Fund 101 - General Fund

Department 0201 - City Clerk

Expenditures by Type	2015 Actual	2016 Actual	2017 Amended Budget	06/30/17 Actual	2018 Adopted Budget	Forecast 2019	2020	2021	2022	Budget Variance 2017-2018	% Change
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	8,800	1,912	7,800	7,800	7,800	7,800	7,800	(1,000)	-11%
Services & Charges											
Professional Services	9,518	30,069	46,979	15,358	37,487	37,500	37,500	37,500	37,500	(9,492)	-20%
Printing & Advertising	19,897	22,163	28,531	7,355	19,550	18,050	17,550	17,050	16,550	(8,981)	-31%
Education & Training	2,444	3,449	4,500	1,915	3,000	3,000	3,000	3,000	3,000	(1,500)	-33%
Travel	4,019	1,946	2,950	107	6,950	6,950	6,950	6,950	6,950	4,000	136%
Repairs & Maintenance	1,940	5,937	29,371	11,488	5,000	5,000	5,000	5,000	5,000	(24,371)	-83%
Other Interfund Allocations	2,569	2,940	59,980	29,988	89,863	91,660	93,493	95,363	97,271	29,883	50%
Insurance	1,260	1,392	1,032	516	1,043	1,043	1,043	1,043	1,043	11	1%
Other Services & Charges	2,598	2,170	4,839	1,209	5,100	5,100	5,100	5,100	5,100	261	5%
Total Services & Charges	44,245	70,066	178,182	67,936	167,993	168,303	169,636	171,006	172,414	(10,189)	-6%
Capital	-	-	-	-	-	-	-	-	-	-	-
Total Expenditures	367,924	375,011	536,216	231,163	544,147	553,111	563,324	573,807	584,568	7,931	1%

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/Variances 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.

| Staffing (Full-Time Employees only) Position	2016 Actual	2017 Amended Budget	06/30/17 Actual	2018 Proposed Budget	Forecast 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	0.0	0.0	0.0	0.0	0.0
Administrative Assistant I	0.0	0.0	0.0	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

Clerk Kareemah Fowler

City Clerk Kareemah Fowler is responsible for a myriad of activities, but is primarily responsible for supporting the City's goal of open and transparent government.

In a historical feat, Clerk Fowler was elected South Bend's 22nd City Clerk in 2015 making her the first minority in St. Joseph County to seat a full-time executive office.

Clerk Fowler is a Level II Assessor-Appraiser, and certified member of both the International Institute of Municipal Clerk-Treasurers and the Municipal League of Clerks and Treasurers.

City Clerk Kareemah Fowler is also a recent nominee to the prestigious Emerging Leaders Project, an Indiana Election delegate and a graduate of the Michiana Chamber of Commerce's Leadership Program Class XLI.
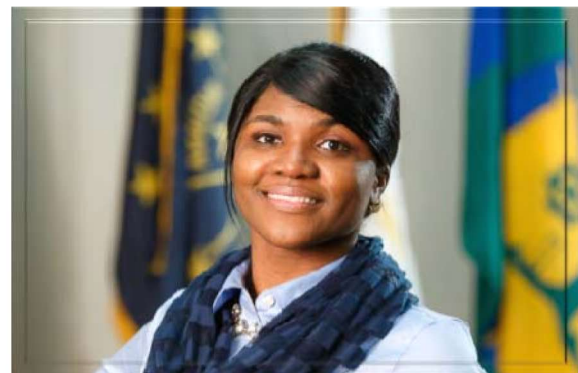
Department 101-0201 - City Clerk

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

Well-Governed and Administered City

Priority Based Budgeting Result: Ensures reliable compliance with regulations and well-managed risk

- Complete standardization of City-wide SOPs and procedures relating to filings and other Clerk legal processes
- Develop Active Shooter protocols for the 4th floor and train Council and Clerk Staff

Priority Based Budgeting Result: Models our values of excellence, accountability, innovation, transparency, inclusion and empowerment

- 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
- Complete office upgrades for Clerk/Council
- Complete branding for Clerk/Council with a PR focus
- Historical Tours and Government Education
- Complete Fast Track Program
- Develop QR Scan Codes to use on tickets for payment, meeting notices for more information, etc.
- Completely develop Clerks/Council Community Artwork Program
- Completely develop Internship Program
- Work with Historic Preservation to link our historical digital records

- 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
- Continuing to remain in compliance by meeting all open-door law requirements (deadlines), etc.
- Yearly Boards and Commissions Training for all Council, Department Heads, and Citizen Members
- Continuing to assist in the transition of the Council Attorney and Council Internship Program
- Continue the Clerk's Office mission to go paperless: Lexis Nexis, Polk City Directory, etc.
- Interdepartmental electronic filings and document management with legal electronic signatures and an online payment option
- Develop a Clerk-Ordinance Violations Bureau (OVB)/Council matrix that helps us to determine inefficiency, gaps, and help give us projections for hitting targets
- Contract with a New Parking Ticket System that records tickets in real time for Ordinance Violations Bureau (OVB)
- Possible expansion of Amnesty Day to include Ordinance Violation Citations
- Continual efforts to increase revenues from collections (2nd year of BMV Access)

Key Performance Indicators (KPI's)

Measure	Type	Long Term Goal	2015 Actual	2016 Estimated	2017 Target
- Number of Transactions Preserved	Output	N/A	160	160	178
- Number of Meetings Staffed and Processed	Output	N/A	160	160	187
- Percentage of petitioners that file successfully	Effectiveness	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)	Output	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	Output	N/A	N/A	N/A	90
- Orientation and Training Sessions Attended and Facilitated	Output	N/A	N/A	N/A	85
- Licensing ND and Scrap Metal	Output	N/A	N/A	N/A	290
- Parking Tickets Processed	Output	N/A	N/A	N/A	7,369
- All Ordinance Violation Citations Referred (including Parking and Code Enforce)	Output	N/A	N/A	N/A	2,008
- Appeals Processed (per Legal Dept)	Output	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)

Significant Changes

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

- 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 Ordinance Violations Bureau (OVB) licenses and appli