

CITY OF  
**NAPLES**

**2018  
ANNUAL REPORT  
City Clerk**

Thank you for the opportunity to continue to serve you, the staff and the public. Your Clerk is pleased to provide the 2018 Annual Report for the City Clerk's Office accomplishments, including the 2018 Election and Handbook, Legal Notices, Civic Engagement and Boards and Committees Handbook, Community Engagement/Records, Public Record Requests, and Continuing Education which are outlined in this report.

We are very fortunate to have such a great team in the Clerk's Office that work together to continue to keep Naples in the forefront of other cities in providing technology to allow the public to easily search and obtain access to the Official Records of the City. I thank our team for their continued hard work, dedication, professionalism, patience, persistence and commitment to serving the City.

Promoting transparency in government continues to be a demand from the public as is evidenced by the access of our online Questys library over 7,600 times during a six-month period. Your Clerk has been able to enhance transparency cost effectively and efficiently for the last five years utilizing only existing resources to save significant amounts of money. No other City provides public accessibility to web streaming directly by searching records from an online library.

As technology continues to advance and security measures continue to be implemented, it will be necessary to make improvements by investing in new products to allow for compatibility of multiple software products. I look forward to continuing to lead this effort in finding alternative technology in the most cost effective and efficient manner possible to continue to keep Naples ahead of other cities in providing records to the public in a quick and easy manner.

Your Clerk continues to strive to provide records in an open and transparent manner, build cooperative partnerships and strong working relationships, and identify opportunities to extend and improve the services that we provide to meet the needs of our community and customer base.



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

"Coming together is  
a beginning."

Keeping together is  
progress.

Working together is  
success."

Henry Ford





In the next year, we look forward to upgrading technologies to be compatible with the City's network and improving operations, efficiencies and processes. In addition, we look forward to working with the City Manager in researching the feasibility of launching one compatible document management solution for consistency and cost savings throughout our agency. This

will allow even more accessibility of records throughout other departments of the City which can be managed in accordance with the guidelines of the state. We will also be updating and establishing policies relating to current issues such as text messaging.



It is my pleasure and honor to continue to serve the City Council, our citizens as well as the City staff.

Respectfully Submitted,

Patricia L. Rambosk, MMC  
City Clerk

## **Department Overview**

The City Clerk, as the custodian of the official records of the City of Naples: records and maintains all proceedings of the City Council, appointed boards, committees and commissions of the City, as well as prepares minutes for each; and processes all legislation (ordinances and resolutions) for filing. Upon request, the City Clerk provides information to the public from these documents as well as helps all persons in accessing nonexempt City records, in conformance with state laws. In addition, the Clerk's Office directs the retention program for all City records, operates the City's in-house Records Management Center, and periodically engages in research projects (supplying historical information) for others in the organization. The City Clerk reports directly to the City Council.

## **Mission Statement**

The City Clerk's Office 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

## **CUSTOMER SERVICES**

- ✓ Extensive Searches
- ✓ Attestation
- ✓ Certification
- ✓ Codification/Supplementation
- ✓ Notarization
- ✓ Recordation
- ✓ Records Management
- ✓ Document Drafting
- ✓ Meeting Calendar
- ✓ Translation (Spanish and French)



**First Row (left to right):** Jessica Hernandez and Patricia Rambosk.

**Second Row (left to right):** Jessica Rosenberg, Carmen Hernandez, Kathleen Tetrault and Liz Rogers.

## ACCOMPLISHMENTS

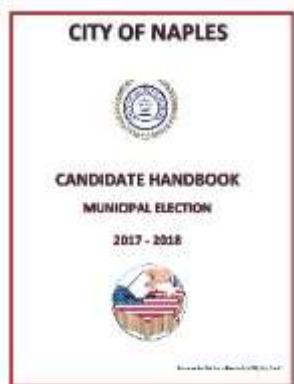
### ELECTION



2018 was a general election year for the City, and your Clerk was dedicated to ensuring the City's election process was successful. As the Chief Election Official and a Canvassing Board member, a significant amount of time was invested calculating qualifying dates and deadlines, researching to ensure compliance with state election laws, financial reporting laws, charter and ordinance provisions, maintaining a webpage for election information and guiding the filing of a Political Action Committee.

