

OFFICE OF THE CITY CLERK

DEPARTMENT MISSION 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 provides 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 reflected in the attached Table of Organization.

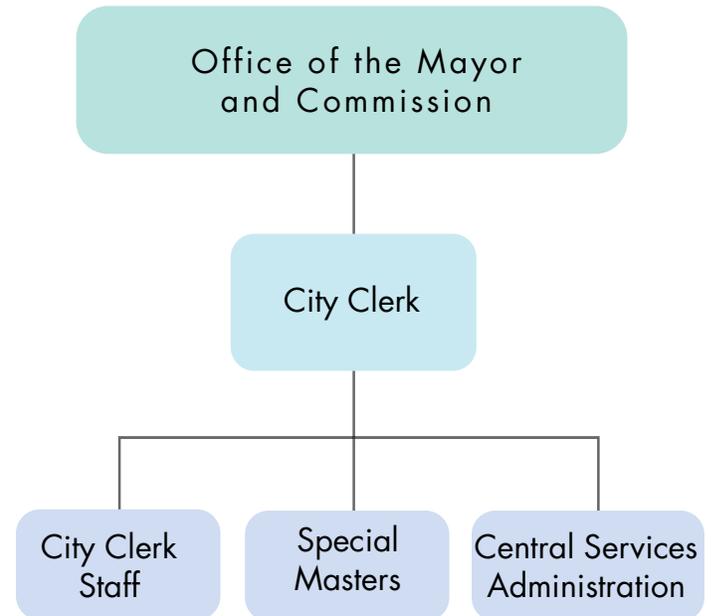
Central Services provides a high level of internal customer service in a professional and courteous manner while performing the following tasks: sorting, processing, and distributing U.S. Mail and interoffice mail, delivery services, printing, copying, and binding services.

The Clerks of the Special Master serve as the official secretary to the Special Masters. The Special Masters issue orders having the force of law commanding whatever steps are necessary to bring a violation into compliance. The Special Masters hear cases brought before them by the Building, Code Compliance, Parking, Parks & Recreation, Police/Marine Patrol, and Fire Departments. In addition, the Special Masters hear Historic Preservation Board Appeals, Short-Term Rentals, and Red-Light Camera Violations.

FISCAL ENVIRONMENT

The Office of the City Clerk is supported by the General Fund. The General Fund charges an administrative fee to Enterprise Fund departments, the Redevelopment Agency (RDA), and the Resort Tax Fund to cover the cost of various administrative support functions provided by the General Fund. The following fees collected by the Office of the City Clerk also support the Office of the City Clerk costs: lobbyist registration, domestic partnership, Special Master revenues, public record requests and copying, and City candidate qualifying fees.

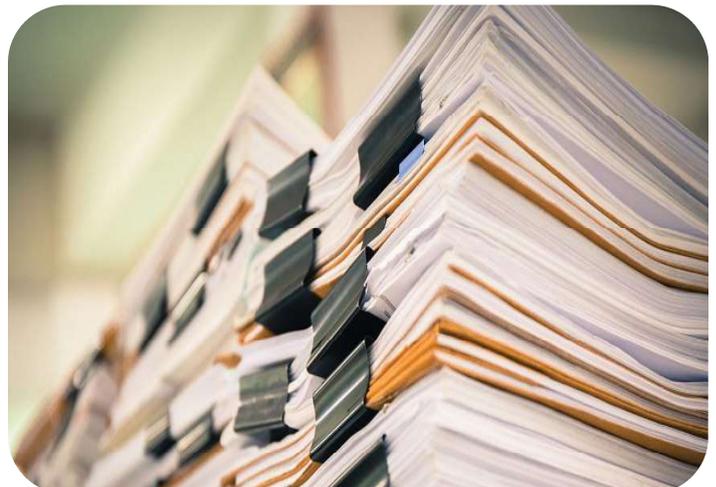
Central Services is an internal service funded division. Services provided are charged to departments based on the specific services provided.



BUSINESS ENVIRONMENT

The Office of the City Clerk and Special Masters have numerous responsibilities that are derived from the City Charter, City Code, or administratively. The Office interacts with other departments in the City and the public via face-to-face contact, telephone, email, or through our website.

Central Services' customers are all City departments, and their goal is to provide excellent in-house services such as sorting and distributing U.S. Mail, copying, printing, binding, delivery, and inter-office mail processing. Central Services is the principal courier package-processing center for City departments. Central Services provides vehicle pool services for any department needing to use a City vehicle.



