

CITY AUDITOR AND CLERK

Mission Statement

The City Auditor and Clerk serves as clerk to the City Commission and recorder of all its official actions. The City Auditor and Clerk is the administrator and custodian of the official records of the City of Sarasota. The City Auditor and Clerk make recommendations or audit comments concerning the records of all governmental and proprietary functions of the city. The City Auditor and Clerk serves as the election official for the City. The City Auditor and Clerk serves as the Pension Administrator of the General employees and Police Pension Plans. The City Auditor and Clerk perform other duties and exercise other authority as necessary to the administration of the City.

Description of Operations

The Office of the City Auditor and Clerk provides a wide variety of administrative management and operational support for the City of Sarasota.

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 Communication/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 2006 Actual	FY 2007 Budget	FY 2008 Continuation	FY 2008 Issues	FY 2008 Totals
042000 CITY AUDITOR AND CLERK			0	0	0
042681 COMMISSION SERVICES	200,153	219,345	248,666	-15,000	233,666
042682 DEVELOPMENT APPROVAL APPLICATI	76,036	82,719	88,591	0	88,591
042683 SPECIAL PROJECTS	3,548	10,000	10,000	-10,000	0
042684 CLERK ACTIVITIES	308,902	380,355	389,504	-21,136	368,368
042685 SPECIAL MASTER - CODE ENFORCEMEN	42,906	43,313	43,313	0	43,313
042686 ELECTION EXPENSES		85,000	0	0	0
042688 AUDIT PROGRAM	101,294	201,360	212,712	-4,000	208,712
042689 AUDIT RESEARCH/SUPPORT	38,513	37,839	39,790	0	39,790
042691 CENTRAL RECORDS	77,363	146,938	154,667	-13,655	141,012
042692 INFORMATION MANAGEMENT	90,109	86,543	91,864	0	91,864
042694 TELEVISION\AUDIO VISUAL SERVICES	370,067	426,916	472,094	-3,000	469,094
042695 SISTER CITIES	10,821	10,000	10,000	0	10,000
Totals	\$1,319,712	\$1,730,328	\$1,761,201	-\$66,791	\$1,694,410

Department Expenditures By Category

	FY 2006 Actual	FY 2007 Budget	FY 2008 Continuation	FY 2008 Issues	FY 2008 Totals
Personal Expenditures	968,715	1,211,795	1,268,279	0	1,268,279
Non Personal Expenditures	283,824	461,453	433,573	-60,136	373,437
Capital Expenditures	66,578	56,492	58,757	-6,655	52,102
Transfer Expenditures	595	588	592	0	592
Totals	\$1,319,712	\$1,730,328	\$1,761,201	-\$66,791	\$1,694,410

Personnel Summary

Actual Positions	15.00	15.00	0.00	15.00
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Revenue Summary

	FY 2006 Actual	FY 2007 Budget	FY 2008 Continuation	FY 2008 Issues	FY 2008 Totals
CHARGES FOR SERVICES	22,052	20,400	23,700	0	23,700
OTHER MISCELLANEOUS REVENUES	534	30	0	0	0
INTRAGOVERNMENTAL SERVICES	34,834	24,600	0	0	0
Totals	\$57,420	\$45,030	\$23,700	\$0	\$23,700

CITY AUDITOR AND CLERK COMMISSION SERVICES

Mission Statement

To maintain an effective, accurate and efficient process for managing official records of minutes for all 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.

STRATEGIC PLAN

Strategic Goal - A Responsible and Accessible Government that has Sound Financial and Administrative Practices

Strategy - Increase federal and state aid for local projects through a proactive legislative/lobbying strategy.

Objective - Provide training to staff on how to aggressively seek federal and state aid through the legislative/lobbying process.

Task	Current Funding	Fiscal Year Completed	Funds Required
Arrange for a well qualified lobbyist to conduct a training session for all department heads through a retreat-type format. Status - This task will be completed prior to the next legislative session.	Yes	2007	\$0

Objective - Organize staff efforts to lobby for aid or legislative change through the creation of lobbying policy and procedures.

