

# *Introduction*

## **City Service Areas**

### ***CITY SERVICE AREAS***

Community and  
Economic Development

Environmental and Utility  
Services

Neighborhood Services

Public Safety

Transportation and  
Aviation Services

Strategic Support

### **What is a City Service Area?**

City Service Areas (CSAs) integrate services provided in individual departments into the City's five key lines of business – Community and Economic Development, Environmental and Utility Services, Neighborhood Services, Public Safety, and Transportation and Aviation Services. An additional CSA, referred to as "Strategic Support," represents the internal functions that enable the other five CSAs to provide services to the community. These cross-departmental CSAs provide a forum for strategic planning and investment decisions within the context of the Mayor and City Council policy priorities. Plans, policies, and investment decisions at the CSA level are then carried out through departmental core and operational services.

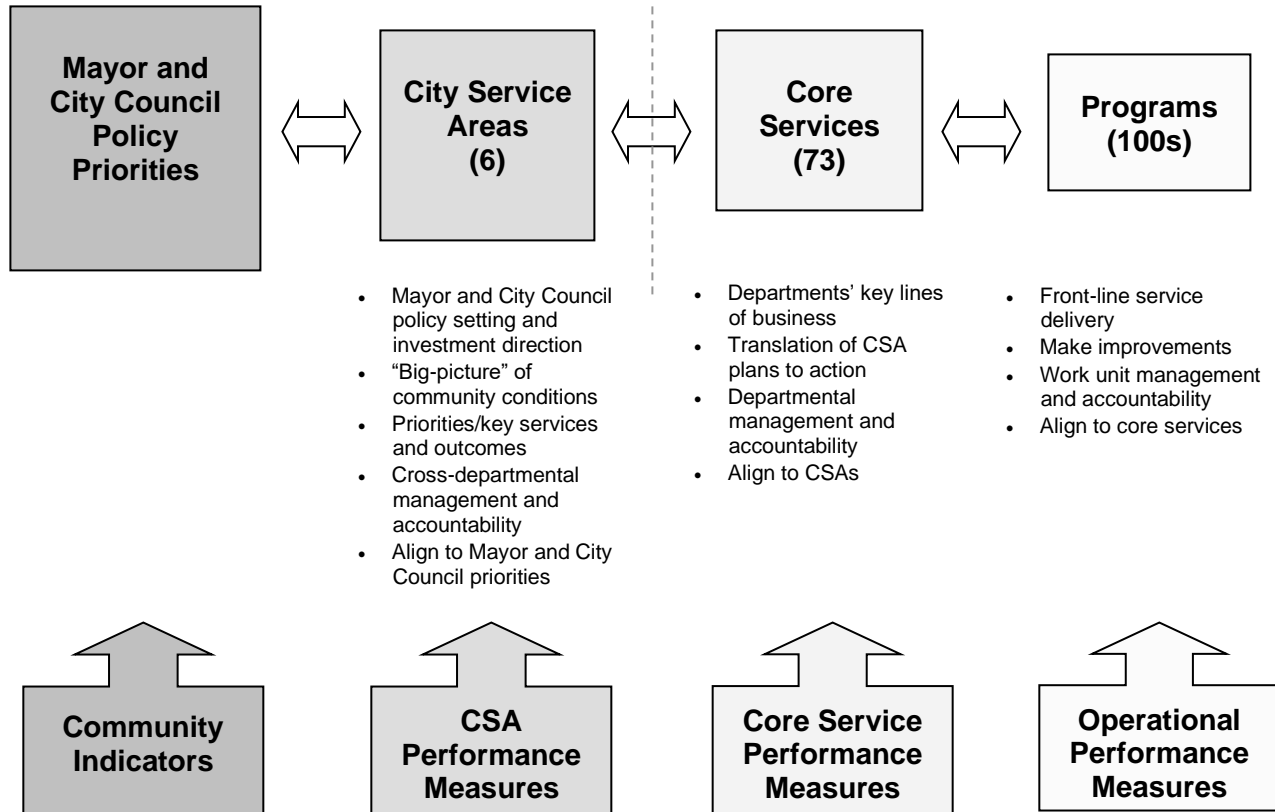
Each CSA is guided by a Mission Statement, which is informed by the City's Mission Statement. The City's Mission Statement can be found on the City Service Area – Core Service Map at the end of this section.

The following pages present an overview of the CSA framework and how it is used in San José's operating and capital budgets and in performance reporting to the City Council and the public.

# Introduction

## City Service Areas

### City of San José's Service Delivery Framework for Performance-Driven Government



The City of San José's Service Delivery Framework for Performance-Driven Government aligns front line services (or programs) to the Mayor and City Council Policy Priorities. This structure acknowledges the complexity of the organization and the wide variety of services delivered and provides tools at all levels of the organization to plan, manage, and measure the results that customers experience.

