



Department Description

The City Clerk's multi-faceted office functions have evolved in response to the needs of legislative bodies and their constituents. As Clerk to the City Council, the Office records and preserves Council proceedings and provides procedural and technical support where needed. Office staff administers municipal elections, coordinates public hearings, and assists the public and other City staff in conducting business. The Office also disseminates information regarding legislative actions and policy decisions to City departments, other agencies, and the public. As official record keeper, the City Clerk maintains custody of City records.

The Department's mission is:

To provide accurate information and maximize access to municipal government

Goals and Objectives

Goal 1: Respond to the legislative needs of the City Council and their constituents

Every division within the Office of the City Clerk works to meet the needs of the City Council and the citizens of San Diego. One important way of accomplishing this is by emphasizing access to information as it relates to the legislative process. Over the next one to two years, the Department will continue to accomplish this goal by focusing on the following objectives.

- Prepare and distribute docket materials in a timely manner
- Effectively coordinate and administer public hearings

Goal 2: Administer municipal elections and serve as filing officer for the City of San Diego

Proper administration of the election process serves the people's right to exercise their vote by ensuring an expeditious, complete process. Timely, accurate handling of disclosure documents serves the people's right to information by ensuring access to information about those making, influencing, or attempting to make or influence municipal decisions. Over the next one to two years, the Department will continue to accomplish this goal by focusing on the following objectives.

- Effectively administer and coordinate municipal elections

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- Serve as filing officer by processing the City's campaign finance disclosure reports, Statements of Economic Interests, and lobbyist registrations and reports
- Effectively support the election/appointment process for board and commission members

Goal 3: *Provide access to the City's official record and legislative documents in as many different mediums as possible*

Access to information is a core function of the Office of the City Clerk. To this end, the Department is dedicated to remaining on the cutting edge of information storage and retrieval. Over the next one to two years, the Department will move toward accomplishing this goal by focusing on the following objective.

- Maintain and preserve City Council proceedings and related documents (e.g., minutes, result sheets, resolutions/ordinances, contracts/agreements, leases/deeds/change orders)

Goal 4: *Administer records management program for the City of San Diego*

A viable records management program ensures that each department can maximize its operational goals by making information more readily available for service delivery. Consolidating responsibility for the City's Records Management Program increases accountability and ensures effective service delivery. Over the next one to two years, the Department will move toward accomplishing this goal by focusing on the following objective.

- Effectively maintain custody of City documents

Goal 5: *Deliver excellent customer service*

The best customer service requires constant improvement which requires constant assessment based on feedback and active benchmarking. Proper delivery of customer service serves the people by providing accurate information and maximizing access to municipal government in an efficient, timely, professional, and courteous manner. Over the next one to two years, the Department will move toward accomplishing this goal by focusing on the following objectives.

- Utilize best business practices for customer management
- Respond quickly and accurately to customer requests
- Provide current, comprehensive, and accurate information to meet customers' needs

Goal 6: *Effectively support the goal of operating as 'One City'*

The Office of the City Clerk has a hand in almost every aspect of City business bridging the legislative and executive sides of government. Over the next one to two years, the Department will move toward accomplishing this goal by focusing on the following objectives.

- Maintain easy access to needed points of contact across the City
- Communicate effectively across the City

Goal 7: *Utilize technology and best business practices in effective service delivery*

Technology provides the vehicle for enhanced access to information. Over the next one to two years, the Department will move toward accomplishing this goal by focusing on the following objectives.

- Apply technology effectively to provide increased and improved access to materials on-line
- Realize the fullest potential of existing technology and technical resources to provide the most complete service
- Apply technology more effectively to increase staff's ability to provide the most efficient service
- Ensure that the Department operates with fiscal responsibility
- Employ best practices for effective service delivery and applying flexibility to resource allocation
- Realize efficiencies by coordinating activities and standardizing processes across the City

Goal 8: *Effectively work as a team*

Each division within the Department works together to deliver outstanding customer service and to optimize access to local government. Over the next one to two years, the Department will move toward accomplishing this goal by focusing on the following objectives.