Task	Current Funding	Fiscal Year Completed	Funds Required
Create an inventory of special areas of interest and expertise of department heads for easy reference to assure the City can respond quickly and effectively to requests to lobby for aid or legislative change. Status - This task will be complete in the first quarter of FY 2006-07.	Yes	2007	\$0
Develop a policy and procedure to assure effective lobbying efforts. Status - This task will be completed in FY 2006-07.	Yes	2007	\$0

OPERATIONAL FOCUS

Strategy

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.

Task

Streamline and implement new Minutes Indexing process and procedures.

Description	Unit	FY 2005	FY 2006	FY 2007	FY 2008
Output Measure					
Proceedings recorded/transcribed	Number	81	90	90	90
Index of proceedings computerized	Number	81	90	90	90
Effectiveness Measure					
Average days between meetings and completion of minutes	Number	5	3	3	3

CITY AUDITOR AND CLERK COMMISSION SERVICES

Expenditures By Category

	FY 2006 Actual	FY 2007 Budget	FY 2008 Continuation	FY 2008 Issues	FY 2008 Totals
Personal Expenditures	189,687	204,245	233,566	0	233,566
Non Personal Expenditures	10,466	15,100	15,100	-15,000	100
Totals	\$200,153	\$219,345	\$248,666	-\$15,000	\$233,666

Personnel Summary

Actual Positions	2.50	2.85	0.00	2.85
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Revenue Summary

	FY 2006 Actual	FY 2007 Budget	FY 2008 Continuation	FY 2008 Issues	FY 2008 Totals
INTRAGOVERNMENTAL SERVICES	602	0	0	0	0
Totals	\$602	\$0	\$0	\$0	\$0

CITY AUDITOR AND CLERK DEVELOPMENT APPROVAL APPLICATIONS

Mission Statement

To maintain an effective, accurate and efficient process for managing real property related transactions and development approval applications in a timely manner, while maintaining necessary quality of work.

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.

OPERATIONAL FOCUS

Strategy

To continue to enhance the process for managing and maintaining applications for rezonings, conditional uses, street vacations, annexations, zoning variance requests, development agreements, off-site and shared parking agreements, site plans, historic designations, sidewalk cafe permits, street name change requests, and comprehensive plan amendments.

Task

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

Continue training to improve knowledge of the Sarasota City Code and Land Development Regulations (LDRs), as updated.

Continue training to improve knowledge of the City's Geographical Information System (GIS), as updated. Work with users of the Billable Fee System to enhance processes as possible.

Continue to develop and implement more efficient processes for handling increased amount of development applications filed each year and increased notice requirements per Zoning Code (2002).

Improve neighborhood understanding of development review process.

Description	Unit	FY 2005	FY 2006	FY 2007	FY 2008
Output Measure					
Applications processed	Number	187	381	375	400
Documents recorded	Number	78	43	50	50
Effectiveness Measure					
Average hours to process applications	Number	30	17	20	20
Efficiency Measure					
Revenue per application to process (avg)	Dollars	\$0	\$0	\$2,000	\$2,250

Expenditures By Category

	FY 2006 Actual	FY 2007 Budget Continuation	FY 2008	FY 2008 Issues	FY 2008 Totals
Personal Expenditures	74,275	77,869	83,741	0	83,741
Non Personal Expenditures	1,761	4,850	4,850	0	4,850
Totals	\$76,036	\$82,719	\$88,591	\$0	\$88,591

Personnel Summary

Actual Positions	1.07	1.07	0.00	1.07
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**CITY AUDITOR AND CLERK
DEVELOPMENT APPROVAL APPLICATIONS**

Revenue Summary

	FY 2006 Actual	FY 2007 Budget	FY 2008 Continuation	FY 2008 Issues	FY 2008 Totals
INTRAGOVERNMENTAL SERVICES	28,479	21,000	0	0	0
Totals	\$28,479	\$21,000	\$0	\$0	\$0

CITY AUDITOR AND CLERK SPECIAL PROJECTS

Mission Statement

To provide effective administrative, operational, and technical support services to the City Commission, ManaSota League of Cities (MSLC), and various other boards/committees in a timely and efficient manner.

Description of Operations

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

STRATEGIC PLAN

Strategic Goal - A Responsible and Accessible Government that has Sound Financial and Administrative Practices

Strategy - To ensure an empowered and informed citizenry, the City will employ outreach techniques.

Objective - To improve the ability of staff to communicate with citizens by performing a communications audit and using its findings to create an external communication plan.

