

City Clerk's Office

FY20 Actual FY21 Actual FY22 Projection FY22 Target FY23 Target

Long-Term Issue - 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 to address the Long-Term Issue

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

71	% of land documents filed at county offices within 3 working days	95%	89%	100%	100%	100%
72	% of City Clerk records requests completed within 8 hours of request	88%	82%	89%	95%	95%
73	% of requests for records and information maintained in other City departments completed within 7 working days	81%	51%	80%	80%	80%



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Long-Term Issue - 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

Strategies to address the Long-Term Issue

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


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

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- 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

Administrative - Executive Leadership



77	 % of key measures and strategic results achieved	25%	8%	33%	75%	75%
78	% of performance evaluations completed by the review date	89%	82%	62%	95%	95%

Clerk Operations - Meeting and Bid Management

79	 % of agenda items submitted correctly	78%	84%	88%	85%	85%
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		FY20 Actual	FY21 Actual	FY22 Projection	FY22 Target	FY23 Target
Clerk Operations - Meeting and Bid Management						
80	# of agenda items corrected	827	588	454	600	600
81	# of bidding documents reviewed and released	225	209	221	200	200
82	# of bids received *	N/A	N/A	910	900	900
83	# of agenda items reviewed	3,815	3,594	3,791	4,000	4,000
Clerk Operations - Records and Information Management						
84	 % of City Clerk records requests completed within 8 hours of request	88%	82%	84%	95%	95%
85	 % of requests for records and information maintained in other City departments completed within 7 working days	81%	51%	70%	80%	80%
86	% of land documents filed at county offices within 3 working days	95%	89%	98%	100%	100%
87	# of land documents filed within 3 working days	268	266	299	400	325
88	# of req maintained by clerk office complete in 8 hours	292.00	293.00	217.43	332.00	333.00
89	# of req maintained in other city departments completed within 7 days	2,186.00	2,329.00	3,005.72	3,320.00	3,320.00
90	# of staff trained on records management and retention policies	96	56	9	100	30
91	# of land documents filed in county offices	282.00	299.00	304.48	400.00	325.00
92	# of record requests received	4,378	4,918	4,546	4,500	4,500
93	# of requests for records maintained in other city departments	2,694	4,580	4,282	4,150	4,150

