

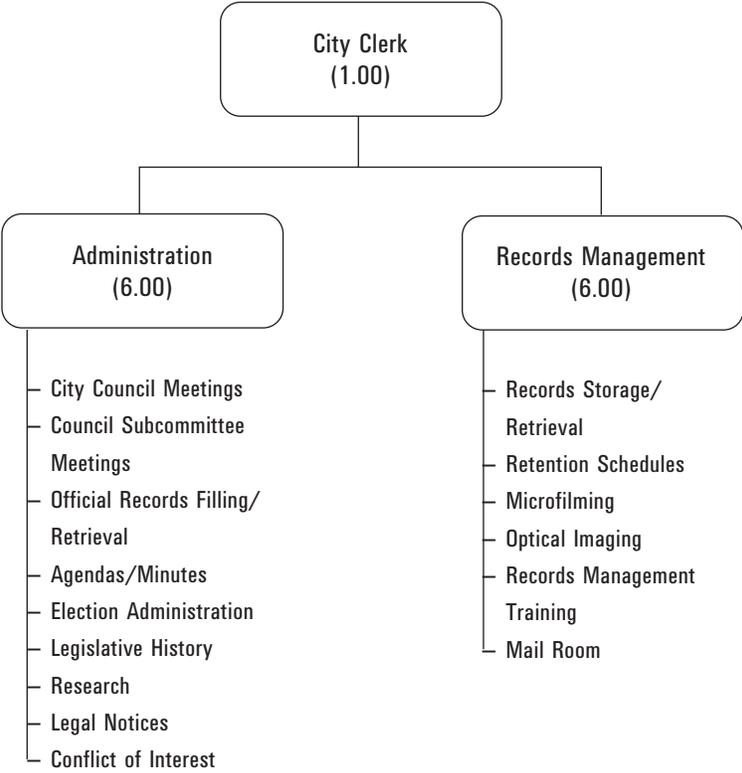


CITY CLERK



*Interior
Allendale Branch Library*

CITY OF PASADENA
CITY CLERK



MISSION STATEMENT

To ensure the City's elections and legislative processes are open and public by providing a link between citizens and government through the dissemination of information; and to ensure the preservation and integrity of official records that are stored and maintained for legal and business purposes.

PROGRAM DESCRIPTION

The City Clerk's Department is responsible for the preparation and distribution of City Council agendas and minutes; maintaining accurate records and the legislative history of City Council actions; ensuring the safe keeping and storage of the City's official records and archives; enabling and assisting with record retrieval and legislative research for City departments and the public; administering centralized processing of all legal notices; administering and maintaining filings of campaign finance and economic interest statements, and ticket reporting; administering local elections for the City Council and Pasadena Unified School District's Board of Education; overseeing the City's centralized Records Management Program and the City's electronic imaging and archival system; and providing mail services to all City departments.

DEPARTMENTAL RELATIONSHIP TO CITY COUNCIL GOALS

Maintain Fiscal Responsibility and Stability while Promoting Transparency and Public Participation:

The City Clerk Department, in support of "creating a more effective, cost-efficient government," will continue to convert documents/records into electronic files to store in the citywide virtual record center. This provides for faster and more efficient retrieval of records and research information in an electronic format. The Department will continue to concentrate on promoting greater use of imaging and electronic storage of records by providing technical assistance and support to City departments. Continued utilization of the City Clerk's webpage will support the goal of promoting transparency and public participation. Weekly City Council meeting agendas, accompanying agenda reports, and

recaps and minutes of City Council meetings are provided on the Internet allowing for greater accessibility for the public, media, and City departments to the business of the City. Election related materials and information are posted on the City Clerk's webpage in English, Spanish, Chinese and Korean, in compliance with the Federal Voting Rights Act, to increase accessibility to important election information for voters in the City and Pasadena Unified School District.

