

# **City Clerk's Office**

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## **2007-2011 Business Plan Presentation**

**Ways & Means/Budget Committee**

**February 5, 2007**

# City Clerk's Office

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## 2007-2011 BUSINESS PLAN

### Vision

(Page 1)

Our vision is to be the most efficient, effective and technologically advanced City Clerk's Department in the United States.

We are:

- Known for fast, accurate and professional service
- Seen as a place where employees take pride in their work and reflect that attitude in customer service
- Recognized as a valuable resource for all departments and the public, as an innovator, problem solver and a team player working on Citywide solutions for efficient and effective government.

# City Clerk's Office

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## 2007-2011 BUSINESS PLAN

### Mission

(page 1)

Our mission is to provide high quality, cost-effective processes and information for Council Members, City staff and the public, so that effective and responsible decisions can be made to govern the City.

We strive to ensure that all procedures of the Council and Clerk's offices conform to Federal, State and City regulations, so that information management, Council actions and documentation lead to sound and legally-based decisions.

We conduct elections that facilitate the maximum participation of all eligible voters in the City of Minneapolis.

We provide copying, binding, data process printing and mail services for City departments.

# City Clerk's Office

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## 2007-2011 BUSINESS PLAN

### Values

(Page 1)

*We take pride in our work and have high professional standards.*

*We:*

- Work for the City as a whole, not just our own department
- Are flexible problem solvers for our customers
- Expect change and believe in continuous improvement
- Have strong ethical standards, high integrity and honesty
- Work cooperatively and recognize good works in each other
- Support professional development

# City Clerk's Office

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## 2007-2011 BUSINESS PLAN

### Business Lines

(page 2)

#### **Committee Management and Council Information**

Coordination and Communication

Documentation

Research

25,000 requests per year

Process Improvements and Training

# City Clerk's Office

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## 2007-2011 BUSINESS PLAN

### Business Lines

(Page 2)

#### **Administration for Council and Clerk**

Open Appointments for 45 boards and commissions

Board of Equalization

Human Resources and Budgeting

Facilities Management

Technology Support

Orientation for elected officials and department heads

# City Clerk's Office

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## 2007-2011 BUSINESS PLAN

### Business Lines

(Page 2)

#### **Records Management and Enterprise Information Management (EIM)**

Enterprise Information Management (EIM)

City stores 13 terabytes of data  
(equivalent to over 1.3 billion pages of information)

Retention and Destruction

Records Center

stores approximately 14,000 boxes of paper records and Archives

Data Practices

# City Clerk's Office

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## 2007-2011 BUSINESS PLAN

### Business Lines

(page 2)

#### **Printing, Data Operations and Mailing**

Copy Center

7,330,000 impressions per year

Mail Room

779,000 pieces mailed through Zip Sort  
120,000 interoffice mail

Data Operations

4,720,000 impressions per year

## City Clerk's Office

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### 2007-2011 BUSINESS PLAN

## Business Lines

(page 2)

### **Elections and Passports**

226,000 registered voters

Register up to 29,000 new voters per election,

Coordinate equipment, supplies and staffing for 131 polling places

Train between 1,500-2,200 election judges

## City Clerk's Office

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### 2007-2011 BUSINESS PLAN

## Goals, Objectives and Measures

(page 5)

### **Committee Coordinators and Council Information**

Focus on cross training and process improvements

### **Administration**

Focus on transition planning and reorganization to meet mandates

## City Clerk's Office

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### 2007-2011 BUSINESS PLAN

## Goals, Objectives and Measures

(page 5)

### **Records Management and EIM**

Focus on records retention schedules for CPED, MPD and Public Works, building the EIM partnership with BIS and achieving efficiencies in Data Practices

### **Copy and Mail Center**

Focus on marketing services and maintaining efficiencies

### **Elections**

Prepare for IRV and develop strategies to increase voter turnout

## City Clerk's Office

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### 2007-2011 BUSINESS PLAN

## Department Initiatives

### **Enterprise Information Management**

(page 8)

Through a strong partnership with BIS,  
integrate EIM principles into  
all major technology projects  
in advance of implementation or upgrades.

## City Clerk's Office

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### 2007-2011 BUSINESS PLAN

## Department Initiatives

### City Archives

(page 8)

In partnership with the City Coordinator, investigate options for the City's historical records with a focus on preservation and public access.

## City Clerk's Office

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### 2007-2011 BUSINESS PLAN

## Department Initiatives

### Instant Runoff Voting

(page 9)

Work with our election partners to develop standards for conduct of an IRV election

Implement IRV for the next municipal election in fall of 2009

## City Clerk's Office

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### 2007-2011 BUSINESS PLAN

## Department Initiatives

### **Voter Participation**

(page 9)

Investigate root causes of low voter turnout

Develop strategies for increasing participation in municipal elections

## City Clerk's Office

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### 2007-2011 BUSINESS PLAN

## Enterprise Initiatives

### Community Engagement

(Page 10)

Work with SOS on CE and IRV

Enhance the appointments process

### Sustainability

(Page 11)

Reduce misaddressed and junk mail

Promote a healthy workplace

## City Clerk's Office

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### 2007-2011 BUSINESS PLAN

## Enterprise Initiatives

### Limited English Proficiency

(Page 12)

Integrate practices of language access into City operations

Offer interpreter services

Translate key documents

### Enterprise Information Management

(Page 14)

Conduct departmental assessment and gap analysis

# City Clerk's Office

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## 2007-2011 BUSINESS PLAN

### Resource Plans

#### **Finance**

(Page 15)

Enterprise Information Management (EIM)

Data Practices

Archives

Elections Warehouse

Instant Runoff Voting (IRV)

Voter Participation

## City Clerk's Office

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### 2007-2011 BUSINESS PLAN

## Resource Plans

### Workforce

(Page 19)

Hire, promote, coach, and retain diverse workforce.

Evaluate employee performance and  
design individual development plans

Build staff skills to keep pace with technology

Work with HR to reorganize workforce  
to determine appropriate positions

Exchange staff with Elections as work demands

# City Clerk's Office

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## 2007-2011 BUSINESS PLAN

### Resource Plans

#### **Technology**

(Page 21)

EIM

Elections

Code of Ordinances

Copy and Mail

## City Clerk's Office

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### 2007-2011 BUSINESS PLAN

## Resource Plans

### Space and Equipment

(Page 24)

#### **Records**

Lease warehouse space to provide expansion space for the City's Records Center, primarily to accommodate the addition of CPED records.

#### **Elections**

Lease new Elections warehouse space to accommodate new equipment.