



**Department Name:** City Clerk/Central Services

**Fiscal Year:** 2012/13

**Date Prepared/Updated:** 02/15/2012

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### **Department Mission/Purpose Statement**

“We are dedicated to performing as the secretary and custodian of the City Seal, compiling official City Commission and Redevelopment Agency agendas and minutes, providing quality print, copy and mail services and serving as facilitator in providing public records and information expeditiously to the City Commission, the public, City staff and other governmental agencies.”

### **Department Description**

The Office of the City Clerk is dedicated to providing a high level of customer services in a professional and courteous manner, making public information easily accessible using the latest technology, and making the experience a satisfying one. The Office of the City Clerk’s responsibilities are shown in the attached Table of Organization.

Central Services is dedicated to providing a high level of internal customer services in a professional and courteous manner while performing the following tasks: Sorting, processing and distributing U.S. mail and interoffice mail, delivery services, printing, copying and binding services.

### **Initiatives currently in progress:**

- Working on the conversion of the current Special Master System (Permit/Plus) to The Enterprise Building Development Service System (EBDSS) by ACCELA Inc.
- Working with Miami-Dade County Elections to allow for electronic submission of election campaign reports.

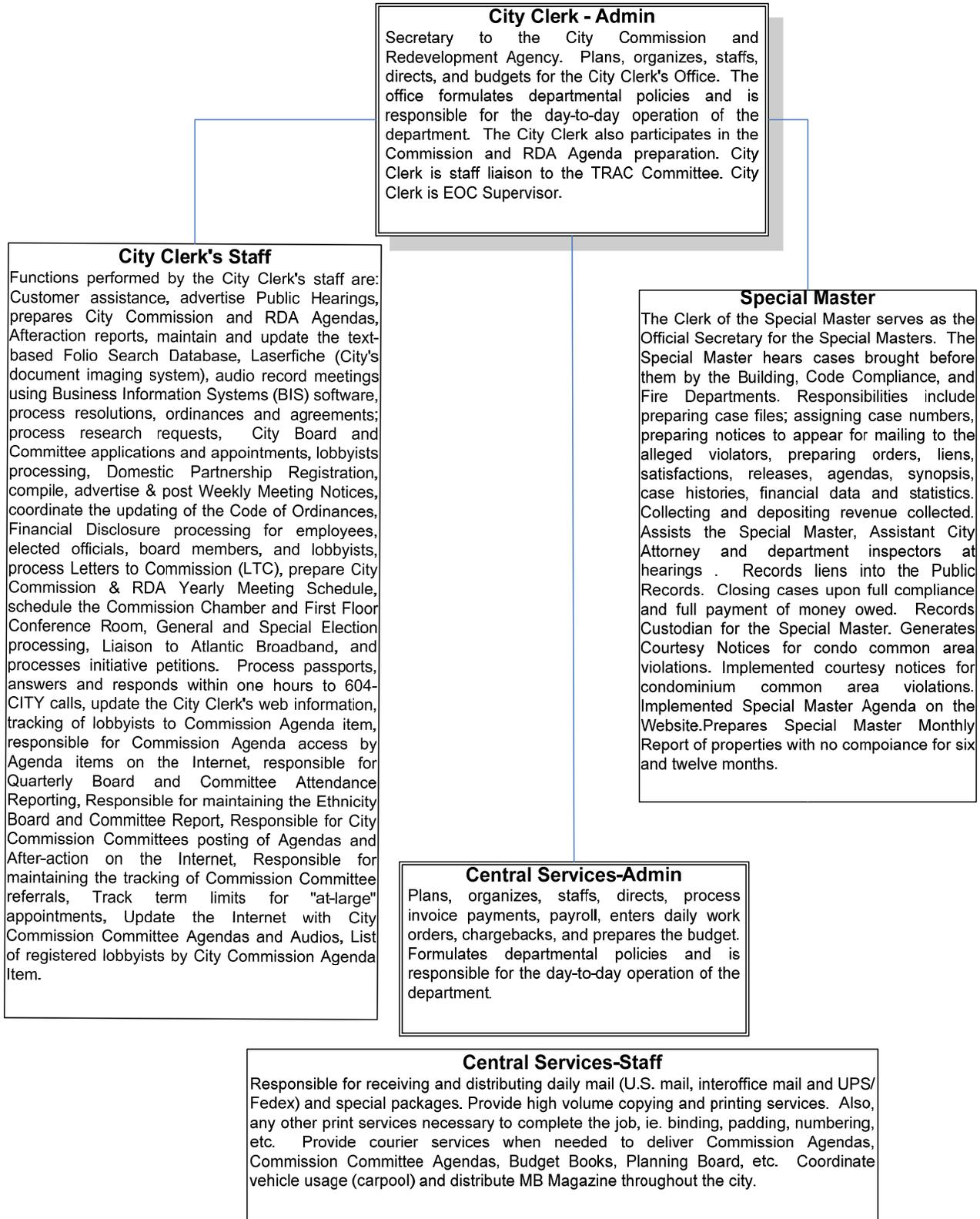


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**Fiscal Environment:**

The City Clerk's Office is supported by General Fund dollars. The following fees are collected: Lobbyists Registration, Passport processing, Domestic Partnership, Special Master Revenues, public record processing and copy charges, and candidate qualifying fee. All fees are deposited in the General Fund Accounts.

