



Memo

Office of the City Clerk

To: Honorable John F. Sorey III, Mayor and Members of City Council
From: Patricia L. Rambosk, City Clerk
Date: January 22, 2013
Subject: Annual Report 2012 – Office of the City Clerk

I appreciate the opportunity to provide the first Annual Report overviewing office goals, objectives and accomplishments as well as the opportunity to be forward thinking with new processes in the Clerk's office. Most importantly, great thanks go to our committed Clerk's office staff that has done a phenomenal job in implementing new technology, and working together with all City staff, in the on-going duty and desire of providing greater accessibility of records and services for the residents, Council and staff of the City of Naples.

Since June 1, 2012, the City Clerk's office has been going through a total reorganization and transition of duties. In addition to having a new City Clerk, the staff had to totally change the manner in which they did their work with the implementation of new technology, as well as changing the reconfiguration of the office space for security and functionality to enhance access of public records. They have adapted and remained flexible to all the challenges everyone goes through in learning new processes, even when the thought might have crossed their minds to go back to performing duties the old way.

HIGHLIGHT OF NEW PROCESSES SINCE JUNE 1, 2012

1. **Implemented upgrade to Windows 7, Word 2010 and the Granicus Meeting Efficiency Suite.** This new live meeting workflow solution combines minutes with a meeting's recording. This software allows us to capture and publish minutes, record roll-call, agenda items, speakers, motions, votes, and notes through a simple interface. After the meeting, minutes are finalized in a Microsoft Word document and published on the City's website. The Clerk's staff has been trained, and currently the minutes of all City boards are being posted online, as well as Action Reports for the Planning Advisory Board, CRA and City Council meetings. This is the first time agenda packet information for all boards has been made available to the public by links in the minute documents.
2. **Provided research and direction for using existing Granicus technology for on-line agendas, following actual visits with other cities key personnel.**

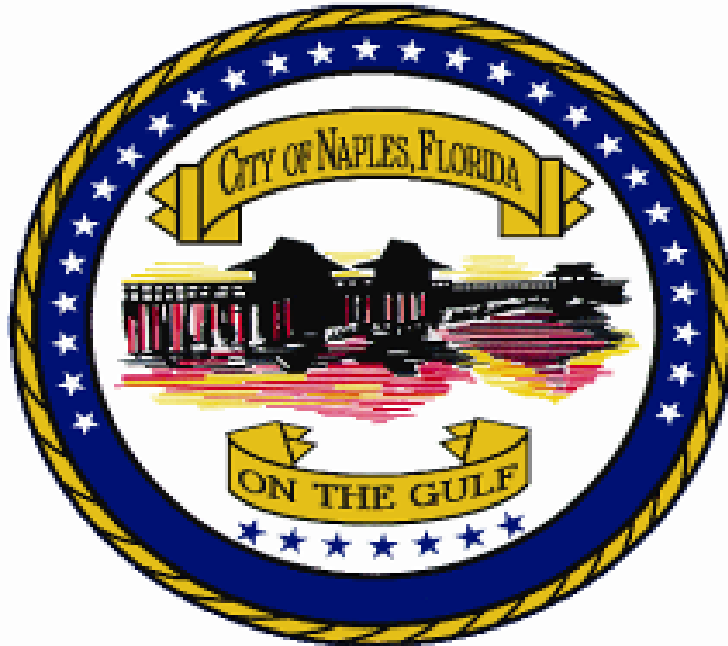
3. **Established interdepartmental policy for cross training.** The City Clerk has assessed all job functions, set up procedures for cross training and continues to establish Standard Operating Procedures for all its functions.
4. **Enhanced the City Clerk's website** to:
 - a. introduce the City Staff;
 - b. provide the public access to community wide links for information as well as obtain information;
 - c. provide information regarding the City's boards and committees so that the public has knowledge of vacancies, responsibilities and meeting dates; and
 - d. post all public notices both on the website and in the newspaper.
5. **Implemented Ordinance NOW and Ordinance Bank services with Municipal Code Corporation.** This allows the City to immediately post adopted ordinances to the Code online and is concurrently providing a history of ordinances as well as a link to the actual adopted ordinance.
6. **Implemented and trained selected City staff with new Public Records Request tracking software.** This new database operates more efficiently in processing public records requests.
7. **Uploaded agendas and packets for all boards except City Council.**
8. **Provided access to the City Clerk's searchable database to all necessary in-house departments.**
9. **Replaced unsigned legislation posted on the City's website with scanned signed Ordinances and Resolutions.** So far have completed uploading legislation from 1988 to 1992.

