



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

The following goals and objectives represent the action plan for the Department.

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
- Serve as filing officer by processing the City's campaign finance disclosure reports, Statements of Economic Interests, and lobbyist registrations and reports

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- 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: 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 keeping with the Department's combined goals of access and efficiency, the docket distribution process has been streamlined and improved. While ensuring that legal noticing and posting requirements continue to be met, the

hardcopy docket was replaced with a summary sheet for members of the public. In addition to saving paper and printing costs, this document combines City Council and appropriate Redevelopment and Housing Authority items for a more user-friendly presentation of material.

Building on the success of implementing electronic filing of disclosure statements, the Elections and Information Services team is posting lobbyist registrations and reports for public access online. 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.

The Records Management Division has worked to improve access to Mayoral Artifacts by creating an online database so that these historically relevant items can be reviewed for potential display, as well as by working with the Mayor's Office to convert lobby space for public information and Artifact display. The scanning team continues to serve both City departments and the public by scanning documents like purchase orders, interment tickets from Mount Hope, and older resolutions and ordinances for better access.

In addition, as part of the effort to make information available to all residents, the Clerk's Office has installed Job Access for Windows and Speech (JAWS) for Windows software on one of the public computers in the office. Using synthesized speech, JAWS reads aloud whatever content is displayed on the monitor and serves as an important resource for low vision and blind customers.

Budget Dollars at Work: Performance Expectations

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

| Performance Measure | Baseline FY2008 | Estimated FY2009 | Target FY2010 |
|--|-----------------|------------------|---------------|
| 1. Percent of time items received by Friday, 10 days prior to the meeting, are typed and proofread | 92% | 88% | 90% |
| 2. Percent of time docket back-up items received by Friday, 10 days prior to the meeting, are sorted and copied | 92% | 93% | 90% |
| 3. Percent of time docket information is uploaded on Wednesday by 12:00 pm the week prior to the Council meeting on Monday | 100% | 95% | 90% |

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

| Performance Measure | Baseline FY2008 | Estimated FY2009 | Target FY2010 |
|--|-----------------|------------------|---------------|
| 1. Percent of time information regarding potential candidates is available online within three days of filing documents | 100% | 90% | 90% |
| 2. Percent of time sample-ballot information is available online within three days of filing with the Registrar of Voters | 100% | 90% | 85% |
| 3. Percent of time lobbyist registrations and reports are made available for public viewing within seven days of receipt | 93% | 90% | 80% |
| 4. Percent of time updates to status changes to boards and commissions are made and posted within 48 hours of notification | 92% | 90% | 90% |

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

| Performance Measure | Baseline FY2008 | Estimated FY2009 | Target FY2010 |
|--|-----------------|------------------|---------------|
| 1. Percent of time Council meeting minutes are docketed for City Council approval within three weeks of meeting date | 71% | 90% | 85% |
| 2. Percent of time results sheets are uploaded to the Clerk's website within two working days | 98% | 98% | 90% |

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

| Performance Measure | Baseline FY2008 | Estimated FY2009 | Target FY2010 |
|--|-----------------|------------------|---------------|
| 1. Number of days required to respond to record retention inquiries | 0.8 | 0.9 | 0.8 or less |
| 2. Number of Record Series analyzed and processed per month | 250 | 500 | 600 |
| 3. Number of pages that are scanned, validated, Optical Character-recognized, and released per month | 18,000 | 19,000 | 20,000 |
| 4. Number of requested items pulled per month | 404 | 425 | 450 |
| 5. Number of returned items re-filed per month | 476 | 500 | 500 |

Goal 5: Deliver excellent customer service

| Performance Measure | Baseline FY2008 | Estimated FY2009 | Target FY2010 |
|---|------------------------------|------------------------------|------------------------------|
| 1. Percent of requests completed within two days and five days | 2 days – 81% 5 days – 88% | 2 days – 75% 5 days – 90% | 2 days – 80% 5 days – 95% |
| 2. Percent of requests for which notification of progress is provided within four business hours and every two business days thereafter | 83% | 85% | 85% |

Goal 6: Utilize technology and best business practices in effective service delivery

| Performance Measure | Baseline FY2008 | Estimated FY2008 | Target FY2010 |
|---|-----------------|------------------|---------------|
| 1. Percent of time the department reaches performance measure goals | 75% | 69% | 90% |

Budget Dollars at Work: Sizing and Workload Data

| | Actual FY2006 | Actual FY2007 | Actual FY2008 | Estimated FY2009 | Target FY2010 |
|---|---------------|---------------|---------------|------------------|---------------|
| Workload Data | | | | | |
| Number of mailings (deadline reminders, notices of deficiencies, responses to requests) (Elections) | 1,746 | 2,671 | 2,417 | 2,700 | 2,500 |
| Number of Statement of Economic Interests (SEIs) filed (Elections) | 2,217 | 2,570 | 2,510 | 2,600 | 2,600 |
| Number of lobbyist registrations and reports filed (Elections) | 607 | 711 | 816 | 500 | 500 |
| Number of incoming boxes inventoried and placed in storage (Records) | 1,183 | 1,637 | 2,421 | 2,650 | 2,700 |
| Number of requested items retrieved from storage (Records) | 4,727 | 4,792 | 3,895 | 3,950 | 4,000 |

