



# CITY OF MORENO VALLEY

## CITY CLERK'S DEPARTMENT

NEW  
COUNCILMEMBER  
HANDBOOK  
**2024**

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## PURPOSE

To provide administration of legislative proceedings and municipal elections; professional support to the City Council, City Manager, members of the public and staff, and records management administration of official City records and information.

## MISSION STATEMENT

The mission of the City Clerk's Department is to provide quality customer service, ensure that the legislative process, including City elections, City Council and Commission meetings are open and public; accurately maintain the legislative history of all City Council proceedings; provide access to complete and accurate public information, as well as to promote voter registration and participation through non-partisan public outreach.

# CITY CLERK'S OFFICE OVERVIEW

The City Clerk is the Official charged with administration of democratic processes such as elections, access to City records, and all legislative actions ensuring transparency to the public. The City Clerk's Office is responsible for the preparation of agendas, recording and maintenance of all Council actions, filing of public notices, coordination and administration of all City records, documents, and public files. The City Clerk maintains the City's Municipal Code, receives all claims filed against the City, serves as the official custodian of the City seal, serves as the Elections Official, and as the filing officer for all requirements of the California Fair Political Practices Commission.

Elections are professionally administered by ensuring all legal requirements are met and by working in tandem with the Riverside County Registrar of Voters Office to provide the public with accurate ballot information.

# DEPARTMENT GOALS AND OBJECTIVES

1. Ensure election processes are conducted in a professional, neutral, and transparent manner.
2. Provide the highest quality of customer service as outlined in Customer Care Guidelines.
3. Continue to work with Technology Services to ensure that all City records are stored and maintained for transparency in order to expedite internal and external requests for records and information.
4. Implement the automated Laserfiche Public Records Request Program.
5. Review the City's Records Retention Schedule and amend as needed.
6. Add two modules to Netfile: Ethics Training and Boards and Commissions.

# COUNCIL GOALS

1. Promote Diversity and Preserve the City's Revenue Base
2. Improve Governmental Relationships
3. Enhance Community Safety
4. Improve the Community's Image
5. Improve Public Infrastructure
6. Create a Positive Environment

## ACTIVE OBJECTIVES

- Provide the highest quality of customer service as outlined in Customer Care Guidelines (Council Goal 2).
- Ensure election processes are conducted in a professional, neutral, and transparent manner (Council Goal 4,6).
- Summer at City Hall Program (Council Goal 2,4)
- Mayor's Apprenticeship Program Promoting Employment Development (Council Goal 2,4).

## FUTURE OBJECTIVES

- Continue to collaborate with Technology Services to ensure that all City records are stored and maintained transparently in order to expedite internal and external requests for records and information (Council Goal 4,6).
- Review the City's Records Retention Schedule and amend as needed (Council Goal 4,6).
- Implement Public Records Request and Customer Relations Management into Laserfiche (Council Goal 4,6).
- Provide Records Management City-Wide Training (Council Goal 4,6).
- Provide California Public Records Request City-Wide Training. (4,6)
- Provide New eScribe Updates City-Wide Training (4,6).
- Implementation of the Vault integration with Laserfiche and Retention (Council Goal 4,6).

## ACCOMPLISHED OBJECTIVES

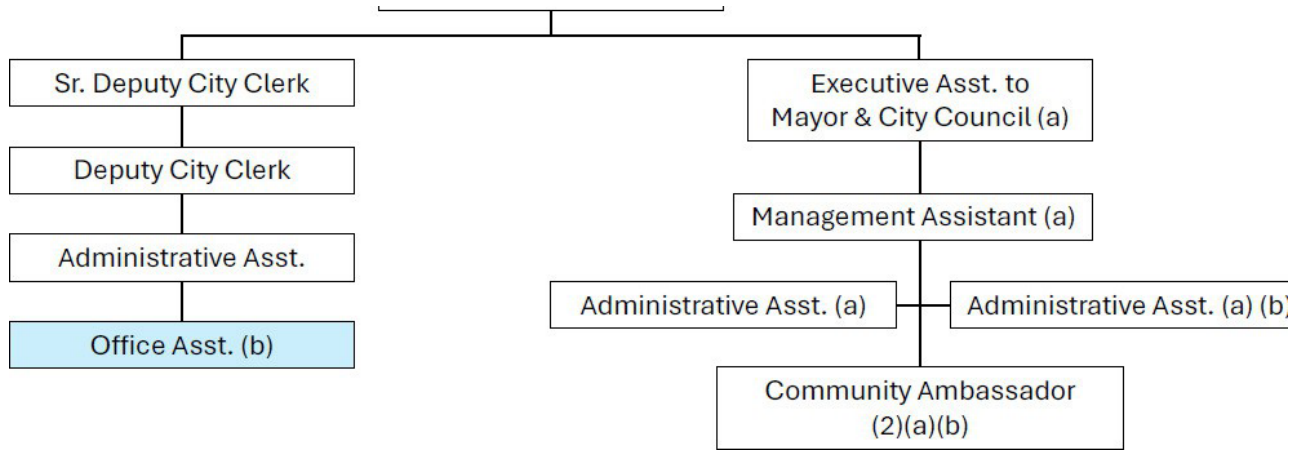
- Ensured election processes are conducted in a professional, neutral, transparent manner (4,6).
- Provided the highest quality of customer service as outlined in Customer Care Guidelines (2).
- Implemented the automated eScribe Agenda System and provided city-wide training (4,6).
- Implemented the fully automated administration portal Netfile, free filer public disclosure transparency portal, and 24-hour access to Netfile support (4,6).
- Implemented the Laserfiche process for all contracts/historical and other City documents (4,6).



