City Clerk's Office

	FY18 Actual	FY19 Actual	FY20 Projection	FY20 Target	FY21 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.*

		FY18 Actual	FY19 Actual	FY20 Projection	FY20 Target	FY21 Target
79	% of land documents filed at county offices within 3 working days of Council approval	95%	84%	90%	98%	100%
80	% of customer responses stating satisfaction with open records requests	89%	87%	87%	97%	95%

City Clerk's Office

	FY18 Actual	FY19 Actual	FY20 Projection	FY20 Target	FY21 Target

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*

		FY18 Actual	FY19 Actual	FY20 Projection	FY20 Target	FY21 Target
81	% of ordinances available online	117%	28%	141%	100%	0%
82	% of City staff managed trust, board, commission, and committee meeting records online	71%	N/A	N/A	71%	100%

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*

		FY18 Actual	FY19 Actual	FY20 Projection	FY20 Target	FY21 Target
83	# of staff from City departments trained on records management policies and procedures	N/A	N/A	N/A	100	100

Administrative - Executive Leadership

		FY18 Actual	FY19 Actual	FY20 Projection	FY20 Target	FY21 Target
84	🔑 % of key measures and strategic results achieved	67%	9%	33%	75%	75%
85	% of full-time equivalent (FTE) employees without an on the job injury (OJI) in the current fiscal year	100%	97%	99%	89%	89%

City Clerk's Office

		FY18 Actual	FY19 Actual	FY20 Projection	FY20 Target	FY21 Target
Administrative - Executive Leadership						
86	% of performance evaluations completed by the review date	88%	100%	79%	95%	95%
87	% of terminations submitted to the Personnel Department within 3 days of the termination date	N/A	N/A	N/A	95%	95%
88	# of full-time employees supported	8	9	9	9	9
89	Dollar amount of operating expenditures managed	902,091	1,016,387	1,096,885	1,088,938	1,118,014
Official Records - Bid Management						
90	🔑 % of construction bids received that are qualified bids	94%	94%	96%	98%	98%
91	🔑 % of users trained annually	24%	33%	18%	61%	50%
92	# of bidding documents reviewed and released	196	260	226	350	350
93	# of construction bid receipts processed	481	443	411	600	500
94	# of goods and services bid receipts processed	280	352	257	375	350
95	# of proposal/qualification receipts processed	294	420	356	310	250
96	# of users trained	56	78	43	115	117
Official Records - City Clerk's Information						
97	🔑 % of City Clerk records requests completed within 8 business hours of request	91%	91%	87%	95%	95%
98	🔑 % of requests for records and information maintained in other City departments completed within 7 business days	78%	61%	80%	90%	90%
99	% of customer responses stating satisfaction with open records requests	89%	87%	84%	97%	95%
100	% of requests for Development Center records completed within 14 business days	N/A	89%	72%	90%	90%
101	% of requests for records requiring legal review completed within 30 business days	N/A	54%	N/A	90%	90%
102	# of meeting notices & agendas posted in accordance with State Law	1,262	1,238	1,239	1,350	1,300

City Clerk's Office

		FY18 Actual	FY19 Actual	FY20 Projection	FY20 Target	FY21 Target
Official Records - City Clerk's Information						
103	# of request responses provided for external records maintained in other City Departments	4,569	3,066	3,677	3,200	3,200
104	# of request responses provided for internal City Clerk records	499	393	304	500	500
105	# of meeting notices and agendas requested to be posted	1,265	1,247	1,242	1,350	1,300
106	# of record requests received	5,068	4,057	4,584	3,700	3,700
Official Records - Council Agenda Management						
107	🔑 % of City staff managed trust, board, commission, and committee meeting records online	71%	N/A	N/A	71%	100%
108	% of agenda items submitted correctly	81%	81%	78%	85%	85%
109	# of agenda items corrected	708	723	875	600	600
110	# of agenda items reviewed	3,771	3,760	3,921	4,000	4,000
111	# of users trained	34	86	54	75	100
Official Records - Election						
112	🔑 % of conflict of interest forms filed in a timely manner	97%	97%	93%	95%	94%
113	# of conflict of interest forms filed	206	202	195	222	224
114	# of gift disclosure forms filed	16	18	18	18	18
115	# of proclamations and election results issued	2	2	2	2	2
116	# of conflict of interest forms distributed for filing	231	238	224	222	224
Official Records - Records Management						
117	🔑 % of departments audited to determine centralized records management needs	N/A	N/A	N/A	100%	100%
118	% of land documents filed at county offices within 3 working days of Council approval	95%	84%	96%	98%	100%
119	% of ordinances available online	117%	28%	172%	100%	0%
120	# of City Clerk historic ordinances indexed online	3,453	2,200	2,599	1,781	0
121	# of records added to the City Clerk's record storage	5,251	5,364	5,345	6,000	6,000

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		FY18 Actual	FY19 Actual	FY20 Projection	FY20 Target	FY21 Target
Official Records - Records Management						
122	# of records maintained in the City Clerk's record storage	430,556	435,807	435,807	449,000	449,000
123	# of staff from City departments trained on records management policies and procedures	N/A	N/A	N/A	100	100