

City Clerk 2022 Annual Report

**Patricia L. Rambosk
Master Municipal Clerk
City Clerk**

Office of the City Clerk, Naples Florida

It is my honor to present the Annual Report for the calendar year 2022 for the Office of the City Clerk.

The City of Naples held its City Council General Election on February 1, 2022 with 39.8 percent voter turnout (6,572 ballots). The City Clerk served as the Chief Election Official, filing officer, and as a Canvassing Board Member. Five candidates ran for three available seats on Council. For the first time in many years, the City offered early voting where 18 percent voted early while 35 percent voted on Election Day and 37 percent voted by mail ballot. Council Members Ray Christman and Terry Hutchison were reelected, and Council Member Beth Petrunoff was newly elected.

Our team continued to improve its services to the public through innovation and technology upgrades. The entire team completed 20 hours of training in preparation for transitioning documents into the Laserfiche records management platform. The contract was approved, templates were created in accordance with the State of Florida Retention Schedule, and documents have begun to be uploaded. I anticipate public access to the new platform in July 2023.

Over the past few years, the Clerk's Office has found that more electronic data is being produced than at any other time in human history, and our office has become progressively positioned to handle public records requests in a cost-effective manner, having managed over 4,500 last year. Public records requests increasingly target large data sets, resulting in the need to review thousands of documents to determine, first, whether any data is responsive to the request and, second, to redact exempt, or confidential data. Our recent technology upgrade has allowed more sophisticated redaction methods that automatically redact sensitive data with a single click and allow us to create customized redactions which has reduced staff time and resources for the office.

The City of Naples endured a catastrophic hurricane which took all of us by surprise. As the City Clerk is a required participant in the City's Emergency Plan, the team worked closely with the Emergency Operations Center and other departments to provide support in any way possible. In addition we ensured that the records of the City were well protected, that notices of emergency meetings and special meetings were published in accordance with Florida Statutes and legislation and minutes were readily available.

We were happy to welcome new team member Administrative Assistant Stephanie Pierre. Stephanie joined our office after working on customer billing in the Finance Department for five years. Additionally, we congratulate Jessica Hernandez for her appointment as a Deputy City Clerk, and Carmen Hernandez for her promotion to Records and Fiscal Manager.

Set forth within this report are the City Council's approved 2022 goals and objectives for the City Clerk together with the achievements. Through the tireless efforts of the entire team, all goals have either been met and/or achieved.

I would like to thank the team in the Clerk's Office for its continued support and commitment to the City of Naples in providing high quality, effective and efficient customer service. Our commitment is to not only achieve the goals approved by City Council, but exceed them. Additionally, I would like to thank the City Council for its support and guidance in ensuring that the City Clerk's Office continues to be a professional reflection of the City.

Respectfully submitted,

Patricia L. Rambosk

Master Municipal Clerk (MMC)
City Clerk



Office Overview

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In addition to working on achieving and exceeding the goals approved by City Council, the City Clerk worked diligently throughout 2022 to effectively perform the day-to-day operations of the City Clerk's Office. As the custodian of the official records of the City of Naples, the City Clerk continued to record and maintain all proceedings of the City Council, appointed boards, committees and commissions of the City, as well as prepared minutes for each; processed all legislation (ordinances and resolutions) for filing; and coordinated the codification of adopted ordinances with Municipal Code Corporation.



Acting as the Records Management Liaison Officer for the City with the State of Florida, the City Clerk supervised the operation of the City's in-house Records Management Center, directed the retention program for all City records, engaged in digitizing, accessioning, dispositioning, and archiving of City records for other departments in the organization, and provided public records and records management training to administrative staff.

The City Clerk also monitored all public records requests 24/7, managed public records requests for all departments, and complied with Florida Statutes by providing all records in a timely manner. The City Clerk continued to administer the board and committee appointment process, provide in-house orientation to each incoming member, and ensure that the required Statement of Financial Interests were submitted to the State of Florida for those who were required to do so.



