

**City Clerk**



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## Description

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 into daily operations. Examples include: the creation of an interdepartmental shared drive to streamline the process of accessing legislative meeting files, maximizing access to documents while maintaining file integrity; the use of the Get It Done application to enable 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; and the consolidation of 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.

During the continued COVID-19 State of Emergency, the Office of the City Clerk has facilitated the evolution of our City Council meetings to a completely virtual environment, offering elected officials, City staff, and members of the public a safe, accessible, and efficient means of conducting and commenting on City business in real time.

The Clerk continues to implement innovative improvements to the department's business operations. In partnership with Council Administration, Communications Department, Department of Information Technology, Real Estate Assets Department and Engineering and Capital Projects Department, the Clerk began updating the Council Chambers' audio-visual and electronic voting system to improve meeting management and the public engagement experience without the use of General Funds. Additionally, the department is working on streamlining and updating the electronic filing system to be a more user-friendly platform for not only the filer but also the public, while saving valuable taxpayer funding.

# City Clerk

As the City's Elections Official, the City Clerk coordinates the municipal elections. With recent changes to the City Charter, as well as the increase in interest by the public to run for office or be involved in local government, the Clerk's role in municipal elections has become even more critical. In years past, the Office of the City Clerk processed on average, 15-20 candidates and 1-2 petitions. That number increased to over 50 candidates in the last election cycle and the number of petitions has increased as well with as many as 6 to 7 petition initiatives in recent years. Looking forward, interest is anticipated to increase, and the City Clerk is committed to ensuring the department has the resources and staff to meet all legal requirements to keep the process open and transparent to the public.

The Clerk's Passport Acceptance Facility has proven to be an enormous success. In its eight 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 over 435,000 items of historical material scanned and uploaded to the City Clerk's Digital Archives. Collections have been expanded to include 52 new volumes of ancestry burial records and other items of public interest. This program, in its seventh 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.

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, 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.
- 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	FY2020 Target	FY2020 Actual	FY2021 Target	FY2021 Actual	FY2022 Target
Percentage of customer service provided with accurate and thorough responses in a courteous, timely, and user-friendly manner <sup>1</sup>	92%	95%	96%	95%	95%
Percentage of cutting-edge technology and industry best practices that enhanced efficiency, transparency, and accessibility	96%	90%	96%	99%	98%
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%

1. Footnote1: With the pandemic, telecommuting and limited access to records the team was able to rally and meet the set KPI at 85.9% rounded to 86%. Footnote 2: Ambassadors were not needed in chambers once the public was prohibited from entering Chambers during the Covid-19 State of Emergency. Footnote 3: Although training hours were greatly reduced due to COVID-19 emergency status, the quality of trainings that were given maintained satisfactory ratings.

## Department Summary

	FY2020 Actual	FY2021 Budget	FY2022 Adopted	FY2021-2022 Change
FTE Positions (Budgeted)	47.32	47.32	47.32	0.00
Personnel Expenditures	\$ 4,919,582	\$ 5,087,211	\$ 5,339,405	\$ 252,194
Non-Personnel Expenditures	1,015,299	1,305,656	1,414,979	109,323
<b>Total Department Expenditures</b>	<b>\$ 5,934,881</b>	<b>\$ 6,392,867</b>	<b>\$ 6,754,384</b>	<b>\$ 361,517</b>
<b>Total Department Revenue</b>	<b>\$ 220,192</b>	<b>\$ 155,582</b>	<b>\$ 135,582</b>	<b>\$ (20,000)</b>

## General Fund

### Department Expenditures

	FY2020 Actual	FY2021 Budget	FY2022 Adopted	FY2021-2022 Change
City Clerk	\$ 2,015,218	\$ 2,168,853	\$ 2,647,818	\$ 478,965
Elections & Information Services	1,079,771	1,165,150	805,235	(359,915)
Legislative Services	1,881,334	2,006,582	2,197,627	191,045
Records Management	958,557	1,052,282	1,103,704	51,422
<b>Total</b>	<b>\$ 5,934,881</b>	<b>\$ 6,392,867</b>	<b>\$ 6,754,384</b>	<b>\$ 361,517</b>

### Department Personnel

	FY2020 Budget	FY2021 Budget	FY2022 Adopted	FY2021-2022 Change
City Clerk	6.50	6.50	9.50	3.00
Elections & Information Services	11.50	11.50	8.50	(3.00)
Legislative Services	18.32	18.32	18.32	0.00
Records Management	11.00	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> 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	\$ 243,515	\$ -
<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	158,374	-
<b>Pay-In-Lieu of Annual Leave Adjustments</b> Adjustment to expenditures associated with projected compensation to employees in-lieu of the use of annual leave.	0.00	8,053	-

**Significant Budget Adjustments**

	FTE	Expenditures	Revenue
<b>Non-Standard Hour Personnel Funding</b> Funding allocated according to a zero-based annual review of hourly funding requirements.	0.00	626	-
<b>Equipment Rate Reduction</b> Reduction of non-personnel expenditures associated with a rate reduction for equipment rentals.	0.00	(618)	-
<b>Citywide Contracts Reduction of 2.6%</b> Reduction of non-personnel expenditures associated with a 2.6% reduction in contracts citywide.	0.00	(5,137)	-
<b>Support for Information Technology</b> Adjustment to expenditure allocations according to a zero-based annual review of information technology requirements.	0.00	(43,296)	-
<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 2021.	0.00	-	30,000
<b>Revised Revenue</b> Adjustment to reflect revised revenue projections for passport services.	0.00	-	(50,000)
<b>Total</b>	<b>0.00 \$</b>	<b>361,517 \$</b>	<b>(20,000)</b>

