

CITY CLERK'S OFFICE STRATEGIC PLAN

Mission Statement:

To efficiently provide accurate, organized records and objectively and courteously inform and serve the citizens.

Definition of Customer:

Mayor, Council, Divisions, Departments, the Spokane community, and any others that may call upon the office for information or records.

Definition of Product/Service Provided:

The City Clerk's Office supports both the administrative and legislative branches and serves the public by providing records maintenance/management services, including tracking/processing all ordinances, resolutions, contracts, and other official documents; preparing Council agenda and keeping legislative record; publication of the *Official Gazette*, maintaining online version of Municipal Code; overseeing compliance with public records disclosure requirements, in consultation with the City Attorney's Office; and overseeing citywide records storage/destruction.

Strengths:

1. Work within deadlines – timely, responsive.
2. Consistency – experienced, knowledgeable staff.
3. Staff is committed to providing excellent customer service.
4. Financially responsible.
5. Flexible staff.
6. Currently make available online the weekly City Council Agenda/Packets, weekly Official Gazette (includes minutes and ordinances), policies and procedures, interlocal agreements, and the Spokane Municipal Code.

Weaknesses:

1. Small storage area – inadequate storage space.
2. Short staffed due to budget constraints and workflow affected by others (i.e. # of items on agenda, # of small contracts, # of public records requests received, # of SMC amendments).
3. Opportunities for training/educational classes for Clerk IIIs due to low training budget.
4. Inadequate description/indexing of older off-site records.
5. Outdated/antiquated recording equipment.

Opportunities:

1. Work towards digital recording.
2. Enhance/upgrade Document Imaging System and work towards placing City records on web.
3. Hiring another staff person (as per the Matrix study).
4. Update public records and retention policies.
5. Provide training.

6. Online fill-in and submittal of public records request forms and improvement in tracking of PRRs.

Threats:

1. Unfunded mandates (i.e. public records) and proposed legislation that could affect the Clerk's Office.
2. Initiatives and referendums.
3. Budget cuts/lack of funding.
4. Public records requests.
5. Lack of detailed inventory of offsite records.
6. Outdated equipment.
7. Inadequate storage space.

Key Success Factors:

1. Accurately and efficiently index City Clerk records.
2. Promptly process agenda items, small contract items, claims and lawsuits, and public records requests.
3. Continue to meet deadlines – SMC, agenda, public records requests, notice publications, Gazette publication.
4. Being sympathetic, courteous and unbiased when working with the public.
5. Availability of staff to our customers.

Short-term Goals:

1. Providing public access to the City Clerk's records online.
2. Hire another staff person as per the Matrix Study recommendation (provided funding is made available).
3. Evaluate updating audio recording equipment to digital.
4. Update procedures on public records requests and records retention.
5. Provide training on agenda process, public records, and records retention.
6. Develop an e-mail retention policy.
7. Complete SMC re-codification. Anticipate completion by September 1.

Strategies:

1. Work with MIS on providing public access to the City Clerk's records.
2. As public records also affect the City Attorney's Office, work with City Attorney and obtain support and approval on job description for new hire.
3. Work with various City departments on a solution for digital recording equipment.
4. In process of updating records retention and public records request procedures.
5. Offer training classes in late summer or fall for agenda process, public records and records retention.
6. Work with MIS and City Attorney's Office on development of e-mail retention policy.
7. In process of completing SMC re-codifications as they are approved by the City Council.