

**City Clerk**



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## Office Description

From the City's earliest days of government, the City Clerk has played a role. The 1931 Charter outlined the duties of the Clerk, and the core functions of the Office remain, which include the following: supporting the legislative body, coordinating municipal elections, and managing the City's records management program. Today, the Office of the City Clerk has built upon these important services to strengthen its role of being a vital access point to local government.

In recent years, the Clerk has sought additional ways to serve the City's customers. The creative use of social media like Twitter and Facebook has allowed the Clerk to reach more customers. Tweets from Council Chambers provide immediate information about the disposition of an item.

The Clerk's Passport Acceptance Facility has proven to be a success. With its location in the lobby of the City Administration Building, it is a valuable resource to the citizens of San Diego that is easily accessible and centrally located.

An Archives Access and Preservation Program has, for the first time, allowed the Clerk to preserve and digitize the City's valuable historical material. Each new service builds on the commitment of the City Clerk to act as a centralized resource for access to local government.

The Department's mission is:

*To provide accurate information and maximize access to municipal government*

The Department's vision is:

*To connect San Diegans and their city government*

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## Did you know?

- On the City Clerk’s website, there are a variety of disclosure reports dating back more than a decade which include over 10,800 related to campaign committees, 8,600 related to lobbyists and their activities, and 18,600 statements of economic interests.
- Since opening its Passport Acceptance Facility in mid-2013, the City Clerk’s Office has processed passport applications for more than 10,000 U.S. citizens. In Calendar Year 2016 alone, the Office processed over 3,500 applications and took over 2,400 photos.
- In the first half of Fiscal Year 2017, the City Clerk’s Docketing Team prepared 499 items for Council approval by distributing and uploading over 22,500 pages of backup materials for these items.
- The Council Actions Team processed 344 Council Resolutions and 131 Council Ordinances, and uploaded 99 percent of those documents to the City Clerk website within 72 hours of final approval for seamless public access.
- The City Clerk’s Records Management Division has added a new training component in the form of live workshops. This new forum for training has greatly enhanced the City’s collective records management knowledge-base by ensuring that training is available to all City employees.
- Since launching the City Clerk’s Digital Archives in April 2015, over 500,000 historical documents have been successfully uploaded to the website, promoting public access while ensuring proper preservation of the original priceless documents.

## Goals and Objectives

### ***Goal 1: Provide customers with accurate and thorough responses in a courteous, timely, and user-friendly manner***

- Be a reliable resource for obtaining and preserving information
- Remain open to feedback and suggestions for continuous improvement within the Department
- Provide a variety of specialized training opportunities designed to enhance customers’ understanding of subject matter

### ***Goal 2: Embrace cutting-edge technology and industry best practices to enhance efficiency, transparency, and accessibility***

- Expand digital content to create paperless options whenever possible
- Use innovative technology to enhance record-keeping capabilities
- Provide historical and contemporary information online to facilitate user-friendly access and interaction

### ***Goal 3: Adhere to State and local mandates and deadlines related to city government***

- Ensure transparency and accessibility to public records in a timely manner
- Administer City elections fairly, neutrally, and impartially
- Comply with Brown Act noticing requirements and make readily available SB343 (late-arriving) documents
- Provide guidance and training to City departments to comply with record retention guidelines

**Goal 4: Facilitate and coordinate specific City legislative-, election- and records-related actions and proceedings professionally and cooperatively**

- Work collaboratively with City departments, agencies, boards, and commissions to ensure conflict of interest requirements are met
- Partner with schools, colleges, retired citizens, graduates and other organizations to support the Citywide Volunteer Program to provide volunteers with opportunities to assist with various City Clerk Archive projects
- Provide assistance to facilitate smooth and seamless City Council meetings which offer maximum opportunity for public input and participation

## Key Performance Indicators

Performance Indicator	FY2016 Target	FY2016 Actual	FY2017 Target	FY2017 Actual	FY2018 Target
1. Percentage of customer service provided with accurate and thorough responses in a courteous, timely, and user-friendly manner <sup>1</sup>	N/A	N/A	89%	94%	92%
2. Percentage of cutting-edge technology and industry best practices that enhanced efficiency, transparency, and accessibility	N/A	N/A	90%	93%	92%
3. Percentage of legal requirements adhered to including State and local mandates and deadlines relating to city government	N/A	N/A	99%	100%	98%
4. Percentage of specific City legislative-, election- and records-related actions and proceedings professionally facilitated and coordinated	N/A	N/A	100%	100%	100%



