

# City Clerk's Office

Deep Dive Presentation

Tuesday, April 17, 2018



# City Clerk's Functions

- ▶ Official record keeper and custodian of the following:
  - Corporate Seal of the City
  - Agendas
  - Minutes
  - Ordinances
  - Resolutions
  - Election Records
  - Contracts/Agreements
  - Business Licenses
  - Annexations
- ▶ Records all ordinances, agreements and other legal matters
- ▶ Publishes all ordinances and notices as required by law
- ▶ Attests all resolutions, ordinances, agreements, contracts and other legal documents of the City
- ▶ Prepares the City Council agendas and minutes



# Mission

To ensure the City's legislative processes are open and transparent by providing a bridge between citizens and government through the dissemination of information, and to ensure the preservation, access, and integrity of records required to be stored for legal and business purposes



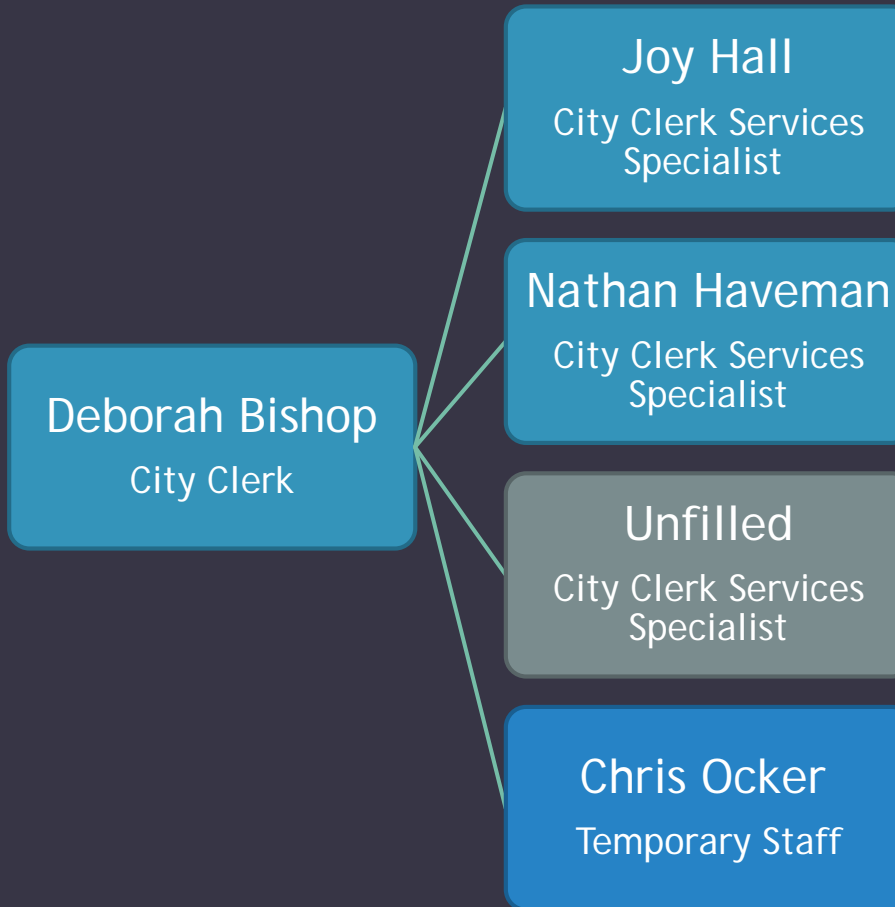
# Vision

The Office of the City Clerk aspires to be a team which provides the best possible services to residents, staff, City Council, and visitors by incorporating the following guidelines:

- ▶ Utilize efficient, effective use of our resources, time and talents
- ▶ Be innovative and creative
- ▶ Prevent stressful working conditions whenever possible
- ▶ Strive to provide totally accurate, complete information
- ▶ Establish consistent treatment of employees and enforcement of regulations
- ▶ Follow through with all actions and assignments and report back as needed
- ▶ Be courteous, helpful and cooperative with one another
- ▶ Communicate promptly, frequently and fully
- ▶ Develop and utilize opportunities for personal and professional growth
- ▶ Evaluate and review situations regularly
- ▶ Learn from our experiences, achievements and mistakes
- ▶ Assess mistakes in order to develop procedures that will prevent them in the future
- ▶ Share information about the functions, responsibilities and concerns, not only within departments, but for the entire city operation, with all employees



# Organizational Structure



# Current Responsibilities

## Deborah Bishop

City Communication  
Council Minutes  
Risk Manager

## Nathan Haveman

Claims  
Council Packet  
Document Recording

## Joy Hall

Cemetery Records  
Alcohol Licensing  
Records Requests

## Chris Ocker

Filing  
Scanning  
Copying



# Current Operations

## Next Three Months

### City Council

- 1st & 3rd Week Meetings
- Special Council Meetings
- All other meetings
- Preparation and distribution prior to meeting
- Composition of Minutes

