



# Office of the *CITY CLERK*

## 2020 ANNUAL REPORT



Patricia L. Rambosk, MMC,  
City Clerk

### *OVERVIEW OF DUTIES*

- Custodian of the Official Records.
- Attend meetings and prepare meeting minutes of City Council and CRA as well as 14 Boards and Committees.
- Coordinate the Codification of Legislation with Municode.
- Administer the Board and Committee Appointment Process.
- Operate the City's in-house Records Management Center.
- Serve as the appointed Records Management Liaison Officer for the City with the State of Florida.
- Oversee all Public Records Requests to ensure timely responses.
- Serve as the Chief Election Official and Qualifying Officer.
- Manage the Publication of Legal Notices.
- Maintain and update the City Clerk's webpage.
- Maintain electronic calendar of all public meetings and posting as required by Law.
- Provide Public Records and Records Management Training.

### *OUR CUSTOMERS*

- ✓ The Public
- ✓ City Elected Officials
- ✓ City Staff
- ✓ Candidates and Voters
- ✓ Community Organizations
- ✓ Businesses
- ✓ Municipal Governments



Jessica Rosenberg  
Executive Assistant  
Deputy City Clerk



Carmen Hernandez  
Executive Assistant



Kathleen Tetrault  
Administrative Coordinator



Jessica Hernandez  
Executive Assistant

### OUR MISSION

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, the City Clerk's staff is committed to the City's Core Values:

*Respect*

*Accountability*

*Professionalism*

*Integrity*

*Dependability*

*Honesty*

*Teamwork*

## 2020 OVERVIEW



Patricia L. Rambosk, MMC  
City Clerk

I am pleased to present the 2020 Annual Report for the City Clerk's Office. 2020 was not only a successful year with the City Election, but it was also a very busy and challenging year with the COVID-19 Novel Coronavirus Pandemic and the effect of losing a 14-year experienced member of our team to retirement. However, together with our terrific team in the Clerk's Office, the established goals set for the year were achieved as outlined in the Annual Report, and much more.

Since being appointed City Clerk, your City Clerk has enhanced transparency allowing quick and easy access for the public to search and obtain up-to-date records through the City's website. The result of those years of digitizing records has allowed our office to continue to provide excellent service and public records to the public through cloud-based solutions during the COVID-19 pandemic.

In addition, the public accessibility to web streaming, searching and obtaining records from the Questy's library is unlike that of most other cities. We also make it easy for the public to access minutes of meetings and attachments from the Naples TV tab on the City's website. Not only can minutes and records be viewed, but one can link directly from the minutes to the web streaming of a meeting. We have found that there are an average of 43 visits per day that the public is either finding a record they are looking for or are easily able to request a record.

A few of our major highlights include:

- Researched and recommended alternative cost-saving technology for more efficient meeting and agenda management and records

management.

- As a result of the COVID-19 Pandemic: established office procedures to protect the health and safety of staff, together with procedures for the City Council to receive public comments that were read into the record; maintained the City calendar, postings and notices for all Special Meetings and Emergency Meetings; worked with City staff and received numerous calls from the public; and implemented a procedure to assist the Building Department by converting microfilm/microfiche records to digital records so that the public did not have to physically pick up records.
- Disposed of 206 cubic feet of records that had met retention in accordance with State laws.
- Monitored, processed and/or responded to over 3,000 public records requests citywide which was an increase of 400 more than the prior year; and provided quarterly reports to City Council.
- Clerked 193 hours of meetings for Boards and Committees which was slightly higher over the prior year. However, many meetings were cancelled during March, April and

May due to COVID-19, otherwise, meeting hours would have been much higher.

- Clerked 355 hours of City Council meetings which was an increase of more than 200 hours over the prior year.
- Maintained the budget and the operating expenses of the Office, returning approximately \$4,000 to the City.
- Maintained the Voting Record of the City Council accessible on the Clerk's webpage.
- Created a fillable electronic form for Council Members to vote on appointments to boards and committees and drafted the revised policy for City Council.

Thank you for the opportunity to continue to serve you, the staff and the public.

