

ADMINISTRATION / CHIEF OF STAFF

RESOURCES	ACTUAL FY03	ACTUAL FY04	BUDGET FY05	PROJECTED FY05	RECOMMENDED FY06
Personnel Expenses	\$ 457,991	\$ 480,864	\$ 495,841	\$ 493,858	\$ 540,538
Operating Expenses	90,931	115,892	169,852	144,159	200,208
Operating Budget	\$ 548,922	\$ 596,756	\$ 665,693	\$ 638,017	\$ 740,746
Capital Outlay	0	0	0	0	0
Budget Allocation	\$ 548,922	\$ 596,756	\$ 665,693	\$ 638,017	\$ 740,746
Authorized Positions	4	5	5	5	5

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

Goals and Objectives: The chief of staff is committed to providing the highest possible standards for effective communication, accountability, efficiency and customer service, 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 a timely fashion and complete the development and coordination of major staffing actions.
- 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 a single telephone number.
- Increase accountability, effectiveness and efficiency: Lead planning to improve use of office space, ensure standardization of information technology resources, and development of a first class geographic information systems program. 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 response form 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 also serves in an advisory capacity to the mayor for the city television station (Channel 15), the city website content and design (www.TampaGov.net) and the city newsletter (*Tampa News*).

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 and state legislative and funding goals. The office coordinates legislative activities, promotes positive relationships, advocates the city's interests with the federal and state governments 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.
- Advocate passage of the mayor's state/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.