

# CITY CLERK

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## ***Mission Statement:***

**The City Clerk Department exists to coordinate and maintain high quality, cost-effective information for Council Members, City staff and the public, so that effective and responsible decisions can be made to govern the city. We conduct elections that facilitate the maximum participation of all eligible voters in the City of Minneapolis.**

## **Primary Businesses:**

- Information Management
- Council Administration
- Printing and Mailing Services for City Departments
- Elections, Voter Registration and Passports

## **Key Trends and Challenges Impacting the Department:**

1. Enterprise Information Management (EIM): The evolution of new systems to support City business processes has changed the way information is created and managed internally. The City needs to develop and implement policies, procedures and tools to provide the necessary foundation and framework by which electronic systems and records will be created, accessed and managed.
2. Citizen Access to Information and External strategies to increase citizen participation: The City Clerk Department will continue efforts to provide fast, accurate and easily accessible, quality information to the public concerning Council issues and actions. With enterprise enhancements to e-government, the Department will continue to develop additional automated tools to provide cost effective, efficient access to information.
3. New Election Requirements due to the 2002 Federal Help America Vote Act (HAVA): The City Clerk Department Elections Office has been actively involved in interpreting the impact of this new federal law that was passed in response to voting problems during the 2000 presidential elections in many states, but fortunately not Minnesota. The full impact of this federal legislation remains to be seen, however, election officials statewide are working to fully implement this legislation to continue to facilitate this fundamental right.
4. Technology: The Department faces technological challenges with custom database applications used throughout the department and with imaging systems.
5. Resources: The City Clerk Department has seen a significant reduction in staff over the past several years, yet the department has made a strong commitment to support the City Council and citizens, particularly as it relates to access to information. The reduction in resources presents a number of challenges across the City.

## **Key Initiatives or Other Models of Providing Service to be implemented in 2005**

### ENTERPRISE INFORMATION MANAGEMENT (EIM) INITIATIVE

City business that was once conducted manually is now being conducted electronically. The information required to support and document City business processes and transactions has changed. Paper-based records systems are now computerized. These systems manage information in more complex and diverse electronic data structures. New and ever increasing regulations and accountability requirements being issued by federal and state government compound the problems

caused by trying to effectively manage the City's electronic business transactions. All of these changes create new complexities in how the City creates and manages its information.

The EIM program is designed to create a standardized governance framework of policies, procedures and application tools for the life cycle management of electronic information resources across the enterprise. This program is jointly shared between the City Clerk Department and Business Information Services (BIS) and governed by a Policy Board that includes the City Coordinator, City Attorney, Chief Information Officer and the City Clerk.

#### OTHER INITIATIVES

The City Clerk Department has identified the following strategies to respond to challenges and realize opportunities over the next five years:

1. Information Management: Reorganize to support EIM initiative
2. Citizen Access to Information: External strategies to increase citizen participation
3. Document Imaging and Metadata Services: Centralized Imaging Services
4. Council Administration and Support: Coordinate move toward independent ward administration
5. Printing and Mailing Services: Identify other methods of providing service
6. Elections, Voter Registration and Passports: Respond to legislative changes and create efficiencies

#### **Primary Business: Information Management**

##### **Description of Primary Business:**

1. Coordinate Council committee activities
  - Provide administrative services to City Council standing committees and special committees, Executive committee, Charter Commission, Committee of the Whole and City Council meetings to insure that all proceedings follow legal requirements and are accurately recorded
  - Schedule Council committee meetings
  - Collect information from all city departments for committee action
  - Prepare and distribute paper and electronic agendas and packets
  - Record and transcribe minutes of committee meetings, write referrals and committee reports
  - Review all committee actions to ensure accuracy
  - Petition correspondence for the permanent record
  - Prepare Council actions for publication in Finance and Commerce and on the City Web site
  - Respond to requests for information from city staff and the public
  - Update department procedures relating to Council process
  - Train city staff about council policies and procedures
  - Provide verbatim transcriptions services for administrative law judges
2. Guide the City's management of electronic and paper records
  - Provide uniform and consistent guidance for the management of all City records including existing paper, and electronic records and records created from evolving technologies such as e-mail, Web postings, GIS and electronic commerce
  - Maintain and manage inactive records held in the City Records Center and the collection of historical records held in the City Archives
  - Research and communicate the statutory, legal and regulatory requirements governing electronic record keeping
  - Oversee data practices mandates that govern public access and privacy protection
  - Provide retention guidance to departments in the scheduling of electronic and paper records
  - Manage Enterprise Information Management (EIM) standards and practices for all city departments, consistent with other local, state and national jurisdictions

