

CITY CLERK-COMMUNITY RELATIONS DEPARTMENT

Mission

Provide the residents of San Carlos, the City Council, and staff with access to public records and ensure all facets of agenda preparation, public meetings, and municipal elections are conducted according to state law.

Organization

The Department is comprised of the Director of Community Relations/City Clerk and a Deputy City Clerk.

Org Code

01121000

Dept #

1210

Description

Under the direction of the Director of Community Relations/City Clerk, the City Clerk Department consists of two full-time employees.

CITY CLERK-COMMUNITY RELATIONS DEPARTMENT

Program Name Council and City Manager Support

Major Services	<ul style="list-style-type: none"> • Agenda process management and meeting support • Administration of municipal elections • City Council/Treasurer candidate assistance and orientation • Research and retrieval of records • Maintenance of the City's records retention schedule • Recruitment management for the City's Commissions • New commissioner orientation • Compliance Officer for the Fair Political Practices Commission • Mailroom management and legal process service receipt for all departments • Provide notary services for City business
FY 2024-25 Accomplishments	<ul style="list-style-type: none"> • Conducted a municipal election for three elected seats (two City Council and the City Treasurer) and a ballot measure • Onboarded a new councilmember • Coordinated with the County Election's Office to prepare vote centers and ballot drop-boxes for the November 5, 2024 and March 4, 2025 elections, including a drive-up ballot drop-off station for the November election • Coordinated a Council reorganization ceremony with a tribute honoring an outgoing councilmember • Delivered ongoing training sessions on the City's Document Management System for new employees and provided refresher courses • Ensured compliance with Ethics Training and the Fair Political Practices Commission's Statement of Economic Interests and Campaign Statements • Managed Commission reappointments and recruitments and provided orientations to new members • Continued to manage the mailroom for all City departments; processed over 21,000 pieces of mail • Continued to provide proof of life verification services • Managed testing group in preparation for OnBase Cloud migration • Contributed to the Library's Makerspace Task Force • Updated City's Conflict of Interest Code • Conducted five public project bid openings • Coordinated five City Hall youth tours/visits • Managed web enabled applications that provide the public with self-service tools to search City records (public meeting portal, PRA system, document repository) • Collaborated with all departments to publish over 32 legal notices, including, but not limited to, public hearings, notice of election, financial transaction report summaries, notice of bids and ordinance summaries • Conducted a request for proposals (RFP) for publication of legal ad services • Managed and maintained the City's Do Not Knock and Refusal of Consent Registries
FY 2025-27 Goals	<ul style="list-style-type: none"> • Research agenda management systems • Implement ethics training module to current e-filing platform • Update Citywide Records Retention Schedule in FY 2025-26 • Conduct a Municipal Election in FY 2026-27 • Update the City's Conflict of Interest Code in FY 2026-27

Program Goals	The goal of Council and City Manager Support is to: facilitate the Council agenda process for the City Manager and support the Council during its meetings; facilitate the legislative process in compliance with legal requirements for timely notifications and open meetings; oversee the contract with the County of San Mateo for municipal elections according to state law and assist and orient local candidates; coordinate and monitor permanent, non-permanent and historical records; and respond to requests for public records in accordance with the City's records retention schedule and state law.
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Agenda Process Management and Meeting Support	Agenda process management, meeting support, and management of commission appointment process.
Objective 1	The City Clerk's Department provides meeting support to the City Council. This includes preparation of agenda packets and post meeting records (i.e., minutes, resolutions, ordinances, contracts). Timely preparation of agendas, post meeting materials, and meeting videos are essential in providing transparency to the public.

Key Performance Measure		FY 2024 Actuals	FY 2025 Projected	FY 2026 Proposed	FY 2027 Proposed
% of Council meeting minutes approved within three regular meetings		100%	100%	100%	100%
Description	After each Council meeting, the City Clerk's office prepares minutes to document the actions Council took and provides them to the Council at a subsequent meeting for approval.				
Purpose	This promotes transparency by providing the public with access to Council actions in a timely manner.				
Status	The City Clerk's Office has maintained a high-performance level with 100% of minutes approved within three regular council meetings and anticipates maintaining this level of performance.				

Workload Measures	FY 2024 Actuals	FY 2025 Projected	FY 2026 Proposed	FY 2027 Proposed
# of staff reports finalized	227	145	185	185
# of public meetings supported	31	29	30	30
# of meeting videos prepared and posted	20	21	21	21
# of resolutions and ordinances processed	163	125	140	140
# of proclamations and certificates prepared	43	33	44	44
# of commission applications received	17	18	5	5
# of commissioners oriented	42	6	2	2
# of City booths at Farmers' Market coordinated	11	10	12	12

**Elections
Management**

Objective 2

Elections management and support.

Elections give our community a voice in government. As the City's Elections Official, the City Clerk is trusted to submit accurate and timely information about candidates and ballot measures for the public to make informed decisions with their votes.

Key Performance Measure		FY 2024 Actuals	FY 2025 Projected	FY 2026 Proposed	FY 2027 Proposed
% of elections held without error		100%	100%	100%	100%
Description	The City Clerk's Office collaborates with the County Elections Office to oversee municipal elections, managing key responsibilities of the electoral process in accordance with State and Federal election laws.				
Purpose	Effective administration of the election process upholds the people's right to vote by ensuring a swift, thorough, and accurate process.				
Status	The City Clerk's Office, recognized for its impartiality and integrity, has consistently managed election materials with precision and efficiency. Committed to transparency, the office will continue to provide timely and accurate information to the public, ensuring confidence in the electoral process.				

Workload Measures	FY 2024 Actuals	FY 2025 Projected	FY 2026 Proposed	FY 2027 Proposed
# of interested candidates assisted	4	0	5	0
# of measures on the ballot	1	0	1	0

**Records
Management**

Objective 3

Management of City records and public records requests.

The City Clerk's Department serves as the Records Manager for the City and as such, coordinates all public records requests and assists with research, indexing, storing and retrieval of records. Timely response to public records requests is a priority as it is not only legally mandated but provides high quality public service.

Digitizing long-term and permanent records not only reduces storage cost and saves time in retrieval, but also enables staff, outside agencies and the community to independently perform searches and easily access records.

Key Performance Measure		FY 2024 Actuals	FY 2025 Projected	FY 2026 Proposed	FY 2027 Proposed
% of Public Records Act requests responded to within 5 days		100%	100%	100%	100%
Description	The California Public Records Act mandates that requests be responded to within 10 days of receipt, either by providing the requested records or notifying the requester that additional time is needed to gather them. Our office exceeds this requirement, striving to respond within half the legally mandated timeframe.				
Purpose	The accurate collection, preservation, and accessibility of official documents ensure a quick turnaround to meet public interest and legal requirements.				
Status	The City Clerk's Office consistently delivers this vital public service with efficiency and fairness and remains committed to upholding these high standards.				

Workload Measures	FY 2024 Actuals	FY 2025 Projected	FY 2026 Proposed	FY 2027 Proposed
# of public records requests processed	395	426	430	430
# of long-term and permanent records boxes added to City's electronic document management system	21	10	15	20
# of agreements/contracts finalized and processed into document management system	322	263	290	290
# of boxes of destroyed from the records center past the City's Records Retention Schedule	45	30	25	25