

# Office of The City Clerk

## Strategic Business Plan

Effective Date: July 1, 2023

#### **Oklahoma City Vision**

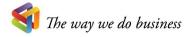
Oklahoma City seeks to further progress as a vibrant, diverse, safe, unified, and welcoming community.

## **Oklahoma City Mission**

The mission of the City of Oklahoma City is to provide exceptional service to residents and visitors. We do this by ensuring the safety of the public, delivering quality services, and maintaining infrastructure to support the growth of the city.

#### **Department Mission**

The mission of the Office of the City Clerk is to provide management of Council and Trust agendas, official records, and coordination of bidding and election services to city officials, departments and the public so they can receive information to successfully accomplish their goals.



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## **Issues, Strategies, and Results**

## **Issue 1: 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**

- 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 Results**

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 records and information maintained in other city departments completed within
  7 business days

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## **Issue 2: 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**

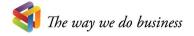
- Publish all public records maintained in the Office of the City Clerk online.
- Work with the Information Technology department on the implementation of an enterprise records management system.
- Develop a centralized records management policy.
- Provide the training and information needed to maintain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

#### **Strategic Results**

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 by 2025
- A Records Retention policy update in 2024

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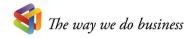


## **Accomplishments**

The City Clerk's Office responded to approximately 5,000 requests for records in Fiscal Year 2022-2023. 99% of responses for records maintained by the City Clerk's Office were sent within 8 hours. 95% of responses for records maintained in other departments were sent within 7 business days.

The City Archives and Records Facility was approved by voters as part of the 2017 general obligation bond package. The facility must have the capacity to securely store records on a short and long-term basis. On August 16, 2022, the City Council approved a Real Estate Purchase Agreement for the purchase of the facility. The facility has 12,950 square feet of storage and office space. It is anticipated the renovation project will be completed in 2024.

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## **Lines of Business and Programs**

## **Department Organization**

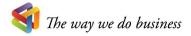
## **Administrative Line of Business**

Executive Leadership Program

## **Clerk Operations Line of Business**

- Meeting and Bid Management Program
- Records and Information Management Program

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## **Administrative Line of Business**

The purpose of the Administrative Line of Business is to provide leadership, support and information to the Department so it can achieve its strategic and operational results.

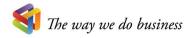
## **Programs and Key Measures**

**Executive Leadership Program** 



% of key measures and strategic results achieved

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## **Executive Leadership Program**

The purpose of the Executive Leadership Program is to provide planning, management, administrative and reporting services to department employees and City leaders so they can achieve strategic goals and key results.

Program Manager: Amy Simpson

Program Budget: \$314,164 (FY24)

## Program Services:

- **Audit Responses**
- **Budget Proposals**
- Continuity of Operations Plan
- **Contract Compliance Reviews**
- Contracts, Leases, and Agreements
- **Election Coordination Services**
- **Ethics Reports**
- **Executive Reports:** 
  - -Ad Hoc Reports
  - -City Manager Reports
  - -Performance Reports
  - -Special Project Reports
- **FMLA Authorizations**

- **Grant Applications**
- **Grant Status Reports**
- **Grievance Resolutions**
- **Internal Investigation Reports**
- **Legislative Recommendations**
- **Needs Analyses**
- **Personnel Transactions**
- Plans (i.e., Strategic Business Plan)
- **Policies and Procedures**
- Presentations
- **Project and Financial Impact Analyses**
- **Resident Responses**

## Family of Measures

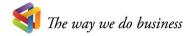
Results



% of key measures and strategic results achieved

% of performance evaluations completed by the review date

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## **Clerk Operations Line of Business**

The purpose of the Clerk Operations Line of Business is to provide record, agenda and bidding coordination services to City officials, departments and the public so they can receive and access official information in a central location.

## **Programs and Key Measures**

## **Records and Information Management Program**



% of requests for records and information maintained in other City departments completed within 7 business days

## Meeting and Bid Management Program

% of agenda items submitted correctly

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## Records and Information Management Program

The purpose of the Records and Information Management Program is to provide record preservation, management, and storage services to City departments and the public so they can receive, or access official information requested in a timely manner.

Program Manager:	Miki Graham
Program Budget:	\$616,593 (FY24)

#### Program Services:

- Cash Handling Receipts
- City Clerk Online Land Document Locator Postings
- Code Book Issuances
- Historical Records Management
- Land Document Filings
- Legal Publications
- Official Document Certifications

- Official Document Receipts
- Open Records Trainings
- Ordinance Roll Book Filings
- Record Catalogs
- Record Management Consultations
- Record Preservation Services
- Records Request Responses
- Record Retention Policy

Family of Mea	sures
Results	% of City Clerk records requests completed within 8 business hours of request
	% of requests for records maintained in other City departments completed within 7 business days
Outputs	# of staff trained on records management and retention policies
	# of req maintained in other city departments completed within 7 business days
	# of requests maintained by clerk's office completed in 8 hours
Demands	# of requests for records maintained in other city departments
	# of record requests received

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## Meeting and Bid Management Program

The purpose of the Meeting and Bid Management Program is to provide oversight and coordination services for public meetings and bidding to the City and its Trusts so they can conduct official business and maintain the confidence and trust of the residents of Oklahoma City.

Program Manager:	Miki Graham
Program Budget:	\$430,363 (FY24)

#### **Program Services:**

- Agenda Item Review
- Agenda Packet Preparation
- Agenda Training Sessions
- Annual Meeting Filings
- Bidder Prequalification
- Bidding Document Review and Release
- Bid Receipts
- Bid Tabulations

- Council Agenda User Manuals
- Legal Notice Mailings
- Legal Publications
- Meeting Notice and Agenda Postings
- Meeting Videos and Minutes
- Official Record Attestation
- Trust, Board, Commission, Committee Membership Records Management

Family of Measures	
Results	% of agenda items submitted correctly
Outputs	# of agenda items corrected
	# of bidding documents reviewed and released
	# of bids received
Demands	# of agenda items reviewed

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