



## City Clerk

### Mission

To set a standard of excellence in providing a communications link between the citizens and the various departments and functions of the City as well as establishing a professional support system for the elected officials and their appointed boards and committees in accordance with laws governing the City.

### Goals

The City Clerk's Department, which serves as the information nucleus of the City and its departments, is dedicated to providing the highest level of professional service to the citizens of Pembroke Pines. Our goal is to provide these services expeditiously while ensuring compliance with all Florida Statutes and City Ordinances. Every effort is being made to keep our staff positioned to take full advantage of new technological developments so as to enhance our efficiency in the performance of our duties and responsibilities.

### Objectives

Comply with all applicable Florida Statutes for legal advertisements, public record requests, and record retention requirements.

Competently prepare and maintain the indexing, storage, and archiving of official records.

Efficiently record and maintain records in accordance with all applicable state statutes.

Effectively oversee the City's cashiering and cash handling functions and to make timely and accurate deposits for payments received at City Hall.

Provide the City Commission with recommendations discussed at monthly meetings of Boards and Committees.

Efficiently process local business tax receipts and renewals.

### Major Functions and Activities

The City Clerk is the Custodian of Records for the City and is responsible for keeping a concise and accurate record of the official actions of the City Commission and the Commission-appointed Boards and Committees. The Department is responsible for the records management of the City and serves as the

information nucleus for records requested throughout the City and its various departments.

The City Clerk is also the Supervisor of Elections for the City of Pembroke Pines and, therefore, has the responsibility for the coordination and efficiency of the municipal election process of the Mayor and the four City Commissioners.

The City Clerk's Department, through the central cashiering system, processes payments made to the City via cash, check, debit and credit cards. The primary function is to provide quick and efficient service to the public with respect to processing transactions, depositing City funds daily, maintaining accurate records, providing information, and directing phone calls.

The Department is an acceptance agency for U.S. passports. Personnel have been trained at the Miami Passport Office. This is another opportunity for the City to serve the general public.

The Local Business Tax Receipts Division (formerly known as Occupational Licensing) of the City Clerk's Department is responsible for the issuance of annual local business tax receipts to any entity maintaining and conducting a business, service, or profession within the City of Pembroke Pines.

The Micrographics Section of the City Clerk's Department is responsible for the preparation, scanning, filming, indexing, storing, and retrieval of municipal records. This function enables the City to house permanent documents for expedient retrieval of information requested interdepartmentally and by citizens and outside agencies.

Advisory Boards are generally created and appointed by the City Commission. Each Board has a mission statement and specific goals, all designed to assist the Commission in enhancing all aspects of community living, residential as well as commercial.

Following are the major Boards and Committees monitored by the City Clerk's Department:

~ ARTS AND CULTURE ADVISORY BOARD - Meets to develop cultural activities within the City as well as promote art in public places throughout the City.

~ BOARD OF ADJUSTMENT - Has the power to prescribe any conditions that it deems necessary or desirable to adjacent properties and neighborhoods, and to carry out the spirit and purpose of the City's zoning ordinances.



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~ CHARTER REVIEW BOARD – Commencing May 2010, the Charter Review Board convenes every five years for a one-year term, to review the charter of government for the City. Makes recommendations to the City Commission to change, alter, amend, or revise the City Charter.

~ CHARTER ELEMENTARY/MIDDLE SCHOOL ADVISORY BOARD - Meets to determine and establish school procedures and policies that will advance, encourage, and enhance the education of the City's Charter Elementary and Middle School students.

~ CHARTER HIGH SCHOOL ADVISORY BOARD - Meets to determine and establish school procedures and policies that will advance, encourage, and enhance the education of the City's Charter High School students.

~ EDUCATION ADVISORY BOARD - Advises the City Commission on educational issues affecting early development centers through and including the post-secondary educational level that will impact the quality of education for residents as well as other City educational facilities.

~ CODE ENFORCEMENT BOARD - Protects, promotes, and improves the health, safety, and welfare of the citizens and residents of the City. Enforces the technical codes of the City, including local business tax receipts, fire, building, zoning, and sign codes.

~ ECONOMIC DEVELOPMENT BOARD - Holds meetings throughout the year to assist the Planning and Economic Development department in promoting and attracting new industry to the City.

~ EVALUATION COMMITTEES - Convenes to review proposals (solicitations for goods and services) and makes recommendation to the City Commission.

~ INVESTMENT COMMITTEE - Meets monthly to oversee and monitor the City's operating investments portfolio.

~ LANDSCAPE/TREE ADVISORY COMMITTEE - Promotes the public health, safety, and general welfare by the maintenance of landscaping areas, including off-street vehicular parking. It also serves to protect and preserve the character and stability of residential, business, institutional and industrial areas and to conserve the value of land and buildings on surrounding properties and neighborhoods.