### Training and Transition to Tyler Cashiering

- March ► June

### Alcohol Licensing

- February ► May

### Association of Idaho Cities

- Spring District Meeting - April
- AIC Annual Conference - June

### Go Live of Tyler Risk Management Software

### Cemetery



# Budget Overview

	FY18			FY17		
	Budget	Ending Balance	Variance	Budget	Ending Balance	Variance
<b>REVENUE</b>						
Licenses	115,000	18,459	96,541	120,000	121,590	(1,590)
Misc. Revenue	-	100	(100)	-	418	(418)
Fingerprinting & VIN Rev	10,000	3,245	6,756	10,000	6,878	3,123
Passports	51,000	45,200	5,800	37,000	56,870	(19,870)
Revenue	<b>176,000</b>	<b>67,003</b>	<b>108,997</b>	<b>167,000</b>	<b>185,755</b>	<b>(18,755)</b>
<b>EXPENSES</b>						
Salaries & Wages	173,587	52,975	120,612	161,177	139,846	21,331
Benefits & Taxes	87,317	27,145	60,172	77,015	66,157	10,858
Total Operations	63,242	10,532	52,710	72,454	50,877	21,577
Special Supplies						
Total Expenses	<b>324,146</b>	<b>90,653</b>	<b>233,493</b>	<b>310,646</b>	<b>256,881</b>	<b>53,765</b>
Net Funding	<b>(148,146)</b>	<b>(23,650)</b>	<b>(124,496)</b>	<b>(143,646)</b>	<b>(71,126)</b>	<b>(72,520)</b>

FY18 revenue increased due to higher passport volume

FY18 Expenses are increased due addition of fulltime employee





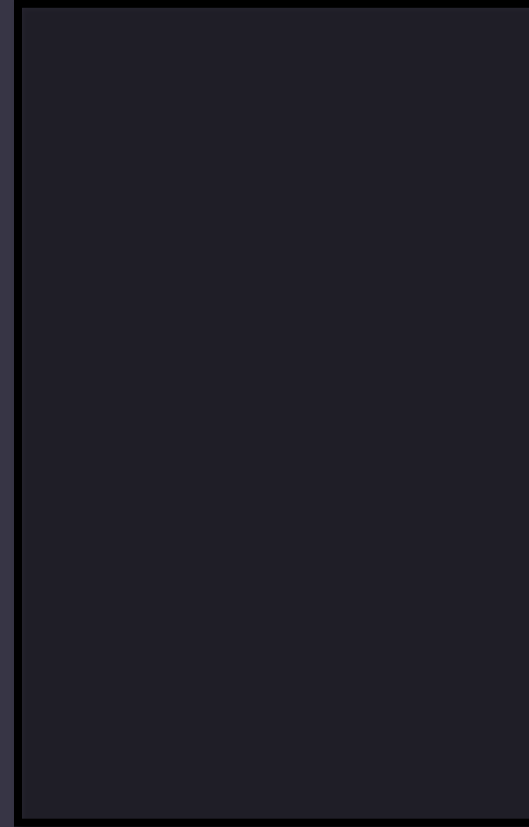
# Budget Efficiencies

- ▶ Passport revenue currently pays for one full time employee, we anticipate increased revenue due to a recent fee increase approved by the U.S Department of State for acceptance agencies
- ▶ As a team we are efficient with our time and communications resulting in work without duplication of efforts
- ▶ Frequently requested documents are made public via our website ([cityofnampa.us/clerks](http://cityofnampa.us/clerks)) to eliminate redundant requests



