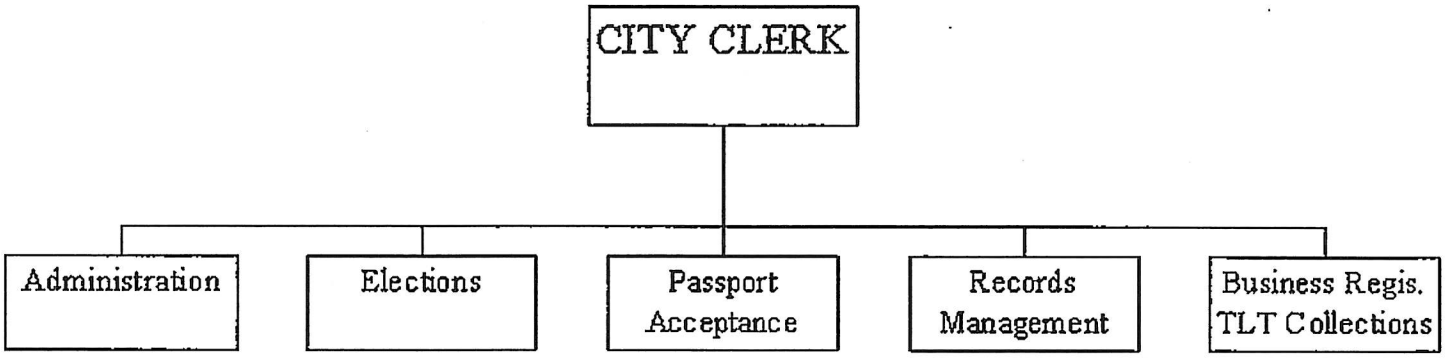
City Clerk



Full-Time Employees	
Administration	3.65
Elections	0.15
Passport Acceptance	1.05
Records Management	1.15
Business Registration / TLT Collections	10.00
Total	16

City Clerk Department

Business Plan – Overview

Mission Statement:	To serve our internal and external customers with courtesy and professionalism and provide accurate, timely, efficient and cost effective services in carrying out responsibilities in the five programs that encompass this department, i.e., Administration, Business Registration, Elections, Passport Acceptance Facility, and Records Management.

About The Department

The City Clerk is elected at large to a four-year term and carries out duties as mandated in the City's Charter and Municipal Code as well as State-mandated duties.

The department has five programs: Administration, Business Registration/Transient Lodging Collections; Elections; Passport Acceptance Facility; and Records Management.

The Administration Program is responsible for preparing agendas and minutes of all meetings of the Mayor and Council/Community Development Commission. This Program processes all resolutions and ordinances and claims filed against the City. The Administration Program also receives appeals and is responsible for maintaining the City's Municipal Code, distributing supplements to Municipal Code subscribers, and maintaining the list of appointees to all City Boards and Commissions. The City Clerk is the custodian of all public documents for the City of San Bernardino. Under State-mandated duties, the City Clerk serves as the filing officer for all Statements of Economic Interest (Form 700).

The Business Registration/Transient Lodging Collections Program is responsible for the collection of business registration fees and Uniform Transient Lodging Taxes (Bed Tax). This Program administers systems of enforcement to ensure collection of delinquent accounts and maximum revenue. This Program has over 18,000 accounts and generates over $8 million in revenue. The Program also processes applications for fireworks sales and monitors compliance with the City's fireworks ordinance. The Business Registration Program also receives and processes all applications for operator permits, entertainment permits, and massage technician permits and provides staff support to the Bureau of Franchises. This Program has three bilingual employees that assist Spanish-speaking customers on a daily basis.

The Elections Program duties are actually performed by staff in the Administration Program and, if required, we enlist the support of personnel in the entire department to assist with a city-conducted election. For cost effectiveness, the City contracts with the County Registrar of Voters to conduct most of our elections; however, this office must be prepared to conduct its own elections if required by the Mayor and Council.

The City's regular elections occur every two years and staff prepares candidate notebooks, issues nomination papers and accepts them for filing, along with other documents required to be filed by candidates. Staff proofreads all candidate statements and arranges for the Federally-mandated translation from English to Spanish.

