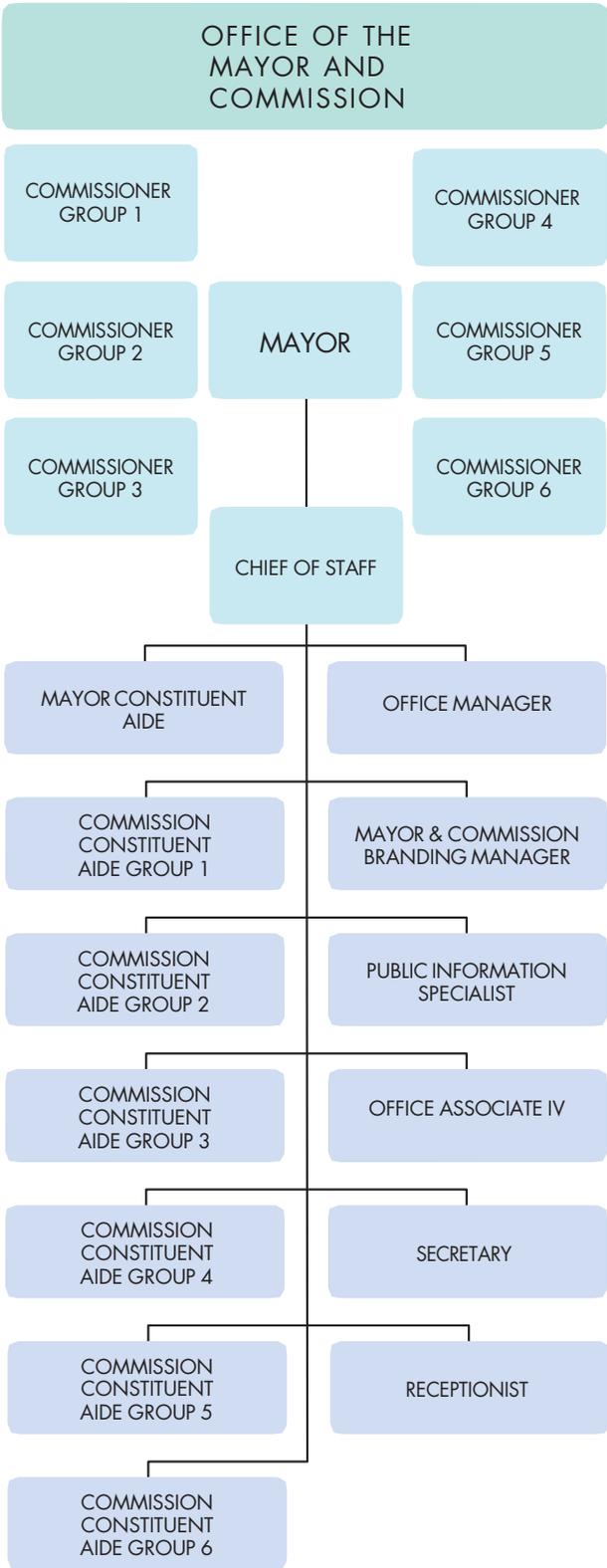


DEPARTMENT MISSION STATEMENT

We are dedicated to developing policy and providing direction to meet the needs of constituents by providing leadership that enhances and improves the quality of life for those who live, work and play in the City of Miami Beach.



DEPARTMENT DESCRIPTION

The City of Miami Beach operates as a "Council/City Manager" form of government. The Miami Beach City Commission consists of a Mayor and six Commissioners who serve as the Legislative branch of the City of Miami Beach government. On a rotating basis, the Commission selects one of its members to serve as Vice Mayor for a three month term. Voters elect the Mayor and Commissioners as citywide representatives through non-partisan elections held in odd-numbered years with the Mayor elected to serve two-year terms with a limit of three consecutive terms. Commission terms are staggered so that not all Commissioners are up for reelection at the same time.

As elected officials, the Mayor and Commissioners respond to citizens who seek their assistance in matters involving the governance and operation of the City of Miami Beach. Through the enactment of ordinances and resolutions, the review and approval of bids and contracts, and the awarding of certificates and proclamations, the City Commission works to improve quality of life, economic development, and enhanced communication between city government and the community.

Working to complement the efforts of the City Commission, office personnel serve to bridge elected officials to their constituency as well as working directly with the City Administration to address the problems and issues brought forth by the community. Customer service and timely responsiveness are the key responsibility of all staff members.



FISCAL ENVIRONMENT

The Office of the Mayor and Commission is supported by the General Fund. The General Fund charges an administrative fee to Enterprise Fund departments, the Redevelopment Agency (RDA), and Resort Tax Fund to cover the cost of various administrative support functions provided by the General Fund.

BUSINESS ENVIRONMENT

The Office of the Mayor and Commission holds Commission Meetings and Commission Workshops to discuss and decide on issues facing the City of Miami Beach. Commissioners also serve on the Commission Committees (Neighborhoods Committee, Finance and Citywide Projects Committee, Sustainability & Resiliency, and Land Use & Development Committee) and discuss referral items as well as gather community input.

The Mayor and Commissioners additionally work on issues affecting the City of Miami Beach and Miami-Dade County as a whole by serving on Non-City Commission Committees including the Miami-Dade League of Cities, Metropolitan Planning Organization, Miami-Dade Tourist Development Council, Greater Miami Convention and Visitors Bureau, South Florida East Coast Corridor Coalition, International Women's Forum, and Citizens Oversight Committee.

CRITICAL SUCCESS FACTORS

- Focus on Customer Service: Although the City of Miami Beach has a City Manager form of government, the Office of the Mayor and Commission plays an integral role in channeling the concerns and perspectives of the community to the appropriate administrative agencies. The Mayor and Commission Office staff is charged with responding to a large volume of telephone calls, facsimile communications, electronic and written correspondence. These responses are handled by both our elected officials and their office staff, which acts on behalf of individual Commissioners or the Office of the Mayor and Commission as a whole.
- Continued coordination and communication between the Office of the Mayor and Commission and City Manager's Office in order to ensure timely and accurate constituent service, as well as the necessary information for policymakers to base their decisions on.

FUTURE OUTLOOK

As it pertains to the handling of constituent concerns, it is the goal of the Office of the Mayor and Commission staff to work with the City Administration in order to improve response-related issues, such as response turnover time for incoming communications.