

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, serving as the Filing Officer, and managing the City's archives and 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, and an increase in General Fund revenue. Consolidating over-the-counter services into one central location, providing a full-service resource center that is easily accessible to members of the public and City departments.

The Clerk's Passport Acceptance Facility has proven to be an enormous success. In its seventh year of operation, the agency has processed more than 25,000 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 City Clerk's award-winning Archives Access and Preservation Program has allowed for the preservation and digitization of some of the City's most valuable and fragile historical material, including nearly 400,000 items of historical material scanned and uploaded to the City Clerk's Digital Archives. This program, in its fifth year, has been recognized by local historical preservation organizations and the California Records Advisory Board for Archival excellence with long-term preservation and outstanding public service to provide online access to many of the City's rare publications, documents and maps.

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As core services of the department are strengthened and new services are added to enhance transparency, these efforts reflect the commitment of the City Clerk to act as a gateway to local government.

The vision is:

To enhance access to local government

The mission is:

To provide accurate information and maximize access to municipal 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.
- Continue to provide and enhance a central resource center that is easily accessible to the public and City departments.
- 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.

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.
- Use innovative technology to enhance record-keeping capabilities.
- Provide better search options and expanded content via the Digital Archives for customer interface.
- 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 effective maintenance and oversight of the City's Master Record Schedule to ensure all City business functions and records series are identified and legal codes for retention are cited.
- Provide records management training to departments, Records Coordinators, Council staff, and Mayoral staff on policies, and procedures pertinent to legislative and regulatory compliance of City records.
- Serve as filing officer to the City's campaign finance disclosure reports, statements of economic interest, municipal lobbyist registrations and reports, as well as other reports as required by the FPPC.

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.

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- 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.
- 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	FY2019 Target	FY2019 Actual	FY2020 Target	FY2020 Actual	FY2021 Target
Percentage of customer service provided with accurate and thorough responses in a courteous, timely, and user-friendly manner	94%	99%	92%	95%	96%
Percentage of cutting-edge technology and industry best practices that enhanced efficiency, transparency, and accessibility	93%	94%	96%	90%	96%
Percentage of legal requirements adhered to including State and local mandates and deadlines relating to city government	100%	100%	100%	100%	100%
Percentage of specific City legislative-, election- and records-related actions and proceedings professionally facilitated and coordinated	100%	100%	100%	100%	100%

Department Summary

	FY2019 Actual	FY2020 Budget	FY2021 Adopted	FY2020-2021 Change
FTE Positions (Budgeted)	47.32	47.32	47.32	0.00
Personnel Expenditures	\$ 4,659,836	\$ 4,880,481	\$ 5,087,211	\$ 206,730
Non-Personnel Expenditures	980,911	1,111,030	1,305,656	194,626
Total Department Expenditures	\$ 5,640,747	\$ 5,991,511	\$ 6,392,867	\$ 401,356
Total Department Revenue	\$ 285,148	\$ 155,582	\$ 155,582	\$ -

General Fund

Department Expenditures

	FY2019 Actual	FY2020 Budget	FY2021 Adopted	FY2020-2021 Change
City Clerk	\$ 1,879,998	\$ 1,935,859	\$ 2,168,853	\$ 232,994
Elections & Information Services	982,395	1,106,991	1,165,150	58,159
Legislative Services	1,741,244	1,849,734	2,006,582	156,848
Records Management	1,037,109	1,098,927	1,052,282	(46,645)
Total	\$ 5,640,747	\$ 5,991,511	\$ 6,392,867	\$ 401,356

Department Personnel

	FY2019 Budget	FY2020 Budget	FY2021 Adopted	FY2020-2021 Change
City Clerk	6.50	6.50	6.50	0.00
Elections & Information Services	11.50	11.50	11.50	0.00
Legislative Services	18.32	18.32	18.32	0.00
Records Management	11.00	11.00	11.00	0.00
Total	47.32	47.32	47.32	0.00

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	\$ 532,522	\$ -
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.	0.00	229,770	-
Non-Standard Hour Personnel Funding Funding allocated according to a zero-based annual review of hourly funding requirements.	0.00	(2,959)	-
Pay-in-Lieu of Annual Leave Adjustments Adjustment to expenditures associated with projected compensation in-lieu of the use of annual leave.	0.00	(20,081)	-

Significant Budget Adjustments

	FTE	Expenditures	Revenue
Support for Information Technology	0.00	(337,896)	-
Adjustment to expenditure allocations according to a zero-based annual review of information technology funding requirements.			
Total	0.00 \$	401,356 \$	-

