

# CITY AUDITOR AND CLERK

## **Mission Statement**

To ensure that effective administrative, operational and technical support services are provided in a timely and accurate manner, while maintaining necessary quality and efficiency.

## **Description of Operations**

The Office of the City Auditor and Clerk provides a wide variety of administrative management and operational support for the following duties:

Heads the department of public records and acts as custodian of the records of all governmental and proprietary functions of the City of Sarasota and all departments and divisions of the City.

Makes recommendations or audit comments concerning the record of all governmental and proprietary functions of the City of Sarasota and all departments and divisions of the City annually or more frequently if required by the City Commission.

Directs the provision of a variety of administrative, management, and operational support services for the City Commission, including services for City Commission and Community Redevelopment Agency (CRA) meetings and workshops.

Administers the at-large and district City Commission municipal election for the City of Sarasota.

Heads the Clerk's Services Division, which manages the agenda process for City Commission and Community Redevelopment Agency (CRA) meetings and workshops, Advisory Boards and Committees, Vehicle For Hire Program, ManaSota League of Cities, etc.

Heads the Commission Services Division, which prepares official minutes for City Commission and Community Redevelopment Agency (CRA) meetings and workshops.

Heads the Pension Department for general employees, fire, and police pension plans.

Manages and maintains records of all City real property and assets, and maintains a schedule of all outstanding bonds and other evidence of indebtedness.

Provides for the continuing codification of all ordinances of the City of Sarasota.

Heads the Auditing Department, which audits accounts at the end of each fiscal year or more often as required.

Heads the Central Records Department, which provides record management of retention for active records and destruction of inactive records, in accordance with State requirements.

Heads the Television Services Division, which broadcasts and records City Commission and Community Redevelopment Agency (CRA) meetings and workshops, as well as a variety of internal and external events and activities. Coordinates all aspects of the City's government access channel and various other audio/video services, including television production, program development, scheduling, equipment selection, as well as support to public and staff in presentation conduct, technological support, and interactions relating to video records requests.

# CITY AUDITOR AND CLERK

## Department Expenditures by Cost Center

|  | FY 2001<br>Actual | FY 2002<br>Budget | FY 2003<br>Continuation | FY 2003<br>Issues | FY 2003<br>Totals |
|--|-------------------|-------------------|-------------------------|-------------------|-------------------|
| 042000 CITY AUDITOR AND CLERK            |                   |                   | 0                       | 0                 | 0                 |
| 042681 COMMISSION SERVICES               | 228,895           | 253,401           | 238,372                 | 0                 | 238,372           |
| 042682 DEVELOPMENT APPROVAL APPLICATIO   | 51,921            | 54,874            | 94,831                  | 0                 | 94,831            |
| 042683 SPECIAL PROJECTS                  | 7,299             | 10,000            | 10,000                  | 0                 | 10,000            |
| 042684 CLERK ACTIVITIES                  | 247,061           | 237,204           | 230,244                 | 0                 | 230,244           |
| 042685 SPECIAL MASTER - CODE ENFORCEMENT | 41,031            | 43,313            | 43,313                  | 0                 | 43,313            |
| 042686 ELECTION EXPENSES                 | 50,919            |                   | 75,000                  | 0                 | 75,000            |
| 042688 AUDIT PROGRAM                     | 132,974           | 139,906           | 153,036                 | 0                 | 153,036           |
| 042689 AUDIT RESEARCH/SUPPORT            | 28,502            | 31,863            | 33,529                  | 0                 | 33,529            |
| 042691 CENTRAL RECORDS                   | 94,656            | 86,016            | 88,215                  | 0                 | 88,215            |
| 042692 INFORMATION MANAGEMENT            | 100,573           | 103,486           | 109,301                 | 0                 | 109,301           |
| 042694 TELEVISION\AUDIO VISUAL SERVICES  | 110,542           | 125,025           | 141,776                 | 0                 | 141,776           |
| Totals                                   | \$1,094,373       | \$1,085,088       | \$1,217,617             | \$0               | \$1,217,617       |

