

# COMMUNITY AND ECONOMIC DEVELOPMENT CSA

## CORE SERVICES AND KEY OPERATIONAL SERVICES

### *City Manager – Economic Development*

#### *Core Service: Arts and Cultural Development*

- Art Grants
- Arts Community Development
- Arts Education
- Arts Planning and Development
- Public Art

#### *Core Service: Business/Job Attraction, Retention, Expansion and Creation*

- Economic Development Strategy
- Corporate Outreach
- Small Business Assistance
- Loan Programs
- San José Enterprise Zone
- International Programs
- Retail Attraction and Retention
- Revenue Generation

#### *Core Service: Outdoor Special Events*

- Attract/Recruit New Signature Special Events
- Coordination and Support for Special Events
- Special Event Development and Production
- Support Development/Improvement of Existing Special Events
- Development/Enforcement of Event Policies/Guidelines
- Special Event Grant Support

#### *Core Service: Workforce Development*

- Customized, Professional Career Services
- Workforce Reduction Assistance
- Career Transition Management
- Employee Attraction, Training, and Retention Services

### *Convention Facilities*

#### *Core Service: Convention Facilities*

- Sales and Marketing
- Event Services
- Technical Services
- Food and Beverage Services
- Facility and Infrastructure Maintenance
- HVAC, Electrical and Cogeneration Services

### *Fire*

#### *Core Service: Fire Safety Code Compliance*

- Engineering (Development Review)
- Hazardous Materials (Development Review)

### *Housing*

#### *Core Service: Increase the Affordable Housing Supply*

- Make Loans to Developers
- Provide Homebuyer Assistance

# COMMUNITY AND ECONOMIC DEVELOPMENT CSA

## CORE SERVICES AND KEY OPERATIONAL SERVICES

### *Housing (Cont'd.)*

*Core Service: Maintain the Existing Affordable Housing Supply*

- Loan Compliance and Collections
- Rental Rights and Referral Services
- Housing Rehabilitation

*Core Service: Provide Services to Homeless and At-Risk Populations*

- Coordination of Services Aimed to End Chronic Homelessness
- Grant Administration
- Information and Referral Services for Homeless and Those At-Risk of Homelessness

### *Planning, Building & Code Enforcement*

*Core Service: Development Plan Review and Building Construction Inspection*

- Review of Land Use, Rezoning, Development Application & Plans for Compliance with Zoning Code, Standards, Policies and Guidelines
- Review of Construction Plans and Calculations for Compliance with Building Code Standards, Policies and Guidelines
- Environmental Review
- Construction Inspection
- Permit Issuance
- Public Information Services

*Core Service: Long Range Land Use Planning*

- City-wide Land Use Planning (General Plan)
- Historic Preservation
- Specific/Area Planning
- Neighborhood Revitalization
- Policy/Ordinance Development

### *Public Works*

*Core Service: Regulate/Facilitate Private Development*

- Grading Permits
- Public Improvement Permits
- Traffic Reports
- Inspection
- Subdivision Maps
- Development Application Review
- Assessment Engineering
- Utility Permits
- Underground Service Alert

# NEIGHBORHOOD SERVICES CSA

## CORE SERVICES AND KEY OPERATIONAL SERVICES

### *General Services*

#### *Core Service: Animal Care and Services*

- Licensing and Rabies Vaccination Compliance
- Public Low-Cost Spay/Neuter Clinic and Education
- Animal Control in the Community
- House and Care for Stray Animals

### *Library*

#### *Core Service: Promote Lifelong Learning and Provide Educational Support*

- Adult and Family Literacy Programs
- Preschool and Early Education Initiatives
- Story Time Programs
- School Focused Collections, Programming, and Internet Resources
- Summer Reading Programs for Children and Youth

#### *Core Service: Provide Access to Information, Library Materials and Digital Resources*

- Dr. Martin Luther King, Jr. Library
- Reference and Reader's Advisory Services
- Borrower's Services
- Interbranch Loan and Delivery
- "The San José Way" Principles of Library Service
- Internet-Access Computers

### *Parks, Recreation and Neighborhood Services*

#### *Core Service: Community Strengthening Services*

- Healthy Neighborhoods Venture Fund
- San José B.E.S.T.
- Safe Schools Campus Initiative
- San José After School Program
- Retired and Senior Volunteer Program
- Senior Companion Program
- Municipal Health Services
- Adopt a Park

#### *Core Service: Life Enjoyment Services*

- Community and Neighborhood Centers
- Aging and Therapeutic/Inclusion Services
- Gang Intervention and Prevention
- Tattoo Removal
- Work Experience Program
- Sports and Aquatics Programs
- Regional Parks and Special Facilities
- Park Ranger Services

