John Aitken, Director of Aviation

M I S S I O

o connect, serve, and inspire

City Service Area

Transportation and Aviation Services

Core Services

Airport Business Development

Provide Airport customers with a wide variety of quality choices for traveler services; attract new air service and airlines to provide business and leisure travelers with options; identify and develop sources of non-airline revenue; communicate effectively with passengers, the public, and the media

Airport Facilities

Maintenance of all Airport facilities including public spaces, oversight of airfield lighting and maintenance, building automation controls, electrical and mechanical systems, baggage handling systems, central plant, grounds, and landscaping; custodial services; and manage the Capital asset replacement program and implement the Capital Improvement Program, including planning and coordinating construction activities at the Airport, in compliance with applicable federal, State, and local regulations and environmental requirements

Airport Operations

Day-to-day management and oversight of the Airport to ensure safe and efficient operations such as operation of the airfield, general aviation facilities, emergency planning and coordination, Airport Operations Center, badging and security coordination, parking facilities, shuttle operations, ground transportation, roadway/curbside enforcement programs, and Automatic Vehicle Identification system

Strategic Support: Property Management, Financial Management, Human Resources, Information Technology, Training, and Pandemic Response

Service Delivery Framework

PROGRAM	DESCRIPTION
	Airport Business Development Core Service
Airport Business Development	Supports Airport business development by providing customer service for passengers traveling through the Airport; attracting new air service and airlines; promoting the Airport to travelers and growing the Airport's market share; identifying and developing sources of non-airline revenue; and communicating effectively with passengers, the public, and the media.
	Airport Facilities Core Service
Airport Facilities Administration	Provides services necessary for the administration of the Facilities Division, as well as management and oversight of the Facilities Division functions.
Airport Facilities Parking and Roadways Maintenance	Manages the maintenance and repair of infrastructure necessary for the proper operation of all Airport roadways, parking facilities, grounds and landscaping.
Airport Planning and Capital Development	Implements the Airport's Capital Improvement Program; plans and coordinates design and construction activities at the Airport; ensures compliance with applicable Federal, State and Local codes and environmental regulations and requirements; and coordinates with the Federal Aviation Administration, regional transportation planning agencies and providers.
Airport Terminals Maintenance	Manages the maintenance and repair of infrastructure necessary for the proper operation of all Airport terminal facilities, including public and common space, electrical and mechanical systems, HVAC and utilities, custodial services and baggage handling systems.
Airside Maintenance	Manages the maintenance and repair of infrastructure necessary for the proper operation of the airfield including pavement, runways and taxiways paint, lighting and grounds.
Airport Parking & Roadways Operations	Airport Operations Core Service Supports and manages landside operational activities, including parking facilities, airport shuttle bus operations, ground transportation and roadway/curbside management and enforcement programs.
Airside Operations	Supports and manages airside operational activities, including oversight of the airfield, airfield security and access control, noise monitoring, wildlife control, emergency planning and compliance with Federal Aviation Administration (FAA) Regulations.
Operations Administration	Provides services necessary for the administration of the Operations Division, as well as support for General Aviation and other non-commercial activities.
Terminals Operations	Provides on-site terminal support and management, including coordination with airlines and other terminal tenants. Staff provide management of shared-use services (gates, ticket counters), customer service for passenger related activities, terminal access and security controls and compliance with Transportation Security Administration (TSA) and Customs and Border Protection (CBP) regulations.

Service Delivery Framework

PROGRAM	DESCRIPTION
	Strategic Support Core Service
Airport Financial Management	Manages the budget and all financial transactions for the department; assists in annual budget development.
Airport Human Resources	Manages personnel-related functions for the department, including hiring (in coordination with the Human Resources Department), employee development, employee discipline (in coordination with the Office of Employee Relations), and personnel transactions.
Airport Information Technology	Provides information technology services, planning, system development and maintenance for the department in coordination with the Information Technology Department.
Airport Management and Administration	Provides executive-level, analytical and administrative support to the department.
Pandemic Response	Provides for the coordination and delivery of emergency services and recovery activities in response to the COVID-19 pandemic.