Committee. Our team made certain to work together with the Supervisor of Elections to reduce election expenses by approximately \$20,000.

### ELECTION HANDBOOK



In 2014, your Clerk created a Candidate Handbook which had been substantially updated this year to become a "How To" guide for those interested in running for elected office in the City which provided many answers to questions and assisted in avoiding pitfalls. The Handbook served as a supplement to the Candidate and Campaign Treasurer Handbook produced by the Florida Department of State, Division of Elections, as well as Florida Statutes Chapter 106.

(Click on Handbook to view document.)

### LEGAL NOTICES

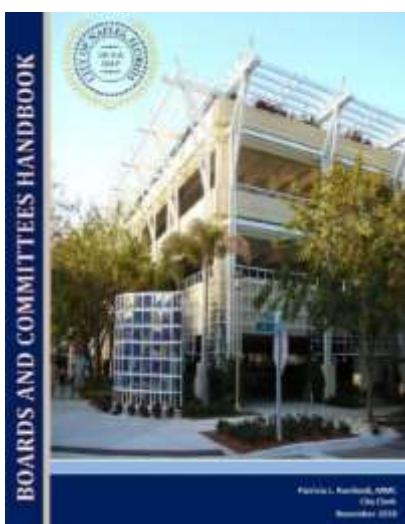
Your Clerk monitored compliance of legal notices with all state and local regulations as well as ensured the City received reimbursement of legal advertising costs from petitioners. Since your Clerk identified the non-payment of advertising by petitioners through an internal audit a few years ago, the City has been reimbursed over \$40,000.

## BOARDS AND COMMITTEES

Your Clerk continued to maintain technology to continue to make civic participation easier. The residents of Naples who are interested in participating on City boards, commissions and committees can go to the “Boards and Committees” tab on the City Clerk page of the website to continue monitoring vacancies, apply for them and receive communication on the status of an application. It is often relayed how pleased applicants were with the easy application process.



## BOARDS AND COMMITTEES HANDBOOK



Your Clerk also created a Handbook for Board and Committee information that is accessible from our website. This reference tool was created for residents seeking answers regarding serving the City and contains information on meetings for City Council and all boards, commissions and committees to easily guide them to volunteer for positions. The contents include welcome information, a list of the city's active boards, commissions and committees, number of members, terms, meeting times, description of each board, commission and committee, and enabling legislation along with links to rules of procedures and bylaws, tips to keep meetings productive and on track, voting conflicts, parliamentary procedures, Article V of the Code of Ordinances regarding boards, commissions and committees and the Code of Ethics.

(Click on Handbook to view document.)

## COMMUNITY ENGAGEMENT / RECORDS

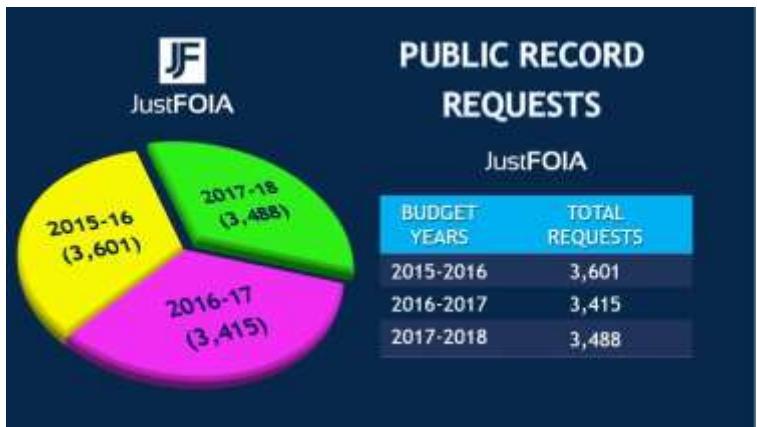


Throughout the year, your Clerk continued to be involved with community engagement efforts through presentations to groups and businesses and by maintaining technology to allow quick and easy access to the Official Records of the City, both through Granicus and the Questys Records Management database. Every year we build upon the records in our library to expand the public access to records, and this year we just finished converting all large maps and plats to digital files. The public would previously have to come to the City Clerk's Office to view those records which are referenced in legislation as being on file in the City Clerk's Office.