## Department Expenditures By Category

|                           | FY 2001<br>Actual | FY 2002<br>Budget | FY 2003<br>Continuation | FY 2003<br>Issues | FY 2003<br>Totals |
|---------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| Personal Expenditures     | 828,420           | 865,224           | 948,831                 | 0                 | 948,831           |
| Non Personal Expenditures | 198,603           | 188,964           | 243,117                 | 0                 | 243,117           |
| Capital Expenditures      | 67,350            | 30,900            | 25,669                  | 0                 | 25,669            |
| Totals                    | \$1,094,373       | \$1,085,088       | \$1,217,617             | \$0               | \$1,217,617       |

## Personnel Summary

|                  |       |       |      |       |
|------------------|-------|-------|------|-------|
| Actual Positions | 16.00 | 16.00 | 0.00 | 16.00 |
|------------------|-------|-------|------|-------|

## Revenue Summary

|                      | Total    |
|----------------------|----------|
| CHARGES FOR SERVICES | 15,160   |
|                      | \$15,160 |

# CITY AUDITOR AND CLERK COMMISSION SERVICES

## Mission Statement

To provide official records of minutes for City Commission and Community Redevelopment Agency (CRA) meetings and workshops.

## Description of Operations

The Commission Services Division provides a wide variety of administrative management, and operational support services for activities relative to providing official records of minutes for all City Commission and Community Redevelopment Agency (CRA) meetings and workshops.

## Goal - Responsible City Government

To enhance, automate and streamline various processes and services relative to providing official records of minutes and indexing for City Commission and Community Redevelopment Agency (CRA) meetings and workshops.

## Objectives

Implementation of the new Electronic Minutes Indexing Software/System.

Provide adequate training to management and support personnel for utilizing and managing the new Electronic Minutes Indexing Software/System.

## Performance Measures

| Description   | Unit   | FY 2000 | FY 2001 | FY 2002 | FY 2003 |
|---|--------|---------|---------|---------|---------|
| <b>Output Measure</b>                                   |        |         |         |         |         |
| Proceedings recorded/transcribed                        | Number | 105     | 95      | 107     | 113     |
| Index of proceedings computerized                       | Number | 105     | 95      | 107     | 113     |
| Index of Commission action computerized                 | Number | 105     | 95      | 107     | 113     |
| Pages transcribed per week                              | Number | 75      | 83      | 87      | 94      |
| <b>Effectiveness Measure</b>                            |        |         |         |         |         |
| Average days between meetings and completion of minutes | Number | 5       | 5       | 5       | 5       |

## Expenditures By Category

|                           | FY 2001<br>Actual | FY 2002<br>Budget | FY 2003<br>Continuation | FY 2003<br>Issues | FY 2003<br>Totals |
|---------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| Personal Expenditures     | 209,492           | 231,165           | 216,099                 | 0                 | 216,099           |
| Non Personal Expenditures | 15,903            | 22,236            | 22,273                  | 0                 | 22,273            |
| Capital Expenditures      | 3,500             | 0                 | 0                       | 0                 | 0                 |
| <b>Totals</b>             | \$228,895         | \$253,401         | \$238,372               | \$0               | \$238,372         |

## Personnel Summary

|                  |      |      |      |      |
|------------------|------|------|------|------|
| Actual Positions | 4.45 | 4.00 | 0.00 | 4.00 |
|------------------|------|------|------|------|

# CITY AUDITOR AND CLERK DEVELOPMENT APPROVAL APPLICATIONS

## Mission Statement

To maintain an effective and accurate process for managing real property related transactions in a timely and accurate manner, while maintaining necessary quality and efficiency.

## Description of Operations

The Development Approval Applications Division provides a wide variety of administrative management and operational support services relating to processing and managing the City of Sarasota's real property transactions, as well as development approval applications submitted by applicants.

## Goal - Economically Vital Community

To enhance the process for managing and maintaining rezonings, conditional uses, street vacations, annexations, zoning variance petitions, development agreements, site and development plans, historic designation petitions, and comprehensive plan amendments.

## Objectives

Manage and maintain the City's automated Billable Fee System for the purpose of tracking, billing and accounting for costs associated with processing development approval applications.

Continued training and knowledge of the Sarasota City Code and Land Development Regulations, (LDR) as updated by Phase II.

Continued training and knowledge of the City's Geographical Information System, (GIS) as updated. Enhanced Billable Fee System and prototype Development Review Committee (DRC) on-line review systems.

