



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 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 for the Mayor and the four City Commissioners.

The City Clerk's Department, through the central cashing 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.

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.

~ 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



City Clerk

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 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. 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.

~ 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.

~ 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

The 2010 Charter Review Board is currently convened and may recommend to Commission proposed changes to the City Charter. Changes to the Charter must be voted on by the electorate. Accordingly, the City Clerk's budget has provided for such an election.

In 2012, the City must hold a general municipal election for the purpose of electing the Mayor and District 2 and District 3 Commissioners for four-year terms. It is anticipated that the election will be held concurrently with the County election. The Clerk's office has budgeted accordingly.

The City utilizes the "Legistar" automated agenda processing system. Legistar was originally purchased in 2003 and upgrades have been minimal. Funds have been appropriated for an upgrade that will update the current software by three versions. The newest version will be web-based, will facilitate preparation and maintenance of the Commission agendas, and will utilize the host server to store data.

2010-11 Accomplishments

In November of 2010, a referendum election was held, putting a question to the voters of Pembroke Pines for the addition of a "Commission Auditor" position. The City's cost for placing an item on the Broward County Supervisor of Elections' ballot was



City Clerk

approximately \$22,000. A voter turnout of 34% passed the referendum.

In January of 2011, the City of Pembroke Pines held a Special Stand-Alone Election to fill a vacancy in the District 4 Commission seat. The cost of the Election was approximately \$50,000. The City is responsible for the cost of poll workers, supervisors, technicians, security and all other costs associated with contracting with the Supervisor of Elections for a stand-alone election. Approximately seven percent (7%) of the registered voters in District 4 participated.

Completed the tracking of all Anzio based plans/jobs located in the second floor storage area. With the plans successfully tracked, the response time to public records requests is greatly shortened.

With the assistance of the Information Technology Department, began the upgrade of the FileNet system, the City's electronic records storage system. This system contains approximately 350,000 of the City's short and long term retention records. The upgrade will provide easier system access for the entire City, as well as facilitate the workflow of the storage and retrieval of City records.

The City Clerk's Office served, on average, 25 to 35 customers per day at City Hall, including processing an average of 11 passport applications per day. The Clerk's office also received and processed an average of 894 public records requests per month. Central Cashiering made approximately 200 cashiering transactions per day.

The Local Business Tax Receipts Division monitored a total of 7,866 businesses for compliance with the Local Business Tax licensing requirements and distributed 5,185 renewal notices for the 2011-2012 fiscal year.

At virtually no cost to the City, a new storage area was created to house residential and commercial building plans. The newly created area allows for orderly housing of the documents. Staff from the City Clerk's Department were cross-trained and utilized to begin tracking the location of stored plans into the Anzio system to facilitate timely response time to records requests.

City Clerk Performance Measures

Indicator	2008-09		2009-10		2010-11	2011-12
	Actual	Goal	Actual	Goal	Goal	Goal
Outputs						
Commission minutes transcribed and prepared for approval by next Commission meeting	7	30	3	27	22	22
Subpoenas for records processed	134	125	129	130	125	130
Commission agenda books prepared	595 ^{^^}	336	440	352	352	440
Local business tax receipts monitored for compliance	8,584	7,600	8,107	8,000	8,000	8,107
Local Business Tax Receipts issued	7,121	6,500	6,945 ^{##}	7,100	7,100	6,945
Public records requests processed	6,489	6,000	8,972 [^]	7,000 [^]	6,500	6,000 [^]
Passport applications processed	2,743	3,200	1,712	2,888	2,700	1,725
Number of documents imaged and microfilmed	254,762	285,000	108,824	295,000	200,000 ^{##}	125,000
Staff training hours	20	22	48	36	18	50
Garage sale permits issued	1,426	1,600	1,553	1,500	1,500	1,600
Cashiering transactions (in millions)	\$43.9M	\$46.0M	\$34.5M	\$51.0M	\$42.0M	\$35.0M
Cashiering transactions (number)	67,818	98,000	49,155	77,000	67,900	50,000
Agenda packets prepared	1,007	1,100	730	950	1,000	730
Number of Board and Committee meetings held	66	114	101	95	66	90
Customers served at City Clerk window	6,051	5,500	4,519	7,900	6,000	4,500
Effectiveness						
Average number of days to complete routine public requests.	1.8	*	5.3*	*	*	4.0
% of passport applications processed within 24 hours of appointment	100%	100%	100%	100%	100%	100%
% of documents accurately imaged	98%	98%	98%	100%	100%	100%
Commission meeting minutes made available on City's website within 2 days after approval	100%	100%	100%	100%	100%	50%
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%	100%	100%	100%
Local business tax revenue per capita (in constant dollars)	\$21.67	\$19.00 ^{**}	\$21.19	\$19.00 ^{**}	\$20.00	\$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%
Efficiency						
Commission agendas prepared per year per F/T Employee	297 ^{^^}	189	220	176	176	220
# 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	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	1,298	857	1,795	1,400	1,300	1,200
# of Fulltime employees on this task	5.0	7.0	5.0	5.0	5.0	5.0
Passports processed per day per F/T employee	1.6	1.5	1.2	1.4	2.0	1.2
# of Fulltime employees on this task	8	10	7	8	8	7
Cashiering Transactions per year per F/T Employee	33,909	49,000	32,770	38,500	32,000	33,000
# of Fulltime employees/contractors on this task	2.0	2	2.0	2.0	2.0	2.0

