Description

The City Clerk plays a vital and multifaceted role within the framework of City government. As established by 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. The office also assumed responsibility for managing passport services. While the core 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 committed to increasing efficiency and continually seeking opportunities for improvement by incorporating innovative practices that benefit both 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. In addition, the City Clerk facilitates hybrid City Council meetings, enabling elected officials, City staff, and community members to participate securely and provide real-time public input.

The Elections and City Connections 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. Given frequent changes in election laws, the City Clerk remains current and updates the City’s Elections Code and procedures as needed. The division creates and maintains online resources allowing 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 conducts 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 efforts in the Conflict-of-Interest Code and more than 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. Additionally, in collaboration with the Office of Boards and Commissions, the City Clerk maintains an online application system and searchable database of Boards and Commissions, providing up-to-date information on membership requirements and vacancies to encourage civic engagement.

For more than a century, the City Clerk has been entrusted with essential responsibilities related to records management, as outlined in the 1889 and 1931 Charters. 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. The Research section plays a crucial role by responding to thousands of information requests each year 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 records and artifacts. The focus this year will continue to be on in-house preservation reserving this history supports informed civic engagement and helps guide the City's collective future.

The City Connections section serves as the primary point of contact for callers and visitors to the Office of the City Clerk and the City. Located in the City Administration Building lobby, City Connections staff handles thousands of inquiries annually, providing essential information on City operations and facilitating connections with various agencies and City departments. The Passport Acceptance Facility has received high customer service ratings and has become a proven, valued service for the community.

The Office of the City Clerk serves as a vital link between the public and local government. The office is committed to strengthening essential services while introducing innovative programs that promote equity, trust, accessibility, and transparency for all members of the community.

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.
- Adjust departmental operations to establish a centralized and coordinated communication strategy that addresses gaps in consistent messaging across platforms, ensuring vital public information is understandable, accessible, and easy to navigate for all users.

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

Examples from the current fiscal year.

- The department conducted community engagement and listening sessions across the city to better understand how residents want to access information and participate in City Council meetings. These sessions were intentionally designed to reach diverse communities and elevate voices that have historically faced barriers to civic participation. To expand access, an engagement survey was conducted from August 2025 through February 2026 for residents unable to attend in person. The survey was promoted at City Council meetings and shared through City newsletters, community locations, and press releases to ensure broad awareness and accessibility. Feedback received is informing improvements to communication, accessibility, and outreach strategies, strengthening trust, transparency, and equitable civic participation.
- The department continued to enhance eFileSD with automated reminders, calendaring features, and improved data exchange capabilities for County-required filings. These improvements reduce administrative barriers, improve accessibility, and support consistent, transparent compliance for all users creating a more transparent San Diego.
- The department strengthened equitable access to City services by partnering with schools, nonprofit organizations, community groups, and regional agencies to deliver educational outreach and public engagement opportunities throughout San Diego. Outreach activities included student tours of the City Clerk's Archives and Records Center, voter education at the Black College Expo, civic engagement presentations for community organizations and elections and passport outreach at the San Diego County Fair. The Office of the City Clerk partnered with the LGBTQ Historic Task Force, Lambda Archives of San Diego, the San Diego History Center, and San Diego Museum Council to bring educational exhibits and historical displays into City Hall, including the prominent "Our History Will Not Be Erased" exhibition. By providing free, publicly accessible opportunities to learn about the contributions and history of San Diego's LGBTQ+ community within a civic setting, the department helped foster greater awareness, preserve historically significant narratives, and promote an inclusive environment that reflects the diversity of the communities the City serves. These efforts increased awareness of Office of the City Clerk services, promoted civic participation, and connected diverse communities with local government services and resources.

Budget Equity Lens Summary

Ongoing Operations

Is there an opportunity to adjust the department's ongoing operations to mitigate the impacts of identified disparities, gaps, and deficiencies?

YES

Yes, the department Tactical Equity Plan (TEP) identifies disparities, gaps and deficiencies to mitigate the impacts under each TEP goal and objective below:

TEP Goal 1, Objective 2: Adjust departmental operations to establish a centralized and coordinated communication strategy that addresses gaps in consistent messaging across platforms, ensuring vital public information is understandable, accessible, and easy to navigate for all users.

Activity 1: Reorganize existing staff and reclassify a position to address disparities in access to timely and accurate information related to Council meetings, legislative actions, records management and filing requirements, particularly for communities that do not routinely engage through traditional or digital platforms. Would assist in implementing this Goal and Activities:

TEP Goal 1: · Objective 1: Ensure that our services are informative and efficient and cater to our customers’ diverse needs, fostering an inclusive and welcoming environment.

Activity 1: Engage with the community to gain deeper insights into the language needs and identify barriers to participation.

Activity 2: Respond to identified barriers by collaborating with City departments and Community partners to engage in inclusive outreach to ensure San Diego residents, regardless of their language, background or geographic locations, have the knowledge and opportunity to engage in city government and have their voices heard.

