



CITY OF NAPLES

2017 ANNUAL REPORT | CITY CLERK



DEPARTMENT DESCRIPTION

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, 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 provides assistance to 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.

OUR CUSTOMERS

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



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.



CITY CLERK OVERVIEW OF ACCOMPLISHMENTS 2017

IN BRIEF

Over the last five years, your City Clerk continued to improve processes, efficiencies and technology and reduce costs. This year, your City Clerk has again focused on instituting new technology to make it easier for the Clerk's staff to perform their duties and make it easier for the public to obtain records. Providing public access to records has been your City Clerk's priority, and your Clerk provided the leadership and direction to a staff of six for accomplishing this mission.

This year we were able to combine all records into one database, allowing open access to the public of all the Clerk's Official Records. This has never been done before. However, this was not an easy task and one that we did not think would be possible so soon. We began this year with quite a few challenges as a result of a necessary upgrade to Office 365 and Windows 10.

Over a period of six months, it was necessary to complete the following upgrades in order to fulfill our day-to-day duties as well as provide enhanced services to the public and staff, all within budget:

- Researched and recommended a temporary process for searching records through an in-house database used from a standalone computer to allow the backlog of public records requests to be fulfilled.
- Corrected email addresses so that public records requests were received and requests processed in a timely manner.

- Maintained security of Official Records by recommending that unauthorized access be eliminated to the City's Official Records as a result of the upgrade.
- Re-created group contacts for all boards and committees and lost email from the upgrade.
- Researched and coordinated upgrades to all software used in the City Clerk's Office and scanners including, Adobe Acrobat DC, FTR Reporter, Questys and Xerox to be compatible with Windows 10 and Office 365.

While the Clerk's staff was learning new software, we also had to quickly train a new administrative coordinator to clerk meetings and prepare minutes using the Granicus platform. Your Clerk subsequently reorganized the duties of the entire office and reassigned job duties and positions to work more efficiently and effectively. We also provided clerk services for the additional nine special meetings of the Planning Advisory Board to review amendments to the Comprehensive Plan.

Although we only temporarily solved the problem of accessing records through use of the standalone computer, it became more urgent that we implement the long-term solution of utilizing Questys, and building a database of official records.

QUESTYS

When the new website was activated, it was shortly discovered that there was no access to the Clerk's Official Records. It was determined that documents from the prior website provider did not migrate correctly to the new website. With only a \$6,000 annual maintenance cost, we were able to provide access to all of the City's Official Records to the public through the Questys platform.

At that time, the public had become so accustomed to searching on their own that they were looking for an option to get access back quickly.

The Clerk's team worked together every day for long hours to build a database of records that had been digitized over the last five years. Questys was launched for the public four months ahead of our target date in response to records not migrating correctly to the new website. Not only did we restore the same records, but we were also able to add thousands of additional records into one complete database for easy searching by the public.

Your Clerk prepared the conceptual design plan needed to implement this process resulting in access to a combination of all digital documents from one place. We were also able to convert hundreds of rolls of microfilm to digital searchable documents, which consisted of old Council meeting packets from 1925 to 2003, which was never before available.

WEBSITE

Over a period of six months, the Clerk worked together with the City Manager's staff in developing the new City website which included: performing background research into products available, participating in demonstrations, reviewing proposals, providing contract analysis, coordination and initial design and layout of the website. Your Clerk placed a high priority in kicking off this project and remaining involved to ensure that public records were easily available on the City's Homepage and that the City did not lose the progress made promoting records transparency.

SOCIAL MEDIA

As the City started to discuss using social media, the Clerk identified the need for archiving social media to ensure compliance for record keeping as many cities were beginning to see lawsuits for Facebook posts that were removed.

To ensure compliance for record keeping, ArchiveSocial was implemented to capture the records from social networking platforms to preserve media records in a manner that satisfies long-term agency requirements.

CITY LOGO

At the request of Council, your Clerk researched and prepared a thorough presentation on the history of the City Logo, the history of the City Seal, the use of the logo and reviewed most of the City logos and department logos and graphics being used today. At the direction of the Council in assigning the new logo project to the Public Art Advisory Committee, your Clerk also made a presentation to that committee.

PUBLIC RECORDS MANGEMENT

❑ RMLO

As the City's Records Management Liaison Officer with the State of Florida, all duties were fulfilled in filing the necessary annual compliance statements.

❑ PUBLIC RECORDS REQUESTS

Your City Clerk monitors public records requests 24/7 for the entire City and ensures timely completion in accordance with the Florida Public Records Act by reviewing daily updates, and provides Quarterly Reports for City Council. The time spent fulfilling public records requests has nearly tripled in the Clerk's Office. The process of tracking over 3800 public records requests throughout the City would be nearly impossible and very inefficient without the JustFOIA tracking database that we continue to utilize. In addition to the Clerk's Office using JustFOIA, your Clerk provided training to 18 City Records Coordinators in responding to public records requests, utilizing the database, updates to laws and policies and current trends, as well as reviewing records exemptions. We have developed a very successful program, and no one hesitates to call the Clerk with a question.

