

2018 Budget Presentation

City Clerk

October 4, 2017



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POWERPOINT PRESENTATION.....10-24

Fund 101 - General Fund Department 0201 - City Clerk

Expenditures by Type					2018 Proposed Budget	Forecast				Budget Variance 2017-2018	% Change
	2015	2016	2017	06/30/17		2019	2020	2021	2022		
	Actual	Actual	Amended Budget	Actual							
Personnel											
Salaries & Wages	226,698	216,104	235,774	113,935	251,044	256,065	261,186	266,410	271,738	15,270	6%
Fringe Benefits	87,074	82,139	113,460	47,380	117,310	120,943	124,701	128,591	132,616	3,850	3%
Total Personnel	313,772	298,243	349,234	161,315	368,354	377,007	385,888	395,001	404,354	19,120	5%
Supplies	9,907	6,702	7,800	1,912	7,800	7,800	7,800	7,800	7,800	-	0%
Services & Charges											
Professional Services	9,518	30,069	48,990	15,358	37,487	37,500	37,500	37,500	37,500	(11,503)	-23%
Printing & Advertising	19,897	22,163	30,531	7,355	19,550	18,050	17,550	17,050	16,550	(10,981)	-36%
Utilities	-	-	-	-	-	-	-	-	-	-	-
Education & Training	2,444	3,449	4,000	1,915	3,000	3,000	3,000	3,000	3,000	(1,000)	-25%
Travel	4,019	1,946	4,950	107	6,950	6,950	6,950	6,950	6,950	2,000	40%
Repairs & Maintenance	1,940	5,937	25,371	11,488	5,000	5,000	5,000	5,000	5,000	(20,371)	-80%
Other Interfund Allocations	2,569	2,940	59,972	29,988	89,863	91,660	93,493	95,363	97,271	29,891	50%
Debt Service											
Principal	-	-	-	-	-	-	-	-	-	-	-
Interest & Fees	-	-	-	-	-	-	-	-	-	-	-
Grants & Subsidies	-	-	-	-	-	-	-	-	-	-	-
Insurance	1,260	1,392	1,029	516	1,043	1,043	1,043	1,043	1,043	14	1%
Transfers Out	-	-	-	-	-	-	-	-	-	-	-
Other Services & Charges	2,598	2,170	5,839	1,209	5,100	5,100	5,100	5,100	5,100	(739)	-13%
Total Services & Charges	44,245	70,066	180,682	67,936	167,993	168,303	169,636	171,006	172,414	(12,689)	-7%
Capital	-	-	-	-	-	-	-	-	-	-	-
Total Expenditures	367,924	375,011	537,716	231,163	544,147	553,111	563,324	573,807	584,568	6,431	1%
Revenue											
Charges for Services	-	-	-	-	-	-	-	-	-	-	-
Interest Earnings	-	-	-	-	-	-	-	-	-	-	-
Donations	-	-	-	-	-	-	-	-	-	-	-
Other Income	-	-	-	-	-	-	-	-	-	-	-
Total Revenue	-	-	-	-	-	-	-	-	-	-	-

Department Purpose:

We ensure the integrity and accuracy of City records, and liaise between the Common Council, City Administration and South Bend residents fostering relationships and common ground.
 We accomplish our mission by:
 - Serving as a responsible steward of information and historical artifacts
 - Empowering the community to engage
 - Supporting open and transparent government
 - Striving for the highest degree of excellence in customer service

Explain Significant Revenue, Expenditure and Staffing Changes/Variations Below:

Increase in inter-fund allocations from 2015 to 2016 due mainly to the increase in Interfund Allocations for IT which allow for all departments to see the full cost of IT and other administration functions that they would not have seen in the past.

Department 101-0201 - City Clerk

Accomplishments, Goals, KPI's

2017 Accomplishments & Outcomes

- Amnesty Day - Assisted with legislation giving the Clerk the authority to declare a Parking Ticket Amnesty Day, successfully marketed Amnesty Day 2017, brought in payments for over 500 unpaid parking tickets.
- Complete Roll Out of New Downtown Parking Program
- Fast Track Initiative- Completed Phase 2
- Completed indexing for historical digitization of City records, including using optical character recognition to make all historical records searchable.
- Began live streaming of Council Meetings using YouTube and Facebook
- Created an Opt-in Option for our Email Distribution List, allowing the public to sign up to receive emails sent by the Clerk's Office
- Completion of new policy and compliance process mapping by all staff members
- Granicus software - Launched City Boards and Commissions software with cost-sharing
- Launched official Clerk's Internship Program
- Hosted an ACYPL Fellow from Myanmar, facilitating meetings around South Bend to provide insight as to how local government works in the United States
- Launched Artwork Program with local schools
- Launched City Branding initiative for Clerk's Office and began branding for the Council, began working on Knowledge Based Articles for the City website
- Launched Interactive Parking Maps for Lawn Parking, Collections Process, Assisting Council to update current legislation
- Verbatim transcription of legal minutes

2018 Department Goals & Objectives and Linkage to City Results

Basics are Easy

- Complete standardization of City-wide SOPs and procedures relating to filings and other Clerk legal processes
- Complete office upgrades for Clerk/Council
- Complete branding for Clerk/Council with a PR focus
- Historical Tours and Government Education
- Continuing to assist in the transition of the Council Attorney and Council Internship Program
- Assisting the Council with coming up with innovative solutions for efficiency and public engagement including use of technology and ensuring ADA Compliance of off-site meetings
- Work with Historic Preservation to link our historical digital records