The general fund charges an administrative fee to enterprise fund departments, RDA and Resort Tax Fund to cover the cost of various administrative support functions provided by the general fund, including City Clerk functions.

Central Services is an internal service funded via charge back system; departments pay for specific tasks performed by Central Services.

**Business Environment:**

The City Clerk's office has numerous responsibilities which are derived from the City Charter, City Code, or Administratively. The office interacts with other departments in the City and the general public via face-to-face contact, telephone, facsimile, or via the internet.

Central Services' customers are our city departments with the goal to provide excellent in-house services such as sorting and distributing U. S. Postal mail, copying and printing services; binding services, delivery services, inter-office mail processing; central point for package processing with FedEx, UPS, and DHL; vehicle pool services for any department needing to use a City vehicle.



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### **Significant Prior Accomplishments:**

- **City Commission Agenda Preparation** – Proofread City Commission agenda materials for 17 City Commission meetings, oversaw the agenda preparation process, and updated the City's webpage.
- Implemented I-pads with City Commission Agendas for City Commission meetings.
- Produced 17 Afteraction Reports for City Commission meetings, Workshops and Retreats and produced Log Notes for 20 Commission/Workshop meetings, and burned CD's for archival purposes.
- **City's Website Update** - In collaboration with the City's webmaster, the City Clerk's Office updated the webpage with the Commission Agendas, Afteractions, Election Information, LTC's, Lobbyist Application, Weekly Meeting Notices, and related information, as well as a Searchable website for Board and Committees. A historical webpage was created and is updated on a monthly basis.
- **LaserFiche/Scanning** - Scanned documents, including LTC's, Lobbyists Affidavits, Board and Committees Applications, Financial Disclosure Forms, Historical photographs, Ordinances and Resolutions; Cone of Silence Correspondence, etc. Approximately 25,356 Images were scanned in FY 10/11. Estimated 25,000 images for FY 10/11 due.
- **City Code Updates** - Transmitted 48 adopted ordinances to Municipal Code for codification and updated in the City's Code Book (paper and electronic version) for FY 10/11. Supplement 48 is the current version.
- **Domestic Partnership** - Processed and mailed Applications/Certificates & Wallet Cards – 34 Certificates.
- **Historical Archives** - Maintained a searchable Folio database, where historical archives are entered by category, by date, description and points of reference, and identified each document/photo with a number for easier identification with the aid of volunteer historians. More than 712 documents and photographs have been scanned, archived and preserved.
- **Historical Search Database-** Continued to update the searchable database of historical archives by number, identification category, points of reference, and other criteria. This minimizes the time to search for requests made by residents, historians or staff.
- **Research Requests** – Responded to 689 Public Record Requests in FY 10/11.
- **Lobbyists** – Processed 161 Lobbyist Registrations, 250 Lobbying issues and maintain the Lobbyists annual disclosure.
- **Board & Committees Applications** - Maintained 41 Board & Committees with Approximately 417 members and three (3) ad hoc committees. Processed 165 applications and 208 board appointments. Implemented and maintained the Ethnicity Report of all members.
- **Process Passports:** Accepted and processed 1630 new passports applications for FY 10/11 Processed 659 photos for FY 10/11. Took photographs when necessary and submitted to the Passport Agency daily. Passports fees are regular for adults, \$110.00, regular for children \$80.00, expedited overnight for adults \$182.72 and for children \$152.72. The City keeps \$25.00 for processing and charges \$12.0 for photos.



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- **604-City:** Handled 7410 calls FY10/11. Our goal is to respond to all phone calls within 1 hour.

### **Special Master:**

- Processed 1,833 new cases
- Processed and mailed 4,147 condo common area violations courtesy notices on 72 cases for FY 10-11.
- Processed recording and release of 1074 liens.
- Prepared Special Master monthly report of properties with no compliance for six (6) and twelve (12) months.
- Implemented Code and Fire violations available online to the public 24/7.
- Implemented the Special Master website to allow for searching all Special Master Cases by either case number or property address. This will also be available online to the public 24/7.
- Implemented reports that show how much money is collected in court costs and recording fees, and to identify all fines collected by Special Master to be deposited into Building, Code, and Fire accounts.

