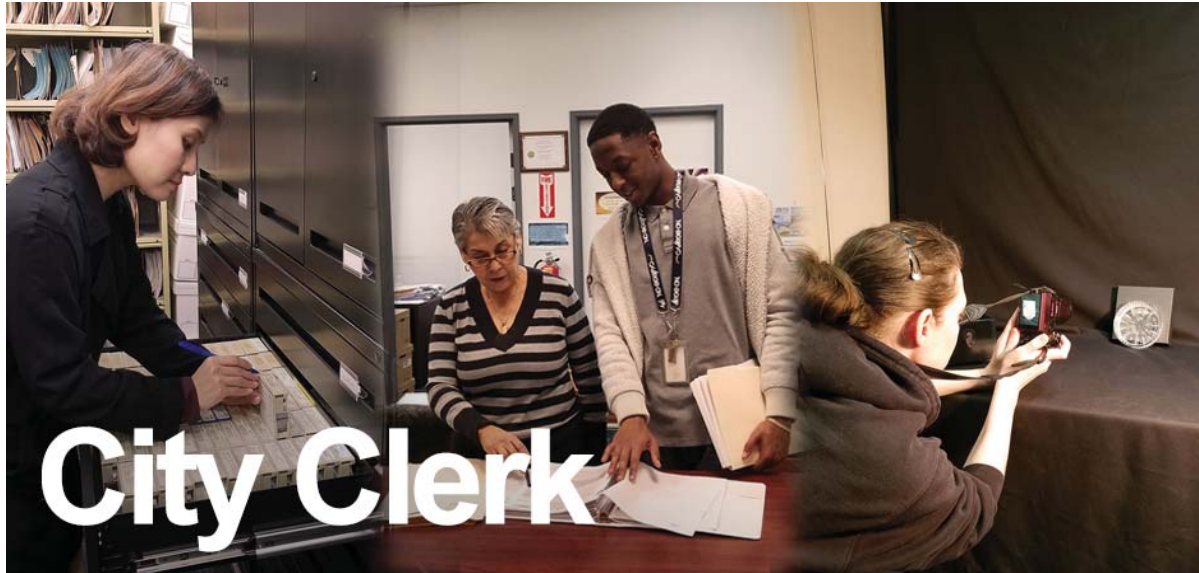


## City Clerk



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## Description

The Office of the City Clerk plays a vital role in municipal operations. The 1931 Charter outlined the duties of the City Clerk, and the core functions remain, which include: supporting the legislative body, coordinating municipal elections, and managing the City's records management program. Today, the Clerk has built upon these important services to become a vital access point to local government.

The Clerk has spent over a decade striving for increased efficiency and embracing continuous improvement. This philosophy has allowed the office to provide the best assistance to its internal and external customers by integrating innovative practices to daily operations. The creation of an interdepartmental shared drive streamlined the process of accessing legislative meeting files, maximizing access to documents while maintaining file integrity. The use of the Get It Done application enables customers to create passport appointments through mobile devices, allowing for 24/7, on-the-go access to this service.

The Clerk's Passport Acceptance Facility has proven to be an enormous success. In its sixth year of operation, the agency has processed over 20,000 passport applications. Its central location in the lobby of the City Administration Building makes it a valuable resource that is easily accessible and clearly provides an important customer service.

In addition, the award-winning Archives Access and Preservation Program has allowed for the preservation and digitization of some of the Clerk's most valuable and fragile historical material, which promotes both responsible access and long-term preservation.

As core services of the department are strengthened and new services added to enhance transparency, these efforts reflect the commitment of the City Clerk to provide a centralized resource for access to local government.

### ***The mission is:***

To provide accurate information and maximize access to municipal government

### ***The vision is:***

To enhance access to local government

## Goals and Objectives

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

- Be a reliable resource for obtaining and preserving information.
- Accurately and timely respond to information requests while maintaining traceability.
- Making resolutions and ordinances available on the City Clerk's on-line database within 72 hours (business days) of final processing.
- Upload the Results Summary of the Council meetings and all late-arriving (SB 343) documents within 48 hours of the close of the meeting.
- Make the City Council meeting agendas and supporting materials available to the public five days prior to a regularly scheduled Council meeting and provide email updates of all agenda revisions and updates prior to the start of the Council meetings.
- Remain open to feedback and suggestions for continuous improvement within the department.

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

- Continue to expand electronic filing options within the City of San Diego where appropriate.
- Use technology to enhance the customer experience.
- Expand historical material available online through the Clerk's digital archives to facilitate user-friendly access and interaction.
- Provide increased accessibility to historical records of San Diego and preserve extremely fragile books, maps, and documents using proven conservation methods and materials.
- Provide user-friendly online passport appointment scheduling.

