

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.

# CITY MANAGER

The City Manager's Office (CMO) develops public policy, leads the organization, and manages Citywide service delivery. 2022-23 operating expenditures totaled \$23.1 million, including personal and non-personal expenditures. In addition, the CMO was responsible for \$7.6 million in Citywide expenses. Staffing in 2022-23 totaled 84.5 positions.

CMO carries out various multi-year, Citywide initiatives, including the Customer Service Vision and Standards initiative and the Children and Youth Services Master Plan. CMO reported hosting 89 community meetings during 2022-23, with topics including the Children and Youth Services Master Plan, police reform, and the COVID-19 Recovery Task Force.

## CMO KEY FACTS (2022-23)

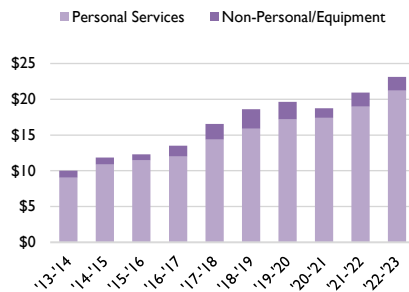
Staff reports approved for City Council consideration	529
City Council referrals assigned	50
Information memoranda issued	68
Community budget meetings held	33
Public records requests responded to or coordinated	387
City staff attending a language access training	288
Emergency Operations Flash Reports	13
City Manager's 30-Day Roundups	11

## Functions of the City Manager's Office (2022-23):

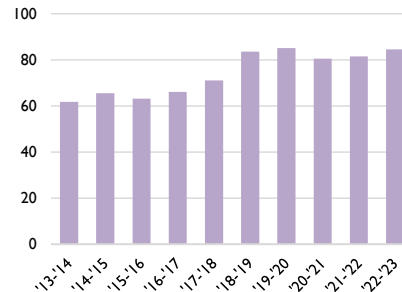
- **Administration, Policy, and Intergovernmental Relations** supports Citywide policy analysis and implementation, and monitors state and federal legislation. Other services include agenda review and open government and public record request coordination.
- **Budget** develops and monitors the City's operating and capital budgets, ensuring the City's fiscal health.
- **Communications** directs and implements the City's communications strategy to inform and engage San José residents. It provides strategic counsel and oversight of media relations; internal communication; emergency public information; and digital, social, and creative services.
- **Employee Relations** negotiates labor contracts and supports a positive, productive, and respectful work environment.
- **Executive Leadership/City Management** supports the Mayor and City Council in making public policy decisions and ensures the organization is delivering cost-effective services. It also guides development of long-term, equity-focused, and data-driven strategies to invest in the City's future.

For the Office of Emergency Management and Office of Racial Equity, see later in this chapter. See also the chapter on Office of Economic Development and Cultural Affairs.

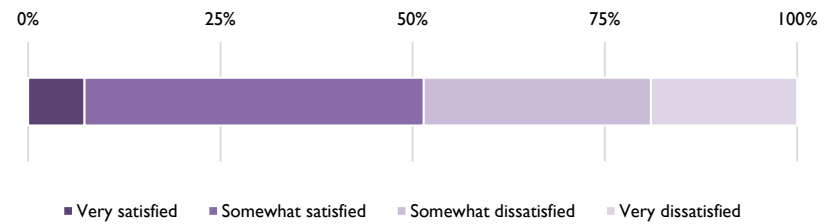
**City Manager Operating Expenditures (\$ millions)**



**City Manager Authorized Positions**



**Community Survey 2023**  
Residents' rating of the job the City of San José is doing to provide city services



# CITY MANAGER

The 2022-23 **City Initiative Roadmap** was comprised of 41 initiatives that represented significant new policies, strategies, projects, or programs that required strategic planning and leadership capacity to successfully deliver. The initiatives were categorized under eight enterprise priorities.

Through the *Outcomes, Equity Indicators, and Performance Management* initiative, the CMO was working to modernize performance measures and utilize the City Service Areas (CSAs) to align measures around inputs, activities, processes, and outcomes. In 2023, the City Council approved four focus areas for the City: Increasing Community Safety, Reducing Unsheltered Homelessness, Cleaning Up Our Neighborhoods, and Attracting Investment in Jobs and Housing. In addition to the four City Council Focus Areas, the City Council also approved five Foundational Strategic Support Focus Areas. This includes Driving Organizational Performance, which continues the performance management modernization and alignment initiative. Moving forward, the CMO has begun transitioning to a Focus Area Governance and Management Approach for 2023-24.

