

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.

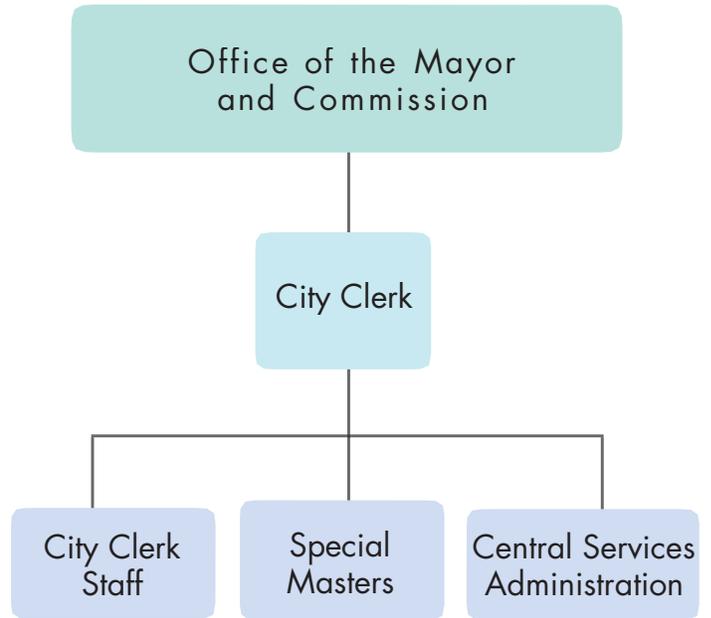
Central Services provides a high level of internal customer service in a professional and courteous manner while performing the following tasks: sorting, processing, and distributing U.S. Mail and interoffice mail, delivery services, printing, copying, and binding services.

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.

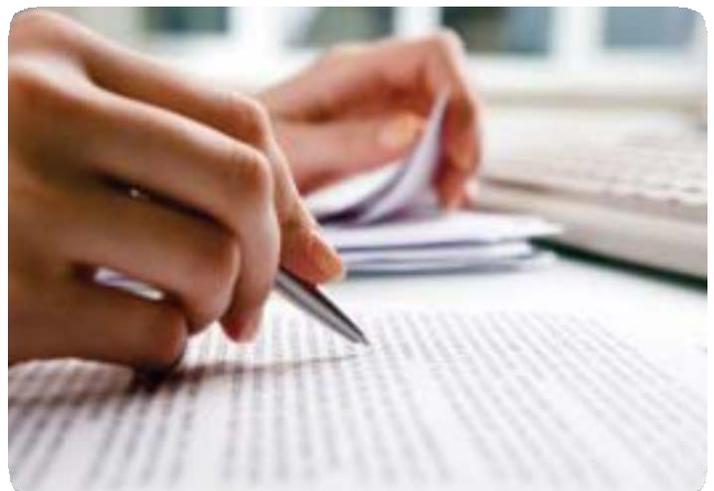
Central Services is an internal service funded division. Services provided are charged to departments based on the specific services provided.



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.

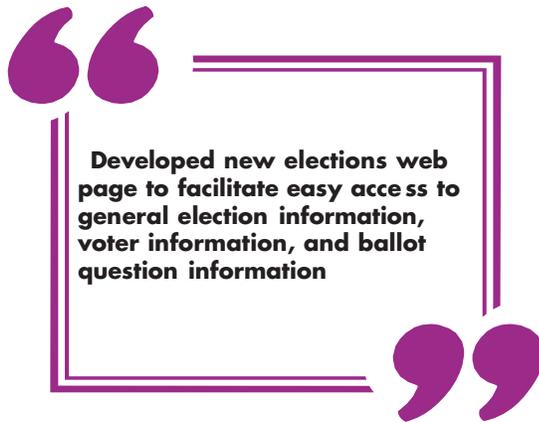


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SIGNIFICANT ACCOMPLISHMENTS

City Clerk Division

- EComment: The Office of the City Clerk is in the process of implementing a one-year trial of eComment, which is an online resident engagement tool that allows residents the opportunity to provide comments directly to the City Commission through the online meeting agenda. eComment will be integrated with NovusAGENDA, allowing residents to review agenda item details, indicate their position on topics (Support/Neutral/Oppose), and leave written feedback from the convenience of their own home. The Support/Neutral/Oppose buttons allows residents to succinctly express their positions on agenda items, and allows in-depth graphical reports to be viewed by the Mayor, Commissioners, and the Administration prior to a meeting, helping them better understand and consider the view of the residents; Resident engagement is very important to Miami Beach, and eComment will complement the existing MB Residents Connect and the Residents Right to Know applications, by allowing residents the opportunity to express easily their support/opposition and comment on items on the agenda.



