

OFFICE OF THE CITY CLERK

2016

ANNUAL REPORT



MISSION STATEMENT

The Office of 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.

CITY CLERK

I appreciate the opportunity to provide the 2016 Annual Report overviewing office accomplishments as well as the opportunity to be forward thinking with new processes in the Clerk's Office. Most importantly, our committed Clerk's Office staff has done a great job in continuing daily duties while implementing and maintaining technology. The Clerk's Office staff is always ready to assist with its on-going desire of providing greater accessibility of records and services for the residents, Council and staff in the City of Naples.

We 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.







In the next year, we look forward to launching new document management software which will allow access to all the City's official records as searchable PDF documents and an updated City website.

Our continued commitment to our citizens requires that our services remain relevant and meet our customers' needs. We remain engaged with our elected officials and the public to understand their expectations and preferences, and look for opportunities to develop solutions and services that deliver value.

Respectfully Submitted,



Patricia L. Rambosk, MMC
City Clerk

					
Patricia L. Rambosk City Clerk	Jessica Rosenberg Deputy City Clerk	Vicki Smith Deputy City Clerk	Carmen Hernandez Information Services Records Coordinator	Liz Rogers Administrative Coordinator	Kathleen Tetrault Sr. Administrative Specialist

Our mission is to facilitate and support city legislative processes and meetings, record and provide access to the City's official records, preserve the city's history, and conduct elections with integrity.

CITY CLERK'S RESPONSIBILITIES

[Sec. 2-141. - Office established; duties generally](#) - (Code of Ordinances)

- (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, F.S. Ch. 119.
- (5) Performing other duties as assigned by the city council.

(Code 1957, § 1A-20(a); Code 1994, § 2-101; Ord. No. 99-8567, § 1, 6-16-1999)

CITY CLERK BUDGET

2015-2016 BUDGETARY INFORMATION

The 2015-2016 approved total budget for the Office of the City Clerk was \$598,136. In our continuing effort to operate more efficiently as well as accomplishing all our objectives and more, we finished the fiscal year under budget at \$594,017. The department has six positions, the same as FY 2014-2015.

2016 ACCOMPLISHMENTS

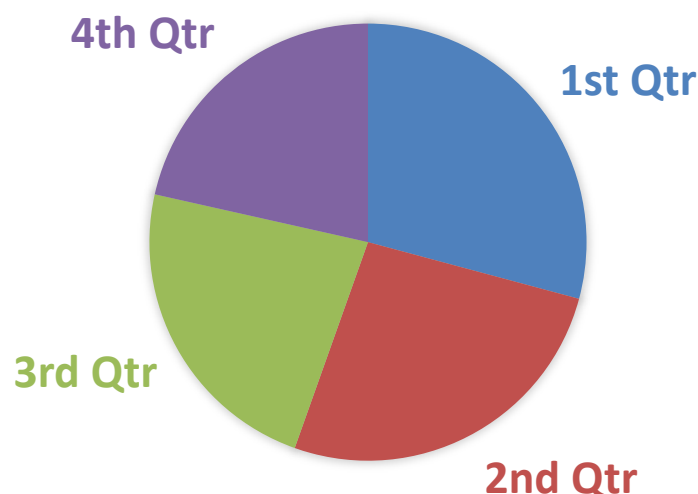
FUNCTION	ACCOMPLISHMENT
Certification	<ul style="list-style-type: none"> City Clerk recognized for her Master Municipal Clerk designation in March, 2016.
Legal	<ul style="list-style-type: none"> Ensured compliance with all state and local regulations regarding legal advertisements. Routed billing to appropriate departments for payment and maintained legal advertisement files, collected \$479.98 in reimbursement on petition-related advertisements. Assisted with research project with Utilities and Purchasing Departments for request of records for State Attorney General's Office regarding water plant chemicals.
Legislation Processing	<ul style="list-style-type: none"> Obtained appropriate signatures and maintained City's ordinances (10), resolutions (131) and agreements – City Council (99) and City Manager (22). Electronically recorded documents and collected reimbursements from other departments when appropriate. Maintained follow-up files for documents until finalized. Archived documents at completion.
Records Management	<ul style="list-style-type: none"> Created Records Management Policies and Guidelines Manual containing information regarding preparation of documents for storage at the Records Management Center. Continued to support staff from the Building Department and Police Department when processing public records requests involving multiple departments.