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| | Actual FY2006 | Actual FY2007 | Actual FY2008 | Estimated FY2009 | Target FY2010 |
|---|--------------------------|--------------------------|--------------------------|-----------------------------|--------------------------|
| Number of pages copied & distributed to support legislative process (Dockets) | 2.4M | 3.9M | 3.4M | 2.9M | 2.5M |
| Number of City Council items processed (Council Actions) | 6,515 | 6,805 | 6,809 | 6,500 | 7,000 |

Department Summary

| City Clerk | | | | |
|-----------------------|---------------------|---------------------|---------------------|------------------------|
| | FY 2008 BUDGET | FY 2009 BUDGET | FY 2010 PROPOSED | FY 2009-2010 CHANGE |
| Positions | 45.00 | 46.00 | 45.00 | (1.00) |
| Personnel Expense | \$ 3,604,351 | \$ 3,695,756 | \$ 3,553,835 | \$ (141,921) |
| Non-Personnel Expense | \$ 803,910 | \$ 800,640 | \$ 1,014,647 | \$ 214,007 |
| TOTAL | \$ 4,408,261 | \$ 4,496,396 | \$ 4,568,482 | \$ 72,086 |

Department Staffing

| | FY 2008 BUDGET | FY 2009 BUDGET | FY 2010 PROPOSED |
|------------------------------------|-------------------|-------------------|---------------------|
| GENERAL FUND | | | |
| City Clerk | | | |
| Administration | 1.00 | 1.00 | 1.00 |
| Elections & Information Management | 11.00 | 12.00 | 12.00 |
| Legislative Services | 19.00 | 19.00 | 19.00 |
| Records Management | 10.00 | 10.00 | 10.00 |
| Support Services | 4.00 | 4.00 | 3.00 |
| Total | 45.00 | 46.00 | 45.00 |

Department Expenditures

| | FY 2008 BUDGET | FY 2009 BUDGET | FY 2010 PROPOSED |
|------------------------------------|---------------------|---------------------|---------------------|
| GENERAL FUND | | | |
| City Clerk | | | |
| Administration | \$ 252,439 | \$ 211,749 | \$ 214,385 |
| Elections & Information Management | \$ 833,602 | \$ 953,213 | \$ 939,124 |
| Legislative Services | \$ 1,750,840 | \$ 1,735,276 | \$ 1,696,856 |
| Records Management | \$ 1,105,964 | \$ 1,157,211 | \$ 1,146,121 |
| Support Services | \$ 465,416 | \$ 438,947 | \$ 571,996 |
| Total | \$ 4,408,261 | \$ 4,496,396 | \$ 4,568,482 |

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Significant Budget Adjustments

GENERAL FUND

| City Clerk | Positions | Cost | Revenue |
|---|-----------|--------------|---------|
| <p>Salary and Benefit Adjustments</p> <p>Adjustments to reflect the annualization of the Fiscal Year 2009 negotiated salary compensation schedule, changes to average salaries, retirement contributions, retiree health contributions, and fringe adjustments.</p> | 0.00 \$ | 33,619 \$ | 0 |
| <p>Equipment/Support for Information Technology</p> <p>Funding allocated according to a zero-based annual review of information technology funding requirements and priority analyses.</p> | 0.00 \$ | 239,866 \$ | 0 |
| <p>Funding of Terminal Leave</p> <p>Funding of additional personnel expenditures for terminal leave paid to employees who, upon conclusion of their tenure with the City, possess a large leave balance.</p> | 0.00 \$ | 12,605 \$ | 0 |
| <p>Non-Discretionary Adjustment</p> <p>Adjustments to expense allocations that are determined outside of the department's direct control. These adjustments are generally based on prior year expenditure trends and examples of these include utilities, insurance, and rent.</p> | 0.00 \$ | 141 \$ | 0 |
| <p>Revenue from New/Revised User Fees</p> <p>Adjustment to reflect an anticipated increase from the implementation of new and revised user fee charges.</p> | 0.00 \$ | 0 \$ | 875 |
| <p>Fiscal Year 2009 Budget Amendment</p> <p>Adjustments to personnel and non-personnel expenses, and revenue as a result of the Fiscal Year 2009 Budget Amendment. These adjustments are further discussed in Volume 1: Budget Overview and Schedules.</p> | 0.00 \$ | (26,000) \$ | 0 |
| <p>Vacancy Savings</p> <p>Adjustments to personnel expenses to reflect the anticipated savings resulting from positions projected to be vacant for any period of the fiscal year due to personnel attrition and salary differentials for new employees.</p> | 0.00 \$ | (80,634) \$ | 0 |
| <p>SAP Support Department Transfer</p> <p>Transfer of position(s) to the newly created SAP Support Department to manage the integrated ERP System.</p> | (1.00) \$ | (107,511) \$ | 0 |