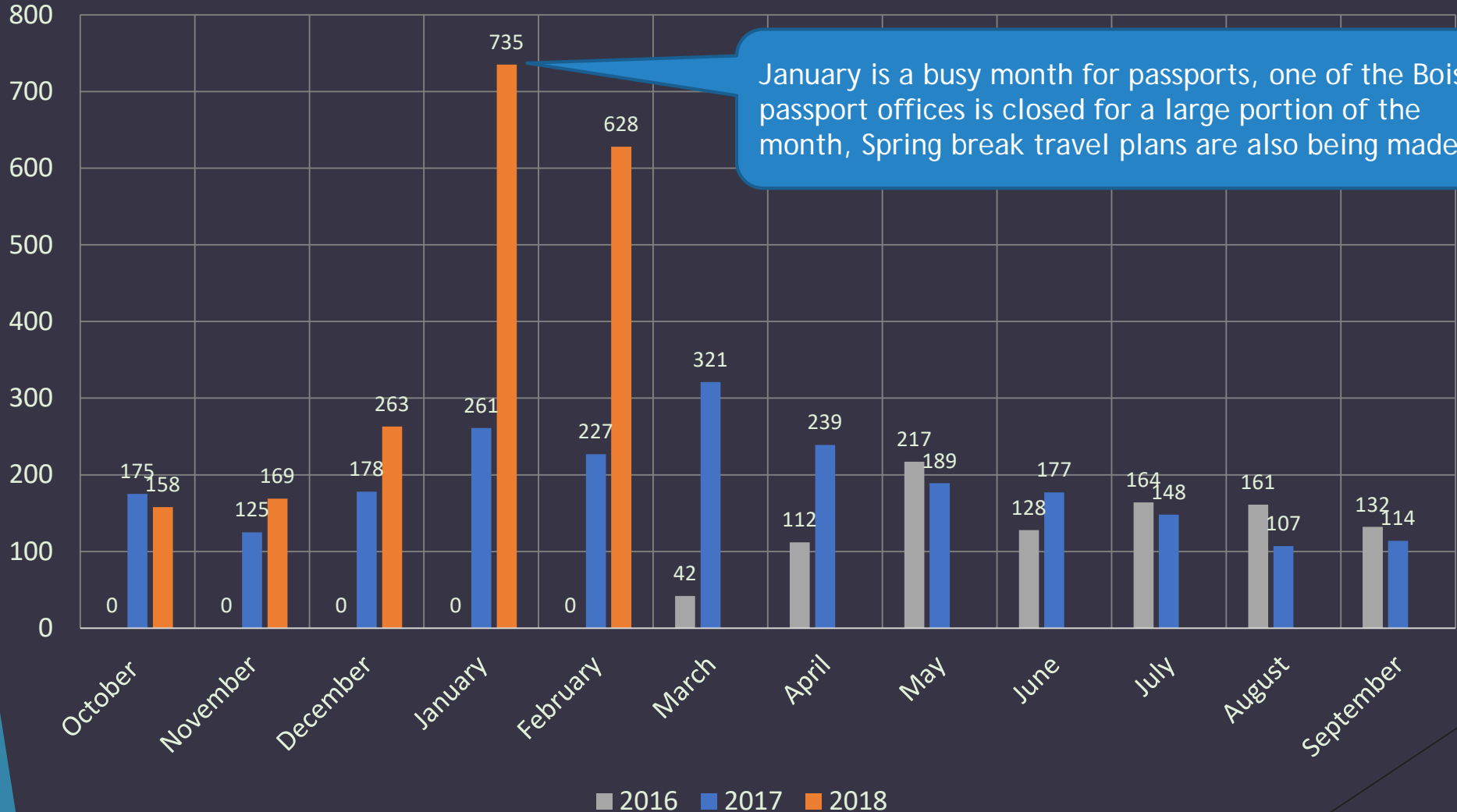
# Budget Challenges

The Clerk's office strives to be as economical as possible. Revenue from licensing and passports is used to offset our biggest expense labor, while still maintaining historical records some which date back to the founding of the city in 1891. We also continue to add to this record with the creation and preservation of agendas, minutes and supporting documents from present day meetings of council and other board and commissions



Ordinance #1 from 1896

# Monthly Passport Applications



# Passport Financial Statistics

## Fiscal Year 2018

Month	Passport Applications	Revenue	Costs	Employee Costs	Profit Margin
October	158	\$3,950.00	\$266.00	\$4,239.66	-\$555.66
November	169	\$4,225.00	\$246.05	\$4,239.66	-\$260.71
December	263	\$6,575.00	\$365.75	\$4,239.66	\$1,969.59
January	735	\$18,375.00	\$864.30	\$4,239.66	\$13,271.04
February	628	\$15,700.00	\$790.60	\$4,239.66	\$10,669.74
					<b>\$25,094.00</b>

## Fiscal Year 2017

October	175	\$4,375.00	\$206.15	\$4,239.66	-\$70.81
November	125	\$3,125.00	\$172.90	\$4,239.66	-\$1,287.56
December	178	\$4,450.00	\$239.40	\$4,239.66	-\$29.06
January	261	\$6,525.00	\$226.10	\$4,239.66	\$2,059.24
February	227	\$5,675.00	\$252.70	\$4,239.66	\$1,182.64
March	321	\$8,025.00	\$352.45	\$4,239.66	\$3,432.89
April	239	\$5,975.00	\$299.25	\$4,239.66	\$1,436.09
May	189	\$4,725.00	\$232.75	\$4,239.66	\$252.59
June	177	\$4,425.00	\$226.10	\$4,239.66	-\$40.76
July	148	\$3,700.00	\$206.15	\$4,239.66	-\$745.81
August	107	\$2,675.00	\$232.75	\$4,239.66	-\$1,797.41
September	114	\$2,850.00	\$226.10	\$4,239.66	-\$1,615.76
					<b>\$2,776.28</b>

## Fiscal Year 2016

March	42	\$1,050.00	\$126.35	\$0.00	\$923.65
April	112	\$2,800.00	\$212.80	\$0.00	\$2,587.20
May	217	\$5,425.00	\$259.35	\$0.00	\$5,165.65
June	128	\$3,200.00	\$272.65	\$0.00	\$2,927.35
July	164	\$4,100.00	\$199.50	\$0.00	\$3,900.50
August	161	\$4,025.00	\$226.10	\$0.00	\$3,798.90
September	132	\$3,300.00	\$159.60	\$0.00	\$3,140.40
					<b>\$22,443.65</b>

