

## **CITY CLERK/ELECTIONS/CITY COUNCIL**

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### **MISSION**

To provide high quality, cost-effective processes and information for Council Members, City staff and the public, so that effective and responsible decisions can be made to govern the City. The mission and actions of the City Clerk Department serve to support all of the City's goals.

- Ensure that all procedures of the Council and Clerk's offices conform to Federal, State and City regulations, so that information management, Council actions and documentation lead to sound and legally-based decisions.
- Conduct elections that facilitate maximum participation of all eligible voters in the City of Minneapolis.
- Provide copying, binding, data process printing and mail services for City departments.
- Act diplomatically and apolitically to document and preserve the archival history of the city and to ensure citizens and lawmakers have unfettered access to information needed for responsible decision-making.

### **BUSINESS LINES**

#### **City Council**

- Establish general policies subject to the approval of the Mayor; to ensure the health, safety, life, property and general, social, and economic welfare of the City's citizens.
- Handle constituent concerns.
- Conduct regularly scheduled Council meetings, committee meetings, and public hearings to carry out the policies of the City.

#### **Committee Management and Council Information**

Coordinate activities of the City Council including full City Council meetings, 12 standing committees, Executive Committee and the Charter Commission.

- Coordinate committee activity and legal procedures with Council Members, Mayor and City Attorney's Office.
- Provide process training for City staff, adapt technology to the electronic flow of documents from staff, through Council and into publication and continuously work on improving committee procedures and the quality of documents used for policy making by elected officials.
- Produce the official record of all Council actions.
- Maintain all Council information on the City Web site.
- Provide indexing and research of Council actions.

#### **Administration for Council and Clerk**

Provide administrative support to Council Members, their staff and the City Clerk's Department

- Provide human resource services including preparing job descriptions, hiring, assisting with or conducting the disciplinary process, grievance process, counseling/coaching and performance management of Council staff employees. Write employment contracts for non-permanent Council staff.
- Develop, administer, monitor and project spending of Ward operating budgets. Assist the purchase of supplies and equipment. Assist Council Members with vendor problems such as invoice issues.
- Technology: Oversee web and network support for the City Clerk and City Council.
- Coordinate Mayor-Council inauguration activities and provide extensive orientation for new Council Members and staff.
- Write policies and procedures.
- Coordinate the Open Appointments Process for City boards and commissions.
- Administer the Board of Equalization.

- Provide facilities management including managing remodeling projects, key control, security and workplace safety.
- Purchase major furniture items. Conduct ergonomic workplace studies and purchase remedial furniture. Write bid specifications for larger one-time and ongoing purchases.

### **Records Management and Enterprise Information Management (EIM)**

- Oversee all of the official government records for the City of Minneapolis.
- Policies: Manage the City's paper and electronic records. Develop and oversee policies and procedures governing information.
- Records Retention: Manage retention and destruction schedules for general city records for finance, personnel and administration and develop department-specific schedules for records unique to individual departments.
- Data practices: Respond to requests for information: 120-140 requests per year.
- Records Center, Records Warehouse and Archives: 1,500 new boxes received, 1,000 boxes destroyed per year, and 1,400 retrievals/re-filings per year.

### **Printing, Data Operations and Mailing**

Provide copying and bindery services for all City departments including:

- High speed black and white and color xerography, offset printing
- Collating/folding
- Paper cutting/drilling, hand assembly and numbering
- Envelope insertion and stitching/stapling/binding
- Printing personalized vendor checks, payroll checks, utility bills and other licensing

Provide mailing services for City departments including:

- First class and standard mail (bulk mail) assistance
- Interoffice mail delivery in City Hall
- Courier service to city departments in downtown buildings
- Package assistance and mailing through United Parcel Service
- Assistance with specialty mail such as certified, registered and insured mail

