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# 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.

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## 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 within 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 2023

## 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

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.

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Program Manager: Amy Simpson

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Program Budget: \$243,696 (FY22)

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Program Services:

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

### Family of Measures

Results



**% of key measures and strategic results achieved**

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% of performance evaluations completed by the review date

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## 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

-  % 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.

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Program Manager: Amy Simpson

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Program Budget: \$571,723 (FY22)

Program Services:

- Cash Handling Receipts
- City Clerk Online Land Document Locator Postings
- Code Book Issuances
- **Historical Outreach**
- Land Document Filings
- Legal Publications
- **Official Document Certifications**
- Official Document Receipts
- Open Records Trainings
- Ordinance Roll Book Filings
- Record Catalogs
- Record Management Consultations
- Record Preservation Services
- Records Request Responses
- Record Retention Policies

Family of Measures	
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.

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Program Manager: Miki Graham

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Program Budget: \$361,596(FY22)

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Program Services:

- Agenda Item Reviews
  - Agenda Packet Preparations
  - Agenda Training Sessions
  - Annual Meeting Filings
  - Bidder Prequalification's
  - Bidding Document Reviews and Releases
  - Bid Receipts
  - Bid Tabulations
  - Legal Publications
  - Council Agenda User Manuals
  - Meeting Videos and Minutes
  - Legal Notice Mailings
  - Official Records Attestations
  - Meeting Notice and Agenda Postings
  - Trust, board, commission, committee membership records
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### 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