

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. 2019-20 operating expenditures totaled \$19.6 million, including personal and non-personal expenditures. In addition, the CMO was responsible for \$5.5 million in Citywide expenses, which included \$1.3 million for Public, Educational, and Government Access Facilities capital expenditures. Staffing in 2019-20 totaled 85.

## KEY FACTS (2019-20)

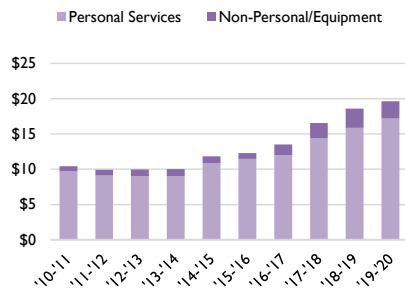
Staff reports approved for City Council consideration	630
City Council referrals assigned	81
Information memoranda issued	133
Community budget meetings held	4
Public records requests responded to or coordinated	169
Public records requests received Citywide	4,035

### Functions of the City Manager's Office:

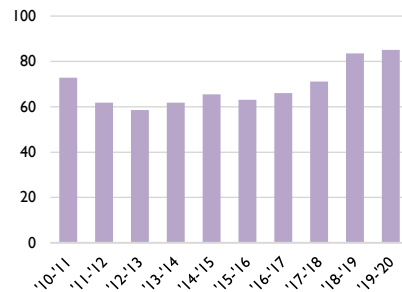
- **Administration, Policy, and Intergovernmental Relations** supports Citywide leadership and alignment of policy priorities internally and externally, enhancing City Manager's Office internal management, and streamlining Citywide administrative approvals; provides policy research and development; monitors state and federal laws and policies, while advocating for legislation addressing City concerns; and oversees agenda development for Council Committees.
- **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.
- **Employee Relations** negotiates labor contracts and supports a positive, productive, and respectful work environment.
- **Racial Equity** advances a Citywide equity framework with the goal of examining and improving internal policies, practices, and systems to eradicate structural and/or institutional racism.

For the Office of Emergency Management and Office of Immigrant Affairs, see next page. For the Office of Economic Development, see p. 63.

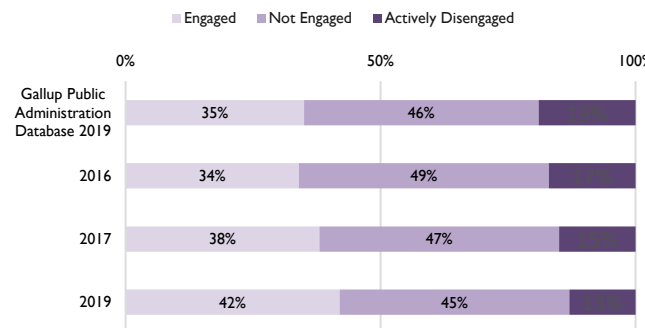
**City Manager Operating Expenditures (\$millions)**



**City Manager Authorized Positions**



**2019 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.  
 No survey was completed in 2018 or 2020.

**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's Ready San José! programs include public outreach and training in emergency preparedness. OEM administers the Community Emergency Response Team (CERT) trainings, which trains residents and businesses on how to organize, respond, and recover from major emergencies.

The Emergency Operations Center (EOC) was activated three times in 2019-20, including the response to public safety power shutoffs and to COVID-19, which is ongoing. The EOC is responsible for managing the City functions to focus on the emergency. All City employees are Disaster Service Workers (DSW) who can be reassigned for the purposes of the emergency response.

Due to the prolonged nature of COVID-19, by June, over 220 staff members had been activated to work within the EOC. Over 2,000 City employees worked on COVID-related activities from March to the end of the fiscal year in June 2020. This far exceeds the 180 staff on the EOC's staffing and training plans.

The EOC includes the following sections:

- **Management** sets policy and direction for the organization, ensures safety of personnel, and coordinates with Santa Clara County.
- **Operations** ensures the continuity of City operations, including essential services such as public safety and utilities. During the pandemic, it has provided food and sheltering services to at-risk populations, including seniors and the homeless; established a digital inclusion program and childcare services; and ensured that essential City staff were able to perform their functions in accordance with public health orders.
- **Planning** establishes a common emergency action plan, collects data and situational analysis, and ensures documentation of EOC activities and decisions.
- **Logistics** provides resources and supplies necessary for completing operational objectives, including personal protective equipment (PPE).
- **Finance** provides fiscal oversight and tracks incident costs.
- **Recovery** implements methods to collect incident-related costs for potential reimbursement and seeks to protect the fiscal and economic stability of the City.

**OEM KEY FACTS (2019-20)**

Residents who received emergency preparedness outreach	2,649
Community Emergency Response Team graduates this year	166
Emergency Operations Center (EOC) staff per staffing plan*	180
EOC staff trained this year	65**

*\*Due to prolonged nature of COVID-19 activation, even though the staffing plan provides 180 positions, over 220 staff were activated in the EOC.*

*\*\*In addition to formal trainings, according to OEM, many disaster service workers received on-the-job training due to the scale and scope of the emergency.*

**RESIDENT SURVEY**

**72%** of respondents report they stocked supplies for an emergency.

**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 1,882 calls to the Rapid Response Network in 2019-20 to support those impacted by federal immigration enforcement efforts. In 2020-21, the responsibilities of the Office of Immigrant Affairs have been incorporated into the newly created Office of Racial Equity.

**OIA KEY FACTS (2019-20)**

City staff receiving language access training	194
Citizenship workshop events	2
Total workshop participants	409
Participants completed and filed their paperwork	226
Fee waiver applications completed	170