Good Government

- Complete Fast Track Program
- Complete Legislative Research Center and open to the public
- Create Legislative Digital Application for the South Bend City Code
- Create Interactive maps for Council districts with a focus on priorities and Council-driven initiatives in their particular districts
- Develop QR Scan Codes to use on tickets for payment, meeting notices for more information, etc.
- Develop Active Shooter protocols for the 4th floor and train Council and Clerk Staff
- Yearly Boards and Commissions Training for all Council, Department Heads, and Citizen Members
- Continuing to remain in compliance by meeting all open-door law requirements (deadlines), etc.
- Develop a Clerk-OVB/Council matrix that helps us to determine inefficiency, gaps, and help give us projections for hitting targets

Economic Development

- Completely develop Clerks/Council Community Artwork Program
- Completely develop Internship Program
- Possible expansion of Amnesty Day to include Ordinance Violation Citations
- Continual efforts to increase revenues from collections (2nd year of BMV Access)
- Continue the Clerk's Office mission to go paperless: Lexis Nexis, Polk City Directory, etc.
- Contract with a New Parking Ticket System that records tickets in real time for OVB
- Interdepartmental electronic filings and document management with legal electronic signatures and an online payment option

Key Performance Indicators (KPI's)

Measure	Type	2018			
		Long Term Goal	2015 Actual	2016 Estimated	2017 Target
- Number of Transactions Preserved		N/A	160	160	178
- Number of laws passed by Council	Output	N/A	191	156	152
- Number of Meetings Staffed and Processed		N/A	160	160	187
- Percentage of petitioners that file successfully		98.0%	94.0%	95.0%	94.4%
- Live Council Meetings aired on WNIT	Technology	100.0%	90.0%	90.0%	95.0%
- Swearing Ins (Oaths, Appointments, and all City Boards and Commissions)		N/A	N/A	N/A	80
- Press Releases and Community Recognition Efforts	Quality	N/A	N/A	N/A	16
- Outside Meetings and Events Staffed		N/A	N/A	N/A	90
- Orientation and Training Sessions Attended and Facilitated		N/A	N/A	N/A	85
- Licensing ND and Scrap Metal	Output	N/A	N/A	N/A	290
- Ordinance Violations Processed	Output	N/A	N/A	N/A	N/A
- Parking Tickets Processed	Output	N/A	N/A	N/A	7,369
- All Ordinance Violation Citations Referred (including Parking and Code Enforce)		N/A	N/A	N/A	2,008
- Appeals Processed (per Legal Dept)		N/A	N/A	N/A	401

Types: output, efficiency, effectiveness, quality, outcome, technology

2018 Significant Changes/Challenges/Opportunities

- Continue to upgrade technology finding innovative cost efficient solution through streamlining, integration, and cost between departments and other governmental entities, QR Codes, Electronic Law Books, etc.
- New parking enforcement equipment and software in real time
- Interdepartmental/public electronic filings and document management with legal electronic signatures and an online payment option
- Expand Amnesty Day to cover Ordinance Violation citations
- Continue to increase collections revenue (second year of BMV access)
- Continual development of the Clerk's office SOPs and cross-training employees; education on media, retention, open-door laws, and incorporate active shooter protocols
- Continue inclusive transparency efforts to increase community awareness and engagement, ensuring the ADA compliance of all offsite meetings of the Council, providing government tours, developing a comprehensive internship program, developing a comprehensive community artwork program
- Develop online fillable PDF's for various OVB licenses and applications

Significant Changes

- IT Allocation: \$28,000 increase; Deputy Clerk Salary: \$5,000 increase; Granicus software: \$3,000; Transcribing of Historical Records: \$6,000

Department 101-0201 - City Clerk

Staffing (Full-Time Employees only)

Position (* New title or additional position)	2017			2018 Proposed Budget	Forecast			
	2016 Actual	Amended Budget	06/30/17 Actual		2019	2020	2021	2022
Non-Bargaining								
City Clerk	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Chief Deputy City Clerk	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Deputy City Clerk	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Ordinance Violations Bureau Clerk	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
City Clerk Secretary	1.0	1.0	1.0	-	-	-	-	-
Administrative Assistant I	-	-	-	1.0	1.0	1.0	1.0	1.0
Total Non-Bargaining	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
Bargaining								
Total Bargaining	-	-	-	-	-	-	-	-
Total Full-Time Employees	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0

Explain Significant Staffing Changes Below:

101-0201 City Clerk

City of South Bend

Expenditures

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	2015 Actual	2016 Actual	2017 Original Budget	2017 Amended Budget	2017 YTD Actual	6/30/17 YTD Actual	2018 Proposed Expenditures
GENERAL FUND								
101-0201-411.10-01	REGULAR WAGES	226,698	216,104	237,174	235,774	158,334	113,935	251,044
LEVEL	TEXT		TEXT AMT					
02	1 CITY CLERK		70,900					
	1 CHIEF DEPUTY CITY CLERK		51,709					
	1 DEPUTY CITY CLERK *2018 INCREASE 10%		50,000					
	1 ORDINANCE VIOLATIONS BUREAU CLERK		42,910					
	1 ADMINISTRATIVE ASSISTANT I		40,525					
	LESS ADJUSTMENT FOR ACTUAL SALARY PAID		5,000-					
			251,044					
101-0201-411.11-01	FICA - REGULAR	17,004	16,355	18,144	18,144	12,065	8,679	19,205
LEVEL	TEXT		TEXT AMT					
02	REGULAR SALARIES \$251,044 X 7.65%		19,205					
			19,205					
101-0201-411.11-04	PERF - REGULAR	18,615	24,204	26,563	26,563	17,733	12,761	28,117
LEVEL	TEXT		TEXT AMT					
02	REGULAR SALARIES \$251,044 X 11.20%		28,117					
			28,117					
101-0201-411.11-07	UNEMPLOYMENT COMP	579	297	593	593	0	0	0
101-0201-411.11-08	HEALTH INSURANCE	48,452	38,929	64,240	64,240	35,367	24,898	66,840
LEVEL	TEXT		TEXT AMT					
02	LONG-TERM DISABILITY:							
	5 EMP X \$96		480					
	HEALTH INSURANCE:							
	4 EMP X \$16,200		64,800					
	HEALTH INSURANCE REBATE:							
	1 EMP X \$1,560		1,560					
			66,840					
101-0201-411.11-09	LIFE INSURANCE	600	530	600	600	415	290	600
LEVEL	TEXT		TEXT AMT					
02	5 EMP X \$120		600					
			600					
101-0201-411.11-22	PARKING ALLOWANCE	1,824	1,824	1,920	1,920	1,112	752	1,920
LEVEL	TEXT		TEXT AMT					
02	PARKING FEES - \$40 PER MONTH X 12 MONTHS X 4 EE		1,920					
			1,920					

