

### **Administration and Professional Services**

Administrative and Professional Services department includes Accounting Services, Purchasing Administration, Accounts Payable, Grants and Resource Management. This department's responsibilities include development and preparation of the annual operating and capital budgets and related financial policies, enacting operational functions, preparation of the Comprehensive Annual Financial Report, writing for grant acquisitions, organizing centralized procurement activities.

### **Auditing**

The mission of the Office is to provide the City Commission with an independent, objective, and comprehensive auditing program of City operations, advance accountability through the provision of assurance and advisory services, and actively work with Appointed Officials in identifying risks, evaluating controls, and making recommendations that promote economical, efficient, and effective delivery of City services.

### **Aviation**

The Aviation Department operates the Tallahassee International Airport. The Aviation Department consists of six divisions: The Executive Division; Airport Properties and Development Division; Finance and Administration Division; Facilities Management Division; Operations Division and Capital Programs & Environmental Compliance Division

### **City Attorney**

The City Attorney's Office provides legal counsel and representation to the Tallahassee City Commission, City Manager and other Appointed Officials, city departments, and city-appointed boards and commissions in any suit, action or proceeding filed by or against them. Additionally, the City Attorney's Office provides daily and routine legal advice to City department directors and their staffs on such matters as ethics, open meetings law, public records law and substantive areas such as land use law. The City Attorney's Office, finally, has the responsibility to approve City contracts.

### **City Commission/Office of the Mayor**

The Mayor and City Commission serve as the governing body of the City; they set policies and rules by which the City is operated, including establishing City goals and target issues and setting City tax rates.

### **Communications**

The Communications Department serves to keep the public informed of City issues by fostering effective two-way communications and applying innovative methods and technologies. This department directs media relations, public information and engagement programs, and digital communications including the City's website, social media and television station. Communications is responsible for creating and implementing marketing programs and emergency response and community preparation communications efforts.

### **Community Beautification and Waste Management**

Community Beautification and Waste Management provides garbage, trash, and recycling services to 67,500 customers, both residential and commercial. In addition, the department is responsible for maintaining 13,500 acres of medians and rights-of-ways along major roadways within the City.

### **Community Housing and Human Services**

The City's Community Housing and Human Services Department provides services to the Tallahassee community through community housing, human services, and historic property preservation programs.

### **Community Relations**

Community Relations, a function of the Department of Communications and Parks and Recreation and Neighborhood Affairs, serves to engage citizens through interactive educational outreach efforts focused on a variety of City services and programs ranging from utility services to transportation.

### **Customer Services**

The Customer Services division provides four main services. The Utility Services Administration unit provides various services including, but not limited to, management, administration, and procurement. It also provides policy/process review and audit responses for several departments. Secondly, Utility Customer Field Operations' major function is to provide outstanding customer service while completing over 450,000 field orders annually including field meter reads, service disconnects/reconnects, and service investigations. This area is also responsible for revenue protection from theft and under-billed and non-billed services.

Furthermore, Wholesale Energy Services' activities are carried out in support of the Electric and Gas Utilities' goals of providing reliable electric and gas service at a reasonable price. Lastly, the Golf Program operates two public golf courses (Hilaman and Jake Gaither) which provide an opportunity for golfers of all ages and skill levels to enjoy the game of golf at affordable prices. The golf association hosts tournaments and instructional programs for their members.

### **Electric Utility**

The Electric Utility serves over 123,000 customers in a 221-square mile service territory. It is the fourth largest municipality in Florida, and the 27th largest of over 2,000 municipal systems in the United States. The utility is comprised of six major divisions: Administration, Power Delivery, Generation, System Operations, System Compliance, and System Integrated Planning.

### **Emergency Preparedness and Facilities Security**

The Emergency Preparedness and Facilities Security Departments provide security support to several City facilities and prepares for disasters affecting Tallahassee and surrounding communities. In 2016, due to a restructuring in the City of Tallahassee, Facilities Security was assigned to the Fire Chief. In 2017 the responsibility for Emergency Preparedness was assigned to the Fire Chief.