FISCAL YEAR 2014 ACCOMPLISHMENTS

During FY 2014, the Official Records Division provided staff support for City Council regular, special, and joint meetings, and four Council standing communities; completed an employee election for one open seat on the Deferred Compensation Oversight Committee; continued ongoing scanning efforts to convert legislative subject files, resolutions, contracts, and ordinances into electronic format; processed documentation related to recall and initiative petitions; completed the recruitment and hiring of a Sr. Assistant City Clerk to fill a vacancy due to retirement and is currently engaged in a promotional process to under-fill the vacant Assistant City Clerk position with a Deputy City Clerk position; augmented the assistive listening system in the Council Chamber with additional and new hearing devices, signage, and information to address issues raised by the hearing loss community; provided oversight for the technology in the Council Chamber; prepared and presented for City Council consideration an update to the City Council's policies and rules governing meetings, proceedings, and business; and provided legislative research services to City departments and the public.

The Records Management Division converted to digital format, imported, and archived over 1,200 Workers Compensation Files, 400 Building Plans, 800 Benefit Files, 1500 Rebate Forms, while continuing to import more than 6,000 permits and occupancy inspection reports into the Citywide Imaging System (Questys). These record conversions from paper to digital format and the regular destruction of records (having met their retention

requirements) resulted in a net reduction of the physical Records Center holdings by 500 cartons, and averted 700 cubic feet of storage being sent to the Center, reducing the off-site storage holdings by one full room. It is anticipated that in the coming fiscal year, the off-site storage facility will be reduced further by another storage room, providing cost savings for off-site rental space.

The Records Manager and City Clerk are currently working in conjunction with the Department of Information and Technology, as well as the Water and Power and Planning Departments, to update the current Enterprise Content Management System, with a Request for Proposals circulated in second quarter of the 2014 Fiscal Year. Staff is currently evaluating the finalists of the eight responses received in response to the RFP.

The City Clerk's Department continues to support the MASH program, utilizing MASH workers for basic to moderate Mailroom and Record Management duties. This strategy has been effective in offsetting staffing reductions that occurred in previous years, and allowing the Department to meet performance measures and work program requirements in a cost effective manner. Mail Services has also been able to identify a MASH employee that has excelled in Mailroom and has hired this person as a permanent Staff Assistant I to fill a long-time vacancy. The Records Center has continued to maintain support for the Questys imaging system, while at the same time expanding the scope and use of the program to include increased storage capacity. The Mailroom successfully implemented a cloud based Online Certified Mail Software application that provides for better service, online tracking at no additional cost to the City.

FISCAL YEAR 2015 ADOPTED BUDGET

General Fund:

- Fiscal Year 2015 will be an election year which results in significant year-over-year increases in appropriations and assuming there will be City-wide Mayoral primary and runoff

elections. Actual expenditures may vary based on the number of candidates and number of races resulting in a runoff.

- Personnel costs are increasing \$104,628 as a result of election related personnel expenses (\$105,000) and increases in benefit and burden rates (Workers Compensation allocation - \$16,344; and PERS - \$11,632). These increases are partially offset by minor decreases in various non-salary personnel accounts totaling \$13,519.
- Services and Supplies costs are increasing \$462,856. These increases are also driven by anticipated election year related expenditures. The largest increase is in Other Contract Services (\$377,556) for election consultant support, language translation, etc. The election consultant provides City Clerk with technical election advice and support, and is also responsible for the production and distribution of sample ballots, election ballots, and polling place materials. Election related legal advertising (\$15,000) and postage costs (\$67,000) are also anticipated to increase over FY 2014.
- Internal Services costs are increasing \$52,397. The components of this increase include DoIT chargebacks (\$31,958), Building Maintenance chargebacks (\$10,939), and election related increases to Printing Services (\$7,000). Additionally, \$1,500 has been added for miscellaneous minor tenant improvements provided by Building Services.

