

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.

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 performs audits in accordance with a risk based assessment.

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 2007 Actual | FY 2008 Budget | FY 2009 Continuation | FY 2009 Issues | FY 2009 Totals |
|------------------------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| 042681 COMMISSION SERVICES | 222,755 | 233,666 | 225,935 | 0 | 225,935 |
| 042682 DEVELOPMENT APPROVAL APPLICATIONS | 79,943 | 88,591 | 99,922 | 0 | 99,922 |
| 042684 CLERK ACTIVITIES | 306,697 | 368,368 | 355,290 | 0 | 355,290 |
| 042685 SPECIAL MASTER - CODE ENFORCEMENT | 38,812 | 43,313 | 46,400 | 0 | 46,400 |
| 042686 ELECTION EXPENSES | 43,980 | | 76,171 | 0 | 76,171 |
| 042688 AUDIT PROGRAM | 100,579 | 208,712 | 218,623 | 0 | 218,623 |
| 042689 AUDIT RESEARCH/SUPPORT | 41,090 | 39,790 | 42,293 | 0 | 42,293 |
| 042691 CENTRAL RECORDS | 85,267 | 141,012 | 118,405 | 0 | 118,405 |
| 042692 INFORMATION MANAGEMENT | 93,842 | 91,864 | 101,293 | 0 | 101,293 |
| 042694 TELEVISION\AUDIO VISUAL SERVICES | 415,074 | 469,094 | 488,277 | 0 | 488,277 |
| 042695 SISTER CITIES | 15,874 | 10,000 | 10,000 | 0 | 10,000 |
| Totals | \$1,443,913 | \$1,694,410 | \$1,782,609 | \$0 | \$1,782,609 |

Department Expenditures By Category

| | FY 2007 Actual | FY 2008 Budget | FY 2009 Continuation | FY 2009 Issues | FY 2009 Totals |
|------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| Personnel | 1,103,241 | 1,268,279 | 1,289,861 | 0 | 1,289,861 |
| Operating Expenditures | 318,321 | 373,437 | 445,012 | 0 | 445,012 |
| Capital Expenditures | 21,763 | 52,102 | 47,141 | 0 | 47,141 |
| Grants and Aids | 0 | 0 | 0 | 0 | 0 |
| Transfer Expenditures | 588 | 592 | 595 | 0 | 595 |
| Totals | \$1,443,913 | \$1,694,410 | \$1,782,609 | \$0 | \$1,782,609 |

Personnel Summary

| | | | | |
|------------------|-------|-------|------|-------|
| Actual Positions | 15.00 | 14.00 | 0.00 | 14.00 |
|------------------|-------|-------|------|-------|

Revenue Summary

| | FY 2007 Actual | FY 2008 Budget | FY 2009 Continuation | FY 2009 Issues | FY 2009 Totals |
|------------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| CHARGES FOR SERVICES | 15,825 | 23,700 | 24,100 | 0 | 24,100 |
| FINES & FORFEITURES | 873 | 0 | 0 | 0 | 0 |
| OTHER MISCELLANEOUS REVENUES | 574 | 0 | 0 | 0 | 0 |
| INTRAGOVERNMENTAL SERVICES | 8,778 | 0 | 0 | 0 | 0 |
| Totals | \$26,050 | \$23,700 | \$24,100 | \$0 | \$24,100 |

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.

CITYWIDE PRIORITIES

PRIORITY - Citizen Engagement

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 and meeting archiving process and procedures.

PERFORMANCE MEASURES

| Description | Unit | FY 2006 | FY 2007 | FY 2008 | FY 2009 |
|---------------------------------------------------------|--------|---------|---------|---------|---------|
| Output Measure | | | | | |
| Proceedings recorded/transcribed | Number | 90 | 87 | 99 | 95 |
| Index of proceedings computerized | Number | 90 | 90 | 99 | 95 |
| Effectiveness Measure | | | | | |
| Average days between meetings and completion of minutes | Number | 3 | 3 | 3 | 3 |

Expenditures By Category

| | FY 2007 Actual | FY 2008 Budget | FY 2009 Continuation | FY 2009 Issues | FY 2009 Totals |
|---------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| Personal Expenditures | 212,462 | 233,566 | 225,335 | 0 | 225,335 |
| Non Personal Expenditures | 10,293 | 100 | 600 | 0 | 600 |
| Totals | \$222,755 | \$233,666 | \$225,935 | \$0 | \$225,935 |

Personnel Summary

| | | | | |
|------------------|------|------|------|------|
| Actual Positions | 2.85 | 2.40 | 0.00 | 2.40 |
|------------------|------|------|------|------|

Revenue Summary

| | FY 2007 Actual | FY 2008 Budget | FY 2009 Continuation | FY 2009 Issues | FY 2009 Totals |
|----------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| INTRAGOVERNMENTAL SERVICES | 684 | 0 | 0 | 0 | 0 |
| Totals | \$684 | \$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.