Organizational Chart

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**Together, Our Team Offers 114 Years of Experience
in Serving Our Community.**



PATRICIA L. RAMBOSK,
MASTER MUNICIPAL CLERK
City Clerk
37 Years of Service



JESSICA ROSENBERG, CMC
Deputy City Clerk
25 Years of Service



JESSICA HERNANDEZ
Deputy City Clerk
10 Years of Service



CARMEN HERNANDEZ
Records and Fiscal Manager
28 Years of Service



ALLISON DURAN
Executive Assistant
7 Years of Service



DAVE HORTON
Executive Assistant
2 Years of Service



STEPHANIE PIERRE
Administrative Coordinator
5 Years of Service



VACANT
Administrative
Coordinator Position

Annual Goals and Objectives 4

The Office of the City Clerk established the following goals and objectives, approved by City Council, for Fiscal Year 2021-2022 to improve the overall management of the department:

GOAL 1: PROMOTE COMMUNITY HEALTH

Enhance communication with residents by improving and continuously updating website content related to the City Council, City Clerk, Elections, Boards and Committees, Public Hearings, Public Records, Ordinances, and the City Calendar. **(COMPLETED)**

Continue the coordination of the City's Blood Drives. **(COMPLETED)**

GOAL 2: ECONOMIC HEALTH AND VITALITY

Identify vital records and carefully design a disaster recovery plan. **(ACHIEVED AND ONGOING)**

Continue City-wide records management training in accordance with the State guidelines for retention based upon a record's legal, fiscal, administrative, and/or historical value so that records can be easily and quickly located which would result in a minimized litigation risk in the event legal proceedings are initiated. **(ACHIEVED AND ONGOING)**

Improve standardization of records management across departments in accordance with the State guidelines. **(ACHIEVED AND ONGOING)**

Continue to build the City Clerk's library of records and provide the actions of City Council on the website to further enhance transparency with the community. **(ACHIEVED AND ONGOING)**

GOAL 3: MAINTAIN AND ENHANCE GOVERNANCE CAPACITY

Administer the City's 2022 General Election and serve as the chief election official and filing officer. **(COMPLETED)**

Begin Phase I of the new City-wide records management program (Laserfiche) by July 2022, to: 1) store and share documents efficiently, securely, and cost-effectively; 2) search and organize information and access records from anywhere and in a timelier manner; and 3) manage the disposition of records. **(COMPLETED)**

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 Florida Statutes. **(ACHIEVED AND ONGOING)**

Promote excellence in customer service-based support in accordance with the City's Core Values Committee. **(ACHIEVED AND ONGOING)**

Fill staff vacancy to keep up with the continuing increased workload of all boards, committees, City Council, and records requests. **(COMPLETED)**

Continue the accessioning of City Council records into the archives, identify and preserve valuable historical departmental City records, and utilize electronic imaging and the internet to continue to provide easy public records access. **(ACHIEVED AND ONGOING)**

Maintain the Records Management Center to avoid city-wide costs of off-site records storage, conduct training sessions with records coordinators, and provide records retention and disposition training with individual departments to facilitate the timely disposal of records. **(ACHIEVED AND ONGOING)**

Deliver 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. **(ACHIEVED AND ONGOING)**

On February 1, 2022, the City held its general election to elect three Council Members. Through hard work and due diligence, the City Clerk, as the chief election official, coordinated with the Collier County Supervisor of Elections to ensure the election process was successful and for the first time in many years arranged for early voting as directed by the Council. Early voting allowed for 18 percent of the voters to vote early. Council Members Ray Christman and Terry Hutchison were re-elected and Beth Petrunoff was newly elected.

The City Clerk chaired the City's Canvassing Board consisting of the City Clerk, Mayor Heitmann and Carole Trimmer. The Board met on January 20, 2022 for the logic and accuracy testing of the voting equipment; on February 1, 2022 to canvass vote-by-mail ballots; on February 4, 2022 to Canvass vote-by-mail ballots and provisional ballots, review election results and election report, and select a precinct for the manual audit; and on February 9, 2022 to conduct the manual audit.