This Program must also be prepared to handle any issues/processes concerning charter amendments, recalls, initiatives, referendums, and special elections.

The Passport Acceptance Facility (PAF) Program provides a much-needed and convenient service to the public as every U.S. citizen traveling outside of the country is now required to have a U.S. passport. We have one person primarily responsible for this program; however, there are personnel within the entire department who are trained as passport acceptance agents and provide valuable support services to the PAF.

The Records Management Program is responsible for maintaining a database of the City's official documents and insuring public access to those documents in compliance with the Public Records Act.

Records dating back to 1983 have been scanned and the database of public documents continues to be expanded.. This Program has only one person assigned to scan documents and respond to public records requests; however, personnel in the Administrative Program also provide support services as needed. This Program maintains the records retention schedule and submits requests for destruction of records in accordance with the records retention schedule approved by the Mayor and Council.

Top Accomplishments for FY 2009/10

1. Issued nomination papers to 12 candidates who ran for City offices in November 2009 and, in cooperation with the San Bernardino County Registrar of Voters, successfully conducted the 2009 primary election.

2. Revised Chapter 2.56 Elections of the Municipal Code to update language and content so that it gives the City an opportunity to reduce costs by having the option of posting required legal notices on the City's website and conducting all-mail-ballot elections. The revisions also eliminated conflicting and/or ambiguous language in the Municipal Code.

3. Completed the destruction of records as approved in the updated Records Retention Schedule.

4. Implemented the online business registration renewal capability.

5. Expanded scanning and bar coding capabilities for the Business Registration Program to increase office efficiency.

6. One of our Deputy City Clerks earned designation as a Certified Municipal Clerk.

7. The office handled a total of 38,886 phone inquiries and front counter customers in 2009.

Major Issues for FY 2010/11

1. Potential charter amendment on the November 2010 ballot.

2. Continue to ensure maximized efficiency and efforts in identifying and collecting business registration revenue to offset the decrease in revenues resulting from the economic climate.

3. Implement the Agenda Management Software program and, in cooperation with the City Manager's Office, provide training to all departments.

4. Consider charter amendment to make the City Clerk's position appointed; however, set minimum qualifications.

City Clerk
Budget Summary

A. Expenditures by Programs	[A]2007/08 Actual	[A]2008/09 Actual	[A]2009/10 Budget	2010/11 Proposed	Percent Change 2009/10-2010/11
Administration	548,746	419,549	514,397	520,000	1%
Elections	552,018	422,050	517,464	523,100	1%
Passport Acceptance	70,598	53,977	66,179	66,900	1%
Records Management	99,513	76,084	93,284	94,300	1%
Business Registration / TLT Collections	844,753	645,864	791,875	800,500	1%
Total	2,115,628	1,617,523	1,983,200	2,004,800	1%

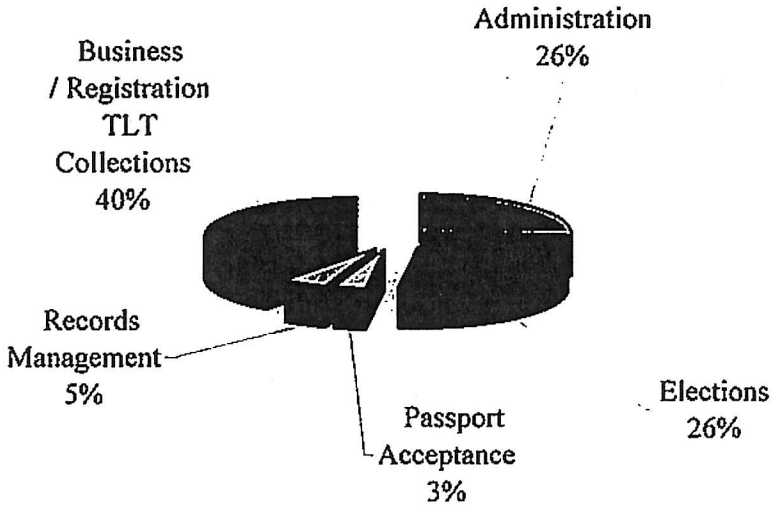
B. Expenditures by Classification					
Personnel Services	1,330,435	1,297,420	1,219,000	1,230,100	1%
Maintenance & Operations	95,103	94,987	103,300	100,900	-2%
Contractual Services	583,193	102,387	562,000	565,600	1%
Internal Services[B]	105,009	122,597	94,300	104,800	11%
Capital Outlay	1,888	132	4,600	3,400	-26%
Debt Service					
Credits / Billables					
Total	2,115,628	1,617,523	1,983,200	2,004,800	1%

