

City Clerk

Mission Statement

We exist to uphold public trust, protect local democracy and provide access to matters of public interest by managing elections and annexations, preparing agendas and meeting notices, maintaining accurate city and council records, and processing liquor and regulatory licenses.

Key Services

Records management, regulatory licensing, elections, council support, provide mail and printing services, Braille translation of city documents, administer citywide e-mail, technical support and training to city departments.

Records Imaged for Public Access

Target: 100,000 images **YTD Completed: 38,975**

Goal:

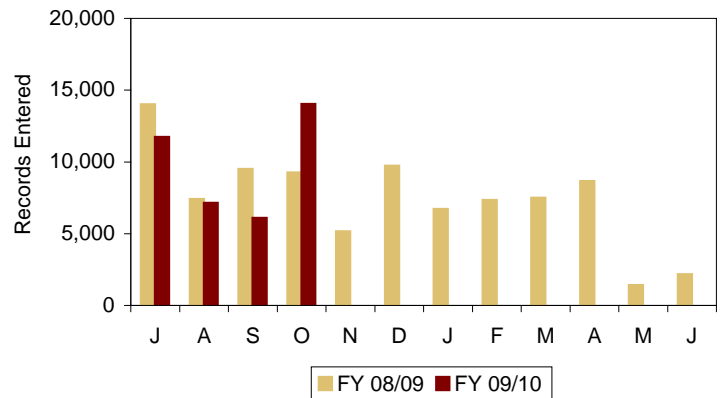
To ensure compliance with State law

Target:

100,000 or greater depending on images received

Significance:

Measurement reflects service level trends and volume of records filed per year. Ensures that records are efficiently entered into the automated imaging system (PERMS), which permits staff and citizens to access public records. Targets represent an average number of images received.



Meeting Notices & Results Posted

Target: 100% **YTD Percent: 100%**

Goal:

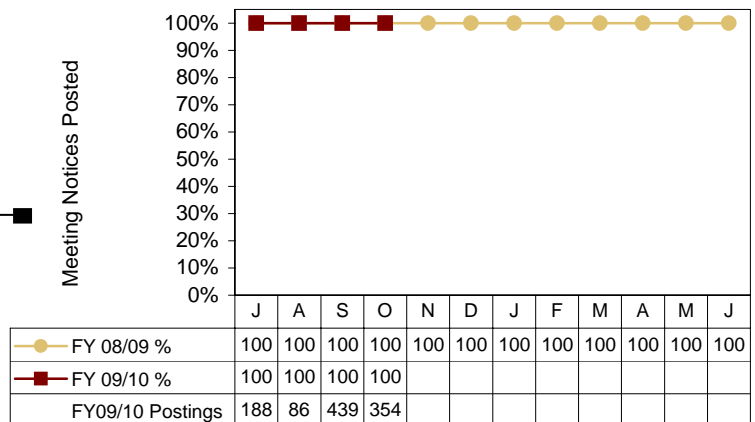
To ensure compliance with state law

Target:

100% posted in accordance with state law

Significance:

Measurement reflects service level trends and openness in government based on the number of meetings openly conducted within the city of Phoenix. Meeting notices and results are posted in accordance with state law.



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Printing Impressions

Target: 30 million

YTD (millions): 9.75

Goal:

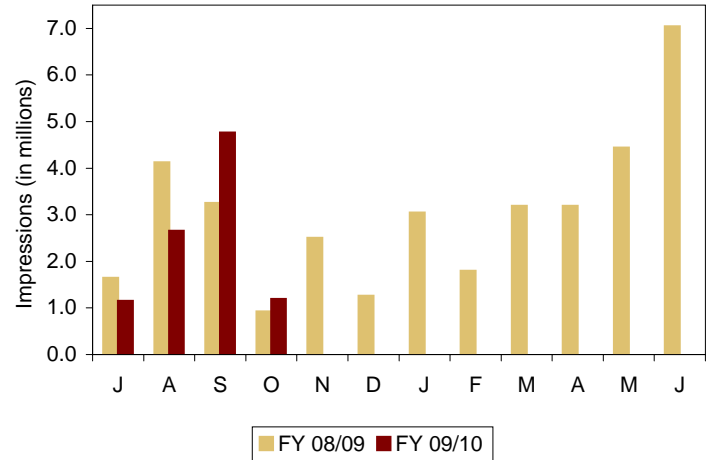
Printing & copy impressions

Target:

30,000,000 printing impressions

Significance:

This indicator measures all printing and copy impressions produced by Printing Services staff.



