

City of Joshua
City Secretary's Office
Monthly Report
Reporting Period: July 2025
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I. GENERAL OVERVIEW

The City Secretary's Office continues to play a vital role in ensuring compliance, transparency, and seamless support for the City Council, staff, and the public. This month has been especially active, with significant efforts focused on the new public information software, following legislative bills, maintaining records, and responding to citizen needs.

II. MEETING & BOARD SUPPORT

| Task | Quantity |
|--|-----------------|
| City Council Agendas Prepared | 0 |
| Council Meeting Minutes Completed | 0 |
| Supporting Documents Processed | 2 |
| Board/Commission Agendas Prepared | 3 |
| Meetings | |
| Board/Commission Minutes Completed | 3 |
| Supporting Documents Processed | 1 |
| Board Vacancies/Applications Processed | 1 (Resignation) |

III. RECORDS MANAGEMENT

| Task | Quantity |
|---------------------------------------|-----------------|
| Public Information Requests Processed | 33 |
| Records Archived/Digitized | 127 + pages |
| Ordinances Indexed | 0 |
| Resolutions Indexed | 0 |
| Retention Schedule Reviews | 3 |

IV. REPORTS FILED

- 2025 Annual Voting Systems Report (SOS)
- U.S. Census Bureau

V. LEGAL & OFFICIAL NOTICES

| Task | Quantity |
|-------------------------------------|----------|
| Legal Notices Published | 2 |
| City Hall/Website Postings | 8 |
| Proclamations/Certificates Prepared | 0 |

VI. Citizen Outreach

| Task | Quantity |
|------------|--|
| Facebook | 159,974 Views – Top Post: Business Highlight Taco 100 - 27, 276 Views |
| Newsletter | 5 with a total of 1,020 subscribers. Up 37 in the last 30 days |

VII. SPECIAL PROJECTS

- **Public Records Software (NextRequest):**
Fully implemented, saving approx. 10–12 staff hours weekly
- **Policy/Procedure Review:**
Updating Records Management procedures and internal records policies
- **Replacing all photo frames in the council chambers with a new design.**
Updating all mayoral photo frames with a new, uniform professional design to ensure a consistent and polished presentation

VIII. TRAINING

| Task | Details |
|---------------------|--|
| TML-First Amendment | Keene |
| Billboard Training | Online with Billy Tolson |
| Athenian Dialogue | Online-8 hours and 3 credits for recertification |
| Webex | Online with Webex Representative |

IX. HIGHLIGHTS

- Coordinated multi-department support for agenda and records.
- Prepared historical records for long-term storage and preservation.

X. UPCOMING PRIORITIES

- November election, if called.
- Citywide records destruction.
- Digital billboard.
- Updates to document retention and destruction schedules.
- Attend the August TMCA Seminar regarding Legislative Updates.
- Create Boards/Commission Manual and Training Program.

XI. FINAL NOTES

The City Secretary's Office continues to see high levels of demand across all service areas. Ongoing improvements in technology and processes are essential to meet this growing workload. The City Secretary remains committed to serving the Council, staff, and citizens of Joshua with excellence.

City of Joshua, Texas Performance Report

June 1, 2025 - June 30, 2025 All departments

General Overview: Requests received, opened, and closed in this period.

22 request(s) received

Total number of new requests received during this reporting period.

0 total request(s)

Total number of requests in the portal at the beginning of the reporting period.

20 request(s) closed

Total number of requests closed during this reporting period.

2 request(s) open

Total number of open requests by the end of this reporting period.

0 request(s) overdue

Total number of requests that became overdue in this reporting period.

1 request(s) paused

Total number of requests that were paused by the end of this reporting period.

Response and Fulfillment: How fast your agency responds to and fulfills requests

0 day(s) to respond

Median response time in days in this reporting period.

0 day(s) to respond

Average response time in days in this reporting period.

0 fulfilled outside 10 days

Number of requests closed beyond 10 days of request submission during this reporting period.

21 fulfilled within 10 days

Total number of requests closed within 10 days of request submission during this reporting period.

1 day(s) to fulfillment

Median number of days taken to fulfill all requests in this reporting period.

1 day(s) to fulfillment

Average number of days taken to fulfill all requests in this reporting period.

Requests by Department

This table breaks down how many requests were received and closed by each department, as well as median fulfillment speed for each department in this reporting period.

| Department | New | Closed | Median | Average |
|-------------------------|-----|--------|--------|---------|
| Animal Shelter | 0 | 0 | 0 | 0 |
| City Manager's Office | 0 | 0 | 0 | 0 |
| City Secretary's Office | 6 | 6 | 1 | 1 |
| Code Enforcement | 1 | 1 | 2 | 2 |
| Development Services | 5 | 5 | 2 | 2 |
| Economic Development | 0 | 0 | 0 | 0 |
| Finance Department | 0 | 0 | 0 | 0 |
| Human Resources | 0 | 0 | 0 | 0 |
| Municipal Court | 0 | 0 | 0 | 0 |
| Parks Department | 0 | 0 | 0 | 0 |
| Police Department | 8 | 7 | 2 | 3 |
| Public Works | 1 | 1 | 2 | 2 |
| Not Assigned | 3 | 2 | 1 | 1 |

Message Templates Report

This table includes all message templates used within this reporting period

| Message Template | Times Used |
|---|------------|
| Estimated response date | 21 |
| No requirement to construct a public record or answer questions | 1 |

Closure Response Report

This table includes all closure responses and totals used in this reporting period.

| Closure Response | Times Used |
|--------------------------|------------|
| Fulfilled | 12 |
| No Records Found | 6 |
| No Records: Other Agency | 2 |
| Not a Request-Questions | 1 |

Tag Report

This table includes the tags applied to requests opened in this reporting period.

| Tag Name | Times Used |
|----------|------------|
|----------|------------|

Key Assumptions

Requests Overdue

For requests that were closed prior to October 28, 2018 requests are counted as overdue only if they were overdue at the time the request was closed.

Response and Fulfillment Speed

Response time is tracked using the first external message sent through the NextRequest portal. This metric assumes that the message sent includes either a "request for clarification" or a time estimate.

Fulfillment time is calculated based on the time from when the request was created to the first date the request was closed (if there are multiple closed dates, only the first one is used).

Median days to close and average days to close are calculated based on the number of requests that have a closed date within the reporting period.

Staff Time

Staff time only accounts for time logged in NextRequest. This metric assumes that staff members regularly log all staff time in the portal and that the hourly rates are accurate and up-to-date.

Staff Cost

Staff cost only accounts for costs logged in NextRequest. This metric assumes that staff members regularly log costs in the portal.

Message Templates Report

The message templates report tracks message template usage from February 25, 2018 onwards.