

Department of Administration

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Key Public Service Areas

The Department of Administration is responsible for the human resources, risk management, and information technology service programs for the City.

Critical Issues and Areas of Concern

- Labor Relations
- Human Resource Management System
- Risk Management
- Employment Recruiting Challenges
- Department Operations Update

Scope of Department Operations

The Department of Administration (excluding its MIS division) has 54 employees with an annual budget of \$1.9 million. An additional \$36.5 million is budgeted for various insurance programs. This department is responsible for employee relations and personnel matters for 4,276 classified employees and 305 unclassified employees in the City of Tampa.

Current Initiatives

- Implementing PeopleSoft Human Resource Management System
- Implementing the Employee Wellness Program
- Revising the wage/benefit programs (including union contract negotiations)

Status Report

Labor Relations. The Department of Administration is responsible for union contract negotiations, employee grievances (including other employee litigation and appeal processes) and employee discipline administration. These functions (including the determination of salary and benefit programs) need to be maintained with the same intensity and level of effort as has been provided in the past. If not, the City's ability to deliver services and the ability to employ and retain a quality workforce could be impacted.

Human Resource Management System. The implementation of PeopleSoft will transform the way the City handles Human Resource business functions by delivering both the relationship and analytic data to the employee/departments who need it, when they need it. It will have multiple phases, and when completed, it will reduce paper, minimize errors, and correct current system deficiencies. The first phase, which is near completion, with a "go live" date of April 1, 2003, is the conversion of the human resource data. Scheduled implementation phases include the following modules: employee self-service automated insurance and benefits enrollment; application processing (this includes the automation and essential streamlining of the employment requisition, recruitment, and certification processes); time and attendance; and other enhancements.

Risk Management. Employee health and life insurance as well as workers' compensation costs continue to escalate despite the effectiveness of cost control programs. Property damage, liability, and aviation insurance coverage is less available and rates have risen sharply as a result of the events of September 11, 2001. This trend is expected to continue in the near future. On-going evaluation of risk management decisions will continue to be a critical process and have substantial financial impact. For FY 2003, the estimated cost for all of the insurance programs is \$37.4 million.

Department of Administration

Status Report (continued)

Employment Recruiting Challenges. Recognition of the City's aging work force and changes in employee qualification requirements is essential in view of expectations that the City will be participating in an even more competitive labor market. According to the Bureau of Labor Statistics, there will be a shortfall of 10 million qualified workers nationwide by 2010. Adaptation will be needed in order to serve the needs of the employees and the operating departments with exploration of alternative, flexible and innovative recruiting, training and salary/benefit programs.

Department Operations Update. Revision to the documents that originally created the Department of Administration in 1977 is needed. Over time they have become severely out-dated and do not adequately reflect the changes that have occurred regarding departmental functions. This will eliminate confusion among other City departments regarding the responsibilities of Administration. Renaming the department and revising the titles of the department director and managers should be considered as part of this process. Confusion frequently occurs with references to the "administration" of the City government versus the finite duties of the Department of Administration (human resources, risk management, and information technology services).

Department of Administration Organization Chart

The Department of Administration is organized into four divisions:

Personnel performs hiring functions and maintains the City's comprehensive classification plan covering approximately 600 classes of work. The division monitors the performance evaluation process, coordinates the administration of valid medical standards, and conducts job research for developing valid selection procedures.

Administrative Support Services is an internal service department responsible for Risk Management, Commercial and Self Insurance, Claims, Publications/Graphics, Loss Control and the City's copier program.

Employee Relations negotiates/administers collective bargaining agreements; administers disciplinary actions/labor grievance procedures; processes salary/benefits; and handles affirmative action, unemployment compensation, and EEO/ADA compliance. Central Records Processing is responsible for personnel transactions on the Payroll/Personnel System including pay increases, benefit enrollment, life insurance claims, employee orientation, and file maintenance.

Management Information Systems (MIS) Division is responsible for the support of all mainframe computers, wide (WAN) and local (LAN) area networks, and personal computers throughout the City. *See Management Information Systems Department Summary – Page 32.*