Annual Farm City BBQ

## PUBLIC RECORD REQUESTS

The screenshot shows the official website of the City of Naples, Florida. The header features the city's name in a stylized script font. Below the header, there are five main navigation links: Government, Departments, Community, and How Do I?. A search bar is located in the top right corner. The main content area has a background image of a beach pier. On the left, there is a banner for 'The Blair Foundation Tree Challenge'. At the bottom, there is a row of seven colored buttons with icons and text: Latest News (blue), Calendar (orange), Naples TV (teal), Job Opportunities (green), Beach Parking (light blue), Public Records (purple), and Online Payments (light green). A large red arrow points to the 'Public Records' button.



Your Clerk also continued to oversee a timely response to all 3,488 public records requests of the City and made certain no confidential or exempt information was released to remain in compliance with the State's Public Records Act that we are regularly tested on. The JustFOIA solution, maintained by the City Clerk's Office, tracks public record requests and sends all requests to the Clerk through office email and cell phone to be monitored 24/7 by your Clerk so that the City is not hit with a lawsuit. Our public record request process continues to be used as a model for best practices throughout the country ensuring accountability and efficient delivery of records. Your Clerk also monitors changes in laws, and regulations, certified hundreds of documents as well as attended depositions relating to subpoenas for records.

## CONTINUING EDUCATION

Your Clerk remains committed to continuing education and keeping up with new technologies and legislative updates and, as such, attended the **2018 IIMC Annual Conference** which included sessions on leadership, strategic planning, technology, social media, records management, engagement and transparency in the digital age. Your Clerk has also been selected as a member of the **2019 Leadership Collier Class** and has been participating in class sessions since September with completion in March 2019.



In addition, your clerk and staff participated in training, seminars, and webinars, including:

- **NAGARA Webinars:** Records Management and Public Disclosure; Campaign Finance & Candidate Qualifying; Managing & Accessing Archival Email; It Takes a Village: A State Agency's Implementation of an Electronic Document Management System; Navigating the Growing Threat of Ransomware and Cyber-Blackmail; Across Fields: Electronic Records Management from Inception to Disposition; Collaboration; Digital Preservation Format Best Practices; Digital Hoarding & Cleaning;
- **Technology Services:** Cybercrime online training;
- **MCCi:** JustFOIA webinars;
- **Human Resources:** Anti-Harassment and Ethics training;

- **Florida Department of State / Division of Library and Information Services:** Records Management seminar;
- **Granicus:** Peak Agenda training and various webinars including Municipal Clerks vs. The Clock; and
- **Florida Association of City Clerks:** Minutes – Best Practices webinar: Minutes – Best.

Your Clerk participated in a legal seminar and presented the State's required Public Records Law training to City Council and all board and committee members. In addition, your Clerk and staff continued to provide training to the City's Records Coordinators and staff regarding updates to JustFOIA and laws affecting public records.



## OTHER ACCOMPLISHMENTS

- Clerked 88 additional meeting hours, a majority of which were regarding the newly adopted Comprehensive Plan.
- Administered the Sam Noe Award process.
- Administered the Blue-Ribbon Committee regarding Council salaries.
- Administered the operations of the Citizens' Police Review Board.
- Participated in the City's free Earth Day activities to shred confidential and exempt records, saving over \$3,000 in expenditures.
- Updated the City Clerk's Office Standard Operating Procedures.
- Administered oaths of office to new Fire and Police employees and board and committee members.