We look forward to working together toward our vision of providing greater accessibility of records and customer service to the community in a cost effective and efficient manner. Next time you stop in or call, be sure to say hello to our new helpful voice and team member at the front desk, Kathleen Tetrault. We are fortunate to have Kathleen who has previously worked for the South Florida Water Management District for 7 years.

Office of the City Clerk

ANNUAL REPORT

2012



MISSION STATEMENT:

The City Clerk is committed to providing 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.

Patricia L. Rambosk, City Clerk

Jessica Rosenberg, Deputy City Clerk

Vicki Smith, Deputy City Clerk

Carmen Hernandez, Administrative Coordinator

Liz Rogers, Administrative Coordinator

Kathleen Tetrault, Administrative Specialist II

CITY CLERK'S RESPONSIBILITIES

The Office of the City Clerk is responsible for the following:

1. Maintaining records of all proceedings of the City Council and appointed boards, committees and commissions of the City and providing information to the public on request from these records.
2. Maintaining all official documents of the City and providing information to the public upon request from these documents.
3. Directing the records retention program for all City records.
4. Providing assistance to all persons, upon request, in accessing nonexempt City records, regardless of actual custodian of said City records, in conformance with the State of Florida Public Records Law, Florida Statutes, Chapter 119.
5. Performing other duties as assigned by the City Council.

2012-2013 BUDGETARY INFORMATION

The 2012-2013 proposed budget for the Office of the City Clerk is \$527,927.

The budget for Personal Services is \$471,867, a decrease of \$14,615 from the adopted budget of Fiscal Year 2011-2012. The department has six positions, the same as FY 2011-2012. The decrease resulted from the current City Clerk re-evaluating job classifications and re-assigning job duties and filling a vacant technical writer position with a re-classified lower salaried position.

The budget for Operating Expenses is \$56,060 with no change from Fiscal Year 2011-2012. Major expenses include legal ads \$15,000, a decrease of \$7,000 from Fiscal year 2011-2012 budget; professional services for supplementary amendments to the Code of Ordinances \$12,500; and training and travel costs for the City Clerk to work toward attaining the Certified Municipal Clerk designation \$4,500.

2012-2013 GOALS AND OBJECTIVES

The Office of the City Clerk establishes goals and objectives for the purpose of improving the overall management of the department and provides public records to the citizens of the City in a timely manner. The following are the 2012-2013 goals and objectives for the Office of the City Clerk:

- Upgrade the City Clerk's website: in PDF searchable format including boards, committees, minutes, and agenda packet backup from City Council meetings include a section to address frequently asked questions and post ordinances not yet codified on-line in the City's Code of Ordinances.
- Provide staff assistance for research projects.
- Coordinate the official posting of meeting notices with every department in the City.
- Implement the Granicus Meeting Efficiency Suite to streamline minutes more effectively and provide on-line integration of digital minutes and action agendas linkable to the web video streaming.
- Continue working with all departments to train and educate necessary employees on records management and retention.
- Continue providing title research with regard to easement and right-of-way designations in conjunction with next phase of GIS Research Project.
- Establish administrative process for estoppels information and payoff of liens.
- Update Advertising/Notice Requirements Manual for use by all City departments.
- Work with Supervisor of Elections regarding City election issues.
- Implement new automated Records Request System database and train applicable employees.

2012 ACCOMPLISHMENTS

In addition to our day to day activities which are outlined on the attached City Clerk's Function List, the following are accomplishments that were completed during Fiscal Year 2012:

FUNCTION	ACCOMPLISHMENT
Meeting Minutes	The Granicus Minutes Efficiency Suite Software was implemented on August 20, 2012.
Public Records	<ul style="list-style-type: none"> • Processed 170 boxes of documents for disposal (255 cubic feet) of expired records in accordance with our procedures and in compliance with Section 257.36(5), Florida Statutes and Rule 1B-24.003 (9), Florida Administrative Code. In addition, Records Management Compliance Statements to the State of Florida were prepared and submitted. (completed December 2012) • Coordinated conversion of permanent and long term electronic council packets to microfilm for security from August, 2011 to present. (December 2012) • Update of Image Flow software for internal City access. (December 2012) • Implemented an upgraded Public Records Requests Tracking database. (July 2012) • Realized major cost savings by utilizing digitized images of records for microfilming.
City General Election	Assisted and coordinated early voting at City Hall with the Supervisor of Elections for the Primary and 2012 Presidential Election. (August and November 2012)
City Clerk's Website	<ul style="list-style-type: none"> • Scanned signed Ordinances and Resolutions from 1988 to 1992 (5 years) and posted them to the website. (On-going beginning in November 2012) • Coordinated new service with Municipal Code Corporation to post ordinances not yet codified on-line. New uncoded Ordinances appear in red above our online Code within a couple of days after approval. (July 2012) • Implemented the Ordinance Bank Service with Municipal Code Corporation. (August 2012) • Implemented and coordinated the posting of most Public Notices (legal ads) in the Naples Daily News, and the City's website for citizen's information and easy retrieval. (August 2012) • Scanned the approved and signed City Council meeting minutes from October 1977 to June 1992 in preparation to be posted to the website. (On-going beginning July 2012) • Coordinated the implementation of posting on the website scanned Council Meeting packets with historical backup. Fiscal Year 2012 is complete and prior years through 2008 are being scanned and should be completed by year end. • Implemented Standard Operating Procedures. (On-going beginning July 2012)
Office Redesign	<ul style="list-style-type: none"> • Reorganization of office space providing a suitable