Facilities Security oversees the assigned parking at City Hall and provides security to several city facilities, while the department of Emergency Preparedness is responsible for City planning and preparation for operations before, during and after a disaster for all city departments. Emergency Preparedness and Facilities Security continues to ensure departments can meet the basic needs of citizens and city employees in a coordinated manner.

### **Environmental Services and Facilities Management**

Comprised of the Environmental Regulatory Compliance Division (ERC) and the Centralized Facilities Management Division (CFM). ERC assists City facilities and operations with achieving and maintaining compliance with all federal, state and local environmental laws, rules and ordinances including permitting, licensing, rule analysis, regulatory reporting, agency inspections, compliance testing, assessment and remediation of contaminated properties and enforcement negotiations, as well as

managing the City's Brownfields Redevelopment Program. CFM manages the citywide Centralized Facilities Management program which oversees and provides HVAC repair and maintenance, project management, architectural, and engineering design services for all aspects of construction, renovation, repair and maintenance of City facilities, buildings and their related structures.

### **Ethics Office**

The Ethics Board and independent Ethics Office maintain the integrity of city government and functions. The Board also administers the Campaign Contribution Refund Program.

### **Executive Services**

The Executive Services Department includes the City Manager's Office consisting of the City Manager and three Assistant City Managers. At the direction of the City Manager, the three Assistant City Managers are responsible for managing several departments and ensuring that City Commission priorities are being addressed within their respective areas of responsibility.

### **Fire**

The Tallahassee Fire Department (TFD) is charged with the responsibility of protecting lives, property, and the environment from hazardous conditions that threaten our community. This mission is accomplished through the provision of prevention and protective services specific to the incident need.

### **Fleet Management**

Fleet Management facilitates the acquisition, disposal, maintenance, repair, fuel consumption needs, and historical data collection for all the city's vehicles, construction equipment and StarMetro buses. The Fleet program is comprised of five divisions: administration, service, parts, motor pool, garage unit and Bus Stop Maintenance and Construction.

### **Growth Management**

The Growth Management Department facilitates well-designed, efficient, healthy, and safely built developments, while ensuring preservation of the natural and cultural environment. The Department promotes economic vitality and environmental sensitivity through coordinated plan review, permitting and inspection services. Responsibilities include development review services such as site planning, environmental permitting, building permitting, inspections and code enforcement to ensure that developments meet the requirements of the State of Florida Building Code as well as our local community standards.

The Growth Management Department includes the following four Divisions: Administration, Land Use and Environmental Services, Building Inspection, and Code Enforcement.

### **Human Resources and Workforce Development**

The Human Resources & Workforce Development Department is responsible for the development, implementation and administration of all human resource systems, programs, policies and procedures, as well as managing and coordinating organizational initiatives that impact City employees.

### **Office of Economic Vitality**

The Tallahassee-Leon County Office of Economic Vitality (OEV), was created within the consolidated Department of Planning, Land Management, and Community Enhancement (PLACE) and under the governance of the Intergovernmental Agency (IA) on February 29, 2016. The Office of Economic Vitality is based on an economic development model that ensures accountability, transparency, citizen

engagement and professional management of economic development projects. The office works to create a one-stop-shop for the community's economic development needs to include the development of a first-ever strategic plan. OEV also provides an enhanced level of service for cross departmental coordination for collection and utilization of data, implementation of projects and initiatives throughout the planning, land management and economic development spectrum.

### **Parks, Recreation and Neighborhood Affairs**

The Parks, Recreation and Neighborhood Affairs Department provides recreational opportunities for the citizens of Tallahassee and Leon County and liaison assistance for neighborhood associations, and operates the Animal Service Center. It is comprised of nine major areas: administration, parks, recreation, athletics, special events, tennis, animal services and control, senior services and neighborhood affairs.