OFFICE OF THE CITY CLERK

SIGNIFICANT ACCOMPLISHMENTS

City Clerk

- Open and Responsive Government: The Office of the City Clerk ensured: 1) That all required legal postings were distributed in compliance with State law and City policy; 2) The accurate accumulation, accessibility, and preservation of official City documents; 3) The accurate and timely preparation of City Commission and Redevelopment Agency (RDA) meeting after-actions (minutes); and 4) The compliance with the Florida Public Records Act, also known as F.S. 119.
- To maximize public access and transparency, the Office of the City Clerk incorporated all meeting notices that are legally required to be published in newspapers, on its publicly accessible website, providing a single point-of-access to this information for both internal and external users.



- Historical Archives: The Office of the City Clerk continued the digitization of the City's historical archives. The project's focus is to digitize and catalog the large and fascinating collection of photographs, postcards, and other visual materials that make up the historical archive held by the City of Miami Beach. A total of 5,212 historical photographs and 23,217 Resolutions were digitized in FY 2019. The link to the Miami Beach historical photographs server is <http://dpanther.fiu.edu/dPanther/collections/mbda.Elections>; Successfully managed the City Commission Seat Group IV Vacancy. Commission Seat Group IV was vacated on January 3, 2019, when a Commissioner resigned to run for Congress. The Office of the City Clerk notified the public of the vacant seat and accepted and posted the applications and résumés of 38 candidates online and e-mailed the information to each member of the City Commission.

SIGNIFICANT ACCOMPLISHMENTS CONT'D

- Successfully conducted the November 5, 2019 General and Special Elections and the November 19, 2019 Run-Off Election. The Office of the City Clerk assisted the Miami-Dade Elections Department in preparing and running Early Voting at action was particularly demanding in that a manual recount was called after two candidates were found to be within 0.25% of votes of each other. The election had every Commission Group, except the Mayoral Seat, go to a Run-Off election that was held on November 19, 2019. City Clerk staff provided administrative support to the City of Miami Beach General, Special, and Run-Off Elections Canvassing Board.
- Produced a 2019 Candidate Information Handbook that was provided to all candidates for City of Miami Beach elected office. The Handbook was designed to be a single source of answers to questions candidates and campaigns might have while running for office in Miami Beach, whether to reference relevant election laws or simply check filing deadlines.
- The Office of the City Clerk engaged in outreach efforts with candidates and campaigns by sending periodic communications throughout the election cycle. These emails included status reports about early voting and turnout statistics, highlighted upcoming election deadlines, and provided reminders about relevant election laws.
- The City Clerk's helped draft in both English and Spanish, a Voter's Guide for the November 2019 Special Election to provide objective, impartial, and fact-based explanations of the City's ballot questions, so that City voters may, in casting their votes, be more informed with respect to the City issues presented to them at the polls.
- Assisted in the Mail-in Special Election for the creation of the Allison Island and Biscayne Beach Special Taxing Districts. The Office of the City Clerk drafted and published ads informing the public of the Mail-in Special Election and posted the results as it was made available by the Miami-Dade County Elections Department.
- City Commission Agenda Preparation: Produced City Commission agenda materials for 27 Commission meetings, retreats/special meetings, and workshops; oversaw the agenda preparation process and updated the City's webpage.
- After-Actions: Produced 27 after-action reports for Commission meetings, retreats, special meetings, and workshops.
- Ordinance and Resolution Registry: Maintained a web-based Ordinance and Resolution registry to provide an easy research tool for the public. Processed 94 Ordinances and 561 Resolutions. The information is available at: <https://www.miamibeachfl.gov/city-hall/city-clerk/public-records-request/>
- Public Records Requests: Responded to 2,104 public records requests (PRRs). One thousand three hundred and fifty-five (1,355) of said requests were processed in 7 days or under. The Office coordinated and monitored all Citywide PRRs to ensure prompt response. Improved government transparency through a searchable database of the most frequently requested public records online. Assisted staff with research of official records.