Task	Current Funding	Fiscal Year Completed	Funds Required
Draft a contract with a communications firm to provide the audit. Status - The Department of General Services and the City Auditor and Clerk's Office are currently in the process of drafting a contract with a local communications firm to provide the audit.	Yes	2007	\$0
Contract with the communications firm to conduct the audit. Status - It is anticipated this contract will be completed by the first quarter of FY 2006-07.	Yes	2007	\$0
Conduct the audit. Status - Once the firm is hired, it is anticipated it will take approximately three months to complete the full scope of the communications audit, including external communication with citizens.	Yes	2007	\$0
Develop specific recommendations for an external communication plan. Status - The audit will provide specific data from which recommendations can be developed on how staff can better communicate with citizens.	Yes	2007	\$0

Objective - To improve communication with citizens through the implementation of external communication plan.

Task	Current Funding	Fiscal Year Completed	Funds Required
This objective cannot be implemented without first implementing the tasks above. Status - Refer to the status of the tasks above.	Yes	2007	\$0

Expenditures By Category

	FY 2006 Actual	FY 2007 Budget	FY 2008 Continuation	FY 2008 Issues	FY 2008 Totals
Non Personal Expenditures	3,548	10,000	10,000	-10,000	0
Totals	\$3,548	\$10,000	\$10,000	-\$10,000	\$0

Personnel Summary

Actual Positions	0.00	0.00	0.00	0.00
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CITY AUDITOR AND CLERK

CLERK ACTIVITIES

Mission Statement

To provide effective administrative, operational and technical support services to the citizens' of the City of Sarasota 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. In addition, the Clerk Activities Division handles the preparation and distribution of St. Armands BID District for notice of meetings and agendas for all Board of Director's meetings.

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

STRATEGIC PLAN

Strategic Goal - A Responsible and Accessible Government that has Sound Financial and Administrative Practices

Strategy - To ensure an empowered and informed citizenry, the City will employ outreach techniques.

Objective - To offer easily accessible and up-to-date information concerning City policies, programs and service deliverables via the City website.

Task	Current Funding	Fiscal Year Completed	Funds Required
Hire a website Communications Coordinator to enhance the City's web communication efforts and to promote and complement the web operations of the communications group of the Office of the City Auditor and Clerk by managing and coordinating the content of all City of Sarasota web pages. Status - This task has been accomplished and the new employee is already taking an active role in assisting to address several internet-based issues with the assistance of the Information Services Department and outside vendors.	Yes	2006	\$0
Conduct a complete review of existing website(s) content concerning grammar, accuracy, and the currency of the information. Status - This task is in process and will continue through July, 2006.	Yes	2006	\$0

CITY AUDITOR AND CLERK

CLERK ACTIVITIES

Analyze website use statistics to determine what and how the current website is being utilized by the general public. This analysis will be used to determine if any modifications can be made to expedite the public's ability to reach the content required concerning current service deliverables the City offers.

Yes 2007 \$0

Status - This task has not begun at this time, and once begun, the process will be ongoing for several months.

Develop a content format, i.e., acceptable fonts, size, standardization and image guidelines manual to ensure that departmental changes to content will maintain a uniform "look and feel" to the website(s).

Yes 2007 \$0

Status - This task has not begun at this time, and once begun will take several weeks to develop, followed by City approval.

Objective - Provide adequate citizen access to Commission deliberations and decisions.

Task	Current Funding	Fiscal Year Completed	Funds Required
Provide easily accessible video-streaming of City Commission meetings. Status - Initial installation of the automated system has been completed and the data is being refined.	Yes	2006	\$0
Provide closed-captioning via the Internet. Status - The system is currently operational.	Yes	2006	\$0
Provide easily accessible Agendas and Agenda backup material via the City's website. Status - The basic system has been installed and, once fully operational, the intent is to attach Agenda backup material to the Agenda that is available as part of the video streaming of City Commission meetings.	Yes	2007	\$0
Conduct two town hall meetings. Status - One town hall meeting will be conducted in the first half of FY 2006-07 and the second will be conducted in the second half of FY 2006-07.	Yes	2007	\$0

OPERATIONAL FOCUS

Strategy

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.

Task

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

Enhance computer technology software and hardware within the Office of the City Auditor and Clerk.

