



## 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; 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 archival of official records.

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

Daily accurate posting and receipting of utility fees and other revenues.

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

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 for the Mayor and the four City Commissioners.

The City Clerk's Department, through the central cashiering system, posts and receipts funds received by the City. The primary function is to provide quick and efficient service to the public with respect to processing transactions, depositing City funds, 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 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.

The Boards and Committees section is designed to enhance the quality of life within the City by incorporating agenda and other accurate information resulting from the action and direction of the extensive variety and scope of the Boards and Committees appointed by the City Commission.

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.

~ CHARTER REVIEW BOARD – Commencing May 2010, the Charter Review Board will be convened every five years, for a one year term, to review the charter of government for the City. Makes



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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 which 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 which 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 which 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 Economic Development and Growth Management in promoting and attracting new industry to the City.

~ LANDSCAPE/TREE ADVISORY COMMITTEE - Promotes the public health, safety, and general welfare by the maintenance of landscaping areas, including off-street vehicular parking. They also serve 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.

~ 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 - Hear and resolve appeals initiated when the building officials have rendered decisions on violations of the Building Code Unsafe Structure Provision.

~ WALTER C. YOUNG RESOURCE CENTER BOARD OF DIRECTORS - Composed of members who are appointed by the City, the Broward County School Board, and the Miramar-Pembroke Pines Regional Chamber of Commerce. This Board has ex-officio members appointed by both the City Commission and the Broward County School Board. The Board oversees the activities at the Resource Center.

~ GREEN CITY ADVISORY BOARD - Established for the express purpose of providing recommendations to the City Commission regarding potential "green" and environmental initiatives for the City of Pembroke Pines.

## Budget Highlights

A referendum election will be held in November of 2010 to put a question to the voters of Pembroke Pines for the addition of a "Commission Auditor" position. The City has been given access to the Broward County ballot for their November election, thereby greatly reducing the costs to be borne by the City of Pembroke Pines.

In January of 2011, in compliance with the City's Charter, the City will hold a stand-alone election to fill a vacancy in the District 4 Commission seat. The election budget, which is part of the City Clerk's budget, covers the cost of poll workers, supervisors, technicians, security, and all other costs associated with contracting with the Supervisor of Elections for a stand-alone City election.

## 2009-10 Accomplishments

The City Clerk's Office conducted a municipal election in March 2010 for the purpose of electing District 1 and District 4 Commissioners to four year terms.

The lease for copy and editing equipment was bid, resulting in award of a contract which will save an estimated \$20,000 per year for the next five years.

The new Citizen Action program for public records requests was implemented, and City departments trained in the use of the program. The new program allows for greater electronic communication with the



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public, and allows for delivery of requested records via email in many instances. The City Clerk's Department receives on average 500 to 600 requests per month.

# City Clerk Performance Measures

Indicator	2007-08		2008-09		2009-10	2010-11
	Actual	Goal	Actual	Goal	Goal	Goal
<b>Outputs</b>						
Commission minutes transcribed and prepared for approval by next Commission meeting	11	24	7	30	27	22
Subpoenas for records processed	126	*	134	125	130	125
Commission agenda books prepared	364	308	595	336	352	352 ^ ^
Local Business Tax Receipts issued	7,399	6,120	7,121	6,500	7,100	7,100
Public records requests processed	4,454	6,500	6,489	6,000	7,000 ^	6,500
Passport applications processed	2,749	3,400	2,743	3,200	2,888	2,700
Number of documents imaged and microfilmed	257,853	270,000	254,762	285,000	295,000	200,000 ##
Staff training hours	30	100	20	22 ~	36	18
Garage sale permits issued	1,747	1,650	1,426	1,600	1,500	1,500
Local business tax receipts monitored for compliance	8,739	7,050	8,584	7,600	8,000	8,000
Cashiering transactions (in millions)	\$54.7M	\$43.6M	\$43.9M	\$46.0M	\$51.0M	\$42.0M
Cashiering transactions (number)	89,463	112,000	67,818	98,000	77,000	67,900
Agenda packets prepared	1,328	1,100	1,007	1,100	950	1,000
Number of Board and Committee meetings held	96	110	66	114	95	66
Customers served at City Clerk window	5,778	*	6,051	5,500	7,900	6,000
<b>Effectiveness</b>						
% routine public requests answered within 48 hours of receipt	80%	95%	97%	100%	100%	100%
% of passport applications processed within 24 hours of appointment	100%	100%	100%	100%	100%	100%
% of documents accurately imaged	97%	100%	98%	98%	100%	100%
Commission meeting minutes made available on City's website within 2 days after approval	100%	100%	100%	100%	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%	99.9%	99.9%	99.9%	100%	100%
Local business tax revenue per capita (in constant dollars)	\$19.09	\$19.00	\$21.88**	\$19.00	\$19.00	\$20.00**
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	182	189	297	189	176	176 ^ ^
# of Fulltime employees on this task	2	2	2	2	2	2
Average number of pages of Commission minutes transcribed per year per F/T Employee	431	350	390	600	400	330 ^ ^
# of Fulltime employees on this task	1	1	1	1	1	1
Public Records requests processed per year per F/T Employee	636	929	1,298	857	1,400	1,300
# of Fulltime employees on this task	7.0	7.0	5.0	7.0	5.0	5.0
Passports processed per day per F/T employee	1.1	1.3	1.6	1.5	1.4	2.0
# of Fulltime employees on this task	10	10	8	10	8	8
Cashiering Transactions per year per F/T Employee	44,732	56,000	33,909	49,000	38,500	32,000
# of Fulltime employees on this task	2	2	2	2	2	2