Expenditures by Category

| | FY 2008 BUDGET | FY 2009 BUDGET | FY 2010 PROPOSED |
|------------------|-------------------|-------------------|---------------------|
| PERSONNEL | | | |
| Salaries & Wages | \$ 2,307,240 | 2,383,743 | 2,306,191 |

Expenditures by Category

| | FY 2008 BUDGET | FY 2009 BUDGET | FY 2010 PROPOSED |
|-------------------------------|-------------------|-------------------|---------------------|
| PERSONNEL | | | |
| Fringe Benefits | \$ 1,297,111 | 1,312,013 | 1,247,644 |
| SUBTOTAL PERSONNEL | 3,604,351 | 3,695,756 | 3,553,835 |
| NON-PERSONNEL | | | |
| Supplies & Services | \$ 383,788 | 334,216 | 308,662 |
| Information Technology | \$ 351,736 | 315,367 | 519,915 |
| Energy/Utilities | \$ 64,393 | 147,064 | 182,077 |
| Equipment Outlay | \$ 3,993 | 3,993 | 3,993 |
| SUBTOTAL NON-PERSONNEL | 803,910 | 800,640 | 1,014,647 |
| TOTAL | 4,408,261 | 4,496,396 | 4,568,482 |

Revenues by Category

| | FY 2008 BUDGET | FY 2009 BUDGET | FY 2010 PROPOSED |
|------------------------------|-------------------|-------------------|---------------------|
| GENERAL FUND | | | |
| Charges for Current Services | \$ 18,625 | \$ 8,600 | \$ 8,600 |
| Transfers from Other Funds | \$ 12,000 | \$ 12,000 | \$ 12,000 |
| Other Revenues | \$ 24,000 | \$ 8,877 | \$ 9,752 |
| TOTAL | \$ 54,625 | \$ 29,477 | \$ 30,352 |

Salary Schedule

GENERAL FUND

City Clerk

| <i>Class</i> | <i>Position Title</i> | <i>FY 2009 Positions</i> | <i>FY 2010 Positions</i> | <i>Salary</i> | <i>Total</i> |
|--------------|--|------------------------------|------------------------------|---------------|--------------|
| 1105 | Administrative Aide I | 1.00 | 1.00 | \$ 43,549 | \$ 43,549 |
| 1107 | Administrative Aide II | 3.00 | 3.00 | \$ 50,409 | \$ 151,227 |
| 1218 | Assoc Management Analyst | 6.00 | 6.00 | \$ 63,595 | \$ 381,571 |
| 1237 | Payroll Specialist I | 1.00 | 1.00 | \$ 39,515 | \$ 39,515 |
| 1349 | Info Systems Analyst III | 1.00 | 0.00 | \$ - | \$ - |
| 1383 | Legislative Recorder II | 5.00 | 5.00 | \$ 51,329 | \$ 256,646 |
| 1395 | Deputy City Clerk I | 16.00 | 16.00 | \$ 39,160 | \$ 626,562 |
| 1396 | Deputy City Clerk II | 2.00 | 2.00 | \$ 45,244 | \$ 90,488 |
| 1535 | Clerical Assistant II | 3.00 | 3.00 | \$ 35,402 | \$ 106,206 |
| 1746 | Word Processing Operator | 1.00 | 1.00 | \$ 37,643 | \$ 37,643 |
| 1879 | Sr Clerk/Typist | 1.00 | 1.00 | \$ 43,115 | \$ 43,115 |
| 1899 | Stock Clerk | 2.00 | 2.00 | \$ 35,036 | \$ 70,072 |
| 2138 | City Clerk | 1.00 | 1.00 | \$ 138,000 | \$ 138,000 |
| 2214 | Deputy Director, Records Management | 1.00 | 1.00 | \$ 106,409 | \$ 106,409 |
| 2252 | Deputy Director, Legislative Services | 1.00 | 1.00 | \$ 106,409 | \$ 106,409 |
| 2253 | Deputy Director, Elections & Info Mgmt | 1.00 | 1.00 | \$ 106,409 | \$ 106,409 |

City Clerk

Salary Schedule

GENERAL FUND

City Clerk

| <i>Class</i> | <i>Position Title</i> | <i>FY 2009 Positions</i> | <i>FY 2010 Positions</i> | <i>Salary</i> | <i>Total</i> |
|-------------------------|------------------------------|------------------------------|------------------------------|---------------|------------------|
| | Vacancy Factor Adjustment | 0.00 | 0.00 | \$ - | \$ (80,634) |
| | Bilingual - Regular | 0.00 | 0.00 | \$ - | \$ 15,836 |
| | Overtime Budgeted | 0.00 | 0.00 | \$ - | \$ 25,000 |
| | Temporary Help | 0.00 | 0.00 | \$ - | \$ 29,563 |
| | Termination Pay Annual Leave | 0.00 | 0.00 | \$ - | \$ 12,605 |
| | Total | 46.00 | 45.00 | \$ | 2,306,191 |
| CITY CLERK TOTAL | | 46.00 | 45.00 | \$ | 2,306,191 |