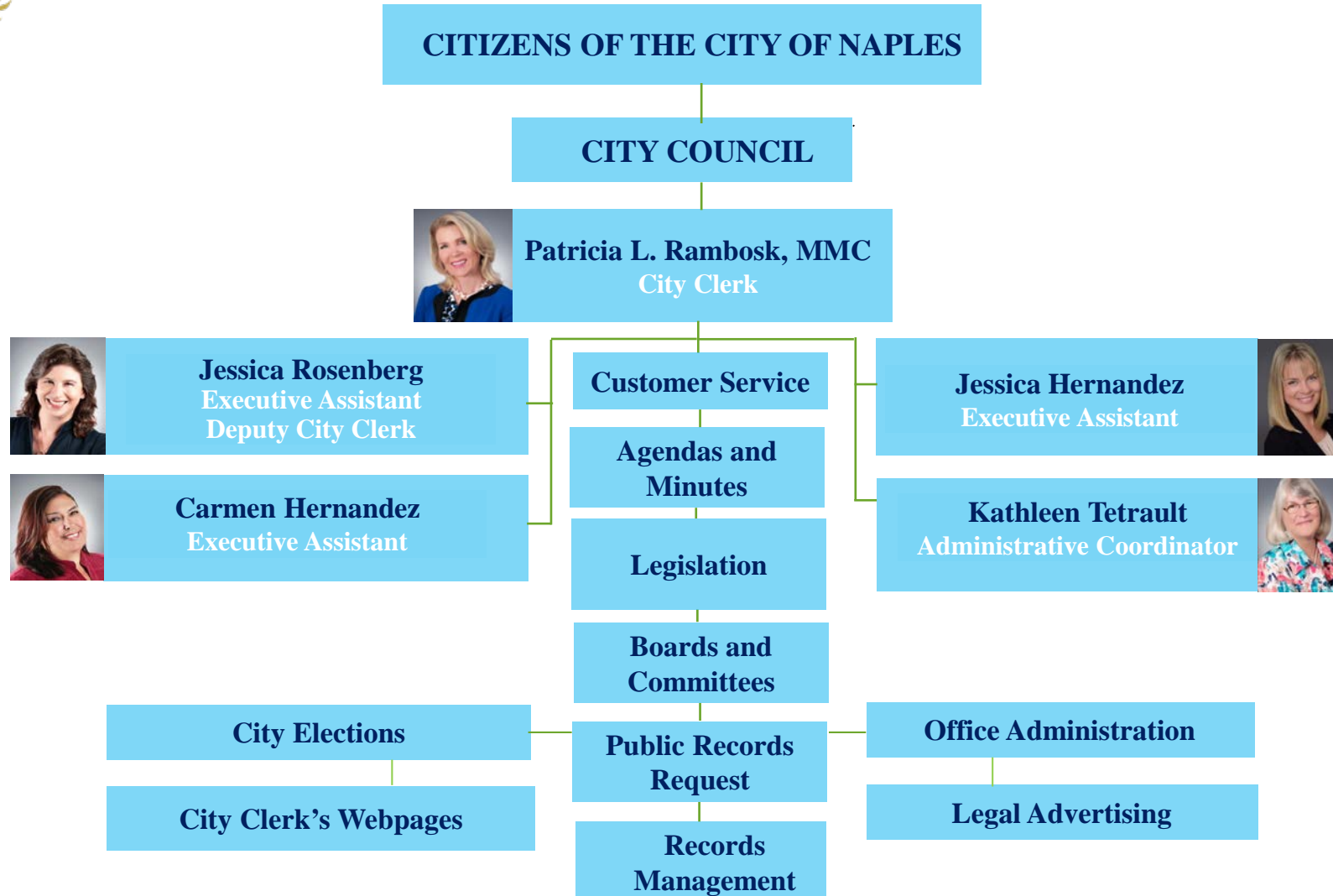
Respectfully submitted,

A handwritten signature in blue ink that reads "Patricia L. Rambosk".

Patricia L. Rambosk, MMC  
City Clerk



# ORGANIZATIONAL CHART

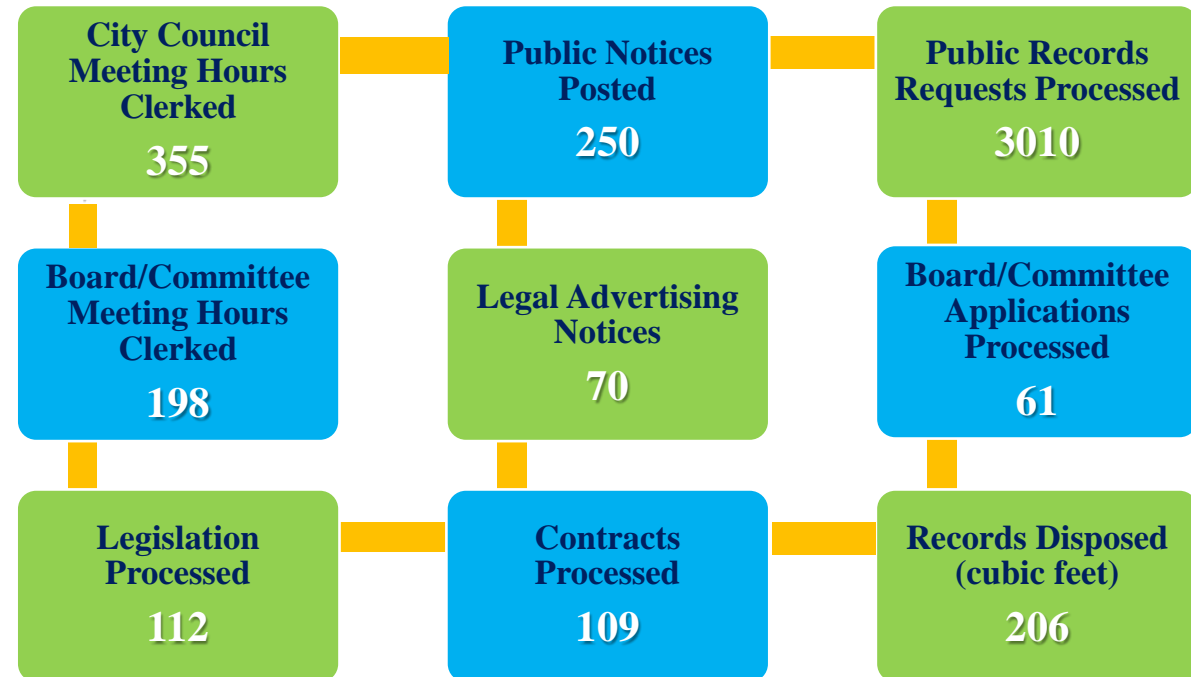




# PERFORMANCE

## MEASURES

### ACTIVITIES TOTAL





# 2020 GOALS

## **ENHANCE AND PROMOTE ACCESSIBILITY AND CITY CLERK SERVICES.**

Established online instructions for the public to search and obtain records from the Public Records tab using existing MCCi software; updated and redesigned the City Clerk's webpage for improved user experience and continued digitizing official records in compliance with law (ADA requirements); and continued to provide public access to the actions of the Council through the on-line searchable Voting Record.