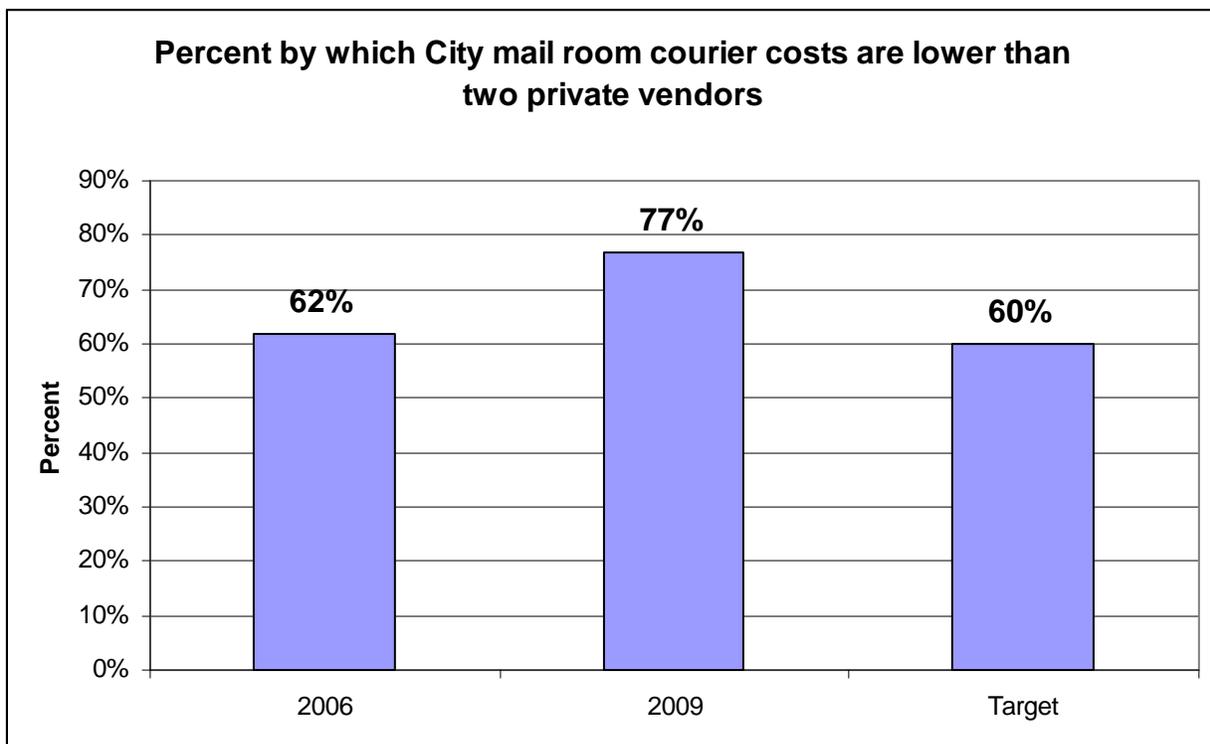
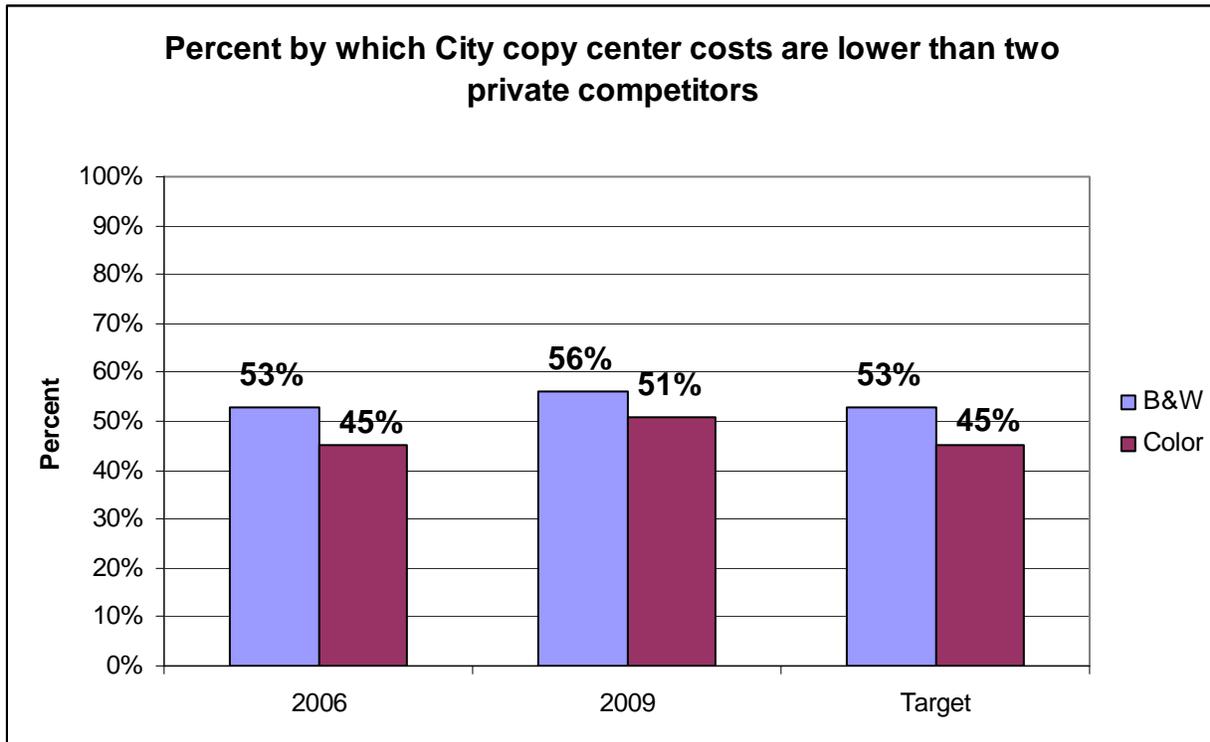
### **Elections**