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

Description	Unit	FY 2005	FY 2006	FY 2007	FY 2008
Output Measure					
Agenda packets prepared and distributed	Number	100	100	90	90
Effectiveness Measure					
Agenda packets distributed on a timely basis	Percent	100	100	100	100

Strategy

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

Task

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.

CITY AUDITOR AND CLERK CLERK ACTIVITIES

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.

Description	Unit	FY 2005	FY 2006	FY 2007	FY 2008
Output Measure					
City Commission municipal election held	Number	0	0	1	0
Vehicle for Hire licenses issued to co.	Number	22	22	17	20
Vehicle for Hire drivers licenses issued	Number	297	297	228	232
Vehicle for Hire permits and decals issued per vehicle to owners of co.	Number	196	196	255	259

Expenditures By Category

	FY 2006 Actual	FY 2007 Budget	FY 2008 Continuation	FY 2008 Issues	FY 2008 Totals
Personal Expenditures	187,739	217,661	216,396	0	216,396
Non Personal Expenditures	114,196	145,257	156,456	-21,136	135,320
Capital Expenditures	6,967	17,437	16,652	0	16,652
Totals	\$308,902	\$380,355	\$389,504	-\$21,136	\$368,368

Personnel Summary

Actual Positions	2.90	2.55	0.00	2.55
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Revenue Summary

	FY 2006 Actual	FY 2007 Budget	FY 2008 Continuation	FY 2008 Issues	FY 2008 Totals
OTHER MISCELLANEOUS REVENUES	534	0	0	0	0
INTRAGOVERNMENTAL SERVICES	4,011	2,400	0	0	0
Totals	\$4,545	\$2,400	\$0	\$0	\$0

CITY AUDITOR AND CLERK SPECIAL MASTER - CODE ENFORCEMENT

Mission Statement

To ensure a strong Code Compliance 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 Magistrate is to hear appeals relative to the Unsafe Building Abatement Code, 1985 Edition, and the Standard Housing Code, 1997 Edition. The Special Magistrate also hears cases relative to the issuance of code Compliance Citations.

OPERATIONAL FOCUS

Strategy

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

Task

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.

Description	Unit	FY 2005	FY 2006	FY 2007	FY 2008
Output Measure					
Cases heard	Number	989	1,081	1,100	1,150
Meetings held	Number	44	47	50	50
Hearings held	Number	989	1,081	1,100	1,150
Orders issued	Number	989	1,081	1,100	1,150
Efficiency Measure					
Fines and costs imposed	Dollars	\$186,781	\$252,674	\$255,000	\$258,000

Expenditures By Category

	FY 2006 Actual	FY 2007 Budget	FY 2008 Continuation	FY 2008 Issues	FY 2008 Totals
Non Personal Expenditures	42,906	43,313	43,313	0	43,313
Totals	\$42,906	\$43,313	\$43,313	\$0	\$43,313

Personnel Summary

Actual Positions	0.00	0.00	0.00	0.00
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CITY AUDITOR AND CLERK ELECTION EXPENSES

Mission Statement

To provide effective administrative, operational and technical support services for administering At-large and District Saraota 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 2006 Actual	FY 2007 Budget	FY 2008 Continuation	FY 2008 Issues	FY 2008 Totals
Personal Expenditures	0	38,319	0	0	0
Non Personal Expenditures	0	46,681	0	0	0
Totals	\$0	\$85,000	\$0	\$0	\$0

Personnel Summary

Actual Positions	0.00	0.00	0.00	0.00
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CITY AUDITOR AND CLERK AUDIT PROGRAM

Mission Statement

The mission of Internal Audit is to:

Perform operational, financial, and performance audits as part of an ongoing, independent, objective, and comprehensive review and assessment of management regarding their effectiveness in the discharge of their duties and responsibilities in all areas of business activities, operations, financial systems, and internal controls.

Observe and report on compliance with policies, plans, standards, laws, and regulations; the accuracy and propriety of transactions; and the extent to which assets are accounted for and safeguarded through proper risk analysis and risk management assessments and applications.

Provide analyses, appraisals, recommendations, counsel, and information concerning the activities reviewed to promote economical, efficient, and effective delivery of services.

