

CITY MANAGER

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 City-wide service delivery. A key focus of the City Manager's Office is providing leadership to position the organization to meet changing community challenges by developing a workforce that has the breadth and depth of skills and experience for service delivery. The administration also manages the City's Budget with over 110 budgeted funds and has been working with a vendor to develop a new budget system in 2016. Two new offices were established as part of the CMO in 2015-16—The Office of Immigrant Affairs to develop strategies that support the integration of various immigrant groups in the City, and the Office of Civic Innovation to capitalize on innovation and technology opportunities to enhance the quality and efficiency of city operations.

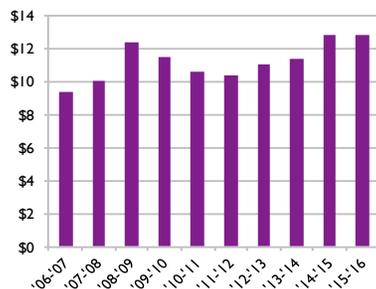
The CMO worked to engage members of the community by holding 10 meetings throughout the City to gather input for the development of the annual budget and 10 meetings of the Neighborhoods Commission. The CMO responded to or coordinated 810 public records requests, 77 percent of which received a response within 10 days (the initial time limit set by the California Public Records Act).

The CMO assists the City Council in the legislative process by developing the legislative agenda and providing staff reports. In 2015-16, the Office approved 619 staff reports for City Council consideration, assigned about 105 referrals from the City Council, and issued about 120 information memoranda.

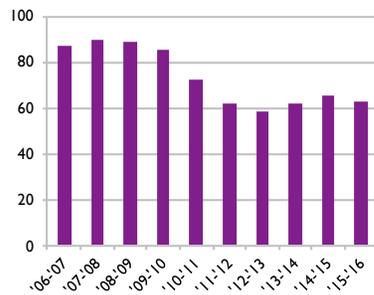
The operating budget for the City Manager's Office totaled \$12.9 million* in 2015-16. Staffing in 2015-16 totaled 63, up from 59 in 2012-13 and down from 87 ten years ago.

**In addition to expenditures paid out of its operating budget, the CMO was also responsible for \$7.3 million in actual Citywide expenses in 2015-16. This included \$765,000 for a legal obligation subsidy for the Successor Agency to the Redevelopment Agency, and \$1.7 million for Public, Education, and Government (PEG) Access Facilities capital expenditures.*

City Manager Operating Budget (\$millions)



City Manager Authorized Positions



Functions of the City Manager's Office

- **Budget** - Develops and monitors the operating and capital budgets for the City of San José, providing fiscal and operational analysis and ensuring the fiscal health of the organization. More than 10 major documents are produced annually related to these activities.
- **Employee Relations** - Negotiates labor contracts, encourages effective employee relations, and supports a positive, productive, and respectful work environment.
- **Policy Development** - Provides professional expertise and support to the City Council in the formulation, interpretation, and application of public policy.
- **Intergovernmental Relations** - Monitors, reviews, and analyzes state and federal activities with an actual or potential effect on the City; advocates on state and federal issues of concern to the City; and manages the sponsorship of and advocates for City-sponsored legislation.
- **Communications** - Provides point of contact with the media on Citywide issues, manages CivicCenterTV San José operations including videotaping of Council and Council Committee meetings, oversees the City's website, and coordinates the City public records program.
- **Agenda Services** - Works with the City Attorney's Office and the City Clerk's Office to develop weekly and special City Council/Rules and Open Government meeting agendas and oversees the development of agenda for other Council Committees to ensure compliance with the Brown Act and City open government policy.

*The Office of Economic Development is under the CMO department, but is shown in a different chapter.

RESIDENT SURVEY

19% of San José residents visited the City of San José website (at www.sanjoseca.gov) more often than twice a month

8% of San José residents used the City's website to conduct business or pay bills more often than twice a month

Note: the CMO began including Strong Neighborhood Initiative funds in its operating expenditures for FY 2007-08 and staff in FY 2006-07.