



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.

Table of Contents

Issues, Strategies, and Results	3
Issue 1: Increasing Demand for Government Transparency.....	3
Issue 2: Accessibility and Storage of Information.....	4
Accomplishments	5
Lines of Business and Programs	6
Department Organization.....	6
Administrative Line of Business	7
Executive Leadership Program.....	8
City Clerk Operations Line of Business.....	9
Records and Information Management Program.....	10
Meeting and Bid Management Program	11

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

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

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.

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

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

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:	
<ul style="list-style-type: none"> Audit Responses Budget Proposals Continuity of Operations Plan Contract Compliance Reviews Contracts, Leases, and Agreements Election Coordination Services Ethics Reports Executive Reports: <ul style="list-style-type: none"> -Ad Hoc Reports -City Manager Reports -Performance Reports -Special Project Reports FMLA Authorizations 	<ul style="list-style-type: none"> 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

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 City Clerk records requests completed within 8 business hours of request



% 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

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 | ▪ Official Document Receipts |
| ▪ City Clerk Online Land Document Locator Postings | ▪ Open Records Trainings |
| ▪ Code Book Issuances | ▪ Ordinance Roll Book Filings |
| ▪ Historical Records Management | ▪ Record Catalogs |
| ▪ Land Document Filings | ▪ Record Management Consultations |
| ▪ Legal Publications | ▪ Record Preservation Services |
| ▪ Official Document Certifications | ▪ Records Request Responses |
| | ▪ Record Retention Policy |


Family of Measures

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

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:	
<ul style="list-style-type: none"> Agenda Item Review Agenda Packet Preparation Agenda Training Sessions Annual Meeting Filings Bidder Prequalification Bidding Document Review and Release Bid Receipts Bid Tabulations 	<ul style="list-style-type: none"> 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