



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 archiving 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 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.

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 convenes 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 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.

Budget Highlights

As a cost saving and efficiency measure, City microfilmed records will be converted to electronic format. The goal is to eliminate the need to replace expensive microfilm reading and scanning equipment in the future. Also, it is a more expedient and economical way to locate and provide information in response to records requests.

Commission will consider the recommendations of the 2010 Charter Review Board, and it is intended to put charter change questions to the electorate on an upcoming county-wide election.

A planned upgrade to the existing agenda production software has been delayed. The current software was installed in 1994. The City Clerk will work with the Information Technology Director to determine if a more economical and efficient product should be considered in lieu of an upgrade to the existing one.

The position for a part-time local business tax ("LBTR") inspector, which has been vacant for 2 years, has been eliminated from the budget. For the last several years, as a cost saving measure, the Fire Department has included the LBTR inspection as part of its semiannual business occupancy inspection.

Accomplishments

The City Clerk's Office has been an authorized Passport Acceptance Facility since November of 1999. In March of 2012, a small renovation was done to create a physical separation between the passport office and the City Clerk's office. The division of traditional City Clerk functions from the optional passport service has resulted in a work area more conducive to the traditional functions, more control over the passport traffic, and greater privacy for our passport customers.

In December of 2011, as a result of collaboration between the City Clerk's Office and the Information Technology Department, the City's building permit history search was made available on the City's website in an extremely user-friendly format. Prior to that, City Clerk staff was processing an average of



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400 to 500 permit-history searches per month. This move has made the information instantly available to the public.

As of January 2, 2012, Broward municipalities were required to register lobbyists and keep contact logs to record visits between certain City officials and lobbyists, all in connection with the Ethics Ordinance adopted by Broward County. The Information Technology Department, working with the City Clerk, has created programming that allowed online lobbyist registration starting in April, 2012. In addition, other documents that officials are required to file, such as Statement of Financial Interest and lobbyist contact logs, will be in searchable format on the City's website.

In fiscal year 2010-11, staff processed 10,674 public records requests. However, that number is expected to be reduced in coming budget years due to the implementation of customer look-up of permit history searches now available on the City's website. In addition, staff processed and issued 6,811 local business tax receipts (formerly known as occupational licenses), scanned 112,827 documents, and processed 52,544 cashiering transactions at City Hall.

City Clerk Performance Measures

Indicator	2009-10		2010-11		2011-12	2012-13
	Actual	Goal	Actual	Goal	Goal	Goal
Outputs						
Commission minutes transcribed and prepared for approval by next Commission meeting	3	27	0	22	22	22
Subpoenas for records processed	129	130	116	125	130	116
Commission agenda books prepared	440	352	476	352	440	440
Local business tax receipts monitored for compliance	8,107	8,000	7,915	8,000	8,107	8,000
Local Business Tax Receipts issued	6,945##	7,100	6,811	7,100	6,945	7,000
Public records requests processed	8,972^	7,000^	10,674	6,500	6,000^	5,000
Passport applications processed	1,712	2,888	1,693	2,700	1,725	1,800
Number of documents imaged and microfilmed	108,824	295,000	112,827	200,000##	125,000	118,000
Staff training hours	48	36	20	18	50	20
Garage sale permits issued	1,553	1,500	1,648	1,500	1,600	1,600
Cashiering transactions (in millions)	\$34.5M	\$51.0M	\$30.0M	\$42.0M	\$35.0M	\$30.0M
Cashiering transactions (number)	49,155	77,000	52,544	67,900	50,000	53,000
Agenda packets prepared	730	950	745	1,000	730	745
Number of Board and Committee meetings held	101	95	94	66	90	94
Abandoned properties registered	795	*	592	*	*	300
City Clerk customers served+	4,519+	7,900+	4,898+	6,000+	4,500+	1,800
Local Business Tax Office customers served+	*	*	*	*	*	2,000
Passport Office customers served+	*	*	*	*	*	3,000
Effectiveness						
Average number of days to complete routine public requests.	5.3	*	6.1	*	4.0	5.0
% of passport applications processed within 24 hours of appointment	100%	100%	100%	100%	100%	100%
% of documents accurately imaged	98%	100%	98%	100%	100%	100%
Commission meeting minutes made available on City's website within 2 days after approval	100%	100%	100%	100%	50%	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)	\$21.19	\$19.00**	\$19.66	\$20.00	\$21.00	\$19.00
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	220	176	238	176	220	238
# 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	442	400	425	330	400	400
# of Full-time employees on this task	1	1	1	1	1	1
Public Records requests processed per year per F/T Employee	1,795	1,400	2,135	1,300	1,200	1,500
# of Full-time employees on this task	5	5	5	5	5	5
Passports processed per day per F/T employee	1.2	1.4	1.2	2.0	1.2	2.0
# of Full-time employees on this task	7	8	7	8	7	7
Cashiering Transactions per year per F/T Employee	32,770	38,500	34,963	32,000	33,000	35,333
# of Full-time employees/contractors on this task	2.0	2.0	1.5	2.0	2.0	1.5

