

City Clerk



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Department Description

The Office of the City Clerk has built on core services in order to expand its role of providing public access infrastructure. The Department offers residents of San Diego a vital access-point to local government. Legislative documents, such as City Council agendas, are available both in the office and online with all supporting or exhibit material included for ease of access. The Summary Sheet, Results, and Minutes that capture actions of the legislative body are also available online and organized by Council meeting. In addition, campaign finance disclosure, lobbyist reports, and statements of economic interests are retained and available for public inspection. The City Clerk is the filing officer for the City and administers municipal elections, coordinates public hearings, and disseminates information regarding legislative actions and policy decisions to City departments, other agencies, and the public. As official record keeper, the City Clerk maintains custody of City records.

The Department's mission is:

To provide accurate information and maximize access to municipal government

Goals and Objectives

The following goals and objectives represent the action plan for the Department:

Goal 1: Provide support to the Mayor and City Council as they work to serve the residents of San Diego

Every division within the Office of the City Clerk strives to support the Mayor and City Council as they work to serve the residents of San Diego. One important way of accomplishing this is by providing public access infrastructure to information relating to the legislative process. Over the next one to two years, the Department will continue to accomplish this goal by focusing on the following objectives:

- Prepare and distribute docket materials in a timely, efficient, and streamlined manner with an emphasis on electronic access initiatives that increase information availability while reducing cost where possible
- Effectively coordinate and administer public hearings, the resolutions and ordinances database, and Proposition 218 protest processes

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Goal 2: Administer municipal elections and serve as filing officer for the City of San Diego

Proper administration of the election process serves the people's right to exercise their vote by ensuring an expeditious, complete process. The timely and accurate handling of disclosure documents provides another example of the ways in which the Office of the City Clerk acts as a critical, foundational source for information. Over the next one to two years, the Department will continue to accomplish this goal by focusing on the following objectives:

- Effectively administer and coordinate municipal elections
- Serve as filing officer by processing the City's campaign finance disclosure reports, statements of economic interests, and lobbyist registrations and reports
- Effectively support the election/appointment process for board and commission members

Goal 3: Provide access to the City's official record and legislative documents in as many different media as possible in order to reach the broadest possible customer base

The Office of the City Clerk provides the foundation for access to information in the City of San Diego. To this end, the Department is dedicated to remaining on the cutting edge of information storage and retrieval. Over the next one to two years, the Department will move toward accomplishing this goal by focusing on the following objectives:

- Maintain and preserve City Council proceedings and related documents (e.g., minutes, result sheets, resolutions/ordinances, contracts/agreements, leases/deeds/change orders)
- Expand electronic filing options within the City of San Diego where appropriate
- Apply technology effectively to provide increased and improved access to materials online

Goal 4: Support the City's records management program

A viable records management program ensures that each department can maximize its operational goals by making information more readily available for service delivery. Over the next one to two years, the Department will move toward accomplishing the goal by focusing on the following objectives:

- Work closely with department directors to update their records disposition schedules in order to assist them in retaining and organizing records for optimal operation and access by the public
- Expand and develop a citywide records management training program to support department records coordinators

Goal 5: Manage public access infrastructure and epitomize effective customer service

The Office of the City Clerk is an independent department known for its impartiality, integrity, and exceptional customer service based on its ever-increasing ability to provide the public access to municipal government in an efficient, timely, professional, and courteous manner via the latest technology available. Over the next one or two years, the Department will move toward accomplishing this goal by focusing on the following objectives:

- Utilize best business practices for effective service delivery and apply flexibility to resource allocation across divisions
- Apply technology effectively to provide increased and improved access to materials online and increase staff's ability to respond quickly and accurately to customer requests
- Realize efficiencies by coordinating activities and standardizing processes across the City
- Ensure a high level of integrity and honesty in performance of work duties
- Improve public access to pertinent City information by expanding outreach efforts including utilizing social media outlets such as Twitter

Goal 6: Train for improved inter-departmental communication and efficiencies

The Office of the City Clerk is involved in almost every aspect of City business bridging the legislative and executive sides of government. Over the next one to two years, the Department will move toward accomplishing this goal by focusing on the following objectives:

