City Clerk's Office

	FY22 Actual	FY23 Actual	FY24 Projection	FY24 Target	FY25 Target

Long-Term Issue - Increasing Demand for Government Transparency

The increasing demand for government transparency including meeting management, requests for information and open records, if not addressed will result in:

- Loss of public trust and confidence
- Delays in responses to requests for information and open records
- Failure to comply with the Open Meetings Act

Strategies to address the Long-Term Issue

- Increase the number of City and Trust records available online to departments and the public
- Provide training for Open Records Act and Open Meetings Act compliance

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:

- 95% of City Clerk records requests completed within 8 hours
- 90% of requests for records and information maintained in other city departments completed withing 7 business days

		FY22 Actual	FY23 Actual	FY24 Projection	FY24 Target	FY25 Target
59	% of City Clerk records requests completed within 8 hours of request	92%	99%	99%	95%	95%
60	% of requests for records and information maintained in other City departments completed within 7 working days	84%	95%	96%	90%	90%

City Clerk's Office

Long-Term Issue - Accessibility and Storage of Information

The increasing demand for user friendly online information and the lack of technological resources to simplify access to store and retrieve information, if not addressed, will result in:

- *Inadequate space to store and maintain records*
- *Lack of transparency*
- *Delays in responding to requests for information and records*
- *Limited records available online*

Strategies to address the Long-Term Issue

- *Publish all public records maintained in the Office of the City Clerk online*
- *Work with the Information Technology department on the implementation of an enterprise management system*
- *Develop a centralized records management policy*
- *Provide the training and information needed to maintain records according to the Records Management and Retention Policies*

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

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

- *Implementation of an enterprise records management policy by 2025*
- *Implementation of an enterprise records management system 2025*
- *A Records Retention policy update by May 2024*

Administrative - Executive Leadership

		FY22 Actual	FY23 Actual	FY24 Projection	FY24 Target	FY25 Target
62	🔑 % of key measures and strategic results achieved	67%	83%	100%	75%	75%

Clerk Operations - Meeting and Bid Management

		FY22 Actual	FY23 Actual	FY24 Projection	FY24 Target	FY25 Target
63	🔑 % of agenda items submitted correctly	88%	89%	83%	85%	85%
64	# of agenda items corrected	450	386	574	600	600
65	# of bidding documents reviewed and released	237	192	173	225	200
66	# of bids received	982	844	750	975	800
67	# of agenda items reviewed	3,730	3,616	3,375	4,000	4,000

City Clerk's Office

		FY22 Actual	FY23 Actual	FY24 Projection	FY24 Target	FY25 Target
Clerk Operations - Records and Information Management						
68	🔑 % of City Clerk records requests completed within 8 hours of request	92%	99%	99%	95%	95%
69	🔑 % of requests for records and information maintained in other City departments completed within 7 working days	84%	95%	96%	90%	90%
70	# of req maintained in other city departments completed within 7 days	3,817.00	4,378.00	4,353.34	4,050.00	4,095.00
71	# of requests maintained by clerk's office completed in 8 hours	316.00	491.00	490.79	428.00	475.00
72	# of staff trained on records management and retention policies	11	38	36	30	40
73	# of record requests received	4,874	5,079	5,038	4,950	5,050
74	# of requests for records maintained in other city departments	4,527	4,585	4,543	4,500	4,550