OFFICE OF THE CITY CLERK

SIGNIFICANT ACCOMPLISHMENTS CONT'D

- LaserFiche/Scanning: Scanned, indexed, quality-controlled, and published all LTCs, Lobbyists Affidavits, Board and Committees Applications, Financial Disclosure Forms, Ordinances, and Resolutions into LaserFiche; giving the public web-based access to all these documents.
- Boards and Committees: Maintained records for 39 boards and committees with 484 members. Processed 153 board and committee applications and 172 appointments. Posted on the Office of the City Clerk's webpage a searchable database of all boards and committees on a weekly basis. Created and posted on the Office of the City Clerk's webpage a database of current board and committee openings, to assist residents wishing to become involved in City government. Produced the board and committee quarterly attendance reports and the board and committee biannual reports. Generated the board and committee minority report.
- Lobbyists: Registered 304 (for profit and non-for-profit) lobbyists with 310 issues. Generated lobbyist information for elected officials and the administration, collected annual registration fees and per-issue fees, and processed annual financial reports as mandated by the City Code.
- Annual Reports: Processed Outside Employment, Gift Disclosure, Financial Disclosures, and Lobbyist Expenditure Forms, as required by the State, the County, and the City.
- Public Notices: Completed and forwarded for newspaper publication the required legal notices within the statutory time requirements for public hearings. Published the following advertisements: 52 meeting notices, 192 public hearings, and 38 election information notices.
- Special Master: Processed 1,421 new Special Master Appeals, Building Cases, Code Cases, Fire Cases, Red Light Camera Cases, and Short-Term Rental Cases. Processed the recording of 160 liens.
- Records Retention: Reviewed and monitored retention schedules; and identified documents eligible for destruction. Destroyed 1,709 cubic feet of records in FY 2019. Assisted the following City departments/divisions with records destruction: Code Compliance, Finance, Fire, Internal Audit, Office of the City Clerk, Parking, Procurement, Property Management, Public Works, and Special Master.
- Meeting Calendar: Maintained electronic calendar of all public meetings. Posted electronically and in nine City Hall bulletin boards records of all meeting notices.
- Staff: Continued supplementing staff by recruiting senior citizen interns.
- LTCs: The Office of the City Clerk has continuously e-mailed and stored LTCs throughout the year. There were 665 LTCs sent in 2019.

SIGNIFICANT ACCOMPLISHMENTS CONT'D

Central Services

- Copier Equipment: Central Services Division operates high speed, high volume photocopiers, and a digital color duplicator that reproduces professional results. These machines not only copy, but also collate and staple finished documents, achieving cost effective digital reproduction of printed materials.
- Printing Production: Central Services Division received 1,360 print jobs in FY 2019 and produced 3,252,000 impressions (black and white/color), at an average of 271,000 impressions per month. These jobs included: Commission meeting agenda books, MB Line magazines, supplementals to the City Code, After-Actions, agenda reviews, Commission Committees meeting agendas, proposed and final capital budget books, open enrollment books/insurance packages, zoning notifications, 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 and storage receipts, inspection handouts, daily reports, information logs, Code violation forms, retiree enrollment applications, door hangers, transportation element, residential parking permit application, residential parking permit renewal, players/parents code of conduct, release of liability, rules and regulations, warning signs, off-duty applications, Police Department forms, meter parking forms, etc.
- Recruitment: Actively recruited and filled three (3) vacancies. The Central Services team was reorganized to increase the services provided to City departments. This organizational redesign will provide improved service delivery, employee professional development, and succession management over the next five years. As a result, the average number of days to complete printing jobs per months decreased from 4.28 days to 2.25 days.

CRITICAL SUCCESS FACTORS

- Ensure cross training of staff
- Ensure departments respond in a timely manner to public records requests
- Ensure all work order requests from departments have thorough and accurate information, as well as detailed instructions
- Enhance external/internal communications from and within the Office of the City Clerk
- Ensure expenditures trends are sustainable over the long term

OFFICE OF THE CITY CLERK

PERFORMANCE PLAN HIGHLIGHTS

Performance Indicators	2017 Actuals	2018 Actuals	2019 Actuals	2020 Target	2021 Target
Main Vision Area: Organizational Innovation					
Average # of days to complete printing jobs per month	4.23	4.00	2.25	3.00	3.00
Average # of days from initiation of case to 1st hearing date	58.00	90.25	94.50	90.00	90.00
% of public records requests completed by the City Clerk's Office within 7 days	93%	91%	97.50%	70%	70%
# of special master meetings scheduled and held	88.00	74.00	135.00	N/A	N/A
# of special master cases heard	1,057	1,419	1,306	N/A	N/A

