 miles of pipe	Not provided
Individual septic systems within jurisdiction	Not provided

¹ – Sworn personnel include only those sworn officers assigned to police services.

Source: Adopted budget, interviews and data provided by City staff.

Table 219. Summary of City of Cupertino's Service Level Statistics

Major Service Function and Related Measures	Statistic
Animal Control	
Dog licenses issued per 1,000 (CY 2014)	17.91
Animals handled at shelter per year (CY 2014)	242
Calls for service (CY 2014)	662
Law Enforcement	
Violent crimes	23
Property crimes	979
Violent crime clearance rate	65%
Property crime clearance rate	23%
Sworn personnel (FTE) per 1,000 population	1.44
Crimes per sworn FTE (violent and property)	11.52
Violent crime rates per 1,000 population	0.68
Property crime rates per 1,000 population	13.49
Library	
Items circulated per capita	42.71
Public access computers per 1,000 population	0.98
Lighting	
Signalized intersections	56
Maintained traffic signals	56
Maintained street lights	2,950
Recreation and Community Services	
Park acres per 1,000 population (all agencies in city)	3.12
Recreation centers per 20,000 residents	.66
Miles of recreation trails maintained by the City	2
Solid Waste	
Residential waste diversion rate (2013)	62%
Total solid waste diversion rate (2013)	66% commercial 62% residential
Tons of waste disposed per capita (2013)	0.59
Pounds of solid waste per person per day – Population (2013)	3.3
Pounds of solid waste per person per day – Employees (2013)	5.5
Streets	
FY 2014 Pavement condition index (PCI) (ABAG)	66
Bike lane miles (Class 1 and Class 2)	~42

Major Service Function and Related Measures	Statistic
Stormwater	
Compliant with NPDES standards	Yes
Percent of storm drainage inlets equipped with trash capture	5%
Miles of closed storm drain	~120 miles
Miles of open channel storm drain	< 1 mile
Storm drain inlets	2216
Capacity of stormwater drain, if available	Not provided ¹
Stormwater recharge facilities	None
Stormwater detention basins	None
Provision for stormwater reclamation	Yes
Utilities	
System average interruption frequency index	N/A
System average interruption duration index	N/A
Wastewater	
Gallons of annual sewer overflow per 100 miles of pipe	1.7
Individual septic systems within jurisdiction	Approx. 50

Source: Adopted budget, interviews and data provided by City staff.

¹ City reports that the design is intended to accommodate a ten-year storm

Table 220. Summary of City of Gilroy's Service Level Statistics

Major Service Function and Related Measures	Statistic
Animal Control	
Dog licenses issued per 1,000	36.58
Animals handled at shelter per year	411
Law Enforcement	
Violent crimes	180
Property crimes	1,740
Violent crime clearance rate	50.6%
Property crime clearance rate	19.8%
Sworn personnel (FTE) per 1,000 population	1.13
Crimes per sworn FTE (violent and property)	32
Violent crime rates per 1,000 population	3.39
Property crime rates per 1,000 population	32.8
Library	
Items circulated per capita	11.6
Public access computers per 1,000 population	0.84
Lighting	
Signalized intersections	50
Maintained traffic lights	43
Maintained street lights	4,150
Parks and Recreation	
Park acres per 1,000 population (all agencies in city)	2.83
Recreation centers per 20,000 residents	1.13
Miles of recreation trails maintained by the City	6.15
Solid Waste	
Residential waste diversion rate	Not provided
Total solid waste diversion rate	Not provided
Tons of waste disposed per capita	0.82
Pounds of solid waste per person per day – Population (2013)	4.5
Pounds of solid waste per person per day – Employees (2013)	13.5
Streets	
FY 2014 Pavement condition index (PCI) (ABAG)	68
Bike lane miles (Class 1 and Class 2)	38.5
Stormwater	
Compliant with NPDES standards	Yes
Percent of storm drainage inlets equipped with trash capture	Approx. 1%

Major Service Function and Related Measures	Statistic
Miles of closed storm drain	96
Miles of open channel storm drain	11 miles
Storm drain inlets	3,300
Capacity of stormwater drain, if available	10 year storm event system
Stormwater recharge facilities	None
Stormwater detention basins	None
Provision for stormwater reclamation	None
Utilities	
System average interruption frequency index	N/A
System average interruption duration index	N/A
Wastewater	
Gallons of annual sewer overflow per 100 miles of pipe	0
Individual septic systems within jurisdiction	Unknown

Source: Adopted budget, interviews and data provided by City staff.