CITYWIDE PRIORITIES

PRIORITY - Planning and Redevelopment

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 to the extent possible.

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

Work with neighborhood residents and applicants to assure an understanding of development review process.

PERFORMANCE MEASURES

| Description | Unit | FY 2006 | FY 2007 | FY 2008 | FY 2009 |
|----------------------------------------------------------------|---------|---------|---------|---------|---------|
| Output Measure | | | | | |
| Applications processed | Number | 381 | 375 | 367 | 376 |
| Documents recorded | Number | 43 | 42 | 46 | 47 |
| Effectiveness Measure | | | | | |
| Average hours to process applications | Number | 17 | 20 | 20 | 20 |
| Efficiency Measure | | | | | |
| Revenue per application to process (avg) (Due to Flat Fees) | Dollars | \$0 | \$2,000 | \$2,250 | \$2,385 |

Expenditures By Category

| | FY 2007 Actual | FY 2008 Budget | FY 2009 Continuation | FY 2009 Issues | FY 2009 Totals |
|---------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| Personal Expenditures | 79,014 | 83,741 | 95,072 | 0 | 95,072 |
| Non Personal Expenditures | 929 | 4,850 | 4,850 | 0 | 4,850 |
| Totals | \$79,943 | \$88,591 | \$99,922 | \$0 | \$99,922 |

Personnel Summary

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

**CITY AUDITOR AND CLERK
DEVELOPMENT APPROVAL APPLICATIONS**

Revenue Summary

| | FY 2007 Actual | FY 2008 Budget | FY 2009 Continuation | FY 2009 Issues | FY 2009 Totals |
|----------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| FINES & FORFEITURES | 50 | 0 | 0 | 0 | 0 |
| INTRAGOVERNMENTAL SERVICES | 6,179 | 0 | 0 | 0 | 0 |
| Totals | \$6,229 | \$0 | \$0 | \$0 | \$0 |

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.

CITYWIDE PRIORITIES

PRIORITY - Citizen Engagement

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.

CITY AUDITOR AND CLERK CLERK ACTIVITIES

PERFORMANCE MEASURES

| Description | Unit | FY 2006 | FY 2007 | FY 2008 | FY 2009 |
|----------------------------------------------|---------|---------|---------|---------|---------|
| Output Measure | | | | | |
| Agenda packets prepared and distributed | Number | 100 | 90 | 87 | 99 |
| Effectiveness Measure | | | | | |
| Agenda packets distributed on a timely basis | Percent | 100 | 90 | 87 | 99 |

PRIORITY - Citizen Engagement

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.
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 2006 | FY 2007 | FY 2008 | FY 2009 |
|-------------------------------------------------------------------------|--------|---------|---------|---------|---------|
| Output Measure | | | | | |
| City Commission municipal election held | Number | 0 | 0 | 0 | 1 |
| Vehicle for Hire licenses issued to co. | Number | 22 | 26 | 22 | 25 |
| Vehicle for Hire drivers licenses issued | Number | 297 | 281 | 197 | 239 |
| Vehicle for Hire permits and decals issued per vehicle to owners of co. | Number | 196 | 261 | 247 | 255 |

Expenditures By Category

| | FY 2007 Actual | FY 2008 Budget | FY 2009 Continuation | FY 2009 Issues | FY 2009 Totals |
|---------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| Personal Expenditures | 215,738 | 216,396 | 202,442 | 0 | 202,442 |
| Non Personal Expenditures | 88,809 | 135,320 | 137,857 | 0 | 137,857 |
| Capital Expenditures | 2,150 | 16,652 | 14,991 | 0 | 14,991 |
| Totals | \$306,697 | \$368,368 | \$355,290 | \$0 | \$355,290 |

Personnel Summary

| | | | | |
|------------------|------|------|------|------|
| Actual Positions | 2.55 | 2.00 | 0.00 | 2.00 |
|------------------|------|------|------|------|

Revenue Summary

| | FY 2007 Actual | FY 2008 Budget | FY 2009 Continuation | FY 2009 Issues | FY 2009 Totals |
|------------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| FINES & FORFEITURES | 823 | 0 | 0 | 0 | 0 |
| OTHER MISCELLANEOUS REVENUES | 29 | 0 | 0 | 0 | 0 |
| INTRAGOVERNMENTAL SERVICES | 1,476 | 0 | 0 | 0 | 0 |
| Totals | \$2,328 | \$0 | \$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.

