



2023 Annual Report Office of the City Clerk

**Patricia L. Rambosk, MMC
City Clerk**

MESSAGE FROM YOUR CITY CLERK

Dear Mayor, and Members of City Council,

It is my pleasure to formally submit the 2023 Annual Report on behalf of the Office of the City Clerk. As the City Clerk, it is my privilege to present this overview of our Office's activities, achievements and goals completed throughout the last year.

The 2023 Annual Report encapsulates the collective efforts and dedication of our Office's staff in fulfilling our commitments to the council, staff and the community. Within its pages, you will find detailed accounts of our progress in various areas, including Implementing new processes for public notices of proposed ordinances because of new state legislation for Business Impact Estimates, the establishment of procedures for filing Design Review Board (DRB) appeals, creating a new 2024 General Election Candidate Handbook, and keeping the City Clerk webpage current.

Our Office has had one vacant position over the past year. We had been posting and advertising for a document management coordinator to assist with building the online library in the Laserfiche Cloud. This is a new software to be implemented in 2024 as a service solution that will provide a central digital repository of searchable records accessible from anywhere. This software will greatly improve and replace the outdated Questys library that is now accessible to the public from the City's website. Although there were no applicants with Laserfiche experience to fill the vacant position, the City Clerk's Office is still working with the developer and Information Technology Services to allow multiple documents to be uploaded at one time. After we began the time-consuming effort of uploading files one by one late last year, we realized that we would have to be able to perform mass imports of records to complete the Project in 2024. With the staff vacancy unable to be

filled over the past year, we were able to return \$35,013.26 to the general fund to be utilized for other priorities. In addition, we returned over \$3,000 reimbursed for petitioner related advertising costs and \$4,284.15 collected for special service fees for the fulfillment of records requests.

Without the terrific team in the Clerk's Office taking on many additional duties this year in setting up Laserfiche as well as preparing for the 2024 General Election, the goals of the Clerk's Office would not have been achieved. The commitment of the Clerk's Office staff to excellent customer service continues to define our office. Not only do we deliver excellence in customer service to the public, but we also make it easy for the public to access records online and continue to maintain our one-stop shop of providing access to meeting minutes on the website that link to the video streaming of a meeting as well as the attached documents.

It was an honor to serve the City during its Centennial Year. We look forward to implementing the City's new records management platform next year and achieving our goals by working together with the City Council, City Manager, City Attorney and department directors.

Patricia L. Rambosk



Organizational Chart

Together, Our Team Offers
115 Years of Experience in Serving Our Community.



PATRICIA L. RAMBOSK,
MASTER MUNICIPAL CLERK
City Clerk
38 Years of Service



JESSICA ROSENBERG, CMC
Deputy City Clerk
25 Years of Service



JESSICA HERNANDEZ
Deputy City Clerk
10 Years of Service



CARMEN HERNANDEZ
Records and Fiscal Manager
28 Years of Service



ALLISON DURAN
Executive Assistant
7 Years of Service



DAVE HORTON
Executive Assistant
2 years of Service



STEPHANIE PIERRE
Administrative Coordinator
5 Years of Service

Office Overview

The City Clerk monitored daily public records requests, managed public records requests for all departments, and complied with Florida Statutes by providing all records in a timely manner. The City Clerk continued to administer the board and committee process, provide in-house orientation to each incoming member, and ensured that the required Statement of Financial Interests were submitted to the State of Florida for those who was required to do so.



Mission Statement

The Mission of the City Clerk's Office is to provide the highest quality and level of professional and courteous customer service by creating, maintaining, and safeguarding the official records of the City in accordance with State Law and the Code of Ordinances.

In addition to working on achieving and exceeding the goals approved by City Council, the City Clerk's Office worked diligently throughout 2023 to effectively perform the day-to-day operations of the City Clerk's Office. As the custodian of the Official Records of the City of Naples, the City Clerk continued to provide printed agenda packets to Council Members, record and maintain all proceedings of the City Council, appointed boards, committees and commissions of the City, as well as prepared minutes for each; processed all legislation (ordinances and resolutions) for filing; and coordinated the codification of adopted ordinances with Municipal Code Corporation.