The 2002-2003 Operating Budget was San José's first performance-based budget developed by City Service Area (CSA). CSAs enable the City to strategically plan and show results of the collaboration among departments. Each CSA aligns the efforts of a number of core services (each with its own set of performance measures) into the City's key lines of business. In 2017-2018, programs were identified and aligned to the Core Services.

Both the operating and capital budget documents are aligned to the CSA framework. A CSA-based capital project reporting system has been implemented along with consistent performance measures to ensure that the City meets its on-time and on-budget goals for project delivery.

# *Introduction*

## **City Service Areas**

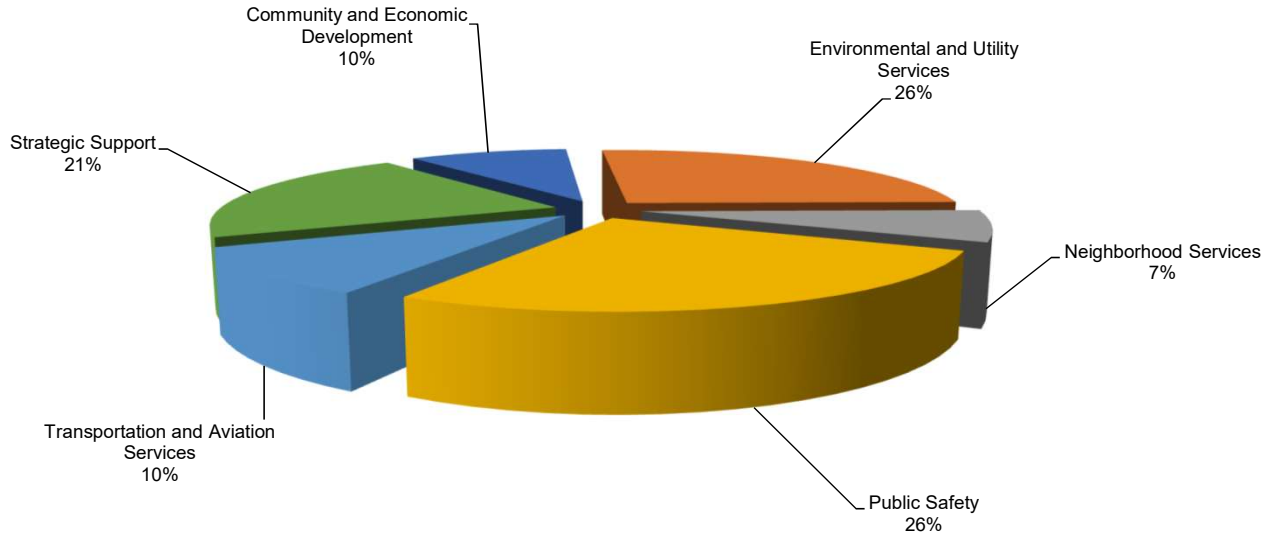
### **CSA Alignment for the Budget Document**

The operating budget document reflects San José's service delivery-based framework for performance-driven government. In that framework, each of the 73 departmental core services is aligned to one of six CSAs to which it contributes. A "map" detailing the alignment of the 73 core services to the six CSAs, including a description of the CSA mission and a listing of the CSA outcomes (the "ends" to which the plans, efforts, resources, and results of the CSA are directed) is provided at the end of this Introduction.

Each of the CSA overview sections that follow includes a description of the CSA's mission, partner departments, and a CSA outcome listing. The Service Delivery Framework displays the CSA's mission, outcomes, and the Core Services for each of the partner departments. A CSA Dashboard is also included to highlight key performance measures for the CSA.

