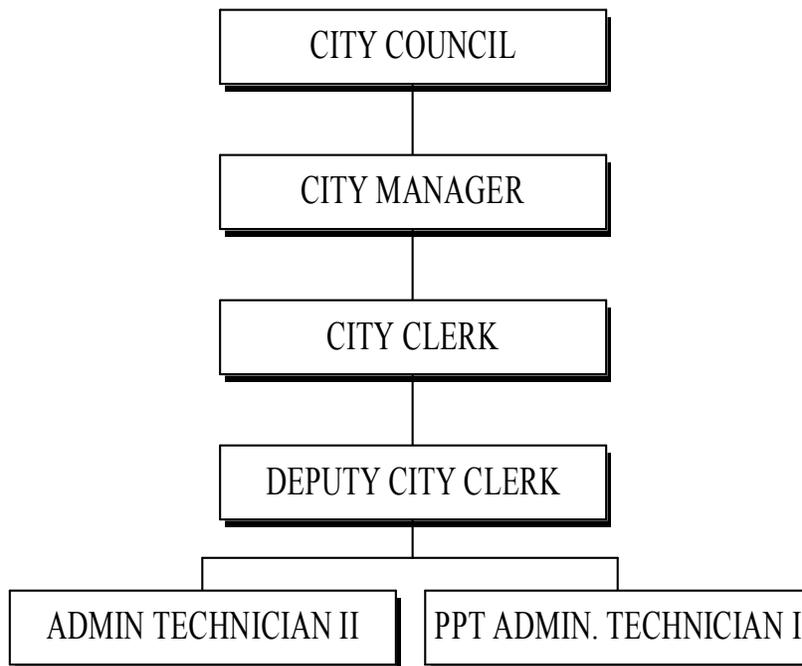


CITY CLERK RECORDS

MISSION

The mission of the City Clerk's Office is to efficiently meet all statutory obligations with respect to elections, vital records, and City Council. The City Clerk's Office is responsible for the preservation and management of all vital events occurring within the City. Those vital events include births, marriages, and deaths. In addition to vital records, the office records all official documents of the City of Concord. The office conducts and preserves the integrity of all local, state and federal elections. Internally, the office views itself as the liaison between the general public and the Mayor and City Council. The office is responsible for the preparation of all City Council agendas, minutes and official notices.

CITY CLERK DEPARTMENT TABLE OF ORGANIZATION



CITY CLERK RECORDS**PROGRAM HIGHLIGHTS**

<u>SERVICE INDICATORS</u>	<u>Actual</u> <u>2012</u>	<u>Actual</u> <u>2013</u>	<u>Estimated</u> <u>2014</u>	<u>Projected</u> <u>2015</u>
1. Birth Certificates Issued	2,140	1,999	1,850	1,900
2. Marriage Certificates Issued	692	671	700	700
3. Death Certificates Issued	3,341	3,305	3,350	3,300
4. Divorce Records Issued	106	76	80	75
5. Certified Records Issued	6,279	6,051	5,980	5,975
6. Marriage Licenses Issued	419	344	380	400
7. Marriage Ceremonies Performed	83	82	125	115
8. Dog Licenses Issued	6,041	5,379	4,940	4,800
9. Notice of Intent to Issue Summons	887	716	675	650
10. Dog Summons Issued	451	160	144	150
11. UCC's Recorded, Terminated or Amended	803	477	650	600
12. City Council Minutes Prepared	21	17	16	14
13. Vital Record Amendments	189	178	190	185

2015 GOALS

1. Implement, as funded, improvements to the current City Council agenda process with a goal of going live with a more automated process during FY 2015.
2. Implement an updated procedure for all committees to use in order to assure compliance with Right to Know laws specific to the posting of meetings, as well as the production of minutes for those meetings.
3. Continue to work with all departments on finalizing a citywide retention schedule for municipal documents in accordance with State law.
4. Complete a vital records manual and a general office manual to outline procedures staff should follow when performing their duties.