Acting as the Records Management Liaison Officer for the City with the State of Florida, the City Clerk supervised the operation of the City's in-house Records Management Center, directed the retention program for all City records, engaged in digitizing, accessioning, dispositioning, and archiving of City records for other departments in the organization, and provided public records and records management training to administrative staff.



Annual Goals

The City Clerk established the following goals and objectives for Fiscal Year 2023-2024 in accordance with the City's Vision.

High performing Government: the City Clerk's Office is proactive, engaging, and responsive to ensure high levels of and quality of service for residents.

Prepare for the 2024 General Election:

- Implemented 2023 legislative changes to the Florida Election Code and Financial disclosures.
- Created an Election Handbook and Calendar and designed a new webpage.
- Facilitated agreements for all polling locations.
- Monitored receipt of Campaign Treasurer's Reports and posted them on the Election webpage.

Maintain the City-wide Records Management Program:

- Managed the Records Center thereby reducing city-wide costs of off-site records storage.
- Accessioned City Council records into the City's archives.
- Identified and preserved valuable historical departmental City records.
- Provided records retention and disposition training.
- Disposed of expired records in accordance with State Law.

Continue enhancing operational processes and services through efficient and effective methods and solutions to ensure that the City of Naples is customer-focused, proactive, consistent, and responsible in fulfilling public records requests in accordance with Florida Statutes:

- Implemented an improved invoice procedure for billing public records.
- Created a separate request portal in JustFOIA for the Fire Department.
- conducted training sessions with records coordinators.

High performing Government: Maintain and Enhance Transparency with the Community.

Improve and continuously update the City Clerk's webpage content:

- Drafted and published a Voting Record of City Council actions following each meeting.
- Posted all legal notices on the website and the Sunshine Board.
- Drafted and posted meeting minutes for City Council and all boards and committees.
- Continued to build the City Clerk's searchable library of records for public access (Questys and Laserfiche).

Deliver excellence in customer service to the public by providing accurate records information and maximizing access to municipal government in an efficient, timely, professional, and courteous manner:

- Established QR Codes for the public to access agendas and to request public records in areas throughout City Hall.
- Provided customer service to the public in person, over the phone, and through email in an efficient, timely, professional, and courteous manner.

Preparing for the 2024 General Election

There were several amendments to Florida's Election Code in 2023, which included changes to reporting intervals for Campaign Treasurer's Reports, an increase of fine amounts relating to election law violations, an update to the Candidate Oath Form, changes to Notice Requirements, a required application form for vote-by-mail ballot requests. In 2023, the City Clerk reviewed each of those changes and implemented procedures in advance of the March 19, 2024, General Election to ensure that candidates were well informed and complied with the updated Florida Election Code.



Form 6

New Florida Ethics law, **SB 774**, required public officials in local office to file a full public disclosure of assets, liabilities on Form 6. This also required all candidates to complete a Form 6 to qualify for the 2024 General Election. The City Clerk implemented procedures and provided educational material to all candidates to ensure that each candidate met the qualification requirements.

Election Handbook

The City Clerk created the 2024 Candidate Handbook which included new applicable laws as well as important information regarding the election.

In preparation of the 2024 General Election, the City Clerk also completed the following:

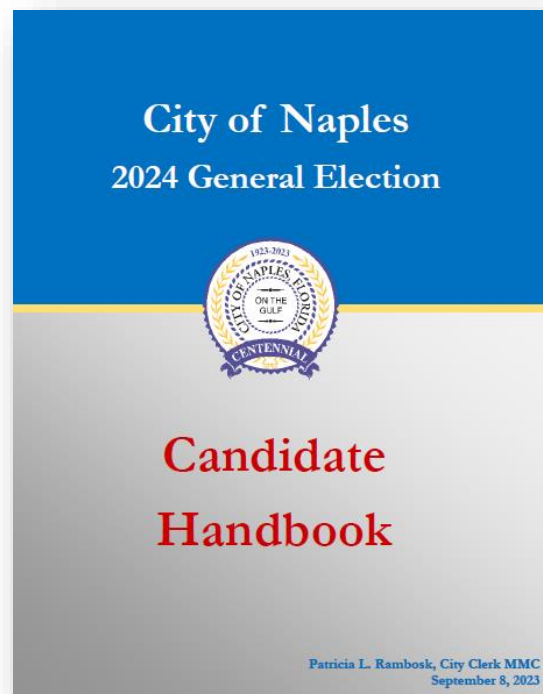
Calculated the filing dates and qualifying period, according to the Charter and Florida Statutes.