Table 221. Summary of City of Los Altos's Service Level Statistics

Major Service Function and Related Measures	Statistic
Animal Control	
Dog licenses issued per 1,000	34.6
Animals handled at shelter per year	481
Law Enforcement	
Violent crimes	23
Property crimes	358
Violent crime clearance rate	52%
Property crime clearance rate	17%
Sworn personnel (FTE) per 1,000 population	1.01
Crimes per sworn FTE (violent and property)	12.7
Violent crime rates per 1,000 population	0.78
Property crime rates per 1,000 population	12.14
Library	
Items circulated per capita (print or print + digital)	46.97
Public access computers per 1,000 population	0.92
Lighting	
Signalized intersections	16
Maintained traffic lights	13
Maintained street lights	8
Parks and Recreation	
Park acres per 1,000 population (all agencies in city)	1.29
Recreation centers per 20,000 residents (community, senior, teen)	2.03
Miles of recreation trails maintained by the City	1.3
Solid Waste	
Residential waste diversion rate	80.38%
Total solid waste diversion rate	70.37%
Tons of waste disposed per capita	0.48
Pounds of solid waste per person per day – Population (2013)	2.6
Pounds of solid waste per person per day – Employees (2013)	8.5
Streets	
FY 2014 Pavement condition index (PCI) (ABAG)	78
Bike lane miles (Class 1 and Class 2)	Approx. 12
Stormwater	
Compliant with NPDES standards	In compliance

Major Service Function and Related Measures	Statistic
Percent of storm drainage inlets equipped with trash capture	<1%
Miles of closed storm drain	58
Miles of open channel storm drain	6.3
Storm drain inlets	1,358
Capacity of stormwater drain, if available	N/A ¹
Stormwater recharge facilities	None
Stormwater detention basins	None
Provision for stormwater reclamation	None
Utilities	
System average interruption frequency index	N/A
System average interruption duration index	N/A
Wastewater	
Gallons of annual sewer overflow per 100 miles of pipe	2,190
Individual septic systems within jurisdiction	Not provided

Source: Adopted budget, interviews and data provided by City staff.

¹ City reports that this is not applicable due to multiple watersheds

Table 222. Summary of Town of Los Altos Hills's Service Level Statistics

Major Service Function and Related Measures	Statistic
Animal Control	
Dog licenses issued per 1,000	142
Animals handled at shelter per year	111
Law Enforcement	
Violent crimes	2
Property crimes	83
Violent crime clearance rate	50.0%
Property crime clearance rate	18.1%
Sworn personnel (FTE) per 1,000 population	N/A
Crimes per sworn FTE (violent and property)	N/A
Violent crime rates per 1,000 population	0.25
Property crime rates per 1,000 population	10.38
Library¹	
Items circulated per capita	N/A
Public access computers per 1,000 population	N/A
Lighting	
Signalized intersections	1
Maintained traffic lights	3
Maintained street lights	6
Parks and Recreation	
Park acres per 1,000 population (all agencies in town)	3.25
Recreation centers per 20,000 residents	0
Miles of recreation trails maintained by the Town	85
Solid Waste	
Residential waste diversion rate	99%
Total solid waste diversion rate	95%
Tons of waste disposed per capita	0.19
Pounds of solid waste per person per day – Population (2013)	1
Pounds of solid waste per person per day – Employees (2013)	3.9
Streets	
FY 2014 Pavement condition index (PCI) (ABAG)	77
Bike lane miles (Class 1 and Class 2)	< 1
Stormwater	
Compliant with NPDES standards	In compliance
Percent of storm drainage inlets equipped with trash capture	N/A