	business environment in which to transact business, a secure public viewing area in which to review records and an improved arrangement of office furniture and equipment for greater ergonomics, soundproofing and employee privacy. (December 2012)
Geographic Information System (GIS)	Completed Phase I (Port Royal, Aqualane Shores and Royal Harbor) of GIS Research Project to update the GIS Citywide map by including information concerning the granting and vacating of easements. Owners in these subdivisions are now able to locate easement information relating to their property through the City's GIS map which is also linked to the recorded easement document. (August 2012)
Boards	Enhanced website to include a description of all City boards and meeting dates; implemented advertising of board vacancies via the website, Naples TV, in addition to prior e-mails. (July 2012)
Surveys	Gathered information from Florida cities regarding cost of public records; intensive labor requests; cost of DVDs; e-mail policies among city officials; and survey City's boards regarding on-line agenda packets. (July-December 2012)

Tabulation of records processed through the City Clerk's office during 2012:

Totals	Description
249.5	City Council Regular Meetings, Workshops & CRA meetings~hours spent
211	Remaining board meetings held in Council Chamber~hours spent
79	Number of Minutes with documentation prepared and processed
184	Resolutions Passed by Council
23	Ordinances Adopted by Council
66	City Council agreements/contracts processed
48	City Manager contracts processed
32	Board/Committee appointments processed
57	Bid and Quote Notices Posted (Includes RFP's & RFQ's)
62	Documents Recorded with the Collier County Recorder of Deeds
285	Public Records Requests processed through database
624	Simple requests for information or copy

TRAINING

City Clerk – completed:

1. In-house training on **Employment Law**; December 6, 2012, 4 hours
(Recruitment, Interviewing tips and techniques and Selection process)
2. Florida Institute of Government “**Public Records Management**” Workshop; April 16-17, 2012; 12 hours.
3. Florida Institute of Government training; **Email Management-Part I**; July 27, 2012; 2 hours.
4. Florida Institute of Government training; **Email Management-Part II**; August 16, 2012; 2 hours.
5. Florida Association of **City Clerks’ Mini-Academy** through Florida Institute of Government; April 27, 2012; 8 hours.
(Planning and Managing Change in The Workplace; Every Manager is an HR Manager; and Streamlining Services-Technology in the Clerk’s Office)
6. Florida Association of **City Clerks’ Summer Conference and Academy**; June 10-13, 2012; 12 hours
(Keynote Presentation; Professionalism/Business Etiquette; Dealing with Audits and Investigations; Building an Effective and Compliant Social Media Policy; Delegation and Empowerment: Developing Leaders; Clerks’ Jeopardy)
7. Florida Association of **City Clerks’ Fall Certification Academy-First Year Program**; October 14-19, 2012; 40 hours
(The Municipal Clerk: A Professional Overview; True Colors™: A Unique Approach to Team Building; From Customer Service To Customer Loyalty; Understanding the Basics of Governmental Budgeting and Accounting; Professionalism/Business Etiquette; Government in the Sunshine & Open Government Basics for City Clerks; Florida History: Celebrating Viva 500 and More; Ethics in the Workplace; Records Management; Entitlement to Team Work)



City Clerk's office staff (Standing left to right: Patricia L. Rambosk, Carmen Hernandez, and Jessica Rosenberg). (Sitting left to right: Vicki Smith and Liz Rogers)



Pictured above, City Clerk's newly refurbished office lobby with Kathleen Tetrault, our new addition to staff, ready to greet you.

Pictured below is the City Clerk's new Public Records Review Room.



Pictured above is a snapshot of records stored at the City Clerk's Records Management Center located in the Riverside Circle complex.