Established the 2024 Election calendar.

Facilitated interlocal agreements with the Collier County Supervisor of Elections to conduct the Election.

Designed a new webpage for the 2024 General Election to provide public access to information, including candidate election forms and financial reports.

Received Campaign Treasurer's Reports and posted them on the Election webpage.



Records Management

Laserfiche Implementation

Phase I – Completed

Our team had already set up the core managed cloud where the public will be able to access the City's Official Records. We also set up the Laserfiche application and supporting modules and completed programming the document type matrix spreadsheet to formulate the file taxonomy within Laserfiche. Basically, we wrote a software program to store our files in compliance with state guidelines. To get this far, our team completed a total of **160** hours of training.

Phase II – In progress

We are now in Phase II and have been uploading files into Laserfiche over the last 6 months. We uploaded about 20 years of Council meeting minutes so far. Before we can even upload any file, they all need to be prepared by reducing them, making them searchable, and renaming them. The good news is all our files have been previously digitized by our team.



Records Management Program

In 2023, the City Clerk's Office further improved efficiency in maintaining the City's records by completing the following:

Digitized 24 Boxes of Human Resources records that have a 50-year retention.

Digitized more than **1,000** water and sewer plans that are permanent records with historical value for the Public Works Department.

Disposed of **368** Boxes of confidential/exempt records that met retention and submitted the annual compliance statements to the State of Florida as required by Florida Guidelines.

Assisted the Finance Department in reviewing **475** boxes of records to determine whether retention had been met and disposed of all records that met retention in accordance with State guidelines.

Archived the City's Centennial Celebration material received for historical preservation.



Public Notices & Legislation

The City Clerk's Office drafted and published [41](#) legal ads in the newspaper and ensured affidavits were received from the Naples Daily News in compliance with Florida Statutes. In addition, an account was established to publish [269](#) required legal notices in the Florida Administrative Register, as well as posting the public notices on the City's bulletin Board and website.

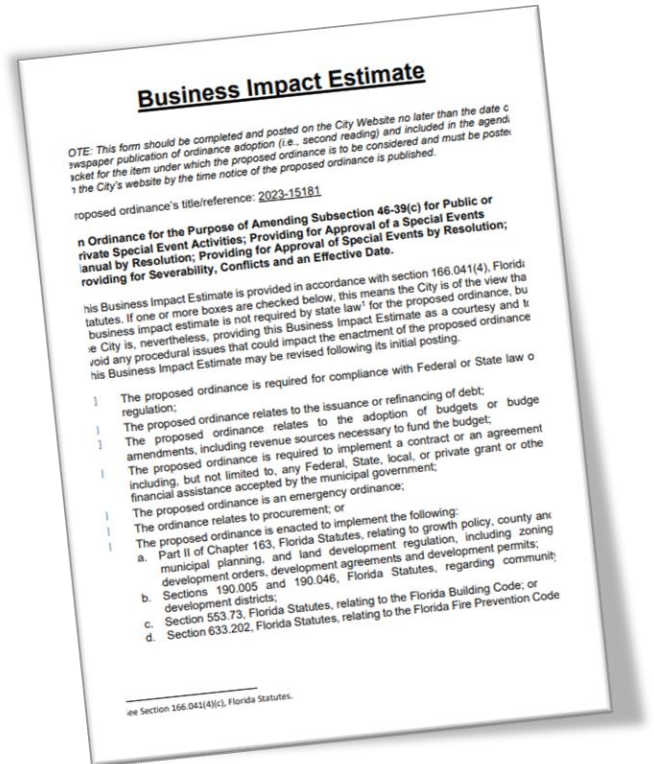
Business Impact Estimates

In 2023, SB170 was signed into Law, requiring municipalities to prepare (or cause to be prepared) a business impact estimate prior to enacting an ordinance, subject to exemptions noted in the Law. The business impact estimate must be posted on the City's website no later than the date the notice of proposed enactment is published. As a result, the City Clerk's Office posted a total of [4](#) Business Impact Estimates on the Clerk's webpage.