Major Service Function and Related Measures	Statistic
Miles of closed storm drain	20
Miles of open channel storm drain	0
Storm drain inlets	500
Capacity of stormwater drain, if available	N/A
Stormwater recharge facilities	None
Stormwater detention basins	2
Provision for stormwater reclamation	Yes, Retention/Detention
Utilities	
System average interruption frequency index	N/A
System average interruption duration index	N/A
Wastewater	
Gallons of annual sewer overflow per 100 miles of pipe	2,892
Individual septic systems within jurisdiction	1,200

Source: Adopted budget, interviews and data provided by Town staff.

¹ Los Altos Hills is served by the Los Altos branch of the Santa Clara County library system.

Disaggregated circulation and public access computer data are not available for Los Altos Hills.

Table 223. Summary of Town of Los Gatos's Service Level Statistics

Major Service Function and Related Measures	Statistic
Animal Control	
Dog licenses issued per 1,000 (CY 2014)	29.56
Animals handled at shelter per year (CY 2014)	302
Calls for service (CY 2014)	728
Law Enforcement	
Violent crimes	25
Property crimes	551
Violent crime clearance rate	44.0%
Property crime clearance rate	7.8%
Sworn personnel (FTE) per 1,000 population	1.28
Crimes per sworn FTE (violent and property)	15.16
Violent crime rates per 1,000 population	0.84
Property crime rates per 1,000 population	18.55
Library	
Items circulated per capita	12.63
Public access computers per 1,000 population	1.41
Lighting	
Signalized intersections	29
Maintained traffic lights	29
Maintained street lights	2,116
Parks and Recreation	
Park acres per 1,000 population (all agencies in Town)	11.81
Recreation centers per 20,000 residents	0
Miles of recreation trails maintained by the Town	15
Solid Waste	
Residential waste diversion rate	Not provided
Total solid waste diversion rate	Not provided
Tons of waste disposed per capita	0.75
Pounds of solid waste per person per day – Population (2013)	4
Pounds of solid waste per person per day – Employees (2013)	8.1
Streets	
FY 2014 Pavement condition index (PCI) (ABAG)	70
Bike lane miles (Class 1 and Class 2)	Not provided
Stormwater	
Compliant with NPDES standards	Yes

Major Service Function and Related Measures	Statistic
Percent of storm drainage inlets equipped with trash capture	Not provided
Miles of closed storm drain	52
Miles of open channel storm drain	Not provided
Storm drain inlets	Not provided
Capacity of stormwater drain, if available	Not provided
Stormwater recharge facilities	Not provided
Stormwater detention basins	Not provided
Provision for stormwater reclamation	Not provided
Utilities	
System average interruption frequency index	N/A
System average interruption duration index	N/A
Wastewater	
Gallons of annual sewer overflow per 100 miles of pipe	Not provided
Individual septic systems within jurisdiction	Not provided

Source: Adopted budget, interviews and data provided by Town staff.

Table 224. Summary of City of Milpitas's Service Level Statistics

Major Service Function and Related Measures	Statistic
Animal Control	
Dog licenses issued per 1,000 (CY 2014)	20.62
Animals handled at shelter per year (CY 2014)	771
Calls for service (CY 2014)	1,321
Law Enforcement	
Violent crimes	93
Property crimes	2,067
Violent crime clearance rate	44.1%
Property crime clearance rate	19.6%
Sworn personnel (FTE) per 1,000 population	1.14
Crimes per sworn FTE (violent and property)	26.0
Violent crime rates per 1,000 population	1.28
Property crime rates per 1,000 population	28.5
Library	
Items circulated per capita	24.7
Public access computers per 1,000 population	0.83
Lighting	
Signalized intersections	72
Maintained traffic lights	72
Maintained street lights	4,500
Parks and Recreation	
Park acres per 1,000 population (all agencies in city)	2.48
Recreation centers per 20,000 residents	0.82
Miles of recreation trails maintained by the City	5.4
Solid Waste	
Residential waste diversion rate	79%
Total solid waste diversion rate	Residential: 79% Business: 85%
Tons of waste disposed per capita	0.86
Pounds of solid waste per person per day – Population (2013)	5
Pounds of solid waste per person per day – Employees (2013)	8.2
Streets	
FY 2014 Pavement condition index (PCI) (ABAG)	69