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## Department Summary

	FY2016 Actual	FY2017 Budget	FY2018 Adopted	FY2017-2018 Change
FTE Positions (Budgeted)	45.32	46.32	47.32	1.00
Personnel Expenditures	\$ 4,115,083	\$ 4,515,839	\$ 4,593,637	\$ 77,798
Non-Personnel Expenditures	1,096,725	1,158,197	1,091,187	(67,010)
<b>Total Department Expenditures</b>	<b>\$ 5,211,807</b>	<b>\$ 5,674,036</b>	<b>\$ 5,684,824</b>	<b>\$ 10,788</b>
<b>Total Department Revenue</b>	<b>\$ 175,218</b>	<b>\$ 94,582</b>	<b>\$ 94,582</b>	<b>\$ -</b>

## General Fund

### Department Expenditures

	FY2016 Actual	FY2017 Budget	FY2018 Adopted	FY2017-2018 Change
City Clerk	\$ 1,743,351	\$ 1,824,449	\$ 1,851,355	\$ 26,906
Elections & Information Services	747,446	915,647	935,935	20,288
Legislative Services	1,719,028	1,908,393	1,827,789	(80,604)
Records Management	1,001,982	1,025,547	1,069,745	44,198
<b>Total</b>	<b>\$ 5,211,807</b>	<b>\$ 5,674,036</b>	<b>\$ 5,684,824</b>	<b>\$ 10,788</b>

### Department Personnel

	FY2016 Budget	FY2017 Budget	FY2018 Adopted	FY2017-2018 Change
City Clerk	5.82	6.50	6.82	0.32
Elections & Information Services	10.50	10.50	11.50	1.00
Legislative Services	19.00	19.32	19.00	(0.32)
Records Management	10.00	10.00	10.00	0.00
<b>Total</b>	<b>45.32</b>	<b>46.32</b>	<b>47.32</b>	<b>1.00</b>

### Significant Budget Adjustments

	FTE	Expenditures	Revenue
<b>Transfer of Citizen Assistance Program</b> Transfer of 1.00 Public Information Specialist from the Human Resources Department to the Office of the City Clerk related to the Citizen Assistance Program.	1.00	\$ 90,607	\$ -
<b>One-Time Additions and Annualizations</b> Adjustment to reflect one-time revenues and expenditures, and the annualization of revenues and expenditures, implemented in Fiscal Year 2017.	0.00	20,354	-
<b>Non-Standard Hour Personnel Funding</b> Funding allocated according to a zero-based annual review of hourly funding requirements.	0.00	(43)	-
<b>Hourly Sick Leave</b> Adjustment to reflect prior year expenditure trends, related to paid sick leave benefits for eligible hourly employees consistent with the requirements of Assembly Bill 1522.	0.00	(447)	-

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## Significant Budget Adjustments (Cont'd)

	FTE	Expenditures	Revenue
<b>Salary and Benefit Adjustments</b> Adjustments to reflect savings resulting from vacant positions for any period of the fiscal year, retirement contributions, retiree health contributions, and labor negotiations.	0.00	(12,319)	-
<b>Non-Discretionary Adjustment</b> 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	(18,976)	-
<b>Reduction of Non-Personnel Expenditures</b> Reduction of non-personnel expenditures for printing services due to historical savings in these services.	0.00	(20,000)	-
<b>Support for Information Technology</b> Adjustment to expenditure allocations according to a zero-based annual review of information technology funding requirements.	0.00	(48,388)	-
<b>Total</b>	<b>1.00</b>	<b>\$ 10,788</b>	<b>\$ -</b>

## Expenditures by Category

	FY2016 Actual	FY2017 Budget	FY2018 Adopted	FY2017-2018 Change
<b>PERSONNEL</b>				
Personnel Cost	\$ 2,300,170	\$ 2,548,644	\$ 2,461,483	\$ (87,161)
Fringe Benefits	1,814,913	1,967,195	2,132,154	164,959
<b>PERSONNEL SUBTOTAL</b>	<b>4,115,083</b>	<b>4,515,839</b>	<b>4,593,637</b>	<b>77,798</b>
<b>NON-PERSONNEL</b>				
Supplies	\$ 45,022	\$ 133,627	\$ 128,486	\$ (5,141)
Contracts	368,053	340,743	336,236	(4,507)
Information Technology	552,124	539,293	490,905	(48,388)
Energy and Utilities	122,737	139,773	130,799	(8,974)
Other	5,702	4,761	4,761	-
Capital Expenditures	3,087	-	-	-
<b>NON-PERSONNEL SUBTOTAL</b>	<b>1,096,725</b>	<b>1,158,197</b>	<b>1,091,187</b>	<b>(67,010)</b>
<b>Total</b>	<b>\$ 5,211,807</b>	<b>\$ 5,674,036</b>	<b>\$ 5,684,824</b>	<b>\$ 10,788</b>