~ OPEB (OTHER POST EMPLOYMENT BENEFITS) BOARD - Meets quarterly to oversee and administer the City's OPEB Trust Fund, which encompasses the retiree health and life insurance program.

~ PLANNING AND ZONING BOARD - Functions in an advisory capacity to the City Commission and conducts studies and investigations for supplementing, repealing, and amending district and area regulations and restrictions as may be requested by the City Commission.

~ POLICE AND FIRE PENSION FUND BOARD - Meets throughout the year to monitor and review the Police Department and Fire Department Employees' Pension Plan Program.

~ RIVER OF GRASS CULTURAL ARTS CENTER ADVISORY BOARD - Advises the City Commission of matters relating to the River of Grass Cultural Arts Center and facilitates the management and production of the cultural programming to foster a positive and creative liaison between the City Commission and the community.

~ UNSAFE STRUCTURE BOARD - Hears and resolves appeals initiated when the building officials have rendered decisions on violations of the Building Code Unsafe Structure Provision.

## Budget Highlights

In March 2014, the City will hold a general election for the purpose of electing a District 1 Commissioner and a District 4 Commissioner, both for four-year terms. The City contracts with the Broward County Supervisor of Elections to provide all labor and equipment necessary to put on an election, including voting machines and equipment and trained poll workers.

In an on-going effort to streamline the process by which requests for records are delivered, as well as to better preserve archived documents, the City continues to convert previously microfilmed records to electronic format.

The FY2013-14 budget includes \$289,000 for the purchase of new computer software. In lieu of a costly upgrade to the existing agenda management software, in which minimal improvements would be realized, a new software solution will be procured through competitive bidding. The new application will be accessible in a web-based format and will increase transparency by being much easier for the public to access.

## Accomplishments

The number of public records requests processed by the City Clerk's department has decreased by approximately forty percent as a result of the on-line



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lookup of building permit activity available to the public.

The process of monitoring, issuing new and renewing existing local business tax receipts ("LBTR") is being strengthened by new IT programming which will give an automatic notice to the LBTR administrator when a business opens or closes a sanitation account. LBTR staff will monitor the database to ensure that new businesses apply for and obtain a valid LBTR.

In March of 2012, a small passport office was established to physically separate the passport function from the City Clerk Department. The passport office is now open and manned for a longer period during normal business days. Longer hours of operation have increased revenues by approximately 20 percent. Seven full time employees of the City Clerk Department are trained passport agents who staff the passport office, each for approximately one to two hours per day. As a result of the extended hours, 2,167 passport applications were processed in 2011-12, up from 1,693 in 2010-11.

The City Commission voted to implement video recording of all advisory board meetings and to have the videos available to the public on the City's website within two business days of the meeting. This new procedure was implemented starting with the Charter School Advisory Board, Board of Adjustment, and Planning and Zoning Board meetings. Starting in March 2013, the remaining Boards were added. Public Services performs the video taping; the tapes are then reformatted by Technology Services Department staff, and uploaded by the City Clerk Department.

