

OFFICE OF THE CITY CLERK AND CENTRAL SERVICES

Department Mission/Purpose Statement

"We are dedicated to performing as the secretary and custodian of the City Seal, compiling official City Commission and Redevelopment Agency agendas and minutes, providing quality print, copy and mail services and serving as facilitator in providing public records and information expeditiously to the City Commission, the public, City staff and other governmental agencies."

Department Description

The Office of the City Clerk is dedicated to providing a high level of customer service in a professional and courteous manner, making public information easily accessible using the latest technology, and making the experience a satisfying one. The Office of the City Clerk's responsibilities are shown in the attached Table of Organization.

Central Services is dedicated to providing a high level of internal customer service in a professional and courteous manner while performing the following tasks: sorting, processing and distributing U.S. mail and interoffice mail, delivery services, printing, copying and binding services.

City Clerk - Admin
Secretary to the City Commission and Redevelopment Agency. Plans, organizes, staffs, directs, and budgets for the City Clerk's Office. The office formulates departmental procedures and is responsible for the day-to-day operation of the department. The City Clerk also participates in the Commission and RDA Agenda preparation.

City Clerk's Staff
Functions performed by the City Clerk's staff are: customer assistance; advertise Public Hearings (newspaper and mailings); prepares City Commission and RDA Agendas; generates after-action reports; maintains and updates the text-based Folio Search Database; maintains and updates Laserfiche (City's document imaging system); audio records meetings using Business Information Systems (BIS) software; processes resolutions, ordinances and agreements; processes research requests; processes City Board and Committee applications and appointments; processes lobbyists and issues; maintains domestic partnership registration; compiles, advertises and posts weekly meeting notices; coordinates the updating of the Code of Ordinances; processes financial disclosure for employees, elected officials, board members, and lobbyists; processes Letters to Commission (LTC); prepares City Commission & RDA Yearly Meeting Schedule; reserves the commission chamber and first floor conference room; supervises general and special elections and processes initiative petitions; updates the City Clerk's web page; tracks lobbyists to Commission agenda items; responsible for Commission agenda access by agenda items on the Internet; provides quarterly Board and Committee Attendance Reports; maintains the Ethnicity Board and Committee Report; posts City Commission agendas and after-action on the Internet; maintains the tracking of Commission committee referrals; tracks term limits for "at-large" and individual Board and Committee appointments; updates the Internet with City Commission committee agendas and audio files; and lists registered lobbyists by City Commission agenda item.

Central Services-Admin
Plans, organizes, staffs, directs, process invoice payments, payroll, enters daily work orders, chargebacks, and prepares the budget. Formulates departmental procedures and is responsible for the day-to-day operation of the department.

Special Master
The Clerks of the Special Master serve as the Official Secretary to the Special Masters. The Special Master hears cases brought before them by the Building, Code Compliance, and Fire Departments. Responsibilities include preparing case files; assigning case numbers; preparing notices to appear for mailing to the alleged violators; preparing orders; liens; satisfactions; releases; agendas; synopsis; case histories; financial data and statistics; and collecting and depositing revenue collected. The Clerks of the Special Master assist the Special Master, Assistant City Attorneys and department inspectors at hearings; record liens into the Public Record; close cases upon full compliance and full payment of money owed; serve as records custodian for the Special Master; and generate courtesy notices for condo common area violations.

Central Services-Staff
Responsible for receiving and distributing daily mail (U.S. mail, interoffice mail, courier deliveries and UPS/FedEx) and special packages. Provide high volume copying and printing services. Provide courier services when needed to deliver Commission agendas, Commission committee agendas, budget books, Planning Board, etc.
Finishing services available in-house include: Folding – Multiple methods available; Stapling – Single staple, top left-hand or right-hand corner, or two staples down the left-hand side; Saddle Stitching – Two central staples, taking in a wrap-around cover or sheet; Glued spine; Spiral Binding (various capacities); Collated and drilled (punched) for use with loose-leaf binders; Booklets and brochures (up to 11" x 17"); Postcards/flyers (up to 12" x 18"); notepads; covers (assorted colors are available); numbering; pads; perforations; scoring; wrapping and NCR (No carbon required) Forms. Coordinates vehicle usage (carpool) for City departments.