Administer Federal, State, County and Local elections for the citizens of Minneapolis.

- Manage elections for 225,000 registered voters, register up to 51,000 new voters per election, coordinate equipment, supplies and staffing for 131 polling places, and train between 1500-2200 election judges each election year (range from local to fed election).
- Community engagement: Work with constituency groups to provide voter education, advocate for legislative initiatives related to elections and to recruit election judges.

## RESULTS MINNEAPOLIS CHARTS

Two measures from March 3, 2009 report are highlighted:



**WHAT TWO OR THREE KEY TRENDS AND CHALLENGES DOES THE DEPARTMENT FACE AND HOW WILL EACH BE ADDRESSED?**

**Ranked Choice Voting (RCV).** Beginning with the General Election of November 3, 2009, the City has successfully instituted RCV in municipal contests, using a vote counting method not previously used anywhere in the world. The longer term challenge is to purchase a federal and state certified ballot tabulator, not currently in existence, which is why hand counting will occur until a tabulator is certified and purchased by the City or County. With a tabulator, votes will be announced within a few hours of the polls' closing.

The Elections budget will need to be modified in future years as it pertains to RCV given costs realized in the 2009 RCV election and future projections (see also report at: [http://www.ci.minneapolis.mn.us/council/2010-meetings/20100430/Docs/RCV-CostReport\\_RCA.pdf](http://www.ci.minneapolis.mn.us/council/2010-meetings/20100430/Docs/RCV-CostReport_RCA.pdf)).

**Redistricting.** Redistricting is the process by which a census is conducted and boundaries of representative districts are adjusted. Minneapolis will take part in the redistricting process, in either 2011 or 2012, depending on when the legislature finishes its redistricting activities. Based on the 2002 process, costs are estimated to be between \$125,000 and \$200,000. In addition to factors existing in 2002, there is also a Charter amendment in progress which will go before the voters in November 2010 and could change processes, which may include additional commissioners, meetings, publication costs and administrative support.

**Transition Planning**

With the retirement of the previous City Clerk in February 2010, all three of the upper management positions in Clerk's office became vacant and were staffed on an interim basis. The City Clerk position has been filled; however, permanent assignments are yet to be determined for the Assistant City Clerk and Director of Elections.

**Storage Space for Records (Paper and Electronic).** Paper storage has continued to grow over time and the growth of electronic storage has skyrocketed. This exponential growth in the City's electronic storage has been a focus for BIS in recent years. Developing retention schedules is the primary method to reduce storage space because of the ability to identify duplicates and identify when records have met their retention requirements. The Clerk's Office will continue to partner with BIS on efforts to apply retention to electronic records and will seek resources to address e-mail and desktop records as separate projects.

***In what internal/external partnerships is the department currently engaged and/or exploring for the future?***

As a result of conversations with our City Clerk/City Council *Results Minneapolis* review panel, the department, particularly Elections, has made attempts to increase engagement with individuals and organizations outside the City.