101-0201 City Clerk

City of South Bend

Expenditures

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	2015 Actual	2016 Actual	2017 Original Budget	2017 Amended Budget	2017 YTD Actual	2018 Proposed Expenditures
101-0201-411.11-24	CELL PHONE ALLOWANCE	0	0	0	1,400	110	0
101-0201-411.11-29	PARENTAL LEAVE	0	0	0	0	0	628
LEVEL	TEXT						
02	WAGES \$251,044 X 0.25%		628				
			628				

*	PERSONNEL SERVICES	313,772	298,243	349,234	349,234	225,136	368,354
101-0201-411.21-01	OFFICIAL RECORDS	119	1,356	1,500	1,500	0	1,500
LEVEL	TEXT						
02	OFFICIAL RECORDS		1,500				
			1,500				
101-0201-411.21-02	STATIONERY & PRINTING	321	0	0	0	0	0
101-0201-411.21-03	C.S. OFFICE SUPPLIES	899	600	1,300	1,300	81	1,300
LEVEL	TEXT						
02	CENTRAL STORES OFFICE SUPPLIES		1,300				
			1,300				
101-0201-411.21-04	OTHER OFFICE SUPPLIES	870	2,746	3,000	3,000	1,392	3,000
LEVEL	TEXT						
02	OTHER OFFICE SUPPLIES		3,000				
			3,000				
101-0201-411.21-05	LAW BOOKS	1,500	2,000	2,000	2,000	923	2,000
LEVEL	TEXT						
02	LAW BOOKS		2,000				
			2,000				
101-0201-411.22-60	SMALL OFFICE EQUIPMENT	6,198	0	0	0	0	0
*	SUPPLIES	9,907	6,702	7,800	7,800	2,396	7,800
101-0201-411.31-01	LEGAL SERVICES	0	2,968	10,000	10,583	1,088	7,500
LEVEL	TEXT						
02	CONTRACTED LEGAL SERVICES		7,500				
			7,500				
101-0201-411.31-06	OTHER PROFESSIONAL SVCS	9,012	27,101	30,300	36,907	17,208	29,987
LEVEL	TEXT						

101-0201 City Clerk

City of South Bend

Expenditures

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	2015 Actual	2016 Actual	2017 Original Budget	2017 Amended Budget	2017 YTD Actual	6/30/17 YTD Actual	2018 Proposed Expenditures
02	OTHER PROFESSIONAL SERVICES:							
	CITY OF SOUTH BEND MUNICIPAL CODE UPDATES		13,800					
	BMV SEARCHES		2,500					
	DIRECT PAY CHARGES FROM COLLECTION AGENCY		1,000					
	TRANSLATOR		4,000					
	DIGITIZATION OF HISTORICAL RECORDS		2,000					
	COPIER MAINTENANCE		4,000					
	OTHER SERVICES		2,687					
			29,987					
101-0201-411.31-39	COLLECTION COSTS	506	0	0	0	35	35	0
101-0201-411.31-71	CENTRAL STORES ALLOCATION	604	576	790	790	528	396	1,459
LEVEL	TEXT							
02	2018 FIXED COST ALLOCATION #3		1,459					
	CENTRAL STORES		1,459					
101-0201-411.31-73	PRINT SHOP ALLOCATION	0	276	172	172	112	84	756
LEVEL	TEXT							
02	2018 ALLOCATION		756					
			756					
101-0201-411.31-76	IT ALLOCATION	0	0	0	0	0	0	87,648
LEVEL	TEXT							
02	2018 FIXED COST ALLOCATION #7		87,648					
	INFORMATION TECHNOLOGY		87,648					
101-0201-411.32-02	POSTAGE	339	305	2,000	1,739	453	324	1,500
LEVEL	TEXT							
02	POSTAGE		1,500					
			1,500					
101-0201-411.32-21	TRAVEL - MILEAGE	1,290	361	2,000	2,000	444	0	2,000
LEVEL	TEXT							
02	2017 TRAVEL/MILEAGE		2,000					
			2,000					
101-0201-411.32-22	TRAVEL - AIRFARE	0	0	1,000	300	0	0	1,000
LEVEL	TEXT							
02	TRAVEL/AIRFARE:		1,000					
	2017 INTERNATIONAL CLERK CONFERENCE		1,000					