- Provide appropriate training to both executive and legislative entities in the areas of records management, conflict of interest code updates, statements of economic interests, and accessing online legislative resources provided by the Department

- Communicate effectively across the City utilizing CityTV to televise Council Docket information, records management training videos, and group presentations on a variety of topics to reach the largest audience in the most efficient manner

Key Performance Indicators

Performance Measure	Actual FY2011	Actual FY2012	Target FY2013
1. Level of public outreach achieved (G1-G6)	94%	98%	96%
2. Percent of current legislative and election-related records made viewable online within a specified timeframe (G3/O2/O3 and G5/O2)	74%	97%	96%
3. Percent of historical legislative and election-related records made viewable online within a fiscal year (G3/O2/O3 and G5/O2)	51%	81%	87%
4. Number of hours of training provided to City staff within the fiscal year (G6/O1/O2)	217	336	217 ¹

¹ A significant number of training hours the City Clerk provided to City staff in Fiscal Year 2012 related to the biennial review of conflict of interest codes. This review is mandated by State law to occur in even-numbered years. The City Clerk completed virtually all training for the review in June 2012 and no additional training is scheduled to occur in Fiscal Year 2013. Consequently, the target number of training hours for Fiscal Year 2013 should not be the same as the actual training hours for Fiscal Year 2012. Rather, the Fiscal Year 2013 target number should be equivalent to the level established in Fiscal Year 2011 since a similar level of outreach is anticipated.

Service Efforts and Accomplishments

With an emphasis on customer service, Legislative Services continues to work toward a long-standing departmental goal of emphasizing electronic access initiatives in order to increase information availability to its customers. Improvements have been made to the service delivery of a variety of legislative documents including the City Council Docket. By reducing the number of docket binders from 21 to 13 by the end of Fiscal Year 2012 with further reductions planned for the first half of Fiscal Year 2013, the Legislative Services Division continues to seek out best practice measures that also reduce cost. This progress is the result of years of access improvements that have built on early successes guided by customer feedback. In keeping with an emphasis on transparency, there has been a significant reduction in the time it takes to post the results of City Council actions online and to docket the minutes for Council approval.

Demonstrating the breadth of its responsibilities, the Elections and Information Services Division accepted and processed multiple citizen petitions. The team also provided orientation for three dozen candidates for public office, 28 of whom ultimately filed their nomination papers for the June ballot. Echoing the Department's goal of enhanced access, the team also beta-tested and finalized online filing for the City's lobbying firms and organization lobbyists and provided training to dozens of City staff serving as department, agency, and board or commission liaisons for the annual filing of economic interest statements and biennial conflict of interest code updates. Emphasizing public access, the team continued to post online campaign disclosure statements, lobbyist registrations, reports, and historical sample ballots from 1970 forward. Over 2,200 requests for information came to the Department from a variety of sources and helped focus core services and resource allocations.

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Moving toward the goal of a biennial review process of all City records, the Records Management Division continues to work with City departments to update their records disposition schedules to create a solid operational foundation for records management in the City. Citywide training efforts have been greatly enhanced by the production of a five-minute video on records management which has been included as part of the City's new-hire orientation. In addition, the public's access to historical and ceremonial items has been enhanced with the addition of 200 mayoral artifacts to the online database for viewing and possible display. The work in the Archive Center continues with the categorization of thousands of pages of archival material by subject which improves access to these historical documents. The preservation of vital records also continues this fiscal year with the production of 75 reels of microfilm which were sent to the vital records storage facility in Kansas to ensure their preservation in the event of a major disaster.

Finally, the City Clerk continues to look for creative and cost-effective ways of improving service, including utilizing their robust volunteer program. In Fiscal Year 2012, the Department benefitted from over 5,500 hours of volunteer time which is approximately equivalent to 2.50 full-time staff members. The volunteers focused their efforts on enhancing the public's access to historical documents through the indexing and uploading of the City Council minutes from 1971 to the present, as well as Council Resolutions from 1968 through 1981.

