

STRATEGIC SUPPORT

2022-2023 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
- Technology and Data Tools that Enable a Collaborative, Responsive, and Productive City
- Safe and Functional Public Infrastructure, Facilities, and Equipment

Julia H. Cooper, Director of Finance

Jennifer Schembri, Director of Human Resources/Employee Relations

Matt Cano, Director of Public Works

Khaled Tawfik, Director of Information Technology

2022-2023 Budget Study Sessions

Strategic Support CSA

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
Training and Development

Public Works

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

Strategic Support CSA Program Examples*

Finance

- Payroll & Accounts Payable
- Business Tax Program
- Utilities Billing & Accounts Receivable
- General Tax, Fees & Charges Revenue & Collection
- Specialized & Financial Reporting
- Purchasing & Risk Management
- Banking, Cashiering & Payment Processing
- Debt Issuance & Management
- 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

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

Public Works

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

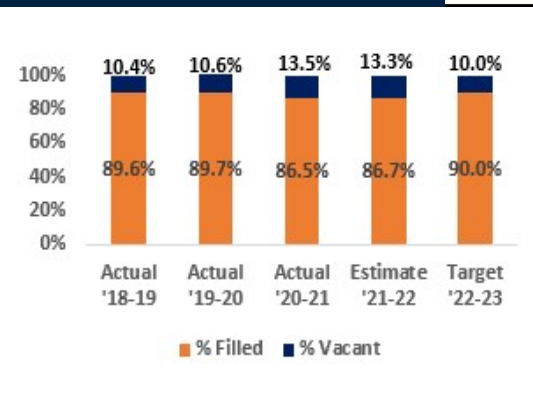
* For a complete listing of programs, please refer to the 2022-2023 Proposed Operating Budget

CSA Performance Measure Dashboard

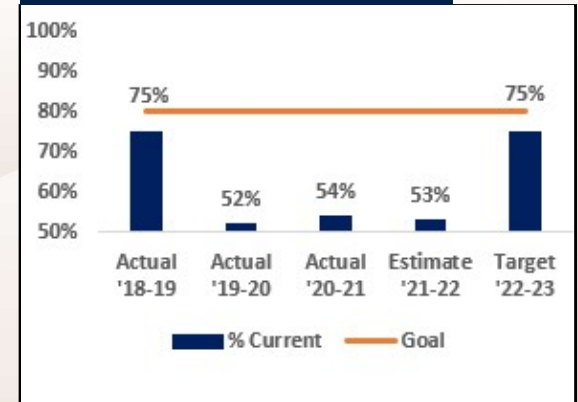
City Bond Ratings
(Issuer Ratings)

	Moody's	Standard & Poor's	Fitch
Actual 2017-18	Aa1	AA+	AA+
Actual 2018-19	Aa1	AA+	AA+
Actual 2019-20	Aa1	AA+	AA+
Actual 2020-21	Aa1	AA+	AA+
Estimate 2021-22	Aa1	AA+	AA+
Target 2022-23	Aa1	AA+	AA+

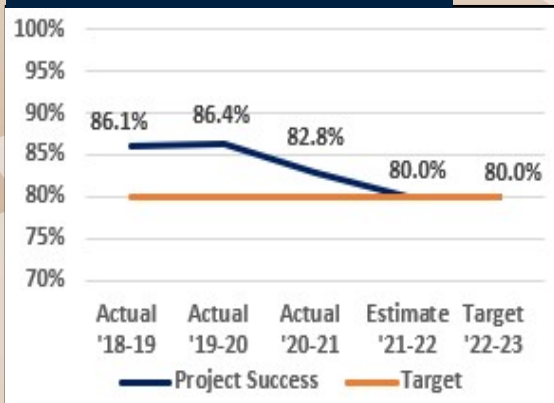
% of Positions Filled as a Total of
Budgeted Positions