Significant Prior Year Accomplishments:

- **Elections** – Successfully conducted two Special Elections and one mail in ballot election. Created and published candidate handbook for the 2013 General Election.
- **Webpage** – Significantly expanded City Clerk's Office Election web presence.
- **Software** – Implemented new software systems for public records request and lobbyist registration.
- **Central Services Division** – The Central Services Division obtained new high speed, high volume photocopiers and a digital color duplicator that reproduces professional results. These machines not only copy, but also collate and staple finished documents, achieving cost effective digital reproduction of printed materials.
- **City Commission Agenda Preparation** – Proofread City Commission agenda materials for 17 City Commission meetings, oversaw the agenda preparation process, and updated the City's webpage.
- **Personnel Board** – Conducted employee election for the Personnel Board.
- **Ordinance and Resolution Registry** – Created web based ordinance and resolution registry to provide an easy research tool for the public. Processed 33 ordinances, 431 resolutions and 761 contracts.
- **After-Actions & Agendas** – Produced 24 Agendas and After-action Reports for City Commission meetings and Workshops, and generated Log Notes for Commission/Workshop meetings, and burned CD's for archival purposes.
- **LaserFiche/Scanning** – Scanned and published all LTC's, Lobbyists Affidavits, Board and Committees Applications, Financial Disclosure Forms, Ordinances and Resolutions into LaserFiche; giving the public web based access to all these documents. Scanned a total of 22,794 pages and 498 historical photographs.
- **City Code Updates** – Transmitted ordinances to Municipal Code for codification and updated in the City's Code Book (paper and electronic version) for FY 12/13. Supplement 54 is the current version.
- **Domestic Partnership** – Processed 61 Domestic Partnerships and mailed applications/certificates & wallet cards.
- **Historical Archives** – Maintained a searchable folio database, where historical archives are entered by category, by date, description and points of reference, and identified each document/photograph with a number for easier identification.
- **Research Requests** – Processed 1,120 public records request. 89.9% of the public records requests received for records maintained by the City Clerk's Office were processed within 7 days or less.
- **Lobbyists** – Processed 256 Lobbyist Registrations, 411 Lobbying issues and maintain the Lobbyists annual disclosure records.
- **Boards & Committees** – Maintained records for 46 Boards & Committees with 462 members. Posted on the City Clerk's website a searchable database of all Boards and Committees. Updated the Boards and Committees Application. Created and posted on the Clerk's webpage a database of current Board and Committee openings, to assist

residents wishing to become involved in City government. Processed 165 Board and Committee Applications and 310 appointments.

Special Master:

- Processed 1,159 new cases.
- Processed and mailed 1,428 condominium common area violations courtesy notices on 34 cases for FY 12/13.
- Processed recording and release of 1,304 liens.

Performance Plan Highlights

Citywide Key Intended Outcome	Departmental Performance Indicator	Actual								Target		FY 13/14 Adopted Initiatives
		FY 04/05	FY 05/06	FY 06/07	FY 07/08	FY 08/09	FY 09/10	FY 10/11	FY 11/12	FY 12/13	FY 13/14	
Promote transparency of City operations	% of Public Records requests completed within 7 days					67%	65%	62%	58%	70%	70%	
Ensure compliance with code within reasonable time frame	Average # cases scheduled for Special Master Hearing within 90 days of receipt of request						68	52	53	N/A	N/A	<ul style="list-style-type: none"> • Conversion of the current Special Master System (Permit/Plus)
	Average # of days from initiation of special master process to lien placed						343	337	300	N/A	N/A	
	Average # of days from initiation of special master process to compliance						200	266	155	N/A	N/A	
Maximize efficient delivery of services	Average # of days to complete print jobs						3.69 days	2.92 days	2.95 days	3 days	3 days	<ul style="list-style-type: none"> • Develop and implement procedure related to printing/turn-around time • Enhance City's Records Management System
Improve process through information technology	Supports measures on Citywide Scorecard											<ul style="list-style-type: none"> • Develop City Clerk's record disposition log • Explore electronic filing of elections reporting
Expand e-government	Supports measures on Citywide Scorecard											<ul style="list-style-type: none"> • Implement a software solution to automate the current City Commission agenda preparation process and other Board and committee agenda

If Actual Field is blank then data was unavailable or survey question was not asked in that year