\* New measure - actual and /or goal unavailable.

\*\* Goals prior to 2010-11 were not expressed in constant dollars.

~ Decrease in training due to budget constraints.

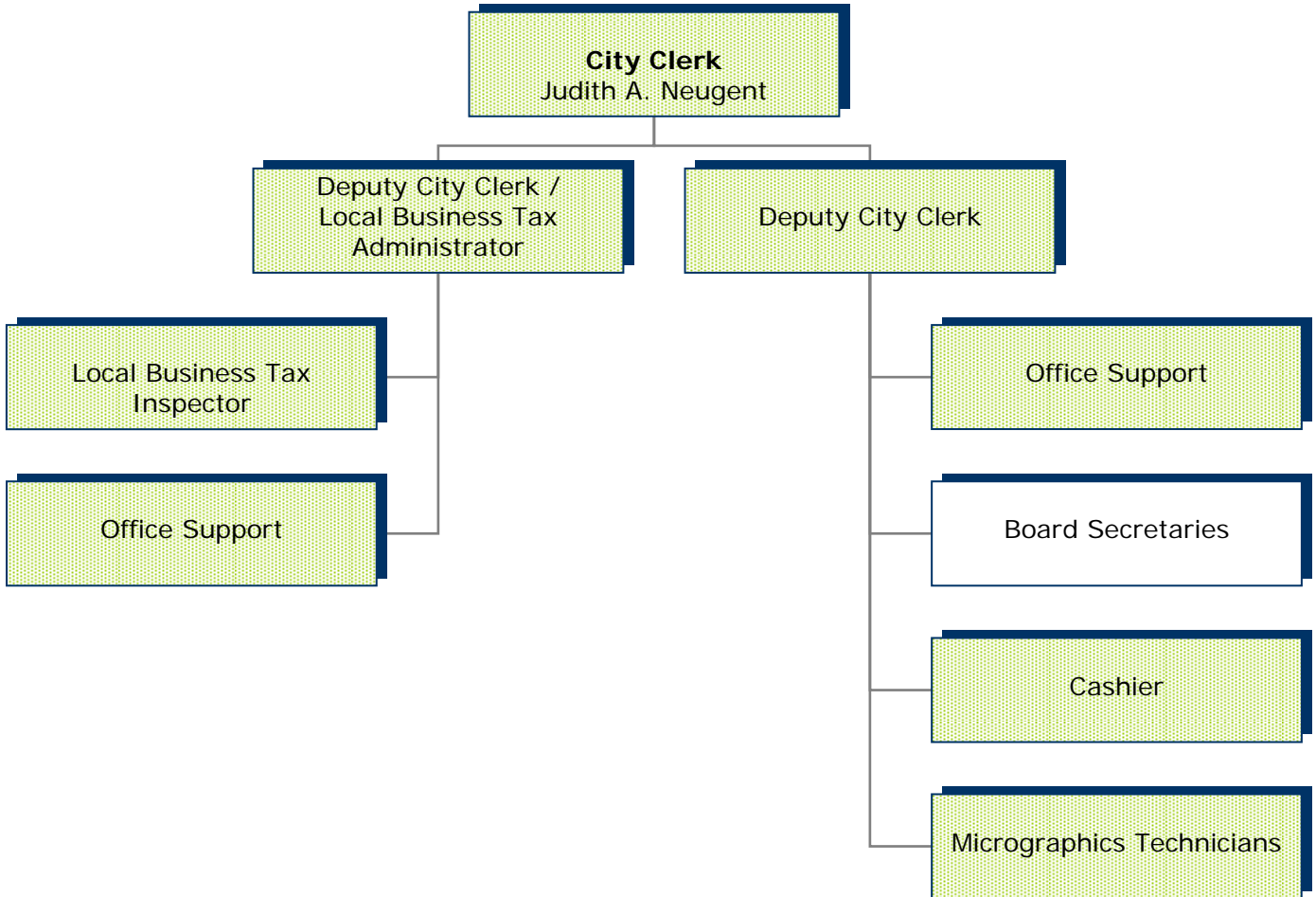
^ Reflects replacement of Blue Frog with WebQA, which reflects separate records requests more accurately.