A number of voter outreach tactics were used in the RCV election of 2009. Elections staff conducted an RCV voting test and the public and organizations were invited to attend the multi day process to increase transparency and knowledge. The City engaged a consulting firm to provide outreach and education to Minneapolis residents. That firm initiated an "issues" group inviting everyone to participate, conducted a door-knocking campaign and organized a speakers' bureau to educate residents about RCV, among many other outreach activities. A grant from the Minneapolis Foundation funded a direct mail piece to every household in the city explaining RCV. A study by Saint Cloud State University found that most 2009 voters knew about RCV before voting and found the process easy to understand. In an April 2010 report to

Council, Elections staff noted that funds for voter education and outreach must be available in future years to be able to continue conducting similar voter education and outreach.

The City Clerk's office has made an extra effort to ensure the Business Process Improvement (BPI) is successful with the Boards and Commissions BPI team. The main initiatives of the BPI process for Boards and Commissions is to streamline the open appointment process, gain marketability with the public, and clearly interpret steps for all stakeholders.

In other areas, the City Clerk has been involved and continues to be involved with Business Process Improvement teams. The department is also currently engaged in the COMPASS Users Group, BIS business planning teams, the Facility and Space Asset Management Team (FSAM), and the Security Work Team, among others.

### **How is the department evaluating programs or services for cost effectiveness?**

#### **Board of Appeal and Equalization**

Previously, the Board of Appeal and Equalization used a minimum of two administrative support staff from the Assessor's office and the City Clerk's office. This was a joint administrative effort from both departments to ensure accurate record keeping starting at the appeal process and continuing through the board hearings. With the loss of employees both offices, a new process was evaluated and implemented in 2010 to make best use of the staff available. By using the Assessor's software 'Govern' the two departments had accurate, timely records for the process in 2010. This year's new process allowed the Board of Appeal and Equalization to operate with 3 – 4 less staff and after trial and error, brought forth new ideas for further success in the future.

#### **Copy Center and Mail Room**

The Copy Center conducts a rate comparison annually with two private sector vendors. This analysis has always shown this service provides a significant savings. The most recent survey demonstrated a 60% cost savings for black and white copies and a 59% savings for color copies. These savings are achieved through efficient leveraging of technology and bundled purchasing practices.

The Mail Room utilizes a variety of vendors and innovative services to improve process while focusing on cost reduction.

- Pitney Bowes Postal Services process mail at a reduced presort postage rate results in a 25% savings over full first class postage.
- Lifeworks courier services for non campus mail results in a 77% savings over commercial courier companies.
- Commercial courier routes with Dynamex courier services for Public Works, School Health Clinics and Traffic departments result in an annual cost savings of \$21,000 over the use of city driver staff.

City policy requires that before a department can use a provider other than the Copy Center, the department must show the job to the Supervisor, Copy Center Operations. The Supervisor determines if the Copy Center can perform the job, or if it should be sent to our low bidder meeting specifications or sent to another vendor, at which time the department is expected to obtain bids for each job. This process ensures taxpayers receive the best cost to achieve the service.

**What actions will the department take to meet the current service level reductions as well as the alternative scenario? Please include a description of any revenue proposals. Identify *Results Minneapolis* measures where you anticipate a service level impact based**

**on cuts. Specifically include charts that show 2011 projections of no cuts and target reductions.**

The City Clerk's department 2010 supplemental cut of \$113,000 was achieved through one-time measures requires that the department's strategy for 2011 includes this amount. In addition, an April 30, 2010, City Council action stated that for budget reductions needed for 2011, the department plans that the three divisions in the Clerk's budget (Clerk, Council and Elections) will proportionally share in the cuts required.

With the major transition of a new City Clerk this year, leadership is looking at all options for connecting business planning and budget. Therefore, the department's strategy includes a combination of one-time and permanent cuts to meet the \$113,000 for 2011.

## **FINANCIAL ANALYSIS**

### **EXPENDITURE**

The 2011 City Clerk, Council, and Elections & Registrations department's budget of \$8.2 million is a \$524,000 decrease from the 2010 budget. In determining the 2011 current service level, the department's base funding was reduced by \$500,000, because 2011 is not an election year.