Manage and maintain the City of Sarasota's automated enhanced Billable Fee System.

Continue to develop and implement more efficient processes for handling increased amount of petitions and notices per new Zoning Code (1998).

## Performance Measures

| Description                           | Unit    | FY 2000 | FY 2001 | FY 2002 | FY 2003 |
|---------------------------------------|---------|---------|---------|---------|---------|
| <b>Output Measure</b>                 |         |         |         |         |         |
| Applications processed                | Number  | 104     | 170     | 175     | 180     |
| Documents recorded                    | Number  | 164     | 177     | 188     | 194     |
| <b>Effectiveness Measure</b>          |         |         |         |         |         |
| Average hours to process applications | Hours   | 20      | 20      | 25      | 25      |
| <b>Efficiency Measure</b>             |         |         |         |         |         |
| Cost per application to process (avg) | Dollars | \$800   | \$1,000 | \$1,500 | \$1,500 |

## Expenditures By Category

|                           | FY 2001<br>Actual | FY 2002<br>Budget | FY 2003<br>Continuation | FY 2003<br>Issues | FY 2003<br>Totals |
|---------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| Personal Expenditures     | 50,780            | 53,624            | 93,581                  | 0                 | 93,581            |
| Non Personal Expenditures | 1,141             | 1,250             | 1,250                   | 0                 | 1,250             |
| Totals                    | \$51,921          | \$54,874          | \$94,831                | \$0               | \$94,831          |

## Personnel Summary

|                  |      |      |      |      |
|------------------|------|------|------|------|
| Actual Positions | 1.07 | 1.92 | 0.00 | 1.92 |
|------------------|------|------|------|------|

# CITY AUDITOR AND CLERK SPECIAL PROJECTS

**Mission Statement**

To provide effective administrative, operational, and technical support services in a timely and accurate manner, while maintaining necessary quality and efficiency.

**Description of Operations**

The Special Projects Division provides administrative management and operational support for various City related events and activities.

**Expenditures By Category**

|                           | FY 2001<br>Actual | FY 2002<br>Budget | FY 2003<br>Continuation | FY 2003<br>Issues | FY 2003<br>Totals |
|---------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| Non Personal Expenditures | 7,299             | 10,000            | 10,000                  | 0                 | 10,000            |
| Totals                    | \$7,299           | \$10,000          | \$10,000                | \$0               | \$10,000          |

**Personnel Summary**

|                  |      |      |      |      |
|------------------|------|------|------|------|
| Actual Positions | 0.00 | 0.00 | 0.00 | 0.00 |
|------------------|------|------|------|------|

# **CITY AUDITOR AND CLERK**

## **CLERK ACTIVITIES**

### **Mission Statement**

To ensure that effective administrative, operational and technical support services are provided in a timely and accurate manner, while maintaining necessary quality and efficiency.

### **Description of Operations**

The Clerk Activities Division provides a wide variety of administrative management and operational support to the City Commission, administration, advisory boards and committees, departments, a variety of outside organizations and agencies, and the general public.

The Clerk Activities Division acts as the custodian of the official records of the City; handles all affairs concerning records of the City; authenticates documents of the City when required; assures proper execution and attestation to all written agreements, contracts, ordinances, resolutions and various other legal documents on behalf of the City when required; provides research from a variety of sources, i.e. Florida statutes, City and zoning codes, minutes indexing archives, ordinances, resolutions, deeds, easements, maps and parcel systems, City's intra-net and internet web sites, etc.

Additionally, the Clerk Activities Division manages all City Commission and Community Redevelopment Agency (CRA) meetings and workshops; at-large and district City Commission municipal election; advisory boards and committees appointments; Manasota League of Cities Council; licensing and permitting of Vehicles for Hire; tracking of Van Wezel Performing Arts Hall performance contracts and agreements, etc.

The Clerk Activities Division manages the Vehicle for Hire program and the licensing of companies and drivers. Manages the issuing of licenses to drivers by reviewing criminal history background checks and driving records before licensing a driver in order to assure safety to the public. Periodically reviews the insurance certificates of the Vehicle for Hire companies to assure the vehicles are insured to provide protection to the City and the public. Monitors and receives complaints from the public, Vehicle for Hire companies and drivers regarding conduct and activities of drivers and Vehicle for Hire companies. Works with keeping the Police Department advised of registered companies for enforcement purposes.