* New measure - goal unavailable; added note: the 2009-10 increase was due to the combination of a 38% increase in records requests and a 20% reduction in personnel.

** Not expressed in constant dollars.

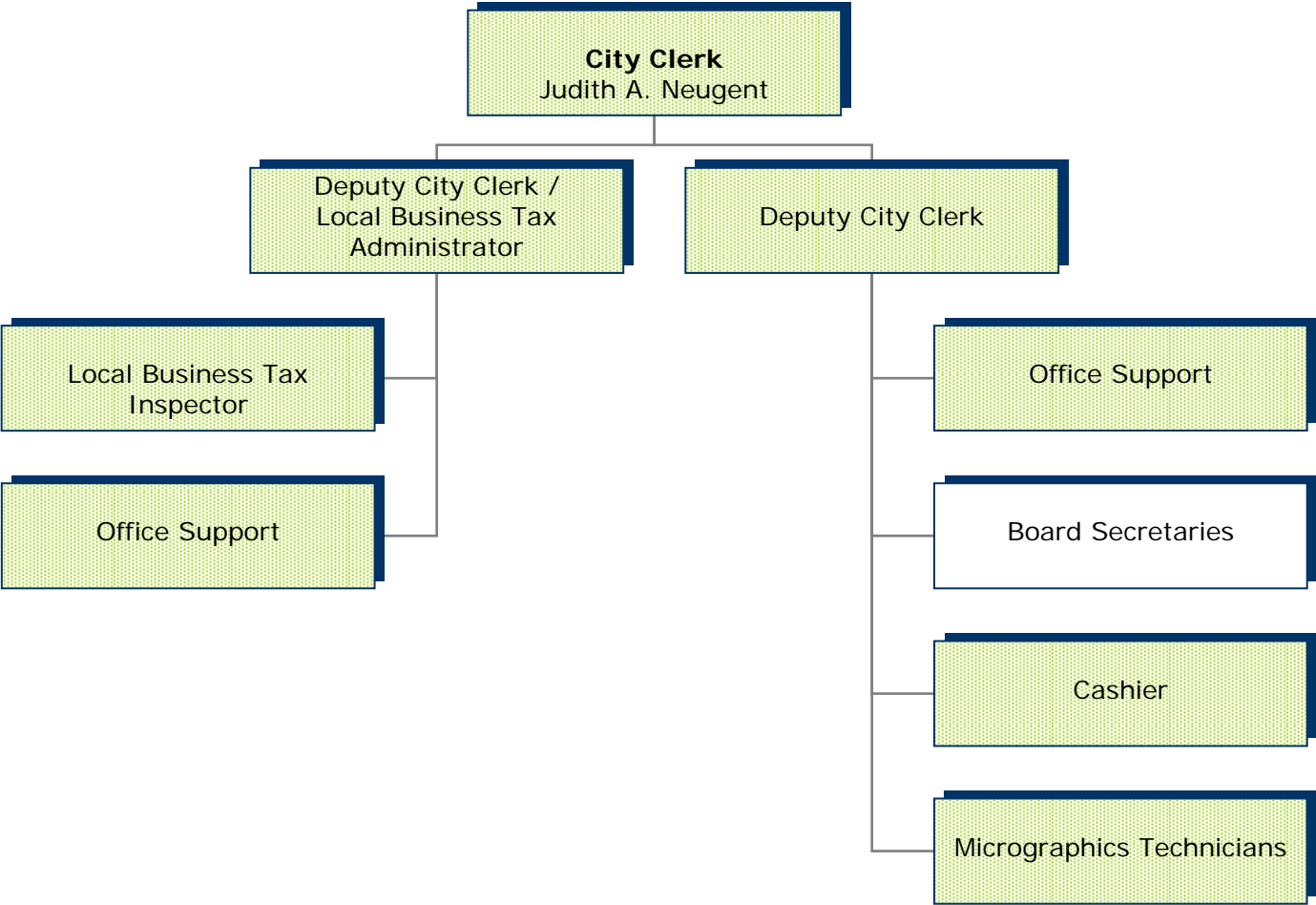
[^] Reflects replacement of Blue Frog with WebQA, which reflects separate records requests more accurately.