101-0201 City Clerk

City of South Bend

Expenditures

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	2015 Actual	2016 Actual	2017 Original Budget	2017 Amended Budget	2017 YTD Actual	6/30/17 YTD Actual	2018 Proposed Expenditures
101-0201-411.32-23	TRAVEL - HOTEL	2,619	1,485	3,500	2,200	107	107	3,500
LEVEL 02	TEXT 2017 TRAVEL/HOTEL		TEXT AMT 3,500 3,500					
101-0201-411.32-24	TRAVEL - MEALS	0	100	250	250	0	0	250
LEVEL 02	TEXT 2017 TRAVEL/MEALS		TEXT AMT 250 250					
101-0201-411.32-25	TRAVEL - OTHER	110	0	200	200	0	0	200
LEVEL 02	TEXT 2017 TRAVEL/OTHER (PARKING, TOLLS, ETC.)		TEXT AMT 200 200					
101-0201-411.33-02	PUBLICATION LEGAL NOTICE	19,617	20,625	23,750	25,622	8,320	6,514	17,500
LEVEL 02	TEXT PUBLICATION LEGAL NOTICE		TEXT AMT 17,500 17,500					
101-0201-411.33-03	PROMOTIONAL	280	1,538	1,050	4,909	3,465	841	2,050
LEVEL 02	TEXT PROMOTIONAL		TEXT AMT 2,050 2,050					
101-0201-411.34-02	LIABILITY INSURANCE	1,260	1,392	1,029	1,029	688	516	1,043
LEVEL 02	TEXT 2018 FIXED COST ALLOCATION #5 LIABILITY INSURANCE		TEXT AMT 1,043 1,043					
101-0201-411.36-02	OFFICE EQUIP R&M	1,940	5,937	6,000	25,371	12,373	11,488	5,000
LEVEL 02	TEXT OFFICE EQUIPMENT PA SYSTEM REPAIR		TEXT AMT 2,500 2,500 5,000					
101-0201-411.36-04	COMPUTER EQUIP R&M	1,965	2,088	59,010	59,010	39,344	29,508	0
101-0201-411.39-11	DUES & MEMBERSHIPS	1,019	485	1,500	1,500	697	296	1,000

LEVEL	TEXT	ACCOUNT DESCRIPTION	2015 Actual	2016 Actual	2017 Original Budget	2017 Amended Budget	2017 YTD Actual	6/30/17 YTD Actual	2018 Proposed Expenditures
02	TEXT DUES			TEXT AMT 1,000 1,000					
		101-0201-411.39-39 BANK CREDIT CARD CHARGES	1,209	1,302	1,500	1,500	827	589	1,500
02	TEXT BANK CREDIT CARD CHARGES			TEXT AMT 1,500 1,500					
		101-0201-411.39-70 EDUCATION & TRAINING	2,444	3,449	4,000	4,000	2,035	1,915	3,000
02	TEXT EDUCATION & TRAINING			TEXT AMT 3,000 3,000					
		101-0201-411.39-89 MISC CHARGES & SVCS	31	78	1,100	1,100	0	0	1,100
02	TEXT MISC CHARGES & SERVICES			TEXT AMT 1,100 1,100					
*		OTHER SERVICES & CHARGES	44,245	70,066	149,151	179,182	87,724	67,936	167,993
**		CITY CLERK	367,924	375,011	506,185	536,216	315,256	231,163	544,147
***		GENERAL FUND	367,924	375,011	506,185	536,216	315,256	231,163	544,147
			367,924	375,011	506,185	536,216	315,256	231,163	544,147



OFFICE OF THE CLERK

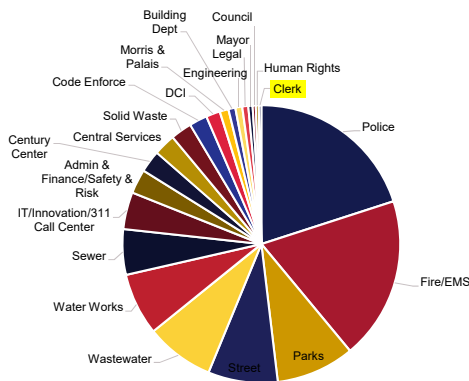
SERVICE | INTEGRITY | OPENNESS

We impartially ensure the integrity and accuracy of the City data, and liaise between the Common Council, City administration, business community and South Bend residents fostering relationships and common ground.

October 4, 2017



City of South Bend 2018 Proposed Budget Expenditure Summary Personnel, Supplies, & Services by Department



	2018 Proposed Budget	2018 Percent of Total
Expenditures by Department		
Police	\$ 30,770,691	20.02%
Fire/EMS	29,135,542	18.96%
Parks	14,023,196	9.12%
Street	12,474,412	8.12%
Wastewater	12,250,315	7.97%
Water Works	11,137,259	7.25%
Sewer	8,139,138	5.30%
IT/Innovation/311 Call Center	6,629,794	4.31%
Admin & Finance/Safety & Risk	4,321,149	2.81%
Century Center	3,949,939	2.57%
Central Services	3,900,518	2.54%
Solid Waste	3,803,210	2.47%
Code Enforce	3,189,950	2.08%
DCI	2,518,305	1.64%
Morris & Palais	1,585,214	1.03%
Building Dept	1,236,323	0.80%
Engineering	1,230,636	0.80%
Legal	1,076,800	0.70%
Mayor	765,969	0.50%
Council	554,712	0.36%
Human Rights	543,033	0.35%
Clerk	454,284	0.30%
Total Expenditures by Type	\$ 153,690,389	100.00%



Clerk's Office Today's Agenda

- Introduction of Team
 - Mission Statement
 - Overall Staffing Changes
 - 2017 Accomplishments
 - 2017 Goals and Challenges
 - 2018 Goals and Challenges
 - Key Performance Indicators
 - Key Programs and Costs
 - Breakdown of Special Projects
- Ordinance Violation Bureau
- Significant Budget Changes



Clerk's Office Introduction of Team

- Kareemah Fowler, City Clerk
 - Jennifer Coffman, Chief Deputy Clerk
 - Alkeyna Aldridge, Deputy Clerk
 - Joe Molnar, Ordinance Violation Bureau Clerk
 - Graham Sparks, City Clerk Executive Assistant



Clerk's Office Mission Statement

We ensure the integrity and accuracy of City records, and liaise between the Common Council, City Administration and South Bend residents fostering relationships and common ground.