Department Budget Summary

Expected 2021-2022 Service Delivery

	Continue to operate Norman Y. Mineta San Jos meeting all regulatory requirements for security				
	Rebuild passenger traffic while managing through the COVID-19 health pandemic; the Airport remains operational as essential and critical infrastructure.				
	With the 2021 refunding of Airport Revenue E savings in 2021-2022 and \$188.2 million over refunding, SJC was the first airport in the nation rating outlook changed from Negative to Stat Moody's (A2), and Fitch (A) remained unchanged	then to ole.	e life of the bond. Associated with this have its Standard & Poor's (S&P) bond		
	Work collaboratively with Airport tenants to ma from COVID-19 to achieve long-term stability.	nag	ge negative economic impacts resulting		
	Provide suitable levels of customer service for t	he e	evolving volume of passengers.		
	Operate the Airport as a good neighbor and ensu	ıre e	environmental stewardship of resources.		
	Continue to provide efficient and safe service regulatory compliance; priority maintenance and the Airport's shared-use model.				
202	1-2022 Key Budget Actions				
	Adds funding for technology infrastructure impresafe operation of Airport enterprise. Funding incestorage capacity to one year and \$182,000 for system to prevent network outages.	lude	es \$350,000 to increase the CCTV video		
	Adds 1.0 Systems Application Programmer I boost effectiveness of various Airport applic business automation tools.				
Ope	rating Funds Managed				
	Airport Customer Facility and Transportation Fee Fund		Airport Maintenance and Operation Fund		
	Airport Fiscal Agent Fund		Airport Revenue Fund		
			Airport Surplus Revenue Fund		

Department Budget Summary

	2019-2020 Actuals ***	2020-2021 Adopted	2021-2022 Forecast	2021-2022 Proposed
Dollars by Core Service				
Airport Business Development	1,890,146	3,288,158	3,398,821	3,398,821
Airport Facilities	29,808,394	34,383,620	34,706,822	34,706,822
Airport Operations	27,361,157	33,243,758	33,854,396	34,264,396
Strategic Support - Other - Transportation & Aviation	113,991,491	102,827,504	102,883,700	55,974,134
Strategic Support - Transportation & Aviation	14,022,659	14,875,266	14,949,357	15,139,743
Total	\$187,073,847	\$188,618,306	\$189,793,096	\$143,483,916
Dollars by Category Personal Services and Non-Personal/Equipment				
Salaries/Benefits	33,632,740	34,491,807	35,784,013	35,917,399
Overtime	418,696	394,100	394,100	394,100
Subtotal Personal Services	\$34,051,435	\$34,885,907	\$36,178,113	\$36,311,499
Non-Personal/Equipment	38,844,030	50,768,395	50,594,783	51,186,783
Total Personal Services & Non- Personal/Equipment	\$72,895,465	\$85,654,302	\$86,772,896	\$87,498,282
Other Costs*				
City-Wide Expenses	0	0	0	0
Debt Service/Financing	96,530,982	95,906,680	95,906,680	47,705,305
General Fund Capital	0	0	0	0
Gifts	0	0	0	0
Housing Loans and Grants	0	0	0	0
Other	12,097,127	1,236,500	1,236,500	2,385,738
Overhead Costs	5,434,743	5,187,324	5,243,520	5,261,091
Workers' Compensation	115,530	633,500	633,500	633,500
Total Other Costs	\$114,178,381	\$102,964,004	\$103,020,200	\$55,985,634
Total	\$187,073,847	\$188,618,306	\$189,793,096	\$143,483,916

^{*} Fund Balance, Transfers, and Reserves for funds that may be managed by this department have been excluded from this display. This information can be found in Source and Use of Funds Statements elsewhere in this document. The amounts in the 2020-2021 Adopted Budget column may vary from the published Adopted Budget due to the realignment of Other Costs (primarily City-Wide Expenses and General Fund Capital) between Departments.

^{**} The positions displayed in the 2019-2020 Actuals column reflect those included in the 2019-2020 Adopted Budget.