CITYWIDE PRIORITIES

PRIORITY - Citizen Engagement

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.

PERFORMANCE MEASURES

| Description | Unit | FY 2006 | FY 2007 | FY 2008 | FY 2009 |
|---------------------------|---------|-----------|-----------|-----------|-----------|
| Output Measure | | | | | |
| Cases heard | Number | 1,081 | 872 | 1,100 | 1,100 |
| Meetings held | Number | 47 | 43 | 46 | 46 |
| Hearings held | Number | 1,081 | 872 | 1,100 | 1,100 |
| Orders issued | Number | 1,081 | 872 | 1,100 | 1,100 |
| Efficiency Measure | | | | | |
| Fines and costs imposed | Dollars | \$252,674 | \$358,186 | \$350,000 | \$350,000 |

Expenditures By Category

| | FY 2007 Actual | FY 2008 Budget | FY 2009 Continuation | FY 2009 Issues | FY 2009 Totals |
|---------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| Non Personal Expenditures | 38,812 | 43,313 | 46,400 | 0 | 46,400 |
| Totals | \$38,812 | \$43,313 | \$46,400 | \$0 | \$46,400 |

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 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 2007 Actual | FY 2008 Budget | FY 2009 Continuation | FY 2009 Issues | FY 2009 Totals |
|---------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| Personal Expenditures | 8,097 | 0 | 17,771 | 0 | 17,771 |
| Non Personal Expenditures | 35,883 | 0 | 58,400 | 0 | 58,400 |
| Totals | \$43,980 | \$0 | \$76,171 | \$0 | \$76,171 |

Personnel Summary

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

CITY AUDITOR AND CLERK AUDIT PROGRAM

Mission Statement

Internal Audit performs operational, financial, and information technology audits as part of an ongoing, independent, objective, and comprehensive review and assessment of management's progress towards establishing and maintaining an effective control environment and managing, monitoring and mitigating enterprise risk to an appropriate level.

Internal Audit observes, tests and reports on compliance with policies, plans, standards, laws, and regulations; the accuracy and propriety of transactions and activities; and the extent to which assets are accounted for and safeguarded.

Internal Audit provides analyses, appraisals, recommendations, counsel, and information to management concerning the areas reviewed to promote economical, efficient, and effective delivery of services.

Internal Audit receives and investigates reports of alleged fraudulent conduct or conflicts of interest for all departments under the City Manager's and the City Auditor and Clerk's reporting authority.

Internal Audit evaluates external party compliance with agreements, contracts or other arrangements for the provision of goods and services to the City.

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 have the responsibility for carrying out an audit program covering City departments, functions, processes, 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 their governance responsibilities. Internal Audit provides management with an ongoing independent assessment of the City's current control environment and recommendations for control enhancements.

Internal Audit has full and unlimited access to information and personnel resources pertaining to audits upon reasonable notice to management, and is required to uphold the confidentiality of information obtained as necessary.

Internal Audit develops a three year audit program which is updated for changing organizational needs. The Audit plan is developed after the annual risk assessment process has been facilitated with management and the input of the external auditors, charter officials and commissioners has been obtained. Targeting audits to the areas of highest risk allows the internal audit department to allocate its limited resources efficiently.

The Internal Audit department consists of a head Internal Auditor and one Senior Auditor. Internal Audit may occasionally utilize contract services where needed to complete the audit program. To ensure independence, the Internal Audit Department has no routine management duties other than auditing. The Head Internal Auditor reports to the City Auditor and Clerk.

CITYWIDE PRIORITIES

PRIORITY - Budget

Strategy

Auditor experience, knowledge and effectiveness.

Task

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

Attend at least 40 hours of continuing education in the accounting/auditing field annually.

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

PERFORMANCE MEASURES

| Description | Unit | FY 2006 | FY 2007 | FY 2008 | FY 2009 |
|------------------------------|-------------|----------------|----------------|----------------|----------------|
| Effectiveness Measure | | | | | |
| Pass CIA exam by 9/30/09 | Yes/No | n/a | n/a | n/a | Yes |

CITY AUDITOR AND CLERK AUDIT PROGRAM

PRIORITY - Budget

Strategy

Review the effectiveness and efficiency of management's system 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.
 Assist management in facilitating and summarizing results of annual risk assessment process.
 Update 3 year audit plan annually based on results of risk assessment process.
 Perform internal investigations as needed.

