

# STRATEGIC SUPPORT CSA

## 2025-2026 PROPOSED OPERATING BUDGET

### OUTCOMES:

- Excellent City service delivery that enhances internal and external customer experience and engagement
- Strategic investments in people, technology, and assets
- Inclusive, adaptive, and sustainable work environment

Presenter: Khaled Tawfik, Director, Information Technology

Panelists: Aram Kouyoumdjian, Director, Human Resources/Employee Relations

Maria Öberg, Director, Finance

Matt Loesch, Director, Public Works



# STRATEGIC SUPPORT CSA

## Core Services

### Finance

Debt & Treasury Management  
Disbursements  
Financial Reporting  
Purchasing & Risk Management  
Revenue Management

### Information Technology

Business Solutions  
San José 311  
Technology Infrastructure and  
Operations

### Human Resources

Employee Benefits  
Employment Services  
Health & Safety  
Training and Development

### Public Works

Facilities Management  
Fleet and Equipment Services  
Plan, Design, and Construct Public  
Facilities and Infrastructure

# STRATEGIC SUPPORT CSA

## Program Samples\*

### Finance

- Payroll and Accounts Payable
- General and Specialized Accounting
- Purchasing & Risk Management
- Accounts Receivable, Business Tax and Utility Billing
- Revenue Audit and Compliance
- Cashiering and Payment Processing
- Banking Management
- Debt and Investment Management
- Finance Emergency Response and Recovery

### Human Resources

- Recruiting/Hiring
- Classification Services
- Medical Benefits
- Workers' Compensation Administration
- Employee Safety

### Information Technology

- Cybersecurity Office
- Enterprise Resource Management
- Advanced Applications and Services
- Productivity and Collaboration Applications
- Data Services
- IT Systems and Operations
- Voice and Data Network Infrastructure
- City Customer Contact Center

### Public Works

- Facility Maintenance and Operations
- Energy and Water Conservation
- Fleet Maintenance and Operations
- Radio Communication
- City Facilities Architectural Services and Capital Project Administration

\* For a complete list of programs, please refer to the 2025-2026 Proposed Operating Budget

*2025-2026 Budget Study Sessions*

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# STRATEGIC SUPPORT PERFORMANCE MEASURE DASHBOARD

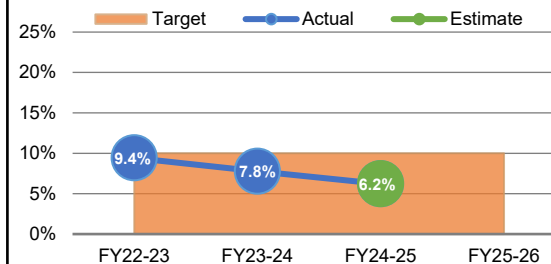
## Bond Rating

City's General Obligation Bond Rating (Finance)

Fiscal Year	Moody's	Standard & Poor's	Fitch
FY20-21 Actual	Aa1	AA+	AAA
FY21-22 Actual	Aa1	AA+	AAA
FY22-23 Actual	Aa1	AA+	AAA
FY23-24 Actual	Aa1	AA+	AAA
FY24-25 Target	Aa1	AA+	AAA
FY24-25 Estimate	Aa1	AA+	AAA
FY25-26 Target	Aa1	AA+	AAA

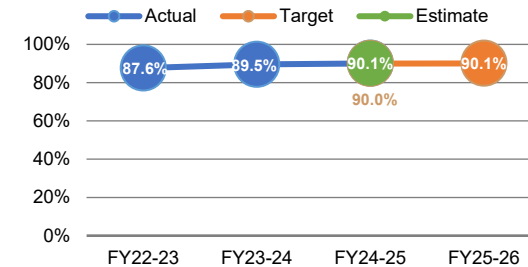
## Employee Turnover Rate

% of employees that separated from the City from average active employees, excluding retirements (HR)



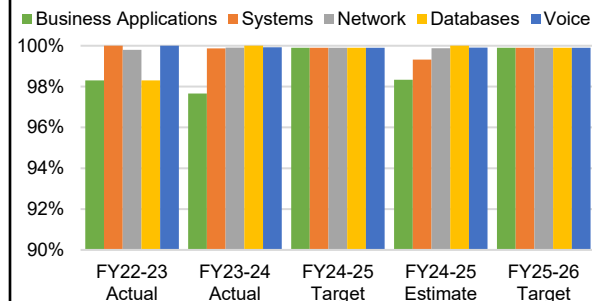
## Filled Positions

% of positions filled as a total of budgeted positions (HR)



