

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.

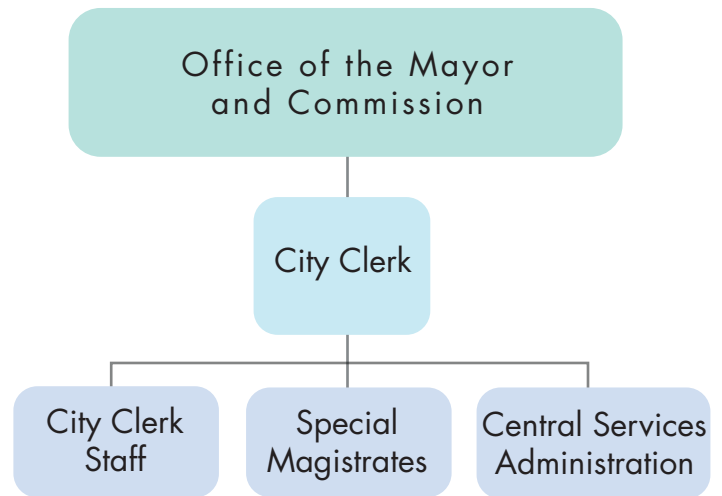
The Clerks of the Special Magistrate serve as the official secretary to the Special Magistrates. The Special Magistrates issue orders having the force of law commanding whatever steps are necessary to bring a violation into compliance. The Special Magistrates hear cases brought before them by the Building, Code Compliance, Parking, Parks and Recreation, Police/Marine Patrol, and Fire Departments. In addition, the Special Magistrates hear Historic Preservation Board Appeals, License Revocation Hearings, 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), the North Beach Community Redevelopment Agency (NBCRA), 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 service funded division. Services provided are allocated and charged to departments based on the specific services provided.



BUSINESS ENVIRONMENT

The Office of the City Clerk and Special Magistrates 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, virtually, and 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

- 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
- Provided support to the City Commission as they work to serve the residents of Miami Beach: Every division within the Office of the City Clerk strives to support the Mayor and City Commission as they work to serve the residents of Miami Beach. One important way this was accomplished was by providing public access to information relating to the legislative process. Over the next year, the Department will continue to accomplish this goal by focusing on the implementation of a new agenda-automated system that will enhance the current level of service and information provided to the public.
- Elections: Successfully conducted the August 23, 2022 Special Election; November 8, 2022 Special Election to Fill Vacancy & Special Election for Referendums; and the December 6, 2022 Run-Off Election to Fill Vacancy

SIGNIFICANT ACCOMPLISHMENTS CONT'D

- Administration: Conducted and completed an organizational redesign that will provide improved service delivery, employee professional development, and succession management over the next five years
- August 23, 2022, Special Election: The Office of the City Clerk assisted the Miami-Dade County Elections Department in preparing and running Early Voting at City Hall and the North Shore Branch Library locations. This Special Election included six City of Miami Beach referendum questions.
- November 8, 2022, Special Election to Fill Vacancy in Group II & Special Election for Referendums: On June 22, 2022, Commissioner Mark Samuelian passed away and left the City Commission with a vacant seat. This unexpected death had the City Commission make the difficult choice of either appointing someone to fill the seat until the next General Election in 2023 or calling for a Special Election to have the winner serve Commissioner Samuelian's remaining term. The City Commission chose to conduct a Special Election. The timing of this Special Election had the Office of the City Clerk and the Miami-Dade County Department of Elections work closely to see when an election could be held. The City of Miami Beach conducts its General Elections on odd years, so in a year when the Office of the City Clerk normally focuses on other services, it had an election as the central focus of services during the latter part of the year. In addition, the election also included 8 ballot questions, which the Office of the City Clerk assisted in proofreading and translating into Spanish. During the Special Election to fill the vacancy, the City Clerk served as the Qualifying Officer, provided updated information throughout the election period, provided coordination with the Supervisor of Elections, and provided onboarding support for the newly elected official.
- December 6, 2022, Run-Off Election to Fill Vacancy: The short notice of the necessary November 8, 2022 Election left even less time and Election Department resources for a Run-Off Election. At the time it was not known whether a Run-Off Election would be needed although it had to be planned for. The difficulties in scheduling the Run-Off Election had an unprecedented characteristic in that Early Voting would not be available. The Office of the City Clerk had to specify in ads and social media that there would not be Early Voting. This Office worked closely with the Office of Marketing and Communications to get the word out that the Run-Off Election could only accommodate Vote-by-Mail and Election Day voting.