**Goal 3: *Legal Requirements: Adhere to state and local mandates and deadlines related to city government.***

- Effectively administer and coordinate municipal elections and citizen petition processes fairly, neutrally, and impartially.
- Comply with Brown Act noticing requirements by making City Council meeting agendas, supporting materials, minutes, late-arriving (SB 343) materials, and Closed Session agendas public and readily available.
- Make supplemental agenda items and supporting materials available to the public at least 72 hours prior to the Council meeting.
- Provide Records and Information Management guidance, resources and mandated training to City departments so that they can keep their retention file plans up-to-date, comply with records retention requirements and identify vital records to ensure continuity after a disruption or disaster.
- Provide records management training to departments, Records Coordinators, Council staff, and Mayoral staff on best practices to expedite legislative and regulatory compliance of City records.
- Serve as filing officer to the City's campaign finance disclosure reports, statements of economic interests, and municipal lobbyist registrations and reports.

**Goal 4: *Serving Our City: 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.
- Coordinate the noticing, oath of office, and tracking process for the City's boards and commissions.
- 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.

# City Clerk

- Provide assistance to facilitate smooth and seamless City Council meetings which offer maximum opportunity for public input and participation.
- Provide reports and information at various Council and Committee meetings on topics related to the Department's core services.
- Seek out access improvements to Council Chambers to maximize participation by all customer groups and minimize any challenges identified by the Office of ADA Compliance and Accessibility or based on language barriers.

## Key Performance Indicators

Performance Indicator	FY2018 Target	FY2018 Actual	FY2019 Target	FY2019 Actuals	FY2020 Target
Percentage of customer service provided with accurate and thorough responses in a courteous, timely, and user-friendly manner	92%	95%	94%	99%	92%
Percentage of cutting-edge technology and industry best practices that enhanced efficiency, transparency, and accessibility	92%	100%	93%	94%	96%
Percentage of legal requirements adhered to including State and local mandates and deadlines relating to city government	98%	98%	100%	100%	100%
Percentage of specific City legislative-, election- and records-related actions and proceedings professionally facilitated and coordinated	100%	100%	100%	100%	100%



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## Department Summary

	FY2018 Actual	FY2019 Budget	FY2020 Adopted	FY2019-2020 Change
FTE Positions (Budgeted)	47.32	47.32	47.32	0.00
Personnel Expenditures	\$ 4,494,216	\$ 4,835,350	\$ 4,880,481	\$ 45,131
Non-Personnel Expenditures	973,712	1,039,821	1,111,030	71,209
<b>Total Department Expenditures</b>	<b>\$ 5,467,928</b>	<b>\$ 5,875,171</b>	<b>\$ 5,991,511</b>	<b>\$ 116,340</b>
<b>Total Department Revenue</b>	<b>\$ 223,243</b>	<b>\$ 157,582</b>	<b>\$ 155,582</b>	<b>\$ (2,000)</b>

## General Fund

### Department Expenditures

	FY2018 Actual	FY2019 Budget	FY2020 Adopted	FY2019-2020 Change
City Clerk	\$ 1,929,286	\$ 1,952,491	\$ 1,935,859	\$ (16,632)
Elections & Information Services	829,812	1,053,535	1,106,991	53,456
Legislative Services	1,697,311	1,806,252	1,849,734	43,482
Records Management	1,011,518	1,062,893	1,098,927	36,034
<b>Total</b>	<b>\$ 5,467,928</b>	<b>\$ 5,875,171</b>	<b>\$ 5,991,511</b>	<b>\$ 116,340</b>

### Department Personnel

	FY2018 Budget	FY2019 Budget	FY2020 Adopted	FY2019-2020 Change
City Clerk	6.82	6.50	6.50	0.00
Elections & Information Services	11.50	11.50	11.50	0.00
Legislative Services	19.00	18.32	18.32	0.00
Records Management	10.00	11.00	11.00	0.00
<b>Total</b>	<b>47.32</b>	<b>47.32</b>	<b>47.32</b>	<b>0.00</b>

### Significant Budget Adjustments

	FTE	Expenditures	Revenue
<b>Salary and Benefit Adjustments</b>	0.00	\$ 44,594	-
Adjustments to reflect savings resulting from vacant positions for any period of the fiscal year, retirement contributions, retiree health contributions, and labor negotiations.			
<b>Support for Information Technology</b>	0.00	41,642	-
Adjustment to expenditure allocations according to a zero-based annual review of information technology funding requirements.			
<b>Non-Discretionary Adjustment</b>	0.00	29,567	-
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.			
<b>Non-Standard Hour Personnel Funding</b>	0.00	537	-
Funding allocated according to a zero-based annual review of hourly funding requirements.			
<b>One-Time Additions and Annualizations</b>	0.00	-	(2,000)
Adjustment to reflect one-time revenues and expenditures, and the annualization of revenues and expenditures, implemented in Fiscal Year 2019.			
<b>Total</b>	<b>0.00</b>	<b>\$ 116,340</b>	<b>(2,000)</b>

