

City of Gainesville Clerk’s Office Proposed Strategic Plan

The City Clerk’s Office is the gateway to the City Commission and many other city departments. The City Clerk is the official record keeper for the City of Gainesville, responsible for maintaining and preserving the entire recorded history of the city government. Included in this history are minutes of Commission meetings and other official records of their decisions. The City Clerk ensures citizens have the opportunity to be heard by the Commission and staff. The City Clerk’s office is currently comprised of two major functions – Administration and Commission Coordination. Under my direction, I would enhance both existing functions and add another - Records Management.

Vision

The City of Gainesville will be the leader in preserving the City’s historical heritage through accurate records management.

Mission

The City of Gainesville Clerk’s Office is committed to earning the trust and respect of the citizens, fellow employees, and elected officials by consistently providing exceptional citizen-centered service throughout the department.



The functions of **Administration** include agenda coordination, meeting minutes and transcription, domestic registry, notary services, proclamations, advisory boards/committees, notice of meetings, qualifying candidates, elections, lobbyist registration, etc.

Currently, **Commission Coordination** includes the duties of scheduling meetings, travel, drafting and editing correspondence. Future plans entail expanding to include research and an internship program.

Records Management (new) will include document archives, retention and retrieval, city-wide training on public records and retention, standardizing documents to be used for city documentation, etc.

The Clerk’s office will remain **Open to Future Services**, committed to finding more efficient ways to service our customers both internally and externally.

The Commission's Priorities: Government Effectiveness and Fiscal Responsibility, Citizen Engagement (citizen-centered), Partnerships & Intergovernmental Relationships, Accessibility and Zero Waste

Proposed Initiatives

- Expand our Records Management services by investing in records management technology
 - Desired Outcome: *To begin a Green Initiative in alignment with the Zero Waste goal, to establish records management standard operating procedures (SOP's) for the city's public records and to establish a self-service repository for public accessibility to our electronic files in accordance with State Sunshine Laws*
- Create an Official Internship Program
 - Desired Outcome: *To partner with the University of Florida's Bob Graham Center & Santa Fe College to establish an official internship program for students seeking careers in public service, to retain this talent to help meet the Commission's need for research and impact studies for our city while educating students on our local government processes*
- Develop a Continuous Improvement Plan for our staff & services offered
 - Desired Outcome: *To increase employee engagement and improve our customer service, by linking the strengths of our employees to the goals our organization, to create measurable performance standards that will enhance our customer experience*
- Annual Strategic Plan Review
 - Desired Outcome: *To review our strategic plan annually in conjunction with our budget review process and directly align our budget request with new priorities and the ongoing operational needs*

First Year Action Plan: Below is a draft of tangible actions that I plan to address in my first year that support the aforementioned goals.

First Six Months:

- Get acclimated to my new role & responsibilities through team building
- Meet with stakeholders to discuss their expectations and needs (the Commission, charters, staff, County Supervisor of Elections, etc.)
- Prepare for Budget Season, Strategic Planning for FY19 & the Spring Election
- Hire an Executive Assistant, Sr. (approved for the FY18 budget) & Executive Assistant To the Commission (my replacement)
- Formalize our Internship program with a goal to commence FY19

Second Six Months:

- Establish continuous improvement standards to assess the effectiveness of goals and satisfaction of the services provided by the Clerk's Office
- Evaluate employees strengths and the reorganization of job duties in alignment with organizational function
- Have all employees create/update SOP's for their job duties
- Complete the Records Management project scope