Effectiveness of Anti-Spam Filter

Target: 95%

YTD Actual: 99.9%

Goal:

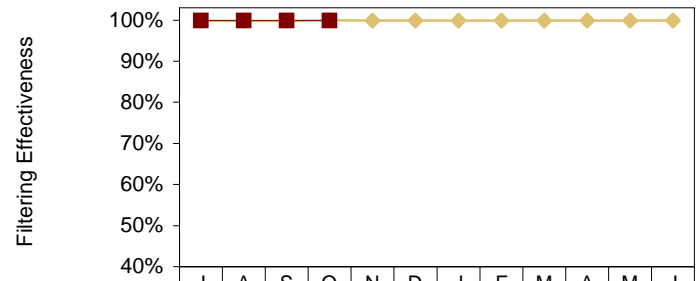
Minimize impact of unsolicited e-mail "spam" on the productivity of city employees

Target:

95% filtered

Significance:

This measure will track the amount of inbound internet e-mail the city received monthly, the amount of that e-mail that is deleted or quarantined by the city's anti-spam filter, and the amount of spam that is reported by users to have escaped the filters.



◆ FY 08/09	99.9	99.8	99.8	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9
■ FY 09/10	99.9	99.9	99.9	99.9								
Inbound Email (millions)	1.7	1.7	1.9	1.9								

Business License Activity

Target: 33,800 licenses

YTD Actual: 0

Goal:

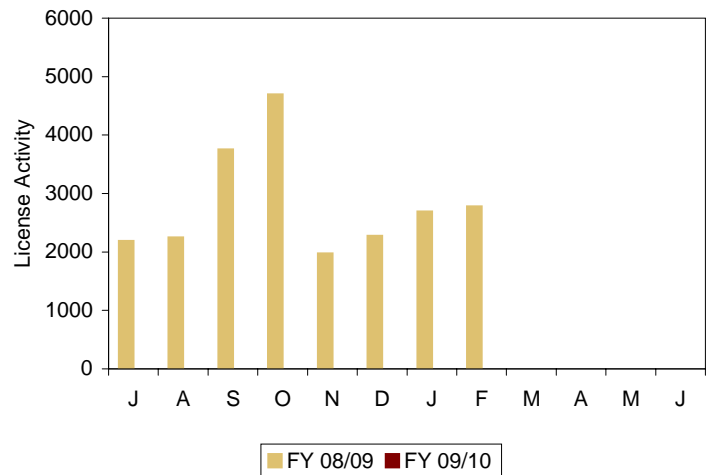
Continue to serve as many regulatory/liquor license applicants

Target:

33,800 licenses

Significance:

This measure accounts for the number of instances in which License Services staff enter or change account information to support regulatory and liquor license application, renewal, suspension and revocation processes for the city. Due to migration to a new system, data is not available.



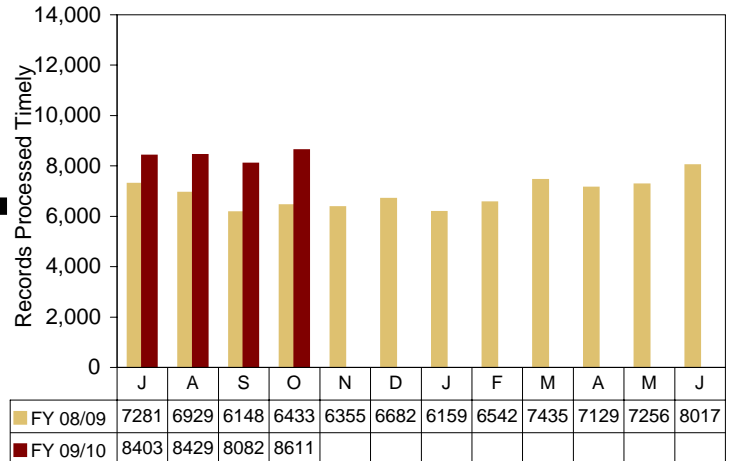
Property Records Processed

Target: 80,000 records **Actual YTD: 33,525**

Goal:
To ensure the property ownership database is as current as possible

Target:
80,000 or more records processed

Significance:
Many city departments rely on the property record database being as current as possible. The target is equal to the number of records expected to be received in the current year.



Annexations Completed

Target: 100% **Actual YTD: 100%**

Goal:
To ensure annexations are completed according to law

Target:
100% annexations completed

Significance:
Stakeholders depend on annexations being effective on a reliable date and not susceptible to successful challenge. Annexations are completed in compliance with state law.