^ ^ The Goals for Commission agenda books prepared (Outputs); Commission agendas prepared per year per F/T Employee & Average number of pages of Commission minutes transcribed per year per F/T Employee (both Efficiency measures) are based on scheduled Commission meetings. Additional special meetings occurred during 2007-08 and 2008-09.

## The reduced goal for Number of documents imaged and microfilmed reflects the reduction of three (3) FT Employees to one (1) FT Employee in the Micrographics Section.

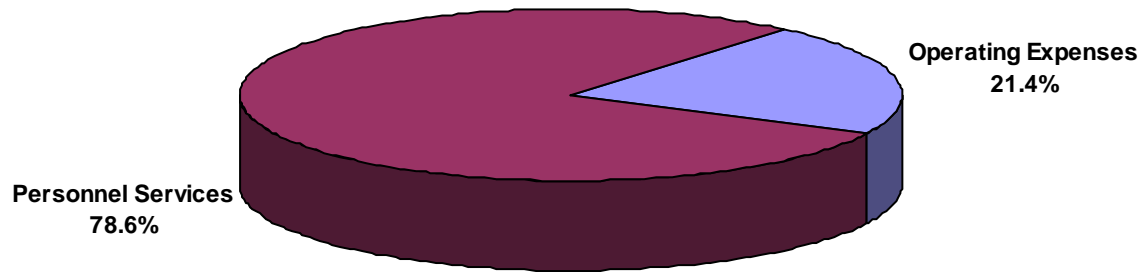
# CITY CLERK

## Organizational Chart



 Shading indicates direct public service provider

## City Clerk - Expenditure Summary



Expenditure Category	2007-08 Actual	2008-09 Actual	2009-10 Budget	2010-11 Budget
Personnel Services				
Salary	600,774	621,363	595,949	555,605
Benefits	368,419	333,960	366,870	317,119
Personnel Services Subtotal	969,193	955,323	962,819	872,724
Operating Expenses				
Professional Services	2,100	-	60,000	111,661
Other Contractual Services	7,359	6,455	6,800	10,038
Travel Per Diem	57	26	200	-
Rentals and Leases	45,735	45,382	42,734	25,000
Insurance	-	-	360	480
Repair and Maintenance Services	15,762	20,313	21,044	24,008
Printing and Binding	12,384	9,751	11,100	11,000
Other Current Charges and Obligatio	30,739	23,811	14,000	24,200
Office Supplies	15,686	15,192	14,000	15,200
Operating Supplies	5,010	3,098	5,447	15,965
Publications and Memberships	487	838	500	600
Operating Expenses Subtotal	135,318	124,865	176,185	238,152
<b>Total</b>	<b>1,104,511</b>	<b>1,080,189</b>	<b>1,139,004</b>	<b>1,110,876</b>

### City Clerk - Personnel Summary

Position Title		2007-08 Actual	2008-09 Actual	2009-10 Budget	2010-11 Budget
12047	City Clerk	1	1	1	1
12284	Micrographic Technician I	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	1	1
12684	Clerical Spec II	4	4	3	3
12775	Deputy City Clerk	1	1	1	1
12782	Deputy City Clerk/Occ Lic Admin	1	1	1	1
13494	P/T Occupational License Inspector	1	1	-	-
13509	Shared - Secretary	2	2	2	2
13681	P/T Clerk Spec II	-	-	-	-
Total	Full-time	12	12	10	10
	Part-time	3	3	2	2