Receive and investigate reports of fraudulent conduct for all departments under the City Manager's and the City Auditor and Clerk's reporting authority.

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.

The Internal Audit department consists of an Internal Auditor and one staff Auditor. The Audit Director reports to the City Auditor and Clerk.

OPERATIONAL FOCUS

Strategy

Audit knowledge and personal effectiveness.

Task

Encourage staff and management to seek professional certifications in the accounting field (i.e., CPA, CIA, Certified Fraud Examiner).

Attend at least 20 hours of continuing education in the accounting/auditing field.

Perform formal performance evaluations for staff on an annual basis with interim feedback every 4-6 months.

Strategy

Improve the effectiveness and efficiency of internal controls.

Task

Complete 4-6 internal audits per year and provide results to all City Commissioners and Charter Officials.

As required, contribute to audit research for special projects established by the City Commissioners and Charter Officials.

Discuss Internal Audit results with external auditors on a semi-annual basis.

Strategy

To provide City administration and department management with a summary analysis of City operations and financial functions, in order to broaden their information base and be of use in reaching decisions.

Task

Discuss future audit planning with the City Auditor and Clerk on an annual basis.

Provide a continuous stream of reliable information to management through timely and accurate audit reporting.

Develop and document guidelines for audit work paper documentation.

CITY AUDITOR AND CLERK AUDIT PROGRAM

Description	Unit	FY 2005	FY 2006	FY 2007	FY 2008
Output Measure					
Audits completed	Number	2	6	5	6
Effectiveness Measure					
Recommendations enacted	Percent	80	85	85	85

Expenditures By Category

	FY 2006 Actual	FY 2007 Budget	FY 2008 Continuation	FY 2008 Issues	FY 2008 Totals
Personal Expenditures	99,862	190,015	201,367	0	201,367
Non Personal Expenditures	1,432	11,345	11,345	-4,000	7,345
Totals	\$101,294	\$201,360	\$212,712	-\$4,000	\$208,712

Personnel Summary

Actual Positions	2.18	2.18	0.00	2.18
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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.

OPERATIONAL FOCUS

Strategy

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.

Task

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.

Description	Unit	FY 2005	FY 2006	FY 2007	FY 2008
Output Measure					
Inquiries on monthly basis	Number	2,800	2,500	2,200	2,000
Effectiveness Measure					
Inquires handled within 24 hrs (next business day)	Percent	95	95	95	95

Expenditures By Category

	FY 2006 Actual	FY 2007 Budget	FY 2008 Continuation	FY 2008 Issues	FY 2008 Totals
Personal Expenditures	38,513	37,839	39,790	0	39,790
Totals	\$38,513	\$37,839	\$39,790	\$0	\$39,790

Personnel Summary

Actual Positions	0.27	0.27	0.00	0.27
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Revenue Summary

	FY 2006 Actual	FY 2007 Budget	FY 2008 Continuation	FY 2008 Issues	FY 2008 Totals
INTRAGOVERNMENTAL SERVICES	1,742	1,200	0	0	0
Totals	\$1,742	\$1,200	\$0	\$0	\$0

CITY AUDITOR AND CLERK CENTRAL RECORDS

Mission Statement

To provide quality records management services throughout City departments and the public, and to develop and maintain records management practices in conjunction with advancing records management technology.

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.

OPERATIONAL FOCUS

Strategy

To continue to improve the level of service to our customers, including both active and inactive record retrieval times, to provide storage and retention support, and training of other city departments upon request.

To implement and refine the City's in-house imaging service operation, adhering to policies to safeguard City interests, and to provide better and faster access of more records to the public.

Task

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

To improve our level of customer service and maximize record handling efficiency by reducing delivery time of record requests and utilizing the city-wide file management system to handle storage requests and research inquiries.

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

Description	Unit	FY 2005	FY 2006	FY 2007	FY 2008
Output Measure					
Boxes stored	Number	3,500	3,550	3,573	3,600
Box retrievals	Number	50	50	50	50
File retrievals	Number	900	915	950	1,000
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

CITY AUDITOR AND CLERK CENTRAL RECORDS

Expenditures By Category

	FY 2006 Actual	FY 2007 Budget	FY 2008 Continuation	FY 2008 Issues	FY 2008 Totals
Personal Expenditures	44,555	68,775	71,073	0	71,073
Non Personal Expenditures	32,213	48,920	54,347	-7,000	47,347
Capital Expenditures	0	28,655	28,655	-6,655	22,000
Transfer Expenditures	595	588	592	0	592
Totals	\$77,363	\$146,938	\$154,667	-\$13,655	\$141,012

Personnel Summary

Actual Positions	0.66	0.66	0.00	0.66
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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.

