

City Clerk



Description

The City Clerk plays a vital and diverse role within the framework of City government. According to the 1931 Charter and other governing documents, the City Clerk's responsibilities include supporting the legislative body, administering municipal elections, serving as the Filing Officer, preserving historical records, and overseeing the City's records management policies. Furthermore, the office has also taken on the management of passport services. While the essential functions of the Office of the City Clerk remain consistent, the methods of delivering these crucial services continue to evolve, ensuring greater accessibility for all residents of San Diego. The City Clerk is dedicated to enhancing efficiency and is always on the lookout for opportunities for improvement. This dedication has led to incorporating innovative practices into daily operations that benefit internal and external customers.

The Legislative Services Division is responsible for creating the City Council agenda and recording and preserving the official minutes of the City Council. Each year, Legislative Services staff manage the City Council's decisions, which include enacting new laws, deeds, contracts, leases, and permits, along with notices regarding land use changes such as rezoning, annexations, and street projects. To facilitate public access to City Council meetings and agendas, the division operates an interactive Legislative Calendar and posts agendas digitally on a kiosk at the City Administration Building and the City Clerk's website. Furthermore, the City Clerk effectively enables hybrid City Council meetings, providing elected officials, City staff, and the community an accessible and secure way to engage in City business and voice their opinions in real-time.

The Elections and Information Services Division is a public-facing division that serves several mandated roles and services. The Elections team is critical in supporting the City Clerk, who serves as the City's Elections Official, by ensuring that municipal elections are conducted with integrity. The section is dedicated to helping candidates and the public understand the procedures and requirements for registering to vote, running for office, submitting initiative or referendum petitions, and managing recall efforts. With law

City Clerk

changes every year, the City Clerk stays apprised to make any enhancements to our own Elections Code and processes as needed. The division developed video training modules to assist candidates with the nomination process. These online resources allow potential candidates to conveniently access relevant information and training materials anytime, providing a valuable educational opportunity for the public to understand better and engage in the electoral process. The team completes outreach events to share information about election processes and voter registration drives; inclusive of hosting a ballot drop box during elections.

The City Clerk serves as the local filing official for Statements of Economic Interests (Form 700), Assembly Bill 1234 training certifications, lobbyist registration and disclosure reports, and campaign committees. The elections section supports designated filers with their campaign statements, Statements of Economic Interests (Form 700), and lobbyist registrations and required disclosure forms. The Office of the City Clerk leads the efforts in the Conflict of Interest Code and over 3,000 designated positions list updates for the City. The City Clerk utilizes a modern, user-friendly electronic filing system for these disclosure documents to enhance transparency and efficiency. This system not only streamlines the filing process but also promotes public accessibility. Furthermore, the City Clerk maintains a comprehensive online repository and application system in collaboration with the Office of Boards and Commissions. This initiative allows the public and City Council to access up-to-date rosters of the City's Boards and Commissions in a searchable format, fostering greater public engagement and participation opportunities. This transparency is imperative to civic engagement and public participation as it shows which Boards and Commissions have vacancies and the required membership information.

For more than a century, the City Clerk has been entrusted with essential responsibilities related to Records Management, as outlined in the Charters of 1889 and 1931. The Records Management Policy provides a structured approach to managing the entire lifecycle of City records. This includes updating the Master Records Schedule, safeguarding vital City documents in secure off-site storage to prepare for emergencies or natural disasters, managing inactive records, digitizing files, and providing training and guidance to City departments on records management best practices. The City Clerk is also enhancing its use of Electronic Trusted Systems for record storage. Furthermore, the Research section plays a crucial role by responding to thousands of requests annually and distributing information related to legislative actions and policy decisions to various agencies, City staff, and members of the public.

The Office of the City Clerk also identifies, collects, indexes, and preserves the City's historical artifacts. The focus this year will be on in-house preservation and expanding our online collections, ensuring proper metadata and indexing are completed to enhance the searchability and understanding of the local civic and community history of all San Diegans. An understanding of the past can guide a person's involvement with City government to improve our collective future.

The Information and Passport Services section serves as the primary point of contact for most callers and visitors at the Office of the City Clerk and the City. Situated in the City Administration Building lobby, the Information staff handles thousands of inquiries each year, providing essential information about City operations and facilitating connections with various agencies and City personnel. Our Passport Acceptance Facility has also proven to be a significant success with community members and has received high customer service survey scores. During federally declared disasters, our team assists in processing applicable waivers for passports damaged or lost during the disaster. To further enhance our public service,

City Clerk

the passports team has expanded its operations in fiscal year 2025 to include passport pop-ups in public libraries.