Council Members Terry Hutchison, and Ray Christman were re-elected and Council Member Petrunoff was newly elected in 2022.

The City Clerk managed a robust public education program to educate voters on voter registration, early voting, and voting on Election Day, resulting in a **39.8%** voter turnout (**6,572** ballots), which consisted of the following:

- Drafted and published legal advertisements in accordance with the City Charter and Florida Statutes, in both English and Spanish;
- Designed a webpage dedicated to the 2022 General Election for access by the public;
- Updated the Election Handbook for candidates and residents regarding the election process; and
- Drafted and distributed news releases.

Laserfiche Implementation

One of the City Clerk's most rewarding achievements was completing Phase I of the implementation of Laserfiche by July 1, 2022, as set forth in the annual goals. After coordinating an approved contract for the Program, Phase I included: 1) the completion of the "Requirements Gathering Project" which involved creating a master template containing all record types and retention values; 2) 20 hours of required training for each staff member; and 3) the beginning of the uploading process of documents maintained by the City Clerk.



Records



In 2022, the City Clerk's Office further improved efficiency in maintaining the City's records by completing the following:

Digitized 25 Boxes of Human Resources records;

Accessioned 77 Boxes of Finance records for short-term storage;

Disposed of 211 Boxes of records that met retention and submitted the annual compliance statements to the State of Florida as required by Florida statutes; and

Archived contracts, legislation, minutes, annual reports, budgets, and plats which were uploaded to the City's website.

Public Records Requests

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Public Records Requests for 2021-2022 Exceeded 4,500 City-Wide

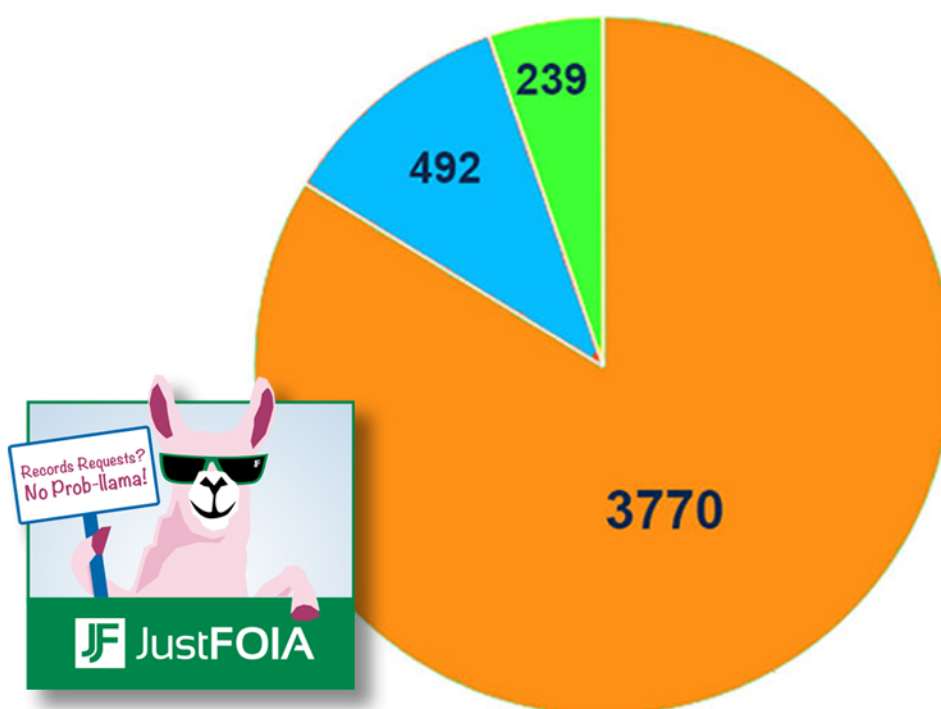
The City Clerk continued to monitor and oversee all public records requests 24/7 to ensure compliance with Florida Statutes by providing all records in a timely manner.