	<ul style="list-style-type: none"> • Prepared Quarterly and Annual Public Records Request Reports which contain totals for all departments, including the Building and Police Departments. • Administered City's Records Management Center which included accessioning and disposing of records in accordance with state law. • Completed mandatory Records Management 2015-2016 Compliance Statements and submitted them to the Florida Department of State. • Reduced City expenditures on records storage and improved standardization of records management across departments.
Sam Noe Award	<ul style="list-style-type: none"> • Transmitted fillable electronic forms to current Board Members requesting their recommendations. • Provided Council with any Board Member recommendations received, and transmitted fillable forms requesting their own recommendations. • Scheduled review of recommendations and selection of honoree for Council Meeting and presentation of award.
Official Records	<ul style="list-style-type: none"> • Maintained and managed all official records of the City Council and its advisory boards/committees as governed by Florida Statutes Chapter 286. • Coordinated conversion of permanent and long term electronic records to microfilm for security utilizing digitized images of records. Maintained microfilm inventory control. • Evaluated quality of old microfilm of permanent official records back to 1925, to correct if necessary, to ensure preservation and access by the public. • Maintained titles and activity of current City-owned vehicles.
Code of Ordinances	<ul style="list-style-type: none"> • Coordinated with Municipal Code Corporation publication of City Code supplements; reviewed supplements for any corrections; and disbursed supplement subscriptions to all City Departments. • Researched and gathered all the legislation amending the Comprehensive Plan over the years and submitted all the documents to Municipal Code for codification. Coordinated the codification process so that the codified Comprehensive Plan will ultimately be posted on the City's website just as the Code of Ordinances is today.
Office Software	<ul style="list-style-type: none"> • Coordinated and maintained the Granicus Minutes Efficiency Suite updates to ensure generation of meeting minutes and action reports. • Coordinated updates and maintained the Granicus Board and Committee application to provide information to the public and easily manage appointments, vacancies and citizen applications online. • Continued to maintain FTR as a backup to the Granicus software to eliminate duplication of work when web video streaming is lost. • Installed FTR software updates on 4 computers for City Clerk staff. • Continued to provide daily support to other departments in the process of uploading agendas and packets to the Granicus site for all board/committee meetings. • Upgraded all software in the City Clerk's Office for compatibility with Windows 10.
Office Databases	<ul style="list-style-type: none"> • Uploaded all searchable documents and official records to the new Questys database.

	<ul style="list-style-type: none"> Continued to maintain searchable database (ImageFlow Lite software) of official records for easy access by internal users. To be phased out upon full implementation of Questys. Continued to maintain the property and easement research database for City-wide staff use. Continued to maintain the inventory for all City official records. Continued to maintain database for all Boards and Committees. Continued to maintain inventory for documents stored at the Records Management Center.
Boards/Committees	<ul style="list-style-type: none"> Continued to notice and process all upcoming Board and Committee vacancies and post them on the City's website. Maintained the Granicus on-line application for Board and Committee vacancies located on the City Clerk's webpage. Facilitated 51 appointments. Circulated news releases for vacancies. Presented orientation sessions to newly appointed Board and Committee members (12). Administered oaths to new board/committee members at respective meetings. Coordinated the award of commemorative plaques for term-ending board members (4). Prepared agenda memorandums for applicants for Board and Committee vacancies presented to City Council for interview and approval process.
Meeting Calendar/Meeting Setup	<ul style="list-style-type: none"> Maintained electronic calendar of all meetings held in Council Chamber. Posted and maintained records of all meeting notices, agendas and other City calendars. Coordinated invocations for all City Council meetings and prepared Council Chamber for all meetings.
Miscellaneous	<ul style="list-style-type: none"> Provided customer service response and direction. Researched and confirmed beach renourishment easements for Collier County Coastal Zone Management. Created a complete record of the City hearing regarding Joan Fiore, and Robert Martin vs. City of Naples Case 15-AP-16 for submittal to the court and proofed transcripts. Completed easement research for GIS mapping. Researched mapping division for Collier County Property Appraiser. Assisted staff with research of official records (including land records and those on microfilm/microfiche). Converted official records into reduced-size PDF's for transfer into the Tyler Munis TCME system. Continued to maintain a public records research kiosk located at City Hall on the 1st Floor. Performed internal recordkeeping (payroll, purchasing, etc.). Provided notary services. Provided Spanish and French translation services.

