

FY 2010 Strategic Operating Plan

Office of the City Clerk



STEPHANIE C. KELLY, CMC, CITY CLERK

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Executive Summary

The City Clerk’s Office consists of a City Clerk, Deputy City Clerk and four Assistant Clerks, each responsible for specific duties within the Clerk’s Office. The Clerk’s Office:

- Records, transcribes and dispenses City Council Meeting minutes for workshop, business and zoning meetings, as well as all retreats, budget workshops and special meetings.
- Prepares and coordinates citizen speaker’s lists for Council meetings.
- Accepts zoning protest petitions, in accordance with applicable General Statutes and City Code.
- Uses Granicus, a streaming media provider, during City Council meetings to make business and zoning meetings available live over the Internet and as a searchable archive.
- Maintains City Council minutes from 1993 to the present on the Clerk's website, as well as all Council meeting agendas dating back to 1998.
- Provides search capability through Image Silo for internal and external access to Council agendas, Council minutes, City contracts, Civil Service Board minutes, and Council's advisory boards and commissions minutes under a “Search Documents” link on the City Council and City Clerk web pages.
- Processes Council-approved ordinances and resolutions.
- Maintains the City Charter, City Code and other City records.
- Provides information and research of official City records to City Council, City staff and citizens.
- Provides staffing and minutes to the Citizens Review Board and Civil Service Board.
- Administers Council’s appointment process and maintains attendance records for 38 volunteer advisory boards and commissions.
- Issues Going Out of Business licenses.
- Serves as the repository for many State required files, applications and manuals that are in the City Code by reference.

The City Clerk’s Office is committed to providing the Mayor, City Council, City staff and citizens with accurate and easily accessible records.

Summary of Resource Needs

	FY2008 Budget Actual	FY2009 Budget Revised	FY2010 Budget Approved
Budget	\$558,437	\$574,506	\$549,845
Positions	6.5	6.5	6.5

Vision

The City of Charlotte City Clerk's Office will provide exemplary customer service to the Mayor and Council, City staff and the citizens of Charlotte by keeping the City's permanent records according to State Law and with the best possible availability and access. Our highly dedicated staff will work toward the goal of dispensing accurate information 100 percent of the time, and we will do our best to exceed the expectations of all our customers, both internal and external.

Mission

Our Mission is to support and assist the City's Governing Body in service to the citizens of Charlotte, to collaborate with other City Departments for efficient service to Council and citizens, to provide administrative support to the Civil Service Board and the Citizens' Review Board, to promote the Guiding Principles of the City Organization and the City of Charlotte's Corporate Scorecard, and to serve as historians for the City of Charlotte by keeping its official permanent records accurately and easily accessible for future generations.

Key Issues and Challenges

The City Clerk's Office is challenged by budget constraints that make it difficult to meet the needs of our customers in providing easy access to documents stored on Image Silo. Since May 2008, we have been unable to send documents for scanning to Advance Imaging, the private vendor that we have used for years to provide scanning of public documents for research purposes. The contracts from the KBUs are being placed in boxes and labeled as to the content. In addition, we incur the monthly expense of document storage, which is determined by the specific amount of gigabytes of information.

Another associated challenge is that we have an unknown number of contracts and other documents stored on Image Silo. Many of these documents are contracts/agreements that have been completed and could then be deleted from the system. The City Clerk's Office lacks the staff to research this effort and commence the process of having the appropriate KBUs review their documents for completion dates. We would likely then realize savings in minimizing the amount of gigabytes of storage.

The Clerk's Office would like to advance in recording capability by moving from the traditional cassette tapes to digital recording of Council meetings, workshops and retreats. The expense of portable microphones and recording equipment is not currently included in the 2010 budget request.

In order to maintain certification, IIMC requires annual training and continuing education classes to demonstrate the ongoing pursuit of professional growth. Due to budget constraints, the Clerk and Deputy Clerk were unable to attend classes and conferences scheduled for November 2008, January, April and May 2009.

Strategy and KBU Planning

The City Clerk's Office is service-oriented; functioning as a resource for use by the Mayor, City Council, City Manager, City employees, and the citizens of Charlotte.

Accomplishments

The City Clerk's Office consistently provides accurate and complete minutes of all City Council meetings, workshops and retreats in a timely manner. The agendas and minutes are placed on the City Clerk's website, making Council actions and information easily accessible to the public.

The Clerk's Office has worked in collaboration with Corporate Communications to put Granicus, a streaming media provider, into service during City Council meetings in order to make business and zoning meetings available live over the Internet and as a searchable archive after the meetings.

The City Clerk's Office administers and collaborates with other city staff to facilitate and manage Council's appointment process and attendance records for 38 volunteer boards and committees.

The City Clerk's Office collaborated with the BSS Process Management Team to allow the Clerk and Deputy Clerk to electronically stamp Council items and place RCAs (Request for Council Actions) on CNet for Agenda Coordinators. This process has eliminated the need for the Clerk's Office to print RCAs to send by interoffice mail to the KBUs. Agenda Coordinators and Project Managers are now able to retrieve their RCAs as needed.

The City Clerk's Office has worked to promote employee growth by implementing a community/civic project in which all employees are encouraged to participate. These projects have included delivery of Friendship Trays, Thanksgiving and Holiday meals for a family chosen by Mecklenburg County DSS.

Strategic Initiatives

Enhance Customer Service

- Conduct customer service survey with Mayor and City Council.
- Conduct customer service survey within City organization.
- Explore and utilize additional opportunities to announce board vacancies and recruit potential applicants for boards and commissions
- Convene a meeting with staff advisors to all boards and commissions to introduce new City Clerk and Deputy Clerk, review Council's appointment process, Q&A.
- Revise the Boards and Commissions brochure.

Develop Collaborative Solutions

- Collaborate with BSS Process Improvement Team to develop a digital contracts archive and commence loading contracts to SharePoint for internal use and eventually external use.
- Collaborate with BSS/IT to devise a means for citizens to complete a board application and submit online.
- Collaborate with BSS/IT and CharMeck 311 to develop an online method and possibly a kiosk allowing speakers to sign up for Council meetings.

Optimize Business Processes

- Work on processes to streamline Council's board nominations and to improve reporting by appointed boards and commissions.
- Put into operation a cost-effective high quality digital recording method for Council meetings.

Organizational Chart