In addition, the Department took steps to partner with the U.S. Department of State to become a Passport Acceptance Facility. As part of this effort, the Department sought alternative funding to kick-start the program and won a grant from the Southern California City Clerks Association for the purchase of a passport camera system.

Department Summary

	FY2011 Actual	FY2012 Budget	FY2013 Adopted	FY2012-2013 Change
Positions (Budgeted)	45.43	45.39	45.12	(0.27)
Personnel Expenditures	\$ 3,855,155	\$ 3,865,900	\$ 3,854,102	\$ (11,798)
Non-Personnel Expenditures	636,961	911,151	955,704	44,553
Total Department Expenditures	\$ 4,492,115	\$ 4,777,051	\$ 4,809,806	\$ 32,755
Total Department Revenue	\$ 67,570	\$ 18,352	\$ 18,404	\$ 52

General Fund

Department Expenditures

	FY2011 Actual	FY2012 Budget	FY2013 Adopted	FY2012-2013 Change
City Clerk	\$ 964,021	\$ 1,183,829	\$ 1,248,570	\$ 64,741
Elections & Information Management	997,292	1,069,505	1,003,251	(66,254)
Legislative Services	1,650,921	1,671,641	1,777,538	105,897
Records Management	879,882	852,076	780,447	(71,629)
Total	\$ 4,492,115	\$ 4,777,051	\$ 4,809,806	\$ 32,755

Department Personnel

	FY2011 Budget	FY2012 Budget	FY2013 Adopted	FY2012-2013 Change
City Clerk	3.43	3.39	3.12	(0.27)
Elections & Information Management	12.00	13.00	12.00	(1.00)
Legislative Services	20.00	19.00	20.00	1.00
Records Management	10.00	10.00	10.00	0.00
Total	45.43	45.39	45.12	(0.27)

Significant Budget Adjustments

	FTE	Expenditures	Revenue
Equipment/Support for Information Technology Adjustment to expenditure allocations according to a zero-based annual review of information technology funding requirements and priority analyses.	0.00	\$ 100,416	\$ -
Salary and Benefit Adjustments Adjustments to reflect the annualization of the Fiscal Year 2012 negotiated salary compensation schedule, changes to savings resulting from positions to be vacant for any period of the fiscal year, retirement contributions, retiree health contributions, and labor negotiation adjustments.	0.00	8,934	-
Non-Discretionary Adjustment Adjustment to expenditure allocations that are determined outside of the department's direct control. These allocations are generally based on prior year expenditure trends and examples of these include utilities, insurance, and rent.	0.00	(983)	-
Reduction in Overtime Reduction of overtime expenditures.	0.00	(10,000)	-

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Significant Budget Adjustments (Cont'd)

	FTE	Expenditures	Revenue
Non-Standard Hour Personnel Funding Adjustment to expenditures according to a zero-based annual review of non-standard hour personnel funding requirements.	(0.27)	(10,732)	-
Copier Savings Adjustment to reflect savings resulting from the new convenience copier contract.	0.00	(21,612)	-
One-Time Reductions and Annualizations Adjustment to reflect the removal of one-time revenues and expenditures, and the annualization of revenues and expenditures, implemented in Fiscal Year 2012.	0.00	(33,268)	-
Revenue from New/Revised User Fees Adjustment to reflect an anticipated revenue increase or decrease from the implementation of new and revised user fee charges.	0.00	-	52
Total	(0.27)	\$ 32,755	\$ 52

Expenditures by Category

	FY2011 Actual	FY2012 Budget	FY2013 Adopted	FY2012-2013 Change
PERSONNEL				
Salaries and Wages	\$ 2,219,890	\$ 2,302,386	\$ 2,217,607	\$ (84,779)
Fringe Benefits	1,635,265	1,563,514	1,636,495	72,981
PERSONNEL SUBTOTAL	\$ 3,855,155	\$ 3,865,900	\$ 3,854,102	\$ (11,798)
NON-PERSONNEL				
Supplies	\$ 44,609	\$ 50,374	\$ 49,258	\$ (1,116)
Contracts	157,863	211,556	153,688	(57,868)
Information Technology	344,922	501,284	625,381	124,097
Energy and Utilities	80,071	118,064	91,118	(26,946)
Other	4,559	23,926	32,378	8,452
Transfers Out	3,517	5,947	3,881	(2,066)
Capital Expenditures	1,420	-	-	-
NON-PERSONNEL SUBTOTAL	\$ 636,961	\$ 911,151	\$ 955,704	\$ 44,553
Total	\$ 4,492,115	\$ 4,777,051	\$ 4,809,806	\$ 32,755