Major Service Function and Related Measures	Statistic
Bike lane miles (Class 1 and Class 2)	Less than 4
Stormwater	
Compliant with NPDES standards	Yes
Percent of storm drainage inlets equipped with trash capture	N/A ¹
Miles of closed storm drain	110 miles
Miles of open channel storm drain	4 miles
Storm drain inlets	3,044
Capacity of stormwater drain, if available	0-10 year storm
Stormwater recharge facilities	Not provided
Stormwater detention basins	4
Provision for stormwater reclamation	Not provided
Utilities	
System average interruption frequency index	N/A
System average interruption duration index	N/A
Wastewater	
Gallons of annual sewer overflow per 100 miles of pipe	Not provided
Individual septic systems within jurisdiction	Not provided

Source: Adopted budget, interviews and data provided by City staff.

¹ The City does not have trash capture at each inlet, but has installed a trash capture device at Wrigley Ford Pump Station, that serves 634 acres.

Table 225. Summary of City of Monte Sereno's Service Level Statistics

Major Service Function and Related Measures	Statistic
Animal Control	
Dog licenses issued per 1,000 (FY 2014)	17.95
Animals handled at shelter per year (FY 2014)	23
Calls for service (FY 2014)	200
Law Enforcement	
Violent crimes	1
Property crimes	33
Violent crime clearance rate	0.0%
Property crime clearance rate	0.0%
Sworn personnel (FTE) per 1,000 population	7.37
Crimes per sworn FTE (violent and property)	1.21
Violent crime rates per 1,000 population	0.29
Property crime rates per 1,000 population	9.56
Library	
Items circulated per capita	N/A
Public access computers per 1,000 population	N/A
Lighting	
Signalized intersections	1
Maintained traffic lights	2
Maintained street lights	0
Parks and Recreation	
Park acres per 1,000 population (all agencies in city)	0
Recreation centers per 20,000 residents	0
Miles of recreation trails maintained by the City	0
Solid Waste	
Residential waste diversion rate	63.2%
Total solid waste diversion rate	63.2%
Tons of waste disposed per capita	0.37
Pounds of solid waste per person per day – Population (2013)	2.1
Pounds of solid waste per person per day – Employees (2013)	23.5
Streets	
FY 2014 Pavement condition index (PCI) (ABAG)	68
Bike lane miles (Class 1 and Class 2)	3
Stormwater	
Compliant with NPDES standards	Yes

Major Service Function and Related Measures	Statistic
Percent of storm drainage inlets equipped with trash capture	4
Miles of closed storm drain	7.3
Miles of open channel storm drain	Not available
Storm drain inlets	163
Capacity of stormwater drain, if available	Not Available
Stormwater recharge facilities	None
Stormwater detention basins	None
Provision for stormwater reclamation	None
Utilities	
System average interruption frequency index	N/A
System average interruption duration index	N/A
Wastewater	
Gallons of annual sewer overflow per 100 miles of pipe	No overflows reported
Individual septic systems within jurisdiction	60 unconnected parcels

Source: Adopted budget, interviews and data provided by City staff.