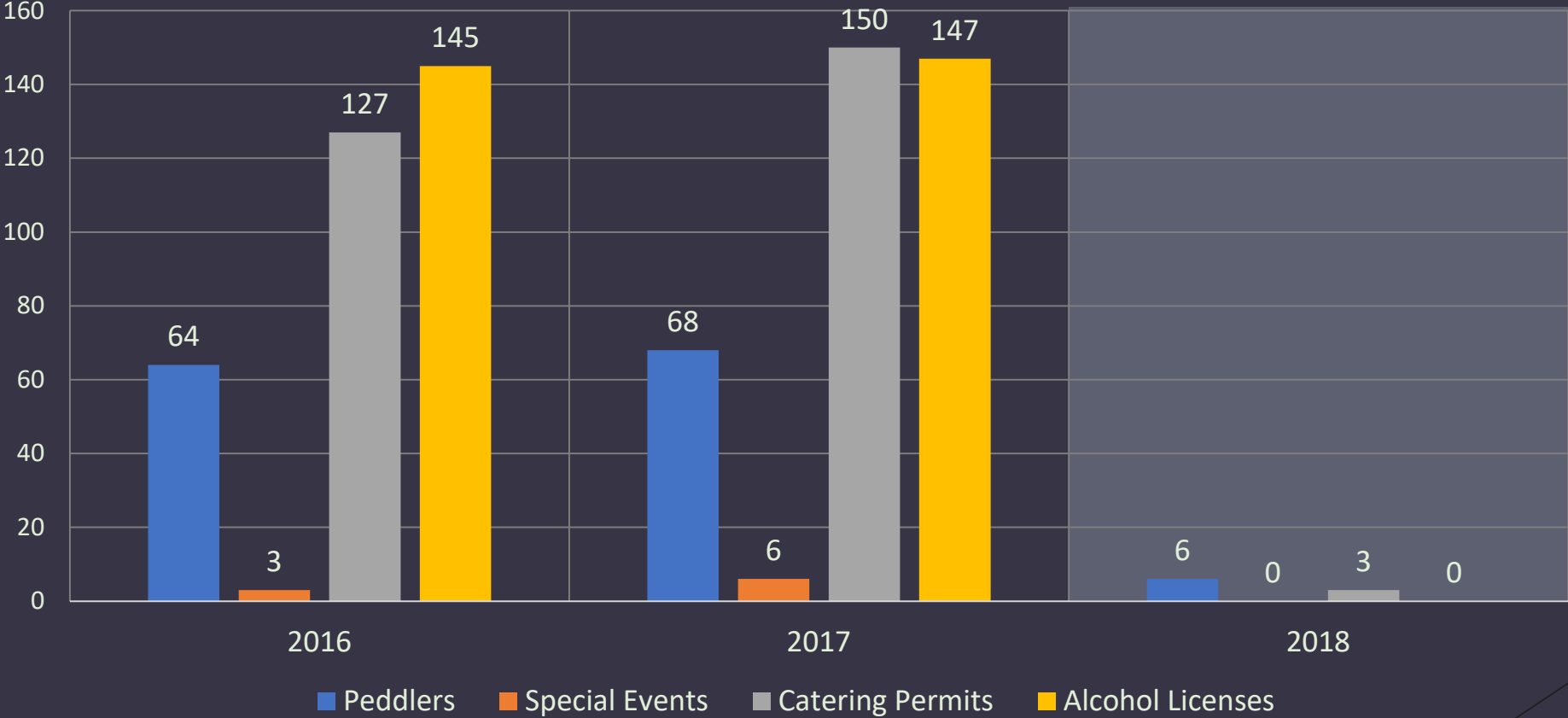


# Operational Planning

- ▶ Currently we are planning the upgrade/change of software programs:
  - Windows 10
  - Tyler Risk Management
  - Tyler Cashiering (Updates include changes to AP & AR Processes)
  - Tyler Content Management (Archival Document Storage)
  - EnerGov Business Licensing
- ▶ Adding of an additional cashiering station at front counter
- ▶ Currently planning more efficient work environment
- ▶ Continue in efforts to be paperless