The Office of the City Clerk is dedicated to serving as a vital link to local government. It prioritizes the enhancement of essential services while introducing innovative programs that promote equity, trust, accessibility, and transparency for all community members.

The vision is:

To connect all San Diegans and their City government through greater transparency and equitable access.

The mission is:

To provide accurate information and maximize access to municipal government.

Goals and Objectives

Goal 1: Customer Services and Civic Engagement: Provide accurate, comprehensive, and accessible services in a timely manner while enhancing them through civic engagement programming that reflects the diverse needs of all communities in the city.

- Ensure that our services are informative and efficient and cater to our customers' diverse needs, fostering an inclusive and welcoming environment.
- Work with City departments and community partners to enhance civic programming that addresses the diverse needs of all communities within the City.

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

- Leverage innovative software and technological solutions to improve customer engagement, streamline complex processes, and enhance efficiency, transparency, and accessibility.

Goal 3: Legal Requirements: Adhere to State and local mandates and deadlines.

- Provide guidance and training to City departments to ensure compliance with State and local regulatory requirements, thereby improving access to City documents and records.

Budget Equity Impact Statement

Equity Highlights
<p><i>Examples from the current fiscal year.</i></p> <ul style="list-style-type: none">• Passport Pop-Up events have greatly benefited our communities by offering accessible passport services. The Office of the City Clerk planned 11 events at various communities within the city, including San Ysidro, Scripps Miramar, Mira Mesa, Pacific Beach, Valencia Park, and Linda Vista, processing more than 850 passport applications. These events improved community members' access to equitable passport services. Materials have been translated into multiple languages, and we collaborated with the Library Department, Parks and Recreation Department, Communications, and each Council district for outreach.• Election Services provided by the City Clerk, in partnership with the California Secretary of State and the Registrar of Voters, included voter outreach programs to increase voter registration and voter participation citywide, especially in areas that have experienced low voter turnout in past elections and areas where language barriers may lower voter participation. Services also included translating election notices, voter outreach materials, and ballot materials to make elections accessible to all San Diegans. The City Clerk hosted a ballot drop box for the November 5, 2024 general election. The ballot drop box succeeded, with 930 ballots collected on election day. The Registrar had to schedule additional pick-ups to keep up with the volume on election day. Out of 151 drop boxes around the County, our ballot drop box collected more than 1/3 of those ballots.• City Clerk's 6th Annual Archives Month: The City Clerk Archives, in collaboration with the Chicano Park Museum and Cultural Center (CPMCC), opened a groundbreaking exhibit that honored American Archives Month and Hispanic/Latino Heritage Month. Titled "Telling Our Stories and Preserving Our Histories: The Chicano Movement in San Diego," this exhibit attracted more than 100 attendees. This exhibit highlighted the oldest neighborhood in San Diego, "Barrio Logan," by exploring change over time. The compelling stories of the Chicano Movement in San Diego were introduced and realized through the land takeover and the establishment of Chicano Park. The Office of the City Clerk actively engaged the community in election outreach, focusing on increasing awareness, transparency, and participation in the electoral process. The Elections Section provided valuable insights into local election procedures through educational and interactive events, including how individuals can run for office and propose new laws. Notably, the division hosted multiple Election Code community feedback sessions, allowing residents to contribute to shaping future election processes. Events such as the November 21, 2024, session at the Mountain View Recreation Center and the February 18, 2025, hybrid meeting at the Valencia Park/Malcolm X Library provided platforms for public input, reinforcing a commitment to inclusive governance. Additionally, the City Clerk participated in outreach initiatives such as High Tech High's Election Information Night and the Black College Expo, presented by the National College Resources Foundation, broadening civic engagement among students and underrepresented communities. Strategic partnerships played a crucial role in these efforts. The City Clerk collaborated with organizations like the Parks and Recreation Department, which provided

arts and crafts activities for children during feedback sessions, ensuring accessibility for families. Outreach events were also hosted in the evening and a virtual meeting to assist residents with various options and hours to participate. Other partners included the California Secretary of State, the Office of Child & Youth Success, Library Department, and High Tech High. These collaborations helped reach diverse audiences, including students, young voters, and historically underrepresented groups. These engagements connected with over 1,000 residents, with events like the Black College Expo drawing more than 800 attendees. By fostering transparency, building trust, and ensuring community voices are heard in electoral processes, the Office of the City Clerk continues to strengthen democracy at the local level.

Budget Equity Lens Summary

Ongoing Operations

Is there an opportunity to adjust the department's ongoing operations to mitigate the impacts of existing or potential disparities?