Continually reviews the Vehicle for Hire licensing regulations by other municipalities for uniformity.

Clerk Activities Division works with the Sister Cities program, the Florida League of Cities, and the Manasota League of Cities in coordinating various events in which the City participates; also, will be actively involved in planning the City's centennial celebrations during the latter part of 2002.

Updates and distributes the calendar of City Commission and Community Redevelopment Agency (CRA) meetings and workshops to City departments and the press, as well as maintains the calendar of meetings on the internet.

Responsible for the distribution of the City Code and Zoning Code books and supplements.

### **Goal - Responsible City Government**

To enhance, automate and streamline various processes and services provided to the City Commission, Community Redevelopment Agency, (CRA) advisory boards and committees, administration, internal and external departments/organizations, and the general public.

### **Objectives**

Implement Phase I of the new electronic agenda and tracking software/system for City Commission and Community Redevelopment Agency (CRA) meetings and workshops.

Implement Phase I of the new Minutes & Indexing Software/System for City Commission, Community Redevelopment Agency, (CRA) and various advisory board and committee meetings and workshops.

Enhance computer technology software and hardware.

# CITY AUDITOR AND CLERK

## CLERK ACTIVITIES

Continuous training for administrative management, operational, and technical support personnel.

### Performance Measures

| Description                                   | Unit    | FY 2000 | FY 2001 | FY 2002 | FY 2003 |
|---|---------|---------|---------|---------|---------|
| <b>Output Measure</b>                         |         |         |         |         |         |
| Agenda packets prepared and distributed       | Number  | 105     | 95      | 107     | 113     |
| <b>Effectiveness Measure</b>                  |         |         |         |         |         |
| Agenda packets distributed on a timely basis. | Percent | 75      | 95      | 75      | 83      |

### Goal - Responsible City Government

To continuously enhance various programs and procedures of operations through methods of streamlining and technological automation.

### Objectives

Continue to enhance through automation the Vehicle For Hire Program for licensing companies and drivers.

Continue to enhance through automation the issuance of licenses to drivers by reviewing criminal history background checks and driving records before licensing a driver, in order to assure safety to the public.

Continually review of the Vehicle for Hire licensing regulations by other municipalities for uniformity.

Develop an automated system for keeping track of City Advisory Board applications, appointments, and vacancies.

Standardize system of preparing minutes for boards and committees.

### Performance Measures

| Description   | Unit   | FY 2000 | FY 2001 | FY 2002 | FY 2003 |
|---|--------|---------|---------|---------|---------|
| <b>Output Measure</b>   |        |         |         |         |         |
| Vehicle for Hire permits and decals issued per vehicle to owners of co. | Number | 105     | 202     | 230     | 265     |
| Official documents maintained   | Number | 1,500   | 1,900   | 2,538   | 3,250   |
| Documents filed and indexed   | Number | 2,880   | 3,580   | 4,500   | 4,800   |
| City Commission municipal election held                                 | Number | 0       | 1       | 2       | 2       |
| Vehicle for Hire licenses issued to co.                                 | Number | 18      | 19      | 19      | 23      |
| Property records (pgs) maint'd/recorded                                 | Number | 300     | 750     | 1,250   | 1,400   |
| Vehicle for Hire drivers licenses issued                                | Number | 0       | 0       | 203     | 213     |

### Expenditures By Category

|                           | FY 2001<br>Actual | FY 2002<br>Budget | FY 2003<br>Continuation | FY 2003<br>Issues | FY 2003<br>Totals |
|---------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| Personal Expenditures     | 157,666           | 168,046           | 158,523                 | 0                 | 158,523           |
| Non Personal Expenditures | 53,915            | 55,658            | 60,857                  | 0                 | 60,857            |
| Capital Expenditures      | 35,480            | 13,500            | 10,864                  | 0                 | 10,864            |
| Totals                    | \$247,061         | \$237,204         | \$230,244               | \$0               | \$230,244         |

### Personnel Summary

|                  |      |      |      |      |
|------------------|------|------|------|------|
| Actual Positions | 2.90 | 2.50 | 0.00 | 2.50 |
|------------------|------|------|------|------|

# CITY AUDITOR AND CLERK SPECIAL MASTER - CODE ENFORCEMENT

## Mission Statement

To ensure a strong code enforcement program that will serve the community needs by enforcing the City codes, in order to protect City neighborhoods.