## Revenues by Category

	FY2016 Actual	FY2017 Budget	FY2018 Adopted	FY2017-2018 Change
Charges for Services	\$ 161,127	\$ 82,782	\$ 82,782	\$ -
Fines Forfeitures and Penalties	570	1,000	1,000	-
Licenses and Permits	9,333	10,800	10,800	-
Other Revenue	4,188	-	-	-
<b>Total</b>	<b>\$ 175,218</b>	<b>\$ 94,582</b>	<b>\$ 94,582</b>	<b>\$ -</b>

## Personnel Expenditures

Job Number	Job Title / Wages	FY2016 Budget	FY2017 Budget	FY2018 Adopted	Salary Range	Total
<b>FTE, Salaries, and Wages</b>						
20000012	Administrative Aide 1	0.00	1.00	1.00	\$36,962 - \$44,533	\$ 36,962



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## Personnel Expenditures (Cont'd)

Job Number	Job Title / Wages	FY2016 Budget	FY2017 Budget	FY2018 Adopted	Salary Range	Total
20000024	Administrative Aide 2	5.00	5.00	5.00	42,578 - 51,334	244,204
20000119	Associate Management Analyst	6.00	6.00	6.00	54,059 - 65,333	362,693
20001106	City Clerk	1.00	1.00	1.00	34,694 - 207,210	150,030
90000539	Clerical Assistant 2 - Hourly	0.15	0.15	0.15	29,931 - 36,067	5,410
20000370	Deputy City Clerk 1	17.00	18.00	18.00	32,968 - 39,811	678,381
20000371	Deputy City Clerk 2	3.00	3.00	3.00	37,835 - 45,781	121,451
20001168	Deputy Director	3.00	3.00	3.00	46,966 - 172,744	360,000
20000293	Information Systems Analyst 3	1.00	1.00	1.00	59,363 - 71,760	71,760
20000347	Legislative Recorder 2	4.00	4.00	4.00	43,618 - 52,770	204,133
90000347	Legislative Recorder 2 - Hourly	0.17	0.17	0.17	43,618 - 52,770	8,971
20000172	Payroll Specialist 1	1.00	1.00	1.00	33,093 - 39,832	39,832
20001234	Program Coordinator	0.00	1.00	1.00	23,005 - 137,904	80,454
20000779	Public Information Specialist	0.00	0.00	1.00	32,968 - 39,811	39,811
20000927	Senior Clerk/Typist	1.00	0.00	0.00	36,067 - 43,514	-
20000950	Stock Clerk	1.00	1.00	1.00	30,056 - 36,275	36,275
20000955	Storekeeper 1	1.00	1.00	1.00	34,611 - 41,517	38,741
20000756	Word Processing Operator	1.00	0.00	0.00	31,491 - 37,918	-
	Bilingual - Regular					14,560
	Budgeted Vacancy Savings					(74,797)
	Overtime Budgeted					10,116
	Vacation Pay In Lieu					32,496
<b>FTE, Salaries, and Wages Subtotal</b>		<b>45.32</b>	<b>46.32</b>	<b>47.32</b>		<b>\$ 2,461,483</b>
		<b>FY2016 Actual</b>	<b>FY2017 Budget</b>	<b>FY2018 Adopted</b>		<b>FY2017-2018 Change</b>
<b>Fringe Benefits</b>						
	Employee Offset Savings	\$ 25,574	\$ 26,033	\$ 20,586		\$ (5,447)
	Flexible Benefits	376,984	473,754	545,006		71,252
	Insurance	102	-	-		-
	Long-Term Disability	7,460	7,803	-		(7,803)
	Medicare	33,735	34,920	34,293		(627)
	Other Post-Employment Benefits	266,628	266,173	270,045		3,872
	Retiree Medical Trust	928	1,309	1,625		316
	Retirement 401 Plan	784	806	888		82
	Retirement ADC	867,967	906,482	1,005,277		98,795
	Retirement DROP	8,645	8,521	12,706		4,185
	Risk Management Administration	45,325	45,990	45,495		(495)
	Supplemental Pension Savings Plan	127,348	144,160	146,844		2,684
	Unemployment Insurance	4,256	4,456	4,301		(155)
	Workers' Compensation	49,177	46,788	45,088		(1,700)
<b>Fringe Benefits Subtotal</b>		<b>\$ 1,814,913</b>	<b>\$ 1,967,195</b>	<b>\$ 2,132,154</b>		<b>\$ 164,959</b>
<b>Total Personnel Expenditures</b>					<b>\$ 4,593,637</b>	



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