Many public records requests required an extensive amount of time to research, obtain documents, and redact confidential/exempt information. In order to provide a more accurate account of staff resources spent on fulfilling public records requests, we began tracking staff time spent to complete each public records request. Since January 2022, the City Clerk's Office alone spent over **600** hours monitoring and processing public records requests.



2022 Breakdown by Department

■ Building ■ Clerk ■ Police

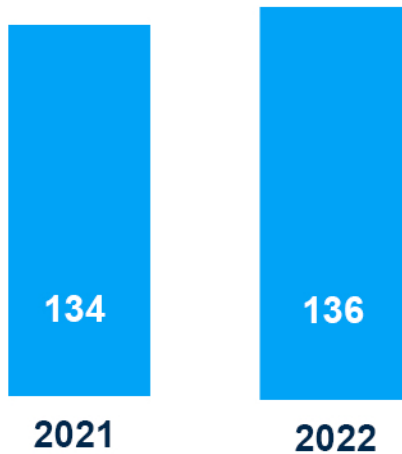


Meetings

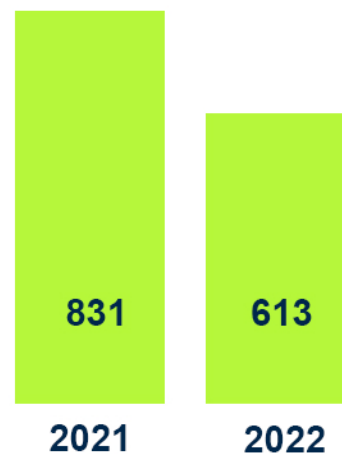
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In 2022, the City Clerk's Office clerked a total of **136** public meetings, totaling **613** hours, consisting of all City Council, CRA, and board and committee meetings. Although the City saw a decrease in meeting hours from the previous year as depicted in the below chart, **12** public meetings were canceled due to Hurricane Ian. As a result, the number of meeting hours that was projected in the FY2021-2022 Budget was higher than the actual meeting hours for 2022.

Number of Meetings



Hours Clerked



Action Report

City Council took formal action on over **600** agenda items in 2022. Those actions were memorialized in an Action Report that is continuously updated to provide a record off all approved items shortly after each meeting and prior to meeting minutes being prepared. The Action Report is posted on the City Clerk's web page for easy access by the public and staff, thus greatly improving the efficiency of necessary follow up.





City Clerk Patricia Rambosk welcomed each of the City's newly appointed Board and Committee members and provided orientation on the Sunshine Law, the Public Records Act, and accessing City records.

The City Clerk's Office continues to support **14** boards, committees, and commissions appointed by the Mayor and City Council. In 2022, the City Clerk's office processed **43** applications and maintained an online application process for residents to volunteer for all boards and committees/commissions and County boards with City resident positions. As a result of the improved online access for residents, combined with the City Clerk's Community Outreach Program, only seven seats needed to be filled at the end of 2022.

Award/Recognitions

City Clerk Patricia Rambosk also coordinated the selection of the 2022 recipient of the Sam Noe Award and the recognition of Board and Committee members for their dedication and long-term commitment to serving the City.



Mitchell Norgart, Planning Advisory Board (4 years), **Laura Burns**, Public Art Advisory Committee (5 years), **Donna Messer**, Naples Airport Authority (8 years), **Patricia Rambosk**, City Clerk, and **Thomas McCann**, Planning Advisory Board (7 years). Not Present: **Quenby Tyler**, Community Redevelopment Agency Advisory Board (4 years), **Chae duPont**, Planning Advisory Board (4 years)



Stephen Hruby, 2022 Sam Noe Award recipient

Public Notices

The City Clerk's Office drafted and published **118** legal ads in the newspaper, posted **349** public notices on the City's Sunshine Board and website, and ensured affidavits were received from the Naples Daily News in compliance with Florida Statutes.

