

# OFFICE OF THE MAYOR

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## **Mission Statement**

It is the mission of the Office of the Mayor to assist the Mayor in serving the public by gathering information on important issues, assisting in analyzing those issues and developing policies to guide the course of the City for the future. At the direction of the Mayor, the office implements policy by coordinating and guiding the actions of the various divisions of the City government, and working cooperatively with other units of government, business, and other organizations to accomplish the goals of the City.

The Mayor's Office consists of: Executive Office, 311 One Call Customer Service Center, Community Liaisons, and Public Information Office.

## **Goals and Objectives**

The goals of the Office of the Mayor include those goals as determined by the Comprehensive Plan:

- Retain and gain jobs
- Strategic Plan implementation
- Maintain and enhance the City's capital assets
- Addressing capital needs in the public safety division
- Responsible stewardship of public assets and infrastructure
- Improved disclosure of City finances

## **EXECUTIVE OFFICE**

The Executive Office carries out the direct duties and serves a support role for the Mayor of the City of Fort Wayne. It also oversees the strategic direction of the administration. The Mayor directs appointments to specified boards and commissions as well as some non-profit organizations.

## **311 CUSTOMER SERVICE CENTER**

The 311 Customer Service Center is designed to provide citizens and businesses with outstanding customer service by being "One Call to City Hall" for 17 City departments with scripts written specifically for each department. Every service request is given a tracking number for the caller and City staff to ensure follow-through. The Center also takes informational calls from the public about City services. It is staffed from 7:30 a.m. to 5:30 p.m. weekdays with an automated system for after-hours calls. 311 is also a standby Emergency Operations Call Center, ready to take non-emergency calls in a matter of minutes. 311's experienced operators relieve EOC staff by taking the high volumes of citizens' calls in disasters so EOC staff can concentrate on working with field employees.

## **COMMUNITY LIAISONS**

The two Community Liaisons work with constituents within their respective quadrant. With contacts and knowledge of City services, they serve as by mediating complex issues between residents and City departments or other community entities. The liaisons provide constituent advocacy by keeping the Mayor, City Council, and City departments apprised of neighborhood concerns.

Other duties of the Community Liaisons include:

- Communicating the City's message and information to neighborhoods
- Representing the Mayor by serving on various boards and commissions, performing ribbon cuttings, reading proclamations, and making public appearances
- Actively participating on the Crisis Management Team that responds to City-wide emergencies by helping to coordinate local shelters, disseminating crucial information to communities, and providing pertinent information to City leaders regarding affected areas.
- Raising funds, planning and coordinating special projects and events

### **PUBLIC INFORMATION OFFICE**

The Public Information Office provides accurate and timely information about City administrative policies, services, programs, events and matters of public interest to a variety of audiences, including media, taxpayers, City Council, community partners, other units of government, neighborhood leaders, City employees and state/national groups. The Office distributes content electronically to local, statewide and niche/specialty newspapers and publications, radio stations, television news outlets and other media to provide the public with pertinent information, especially in times of emergencies.

Public Information supports City divisions and departments to help effectively communicate information about City government to media through news releases and press conferences and the public. They are tasked with taking complex and specialized subject matter and synthesizing it into easily understandable content.

The Office accomplishes its goals by:

- assisting with maintaining the City's website;
- working with community partners;
- representing the Mayor at events;
- coordinating the City TV cable television station;
- responding to requests for public information;
- organizing and coordinating special events;
- drafting letters, proclamations, newsletters, speeches, award applications and other written material as needed.

### **BUSINESS AND LEGISLATIVE LIAISON**

The Business and Legislative Liaison acts as the Mayor's aide and assistant by working closely with the Mayor and Mayor's staff to achieve goals that benefit the City of Fort Wayne. This position works with Division Heads and the Public Information Director and serves as a liaison between the Mayor's Office, leaders of the business community, legislators and the media. The liaison tracks local, State, and Federal legislation on issues that affect Fort Wayne. The Business and Legislative Liaison fosters positive relationships between local, State, and Federal representatives and the City of Fort Wayne to further the policies and goals of the City.