Expenditures by Category

	FY2019 Actual	FY2020 Budget	FY2021 Adopted	FY2020-2021 Change
PERSONNEL				
Personnel Cost	\$ 2,523,203	\$ 2,704,161	\$ 2,754,924	\$ 50,763
Fringe Benefits	2,136,633	2,176,320	2,332,287	155,967
PERSONNEL SUBTOTAL	4,659,836	4,880,481	5,087,211	206,730
NON-PERSONNEL				
Supplies	\$ 64,200	\$ 121,841	\$ 127,096	\$ 5,255
Contracts	351,286	295,749	294,543	(1,206)
Information Technology	432,707	504,103	684,213	180,110
Energy and Utilities	127,685	184,576	195,043	10,467
Other	5,032	4,761	4,761	-
NON-PERSONNEL SUBTOTAL	980,910	1,111,030	1,305,656	194,626
Total	\$ 5,640,747	\$ 5,991,511	\$ 6,392,867	\$ 401,356

Revenues by Category

	FY2019 Actual	FY2020 Budget	FY2021 Adopted	FY2020-2021 Change
Charges for Services	\$ 272,182	\$ 143,782	\$ 143,782	-
Fines Forfeitures and Penalties	35	1,000	1,000	-
Licenses and Permits	12,741	10,800	10,800	-
Other Revenue	190	-	-	-
Total	\$ 285,148	\$ 155,582	\$ 155,582	-

Personnel Expenditures

Job Number	Job Title / Wages	FY2019 Budget	FY2020 Budget	FY2021 Adopted	Salary Range	Total
FTE, Salaries, and Wages						
20000012	Administrative Aide 1	1.00	1.00	1.00	\$ 39,449 - 47,528	\$ 47,528
20000024	Administrative Aide 2	5.00	5.00	4.00	45,444 - 54,769	218,752
20000119	Associate Management Analyst	6.00	6.00	7.00	57,691 - 69,723	451,432
20001106	City Clerk	1.00	1.00	1.00	37,021 - 221,117	160,098
20000539	Clerical Assistant 2	0.00	1.00	0.00	31,929 - 38,482	-
90000539	Clerical Assistant 2 - Hourly	0.15	0.15	0.15	31,929 - 38,482	4,789
20000370	Deputy City Clerk 1	17.00	16.00	17.00	35,173 - 42,479	704,141
20000371	Deputy City Clerk 2	4.00	4.00	4.00	40,373 - 48,860	190,319
20001168	Deputy Director	3.00	3.00	3.00	50,128 - 184,332	384,198
20000293	Information Systems Analyst 3	1.00	1.00	1.00	63,342 - 76,578	76,586
20000347	Legislative Recorder 2	4.00	4.00	4.00	46,540 - 56,316	225,224
90000347	Legislative Recorder 2 - Hourly	0.17	0.17	0.17	46,540 - 56,316	7,910
20000172	Payroll Specialist 1	1.00	1.00	1.00	38,938 - 46,862	38,480

Personnel Expenditures

Job Number	Job Title / Wages	FY2019 Budget	FY2020 Budget	FY2021 Adopted	Salary Range	Total
20001234	Program Coordinator	1.00	1.00	1.00	28,080 - 147,160	110,000
20000779	Public Information Specialist	1.00	1.00	1.00	35,173 - 42,479	41,837
20000950	Stock Clerk	1.00	1.00	1.00	32,079 - 38,718	36,452
20000955	Storekeeper 1	1.00	1.00	1.00	36,935 - 44,305	36,941
	Bilingual - Regular					21,840
	Budgeted Vacancy Factor					(36,941)
	Overtime Budgeted					10,116
	Termination Pay Annual					12,807
	Leave					
	Vacation Pay In Lieu					12,415
FTE, Salaries, and Wages Subtotal		47.32	47.32	47.32		\$ 2,754,924

	FY2019 Actual	FY2020 Budget	FY2021 Adopted	FY2020-2021 Change
Fringe Benefits				
Employee Offset Savings	\$ 20,176	\$ 20,744	\$ 21,143	\$ 399
Flexible Benefits	548,639	552,691	561,877	9,186
Insurance	1,040	-	-	-
Long-Term Disability	-	-	9,355	9,355
Medicare	40,680	38,591	39,432	841
Other Post-Employment Benefits	286,027	281,750	289,478	7,728
Retiree Medical Trust	1,864	2,241	2,333	92
Retirement 401 Plan	1,824	1,398	2,498	1,100
Retirement ADC	1,006,107	1,009,659	1,155,144	145,485
Retirement DROP	12,879	13,228	11,787	(1,441)
Risk Management Administration	48,430	55,430	48,714	(6,716)
Supplemental Pension Savings Plan	141,528	164,109	156,654	(7,455)
Unemployment Insurance	4,208	4,060	4,146	86
Workers' Compensation	23,229	32,419	29,726	(2,693)
Fringe Benefits Subtotal	\$ 2,136,633	\$ 2,176,320	\$ 2,332,287	\$ 155,967
Total Personnel Expenditures			\$ 5,087,211	



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