We accomplish our mission by:

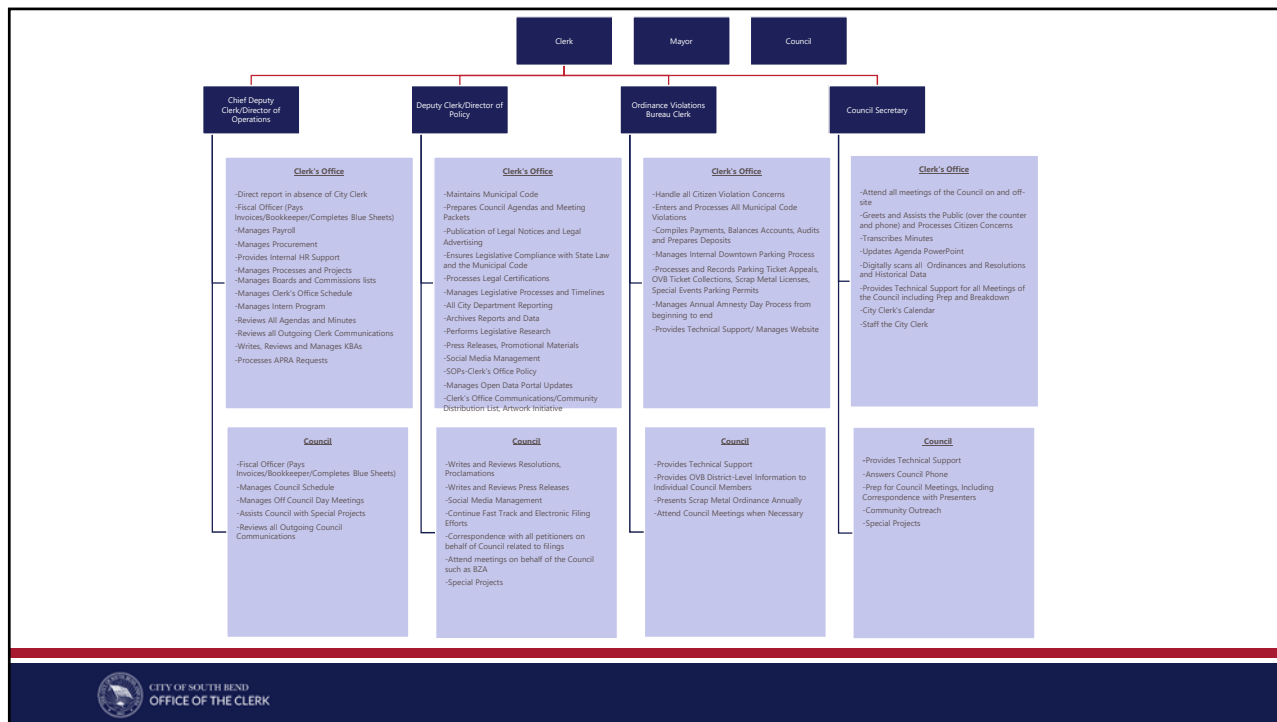
1. Serving as a responsible steward of information and historical artifacts
2. Empowering the community to engage
3. Supporting open and transparent government
4. Striving for the highest degree of excellence in customer service



Clerk's Office Overall Staffing Changes

- All positions are currently filled
- Graham Sparks was hired as Council Secretary/Clerk's Executive Assistant at the beginning of 2017





Clerk's Office 2017 Accomplishments

- Granicus- Launched City Boards and Commissions software with cost-sharing
- Fast Track Initiative- Completed Phase 2
- Digitized all historical City records, and made them searchable online
- Began live streaming of Council Meetings using YouTube and Facebook
- Created an Opt-in Option for our Email Distribution List, allowing the public to sign up to receive emails sent by the Clerk's Office
- Launched official Clerk's Office Internship Program
- Hosted an ACYPL Fellow from Myanmar, facilitating meetings around South Bend to provide insight as to how local government works in the United States
- Launched Artwork Program with local schools
- Launched City Branding initiative for Clerk's Office and began branding for the Council
- Began working on Knowledge Based Articles for the City website
- Ability to complete verbatim transcription of legal minutes
- First Annual Training for Boards and Commissions appointees with presentation from Indiana Public Access Counselor
- Completion of new policy and compliance process mapping by all staff members

Clerk's Office 2017 Goals & Challenges What We Have Accomplished So Far

2017 Goals & Challenges	How We Are Proceeding to Meet Goals
Continuing efforts to move toward a paperless office	Completed Phase 2 of Fast Track Initiative, Continuing work to complete Initiative; Completed indexing of historical Council Records including OCR'ing 1865-1929 to make the records searchable; Providing electronic agendas; accepting electronic filings
Continue to upgrade technology, finding innovative, cost-efficient and energy-saving sustainable solutions through streamlining, integration, and cost between departments and other governmental entities	Implemented a shared digital program for City boards, commissions and Council committees; Working with City IT to revamp Clerk and Council Websites, including Knowledge Based Articles; Launched City Clerk branding and will work on branding efforts for the Council upon approval of PR Internship Program; Electronically bookmarking Council meeting agendas; Working directly with the Council Legal Team in Sharepoint for City reporting and Municipal Code Deadlines; Working to implement a mobile app in Municode; Began streaming Council Meetings live on YouTube and sharing them on Facebook; Accepting online applications, maintaining electronic calendars for Council and Clerk's Office; Improved document form efficiencies; technical training across all operating systems and devices (Apple, PC); Explored Microsoft Surfaces to increase openness and transparency to the community, and to assist Council and their constituency base; Purchase of mobile recording equipment that can be shared between departments; Working with the Offices of Innovation and Sustainability; Hosted an ACYPL Fellow from Myanmar, facilitating meetings around South Bend to provide insight as to how local government works in the United States



Clerk's Office 2017 Goals & Challenges What We Have Accomplished So Far (cont.)

