

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. 2021-22 operating expenditures totaled \$20.9 million, including personal and non-personal expenditures. In addition, the CMO was responsible for \$4.2 million in Citywide expenses. Staffing in 2021-22 totaled 81.5.

In 2021-22, CMO's Office of Communications released 46 weekly flash reports relating to COVID-19. To inform the community of the 2020 council district boundary changes, Communications launched a digital campaign and mailed postcards to nearly 39,000 affected addresses. Additionally, Communications deployed a San José 311 awareness campaign to reach Spanish and Vietnamese residents.

CMO KEY FACTS (2021-22)

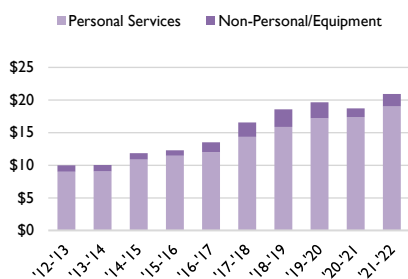
Staff reports approved for City Council consideration	588
City Council referrals assigned	66
Information memoranda issued	66
Community budget meetings held	3
Public records requests responded to or coordinated	238
Public records requests received Citywide (estimated)	4,692
City staff receiving language access training	76
Federal and state legislative action letters issued	74

Functions of the City Manager's Office (2021-22):

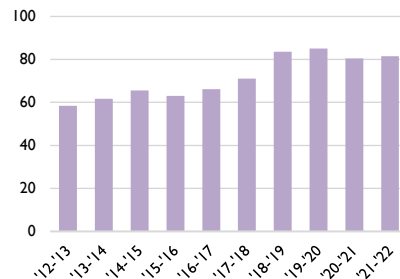
- **Administration, Policy, and Intergovernmental Relations** supports Citywide policy analysis and implementation, and monitors state and federal legislation. Other services include agenda review and open government and public record request coordination.
- **Budget** develops and monitors the City's 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** directs and implements the City's communications strategy to inform and engage San José residents. It provides strategic counsel and oversight of media relations; internal communication; emergency public information; and digital, social, and creative services.
- **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 later in this chapter. See also the chapter on Office of Economic Development and Cultural Affairs.

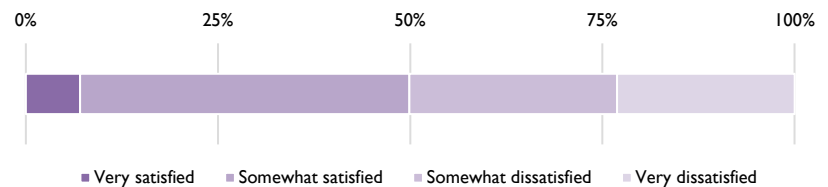
City Manager Operating Expenditures (\$ millions)



City Manager Authorized Positions



Community Survey 2022
Residents' rating of the job the City of San José is doing to provide city services



CITY MANAGER

The 2021-22 **City Initiatives Roadmap** is comprised of 41 initiatives that represent significant new policies, strategies, projects, or programs that require strategic planning and leadership capacity to successfully deliver. The initiatives are categorized under eight enterprise priorities. An updated list of the City's enterprise priorities is [posted online](#).

In September 2021, as part of the Roadmap's "Build Back Better + Recovery Task Force" initiative, the City Council approved a COVID-19 Recovery Task Force. The Recovery Task Force, composed of 55 member organizations, established nine committees on topics that address community issues including housing, childcare, health and wellness, and supporting workers and small businesses. The Recovery Task Force held eight meetings in 2021-22. In May 2022, the Recovery Task Force and City staff developed a Community Engagement Plan to engage and connect residents to City services. To gather community insights on COVID-19 impacts, the Recovery Task Force's Lived Experience Group was tasked with engaging the community through focus groups and forums between June and August 2022.