Department Budget Summary

	2019-2020 Actuals ***	2020-2021 Adopted	2021-2022 Forecast	2021-2022 Proposed
Dollars by Fund				
Gift Trust Fund (139)	0	0	0	0
Coronavirus Relief Fund (401)	31,322	0	0	0
Emergency Reserve Fund (406)	51,868	0	0	0
Airport Customer Facility And Transportation Fee Fund (519)	2,119,449	2,359,996	2,358,789	2,358,789
Airport Maintenance And Operation Fund (523)	88,338,769	90,351,630	91,527,627	93,419,822
Airport Surplus Revenue Fund (524)	3,888,644	2,000,000	2,000,000	2,000,000
Airport Fiscal Agent Fund (525)	92,642,337	93,906,680	93,906,680	45,705,305
Capital Funds	1,457	0	0	0
Total	\$187,073,847	\$188,618,306	\$189,793,096	\$143,483,916
Positions by Core Service**				
Airport Business Development	8.00	8.00	8.00	8.00
Airport Facilities	96.00	88.00	88.00	88.00
Airport Operations	67.50	66.00	66.00	66.00
Strategic Support - Transportation & Aviation	54.00	52.00	52.00	53.00
Total	225.50	214.00	214.00	215.00

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^{**} The positions displayed in the 2019-2020 Actuals column reflect those included in the 2019-2020 Adopted Budget.

Department Budget Summary

 2019-2020
 2020-2021
 2021-2022
 2021-2022
 2021-2022

 Actuals**
 Adopted
 Forecast
 Proposed Positions

Dollars by Program*					
Airport Business Development					
Airport Business Development Program	1,890,146	3,288,158	3,398,821	3,398,821	8.00
Sub-Total	1,890,146	3,288,158	3,398,821	3,398,821	8.00
Airport Facilities					
Airport Facilities Administration	2,156,782	2,213,263	2,251,004	2,251,004	8.75
Airport Facilities Parking and Roadways Maintenance	2,405,451	2,823,398	2,851,740	2,851,740	4.70
Airport Planning and Capital Development	4,708,539	4,946,147	5,086,105	5,086,105	22.00
Airport Terminals Maintenance	18,403,027	22,073,932	22,223,704	22,223,704	40.05
Airside Maintenance	2,134,595	2,326,880	2,294,269	2,294,269	12.50
Sub-Total	29,808,394	34,383,620	34,706,822	34,706,822	88.00
Airport Operations					
Airport Parking and Roadway Operations	13,436,667	17,712,106	17,870,320	17,930,320	11.12
Airside Operations	6,364,642	6,287,722	6,489,279	6,839,279	28.35
Operations Administration	1,033,791	1,441,366	1,501,079	1,501,079	8.00
Terminals Operations	6,526,057	7,802,564	7,993,718	7,993,718	18.53
Sub-Total	27,361,157	33,243,758	33,854,396	34,264,396	66.00
Strategic Support - Transportation & Aviation	on				
Airport Financial Management	6,753,024	7,495,457	7,656,405	7,531,405	31.00
Airport Human Resources	957,413	1,008,978	1,042,597	1,042,597	5.00
Airport Information Technology	4,276,271	4,509,717	4,336,045	4,651,431	12.00
Airport Management and Administration	1,952,762	1,861,114	1,914,310	1,914,310	5.00
Airport Pandemic Response	83,190	0	0	0	0.00
Sub-Total	14,022,659	14,875,266	14,949,357	15,139,743	53.00
Strategic Support - Other - Transportation & Aviation					
Airport Capital	320	0	0	0	0.00
Airport Funds Debt/Financing Costs	96,530,982	95,906,680	95,906,680	47,705,305	0.00
Airport Other Operational - Administration	11,909,916	1,100,000	1,100,000	2,374,238	0.00
Airport Overhead	5,434,743	5,187,324	5,243,520	5,261,091	0.00
Airport Workers' Compensation	115,530	633,500	633,500	633,500	0.00
Sub-Total	113,991,491	102,827,504	102,883,700	55,974,134	0.00
Total	\$187,073,847	\$188,618,306	\$189,793,096	\$143,483,916	215.00

^{*} Fund Balance, Transfers, and Reserves for funds that may be managed by this department have been excluded from this display. This information can be found in Source and Use of Funds Statements elsewhere in this document.