All City postage is paid by the Central Mailing budget, estimated at \$445,941 for 2011. The Copy Center budget is estimated at \$544,206 for 2011 for the copy requisition (printing) function. The Mail Room and the Copy Center have equal revenues for services, both are estimated, and expenditures and revenues may need increases during the year, based on use of services.

### **REVENUE**

Revenue is estimated at \$993,360, with declining sales of documentation copies due to availability of internet access. Central Mailing expects mailing services expenditures to match revenues. The Copy Center also expects matching revenues to expenditures in the copy requisitions (printing) function.

The Data Operations Center should bring in matching revenues to expenditures with the rate model. The function of the Data Operations Center will be eliminated in 2012, if the RFB (request for bids) finds that an outside vendor can fill the needs of Treasury and the Water department at a lower cost. The other smaller departments that use the printer in the data ops center will also be affected with this function loss.

### **FUND ALLOCATION**

The department's expenditure budget is funded by the General Fund (86%) and Internal Service Funds (14%).

### **MAYOR'S RECOMMENDED BUDGET**

The Mayor recommended a reduction to growth of \$54,000 for this department. A portion of this reduction to growth will be offset by health care savings. The Mayor recommended this reduction be taken by the City Clerk division of the department. The Council and Elections divisions are not recommended to take a reduction to growth. The Mayor also recommended a one-time increase of \$100,000 in 2011 and 2012 to fund redistricting activities in the Elections Division.

### **COUNCIL ADOPTED BUDGET**

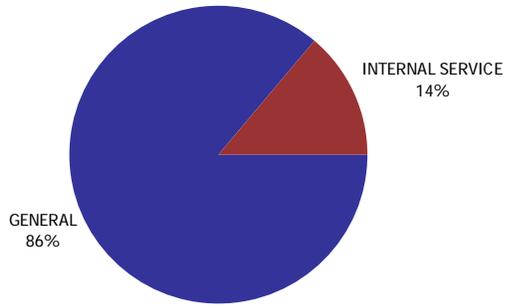
Council approved the Mayor's recommendations, except that the Mayor's budget is amended to allow up to \$60,000 of the one-time resources for redistricting activities in 2011 to be used to offset the City Council budget reduction on a one-time basis, allowing for restructuring of

Council activities. The 2012 resources set aside for redistricting activities shall remain dedicated for that purpose.

