

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 City Manager's Office (CMO) develops public policy, leads the organization, and manages Citywide service delivery. 2020-21 operating expenditures totaled \$18.7 million, including personal and non-personal expenditures. In addition, the CMO was responsible for \$5.7 million in Citywide expenses. Staffing in 2020-21 totaled 80.5 FTE.

## KEY FACTS (2020-21)

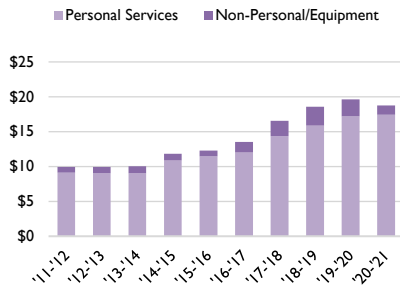
Staff reports approved for City Council consideration	674
City Council referrals assigned	92
Information memoranda issued	90
Community budget meetings held	3
Public records requests responded to or coordinated	217
Public records requests received Citywide	4,488

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

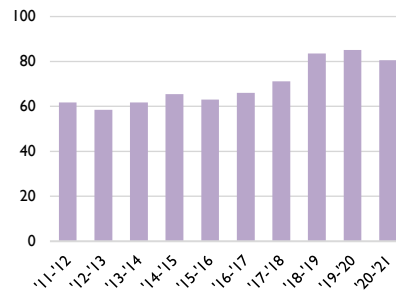
- **Administration, Policy, and Intergovernmental Relations** supports Citywide leadership and alignment of policy priorities internally and externally, enhancing the CMO's internal management, and streamlining Citywide administrative approvals; provides policy research and development; monitors state 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.

For the Office of Emergency Management and Office of Racial Equity, see next page. For the Office of Economic Development, see p. 59.

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



**City Manager Authorized Positions**



### EMERGENCY OPERATIONS CENTER (EOC)

The City's Emergency Operations Center (EOC) is activated when a major emergency occurs within city limits. The EOC was active for the entire fiscal year due to COVID-19 and other emergencies. The EOC has six sections:

- |               |              |
|---------------|--------------|
| 1) Management | 4) Logistics |
| 2) Operations | 5) Finance   |
| 3) Planning   | 6) Recovery  |

# CITY MANAGER

## OFFICE OF EMERGENCY MANAGEMENT

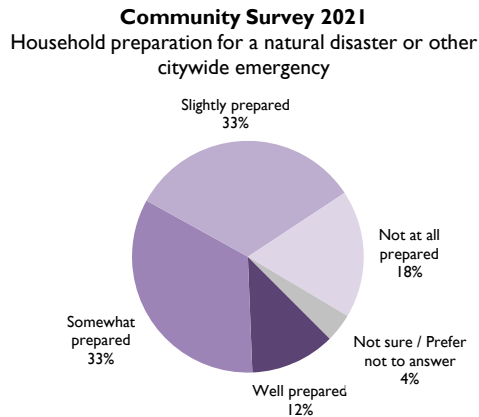
The Office of Emergency Management (OEM) leads efforts to protect life, property, and the environment by managing programs that mitigate, prepare for, respond to, and recover from disasters and emergencies. OEM administers Community Emergency Response Team (CERT) trainings, which trains residents and businesses on how to organize, respond, and recover from major emergencies.

The EOC was activated five times in 2020-21, including responses to the Santa Clara Unit (SCU) Lightning Complex wildfire in August, the public safety power shutoffs in October, a winter storm in January, and 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. During 2020-21, over 190 staff members across the City were activated to work within the EOC.

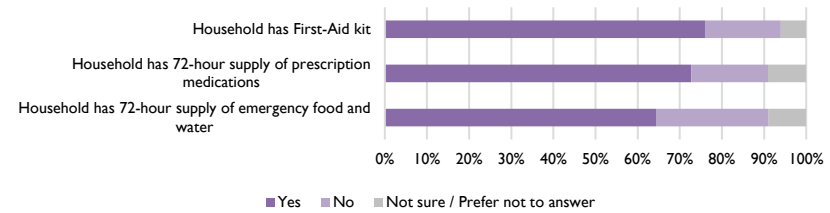
### OEM KEY FACTS (2020-21)

Residents who received emergency preparedness outreach	0
Community Emergency Response Team Graduates this year	18
Emergency Operations Center (EOC) Staff per Staffing Plan*	180

\*This indicates the baseline structure for the EOC (ninety positions per shift across two shifts). According to OEM, not all baseline positions were used and new positions were created for the COVID-19 response.



## Community Survey 2021



## OFFICE OF RACIAL EQUITY

In June 2020, the City Council approved the creation of a new Office of Racial Equity (ORE). ORE is responsible for examining and improving the City's internal policies, programs, and practices to address structural and/or institutional racism in the city. The Office promotes trainings, data collection, policy analysis and development, and community engagement.

ORE also continues the work of the Office of Immigrant Affairs, which aims to enable civic, economic, linguistic, and social inclusion of immigrants and refugees in San José. In June 2021, the City Council adopted Welcoming San José Plan 2.0. This three-year plan recommends goals and strategies centered on leadership and communications; access and engagement; educational and economic opportunity; and safe communities.

In addition, ORE collaborates with nonprofits and Santa Clara County to support citizenship workshop events, the Rapid Response Network, and the pro bono immigration network. The Rapid Response Network is a County-wide effort to protect undocumented immigrants from deportation. There were 1,465 calls to the Rapid Response Network in 2020-21.

### ORE KEY FACTS (2020-21)

City staff receiving language access training*	0
Citizenship workshop events	2
Total workshop participants	1,086
Participants completed and filed their paperwork	104

\*ORE reports that no trainings were held due to staff activation to the EOC.

