

# City Clerk's Office

FY21 Actual    FY22 Actual    FY23 Projection    FY23 Target    FY24 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

58	% of land documents filed at county offices within 3 working days	89%	100%	93%	100%	100%
59	% of City Clerk records requests completed within 8 hours of request	82%	92%	99%	95%	95%
60	% of requests for records and information maintained in other City departments completed within 7 working days	51%	84%	95%	80%	90%



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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:


- 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

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## Administrative - Executive Leadership



62	 % of key measures and strategic results achieved	8%	67%	67%	75%	75%
63	% of performance evaluations completed by the review date	82%	71%	71%	95%	95%

## Clerk Operations - Meeting and Bid Management

64	 % of agenda items submitted correctly	84%	88%	87%	85%	85%
65	# of agenda items corrected	588	450	504	600	600
66	# of bidding documents reviewed and released	209	237	233	200	225
67	# of bids received	N/A	982	915	900	975
68	# of agenda items reviewed	3,594	3,730	3,849	4,000	4,000



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		FY21 Actual	FY22 Actual	FY23 Projection	FY23 Target	FY24 Target
<b>Clerk Operations - Records and Information Management</b>						
69	 % of City Clerk records requests completed within 8 hours of request	82%	92%	96%	95%	95%
70	 % of requests for records and information maintained in other City departments completed within 7 working days	51%	84%	91%	80%	90%
71	% of land documents filed at county offices within 3 working days	89%	100%	100%	100%	100%
72	# of land documents filed within 3 working days	266	376	385	325	375
73	# of req maintained by clerk office complete in 8 hours	293.00	316.00	386.05	333.00	428.00
74	# of req maintained in other city departments completed within 7 days	2,329.00	3,817.00	4,291.25	3,320.00	4,050.00
75	# of staff trained on records management and retention policies	56	11	16	30	30
76	# of land documents filed in county offices	299.00	376.00	384.95	325.00	375.00
77	# of record requests received	4,918	4,874	5,140	4,500	4,950
78	# of requests for records maintained in other city departments	4,580	4,527	4,736	4,150	4,500