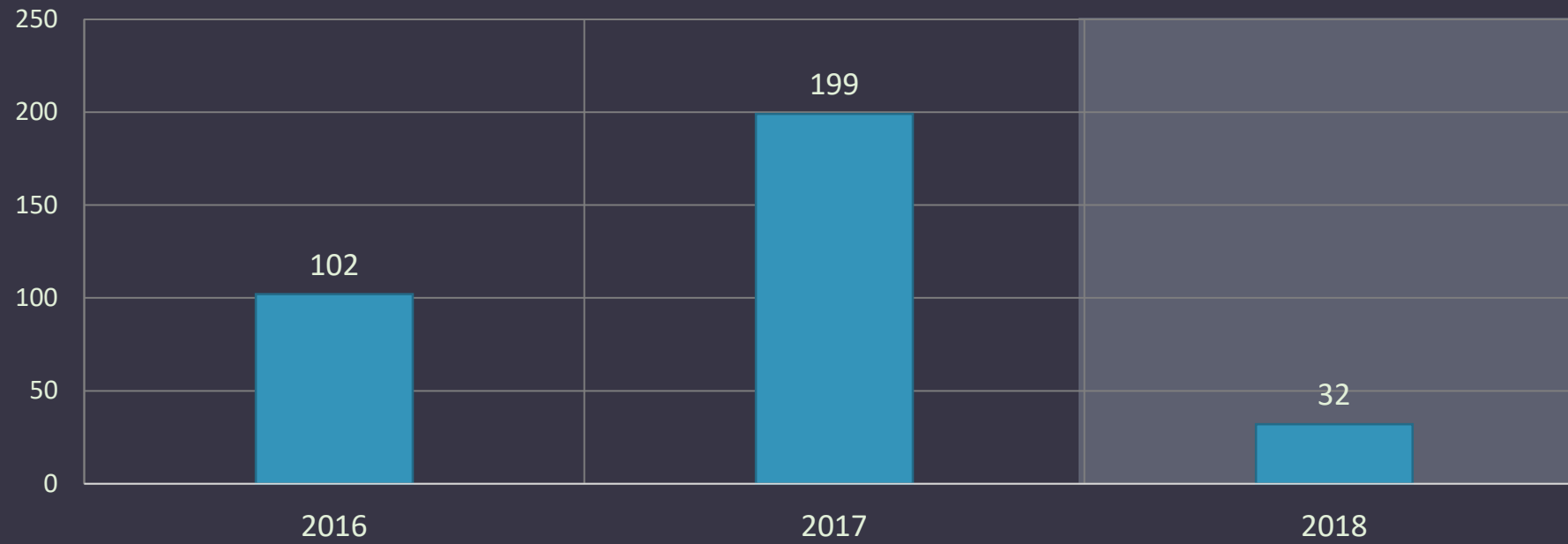


# Licensing



# Cemetery

## Plot Sales and Interments



# Records Requests



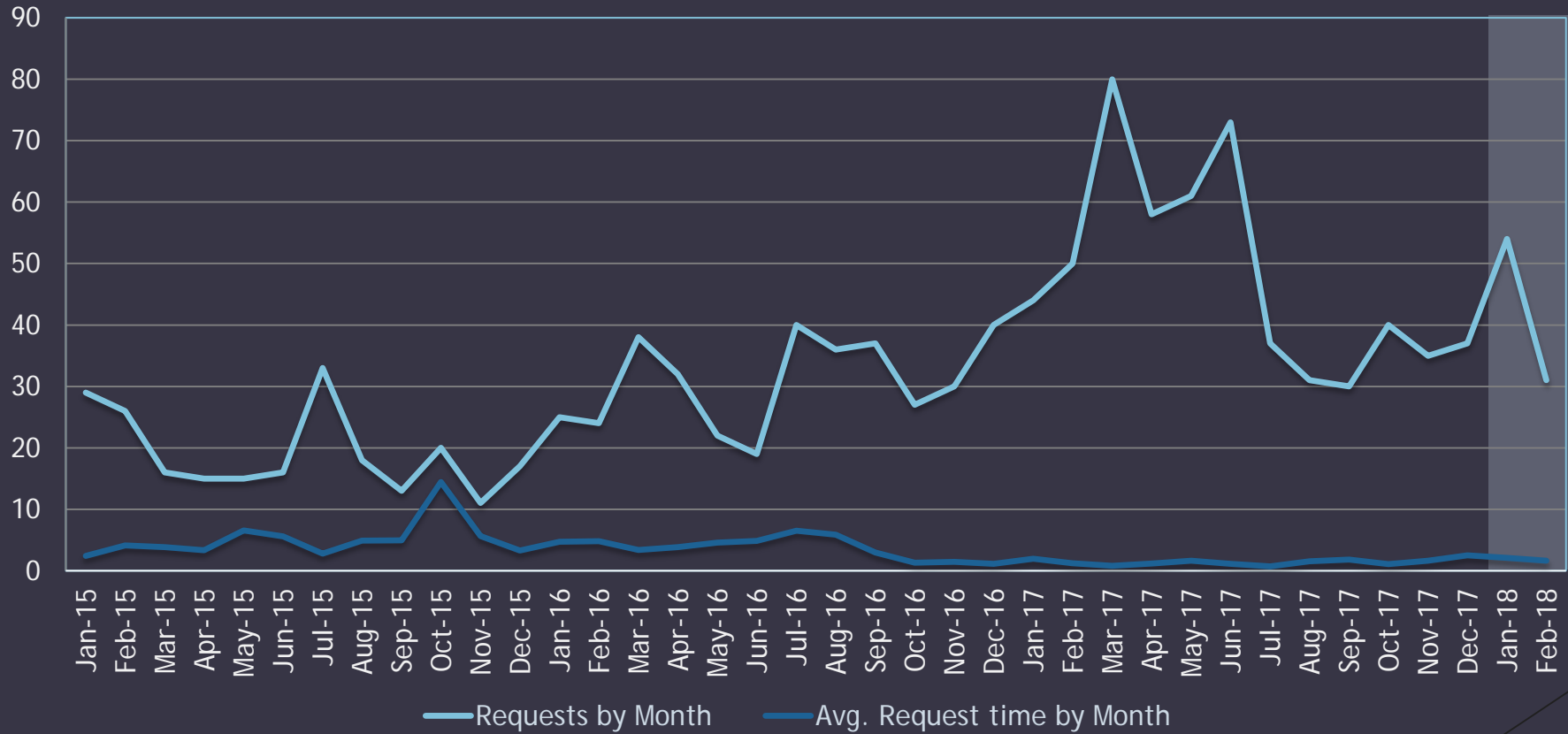
JustFOIA is used for management of our records requests. It allow us to route requests to departments and receive documents in response. A majority of our requests are for the Building or Planning and Zoning Departments seeking information on building or site plans