The Office of the City Clerk is a service-oriented team of professionals working in partnership with the community, commission, and employees.

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SIGNIFICANT ACCOMPLISHMENTS CONT'D

- Produced a 2022 Candidate Information Handbook that was provided to all candidates for the 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.
- Drafted the Official Actions of the City Commission Relating to the August 23, 2022 and November 8, 2022 Special Elections, to provide election information and present residents with the ballot questions
- Engaged in outreach efforts with Political Committees and Electioneering Communication Organizations interested in participating in the 2022 Miami Beach Special Elections and Special Election to Fill Vacancy, including reminders for the Campaign Finance Report due dates, answering questions regarding forms and submittals, and issuing fines to late submittals of reports
- Designed a new webpage for the 2022 Special Elections to provide the public with access to information, including candidate election forms and financial reports. All elections-related documents, including candidate qualification papers, campaign finance reports, and certified election results were promptly made available for public access on the Elections webpage.
- City Commission Agenda Preparation: Produced and posted 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: Accurately recorded, produced, transcribed, and preserved 28 detailed 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 72 Ordinances and 485 Resolutions. The information is available at: <https://www.miamibeachfl.gov/city-hall/city-clerk/public-records-request/>.
- City Code: Administered the electronic publication of the City of Miami Beach Code of Ordinance. The City Code is available at: https://library.municode.com/fl/miami_beach/codes/code_of_ordinances.

SIGNIFICANT ACCOMPLISHMENTS CONT'D

- Public Records Requests: Responded to 134 public records requests (PRRs) directed at the Office of the City Clerk. The Office coordinated and monitored the response to 5,705 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.
- In coordination with the Information Technology Department, the Office of the City Clerk implemented the JustFOIA web-based records request software. This initiative has been immensely popular with customers because of its ease of use and the fact that records can be produced electronically. Customers who request Public Records have been especially pleased with the new system since they no longer have to pay by physical check or come to City Hall to pay with a credit card. Payments can be made electronically via the JustFOIA portal, improving security and providing daily transaction reports.
- 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. Continued the digitizing of historical records.
- Board and Committees: 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 41 boards and committees with 345 members. Processed 140 new board and committee applications and 259 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 the 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: Maintained lobbyist registration information. Registered 267 (for profit and non-for-profit) lobbyists with 596 new 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.

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SIGNIFICANT ACCOMPLISHMENTS CONT'D

- Letter to Commission (LTC): The Office of the City Clerk processed, emailed, and digitized 535 Letters to Commission in 2022
- 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: Ensured that legal noticing requirements were met. 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, 159 public hearing notices, and 113 election information notices.
- Special Magistrate: Processed 535 Code Violation Appeals, 70 Short Term Rental Appeals, 35 Noise Violation Appeals, 501 Building Violations, 505 Code Violations, 114 Code Liens/Releases/Partial Releases, 302 Building Liens/Releases/Partial Releases, 2 Red Light Camera Hearings, and 5 Short Term Rental Liens/Releases/Partial Releases
- 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 836 cubic feet of records in FY 2022. 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.

SIGNIFICANT ACCOMPLISHMENTS CONT'D

- Webpage: Enhanced communications with residents by improving and continuously updating the City Clerk's website content related to the Commission and Committee Meetings, Elections, Boards and Committees, Public Hearings, Public Records, and the City Calendar
- Education: Participated in educational programs through the International Institute of Municipal Clerks and the Florida Association of City Clerks

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 1,250 print jobs in FY 2022 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.



OFFICE OF THE CITY CLERK

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 continually seek ways to streamline processes, maintain exceptional service, and provide support to the City Commission, City Manager, City Attorney, City departments, and the public.

Of course, there will be changes and challenges ahead. We will measure our progress and report on both accomplishments as well as our continued improvements on an annual basis. The annual reviews will provide a baseline against which we can evaluate our effectiveness in meeting and exceeding service expectations, achieving value for the investment of public dollars, and supporting civic transparency. The work of the Office of the City Clerk could not be achieved without the skills, knowledge, and dedication of its team.