## **ENHANCE THE PRESERVATION AND ACCESS TO THE CITY'S OFFICIAL RECORDS.**

Completed the annual accessioning of City Council records into the archives, identified and preserved valuable historical departmental City records, and utilized electronic imaging and the internet to continue to provide access of records to the public.

## **REDUCE CITY EXPENDITURES FOR RECORDS STORAGE AND IMPROVE STANDARDIZATION OF RECORDS MANAGEMENT ACROSS DEPARTMENTS IN ACCORDANCE WITH THE GUIDELINES OF THE STATE.**

Maintained the Records Management Center to avoid city-wide costs of off-site records storage, conducted training sessions with records coordinators, provided records retention and disposition training with individual departments to facilitate the timely disposal of records and disposed of records utilizing free shredding events in the City.

## **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 THE LAW.**

Revised and created auto responses in the JustFOIA solution to reflect exemplary customer service and established templates to be used city-wide so that all responses to the public are consistent.

## **PROMOTE EXCELLENCE IN CUSTOMER SERVICE-BASED SUPPORT.**

Delivered 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.





# GENERAL ELECTION

## MARCH 17, 2020



### *MAYOR AND THREE MEMBERS OF CITY COUNCIL*

MANAGED AND PARTICIPATED IN ALL MATTERS PERTAINING  
TO THE GENERAL ELECTION INCLUDING:

Qualifying  
Officer

Established  
Filing Dates

Established  
Calendar

Agreements  
Polling  
Locations

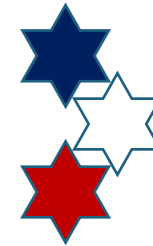
2020  
Handbook

Update  
Webpage

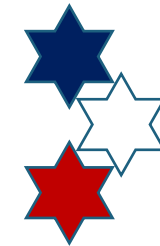
Financial  
Reports

Citizen  
Inquiries

Digital  
Orientation  
Packet



TERESA LEE HEITMANN  
MAYOR



MICHAEL C. McCABE  
COUNCIL

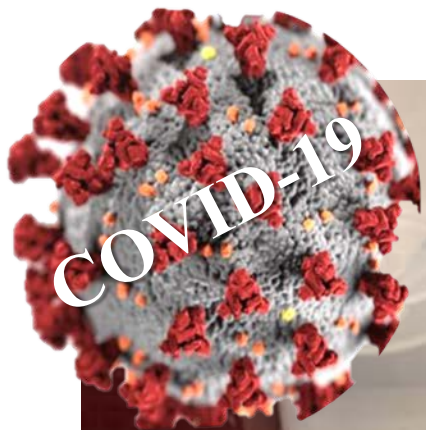


TED BLANKENSHIP  
COUNCIL



PAUL E. PERRY  
COUNCIL





# COVID-19 NOVEL CORONAVIRUS PANDEMIC

- Established office procedures to protect the health and safety of the staff;
- Participated in briefings with emergency management;
- Maintained the City calendar and City Hall bulletin board;
- Prepared notices for cancelled and added meetings and coordinated posting and publication; prioritized workload of staff in drafting Council minutes for five additional workshop meetings, special meetings, and emergency special meetings consisting of 26 meeting hours during the months of April and May alone;
- Assisted with research regarding virtual meetings, quasi-judicial meeting requirements, and public meeting quorums using technology;
- Provided weekly reports to Human Resources regarding employee status;
- Answered numerous inquiries from the public;
- Established a procedure for the Council to receive public comment via email through an online form which comments were read into the record at appropriate Council meetings; and
- Implemented a procedure to assist the Building Department by converting microfilm/microfiche records to digital records to keep the public from having to come onsite.