Per Idaho Code we have 3 business days to fulfill a request, if more time is needed due to the size or complexity of the request a 10 day extension may be sent

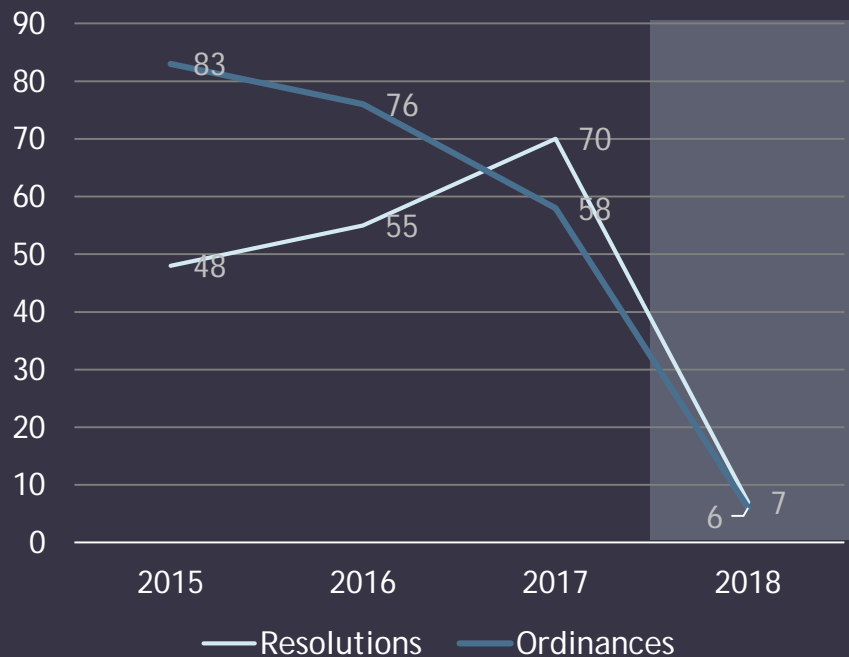




# Records Requests



# Ordinances & Resolutions



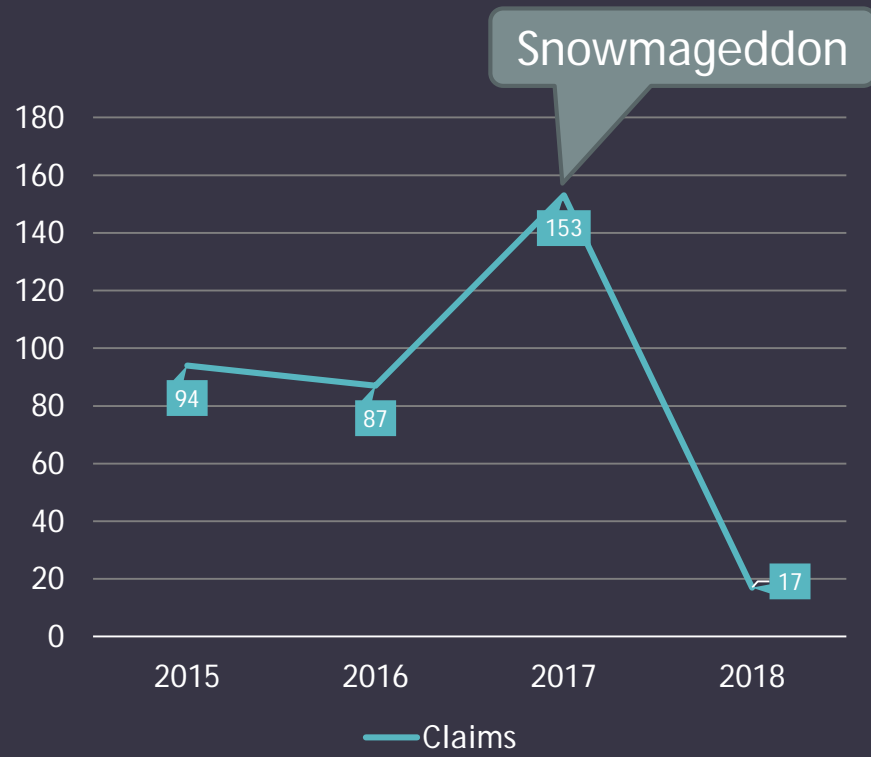
- ▶ **Ordinance:** Ordinances are formal legislative acts of the council and should be used whenever the council intends to pass a regulatory measure, especially when it provides a penalty for violation
- ▶ **Resolutions:** A resolution is a binding decision of the council and is used for more administrative matters

# Claims

“Claim” means any written demand to recover money damages from a governmental entity or its employee which any person is legally entitled to recover under this act as compensation for the negligent or otherwise wrongful act or omission of a governmental entity or its employee when acting within the course or scope of his employment.