Table 226. Summary of City of Morgan Hill's Service Level Statistics

Major Service Function and Related Measures	Statistic
Animal Control	
Dog licenses issued per 1,000	Not provided
Animals handled at shelter per year	Not provided
Law Enforcement	
Violent crimes	63
Property crimes	676
Violent crime clearance rate	73%
Property crime clearance rate	14.6%
Sworn personnel (FTE) per 1,000 population	0.90
Crimes per sworn FTE (violent and property)	20.53
Violent crime rates per 1,000 population	1.58
Property crime rates per 1,000 population	16.94
Library	
Items circulated per capita	19.69
Public access computers per 1,000 population	.70
Lighting	
Signalized intersections	47
Maintained traffic lights	47
Maintained street lights	3,649
Parks and Recreation	
Park acres per 1,000 population (all agencies in city)	11.78
Recreation centers per 20,000 residents	2.01
Miles of recreation trails maintained by the City	8
Solid Waste	
Residential waste diversion rate	Not provided
Total solid waste diversion rate	Not provided
Tons of waste disposed per capita	0.54
Pounds of solid waste per person per day – Population (2013)	5.3
Pounds of solid waste per person per day – Employees (2013)	15.1
Streets	
FY 2014 Pavement condition index (PCI) (ABAG)	70
Bike lane miles (Class 1 and 2)	Class 1: Not provided Class 2: 37 miles

Major Service Function and Related Measures	Statistic
Stormwater	
Compliant with NPDES standards	Yes
Percent of storm drainage inlets equipped with trash capture	<2%
Miles of closed storm drain	96 miles
Miles of open channel storm drain	Not provided
Storm drain inlets	Not provided
Capacity of stormwater drain, if available	Not provided
Stormwater recharge facilities	Not provided
Stormwater detention basins	Not provided
Provision for stormwater reclamation	Not provided
Utilities	
System average interruption frequency index	N/A
System average interruption duration index	N/A
Wastewater	
Gallons of annual sewer overflow per 100 miles of pipe	Not provided
Individual septic systems within jurisdiction	Not provided

Source: Adopted budget, interviews and data provided by City staff.

Table 227. Summary of City of Mountain View's Service Level Statistics

Major Service Function and Related Measures	Statistic
Animal Control	
Dog licenses issued per 1,000 (FY 2014)	15.01
Animals handled at shelter per year (FY 2014)	401
Calls for service (FY 2014)	2,304
Law Enforcement	
Violent crimes	157
Property crimes	1,706
Violent crime clearance rate	59.2%
Property crime clearance rate	19.1%
Sworn personnel (FTE) per 1,000 population	1.23
Crimes per sworn FTE (violent and property)	19.41
Violent crime rates per 1,000 population	2.01
Property crime rates per 1,000 population	21.87
Library	
Items circulated per capita	21.6
Public access computers per 1,000 population	.63
Lighting	
Signalized intersections	124
Maintained traffic lights	85
Maintained street lights	4,177
Parks and Recreation	
Park acres per 1,000 population (all agencies in city)	12.41
Recreation centers per 20,000 residents	.77
Miles of recreation trails maintained by the City	9.35
Solid Waste	
Residential waste diversion rate	N/A
Total solid waste diversion rate	60%
Tons of waste disposed per capita	0.54
Pounds of solid waste per person per day – Population (2013)	3.7
Pounds of solid waste per person per day – Employees (2013)	3.8
Streets	
FY 2014 Pavement condition index (PCI) (ABAG)	70
Bike lane miles (Class 1 and 2)	41.5 ¹
Stormwater	
Compliant with NPDES standards	Yes

Major Service Function and Related Measures	Statistic
Percent of storm drainage inlets equipped with trash capture	6%
Miles of closed storm drain	115
Miles of open channel storm drain	.4
Storm drain inlets	2,836
Capacity of stormwater drain, if available	Not provided
Stormwater recharge facilities	None
Stormwater detention basins	2
Provision for stormwater reclamation	None
Utilities	
System average interruption frequency index	N/A
System average interruption duration index	N/A
Wastewater	N/A
Gallons of annual sewer overflow per 100 miles of pipe	901
Individual septic systems within jurisdiction	Not provided ²

Source: Adopted budget, interviews and data provided by City staff.