Activity 3: Create accessible and easy-to-understand materials that capture the attention of the community and clearly explain how to participate in city government, what the Language Access Program (LAP) is, and how to use it, as well as other services in our office.

Activity 4: Assist with and create voter education program in underserved communities to emphasize the importance of voting and civic engagement with community partners and County of San Diego Registrar of Voters.

Activity 5: Reach out to local schools with historic lower civic engagement to offer lesson plans and/or a presentation from our office/or materials to educators to incorporate into their existing lesson plans.

Activity 6: Inventory boxes with unidentified (or poorly identified) historical materials to facilitate research of the activities and contributions of San Diego's diverse communities.

Budget Adjustment(s)

Do the adjustments impact any department disparities, gaps, and deficiencies?

NO

No disparities were identified in the adjustments approved for this fiscal year.

Key Performance Indicators

Performance Indicator	Definition	Baseline	FY2026 Performance	Goal
Agenda results access	Post meeting item results on social media from Council Chambers and upload results summary within 48 hours of the meeting's conclusion.	98.00%	98.00%	90.00%
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.	85.00%	88.00%	85.00%

Key Performance Indicators

Performance Indicator	Definition	Baseline	FY2026 Performance	Goal
Enhance community engagement and programming	A 20% increase in total community engagement initiatives over Fiscal Year 2024 baseline levels, measuring the growth of collaborative programming, events, and formal partnerships established with nonprofit organizations, government entities, NGOs, citizens, and regional stakeholders to advance the department's mission of municipal access and transparency.	10	17	12
Expansion of City's digital Records repository[1]	Number of pages of document published by the Office of the City Clerk in response to Public Records Act requests. Count does not include pages that are already online	20,000	N/A	20,000
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.	93.00%	93.00%	85.00%
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.	80.00%	99.00%	90.00%

1 New KPI implementation set for Fiscal Year 2027.

Department Summary

	FY2025 Actual	FY2026 Budget	FY2027 Adopted	FY2026-2027 Change
FTE Positions (Budgeted)	52.73	45.17	46.17	1.00
Personnel Expenditures	$6,456,205	$6,710,890	$6,709,054	($1,836)
Non-Personnel Expenditures	1,214,661	1,513,749	1,389,756	(123,993)
Total Department Expenditures	**$7,670,865**	**$8,224,639**	**$8,098,810**	**($125,829)**
Total Department Revenue	**$395,930**	**$336,480**	**$403,938**	**$67,458**

General Fund

Department Expenditures

	FY2025 Actual	FY2026 Budget	FY2027 Adopted	FY2026-2027 Change
City Clerk	$3,505,572	$3,727,237	$3,136,611	($590,626)
Elections & Information Services	611,956	632,742	1,126,374	493,632
Legislative Services	2,042,899	2,436,680	2,205,906	(230,774)
Records Management	1,510,437	1,427,980	1,629,919	201,939
Total	**$7,670,865**	**$8,224,639**	**$8,098,810**	**($125,829)**

Department Personnel

	FY2025 Budget	FY2026 Budget	FY2027 Adopted	FY2026-2027 Change
City Clerk	14.00	12.17	10.17	(2.00)
Elections & Information Services	6.50	5.00	9.00	4.00
Legislative Services	18.23	18.00	17.00	(1.00)
Records Management	14.00	10.00	10.00	-
Total	**52.73**	**45.17**	**46.17**	**1.00**

Budget Adjustments

	FTE	Expenditures	Revenue
Elections and City Connections Support Addition of 1.00 Deputy City Clerk 2 position and associated revenue to support the Elections and City Connections Division.	1.00	$105,171	$83,796
Employ and Empower Program Support Addition of 1.00 Intern - Hourly and associated revenue to support the Employ and Empower Program.	1.00	45,162	45,170
One-time Additions and Annualizations Adjustment to reflect one-time revenues and expenditures, and the annualization of revenues and expenditures, implemented in the prior Fiscal Year.	-	-	(61,508)

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.	-	(47,980)	-
Non-Standard Hour Personnel Funding Funding allocated according to a zero-based annual review of hourly funding requirements.	(1.00)	(54,073)	-
Support for Information Technology Adjustment to expenditure allocations according to an annual review of information technology funding requirements.	-	(76,013)	-
Salary and Benefit Adjustments Adjustments to reflect savings resulting from vacant positions for any period of the fiscal year, retirement contributions, retiree health contributions, and labor negotiations.	-	(98,096)	-
Total	**1.00**	**($125,829)**	**$67,458**

Expenditures by Category

	FY2025 Actual	FY2026 Budget	FY2027 Adopted	FY2026-2027 Change
PERSONNEL EXPENDITURES				
Personnel Cost	4,017,869	4,121,154	4,041,862	(79,292)
Fringe Benefits	2,438,335	2,589,736	2,667,192	77,456
PERSONNEL SUBTOTAL	**6,456,205**	**6,710,890**	**6,709,054**	**(1,836)**
NON-PERSONNEL EXPENDITURES				
Supplies	113,126	133,402	129,432	(3,970)
Contracts & Services	309,791	334,895	342,847	7,952
External Contracts & Services	*52,673*	*61,764*	*63,264*	*1,500*
Internal Contracts & Services	*257,118*	*273,131*	*279,583*	*6,452*
Information Technology	578,359	774,610	698,597	(76,013)
Energy and Utilities	206,492	266,081	214,119	(51,962)
Other Expenses	6,503	4,761	4,761	-
Capital Expenses	390	-	-	-
NON-PERSONNEL SUBTOTAL	**1,214,661**	**1,513,749**	**1,389,756**	**(123,993)**
Total	**$7,670,865**	**$8,224,639**	**$8,098,810**	**($125,829)**

