



Memorandum

**TO: MAKING GOVERNMENT
WORK BETTER**

FROM: Deanna J. Santana

SUBJECT: CITY CLERK ONE-STOP SHOP

DATE: February 27, 2004

RECOMMENDATION

That the Making Government Work Better Committee accept the status report on the City Clerk One-Stop Shop.

BACKGROUND & ANALYSIS

Previous Making Government Work Better Committee reports have focused on the use of laptops at Council Meetings. In October 2003, the City Clerk responded to the Committee referral on the survey findings and reported that different cities produce different types of legislative history documents.

The purpose of this report is to provide additional information on recent activities taken to address outstanding referrals and improve service delivery or Office operations. The following outlines action taken since January 2003:

Use of Laptops at Council Meetings

On January 27, 2004, the Office of the City Clerk began using laptops at Council Meetings to take notes/minutes. While the use of laptops is relatively new for the Office, the overwhelming consensus is that this change has been extremely positive. Staff using the laptop has expressed that this transition has been seamless and that the production of legislative history documents (i.e., Synopsis and Minutes) continues to be on schedule. Since the implementation of this effort is new, we continue to identify issues that may need troubleshooting in the future.

Up-To-Date Minutes/Study Session Reports

As of March 2, 2004, the Council Meeting minutes are up to date through February 10, 2004. Since January 13, 2004, the City Council has approved 34 sets of minutes as follows:

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City Council Approval of Minutes/Study Session Reports

<i>Council Meeting Dates</i>	<i>Number of Minute/Study Session Reports Approved</i>
January 13, 2004	0
January 20, 2004	7
January 27, 2004	0
February 3, 2004	0
February 10, 2004	12
February 17, 2004	9
February 24, 2004	3
March 2, 2004	3

There are currently two full-time Legislative Secretaries assigned to Council Agenda minutes. Between the two staff members, the Office has been able to bring the minutes to a current status; however, one of the Legislative Secretaries is scheduled to be on maternity leave beginning March 8th, which will cause for production to fall behind. This is a concern of the Office, but given the budget situation, the Office will not be requesting that this position be back-filled since the minutes are relatively current. This activity closes a four month backlog.

Council Meeting Guide

On February 3, 2004, the Office of the City Clerk released “A Guide to City Council Meetings” (Attachment A). The purpose of the guide is to provide basic information on City Council Meetings and covers topics, such as: useful telephone numbers, City Governance, City Council Agendas and instructions to address the Council, City Service Areas, Boards and Commissions information, and a dais map. The Office of the City Clerk is exploring the completion of additional brochures that respond to resident’s interests (i.e., Boards and Commissions, Elections, etc.). The Council Meeting Guide is posted on the Internet also.

Council Committee Reports on the Internet

Beginning in February 2004, the Offices of the City Manager and City Clerk partnered to troubleshoot barriers to posting Council Committee reports on the Internet. This effort has resulted in a soft launching of some Council Committee Reports on the Internet. Over the next month, this will remain a continued priority for the Office of the City Clerk.

Customer Service Survey

The Office of the City Clerk will be conducting its annual Customer Service Survey this Spring. The survey will include additional questions, as directed by Council, on the use of Internet services and on internal customer (departmental) satisfaction. The results of this survey will be used to inform management decisions on service delivery and will be available in mid-April.

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Web Based Services

The Office of the City Clerk is currently exploring additional web-based services, such as:

<i>Internet Enhancements</i>	<i>Intranet Enhancements</i>
<ul style="list-style-type: none">▪ On-line Speaker's Cards▪ Requests for Research/Information▪ Boards & Commission Applications▪ Increased use of on-line forms	<ul style="list-style-type: none">▪ Contract Checklists▪ Form 700's▪ General information enhancements

Preliminary brainstorming on additional enhancements is in process and as more information develops, it will be brought forward to Council.

Project Management Software

To continue to automate Clerk functions, staff is researching the use of project management software for election services. Currently, elections deadlines are manually tracked and the Office would like to explore the use of software to increase tracking efficiency and automation. Implementation of this issue would respond to the Mayor's Budget Strategy of continuing to address our core services, while looking for more efficient methods of doing our work.

CONCLUSION

Through a partnership with the City Manager's Office, the Office of the City Clerk has worked hard over the past months to address the Making Government Work Better Committee recommendations and concerns. Acceptance of this status report is requested and the Office would be happy to return in the future with additional updates.

DEANNA J. SANTANA
Acting City Clerk

Attachment (1)

