

CITY MANAGER

The mission of the San José City Manager's Office is to provide strategic leadership that supports the Mayor and the City Council and motivates and challenges the organization to deliver high quality services that meet the community's needs.

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The Office of the City Manager (CMO) develops public policy, leads the organization, and manages City-wide service delivery. A key focus of the City Manager's Office is providing leadership to position the organization to meet changing community challenges by developing a workforce that has the breadth and depth of skills and experience for service delivery. The administration also manages the City's operating and capital budgets with over 110 budgeted funds.

The operating budget for the City Manager's Office totaled \$14.4 million* in 2016-17. Staffing in 2016-17 totaled 66, up from 63 in 2015-16 and down from 90 ten years ago. The CMO held 10 meetings throughout the City to gather input for the development of the annual budget and 13 meetings of the Neighborhoods Commission. The CMO responded to, or coordinated, 643 public records requests, 71 percent of which received a response within 10 days (the initial time limit set by the California Public Records Act). Additional requests are managed by individual departments.**

The CMO assists the City Council in the legislative process by developing the legislative agenda and providing staff reports. In 2016-17, the Office approved 647 staff reports for City Council consideration, assigned about 105 referrals from the City Council, and issued 96 information memoranda.

*In addition to expenditures paid out of its operating budget, the CMO was also responsible for \$4.7 in actual Citywide expenses in 2016-17. This included \$749,000 for a legal obligation subsidy for the Successor Agency to the Redevelopment Agency, and \$1.5 million for Public, Education, and Government (PEG) Access Facilities capital expenditures.

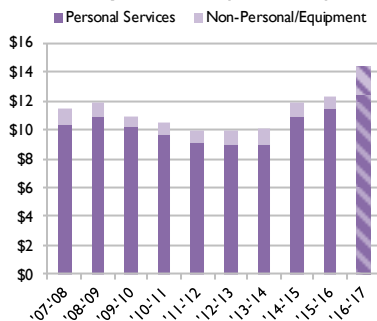
** In 2016-17, the City Auditor's Office published an [Audit on Open Government](#).

Functions of the City Manager's Office

- **Budget**—Develops and monitors the operating and capital budgets for the City of San José, providing fiscal and operational analysis and ensuring the fiscal health of the organization.
- **Employee Relations**—Negotiates labor contracts, encourages effective employee relations, and supports a positive, productive, and respectful work environment.
- **Policy Development**—Provides professional expertise and support to the City Council in the formulation, interpretation, and application of public policy.
- **Intergovernmental Relations**—Monitors, reviews, and analyzes state and federal activities with an actual or potential effect on the City; advocates on state and federal issues of concern to the City; and manages the sponsorship of and advocates for City-sponsored legislation.
- **Communications**—Provides point of contact with the media on Citywide issues, manages CivicCenter TV operations including videotaping of Council and Council Committee meetings, oversees the City's website, and coordinates the City public records program.
- **Agenda Services**—Works with the offices of the City Attorney and the City Clerk to develop weekly and special City Council/Rules and Open Government meeting agendas, and oversees agenda development for other Council Committees to ensure compliance with the Brown Act and City open government policy.
- **Immigrant Affairs**—Develops strategies that support the integration of various immigrant groups in the City by increasing opportunities for shared prosperity and aims at becoming the most successful multi-cultural city in the world.
- **Civic Innovation**—Oversees and coordinates a wide range of projects, programs, and opportunities related to "smart cities" efforts, that aim to make the city more efficient and effective.

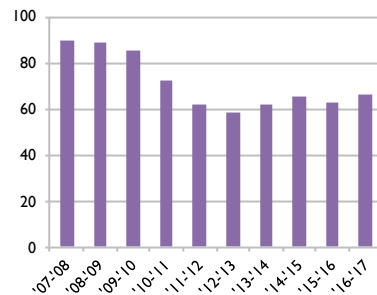
*The Office of Economic Development is within the CMO, but is shown in a different chapter. For FY 2017-18, the Office of Emergency Services has been moved into the City Manager's Office (see the Fire Department chapter for more information).

City Manager Operating Expenditures (\$millions)

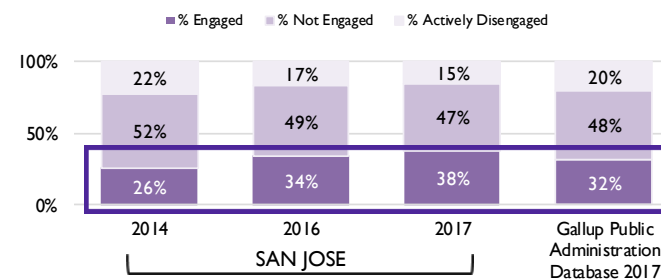


Note: 2016-17 is adopted budget data. All other years are actual expenses.

City Manager Authorized Positions



City Employee Engagement Survey Results



Note:
Engaged—Go above and beyond, are passionate about their work.
Not Engaged—Do fine work, but for whom it is just a job.
Actively Disengaged—Are disgruntled and may create disruption in the workplace.

Source: City Employee Engagement Index data based on survey conducted by Gallup, Inc.