### **Central Services**

- Based on an average taken from actual numbers from 2010/11, Central Services received 1,740 print jobs per year, and produces 2,700,000 impressions (B&W and color), at an average of 225,000 impressions per month. These jobs include: Commission Meeting Agenda Books, MB Line Magazine, Supplemental to City Code, After-Actions, Commission Committees Meeting Agendas, Proposed & Final Capital Budget Books, Proclamations, Posters, Flyers, Brochures, Maps, Business Cards, Courtesy Notices, Meeting Notices (Board of Adjustments, Planning Board, etc.), Permit Cards, Work Permits, Unsafe Stickers, Surveys, Vehicle Safety & Storage Receipts, Inspection Handouts, Daily Reports, Information Logs, Code Violation Forms, Employees Applications, Group Health ID Cards, Retiree Enrollment Applications, Door Hangers, Transportation Element, Residential Parking Permit Application, Residential Parking Permit Renewal, Players/Parents Code of Conduct, Release of Liability, Rules & Regulations, Warning Signs, Off-Duty Applications, etc.



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### **Miami Beach Strategic Planning Framework**

The Department Work plan is aligned with Citywide strategic outcomes and initiatives established through extensive community input. The City's strategic planning process provides a framework at a broad level of where we want to go, how we get there, and how we measure our progress along the way. The process ensures increased communications at all levels of City government using consistent terms.

- Our Citywide **Vision** communicates the community's shared vision for the best possible future for the City of Miami Beach:  
*Cleaner and Safer, Beautiful and Vibrant, A Unique Urban and Historic Environment, A Mature, Stable, Residential Community with Well-Improved Infrastructure, A Cultural, Entertainment Tourism Capital and an International Center for Innovation and Business, While Maximizing Value to Our Community for the Tax Dollars Paid*
- Our Citywide **Mission** statement communicates the role of our government in achieving this vision:  
*We are committed to providing excellent public services and safety to all who live, work, and play in our vibrant, tropical, historic community*
- Our **Values** communicate to all levels of our organization the manner in which we expect all decisions, interactions and activities to be performed:  
*We maintain the City of Miami Beach as a world-class city.  
We work as a cooperative team of well-trained professionals.  
We serve the public with dignity and respect.  
We conduct the business of the City with honesty, integrity, and dedication.  
We are ambassadors of good will to our residents, visitors, and the business community*
- Our **Identified Priorities** communicate activities that are essential to help us achieve our vision:  
*Capital Improvement Program, Strategic Planning and Economic Development, Organizational Development, Neighborhood Services, and Investment in Technology*
- We have developed **Key Intended Outcomes** across all City Departments. These are the results the City plans to achieve towards accomplishing its Vision. These outcomes are from the customer/community perspective (e.g. quality of service provided, customer satisfaction).
- **Key Performance Indicators (KPI)** express the City's Key Intended Outcomes in measurable terms. Departments monitor additional performance indicators (*Department Performance Indicators*) that support these Citywide Key Performance Indicators.
- **Initiatives** are undertaken to drive the performance level for a key performance indicator.



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**Citywide Key Intended Outcomes supported by the Department:**

- Promote transparency of City Operations
- Expand e-government
- Ensure compliance with code within reasonable time frame
- Maximize efficient delivery of services
- Increase community satisfaction with City Government
- Improve process through information technology
- Improve the City's overall financial health and maintain overall bond rating
- Ensure expenditure trends are sustainable over the long term
- Control costs of payroll including salary and fringe
- Attract and maintain a workforce of excellence

**See Department Performance Plan for additional supporting details**

## Office of the City Clerk Performance Plan Highlights

Citywide Key Intended Outcome	Departmental Performance Indicator	Actual								Target	FY 2012/2013 Adopted Initiatives
		FY 04/05	FY 05/06	FY 06/07	FY 07/08	FY 08/09	FY 09/10	FY 10/11	FY 11/12	FY 12/13	
Promote transparency of City Operations	% of Public Records requests completed within 7 days					67%	65%	62%	58%	70%	
Ensure compliance with code within reasonable time frame	Average # cases scheduled for Special Master Hearing within 90 days of receipt of request						68	52	53		<ul style="list-style-type: none"> <li>Explore scheduling alternatives for special master meetings allowing for backlog if needed to minimize meeting length and overtime project</li> </ul>
	Average # of days from initiation of special master process to lien placed						343	337	300		
	Average # of days from initiation of special master process to compliance						200	266	155		
Maximize efficient delivery of services	Average # of days to complete print jobs						3.69 days	2.92 days	2.95 days	3 days	
Improve process through information technology	Supports measures on Citywide Scorecard										<ul style="list-style-type: none"> <li>Develop City Clerk's record disposition log</li> <li>Explore electronic filing of elections reporting</li> </ul>

If Actual Field is blank then data was unavailable or survey question was not asked in that year

TBD - To Be Determined