# RECORDS MANAGEMENT



Mandatory Records Management Training

ADA webinar Office Staff



Digitized large maps

Earth Day/Records Disposed



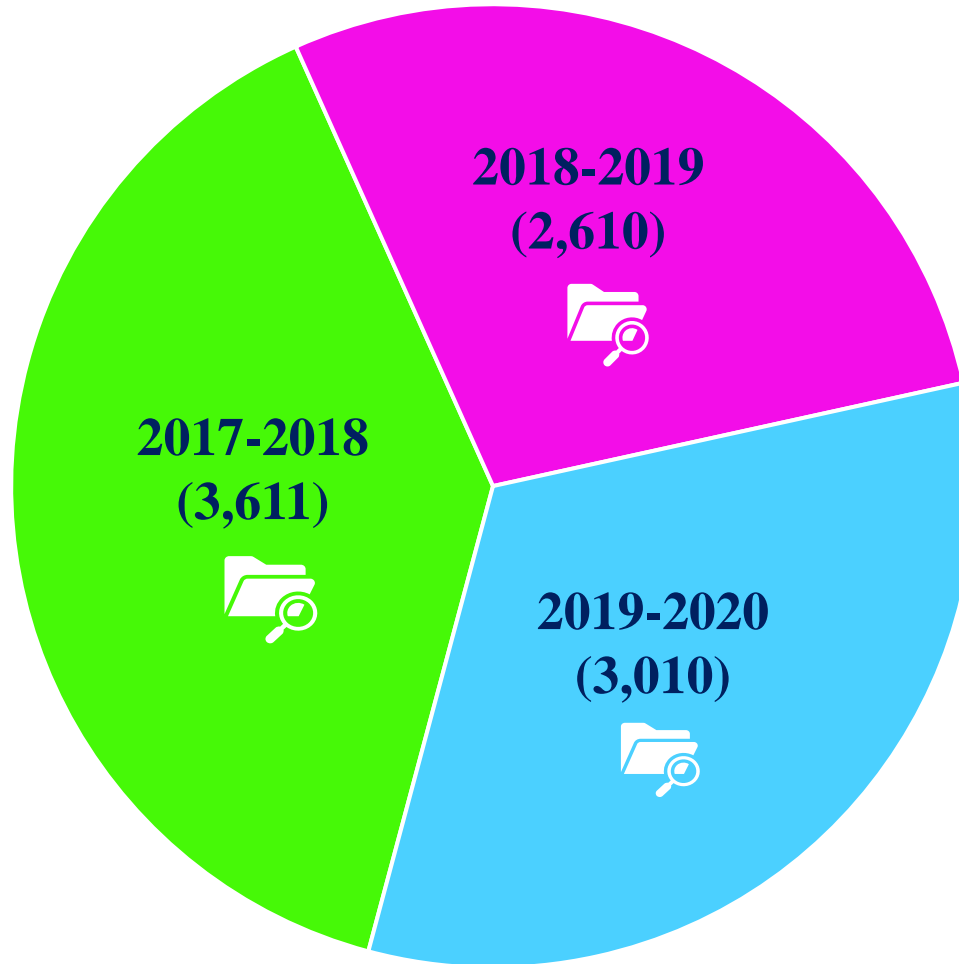
Records Management Center







MONITORED,  
PROCESSED  
AND/OR  
RESPONDED TO  
OVER 3000  
PUBLIC RECORDS  
REQUESTS  
CITYWIDE TO  
ENSURE  
COMPLIANCE  
WITH [CHAPTER  
119, FLORIDA  
STATUTES](#)



**CITY CLERK**

- AGREEMENTS & CONTRACTS
- ANNUAL REPORTS
- BOARDS AND COMMITTEES
- CALENDAR
- CITY CLERK BIO
- CITY COUNCIL ASSIGNMENTS FOR BOARDS & COMMITTEES
- CITY COUNCIL VOTING RECORD
- CODE OF ORDINANCES
- COMPREHENSIVE PLAN

**PUBLIC RECORDS**

**Submit Records Requests HERE**

NAPLES - Welcome to the City of Naples, Florida. [Florida Statutes 119.12](#) Attorney Fees - Public Officers, Employees and Records (Effective May 23, 2017).

SELECT THE APPROPRIATE LINK BELOW TO REQUEST A PUBLIC RECORD.  
(PLEASE NOTE THERE ARE (3) DIFFERENT FORMS - ADMINISTRATION, BUILDING AND POLICE)

- [RECORDS REQUEST FORM - ADMINISTRATION ONLY](#)
- [RECORDS REQUEST FORM - BUILDING DEPARTMENT ONLY](#)
- [RECORDS REQUEST FORM - POLICE DEPARTMENT ONLY](#)

**Public Records Request**

735 8th Street South - Naples, Florida 34102  
Phone: (239) 213-1015

Pursuant to [Chapter 119 Florida Statutes](#), I hereby request the following *currently existing* records of the City of Naples, Florida.

Requests are not required to be in writing, nor is the requester required to provide their name or an explanation as to why the request is being made. For those who wish to make a written request, please complete and submit this form; otherwise please contact the City Clerk's Office at the telephone number or address listed above.

The request must be clear enough to enable the City to conduct a meaningful search. The City may ask questions about the request in order to respond to it fully and in a timely manner.

Name of Requester John Doe	Requester's Phone *****	Requester's Email johndoe@example.com
Requester's Address 123 Example Way	City Naples	State Florida
		Zip 11111

Description of Request (Be as specific as possible, including name(s), permit address(es), specific date(s) [from mm/dd/yyyy through mm/dd/yyyy], case number(s), electronic or paper copies, etc., if known.)

Enter Text

I request (select one):  
Copies

In making this request, I understand that the City is under no obligation to create a document to satisfy my request. I further understand that the records will be released only in accordance with Chapter 119 Florida Statutes.

# BOARDS AND COMMITTEES

- Coordinated all board and committee appointments by City Council (61 applicants); continued to maintain technology to make civic participation easier through the online application process; monitored attendance of all members; updated Handbook; and continued to expand network of leadership connections in the community, including the Chamber, for the purpose of recruiting board and committee members.
- Coordinated appointment of members of City Council to various boards and committees; updated the reference list of appointments to include links to bylaws, member roster, agendas and minutes, meeting schedules and contact information.
- Updated the reference list of appointments of residents to City Boards and Committees to include links to bylaws, member roster, agendas and minutes, meeting schedules and contact information.
- Pursuant to City Council direction, revised the policy and created a “fillable electronic ballot form” for appointment/reappointment to various boards and committees.
- Coordinated Council’s selection for the 2020 Sam Noe Award.



**Bruce Selfon**  
**2020 SAM NOE AWARD**



## BALLOT

### BOARDS AND COMMITTEES

**RANKING**  
1 = 1st Choice  
2 = 2nd Choice

**REGULAR MEMBER**  
(Unexpired Three-Year term)  
12/16/2020 to 3/20/2021

Board and/or Committee	
East Naples Bay Citizens Advisory Committee	
<b>One Regular Member</b>	
Meeting Date	
12/16/2020	