Budget Reconciliation

Personal Services and Non-Personal/Equipment (2020-2021 Adopted to 2021-2022 Proposed)

	Positions	All Funds (\$)
Prior Year Budget (2020-2021):	214.00	85,654,302
Base Adjustments		
One-Time Prior Year Expenditures Deleted		
None		
One-time Prior Year Expenditures Subtotal:	0.00	0
Technical Adjustments to Costs of Ongoing Activities		
Salary/benefit changes and the following position reallocations: 1.0 Analyst II to 1.0 Accountant I		1,285,511
Operations and Maintenance: Shared Use System		61,201
Contract Services and Materials: Marketing/Business Development		61,159
Operations and Maintenance: Parking and Roadway Operations		32,789
Contract Services: Landscape Maintenance and Supplemental Ser	vices	27,020
Utilities: Gas, Electricity, and Water		24,599
Contract Services: Airside Operations Division		10,581
Night Shift Differential Adjustment		6,695
Utilities: Electric Bus Fleet Charging		4,960
Software/Information Systems: Services Contracts and Maintenance		(248,771)
Operations and Maintenance: Elevator/Escalator and Fire Alarm Maintenance: Elevator/Escalator and Elevator/Escalator and Elevator/Escalator and Elevator Alarm Maintenance: Elevator Elevator Alarm Maintenance: Elevator	aintenance	(85,795)
Vehicle Operations and Maintenance Operations and Maintenance Shuttle Bus Maintenance		(44,690)
Operations and Maintenance: Shuttle Bus Maintenance		(16,665)
Technical Adjustments Subtotal:	0.00	1,118,594
2021-2022 Forecast Base Budget:	214.00	86,772,896
Budget Proposals Recommended		
A. Alberta Oliver I Obrazil T. Indiaine Oli		050 000
Airport Closed Circuit Television Storage Airport United Transporting Property Complete Magnifecture		350,000
Airport Toolphology Sorvings Stoffing Airport Toolphology Sorvings Stoffing	1.00	182,000
3. Airport Technology Services Staffing4. Airport Electric Bus Charging Units	1.00	133,386 60,000
· -	4 00	
Total Budget Proposals Recommended	1.00	725,386
2021-2022 Proposed Budget Total	215.00	87,498,282

Budget Changes By Department Personal Services and Non-Personal/Equipment

		All
2021-2022 Proposed Budget Changes	Positions	Funds (\$)

1. Airport Closed Circuit Television Storage

350,000

Transportation and Aviation Services CSA Airport Operations Core ServiceAirside Operations Program

This action restores ongoing funding of \$350,000 for Airport closed circuit TV video storage. As part of Airport's 2020-2021 rebalancing actions taken in response to the pandemic's shelter-in-place orders, ongoing funding was cut. The Airport needs to increase its current video storage capacity to store video for one year to meet current code and records retention requirements. Currently the Airport stores approximately 30-40 days of video. Last year, the department believed that a cloud storage option was adequate with the funding available after the budget reduction. Upon further research, it was determined that the funding cut of \$350,000 needs to be restored in order to obtain a viable storage solution to meet industry requirements. (Ongoing costs: \$350,000)

2. Airport Uninterruptible Power Supply Monitoring

182,000

Transportation and Aviation Services CSA
Strategic Support – Transportation & Aviation Core Service
Airport Information Technology Program

This action adds one-time funding of \$182,000 to pay for a three-year service to monitor, maintain, and replace batteries for the Airport's 152 uninterruptible power supply (UPS) devices. The UPS system supports the Airport's network, fire alarm, airfield lighting control, and baggage handling systems. It is crucial that all UPS devices function fully and without failure. This service provides real-time monitoring of battery power status of all devices, as well as regular preventative maintenance, and helps to avoid service disruptions of Airport systems that are used by staff, tenants, and passengers. The Airport can realize a discounted price by paying for the service up front. At the end of the three-year term, staff will reassess and determine next steps to continue some level of service. (Ongoing costs: \$0)

3. Airport Technology Services Staffing

1.00 133,386

Transportation and Aviation Services CSA
Strategic Support – Transportation & Aviation Core Service
Airport Information Technology Program

This action adds 1.0 Systems Application Programmer I (SAP) position to the Airport Technology Services (ATS) team. ATS is responsible for administering the Airport's network and telecommunications infrastructure, data centers, application and website services, and business process improvement analysis, which serve airlines, other airport tenants, and City staff. The Airport currently has one Senior Systems Application Programmer who is responsible for all application systems. This SAP position will report directly to the Senior SAP position and will be responsible for managing and maintaining security system reports, Airport internet support (including programming and highly technical tasks), website interfaces such as the Airport Parking System, and general application support including Microsoft Teams, SharePoint, and SimpliGov. (Ongoing costs: \$133,386)