# City Clerk

## Expenditures by Category

	FY2018 Actual	FY2019 Budget	FY2020 Adopted	FY2019-2020 Change
<b>PERSONNEL</b>				
Personnel Cost	\$ 2,343,365	\$ 2,631,296	\$ 2,704,161	72,865
Fringe Benefits	2,150,851	2,204,054	2,176,320	(27,734)
<b>PERSONNEL SUBTOTAL</b>	<b>4,494,216</b>	<b>4,835,350</b>	<b>4,880,481</b>	<b>45,131</b>
<b>NON-PERSONNEL</b>				
Supplies	\$ 76,769	\$ 121,167	\$ 121,841	674
Contracts	323,100	310,309	295,749	(14,560)
Information Technology	445,564	462,461	504,103	41,642
Energy and Utilities	123,391	141,123	184,576	43,453
Other	4,887	4,761	4,761	-
<b>NON-PERSONNEL SUBTOTAL</b>	<b>973,712</b>	<b>1,039,821</b>	<b>1,111,030</b>	<b>71,209</b>
<b>Total</b>	<b>\$ 5,467,928</b>	<b>\$ 5,875,171</b>	<b>\$ 5,991,511</b>	<b>116,340</b>

## Revenues by Category

	FY2018 Actual	FY2019 Budget	FY2020 Adopted	FY2019-2020 Change
Charges for Services	\$ 209,885	\$ 145,782	\$ 143,782	(2,000)
Fines Forfeitures and Penalties	-	1,000	1,000	-
Licenses and Permits	13,074	10,800	10,800	-
Other Revenue	284	-	-	-
<b>Total</b>	<b>\$ 223,243</b>	<b>\$ 157,582</b>	<b>\$ 155,582</b>	<b>(2,000)</b>

## Personnel Expenditures

Job Number	Job Title / Wages	FY2018 Budget	FY2019 Budget	FY2020 Adopted	Salary Range	Total
<b>FTE, Salaries, and Wages</b>						
20000012	Administrative Aide 1	1.00	1.00	1.00	\$ 39,449 - 47,528	\$ 47,528
20000024	Administrative Aide 2	5.00	5.00	5.00	45,444 - 54,769	270,261
20000119	Associate Management Analyst	6.00	6.00	6.00	57,691 - 69,723	390,187
20001106	City Clerk	1.00	1.00	1.00	37,021 - 221,117	160,095
20000539	Clerical Assistant 2	0.00	0.00	1.00	31,929 - 38,482	38,482
90000539	Clerical Assistant 2 - Hourly	0.15	0.15	0.15	31,929 - 38,482	5,772
20000370	Deputy City Clerk 1	18.00	17.00	16.00	35,173 - 42,479	652,198
20000371	Deputy City Clerk 2	3.00	4.00	4.00	40,373 - 48,860	183,252
20001168	Deputy Director	3.00	3.00	3.00	50,128 - 184,332	375,626
20000293	Information Systems Analyst 3	1.00	1.00	1.00	63,342 - 76,578	76,578
20000347	Legislative Recorder 2	4.00	4.00	4.00	46,540 - 56,316	221,485
90000347	Legislative Recorder 2 - Hourly	0.17	0.17	0.17	46,540 - 56,316	9,574
20000172	Payroll Specialist 1	1.00	1.00	1.00	37,086 - 46,859	45,743
20001234	Program Coordinator	1.00	1.00	1.00	24,537 - 147,160	85,849
20000779	Public Information Specialist	1.00	1.00	1.00	35,173 - 42,479	40,780
20000950	Stock Clerk	1.00	1.00	1.00	32,079 - 38,718	34,307
20000955	Storekeeper 1	1.00	1.00	1.00	36,935 - 44,305	40,909
	Bilingual - Regular					23,296
	Budgeted Vacancy Savings					(40,373)
	Overtime Budgeted					10,116
	Vacation Pay In Lieu					32,496
<b>FTE, Salaries, and Wages Subtotal</b>		<b>47.32</b>	<b>47.32</b>	<b>47.32</b>		<b>\$ 2,704,161</b>



# City Clerk

	FY2018 Actual	FY2019 Budget	FY2020 Adopted	FY2019-2020 Change
<b>Fringe Benefits</b>				
Employee Offset Savings	\$ 21,307	\$ 23,549	\$ 20,744	(2,805)
Flexible Benefits	536,234	559,709	552,691	(7,018)
Insurance	1,008	-	-	-
Medicare	37,572	37,264	38,591	1,327
Other Post-Employment Benefits	271,243	281,704	281,750	46
Retiree Medical Trust	1,523	1,833	2,241	408
Retirement 401 Plan	1,472	1,778	1,398	(380)
Retirement ADC	1,057,786	1,047,385	1,009,659	(37,726)
Retirement DROP	11,923	12,745	13,228	483
Risk Management Administration	44,624	48,438	55,430	6,992
Supplemental Pension Savings Plan	130,667	145,927	164,109	18,182
Unemployment Insurance	4,176	4,285	4,060	(225)
Workers' Compensation	31,317	39,437	32,419	(7,018)
<b>Fringe Benefits Subtotal</b>	<b>\$ 2,150,851</b>	<b>\$ 2,204,054</b>	<b>\$ 2,176,320</b>	<b>(27,734)</b>
<b>Total Personnel Expenditures</b>		<b>\$</b>	<b>4,880,481</b>	



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