Legislation

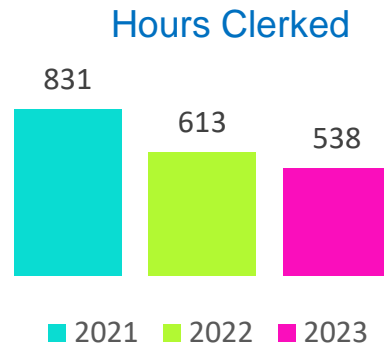
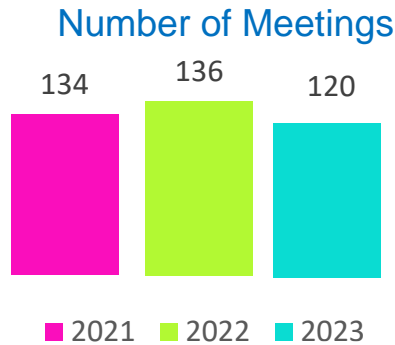
During 2023, due to the addition of new staff, the City Clerk took on the additional responsibility of assisting other Departments in drafting legislation and making recommendations on City Council agenda items early in the process, which has greatly improved the agenda workflow process and the quality of work.

The City Clerk, edited nearly 250 resolutions and ordinances to ensure correctness in accordance with the Code of Ordinances. Once approved, the City Clerk made revisions pursuant to City Council action, entered approved resolutions and ordinances into a searchable database, and archived each for permanent retention in the City's Official Records. In total, [224](#) City Council Resolutions, [9](#) CRA Resolutions and [61](#) Design Review Board Resolutions were processed. In addition, [23](#) ordinances, [19](#) of which were codified with CivicPlus, formerly Municipal Code Corporation, were processed, which were adopted by the City Council.



Meetings

In 2023, the City Clerk's Office clerked a total of **120** meetings, totaling **538** hours, consisting of City Council, CRA, the Ethics Commission and board and committee meetings. Meeting minutes for each meeting were subsequently drafted, approved, posted on the website, and filed for permanent retention.



Voting Record

City Council took formal action on **422** agenda items. Formal actions were memorialized in a Voting Record that is continuously updated to provide a record of all items shortly after each meeting and prior to meeting minutes being prepared. The voting record is posted on the City Clerk's webpage for easy access by the public and staff, thus greatly improving the efficiency of necessarily follow-up.

Granicus Meeting Templates

The City Clerk is very happy to report that all the old Granicus meeting templates that were attached to meeting videos on NaplesTV have been removed. The old templates caused incorrect names of Council Members to appear periodically when accessing minutes through the Granicus Platform. Staff worked on this project during City Council's winter recess to ensure this was completed by the end of the year.

Design Review Board Appeals

The City Clerk worked with the Legal Department to implement a new procedure for Design Review Board Appeals, which was approved by City Council by Resolution 2023-15053.

Granicus Peak Agenda Guidebook

The City Clerk's Office developed an illustrative Guidebook to train and assist staff throughout the City on how to navigate and use the Granicus Peak Agenda Platform.

QR Codes

The City Clerk's Office established QR Codes for the public to easily access agendas and request public records in areas throughout City Hall.

**Design Review Board
NOTICE OF APPEAL**
Section 2-477, Naples Code of Ordinances

Office of the City Clerk
Date Received: _____

THIS APPLICATION MUST BE COMPLETED, SIGNED AND SUBMITTED TO THE CITY CLERK ALONG WITH THE APPEAL FEE AND COPY OF THE RECORD, WITHIN 15 DAYS AFTER THE DECISION OF THE BOARD.

Petitioner: _____
Address: _____
Telephone No: _____ Cell No: _____ E-mail: _____

Agent for Petitioner: _____
Address: _____
Telephone No: _____ Cell No: _____ E-mail: _____

Address/Location of Subject Property: _____

Appeal shall set forth the specific errors committed by the board, with reference to the portion of the record where the error was committed.