Yes

Goal 1, Objective 1 of the department Tactical Equity Plan identifies the following existing disparity: "Residents who do not speak or understand English, have access to technology/transportation, or who are new to city processes." To mitigate impacts of this disparity, staff will launch a targeted outreach campaign using existing public touchpoints (e.g., libraries, recreation centers) to promote awareness of City Clerk services, City Council meetings, and the Language Access Program (LAP). Goal 1, Objective 2 of the department Tactical Equity Plan identifies the following existing disparity: "Residents historically excluded from civic engagement due to language, cultural, or geographic barriers." To mitigate impacts of this disparity, staff will develop and maintain a Community Engagement homepage accessible through City public computers, featuring resources for civic participation and local opportunities for involvement. Goal 2's Objective of the department Tactical Equity Plan identifies the following existing disparity: "In certain segments of the community, such as lower-income households and infrastructure-deficient areas, residents may face significant challenges accessing the necessary hardware, reliable broadband, or technical knowledge required to fully engage with the ever-evolving technology and software applications." To mitigate impacts of this disparity, staff will ensure public materials are available in multiple formats on commonly used devices, including paper copies and electronic displays outside City buildings.

Budget Adjustment(s)

Do the requests impact existing or potential disparities?

Yes

Budget Adjustments fall under Tactical Equity Plan Goal 1: "Customer Services and Civic Engagement: Provide accurate, comprehensive, and accessible services in a timely manner while enhancing them through civic engagement programming that reflects the diverse needs of all communities in the city." The proposed budget adjustments aim to reduce existing and potential disparities by prioritizing accurate and accessible customer service. Retaining positions like the hourly Clerical Assistant 2 and the Employ & Empower Interns can help address inequities experienced by historically underrepresented communities. These roles will improve access to legislative information, provide professional development opportunities, and support more efficient operations.

City Clerk

Additionally, they will strengthen civic engagement programs through data collection to better meet the diverse needs of all residents, fostering an inclusive and accountable government. Moreover, eliminating or adjusting fees, such as the Lobbyist Registration Fee, enhances transparency. Other fees being eliminated, such as the City Charter copies and map copies, reduces financial and bureaucratic barriers, making it easier for all community members—especially those from underserved backgrounds—to obtain City documents and participate in local government. Finally, while department staff will continue to preserve core functions including providing access to essential services and vital public information, some reductions in services and staff may impact the department's capacity to continue to build partnerships with community and cultural organizations.

Key Performance Indicators

Performance Indicator	Definition	Baseline	FY2025 Performance	Goal
Provide guidance and training to City departments to comply with Statement of Economic Interests requirements	Percentage of Statement of Economic Interests (SEI) filers submitting AO/LO/Annual by the final required deadline.	80%	97%	90%
Percentage of favorable customer satisfaction survey scores	To best serve San Diegans, the Office of the City Clerk is open to feedback and suggestions for continuous improvement within the department. The team will implement an annual customer satisfaction survey to internal and external customers with a goal of 85% favorable response rates.	N/A	91%	85%
Average response time to customer inquiries ¹	The average time to respond to customer inquiries received through various channels, such as phone calls, emails, or online forms, shall be within 4 hours 90% of the time. A shorter average response time indicates that the office is meeting its goal of providing timely and accessible information to customers.	85%	95%	90%
Review of boxes and files with an overdue status	Using and ensuring accuracy in a new records management software system, we will complete a 100% review of all boxes and files with an overdue status to ensure accurate tracking of City records.	100%	100%	100%

Key Performance Indicators

Performance Indicator	Definition	Baseline	FY2025 Performance	Goal
Perform quarterly risk-based audit of City records ¹	Complete quarterly risk-based audits of representative samples to ensure accurate tracking of City records and inform priorities for digitization.	N/A	4	4
Enhance community engagement and programming	20% increase from Fiscal Year 2024 in community engagement activities established with nonprofit organizations, governmental and non-governmental institutions, citizens and/or other regional partners to enhance our community engagement and programming with a focus on highlighting our mission of access and transparency for all members of the community.	10	54	12
Inclusivity in the Archives ¹	Ensuring that 40% of our programming promotes diversity, equity, and inclusion, recognizing their profound impact on the enrichment and vibrancy of our City.	22%	48%	40%
Agenda results access ²	Post meeting item results on social media from Council Chambers and upload results summary within 48 hours of the meeting's conclusion.	N/A	N/A	90%
Customer service interactions that address Public Records Act and research requests	Percentage of customer service interactions that address Public Records Act and research requests, with responses provided within 7 days or less.	85%	88%	85%