3. Provide public access to Council information

- Manage the codification process for the Code and Charter
- Maintain City Council Official Proceedings as the permanent record for the City
- Publish Council actions in Finance and Commerce and on the Web, and maintain official publication records
- Provide certified copies of Council actions.
- Provide information on past and current Council actions and Council activities and ordinances
- Proofread all Council actions to ensure accuracy
- Catalog Council proceedings and associated documents; index official proceedings and compile, bind and distribute to departments and libraries
- Provide individual technology support to Clerk and Council staff, including Web services and manage the department's technology systems
- Provide document imaging services

4. Provide public access to information about City services and coordinate citizen participation through City boards and commissions

- Coordinate Domestic Partner registration, Encroachments, Street and Alley Vacations, Board of Equalization and Council Permits
- Administer Oaths of Office and provide Notary services
- Coordinate the Open Appointment process for city boards and commissions

Key Performance Measures that are impacted by 2005 resources:

	2001 Actual	2002 Actual	2003 Actual	2004 Estimated	2005 Projected
% Response to current and historical inquiries fulfilled within statutorily defined timeframes	no data	100%	100%	100%	100%
% Council proceedings proofread, indexed and published to the Web within five working days	100%	100%	100%	100%	100%

**Primary Business: Council Administration**

**Description of Primary Business:** Provide administrative support services for the City Clerk and Council Offices including budget and purchasing management, technology support, human resource assistance, and facilities management.

- Manage budgets for the Council and City Clerk Department through preparation and oversight, interdepartmental transfer of funds, expense reimbursement, purchasing, invoice paying, contract management and inventory control
- Coordinate human resources through hiring, orientation, training, performance review, coordinating temporary help and payroll
- Manage facilities for the Council and City Clerk Department
- Serve as a liaison between the Council and BIS to provide technological services to Council Members and staff
- Develop policies and procedures

Key Performance Measures that are impacted by 2005 resources:

	2001 Actual	2002 Actual	2003 Actual	2004 Estimated	2005 Projected
% of workforce: people of color	12%	21.3%	15%	15%	15%
% of workforce: female	73.5%	74.5%	72.5%	72.5%	72.5%

**Primary Business: Copy Center and Mail Center**

**Description of Primary Business:** Provide mail service and high quality, low cost copying and duplicating services to all departments located in City Hall and the downtown area.

Key Performance Measures that are impacted by 2005 resources:

	2001 Actual	2002 Actual	2003 Actual	2004 Estimated	2005 Projected
% of orders completed within customer time frame meeting quality expectations	98%	98%	98%	98%	

*Explanation of Key Performance Measures: Discussions are in progress to possibly turn these functions over to the County in 2005.*

**Primary Business: Elections, Voter Registration and Passports**

**Description of Primary Business:** Administer election process for up to 250,000 registered voters at 131 voting precincts; Serve as a Passport Acceptance Agency for the federal government.

- Conduct well-organized and accurate elections that facilitate the maximum participation of all Minneapolis residents eligible to vote
- Ensure that all elections are in compliance with Federal, State and City election laws
- Supply voter registration cards and election information to the public
- Coordinate and conduct election activities by preparing equipment, ballots, obtaining and staffing polling places, and organizing support staff and materials
- Administer the absentee voting process
- Administer candidate filing process
- Recruit, test, hire, assign, train, evaluate and pay election judges
- Conduct required testing of ballots and equipment
- Publish required election notices and results
- Provide election results and precinct detail of elections
- Administer the filing requirements of the City's Ethics Ordinance and State Statutes for local government officials
- Process applications for federal passports
- Take passport photos

Key Performance Measures that are impacted by 2005 resources:

	2001 Actual	2002 Actual	2003 Actual	2004 Estimated	2005 Projected
Average cost per ballot cast per type of election (combined primary/general)	\$6.08	\$5.27	na	\$6.22	\$5.95
% of precincts reporting results within 30 minutes of polls closing	85%	90%	na	90%	90%
Satisfaction of voting experience - number of sustained complaints of election practices not meeting statutory requirements	not available	not available	na		
Percent of absentee ballot requests processed within 24 hours	100%	100%	na	100%	100%

*Explanation of Key Performance Measures: Measuring voter satisfaction is a new performance measure for the Elections Office. A new state statute will allow for a method of tracking complaints based on new Federal requirements for the Help America Vote Act.*

**Financial Analysis:**

**EXPENDITURE**

Effective beginning in 2005, the Office of the City Clerk and Elections & Registrations budget reflects the Election Judges salaries as a contractual expenditure rather than positions. Only permanent positions will now be accounted for in Elections and Registration; prior position counts were included as election judge positions.

The budget for this department includes \$161,500 in BIS charges calculated on a city-wide rate model and \$7,800 for benefits administration. Both were centrally budgeted in the past. Backing out these charges, the 2005 Office of the City Clerk & Election's budget is \$3.2 million, a 1.4% increase over the 2004 Adopted Budget.

**REVENUE**

Internal Service Fund revenue in the City's Print Shop and Copy Center operations is equally offset by operations expenses, as planned in the Intergovernmental Services workout plan.

**FUND ALLOCATION**

The Office of the City Clerk's budget is funded primarily in the General Fund (54%), while Print Shop and Copy Center operations are internal service fund activities (46%). The Elections & Registration's division expense budget of \$964,000 is funded 100% from the General Fund.