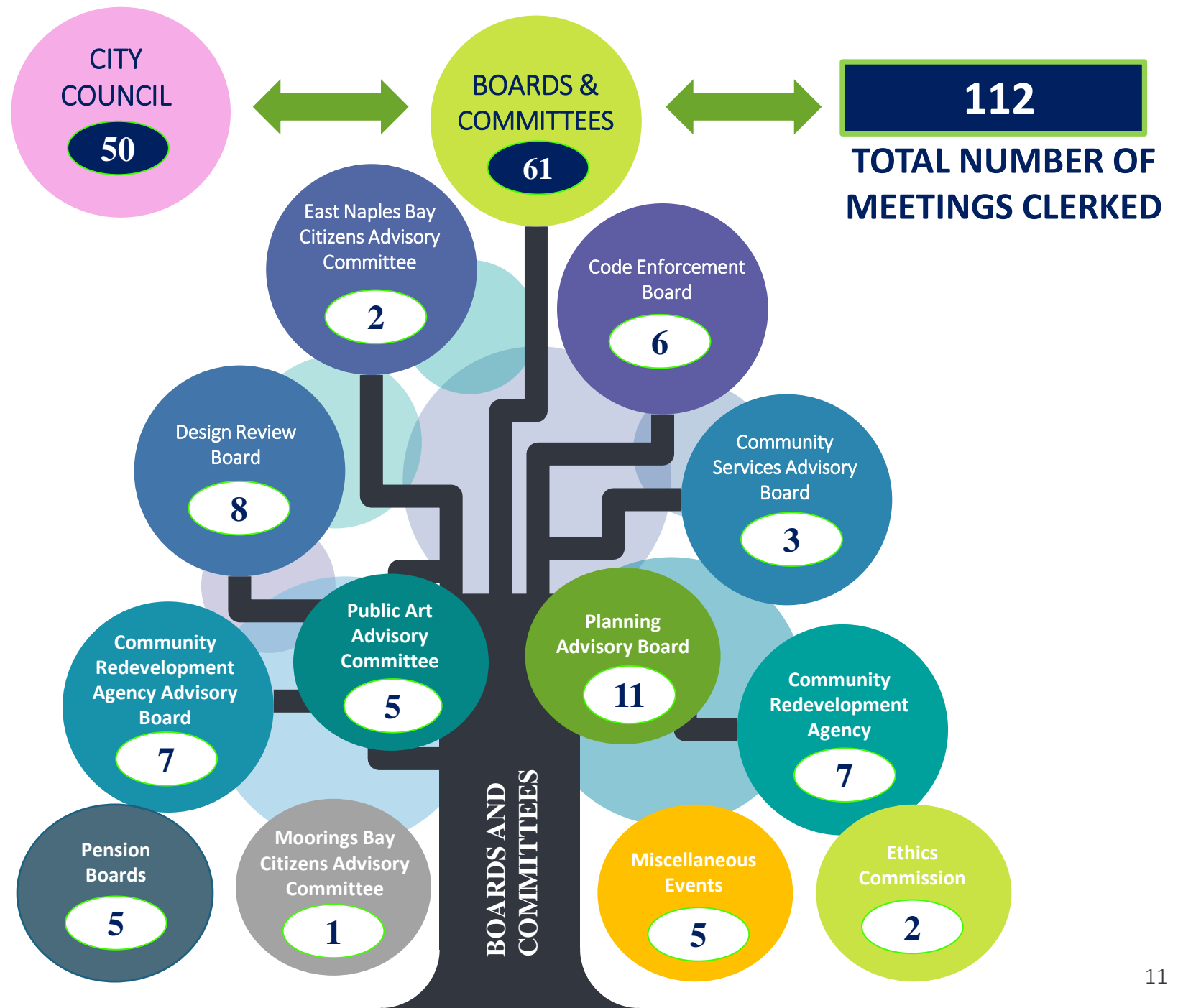
Applicant Name (Last Name, First Name)	Heitmann Mayor	Hutchison Vice-Mayor	McCabe Council	Price Council	Blankenship Council	Perry Council	Christman Council	Total Score	Final Rank
A									
B									
C									
D									
E									
F	The lowest "Final Rank" candidate will be appointed as the Regular Member.								
G									
H									
I									
J									
K									