1. We will be retiring this KPI in Fiscal Year 2026.
2. New KPI implementation set for Fiscal Year 2026.

Department Summary

	FY2024 Actual	FY2025 Budget	FY2026 Adopted	FY2025-2026 Change
FTE Positions (Budgeted)	50.32	52.73	45.17	(7.56)
Personnel Expenditures	\$ 5,936,502	\$ 6,678,901	\$ 6,710,890	\$ 31,989
Non-Personnel Expenditures	1,305,984	1,363,419	1,513,749	150,330
Total Department Expenditures	\$ 7,242,486	\$ 8,042,320	\$ 8,224,639	\$ 182,319
Total Department Revenue	\$ 447,556	\$ 368,501	\$ 336,480	\$ (32,021)

General Fund

Department Expenditures

	FY2024 Actual	FY2025 Budget	FY2026 Adopted	FY2025-2026 Change
City Clerk	\$ 2,970,507	\$ 3,171,749	\$ 3,727,237	\$ 555,488
Elections & Information Services	734,585	814,604	632,742	(181,862)
Legislative Services	2,115,637	2,298,649	2,436,680	138,031
Records Management	1,421,757	1,757,318	1,427,980	(329,338)
Total	\$ 7,242,486	\$ 8,042,320	\$ 8,224,639	\$ 182,319

Department Personnel

	FY2024 Budget	FY2025 Budget	FY2026 Adopted	FY2025-2026 Change
City Clerk	11.50	14.00	12.17	(1.83)
Elections & Information Services	7.50	6.50	5.00	(1.50)
Legislative Services	17.32	18.23	18.00	(0.23)
Records Management	14.00	14.00	10.00	(4.00)
Total	50.32	52.73	45.17	(7.56)

Significant Budget Adjustments

	FTE	Expenditures	Revenue
Salary and Benefit Adjustments	0.00	\$ 685,377	\$ -
Adjustments to reflect savings resulting from vacant positions for any period of the fiscal year, retirement contributions, retiree health contributions, and labor negotiations.			
Support for Information Technology	0.00	162,553	-
Adjustment to expenditure allocations according to an annual review of information technology funding requirements.			
One-Time Additions and Annualizations	0.00	151,784	(59,567)
Adjustment to reflect one-time revenues and expenditures, and the annualization of revenues and expenditures, implemented in Fiscal Year 2025.			
Employ and Empower Program Support	1.00	53,923	53,953
Addition of 1.00 Management Intern - Hourly and associated revenue to support the Employ and Empower Program.			

Significant Budget Adjustments

	FTE	Expenditures	Revenue
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	(12,223)	-
Non-Standard Hour Personnel Funding Funding allocated according to a zero-based annual review of hourly funding requirements.	(1.56)	(62,618)	-
Reduction of Programs and Services Reduction of 7.00 FTE positions and associated revenue due to discontinuation of Archives and Access Preservation Program and reduction of Passport Services.	(7.00)	(796,477)	(66,325)
Lobbyist Registration Fee Adjustment to reflect revised lobbyist registration revenue projections.	0.00	-	33,235
Election Filing Fee One-time adjustment to reflect revised election filing fee revenue for the City Council offices of Districts 2, 4, 6, and 8.	0.00	-	9,055
Removal of User Fees Adjustment to reflect revised user fee revenue due to the removal of fees for City Charter, recorded meetings CD or tapes, and District Maps.	0.00	-	(2,372)
Total	(7.56)	\$ 182,319	\$ (32,021)

Expenditures by Category

	FY2024 Actual	FY2025 Budget	FY2026 Adopted	FY2025-2026 Change
PERSONNEL				
Personnel Cost	\$ 3,614,100	\$ 4,185,446	\$ 4,121,154	(64,292)
Fringe Benefits	2,322,402	2,493,455	2,589,736	96,281
PERSONNEL SUBTOTAL	5,936,502	6,678,901	6,710,890	31,989
NON-PERSONNEL				
Supplies	\$ 99,092	\$ 127,128	\$ 133,402	6,274
Contracts & Services	250,339	315,178	334,895	19,717
<i>External Contracts & Services</i>	46,894	61,764	61,764	-
<i>Internal Contracts & Services</i>	203,445	253,414	273,131	19,717
Information Technology	653,401	612,057	774,610	162,553
Energy and Utilities	262,478	304,295	266,081	(38,214)
Other	3,754	4,761	4,761	-
Capital Expenditures	36,920	-	-	-
NON-PERSONNEL SUBTOTAL	1,305,984	1,363,419	1,513,749	150,330
Total	\$ 7,242,486	\$ 8,042,320	\$ 8,224,639	\$ 182,319

