

# City Clerk's Office

FY17 Actual    FY18 Actual    FY19 Projection    FY19 Target    FY20 Target

## Long-Term Issue - Increasing Demand for City Clerk Services

The increasing demand for City Clerk services due to the continuing emphasis on economic development, growth in City services, and changes in State law, as well as a reduced ability to respond to requests due to loss of personnel in City departments, 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.
- Improve reporting services to City departments regarding open record request processing.

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

Annually, 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	81%	95%	83%	97%	97%
101	% of customer responses stating satisfaction with open records requests	95%	89%	87%	95%	97%



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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

- Publish all public records maintained in the Office of the City Clerk online.

### 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:

- 100% of ordinances will be available online
- 77% of City staff managed trust, board, commission, and committee meeting records will be accessible online

102	% of ordinances available online	89%	117%	45%	50%	100%
103	% of City staff managed trust, board, commission, and committee meeting records online	64%	71%	68%	70%	71%

## Long-Term Issue - Maintenance and Preservation of Public Records

The continued inefficient use of space and resources as a result of decentralized records management, if not addressed, will result in deterioration and loss of public records, and a loss of public trust.

### Strategies to address the Long-Term Issue

- Provide information to the city departments so they can efficiently comply with record retention policy.


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

The City and related trusts will benefit from a centralized records program as evidenced by:

- Annually, train 100 staff from City departments on records management policies and procedures





104	# of staff from City departments trained on records management policies and procedures	N/A	N/A	0	100	100
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## Administrative - Executive Leadership

105	 % of key measures achieved	62%	67%	44%	75%	75%
106	% of full-time equivalent (FTE) employees without an on the job injury (OJI) in the current fiscal year	91%	100%	100%	89%	89%






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<b>Administrative - Executive Leadership</b>						
107	% of performance evaluations completed by the review date	89%	88%	100%	95%	95%
108	% of terminations submitted to the Personnel Department within 3 days of the termination date	100%	N/A	N/A	95%	95%
109	# of full-time employees supported	9	8	8	9	9
110	Dollar amount of operating expenditures managed	980,314	902,091	914,464	1,054,554	1,054,554
<b>Official Records - Bid Management</b>						
111	 % of construction bids received that are qualified bids	96%	94%	93%	98%	98%
112	 % of users trained annually	38%	24%	7%	50%	61%
113	# of bidding documents reviewed and released	235	196	235	300	350
114	# of construction bid receipts processed	565	481	454	600	600
115	# of goods and services bid receipts processed	257	280	317	350	375
116	# of proposal/qualification receipts processed	169	294	556	170	310
117	# of users trained	86	56	17	115	115
<b>Official Records - City Clerk's Information</b>						
118	 % of City Clerk records requests completed within 8 business hours of request	95%	91%	92%	95%	95%
119	 % of requests for records and information maintained in other City departments completed within 7 business days	92%	78%	64%	90%	90%
120	% of customer responses stating satisfaction with open records requests	95%	89%	87%	95%	97%
121	% of land documents filed at county offices within 3 working days of Council approval	81%	95%	83%	97%	97%
122	% of ordinances available online	89%	117%	45%	50%	100%
123	% of requests for Development Center records completed within 14 business days	N/A	N/A	77%	90%	90%
124	% of requests for records requiring legal review completed within 30 business days	N/A	N/A	50%	90%	90%



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<b>Official Records - City Clerk's Information</b>						
125	# of City Clerk historic ordinances indexed online	1,742	3,453	3,615	3,981	3,981
126	# of meeting notices & agendas posted in accordance with State Law	1,245	1,262	1,250	1,300	1,350
127	# of request responses provided for external records maintained in other City Departments	3,712	4,569	3,260	5,100	3,200
128	# of request responses provided for internal City Clerk records	484	499	425	500	500
129	# of meeting notices and agendas requested to be posted	1,245	1,265	1,259	1,300	1,350
130	# of record requests received	4,196	5,068	4,150	5,600	3,700
<b>Official Records - Council Agenda Management</b>						
131	 % of City staff managed trust, board, commission, and committee meeting records online	64%	71%	68%	70%	71%
132	% of agenda items submitted correctly	78%	81%	79%	85%	85%
133	# of agenda items corrected	843	708	768	645	600
134	# of agenda items reviewed	3,910	3,771	3,674	4,300	4,000
135	# of users trained	54	34	54	75	75
<b>Official Records - Election</b>						
136	 % of conflict of interest forms filed in a timely manner	97%	97%	99%	95%	95%
137	# of conflict of interest forms filed	192	206	210	226	222
138	# of gift disclosure forms filed	17	16	18	18	18
139	# of proclamations and election results issued	2	2	2	4	0
140	# of conflict of interest forms distributed for filing	113	231	249	226	222
<b>Official Records - Records Management</b>						
141	 % of departments audited to determine centralized records management needs	N/A	N/A	N/A	100%	100%
142	% of digitized records indexed	14%	37%	49%	8%	33%
143	# of digitized records indexed	2,014	3,411	3,475	1,183	1,183



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<b>Official Records - Records Management</b>						
144	# of records added to the City Clerk's record storage	5,040	5,251	5,365	6,000	6,000
145	# of records maintained in the City Clerk's record storage	425,516	430,556	435,807	443,000	449,000
146	# of staff from City departments trained on records management policies and procedures	N/A	N/A	0	100	100