# Introduction City Service Areas

## City Service Area Budget

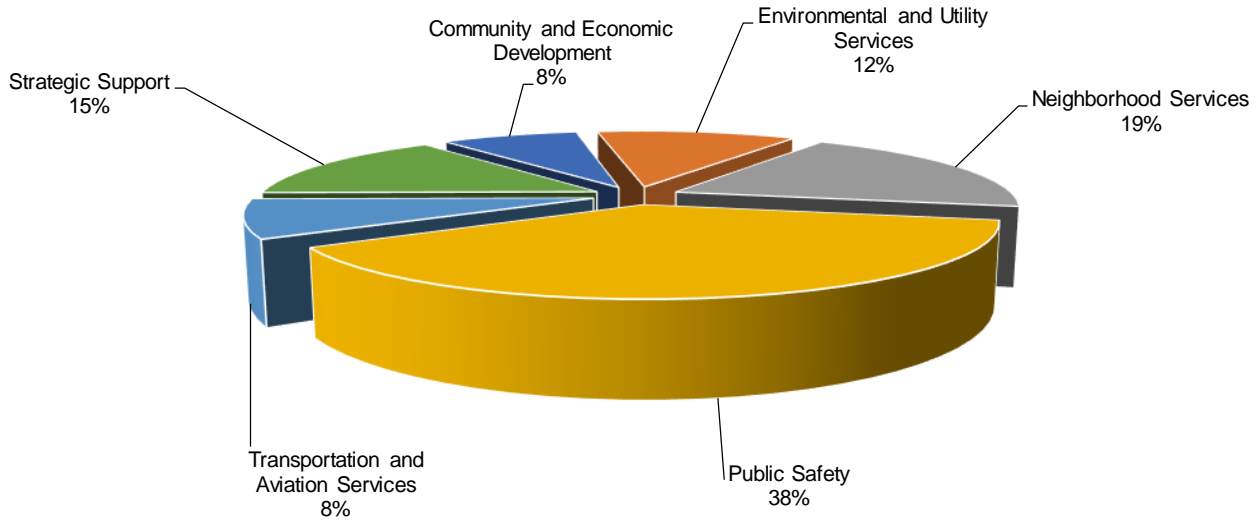


	2018-2019 Actuals 1	2019-2020 Adopted 2	2020-2021 Forecast 3	2020-2021 Adopted 4	% Change (2 to 4)
<b>Dollars by CSA*</b>					
Community and Economic Development	\$ 197,540,926	\$ 245,196,089	\$ 250,599,752	\$ 264,807,422	8.00%
Environmental and Utility Services	531,043,792	694,409,252	728,807,127	728,777,915	4.95%
Neighborhood Services	231,648,193	197,178,605	180,012,699	198,201,867	0.52%
Public Safety	664,799,090	721,501,393	730,620,427	740,546,842	2.64%
Transportation and Aviation Services	427,440,562	289,370,413	294,507,095	288,924,037	-0.15%
Strategic Support	650,218,910	485,087,739	449,611,768	594,640,285	22.58%
<b>Total</b>	<b>\$ 2,702,691,473</b>	<b>\$ 2,632,743,491</b>	<b>\$ 2,634,158,869</b>	<b>\$ 2,815,898,369</b>	<b>6.96%</b>

\* Fund Balance, Transfers, Reserves, and Capital Project expenditures for funds that may be managed by the departments in this CSA have been excluded from this display. This information can be found in Source and Use of Funds Statements elsewhere in this document.

# Introduction City Service Areas

## City Service Area Position Summary



	2018-2019 Actuals*	2019-2020 Adopted	2020-2021 Forecast	2020-2021 Adopted	% Change (2 to 4)
	1	4	3	4	
<b>Staffing by CSA</b>					
Community and Economic Development	507.11	533.65	508.47	522.19	-2.15%
Environmental and Utility Services	724.46	753.46	750.96	761.36	1.05%
Neighborhood Services	1,223.97	1,296.07	1,259.70	1,270.07	-2.01%
Public Safety	2,498.72	2,530.24	2,514.64	2,518.65	-0.46%
Transportation and Aviation Services	533.04	567.04	564.54	555.14	-2.10%
Strategic Support	925.30	966.55	960.90	964.80	-0.18%
<b>Total</b>	<b>6,412.60</b>	<b>6,647.01</b>	<b>6,559.21</b>	<b>6,592.21</b>	<b>-0.82%</b>

\* The positions displayed in the 2018-2019 Actuals column reflect those included in the 2018-2019 Adopted Budget.

# Introduction

## City Service Area – Core Service Map

### COMMUNITY AND ECONOMIC DEVELOPMENT CSA

**Mission:** To manage the growth and change of the City of San José in order to encourage a strong economy, create and preserve healthy neighborhoods, ensure a diverse range of housing and employment opportunities, and encourage a diverse range of arts, cultural, and entertainment offerings.

**Outcomes:**

- Strong Economic Base
- Safe, Healthy, Attractive, and Vital Community
- Diverse Range of Housing Options
- Range of Quality Events, Cultural Offerings, and Public Artworks

#### Core Services

**ECONOMIC DEVELOPMENT**

- Arts and Cultural Development
- Business Development and Economic Strategy
- Real Estate Services
- Regional Workforce Development

**FIRE**

- Fire Safety Code Compliance

**HOUSING**

- Affordable Housing Portfolio Management
- Affordable Housing Production and Preservation
- Homelessness Interventions and Solutions
- Neighborhood Capital Investment and Public Services
- Rent Stabilization and Tenant Protection

**PBCE**

- Citywide Land Use Planning
- Development Plan Review and Building Construction Inspection