## City Clerk Performance Measures

Indicator	2010-11		2011-12		2012-13	2013-14
	Actual	Goal	Actual	Goal	Goal	Goal
<b>Outputs</b>						
"Action Only" Commission minutes prepared for next Commission meeting.	*	*	*	*	*	22
Subpoenas for records processed	116	125	157	130	116	157
Commission agenda books prepared	476	352	563	440	440	563
Local business tax receipts monitored for compliance	7,915	8,000	8,262	8,107	8,000	8,262
Local Business Tax Receipts issued	6,811	7,100	7,150	6,945	7,000	7,150
Local Business Tax Office customers served+	*	*	1,852+	*	2,000	2,000
Public records requests processed	10,674	6,500	3,056	6,000^	5,000	3,056
Passport applications processed	1,693	2,700	2,167	1,725	1,800	2,300
Passport Office customers served+	*	*	2,036+	*	3,000	4,000
Number of documents imaged and microfilmed	112,827	200,000##	124,410	125,000	118,000	150,000
Staff training hours	20	18	16	50	20	16
Garage sale permits issued	1,648	1,500	1,704	1,600	1,600	1,650
Cashiering transactions (in millions)	\$30.0M	\$42.0M	\$30.7M	\$35.0M	\$30.0M	\$30.7M
Cashiering transactions (number)	52,544	67,900	45,155	50,000	53,000	45,155
Agenda packets prepared	745	1,000	884	730	745	884
Number of Board and Committee meetings attended	94	66	98	90	94	98
Abandoned properties registered	592	*	950	*	300	900
City Clerk customers served+	4,898+	6,000+	3,155+	4,500+	1,800	2,000
<b>Effectiveness</b>						
% of passport applications processed within 24 hours of appointment	100%	100%	100%	100%	100%	100%
% of documents accurately imaged	98%	100%	98%	100%	100%	98%
Commission meeting minutes made available on City's website within 2 days after approval	100%	100%	0%	50%	100%	100%
Local business tax receipts available for renewal as required by Statute	100%	100%	100%	100%	100%	100%
Cashiering - daily transactions balanced without overage or shortage	99.9%	100%	99.9%	100%	100%	100%
Local business tax revenue per capita (in constant dollars)	\$19.66	\$20.00	\$20.40	\$21.00	\$19.00	\$21.00
Summary of Board actions submitted within 24 hours	100%	100%	100%	100%	100%	100%
% of minutes of all board meetings transcribed and ready for approval prior to next meeting	100%	100%	100%	100%	100%	100%
<b>Efficiency</b>						
Commission agendas prepared per year per F/T Employee	238	176	282	220	238	282
# of Full-time employees on this task	2	2	2	2	2	2
Average number of pages of Commission minutes transcribed per year per F/T Employee	425	330	428	400	400	428
# of Full-time employees on this task	1	1	1	1	1	1
Public Records requests processed per year per F/T Employee	2,135	1,300	437@	1,200	1,500	450@
# of Full-time employees on this task	5	5	5	5	5	5
Passports processed per day per F/T employee	1.2	2.0	1.5	1.2	2.0	1.5
# of Full-time employees on this task	7	8	7	7	7	7
Cashiering Transactions per year per F/T Employee	34,963	32,000	30,103	33,000	35,333	30,103
# of Full-time employees/contractors on this task	1.5	2.0	1.5	2.0	1.5	1.5

\* New measure - goal and actual unavailable.

\*\* Not expressed in constant dollars.

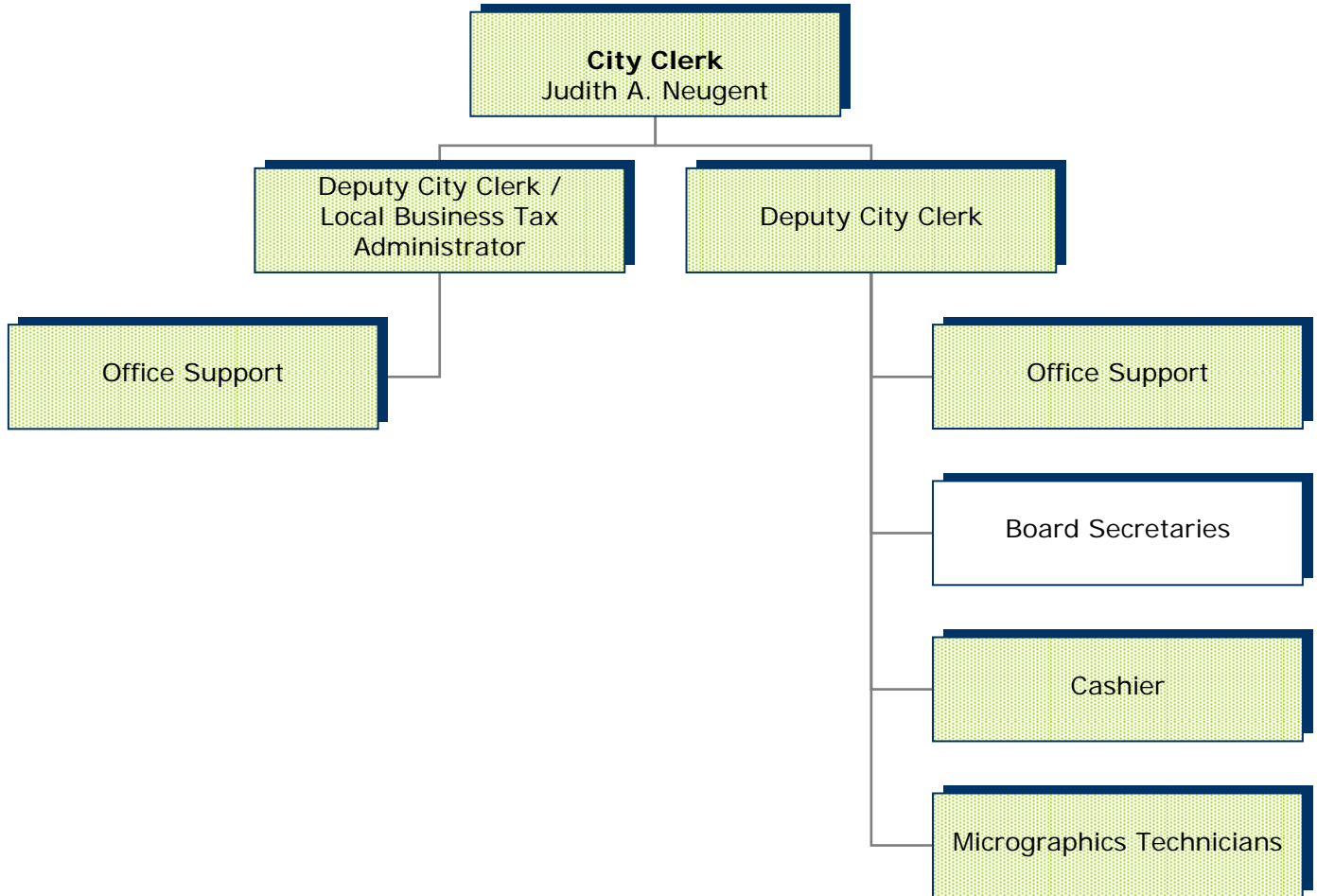
^ Reflects replacement of Blue Frog with WebQA, which reflects separate records requests more accurately.