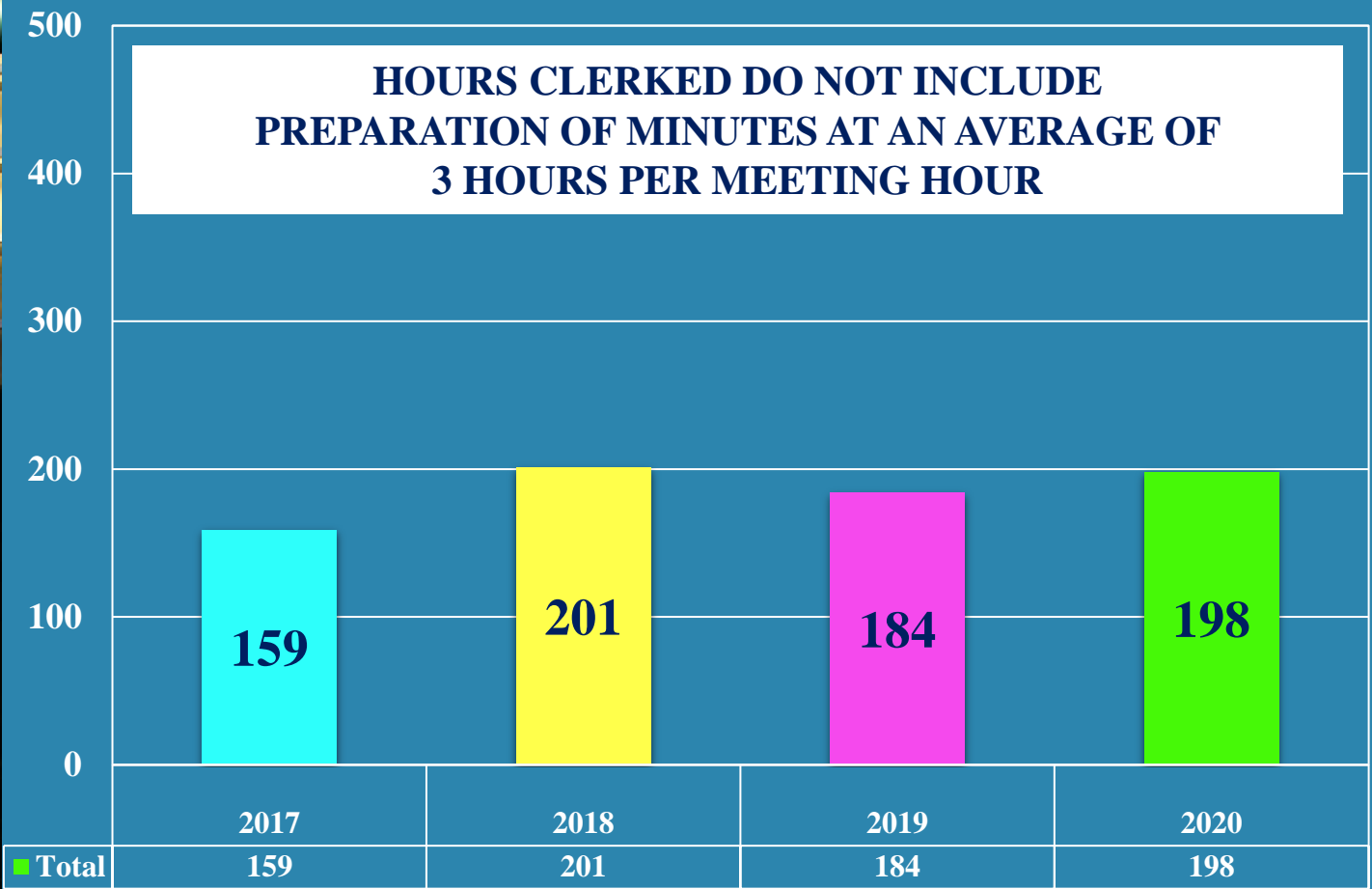
# 2020 CITY MEETINGS





# BOARDS AND COMMITTEES MEETING HOURS CLERKED

## FOUR YEAR COMPARISON

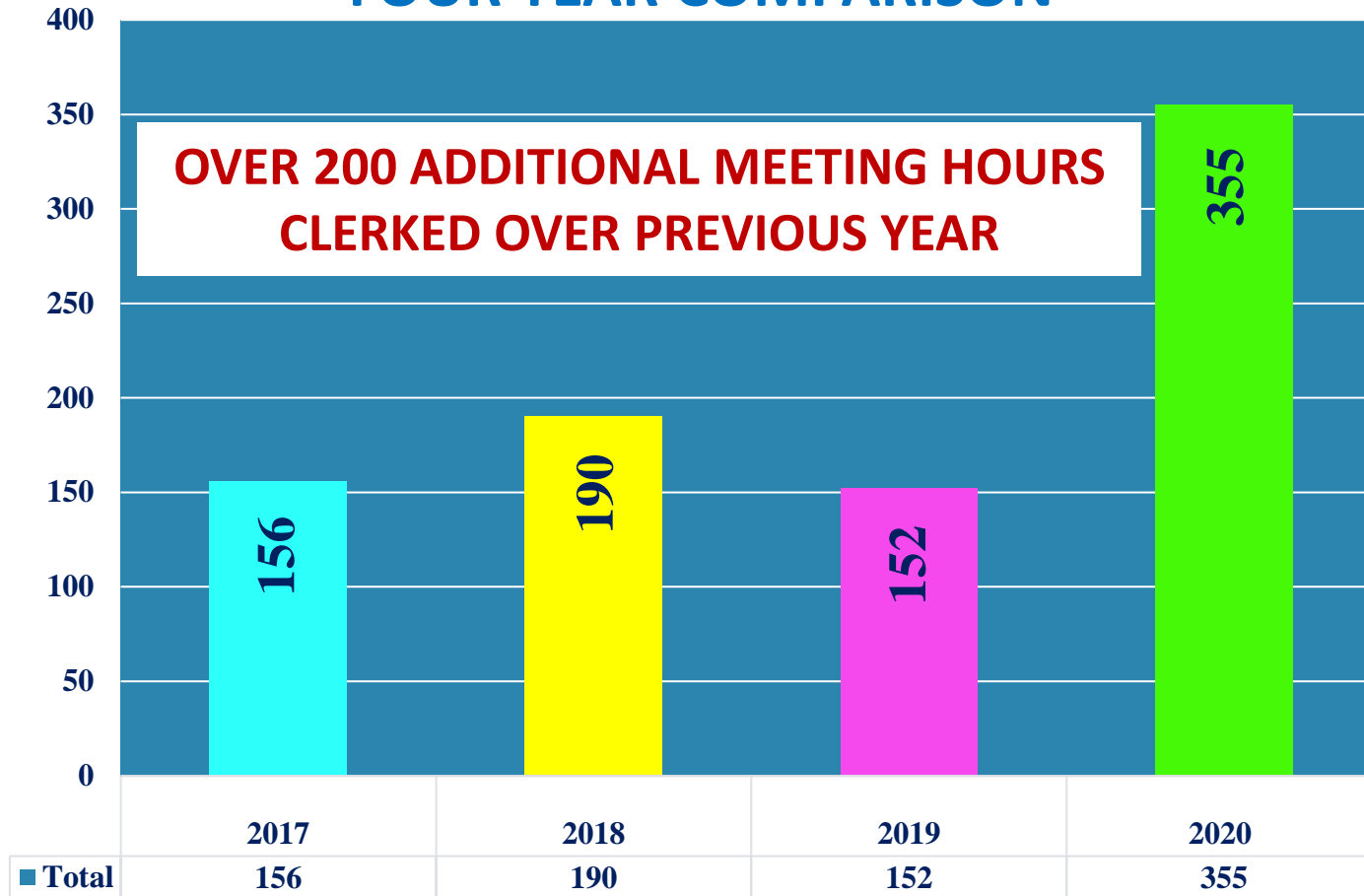


**Note: Meetings during March, April and May were cancelled due to COVID-19 pandemic otherwise meeting hours would be much higher**