* New measure - goal and actual unavailable.

** Not expressed in constant dollars.

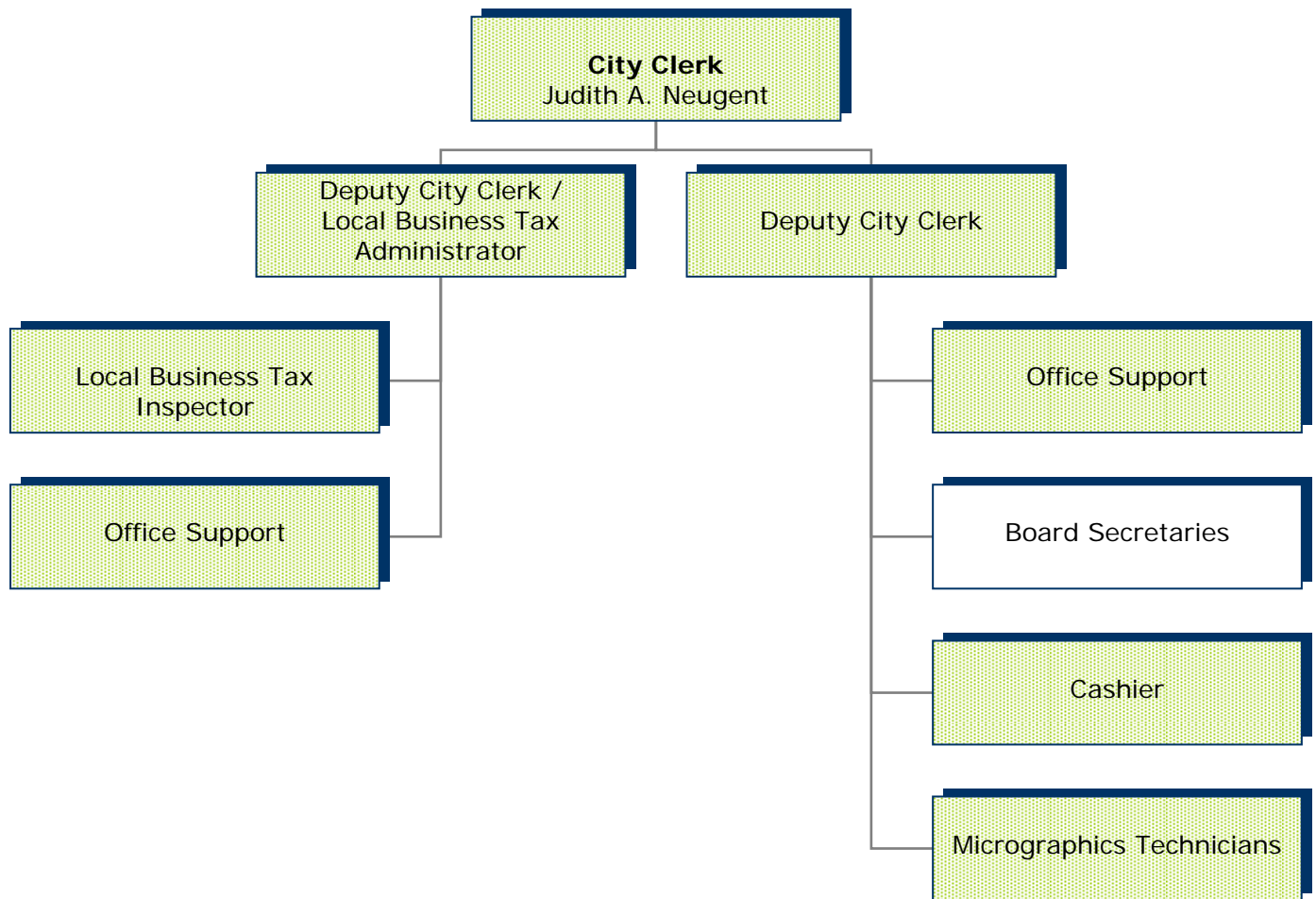
^ Reflects replacement of Blue Frog with WebQA, which reflects separate records requests more accurately.