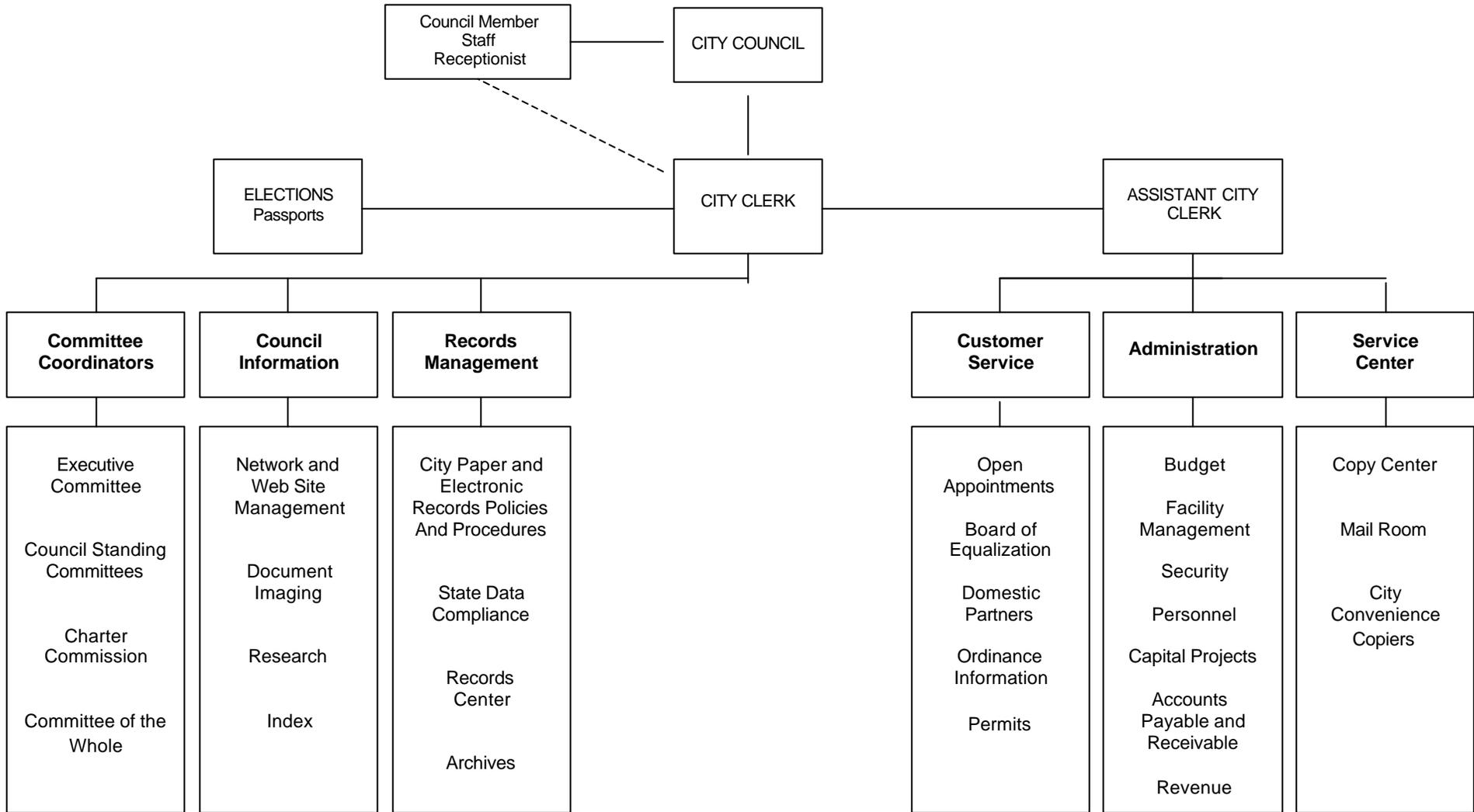
**MAYOR'S RECOMMENDED BUDGET & ADOPTED BUDGET**

The Office of Elections & Registrations was scheduled for a \$50,000 reduction to growth in spending in their five-year plan. The Mayor recommended and the Council concurred delaying this reduction to 2007, a non-election year. The department was granted an additional position for an Office Support Specialist position without appropriating additional funds; savings through leaves of absence without pay and retirements will cover the cost. Finally, the 2005 Adopted budget allowed for a one-time replacement of a Convenience Copier/Printer but postpones replacement of document imaging equipment.

**CITY CLERK  
Staffing Information**

	<b>2002 Adopted Budget</b>	<b>2003 Adopted Budget</b>	<b>2004 Adopted Budget</b>	<b>2005 Adopted Budget</b>	<b>% Change</b>	<b>Change</b>
<b>FTE's by Division</b>						
Operations	21.00	18.00	14.00	15.00	7.14%	1.00
Central Mailing	0.80	0.80	0.80	0.80	0.00%	-
Central Copy Center	4.70	4.70	4.70	4.70	0.00%	-
Elections & Registration	27.75	24.00	26.70	6.00	-77.53%	(20.70)
<b>Total FTE's</b>	<b>54.25</b>	<b>47.50</b>	<b>46.20</b>	<b>26.50</b>	<b>-42.64%</b>	<b>(19.70)</b>

# Minneapolis City Clerk 2004 Organization Chart



**CITY CLERK  
Expense Information**

	<b>2002 Actual</b>	<b>2003 Actual</b>	<b>2004 Adopted Budget</b>	<b>2005 Adopted Budget</b>	<b>% Change</b>	<b>Change</b>
<b>General Fund - City</b>						
Contractual Services	493,102	199,724	112,321	283,308	152.2%	170,987
Equipment	9,575	7,676	5,000	10,070	101.4%	5,070
Fringe Benefits	519,339	194,103	260,262	206,230	-20.8%	-54,032
Operating Costs	247,224	34,353	18,891	22,403	18.6%	3,512
Salaries and Wages	2,082,351	825,960	748,336	783,436	4.7%	35,100
<b>Total for General Fund - City</b>	<b>3,351,591</b>	<b>1,261,816</b>	<b>1,144,810</b>	<b>1,305,447</b>	<b>14.0%</b>	<b>160,637</b>
<b>Internal Service Funds</b>						
Contractual Services	672,115	519,945	575,617	552,469	-4.0%	-23,148
Equipment	205,989	81,791	95,000	125,330	31.9%	30,330
Fringe Benefits	36,810	44,793	61,433	66,530	8.3%	5,097
Operating Costs	192,409	146,801	160,617	163,261	1.6%	2,644
Salaries and Wages	146,759	153,708	196,857	203,729	3.5%	6,872
<b>Total for Internal Service Funds</b>	<b>1,254,081</b>	<b>947,037</b>	<b>1,089,524</b>	<b>1,111,319</b>	<b>2.0%</b>	<b>21,795</b>
<b>Special Revenue Funds</b>						
Contractual Services	2,496	0	0	0		0
Fringe Benefits	59	0	0	0		0
Salaries and Wages	774	0	0	0		0
<b>Total for Special Revenue Funds</b>	<b>3,329</b>	<b>0</b>	<b>0</b>	<b>0</b>		<b>0</b>
<b>Total for CITY CLERK</b>	<b>4,609,001</b>	<b>2,208,853</b>	<b>2,234,334</b>	<b>2,416,766</b>	<b>8.2%</b>	<b>182,432</b>