#### *Core Service: Neighborhood Livability Services*

- Anti-Graffiti & Anti-Litter Programs
- Civic Grounds and Landscape Maintenance
- Neighborhood Parks Maintenance

**NEIGHBORHOOD SERVICES CSA**  
**CORE SERVICES AND**  
**KEY OPERATIONAL SERVICES**

***Planning, Building and Code Enforcement***

*Core Service: Community Code Enforcement*

- Community Outreach/Neighborhood Empowerment
- General Code Enforcement
- Housing Code Enforcement
- Proactive Code Enforcement

## **PUBLIC SAFETY CSA CORE SERVICES AND KEY OPERATIONAL SERVICES**

### ***Emergency Services***

#### *Core Service: Emergency Preparedness and Planning*

- Develop and Maintain the City-Wide Emergency Plan
- Coordinate and Deliver San José Prepared! Program
- Participate in Development of Regional Emergency Plans
- Train City Staff to Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS)

#### *Core Service: Emergency Response and Recovery*

- Train City Staff in Emergency Management Systems
- Maintain Emergency Operations Center Readiness
- Manage Urban Area Security Grant Implementation
- Coordinate Metropolitan Medical Task Force Activities

### ***Fire***

#### *Core Service: Emergency Response*

- Fire Suppression
- Public Assist
- Emergency Medical Services (EMS)
- Dispatch
- Rescue
- Hazardous Materials Mitigation

#### *Core Service: Fire Prevention*

- Fire Cause Investigation
- Regulatory Enforcement
- Fire and Life Safety Education/Community Outreach

### ***Independent Police Auditor***

#### *Core Service: Independent Police Oversight*

- Initiate the Investigation Process
- Monitor, Track, and Participate in Excessive Force Investigations
- Audit and Track All Citizen Complaints
- Provide Policy Recommendations and Address Community Concerns
- Increase Public Awareness Through Materials, Presentations and Public Forums
- Respond to the Scene of Officer-Involved Shootings and Track and Review Investigations of Officer-Involved Shooting and Death in Custody Cases

### ***Police***

#### *Core Service: Crime Prevention and Community Education*

- Proactive Patrol
- Youth and School-Based Services
- Community Problem Solving
- Adult Services

**PUBLIC SAFETY CSA**  
**CORE SERVICES AND**  
**KEY OPERATIONAL SERVICES**

*Police (Cont'd.)*

*Core Service: Investigative Services*

- Interview and Interrogate
- Collect and Process Evidence
- Assist District Attorney's Office
- Obtain and Provide Specialized Training
- Facilitate Support Services for Victims and Witnesses
- Liaison with Outside Agencies for Investigations and Community Policing Prevention

*Core Service: Regulatory Services*

- Permits Issuance
- Investigations
- Inspections

*Core Service: Respond to Calls for Service*

- Dispatch/Communications
- Reactive Patrol

*Core Service: Special Events Services*

- Off-Duty Security Services

# TRANSPORTATION AND AVIATION SERVICES CSA

## CORE SERVICES AND KEY OPERATIONAL SERVICES

### *Airport*

*Core Service: Airport Customer Service*

- Airport Services
- Airport Facilities
- Airport Access

*Core Service: Airport Environmental Management*

- Airport Land and Quality Management
- Airport Air Quality Management
- Airport Noise Management

*Core Service: Community Air Service*

- Air Service Needs
- Airport Facility and Infrastructure Planning

### *Police*

*Core Service: Traffic Safety Services*

- Enforcement
- Investigation
- Education
- Traffic Control

### *Transportation*

*Core Service: Parking Services*

- Manage Off-Street Parking
- Manage On-Street Parking

*Core Service: Pavement Maintenance*

- Maintain Street Pavement

*Core Service: Street Landscape Maintenance*

- Maintain Street Landscaping
- Manage Care of City Street Trees
- Maintain Undeveloped Rights-of-Way
- Manage Special Landscape Programs
- Inspect and Repair Sidewalks
- Downtown Cleaning Activities

*Core Service: Traffic Maintenance*

- Maintain Traffic Devices
- Maintain Streetlight System

*Core Service: Transportation Operations*

- Optimize Arterial Traffic Conditions
- Enhance Neighborhood Traffic Conditions
- Promote Transportation Safety

**TRANSPORTATION AND AVIATION SERVICES CSA**  
**CORE SERVICES AND**  
**KEY OPERATIONAL SERVICES**

***Transportation (Cont'd.)***

*Core Service: Transportation Planning and Project Delivery*

- Plan Transportation System
- Manage Capital Improvement Program
- Policy Analysis and Advocacy
- Coordinate Regional Transportation Projects