# Claims



# Community Engagement

- ▶ We are the front door for the City of Nampa, assisting citizens who visit or call with inquiries about where to find: City Departments, Voter Information, Phone Books, Maps, Tax Forms and Community Events
- ▶ We also engage with people across the Treasure Valley by accepting new passport applications and as assisting with renewals
- ▶ The Clerk's office has 3 certified notaries and offers free notary service to the public



# Professional Development

- ▶ Joy Hall and Nathan Haveman are currently attending Association of Idaho Cities training to work towards certification as a Municipal Clerk (CMC)
- ▶ Debbie Bishop is in the process of completing certification of her (CMC)
- ▶ Our goal for Chris Ocker is to begin training as a City Clerk Specialist
- ▶ Staff has completed training for JustFOIA system updates (Records Request System)
- ▶ Rotation of responsibilities among staff ensures consistency
- ▶ Nathan and Joy continue training in Council meeting management
- ▶ Plans for attending Leadership Nampa, Risk Management and Records Management training are in process
- ▶ Nathan Haveman will complete PRIMA (Public Risk Management Association) certification in May 2018



# Best Practices/Lessons Learned

- ▶ The majority of documents & communications for Council Packet are received and distributed electronically resulting in less assembly time and an estimated **71,000** pages saved in 2017
- ▶ Appointments for Passports are no longer required, resulting in less staff time spent on the phone scheduling and more satisfied applicants as they are able to walk in the same day
- ▶ We strive to openly communicate within our department, with consideration to our diverse personalities and working habits



# Challenges

Current **Cemetery** Record keeping process is time consuming and cumbersome

- ▶ Currently records are kept in multiple paper and electronic databases, information has to be entered multiple times on various forms
- ▶ After the electronic database upgrade has been completed we will reassess the cemetery process





# Challenges

Due to increased foot traffic and a growing city, we are feeling space constraints in our area. We are looking at options to maximize the use of our space, plan for future growth and decrease distractions for us as well as other departments

- ▶ We have had couple different ideas...



## Idea #1

We had a preliminary planning meeting with facilities looking at the space outside our office area. With the idea of creating an open workspace area with a conference table and chairs that could be used by the clerk's office for passports and by other city staff for informal meetings with citizens



