City Clerk's Office

	FY19 Actual	FY20 Actual	FY21 Projection	FY21 Target	FY22 Target

Long-Term Issue - Increasing Demand for City Clerk Services

The increasing demand for City Clerk services due to the continuing emphasis on economic development, growth in City services, and changes in State law, as well as a reduced ability to respond to requests due to loss of personnel in City departments, if not addressed will result in:

- *Inadequate space to store and maintain records*
- *Delays in open records request responses*
- *Increased liability from untimely recording of land documents*
- *Increased operating cost for City and State mandated services*

Strategies to address the Long-Term Issue

- *Provide City and trust records to departments and the public in a reasonable time period by making more records accessible online.*
- *Improve reporting services to City departments regarding open record request processing.*

Strategic Result(s) to measure annual progress on Long-Term Issue

Annually, City and public customers will benefit from improved customer service as evidenced by:

- *100% of land documents filed at county offices within 3 working days of Council approval*
- *At least 96% satisfaction rating from customer responses regarding open records requests.*

		FY19 Actual	FY20 Actual	FY21 Projection	FY21 Target	FY22 Target
71	% of land documents filed at county offices within 3 working days of Council approval	84%	95%	91%	100%	100%
72	% of customer responses stating satisfaction with open records requests	87%	85%	N/A	95%	N/A

City Clerk's Office

	FY19 Actual	FY20 Actual	FY21 Projection	FY21 Target	FY22 Target

Long-Term Issue - Accessibility of Information

The increasing demand for online information, coupled with the lack of technological resources to simplify access to information services, if not addressed, will result in:

- *Lack of transparency*
- *Delays in responding to open records requests*
- *Limited records available online*

Strategies to address the Long-Term Issue

- *Publish all public records maintained in the Office of the City Clerk online.*

Strategic Result(s) to measure annual progress on Long-Term Issue

By 2020, City and public customers will benefit from enhanced accessibility of official City records as evidenced by:

- *100% of ordinances will be available online*
- *77% of City staff managed trust, board, commission, and committee meeting records will be accessible online*

		FY19 Actual	FY20 Actual	FY21 Projection	FY21 Target	FY22 Target
73	% of ordinances available online	28%	162%	23%	0%	0%
74	% of City staff managed trust, board, commission, and committee meeting records online	0%	N/A	N/A	100%	0%

Long-Term Issue - Maintenance and Preservation of Public Records

The continued inefficient use of space and resources as a result of decentralized records management, if not addressed, will result in deterioration and loss of public records, and a loss of public trust.

Strategies to address the Long-Term Issue

- *Provide information to the city departments so they can efficiently comply with record retention policy.*

Strategic Result(s) to measure annual progress on Long-Term Issue

The City and related trusts will benefit from a centralized records program as evidenced by:

- *Annually, train 100 staff from City departments on records management policies and procedures*

		FY19 Actual	FY20 Actual	FY21 Projection	FY21 Target	FY22 Target
75	# of staff from City departments trained on records management policies and procedures	55	96	N/A	100	100

Administrative - Executive Leadership

		FY19 Actual	FY20 Actual	FY21 Projection	FY21 Target	FY22 Target
76	🔑 % of key measures and strategic results achieved	9%	25%	0%	75%	75%
77	% of performance evaluations completed by the review date	100%	89%	100%	95%	95%

City Clerk's Office

		FY19 Actual	FY20 Actual	FY21 Projection	FY21 Target	FY22 Target
Official Records - Bid Management						
78	🔑 % of construction bids received that are qualified bids	94%	95%	93%	98%	98%
79	🔑 % of users trained annually	33%	14%	6%	50%	50%
80	# of bidding documents reviewed and released	260	225	194	350	350
81	# of construction bid receipts processed	443	414	516	500	500
82	# of goods and services bid receipts processed	352	331	228	350	350
83	# of proposal/qualification receipts processed	420	364	253	250	250
84	# of users trained	78	34	14	117	117
Official Records - City Clerk's Information						
85	🔑 % of City Clerk records requests completed within 8 business hours of request	91%	88%	84%	95%	95%
86	🔑 % of requests for records and information maintained in other City departments completed within 7 business days	61%	81%	56%	90%	78%
87	% of requests for Development Center records completed within 14 business days	89%	74%	84%	90%	90%
88	% of requests for records requiring legal review completed within 30 business days	54%	N/A	N/A	90%	90%
89	# of meeting notices & agendas posted in accordance with State Law	1,238	1,184	974	1,300	1,300
90	# of request responses provided for external records maintained in other City Departments	3,066	3,483	3,540	3,200	3,500
91	# of request responses provided for internal City Clerk records	393	323	346	500	350
92	# of meeting notices and agendas requested to be posted	1,247	1,187	975	1,300	1,300
93	# of record requests received	4,057	4,378	4,580	3,700	4,500
Official Records - Council Agenda Management						
94	🔑 % of City staff managed trust, board, commission, and committee meeting records online	0%	N/A	N/A	100%	0%
95	% of agenda items submitted correctly	81%	78%	80%	85%	85%

City Clerk's Office

		FY19 Actual	FY20 Actual	FY21 Projection	FY21 Target	FY22 Target
Official Records - Council Agenda Management						
96	# of agenda items corrected	723	827	748	600	600
97	# of agenda items reviewed	3,760	3,815	3,669	4,000	4,000
98	# of users trained	86	34	1,187	100	100
Official Records - Election						
99	🔑 % of conflict of interest forms filed in a timely manner	97%	92%	N/A	94%	95%
100	# of conflict of interest forms filed	202	98	N/A	224	226
101	# of gift disclosure forms filed	18	7	N/A	18	18
102	# of proclamations and election results issued	2	2	2	2	4
103	# of conflict of interest forms distributed for filing	238	112	N/A	224	226
Official Records - Records Management						
104	🔑 % of departments audited to determine centralized records management needs	0%	40%	7%	100%	100%
105	% of land documents filed at county offices within 3 working days of Council approval	84%	95%	91%	100%	100%
106	% of ordinances available online	28%	162%	23%	0%	0%
107	# of City Clerk historic ordinances indexed online	2,200	2,318	555	0	0
108	# of records added to the City Clerk's record storage	5,364	5,163	4,356	6,000	6,000
109	# of records maintained in the City Clerk's record storage	435,807	435,807	435,807	449,000	454,000
110	# of staff from City departments trained on records management policies and procedures	55	96	N/A	100	100