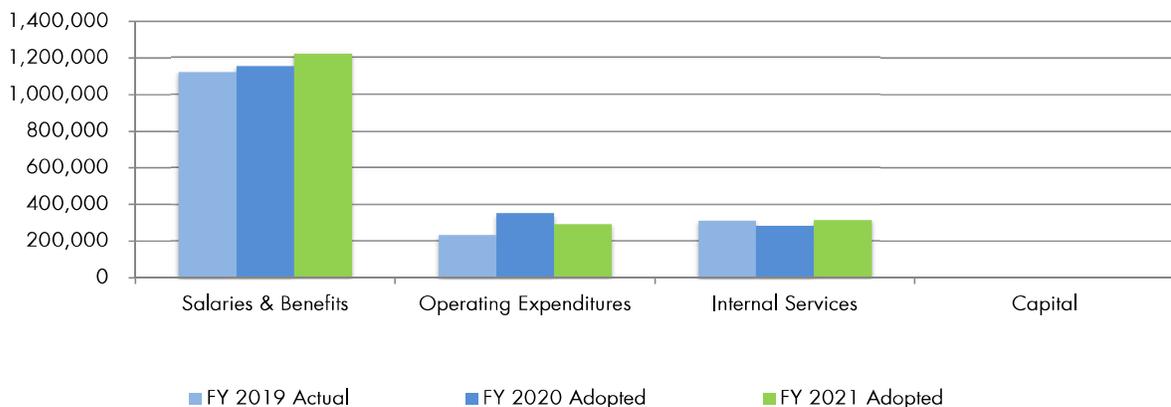
DEPARTMENT FINANCIAL SUMMARY - GENERAL FUND

Revenue Area	FY 2018 Actual	FY 2019 Actual	FY 2020 Adopted	FY 2021 Adopted
Administrative Hearing Fee	97,806	55,302	137,000	79,000
Lobby Registration	239,943	233,998	267,000	244,000
Public Records Request	0	0	0	34,000
Other Miscellaneous Revenues	9,460	15,641	5,000	15,000
Total	\$ 347,209	\$ 304,940	\$ 409,000	\$ 372,000

Expenditure Area	FY 2018 Actual	FY 2019 Actual	FY 2020 Adopted	FY 2021 Adopted
Salaries & Benefits	1,050,419	1,123,131	1,155,000	1,224,000
Operating Expenditures	266,700	232,621	353,000	291,000
Internal Services	317,237	310,000	282,000	314,000
Capital	5,321	0	0	0
Total	\$ 1,639,677	\$ 1,665,752	\$ 1,790,000	\$ 1,829,000

General Fund	9.60 + 0.00 PT	9.60 + 0.00 PT	9.60 + 0.00 PT	9.60 + 0.00 PT
Other Funds - Red Light Camera	1.00 + 0.00 PT	1.00 + 0.00 PT	1.00 + 0.00 PT	1.00 + 0.00 PT
Total Budgeted Positions	10.60 + 0.00 PT			