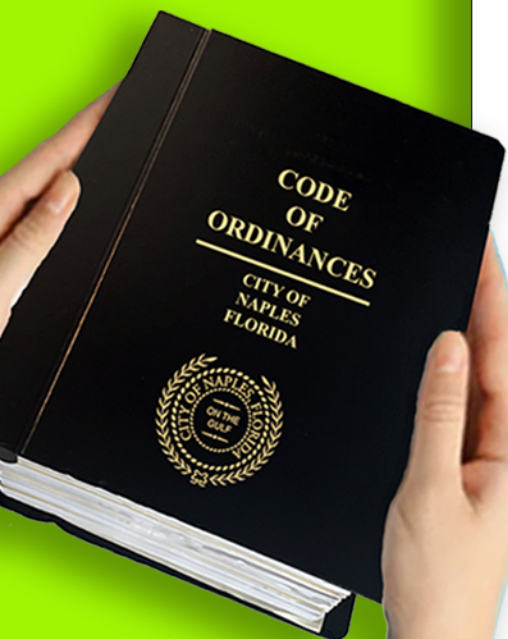


Legislative Process

The City Clerk entered approved resolutions and ordinances into a searchable database, proofread each for consistency with the Code, made revisions pursuant to City Council action, and archived each for permanent retention in the City's official records. In total, **161** resolutions were approved by City Council. In addition, the City Clerk coordinated the codification of **23** ordinances with Municipal Code Corporation which were adopted by the City Council.

ORDINANCES ADOPTED IN 2022

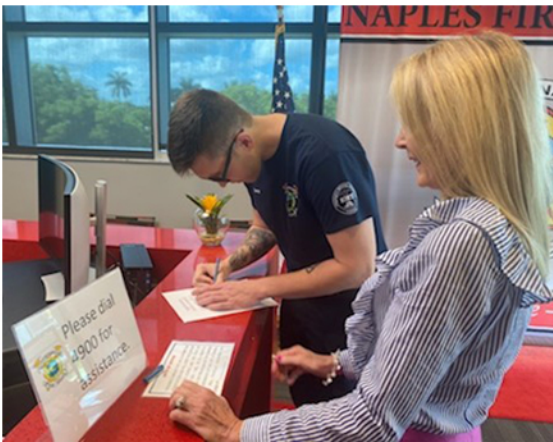
2022-14778	Outdoor dining permit regulation changes
2022-14779	Live entertainment permit regulation changes
2022-14782	Community Redevelopment Agency Advisory Board composition changes
2022-14795	Parking and loading regulation changes
2022-14796	Florida Fire Prevention Code amendments
2022-14797	Police Officers' Pension system amendment regarding disability benefit
2022-14812	Eliminating the density bonus and open space fee for bonus density
2022-14816	Establishing a soliciting (hawking) prohibited zone on 5th Avenue South
2022-14828	Ethics Code amendment regarding prohibited employment
2022-14851	City Charter amendment regarding City Manager residency
2022-14860	Alcoholic beverages/marijuana waiver of distance requirements changes
2022-14861	Fifth Avenue South landscape and hardscape palette approval
2022-14862	Commercial zoning district definition (building height) amendment
2022-14897	City Charter amendment of Mayor and City Council Member salaries
2022-14898	Requiring a 60-day notice of rental increases in excess of 5%
2022-14905	Design Review Board decision appeal amendments
2022-14929	Establishing community theater regulations
2022-14930	Rezoning property at 701 5th Avenue South from PD to Public Service
2022-14933	Establishing regulations for community hospitals
2022-14967	Declaration/termination of state of emergency changes
2022-14975	Establishing smoking prohibition in parks and beaches
2022-14976	Aesthetic design standards in rights-of-way changes
2022-15010	Peoples Gas System natural gas franchise agreement



Oaths of Office

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City Clerk Patricia Rambosk administered the Oath of Office to newly appointed City Manager Jay Boodheshwar, as well as **25** Board and Committee Members, **13** newly hired Police and Fire personnel, and **11** Naples Youth Council Members.