2012 ANNUAL REPORT – OFFICE OF THE CITY CLERK

CITY CLERK FUNCTIONS LIST

Function	Description
Official Records	Maintain/manage City Council records including minutes; ordinances; resolutions; meeting packets; agreements, deeds and related documents; City's portfolio plats; video recordings; bond refinancing files; and City-owned vehicle titles. Monitor to assure timely filing of minutes of all groups governed by Florida Statutes Chapter 286 (Sunshine Law).
Meeting Minutes	<ul style="list-style-type: none">• City Council – Regular/Workshops/Special.• Planning Advisory Board – Regular/Special/Workshops• Moorings Bay Citizens Advisory Committee.• East Naples Bay Citizens Advisory Committee.• Design Review Board.• Community Redevelopment Agency.• Community Redevelopment Agency Advisory Board.• Pension Boards – General/Police & Fire/Joint.• Citizens' Police Review Board.• Carver Finance Board of Directors (annual meetings).• Code Enforcement Board.• Public Art Advisory Committee.• Community Services Advisory Board.• Ad hoc committees related to Pension Boards.
Action Reports	<ul style="list-style-type: none">• City Council.• Community Redevelopment Agency (CRA).• Code Enforcement Board.• Planning Advisory Board.
Citizens' Police Review Board	Act as administrator (meeting preparation, complainant and officer notifications, and maintenance of records).
Legislation Processing	<ul style="list-style-type: none">• Format ordinances and resolutions for signature.• Print in final form and circulate for signature.• Follow up for signature on contracts and other documents.• Submit various documents for recordation.• Maintain follow-up files for documents until finalized.• Archive documents such as contracts, easements, etc.
City General Election	<ul style="list-style-type: none">• Serve as filing officer for candidates and committees.• Administer canvassing board.• Perform service contract administration.• Designate polling places.• Poll workers payroll.• Place election ads and translations.
Legal Ad Placement and Processing	<ul style="list-style-type: none">• Place legal advertisements based on department submittals with Naples Daily News and on City website.

	<ul style="list-style-type: none"> • Verify that ads were run in accordance with instructions. • Place legal advertisements for second reading of ordinances and Council meeting notices, and check newspaper for ad. • Process billing, routing to appropriate department. • Maintain legal ad files.
Public Records Requests (Internal and External)	<ul style="list-style-type: none"> • Provide access to public records in accordance with Florida Statutes Chapter 119, administrative policies and other regulations. • Circulate and follow-up on requests via the City Clerk's automated system. • Act as assembly point for records requests which involve documents from various departments. • Copy requested records.
Advisory Boards	<ul style="list-style-type: none"> • Maintain member database. • Draft/circulate news releases for vacancies. • Respond to inquiries (letters acknowledging application). • Arrange candidate interviews. • Prepare agenda memorandums. • Notify candidates following appointment process (letters to successful candidates). • Provide membership updates to Florida Commission on Ethics and report annually to Office of the Governor. • Prepare name plates and order award plaques. • Administer oaths to new board/committee members and various city employees.
Meeting Calendar	<ul style="list-style-type: none"> • Maintain and distribute calendar of all meetings in Council Chamber. • Post meeting notices/agendas and send email to news media. • Follow up for agendas on upcoming meetings (City agenda posting policy). • Maintain record of all agendas posted.
Meeting Setup	All meetings in Council Chamber.
Audio/Video Recordings	Attend and record meetings for official record and copy for public, including off-site meetings.
Code of Ordinances	<ul style="list-style-type: none"> • Submit ordinances for codification. • Verify supplements as received and advise Municipal Code Corp. of corrections. • Maintain supplement subscriptions for internal departmental use. • Update Code books in City Council Chamber and City Clerk's Office and distribute to departments as required.
Records Retention and Management	<ul style="list-style-type: none"> • Administer in-house Records Management Center. • Process records for microfilming organization-wide. • Maintain microfilm inventory control assisting with research as needed. • Review and approve records dispositioning requests from departments. • Digitize minutes, ordinances and resolutions from years prior to creation of electronic records (on-going).

	<ul style="list-style-type: none"> • Convert digitized documents to microfilm for permanent records. • Confidential Executive Sessions Records.
City Vehicle Titles	<ul style="list-style-type: none"> • Maintain database and files of current titles. • Provide titles for vehicles sold (City auction) or traded.
Miscellaneous	<ul style="list-style-type: none"> • Provide customer service, response to inquiries. • Internal recordkeeping (payroll, purchasing, etc.). • Provide notarization services and attest affidavits for residents. • Notify adjacent property owners regarding dredge and fill permits; advertise notice of public hearing. • Participate in the Hurricane preparedness with management. • Translation services for Spanish and French.
Special Projects	<ul style="list-style-type: none"> • Undertake title searches relative to city-owned property; provide data on property records in conjunction with GIS (geographic information system) mapping; and compile reports as needed. • Assist various departments with tabulations such as ballots for dredging projects.