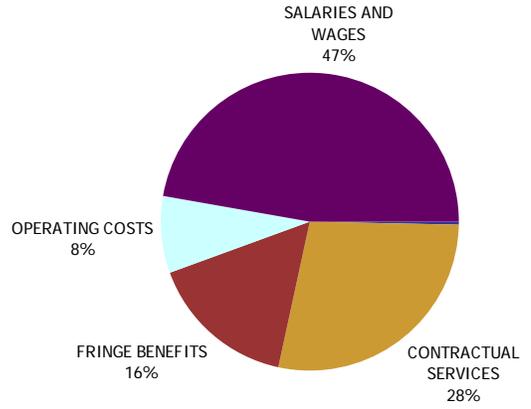
### CITY COUNCIL/CLERK/ELECTIONS EXPENSE AND REVENUE INFORMATION

EXPENSE	2008 Actual	2009 Actual	2010 Revised Budget	2011 Council Adopted	Percent Change	Change
<b>GENERAL</b>						
SALARIES AND WAGES	3,360,583	3,693,425	3,513,337	3,594,891	2.3%	81,554
FRINGE BENEFITS	947,870	1,048,107	1,366,198	1,221,436	-10.6%	(144,761)
CONTRACTUAL SERVICES	1,520,821	2,380,476	2,145,382	1,677,258	-21.8%	(468,124)
OPERATING COSTS	448,193	549,202	454,333	521,328	14.7%	66,995
CAPITAL	12,858		16,626	16,793	1.0%	167
<b>TOTAL GENERAL</b>	<b>6,290,325</b>	<b>7,671,210</b>	<b>7,495,875</b>	<b>7,031,706</b>	<b>-6.2%</b>	<b>(464,169)</b>
<b>SPECIAL REVENUE</b>						
CONTRACTUAL SERVICES		35,000			0.0%	0
<b>TOTAL SPECIAL REVENUE</b>		<b>35,000</b>				<b>0</b>
<b>INTERNAL SERVICE</b>						
SALARIES AND WAGES	223,712	244,155	273,134	252,375	-7.6%	(20,759)
FRINGE BENEFITS	109,687	86,258	134,684	104,005	-22.8%	(30,679)
CONTRACTUAL SERVICES	555,736	555,861	609,728	607,380	-0.4%	(2,348)
OPERATING COSTS	304,297	270,761	151,859	159,427	5.0%	7,568
CAPITAL			16,727	10,307	-38.4%	(6,420)
<b>TOTAL INTERNAL SERVICE</b>	<b>1,193,432</b>	<b>1,157,035</b>	<b>1,186,132</b>	<b>1,133,494</b>	<b>-4.4%</b>	<b>(52,638)</b>
<b>TOTAL EXPENSE</b>	<b>7,483,757</b>	<b>8,863,244</b>	<b>8,682,007</b>	<b>8,165,200</b>	<b>-6.0%</b>	<b>(516,807)</b>
<b>REVENUE</b>						
<b>GENERAL</b>						
LICENSE AND PERMITS	2,770	5,344	2,500	2,500	0.0%	0
CHARGES FOR SERVICES	8,166	102,955	45,735	45,735	0.0%	0
CHARGES FOR SALES	2,767	8,789	600	425	-29.2%	(175)
OTHER MISC REVENUES	(40)	51	325		-100.0%	(325)
<b>TOTAL GENERAL</b>	<b>13,663</b>	<b>117,139</b>	<b>49,160</b>	<b>48,660</b>	<b>-1.0%</b>	<b>(500)</b>
<b>SPECIAL REVENUE</b>						
CONTRIBUTIONS		35,000			0.0%	0
<b>TOTAL SPECIAL REVENUE</b>		<b>35,000</b>			<b>0.0%</b>	<b>0</b>
<b>INTERNAL SERVICE</b>						
CHARGES FOR SERVICES	1,065,036	1,008,025	935,500	945,941	1.1%	10,441
CHARGES FOR SALES	213				0.0%	0
OTHER MISC REVENUES	267				0.0%	0
<b>TOTAL INTERNAL SERVICE</b>	<b>1,065,516</b>	<b>1,008,025</b>	<b>935,500</b>	<b>945,941</b>	<b>1.1%</b>	<b>10,441</b>
<b>TOTAL REVENUE</b>	<b>1,079,179</b>	<b>1,160,164</b>	<b>984,660</b>	<b>994,601</b>	<b>1.0%</b>	<b>9,941</b>