Revenues by Category

	FY2011 Actual	FY2012 Budget	FY2013 Adopted	FY2012-2013 Change
Charges for Services	\$ 12,218	\$ 8,000	\$ 12,302	\$ 4,302
Fines Forfeitures and Penalties	1,071	600	2,802	2,202
Licenses and Permits	6,245	-	3,300	3,300
Other Revenue	100	9,752	-	(9,752)
Rev from Other Agencies	9,541	-	-	-
Transfers In	38,395	-	-	-
Total	\$ 67,570	\$ 18,352	\$ 18,404	\$ 52

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Personnel Expenditures

Job Number	Job Title / Wages	FY2011 Budget	FY2012 Budget	FY2013 Adopted	Salary Range	Total
Salaries and Wages						
20000012	Administrative Aide 1	1.00	1.00	1.00	\$36,962 - \$44,533	\$ 43,420
20000024	Administrative Aide 2	3.00	3.00	3.00	42,578 - 51,334	147,676
20000119	Associate Management Analyst	6.00	6.00	6.00	54,059 - 65,333	310,492
20001106	City Clerk	1.00	1.00	1.00	34,694 - 207,210	133,860
20000539	Clerical Assistant 2	3.00	2.00	2.00	29,931 - 36,067	65,096
90000539	Clerical Assistant 2 - Hourly	0.21	0.19	0.06	29,931 - 36,067	1,796
20000370	Deputy City Clerk 1	16.00	17.00	17.00	32,968 - 39,811	655,198
20000371	Deputy City Clerk 2	2.00	2.00	2.00	37,835 - 45,781	89,272
20001168	Deputy Director	1.00	3.00	3.00	46,966 - 172,744	305,393
20001204	Deputy Director, Legislative Services	1.00	0.00	0.00	46,966 - 172,744	-
20001205	Deputy Director, Records Management	1.00	0.00	0.00	46,966 - 172,744	-
90000346	Legislative Recorder 1 - Hourly	0.22	0.00	0.00	41,558 - 50,232	-
20000347	Legislative Recorder 2	5.00	5.00	5.00	43,618 - 52,770	251,134
90000347	Legislative Recorder 2 - Hourly	0.00	0.20	0.06	43,618 - 52,770	2,617
20000172	Payroll Specialist 1	1.00	1.00	1.00	33,093 - 39,832	38,836
20000927	Senior Clerk/Typist	1.00	1.00	1.00	36,067 - 43,514	36,067
20000950	Stock Clerk	2.00	2.00	2.00	30,056 - 36,275	70,736
20000756	Word Processing Operator	1.00	1.00	1.00	31,491 - 37,918	36,970
	Bilingual - Regular					18,928
	Overtime Budgeted					10,116
Salaries and Wages Subtotal		45.43	45.39	45.12		\$ 2,217,607
Fringe Benefits						
	Employee Offset Savings					\$ 31,237
	Flexible Benefits					280,822
	Long-Term Disability					12,748
	Medicare					30,136
	Other Post-Employment Benefits					278,388
	Retiree Medical Trust					96
	Retirement 401 Plan					384
	Retirement ARC					777,323
	Retirement DROP					4,862
	Retirement Offset Contribution					7,129
	Risk Management Administration					45,848
	Supplemental Pension Savings Plan					101,335
	Unemployment Insurance					6,488
	Workers' Compensation					59,699
Fringe Benefits Subtotal						\$ 1,636,495
Total Personnel Expenditures						\$ 3,854,102



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