

City Clerk's Office

FY16 Actual FY17 Actual FY18 Projection FY18 Target FY19 Target

Long-Term Issue - Increasing Demand for City Clerk Services

There is an increasing demand for City Clerk services due to the continuing emphasis on economic development and growth in City services as well as complying with changes in State law, if not addressed will result in:

- Inadequate space to store and maintain records
- Delays in open records request responses
- Increased liability from untimely recording of land documents
- Increased operating cost for City and State mandated services

Strategies to address the Long-Term Issue

- Provide City and trust records to departments and the public in a reasonable time period by making more records accessible online.

Strategic Result(s) to measure annual progress on Long-Term Issue

By the year 2020, City and public customers will benefit from improved customer service as evidenced by:

- 100% of land documents filed at county offices within 3 working days of Council approval
- At least 96% satisfaction rating from customer responses regarding open records requests.

100	% of land documents filed at county offices within 3 working days of Council approval	N/A	81%	95%	97%	97%
101	% of City Clerk customer responses stating satisfaction with open records requests	92%	95%	93%	95%	95%



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Long-Term Issue - Accessibility of Information

The increasing demand for online information, coupled with the lack of technological resources to simplify access to information services, if not addressed, will result in:

- Lack of transparency
- Delays in responding to open records requests
- Limited records available online

Strategies to address the Long-Term Issue

- Ensure public records are posted online in a timely manner by enhancing the Records Management Program.

Strategic Result(s) to measure annual progress on Long-Term Issue

By 2020, City and public customers will benefit from enhanced accessibility of official City records as evidenced by:

- At least 90% of ordinances will be available online
- At least 85% of records requests will be received online
- At least 50% of trust, board, commission, and committee meeting records will be accessible online

102	% of ordinances available online	75%	89%	118%	100%	50%
103	% of record requests received online	72%	72%	73%	75%	100%
104	% of trust, board, commission, and committee meeting records online	N/A	64%	63%	70%	70%



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Long-Term Issue - Maintenance and Preservation of Public Records

The increasing cost to protect and access public records citywide, if not addressed, will result in:

- Deterioration and loss of public records
- Loss of public trust
- Continued inefficient use of space and resources as a result of decentralized records management

Strategies to address the Long-Term Issue

- Acquire a centralized records management facility, so the City and related trusts can preserve and access their records in compliance with archival best practices.


Strategic Result(s) to measure annual progress on Long-Term Issue

By 2020, the City and related trusts will benefit from a centralized records program as evidenced by:


- 100% of departments surveyed to determine centralized records management needs
- At least 95% of the requests for records and information maintained in other City departments will be provided within 7 working days of the request annually

105	% of departments surveyed to determine centralized records management needs	100%	38%	0%	100%	100%
106	% of requests for records maintained in other City departments completed within 7 working days	96%	92%	82%	95%	90%

Administrative - Executive Leadership




107	 % of key measures achieved	67%	62%	67%	75%	75%
108	% of full-time equivalent (FTE) employees without an on the job injury (OJI) in the current fiscal year	100%	97%	100%	100%	89%
109	% of performance evaluations completed by the review date	88%	89%	85%	95%	95%
110	% of terminations submitted to the Personnel Department within 3 days of the termination date	100%	100%	100%	95%	95%
111	# of full-time employees supported	9	8	8	8	9
112	Dollar amount of operating expenditures managed	955,415	980,314	966,073	907,490	1,054,554

Official Records - Bid Management

113	 % of construction bids received that are qualified bids	91%	96%	96%	94%	98%
114	% of users trained annually	N/A	38%	36%	50%	50%
115	# of bidding documents reviewed and released	274	235	174	300	300







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Official Records - Bid Management						
116	# of construction bid receipts processed	540	565	489	480	600
117	# of goods and services bid receipts processed	371	257	254	350	350
118	# of proposal/qualification receipts processed	N/A	169	102	350	170
119	# of users trained	N/A	86	85	115	115
Official Records - City Clerk's Information						
120	 % of City Clerk records requests completed within 8 hours of request	93%	95%	93%	95%	95%
121	 % of requests for records maintained in other City departments completed within 7 working days	96%	92%	82%	95%	90%
122	% of City Clerk customer responses stating satisfaction with open records requests	92%	95%	93%	95%	95%
123	% of land documents filed at county offices within 3 working days of Council approval	N/A	81%	95%	97%	97%
124	% of ordinances available online	75%	89%	118%	100%	50%
125	% of record requests received online	72%	72%	73%	75%	100%
126	# of City Clerk on-line ordinance postings	2,511	1,742	3,475	3,074	3,981
127	# of meeting notices & agendas posted in accordance with State Law	1,211	1,245	1,218	1,250	1,300
128	# of request responses provided for external records maintained in other City Departments	3,139	3,712	4,122	3,500	5,100
129	# of request responses provided for internal City Clerk records	444	484	474	500	500
130	# of City Clerk on-line ordinance postings requiring input	3,072	3,072	3,072	3,045	3,981
131	# of meeting notices and agendas requested to be posted	1,213	1,245	1,220	1,250	1,300
132	# of record requests received	3,582	4,196	4,596	4,000	5,600
Official Records - Council Agenda Management						
133	 % of trust, board, commission, and committee meeting records online	N/A	64%	63%	70%	70%



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Official Records - Council Agenda Management						
134	% of agenda items submitted correctly	75%	78%	80%	80%	85%
135	% of trusts, boards, commisions, and committees meeting records made available online per fiscal year	N/A	100%	0%	100%	100%
136	# of agenda items corrected	964	843	794	800	645
137	# of agenda items reviewed	3,898	3,910	4,053	4,000	4,300
138	# of users trained	64	54	38	75	75
Official Records - Election						
139	 % of conflict of interest forms filed in a timely manner	96%	97%	96%	95%	95%
140	 # of conflict of interest forms filed	200	192	208	226	226
141	# of gift disclosure forms filed	18	17	16	18	18
142	# of proclamations and election results issued	0	2	2	4	4
Official Records - Records Management						
143	 % of departments surveyed to determine centralized records management needs	100%	38%	0%	100%	100%
144	 % of digitized records indexed	100%	14%	20%	8%	8%
145	# of digitized records indexed	490,715	2,014	2,804	1,183	1,183
146	# of records added to the City Clerk's record storage	5,019	5,040	5,512	5,000	6,000
147	# of records maintained in the City Clerk's record storage	420,194	425,516	425,516	432,000	443,000
148	# of digitized records to be indexed	1,013,489	14,196	14,196	14,196	14,196

