



Office of The City Clerk

Strategic Business Plan

Effective Date: July 1, 2016

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 City Clerk Services

There is an increasing demand for City Clerk services due to the continuing emphasis on economic development and growth in City services, if not addressed will result in:

- Delays in posting meeting notices and agendas, distributing and receiving bidding information, open records request responses and processing of Council agenda items
- Construction project delays due to easements not being filed in a timely manner
- Increased operating cost to the City Clerk's Office

Strategies

- Receive open record requests on line
- Place additional records on line for departmental and public access
- Receive bid documents electronically

Strategic Results

By the year 2018, City and public customers will benefit from improved customer service as evidenced by:

- At least 95% of the requests for records and information maintained in other City departments will be provided within 7 working days of the request annually
- 100% of land documents filed at county offices within 7 working days of Council approval
- At least 96% of City Clerk customers rating service as satisfied

Issue 2: Accessibility of Information

Failure to utilize technology to simplify access to information services, if not addressed, will result in:

- Lack of transparency
- Delays in responding to open record requests
- Limited records available on-line
- Limited public access to City meeting information

Strategy

Ensure public records are posted online in a timely manner and explore website enhancements to encourage public use.

Strategic Results

By 2018 the City and public will benefit from enhanced availability / accessibility of official City records as evidenced by:

- At least half of all ordinances will be available online annually.
- At least 80% of record requests will be received online annually.
- At least 75% of trust, board, commission, and committee meeting records online annually.

Issue 3: Protection/Preservation of Public Records

The increasing cost to protect and access public records citywide, if not addressed, will result in:

- Deterioration and loss of public records
- Loss of public trust
- Inefficient use of space and resources

Strategy

Acquire a centralized records management facility, so the city and related trusts can preserve and access their records in compliance with archival best practices.

Strategic Results

By 2020, the City and related trusts will benefit from a centralized records program as evidenced by:

- 100% of boxes of historic records preserved in compliance with archival best practices
- 100% of departments surveyed to determine centralized records management needs
- ~~60% of external requests for records will be provided within 8 hours with electronic records~~

Accomplishments

Bid Management Program

The Bid Management Program has increased the number of competitive and qualified bids by transitioning to an accessible and reportable electronic bidding system.

City Clerk's Information Program

The City Clerk's Information Program has successfully responded in a timely manner to a 42% increase in open records requests over the last two years.

Council Agenda Management Program

The Council Agenda Management Program has increased governmental transparency by providing City Council, trust, board, commission and committee meeting records online.

Records Management Program

The Records Management Program was awarded a grant from the National Historical Publications and Records Commission to fund the "Let the Sunshine In" project for the purpose of historic document preservation.

Lines of Business and Programs

Department Organization

Administrative Line of Business

- Executive Leadership Program

Official Records Line of Business

- Bid Management Program
- City Clerk's Information Program
- Council Agenda Management Program
- Election Program
- Records 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 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.


Program Manager: Frances Kersey

Program Budget: \$224,467 (FY16)

Program Services:

- Agenda Items / Packets
 - Audit Responses
 - Budget Proposals
 - Citizen Responses
 - Continuity of Operations Plan
 - Contract Compliance Reviews
 - Contracts, Leases, and Agreements
 - 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
 - Union Negotiations and Recommendations
-

Family of Measures


Results	 % of key measures achieved
	% of full-time equivalent (FTE) employees without an on the job injury (OJI) in the current fiscal year
	% of performance evaluations completed by the review date
	% of terminations submitted to Personnel Department within 3 days of the termination date
Outputs	Dollar amount of operating expenditures managed
	# of full-time employees supported

Official Records Line of Business



The purpose of the Official Records 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


Bid Management Program

-  # of average views per bid
-  % of construction bids received that are qualified bids

City Clerk's Information 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 working days



Council Agenda Management Program

-  % of trust, board, commission, and committee meeting records online

Election Program

-  % of conflict of interest forms timely filed


Records Management Program

-  % of boxes of historic records preserved in compliance with archival best practices
-  % of digitized records indexed

Bid Management Program

The purpose of the Bid Management Program is to provide bid information, receipt and verification services to The City and its Trusts so they receive qualified bids to award contracts for city programs and projects.