## 2022-2023 City Initiatives Roadmap

Enterprise Priority	Initiative									
COVID-19 Pandemic Community and Economic Recovery	Housing Stabilization	Re-Employment + Workforce Development	Small Business Recovery + Resilience	COVID-19 Recovery Task Force						
Sustainable and Resilient City Infrastructure and Emergency Preparedness	Disaster Ready + Climate Smart	Reliable Infrastructure Resilience	Clean Energy Resilience	Water Supply Resilience	Natural Environment Restoration					
Ending Homelessness	Emergency Housing System Expansion	Encampment Services, Outreach, Assistance, + Resources	Encampment Management + Safe Relocation	Emergency Housing Financial Sustainability	Safety Net Services County Coordination					
Safer San José	Police Reforms	Vision Zero Traffic Safety	City Services Continuity of Operations							
Clean, Vibrant, and Inclusive Neighborhoods and Public Life	Children + Youth Services Master Plan	Education, Digital Equity, + Digital Literacy	BeautifySJ Encampment Trash Services	BeautifySJ Vehicle Blight	Child Care Siting Policy Update					
Building the San José of Tomorrow with a Downtown for Everyone	Align Zoning with General Plan	Development Services Process Improvements	Google Downtown West Development	BART Silicon Valley Extension	Airport Connector + Diridon Station	North San José	High-Speed Rail	Wage Theft Prevention Policy + Responsible Contractor Ordinance	Affordable Housing on Assembly Use Sites Policy (YIGBY)	
Enterprise Priority Foundational	Initiative									
Strategic Fiscal Positioning and Resource Deployment	Emergency Fiscal Recovery + Planning	Outcomes, Equity Indicators, + Performance Management	Disparity Study	Advancing Equity through Culture + Practice	Procurement Improvement					
Powered by People	Workforce Diversity + Talent Pipeline	Citywide Hiring	Employee Wellbeing, Growth, + Retention	Digital Workforce	Customer Service Vision + Standards					

# CITY MANAGER

## OFFICE OF EMERGENCY MANAGEMENT

The Office of Emergency Management (OEM) leads efforts to protect life, property, and the environment by managing programs that mitigate, prepare for, respond to, and recover from disasters and emergencies. OEM administers Community Emergency Response Team (CERT) trainings, which train residents and businesses on how to organize, respond, and recover from major emergencies. OEM reports there were 296 CERT graduates in 2022-23. OEM estimates at least 2,600 residents received emergency preparedness outreach during community events.

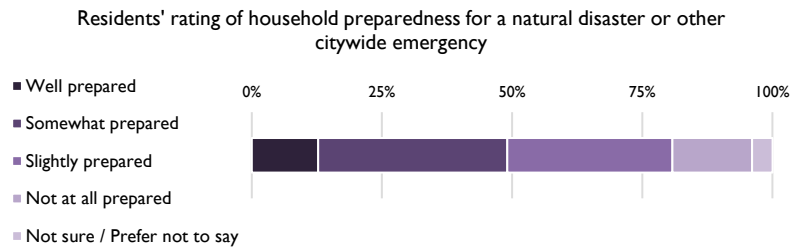
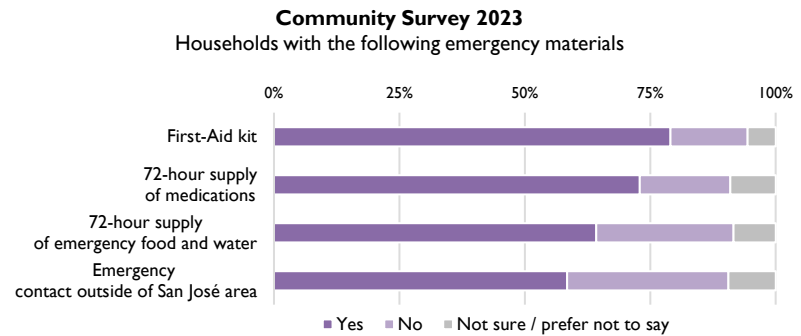
The Emergency Operations Center (EOC) is comprised of 221 staff, of which 42 percent received required training. The EOC was activated three times in 2022-23, including responses to extreme heat during August 2022, storms during December 2022, and an additional atmospheric river in March 2023.

## OFFICE OF RACIAL EQUITY

The mission of the Office of Racial Equity (ORE) is to support the City in embedding a racial equity practice and embody a culture that sustains it. ORE is responsible for enabling the organization to examine and improve the City's policies, programs, and practices to address structural and/or institutional racism in the city. ORE is also responsible for implementing the Welcoming San José Plan 2.0. The plan aims to enable civic, economic, linguistic, and social inclusion of immigrants and refugees in San José.

During 2022-23, ORE offered 19 trainings, workshops, and study sessions to increase City staff's understanding of equity concepts and methods to incorporate an equity lens in decision-making. ORE reports continuing to work with all departments to implement the Budgeting for Equity practice in the budgeting process. In addition, in May 2023, ORE launched the San José for All Advisory Board. With a focus on community members' lived experiences, the board aims to provide feedback on improving City practices and services that elevate racial equity.

ORE partnered with Welcoming America to host a three-day Welcoming Interactive Conference focused on inclusion and belonging best practices in service of immigrant and refugee communities. Welcoming America reports more than 600 people attended the conference. ORE collaborated with other community-based organizations to host an additional 19 events, including spotlights on economic empowerment and higher education.



## ORE KEY FACTS (2022-23)

Staff that participated in an equity-related training or workshop	400
Active Department/Office Racial Equity Action Plans	20
Citizenship virtual information session attendees	782
Citizenship in-person workshop attendees	160
Naturalization applications completed and filed	108

