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 Office of the City Manager (CMO) develops public policy, leads the organization, and manages Citywide service delivery. A key focus of the CMO is providing leadership to meet changing community challenges by developing a workforce that has the skills and experience for service delivery. Operating expenditures for the CMO in 2017-18 totaled $16.6 million. This includes personal and non-personal expenditures. In addition, the CMO was responsible for $10.5 million in Citywide expenses, which included a $500,000 subsidy for the Successor Agency to the Redevelopment Agency, and $1.5 million for Public, Educational, and Government Access Facilities capital expenditures. Staffing in 2017-18 totaled 71.

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. The CMO held five meetings throughout the city to gather input for the development of the annual budget.

- **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 sponsorship of and advocates for City-sponsored legislation.

- **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. The CMO approved 654 staff reports for City Council consideration, assigned 101 referrals from the City Council, and issued 88 information memoranda.

- **Employee Relations** – Negotiates labor contracts, encourages 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. The CMO staffed 23 meetings of the Neighborhoods Commission.

- **Communications** – Provides point of contact with the media on City-wide 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. The CMO responded to, or coordinated, at least 523 public records requests. Additional requests are managed by individual departments.

- **Emergency Management** – Leads efforts to protect life, property, and the environment by managing programs that prevent and respond to disasters and emergencies. In September 2017, the City moved the Office of Emergency Management (OEM) - formerly the Office of Emergency Services - from the Fire Department to the CMO. OEM's Ready San José! programs include public outreach and training in emergency preparedness. In 2017-18, OEM reached out to 1,822 people through public fairs, city fairs and council member programs, and trained 32 individuals to lead Community Emergency Response Team (CERT) training sessions. Thirty-one percent of residents surveyed rated the quality of emergency preparedness services as "excellent" or "good".

- **Immigrant Affairs** – Develops strategies that support the integration of immigrant groups in the city by increasing opportunities for shared prosperity. In 2016, City Council adopted the Welcoming San José Plan, which focuses on leadership and communications; access and engagement; education; economic opportunity; and safe, healthy, and connected communities.

- **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.

City Manager Operating Expenditures ($millions)

Legend: Personal Services, Non-Personal/Equipment

City Manager Authorized Positions