## Description of Operations

The purpose of the Special Master is to hear appeals relative to the Unsafe Building Abatement Code, 1985 Edition, and the Standard Housing Code, 1991 Edition. The Special Master also hears cases relative to the issuance of code enforcement citations.

## Goal - Healthy Neighborhoods and Businesses

To enhance all City neighborhoods in order to make them better places to live.

## Objectives

To hear all appeals and render decisions in a timely manner.

To render decisions that enforce the City codes.

To hold weekly meetings to hear cases docketed by the City and to hear those cases based on appeals of notices and citations by the public.

To render decisions relative to code violations.

To issue final orders on all citations that have not been complied, so that they may be recorded and placed as a lien against the property.

To uniformly enforce the codes of the City of Sarasota.

To suggest revisions to any current codes.

## Performance Measures

| Description               | Unit    | FY 2000   | FY 2001   | FY 2002   | FY 2003   |
|---------------------------|---------|-----------|-----------|-----------|-----------|
| <b>Output Measure</b>     |         |           |           |           |           |
| Cases heard               | Number  | 1,059     | 1,112     | 1,042     | 1,168     |
| Meetings held             | Number  | 50        | 50        | 46        | 50        |
| Hearings held             | Number  | 589       | 876       | 949       | 1,080     |
| Orders issued             | Number  | 589       | 876       | 949       | 1,080     |
| <b>Efficiency Measure</b> |         |           |           |           |           |
| Fines and costs imposed   | Dollars | \$348,887 | \$359,354 | \$354,219 | \$366,331 |

## Expenditures By Category

|                           | FY 2001<br>Actual | FY 2002<br>Budget | FY 2003<br>Continuation | FY 2003<br>Issues | FY 2003<br>Totals |
|---------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| Non Personal Expenditures | 41,031            | 43,313            | 43,313                  | 0                 | 43,313            |
| Totals                    | \$41,031          | \$43,313          | \$43,313                | \$0               | \$43,313          |

## Personnel Summary

|                  |      |      |      |      |
|------------------|------|------|------|------|
| Actual Positions | 0.00 | 0.00 | 0.00 | 0.00 |
|------------------|------|------|------|------|

# CITY AUDITOR AND CLERK ELECTION EXPENSES

## Mission Statement

To provide effective administrative, operational and technical support services for administering At-large and District City Commission Municipal Elections.

## Description of Operations

The Office of the City Auditor and Clerk provides a wide variety of administrative management and operational support for administering the Election Expense Division for the City of Sarasota's at-large and district City Commission municipal elections.

## Expenditures By Category

|                           | FY 2001<br>Actual | FY 2002<br>Budget | FY 2003<br>Continuation | FY 2003<br>Issues | FY 2003<br>Totals |
|---------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| Personal Expenditures     | 28,253            | 0                 | 44,428                  | 0                 | 44,428            |
| Non Personal Expenditures | 22,666            | 0                 | 30,572                  | 0                 | 30,572            |
| Totals                    | \$50,919          | \$0               | \$75,000                | \$0               | \$75,000          |

## Personnel Summary

|                  |      |      |      |      |
|------------------|------|------|------|------|
| Actual Positions | 0.00 | 0.00 | 0.00 | 0.00 |
|------------------|------|------|------|------|

# CITY AUDITOR AND CLERK AUDIT PROGRAM

## Mission Statement

To provide effective internal audit services to management.

## Description of Operations

In accordance with Sections 4 and 5 of the City Charter, as well as Section 2-341 of the City Code, the audit staff of the City Auditor and Clerk's Office has the responsibility for carrying out an audit program involving an audit review of City departments, any functions, accounts and/or records where the City has interests. The goal of this program is to assist City administration and departmental management in carrying out management goals. This is accomplished by continual evaluation and testing of management's internal controls governing all City operations.