©CITY COUNCIL, CIVIL BOARD/COMMITTEE MEETINGS/GRANICUS/PEAK Form/Notice of Appeal Form

Public Records Requests

Our team successfully implemented an improved invoice procedure for billing special service charges associated with public records requests. The procedure focused on optimizing the JustFOIA workflow, training, improved staff communications, following up with users to ensure accuracy of entering estimated and actual time, and facilitating a more efficient, timely and user-friendly experience for those needing to pay for public records requests. In 2022, users entered a total of 277 hours within the JustFOIA system for a total of 4,498 requests; In 2023, users entered a total of 2,173 hours for a total of 4,790 public records requests from the previous year. It also resulted in a remarkable 91 percent increase in fees collected and 71 percent more invoices generated for advance deposits compared to the previous year. Of the 55 invoices that were generated for advance deposits, 18 invoices for initial deposits were not paid, resulting in saving staff approximately 155 estimated hours by not needing to fulfill those requests.

In 2023, a total of \$4,284.15 was collected in special service fees for the fulfillment of records requests: \$233.50 for the Building Department, \$322.80 for Police, and \$3,727.85 for the City Clerk’s Office.

The City Clerk provided JustFOIA and Records Management training for the Planning Department. In addition, our team conducted one on one training with new employees and coordinated webinar training for existing employees to implement JustFOIA’s Document Management upgrade.

2023 Public Records Requests Report					
Description/Division	1st Qtr. 01/01/2023 03/31/2023	2nd Qtr. 04/01/2023 06/30/2023	3rd Qtr. 07/01/2023 09/30/2023	4th Qtr. 10/01/2023 12/31/2023	Year-to-Date Total
No. of Requests Received:					
Building	1127	1289	698	619	3733
Police	85	84	81	110	360
City Clerk (all other depts)	167	221	155	137	697
Total Requests Received:	1379	1594	934	883	4790

New Portal for Naples Fire Department

In December 2023, the City Clerk’s Office also created a separate request portal for the Fire Department for requesters to directly request fire records through the Fire Department rather than needing to be received first by the City Clerk’s Office. This required a significant amount of time to set up the public portal, forms, email templates, and workflow settings for the Fire Department to use. Next year, we will be able to provide the number of public records requests processed by the FD, which will greatly help the FD with personnel needs.



Boards and Committees

The City Clerk's Office supports **14** boards, committees, and commissions appointed by the Mayor and City Council. In 2023, the City Clerk's office processed **64** applications and maintained an online application process for residents to volunteer for all boards and committees and County boards with City resident positions.

Board Orientation

The City Clerk provided orientation to each of the newly appointed board and committee members on the Sunshine Law, the Public Records Act, and accessing City records.

Form 1 Submissions

The City Clerk also processed **55** Statement of Financial Interests and submitted them to the State of Florida for those who were required to do so.



Sam Noe Award

The City Clerk coordinated the selection of the 2023 recipient of the Sam Noe Award. On March 22, 2023, the City Council passed a resolution naming Renée Zepeda, AIA the recipient of the 2023 Sam Noe Award.



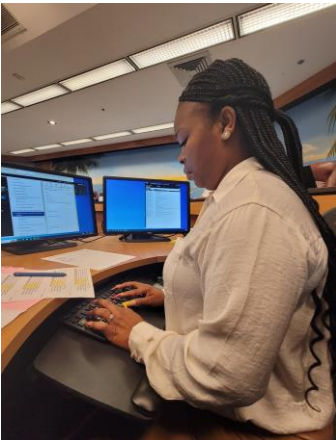
Education and Training

Education Plus Program

City Clerk Rambosk enrolled into the International Institute of Municipal Clerks (IIMC) new professional leadership program called the Education PLUS Program. This certification program is offered to City Clerks who have earned both designations as a Certified Municipal Clerk (CMC) and Master Municipal Clerk (MMC) and includes 30 hours of extensive and advanced education and a professional contribution component. In 2023, she participated in the following training opportunities as part of the Program:

- Strategic thinking, planning, forming, and implementing
- Aligning mission, vision, and values with action
- Building a high-performing team on the foundation of trust
- Bridging the generational divide in our workforce
- Leading virtual teams – it's different
- Preparing for digital transformation
- Demystifying data analytics for better decision-making
- Managing VUCA with mindset and positive leadership strategies
- Balancing the science of management with the art of leadership

City Clerk Rambosk also attended the 2023 Florida Association of City Clerk's (FACC) Fall Academy for Master Municipal Clerks.