2014 GOALS STATUS

1. Implement, as funded, improvements to the current City Council agenda process with a goal of implementing a more automated process.
9-Month Status: In September and October 2013, staff interviewed several vendors who offer automated agenda software and services. Staff has been diligently reviewing and soliciting feedback from customers of the prospective top vendors and hopes to finalize a vendor selection by the end of April. Full implementation of a new automated agenda system is anticipated in FY 2015.
2. Implement an updated procedure for all committees to use in order to assure compliance with right to know laws specific to the posting of meetings, as well as the production of minutes for those meetings.
9-Month Status: Minimal progress to date. Procedures for committees and members of staff to use to ensure compliance with Right to Know laws and municipal policies will be drafted for review by City Administration prior to citywide implementation.
3. Continue to work with all departments on finalizing a citywide retention schedule for municipal documents in accordance with State law.
9-Month Status: Minimal progress to date. A Municipal Records Committee meeting will be scheduled to report recommendations as to how long municipal records not listed within retention statutes should be kept, along with

PROGRAM HIGHLIGHTS**CITY CLERK RECORDS**

recommendations on which department should retain documents currently stored by more than one entity. These recommendations will be submitted to City Administration for review and approval.

4. Continue to work to complete the backlog of indexing historical documents that must be retained by the City Clerk on behalf of the City of Concord.

9-Month Status: Ongoing; staff continues to make progress on this goal.

5. Complete a vital records manual and a general office manual to outline procedures staff should follow when performing their duties.

9-Month Status: Minimal progress to date. The progress of this manual was hindered while staff was focused on other projects within the department, including working on duplicate voters and reviewing RFP's and interviewing potential vendors for an automated agenda system. Staff anticipates dedicating more time to work on these two manuals.

ADDITIONAL 2014 ACCOMPLISHMENTS

1. The City Clerk's Office was equipped with a credit card machine and receipt printer allowing the acceptance of credit cards for purchases made by Clerk's Office customers.

CITY CLERK RECORDS**BUDGET DETAIL**

	2011 ACTUAL	2012 ACTUAL	2013 ACTUAL	2014 BUDGETED	2014 ESTIMATED	2015 BUDGET
REVENUE						
MARRIAGE LICENSES	\$3,122	\$2,954	\$2,401	\$2,660	\$3,060	\$2,800
DOG LICENSES	\$26,047	\$62,293	\$37,437	\$30,000	\$28,000	\$30,000
SUNDRY & RECORDING FEES-CLERK	\$39,080	\$41,229	\$34,409	\$38,000	\$43,850	\$41,000
Total	\$68,249	\$106,475	\$74,247	\$70,660	\$74,910	\$73,800
APPROPRIATIONS						
COMPENSATION	\$191,300	\$206,326	\$209,906	\$215,420	\$216,270	\$222,173
OUTSIDE SERVICES	\$6,711	\$4,937	\$4,445	\$8,154	\$6,680	\$7,845
SUPPLIES	\$3,155	\$2,502	\$2,861	\$3,510	\$3,300	\$4,520
INSURANCES	\$2,691	\$2,676	\$2,685	\$3,050	\$2,940	\$3,137
FRINGE BENEFITS	\$64,387	\$63,751	\$65,182	\$70,210	\$63,870	\$65,433
Total	\$268,244	\$280,192	\$285,079	\$300,344	\$293,060	\$303,108

<u>POSITION TITLE</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
City Clerk	1.0	1.0	1.0	1.0
Deputy City Clerk	1.0	1.0	1.0	1.0
Administrative Technician II	1.0	1.0	1.0	1.0
Data Technician	<u>0.6</u>	<u>0.6</u>	<u>0.6</u>	<u>0.6</u>
Total	3.6	3.6	3.6	3.6

FUNDING IMPACT**CITY CLERK RECORDS**

This budget reflects a reduction for the purchase of vital records binders. This reduction will result in delays in the preservation of historic vital records.

This budget also reflects funding for the installation of a door to the entrance of the Deputy Clerk's Office. The installation of this door will create a quieter space for the Deputy City Clerk to work on some of the many duties assigned; the hope is quicker completion of projects resulting in better customer service.

CITY CLERK RECORDS

NOTES