## Goal - Responsible City Government

To provide City administration and department management with accurate and timely information regarding City operations and financial functions, in order to broaden their information base, assisting in the decision reaching process.

## Objectives

To provide a continuous stream of reliable information to management through timely audit reporting.

## Performance Measures

| Description                  | Unit    | FY 2000 | FY 2001 | FY 2002 | FY 2003 |
|------------------------------|---------|---------|---------|---------|---------|
| <b>Output Measure</b>        |         |         |         |         |         |
| Audits completed             | Number  | 5       | 6       | 6       | 6       |
| <b>Effectiveness Measure</b> |         |         |         |         |         |
| Recommendations enacted      | Percent | 70      | Unk     | Unk     | Unk     |

## Expenditures By Category

|                           | FY 2001<br>Actual | FY 2002<br>Budget | FY 2003<br>Continuation | FY 2003<br>Issues | FY 2003<br>Totals |
|---------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| Personal Expenditures     | 130,781           | 137,211           | 144,691                 | 0                 | 144,691           |
| Non Personal Expenditures | 2,193             | 2,695             | 2,345                   | 0                 | 2,345             |
| Capital Expenditures      | 0                 | 0                 | 6,000                   | 0                 | 6,000             |
| Totals                    | \$132,974         | \$139,906         | \$153,036               | \$0               | \$153,036         |

## Personnel Summary

|                  |      |      |      |      |
|------------------|------|------|------|------|
| Actual Positions | 2.18 | 2.18 | 0.00 | 2.18 |
|------------------|------|------|------|------|

# CITY AUDITOR AND CLERK

## AUDIT RESEARCH/SUPPORT

### Mission Statement

To maintain an effective official record-keeping management system to perform research and support functions.

### Description of Operations

The Research/Support Division provides a wide variety of administrative management and operational support to performing research and support functions for the City Commission, administration, departments, a variety of outside organizations and agencies, and the general public.

In the Research/Support Division it is necessary to have a thorough knowledge of the GAIN records information system and internet research techniques to quickly retrieve information when requested. Enter files into GAIN system in a manner that enables quick retrieval of records by this office and other departments; maintain the filing system, purge and box files to be sent to Central Records and keep accurate records of the location of the files.

### Goal - Responsible City Government

To enhance, automate and streamline services and processes relative to research and support functions for the City Commission, administration, departments, a variety of outside organizations and agencies, as well as for the general public.

### Objectives

To enhance the ability to provide research, informational, and support services to the public, other governmental agencies, staff members of other departments, and the City Commission, in a customer-oriented and resource efficient manner.

### Performance Measures

| Description                      | Unit    | FY 2000 | FY 2001 | FY 2002 | FY 2003 |
|----------------------------------|---------|---------|---------|---------|---------|
| <b>Output Measure</b>            |         |         |         |         |         |
| Inquiries on weekly basis        | Number  | 1,800   | 2,250   | 3,580   | 4,250   |
| <b>Effectiveness Measure</b>     |         |         |         |         |         |
| Inquires handled within 24 hours | Percent | 80      | 89      | 92      | 97      |

### Expenditures By Category

|                           | FY 2001<br>Actual | FY 2002<br>Budget | FY 2003<br>Continuation | FY 2003<br>Issues | FY 2003<br>Totals |
|---------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| Personal Expenditures     | 28,502            | 31,713            | 33,379                  | 0                 | 33,379            |
| Non Personal Expenditures | 0                 | 150               | 150                     | 0                 | 150               |
| Totals                    | \$28,502          | \$31,863          | \$33,529                | \$0               | \$33,529          |

### Personnel Summary

|                  |      |      |      |      |
|------------------|------|------|------|------|
| Actual Positions | 0.32 | 0.32 | 0.00 | 0.32 |
|------------------|------|------|------|------|

# CITY AUDITOR AND CLERK CENTRAL RECORDS

## Mission Statement

To continue to provide quality records management practices and services throughout city departments and the public, and to develop and maintain records management practices in conjunction with records management technologies.

## Description of Operations

Central Records service level required:

### I. Inactive records management (in accordance with State requirements)

1. Administration:
  - a. Scheduling of retention for active records.
  - b. Destruction of inactive records.
  - c. Retrieval of record requests.

