



# Interoffice Memorandum

## City Clerk's Office

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TO: Mayor and Commissioners

FROM: Linda W. Cox, City Clerk *LWC*

SUBJECT: Performance Evaluation

DATE: May 9, 2016

I am now concluding my third year as City Clerk and my initial contract expires on September 30, 2016. Under the original contract, two specific conditions were imposed: 1) maintain permanent city residency within two years; and 2) obtain Certified Municipal Clerk (CMC) certification within thirty-six months. Please be advised that my family purchased a home and established residency in November, 2013. Additionally, on March 24, 2016, I was awarded my Certified Municipal Clerk (CMC) certification by the International Institute of Municipal Clerks. Copy attached. Accordingly, the time sensitive terms of my contract have been satisfied.

The duties of the City Clerk are enumerated within the City Charter and include the following:

- To attend all meetings of the commission, in person or by deputy clerk, and keep permanent minutes of its proceedings, which shall be approved and engrossed in a well-bound book and signed by the mayor and attested by the clerk or deputy clerk at the next regular meeting.
- To be the custodian of the city seal, all ordinances and resolutions and all records and papers of a general or permanent character pertaining to the affairs of the city.
- To preserve, file and index all contracts to which the city is a party, which file and record shall be open to the inspection of all interested persons at all reasonable times.
- To perform such other duties as may be prescribed by this charter or required of him by the commission.
- To collect all occupational and dog license fees.

I began my position as City Clerk on October 1, 2013. Since that time many changes and successes have occurred. In an effort to highlight many of the changes, I have prepared a summary which describes how things were in 2013 and their status now.

Then	Now
All agenda item submissions required one original and 9 copies of all supporting documentation which had to be routed, hand collated, distributed and maintained. This system was extremely labor intensive and expensive.	All agenda item submissions are routed and maintained using our web-based Agenda Quick software requiring no hard copies. The new system is efficient, saves money and can even be done from an iPad or phone.
Agenda packets were manually placed on the website and removed prior to the next meeting.	Agenda packets remain on-line, available and fully searchable in perpetuity.
Commissioners were required to physically pick up their meeting packets in advance of the meeting and go through massive amounts of paper.	Commissioners were issued iPads and can now access their agenda materials without having to pick up packets in City Hall.
Each department had their own way of creating, distributing and maintaining agendas for their boards and committees. Availability to the public was limited.	All departments now use the web-based agenda system allowing the public to have full access to the records of all boards and committees in a central location.
Permanent city records in Opti-View were available only within the City Clerk's Office.	Permanent city records are now available to all employees electronically.
Only Ordinances, Resolutions and Minutes were scanned into our electronic filing system.	Our electronic filing system has been expanded to include Leases, Easements, Contracts, inter-local agreements, BTR applications and backup materials, Vendor Permits.
Names and terms of members serving on Committees was not available to staff and public.	All Board and Committee members along with terms are now available online.
Staff included City Clerk, Deputy City Clerk, 2 License Permit Clerks and 1 Executive Assistant for a total of five (5).	Staff now includes City Clerk and 3 Deputy City Clerks. All Deputy City Clerks are cross-trained to perform all functions thus increasing our efficiency.
BTR applications were paid and routed before all necessary approvals were granted, sometimes creating lengthy time periods between application and issuance.	Customers only pay for their BTR once all required approvals are received allowing for the over-the-counter issuance of a BTR.
BTR licensing required by state was not maintained nor collected at renewal. Licenses were not listed in the system.	All applicable state licenses are required to be current before a BTR is renewed. All licenses are listed in our system.
BTR applications were printed on 3-part forms which were expensive prevented necessary edits.	BTR applications are now printed on plain paper and made available on-line.
Business Tax Receipts required a special printer and 3-part forms which are expensive.	BTR's are now issued on plain paper in a larger, easier to read format which is a cost savings.
Email addresses of business owners were not collected.	We now collect email addresses for all new and existing businesses.
City Clerk's office accepted payment in the form of cash or check only and was required to be receipted in person.	We now have the ability to accept credit and debit cards in addition to cash and checks.
City Clerk's office closed from noon until 1:00 each day and stopped accepting money at 4:30 pm essentially	City Clerk's office is open from 8:00 until 5:00 accepting money and assisting customers until all those in the office are served.
Inconsistent handling of calendars and mail for Mayor and City Commission.	All invitations are placed on all calendars; mail is also copied and maintained for public record purposes.
Each person answered their own phone extension and no other making customers unable to receive prompt responses, particularly if an employee was on vacation.	All phone extensions are answered by all staff members to insure prompt response to customer requests.
Public Record requests were not logged nor deemed a priority. Response time data is unavailable.	The average response time for public record request is 2 days, but out of 190 requests 120 of them were completed in the same day and 28 were completed within 1 day.

I believe we have made great strides in the City Clerk's Office with a focus on transparency, efficiency, accessibility and customer service. Our office continues to evaluate our performance and look for ways in which we can improve efficiency and meet the goals and objectives established by the City Commission.

Future goals for the City Clerk's office include:

- Expansion of "Click to Gov" for online renewal, application, verification and payment of business tax receipts.
- All ordinances, resolutions and minutes searchable on-line through public portal dating back to 1901.
- On-line, searchable public access to active business tax receipts and contractor licensing.
- All Deputy City Clerks to obtain their CMC.

I look forward to your comments, feedback and suggestions.