¹ In addition, the City has 5.9 miles of designated Bicycle Boulevards.

² City reports that this data is not tracked, but that the jurisdiction is fully served by sanitary sewer.

Table 228. Summary of City of Palo Alto's Service Level Statistics

Major Service Function and Related Measures	Statistic
Animal Control	
Dog licenses issued per 1,000	64.1
Animals handled at shelter per year	1,845
Law Enforcement	
Violent crimes	54
Property crimes	1,483
Violent crime clearance rate	61.1%
Property crime clearance rate	9.0%
Sworn personnel (FTE) per 1,000 population	1.36
Crimes per sworn FTE (violent and property)	16.7
Violent crime rates per 1,000 population	0.80
Property crime rates per 1,000 population	22.00
Library	
Items circulated per capita	4.48
Public access computers per 1,000 population	1.93
Lighting	
Signalized intersections	101
Maintained traffic lights	101
Maintained street lights	6,500
Parks and Recreation	
Park acres per 1,000 population (all agencies in city)	2.3
Recreation centers per 20,000 residents	1.48
Miles of recreation trails maintained by the City	40
Solid Waste	
Residential waste diversion rate	78%
Total solid waste diversion rate	78%
Tons of waste disposed per capita	0.70
Pounds of solid waste per person per day – Population (2013)	3.9
Pounds of solid waste per person per day – Employees (2013)	2.9
Streets	
FY 2014 Pavement condition index (PCI) (ABAG)	77
Bike lane miles (Class 1 and Class 2)	48.5 ¹
Stormwater	

Major Service Function and Related Measures	Statistic
Compliant with NPDES standards	Yes
Percent of storm drainage inlets equipped with trash capture	Not provided
Miles of closed storm drain	107
Miles of open channel storm drain	N/A
Storm drain inlets	2,750
Capacity of stormwater drain, if available	Design standard: Capacity for a 10-year storm
Stormwater recharge facilities	None
Stormwater detention basins	None
Provision for stormwater reclamation	Financial rebates for rain barrels/cisterns
Utilities	
System average interruption frequency index	0.12
System average interruption duration index	40.48
Wastewater	
Gallons of annual sewer overflow per 100 miles of pipe	Not provided
Individual septic systems within jurisdiction	Not provided

Source: Adopted budget, interviews and data provided by City staff.

¹*In addition, the City of Palo Alto has 4.2 miles of designated Bicycle Boulevards.*

Table 229. Summary of City of San Jose's Service Level Statistics

Major Service Function and Related Measures	Statistic
Animal Control	
Dog licenses issued per 1,000 (CY 2014)	48.63
Animals handled at shelter per year (CY 2014)	15,849
Calls for service (CY 2014)	20,749
Law Enforcement	
Violent crimes	3,215
Property crimes	25,510
Violent crime clearance rate	35.9%
Property crime clearance rate	10.9%
Sworn personnel (FTE) per 1,000 population	1.10
Crimes per sworn FTE (violent and property)	25.95
Violent crime rates per 1,000 population	3.20
Property crime rates per 1,000 population	25.40
Library	
Items circulated per capita	11.49
Public access computers per 1,000 population	1.09
Lighting	
Signalized intersections	923
Maintained traffic lights	933
Maintained street lights	63,500
Parks and Recreation	
Park acres per 1,000 population (all agencies in city)	16.39
Recreation centers per 20,000 residents	1.08
Miles of recreation trails maintained by the City	55.73
Solid Waste	
Residential waste diversion rate	60%
Total solid waste diversion rate	73%
Tons of waste disposed per capita	0.50
Pounds of solid waste per person per day – Population (2013)	2.8
Pounds of solid waste per person per day – Employees (2013)	7.8
Streets	
FY 2014 Pavement condition index (PCI) (ABAG)	62
Bike lane miles (Class 1 and Class 2)	285
Stormwater	
Compliant with NPDES standards	Yes