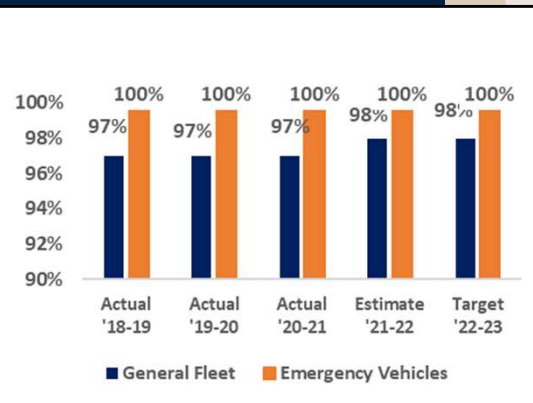
% of Non-Management Employee
Performance Appraisals Completed
on Schedule



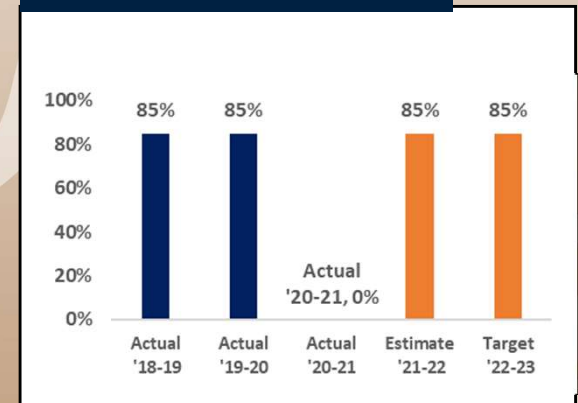
% of Information Technology Project
Success Rate



% of Equipment Available for Use
when Needed



% of Facilities with Condition
Assessment Rating of Good or
Better



Strategic Support CSA Budget Summary

Department	2021-2022 Adopted	2022-2023 Forecast	2022-2023 Proposed	% Change From Adopted
Finance ¹	\$82,898,824	\$77,908,102	\$79,733,946	(3.82%)
Public Works ²	\$164,664,251	\$138,481,493	\$146,563,479	(10.99%)
Information Technology	\$33,636,451	\$31,218,680	\$36,275,137	7.84%
Human Resources ³	\$118,395,201	\$116,615,713	\$118,766,833	0.31%
CSA Total	\$399,594,727	\$364,223,988	\$381,339,395	(4.57%)
Positions	718.25	722.50	771.00	7.34%

¹ Includes debt service payments in special and capital funds

² Additional funding and positions budgeted in Neighborhood Services CSA (Animal Care) and Community and Economic Development CSA (Private Development Regulation and Facilitation)

³ Includes the City's Benefit Funds

Strategic Support CSA

Service Delivery Environment

- Meet City demand for procurement and contracting services, support San José Clean Energy growth and consequent need for more complex accounting support, fund critical City-wide training in grants administration and management, support increase in affordable housing debt transactions due to Measure E and replace end-of-life software supporting the City debt portfolio valued at over \$4.6 billion.
- 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.
- Champion City Roadmap and equity solutions using technology and data to transform City services; enhance service resilience against cybersecurity risks and natural disasters; and support the City's transition to a digital workforce.
- Increasing need for hybrid workplace tools and space.

Strategic Support CSA

Proposed Budget Actions

Proposal Title	Amount	Previously Funded One-Time?	City Roadmap Item?
Procurement Improvement Staffing	\$552,234		Y
City Hall Security Services	\$297,141	Y	
Recruitment and Retention Staffing	\$792,730	Y	Y
Learning and Development Program	\$581,432	Y	Y
Development Services Staffing	\$806,636	Y	Y
Office of Civic Innovation – Transfer Core Functions to Information Technology	\$192,857		

Summary

- Manage, protect and report on City of San José financial resources to enhance the City's financial condition for residents, businesses and investors
 - Put powerful tools and information in the hands of people to unleash their brilliance in service to our community.
- 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 while keeping employees' safety and supported in a flexible work environment



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