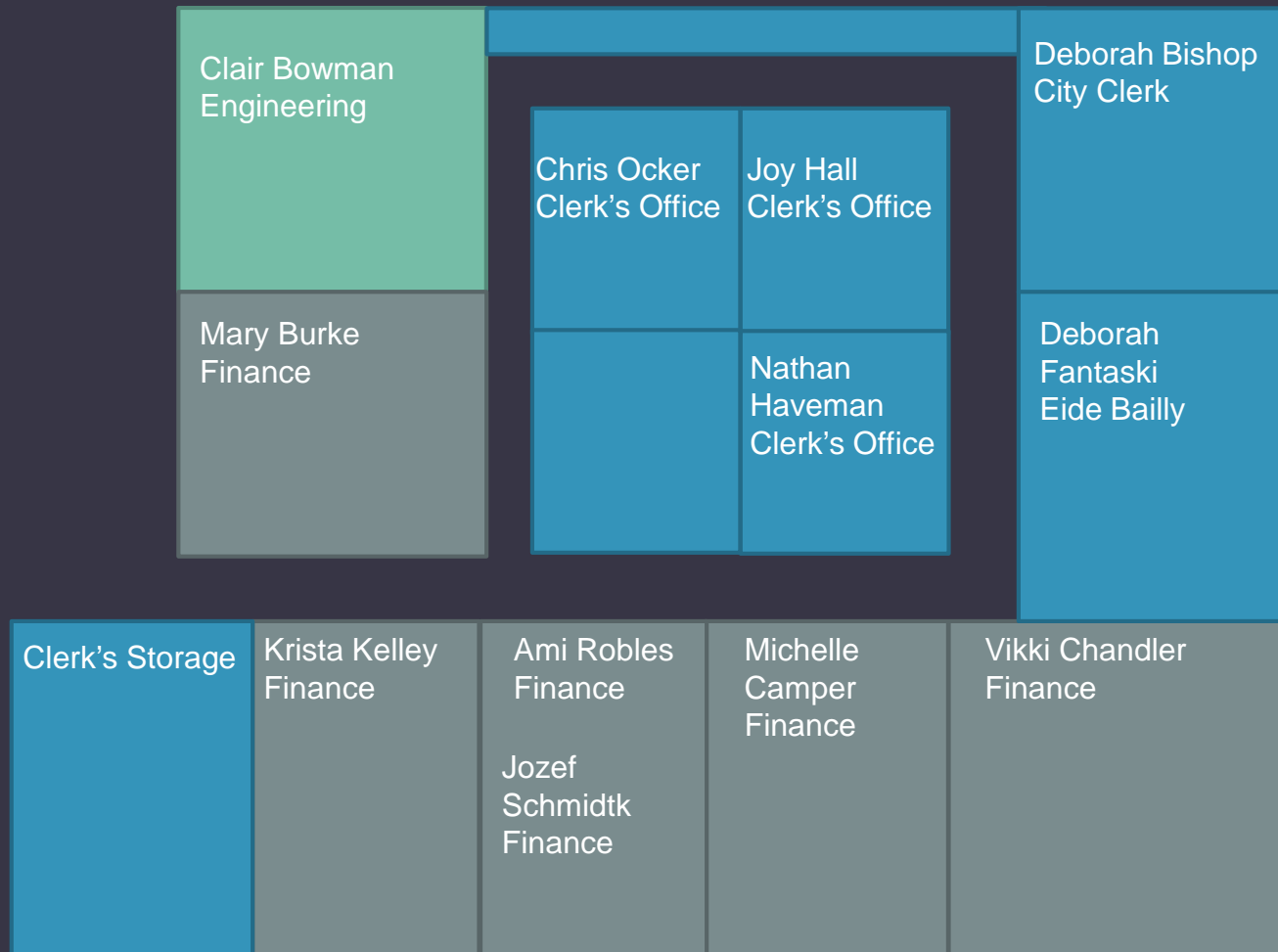
## Idea #2

Our second idea involves moving of some personnel and improving workflow

The following slides are diagrams of current and suggested layout



# Current Layout



# Suggested Changes

Add additional cubicle here

Clair  
Bowman  
Engineering

Joy or Nathan  
Clerk's Office

Mary Burke  
Finance

Chris Ocker  
Clerk's Office

Passport  
Workspace

Joy or  
Nathan  
Clerks Office

Deborah Bishop  
City Clerk

Deborah  
Fantaski  
Edie Balily

Krista Kelley  
Finance

Ami Robles  
Finance

Jozef  
Schmidtk  
Finance

Michelle  
Camper  
Finance

Vikki Chandler  
Finance

Clean storage area and convert to office space



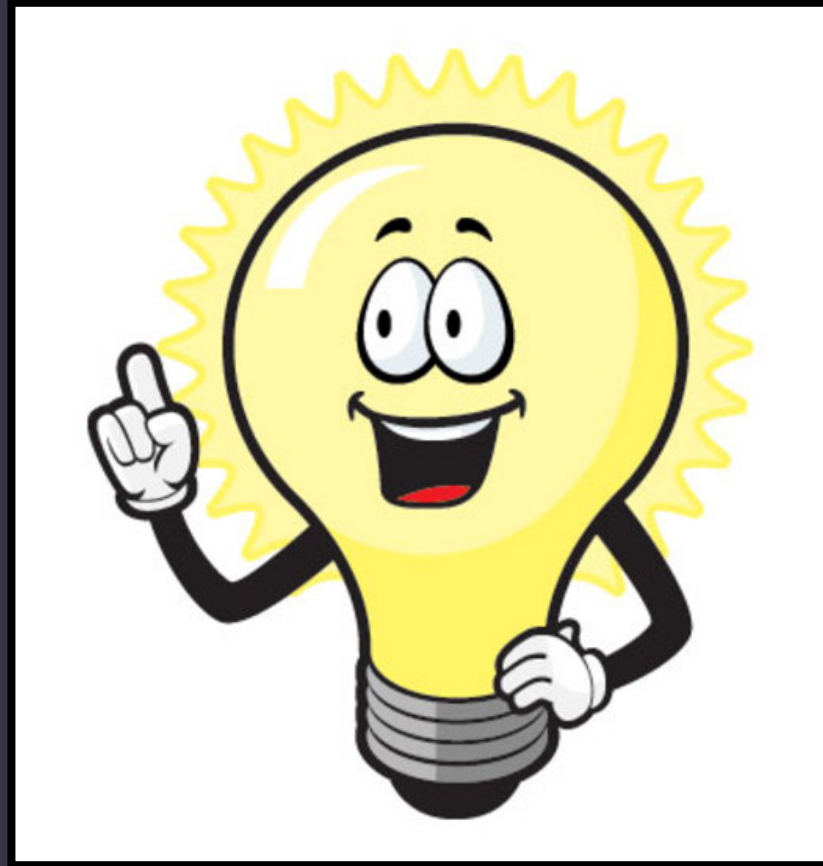
## Idea #2

These changes can be completed with a minimal cost and staff disturbance, they spend minimal time in their offices and are frequently in meetings elsewhere in the city

This would give Clerk's staff more workspace for accepting passports, minimize noise to other departments, and provide more privacy to applicants



Other Ideas???



# Challenges

Our information is only as good as the information and resources that are given to us:

- If we are not notified of damage or the information we receive is poor/incomplete we are unable to submit a claim for restitution or have cost of repairs subrogated to the responsible parties insurance company in a timely manner
- If records are not sent to us then we can not add them to the city record

Receiving information from other departments in a timely manner is critical to our success





# Summary

The Clerks Office has a great reputation with the public, we strive to be efficient in our work and make the Clerk's office a fun place to conduct business



We would just like to say...