C. Funding Sources					
General Fund	9,568,421	8,853,111	7,999,400	7,839,000	-2%
Internal Service Fund					
Total	9,568,421	8,853,111	7,999,400	7,839,000	-2%

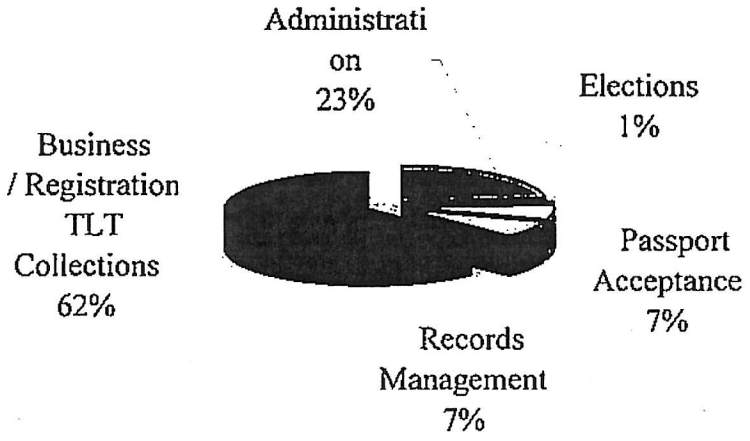
[A]For comparison purposes prior fiscal year actual expenditure are allocated to the current program

[B]Workers Compensation and Liability charges have been added to each Department's Internal Service Charges.

2010/11 Proposed Budget



Full-Time Employees



City Clerk Department
Program: Administration

Program Summary

Program Code:	0001
Program Purpose:	To prepare Council agendas and minutes, process resolutions and ordinances approved by Council, accept and file claims and appeals for the City, maintain current rosters for boards and commissions, maintain the Municipal Code, and file FPPC documents for the City to assure compliance with the California Government Code.
Strategic Goals Addressed:	Responsive Government

5 – Year Program Goals

1. Cross-train staff in all aspects of the City Clerk's Office functions in order to retain optimum knowledge and efficiency when key staff members retire within the next few years.

2. Implement an agenda management software program to streamline the agenda process and more efficiently provide the City Council and the public access to agenda documents.

3. Outsource the maintenance of the Municipal Code to streamline and expedite updates to the Municipal Code. Outsourcing maintenance of the Municipal Code will also give us an opportunity to look at best practices employed by other cities.

4. Review the functions of the boards and commissions to streamline committees and avoid duplication of efforts.

Program Budget Summary

	2007/08 Actual	2008/09 Actual	2009/10 Proposed	2010/11 Proposed
Funding Level	$548,746	$419,549	$514,397	$520,000
Full Time Employees				3.65
Funding Sources				

Program Changes

1. None.

FY 2010/11 Program Objectives

1. Fill the vacant Assistant City Clerk position to ensure a smooth transition upon the retirement of the current City Clerk.

2. Implement an agenda management software program to streamline the agenda process and more efficiently provide the City Council and public access to agenda documents.

3. Send the Senior Customer Service Representative to the City Clerks Association "Nuts and Bolts" seminar for further training in the City Clerk's Office functions.

Ongoing Program Objectives

1. Record and maintain official records of the City of San Bernardino.

2. Facilitate communication and information sharing among the public, City Council and City staff.

3. Maintain up-to-date rosters for the City Boards and Commissions and comply with the Maddy Act which requires that by December 31 of each year a list of upcoming vacancies be posted.

4. Expand the amount of electronic information on the intranet and internet made available to the City Council, City Staff and citizens.

