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, mail and printing services, and technical support to various city departments.

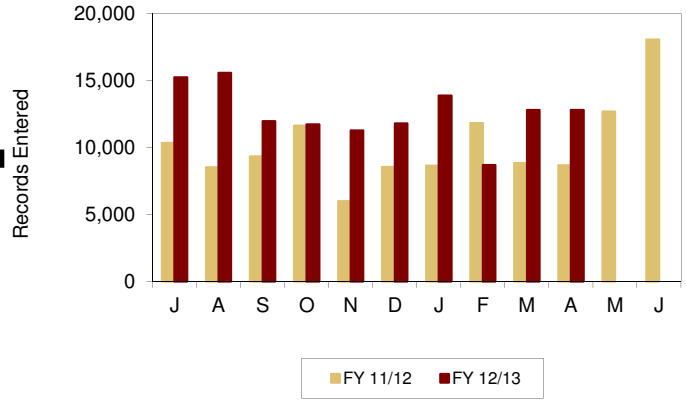
Records Imaged for Public Access

Target: 100,000 images | **YTD Completed: 125,845**

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.



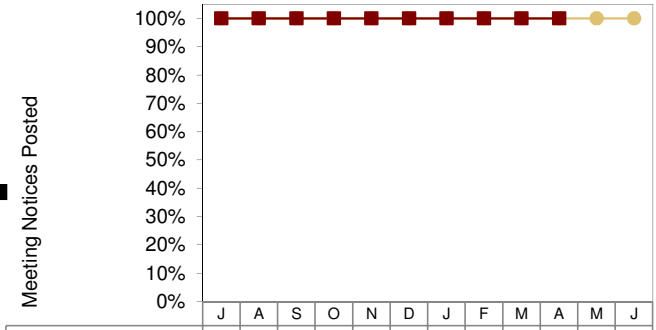
Meeting Notices & Results Posted

Target: 100% | **YTD Percent: 1000%**

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.



	J	A	S	O	N	D	J	F	M	A	M	J
FY 11/12 %	100	100	100	100	100	100	100	100	100	100	100	100
FY 12/13 %	100	100	100	100	100	100	100	100	100	100		
FY 12/13 Postings	190	201	275	277	313	186	278	262	258	236		

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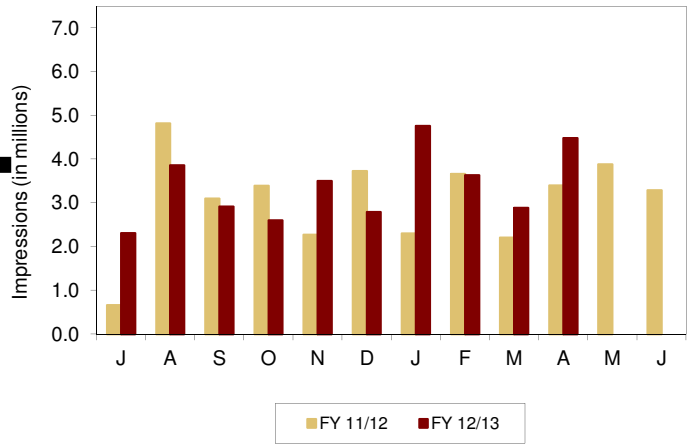
Printing Impressions

Target: 30 million | **YTD (millions): 33.74**

Goal:
Printing & copy impressions

Target:
30 million printing impressions

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



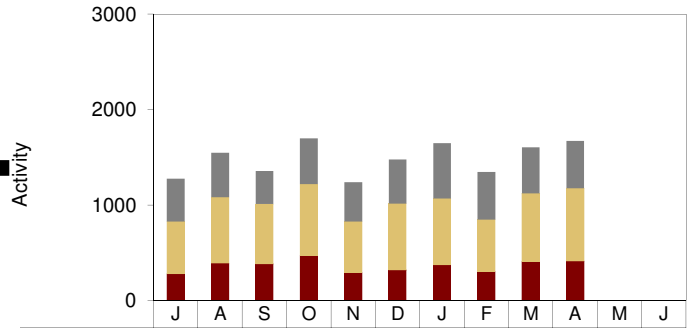
License Services Applications & Contacts

Target: 1,000 per month | **YTD Actual: 14,873**

Goal:
To provide quality customer service to new and existing liquor and regulated business license customers

Target:
1,000 monthly or 12,000 annually

Significance:
This measure accounts for the number of instances in which License Services staff respond to requests from regulatory and liquor license applicants, licensees, and other community stakeholders for information and/or processing of license applications and related matters.



	J	A	S	O	N	D	J	F	M	A	M	J
Calls	449	469	344	480	413	463	580	497	482	493		
Walk-Ins	548	692	628	747	536	696	694	545	717	765		
Applications	280	389	384	472	292	319	375	304	407	413		

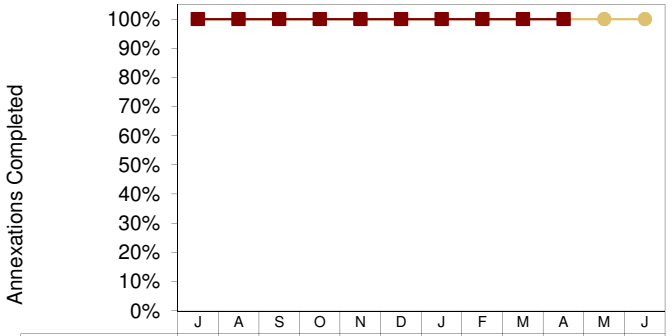
Annexations Completed

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.



	J	A	S	O	N	D	J	F	M	A	M	J
FY 11/12	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
FY 12/13	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
# Completed	0	0	0	0	0	2	4	0	0	0		