Revenues by Category

	FY2024 Actual	FY2025 Budget	FY2026 Adopted	FY2025-2026 Change
Charges for Services	\$ 433,756	\$ 351,921	\$ 321,896	(30,025)

City Clerk

Revenues by Category

	FY2024 Actual	FY2025 Budget	FY2026 Adopted	FY2025-2026 Change
Fines Forfeitures and Penalties	-	1,000	100	(900)
Licenses and Permits	13,255	15,580	14,484	(1,096)
Other Revenue	545	-	-	-
Total	\$ 447,556	\$ 368,501	\$ 336,480	\$ (32,021)

Personnel Expenditures

Job Number	Job Title / Wages	FY2024 Budget	FY2025 Budget	FY2026 Adopted	Salary Range	Total
FTE, Salaries, and Wages						
20000024	Administrative Aide 2	5.00	6.00	5.00	\$ 67,180 - 80,983	\$ 399,774
20001078	Assistant City Clerk	1.00	1.00	1.00	78,886 - 290,057	233,906
20000119	Associate Management Analyst	7.00	7.00	6.00	85,285 - 103,085	541,430
20001106	City Clerk	1.00	1.00	1.00	54,928 - 327,928	270,797
90000539	Clerical Assistant 2 - Hourly	0.15	0.11	0.17	47,174 - 56,871	9,668
20000370	Deputy City Clerk 1	15.00	15.00	12.00	51,914 - 62,659	713,592
20000371	Deputy City Clerk 2	5.00	4.00	3.00	59,558 - 72,050	215,069
20001168	Deputy Director	2.00	3.00	3.00	78,886 - 290,057	638,207
20000293	Information Systems Analyst 3	1.00	1.00	1.00	95,463 - 115,381	115,111
20000347	Legislative Recorder 2	4.00	4.00	4.00	68,599 - 83,058	316,112
90000347	Legislative Recorder 2 - Hourly	0.17	0.12	0.00	68,599 - 83,058	-
90001073	Management Intern - Hourly	0.00	0.50	1.00	38,548 - 49,686	49,685
20000172	Payroll Specialist 1	1.00	1.00	1.00	54,818 - 65,979	56,871
20001222	Program Manager	2.00	2.00	1.00	78,886 - 290,057	154,735
20000779	Public Information Specialist	1.00	1.00	1.00	47,153 - 56,959	56,105
21000775	Senior Records Management Analyst	2.00	2.00	2.00	93,628 - 113,219	224,174
20000950	Stock Clerk	2.00	2.00	2.00	43,003 - 51,936	86,006
20000955	Storekeeper 1	1.00	1.00	0.00	49,533 - 59,405	-
20000956	Storekeeper 2	0.00	0.00	1.00	54,141 - 65,454	57,919
90001146	Student Intern - Hourly	0.00	1.00	0.00	35,880 - 42,522	-
	Bilingual - Regular					40,768
	Budgeted Personnel					(103,828)
	Expenditure Savings					
	Overtime Budgeted					10,116
	Vacation Pay In Lieu					34,937
FTE, Salaries, and Wages Subtotal		50.32	52.73	45.17		\$ 4,121,154

	FY2024 Actual	FY2025 Budget	FY2026 Adopted	FY2025-2026 Change
Fringe Benefits				
Employee Offset Savings	\$ 16,251	\$ 17,377	\$ 18,506	\$ 1,129
Flexible Benefits	495,443	557,066	488,059	(69,007)
Insurance	1,594	-	-	-
Long-Term Disability	14,728	15,177	20,464	5,287

City Clerk

	FY2024	FY2025	FY2026	FY2025-2026
	Actual	Budget	Adopted	Change
Medicare	54,656	61,509	59,105	(2,404)
Other Post-Employment Benefits	196,762	198,624	171,024	(27,600)
Retiree Medical Trust	5,738	7,133	6,525	(608)
Retirement 401 Plan	22,587	28,531	26,094	(2,437)
Retirement ADC	1,325,985	1,389,417	1,577,641	188,224
Retirement DROP	1,683	2,389	2,533	144
Risk Management Administration	58,345	66,528	69,972	3,444
Supplemental Pension Savings Plan	63,133	68,707	72,640	3,933
Unemployment Insurance	4,017	4,322	3,836	(486)
Workers' Compensation	61,481	76,675	73,337	(3,338)
Fringe Benefits Subtotal	\$ 2,322,402	\$ 2,493,455	\$ 2,589,736	\$ 96,281
Total Personnel Expenditures			\$ 6,710,890	