TBD - To Be Determined

Departmental Financial Summary

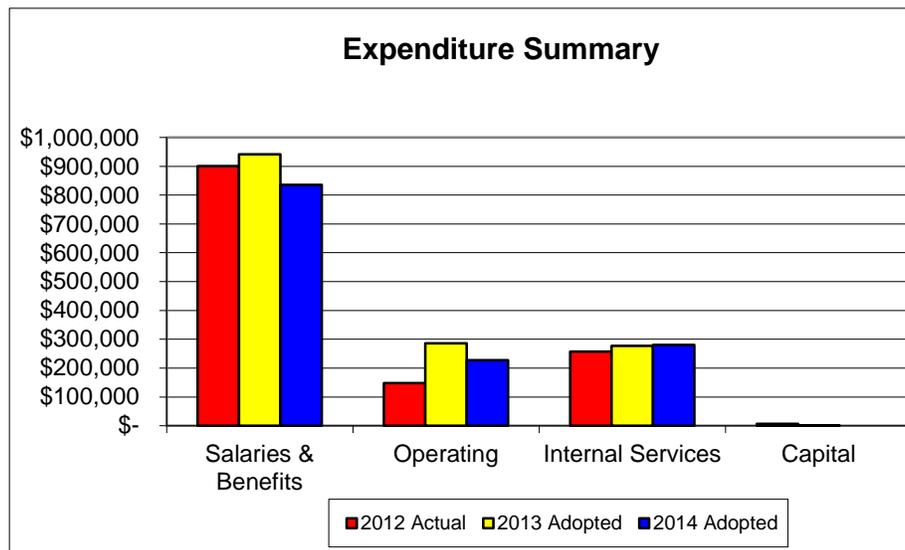
Revenue Area

	2011 Actual	2012 Actual	2013 Adopted	2014 Adopted
Election Qualifying Fees	\$ 9,676	\$ 2,435	\$6,000	\$ 2,000
HP/DRB Appeals	860	860	0	1,000
Administrative Hearing Fees	117,775	136,763	125,000	150,000
Lobbyist Applications	148,435	208,487	169,000	255,000
Domestic Partner Fees	1,923	3,730	2,000	3,000
Compact Disks	1,900	203	2,000	2,000
Red Light Camera Appeals	-	-	-	-
Passport Revenue	53,350	65,575	57,000	79,000
Total	\$ 333,919	\$ 418,053	\$ 361,000	\$ 492,000

Expenditure Area

Salaries & Benefits	\$ 926,383	\$ 900,893	\$ 941,285	\$ 836,000
Operating	200,770	148,019	286,238	228,000
Internal Services	240,507	257,479	277,177	280,000
Capital & Debt Service	0	6,690	300	-
Total General Fund	\$ 1,367,660	\$ 1,313,081	\$ 1,505,000	\$ 1,344,000

Budgeted Positions	9.6	9.6	8.6	9.6
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Internal Service Fund

