

STRATEGIC SUPPORT CSA

2023-2024 PROPOSED OPERATING BUDGET

OUTCOMES:

- Sound Fiscal Management that Facilitates Meeting the Needs of the Community
- A High Performing Workforce Committed to Exceeding Internal and External Customer Expectations
- Innovative and Responsive Solutions to Improve Services and Ensure Positive Public Engagement
- Safe and Functional Public Infrastructure, Facilities and Equipment

Rick Bruneau, Director of Finance

Jennifer Schembri, Director of Human Resources/Employee Relations

Jim Bersig, Assistant Director of Information Technology

Matt Loesch, Acting Director of Public Works



STRATEGIC SUPPORT CSA

Departments and Core Services

Finance

- Debt & Treasury Management
- Disbursements
- Financial Reporting
- Purchasing & Risk Management
- Revenue Management

Information Technology

- Business Solutions
- San José 311
- Technology Infrastructure and Operations

Human Resources

- Employee Benefits
- Employment Services
- Health and Safety
- Workforce Learning and Development

Public Works

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

STRATEGIC SUPPORT CSA

Program Samples*

Finance

- Payroll & Accounts Payable
- Accounting & Financial Reporting
- Business Tax Program
- Utilities Billing & Accounts Receivable
- Revenue Audit and Compliance
- Purchasing & Risk Management
- Banking, Cashiering & Payment Processing
- Debt & Investment Management
- Emergency Fiscal Recovery/ Grants Administration

Human Resources

- Recruiting/Hiring
- Classification Services
- Medical Benefits
- Workers' Compensation Administration
- Employee Safety
- Employee Training and Development

Information Technology

- Advanced Applications and Services
- Data Services
- Enterprise Resource Management
- Productivity and Collaboration Applications
- City Customer Contact Center
- Cybersecurity Office
- IT Customer Care
- IT Systems and Operations
- Voice and Data Network Infrastructure
- IT Emergency Response and Recovery