PERFORMANCE MEASURES

| Description | Unit | FY 2006 | FY 2007 | FY 2008 | FY 2009 |
|--------------------------------------------------|--------|---------|---------|---------|---------|
| Output Measure | | | | | |
| Research requests/Special projects completed | Number | 2 | 2 | 2 | 4 |
| Audits performed/Reports issued | Number | 6 | 6 | 6 | 6 |
| Semi-annual meetings held with external auditors | Number | 2 | 2 | 2 | 2 |
| Internal investigations performed | Number | n/a | n/a | 3 | 2 |

PRIORITY - Budget

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.
 Discuss audit observations with management prior to release of draft report.

PERFORMANCE MEASURES

| Description | Unit | FY 2006 | FY 2007 | FY 2008 | FY 2009 |
|-------------------------------------------------|---------|---------|---------|---------|---------|
| Output Measure | | | | | |
| Semiannual report on status of open audit items | Number | n/a | n/a | 2 | 2 |
| Effectiveness Measure | | | | | |
| Audit recommendations accepted by management | Percent | 85% | 85% | 85% | 85% |

Expenditures By Category

| | FY 2007 Actual | FY 2008 Budget | FY 2009 Continuation | FY 2009 Issues | FY 2009 Totals |
|---------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| Personal Expenditures | 95,873 | 201,367 | 211,278 | 0 | 211,278 |
| Non Personal Expenditures | 4,706 | 7,345 | 7,345 | 0 | 7,345 |
| Totals | \$100,579 | \$208,712 | \$218,623 | \$0 | \$218,623 |

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.

CITYWIDE PRIORITIES

PRIORITY - Citizen Engagement

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, information, 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 2006 | FY 2007 | FY 2008 | FY 2009 |
|----------------------------------------------------|---------|---------|---------|---------|---------|
| Output Measure | | | | | |
| Inquiries on monthly basis | Number | 2,500 | 2,500 | 2,500 | 2,500 |
| Effectiveness Measure | | | | | |
| Inquires handled within 24 hrs (next business day) | Percent | 95% | 98% | 100% | 100% |

Expenditures By Category

| | FY 2007 Actual | FY 2008 Budget | FY 2009 Continuation | FY 2009 Issues | FY 2009 Totals |
|-----------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| Personal Expenditures | 41,090 | 39,790 | 42,293 | 0 | 42,293 |
| Totals | \$41,090 | \$39,790 | \$42,293 | \$0 | \$42,293 |

Personnel Summary

| | | | | |
|------------------|------|------|------|------|
| Actual Positions | 0.27 | 0.27 | 0.00 | 0.27 |
|------------------|------|------|------|------|

Revenue Summary

| | FY 2007 Actual | FY 2008 Budget | FY 2009 Continuation | FY 2009 Issues | FY 2009 Totals |
|----------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| INTRAGOVERNMENTAL SERVICES | 439 | 0 | 0 | 0 | 0 |
| Totals | \$439 | \$0 | \$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.

CITYWIDE PRIORITIES

PRIORITY - Citizen Engagement

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.

CITY AUDITOR AND CLERK CENTRAL RECORDS

PERFORMANCE MEASURES

| Description | Unit | FY 2006 | FY 2007 | FY 2008 | FY 2009 |
|-------------------------------------------|--------|---------|---------|---------|---------|
| Output Measure | | | | | |
| Boxes stored | Number | 3,550 | 4,004 | 4,004 | 4,004 |
| Boxes retrieved | Number | 50 | 50 | 50 | 50 |
| Files retrieved | Number | 915 | 1,000 | 1,000 | 1,000 |
| Efficiency Measure | | | | | |
| Avg time for retrieval requests (minutes) | Number | 10 | 10 | 10 | 10 |
| Avg time to re-file requests (minutes) | Number | 5 | 5 | 5 | 5 |

Expenditures By Category

| | FY 2007 Actual | FY 2008 Budget | FY 2009 Continuation | FY 2009 Issues | FY 2009 Totals |
|---------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| Personal Expenditures | 43,352 | 71,073 | 40,589 | 0 | 40,589 |
| Non Personal Expenditures | 36,572 | 47,347 | 55,221 | 0 | 55,221 |
| Capital Expenditures | 4,755 | 22,000 | 22,000 | 0 | 22,000 |
| Transfer Expenditures | 588 | 592 | 595 | 0 | 595 |
| Totals | \$85,267 | \$141,012 | \$118,405 | \$0 | \$118,405 |

Personnel Summary

| | | | | |
|------------------|------|------|------|------|
| Actual Positions | 0.66 | 0.66 | 0.00 | 0.66 |
|------------------|------|------|------|------|

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.