Performance Measures

	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Mid-Year	2010/11 Target
Number and percent of City Council minutes completed within 30 working days.	32/59%	40/97.5%	30/97%	15/93%	30/98%
Number of ordinances and percent conformed and submitted for codification within one week of adoption.	28/100%	35/100%	25/100%	11/100%	25/100%
Number of resolutions adopted and percent conformed and distributed within one week.	570/100%	437/100%	400/100%	247/100%	400/100%
Number of contracts and agreements and indexed within two weeks of action.	Unknown	Unknown	200/100%	132/100%	200/100%
Number and percent of claims received, logged and routed to departments within 24 hours.	425/100%	444/100%	440/100%	233/100%	440/100%
Number and percent of requests for hearings received, logged and routed to departments within 24 hours.	199/100%	449/100%	500/100%	279/100%	500/100%
Number and percent of requests for appeals received, logged and routed to departments within 24 hours.	20/100%	13/100%	20/100%	17/100%	20/100%
Number and percent of FPPC documents (Statements of Economic Interest) received on time.	Unknown	Unknown	293/100%	Unknown	290/100%
Number of counter customers assisted	Unknown	Unknown	900	439	900
Number of phone calls	Unknown	Unknown	3,200	1,625	3,200
Number of notices of liens and releases of liens notarized for the Business Registration Program.	Unknown	Unknown	400	192	400

Performance Measure: Notes

1. Some data may be unavailable or incomplete due to new tracking procedures implemented March 2010.
2. In FY 2008/09, the City Clerk's office began to produce more condensed "action minutes" instead of the almost verbatim minutes produced in FY 2007/08 allowing for a more efficient completion rate.

City Clerk Department

Program: Elections

Program Summary

Program Code:	0009
Program Purpose:	To conduct and monitor the election process for the City to assure compliance with the City Charter, Municipal Code, and the State Elections Code to ensure a fair and impartial election process for all candidates running for office in the City.
Strategic Goals Addressed:	Responsive Government

5 – Year Program Goals

1. Continue to conduct the nomination and election processes of the City in an impartial, efficient and thorough manner.

2. Propose a charter amendment change to eliminate run-off elections in the City, thereby realizing savings and effectively reducing the length of time between an election and the first day of office. Under the current practice, there is a four-month period between an election and the date a newly-elected official assumes office.

3. Propose a charter amendment to make the position of City Clerk an appointed position with minimum qualifications to retain optimum knowledge of the laws and regulations that govern the functions of the City Clerk's Office.

Program Budget Summary

	2007/08 Actual	2008/09 Actual	2009/10 Proposed	2010/11 Proposed
Funding Level	$552,018	$422,050	$517,464	$523,100
Full Time Employees				0.15
Funding Sources				

Program Changes

1. None.

FY 2010/11 Program Objectives

1. Continue preparing for a possible charter amendment on the November 2010 ballot.

2. Update procedure manual for the charter amendment process and update, if required, procedures for recall, initiative and referendum.

3. Begin the preparation for the 2011 nomination period by compiling candidate notebooks for offices up for election in 2011 (i.e. Council members for wards 3, 5, 6, and 7 and the Offices of City Attorney, City Treasurer, and City Clerk).

Ongoing Program Objectives

1. Continue to update procedures manual concerning the election process.

2. Continue to stay abreast of California Election Laws and FPPC requirements affecting campaign committees.

3. Continue to notify candidates and committees in a timely manner regarding FPPC filing requirements.

4. Continue to review campaign statements in a timely manner and follow up with those requiring amendments.

Performance Measures

	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Mid-Year	2010/11 Target
Number and percent of campaign statements received on time.	Unknown	Unknown	29/95%	29/72%	25/95%
Number of letters sent to campaign committees to notify of filing obligations.	Unknown	Unknown	120	60	120
Number of campaign statements reviewed.	Unknown	Unknown	29	21	25
Number of candidate statements processed.	Unknown	Unknown	8	8	0

Performance Measure: Notes

1. Some data may be unavailable or incomplete due to new tracking procedures implemented March 2010.

City Clerk Department

Program: Passport Acceptance

Program Summary

Program Code:	0010
Program Purpose:	To screen official government issued documents and process passport applications for U.S. citizens intending international travel on behalf of the U.S. Department of State according to passport and travel guidelines and generate revenue for the City via the processing and photo fees received for each passport application.
Strategic Goals Addressed:	Responsive Government

5 – Year Program Goals

1. Continue to promote the Passport Acceptance Facility in order to attract more customers from the surrounding communities.