**CITY CLERK - ELECTIONS**  
**Expense Information**

	<b>2002 Actual</b>	<b>2003 Actual</b>	<b>2004 Adopted Budget</b>	<b>2005 Adopted Budget</b>	<b>% Change</b>	<b>Change</b>
<b>General Fund - City</b>						
Contractual Services	175,503	115,218	202,639	562,212	177.4%	359,573
Equipment	2,827	4,805	5,167	5,239	1.4%	72
Fringe Benefits	84,705	66,468	77,370	72,210	-6.7%	-5,160
Operating Costs	48,969	29,653	27,009	27,727	2.7%	718
Salaries and Wages	674,616	311,512	618,985	296,320	-52.1%	-322,665
<b>Total for General Fund - City</b>	986,621	527,656	931,170	963,708	3.5%	32,538
<b>Total for CITY CLERK - ELECTION</b>	986,621	527,656	931,170	963,708	3.5%	32,538

**CITY CLERK  
Revenue Information**

	2002 Actual	2003 Actual	2004 Adopted Budget	2005 Adopted Budget	% Change	Change
<b>General Fund - City</b>						
Charges for Sales	1,893	239	1,000	1,000	0.0%	0
Charges for Service	8,400	3,300	8,000	8,000	0.0%	0
Licenses and Permits	16,865	5,377	5,000	5,000	0.0%	0
Other Misc Revenues	9,132	539	2,000	1,000	-50.0%	-1,000
<b>Total for General Fund - City</b>	36,290	9,455	16,000	15,000	-6.3%	-1,000
<b>Internal Service Funds</b>						
Charges for Service	1,450,811	1,113,831	1,089,524	1,111,319	2.0%	21,795
Gains	-555	-2,514	0	0	0.0%	0
Other Misc Revenues	-58,754	0	0	0	0.0%	0
<b>Total for Internal Service Funds</b>	1,391,502	1,111,317	1,089,524	1,111,319	2.0%	21,795
<b>Special Revenue Funds</b>						
Contributions	2,500	-4	0	0	0.0%	0
Local Government	714	0	0	0	0.0%	0
<b>Total for Special Revenue Funds</b>	3,214	-4	0	0		0
<b>Total for CITY CLERK</b>	1,431,006	1,120,768	1,105,524	1,126,319	1.9%	20,795

**CITY CLERK - ELECTIONS**  
**Revenue Information**

	<b>2002 Actual</b>	<b>2003 Actual</b>	<b>2004 Adopted Budget</b>	<b>2005 Adopted Budget</b>	<b>% Change</b>	<b>Change</b>
<b>General Fund - City</b>						
Charges for Sales	345	34	1,000	1,000	0.0%	0
Charges for Service	202,500	67,706	67,500	75,554	11.9%	8,054
Local Government	116,196	0	0	0	0.0%	0
Other Misc Revenues	240	0	0	0	0.0%	0
Rents	100	0	0	8,000	0.0%	8,000
<b><i>Total for General Fund - City</i></b>	<b>319,381</b>	<b>67,739</b>	<b>68,500</b>	<b>84,554</b>	<b>23.4%</b>	<b>16,054</b>
<b>Total for CITY CLERK - ELECTIONS</b>	<b>319,381</b>	<b>67,739</b>	<b>68,500</b>	<b>84,554</b>	<b>23.4%</b>	<b>16,054</b>