New Staff Training

Stephanie Pierre and Dave Horton have been learning new responsibilities and have both clerked several Board and Committee meetings. Stephanie has also completed JustFOIA Basic User training and is becoming more proficient in learning Public Records exemptions pursuant to Florida Statutes Chapter 119.



Certified Municipal Clerk Training

Jessica Hernandez and Ali Duran attended the 2023 FACC Summer Conference in St. Petersburg, Florida.

Staff also participated in the following educational opportunities provided by the FACC and IIMC:

- Girls of Atomic City Athenian Dialogue
- Florida Law & Drafting Municipal Ordinances & Resolutions Webinar
- Disaster Recovery in the Digital Age Webinar
- Essential Records, Disaster Mitigation, and Recovery Webinar
- Project and Priority Management Webinar
- Technical Communication Skills Webinar
- Digital Records Management and Retention Webinar

Records Management Certification

Ali Duran attended a two-day Records Management Certification course through Florida Institute of Government at Florida Atlantic University in November 2023.

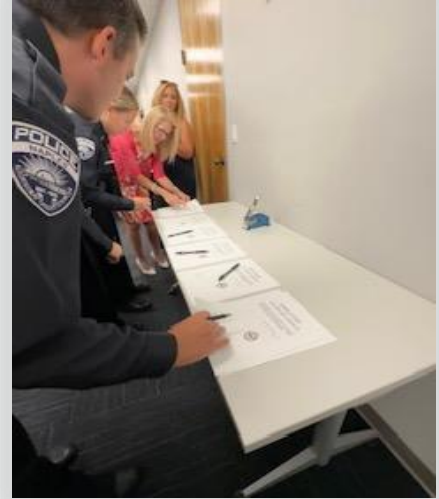
Additional Training

Staff also participated in the following training opportunities:

- Florida Department of State Public Records and Disaster Preparedness
- Florida Commission on Ethics Form 1 Statement of Financial Interests Webinar

Oath of Office

City Clerk Patricia Rambosk administered the Oath of Office to **22** Board and Committee Members, **30** newly hired Police Officers and Firefighters, and **14** Naples Youth Council Members.

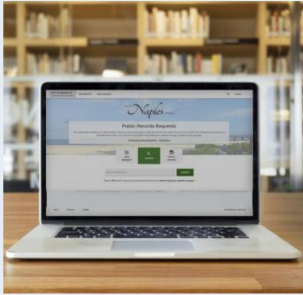


Highlights

In September, MCCI and JustFOIA CEO, Donny Barstow visited the City Clerk and staff to celebrate JustFOIA's 10-year Anniversary! The City of Naples was their very first customer in 2013 and has been a valuable customer ever since. Read how JustFOIA began with City Clerk Rambosk's assistance below!



Empowering Transparency.



In 2014, just as our product was nearing completion, Pat Rambosk, city clerk at the City of Naples, Florida, was on a quest to increase transparency.

When she heard about the new solution that MCCI was developing, she drove to Tallahassee to meet with Donny and other team members to learn more. The decision was made to implement JustFOIA, which she calls "one of my finest moments."

Although the solution was new, the City had a 30-year relationship with MCCI. "We had the highest confidence level in MCCI," she said.

And so, the City of Naples became our first client, and the first records request was submitted through their system on July 21, 2014. (To this day, Donny sends Pat an email every year on that anniversary to thank her!)

As a result of this and other upgrades to their website, Naples earned an A+ rating for transparency!

Quarterly Blood Drives

The City Clerk's Office continues to organize the City's Quarterly Blood Drive for employees. In 2023, the City Clerk's Office scheduled 4 Blood Drives resulting in over 180 lives saved!



Stephanie Pierre was recognized for 5 years of Service at the October 4, 2023 City Council Meeting.



Jessica Rosenberg Celebrated 25 years of Service!



Ali Duran served on the Florida Association of City Clerks (FACC) Awards and Scholarships Committee.

Each year, the committee accepts applications for scholarships and selects member clerks to receive a scholarship to attend the Summer Conference and Academy, Fall Academy and the Annual IIMC Conferences. In addition, the committee receives nominations and selects a recipient to receive the Clerk of the Year Award.