



PERFORMANCE ASSESSMENT OF THE CITY CLERK'S OFFICE FOR THE CITY OF RIVERSIDE



APPROACH AND METHODOLOGY



Gain a good understanding of the current services and needs



Interviews of staff and stakeholders



In-Office observations



Data and document review



Smart practices and benchmarking of other cities' City Clerk offices

ISSUES TO CONSIDER

- Staffing and workload;
- Public participation process for boards and commissions;
- Records management controls; and
- Financial expenditure controls.

BENCHMARKING OF CITY CLERK'S OFFICES

City	County	Population	Annual Budget FY 2021-22	Budget per resident (in dollars)	Staffing levels FTEs (FY 21-22)	Number of City Council meetings/ month	Staff per annual number of City Council meetings
Anaheim	Orange	335,946	\$1,784,197.00	\$5.31	8	2	0.3
Fontana	San Bernardino	212,616	\$795,570.00	\$3.74	6	2	0.3
Irvine	Orange	305,688	\$4,591,059.00	\$15.02	17.9	2	0.7
Long Beach	Los Angeles	460,245	\$3,863,937.00	\$8.40	15.3	4	0.3
Moreno Valley	Riverside	208,302	\$1,036,287.00	\$4.97	3	2	0.1
Pasadena	Los Angeles	137,814	\$3,339,404.00	\$24.23	13	4-5	0.3
Riverside	Riverside	314,818	\$1,970,394.00	\$6.26	11	4	0.2
Santa Monica	Los Angeles	91,739	\$3,049,723.00	\$33.24	12	2	0.5
Average		258,396	\$2,553,821.38	\$12.65	10.8		

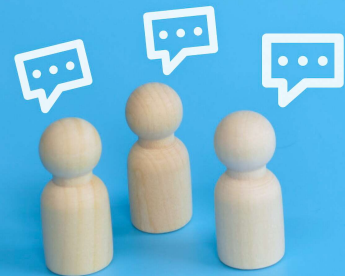
Table II-1: Benchmark Comparisons of City Clerk's Offices

STAFFING AND WORKLOAD RECOMMENDATIONS

1. Adding an additional City Clerk Specialist could be utilized to help manage the administrative services, passport services, and records management of the CCO.
2. The CCO should regularly monitor the agenda queues to ensure that reports are not being held up by one approver.
3. The City Clerk and the Assistant City Clerk should regularly review software updates/features to the agenda management system to improve the CCO's efficiency.
4. The City Clerk should consider the possibility of adding a budget/concurrence process to the agenda queue for increased effectiveness of the overall agenda process.

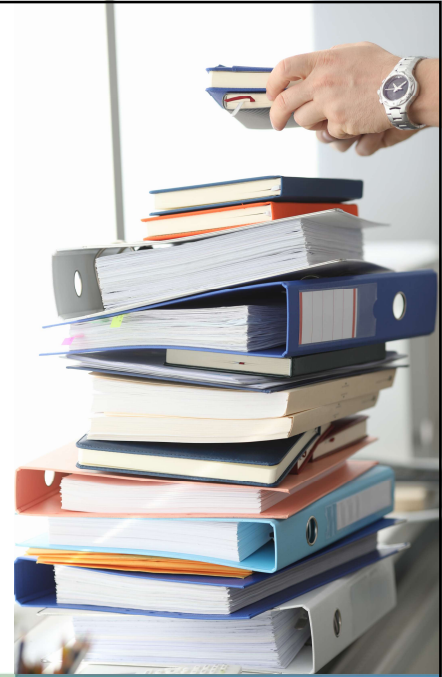
PUBLIC PARTICIPATION RECOMMENDATIONS

5. The City Council should periodically review the standing committees to ensure their objectives align with the City's strategic plan and goals.
6. The City should consider adding an additional Deputy City Clerk to provide professional clerking resources to the standing committees, boards, and commissions.
7. The City Council should regularly reevaluate the effectiveness and use of City advisory commissions.
8. Board and commission training for new members and continuing members should include expectations of members by the Mayor and City Council.



RECORDS MANAGEMENT RECOMMENDATIONS

9. Each department should establish a clear schedule for Category C retention records.
10. The CCO should retain a records management consultant.
11. There should be a designated Records Management Coordinator.
12. The CCO should meet with the IT department at least annually to review public record requests.
13. Provide cross training opportunities for the City Clerk Specialists assigned to the Passport Acceptance Facility.
14. The document storage activity of the department should be recorded into a centralized record management system.



EXPENDITURE CONTROL RECOMMENDATIONS

15. For Purchase Card (P-card) transactions, evidence of the requests, and a detailed statement or receipt should be provided to the P-card cardholder, for inclusion in their monthly review, validation and documentation of their P-card transactions.

16. A manager in the CCO should annually review the list of authorized users and verify that all required training and usage agreements are on file.

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QUESTIONS?