CITYWIDE PRIORITIES

PRIORITY - Citizen Engagement

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.

PERFORMANCE MEASURES

| Description | Unit | FY 2006 | FY 2007 | FY 2008 | FY 2009 |
|------------------------------------------|--------|---------|---------|---------|---------|
| Output Measure | | | | | |
| Web pages modified | Number | 110 | 115 | 115 | 115 |
| Agendas added to imaging Sys. Doc Depot | Number | 62 | 63 | 63 | 63 |
| Minutes added to imaging sys. Doc Depot | Number | 62 | 63 | 63 | 63 |
| Ord. & Resolutions added to imaging sys. | Number | 120 | 120 | 120 | 120 |

CITY AUDITOR AND CLERK INFORMATION MANAGEMENT

Expenditures By Category

| | FY 2007 Actual | FY 2008 Budget | FY 2009 Continuation | FY 2009 Issues | FY 2009 Totals |
|---------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| Personal Expenditures | 93,281 | 86,728 | 96,160 | 0 | 96,160 |
| Non Personal Expenditures | 561 | 5,136 | 5,133 | 0 | 5,133 |
| Totals | \$93,842 | \$91,864 | \$101,293 | \$0 | \$101,293 |

Personnel Summary

| | | | | |
|------------------|------|------|------|------|
| Actual Positions | 1.22 | 1.22 | 0.00 | 1.22 |
|------------------|------|------|------|------|

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.

CITYWIDE PRIORITIES

PRIORITY - Citizen Engagement

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.

PERFORMANCE MEASURES

| Description | Unit | FY 2006 | FY 2007 | FY 2008 | FY 2009 |
|------------------------------------|-------------|----------------|----------------|----------------|----------------|
| Output Measure | | | | | |
| City Commission meetings broadcast | Number | 62 | 63 | 63 | 63 |
| Planning Board meetings broadcast | Number | 18 | 13 | 14 | 14 |
| Original programming broadcasts | Number | 20 | 12 | 12 | 12 |
| Public service announcements | Number | 6 | 12 | 12 | 12 |

Expenditures By Category

| | FY 2007 Actual | FY 2008 Budget | FY 2009 Continuation | FY 2009 Issues | FY 2009 Totals |
|---------------------------|---------------------------|---------------------------|---------------------------------|---------------------------|---------------------------|
| Personal Expenditures | 314,334 | 335,618 | 358,921 | 0 | 358,921 |
| Non Personal Expenditures | 85,882 | 120,026 | 119,206 | 0 | 119,206 |
| Capital Expenditures | 14,858 | 13,450 | 10,150 | 0 | 10,150 |
| Totals | \$415,074 | \$469,094 | \$488,277 | \$0 | \$488,277 |

Personnel Summary

| | | | | |
|------------------|------|------|------|------|
| Actual Positions | 4.20 | 4.20 | 0.00 | 4.20 |
|------------------|------|------|------|------|

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.

CITYWIDE PRIORITIES

PRIORITY - Citizen Engagement

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.

PRIORITY - Citizen Engagement

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 2007 Actual | FY 2008 Budget | FY 2009 Continuation | FY 2009 Issues | FY 2009 Totals |
|---------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| Non Personal Expenditures | 15,874 | 10,000 | 10,000 | 0 | 10,000 |
| Grants and Aids | 0 | 0 | 0 | 0 | 0 |
| Totals | \$15,874 | \$10,000 | \$10,000 | \$0 | \$10,000 |

CITY AUDITOR AND CLERK SISTER CITIES

Personnel Summary

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

Revenue Summary

| | FY 2007 Actual | FY 2008 Budget | FY 2009 Continuation | FY 2009 Issues | FY 2009 Totals |
|------------------------------|-------------------|-------------------|-------------------------|-------------------|-------------------|
| OTHER MISCELLANEOUS REVENUES | 545 | 0 | 0 | 0 | 0 |
| Totals | \$545 | \$0 | \$0 | \$0 | \$0 |