Comparison of Meeting Hours Clerked Over Past 6 Years



Sam Noe Award Recipient  
James Krall



Administering Oath  
to Firefighter Legacki



Earth Day Records Disposal



Fire Station 1 Groundbreaking Ceremony



Kathleen Tetrault  
Receiving Service Award



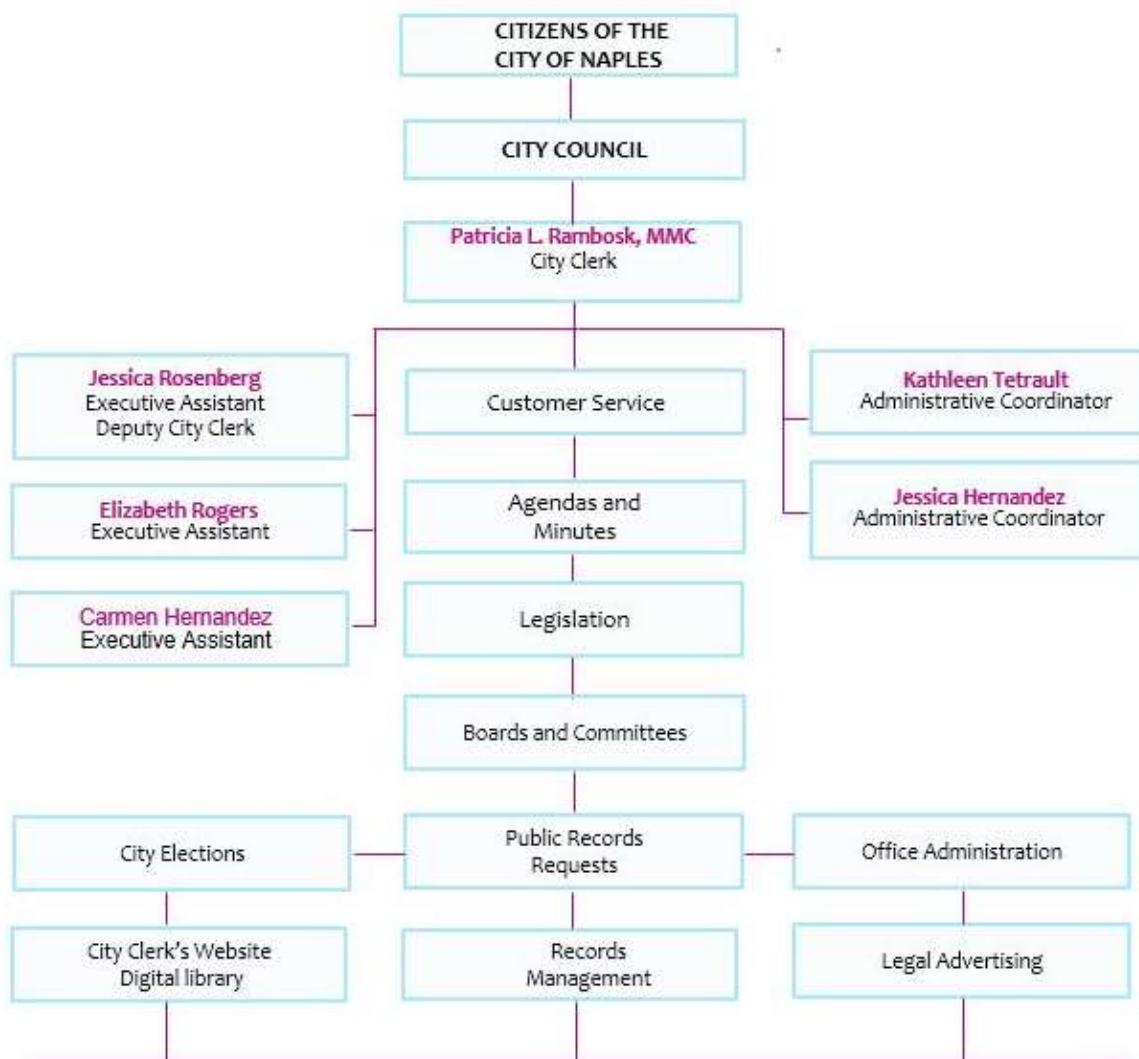
Mary McLean Oversaw Project of  
Converting Large Maps and Plats to  
Digital Files



Birthday Celebration,  
Lowdermilk Park

# 2018

## City Clerk's Office Organizational Chart



"Coming together is a beginning.  
Keeping together is progress.  
Working together is success." - Henry Ford