# CITY CLERK'S OFFICE ORGANIZATIONAL CHART

The chart below provides an overview of the City Clerk's Office organizational breakdown:

## MANAGER OF THE OFFICE OF THE MAYOR & CITY COUNCIL CITY CLERK



(a) - City Council Position

(b) - Not Included in Position Control (Part-time non-career)

## CITY OF MORENO VALLEY FY 2023/24-2024/25 POSITION SUMMARY REPORT BY DEPARTMENT

Department / Position Title		FY 2022/23 No.	FY 2023/24 No.	FY 2023/24 Adj.	FY 2023/24 No.	FY 2024/25 No.	FY 2024/25 Adj.	FY 2024/25 No.
<b>City Clerk</b>								
Administrative Assistant	FT	1	1	-	1	1	-	1
City Clerk	FT	1	1	-	1	1	-	1
Deputy City Clerk	FT	1	1	-	1	1	-	1
Senior Deputy City Clerk	FT	1	1	-	1	1	-	1
Office Assistant	PT	-	-	-	-	1	1	1
<b>TOTAL - City Clerk</b>		<b>4</b>	<b>4</b>	<b>-</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>5</b>

# MEASUREMENTS

Accomplished      Estimated      Projected  
 FY 2023/24      FY 2024/25      FY 2025/26

<b>Services</b>			
City Council Meetings (# of meetings)	20	22	24
City Council Study Sessions (# of meetings)	5	5	8
City Council Closed Sessions (# of meetings)	18	18	22
Initiatives and Ballot Measures, City Council District Elections (# of election-related items)	0	2 Council Seats 1 Mayor's seat Measure U	0
State Fair Political Practices Commission Filings (Campaign Forms)	44	60	80
State Fair Political Practices Commission Filings (Form 700's)	163	180	190
<b>Efficiency</b>			
Percent of City Council Meetings held within scheduled timeframes	100%	100%	100%
Percent of constituent inquiries responded to within established timeframes	98%	98%	98%
Customer Relationship Management Cases (CRM)	328	360	380
Claims, Subpoenas and Public Records Requests (Total # all)	1,059	1,200	1,389
Resolutions and Ordinances (total # all)	187	190	200
Council Advisory Board Appointments	33	35	37
<b>Unit Cost</b>			
Cost as a percent of General Fund Budget	0.6%	0.8%	0.7%
Per Capita cost	\$4.31	\$6.60	\$4.50

## CITY OF MORENO VALLEY FY 2024/25 ADOPTED BUDGET DEPARTMENT PROGRAM SUMMARY

Department/Fund	Section	2020/21	2021/22	2022/23	2023/24	Increase (Decrease) over/(under)	2024/25	Increase (Decrease) over/(under)
		Actual	Actual	Amended Dudget	Adopted Dudget	2022/23 Amended Dudget	Adopted Budget	2023/24 Adopted Budget
<b>12 City Clerk</b>								
1010 GENERAL FUND	12010 City Clerk - Admin	691,652	767,771	1,223,051	913,394	(309,657)	769,143	(144,251)
<b>12 City Clerk Total</b>		<b>\$ 691,652</b>	<b>\$ 767,771</b>	<b>\$ 1,223,051</b>	<b>\$ 913,394</b>	<b>(\$ 309,657)</b>	<b>\$ 769,143</b>	<b>(\$ 144,251)</b>



MORENO VALLEY

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WHERE DREAMS SOAR