

City Clerk

Mission Statement

Our mission is to comply with Federal, State and City mandates and regulations governing official City Council meetings, actions and documentation; Elections; and City-wide policies and procedures concerning official government records.

Primary Businesses:

1. Coordinate Council Committee activities, materials and documentation according to the MN Open Meeting Law.
2. Manage the City's policies and procedures on electronic and paper records and oversee data practices for the City in conformance with Federal and State laws
3. Index and retrieve current and past Council actions to provide historical and reference information for public and City departments in conformance with the MN Data Practices laws.
4. Provide administrative services to the Council offices including facilities, personnel and budget
5. Conduct elections according to Federal and State Law
6. Manage printing and mailing services for City departments

Key Trends and Challenges Impacting the Department:

Council needs and activities are increasing while the Clerk's staff is decreasing.

Key Initiatives or Other Models for Providing Service to be implemented:

Enterprise Records and Information Management

Merging Copy Center/Mail Room with Hennepin County

Key Departmental Outcome Measures:

Outcome Measure	2000 Actual	2001 Actual	2002 Actual	2003 Estimated	2004 Projected
% of workforce: people of color	12%	12%	17%	20%	15%
%of workforce: female	76%	73%	82%	77%	77%

Explanation of Performance Data for Departmental Outcome Measures:

Staff reductions result in fewer people of color in 2003 and 2004

Primary Business:

Council meeting organization and documentation

Service Activity:

Committee Coordinators - Coordinate Council Committee activities

Description:

Provide administrative services to City Council standing committees, Executive committee, Charter Commission, Committee of the Whole, and City Council meetings to insure that all proceedings follow legal requirements and are accurately reflected.

Key Performance Measures for the Service Activity:

Key Performance Measure	2000 Actual	2001 Actual	2002 Actual	2003 Estimated	2004 Projected
Council committee meetings coordinated per coordinator	30	30	47	51	57
Avg. # of agenda items per Committee Coordinator per year	375	380	380	390	390
Cost of City Council official publications	\$77,209	\$85,187	\$92,000	90,000	90,000
Council meetings coordinated	52	23	33	36	36
Charter Commission meetings coordinated	12	12	14	14	12
Executive Committee meetings coordinated	22	25	30	25	24
Official council proceedings published to the City Web site	52	32	38	38	38

Explanation of key performance measures:

Service Activity:

Records Management - Guide the City's policies, procedures and management of electronic and paper records

Description:

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 inactive records held in the City Records Center and the collection of historical records held in the City Archives.

Key Performance Measures for the Service Activity:

Key Performance Measure	2000 Actual	2001 Actual	2002 Actual	2003 Estimated	2004 Projected
Data practice requests involving Records Manager	no data	no data	80	100	100
% of data practices requests that are fulfilled in statutorily defined timeframes	no data	no data	100%	100	100
Retrieved and re-filed records per year per FTE	3,187	2,808	3,000	3,000	3,000
% retrieval of requested records within two hours of receipt of request	99%	99%	99%	99	99

Explanation of key performance measures:

Service Activity:

Council Information - Maintain public access to current and past Council actions

Description:

Provide information on past and current Council actions. Catalog Council proceedings and associated documents. Maintain the City Charter and Code of Ordinances. Manage the department's office technology systems.

Key Performance Measures for the Service Activity:

Key Performance Measure	2000 Actual	2001 Actual	2002 Actual	2003 Estimated	2004 Projected
% of Official Proceedings created; published on Web; and proofread within five (5) working days80%	95%	100%	100	100	100
% Council Committees agendas with supporting documentation on the Internet	N/A	20%	100%	100	100
Council proceeding pages proofread and indexed	1,327	1,432	1,500	1,550	1,600
Ordinances passed	150	182	300	300	200
Contracts processed	536	738	N/A	na	na
% Response to current and historical inquiries within stated goals; researched within 3 working days unless specified	100%	100%	100%	100	100

Explanation of key performance measures:

Service Activity:

Administration and Customer Service - Provide public access to City services through referrals and by answering questions about City policies and procedures

Description:

Provide support services for City Council and City Clerk offices including managing budget, personnel issues and coordinating customer services.

Key Performance Measures for the Service Activity:

Key Performance Measure	2000 Actual	2001 Actual	2002 Actual	2003 Estimated	2004 Projected
% of workforce:				12	na
people of color	12%	12.%	15		
female	76%	73.%	17% 82%		
Special Council permits	242	174	182	180	na
Block event permits	837	810	825		
Board of equalization applications	107	100	182	180	180
Domestic partner applications processed	73	49	54	55	55

Explanation of key performance measures:

Service Activity:

Municipal Information Library - Provide reference and historical information to City employees and the public

Description:

Provide library reference and current awareness services to City employees, manage a collection of City of Minneapolis documents and other publications of interest to City officials and employees. Respond to reference questions from the public pertaining to City of Minneapolis City government.

