

# STRATEGIC SUPPORT CSA

## 2023-2024 PROPOSED OPERATING BUDGET

### OUTCOMES:

- Sound Fiscal Management that Facilitates Meeting the Needs of the Community
- A High Performing Workforce Committed to Exceeding Internal and External Customer Expectations
- Innovative and Responsive Solutions to Improve Services and Ensure Positive Public Engagement
- Safe and Functional Public Infrastructure, Facilities and Equipment

Rick Bruneau, Director of Finance

Jennifer Schembri, Director of Human Resources/Employee Relations

Jim Bersig, Assistant Director of Information Technology

Matt Loesch, Acting Director of Public Works



# STRATEGIC SUPPORT CSA

## Departments and 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 and Safety  
Workforce Learning 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 & Accounts Payable
- Accounting & Financial Reporting
- Business Tax Program
- Utilities Billing & Accounts Receivable
- Revenue Audit and Compliance
- Purchasing & Risk Management
- Banking, Cashiering & Payment Processing
- Debt & Investment Management
- Emergency Fiscal Recovery/ Grants Administration

### Human Resources

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

### Information Technology

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

### Public Works

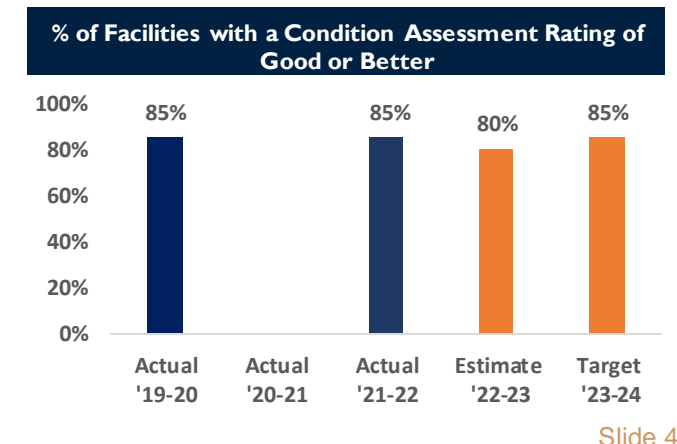
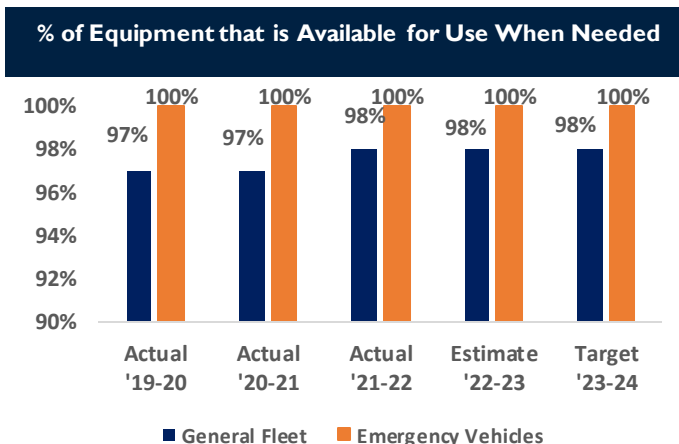
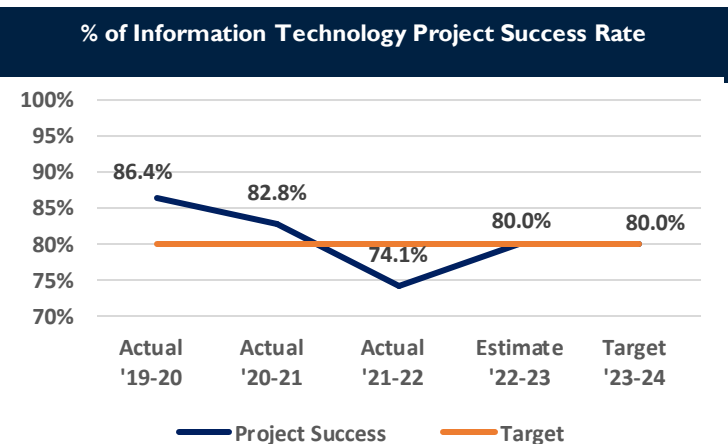
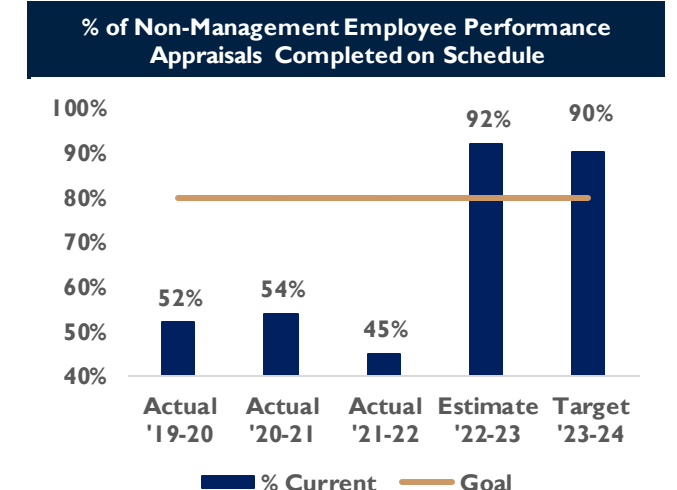
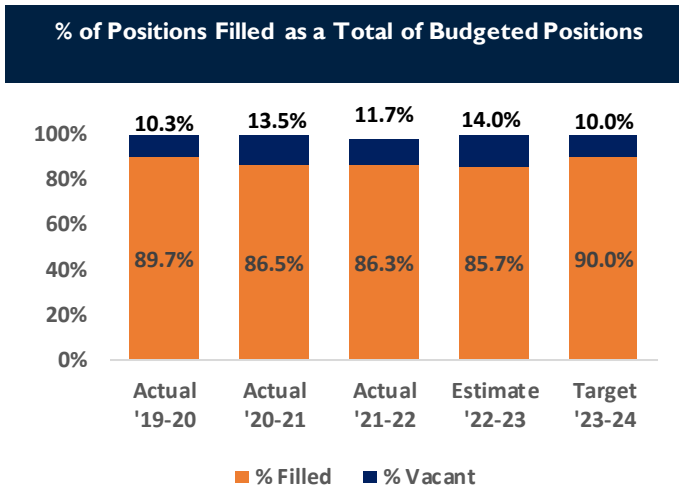
- Facility Maintenance and Operations
- Energy and Water Conservation
- Fleet Maintenance and Operations
- Radio Communication
- City Facilities Architectural Services and Capital Project Administration