+ Starting April 2012, separate customer counts are being recorded for the City Clerk, the Local Business Tax Office, and the Passport Office. Prior to that, the numbers were combined.

@ Routine Public Records searches were automated and placed on the website during 2011-12, enabling the public to perform their own searches. This measure is now focused on non-routine searches.

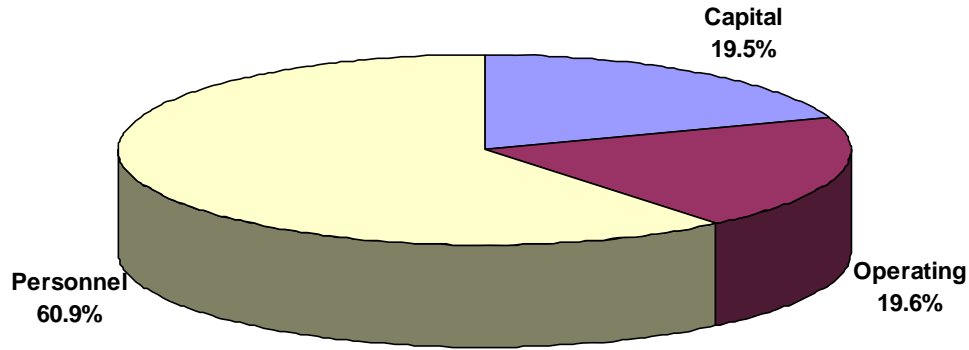
# CITY CLERK

## Organizational Chart



 Shading indicates direct public service provider

### City Clerk - Budget Summary



Expenditure Category	2010-11 Actual	2011-12 Actual	2012-13 Budget	2013-14 Budget
Personnel				
Salary	534,338	532,967	525,391	508,730
Benefits	358,887	301,195	411,939	393,609
<b>Personnel Subtotal</b>	<b>893,225</b>	<b>834,162</b>	<b>937,330</b>	<b>902,339</b>
Operating				
Professional Services	71,260	22,602	41,227	110,000
Other Contractual Services	34,323	44,367	91,168	85,712
Travel Per Diem	67	-	100	100
Rentals and Leases	20,031	23,825	23,000	24,000
Insurance	-	-	480	150
Repair and Maintenance Services	15,312	16,392	45,103	19,775
Printing and Binding	13,395	12,733	16,900	14,000
Other Current Charges and Obligation	16,923	16,748	15,500	17,000
Office Supplies	11,655	12,350	11,200	13,000
Operating Supplies	11,399	10,138	4,976	5,900
Publications and Memberships	459	-	250	150
<b>Operating Subtotal</b>	<b>194,823</b>	<b>159,155</b>	<b>249,904</b>	<b>289,787</b>
Capital				
Machinery and Equipment	-	6,895	-	289,000
<b>Capital Subtotal</b>	<b>-</b>	<b>6,895</b>	<b>-</b>	<b>289,000</b>
<b>Total</b>	<b>1,088,048</b>	<b>1,000,212</b>	<b>1,187,234</b>	<b>1,481,126</b>

### City Clerk - Personnel Summary

Position Title		2010-11 Actual	2011-12 Actual	2012-13 Adopted Budget	2013-14 Budget
12047	City Clerk	1	1	1	1
12285	Micrographic Technician II	1	1	1	1
12525	Administrative Assistant I	1	1	1	1
12620	Cashier II	1	1	1	1
12679	Clerical Spec I	1	1	-	-
12684	Clerical Spec II	3	3	3	3
12775	Deputy City Clerk	1	1	1	1
12782	Deputy City Clerk/Occ Lic Admin	1	1	1	1
13509	Shared - Secretary	2	2	2	2
Total	Full-time	10	10	9	9
	Part-time	2	2	2	2