

STRATEGIC SUPPORT CSA

2024-2025 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

Jennifer Schembri, Director of Human Resources/Employee Relations

Rick Bruneau, Director of Finance

Matt Loesch, Director of Public Works

Khaled Tawfik, Director of Information Technology



STRATEGIC SUPPORT CSA

Core Services

FINANCE DEPARTMENT

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

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
- Voice and Data Network Infrastructure
- City Customer Contact Center

Public Works

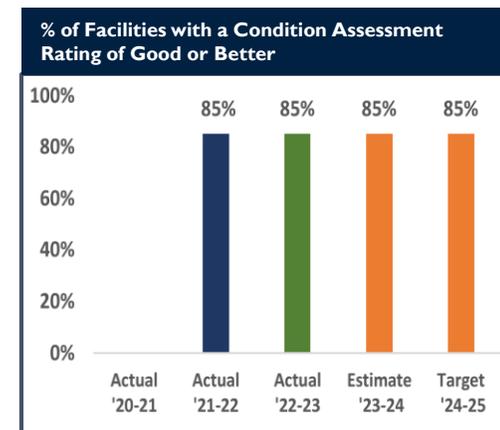
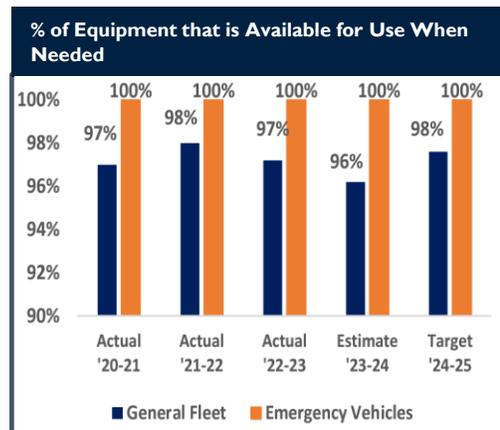
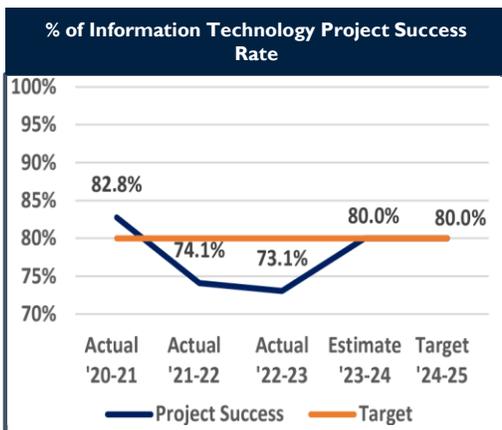
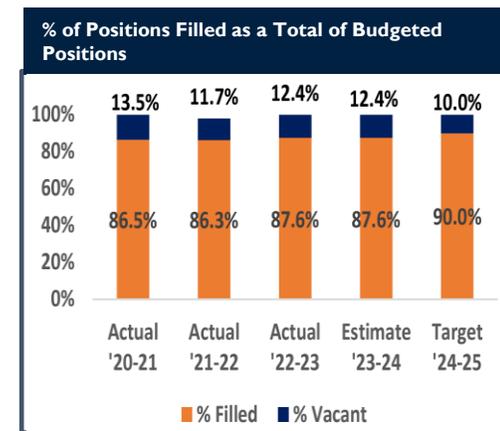
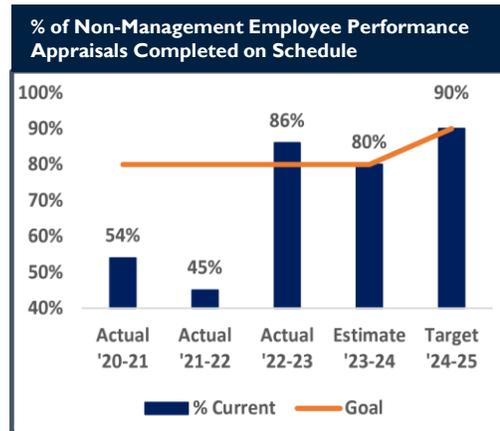
- Facility Maintenance and Operations
- Energy and Water Conservation
- Fleet Maintenance and Operations
- Radio Communication
- City Facilities Architectural Services and Capital Project Administration