Major Service Function and Related Measures	Statistic
Percent of storm drainage inlets equipped with trash capture	3.24 ¹
Miles of closed storm drain	1,130
Miles of open channel storm drain	71.8
Storm drain inlets	34,720
Capacity of stormwater drain, if available	n/a ²
Stormwater recharge facilities	None
Stormwater detention basins	5
Provision for stormwater reclamation	Not provided
Utilities	
System average interruption frequency index	N/A
System average interruption duration index	N/A
Wastewater	
Gallons of annual sewer overflow per 100 miles of pipe	3,365 ³
Individual septic systems within jurisdiction	Not provided

Source: Adopted budget, interviews and data provided by City staff.

¹ Of the over 34,000 total storm drain inlets, less than 11,000 are located in areas impacted by trash at a level that may be deemed necessary for full trash capture treatment. Approximately 1,000 inlets in those subject trash-impacted areas are currently “equipped with trash capture,” resulting in approximately 9% coverage.

² Majority of the existing storm drain system provides the capacity for a three-year storm event.

³ Figure is from 2014.

Table 230. Summary of City of Santa Clara's Service Level Statistics

Major Service Function and Related Measures	Statistic
Animal Control	
Dog licenses issued per 1,000 (FY 2014)	16.79
Animals handled at shelter per year (FY 2014)	1,111
Calls for service (FY 2014)	4,078
Law Enforcement	
Violent crimes	172
Property crimes	3,023
Violent crime clearance rate	40.7%
Property crime clearance rate	11.7%
Sworn personnel (FTE) per 1,000 population	1.17
Crimes per sworn FTE (violent and property)	21.29
Violent crime rates per 1,000 population	1.40
Property crime rates per 1,000 population	24.68
Library	
Items circulated per capita	18.46
Public access computers per 1,000 population	0.78
Lighting	
Signalized intersections	196
Maintained traffic lights	130
Maintained street lights	8,054
Parks and Recreation	
Park acres per 1,000 population (all agencies in city)	2.23
Recreation centers per 20,000 residents	0.49
Miles of recreation trails maintained by the City	9.3
Solid Waste	
Residential waste diversion rate	63%
Total solid waste diversion rate	66%
Tons of waste disposed per capita	0.98
Pounds of solid waste per person per day – Population (2013)	5.5
Pounds of solid waste per person per day – Employees (2013)	6
Streets	
FY 2014 Pavement condition index (PCI) (ABAG)	75
Bike lane miles (Class 1 and Class 2)	Class 1: 12 miles

Major Service Function and Related Measures	Statistic
	Class 2: Not provided
Stormwater	
Compliant with NPDES standards	Yes
Percent of storm drainage inlets equipped with trash capture	10%
Miles of closed storm drain	195
Miles of open channel storm drain	1
Storm drain inlets	4,300
Capacity of stormwater drain, if available	Not provided ¹
Stormwater recharge facilities	None
Stormwater detention basins	2
Provision for stormwater reclamation	None
Utilities	
System average interruption frequency index	0.497 interruptions per customer
System average interruption duration index	52.89 minutes
Wastewater	
Gallons of annual sewer overflow per 100 miles of pipe	950
Individual septic systems within jurisdiction	Not provided ²

Source: Adopted budget, interviews and data provided by City staff.