2. Continue to assure compliance with passport acceptance procedures mandated by the U.S. Department of State and offer courteous and efficient customer service.

Program Budget Summary

	2007/08 Actual	2008/09 Actual	2009/10 Proposed	2010/11 Proposed
Funding Level	$70,598	$53,977	$66,179	$66,900
Full Time Employees				1.05
Funding Sources				

Program Changes

1. None.

FY 2010/11 Program Objectives

1. Continue to promote our Passport Acceptance Facility (PAF) services and Passport Night events to increase revenue for the City.

2. Continue to conduct outreach campaigns about our PAF to the surrounding community agencies and organizations through public service announcements, intranet announcements, and Council meeting announcements from the City Clerk.

3. Continue to provide prompt, courteous, and efficient service to our PAF customers.

Ongoing Program Objectives

1. Continue to promote our Passport Acceptance Facility services and Passport Night events to increase revenue for the City.

2. Continue to stay abreast of laws and regulations governing the processing of passport applications.

3. Continue to stay abreast of travel laws and regulations in order to provide the most accurate information to the public.

4. Continue to conduct outreach campaigns to the surrounding community agencies and organizations through public service announcements, intranet announcements, and Council meeting announcements from the City Clerk.

Performance Measures

	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Mid-Year	2010/11 Target
Revenue	$99,413	$67,444	$75,000	$32,271	$75,000
Number of passport applications processed.	2,818	2,008	2,100	964	2,200
Number of pictures taken.	1,819	1,437	1,400	665	1,500
Number of after-hours Passport Nights offered.	0	10	10	6	10
Number of passport applications that pass State Dept. submission standards	Unknown	Unknown	Under 5	Unknown	Under 5
Number of photos returned due to quality issues.	Unknown	Unknown	Under 5	Unknown	Under 5
Number of counter customers assisted	Unknown	Unknown	1,000	493	1,000
Number of phone calls	Unknown	Unknown	1,000	474	1,000

Performance Measure: Notes

1. Some data may be unavailable or incomplete due to new tracking procedures implemented March 2010.

City Clerk Department

Program: Records Management

Program Summary

Program Code:	0011
Program Purpose:	To maintain the records of the City utilizing technology to optimize the efficiency and thoroughness of records for the City and the public in order to assure compliance with records retention schedules and the Public Records Act.
Strategic Goals Addressed:	Responsive Government

5 – Year Program Goals

1. Continue to scan City documents into the Laserfiche database for efficient accessibility.

2. Continue to implement technological advancements in software and hardware that will allow for optimum office efficiency and retrieval of records.

3. Initiate discussions and proposal for a City-wide Records Information Management (RIM) Program.

Program Budget Summary

	2007/08 Actual	2008/09 Actual	2009/10 Proposed	2010/11 Proposed
Funding Level	$99,513	$76,084	$93,284	$94,300
Full Time Employees				1.15
Funding Sources				

Program Changes

1. None.

FY 2010/11 Program Objectives

1. Scan Campaign Statements and Statement of Economic Interest forms into Laserfiche for more efficient access by City Clerk staff.

2. Submit semi-annual records destruction proposal.

Ongoing Program Objectives

1. Continue to follow the records retention schedule in order to maintain the quality of storage systems for documents maintained by the City Clerk's Office.

2. Continue to image frequently requested documents, such as Council agenda backup, in order to more efficiently retrieve records when needed.

3. Continue to serve the public by fulfilling public records requests in an efficient and courteous manner, while assuring the fulfillment of the Public Records Act.