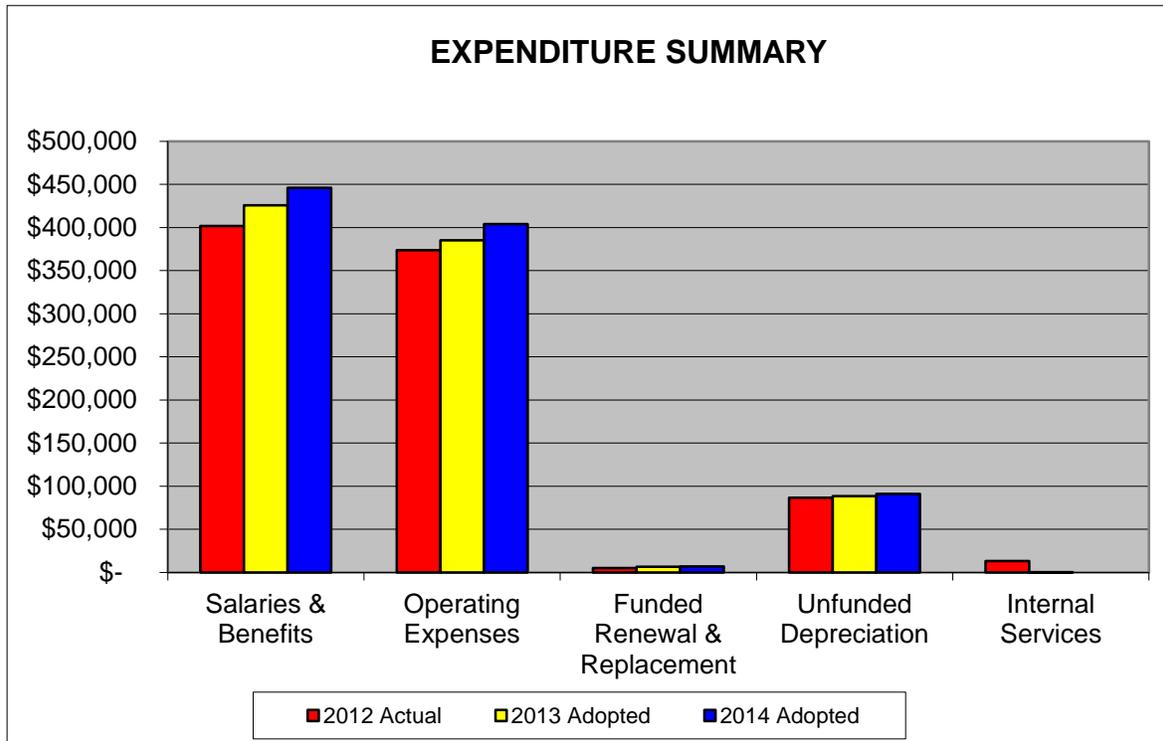
Central Services

Revenue Area

	2011 Actual	2012 Actual	2013 Adopted	2014 Adopted
Inter-Departmental Charges	\$ 1,010,100	\$ 999,544	\$ 903,000	\$ 933,000
Retained Earnings	0	0	3,000	0
Interest/Other	30,492	19,610	0	15,000
Total	\$ 1,040,592	\$ 1,019,154	\$ 906,000	\$ 948,000

Expenditure Area

Salaries & Benefits	\$ 388,796	\$ 401,671	\$ 425,682	\$ 446,000
Operating Expenses	402,701	373,633	385,285	404,000
Funded Renewal & Replacement	6,355	4,931	6,355	7,000
Internal Services	84,792	86,414	88,418	91,000
Capital & Debt Service	2,421	13,091	260	0
Total	\$ 885,065	\$ 879,740	\$ 906,000	\$ 948,000
Revenue less Expense	\$ 155,527	\$ 139,414	\$ 0	\$ 0
Budgeted Positions	4.4	4.4	4.4	4.4



Budget Highlights

City Clerk

- A significant component of the increase for all departments are increases in employee costs such as a maximum of 3 percent for CWA and 2 percent merit increase for other employees. Merit increases apply within existing pay ranges. The personnel services budget reflects a ten percent (10%) increase in health insurance costs over the FY 2012/13 experience.
- The budget reflects a net increase of \$4,000 or (2%) from last year in City contributions to the pension plan, primarily due to a revised allocation. Pension increases are primarily driven by the continued recognition of investment experience losses in FY 2007/08 and FY 2008/09 as well as continued decreases in the assumption for rate of return on investments.
- Operating expenses are budgeted to be below the FY 2012/13 budget by \$58,000 or (20%). This is primarily due to the \$47,000 reduction in the department's advertising budget, based on the past two years of actual expenses.
- The FY 2013/14 budget includes a \$3,000 elimination of the payout of the Executive Planning Days, by allowing employees to use the hours annually but eliminating the option to receive a payout for any unused portion at year end.
- The FY 2013/14 budget includes an enhancement totaling \$49,000 (offset by revenues from court fees) by adding one Clerk position. A change in State law, effective July 1, 2013, requires municipalities with red light cameras to set up local hearing officers for drivers who get violation notices and want to appeal them. This enhancement anticipates approximately 1,200 appeals.

Central Services

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- The budget reflects a net increase of \$1,000 or (2%) from last year in City contributions to the pension plan, primarily due to a revised allocation. Pension increases are primarily driven by the continued recognition of investment experience losses in FY 2007/08 and FY 2008/09 as well as continued decreases in the assumption for rate of return on investments.
- Operating expenses are budgeted to be below the FY 2012/13 budget by \$19,000 or (5%). This is primarily due to an \$18,000 increase in the rent, building and equipment expenses budget based on the past two years of actual expenses.