

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. 2018-19 operating expenditures totaled \$18.6 million, including personal and non-personal expenditures. In addition, the CMO was responsible for \$4.6 million in Citywide expenses, which included \$1.4 million for Public, Educational, and Government Access Facilities capital expenditures. Staffing in 2018-19 totaled 84.

KEY FACTS (2018-19)

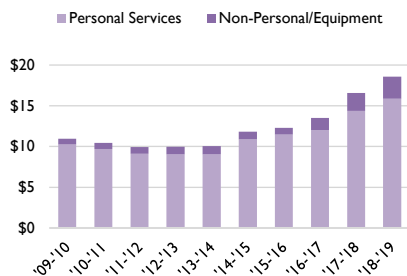
Staff reports approved for City Council consideration	642
City Council referrals assigned	77
Information memoranda issued	81
Neighborhoods Commission meetings staffed	18
Community budget meetings held	5
Public records requests responded to or coordinated	316
Public records requests received Citywide	3,761

Functions of the City Manager's Office:

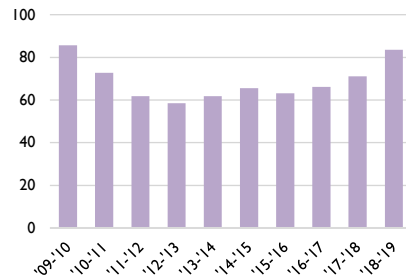
- **Agenda Services** oversees agenda development for Council Committees and develops weekly agendas for the City Council and Rules & Open Government Committee with the offices of the City Attorney and the City Clerk.
- **Budget** develops and monitors the City's operating and capital budgets, ensuring the City's fiscal health.
- **Civic Innovation** executes the City's Smart City Vision, overseeing projects aiming to improve the efficiency and effectiveness of City services through the use of data and technology.
- **Communications** corresponds with the media on Citywide issues, manages CivicCenter TV, oversees the City's website, and coordinates the Open Government program, including coordination of Citywide public records requests.
- **Policy Development** supports the City Council in the formulation, interpretation, and application of public policy.
- **Intergovernmental Relations** monitors state and federal laws and policies, while advocating for legislation addressing City concerns.
- **Employee Relations** negotiates labor contracts and supports a positive, productive, and respectful work environment.

For the Office of Emergency Management and Office of Immigrant Affairs, see next page. For the Office of Economic Development, see p. 61.

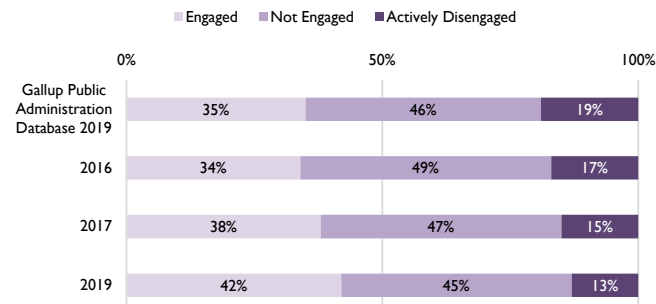
City Manager Operating Expenditures (\$millions)



City Manager Authorized Positions



City Employee Engagement Survey Results



Note: No survey was completed in 2018.

*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*

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 prevent and respond to disasters and emergencies. In September 2017, the City moved the 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.

OEM administers the Community Emergency Response Team (CERT) trainings. The purpose of the program is to train residents and businesses on how to organize, respond, and recover from major emergencies, such as earthquakes, fires, and floods. The program was reactivated last year.

OFFICE OF IMMIGRANT AFFAIRS

The Office of Immigrant Affairs (OIA) aims to enable civic, economic, linguistic, and social inclusion of immigrants and refugees in San José in a way that facilitates opportunities for everyone to reach their fullest potential. In 2016, City Council adopted the Welcoming San José Plan, which recommends a set of strategies centered on leadership and communications; access and engagement; education; economic opportunity; and safe, healthy, and connected communities. OIA collaborates with nonprofits and the County of Santa Clara to support citizenship workshop events, the Rapid Response Network, and the Pro Bono Immigration Network. There were 1,212 calls to the Rapid Response Network in 2018-19 to support those impacted by federal immigration enforcement efforts.

OEM KEY FACTS (2018-19)

People reached through public engagement	2,083
Graduates from Community Emergency Response Team course	159
Emergency Operations Center (EOC) Staff	180
EOC Staff trained this year	84
EOC Staff trained overall	139
EOC Percentage staff trained	77%

RESIDENT SURVEY

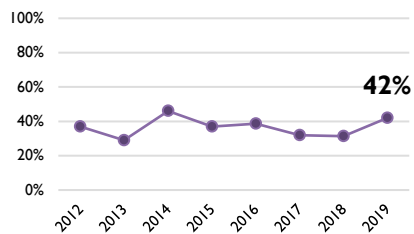
57% of respondents report they stocked supplies for an emergency.

OIA KEY FACTS (2018-19)

City staff receiving language access training	338
Citizenship workshop events	3
Total workshop participants	597
Participants completed and filed their paperwork	398
Fee waiver applications completed	221

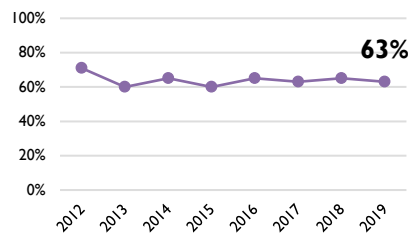
RESIDENT SURVEY

% of San José residents rating San José's emergency preparedness as "Excellent" or "Good"



RESIDENT SURVEY

% of San José residents rating San José's openness and acceptance as "Excellent" or "Good"



Emergency Operations Center activation in response to the Curie Fire on July 10, 2018.



Folklorico at World Refugee Day Celebration at City Hall.