2017 Goals & Challenges	How We Are Proceeding to Meet Goals
SOPs, Policy, Open Door Training, HR and Cross-training employees	Standard Operating Procedures and policies (Municipal Code, Advertising, HR), Continuing internal cross training efforts and personal development education; Continue to Update SOP's relating to minutes and other legislative processes handled by the City Clerk's Office, and Council Department Heads and Citizens, including training on City Boards and Commissions with the Indiana Public Access Counselor, Completion of policy and compliance process mapping by all staff members
More inclusive transparency to increase community awareness	Created Opt-in for our Email Distribution List, allowing the public to sign up to receive emails sent by Clerk's Office; Continuing to prepare the Legislative Resource Center in the Clerk's Office as a good balance between streamlining of City information and a face to face experience; Expanded the Clerk and Council's artwork Program with local schools; Providing Internships; Working to become part of the downtown tours; Began verbatim transcription of legal minutes; Making sure all ADA equipment is available and functioning properly for in-house and off-site meetings; Installation of Security devices connected directly to law enforcement in the Clerk's Office, Informal Room, and the County Council Chambers; Training and education on Active Shooter procedures for Clerk and Council; Working on other risk and security procedures



Clerk's Office 2018 Goals & Challenges

Continuing efforts to move toward a paperless office

- Complete Fast Track Initiative
- Using online access to Lexis Nexis and Polk City Directory, driving people to the Municode website to decrease the need for paper code book supplements, etc.
- Interdepartmental electronic filings and document management with legal electronic signatures and an online payment option

Continue to upgrade technology, finding innovative, cost-efficient and energy-saving sustainable solutions through streamlining, integration, and cost between departments and other governmental entities

- Complete office upgrades for Clerk/Council
- Complete branding for Clerk/Council with a PR focus
- Work with Historic Preservation to link our historical digital records
- Create Legislative Digital Application for the South Bend City Code
- Develop a Clerk-OVB/Council matrix that helps us to determine inefficiencies, gaps, and help give us projections for hitting targets



Clerk's Office 2018 Goals & Challenges (cont.)

SOPs, Policy, Open Door Training, HR and Cross-training employees

- Complete standardization of City-wide SOPs and procedures relating to filings and other Clerk legal processes
- Yearly Boards and Commissions Training for all Council, Department Heads, and Citizen Members
- Continuing to remain in compliance by meeting all open-door law requirements (deadlines), etc.



Clerk's Office 2018 Goals & Challenges (cont.)

More inclusive transparency to increase community awareness

- Continuing to assist in the transition of the Council Attorney and Council Internship Program
- Historical Tours and Government Education
- Assisting the Council with coming up with innovative solutions for efficiency and public engagement including use of technology and ensuring ADA Compliance of off-site meetings
- Complete Legislative Research Center and open to the public
- Create Interactive maps for Council districts with a focus on priorities and Council-driven initiatives in their particular districts
- Develop QR Scan Codes to use on tickets for payment, meeting notices for more information, etc.
- Develop Active Shooter Protocols for the 4th floor and train Council and Clerk Staff
- Completely develop Clerks/Council Community Artwork Program
- Completely develop Internship Program



Clerk's Office Key Performance Indicators

Measure	Goal	Type	2018 Long Term Goal	2015 Actual	2016 Estimated (if available)	2017 Target
Number of transactions preserved		GG	N/A	160	160	178
Number of laws passed by Council		GG	N/A	191	156	152
Number of meetings recorded		GG	N/A	160	160	187
Percentage of petitioners that file successfully		BE	98%	94%	95%	94.4%
Live Council meeting aired on WNIT		BE	100%	90%	90%	95%
Swearing Ins (Oaths, Appointments, and all City Boards and Commissions)		BE	N/A	N/A	N/A	80
Press Releases and Community Recognition Efforts		GG	N/A	N/A	N/A	16
Outside Meetings and Events Staffed		GG	N/A	N/A	N/A	90
Orientation and Training Sessions Attended and Facilitated		GG	N/A	N/A	N/A	85



Clerk's Office Key Programs and Costs

Program Name	Program Description	Estimated FTE Program Cost
Council and Committee Meetings	Attend all meetings and perform duties of Clerk as designated by City Ordinance; Includes but not limited to reading each proposed bill or ordinance title in full, transcribing meeting minutes, etc. (Time-driven deadlines). Council meetings are held every 2nd and 4th Monday of the month	49,419.75
Constituent Queries and Response	Assist constituents with various questions via phone, email, and in person visits; Direct constituents to relevant departments, Council Members, and organizations; Conduct research, inquire on their behalf, process complaints and APRA requests, use various other methods to satisfy constituent queries through processing of documents filed with the Clerk's Office whether required legally or not	28,183.83
Community Events/ Outreach	Publish monthly newsletter in water bill informing citizens of new legislation and various requirements involved; Attend outreach/ community events such as Mayor's Night Out and various others; Inform citizens of new and ongoing programs using social media, host special and informational meetings for the Council and Clerk's Office, on and off site, projects, online surveys on particular issues for legislation and Internship program	23,477.84
Records Distribution and Retention	Scan all signed ordinances and resolutions, update voting and attendance records, and upload all upcoming bills and videos of meetings to YouTube to be viewed online; Email meeting notices and agendas to interested parties; Digitally organize meeting packets for ease of navigation; Scan and digitize historical documents	21,743.78