❑ SCANNING

Scanning was completed for all City Council related archived documents from 1925 to present. These records supplement all the legislation, minutes and meeting packets scanned in prior years.

❑ RECORDS RETENTION

Your Clerk continued to work with individual departments on records management. More specifically:

- Worked together with the Human Resources Department and the Police Department to review forms of media for destruction and provided training for records dispositioning.
- Reviewed and sorted records from the Fire Department for either disposal or retention.
- Further assistance was provided to Utilities staff on retention questions, including Work Orders.
- Met with the Building Official to strategize and discuss the very high number of public records requests submitted in JustFOIA and reviewed records retention issues.

Your Clerk continued to oversee operation of the Records Management Center on Riverside Circle, monitored inventory for disposal of records that met retention in accordance with state laws and identified and permanently preserved historical records.

COST SAVINGS

Your Clerk participated in two City recycling events for document shredding to save shredding costs, which could have been over \$4,000, which costs have been paid in the past. It is very important that records be shredded as many contain confidential and/or exempt information. Also, by disposing of records that meet retention, we increase our storage space and avoid legal costs.

In addition, advertising costs were collected in the amount of \$2,797.20 last year for reimbursement for petitioner related advertising.

ELECTION

In conjunction with the City's 2018 Election, your Clerk coordinated the changing of the qualifying date with the Supervisor of Elections and drafted the appropriate legislation as well as coordinated the Interlocal Agreement with the County and the Supervisor of Elections. In addition, your Clerk drafted and coordinated the following:

- Candidate Welcome Letter and Handbook
- Election Fact Sheet
- Election Calendar
- Agreements for Polling Places
- Legal Notice Publications
- Prepared and provided candidate election packets on CD rom
- Provided access to information through the Clerk's website, including candidate election forms, financial reports, and a precinct map
- Drafted legislation for appointing the Chief Election Official and a Canvassing Board member

BLUE RIBBON COMMITTEE

As required by the City Charter, your Clerk drafted the agenda backup and legislation reestablishing the Blue Ribbon Committee. Thereafter, coordination began to schedule a meeting and preparation of additional legislation to replace a member who was going out of the country. Your City Clerk created and posted the agenda, clerked the meeting and drafted the agenda backup and legislation consisting of the recommendations of the Committee.

SAM NOE AWARD

Last year the Clerk again coordinated the Sam Noe Award by contacting all members of the City's boards and committees and the City Council, gathered nominations, drafted the agenda memorandum, selected an award, coordinated the presentation, and followed up with media releases.

CONCLUSION

The Clerk continually receives inquiries from other City Clerks and government agencies expressing how impressed they are with our online document center for records and the ease of access for searching. A lot of cities are using the same concepts that have been implemented in Naples. Everyone wants to know how we did it.

We are very proud of the fact that cities throughout the state of Florida are continuing to adopt and implement our City's innovative programs, processes, and designs relative to the wide array of clerk's functions and responsibilities today.

I appreciate the opportunity to continue to serve the City of Naples.

PUBLIC RECORDS REQUEST

2017 Public Records Requests Quarterly Report					
Description/Division	1st Qtr 01/01/17- 03/31/17	2nd Qtr 04/01/17- 06/30/17	3rd Qtr 07/01/17- 09/30/17	4th Qtr 10/01/17- 12/31/17	Total
No. of Requests Received:					
Building	935	814	536	629	2914
Police	40	27	18	12	97
City Clerk (all other depts)	113	95	69	62	339
Total Requests Received:	1088	936	623	703	3350
Requests completed end of qtr:	1083	927	619	700	
Requests open end of qtr:	5	9	4	3	
Fees Collected:					
Building	\$0.00	\$41.00	\$0.00	\$98.58	\$139.58
Police	\$146.93	\$198.01	\$81.00	\$160.27	\$586.21
City Clerk (all other depts)	\$92.17	\$351.50	\$1,248.79	\$381.56	\$2,074.02
Total Fees Collected:	\$239.10	\$590.51	\$1,329.79	\$640.41	\$2,799.81

SIGNIFICANT BUDGETARY ISSUES IN 2017

The 2017-18 budget for the City Clerk is \$629,906 which is \$11,223 more than the budget adopted for Fiscal Year 2016-17.

The budget for Personal Services is \$562,456, an increase of \$11,223 over the adopted Fiscal Year 2016-17 budget. The department has six positions, the same as FY 16-17.

The budget for Operating Expenses remains the same as FY 16-17. Major expenses include legal ads (\$14,000) and professional services for supplementary amendments to the Code of Ordinances (\$15,500). The City Clerk's Office also has \$55,000 budgeted in Non-Departmental (Division 1480) for the upcoming Council election in February 2018.