Public Works

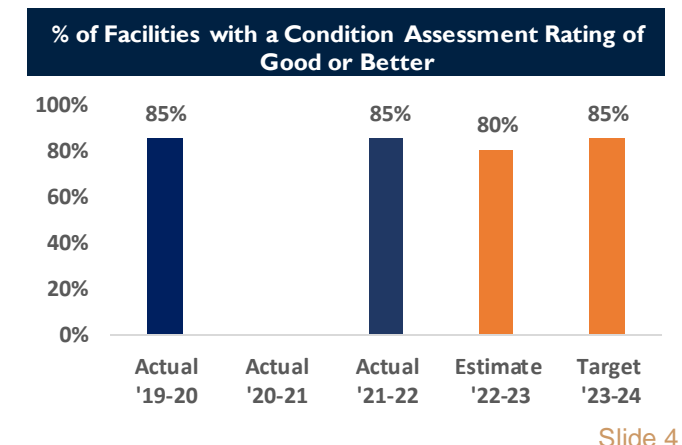
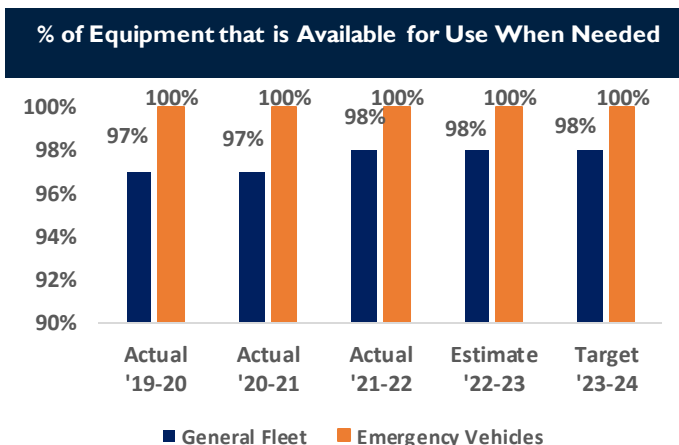
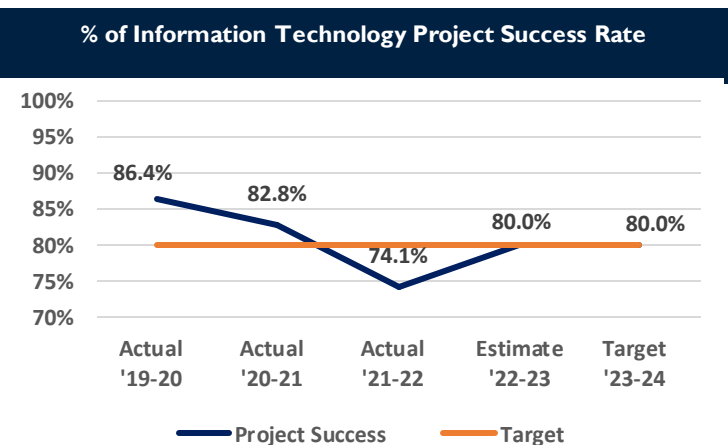
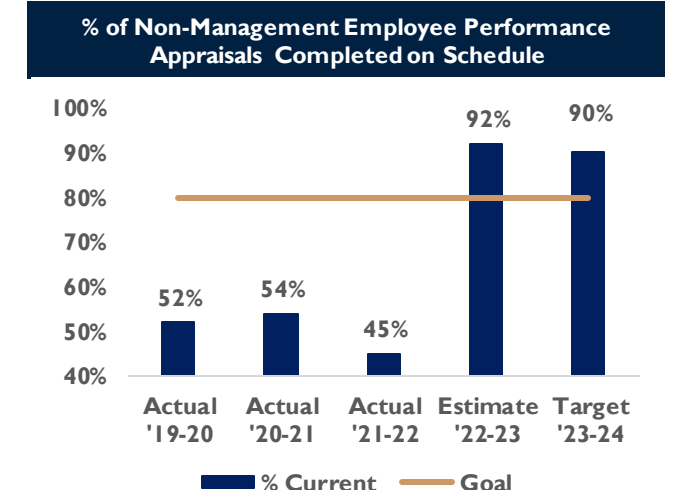
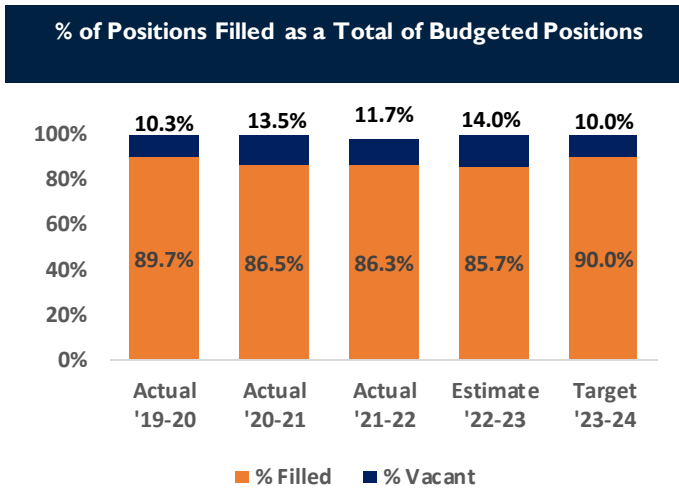
- Facility Maintenance and Operations
- Energy and Water Conservation
- Fleet Maintenance and Operations
- Radio Communication
- City Facilities Architectural Services and Capital Project Administration

*** For a complete list of programs, please refer to the 2023-2024 Proposed Operating Budget**

STRATEGIC SUPPORT CSA PERFORMANCE MEASURE DASHBOARD



City Bond Ratings (Issuer Ratings)			
	Moody's	Standard & Poor's	Fitch
Actual 2018-19	Aa1	AA+	AA+
Actual 2019-20	Aa1	AA+	AA+
Actual 2020-21	Aa1	AA+	AA+
Actual 2021-22	Aa1	AA+	AAA
Estimate 2022-23	Aa1	AA+	AAA
Target 2023-24	Aa1	AA+	AAA



