

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, Redevelopment Agency (RDA), and North Beach Community Redevelopment Agency (NBCRA) agendas and after-action reports (minutes), providing quality print, copy and mail services, and serving as a 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 service professionally and courteously, 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.

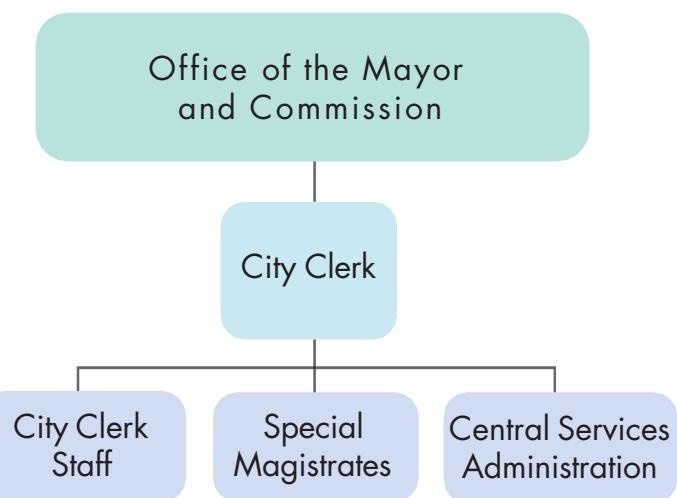
Central Services provides a high level of internal customer service professionally and courteously, while performing the following tasks: sorting, processing, and distributing U.S. Mail and interoffice mail, delivery services, printing, copying, and binding services.

The Clerks of the Special Magistrate serve as the official secretary to the Special Magistrates. The Special Magistrates issue orders having the force of law commanding whatever steps are necessary to bring a violation into compliance. The Special Magistrates hear cases brought before them by the Building, Code Compliance, Parking, Parks and Recreation, Police/Marine Patrol, and Fire Departments. In addition, the Special Magistrates hear Historic Preservation Board Appeals, Design Review 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 costs of the Office: lobbyist registration, domestic partnership, Special Magistrate revenues, public record requests and copying, and City candidate qualifying fees.

Central Services is an Internal Services Fund. 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

- COVID-19: Provided uninterrupted in-person service to the public and City Departments throughout the COVID-19 pandemic. Established office procedures to protect the health and safety of staff.
- Open and Responsive Government: Concluded the conversion of all Ordinances and Resolutions from 1915 to the present into a digital format accessible to both internal and external users
- 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, Redevelopment Agency (RDA), and North Beach Community Redevelopment Agency (NBCRA) 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

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- Administration: Conducted and completed an organizational redesign that will provide improved service delivery, employee professional development, and succession management over the next five years

SIGNIFICANT ACCOMPLISHMENTS CONT'D

- Elections: Successfully conducted the November 2, 2021 General and Special Elections and the November 16, 2021 Run-Off Election. The Office of the City Clerk assisted the Miami-Dade Elections Department in preparing and running Early Voting at City Hall and the North Shore Branch Library locations.
- Produced a 2021 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.
- Helped draft a Voter's Guide in both English and Spanish for the November 2021 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 concerning the City issues presented to them at the polls. The Voter's Guide contained COVID-19 health and safety information for in-person voting.
- Engaged in outreach efforts with Political Committees and Electioneering Communication Organizations interested in participating in the 2021 Miami Beach Special Election including reminders for the Campaign Finance Report due dates, answering questions regarding forms and submittals, and issuing fines to late submittals of reports
- City Commission Agenda Preparation: Produced City Commission agenda materials for 28 Commission meetings, retreats/special meetings, and workshops; oversaw the agenda preparation process and updated the City's webpage.
- After-Actions: Produced 28 after-action reports (minutes) 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 60 Ordinances and 411 Resolutions. The information is available at: <https://www.miamibeachfl.gov/city-hall/city-clerk/public-records-request/>

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SIGNIFICANT ACCOMPLISHMENTS CONT'D

- Public Records Requests: Responded to 74 public records requests (PRRs) directed at the Office of the City Clerk. Ninety-six percent (96%) of said requests were processed in 7 days or less. The Office coordinated and monitored 3,204 Citywide PRRs to ensure a prompt response. The Office of the City Clerk improved government transparency through a searchable database of the most frequently requested public records online and assisted staff with the research of official records.
- Collaborated with the Information Technology Department to commence the implementation of an easy-to-use web-based records requests software that manages every step of the process from intake to delivery. Implementation will be completed in FY 2022
- LaserFiche/Scanning: Scanned, indexed, quality-controlled, and published all LTCs, Lobbyists Affidavits, Ordinances, and Resolutions into LaserFiche; giving the public web-based access to all these documents
- Boards and Committees: Conducted mandatory ethics training for board and committee members and liaisons. The instructors included representatives from the Miami-Dade County Ethics Commission, the Office of the City Attorney, the Office of the Inspector General, and the Office of the City Clerk. The training was videotaped and is available to all newly appointed board and committee members.
- Coordinated all board and committee appointments by the City Commission, continued to maintain technology to make civic participation easier through the online application process, monitored attendance of all members, and updated the Board and Committee Handbook
- Maintained records for 39 boards and committees with 476 members. Processed 174 new board and committee applications and 140 appointments. Posted on the Office of the City Clerk's webpage a searchable database of all boards and committees weekly.
- 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 223 (for profit and non-for-profit) lobbyists with 299 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.

SIGNIFICANT ACCOMPLISHMENTS CONT'D

- Letter to Commission (LTC): The Office of the City Clerk processed, emailed, and digitized 543 Letters to Commission in Fiscal Year 2021
- 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, 174 public hearings, and 35 election information notices.
- Special Magistrate: Processed 803 new Special Magistrate Appeals, Building Cases, Code Cases, Fire Cases, Red Light Camera Cases, and Short-Term Rental Cases. Processed the recording of 292 liens.
- Records Retention: Coordinated the records retention and destruction program for all City departments. Reviewed and monitored retention schedules, and identified documents eligible for destruction. Destroyed 2,049 cubic feet of records in FY 2021. Assisted the following City departments/divisions with records destruction: City Clerk, Special Magistrate, Public Works, Procurement, Fire, Finance, Code Compliance, Central Services, and Building.
- Meeting Calendar: Maintained electronic calendar of all public meetings. Posted electronically and in 5 City Hall bulletin boards records of all meeting notices.

Central Services

- COVID-19: Remained fully operational throughout the COVID-19 pandemic, providing printing, mail, and courier service to all City departments
- 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.

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SIGNIFICANT ACCOMPLISHMENTS CONT'D

- Printing Production: Central Services Division received 1,250 print jobs in FY 2021 and produced 2,700,000 impressions (black and white/color), at an average of 225,000 impressions per month. These jobs included: Commission meeting agenda books, supplementals to the City Code, 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 logs, storage receipts, inspection handouts, daily reports, information logs, Code violation forms, retiree enrollment applications, door hangers, 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 promptly 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

FUTURE OUTLOOK

The Office of the City Clerk will continue to pursue opportunities that will enhance the Department's ability to provide accurate and timely information to the City Commission, City Manager, all City departments, and the public.