Program Manager:	Tresha Williams Dena Smiley
Program Budget:	\$102,406 (FY16)
Program Services:	<ul style="list-style-type: none"> ▪ Bidder Prequalification’s ▪ Bidding Document Reviews and Releases ▪ Bid Receipts ▪ Bid Tabulations

Family of Measures	
Results	 % of construction bids received that are qualified bids
	# of average views per bid
Outputs	# of bidding documents reviewed and released
	# of bidding document viewings by suppliers
	# of construction bid receipts processed
	# of goods and services bid receipts processed
Efficiency	\$ expenditure per bid receipt processed

City Clerk's Information Program



The purpose of the City Clerk's Information Program is to provide open records request responses, publication, and notification services to The City of Oklahoma City and the public so they can receive and access official information requested in a timely manner.

Program Manager: Cindy Workman | David Wrights

Program Budget: \$254,171 (FY16)

Program Services:

- Cash Handling Receipts
- City Clerk Online Land Document Locator Postings
- Code Book Issuances
- Conference Room Schedules
- Land Document Filings
- Legal Notice Mailings
- Legal Publications
- Meeting Agendas for Council, Trusts, Boards and Commissions Postings
- Meeting Notice Postings
- Official Document Certifications
- Open Meeting Trainings
- Ordinance Roll Book Filings
- Records Request Responses

Family of Measures	
Results	 % 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 working days
	% of meeting notices and agendas posted in accordance with State law
Outputs	# of City Clerk on-line ordinance postings
	# of meeting notices and agendas posted in accordance with State law
	# of external record and information request responses provided
	# of internal record and information request responses provided
Demands	# of City Clerk online ordinance postings requiring input
	# of meeting notices and agendas requested to be posted
	# of record and information requests received
Efficiencies	\$ expenditure per record and information request response provided

Council Agenda Management Program

The purpose of the Council Agenda Management Program is to provide agenda oversight and coordination services to the City and its Trusts so they can conduct official business and provide disclosure to the citizens of Oklahoma City.


Program Manager: Miki Graham

Program Budget: \$187,586 (FY16)

Program Services:

- Agenda Item Reviews
 - Agenda Packet Preparations
 - Agenda Preparation Meetings
 - Agenda Training Sessions
 - Council Agenda Publications
 - Council Agenda User Manuals
 - Council Meeting Video Minutes
 - Council Meeting Voting Records
 - Official Agenda Document Images
 - Official Records Attestations
 - SIRE Agenda Record Conversions
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Family of Measures

Results	 % of trust, board, commission, and committee meeting records online
	% of agenda items submitted correctly
Outputs	# of agenda items corrected
	# of agenda items reviewed
	# of SIRE users trained
Efficiencies	\$ expenditure per agenda item reviewed

Election Program

The purpose of the Election Program is to provide education and compliance reporting services to candidates and City Officials so they can comply with city and state election laws.


Program Manager: Frances Kersey | Dena Smiley

Program Budget: \$22,932 (FY16)

Program Services:

- Campaign Contribution and Expenditure Reports
 - Compliance Trainings
 - Conflict of Interest Forms (Trust)
 - Election Proclamations
 - Election Result Reports
 - Financial Disclosure Forms
 - Gift Disclosure Forms
-

Family of Measures

Results	 % of conflict of interest forms filed in a timely manner
Outputs	# of conflict of interest forms filed
	# of gift disclosure forms filed
	# of proclamations and election results issued

Records Management Program



The purpose of the Records Management Program is to provide public record preservation and storage, advisory and regulatory compliance services to City departments, Trusts and the public so they have convenient access to records.

Program Manager: Jennifer Day | Cheryl Moses

Program Budget: \$237,928 (FY16)

Program Services:

- Central Record Storage Units
- National Archive Grant Management
- Open Records Trainings
- Record Catalogs
- Record Management Consultations
- Record Preservation Services
- Record Retention Policies

Family of Measures	
Results	 % of boxes of historic records preserved in compliance with archival best practices ¹
	 % of digitized records indexed
	% of departments surveyed to determine centralized records management needs
Outputs	# of boxes of historic records preserved in compliance with archival best practices
	# of digitized records indexed
	# of microfilm records digitized
	# of records added to the City Clerk’s record storage
	# of records maintained in the City Clerk’s record storage
Demands	# of boxes of historic records required to be preserved in compliance with archival best practices
	# of digitized records to be indexed
	# of microfilm records to be digitized

¹ This measure is intended to meet the objectives of the Records Archival Grant (NHPRC Project #RH-50092)