^{^^} "Commission agenda books prepared" (Outputs) and "Commission agendas prepared per year per F/T employee" (Efficiency) reflect additional special meetings that occurred during 2008-09.

^{##} The reduced goal for "Number of documents imaged and microfilmed" reflects the reduction of from three (3) FT employees to one (1) FT employee in the Micrographics Section.

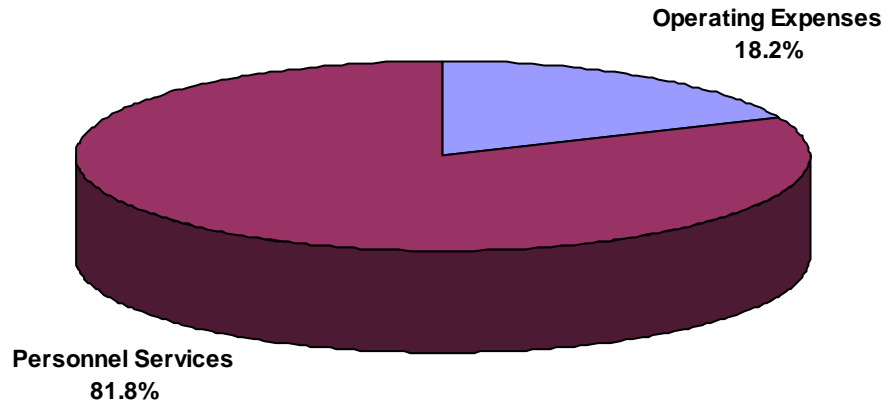
CITY CLERK

Organizational Chart



 Shading indicates direct public service provider

City Clerk - Budget Summary



Expenditure Category	2008-09 Actual	2009-10 Actual	2010-11 Budget	2011-12 Budget
Personnel Services				
Salary	621,363	600,976	550,144	625,457
Benefits	333,960	360,335	344,241	380,113
Personnel Services Subtotal	955,323	961,310	894,385	1,005,570
Operating Expenses				
Professional Services	-	131,311	85,922	46,000
Other Contractual Services	6,455	9,446	28,607	43,600
Travel Per Diem	26	-	-	-
Rentals and Leases	45,382	21,103	25,000	22,300
Insurance	-	145	480	360
Repair and Maintenance Services	20,313	18,097	24,008	50,101
Printing and Binding	9,751	8,406	11,440	9,800
Other Current Charges and Obligation	23,811	12,327	23,760	17,500
Office Supplies	15,192	13,133	15,200	15,000
Operating Supplies	3,098	3,303	15,965	18,955
Publications and Memberships	838	420	600	400
Operating Expenses Subtotal	124,865	217,692	230,982	224,016
Total	1,080,189	1,179,003	1,125,367	1,229,586

City Clerk - Personnel Summary

Position Title		2008-09 Actual	2009-10 Actual	2010-11 Budget	2011-12 Budget
12047	City Clerk	1	1	1	1
12284	Micrographic Technician I	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	3	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	-	-	-
13509	Shared - Secretary	2	2	2	2
Total	Full-time	12	10	10	10
	Part-time	3	2	2	2