Clerk's Office Key Programs and Costs

Program Name	Program Description	Estimated FTE Program Cost
Municipal Code Administration/ Compliance	Assign final legislation numbers to passed bills; Manage timely signing of legislation by the Common Council, Mayor, and City Clerk; Tax Abatements and Annexations; Prepare and file SB1s and file with Auditor; Certify and seal legislation; Report executed ordinances to Municode for codification; Update code books with newest supplements; Invoice recipients; Maintain knowledge of laws related to Indiana Open Door laws, compliance of legal filings or certifications presented including bonds, budgets, conflict of interest forms, legal advertising and parliamentary procedures	21,358.44
Council and Committee Meetings	Collect and prepare presentations, manage presentations throughout meetings; Responsible for notifying petitioners that they are on the agenda and arranging room equipment; Provide agendas and sign in sheets; Record meetings and work with WNIT to ensure quality broadcast and Councilmember follow-up	16,624.81
Special Meeting, Study Committee, Ad Hoc Advisory	Responsible for reservation of space, attending the meetings, set-up and break down of equipment needed for meetings, ensuring that all legal requirements are met, taking minutes etc. (Note: these meetings are usually after regular work hours)	16,504.20
Records Distribution and Retention	Scan all signed ordinances and resolutions, update voting and attendance records, and upload all upcoming bills and videos of meetings to YouTube to be viewed online; Email meeting notices and agendas to interested parties; Digitally organize meeting packets for ease of navigation; Scan and digitize historical documents	13,574.10



Clerk's Office Key Programs and Costs

Program Name	Program Description	Estimated FTE Program Cost
Legal	Professional legal services; Consultation regarding legal advertising, notices, Open door Law, APRA, HR, retention, complaints, compliance, SOP's and any other legal matters pertaining to the City Clerk's Office	12,434.91
Boards and Commissions	Request and collect member applications; Arrange interviews; Prepare and send notification of appointments, prepare and send correspondence letters to all others involved; Swear in all appointees; Maintain records of sworn in members, file legally with County and all other entities required and create distribution lists to all others	11,707.81
Technological Support	Manage webpages and Open Data Portal of City Clerk and Common Council (maintenance/updates), computers, iPads, printers, meeting room equipment, WNIT (all monitors & projectors) for City Clerk and Common Council; Provide TDD requirements and technological support to Council as needed	7,432.46



Misc. Meetings/Events

Task	
Fast Track Initiative (Meeting and Researching)	Diversity Inclusion Staff Workshop
Executive Sessions (Council Attorney Replacement Interviews/Tapes)	Kronos Implementation Meetings
CCAC Meetings (Process from Scheduling/Meeting Notice-Finalizing Minutes)	Naviline Replacement Meetings
SBACC Meetings (Scheduling/Meeting Notices)	Knowledge Based Articles (Writing/Implementation)
Parades (St. Patrick's Day, Memorial Day)	Active Shooter Training
NNN Cleanup	Staffed Councilmembers for Steel Warehouse event
Sugar N Spice Presentation (Prep and Event)	United Way Hot Dog Sale Fundraiser
Mayor's Night Out	Synthetic Marijuana Initiative
Utilities Meetings (CSO)	Landlord Registration Launch
Youth Art Installation	Smoke Free Launch
Engaging Women Conference	EPA/Becks Lake
	Monthly Community Relations Housing and Neighborhood Development Meetings
	Diversity Inclusion Staff Workshop
Pending:	
- City Cemetery	
-South Shore Project	
-Assist Council with hire of PR Intern	



Commerce Center/Regional City (BZA Zoning Amendments)

Task	Hours
Commerce Center	
Meetings	10
Maintenance of Dropbox	5
Correspondence with Council/developer/public	30
Ironwood/Rosemary Ln. Rezoning	
Correspondence with Council/developer/public	10
Meetings	4
Friendly Confines	
Maintenance of Dropbox	1
Correspondence with Council/developer/public	8
Meetings	4
Total	72

Standard Operating Procedures for Council and Citizen Members

Task	Hours
Meetings to build Standard Operating Procedures	30
Meetings with Council, Legal and Indiana Public Access Counselor	5
Creation of new SOP's and forms	4
Preparation of Example Materials	2
Preparation of Presentation for Boards and Commissions Training	9
Ensuring Attendance at Boards and Commissions Training	3
Boards and Commissions Training for Council Board and Commission Citizen Members	2
Total	55

Budget Hearings

Task	Hour	Daily (After Work)	Work Day	Hour	Minute Length	Staff Member
Budget Overview		7.5	2			Graham
Budget Overview Minutes		5			5 Pages	Graham
Budget Overview Room Prep		25				Graham
Budget Overview Document Prep (Meeting Notice, Presentations)		10	2			Graham
Budget Hearing #1		25				Graham
Budget Hearing #1 Minutes		10			5 Pages	Graham
Budget Hearing #1 Room Prep		25				Graham
Budget Hearing #1 Document Prep (Meeting Notice, Presentations)		25	2			Graham
Budget Hearing #2		13			14 Pages	Graham
Budget Hearing #2 Minutes		25				Graham
Budget Hearing #2 Room Prep		25				Graham
Budget Hearing #2 Document Prep (Meeting Notice, Presentations)		25	2			Graham
Budget Hearing #3		11			8 Pages	Graham
Budget Hearing #3 Minutes		25				Graham
Budget Hearing #3 Room Prep		25				Graham
Budget Hearing #3 Document Prep (Meeting Notice, Presentations)		25	2			Graham
Budget Hearing #4		9			8 Pages	Graham
Budget Hearing #4 Minutes		25				Graham
Budget Hearing #4 Room Prep		25				Graham
Budget Hearing #4 Document Prep (Meeting Notice, Presentations)		25	2			Graham
Budget Hearing #5		8			7 Pages	Graham
Budget Hearing #5 Minutes		25				Graham
Budget Hearing #5 Room Prep		25				Graham
Budget Hearing #5 Document Prep (Meeting Notice, Presentations)		25	2			Graham
Budget Hearing #6		12			11 Pages	Graham
Budget Hearing #6 Minutes		25				Graham
Budget Hearing #6 Room Prep		25				Graham
Budget Hearing #6 Document Prep (Meeting Notice, Presentations)		25	2			Graham
Budget Hearing #7						Graham
Budget Hearing #7 Minutes					Pages	Graham
Budget Hearing #7 Room Prep						Graham
Budget Hearing #7 Document Prep (Meeting Notice, Presentations)						Graham
Budget Hearing #8 (if needed)						Graham
Budget Hearing #8 Minutes (if needed)						Graham
Budget Hearing #8 Room Prep (if needed)						Graham
Budget Hearing #8 Document Prep (if needed)						Graham
City Clerk's Conventions and Other Prep		53.75	12		45 Pages	Graham
Total						