4. Provide opportunities for training and education in records management and laws affecting the RIM Program.

Performance Measures

	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Mid-Year	2010/11 Target
Number of records requests filled within 10 days	Unknown	Unknown	Unknown	Unknown	400/100%
Percent of records destroyed per records retention schedule.	Unknown	Unknown	100%	85%	100%
Number of current document pages scanned	Unknown	Unknown	Unknown	Unknown	75,000
Number of historical document pages scanned	TBD	TBD	TBD	TBD	

Performance Measure: Notes

1. Some data may be unavailable or incomplete due to new tracking procedures implemented March 2010.

City Clerk Department

Program: Business Registration / TLT Collections

Program Summary

Program Code:	0012
Program Purpose:	To collect business registration taxes and transient lodging taxes for the General Fund in order to support ongoing City services.
Strategic Goals Addressed:	• Business and Economic Development • Responsive Government

5 – Year Program Goals

1. Continue to maximize efforts and efficiencies in identifying and collecting revenues and continue to pursue and identify new revenue streams through information sharing programs with the State.

2. Streamline payment acceptance procedures through technology to reduce paper waste and duplication of efforts in multiple departments.

Program Budget Summary

	2007/08 Actual	2008/09 Actual	2009/10 Proposed	2010/11 Proposed
Funding Level	$844,753	$645,864	$791,875	$800,500
Full Time Employees				10.00
Funding Sources				

Program Changes

1. None.

FY 2010/11 Program Objectives

1. Increase audits of business registration accounts to offset revenue decreases resulting from economic climate.

2. To introduce an ordinance imposing a moratorium on massage parlor/technicians permits.

3. Transfer the Bureau of Franchise's responsibilities to the Police Commission.

4. Update Program procedures.

Ongoing Program Objectives

1. Implement an audit schedule to ensure that accounts are reviewed on a regular basis. Proposal to repeat audits a minimum of every three years (Initial audit includes current year plus previous three years).

2. Continue aggressive efforts to gain compliance from delinquent accounts.

3. Efficient and timely processing of business registration applications and renewals.

4. To improve and efficiently administer the issuance of fireworks applications; collection of regulatory fees and insure compliance with applicable ordinance.

5. To streamline permit processes such as Operator Permits/Live Entertainment Permits that involves multiple departments.

6. Continue to expand on relevant technological advancements to maintain optimum efficiency and accuracy of program procedures.

7. To assist with the invoicing and collection of NPDES fees.

Performance Measures

	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Mid-Year	2010/11 Target
Number of payments received via mail/counter/on-line	Unknown	12,222/ 6,994/ N/A	12,000/ 6,900/220	5.360/ 3,594/117	12,000/ 7,000/500
New revenues from detection work	N/A	$595,000	Unknown	$230,000	$200,000
Number of properties reaching lien stage	434	787	unknown	512	800
Number of liens recorded w/County	Unknown	Unknown	275	209	300
Tax Roll Amount/% Collected to date	$41,001 92.7%	$109,142/ 93%	$230,873	$230,873/ 58.7%	$250,000/ 93%
Number of audits completed/Revenue realized through audits	N/A	N/A	25 / $50,000	8 /$17,914	50 / $100,000
Percent of renewal accounts remaining unresolved 30/60/180 days after expiration date	Unknown	Unknown	Unknown	TBD	30%/25% /5%
Number of working days from payment processed to certificate mailed	Unknown	Unknown	Unknown	> 24 days	< 12 days
Number of counter customers assisted	Unknown	Unknown /5,050	8,500	4,346	8,000
Number of phone calls	Unknown	Unknown /9,215	16,000	7,981	16,000
Number of renewal, courtesy, and delinquent notices processed and mailed	30,293	31,583	32,600	16,271	33,000
Number of renewals returned to customer due to incomplete information or fees	Unknown	Unknown	Unknown	Unknown	1,500
Number of rental property leads mailed 1st notice	Unknown	4,183	2,500	2,056	2,500
Number of AB990 leads reviewed/letters sent	N/A	N/A	2,000 / 1,000	1,802 / 752	1,000 / 250
Number of operator, live entertainment, massage permits processed *	Unknown	Unknown	TBD	TBD	200
Number of NPDES fees collected	N/A	N/A	50	62	50

** Performance measures are currently being calculated.*

Performance Measure: Notes

1. None.