PUBLIC RECORDS REQUESTS

The Just FOIA solution creates and manages public records requests online through a portal accessible on the City's website. The portal contains three forms for requesting public records: (1) Police records, (2) Building records and (3) all other records. It also provides staff with daily updates for easy follow-up. More importantly, the City Clerk monitors public records requests for the entire City to ensure timely completion in accordance with the Florida Public Records Act.



2016 Public Records Requests Quarterly Report					
Description/Division	1st Qtr 1/1/16- 3/31/16	2nd Qtr 4/1/16- 6/30/16	3rd Qtr 7/1/16- 9/30/16	4th Qtr 10/1/16- 12/31/16	Total
No. of Requests Received:					
Building	863	811	693	637	3004
Police	34	27	40	39	140
City Clerk (all other depts)	154	108	98	98	458
Total Requests Received:	1051	946	831	774	3602
Requests completed end of qtr:	1048	944	828	766	
Requests open end of qtr:	3	2	3	8	
Fees Collected:					
Building	\$407.46	\$38.00	\$38.00	\$0.00	\$483.46
Police	\$27.00	\$0.00	\$54.00	\$206.00	\$287.00
City Clerk (all other depts)	\$312.31	\$234.44	\$180.69	\$43.43	\$770.87
Total Fees Collected:	\$746.77	\$272.44	\$272.69	\$249.43	<u>\$1,541.33</u>
created 01/04/17					

CITY OF NAPLES GENERAL ELECTION 2016

Pursuant to [Sec.13.1 \(a\)](#) of the City Charter, regular municipal elections shall be on the first Tuesday in February of each even-numbered year, except in years that are a multiple of four at which time the regular municipal election will be held on the same day as the State of Florida Presidential Preference Primary.

CLERK / ELECTION ACCOMPLISHMENTS

- City Clerk served as the Qualifying Officer for the 2016 City of Naples General Election.
- Maintained election reports on the City's website for candidates and citizen's information.
- Coordinated swearing in of newly elected City Council members.
- Provided orientation sessions to newly appointed City Council members.
- Represented the City at all Supervisor of Elections Canvassing Board meetings.



[CLICK HERE: PRECINCT DETAILS](#)

MAYOR NAPLES - Precincts Completely Reported: 7/7

MAYOR NAPLES	PERCENT	VOTES
Bill Barnett	45.98%	4,350
Teresa L. Heitmann	32.67%	3,091
John F. Sorey III	21.34%	2,019

NAPLES CITY COUNCIL - Precincts Completely Reported: 7/7

CITY COUNCIL	PERCENT	VOTES
Reg Buxton	17.36%	3,487
Terry Hutchison	11.35%	2,279
Michelle McLeod	26.38%	5,298
James Moon	13.84%	2,780
Wynn Phillips	8.28%	1,662
Ellen Seigel	22.79%	4,578

