



THE SUNRISE CITY
FORT PIERCE
CITY CLERK'S OFFICE
Florida

TO : Mayor and Commissioners

FROM : Linda W. Cox, City Clerk

RE : Performance Evaluation

DATE : June 12, 2023

The implementation of the electronic application process for both business tax receipts and contractor licensing has proven to be a tremendous success. Our customers appreciate the ability to apply and pay on-line while greatly reducing the number of in-person visits.

Returning the short-term and vacation rental registration process from Granicus to an in-house City Clerk function has also been a great success. The initial transfer was labor intensive; however, the result is customers can now talk to a live person with any questions or challenges they are facing but still fully complete the process online.

We now have a formal public records portal that we use to receive, assign, track and fulfill all public records requests. The program is a new module within our existing agenda management software, making it user-friendly and already set up for most staff members.

We recently created an "Open Government" page on the city's website which has quick links to various public portals that are of public interest. I'm happy to announce that we have finally posted the search page for ALL minutes, ordinances and resolutions going back to 1901. It is not the most user-friendly; however, we are continuing to make improvements as well as creating quick tips for the public.

Our comprehensive records destruction program has resulted in the destruction of a significant number of records that were long past their retention value. We continue to focus on departmental training and have created a records management workgroup made up of representatives from each department. With the assistance of the IT Department, the Records Management Coordinator, Tina Rel, is undertaking significant training with our records management program and we anticipate moving forward with additional paperless processes shortly. We are unlocking the capabilities of our software which will result in greater organizational efficiencies in the future.

As always, our office continues to evaluate our performance and look for ways in which we can improve efficiency, adhere to best practices and meet the goals and objectives established by the City Commission.

GOVERNMENT

RESIDENTS

VISITORS

BUSINESSES

PUBLIC RECORD REQUESTS

POLICE RECORDS

FREQUENTLY REQUESTED PUBLIC RECORDS

ZONING/PROPERTY SEARCH

BUILDING PERMIT SEARCH

FINANCIAL TRANSPARENCY PORTAL

BID POSTINGS

BUSINESS TAX RECEIPT SEARCH

REPORT AN ISSUE

MEETINGS AND AGENDAS

CODE OF ORDINANCES AND
COMPREHENSIVE PLAN

GIS HUB

SEARCH MINUTES, ORDINANCES
AND RESOLUTIONS