



# ► Municipal Services Department Update

Matt McLean

City Clerk/Municipal Services Manager

# Department

- ▶ JoAnne Trudel, Deputy City Clerk
- ▶ Caroline Thompson, Records Management Specialist
- ▶ Jessica Halterman, Receptionist

- ▶ Passport Clerks
  - ▶ Shannon Givens
  - ▶ Lillian Hawkins
  - ▶ Teresa Gilbert

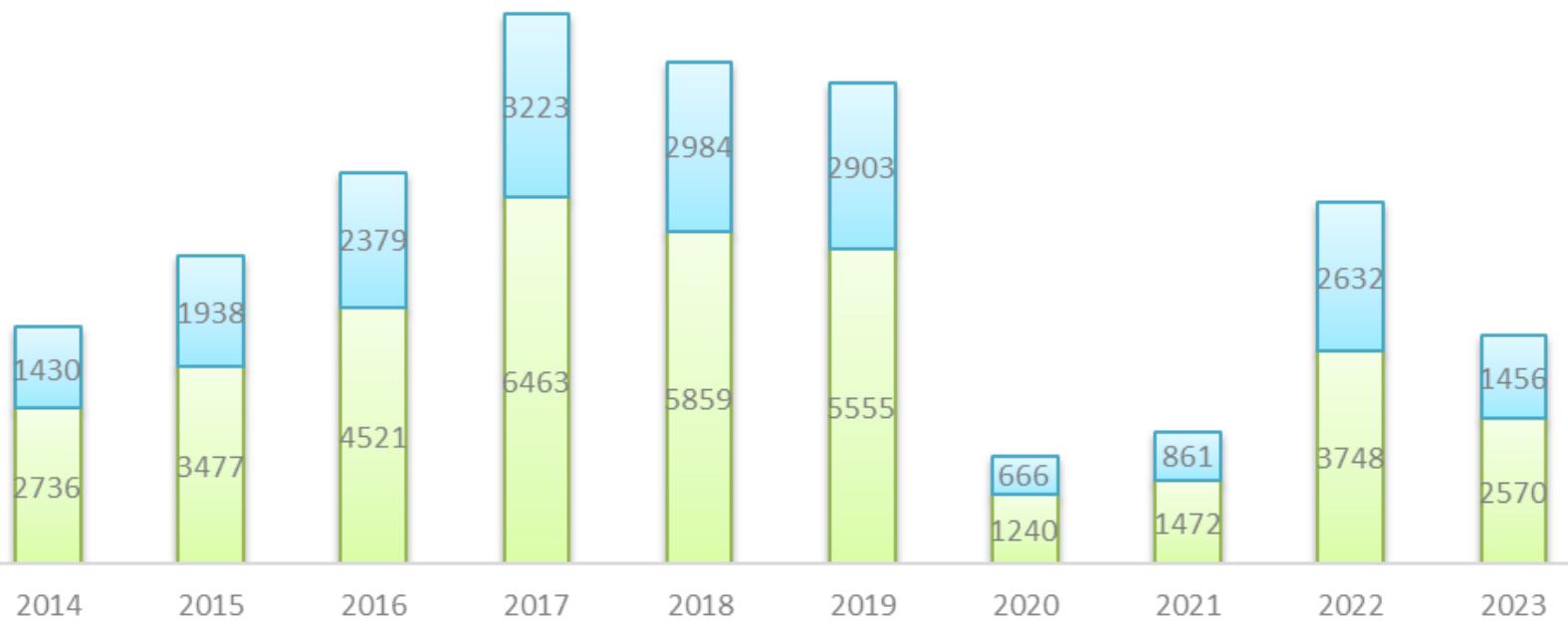
# Historical Passports Revenues



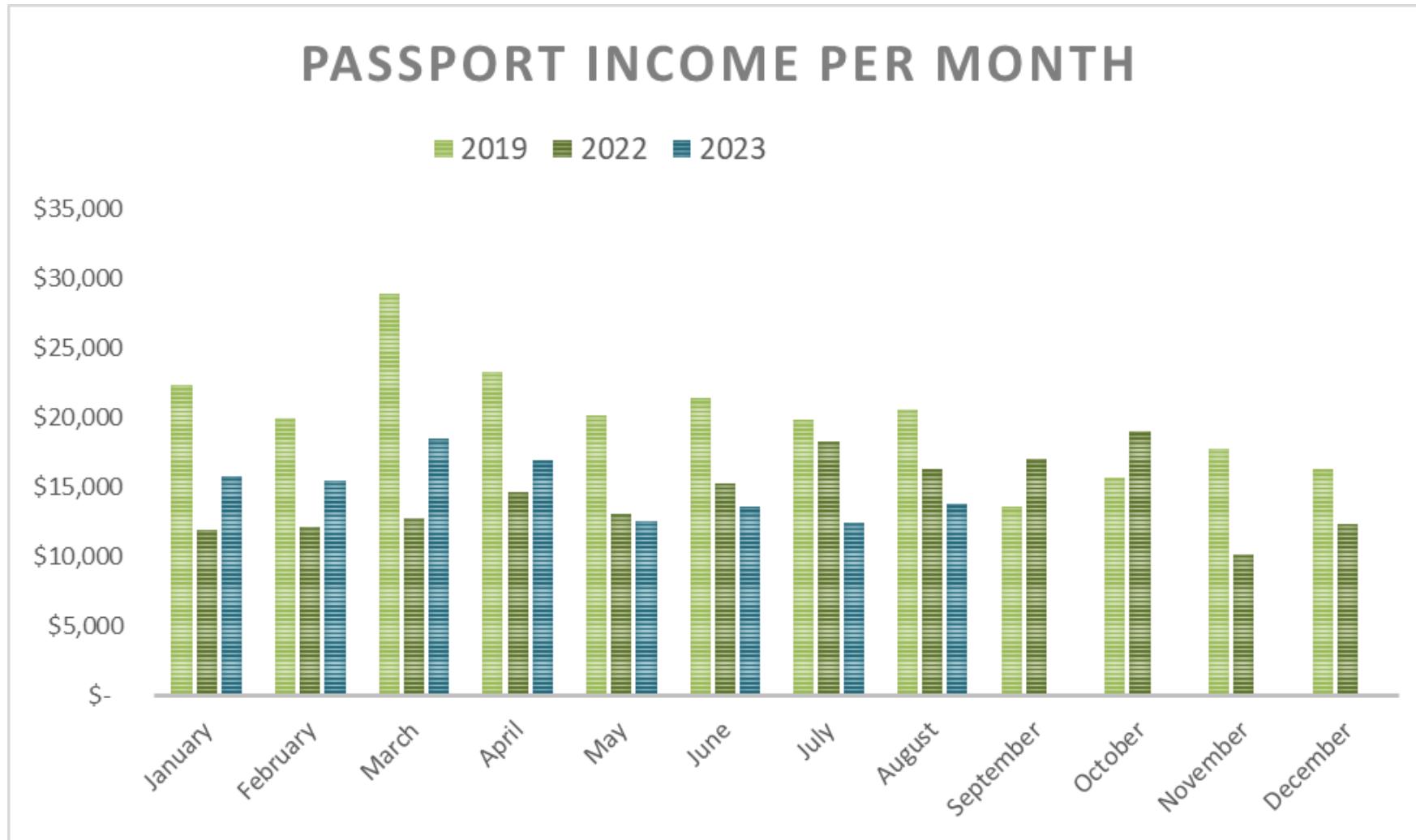
# Historical Passports Revenues

## NUMBER OF PASSPORTS AND PHOTOS

Passports Photos



# Passport Income per Month



# Passport Clerk Costs vs. Revenues

	<b>Weekly</b>		<b>3 month average</b>	<b>Year total</b>
<b>Salary</b>	\$762.60		\$6,297.48	\$25,189.92
<b>Earnings</b>	\$2,800.00		\$30,380.00	\$121,520.00
<b>Difference</b>	\$2,037.40		\$24,082.52	\$96,330.08
<b>Hours</b>	20	worked	240	960
<b>Salary with benefits</b>	\$38.13	/hour	\$26.24	\$26.24
<b>Weekly Salary with benefits</b>	\$762.60		\$6,297.48	\$25,189.92
<b>Passports application processed</b>	80	/day	868	3472
<b>Passport Revenue</b>	\$2,800.00		\$30,380.00	\$121,520.00
<b>Yearly Anticipated Passports</b>	3800			
<b>Anticipated Revenue</b>	\$133,000.00			



# Records Management

# Records Requests

Years	Number of Requests	Total Staff Time (hours)
2023	358	297.5
2022	526	562.9
2021	282	No Time recorded
2020	337	121 (total not recorded)
2019	545	328.25
2018	484	194 (total not recorded)

# Total money spent in 2022 on Records Requests

Including all staff time and legal fees:

**\$103,525** (approximately)

- ▶ We can't charge staff time to anyone
- ▶ We can charge what we use to respond to records requests - i.e. if we need to scan something or use a specific program