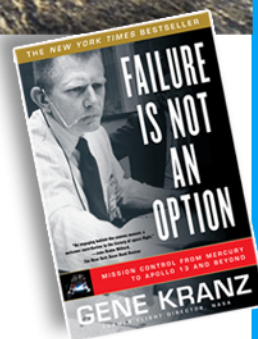
Certified Municipal Clerk Training

Staff in the City Clerk's Office actively participated in continuing educational programs through the International Institute of Municipal Clerks and the Florida Association of City Clerks (FACC). Jessica Hernandez and Ali Duran attended the 2022 FACC Summer Conference Academy.



Staff also participated in the following educational opportunities provided by the FACC:

- Minutes - Best Practices Webinar;
- Workforce Strategies for Municipal Leaders Webinar;
- Central West District Athenian Dialogue - Failure Is Not An Option
- Legal Advertising Webinar; and
- Parliamentary Procedure for Meetings Webinar.



Laserfiche Training

The entire team completed **20** hours of training in preparation for transitioning documents into the Laserfiche records management platform. Following training, the City Clerk's team worked together to complete the first phase of the Laserfiche Project by July 1, 2022.



Election Training

The Deputy City Clerk attended a **3-hour** poll worker training session that included: call center operation; Electronic Voter Identification (EVID) and ballot station setup; election reports and logs; provisional ballots; poll operations; and interaction with voters.



Just FOIA Training

The City Clerk's Office coordinated a webinar session to train administrative staff throughout the City on JustFOIA's redaction tool upgrade to improve efficiency and ensure that confidential and /or exempt information is not released when fulfilling public records.





City Clerk Patricia Rambosk and Deputy City Clerk Jessica Hernandez joined the Leadership Collier Foundation in partnership with the United Way of Collier County, Community Foundation of Collier County, and Greater Naples Leadership at the Annual Get Involved Collier! 2022 Volunteer Expo at the Coastland Center Mall on November 3, 2022 to expand the network of leadership connection throughout the community for the purpose of recruiting board and committee members. As a result of the City's participation in the event, the Chamber now includes the City in its email distribution advertising for volunteer positions.

FACC Southwest Florida Director

City Clerk Patricia Rambosk served a second term on the Board of Directors of the Florida Association of City Clerks (FACC) as its Southwest Director as well as on both the Mentoring and Membership Committee.

On January 4, 2022, FACC Southwest District Director/City Clerk Patricia Rambosk, MMC, presented City Clerk Scotty Lynn Kelly, City of Sanibel, with her Master Municipal Clerk (MMC) pin and certificate.



Thank You!

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Just a Few of the Many Quotes Received by the City Clerk

"Thank you all for your hard work and perseverance."

"I appreciate you and for showing up to serve."

... "it has always been a pleasure working with the Office of the City Clerk."

"Thank you
for your
assistance.
Have a lovely
day!"

"Best researcher in
the City!!"

"Many thanks to all for
the follow through and
supporting docs you
provided as well so I can
complete my job on this
particular property!"

"You guys are so
efficient!"

"Thank you
for all your
help!"

"Thanks so much. You and your staff are amazing
at getting these things done last minute."

"Can't thank you enough for your kindness, all your efforts
to assist me with a smile, your humor and to point me in
the right direction!!."

"Please ensure to thank her and commend her on my
behalf. It is people like her that our Naples community
needs around."

"These are questions I've had for a couple of
years, and I never found anyone who
could answer my questions."

"Thanks for the lesson in Naples government.
I appreciate it."

"Thank you for everything you do for the City."

"Thank you both
so much for
getting me
oriented and
prepared."

"Can't thank
you enough for
your kindness, all
your efforts to
assist me with a
smile, your humor."

"I am very impressed by your whole operation and how
much you all handle in your office!"

"Thank you for going above and beyond to deliver the
materials I need to help make good decisions."