OPERATIONAL FOCUS

Strategy

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

Task

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

Description	Unit	FY 2005	FY 2006	FY 2007	FY 2008
Output Measure					
Web page modifications	Number	100	115	120	125
Agendas added to imaging Sys.. Doc Depot	Number	80	66	68	68
Minutes added to imaging sys.. Doc Depot	Number	82	66	68	68
Ord. & Resolutions added to imaging sys.	Number	104	120	125	125

CITY AUDITOR AND CLERK INFORMATION MANAGEMENT

Expenditures By Category

	FY 2006 Actual	FY 2007 Budget	FY 2008 Continuation	FY 2008 Issues	FY 2008 Totals
Personal Expenditures	89,671	81,382	86,728	0	86,728
Non Personal Expenditures	438	5,161	5,136	0	5,136
Totals	\$90,109	\$86,543	\$91,864	\$0	\$91,864

Personnel Summary

Actual Positions	1.22	1.22	0.00	1.22
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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.

STRATEGIC PLAN

Strategic Goal - A Responsible and Accessible Government that has Sound Financial and Administrative Practices

Strategy - To ensure an empowered and informed citizenry, the City will employ outreach techniques.

Objective - To offer easily accessible and up-to-date information concerning City policies, programs and service deliverables via the City website.

Task	Current Funding	Fiscal Year Completed	Funds Required
Identify and fix "broken links" throughout the website. Status - Identified significant missing content or "broken links" and either updated same or removed links.	Yes	2008	\$0
Develop and implement a standard template for all departments to unify the website. Implementation of CMS (Content Management System) to provide better control of content, appearance and also allow for database archiving of content over time allowing for better retrieval of past information. Status - During meetings/interviews with all departments identified a need to have a standard template for easy access to departmental information. Developed a template that will be utilized by departments. A true Content Management System (CMS) will be purchased to better control the look and feel of the website as well as facilitate non-technical users ability to update content.	Yes	2008	\$0
Implement a website statistics and analytics tracking program. Status - No website statistics or analysis tracking was in place, website success depends upon the understanding of what the users view and what they ignore. Analytics indicates everything needed to know about how visitors found the site and how they interact with the site. This allows focusing resources on content and initiatives that deliver that information and improve the site for visitors. Through the implementation of an analytics tracking program, staff have been able to make significant improvement in the delivery of wanted/needed information to visitors.	Yes	2008	\$0
Ensure that the search function works properly. Status - Discovered the Search function did not work so resolved this and updated the code to make use of more pages for facilitating the access of content more directly.	Yes	2008	\$0
Make website easier to navigate. Status - The largest problem is the difficulty of navigation to information from the home page. Several clicks were required to land on a page that was a typical starting location for visitors. This has been improved so that in most instances one click will put the visitor at a departmental front page or to a most visited page (MVP) These links have been identified by the previously	Yes	2008	\$0

CITY AUDITOR AND CLERK TELEVISION\AUDIO VISUAL SERVICES

mentioned analytics program and the MVP links can be updated as needed to support the changing climate of visitors' needs.

Comply with ADA guidelines.	Yes	2008	\$0
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Status - There was limited or no accessibility efforts in place to comply with ADA guidelines. This has been accomplished on the homepage and is going to be done with each departmental page at implementation and subsequent compliance will be attained.

Objective - Provide adequate citizen access to Commission deliberations and decisions.

Task	Current Funding	Fiscal Year Completed	Funds Required
Provide easy and immediate access to City Commission meetings and minutes. Status - Task is currently being accomplished with the implementation of the Granicus system. The Granicus system provides citizens with immediate access to City Commission meeting video, agendas with backup materials and minutes through the City's website.	Yes	2008	\$0

OPERATIONAL FOCUS

Strategy

To continue to utilize the funding available for a government access television station and its related labor resources. To continue to provide improved access to the public at large, through the transmission of City Commission and Planning Board and Board of Adjustment Meetings, as well as transmitting critical information regarding public sector activities that previously went unnoticed. To continue to provide quality original programming and public service announcements.