**\* For a complete list of programs, please refer to the 2023-2024 Proposed Operating Budget**

# STRATEGIC SUPPORT CSA PERFORMANCE MEASURE DASHBOARD



City Bond Ratings (Issuer Ratings)			
	Moody's	Standard & Poor's	Fitch
Actual 2018-19	Aa1	AA+	AA+
Actual 2019-20	Aa1	AA+	AA+
Actual 2020-21	Aa1	AA+	AA+
Actual 2021-22	Aa1	AA+	AAA
Estimate 2022-23	Aa1	AA+	AAA
Target 2023-24	Aa1	AA+	AAA



# STRATEGIC SUPPORT CSA

# Budget Summary

Department	2022-2023 Adopted	2023-2024 Forecast	2023-2024 Proposed	% Change from Adopted	% Change from Forecast
Finance*	\$82,067,280	\$80,580,679	\$82,075,428	0.0%	1.9%
Human Resources**	\$119,428,833	\$123,672,876	\$126,208,845	5.7%	2.1%
Information Technology	\$39,949,049	\$33,834,476	\$38,389,105	(3.9%)	13.5%
Public Works***	\$169,936,214	\$147,960,828	\$172,499,423	1.5%	16.6%
<b>CSA Total</b>	<b>\$411,381,376</b>	<b>\$386,048,859</b>	<b>\$419,172,801</b>	<b>1.9%</b>	<b>8.6%</b>
<b>Positions</b>	<b>771.00</b>	<b>757.00</b>	<b>798.69</b>	<b>3.6%</b>	<b>5.5%</b>

\* Finance Department includes debt service payments in special and capital funds

\*\* Human Resources includes the City's Benefit Funds

\*\*\* Public Works includes additional funding and positions budgeted in the Neighborhood Services CSA (Animal Care) and Community and Economic Development CSA (Private Development Regulation and Facilitation)

# STRATEGIC SUPPORT CSA SERVICE DELIVERY ENVIRONMENT



- Ensure the City's financial resources are protected and available to address the short-term and long-term needs of the community; make accurate and timely payments to City employees and vendors; provide accurate and timely financial reports; and deploy efficient business systems and processes for timely billing and collection efforts.
- Attract talent; provide opportunities for career growth; enable an environment focused on health, safety, and wellness; and retain a diverse workforce in a workplace that is equitable and inclusive.
- Develop solutions to streamline business processes, promote data-driven decisions, support the City's digital workforce, and reinforce cybersecurity measures to advance resident engagement and San José 311 service responsiveness.
- Maintain City facilities, equipment, and vehicles, and manage space usage; oversee the City's capital projects, ensuring on-time and on-budget delivery of facilities that meet both customers and City staff needs.



# STRATEGIC SUPPORT CSA

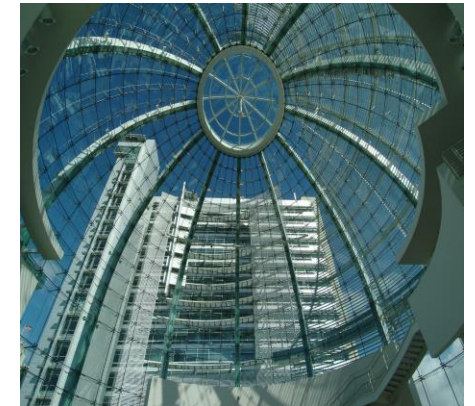
## Proposed Budget Actions

Proposal Title	Amount	Previously Funded One-Time?
IT:Windows II Upgrade, Equipment, and Resources	\$3,186,000	
Finance: Disaster Recovery and Grants Management Staffing	\$1,254,000	Y
HR: Recruitment Centralization Pilot Program	\$1,001,000	Y
HR: Workforce Development Staffing (Pipeline)	\$479,000	Y
PW: Measure T Operations and Maintenance Staffing	\$461,000	
IT/Finance: Enterprise Resource Planning Replacement Project Management Staffing	\$361,000	
IT: Homeless Encampment Management System	\$250,000	Y
PW: Fleet Maintenance Staffing (Communications Installers)	\$230,000	

# STRATEGIC SUPPORT CSA SUMMARY



- Manage, protect and report on City of San José financial resources to enhance the City's financial condition for residents, businesses and investors
- Provide solutions as innovative as the community we serve, which enable the delivery of technologies and data that contribute to an equitable, engaged, effective, and resilient City
- Maintain City facilities, equipment, and vehicles, and manage space usage in an increasingly hybrid working environment
- Nurture employee growth, safety, and wellness to attract, retain, and engage a diverse workforce with opportunities to thrive and serve residents





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