PROMOTED AND PARTICIPATED IN EARTH DAY ACTIVITIES TO SECURELY DISPOSE OF DOCUMENTS CONTAINING EXEMPT INFORMATION

The Clerk's Office planned months in advance to take part in two recycling events to dispose of paper records that may contain confidential and/or exempt documents and that have met retention in accordance with Florida law. A storage area on the second floor of City Hall had become a storage room for records dating back to the late 1990s. With the assistance of the Human Resources Department and the City Manager, we worked together to index over 80 boxes of files and complete the appropriate disposal forms for the State of Florida. In addition, the Records Management Center was brought current with the disposal of 184 boxes of records meeting retention. Because of the nature of the files, they could not have been put in recycling bins, but rather were required to be shredded. By taking advantage of the scheduled events, the City saved \$2,600 in shredding costs.

April 22, 2016

86 Boxes of Records Shredded

Naples Confidential and/or Exempt Expired Documents



November 17, 2016

184 Boxes of Records Shredded

Records Management Center Expired Documents



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DOCUMENT SCANNING



RECORDS MANAGEMENT TRAINING

- Presented three training workshops for Public Records Coordinators regarding Public Records Management and updates of the JustFOIA operating modules.
- City Clerk staff attended five JustFOIA Focus Group Webinars through MCCi to keep current with future implementation upgrades.
- Initiated individual department training and records assessments for public records management and dispositioning.



CITY CLERK / PROFESSIONAL EDUCATION

- Florida Association of City Clerks - 2016 Summer Conference Academy; June 5-8, 2016 in Palm Beach Gardens.
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- Florida Association of City Clerks - 2016 Fall Professional Education Academy Advanced Program; October 10-13, 2016 in Lake Buena Vista.

AWARDS AND ARCHIEVEMENTS

- Robert N. Clark Award - Florida Association of City Clerks.
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- Master Municipal Clerk designation - International Institute of Municipal Clerks (IIMC).
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- Speaker and Presenter - Florida Government Finance Officers Association (FGFOA) School of Governmental Finance.
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- Speaker - Florida TaxWatch - Center for Government Efficiency (CGE) The First Amendment Under Attack.
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- Speaker - Association of Government Accountants (AGA) Naples Paradise Chapter.
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- Presenter - Florida Government Finance Officers Association (FGFOA).
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- Lifetime honorary membership to the National Association of Legal Assistants (NALA).

NEW DOCUMENT MANAGEMENT SOFTWARE

TRANSPARENCY TO PUBLIC RECORDS

In looking for a cost-effective manner to implement a document management system in the City Clerk's Office that will allow the public to access all the City's Official Records as PDF searchable documents, the Clerk found that the City previously invested in a system in 1997 that would save over \$35,000 if the Clerk's Office took over the yearly maintenance and support of \$6,300. The Clerk's Office began implementation of the software over the last couple of months. Ultimately the public will be able to access records easier and faster as they will be available via a link to the City's website.

The City Clerk's current document management system can only be used within the City and cannot be accessed from the City's website.

In conclusion, the new system will allow direct access to the City's official documents via the website.



CITY WEBSITE / TECHNOLOGY

- Maintained technology to engage citizens to participate in governance.
- Monitored changes in laws, regulations and technology that may affect office operations and implemented policy and procedural changes as required.
- Promoted education for the public to utilize the up-to-date on-line Code of Ordinances and features.
- Provided a variety of information to the public according to subject matter through the Resource Directory posted on the website.
- Continued promoting a transparent culture by designing and rearranging information and documents in an easily accessible manner through the City's website.
- Continued development and implementation of innovative internet based systems.
- Redesigned the City Clerk webpage for improved user experience.
- Created webpages for Community Services Department.
- Created CodeRED webpage for citizens to register for EMERGENCY ALERT notifications.
- Scanned, uploaded and redesigned the financial documents archived on City's webpage (Operating Budgets/ Capital Improvement Projects and Comprehensive Annual Financial Reports).
- Continued to post new legislation and all City Council and City Manager agreements/renewals on the website.
- Continued to digitize ordinances, resolutions and minutes in searchable PDF format for storage in Questys.