Task

To maintain a consistently high quality of video taped recordings and live broadcasts of all City Commission, Planning Board and Board of Adjustment 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.

Description	Unit	FY 2005	FY 2006	FY 2007	FY 2008
Output Measure					
City Commission meetings broadcast	Number	80	62	70	75
Planning Board meetings broadcast	Number	18	18	14	14
Original programming broadcasts	Number	36	36	36	36
Public service announcements	Number	6	6	6	6

Expenditures By Category

	FY 2006 Actual	FY 2007 Budget	FY 2008 Continuation	FY 2008 Issues	FY 2008 Totals
Personal Expenditures	244,413	295,690	335,618	0	335,618
Non Personal Expenditures	66,043	120,826	123,026	-3,000	120,026
Capital Expenditures	59,611	10,400	13,450	0	13,450
Totals	\$370,067	\$426,916	\$472,094	-\$3,000	\$469,094

Personnel Summary

Actual Positions	4.20	4.20	0.00	4.20
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CITY AUDITOR AND CLERK SISTER CITIES

Mission Statement

To foster international relationships between the City of Sarasota and cities that have similar interests by creating exchanges in areas of culture, education, tourism and government.

Description of Operations

The Sarasota Sister Cities Association (SSCA) was created as a corporate entity 501 (3) (c) to encourage understanding, knowledge and concern for the City of Sarasota and its sister cities; to undertake activities that will encourage educational, cultural and economic programs; and act as a coordinating agency in fulfilling the goals of the association and the City of Sarasota. The SSCA supports the mission of its' parent organization, Sister Cities International (SCI), and pays annual dues to SCI. SCI was established in 1956 under then President Eisenhower as a nonprofit citizen diplomacy network with the mission of promoting world peace through mutual respect, understanding and cooperation. SCI is a non-profit diplomacy network which serves to create and strengthen partnerships between communities within the United States and international communities to increase global cooperation at the municipal level, to promote cultural understanding and to stimulate economic development. SCI provides assistance to local communities to stimulate environments through which communities will creatively learn, work, and solve problems together through reciprocal culture, educational, municipal, business, professional and technical exchanges and projects.

SSCA's objective is to develop respect, understanding and cooperation through citizen diplomacy. In addition, according to an agreement between SSCA and the City of Sarasota (9/14/2003), the City Commission has final approval as to the designation and number of Sister Cities. This agreement ensures that support for official Sister City relationships has been negotiated between SSCA and the government of the City of Sarasota. The City of Sarasota budgets \$10,000 annually to provide ongoing support for the Sarasota Sister Cities Association. Eligible expenses are submitted by the Sarasota Sister Cities Association to the City of Sarasota for reimbursement.

OPERATIONAL FOCUS

Strategy

Provide administrative or in-kind support to SSCA.

Task

Represent the City of Sarasota by attending Executive Board meetings and General Board meetings as appropriate. Meetings are generally held once per month.

Strategy

Provide financial support to help promote SSCA.

Task

Annually, work with SSCA board members to request funding and support from City Commission in the amount of \$10,000. Monies will be used to fund activities within SSCA and promote the City of Sarasota.

Expenditures By Category

	FY 2006 Actual	FY 2007 Budget	FY 2008 Continuation	FY 2008 Issues	FY 2008 Totals
Non Personal Expenditures	10,821	10,000	10,000	0	10,000
Totals	\$10,821	\$10,000	\$10,000	\$0	\$10,000

Personnel Summary

Actual Positions		0.00	0.00	0.00	0.00
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CITY AUDITOR AND CLERK

Budget Adjustments

This reduction totals \$66,791. In the spirit of cooperation and collaboration, the office of the City Auditor and Clerk made an effort to achieve a 7 percent reduction in spending . The City Auditor and Clerk believes these reductions can be achieved while maintaining an acceptable level of service. Additional cuts beyond that level would affect the level of service delivery by the Office of the City auditor and Clerk.

Cost of Issue

Personal	0
Operating	-60,136
Capital	-6,655
Transfers	0
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Total	-66,791

Net Cost of Issue **-66,791**