

STRATEGIC SUPPORT

2019-2020 Proposed Operating Budget

OUTCOMES:

- **Sound Fiscal Management that Facilitates Meeting the Needs of the Community**
- **A High Performing Workforce that is Committed to Exceeding Internal and External Customer Expectations**
- **Effective Use of Technology**
- **Safe and Functional Public Infrastructure, Facilities, and Equipment**

STRATEGIC SUPPORT

Finance

- Disbursements
- Financial Reporting
- Purchasing and Risk Management
- Revenue Management
- Treasury Management

Human Resources

- Employee Benefits
- Employment Services
- Health and Safety
- Training and Development

Information Technology

- City Customer Contact Center
- Business Solutions
- Technology Infrastructure & Operations

Public Works

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

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Program Samples*

Finance

- Business Tax
- Revenue & Collection
- Investment Management
- Debt Management
- Payroll & Accounts Payable
- Financial Reporting
- Purchasing
- Banking Management
- Cashiering and Payment Processing

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

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 2019-2020 Proposed Operating Budget

STRATEGIC SUPPORT

Expected Service Delivery

- Accurate and Timely Financial Reports
- Finance, Protect, and Maintain City Assets
- Effective Technologies
- Hire Talent



STRATEGIC SUPPORT

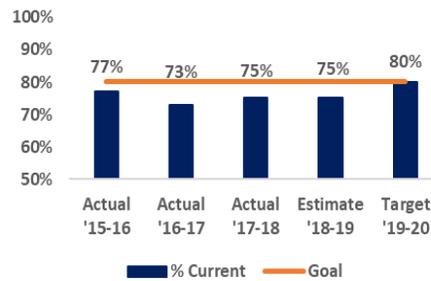
Performance Measure Dashboard

City's Bond Ratings
(General Obligation Bond Rating)

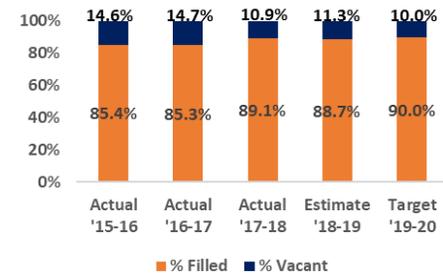
City's Bond Ratings
(General Obligation Bond Rating)

	Moody's	Standard & Poor's	Fitch
Actual '15-16	Aa1	AA+	AA+
Actual '16-17	Aa1	AA+	AA+
Actual '17-18	Aa1	AA+	AA+
Estimate '18-19	Aa1	AA+	AA+
Target '19-20	Aa1	AA+	AA+

% of Non-Management Employee Performance Appraisals Completed on Schedule



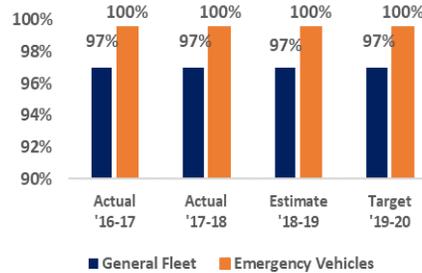
% of Positions Filled as a Total of Budgeted Positions



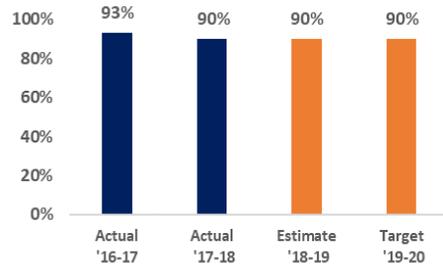
% of Information Technology Project Success Rate



% of Equipment that is Available for Use When Needed



% of Facilities with a Condition Assessment Rating of Good or Better



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Budget Summary

Department	2018-2019 Adopted	2019-2020 Forecast	2019-2020 Proposed	% Change from Adopted
Finance	\$96,913,705	\$93,890,720	\$89,694,205	(7.4)%
Human Resources	\$105,980,220	\$106,502,943	\$114,439,272	8.0%
Information Technology	\$26,734,593	\$24,483,104	\$28,895,574	8.1%
Public Works*	\$133,683,822	\$113,060,275	\$130,347,776	(2.5)%
CSA Total	\$363,312,340	\$337,937,042	\$363,378,827	0.00%

Positions	925.30	907.45	962.55	4.0%
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* The Public Works Department has additional funding in the Community and Economic Development and Neighborhood Services City Service Areas.

Proposed Budget Actions

Information Technology

- Information Technology Sinking Fund
- PCs and Operating Systems Replacement
- Cybersecurity Coverage/Services
- Integrated Permitting System Staff Support
- City Portfolio-Product-Project Staffing
- Transition Non-Emergency Calls to City Contact Center

Proposed Budget Actions

Public Works

- Building Improvements & Repairs
 - Measure T Bond Program
 - Cultural Facilities
- Technology and Innovation
 - Mobile Communications
 - Energy Program
 - Geographic Information Systems
- City Hall Campus Security

Proposed Budget Actions

Human Resources

- Temporary Staffing in Employment Division
- Talent Development Activities for Employees
- Work Space Improvements for Department
- Classification and Compensation Studies for Critical Job Specifications
- Safety Training Funding to Ensure Employees are Current and Certified
- Bringing the Fingerprinting Process In-House

Proposed Budget Actions

Finance

- Purchasing Division Program Delivery Improvements
- General Accounting and Special Accounting Staffing
- Sales Tax Compliance Application
- Debt Management Financing Support Services
- Travel Reimbursement Software

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Workplan Highlights

- Protect financial resources to address community's needs
- Provide compensation and payments to City employees and vendors in a timely and accurate manner
- Manage and reduce City's cybersecurity risks
- Provide productivity and collaboration solutions that support department work—e.g., business process automation, document management, and office software
- Service resident and business requests through the City Customer Contact Center/3-1-1
- Maintain City facilities, equipment and vehicles
- Oversee capital projects ensuring on-time/on-budget delivery
- Hiring for talent
- Offer diverse menu of benefits
- Injury prevention and supporting injured workers
- Rebuild city-wide training and development
- Strengthen our employee value proposition

Supporting Major Initiatives

Resource and Infrastructure Investments

- Purchasing Division Program Delivery Improvements
- Travel Reimbursement Software
- Cybersecurity Protections
- Technology for BeautifySJ, Emergency Management, & Infrastructure Management
- Alleviate Non-Emergency Calls to 911
- Measure T Bond Program
- Powered by People

Equity and Outcomes Review of Selected Neighborhood/Community Services

- Business Tax Amnesty Program
- Digital Inclusion Fund
- Inclusive/Open Access to City Services via Phone, Online, and App
- Community WiFi
- Public Works Small Business Academy
- Recruitment Efforts

Summary

- Execute, secure, and sustain the civic technology solutions that allow San José to thrive as a community
- Provide sound financial services to the organization
- Promote active engagement in the health, well-being and training of employees
- Continue effective recruitment strategies, and manage hiring processes to attract and retain qualified employees
- Improve the condition and extend the life of City fleet and facilities

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