### II. Microfilming (in accordance with state requirements):

1. Preparing of records for filming.
2. Indexing.
3. Retrieval/copy service.

### III. Digital Imaging:

1. Preparation of records for imaging.
2. Indexing the digital images.
3. Posting these images on the city-wide intranet and internet.

## Goal - Responsible City Government

To continue working to improve level of service to our customers, to include both active and inactive records access times, storage and retention support, and training of staff upon request.

To implement and refine the City's in-house imaging service operation, setting appropriate policy to safeguard City interests, and provide more, better, and faster access to public.

## Objectives

To maintain and refine the city-wide automated records management system in the management of all inactive records, in conjunction with assisting other City departments in the use and training of the system at all user levels.

To continue improving our level of customer service and to maximize record handling efficiency through maximization of the capacity of Central Records, reducing delivery time of record requests and using the city-wide file management system to handle storage requests and research inquiries.

To incorporate the digital imaging system located at Central Records and the City Auditor and Clerk's Office to other city departments which will allow these departments to provide more public information to the public at a faster and more efficient manner through the city's Intranet and the Internet.

## Performance Measures

| Description           | Unit   | FY 2000 | FY 2001 | FY 2002 | FY 2003 |
|-----------------------|--------|---------|---------|---------|---------|
| <b>Output Measure</b> |        |         |         |         |         |
| Boxes stored          | Number | 2,475   | 2,600   | 2,850   | 3,050   |
| Box retrievals        | Number | 40      | 45      | 50      | 60      |
| File retrievals       | Number | 745     | 800     | 850     | 900     |

## CITY AUDITOR AND CLERK CENTRAL RECORDS

### Efficiency Measure

|  |        |    |    |    |    |
|--|--------|----|----|----|----|
| Avg time for retrieval requests (minute) | Number | 10 | 10 | 10 | 10 |
| Avg time to re-file requests (minutes)   | Number | 5  | 5  | 5  | 5  |

### Expenditures By Category

|                           | FY 2001<br>Actual | FY 2002<br>Budget | FY 2003<br>Continuation | FY 2003<br>Issues | FY 2003<br>Totals |
|---------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| Personal Expenditures     | 28,095            | 35,151            | 37,350                  | 0                 | 37,350            |
| Non Personal Expenditures | 43,570            | 37,465            | 42,210                  | 0                 | 42,210            |
| Capital Expenditures      | 22,991            | 13,400            | 8,655                   | 0                 | 8,655             |
| Totals                    | \$94,656          | \$86,016          | \$88,215                | \$0               | \$88,215          |

### Personnel Summary

|                  |      |      |      |      |
|------------------|------|------|------|------|
| Actual Positions | 0.82 | 0.82 | 0.00 | 0.82 |
|------------------|------|------|------|------|

# CITY AUDITOR AND CLERK INFORMATION MANAGEMENT

## Mission Statement

To provide quality Information Service practices throughout city departments. This involves maintaining Administrative Regulations, proofing City Code and Zoning Codes for distribution, Web-page Management, and Scanning and Indexing projects.

## Description of Operations

Information Management Service Level:

### I. Web page management:

1. Maintain, and support of City web page, specifically: City calendar, City Commission and City Auditor & Clerk pages.

### II. Electronic records management:

1. City-wide filing systems support;
  - a. Conduct records inventory.
  - b. Facilitate automation.
  - c. Maintain imaging databases and policy.
2. Records creation control:
  - a. Copy management.
  - b. Correspondence management.
  - c. Reports management.

### III. Administrative Regulations management.

### IV. City Code, Zoning Code maintenance.

## Goal - Responsible City Government

To work in conjunction with the Information Systems & Technology Department (IST) to facilitate the deployment of integrated technologies throughout the Office of the City Auditor and Clerk and other City departments.

## Objectives

To facilitate the City of Sarasota's information management needs, with respect to applications administered through the Office of the City Auditor and Clerk through the implementation of automation and workflow improvements.

This working plan consists of many phases, some of which are: City-wide standardized file generation, including training in indexing and retention; imaging of public records beginning with the City Auditor and Clerk's Office; City-wide availability to scanned public records; ability to incorporate imaging within all departments; automated workflow related to agenda request preparation, agenda preparation, and minute indexing and retrieval; get it done status report tracking; and petition workflow and tracking.