Mail Services Fund:

- Personnel costs have decreased slightly FY 2014. Workers' Compensation allocation (\$5,285) accounts for the largest year-over-year cost increase. There are additional relatively minor increases in PERS (\$957) and dental benefit cost (\$213). The noted personnel cost increases are offset by reductions in Salaries (\$7,648), Medical Benefits (\$5,032), General Liability allocation (\$1,542) and miscellaneous personnel benefit accounts (\$136).

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- Services and Supplies costs are decreasing \$5,432. This is the result of an increase in Contract Services for Priority Mailing (\$4,493) offset by a \$9,925 reduction that corrects a FY 2014 budget error.
- Internal Services costs are increasing \$5,240 as a result of an \$8,762 increase Building and Fleet Maintenance chargebacks offset by a decrease in DoIT chargebacks (\$3,665).

Personnel:

The FY 2015 Adopted Budget for the City Clerk's Department includes 13.00 FTEs and 2.00 MASH FTEs. Several positions will be reclassified with budget savings to be used to fund the two MASH positions. The Assistant City Clerk position will be under-filled and reclassified with a Deputy City Clerk position. This is the one position that will be requested to revert back to the original classification level of Assistant City Clerk at the appropriate time

when the Deputy City Clerk has gained enough experience and can handle higher level and more complicated job functions. The Secretary (c) position in the Official Records Division will be reclassified as a Staff Assistant III (c) position on a permanent basis. The Technical Specialist (c) position in the Records Management Division will be reclassified to a Staff Assistant III (c) position on a permanent basis. The Staff Assistant III (c) position in the Mail Services Fund will be reclassified to a Staff Assistant II position on a permanent basis.

FUTURE OUTLOOK

The City Clerk's Department will continue to pursue opportunities which will enhance the Department's ability to provide accurate and timely information to the City Council, City Manager, all City departments, and the general public.

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SUMMARY OF APPROPRIATIONS BY EXPENDITURE CATEGORY (\$000)

Expenditure Category	FY2012 Actual	FY2013 Actual	FY2014 Adopted	FY2014 Revised	FY2015 Adopted
Personnel	\$1,275	\$1,191	\$1,315	\$1,315	\$1,412
Services & Supplies	298	592	415	415	873
Equipment	0	0	6	6	6
Internal Service Charges	449	509	489	489	546
Principal & Interest	0	0	6	6	0
Other Expenses	4	4	12	12	5
City Clerk Total	\$2,026	\$2,296	\$2,243	\$2,243	\$2,842

SUMMARY OF APPROPRIATIONS BY DIVISION (\$000)

Division	FY2012 Actual	FY2013 Actual	FY2014 Adopted	FY2014 Revised	FY2015 Adopted
Official Records-Administration	\$1,163	\$1,023	\$1,085	\$1,085	\$1,104
Records Management	474	497	475	475	506
Elections	10	475	194	194	764
Mail Services	379	301	489	489	468
City Clerk Total	\$2,026	\$2,296	\$2,243	\$2,243	\$2,842

SUMMARY OF APPROPRIATIONS BY FUND (\$000)

Fund	FY2012 Actual	FY2013 Actual	FY2014 Adopted	FY2014 Revised	FY2015 Adopted
101-General Fund	\$1,647	\$1,996	\$1,754	\$1,754	\$2,374
509-Mail Services Fund	379	300	489	489	468
City Clerk Total	\$2,026	\$2,296	\$2,243	\$2,243	\$2,842

SUMMARY OF FTES BY DIVISION

Division	FY2012 Actual	FY2013 Actual	FY2014 Adopted	FY2014 Revised	FY2015 Adopted
Official Records-Administration	7.00	7.00	7.00	7.00	7.00
Records Management	3.00	3.00	3.00	3.00	3.00
Mail Services	3.00	3.00	3.00	3.00	3.00
City Clerk Total	13.00	13.00	13.00	13.00	13.00

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PERFORMANCE MEASURES	FY 2013 Actual	FY 2014 Target	FY 2014 Mid-Yr Actual	FY 2015 Target
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DIVISIONS: CITY CLERK/ OFFICIAL RECORDS / ELECTIONS / RECORDS MANAGEMENT

Council Goal: Support the City's core value of responsiveness to the public and are central to the work of the City Clerk's Office in providing administrative support to the City Council.