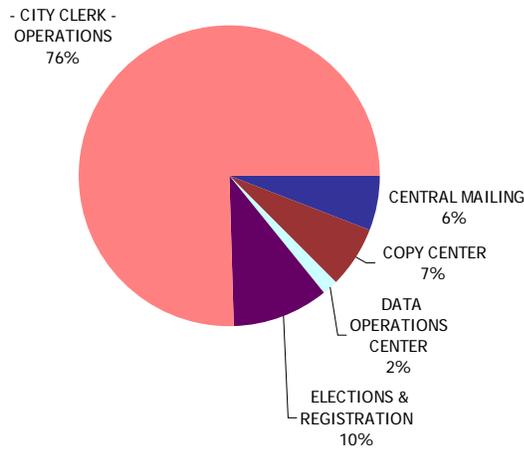
### Expense by Fund



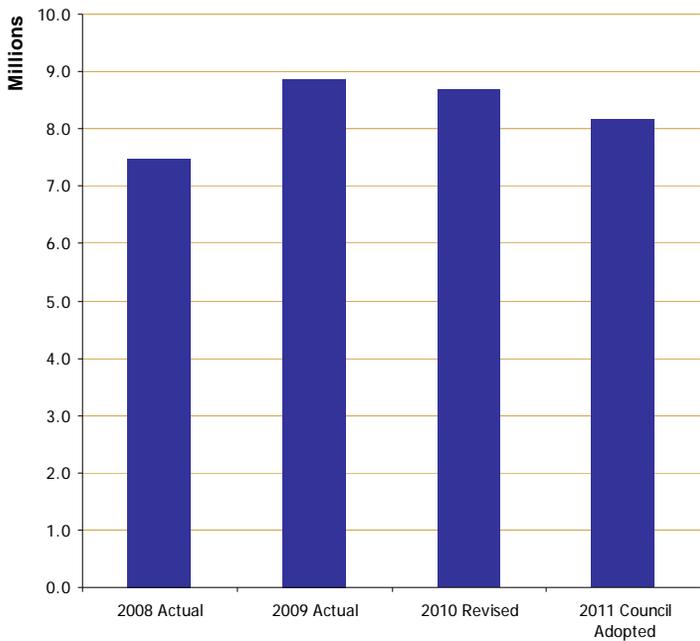
### Expense by Category



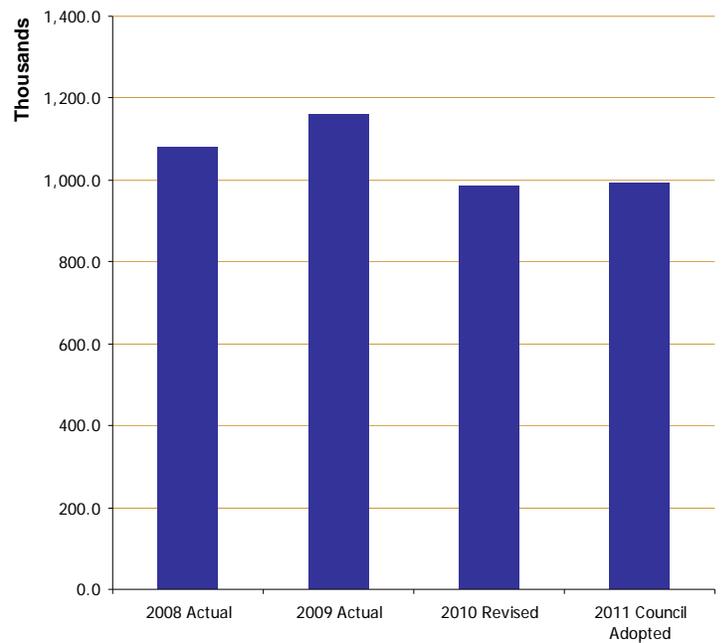
### Expense by Division



### Expense 2008 - 2011



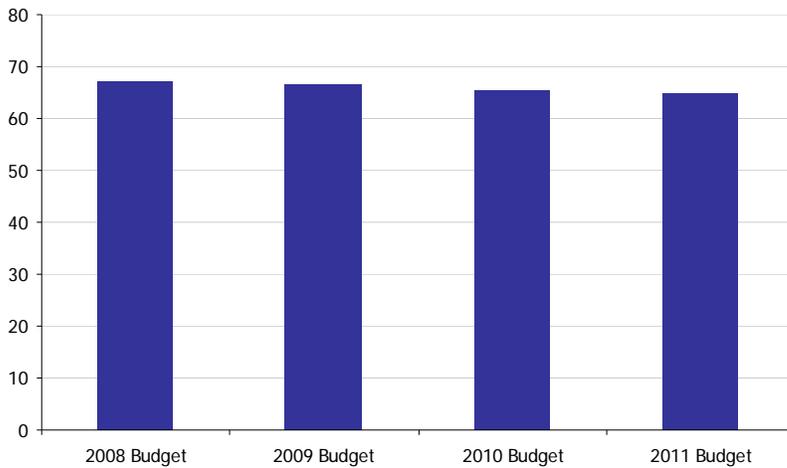
### Revenue 2008 - 2011



### Staffing Information

Expense	2008 Budget	2009 Budget	2010 Budget	2011 Budget	% Change	Change
DATA OPERATIONS CENTER	1.00	1.30	1.30	0.75	-42.3%	(0.55)
ELECTIONS & REGISTRATION	6.00	5.00	5.00	5.00	0.0%	
CENTRAL MAILING		0.35	0.35	0.35	0.0%	
CITY CLERK - OPERATIONS	55.00	55.00	54.00	54.00	0.0%	
COPY CENTER	5.00	4.85	4.85	4.65	-4.1%	(0.20)
CITY CLERK						
<b>TOTAL</b>	<b>67.00</b>	<b>66.50</b>	<b>65.50</b>	<b>64.75</b>	<b>-1.1%</b>	<b>(0.75)</b>

### Positions 2008-2011



### Positions by Division