¹ City reports that it maintains 140 miles of storm drain pipes

² City reports that this figure is likely kept at the County level

Table 231. Summary of City of Saratoga's Service Level Statistics

Major Service Function and Related Measures	Statistic
Animal Control	
Dog licenses issued per 1,000 (CY 2014)	29.27
Animals handled at shelter per year (CY 2014)	129
Calls for service (CY 2014)	485
Law Enforcement	
Violent crimes	3
Property crimes	276
Violent crime clearance rate	64.3%
Property crime clearance rate	16.7%
Sworn personnel (FTE) per 1,000 population	0.5
Crimes per sworn FTE (violent and property)	3.1
Violent crime rates per 1,000 population	0.3
Property crime rates per 1,000 population	1.2
Library	
Items circulated per capita	39.9
Public access computers per 1,000 population	0.9
Lighting	
Signalized intersections	15
Maintained traffic lights	57
Maintained street lights	101
Parks and Recreation	
Park acres per 1,000 population (all agencies in city)	2.8
Recreation centers per 20,000 residents	2.0
Miles of recreation trails maintained by the City	11
Solid Waste	
Residential waste diversion rate	63%
Total solid waste diversion rate	58%
Tons of waste disposed per capita	0.54
Pounds of solid waste per person per day – Population (2013)	2.9
Pounds of solid waste per person per day – Employees (2013)	11.7
Streets	
FY 2014 Pavement condition index (PCI) (ABAG)	72
Bike lane miles	Not provided

Major Service Function and Related Measures	Statistic
Stormwater	
Compliant with NPDES standards	Yes
Percent of storm drainage inlets equipped with trash capture	Not provided ¹
Miles of closed storm drain	45 miles
Miles of open channel storm drain	<1 mile
Storm drain inlets	Approx. 2,000
Capacity of stormwater drain, if available	Not provided
Stormwater recharge facilities	None
Stormwater detention basins	None
Provision for stormwater reclamation	None
Utilities	
System average interruption frequency index	N/A
System average interruption duration index	N/A
Wastewater	
Gallons of annual sewer overflow per 100 miles of pipe	1.7
Individual septic systems within jurisdiction	Not provided

Source: Adopted budget, interviews and data provided by City staff.

¹As part of the City's Long Term Trash Capture program, in the FY 2014-15 budget the City has allocated \$30,000 to install 15 storm drain trash capture devices.

Table 232. Summary of City of Sunnyvale's Service Level Statistics

Major Service Function and Related Measures	Statistic
Animal Control	
Dog licenses issued per 1,000	2,771 ¹
Animals handled at shelter per year	1,588
Law Enforcement	
Violent crimes	144
Property crimes	2,434
Violent crime clearance rate	62.5%
Property crime clearance rate	10.4%
Sworn personnel (FTE) per 1,000 population	0.57
Crimes per sworn FTE (violent and property)	30.69
Violent crime rates per 1,000 population	0.97
Property crime rates per 1,000 population	16.40
Library	
Items circulated per capita	18.27
Public access computers per 1,000 population	0.37
Lighting	
Signalized intersections	129
Maintained traffic lights	129
Maintained street lights	9,316
Parks and Recreation	
Park acres per 1,000 population (all agencies in city)	2.22
Recreation centers per 20,000 residents	0.40
Miles of recreation trails maintained by the City	13.4
Solid Waste	
Residential waste diversion rate	Not provided
Total solid waste diversion rate	65%
Tons of waste disposed per capita	0.63
Pounds of solid waste per person per day – Population (2013)	3.5
Pounds of solid waste per person per day – Employees (2013)	6.3
Streets	
FY 2014 Pavement condition index (PCI) (ABAG)	76
Bike lane miles (Class 1 and Class 2)	84
Stormwater	
Compliant with NPDES standards	Yes
Percent of storm drainage inlets equipped with trash capture	13.4%

Major Service Function and Related Measures	Statistic
Miles of closed storm drain	245
Miles of open channel storm drain	12.2
Storm drain inlets	4,200
Capacity of stormwater drain, if available	N/A ²
Stormwater recharge facilities	None
Stormwater detention basins	None
Provision for stormwater reclamation	None
Utilities	
System average interruption frequency index	N/A
System average interruption duration index	N/A
Wastewater	
Gallons of annual sewer overflow per 100 miles of pipe	1,103
Individual septic systems within jurisdiction	Not provided

Source: Adopted budget, interviews and data provided by City staff.

¹ Includes all animals (cats and dogs) annually.

²City notes that an upcoming Wastewater Master Plan may provide additional information