



SAN JOSE POLICE DEPARTMENT

TRAINING BULLETIN

TO: ALL DEPARTMENT PERSONNEL

FROM: Paul Joseph
Chief of Police

**SUBJECT: NEIGHBORHOOD QUALITY OF
LIFE (NQL) TEAM**

DATE: August 5, 2025

Bulletin #2025-015

On July 1, 2025, the Department launched a new unit with the mission of addressing quality of life issues citywide. The unit, known as the Neighborhood Quality of Life (NQL) team, is housed in the Special Operations Division of the Bureau of Field Operations. NQL is an enforcement unit comprised of one sergeant and six officers [REDACTED]
[REDACTED]

To accomplish its mission, NQL will:

- Enforce the City's "No Encampment Zones" to prevent encampments from re-establishing in the areas that have been previously abated by City staff.
- Occasionally partner with Beautify San Jose and the Housing Department when abating encampments and unhoused-related vehicles.
- Conduct follow up on quality of life issues referred by division captains through the chain of command.
- Attend to other duties as assigned by the Commander of Special Operations.

Department members are encouraged to reach out to NQL for:

- Assistance with searching for suspects, missing persons, or witnesses in the watershed area, parks, creek trails, or other non-traditional environments.
- Information on City departments, City contractors, vendors, and outside agencies that help abate or offer services to the unhoused.
- Community concerns regarding ongoing quality of life issues that have been addressed at a patrol level and persist.

Patrol requests for NQL should be directed via communications and will ultimately be approved through the Commander of Special Operations at a later time for possible follow up. The NQL team is not designed to handle calls for service, as the team has specific priorities (as outlined above).

ALL DEPARTMENT PERSONNEL

August 5, 2025

SUBJECT: NEIGHBORHOOD QUALITY OF LIFE (NQL) TEAM

NQL is a resource for division captains when they receive complaints from city leadership or the community that cannot be solved by patrol. Captains should forward these complaints to the NQL team [REDACTED]

A handwritten signature in black ink, appearing to read "Paul Joseph".

Paul Joseph
Chief of Police

PJ:PH:SA