+ 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.

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.

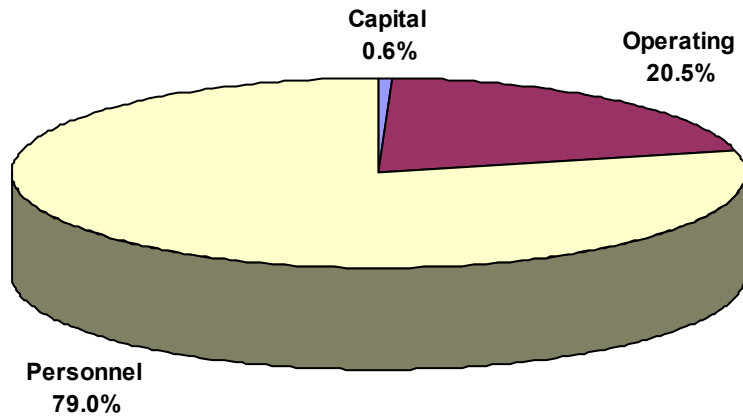
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Organizational Chart



 Shading indicates direct public service provider

City Clerk - Budget Summary



Expenditure Category	2009-10 Actual	2010-11 Actual	2011-12 Budget	2012-13 Budget
Personnel				
Salary	600,976	534,338	625,457	525,391
Benefits	360,335	358,887	361,329	411,939
Personnel Subtotal	961,310	893,225	986,786	937,330
Operating				
Professional Services	131,311	71,260	46,000	25,000
Other Contractual Services	9,446	34,323	43,600	87,168
Travel Per Diem	-	67	-	200
Rentals and Leases	21,103	20,031	22,300	23,000
Insurance	145	-	360	480
Repair and Maintenance Services	18,097	15,312	42,364	50,201
Printing and Binding	8,406	13,395	11,800	13,400
Other Current Charges and Obligation	12,327	16,923	15,500	17,500
Office Supplies	13,133	11,655	15,000	13,000
Operating Supplies	3,303	11,399	19,792	12,955
Publications and Memberships	420	459	400	-
Operating Subtotal	217,692	194,823	217,116	242,904
Capital				
Machinery and Equipment	-	-	6,900	7,000
Capital Subtotal	-	-	6,900	7,000
Total	1,179,003	1,088,048	1,210,802	1,187,234

City Clerk - Personnel Summary

Position Title		2009-10 Actual	2010-11 Actual	2011-12 Adopted Budget	2012-13 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	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	10	9
	Part-time	2	2	2	2