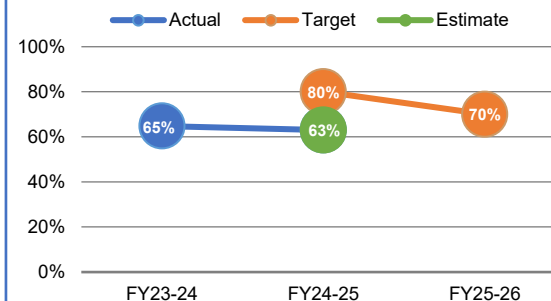
## Uptime and Availability

IT and PW system uptime and availability (IT, PW)



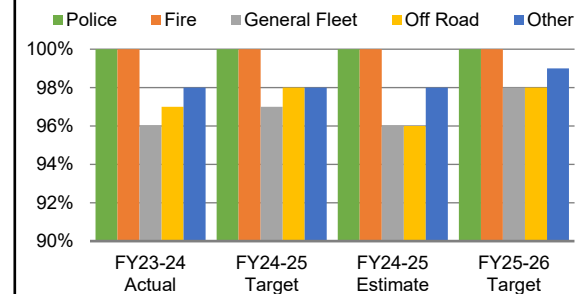
## SJ311 Customer Satisfaction Score

% of San Jose 311 customers who rate the service as "very good" or "good" (IT)



## Vehicle and Equipment Availability

% of vehicles and equipment that is available for use when needed (PW)



# STRATEGIC SUPPORT

## Budget Summary

Department	2024-2025 Adopted	2025-2026 Forecast	2025-2026 Proposed	% Change from Forecast
Finance*	\$90,639,769	\$85,280,462	\$85,168,940	(0.1%)
Information Technology	\$44,089,740	\$38,283,872	\$42,563,802	11.2%
Human Resources**	\$140,804,974	\$151,826,158	\$151,837,524	0.01%
Public Works***	\$216,872,079	\$180,625,421	\$186,526,636	3.3%
<b>CSA Total</b>	<b>\$492,406,562</b>	<b>\$456,015,913</b>	<b>\$466,096,902</b>	<b>2.2%</b>
<b>Positions</b>	<b>772.21</b>	<b>760.06</b>	<b>761.06</b>	<b>0.1%</b>

\* Includes payments in debt service and special funds

\*\* The Human Resources Budget includes the Budget for Employee Benefits totaling \$108,040,123; \$120,453,189; and \$120,453,189 respectfully.

\*\*\* The Public Works Department has additional funding budgeted in both the Neighborhood Services City Service Area and the Community and Economic Development City Service Area.

# STRATEGIC SUPPORT 2025-2026 PRIORITIES / SERVICE DELIVERY



- Protect and allocate City financial resources for community needs; ensure timely payments to employees and vendors, accurate financial reporting, top-quality procurement and delivery, and efficient business systems.
- Continue to reduce vacancies by evaluating, streamlining, and innovating for effective hiring practices and building long-term capacity through strategic pipeline programs.
- Maintain City facilities, equipment, vehicles, and manage space usage; oversee the City's capital projects, ensuring on-time and on-budget delivery of facilities.
- Leverage innovative solutions and data to support City priorities, address service gaps, improve quality of life, and provide departments with analytics tools for evidence-based decision-making and enhanced service delivery.



# STRATEGIC SUPPORT

## Proposed Budget Actions

Proposal Title	Amount	Previously Funded One-Time?
San José 311 Program Support and Staffing	\$801,172	Y
Measure T Operations and Maintenance	\$ 383,000	
Equity Through Data Lead Staffing	\$302,114	Y
Fleet Vehicle Acquisition and Build Up Staffing	\$163,533	
Business Tax Amnesty Program	\$125,000	
Disaster Recovery and Grants Management Reorganization	(\$236,522)	
Earmarked Reserves: Information Technology Sinking Fund Reserve	(\$300,000)	
Electrical Maintenance Staffing	(\$416,028)	
General Fleet Replacement	(\$500,000)	



# STRATEGIC SUPPORT CSA SUMMARY



- Achieve strong financial performance for the City's public resources
- Maintain City facilities, equipment, and vehicles, and manage space usage
- Ensure employees and customers have the well-maintained facilities, technology tools, and equipment they need
- Ensure a safe, healthy, and well-trained workforce
- Enrich the quality of life in San José through innovation, collaboration, and engagement



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