

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

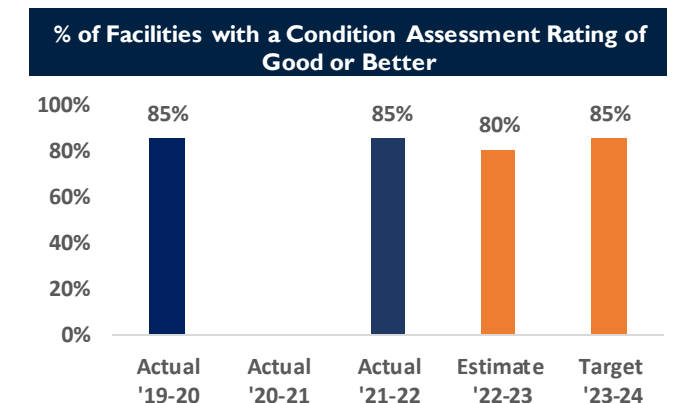
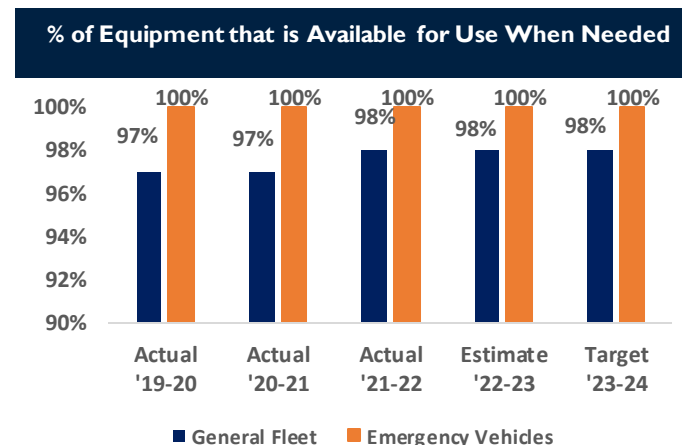
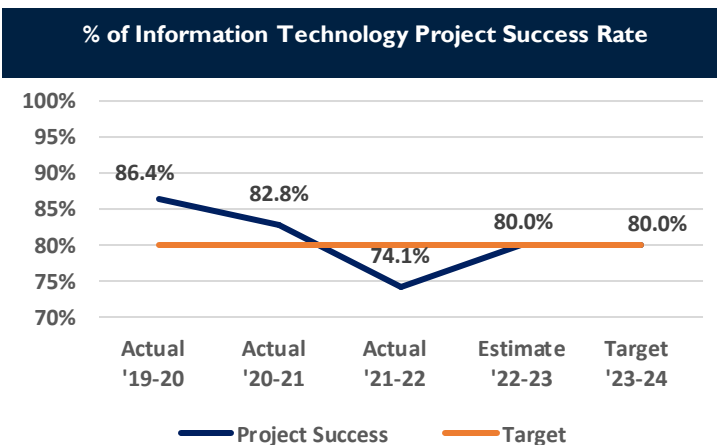
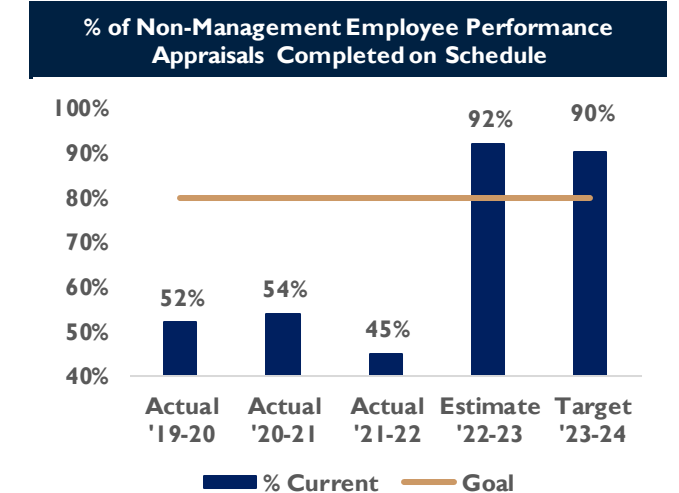
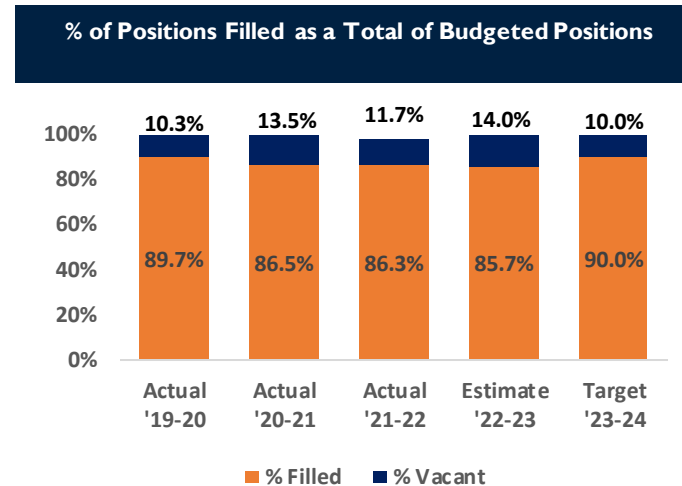
Facility Maintenance and Operations
Energy and Water Conservation
Fleet Maintenance and Operations
Radio Communication
City Facilities Architectural Services
and Capital Project Administration

*** 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%
CSA Total	\$411,381,376	\$386,048,859	\$419,172,801	1.9%	8.6%
Positions	771.00	757.00	798.69	3.6%	5.5%

* 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

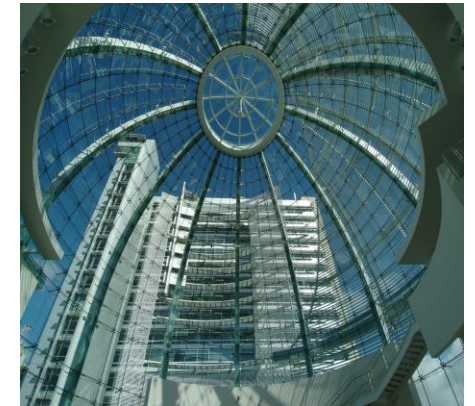
Proposal Title	Amount	Previously Funded One-Time?
IT:Windows 11 Upgrade, Equipment, and Resources	\$3,186,000	
Finance: Disaster Recovery and Grants Management Staffing	\$1,254,000	Y
HR: Recruitment Centralization Pilot Program	\$1,001,000	Y
HR: Workforce Development Staffing (Pipeline)	\$479,000	Y
PW: 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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