- Enable open and honest communication within the Department
- Rely on one another to accomplish the Department's goals

Goal 9: *Ensure that all members of the team perform their work ethically and with integrity*

The Office of the City Clerk is an independent department known for its impartiality and integrity. Over the next one to two years, the Department will move toward accomplishing this goal by focusing on the following objective.

- Ensure a high level of integrity and honesty in performance of work duties

Service Efforts and Accomplishments

In order to create the most efficient and effective City Council docket, the Legislative Service Division began the process of gathering input from internal and external customers as well as benchmarking other municipalities with regard to docket presentation and access. The on-line version of the docket was streamlined to enhance information delivery while maintaining the detail through links to exhibit materials. This division also took on the task of updating and enhancing the on-line Resolution and Ordinance database.

The Elections and Information Services team is expanding the library of campaign disclosure statements available online for public access, in addition to posting lobbyist registrations and reports to the Internet. In laying the groundwork for the 2010 annual filing of statements of economic interests, the Team trained liaisons from 37 departments, agencies, boards and commissions on the use of electronic filing, enabling the liaisons to better assist designated employees and board members with their disclosure responsibilities. Ultimately, the goal is to implement mandatory electronic filing of these documents. As more statements become electronically available, the public's benefit from rapid, ready access to campaign information will continue to grow. In preparation for the June 2010 primary election, the team provided orientation for nearly two dozen potential candidates. The Team also oversaw its fourth "Prop 218" water-rate increase process, which yielded the largest number of responses to date.

In an effort to improve file tracking and communication between divisions, the Records Management Division has expanded the barcoding system to include the file room on the second floor of the City Administration Building. This enhancement will allow for more efficient service delivery to customers, as well as increased accountability for important City documents. In addition, a new selection of Historical Planning Maps illustrating old County boundaries, urban development patterns, and the U.S. Census at various points in the City's history have been added to the City Clerk Archives that can now be viewed online.

Finally, as part of the ongoing effort to make our work-space more accessible, the Clerk's Office front counter was redesigned to better accommodate people with disabilities.



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Department Summary

	FY2010 Budget	FY2011 Adopted	FY2010–2011 Change
Positions	45.00	45.43	0.43
Personnel Expenses	\$ 3,437,799	\$ 3,872,784	\$ 434,985
Non-Personnel Expenses	966,729	890,679	(76,050)
Total Department Expenses	\$ 4,404,528	\$ 4,763,463	\$ 358,935
Total Department Revenue	\$ 30,352	\$ 56,747	\$ 26,395

General Fund

Department Expenditures

	FY2010 Budget	FY2011 Adopted	FY2010–2011 Change
Administration	\$ 1,215,201	\$ 1,096,881	\$ (118,320)
Elections & Information Management	772,350	998,120	225,770
Legislative Services	1,569,229	1,787,966	218,737
Records Management	847,748	880,496	32,748
Total	\$ 4,404,528	\$ 4,763,463	\$ 358,935

Department Personnel

	FY2010 Budget	FY2011 Adopted	FY2010–2011 Change
Administration	4.00	3.43	(0.57)
Elections & Information Management	12.00	12.00	0.00
Legislative Services	19.00	20.00	1.00
Records Management	10.00	10.00	0.00
Total	45.00	45.43	0.43

Significant Budget Adjustments

	FTE	Expenditures	Revenue
Adjustment to Contracts and Equipment Outlay Funding allocated according to a zero-based annual review of contract and equipment outlay requirements.	0.00	\$ 22,689	\$ –
Adjustment to Hourly Personnel Funding Funding allocated according to a zero-based annual review of hourly funding requirements.	0.43	16,776	–
One-Time Reduction Adjustment to reflect the removal of one-time revenues and expenditures implemented in Fiscal Year 2010.	0.00	–	(12,000)
Total	0.43	\$ 39,465	\$ (12,000)

Expenditures by Category

	FY2010 Budget	FY2011 Adopted	FY2010–2011 Change
PERSONNEL			
Salaries and Wages	\$ 2,192,300	\$ 2,266,053	\$ 73,753
Fringe Benefits	1,245,499	1,606,731	361,232
PERSONNEL SUBTOTAL	\$ 3,437,799	\$ 3,872,784	\$ 434,985

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Expenditures by Category (Cont'd)