Ordinance Violation Bureau

October 4, 2017



Ordinance Violation Bureau 2017 Accomplishments

- Amnesty Day-Assisted with legislation giving the Clerk authority to declare a Parking Ticket Amnesty Day, successfully marketed Amnesty Day 2017, brought in payments for over 500 unpaid tickets
- Complete rollout of new parking program (including warning ticket)
- Launched Interactive Parking Maps for Residential Lawn Parking
- Collections Process
- Assisting Council in updating current legislation
- OVB began collecting on parking tickets after gaining access to BMV in 2016
- Processed 7,369 parking tickets
- Referred over 2,008 tickets to collections this year
- Processed 11 Scrap Metal Licenses
- Processed 279 Lawn Parking Permits, (\$10,434.60)
- Processed 401 appeals



OVB 2017 Goals & Challenges What We Have Accomplished So Far

2017 Goals & Challenges	How We Are Proceeding to Meet Goals
SOPs and cross-training employees	Standard Operating Procedures; Continuing to cross train employees
Analytical Assessment of tools, software and equipment used in Clerk/Council offices for streamlining of processes between City departments	Working with Venues, Parks and Arts to obtain and launch new parking ticket machines and cloud-based software to increase efficiency, preserve data in a more cost-effective manner; Launched Interactive Maps for Residential Lawn Parking; Assisting Council in updating current legislation
Efforts to increase revenue from collections/Access to BMV information	Gained access to BMV, enabling OVB to Collect on Parking Tickets; Processed 7,369 Parking Tickets; Referred over 2008 tickets to collections this year; Processed 11 Scrap Metal Licenses; Processed 279 Lawn Parking Permits, (\$10,434.60); Processed 401 Appeals
Work with the Council to implement Parking Ticket Amnesty Program and a kinder, gentler, parking system for the City of South Bend	Over 500 parking tickets paid on Amnesty Day, Launched Parking program, including warning ticket program



Amnesty Day

Task	Hours
Creation of Advertising Poster and Radio Commercial	3
Marketing (Purchasing Commercials, Scheduling interviews, hanging posters, social media posts)	8
City Clerk Interviews	10
City Clerk Commercial Recording	5
Office Prep for Amnesty Day	4
Responding to Amnesty Day Inquiries from the public/press	8
Adjusting all late fees off 500+ tickets	3
Updating website with online amnesty day instructions and information	2
Large deposit to Administration and Finance	6
Handled increased foot traffic and calls on Amnesty Day/Process tickets at counter	8
Total	



OVB 2018 Goals & Challenges

Analytical Assessment of tools, software and equipment used in Clerk/Council offices for streamlining of processes between City departments

- Parking: Purchase new parking equipment stored in the cloud for real time access by citizens, DTSB and the Clerk's Office
- Work more diligently with Code Enforcement to streamline all processing of Code Citations in one system
- Continue to work with Code Enforcement and the Legal Department to streamline the collections process
- Continue working with IT to develop more complete reports allowing analytical review

Efforts to increase revenue from regular payments and collections

- Continual efforts to increase revenues from collections (this is the second year the Clerk's Office has had BMV access)
- Expand Amnesty Day to cover Ordinance Violation citations
- Create a mobile app for parking to see where spots are available and pay parking tickets online



OVB

Key Performance Indicators

Measure	Goal	Type	2018 Long Term Goal	2015 Actual	2016 Estimated (if available)	2017 Target
Tickets referred by OVB	N/A	output	N/A	N/A	264 (\$27,515.00)	2,008 (\$155,570.00)
Parking Tickets Processed	N/A	output	N/A	N/A	1,536 (\$34,645.00)	7,369
Lawn Parking Permits issued	N/A	output	N/A	265 \$6,912.00	\$8,807.60	279 (\$10,434.60)
Scrap Metal Permits issued	N/A	output	N/A	\$4,845.00	\$4,250.00	11 (\$2,750)
Appeals Processed	N/A	output	N/A	N/A	N/A	401 (per Legal Department)

OVB

Key Programs and Costs

Program Name	Program Description	Estimated FTE Program Cost
Ordinance Violation Bureau	Administer the collection of all parking, snow and grass ticket fines and penalties over the counter, through mail and online; Create various reports for Council and City departments for analytical review; Maintain database of collections records; Process ticket appeals to send to the Legal Department; Prepare affidavits and utilize BMV database to obtain vital records for collection of unpaid fines and penalties; Administer licensing for Lawn Parking and Scrap Metal Dealers	70,101.39

Significant Budget Changes

- IT Allocation
 - \$59,010 ➡ \$87,648
- \$28,638 Increase in 2018 IT Allocation
- Asking to increase salary for Deputy Clerk position to reflect work load and responsibility from \$44,993 to a cap of \$50,000
- Clerk Secretary ➡ Administrative Assistant I