

Memorandum

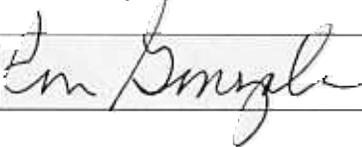
TO: City Council

FROM: Mayor Ron Gonzales

SUBJECT: Preparation Materials
for the Service Delivery Models
Study Session

DATE: December 13, 2005

Approved



Date

12/13/05

On Thursday, January 12, the Council will hold a study session to examine how we deliver services to our residents and businesses and consider new ideas for improving their quality and effectiveness.

The goal of this effort is to ensure that the City is prepared to evolve and adapt to fluctuating or uncertain resources and to the changing needs of the people we serve. During this study session, Council will discuss how we can best evaluate the performance of models for delivering services and brainstorm ideas for possible changes that would make service delivery more effective or efficient.

The City must consider many factors as we provide a wide array of services, including local and state economic conditions and their effect on our budgets, the growth and changes in San José's population, our changing workforce, the use of technology, and the physical and environmental changes affecting our region and our facilities. Our discussion at this study session will mark the beginning of this effort, but it will be an ongoing commitment to review, analyze, try and evaluate new models and their results in future months and years, starting with this year's budget cycle.

In coordination with the City Manager's Office and Auditor's Office, I have enclosed materials for you to use to prepare for the January study session. The first item is the final report of the New Realities Task Force, an earlier effort led by Mayor Susan Hammer to examine service delivery in light of a substantial budget shortfall in the 1990s. I have also enclosed the latest report from the City Auditor on audit recommendations that are still outstanding from prior audits. There may be proposals in these documents that Councilmembers may wish to reexamine or build on.

In addition to these materials, next month you will be provided with a compilation of employee input that currently is being solicited online and at brainstorming sessions, as well as the final agenda for the study session.

I look forward to a productive session that will set the stage for continuous improvement and innovation that will allow the City of San José to keep meeting the needs and expectations of our community long into the future.