**Expenditures by Category**

	FY2020 Actual	FY2021 Budget	FY2022 Adopted	FY2021-2022 Change
<b>PERSONNEL</b>				
Personnel Cost	\$ 2,642,012	\$ 2,754,924	\$ 2,827,617	\$ 72,693
Fringe Benefits	2,277,570	2,332,287	2,511,788	179,501
<b>PERSONNEL SUBTOTAL</b>	<b>4,919,582</b>	<b>5,087,211</b>	<b>5,339,405</b>	<b>252,194</b>
<b>NON-PERSONNEL</b>				
Supplies	\$ 51,364	\$ 127,096	\$ 127,666	\$ 570
Contracts	297,315	294,543	333,416	38,873
Information Technology	474,709	684,213	640,917	(43,296)
Energy and Utilities	187,351	195,043	308,219	113,176
Other	4,560	4,761	4,761	-
<b>NON-PERSONNEL SUBTOTAL</b>	<b>1,015,299</b>	<b>1,305,656</b>	<b>1,414,979</b>	<b>109,323</b>
<b>Total</b>	<b>\$ 5,934,881</b>	<b>\$ 6,392,867</b>	<b>\$ 6,754,384</b>	<b>\$ 361,517</b>

**Revenues by Category**

	FY2020 Actual	FY2021 Budget	FY2022 Adopted	FY2021-2022 Change
Charges for Services	\$ 201,861	\$ 143,782	\$ 123,782	(20,000)
Fines Forfeitures and Penalties	-	1,000	1,000	-
Licenses and Permits	11,581	10,800	10,800	-
Other Revenue	179	-	-	-
Transfers In	6,571	-	-	-
<b>Total</b>	<b>\$ 220,192</b>	<b>\$ 155,582</b>	<b>\$ 135,582</b>	<b>(20,000)</b>



## Personnel Expenditures

Job Number	Job Title / Wages	FY2020 Budget	FY2021 Budget	FY2022 Adopted	Salary Range	Total
<b>FTE, Salaries, and Wages</b>						
20000012	Administrative Aide 1	1.00	1.00	1.00	\$ 41,036 - 49,429	\$ 49,429
20000024	Administrative Aide 2	5.00	4.00	4.00	47,266 - 56,957	227,828
20000119	Associate Management Analyst	6.00	7.00	7.00	60,007 - 72,510	483,547
20001106	City Clerk	1.00	1.00	1.00	38,505 - 229,970	166,502
20000539	Clerical Assistant 2	1.00	0.00	0.00	33,205 - 40,019	-
90000539	Clerical Assistant 2- Hourly	0.15	0.15	0.15	33,205 - 40,019	4,981
20000370	Deputy City Clerk 1	16.00	17.00	16.00	36,580 - 44,173	683,657
20000371	Deputy City Clerk 2	4.00	4.00	5.00	41,988 - 50,814	243,211
20001168	Deputy Director	3.00	3.00	3.00	52,133 - 191,703	399,567
20000293	Information Systems Analyst 3	1.00	1.00	1.00	65,869 - 79,649	79,649
20000347	Legislative Recorder 2	4.00	4.00	4.00	48,391 - 58,558	234,232
90000347	Legislative Recorder 2- Hourly	0.17	0.17	0.17	48,391 - 58,558	8,226
20000172	Payroll Specialist 1	1.00	1.00	1.00	41,507 - 49,955	49,213
20001234	Program Coordinator	1.00	1.00	0.00	32,448 - 153,046	-
20001222	Program Manager	0.00	0.00	1.00	52,133 - 191,703	114,400
20000779	Public Information Specialist	1.00	1.00	1.00	36,580 - 44,173	44,173
20000950	Stock Clerk	1.00	1.00	1.00	33,357 - 40,257	39,748
20000955	Storekeeper 1	1.00	1.00	1.00	38,418 - 46,076	38,418
	Bilingual - Regular					18,928
	Budgeted Personnel					(101,995)
	Expenditure Savings					
	Overtime Budgeted					10,116
	Termination Pay Annual					13,319
	Leave					
	Vacation Pay In Lieu					20,468
<b>FTE, Salaries, and Wages Subtotal</b>		<b>47.32</b>	<b>47.32</b>	<b>47.32</b>		<b>\$ 2,827,617</b>

	FY2020 Actual	FY2021 Budget	FY2022 Adopted	FY2021-2022 Change
<b>Fringe Benefits</b>				
Employee Offset Savings	\$ 21,103	\$ 21,143	\$ 20,684	\$ (459)
Flexible Benefits	547,506	561,877	568,788	6,911
Insurance	1,074	-	-	-
Long-Term Disability	-	9,355	11,085	1,730
Medicare	40,372	39,432	40,366	934
Other	6,699	-	-	-
Other Post-Employment Benefits	290,952	289,478	275,895	(13,583)
Retiree Medical Trust	2,160	2,333	2,670	337
Retirement 401 Plan	2,279	2,498	2,253	(245)
Retirement ADC	1,118,975	1,155,144	1,316,191	161,047
Retirement DROP	11,859	11,787	11,728	(59)
Risk Management Administration	56,143	48,714	47,745	(969)
Supplemental Pension Savings Plan	150,630	156,654	169,799	13,145
Unemployment Insurance	4,157	4,146	4,024	(122)
Workers' Compensation	23,661	29,726	40,560	10,834
<b>Fringe Benefits Subtotal</b>	<b>\$ 2,277,570</b>	<b>\$ 2,332,287</b>	<b>\$ 2,511,788</b>	<b>\$ 179,501</b>

# City Clerk

	FY2020 Actual	FY2021 Budget	FY2022 Adopted	FY2021-2022 Change
<b>Total Personnel Expenditures</b>		\$	<b>5,339,405</b>	