- Historical Archives: The Office of the City Clerk continued the digitization of the City's historical archives. A collaborative project between Florida International University's History Department and The Wolfsonian-FIU 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 347 historical photographs and 21,718 Resolutions were digitized in FY 2018. The link to the Miami Beach historical photographs server is <http://dpanther.fiu.edu/dPanther/collections/imbda>. In 2018, the City's digital collection received 139,857 visits.
- The Miami Herald utilized the historical photographs in the City Clerk's collection in a new hardcover coffee-table book, "Miami Memories: A Pictorial History of the mid-1800s through the 1930s." This heirloom-quality, 152-page book features a glimpse of life in and around Miami in stunning historic photos.

SIGNIFICANT ACCOMPLISHMENTS CONT'D

- Elections: Successfully conducted a Special Mail Ballot Election to determine whether most of the affected property owners approve the creation of a Special Assessment District to be known as the Washington Avenue Business Improvement District. The Office of the City Clerk prepared the form of the ballot and mailed it to the property owners. The completed ballots from the property owners were mailed or hand delivered to the Office of the City Clerk. The Canvassing Board for this Special Mail Ballot Election consisted of the City Clerk; the City Attorney and the Senior Assistant City Attorney. At the end of the election period, the Canvassing Board members met at the Office of the City Clerk, and 1) Opened and processed the received ballots; 2) Canvassed the received ballots; and 3) Tabulated the results. The Washington Avenue Bid was adopted by 61% of the property owners.

Successfully conducted Special Elections in August and November 2018. Due to the large number of voters, early voting at City Hall for the November 2018 Special Elections was held in the First Floor Conference Room where a fully air-conditioned tent was erected that extended the voting area to the Breezeway to accommodate over 100 voter privacy booths.

The Office of the City Clerk developed a new City Clerk elections webpage for the August and November 2018 Special Elections, which included easily accessible information relating to general election information, voter information, and ballot question information.

Produced, in both English and Spanish, a Voter's Guides for the August and November 2018 Special Elections 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.

- City Commission Agenda Preparation: Produced City Commission agenda materials for 26 Commission meetings, retreats/special meetings, and workshops; oversaw the agenda preparation process and updated the City's webpage.
- After-Actions: Produced 26 after-action reports for Commission meetings, retreats/special meetings, and workshops; generated log notes for Commission meetings, Special meetings, and workshops; and created audio CDs of the meetings for archival purposes.
- Ordinance and Resolution Registry: Maintained a web-based Ordinance and Resolution registry to provide an easy research tool for the public. Processed 79 Ordinances and 479 Resolutions. The information is available at: Ordinances:<http://docmgmt.miamibeachfl.gov/weblink/0/edoc/216543/Ordinances%202016-present.pdf>

OFFICE OF THE CITY CLERK

SIGNIFICANT ACCOMPLISHMENTS CONT'D

Resolutions: <http://docmgmt.miamibeachfl.gov/WebLink/DocView.aspx?id=245067&dbid=0&repo=CityClerk&cr=1>

- Public Records Requests: Responded to 1,758 public records requests (PRRs). Ninety-one and two tenth percent (91.2%) of the public records requests received for records maintained by the Office of the City Clerk were processed in 7 days or less. 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.
- 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 29 boards and committees with 424 members. Processed 172 board and committee applications and 91 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 committees biannual reports. Generated the board and committee minority report.
- Annual Reports: Processed Outside Employment, Gift Disclosure, Financial Disclosures, and Lobbyist Expenditure Forms, as required by the State, County, and 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, 134 public hearings, and 91 election information notices.
- Special Master: Processed 1,419 new Special Master Appeals, Building Cases, Code Cases, Fire Cases, Red Light Camera Cases, and Short-Term Rental Cases. Processed the recording of 222 liens.
- Records Retention: Destroyed 1,005 cubic feet of records in FY 2018. Assisted the following City departments/divisions with records destruction: Central Services, Special Master, Office of the City Attorney, Finance, Marketing and Communications, Office of the Mayor and Commission, Parking, Procurement, Office of the City Clerk, and Internal Audit.

SIGNIFICANT ACCOMPLISHMENTS CONT'D

- Meeting Calendar: Maintained electronic calendar of all public meetings. Posted electronically and in nine City Hall bulletin boards records of all meeting notices.
- Additional Key Facts:
 - Number of contracts processed: 717
 - Number of Letters to Commission (LTC) processed: 666
 - Election documents scanned: 842
- Staff: Continued supplementing staff by recruiting senior interns.

Central Services Division:

- 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 approximately 1,150 print jobs in FY 2018, and produced approximately 2,500,000 impressions (black and white/color), at an average of 209,000 impressions per month. These jobs included: Commission meeting agenda books, MB Line magazines, supplementals to the City Code, 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.

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