2021-2022 City Initiatives Roadmap

Enterprise Priority	Initiatives						
COVID-19 Pandemic: Community + Economic Recovery	Housing Stabilization	Re-Employment + Workforce Development	Small Business Recovery	Food + Necessities Distribution	Digital Equity	Child Care	Build Back Better + Recovery Task Force
Emergency Management + Preparedness	Vaccination Task Force	Soft-Story Building Earthquake Retrofit Policy					
Ending Homelessness	Emergency Housing Construction + Operation	Sheltering + Enhanced Encampment Services	Encampment Management + Safe Relocation Policy				
Safe, Vibrant, + Inclusive Neighborhoods + Public Life	Police Reforms Work Plan	San José 311 + Service Delivery	Encampment Waste Pick-Up BeautifySJ	Vision Zero Traffic Safety	Equity Strategy Development	Neighborhood Services Access Strategy	
Building the San José of Tomorrow with a Downtown for Everyone	Align Zoning with General Plan	Development Services Transformation	Google Development	Major Real Estate Development Projects	BART + High-Speed Rail Strategy	North San José Strategy	
Smart, Sustainable, + Reliable City: 21 st Century Infrastructure	Pavement, Fire, EOC, Transit Capital Improvements	Regional Wastewater Facility Capital Improvements	Electrical Service for Major Development	Climate Smart American Cities Climate Challenge	Lowering PG&E Above Market Costs for Clean Energy		
Enterprise Priority Foundational	Initiatives						
Strategic Fiscal Positioning + Resource Deployment	Federal + State Recovery Advocacy	Secure City Cybersecurity	Procurement Improvement	Pension Obligation Bond Analysis	Budgeting for Equity	City Roadmap Budgeting, Accountability, + Performance	
Powered by People	Continuity of City Services	Safe Workplace	Employee Health + Wellness	Drive to Digital	Effective Teams	City Workforce Diversity + Skill Building	

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 train residents and businesses on how to organize, respond, and recover from major emergencies.

The Emergency Operations Center (EOC) was activated three times in 2021-22, including responses to a gas leak in August 2021, a Home Depot Fire in April 2022, and ongoing response to COVID-19. With the drop in COVID-19 case counts, the EOC reduced operations in February 2022.

Despite reduced EOC operations, OEM reports that staff continued to respond to COVID through the Vaccination Task Force, the COVID-19 Recovery Task Force (see previous page), or within their specific departments. Additionally, departments absorbed emergency activities at the end of the fiscal year, such as Parks, Recreation and Neighborhood Services' (PRNS) continued food distribution services and the Library's continued digital equity and access services.

OFFICE OF RACIAL EQUITY

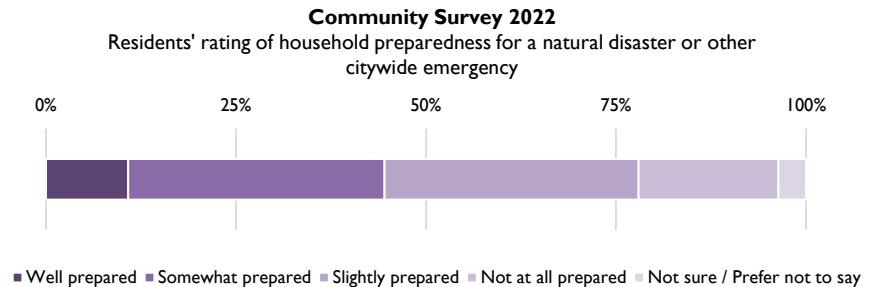
The mission of the Office of Racial Equity (ORE) is to support the City in embedding a racial equity practice and embody a culture that sustains it. ORE is responsible for examining and improving the City's internal policies, programs, and practices to address structural and/or institutional racism in the city. ORE is also responsible for inclusion and belonging work through the implementation of the Welcoming San José Plan 2.0. The plan aims to enable civic, economic, linguistic, and social inclusion of immigrants and refugees in San José.

During 2021-22, ORE developed and implemented a mandatory Foundational Racial Equity training for City employees. ORE also supported departments in drafting 18 Racial Equity Action Plans and consulted with departments on budget proposals that included equity considerations.

ORE worked collaboratively with community-based organizations on events curated for immigrant and refugee communities. In November 2021, ORE launched its Immigration Spotlight Facebook Live series and has hosted eight sessions. In 2021-22, ORE provided 16 immigration briefings to the City Council. Further, ORE supported the Rapid Response Network, a County-wide effort to protect undocumented immigrants from deportation. There were 506 calls to the Rapid Response Network in 2021-22.

OEM KEY FACTS (2021-22)

Residents who received emergency preparedness outreach (estimated)	850
Community Emergency Response Team graduates	202
Emergency Operations Center (EOC) staff	221



ORE KEY FACTS (2021-22)

Citizenship workshop events	1
Total workshop participants	636
Participants completed and filed their paperwork	125