Key Performance Measures for the Service Activity:

Key Performance Measure	2000 Actual	2001 Actual	2002 Actual	2003 Estimated	2004 Projected
Research projects completed	664	803	780	na	na
Cost per project	\$72.88	\$64.83	\$56.55	na	na
Documents delivered	1,923	2,768	2,780		
% of research requests completed within negotiated time frame	100%	100%	100%		
Items added to collection	960	1,657	1,000		

Explanation of key performance measures:

Closed due to budget cuts

Primary Business:

Printing and mailing services for City departments

Service Activity:

Copy and Mail Center

Description:

Provide mail service and high quality, low cost copying and duplicating services to all departments located in City Hall and other City offices in the downtown area.

Key Performance Measures for the Service Activity:

Key Performance Measure	2000 Actual	2001 Actual	2002 Actual	2003 Estimated	2004 Projected
High speed impressions per year	11.7 million	9.5 million	9 million	9 million	na
% of orders completed within customer time frame with percent meeting quality expectations	98%	98%	98%	98%	na
Convenience copier impressions per year	7.037 million	6.969 million	7 million	6.5 million	na
Pieces of City interoffice mail processed per FTE per year	190,000	190,000	175,000	170,000	na
Pieces of United States Postal Service (USPS) mail processed	1.42 million	1.3 million	1.3 million		

Explanation of key performance measures:

These functions may be turned over to the County in January 2004.

Primary Business:

Elections and voter registration

Service Activity:

Manage election process and maintain voter registration records for city residents

Description:

Conduct well-organized and accurate elections, which facilitates the maximum participation of all Minneapolis residents eligible to vote. Ensure that all elections are in compliance with Federal, State, and City election laws.

Key Performance Measures for the Service Activity:

Key Performance Measure	2000 Actual	2001 Actual	2002 Actual	2003 Estimated	2004 Projected
New Election judges recruited	700	283	700	0	700
Election judges trained and staffed on primary and general election	2,711	2,160	2,500	0	2,500
Number of ballots cast	225,324	149,559	200,000	0	230,000
Average cost per ballot cast	\$4.09	\$6.08	\$4.30	0	4.00
% precincts reporting results within 30 minutes of polls closing	75%	85%	90%	0	50
Voter registration data processed in statewide voter registration system	83,269	20,222	36,135	na	na
Voter data entered per FTE	9,252	5,055	9,033	na	na

Explanation of key performance measures:

Costs vary by type of election year due to cost allocation procedures established within state election laws (e.g. City pays for ballot printing costs in City election years). In high volume years such as the presidential and state elections, temporary employees are utilized to keep overtime costs down. Voter Registration has been moved to the County.

Financial Analysis:

EXPENDITURE

The City Clerk’s budget reflects the reorganization of the City Council’s budget. Prior to the Local Government Aid cuts of 2003, the City Clerk’s budget included the ward budgets for each Council Member, including the personnel costs of the assistants and associates in each office. The City Clerk’s position information has been restated for the change in the City Council’s budget while the financial information has not. The substantial reductions in every category of expense reflect these changes.

REVENUE

Revenue in the City’s mailing and copying operations are budgeted so that revenue and expense are equal, as planned in the Intergovernmental Services work out plan.

FUND ALLOCATION

The City Clerk’s office is funded primarily in the general fund (51%), while printing and mailing operations are internal service fund activities (49%).

LOCAL GOVERNMENT AID CUT IN 2003

The City Clerk’s LGA cut included the elimination of 4 positions in the Clerk function and a reduction to the Election’s budget. This reduction to the Election’s budget has been restored in preparation for the Presidential election in 2004.

ADOPTED BUDGET

The budget does not include any changes to the City Clerk’s budget.

**CITY CLERK
Staffing Information**

	2001	2002 Adopted Budget	2003 Adopted Budget	2004 Adopted Budget	% Change	Change
FTE's by Division						
Operations	21.00	21.00	18.00	14.00	-22.22%	(4.00)
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	25.50	27.75	24.00	26.70	11.25%	2.70
Total FTE's	52.00	54.25	47.50	46.20	-2.74%	(1.30)

Minneapolis City Clerk 2004 Organization Chart