Expenditure Summary



OFFICE OF THE CITY CLERK

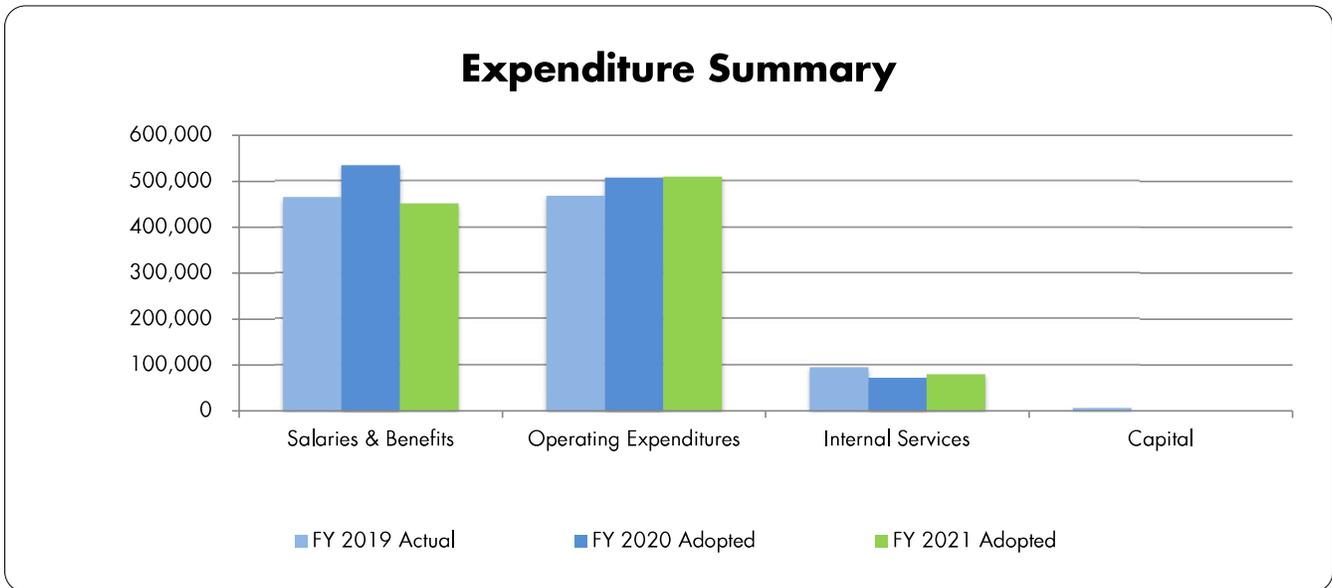
DEPARTMENT FINANCIAL SUMMARY - CENTRAL SERVICES

Revenue Area	FY 2018 Actual	FY 2019 Actual	FY 2020 Adopted	FY 2021 Adopted
Central Services Revenue	1,056,000	1,035,000	1,070,000	987,000
Interested Allocated - Pooled Cash	18,848	26,970	24,000	27,000
Central Services - Outside Users	24,430	34,078	21,000	28,000
Total	\$ 1,099,277	\$ 1,096,048	\$ 1,115,000	\$ 1,042,000

Expenditure Area	FY 2018 Actual	FY 2019 Actual	FY 2020 Adopted	FY 2021 Adopted
Salaries & Benefits	422,193	466,056	535,000	452,000
Operating Expenditures	476,776	468,645	508,000	510,000
Internal Services	94,870	95,098	72,000	80,000
Capital	0	6,652	0	0
Total	\$ 993,839	\$ 1,036,451	\$ 1,115,000	\$ 1,042,000

Revenue Less Expenditures **\$ 105,439** **\$ 59,597** **\$ 0** **\$ 0**

Total Budgeted Positions **4.40 + 0.00 PT** **4.40 + 0.00 PT** **4.40 + 0.00 PT** **4.40 + 0.00 PT**



OFFICE OF THE CITY CLERK

BUDGET HIGHLIGHTS

- A significant component of the increase in personnel expenditures for all departments are increases in employee-related costs including a one percent cost of living adjustment effective April 1, 2021 for all groups, except AFSCME (1.0% COLA effective July 1, 2021), GSA (1.0% COLA effective October 1, 2020), and CWA (2.0% COLA effective October 1, 2020), as well as a maximum of three percent merit increase for employees, except members of the Fraternal Order of Police (FOP) and International Association of Fire Fighters (IAFF) which include a five percent step increase. Merit, step, and cost of living increases apply within existing pay ranges. A five percent increase in the City's premiums for health insurance for all employees is also included, except for members of the Fraternal Order of Police (FOP) and International Association of Fire Fighters (IAFF) which includes an eight percent increase in the City's premium. These increases were, however, largely offset by the COVID-19 balancing plan reductions allocated across all departments that include furloughs for all bargaining units based on a tiered approach, a citywide freeze on all non-essential expenditures and training and travel, and a citywide hiring freeze.

City Clerk

- Personnel services expenditures increased by \$69,000, or 6.0%. This is primarily due to increases in salaries and wages resulting from applicable merit increases and cost-of-living adjustments budgeted in FY 2021 totaling \$47,000, as well as increases in other personnel-related expenditures, including allowances and pension costs, totaling \$22,000.
- Operating expenditures decreased by \$62,000, or 17.6%. This is primarily due to the one-time decreases from the COVID-19 balancing plan reductions totaling \$39,000 and a decrease in professional services and other miscellaneous operating expenditures based on the department's projected needs for FY 2021 totaling \$23,000.
- Internal services expenditures increased by \$32,000, or 11.3%, due to increases in Central Services, Property Management, Risk Management, and Information Technology services based on usage.

BUDGET HIGHLIGHTS CONT'D

Central Services

- Personnel services expenditures decreased by \$83,000, or 15.5%, primarily due to a decrease in salaries and wages of \$54,000 and other personnel-related costs of \$29,000 resulting from two Central Service Technician positions and one Central Service Coordinator position being filled below the budgeted salary for the previous incumbents that retired from these positions.
- Operating expenditures increased by \$2,000, or 0.4%, primarily due to an increase in the projected cost of postage and contracted courier/delivery services of \$9,000, which is partially offset by decreases in other miscellaneous operating expenditures of \$7,000 based on projected operational needs in FY 2021.
- Internal services expenditures increased by \$8,000, or 11.1%, due to a combined increase in Property Management, Risk Management, and Information Technology services based on usage.

FY 2021 Reductions/Efficiencies

City Clerk

- As part of the COVID-19 balancing plan, the FY 2021 reductions also include a one-time reduction of \$39,000, which is comprised of \$10,000 for furloughs for all bargaining units based on a tiered approach, and \$29,000 for non-essential expenditures.

Central Services

- As part of the COVID-19 balancing plan, the FY 2021 reductions also include a one-time reduction of \$2,000 due to furloughs for all bargaining units based on a tiered approach.