Objective: Ensure the City's legislative processes are open and public by providing a link between citizens and government through access and dissemination of information

1.	Recap of Council/Successor Agency meeting actions available on the Internet by 5:30 p.m. one day following each Council meeting.	100%	100%	100%	100%
2.	Council/Successor Agency minutes submitted for approval within 2 weeks of each meeting or the next scheduled meeting.	41%	67%	15%	100%
3.	Council/Successor Agency minutes posted on the Internet within 3 days of approval.	100%	100%	100%	100%

Notes: The noticeable delay in minute preparation for City Council and Successor Agency meetings was attributable to the departure (retirement) of the primary preparer of minutes, as well as the 2013 election cycle and training of new employees in the preparation of minutes. Staff worked diligently to clear a six month back-log and was able to return to minute submittal performance standards starting in the second quarter of the current fiscal year. It should be noted that staff submitted for approval 38 weeks of minutes for City Council consideration in the 1st and 2nd Quarters of FY 2014. It is anticipated that for the remainder of the fiscal year, minutes will be timely submitted to the City Council for review and approval, which should increase the approval percentage from 15% to 67%.

Council Goal: Support the City's core values of responsiveness to the public and open, clear and frequent communication to maintain connectivity with constituents during Pasadena and PUSD elections.

Objective: Ensure Pasadena Voters have access to information regarding ballot issues and candidates for Mayor, City Council, and School District Board of Education elections.

1.	Post or make public election information (seats up for election, nomination filing period, etc.) one year in advance of future election.	N/A	YES	N/A	N/A
2.	Post or make public list of qualified candidates and measures within 1 week of qualification.	N/A	N/A	N/A	100%
3.	Post or make public semi-official election results next day following election, and final results 1 day after conclusion of official canvass.	N/A	N/A	N/A	100%
4.	Post or make public campaign finance information within 1 day of filing of statements.	100%	100%	100%	100%
5.	Sample ballots mailed prior to 21 days before election.	N/A	N/A	N/A	100%

Notes: Performance Measure 1 - Election information is posted every other year, one year prior to the regular election. Information for the upcoming 2015 election cycle will be posted in the 3rd Quarter of the current fiscal year. Performance Measure 2 - No information to post at this time. Performance Measure 3 - No information to post at this time. Performance Measure 4 - 175 Campaign Statements were posted or made public within one day of filing. Performance Measure 5 - Sample ballot pamphlets are mailed prior to the March election in the 3rd quarter and the April election in the 4th quarter.

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PERFORMANCE MEASURES	FY 2013 Actual	FY 2014 Target	FY 2014 Mid- Yr Actual	FY 2015 Target
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Council Goal: Support the City’s core values of accountability and excellence in service by providing quality service for Records Management and Mail Services

Objective: City business records will be stored in the Records Management Center for easy access, ensuring their preservation and integrity; Mail delivery will be prompt and accurate.

1.	Timeliness of requested records received within 24 hours of request.	99%	100%	97%	100%
2.	Satisfaction survey results for services provided by Records Management staff.	90%	N/A	N/A	100%
3.	Satisfaction survey results for services provided by Mail Services staff.	95%	N/A	N/A	100%

Notes: Performance Measure 1 – In FY 2014, for the mid-year actual, staff responded to 191 out of 196 requests for records within the prescribed performance standard of 24 hours. Satisfaction surveys for Records Management occur in the 3rd Quarter of each fiscal year. Satisfaction surveys for Mail Services occur in the 4th Quarter of each fiscal year.