*** For a complete list of programs, please refer to the 2024-2025 Proposed Operating Budget**

STRATEGIC SUPPORT PERFORMANCE MEASURE DASHBOARD



City's Bond Ratings (General Obligation Bond Issuer Ratings)			
	Moody's	Standard & Poor's	Fitch
Actual 2019-20	Aa1	AA+	AA+
Actual 2020-21	Aa1	AA+	AAA
Actual 2021-22	Aa1	AA+	AAA
Actual 2022-23	Aa1	AA+	AAA
Actual 2023-24	Aa1	AA+	AAA
Target 2024-25	Aa1	AA+	AAA



Data was not collected in 2020-2021 due to COVID-19 emergency work prioritization.

STRATEGIC SUPPORT

Budget Summary

Department	2023-2024 Adopted	2024-2025 Forecast	2024-2025 Proposed	% Change from Forecast
Finance*	\$88,440,628	\$84,571,840	\$84,683,493	0.1%
Public Works**	\$203,576,270	\$192,501,645	\$190,668,159	(0.1%)
Information Technology	\$43,207,823	\$37,194,955	\$37,998,617	2.2%
Human Resources***	\$127,164,344	\$139,545,810	\$139,863,974	0.2%
CSA Total	\$462,389,065	\$453,814,250	\$453,214,243	(0.1%)
Positions	799.69	780.1	774.21	(0.8%)

* Includes payments in debt service and special funds

** The Public Works Department has additional funding budgeted in the Neighborhood Services City Service Area.

***Human Resources Budget includes the Budget for Employee Benefits totaling \$108. 0 million and \$120.5 million, respectfully.

STRATEGIC SUPPORT 2024-2025 SERVICE DELIVERY HIGHLIGHTS



- 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; procure and deliver top-notch products and services; 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.
- 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.
- Champion City priorities and equity solutions using technology and data to transform City services. Execute initiatives with City departments that identify and resolve service needs that lift San José's people. Provide the data and analytics resources for City departments to drive towards decision making informed by data. Enable teams that train and practice service design skills that improve the accessibility, responsiveness, and positive outcomes for City residents and businesses.

STRATEGIC SUPPORT

Proposed Budget Actions

Proposal Title	Amount	Previously Funded One-Time?
San José 311 Program	\$603,330	Y
Recruitment Staffing	\$412,314	Y
Disaster Recovery and Grants Management Staffing	\$397,939	Y
City Hall Audio/Visual Program Management Staff	\$292,114	Y
Janitorial Services Reduction	(\$630,000)	N
Debt Management Staffing and Revenue Management Staffing	(\$354,236)	N
Vacant Position Elimination (Enterprise Technology Manager)	(\$268,377)	N
Learning and Development (Non-Personal)	(\$75,000)	N

STRATEGIC SUPPORT CSA SUMMARY



- Maintain favorable bond ratings to ensure lowest cost of capital, provide financial modeling and analysis to meet the increasingly complex needs of the City, ensure effective management of the City's investment portfolio, revenue collected, accounting functions, purchasing and risk management programs, and ensure timely disbursements to vendors and employees.
- Maintain City facilities, equipment, and vehicles, and manage space usage in an increasingly hybrid working environment
- Focus on making San Jose a great place to work by supporting employee growth, safety, and wellness which will result in attracting, retaining, and engaging a diverse workforce with opportunities to thrive and serve residents while keeping employees safe and supported in a flexible work environment.
- Enrich the quality of life in San José through innovation, collaboration, and engagement.



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