Revenues by Category

	FY2025 Actual	FY2026 Budget	FY2027 Adopted	FY2026-2027 Change
Charges for Current Services	$382,474	$321,896	$388,154	$66,258
Fines Forfeitures and Penalties	-	100	1,000	900
Licenses and Permits	13,015	14,484	14,784	300
Other Revenue	442	-	-	-
Total	**$395,930**	**$336,480**	**$403,938**	**$67,458**

Personnel Expenditures

Job Number	Job Title/Wages	FY2025 Budget	FY2026 Budget	FY2027 Adopted	Salary Range	Total
FTE, Salaries and Wages						
20000024	Administrative Aide 2	6.00	5.00	5.00	67,184 - 80,974	$391,080
20001078	Assistant City Clerk	1.00	1.00	1.00	79,643 - 292,822	233,917
20000119	Associate Management Analyst	7.00	6.00	6.00	85,280 - 103,085	580,357
20001106	City Clerk	1.00	1.00	1.00	99,237 - 375,918	270,795
90000539	Clerical Assistant 2 - Hourly	0.11	0.17	0.17	47,174 - 56,867	9,667
20000370	Deputy City Clerk 1	15.00	12.00	12.00	51,917 - 62,650	744,361
20000371	Deputy City Clerk 2	4.00	3.00	4.00	59,550 - 72,051	288,204
20001168	Deputy Director	3.00	3.00	3.00	79,643 - 292,822	611,717
20000293	Information Systems Analyst 3	1.00	1.00	1.00	95,472 - 115,378	115,378
91001000	Intern - Hourly	0.00	0.00	1.00	36,920 - 47,320	42,016
20000347	Legislative Recorder 2	4.00	4.00	4.00	68,598 - 83,054	317,760
90000347	Legislative Recorder 2 - Hourly	0.12	0.00	0.00	68,598 - 83,054	-
90001073	Management Intern - Hourly	0.50	1.00	0.00	36,920 - 47,320	-
20000172	Payroll Specialist 1	1.00	1.00	1.00	54,829 - 65,978	64,466
20001222	Program Manager	2.00	1.00	1.00	79,643 - 292,822	154,731
20000779	Public Information Specialist	1.00	1.00	1.00	47,154 - 56,950	56,950
21000775	Senior Records Management Analyst	2.00	2.00	2.00	93,621 - 113,214	226,428
20000950	Stock Clerk	2.00	2.00	2.00	42,994 - 51,938	102,084
20000955	Storekeeper 1	1.00	0.00	0.00	49,525 - 59,405	-
20000956	Storekeeper 2	0.00	1.00	1.00	54,142 - 65,458	65,458
90001146	Student Intern - Hourly	1.00	0.00	0.00	36,920 - 47,320	-
	Bilingual - Regular					52,416
	Budgeted Personnel Expenditure Savings					(322,015)
	Other Certification Pays					5,154

Personnel Expenditures

Job Number	Job Title/Wages	FY2025 Budget	FY2026 Budget	FY2027 Adopted	Salary Range	Total
	Overtime Budgeted					10,116
	Salary Savings					(14,115)
	Vacation Pay In Lieu					34,937
FTE, Salaries and Wages Subtotal		**52.73**	**45.17**	**46.17**		**$4,041,862**

	FY2025 Actual	FY2026 Budget	FY2027 Adopted	FY2026-2027 Change
Fringe Benefits				
Employee Offset Savings	17,717	18,506	18,023	(483)
Flexible Benefits	507,309	488,059	491,842	3,783
Insurance	1,717	-	-	-
Long-Term Disability	14,143	20,464	17,176	(3,288)
Medicare	59,871	59,105	57,953	(1,152)
Other Post-Employment Benefits	188,748	171,024	132,804	(38,220)
Retiree Medical Trust	6,638	6,525	6,290	(235)
Retirement 401 Plan	25,913	26,094	25,150	(944)
Retirement ADC	1,426,861	1,577,641	1,693,178	115,537
Retirement DROP	2,399	2,533	4,731	2,198
Risk Management Administration	62,006	69,972	66,654	(3,318)
Supplemental Pension Savings Plan	67,956	72,640	73,727	1,087
Unemployment Insurance	-	3,836	3,429	(407)
Workers' Compensation	57,059	73,337	76,235	2,898
Fringe Benefits Subtotal	**$2,438,335**	**$2,589,736**	**$2,667,192**	**$77,456**
Total Personnel Expenditures			**$6,709,054**	