Budget Changes By Department Personal Services and Non-Personal/Equipment

		All
2021-2022 Proposed Budget Changes	Positions	Funds (\$)

4. Airport Electric Bus Charging Units

60,000

Transportation and Aviation Services CSA
Airport Operations Core Service
Airport Parking and Roadway Operations Program

This action adds one-time funding of \$60,000 to extend the warranty two years for the Airport's electric bus fleet charging units. This funding will cover parts and labor, if needed, for all ten units once the warranty expires in 2020-2021 and ensures continuous support of the Airport's new fleet of electric buses. (Ongoing costs: \$0)

2021-2022 Proposed Budget Changes Total	1.00	725,386

Performance Summary

Airport Business Development

Performance Measures

	2019-2020 Actual	2020-2021 Target	2020-2021 Estimated	2021-2022 Target
Air service market share	18.4%	18.0%	17.0%	17.5%
% of passengers rating overall satisfaction with the Airport	89%	87%	88%	87%
% of passengers reporting satisfaction of Airport restaurant/eating and shopping facilities	72%	77%	66%	77%

Activity and Workload Highlights

	2019-2020 Actual	2020-2021 Target	2020-2021 Estimated	2021-2022 Target
Total regional air service market (passengers) ¹	61.46M	32.6M	23.4M	43.0M
Total number of annual Airport passengers	11.3M	5.2M	4.0M	7.5M

¹ The 2019-2020 Actual and 2020-2021 Estimate reflect the impacts of the COVID-19 pandemic and its effects on the travel industry. Passenger activity is expected to begin to pick up in 2021-2022.

Airport Facilities Maintenance

Performance Measures

	2019-2020	2020-2021	2020-2021	2021-2022
	Actual	Target	Estimated	Target
% of SJC passengers rating cleanliness of the Airport terminal as good or excellent	90%	88%	90%	88%

Activity and Workload Highlights

	2019-2020 Actual	2020-2021 Target	2020-2021 Estimated	2021-2022 Target
Total number of facilities maintenance work orders complete	11,923	19,933	12,519	13,145
Number of hours spent addressing Federal Aviation Regulation Part 139 (FAR 139) issue work orders	56	46	71	78

Performance Summary

Airport Operations

Performance Measures

	2019-2020	2020-2021	2020-2021	2021-2022
	Actual	Target	Estimated	Target
% of on-time flights	83.83%	85.00%	90.00%	84.00%

Activity and Workload Highlights

	2019-2020 Actual	2020-2021 Target	2020-2021 Estimated	2021-2022 Target
Total number of annual operations (take offs and landings) ¹	168,384	137,000	92,600	138,900
Total number of environmental noise complaints	46,803	72,000	40,000	45,000
Total number of non-compliant curfew intrusions	42	45	43	50

¹The 2019-2020 Actual and 2020-2021 Estimate reflect the impacts of the COVID-19 pandemic and its effects on the travel industry. Passenger activity is expected to begin to pick up in 2021-2022.

Airport Planning and Capital Development

Performance Measures

	2019-2020	2020-2021	2020-2021	2021-2022
	Actual	Target	Estimated	Target
% of capital projects contingent upon grant funding	6.8%	49.2%	47.1%	23.1%

Activity and Workload Highlights

	2019-2020	2020-2021	2020-2021	2021-2022
	Actual	Target	Estimated	Target
Airport Capital Program Construction Projects Non-Construction Projects	\$37.0M	\$90.9M	\$88.2M	\$9.2M
	\$32.0M	\$33.6M	\$23.0M	\$9.7M
Percent of Airport locations that received fewer than three discrepancies in the County of Santa Clara Hazardous Materials Inspection	72%	80%	80%	80%

Performance Summary

Strategic Support

Performance Measures

	2019-2020 Actual	2020-2021 Target	2020-2021 Estimated	2021-2022 Target
\$ Airline cost per enplaned passenger ¹	\$14.79	\$25.45	\$43.43	\$19.79
\$ Food and beverage sales per enplaned passenger¹	\$6.28	\$3.91	\$3.65	\$3.91
\$ Retail sales per enplaned passenger ¹	\$2.92	\$2.15	\$2.76	\$2.15
\$ Parking revenue per enplaned passenger ¹	\$4.27	\$3.47	\$4.18	\$3.07
\$ Rental car gross revenue per enplaned passenger ¹	\$22.90	\$22.30	\$25.05	\$30.36

¹ Enplaned passengers are those passengers boarding an aircraft in scheduled service, including originating, stop-over, or connecting service.