	FY2010 Budget	FY2011 Adopted	FY2010-2011 Change
NON-PERSONNEL			
Supplies	\$ 51,381	\$ 55,374	\$ 3,993
Contracts	261,113	258,043	(3,070)
Information Technology	540,805	467,397	(73,408)
Energy and Utilities	113,269	109,704	(3,565)
Other	161	161	-
NON-PERSONNEL SUBTOTAL	\$ 966,729	\$ 890,679	\$ (76,050)
Total	\$ 4,404,528	\$ 4,763,463	\$ 358,935

Revenues by Category

	FY2010 Budget	FY2011 Adopted	FY2010-2011 Change
Fines, Forfeitures, and Penalties	\$ 600	\$ 600	\$ -
Charges for Current Services	20,000	46,395	26,395
Other Revenue	9,752	9,752	-
Total	\$ 30,352	\$ 56,747	\$ 26,395

Personnel Expenses

Job Number	Job Class	Job Title / Wages	FY2010 Budget	FY2011 Adopted	Salary Range	Total
20000012	1105	Administrative Aide 1	1.00	1.00	\$36,962 - \$44,533	\$ 43,420
20000024	1107	Administrative Aide 2	3.00	3.00	42,578 - 51,334	147,198
20000119	1218	Associate Management Analyst	6.00	6.00	54,059 - 65,333	372,712
20001106	2138	City Clerk	1.00	1.00	34,694 - 207,210	133,860
20000539	1535	Clerical Assistant 2	3.00	3.00	29,931 - 36,067	65,578
90000539	1535	Clerical Assistant 2 - Hourly	0.00	0.21	29,931 - 36,067	6,286
20000370	1395	Deputy City Clerk 1	16.00	16.00	32,968 - 39,811	608,948
20000371	1396	Deputy City Clerk 2	2.00	2.00	37,835 - 45,781	87,667
20001168	2214	Deputy Director, Elections & Information Services	1.00	1.00	46,966 - 172,744	103,217
20001204	2252	Deputy Director, Legislative Services	1.00	1.00	46,966 - 172,744	103,217
20001205	2253	Deputy Director, Records Management	1.00	1.00	46,966 - 172,744	100,024
90000346	1382	Legislative Recorder 1 - Hourly	0.00	0.22	41,558 - 50,232	9,143
20000347	1383	Legislative Recorder 2	5.00	5.00	43,618 - 52,770	254,170
20000172	1237	Payroll Specialist 1	1.00	1.00	33,093 - 39,832	37,641
20000927	1879	Senior Clerk/Typist	1.00	1.00	36,067 - 43,514	42,426
20000950	1899	Stock Clerk	2.00	2.00	30,056 - 36,275	69,648
20000756	1746	Word Processing Operator	1.00	1.00	31,491 - 37,918	36,970
		Bilingual - Regular				18,928
		Overtime Budgeted				25,000
Salaries and Wages Subtotal			45.00	45.43		\$ 2,266,053
		Employee Offset Savings				\$ 31,904
		Flexible Benefits				276,229
		Long-Term Disability				20,615

Personnel Expenses (Cont'd)

Job Number	Job Class	Job Title / Wages	FY2010 Budget	FY2011 Adopted	Salary Range	Total
		Medicare				28,607
		Other Post-Employment Benefits				278,520
		Retiree Medical Trust				80
		Retirement 401 Plan				322
		Retirement ARC				733,548
		Retirement DROP				6,114
		Retirement Offset Contribution				63,675
		Risk Management Administration				43,120
		Supplemental Pension Savings Plan				78,767
		Unemployment Insurance				4,807
		Unused Sick Leave				1,822
		Workers' Compensation				38,601
Fringe Benefits Subtotal						\$ 1,606,731
Total Personnel Expenses						\$ 3,872,784

Budget by Program

	FY2011 Positions	FY2011 Expenditures	FY2011 Revenue
Council Districts	0.43	\$ 16,776	\$ -
Department Management	1.00	216,515	-
Elections & Information Management	12.00	995,181	18,352
General Administration	2.00	470,132	-
General Administration/Management	0.00	-	38,395
IT Non-Discretionary	0.00	467,397	-
Legislative Services	20.00	1,759,104	-
Records Management	10.00	838,358	-
Total	45.43	\$ 4,763,463	\$ 56,747