**PUBLIC WORKS**

- Regulate/Facilitate Private Development

### ENVIRONMENTAL AND UTILITY SERVICES CSA

**Mission:** Provide environmental leadership through policy development, program design, and reliable utility services.

**Outcomes:**

- Reliable Utility Infrastructure
- Healthy Streams, Rivers, Marsh, and Bay
- “Clean and Sustainable” Air, Land, and Energy
- Safe, Reliable, and Sufficient Water Supply

#### Core Services

**COMMUNITY ENERGY**

- Providing Clean Energy to the Community
- Community Energy Customer Support
- Community Energy Community Programming

**ENVIRONMENTAL SERVICES**

- Potable Water Delivery
- Recycled Water Management
- Recycling and Garbage Services
- Storm Water Management
- Sustainability and Environmental Health
- Wastewater Management

**TRANSPORTATION**

- Sanitary Sewer Maintenance
- Storm Sewer Maintenance

### NEIGHBORHOOD SERVICES CSA

**Mission:** To serve, foster, and strengthen the community by providing access to lifelong learning, opportunities to enjoy life, and preserving healthy neighborhoods.

**Outcomes:**

- Safe and Clean Parks, Facilities, and Attractions
- Vibrant Cultural, Learning, Recreation, and Leisure Opportunities
- Healthy Neighborhoods and Capable Communities

#### Core Services

**LIBRARY**

- Access to Information, Library Materials, and Digital Resources
- Literacy and Learning, Formal and Life-Long Self-Directed Education

**PRNS**

- Community Facilities Development
- Parks Maintenance and Operations
- Recreation and Community Services

**PBCE**

- Code Enforcement

**PUBLIC WORKS**

- Animal Care and Services

**The Mission of the City of San José is to provide quality public services, facilities and opportunities that create, sustain, and enhance a safe, livable and vibrant community for its diverse residents, businesses and visitors.**

# Introduction

## City Service Area – Core Service Map

### PUBLIC SAFETY CSA

**Mission:** Provide prevention and emergency response services for crime, fire, medical, hazardous, and disaster related situations.

**Outcomes:**

- The Public Feels Safe Anywhere, Anytime in San José
- Residents Share the Responsibility for Public Safety

#### Core Services

**CITY MANAGER**

- City-Wide Emergency Management

**FIRE**

- Emergency Response
- Fire Prevention

**INDEPENDENT POLICE AUDITOR**

- Independent Police Oversight

**POLICE**

- Crime Prevention and Community Education
- Investigative Services
- Regulatory Services
- Respond to Calls for Service and Patrol Support

### TRANSPORTATION AND AVIATION SERVICES CSA

**Mission:** To provide the community with safe, secure, and efficient surface and air transportation systems that support San José's livability and economic vitality.

**Outcomes:**

- Provide Safe and Secure Transportation Systems
- Provide Viable Transportation Choices that Promote a Strong Economy
- Travelers Have a Positive, Reliable, and Efficient Experience
- Preserve and Improve Transportation Assets and Facilities
- Provide a Transportation System that Enhances Community Livability

#### Core Services

**AIRPORT**

- Airport Business Development
- Airport Facilities
- Airport Operations
- Airport Planning and Capital Development

**TRANSPORTATION**

- Parking Services
- Pavement Maintenance
- Street Landscape Maintenance
- Traffic Maintenance
- Transportation Planning and Project Delivery
- Transportation Safety and Operations

### STRATEGIC SUPPORT CSA

**Mission:** To effectively develop, manage, and safeguard the City's fiscal, physical, technological, and human resources to enable and enhance the delivery of City services and projects.

**Outcomes:**

- A High Performing Workforce that is Committed to Exceeding Internal and External Customer Expectations
- Safe and Functional Public Infrastructure, Facilities, and Equipment
- Effective Use of Technology
- Sound Fiscal Management that Facilitates Meeting the Needs of the Community

#### Core Services

**FINANCE**

- Disbursements
- Financial Reporting
- Purchasing and Risk Management
- Revenue Management
- Treasury Management

**HUMAN RESOURCES**

- Employee Benefits
- Employment Services
- Health and Safety
- Training and Development

**INFORMATION TECHNOLOGY**

- Customer Contact Center
- Business Solutions
- Technology Infrastructure and Operations

**PUBLIC WORKS**

- Facilities Management
- Fleet and Equipment Services
- Plan, Design, and Construct Public Facilities and Infrastructure

### MAYOR, CITY COUNCIL AND APPOINTEES

**Mission:** Council appointees exist to support and advance the collective work done of the City organization through leadership, communication, and coordination.

**MAYOR AND CITY COUNCIL**

- Office of the Mayor
- City Council
- Council General

**CITY ATTORNEY**

- Legal Services

**CITY AUDITOR**

- Audit Services

**CITY CLERK**

- City Clerk Services

**CITY MANAGER**

- Lead and Manage the Organization

**RETIREMENT**

- Retirement Plan Administration

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