

## ADMINISTRATION / CHIEF OF STAFF

RESOURCES	ACTUAL FY02	ACTUAL FY03	BUDGET FY04	PROJECTED FY04	RECOMMENDED FY05
Personnel Expenses	\$ 402,244	\$ 457,991	\$ 463,321	\$ 478,597	\$ 495,841
Operating Expenses	99,492	90,931	160,556	135,158	151,139
Operating Budget	\$ 501,736	\$ 548,922	\$ 623,877	\$ 613,755	\$ 646,980
Capital Outlay	2,050	0	5,000	5,000	2,500
Budget Allocation	\$ 503,786	\$ 548,922	\$ 628,877	\$ 618,755	\$ 649,480
Authorized Positions	4	4	5	5	5

**Chief of Staff:** The Chief of Staff administers city government under the direction of the mayor. This office plans, directs, coordinates and integrates efforts of all city departments and agencies to accomplish day-to-day city operations and implement the programs directed by the mayor and the policies developed by the City Council. Responsibilities include oversight of communications, cable communication, intergovernmental relations, purchasing, strategic planning and technology and human resources departments. Combined under the administration department's budget are the chief of staff and directors of communications and intergovernmental relations.

**Goals and Objectives:** The chief of staff is committed to providing the highest standards of effective communication, accountability, efficiency and customer service possible through focus on the following goals and objectives:

- Improve staff coordination processes throughout the city: Oversee the city staff coordination process to ensure that the appropriate departments participate in the timely and complete development and coordination of major staffing actions. Facilitate the development and implementation of the electronic council agenda process.
- Improve communication within the city and outside city government: Continue to improve the capability of citizens and staff to communicate via the customer service center. Oversee the development of a plan to implement a 311 telephone call center that will enable citizens to obtain city information by calling one telephone number.
- Increase accountability, effectiveness and efficiency of city government: Lead city-wide planning programs to improve office space utilization, ensure the validation and standardization of information technology resources and the development of a first class geographic information systems program. Continue to challenge departments to use strategic planning and "best practices" to enhance productivity and improve the delivery of services.
- Improve customer service within the city and outside city government: Continue to develop a city-wide culture focused on providing outstanding customer service. Oversee the development, implementation and analysis of a customer service survey so that all citizens will have the opportunity to provide feedback regarding the quality of city services.

**Director of Communications:** The Communications Office disseminates information to the media and the public in a timely fashion, as it relates to the City of Tampa's administration initiatives, events and programs. The Director of Communications strives to serve the media and public by implementing new web pages that are easy to navigate, providing new programming on City of Tampa Television (Channel 15) and by developing news releases that are informative and easy to understand.

**Goals and Objectives:**

- Communicate with the media and the public in a timely fashion.
- Implement new and improved communication methods.
- Maintain positive relationships with the media and the public through shared information.
- Monitor news that is published or aired about the City of Tampa and the mayor.

**Intergovernmental Relations:** Intergovernmental Relations provides service and support to the mayor, executive staff, and departments in achieving the City of Tampa's federal/state legislative and funding goals. The office coordinates legislative activities, promotes positive relationships, advocates the city's interests with the federal and state government and other public entities, and promotes legislative, funding, and regulatory decisions that are favorable to the city.

**Goals and Objectives:**

- Communicate with the mayor and staff on an ongoing basis concerning the city's priorities to be achieved through state and/or federal action. Develop a feasible state and federal agenda in consultation with executive and department staff that is consistent with the city's strategic plan and in accordance with the mayor's direction.
- Successful passage of a majority of the mayor's state and federal legislative and funding agendas. Develop and implement suitable strategies and action plans that will result in successful passage of the legislative and funding agenda. Work with legislators, staff, and agency personnel on actions that will promote passage of legislative and funding initiatives.
- Promote and maintain positive relationships with members and staff of the Hillsborough County Legislative and Congressional delegations, Florida Legislature and other public entities. Maintain regular contact, providing prompt, professional and accurate follow-up on items referred to intergovernmental relations.