## Performance Measures

| Description                              | Unit   | FY 2000 | FY 2001 | FY 2002 | FY 2003 |
|--|--------|---------|---------|---------|---------|
| <b>Output Measure</b>                    |        |         |         |         |         |
| Web page modifications                   | Number | 96      | 96      | 96      | 96      |
| Agendas added to imaging Sys.. Doc Depot | Number | 0       | 0       | 70      | 300     |
| Minutes added to imaging sys.. Doc Depot | Number | 0       | 0       | 100     | 400     |
| Ord. & Resolutions added to imaging sys. | Number | 0       | 0       | 1,350   | 5,000   |

# CITY AUDITOR AND CLERK INFORMATION MANAGEMENT

## Expenditures By Category

|                           | FY 2001<br>Actual | FY 2002<br>Budget | FY 2003<br>Continuation | FY 2003<br>Issues | FY 2003<br>Totals |
|---------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| Personal Expenditures     | 94,515            | 101,253           | 107,068                 | 0                 | 107,068           |
| Non Personal Expenditures | 679               | 2,233             | 2,233                   | 0                 | 2,233             |
| Capital Expenditures      | 5,379             | 0                 | 0                       | 0                 | 0                 |
| Totals                    | \$100,573         | \$103,486         | \$109,301               | \$0               | \$109,301         |

## Personnel Summary

|                  |      |      |      |      |
|------------------|------|------|------|------|
| Actual Positions | 1.86 | 1.86 | 0.00 | 1.86 |
|------------------|------|------|------|------|

# CITY AUDITOR AND CLERK TELEVISION\AUDIO VISUAL SERVICES

## Mission Statement

To provide original programming for the government access channel with magazine style city government shows that represent the city's interests, and provides the public with valuable city related information.

## Description of Operations

This department coordinates all aspects of the City's government access channel and various other audio/video services, including television production, program development, scheduling, equipment selection, as well as support to public and staff in presentation conduct, technological support, and interactions relating to video records requests.

The work contributes to the efficiency and effectiveness of the Office of the City Auditor & Clerk and its ability to deliver consistently high quality service to City residents and staff.

## Goal - Responsible City Government

To exploit the recent acquisition of additional funding for a new government access television station and its related labor resources, for the purposes of providing new and improved access to the public at large, and the transmission of critical information regarding public sector activities that previously went unnoticed.

## Objectives

To maintain a consistently high quality of video taped recordings and live broadcasts of all City Commission meetings.

To continue generating original programming for the government access channel including a magazine style City government show, a talk show featuring the City Manager and a police themed show.

To represent the City's interest via the government access channel, providing valuable City-related information to the citizens of Sarasota.

## Performance Measures

| Description                        | Unit   | FY 2000 | FY 2001 | FY 2002 | FY 2003 |
|------------------------------------|--------|---------|---------|---------|---------|
| <b>Output Measure</b>              |        |         |         |         |         |
| Commission meetings recorded       | Number | 72      | 72      | 72      | 72      |
| City Commission meetings broadcast | Number | 72      | 72      | 72      | 72      |
| Public access channel broadcasts   | Number | 12      | 30      | 30      | 30      |
| Public service announcements       | Number | 0       | 12      | 12      | 12      |

## Expenditures By Category

|                           | FY 2001<br>Actual | FY 2002<br>Budget | FY 2003<br>Continuation | FY 2003<br>Issues | FY 2003<br>Totals |
|---------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| Personal Expenditures     | 100,336           | 107,061           | 113,712                 | 0                 | 113,712           |
| Non Personal Expenditures | 10,206            | 13,964            | 27,914                  | 0                 | 27,914            |
| Capital Expenditures      | 0                 | 4,000             | 150                     | 0                 | 150               |
| <b>Totals</b>             | <b>\$110,542</b>  | <b>\$125,025</b>  | <b>\$141,776</b>        | <b>\$0</b>        | <b>\$141,776</b>  |

## Personnel Summary

|                  |      |      |      |      |
|------------------|------|------|------|------|
| Actual Positions | 2.40 | 2.40 | 0.00 | 2.40 |
|------------------|------|------|------|------|