- ▶ Some of the things we use (i.e. office programs, electricity) are too burdensome to calculate to make any meaningful cost impact
- ▶ Right now (aside from PD requests) we are charging \$.11 per request
  - ▶ Might be good customer service to allow a waiver option

# Records Management Team

- ▶ Caroline Thompson, Records Specialist
- ▶ JoAnne Trudel, Deputy City Clerk
- ▶ Aaron Edmunds, IT Manager
- ▶ Beth Wright, Accounting Supervisor

# Steps taken to lessen the costs for Public Records Requests

- ▶ We are using less legal fees than in the past.
- ▶ Working on standardizing all records in the city (except for PD and Court)
  - ▶ Completed a records management policy
  - ▶ Scanning documents
  - ▶ Audit documents in the city
- ▶ Putting more documents on the city's website
  - ▶ Example: Side Sewer as-built plans on the website now

# Public Records Management

- ▶ We are running out of space physically and virtually
  - ▶ Costs involved in expanding both
- ▶ Time spent on records requests
  - ▶ Reduce the number of staff working on requests
    - ▶ Index and access to records
    - ▶ Make more records available online
      - ▶ Costs involved in hosting records
- ▶ Using a more hybrid approach to records - more digital
  - ▶ Move to electronic signatures
  - ▶ Stop making copies of the same document

# Grants available

- ▶ State Archives
  - ▶ Technology Tools - \$30,000
  - ▶ Organizing File Room - \$20,000
  - ▶ Digital Imaging - \$50,000
- ▶ Grants for 2024-25 open on February 1, 2024
- ▶ Recommendation is to apply for Public Records Request Software
  - ▶ Software would allow it to be more self-service on the website
  - ▶ Recover the costs involved for the software