STRATEGIC SUPPORT CSA

Budget Summary

Department	2022-2023 Adopted	2023-2024 Forecast	2023-2024 Proposed	% Change from Adopted	% Change from Forecast
Finance*	\$82,067,280	\$80,580,679	\$82,075,428	0.0%	1.9%
Human Resources**	\$119,428,833	\$123,672,876	\$126,208,845	5.7%	2.1%
Information Technology	\$39,949,049	\$33,834,476	\$38,389,105	(3.9%)	13.5%
Public Works***	\$169,936,214	\$147,960,828	\$172,499,423	1.5%	16.6%
CSA Total	\$411,381,376	\$386,048,859	\$419,172,801	1.9%	8.6%
Positions	771.00	757.00	798.69	3.6%	5.5%

* Finance Department includes debt service payments in special and capital funds

** Human Resources includes the City's Benefit Funds

*** Public Works includes additional funding and positions budgeted in the Neighborhood Services CSA (Animal Care) and Community and Economic Development CSA (Private Development Regulation and Facilitation)

STRATEGIC SUPPORT CSA SERVICE DELIVERY ENVIRONMENT



- Ensure the City's financial resources are protected and available to address the short-term and long-term needs of the community; make accurate and timely payments to City employees and vendors; provide accurate and timely financial reports; and deploy efficient business systems and processes for timely billing and collection efforts.
- Attract talent; provide opportunities for career growth; enable an environment focused on health, safety, and wellness; and retain a diverse workforce in a workplace that is equitable and inclusive.
- Develop solutions to streamline business processes, promote data-driven decisions, support the City's digital workforce, and reinforce cybersecurity measures to advance resident engagement and San José 311 service responsiveness.
- Maintain City facilities, equipment, and vehicles, and manage space usage; oversee the City's capital projects, ensuring on-time and on-budget delivery of facilities that meet both customers and City staff needs.



STRATEGIC SUPPORT CSA

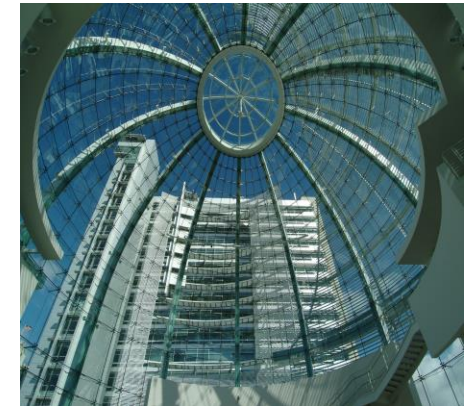
Proposed Budget Actions

Proposal Title	Amount	Previously Funded One-Time?
IT: Windows 11 Upgrade, Equipment, and Resources	\$3,186,000	
Finance: Disaster Recovery and Grants Management Staffing	\$1,254,000	Y
HR: Recruitment Centralization Pilot Program	\$1,001,000	Y
HR: Workforce Development Staffing (Pipeline)	\$479,000	Y
PW: Measure T Operations and Maintenance Staffing	\$461,000	
IT/Finance: Enterprise Resource Planning Replacement Project Management Staffing	\$361,000	
IT: Homeless Encampment Management System	\$250,000	Y
PW: Fleet Maintenance Staffing (Communications Installers)	\$230,000	

STRATEGIC SUPPORT CSA SUMMARY



- Manage, protect and report on City of San José financial resources to enhance the City's financial condition for residents, businesses and investors
- Provide solutions as innovative as the community we serve, which enable the delivery of technologies and data that contribute to an equitable, engaged, effective, and resilient City
- Maintain City facilities, equipment, and vehicles, and manage space usage in an increasingly hybrid working environment
- Nurture employee growth, safety, and wellness to attract, retain, and engage a diverse workforce with opportunities to thrive and serve residents



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