MAYOR  
 Dept # 0001  
 2011 BUDGET COMPARISON

	2009 ACTUAL	2010 ACTUAL THRU 30-Jun-2010	2010 REVISED BUDGET	2011 SUBMITTED	\$ INCREASE (DECREASE) FROM 2010 APPR	% CHANGE FROM 2010 APPR TO 2011
5111 TOTAL WAGES	962,060		879,576	960,601	81,025	9.21%
5131 PERF - EMPLOYERS SHARE	69,724		68,266	81,651	13,385	
5132 FICA	69,733		67,386	73,486	6,100	
5134 LIFE MEDICAL & HEALTH INSURAN	171,000		188,100	183,600	(4,500)	
5136 UNEMPLOYMENT COMPENSATION	960		880	961	81	
5137 WORKERS COMP INSURANCE	1,672		1,413	1,521	108	
513A PERF - EMPLOYEES/PD BY CITY	29,162		26,425	28,817	2,392	
513R RETIREES HEALTH INSURANCE	9,000		9,900	10,200	300	
<b>Total 5100</b>	<b>\$1,313,312</b>	<b>\$593,628</b>	<b>\$1,241,946</b>	<b>\$1,340,837</b>	<b>\$98,891</b>	<b>7.96%</b>
5213 COMPUTER SUPPLIES	-		1,220	200	(1,020)	
5219 OTHER OFFICE SUPPLIES	3,589		8,200	7,000	(1,200)	
5231 GASOLINE	1,585		2,047	2,090	43	
5299 OTHER MATERIALS & SUPPLIES	-		3,100	1,900	(1,200)	
<b>Total 5200</b>	<b>\$5,174</b>	<b>\$4,757</b>	<b>\$14,567</b>	<b>\$11,190</b>	<b>(\$3,377)</b>	<b>- 23.18%</b>
531K SEMINAR FEES	1,250		4,000	4,000	-	
5322 POSTAGE	5,144		9,300	7,200	(2,100)	
5323 TELEPHONE & TELEGRAPH	7,159		17,120	7,100	(10,020)	
5324 TRAVEL EXPENSES	7,563		8,000	8,000	-	
5326 MILEAGE	3,567		3,000	3,000	-	
532C CELL PHONE	(8)		1,000	1,000	-	
532L LONG DISTANCE CHARGES	878		900	900	-	
5331 PRINTING OTHER THAN OFFC SUPPL	2,084		3,200	2,000	(1,200)	
5334 PUBLIC RELATIONS	12,399		15,000	15,000	-	
5342 LIABILITY INSURANCE	1,665		5,857	3,809	(2,048)	
5363 CONTRACTED OTHER EQUIPMT REPAI	-		600	600	-	
5369 CONTRACTED SERVICE	11,863		8,000	8,000	-	
536N GARAGE CONTRACT - NONTARGET	5,214		5,559	1,999	(3,560)	
536T GARAGE CONTRACT - TARGET	614		510	1,006	496	
5374 OTHER EQUIPMENT RENTAL	2,410		-	-	-	
5377 CC BUILDING PARKING	546		600	600	-	
5391 SUBSCRIPTIONS AND DUES	2,271		8,000	8,000	-	
5399 OTHER SERVICES AND CHARGES	574		300	300	-	
<b>Total 5300</b>	<b>\$65,194</b>	<b>\$27,499</b>	<b>\$90,946</b>	<b>\$72,514</b>	<b>(\$18,432)</b>	<b>- 20.27%</b>
<b>Total 5400</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>	
<b>Total</b>	<b>\$1,383,680</b>	<b>\$625,884</b>	<b>\$1,347,459</b>	<b>\$1,424,541</b>	<b>\$77,082</b>	<b>5.72%</b>