### **PLACE (Planning, Land Management and Community Development)**

The City of Tallahassee and Leon County Government created the joint Department of Planning, Land Management and Community Enhancement – PLACE – to better integrate the implementation, administration and executive oversight of three interrelated programs: the myriad of Planning functions, the Office of Economic Vitality economic development programs, and Blueprint infrastructure projects. The Planning (PLACE) Department consists of the following divisions: Comprehensive Planning, Land Use/Zoning, Urban Design, Planning Commission, and Local Planning Agency.

### **Police**

Continuing the "Tradition of Service", the police department is a nationally accredited agency that works in partnership with the community and other City departments to provide services that offer a safe environment for its citizens to work, live and recreate.

### **Real Estate Management**

Real Estate Management provides comprehensive real-estate services for all city departments and is responsible for the acquisition of all real estate for capital improvement projects such as roads, stormwater facilities, and utilities (like electric, gas, water and sewer). They are in charge of management of City-owned parking facilities, five cemeteries, Renaissance and Gemini office buildings, surplus property, leases and maintenance of the City's real estate inventory.

### **StarMetro**

StarMetro, the transit system for the City of Tallahassee, operates 12 weekday cross-town routes, as well as university routes for Florida State University (FSU) and Florida Agricultural & Mechanical University (FAMU). StarMetro also provides demand response (para-transit) transportation to senior, disabled and low-income customers in Tallahassee and Leon County. StarMetro is comprised of five divisions: Administration, General Transit Operations, Para-transit Operations, Planning and Maintenance.

### **Technology and Innovations**

Technology and Innovation (T&I) is responsible for innovating and providing computer, telecommunications, radio services, public safety technology, SCADA maintenance, and GIS support for all city departments. The focus is to lead our city to be a dynamic force of innovation while efficiently managing the City of Tallahassee's technology resources. Revenues are derived through the distribution of costs to user departments. The department now reports directly to the City Manager as a part of the FY16 re-organization.

### **Treasurer-Clerk**

The mission of the Treasurer-Clerk's Office is threefold: through the development and application of sound financial management practices and policies, place the City in the most advantageous and secure financial position possible; through sustainable benefit design and skillful administration, provide City employees with the ability to secure a sufficient retirement; provide city government and the residents of Tallahassee with quick and accurate access to all City records and actions.

The City Treasurer-Clerk oversees five divisions: Asset/Liability Management is responsible for banking relationships. Records Management is responsible for preparation and maintenance of City Commission minutes, educating City employees on State records retention requirements and use of the City's imaging system, managing the City's archives program, responding to citizen public records requests, and maintaining active contract files and other official City records. Retirement Administration is responsible for administration of the retirement system for all active and retired City employees. Revenue Management is responsible for administration of the communications services tax and public service tax programs. Risk Management is responsible for the administration of the City's self-insured programs and the procurement and administration of commercially purchased insurance for all other applicable exposures.

### **Underground Utilities and Public Infrastructure**

The Underground Utilities and Public Infrastructure provides multiple services through multiple divisions. The City's Public Infrastructure division of Underground Utilities is responsible for the preservation and maintenance of more than 650 miles of streets and more than 500 miles of sidewalks. The department provides construction services that either directly provide or manage construction. Additionally, Public Infrastructure is responsible for all drainage structures within the City.

The City of Tallahassee's Natural Gas Utility provides natural gas energy through 920 miles of underground gas mains, which serve over 30,000 customers in the Leon, Gadsden, and Wakulla areas. Our highly trained staff works around the clock to ensure the integrity and dependability of our distribution system, and to assist customers with energy conversation and cost savings through natural gas use. The City's Water Utility is responsible for water, wastewater and stormwater operations. From flood prevention and resource preservation to ensuring the safe and dependable delivery of the highest quality drinking water, the City is committed to meeting the ever-changing needs of our community. Both operational and capital investment strategies are in place to support the City's ongoing commitment to protect the environment and delivering vital services in a cost-effective, efficient and environmentally sound manner.