Activity and Workload Highlights

	2019-2020	2020-2021	2020-2021	2021-202
	Actual	Forecast	Estimated	Forecast
Total airline cost	\$84.4M	\$87.9M	\$82.1M	\$83.7M

Departmental Position Detail

Position	2020-2021 Adopted	2021-2022 Proposed	Change
Accountant I/II	2.00	3.00	1.00
Accounting Technician	3.00	3.00	-
Administrative Assistant	1.00	1.00	-
Administrative Officer	1.00	1.00	_
Air Conditioning Mechanic	2.00	2.00	-
Air Service Development Manager	1.00	1.00	-
Airport Equipment Mechanic	6.00	6.00	-
Airport Maintenance Supervisor	4.00	4.00	-
Airport Operations Manager I/II	4.00	4.00	-
Airport Operations Superintendent I/II	4.00	4.00	-
Airport Operations Supervisor I/II/III	18.00	18.00	-
Analyst I/II	8.00	7.00	(1.00)
Assistant Director of Aviation	1.00	1.00	-
Associate Engineer	3.00	3.00	-
Associate Structure/Land Designer	1.00	1.00	_
Aviation Security and Permit Specialist	5.00	5.00	_
Building Management Administrator	1.00	1.00	_
Carpenter	1.00	1.00	_
Dept Information Tech Manager	1.00	1.00	_
Deputy Director	5.00	5.00	_
Director of Aviation	1.00	1.00	_
Electrician I/II	3.00	3.00	_
Engineer I/II	4.00	4.00	_
Environmental Services Program Manager	1.00	1.00	_
Environmental Services Specialist	1.00	1.00	_
Geographic Info Systems Specialist I/II	2.00	2.00	-
Information Systems Analyst	2.00	2.00	_
Maintenance Assistant	1.00	1.00	-
Maintenance Contract Supervisor	1.00	1.00	_
Maintenance Superintendent	1.00	1.00	_
Maintenance Worker I/II	26.00	26.00	_
Network Engineer	2.00	2.00	_
Network Technician I/II/III	1.00	1.00	-
Office Specialist I/II	2.00	2.00	-
Painter	2.00	2.00	_
Planner I/II/III	1.00	1.00	-
Planner IV	1.00	1.00	_
Principal Accountant	1.00	1.00	_
Principal Property Manager	1.00	1.00	_
Program Manager I	2.00	2.00	_
Program Manager II	2.00	2.00	_
Property Manager I	1.00	1.00	-
Property Manager II	4.00	4.00	-
Public Information Manager	2.00	2.00	-
Public Information Representative I/II	2.00	2.00	-
Senior Account Clerk	3.00	3.00	-

Departmental Position Detail

Position	2020-2021 Adopted	2021-2022 Proposed	Change
Senior Accountant	4.00	4.00	-
Senior Air Conditioning Mechanic	1.00	1.00	-
Senior Airport Equipment Mechanic	2.00	2.00	-
Senior Airport Operations Specialist I/II/III	27.00	27.00	-
Senior Analyst	8.00	8.00	-
Senior Architect/Landscape Architect	1.00	1.00	-
Senior Electrician	1.00	1.00	-
Senior Electronic Systems Technician	1.00	1.00	-
Senior Engineer	2.00	2.00	-
Senior Engineering Technician	2.00	2.00	-
Senior Geographic Information Systems Specialist	1.00	1.00	-
Senior Maintenance Worker	4.00	4.00	-
Senior Painter	1.00	1.00	-
Senior Property Manager I/II	2.00	2.00	-
Senior Public Information Representative	2.00	2.00	-
Senior Systems Applications Programmer	1.00	1.00	-
Sign Shop Technician	1.00	1.00	-
Staff Specialist	5.00	5.00	-
Supervising Accountant	2.00	2.00	-
Supervising Applications Analyst	2.00	2.00	-
Supervisor, Trades	2.00	2.00	-
Systems Application Programmer I	0.00	1.00	1.00
Total Positions	214.00	215.00	1.00