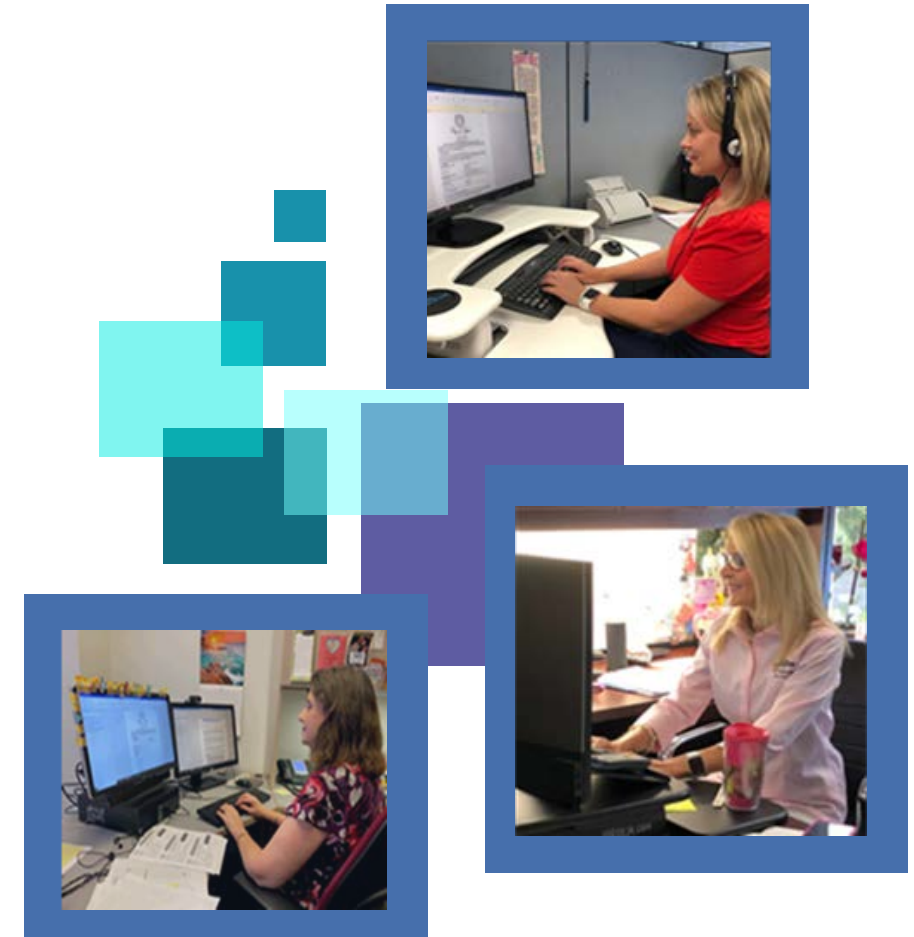


# CITY COUNCIL MEETING HOURS CLERKED

## FOUR YEAR COMPARISON



**HOURS CLERKED DO NOT INCLUDE PREPARATION OF MINUTES  
AT AN AVERAGE OF 3 HOURS PER MEETING HOUR**

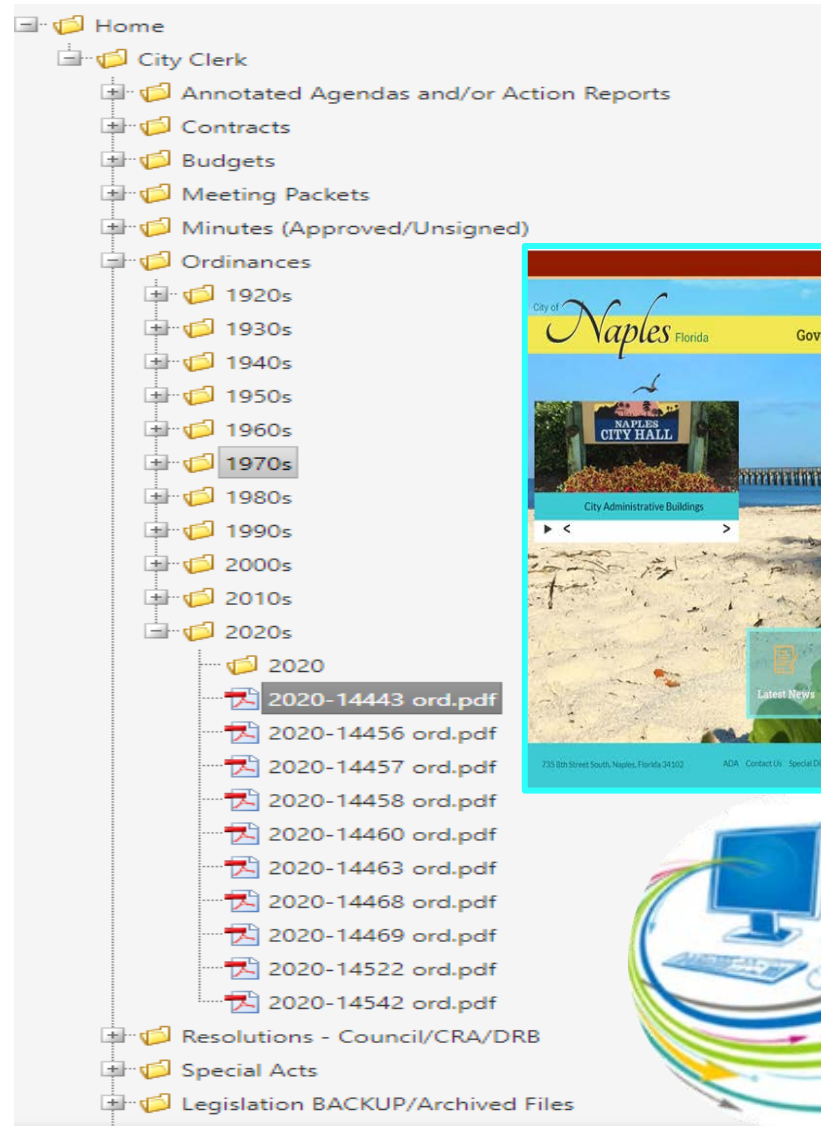


# ONLINE LIBRARY

Created and posted step-by-step directions on how to search public records in Questys.

Continued the quality assurance process for maintaining the accuracy of archived records.

Continued researching and making recommendations for improved technology to more efficiently access official records.





# OVER 250 PUBLIC NOTICES POSTED ON THE CLERK'S WEBPAGE



## CITY CLERK'S WEBPAGE LEGAL PUBLICATIONS

LEGAL PUBLICATIONS

published in its official newspaper, the [Naples Daily News](#), many legal notices and other public notices on the City's website. Public notices include purchasing bids, budget summaries, special meeting notices, notices and ordinance changes. For more information, contact Clerk Patricia Rambosk at 239-213-1015.

[NaplesDailyNews.com](#) is a database of public and legal notices in newspapers throughout the state of Florida. You can search through this database to find notices that affect you, your family, or your business, and also sign up to have these notices e-mailed to you.

**70 legal ads**

2020 Legal Advertising	2019 Legal Advertising
2018 Legal Advertising	2017 Legal Advertising
2016 Legal Advertising	2015 Legal Advertising
2014 Legal Advertising	2013 Legal Advertising

