

Office of The City Clerk

Strategic Business Plan

Effective Date: July 1, 2021

Oklahoma City Vision

Oklahoma City seeks to further progress as a vibrant, diverse, safe, unified and welcoming community

Oklahoma City Mission

The mission of the City of Oklahoma City is to provide exceptional service to residents and visitors. We do this by ensuring the safety of the public, delivering quality services, and maintaining infrastructure to support the growth of the city.

Department Mission

The mission of the Office of the City Clerk is to provide management of Council and Trust agendas, official records, and coordination of bidding and election services to city officials, departments and the public so they can receive information to successfully accomplish their goals.

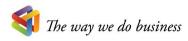


Table of Contents

Issues, Strategies, and Results	. 3
Issue 1: Increasing Demand for Government Transparency	3
Issue 2: Accessibility and Storage of Information	4
Accomplishments	. 5
Lines of Business and Programs	. 6
Department Organization	6
Administrative Line of Business	7
Executive Leadership Program	.8
City Clerk Operations Line of Business	9
Records and Information Management Program	10
Meeting and Bid Management Program	11

Issues, Strategies, and Results

Issue 1: Increasing Demand for Government Transparency

The increasing demand for government transparency including meeting management, requests for information and open records, if not addressed will result in:

- Loss of Public trust and confidence
- Delays in responses to requests for information and open records
- Failure to comply with the Open Meetings Act

Strategies

- Increase the number of City and Trust records available online to departments and the public
- Provide training for Open Records Act and Open Meetings Act compliance

Strategic Results

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
- 95% of City Clerk records requests completed within 8 hours
- 80% of records and information maintained in other city departments completed withing 7 days

Issue 2: Accessibility and Storage of Information

The increasing demand for user friendly online information and the lack of technological resources to simplify access to store and retrieve information, if not addressed, will result in:

- Inadequate space to store and maintain records
- Lack of transparency
- Delays in responding to requests for information and records
- Limited records available online

Strategy

- Publish all public records maintained in the Office of the City Clerk online.
- Work with the Information Technology department on the implementation of an enterprise records management system.
- Develop a centralized records management policy.
- Provide the training and information needed to maintain records according to the Records Management and Retention Policies.

Strategic Results

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

- Implementation of an enterprise records management policy by 2023
- Implementation of an enterprise records management system 2025
- A Records Retention policy update by May 2022

Accomplishments

The City Clerk's Office sent over 4,300 responses to requests for records in Fiscal Year 2019-2020. 88% of responses for records maintained by the City Clerk's Office were sent within 8 hours. 81% of responses for records maintained in other departments were sent within 7 business days.

During the 2020 COVID-19 pandemic, the City Clerk's Office facilitated the transition to virtual meetings for over 70 City Trusts, Boards and Commissions while implementing a new agenda management system.

Lines of Business and Programs

Department Organization

Administrative Line of Business

Executive Leadership Program

Clerk Operations Line of Business

- Records and Information Management Program
- Meeting and Bid Management program

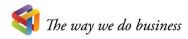
Administrative Line of Business

The purpose of the Administrative Line of Business is to provide leadership, support and information to the Department so it can achieve its strategic and operational results.

Programs and Key Measures

Executive Leadership Program

✤ % of key measures and strategic results achieved



Executive Leadership Program

Special Project Reports

The purpose of the Executive Leadership Program is to provide planning, management, administrative and reporting services to department employees and City leaders so they can achieve strategic goals and key results.

Program Manager: Amy Simpson	
Program Budget: \$243,696 (FY22)	
Program Services:	
 Agenda Items / Packets 	 FMLA Authorizations
 Audit Responses 	 Grant Applications
 Budget Proposals 	 Grant Status Reports
 Citizen Responses 	 Grievance Resolutions
 Continuity of Operations Plan 	 Internal Investigation Reports
 Contract Compliance Reviews 	 Legislative Recommendations
 Contracts, Leases, and Agreements 	Needs Analyses
 Ethics Reports 	 Open Records Responses
Executive Reports:	 Personnel Transactions
 Ad Hoc Reports 	 Plans (i.e., Strategic Business Plan)
 City Manager Reports 	 Policies and Procedures
 Performance Reports 	 Presentations

Project and Financial Impact Analyses

Family of Meas	sures
Results	% of key measures and strategic results achieved
	% of performance evaluations completed by the review date

Clerk Operations Line of Business

The purpose of the Clerk Operations Line of Business is to provide record, agenda, bidding and election coordination services to City officials, departments and the public so they can receive and access official information in a central location.

Programs and Key Measures

Records and Information Management Program

So of City Clerk records requests completed within 8 hours of request

% of requests for records and information maintained in other City departments completed within 7 business days

Meeting and Bid Management Program

% of agenda items submitted correctly

.

Records and Information Management Program

The purpose of the Records and Information Management Program is to provide record preservation, management, and storage services to City departments and the public so they can receive or access official information requested in a timely manner.

Program Manager:	Amy Simpson		
Program Budget:	\$571,723 (FY22)		
Program Services:			
Cash Handlin	ng Receipts nline Land Document	1.1	Official Document Receipts Open Records Trainings

- Locator Postings • Code Book Issuances
- **Historical Outreach**
- Land Document Filings •
- Legal Publications •
- **Official Document Certifications** •

- Ordinance Roll Book Filings
- **Record Catalogs**
- **Record Management Consultations**
- **Record Preservation Services**
- Records Request Responses
- **Record Retention Policies**

Family of Me	easures		
Results	% of City Clerk records requests completed within 8 business hours of request		
	% of requests for records maintained in other City departments completed within 7 business days		
	% of land documents filed at county offices within 3 working days		
Outputs	# of staff trained on records management and retention policies		
	# of land documents filed within 3 working days		
	# of req maintained in other city departments completed within in 7 days		
	# of requests maintained by clerk office complete in 8 hours		
Demands	# of land documents filed		
	# of requests for records maintained in other city departments		
	# of record requests received		

Meeting and Bid Management Program

The purpose of the Meeting and Bid Management Program is to provide oversight and coordination services for public meetings and bidding to the City and its Trusts so they can conduct official business and maintain the confidence and trust of the residents of Oklahoma City.

Program Manager:	Miki Graham		
Program Budget:	\$361,596(FY22)		
Program Services:			
Agenda Item ReviewsAgenda Packet Preparations		Legal PublicaCouncil Ager	ations nda User Manuals

- Agenda Training Sessions
- **Annual Meeting Filings**
- Bidder Prequalification's
- Bidding Document Reviews and Releases
- **Bid Receipts**
- **Bid Tabulations**

- Meeting Videos and Minutes
- . Legal Notice Mailings
- **Official Records Attestations**
- Meeting Notice and Agenda Postings
- Trust, board, commission, committee membership records

Family of Measures	
Results	% of agenda items submitted correctly
Outputs	# of agenda items corrected
	# of bidding documents reviewed and released
	# of bids received
Demands	# of agenda items reviewed