## ***INFORMED THE PUBLIC***

**Posted and updated more than 250 public notices** on the Clerk's webpage for meetings, purchasing bids, City contracts and legislation.

**Coordinated legal advertising for over 70 legal ads in the newspaper and posted affidavits of publications on the City's website** to ensure compliance with all state and local regulations.

- **39** legal meeting notices;
- **19** notice of public hearing on proposed ordinances; and
- **12** election related notices.



## CITY CLERK'S WEBPAGE PUBLIC NOTICES

Public Notices / Legal Publications

Meeting Agendas  
City Council/CRA  
ETHICS Commission  
Legal Publications  
Purchasing  
Union Negotiations

documents are in Adobe Acrobat format. Many of the documents on this web site are in Adobe Acrobat format and you will need the latest version of the Adobe Acrobat Reader installed on your computer.

**250 public notices**

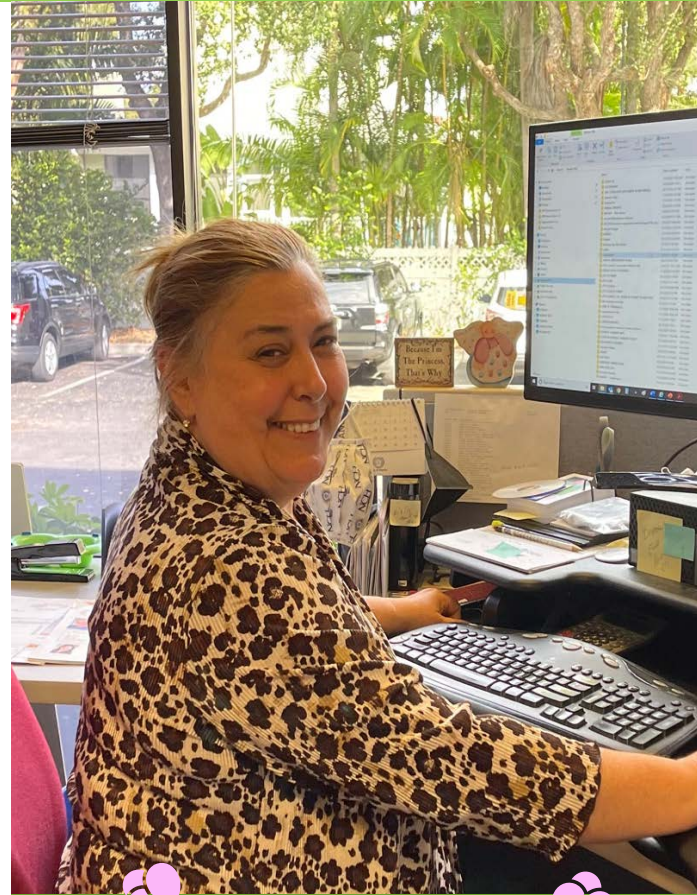
City Council/CRA	ETHICS Commission
Miscellaneous Notices	OTHER Board Meetings
NOTICES   LEGAL PUBLICATIONS	Purchasing Bid Notices



# CONGRATULATIONS



Patricia L. Rambosk  
35 Years of Service



Carmen Hernandez  
25 Years of Service



**Patricia L. Rambosk**  
**City Clerk**

and

**Carmen Hernandez**  
**Executive Assistant**

*Congratulations for the  
outstanding years of service*

**2020**





# THANK YOU

## Office of the City Clerk

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